



# HOW TO RIDE THE BUS

**LET'S  
RIDE**  
TRANSIT 101

# GET READY



## DOWNLOAD HELPFUL TOOLS

If you have a smart phone, download the GoPass and NextBus apps. Add the FWTA Customer Service telephone number (817-215-8600) to your contacts. And, if you plan on using a taxi or other rideshare service, download those apps or add those phone numbers to your contacts.



## HAVE YOUR FARE READY

Be ready with cash, a valid bus pass, EasyRide pass or activated GoPass for smoother boarding.

Plan to bring the exact amount of cash you need because drivers aren't able to make change for cash overpayments. A local day pass is \$3.50, but the FWTA has several fares structures. The complete list of fares is available at [www.FWTA.org](http://www.FWTA.org).



## BIKES ARE WELCOME

Most of our buses are equipped with bicycle racks, and cyclists can use them for no additional fee. Visit [www.FWTA.org](http://www.FWTA.org) for information on how to load and unload your bike.



## ADA ACCESSIBILITY

FWTA buses are 100% accessible.



**Now the fun part –**  
*Where do you want to go?*

# PLAN YOUR TRIP

## FIND ROUTE INFORMATION

Once you decide where you want to go, find the bus route(s) to your destination. Go to [www.FWTA.org](http://www.FWTA.org) to use our Trip Planner, Google Transit, or our system map. You may need to take more than one bus route and transfer between routes.

Next, find the bus schedule(s) for your route. Printed schedules can be found in several locations around Fort Worth, but the easiest way to find your schedule is on our website, [www.FWTA.org](http://www.FWTA.org).

## BUS SCHEDULES

Each bus schedule has a route name and number, along with popular destinations. You will also find a route map noting major streets and intersections.

Schedules will list scheduled timepoints and transfer points to other routes. The timepoints are the major stops and are used to check that the bus is running on time. Transfer points are the places where two or more bus routes connect. There are other stops in between the timepoints, usually a block or two apart.

## ALL SET? *Let's ride!*



## READING THE SCHEDULES

To read the schedule, find the day of the week you will be traveling, and use the route map to determine the direction you need to go from your starting point. On the timetable grid, find the intersection that is closest to your departure point look down the column to find the time closest to when you want to leave.

### WEEKDAYS

To Downtown

Ridgmar Mall	Camp Bowie & Bryant Irvin	Camp Bowie & Hulen	Camp Bowie & University	ITC Station
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
4:54	5:06	5:14	5:24	5:40

Morning (a.m.) schedules are listed first and are not shaded; the afternoon/evening (p.m.) schedules are shaded. Across that row, find the intersection closest to your arrival point. The time listed will tell you your estimated arrival time. You will want to plan for a little extra time before and after to allow for additional travel to and from your stops.

*If you see a “—” or a blank entry, then the bus does not stop there on that day or timeframe.*

To plan your trip back, simply use the other grid and plan your trip in the opposite direction.



## FIND YOUR BUS STOP

Find the nearest bus stop for your route. Since the schedules only list the stops that serve as timepoints, not all stops are listed. Stops on a route are about a block or two apart. Our online trip planner tool shows all of the stops.



## HEAD TO THE BUS STOP

Go to the nearest bus stop and stand on the side of the street in the direction your bus will be going. Arrive at least five minutes early and wait where the bus driver can see you.

You can identify a bus stop by the distinct signage. Each sign will have route number(s), destinations and our customer service number (817-215-8600). All bus stops have a sign, but not all have a shelter or bench.

When the bus arrives, check the destination sign and route number on the front of the bus to make sure it is the bus you need. If you're unsure, you can ask the bus operator to confirm.

### REMEMBER

***Most buses travel two directions – make sure the bus is going in the direction you want to travel.***

As the bus approaches, stay back from the curb and wait for it to reach a complete stop before boarding. Make sure passengers have time to get off the bus prior to getting on.



## HAVE YOUR FARE OR TICKET READY

As you board, pay your fare, swipe your ticket or show your smartphone pass to the driver. Please have the exact fare because the driver will not be able to make change. Then find a seat. The ones in front are reserved for disabled riders, if needed, and elderly passengers are given priority. *Be alert as you approach your destination.*



## SIGNAL THE DRIVER AT YOUR STOP

When you are about a block or so away from your stop, you will need to signal the driver to stop. The signal device may be a yellow cord that you pull or a vertical yellow strip that you push near the window. This will activate a "Stop Requested" sign at the front of the bus.

# YOU HAVE ARRIVED!



## GATHER YOUR BELONGINGS

Be sure to gather all of your personal items before exiting the bus. However, if you lose something, simply contact Lost and Found at 817-215-8600.



## EXIT THE BUS

Exit the bus at the back door so riders getting on at the front can board quickly. If you need to cross the street to reach your destination, go to an intersection to cross safely. For your safety, never cross in front of the bus because it is difficult to see if traffic is coming on the other side.

**Now enjoy the rest of your day!**

# TIME TO GO

# HOW CAN WE HELP YOU?

## CUSTOMER SERVICE



**MONDAY-FRIDAY:** 5 a.m. to 10 p.m.

**SATURDAY:** 8 a.m. to 8 p.m.

**SUNDAY:** 8 a.m. to 5 p.m.

*If you need help planning your trip, call Customer Service at 817-215-8600 and our helpful representatives will assist you.*

## CUSTOMER SERVICE KIOSK

*at the Intermodal Transportation Center*

1001 Jones St.  
Fort Worth,  
TX 76102

**MONDAY-FRIDAY:** 6 a.m. to 5 p.m.

**SATURDAY:** 8 a.m. to 5 p.m.

**SUNDAY:** Closed

## CUSTOMER SERVICE RETAIL CENTER

800 Cherry St.  
Fort Worth,  
TX 76102

**MONDAY-FRIDAY:** 8 a.m. to 5 p.m.

## SELF-SERVICE KIOSK

1600 E. Lancaster Ave.  
Fort Worth, TX 76102

**OPEN FOR USE 24/7**

*Get mobile!*



TRACK YOUR ROUTE:



BUY YOUR PASS:

