



“DRIVEN BY OUR COMMITMENT TO EXCELLENCE!”

1616 East McCord
 Drawer N
 Centralia, IL 62801
 618-532-8076

South Central Transit



**General Public
 Transportation**

**South Central Transit
 1616 East McCord
 Drawer N
 Centralia, IL 62801**

618-532-8076 (Scheduling)
 618-242-0202 (Scheduling)
 800-660-7433
 618-532-8078 (Fax)

SCT Training Facility
 100 North Locust
 Centralia, IL 62801
 618-533-8324
www.southcentraltransit.org

**“DRIVEN BY OUR COMMITMENT
 TO EXCELLENCE”**

**Available Services
 (Monday—Friday)**

See Training Facility Brochure for services.

- Demand responsive service (with 24-hour notice) within Benton, Breese, Carlyle, Centralia, Du Quoin, Mt. Vernon, Nashville, Salem, and West Frankfort city limits.
- Wheelchair accessible transportation, medical appointments, child transportation to and from local daycare centers, schools, homes, babysitters, etc.
- Discounted monthly adult, senior, and child passes for pre-scheduled trips
- Feeder routes to Bi-State/Metro Link systems
- Clinton County, County wide services
- Kaskaskia College Shuttle available to City of Centralia residents

Call South Central Transit at 800-660-7433 or 532-8076 for service times, or to schedule a trip. Our scheduling office is open 8:00 AM to 3:30 PM Monday — Friday. Our Hearing Impaired TTY # is 533-6104.

Clients must be ready 15 minutes prior to their scheduled pick-up time.

Service Hours: M-F

Benton	7:00 am-5:00 pm
Breese	7:00 am-5:00 pm
Carlyle	7:00 am-5:00 pm
Centralia	5:00 am-7:00 pm
Du Quoin	7:00 am-5:00 pm
Mt. Vernon	5:00 am-7:00 pm
Nashville	7:00 am-5:00 pm
Salem	7:00 am-5:00 pm
West Frankfort	7:00 am-5:00 pm

Fare Schedule

See Training Facility Brochure for room rates @ southcentraltransit.org

	Curb/Curb
Adults	\$1.50
Children 5-17	\$1.50
Children 0-4 (with adult)	Free
*Seniors	\$0.50
Clinton County-Countywide	\$5.00

Passes

Child (ages up to 17 within city limits)	\$40.00
Senior Pass (60 and Over)	\$15.00
Adult Pass (18-59)	\$40.00
Education & Work Shuttles	\$50.00 Monthly

All passes/fares are valid with 24 hour prior scheduling of all pick-ups.

Same Day Service

Regardless of Age \$5.00
 (Inside city limits only of cities served)

MUST Have Correct Change

Training Facility Brochure available for download @

www.southcentraltransit.org

Should you have any questions, please call our offices at 800-660-7433 or 532-8076.

*Seniors 60 and over in Mt. Vernon & Clinton County ride for a suggested donation of 50¢. This service is in conjunction with the Jefferson County Comprehensive Services and the Area Agency on Aging of Southwestern Illinois.

Prices for fares and same day service are for one-way only.

Cancellation Policy

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following policy will be implemented:

SCT encourages and appreciates patrons who cancel in a timely manner. Cancellations should be received **24 hours** in advance or as early as possible to give other consumers the opportunity to schedule into that time slot. SCT understands that emergency situations do arise that prevent a full 24-hour notice, and will accept cancellations up to **2 hours** prior to the scheduled pick up time without penalty; however, clients are strongly encouraged to call as early as possible for cancellations.

Late Cancellations

Cancellations must be received a minimum of **2 hours** prior to the scheduled pick up time. This can be achieved by either contacting the dispatching/scheduling staff during normal business hours (7:00 A.M.—7:00 P.M.) or through SCT's voice mail system, which is available during non-business hours.

Any cancellation received later than 2 hours prior to the scheduled pick up time will be considered a late cancellation and a \$4.00 fee will be assessed.

No-Show Policy

A no-show is defined as the act of a person who, having scheduled a trip, changes his/her mind about making the trip but does not cancel the appointment within the 2 hour prior time frame or allowing the vehicle to arrive but not boarding. Any rider who fails to cancel at least 2 hours prior to their scheduled service will be considered a no-show. For the first no-show incident, the rider will be charged a \$4.00 fee and is expected to pay at the next time of service. No charging will be allowed. If you are a "No-Show" all subsequent trips for that day will be automatically cancelled unless you telephone SCT and confirm that you still need your other trips at the time that the no-show occurs. Each successive no-show will be charged at \$4.00 per no-show. Services will continue to be provided

through 3 no-shows. Once he/she reaches the third no-show, services will be suspended until such time as he/she goes to the local SCT office to pay the \$12.00 in outstanding no-show fees.

All new riders should expect to show a picture ID at the time of his/her first boarding for identification purposes. Riders may, at any time, be required to show a picture ID upon request to verify identification.

When a person has scheduled services, he/she has the responsibility to **be ready a minimum of 15 minutes early and to board the vehicle no later than 5 minutes after it arrives.**

Groceries & Packages

SCT must insist on a 5 bag limit for the safety and consideration of other passengers. Drivers will assist clients with their packages from the vehicle to their destination point on Grocery Days only. An 8 bag limit is available and will be enforced on grocery days.

Door-to-Door

Door-to-door service is available per customer request. Passengers must request service through the dispatching office at the time of scheduling transportation.

Curb-to-Curb

Curb-to-curb service is provided unless door-to-door service is requested. SCT vehicles will stop at the curb for passenger pick-ups and deliveries. Upon passenger request the SCT driver will assist passengers with boarding and de-boarding the vehicle.

Wheelchair Services

Clients utilizing a wheelchair are to remain in the wheelchair while being transported. SCT drivers will not transfer clients from wheelchair to a bus seat under any circumstances. SCT will not provide service when a wheelchair client's ramp and outside doors are not accessible according to state and federal laws. For new clients, a home assessment will be performed prior to any scheduled service. All wheelchairs will be secured at all four corners utilizing the 4 point restraint system. Any violation of this procedure should be reported to SCT at 800-660-7433. If you have any questions concerning these regulations, contact 800-660-7433 for more information.

How to Voice a Complaint

SCT is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendation and/or complaints to the Marketing/Customer Service department at 1616 East McCord; Centralia, IL 62801.

Passenger Bill of Rights

- Safe, reliable and courteous service.
- A clean, comfortable, well maintained vehicle that meets Illinois State safety and vehicle inspection requirements.
- A vehicle carrying public liability insurance equal to or greater than Illinois State requirements.
- A licensed, fully-trained driver, neatly dressed and well-mannered, whose name and photograph are displayed on identification cards worn by each driver.
- Compliance with all vehicle and traffic laws and regulations.
- Dependable departures and full schedule information.
- Safe, orderly procedures for loading and unloading passengers
- Fair and reasonable rates
- Diligent investigations and timely redress of complaints.

If you have a compliment or complaint regarding a vehicle displaying our logo, please call 800-660-7433.

Holidays Observed

SCT is closed on weekends and on the following holidays and will not provide services:

New Years Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day

SCT Mission Statement

The mission of South Central Transit (SCT) is to provide safe, reliable and cost-effective public transportation to the citizens of the communities we serve. We are committed to enhancing economic-development and quality of life through affordable, accessible transportation services. Our SCT team pledges to provide courteous service to our customers and aggressively meet the changing needs of our region.

Passenger Conduct and Responsibilities

SCT requires all passengers to be kind, courteous, and considerate of other SCT passengers and the driver. Behavior that threatens the safety of passengers or the driver will not be tolerated. SCT's safety policy recommends passengers to be seated, utilizing seat belts, while the vehicle is in motion. SCT policy prohibits the following behavior on its vehicles: eating, drinking, use of tobacco products, disruptive behavior, carrying of weapons, possession of illegal drugs, substances or alcohol. SCT reserves the right to refuse service to any individual violating these policies. SCT is a drug free/alcohol free work place.

Passenger Assistance

SCT operates wheelchair accessible vehicles and is committed to providing convenient transportation to the disabled community. Please inform our scheduler of your special needs when scheduling your ride.

Title III Older Americans Act

Partial funding for SCT is received from the United States Administration on Aging, the Illinois Department on Aging and the Area Agency on Aging of Southwestern Illinois. SCT does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Area Agency on Aging by calling 618-222-2561.