

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, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving & Day after, 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.

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 a 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

Up to 2 children under the age of 10 may ride for free with paying adult. All additional children riding with that family will be charged \$.50 each. You must have exact fare, or a pass.

DRIVERS DO NOT MAKE CHANGE

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

Seniors 60 and older - \$.50
Disabled (Qualified) - \$.50
Youth/Children/Student- \$.50
Under 60 years of age/Regular Rider- \$1.00
Care Attendants for the disabled – Free
Up to 2 children under age 10 w/paying adult – Free

Punch passes are available for purchase in the Transit Office located at 201 South 25th Street.

25 punch pink pass - \$10

25 punch blue pass - \$20

Single blue pass - \$1

Single green pass - \$.50

Scheduled Bus Stops

Forest Ridge & Hospital

8:30am

Forest Ridge, Hospital, Walmart

9:30 10:30 11:30 12:30 1:30 2:30 3:30

Mapplewood 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, however they must be in appropriate cage or pet carrier. 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, religion, sex, sexual orientation, gender identity, 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).vi.at newcastlecoordinator@gmail.com or visit our administrative office at 227 N Main Street, New Castle, Indiana 47362. For more information, visit www.cityofnewcastle.net. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th 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

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.

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. 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 no-show for one leg of the trip are automatically 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.

If you are recorded as a No Show for 3 or more of your scheduled rides within a 60-day period your service will be suspended for 10-days. You can appeal your suspension by calling New Castle Community Transit at (765) 521-6847 and asking to speak to the Transportation Manager (Douglas Sloan).

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 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

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 no charge.

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:

Laundry bags / baskets / other large items: Items that takes up an additional seat will be charged an extra fare.

Grocery bags: 3 bags per person at no additional charge. Anything after 3 bags is an extra fare up to 3 more bags.

Carry On Policy: You can only bring on the bus what you can carry on in one trip. You may make 1 additional trip on/off the bus for an extra fare.

WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be found on the City of New Castle web site at www.cityofnewcastle.net and New Castle Community Transit face book page at fb.me/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

THIS BROCHURES IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST

Interpreter Services Are Available

