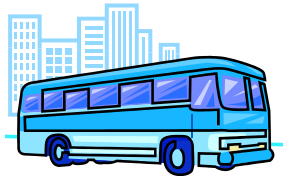


PHENIX CITY EXPRESS (P E X)



FIXED ROUTE PASSENGER GUIDE

June 2010

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 334-749-9092 or 1-877-743-3739. Thank you for riding the PEX Fixed Route Transit System.

SERVICE AREA AND HOURS

Service Area:

The PEX Fixed Route operates within a prescribed area inside the city limits of Phenix City. 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 Birtthday	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	\$ 7.50
Medicare 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.
- 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 tickets (Auburn students and faculty, show your ID). 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 FIVE. If you bring more than four, 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 749-5264 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.

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.

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 the 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, lewd, or sexually offensive language or gestures, as well as unwanted touching, assaults, batteries, advances, or requests for sexual favors.

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.

IMPORTANT CONTACT INFORMATION:

To obtain a schedule, fixed route maps, or a Passenger Guide, call Lee-Russell Council of Governments at 1-877-743-3739. If you have a question, complaint, or compliment concerning the PEX Public Transit system, call Lee-Russell Council of Governments at 1-877-743-3739.

Written correspondence can be sent to the following address:

LEE-RUSSELL COUNCIL OF GOVERNMENTS, 2207 Gateway Drive, Opelika, AL 36801