

Policies (con't)

Age Requirement.

You must be 60 years of age or older, or if you are an individual with a disability, you must be 18 or older.

Packages.

No big or bulky packages are allowed. Two shopping bags only.

Please be a responsible consumer:

- The van will wait 5 minutes at the pick-up location. You must be ready.
- Change or cancel your request for transportation as early as possible.
- No eating or drinking.
- Offensive behavior will not be tolerated.

Cape Ann Transportation Authority
3 Rear Pond Rd.
Gloucester, MA 01930



**Cape Ann Transportation
Authority**



DIAL-A-RIDE SERVICE

**FOR SENIORS AND INDIVIDUALS
WITH DISABILITIES**

Phone: (978) 283-7916

Fax: (978) 283-9456

CATA's Dial-a-Ride Service

Description of Service

CATA's Dial-a-Ride service is a door to door service for persons who are over 60 years of age, and for adults (over 18 years of age) who have a physical, mental or cognitive disability.

Service is available in Gloucester, Rockport, Essex and Ipswich and for organized trips outside Cape Ann.

Eligibility

To qualify for CATA's Dial-a-Ride service, you must complete a "Dial-a-Ride Application Form" available by calling (978) 283-7916. Persons over 60 must present proof of age. Individuals with disabilities must also complete Parts B and C. Part C must be completed by a health care professional who is familiar with your disability.

Policies:

Reservations/Cancellations.

Reservations may be made up to a month in advance by calling (978) 283-7916, but no later than 1:00 PM of the day preceding the date of service.

Please call to cancel as early as possible but no later than 30 minutes before the scheduled pick-up time.

No Shows.

A "No Show" is when no call to cancel has been received or the call is received less than 60 minutes before the scheduled pick-up time. A pattern of "No Shows," i.e. 3 or more per month for two consecutive months, may result in a suspension of service.

Service is limited.

Service is subject to availability, and provided on a first come first served basis. You may make only one round trip per day. Medical transportation will be given priority.

Hours of Service.

Mon – Fri: 9:00 AM – 2:30 PM

Days of Service.

No service on Saturdays or Sundays or major holidays including: New Years', Martin Luther King, Presidents', Patriots', Memorial, July 4, Labor, Columbus, Veterans', Thanksgiving, and Christmas.

Fares.

Within Gloucester, Rockport, Essex and Ipswich.....\$2.00

Outside Cape Ann.....\$2.50

For more information:

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