

Comments and Suggestions

GATRA welcomes questions and concerns regarding Dial-A-Ride service at the Consumer Advisory Committee meetings. To address questions or concerns over the telephone, please call GATRA Dial-A-Ride.



Toll Free: 1-800-483-2500
Attleboro: 508-222-6106
Taunton: 508-823-8828
TDD: 508-824-7439

GATRA DIAL-A-RIDE PASS

GATRA is making it easier than ever to purchase a Dial-A-Ride pass. First, fill out the coupon below. Second, mail the completed coupon and a self-addressed, stamped envelope with a check or money order payable to GATRA to: Dial-A-Ride Pass 2 Oak Street, Taunton, MA 02780

Please send my Dial-A-Ride Pass(es) to:

NAME _____

ADDRESS _____

CITY _____

STATE, ZIP _____

- 1 Pass \$10 3 Passes \$30
- 2 Passes \$20 4 Passes \$40
- 5 Passes \$50

Service Hours

ADA service is offered Monday through Friday from 6:00 a.m. to 6:30 p.m. and Saturday from 9:00 a.m. to 5:30 p.m. Call for holiday schedules.

Dial-A-Ride Fares (one way)

For your convenience, passes may be purchased by mail.

Cash Fares.....	\$1.25
Personal Care Attendant.....	FREE
Companion.....	\$1.25
Trips beyond boundaries of.....	\$2.50
your neighboring communities	
10-Ride Pass.....	\$10.00

Please Note...

Dial-A-Ride drivers are trained in vehicle operation, customer assistance, CPR, first aid, and sensitivity training to better address the needs of our customers. Drivers are not required to handle packages or equipment. Please bring only what you, or someone traveling with you, can safely carry on and off the vehicle in one trip.



GATRA
ADA Demand
Response Service
2 Oak Street
Taunton, MA 02780



Greater Attleboro-Taunton Regional Transit Authority

ADA Demand Response Service



**Safe, comfortable, accessible
curb-to-curb transportation for
people with disabilities**

GATRA

2 Oak Street
Taunton, MA 02780

Web Site: www.gatra.org

WELCOME TO GATRA'S ADA DEMAND RESPONSE SERVICE!

The Americans with Disabilities Act of 1990 (ADA) requires that comparable paratransit service (Dial-A-Ride) be available to persons with disabilities who are unable to use accessible public fixed-route bus services.

Dial-A-Ride is the curb-to-curb transportation for passengers who meet ADA requirements.

Who is Eligible?

- I. Persons with a disability who are ADA eligible.
- II. A person with a disability that limits one major life function who cannot, because of the disability, use public fixed-route transportation.
- III. A person with a disability that, because of certain conditions, is not able to use the public accessible fixed-route transportation.



Friendly Customer Service Representatives

Here's How It Works...

Passengers must complete GATRA's Statewide Access Pass and ADA Paratransit Eligibility Application Form to be considered for ADA Dial-A-Ride service.

Riding Dial-A-Ride Is As Easy As One, Two, Three!

1. HAVE YOUR TRIP INFORMATION READY BEFORE CALLING. Exact address and requested travel times are required.
2. Call the Dial-A-Ride office.
Toll Free: 1-800-483-2500 or...
Attleboro: 508-222-6106
Taunton: 508-823-8828
TDD: 508-824-7439
 - * Reservations are taken Monday through Friday from 8:30 a.m. until 4:30 p.m.
 - * Reservations and cancellations can be taken on Saturday and Sunday by the answering service for the following Monday.
3. EXPLAIN TO THE CALL-TAKER WHERE YOU ARE TO BE PICKED UP & YOUR DESTINATION.



Experienced Drivers

Dial-A-Ride Guidelines

- * In compliance with the Americans with Disabilities Act of 1990 (ADA), complementary paratransit service is provided for trip origins and destinations that fall within a 3/4 mile corridor of the fixed route bus service.
- * Dial-A-Ride service is considered "on time" if the vehicle arrives at the pick-up point between 15 minutes before and 15 minutes after the scheduled pick-up time.
- * If you are not ready when the vehicle arrives, drivers cannot wait more than 5 minutes. If you miss your scheduled trip, the return trip will also be cancelled and this will be considered a "No Show".
For more information about the No Show policy, please call the Dial-A-Ride office.
- * If you require assistance, you must complete a Personal Care Attendant (PCA) registration form along with being certified with GATRA. The aide must act as a PCA and not a companion. You and your aide must have the same origin and destination.
- * You may also bring one companion who will be charged a fare of \$1.25. You and your companion must have the same origin and destination. Additional companions may ride on an available seating basis only. **Reservations for companions and/or PCA's must be made at the same time you call to make your reservation.**

- * If you need to cancel or reschedule a trip, you must call one hour before the scheduled pick-up time. If you fail to cancel a requested trip, this will be considered a "No Show".
- * You are required to schedule all return trips. However, doctors' appointments are an exception. After your doctor's appointment is completed, you or the doctor's receptionist must call and schedule a return trip.
- * You may reserve rides fourteen days in advance. When making a reservation, clearly explain where you are to be picked up and your destination.

Statewide Access/ADA Pass

Statewide Access Passes are issued by GATRA to ADA eligible customers with a permanent or temporary disability. The photo ID entitles the bearer to a reduced fare on GATRA's fixed route buses and all public fixed-route buses and MBTA trains in Massachusetts.

A Senior Citizen Pass is also issued for reduced fares on GATRA fixed-route buses and all public fixed-route buses and MBTA trains in Massachusetts.



Satisfied Customers

An application for the Access Pass or the Senior Citizen Pass may be obtained by calling the GATRA Dial-A-Ride office.