

What is CityLink Evening Service?

Evening Service is an extension of the regular public transportation services offered by CityLink. The Evening Service is being funded as a program through a combination of sources intended to expand access to employment opportunities by increasing the availability of community transportation services. Funding sources include an “Access to Jobs” activity provided by the Federal Transit Administration and Community Development Block Grant funds allocated by the City of Abilene. The primary purpose of the program is to provide transportation for individuals to get to and from work or job training and school programs. However, the service is available for use by the general public for other purposes on a space available basis after work transportation needs are met. Available seating space on the service may be limited.

What are the hours of operation?

The CityLink Evening Service begins at 6:15 p.m. each evening after regular scheduled CityLink service ends. Services are provided Monday-Saturday. No Holiday or Sunday service is provided. The latest available pick-up time for trips is 11:45 p.m. Services are provided with CityLink vans from curb-to-curb within the Abilene City limits.

How do I become registered to use CityLink Evening Service?

To be certified for CityLink Evening service, you will need to submit a completed application. **Proof of income is required.**

You may obtain an application online at <http://www.abilenetx.com/>, by calling 325-676-6287 option 2, or here at the CityLink station.

The certification process will take between 5-7 days to complete.

How do I schedule a trip on the CityLink Evening Service?

Schedule a ride 24 hours in advance call (325) 676-6287 and select option #2, Monday – Saturday 7:00 am to 5:45 pm. All calls after 6:00 pm choose option #1.

As another scheduling option and for your convenience, you may register with our Web Portal to schedule your trips at <https://citylink.routematch.com> at least 3 days in advance.

Trips will be scheduled on a space-available basis.

Please be aware that a trip request time may not always be available for booking.

Advanced booking is advised.

When scheduling your trip, please have the following information ready:

- Name
- Date of trip(s)
- Origination address
- Destination address
- Time due at your destination
- Request time for your return trip

The scheduler will provide an approximate pick-up time. Please be aware that the vehicle may actually arrive at the pick-up location up to 15 minutes prior to the scheduled pick-up time or up to 15 minutes after the scheduled pick-up time. If the vehicle arrives any time during the 30-minute pick-up window, the driver will wait only 5 minutes after the scheduled pick up time for loading before proceeding on to the next stop.

What should I do if I need to cancel my trip?

If you become aware that you will not be able to take a scheduled trip, you should notify CityLink **as soon as possible** to cancel your trip request.

To cancel a trip call 676-6287 select option # 2, Monday – Saturday 7:00 am to 5:45 pm. All calls after 6:00 pm choose option #1.

Passengers are required to call to **cancel trips at least 30 minutes prior to the scheduled pick-up time.**

If no one answers the phone, please leave a voice mail with your name, trip information, and that you wish to cancel.

No cancellations will be accepted by email.

Registered passengers can cancel trips using our web portal at <https://citylink.routematch.com>

If a vehicle arrives at a pick-up location and the passenger does not board the vehicle, the passenger will be charged with a CDBG “**No Show**”.

- Each “No Show” fee is **\$5** per occurrence.
- Each “No Show” remains on your record until paid.
- **Upon the third unpaid “No Show”, immediate suspension will occur.**
- Once the \$15 fee is paid, trips can be scheduled again.

How much does CityLink Evening Service cost?

The general fare for Evening Service is \$6.00 per passenger for each one-way trip. The general fare applies for each passenger who occupies a seat in the vehicle. Children age 4 and under, who are accompanied by a fare-paying adult may ride free.

CityLink drivers are not able to make change. For convenience, 10-ride book of tickets are sold for \$60.

Passengers who are traveling on the CDBG program; to and from work/school, or child care the fare is \$2.50. For convenience, 10-ride book of tickets are sold for \$25.

What on-board policies should I be aware of?

1. Passengers are not allowed to eat, drink or smoke on CityLink vehicles.
2. Passengers must be able to get themselves and their belongings to the curb at the point of the origin or destination. CityLink provides a curb-to-curb service and will meet the passenger at the curb.
3. Passengers who are ADA certified and require assistance beyond what is provided by the driver may have a

personal care attendant ride free of charge. Passengers must notify the scheduler when an attendant is required.

4. All passengers must wear a fastened seat belt throughout the duration of the trip. The driver is not allowed to put the vehicle in motion until all passengers are buckled up.
5. Service animals are permitted.
6. Emotional Support Animals must be crated in a pet carrier.
7. Passengers engaging in violent and/or seriously disruptive behavior will be subject to service suspension.

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The logo for CityLink Abilene, featuring the word "CityLink" in a stylized orange and yellow font with "ABILENE" in a smaller, blue, sans-serif font below it, all set against a dark blue background.

Evening Service



FOR MORE INFORMATION

Call (325) 676-6350

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