

# Human Services Coordinated Transportation Plan 2017

## Region 10 Lee and Russell Counties



July 2017

Prepared by Lee-Russell Council of Governments  
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# **Lee-Russell Council of Governments**

## **Human Services Coordinated Transportation Plan**

### **2017**

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This document is an update to the Human Services Coordinated Transportation Plan (HSCTP) that Lee-Russell Council of Governments originally published in 2006 and updated in 2008, 2011, 2012 and 2015. This update is a continuation of the HSCTP process in coordination with the Alabama Department of Transportation (ALDOT) and the Alabama Department of Senior Services (ADSS). The regional councils of Alabama, through the Alabama Association of Regional Councils (AARC), have been contracted to ensure that local grant applications for Section 5310, Section 5316, and Section 5317 funds are included in the HSCTP.

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**2017**

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Lisa Stephens, Domestic Violence Intervention Center

Beth Weidner, CARE Network of Alabama

Ayesha Whitfield, Aright Ride Transportation

Joe Zoccaro, All City Cabs/Patriot Cab Co. Owner

## **1.0 Introduction**

### **1.1 Background**

Region 10 is located in East Central Alabama, along the Chattahoochee River. There are 2 counties within the region, Lee and Russell. At the region's eastern border is the State of Georgia. To the north, south and west of the region are the Alabama counties of Chambers, Tallapoosa, Macon, Bullock and Barbour. The region is bisected by Interstate 85 and located midway between the capital cities of both Alabama and Georgia.

Transportation within the region is provided by the Lee-Russell Public Transit (LRPT) and Phenix City Express (PEX), Aright Ride Transportation, Auburn University which operates Tiger Transit, 4 Taxi services, and a variety of not-for-profit agencies that shuttle their clients to and from their homes to appointments.

### **1.2 Purpose of the Plan**

The purpose of this plan is (1) to determine transit gaps and coordination opportunities among publicly funded, human services transportation programs in Lee and Russell Counties and (2) develop strategies to rectify the identified shortfalls and coordination issues. Lee-Russell Council of Governments prepared this Coordinated Transportation Plan on behalf and in cooperation with transit providers and human service agencies in Lee and Russell Counties.

### **1.3 Laws and Regulations**

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) required the development of a coordinated human service transportation plan in order to be eligible for three Federal Transit Administration programs (Section 5310 - Elderly Individuals and Individuals with Disabilities, Section 5316 - Job Access and Reverse Commute, and Section 5317 - New Freedom). The Moving Ahead for Progress in the 21st Century Act (MAP-21) and the subsequent Fixing America's Surface Transportation (FAST) Act extended the coordinated human service transportation plan requirement for the Section 5310 program. Under Map-21, the Section 5316 and 5317 programs were consolidated with the Section 5307, 5310, and 5311 programs. However, remaining pre-MAP-21 Section 5316 and 5317 funding must be allocated based on a coordinated human service transportation plan.

The current regulations specify that the plan must be based on input from public, private, and non-profit transportation providers; human services providers; and the general public. Required elements include (1) an assessment of available services, (2) an assessment of transportation needs, (3) strategies, activities, and/or projects to address gaps, needs, and efficiency improvements, and (4) priorities for implementation based on resources, time, and feasibility of implementation.

## **1.4 Coordinated Transportation Planning Progress and Strategies**

Since the last update of the plan in 2015, Lee and Russell Counties have continued to make strides toward coordinating transportation. The Coordinated Transportation Advisory Council meets quarterly or as needed and has worked conjunctively to develop new priorities for the region. The 4 Year Action plan (Strategies and Timeline for Coordination) was compiled and presented to stakeholders in June 2017. This consensus provided the direction for this update of the Human Services Coordinated Transportation Plan.

## **1.5 Public Involvement**

A public transportation survey was developed and handed out to local agencies such as Lee and Russell County DHR, the housing authorities and Achievement Center as well as being put on the Lee-Russell Council of Governments website and given to public transportation riders in 2015. (see Appendix I) These results were utilized to develop this plan. (see Appendix J)

The public was also invited to comment on the draft at a public hearing. News releases were distributed detailing the public review and public meetings. (July 7, 2017 and July 10, 2017). A copy of the draft plan was available on the Lee-Russell Council of Governments website.

## **1.6 Current State of Public Transportation within Region 10**

The current state of public transportation in Region 10 is one that faces many challenges to provide accessible and adequate transportation options to the citizens in Lee and Russell Counties. The following characterizes the current status of public transportation in Region 10:

1. Lee and Russell counties have a significant number of citizens who can be classified as having a higher need for transportation services. These individuals include individuals with disabilities, older adults (over age 65), and persons living below the Federal Poverty Level.
2. Transportation services are not adequately meeting the current transportation needs, especially in the rural areas of the region. Providers struggle daily to meet the current demand for transportation services by their clients. Due to a lack of capacity and resources within the transportation system, numerous transportation requests that are received cannot be met by the providers. This means that there are individuals without transportation options for work, school, shopping, and medical visits.
3. Current funding for public transportation is not adequate to meet the identified needs of Lee and Russell Counties. Due to limited funding, transportation providers are forced to maintain or even worse forced to cut services that they are providing in the region.

4. Operating costs for both public and private transportation systems are increasing. Additional revenues are needed to maintain and expand the current transportation services. Federal, state, and local budgets are stretched thin and are not available for injection into the system. Additionally, raising fares are not option since it has such a minimal impact on the operating budget and it negatively impacts the ability of the passengers to afford the needed trips. Providers are faced with finding alternative revenue sources to support their systems or making the tough decision to decrease services.
5. Transportation services can only be provided at the level to which they are funded. Funding was considered the most urgent issue for transportation stakeholders. Limited funding was the primary reason that existing transportation services are not adequately meeting the needs of the region. It was also concluded that transportation planners should focus and prioritize services in order to operate affordable transportation for all individuals who need it, throughout the region. The challenge is to satisfy this objective within the reality of current funding limitations.

Improving transportation services in Region 10 will involve a combined effort on several fronts. Though Lee and Russell Counties have come a long way in transportation, there are multiple changes that need to be addressed. A more detailed discussion of current needs can be found in Section 6. Strategies addressing these needs can be found in Section 7.

## **2.0 Lee County**

### **2.1 Geographic Information**

Lee County was established by act of the Alabama state legislature on December 5, 1866, out of parts of Macon, Tallapoosa, Chambers, and Russell Counties. The County is named in honor of Robert E. Lee, commanding general of the Confederate Army. It is part of the Auburn, AL Metropolitan Area. The county seat is Opelika, and the largest city is Auburn. There are a total of seven incorporated cities and towns in Lee County, four of which lie entirely within the county.

Lee County is located in East Central Alabama, along the Chattahoochee River. At the county's eastern border is the State of Georgia. To the north, south and west of Lee County are the Alabama counties of Chambers, Tallapoosa, Macon, and Russell. The land area is 608 square miles. The 2010 Census reported that the population density per square mile in Lee County was 227.7.

Lee County is bisected by Interstate 85 and lies midway between the capital cities of both Alabama and Georgia. Atlanta, Georgia is one hour northeast. Montgomery Alabama is 45 minutes to the west. Lee County is convenient to Birmingham, the largest Metropolitan area in Alabama, which is located 90 minutes northwest via state Hwy 280. Lee County maintains 653 miles of paved roads and 183 miles of dirt roads.

### **2.2 Population and Projected Growth**

Based on a 2015 U.S. Census Bureau estimate, the population of Lee County was 150,982. Lee County ranks as the 8<sup>th</sup> most populous county in Alabama.

The median age in Lee County is 29. The presence of Auburn University accounts for the larger than expected percent of the population between the ages of 20 and 25 in Lee County.

The major population areas of Lee County are in the cities of Auburn, Opelika, and Smiths Station. Sixty-seven percent of the counties' population resides in these 3 cities. Thirty-three percent reside in the rural and/or unincorporated areas of the county. See Appendix A for more information.

**Table 1: Lee County Transit Dependent Populations 2010 US Census Data**

Demographics	Lee County	Alabama
<b>Total Population</b>	140,247	4,779,736
<b>Adults, 65+</b>	9.9%	14.9%
<b>Individuals with Disabilities</b>	7.9%	11.3%
<b>Persons in Poverty</b>	22%	18.6%
<b>Households without Vehicles</b>	5.9%	6.6%

### **2.3 Adults Aged 65 and Over**

Transportation and mobility are problematic for senior citizens, especially those who live in small urban and rural areas where public transportation options are limited.

According to AARP (formerly the America Association of Retired Persons), in 2011, 21% of Americans over the age of 65 do not drive. In 2013, the US Census Bureau estimated there were 15,009 individuals over the age of 65 in Lee County. If 21% of these individuals do not drive, that means 3,152 senior citizens in the county are in need of transportation assistance.

Projections from the Alabama State Data Center show the elderly population of Lee County growing to 18,400 by 2020, which is a 36% increase. With Auburn and Opelika increasingly seen as desirable retirement locations, it seems certain that transportation services in the county will have difficulty meeting the additional demands for senior citizen transportation in the future. See Appendix B for more information.

### **2.4 Individuals with Disabilities**

A disability is defined as a physical or mental impairment that substantially limits one or more major life activities of an individual. For transportation planning purposes, the mere existence of a disability is not as important as the individual's capability to perform life activities, especially those outside the home. The 2000 United States Census included several questions about disabilities. However, the category "outside the home disabilities" is generally considered to be the best indicator of individuals with disabilities who are actually in need of public transportation or paratransit services. The 2000 Census found 6,476 persons in Lee County with "outside of the home disabilities."

Another data source that provides information on disabled populations is the Survey of Income and Program Participation (SIPP). The SIPP survey addresses limitations in functional activities, activities of daily living, and instrumental activities of daily living. SIPP provides an estimated count of the ADA (Americans with Disabilities Act) eligible population. In 2000, the SIPP estimated this population to be 5,703 in Lee County.

### **2.5 Persons and Families in Poverty**

Persons who live below the poverty line experience difficulties maintaining reliable transportation. In Lee County, 22% of the population, or 31,769 persons, live in poverty.

In July 2017, The Alabama Department of Humans Resources reported that in Lee County 125 families (264 individuals) were receiving financial assistance and 6,358 households received food stamps. Additionally, 57 individuals were qualified to participate in the JOBS program. JOBS clients receive support to train for, attain, and maintain employment. Support services include transportation to and from work and training classes. See Appendix C for more information.

## **2.6 Households without Vehicles**

The number of vehicles available to a housing unit is an indicator of the need for transportation services. In 2015, 4.3% of households in Lee County reported having no car. While this is a relatively low percentage of the households in the county, it is troubling that some of the higher concentrations of these households are located in the southwestern rural area of the county. These households are far from health and social services, educational facilities, shopping centers, restaurants and pharmacies. See Appendix D for more information.

## **2.7 Fuel Prices**

Fuel prices in the Lee County area were \$2.21 in 2016. Even though we have seen a welcomed drop, gas prices still effect transportation. High fuel prices have a disproportional effect on households with lower incomes and fixed incomes. Households in rural areas also suffer more from higher gas prices since they must travel further to access services, employment, medical care, and supplies.

## **2.8 Common Destinations and Origins**

Shopping areas (Walmart, Winn Dixie, Kroger, Colonial Mall, Tiger Town, Midway Plaza), medical facilities (East Alabama Medical Center, Medical Arts Complex, Health Department), local government services (city halls, county courthouse, post offices, libraries), social services (DHR) and higher education institutions (Auburn University, Southern Union Community College) are among the most popular destinations in Lee County. See Appendix E for more information.

## **3.0 Russell County**

### **3.1 Geographic Information**

Russell County was established by an act of the state general assembly on December 18, 1832, from lands ceded to the state by the Creek Indians. The county is named in honor of Colonel Gilbert C. Russell, who fought against the Creek Indians in the War of 1812. Its county seat is Phenix City. Russell County is part of the Columbus, GA- Alabama Metropolitan Statistical Area.

Russell County is located in East Central Alabama, along the Chattahoochee River. At the county's eastern border is the State of Georgia. To the north, south, and west of Russell County are the Alabama counties of Lee, Macon, Bullock, and Barbour. The land area is 641square miles. In 2014, the population density per square mile was 78.

Russell County is bisected by US Highway 431. US Highway 208 passes through the northeastern corner of the county. The northern areas of the county have access to interstate 85 via the I-185 spur. Atlanta, GA is one hour northeast of Russell County. Montgomery, Alabama is one hour to the west. Russell County maintains 373 miles of paved roads and 199 miles of unpaved roads.

### **3.2 Populations and Projected Growth**

In 2016, according to the US Census Bureau, the estimated population of Russell County was 58,172. Russell County is the 23rd most populous county in Alabama. Between 2000 and 2010, the populations of Russell County increased by 6.4%. The median age in Russell County is 35.

The major population areas of Russell County are in the northeastern area of the county, in and adjacent to the county seat, Phenix City. Sixty-four percent of the county's population is located in this urban and suburban area of the county. The remaining 36% live in the more rural areas of the county. See Appendix A for more information

**Table 2: Russell County Transit Dependent Populations 2010 US Census Data**

Demographics	Russell County	Alabama
<b>Total Population</b>	52,947	4,779,736
<b>Adults, 65+</b>	14.0%	13.8%
<b>Individuals with Disabilities</b>	11.4%	11.3%
<b>Persons in Poverty</b>	19.9%	17.5%
<b>Households without Vehicles</b>	8.4%	7.3%

### **3.3 Adults Aged 65 and Over**

Transportation and mobility are problematic for senior citizens, especially those who live in small urban or rural areas where public transportation options are limited. According to the American Association of Retired Persons (AARP), 21% of Americans over the age of 65 do not drive. According to the 2010 US Census, there were 7,413 individuals over the age of 65 in Russell County. Using the information from AARP, more than 1,400 senior citizens in the county were in need of transportation assistance in year 2010.

Projections from the Alabama State Data center show the elderly population in Russell County increasing to 8,228 by 2020. It seems certain that transportation services in the county will have difficulty meeting the additional demands for senior citizen transportation in the future. See Appendix B for more information.

### **3.4 Individuals with Disabilities**

A disability is defined as a physical or mental impairment that substantially limits one or more major life activities of an individual. For transportation planning purposes, the mere existence of a disability is not as important as the individual's capability to perform life activities. The 2000 United States Census included several questions about disabilities. However, the category "outside the home disabilities" is generally the best indicator of individuals with disabilities who actually need public transportation or paratransit services. The 2000 Census found 4,839 persons in Russell County with "outside of the home disabilities."

Another data source that provides information on disabled populations is the Survey of income and Program Participations (SIPP). The SIPP survey addresses limitations in functional activities, activities of daily living, and instrumental activities of daily living. SIPP provides an estimated count of the ADA eligible population. In 2000, the SIPP estimated this population to be 2,702 in Russell County.

### **3.5 Persons and Families in Poverty**

Persons who live below the poverty line experience difficulties maintaining reliable transportation. In Russell County, 21% of the population, or 12,054 persons, live in poverty.

In July 2015, the Alabama Department of Human Resources reported that 203 families (474 individuals) in the county were receiving financial assistance, 6,012 households received food stamps and 520 Russell County children were receiving child care subsidies (not including those on the waiting list). Additionally, 135 individuals in the county were qualified to participate in the JOBS program. JOBS clients receive support to train for, attain, and maintain employment. Support services provided to JOBS clients include transportation to and from work and training classes. See Appendix C for more information.

### **3.6 Households without Vehicles**

The number of vehicles available to a housing unit is an indicator of the need for transportation services. In 2015, 1,666 households in Russell County reported having no car. This was 8.3% of all the households in the county. Many of these households are located in Phenix City. However, it is troubling that one of the highest concentrations of these households was located in Hurtsboro a very rural town in southwest Russell County. See Appendix D for more information.

### **3.7 Fuel Prices**

Fuel prices in the Russell County area were \$2.25 in 2016. Even though we have seen a welcomed drop, gas prices still effect transportation. High fuel prices have a disproportional effect on households with lower incomes and fixed incomes. Households in rural areas also suffer more from higher gas prices since they must travel further to access services, employment, medical care, and supplies.

### **3.8 Common Destinations and Origins**

Major destinations include shopping (Walmart, K-Mart, Big Lots, Winn Dixie, Piggly Wiggly), medical facilities (Health Department, Women's Clinic, Regional Rehabilitation Hospital, Mental Health Center), social services (DHR) and higher education institutions (Chattahoochee Valley Community College, Troy State, PC Campus). Public transportation also connects with the Columbus Metra, the public transit system for adjacent Columbus, Georgia. The majority of doctor appointments for individuals in Phenix City and the surrounding area are located in Columbus, Georgia. See Appendix E for more information

## **4.0 Transit Resource Assessment**

### **4.1 Availability of Transportation Services in Lee and Russell Counties**

This section details the transportation services that are available to Lee and Russell County Citizens in 2017. The Coordinated Transportation Advisory Council considers existing transportation services, taking into account the information detailed in the county summaries, and then works toward filling the gaps in transportation needs in the Lee-Russell County Region.

#### **4.1.1 Achievement Center of East Alabama**

Achievement Center of East Alabama is a private non-profit serving 5 counties in east central Alabama. The Achievement Center has 4 vans in use and 3 older vehicles in reserve providing transportation to their clients. The clients of the Achievement Center have mental and physical challenges. The Achievement Center operates Monday-Thursday from 8:00 am to 4:00 pm. Vans begin picking up clients at 6:00 in the morning and bring them to the facility in Opelika. Clients are then transported home between 3:15 and 6:30 in the evening. The Achievement Center provides transportation for its clients to appointments and shopping during the day. There is no fee for service.

#### **4.1.2 East Alabama Medical Center (EAMC)**

EAMC operates 4 retirement and assisted living communities in Auburn, Alabama. There are 3 handicap accessible buses and 2 vans available to residents in the retirement and assisted living communities. Transportation is available from 8:30 am until the last resident is returned home. There is no fee for medical related trips. Medical trips have priority and should be scheduled 24 hours in advance, although transportation for shopping and recreation is also available. Personal trips are accommodated for \$5.00 round trip each request with a 24 hour notice.

#### **4.1.3 East Alabama Mental Health**

East Alabama Mental Health is a public not-for-profit organization based in Auburn, Alabama. East Alabama Mental Health serves 4 counties including Lee and Russell. The organization has a fleet of 72 vehicles. Thirty of these vehicles are assigned to residential group homes throughout the service area and serve only the residents at the group home. Other vehicles are reserved for central office staff to provide services to individuals living with their families. The remaining vehicles are used to transport clients to and from the mental health facility for non-residential substance abuse and day programs. The behaviors of the clientele may require additional staff on each trip. East Alabama Mental Health also works with Johnson's Express to provide transportation its clients.

#### **4.1.4 East Alabama Services for the Elderly (EASE)**

EASE provides transportation for its clients, who are older adults, low-income Medicaid recipients, or 18 years or older with disabilities and are isolated at home. EASE picks up clients at their homes and transports them to their day treatment facility, an adult day care that provides nutrition and interaction for clients and operates 7:30 am to 4:30 pm. One 12 passenger wheelchair accessible van operates 3 routes in Lee County. The agency transports its clients shopping once a month and makes trips to Wal-Mart once a week on Thursday. There is no fare for services but the agency is limited in the number of clients that can be served.

#### **4.1.5 Johnson's Express, Inc.**

Johnson's Express Inc. provides transportation to any individuals needing transportation, including transportation to medical appointments. Transportation is provided seven days a week. Johnson's Express is a private not-for-profit organization. Six vehicles provide door to door service. The range of fares for clients who are not eligible for Medicaid reimbursement is listed below:

**Table 3: Johnson's Express Fares**

<b>In-City</b>	<b>Out-of-County</b>
<b>\$25 for ambulatory passengers</b>	\$1.00 per miles plus \$25.00 base fare
<b>\$35 for non-ambulatory passengers</b>	\$1.00 per miles plus \$35.00 base fare

#### **4.1.6 Lee-Russell Public Transit (LRPT)**

LRPT is operated by the Lee-Russell Council of Governments. LRPT is a curb-to-curb, demand/response, Dial-a-Ride Public Transportation Service. The service is available to *anyone* living *anywhere* in Lee County and rural Russell County, Alabama, on a first come-first served, space-available basis. Riders do not have to "qualify" to ride. Currently, LRPT operates 25 buses, Monday-Friday, 6:00 am-6:00 pm.

Fares for LRPT are based on distance traveled. Fare cards are available and provide 25% discount for passengers who purchase them. There are also discounts for senior citizens. LRPT also receives funding to provide Job Access and Reverse Commute Services in Lee County. There is no charge to JARC clients for transportation. LRPT fares are listed below:

**Table 4: 2017 Lee-Russell Public Transit Fares**

<b>Service</b>	<b>0-5 Miles</b>	<b>5-10 Miles</b>	<b>10-15 Miles</b>	<b>15-20 Miles</b>	<b>20+ Miles</b>
<b>Demand Response</b>	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00

See Appendices F and G for LRPT Fare Zone Maps

#### **4.1.7 Phenix City Express (PEX)**

PEX is operated by Lee-Russell Council of Governments and provides fixed route and paratransit services in Phenix City. PEX is funded by the City of Phenix City and USDOT and does not provide services outside of the city limits of Phenix City.

PEX operates 2 routes (north and south) Monday-Friday from 8:00 am-4:00 pm EST, and buses meet every hour at the Central Activities Center. ADA Paratransit services are also available to all disabled individuals inside the city limits of Phenix City and for medical appointments in adjoining Columbus, Georgia. The ADA certification forms, route maps, and schedules can be accessed online at [www.lrcog.com](http://www.lrcog.com).

**Table 5: 2017 PEX Fares**

Service	Adult Fare	Seniors	Disabled	Children	Under 5
<b>Fixed Route</b>	\$1.00	.50	.50	.75	Free
<b>City Demand Response</b>	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
<b>Columbus, GA Demand Response</b>	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00

See Appendix H for PEX Route Maps.

#### **4.1.8 Patriot Cab Co.**

Patriot Cab Co. is based in Phenix City and serves Russell and Lee counties in Alabama, as well as the Columbus Georgia area. It is a private, for-profit company and operates 24 hours a day, seven days a week.

#### **4.1.9 Tiger Taxi**

Tiger Taxi is based in Auburn, Alabama and operates 24 hours a day, seven days a week. Their fleet consists entirely of 7 passenger vans and 3 station wagons. Flat rates to destinations such as Birmingham and Atlanta are available. There are also fares based on mileage and the number of passengers.

#### **4.1.10 I-85 Express**

I-85 Express provides van shuttle services 5 times each day to the Hartsfield International Airport in Atlanta, GA from the Auburn-Opelika area. A flat rate is charged for the trip.

#### **4.1.11 Aright Ride Transportation**

Aright Ride Transportation is a non-emergency service focused on providing professional and courteous care to those in need of transportation. They are able to provide service to clients that require assistance to any and all appointments. They provide flat rates, hourly rental rates and long distance one way fares.

**Table 6: 2017 Aright Ride Transportation Fares**

<b>Service</b>	<b>0-10 Miles</b>	<b>10-20 Miles</b>	<b>20-30 Miles</b>	<b>30-40 Miles</b>
<b>Flat Rates</b>	\$15	\$30	\$45	\$60

## **5.0 Sources of Regional Transportation Funding**

Federal Transit Administration (FTA) Section 5307 Urban Area, Section 5310 Elderly Persons and Persons with Disabilities, Section 5311 Non-urbanized Area, Section 5316 Job Access and Reverse Commute (JARC), and Section 5317 New Freedom programs are sources of transportation funding for human service agencies and transit programs in our area. For agencies to receive Section 5307, 5310, 5311, 5316, and 5317 grant funds, the projects they propose must be consistent with strategies and recommendations contained in this Coordinated Transportation Plan. This section details the governance, eligible activities, funding requirements, and existing sub-recipients of these programs in Lee and Russell Counties.

### **5.1 Section 5310 Overview**

This FTA program is intended to address the transportation needs of the elderly and persons with disabilities. In Alabama the funding is distributed to the Alabama Department of Transportation who then distributes the funds based on a competitive grant program. The funds are generally limited to capital purchases, which require a 20% local match. MAP-21 combined the Section 5317 (New Freedom) program with the 5310 program. Eligible 5317-type projects now can be funded with this program.

- **Existing 5310 Transportation Programs in Lee County:**

**Achievement Center/Easter Seal**

Furrell Bailey, Executive Director  
furrbail@achievement-center.org  
334-745-3501 Ext. 235  
Fax: 334-749-5808  
510 West Thomason Circle  
Opelika, AL 36801

**Lee-Russell Council of Governments Area Agency on Aging**

Suzanne Burnette, Executive Director  
Jackie Pinkard, AAA Director  
[JPinkard@lrcog.com](mailto:JPinkard@lrcog.com)  
334-749-5264 ext. 212  
Fax: 334-749-6582  
2207 Gateway Drive  
Opelika, AL 36801

### **East Alabama Mental Health**

Dr. Anne Penney, Executive Director

Jimmie Dickey, Director of Business

[jimmie.dickey@eamhc.org](mailto:jimmie.dickey@eamhc.org)

334-742-2700

Fax: 334-742-2840

2506 Lambert Drive

Opelika, AL 36801

## **5.2 Section 5307 and 5311 Overview**

Section 5307 provides funding to census designated urbanized areas with a population of 50,000 or more. These funds are intended to be used for general public transit service (no qualifications are placed on riders). However, specialized transit service can be provided with these funds to address the needs of persons with disabilities that would involve rider qualifications.

These funds can be used for planning, capital purchases, and operating expenses. Under the *Moving Ahead for Progress in the 21st Century Act* (Map-21), job access and reverse commute projects are also eligible activities.

Planning and capital projects generally require a 20% local match. Operating funds require a 50% local match.

Section 5311 provides funding for areas with a population fewer than 50,000. These funds are intended to be used for general public transit service (no qualifications are placed on riders). In Alabama the funding is distributed to the Alabama Department of Transportation who then distributes the funds based on a competitive grant program. The funds may be used for capital purchases, operating expenses, and administrative costs. Under Map-21, job access and reverse commute projects are also eligible activities. The local matching requirements are generally 20% for capital and administrative expenses and 50% for operating expenses. Government agencies, transit operators, and non-profit agencies are eligible recipients.

- **Existing 5307/5311 Transportation Programs in Lee/Russell County:**

### **Lee-Russell Council of Governments**

#### **Lee-Russell Public Transit**

#### **Phenix City Express**

Suzanne Burnette, Executive Director

Mike Cannon, Transit Director

[MCannon@lrcoq.com](mailto:MCannon@lrcoq.com)

334-749-5264 ext. 212

Fax: 334-749-6582

2207 Gateway Drive

Opelika, AL 36801

### **5.3 Section 5316 (Job Access and Reverse Commute) Overview**

Under MAP-21 this program was combined with the 5307 and 5311 programs. However, Alabama has not used all of the funds made available under the previous transportation bill. The program will remain open until the remaining funds are exhausted. The purpose of this FTA program is to provide job-related transportation services to welfare recipients, low-income individuals, and reverse commuters. In Alabama the funding is distributed to the Alabama Department of Transportation (ALDOT) who then distributes the funds based on a competitive grant program. Eligible program charges include planning, capital purchases, operating expenses, and administrative costs. The local matching requirements are generally 20% for planning, 20% for capital projects, and 50% for operating expenses.

- **Existing 5316 Transportation Programs in Lee County: Lee-Russell Council of Governments**
  - During FY17, Lee-Russell Council of Governments was able to assist 4,242 (duplicated) people in acquiring free transportation to jobs and job training through the JARC program.

### **5.4 Section 5317 Overview**

Alabama has not used all of the funds made available under the previous transportation bill. The program will remain open until the remaining funds are exhausted. The purpose of this FTA program is to provide additional transportation options to persons with disabilities. In Alabama the funding is distributed to the Alabama Department of Transportation (ALDOT) who then distributes the funds based on a competitive grant program. The funds may be used for planning, capital purchases, operating expenses, and administrative costs. The local matching requirements are generally 20% for planning, 20% for capital projects, and 50% for operating expenses.

- **Existing 5317 Transportation Programs in Lee County:**

**Kid One**

Matt Holdbrooks, President/CEO

205-978-1019

Fax: 205-978-1019

3535 7<sup>th</sup> Court South

Birmingham, AL 35222

### **5.5 State Funding**

Alabama does not provide any funding for transit service. State law prevents fuel taxes from being used for anything except road maintenance or construction. In addition, most of the state general funds are put aside for specific projects.



**GWV(cb) ") : Populations Served and Vehicle Inventory in 2017**

Provider	General Public	Own Clients Only	Disabled	Elderly	Low Income	Handicap Access	Total Vehicles	CDL Bus Trolley	CDL Van	Non CDL Van	Cars
Achievement Center		X	X			yes	7		2	5	
East Alabama Medical Center		X		X		yes	3		3		
East Alabama Mental Health		X	X			yes	72				
East Alabama Services for the Elderly		X		X		yes	1	1			
House of Restoration		X	X	X	X	no	5			1	4
Johnson's Express	X		X	X	X	yes	7			6	1
Lee-Russell Public Transit	X		X	X	X	yes	25	8			
Phenix City Express	X		X	X	X	yes	8	4			
Tiger Transit		X				yes	55	55			
Patriot Taxi Cab Co.	X					no	79				
Tiger Taxi		X				no	10			3	7
I-85 Express	X					no	5	1		4	

## **6.0 Needs Assessment**

The Region served by Lee-Russell Council of Governments is in dire need of additional transit services and resources. As this study has identified the need for additional transit services, it has also established a series of issues that, if resolved, would support in filling the void identified by these needs. As mentioned in Chapter 1.0, surveys were provided to transit providers, social service organizations and transit riders during the development of this plan. These survey responses were used to develop the following list of needs for Lee and Russell County (see Appendix J for survey responses).

### **6.1 Transportation Service Barriers**

#### Problem

- Transportation services not adequately meeting regional transportation needs

#### Actions Needed

- Increase days and hours of transportation services that are available to include services in the evening, weekend, early morning, inter-county, and holidays
- Increase the number/frequency of fixed routes
- Provide deviated and regular fixed routes and demand-response services in more parts of the rural areas of the region
- Add additional routes to major employers and 2 year and 4 year colleges in the region.

#### Barriers

- Increasing and/or expanding transportation services will require additional funding and resources

### **6.2 Lack of Funding**

#### Problem

- Current funding does not cover the cost; Lack of State funding

#### Actions Needed

- Maintain current inter-county transit service
- Utilize existing funding more efficiently
- Acquire more funding through 5307 and 5311
- Prioritize needs and match service levels to funding limitations
- Establish some form of State funds dedicated to Transit operations

### Barriers

- Operating funds for federal programs require 50% local match
- There is no current State funding for local Transit
- Local Governments are reluctant to invest additional funds

## **6.3 Passenger Education**

### Problem

- Passengers consistently schedule and then do not ride or cancel at last minute which keeps other passengers from being able to ride at that time

### Actions Needed

- Continue with current disciplinary actions (10 day suspension)
- Continue to update current scheduling software to help with scheduling conflicts and no-shows such as automated call to passenger to remind them about upcoming trips as well as allowing for automated options to cancel scheduled trips.

### Barriers

- Lack of funding
- Difficulty in getting riders to cancel their scheduled rides so that others may have that time slot
- Will always have no-shows

## **6.4 Limited or no same day service for Demand Response**

### Problem

- Passengers are usually unable to schedule a pick-up time for the same day

### Actions Needed

- Transit providers look at processes that will allow them to dispatch vehicles on a same day basis given availability
- Acquire more funding to add more buses so more seats will be available
- Acquire more funding to hire more bus drivers
- Explore charging a higher price to those who schedule a same day trip so that it does not become abused.
- Review and purchase additional scheduling software modules to increase ability to schedule same day trips.

### Barriers

- Large number of riders calling in everyday scheduling rides
- Lack of buses/drivers
- Lack of funding
- Riders will be unwilling to pay an extra charge

## **6.5 Limited Service Area, Hours and Days**

### Problem

- Transportation services provide limited service hours and days that individuals can access and utilize it.

### Actions Needed

- Expand hours of service to include more frequent trips, evening and/or early morning service
- Provide weekend and holiday service
- Increase routes to major employers and 2yr/4yr colleges
- Expand service area to include out of region and out of county
- Acquire additional funding
- Review and purchase additional scheduling software modules to increase access to transportation options beyond the current service that is provided.

### Barriers

- Lack of funding to increase services beyond current status
- Lack of dispatch and management capabilities to cover expanded services

## **6.6 Inefficient use of existing buses and routes**

### Problem

- There is a lack of coordination and sharing of assets between existing transportation providers

### Actions Needed

- Increase ridership by sharing assets and resources among the transportation providers
- Continue Coordinated Transportation Committee Meetings
- Review and purchase additional scheduling software modules to increase ability to coordinate and share vehicles and drivers among transportation and human service providers.

## Barriers

- Lack of funding to reimburse transportation providers for sharing assets
- Need to address insurance and labor requirements for sharing vehicles and employees
- Lack of dispatch and scheduling software to manage the coordination of shared resources
- Lack of commitment among transportation providers to

## **6.7 Rider Perception/attitude towards transportation**

### Problem

- Riders expect to have immediate response to any and all needs
- Riders feel they should receive absolute priority
- Riders expect service to be free of charge
- Riders expect to be picked up at their doorstep
- Riders expect transportation to be flexible to their schedules

### Actions Needed

- Use media to educate the community about how transportation works and its needs and costs
- Transit systems and passengers must communicate often with each other to avoid any misunderstandings
- Continue having the Mobility Manager work with both transportation providers and riders to help communicate problems and issues

## Barriers

- Customers will always want their needs met
- Funding issues have forced reduction in public transit services

## **6.8 JARC**

### Problem

- Limited number of transportation providers to meet need
- Not enough notice given to schedule a ride (i.e. same day/next day)
- Not enough passengers riding at the same time to make the trip economically feasible
- Lack of funding

### Actions Needed

- Expand JARC services into more rural areas of Lee and Russell
- Need to utilize more third party transportation providers
- Give more time when scheduling JARC passengers
- Acquire more funding through non-traditional funding sources
- Maintain and/or expand services by applying for Section 5307 and 5311 funds to support JARC

#### Barriers

- Lack of transportation providers willing to offer their services
- Training schedules must be during “normal” work hours
- Lack of funding

### **6.9 Limited Access for Various Target Groups**

#### Problem

- Elderly, disabled and low income individuals are unable to access and utilize various job training and education facilities, social service delivery agencies, rehabilitation centers, etc. and are unable to access or afford transportation

#### Actions Needed

- Existing providers need to expand their services to areas that are in need of transportation
- Review feasibility of Section 5307 and 5311 programs to support some of these transportation needs
- Implement Section 5307 and 5311 in un-served areas that are willing to participate anywhere providers can be established
- Support agencies who apply for purchased transportation, vehicles and other capital purchases through Section, 5307 and 5311 and other grant programs.

#### Barriers

- Limited number of buses prevents access to some individuals
- Lack of funds to expand the current amount of buses
- No willing providers to provide transportation
- Limited service area, days, and times

### **6.10 Disabled and Wounded Veterans**

#### Problem

- Limited or no access for disabled or wounded Veterans to access out of service area health care facilities (i.e. Tuskegee, Montgomery and Birmingham)

### Actions Needed

- Transportation needs to be tailored to specific levels of service to provide healthcare access and transportation to these individuals
- Take an active stand to get the VA and Medicaid to provide funding for these trips
- Locate specific funding to allow these individuals to have free transportation to these out of service health care facilities
- Review feasibility of Section 5307 and 5311 programs to support some of these transportation needs
- Implement Section 5307 and 5311 in areas that are willing to participate anywhere providers can be established
- Support agencies who apply for purchased transportation, vehicles and other capital purchases through Section, 5307 and 5311 and other grant programs.
- Continue collaborating relationships with groups already providing transportation

### Barriers

- Transportation not available to travel out of the service area
- Lack of funding
- No willing providers to provide transportation

## **6.11 Mobility Management**

### Problem

- Mobility Management has been implemented in the region. Acquiring funds to continue this process is an ongoing effort. We need to continue to search for funds to maintain and/or expand Mobility Management efforts in the region.

### Actions Needed

- Continue to promote, enhance, and facilitate access to transportation services among transportation and human service providers for their target groups and the general public
- Support management activities to plan and implement coordinated services
- Increase awareness of transportation options to the general public and human service agencies
- Provide passenger education on how to utilize transportation services in the region
- Review feasibility of Section 5307 and 5311 programs to support mobility management efforts in the region

- Continue to apply for funds through Section, 5307 and 5311 and other grant programs to support Mobility Management.

#### Barriers

- Lack of funding
- No willing providers to provide transportation

### **6.12 Increased Operating Costs**

#### Problem

- Operating costs (fuel, personnel, insurance, maintenance, etc.) continue to rise while funds for transportation remains the same or decreases
- Rise of fuel prices have increased the demand for transit services

#### Actions Needed

- Acquire more funding to offset the increasing operating costs
- Acquire more funding to add more buses/drivers to handle the demand for rides

#### Barriers

- Lack of Funding
- Fuel costs continue to increase
- Insurance premiums continue to rise

As can be concluded from the list of Region 10's various needs detailed above, most of the issues are widespread in nature and mainly determined by resource availability and more critically by a lack of resources.

## **7.0 Strategies and Recommendations**

Upon considering the demographics, geography, available transportation services, transportation funding sources, survey responses and brainstorming sessions, Region 10 developed a list of strategies and recommendations.

The execution of any of these is dependent upon the availability of the political support, funding and resources. These funds are of no use unless stable sources of local funding can be identified to match the operating and administrative costs of the Section 5307 and Section 5311 providers. Key to all of this is to additionally identify operating funds for our Section 5310 vehicles located in our senior centers and various other non-profit and social service agencies throughout the region.

These strategies and recommendations listed below offer a framework of services that, if applied, would provide for improved access, mobility and transportation across the region. These strategies and recommendations are listed in no particular order.

- ❖ **Maintain current transit services in Lee and Russell counties.**
- ❖ **Maintain current contracts and coordination efforts.**
- ❖ **Expand current transit services:**
  - Acquire additional funding to fund the purchases of more buses and the hiring of additional drivers
  - Offer service on holidays
  - Provide Out of Region/Out of County service
  - Extend our current service areas
  - Extend services to major employers and 2yr/4yr colleges in the region
- ❖ **Establish and support additional transportation providers through traditional and non-traditional options.**
- ❖ **Provide easier access to bus stops for handicapped individuals accessing fixed routes in Phenix City.**
- ❖ **Provide a deviated route system that will service retail and business corridors in the metropolitan areas.**
- ❖ **Continue to expand our Mobility Management program by applying for grant funds through state and federal programs (i.e. 5307 and 5311, etc.)**
- ❖ **Across the region, increase and expand access and transportation opportunities for various target groups (elderly, disabled, low income)**

**attempting to access and utilize various social service delivery agencies, job training and educational facilities, etc.**

- ❖ **Across the region, increase, expand or provide access to “out of region” health care facilities for aging, disabled or wounded veterans.**
- ❖ **Constantly monitor the needs addressed in Section 6 of this plan and determine if and when incremental changes can be executed that will allow for superior access to public and social transportation for our residents as well as greater flexibilities and resources for our transit and transportation providers.**
- ❖ **Support efforts and strategies for combining or leveraging grant and other funding sources to expand transportation services.**
- ❖ **Develop policies/procedures for resource-sharing among transportation providers and users.**
  - Develop a list of mandatory driver training and hiring requirements
  - Develop uniform preventative vehicle maintenance standards
  - Emulate resource-sharing accomplished in other states
  - Participate in a purchasing cooperative
    - Begin coordinating among just two agencies at a time
    - Collaboratively, secure maintenance services for all providers
    - Share procurement of tires, fuel and preventative maintenance items
    - Pool insurance purchases to lower the cost of insurance
- ❖ **Acquire additional agencies and clients to participate in the JARC program.**
- ❖ **Increase Outreach and Awareness for transportation options in the region.**
  - Assemble a brochure of service information and distribute it to the public
  - Place transportation information on the web for consumers
    - Update transportation information through state
    - Place link to site, <http://aldotgis.dot.state.al.us/altrans/default.aspx>
  - Coordinate hands-on passenger training and education activities

## **8.0 Continuing Efforts**

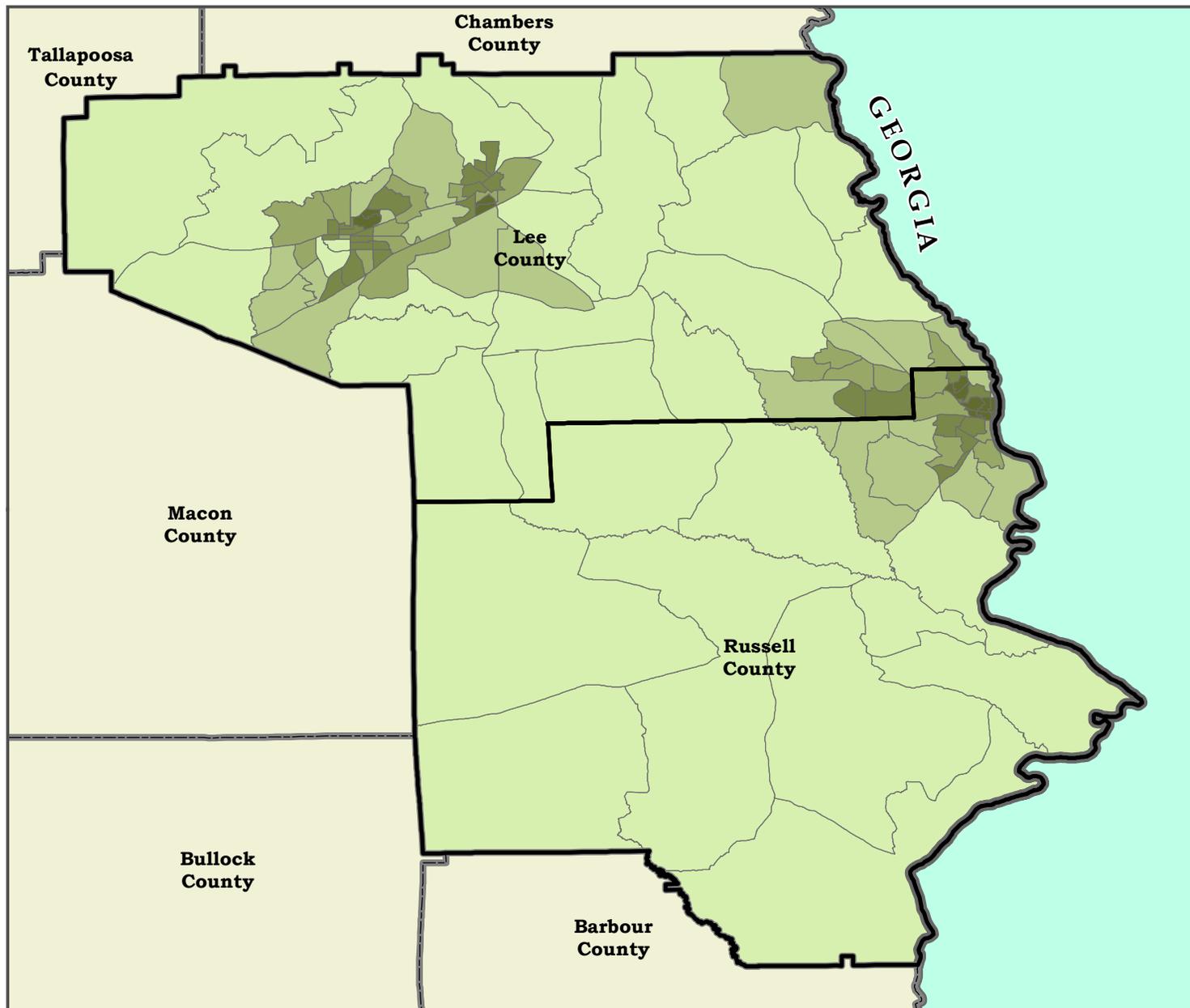
After the adoption of this plan, Region 10 will monitor transit issues in the region in order to determine if this plan needs modification. If the *Moving Ahead for Progress in the 21st Century Act* (MAP-21) planning requirements continues past 2017 and funds are available, the plan will be revised in 2019.

The Coordinated Transportation Advisory Council (CTAC) will continue to meet with the mission of providing more transportation options for the transportation disadvantaged in Lee and Russell Counties when needed.

Across the region, transit providers, local agencies and Lee-Russell Council of Governments will work persistently to address the most pressing needs to the best of our abilities.

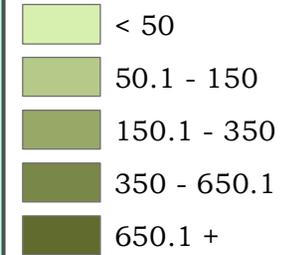
## Section 9.0 Appendices

**2017 HUMAN SERVICES COORDINATED TRANSPORTATION PLAN - REGION 10  
POPULATION DENSITY**



**Legend**

**Pop / Sq. Mile**



1 in = 8 miles

07/02/2015

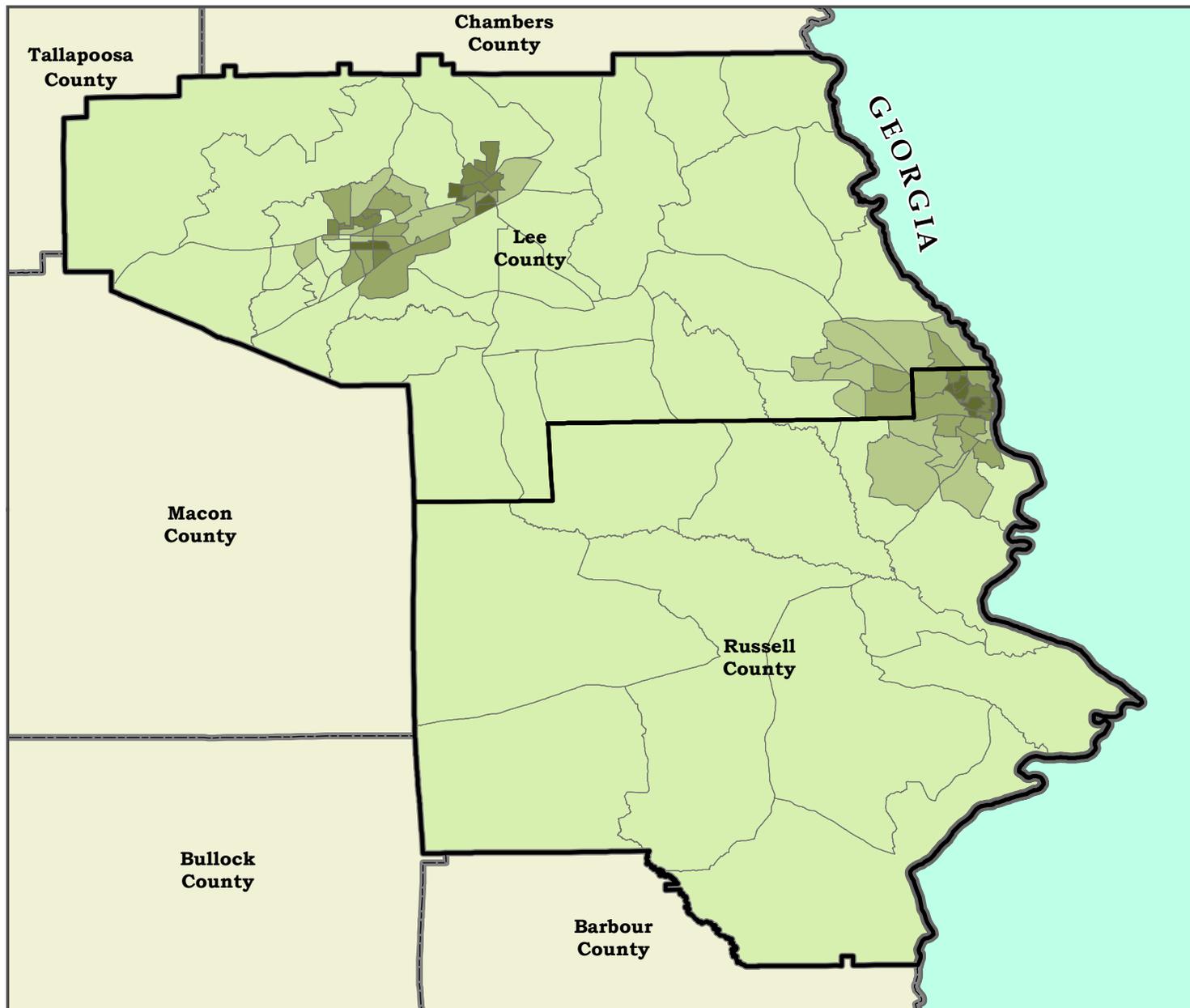
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Block Groups. US Census. 2010  
Counties. US Census. 2010  
Population by age. ACS '09-13  
Estimates. 2013

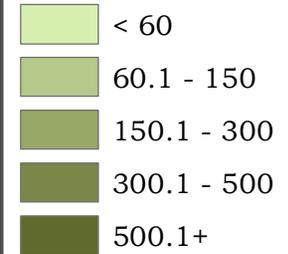
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**2017 HUMAN SERVICES COORDINATED TRANSPORTATION PLAN - REGION 10  
POPULATION 60+ DENSITY**



**Legend**

**Pop. 60+ / Sq. Mile**



1 in = 8 miles

07/02/2015

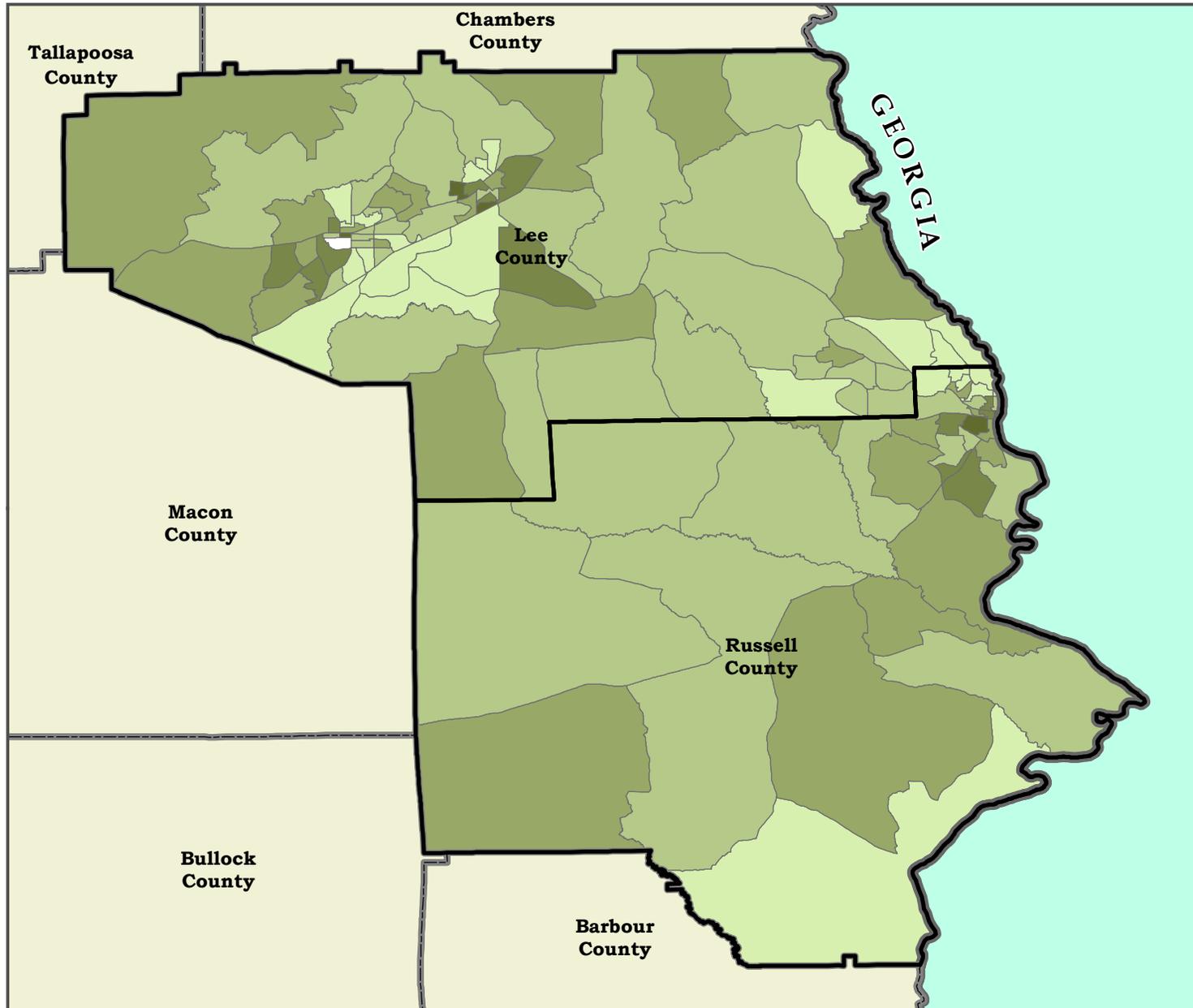
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Counties. US Census. 2010  
Population by age. ACS '09-13  
Estimates. 2013

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**2017 HUMAN SERVICES COORDINATED TRANSPORTATION PLAN - REGION 10**  
**INCOME IN PAST 12 MONTHS BELOW POVERTY LEVEL**



**Legend**

**% Population Below Poverty**

- < 5%
- 5.1% - 15%
- 15.1% - 30%
- 30.1% - 50%
- 50.1% +



1 in = 8 miles

07/02/2015

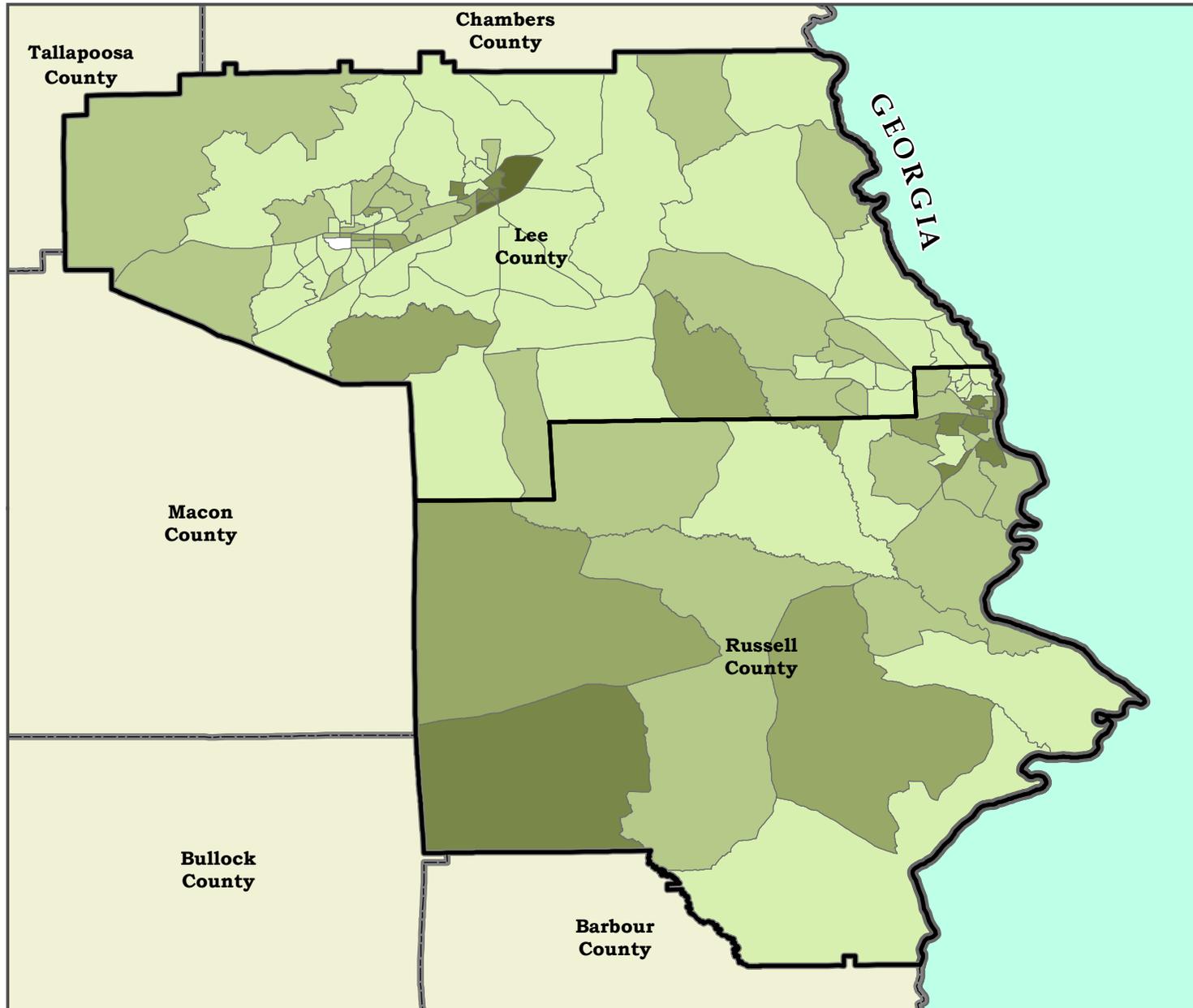
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 Counties. US Census. 2010  
 Poverty Estimates. ACS '09-13  
 2013

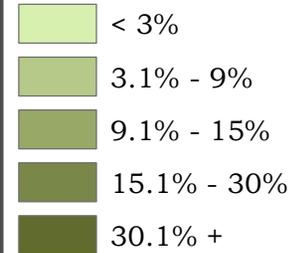
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**2017 HUMAN SERVICES COORDINATED TRANSPORTATION PLAN - REGION 10**  
**PERCENTAGE OF HOUSEHOLDS WITH NO VEHICLE AVAILABLE**



**Legend**

**% Households with No Vehicle**



1 in = 8 miles

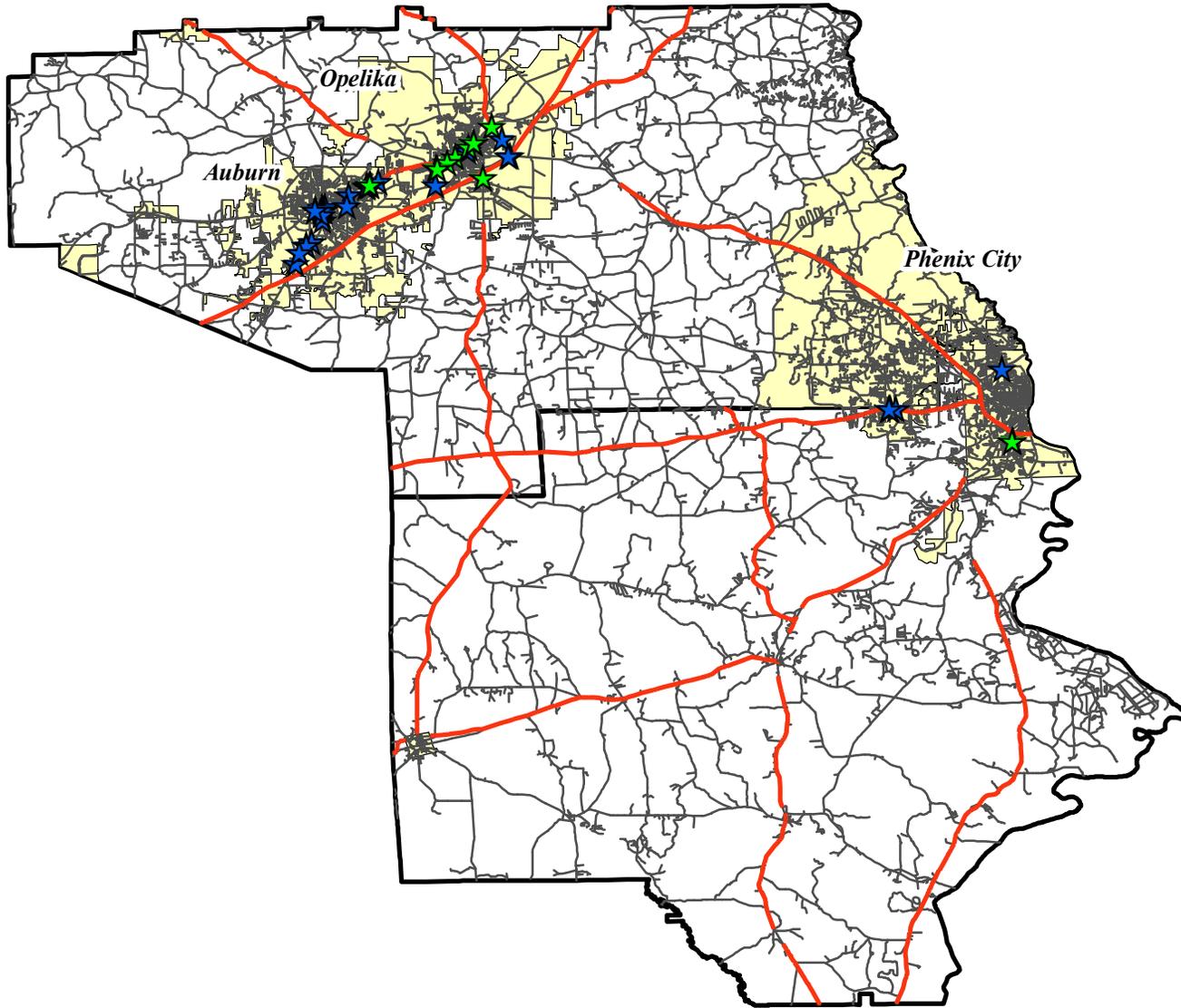
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 Counties. US Census. 2010  
 Population by age. ACS '09-13  
 Estimates. 2013

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**Shopping Centers and Restaurants**

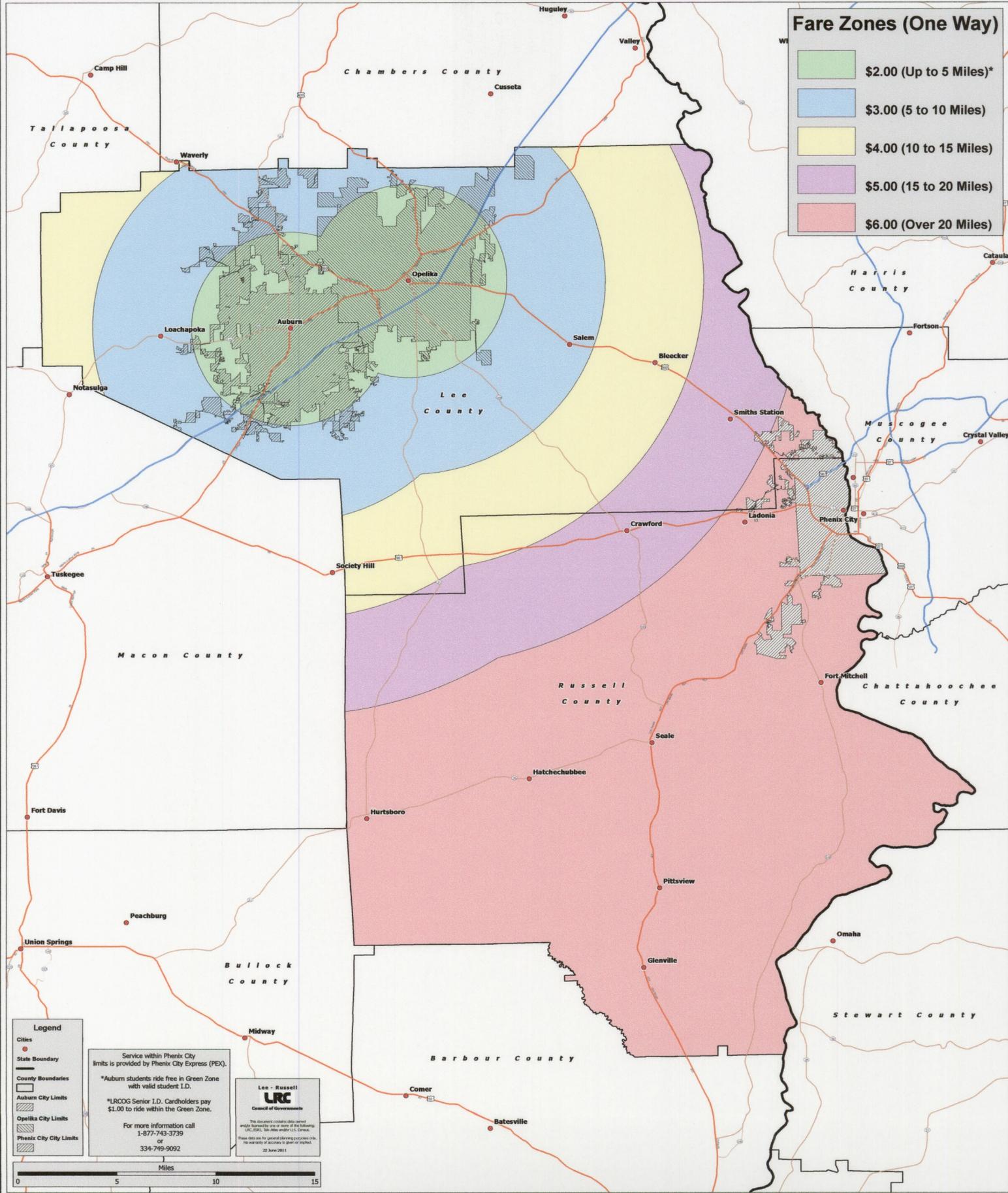
- ★ Shopping Centers
- ★ Restaurants



**Shopping Centers and Restaurants**

**2017 Human Services Coordinated Transportation Plan  
Region 10**

# LEE-RUSSELL PUBLIC TRANSIT Auburn-Opelika Connection Fare Zones

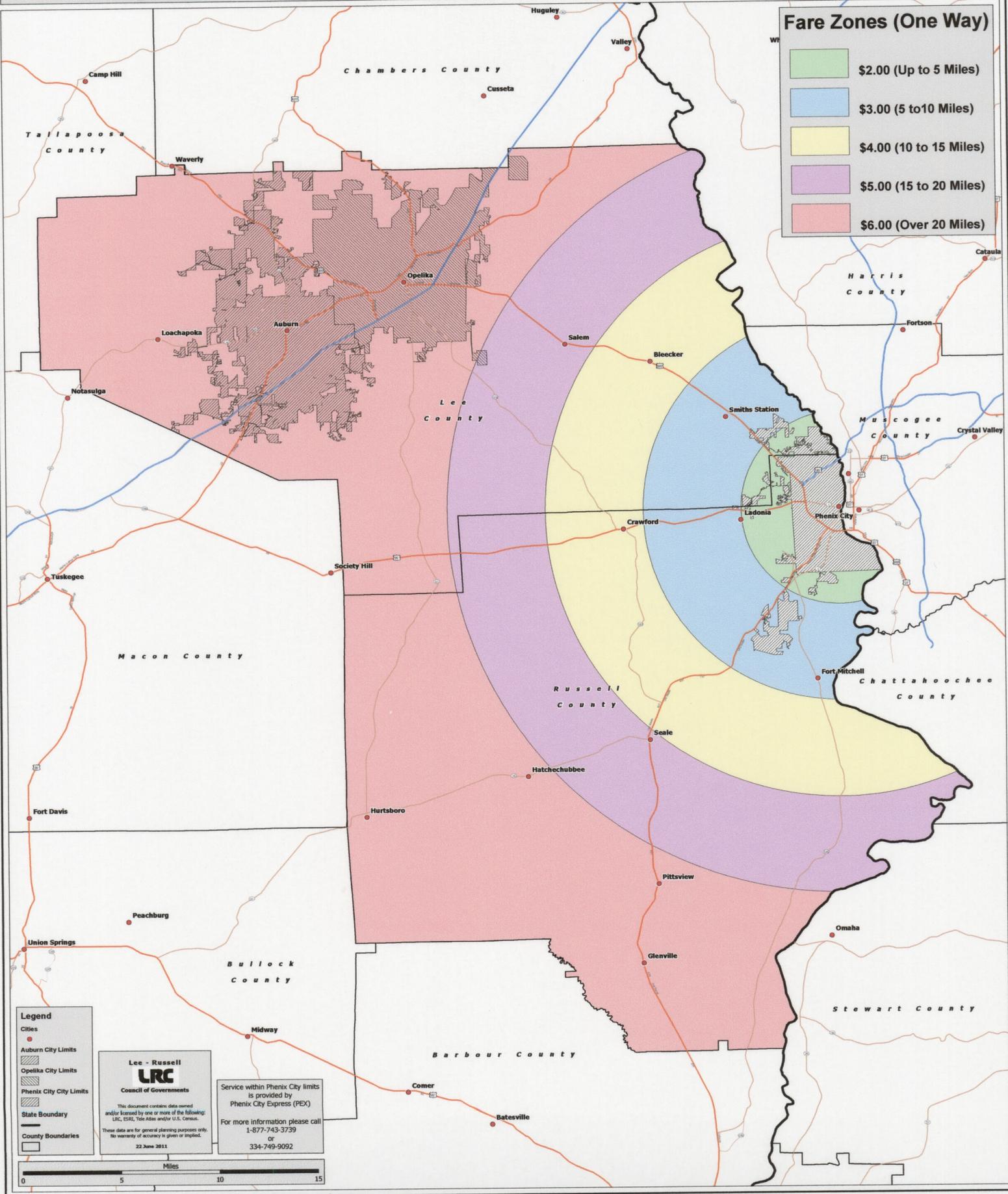


# LEE-RUSSELL PUBLIC TRANSIT

## Phenix City Connection Fare Zones



<span style="display:inline-block; width:20px; height:10px; background-color:lightgreen;"></span>	\$2.00 (Up to 5 Miles)
<span style="display:inline-block; width:20px; height:10px; background-color:lightblue;"></span>	\$3.00 (5 to 10 Miles)
<span style="display:inline-block; width:20px; height:10px; background-color:lightyellow;"></span>	\$4.00 (10 to 15 Miles)
<span style="display:inline-block; width:20px; height:10px; background-color:lightpurple;"></span>	\$5.00 (15 to 20 Miles)
<span style="display:inline-block; width:20px; height:10px; background-color:lightcoral;"></span>	\$6.00 (Over 20 Miles)



**Legend**

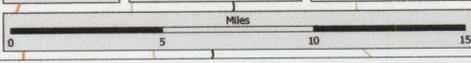
- Cities
- Auburn City Limits
- Opelika City Limits
- Phenix City City Limits
- State Boundary
- County Boundaries

**Lee - Russell LRC**  
 Council of Governments

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 22 June 2011

Service within Phenix City limits is provided by Phenix City Express (PEX)

For more information please call  
 1-877-743-3739  
 or  
 334-749-9092





# TRANSPORTATION SURVEY

Lee and Russell County Coordinated Transportation Committee is seeking your input into the 2015 Human Services Coordinated Transportation Plan. Please take a few minutes to answer the following questions. For further information on the Human Services Coordinated Transportation Plan process please contact Megan McCollough at (334) 749-5264 or via e-mail at [megan.mccollough@adss.alabama.gov](mailto:megan.mccollough@adss.alabama.gov). Thank you for your contribution!

**1) How do you identify your race/ethnicity?**

Black/African American  
 White/Caucasian  
 Hispanic/Latino  
 Asian/Pacific Islander  
 American Indian  
 Multiple  
 Prefer not to answer  
 Other

---

**2) What is your annual household income?**

under \$10,000	\$10,000-\$19,999
\$20,000-\$29,999	\$30,000-\$39,999
\$40,000-\$49,999	over \$50,000
Prefer not to answer	

---

**3) Gender**

Male  
 Female  
 Prefer not to answer

---

**4) Age**

Under 18  
 19-30  
 31-54  
 55-65  
 Over 65

---

**5) Place of residence**

Auburn	Opelika
Phenix City	Smiths Station
Loachapoka	Notasulga
Waverly	Beuregard
Beulah	Hurtsboro
Ft. Mitchell	Seale
Other	

---

**6) Do you have a disability?**

Yes  
No

---

**7) Do you currently drive?**

Yes  
No

---

**8) Do you use the public transit system?**

Yes  
No

---

**9) Are you currently employed?**

Full time employed	Part time
Temporary	Seeking
Not currently	

---

**10) When you leave your place of residence where do you go?  
(Select all that apply)**

Visit friends/family  
Social/Community Events  
Work  
Medical Care Provider  
Dining  
Government office/Senior Center  
Social Service Agency  
Childcare provider/Educational programs for child  
Shopping (groceries, pharmacy, etc....)  
School/Education programs for self  
I do not leave home  
Other

---

**11) In the past month, what modes of transportation have you used? (Select all that apply)**

Personal Vehicle  
Borrow a vehicle from family/friends  
Lee-Russell Public Transit (LRPT)  
Phenix City Express (PEX)  
Taxi  
Bike  
Walk  
Non Emergency Medical Transportation  
Other

---

**12) Are there any destinations you would like to get to but can't using the existing transportation resources available? (If yes, please list the destinations)**

---

**13) What is preventing you from getting to where you want/need to go? (Select all that apply)**

I don't have difficulty getting where I need to go  
Services don't include my desired destinations  
Financial (gas is too expensive, can't afford a car, etc..)  
Don't have a valid driver's license  
There is little to no transportation services available in my community  
I don't know how to use the transportation services  
I don't know what transportation services are available in my community  
No access to a personal vehicle  
Physical limitations (age, chronic health problems, medical condition)  
Times of service are not compatible with my needs  
Other

**14) Select the response that best fits your personal view**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>It is important for Lee and Russell Counties to have a good transit system.</b>					
<b>It is important that people who don't have access to a personal vehicle have access to public transit.</b>					
<b>Lee and Russell Counties should continue to provide transportation for elderly and disabled individuals.</b>					
<b>Current transportation offered in Lee and Russell Counties meets all transportation needs of citizens.</b>					

---

**15) What improvements would you like to see to the transportation network in Lee and Russell Counties?**

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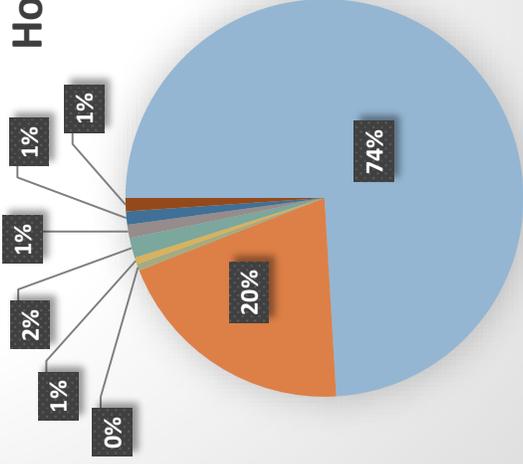
**16) Other comments or suggestions**

**Thank you for your time and input!**

# How do you identify your race/ethnicity?

Answered: 185 Skipped: 2

- Black/African American
- White/Caucasian
- Hispanic/Latino
- Asian/Pacific Islander
- American Indian
- Multiple
- Prefer not to answer
- Other



Race/Ethnicity	Response %	Response Count
Black/African American	74.05%	137
White/Caucasian	20.00%	37
Hispanic/Latino	0.54%	1
Asian/Pacific Islander	0.54%	1
American Indian	1.62%	3
Multiple	1.08%	2
Prefer not to answer	1.08%	2
Other	1.08%	2

# What is your annual household income?

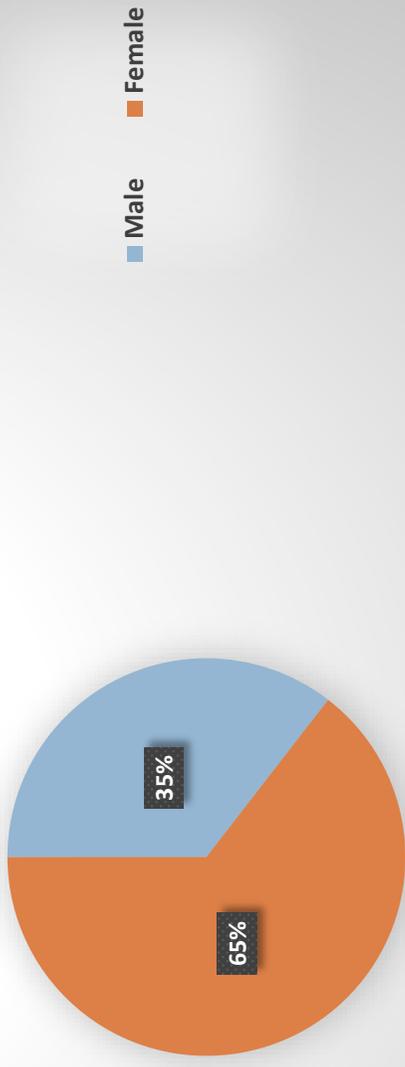
Answered: 185 Skipped: 2



Annual Income	Response %	Response Count
Under \$10,000	41.62%	77
\$10,000-\$19,999	12.97%	24
\$20,000-\$29,999	9.73%	18
\$30,000-\$39,999	0.54%	1
\$40,000-\$49,999	1.62%	3
Over \$50,000	0.54%	1
Prefer not to answer	32.97%	61

# Gender

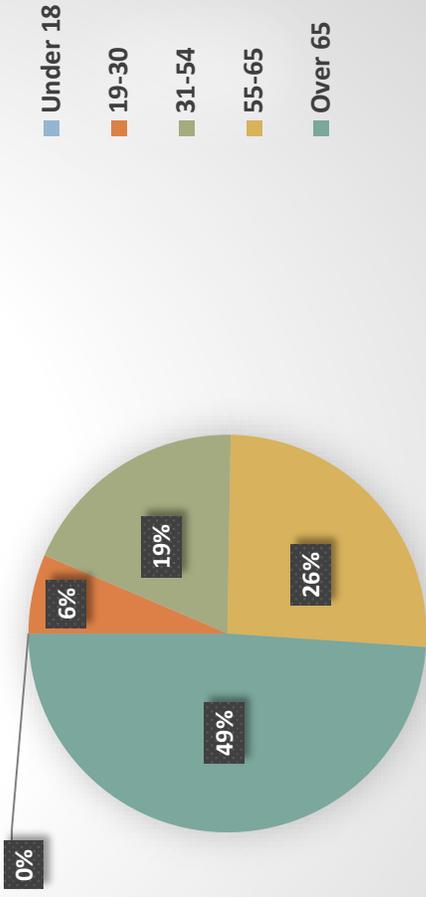
Answered: 186 Skipped: 1



Gender	Response %	Response Count
Male	35.48%	66
Female	64.52%	120

# Age

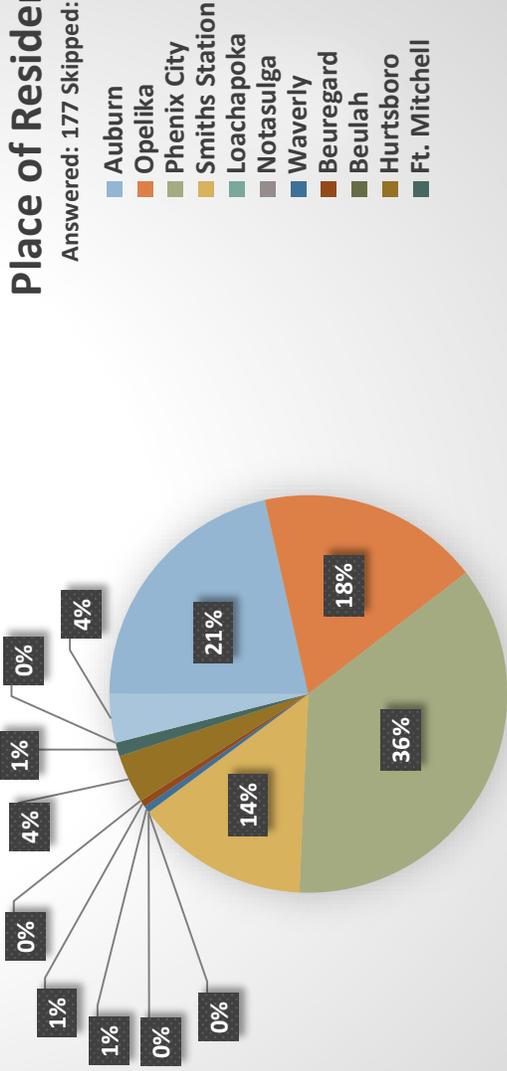
Answered: 186 Skipped: 1



Age	Response %	Response Count
Under 18	0.00%	0
19-30	6.45%	12
31-54	18.82%	35
55-65	25.81%	48
Over 65	48.92%	91

# Place of Residence

Answered: 177 Skipped: 10

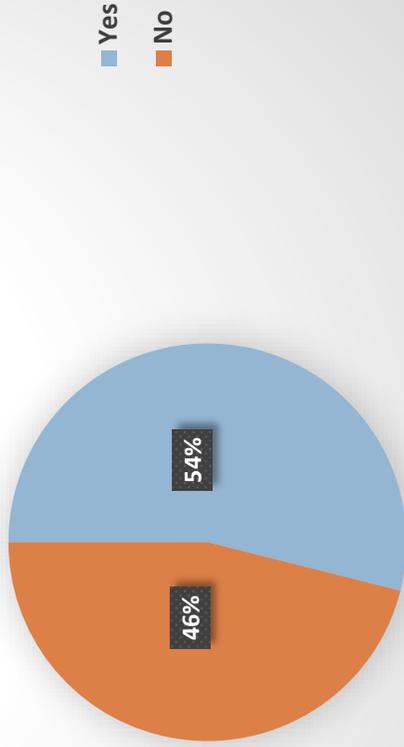


- Auburn
- Opelika
- Phenix City
- Smiths Station
- Loachapoka
- Notasulga
- Waverly
- Beuregard
- Beulah
- Hurtsboro
- Ft. Mitchell

Place of Residence	Response %	Response Count
Auburn	21.47%	38
Opelika	18.08%	32
Phenix City	36.16%	64
Smiths Station	14.12%	25
Loachapoka	0.00%	0
Notasulga	0.00%	0
Waverly	0.56%	1
Beuregard	0.56%	1
Beulah	0.00%	0
Hurtsboro	3.95%	7
Ft. Mitchell	1.13%	2
Seale	0.00%	0
Other	3.95%	7

# Do you have a disability?

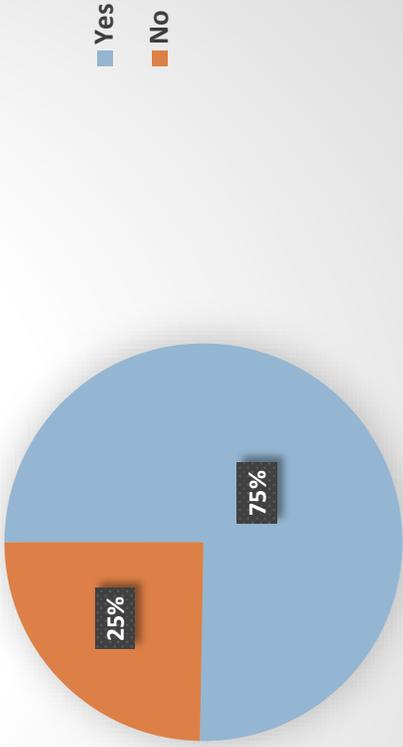
Answered: 178 Skipped: 9



Do you have a disability?	Response %	Response Count
Yes	53.93%	96
No	46.07%	82

# Do you use the public transit system?

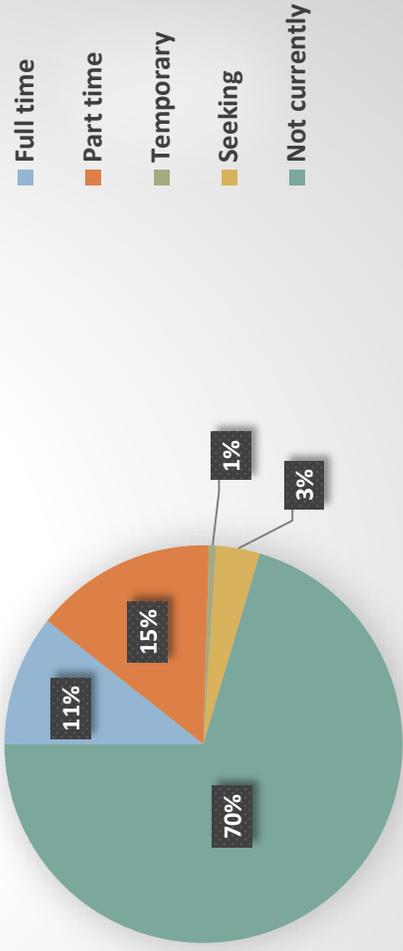
Answered: 178 Skipped: 9



Do you use the public transit system?	Response %	Response Count
Yes	75.28%	134
No	24.72%	44

# Are you currently employed?

Answered: 169 Skipped: 18



Are you currently employed?	Response %	Response Count
Full time	10.65%	18
Part time	14.79%	25
Temporary	0.59%	1
Seeking	3.55%	6
Not currently	70.41%	19

# When you leave your place of residence, where do you go?

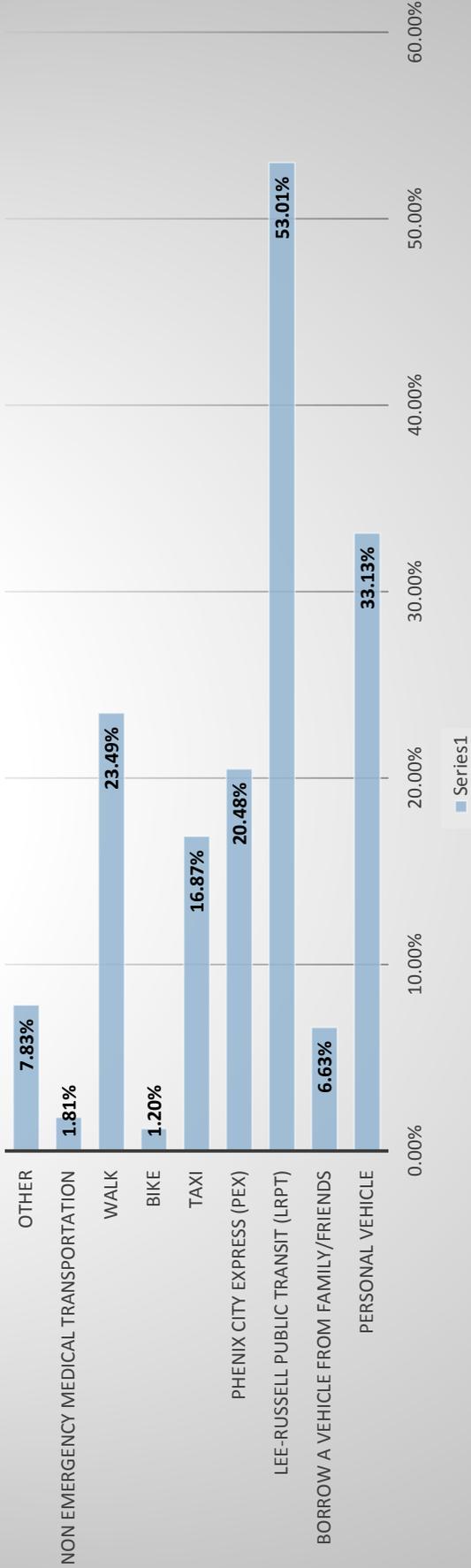
Answered: 171 Skipped: 16



Place	Response %	Response Count
Visit friends/family	38.60%	66
Social/Community Events	18.13%	31
Work	21.64%	37
Medical Care Provider	38.60%	66
Dining	12.87%	22
Government office/Senior Center	36.26%	62
Social Service Agency	8.77%	15
Childcare provider/Educational programs for child	3.51%	6
Shopping (groceries, pharmacy, etc.)	58.48%	100
School/Education programs for self	9.36%	16
I do not leave home	0.58%	1
Other	8.19%	14

# In the past month, what modes of transportation have you used?

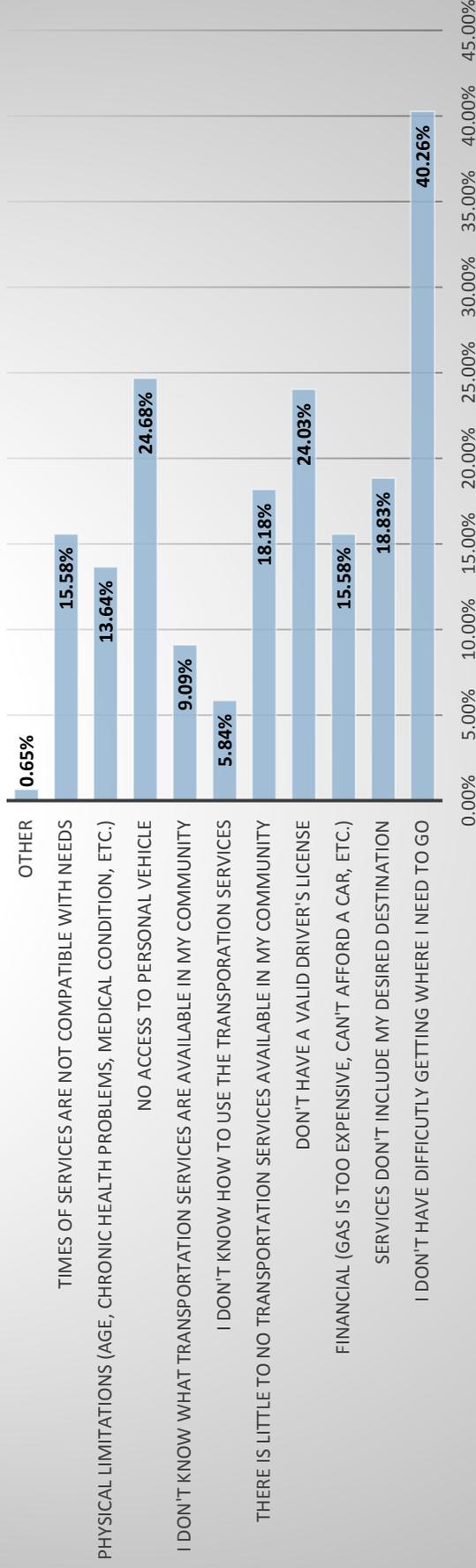
Answered: 166 Skipped: 21



Mode of transportation	Response %	Response Count
Personal Vehicle	33.13%	55
Borrow a vehicle from family/friends	6.63%	11
Lee-Russell Public Transit (LRPT)	53.01%	88
Phenix City Express (PEX)	20.48%	34
Taxi	16.87%	28
Bike	1.20%	2
Walk	23.49%	39
Non Emergency Medical Transportation	1.81%	3
Other	7.83%	13

# What is preventing you from getting to where you want/need to go?

Answered: 154 Skipped: 33



Prevention	Response %	Response Count
I don't have difficulty getting where I need to go	40.26%	62
Services don't include my desired destination	18.83%	29
Financial (gas is too expensive, can't afford a car, etc.)	15.58%	24
Don't have a valid driver's license	24.03%	37
There is little to no transportation services available in my community	18.18%	28
I don't know how to use the transportation services	5.84%	9
I don't know what transportation services are available in my community	9.09%	14
No access to personal vehicle	24.68%	38
Physical limitations (age, chronic health problems, medical condition, etc.)	13.64%	21
Times of services are not compatible with needs	15.58%	24
Other	0.65%	1

# Select the response that best fits your personal view

Answered: 176 Skipped: 11



Question	Strongly Agree	Disagree	Neutral	Agree	Strongly Agree2	Rating Avg	Response Count
IT IS IMPORTANT FOR LEE AND RUSSELL COUNTIES TO HAVE A GOOD TRANSIT SYSTEM	77.59%	16.09%	0.57%	1.72%	4.02%	4.61	174
IT IS IMPORTANT THAT PEOPLE WHO DON'T HAVE ACCESS TO A PERSONAL VEHICLE HAVE ACCESS TO PUBLIC TRANSIT	76.74%	15.70%	0.58%	2.33%	4.65%	4.58	172
LEE AND RUSSELL COUNTIES SHOULD CONTINUE TO PROVIDE TRANSPORTATION FOR ELDERLY AND DISABLED INDIVIDUALS	81.50%	13.87%	0.58%	1.16%	2.89%	4.7	173
CURRENT TRANSPORTATION OFFERED IN LEE AND RUSSELL COUNTIES MEET ALL TRANSPORTATION NEED OF CITIZENS	35.29%	27.65%	15.29%	8.82%	12.94%	3.64	170

What improvements would you like to see to the transportation network in Lee and Russell Counties?	Other comments or suggestions
Eliminate number of times a rider can ride daily. A rider should be able to ride as many times as necessary during business hours.	15 minute window should apply after scheduled pick up time only. This practice would minimize/eliminate no-show riders
To make sure that people get there 5 min before being a no show	
None - is excellant already	I would like not to be a hindrance if I ask to go to another location other than home if that suits the driver as ok
Available weekend, more travel options and available times	All LRPT contacts have been very positive and professional
Same day service	Give drivers a raise
Broader area to transport	
Seats are too close together	
Better scheduling/pick up and drop off times	
Bus drivers should not come into the center discussing their religious beliefs	
Come to your home	Go to doctor
Would like improvements on being picked up after shopping and being picked up on time	
More geographical coverage	
Services in Salem	
Taking people to dr and church	
At least try to transport the elderly to get grocery. Perhaps to a dr appt	This would be highly used in this community
To furnish transportation in the county as well as the city	
More service	
To help transport residents to their churches	To help assist faster with will calls
On time	
I would like if you could run on Saturday	
	That they arrange schedules better so that you can always catch the bus when needed
More variable times for ride scheduling	I enjoy riding LRPT and would ride more frequently if daily rides were available at the times I need. Mainly during "rush" hours
I haven't used public transit long enough to determine any improvements needed	The drivers I have experienced have been pleasant
more service available at county limits	This is a valuable service; I depend on it
Run on weekends	

What improvements would you like to see to the transportation network in Lee and Russell Counties?	Other comments or suggestions
More buses to accommodate; Different Scheduler	
	Keep up the good work! Would it be possible for automated messaging system to tell you what your times are when I leave a voice message?
Earlier and later schedules; Saturday schedules	Need bus stop signs
Need bus stop signs; More hours; Friendly Drivers	
Very happy	
Bus stop signs!	
Better co-op from DR	
Bus stops	
They are doing great and I wished that they would go to Dollar Tree	
More hours	Need bus stop signs
Weekend Services	Thank you for current systems
Bus signs so people know where to catch the bus	
more timely schedule	
More timely service	Give raises and incentives to drivers
Shorter wait times; more buses for country pickups	
better scheduling	
I would like to call when services are needed personally	This program is very much needed. We need more programs, more trips. Our director is doing an excellent job with center activities
Need to put addresses and information in computer right. Stop being rude.	Need patience and professionalism
	Please have more employees in the call station. I've been on "hold" for over a half hour. I had to hang up-difficult to get reservations less than 1 week ahead
Longer hours (7:30-6:00)	Signs posted at PC stops!
To drive on weekends	
Starting at earlier time and ending at a later time	
Add Saturday route; extend hours	Wonderful drivers in Phenix City. Mr. Love is our favorite. We greatly appreciate all the drivers
I would like to have a bus stop mark; extended time; buses run on Sat	Have more than 2 buses

What improvements would you like to see to the transportation network in Lee and Russell Counties?	Other comments or suggestions
More buses leaving 30 minutes on the hour	Thank you
Longer service hours	
Can't provide any right now because my needs are being met	
Signs placed at stops; longer hours (6-7); more leg room	The services are good, but could be improved
Adding more buses so that yall could run on the half hour too. Not just on the hour. In Phenix City especially	All the drivers on the Phenix City routes are wonderful drivers, but Mr. Love is our favorite. Thanks for all that the drivers do. It is greatly appreciated
Put up bus stop signs. We need to know where bus stops are	
Bus stop signs	
Bus stops signs/benches/posted bus schedules	
The buses need to run on Saturday and one hour later on Mondays through Saturdays	We need bus stop signs
Hours changed to 7-7 or longer; Signs at stops; Saturday service	My experience with the bus general has been good. However, I would like to see the changes above made.
Longer hours would be nice and we need more bus stops with benches	Our driver is always very nice
More running hours and stops; Bus Stop Signs	
Bust stop signs at stops; Run bus on weekends; extend times in the evening	
	Thank Lee & Russell Counties for take me to my treatment at EAMC
I would like to see Lee and Russell provide transportation for Hurtsboro residents to go to Phenix City. Have a place where they can be picked up	Take into serious consideration the comments given on this survey and others
I feel that the hours need to be extended. If I work pass 3:30, I have difficulty getting home.	Extend hours
Time could be extended	
Being on time; giving elderly enough time to get on bus	No showing when there is a no-show
Yes	No
Pick up on weekends	No
Buses that ran at more times would be great. Buses that arrived at the time stated would be better.	Punctuality is low
No penalties for no-shows; eliminate 15 minute window pick-ups on time; no delays destination other than home	Overall a good system!

What improvements would you like to see to the transportation network in Lee and Russell Counties?	Other comments or suggestions
Schedules set better for the drivers - some are impossible	I am so grateful to LETA. Wonderful service. So pleased with it and drivers please keep it going. I could not have worked without it. A true God send!
I don't know	
A more courteous dispatcher; more available slots for non-medical trips; *everytime I call and schedule a new appointment its hard to get through. And alot of times they don't have any slots available; I would like to schedule a permanent pickup to the mall	<p>1) Same rules apply to everyone not just some people</p> <p>2) Too much bad attitude from dispatchers</p>
More Buses and Drivers	Transportation I Like It
Pick-Up Time	
Have transportation available for people who have doctors appointments	
That is would expand locations to Salem off Lee Road 379 and that services would run on the weekends	
I am SO impressed by you all!!! You are FABULOUS!	