

# Souhegan Valley Rides

~ Guide ~

Updated October 1, 2012



A regional, curb-to-curb,  
shared ride transportation  
resource serving Amherst,  
Brookline, Hollis and Milford

Organized & implemented by  
**The Souhegan Valley  
Transportation Collaborative**  
P.O. Box 753  
Hollis, NH 03049

[www.SouheganValleyRides.org](http://www.SouheganValleyRides.org)  
[Info@SouheganValleyRides.org](mailto:Info@SouheganValleyRides.org)

Bus services subcontracted from  
**Nashua Transit System**

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

## **WELCOME ABOARD!**

### **About the Service**

- The bus operates between 8:00 am and 6:00 pm Monday through Friday (including travel time).
- Service is available to ALL residents of Amherst, Brookline, Hollis and Milford. Rides are provided within the four towns and to/from Nashua.
- Riders will be picked up by a handicapped accessible, step-less entry 14 seat passenger bus.
- Riders are asked to register for the service in advance by calling 880-0100 extension 1 to obtain an application or you can print an application from the Souhegan Valley Rides website.
- Riders are asked to pay \$2.00 each way. Exact Fare Only.
- To better service those most in need, free bus passes are available to eligible residents from their Town Welfare office and from SHARE Outreach, Inc.
- A rider may bring one guest if the guest pays their own fare. NTS must be notified about the guest when the ride is scheduled.
- Personal Care Attendants and children under age 5 ride free.
- Service animals are permitted.

### **What kinds of rides are available?**

- Healthcare appointments including doctor visits, outpatient services, counseling, pharmacies & dialysis
- Social service appointments including SHARE, DHHS & SSA
- Municipal offices including Town Halls and local libraries in the participating towns
- Local community dining locations sponsored by St Joseph Community Services
- Local senior activity locations including the Milford Area, Hollis and Brookline Seniors, the Parkhurst Place Community Room, and the Nashua Senior Activity Center and Nashua YMCA
- On Mondays & Thursdays rides are available for shopping at Lorden Plaza/Shaw's, Market Basket and Stop & Shop in Milford, Walmart in Amherst, and the Hannaford Supermarket on Coliseum Ave in Nashua
- 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

*Revised Sept. 8, 2012 [R]*

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

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

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

Please call 880-0100 extension 1 at least 48 hours in advance on weekdays 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 at least 24 hours before your scheduled ride. NTS can only accept cancelations called in on weekdays. Riders with frequent late cancelations or no-shows jeopardize their privilege to use the bus service, add to the cost of operating the service, and disrupt the bus service's efficiency. To cancel a ride, please call 880-0100 extension 1.

### **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.
- When boarding, please have EXACT FARE ready – No change can be given.
- 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.

*For the comfort and safety of everyone riding the bus, please adhere to all of the Nashua Transit System's rules and regulations. Thank you!*

Our mission is to provide affordable, wheelchair-accessible transportation for non-emergency healthcare appointments and other essential activities. 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!

### **Testimonials**

"The blue bus service has been a real lifesaver for me!" – Marion I. (Brookline)

"It's great! I love the bus and use it all the time to get to Nashua." – Gladys F. (Milford)

"It gives me independence!"  
– Andrea M. (Milford)

"For those of us who do not drive it is a problem and having that Blue Bus is a blessing."  
– Betty H. (Amherst)

Organized by the Souhegan Valley Transportation Collaborative (SVTC), Souhegan Valley Rides began operating in October 2008. SVTC contracts with the Nashua Transit System (NTS) for the buses and call center operations. SVTC is a regional partnership between Souhegan Valley communities. The transportation service is funded by the communities and the Federal Transit Administration as well as through grants and donations from foundations, local businesses and individuals.

For further information about the bus service or about opportunities to be an SVTC volunteer, please call Marcia Nelson at 673-8482 or email us at [Info@SouheganValleyRides.org](mailto:Info@SouheganValleyRides.org).