



Customer Handbook

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Foreword

Thank you for choosing UCHRA Public Transportation! We look forward to helping you get where you need to go. UCHRA Public Transportation, operated by the Upper Cumberland Human Resource Agency (UCHRA), strives to provide safe, affordable, and dependable public transportation to residents of all ages in the 14-county Upper Cumberland area of Tennessee. In order to meet this goal, we ask that all passengers become familiar with the information within this booklet.

If you would like to schedule a ride, have any questions, or need additional assistance, please call us at 1-833-UC TRIPS (828-7477). TDD/TTY (Telecommunication Device for the Deaf) LEP (Limited English Service Available). TTD Users Call 1-800-848-0298. This project is funded under an agreement with the Tennessee Department of Transportation (TDOT).

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. UCHRA Public Transportation provides service from each county to these intercity destinations daily, providing connections to the Nashville International Airport (BNA), Greyhound Bus Station, and to other requested destinations.

- Connect Upper Cumberland I-40 from Putnam County to Nashville, Monday through Friday
- Murfreesboro Express from Cookeville on Tuesday and Thursday
- I-24 from Warren County to Nashville and Murfreesboro is available Monday through Friday

Pick-Up Upper Cumberland

Provides on-demand service in Putnam and Cumberland counties with lower-cost, same-day transportation through the UCHRA Transportation app.

How to Schedule Your Trip

Office/Service Hours

Transportation county office hours are 8 a.m. to 4:30 p.m., Monday through Friday. The Customer Service Call Center and transportation services operate from 6 a.m. to 6 p.m., Monday through Friday. Some medically necessary trips are provided outside these hours.

Customer Service

Transportation county office hours are 8 a.m. to 4:30 p.m., Monday through Friday. The Customer Service Call Center and services operate from 6 a.m. to 6 p.m., Monday through Friday. Some medically necessary trips are provided outside these hours.

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, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

What it Costs to Ride

Ride Upper Cumberland

Fares for in-county trips are \$2.00 per person, one-way. For out-of-county trips, fares vary based on the number of counties traveled. We also offer discounted fare rates for eligible riders; please contact your local county office to confirm eligibility and to learn more.

Go Upper Cumberland

This service is fare-free.

Connect Upper Cumberland

Fares from Cookeville to Nashville are \$10.00 per person, one-way. Fares from McMinnville to Nashville are \$9.00 per person, one-way. Fares to and from Nashville from other counties vary in each county. Passengers need to have the correct change ready for the driver before boarding the vehicle. Passengers can only pay for the current trip they are taking; passengers cannot pay for two (2) trips at once or pay for trips at a later time or date.

Pick-Up Upper Cumberland

Fares start at \$6.00 one-way and vary based on distance traveled, paid conveniently through our UCHRA Transportation mobile app. In Putnam County, rides within two (2) miles of the courthouse are \$6.00, with an additional \$0.50 per mile beyond that. In Cumberland County, rides within three (3) miles of the courthouse cost \$6.00, with an additional \$0.50 per mile after that.

Pick-up

Due to time and distance, passengers may be asked to be ready up to one hour before the appointment time. We offer off-the-route pick-up for Go UC, up to 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 the address information of where to be picked up for the next scheduled hour. For example, if you call before 9 a.m., pick-up will be between 9 a.m. and 10 a.m. route. Before 10 a.m., the pick-up will be between 10 a.m. and 11 a.m.

Return Pick-up

Please contact UCHRA Public Transportation at 1-833-UC TRIPS (828-7477) for return pick-up.

Riding the Bus

Non-Discrimination

UCHRA Public Transportation 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 (DOT).

Americans with Disabilities Act (ADA)

The Americans 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

UCHRA Public Transportation 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 a UCHRA Mobility Manager by email at customerservice@uchra.com or by phone at 1-833-UC TRIPS (828-7477) for reasonable modification of your trip, if required.

For comments/questions, contact Customer Service at:

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com

Mail: ATTN: UCHRA Public Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501

Physical and Cognitive Requirements

Be able to move oneself from home to vehicle and back unassisted by the driver. 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. Passengers should have the ability to manage themselves during their transit. Passengers are responsible for their own belongings. UCHRA Public Transportation is not responsible for lost or stolen items. 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

UCHRA Public Transportation is responsible for providing door-to-door service. All drivers are required to assist each passenger in and out of the vehicle. Passengers who 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, ongoing training is provided throughout the course of employment. Vehicles are serviced on a regular basis through our maintenance facility and are equipped with the required safety equipment. UCHRA Public Transportation is committed to providing a safe, pleasant mode of transportation for all customers. To provide a 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 (3) or more wheeled devices usable 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 a wheelchair, it must be properly secured with a 4-point tie-down system with a lap belt & shoulder harness. For your safety during transport, we suggest wheelchairs be equipped with functional brakes, footrests, and the wheelchair be set in the upright position.

Rules & Driver's Responsibility, continued

Riders 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.
- Bag Limit Policy: Riders may bring what they can carry in a single trip without requiring assistance and without taking up another seat.
- 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 UCHRA Public Transportation 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 UCHRA Public Transportation 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 restroom, or getting dressed.
- If any UCHRA Public Transportation 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-UC TRIPS (828-7477) or send an email to customerservice@uchra.com. UCHRA Public Transportation 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 a member of UCHRA staff.

1. Ask your driver or request from Customer Service the complaint procedures and/or contact Customer Service with your complaint by calling 1-833-UC TRIPS (828-7477).
2. 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.
3. If your complaint is not resolved, you can appeal the decision to the UCHRA Public Transportation Director. The Director will investigate and respond within five working days in writing.
4. If you are still not satisfied with the resolution of the complaint, you may request a meeting with the UCHRA Public Transportation Director. The Director may find it necessary to include the Human Resources department 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

Phone: 1-833-UC TRIPS (828-7477)
Email: customerservice@uchra.com
Mail: ATTN: UCHRA Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501

Emergency Procedures

If an accident occurs, passengers are to remain 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, UCHRA Public Transportation will only provide 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-UC TRIPS (828-7477) or your local UCHRA Public Transportation office to cancel or reschedule your trip.

UCHRA Public Transportation 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 UCHRA Public Transportation 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 contact dispatch and request additional assistance with the trip.

UCHRA Public Transportation (PDP) Passengers Disciplinary Policy

1. First occurrence: Written reprimand or warning
2. Second occurrence: Suspension for 90 days
3. Third occurrence: Suspension for six (6) months
4. Fourth occurrence: Expulsion from the vehicles

**UCHRA Public Transportation reserves the right to skip any of the above occurrences. UCHRA Public Transportation has the right to deny transportation to any passenger according to the seriousness of the incident.*

Disciplinary Appeals

Violator may appeal or request future transportation services in writing to:

Phone: 1-833-UC TRIPS (828-7477)
Email: customerservice@uchra.com
Mail: ATTN: UCHRA Transportation Customer Service
580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501



No Smoking Policy

No use of any tobacco products, electronic cigarettes, personal vaporizer, or electronic system, etc., within 50 feet of a UCHRA Public Transportation vehicle, staff, or customers.

UCHRA Public Transportation 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 five (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 (3) no-shows within six (6) months could result in suspension of transportation services for a period of at least six (6) weeks.
- Contract services: If we receive a referral for transportation and you are a no-show, we will inform the referral source (i.e., Verida, Tennessee Carriers, etc.), which may result in interruptions of transportation services.

To cancel a trip, please contact customer service at 1-833-UC TRIPS (828-7477). Office hours are 8 a.m.- 4:30 p.m. Outside of these times, please leave a message. You may also contact or your local UCHRA Public Transportation 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.

UCHRA has always been very careful to protect the privacy of our clients' medical transportation information. We respect your right to privacy and have always handled your personal information with the utmost care. We hope this privacy practices statement answers any questions you may have.

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

This notice is effective as of April 14, 2003. We may find it necessary to change our practices in the future and reserve the right to do so without notice. Any changes will be highlighted and dated on the posted notice at all service locations by the time they take effect, and we will begin distributing revised notices at that time. We encourage you to check our posted practices each time you visit. If our practices change, we will not separate or reorganize our records based on the notice that was in effect at the time they were created. All records will be maintained together. You may request a copy of our privacy practices and any revisions at any time. Please ask a staff member for a copy.

The law also requires us to make a good-faith effort to obtain your written acknowledgment that you received this notice. This is why we ask you (or your personal representative, such as the parent of a minor child) to sign confirming that we provided this notice. If you choose not to sign, the staff person who presented it will sign a statement indicating they gave it to you. If you have any questions about this notice or any part of it, please ask a staff member. If your concerns are not addressed to your satisfaction, please contact the Human Resource department at (931) 528-1127.

Your medical transportation records are kept in secure office locations, accessible only to those who need them and only to the minimum extent necessary to perform their job duties related to transporting you for medical treatment, securing payment, or supporting healthcare transportation operations. This means that if someone does not need to view your record to perform their responsibilities, they will not be allowed access. If records are maintained or shared electronically, reasonable and appropriate security measures will be used to protect your information. All staff are trained in privacy protection methods and have agreed in writing to abide by the practices described 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 another 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 the 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 to the Human Resource department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501.

Disclosures for Healthcare Operations

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 the Human Resource department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501.

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 or 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 the Human Resource department at UCHRA 580 S. Jefferson Ave., Ste. B; Cookeville, TN 38501. 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 the 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 the 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 the Human Resource department at (931) 528-1127.

Contact Information for Customer Service

Phone: 1-833-UC TRIPS (828-7477)

Email: customerservice@uchra.com

Mail: ATTN: UCHRA Transportation Customer Service
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www.ucpublictransit.com | www.uchra.org

