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 confined with others in a closed area.



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
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

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.

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)

Northeast TN Regional Public Transit

Ride Guide



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

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 from the driver.
2. Maintain self-control while on board. Violent, disruptive, or illegal behavior is prohibited. Conduct that is annoying or inconvenient to a reasonable person is prohibited unless a result of a physical or mental impairment.

*Children 12 years or younger must be accompanied by an adult. An escort 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.

Scan the QR code to download the NET Trans app

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

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 the 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 restroom.
8. Customers are responsible for their belongings, with a 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.
16. If a passenger fails to cancel a scheduled trip or cancels less than two hours before the scheduled pickup time, he/she will be considered a "no-show". Persons with excessive no-shows. Trips may be subject to service suspension. Trips may be cancelled on our mobile app or by contacting customer service.

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 the 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
5. 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. tall must use a belt-positioning booster seat. Children under the age of 4 must be properly restrained in an approved child restraint seat.