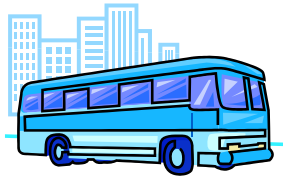


PHENIX CITY EXPRESS (PEX)



FIXED ROUTE PASSENGER GUIDE March 2019

The PEX Passenger Guide will provide helpful information to you regarding the PEX Fixed Routes. We encourage you to take advantage of the Phenix City Express's convenient bus schedule and routes. The PEX Fixed Route serves the city of Phenix City. It's an easy, inexpensive and convenient way to travel. PEX 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, PEX will get you where you want to go! If you have questions or need additional information about the PEX Fixed Route, you may call 877-CALL-PEX or 877-743-3739. Thank you for riding the PEX Fixed Route Transit System.

***LRCOG uses FTA funds to assist in the operation of our transit system.**

SERVICE AREA AND HOURS

Service Area:

The PEX Fixed Route operates within a prescribed area inside the city limits of Phenix City and also travels into Columbus, GA to drop passengers off at a METRA stop to allow riders to transfer to a METRA bus. . The PEX Fixed Route has designated bus stops for the Phenix City Fixed Route. The fixed route buses **will not make unscheduled stops.**

Service Hours:

Monday through Friday except holidays from 8:00 a.m. to 4:00 p.m.

Holidays When PEX Public Transit Will NOT Be Operating:

New Year Holiday (To be announced)	MLK's Birthday	President's Day
Memorial Day	July Fourth	Labor Day
Columbus Day	Veterans' Day	Thanksgiving Day
Friday after Thanksgiving	Christmas Eve	Christmas Day

"I Saw the Bus":

PEX Public Transit operates a fleet of 5 or more vehicles in the service area. This means that the bus you see may be assigned to a different route than yours, meaning that particular bus cannot stop to pick you up.

PEX PASSENGER FARES

	<u>Individual Fares:</u>	<u>Fare Books:</u>
Adults	\$1.00	\$14.00
Senior Citizens (60 or older)/Handicapped	\$0.50	\$ 7.00
Medicare/Medicaid Card with a valid picture ID		
Children 5-17	\$0.75	\$11.25
Children 4 & Under	Free	

YOU MUST HAVE EXACT CHANGE! Our drivers cannot make change. Fare books of fifteen tickets may be purchased from the driver. **AGAIN, YOU MUST HAVE CORRECT CHANGE TO PURCHASE FARE BOOKS. Have correct fares ready and pay as you enter the vehicle.** You **MUST** pay before you take your seat. After paying, take your seat quickly and buckle your seat belt so the route may continue. Drivers cannot allow passengers to ride without paying. No credits or refunds will be given.

TRAVEL TIPS FOR RIDING THE PEX FIXED ROUTE BUS

- Riders should be at the bus stop 3-5 minutes before the bus is scheduled to arrive. Please remember that the bus will board customers at designated bus stops only and depart at prompt depart time.
- Make sure you are at the bus stop as the bus approaches your stop. This will let the bus operator know that you wish to board. Watch carefully for the correct bus. A few of our bus stops are served by more than one bus, so make sure you are getting on the right bus. If you are not sure, ask the driver before boarding.
- Enter the bus and pay your fare. You may pay with cash or fare ticket. Fare boxes accept dollar bills and coins, but do not make change. **BUS DRIVERS DO NOT CARRY CHANGE. YOU MUST HAVE THE EXACT FARE READY.**
- **BUSES WILL ONLY STOP AT SCHEDULED STOPS! NO UNSCHEDULED STOPS ARE ALLOWED!!!!!!!**
- Carry-on packages are welcome. However, you need to limit the number of packages to THREE. If you bring more than three, you will not be allowed on the bus. Packages may not be stowed on floor, aisles, in front of bus near driver, or in unoccupied seats. Vehicles are not equipped for storage. Passengers are responsible for getting packages to and from the vehicle. The driver cannot leave the bus to assist passengers with packages.
- Service animals are allowed on the bus.
- Radios must be listened to through earphones ONLY.
- Eating, drinking, and smoking are NOT allowed on the bus.
- No unnecessary conversation with the driver is permitted. Drivers may discuss route information ONLY.
- Certain Items Cannot Be Carried On Public Transit Buses: 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. Call 877-743-3739 (ext 217) if you have a question about an item you wish to carry onto the public transit vehicle.
- PEX officials have the right to refuse service or remove anyone who violates PEX travel tips or jeopardizes the comfort and/or safety of other customers.

Any concern by drivers or passengers should be addressed to the Transit Director at 334-749-5264 ext 240.

TRANSFER POINTS

Each PEX Fixed Route has new transfer points. The transfer points allow you to transfer to the different PEX Fixed Routes. The following are the transfer points for each PEX Fixed Route:

- North Side Route: Behind the Central Activities Center
- South Side Route: Behind the Central Activities Center

You can transfer in one direction by asking the bus driver to provide you the appropriate transfer ticket. The transfer ticket can only be used for the date punched by the bus driver.

ADA ACCOMMODATIONS:

PEX Fixed Route offers ADA Accessibility for our customers with special needs. Service animals are allowed on the bus. Bus drivers will announce each stop before stopping to let passengers off and on each stop.

A. Phenix City Express (PEX) Reasonable Modification Policy

1. Purpose

The purpose of the reasonable modification policy is to ensure that PEX offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

2. Policy

PEX is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. PEX recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. PEX will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. PEX does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. PEX will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of PEX, or be subject to discrimination by PEX.

3. Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. PEX will make reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully use PEX's service without the accommodation being made.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term "reasonable modifications" as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

4. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or been regarded as having such impairment.

5. Requests for Reasonable Modifications

PEX shall make information about how to contact PEX to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. PEX shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Personnel at PEX will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, PEX requests that individuals make such requests for modifications before PEX is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with PEX’s management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

6. Interactive Process

When a request for accommodation is made, PEX and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the PEX must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

7. Time Frame for Processing Requests and Providing Reasonable Modification

PEX will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. PEX recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

8. Granting a Reasonable Modification Request

As soon as PEX determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, PEX shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as PEX determines that a request for reasonable accommodation will be denied, PEX will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative accommodation that may create the same access to transit services as requested by the individual; and
- c. the opportunity to file a complaint relative to the PEX's decision on the request.

10. Complaint Process

PEX has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the PEX's website and will be provided to any individual where the PEX has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a PEX's Reasonable Modification Complaint Form. PEX investigates complaints received no more than 30 days after receipt. Lee-Russell Public Transit (PEX) will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, PEX may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to PEX.

If PEX is not contacted by the complainant or does not receive the additional information within 30 business days, the PEX may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After PEX investigates the complaint, a decision will be rendered in writing to the complainant. PEX will issue either a Letter of Closure or Letter of Finding.

- a. **Letter of Finding** – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by PEX to address the complaint.
- b. **Letter of Closure** – This letter will explain why PEX has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of PEX, an opportunity to appeal the decision may be pursued provided the complainant files notice of appeal within 21 days of the initial decision of PEX.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

11. Designated Employee

PEX shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Transit Director
Lee-Russell Council of Governments
2207 Gateway Drive
Opelika, AL 36801
334-749-5264 ext. 240
kwestfall@lrcog.com

12. Record Retention

PEX will maintain all records related to Reasonable Modification requests and denials for at least three (3) years.

B. Request for Reasonable Modification

Policy: In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, PEX will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. PEX will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to an Sound Transit service

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.
- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.
- The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if PEX denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Procedure: To request reasonable modifications based on a disability please use the Reasonable Modification Request Form, or contact PEX’s ADA Coordinator for assistance.

Transit Director
Lee-Russell Council of Governments
334-749-5264 ext. 240
kwestfall@lrcog.com

TTY users may call the Alabama Relay Center at:

Dial: 711

You may be asked to complete a request form. PEX will review the request in accordance with its reasonable modification plan. PEX strives to respond, in writing, to each request within 15 calendar days.

All the information involved with this process will be kept confidential.

C. ADA Reasonable Modification Request Form

Use this form to request a modification to current PEX policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. Before filling out this form please review Sound Transit’s Americans with Disabilities Act (ADA) Request for Reasonable Modifications Procedures.

Reasonable Modification Request Form

Please include the following items in your request:

- Based on a disability, why is the modification necessary?
- Provide a description of your limitation(s) and how it is affected by PEX’s policies/procedures.

Name:

Date:

Phone Number:

Email Address:

Mailing Address:

Best way to contact you:

Modification Request: _____

Please Send to:

Transit Director
Lee-Russell Council of Governments
2207 Gateway Drive
Opelika, AL 36801
(334)749-5264 ext. 240

D. Accommodation of Mobility Devices

Consistent with Department of Transportation regulations, PEX will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

E. ADA Complaint Procedure

Lee-Russell Public Transit Americans with Disabilities Act Grievance Procedure:

This grievance procedure is established to meet the requirement of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by PEX. Sound Transit's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Transit Director
Lee-Russell Council of Governments
2207 Gateway Drive
Opelika, AL 36801
334-749-5264 ext. 240
TTY users may call the Alabama Relay Center at: 711

Within 15 calendar days after receipt of the complaint, the Transit Director or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Transit Director or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or Braille. The response will explain the position of the Agency and offer options for substantive resolution of the complaint.

If the response by the Transit Director or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Transit Director or his/her designee. Within 15 calendar days after receipt of the appeal, the Transit Director or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Transit Director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Transit Director or his/her designee, appeals to the Transit Director or his/her designee, and responses from these two offices will be retained by the Agency for at least three years.

Formal complaints should be submitted by mail.

PASSENGER CONDUCT POLICY

It is the PEX Transit Policy to provide safe, efficient, and quality transportation. In order to provide the highest quality of service, we must have guidelines that assure all riders of the PEX Fixed Route System are given the opportunity to use the service to its maximum potential. The following policies must be followed on the PEX buses:

1. Correct fares must be paid when entering the vehicle.
2. Be seated promptly.
3. Buckle up, it's the law.
4. No loud or offensive language.
5. No food, drinks, or smoking allowed on the bus.
6. Radios may be listened to through earphones ONLY.
7. Limited talking to the driver. Drivers may discuss route information only.
8. Stay seated while the bus is moving, do not change seats while the bus is moving.
9. **Any passenger whose personal hygiene habits to include but not limited to offensive body odor, uncontrollable body fluids, or other hygiene habits that results in constantly making drivers and other passengers ill or threatens their safety or health will have their transit services suspended immediately. This suspension will continue until we are assured that corrections have been made. This may require certification from family members or social service agencies.**
10. Misconduct by passengers is not allowed. Misconduct is considered to be any act which creates the potential for injury or death to any customer, driver, or the general public.
11. 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.
12. No passenger shall engage in conduct which would typically be classified as sexual harassment or which would create a hostile environment toward transit employees or other passengers. Prohibited conduct shall include the use of vulgar, inappropriate, or sexually offensive language or gestures, as well as unwanted touching, assaults, batteries, advances, or requests for sexual favors.
13. No alcohol is allowed or consumed on the bus. Passenger cannot be intoxicated or reek of alcohol.
14. Proper clothing must be worn on the bus. Shirts and shoes are required.

Any concerns by drivers or passengers should be addressed to the Transit Director at 334-749-5264 ext 240.

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 PEX Transit Policies or jeopardizes the comfort or safety of other customers.

PEX Complaint Procedures

During the normal course of providing service to the community, it is possible that passengers and/or members of the public will desire to lodge complaints about the quality of transit service offered or the manner in which transit service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. All employees are reminded that everyone in the community has the right to express concerns about transit operations. One

should also remember that the mere allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address and resolve customer complaints as quickly as possible but certainly within fifteen (15) business days.

Specifically, a "complaint" is an allegation by a member of the public that there has been a specific violation, misinterpretation, or inappropriate act by a member of Lee-Russell Public Transit. Vague or general charges of "unfairness" that are not substantiated by facts will not be processed through the dispute resolution system. All complaints will be referred to the Transit Director, Lee-Russell Public Transit for investigation and resolution. Complaints specifically alleging inappropriate behavior by management personnel of Lee-Russell Public Transit will be referred to the Chief Executive Officer of the Lee-Russell Public Transit. The following steps are established to provide a framework for handling these issues.

Step One - The complaint is received by Lee-Russell Public Transit. Sufficient information is collected to allow an investigation and the individual is to be thanked for bringing the matter to the attention of the Lee-Russell Public Transit. Upon receiving the complaint, we will neither be defensive nor argumentative.

Step Two - Manager/CEO, Lee-Russell Public Transit will investigate the facts, as presented, develop additional facts, identify (where possible) the employee in question and determine what actually occurred.

Step Three - If the complaint has merit, Manager, Lee-Russell Public Transit will counsel the appropriate employee and take the appropriate progressive disciplinary steps.

Step Four - Where applicable, Manager, Lee-Russell Public Transit will respond to the individual filing the complaint within fifteen (15) business days. Depending on the desires of the individual and the nature of the complaint, this response may be either a telephone call (sufficiently documented) or a written response.

Step Five - For any egregious complaint, Manager, Lee-Russell Public Transit will advise the Chief Executive Officer, Lee-Russell Public Transit. A joint decision may be made to accelerate the disciplinary process or take other extraordinary actions to resolve the complaint.

Step Six - If the member of the public is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to the Public Transportation Section of the Bureau of Multimodal Transportation, ALDOT in Montgomery. We will freely and promptly provide names, telephone numbers and addresses.

Mr. Wiley Brooks
State Local Transportation Engineer
Alabama Department of Transportation
Local Transportation Bureau
1409 Coliseum Blvd, Room C-118
Montgomery, AL 36110
Phone: (334)242-6767
Fax: (334)353-66530
Email: brookswi@dot.state.al.us

Step Seven – Transit Director shall maintain a log of complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken in response to the complaint.

The entire issue of complaint resolution, whether it is one of our employees or a member of the public, is one of courtesy and common sense. We serve the public and they have a right to share their concerns with us. We will

handle all complaints courteously and will not allow ourselves to “argue” about the merits of any complaint. In many instances, individuals merely want “to be heard”. We will give them that opportunity.

Title VI Notice to Public

The Phenix City Express Public Transit hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Phenix City Express Public Transit programs has a right to file a formal complaint with Phenix City Express Public Transit. Any such complaint must be in writing and submitted to the Transit Director within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

**Transit Director
2207 Gateway Drive
Opelika, Alabama 36801
334-749-5264 Ext 240**