

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

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SUBJECT: TRANSPORTING PETS

SECTION: CUSTOMER SERVICE

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EFFECTIVE DATE: 08/15/2023

REPLACES: 01/01/2011

APPROVED BY: Board of Directors

APPROVAL DATE: 08/15/2023

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DIRECTIVE:

To provide guidelines for the transport of pets on transit vehicles.

DEFINITIONS:

Pet – A domesticated animal kept for pleasure rather than utility. **This does not include Service Animals. Refer to Customer Service Section, Service Animal Policy.**

PROCEDURE:

Pets may be transported with the passenger if the pet is in a pet carrier (kennel) designed for the containment of the pet.

The following kennel requirements must be met:

- Kennel construction meets acceptable requirements (no wheels, no wire kennels, leak proof bottom and absorbent material).
- Hardware (bolts/screws) complete and assembled.
- Door is lockable and secure.
- Ventilation available on three sides (includes door).
- No cardboard boxes.

Passengers must notify the Scheduler that a pet will accompany the individual when the trip reservation is made.

Drivers must notify Dispatcher if there is a concern pertaining to the transport of a pet.

The Dispatcher/Scheduler reserves the right to refuse transport of pets when the passenger does not provide an acceptable pet carrier or the pet is deemed to jeopardize the safety of the Driver and other passengers.

RESPONSIBILITIES:

It is the responsibility of the Driver, Dispatcher and Executive Director to ensure compliance with this procedure.