

WELCOME!

The Capital District Transportation Authority (CDTA) plans, finances, implements and delivers transit services that take people where they want to go in the Capital Region safely, reliably and at a reasonable cost. We are here to make getting around a breeze! Please read through the map & information to help you get acquainted to CDTA's transit network.

HOW TO GET A SCHEDULE

CDTA bus schedules are available at area libraries, on our vehicles, museums, government offices, airports, rail stations and shopping centers. Bus operators should also have a supply of schedule, while all schedules are available online at www.cdta.org. Customers can also download our free mobile application in the apple or google play stores complete with real time information, detailed programs and customer service links.



CUSTOMER SERVICE CENTER

CDTA's Customer Service Center is open Monday-Friday from 6AM to 7PM, from 8AM - 6PM on Saturdays and from 8AM to 5PM on Sunday and Holidays. People with hearing impairments can reach the center through our telecommunications device for the deaf (TDD). Call (518) 482-8822



CONTACT US

Customer Service Center: (518) 482-8822
For all service related questions.

Hours: Monday - Friday, 6AM to 7PM
Saturday 8AM - to 6PM
Sunday/Holidays 8AM - 5PM

CDTA Sales Department: (518) 437-6876

CDTA Main Number: (518) 437-8300

People with hearing impairments can reach the Service Center through the telecommunications device for the deaf. (TDD) (518) 482-9024

STAR Service for the Disabled: (518) 482-2022

ACCESS Transit: (518) 459-8747

Visit Us Online: Click: www.cdta.org
Email: cdta@cdta.org

Write to Us
CDTA Marketing Office
85 Watervliet Avenue
Albany, New York 12206

2016-17 System Map & Rider Guide

Serving New York's Capital Region



www.cdta.org (518) 482-8822

HOW TO RIDE TIPS

WAITING FOR THE BUS:

You should plan to arrive at your bus stop between 5-10 minutes before the scheduled arrival time of your bus. Remember to download the free iRide mobile application for real time updates and take note of the five-digit number on your bus stop. You can use that number to search for your specific stop information or when you speak with a customer service representative.

BOARDING THE BUS:

All CDTA buses are equipped with a kneeling device which lowers the first step to curb level for your convenience. Always use the hand rails for support when you enter or exit the bus. Be careful when walking up or down the steps during bad weather, and be extra careful if you are boarding with young children. The steps can get slippery during rain, snowstorms or other inclement weather.

PAYING THE FARE:

CDTA bus operators do not handle money, so they cannot make change. All fares are deposited into the fare box. Please have your fare ready when you board. This will speed up the payment process and make the trip faster for everybody. If you do not have exact change, the CDTA farebox will return a change card good for use on another CDTA vehicle.

SWIPER:

The Swiper card remains the best deal in town, offering unlimited rides, all the time. Perfect for commuters, students and other frequent riders, Swiper cards can be purchased online, over the phone, by mail and in person at CDTA sales outlets. Two kinds of Swipers are available: the 5-Day pass (M-F) costs \$55 per month and the 31-Day pass (M-Sun) costs \$65 per month.



NAVIGATOR:

CDTA's Navigator is the new way to ride throughout the Capital Region. Navigator offers customers the option of payment via mobile ticket on your handheld device or through a smartcard that will last for up to three years and can be reloaded at your convenience. These enhanced payment options to provide more security and more flexibility than ever before. Visit CDTA.org to find out more or sign up and test Navigator for yourself!



RIDING THE BUS

CDTA ACCESSIBLE SERVICES:

CDTA is committed to providing mobility services to everyone in the Capital Region by offering a variety of solutions for those who need assistance or special accommodations.

Information

The CDTA website is screen reader compatible. Schedules and information are available upon request in large print, Braille and tape formats.

Low-Floor/Lift Equipped and Wheelchair Accessible Buses

All CDTA's regularly scheduled, fixed routes buses are wheelchair accessible and equipped with Low-Floor/Lifts to allow customers who use wheelchairs to board safely and quickly. For more information, call our Customer Service Center at 482-8822.

We are confident that you will find CDTA service to be comfortable and reliable. You can help to make riding more pleasant for all customers by following a few simple riding tips:

- New York State Law PROHIBITS SMOKING on-board CDTA buses.
- There is NO EATING or DRINKING on-board CDTA buses.
- The seats at the front of every bus are for senior citizens and people with disabilities. *Please relinquish these seats if they are needed or if you are requested to do so.*
- Baby strollers and grocery carts are allowed on-board, provided they are collapsed and will fit on your lap or at your feet in front of you.
- There is NO PLAYING RADIOS, tape players or other audio equipment while on-board CDTA buses.
- ANIMALS are not allowed on-board CDTA buses unless they are in a carrier that can fit on your lap or at your feet in front of you. Service animals are allowed on-board to provide assistance to customers with impairments.
- DO NOT vandalize or damage buses or shelters. Vandalism is a crime and will be punished with a fine or a jail sentence. Report vandalism to us immediately if you see it happening.
- GAMBLING IS NOT ALLOWED on any CDTA bus.
- FIREARMS ARE NOT ALLOWED on any CDTA bus.
- If there are no seats available when you board, it is OK to stand. Please stand behind the yellow line on the floor at the front of the bus. If possible, move to the rear to allow other customers to board. For your safety, hold on to the hand rails or straps when standing on CDTA buses.
- Please keep your hands and arms inside the windows of the bus at all times.
- Shopping bags and small boxes are OK to bring on-board CDTA buses, provided they are small enough to fit on your lap or at your feet in front of you. *Do not put bags or boxes in the aisles where they may block passage for other customers.*
- We require that you wear shoes and a shirt on-board a CDTA bus.
- Emergency-exit instructions are displayed inside all CDTA buses for customer safety. In an emergency or unusual situation, please notify your bus operator immediately.

GETTING OFF THE BUS:

When the bus gets near your stop, pull the cord above the window or press the yellow strip between the windows. This will signal the bus operator to stop for you. The bus operator will stop at the next designated bus stop location. Please remain seated until the bus has come to a complete stop. Exit carefully, using the handrails for support. Do not rush towards the door; and please watch your step. Use extra caution if you are traveling with young children. You have the option of debarking via the front door or the second set of doors closer to the rear of the bus.



ADDITIONAL SERVICES

STAR (Special Transit Available by Request):

STAR paratransit service provides curb-to-curb transportation, on an advance reservation basis, for people with disabilities who are not able to ride a regular fixed-route bus. STAR is available in areas where CDTA's regular route service is provided. The fare for each STAR trip is \$2.50. Users must be certified to use the service. For more information about the certification process, visit www.cdta.org or call (518) 482-2022.

PARK & RIDE:

CDTA Park & Ride lots are located throughout the transit district. Some Park & Ride lots are owned and operated by CDTA; while others are located in shopping centers or mall parking lots. For more information about Park & Ride, visit CDTA.org or call our Customer Service Center at 482-8822.

SAFEWATCH:

Safewatch is a cooperative effort between CDTA and local law enforcement to make the Capital Region an even safer place to live. All CDTA vehicles are equipped with two-way radios and our employees are trained to be alert for potential problems and to inform authorities about criminal activity or roadside accidents. Any individual who needs police assistance can flag down a CDTA vehicle for emergency help.

LOST AND FOUND:

If you forget something on a CDTA bus, please call us at 482-8822. Everything found on buses is returned to our Lost and Found offices in Albany, Schenectady, and Troy. If you happen to find something while you are on a bus, please give it to the bus operator who will turn it in to Lost and Found. Items are normally kept in lost and found for 30 days.

RIDER PROGRAMS

CORPORATE PARTNER:

With CDTA's Corporate Program, you can help employees reduce the stress of commuting, and put money back in their pockets. For a discounted monthly fare, your employees will enjoy unlimited rides on CDTA's bus system. We offer tax deferred options (through employers) and custom built programs to address your needs. If you would like to know more about the corporate program, please call (518) 437-6165.

UNIVERSAL ACCESS:

CDTA's Universal Access program provides access the entire service network. Capital Region employees and students use CDTA services by swiping their ID card through the fare box. This enhanced access allows progressive employers, schools and universities to provide affordable, environmentally-responsible commuting options. For more on this program, log onto cdta.org or contact our customer service center at (518) 437-6165.

NORTHWAY XPRESS COMMUTER SERVICE:

The Northway Xpress (operated Upstate Transit) is CDTA's commuter service offering reliable, comfortable transportation from Saratoga County into downtown Albany. The NX offers coach seating, an on board restroom and complimentary WiFi service. For more information on our NX commuter service, please visit cdta.org or call our customer service center at (518) 482-8822.



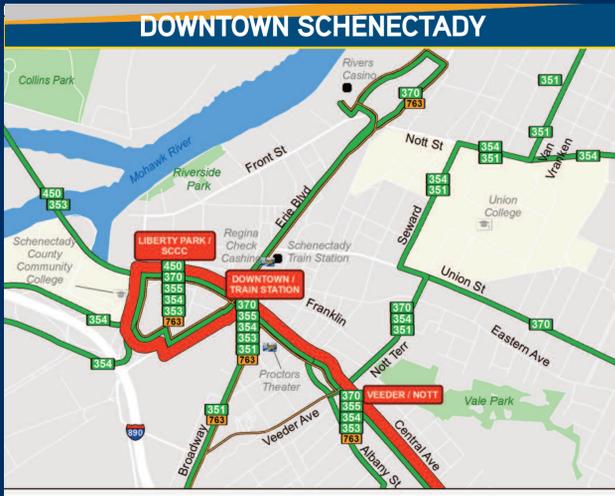
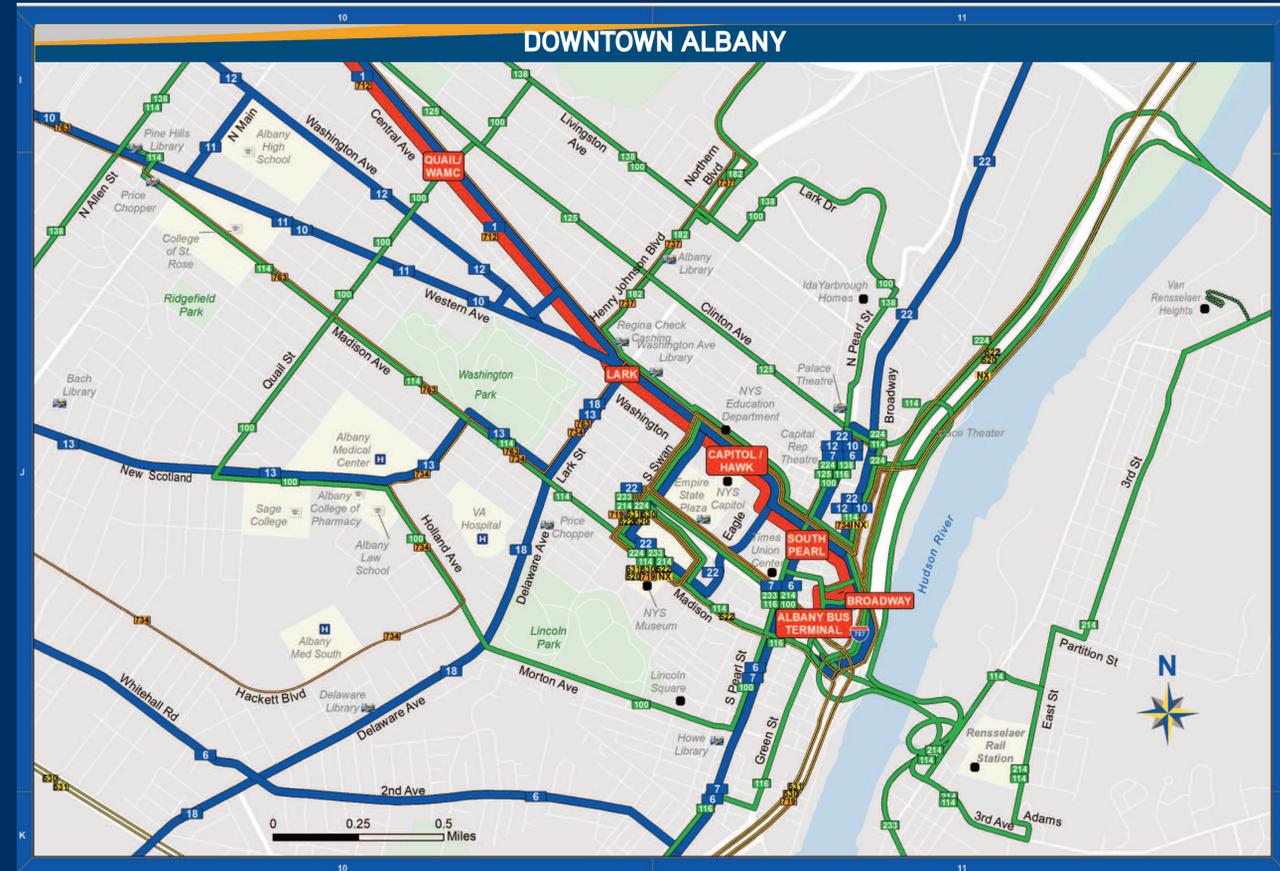
REGIONAL FACILITIES

RAIL STATIONS:

The Rensselaer Rail Station opened in the September 2002 and is one of the busiest Amtrak stations in the country with nearly 1,000,000 visitors annually. The station has become a gateway to the Capital Region, providing a first class facility on the route from New York City through the Empire Corridor and onto Canada. The 80,000-foot facility features retail, commercial and meeting space. A multi-level parking garage adjoins the station, providing covered, secure parking for more than 500 cars while additional surface lots bring the total to 1100 parking spaces. Phone: (518) 462-5763



CDTA's Saratoga Springs Train Station opened in March 2004 and serves close to 30,000 passengers each year. The station also serves as the home of the Saratoga North Creek Railroad, a popular scenic rail trip provider. Amenities include canopied shelters, a coffee/news stand, an ATM machine, information kiosk, and an outside patio area with benches and a children's play area. Phone: (518) 587-8354



POINTS OF INTEREST

Transportation	Shopping	Colleges/Schools	Hospital/Medical	Leisure	Office Complexes	Misc	Senior Housing/Nursing Homes
Walmart (Albany) H8	Walmart (Schenectady) B5	Schenectady Co. Community College C5	Albany College of Pharmacy J10	Palisades Medical Center H10	Corporate Circle H7	Albany County Jail F9	Franciscan Hts Sr. Center J12
Schenectady County Airport A5	Rotterdam Square Mall C4	Union College C5	Albany Law School J10	VA Hospital J10	Empire State Plaza J11	Van Rensselaer Manor H13	Ovav Shalom J9
Schenectady Train Station C5	Price Chopper (Schenectady) D5	Sage College J10	Albany High School J12	Saint Mary's Hospital F13	NYS Capitol J11	Griswold Heights G13	Franciscan Hts Sr. Center J12
Rensselaer Rail Station J11	Crosstown Plaza D6	Albany College of Pharmacy J10	Latham Farms F11	Saratoga Hospital Saratoga Inset	NYS Education Department J11	Daughters of Sarah Sr. H8	Teresian House H8
Albany International Airport F9	Mohawk Commons E7	Albany College of Pharmacy J10	Latham Circle Mall F11	Saratoga Hospital Saratoga Inset	Times Union Center J11	Van Rensselaer Manor H13	Teresian House H8
Saratoga Springs Train Station Saratoga Inset	Twenty Mall H7	Albany College of Pharmacy J10	Price Chopper (Troy) F14	Saratoga Hospital Saratoga Inset	Valley View Apartments E12	Daughters of Sarah Sr. H8	Daughters of Sarah Sr. H8
	Columbia Plaza L12	Albany College of Pharmacy J10	Price Chopper (Troy) F14	Saratoga Hospital Saratoga Inset	Valley View Apartments E12	Van Rensselaer Manor H13	Daughters of Sarah Sr. H8
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