

## Riding the Bus

- Please be prepared to meet the vehicle at the curb if you do not need assistance. If you do need assistance getting to the vehicle, and have told us so, please be ready at the building entrance that you specified while making your reservation.
- Please be ready as the driver can only wait 5 minutes!
- For the comfort and safety of all passengers, eating, drinking, smoking and the use of other tobacco products are not permitted in the vehicles.
- Radios and cell phones are a distraction to the driver and other passengers, EARPHONES only, please.
- Once you are inside the vehicle, the driver will assist you with your seatbelt, if requested, and secure your wheelchair if you have one.

## “30-minute” Pick-up Window

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.

For example, if your pick-up time is scheduled for 9:00am, the vehicle will arrive between 8:45am and 9:15am.

**Sometimes there are scheduling conflicts when trying to help as many residents as possible. We greatly appreciate your flexibility and understanding when these situations arise!**

*Revised Jan 2018*

## What information do I need to schedule my ride?

- Your full name
- Your telephone number
- The date of your trip
- The pick-up and drop-off addresses
- Whether you use a mobility device
- The times you would like to arrive at and return from your destination
- Whether a Personal Care Attendant or guest will be riding with you
- Whether you will need assistance from the driver at your pick-up or drop-off location

## How far in advance can I schedule my ride?

Please call 880-0100 extension 1 at least 2 business days in advance, weekdays 8AM-5PM, to schedule your ride. For example, rides needed on Monday must be scheduled by the previous Thursday; rides for Wednesday must be scheduled by the previous Monday. Riders can call up to two weeks in advance to schedule a ride.

## 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 ride. To cancel a ride, call 880-0100 extension 1 at least 24 hours before your scheduled ride. Rides canceled less than 2 hours before a scheduled trip will be considered No-shows.*

Riders who have a pattern or practice of not showing up for their rides (No-shows) or frequent late cancellations jeopardize their privilege to use the bus service and add to the cost of operating the service.

*Please call to cancel any unneeded rides!*

# *Souhegan Valley Rides* *~ Guide ~*

**Updated January 2018**



**Regional, curb-to-curb,  
shared ride resource serving  
*Amherst, Brookline,  
Hollis, Milford,  
Mont Vernon and Wilton***

**Organized by SVTC  
The Souhegan Valley  
Transportation Collaborative  
P.O. Box 753 Hollis, NH 03049  
603-860-1202  
[www.SouheganValleyRides.org](http://www.SouheganValleyRides.org)  
[Info@SouheganValleyRides.org](mailto:Info@SouheganValleyRides.org)**

Bus services subcontracted from  
**Nashua Transit System**  
11 Riverside Street  
Nashua, NH 03062  
**603-880-0100 ext.1**  
603-821-2042 (fax)  
[www.RideBigBlue.com](http://www.RideBigBlue.com)



## **WELCOME ABOARD! Information about the service....**

- **Pre-registration required.** Call NTS 880-0100 extension 1 to obtain an application or print an application from our website [www.SouheganValleyRides.org](http://www.SouheganValleyRides.org)
- Operates Monday through Friday 8:00 am to 6:00 pm (including travel time).
- Rides to/from Nashua – Will arrive in Nashua no earlier than 10 AM and last pick-ups to return home will depart Nashua by 4 PM. Please schedule your appointments around these times.
- Service is available to residents of the six Souhegan Valley towns (listed below).
- Priority will be given for non-emergency healthcare appointments and pharmacy errands, and for rides needed by senior citizens and residents living with a disability.
- Rides are provided within the six towns and to/from Nashua.
- Rides also available for social service appointments including SHARE, DHHS & SSA; municipal offices and local libraries in the six towns; local community dining locations sponsored by St Joseph Community Services; Milford or Nashua courts; local senior activity locations and the Nashua YMCA and Senior Center.
- Rides for shopping are available all week. Priority given to local shopping destinations in the six towns, Hannaford's on Coliseum Ave, and Market Basket at Westside Plaza. Other requests will be honored as the daily ride schedule allows.
- Shopping Rules: Each rider may have only 2 shopping bags; for safety and space reasons, no wheeled shopping carts are allowed on the bus; the bus driver cannot assist with your shopping bags; and a minimum of 1 hour is scheduled to complete shopping.
- Rides now available to most locations in Nashua and the six towns - Given the priorities listed above, rides to these other destinations and for shopping may or may not be available on any given day due to availability in the daily schedule. We will make every effort to accommodate your request!
- Vehicles are step-less entry & handicapped accessible.
- Fare is \$2.00 each way. Exact Fare Only – no change can be given.
- Free bus pass program for eligible residents from local Town Welfare offices and from SHARE Outreach, Inc.
- A rider may bring one guest if the guest pays their own fare. Notify NTS about the guest when the ride is scheduled.
- Personal Care Attendants accompanying a passenger and children age 5 and under ride free. Children must be accompanied by an adult. Service animals are permitted



**Our mission is to provide affordable, handicapped-accessible transportation for non-emergency healthcare appointments and other essential activities especially to those in greatest need – senior citizens, residents living with a disability, and residents who are unable to drive. Other residents may use the service as scheduling and space allow.**

***If you have Medicaid insurance, please contact your Medicaid insurance provider and ask about arranging rides for non-emergency medical or healthcare appointments through their transportation provider.***

*We strive to make your bus ride comfortable and reliable. If you have suggestions, complaints or compliments, please let us know by contacting NTS or SVTC.*

***Thank you for riding with us!***

**Serving the residents of Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton since 2008**

*Funding for the service comes from the participating towns, the Federal Transit Administration, and through grants and donations.*