

Northwest Tennessee Human Resource Agency is a rural, public, demand response transportation program. We provide transportation to nine counties: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion and Weakley.

HOURS OF OPERATION

Monday-Friday, 8 AM – 4:30 PM

MAKING A RESERVATION

Reservations for trips are made on a first-come, first serve basis. To schedule a trip call 1-877-557-4337 at least (5) days in advance. Requests made less than 48 hours in advance will be considered based on available space.

PICK-UP & DROP-OFF

Our NWTHRA vehicle may arrive any time within a (30) minute window of your given pick-up time. You are required to be ready to board immediately upon arrival in order to avoid delays. A driver will wait up to (5) minutes at a pick-up location. After (5) minutes, the customer will be considered a no-show. After three no-show trips are recorded, future transit needs may be suspended. A cancellation should be made at least the day before the scheduled trip or

no later than (2) hours before the scheduled pick-up or return time.

Drivers are not allowed to change your destination, if an incorrect address is listed, you may have to cancel the trip and re-schedule.

Passengers should ask their driver for a return pick-up card before leaving the vehicle. This card has our toll free number listed for when you are ready to return home. Our goal is that your wait time is no more than (1) hour, plus driving time, after your scheduled pick-up time. However, due to traffic conditions and circumstances beyond our control, you may have a longer wait time.

PASSENGER ASSISTANCE

Our service is curb-to-curb service, with reasonable accommodations. Drivers are required to assist passengers in and out of the vehicle and will make reasonable accommodations based upon the situation. If you require substantial physical assistance, you are encouraged to bring an attendant free of charge.

FARE STRUCTURE

Our fare structure is listed on the back of the brochure. You are required to have

the exact change each time you board the vehicle. (These fares do not apply to customers where services are provided through contract services.)

DRIVER RESPONSIBILITY

- (1) Drivers operate on a no-gift-acceptance policy. They are not to receive tips or any gifts.
- (2) Drivers are required to assist the passenger upon boarding and exiting the vehicle.
- (3) Drivers are not allowed, under any circumstances, to enter a passenger's home.
- (4) Drivers must secure all mobility devices according to NWTHRA policy.
- (5) Drivers cannot assist with medical treatment.
- (6) Drivers are not to assist with handling a passenger's personal items.
- (7) Drivers are not responsible to make change.

PASSENGER CONDUCT AND RESPONSIBILITY

- (1) Passengers must wear seat belts while the vehicle is in motion.
- (2) All tobacco use is prohibited.
- (3) Eating in the vehicles is prohibited unless it is medically necessary.
- (4) Passengers will maintain orderly

- conduct while on board. No loud, violent or abusive conduct (physical or verbal) will be tolerated.
- (5) NWTHRA is not responsible for lost or stolen items.
 - (6) Passengers are not to use any sound device without the use of headphones.
 - (7) Passengers are responsible for managing their own belongings and any purchases they make during a shopping trip.
 - (8) Passengers must request all stops at the time of reserving their trip.
 - (9) Passengers should be neat and clean, so as not to offend others.
 - (10) Passengers are allowed one care attendant, without charge, if they are older than 18 years of age.
 - (11) Children age 5 and under travel free.
 - (12) Portable oxygen tanks must be secured while in transit.
 - (13) Children will be transported in accordance with TN State Child Restraint Laws. The accompanying adult is responsible to provide the proper child safety seat, however, NWTHRA may furnish such safety seat if requested at the time of scheduling.
 - (14) An adult must accompany all

children age 15 and under.
(15) Passengers are not permitted to carry firearms or other weapons onto the transit vehicles.

SAFETY

NWTHRA is committed to providing a safe mode of transportation for all customers. Vehicles are maintained on a regular basis through our own maintenance facility and are equipped with required safety equipment.

ADA

NWTHRA will make every attempt to accommodate common wheelchairs, scooters, and other mobility devices as defined by ADA. Our wheelchair lifts are compliant with ADA requirements and can accommodate most devices. For persons with a hearing or speech disability, dial 711 for free Telecommunications Relay Service.

NON-DISCRIMINATION

NWTHRA is committed to maintaining an environment free of discrimination. No person in the United States shall, on the grounds of race, color, age, sex, disability or

national origin be excluded from participation, be denied the benefit of, or be subjected to discrimination under a program or activity receiving federal financial assistance from the Department of Transportation.

TITLE VI/GRIEVANCE POLICY

If a passenger feels he or she has been discriminated against, or not given adequate transportation service, they have the right to file a written grievance within 60 days of the incident to the following address:

Title VI Coordinator
NWTHRA
PO Box 963
Martin, TN 38237

This grievance must be specific as to the incident, including date, time, location, persons involved, and any possible witnesses. If a fair and equitable resolution cannot be reached, a grievance hearing may be conducted within 30 days of the date on which said hearing is requested. If the passenger or their representative is absent, the passenger will be deemed to have waived their right to a hearing.

Thank you for selecting Northwest Tennessee Human Resource Agency for your transportation needs.

For assistance with a Title VI complaint, call 1-877-557-4337.

To request this brochure in another format please contact our office at the toll free number, 1-877-557-4337.

FARE RATES LISTED ARE ONE-WAY

In-Town \$ 0.50

In-County \$1.50

Memphis or Nashville \$25.00
(Round Trip)

One guest per person - Must pay fare rate

Care Attendants – No Charge

Children Age 5 and under – No Charge

For other fare rates, please contact our office at the toll free number

1-877-557-4337.

