

ABOUT THE SERVICE

Service Hours

The Senior Demand Response service runs Monday – Friday from 8:30 AM to 4 PM (includes travel time).

Senior 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.

Seniors may also use the On-Demand Night Service from 7 to 10 PM for \$5. For more information on our On-Demand Night Service, call 603-880-0100 ext. 2.

Service Area

The Senior Demand Response service provides transportation to resident seniors within the City of Nashua.

Exact Fare Prices

Medical Trips are \$2.50 each way.

Non-medical Trips are \$5 each way.

Exact change cash is accepted or riders can purchase a book of Demand Response Tickets. Books include eight (8) tickets for \$20.

For more information on Demand Response tickets, call 603-880-0100 ext. 3.

Fare prices may be subject to change.

WHO WE ARE

About Us

Nashua Transit System's Senior Demand Response service is a shared trip, origin to destination, Fixed Route alternative for Nashua seniors 65 years of age or older.

The service is available for seniors on a space available basis.

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

Nashua Seniors (65+)



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 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 are traveling with a guest, please inform the booking agent when scheduling your trip.

