



## County-wide Transportation For Everyone

Noble Transit Service provides affordable, reliable transportation for everyone regardless of age. It could be to places of employment, a ride to get children to child-care, trips to the doctor's office or hospital, trips for shopping or to some local event.

### HOURS OF OPERATION

Monday-Friday

Transportation 5a.m. - 5p.m.

RESERVATIONS 8a.m. - 3:30p.m.

Office Hours 8a.m. - 4p.m.

**Fares:** Age 60 and over, medical trips are by donation, in Noble County ONLY.

For every one under 60 years of age, or non-medical trips over 60 years, the fares are:

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

Trips over 20 miles are \$1.50 per mile from pickup to drop off.

Please have correct change.

**Need a Ride?**

**Call 260-347-4226 or**

**Toll Free at 866-872-6778**

**TTY Relay System: 800-743-3333**

**Reservations:** Trip reservations in the county should be made no less than 48 hours before the trip. Trip reservation outside the county should be made the week before the trip or as soon as possible. We take trips on a first call basis. The dispatcher will need the following information when you call:

Name, birthdate and telephone number of rider

Pick up address AND destination address

Time you need to be at your destination

Pick up time if you need a return trip

Please be ready to be picked up 20 minutes before your scheduled time. We make every effort to be as prompt as possible; however, we may be early or up to 5 minutes later than your scheduled time.

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

To ensure that we stay on schedule, the drivers can only wait 5 minutes for a passenger and then they must go on.

**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:** Call the office as soon as possible to cancel your trip. Leave a message on the machine, if it is outside office hours. Failure to call may result in suspension of service. Repeated late cancels and No-Shows may result in suspension of service. See Consequences of Misconduct on the back of this brochure.

**Please note:** NTS is a curb-to-curb service; however, it is a shared service, not a taxi. You may not be able to go directly to your destination as it may be necessary to pick up or drop off other passengers along the way.

**Packages:** Up to 4 total packages can be carried on 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.

**NEED A RIDE TO WORK?** It is possible to have regularly scheduled trips. Call the NTS office at 347-4226 with your schedule.

**CHILDREN:** Infant to 5 years of age must be accompanied by an adult. All children under 8 years old require a car seat or booster seat and must follow the Indiana Bureau of Motor Vehicles requirements. All children must have their own car seat or booster seat and they may not be left on the vehicle.

**SERVICE ANIMALS:** Service animals may accompany you; however, the dispatcher should be informed at time of reservation.

**EMERGENCIES:** There may be times that Noble County declares a county-wide emergency. Noble Transit reserves the right to not operate on certain roads if they are believed to be unsafe for passengers as well as drivers.

**Listen to our local radio stations:  
WAWK 1140AM or 95.5F**

## PASSENGER CONDUCT

It is the policy of Noble Transit 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.

**Unsafe Conduct:** Any act which creates the potential for injury or other risk to and passenger, driver or the general public.

**Abusive Conduct:** Any disruptive or intrusive act toward a passenger, driver or general public. This includes invading the privacy of others, touching another person or using rude language.

**EATING, DRINKING, CHEWING TOBACCO, SMOKING, VAPING or USING CELL PHONES is NOT PERMITTED. Audio/Visual devices must be used with headphones or without sound.**

## Consequences of Misconduct (including late cancels/No-Shows)

1. First offense – verbal warning
2. Second offense – written warning and up to 30 day suspension
3. Third offense – written warning and up to 90 day suspension.
4. Fourth offense – Immediate suspension for up to one year



## Noble Transit System does not discriminate on the basis of age or disability.

### ADA / REASONABLE ACCOMMODATIONS

Individuals needing a service accommodation or modification must notify Noble Transit System of the request when making a reservation. For more information regarding our reasonable accommodation policy or how to file an ADA Reasonable Accommodation Complaint, please contact the Executive Director at 260-347-4226. Attempts will be made to honor all reasonable accommodation requests.

### ADA COMPLAINTS

Noble Transit System does not discriminate on the basis of disability. IF you feel that you have been discriminated against on the basis of disability, you may file an ADA discrimination complaint. To file a complaint call the office at 260-347-4226 or (TTY 1-800-743-3333); Email: [director.nccoa@outlook.com](mailto:director.nccoa@outlook.com) or visit the office at: 561 S. Main St., Kendallville, IN 46755

Revised 10/30/20

## Notifying the Public of Rights Under Title VI

### Noble County Council on Aging / Noble Transit

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 may file a complaint with the **Noble County Council on Aging/Noble Transit**. For more information on the **Noble County Council on Aging/Noble Transit's** civil rights program, and the procedures to file a complaint, contact the Executive Director at 260-347-4226, (TTY 800-743-3333);

email: [director.nccoa@outlook.com](mailto:director.nccoa@outlook.com).; or visit our administrative office at 561 S. Main St., Kendallville, IN 46755. For more information, visit [www.noblecountycoa.org](http://www.noblecountycoa.org). A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590. If information is needed in another language, contact 260-347-4226.

*Si se necesita informacion en otro idioma de contacto, 260-347-4226.*

**Noble County Council on Aging  
561 S. Main St.  
Kendallville, IN. 46755  
(260) 347-4226  
1-866-872-6778  
1-800-743-3333 TTY Relay**