

## D2D Quick Facts

- 1. Door to Door service operates Monday through Friday, 8am to 4pm.**
- 2. Trips need to be scheduled by noon the day before or sooner.** If you need to be picked up on a Monday, please call and schedule by noon on the previous Friday.
- 3. Trip cancellation must be done two hours before your scheduled trip.**
- 4. Return trips must be scheduled no later than one hour before our system stops operating.** Our buses stop at 4:00 pm so the pickup must be scheduled at 3:00 pm.
- 5. Pick up times can vary within a half hour window before or after the requested time, so please be ready.**
- 6. Drivers will wait no longer than five minutes for passengers.**

## Title VI of the Civil Rights Act

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  
Service



## Transportation for everyone.



effective May 1, 2017



All of our buses are handicap accessible.

## 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.

***It's as simple as that!***

### 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.

### Rules of the Road

Tri-County Transit's mission is to provide safe, reliable transportation to individuals within the communities we serve. 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.***



## 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 (listed below). Medicaid brokers require that you provide them with 48 hour notice.

### ***Medicaid insured riders:***

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