

Noble Transit System
Passenger Policy Manual
561 South Main Street, Kendallville, IN 46755

SUBJECT: PASSENGER ASSISTANCE SECTION: CUSTOMER SERVICE

EFFECTIVE DATE: 08/15/2023 REPLACES: 06/01/2023

APPROVED BY: Board of Directors

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DIRECTIVE:

To provide guidance for drivers while assisting passengers.

DEFINITIONS:

Curb-to-curb: demand response service wherein drivers are required **only** to arrive at a destination to allow for boarding and exiting of the vehicle.

Door-to-door: demand response service wherein drivers are permitted to assist passengers from the threshold of a structure until the passenger has boarded the vehicle and vice versa for exiting. **Drivers may not cross the threshold or enter the residence of any passenger for any reason.**

PROCEDURE:

It is the policy of the Noble Transit System to provide curb-to-curb transportation service. This means that drivers will provide passengers with assistance during boarding and exiting the vehicle at the curb. However, if a passenger requires additional assistance to the curb, door-to-door service may be requested at the time of reservation.

Passengers requiring total assistance may be suggested by administration (but not required) to provide a personal care attendant. Other instances of passenger assistance could include:

- Vision impairments requiring guidance;
- Passengers with mobility aids such as crutches or walkers;
- Passengers with unseen balance problems or inner ear infections;
- Frail or weakened passengers; and
- Passengers in an ambulatory post-surgical status.

Noble Transit drivers are encouraged to exercise professional customer service by offering assistance to all passengers.

All drivers will observe the one step policy and will assist passengers up and down one step.

Walkways, paths, and ramps must be in good repair, free of ice and snow.

Note: Personal Care Attendants (PCA) ride free.