

**Dial-A-Ride**

Curb to curb public transportation service is available with a minimum 24 hours advance notice. Dial-A-Ride requests may be made by calling the Birnie Bus Lowville terminal at (315) 376-6508. You will need to provide your name, pick up address, phone number and any special needs (if applicable).

**Hours**

Dial-A-Ride transportation service is available Monday through Friday from 6:30 am – 4:30 pm. All requests must be received by 2:00 pm the day prior. Dial-A-Ride requests must be confirmed by Birnie Bus personnel. At this time you will be informed of the estimated arrival time of the bus. The bus will be scheduled to arrive within 10 minutes of the confirmed time. Failure to confirm the requests cancels the ride.

**Be Ready**

Birnie Bus staff will assign you an estimated pick up time. The Dial-A-Ride bus may pick you up 10 minutes before or after the assigned time. It is important to be ready as drivers will not wait more than 2 minutes for any rider. Drivers are instructed to continue on their regular route if the pickup is not accomplished within 2 minutes.

**Cancellation**

To cancel a reservation or confirmed ride, please call Birnie Bus at 376-6508 as least 2 hours prior to your confirmed pick up time.

**Fares**

Passenger fares for Dial-A-Ride service are 2 times greater than the regular fare for that particular ride. Please contact Birnie Bus for specific fare information.