Glossary

for

TCAT-Specific, TCAT-Related &

General Public Transit Terminology

See also: https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary

Also included:

General route information: Page 22
Fleet Information: Page 23

March 2023

A

Accessibility: Measurement of the ability and convenience for all persons, including those with disabilities, to use amenities and services, including public transportation.

Americans with Disabilities Act (ADA): Signed into U.S. law in 1990, the ADA prohibits discrimination against persons with disabilities, and ensures that people with disabilities have the same rights and access to opportunities as everyone else This also requires that a public transit agency's fixed-route service include parallel service for those are unable to access fixed-route bus.

AM Peak – The large influx of riders commuting to work in the morning (7:00 AM-9:00 AM). TCAT increases service on rural, urban, and campus routes to accommodate the larger amount of riders. A "second" AM Peak occurs on Cornell's campus from 9:00 AM-10:00 AM, as many students commute during that period. (See PM Peak.)

American Public Transportation Association (APTA) – American Public Transportation Association, based in Washington D.C., is the membership trade association representing and advocating for public transit in North America.

American Rescue Plan Act of 2021 – Signed into law by President Biden in 2021, this program provided federal funding to support the nation's public transportation systems in their recovery from the COVID-19 pandemic.

Assignment – The bus operator's s weekly schedule (Composed of *runs*)

Audit Committee (The TCAT Board) – Board members assigned by the TCAT board chairperson and tasked with reviewing/ overseeing the auditing process for TCAT's financial activities.

Automatic Fare Collection (AFC)– An automated method of collecting and processing fares at the farebox via magnetic stripe cards, RFID stickers and other fare media. Also referred to as electronic fare payment (EFP.)

Automatic Passenger Counter (APC)– Devices to include infrared counters that are typically installed above doorways on buses to count the number of passengers.

Articulated Bus – Frequently referred to as an "accordion bus," articulated buses are comprised of two sections linked by an accordion-like pivot joint. This allows a longer bus and more passenger capacity. They are typically 59 feet in length.

Automated Voice Enunciation – Equipment programmed and installed on buses to audibly announce upcoming stops. This helps agencies comply with ADA and is helpful to riders with limited vision.

Avail – TCAT's CAD-AVL (<u>C</u>omputer <u>A</u>ided <u>D</u>ispatch – <u>A</u>utomatic <u>V</u>ehicle <u>L</u>ocation) software. It provides real-time bus tracking and bus announcement software. Service changes are also disseminated using Avail.

Transit Authority –Type of transit agency that in New York State fits the description as a public benefits corporation that operates the state's essential infrastructure. Other infrastructure overseen by authorities in the state include roads, bridges and schools. TCAT is not an authority but a private, not-for-profit corporation.

Automatic Vehicle Locators (AVL)– A computer-based vehicle tracking system with equipment installed on buses use GPS and wireless data systems to transmit real-time data.

B

Bargaining Unit – A group of employees represented by a labor union. At TCAT, it is the United Auto Workers Local 2300 that represents TCAT's bus operators and maintenance crew.

Base – Via radio, refers to garage/737 Willow Avenue.

Bids – When drivers pick their *assignment* for the service period. The order in which drivers pick runs is based on seniority

BikeWalk Tompkins – An organization, under the umbrella of the Center for Community Transportation, that advocates for biking and pedestrian improvements. https://www.bikewalktompkins.org/ The organization organizes outreach to educate the public about bicycling, enhance bike riding skills, as well as operates a community bike shop for anyone to obtain mechanic support to maintain and repair bikes.

Bipartisan Infrastructure Law – The Infrastructure Investment and Jobs Act was signed into law by President Biden in November, 2021, and is the largest ever federal investment in public transportation. The law authorizes up to $108 billion to support public transportation programs, including $91 billion in guaranteed funding.

Block – The set of trips scheduled for a bus on a given day

Board of Directors (The TCAT) – TCAT is governed by a nine-member Board of Directors comprised of three individuals recommended by each of its three main local funding partners: the City of Ithaca, Tompkins County, and Cornell University. Nominees, in turn, are elected by the TCAT board and, in that capacity, serve TCAT solely and independently of their respective recommending bodies.

Brightworks – (previously Black Box Computer Consulting) Creators of TCAT's first electronic fare collection system RideLogic implemented in January 2010, replacing paper passes and the Wayfarer fare collection system.

Bus Rapid Transit (BRT) – Aimed at providing faster, more efficient service by establishing dedicate bus lanes, traffic signal priority, off-board fare collection, elevated platforms and enhanced stations.

Budget Committee (the TCAT Board) –Board members assigned by the TCAT board chairperson with overseeing TCAT's operational and capital budgets.

Bump Out – When a sidewalk is widened out into a street's parking lane, often associated with bus stops that are built into sidewalks (Risley, RPCC stops, etc.)

Bus (spelling) – Bus in the plural can be spelled "buses" or "busses." TCAT and most transit agencies use the preferred spelling "buses."

Bus Bunching – When 2+ buses arrive at a stop within seconds to ~~ 1 minute from each other. This is often caused by one bus, the *Leader*, falling behind schedule, allowing its *Follower* to catch up. Bus bunching often results in long periods of time building up between buses. Bus bunching is self-reinforcing and can be resolved using active dispatching and/or adding recovery time for operators at the end of each *trip*, so the late *leader* doesn't start its return *trip* late

Bus Handler/Fueler – Transit employee assigned to cleaning and fueling fleet.

Bus Operator – (use "operator" instead of driver) Professional drivers fully trained and licenses to driver passenger buses.

Bus Shelter – Covered structure with a bench that certain important/high-ridership stops have.

Bus Stop – Locations for riders to embark and disembark. Some stops are replete with shelters while others are designated by signs. Flagged stops are those not designated by a shelter or sign but are located at safe intersections where passengers can flag down a bus along its route.

Bus Tracker – An online platform enabling users to see where their buses are in real time and obtain service updates, either general and impacting the entire system, or those specific to certain routes. TCAT has an Avail Bus Tracker at https://realtimetcatbus.availtec.com/InfoPoint/ and a Swiftly tracker at https://live.goswift.ly/tcat/

C

CAD Commuter Assisted Dispatch – Software designed to assist transit dispatchers in the deployment of vehicles and in providing support to drivers. Dispatchers can use this software to identify the status and location of vehicles.

Call Center – Centralized customer service desk in which customer service representatives answer calls and inquiries regarding service or help customers with the purchase of fares.

Capital Costs – The cost of designing, constructing, and purchasing buses, amenities and other bricks-and-mortar construction and renovation.

Campus Circulators – Routes whose sole purpose is to serve Cornell's campus – 81, 82, 83, 92

Campus Connectors – Routes which connect Cornell's campus with the City of Ithaca – 10, 30, 31| 32, 51, 90.

Carpool – Commuters sharing rides via one vehicle typically with a designated driver.

Carsharing (see Ithaca Carshare) – A car sharing mode in which people either rent or have a paid subscription to use cars or other vehicles that are strategically parked throughout an area for easy access. In Tompkins County, Ithaca Carshare [https://www.ithacacarshare.org/offers paid subscriptions/](https://www.ithacacarshare.org/offers) operates under the umbrella of the Center for Community Transportation. Carshare is most attractive to those who only need occasional access to a car or other vehicle. Frequently, carshare members complete or begin their trips using TCAT.

Coronavirus Aid, Relief and Economic Security (CARES) Act – Program that provided emergency assistance to those impacted by the COVID-19 pandemic. The Federal Transit Administration provided CARES funding to public transit agencies to help them maintain operations during the pandemic.

Commercial Driver's License (CDL) – Required of any vehicle driver operating large or heavy vehicles.

Center for Community Transportation –An Ithaca-based organization that works with local transportation providers to enhance transportation access in the community. Bike-Walk Tompkins is included in this program, https://www.the-cct.org/ which also includes Ithaca Carshare, Backup Ride Home and Ithaca Bikeshare.

Charter Service – Transportation service provided by private companies, such as Swarthout or Fitzgerald Brothers. TCAT is prohibited by law to go off route and provide special service as it is considered an unfair advantage for a publicly funded service competing with the private sector. This is why we cannot agree to provide service for special events, such as weddings or festivals.

TCAT can provide "extra" service so long that it follows routes already offered (such as the 13 for fireworks in Stewart Park.)

Clementine Computer Consulting – Ithaca company that provides support to TCAT's RideLogic system.

Cornell Cooperative Extension of Tompkins County – This organization intersects with TCAT and Gadabout through some of its programs. Its staff, educators and trained volunteers provide a variety of programs to educate the public about agriculture, health, finances, energy assistance and transportation, to name a few.

Coordinated Plan (Tompkins County) – Coordinated Transportation Plan Mission Statement: "A collaborative effort using best practices of mobility management to coordinate mobility services to provide comprehensive, affordable, accessible, and seamless mobility for older adults, persons with disabilities, persons with lower incomes, rural residents and the public at large." Adopted Feb 20, 2013

CNG Compressed Natural Gas – A fuel source for transit and other vehicles that offer fewer emissions, lower costs and said to have more price stability.

Coronavirus Response and Relief Supplemental Appropriations Act (CRRSA–2021) A federal program that provided financial support to agencies impacted by the COVID 19 pandemic.

Crush-Loaded/Crush Capacity – When a bus is filled to maximum capacity/The maximum amount of people that are loaded onto a bus.

Curb-to-curb – A type of transit service in which the driver will assist the rider up to 15 feet from the vehicle, such as with paratransit service.

Customer Service Representative – Transit employees who are tasked with answering phone calls or dealing face-to-face with riders to help them with their transportation and/or with purchasing fare media. Though they do attend to some receptionist duties, please do not refer to them as "receptionists" as their position entails more responsibility and knowledge.

Cutaway (Bus) – A small, light-duty bus body affixed to a Ford/Chevrolet or school bus chassis.

D

Deadhead – When the bus is traveling between the garage and the starting/ending point of their *trip*, or between the start/end points of the same or two different routes <u>while not in *revenue service*</u>

Demand-Response – While bus routes normally follow a fixed <u>route</u>, demand-response routes operate within a fixed <u>service area</u>, in which riders can request a bus to pick them up and drop

them off from anywhere a bus can access within the service area. Demand-response routes can have a fixed route component to them. Tconnect and the former route 41 are examples of this.

Designated-only stops – Routes that will serve only specific stops and not stop in between.

Destination signs – Electronic LED-lighted signs, operated by bus operators, located at the top front of each bus indicating route numbers and destinations served.

Dispatcher – Transit employee whose job is to assign, deploy, manage and provide support to bus operators.

Downtown Ithaca Alliance (DIA) – Organization that fosters downtown business and economic development. The DIA partners with TCAT to create better transportation solutions for downtown businesses, residents and visitors.

Dwell Time – The amount of time that a bus spends boarding/alighting passengers at a stop.

E

Emergency Response, Department of (Tompkins County) – According to its website: **"**The Department of Emergency Response (DoER) oversees County-wide emergency dispatch and communications systems that allow residents to dial 9-1-1 to receive emergency medical, fire, police, or other emergency help from any phone within Tompkins County. " On occasion, this department has sought assistance from TCAT to provide buses for shelters for those evacuated during fires or criminal situations.

Executive Committee (the TCAT Board) – A committee of TCAT board members assigned by the board chairperson. The board chairperson leads this committee, which is tasked with overseeing all high-level decisions impacting the organization.

F

Fare box – A slotted box installed on fleet vehicles for riders to insert fares. Also referred to as fare collection system comprised of hardware that includes magnetic stripe and proximity chip readers.

Fare box recovery ratio – Total passenger revenue divided by operating expenses.

Fare elasticity – Measurement of how the cost of fares impact demand. According to a report from the American Public Transportation Association, it is estimated that a 10 percent increase in bus fares would result in a 4 percent decline in ridership.

Fare media – Products to include magnetic-striped cards, proximity-chip stickers or fobs or other devices used to pay the fare.

FISH (Friends in Service Helping) – A program in Tompkins County that relies on volunteers and provides rides to medical and health-related appointments.

First Mile/Last Mile – The first mile refers to the first part of a trip and the last mile refers to the last mile of a trip. While TCAT or other types of transportation can cover the major part of the trip in between, the lack of adequate transportation for the first and last miles of these trips causes transportation barriers for many people, especially for those living in rural areas.

Fixed Route – A predetermined route with fixed stops where riders embark and disembark.

Flag stop – A point along a fixed route in which a bus will only stop if a rider flags or signals the bus to stop by raising hand or waving arms.

Follower – The bus behind the bus one is riding/driving

Federal Transit Administration (FTA) – The federal agency that provides funding and other assistance, as well as oversees safety, for public transportation systems.

FreeRyde – A program TCAT rolled out in May 2022 that provides free transit for anyone 17 or younger (or older if still enrolled in high school.) While those 14 and younger can just board a bus and ride, those 14 and older need a FreeRyde pass (free to them and distributed by schools, youth programs and TCAT) so that bus operators can distinguish these riders from college students and adults, who still need to pay fares.

Frequency –Time between trips.

Front Desk Same as Customer Services desk. Please do not refer to Customer Service Representatives as receptionists. Though they do greet visitors and fulfill general receptionist tasks, their positions entail a great deal of other responsibilities, such as providing service assistance, managing complaints and feedback, and handling fare payment transactions.

G

Gadabout Transportation Inc. – (Located in the same building as TCAT, 737 Willow Ave.) Gadabout operates two different types of service. They operate regular Gadabout service and they also have a contract with TCAT to operate TCAT's paratransit service. Gadabout operates both types of service simultaneously with the same fleet of buses.

Genfare – The company TCAT selected for its new fare collection system to be operational in July 2023.

Get Your Green Back –A community-initiated and community-supported campaign, under Cornell Cooperative Extension of Tompkins County works collaboratively to help the community in "the areas of food, transportation, waste and building energy that simultaneously reduces our community's carbon emissions, saves money and creates a socially-just local economy."

GoIthaca – A program under the Downtown Ithaca Alliance and via a partnership with TCAT, which provides affordable and sustainable transportation solutions for downtown residents.

Global Positioning System (**GPS**) – Space-based radio navigation system or a group of satellites and receivers letting users know where they are positioned on Earth.

General Transit Feed Specification (GTFS) – Data in a common formant that allows public transit agencies to publish their transit data.

Grants –Funding opportunities through federal, state and local government or organizations to pay for operations or projects. TCAT and U.S. public transit agencies rely on the Federal Transit Administration for a number of grant programs to pay for bus purchases, facilities and amenities. Seeking and applying for grants is a comprehensive process requiring many administrative hours.

H

Half-Fare – Riders who are persons with a disability or those 60 or older are eligible for half fare. Those enrolled in the following programs are eligible to include Medicare, Supplemental Security Income (SSI) or Social Security Disability benefits or disabled veterans' benefits. Drivers may ask riders to present cards indicating membership. Drivers' licenses can also be used as proof of age. Riders can also apply to TCAT for a half-fare card or "a purple card" designating them as eligible. Half fare is .75 cents per ride. Discounts are also applied to ride-based Tcards.

Headway – The time interval between two consecutive buses along a particular route

Health and Safety Committee (TCAT/United Auto Workers)– A committee made up of both union and company representatives to discuss safety issues and help create guidelines.

High/Low floor bus – Buses are commonly categorized into the high/low floor entry categories. High floor buses require passengers to walk up steps to access the farebox and seating, low floor buses have no steps. 1910-1912 are high-floor access, all other buses are low-floor access.

Hold Harmless – A provision or clause put into place so that transit agencies are not financially penalized for ridership losses due to a situation, such as the Covid-19 pandemic, out of their control. New York State added a "hold harmless" clause allowing TCAT and other formula funded agencies to use 2019 ridership numbers in calculating State Transit Operating Assistance (STOA). STOA calculates payment on ridership and miles traveled.

Human Resources Committee (The TCAT board) – A committee of TCAT board members assigned by the board chairperson to examine personnel issues and policies.

Hydrogen (Bus Technology) – Also known as fuel-cell technology with buses using a hydrogen fuel cells as a power source.

HyperCommute – A transportation real-time app created by Urban Mobility Inc. and used for the on-demand Tconnect pilot in Lansing and Dryden. Riders could use the app to schedule trips.

I

Inbound – Generally means traveling direction is toward downtown as opposed to outbound, traveling away from the downtown.

Intelligent Transportation System (ITS) – "Smart" transportation system that use wireless networks in combination with Automatic Vehicle Locaters and Computer Aided Dispatch to provide real time information.

Intermodal – More than two modes of transportation (Ex. Bus and car, Bus and bike, etc.) Also referred to as multi-modal.

Ithaca Tompkins County Transportation Council ITCTC – The Metropolitan Planning Organization (MPO) for Tompkins County. The ITCTC is charged with facilitating county-wide transportation planning.

Ithaca Carshare – Ithaca Carshare https://www.ithacacarshare.org/offers paid subscriptions/ operates under the umbrella of the Center for Community Transportation. Carshare is most attractive to those who only need occasional access to a car or other vehicle. Frequently, carshare members complete or begin their trips using TCAT.

Ithaca Tompkins International Airport (ITH) – Tompkins County-owned airport located three miles north of Ithaca in the Town of Lansing. (TCAT serves the airport with its Route 32.)

J

Jitney – A small bus or other vehicle that provides transit for a low fare.

Juneteenth – June 19 was established as a federal holiday in 2021 to commemorate the emancipation of enslaved African Americans. TCAT recognizes Juneteenth as a holiday, per the 2023 UAW-TCAT contract.

K

Kiosk – Typically self-service, electronic platform that enable riders to purchase or scan fare tickets/ fare media.

L

Layover time – A scheduled period of time after the end of a trip that the bus is not moving. (See recovery.) This time is scheduled for two reasons:
• To provide time for the vehicle operator to take a break (layover)
• To provide time to get back on schedule before the next trip departs if the trip arrives late at the end of the route (recovery).

Leader – The bus in front of the bus you are riding/driving.

Linked trips – Refers to the total number of riders and measures the actual number of complete trips from origin to destination, including transfers.

Load Factor – The ratio of riders in relationship to the vehicle's capacity.

Loop route – Routes that travel in one-way or two-way loops instead of using inbound and outbound patterns.

M

Magnetic stripe – The stripe (added to swipe cards for card readers) is embedded with information that identifies its user and enables them complete transactions or provides them access to spaces and public transportation. The reader decodes the embedded data and approves (or denies) the transaction or access.

Mass Transit Magazine – National print and online magazine that covers the nation's public transit industry.

Microtransit – Small scale public transportation that is more flexible and usually entails app-based, on-demand shared transportation in small vehicles. It has been described as somewhere between traditionally fixed service and ride hailing.

Missed Trip – When a scheduled *trip* is not performed

MOA – Memorandum of Agreement, an *MOU* that is written with the intention of eventually being incorporated into a longer-term contractual agreement.

Modal Split – The number of people who use other means of transportation instead of public transportation, such as those who use their private vehicles for transportation.

MOU – Memorandum of Understanding, a <u>temporary</u>, placeholder (Non-contractual) agreement that benefits two parties in the short term

Mobile ticketing – the process in which riders can order, pay for, obtain and validate passes using their mobile phone.

Mobility as a Service (MAAS) – Combining various types of transportation services with one single management.

Mobility Management – Managing and providing coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. According to the FTA: "Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system."

Mobility On Demand – Mobility programs that use a variety of transit modes to provide transportation to include fixed route, demand-response and volunteers and coordinated using smartphone technology.

Mortgage Recording Tax – Taxes imposed on the recording of mortgages. The MRT in Tompkins County is $1.00 for each $100 of principal debt secured by the mortgage. TCAT is funded by part of the proceeds generated from this tax.

MPGe – MPG equivalent, which is used to quantify the fuel economy of zero emissions vehicles

MPO – Metropolitan Planning Organization, approves transportation projects. They are required to represent localities in *Urbanized Areas (UZA)*. They determine the *TIP*, which then gets passed onto the *STIP*.

Multimodal – More than two modes of transportation (Ex. Bus and car, Bus and bike, etc.) Also referred to as intermodal.

N

NOTION – An online project management tool that TCAT's administration uses to track projects. The platform also serves as a repository enabling users to create libraries for essential company documents and visuals.

National Transit Data Base (NTD) – A federal repository of data used by the Federal Transit Administration to apportion funding to transit agencies. Transit agencies, including TCAT, are required to regularly submit a number of key metrics to this repository to include Vehicle Revenue Miles (VRM); Passenger Miles Traveled (PMT); Unlinked Passenger Trips (UPT); and Operating Expenses.

National Transportation Safety Board NTSB –, whose investigators are notified in the event of a serious vehicle accident involving serious injury or death or major property destruction.

New York Department of Transportation (NYSDOT) – the department in New York State government that is responsible for the development and operation of highways, railroads, mass transit systems, ports, waterways and aviation facilities across the state. NYSDOTS distributes money to the state's transit agencies through the State Transit Operating Assistance Program. The Governor's multi-year Transportation Plan includes 100% State funds to address capital needs - for systems other than the Metropolitan Transportation Authority (MTA) - that exceed available federal and local resources. This program/appropriation is commonly referred to as the Transit State Dedicated Fund (SDF) Program. NYSOT also oversees vehicle inspections with their inspectors coming to TCAT's garage to inspect its fleet. Inspectors, in addition to conducing an actual inspection also review maintenance records, the agency's preventative maintenance program and driver inspection reports..

New York Power Authority (NYPA) – State public power utility that oversees 16 power generating facilities. NYPA sells electricity to businesses, not-for-profits, government agencies.

NYPTA – New York Public Transit Association, who does transit advocacy to the state in Albany

NYSERDA – New York State Energy Research and Development Authority, distributes grants

O

Off-Peak Period – Non-rush hour or non-peak times.

Outbound – Generally, trips leaving from the downtown center and traveling out to campus, suburban and urban areas.

P

Paddle – The paper schedule that a driver is given for the day, including all their *trips*, important *timepoints*, *pull-in/pull-out times*, and break times. Largely synonymous with *run.*

Paratransit – Complementary public transportation for persons with disabilities who are unable to use fixed route services.

Park and ride lots – Lots, typically on the outskirt of an area, designated for travelers to park their vehicles in areas where they can then easily board public transit to complete their commute.

Passenger Endorsement – Anyone transporting 16 or more people must have a "P Endorsement in addition to the CDL. Passenger endorsements are awarded based on both a written and road skills test.

Passenger Miles – One mile traveled by one rider.

Passenger Transport – APTA's flagship publication, available in both print and electronic editions, covering the public transit industry.

Piece – A portion of an operator's *run*. Most runs have two pieces, each separated by a break at the garage, while other runs have only one piece

Planning Committee (The TCAT Board) –

PM Peak – The large influx of riders commuting back home in the evening (4:00 PM-6:00 PM). TCAT increases service on rural and urban routes to accommodate the large amount of riders

Pre-trip – a thorough inspection of the vehicle and all of its major systems. Inspecting the vehicle before driving each day is a Federal requirement and normally takes about 15 minutes.

Preventable Accident – An accident in which the driver in question failed to exercise every reasonable precaution to prevent it.

PM Preventative Maintenance – Performing regularly scheduled maintenance to help prevent unexpected failures on buses out on the road.

Primary Recipient – a recipient that is authorized or required to extend Federal financial assistance to another recipient. Tompkins County is the primary recipient of federal transportation dollars that are in turn given to TCAT, known as the subrecipient.

Project Management Platform – Online platforms and tools that assist in the management, scheduling and organization of projects. Trello and Notion are considered project management tools.

Pull cord – Cords located above passenger seats for riders to pull to indicate to the driver they want to disembark at the next stop.

Pull-In (Time) – The time that a driver is scheduled to return to the garage after completing their day/*trips*

Pull-Out (Time) – The time that a driver is scheduled to leave the garage to start their day/*trips*

Q
R

Recovery Time – A scheduled period of time after the end of a trip that the bus is not moving. (See layover.) This time is scheduled for two reasons:
• To provide time for the vehicle operator to take a break (layover)
• To provide time to get back on schedule before the next trip departs if the trip arrives late at the end of the route (recovery).

Revenue Service (Miles, Hours, and Trips) –

From the FTA: "The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either:
• Directly pay fares;
• Are subsidized by public policy; or
• Provide payment through some contractual arrangement.
 Vehicles operated in fare free service are considered in revenue service. Revenue service includes:
• Layover / recovery time.
 Revenue service excludes:
• Deadhead;
• Vehicle maintenance testing;
• School bus service; and
• Charter service."

Reverse Commuting – A regular round trip from an urban area to a suburban or rural area in the a.m. and returning the urban areas in the evening.

RFID (Radio Frequency Identification) Radio Frequency Identification (RFID) is a technology that uses radio waves to passively identify a tagged object to include transit passes, fobs, stickers.

Recovery Time – Time built into a driver's *run* that allows drivers who are running late on a particular *trip* to get back on schedule for their return trip. For example, a driver may be scheduled to arrive at Green Street at 8:56 AM, and then depart from Green Street at 9:00 AM – The recovery time is 4 minutes. If the driver is 2 minutes late coming into Green Street, the recovery time of 4 minutes means that they can depart on time at 9:00 AM.

Ride Guide – TCAT's schedule book that is available on the website (tcatbus.com)

Riders Advisory and Accessibility Committee (the TCAT) – A non-board committee comprised of riders, to include fixed route, persons with disabilities or other stakeholders, who meet with TCAT staff every other month to hear updates on the agency and to provide suggestions and observations on how the system is performing.

Road Calls – When a bus breaks down

Roster – After vehicle assignment (blocking) and crew assignments (runcutting), rostering is the process of combining daily runs to create complete weeks of work for drivers.

Run – The *trips* assigned to the operator in chronological order. Each run has a corresponding number called the Run number and runs are compiled together into one document called the Run sheet. An entire week's worth of runs assigned to a driver is called an *Assignment*.

Runcutting – Process of assigning bus operators to vehicles.

Running Light – See *Deadhead*

Rural Routes – Routes that serve the outlying towns in Tompkins County – 20, 21, 22 (Summer), 36, 37, 40, 43, 52, 53, 65, 67

S

School Bus – Can refer to the Champion Defender cutaway vans (Fleet numbers 1910-1912)

Service animal – **From the FTA: "** Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a

wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Appendix D to Section 37.167 contains further important information on service animals. It is important to note that while the U.S. Department of Justice has amended the definition of "service animal" for purposes of its ADA regulations under Titles II and III of the ADA, for state and local governments and places that are open to the public, the definition under DOT ADA regulations for transportation has not changed. Therefore, members of the public may find that some service animals may no longer be considered service animals once they leave a transportation system."

Signal Priority –"Timing coordinated signals at the average bus speed instead of the average vehicle speed can also favor transit vehicles.

By contrast, an active priority strategy involves detecting the presence of a transit vehicle and, depending on the system logic and the traffic situation then existing, giving the transit vehicle special treatment. The system can give an early green signal or hold a green signal that is already displaying. An active system must be able to both detect the presence of a bus and predict its arrival time at the intersection."

Single Occupancy Vehicle (SOV) – Describes a vehicle privately operated and occupied by only one person.

Standard Operating Procedure (SOP) – A policy with rules/best practices for a particular task or situation

Spare ratio –Spare ratio is defined as the number of spare vehicles divided by the vehicles required for annual maximum service. The number of spare buses in the active fleet for grantees operating 50 or more revenue vehicles should not exceed 20 percent of the number of vehicles, according to the FTA.

Split shift – A schedule that is divided into two or more parts and includes unpaid time in between.

Standing Room Only (SRO) – Standing Room Only, referring to when all seats on a bus are taken

State Transportation Implementation Plan (STIP) – a state plan that includes all projects in the *TIP*

State Operating Assistance Program (STOA) – TCAT's largest single source of funding, based on mileage and ridership. STOA is TCAT's largest single source of funding.

Strategic Plan – An organizational plan that maps out the direction a company will take, typically in the next three to five years. TCAT's most recent strategic plan can be found at: https://tcatbus.com/wp-content/uploads/2019/01/Strategic-Plan_2018-to-2030.pdf

Streets Alive! Ithaca – A twice-a-year event, organized by Bike Walk Tompkins, in which city streets are closed to allow for people to bike, walk, roll. TCAT parks a bus to educate people about our system and to train people on how to use the bike rack. The fall event is typically held in September on the city's north side, with the spring event in May held on the city's south side.

Subrecipient – a non-Federal entity that receives money pass-through entity to carry out part of a Federal program. TCAT is a subrecipient of federal funds through Tompkins County, which is the primary recipient.

Swiftly – Online data platform that tracks buses in real time. The Transit app conveys Swiftly information.

SWOT Analysis – An analysis of an organization's Strengths, Weaknesses, Opportunities and Threats, usually conducted during the strategic planning process.

Systems Report – A report prepared by TCAT's analyst and service development team each month that measures ridership and other performance measures.

T

TAM Plan – Transit Asset Management Plan, a document that needs to be submitted yearly that includes the conditions of TCAT's assets to allow the FTA to determine the adequate amount of funding that needs to be allocated to keep TCAT's assets in a good state of repair.

Tconnect – A ridesharing-like *demand response* service in which riders can "hail" a bus either through the Hypercommute app or by calling TCAT to pick them up and drop them off anywhere within the defined Tconnect service area. There are two Tconnect services, the Lansing one which is operated on weekends by TCAT, and the Dryden one which is operated on weekdays by Gadabout

Title VI – "Federal law requires entities receiving this assistance to provide all communities with equal access to these programs. Specifically, Title VI of the Civil Rights Act of 1964 (Title VI), 42 U.S.C. § 2000d et seq., and DOT Title VI regulations at 49 CFR Part 21 are designed to ensure that no person in the United States, based on race, color, or national origin, is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program that DOT financially assists."

Transit Development Plan (TDP) – A comprehensive service redesign that, as a best practice, most transit agencies undergo approximately every 10 years.

Technical Advisory Committee – Representatives on the federal, state, and local level that serve as liaisons to their respective organizations on technical matters regarding projects (*TDP*)

Transportation Demand Management (TDM) – Policies that manage and restrict the volume of vehicles with parking restrictions, etc.

Timepoint – A stop with a scheduled arrival and departure time.

Tkitten – Slang for TCAT's smaller cutaway buses.

Transportation Improvement Program (TIP) A document prepared by the Ithaca Tompkins County Transportation Council with a list of projects to be funded by the federal government over a full year.

Transportation Management System (TMS) – Software that helps to optimize the route planning process.

Transit Oriented Development (TOD) – A plan that proactively incorporates/ integrates transit or alternative transportation into residential or commercial developments. According to the FTA: " Public transportation can help foster partnerships in communities that support the development of affordable housing around transit. When done right, TOD leads to more equitable communities."

Transit Service Committee (The TCAT)– Board members assigned by the TCAT board chairperson and tasked with reviewing/ overseeing TCAT's service development, fare policies and overall operations.

Transit Service Supervisor – Transit employee tasked with supervising operations, providing support to bus operators, in the field.

Transit Signal Priority – Equipment/tools that modify traffic signal timing and give priority to transit vehicles to enable them to remain on time.

Transportation Camp – Billed as an "unconference" that gathers transportation professionals or stakeholders to examine and discuss ways to improve mobility.

Triennial Review – A comprehensive audit performed every 3 years by the FTA to any transit agency receiving federal funding.

Trip – The single/one-way movement from the start to end of a route
Trunk Routes – Typically high-frequency routes that operate along major thoroughfares.

U

Uniform Committee (staff/ UAW) – A committee comprised of UAW members and TCAT staff that meets periodically to review uniform standards.

United Auto Workers Local 2300 – The International Union, United Automobile, Aerospace and Agricultural Implement Workers of America. Local 2300 represents TCAT bus operators, maintenance staff as well as Cornell employees to include custodial, food service, maintenance mechanics, bus operators, materials handlers, animal attendants, grounds workers and field assistants..

Unlinked trips – refers to a person's single journey with a transfer in the middle counts as two unlinked trips.

Urban Routes – Routes that primarily serve the City of Ithaca – 11, 13, 13S, 14, 14S, 15, 17

United States Department of Transportation (USDOT) – Established in 1966, this department oversees and funds all federal transportation projects, including mass transit. Its operating administrations include the Federal Aviation Administration, the Federal Transit Administration and a host of others.

Urbanized Area (UZA) – A census-designated urban area with 50,000+ residents.

V

Vehicle Miles Traveled (VMT) – Refers to the number of miles traveled by buses for a given area and time period.

W

Wait Time – The amount of time before a trip begins.

Wayfinding – Techniques, signage to help people navigate a specific area.

Way2Go – Under the umbrella of Cornell Cooperative Extension of Tompkins County, this organization "operates as Tompkins County's transportation information and learning hub that connects riders with transportation options and facilitates new community solutions. Our vision is for all people and communities to have the transportation they need to thrive.

Wheelchair Lift/Ramp – The deployable lift (Buses 1910-1912) or ramp (All other buses) that are used to allow people in wheelchairs to board

Wheel pull – The process of taking a bus off the road for brake or other inspection.

X

Y

Z

Zones – In transit, geographical areas designated with different fares. TCAT eliminated its rural zone in 2018 to become a single zone system with one fare or $1.50 per single adult ride.

Brief Route Descriptions:

Route 10	Commons – Cornell Central Campus – Collegetown (Loop)
Route 11	Commons – Ithaca College – South Hill
Route 13	Commons – Fall Creek – Shops at Ithaca Mall (Certain trips; non-mall trips operate as loops)
Route 14	Commons – West Hill – Cayuga Medical Center
Route 14S	West Hill shopping route
Route 15	Commons – Southwest Ithaca – Southwest Shopping
Route 17	Commons – Fall Creek – TCAT Garage (Buses heading to/from garage)
Route 20	Commons – Enfield – Cornell (Certain trips)
Route 21	Commons – Trumansburg – Cornell (Certain trips)
Route 22	Summer Only Commons – Taughannock Park/Cass Park/Treman/Buttermilk Park
Route 30	Commons – Cornell Central (M-F)/West (Sat-Sun)/North (M-Sun) Campus – Cayuga Heights – Shops at Ithaca Mall
Route 31	Winston Court – Etna –Cornell Central Campus
Route 32	Commons – Cornell Central Campus – Cayuga Heights – Ithaca Tompkins International Airport – Warren/Farrell (Weekends)
Route 36	Commons – Cornell Central Campus – Cayuga Heights – Lansing
Route 37	Commons – Cornell Central Campus – Northeast Ithaca – Lansing
Route 40	Commons – Cornell Central Campus – Varna – Etna – Freeville – Groton
Route 43	Commons – Cornell Central Campus – Varna – Dryden – TC3 – Freeville (Certain trips) – Groton (Certain trips)
Route 51	Commons – Collegetown – Cornell Central Campus – East Ithaca
Route 52	Commons – Cornell Central Campus – East Ithaca – Brooktondale (Certain trips) Slaterville Springs – Caroline
Route 53	(Temporarily Discontinued) Commons – Cornell Central Campus – Varna (Loop)
Route 65	Commons – South Hill – Ithaca College (Southbound only) – Danby – Cornell Central Campus (Certain trips)
Route 67	Commons – Newfield – Cornell Central Campus (Certain trips)
Route 77	Lansing Town Hall – Etna –Winston Court
Route 81	Hasbrouck – A Lot – Cornell North Campus – Cornell Central Campus – Boyce Thompson Institute –Vet School
Route 82	Cornell Central Campus – East Hill – East Hill Plaza
Route 83	(Temporarily Discontinued) Cornell Heights – Cornell North Campus – Cornell Central Campus – Cornell West Campus
Route 90	Commons – Collegetown – Cornell Central Campus – Cornell North Campus (Nights only)
Route 92	(Temporarily Discontinued) Cornell North Campus – Cornell Heights – Cornell West Campus – Cornell Central Campus – East Hill Plaza

TCAT BUS FLEET (sorted by age)

Bus No.	Year/ Type	Size	Powered by:	Notes
2506	2005 Gillig Low Floor	40 feet	Diesel	Ex-Harrisburg, PA
1105-1106, 1108-1109, 1118	2011 Gillig Low Floor	40 feet	Diesel	
1110-1114, 1116	2011 OBI Orion VII EPA10	40 feet	Diesel	Refurbished 2021
1501-1502	2015 Gillig Low Floor	40 feet	Diesel	Refurbished 2021
1601-1605	2016 Gillig Low Floor	40 feet	Diesel	
1801-1811	2018 Gillig Low Floor	40 feet	Diesel	
1901-1909	2018 New Flyer XD40	40 feet	Diesel	
1910-1912	2019 Champion Defender	35 feet	Gasoline	
2101-2102	2021 New Flyer XD40	40 feet	Diesel	
2103-2109	2021 Proterra ZX5	40 feet	Battery Electric	
2201-2202	2022 Coach and Equipment Phoenix	? feet	Gasoline	