

## RULES OF CONDUCT



### Passenger Behavior

Passengers are expected to refrain from talking loudly or engaging in activities that may disrupt or offend others.



### Buckle Up

For safety reasons, all passengers are required to fasten their seatbelt before their trip can begin. Seatbelts are to remain fastened for the duration of the trip. Your SCTS driver will be happy to assist you with your seatbelt if needed.



### Eating or Drinking

Food and/or drinks are not allowed on SCTS vehicles.



### Prohibited Substances

Smoking, the use of smokeless tobacco, alcohol, recreational drugs, illegal substances or related paraphernalia, guns, knives, or any other weapons are strictly prohibited on all SCTS vehicles. Our drivers have the authority to contact law enforcement if they feel a situation mandates interference.



### Audio and Video Recording

For security purposes, SCTS vehicles are equipped with audio and video recording devices. Consent is given by entering the vehicle.



### Service Animals

SCTS welcomes service animals on our vehicles. However, any service animal presenting a danger to the driver or other passengers must be confined or restrained.



### Bag Policy

SCTS enforces a limit of 5 bags per rider on our transit vehicles. Any additional bags will incur a fee of \$2.00 each. For inquiries regarding items permitted on SCTS vehicles, please contact our dispatchers at 573-472-3030.

## COMMON QUESTIONS



### Q: What kind of vehicle can I expect to travel in during my trip?

A: SCTS takes pride in our fleet of vehicles. You can look forward to traveling in a reliable, clean, and well-maintained vehicle.



### Q: Are SCTS drivers properly trained and credentialed?

A: Yes! Each of our drivers have completed the necessary training and possess the necessary credentials required by the state of Missouri.



### Q: Will your driver assist me with carrying my purchases?

A: SCTS drivers are always happy to assist our riders with carrying their purchases from the vehicle to their front door. However, please note that they are not allowed to enter your home for any reason.



### Q: What items are permitted on SCTS vehicles?

A: For any inquiries about the items allowed on SCTS vehicles, please reach out to us at 573-472-3030. Our helpful dispatchers will be glad to assist you!

## CONTACT US



573-472-3030



ScottCountyTransitSystemInc



scottcountytransitsystem.org



scottcountytrans@hotmail.com

## HOURS OF OPERATION

|           |            |
|-----------|------------|
| Monday    | 8am - 5pm  |
| Tuesday   | 8am - 5pm  |
| Wednesday | 8am - 5pm  |
| Thursday  | 8am - 5pm  |
| Friday    | 8am - 5pm  |
| Saturday  | 10am - 2pm |
| Sunday    | Closed     |



SCOTT COUNTY  
TRANSIT SYSTEM

## RIDER'S GUIDE

*Your guide to a safe & positive  
experience!*



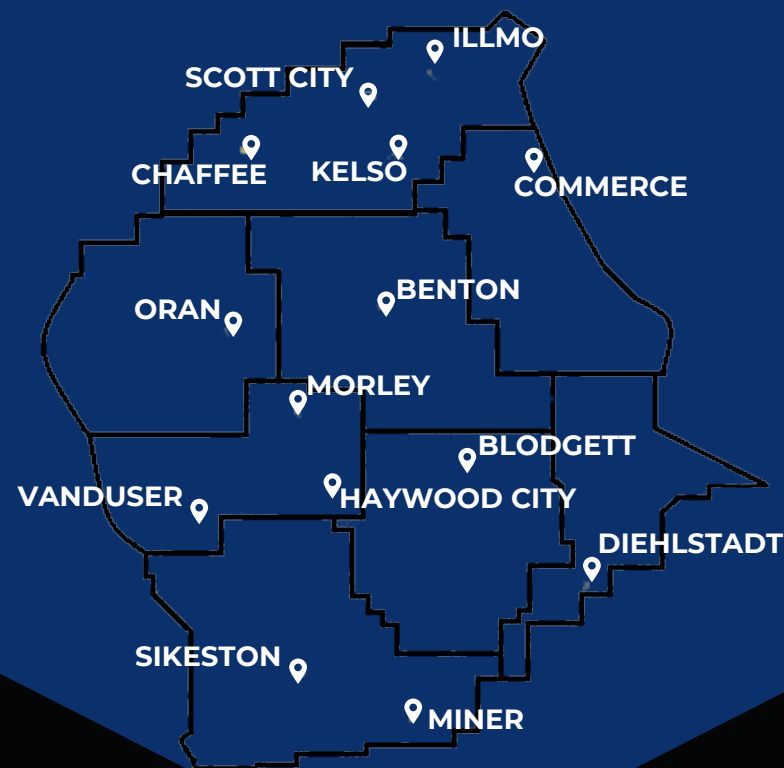
Scott County Transit System, Inc. is dedicated to providing safe, reliable, and affordable transportation services that improve the quality of life for the people of Scott County, Missouri.



**Call us today!**  
**573-472-3030**

## WHERE DO WE PICK UP?

Anywhere within Scott County!



## WHERE DO WE DROP OFF?

Up to 200 miles from Scott County!  
\*Within the state of Missouri



Cape Girardeau



Poplar Bluff



St. Louis



Surrounding Areas  
(Call us for pricing)

## PREPARING FOR YOUR RIDE



### Scheduling Your Ride

SCTS encourages riders to call at least 24 hours in advance to schedule their trip. Riders may also call for same day trips locally. To schedule your trip, call us at 573-472-3030.



### Rider Contributions

Kindly coordinate your rider contribution with one of our dispatchers when scheduling your trip. You have the option to pay electronically prior to your trip, provide cash directly to your driver at the time of pickup, or acquire one of our rider passes.



### Trip Information

To ensure a smooth trip experience, please have all necessary information ready to share with our dispatchers. This includes your pick-up location, destination address, and any mobility assistance you may need, such as a wheelchair, an escort, or a service animal.



### ADA Accessible

SCTS vehicles are equipped with securement restraints designed for the safe transportation of disabled passengers. If you experience any mobility challenges, please inform our dispatchers. Our services operate on a curb-to-curb basis, and drivers are not permitted to enter your residence.



### Preparing for Pick-Up

To ensure a smooth experience, if you have scheduled your trip in advance, kindly be prepared 15 minutes prior to your designated pick-up time. For same-day service requests, please remain attentive for the arrival of our vehicle at your location.



### Personal Belongings

When your driver arrives at your destination or residence, please remember to collect all of your belongings, including any shopping bags. An extra fee may apply if we need to return any items to you.

## RIDER CONTRIBUTIONS

### In-Town Rates

|                     |                 |
|---------------------|-----------------|
| General Public      | \$10 Round-Trip |
| Seniors             | \$7 Round-Trip  |
| Additional Adult    | \$5 Round-Trip  |
| Children 15 & Under | \$2 Round-Trip  |

### Out-of-Town Rates

|                     |                          |
|---------------------|--------------------------|
| General Public      | \$10 Base + \$1 Per Mile |
| Seniors             | \$7 Base + \$1 Per Mile  |
| Additional Adult    | \$5 Round-Trip           |
| Children 15 & Under | \$2 Round-Trip           |

### Rider Passes <sup>NEW!</sup>

General Public - \$60  
10 Rides or Stops

Seniors - \$40  
10 Rides or Stops



### Rider Contribution Methods

Conveniently contribute to your ride by acquiring a rider pass from our dispatchers when scheduling your trip. You may also pay electronically prior to your trip or provide cash directly to your driver at the time of pick-up.

## PROGRAMS

**MTM** provides assistance to eligible MO HealthNet recipients by facilitating non-emergency transportation to access covered MO HealthNet services.

**AVO** offers non-emergency transportation services specifically for injured workers.