

WHO IS ELIGIBLE FOR SERVICE?

We provide service to residents of the City of Nashua who meet the following criteria:

- An individual who qualifies under the Americans with Disabilities Act (ADA) as having a disability that prohibits him/her from using fixed route buses or
- An individual whom is sixty five (65) years of age or older (on a space available basis)

Individuals who feel that they have a disability that prohibits them from taking a fixed route (CityBus) must complete the application process and be deemed eligible before being able to use this service. For more information regarding eligibility, please call the NTS Operations Supervisor at (603) 821-2030

Please note: Age, lack of bus service, illiteracy or economic status does not qualify individuals for ADA City Lift service. Applicants whose request for eligibility has been denied may appeal this decision. Visitors who are eligible under ADA in other cities or states are welcome to use our service while visiting.

HOW DO I SCHEDULE A RIDE ONCE I AM APPROVED ?

ADA Reservations must be made by 5:00pm at least 1 day in advance. **Seniors must allow 48 hours.** To make your trip reservations, please call (603)880-0100 extension 1.

Office hours are Monday through Friday between 8:00am-5:00pm and Saturdays between 9:00am and 5:00pm.

- ADA passengers may make a request for next day service on our automated voicemail up to 5:00pm when our office is closed (Sundays and holidays)
- Reservations are accepted up to two (2) weeks prior to requested trip.
- If you are eligible under ADA and there are no available ride openings at the time you request, you may be offered an alternate time up to one (1) hour before your request or up to one (1) hour after your request.

FOR SAFETY'S SAKE...

If you use a three wheeled mobility device, the driver will ask you to transfer to a seat in the vehicle and your mobility device can be properly secured.

ALL PASSENGERS MUST WEAR A SEATBELT!

You may not operate any audio or visual equipment that may infringe upon the comfort of other passengers or impair the driver's ability to transport his/her passengers in a safe manner. We cannot allow any inappropriate behavior, activities or conversations onboard that may interfere with the safety and comfort of our passengers. Failure to follow appropriate decorum could result in suspension of your service.

Please report any concerns that you may have. You can do this by informing the driver or by calling the NTS administrative office at (603)880-0100

WHEN YOU CALL, PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

- Full name
- Telephone number
- Date of trip
- Pick-up address and drop off address
- Times you would like to arrive and return from your destination.
- Whether you use a mobility device
- Whether a personal attendant/ PCA or companion will be riding with you
- Whether you will need any assistance from the driver at your pick up or drop off location.



Nashua Transit System

CITY LIFT RIDE GUIDE

PARATRANSIT SERVICES

Nashua Transit System City Lift service is a public transportation service for individuals with disabilities who are not able to use our fixed route CityBus services. Service is available to seniors over the age of sixty five (65) on a space available basis.

Hours: 8:00am– 5:00pm (Mon-Fri)

9:00AM– 5:00PM (Sat)

Phone: (603) 880-0100

ridebigblue.com

Nashua Transit System

11 Riverside Street

Nashua, NH 03062



SOME HELPFUL SCHEDULING TIPS

You must make your trip request no later than 5:00pm on the day before you wish to travel. We will ask you to pre-schedule your return ride, if one is necessary.

Please try to schedule a realistic time. If you expect to be ready to return at 3:00pm, please ask for a 3:15pm or 3:30pm return trip so you do not miss your ride if you are delayed.

If you are going to be delayed, please call NTS. We will attempt to honor your new requested time, but we will not be able to guarantee that you will not have to wait for an available vehicle.

SAME DAY CHANGES IN DESTINATIONS OR SCHEDULED PICK-UP TIMES ARE NOT ALLOWED.

MAY I BRING SOMEONE WITH ME?

If you have a registered personal attendant/ PCA with NTS, he/she may accompany you at any time at no additional charge. You must inform dispatch when scheduling a trip.

Family members or friend (companions) are also welcome to ride with you on a space available basis. An additional fare equal to what you pay is required if seating is available for companions when you make your reservation.

As in the case of fixed route service (City Bus), companions less than six (6) years of age ride free.

In order to travel with you, your personal attendants or companions must have the same origin, destination, and pick-up times as you.

*WHAT IS THE SERVICE AREA:
ADA service is provided within 3/4 a mile radius from the Nashua Transit Fixed Routes bus stop.*

WHAT IF I NO LONGER NEED A RIDE?

It is very important that you call NTS if you are not going to need a scheduled trip by 5:00pm the day before. To cancel a trip, please call 880-0100 extension 1.

Failure to cancel a trip more than one (1) hour before the scheduled trip time is considered a No-Show. NTS would like to meet all of the transit needs in its service area. However, misuse of our service such as excessive No-Shows or Cancellations, prevents NTS from providing as much service as would be possible otherwise.

A NO-SHOW IS DEFINED AS:

Failure to be at the scheduled pick-up location within five (5) minutes at the arrival of our vehicle. Failure to give NTS at least one (1) hour notice that you will no longer need a scheduled trip. Trips missed because of service related problems or for reasons beyond an individuals control are not considered "NO SHOWS."

WHAT ARE THE SERVICE HOURS?

Monday– Friday: 6:15AM– 6:30PM*

Saturday : 9:00AM– 5:30PM

*Service is NOT available on Sundays on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

"AFTER 7" EVENING SERVICE

Deviated Fixed Route is available upon request. The bus will leave prescribed route and travel up to 3/4 of a mile on either side of the route to pick up or drop off passengers. Reservations for this service must be made by 5pm the day prior to the requested ride.

WHAT ARE THE FARES?

ADA Eligible Trips	\$2.50
Senior: Medical Facility	\$2.50
Senior: Non Medical Facility	\$5.00

SENIORS ARE GIVEN COMPLIMENTARY PARATRANSIT SERVICE ON A SPACE AVAILABLE BASIS. 48 HOURS ADVANCE NOTICE IS REQUIRED.

OTHER IMPORTANT HOW-TO-RIDE TIPS!

Please be prepared to meet the vehicle at the curb if you do not need assistance. If assistance is needed getting to the vehicle, and you have told us so, please be ready at the building entrance door that you specified while making your reservation.

The vehicle may arrive anytime within a thirty (30) minute "window", up to fifteen (15) minutes before and fifteen (15) minutes after your scheduled pick-up time. If you are not available or not ready to take your trip, the driver will leave.

If the vehicle has not yet arrived within fifteen (15) minutes of the scheduled time, please call us at 880-0100 extension 1.

We have a 2 bag limit on all parcels. You must be able to carry your packages and hold onto them at all times while in the vehicle.

Service animals are allowed. Please remind NTS at the time you schedule your ride that a service animal will be riding with you. Pets are not allowed.

Please remember City Lift IS NOT a taxi service or a Medical Transportation service.