



City Policy - 11.5

City of New Castle
American's with Disability Act
Public Right of Way and Facility
Transition Plan

(Updated/Amended/Approved August 17,
2026) City of New Castle ADA Transition Plan

Table of Contents:

Introduction	Page 3
ADA Coordinator	Page 4
Grievance Procedure	Page 4
Self Evaluation Commitment	Page 5
ADA Standards/Guidelines	Page 6
Programs, Services, & Activities Self Eval.	Page 7
Appendices:	
Appendix A: Grievance Form	Page 9
Appendix B: Inventory of Public Right of Ways	Page 12
Appendix C: Sample photos of PROW Barriers	Page 28
Appendix D: Self Evaluation Review & Recommendations	Page 29

The ADA Transition Plan Overview

The American with Disabilities Act Transition Plan is the City of New Castle's commitment to providing equal access to all of its public programs, services, facilities, and activities for citizens with disabilities.

The American's with Disability Act (ADA) as enacted on July 26, 1990, and later amended effective January 1, 2009. As written and implemented, the ADA provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation, and telecommunications.

The ADA is a companion civil rights legislation to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. In order to be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having an impairment. The ADA, however, does not specifically name all of the impairments that are covered.

The ADA is divided into six sections covering the following topics:

- Title I: Employment
- Title II: Public Services (and Transportation)
- Title III: Public Accommodations (and Commercial Facilities)
- Title IV: Telecommunications
- Title V: Miscellaneous Provisions
- Title VI: Accessibility and Non Discrimination

Title II specifically prohibits state and local governments from discriminating against persons with disabilities or from excluding participation in or denying benefits of programs, services, or activities to persons with disabilities. This Transition Plan is intended to outline methods by which physical changes will be made to give effect to the non-discrimination policies described in Title II.

Transition Plan Development

To ensure program accessibility for people with disabilities in the community, the City of New Castle has developed a Transition Plan, which is to be considered good practice. This Transition Plan for the City of New Castle considers the following:

A. ADA Coordinator:

Effective communication is essential to address all the complaints or concerns of all individuals. In the interest of maintaining open lines of communication between all parties, the City of New Castle has designated an ADA/Title VI Coordinator. The coordinator shall coordinate the City's efforts to comply with and carry out its responsibilities, including any investigation of any complaint communicated to the coordinator, under Title II of the ADA.

B. Grievance Procedure:

This Grievance Procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. The City's Personnel Policy governs employment related complaints of disability discrimination.

1. Any citizen or employee who has a complaint regarding the City's alleged non-compliance with the ADA may file a written complaint within sixty (60) days of an incident or of the receipt of information of such alleged non-compliance.

2. That such written complaints filed by citizens shall be filed with the Mayor's Office of the City of New Castle.
3. Within 15 calendar days after receipt of the complaint, the ADA Coordinator, or her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of that meeting, the ADA Coordinator, or her designee, will respond in writing, and where appropriate, in a format accessible to the complainant, accessible formats may include: large print, Braille, or audio tape. The response will explain the position of the City of New Castle and offer options for substantive resolution of the complaint.
4. If the response by the ADA Coordinator, or her designee, does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision within 15 calendar days after receipt of the response to the Board of Public Works & Safety.
5. Within 15 calendar days after the receipt of the appeal, the Board of Public Works president, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Public Works president, or his designee, will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
6. All written complaints received by the ADA Coordinator, or her designee, appeals to the Board of Public Works president, or his designee, and responses from these two offices, will be retained by the City of New Castle for at least three years. **The Grievance Form can be found in Appendix A.**

C. Self Evaluation/Commitment

The City of New Castle has conducted an inventory of evaluation of curbs and sidewalks using on-site inspections and review of construction drawings. The City of New Castle recognizes that pedestrian sidewalks, that are the responsibility of the City, often play a role in providing access to government programs and services. When walkways cross a

curb at intersections, a ramp or sloped surface is needed. Curb ramps allow people with mobility impairments to gain access to the sidewalks.

- All new construction, reconstruction, roadwork construction or alterations, including federal projects under the control and/or inspection of the City of New Castle will be in compliance with the ADA;
- In setting timelines for implementing this Transition Plan for existing curbs and sidewalks, the actual number of curb ramps installed in any given year is limited by the City's financial and administrative limitation. The missing or non-compliant curb ramps shall be prioritized.
- **The Inventory can be found in Appendix B**

D. ADA Standards/Guidelines:

The standards are intended to apply to all construction undertaken within the City of New Castle Right-of-Way. The Indiana Department of Transportation design guidelines and standard drawing will serve as the primary standards and discretion of the ADA coordinator.

E. Implementation

The City of New Castle intends to implement this Transition Plan effective the date of this document. Not only does the City commit to following the guidelines set forth in this Transition Plan, but it also commits to actively revising and amending this document as new information is discovered. The City of New Castle has a budget of \$50,000 per year. This includes new sidewalks and improvements on existing access.

F. Removing Barriers

1. Methods

The City of New Castle utilizes many different approaches in removing barriers in the public right-of-way, including proactively identifying and eliminating the barrier; responding to public grievances; and ensuring the

appropriate design and build-out of new construction following the most recent design guidelines.

2. Priorities

The City of New Castle bases barrier removal priorities on a number of factors: special request, location, condition, priority ranking, cost effectiveness, and any other pertinent considerations of the removal.

3. Special Request

The City of New Castle will attempt to give priority to any site where a disabled person has requested help.

Programs, Services, and Activities Self-Evaluation

Overview of Accessibility: There are a number of City Departments that have received ADA training, or encountered interactions with persons with disabilities. Each department that encountered persons with disabilities was able to fully accommodate the individuals, and provide the services needed. The City of New Castle will make great strides in creating an environment that is accessible and friendly to persons with disabilities. The City will provide all employees with annual reminders about the ADA requirements with links to instructional information, and any information to any changes to the ADA law.

The following is a summary of the citywide improvements that are recommended in this transition plan.

A. Customer Service

1. Telephone

The City of New Castle does not currently have a TTY text telephone. This transition plan recommends that the City of New Castle have one TTY telephone in the Mayor's office.

2. Walk-In Service

At most of the City of New Castle's buildings, where the public is assisted, there are clear pathways. Clear of temporary or permanent barriers such as tables, chairs, coat racks, etc. However, there are a few places that could improve their pathways in order to better assist persons with disabilities.

B. Public Meetings, Hearings, Events

1. The City provides public meetings, hearings, or other events that are open and accessible to all citizens, regardless of disability
2. The City of New Castle currently provides video for all City Council Meetings on YouTube for those that cannot attend the meeting.
3. This transition plan recommends that the City of New Castle provides wheelchair seating in the Council Chambers and have a wheelchair seating sign outside Council Chambers

C. Printed Materials

1. The City provides a variety of informational and promotional materials for public use, including forms, brochures, fact sheets, reports, plans, proposals, agendas, ordinances, and resolutions. All public service departments must be able to provide documents and other printed materials in alternate formats, as requested. This includes Braille, audio recordings, enlarged print or computer disks at no extra charge to the individual making the request.

Appendix A- Grievance Form

Title II of the Americans with Disabilities Act

City of New Castle Notification Procedure

Instructions:

Sign and return original with signature to:

**ADA/Title VI Coordinator
City of New Castle
227 North Main Street
New Castle, IN 47362**

Please fill out this form completely. Please note that this ADA notification procedure is for facilities, services and programs owned and/or operated by the City of New Castle.

Your name (complainant):			
Address:			
Contact numbers:	Home:	Work:	Mobile:
E-mail address:			
Reason for grievance/complaint, or why you feel you have been discriminated against. The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem..			

Use a separate sheet if more space is needed.	
State if you require an alternative form for any written follow-up communications:	
Your signature:	Date:

If you have questions about this form, need an accommodation, or a different format, please contact the ADA/Title VI Coordinator at (765)529-7605, or send an email to newcastlecoordinator@gmail.com

Please allow us 15 business days to investigate and respond to your complaint.

Appendix B- Inventory of Barriers of Curbs/Curb ramps

Appendix C: Sample Pictures of Common Barriers

Appendix D- Self Evaluation Review/Recommendations by Facility

ADA FACILITIES ASSESSMENT REVIEW

Armory/City Building/1400 Plaza/Street/Transit

Armory

This facility was built in 1960 for use as a National Guard Facility. It is a 3 level facility, ADA Accessibilities have been added to allow access to the main level by adding a ramp. The lower level is accessible by a garage door, but no level is accessible to the other or from the inside.

UPDATES

Ramp added to main entrance, compliant as possible with the level of the structure.
2017 ADA Compliant Bathroom added to main floor.

REVIEW/RECOMMENDATIONS

Continue to find ways to make this building accessible.
Pave handicap parking area and add signs and markings
Signage required for new single use toilet room.

City Building

This is a 3 level building.
Parking in front of building requires disabled individuals to exit parking lot, travel alley to street, cross at an alley intersection, travel to drive of fire department to access sidewalk to front of building.
Handicap parking and compliant accessibility is best if entry is in rear of building.
Parking is designated and compliant.
Building accessibility is compliant from rear with ramps and doors.
Elevator is accessible to all levels.
Single user toilet rooms are on all 3 levels with proper signage.

REVIEW/RECOMMENDATIONS

Signage indicating handicap parking in rear of building
Parking spaces need marked
Parking space "van accessible" is recommended east of ramp entry
Transition when financial feasible to automatic button doors at rear entrance.

Street Department

This facility is a non-public facility. Handicap parking space is needed to be employee compliant.

Transit Department

This facility is ADA Compliant in all aspects.

1400 Plaza

Design of Plaza was specific and accommodating to ADA Standard Compliance. No recommendations are noted.

ADA FACILITIES ASSESSMENT REVIEW-PARKS/POOL

Baker Aquatic Center

Built in 2008.

Designed to facilitate Handicap with Zero to 7 foot entry system.

Park to Entrance is compliant.

Restrooms are Compliant.

Signage is Compliant.

Park spaces are 20 with 3 designed Handicap.

All entry ways, halls compliant.

Counters at Pool and Concessions is compliant.

Sitting/eating areas inside and outside are compliant.

Splash pad is compliant.

UPDATED

In 2013 a Lift Chair was added for accommodation.

REVIEW/RECOMMENDATIONS

Continue to maintain and update as needed to remain compliant in all areas.

Baker Baseball Fields

Baseball fields are used annually and maintained by the Miracle League

Entrance/Dugouts are compliant.

2 Port-a-pot Restrooms – 1 is handicap accessible.

Parking is off main road in grass areas, no designed parking.

REVIEW/RECOMMENDATIONS

Water fountain needs updated to ADA Compliance

Consider installing at least 2 Handicap Parking areas – 1 Van Accessible.

Signage on Restroom designating handicap accessible.

Baker Basketball Court

Entrance is flush, slight slope – compliant

Area is fenced.

Guard railing is installed between court and street.

REVIEW/RECOMMENDATIONS

Convert water spigot to compliant water fountain

Sidewalk between Street and Court needs replaced.

ADA FACILITIES ASSESSMENT REVIEW-PARKS/POOL

Baker Park

Park is accessible with no ramps or railing needed.

Fun Park is handicap accessible.

Main Park area is grass and not accessible.

All Shelters are accessible.

Parking at main shelter is 19 spots with 2 handicap.

Sidewalk from front to middle of park – compliant.

Restrooms are compliant with signage.

UPDATED

New ADA Compliant restrooms built in 2018.

REVIEW/RECOMMENDATIONS

Handicap parking needs marked – signage compliant. Consider 1 with van access.

Sidewalk from front to center of park needs repair.

Drinking Fountains need cement pad with compliant fountain.

Continue to review and access way to make main park area accessible.

Osborne Park

Park Shelter is accessible.

2 Port-a-pots are available – 1 Handicap

Parking 6 spots at Shelter/7 in grassy area of Play area.

UPDATED

New Park Equipment installed and sidewalk from road to play area installed.

REVIEW/RECOMMENDATIONS

Shelter needs 1 assigned handicap parking spot.

Park area needs designed parking, but would require paving or cement slab.

ADA FACILITIES ASSESSMENT REVIEW-UTILITIES

Utility Office

This office is a 1 level facility.

Public access is limited to the payment counter.

No public restrooms.

Entrance has ramp access with handrail. Slope is compliant.

Route from parking to entrance is compliant.

Entrance doors are compliant. (pull door)

Lobby is compliant.

Parking is compliant with 9 parking spaces/1 designated handicap with van access.

Signage is at facility.

Facility is employee ADA compliant

REVIEW/RECOMMENDATIONS

Entrance door needs upgraded to button system

Ramp needs widened to be compliant with handrail measurements in regard to 12" from edge.

Parking needs marked

Signage for parking needs to be on a sign post compliant with ADA. Currently sign is on building.

Handicap parking sign needs "van accessible" noted.

Water Plant

This facility is a non-public facility.

Pictures were taken and filed for employee ADA Compliance.

Parking is 6 spots/1 handicap not van accessible. Signage is appropriate.

REVIEW/RECOMMENDATIONS

No recommendations are noted.

Facility is employee ADA Compliant

Wastewater Plant

This facility is a non-public facility.

Pictures were taken and filed for employee ADA Compliance.

Parking is 4 spots/0 handicap not van accessible. Signage needed.

REVIEW/RECOMMENDATIONS

Employee/Visitor accessible handicap parking spot

With designated parking spot facility will be employee ADA Compliant

ADA FACILITIES ASSESSMENT REVIEW

Emergency Services Buildings

Fire Stations

The City has 3 fire stations. Station 1 is compliant as it is part of the main City Building. Station 1 is accessible for public and school tours.

Station 2 & 3 are accessible for public emergencies only. The out stations are not frequented or toured by the public.

REVIEW/RECOMMENDATIONS

Compliant

EMS-Unit Building-Broad Street (aka COVID Sheltering Facility)

This facility is ADA Compliant in all areas.

REVIEW/RECOMMENDATIONS

Compliant