

## 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.

Passenger complaints or suggestions should be directed to:

### **West Central Mass Transit District**

217-773-3025

217-773-3143

or

866-644-3025

### **Funding for the WCMTD is provided by :**

Illinois Department of Transportation  
Federal Transportation Administration.

### **West Central Mass Transit District**

206 SW Cross, Mt. Sterling 62353

**217-773-3025**

**217-773-3143**

or

**866-644-3025**

WCMTD is an equal opportunity employer.

A drug and alcohol free workplace.

## Fare Schedule

**Hours: Mon - Fri 7:00 am - 4:00 pm**

One Way Fare	\$1.50
Round Trip Fare	\$3.00
Children Under 5 (w/adult) (car seat must be provided)	FREE
Side Stops	\$ 1.00

### **Same Day Service**

One Way Fare	\$ 2.00
Round Trip Fare	\$ 4.00

### **Passes: One Month**

Unlimited Service	\$40.00
Persons with disabilities	\$30.00
Student Passes *	\$35.00

\*Student Passes are for transportation to and from school and school related events only!

## **Rural Brown County Service**

One Way Fare	\$ 2.50
Round Trip Fare	\$ 5.00
Children Under 5 (w/adult)	FREE
Side Stops	\$ 1.00

### **Same Day Service**

One Way Fare	\$3.00
Round Trip Fare	\$6.00

### **30 Day Adult Passes**

Student Pass*	\$45.00
Persons with disabilities	\$40.00

***All rides are subject to schedule availability.  
For more information or to make reservations call:***

***217-773-3025***

***217-773-3143***

***or***

***866-644-3025!***

### **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](http://wcmtd.org).



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

# For More Information

Call

217-773-3025

217-773-3143

or

Toll Free

866-644-3025

Illinois Relay Center dial 711 and provide one of the numbers listed above

Reservations are accepted :

Mon - Fri: 7:00 am to 4:00 pm

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

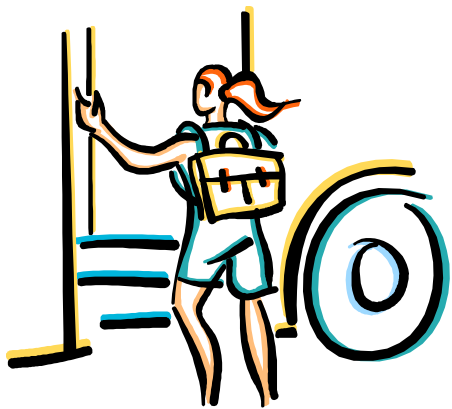
Reservations are accepted on a first come, first serve basis.

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

206 SW Cross  
Mt. Sterling, IL 62353  
Phone: 217-773-3025  
Fax: 217-773-3187  
Toll Free: 866-644-3025

## MONTHLY PASSES & STUDENT PASSES

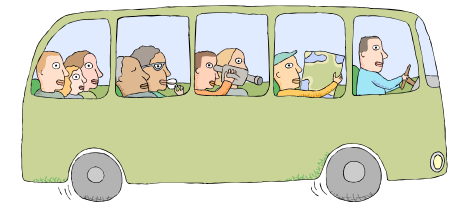
- Monthly passes are available for purchase, and are valid for 30 days from date of purchase. Extensions are not given on passes for any reason.
- Passes are non transferable and non refundable.
- Monthly pass holders are required to make advanced reservations.
- Side stop fees are included in the monthly 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 \$0.50 per stop.
- 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 \$1.00 same day reservation fee.
- Voice mail reservation requests will only be accepted if accompanied by a phone number for confirmation.
- 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 \$1.00 per trip service fee.
- Reservations and side stops are accepted based on availability.
- 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" will be charged a "no show" fee of \$3.00
- If three "no shows" are received in 30 days transit service could be suspended for one month.
- Reservations **must** be canceled at least 30 minutes prior to the reservation or it will be considered a no show.
- 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.
- WCMTD does not give refunds or credits on prepaid fares.
- West Central Mass Transit District allows for the free transport of Personal Assistants, escorts and service animals. Please notify the dispatcher if you need one of these accommodations.

- 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.
- 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.



Passenger Guidelines and Fare Schedule available  
in alternative formats  
upon request