

Yes! I'm interested!

Fill out this pre-paid postcard and mail today for the following information:

- Please send me an application for Suffolk County Accessible Transportation (SCAT)
- Please send me information on Suffolk County Transit (SCT)

Name _____

Address _____

Apartment # _____

Town _____

State _____

Zip _____

Phone Number _____

Email Address _____

SCT USERS GUIDE FOR
PEOPLE WITH DISABILITIES



SUFFOLK COUNTY
ACCESSIBLE TRANSPORTATION



**For more information call
631.852.5200**



Welcome Aboard!

It has long been a priority for Suffolk County to ensure the availability of safe and reliable public transportation for all our residents – particularly for those people with disabilities who have special transportation needs.

Operating since 1994, the Suffolk County Accessible Transportation (SCAT) program has provided shared ride, curb-to-curb reservation transportation service to Suffolk residents who are unable to use the fixed route public bus service for some or all of their trips. SCAT was designed to increase mobility for people who cannot use our fleet of transit buses, which are wheelchair-lift equipped to accommodate a wide range of disabilities.

Eligibility for SCAT is determined using USDOT guidelines established for the Americans With Disabilities Act of 1990 (ADA). To use the service you must be registered as an “ADA Eligible Rider.” (Please see, How Can I Apply for SCAT Service?)

Frequently Asked Questions

What kind of service can I expect?

SCAT provides service seven days a week between any two points in Suffolk County (excluding Shelter Island and trips which begin and end in the Town of Huntington, which are serviced by the HART paratransit system). In addition to the curb-to-curb service SCAT will also offer Origin to Destination service. This service will allow SCAT drivers to provide basic additional assistance to paratransit riders between curbside and building entrances. To receive such assistance, passengers must request it at the time they reserve their trip. For further information on Origin to Destination service paratransit riders may call 631.852.5200 or visit the Suffolk County Transit website www.sctbus.org.

SCAT dispatchers will make every effort to make your trip as direct and quick as possible. However, SCAT is a form of public transit and your trip is likely to be combined with those of others. If you are not sure whether SCAT can provide your trip, please call Suffolk Transit at 631.852.5200 or our Reservation Office at 631.738.1150 (Voice) 631.981.0104 (TTY).

SCAT customers can also travel from Suffolk County to points West in Nassau by transferring to Nassau’s Able Ride or connecting from the LIRR for longer trips. Federal guidelines also allow you to travel on other paratransit systems in the United States up to 21 days per year, as long as you have your SCAT-ID card up to date.

Upon request, SCAT drivers will assist passengers who use wheelchairs while boarding and leaving via lift, and with the use of the securement device. For curb to curb service drivers are not required to escort you between curbside and building entrances. Drivers are not required to carry packages for you. If you need assistance getting to and from your pickup locations, please arrange for someone to help you.

What if my travel plans change?

Help us to keep on schedule because SCAT is a shared ride service. Your promptness in being ready to travel at any time during your pickup window will help us keep on schedule for others using the service. So will telling us right away about any changes in your travel plans. Cancellation should be made no later than two hours prior to your scheduled trip to avoid having your cancellation considered a “no show.” Emergency cancellations, of course, can be made any time. Please make reservations only for the trips you intend to make. Once your reservation is made, service may not be possible for others wishing to travel at the same time. (Please see Service Suspension)



Frequently Asked Questions

Are there any restrictions on the type of trip I can make?

All types of trips may be requested, including social, recreational, non-emergency medical, work or shopping trips. No priority will be placed on trip purpose, nor are you required to identify the purpose of your trip.

Under Federal regulations, SCAT is not to replace other existing transportation programs. SCAT is designed to complement the existing public bus system.

How do I make a SCAT reservation?

Reservations may be made up to 5 days in advance and no later than one day prior to the day you want to travel. Reservations will be accepted Monday through Saturday, from 7:00AM to 5:00PM. On Sundays, reservations will be accepted from 8:00AM to 4:30PM. Just call 631.738.1150 (voice) or 631.981.0104 (TTY). SCAT will attempt to schedule pickup times no more than one hour before or after the requested pick up time.

SCAT is an increasingly popular service in great demand. When calling to reserve a trip, be prepared to offer an alternative travel time, if possible.

When you call to make a reservation, please be ready to tell the operator:

- Your name
- Identification number
- The address(es) where you want to be picked up and dropped off as well as the closest cross streets
- The times you want to travel
- The day and date of each trip
- Whether anyone else will be traveling with you
- If you are using any assistive devices (for example an oversized wheelchair, cane or service animal)

Passengers may use our automated telephone line 24/7 to confirm or cancel current reservation(s). To use this feature, you will need to have your 1) SCAT I.D. number handy, 2) a touch-tone phone and 3) follow the directions when calling the SCAT reservation number.

Can my Personal Care Attendant travel with me?

If you have a Personal Care Attendant (PCA), as noted on your ID card, he or she is welcome to ride without paying a fare, so long as they have the same origin and destination as you do. An additional companion may also accompany you. More than one companion may also travel with you on a space available basis. All companions (other than Personal Care Attendants or children younger than five) must pay a full fare.

What does it cost?

ADA Eligible Rider	\$4.00
Companions.....	\$4.00
Personal Care Attendants.....	Free
Children Under 5 Years of Age	Free

Please have your fare ready in cash, exact change only. Our drivers cannot make change.

When Is SCAT service available?

SCAT service is available system-wide during normal service hours:

Monday through Saturday, 5:00AM to 10:00PM
Sunday, 6:00AM to 8:00PM

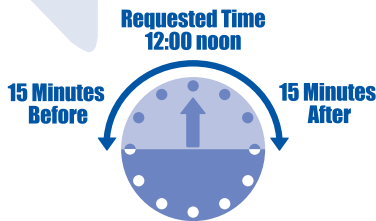
Earlier morning and later evening SCAT service is available only to and from points within 3/4 of a mile of SCT (Suffolk County Transit) bus service that are operating at the time you wish to travel.



Frequently Asked Questions

When using SCAT remember:

- SCAT is a form of mass transit. It is a shared-ride service. Other SCAT users will be sharing the ride with you. The bus may be making stops for others before picking you up, and dropping other passengers off before reaching your stop. We ask all riders to be ready at their pickup time to minimize inconvenience and help the service keep on time. Please be ready to board the bus as soon as possible once it arrives. Remember it might be you waiting on the bus next time.
- All trip requests can be scheduled between 1 to 5 days in advance; you do not have to wait 5 days but you must schedule your trip at least one day in advance. Since SCAT buses don't follow daily routes, everyday is different. Calling at least a day ahead allows us to plan out the day's route to accommodate all trip requests as efficiently as we can.
- Allow extra time for reaching your destination/ appointment – We make every attempt to pick up and transport our riders when we say we will, but the times we give can only be approximations. Routes and traffic patterns change daily, other riders may need to be let off or picked up en route to your destination, and some riders may require more time than others to board and exit the vehicle. If you need to keep a specific appointment it is wise to allow extra time when scheduling your pick up.
- SCAT reservation times are based upon a 30-minute pickup window. Passengers must be ready to board the bus 15 minutes before and after their negotiated pickup time. Because SCAT buses may arrive up to 15 minutes before your designated pickup time and will not wait more than 10 minutes from its arrival within the half hour window,



it is possible the bus will leave before the scheduled pickup time. It is important to be ready to board the bus as soon as possible after it arrives. If you hear or see the bus outside, you or somebody can acknowledge to the driver that you know the bus is there.

- SCAT is not a substitute for medical transportation – SCAT is available for most types of trips, including non-emergency medical trips, but our buses are not equipped, and our operators are not trained, to handle what could be a serious medical emergency. When you need emergency medical attention, always play it safe and call for appropriate transport.

How do I know if I am eligible?

You are eligible to ride SCAT if you have permanent or temporary disabilities that prevent you from using regular Suffolk County Transit (SCT) public bus service. All SCT buses are wheelchair lift or ramp equipped. Eligible individuals are those with disabilities defined by federal regulation and who:

- Cannot use SCT buses without assistance; or
- Cannot use SCT buses because the route(s) they wish to use are not accessible; or
- Have a disability that, combined with environmental barriers or circumstances, prevent them from using the Suffolk County Transit.

Once registered with SCAT as an “ADA Eligible Rider,” you will be issued an I.D. card and number which will allow you to use SCAT as well as other ADA paratransit services throughout the country. Your SCAT eligibility must be renewed every three years. If you have a temporary disability you may be eligible for SCAT service for a three or six month period of time. Your temporary eligibility will expire, however, when you no longer have the disability.



Frequently Asked Questions

Service suspension?

It is important that reservations are kept or cancelled promptly if the system is to operate efficiently. If you are unable to use your reservation, please tell us right away. In order to keep the service available to as many people as possible, SCAT may suspend service to you if you establish a practice of 1) missing scheduled trips, or 2) excessive late trip cancellations or no-shows.

SCAT will notify you in writing prior to suspending service. You will be given an opportunity to provide information and arguments supporting the continuation of your service. SCAT will provide you with a written notification of the decision and the reason(s) on which it is based.

Denied transportation service?

If you believe you have been incorrectly denied SCAT service for the following reasons or SCAT has violated federal regulations or SCAT policies, you may appeal the SCAT decision.

- Denied SCAT eligibility
- Service suspension
- Denied transportation service

SCAT has established an appeals process for individuals who have been denied SCAT service eligibility or have been given service suspension. Appeal requests must be filed in writing within 60 days of receipt of the denial notice. Persons requesting an appeal hearing may appear before an Appeals Board to present information supporting their requests. A final determination of the appeal will be made in writing within 30 days. The original notice of denial of eligibility will contain information as to where and how to file an appeal.

Additional information on the SCAT appeals process can be obtained by contacting Suffolk County Office of Handicapped Services at 631.853.8333 (voice) or 631.853.5658 (TTY).

How can I apply for SCAT service?

You can apply for SCAT service in any one of the following ways:

- Download and print the application (pdf file) at www.sctbus.org and mail it in.
- To request an application, write to:
Suffolk County Office for People with Disabilities
Building 158, William J. Lindsay Complex
Veterans Memorial Highway
PO Box 6100
Hauppauge, NY 11788
- By calling: 631.853.8333 (voice) or 631.853.5658 (TTY), weekdays, 9:00AM - 4:30PM.

Once we have received your completed application, we will notify you of your eligibility status within 21 days. With your completed application, you will need to provide two (2) photos (must include size) for your I.D. card as proof of eligibility. To be considered all applications must be completed in their entirety. The Suffolk County Office of Handicapped Services is also available to answer your questions regarding the application and/or the SCAT program.

The SCAT application is also available in Spanish or other formats upon request, for example, large print or audio cassette.



Subscription service?

If you need to use SCAT on a regular daily schedule you may be eligible for subscription service. A subscription trip is one in which the rider needs to make the same trip, travels to and from the same destination and origination at the same time of day, at least two days (four round trips) a week. Subscriptions can be made for Work or School (College) only. A limited number of subscriptions are available, and special conditions and restrictions apply to the use and availability of subscription trips. Please contact SCAT for further information.

Questions? Suggestions? Complaints?

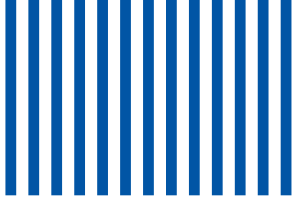
We want to know if you enjoyed your ride or have suggestions on how to improve the service. If you've had difficulty or a problem using our service we want to know that too. If you have had a problem, please contact us and we will attempt to address the situation as quickly as possible.

SCAT complaints will be addressed and responded to as soon as possible. Normally an initial response will be provided within 10 days. Passengers may request further review to SCAT's response in writing if new information is provided supporting original complaint.

Call Suffolk County Transit Information Service at 631.852.5200, Monday through Friday 8:00AM to 4:30PM or write to SCAT, Transportation Division, 335 Yaphank Avenue, Yaphank NY 11980.



NO POSTAGE
NECESSARY
IF MAILED IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 599 SMITHTOWN NY

POSTAGE WILL BE PAID BY ADDRESSEE

SUFFOLK COUNTY GOVERNMENT
SCAT
OFFICE FOR PEOPLE WITH DISABILITIES
PO BOX 6100
HAUPPAUGE NY 11788-9623

