

336.222.LINK (5465)

linktransit.org



Follow the buses in real time with the TransLoc app.

- SERVING:
- Burlington
  - Gibsonville
  - Alamance Community College

MONDAY - FRIDAY  
5:30AM - 8:00PM  
No bus service on holidays.



## ROUTE MAP & RIDE GUIDE

# LINK TRANSIT

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MAY 2019

### FARES & TRANSFERS

#### DRIVERS & FAREBOXES CANNOT MAKE CHANGE

All U.S. silver coins and \$1, \$5, and \$10 bills are accepted — the fareboxes will issue a Link Transit Change Fare Card for any amount over paid.

Regular Fare	.....	\$1.00 per Ride
Reduced Rate Fare	.....	\$ .50 per Ride
Link Day Pass	.....	\$4.00 per Day
Children (shorter than the farebox)	.....	Free Transfer Pass*

#### REDUCED FARE CARD IDS AND REGIONAL FARE CARDS

Passengers qualifying for the reduced fare program can obtain an application online at linktransit.org or at one of the locations listed below. Link Transit Regional Fare Cards are fare cards that can be purchased in amounts of \$5, \$10 and \$20 at these locations: (Please check linktransit.org for additional locations.)  
**Burlington: Municipal Annex Building, 237 W. Maple Avenue**  
**Gibsonville: Town of Gibsonville Town Hall, 129 W Main Street**  
**Alamance Community College: Main Campus**

**REDUCED FARE CARD** Passengers who have a disability, are 60 years of age or older, are Medicare card holders with a valid photo ID, or are students are eligible to apply for a Reduced Fare Card, which will allow them to ride for half the regular fare.  
**LINK DAY PASS** Purchase a Link Day Pass on the bus and ride all day. No reduced fare for Link Day Pass.

**\*TRANSFER PASS Approved transfer points: Holly Hill Mall, North Park Library and the Temporary Transfer Hub on Worth Street in downtown Burlington.**

A free Transfer Pass is issued when more than one bus route is required to get you to your destination. If you need to transfer, let the operator know when you board/exit the bus and a Transfer Pass will be issued by the farebox. The Transfer Pass is valid for the next connecting bus only, and expires 3 hours from the time it is issued. Transfers cannot be used on the bus from which they were issued. The expiration time is printed on the Transfer Pass. When you board your connecting bus, simply drop the Transfer Pass in the slot. If the Transfer Pass has expired, the farebox will beep and alert you right away.

**PROTECT YOUR INVESTMENT** Keep your Regional Fare Card and all Link Transit passes, cards and IDs in good condition so they can be read by the farebox. **Don't bend them or get them wet. Keep them away from high heat and don't leave them in the sun.** All pass cards, transfers and IDs are non-transferable, cannot be shared and are non-refundable. Misuse of Link Transit Fare Card may result in your card being deactivated.  
**LINK TRANSIT IS ADA ACCESSIBLE** All Link Transit vehicles are equipped to accommodate wheelchairs and other mobility devices. Priority Seating is available for persons with disabilities as well as senior citizens.

Those unable to navigate the fixed route system may qualify for the Paratransit System door-to-door service. Call 336.417.5338.  
**Paratransit Fare** ..... **\$2.00 per Ride**

TDD 1.800.735.8262 This printed material will be provided in an alternative form upon request.

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LINK TRANSIT  
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234 E. Summit Avenue  
Burlington NC 27215

### HOW TO RIDE

#### WAITING FOR THE BUS

- Arrive at the bus stop at least 5 minutes early.
- Each bus stop sign is identified with the route color name. When waiting for the bus, stand at the nearest bus stop sign.
- Link Buses only stop at Link Bus Stop signs/locations.
- Each bus is identified by the route color name located on a digital display on the front and side of the bus.
- Do not approach the bus until it has come to a complete stop.

#### ENTERING LINK TRANSIT VEHICLES

- Stand back to allow riders to exit the bus before you board.
- Pay the fare with cash, coins (exact change preferred), Regional Fare Card, or Change/Transfer Pass.
- Link drivers do not make change.
- If you need to get a Transfer Pass for the next Link Transit bus, please inform the driver as you board or exit the bus.
- Priority Seating for persons with disabilities has been designated. Other passengers are asked to allow senior citizens and persons with disabilities to sit in this area, even if it means that other passengers are required to change seats or to stand.

#### SAFETY

- Boarding and leaving the bus is at your own risk, please make wise choices based upon your mobility level. The next stop may be more accessible than the current stop.
- Video surveillance cameras are in use on every Link Transit bus for your safety.
- Take your seat as soon as possible.
- Do not change seats unless absolutely necessary.
- Children are not permitted to ride in strollers while on the bus. In addition, strollers must be closed and stowed safely while on the bus.
- Mobility devices utilized by passengers must be secured in the Priority Seating area while on the bus.

- All Link Transit vehicles are equipped to accommodate 2 bicycles. Load bicycles onto the front of bus prior to boarding.
- Transfers are good only at approved transfer points.
- Do not carry open cans, bottles, or food on the bus.
- No smoking/vaping or alcoholic beverages allowed on Link Transit buses.
- Do not use profanity on Link Transit buses.
- Weapons are prohibited on Link Transit buses.
- No items or conditions are permitted on the bus that may pose a health hazard for other riders or transit staff.
- No disruptive behavior or abusive language will be permitted.
- SHIRT, PANTS and SHOES are REQUIRED when riding the bus.

#### CORD

**HOW DO I TELL THE DRIVER I NEED TO GET OFF?**  
Pull the yellow cord located along the window line to alert the driver you would like to exit at the next stop.

#### HOW DO I TRANSFER FROM BUS TO BUS?

Before exiting the bus ask for a transfer pass from the driver. Use that pass to board the next bus. Transfers are FREE on the Link system. The Transfer Pass is valid for the next connecting bus only, and expires 3 hours from the time it is issued.

#### WHAT DO THE BUS STOPS LOOK LIKE?

Signs in corresponding route colors are located at each stop. They may be mounted individually, on existing sign poles or on light posts.



**CASH & COIN**  
\$1, \$5, \$10 bills  
(no \$20 bills)



#### HOW DO I PAY?

- Regional Fare Card
- **Swipe at the fare box** (Regional Fare Cards also valid on PART, GTA, WSTA & HITran.)
- CASH & COIN
- CARDS
- COINS
- BILLS



#### WHO QUALIFIES FOR A REDUCED FARE CARD?

- Students
- Persons with Disabilities
- Medicare Card Holders

## F.A.Q.

• Playing individual radios on the bus distracts the driver and other passengers. For this reason, individual radios, electronic games and equipment are prohibited on Link Transit buses unless with headphones.

#### EXITING LINK TRANSIT VEHICLES

- Exit from the front door when leaving a Link Transit bus. Have all items with you and prepare for exit before the bus stops. This allows for orderly exits and helps to keep the bus on schedule.
- Do not cross the street or walk in front or behind the bus until it has moved away from the bus stop.
- Pull the cord located along the top of the bus to indicate to the driver that you would like to exit at the next available stop.
- Persons with disabilities should request use of the ramp to exit at the front of the bus.

#### LOST AND FOUND

If you think you left something on a Link Transit vehicle please call 336.222.5465. Articles found on Link Transit vehicles will be kept at the Link Transit office. Unclaimed articles will be discarded after 30 days.

#### CONNECT WITH LINK TRANSIT



TransLoc RIDER APP

TransLoc Rider is used for real time bus arrival/departures. It is a free application for iOS, Android and desktop users. The app displays as TransLoc Rider in the app store or can be found online at [www.translocrider.com](http://www.translocrider.com).



#### SOCIAL MEDIA @LinkTransitNC

Link Transit uses Twitter and Instagram to efficiently and effectively communicate with you by providing relevant, timely, and interesting information.

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#### GENERAL CUSTOMER SERVICE

Hours: 8:00am to 5:00pm  
Call: **336.222.LINK (5465)**

Answers to most questions, routes, and schedules can be found on the web:

[linktransit.org](http://linktransit.org)

