

## D2D QUICK FACTS

Service operates Monday through Friday, 8am to 4pm.

Trips need to be scheduled by noon the day before or sooner.

Trip cancellation must be done 2 hours before your scheduled trip.

Return trips must be scheduled no later than one hour before our system stops operating.

Pick up times can vary within a half hour window before or after the requested time.

Drivers will wait no longer than five minutes for passengers.

## QUESTIONS?

Contact us at: 603-752-1741 or 1-888-997-2020, TTY 711



All of our buses are handicap accessible.

[www.tricountytransit.org](http://www.tricountytransit.org)

## TITLE VI OF THE CIVIL RIGHTS ACT

TCT does not discriminate on the basis of race, color, or national origin in accordance with the Title VI Act of the Civil Rights Act of 1964. If you feel you have been discriminated against, complaints should be directed to TCT Director, 31 Pleasant St, Berlin, NH 03570. Ph. 1-888-997-2020 or with; Title VI Coordinator, NH Dept. of Transportation, P.O. Box 483, 7 Hazen Drive, Concord, NH 03302. Ph. 603-271-3734.

## ADA TITLE II

TCT is committed to complying with all Federal ADA regulations. If you feel you have been discriminated against, complaints are directed to TCT Director, 31 Pleasant St, Berlin, NH 03570.

TCT will make reasonable modifications to its policies and procedures upon request. To make a request, please call 1-888-997-2020. This brochure is available in alternative formats upon request.

**D2D** DOOR TO DOOR  
SERVICE

**LARGE PRINT**



Transportation for  
**everyone.**



*effective May 1, 2017*

## **DOOR TO DOOR SERVICE** Monday through Friday, 8am to 4pm

Our Door to Door service provides direct pickup and drop off at your requested times, within our hours of operation. This means there's no fitting your life around our scheduled flex routes. We come get you when you request, take you where you're going, pick you up when you're done and take you home.

### **USING D2D SERVICE**

To use our Door to Door service call a scheduler to make your reservation. Provide them with your name, phone number, trip request time, pick up location and destination. The driver will arrive promptly to transport you to your destination and be back at the appointed time for your return trip.

### **FARES**

Prices vary based on distance of pick up and drop off locations. We do provide transportation for Medicaid recipients. Please call our office for more information regarding D2D pricing and Medicaid information. Passengers 60+ ride for a suggested donation.

### **SCHEDULE D2D**

TCT policy states that trips need to be scheduled by noon the day before or sooner. However, if you are a Medicaid recipient scheduling transportation to a medical appointment you must contact your Medicaid broker. Medicaid brokers require that you provide them with 48 hour notice.

## **MEDICAID INSURED**

Call your health insurance provider to schedule your trip and request us as your transportation.

NH Healthy Families  
866-769-3085

Well Sense  
855-739-4775

Ambetter/Celtic  
844-265-1278

Anthem  
855-748-1804

Harvard Pilgrim  
877-907-4742

Community Health  
Options  
855-624-6463

Minuteman Health  
855-644-1776

## **ALL OTHER RIDERS:**

Call TCT at 603-752-1741  
or 1-888-997-2020,  
TTY 711