

Comments & Suggestions

GATRA welcomes questions and concerns regarding our Dial-A-Ride ADA Demand Response Service at the Consumer Advisory Committee meetings. To address questions or concerns over the telephone, please call GATRA Dial-A-Ride at:

844-358-4422

Get Your Statewide Access & Senior Citizen Passes

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 downloaded from our website at www.gatra.org or by calling GATRA at any of the numbers listed in this brochure.

Service Hours

ADA service is available during the same hours as GATRA's fixed-route bus service:

Monday - Friday 6:00 am - 7:10 pm
Saturday 8:30 am - 6:50 pm
Call for holiday schedule.

Dial-A-Ride Fares (one-way)

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

About Our Drivers

Dial-A-Ride drivers are trained in vehicle operation, customer assistance, CPR, first aid, and sensitivity training to better address the needs of customers. Drivers can assist riders upon request to board or disembark the vehicle; however riders are responsible for themselves beyond the curb. Also, drivers are not responsible 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.



Greater Attleboro Taunton
Regional Transit Authority



A helpful guide to understanding
**ADA Demand
Response Service**

*Safe, comfortable, accessible
transportation for people
with disabilities*

Duxbury/Marshfield



Plymouth
978-393-4404

Toll Free
844-358-4422



Operated for GATRA by PTM
Effective 2/5/18

What is 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.

Complementary paratransit service is for passengers who meet ADA requirements, and is provided to trip origins and destinations that fall within a 3/4 mile corridor of the GATRA fixed route bus system.

Who is Eligible?

1. Persons with a disability who are ADA eligible.
2. A person with a disability that limits one major life function who cannot, because of that disability, use public accessible fixed-route bus transportation.
3. To be considered for ADA Demand Response Service, customers must first complete GATRA's ADA Paratransit Eligibility Application Form A & B, which is available on the GATRA website at: www.gatra.org.

How Do I Schedule My ADA Dial-A-Ride Trip?

Making a Reservation

- HAVE YOUR TRIP INFORMATION READY BEFORE CALLING. Exact address and requested travel times are required.
- **CALL the Dial-A-Ride Office at 844-358-4422**
- Make your reservations Monday - Friday from 8:30 am to 4:30 pm.
- Reservations and cancellations can be taken on Saturday and Sunday by the answering service for the following Monday.
- **EXPLAIN TO THE CALL-TAKER WHERE YOU ARE TO BE PICKED UP AND YOUR DESTINATION.**

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 after the scheduled pick-up time.
- **GATRA's "No Show" Policy:** If you are not ready when the vehicle arrives, the driver will not wait more than 5 minutes. If you miss your scheduled trip, it will be cancelled and this will be considered a "No Show". If a returned trip is scheduled it will not automatically be cancelled unless you contact us to do so.

- If you require assistance, you must complete a Personal Care Attendant (PCA) registration form. The PCA must be certified with GATRA and cannot be a companion. You and your PCA 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 PCAs 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, it will be considered a "No Show".
- You are required to schedule all return trips, with the exception of medical appointments. After your medical appointment is completed, you or the medical receptionist must call and schedule a return trip.

