Demand and Response (DAR) Service FAQ

What is Demand and Response (DAR) service? Demand-responsive transit responds to the needs of riders not served by a fixed-route bus line by giving them more individualized, on-demand, curb-side service. Because of this flexibility, DAR service is capable of covering larger areas of lower density development than a fixed-route bus.

How exactly does this service work? The mini-bus will pick you up at a scheduled time and location. A reservation is necessary. The bus may drive around to pick up other passengers in the DAR zone, and then it will get back “on route” to your destination. Inbound you will arrive on Cornell’s campus on or before the scheduled time so that you will be able to make connections to other routes. Outbound, board a Rt. 41 bus on Cornell’s campus or along Hanshaw Road (see schedule), and tell the driver where you would like to disembark.

How do I use this service? DAR is by reservation only. You will need to call TCAT Monday - Friday from 8am-4:30pm at 277-RIDE (7433) to schedule a pick-up or drop-off. Reservations must be made the business day before your trip in order to be guaranteed. Your pick-up and drop-off times must be within the time windows of the regularly scheduled Rt. 41 trips (see schedule).

What if I need a ride at the last minute? We will accept same day reservations when scheduling allows. We will do the best we can to accommodate you at short notice, but we can not guarantee you a ride unless you have made a reservation on the business day before.

What time will I be picked up? The dispatcher will schedule a pick-up time and location with you when you call. If you are not at your pick-up location at your designated time, the driver may not wait and you may miss your ride.

Will I be picked up at my door? No, DAR provides curb-side service. We cannot drive onto private property, such as driveways or into mobile home parks. If you live in a mobile home park your pickup will be along the main road. We will arrange an exact pick-up location when you make your reservation.

I am a regular rider, do I really need to call every day? No. DAR provides curb-side service. We cannot drive onto private property, such as driveways or into mobile home parks. If you live in a mobile home park your pickup will be along the main road. We will arrange an exact pick-up location when you make your reservation.

Please Call 277-RIDE (7433) and follow the prompts to schedule a trip.

* Please note INBOUND times are anticipated drop off times. Arrival may be earlier and bus may leave stop before the scheduled time.
Route 41 Demand and Response (DAR) Service

Subscription Form

Name: ________________________________

Address (or desired pickup location): ______________________________

[ ] Nearest Cross Street: ______________________________

Phone #: ________________________________

Which trip do you want to take?
(Please reference trip # from schedule on reverse)

[ ] Inbound    Trip number ____________

[ ] Outbound    Trip number ____________

On which days do you need service?

[ ] Monday - Friday

I only need service on the following days:

[ ] Monday  [ ] Tuesday  [ ] Wednesday

[ ] Thursday  [ ] Friday

Effective Date: ________________________________

Please fill out this form and either drop in any TCAT fare-box or return to:
TCAT Demand & Response
737 Willow Avenue, Ithaca, NY 14850

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Useful Phone Numbers

Gadabout Trans. Services, Inc.    (607) 273-1878
Tioga County Public Transit       (607) 699-7433
Chemung County Transit           (607) 734-5211
Cortland Transit                  (607) 758-3383
Greyhound Bus Lines              (607) 272-7930
Shortline Bus Lines              (607) 277-8800
Cornell Transportation           (607) 255-4600

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Fares – Tompkins County

Exact Change, please. No Pennies

Cash fare, single ride:

Adult (ages 18-59) $1.50
Youth (ages 6-17) $0.75
Children 5 and under ride free and must be accompanied by a responsible adult. Limit 3 children per adult
Senior Citizens (age 60+) $0.75
Persons w/ Disabilities $0.75

Youth Semester Pass

September – January OR February – June $30
Summer Fun Pass $50

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Senior Citizens and Persons with Disabilities:

If you have a Medicare, Senior Citizens Council Membership, ADA Paratransit Eligibility, or a Disability Eligibility card, you may show your card to the driver and pay half the cash fare. The Disability Eligibility Card is available to those persons receiving SSI, SSD, or Disabled Veteran’s Benefits resulting from a service-connected disability.

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 Bus Operator when you pay the fare or use a transfer slip. Transfers are good for a continuous one way trip on the next available bus. They will not be accepted on any trip that will return the passenger to the area in which the transfer was originally issued, nor to re-board the same route.

Lost & Found: Located at TCAT Main Office, 737 Willow Ave. Office hours are 8am– 5pm, Monday to Friday. Please bring I.D.

Trips noted as continuing as another route: When a bus changes into a different route number (see schedule note), passengers already on board may continue to ride on the new route. There is no need to exit the bus or repay the fare.

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277-RIDE (7433)

www.tcatbus.com

Get TCAT on your cell phone, point your browser to:

http://tcat.nextinsight.com/wml

ADA Paratransit Service: 273-1878 • TTY: 277-9766

Effective January 17, 2010