

# **SOUTH CENTRAL TRANSIT PASSENGER'S BILL OF RIGHTS**

As a SCT Rider, you are entitled to:

- 1. Safe, reliable and courteous service.**
- 2. A clean, comfortable, well-maintained vehicle that meets Illinois State safety and vehicle inspection requirements.**
- 3. A vehicle carrying public liability insurance equal to or greater than Illinois State requirements.**
- 4. A licensed, fully trained driver, neatly dressed and well mannered.**
- 5. Compliance with all vehicle and traffic laws and regulations.**
- 6. Dependable departures and full schedule information.**
- 7. Safe, orderly procedures for loading and unloading passengers.**
- 8. Fair and reasonable rates.**
- 9. Diligent investigation and timely redress of complaints.**

**If you would like to address a complaint or compliment or would like additional information please call 618-532-0189 ext. 135 or 1-800-660-7433.**

**You may also visit SCT's web site at [www.southcentraltransit.org](http://www.southcentraltransit.org) to address all complaints or concerns you may have regarding staff or services provided by SCT.**