

- Drivers may NOT conduct personal business for passengers. Trips to the bank, pharmacy, stops for lunch, etc. Drivers MAY help you into the bank, fast food restaurant, pharmacy, etc.
- Personal items may NOT be left on the vehicle.
- Itinerary changes may only be made with dispatchers approval. Drivers may NOT make changes in itinerary without calling dispatch for permission.
- Escorts are available with advance notice. If you should need this service, please tell the dispatch representative when you call to make your reservations.
- Our dispatch personnel are required to ask you if you need special assistance. Please let them know at the time of your reservation if you have any special needs (i.e., you use a wheel chair, power chair, walker, cane, electric scooter, are visually impaired or hearing impaired, etc.) This information allows us to schedule you on the appropriate vehicle and to allow us adequate time to serve you in a friendly, professional manner.

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.

- Drivers DO NOT have access to cash and so cannot make change.
- Donations are accepted. Suggested donations for services are:

One Way Trip in Jacksonville & South Jacksonville - \$2.00/person
 One Way Trips (Other) - \$3.50/person
 Side Stops - \$1.00/person
 Trips outside of Morgan Scott Counties:

Please call for pricing.

- Coupons are available for sale by calling the office. There are 3 kinds of coupons available:

Round Trip Jacksonville & South Jacksonville Coupons - 5 for \$20.00
 Round Trip Area Wide - 5 for \$35.00
 One Way Jacksonville & South Jacksonville Coupons - 10 for \$20.00

- Discount coupons are available in limited quantities for those who meet income guidelines. The discounted price is \$5.00 for 20 One-Way Tickets and may be purchased once each month. Proof of income is required. Please call the office for more information.
- **Individuals will not be denied service based on their ability or willingness to make a donation.**
- **Itinerary changes may only be made with dispatchers approval. Drivers may NOT make changes in itinerary without calling dispatch for permission.**

**Springfield Service
 Every Other Wednesday
 (Call for Schedule)**

**Hours: 9:00 am depart Jacksonville
 12:30 pm depart Springfield**

One Way Fare	\$ 5.00
Children Under 5 (w/adult)	FREE
Side Stops	\$.50

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



***Morgan & Scott Co.
 Senior Bus Service***

West Central Mass Transit District is committed to providing a safe, reliable & timely means of *public* "Door to Door" transportation for persons over the age of 60.

For More Information

**Call: 217-245-9122
 217-245-2900
 or
 Toll Free: 866-443-2901**

Reservations are accepted :
 Mon.-Fri.
 7:00 am to 4:30 pm

Reservations made outside these hours are considered Same Day Reservations.

Reservations are accepted on a first come, first serve basis, by calling 217-245-2900 Voice/TTY.

1120 W. Walnut
 Jacksonville, Illinois 62650
 217- 245-9122
 711 for Illinois Relay Service

Passenger Guidelines and Fare Schedule available in alternative formats upon request

RESERVATIONS & POLICIES

- Hours: M-F – 7:00 a.m.–4:30 p.m.
- Phone Number: 217-245-9122 or 217-245-2900
- All vehicles are fully accessible
- Consumers must be 60+
- Personal Care Attendants (PCAs) Ride Free. PCAs are responsible for escorting the client to and from the vehicle.
- Advanced Reservations are Required. (Same day reservations are accepted ONLY when schedule permits.) Dispatchers are required to ask you if you would like to schedule a return ride. You are **REQUIRED** to schedule a return ride. If you do not schedule a return ride and call the office when you are ready to return, you will be assigned a ride at the earliest time available IF there is time available. Please be aware that in most circumstances there will be a waiting period that could stretch to as long as 60 minutes.

(We suggest that you tell your doctors/dentist office, hairdresser, etc. that you rely on public transportation. These professionals should be able to give you an estimate of when you will be done.)

- We maintain a 15 minute pick-up window/5 minute wait time which means that if our drivers have a cancellation or are running ahead of schedule they may arrive at your location as much as 15 minutes early. Also, we reserve the right to be as much as 15 minutes late with no advance notice in the case of emergencies which slow the driver such as vehicle malfunction, accident, or other occurrences outside our control.
- Our drivers are required to wait up to 5 minutes past your reservation time. (Example: Reservation time is 1:00 p.m. Driver arrives at 12:50 p.m. Driver must wait until 1:05 p.m. before leaving unless you board the vehicle or tell the driver you will not be riding.)

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

- Cancellations are requested a minimum of 30 minutes prior to the reservation time by calling the Senior Bus at 217-245-9122.
- Failure to cancel your reservations or refuse rides on a continuing basis may result in service suspension.

Door to Door Service!

- Drivers may NOT enter a rider's home or office. Drivers MAY enter a lobby or foyer to retrieve passengers and to assist with the delivery of packages. If an escort is available, the escort may assist the passenger into buildings.
- Passengers should give donations or coupons to each driver that they ride with UNLESS they are using pre-paid round trip coupons.

Funding for the Senior Bus Program is provided by :

Title IIIB of the Older Americans Act
through a grant from the
Area Agency on Aging for Lincolnland, Inc.
Illinois General Revenue Funds
City of Jacksonville
Passavant Area Hospital
Village of South Jacksonville

