

General Information

EPTA operates a fleet of transit vehicles that are ADA compliant with Mobility Device accessibility on a Deviated Fixed Route System. Service animals are allowed on all EPTA buses.

Hours Of Operation:

Monday - Friday: 5:00 AM - 8:45 PM
Saturday Service: 9:00 AM - 5:40 PM
No Sunday Service

DISPATCH HOURS:

Monday - Friday: 5:00 AM - 8:45 PM
Saturday: 9:00 AM - 5:40 PM
Sunday: 8:00 AM-5:00 PM (Message Only)

OFFICE HOURS:

Monday - Friday 8:00 AM-5:00 PM

How To Ride The Bus

- Pick your destination.
- Review the schedule to find the closest bus stop, or go to eptawv.com for maps and schedules.
- Visit eptawv.com for printable "How to Ride" brochure in English and Spanish.

Route Interruption

During "Route Interruptions", riders will be asked to vacate EPTA buses. Riders will be able to re-board prior to continuing with established route.

Zones

EPTA buses travel through 4 zones. Every time you move between zones, add \$.50 to your fare cost.

The zones are:

1. Martinsburg
2. VA Medical Center / Inwood
3. Jefferson County
4. Harpers Ferry / Bolivar



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

	Full	Half
Train Station to Foxcroft Town Center ...	\$2.00.....	\$1.00
Train Station to Work Force	\$2.00.....	\$1.00
Martinsburg to Development Drive.....	\$2.00.....	\$1.00
Martinsburg to Inwood.....	\$2.50.....	\$1.25
Martinsburg to VA Hospital	\$2.50.....	\$1.25
Martinsburg to Shepherdstown	\$3.00.....	\$1.50
Martinsburg to Charles Town	\$3.00.....	\$1.50
Harpers Ferry to Martinsburg	\$3.50.....	\$1.75
VA Hospital to Charles Town	\$2.50.....	\$1.25
VA Hospital to Work Force	\$2.50.....	\$1.25

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.

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.

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.

Bus Etiquette

- Riders should be at 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 or drinking on the bus.
- Seat belts must be worn at all times. Please remain seated until the bus comes to a complete stop.

Half-Fare Program

Senior citizens 60 and over, anyone who holds a Medicare Card, or any person with a verifiable disability are 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 board 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 for an application, or call us at 304.263.0876 for information.

Rider Programs

\$5.00 ALL DAY RIDER PASS – A \$5 All Day Pass may be purchased from EPTA Bus Operators. Passes are good for one day, and cannot be carried over into 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 eptawv.com.

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.

TEXT ALERT SYSTEM – EPTA offers a text alert for system disruptions and delays of more than 15 minutes. Please visit eptawv.com for the text alert opt-in link and details. EPTA offers updates for EPTA system routes, Shepherd University Circulator and MARC Train Connector.

Demand Response Service

EPTA offers Demand Response service from 8:00 AM to 5:00 PM, Monday - Friday 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, 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 at no additional charge. Call for Demand Response service and pricing. Half-Fare cards cannot be used for Demand Response services.

Rider Policy

Passengers who display any of the following actions will be suspended from EPTA. These actions include, but are not limited to:

- Vandalism
- Physical or Verbal Abuse of a passenger or bus operator
- Vulgar Acts
- Smoking, use of tobacco products or Vaping.
- Hazardous materials cannot be transported on any EPTA vehicle, Explosives, Flammable, Toxic, Dangerous or offensive items including but not limited to automotive batteries that may cause harm or discomfort to any passengers are strictly prohibited.
- Non-payment of fare

A suspension may result if a passenger violates any safety policy. Visit eptawv.com for complete policy details.

Eastern Panhandle Transit Authority

ROUTE 11



VA Medical Center

Serving:

- VA Medical Center
- Fountainhead Apts.
- Berkeley Day Report Center
- Gabes
- Caperton Transportation Station



Effective June 2018

304.263.0876
www.eptawv.com

446 Novak Drive • Martinsburg, WV 25405

