

South Central Transit
2010—2011
Student Pass Handbook





1616 E. McCord St.
P.O. Drawer N
Centralia, IL 62801
618-532-8076
618-242-0202
1-800-660-7433

South Central Transit (SCT) maintains policies and procedures for the safety and protection of your child at a very affordable cost.

South Central Illinois Mass Transit District, known as SCT, strives to provide high quality, cost effective, safe public transportation. SCT is an equal opportunity employer that promotes a drug and alcohol free environment. SCT has policies and procedures for enforcing safety. ***Safety is one of our most important factors when transporting passengers.***

Child Monthly Pass

SCT is offering a monthly pass for child transportation to and/or from school **within the city limits.** SCT will give you the peace of mind in knowing that your child will arrive to and from school safely and comfortably. We will deliver your child to Grandma, daycare, sitter within the home, neighbor, or destination of your choice within the city limits. All school drop-off/pick-up sites will be designated by the school for child safety. SCT does not guarantee your child to get to school in time for breakfast. **It is the parents/guardians responsibility to notify our SCT office by phone or in person of ANY changes in the child’s transportation; early dismissal, no school, sick, no longer riding, etc.** Any questions, please feel free to call our office at 532-8076, 242-0202, or 1-800-660-7433.

Only Offering Monthly Passes Per Child:

\$40.00/child - All child passes are a flat rate of \$40.00 regardless of whether service is needed one-way or round trip. Family discounts are no longer available due to the rising cost of fuel. This entitles your child to ride daily, Monday-Friday from your home or daycare facility to school **and** from school to the destination of your choice within the city limits—**PRESCHEDULED TRANSPORTATION ONLY!**

Passes Are Non-Refundable!

Call our scheduling/dispatching department today at 532-8076, 242-0202, or 1-800-660-7433 for further information. Seating is limited at this time! Transportation for school passes will begin on the **first full day** of school and end on the **last full day** of school. **SCT does not transport children on report card day, unless prior arrangements are made through our scheduling office.** If your child will not be riding the bus on a particular day, it is **YOUR** responsibility to notify the dispatching office 2-hours prior to the scheduled pick-up time.

Please Note: It is the parents/guardians responsibility to notify our scheduling office and speak to a live operator at least two days in advance of any schedule changes; early dismissal, no school, change of pick-up or drop-off location, etc.

Payment for Pass

Payment for your child’s monthly pass is due by the 18th of the month for the following month’s service. A grace period of 7 days will be allowed. If payment is not received by the close of business on the 25th, we will make your child’s seat available to the next person on the waiting list.

*****Please note; if the due dates fall on a weekend or holiday, payment will be due the business day after.***

Payment can be made to any SCT facility office. You may make the payment in person between the hours of 8:00am –5:00pm, Monday-Friday at SCT’s main office in Centralia located at 1616 East McCord Street or if you are in Mt. Vernon , you may make the payment at 15178 North Illinois Highway 37. **Please** call the Mt. Vernon office first before going to the office at 242-0240. This is to make sure someone will be in the office when you arrive. SCT drivers **will** accept payment for passes. You may also mail your payment to:

South Central Transit, Drawer N, Centralia, IL 62801

****Passes run only from the 1st business day of the month to the last business day of the month.***

Reservation, Scheduling and Cancellations

Children with passes will have priority seating over children who pay as they board. In order for your child to be a **Subscription service**, the child must be picked up and dropped off at the same location on a regular basis. If your child's pick-up and/or drop-off location changes frequently, a parent/guardian **MUST** call in those trips on a bi-weekly basis. We do not accept written monthly schedules.

In order to assure timely pick-up and delivery of children, parents purchasing passes must observe the following rules:

1. SCT requires a parent/guardian to come to our office to complete a registration form, including emergency phone numbers and work numbers. **Children cannot fill out the form.**
2. Children whose parents purchase a pass can be on the permanent schedule for the month. Parents do not need to call everyday to ensure pick-up and/or delivery of their child. However, if parents require that their child be picked-up or delivered to a different location, the parent **must** call 24 hours in advance to make arrangements. For the safety of all concerned, SCT cannot rely on the child's word that they are to be taken to a different location. **Your child will be taken to the designated delivery location that you select when purchasing the monthly pass or paying regular fare unless prior notification is received in the scheduling office by the PARENT or LEGAL GUARDIAN.**
3. The only person allowed to make any changes to a child's schedule will be the parents/legal guardians this includes, change of pick-up/drop-off location, cancellation, or scheduling. For safety reasons a **parent or legal guardian** must contact the SCT office for the above. **It is also the parent's responsibility (NOT the school's) to notify SCT's office at least two days in advance of any early dis-**
4. It may be necessary for pick-up/delivery times to be adjusted in order to maintain efficiency; therefore children are encouraged to be ready 15 minutes prior to their scheduled pick-up time. The child should be visible to the driver when the bus stops and the child should board the bus immediately. **If the child is not visible to the driver once he/she stops, the bus will continue on to the next pick-up site. Children must board the bus at school in a timely manner. Please be sure to notify the school that your child will be riding the SCT bus so there is no confusion on the school's end. If the child misses the bus, other arrangements must then be made for the child's transportation by the parents. SCT will not return to the school for children who have missed the bus.**
5. SCT appreciates your business and support. **Please call at least 2-hours prior to scheduled pick-up time to cancel your child's pick-up or delivery. During non-business hours, SCT has a voice mail system, you can leave the name of child and the day or days you are canceling. If there are any changes in your child's schedule, you must speak to a live operator during normal business hours. SCT cares very much about your child's comfort and safety and it is our policy to do everything possible to ensure that your child's transportation needs are met. It is the parent's responsibility to notify SCT's office of any cancellations, not the schools or daycares.**

Excessive cancellations and/or no shows may result in termination of transportation services.

****Please Note: We will track the number of cancellations and no shows for each student. Excessive cancellations and no shows could result in termination of services.**

Continued

SCT provides curb-to-curb service which means the SCT driver **will not escort your child to/from the bus.** SCT will not be responsible for the child after he/she has exited the bus; therefore, please make any necessary arrangements to ensure the presence of an adult at your child's designated delivery location. Failure of an adult not being present when your child is dropped off, **will result in termination of services.** ***Any indication that a child is being dropped off at a location where no one is home and the doors are locked blocking access to the home, will result in immediate termination of services.***

SCT reserves the right to determine the location of pick-up /drop-off in the event of unsafe conditions and load limitations of vehicles. If your child is dropped –off at the end of a street, SCT is not responsible for your child after he/she exits the bus.

South Central Transit Drivers

All SCT drivers are required to hold a Commercial Drivers License (CDL) and are properly trained in all areas of passenger assistance, safety and emergency techniques. Driving records are checked prior to employment and background checks inquiries of each driver are completed through the State of Illinois. Drivers are required to take a physical and under go drug screening before they begin training. All drivers are required to wear SCT uniforms and I.D. badges. All vehicles are maintained to the highest degree of safety and are insured in excess of state and federal requirements.



SCT 2008-2009 Holiday Schedule

Labor Day	Monday, September 6, 2010
Columbus Day	Monday, October 11, 2010
Veterans Day	Thursday, November 11, 2010
Thanksgiving Day	Thursday, November 25, 2010
Thanksgiving Day After	Friday, November 26, 2010
Christmas Eve	Friday, December 24, 2010
Christmas Day	Monday, December 27, 2010
New Year's Day	Friday, December 31, 2010
Martin Luther King, Jr	Monday, January 17, 2011
President's Day	Monday, February 21, 2011
Memorial Day	Monday, May 30, 2011
Independence Day	Monday, July 4, 2011



Passenger Conduct and Responsibilities

SCT requires all passengers to be courteous and considerate of other passengers and drivers. Instructions from a driver are to be followed by all passengers at all times. Behavior which may affect the safety of others will not be tolerated. The presence of one or more attendants to be provided by the family may be required for continued transportation.

SCT Board of Directors' strongly recommends that all passengers remain seated and strongly recommends that all passengers wear seatbelts while on board vehicles. Passengers must remain seated while the vehicle is in motion.

Smoking, eating and drinking is NOT allowed on SCT's vehicles. Inappropriate behavior including foul language, lack of personal hygiene, disruptive behavior, fighting, carrying of weapons, possession of illegal substances will result in the passenger being removed from the vehicle, and suspension from further transportation services.

The above policies are for all passengers; however, SCT realizes that transporting children creates unique situations. SCT does not maintain a "No Talking" policy for children on board the vehicle. It is important for your child to understand that SCT drivers must maintain their focus and concentration to minimize safety risks. If the "volume" of talking gets too loud, the driver will request that children on board the vehicle quiet down. Please talk to your child about SCT policies and procedures while on board the vehicle to help them understand about safety considerations, as well as their responsibility to fellow passengers and the driver. They **must** obey the driver at all times. Drivers will not tolerate switching seats while the vehicle is in motion, nor will belligerent behavior of any kind be tolerated. We want to make your child's ride with SCT a very positive experience.



Passenger Conduct Complaint Procedures

To ensure the utmost safety for our passengers, SCT drivers are instructed to report behavior which may adversely impact others passengers or themselves. Reports are filled out by the drivers documenting the incident and any passenger involvement. If your child is indicated on an incident report by a driver on more than one occasion for failing to follow conduct rules, parents will be notified. If the disruptive behavior continues, SCT will be forced to suspend transportation services to your child. You will receive notification by phone/mail.

Temporary and Final Termination of Services is Solely at the Discretion of SCT.





Comments/Recommendations

SCT is committed to being responsive to passengers/parental perceptions concerning our drivers and our services. We encourage your comments and/or recommendations. Please make all comments and/or complaints in writing to the following address:

**South Central Transit
Attn: Customer Service**

**1616 E. McCord St.
Centralia, IL 62801**

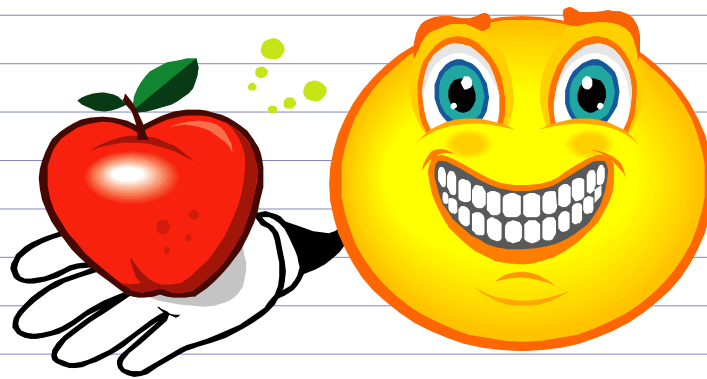
Or call:

532-8076

242-0202

1-800-660-7433

SCT solicits both positive & negative input from our passengers. All comments & complaints will be handled in a timely, efficient and confidential manner.





South Central Transit

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.

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Fax: 618-532-8078

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**“Driven by our
commitment
to excellence”**



SOUTH CENTRAL TRANSIT 2010-2011

