



**1616 EAST MCCORD STREET  
CENTRALIA, IL 62801**

**(618)532-8076  
(800)660-7433**

[www.southcentraltransit.org](http://www.southcentraltransit.org)

# ***GENERAL PUBLIC SERVICE POLICY***

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

*February 17, 2009*

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## **MISSION STATEMENT**

The mission of South Central Transit 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 South Central Transit team pledges to provide courteous service to our customers and aggressively meet the changing needs of our region.

SCT is an equal opportunity employer that promotes a drug and alcohol free environment.

## **PASSENGER BILL OF RIGHTS**

As a SCT rider, you are entitled to:

- \*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 badges 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 of passengers.
- \*Fair and reasonable rates.
- \*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.

**DESCRIPTION OF SERVICE**

South Central Transit (SCT) provides public transportation through a demand-response and fixed route, **non-emergency service.**

**SERVICE AREA**

SCT’s service area includes the counties of Marion, Jefferson, Clinton, Washington, Franklin, and Perry.

**DAYS AND HOURS OF SERVICE**

SCT’s office hours are 8:00 A.M. to 5:00 P.M., Monday-Friday. Scheduled transportation is available Monday through Friday as follows:

Centralia	5:00 A.M. - 7:00 P.M.	Nashville	7:00 A.M.- 5:00 P.M
Salem	7:00 A.M. – 5:00 P.M.	Breese	7:00 A.M. – 5:00 P.M.
Mt. Vernon	5:00 A.M. – 7:00 P.M.	Carlyle	7:00 A.M. – 5:00 P.M.
Benton	7:00 A.M. – 5:00 P.M.	W. Frankfort	7:00 A.M. – 5:00 P.M.
DuQuoin	7:00 A.M. – 5:00 P.M.		

Countywide services are now available in Clinton County.

Transportation Services are provided for K.C. students. Students can purchase a **monthly pass** at the KC bookstore for a cost of **\$50.00 per month** or pay cash fare of \$5.00 per trip. For more information on **pick up locations and times** please contact the scheduling office at 1-800-660-7433.

**SCT provides a shuttle service Monday - Friday departing from Du Quoin arriving at SIU Carbondale. \$50.00 monthly pass or cash fare of \$5.00 per trip are required for riders. Passes can be purchased from the SCT office located at 854 E Olive, Du Quoin, IL or from the SCT shuttle driver. For more information on pick up locations and times please contact the scheduling office at 1-800-660-7433.**

**SCT now provides a shuttle service to Walgreen’s in Mt. Vernon, IL with pick up locations in Centralia, Salem, West Frankfort, West City, and Ina, IL. For more information on pick up locations and times please contact the scheduling office at 1-800-660-7433. A purchase of a \$50.00 monthly pass confirms reserved seating on the bus. Seating is limited and on a first come, first serve basis. Passes may be purchased from an SCT driver or at the Centralia office located at 1616 E McCord St. Passes may also be purchased at the West Frankfort facility located at 709 N Bryan.**

SCT offers transportation from Mt. Vernon to Rend Lake College Monday-Friday. \$50.00 monthly pass or \$5.00 per trip cash fare required. Passes may be purchased from the SCT driver or from SCT's Mt. Vernon office by calling 618-242-0240. For more information on pick up locations and times please contact the SCT scheduling office at 1-800-660-7433.

Our offices are closed on the following holidays:

<b>New Year's Day</b>	<b>Columbus Day</b>
<b>Martin Luther King Jr. Day</b>	<b>Veterans Day</b>
<b>Presidents Day</b>	<b>Thanksgiving Day</b>
<b>Memorial Day</b>	<b>Friday after Thanksgiving Day</b>
<b>Independence Day</b>	<b>Christmas Eve</b>
<b>Labor Day</b>	<b>Christmas Day</b>

### **SERVICE TYPES**

**Door-to-door service is available per customer request.** Passengers must request service through the dispatching department at the time of scheduling transportation. With door-to-door service, the SCT driver (or escort) assists the passenger from the door of the pick-up point to the SCT vehicle and from the SCT vehicle to the door of the destination point. **Under no circumstances will the driver be allowed to enter a client's residence or apartment building beyond the first outer door or ground floor lobby and, therefore, cannot perform any personal services for the client.** Door-to-door service is provided as long as conditions make it safe to do so.

**IN THE EVENT OF ANY QUESTION OF SAFETY, REGARDING ANY TRANSPORTATION SERVICE, IT MAY BE NECESSARY FOR AN ON-SITE INSPECTION BY THE COUNTY SUPERVISOR. THE COUNTY SUPERVISOR WILL MAKE THE DETERMINATION AND INFORM CLIENT AT THE TIME OF REVIEW.**

### **CURB-TO-CURB SERVICES**

Curb-to-curb service is provided unless door-to-door service is requested. Curb-to-Curb service is provided to passengers who have purchased a discounted monthly pass, and/or daily fare clients. With curb-to-curb service, the SCT vehicle stops at the curb for passenger pick-ups and deliveries. **SCT driver will assist passengers boarding and de-boarding the vehicle as long as passenger has requested assistance.**

## **RESERVATIONS, SCHEDULING, AND CANCELLATIONS**

Customers must call 1-800-660-7433 a minimum of one day in advance to schedule transportation. SCT will not guarantee reservations taken past 3:30 P.M. the day before service is required. Customers receiving same-day service will pay "same-day service" fare of \$5.00 per trip inside city limits of cities served. Same day service outside city limits, please contact the dispatching department for additional information.

The dispatcher will not be responsible for confirming appointments with doctors, etc. A pick-up or delivery time may be adjusted by the dispatcher/scheduler, if necessary, in order to maintain efficiency; therefore, riders are encouraged to be ready 15 minutes prior to a scheduled pick-up time. **Drivers will wait no longer than five (5) minutes past arrival time before proceeding.**

## **CANCELLATION POLICY**

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following policies 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**

1. Cancellations must be received a minimum of two 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.
2. Any cancellation received later than two hours prior to the scheduled pick up time will be considered a No-show and a \$4.00 fee will be assessed.

**This policy is intended to encourage early cancellation of services so that others may have the opportunity to fully utilize SCT's services.**

## **EXCESSIVE CANCELLATIONS**

SCT encourages all clients to call in to cancel transportation services as described above, however, to avoid excessive cancellations which prevent fair and equitable use of the transportation system by all clients, an excessive cancellation policy will be implemented as follows:

1. SCT personnel will monitor weekly activities of all scheduled vs. cancelled rides. Clients observed to have six (6) cancellations within any 30-day rolling period would receive a written warning via mail.
2. Those clients who have received the written notification and who have in excess of six (6) cancellations in any future 30-day rolling period following the notification, will be charged a \$2.00 excessive cancellation fee per cancellation thereafter for a period of 6 months.

**The above policies apply regardless of the method of payment and include clients who pay boarding fares, utilize ticket booklets or purchase a monthly pass.**

## **DISCOUNTED PASSES**

Discounted monthly passes are available for purchase as follows and are valid for one calendar month. No refunds will be made for unused passes. In order for passes to be valid, ALL pick-ups, transfers, and returns must be scheduled a minimum of one day in advance.

## **SENIOR PASSES**

SCT offers a discounted monthly pass for senior citizens (age 60+). The pass may be used for unlimited trips within the city limits of residence of the passholder during the month for which it is purchased. ALL pick-ups, transfers, and deliveries must be scheduled at least one day in advance.

## **CHILD PASSES**

SCT offers a discounted monthly pass for child transportation Monday-Friday, throughout the school year, except for SCT Holidays as outlined in the School Pass Handbook. Passes are available for one-way or round-trip transportation. SCT will send out monthly statements. Excessive cancellations or no-shows may result in termination of services. See Passenger No-Show Policy and Cancellation Policy.

## **FARES**

All passengers must comply with SCT's fare policy. Fares must be paid upon boarding of the vehicle unless alternative prior arrangements have been made. Fares are listed as per stop and not round trip, unless otherwise noted.

Seniors	(60 and over)	\$.50
Seniors-Mt. Vernon	(60 and over)	<b>Suggested Donation of \$.50</b>
Adults	(18-59)	<b>\$1.50</b> per trip
Children	(5-17 with or w/out Adult)	<b>\$1.50</b>
Children	(0-4 with adult)	No Charge
Same-Day Service	regardless of age	<b>\$5.00</b> per trip inside city limits of cities served.
<b>No Show Fee</b>		<b>\$4.00</b> per trip
Child Pass 1-Way	(K-8 <sup>th</sup> Grade)	<b>\$40.00</b>
Child Pass Round Trip	(K-8 <sup>th</sup> Grade)	<b>\$40.00</b>
Senior Pass	(60 and over)	\$15.00
Adult Pass	(18-59)	<b>\$40.00</b>
<b>KC shuttle monthly pass</b>		<b>\$50.00</b>
<b>Du Quoin shuttle monthly pass</b>		<b>\$50.00</b>
<b>Walgreen shuttle monthly pass</b>		<b>\$50.00</b>
<b>Rend Lake College shuttle</b>		<b>\$50.00</b>
<b>Countywide shuttle Svc.</b>		<b>\$5.00 per trip where applicable</b>

**Door-to-Door Service upon request at no additional fee. Service must be requested at the time of scheduling transportation.**

**The above passes are for City Limits only. Please contact the office for additional information on fares.**

The above fares/passes are only valid with one day prior scheduling of all pick-ups, transfers, and returns.

\*Free service for residents of Mt. Vernon age 60+ is provided in conjunction with Jefferson County Comprehensive Services. For more information contact 1-800-660-7433. **Service for seniors at the cost of a suggested 50-cent donation.**

For special service rates please contact the dispatching office at 1-800-660-7433.

## **GROCERIES/PACKAGES**

SCT drivers will assist passengers in loading and unloading their groceries/packages on and off the vehicle.

Wednesdays are designated grocery days. On designated grocery days, if requested, drivers will assist passengers with their packages/groceries from the vehicle to the first outer door of their residence or building. Passengers have an 8 bag limit on grocery days.

On non grocery days passengers are responsible for getting their packages from the vehicle to their home or building. **Aides may accompany a paying passenger at no extra charge to assist the client with packages.** For safety reasons and for the consideration of other passengers, SCT must insist on a limit of 5 total grocery bags or items on non grocery days.

## **PASSENGER CONDUCT AND RESPONSIBILITIES**

SCT will not be responsible for checking/signing persons in or out of any facility.

SCT requires all passengers to be courteous and considerate of other passengers, staff, and the driver. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers or the driver or create a safety hazard to other passengers/drivers or others will not be tolerated. Continued carriage of such persons or groups will be decided on a case by case basis, and may require the presence of one or more attendants to be provided by the family/residential or daycare facility/social welfare/health care agency as appropriate.

**SCT requires ALL children ages 5-12 years of age to wear a seatbelt. Parents are responsible for Safety Restraints for children under the age of 5 years. SCT's Board of Directors strongly encourages that ALL passengers utilize seat belts while the vehicle is in motion. Drivers will be more than happy to assist you in securing the seatbelts. Please advise them accordingly.**

Inappropriate behavior such as eating, drinking, use of tobacco products, foul language, lack of personal hygiene, disruptive behavior, bothering of other passengers, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle will result in the passenger being suspended from riding SCT vehicles.

**Any person(s) who is found to loiter at a pick up point specifically for the purpose of making the driver wait the full 5 minutes before boarding may be suspended from service.**

SCT reserves the right to refuse service to any individual violating these policies.

### **PASSENGER NO-SHOW POLICY**

#### **Definition**

In this 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 it.

#### **Purpose**

The purpose of this policy is to set forth the procedure for informing users of South Central Transit about the importance of scheduling service appointments and of properly canceling those services a minimum of 2 hours in advance should services no longer be needed. Any rider who fails to cancel at least two hours prior to their scheduled service will be considered a no-show. It is also to let consumers know that an established pattern of no-shows may result in suspension of services.

#### **Procedure**

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 or to cancel the trip within a reasonable period of time, i.e. a minimum of two hours or more before the scheduled pick-up time. Services cancelled after the two hour prior to service time line **will be considered a no-show.**

South Central Transit will maintain records in order to keep track of no-show incidents. 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 South Central Transit 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 three 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. No scheduling will be allowed until the **\$12.00** is paid in full at the local SCT office.

Client information will be reviewed on a monthly basis. Clients determined to have chronic no-show problems may be suspended for up to three months to

allow room for those clients who really need and will use the service. Determinations will be made on a case-by-case basis and are at the sole discretion of South Central Transit.

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.

Any rider who creates alias names in the system in order to avoid paying penalty fees will be permanently removed from service based upon a determination of fraud to the District.

### **NO-SHOWS AND SUBSCRIPTION SERVICES**

Subscription services are intended for those individuals who use the service from one destination to another destination at the same time and on the same days of the week. These services eliminate the need for a client to call in on a daily/weekly basis to schedule rides except in the case of a cancellation. Holding a subscription service is a privilege as there are a limited number of subscription services available. If you have a subscription service and no-show three times within a rolling 60-day period, your subscription service will be canceled and offered to another passenger. In addition, all no-show fees will apply. You will not be considered for subscription services again for a period of one year.

No-shows that occur because of an emergency situation beyond the customer's control will be considered a "non-chargeable" no-show, provided the customer can offer an explanation **with documentation. A "non-chargeable" no-show can only occur one time within any calendar year.**

The above policies apply regardless of the method of payment and include clients who pay boarding fares, utilize ticket booklets or purchase a monthly pass.

### **PASSENGER COMMENT AND COMPLAINT PROCEDURES**

SCT is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please forward all recommendations and/or complaints to the following address:

Customer Service  
South Central Transit  
1616 E. McCord Street  
Centralia, IL 62801

You may also e-mail Sherri Bassen at [sbassen@southcentraltransit.org](mailto:sbassen@southcentraltransit.org) or by contacting 618-532-0189 ext. 135 or 1-800-660-7433.

SCT solicits both positive and negative input from our passengers. All comments and complaints will be handled in a timely and efficient manner. Response to complaints and/or comments will usually be handled within a 24-hour period.

### **TRANSIT SYSTEM RESPONSIBILITIES**

SCT is responsible for providing clean, reliable, safe and efficient service to our passengers. SCT is not responsible for any articles left on its vehicles, however, SCT maintains a lost and found box in its offices, and individuals may call our offices regarding these items. SCT is responsible for abiding by the policies detailed in other sections of this service policy.

SCT has insurance coverages that exceed legally mandated minimums. SCT is regulated by State and Federal guidelines. These guidelines are met and, in most instances, are exceeded. SCT also maintains a drug and alcohol free workplace through a federally mandated drug/alcohol-testing program.

SCT has stringent guidelines for maintaining all of our vehicles. SCT is committed to keeping all vehicles and equipment properly maintained and in safe working order.

### **SAFETY**

SCT drivers are properly trained and licensed in accordance with state and federal laws. SCT drivers receive quarterly/annually training in safety including, emergency procedures, seat belt and wheelchair tie-down procedures, evacuation procedures and other areas.

SCT drivers inspect their vehicles on a daily basis through the use of a Pre-Trip and Post-Trip Inspection forms. A certified mechanic immediately addresses any problems noted.

### **ANIMAL TRANSPORTATION POLICY**

South Central Transit does allow for transportation of animals, other than service animals, if the client has complied with the following requirements:

- A. When scheduling the ride the client informs dispatching/scheduling that an animal will be brought on the bus.
- B. The animal is in a pet taxi or an approved, secure carrier.

- C. The client will be solely responsible for loading and unloading the animal into the carrier and onto the SCT vehicle. Removal of the animal from the SCT vehicle after reaching the destination point.
- D. The client will be solely responsible for cleaning up after the animal.
- E. The client follows the driver's instructions regarding the animal's transportation.

At no time will any animal other than a service animal, be transported without being in an approved, secured containment device.

Service animals will be required to remain on the floor and out of the aisle area of the bus. The client utilizing the service animal will be responsible for the conduct of the service animal.

### **EMERGENCY PROCEDURES**

SCT will not operate its vehicles during severe foul weather or when roads are icy and unsafe. Should SCT limit services due to inclement weather, the changes will be broadcasted on the local radio stations as follows:

#### **WEST FRANKFORT:**

WDDD 107.3; WFRX 1300 AM; WVZA 92.7; WQUL 97.7; WDDD 810 AM. Information is also available on-line at [w3dcountry.com](http://w3dcountry.com).

#### **MT. VERNON**

WMIX 94.1

#### **CENTRALIA**

WRXX X95.3; WILY 1210 AM; WJBD 100.1; WMIX 94.1

#### **BREESE**

WDLJ 97.5; WCXO 96.7

#### **Du Quoin**

WSIL TV; WDQN; Z100 Clear Channel Radio

SCT drivers are thoroughly trained in emergency evacuation procedures in the event of an accident. Basic procedures include: following driver's instructions, remaining calm, implementing an orderly evacuation of the vehicle if warranted, staying off the roadway in a safe location until further notification, not smoking near the vehicle and calling for emergency response if required.

Passengers are responsible for notifying the driver if they or another passenger are ill, injured, or in distress while on the vehicle.

**STATEMENT OF NON-DISCRIMINATION**

SCT is an equal opportunity employer. Equal employment shall be practiced without regard to race, color, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap unrelated to ability, political affiliation or unfavorable discharge from military service.

**CLOSING STATEMENT**

SCT is proud to be a part of the community. We encourage your comments and suggestions. For further information please contact 1-800-660-7433, visit our website ([www.southcentraltransit.org](http://www.southcentraltransit.org)) or write:

South Central Transit  
1616 East McCord Street  
Centralia, IL 62801

SCT reserves the right to make changes to this policy without notice.

*Revised February 17, 2009*