

ABOUT THE SERVICE

Service Hours

The ADA Complementary Paratransit service runs during the same hours as the fixed route: Monday – Friday, 6 AM to 10:35 PM and Saturdays, 9 AM to 10:35 PM.

Service Area

Complementary Paratransit service is provided within $\frac{3}{4}$ of a mile radius from the Nashua Fixed Route bus route.*

**Fixed route operates ten (10) routes during the day and three (3) routes at night.*

Fare

Fare is \$2.50 each way.

Exact change in cash is accepted or passengers can purchase a book of tickets. Books include eight (8) tickets for \$20.

To purchase tickets, call 603-880-0100 ext.3, from 8 AM to 4:30 PM Monday – Friday.

Fare prices may be subject to change.

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

WHO WE ARE

About Us

Nashua Transit System's ADA Complementary Paratransit Service is a shared trip, origin to destination, Fixed Route alternative transportation service for individuals who are unable to use the fixed route due to a physical and/or mental condition.

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

TTY/TDD: 711



/NashuaTransitSystem



Nashua_transit_system



@RideBigBlue



DEMAND RESPONSE RIDE GUIDE

Complementary Paratransit



Nashua Transit System
11 Riverside Street
Nashua, NH 03062

HOW TO SCHEDULE A TRIP

When to Schedule a Trip

Trips must be scheduled by 4:30 PM at least one (1) day in advance. To reserve a trip, call 603-880-0100 ext. 2, during our office hours: Monday – Friday 8 AM to 4:30 PM.

On Saturdays, Sundays and holidays, passengers may make trip requests by calling the above number and leaving a voicemail.

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.) and/or a *service animal
- ◆ 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.

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 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

Passengers may ride with one (1) guest and one (1) Personal Care Attendant. For guests, an additional fare equal to what you pay is required.

If you have a registered Personal Care Attendant (PCA) with NTS, they may accompany you for free. Passenger, guest and PCA must have the same origin, destination and pick up/drop-off times. NTS will make space available for a passenger's guest and PCA for their scheduled trips.

***Service Animals**

A service animal is a guide dog, signal dog or other animal trained to work or perform tasks for a person with a disability. Pets and emotional support animals are not allowed on NTS vehicles. (eCFR:: 49 CFR 37.167)