

Dial-a-Ride



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 canntran.com/dial-a-ride



Door to Door Ride Service for Seniors & Individuals with Disabilities



Cape Ann Transportation Authority
3 Pond Road
Gloucester, MA 01930
canntran.com

Tel: (978) 283-7916

Fax: (978) 283-9456

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

canntran.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.

CATA Dial-a-Ride

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

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

* over 18 years of age

Dial-a-Ride Fares	
One-Way	\$2.00
Application Required: Riders must call 978.283.7916 to complete a Dial-a-Ride Application before riding. See "Eligibility".	
Proof of Age: Riders aged 60+ must present proof of age	
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.

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!

IMPORTANT! Eligibility Information

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

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.

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 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

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.

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.