

About Call-A-Bus

Call-A-Bus is a public ride sharing, transportation service of the Central New York Regional Transportation Authority (CNYRTA).

Call-A-Bus is a paratransit service providing origin to destination trips to eligible people with disabilities who would otherwise use Centro buses if it were not for their disabilities.

Call-A-Bus is a complementary service as the service area and operation hours match the Centro Bus system.

Origin to destination trips are routinely curb to curb service with door to door service provided upon request.

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

CNYRTA publications 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
315-442-3333

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
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)