



**General Public & Shuttle  
Transportation**

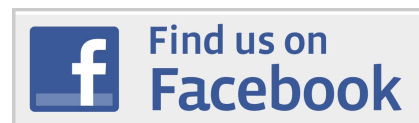


**“Making A Difference In Our  
Communities”**

**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)**



**11/01/2024**

**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.
- 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, Benton, West Frankfort, Du Quoin & Pinckneyville.

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.

**Buses 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**

Benton	7:00 am - 5:00 pm
Breese	7:00 am - 5:00 pm
Carlyle	7:00 am - 5:00 pm
Centralia	5:00 am - 7:00 pm
Du Quoin	7:00 am - 5:00 pm
Mt. Vernon	5:00 am - 7:00 pm
Nashville	9:00 am - 3:00 pm
Salem	5:00 am - 7:00 pm
West Frankfort	7:00 am - 5:00 pm

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
<i>(\$40 monthly pass will continue for school children through the current school year)</i>	
Children 0-4 (with adult)	Free
*Seniors 60 and over	.50¢
Disabled, Military/Veteran	.50¢
<i>(With required / proper identification)</i>	
Door to Shuttle (nearest shuttle stop)	.50¢
Same Day Service	Regardless of Age \$5.00
<i>(Inside city limits only of cities served)</i>	
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 - \$1.00 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 - \$1.00 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 Jefferson County Comprehensive Connections, Midland Area Agency on Aging and AgeSmart Community Resources.

Prices for fares and same day service are for one-way only.

## 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. You can cancel your 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.

## 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. It is also to let consumers know that an established pattern of no-shows may result in suspension of services. 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 SCT 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.

## Groceries & Packages

Drivers will assist clients with loading and unloading their groceries/packages on and off the vehicle at customer request. 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 packages.

## 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 deboarding 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.

## Mobility Device Services

Clients utilizing a mobility device may remain seated in the device while being transported, however, SCT recommends transferring to a seat if possible for safety and comfort reasons. Drivers will not transfer clients from the mobility device to a bus seat under any circumstances. Client ramps must meet ADA guidelines for SCT employees to provide door to door service. For new clients, it's recommended a home assessment be performed prior to any scheduled service. All mobility devices will be secured at all 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. 711: For Hearing Impaired.

## 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. 711: For Hearing Impaired.

## 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, Juneteenth, 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.

## 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.

## 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.

## Title III Older Americans Act

Partial funding for SCT is received from the United States Administration for Community Living, the Illinois Department on Aging, AgeSmart Community Resources and Midland Area Agency on Aging. 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 AgeSmart Community Resources at 618-222-2561 or Midland AAA at 618-532-1853

## Title VI

SCT shall grant services to individuals regardless of their race, color, or national origin.

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\\_us@southcentraltransit.org](mailto:contact_us@southcentraltransit.org). Title VI and ADA complaint forms are available on our website [www.southcentraltransit.org](http://www.southcentraltransit.org).

**Service Brochures** available in other formats.