

PARA TRANSIT SERVICES

- Para Transit service on fully accessible vehicles is available to all residents of Pike County. Reservations must be made in advance. Same day service may be available based on mechanical and human resources.
- WCMTD dispatchers will ask for information necessary to comply with federal and state grant requirements and to ensure that appropriate equipment and assistance is provided for your trip. Such information may include
 - Date of Birth & Gender
 - Home Address & Phone Number
 - Destination & Appointment Time & Length
 - Household Size and Income
 - Emergency Contact Information
 - Special Needs
- Para Transit service is available for a variety of reasons including, but not limited to medical appointments, shopping, services, dining, recreation, social engagements, etc.
- Individuals who require a personal assistant are asked to let the dispatchers know in advance. Personal assistants ride at no charge when riding with their client. However, Personal Assistants are required to take charge of their client(s) prior to boarding the vehicle and upon disembarking. WCMTD reserves the right to require certification of need for a personal assistant prior to accepting reservation(s).
- WCMTD Vehicles are equipped with ramps or lifts with a capacity of up to 1000 lbs.
- All individuals who utilize a wheel chair or other assistive device will be required to allow drivers to secure the device, including personal shoulder and lap belts while on the WCMTD vehicle.
- All riders must wear seat belts while the vehicle is in motion.
- Out of town medical trips must be made at least 1 week in advance and will be accepted on a first come, first served basis depending upon available resources.
- Individuals will be required to share rides when necessary in order to maximize and make the best use of limited resources.
- Drivers may provide assistance with package delivery onto WCMTD vehicles and to the door of the residence only. Passenger purchases should be limited to the amount of packages that can be carried in one trip.
- Para Transit service is similar to regular public service in that drivers may not do the following:
 - Take vehicles through drive-through services
 - Conduct personal business or financial obligations for passengers
 - Enter passengers' home/apartment/dwelling
 - Lift passengers up or down steps or provide assistance to individuals who use ambulation aids when conditions are hazardous
- WCMTD is not responsible for personal items or packages during transit, side stops, or when passenger exits the WCMTD vehicle.

Passenger complaints or suggestions should be directed to:

West Central Mass Transit District

217-245-2900

PUBLIC & PARATRANSIT TRANSPORTATION WILL BE AVAILABLE

Monday - Friday 7:00 am - 5:00 pm

Fares (per person) within the Pittsfield city limits:

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
Same Day Service	
One Way Fare \$ 3.00	Round Trip \$6.00
No Show Fee	\$4.00

PASSES:

30 Day adult and student passes are available. Please call the WCMTD office for more information.

Pike County Service

One Way Fare	\$ 3.50	Round Trip Fare	\$ 7.00
Side Stops			\$ 1.00
No Show Fee			\$ 5.00
Same Day Service			
One Way Fare	\$4.50	Round Trip Fare	\$8.00

Trips to Quincy, Jacksonville, Springfield, etc.

One Way Fare	\$ 10.00
Round Trip	\$20.00
Children Under 5 (w/adult)	FREE
Side Stops	\$ 2.50
Cancellations for out of county trips must be made at least one (1) day in advance.	
No Show Fee	\$10.00

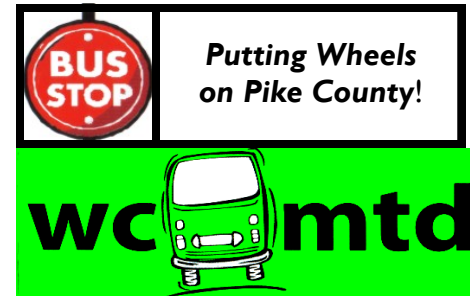
***ALL OUT OF TOWN RESERVATION MUST BE MADE AT
LEAST 3 DAYS IN ADVANCE. ALL SERVICES ARE
SUBJECT TO SCHEDULE AVAILABILITY.***

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.

**Passenger Guidelines and Fare Schedule available in
alternative formats upon request**



The West Central Mass

*Transit District is committed to
providing a safe, reliable & timely
means of public transportation.
"Curb to Curb" demand response
transportation features the ease of
home pick-up with the added
convenience of transporting you
to your destination.*

For More Information

**Call: 1-217-285-4529
1-866-443-2901**

Illinois Relay Center: Dial 711 & provide the number listed above.

Reservations are accepted :
Monday-Friday 7:00 a.m. to 5:00 p.m.

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

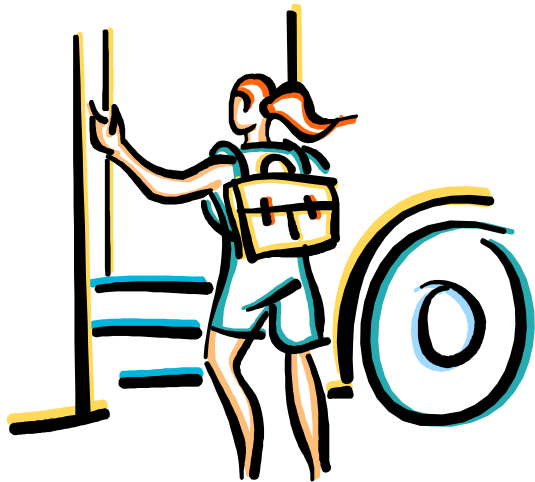
Reservations are accepted on a
first come, first serve basis.

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

Pittsfield, Illinois
1-866-443-2901 Voice
1-217-245-2901 Fax

MONTHLY PASSES & STUDENT PASSES

- Monthly passes are available for purchase, and are valid for 30 days from date of purchase. Please call WCMTD for prices and additional information on monthly passes.
- Passes are non transferable and non refundable.
- Monthly pass holders are required to make advanced reservations. Additional charges may apply to same day reservations and changes.
- Side stop fees are included in the monthly pass, should the side stop reservation be made in advance.
- 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. No onboard changes are allowed.



RESERVATIONS & POLICIES

- Reservations made after 5:00 p.m. 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. All reservations left on the answering service will be confirmed by phone.
- Please inform the dispatchers if you need any special assistance.
- All changes in reservations, schedules, or destinations **MUST** be made in advance by calling the office. Drivers are not allowed to make changes on the vehicle without dispatch approval.
- 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 destination.)
- 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 make reservations and do not board the vehicle when it arrives will be charged no show fee as outlined in this brochure.
- If three "no shows" are received in 30 days transit service may 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.
- Individuals age 60 and over who have registered with Pike County Senior Services may ride on a donation basis. Donation statements will be sent each month for individuals to donate towards the full cost of their rides.
- Personal Assistants and service animals are welcomed on the WCMTD vehicle with advance reservations at no charge.

- 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.
- Absolutely no open food or beverage allowed on the vehicle.
- State law prohibits smoking within 15 feet of any WCMTD vehicle.
- Trash brought on board should be taken with the passenger upon exiting the bus.
- Children, under age 5, 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.
- Traveling passengers must be able to do so without disturbance to other passengers or the driver.
- Special Service trips may be arranged by calling the 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.**

West Central Mass Transit District reserves the right to suspend service to individuals who refuse to follow these and or any policies of the WCMTD.

