



**Call-A-Bus**

# Phone Guide



## Reservations

Daily: 8:00am - 5:00pm  
(315) 442-3420



## Confirmations

Mon-Fri: 3:00pm - 6:00pm  
Sat/Sun: 8:00am - 5:00pm  
(315) 442-3420

***Trip Link*** will confirm your ride the night before, between 3pm - 6pm and will also make a reminder call 15 minutes before your scheduled trip, the day of.



## Cancellations / Where's My Ride

Daily: 24 Hours a Day  
(315) 442-3434



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

Please have the following information ready when calling to plan your trip:

My **Name** is: \_\_\_\_\_

My **Call-A-Bus ID #** is: \_\_\_\_\_  
(4 or 5 digit number)

I would like to plan a trip for: \_\_\_\_\_  
**Date** (Month / Day / Year)

My **Pick-Up address** is: \_\_\_\_\_  
(Street Number, Street, City, Zip)

My **Destination address** is: \_\_\_\_\_  
(Street Number, Street, City, Zip)

I would like to be picked up at: \_\_\_\_\_  
Time (AM / PM)

**-OR-**

I would like to be dropped off at: \_\_\_\_\_  
Time (AM / PM)

This is a **One-Way** ride: \_\_\_\_\_  
**-OR-**

This is a **Round-Trip**: \_\_\_\_\_

I would like to return home at: \_\_\_\_\_  
Time (AM / PM)

I will be traveling: \_\_\_\_\_  
Alone / with an Aide / with a Companion

I will be using my: \_\_\_\_\_  
Cane / Walker / Wheelchair / Other