

# IELTS Listening Lesson 18

Setting statement:

*You will hear a public information talk given by a city transit official. The speaker is explaining how the local public transport system works, including passes, schedules, discounts, and rules for using buses and trains.*

Questions 1–5: Complete the sentences below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

1. The public transport system includes both buses and \_\_\_\_\_.
  2. A contactless smart card used for payment is called a \_\_\_\_\_.
  3. With the CityLink Card, daily fares are capped at \_\_\_\_\_.
  4. Train services generally end by \_\_\_\_\_ each night.
  5. To avoid being charged the maximum fare, train users must remember to \_\_\_\_\_.
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Questions 6–10: Choose the correct letter, A, B, or C.

6. What is the cost of a monthly public transport pass?
  - A. \$25
  - B. \$90
  - C. \$75
7. When are bikes not allowed on buses or trains?
  - A. On weekends only

B. During rush hours

C. After 9:00 p.m.

8. Where are lost items stored?

A. At Central Station

B. In the City Transit office

C. At Westview Station

9. What is offered at the free orientation session?

A. A discount coupon

B. A tour of the bus depot

C. A CityLink Card and user guide

10. Which of the following is allowed on buses and trains?

A. Food and drinks

B. Pets in secure carriers

C. Unfolded strollers at all times

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## Script

Good morning everyone, and welcome to the city! Whether you're here as a new resident, a visitor, or just planning to get around town more easily, I'd like to give you a clear overview of how our public transportation system works. We'll cover the essentials today—passes, schedules, discount programs, and a few important rules for both buses and trains.

Let's begin with the types of transport available. Our city operates a fully integrated system that includes both bus and train services. Buses cover virtually every neighborhood, while trains are best for longer distances and high-traffic routes like those to the airport, central business district, and university campuses. Both services run seven days a week, though frequency decreases on weekends and public holidays.

Now, let's talk about tickets and passes. For single journeys, you can purchase a paper ticket on board buses or at kiosks located near train stations. But if you'll be using the system regularly, we highly recommend purchasing a transit card. These contactless smart cards, branded as CityLink Cards, allow you to preload money and simply tap to board. They're faster, cheaper per ride, and reusable.

You can top up your CityLink Card online, at stations, or even through a mobile app. The minimum balance required to board is \$2.50. A standard ride costs \$2.75 on buses and \$3.25 on trains, but with the card, the fare is automatically capped at \$7 per day, no matter how many times you ride. That makes it a smart choice for commuters or tourists planning to see a lot in one day.

There are also weekly and monthly passes available. A weekly pass is \$25, and a monthly pass is \$90. These passes offer unlimited rides during their

validity period and can be linked to your CityLink Card as well. For students, seniors, and persons with disabilities, we offer discounted fares. You'll need to apply for a reduced-fare card, which requires proof of eligibility, such as a student ID or age verification for seniors.

As for schedules, buses typically operate from 5:00 a.m. to 11:00 p.m. on weekdays, with reduced service from 6:00 a.m. to 10:00 p.m. on weekends. Some major bus routes, such as Route 9 and Route 23, run 24 hours a day. Trains start slightly earlier, at 4:30 a.m., and most lines finish service by midnight. Exact timetables are posted at every stop, but you can also access real-time information through the City Transit mobile app or on our website. This includes expected arrival times, service delays, and platform information.

Now, a few important things to know about boarding procedures and etiquette. On buses, enter through the front door and tap your card or show your paper ticket to the driver. If you need to exit, press the yellow "stop" button or pull the cord near your seat before your stop approaches. On trains, remember to tap in at the station entrance and again when you exit. Failing to tap out may result in being charged the maximum fare for the line.

Please note that eating and drinking are prohibited on both buses and trains. Water in spill-proof bottles is allowed, but all other food and beverages must be stored away. Loud music and phone calls should be kept to a minimum—headphones are required for audio, and phone use should be quiet and brief.

For passengers with bicycles, all trains are equipped with designated bike spaces, and most buses have bike racks on the front. You must load and

unload the bike yourself, and bikes are not permitted during peak hours—defined as 7:00–9:00 a.m. and 4:30–6:30 p.m.—on weekdays.

Children under five ride free when accompanied by an adult, and strollers are permitted, but they must be folded during busy times. Service animals are allowed, and small pets can be transported in secure carriers. If you're traveling with a group of ten or more, it's a good idea to notify City Transit in advance to avoid delays or confusion.

Lost something on a bus or train? Items are kept at the central lost-and-found office located at Westview Station. It's open Monday through Friday from 9:00 a.m. to 5:00 p.m. and closed on weekends. You can also file a report online.

Let me now explain a few additional features designed to make the system more accessible. All buses and trains are wheelchair-accessible, and priority seating is clearly marked and available near entrances. Audio announcements and digital displays notify passengers of the next stop, and all signage is available in English, Spanish, and simplified Chinese. If you require special assistance, you can request it at any time by pressing the "help" button on platform intercoms or calling our customer service line, which is available 24/7.

Now, just a quick word about our security system. Trains and major bus stations are monitored by CCTV for your safety, and transit police patrol high-traffic areas. While incidents are rare, we ask all passengers to report suspicious activity or unattended bags. You can do this by speaking with a staff member or using the mobile app's emergency alert feature.

Finally, for those of you who are new to the area, we offer a free one-hour orientation tour that covers how to use the system, read maps, plan

routes, and understand transfers. These sessions are held every Saturday at 10:00 a.m. at the City Transit Welcome Center, just across from Central Station. You'll also receive a complimentary CityLink Card and user guide if you attend.

That concludes our overview of the public transportation system. Whether you're commuting daily or just exploring, we hope you'll find it convenient, affordable, and easy to use. For more information, don't hesitate to visit our website, download the app, or speak with a City Transit ambassador, who are stationed at most major terminals. Thanks for your attention, and enjoy the ride!

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### Answer Key

1. trains
2. CityLink Card
3. \$7
4. midnight
5. tap out
6. B
7. B
8. C
9. C
10. B