

# CATA Hamilton Transportation Service

Welcome aboard! Starting July 1, 2020, the Cape Ann Transportation Authority (CATA) will be providing transportation services for the Town of Hamilton. It is our pleasure to be able to offer dial-a-ride services to your community. Service is available for medical, shopping, social, and other activities.

**Regular Service:** CATA provides service in Hamilton and out of town to Wenham, Beverly, Manchester-by-the-Sea, Gloucester, Rockport, Essex, Ipswich, Rowley, Salem, Peabody, and Danvers. Service is provided Monday through Friday, excluding holidays, from 8am-4pm. Please call to make your reservation at least two days before your appointment, for example, call Thursday for Monday appointments. Give us a call at 978-283-7916 with any questions and to make your appointment!

**Dialysis Service:** CATA provides service to the North Shore Regional Dialysis Center at 133 Brimbals Avenue, Beverly. Service is available Monday through Saturday for customers scheduled for first or second shift dialysis treatments. Let the Dialysis Center know you are interested in using the CATA van and they will help coordinate your transportation.

## FAQs (Frequently Asked Questions)

- Pick up times are approximate. Be ready 5-10 minutes before your scheduled pickup.
- Please note that these are shared rides. This means that the driver will not be able to wait longer than five minutes after arriving for your pick up as it will disrupt another customer's schedule. Some days you may need to be picked up at home earlier than scheduled to accommodate other customers in your community that will be traveling to appointments along the route.
- Early pickups apply only to your pick up at home. The van will not try to pick you up early from appointments.
- When you book your ride, you will need to schedule a return time for your trip home. At this point in time, CATA is unable to accommodate will-call requests. If you are ready early, give CATA a call and we will do our best to get to you as soon

**"Their service is excellent! They are always on time, pleasant and kind." Francine K.**

as possible. If something happens and you run late, please call dispatch as soon as you know you will be late so we can plan another ride home for you.

- All of our vans are wheelchair accessible and our drivers are able to provide door-to-door service. The drivers are not able to provide assistance inside your home, the hospital, or the treatment center. There is currently a two bag limit on groceries to ensure enough space on the van for everyone and for safety.
- If you will have a Personal Care Attendant (PCA) or service animal with you, let dispatch know when you book your trip.
- Please have the address of your destination ready when you call to make your reservation.
- There is a suggested donation of \$2.50 one-way for out of town trips.
- To book or cancel appointments, please call 978.283.7916

**“They are very helpful and have excellent wheelchair access. They take every precaution. They lock you in and if you have any concerns, or they have any concerns, they pull right over to make sure your chair is still safe. They are excellent.” Barbara K.**

**“They are always on time, the vans are clean, and the drivers are very nice and polite.” Deb F.**

If you have any comments or questions, give us a call at 978.283.7916. We welcome your feedback on our new service!

