

# Accessible Transportation Matters

A Publication of the Central New York Regional Transportation Authority

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*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.*

## Clarifying Conditional, Unconditional and Temporary Eligibility for Call-A-Bus Customers

Call-A-Bus eligibility is classified into three categories. It's important to know which of three categories you are qualified for and how it may affect your ability to use the Call-A-Bus service. The categories are:

1. **Unconditional Eligibility** - The disability or health condition prevents the customer from using the Centro bus in all cases.
2. **Temporary Eligibility** - The short term disability or health condition which prevents the customer from using the Centro bus in all cases.
3. **Conditional Eligibility** - The disability or health condition prevents the customer from using the regular bus when certain situations or conditions are involved with the trip. At other times, the customer can use the regular bus. Conditional eligibility is often misunderstood because many personal and trip factors must be considered at the time you make your trip reservation.

**Conditional Eligibility** is based on the application provided by you and your healthcare provider indicating that you have certain abilities that make it possible for you to use the bus at times. That same application says that you might have certain disabilities that hinder your ability to use the bus at other times.

For example, Mary is able to walk 2 blocks to a bus stop to catch the bus and she often does use the bus if her destination is near a bus stop. However, she has a monthly appointment at an office that is over 4 blocks from a bus stop. Mary has **Conditional Eligibility** for trip locations that are more than 2 blocks from a stop. She can receive a Call-A-Bus ride for those monthly trips and still use the regular bus for other trips.

Another example, John lives on a regular bus route in the city and uses the bus several times a week to go to church, appointments and shopping. However, John and his doctor state that he cannot wait for the bus when it is below freezing because of his health condition. John has **Conditional Eligibility** and he can request a Call-A-Bus ride because the weather report says the high temperature for that day will only be about 20 degrees.

**Conditional Eligibility** is based on your abilities and the trip you wish to take. Call-A-Bus customers are encouraged to check Centro Bus information first, before you call Call-A-Bus. Centro Bus Information is available at 442-3400 or at the website, [www.centro.org](http://www.centro.org).

# Telephone Tips for Requesting a Call-A-Bus Ride

Trip requests can be made by calling 442-3420, up to 14 days in advance, but at least one day in advance of your travel. Calling hours are from 8:00am to 5:00pm, Monday through Friday if you wish to speak to a Transportation Coordinator. At other times, your call may be answered by automated answering and your trip request will be recorded.

During very busy call taking times, we ask that you limit your trip requests to 5 one way requests or 5 round trips to reduce the call waiting time for other customers. This guide can be used to make your reservation go smoothly;

1. My name is \_\_\_\_\_.
2. My ID number is \_\_\_\_\_.
3. I would like to reserve a ride on \_\_\_\_\_ (day and date).
4. This is a (select one) round trip or a one-way ride.
5. My PICK UP address is \_\_\_\_\_
6. And I am GOING to \_\_\_\_\_ (address)
7. (Choose one)
  - a. I will need to be picked up about \_\_\_\_\_ (time)
  - OR
  - b. I will need to get to my destination by \_\_\_\_\_ (time)

Additional information to be provided, if needed.

1. I am traveling with a COMPANION, ESCORT OR PERSONAL CARE ATTENDANT.
2. I will have packages (limit 6 grocery bags). Could the driver help me get them to the door?
3. I need an escort to or from the door to the vehicle.

At this point, you have a choice of calling back the day before your trip to confirm your arrangements and get your pick up times. Or you may ask the Transportation Coordinator to schedule your trip while you wait. You may negotiate your pick up or drop off times with the Transportation Coordinator at either time.

## **Your Accessible Transportation Advisory Council**

Arc of Onondaga - Sandy Mueller

ARISE - Nina Lutz

Aurora - Luis Mendez

CNYRTA/Centro - Betty Petrie

CNY Works - Robert James

Enable - Sally Johnston

OCM - BOCES - John Placito

Onondaga County Dept of Aging & Youth - JoAnne Spoto-Decker

Public Trans. Advisory Committee - Agnes McCray

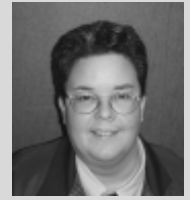
Syracuse Metropolitan Transportation Council - Mario Colone

# Two People at Centro You Should Know

Chuck Acevedo was recently promoted to Assistant Lead Outside Supervisor/ ADA Compliance Officer. Acevedo will help oversee all outside activities of Centro's transportation services and all issues regarding compliance with the Americans with Disabilities Act of 1990.



*Acevedo*



*Cardona*

Lettie Cardona was promoted to Specialized Transportation Supervisor. Cardona will oversee all outside activities of Centro's specialized transportation services, including Call-A-Bus.

## SPECIALIZED TRANSPORTATION

### CNYRTA CALL CENTER OPERATIONS

I NEED.....	PHONE #	DAYS	TIMES
Call-A-Bus Information	442-3434	M - F	8:00am - 5:00pm
Call-A-Bus Application Request	442-3434	M - F	8:00am - 5:00pm
Call-A-Bus Trip Reservations *Transportation Coordinator-assisted services. Reservations made at other times are recorded on an answering machine.	442-3420	*M - F Sat/Sun/Holidays	*8:00am - 5:00pm 2:00pm-4:00pm
Call-A-Bus Trip Cancellations	442-3434	Any Day	Anytime
Call-A-Bus Trip Confirmations	442-3420	M - F Sat/Sun/Holidays	3:00pm-7:00pm 2:00pm-4:00pm
TTY/TDD Services - All tasks We also accept NY Relay Calls at these times	442-3430	M - F Sat/Sun/Holidays	8:00am - 5:00pm 12:00pm - 4:00pm
Centro Bus Schedule Information	442-3400	Any Day	6:00am-7:00pm

Comments, Complaints and Compliments

Your feedback on Centro services is important to us.

To contact us: Call 442-3400, or e-mail us at [cnyrta@centro.org](mailto:cnyrta@centro.org)

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

# Senior Transportation Program

The Onondaga County Department of Aging and Youth and Centro sponsor a ride service for senior citizens who reside in Onondaga County. The Senior Transportation Service is not Call-A-Bus service, eligibility is based on age only and the payment of the fare is optional - but payment is greatly appreciated to help keep the service operating

You must be at least 60 years old and can receive one round trip per week. Interested seniors must apply for the service. To request an application, call 442-3434, Monday through Friday between 8:00 and 5:00. The Senior Transportation Service is offered to towns and villages of the county on specific days of the week.

## Monday

Syracuse City  
Camillus  
Baldwinsville  
Cicero  
Brewerton  
Warners  
Van Buren  
Elbridge  
Geddes  
Jordan  
Lysander  
Mattydale  
N. Syracuse  
Radisson

## Tuesday

Syracuse City  
Tully  
Collamer  
Dewitt  
Fabius  
Fremont  
Fayetteville  
Jamesville  
Minoa  
Manlius  
Lafayette

## Wednesday

Syracuse City  
Camillus  
Warners  
Elbridge  
Marcellus  
Skaneateles  
Split Rock  
Onondaga  
Jordan

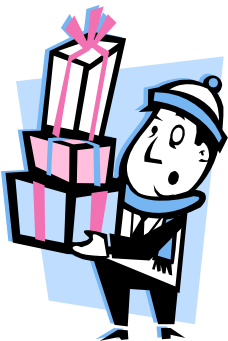
## Thursday

Syracuse City  
Baldwinsville  
Salina  
Van Buren  
Geddes  
Liverpool  
Lysander  
Radisson

## Friday

Syracuse City  
Cicero  
Brewerton  
Liverpool  
Mattydale  
N. Syracuse

## If You Are Carrying Packages on Your Trip!



The drivers of Specialized Transportation Services can assist passengers with carrying packages within certain limits. If you expect to need help with a package or grocery bags, please notify us at the time you request a ride. Drivers can carry items between the outside door of your home or store and the vehicle. Drivers are not allowed to enter your home or a building. Drivers can carry up to six plastic grocery bags to your door.

