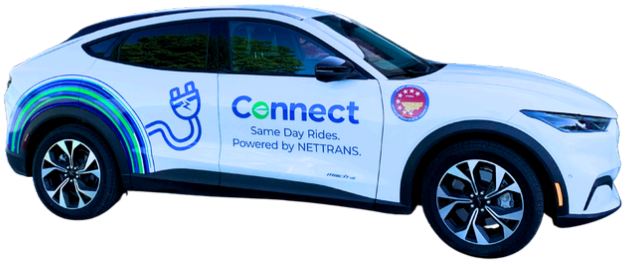
Check out our vehicles!



When you ride with CONNECT, you're traveling in comfort and style with the Ford Mustang Mach-E, a modern, all-electric SUV that's both efficient and eco-friendly. The Mach-E offers a quiet, smooth ride, spacious seating, and easy access for passengers of all ages.

Whether you're heading to work, the store, or a friend's house, CONNECT ensures you get there safely and comfortably.

Our Policy:

Connect and NET Trans operate as a Not-for-Profit and are 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.

Connect & NET Trans:

SERVICE HOURS

Monday through Friday
6:00 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. A reasonable modification is available.

FTHRA TITLE VI/ADA COORDINATOR

423-565-9014

TDOT TITLE VI PROGRAM DIRECTOR

1-888-370-3647

*DISCLAIMER: Connect and NET Trans are 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.

Version:
May 2026

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)



Connect

Same Day Rides.
Powered by
NET TRANS

Your ride, electrified.

Serving Elizabethton, Greeneville, & Tusculum, TN.

What is Connect?

Connect is NET Trans' new same-day, on-demand electric vehicle (EV) transportation service. Designed with flexibility and convenience in mind, Connect makes getting around easier than ever.



Who can ride and Area Served:

Anyone can ride! Connect is your link for transportation in Elizabethton, Greeneville, and Tusculum, TN.



Safety:

Drivers must complete a functional abilities test, pre-employment drug screen, National Criminal Background check, and a DOT physical, and random drug testing. Each driver goes through intensive training, both in the classroom and 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. You can download the app on the Google Play Store or Apple App Store by searching "NET Trans." All trips outside of our designated Connect zones must be through NET Trans. Fares may be paid by cash, credit card, 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, 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, by calling 423-461-8233.
- Payment may be made via PayPal, debit, or credit card by contacting our Call Center

Download the NET Trans app today!

Available for free today!

Why Choose NET Trans Connect?

- Quick Turnaround: No need to schedule days in advance
- Sustainable Travel: All-electric vehicles reduce emissions
- Local Support: Backed by the trusted NET Trans team
- Convenient & Affordable: Competitive pricing and simple options

This service is perfect for anywhere you need to go in Greeneville, Tusculum, or Elizabethton!

Important notes:

- Please have the correct change
- 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

Scan the QR code to download the NET Trans app

NET TRANS