

HOW TO SCHEDULE A TRIP ONCE YOU HAVE YOUR PASSES

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.

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

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

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.