



WHEELS RIDER GUIDE QUICK PAGE

Wheels paratransit is a door-to-door public transportation that is complementary to Lextran's fixed-route service for people with disabilities in Lexington-Fayette County. All Wheels passengers must qualify for the service via an application through BLOKINETIX that is completed by the individual and a licensed medical professional. This application can be found at www.biokinetix.com/lextran. Wheels is operated by RATP Dev and funded by Lextran. For more information please contact:

Reservations, Subscriptions, Questions

(859) 233-3433

Complaints, Feedback, Commendations

(859) 244-2030

Via email at: compliance@lextran.com

Customer fares are assessed on a one-way trip basis. Fares must be paid in cash or through pre-paid Wheels passes.

- \$1.60 for complementary trips (within $\frac{3}{4}$ mile from a Lextran fixed-route)
- \$2.00 for premium trips (outside $\frac{3}{4}$ mile from a Lextran fixed-route)

Wheels trips are scheduled from 14 days in advance up to 4:45 p.m. the day before the requested trip. Please have all personal and travel information ready when calling to request a reservation.

Trips may be negotiated one (1) hour before or after your requested time, within reason. Please remember that you'll be sharing your trip with others, and flexibility is required when using Wheels services.

Trips should be cancelled as soon as possible. Cancellations are accepted up to two hours before your scheduled pick-up window begins. Cancellations that occur with less than two hours' notice will be treated as a no-show.

The complete Wheels Rider Guide is available upon request and online at www.lextran.com/wheels.