

# Upper Cumberland Transit Customer Handbook

**We Thank You** for choosing UCHRA's Public Transit Systems, and we look forward to helping you get where you need to go! UC Public Transit provides affordable, safe, and dependable public transportation. In order to meet this goal, we ask that all passengers become familiar with the information in this booklet. If you would like to schedule a ride, have any questions, or need additional assistance, please call us at 1-833-UCTRIPS (828-7477).

TDD/TTY (Telecommunication Device for the Deaf)

LEP (Limited English Service Available)

TTD Users Call 1-800-848-0298

Project Funded Under an Agreement With The Tennessee Department of Transportation

## Description of Services

### Ride Upper Cumberland

Provides door-to-door, public transportation service to the citizens in the 14 counties of the Upper Cumberland region of Tennessee, which include Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White Counties. Vehicles are available with equipment to serve persons with disabilities.

### Go Upper Cumberland

Provides a deviated fixed-route bus system in the cities of Cookeville, Algood, McMinnville, and Crossville by picking up and dropping off passengers at designated points along the routes.

### Connect Upper Cumberland

Provides express route service to Nashville and Murfreesboro Monday through Friday. UC Public Transit provides service from each county to these intercity destinations daily, providing connections to the airport, to Greyhound, and to other requested destinations.

- I-40 from Putnam County to Nashville Monday through Friday
- Murfreesboro express from Cookeville Tuesday and Thursday
- I-24 from Warren County to Nashville and Murfreesboro available Monday through Friday

## Anyone can ride!

# How to Schedule/Plan Your Trip

Transportation office hours are 8:00 am to 4:30 pm, and services are provided 6:00 am to 6:00 pm, Monday through Friday. Some medically necessary transportation trips are made outside stated times.

## Customer Service

UC Transit will make every effort to accommodate customer requests for transportation. Customers should call 1-833-UCTRIPS (828-7477). Passengers must request all stops at the time of reserving their trip.

## Holidays

Ride and Connect Upper Cumberland are closed on all scheduled State and Federal holidays.

Go Upper Cumberland does not provide service on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

## What it Costs to Ride

**Zone trips:** \$1.00 each way and \$1.00 for each additional stop. Fares outside of designated Zone areas are based on miles traveled and will be billed accordingly. Contact customer service at 1-833-UCTRIPS (828-7477) for detailed fare information.

Passengers need to have correct change ready for drivers before boarding the vehicle. Passengers can only pay for the current trip they are taking; passengers cannot pay for two trips at once, or pay for trips at a later time or date.

## Pick-up

Due to time and distance, passengers may be asked to be ready up to one hour before appointment time.

We offer "off-the-route" pick-up for Go UC—up to  $\frac{3}{4}$  mile from designated stops. If you need an off-the-route pick-up for Go UC, please call **(931) 372-8000** for Cookeville or Algood, (931) 473-6652 for McMinnville, and (931) 456-0691 for Crossville—at least one (1) hour before the scheduled stop time. Leave a message with address information of where to be picked up for the next scheduled hour. For example, if you call before 9:00 am, pick-up will be between 9:00 am and 10:00 am route. Before 10:00 am, the pick-up will be between 10:00 and 11:00 am.

## Return Pick-up

Please contact UC Transit at 1-833-UCTRIPS (828-7477) for return pick-up.

# Riding the Bus

## Non-Discrimination

UC Transit is committed to maintaining an environment free of discrimination. No persons in the United States shall, on the grounds of race, color, age, sex, disability, religion, 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.

## The Americans with Disabilities Act (ADA)

The American with Disabilities Act prohibits discrimination against qualified individuals with disabilities from participation in services, programs, or activities of a public agency—including transportation programs.

## Reasonable Modification

UC 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 Manager at [customerservice@uchra.com](mailto:customerservice@uchra.com) or 1-833-UCTRIPS (828-7477) for Reasonable Modification of your trip, if required.

For Information/Complaints Contact Customer Service at

- Phone Number: 1-833-UCTRIPS (828-7477)
- Email to [customerservice@uchra.com](mailto:customerservice@uchra.com).
- Mail to

Upper Cumberland Human Resource Agency

580 South Jefferson Avenue, Suite B

Cookeville, TN 38501-4010

ATTN: UC Transit Customer Service

## Physical and Cognitive Requirements:

- 1) Be able to move oneself from home to vehicle and back unassisted by the driver.
- 2) Maintain self-control while on board. Violent, disruptive, or illegal behavior shall be prohibited. Conduct that is annoying or inconvenient to a reasonable person is prohibited.
- 3) Passengers should have the ability to manage themselves during their transit. Passengers are responsible for their own belongings. UC Transit is not responsible for lost or stolen items.
- 4) Must not have any contagious communicable diseases that are transmitted when in close proximity (measles, mumps, chicken pox, staph (MRSA), etc.).

## Passenger Assistance Companion/Escort/Personal Care Attendant Policy:

UC Transit is responsible for providing door-to-door service. All drivers are required to assist each passenger in and out of the vehicle. Passengers that need special assistance in performing common tasks are allowed to have an escort or attendant to assist them.

# Rules & Driver's Responsibility

## Passenger Safety

Your driver is trained in appropriate safety requirements and all applicable local, state, and federal laws and regulations. In addition, on-going training is provided throughout the course of employment. Vehicles are serviced on a regular basis through our maintenance facility and are equipped with required safety equipment.

UC Transit is committed to providing a safe, pleasant mode of transportation for all customers. To provide safe and enjoyable ride for all passengers we request the following guidelines for all passengers.

## Wheelchairs

As defined by DOT/ADA, a wheelchair is defined as a mobility aid belonging to any class of three or more wheeled devices useable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Transit providers must carry a wheelchair and occupant if the lift and the vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

- Drivers are not permitted to operate power mobility devices for passengers unless it is during the securement process.
- Passengers in mobility devices must allow drivers to properly secure the device. When transporting a passenger in wheelchair it must properly secured with a 4-point tie-down system with a lap belt & shoulder harness.

For your safety during transport, we suggest wheelchairs to be equipped with functional brakes, footrests, and wheelchair set in upright position.

## Rider's Rules

- For the most pleasurable, safe transport, all passengers should maintain orderly conduct while aboard the vehicle. No loud, violent, or abusive conduct (physical or verbal) will be allowed. Passengers should not make threats or act in a threatening manner toward agency employees or other passengers.
- Passengers are responsible for all personal belongings while on board the vehicle and must remove belongings and any trash upon exiting the vehicle.
- Portable oxygen tanks must be secured while in transit.
- Passengers must wear seat belts while in transit aboard the vehicle.
- Children will be transported according to Tennessee Child Restraint Laws.
- Service animals are permitted on UC Transit vehicles.
- Passengers are not allowed to tip drivers or give them gifts.
- The agency strives to make the transport of passengers a pleasant experience. Any person(s) that are transported by UC Transit should be mindful of other passengers and their rights to a clean environment. Good personal hygiene is suggested to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area.

## Driver's Responsibility

- Drivers are required to assist the passenger upon boarding and leaving the vehicles.
- Drivers are not allowed to push or pull wheelchairs up or down steps.
- Drivers are not allowed to enter a passenger's home.
- Drivers are not allowed to sign out any passenger from any type of medical facility or school.
- Drivers are not allowed to sign for any medication.
- Drivers cannot assist in administering medicine, using the rest room, or getting dressed.
- If any UC Transit employee is not following agency policies or performing their job duties and responsibilities in a safe and professional manner, please call Customer Service at 1-833-UCTRIPS (828-7477) or send an email to [customerservice@uchra.com](mailto:customerservice@uchra.com). UC Transit welcomes questions, comments, and suggestions.

## Riding the Bus Policies and Procedures

### Title VI, ADA or General Public Complaint

Customers, Passengers, and General Public have the right to file a complaint if you are not satisfied with your service or feel unfair treatment by an UCHRA employee.

- *First—Ask your driver or request from Customer Service the complaint procedures and/or contact your Customer Service with your complaint. Phone Number 1-833-UCTRIPS (828-7477)*
- *Second—Customer Service will investigate and attempt to resolve. UCHRA may find it necessary to involve the Safety & Security Manager or the Mobility Manager to resolve the complaint. They will respond to your complaint within 30 days in writing.*
- *Third—If your complaint is not resolved you can appeal the decision to the UC Transit Director. The Director will investigate and respond within five working days in writing.*
- *Fourth—If you are still not satisfied with the resolution of the complaint, you may request a meeting with the UC Transit Director. The Director may find it necessary to include the Human Resources Director to determine next steps.*

All documentation will be copied to: The person filing the complaint, all parties involved in the procedure, and program files.

### Contact Information

Contact UC Transit at [customerservice@uchra.com](mailto:customerservice@uchra.com) or 1-833-UCTRIPS (828-7477)

Mailing Address:

Upper Cumberland Human Resource Agency  
580 South Jefferson Avenue, Suite B  
Cookeville, TN 38501-4010  
ATTN: UC Transit Customer Service

## Emergency Procedures

If an accident occurs, passengers are to maintain calm and follow the directions of the driver. Each driver is trained in accident and emergency procedures. If evacuation of the vehicle is warranted, passengers should unload in an orderly manner.

## Bad Weather Policy

If bad weather is forecasted or develops in your county, UC Transit will only be providing medically necessary trips when possible. Exceptions will be made on days when main roads are clear and drivers have determined that passengers can be transported safely. If this occurs, passengers will be notified that transportation is available. Contact 1-833-UCTRIPS (828-7477) or your local UC Transit office to cancel or reschedule your trip.

## UC Transit Health Policy

This policy is to ensure the wellbeing, health, and safety of our transit drivers and passengers. Contact with bodily fluids, such as blood or vomit, poses a health risk to UC Transit drivers and passengers on board agency vehicles. If a driver arrives to pick up a passenger and his or her clothing is soiled with feces, urine, vomit, or blood which is not dressed in a manner that prevents seepage of bodily fluids, the driver should contact dispatch and request additional assistance with the trip.

## UC Transit (PDP) Passengers Disciplinary Policy

- First occurrence—written reprimand or warning
- Second occurrence—suspension for 90 days
- Third occurrence—suspension for 6 months
- Fourth occurrence—expulsion from the vehicles. Violator may appeal or request future transportation services in writing to:

Upper Cumberland Human Resource Agency

Attn: Safety & Security Manager

580 South Jefferson Avenue, Suite B

Cookeville, TN 38501

1-833-UCTRIPS (828-7477)

\*UC Transit services reserves the right to skip any of the above occurrences. UC Transit has the right to deny transportation to any passenger according to the seriousness of the incident.

## No Smoking Policy

No use of any tobacco products, electronic cigarette, personal vaporizer, or electronic nicotine delivery system, etc., within fifty (50') feet of vehicle for UC Transit staff or customers.

## UC Transit Cancellation/No Show Policy

- A no show occurs when a person has reserved a ride and then does not ride when the vehicle shows up.
- A no show also applies to a person who cancels their trip within two (2) hours or less of the scheduled pick up time.
- If you are not at the pick-up point within 5 minutes after arrival of the vehicle, the driver will inform dispatch that you are a no show. The return trip will also be canceled if scheduled unless notified otherwise.
- Three no shows within six months could result in suspension of transportation services for a period of at least six weeks.
- Contract services: If we receive a referral for transportation and you are a no show, we will inform the referral source (i.e., Southeastrans, Tennessee Carriers, etc.) which may result in interruptions of transportation services.

To cancel a trip, please contact customer service at 1-833-UCTRIPS (828-7477). Office hours are 8AM-4:30PM. Outside of these times, please leave a message. You may also contact or your local UC Transit office to cancel or reschedule your trip.

# Upper Cumberland Human Resource Agency Health Insurance Portability and Accountability Act (HIPAA)

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU  
MAY BE USED, DISCLOSED, AND HOW YOU CAN GET ACCESS TO  
THIS INFORMATION.

## **PLEASE REVIEW IT CAREFULLY.**

Upper Cumberland Human Resources Agency (hereafter designated as UCHRA) has always been very careful to protect the privacy of our client's medical transportation information. We respect your right to privacy and have always handled your personal information entrusted to us with the utmost care. We hope that this privacy practices statement answers any question you might have.

UCHRA, as a provider of transportation services that bills insurance companies and government payers for providing transportation services for our clients to medical facilities, is required by law to maintain the privacy of protected health information, which includes transportation records. We are also required by law to give you this statement and to adhere to the practices laid down in this statement. The law requires us to give you this notice in advance of your first service whenever possible. But it also allows us to collect information via phone or other means ahead of time to expedite our service to you, and it allows us to transport you immediately as long as we make a good faith effort to present you with the statement as soon as possible, which we will. We are required by law to prominently post this notice and any later revisions in all of our places of service. If you do not see this notice posted, please ask any staff person to point it out to you.

This notice is effective as of April 14, 2003. We may in the future find it necessary to change our practices and reserve the right to do so without notice. Any change to our practices will be highlighted and dated on the posted notice of our practices of all of our service locations by the time any changes go into effect and we will begin distributing the revised notices by the time the revisions take effect. We encourage you to check out posted practices each time you visit. If we do find it necessary to change our practices over time we will not segregate our records according to the notice in effect at the time the entries into the records were created. We specifically reserve the right to not segregate our records in this notice. This means that we will not separate our records by date of changes. They will all be kept together. You are entitled to a copy of our privacy practices and any revisions at any time so please do not hesitate to ask staff person for a copy.

The law further requires that we must make a good faith effort to obtain your written acknowledgment of receipt of this notice. That is why we are asking you (or your personal representative, for example, a parent of a child) to sign saying that we have given you this notice. If you do not sign this acknowledgement, the staff person who presented it to you will sign a statement saying that they gave it to you for our records. If you have any questions at any time about



this notice or anything in it, please ask any staff person. If they do not answer your questions or address your concerns to your satisfaction, please call Human Resource Department at (931) 528-1127.

Your medical transportation records are maintained in our offices in a secure location, available only to those who need access to them and then only to the minimum necessary extent to accomplish their job to help in your transportation to medical treatment, pursuit of payment, or to meet needs of our healthcare transportation operations. This means that if someone does not need to see your record to fulfill their job responsibilities, we will not let them. If maintained or shared electronically, reasonable and appropriate security measures will be in place to protect the privacy of your information. All staff is trained in the methods of protection of your privacy and all staff has agreed in writing to abide by the practices as set forth in this notice.

The law allows us to use your personal health information for the purposes of treatment, payment and healthcare transportation operations. What this means is that while protecting the privacy of your information, releasing only the minimum necessary information to accomplish our purpose, in order to provide you the best service possible, we must share your information among our staff and others.

### Disclosures for Transportation to Treatment

It is necessary for our staff to share information with each other in order to receive the orders to transport you, dispatch those orders to a county office, get your name on a manifest for a van or car, and get you picked up and to the appropriate medical facility or other destination.

We must also share information about when you need to be picked up and returned home or other destination.

### Disclosures for Payment

We are allowed to use your information for the purpose of payment. This means that office and billing staff may use the minimum necessary amount of your information to collect payment from any insurer, government program, or any other payer including yourself. At times, an insurance company or other payer requires us to send them a medical transportation record for their review before they will pay for services rendered by us. When such a request occurs, we review your record and send them only the minimum necessary amount of information that in our opinion satisfies their needs. However, by contract with both you as the member and us as the provider, most plans have a contractual right to review your entire record on demand. If they make such a demand, we must comply. If you wish further information about this process, please call Human Resource Department at (931) 528-1127.

### Disclosures for Healthcare Operations

We are allowed to use your information to facilitate healthcare transportation operations. This means that we can use your information to help us schedule, review for Quality Assurance or Risk Management of Corporate Compliance or any other way that we see fit to help us measure and improve the quality of service that we provide.

At times, it is necessary to mail, fax, or electronically transmit your personal health transportation information for the purposes of treatment, payment, or healthcare operations. For example, we will fax your transportation order to a county office, and later they will fax us a record of your trip. In addition, at times it is necessary to transmit transportation information including your name, address, phone number, and destination over our radio system. Our area of service is so widespread and rural that there is no better communication alternative at this time that would help us meet your service needs. We limit the information transmitted to the minimum necessary to get you where you want to go.

Similarly, at times, it is necessary to transfer your information between our locations to an insurance company, governmental agency, or other payer and we will use reasonable and appropriate security measures whether they are being transferred physically or electronically. If your record is maintained in electronic form, reasonable and appropriate measures will be taken to protect your personal information, access being allowed only to the minimum necessary extent that each staff member needs to be able to make their best contribution to your service. Precautions will be taken to prevent unauthorized access both within our company and from outside our company. If you have questions about these reasonable and appropriate measures, please contact Human Resource Department at (931) 528-1127.

We reserve the right to change these policies without notice other than visibly posting them in each of our service locations without segregating our records. We will distribute revised notices in advance of the effective date of any revisions. We once again encourage you to read the posted practices each time you visit us.

We will only release your records under the above circumstances unless required to by court order or compelled to by a government agency for any reason, including public health or law enforcement purposes. Any other uses and disclosures will be made only with your authorization.

If you give us an authorization and later change your mind, you can cancel that authorization.

If you sign and then later revoke an authorization, we will between the time of the authorization and the revocation be allowed to release your record as stated in the authorization that you sign.

We will maintain a record of any release of your personal health transportation information not covered in this statement or authorized in a separate document signed by you or your personal representative, if any. You have the right to request a disclosure of this record of releases in writing Human Resource Department at UCHRA, 580 South Jefferson Avenue, Suite B, Cookeville, TN 38501-4010.

You can request restrictions in the handling of your information contrary to the practices described in this notice. Any request of this nature must be made in writing to Human Resource Department UCHRA, 580 South Jefferson Ave, Suite B, Cookeville, TN 38501-4010.

Be aware that as we are already committed to keeping your information as private as possible, and that any further restriction may interfere with your transportation to treatment, our right to pursue payment from a plan of insurer and may hinder our healthcare transportation operations.

Such an added restriction may cause responsibility for payment to fall exclusively to you. This means that you may have to pay for your services in full.

We are not required to accommodate your request.

You have the right to review or receive a copy of your medical transportation record.

You must make this request in writing to Human Resource Department at UCHRA, 580 South Jefferson Ave, Suite B, Cookeville, TN 38501-4010.

We will respond to your request within 10 days.

There will be a charge for this service based on copying costs only, stated in advance.

You have the right to amend your record if you do not agree with it.

This means that you may ask that your statement be placed in your record disagreeing with a part of your record.

We then have the right to attach a statement to your record responding to your concern whether we agree or disagree with your amendment.

Please discuss any concerns in this regard to Human Resource Department at (931) 528-1127.

We will require our Business Associates (persons or entities who perform services) on our behalf to sign statements of acknowledgement of an agreement with our Privacy Practices. Our Business Associates, whether information is shared with them incidentally or in the course of transportation, payment or healthcare operations. Agree to protect your privacy in the same ways that we do by signing these specific agreements. These agreements may in the future become a part of contracts with our Business Associates.

We will never use or share your personally identifiable health transportation information with anyone for marketing or research purposes without clearly explaining to you how your information will be used and having you sign an authorization for this use ahead of time.

If you feel that, your privacy rights have been violated please contact: Human Resource Department at (931) 528-1127.

It is our desire to immediately address your concerns regarding our protection of your privacy completely.

However, if your concerns are not addressed to your satisfaction you may complain to the Secretary of Health and Human Services at HHH Building, Washington, DC 20201.

We reserve the right to change any provision of this notice at any time by posting the revision at each of our service locations without segregating our records.

If you would like more information or further explanation of our privacy practices, please call Human Resource Department at (931) 528-1127.

## Contact Information for Customer Service

Phone Number: 1-833-UCTRIPS (828-7477)

Email to [customerservice@uchra.com](mailto:customerservice@uchra.com)

Mail to:

Upper Cumberland Human Resource Agency

580 South Jefferson Avenue, Suite B

Cookeville, TN 38501-4010

ATTN: UC Transit Customer Service