

SOUTHEAST ARKANSAS TRANSPORTATION (SEAT)

Providing safe, prompt, courteous transportation is our #1 goal. You can help us meet that goal by:

- Calling at least 48 hours in advance to schedule a ride. The earlier you call, the better we can plan. Weekend and holidays do not count. This means if your appointment is on:
 - Monday, call by Thursday
 - Tuesday, call by Friday
 - Wednesday, call by Monday
 - Thursday, call by Tuesday
 - Friday, call by Wednesday
- Having your trip information ready and available BEFORE you call. You will need the date, appointment time, and address of where you are going. If you have special physical needs that require transport by a vehicle with a wheelchair lift, let us know when you reserve the trip.
- Asking for and writing down your trip confirmation number.
- Making sure you are ready 15 minutes early, watching for SEAT, and are ready to board the vehicle promptly when it arrives. If SEAT has not arrived by 15 minutes after your pick-up time, call Customer Service right away.

- If you are a private pay passenger, ask how much your fare will be when you schedule the trip. Have the exact fare amount ready when you board the vehicle. Drivers do not have change and may not have time to stop for change.

SEAT offers transportation to *all ages* without regard to gender, race, religion, handicap, national origin or disability.

SEAT Drivers are trained professionals who ask Passengers to follow set safety rules. For example, your Driver will wait for all seat belts to be buckled before moving the vehicle.

SEAT transports Southeast Arkansas residents from home to medical appointments, to pay bills, to shop, to work and to a variety of community resources. Some trips are limited if you live in the Pine Bluff metropolitan area.

SEAT operates a full schedule in the following counties:

Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Lincoln, Jefferson, Arkansas and Grant Counties.

SEAT offers limited transportation in Dallas, Union, Lonoke and Calhoun Counties.

Southeast Arkansas Transportation (SEAT)

**A rural transit project of
Area Agency on Aging of
Southeast Arkansas, Inc.**



870-543-6340

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Toll Free 866-501-7328

<https://www.aaasea.org/>

NOTICE OF NONDISCRIMINATION - The Area Agency on Aging of Southeast Arkansas complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, the Area Agency on Aging of Southeast Arkansas does not discriminate on the basis of race, sex, color, age, national origin, religion, disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in the Area Agency on Aging of Southeast Arkansas programs and activities, as well as the Area Agency on Aging of Southeast Arkansas hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the Area Agency on Aging of Southeast Arkansas' nondiscrimination policies may be directed to the following email address, sbradshaw@aaasea.org, Stephanie Bradshaw, Title IV Coordinator, 709 E 8th, Pine Bluff, AR 71601, 870-543-6300/Voice/TTY 870-543-6339 or the following email address, ktynes@aaasea.org, Kathy Tynes, ADA/504 Coordinator.

Free language assistance for Limited English Proficient individuals is available upon request. This notice is available from the Title VI Coordinator in large print, on audiotape and in Braille.

Stephanie Bradshaw
Title IV Coordinator

or
Kathy Tynes
ADA and section 504 Coordinator

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