



What kinds of trips can I use Gadabout / ADA paratransit for?

Medical / dental appointments, getting to work, shopping, volunteer work, personal errands, social events.

How far in advance can I call to set up a ride?

You may call days or weeks ahead of time. Avoid last minute requests by calling as soon as you know the date of your appointment or trip. Advance notice is greatly appreciated.

What kind of information should I give when I call to set up a ride?

Gadabout needs your address, how to find or recognize your house, where you are going, where you will be for the return pick-up, and if you need to make any additional stops on the way. Let Gadabout know if you have a physical disability that may require special attention or if someone else is going to be riding with you. Tell Gadabout if: you need assistance, you need a vehicle equipped with a lift, you have a walker or wheelchair.

Will Gadabout make additional small stops between destinations?

Yes but they must be prearranged. You should request any additional stops (bank, pharmacy, etc.) that you need to make at the time you call to set up your ride. Gadabout cannot make unscheduled stops because the delay makes other people late for their appointments. Each additional stop is counted as one trip and the fare is charged according to the zone the stop is in.

How do I pay for my ride?

ADA rides must be paid for in cash. Gadabout rides may be paid for in cash or with tickets purchased from the Gadabout office. Payment must be made at the time of your ride.

What are the requirements to use Gadabout on evenings and weekends?

You must be ADA certified in order to use the complementary paratransit service.

What is the process to become ADA certified?

- To become certified you must fill out an ADA eligibility application. Applications are available by calling the TCAT ADA office at 277-9388 x420. An application can be mailed or faxed to you. You can also download and print the application from the TCAT website at: <http://www.tcatbus.com/adaparatransit.php>
- Submit your completed application to the TCAT ADA office for review. Applications can be mailed to: TCAT, Attn: ADA Paratransit Coordinator, 737 Willow Ave, Ithaca, NY 14850. You can also fax you application to (607) 277-9551, Attn: ADA Paratransit Coordinator.
- Your application will be reviewed and you will be informed in writing of the decision. The review process usually takes 1-3 weeks from the day your application is received.
- If you are found to be ADA eligible, then you may call Gadabout to begin setting up your rides.

Do I need to submit a letter from my doctor?

No. Part of the application includes a signed release form that allows us to contact your doctor or health care professional if we find it necessary or if we need more specific information about your condition.

What if I disagree with the eligibility determination?

If you disagree with a denial of eligibility or with the conditions placed on your eligibility you have the right to appeal. Appeals must be filed in writing with the TCAT office within 60 days of the receipt of the original determination or suspension letter. For more information please contact TCAT ADA, at 607-277-9388 x420 or visit www.tcatbus.com

What is the difference between Gadabout and ADA Complementary Paratransit?

	GADABOUT	ADA PARATRANSIT
<p>What is this service and who is it for?</p>	<ul style="list-style-type: none"> Gadabout is a nonprofit transportation service for older and disabled residents of Tompkins County. 	<ul style="list-style-type: none"> ADA Complementary Paratransit is a specialized, door-to-door transport service for people who are not able to ride the fixed-route transit system because of a disability.
<p>What are the eligibility requirements?</p>	<ul style="list-style-type: none"> To be eligible you must be disabled or be 60 or older. 	<ul style="list-style-type: none"> To be eligible you must have a disability that prevents you from riding the TCAT fixed route system.
<p>I meet the eligibility requirements, how do I set up a ride?</p>	<ul style="list-style-type: none"> Just call up Gadabout at 273-1878 to set up your ride. 	<ul style="list-style-type: none"> You must be ADA certified. Certification is obtained through an application process with TCAT. An application can be obtained by calling 277-9388 x420.
<p>Who operates this service?</p>	<ul style="list-style-type: none"> Gadabout 	<ul style="list-style-type: none"> Gadabout - TCAT has a contract with Gadabout to operate the ADA complementary paratransit service.
<p>When is service available?</p>	<ul style="list-style-type: none"> Gadabout services are available Monday - Friday from 8:00am – 4:00pm. There is no service when the Gadabout office is closed. 	<ul style="list-style-type: none"> Paratransit service operates in the evenings and on weekends. Days and times are dependent on the TCAT bus routes that serve the areas in which you will be traveling. Paratransit service operates on days that Gadabout is closed as long as TCAT is running on that day.
<p>What areas are served?</p>	<ul style="list-style-type: none"> Gadabout can take you anywhere in Tompkins County. Gadabout can also dictate when they will serve a particular area in order to facilitate scheduling. 	<ul style="list-style-type: none"> Paratransit serves the areas within 3/4 mile of a TCAT bus route. You can not be denied a ride to a particular area if there is a TCAT bus going to that area at that time of day.
<p>Can I use this service for any reason?</p>	<ul style="list-style-type: none"> Yes, however priority will be given to medical / dental appointments and getting to work over personal errands and social events. 	<ul style="list-style-type: none"> Yes. ADA trips may not be prioritized based on purpose.
<p>How far in advance do I have to call to set up a ride?</p>	<ul style="list-style-type: none"> You must call two business days in advance to set up your ride. Longer trips are more difficult to coordinate so they may require more notice. 	<ul style="list-style-type: none"> Gadabout prefers that you call two business days in advance, however, ADA law allows you to make a reservation up until 3pm on the business day prior to your requested trip.
<p>What is the fare?</p>	<ul style="list-style-type: none"> Zone 1 fare is \$1.50 per one-way trip. This includes any trip with an origin and destination within the Ithaca city limits. Zone 2 fare is \$2.00 per one-way trip. This includes any trip with an origin or destination outside of the Ithaca city limits. 	<ul style="list-style-type: none"> Zone 1 fare is \$2.00 per one-way trip. This includes any trip with an origin and destination within the Ithaca city limits. Zone 2 fare is \$3.00 per one-way trip. This includes any trip with an origin or destination outside of the Ithaca city limits.