

Fares

ADULTS

One way \$2.00

CHILDREN (UNDER 6)

One Way \$1.00

ESCORT/PERSONAL CARE ATTENDANT

One (1) escort reides free

WEATHER LINE:1-877-821-6232

If bad weather arises please call the weather line listed above for information related to transportation closings/ delays.

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 canceled it will be considered a no-show and the Customer will be monitored for future no shows. ETHRA will cancel any other same day trips if a no show is recorded.

A No-Show will be added to a passenger's record when the following situation(s) occur:

- A passenger is not at the pick-up point within five minutes after the vehicle arrives within the scheduled pick-up window
- A passenger cancels a ride less than two hours before the scheduled pick-up time
- A passenger chooses not to ride after the vehicle arrives within the scheduled pick-up window



Holidays

Oak Ridge Transit observes New Years Day, July 4th, Thanksgiving Day, and Christmas Day.

Thank you for choosing Oak Ridge Transit. If you need a ride, please call! We look forward to helping you get where you need to go! Oak Ridge 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 865-482-2785. This project is funded under an agreement with the Department of Transportation.

Customers reserve the right to submit any complaints regarding Oak Ridge Transit services.

Please call Customer Service at 865-482-2785.

TTY:1-800-848-0298

Oak Ridge Transit welcomes questions, comments and suggestions.

Alternate formats of this publication available upon request

oakridgetransit.org

9111 Cross Park Drive

Knoxville, TN 37923

865-482-2785

475 Oak Ridge Turnpike

Oak Ridge TN



CUSTOMER HANDBOOK



General Guidelines

- DRIVERS** – Assist clients in boarding and leaving the bus and providing door to door assistance.
- CARRY ON ITEMS** – Drivers are required to assist passengers with packages (please no more than 3 bags. If space is available these items may be brought on board if the passenger can load without assistance and remain in control of the items.)
- MEDICATIONS AND SIGNATURES** – Drivers are not allowed to sign for any medications, administer medications, sign client paperwork.
- RESTROOMS** – Drivers cannot help clients in using the restroom or getting dressed.
- BEDBUGS** – Clients who are confirmed with bedbugs cannot ride until a receipt is presented to ETHRA stating the infestation no longer exists.
- ANIMALS** – Animals are not allowed on vehicle, except service animals as defined under ADA guidelines.
- CHILDREN** – Clients under twelve (12) should follow TN State Law concerning on Child Restraints.
- FARES** – Passengers must pay fares to the driver upon boarding the vehicle. Passengers must request all stops at the time of reserving their trips.
- TIPS AND GIFTS** – Drivers operate on a no gift acceptance policy. They cannot receive any tips or gifts.
- SEATBELT** – Clients must wear seatbelt while in transit.
- CLIENT'S HOME** – Under no circumstance a driver is allowed to enter a clients home.
- ESCORTS** – Any client that needs assistance in performing common tasks are allowed to have an escort or attendant to assist them during transportation free of charge.
- SMOKING, TOBACCO** – No smoking is permitted on board. The definition of smoking includes cigarettes, electronic cigarettes and marijuana. No chewing Tobacco is allowed while riding with ETHRA.
- ALCOHOL OR ILLEGAL SUBSTANCES** – No open alcoholic beverages or illegal substances may be brought on board any ETHRA vehicle.

•**FOUL LANGUAGE, DISRUPTIVE BEHAVIOR** – Foul language and disruptive behavior will not be tolerated. You will be asked to disembark or be denied boarding for inappropriate behavior. We will also not tolerate any abusive behavior towards one of our employees.

Service

Oak Ridge 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 modification may contact Customer Service. Customer Service Coordinator 865-482-2785.

Reservations

Reservations with Oak Ridge Transit can be made 24 (twenty four) hours in advance by call out call center. Monday through Friday from 8am-6:30 pm at 865-482-2785. Standing reservations may be made for routine appointments. Transportation hours are from 8am-4:30pm.

Pick Up

Passengers should be ready for pick up at least thirty(30) minutes before scheduled appointment time.

Return Pick Up

Oak Ridge Transit has a window of pick-up: vehicles will not be considered late until thirty(30) minutes, after scheduled time for pick-up. Every effort will be made to notify the passenger if the driver is running beyond this time window for pickup.

Non-Discrimination

Oak Ridge 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.

Mobile App

Riding with us just got even easier. Download our mobile app on the Google Play store or on Apple iTunes. Search for ETHRA Transit, download, setup and log in. You will need to call our call center at 1-800-232-1565 they will send you your self service account information via email. Once you are logged in you will be able to book a new ride or cancel an existing ride. You will need all the information ready for that ride location, number of riders and pick up and drop off times. Once the ride is confirmed through the app you will quickly get and estimated pick up time and a notification shortly before the day of your pick up with the bus is on the way. You can also view upcoming and past trips in your portal. This will include information about pick up and drop off times as well as locations for pick up and drop off. To use the mobile app trips must be prepaid with a credit or debit card.

Advance Notification of Trip Arrival

Client will have the option to receive a call the night prior to their appointment to confirm or cancel their ride for the following day. This call will also give estimated time windows for pickup. The day of the clients ride they also have the option to receive a text alert letting them know that the driver is on their way for pickup.

