General Public Transportation

Available Services
(Monday - Friday)

- Demand response service (with 24-hour notice) within city limits of Benton, Breese, Carlyle, Centralia, Du Quoin, Mt. Vernon, Nashville, Salem, and West Frankfort.
- Mobility Device transportation, medical appointments, child transportation to and from local daycare centers, schools, homes, babysitters, etc.
- Feeder routes to Bi-State/Metro Link systems
- County wide services
- Education, Work & Public Shuttles
- Inter-City Shuttle Routes - available in all six counties served by SCT.
- Intra-City Shuttle Routes - available in Mt. Vernon & Centralia.

Intra-city shuttles make frequent stops at Greyhound, Mt. Vernon (Lincoln 1 & 2 Routes) and Amtrak, Centralia (Cubs Route) and may require using a connecting SCT Inter-city (county) shuttle route.

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.

711: For Hearing Impaired

Busses can arrive as much as 15 minutes prior to or after the promised window of time given at time of scheduling.

Demand Response Service Hours: M-F

<table>
<thead>
<tr>
<th>City</th>
<th>Start</th>
<th>End</th>
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</thead>
<tbody>
<tr>
<td>Benton</td>
<td>7:00 am</td>
<td>5:00 pm</td>
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<tr>
<td>Breese</td>
<td>7:00 am</td>
<td>5:00 pm</td>
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<tr>
<td>Carlyle</td>
<td>7:00 am</td>
<td>5:00 pm</td>
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<tr>
<td>Centralia</td>
<td>5:00 pm</td>
<td>7:00 pm</td>
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<tr>
<td>Du Quoin</td>
<td>7:00 am</td>
<td>5:00 pm</td>
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<tr>
<td>Mt. Vernon</td>
<td>5:00 pm</td>
<td>7:00 pm</td>
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<tr>
<td>Nashville</td>
<td>9:00 am</td>
<td>3:00 pm</td>
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<tr>
<td>Salem</td>
<td>5:00 pm</td>
<td>7:00 pm</td>
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<tr>
<td>West Frankfort</td>
<td>7:00 am</td>
<td>5:00 pm</td>
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</tbody>
</table>

Fare Schedule
Per Trip/Person
Exact fares required

- Demand Response daily fares are valid inside city limits of the cities SCT serves with 24 hour prior scheduling of all pick-ups.
- Adults 18-59: $2.00
- Children 5-17: $2.00
- (40 monthly pass will continue for school children through the current school year)
- Children 0-4 (with adult): Free
- *Seniors 60 and over: $.50¢
- Disabled, Military/Veteran: $.50¢
- Door to Shuttle (nearest shuttle stop): $.50¢
- Same Day Service Regardless of Age (inside city limits only of cities served): $5.00
- Countywide (within any SCT County): $10.00
- SCT County to adjoining SCT County: $20.00

Public Shuttle Fares
No scheduling required for shuttle services

- Intra City Shuttles (per trip within City limits): $.50¢
- County Shuttles: $2.00

SCT Money Cards - Effective 03/04/2013

- Entire Money Card ($58.00 value): $50.00
- 34 - .50¢ Fares: $30.00
- 24 - .50¢ Fares: $10.00
- 48 - .50¢ Fares: $20.00

Seniors, Disabled, Military or Veteran clients providing the required / proper identification will be eligible to purchase the entire money card for $35.00 or 34 - .50¢ fares for $15.00

Money Cards are valid for use with all SCT fares/services and replace all passes/tickets. Money Cards will be available in various denominations, can be purchased from drivers and must be presented to the drivers upon boarding for validation.

Money Cards expire only upon the entire use of it's purchased value.

Please call our office at 800-660-7433 with any questions.

*Seniors 60 and over in Mt. Vernon, Clinton & Washington Counties ride for a suggested donation of $1.00. 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.

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

618-532-8076 (Scheduling)
618-242-0202 (Scheduling)
800-660-7433
711: For Hearing Impaired
618-532-8078 (Fax)

"Making A Difference In Our Communities"

08/31/2020
**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 allow 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 notify SCT prior to 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 the scheduled time will consid- ered 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 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 subsequent 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 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**

Drivers will assist clients with loading and unloading their groceries/packages on and off the vehicle at customer re- quest. For the safety and consideration of other passengers SCT must insist on a limit of 8 grocery bags. 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 pack- ages.

**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 passen- ger 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/Veterans 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.

**Holidays Observed**

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

- 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.

**Passenger Assistance**

SCT operates mobility device 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.

**How to Voice a Complaint**

SCT is committed to being responsive to passenger percep- tions 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 re- quirements.
- 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 dis- played 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 com- plaints.

If you would like to address a complaint or compliment or would like additional information please call 1-800-660-7433. 711: For Hearing Impaired.

**Title VI and ADA Complaint Forms**

For more information regarding Title VI or ADA policies and complaint forms please contact us at 800-660-7433, 711 for hearing impaired or by email at contact@southcentraltransit.org.

**Service Brochures**

Available in other formats.

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**SCT Mission Statement**

The mission of South Central Transit (SCT) is to pro- vide safe, reliable and cost-effective public transporta- tion to the residents of all communities we serve. We are committed to enhancing economic-development and quality of life through affordable, accessible trans- portation 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 rec- ommends passengers to be seated, utilizing seat belts, while the vehicle is in motion. SCT policy prohibits the following behaviors: eating, drinking, use of tobacco products, disruptive behavior, carry- ing 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.

**Title III Older Americans Act**

Partial funding for SCT is received from the United States Administration on Aging, the Illinois Depart- ment on Aging and the Area Agency on Aging of South- western Illinois. SCT does not discriminate in admis- sion to, or the treatment of, or employment in programs or activities in compliance with ap- propriate State and Federal Statutes. If you feel you have been discriminated against, you have the 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.

For more information regarding Title VI or ADA policies and complaint forms please contact us at 800-660-7433, 711 for hearing impaired or by email at contact@southcentraltransit.org.