

### Bad Weather Policy

If bad weather arises please call the weather line listed below for information related to transportation closings. ETHRA also updates the media outlets and information may also be available on television or radio.

### Weather Line: 1-877-821-6232

#### Pick-Up

Passengers should be ready for pick up at least one (1) hour plus drive time before scheduled appointment time.

#### Return Pick-up

ETHRA Public Transit has a window of pick-up: vehicles will not be considered late until one (1) hour, plus driving time, after scheduled time for pick-up. Every effort will be made to notify the passenger if the driver is running beyond this time window of pick-up time.

#### No show and Cancellations

In order to insure timeliness of service, drivers will wait up to five (5) minutes at a pick-up location, After (5) minutes, the customer will be considered a no-show. Cancellations should be made at least two (2) hours before the scheduled pick-up time. If a trip is not cancelled it will be considered a no-show and the Customer will be responsible to pay for the trip.

#### Fare Structure

In county trips: \$3.00 per trip. \$6.00 per roundtrip. An additional \$3.00 is charged per county line crossed. Additional stops are \$1.00. Children under (6) ride for half-fare. Escorts or attendants ride without charge. These fares do not apply to customers that qualify for contract with

#### Non-Discrimination

ETHRA Public Transit is committed to maintaining an environment free of discrimination. No persons in the United States shall, on the grounds of race, color, age, sex, disability, national origin, gender identify or sexual orientation be excluded from participation in, be denied the benefit of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation.



**Thank you** for choosing ETHRA Public Transit. If you need a ride, please call! We look forward to helping you get where you need to go! ETHRA Public Transit's goal is to provide affordable, safe, dependable public transportation. In order to meet this goal we ask that all passengers become familiar with the information in this booklet. If you have questions, or need additional assistance, please call us at 1-800-232-1565. This project is funded under an agreement with the Department of Transportation.

*Customers reserve the right to submit any complaints regarding ETHRA Transit services.*

*Please call Customer Service at 1-800-232-1565.*

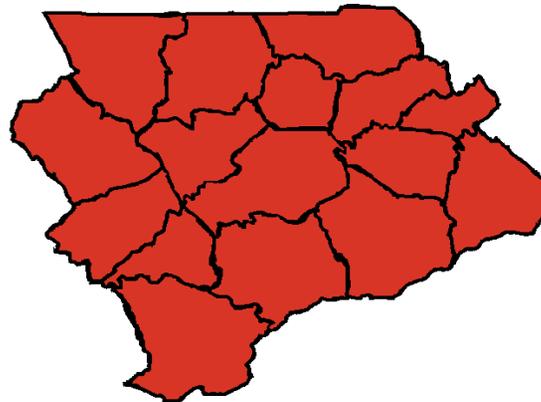
*TTY: 1-800-848-0298*

*ETHRA welcomes questions, comments and suggestions.*

*Alternate formats of this publication are available upon request.*

[www.ethrapublictransit.org](http://www.ethrapublictransit.org)

[www.ethra.org](http://www.ethra.org)



9111 Cross Park Drive  
Knoxville, TN 37923  
1-800-232-1565

## **EAST TENNESSEE HUMAN RESOURCE AGENCY**

**1-800-232-1565**

**PUBLIC TRANSIT**



### **CUSTOMER HANDBOOK**



## DRIVER RESPONSIBILITIES

- Drivers are required to assist passengers with packages (a limit of three (3) per customer to be secured in the back of the vehicle).
- Drivers operate on a no-gift acceptance policy. They are not to be tipped or given any gift for their job.
- Drivers are required to assist upon boarding and leaving the vehicle, and assist in loading and unloading packages.
- Drivers are not allowed, under any circumstance, to enter a passenger's home.
- Drivers are not allowed to sign any passenger from any type of medical facility or school.
- Drivers are not allowed to sign for any medication.
- Drivers cannot assist in administering medicine, using the restroom, getting dressed or helping a passenger get inside the house.



## PASSENGER RESPONSIBILITIES

- Passengers must wear seat belts while in transit aboard vehicle.
- There is no smoking, no chewing tobacco and no eating while inside the vehicle.
- Passengers will maintain orderly conduct while inside the vehicle. No loud, violent or abusive conduct (physical or verbal) will be permitted.
- Rude, vulgar or unwelcome comments to the driver or other passengers will not be permitted.
- Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted to ride.
- ETHRA is not responsible for lost or stolen items.
- Passengers are responsible for their own belongings.
- Passengers should have the ability to manage themselves during their transit.
- Passengers must request all stops at the time of reserving their trips.
- Passengers must pay fares to the driver upon boarding the vehicle.
- Passengers should be neat and clean, so not to offend others. Passengers are allowed one escort or attendant, without charge, if they are less than 18 years of age or need physical assistants in performing common tasks.
- Packages should be limited to three (3) per passenger and should be secured in the back of the vehicle.



## PASSENGER RESPONSIBILITIES

- Passengers transported in a wheelchair must be properly secured.
- Animals are not allowed on the vehicle, except service animals for the disabled, as defined under ADA guidelines.
- Portable oxygen tanks must be secured while in transport.
- Passengers under five (5) must be transported in a child restraint seat.
- Passengers should not tip or give a gift to drivers for doing their job.
- Persons or caregivers of persons who may experience difficulty complying with any of these policies due to a disability are encouraged to speak with the ETHRA Reasonable Modification contact at 1-800-232-1565 prior to their trip with ETHRA Transit as actions may be taken to better accommodate the passenger.

**Any questions about the policies listed please contact us at: 1-800-232-1565.**

*ETHRA PUBLIC TRANSIT reserves the right to refuse to transport any passenger that fails to adhere to the above policies.*

### Passenger Assistance

ETHRA Public Transit is responsible for providing door-to-door service. All drivers are required to assist each passenger in and out of the vehicle. Disabled passengers, passengers transported in a wheelchair, or passengers that need assistance in performing common tasks are allowed to have an escort or attendant to assist them. This escort or attendant can ride without charge.

*Passengers who would like to request a reasonable accommodation may contact Customer Service.*

*Customer Service Coordinator at 865-691-2551 or [gmcaldpin@ethra.org](mailto:gmcaldpin@ethra.org).*

