

# Accessible Transportation Matters

A Publication of the Central New York Regional Transportation Authority

April 2007

*Accessible Transportation Matters is a newsletter providing information about Centro's specialized transportation services such as Call-A-Bus, Rides for Work, and accessibility matters related to Centro's fixed route system.*

## Transportation Advisory Committee Reaches One Year Anniversary

The Accessible Transportation Advisory Committee has reached its first anniversary. It has been a busy year as they continue work to improve the accessibility to transportation for Central New York's disabled community. We have accomplished the following:



1. Established questions for the Call-A-Bus Satisfaction Survey to be conducted in 2007.
2. Recommended significant improvements to the Complaint Management System including:
  - a. Establishing a new postcard to alert customers their complaint is in the system.
  - b. Establishing a "contacts" list for customers who wish to remain anonymous.
  - c. Reviewing complaints each month at the meetings to watch for trends and monitor feedback/corrective actions.
3. Helped create the new Accessible Transportation Matters newsletter and serving as an editorial board.
4. Recommended a single trip Call-A-Bus Transit Pass for use on all vehicles.
5. Monitored the progress of the new website and some members will be serving as "beta test sites" to assure accessibility.
6. Most of all, the group has provided good counsel and advice when we need to "roll out" a new effort, service or project.
7. This membership has been instrumental in providing accurate and timely information to stakeholders in the community. Their role as Centro "Ambassadors" is very important to the customers they serve and to Centro.

The Committee is currently working on revisions for the Call-A-Bus Application and the Call-A-Bus Rider's Guide (see page 2).

# Call-A-Bus Rider's Guide Now Available

Centro has published a preliminary Call-A-Bus "Rider's Guide" to assist customers in using the Call-A-Bus services. The Rider's Guide outlines how to plan and schedule trips and includes information on:

- \*The categories of eligibility
- \*How to use the Centro Transit Bus (fixed route) system
- \*What to expect on the day of your Call-A-Bus trip
- \*How to request, negotiate and confirm a ride
- \*The use of mobility devices on a Call-A-Bus vehicle
- \*How to travel with Personal Care Attendants, Companions, Service Animals & Children
- \*Call-A-Bus Cancellation and No-Show policies



It also includes a listing of important phone numbers for Call-A-Bus customers. The Rider's Guide has not been finalized and Centro is asking for public feedback on its preliminary guide. You can find a copy of the Rider's Guide on Centro's website at <http://www.centro.org/schedules/rideguide.pdf>. Your comments and suggestions are welcome either by email: [cnyrta@centro.org](mailto:cnyrta@centro.org), or by regular mail at:

CNYRTA  
ATTN: CALL-A-BUS RIDER'S GUIDE  
P.O. BOX 820  
SYRACUSE, NY 13205

## Single Ride Pass Now Available for Call-A-Bus Customers



Call-A-Bus Customers in Syracuse now have a more convenient way to pay for their ride. A Single Ride pass is now available for use in Syracuse and the immediate surrounding areas.

The pass has a value of \$1.25 and will be accepted on Call-A-Bus vehicles and all other transportation providers including Blue Chip Vans and taxi services.

Please note that persons who travel to locations requiring an extension fare are required to pay the extension fare in exact change at the time they board the vehicle.

The new passes do not have an expiration date and are available at Centro offices at 200 Cortland Avenue in Syracuse and at the Centro Information Booth at the corner of Fayette and Salina Streets. The passes cannot be used for Call-A-Bus services in Oneida, Oswego or Cayuga counties.

Agencies that wish to purchase large quantities of the new passes should contact Centro at 442-3400.

# Call-A-Bus Policy on Cancellations and “No Shows”

If you need to cancel or change a trip reservation, we ask that you call your local Call-A-Bus office a day in advance, to allow us time to serve other customers. Our cancellation lines are open 24 hours a day, 7 days a week.

We realize that a "day in advance" cancellation notice is not always possible. Please call us as soon as possible and at least 2 hours before your scheduled pick up time. Be sure to let us know if you are canceling a single ride or a round trip.

Last minute cancellations are an inconvenience for other customers who might have been scheduled to ride with you. Please be considerate of others.

Only Call-A-Bus Trip Reservationists and Centro dispatchers can cancel or change a trip reservation. Drivers are not allowed to accept new trip reservations, make changes to their itinerary or cancel a trip.

One of the worst inconveniences for Call-A-Bus customers is waiting for other customers who never board the vehicle when it arrives to pick them up. Call-A-Bus Drivers are obligated to wait 5 minutes beyond the scheduled pick-up time for a customer to board the vehicle. If no one appears, it will be considered a "No-Show". If the customer cancels the trip when the vehicle arrives it is called a "Cancel at the Door".

The "No-Show" or "Cancels at the Door" is posted to the customer's file. If the customer continues to accumulate “No-Shows” or “Cancels at the Door”, they may have their service temporarily suspended.

Please be considerate of other Call-A-Bus customers by reserving your trips carefully, confirming your ride times and canceling unwanted trips in a timely manner. By doing so, you insure that everyone receives excellent service.



*Be sure to call a trip reservationist a day in advance if you need to cancel a ride*

## Requiring Assistance from a Call-A-Bus Driver

Call-A-Bus is a curb-to-curb service. Curb-to-curb means the pick-up and drop-off location are at the street curb. However, if you need additional assistance between the bus and the front door of a location, Call-A-Bus Drivers may provide assistance as long as it is requested ahead of time and does not present a risk to the driver or customers.

Drivers will provide an escort to the exterior door of a location as long as they can see their vehicle at all times.

Drivers may provide assistance carrying bags for a customer if requested in advance. However, we limit the number of packages to the equivalent of six (6) grocery bags and drivers cannot enter buildings.

If you believe you will need assistance beyond the outer door of any location, please consider bringing a Companion or Personal Care Attendant with you on your trip.

# Agency Spotlight: ARC of Onondaga

A group of concerned parents got together in 1951 to help ensure their children received the best educational and social services possible. Since then, Arc of Onondaga has been providing quality services for people with developmental disabilities of all ages. Arc of Onondaga, a chapter of NYSARC, Inc., is the largest private provider of these services in Onondaga County.

Arc of Onondaga provides services to over 3,000 individuals with developmental disabilities and their family members through a wide variety of services and programs. It is the mission of Arc of Onondaga to assist individuals with developmental disabilities to achieve their fullest potential.

Arc provides residential, vocational, habilitative, clinical, and other important services on a daily basis at over 35 locations throughout Onondaga County. To transport clients between programs and residences, Arc utilizes a wide variety of transportation options including Centro regular lines and Call-a-bus services. Centro helps people to maintain their independence by offering low-cost transportation available at hours and to locations that are convenient to people from Arc who heavily rely on their service. Centro is a major community asset and we have partnered with them for many years to meet the needs of our growing population.

Arc is a true community based organization, thriving on community involvement and inclusion as well as relying on community membership to build its base of support. For more information, see [www.arcon.org](http://www.arcon.org) or contact Arc at (315) 476-7441.



## We've Added a New Phone Number!

Our Call-A-Bus Operations in Utica and Rome have added a Text Telephone (TTY) and Telecommunications Device for the Deaf (TDD) phone line for the hearing impaired. We hope this makes it easier for our customers to communicate with the Call-A-Bus staff.



**Utica/Rome TTY/TDD**

**797-2428**