

NOTICE

April 6, 2020

A MESSAGE TO OUR CALL-A-BUS CUSTOMERS

Due to the current events surrounding COVID-19, Centro Call-A-Bus has been working diligently to ensure the safest ride possible for all of our Call-A-Bus customers. Although Call-A-Bus is a ride-share program, we are currently striving to limit the amount of contact our customers encounter with each other and with their drivers. Below are some of the changes we have currently made to our program, until further notice, to ensure maximum safety and limited contact:

- All drivers are provided with gloves and hand sanitizer to enhance the safety of everyone.
- On Centro Call-A-Buses, the front seats are to be considered “out of service” and not to be used. This will allow for ample social distancing space between the passengers and the driver.
- On vendor vehicles (Bluechip, Aladdin, Bandid, etc.), the goal is to have no customer sitting in the front seat in the vans or cars. In every possible situation, customers who typically require such seating are being provided a different type of vehicle to accommodate their needs in order to ensure social distancing.
- Until further notice, Call-A-Bus is not charging a fare for any rides taken. This allows for more limited contact between the customer and the driver.
- Call-A-Bus is limiting the number of passengers in all vehicles as much as possible. The majority of rides will be scheduled as direct trips with no other pick-ups or drop offs in between. Please keep in mind, there may be limited instances which may require you to ride with other passengers in a vehicle. Call-A-Bus is doing its best to limit these occurrences and to allow for direct trips in every possible situation.

In addition to the changes above, Call-A-Bus has also extended customer eligibility for 120 days for those whose eligibility had expired or was expiring. This will allow for customers to continue to ride the service without the worry or having to rush to their doctor’s office to recertify for Call-A-Bus services during this uncertain time.

The service changes being made for the Centro Fixed Route will not affect Call-A-Bus service. Call-A-Bus will continue to provide its regular weekday and weekend service hours and service area.

