

CONTACT US



Tompkins Consolidated Area Transit, Inc.

Main Office:

737 Willow Ave,
Ithaca, NY 14850

Office Hours:

Monday – Friday 8am-5pm

(607) **277-RIDE (7433)**
www.tcatbus.com

ADA Paratransit Service: (607) 273-1878



TDD/TTY Relay Service: Dial 711

Connect with us online:



TCATrides



Everything TCAT



tcatmovesyou

Useful Phone Numbers

Gadabout Trans. Services, Inc.	(607) 273-1878
Chemung County Transit	(607) 734-5211
Cortland Transit	(607) 758-3383
Cornell Transportation	(607) 255-4600
www.trailwaysny.com/	(800) 858-8555
www.coachusa.com/shortline/	(800) 631-8405
www.greyhound.com/	(800) 231-2222
www.ourbus.com	(844) 800-6828

Know Your Civil Rights

Notifying passengers of TCAT, Inc. and its complementary paratransit provider, Gadabout Transportation Services, of their Civil Rights under Title VI.

Tompkins Consolidated Area Transit, Inc., (TCAT, Inc.) and its paratransit provider, Gadabout Transportation Services, operate their services without regards to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with TCAT, Inc.

For more information regarding TCAT, Inc.'s or Gadabout's civil rights program and the procedures to file a complaint, please contact:

Patty Poist, TCAT, Inc.

Title VI Coordinator

(607) 277-9388, ext. 560 or

email: tcat@tcatmail.com or

pp1@tcatmail.com or visit our

administrative offices at:

737 Willow Ave., Ithaca, NY, 14850.

For more information, visit:

www.tcatbus.com/civil-rights/

A complainant may file a complaint directly with the Federal Transit Administration by filing it with the Office of Civil Rights:

Attention Title VI Program Coordinator,
East Building 5th Floor TCR,
1200 New Jersey Ave.,
SE Washington, DC 20590.

TCAT and Gadabout will take reasonable steps to ensure that Limited English Proficiency persons have meaningful access to the programs, services and information that TCAT provides.

• If you know someone who needs a language translator, call TCAT at (607)277-7433 or Gadabout at (607)273-1878.

• Si Usted necesita un interprete, por favor llame a TCAT (607)277-7433 o Gadabout (607)273-1878.

• 만약 한국어 통역이 필요하시면, TCAT에 (607)277-7433 혹은 Gadabout에 (607)273-1878로 전화하십시오.

• 如果您需要语言翻译，请拨打 (607)277-7433致电TCAT或拨打 (607)273-1878致电Gadabout。

• Если вам нужен вызов переводчик: TCAT (607)277-7433 Gadabout (607)273-1878.

• Si vous avez besoin d'un traducteur de langage, téléphonez à TCAT au (607)277-7433 ou à Gadabout au (607)273-1878.

ABOUT TCAT

Tompkins Consolidated Area Transit, Inc. (TCAT, Inc.), Ithaca, N.Y., is a private, not-for-profit corporation that provides public transportation to urban, suburban and rural populations throughout Tompkins County. In addition, TCAT serves outstanding local institutions of higher education to include Cornell University, Ithaca College and Tompkins Cortland Community College (TC3).

Our Mission: To contribute to the overall, social, environmental and economic health in our service area by delivering safe, reliable and affordable transportation and, at the same time, being a responsive, responsible employer.

Our Vision: To become a model community transportation system committed to quality service, employee-management collaboration and innovation.

TCAT operates 28 routes plus one summer route 22. TCAT's 55-vehicle fleet, includes both diesel and electric-battery powered buses. TCAT aims to transform its fleet to all battery-electric buses by 2035, depending on available resources.

TCAT employs approximately 120 people, including highly trained bus operators and maintenance crew members who are represented by the United Auto Workers Local 2300.

The TCAT Board of Directors is comprised of three representatives recommended by each of its local funders: the City of Ithaca, Tompkins County and Cornell University.

TCAT contracts with Gadabout Transportation Services to provide paratransit services as required by the Americans with Disabilities Act of 1990

TCAT POLICIES

Bus Passenger Rights & Responsibilities

All TCAT passengers have a right to:

1. A safe, comfortable, and clean bus.
2. A professional and courteous bus operator.
3. Easy access to accurate schedule information.
4. Have stops called at transfer points, major intersections, points of interest, and other requested locations.
5. A prompt response to all comments and concerns on all transit issues presented to TCAT.
6. Be treated with dignity and respect by all TCAT employees.

All TCAT passengers are responsible for following the rules of conduct and etiquette:

1. Have exact change, pay the correct fare and show proper identification if asked by the bus operator.
2. Follow all rules, regulations and laws.
3. Respect other passengers and the bus operator.
4. No smoking, vaping, eating or drinking on the bus.
5. Use of audio devices is allowed as long as they are used with earphones and can only be heard by you.
6. Cell phones may be used, but be considerate of those around you. Keep your conversations at a low volume so that you do not affect the other passengers or the operator.
7. Help keep the bus clean and free of trash, spills and graffiti.
8. Please yield priority seating areas when requested by persons with disabilities, seniors, or the operator on their behalf.
9. Understand that service delays may result from circumstances that are beyond the control of TCAT.

For your safety:

1. Shirt and shoes must be worn.
2. No hazardous materials, such as gasoline or car batteries.
3. No loud, profane, indecent or otherwise disruptive behavior.
4. Keep aisles clear; strollers and carts must be folded.
5. Packages must be kept on your lap or under the seat. Nothing must block the aisle or be stored on a seat.
6. Do not stand in front of the standee line (behind the driver seat).
7. Never cross the street in front of a bus. No bicycles permitted inside the bus. Please use the racks on the front exterior of the bus.
8. No bicycles allowed inside the bus. Please use exterior bike racks at the front of the bus.
9. Passengers with disabilities may ride with their trained service animals. All other animals must be secured in a crate that is specifically manufactured for the transport of a pet and small enough to fit on your lap or under the seat. Other than service animals, animals at-large or on a leash or harness are not allowed. (More information on pages 15 & 16.)

Pass Refund and Loss/Theft Policy


No refunds. TCAT will work with riders to resolve any technical problems they encounter. TCAT is not responsible for lost or stolen passes. Passengers are urged to register their passes at <https://store.tcatbus.com>

If your pass is lost or stolen contact TCAT immediately at (607) 277-7433 (RIDE) or via email at tcat@tcatmail.com.

If registered TCAT can deactivate the lost or stolen pass and issue a replacement with the remaining balance of rides or days as indicated on the pass.

TCAT does not sell or keep private information.

FARES



TCAT has adopted a new fare collection system that went live Aug. 15. (Smart cards and mobile apps for TCAT's new fare collection system will not be available until later Fall 2023.) Riders can continue to use Tcards on the new magnetic stripe reader, which will only indicate if the pass is valid. Riders can check balances by calling (607)277-7433 or by emailing TCAT at tcat@tcatmail.com

Cash Fare, Single Ride

Fare Type	Fare
Adult (ages 18-59)	\$1.50
Youth (17 and under)*	Free
Half-fare (seniors age 60+)	\$0.75
Half-fare Medicare / persons with disabilities	\$0.75

Paying Cash? Exact Change Only.

Drivers are unable to make change so you must have the exact fare. Dollar bills and coins are accepted.

Ride Pass Options



Each ride is a one-way trip. A round trip would cost two rides. Ride-based passes are not expiration based.

Fare Type	Fare
15 Ride card	\$20
Half-fare 15-Ride card Seniors (age 60 and older)	\$10
Half-fare 15-Ride card Medicare / persons with disabilities	\$10

Day Pass Options



These are expiration- based passes that are activated with the first swipe on the farebox. They can be used as frequently as the rider would like and are valid for the amount of time purchased.

Fare Type	Fare
1 Day pass	\$3
2 Day pass	\$6
5 Day pass	\$15
Weekly pass	\$17.50
Monthly pass	\$45
Annual pass	\$450

Due to the farebox changeover, we do not advise riders to purchase more than two months at a time. However, any leftover balances will be added to the new fare media, smartcards or apps, when they arrive.

Transfers

If more than one bus route is needed to get you to your destination, transfer slips are available at no additional cost. You should request a transfer from the driver when you pay the fare. Riders are allowed up to two transfers to complete their trip. Transfers are good for a continuous one-way trip on the day of issue and will only be honored on the next available bus. They will not be accepted on any trip that will return the passenger to the area the trip originated, nor to re-board the same route. Day or semester pass holders do not need a transfer slip. Simply swipe your card again.

Military

Active duty military members and Reserve Officer Training Corp. (ROTC) students who can demonstrate military service—either by being dressed in official U.S. issued military formal or informal uniforms or who can show current military ID—ride free.

Senior Citizens, Medicare Cardholders and Persons with Disabilities

Persons 60 years old or older, Medicare cardholders, persons with a disability, and persons currently receiving SSI, SSD, or disabled veterans' benefits are eligible to pay half-fare on the TCAT bus. (This does not apply to Gadabout or ADA paratransit services.) The bus operator may ask for proof of eligibility.

Youth passes

All youth (not college students) who are 17 and under ride free!

Those aged 17 to 14 must obtain a FreeRyde pass that are to be distributed through local high schools and youth organizations. Youth in this age group whose schools who do not issue these passes, who are home schooled or who do not attend school or youth programs should contact TCAT at (607) 277-7433 or email TCAT at tcat@tcatmail.com. **These passes will work on the new farebox and need to be swiped on the new farebox reader.**

Those aged 13 and under do not need a pass to board the bus. Children 5 years old and younger must be accompanied by a fare-paying adult (up to five children per adult.)

Youth pass for those aged *17 to 14



*Those older than 17 who are in high school are eligible for the FreeRyde pass.



CARDS & PASSES

Tcards are magnetic stripe cards that riders swipe at the fare box upon boarding. In late Fall 2023, TCAT will replace Tcards with contactless smart cards (same Tcard name) that the rider can simply tap on the farebox. Riders will also be able to use mobile apps to use and pay for their fares. In the meantime, riders can use their existing Tcards. Please look for updates at www.tcatbus.com.

Where can I buy TCAT passes?

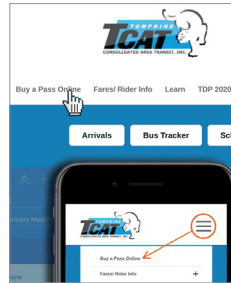
Online at: <https://store.tcatbus.com>. Due to the fare collection system transition, however, the online store will soon be replaced by another web portal to be activated when new fare media arrives. Please contact TCAT at (607)277-7433 or email us at tcat@tcatmail.com to purchase a pass. See retail outlets page 6.

FOBS ARE ON LONGER FOR SALE. See next column for more information.>>>>>>>

Pass discounts

The more rides or consecutive days you buy on your Tcard at a time, the more you save.

If you Purchase:	You Pay:
1-14 adult rides	\$1.50 /ride
15+ adult rides	\$1.33 /ride
1-6 consecutive days	\$3.00 / day
7-30 consecutive days	\$2.50 /day
31-364 consecutive days	\$1.50 /day
365+ consecutive days	\$1.25 /day



Why register your Tcard?

TCAT strongly encourages riders to register their Tcard. If you lose your registered Tcard, TCAT can look you up in the system, authenticate your identity, deactivate your lost fare medium and transfer your existing ride/day balance to a new Tcard. Note: Only registered passes can be transferred to a new Tcard in the event of loss or theft. Replacement cards are offered to TCAT riders free of charge.

FOBS no longer work on the bus.

If you have a fob, we will replace it by adding any remaining passes you have onto a Tcard, which we will send to you or that you can pick up at TCAT, 737 Willow Ave. Email us at tcat@tcatmail.com or call (607)277-7433 (RIDE).

How do I register my pass?

Again, go online to the tcat store at: www.tcatbus.com & click "Buy a Pass Online" in top menu bar – or – or go directly the Tcat store page at: <https://store.tcatbus.com>. Once you register you can also recharge your Tcard online with a credit card via PayPal.

Should I buy a ride card or a daily bus pass?

TCAT sells passes "by the day" and "by the ride." Which option is better for you will depend on how often you ride.

By-the-Day Pass: You can load an unlimited number of days onto a Tcard. The more consecutive days of riding you purchase at one time, the more you save on your per-day cost. If you are a frequent rider or if you will be riding the bus more than 2 times per day, this option may be for you. Because by-the-day passes are already discounted, they are not eligible for half-fare.

* Please note: Day-based passes expire at the end of day(s) available on the pass when TCAT's daily service ends. As an example, a one-day pass activated on the bus at 7:30 a.m. would expire in the early hours of the following morning.

By-the-Ride Card: You can load an unlimited number of rides onto a Tcard. Rides have no expiration date. If you ride infrequently, or if you only ride the bus in one direction, this may be a better option for you. In addition, all ride-based passes are 50% off for senior citizens (60 and older), Medicare cardholders, and persons receiving SSI, SSD or Veterans Benefits. Anyone may buy a half-fare pass but proof of eligibility may be required to use half-fare passes.

Passes are sold at the following retail outlets.

* Not all passes are sold at each.

ONLINE

TCAT Store

<https://store.tcatbus.com>
(All passes & cards available)

ITHACA

TCAT Main Office

737 Willow Avenue
(607)277-RIDE
(All passes & cards available)

Ithaca Town Hall

217 N. Tioga Street
(607) 273-1721
(15 ride,
half-fare 15 ride,
2 consecutive days,
5 consecutive days,
1 day, monthly)

The Cornell Store on the Commons

102 E. State Street
(607) 272-1513
(15 ride,
half-fare 15 ride,
1 day, Monthly)

Titus Towers

(half-fare 15 ride)

Life Long Sr. Center

119 W. Court Street
(607) 273-1511
(half-fare 15 ride)

ITHACA (continued)

GreenStar Market @ Collegetown Crossing

307 College Avenue
(607) 882-COOP (2667)
(15 ride, half-fare 15 ride,
1 day, Monthly)

GreenStar @ Dewitt Mall

215 N. Cayuga St.
(607) 273-8213
(15 ride, half-fare 15 ride,
1 day, Monthly)

GreenStar Market: West End

770 Cascadilla St.
(607) 273-9392
(15 ride, half-fare 15 ride,
1 day, Monthly)

LANSING

Tops – Triphammer

2300 N Triphammer Rd.
(607) 266-8021
(Monthly)

TRUMANSBURG

Kinney Drugs

2100 Trumansburg Rd
(607) 387-6661
(Monthly)

CORNELL

UNIVERSITY

The Cornell Store

135 Ho Plaza
(607) 255-4111
(15 ride, half-fare 15 ride,
1 day, Monthly)

NEWFIELD

Newfield Town Clerk

166 Main Street
(607) 564-9981
(15 Ride, half-fare 15 ride,
1 day, Monthly)

GROTON

Groton Library

112 E. Cortland Street
Groton, NY 13073
<https://grotonpubliclibrary.net/>
(15 ride, half-fare 15 ride,
1 day, monthly)

DRYDEN

Dryden Village Office

80 South Street
(607) 844-8122
(15 Ride, half-fare 15 ride,
1 day, Monthly)

TC3 card office room 110 or main lobby info desk

170 North Street
(15 ride, 1 day, 2 ride,
monthly)

LOST & FOUND

Did you leave something on the bus?

People leave personal property on TCAT buses every day. We love to reunite people with their lost items. If you've left something on one of our buses we want to help you.

If you have lost something valuable that you urgently need, such as a wallet, purse, or keys **please call us at (607) 277-7433 right away!** It may be possible for you to arrange to meet that bus in the opposite direction to retrieve your items. We will need to know the bus route, bus number (if possible) and what time you rode the bus. We also need a thorough description of your lost property.

Valuables: Lost and found items such as wallets, purses, phones, laptops, credit cards, jewelry, bicycles, electronic items, and other valuable items, as well as non-valuable items can be reclaimed at the **TCAT main office: 737 Willow Avenue** (opposite the city golf course), Ithaca, NY 14850. Our office is open from 8 am – noon and then 1 pm – 5 pm, Monday to Friday. It's best to call first before visiting our office to make sure we have your item.

Contact: (607) 277-7433 • tcat@tcatmail.com

Most lost items arrive at the L&F on the following day. On occasion items do get turned in on the same day they were lost. TCAT is not responsible for lost or stolen items. **Unclaimed items will be disposed of after 30 days unless you make arrangements with us.**

Where's my bus?



Find your stop, get alerts, and locate your bus in real-time with the **TCAT Bus Tracker!**



Visit our website at **www.tcatbus.com** to get information, tools, and apps to help you plan your trip and find out where your bus is in real-time. Trip planning is now available on Google Transit!

Mobile: Get the **Moovit**, **transit**, **Ithaca Transit-Live**, **myStop**, or **Google app** from the iTunes App Store or Google Play.



Text: If you already know your stop number, get the next departure times by texting **TC + the stop number** (ex: TC8888) to **321-123**

Computer: Visit the Tcat Bus Tracker Website at: **realtimetcatbus.availtec.com**



The TCAT Bus Tracker Website allows you to:

- Search for a stop name or number
- Get next 3 departures per stop
- View real-time vehicle locations
- Subscribe to receive one-time or daily alerts for vehicle departures from a specific stop
- View or register to receive alerts and public service messages
- Overlay multiple routes on the map screen



HOW TO RIDE

Using a public transportation can seem confusing at first, especially if you are new to town.

One of the first things you need to know is that TCAT operates three service periods per year and schedules can change from each season:

Fall service: late August through late January

Spring service: late January through late May

Summer service is late May – late August.

Step 1: Plan your trip

The easiest way to plan your trip is to use Google Transit or the online tools and apps available on TCAT's home page at **www.tcatbus.com**.

To see current schedules, visit:
www.tcatbus.com/bus-schedules

Step 2: Reading the schedule

(see diagram on next page)

- ① The route information box will quickly let you know the route number, location, day and time of service.
- ② Some routes operate on weekdays only, some operate on weekends only, and yet others may operate six or seven days per week. Furthermore, bus schedules may be completely different on a Saturday or Sunday than a weekday. Make sure you're looking at the schedule for the day you wish to travel.
- ③ Look at the letters and their corresponding names in each column across the schedule. These are timepoints, which are major stops along the bus routes. Schedules show

what times buses stop at these timepoints. Remember, buses will pick-up or discharge passengers at all stops along the route, not just the timepoints shown on the schedule. Each line in the schedule stands for one bus trip; read across the row to see what time that bus makes its stops. Buses always travel from "left to right" across the schedule. You can also pick a timepoint and read down the column to see all the times that buses pass by that stop throughout the day.

- ④ Determine which direction you want to go.

Most TCAT buses either go inbound or outbound. Exceptions are those that are looped routes, such as Route 10 (the Cornell-Commons route.) Inbound buses generally go to downtown while outbound buses go from downtown to locations away from the City of Ithaca.

- ⑤ Look for two timepoints: one where you will board and one where you will get off the bus.

If the bus stop is located between two timepoints, use the earlier timepoint to wait for the bus. If the bus stop you're getting off at is located between two timepoints, use the later timepoint as the time you will be getting off the bus.

- ⑥ Look at the column under your destination timepoint. Find an arrival time that you want to arrive at the bus stop closest to your destination.
- ⑦ Once you determine your arrival time, move your finger to the left until you reach the column where you plan to board the bus.

Suppose you have an appointment at 3:30 pm and want to get on the bus at State @ Fulton,

you will see you need to be at the bus stop at 3:07 p.m. Let's say you want to board from Chestnut Hill Apartments, which isn't a time point, but still a bus stop. Even though it might be a couple of minutes, plan to be at the Chestnut Hill stop at 3:07 p.m.

LEGEND

- A Timepoint:** This is the time that the bus is scheduled to arrive at or leave a stop. If the bus reaches a timepoint early, it must wait at the stop until the scheduled time. Although the bus will stop at any designated stop it passes, the timepoints are limited to keep the bus moving.
- Designated Stop:** Bus will only stop at stops indicated on schedule and will not stop at designated bus stops in between. Some routes are always express (routes 10, 81 & 82) while others are only express in certain zones (routes 20 & 21).
- ! Select Service Only:** Bus does not always serve this portion of the route or stop. It may only serve the area on certain days of the week or at certain times of day. Please look at individual schedule.
- D Drop off only:** Bus may not pass by the stop at this time interval unless a passenger on the bus requests it. Passengers wanting to exit bus will need to ask the driver to stop.
- No service:** A dash indicates that the bus does not serve the stop at this time interval. In some cases the bus may serve the stop in one direction only but if there is a dash for the inbound time, you may be able to catch the bus on its way outbound and ride it back in (like Overlook and Linderman Creek in the example on the opposite page).

ANATOMY OF A SCHEDULE

ROUTE

14

MONDAY - SUNDAY

MTWTF Sa Su

• Bus serves the Professional Building on its way into the hospital.

MONDAY - FRIDAY

Please read schedules from left to right.

OUTBOUND

Green @ Commons	Ithaca Bus Station	Linderman Creek Apts.	Professional Building				
Seneca @ Commons	Elm @ West Village	Overlook Apts.	Cayuga Medical				
A	B	C	D	E	F	G	
6:00 A	6:02 A	6:08 A	6:12 A	—	—	—	6:20 A
7:00 A	7:02 A	7:08 A	7:12 A	—	—	*	7:20 A
8:00 A	8:02 A	8:08 A	8:12 A	—	—	*	8:20 A
9:00 A	9:02 A	9:08 A	9:12 A	9:19 A	—	*	9:27 A
10:00 A	10:02 A	10:08 A	10:12 A	—	—	*	10:20 A
11:00 A	11:02 A	11:08 A	11:12 A	11:19 A	—	*	11:27 A
12:00 P	12:02 P	12:08 P	12:12 P	—	12:19 P	*	12:22 P
1:00 P	1:02 P	1:08 P	1:12 P	1:19 P	1:26 P	*	1:29 P
2:00 P	2:02 P	2:08 P	2:12 P	—	2:19 P	*	2:22 P
3:00 P	3:02 P	3:08 P	3:12 P	3:19 P	3:26 P	*	3:29 P
4:00 P	4:02 P	4:08 P	4:12 P	4:19 P	4:26 P	*	4:29 P
5:00 P	5:02 P	5:08 P	5:12 P	5:19 P	5:26 P	—	5:29 P
6:00 P	6:02 P	6:08 P	6:12 P	6:19 P	6:26 P	—	6:29 P
7:00 P	7:02 P	7:08 P	7:12 P	7:19 P	7:26 P	—	7:29 P
8:00 P	8:02 P	8:08 P	8:12 P	8:19 P	8:26 P	—	8:29 P
9:00 P	9:02 P	9:08 P	9:12 P	9:19 P	9:26 P	—	9:29 P

Bold Type indicates PM times.

LEGEND

map not to scale

A Timepoint

D indicates drop off only. passengers wanting to exit bus will need to ask driver to stop

● Point of Interest

* indicates bus will serve stop on this trip

— bus does not serve stop at this time interval

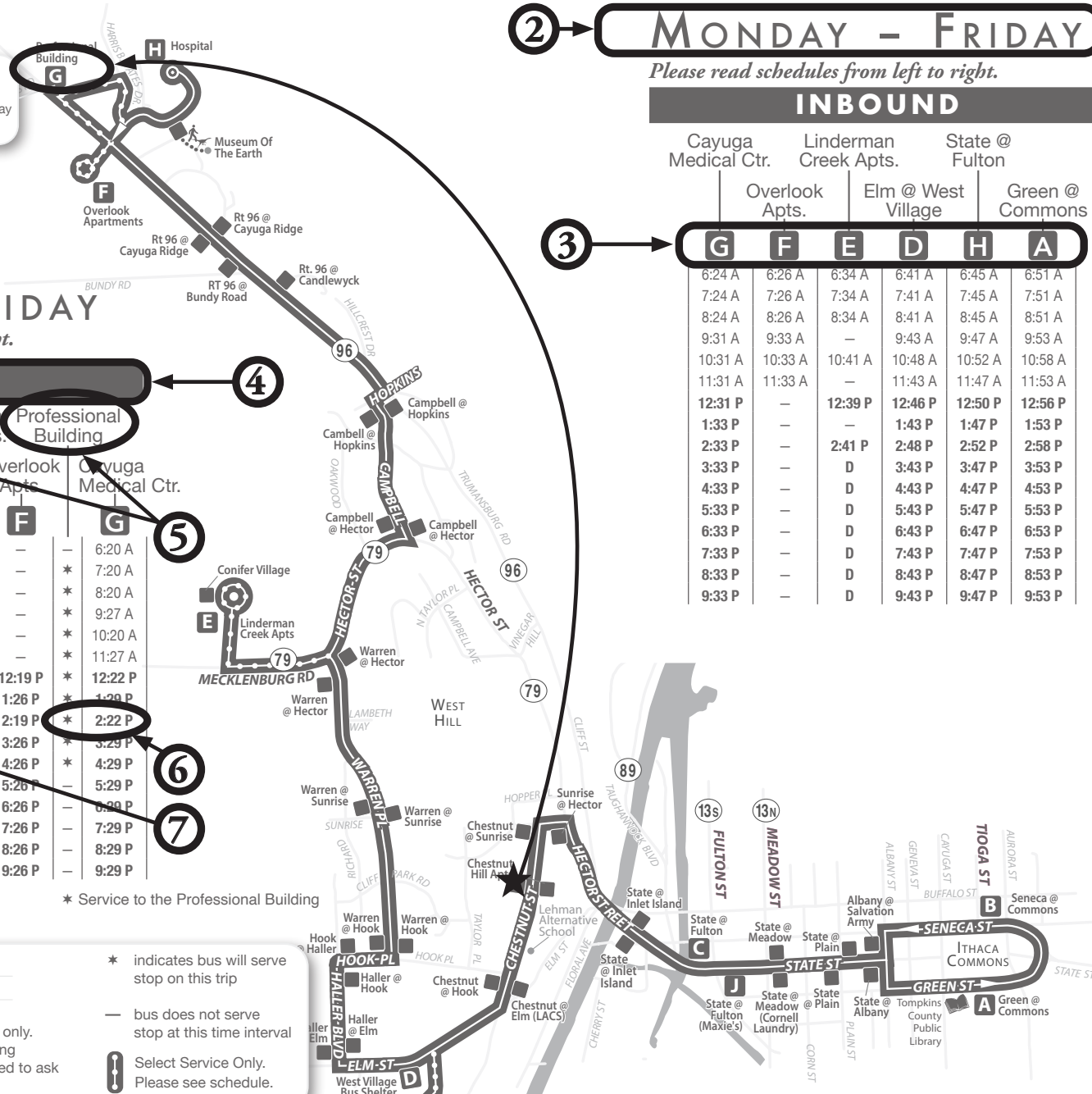
Select Service Only. Please see schedule.

2 → MONDAY - FRIDAY

Please read schedules from left to right.

INBOUND

Cayuga Medical Ctr.	Overlook Apts.	Linderman Creek Apts.	Elm @ West Village	State @ Fulton	Green @ Commons
G	F	E	D	H	A
6:24 A	6:26 A	6:34 A	6:41 A	6:45 A	6:51 A
7:24 A	7:26 A	7:34 A	7:41 A	7:45 A	7:51 A
8:24 A	8:26 A	8:34 A	8:41 A	8:45 A	8:51 A
9:31 A	9:33 A	—	9:43 A	9:47 A	9:53 A
10:31 A	10:33 A	10:41 A	10:48 A	10:52 A	10:58 A
11:31 A	11:33 A	—	11:43 A	11:47 A	11:53 A
12:31 P	—	12:39 P	12:46 P	12:50 P	12:56 P
1:33 P	—	—	1:43 P	1:47 P	1:53 P
2:33 P	—	2:41 P	2:48 P	2:52 P	2:58 P
3:33 P	—	D	3:43 P	3:47 P	3:53 P
4:33 P	—	D	4:43 P	4:47 P	4:53 P
5:33 P	—	D	5:43 P	5:47 P	5:53 P
6:33 P	—	D	6:43 P	6:47 P	6:53 P
7:33 P	—	D	7:43 P	7:47 P	7:53 P
8:33 P	—	D	8:43 P	8:47 P	8:53 P
9:33 P	—	D	9:43 P	9:47 P	9:53 P



Step #3: Go to the bus stop

- Make sure you arrive at your stop about 5 minutes before your scheduled departure time. TCAT bus signs, such as the one shown here, are light blue and include route numbers and the TCAT logo.
- Keep in mind that certain routes stop only at designated stops around the Ithaca Commons, Collegetown, the East Hill Neighborhood, on Cornell and Ithaca College campuses, and in the center of local villages and hamlets.
- Elsewhere, in urban and suburban areas, you may use a designated stop or request a stop at any intersection so long as it is a safe location, where an approaching bus driver can see you and pull over (not on a blind curve, over the crest of the hill or in a no-stopping zone.)
- On rural commuter routes in rural areas only, you may use a designated stop or request a stop at any safe location.
- If you are waiting at a flag-stop location in a rural area, it is especially difficult for drivers to see you when it is dark; if possible, please use a flashlight or other illuminating device to signal the driver as the bus approaches. Don't panic if your bus does not arrive exactly on time. While we make every effort to keep buses running on schedule, weather and unusually large passenger volumes, can delay things just a bit, especially during rush hours and in

between classes on campus. Buses rarely run more than 5 minutes late; please be patient! While you're waiting for the bus, please be respectful of other waiting passengers and refrain from smoking inside or at the entrance to bus shelters.



NOTE: Occasionally, we must detour a route due to a closed road or construction. When this happens, we will post a notice on the home page of our website (look for the red banner). This page will let you know whether any detours are planned that will bypass your stop, and if so, where to catch the bus instead.

You can visit our Bus Tracker at:
realtimetcatbus.availtec.com/InfoPoint/

TCAT offers several apps, to include Google Transit, that provide trip planning options and/or real time information.
www.tcatbus.com/ride/apps/

Step # 4: Board and Pay your Fare

As the bus approaches, stand next to the bus stop sign and let the driver know you would like to board by waving your arms and making eye contact with the driver. Check the bus's route number and destination sign to make sure you are getting on the right bus. Remember, at many locations, multiple bus routes serve the same stop. If you're unsure whether you're getting on the right bus, ask the driver. Please have your bus fare ready.

Most TCAT buses have bike racks on the front of the vehicle that can accommodate up to two to three bicycles. If you are bringing your bike with you, load it on the rack before boarding the bus. (see pgs. 12-13 for more information)

When the bus driver opens the door, wait for any passengers getting off the bus to exit through the front door before you board. If you are using a wheelchair, the driver will assist you in boarding the bus, securing your chair for the ride, and exiting the bus.

You must pay your fare or show your pass or transfer slip to the driver upon entering the bus. More detailed information on fare amounts and types of passes available can be found on pages 4-5.

If you are paying a cash fare, deposit the coins and/or bills into the farebox. Please have the exact amount ready; drivers are unable to make change! If you are transferring from another bus and have a paper transfer, give the transfer to the driver. If you are using a pass or Cornell ID, swipe your card in the mag stripe reader.

If you are paying cash and need to transfer to another bus to complete your trip, ask for a transfer from the driver when you pay. If you are using an unlimited day pass or Cornell ID to pay your fare, you do NOT need to ask for a transfer. Simply use your pass or ID again when you board the next bus.

Step #5: Find a seat

In general, you may sit anywhere you like. Please note that seats at the front of the bus are priority seating for seniors or persons with limited mobility. Anyone may use these seats, but you must be ready to vacate them if requested or if the need becomes apparent.



PRIORITY SEATING FOR SENIORS AND PEOPLE WITH LIMITED MOBILITY

If the bus becomes crowded and you are standing in the aisle, you must move as far to the back of the bus as practical to allow other people to board the bus as well. You must never block or stand in doorways.

While the bus is in motion, you must stand behind the yellow line on the floor at the front of the bus.



STAND BEHIND THE YELLOW LINE WHILE BUS IS IN MOTION

Strollers may be brought on the bus if they are folded up and kept out of the aisle. Luggage and other small items such as shopping bags may also be brought on board, as long as they are kept out of the aisle and do not block people's movement through the bus.

Pets may NOT be brought on board unless they are completely secured within a carrying case. Service animals are the exception to this rule and are always welcome. Eating, drinking, and smoking are not permitted on TCAT buses. If you listen to music, you must use earphones. If you use a cell phone, please be courteous to other passengers and refrain from loud or extended conversations.

Step #6: Get off at your stop

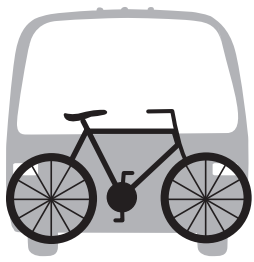
Major stops are announced audibly on TCAT buses. If for some reason they are not, or if you are unsure of where to get off the bus to reach your destination, ask your driver to help you. About 1 to 2 blocks before your stop, pull the stop request cord like the one shown in the photo, located along the windows the entire length of the bus. Some buses have strip that you press instead of a cord.



PULL STOP REQUEST CORD 1 TO 2 BLOCKS BEFORE YOUR STOP

Be ready to exit the bus as soon as the driver stops. Make sure you have all your personal belongings with you! If the bus is crowded or if there are several people waiting to board at the stop, please exit the bus through the rear doors. This will help speed up everyone's ride. If you need to cross the street after exiting the bus, please cross behind the bus for your own safety.

Never cross the street in front of the bus. The driver may not be able to see you. Also, please be aware of other pedestrians, cyclists, and other vehicles as you exit.



Bikes on Buses

In 1996, TCAT became the first New York State bus system to add bike racks to its transit fleet. Most TCAT buses have front-mounted bike racks, helping cyclists conquer the hills and weather of Tompkins County. Buses made 2020 and after have room for three bikes, while older buses have space for two.

How do I put my bike on the bus?

1. As the bus approaches have your bike ready to load (kickstand up, accessories removed) and approach the bus from the curb side (not the middle of the road).
2. Tell the bus driver that you are loading a bike.
3. Squeeze handle and pull down to release folded bike rack.
4. Lift the bike onto the rack, putting the front and rear wheels in the marked slots.
5. Raise the support arm around your front tire, making sure it is cradling the top of the tire and not the fender or frame.

How do I unload my bike?

6. Before you disembark, remind the driver that you need to unload your bike.
7. Move the support arm down and lift out your bike.
8. Fold up the rack if there are no other bikes.





Does it cost anything extra to use a rack?

Nope! Use of our bike racks is free (of course, you still have to pay your regular fare).

Can I leave my saddle bags, milk crate, helmet, water bottle, and/or other accessories on the bike?

We ask that you remove anything that might fall off your bike, obstruct the driver's vision, and/or interfere with another bicyclist's ability to use the rack. This includes pumps, water bottles, helmets, milk crates, oversize panniers, and child safety seats.

I'm nervous that I am going to embarrass myself the first time I use the bike rack?

It's OK. It's easier than you think. Look at the photos in this guide, but don't worry about memorizing the steps. The simple, two-step instructions are printed right on the rack to remind you. If you'd like to schedule a time to come down to the garage to practice using the bike rack, give us a call. We promise you'll see how simple it is after the first time you use the rack.

Someone loaded their bike into the slot farthest from the bus! Can I still load my bike?

Yes, you can load and unload a bike into the slot nearest the bus without unloading the bike in front. Because this might be more difficult for some cyclists, please always load your bicycle into the slot closest to the bus and leave the outer slot ready for the next bicyclist.

Can I bring my bike inside the bus?

It depends—your bicycle must be able to be folded and stowed between the seats in such a manner as not to block the aisles or become a projectile if the bus were to stop suddenly. Also, protruding parts (pedals, handlebars, etc.) must not pose a safety threat to passengers. It is up to the bus driver to determine whether such items are stowed adequately. Call us if you're unsure about your folding bike, and we can check it out.

How many bikes can a bus accommodate?

Buses manufactured 2019 and later can accommodate three bikes. Older buses can accommodate two.

Can I reserve a spot on the rack for my bicycle?

TCAT's bike racks are provided on a first-come, first-served basis.

If the rack is full and I can't reserve a spot, what do I do with my bike?

You will need to leave your bicycle at the bus stop. TCAT works with municipalities to provide bike racks at popular stops. If you think your stop needs a rack, let us know!

I need help loading my bicycle. Can the bus driver help me?

For safety reasons, TCAT bus operators cannot get off the bus to help you. To use the rack without assistance, you must be capable of lifting your bicycle 2-3 feet off the ground and maneuvering it into the rack's slot.

Can my child use the bike rack?

Children ages 10 and younger must be accompanied by an adult to load and unload bikes.

TCAT would like to remind bicyclists of the importance of safe biking. Always wear a properly-fitted helmet. Always use front and rear lights at night and during dawn and dusk hours, and consider wearing other reflective gear to improve your visibility.

Always make predictable movements, use conventional hand signals to indicate your turns, and avoid weaving in-and-out between parked cars. Maintain your bicycle and bicycle equipment on a regular basis.

Happy cycling!

frequently asked QUESTIONS?

Q. How do I know if my bus will be delayed?

A. The best way to get information about service delays and interruptions is to download the transit, MyStop or another app for your mobile device.

If you don't have a smart device, you can also check the Public Services Messages (located on the left, under the routes and stops) on the Bus Tracker Website at: realtimetcatbus.availtec.com. As information becomes available, alerts are posted here first as well as on the red banner on TCAT's website! TCAT's website is equipped with Google Translate, located at the bottom of each page. Updates about safety measures, such as those put into place during the Covid pandemic, are also available on TCAT's website.

Q. I lost something on the bus. How do I get it back?

A. Though TCAT is not responsible for lost or stolen items found on its buses or at its shelters, bus operators and staff work hard to make sure items are returned to their rightful owners. Buses are cleaned every night and articles left on the buses are put in safe keeping. Passengers can call (607) 277-RIDE (7433) and a customer representative will assist you. Passengers can also stop by TCAT's offices, 737 Willow Ave., Ithaca, NY, 14850 or email TCAT staff at tcat@tcatmail.com.

Q. Why do I see empty buses? Looks like a waste of money to me.

A. That empty bus you saw was likely on its way to becoming filled with passengers as the route progressed. In some cases, that empty bus is returning to the garage after a full and busy day in service. Most passengers do not ride the entire route, so buses tend to be fuller in the middle of the route and emptier at each end.

Q. When does TCAT make service changes?

A. TCAT makes service changes and puts out new schedules 3 times per year. Winter service runs from mid-January until late May, summer service runs from late-May until late-August, and fall service runs from late-August until mid-January.

Q. I tried to catch the bus as it was pulling away from the curb, but the operator wouldn't stop for me. Why?

A. As soon as the bus is in motion, TCAT bus operators are prohibited from stopping for safety reasons. The bus operator's attention is focused on merging into traffic and any distraction could pose a safety hazard.

Q. Why shouldn't I cross in front of a stopped bus after I get off?

A. For safety reasons. If you wait until the bus departs the stop before crossing you will be able to see traffic in both directions and motorists will be able to see you.

Q. Does TCAT operate on holidays?

A. TCAT operates 359 days a year and does not operate on January 1, Memorial Day (May), Juneteenth (June), Independence Day (July 4), Thanksgiving Day (November) or Christmas Day (December 25).

Q. Why doesn't TCAT use smaller buses? Wouldn't they be cheaper?

A. Smaller buses can only be used on certain routes that have lower ridership. They are not cheaper to operate as the cost of labor, maintenance is the same. Fuel efficiency is slightly better, but the difference is negligible. The Federal Transit Administration doesn't allow TCAT to have two separate sized fleets, so we size ours to meet rush hour demand.

Q. Can I bring pets on the bus?

A. Animals are allowed on the bus in an enclosed pet carrier. Service animals are allowed and must be under complete control of the owner. Dogs that serve as comfort or therapy dogs would not be accepted on the bus unless in an enclosed animal carrier.

Q. Why do I have to stuff my belonging under the seat away from aisles and fold my baby stroller and/or grocery cart?

A. If a bus operator has to stop quickly, your item can turn into a projectile and injure someone. Also, the aisles need to be cleared so passengers can walk safely without the risk of tripping.

Q. On your buses, windows are locked. Why and what should I do if the air conditioning system breaks down?

A. This feature is now an industry standard. This so called "fixed" design will not enable passengers to open windows. Fixed windows mitigate costly repairs to the stream-lined heating ventilation air conditioning (HVAC) systems in TCAT's newer buses. If a window was opened on a warm day, it could overwhelm the HVAC system and pose discomfort for everyone on the bus. Any HVAC issues are considered an "out-of-service" position, therefore, the bus would be pulled from service and we would not subject our riders to excessive heat or cold. In the event one of our new buses had a roadside failure; all are equipped with several emergency windows that will open, allowing ventilation.

Q. Why are some bus interiors equipped with fluorescent pink lighting?

A. This type of lighting reduces glare on the bus windshields. While operating rural routes during nighttime hours, our operators were experiencing difficulties from the interior lights reflecting on the windshields, thus reducing visibility.

Q. I don't have bus service in my neighborhood. How does TCAT determine where to operate its routes?

A. TCAT creates its routes based on based on travel patterns and magnitude of demand. TCAT is happy to consider any request for service. Please contact us at tcat@tcatmail.com. We can't promise additional service, but we will give every request full consideration, based on our resources and rider analysis.

Q. I am interested in advertising on the outside or inside of your buses. How much does it cost?

A. Advertising on TCAT offers great visibility for your organization. All of the advertising on our buses is handled by Cayuga Transit Ads. Visit coolbusads.com or call (607) 257-6400 for more information.

Q. How can I get more involved with TCAT?

A. The Riders' Advisory and Accessibility Committee is comprised of riders and members of the TCAT team and meets every other month, starting January, to discuss current issues, future projects, and how TCAT can improve service for older riders and riders with disabilities.

If you are interested in joining, please contact Patty Poist at 277-9388 x 560 or by email at pp1@tcatmail.com.



HALF-FARE

For Senior Citizens, Medicare cardholders and Persons w/ Disabilities

If you are 60 years old or older –or– if you are a Medicare cardholder –or– if you have a disability –or– if you receive SSI, SSD, or disabled veterans benefits than you are eligible to pay half-fare on the TCAT bus. (This does not apply to Gadabout or ADA paratransit services.)

When you board the bus, the bus operator may ask you for proof of eligibility in order to pay half fare. Acceptable forms of proof of eligibility are your Medicare card, Senior Citizen's Discount Card, drivers' license, or your TCAT half-fare identification card (purple card).

Applications for the half-fare eligibility card are available on our website or by calling 277-7433. In order to obtain your TCAT Half- Fare Identification card, please complete the half-fare application and return it to the TCAT office. **Please be sure to include a copy of any document that verifies eligibility.** Details on application.

SERVICE ANIMALS

Service animals are animals that have been trained to perform tasks that assist people with disabilities. Passengers with disabilities may ride with their trained service animal. The operator may ask if the animal is a service animal and what tasks the animal has been trained to perform.

The service animal must be under the control of the owner at all times. If the animal is not under the control of the owner or if the animal poses a direct threat to the health or safety of others, the operator may require the animal to leave the bus.

All TCAT buses are equipped with a wheelchair lift or ramp, which the driver will deploy upon request. If you are still unable to access the bus system, you may be eligible for ADA complementary paratransit.

HAILING CARDS

TCAT provides hailing cards with Route numbers to help passengers easily notify bus operators which bus they wish to board. Hailing cards are available to persons with disabilities, or anyone who might wish to use them, by contacting TCAT at: (607) 277-9388 x420 –or– email: jj2@tcatmail.com



ADA Complementary PARATRANSIT

Complementary Paratransit is a specialized, door-to-door transport service for people who are not able to ride the fixed-route (TCAT) transit system because of a disability.

This may be due to an inability to board, ride or disembark independently from any readily accessible vehicle on the regular fixed-route system; the inability to use a particular route or stop because it is not 100% accessible; or the inability to get to or from bus stops on the fixed route system. In order to use this service, you must be ADA certified.

TCAT contracts with Gadabout to provide these rides. The goal of the paratransit program is to ensure that all Americans have access to transit to meet basic mobility needs

The passage of the Americans with Disabilities Act (ADA) in 1990 recognized that people with disabilities have the same rights as other citizens to access services and facilities that are available to the public, including transportation. The U.S. Department of Transportation (DOT) is responsible for the enforcement of ADA's transportation requirements.

How to apply for ADA eligibility certification

To become certified, you must fill out an ADA eligibility application and submit it for review. Applicants who are determined eligible for ADA complementary paratransit service are assigned an eligibility category. The eligibility category is consistent with the applicant's ability to use the regular fixed-route service. These categories are Unconditional, Conditional, Trip-by-Trip, Temporary, or not eligible.

You will be notified in writing of your eligibility determination. Your determination letter will cite any specific limitations (if any) on your eligibility. The review process usually takes 1-3 weeks from the day your application is received.

To obtain an application for ADA paratransit or for more information, please contact:

Jenn Jennings,
TCAT paratransit coordinator
(607) 277-9388 ext. 420
TDD/TTY Relay Service: Dial 711
email: jj2@tcatmail.com

Mail or fax your completed application:

Attn: Jenn Jennings
TCAT, 737 Willow Ave,
Ithaca, NY 14850
–or– fax your application to
(607) 277-9551

An electronic version of the application can be obtained by sending an email request to jj2@tcatmail.com

ADA COMPLAINTS

Anyone who believes that TCAT discriminated against them and denied transportation due to a disability can file a complaint.

TCAT investigates all ADA complaints received within 90 days of the alleged incident.

Complaints may be submitted:

By phone: (607) 277-9388 ext. 420

By email: tcat@tcatmail.com

In person or By mail via US Postal Service:

ADA Coordinator
TCAT, Inc.
737 Willow Ave.,
Ithaca, NY 14850

The complaint form can be downloaded online at: www.tcatbus.com/ada/ada-complaints/ –or– You may contact TCAT at (607) 277-9388, ext. 420 to have a copy sent to you.