Using Stop IDs with the IVR System

Centro's Interactive Voice Response (IVR) system offers customers 24/7 access to Centro service information over the phone.

IVR Interactive Voice Response

NEXT ARRIVAL: 3:45 PM

How does it work?
Call (315) 442-3400 and enter your Stop ID number when prompted. Automated next bus arrival information will be provided.

Need further assistance?
Customers can connect with a Customer Service Representative (CSR) during regular business hours by following the automated prompts.

CSRs are available:
- Monday – Friday: 6:30 AM – 6:00 PM
- Saturday: 8:00 AM – 6:00 PM
- Sunday/Holiday: Closed

Remember, you don't have to be at the bus stop to get real-time bus information; all you need to know is your Stop ID number.

Keep Track Of Your Stop IDs

Stop IDs can be saved for quick reference using the GoCentroBus app. Tap the star icon located in the upper right corner of the screen when using the Route or Bus Stops features. Selected bus stops will appear in the Favorites tab on the home screen.

Customers may also visit their local Transit Hub or Centro office for a FREE silicone wallet, complete with Stop ID insert, to keep track of frequently used stops.

Track by Text
Text the word **gocentrobus** (followed by a **Stop ID** number) to 41411.
Example: gocentrobus 7755

www.centro.org

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LOCATION / DIRECTION	STOP ID
LOCATION / DIRECTION	STOP ID
LOCATION / DIRECTION	STOP ID
LOCATION / DIRECTION	STOP ID
LOCATION / DIRECTION	STOP ID

Unsure of your Stop ID number? Call (315) 442-3400.
*Message and data rates may apply.

Contact Centro

centro

www.centro.org

200 Cortland Avenue
P.O. Box 820
Syracuse, NY 13205-0820
cnyrta@centro.org • (315) 442-3400

Connect with us online!

#GoCentroBus

How to Find & Use Stop IDs

centro
ACCESSIBLE STOP

Get instant, real-time info about the next bus serving your stop!

centro

www.centro.org

Stop IDs & How to Find Them

Did you know you can get next bus arrival times for the next 45 minutes using your Stop ID? Here's how. Every bus stop in Centro's system has a unique Stop ID number.

You'll need to know that Stop ID number to get real-time arrival information for your stop when using Centro's tranist tools. The easiest way to find a Stop ID number is by using Bus Tracker.

ACCESSIBLE STOP

Finding a Stop ID with Bus Tracker

Step 1
Select your Agency, Route, Direction, and Stop.

Step 2
Your Stop ID will appear here.

Step 3
The estimated arrival times bound for the selected stop will be displayed here with the bus number referenced below the arrival time. A bus with an arrival time of "Approaching" is typically less than 2 minutes from the selected stop.

Bus Tracker

REMEMBER... allow time to get to your bus stop.
Take the guesswork out of waiting for the bus. Learn more at
http://bit.ly/FindMyCentroBus

Using Stop IDs with the GoCentroBus App

Customers can access real-time bus information using their Stop ID and the GoCentroBus mobile app.

Step 1
Press the "**Bus Stops**" icon on the home screen to locate your stop in the list of nearest stops. - OR - Type in a street name or landmark in the search bar at the top of the screen to quickly locate a stop.

GoCentroBus app

Step 2
The Stop ID will be displayed below the stop. Once you know your Stop ID, you can type it in the search bar at any time to see buses servicing that stop during the next 45 minutes.

Step 3
For arrival information, select from the list provided, and the estimated arrival times will appear. Want to see your bus on the road? Press the "**Where's My Bus**" icon to view it on a map.

Step 4
By clicking the bus on the map, you can view its estimated arrival time, bus number, and route name and number.

Using Stop IDs with Track By Text

Track by Text

Want to receive next scheduled bus arrival times for any Centro bus stop via text message?

It's as easy as **1-2-3**.

Step 1:
Find your Stop ID. If you're not sure how to find it, learn how at **http://bit.ly/FindMyStopID**
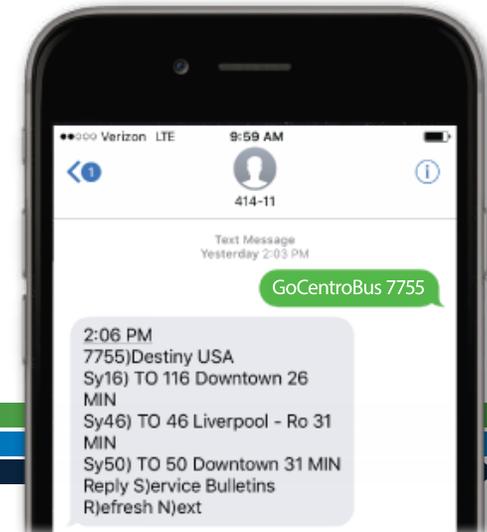
Step 2:
Text GoCentroBus plus your Stop ID number to 41411. Be sure to text the word GoCentroBus followed by a space and the Stop ID number.

Example: *GoCentroBus 7755*

Step 3:
Instantly receive estimated arrival times for buses operating during the next 45 minutes.