

## SERVICE/SERVICE AREA

New Castle Community Transit provides demand response, curb-to-curb 24 hours advance reservation public transportation service within New Castle City Limits. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

## SERVICE HOURS

**Weekdays: 8:00 A.M. – 4:00 P.M.**

## HOLIDAYS

**Transit Service is closed on all City holidays**

New Year's Eve, New Year's Day, Martin Luther King Day, Presidents Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Eve & Thanksgiving Day, Christmas Eve & Christmas Day

## ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. New Castle Community Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## ADA / REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify New Castle Community Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA Reasonable Modification complaint, please contact New Castle Community Transit at (765) 521-6847. Attempts will be made to honor all reasonable modification requests.

## TRANSPORTATION OF CHILDREN

All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. Car and booster seats are the responsibility of the parent or guardian and New Castle Community Transit Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

## FARES

New Castle Community Transit is a free fare system

## Transfer Location

**Maplewood Terrace Apartments**

9:00 / 10:00 / 11:00 / 12:00 / 1:00 / 2:00 / 3:00

## SERVICE ANIMALS

New Castle Community Transit welcomes service animals. Service animals must be under the constant control of its handler. Riders are not permitted to bring Non-Service animals on board the bus.

## TITLE VI

New Castle Community Transit 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 or for more information on the civil rights program, or the procedures to file a complaint, contact (765) 529-7605, (TTY 800-743-3333); email Christy Asberry (Title VI Coordinator) at [newcastlecoordinator@gmail.com](mailto:newcastlecoordinator@gmail.com) or visit our administrative office at 227 N Main Street, New Castle, Indiana 47362. For more information, visit [www.cityofnewcastle.net](http://www.cityofnewcastle.net). Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.



# NEW CASTLE COMMUNITY TRANSIT

## Mission Statement:

*It is our mission to provide safe, reliable, affordable and efficient public transportation in the New Castle area*



**Phone (765) 529-8113**

**Fax (765) 521-6652**

**Indiana Relay Service Dial 711 or**

**TTY (800) 743-3333**

**(For the Hearing Impaired)**

**201 South 25th Street  
New Castle, IN 47362**

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

**SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund**

## TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations can be requested 24 hours in advance of requested pick up time. To schedule trips passengers must call (765) 529-8113 between 7:45 am - 4:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Passengers may be asked to include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 743-3333 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

## WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a bus that is heading to your part of the city. For best service you should only schedule a Will Call as a last resort.

## PICK UP WINDOW

New Castle Community Transit has a 10-minute pick-up window. This means that the bus can arrive to pick you up anytime from 5 minutes before to 5 minutes after your scheduled pick-up time. On arrival of pick-up time drivers will only wait 1 minute.

## CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip that you cancel 30 minutes prior to your scheduled pickup time. Cancellations can be made by calling the dispatch office at 765-529-8113 during operating hours. If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 30 minutes prior to your scheduled pickup time you will be considered a No-Show.

No-Shows waste time and money, make other passengers late and cause service denials to others.

If you are reported as a No-Show subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

You can cancel or reschedule by calling New Castle Community Transit at (765)529-8113 or (765) 521-6847 and asking to speak to the Transportation Manager (Douglas Sloan) for any questions concerning your trip or cancellation.

## SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

## RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke (including vape devices) or chew tobacco, play loud music, engage in loud conversation, curse, touch or disturb others on the bus.

## PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. New Castle Community Transit will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

## OTHER RESTRICTIONS

- \* Items large enough to block aisle way; emergency exits
- \* Garbage, recycled material, aluminum cans
- \* Flammable materials such as Gasoline, oils, etc.
- \* Shopping carts of any kind
- \* Lawn mowers, weed eaters
- \* No profanity / intimidation / fighting
- \* No opened food or drink on the buses
- \* No illegal drugs on any vehicle
- \* No carrying firearms or weapons of any type (Unless specifically authorized by law)
- \* Smoking/Vaping is not allowed on the bus or at bus stops
- \* Shoes and Shirt must be worn on bus at all times.
- \* No wet bathing suits. Shirts must be worn over bathing suits.

*Any violation of these rules can call for immediate removal from vehicle as well as suspension of services*

## ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination.

The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building.

**An escort or personal care attendant may accompany you at any time.**

All drivers are trained in passenger assistance and will secure all wheelchairs, help secure packages and assist with seatbelts if needed. However, New Castle Community Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. The following fares will be applied to all passengers and their packages:

## Carry On Policy:

- \*No more than three reusable grocery bags or six plastic bags. If purse or backpack is the size of a reusable bag, it will count as one bag. Grocery bags/packages will not be allowed to block aisles, exits, walkways, wheelchair area, or other seats. Grocery bags/Packages must be contained in a manner that does not allow them to freely move around the passenger area of the bus, which may cause a hazard to other passengers or the operator In a sudden stop or emergency situation.
- \* 2 of the following bulk items: (ex: 1 case of water, 2-12 packs, 2-1 gal. jugs or 1-1 gal. jug & 1-12 pack)
- \* One piece of luggage/laundry basket and one carry-on will be accommodated with no other bags or bulk items
- \* Total weight of all packages may not exceed 50 pounds

## WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be found on the City of New Castle web site at [www.cityofnewcastle.net](http://www.cityofnewcastle.net) and New Castle Community Transit face book page at [fb.me/nctbus](https://www.facebook.com/nctbus).

## GENERAL COMPLAINTS

If you would like to contact New Castle Community Transit to file a general passenger complaint that is not related to Title VI Protections, please contact Douglas Sloan at (765)521-6847. Or email Douglas Sloan at [newcastletransit@yahoo.com](mailto:newcastletransit@yahoo.com)

**THIS BROCHURES IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST**

**Interpreter Services Are Available**