

Comments & Suggestions

GATRA welcomes questions and concerns regarding our Dial-A-Ride 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

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.



Dial-A-Ride Service Hours

Monday - Friday 8:00 am - 6:30 pm
Saturday 8:00 am - 5:30 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

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.



Greater Attleboro Taunton
Regional Transit Authority



Dial-A-Ride

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

WAREHAM AREA



Wareham
978-795-4404

Toll Free
844-358-4422

Operated for GATRA by PTM
Effective 2/5/18

What is Dial-A-Ride?

Dial-A-Ride is curb-to-curb transportation serving customers 60 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 60 years of older.
2. Persons who are not 60 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 accessible bus transportation. Seniors may meet both age and disability qualifications.
3. To be considered for Dial-A-Ride service, customers must first complete GATRA's Statewide Access Pass and ADA Paratransit Eligibility Application Form and/or a Senior application available on the GATRA website at: www.gatra.org.



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

Making a Reservation

- **CALL 844-358-4422!**
- Make your reservations Monday - Friday from 8:30 am to 4:30 pm. If you are a non-ADA eligible customer, please call before noon at least one day before your appointment.
- You may reserve rides up to 14 days in advance. **HAVE YOUR TRIP INFORMATION READY BEFORE CALLING.** Clearly explain where you are to be picked up and your destination. Exact address and requested travel times are required.

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.
- If you are not ready when the vehicle arrives, the driver will not wait more than five 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 GATRA's "No Show" policy, please call the Dial-A-Ride office.

- 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.

