

West Central Mass Transit District Senior Bus

1120 W. Walnut St., Jacksonville, IL 62650
217-245-9122 Fax: 217-245-2901 www.wcmttd.org

SENIOR TRANSPORTATION

MONDAY – FRIDAY

7:00 A.M. – 4:30 P.M.

- Drivers provide “Door to Door” service. Drivers are **not** permitted to enter the passenger residence.
- Drivers **may, but are not required**, to provide assistance with package delivery onto WCMTD vehicles and to the door of the residence only. Customers are asked to limit the number of bags that are brought onto the bus to those that can be carried in one trip.
- **24 hour advance** reservations are required. Same day service **may** be available depending on how busy we are, however, same day service is not guaranteed.
- Escorts/Personal Assistants ride **free** when picked up and dropped off at the same address as the client. Personal assistants are required to assist the client to the vehicle and once off the vehicle to assist them to their destination.
- Service animals are allowed on the bus however, you **must** inform us that you require a service animal when you make your reservations.
- Passengers traveling with mobility devices (canes, power chairs, wheel chairs, walkers) or those who cannot walk up the steps must tell the dispatchers when they make their appointment about the need for assistance.
- Drivers will assist passengers to the vehicle upon request. Drivers may not carry or lift passengers down steps, off porches or onto porches/steps.
- WCMTD vehicles are equipped with wheelchair lifts with a 600-1000 pound capacity. Please consult with the dispatcher when you make your appointment if you think your mobility device may be larger than 32” wide or the total weight is more than 600 pounds.
- Drivers may not drive vehicles under any canopies or through any drive-up windows nor may they conduct matters of personal business for any passenger.
- WCMTD is not responsible for personal items or packages on the bus during transit, side stops, or when passenger exist the vehicle. Articles left on the bus may be picked up at the office during regular working hours.

Please refer to the Rider Brochure for additional information or call the Senior Bus Service information and to request a new rider packet.