

RIDER INFORMATION

TIMETABLES

A timetable is a bus schedule that provides estimated arrival times at several key points along each bus route. In order to determine the time at which the bus will come past your bus stop, you must estimate the time based on the distance of your stop from the nearest key point. Generally you can estimate one minute of time difference for each quarter mile of distance. If you have questions about which route you should use or at what time you can catch the bus, call 432-4546 for assistance.

TELEPHONE INFORMATION: 432-4546

Citilink information lines are open Monday-Friday from 5:30 AM to 9:00 PM, and Saturdays from 7:00 AM to 7:00 PM. Just tell us where you are, where you want to go, and when you want to get there, and we'll tell you everything you need to know about riding the bus. If you wish, we will send you a transit system map and timetable for your reference, too.

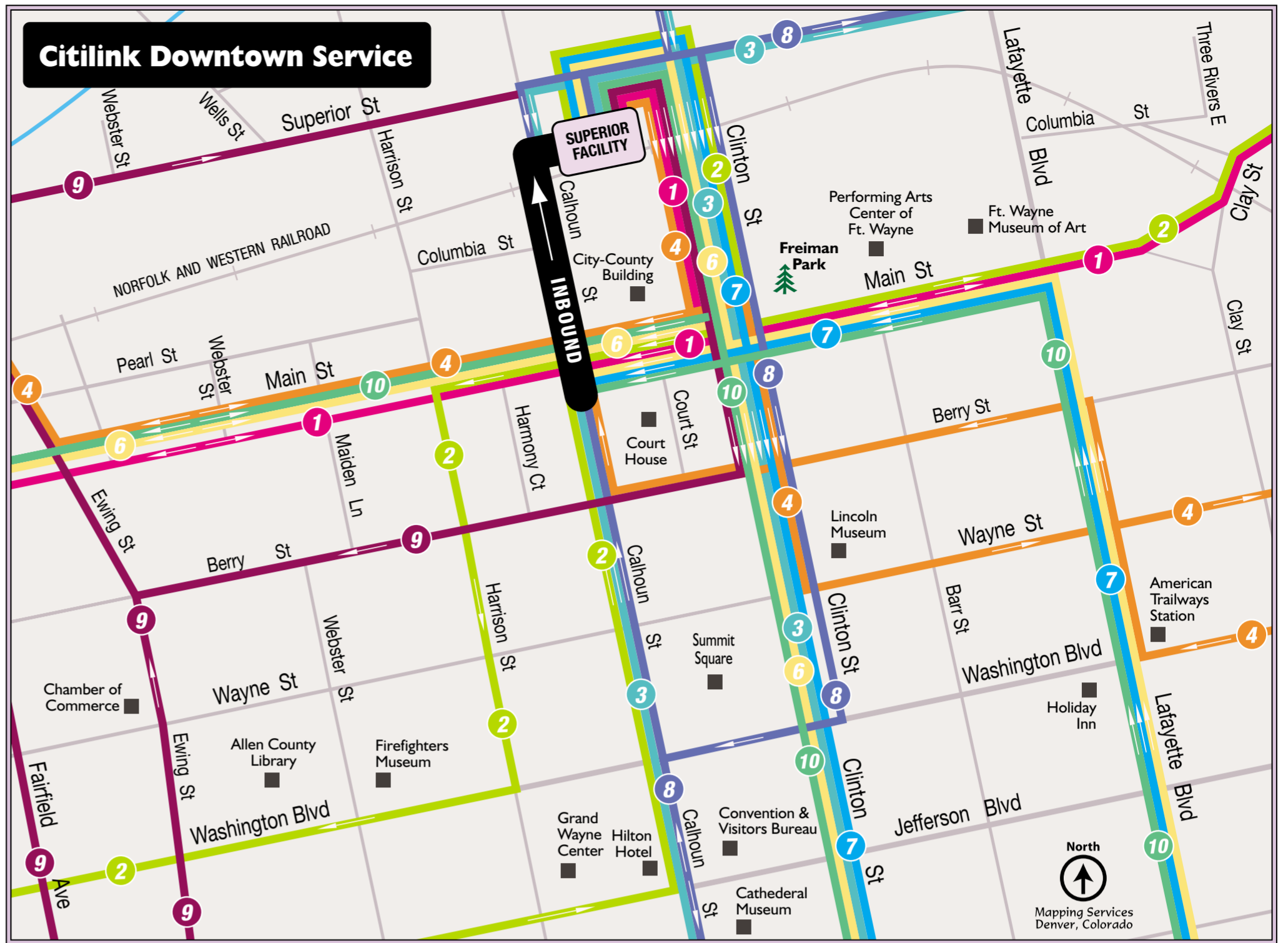
GETTING OFF THE BUS

When the bus approaches your destination, pull the cord above the window or touch the plastic strip between or above the windows to signal the driver. Remain in your seat until the bus has come to a complete stop. Then exit by the door directed by the driver. Never cross the street in front of the bus. Wait until the bus pulls away from the stop before crossing the street BEHIND the bus.

LOST AND FOUND

If you've lost something on the bus, give us a call at 432-4546 between 7 AM and 6 PM Monday through Friday or 8am-5pm on Saturdays.

Do you have internet access?
Check out the Citilink website at:
www.fwcitilink.com
Schedules - Maps - Information - News - Cool links - Information in accessible format for persons with disabilities



DESTINATION SIGNS

The sign above the windshield of the bus indicates the route for that bus. Before you get on the bus, be sure to read the destination sign to make sure that bus is going where you want to go. If you have any questions, the bus driver will assist you.

TRANSFERS

A transfer allows you to complete your trip using more than one bus route. Transfers are valid for the next bus to your destination, only at points where routes intersect. Transfers may not be used for a return trip.

SPECIAL SERVICES

The Citilink offers the following special services to persons with disabilities:

* Schedules are available in Braille and on audio cassette upon request. In addition, the Citilink website (at fwcitilink.com) contains schedule information in text format which can be translated by most text reading software. Call 432-4546 for information.

* Many Citilink buses are equipped with kneelers which lower the front end of the bus, making it easier to board. When boarding, ask the driver to activate the kneeler to lower the bus.



Citilink BUS & Citilink Access Information: 432-4546
* TDD communication: 432-9051

FARE INFORMATION

(Fares are subject to change)

Regular Adult Fares:

Adult Fare	\$1.00
Adult Monthly Pass	\$45.00
Adult 10-Ride Card	\$10.00
Adult Ticket-to-Ride	\$ 1.00

Special Fares:

Senior Citizens (60 & over) and persons with disabilities	¢.50
Reduced Fare Monthly Pass	\$22.00
Reduced Fare 10 Ride Card	\$5.00
Reduced Fare Ticket-to-Ride	¢.50

Child Fare (Ages 5-18)	¢.75
Child 10-Ride Card	\$7.50
Child Ticket-to-Ride	¢.75
Child under 5 (with supervision)	FREE

Special fares are offered to senior citizens, children ages 5-18 years, and persons with disabilities eligible for assistance from the Social Security Administration or from the Medicare program. Payment of special fares requires presentation of a Citilink issued picture or student ID card to the bus driver. There is a \$2 charge for the picture ID. Any patron not presenting an ID card will be required to pay the regular fare. No refunds will be given.

CITILINK
801 Leesburg Road
Fort Wayne, IN 46808-2571

BOARDING THE BUS

Please wait until all departing passengers are off the bus before you board. Please have the EXACT FARE ready. Change CAN NOT be provided. The farebox will dispense a change card for any over payments, these can be used for future trips. Front seats should be saved for senior citizens and persons with disabilities. If all seats are occupied, please move toward the rear of the bus, this makes it easier for other passengers and speeds service to everyone.

CITILINK BUSES DO NOT OPERATE on Sundays, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

ON BOARD COURTESY

Please observe a few courtesies to other passengers: No smoking (by law). No chewing or spitting of tobacco products. No eating or drinking on the bus please. Radios and tape players may be used with earphones only. Please keep children seated. Please volunteer your seat to a senior citizen or person with a disability as he or she boards. Offensive behavior or language is not allowed. No animals except service animals are allowed on the bus. No weapons of any kind, fuel cans, or car batteries are permitted to be carried on Citilink buses.

BUSES EQUIPPED FOR PERSONS WITH DISABILITIES

All Citilink vehicles are equipped with a wheelchair lift or ramp and other equipment to assist persons with disabilities. Because it is not always obvious to your driver which customers are in need of a lift, please request the lift as needed and it will be provided. It is Citilink policy to provide alternative transportation to persons unable to access a bus because of an inoperative lift or ramp, with an accessible vehicle within 30 minutes. Alternative transportation may be requested by asking the driver of the bus without a properly functioning lift to dispatch a vehicle to your location, or by calling the Citilink office directly at (260) 432-4546.

CITILINK ACCESS

Citilink Access is the Citilink's service for those who are physically unable to use the Citilink Bus scheduled bus system. Call Citilink Access at 432-4546 for information about how to arrange for a lift-equipped van to take you anywhere in Fort Wayne that the Citilink bus system goes.

HAVE A COMMENT OR COMPLAINT? WANT TO ISSUE A COMMENDATION?

Call Citilink Customer information at 432-4546. They'll get the information to the right people and get results for you.



Photos courtesy of Marv Gottlieb

Information on how to obtain a reduced fare ID Card is available by contacting the Citilink office, 801 Leesburg Road, Fort Wayne, IN 46808, (260) 432-4546, (260) 432-9051 (TDD).

Further information is also available on the Citilink website:
(www.fwcitilink.com)

Citilink Trolley

Interested in a trolley for your next special event? Citilink offers special event Trolley service through an arrangement with a local charter bus company.

**Call Citilink information for details:
432-4546**

Point Deviation Service - A different kind of Citilink service

Routes starting with the number 20 (Routes 21 and 22) operate as "Point Deviation" services. Point deviation means if your origin or destination is within 3/4 of a mile of these routes, the bus can "deviate" off its fixed route on request, to pick you up or drop you off at the nearest safe location. Just call Citilink information at 432-4546 up to 30 minutes before you wish to travel, or just ask the bus driver as you board.

Citilink ha hecho arreglos con DeSoto Translation & Marketing para proveer servicio al cliente en español. Por favor llame al 426-3000.

