



Passengers who are unable to ride a fixed route SCAT bus, and who have been approved through an application process, may use SCATPlus paratransit services.

## Overview

SCATPlus is an advance reservation, curb-to-curb, shared ride service.

- Reservations are accepted as early as 7 days in advance of a trip, and must be made no later than 5pm the business day (Mon. – Fri.) prior to a trip.
- The passenger submits his or her preferred pick up and drop off locations.
- Other passengers traveling a similar route may be picked up or dropped off during each trip.

## Rider Eligibility

SCATPlus riders must be approved through an application process. The application is available on the SCAT webpage ([www.scgov.net/scat](http://www.scgov.net/scat)) or at the SCAT Administration Center. SCATPlus serves riders in the following categories:

- ADA (Americans with Disabilities Act)
- Transportation Disadvantaged<sup>1</sup>
- Veteran

Service eligibility, location, hours, trip purpose, and cost vary between each category and are detailed on the following pages.

## Advance Reservations

Call SCATPlus at 941-777-6000 and press 1 to create trip reservations. Be prepared to provide:

- Rider's first and last name or client ID number.
- Pickup and drop off building names or addresses.
- Desired 30-minute timeframe for pick up or drop off.
- Access information for gated/secured areas.
- A description of any mobility aids that will be used and whether a lift will be required.
- The desired pickup time for a return trip, if needed.



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<sup>1</sup> Transportation Disadvantaged riders traveling within an OnDemand zone may use OnDemand by Sarasota County as an alternative to SCATPlus.

	<b>ADA</b> Americans with Disabilities Act	<b>TD</b> Transportation Disadvantaged	<b>Veterans</b>
<b>Rider Qualification</b>	Riders whose disability prevents them from using the fixed route bus system may apply for SCAT <i>Plus</i> service. Eligible disabilities include those that 1) prevent a rider from independently navigating the fixed route system, 2) require an accessible vehicle not available through the fixed route service, or 3) prevent the rider from reaching the fixed route bus stop. Riders may be granted temporary, conditional, or unconditional approval.	Riders who are unable to transport themselves and who do not have the funds or financial assistance <sup>2</sup> to purchase transportation, are eligible for SCAT <i>Plus</i> TD services if 1) they have an ADA-qualified physical or mental disability, 2) they are age 65 or older, or 3) their household income is 150% or less of the federal poverty level.	Veterans must be registered with SCAT <i>Plus</i> . Registration can be completed by calling the Mobility Coordinator at 941-861-1018.
<b>Trip Qualification</b>	All trip purposes are eligible for SCAT <i>Plus</i> ADA service.	The following trip purposes are eligible and will be prioritized in this order: 1) critical care, 2) other medical purpose, 3) employment, 4) education, and 5) other purpose. <i>Saturday SCATPlus TD trips are reserved for medical purposes only.</i>	This service is only available for trips to the Bay Pines VA Healthcare System in Bay Pines or to the James A. Haley Veterans' Hospital in Tampa. Medical appointments should be scheduled between 10 a.m. – 2 p.m. at Bay Pines or between 10:30 a.m. – 1:30 p.m. at James A. Haley.
<b>Service Area and Hours</b>	SCAT <i>Plus</i> ADA service is offered within ¾ mile of each SCAT fixed route. SCAT <i>Plus</i> ADA service hours are Monday through Saturday, 5 a.m. to 11 p.m., and Sunday 6:20 a.m. to 10:30 p.m.	The TD service area includes all of Sarasota County. SCAT <i>Plus</i> TD hours are Monday through Friday, 7 a.m. to 7 p.m. and Saturday 8 a.m. to 5 p.m. (medical trips only).	Departing from <ul style="list-style-type: none"> <li>• Venice Walmart Supercenter, 6:25 a.m. (\$13)</li> <li>• Nokomis Village Publix, 6:40 a.m. (\$12)</li> <li>• Westfield Sarasota Square Mall - JC Penney, 6:50 a.m. (\$8)</li> <li>• Sarasota Pavilion SCAT Station, 7 a.m. (\$8)</li> <li>• Sarasota County Veterans Services, 7:20 a.m. (\$8)</li> <li>• Betty J. Johnson Library, 7:50 a.m. (\$8)</li> </ul>
<b>Cost</b>	Each one-way trip is \$2.50.	Each one-way trip is \$2.50.	

<sup>2</sup> Medicaid Waiver or other agency support.

## **With whom can I speak about my SCAT*Plus* eligibility or application?**

Please direct any questions regarding SCAT*Plus* eligibility or application status to the SCAT ADA Paratransit Eligibility Office at 941-861-1018.

## **When is my pickup time?**

Riders will be provided a 30-minute pickup window based on their requested pick up or drop off time. Once the vehicle arrives at the address, the driver will wait a maximum of 5 minutes for the rider to board.

## **Can I check on the status of my ride?**

To check on the status of a ride, dial 941-777-6000 and select option 2. If possible, keep the pickup location in view while making the call. Clients may opt to receive automated phone or SMS text trip reminders and arrival time estimates.

## **How will I know my ride is here?**

SCAT*Plus* policy does not allow the driver to honk the horn as a method of notification. Please be ready and watching for the SCAT*Plus* vehicle throughout the pickup timeframe.

## **Can the driver assist me into the SCAT*Plus* vehicle?**

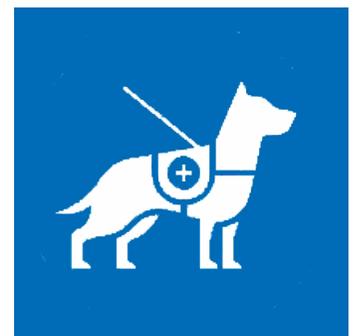
Upon rider request, SCAT*Plus* drivers may assist with entering and exiting the vehicle, fastening seat belts, and/or loading and unloading light cargo. Drivers may also provide basic balance support to assist in traveling from the door of the pickup address to the vehicle.

SCAT*Plus* drivers are not permitted to enter a residence or travel farther than 150 feet from the SCAT*Plus* vehicle, and are not required to navigate unsafe conditions to assist a customer.

## **Can my personal care attendant, companion, or service animal ride with me?**

Personal care attendants who have been listed on a SCAT*Plus* rider account and included in the trip reservation may accompany that rider at no additional charge. Companions who are not functioning as personal care attendants must pay regular fare to travel with the SCAT*Plus* rider.

Service animals (animals trained to work or perform tasks for a person with a disability) under the control of the owner can accompany SCAT*Plus* riders.



## How to Ride: SCATPlus FAQs



### Can I ride SCATPlus in my wheelchair?

Wheelchair passengers must be able to sit in an upright, non-reclining position without the aid of props or must be accompanied by a personal care attendant. Wheelchairs must be less than 30" wide and 48" long, and the maximum combined weight of the wheelchair, rider, and rider's belongings is 600 lbs. Wheelchair passengers are required to use the SCATPlus safety restraint.

### How do I pay for my trip?

Passengers may pay the driver \$2.50 cash; drivers do not provide change. Rides can also be prepaid in person at MTM Transit, Inc. with cash, money order, or check; or checks can be made and mailed to

MTM Transit, Inc.  
1800 North East Avenue, Suite 103  
Sarasota, FL 34234

### Can I reschedule/cancel my trip?

To reschedule or cancel a ride, call SCATPlus at 941-777-6000 and press 2 when prompted. Provide the rider's first and last name, date and time of the trip to be changed, and the new desired trip details. This option can also be used to notify SCATPlus dispatch that a rider may not be ready by the arranged pickup timeframe.

### Is there a penalty for cancellations or no-shows?

Per SCAT policy, customers who establish a pattern or practice of missing scheduled trips may be temporarily suspended from using the SCATPlus service.

### How do I report a compliment, concern or complaint?

Feedback on our service can be provided to the Sarasota County Contact Center at 941-861-5000 or to Sarasota County Area Transit, Attn: Paratransit Service Manager, 5303 Pinkney Avenue, Sarasota, Florida, 34233.

Concerns can also be directed to the Florida Commission for the Transportation Disadvantaged Ombudsman at 1-850-410-5721, [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us), or 605 Suwannee Street, MS-49, Tallahassee, Florida, 32399-0450.



#### Notifying the Public of Rights Under Title VI

The Sarasota County Transportation Authority SCTA operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Sarasota County. For more information on the SCTA's civil rights program, and the procedures to file a complaint, contact the Sarasota County Call Center at 941-861-5000 (TTY: 7-1-1 or 1-800-955-8771) or visit [www.scgov.net/scat](http://www.scgov.net/scat). A complainant may file directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave. S.E., Washington, DC 20590. If information is needed in another language, contact the Sarasota Call Center at 941-861-5000 or TTY 7-1-1 or 1-800-955-8771. Si requiere información en otro idioma, comuníquese con el Centro de Contacto del Condado de Sarasota al 941-861-5000 para Dispositivo de Telecomunicaciones para Sordos (TTY) 7-1-1 o 1-800-855-8771.

**For more information call 941-861-5000 (TTY 7-1-1 or 1-800-955-8771) or visit [www.scgov.net/scat](http://www.scgov.net/scat)**