

Scheduling Trips

To schedule a public transit (cash) trip:
For better service, we ask that you schedule your trips at least **72** hours in advance. Call your local office for information specific to public transit. When making your request, please have the exact address and telephone number of your pick-up and/or drop off locations. Due to vehicle availability SCAT may need to schedule your trip within an hour of your requested time.

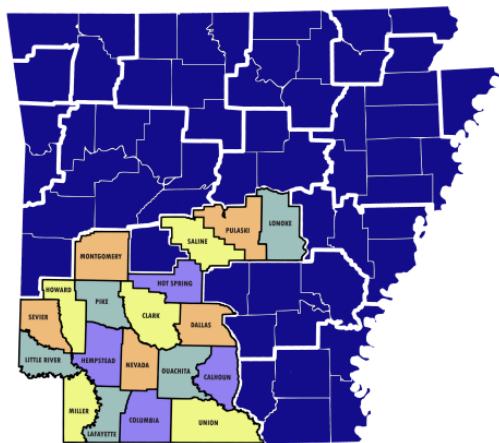
To schedule a Medicaid trip:

You must schedule your trip **72** hours in advance by calling the toll free number at the Call Center. Have your name, address, phone number, Medicaid card, your doctor's name and address ready when you call 1-800-385-9992

Arrivals – Cancellations – No Shows

SCAT passengers should expect the bus to arrive up to 15 minutes prior to your scheduled pick-up time. You should be ready to board the vehicle when it arrives. It is important to remember that every time you schedule a trip, SCAT will send a vehicle to your pick-up location. If you fail to show up without notice you have potentially deprived transportation for another client. To cancel a trip, please call your local SCAT office the day before as early as you know you will not be going.

CADC provides programs and services in over 19 counties in Arkansas. See what CADC can do for you!



SCAT Transportation Offices

Clark County

1305 N. 10th St. Arkadelphia
870-246-8747

Columbia County

160 Highway 79 Magnolia
870-234-6444

Dallas County

410 E. 4th St. Forydyce
870-352-8894

Hempstead County

112 E 12th Street Hope
870-724-5082

Hot Spring County

830 West Moline Malvern
501-332-6215

Lonoke County

616 North Center St. Lonoke
501-676-0019

Miller County

4415 Jefferson Ave., Suite B Texarkana
870-330-4965

Montgomery & Pike County

221 Airport Rd. Suite G Hot Springs
501-623-2875

Ouachita County

313 Jefferson St. SW Camden
870-836-3200

Saline County

321 Edison Avenue Building B. Benton
501-315-0800

Union County

1426 NW Avenue El Dordado
870-864-0067

Non-Emergency Medicaid Transportation (Call Center)
1-800-385-9992



**Central Arkansas
Development Council**

SCAT Passenger Handbook



**The mission of CADC is to
alleviate the causes
and conditions of poverty,
to help vulnerable populations
achieve their potential and to
build strong communities
in Arkansas through
community action.**

**321 Edison Avenue
PO Box 580 Benton, AR 72018
Phone: 501-315-1121
Fax: 501-800-0987
www.cadc.com**

FARES

Contact your local SCAT office for fare information. Fares are expected with correct change when you board the vehicle. Multiple price punch cards are available for purchase at your local SCAT office.

DRIVERS and VEHICLES

CADC SCAT drivers are identified by their uniformed SCAT shirts that are clearly marked with the CADC logo. All drivers wear CADC picture ID badges including their name and location. SCAT vehicles are easily recognizable. The white buses with teal and red lettering include SCAT logos and Arkansas Public Transportation logos. Our fleet ranges from large buses to small mini-vans.

HOURS OF OPERATION

CADC SCAT office hours are Monday thru Friday, 8 am—5 pm. Transit hours can be obtained from your local SCAT office. Please note that wait times may be longer during peak hours between 1:00 p.m. and 4:00 p.m.

CADC is a Community Action Agency; An Equal Opportunity Employer and a United Way Agency. CADC complies with Title VI and VII of the Civil Rights Act.

GUIDELINES FOR SAFE TRANSPORTATION

Giving you safe, prompt and courteous transportation is our goal. Our vehicles operate curb to curb, meaning:

1. Drivers and Attendants are not allowed to enter a customer's home
2. Please be waiting where you can be easily seen and where you can see the SCAT vehicle.
3. Drivers are not allowed to phone the customer's home to announce their arrival
4. Drivers are not allowed to knock on doors
5. Baggage is limited to items that can be carried by the customer & must be placed as not to block the aisle. Bags cannot be left unattended. Grocery trips have a 10 bag limit.

PROHIBITED ITEMS

In the goal of providing safe transportation, the following items are prohibited:

1. Firearms, Weapons & Tasers
2. Alcohol, Illegal Drugs & Tobacco
3. E-Cigarettes
4. Flammable and Explosive Items
5. Radios or Similar Devices*
6. Food & Drink**

*Use of earphones and/or headsets will be allowed as long as the volume does not disturb other passengers

** We realize some medical tests or situations will require fasting prior to your procedure. Call your local office for information or questions concerning food & drink on long trips.

Any questions or comments regarding these policies should be directed to the CADC SCAT Manager at 501-332-5426.

VEHICLE RIDING GUIDELINES

Seat Belts: Please have your seat belt buckled while bus is in motion & remain seated with your seat belt buckled until the driver directs you off the bus. Wait for the driver to assist you on/off the vehicle.

Length of Wait/Stop: Due to busy schedules, we cannot always wait. Call your local SCAT office when you are ready to be picked up.

Food & Drink: You are not allowed to eat or drink while on the vehicle.

Smells/Scents: Please be mindful of your personal hygiene, as there are other passengers on board. Excessive use of cologne/perfume/dedodorants can have an adverse effect on other passengers.

Special Needs Requests: When scheduling your trip, please notify us if you require special accommodations including service animals.

Clean up After Yourself: Before you get off the bus, please clean up after yourself. By doing your part, you help us keep the bus clean and comfortable for everyone.

PARTICIPANT CONDUCT POLICY

Participants Who Ride the SCAT Bus Shall Treat Others Respectfully & Courteously
Behavior that constitutes a violation of this policy include:

1. Loud, disruptive, obscene, hateful, abusive language
2. Possessing a firearm or other weapon
3. Making threats or demonstrating a threatening behavior
4. Violation of prohibited items
5. Racial, religious or sexual harassment
6. Physical altercations with others
7. Other behavior deemed inappropriate

Violation of this policy may result in suspension of service from SCAT