

3 Ways to Pay



► Uber App



► Call In Card
Over The
Phone



► Cash

Comments or questions?

Call 239-533-8726 or go to Leegov.com/leetrans/ultra



**We have exciting
news for Lee County
transit users in the
Bonita area!**

ULTRA
On Demand Transit

A service provided by LeeTran



With LeeTran's ULTRA On-Demand Transit service, a deluxe mini-bus will take you anywhere within the service area. Available seven days a week from 7:00 am to 6:00 pm, LeeTran's new curb to curb ULTRA on-demand service allows riders to request a ride as needed! No more planning rides days or weeks in advance and no more waiting at busy bus stops in the Bonita service area. This new service is available to anyone and on a first-come, first-served basis. This service will utilize UBER's scheduling and tracking platform so you can see where your vehicle is in real-time!

Frequently Asked Questions:



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 map clarifies the area of available service where you can schedule curb-to-curb service at your convenience through the Ultra service.

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.

How do I know when a driver will be picking me up? You will be able to track the vehicle using the Uber app. If you allow notifications through the Uber 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 pick up, you could incur a \$2.00 cancellation fee.

How much does it cost to ride? Ultra fares are \$1.50 each way.

How do I pay? There are a variety of ways to pay for your ULTRA ride! You can pay via the Uber 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? Each rider can carry up to two bags on to the bus.

Is the Ultra service intended to replace LeeTran fixed route or Passport service? Ultra will not

replace Passport services as those services will still be available to those who qualify. Ultra is designed to support LeeTran's fixed route services by connecting Lehigh Acres area riders to the 515 route as well as the route 110.

How will I recognize my Ultra ride? The Ultra vehicles are recognizable with distinctive graphics and branding. The Uber app also allows you to track the location of the vehicle assigned to pick you up.

Is there a discount trip cost for students and seniors? All ULTRA rides are a standard \$1.50. There are no discounts for this service at this time.

How do I request a ride? The quickest and easiest way to request a ride is through the Uber app. You can also contact customer support at 239-533-8726 option 7 if you are unable to access the app.

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 Uber app will not wave children's fares at this time. Per the Uber guidelines, to have an Uber 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 I don't have a smartphone?

You can request a pickup through our call center at 239-533-8726 Option 7

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.

Comments, concerns, questions?

Call 239-533-8726 Option 7 or go to Leegov.com/leetran/ultra