

## ABOUT THE SERVICE

### Service Hours

The Merrimack Demand Response service runs Monday – Friday from 8 AM to 5 PM (includes travel time).

Merrimack Demand Response does not run on weekends or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

### Service Area

The Merrimack Demand Response service provides transportation within the Towns of Hudson and Merrimack as well as the City of Nashua.

### Exact Fare Prices

Fare prices are dependent on both your origin and your destination.

You will be required to pay a fare each way of your trip using exact change.

- Merrimack to Merrimack      **\$2**
- Merrimack to Nashua        **\$4**
- Merrimack to Hudson       **\$6**

*Fare prices may be subject to change.*

## WHO WE ARE

### About Us

Nashua Transit System's Merrimack Demand Response service is a shared trip, origin to destination, public transportation option for residents of Merrimack, NH.

Rides are scheduled on a space-available basis. Priority is given to persons with disabilities, senior citizens and persons needing transportation to non-emergency medical appointments.

### Title VI

Nashua Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1.B.



### Contact Us

To schedule a trip:

603-880-0100 ext. 2

Questions about the service:

603-880-0100 ext. 4



## DEMAND RESPONSE RIDE GUIDE

### Residents of Merrimack



Nashua Transit System

11 Riverside Street

Nashua, NH 03062

## HOW TO SCHEDULE A TRIP

### When to Schedule a Trip

Trips must be scheduled at least two (2) business days in advance. To make your trip reservation, call 603-880-0100 ext. 2, during our office hours: Monday – Friday 8 AM to 4:30 PM.

Reservations are accepted up to two (2) weeks prior to your requested trip.

### Information Needed

- ◆ Full Name
- ◆ Telephone Number
- ◆ Date of Trip
- ◆ Pick up address and drop-off address
- ◆ Time you would like to arrive and return from your destination
- ◆ Whether you use a mobility device (i.e. wheelchair, walker, cane, etc.)
- ◆ Whether a Personal Care Attendant (PCA) or guest will be riding with you.
- ◆ Whether you will need any assistance from the driver at your pick up or drop-off location

*All NTS vehicles are ADA accessible for wheelchairs, walkers, canes, etc.*

## ON THE DAY OF PICK UP

### Boarding the Vehicle

Be ready at the curb to board the vehicle at the beginning of your 30-minute pick-up window, which will be provided to you when scheduling your trip

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 when making your reservation.

If you are running late, contact NTS at 603-880-0100 ext. 2.

### Canceling Trips

It is very important that you call NTS no later than 4:30 PM the day before your scheduled trip if you no longer require transportation.

Failure to cancel a trip more than one (1) hour before the scheduled pick-up time or meet the vehicle within five (5) minutes of the vehicle's arrival is considered a No-Show.

If you miss your vehicle on the first leg of the trip, the remainder of your trips for the day are canceled. If you still need transportation home, call dispatch at 603-880-0100 ext. 2.

## RIDING WITH NTS

### Carry-Ons

NTS has a two (2) bag limit on all parcels. You must be able to carry your packages and control them at all times while in the vehicle. Drivers are not permitted to carry your bags or other property.

Packages or parcels may not obstruct aisles and doorways or prevent seats from being used.

### Traveling with Someone

Guests are welcome to ride with you on a space available basis. An additional fare equal to what you pay is required.

You and your guest must have the same origin, destination and pick up times.

If you have a registered personal care attendant (PCA) with NTS, they may accompany you any time at no additional charge. To travel with a PCA, you must complete the Personal Care Attendant Request Form.

**If you are traveling with a guest or PCA, inform the booking agent when scheduling your trip.**