

Service Hours

Monday through Saturday 7:00 am till 6:00 pm.

Holidays

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

Fares

RIDE FARE FREE!*

*Subject to change, if fares are reinstated.

Weather Line: 1-877-821-6232

To find out if we are operating during inclement or bad weather, please call the weather line above.

No show and Cancellations

To keep service running on time:

-Drivers will wait up to 5 minutes at your pick-up location. If you're not there, it counts as a **no-show**.

-Cancel at least 2 hours before your scheduled pick-up to avoid a no-show.

-If you no-show, any other trips scheduled for that day will be canceled.

A no-show happens when:

- You're not at the pick-up spot within 5 minutes of the vehicle arriving.
- You cancel less than 2 hours before your ride.
- You decide not to ride after the vehicle arrives.

Repeated no-shows may affect your ability to schedule future rides.



Thank you for riding with Oak Ridge Transit! Need a ride?
Call us at 865-482-2785.

Our goal is to provide safe and reliable public transportation. Please review this guide to help us serve you better. If you have questions, or need additional assistance, please call us at 865-482-2785.

QUESTIONS OR FEEDBACK?

Call Customer Service at 865-482-2785.

Riders may also contact the city of Oak Ridge at 865-425-3550,
ORTransit@oakridgetn.gov or submit feedback via our website on the
"Contact Us" page.

TTY: 1-800-848-0298

Alternate formats of this publication available upon request.

oakridgetransit.org

Locations:

9111 Cross Park Dr
Knoxville, TN 37923
865-482-2785
475 Oak Ridge Tpke
Oak Ridge TN

This project is funded under an agreement with the Department of
Transportation.



Rider Guide



General Guidelines

Driver Assistance

-Drivers will help passengers get on and off the vehicle and provide curb to curb assistance.

-Drivers cannot enter your home, help with dressing, or assist in using the restroom.

Carry-On Items

-Passengers may bring up to 4 bags (the size of standard plastic grocery bags).

-If space allows, additional items may be brought on board only if the rider can carry and manage them without help.

Medications & Paperwork

-Drivers cannot sign for or administer medications or complete any client paperwork.

Animals

-Only service animals (as defined by ADA guidelines) are allowed on board.

Seatbelts & Child Restraints

-All passengers must wear a seatbelt while riding.

-Children under 12 years old must follow Tennessee child restraint laws.

Fares & Trip Requests

-Currently there is no charge to ride, but if fares are brought back, payment will be required at boarding.

-All stops must be requested when scheduling your trip.

Tips & Gifts

-Drivers cannot accept tips or gifts.

Escorts & Attendants

Riders who need help with daily tasks may bring an escort or attendant at no extra cost.

Health & Safety

-Riders with a confirmed bedbug infestation must show proof of treatment before riding.

-No smoking or tobacco use is allowed on board, including e-cigarettes and marijuana.

-No alcohol or illegal substances are allowed on the

Behavior Expectations

-No foul language or disruptive behavior is allowed on board.

-Riders who act inappropriately may be denied boarding or asked to leave the vehicle.

-Abuse of any kind toward drivers or staff will not be tolerated.

Service & Assistance

Oak Ridge Transit provides curb-to-curb service. Drivers will assist those riders who need assistance when getting on and off the vehicle. Riders needing extra assistance need to request at time of booking.

Passengers who use a wheelchair, have a disability, or need help with daily tasks may bring an escort or attendant to assist them—at no extra cost.

If you need a reasonable modification to your service, please contact our Customer Service Coordinator at 865-482-2785.

Reservations

To schedule a ride with Oak Ridge Transit:

-Call 865-482-2785

-Monday–Friday, 8:00 AM to 6:30 PM

-Reservations must be made at least 24 hours in advance.

-You may also request standing reservations for routine appointments.

Pick Up & Return

Riders will be given an estimated drop-off and pick-up time upon scheduling. A trip will be considered early or late if that rider is not picked up within a 10-minute window before or after the given time.

Trip Notifications

Riders have the option to get a call the night before your ride to confirm or cancel their ride. The call will also provide your estimated pick-up window. On the day of your ride, you can also receive a text alert when your driver is on the way.

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

Booking your ride just got easier! Search 'ETHRA Transit' and download the app from the Google Play Store or Apple App Store.

To get started:

1. Download and install the app.
2. Call 1-800-232-1565 to receive your login details by email.
3. Log in to book or cancel rides, view upcoming trips, and check past ride details.

What you'll need to book a ride:

- Pick-up and drop-off locations
- Number of riders
- Preferred times

Once confirmed, you'll receive:

- An estimated pick-up time
- A notification when your driver is on the way

