



Service Application



The **Souhegan Valley Transportation Collaborative** in partnership with the **Nashua Transit System** provides wheelchair-accessible, curb-to-curb bus service for non-emergency healthcare and social service appointments and for other essential activities within Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton, and to and from Nashua.

The **Souhegan Valley Rides** regional bus service is a dial-a-ride type service available to residents of Amherst, Brookline, Hollis, Milford, Mont Vernon and Wilton especially 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 space is available. There is a \$2 fare each way. Call **880-0100 ext. 1** at least 48-hours in advance to arrange a ride. If you need to change or cancel a ride, please call as soon as possible preferably at least 48 hours in advance.

Information about the applicant

Name _____ DOB: _____

Address _____

Town _____ Zip _____

Phone (h) _____ (w) _____ (cell) _____

Emergency Contact Name: _____

Relationship to Applicant _____ Phone (h) _____

(w) _____ (cell) _____

As a general rule, do you travel with a: Cane Walker Scooter
 Wheelchair Personal Care Assistant Service Animal

In order to secure funding for the bus service and for statistical purposes only, SVTC needs some additional information. Answering the following questions will **not** influence your eligibility to use the bus service.

How did you hear about the bus service? SHARE Outreach Newspaper Friend
 Internet Town Welfare Other (please specify): _____

Do you receive any disability income or payments: ANB (Aid to the Needy Blind)
 APTD (Aid to Perm/Temp Disabled) Employer Disability SSI/SSDI (SS Disability)
 VA Disability Other (please specify): _____

Signature of Applicant _____ Date _____

For more information about Souhegan Valley Rides, please visit www.SouheganValleyRides.org or contact us at Info@SouheganValleyRides.org or P.O. Box 753 Hollis NH 03049

Please mail completed form to - Nashua Transit System 11 Riverside Street Nashua, NH 03062



**Please read and
keep for your records.**

NASHUA TRANSIT SYSTEM

SVTC - No Show and Cancellation Policy

The Nashua Transit System (NTS) would like to provide all the transit service that is requested in its service area. Misuse of our service such as excessive No Shows or cancellations prevents NTS from providing as much service as would be possible.

Therefore, it is very important that paratransit riders call to cancel any trips that they no longer need so that our staff can offer a ride to other eligible riders. It is equally important that riders avoid scheduling trips that they are uncertain will be needed, as spaces on our schedules are reserved and then often not used when riders habitually cancel their scheduled trips.

No Show Policy

A No Show is defined as 1) failure to be at the scheduled pick-up location within five minutes of the arrival of our vehicle, or 2) failure to give NTS at least one (1) hour notice that you will no longer need a scheduled trip. (Trips missed because of service-related problems or for reasons beyond an individual's control are not considered No Shows.)

The following penalties will be issued for No Shows:

1. Upon the first (1st) No Show accumulated by a rider within a six (6) month period, a warning letter reminding the rider of the No Show Policy will be mailed.
2. Upon the second (2nd) No Show accumulated by a rider within a six (6) month period, the rider will be notified once again of our No Show Policy.
3. Upon the third (3rd) No Show that shows a pattern or practice accumulated by a rider within a six (6) month period, the rider will be notified that he or she will be suspended from receiving ride service for fifteen (15) days. Each additional No-Show that shows a pattern or practice accumulated during a six (6) month period will accrue an additional fifteen (15) day suspension from service. The rider will have fifteen (15) days from the date of the letter to appeal the suspension decision by following the appeals process.

Cancellation Policy

A ride not taken is considered a cancelled trip if the rider calls to cancel the trip less than twenty-four (24) hours in advance of the scheduled pick-up time. A rider will be allowed no more than twenty (20) canceled trips within a six (6) month period.

1. Upon canceling the tenth (10th) trip, the rider will be sent a warning letter listing the dates of the cancelled trips and reminding the rider of the Cancellation Policy.
2. Upon canceling the twentieth (20th) trip, the rider will be notified that he or she will be suspended from receiving ride service for fifteen (15) days. The rider will have fifteen (15) days from the date of the letter to appeal the suspension decision by following the appeals process described in the letter.