

# STUDENT HANDBOOK 2023-2024



Driver's will have hand sanitizer available for passengers while on the bus, and sanitize the buses before and after each route.





[To register your child for transportation services](#), contact the numbers listed below for further assistance. SCT does require that only a legal parent or guardian register his/her child and sign the registration form consenting to services. Registration is preferred in person at one of SCT's local facilities so questions and information can be disseminated at that time.

**100 N. Locust St.  
Centralia, IL 62801**

618-532-8076 in Breese, Centralia, Mt. Vernon, Salem & Nashville

618-937-4544 in West Frankfort

618-542-4700 in DuQuoin

or

1-800-660-7433 for all counties

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.

**General Fares:**

Individual Trips — \$2 within city limits only (exact change or money card accepted)

No-shows or late cancellation fees -- \$4

Once \$12 in fees are accrued, your child may be temporarily removed from services.

Monthly Student Pass — \$40

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

## Child Monthly Pass Information

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.

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

**\$40.00/child - All child passes are a flat rate of \$40.00 regardless of whether service is needed one-way or round trip.** A monthly pass entitles your child to ride daily, Monday-Friday, from the pick-up location of your choice to school and from school to the destination of your choice within the city limits—

## Passes Are Non-Refundable!

Call our scheduling/dispatching department today at 618-532-8076 or 1-800-660-7433 for further information. Seating is limited at this time! All services are on a first come, first serve basis. 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.**

## 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 – 4:00pm, Monday-Friday at SCT's transportation center in Centralia located at 100 N Locust Street Breese at 12778 Drive in Road 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 532-8076. 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, 100 N Locust St, Centralia, IL 62801**

SCT now accepts debit/credit cards at the **Centralia Transportation Center** for your convenience. Sorry, no over the phone payments will be accepted. We also offer money cards for purchase if you do not want to purchase a monthly pass. Money cards can be purchased in the denomination of your choosing and presented upon boarding to the driver for payment.

## 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, and we do not guarantee that your child will be to school in time for breakfast or delivered home after other children.**

**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 and complete a student registration form each year, including up to date 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. If you have special circumstances, please let us know. **It is the parent's responsibility to notify SCT of any changes in pick-up or drop-off locations, cancellations, school closure, or school early dismissal.**
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. Children should be visible to the driver when the bus stops and 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 of any changes in pick-up or drop-off locations, cancellations, school closure, or school early dismissal.**
6. Excessive cancellations and/or no shows may result in termination of transportation 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 2023 - 2024 Holiday Schedule

Labor Day	Monday, September 4, 2023
Columbus Day	Monday, October 09, 2023
Veterans Day (observed)	Friday, November 10, 2023
Thanksgiving Day	Thursday, November 23, 2023
Thanksgiving Day After	Friday, November 24, 2023
Christmas Eve	Friday, December 22, 2023
Christmas Day	Monday, December 25, 2023
New Year's Day	Monday, January 1, 2024
Martin Luther King, Jr	Monday, January 15, 2024
President's Day	Monday, February 19, 2024
Memorial Day	Monday, May 27, 2024

## Parental Responsibilities

It is the parent(s) responsibility to see to your child(ren)'s transportation. When delegating services to SCT, SCT is not contracting with the school, we are contracting with you as a parent/guardian. Cancellations, outstanding fees, fares, timely monthly pass payments, early dismissal and school closures are all the responsibility of you, the parent/guardian. We care about your child and want to ensure a safe, friendly environment for transportation. In return, we expect that you will take the time to keep us informed in advance of all changes to your child's schedule, make sure your child has the appropriate fare when boarding and give proper address to any troublesome student issues that SCT requests assistance with.

## 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 requires ALL passengers to wear a seatbelt. Drivers will be more than happy to assist you in securing the seatbelts. Please advise the driver accordingly. It is the responsibility of parents to secure children ages 2 and under. 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  
100 N. Locust St.  
Centralia, IL 62801**

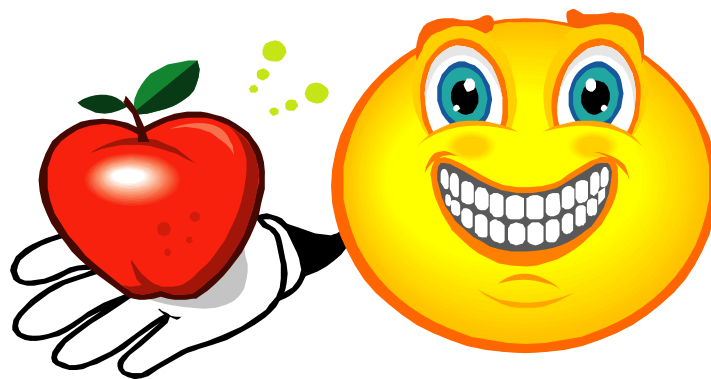
*Or call:*

**532-8076**

**242-0240**

**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

## South Central Transit

100 N. Locust St  
Centralia, IL 62801

Phone: 618-532-8076

Fax: 618-532-8078

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

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.

## SOUTH CENTRAL TRANSIT Transportation Center

