

## What is CityLink Evening Service?

Evening Service is an extension of the regular public transportation services offered by CityLink. The Evening Service is a program intended to expand access to employment opportunities by increasing the availability of community transportation services during non-traditional work hours. The primary purpose of the program is to provide transportation for individuals to get to and from work or job training and school programs.

## What are the hours of operation?

The CityLink Evening Service begins at 6:15 p.m. each evening after regular scheduled CityLink services end. 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.

You may obtain an application online at <http://www.abilenetx.gov> or by calling

325- 676-6287

- option #2, from 6:00 am to 6:00 pm
- option #1 after 6:00 pm

or stop by the bus station at 1189 S. 2<sup>nd</sup>

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

Schedule rides 24 hours in advance call (325) 676-6287 and select option #2, Monday – Saturday 6:00 am to 6:00 pm.

All calls after 6:00 pm choose option #1.

As another scheduling option, for your convenience, you may register with our Web Portal at <https://abilenetx.ecolane.com/selfservice/login> to schedule your trips 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 (pick up) address
- Destination (drop off) address
- Drop off time at your destination
- Pick-up time for your return trip

The scheduler will provide an approximate pick-up time. Please be aware that the vehicle may arrive at the pick-up location up to 15 minutes prior to or 15 minutes after the scheduled pick-up time. Drivers will only wait for a 5 minute period of time before departing.

## 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 avoid a no-show charge.

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

Passengers are requested to **cancel trips at least 30 minutes prior to their 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 or registered passengers can cancel trips using our web portal at <https://abilenetx.ecolane.com/selfservice/login>

No cancellations will be accepted by email.

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

- Each “No Show” fee is **\$5** per occurrence.
- Each “No Show” remains on your record until paid.
- **Upon the 3rd unpaid “No Show”, immediate suspension will occur.**
- Once the fees are paid, trip scheduling may resume, the next day.

## How much does CityLink Evening Service cost?

Passengers who are traveling to or from school or work the fare is \$2.50. For convenience, 10-ride book of tickets are sold for \$25.

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. For convenience, 10-ride book of tickets are sold for \$60.

## CityLink drivers are not able to make change.

## What on-board policies should you 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 evening service provides a curbside-to-curbside service and will meet the passenger at the curb.
3. All passengers must wear their 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.

4. Service animals are permitted.
5. Emotional Support Animals must be crated in a pet carrier.
6. Passengers engaging in violent and/or seriously disruptive behavior will be subject to service suspension.

Revised 05/2022



# Evening Service



## FOR MORE INFORMATION

Call (325) 676-6350

**1189 South 2<sup>nd</sup> St.  
Abilene, Texas  
79602**