

# METRO CONNECT FAQs

## 1. How does METRO Connect work?

METRO Connect transports passengers from one bus stop to another within the designated areas of Cuyahoga Falls, Stow, and Tallmadge, as outlined on the METRO Connect map. All you have to do is call (330) 376-5353 at least one business day in advance for a guaranteed pick-up time. Customers with a reservation will receive a 15 minute pick-up window.

## 2. How do I know which bus stop the bus will pick me up at?

When you call to schedule your trip on METRO Connect, a METRO Customer Care Specialist will help you navigate the closest pick-up and drop-off location for your trip.

## 3. When is METRO Connect available?

METRO Connect is available Monday through Friday from 7 a.m. to 5 p.m.

## 4. Where can I view the specific areas METRO Connect serves?

The METRO Connect map is available online at [akronmetro.org](http://akronmetro.org). You can also call METRO Customer Care at (330) 376-5353 to request a copy of the brochure and map.

## 5. When does METRO Connect start?

METRO Connect begins Monday, September 14, 2020. It is a pilot program and will be evaluated for permanent service over the next 12-18 months.

## 6. How much does it cost to ride METRO Connect?

Line-service bus fare applies for METRO Connect trips. For example: A single ride ticket is \$1.25, or 50-cents\* for seniors age 62 and up and persons with a disability (\*with proof of age, SCAT, METRO D&S photo ID or Medicare Card). One-day and multi-day passes will be accepted.

## 7. Do I need to call ahead or will the bus eventually show up at a METRO Connect bus stop?

Passengers should call (330) 376-5353 one business day in advance for a trip on METRO Connect. You will receive a 15 minute pick-up window upon making a reservation.

## 8. Can I call for a ride while at a METRO Connect bus stop?

Passengers can call for a same-day ride, however, a pick-up time is not guaranteed. Therefore, reservations are highly recommended. Passengers should call (330) 376-5353 one business day in advance for a guaranteed trip time on METRO Connect.

## 9. What kind of vehicle will I get picked up in?

METRO's smaller paratransit vehicles will serve METRO Connect trips.

## 10. Does METRO Connect run on holidays?

METRO Connect will run on Thanks-Friday (Friday, November 27) and Christmas Eve (Thursday, December 24).

## 11. Will I be able to track my bus in real time (i.e. on the MyStop app or Yourbus.org)?

Unfortunately, real-time data for METRO Connect is unavailable at this time. Please arrive at your bus stop at least five minutes prior to your given pick-up time.

