

PARATRANSIT SERVICES

- All vehicles are fully accessible.
 - 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's residence.
 - Drivers **may not** take the vehicle through the drive thru window.
 - 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 passengers exit the WCMTD vehicle.

General Fare in Jacksonville

One-Way Fare	\$2.00
Children Under 5 (w/ adult)	free
Side Stops	\$1.00
Same Day Fare	\$3.00
Monthly Pass	\$50.00
Student Pass	\$45.00
No Show Fee	\$3.00

Springfield Service

Every Other Wednesday
(Call for Schedule and Pricing)

Outside of City Limits

Scott County Fare

One-Way Fare	\$3.50
Children Under 5 (w/ adult)	free
Side Stops	\$1.00
Same Day Fare	\$4.50
Monthly Pass	\$65.00
No Show Fee	\$3.50

All rides are subject to schedule availability.

Senior coupons are available for sale by calling the office for details.

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

West Central Mass Transit District

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:
217-245-2900**

Or

Toll Free: 1-866-443-2901

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

Reservations are accepted:

Mon.-Thur. 6:00 am to 10:00 pm

Fri. 6:00 am to 8:00 pm

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

1120 W. Walnut Street
Jacksonville, IL 62650

Passenger complaints or suggestions should be directed to:
Wcmtdinfo@gmail.com

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

POLICIES

- 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.
- Smoking, use of tobacco products, alcohol or illegal drugs is **NOT** 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 offices.
- Itinerary changes may only be made with dispatchers' approval. Drivers may NOT make changes in itinerary without calling dispatch for permission.
- 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 wheelchair, 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.

Funding for WCMTD is provided by:

Illinois Department of Transportation
Federal Transportation Administration

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
Memorial Hospital

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

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 wcmtid.org.

Revised: 05/15/2025