1. Reservations can be made Monday thru Friday from 8:00 to 4:30; after hours calls can be left on voicemail and will be scheduled the next day and can be made up to 14 days in advance, same day service will be provided upon request based on availability of seating, on Saturdays, Sundays and Holidays, reservations can be left on voice mail and will be scheduled on the next business day. The Fare is $1.00 per trip.
2. Please be responsible for keeping up with the dates and times of appointments that you have made; please be ready at least one (1) hour prior to your appointment for pick-up.
3. When making your appointment, please have all pertinent information available: pick-up address, phone number, requested pick-up and appointment time, your destination address and phone number. The telephone number for scheduling appointments is 423-478-1396.
4. Days and hours of service are, Monday thru Friday, 6:00am to 7:00pm. Our office hours are Monday thru Friday, 8:00am to 4:30pm. Once an appointment has been made for the following day, the appointment times cannot be changed, unless it is a cancellation.
5. We are an Origin to Destination Service, we will not go into your home or location of appointment. If you are in a wheelchair and need assistance, we suggest that you have a personal care attendant accompany you. The drivers are allowed to assist you from point of origin to your destination as long as the driver can maintain a line of sight to their vehicle and/ or the assistance will not cause injury or create a safety hazard to the driver.
6. You may bring a Personal Care Attendant (PCA) with you at no charge; however the PCA must be listed on your application before they are able to ride at no charge. You may bring a companion with you as long as there is room on the vehicle. Companions will be charged $1.00 per trip when they ride. Please inform us when making an appointment that a companion will accompany you.
7. Service animals are permitted on the vehicles.
8. If it is necessary to cancel an appointment, please do so as early as possible so that we can schedule someone else in that appointment time. If you are not ready for your appointment at pick up time (home) the driver will wait five (5) minutes and notify dispatch, dispatch will try to contact you, if no contact can be made ,then you will be considered canceled for the day and the driver will go on to the next appointment.
9. Our drivers are on a very tight schedule and if you are not ready at the pick-up time **from** your appointment, you will be placed on the “will call” which means it is up to you to call our office and request a “ready for pickup”
10. For your safety, please remain seated and buckled up until your destination is reached and the bus comes to a complete stop.
11. Please do not cause distractions, our drivers must keep their attention on the road, distractions cause accidents.
12. There will be no eating and drinking while on the vehicle.
13. Please do not leave personal items on the bus. We are not responsible for any items left unattended.
14. For questions, concerns or to file a ADA complaint, you may contact the Director Mary Lynn Brown at 478-1396; 165 Edwards Street, Cleveland Tn. 37311, written complaints should be mailed to P.O. Box 86, Cleveland, Tn. 37364.