

# Cape Ann Transportation Authority Service Tips for Manchester-by-the-Sea

It is our pleasure to be able to offer dial-a-ride services to Manchester-by-the-Sea. Service is available Tuesday, Wednesday, and Thursday for medical, shopping, social, and other activities starting August 5, 2025.

**Regular Service:** CATA provides van service for Manchester seniors to Manchester, Wenham, Beverly, Hamilton, Gloucester, Rockport, Essex, Ipswich, Rowley, Salem, Peabody, and Danvers. Service is provided Tuesday, Wednesday, and Thursday, excluding holidays, starting at 8am with last pickups no later than 2:45pm for out-of-town trips and 3:15pm for in-town trips. Call to make your reservation at least two days before your appointment by 1pm. For example, call Friday by 1pm for Tuesday appointments.

Give us a call at 978-283-7916 with any questions and to make your appointment!

**Dialysis Service:** CATA provides service to the North Shore Regional Dialysis Center at 133 Brimbal Avenue, Beverly. Service is available Monday through Saturday for customers scheduled for first or second shift dialysis treatments. Let the Dialysis Center know you are interested in using the CATA van and they will help coordinate your transportation.

## FAQs (Frequently Asked Questions)

- Customers that are 60+ years of age are considered seniors.
- Customers must register with CATA before transportation can be provided. A registration form is attached.
- The regular fare is \$2.00 one-way; however, dial-a-ride is fare free until December 31, 2025.
- Pick up times are approximate. Be ready 5-10 minutes before your scheduled pickup.

**"Their service is excellent! They are always on time, pleasant and kind." Francine K.**

- Please note that these are shared rides. This means that the driver will not be able to wait longer than five minutes after arriving for your pick-up as it could disrupt another customer's schedule. Some days you may need to be picked up at home earlier than scheduled to accommodate other customers in your community that will be traveling to appointments along the route.
- Early pickups apply only to your pick-up at home. The van will not try to pick you up early from appointments.
- When you book your ride, you will need to schedule a time for your return trip home. If you are ready early, give CATA a call and we will do our best to get to you as soon as possible. If something happens and you run late, please call dispatch as soon as you know you will be late so we can plan another ride home for you.
- All vans are wheelchair accessible and our drivers provide door-to-door service. The drivers cannot provide assistance inside your home, the hospital, or the treatment center. There is currently a three-bag limit to ensure space on the van for everyone and for safety. Small personal carts are allowed and can remain open if they can be stored out of the aisle. If the cart cannot be stored out of the aisle, it must be emptied, folded up, and stored out of the aisle.
- If you will have a Personal Care Attendant (PCA) or service animal with you, let dispatch know when you book your trip.
- Please have the address of your destination ready when you call to make your reservation.
- To book or cancel appointments or to provide any feedback, please call 978.283.7916

**"They are very helpful and have excellent wheelchair access. They take every precaution. They lock you in and if you have any concerns, or they have any concerns, they pull right over to make sure your chair is still safe. They are excellent." Barbara K.**

**"They are always on time, the vans are clean, and the drivers are very nice and polite." Deb F.**

