

## RIDER PROGRAMS

**\$5.00 All Day Rider Pass** – Passes may be purchased from our drivers for a \$5 All Day Pass. These passes are good for one day, and cannot be carried over into the next business day and cannot be used in conjunction with Half-Fare, Off Routes or Demand Response services.

**Get A Job. Get A Ride!** – The program is sponsored by the Eastern Panhandle Transit Authority. Through this program, all new employees of a Corporate Partner, who meet the criteria, will be eligible to receive limited transportation to work. This program is being developed to encourage ridership and assist long term unemployed workers. For more information call our office or visit our website.

**Student Discount** – Students who are enrolled in High School, College or Technical Schools who are able to show proof of enrollment are eligible to purchase our Monthly Pass at a discount of 25%. Cannot be used in association with any other fare structure.

## NON-DISCRIMINATION POLICY

Your Rights Under Title VI of the Civil Rights Act of 1964 The United States Department of Transportation (USDOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes that EPTA has violated his /her Title VI protections, should contact EPTA at 304-263-0876 or [info@eptawv.com](mailto:info@eptawv.com). EPTA has also developed a policy to assist individuals who have Limited English Proficiency (LEP). Translation services in order to assist LEP individuals shall be made available to EPTA's customers upon request. EPTA's Title VI policy, complaint procedures, and LEP Plan shall be made available upon request by contacting EPTA at the above-noted contact information. For federal Title VI information, please contact the Federal Transit Administration (FTA), Region 3 at 215-656-7100. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov)

**Come Ride With Us!**  
**304.263.0876**



Find us on Facebook: [www.facebook.com/eptransit](http://www.facebook.com/eptransit)



Follow us on Twitter: [www.twitter.com/eptawv.com](http://www.twitter.com/eptawv.com)

**Come Ride With Us!**

**EPTA**  
Eastern Panhandle Transit Authority  
"EPTA is committed to Safety,  
Courtesy and Reliability"  
446 Novak Drive  
Martinsburg, WV 25405  
[www.eptawv.com](http://www.eptawv.com)

## HOW TO RIDE THE BUS



**"EPTA is committed to Safety, Courtesy and Reliability"**

446 Novak Drive, Martinsburg, WV 25405

[www.eptawv.com](http://www.eptawv.com)

**304.263.0876**

### Hours of Operation:

5:00 a.m. - 8:50 p.m. Monday-Friday

9:00 a.m. - 5:50 p.m. Saturday (Routes 35/40)

No Service Sunday

### Dispatch Hours:

5:00 a.m. - 8:50 p.m. Monday-Friday

9:00 a.m. - 5:50 p.m. Saturday

8:00 a.m. - 5:00 p.m. Sunday Message Only

### Office Hours:

8:00 a.m. - 5:00 p.m. Monday-Friday



## HOW TO RIDE THE BUS

Pick your destination

Review the schedule to find the closest bus stop, or go to [eptawv.com](http://eptawv.com) for maps and schedules

Walk to your bus stop location

## ZONES

EPTA buses travel through 4 zones. Every time you move between zones, add \$.50 to your fare cost. All routes will begin and end at either the Caperton Train Station or the VA Hospital.

The zones are:

1. Martinsburg
2. Berkeley County
3. Jefferson County
4. Harpers Ferry/Bolivar

EPTA operates a fleet of buses that have lifts to accommodate wheelchair passengers.

## FARES & OFF-ROUTES

A standard bus trip within one zone costs \$2.00. Each additional zone adds \$.50 to the trip cost. Children 6 and under ride free.

### Example Fares

Train Station to Martinsburg Mall .....	\$2.00
Train Station to Work Force .....	\$2.50
Martinsburg to VA Hospital .....	\$2.50
Martinsburg to Shepherdstown .....	\$3.00
Martinsburg to Charles Town .....	\$3.00
Harpers Ferry to Martinsburg .....	\$3.50
VA Hospital to Charles Town .....	\$2.50
VA Hospital to Work Force .....	\$3.00

Off-route pickups, up to 3/4 of a mile from our published route, can be scheduled a day in advance. There is an extra \$2.00 charge for off-route pickup and dropoff.

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## BUS ETIQUETTE

Be ready early. We recommend that riders get to their stop 10 minutes early.

**Please have exact change** – Drivers cannot make change. Have your fare card or your Half-Fare card ready when you board the bus.

- No eating, drinking, vaping or tobacco products allowed on the bus.
- Seat belts must be worn at all times.
- Service animals are allowed on all EPTA vehicles.
- Please remain seated until the bus comes to a complete stop.

## ROUTE INTERRUPTIONS

During “Route Interruptions” riders will be asked to vacate EPTA buses. Riders will be able to reboard prior to continuing with established route.

## DEMAND RESPONSE SERVICE

EPTA offers Demand Response service from 8 a.m. to 5 p.m. in select areas of Berkeley and Jefferson Counties. Call **304.263.0876** to make a reservation.

Reservations must be made the day before. The dispatcher will stop scheduling rides at the close of business, so all requests should be made by that time. Please be ready 10 minutes before your scheduled pick up time.

Demand Response trips that need to be scheduled over the weekend, please call and leave a detailed message by 5:00 p.m. Sunday with your name, phone number, pick-up location, destination and time of appointment. An EPTA dispatcher will confirm your appointment the next business day by return call.

Passengers who require assistance may bring an aide. Aides ride free on all EPTA vehicles.

Call for Demand Response service and pricing. Half-Fare cards cannot be used for Demand Response services.

## PASSES

Riders can purchase monthly passes from EPTA by calling **304.263.0876**. Monthly passes are \$60 per month, and are good for one calendar month.

Riders can also purchase fare cards in \$1.00, \$2.50 and \$10.00 increments. Riders purchasing more than 10 cards are encouraged to call ahead so that we can have your order ready.

EPTA now accepts Visa, MC, Discover and AmEx.

EPTA cannot be responsible for lost or stolen fare cards. Monthly passes can only be used by the rider named on the card. Riders must show their pass when boarding a bus.

## HALF-FARE PROGRAM

Senior citizens 60 and over, anyone who holds a Medicare Card, or any person with a verifiable disability is eligible for a Half-Fare card. Holders of the EPTA Half-Fare Card will receive a 50% discount on cash fare transactions system wide on all EPTA routes during all regular operating hours. Riders must show their Half-Fare card every time they get on a bus.

Individuals who possess a Half-Fare card are eligible to purchase our Monthly Pass at a discount of 50% off the regular rate. Passes are good for one calendar month.

Visit [eptawv.com](http://eptawv.com) for an application, or call us at **304.263.0876** for information.

## SHEPHERD UNIVERSITY CIRCULATOR

Shepherd University students with a valid Shepherd ID, can ride the bus from Caperton Train Station to Shepherd at No Charge.

The Shepherd University Circulator leaves twice daily 7:00 a.m. and 3:00 p.m. with return routes. See website for additional information.

## TEXT ALERT SYSTEM

EPTA offers a text alert for system disruptions and delays of more than 15 minutes. Please visit [EPTAWV.COM](http://EPTAWV.COM) for the text alert opt-in link and details.

EPTA offer updates for EPTA system routes, Shepherd University Circulator and MARC Train Connector.