

Weather Closures

In case of inclement weather, the Transit system may change or eliminate routes or stops for the safety of all passengers. Call the Transportation Hub at 1 (833) 828-7477 for route details.

Bicycles on the Bus

As an added feature, buses are equipped with bike racks so passengers can take their bikes with them. The racks hold up to two (2) bikes and are available first-come, first-served basis. These racks are easy to use and are designed for riders to load and unload bikes independently. Assistance is available to first-time users where it is safe for the driver to exit the bus.

Wheelchair Access

All buses are wheelchair accessible. Special transportation is available for persons with disabilities who are unable to use the deviated fixed route bus system. Please contact UCHRA's Public Transit System for door-to-door service at 1 (833) 828-7477 for more information.

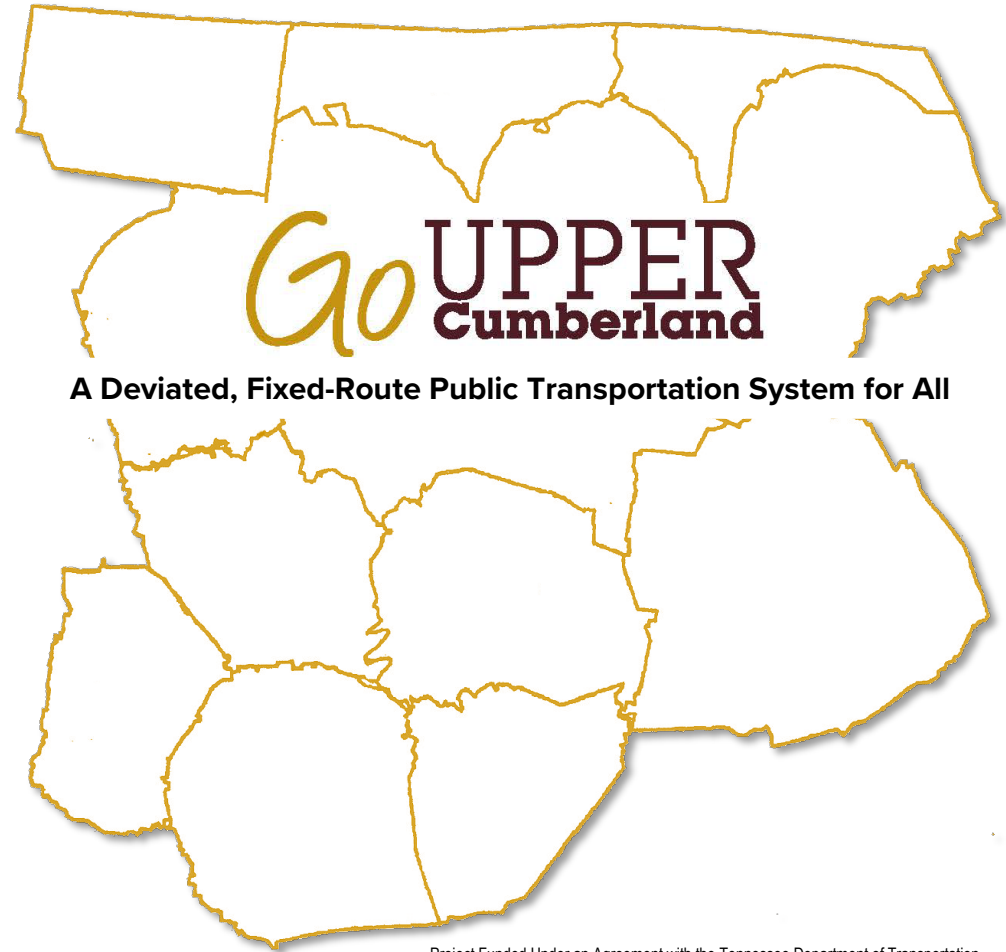
Lost and Found

If you find any item on a bus, please turn it in to the bus operator. All items left on the buses are turned in at the end of the day and kept for 60 days at the local UCHRA Transportation Hub. If you have lost any item on the bus, call 1 (833) 828-7477

Passenger Rules

UC Transit and Go Upper Cumberland have the utmost concern for passenger safety. Please be considerate of the driver and your fellow passengers. Refrain from unnecessary conversation with the driver while the bus is in motion.

- Please wait until other passengers have exited the bus before you board.
- Be careful when entering and exiting the bus, especially during inclement weather.
- Remain seated while the bus is in motion.
- Drinks are allowed in a container with a lid.
- No eating, smoking, or alcoholic beverages.
- Audio equipment may be used with headphones or earphones.
- Roller skates, skateboards, and roller blades must be carried onboard.
- Strollers and other large items must be kept out of the aisles; aisles must be clear at all times.
- Please have a destination in mind when riding.
- Passengers may not continuously ride one route.
- Threatening or any other unacceptable behaviors including the use of vulgar language is not allowed.
- For your safety the following items are prohibited: Gasoline, car batteries, fireworks, explosive materials, firearms or weapons of any kind.



Project Funded Under an Agreement with the Tennessee Department of Transportation

Visit us online to learn more:

www.uchra.com | www.ucpublictransit.com

TDD/TTY (Telecommunication Device for the Deaf) LEP
(Limited English Service Available) | TTD Users Call 1-800-848-0298

UC TRANSIT — GETTING STARTED WITH PUBLIC TRANSPORTATION

We want to make your ride with UC Transit and Go Upper Cumberland as enjoyable as possible. We have developed this guide to help you learn how to use our services. Riding with us is easy!

1. UC Transit and Go Upper Cumberland

Whether you're a first-time rider, a loyal patron, or even a veteran, UCHRA's UC Transit System welcomes you. We want to make riding the bus an easy and enjoyable experience. UCHRA remains dedicated to providing you with fast, easy, professional, and inexpensive transportation around the city.

2. Getting Started

We'll help you get from your starting point to your destination and back, letting you know the exact times and routes the bus runs and where you can catch the bus. Simply call 1 (833) 828-7477 or visit our schedule page on our website: www.ucpublictransit.com to get started. We provide comprehensive accessibility for all riders. The deviated fixed-route bus fleet is handicapped-accessible. Riders who have physical limitations and are unable to use the bus service may take advantage of UCHRA's Paratransit Service.

3. Reading the Schedule

Bus schedules provide specific information including the route name, major stops along the route, and easy-to-read, start and stop times, which varies with weekday, evening and weekend service. Schedules are free and available on any bus. Schedules are also available at your local UCHRA County Office. Go Upper Cumberland routes do not provide service: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

4. Riding the Bus

Be sure to arrive at the bus stop a few minutes early. Scheduled pick-up and drop-off times may vary slightly due to inclement weather and traffic conditions. Before getting on the bus, take a look at the display sign at the front windshield to confirm the bus route and final destination. If in doubt, ask the driver to confirm trip details. Flag-down stops are acceptable. The driver will stop at a safe location for boarding.

5. Paying for Your Trip

Riding the bus is inexpensive. The cost to ride is \$1 per trip, with half price fares for veterans, disabled residents and seniors over age 60. Frequent riders can purchase a one-day pass for unlimited rides for \$3 or a monthly pass for \$25 that includes 30 rides. Children five (5) years and under ride free. Tennessee Tech University students ride free with valid student identification cards. Tickets and passes can be purchased at your local UCHRA Transportation Hub.

UC TRANSIT: PUBLIC TRANSPORTATION FOR ALL

6. Loading the Bus

As you enter the bus, you will need to drop your money or ticket into the fare box located next to the driver. If you have any questions about your fare and/or destination, ask the driver BEFORE depositing your money. Patrons will need the EXACT FARE in either coins or dollar bills. The fare box does not make change and drivers do not have change.

7. Getting Off the Bus

Before the bus approaches your intended destination, ring the bell by simply pulling the cord. Drivers will announce all major stops. While patrons are still seated, please be sure to gather all belongings. Patrons must wait for the bus to come to a complete stop before exiting. Remember that surrounding traffic is not required to stop like it is for public school buses. Take care to look before crossing the street.

8. Serving Everyone

We are your bus line and, as such, we're here to serve you. We welcome your feedback via phone at 1 (833) 828-7477. You may also email customerservice@uchra.com. UC Transit services and employment opportunities are available without regard to race, color, sex, age, religion, national origin, political affiliation, or disability.

If you need assistance in booking your trip with any of our available transit services, please call 1 (833) 828-7477 or email customerservice@uchra.com to book your trip today.

We offer "off-the-route" pickup for Go Upper Cumberland – up to $\frac{3}{4}$ mile from designated stops. If you are needing an off-the-route pickup for Go Upper Cumberland designated stops between 7 a.m. and 5 p.m. Monday-Friday, call your Transportation Hub – Cookeville: (931) 372-8000; Crossville: (931) 456-0691; or McMinnville: (931) 473-6652 – one (1) hour before the scheduled stop time.

For off-the-route assistance between 5 p.m. and 10 p.m. on Friday, or 10 a.m. to 10 p.m. on Saturday, please call Cookeville: (931) 261-6846; Crossville: (931) 335-9012; or McMinnville: (931) 267-6542 between 5 p.m. and 9 p.m. for Fridays or 9 a.m. to 9 p.m. for Saturdays and leave a message for the driver.

Reasonable Modification

UCHRA Public Transit will provide reasonable modification of policy and practice upon request to ensure that our transportation services are accessible to people with disabilities. Drivers can make some reasonable accommodations. Contact UCHRA Mobility Coordinator at customerservice@uchra.com or 1 (833) 828-7477 for reasonable modification of your trip.