



Cooperative Alliance for Regional Transportation

(603) 434-3569

www.cart-rides.org

PO Box 1466, Derry, NH 03038

What is CART?

The Cooperative Alliance for Regional Transportation (CART) is a curb-to-curb transportation system serving the towns of **Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown and Windham.**

Who provides service for CART?

CART works with multiple agencies in the nine-town Greater Derry-Salem region to coordinate scheduling and dispatching of rides, pool resources to be more efficient, and access federal transportation funds. The vans you see on the road will display the CART logo, and also often the logo of one of the agencies that is part of CART.

Who can use CART ?

CART is a shared-ride service that is available to any resident of the nine service towns including seniors and others in the community who need transportation. Wheelchair lift-equipped vehicles are available to accommodate the needs of individuals with disabilities.

What kind of trips can I take with CART?

There are a variety of times when a ride with CART can be helpful. CART service is available for medical appointments, shopping trips, visits with friends or family, or any number of other reasons when you need a convenient, safe ride.

Where can I go on CART?

CART goes to any destinations within our **nine town** service area that includes **Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown and Windham.**

In order to accommodate transportation for medical appointments out of the region, CART may provide rides to Caritas Holy Family Hospital, Lawrence General Hospital, Catholic Medical Center, Elliot Hospital and Dartmouth-Hitchcock Manchester.

Out-of-region destinations may change based on service capacity. CART is not an airport shuttle service, so rides to the Manchester-Boston Regional airport will not be provided.

When can I use CART?

CART service operates **Monday through Friday from 8:00 a.m. to 5:00 p.m.** Service is not available on weekends or holidays.

How much does it cost to ride CART?

The base fare for CART service is **\$2 per one-way ride** which can be paid in advance or when boarding the CART vehicle. A **10-ride pass is \$20** and can be purchased from CART. Free ride cards are available to those meeting certain income guidelines. Call to see if you qualify.

How do I reserve a seat with CART?

To make a **reservation with CART**, please call during regular business hours. This is a shared-ride service intended to accommodate as many riders as conveniently and efficiently as possible, so we **must request reservations be made several days in advance.** Rides may be reserved no more than 14 days in advance. If a preferred time is not available due to rider volume, we will make every effort to work with you to schedule a suitable alternative. Short notice reservations will be accommodated when possible.



When you call, our Call Center representative will ask for information including:

your name, age, address, phone number, specific travel request, and any special mobility needs.

We ask riders be ready at least 15 minutes prior to scheduled pickup time. Weather, road and traffic conditions may result in the vehicle arriving 15 minutes earlier or later than scheduled. Upon arriving at your pickup location, the driver is permitted to wait no longer than 5 minutes for you to board the vehicle.

How do I cancel a Ride Reservation?

To cancel a reservation, please call during regular business hours *at least 24 hours in advance* of your scheduled time. For Monday rides, please call the preceding Friday or leave a message with our voicemail over the weekend.

Some Simple Reminders About Rider Courtesy:

CART wants to make it's service friendly, convenient and comfortable for all of our customers. To help us, please keep in mind:

No Shows: are disruptive to timely service when a CART vehicle arrives at a scheduled pickup and the rider is not ready or does not take the trip.

Late Cancellation: when a passenger fails to provide at least 24-hour notice of a cancellation, it not only disrupts service, but may prevent CART from being able to accommodate another customer's request in as timely a manner as possible.

Incorrect Address: service is disrupted when a passenger gives the Call Center an incorrect pickup or drop off address or fails to give notice of a change in address.

Repeated No Show, Late Cancellation or Incorrect Address infractions could result in loss of riding privileges.

We ask that all riders please observe the following:

- Ⓜ All passengers are required to wear seatbelts.
- Ⓜ All wheelchairs and passengers must be properly secured at all times. Passengers that are not properly secured will not be transported.
- Ⓜ Unsafe, discourteous or destructive behavior will not be tolerated and could result in immediate expulsion from the vehicle.
- Ⓜ Eating, drinking, smoking or playing of loud music is not allowed. The use of iPods or other personal electronics that do not interfere with the comfort of other riders is allowed.
- Ⓜ Tipping of drivers is not permitted.

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