

NET TRANS

## About Us:



Northeast Tennessee Regional Public Transit, commonly known as NET Trans, is a rideshare service that offers door-to-door, demand-response transportation with flexible schedules designed to meet your needs.

NET Trans regional transportation service provides you with a link to any location. We are the link for the region with public transit.

FTHRA Title VI/ADA Coordinator:  
**423-565-9014**

TDOT Title VI Program Director:  
**1-888-370-3647**

Federal Transit Administration Office of Civil Rights:  
**1-888-446-4511**



## Our Policy:

NET Trans operates as a Not-for-Profit and is part of the First Tennessee Human Resource Agency. This project is funded under a grant contract with the State of Tennessee, Department of Transportation and operates in cooperation with the Federal Transit Administration. Pursuant to the Title VI Policy, ADA, and FTHRA's policy of non-discrimination. NET Trans does not discriminate on the basis of race, color, national origin, and/or disability. Any person who believes there has been discrimination may contact the FTHRA Title VI/ADA Coordinator, the TDOT Title VI Program Director, or the Federal Transit Administration Office of Civil Rights.

This project is funded under a grant contract with the State of Tennessee, Department of Transportation.

## NET Trans:

### SERVICE HOURS

Monday through Friday  
5:00 a.m. to 6:00 p.m.  
Limited Service on Saturday

### CALL CENTER HOURS

Monday through Friday  
7:00 a.m. to 6:00 p.m.

### CUSTOMER SERVICE

423-461-8233  
1-800-528-7776  
TTY (Relay) Dial 711

### WEBSITE

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

### AUXILIARY AIDS & SERVICES (ADA)

Material available in alternate formats. A reasonable modification is available.

*\*DISCLAIMER: NET Trans is not responsible for any damage to or loss of personal belongings during transport or left behind. We advise that riders only bring aboard items that can be contained to their seating area to prevent any issues.*



## First Tennessee Human Resource Agency

704 Rolling Hills Drive  
Johnson City, TN 37604  
Phone: 423-461-8200  
Email: [fthra@fthra.org](mailto:fthra@fthra.org)  
Website: [www.fthra.org](http://www.fthra.org)



First Tennessee Human Resource Agency (FTHRA)



# Northeast TN Regional Public Transit

*Anyone can ride, let us take you!*



Serving TN Counties:  
Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington.

## Who can ride?

Anyone can ride! NET Trans is your link for regional public transportation. Service includes door-to-door non-emergency transportation for anyone requesting a ride in our service area. Our fleet is equipped with wheelchair lifts able to serve our customers with disabilities.

## Areas served:

NET Trans is a regional public transit system that provides transportation to citizens in an eight-county area: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington. We also provide service to urbanized areas outside city limits for Bristol, Kingsport, and Johnson City.



## Safety:

Before being offered a position with NET Trans, prospective drivers must complete a functional abilities test, pre-employment drug screen, National Criminal Background check, and a DOT physical. Once hired, the drivers are subject to random drug testing. Each driver goes through a week of intensive training, preceded by on-the-road training with a Certified Safety Driver. Some topics covered include customer service and passenger sensitivity; passenger, vehicle, and driver safety; defensive driving, and proper wheelchair securement.

## How can I ride?

Public rides are scheduled on a first-come, first-served basis. You may schedule a ride by using our mobile app or by calling our Call Center. You may download the app on the Google Play Store or Apple App Store by searching "NET Trans." All trips outside of our service area must be scheduled by calling the Call Center. Fares may be paid by cash, check, or customer balance.

### **Please remember these policies regarding customer balances:**

- If you wish to pay by balance, funds must already have been added prior to boarding the van as drivers are not able to take payments for balance transactions
- Funds may be added to your balance in any dollar amount and there is no minimum purchase required
- Balance funds never expire but are non-refundable and non-transferable
- You may add funds to your balance on Monday through Friday from 7:00 am to 6:00 pm, excluding holidays
- Payment may be made via PayPal, debit, or credit card by contacting our Call Center

## Download the NET Trans app today!

Available on the Apple App Store and the Google Play Store.

## Need a ride?

Let us take you where you need to go:

- Medical Appointments
- Bank
- Work
- Senior Center
- Dialysis
- Therapy
- Grocery Store
- Shopping
- Visiting Friends/Family
- Anywhere You Need To Go

## Important notes:

- Please have the correct change
- Please be ready 60 minutes plus travel time prior to the requested drop-off time
- Drivers can only wait 5 minutes after arriving, please be ready
- No eating, drinking, or smoking in vehicles
- Service animals welcome
- Personal care attendants can ride at no additional charge
- Turn the porch light on if dark
- Have the house number posted in an easy-to-read place
- Limit of 3 stops per day

Scan the QR code to download the NET Trans app

