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 for 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.

**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 to board the bus 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 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, no 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 keep the baby clear. 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. Service animals and small pets in cages are allowed on the bus. No weapons of any kind, bottles, cans, or car batteries are permitted to be carried on CitiLink buses. Do not bring more packages than you can carry.

**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 inoperable 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.

**COMPLAINTS AND COMPLIMENTS**

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

**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) information is in formats which can be accessed by most: - 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.

**FARE INFORMATION**

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: $0
  - 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: $0
  - 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 cards are valid for three (3) years. Customers with reduced fare ID cards must insert their cards prior to inserting cash into the farebox. Failure to insert a valid 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, the driver will insert the correct change. Change cards do not have expiration dates and can be used at any time.

* Schedules are available in large print, Braille, and on audio CD upon request. In addition, the CitiLink website (fwcitilink.com) information is in accessible formats for other passengers: No smoking (by law). No chewing or spitting of tobacco products. No eating or drinking on the bus or at the bus stop. No open flames or unattended containers containing combustible liquids, aerosols, or dangerous materials. Open containers of alcohol or non-alcoholic beverages at the bus stop are not permitted. See the website (www.fwcitilink.com) for more information.*