



SCAT - WHO QUALIFIES

To be eligible for METRO SCAT, passengers must live in Summit County and meet one of the following requirements: * 62 years of age and older

*Have a temporary or permanent disability that prohibits a passenger from using the regular line service

Call METRO SCAT at 330-376-5353 or toll-free at 1-800-227-9905 to register over the phone if you are age 62 or older.

If you have a disability prohibiting you from using regular line service, you may call to request a METRO SCAT application. The application must be completed by both you and your doctor. Once we receive a completed application, our staff will review it and determine if you are eligible. For METRO SCAT applications call 330-376-5353 or 1-800-227-9905.

After all sections are filled out, please send completed applications to:

Akron METRO RTA
416 Kenmore Blvd.
Akron, OH 44301

SCAT - HOW TO SCHEDULE A TRIP

To schedule a trip on METRO SCAT, you must be a registered passenger with our SCAT office. Once you have been approved, to schedule a trip, call SCAT from 7:00 A.M. to 5:00 P.M. the day before your desired trip. If you are planning a Monday trip, call the prior Friday for your reservation. When scheduling your trip, please have the following information ready in the order listed:

1. Have your SCAT ID number ready;
2. Know your appointment time or the time you would like to be dropped off and you when you want to return;
3. Have the address of where you are going;
4. Let the customer service representative know if you need special equipment, such as a wheelchair lift. All METRO buses can accommodate mobility devices up to 30 inches wide by 48 inches long and a combined weight of 600 pounds, including the mobility device and the passenger.

SCAT operates within a 30-minute window. Once your SCAT specialist gives you your pick-up time window, the SCAT operator or contract driver will arrive within that 30-minute window.

SCAT is a shared ride service. Drivers cannot wait. If you are scheduling a return trip, you must make arrangements when you schedule your pick-up or call the METRO SCAT Return Trip Line.

For More Information Call:

METRO SCAT Trip Reservations: 330-376-5353 | 1-877-820-4710

METRO SCAT Return Trips: 330-376-8458 | 1-877-820-4710

Ohio Relay TTY: 1-800-750-0750

METRO Route/Schedule Information: 330-762-0341 | 1-800-227-9905