

CADC SCAT PUBLIC BUS LOCATIONS

Arkadelphia SCAT, 1305 N. 10th, 870-246-8747
Benton SCAT, 408 W Walnut, 501-315-0800
Benton Medicaid Call Center, 722 Gaunt Street, 1-800-385-9992, 501-326-6300
Camden SCAT, 313 Jefferson St SW, 870-836-3200
El Dorado SCAT, 1426 NW Avenue, 870-864-0067
Fordyce SCAT, 410 E. 4th St, 870-352-8894
Hot Springs/Mt. Ida SCAT, 525 Airport, Suite 10, 870-867-4666
Lonoke SCAT, 616 N. Center, 501-676-0019
Magnolia SCAT, 1503 N. Vine, 870-234-6444
Malvern SCAT, 830 W. Moline, 501-332-6215
Malvern Operations, 1303 S. Main, 501-332-5426
Benton Admin, 315 Edison, 501-315-1121

SCHEDULING TRIPS

PUBLIC TRANSPORTATION—For better service, we ask you schedule your trips at least 48 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.

MEDICAID TRIPS—You **must** schedule your trip 48 hours in advance by calling Benton Medicaid SCAT at 1-800-385-9992. Please have your name, address, phone number, Medicaid Card, doctor's name and address ready when calling.

ARRIVALS / CANCELLATIONS / NO SHOWS—SCAT passengers should expect the bus to arrive up to 15 minutes prior to your scheduled pick up time. Please 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 pickup location. If you fail to show up without notifying SCAT of your cancellation, you have potentially deprived another customer transportation. To cancel a trip, please contact your local SCAT office the day before or as soon as you know you will not be using SCAT services.

CADC complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, CADC does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability, in administration, access to and treatment of CADC's programs and activities, as well as CADC's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the CADC's nondiscrimination policies may be directed to Ms. Dana Bates, Human Resources Director at CADC, P.O. Box 580, Benton, AR, 501-315-1121 (voice/TTY 311) or email dbates@cadc.com. Free language assistance for Limited English Proficiency individuals available upon request. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

CADC IS:

A Community Action Agency
An Equal Opportunity Employer
A United Way Agency

CADC ADMINISTRATIVE OFFICE

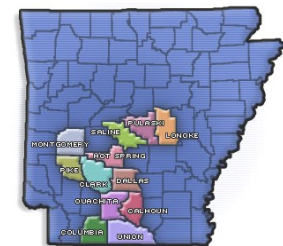
321 Edison Street
Benton, Arkansas 72018
501-315-1121
501-778-9120(f)
www.cadc.com
info@cadc.com

(SCAT) South Central Arkansas Transit Public Transportation

Central Arkansas
Development Council



PASSENGER HANDBOOK



Building Futures
Through
Community Action
www.cadc.com

INTRODUCTION



CADC SCAT offers a wide range of low cost transportation services to the general public for rides to and from medical facilities, grocery shopping, personal trips and nutrition centers.

CADC SCAT services are curbside to curbside, shared-ride transportation that is available Monday thru Friday, excluding holidays.

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.

FARES

Contact your local SCAT office for fare information. Fares are expected with correct change when you board the vehicle. Multiple ride 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 lettering and Arkansas Public Transportation. Our fleet ranges from large buses to small mini-vans.

GUIDELINES FOR SAFE TRANSPORTATION

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

1. Drivers are not allowed to enter a customer's home
2. Please be waiting for vehicle at curbside where you can be easily seen
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.
6. Service animals may be used on the vehicle. Documentation of the need of the service animal is required.

PROHIBITED ITEMS

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

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

**Use of earphones and/or headsets are acceptable if volume does not disturb other passengers*

*** 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 can not 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. WE realize some medical tests or situations will require no eating— and in that case you will be allowed to bring a snack. Make sure all trash is disposed of when exiting the vehicle.

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

Special Needs Requests— When scheduling your trip, please notify us if you require special accommodations.

PARTICIPANT CONDUCT POLICY

Participants Who Ride the Bus Shall Treat Others Respectfully & Courteously

Behavior that constitutes a violation of this policy include:

1. Loud, disruptive, obscene, hateful or 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

Consequences of Policy Violation:

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