

# FREQUENTLY ASKED QUESTIONS

## Who operates the service?

GPTC provides Paratransit Service as part of its overall transportation services in the community. By Federal Standards, GPTC must provide Paratransit service to individuals with certain disabilities who reside within  $\frac{3}{4}$  miles of any fixed route service that GPTC provides.

## What are the hours of service?

**ADA** Complementary Paratransit service is provided during the same days and hours as fixed route service.

**Monday through Friday 5:00 a.m. - 9:00 p.m.**

**Saturday 5:00 a.m. - 6:00 p.m.**

## Can I travel outside of Gary?

Yes, GPTC's Service Area includes all of Gary and  $\frac{3}{4}$  of a mile within our fixed route service in the following cities and towns: Calumet Township, Crown Point, East Chicago, Griffith, Hammond, Highland, Hobart, Merrillville and Munster.

## How can I find out about policies and procedures regarding ridership rules?

For detailed information, please refer to our Riders Guide to Complementary Paratransit Service.

## **Who do I contact if I have additional questions?**

- Call GPTC's ADA Coordinator at (219)884-6100 extension 113
- Dispatch office: (219) 884-6100 extension 104