

Monthly Pass - Unlimited ridership on any fixed routes within the month for which the pass is valid. Passes must be displayed each time you board and must remain in your possession for the entire trip. Pass may be used by any member of your family.

Tokens - Tokens may be purchased at: C TRAN office, 1201 Clemens Center Parkway, Elmira, NY 14901 or at the Transportation Center. Tokens may be used in place of the \$1.75 or \$2.25 fare. Tokens are available for the senior/persons with a disability fare at \$0.85.

Senior/Medicare/Persons with a Disability - Riders who have a disability, who are 60 years of age or older (Senior Citizen), or who hold a Medicare card, can ride for half the regular fare and/or Route Deviation/Demand Response Service.

To acquire a Half Fare ID card, C TRAN must obtain a letter from a qualified health care physician stating that you are disabled or an appropriate social services award letter. Half Fare ID Cards may be purchased at the C TRAN office, 1201 Clemens Center Parkway, Elmira, NY. The cost of the ID is \$2.00. Persons with qualifying Half Fare cards must show proof when purchasing a discounted monthly pass and when boarding.

On Mondays, Senior Citizens ride free with the proof of age.

Youth - Children 5 years and under ride free if they are accompanied by an adult (limit 3 children per adult). Youth ages 6-18 can ride for half fare. High school students must show a high school ID or photo ID for proof of age. College IDs are not accepted.

Route Deviation/Demand Response Service Program - C TRAN offers curbside pick-up service through its Route Deviation/Demand Response Service Program. If you are a person living within 3/4 of a mile of a bus route, you may qualify for curbside service. Monthly or semester passes do not apply toward payment of Route Deviation. Each route deviation will cost double the fixed

route fare, \$3.50 for regular fare and \$1.70 if you qualify for half fare. To schedule a Route Deviation trip, call our Customer Service Department at (607) 734-5211 between 8:00 a.m. and 5:00 p.m. For next day service, your request must be made by 5:00 p.m. the previous day. Route deviation is not provided to the following routes: #7 Shopper Shuttle, #10 Elmira-Owego, #20 and #20E Elmira-Corning, #30 Elmira-Ithaca.

Route and Stop Announcements - The Americans with Disabilities Act of 1990 (ADA) requires the announcement of all time points, transfer points, and points that service more than one route. C TRAN Bus Operators will announce all such time points and transfer points listed on public schedules approximately 1/2 block in advance.

On Request Stop Service - On selected routes, places such as nursing and/or health care facilities, schools, apartment complexes, and other institutions have been established as "on request" stops. To use the On Request Stop Service, riders can either direct their request to the Bus Operator upon boarding the bus for their trip or by calling our customer service department at (607) 734-5211. Phone requests must be made two (2) hours in advance.

Travel Training - Contact our Customer Service Department to arrange travel training, individualized training that gives a rider the skills to travel safely and independently on public transportation.

Safety Tips - Take your seat as quickly as possible. Never change seats while the bus is moving. Wait until the bus departs your stop before crossing the street. Refrain from engaging in unnecessary conversation with the driver. No pets, except service animals.

Suggestions or Complaints/Title VI Civil Rights Act - Suggestions or complaints about C TRAN should be directed to customer service department at (607) 734-5211 or online at ridectran.com.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Title VI complaints should be directed to the Chemung County Transit Specialist at thager@co.chemung.ny.us or (607) 737-5560.

Also, you have the right to file your Title VI complaint directly with the Federal Transit Administration at: USDOT Federal Transit Administration, Region II, Regional Civil Rights Officer, One Bowling Green, Room 429, New York, NY 1004-1415.

Fares for Regular Route Service - (Effective 11/17/14)

Please have exact fare ready when you board as drivers do not carry change.

- Cash Fare Each Boarding
(Except routes 7, 10, 20, 20E and 30) \$1.75
- Persons with a Disability Fare Each Boarding
(Medicare Card or C TRAN Half Fare ID Card or other photo ID Card required) \$0.85
- Senior Citizen Fare Each Boarding (Medicare Card, Drivers License or other ID with proof of age required) \$0.85
- Youth Fare for ages 6 years through 18 years
(For high school student, a student ID card is required or other photo ID showing proof of age) \$0.85
- Route 7 Shopper Shuttle..... \$0.50
- Seniors or persons with a disability..... \$0.25
- Routes #10 Elmira-Owego, #20 and #20E Elmira-Corning, #30 Elmira-Ithaca: See map side of schedule for fare structure.
- Monthly Pass \$60.00
- Senior Citizen-Disabled Monthly Pass \$45.00
- CCC Semester Pass (Effective 1/1/15)..... \$210.00

Holiday Service Schedule - C TRAN buses do not operate on New Year's Day, Easter Sunday, Thanksgiving Day, and Christmas Day. Limited service (routes #7, #9, and #12) is provided on Memorial Day, Independence Day, and Labor Day.

C TRAN, 1201 Clemens Center Parkway, Elmira, NY 14901 • (607) 734-5211 • www.ridectran.com.

- Service Area:**
- Elmira Business District
 - St. Patrick's Apartments
 - Elmira College
 - Hathorn Court
 - Thomas A. Edison High School
 - Elmira Heights Business District
 - GST BOCES
 - Elcor
 - Arnot Mall
 - Guthrie - 31 Arnot Road

(607) 734-5211



Schedules also available for printing at

www.ridectran.com

Updated February 2016

