

**PHENIX CITY EXPRESS
PEX**



**Demand Response Passenger Guide
September 2005**

The PEX Demand Response Passenger Guide will provide helpful information to you regarding the PEX Demand Response Service. We encourage you to take advantage of the Phenix City Express's convenient demand response service. The PEX Demand Response service offers door-to-door service to individuals whose disabilities will not allow them to use the regular transit service.

PEX Demand Response has vehicles that are handicapped accessible and also allow service animals. The PEX Demand Response Service operates inside the city limits of Phenix City. Demand response riders will be taken into Columbus for medical appointments only. If you have questions or need additional information about the PEX Demand Response, you may call 1-877-743-3739 (1-877-Ride Pex). Thank you for riding the PEX Demand Response Service.

SERVICE AREA AND HOURS

Service Area and Hours:

The PEX Demand Response service operates within the City Limits of Phenix City. The service will transport passengers to Columbus for medical appointments only. The system operates Monday through Friday, except on holidays, from 8:00 a.m. to 4:00 p.m.

Holidays When PEX Demand Response Will NOT Be Operating:

New Year's Day	July Fourth	Thanksgiving Day	Friday after Thanksgiving
Memorial Day	Labor Day	Christmas Day	Columbus Day
Veterans' Day	MLK's Birthday	President's Day	

COST OF SERVICE

\$2.00 per passenger for a one-way trip inside the city limits of Phenix City

\$3.00 per passenger for a one-way trip to medical appointments in Columbus

PAYMENT POLICIES

- **YOU MUST PAY EACH TIME YOU ENTER THE BUS. IF YOU DO NOT HAVE CORRECT FARE, YOU WILL NOT BE TAKEN TO YOUR DESTINATION. YOU WILL HAVE TO FIND ALTERNATIVE TRANSPORTATION.**
- **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. You can not prepay or give money for future rides. No credits or refunds will be given.

HOW TO BECOME A DEMAND RESPONSE RIDER

- 1) For PEX call 1-877-743-3739 (1-877-Ride Pex) to obtain a demand response certification form.
- 2) Have your physician complete the certification form. The certification must be complete including the physician's license number and signature. This form will help us determine your specific transportation needs so make sure that the physician certifies your disability and what disability prevents you from using the regular bus.
- 3) Send your completed certification form to : Lee-Russell Council of Governments, 2207 Gateway Drive, Opelika, AL 36801.
- 4) Once we have received your certification form you will be notified regarding your eligibility.
- 5) On an annual basis, you will be required to have your doctor recertify you to use the demand response service. A form will be mailed to your for recertification.
- 6) Remember, if we do not have a completed form in our office, you will not be able to use the demand response service.

HOW TO SCHEDULE A DEMAND RESPONSE TRIP

Once you have been approved to use the demand response service, you may schedule a trip or multiple trips by calling the following number: 1-877-743-3739 (1-877-Ride Pex) between 9 a.m. and 3 p.m. Eastern Time Monday-Friday. A 24-hour advance notice is required to schedule a trip or trips. All trips are scheduled on a first come, first served basis. Please schedule trips as far in advance as possible. Please provide the following information when you call to schedule a trip:

- | | |
|------------------------|--|
| 1) Name | 6) Return time |
| 2) Telephone number | 7) Type of aid used (wheelchair, cane, walker, etc. |
| 3) Pick-up Address | 8) Whether you will traveling with an attendant/guest |
| 4) Destination Address | 9) Whether you will be traveling with a service animal |
| 5) Pick-up Time | |

UNSCHEDULED STOPS

NO UNSCHEDULED STOPS WILL BE MADE!! You must schedule ALL stops that you wish to make. Each time you get off the bus, the usual fare will be charged when you again board the bus.

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 Demand Response System are given the opportunity to use the service to its maximum potential. The following policies must be followed on the PEX buses and, where appropriate, when calling into the transit office:

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 not be tolerated. Suspension of services may occur. If suspended, it 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, 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.
- A passenger determined to have violated Paragraph 11 above shall have his/her privileges to PEX transit services permanently revoked. The Phenix City Express maintains a zero-tolerance policy for sexual harassment.

TRAVEL TIPS FOR RIDING THE PEX DEMAND RESPONSE BUS

- 1) Please remember that the PEX demand response service should not be used as a taxi service. The demand response service will be provided to individuals on a first come first served basis.
- 2) You are required to schedule your appointments **the day before service is required**. However, it is recommended that you schedule your appointment as soon as possible in order to ensure that you receive your needed pick-up and drop-off time. Scheduling is based on availability of open dates and times.
- 3) Passengers are to be ready to board when the bus arrives. **The driver will wait 5 MINUTES for the passenger to board. If the passenger does not board within this time frame, the driver will leave for their next appointment.** If you are consistently late, you will be suspended from riding the bus for ten days. When a passenger does not board on time, it makes the other passengers late to their scheduled appointments.
- 4) Allow at least a 15-minute window on either side of your scheduled pick-up to account for unforeseen schedule problems such as cancellations from other passengers or inclement weather. Be ready to leave your house fifteen minutes prior to scheduled pickup.
- 5) Demand Response passenger can have one 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 have to be approved by LRCOG prior to scheduling a trip. **Drivers are not allowed to assist passengers in and out of their homes to ride the bus.**
- 6) Passengers are also allowed to have 1 dependent child to ride with them to their designated stop and if room permits additional dependent children can ride with the passenger. The child or children must pay the same fare as the rider and must be picked up with certified passenger. The dependent child/children cannot be picked up at an alternate location.
- 7) Carry-on packages are welcome. However, you need to limit the number of packages to **no more than 5**. Packages must be stowed on floor in front of your seat, in your lap, or on your seat. No packages may sit in the aisles, in front of bus near driver, or in another unoccupied seat. Vehicles are not equipped for storage.
- 8) 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 1-877-743-3739 (1-877-Ride Pex) if you have a question about an item you wish to carry onto the public transit vehicle.
- 9) **CANCELLATION/NO-SHOW POLICY:** You are required to notify PEX two hours prior to your scheduled trip if you are unable to make that trip. If you do not call to cancel appointments and you are a no-show **THREE (3)** times within a six month period, then you may risk further action, up to and including a **TEN (10)** day suspension from the demand response service.
- 10) The scheduled times and days of demand response are subject to change.

IMPORTANT CONTACT INFORMATION:

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 (1-877-Ride Pex). Written correspondence can be sent to the following address: LEE-RUSSELL COUNCIL OF GOVERNMENTS, 2207 Gateway Drive, OPELIKA, AL 36801, lrcog@adss.state.al.us.