



Ride Guide

Administration
6821 Jenny Lind
P.O. Box 1908
Fort Smith, AR
72902

Transfer Station
200 Wheeler Avenue
P.O. Box 1908
Fort Smith, AR 72902

783-6464

Toll Free 877-335-9555

For Hearing Impaired- Dial 7-1-1 For Arkansas Relay Service

Website

www.fortsmithar.gov/transit

Revised 12/2016

FST does not discriminate in admission or access to, or treatment or employment in, its program or activities

Fares

Regular Fixed Route	\$1.25
Fixed Route - Age 65+ and Certified Disabled or Medicare <i>(FST Reduced Fare Card Required)</i>	50¢
Fixed Route - UAFS Students75¢
Veterans <i>(With service connected disabilities)</i>	FREE
Paratransit/Demand Response. <i>(Prescheduled Trips Only)</i>	\$2.50
Additional Service Trip <i>(Demand service when fixed routes are closed)</i>	\$3.00
Children 7 and Under <i>(See Age Requirements in the Tips for Riders Section)</i>	FREE
Transfers.	FREE
Monthly Passes. <i>(Fixed routes only)</i>	\$35.00
Student Passes. <i>(With Students 18 and Under)</i>	\$20.00

Daytime Service

Fixed Route (Monday - Saturday) <i>(Last transfer 5:00 PM)</i>	7:00 a.m. - 6:00 p.m.
Demand Response (Monday - Friday)	5:30 a.m. - 7:00 p.m.
Demand Response (Saturday)	7:00 a.m. - 7:00 p.m.
Downtown Trolley	9:00 a.m. – 4:30p.m.

Scheduling

Demand Response (Monday - Saturday)	8:00 a.m. - 3:00 p.m.
For Certified ADA (Monday - Friday)	8:00 a.m. - 5:00 p.m.
For Certified ADA (Saturday)	8:00 a.m. - 4:00 p.m.

Dispatch and/or Fixed Route Assistance

Monday - Friday	5:00 a.m. - 6:00 p.m.
Saturday	7:00 a.m. - 5:00 p.m.

Fixed Route Boarding - Stand at a marked bus stop sign along fixed routes and **SIGNAL** the driver as the bus approaches. After boarding, place the correct fare, ticket or voucher in the fare box.

Please inform the driver of your requested destination and select a seat. The seats marked “priority” should be reserved for passengers with limited walking capabilities. (*Route map printed on inside*)

Transfers - Transfers are defined as deboarding one fixed route bus for another at any of our designated transfer locations. Prior to transferring, drivers will issue a pass which will enable you to continue to your destination without further charge. If you are uncertain which bus to board for your final destination, the driver will be happy to assist you. Transfer passes are free, non-transferable, non-negotiable and valid for immediate transfer only.

Bicycles - Bike racks are available for transporting bicycles. Bike racks are located on the front exterior of all fixed route buses and hold up to two standard, two wheel non-motorized bicycles. Cyclists are responsible for loading and unloading their bicycles. FST assumes no responsibility for any damage to bicycles that are not secured properly for travel. Instructional video is available for viewing on our website.

Paratransit Services for the ADA Disabled - Paratransit services offer origin-to-destination boarding and deboarding for individuals qualified as disabled through the Americans with Disabilities Act. Passenger(s) requesting reasonable modification to the policies should make their request in writing to Fort Smith Transit P.O. Box 1908, Fort Smith, AR 72902. ADA certification must be obtained through the transit office by completing the appropriate application. Temporary ADA eligibility may be granted until approval of the final certification. For an ADA application or if you need more information, please contact the transit office at the number provided. FST provides presumptive eligibility to visitors.

Demand Response - Demand response is origin-to-destination service for travel to or from areas outside the fixed route network.

Equipment and Disabled Services - All FST buses are lift equipped for mobility devices or step-ons and contain the appropriate restraint devices to assure securement. Service animals are permitted on FST buses. If you have a special need, please advise the dispatcher when scheduling your ride(s). Some disabled persons may be eligible for paratransit service. Call the transit office to obtain an application and information. When scheduling paratransit or demand response, please ensure we have the most recent information on file.

Downtown Trolley – A downtown trolley is provided within the Central Business Improvement District boundaries which serves as a fixed route that is capable of boarding passengers at any destination within the service area. The trolley traverses along a predetermined route. Requests for deviations from the route can be made by phone to our dispatch center or personal request to the driver.

Fort Smith Transit Mission Statement

It is the mission of the employees of the Fort Smith Transit Department to provide safe, efficient, affordable, prompt, friendly, professional and clean public transportation to improve the quality of life for the citizens of Fort Smith, Arkansas.

TIPS FOR RIDERS

- ➔ *Seat belts are required on buses with padded seating. Passengers traveling in mobility devices must also wear lap belts.*
- ➔ *Non-Alcoholic beverages are allowed on the bus but all drinks must have a lid.*
- ➔ *Eating is not allowed in any FST vehicle.*
- ➔ *It would be helpful to carry the ride guide with you when using the system.*
- ➔ *Be ready to board when the bus arrives and have your fare in hand.*
- ➔ *Children seven (7) years of age or younger must be accompanied by a passenger twelve (12) years of age or older.*
- ➔ *Reduced Fare Cards must be presented to the driver to receive the benefit of reduced fare.*
- ➔ *Drivers will provide reasonable assistance when boarding & deboarding.*
- ➔ *Please contact the transit office should you need special assistance.*
- ➔ *Service Animals are permitted. Comfort animals must be in a carrier.*
- ➔ *Portable oxygen, respirators and concentrators are permitted.*

All passenger information is available upon request and can be provided in an alternate language, audio or braille.

For issues, concerns, or ADA complaints, please call 783-6464 and ask for the Driver Supervisor, or email your concern to transit@fortsmithar.gov