

LOCAL Transit receives funds from Sections 5310 and 5311 of the Safe, Accountable, Flexible and Efficient Transportation Equity Act-A Legacy for Users (SAFETEA -LU) through The Kentucky Transportation Cabinet.

# LOCAL Transit

## ***HANDBOOK FOR RIDERS***

LOCAL Transit takes you to the grocery store, pharmacy and other places you want to go!



**HDB**  
*Service Group, Inc.*

### **LOCAL Transit**

1025 Sanibel Way, Suite E  
LaGrange, KY 40031

502 222 6400 (phone)  
502 222 6414 (fax)

[www.hdbservicegroup.com](http://www.hdbservicegroup.com)

**Operated by The HDB Service Group, Inc.**  
**1025 Sanibel Way, Suite E**  
**LaGrange, KY 40031**  
**(502) 222-6400**

**[www.hdbservicegroup.com](http://www.hdbservicegroup.com)**

**Enriching Lives. Dedicated to Service**

**General Information**

LOCAL Transit is fixed route transportation with stops throughout LaGrange and Buckner, KY. Stops are specified on written schedules available in print or online at [www.hdbservicegroup.com](http://www.hdbservicegroup.com)

Fixed route means the bus follows a circular route that stops at the same place at the same time each hour.

LOCAL Transit operates busses with lifts to make them accessible for people who use wheelchairs.

There are no kneeling nor ramp equipped busses in the fleet.



Rides cost \$1.00 each. People 65 and over pay 50¢ and children under 3 ride free with a parent.

If you can't find the answer to your question in this handbook, just call (502) 222-6400 for more help.

HDB Service Group, Inc. and LOCAL Transit do not discriminate on the grounds of race, color, creed, genetic information, sexual orientation, national origin, gender, age or disability. The entities ensure equal access to services & post information on the busses in English and Spanish.

*Remember, don't litter!  
If you don't want this booklet, pass it on.  
Don't throw it on the ground!!*

**PERSONAL NOTES**

**Can I ride in my power chair?**

Power chairs are welcome on LOCAL provided the combined weight of the rider and the power chair can be verified. Power chair users should call (502) 222-6400 prior to riding the bus for the first time.

**Can I get on the bus between stops?**

Yes, as long as you are on the bus route. Do not stand in the roadway, but stand so the driver can see you, flag down the bus and get on. It helps if you call (502) 222-6400 prior to the first time you want to get on the bus so we can alert the driver.

**How do I complain?**

Riders have the right to make complaints regarding LOCAL Transit operations. Each complaint must be made in writing, signed, dated and sent to The HDB Service Group, Inc. offices before the complaint process begins.

**Notes:**

- Riders are expected to be respectful and follow bus rules.
- LOCAL reserves the right to suspend service to riders whose personal hygiene may endanger the health of others.
- Service animals are welcome on LOCAL.
- Grocery or shopping bags are limited to the number riders can safely hold on the seat with them.

**More questions? Call (502) 222-6400**

**Passenger Rules & Regulations**

*Our riders are important to us. We will do everything possible to ensure every person is treated with courtesy and respect. We pledge to operate a safe, efficient and on-time transit system.*

**Who can ride?**

Anyone can ride LOCAL. Priority is given to the elderly and disabled, but the general public is welcome to board the bus.

**Where can I go?**

You can use LOCAL's 2 routes to access grocery stores, pharmacies, government services, banks and many other places. The RED route has 19 stops in LaGrange *only*. The GREEN route connects LaGrange and Buckner.

**When can I ride?**

Monday—Friday 6 a.m.- 5:30 p.m.

**When is the LOCAL Bus closed?**

Saturday & Sunday  
10 Holidays per year

**When LOCAL's office open?**

Monday—Thursday 8a.m.- 4 p.m.  
Friday—Closed

**What is the cost?**

Adults \$1.00  
 People 65 & over 50¢  
 Children under 3 ride free with a parent  
 Fares must be paid in cash. Drivers do not give change.

**What is a deviation?**

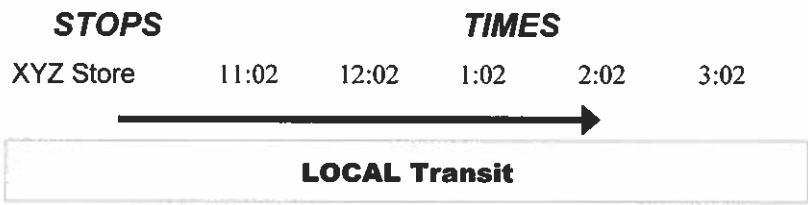
Deviations are temporary route changes for elderly or disabled people who are unable to go to a bus stop. Deviation pick-ups must be within 3/4 of a mile from a regular stop.

**How do I schedule a deviation?**

Call (502) 222-6400 at least 24 hours in advance of the desired deviation. LOCAL reserves the right to limit the number of daily deviations.  
*Please do not schedule a deviation on Friday.*

**How do I read the schedule?**

Find the stops on the left side. Run your finger across to the right and read the time the bus stops there. The bus will be at the stop at the same time every hour.



**What happens in bad weather?**



Drivers are trained how to react to inclement weather. Daily and hourly safety assessments are made when icy or slick conditions occur. Rider safety is LOCAL's primary consideration when making decisions regarding bus operations.

**How long is the bus route?**

Each route is an hour long. Every half hour there will be a Red Route bus or Green Route bus at Wal-Mart, Kroger, Save-A-Lot, Baptist Hospital Northeast, Oakview Apts, Shepherd of the Valley, Cedar Court Apts.

**How do I get to work?**

Employment transportation is provided from Monday—Friday. 6 - 8 a.m. and 4:45 - 5:30 p.m. or use the bus anytime during regular hours.

**What is the driver's job?**

Drivers are responsible for the safe operation of the bus. They must also provide courteous, on-time and efficient service. Drivers do not load or unload parcels of any kind, but may assist riders in order to ensure safe entry and exit.