

SERVICE NOTICE

Changes to Centro's 41411 Live Text Tracking System

Effective: November 1, 2026

Attention Riders:

We want to make sure you always have reliable access to the real-time bus information you need.

Centro's **41411 text service is being phased out** as mobile carriers continue to move away from shared short codes. As a result, riders may experience delayed, blocked, or undelivered messages when using the 41411 service.

How this affects you

If you currently text **gocentrobust [Stop ID]** to **41411** to receive real-time bus arrival information, your mobile provider may prevent the message from being delivered or may prevent you from receiving a response.

While the 41411 service remains available, you may experience delivery issues. Centro is transitioning away from the service and will provide additional information as the transition progresses.

How to track your bus

To ensure you continue to have access to real-time bus information, we recommend using one of Centro's other tracking options:

 **GoCentroBus App** – Download the official Centro app through the [Apple App Store](#) or [Google Play Store](#) to access real-time bus information and live vehicle tracking.

 **Online Bus Tracker** – Visit centro.org/bus-tracker from any web browser to see buses in real time.

 **By Phone** – Call **(315) 442-3400** to speak with a Customer Service Representative or to use our automated system.

We understand that changes to a service you rely on can be inconvenient. We appreciate your patience as we transition away from 41411 and work to provide reliable and convenient ways for you to access real-time bus information.

Thanks for riding with us!

Questions may be directed to Centro's Call Center at (315) 442-3400.

