

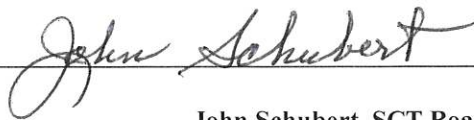
**SOUTH CENTRAL**  
**TRANSIT** 1616 East McCord St, Centralia, IL 62801

Phone: 618-532-8076 / 800-660-7433 Website: [www.southcentraltransit.org](http://www.southcentraltransit.org)

# GENERAL PUBLIC SERVICE POLICY

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

**Approved by SCT Board of Directors, February 22, 2024**

A handwritten signature in black ink that reads "John Schubert". The signature is written in a cursive style and is positioned above a horizontal line.

John Schubert, SCT Board President

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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.

Should you have a comment regarding a driver or vehicle displaying the SCT logo, please contact 618-532-8076, ext. 120.

**DESCRIPTION OF SERVICE**

South Central Transit (SCT) provides public transportation through a demand-response and shuttle 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 4:00 P.M., Monday-Friday. Scheduled transportation is available Monday through Friday as follows:

Centralia	5:00 A.M. - 7:00 P.M.	Nashville	9:00 A.M.- 3:00 P.M
Salem	5:00 A.M. – 7:00 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.		

**Shuttle Services** – SCT provides Intra/Inter-city deviated shuttle services within our service counties. **Per 49 CFR § 37.167, all SCT drivers will announce deviated fixed route stops to permit individuals with visual impairments or other disabilities to be oriented to their location.**

Money Cards can be purchased from an SCT driver or at any SCT office. Seating on the bus is limited and on a first come, first serve basis.

**For more information about pick up locations and times, please call 1-800-660-7433 or you may view all shuttle brochures on our website at [www.southcentraltransit.org](http://www.southcentraltransit.org).**

**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>Juneteenth</b>                 | <b>Christmas Eve</b>                 |
| <b>Independence Day</b>           | <b>Christmas Day</b>                 |
| <b>Labor 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.

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

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 and can schedule up to two weeks in advance. 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 for scheduled on demand services 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.

You may cancel your scheduled trip by either contacting the dispatching/scheduling staff during normal business hours (5:00 A.M. – 6:00 P.M.) or through SCT's voice mail system, which is available during non business hours.

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.

**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 subject to service suspension.

### **FARES**

Cash/Money Card Fares – inside the city limits of the cities we serve.

All passengers must comply with SCT's fare policy. Fares must be paid upon boarding. Drivers do not make monetary change. Refund will be issued on money card. SCT does not allow charging or post dating of checks.

Seniors (60 & over)	\$ .50
<b>(except Jefferson, Clinton, and Washington counties which is subsidized by a senior agency – contact the SCT dispatch office for further assistance)</b>	
Adults (18-59)	\$2.00
Children (5-17)	\$2.00
Children 4 and under ride free with adult -----	



Disability with ID	\$ .50 (must show ID)
Military/Veteran	\$ .50 (see below for details)
Same day service	\$5.00
Shuttle Deviation (scheduled in advance)	\$ .50
Same day Service Shuttle Deviations	\$2.00
Shuttle Fare County	\$2.00

**SCT MONEY CARD FOR ADULT/CHILD**

Card can be purchased in full or in part. This card will be good for all SCT services and is non-expiring. Each card contains 2-\$10.00 squares for purchase and 1-\$30.00 square for purchase for a total of \$50.00. \*\*\*Purchase of the full card will entitle purchaser to receive \$8.00 in additional monies via card value. Purchaser will receive 4 additional \$1.00 squares and 8 additional \$.50 squares for a total of \$8.00 in discounts. No further discounts are available.

**SCT MONEY CARD FOR MILITARY, VETERANS, DISABLED AND SENIORS**

Card can be purchased in full or in part. This card will be good for all SCT services and is non-expiring. Each card contains 2-\$10.00 squares for purchase and 1-\$30.00 square for purchase for a total of \$50.00. All Military, veterans, disabled and seniors qualify for the \$30.00 square to be discounted ½ price or \$15.00. No discounts are available on the \$10.00 squares. Full card purchase with qualifications listed below for anyone in this category is \$35.00.

Persons with Disabilities – Clients will be responsible to show a State issued Disability ID along with money card each time he/she boards. No purchase discount will be given without the State issued ID.

Military/Veterans – Clients will be responsible to show DD214 papers or Military/Veterans ID card along with money card each time he/she boards. No purchase discount will be given without DD214 papers or an ID.

Seniors (60 & over) – Client will be responsible to show ID along with money card each time he/she boards.

SCT will continue with monthly passes for school children.

ROUND TRIP PAYMENTS ARE NO LONGER ACCEPTED FOR ANY SERVICE. Clients must pay at each boarding.

**Money Cards are non-refundable.**

**GENERAL PUBLIC COUNTY SERVICES – SCHEDULED FROM CURB/DOOR TO DESTINATION**

Countywide Service **within** any SCT county from curb/door - \$10.00 per trip per person **(Seniors, Disabled and Military/Veterans will receive discount through purchase of a money card. Please see above)**

SCT County to **adjoining** SCT County from curb/door - \$20.00 per trip per person **(Seniors, Disabled and Military/Veterans will receive discount through purchase of a money card. Please see above)**

Same day service for countywide or county to adjoining county add \$5.00 per trip per person.

Same day service inside the city limits of the cities we serve is \$5.00 each way.

**GENERAL PUBLIC MILEAGE AND WAIT TIME RATES**

Mini-Van - \$1.25 per mile/\$18.00 hr wait time

11-14 Passenger - \$1.50 per mile/\$18.00 hr wait time

16 passenger & above - \$1.75 per mile/\$18.00 hr wait time

Mileage is charged for every mile the bus drives-loaded or unloaded. Wait time begins upon arrival at the destination and is charged until bus is in motion back to original pick up location.

**OR**

\$35.00 to \$50.00 per hour per vehicle if mileage is not substantial but time involved is. Hourly rate starts from the time a driver clocks in until the driver clocks out.

**GROCERIES/PACKAGES**

SCT drivers will assist passengers in loading and unloading their groceries/packages on and off the vehicle at customer request. For safety reasons and the 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 packages.**



## **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 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.**

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.

**SCT reserves the right to refuse service to any individual violating these policies or the health and safety of themselves and/or passengers.**

## **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. 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.

Client information will be reviewed on a monthly basis. Clients determined to have chronic no-show problems may be suspended 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 service suspension will be permanently removed from service based upon a determination of fraud to the District.

## **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 Pam DeMaris at [pdemaris@southcentraltransit.org](mailto:pdemaris@southcentraltransit.org) or by contacting 618-532-8076 x 120.

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. **Clients are responsible for getting lost or stolen 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 mobility device tie-down procedures, evacuation procedures, First Aid, and CPR.

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 be 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 weather or when roads are icy or unsafe. Should SCT limit services due to inclement weather, updates will be provided on our website at [www.southcentraltransit.org](http://www.southcentraltransit.org) and on our Facebook page. Updates may also be broadcasted on local radio stations. If you have any questions regarding your service please contact the scheduling office at 800-660-7433.

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.

### **REASONABLE ACCOMMODATION**

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. South Central Transit will make reasonable modifications to policies, practices, and procedures when necessary to provide equal opportunity to qualified individuals with disabilities, unless:

Granting the request would fundamentally alter the nature of the program, service, or activities; Granting the request could create a direct threat to the health or safety of others; Granting the request would create an undue financial or administrative burden for the Agency; or the individual with a disability is able to fully use South Central Transit's service without the accommodation being made.

An individual is eligible to be considered to receive a reasonable accommodation if that individual has a disability in the form of a physical or mental impairment that limits the performance of one or more major life activities, has a record of impairment, or is regarded as having such impairment.

South Central Transit provides information about how to make requests for reasonable modification readily available to the public through its website. Requests for accommodation may be made either orally or in writing, by submitting a written request online at [www.southcentraltransit.org](http://www.southcentraltransit.org), submitting a written request to South Central Transit, Attn: Cheri Davis, 100 N Locust St, Centralia IL 62801, or by calling 1-800-660-7433. The reasonable accommodation process begins as soon as the request for accommodation is made.

When a request for modification cannot practicably be made and determined in advance, operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel will consult with South Central Transit's management before making a determination to grant or deny the request.

### **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.

*APPROVED BY SOUTH CENTRAL TRANSIT BOARD OF DIRECTORS ON February 22<sup>nd</sup>, 2024*