

# SCAT Feedback Review

---

To: City Council

From:

Date: May 1, 2026

Subject: Public Sentiment on Summit County METRO RTA SCAT Service

## Overview

Summit County's METRO Regional Transit Authority (METRO RTA) operates the SCAT paratransit service, which provides demand-response transportation for seniors and individuals with disabilities (of any age). **While direct public feedback specific to SCAT is somewhat limited**, broader input from riders, agency reporting and national paratransit trends provide a better picture of overall perceptions. Public sentiment toward SCAT is mixed, but generally positive among users who rely on the service, with consistent concerns related to scheduling, wait times and shared rides.

## Positive Sentiment

- SCAT is widely viewed as a critical lifeline service, enabling access to medical appointments, employment and daily necessities.
- METRO RTA is recognized for its commitment to accessible transit and efforts to improve mobility for underserved populations.
  - CBS News report citing Akron transit as top mass transit in the U.S. (September 9, 2025)
- Riders tend to report high satisfaction with drivers, citing professionalism and courtesy.

## Areas of Concern

- Concerns about on-time performance and service disruptions.
  - In November 2025, news articles on operator shortage at Akron METRO RTA causing delays and cancellations.
  - Not specific to SCAT, but comments that RTA is hard to rely on consistently for time sensitive travel (Reddit users).
- Advance scheduling requirements limit same-day travel options.
  - Minimum one day notice for scheduled service.
  - Pick ups operate within a 30-minute window, meaning the driver will arrive within 30 minutes of the agreed time.
  - Drivers cannot wait if participant is not ready within the given time window due to waiting shared rides.
- Shared rides may lead to longer travel times.

## Context from National Data

Comparable systems show high overall satisfaction, particularly with drivers and safety, but lower ratings for scheduling, wait times and reliability. Reliability and wait times are the number one issue in virtually every paratransit system nationally (ScienceDirect).

## Other Findings

- METRO RTA does have formal feedback channels including general complaint forms, ADA/Title VI complaint process and they regularly solicit rider input from surveys (there is currently one open offering a free 1-day bus pass). However, the agency does not publicly release detailed SCAT-specific satisfaction metrics.
- SCAT operates countywide with over 90 vehicles and has been in operation for 50 years.
- SCAT is \$2 each way or \$20 10-ride pass. You can purchase passes at Dave's Market, select Giant Eagles or the EZfare mobile app.