

**For over 40 years, Cape Ann Transportation Authority (CATA) has served residents and visitors of Cape Ann and the North Shore, and continues to save money and protect the environment by maintaining the quality and practicality of public transportation.**

It is CATA's mission to provide public transportation to residents and visitors of member communities in a safe and courteous manner that exceeds the customer's expectations for quality, reliability, and service in a comfortable and respectful environment. CATA is committed to providing the absolute highest standard of public transportation to customers.

## Dial-a-Ride & ADA Services

Both **Dial-a-Ride** and **ADA Services** are door to door services requested in advance of your trip. Dial-a-Ride services are available in all CATA communities (Gloucester, Rockport, Ipswich, Essex, and Hamilton). ADA services are available in Gloucester and Rockport year round, with the addition of Ipswich and Essex seasonally. CATA also provides service to the dialysis clinic in Beverly. For more information, visit [canntan.com/dial-a-ride](http://canntan.com/dial-a-ride)



## Paratransit Service for Individuals with Disabilities



Cape Ann Transportation Authority  
3 Pond Road  
Gloucester, MA 01930  
[canntan.com](http://canntan.com)

Tel: (978) 283-7916

Fax: (978) 283-9456

Public Transportation Serving  
**Gloucester, Rockport,  
Ipswich, Essex, and Hamilton.**

[canntan.com](http://canntan.com)

The Cape Ann Transportation Authority (CATA), a regional transit authority established under MGL 161(b), offers the convenience of public transportation for the greater Cape Ann communities of Gloucester, Rockport, Ipswich, Essex, and Hamilton.

# ADA Paratransit Service

CATA's American's with Disabilities Act (ADA) paratransit service is a door to door service for individuals who are unable to use fixed route public transportation due to a physical, mental or cognitive disability.

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

ADA Paratransit Fares	
One-Way	\$2.00
Escort	\$2.00
Personal Care Attendant	FREE
Application Required: Riders must call 978.283.7916 to complete a Dial-a-Ride Application before riding. See "Eligibility".	
Charlie Cards: CharlieCards are <u>not accepted</u> on Dial-a-Ride, ADA, or CATA On Demand.	

## Please, be a Responsible Rider!

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

## IMPORTANT! Eligibility Information

To qualify for CATA's ADA paratransit service, you must complete the "ADA Paratransit Eligibility Application Form" available by calling (978) 283-7916. Part C of the application must be completed by a physician, health care professional, or rehabilitation professional familiar with your disability. You may also be required to come to the CATA office for a functional assessment.

## Policies

### RESERVATIONS

Reservations may be made up to a month in advance by calling (978) 283-7916, but no later than 5:00 PM of the day preceding the date of service

### CANCELLATION

Please call to cancel as early as possible but no later than 60 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 or practice of "No Shows" may result in a suspension of service.

### HOURS OF SERVICE

ADA Paratransit service is available the same hours as the CATA's fixed route bus service.

Mon–Fri: 6:05 AM–6:50 PM  
Sat: 7:50 AM–6:00 PM

**Seasonal Service: (end of June–Labor Day)**  
Sun: 10:00 AM–7:00 PM  
Gloucester, Rockport†, Ipswich & Essex

\*Call for details on seasonal service area.

† Service begins Memorial Day Weekend

### HOLIDAYS

New Years', Martin Luther King Day†, Presidents' Day†, Patriots' Day†, Memorial Day\*, Juneteenth†, July 4th\*, Labor Day\*, Columbus Day†, Veterans' Day†, Thanksgiving, and Christmas.

\*Available only where seasonal service offered. Call for updated availability.

† CATA will operate on Saturday Service during these holidays including ADA Paratransit Service as appropriate. Call for updated availability.

Use this service to get to medical appointments, shopping destinations, or visit friends and family.

• Addison Gilbert  
• Cape Ann Medical Center  
• Senior Centers

• Grocery stores  
• YMCA  
• and more!