

# **New Castle Community Transit**



## **Rider Guide**

**201 South 25th Street  
New Castle, IN 47362  
(765) 529-8113 for Dispatcher  
(765) 521-6847 for Administration**

**It's Easy to Use the City Bus**  
**Call, Schedule & We'll Come Get You**

**Scheduled Bus Stops**

**Payne Village & Hospital**  
**8:30 a.m.**

**Payne Village, Hospital & WalMart**  
**9:30    10:30    11:30    12:30**  
**1:30    2:30    3:30**

**Maplewood Terrace Apartments**  
**9:00    10:00    11:00    12:00**  
**1:00    2:00    3:00**

Drivers Go to Lunch at 12:00  
after transferring passengers  
to the Express Bus  
at Maplewood Terrace Apartments.

Reservations can be made same day.  
Office hours are 8:00 am - 4:00 pm

The Dispatch Office is closed  
from 12:00 to 12:30 for lunch.

**Holiday Closings**

New Year's Eve, New Years Day, Martin Luther King Day,  
President's Day, Good Friday, Memorial Day,  
Independence Day, Labor Day, Columbus Day, Veteran's  
Day, Thanksgiving Day & Day After, Christmas Eve,  
Christmas Day, Election Day in May and November.

**Service Hours:** 8am - 4pm weekdays

**Service Type:** Pt. Deviated on Demand

**Call for Ride:** 529-8113

TTY/Voice/ASCII/VCO 800-743-3333

Spanish 800-435-8590

**Fares for a One-Way Trip:**

Youth trip (1 mo - school age) - \$0.50

Seniors (60+) - \$0.50

Disabled (qualified) - \$0.50

Regular - \$1.00

Discount passes available upon request.

**Fare Exceptions:**

Care Attendants for the disabled - Free

Up to 2 children under age 10 - Free

**Service Provided:** Curb-to-Curb service is provided. Riders should be at the curb waiting for the bus at the scheduled time. Drivers will assist all riders on and off the bus with the lift as needed. Drivers will assist riders to the door, in unexpected situations. Riders needing regular assistance to/from the building or with packages should have someone ride with them to provide these services. We serve the entire city, plus areas including: Memorial Park-Smith Building, ICAP Office, and Brooks Harbour. Buses stop regularly at the Hospital, WalMart, Payne Village & Maplewood Terrace Apartments. You may board at these locations without a reservation.

## **How to Ride:**

- \* Call the Dispatcher - **529-8113** - to make your trip reservation. We can schedule weeks in advance.
- \* Tell us where to pick you up, where you want to go, when you want to be there, and when you want to return.
- \* Be at your pick-up point on time, have your ticket or correct change ready, relax and enjoy the ride.

**Carry On Packages:** Riders are allowed only those packages that can be carried in one trip. You will be charged an additional fee each time you get off the bus to get more packages. Drivers do not assist with riders with packages. All items must be out of the isles. Items cannot be secured in the designated wheelchair area. Weapons, alcoholic beverages, gasoline and toxic materials are not permitted on the bus.

**Personal Care Attendant:** A personal care attendant is someone who is designated to assist a disabled rider. Please tell the dispatcher when making a reservation if you will have an attendant.

**Portable Oxygen Tanks:** It is the responsibility of the rider to assure that portable oxygen tanks are properly secured to prevent injury.

**Bad Weather:** Under severe weather conditions, transportation may be interrupted or cancelled to insure the safety of our drivers and riders.

**Qualifying for a discount fare:** Riders may qualify for a reduced fare due to a permanent or temporary disability. Contact the business office at 521-6847 for details.

**Accessibility:** All buses are equipped with a wheelchair lift. The lift may be used upon request for wheelchairs, scooters, care attendants, and service animals. Shopping carts or baby strollers may not be carried on the lift.

**Seatbelts / Securement Devices:** Drivers and passengers, regardless of age or disability must wear seatbelts when seated. Drivers will assist riders with seatbelts upon request. Drivers will secure all wheelchair and scooters with a four-point, tie-down method. Wheelchair riders will wear approved seatbelts. Riders must furnish child restraint systems and secure children in a forward facing seat.

**Service Animal / Pets:** Pets are not permitted on the bus. Service animals are permitted to accompany individuals with disabilities on the bus. Please let the dispatcher know if you will have a service animal boarding.

**Lost and Found:** Articles found on the bus are turned into the office. Call the dispatcher to ask about a lost item. Items are held for 7 days at the office and are then donated to charity.

**Rider Responsibilities:**

- \* Wear shoes/shirts at all times on the bus.
- \* No eating, drinking or smoking on the bus.
- \* Children under age 5 must be accompanied by an adult.
- \* Use earphones to play radios and/or other electronic equipment.
- \* Respect the rights of others by speaking in low, quiet tones and not involving others in your conversations. Lewd or profane language is not permitted.
- \* Practice good personal hygiene
- \* Riders are required to pay a fare.

**Unruly Passengers:** Any disruptive, abusive, argumentative or intrusive act toward another rider or driver will not be tolerated on the bus. This includes, but is not limited to, acts that are generally offensive, invading the privacy rights of others, and touching another person in a rude, insolent or angry manner. Without placing anyone in danger, drivers will request the rider to discontinue the behavior. Riders who do not, shall be reported to the dispatcher or taken to the nearest public place and asked to leave the vehicle. Law enforcement will be called when necessary.

**Refusal to Provide Service:** This may occur when a rider fails to pay the fare and may occur if a rider appears to be intoxicated or under the influence of an illegal substance.

**Trip Cancellations:**

Trips must be cancelled by the rider prior to the scheduled pick-up time.

**No-Shows Policy:**

A riders failing to call the dispatcher to cancel a scheduled trip prior to the pick-up time will be considered a “No-Show.” Riders who are a no-show for one leg of a trip are automatically cancelled for the return trip. Should a rider be a no-show for a standing reservation, the standing reservation will be cancelled until the rider contacts dispatch to restart the standing reservation. Services may be suspended when a rider accumulates three (3) no-shows during a 60 operating day period. Suspensions may remain in effect for a period not to exceed ten (10) days as determined on a case by case basis by the Transit Manager.

**Complaint/Appeals Process:**

Riders who experience unsatisfactory service from the city bus system or encounter problems with another rider should call 521-6847 and ask to talk to the Transit Manager.

**Funding:**

The Indiana Department of Transportation, Federal Transit Authority, City of New Castle, and rider fares.

### **Things to Remember:**

- \* Trips are scheduled on a first-come, first-served basis regardless of trip purpose.
- \* The sooner you make your reservation, the better your chance of getting a ride when you need one.
- \* We can take reservations weeks in advance.
- \* We do not take the buses into dead end streets or driveways. This is a curb to curb service.
- \* We are unable to honor specific requests for drivers, seats, vehicles, or routes.

### **City / County Coordination:**

Should you wish to travel outside the city limits, call (888) 589-1121. The New InterUrban and New Castle Transit coordinate services to provide all Henry County residents needed transportation. City residents who are unable to access or have their needs met by the city service can call 529-6847 and talk to the Transit Manager to see if a waiver to The New InterUrban would be possible. Due to the transportation grants we receive, New Castle Transit and The New InterUrban are not permitted to provide duplicate services.

### **Our Promise to You:**

We appreciate serving you by providing your transportation needs. If we cannot provide the service you need we will assist you as much as possible in finding the needed transportation.

We welcome your suggestion for making our system better meet your needs.



**All Vehicles  
Are Accessible**



**201 South 25th Street  
New Castle, IN 47362  
(765) 529-8113 for Dispatcher  
(765) 521-6847 for Administration**

**This brochure is available in  
alternative formats upon request**

**Serving New Castle  
Since September 1981**

**Recipient of the  
Indiana Transportation Association  
2008 Safety Award**

**Visit our Website  
[www.cityofnewcastle.net](http://www.cityofnewcastle.net)**