

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. Established riders may also, upon request, be required to show a

picture ID 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 upon request. A 5 bag limit is available and will be enforced.

Door-to-Door

Door-to-door service is available per client request. Passengers must request this 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.

Individuals with Disabilities

Individuals with disabilities are eligible for discounted fares and will be required to present a State of Illinois Disability ID to receive the discounted fare.

Military/Veterans

Military/Veteran clients are eligible for discounted fares and will be required to present either a Department of Veterans Affairs Photo ID or a DD214 Military Form along with a State of Illinois issued photo ID to receive the discounted fare.

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 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 would like to address a complaint or compliment or would like additional information please call 1-800-660-7433.

Holidays Observed

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

New Years Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day,

Columbus Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day.

Please note that if you elect to use SCT Shuttle Services the day prior to a holiday and will need return services on the holiday you should make alternate arrangements.

Brochures

Service brochures are available in other formats.

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.

TITLE VI

SCT shall grant services to individuals regardless of their race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military services.