

## **METRO SCAT**

METRO SCAT is a weekday origin-to-destination shared ride service for qualified riders within Summit County. METRO SCAT uses small buses and vans to transport passengers to and from their desired end point. Unlike regular fixed-routes, trips are scheduled in advance. Service hours will vary upon residency.

### **METRO 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 or older**
- **Have a temporary or permanent disability that prohibits the passenger from using fixed-route services.**

Call METRO SCAT at [330.376.5353](tel:330.376.5353) to register over the phone if you are age 62 or older. If you have a disability prohibiting you from using fixed-routes, you may call to request a METRO SCAT application. The application must be completed by both you and your medical professional, show proof of age, and proof of residency. 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](tel:330.376.5353).

### **METRO SCAT - How to Schedule a Trip**

To schedule a trip on METRO SCAT, you must be a registered passenger with our METRO SCAT service. Once you have been approved, to schedule a trip, **call METRO 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 METRO SCAT ID number ready;
2. Know your appointment time or the time you would like to be dropped off and 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 800 pounds, including the mobility device and the passenger. \*Assessment of the customer mobility aid tools may be required.

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

METRO 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.