

## Policy on Personal Hygiene

NET Trans strives to make the transport of clients a pleasant experience. Any person(s) that are transported by NET Trans should be mindful of other customers and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area. Therefore, all clients will be required to adhere to the guidelines set forth by the transportation program regarding this 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, sex, sexual orientation, gender identity, national origin, religion, political affiliation, age or disability. Any person that believes he or she has been discriminated against may contact the FTHRA Title VI/ADA Coordinator or the TDOT Title VI Program Director or the Federal Transit Administration Civil Rights Office.

# NET TRANS



704 Rolling Hills Drive  
Johnson City, TN 37604

Visit us online: [nettrans.org](http://nettrans.org)

### Service Hours:

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

### Call Center Hours:

Monday through Friday  
7:00 a.m. to 5:00 p.m.

### Customer Service:

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

Transportation may be scheduled via our website  
and paid for with credit/debit card.

Material available in alternate formats.

\*Disclaimer: Net Trans is not responsible for any damage to personal belongings during transport. We advise that you only bring aboard items that can be contained to your seating area to prevent any issues.



## Northeast TN Regional Public Transit



## Ride Guide



## Rider Requirements

All persons will be considered without regard to race, color, sex, sexual orientation, gender identity, national origin, religion, political affiliation, age or disability which can be reasonably accommodated.

Physical and Cognitive Requirements:

1. Be able to move oneself from home to vehicle and back with minimal assistance by the driver.
2. Maintain self control while on board. Violent, disruptive or illegal behavior is prohibited. Conduct which is annoying or inconvenient to a reasonable person is prohibited unless a result of a physical or mental impairment.

\*An escort is required for riders under 16 years of age, and is permissible for any other rider needing any additional assistance. Escorts will not be charged a fare.

## Passenger Assistance

NET Trans provides door-to-door service when possible. All drivers are required to assist each passenger in and out of the vehicle.

## Rider Rules

1. All customers must wear seat belts.
2. Please have correct change.
3. No use of tobacco products, no eating or drinking.
4. Please schedule all stops at time of reservation.
5. The driver is not allowed to sign out any customer from any type of facility.
6. The driver is not allowed to sign for any customer's medication.
7. The driver cannot assist with medication or using the rest room.
8. Customers are responsible for their belongings, limit of 3 bags.
9. The driver is not allowed to enter the customer's home.
10. Drivers may not accept gifts or tips.
11. Please limit perfume or cologne usage.
12. Only service animals are allowed on the vehicles.
13. Loud, violent, or abusive conduct will not be permitted.
14. Rude, vulgar or unwelcome comments will not be permitted.
15. Customers shall maintain orderly conduct. The driver should not have to discipline the customer and tend to driving responsibilities at the same time. Disagreements should be resolved between the customers without the involvement of the driver.

## Complaints or Additional Information

Customers will be given the opportunity to request additional information or file a complaint with NET Trans if they feel treatment has been unfair. The agency will follow the following procedure:

1. Complaints must be made by phone or in writing to NET Trans, Attn: Complaints, 704 Rolling Hills Drive, Johnson City, TN 37604.
2. All complaints will be investigated within five working days and resolution will be communicated to the client.
3. If the client is not satisfied with the resolution of the complaint, they may request a meeting with the Director of Transportation.
4. All documentation will be copied to:
  - a. The person filing the complaint
  - b. All parties involved in the procedure
  - c. Program files

All Information is confidential.

## Child Restraint Seats

State law requires that children between the ages of 4 and 8 who are less than 4 ft. 9 in. height are to be in a belt positioning booster seat. Children under the age of 4 must be properly restrained in an approved child restraint seat.