

## Call-A-Bus Overview

### Eligibility

Must have a functional disability that prevents the use of Centro's fixed route buses. Must complete application to determine eligibility.

### Service Area

Extends .75 mile radius beyond each route.

### Fares

\$2.00 per local trip. \$6.00 per trip between:  
Auburn-Syracuse, Oswego-Syracuse, &  
Utica-Rome-Turning Stone.

### Service Hours

Matches Centro's fixed route service hours.

### Ride Scheduling

May schedule up to 2-weeks in advance but no later than 5pm the day prior. May book by phone or using the Centro MOVE app.

### Service Type

Primarily Curb-to-Curb. Customers may request Door-to-Door service should assistance to an exterior door be needed.



## Call-A-Bus

### Information

#### Syracuse

Daily: 8:00am - 5:00pm  
(315) 442-3434

#### Oswego

Daily: 8:00am - 5:00pm  
(315) 342-4400

#### Auburn

Daily: 8:00am - 5:00pm  
(315) 253-5765

#### Utica & Rome

Daily: 8:00am - 5:00pm  
(315) 797-1703

#### Cortland

Daily: 8:00am - 5:00pm  
(315) 442-3434



Scan to download  
Call-A-Bus application or  
visit [www.centro.org](http://www.centro.org)

## Call-A-Bus

## Paratransit Service



centro

Specialized  
Transportation

## What is Call-A-Bus?

Call-A-Bus service is for people with disabilities who are unable to ride Centro's fixed route buses due to their disability.

Call-A-Bus is:

**Coordinated transportation**, you may be riding in a specially marked Call-A-Bus vehicle, or a certified vendor shuttle (bus, 4-door sedan, or minivan).

**Ride sharing**, you will be riding in a vehicle, along with other passengers.

**Origin-to-Destination**, the driver will meet you at the curb of your trip origin and transport you to an accessible curb at your trip destination. Upon request, the driver will assist you from the outer door of your origin to the outer door of your destination. For the safety of passengers, the vehicle must remain within sight of the driver at all times.

Drivers will assist customers with boarding and exiting vehicles as well as securing mobility devices. Upon request, drivers will provide assistance with limited packages.

## Who is eligible for Call-A-Bus?

To qualify for Call-A-Bus service, you must have a disability that prevents you from traveling on Centro's fixed route buses.

### Non-Qualifying Factors:

- Distance to a bus stop
- Age
- Lack of available Centro bus service
- Inability to drive a car
- Inconvenience
- Decreased comfort

Your approval for Call-A-Bus service does not guarantee your ability to use the service in all cases. For some, eligibility may be conditional or temporary.

## How do I apply for Call-A-Bus?

To apply, you must complete a Call-A-Bus application. Part 1 will be completed by you, while Part 2 will be completed by a healthcare professional of your choice.

To obtain an application, download a copy online or call your local Call-A-Bus office. See back panel for numbers and call times.

## Where does Call-A-Bus operate?

The Call-A-Bus service is available in the same area covered by the regular Centro fixed routes and extends beyond the area of each route by a .75 mile radius (excludes commuter routes).

Call-A-Bus is available in Onondaga, Oswego, Cayuga, Cortland, and Oneida Counties and serves the the cities of Syracuse, Cortland, Oswego, Fulton, Auburn, Rome, and Utica.

## How much does Call-A-Bus cost?

Call-A-Bus is \$2.00 per local trip. Intercity trips require additional fare. When making a trip request, the Transportation Coordinator will provide you with the exact fare amount required for your trip. Cash (exact fare) is accepted as well as Call-A-Bus Ride Passes.

## Where are Ride Passes sold?

- GoCentroBus mobile app
- Centro Online Store
- Centro Offices and Transit Hubs
- Pass Vending Machines



## Call-A-Bus is NOT:

- A taxi service
- Senior transportation
- Door-through-door service
- Custodial care
- A mobility aide provider

