

## FACTS

- 1** Trips need to be scheduled by noon the day before or sooner.
- 2** Trip cancellation must be done two hours before your scheduled trip or it will be marked as a “No Show”.
- 3** Return trips must be scheduled no later than one hour before our system stops operating.
- 4** Pick up times can vary within a half hour window before or after the requested time.
- 5** Drivers will wait no longer than 5 minutes.
- 6** Door to Door service operates Monday through Friday, 8am to 4pm.
- 7** Door to Door service operates in the towns of Berlin, Gorham, Milan, Shelburne, Randolph, Dummer, Littleton, Bethlehem, Lancaster, Groveton, Northumberland, Whitefield, Jefferson, Colebrook, Pittsburg, Stewartstown, Columbia, Stratford, and Errol.

## TITLE VI

Tri-County Transit 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 Americans with Disabilities regulations. If you feel you have been discriminated against, complaints should be 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.



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

# D2D

*Door to Door  
in Coos & Grafton*



**TRI-COUNTY TRANSIT**

***Transportation for  
everyone.***

*effective August 11, 2022*

## 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. TCT operates three areas in Coos and northern Grafton counties: Berlin, Lancaster and Colebrook. The Berlin bus services Berlin, Gorham, Milan, Shelburne, Randolph, and Dummer. The Lancaster bus services Littleton, Bethlehem, Groveton, Northumberland, Whitefield and Jefferson. The Colebrook bus services Colebrook, Pittsburg, Stewartstown, Columbia, Stratford, and Errol.



## USING DOOR TO DOOR

TCT policy states that trips need to be scheduled at least 24 hours before or sooner. However, if you are a Medicaid recipient scheduling transportation to a medical appointment you must contact your Medicaid broker (call the number on the back of your Medicaid card). Medicaid brokers require that you provide them with 48 hour notice.

Provide TCT or your Medicaid broker with your name, phone number, pick up time, location and return time. On the day of your scheduled trip the driver will arrive promptly to transport you to your destination and be back at the appointed time for your return trip.

## THE RULES

Tri-County Transit's mission is to provide safe, reliable transportation to all individuals. In order to ensure our mission is met and our passengers are safe we have implemented the following rules for our buses:

***No eating, drinking, smoking, solicitations, weapons, profanity, or disruptive behavior. Violators will be asked to leave the bus. No animals are allowed with the exception of service animals.***

## FARES

***In town:*** \$3.00 each way, for general public. \$2.00 suggested donation for 60+.

***Town to town within same service area:*** \$5.00 each way, for general public. \$4.00 suggested donation for 60+.

## NO SHOW POLICY

No-shows make it difficult to provide efficient service, cause delays and inconvenience other riders. All passengers are responsible for calling to cancel trips. A passenger who records a pattern of failing to notify and is not present during 15% of scheduled trips in one month will be notified of the offenses by either phone or mail. A no show total reaching 15% or more in a month will result in a one week suspension of ridership for the first offense and will increase for additional offenses.

## CONTACT US

603-752-1741

1-888-997-2020

TTY 711