

FARES

ADULTS

- One way/Same County \$3.00
- Multiple counties \$3.00 ea county
- Extra 15-minute stop \$1.00

CHILDREN (UNDER 6)

Ride for half fare

ESCORT/PERSONAL CARE ATTENDANT

One (1) escort rides 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.



Anderson, Blount, Cocke, Claiborne, Campbell, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Sevier, Roane, Scott, and Union.

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 wish to schedule a trip, 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 complaint regarding ETHRA Transit services.

Please call Customer Service at 1-800-232-1565.
TTY:865-681-1990

ETHRA welcomes questions, comments and suggestions.
Alternate formats of this publication are available upon request.

ETHRAPUBLICTRANSIT.ORG
ETHRA.ORG

9111 CROSS PARK DR D100
KNOXVILLE TN 37923

This project is funded under an agreement with the Tennessee Department of Transportation and the Federal Transit Authority.



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.
- CLIENT'S HOME** – Under any circumstance a driver is never 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 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.
- HYGIENE** – Clients should be neat and clean so not to offend others
- 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.

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.

REASONABLE MODIFICATION

ETHRA Public Transportation will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Drivers can make some reasonable modifications. Contact the ETHRA for reasonable modification of your trip, if required.

1-800-232-1565

or Online

@ <https://ethrapublictransit.org/ada>

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act prohibits discrimination against qualified individuals with disabilities from participation in services, programs, or activities of a public agency—including transportation programs.

RESERVATIONS

Call ETHRA at 1-800-235-1656, or (TTY @ 865-681-1990), at least two business day before the day you wish to travel. If you want to travel on a Monday, you need to make a reservation the Thursday before. You can make reservations up to 14 days in advance. Call ETHRA for more information about placing reservations.

You may travel anywhere within ETHRA service area. Trips will be scheduled Monday through Friday. Some trip times and destinations may be available solely on a very limited basis. You may need to be flexible in terms of when and where you travel. If a trip is not available when you want it, ask what times are available. Availability of trips depends on the number of ETHRA vehicles in an area and on other trips that are scheduled.

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.

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

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.

