

# Frequently Asked Questions:

## What is on demand transit?

On demand transit operates in specific service zones by providing door to door transit service and also by connecting passengers to LeeTran fixed bus routes for continued journeys within Lee County.

## How do I book a ride?

Users can request rides through the ULTRA on demand transit app, or by calling into to LeeTran at 239-533-8726 option 7. Once you have booked your ride, you will receive an estimated pick-up time and real time updates of your trip request. Your driver will be on their way to pick you up from the closest curb point. Make sure you are ready for your pickup or you could be marked as a no show and charged as such.

## How do pickup requests work?

Branded ULTRA on demand transit vehicles pick up passengers from their desired location, employing real-time scheduling to optimize convenience, reduce wait times, and serve to individual travel needs within defined geographic areas.

## What are the ULTRA Hours of operation?

7:00 a.m. to 6:00 p.m. Monday through Sunday.

## What is the latest I can make a trip request?

The latest trip request is 5:30pm. Service for ULTRA ends at 6:00 pm.

## Where can I ride with ULTRA service?

Our ULTRA service zone maps clarify the areas of available service where you can schedule curb-to-curb service at your convenience through the ULTRA app.

## How is ULTRA service different from the standard LeeTran fixed-route service?

ULTRA is an on-demand transit service that allows riders to arrange pickups within the designated service zone. This service differs from traditional fixed-route service as riders no longer need to travel to a specific bus stop along a defined bus route at a particular time in order to catch a ride with public transit. ULTRA service allows riders to request a ride at their convenience and track vehicles in their area through the ULTRA app.

## How do I know when a driver will be picking me up?

You will be able to track the vehicle using the Ultra app. If you allow notifications through the ULTRA app you will also receive updates as the driver nears your location.

## Can I change my pick-up location after I have made my request?

You cannot change your existing ride. However, you can cancel your ride and book a new ride that suits your pick-up location or destination. If the driver has already confirmed your pickup, you could incur the cost of the fare.

## How do I pay?

There are a variety of ways to pay for your ULTRA ride! You can pay via the ULTRA app using the app's checkout features. You may also pay by phone while making a request through our customer service center at 239-533-8726 Option 7. You may also pay with cash after making your trip request by phone.

## How many carryon possessions can I bring with me on my ULTRA ride?

Due to limited space available on our vehicles, each rider can carry up to two reasonably sized bags on their ride.

## Is there a discount trip cost for students and seniors?

All ULTRA rides are a standard fare. There are no discounts for this service at this time.

## Do children need to be in a car seat when riding?

Children under the age of 5 are required to ride in a child seat provided by an accompanying adult. Parents are responsible for the safety of accompanying children and are asked to ensure seat belts are securely fastened while riding on an ULTRA bus.

## Do children need to pay to ride?

Children 6 and under ride free on ULTRA with the accompanying purchase of an adult fare. Each additional child must have an accompanying adult fare to receive a free fare. You must request children rides through customer service in order to receive free fares for them. The ULTRA app will not wave children's fares at this time. Per the ULTRA guidelines, to have an ULTRA account and be able to request rides, a rider has to be at least 18 years of age. Anyone under that age must be accompanied by an adult 18 years of age or older on all rides.

## What if my scheduled pickup is in a gated community?

All pickups will be made outside of gated communities, where public and private roads intersect, or at the clubhouse if it is within a reasonable distance to the entrance of the community. ULTRA will not be granted gate access.

Join the thousands of people who are already using the ULTRA On Demand Transit Services in Lehigh Acres and Bonita Springs areas.



# ULTRA

## On Demand Transit

A Service provided by LeeTran



## Comments or questions?

Call **239-533-8726** Option **7** or go to [Leegov.com/leetran/ultra](http://Leegov.com/leetran/ultra)



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[Leegov.com/leetran/ultra](http://Leegov.com/leetran/ultra)




# LeeTran's ULTRA On-Demand Transit service is a deluxe mini-bus that can take you anywhere within the designated service areas.

Available seven days a week from 7:00 am to 6:00 pm, LeeTran's curb to curb ULTRA on-demand service allows riders to request a ride as needed!

This service is available to anyone and on a first-come, first-served basis within the designated service zones. With the ULTRA on demand transit app, riders can schedule and track rides in real-time!

## How do I download the ULTRA app?

Downloading the app is simple! The app is available on both the Apple and Android app store platforms. Simply go to the app store and type into the search bar ULTRA on demand transit and look for this icon  in the dropdown list.

Once you find it, click on "Get" or "install" and follow any necessary verification steps to proceed with the download.

