



**Noble County Council
on Aging & Noble
Transit**
(Equal Opportunity Employer)

Public Transportation For Everyone

NTS provides demand response curb-to-curb 24 hours advance reservation public transportation service within Noble County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

NTS operates as shared-ride service it is possible that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

HOURS OF OPERATION

Monday-Friday

Transportation 5 am – 5 pm

Reservations 8 am – 4 pm

Office Hours 7:30 am - 5pm

NTS is closed on some Federal Holidays.

**Noble County Council on Aging
561 S. Main St.
Kendallville, IN. 46755**

Need a Ride?

Call 260-347-4226 or

TTY Relay System: 800-743-333

Accessibility: Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. NTS also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured

Fares:

Seniors 60 and older (Free) within Noble County ONLY.
Donations Welcome

For everyone under 60 years of age OR over 60 going outside of Noble County, fares are based on mileage from pickup to dropoff.

0-5 miles	\$ 4.00 each way (1punch)
6-10 miles	\$ 7.00 each way (2punches)
11-15 miles	\$10.00 each way (3 punches)
16-20 miles	\$13.00 each way (4 punches)
Over 20 miles	\$1.50 per mile

10 punch tickets \$30 (Saving \$1 for each stop)

Please have correct change or check. Drivers cannot make change.

Reservations: All trips are scheduled in advance on a first-come, first-served basis, on a time and space availability basis. Trip reservations must be requested 24 hours in advance of requested pick-up time. Call dispatch as soon as possible to secure a ride. We cannot book trips beyond two weeks.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Passengers may be asked to include the following information when scheduling trips:

- Name / DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address
- Time you need to be at your destination
- Pick up time if you need a return trip
- How many people are going.

Please provide a courtesy during your reservation call by letting us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

An escort or personal care attendant may accompany you at no charge.

Assistance: Our service is provided as curb-curb. The driver may assist you to and from the curb when boarding or leaving the bus but is not permitted to enter a passenger's residence or enter a facility that places the vehicle or other passengers outside of sight of the operator.

The driver is trained in passenger assistance and will secure all wheelchairs, help secure packages, and assist with seatbelts if needed. However, NTS requests that passengers not take advantage of this courtesy. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Pick Up Window: NTS has a 30-minute pick-up window. Vehicles may arrive anytime 15 minutes before to 15 minutes after your scheduled pick-up time. Please be attentive in watching for your scheduled vehicle to arrive during this pick-up window.

If the van has not arrived **15 minutes** after the scheduled time, please call 260-347-4226.

Changes: Changes to an existing reservation should be made no later than 3:00pm the day before and are subject to availability. **Drivers cannot make unscheduled stops.**

Cancellations: Cancellations must be made at least 1 hour prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed. If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 1 hour prior to your scheduled pickup time you will be considered a No Show. No Shows waste time and money, make other passengers late and cause service denials to others. If you are reported as a No Show subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

If you are recorded as a No Show for 20% or more of your scheduled rides within a 60-day period, your service will be suspended for 10-days. You can appeal your suspension by calling NTS (260) 347-4226 and asking to speak to the Transportation Coordinator or Director.

Transportation of Children:

Infant to 5 years of age must be accompanied by an adult.

Birth–8 years old; RESTRAINT SYSTEMS

Children must be in a federally approved child restraint system, such as a rear-facing car seat or belt-positioning booster seat, that matches their height and weight. Rear-facing seats should be used until the child outgrows them, which is usually between 22 and 40 pounds. The seat should be tightly secured, recline at the manufacturer's recommended angle, and have the harness straps at or below the child's shoulders.

Car and booster seats are the responsibility of the parent or guardian, and NTS Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

8–16 years old; RESTRAINT SYSTEMS

Children must be in a child restraint system or seat belt in all seating positions. Booster seats are the most common option for children who have outgrown their harness seats and should be used with both a lap and shoulder belt.

Packages: Up to 4 total packages can be carried on vehicle per person. Packages should not be larger than a case of water and must fit in the immediate area in front of your seat. The driver may assist you with loading and unloading but may **NOT** enter any residence. **NO** Hazardous packages can be transported.

Service Animals: NTS welcomes service animals. Service animals must be under the constant control of their handler and be trained to perform a service. Riders are permitted to bring non-service animals on board; however, they must be in appropriate cage or pet carrier.

Passenger Conduct: It is the policy of NTS to provide the safest and most efficient service to all passengers and to meet the requirements of the Americans with Disabilities Act of 1990. For the safety and comfort of all Noble Transit passengers, the following policy addresses instances when a passenger's conduct may adversely affect others

Safety: Seatbelts must be worn at all times while the vehicle is in motion. All ADA eligible mobility devices must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

Rider Courtesy: Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke, or chew tobacco, play loud music, engage in loud conversation, curse, touch, or disturb others on the bus. Audio/Visual devices must be used with headphones or without sound.

Prohibited Activities: Illegal acts, threats or acts of physical violence will not be tolerated. NTS will contact law enforcement for assistance in threatening situations. Any rider who poses a "direct threat" to the health or safety of others will be denied service.

Other Restrictions:

- * Items large enough to block aisle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Flammable materials such as Gasoline, oils, etc.
- * Shopping carts of any kind
- * Lawn mowers, bicycles
- * No profanity / intimidation / fighting
- * No open food or drink on the buses
- * No illegal drugs on any vehicle

Any violation of these rules outside of an ADA eligible Reasonable Accommodation may result in immediate removal from vehicle as well as suspension of services

General Complaints

If you would like to contact NTS to file a general passenger complaint that is not related to Title VI or ADA Protections, please contact the Executive Director at (260)347-4226 or email Director@noblecountycoa.org

ADA / Reasonable Modifications

Individuals needing accommodation service or modification should notify NTS of the request when making a reservation. For more information regarding the Reasonable Modification policy or how to file an ADA Reasonable Modification complaint, please contact NTS at (260) 347-4226. Attempts will be made to honor all Reasonable Modification requests

ADA Complaints

NTS operates in compliance with Title II of the ADA Act. NTS does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability you may file an ADA discrimination complaint. To file a complaint, contact 260-347-4226 or (TTY 1-800-743-3333); or email director@noblecountycoa.org; or visit the office at: 561 S. Main St., Kendallville, IN 46755. For more information, visit www.noblecountycoa.org

Emergencies: All closings and cancellations will be announced on WAWK 1140 or 95.5F and on our NCCOA/NTS Facebook page and our website at www.noblecountycoa.org

Title VI:

The Noble County Council on Aging & Noble Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on a civil rights programs, or the procedures to file a complaint contact the Executive Director at (260) 347-4226, (TTY 800-743-3333) or visit our administrative office at 561 S. Main St., Kendallville, IN 46755 or email director@noblecountycoa.org. For more information, visit www.noblecountycoa.org.

Complaints may be filed directly with the FTA by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

This brochure is available in alternative format upon request

Interpreter Services Are Available

