

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

SUBJECT: PERSONAL CARE ATTENDANTS SECTION: CUSTOMER SERVICE

EFFECTIVE DATE: 08/15/2023 REPLACES: 01/01/2011

APPROVED BY: Board of Directors

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DIRECTIVE:

To provide guidance to persons requiring an accompanying personal care attendant during transit provided trips.

DEFINITIONS:

Personal Care Attendant (PCA) – Persons eligible under Americans with Disabilities Act (ADA) regulations must be allowed a personal care attendant. A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs.

PROCEDURE:

A PCA may ride with a client at no additional cost if it is arranged in advance with Noble Transit Scheduling. NOTE: PCA's must have the same origin and destination as the passenger that they are accompanying.

The PCA is expected to care for the passenger while enroute to the destination.

The PCA must furnish any care over and above routine passenger assistance provided by the Driver.

Use of the PCA is the discretion of the passenger.

RESPONSIBILITIES:

It is the responsibility of the Dispatcher/Scheduler and Driver to ensure compliance with this procedure.