

**Standing Order Trips**—may be requested for clients that make reoccurring and consistent trips. Standing orders can only be made for employment, religious, medical, daycare or education (school) trips. Clients desiring a standing order must submit a request to SCAT by calling (336) 333-6589. Standing order service is limited and may not always be available at the time of the request.

**Inclement Weather** – During severe weather conditions, SCAT service will be provided on a limited basis. When weather conditions require GTA to suspend buses, SCAT service will also be suspended. For service information, you can call the Reservations line at (336) 333-6589.

**Will Call Trips** – SCAT will make every effort to accommodate SCAT clients who miss their pick up due to reasons beyond their control.

## **NO-SHOW/ LATE CANCELLATION POLICY**

If you are unable to keep a scheduled SCAT trip, you are required to call GTA at least two hours prior to your pick-up time or you will be charged with a “late cancellation” or a “no show”. Persons with repeated late cancellations or no shows may be removed from standing order status.

## **COST TO RIDE**

SCAT riders must pay a fare of \$1.50 per trip, or may purchase a 10-ride punch card for \$14.00 (\$1.40 per ride) or a 40-ride punch card for \$48.00 (\$1.20 per ride). Any paratransit certified rider with current eligibility may use GTA’s fixed route service free of charge. In order to ride the fixed-route service without charge, the eligible rider must present his/her non-transferable, photo identification card to the operator when boarding the fixed route bus.

## **PERSONAL CARE ATTENDANTS/ COMPANIONS**

You may travel with a Personal Care Attendant (PCA) and one or more companions.

**Personal Care Attendant:** A Personal Care Attendant is someone required by the ADA-eligible individual to meet his/her personal needs. A PCA will be allowed to travel with the eligible rider free of charge on SCAT and half-price on GTA fixed route.

**Companions:** One companion – not counting a PCA, may accompany you and pay the regular SCAT fare of \$1.50. Additional companions may be allowed on a space-available basis. For a complete copy of GTA’s policies and procedures, visit [ridegta.com](http://ridegta.com), or call (336) 373-2182.

## **TRAVEL TRAINING PROGRAM**

Travel training is free and available to any person who would like to learn how to ride GTA’s fully accessible fixed-route bus services. The use of the accessible fixed-route bus service allows individuals to travel spontaneously, unlike SCAT where you are required to reserve a trip in advance. This program is designed to teach persons how to travel safely and independently on the fixed-route bus. Participants are taught how to identify stops, read bus schedules, signal the driver to stop and plan their trips. Participants are also given a one-on-one demonstration of the wheelchair lift and introduced to other special features of the bus. If interested in scheduling a training session, call (336) 373-2634.

### **Other Important Numbers:**

*Travel Training Program:*

(336) 373-2634

*SCAT Reservations Request/*

*Where’s My Ride?:* (336) 333-6589

*TTY Line:* (336) 373-3286

### **Please fill out your application completely and return to:**

Greensboro Transit Authority

PO Box 3136

Greensboro, NC 27401

(336) 373-2634 (336) 373-2809 fax



**SCAT**  
SPECIALIZED COMMUNITY AREA  
TRANSPORTATION

*At  
Your  
Service!*

(336) 373-2634

[www.ridegta.com](http://www.ridegta.com)

To request a copy of this brochure in large print or audio format, please call  
**(336) 373-2634**

A Service Of 

## ABOUT SCAT

Specialized Community Area Transportation is an ADA complementary paratransit service providing door-to-door and curb-to-curb service. You may be eligible for the SCAT service if you have a disability that prevents you from using GTA's fixed route bus services. To be considered eligible, you must complete a written application, submit supporting information from your healthcare professional and undergo an in-person interview with eligibility staff.

## ABOUT THE CERTIFICATION PROCESS

**1. CALL US** - To request a certification application, you must call the Administrative Office at 336-373-2634 during office hours between 8 a.m. and 5 p.m. Monday through Friday. If you are in need of special assistance in completing your application or an alternate format, please let GTA staff know when making your request.

**2. APPLY** - You must fill out the application completely. The completed application and supporting healthcare professional information must be provided to GTA prior to your in-person interview.

GTA will schedule the in-person interview as well as transportation to and from the interview if such transportation is

needed. You will be interviewed by staff. At the time of the interview, a photo will be taken, which will be used for the photo I.D. card if you are determined eligible.

**3. DECISION** - Based on the written information, supplementary information from the healthcare professional, and in-person interview, you will be assigned to one of the following groups:

- Unconditional Eligibility: A disability or health condition always prevents use of the fixed route buses and ADA Paratransit service is provided for all trips.

- Conditional Eligibility: A disability or health condition prevents use of fixed route buses under certain conditions and ADA Paratransit service provided only when those conditions apply.

- Temporary Eligibility: A disability or health condition temporarily prevents use of the fixed route buses and ADA Paratransit service is provided only during that time period.

- Referral to Fixed Route Service: If you are determined eligible for fixed route service, you will be referred to GTA's fixed route service and provided information about schedules and routes as well as travel training options.

*All determinations for SCAT will be processed within 21 calendar days of the in-person interview.*

**4. APPEAL** - Applicants for ADA paratransit eligibility may appeal GTA's ADA paratransit eligibility determination, in accordance with the ADA, if:

- You are referred to fixed route service and determined ineligible for SCAT ADA paratransit services; or
- Conditions are placed on your ADA eligibility.

All appeals must be in writing and addressed to: Assistant Public Transportation Division Manager, P. O. Box 3136, Greensboro, NC 27402. If special assistance is needed in filing an appeal, you may call (336) 373-2634. Appeals must be filed within 60 calendar days of receiving notification of the decision. A written decision on the appeal will be provided within 30 calendar days, including reasons for the decision.

## IMPORTANT SERVICE INFORMATION



**Reservations** – may be made up to 7 days in advance by calling SCAT at (336) 333-6589 between 8 a.m. and 5 p.m. When calling for a reservation you will be asked to provide specific date, time and address information for your trip request. This will include the day and date that you wish to travel, an appointment time

at your destination and a time that you will be ready to leave your destination for your return home. You will be given a 30-minute pick up window during which you must be ready for pickup. Once the Operator arrives within your window, you will have 5 minutes to board the vehicle. Reservations may also be made by going to [www.ridegta.com](http://www.ridegta.com) and clicking on the SCAT link. You must first sign up for the online reservations service by calling (336) 373-2634 before you make your online reservations.



**Animals** – Only trained guide and service animals assisting persons with disabilities are permitted.

**Unruly Behavior** – Any conduct that does not respect the rights and dignity of others is prohibited on SCAT and will be subject to the Disruptive Behavior Policy.

**Carry-On Items** – Riders are limited to bringing no more than four regular shopping bags or other small packages or parcels equivalent in combined number and/or size.

**Free Use of Fixed Route Bus Service** Any eligible SCAT rider may ride the GTA Fixed Route Bus Service free of charge. Free travel training is available to teach persons with disabilities how to ride. Call (336) 373-2634 for details.