KABS

KOSCIUSKO AREA BUS SERVICE



Public Passenger Guide

October 2026

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TITLE VI NOTICE TO THE PUBLIC

Kosciusko Area Bus Service (KABS)

- ✓ The Kosciusko Area Bus Service (KABS) 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 **Section 5310/5311 grantee**.

- ✓ For more information on the **Section 5310/5311 grantee's** civil rights program, and the procedures to file a complaint, contact 574-371-1410, (TTY 800-743-3333); email Kristin.rude@cardinalservices.org; or visit our administrative office at 1804 E. Winona Ave. Warsaw, IN 46580. For more information, visit https://kabsbus.com

- ✓ 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, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

- ✓ If information is needed in another language, contact 574-371-1410.

- ✓ ***Si se necesita informacion en otro idioma de contacto, 574-371-1410***

HOURS OF OPERATION AND CONTACT INFORMATION:

BUS OPERATIONS:

On Demand Services operate Monday- Friday, 5:30 AM – 8:00 PM
Deviated Fixed Route operates Monday- Friday, 8:00 AM- 6:00 PM

Dispatch: Monday- Friday, 8:00 AM – 5:00 PM
(574) 267-4990 or (866) 953-4490
Call for ride requests, cancellations, Medicaid Information, or general inquiries.

Transportation General Manager: *(574) 371-1410 or kristin.rude@cardinalservices.org*
Call for bus advertisements, concerns or issues, current employment opportunities, general inquiries, or to report safety concerns.

Website: www.kabsbus.com

Passengers with hearing or speech impairments can schedule rides or make inquiries via the email address above. Those with vision impairments can use braille readers, audible reading software, or request enlarged text documents to access information and schedule rides. Additionally, free TTY services (1-800-743-3333) from Relay Indiana are available to contact the KABS dispatcher. Passengers should call the TTY number, provide the KABS office number to the Relay operator, and the information will be relayed to the KABS dispatcher for assistance

ON DEMAND FARE & FEE SCHEDULE:

Effective 09/01/2025 with 24 hours' notice:

- 0 - 8 miles = $3.00 one way
- 9 - 16 miles = $4.00 one way
- 17 + miles = $5.00 one way

Mileage starts from the KABS base in Warsaw and ends at your pick-up address.

Same-Day Fee:	Add $5.00 to the appropriate fare if you are calling for a ride the same day or if you change your pick-up/drop-off times during the same day.
No-Go Fee:	You are responsible for the fare for any missed trip. An additional $5.00 no-go fee will be incurred for any rides that are not canceled at least one hour before the scheduled pickup time.
Charges:	There will be a charge each time a rider gets on the bus.

Personal Care Attendant: One personal care attendant may ride with you at no additional cost if arranged when you schedule your trip. Personal care attendants must board and disembark with the passenger they are assisting.

PAYMENT:

To provide a convenient service to passengers, KABS has established two payment options:

- Passengers can pay the exact fare when the vehicle arrives. Drivers do not accept checks.
- Passengers can pre-purchase bus passes ($24 for a $30 value) at the KABS office, payment is accepted via cash or check.

DRIVERS DO NOT CARRY CASH AND CANNOT MAKE CHANGE.

SCHEDULING ON DEMAND RIDES:

Rides can be scheduled up to **two weeks** in advance of the actual trip. KABS is not a taxi service; we operate on a set schedule and on a first-come, first-served basis. Rides are confirmed based on availability.

Passengers can:

- Request same-day transportation
- Pre-schedule rides for future dates
- Schedule a recurring reservation (with some limitations)

Please be prepared to inform the dispatcher of:

- Your name and the date you want to travel
- Pick-up address, including apartment or suite number
- Drop-off location, including apartment or suite number
- Time of your appointment, requested pick up time
- Time of return ride, requested home time
- Whether you will be using a mobility aid such as a walker or wheelchair
- If a service animal or pet will accompany you
- If you have a personal care attendant riding with you

** KABS accepts limited callback reservations for medical appointments only. Callback rides are scheduled around existing routes and may require a longer wait time. For all other trips, KABS requests that you schedule round-trip transportation in advance.*

** Multiple Trip requests for the same day MUST be scheduled for at least 30 minutes apart. Drivers are not permitted to drop off at the location and wait for passengers to run in and out.*

** Drivers are not permitted to deviate from their scheduled drop-offs. If you need to adjust a ride, all changes must be done through the office.*

** KABS reserves the right to limit service in cases where the ride request is less than ¼ mile from the point of origin. Such requests will be evaluated on a case-by-case basis.*

Requested Pick Up Times

Requested Pickup Time is the time you would like to be picked up when making your reservation. **Scheduled Pickup Time** is the actual time KABS is able to provide transportation based on trip coordination, route planning, and other scheduled passengers.

When you schedule a trip, your requested pickup time will be entered into the system, and your reservation will be confirmed. As daily routes are optimized, your scheduled pickup time may be adjusted. Final schedules are typically generated the evening before service, and scheduled pickup times may vary by up to 30 minutes from the original requested time.

Passengers will be notified of their scheduled pickup time through the automated reminder call placed the evening before their trip.

Once a scheduled pickup time has been assigned, your vehicle may arrive within a 30-minute pickup window, beginning 15 minutes before and ending 15 minutes after your scheduled pickup time. Please keep this pickup window in mind when planning your trip and be ready to board when the vehicle arrives.

Example:
If your scheduled pickup time is 9:00 AM, your vehicle may arrive anytime between 8:45 AM and 9:15 AM. Drivers will wait up to three (3) minutes from the scheduled pickup time for passengers to board. If you are not ready within that time, the vehicle may depart, and the trip will be recorded as a No-Show. If your vehicle has not arrived by the end of your pickup window, please contact KABS. A dispatcher will provide an update on the status of your trip.

What to Expect

- Rides may be shared with other passengers to maximize efficiency and availability. KABS strives to keep one-way ride times under one hour whenever possible.
- Individual or direct rides are not guaranteed.
- You will not receive a personal phone call with an exact pickup time.
- You will receive an automated notification the evening before your trip with your scheduled pickup time.
- You will also receive an "On the Way" notification when your driver departs for your pickup location.

CANCELLATION PROCESS:

To avoid penalties, all ride cancellations must be made at least **1 hour before** your scheduled pickup time by calling KABS dispatch. Canceling in advance helps ensure that transportation resources are available for other riders.

Frequent late cancellations or last-minute changes may impact other passengers. If this becomes a recurring issue, your service eligibility may be reviewed by management.

NO GO POLICY:

A **No-Go Fee** is charged when:

- You fail to cancel your ride at least 1 hour in advance
- You do not come to the bus within three minutes of your scheduled pickup time.
- You cancel at the door.

The No-Go Fee is in addition to the missed trip fare and must be paid before any future trips can be scheduled or provided by KABS.

NO PAYMENT/REFUSE TO PAY CHARGES:

Passengers who refuse to pay the fare or fail to pay charges incurred may be refused transportation or face temporary suspension of services.

ON DEMAND GENERAL GUIDELINES:

Curb-to-Curb Service: A driver's responsibility begins and ends at the curb. Drivers will assist passengers on and off the bus and secure carry-on items, but cannot provide further assistance beyond the curb. Requests for reasonable accommodation will be considered on a case by case scenario. Drivers are not permitted to cross the threshold of any business or residence at any time.

Advance Booking: Plan rides early for the best chance of availability. Schedule rides a week out when possible.

Packages: Passengers may bring only what they can carry in one trip. Large or unsecured items—such as bikes, equipment, or household appliances—are not permitted for safety reasons.

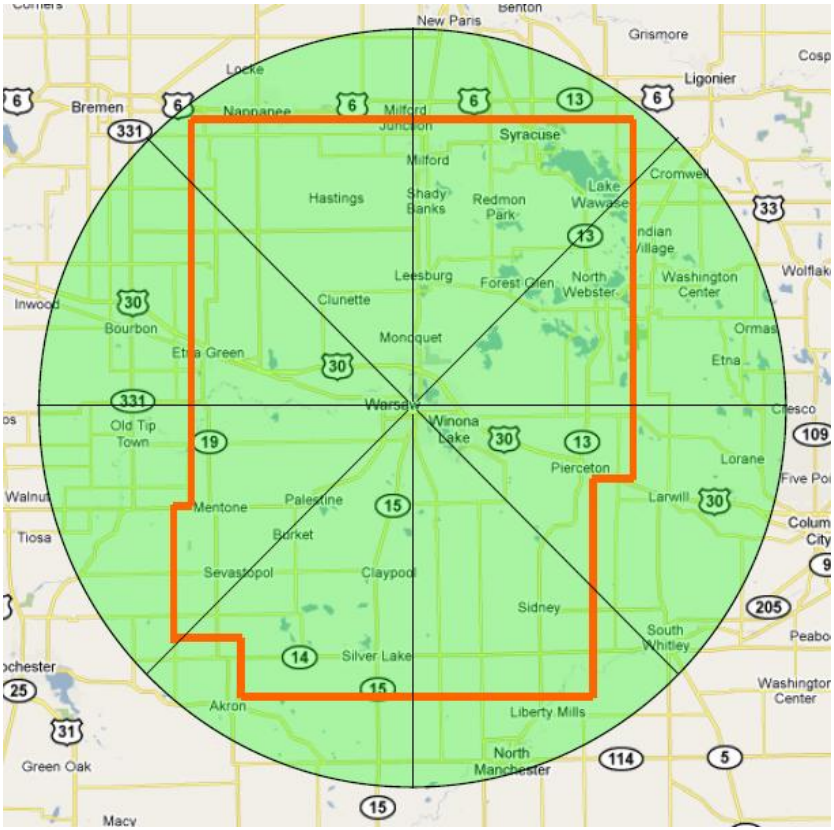
Driver and Vehicle Preferences: Requests for specific drivers, seats, vehicles, or routes cannot be accommodated; assignments are based on scheduling needs.

Children's Policy: Children age 7 and under must be accompanied by an adult. Up to two children in this age group may ride free; additional children pay full fare. All must be secured in a car or booster seat per state law. KABS does not provide car seats.

Lost or Damaged Items: KABS is not responsible for items that are lost, stolen, or damaged.

ON DEMAND SERVICE AREA:

KABS provides on-demand services for all of Kosciusko County. If you are unsure of your location's eligibility, please call to inquire.



OUT OF COUNTY TRANSPORTATION:

Out-of-county transportation is available via on demand services, but the number of trips KABS can provide each day is limited. Rides must be scheduled with a 24-hour notice. Fees are based on a flat rate determined by round-trip mileage, with a maximum distance of 300 miles.

Fee Structure:

- Up to 80 miles: $110.00
- 81-120 miles: $150.00
- 121-160 miles: $190.00
- 161-200 miles: $230.00
- 201-300 miles: $300.00

Rides with a wait time exceeding 2 hours will incur an additional charge of $5.29 for every 0.5 hours. This will be billed after the service date.

PAYMENT:

- Payment is expected before service. Failure to pay will result in the cancellation of the ride.
- Passengers can pay with cash or check at the KABS office.
- Cancellations require a 24-hour notice.

Failure to pay any additional fees or cancel rides may result in the discontinuation of services.

MEDICAID & MEDICARE TRANSPORTATION:

KABS provides transportation services for Medicaid and Medicare-eligible passengers to medical appointments and other trips as assigned by Verida and WellTrans. These services are available throughout the state of Indiana, with prior authorization required for each trip.

To schedule a ride, passengers must contact the appropriate insurance vendor and adhere to their scheduling guidelines. Verida and WellTrans will dispatch rides to KABS as needed. Riders have the option to choose Cardinal Services-KABS as their preferred provider.

DEVIATED FIXED ROUTE (DFR):

Effective 09/08/2025: KABS offers a deviated fixed route known as the Lake City Loop in Warsaw and Winona Lake. This service follows a scheduled loop with designated stops, while offering limited off-route pick-ups/drop-offs (within ¼ mile) by advance request.

DEVIATED ROUTE FARES:

- $1.00 per trip (boarding at a stop)
- $0.50 per deviation- No-show: $5.00 fee
- Monthly Pass: $20 (unlimited rides for the calendar month; deviation fees still apply)

DEVIATED ROUTE GENERAL GUIDELINES

Scheduling a Ride
Deviations may be requested up to two weeks ahead by contacting dispatch before the day prior. Same-day or on-board deviations may be possible but are not guaranteed. Scheduled first-come, first-served.

Boarding and Riding
Bus stops at fixed stops only if a passenger is waiting or requests to disembark. Drivers announce stops and deviations. Passengers must remain seated; standing is prohibited. Priority seating is reserved for seniors (65+) and passengers with disabilities. Wheelchair/mobility device securement areas allow one device each; additional devices only if space allows or passenger transfers.

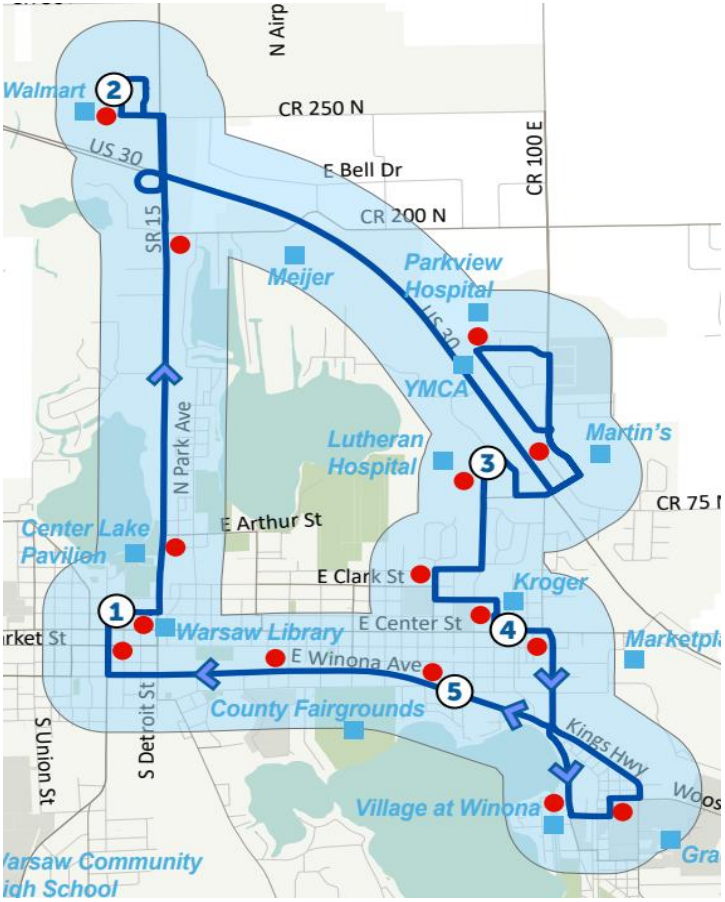
Seating and Capacity
Seating is first-come, first-served. No standing while moving. When full, no additional boarding; dispatch arranges overflow service at no extra cost. Capacity is monitored and schedules may adjust as needed.

Items and Accessibility
Passengers may bring items fitting on laps, under seats, or designated storage. Aisles, doors, and exits must remain clear. Small bags allowed; large items (strollers, carts) require dispatch approval. Service animals permitted and must be controlled.

Bike Racks
Front racks hold two standard bikes (first-come, first-served). Riders load and secure their own bikes. KABS is not responsible for lost or damaged personal property.

Rider Conduct
Service is for active transportation. Continuous riding without a destination is prohibited. Respectful behavior required. Disruptions or repeated no-shows may lead to suspension.

DEVIATED FIXED ROUTE MAP



GENERAL KABS POLICIES:

1. When boarding, passengers must wait on the curb until the bus comes to a complete stop. Passengers should board promptly.
2. Passengers must be seated while the bus is in motion.
3. Passengers are required to wear seatbelts by applicable state law. Seatbelt extensions are available upon request.
4. Full slider windows are to be opened no more than halfway.
5. Keep all body parts and personal property inside the bus.
6. Eating, drinking, and smoking are prohibited.
7. Running, fighting, and roughhousing are prohibited.
8. Throwing objects in or out of the bus is prohibited.
9. Profanity, illegal drugs, alcohol, and threats of physical abuse are prohibited.
10. Passengers must refrain from loud noises that would disturb the driver or other passengers.
11. Playing personal music without the use of headphones is prohibited.
12. Passengers will be held liable for property damage done to KABS buses.
13. The driver is authorized to refuse to transport any item that may be a potential safety hazard.
14. Show respect and refrain from harassing or threatening KABS employees or passengers.
15. Follow the drivers' instructions at all times.
16. No distracting the driver.

MOBILITY DEVICE ASSISTANCE:

Inform the dispatcher when scheduling if you need the lift or securement assistance. For help beyond this, arrange a personal care attendant (rides free if noted in advance).

When your bus arrives:

- Tell the driver you need the lift and if it’s your first time using it.
- Stay 6 feet from the door until instructed to board.

- Board facing away from the vehicle for safety and easier maneuvering.
- Hold the side handrails while the lift operates.
- Inside, the driver will assist with securement; engage your brakes.

SERVICE ANIMAL/PET POLICY:

Service animals are permitted to accompany individuals with disabilities. Please inform the dispatcher when you schedule your ride that a service animal will accompany the individual.

KABS will allow pets to be transported as long as they are in an appropriate pet carrier. Drivers are not permitted to carry the pet carrier on or off the bus.

PORTABLE OXYGEN TANKS:

Passengers are permitted to carry portable oxygen tanks on vehicles. It is the responsibility of the rider to ensure that portable oxygen tanks are properly secured to prevent passenger injury.

ROUTE NOTATIONS:

All KABS drivers hold professional licenses and are specially trained to provide safe and effective public transportation. We take our responsibility to deliver professional and expert service to all passengers very seriously.

Each bus is inspected every morning before leaving the garage to ensure that all equipment is in working order. Additionally, every bus is equipped with heating and air conditioning for passenger comfort.

Drivers are prohibited from entering alleyways, confined parking lots or other tight passages where a bus might restrict emergency services access or have limited ability to safely maneuver. If a passenger requires alternative accommodation, they may request this by contacting dispatch.

MISCONDUCT PROCEDURES:

If a passenger safety rule is violated, a bus conduct report will be filed with KABS. Staff, guardians, parents, or teachers will be notified (if applicable). Subsequent incidents will be dealt with on a case-by-case basis. Any violations could result in a temporary/permanent ride suspension.

COMPLAINT/APPEALS PROCESS:

Please call KABS and ask to speak with the general manager if customer service expectations are not met. KABS has a Customer Complaint Policy and Procedure that will be followed to ensure that every customer concern is addressed.
kristin.rude@cardinalservices.org

INCLEMENT WEATHER:

If weather conditions become too dangerous for buses to operate, public transportation services may be suspended or canceled. Cancellations will be announced on WRSW (FM 107.3), Q101 (FM 101.1), and the KABS/Cardinal Services homepage: www.kabsbus.com.

If businesses or schools close after KABS has picked up a passenger and before their delivery, the passenger may choose to return home at no additional charge at the earliest possible time.

During inclement weather, bus service may be delayed. We appreciate your patience, as safety is our top priority. This may require drivers to operate the vehicle at a slower speed.

VIDEO AND AUDIO RECORDING ON BUSES

- For your safety and security, our buses are equipped with video and, in some cases, audio recording systems. These cameras monitor the interior and exterior of the bus to ensure the safety of all passengers and drivers. Video footage may be used to address incidents, assist with safety reviews, and support operational improvements. Audio recording is only used where permitted by law and in compliance with privacy regulations. By riding the bus you acknowledge that your image and/or voice may be recorded. Please be assured that our goal is to enhance your travel experience while maintaining a secure environment.

NOTES:

THANK YOU!

Thank you for choosing to ride with KABS.

We appreciate the trust you place in us to get you where you need to go!

Kosciusko Area Bus Service
1804 E. Winona Ave.
Warsaw, IN 46580
Phone: (574) 267-4990
Toll Free: (866) 953-4490
Fax: (574) 371-1313

Your Public Transit Provider