

PARA TRANSIT SERVICES

- Passengers traveling in wheelchairs or those needing vehicle lift assistance are required to be at ground level before drivers assist passengers onto the lift.
- WCMTD vehicles are equipped with wheelchair lifts with a capacity of up to 1000 lbs.
- Drivers are not allowed to assist wheelchair passengers up or down steps or provide assistance to wheelchair passengers when hazardous conditions exist at the point of pick-up or at the point of destination.
- Drivers may not conduct matters of personal business for any passenger.
- Drivers may provide assistance with **package** delivery onto WCMTD vehicles and to the door of the residence only. Drivers are not permitted to enter the passenger residence.
- Passenger purchases should be limited to the amount of packages that can be carried in one trip.
No exceptions.
- WCMTD is **not responsible** for personal items or packages during transit, side stops, or when passenger exits the WCMTD vehicle.

ADA COMPLAINT AND REASONABLE MODIFICATION REQUEST

Policy Statement

The Americans with Disabilities Act (Title II) states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity." WCMTD is committed to complying with the requirements of Title II of the ADA in all programs, services, benefits and activities. WCMTD provides safe, efficient and professional curb to curb transportation services to all residents of and visitors to our service area. Door-to-door transportation service is available to our frail, elderly, and persons with disabilities upon request. Door-to-door means that drivers assist passengers from the door of their point of origin to the door of their destination in a safe and professional manner. The full policy and the ADA Complaint and Modification Request form can be found on our website at wcmtd.org.

Funding for the WCMTD is provided by :

Illinois Department of Transportation
Federal Transportation Administration.

WCMTD is an equal opportunity employer.
A drug and alcohol free workplace.

Jacksonville & So. Jacksonville Service

Hours: Monday - Thursday 6:00 am - 10:00 pm

Friday 6:00 am—8:00 pm

Safe Ride Friday & Saturday 8:00 pm - 3:00 am

One Way Fare	\$2.00
Round Trip Fare	\$4.00
Children Under 5 (w/adult) (car seat must be provided)	FREE
No Show Fee	\$ 3.00
Side Stops	\$ 1.00
Safe Ride Side Stops	\$ 2.00

Same Day Service

One Way Fare	\$ 3.00
Round Trip Fare	\$ 6.00
No Show Fee	\$3.00

Passes

Calendar Month/Unlimited Service	\$ 50.00
Student Passes	\$45.00
(IC, MAC, Dist. 117, ISD, ISVI, Westfair, RHS, OSS, LLCC & School sanctioned functions)	

All cancellations must be received in the WCMTD office 30 minutes prior to the scheduled pick-up time so as not to incur a no-show fee. Cancellations for out of town rides must be received in the office a minimum of 1 hour prior to the scheduled pick-up time.

Morgan & Scott County Service

One Way Fare	\$ 3.50
Round Trip Fare	\$ 7.00
Children Under 5 (w/adult)	FREE
Side Stops	\$ 1.00
No Show Fee	\$ 3.50

Same Day Service

One Way Fare	\$4.00
Round Trip Fare	\$8.00
30 Day Adult Pass	\$65.00
30 Day Student Pass	\$50.00

Springfield Service

Every Other Wednesday (Call for Schedule)

Departs Jacksonville @ 9:00 a.m.

Departs Springfield @ 1:00pm

One Way Fare	\$ 7.50
Round Trip	\$15.00
Children Under 5 (w/adult)	FREE
Side Stops	\$ 2.00
No Show	\$7.50

Passenger complaints or suggestions should be directed to:

West Central Mass Transit District

217-245-2900

wcmtinfo@frontier.com

Passenger Guidelines and Fare Schedule available in alternative



*The West Central Mass
Transit District is committed to
providing a safe, reliable & timely
means of public transportation.
"Curb to Curb" transportation fea-
tures the ease of home pick-up with
the added convenience of
transporting you
to "your" destination.*

For More Information

Call: 217-245-2900

Illinois Relay Center dial 711 and provide the number listed above.

Reservations are accepted :

Monday-Thursday 6:00 am to 10:00 pm

Friday 6:00 am—8:00 pm

Safe Ride Fridays & Saturdays

8:00 pm to 3:00 am.

Reservations made outside of these hours
are considered Same Day Reservations.

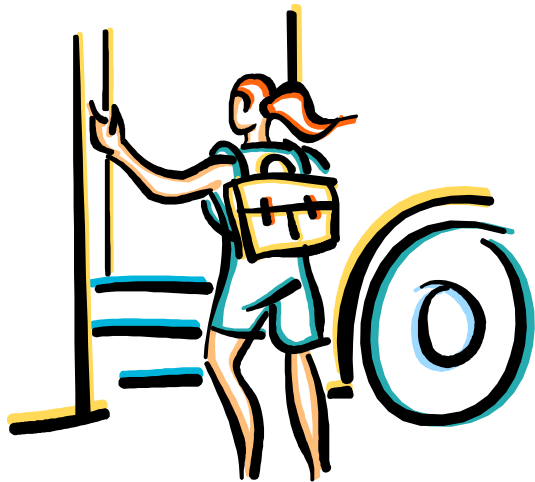
Reservations are accepted on a
first come, first serve basis.

*West Central Mass Transit District
Passenger Guidelines & Fare Schedule*

1120 W. Walnut
Jacksonville, Illinois 62650
217- 245-2900 Voice/TTY
217-245-2901 Fax

MONTHLY PASSES & STUDENT PASSES

- Monthly passes are available for purchase, and are valid for 30 days from date of purchase.
- Passes are non transferable and non refundable.
- Monthly pass holders are required to make advanced reservations.
- Side stop fees are included in the monthly pass, should the side stop reservation be made in advance.
- Same day reservations, same day side stop reservations, on board side stop requests made by monthly pass holders will cost \$1.00 per stop.
- All applicable no-show fees apply.
- Student passes are only valid for rides to and from school and school related activities.
- Students **under 16 years of age** must have a current **Emergency Contact** sheet filled out by the parent **prior** to service being provided.
- Students under age 12 must have all reservations made by parents.
- Students ages 12 -14 may make reservations with written consent from parents.
- Students 14 and up may make reservations without parent consent.
- Drivers **DO NOT** have the authority to demand that a child board the bus.
- Drivers will only deliver a student to the location previously arranged by the parents.



RESERVATIONS & POLICIES

- Reservations made after office hours for service the following day are considered same day reservations, and will include a same day reservation fee.
- Voice mail reservation requests will only be accepted if accompanied by a phone number for confirmation. Your ride will be confirmed by phone.
- Please tell us if you need any special assistance for pick-up or delivery.
- Same day side stops, changes in reservation times or destinations will be charged an additional service fee. (See Fare Structure on reverse side.)
- Reservations and side stops are accepted based on availability. (Side Stops are stops added to the original round trip between first pick up and final drop off..)
- West Central Mass Transit District has a **five (5) minute waiting period**. Passengers not boarding within **5 minutes** of any reservation time will be considered a "**no-show**" and **all remaining rides for the day will be cancelled**.
- Passengers who "no show" advance reservations will be charged a \$3.00 "no show" fee for in town; \$3.50 for out of town and \$7.50 for Springfield trips. No Show Fees for Same Day Reservations are \$4.00.
- If three "no shows" are received in 30 days transit service can be suspended for one month.
- **Cancellations are accepted at any time up to 30 minutes prior to your scheduled pick-up.**
- West Central Mass Transit District reserves a **fifteen (15) minute pick-up window** on either side of the requested reservation time. **Please be prepared to board anytime within this time frame.**
- Payment is due when **boarding** the vehicle.
- Exact change is required.
- West Central Mass Transit District allows for the free transport of Personal Assistants, escorts and service animals.

- WCMTD Drivers reserve the right to provide or deny transportation should drivers determine that passenger boarding may jeopardize the safety of themselves and other passengers, WCMTD staff or equipment.
- Seatbelts must be fastened
- No standing is allowed while the bus is in operation.
- Trash brought on board should be taken with the passenger upon exiting the bus.
- No smoking, use of tobacco products, alcohol or illegal drugs is permitted in WCMTD vehicles.
- No open food or drink is permitted in WCMTD vehicles.
- Children, as required by Illinois law, must be secured in an approved child safety seat provided by the parent/guardian.
- Reservations and changes to reservations will only be accepted by the person the reservation is for or a designated guardian/caregiver.
- Traveling passengers must be able to do so without disturbance to other passengers or the driver.
- Special Service trips may be arranged by contacting WCMTD office.
- Drivers are not responsible for delivery of packages onto or off the vehicle or into buildings.
**Packages are limited to the number of parcels that can be carried in one trip.
No Exceptions.**

