



Excessively Long and Missed Trip Definitions

- **What is an excessively long trip?** All paratransit rides shall have travel times equal to or less than comparable fixed route travel times. Any rides that are longer than the comparable fixed route travel time will be considered excessively long.
- **What is a missed trip?** Nashua Transit System has a goal of never missing a trip. We monitor our service to ensure that missed trips do not occur. A trip is considered missed if the vehicle arrives outside of the pickup window and the rider does not take the trip. If the rider does take the trip it will be considered a late trip.
- **Pickup Window:** Be aware that our ADA paratransit systems use a 30 minute pickup window that is determined by your requested pick-up or drop off time. Your ride is not required to come at a particular point in time. It is allowed to come at any time during this pickup window. Be sure to confirm the pickup window when you make your reservation.
- **Be Ready:** Be ready to leave throughout the pickup window. Delays in boarding can throw off the rest of the schedule and cause all subsequent pickups and drop-offs to be late. Our paratransit van will wait 5 minutes before departing.
- **Shared Ride:** Be aware that paratransit is a shared-ride experience. When a ride is shared, the vehicle will not necessarily take a direct route to your destination
- **Cancel:** Call to cancel if you won't be taking a trip, as soon as you can. Passengers should keep in mind that booking unwanted trips may restrict the amount of available services to others who may need it. Please be courteous and only book trips you intend to take.