

# 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.

**TELEPHONE INFORMATION:**  
432-4546

Citilink information lines are open Monday-Friday from 5:30 AM to 9:00 PM, and Saturdays from 7:30 AM to 6:30 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. These are also available on the bus or on our website [www.fwcitilink.com](http://www.fwcitilink.com).

## 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.



## BOARDING THE BUS

Please stand at the nearest bus stop sign, if there is no bus stop nearby wait at a safe intersection, signal the driver that you wish for the bus to stop by raising your arm. If it is dark, use a cell phone or flashlight to make sure the driver sees you. 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 stand toward the rear of the bus, this makes it easier for other passengers and speeds service to everyone.

## 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 players may be used with earphones only. Please fold all strollers and carts to keep the aisle clear. Please keep children seated. Please stand toward the rear of the bus, this makes it easier for other passengers and speeds service to everyone.

**Citilink Bus & Citilink Access Information: 432-4546**  
[www.fwcitilink.com](http://www.fwcitilink.com)

## 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.

## TRANSFERS

Citilink does not offer transfers. We encourage passengers to purchase an All Day Pass for unlimited bus rides all day. These are available on the bus from the farebox. Please inform the driver before depositing money for the purchase of a Day Pass. Day Passes are also available at pass sales outlets, including the ticket machine at the new Citilink Central Station.

## Flexlink Service - A different kind of Citilink service

Routes starting with the number 20 (routes 21 and 22) operate as "Flexlink" services. Flexlink routes follow a designated route and can deviate upon request to any of a host of numbered alternate bus stops that are located within 3/4 of a mile of the designated route. To use Flexlink service, find out the number of the Flexlink stop nearest your origin and/or destination (Individual maps showing alternate stops for Routes 21 & 22 are available on our website). To request a pickup at a Flexlink stop, just call Citilink Customer Service at 432-4546 up to 30 minutes before you wish to travel, or ask the bus driver as you board.

## LOST AND FOUND

If you've lost something on the bus, give us a call at 432-4546 to see if it has been turned in, then stop by our office between 8 AM and 5 PM Monday through Friday to pick it up.

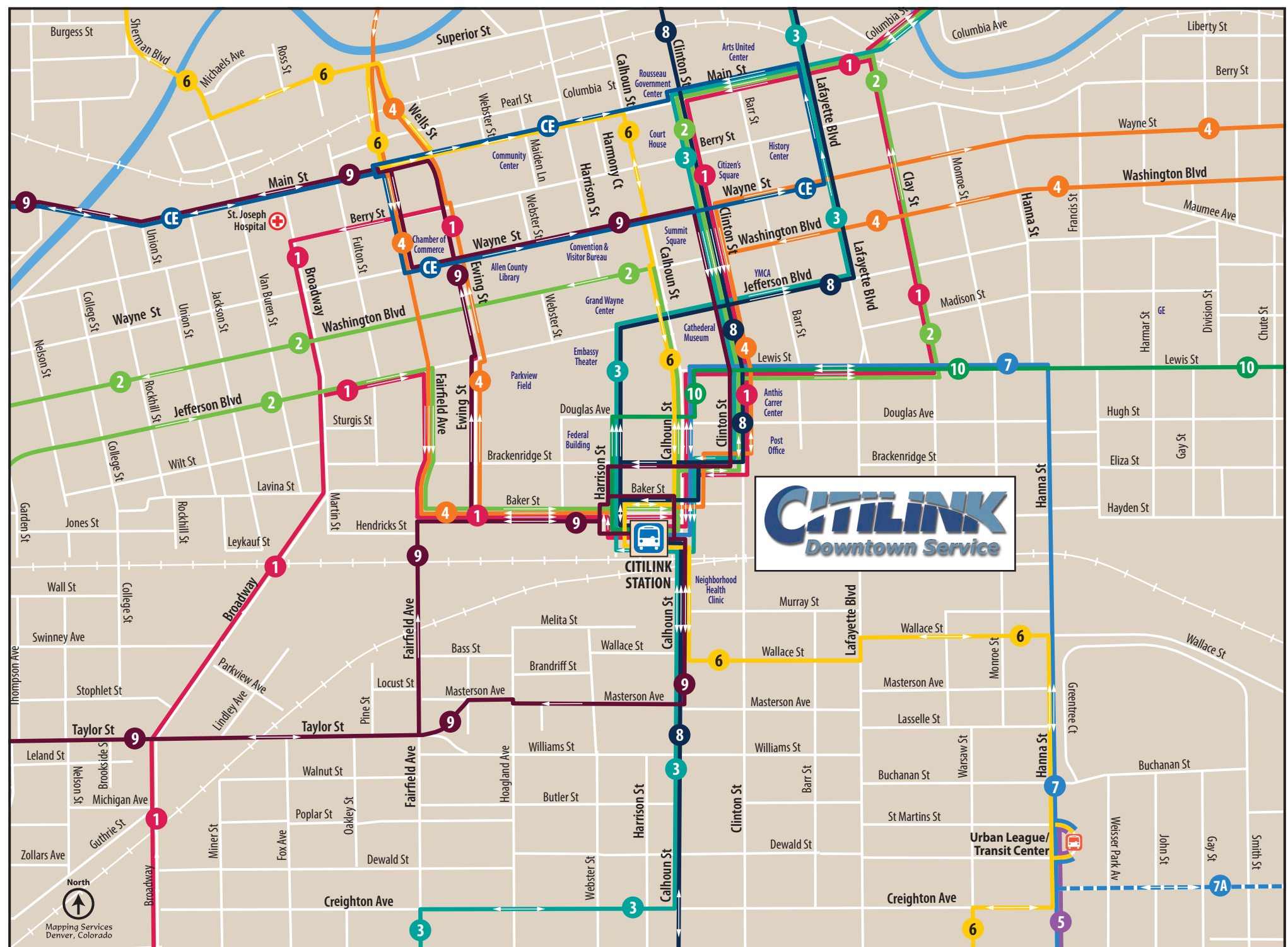
**Do you have internet access? Check out the Citilink website at: [www.fwcitilink.com](http://www.fwcitilink.com)**  
Schedules - Maps - Information - News - Cool links - Information in accessible format for persons with disabilities



All fixed-route Citilink buses are equipped with bike racks.

## 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. 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.



## SPECIAL SERVICES

Citilink Access offers the following special services for people with disabilities:

\* Schedules are available in large print, Braille and on audio CD upon request. In addition, the Citilink website ([fwcitilink.com](http://www.fwcitilink.com)) information is in formats which can be accessed by most text readers.

\* 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.

Translation Services available from  
**LANGUAGE SERVICES NETWORK (LSN)**  
Traducción de Documentos y Servicios de Interpretación  
Personal Bilingüe Calificado  
347 West Berry Street, Fort Wayne, IN 46802  
260-426-6764 ext. 406

## CITILINK ACCESS

Citilink Access is the service for those who are physically unable to use the Citilink fixed route bus system. Call Citilink Access at 432-4546 for information about how to arrange for a small lift-equipped bus to take you anywhere within the Fort Wayne city limits and within 3/4 mile of route 10 to New Haven.



## COMPLAINTS AND COMPLIMENTS

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

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

## FARE INFORMATION

(Fares are subject to change)

### Regular Fares:

Adult Fare/Ticket to Ride	\$1.25
Adult All Day Pass	\$3.00
Adult Monthly Pass	\$45.00

### Special Fares:

Senior Citizens (60 & over) and persons with disabilities Fare/Ticket to Ride	\$ .60
Reduced Fare All Day Pass	\$1.50
Reduced Fare 10 Ride Card	\$6.00
Reduced Fare Monthly Pass	\$22.00
Child (Ages 5-18) Fare/Ticket to Ride	\$ .60
Child All Day Pass	\$1.50
Child 10-Ride Card	\$6.00
Child under 5 (with supervision)	FREE
Child Monthly pass	\$22.00
Youth Summer Fun Pass	\$25.00

Special fares are offered to children ages 5-18 years, persons with disabilities, senior citizens and Medicare card holders. Payment of special fares requires a Citilink or school issued picture ID card. There is a \$3 charge for the Citilink issued picture ID. These ID cards are valid for three (3) years. Customers with reduced fare ID cards must inform drivers prior to inserting cash into the farebox. Any patron not presenting an ID card will be required to pay the regular fare. No refunds will be given.

Customers are encouraged to use exact change. Citilink drivers do not carry cash and cannot provide change to customers. Once a dollar value is placed into the farebox that exceeds the fare a change card will be produced by the farebox for the amount of the change due to the customer. Change cards do not have expiration dates and can be used at any time.

Pass/ticket sales outlets include: Citilink Central Station ticket machine, Citilink Office, Scott's Stores, Kroger Stores, Urban League, Third World Store and the City Utilities Office. Further information is available by contacting the Citilink Office at 801 Leesburg Road, Fort Wayne, IN 46808, (260) 432-4546 or visit the Citilink website:

[www.fwcitilink.com](http://www.fwcitilink.com)



Citilink's Joblink program is about getting to work - linking you to the resources you need to get you where you need to go.

Whether you are trying to get to work or get workers to you our Joblink service can help. Visit our website for more information.

RecycleFortWayne.org

**Call 311**  
to get your recycling cart at no extra cost!

CITY OF FORT WAYNE recycling

## CITILINK SYSTEM MAP

### 50 Years of Service



1967-2017

**Fort Wayne**  
Public Transportation Corporation  
March 2017