

Call-A-Bus

Rider's Guide



A service of the Central New York Regional Transportation Authority (CNYRTA) to meet the transportation needs of persons with disabilities in accordance with the Americans with Disabilities Act (ADA) of 1990.

WELCOME!

The Central New York Regional Transportation Authority (CNYRTA) welcomes you to the Call-A-Bus Paratransit Service. Call-A-Bus provides ride services to individuals with disabilities who are unable to use the Centro Transit Bus and who meet the criteria established by the United States Department of Transportation under the Americans with Disabilities Act (ADA) of 1990.



Frank Kobliski
CNYRTA Executive Director

This Call-A-Bus Rider's Guide has helpful information about planning your trips and scheduling your Call-A-Bus rides. If you need further information or assistance, please call your local Call-A-Bus office (See page 28)

Your safety and comfort while using Call-A-Bus are very important to us. Centro is committed to providing excellent service and we monitor our performance on an ongoing basis. For example, we monitor telephone calls to Call-A-Bus to be sure that information we provide is correct. Another example involves our "on the road" supervisor checking to make sure the Call-A-Bus vehicles arrive on time and our drivers follow all traffic rules.

We also encourage our customers with disabilities to take advantage of the flexibility and independence that our fixed route bus provides, if they are able to do so.

If you have a comment, complaint or compliment about our service, please call the local Centro Information Office in your area.

Again, welcome aboard Call-A-Bus!

Frank Kobliski
Executive Director

Call-A-Bus

**The Call-A-Bus Rider's Guide
is available in other accessible
formats upon request.**

**Please call Centro Customer
Service, 442-3400 or use our
website, www.centro.org.**

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CENTRO'S TRANSIT BUS SYSTEM

While you may be eligible for Call-A-Bus service for all or some of your ride needs, there may be times when you can use the Centro Transit Bus for your trip.



Why use the Centro Transit Bus?

The Centro Transit Bus offers a reduced fare for people with disabilities.

Using the Centro Transit Bus does not require an advance reservation.

The Centro Transit Bus enables you to change trip plans on short notice.

You can travel with a larger group of friends and family.

Your trip may be more direct as the Centro Transit Bus travels a fixed route. Call-A-Bus is a ride sharing service, whose route is determined by demand and others may be picked up and dropped off before you.

Our Centro Transit Bus commuter routes serve suburban locations that do not have Call-A-Bus service.

The Centro Transit Bus fleet has lifts or ramps enabling people with wheelchairs, scooters, and other mo-

Call-A-Bus

bility devices to board safely. Persons who cannot climb the bus stairs may request to use the lift or ramp.

The first seats on the bus, nearest to the driver, are designated for people with disabilities to make it easier to communicate with the driver.



Centro Transit Buses are equipped with "kneelers" that lower the bus by several inches making the first step more accessible for those who have difficulty with stairs.

Centro Drivers announce major stops along the way. If you want to get off the bus at a certain stop and are not sure where it is, let the Driver know and he/she will help you.

Many of the Centro Transit Buses have lower floors that are even with the street curb at the bus stops. There is only one step into the bus. More and more of these special low floor buses are being purchased and eventually our entire fleet of transit buses will have this important feature.

For Centro Transit Bus Information, please call your local Centro office (see page 28) or check our website for maps, timetables and special services at www.centro.org.

If you have never ridden on a Centro Transit Bus and would like to try, please call your local Centro office to arrange a Travel Training session with our staff.



CALL-A-BUS ELIGIBILITY CATEGORIES

Once you have successfully applied for Call-A-Bus service, you will be assigned one of three eligibility categories. People who can use the Centro Transit Bus under all circumstances are not eligible for Call-A-Bus. Please check the letter we sent to you which explains your eligibility.

Those who must use Call-A-Bus all of the time are given **Unconditional Eligibility**.

Those who need Call-A-Bus for a short period of time are given **Temporary Eligibility**.

Those who can use the Centro Transit Bus some of the time, but require Call-A-Bus some of the time are given **Conditional Eligibility**.

1. ***Unconditional Eligibility:*** Your disability or functional condition prevents you from using the Centro Transit Bus in all cases. You will need to be sure your trips are within our service area and at times that are comparable to the Centro Transit Bus service.

2. ***Temporary Eligibility:*** You have a short term disability or functional condition preventing you from using the Centro Transit Bus in all cases, until your condition improves. You will also need to be sure your trips are within our service area and during the times when Centro Transit Bus service is available (page 5). You should also keep us informed if your condition changes in any way. If your temporary disability turns

into a long term disabling condition we will ask you to recertify for Call-A-Bus.

3. *Conditional Eligibility* - You have a disability or functional condition preventing you from using the Centro Transit Bus when certain situations or conditions are involved with the trip. Conditional eligibility is often misunderstood as many factors are considered at the time you make your trip reservation, such as your functional abilities, the pick-up and drop-off locations, weather conditions and more.

Eligibility

Conditional Eligibility is based on the application provided by you and your healthcare provider indicating you have certain abilities that make it possible for you to use the Centro Transit Bus at times. That same application says you might have certain disabilities that hinder your ability to use the Centro Transit Bus at other times. *Conditional Eligibility* is based on your abilities and the trip you wish to take. Call-A-Bus customers are encouraged to check Centro Transit Bus information before you call Call-A-Bus. Centro Bus information is available by calling your local Centro Office, or at the website, www.centro.org.

For example: Mary is able to walk 2 blocks to a Centro Transit 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 bus during the week.

Another example, John lives on a Centro Transit 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 functional 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.

Call-A-Bus

USING CALL-A-BUS

Call-A-Bus is a ride sharing service. On most trips, more than one person is riding and there may be several pick-ups and drop-offs before you reach your destination.

Call-A-Bus is a origin to destination service. Origin to destination trips are routinely curb to curb service with door to door service provided upon request. If you need additional assistance such as carrying packages or an escort to the front door of an unfamiliar location, you must let us know at the time you make your trip reservation so we can plan accordingly.

SERVICE AREA AND HOURS

You have met criteria established by ADA for personal eligibility and are now a Call-A-Bus customer. Now your trip request must meet eligibility requirements as well.

To determine if your trip is eligible, you may need to

check the Centro Transit Bus schedules that serve the places you travel to and from.

Call-A-Bus service is available within $\frac{3}{4}$ miles of the Centro Transit Bus routes. That means both the origin and destination of each trip must be within a corridor measuring $\frac{3}{4}$ mile on either side of a bus route.

Call-A-Bus service is available during the hours when Centro Transit Bus service is available. If the Centro Transit Bus you would take operates between 6:00am and 6:00pm, then your Call-A-Bus trip must be between 6:00am and 6:00pm. If the matching Centro Transit Bus service does not operate on Sundays, then there is no Call-A-Bus service available on Sunday.

Call-A-Bus service is not available on Centro Transit Bus commuter routes which only provide service during morning and afternoon rush hours, with limited stops between origin and destination.

PAYING YOUR FARE

The Call-A-Bus base fares are:

| | |
|-----------|-----------------|
| Syracuse: | \$2.50 / \$3.00 |
| Auburn: | \$2.00 |
| Oswego: | \$2.00 |
| Utica: | \$2.50 |
| Rome: | \$2.00 |

Specific Call-A-Bus trips outside the core business area may involve additional fares. Your Call-A-Bus Trip Reservationist can tell you the exact fare of your trip at

the time you make your trip request.

Fares may be paid with exact change or, when traveling in the Syracuse base zone, a single ride Call-A-Bus transit pass may be used.

USING MOBILITY DEVICES

It is the Driver's responsibility to ensure all mobility devices are properly secured while in the vehicle. Call-A-Bus uses a four-point restraint system for wheelchairs and scooters whether they are occupied or not. Canes, crutches or walkers may also be secured if you have difficulty holding onto them during travel. Please ask the Driver to secure them for you.

For your safety and the safety of others, please follow the instructions of your Driver for boarding, exiting and securing devices.

WHEELCHAIRS:

Power wheelchairs and manual wheelchairs must not exceed 30 inches in width or 48 inches in length when measured 2 inches above the ground.

The combined weight of the customer and wheelchair cannot exceed 600 pounds.



Customers must wait for and follow the Driver's instruction for boarding the lifts, using the ramps and positioning the wheelchair for proper securement to the vehicle. Please apply your brakes and turn off controls while riding on the lift and also, while the wheelchair is in the securement position.



SCOOTERS:

Scooters are electrically-powered devices with a central post supporting the seat. Please note that some scooters exceed the 30" by 48" dimension and 600 pound weight limitations of our service, and therefore, cannot be transported. Some scooter manufacturers provide a written disclaimer to the customer that the device should not be used as a seat on a moving vehicle. Please check your scooter manual or manufacturer's literature carefully.

If you use a scooter and its size and weight are within the above limits, you may ride your scooter on the lift or ramp. Please apply your brakes and turn off controls while riding on the lift and also, while the scooter is in the securement position. While we strongly recommend you transfer to a fixed seat, it is your choice. If you remain in the scooter while being transported, the Driver

will secure your scooter and offer you a seatbelt.

WALKERS, CANES AND CRUTCHES:

Customers who are unable to use the steps to enter the vehicle may stand on the passenger lift to board and exit the vehicle. If you choose to stand on the lift, you must be able to stand without assistance and to hold onto the rails with both hands.

Some customers can use the steps to enter the vehicle by holding onto the doorway railings. If you choose to use the steps, you must be able to do so without assistance from the Driver other than a simple guiding of hands or verbal instructions. The Driver will place your walker or cane in the vehicle.

BREATHING DEVICES

You may bring a portable respirator, portable oxygen or other breathing aids with you as long as they do not violate laws or rules relating to the transportation of hazardous materials, in particular flammable or pressurized gases. You are responsible for handling and monitoring the controls of such devices or traveling with a personal care attendant who can do this for you. Drivers are not allowed to handle the equipment or controls of breathing devices. You are responsible for having an

adequate oxygen supply for your trip and any reasonable travel delays that might occur. Please plan ahead.

OTHER DEVICES

Advancing technology has resulted in new and improved mobility devices continuously being developed. If you travel with a device or aid not listed here, please contact us. Call-A-Bus will work with you, if possible, to develop new boarding, securement and assistance procedures to make your travel more pleasant and safe.

PERSONAL CARE ATTENDANTS AND COMPANIONS

Attendants &
Companions

Customers should consider traveling with a Personal Care Attendant when additional assistance is needed. A Personal Care Attendant must be picked up and dropped off at the same location as your origin and destination. A Personal Care Attendant may ride for free.

If you are traveling with a companion (a friend, relative or children 6 years and older), then the companion must pay the same fare as you for each trip. Additional companions, (a second or third person) may be allowed on a space available basis only. We must assure eligible Call-A-Bus customers are provided service first.

Please tell us if you will be traveling with a personal care attendant or companion at the time you make your trip reservation.

**CALL-A-BUS SERVICE
& CHILDREN**

Children with disabilities, ages six (6) years and above, may be individually certified as Call-A-Bus eligible if they meet the ADA criteria. They may travel independently without an adult if they can demonstrate they would be able to use the Centro Transit Bus if not for their disability. Call-A-Bus eligible children must pay the full Call-A-Bus fare appropriate to their trip.

Children ages 6 and above who are not Call-A-Bus eligible are considered companions when traveling with a Call-A-Bus eligible adult. Each child must pay the Call-A-Bus fare.

All children under age 6 must be accompanied by a Call-A-Bus eligible adult and may ride free.

Please tell us if you will be traveling with children at the time you make your trip reservation.

SERVICE ANIMALS

A service animal is any guide dog, signal dog, service dog or other animal specifically trained to do work or perform tasks for the benefit of an individual with a disability. If you have a service animal, it should be noted on your application form and on your acceptance letter. Your service animal is welcome on board. We do ask that you inform us at the time of your trip requests



Call-A-Bus

that you will be traveling with your service animal to ensure the comfort and well being of other customers.

As the human partner, you are responsible for your service animal's grooming and behavior. A service animal is not allowed to occupy a seat, but can sit in your lap if you choose. Larger animals should stay seated on the floor next to you and should not interact with other passengers except with their permission. You must have control of your service animal at all times, either by voice command or touch.

If you use the wheelchair lift and have a service animal, please be aware that you, your wheelchair and a service dog may not all fit on the lift at the same time. You may guide and command the service dog to enter the vehicle by the stairs and put the animal in a stay position while you board. As an option, you may board the vehicle and call the service dog to enter the vehicle by the stairs. We respect that you are the master of your service animal.

**Children
& Animals**

....AND A WORD ABOUT PETS

Those of us with dogs, cats and other fuzzy, furry creatures love our family pets and like to take them with us. However, Call-A-Bus cannot transport pets unless they are in a carrier and you are able to carry and hold the carrier. This is for their safety.

Please remember not all people enjoy being around animals and some have health conditions that are aggra-

vated by exposure to fur, hair, dander, etc. If you plan to travel with a pet in a carrier please inform us at the time of your trip request.

REQUESTING A RIDE

Trip requests can be made by calling your local Call-A-Bus office, up to 14 days in advance, but at least one day in advance of your travel. Hours for call-in are from 8:00am to 5:00pm, Monday through Friday if you wish to speak to a Trip reservationist. At other times, your call may be answered by an automated answering device 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. Thank you.

This guide can be used to make your call-in 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 **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 Service Animal, Companion, 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 Trip Reservationist to schedule your trip while you wait. If your trip is scheduled at the time of your request, we will only be able to give you a broad estimate of your pick-up time. If you call back the day before your travel day, we will be able to provide you with a more defined pick-up and drop-off time window.

Requesting &
Negotiating
A Ride

NEGOTIATING YOUR RIDE

Criteria established under the Americans with Disabilities Act allows Call-A-Bus to schedule your trip within the "window" of one hour before your requested time to one hour after your requested time.

You may negotiate your pick up time or your drop off time with the Transportation Coordinator when you request a ride or when you call back to confirm your ride. However, there may be circumstances that limit our ability to give you the exact time you request. We strive to give you the best times that match your request.

Call-A-Bus is a ride sharing service and these time

frames allow us to schedule and provide all of our eligible customers with a ride. It may mean you arrive at your destination earlier or later than you originally requested. We recommend you check opening or closing times at your destination to avoid long waits outside a building that is closed and locked.

We are sorry, but we are unable to honor requests for specific Drivers, specific seats or direct routes with select customers.

If you must be at a certain destination by a specific time, you are negotiating your drop off time. It is important for you to tell the Trip Reservationist at the time you make your trip request. This is especially important if you have an appointment, are going to a job or attending a special event. "I must be there by _____."

On your return trip, you may want to negotiate your pick up time with the Trip Reservationist. Be sure to give us the time you will be available to board the vehicle. For example, your work shift may end at 3:00, but you need 10 to 15 minutes to clean up, get your coat on and punch out. Remember our vehicles will only wait 5 minutes beyond the scheduled pick up time. So, in this example, you would ask to be picked up no earlier than 3:15, not 3:00. "I will be ready to be picked up at _____."

You may negotiate either your pick up time or your drop off time for each trip, but not both. For example, you cannot demand to be picked up at 9:45 for an ap-

pointment at 10:00. Rather, you would ask to be dropped off at your appointment before 10:00. Your pick up time will be dependent on the number of trip requests at that hour, the travel distances involved and traffic patterns.

CONFIRMING YOUR RIDE

Call-A-Bus recommends you call us the afternoon before your travel day to confirm your pick up times and addresses for the next day. While not required for service, the confirmation call assures you (and us) that we have the correct information and the times are appropriate for you.

Please check with your local Call-A-Bus office for exact times to make your confirmation calls. Normally, the next day's trip schedule is ready by 3:00pm the day before.

WHAT TO EXPECT ON YOUR TRAVEL DAY

You have successfully reserved your trip request, negotiated your pick up or drop off time and confirmed your travel plans the day before. Today is the day of your trip. What should you expect?

Call-A-Bus is a ride sharing program and other customers will likely be picked up and dropped off during your trip. We may or may not follow the most direct route between your home and destination to accommodate these other customers. Although we try to keep your ride time as short as possible, you should use the follow-

Your
Travel Day

ing guidelines:

Trips up to five miles, you should allow up to one hour of travel time.

Trips greater than 5 miles and up to 10 miles, you should allow up to 90 minutes of travel time.

Trips greater than 10 miles, you should allow up to two hours of travel time.

Please have the exact change to pay your fare. Drivers are not allowed to make change. Remember, any companion traveling with you must also pay a fare.

If you are ready, please board the vehicle when it arrives. Your vehicle may arrive a few minutes early. Drivers do not call to let you know they are at your pick-up point. You should be at the curb or in plain sight of the vehicle (at the door, or in an outer lobby) when it arrives.

Call-A-Bus is a curb-to-curb service, unless you have specifically requested otherwise. If you made arrangements for a Driver escort in advance, the Driver will proceed to the outer door and guide you to the vehicle. Drivers are not allowed to enter a building that prevents them from seeing their vehicle at all times.

Your vehicle will wait for up to 5 minutes beyond your scheduled pick-up time. After 5 minutes, the Driver will notify the Dispatch Center that you have not boarded (you are considered a “No-Show”) and proceed to the next customer's service point. If you still require transportation after being a “No-Show” at the scheduled pick-

up time, we will make every attempt to pick you up based upon the availability of seats and available time in today's schedule. If you did not show up for your ride, you should call us to cancel any return trips you may have reserved to avoid another "No-Show" later in the day.

To allow for traffic/weather delays and other unavoidable situations, your Call-A-Bus vehicle has a "window" of up to 25 minutes after your scheduled pick up time to be considered "on time". If your vehicle has not arrived within this 25 minute period, please call us. We will investigate the delay immediately, give you an estimated time of arrival or if necessary, dispatch another vehicle to accommodate your travel.

If you are traveling with a mobility device, the Driver will provide you with assistance in boarding/exiting the vehicle and securing your device for transport. The Driver will offer you a seatbelt. We strongly recommend you use one, but it is your choice. Please follow your Driver's guidance and instructions for boarding and exiting the vehicle in a safe manner.

Your
Travel Day

PASSENGER RESPONSIBILITIES

Please remember to:

*Answer the questions completely and accurately on your Call-A-Bus application and to provide us with an accurate description of your abilities to use the Centro Transit Bus and Call-A-Bus.

*Notify us of any change in your functional mobility that might impact using the Centro Transit Bus and Call-A-Bus. You may be asked to submit another application to recertify for Call-A-Bus.

*Reserve only those trips you genuinely need and at least a day in advance. Please let us know at request time of any special conditions or needs you may have.

*Cancel those trips you do not need, well in advance of your travel time.

*Respect the rights and comfort of other passengers. We ask that you maintain an acceptable standard of personal hygiene, refrain from eating and drinking on board, place trash in receptacles and use radios or personal listening devices with earphones only.

*Be prepared and ready prior to your scheduled pick-up time



Call-A-Bus

*Follow the guidance and directions of your Driver for a safe and comfortable ride. Please do not distract Drivers while the vehicle is moving.

*Maintain your mobility devices in a safe condition according to the manufacturer's specification.

CALL-A-BUS RESPONSIBILITIES TO OUR PASSENGERS

We have a responsibility to:

*Collect accurate information from you to enter a trip request that will meet your needs to the best of our abilities.

*Provide timely service throughout your Call-A-Bus experience.

* Provide Driver assistance in boarding and exiting the vehicle. The Driver will also provide an escort to the door or carry packages if requested in advance, within our limitations.

*Provide clean, safe, well-maintained vehicles for you to travel in.

*Respond to your inquiries, complaints or information requests in a timely fashion.

*Provide a courteous, well-trained and safe Driver.



RULES OF CONDUCT

For the comfort and safety of all on board, we ask that you abide by these common rules:

Eating, drinking or smoking on board is not allowed. If you must eat or drink due to a medical condition, please alert the driver.

Do not litter on the bus.

Soliciting and selling merchandise or services is not permitted on board.

Radios and other music or listening equipment may not be played aloud while in transit. Personal listening devices with headphones or ear devices are allowed.

Call-A-Bus reserves the right to refuse service to anyone who is clearly intoxicated, under the influence of illegal drugs or whose irrational behavior would be considered a risk to the Driver or other passengers.

Call-A-Bus may also refuse service to anyone who clearly presents a biological hazard to others in the vehicle. This may include people whose body or clothing is soiled with blood, vomit, urine or feces.

Please remember Call-A-Bus is a ride sharing service and each passenger is expected to adhere to

these basic rules making the service more enjoyable for all.

CANCELLATIONS, CHANGES & NO SHOWS

To cancel or change a trip reservation, we ask that you call your local Call-A-Bus office at least 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.

Individuals who have a pattern of frequently reserving trips and then canceling them at the last moment or within 2 hours of their pick up time, will be contacted by Call-A-Bus management. If the customer continues to abuse the trip reservation system, they may have their service temporarily suspended. If a customer cancels at the last moment more than 30% of their trips in 30 days, Call-A-Bus may suspend their service for 7 days. A letter of suspension will be sent by certified mail and will be in effect from the day of receipt. Call-A-Bus customers have the right to appeal a suspension. Please follow the

**Cancellations
& Changes
& No Shows**

Appeal Policy published in this guide.

Only Call-A-Bus Transportation Coordinators 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.

NO-SHOWS AND CANCELS AT THE DOOR

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". The Driver notifies Call-A-Bus that their customer has not boarded, confirms the time, and leaves the site to pick-up or drop-off the next customer.

If the customer cancels the trip when the vehicle arrives it is called a "Cancel at the Door". Again, the Driver notifies Call-A-Bus that the customer has not boarded the vehicle, confirms the time and leaves the site for the next customer.

The "No-Show" or "Cancels at the Door" is posted to the customer's file. If a Call-A-Bus customer has three (3) "No-Shows" or "Cancels at the Door" in a 30 day period, they will be contacted by Call-A-Bus management and issued a warning letter. If the Call-A-Bus customer has 3 or "No-Shows" or "Cancels at the Door" in the next 30 days, they may be suspended for 30 days. This

suspension will be communicated in writing, by certified letter and be in effect from the day of receipt.

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.

COMMENTS, COMPLIMENTS AND COMPLAINTS

Any time you use the Centro system for your transportation needs, we hope you will have a satisfying experience. However, we realize there are times when you may have questions or concerns about the service you received. We encourage customers to provide us with feedback when your service is less than you expected or better than expected. We use this valuable information when we consider future changes or enhancements to our system.

We offer you three ways to contact us:

By Phone: Call your local Centro Customer Service Office and a Customer Service Representative will note your comments for review.

By E-mail: Send your comments to public@centro.org and our representatives will receive and note them for review.



By Regular Mail: Send your letter to us at
Centro
PO Box 820
Syracuse, NY 13205.

All customer comments are forwarded to the Customer Service Supervisor, logged into our centralized complaint management system, assigned a number and forwarded to the appropriate department for review and/or investigation. The Customer Service Supervisor sends you a post card when the comment is logged into the system initially and will send you a letter describing the results of our review. In order to respond back to you, please be sure you give us your name and address.

Call-A-BUS

SPECIAL NOTE: WE RECOGNIZE THAT SOME PEOPLE PREFER TO REMAIN ANONYMOUS. THERE ARE SEVERAL WELL RESPECTED ADVOCACY GROUPS IN OUR SERVICE AREA AND YOU MAY WISH TO CONTACT THEM INSTEAD OF US. THEY WILL ACT ON YOUR BEHALF IF YOU REQUEST IT AND WE WILL SEND OUR CORRESPONDENCE TO THEM INSTEAD OF YOU.

APPEAL POLICY AND PROCEDURE

Call-A-Bus customers and applicants always have the right to appeal decisions made by Centro that affect their personal service such as an eligibility determination or a suspension of service. An appeal is a formal request for reconsideration of the facts relating to your transportation. Customers and applicants may wish to contact Call-A-Bus to discuss any issues or problems first, to see if a mutually agreed upon solution can be found prior to requesting an appeal.

Individuals wishing to appeal must submit their request in writing. The request must be submitted within 60 days of the initial decision. An appeal should be sent to:

For Call-A-Bus in Syracuse, Oswego County and Cayuga County:

Vice-President of Operations
Centro
P.O. Box 820
Syracuse, NY 13205

For Call-A-Bus in Oneida County:

General Manager
Centro
185 Leland Avenue
Utica, NY 13501

Appeal
Policy

(continued on next page)

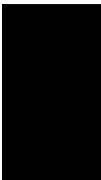
The Vice President of Operations/General Manager shall review the Appeal and decide to:

1. Reverse Centro's initial decision (agreeing with the customer)
- or
2. Convene an Appeal Committee consisting of member(s) of the disabled community, organizations representing the disabled or elderly community and one representative from Centro.

The customer has the right to appear before the Appeal Committee and the Appeal Committee may request the individual present their position and information in person. Call-A-Bus shall provide the transportation to and from the committee meeting at no cost to the individual.

The Appeal Committee shall meet and render a final decision within 30 days of the committee meeting. Decisions of the Appeal Committee are final.

Individuals who have submitted a written Appeal, shall be "presumed eligible" for Call-A-Bus ride services until a final decision is made by either the Vice President of Operations/General Manager or the Appeal Committee.



Visitor Policy

Visitors to the Centro service are who have ADA paratransit eligibility on another public transit system are urged to contract Call-A-Bus, to arrange for service while in our area. We honor other system's certifications of

eligibility and you may request rides for up to 21 calendar days (in one year) without filing a Call-A-Bus application. Please provide us with the name of the transportation service, the service area (city,state) and a telephone number that we can use to verify your eligibility. If you will be visiting for more than 21 days, we request that you proceed with Call-A-Bus application for a local eligibility determination.

Important Phone Numbers

| | |
|---------------------------------------------|----------|
| Onondaga County - Syracuse | |
| Ride Requests & Confirmations | 442-3420 |
| Information & Cancellations | 442-3434 |
| TTY/TDD | 442-3430 |
| | |
| Oneida County - Utica | |
| Ride Requests & Confirmations | 797-1703 |
| Information & Cancellations | 797-1703 |
| TTY/TDD | 797-2428 |
| | |
| Oneida County - Rome | |
| Ride Requests & Confirmations | 336-0147 |
| Information & Cancellations | 336-0147 |
| TTY/TDD | 797-2428 |
| | |
| Oswego County - Oswego/Fulton/Mexico | |
| Ride Requests & Confirmations | 342-4400 |
| Information & Cancellations | 342-4400 |
| | |
| Cayuga County - Auburn | |
| Ride Requests & Confirmations | 253-5765 |
| Information & Cancellations | 253-5765 |

