

## About Us

Call-A-Bus is a **public ride sharing**, transportation service of the Central New York Regional Transportation Authority (CNYRTA) for people with disabilities who would otherwise use Centro buses if it were not for their disabilities.

Call-A-Bus is provided under the criteria set forth by the Americans with Disabilities Act (ADA) of 1990.

The **Call-A-Bus Ride Request Telephone Tips** are available in other accessible formats upon request. To place your request, please contact Centro Customer Service at 315-442-3400.

### Central New York Regional Transportation Authority

200 Cortland Avenue, P.O. Box 820

Syracuse, NY 13205-0820

[www.centro.org](http://www.centro.org)

315-442-3333

**centro**

## Trip Request Telephone Tips

**For your convenience, please keep the following information handy each time you wish to call:**

- Be aware of Centro bus operating hours in your area. Call-A-Bus rides are only available to customers during the same hours and days that the Centro buses are in operation.
- Call-A-Bus trip requests can be made up to 14 days in advance, but must be made by 5pm the day before your date of travel.
- As a courtesy to other customers, please limit your trip requests to 5 one-way or 5 round trip requests to help reduce the call waiting time.
- If you should experience a busy signal when trying to reach Call-A-Bus, please call back at a later time. Call-A-Bus receives its heaviest call activity between the hours of 3:00pm - 4:00pm.

# Call-A-Bus Hours & Directory

## **Call-A-Bus Information**

Daily: 8:00am - 5:00pm  
315-442-3434

## **Call-A-Bus Trip Requests**

Daily: 8:00am - 5:00pm  
315-442-3420

## **Call-A-Bus Trip Cancellations**

Daily: 24 Hours a Day  
315-442-3434

## **Call-A-Bus Trip Confirmations**

Monday - Friday: 3:00pm - 7:00pm  
Sat/Sun/Holidays: 8:00am - 5:00pm  
315-442-3420

## **TTY/TTD Services**

Daily: 8:00am - 5:00pm  
315-442-3430

## **CNY Centro Information**

Daily: 6:00am - 7:00pm  
[www.centro.org](http://www.centro.org)  
315-442-3400

**If your Call-A-Bus ride has not arrived  
15 minutes after your confirmed  
time, please call 315-442-3434.**

**When telephoning Call-A-Bus with  
your trip requests, please have the  
following information ready:**

**My Name is:** \_\_\_\_\_

**My Call-A-Bus ID # is:** \_\_\_\_\_  
(Four or Five digit number)

**The Date I wish to travel is:** \_\_\_\_\_  
(Month / Day / Year)

**My Pick-Up address is:** \_\_\_\_\_  
(Street Number, Street, City, Zip)

**My Destination address is:** \_\_\_\_\_  
(Street Number, Street, City, Zip)

**Requested Time of Pick-Up is:** \_\_\_\_\_  
(AM / PM)

-OR-

**Requested Time of Arrival is:** \_\_\_\_\_  
(AM / PM)

**This is a One-Way Trip:** \_\_\_\_\_  
-OR-

**This is a Round Trip:** \_\_\_\_\_

**Requested Time of Return is:** \_\_\_\_\_  
(AM / PM)

**I will be traveling:** \_\_\_\_\_  
(Alone / with Aide / with Companion)

**I use a Mobility Device:** \_\_\_\_\_  
(Cane / Walker / Wheelchair / Other)