

## Statewide Access/Senior Citizen Pass

Statewide Access Passes and Senior Citizen 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 and all Massachusetts public fixed-route buses and MBTA trains. (These discounted passes do not include the already discounted Dial-A-Ride fare.)



An application for the Statewide Access Pass or Senior Citizen Pass may be obtained by calling GATRA at any of the numbers listed in this brochure.

### 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 \_\_\_\_\_

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Pass \$10   | <input type="checkbox"/> 3 Passes \$30 |
| <input type="checkbox"/> 2 Passes \$20 | <input type="checkbox"/> 4 Passes \$40 |
| <input type="checkbox"/> 5 Passes \$50 |  |

## 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

### Dial-A-Ride Service Hours

GATRA's Dial-A-Ride 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.

**GATRA**  
**DIAL-A-RIDE**  
2 Oak Street  
Taunton, MA 02780

# GATRA

Greater Attleboro-Taunton Regional Transit Authority



## DIAL-A-RIDE SERVICE

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

GATRA  
2 Oak Street  
Taunton, MA 02780  
Web Site: [www.gatra.org](http://www.gatra.org)

# WELCOME TO GATRA'S DIAL-A-RIDE SERVICE!

## What is Dial-A-Ride?

Dial-A-Ride is curb-to-curb transportation serving customers sixty years of age or older and/or those who meet the requirements of the Americans with Disabilities Act of 1990 (ADA).

## Who is Eligible?

1. Persons sixty years of age or older.
2. Persons who are not sixty years of age but have a disability and are ADA eligible. For example, a person with a disability that limits one major life function and cannot, because of the disability, use public fixed-route bus accessible transportation. Seniors may meet both age and disability qualifications.



## Riding Dial-A-Ride is as Easy as One, Two, Three!

1. To be considered for Dial-A-Ride service, customers must complete GATRA's Statewide Access Pass and ADA Paratransit Eligibility Application Form and/or a Senior application.
2. **HAVE YOUR TRIP INFORMATION READY BEFORE CALLING.** Exact address and requested travel times are required.
3. Call the Dial-A-Ride number and make your reservation!

## Making a Reservation

- ❖ Reservations are taken Monday through Friday from 8:30 a.m. until 4:30 p.m. If you are a Non ADA eligible customer we request that you call before noon at least one day before your appointment.
- ❖ You may reserve rides fourteen days in advance. When making a reservation, clearly explain where you are to be picked up and your destination.
- ❖ Reservations and cancellations for the following Monday will be taken by the answering service on Saturday and Sunday.

## Telephone Numbers

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

## Dial-A-Ride Guidelines

- ❖ 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 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.

## 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.

