



## Service Area

Seneca-Crawford Area Transportation (SCAT) serves the public of Seneca and Crawford Counties. Limited out-of-county trips are possible with advanced notification and at a fully allocated cost.

## Right of Refusal

Although SCAT does not discriminate against any person, SCAT reserves the right to refuse transportation to any person under the influence of intoxicating substances or to any person whose conduct is such, or likely to be such, as to make them objectionable to others. Passengers not wearing shirts or footwear will be denied transportation.

## Reservations

SCAT provides planned transportation. On a day-to-day basis, SCAT may provide more than 300 rides. The reservationists will do everything possible to schedule your trip to fit your needs, as well as the needs of other riders.

**Please schedule your trip with a minimum of 48 hours in advance.**

When scheduling a trip you will need to provide your **name, date of birth, address, phone number and destination information.** Please advise if a personal care attendant/escort is riding along as well as any special accommodations needed.

## Cancellations & No Shows

Riders are required to call in cancellations at least one (1) hour in advance prior to the scheduled pick-up window. Any person that has made a reservation for a pick-up and does not cancel, and cannot be located at time of pickup, will be considered a **NO SHOW**. Accumulating three (3) no-shows will require the rider to pay the regular fare for the previous no-show trips in order to use the service for future trips.



## Passenger Assistance

SCAT provides curb-to-curb transportation service. The driver will assist the rider, if necessary, when boarding and exiting the vehicle and will watch to make sure the passenger safely reaches their destination.

*Under no circumstances shall a driver enter a rider's home.*

## Safety and Courtesies

Riders need to be ready 15 minutes prior to the scheduled pick up time and allow up to 15 minutes beyond the scheduled time.

All passengers must wear a safety belt while riding.

There is **NO EATING, DRINKING OR SMOKING** permitted on SCAT vehicles at any time.

## ADA Accommodations

SCAT will make reasonable accommodations for any disabled person as prescribed by the Americans with Disabilities Act of 1990.

[FTA ADA Website](#)

Professionally trained drivers are pleased to assist wheelchair riders on and off the SCAT vehicles via our wheelchair lifts.

## Holidays

SCAT offices are closed on the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas.



## Lost and Found

If you have lost an item on the bus, please contact SCAT at 419-447-7344 or 419-937-2428 for Seneca County and 419-617-7191 for Crawford County.

*SCAT is not responsible for items left on the bus.*

## Policies

Passengers with animals must notify the office that a service animal will accompany them.

Passengers are requested to inform the office if they will have an oxygen tank with them on the trip.