

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.

NET Trans:

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 6:00 p.m.

CUSTOMER SERVICE

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

WEBSITE

www.NETtrans.org

AUXILIARY AIDS & SERVICES (ADA)

Material available in alternate formats.

**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
Website: 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-serve basis. We require reservations to be made by 12:00 PM on the business day before the requested trip. If you need a trip outside our area, please call the Call Center to discuss your needs. NET Trans is happy to provide door-to-door service. All drivers are required to assist each passenger in and out of the vehicle.

Transportation may be paid for by cash, credit/debit card, check, or pre-paid tickets. Rides may be scheduled through our website **www.nettrans.org** or by calling our Call Center at **423-461-8233** between the hours of 7:00 am to 6:00 pm Monday through Friday.

Ticket policy:

- Tickets may be purchased Monday - Friday from 8:30 am to 4:30 pm, unless ordering online.
- Tickets may be ordered via our website, phone, mail, or in person at our office in Johnson City.
- Tickets may be purchased in any dollar amount and there is no minimum purchase required.
- Tickets are non-refundable.
- Tickets never expire.
- Tickets may be purchased with cash, checks, or credit cards. Payments made by cash or check may be picked up immediately. Please have the correct change for cash purchases.

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

