

Contact Information

CADC SCAT

Transportation Offices

Clark County

Arkadelphia– 870-246-8747

1305 N. 10th St.

Columbia County

Magnolia– 870-234-6444

1503 N. Vine St.

Hot Spring County

Malvern– 501-332-6215

830 West Moline

Dallas & Calhoun County

Fordyce– 870-352-8894

410 E. 4th St.

Montgomery & Pike County

Hot Springs– 501-623-2875

525 Airport Rd. Suite 10

Ouachita County

Camden– 870-836-3200

313 Jefferson St. SW

Contact Information

Saline County

Benton– 501-315-0800

408 W. Walnut

Union County

El Dorado– 870-864-0067

1426 NW Avenue

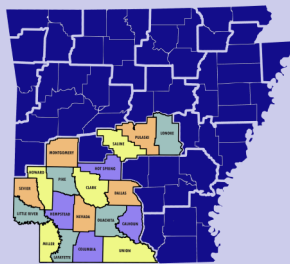
Hempstead, Howard, Lafayette, Little River, Miller, Nevada, and Sevier

SCAT Transportation

501-672-5581

Non-Emergency Medicaid Transportation

1-800-385-9992



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



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.

www.cadc.com

321 Edison Avenue

PO Box 580

Benton, AR 72018

Phone: 501-315-1121

Fax: 501-778-9120

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 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.

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 are not allowed to enter a customer's home
2. Please be waiting for vehicle at curb 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 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