

Policies (con't)

Holidays

There is no service on major holidays: New Years, Martin Luther King, Presidents', Patriots', Memorial*, July 4*, Labor*, Columbus, Veterans', Thanksgiving, and Christmas.

*Seasonal service offered

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 Pond Rd.
Gloucester, MA 01930



**Cape Ann Transportation
Authority**



**ADA PARATRANSIT
SERVICE**

**FOR INDIVIDUALS WITH
DISABILITIES**

Phone: (978) 283-7916

Fax: (978) 283-9456

CATA's ADA Paratransit Service

Description of 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.

Eligibility

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.

Cancellations

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.

Days of Service

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

Fares.

One Zone.....\$2.00
Two Zone.....\$2.50
Escort.....\$2.00

Personal Care
Attendant.....Free

Packages

No big or bulky packages are allowed, two shopping bags only.

For more information:

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