



# **NORTH CENTRAL AREA TRANSIT**

## **General Information**

North Central Area Transit (NCAT) is a not-for-profit charitable organization that provides public transportation throughout Crawford and Seneca counties. Our mission is to serve the public by providing a safe, reliable, affordable, accessible and efficient transportation system.

## **Reservations**

NCAT provides planned transportation. On a day-to-day basis, NCAT may provide more than 300 rides. The reservationists will do everything possible to schedule your trip to fit your needs, as well as the needs of other riders. All trips are first come first serve.

Please schedule your trip with a minimum of 48 hours in advance.

When scheduling your trip, you will need to provide the following: first and last name, date of birth, address, phone number, mobility device, and destination information. Please advise if a personal care attendant/escort is riding along as well as any special accommodations needed.

## **Cancellations & No Shows**

Riders are required to call in cancellations at least one (1) hour in advance prior to the scheduled pick-up window. Any person that has made a reservation for a pick up and does not cancel, and cannot be located at time of pick up, will be considered a NO SHOW. Accumulation of no-shows may result in suspension.

## **Passenger Assistance**

NCAT provides curb-to-curb transportation service. If requested, the driver may assist door-to-door. The driver will watch to make sure the passenger safely reaches their destination. Professionally trained drivers are pleased to assist wheelchair riders on and off the NCAT vehicles via our wheelchair lifts.

Under no circumstances shall a driver enter a rider's home.



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## **Safety and Courtesies**

Riders are to be ready 15 minutes prior to the scheduled pick-up time and to allow up to 15 minutes beyond the scheduled time.

All passengers must wear a safety belt at all times and must remain seated while the vehicle is in motion.

There is NO eating, drinking, or smoking/vaping permitted on NCAT vehicles at any time.

## **ADA Accommodations**

NCAT will make reasonable accommodations for any disabled person prescribed by the American with Disabilities Act of 1990.

[FTA ADA Website](#)

[NCAT ADA Policy](#)

## **Policies**

- Passengers with animals must notify the office that a service animal will be accompanying them.
- Passengers are requested to inform the office if they will have oxygen with them on their trip.
- Shirts and shoes must be worn at all times.
- Illegal acts, threats or acts of physical violence will not be tolerated.
- Any rider that poses as a “direct threat” to the health and safety of others will be denied service.



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### **Lost and Found**

If you have lost an item on the NCAT vehicle, please contact your local NCAT office at:

**Crawford County:** 419-617-7191

**Seneca County:** 419-448-7344

NCAT is not responsible for items left on the bus.

### **Holidays**

NCAT offices are closed on the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.