
LEE-RUSSELL PUBLIC TRANSIT

Passenger Guide



Effective June 2010

Lee-Russell Council of Governments
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www.lrcog.com

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INTRODUCTION

The LETA system began operation in 1988. In 2008, the name was changed from LETA to Lee-Russell Public Transit (LRPT). The system operates with federal funds administered by the Alabama Department of Transportation, Federal Transit Administration, and local monies from the governments of the City of Auburn, City of Opelika, Lee County Commission, and Russell County Commission. The mission of LRPT is to safely and efficiently provide affordable and dependable transit service throughout Lee and Russell Counties to meet the transportation needs of community members.

The Lee-Russell Public Transit Passenger Guide will provide helpful information to you regarding the new Dial-A-Ride service and routes which will begin on SEPTEMBER 29, 2008. We encourage you to take advantage of the Lee-Russell Public Transit's convenient bus schedule and routes. LRPT serves the cities of Auburn and Opelika and designated services areas throughout Lee and Russell Counties. It's an easy, inexpensive, and convenient way to travel. LRPT is for anyone who needs transportation, wants to protect the environment, or wants to save money on gasoline.

Whether you are traveling to work, to school, or to shopping areas across town, LRPT will get you where you want to go! If you have questions or need additional information about LRPT, you may call 334-749-9092 or 1-877-743-3739. Thank you for riding with us!

WHAT IS DIAL-A-RIDE?

Dial-A-Ride is the new demand response service that is being offered by Lee-Russell Public Transit (LRPT). This service is provided on a first-come, first-served basis. The number of trips that are available each day will be based on designated time slots. It is open to all general public who live in the designated service areas of Lee and Russell Counties. **See Page 23 and Page 25 for the service areas.**

TYPE OF SERVICE: LRPT provides curb-to-curb service only. It is up to the passenger to make arrangements if assistance is needed from their door to the curb. The driver is **NOT** allowed to enter the home, garage or office building where the passenger is picked up or dropped off. The driver cannot go beyond the curb where the bus is parked. The driver can assist the passenger into vehicle from the curb if needed.

ELIGIBILITY: The Dial-A-Ride service is open to all general public who live in the designated service area. **See Page 23 and Page 25 for more detail. ANYONE CAN USE THIS SERVICE. IT DOES NOT REQUIRE CERTIFICATION FROM A PHYSICIAN.** Individuals under 14 years of age must be accompanied by an adult (over 18 years of age); exceptions must be approved by Transit Administrator only.

SCHEDULING HOURS/DAYS: Passengers may schedule a trip on **Monday through Friday** between the hours of **8:00 AM - 2:00 PM CT**. If you need a ride, call us at 334-749-9092 or 877-743-3739.

ADVANCED SCHEDULING: You may schedule up to two (2) weeks in advance, but must schedule at least one (1) business day prior to your transit needs.

ROUTINE TRIP SERVICE: If a customer schedules repetitive trips on a routine and regular basis, (i.e. going to school, work, dialysis appointments, etc., traveling to and from the same

destinations each time) routine trip service may be requested. With routine trip service, you may call once to initiate a recurring ride. However, you must call within the scheduling time listed on the previous page. LRPT will schedule the ride on a continuing basis until the request is terminated, changed, or the cancellations and/or “no-shows” become excessive. Routine trip service termination due to excessive cancellations or “no-shows” may result in a loss of routine trip privileges. The passenger will also be required to pay for missed trips.

FARES:

- Fares are based on the service utilized. See specific routes for their individual fares. **Specific route fares are listed on Pages 6-9.**
- Children under 5 years of age are free with paying passenger. More than 2 children require payment of fare per child exceeding the allowed limit.
- Passengers **MUST** pay your fare prior to boarding the vehicle for each trip. You can not pay in advance for future trips.
- Passengers **MUST** have exact change when you board the vehicle or you **WILL NOT** be permitted to ride. We do not accept pennies. **NO checks**, debit, or credit cards will be accepted.
- Fare cards will be sold by drivers and the Transit Office based on request from passengers.

HOLIDAY CLOSINGS: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Fourth of July, Labor Day, Columbus’ Day, Veteran’s Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Eve/Day, and New Year Holidays to be announced.

TYPES OF DIAL-A-RIDE SERVICES OFFERED

Lee-Russell Public Transit (LRPT) will offer three types of Dial-a-Ride services to three designated areas in Lee and Russell County. Each service is described below in detail.

1. AUBURN-OPELIKA CONNECTION

Below is a description of the Auburn-Opelika Connection route:

SERVICE AREA: Anyone who lives within a 5 mile-radius from the City of Auburn's and City of Opelika's City Halls is eligible to use this service. This includes most areas in the cities of Auburn and Opelika as well as limited areas in Lee County. For a map of the service area, please see **Page 23** of this Passenger Guide. This service will pick you up at the curb in front of your home or other location and transport you to your designated stop in Auburn and Opelika. You must call the LRPT office to schedule this ride.

SERVICE HOURS: 6:00 AM – 6:00 PM CT. The last pick-up is at 5:30 PM.

SERVICE DAYS: Monday through Friday except listed holidays.

FARES (ONE-WAY TRIP)–

- \$1.00 for Senior Citizens (60 and older) with a LRPOG Senior I.D. Card. **MUST SHOW ID CARD TO THE DRIVER EVERY TIME YOU BOARD THE VEHICLE.** LRPOG can make a Senior I.D. for a one-time charge of \$3.00. You will need to call our office to schedule an appointment. Please bring proof of age and/or a valid picture I.D. to eligible for the I.D.
- \$2.00 for all other passengers inside the designated areas.
- Auburn University Students, Staff, and Faculty rides FREE with a valid Auburn University I.D. **MUST SHOW ID CARD TO THE DRIVER EVERY TIME YOU BOARD THE VEHICLE.**

- Children under 5 years of age are free with paying passenger. More than 2 children require payment of the general fare per child exceeding the allowed limit.
- See **Page 24** of this guide for the fare zone for this service.
- **We do not provide credits or refunds.**
- **BOOK OF FARE CARDS FOR REGULAR FARES:** A fare card can be purchased allowing 10 one-way trips will be sold for \$15.00 (\$1.50 per ticket). This is a 25% discount over individual rides. **We do not provide credits or refunds.**

MEDICAL WILL CALLS: For MEDICAL APPOINTMENTS ONLY, will calls will be allowed for return trips. When a rider schedules a pickup to a doctor’s office, hospital, or other medical appointment, the passenger has the option to not schedule a return trip time. Instead, the passenger will call the LRPT office when he or she is finished and a driver will be sent to pick the passenger up as soon as a driver is available. This way, passengers will not get left because their doctor’s appointment ran longer than expected. However, if a return trip time is scheduled and a passenger is not ready to board within 5 minutes after the drive arrives, the passenger will have to find another ride to their next destination.

2. LEE-METRO CONNECTION

SERVICE AREA: Anyone who lives outside the 5 mile-radius from the City of Auburn’s and City of Opelika’s City Halls is eligible to use this service. This includes some outlying areas in the cities of Auburn and Opelika as well as most of Lee County. For a map of the service area, please see **Page 23** of the LRPT Passenger Guide. This service will pick you up at the curb in front of your home or other location and transport you to your designated stop to Auburn and Opelika. You must call the LRPT office to schedule this ride.

SERVICE HOURS:

- Pick-up begins at 9:00 AM CT and passengers are dropped off at their appointed stop by 11:00 AM CT.

- Return pick-ups begin at 2:30 PM CT and passengers are dropped off at their appointed stop by 4:00 PM CT.

SERVICE DAYS (See Page 23 for route days):

- Western Route – Tuesday and Thursday except listed holidays.
- Eastern Route – Monday, Wednesday, and Friday except listed holidays.

FARES (ONE-WAY TRIP):

- \$3.00 for all passengers. See **Page 24** for fare zones for this service.
- **We do not provide credits or refunds.**
- **FARE CARD TICKET:** A fare card can be purchased allowing 10 one-way trips will be sold for \$22.50, a 25% discount over single trips. **We do not provide credits or refunds.**

3. RUSSELL-METRO CONNECTION

SERVICE AREA: The service area is defined by a 2.5 mile radius from designated major roads in Russell County and City of Smiths Station. Anyone who lives in these designated service areas is eligible for this service. For a map of the service area, please see **Page 25** of the LRPT Passenger Guide. This service will pick you up at the curb in front of your home or other location and transport you to your designated stop in the City of Phenix City. You must call the LRPT office to schedule this ride.

SERVICE HOURS:

- Pick-up begins at 8:00 AM ET and passengers are dropped off at their designated stops by 10:00 AM ET.
- Return pick-ups begin at 2:30 PM ET and passengers are dropped-off at their designated stop by 4:00 PM ET.

SERVICE DAYS (See Page 25 for route days):

- Monday - Pittsview/Seale (East Side) Route
- Tuesday - Bleeker/Smiths Station Route
- Wednesday - Hurtsboro/Hatchachubee/Seale (West Side) Route
- Thursday - Crawford/Ladonia Route
- Friday - Fort Mitchell Route

FARES (See map on Page 26 for each fare zone):

Location	Fare (One-Way Trip)
Zone 1 (up to 5 miles from Courthouse)	\$2.00
Zone 2 (up to 10 miles from Courthouse)	\$3.00
Zone 3 (up to 15 miles from Courthouse)	\$4.00
Zone 4 (up to 20 miles from Courthouse)	\$5.00
Zone 5 (up to 25 miles from Courthouse)	\$6.00

- **We do not provide credits or refunds.**

FARE CARD TICKET: You can buy a fare card ticket allowing 10 one-way trips will be sold at a 25% discount.

Location	Cost of Fare Card Ticket
Zone 1	\$15.00
Zone 2	\$22.50
Zone 3	\$30.00
Zone 4	\$37.50
Zone 5	\$45.00

- **We do not provide credits or refunds.**

DESIGNATED PICK-UP POINTS: Designated pick up points will be available along each route. If a citizen does not live in the

designated service area, they can schedule a trip from designated pick up points listed below for each route. Individuals must call at least 1 business day in advance to schedule the ride. Passengers must be at the pick-up by 8:00 AM ET and no later than 9:30 a.m. ES on the designated day and will be returned to the designated point by 4:00 PMET. Passengers will be transported to Phenix City for half of the fare for this zone. The following are the pick-up points along each route:

Location of Route	Designated Points
Monday - Pittsview/Seale (East Side) Route	*Pittsview Gas Station (CR4) *Old Russell County Courthouse *Citgo on Hwy431
Tuesday - Bleeker/Smiths Station Route	*Piggly Wiggly *Bleeker Junction BP Station (Hwy 280)
Wednesday - Hurtsboro/Hatchachubee/Seale (West Side) Route	*Hurtsboro Senior Center *Comprehensive Health Clinic *Our Town Gas Station *Seale Post Office *Citgo on Hwy431
Thursday - Crawford/Ladonia Route	*Ladonia Square *Fred’s (Ladonia) *Rainbow Foods (Crawford)
Friday - Fort Mitchell Route	*Petro Station on Hwy 165 *Russell County Senior Center *Mt. Olive Baptist Church *BP Station on Hwy 169

Please note these designated stops are subject to change.

HOW TO SCHEDULE A RIDE

1. Call LRPT at 334-749-9092 or 877-743-3739 Monday thru Friday between the hours of 8:00 AM and 2:00 PM CT.
2. Please provide the following information when you call to schedule a trip:
 - a. Name
 - b. Telephone number
 - c. Physical address
 - d. Destination address
 - e. Appointment time (NOTE: Driver can arrive 15 minutes early so be ready to leave at this time.)
 - f. Return time (NOTE: Driver can arrive 15 minutes early so be ready to leave at this time.)
 - g. Type of aid used (wheelchair, walker, etc.)
 - h. If you will be traveling with an attendant or guest or children (Children are required to be in a proper child safety seat – see page 13-14 for rules regarding this requirement)
 - i. If you will be traveling with a service animal
3. Please **CALL IF YOU MUST CANCEL** or you will be subject to our Cancellation Policy (**Page 12-13**) and No Show Policy (**Page 13**).
4. Passengers **NEED** to read the LRPT Travel and Safety Rules on **Pages 11-17** to ensure a safe and smooth traveling experience with LRPT.

LRPT TRAVEL RULES

- The LRPT Dial-A-Ride service is not a taxi service. Rides are to be scheduled between two weeks and at least one business day in advance. We do not make same day reservations.
- Each time you get off the bus, the designated fare will be charged when you board the bus again.
- **REFUNDS OR CREDITS:** We do not provide refunds or credits on fares and fare card tickets.

- **BOARDING:** Passengers should be ready to board when the bus arrives. Because of unpredictable traffic and weather — you must allow for a 30 minute variation in pick-up time. For example, if your scheduled pick-up time is 9:00 AM, you will be picked up anytime between 8:45 AM and 9:15 AM. Please make your appointments to take this fact into consideration.
- **DRIVER WAIT TIME:** Passengers should be ready to board when the bus arrives. **The driver will wait FIVE (5) minutes past the scheduled time for the passenger to board. If driver is late arriving, the driver will wait FIVE (5) minutes past the arrival time. If the passenger does not board within this time frame, THE DRIVER WILL LEAVE FOR THE NEXT DESTINATION** and the passenger will be considered a “no-show”. Drivers will not return to pick up passengers who were not ready within five minute time frame.
- **ATTENDANTS:** Dial-A-Ride passengers can have one (1) attendant ride with them at no charge if they need assistance getting on and off the bus. If a passenger needs more than one attendant, they must be approved by LRPT prior to scheduling a trip and must pay for the ride. Drivers are NOT available for door-to-door services, but provide curb-to-curb services ONLY.
- **GUESTS:** Passengers can have guest(s) ride with them to their designated stop and if room permits. The guest(s) must pay the same fare as the rider and must be picked up with certified passenger. The guest(s) cannot be picked up at an alternate location. If the guest(s) is a child, then it must adhere to the child safety seats policies below. No exceptions will be made.
- **UNSCHEDULED TRIPS: NO UNSCHEDULED STOPS WILL BE MADE!!** You must schedule ALL stops that you wish to make within the allowed scheduling time frame.

Additional stops cannot be added and/or scheduled stops cannot be changed on the day of your scheduled ride.

- **CANCELLATION POLICY:** Passengers are required to notify LRPT at least two hours prior to the scheduled trip if the trip needs to be cancelled. Any individual who cancels more than **three times in one week will be suspended for 5 days** . If the driver has already arrived before the trip is cancelled, the passenger will be counted as a no-show and the No-Show Policy will apply as well. See below for details of this policy.
- **DESTINATION CHANGE POLICY:** Individuals making reservations to ride cannot change their destination the day of the ride. Any changes must be made prior to **2:00 PM Central Time** the day before the scheduled ride.
- **NO-SHOW POLICY:** If a passenger does not call to cancel appointments, this is considered a “no-show”. If a passenger is a no-show **THREE (3)** times within a **three month period**, the passenger **will be suspended from using the Dial-A-Ride service for a period of TEN (10) working days**. When a passenger does not board on time, it makes the other passengers late to their scheduled appointments or prevents others from scheduling a trip.
- **CARRY ON PACKAGES:** Carry-on packages are welcome. However, the passenger needs to limit the number of packages to **FIVE (5) bags**. These bags should not be larger than 18” x 15” in size. If the passenger only has one bag, then it can be larger. However, two or more large bags, or one large bag and three small bags **will not be allowed on the bus**. If you have a greater number of bags than as explained above, the driver will not allow you to ride the bus and you will have to find other transportation.
- **SEAT BELTS:** All passengers will be required to properly wear and use seat belts at all times in all vehicles. If a passenger refuses to comply with this rule, you will be refused service and will have to find another way to your destination.

- **CHILD SAFETY SEATS:** All children including handicapped or medically fragile children accompanying adult passenger(s) will be placed in appropriate child safety seats/restraint device. **Passengers are responsible for providing child safety seats that meet applicable federal motor vehicle safety standards.** If a passenger refuses to comply with this rule, you will be refused service and will have to find another way to your destination. The following State of Alabama regulations apply to all children traveling on LRPT:
 - 1) Infant only seats and convertible seats used in the rear facing position are required until the child is at least one year of age or 20 pounds.
 - (2) Convertible seats in the forward position or forward facing seats are required until the child is at least five years of age or 40 pounds.
 - (3) Booster seats are required until the child is six years of age.
- **WHEELCHAIR/MOBILITY DEVICE SECUREMENT AND PASSENGER RESTRAINT SYSTEMS:** All mobility devices will be properly secured to the vehicle using the installed securement systems. Wheelchair passengers will be required to wear a wheelchair seat belt and be properly restrained using the vehicle restraint system. If able, those using non-wheelchair mobility devices, will be requested to move to a seat and use the vehicle seat belt system. If a passenger refuses to comply with this rule, you will be refused service and will have to find another way to your destination.
- The scheduled times and days of Dial-A-Ride services are subject to change.

LRPT SAFETY RULES

It is the LRPT policy to provide safe, efficient, and quality transportation. In order to provide the highest quality of service,

we must have safety rules to assure that all riders of LRPT are given the opportunity to use the service to its maximum potential.

The following policies must be followed by all passengers on all LRPT buses:

1. Have fare ready before you board the vehicle, hand it to the driver, and be seated promptly.
2. **Buckle up; it's the law. The rule will be strictly enforced for all passengers, both those riding in seats and those in wheelchairs. Drivers will not proceed until all passengers are properly secured. If a passenger refuses, they will be denied transportation.** (See **Pages 13-14** for all applicable rules).
3. No Smoking allowed on the bus.
4. No loud talking or offensive language because this infringes on the rights of all passengers.
5. **No food and drinks on the bus .** This includes fast food restaurant cups and containers.
6. No alcohol is allowed on the bus or can be consumed on the bus. Passenger cannot be intoxicated or reek of alcohol.
7. Proper clothing must be worn at all time. Shirts and shoes are required.
8. Radios may be listened to through earphones ONLY. Drivers are not allowed to play the radio when passengers are on the vehicles.
9. Limited talking to the driver. Drivers may discuss route information only. The driver must be 100% focused to insure a safe trip and good performance.
10. Stay seated while the bus is moving and do not change seats until the bus stops.
11. When de-boarding the bus, please wait until the bus has pulled away before crossing the street, as oncoming vehicles cannot see you.
12. Misconduct by passengers is not allowed. Misconduct is considered to be any act which creates an unsafe environment/hazard and the potential for injury or death to any passenger, driver, or the general public.

13. Abusive conduct by passengers is not allowed. Abusive conduct is considered to be any verbal or physical act that is generally offensive or invades the privacy or rights of others; physically touching another person in a rude, insolent, or angry manner.
14. Passengers must treat each other and the driver with respect. Every passenger and driver has equal rights to be safe, unharassed, and assured of their own space on LRPT buses.

CERTAIN ITEMS CANNOT BE CARRIED ON PUBLIC TRANSIT BUSES:

- Any firearm or other type of weapon(s).
- Pets or animals (except service animals) are not allowed on the vehicle.
- Other items not allowed on the bus: open containers of food or drink, containers of gasoline, kerosene, vehicle batteries, and other hazardous materials.
- Portable containers of oxygen, for medical reasons, are allowed.
- No furniture, gardening equipment, plastic pools, or other large items on the bus.
- LRPT reserves the right to refuse other items on the bus if we feel it is a safety hazard to our drive and passenger.
- Call 749-9092 if you have a question about an item you wish to carry onto the public transit vehicle.

PASSENGERS WHO REFUSE TO FOLLOW THE NECESSARY TRAVEL AND SAFETY RULES CAN BE REFUSED SERVICE.

CONSEQUENCES OF MISCONDUCT OR ABUSIVE CONDUCT:

- First offense may result in suspension of service for that day.
- A second offense within a one year period shall result in suspension of service for 30 days.
- A third offense within a one year period shall result in suspension of service for 90 days.

NOTE: Depending upon the seriousness and perceived danger of any misconduct or abusive conduct, even a first offense could result in permanent suspension of bus services to the offending passenger. LRCOG officials have the right to refuse service or remove anyone who violates LRPT policies or jeopardizes the comfort or safety of other passengers.

HANDICAP ACCESSIBILITY

We are able to provide reliable, reasonably priced transportation for members of the community who have disabilities that restrict mobility. The lifts and wheelchair securement systems designed for our vehicles are easy to operate and make transporting passengers a very simple matter. **The lifts are designed to support a total of 600 pounds.** When scheduling a ride, you will need to inform us of your special needs, and we will gladly arrange a bus to accommodate you. Wheelchairs must be completely secured and seat belts must be worn by all passengers. The driver is able to assist with normal boarding and de-boarding. If further assistance is needed, be prepared to have someone accompany you. There is no charge for one assistant to ride.

KEEPING IN TOUCH

In order for LRPT to better serve the community, we welcome input and questions from the public. Please call us to inquire about any of our new services or changes of routes. We are here to serve the people of the community, so let us hear from you with comments, questions, or concerns! Call us at 334-749-9092 or 800-743-3739.

HELPFUL NUMBERS TO KNOW

American Red Cross.....	749-9951
Alabama Career Center Systems.....	749-5065
Alabama Medicaid Agency.....	1-800-371-4072
Area Agency on Aging.....	1-800-AGE-LINE
Auburn City Library.....	501-3190
City of Auburn.....	501-7260
City of Opelika.....	705-5150
Drug and Poison Hotline.....	1-800-462-0800
East Alabama Mental Health.....	742-2707
Lee County Commission.....	745-9761
Lee County Dept. of Human Resources	737-1100
Lee County Health Dept.....	745-5765
Opelika Library	705-5380
Russell County Commission	298-6426
Russell Co. Dept. of Human Resources.....	214-5780
Russell Co. Health Dept.....	297-0251
Social Security Office	745-7052
Veteran's Affairs.....	1-800-397-2648

SPECIAL THANKS

LRPT would like to thank all of our public transit riders and ask for your continued support! If you have any comments or suggestions, please fill out the attached Questionnaire and mail it to Lee-Russell Council of Governments, 2207 Gateway Drive, Opelika, AL, 36801.

QUESTIONNAIRE

Purpose: To allow the public to voice any comments, suggestions, or concerns related to the LRPT Transit System. You may make comments on the website at www.lrcog.com or mail this passenger comment form to:

Lee-Russell Council of Governments
LPRT-Public Transit Survey
2207 Gateway Drive
Opelika, AL 36801

1. Was your bus clean? ___ YES ___ NO
2. Did you have to ride too long? ___ YES ___ NO
3. Was your bus on time? ___ YES ___ No
4. Was your driver courteous? ___ YES ___ No
5. For which of the following do you most often use LRPT?
___ Going to work
___ Going to school
___ Recreation
___ Shopping
___ Medical
___ Other- _____

Cut here

Individual/Agency Name: _____

Address: _____

Phone: _____

Date: _____

Comments: _____



