



TOMPKINS COUNTY  
OFFICE FOR THE AGING  
*Aging Better, Together*



**GoGo**

GoGoGrandparent helps older adults and people with disabilities live independently in their home for as long as possible. By working with on-demand services, GoGo manages mobility, meals, groceries, medication delivery, and more for their clients. GoGo Grandparent drivers are background checked and screened from 7 years prior.

## **Tompkins County Office for the Aging Partnership**

### **How do I qualify to use the GoGoGrandparent and TCOFA partnership?**

You must live in Tompkins County and be 60 years or older.

### **How much will GoGoGrandparent cost?**

The Office for the Aging will cover 100% of the cost on 6 one-way trips (or 3 round-trip) rides per month, per person. You must be registered through the Office for the Aging, first! The number of rides is subject to change depending on funding.

### **What happens if I go over my 6-ride limit?**

When calling for a ride you will be alerted of how many rides you have remaining. If you wish to schedule a 7<sup>th</sup> ride you will be asked to enter in an additional form of payment. Your rides will start at 6 on the first of each month.

### **How do I pay?**

You don't. GoGo will automatically charge the Office for the Aging for your ride + tip.

### **How do I register?**

Call the Tompkins County Office for the Aging at 607-274-5482.

### **How do I request a ride with GoGo?**

Call GoGo Grandparent to schedule or request a ride at 1 (855) 464-6872.

### **How do I cancel my ride?**

Call 1 (855) 464-9872 and Press 9.

There are no restrictions on time of day or day of the week for rides. GoGo can be used for any kind of trip and will travel 100 miles in any direction. For more information on the services offered by GoGoGrandparent visit [gogograndparent.com](http://gogograndparent.com) or call 1 (855) 464-6872.

## **Contact GoGo Grandparent Independently**

### **Do I have to be an older adult to use GoGo Grandparent?**

No. The only age restriction is that you must be 18 years or older.

### **How do I register with GoGo Grandparent?**

Get ready for your first ride by registering at [gogograndparent.com](http://gogograndparent.com) and choosing a membership plan or by calling toll-free at 1 (855) 464-6872 and Press 2 to speak to one of their operators who would be happy to assist you with registering.

### **How do I request a ride with GoGo?**

Call GoGo Grandparent to schedule or request a ride at 1 (855) 464-6872.

### **How much do rides through GoGo Grandparent cost?**

They charge a small concierge fee of \$0.27/minute from the start of the ride plus the vendor's fare. Licensed and authorized Transportation Network Companies (TNC's) rates can change based on the zip code of the pick-up address and when demand is high (this happens rarely and returns to normal in a few minutes).

### **How do I pay?**

You do not pay the driver. The card you have on file will be charged for the trip.

### **How do I cancel my ride?**

Call 1 (855) 464-9872 and Press 9.