



6 Ways to Pay



Cash



Tropicard



Limited Use Passes



Uber App



LeeFare App



Call In Card Over The Phone



Comments or questions?
 Call 239-533-8726 or go to www.RideLeeTran.com

LT220710143

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 schedule 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 reservation?

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. Your fare also includes free transfers to the route 600 and the route 410 if you pay using your Tropicard or the LeeFare app.

How do I pay? There are 6 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 reservation through our customer service center at 239-533-8726 Option 7. Onboard, you can pay by cash or you can utilize LeeTran's farebox features which include Tropicard, limited use passes and LeeFare app payment options.

Can I bring my bike on the bus? The ULTRA buses have bike racks on the front of the buses to carry up to two bikes at any given moment. Bikes cannot be carried on to the bus.

How many carryon possessions can I bring with me on my ULTRA ride? Each rider can carry up to four bags on to the bus.

What if I don't have a smartphone? You can schedule a pickup through our call center at 239-533-8726 Option 7

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 Bonita area riders to the 600 LinC route as well as the route 410.

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.

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.

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 schedule 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.

How do I book a ride outside customer service hours? For call-in ride requests, ULTRA customer service hours are Monday-Friday, 8:00am- 5:00pm. Outside of the customer service hours, you can book a trip through the Uber app.

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 www.RideLeeTran.com