

Passenger Conduct

It is NPT's policy to provide the safest and most efficient service to all passengers and to meet the requirements of the Americans With Disabilities Act of 1990. NPT must rely on certain guidelines that ensure quality service for all passengers. Passengers who abuse these guidelines can adversely affect the NPT community transportation system as a whole.

For the safety and comfort of all NPT passengers, NPT has established the following policy that addresses instances when a passenger's conduct may negatively affect others using NPT.

There is NO SMOKING on any Noblesville Public Transit vehicle.



Children under 11 years of age must be accompanied by an adult. Children 4 years and under must be in a state approved car seat.

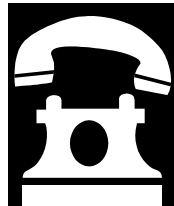
Special Requests

Only two carry-on packages with a combined weight of no more than 50 pounds. No additional packages can be transported due to limited space. Hazardous materials are NOT allowed.

The driver can only assist with the loading and unloading of packages between the vehicle and the curb.

Passengers or companions are responsible for getting packages to and from the curb.

It is our goal to provide the greatest number of passengers with prompt, efficient, friendly service. Therefore we are unable to honor specific requests for drivers, seats, vehicles, and routes.



For
Information Call:
317-773-2688
TTY 800-743-3333



TTY USERS CALL 800-743-3333

NOBLESVILLE
PUBLIC TRANSIT

Services provided by the
City of Noblesville
John Ditslear, Mayor

Operated by Janus Developmental Services, Inc.
1555 Westfield Road
Noblesville, Indiana 46062
317-773-8781
TTY 800-743-3333



Noblesville Public Transit: Riders Guide

773-2688
TTY 800-743-3333



Transportation Services
for the Citizens of
Noblesville, Indiana

NOBLESVILLE PUBLIC
TRANSIT

Noblesville Public Transit: Riders Guide

Hours of Operation

Monday - Saturday 6:00am - 7:00pm

| | |
|------------------------|------------------------------|
| Point-to-Point Service | \$2 one way |
| | \$4 round trip |
| Passes: | 25 - \$1 tickets \$20 |
| | 13 - \$1 tickets \$10 |

Fare is to be paid in *exact amount* as the driver does not carry cash and *cannot* make change. Fare must be paid at time of pick-up. Noblesville Public Transit (NPT) cannot be responsible for lost passes.

Passes may be purchased from the NPT Driver, at Janus Developmental Services or at City Hall.

Personal care assistants may ride free of charge.

Point to Point Service

Noblesville Public Transit is a curbside service only, available throughout the city limits of Noblesville. A 24 hour advanced notice is required for this service. Please call 773-2688 M-F 8:00am-4:00pm. After hours please leave a message.

Emergencies

There may be times when the City of Noblesville declares a citywide emergency. In this case (NPT) will *not* operate on that day. NPT reserves the right not to operate on certain roads if it is felt to be unsafe for passengers and drivers.

Holidays

NPT will not operate on all major holidays.

Prior to Departure

The driver will ask you to fasten your seat belt/shoulder strap. If you are in a three-wheeled mobility device, you may be asked to transfer to a seat in the vehicle.

Unsafe Conduct...any act which creates the potential for injury or other risk to any passenger, driver, or the general public.

Abusive Conduct...any disruptive or intrusive act toward any passenger, driver, or the general public. This includes, but is not limited to, any acts that are generally offensive, invading the privacy rights of others, or touching another person in a rude, insolent, or angry manner.

Consequences of Abusive Conduct

1. A 1st offense may result in suspension of services for up to 30 days.
2. A 2nd offense within a one year period shall result in suspension of service for up to 60 days.
3. A 3rd offense within a one year period shall result in suspension of service for up to one (1) year.

No Show – No Call – No Ride

A "no show" is if a driver shows up for a scheduled ride and you do not show up. So that other passengers reach their destinations on time, drivers are only permitted to wait 5 minutes after your scheduled pickup time. Passengers who miss their ride or fail to call to cancel their trip will be required to pay for their "no show". Any other scheduled trips will be cancelled if a call is not received.

Please call 773-2688 to cancel a trip. Please leave a message if voice mail picks up during regular business hours. Voice mail will be checked frequently.

Passengers with 1 "no show" will be required to pay for this unnecessary trip before any future rides can be provided. Three or more "no shows" in a 30-day period may result in the following consequences:

1. First Offense – The regular fare for all three "no shows" will need to be paid at the non-discounted rate before any future rides can be scheduled.
2. Second Offense – "no shows" will be charged the full cost for making the unnecessary trips and must be paid before any future ride can be scheduled.
3. Third Offense – Passenger could lose the privilege of scheduling more than one trip at a time.

Getting there on time

Riding NPT is just like riding any other public community transportation system, there is a scheduled time and you must be ready when the vehicle arrives. **The driver is only permitted to wait 5 minutes.** There may be additional stops before reaching your destination.

It is the goal of NPT to provide the greatest number of passengers with prompt, efficient, friendly service. The following are ways you may help us serve you:

- In order to ensure the vehicle will be on time for other passenger, the driver cannot make unscheduled stops.
- Because you will probably share a vehicle with other passengers, we suggest that when you schedule your appointment you:
 - ➔ Tell us when your scheduled appointment is.
 - ➔ Remember driver may be picking up and dropping off other passengers before reaching your destination.
 - ➔ Be prepared for delays due to bad traffic or weather.
 - ➔ Please be ready 20 minutes before your vehicle is scheduled to arrive.
 - ➔ The vehicle can only wait 5 minutes past your return pick-up time.
 - ➔ If the NPT vehicle has not arrived after 20 minutes from your scheduled pick-up time call 773-2688.

