

## What is CART?

CART is the Greater Derry-Salem Cooperative Alliance for Regional Transportation, a public transportation system for the **Towns of Chester, Derry, Hampstead, Londonderry and Salem**. Using federal, municipal and other funding, CART provides a variety of transportation solutions for the region.

### CART services include:

- ▣ **Demand Response Service**, a prescheduled curb to curb, transportation service open to the public in our service area. This service is described in detail below on this brochure.
- ▣ **Shuttle Services** (Derry/Londonderry and Hampstead) designed for seniors and individuals with disabilities to help maintain their independence and access to the community.
- ▣ **Salem Shopper Shuttle**, a regular service with fixed stops open to the general public.
- ▣ **Taxi Voucher program** for seniors and people with disabilities. Qualified participants will pay half of a taxi fare for transportation within the CART service area. Call (603) 432-7800 or (603) 434-3569 for details.

See the CART website ([www.cart-rides.org](http://www.cart-rides.org)) for information on all our programs. All CART services are accessible and available to people with disabilities. CART will make every effort to make reasonable modifications of the service to accommodate those with disabilities. Call or email to request modification.

### Who can use CART?

CART is a shared-ride public transportation service that is available to any resident of the service towns including seniors and others in the community who need transportation.

## When can I use CART?

CART service operates **Monday through Friday** from **8:00 a.m. to 4:30 p.m.** Service is not available on weekends or holidays.

### 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, work commutes, 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 or between approved service towns that include Chester, Derry, Hampstead, Londonderry, Salem.

In order to accommodate transportation for medical appointments out of the region, CART may provide rides to Catholic Medical Center, Elliot Hospital, The Elliot at River's Edge and Elliot Outpatient Services, Dartmouth-Hitchcock Manchester and VA Medical Center, 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.

### How much does it cost to ride CART?

The zoned fares are based on one-way rides and can be paid in advance or when boarding the CART vehicle.

*Zoned Fares are as follows: Full Half*

**Zone 1**, for rides within one service community: \$3....\$1.50

**Zone 2**, for rides between service communities: \$4....\$2

**Zone 3**, for rides to out-of-region destinations: \$5....\$2.50

Children 6-15 ride at half fare.

Children under age 5 ride free.

**Exact cash fares** are encouraged as drivers do not carry cash and cannot make change.

**Ten-ride cards** can be purchased from CART. For information, call (603) 434-3569.

A **discounted fare** (half-price) is available to individuals who meet income guidelines, possess a valid Medicaid card, receive town welfare assistance, reside in HUD subsidized or section 8 housing. Please call for an application.

### How do I reserve a seat with CART?

To make a **reservation with CART**, please call during regular business hours at **(603) 434-3569**. This is a shared-ride service intended to accommodate as many riders as conveniently and efficiently as possible, so we **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: **Name, age, address, phone number, specific travel request, and any special mobility needs.**

We ask riders be ready at least 30 minutes prior to scheduled pickup time. Weather, road and traffic conditions may result in the vehicle arriving 30 minutes earlier or later than scheduled. Upon your ride arriving at your pickup location, we ask that you take no longer than 5 minutes to board the vehicle.

### How do I Cancel a Ride Reservation?

To cancel a reservation, please call **(603) 434-3569** during regular business hours at least 24 hours in advance of your scheduled time. To cancel a Monday ride, please call the preceding Friday or leave a message with our voicemail over the weekend.



### Help Us Help You:

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

**No Shows:** It is 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:** Call 24-hours in advance whenever possible. 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.

**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 observe the following:

- ☒ All passengers are required to wear seat belts.
- ☒ 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 removal 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.

### Schedule for In-Region Service:

Monday through Friday, 8:00 a.m. to 4:30 p.m.

### Schedule for Out-of-Region Service to Medical Facilities: Tuesday and Thursday

call (603) 434-3569. Catholic Medical Center, Elliot Hospital, The Elliot at River's Edge and Elliot Outpatient Services, Dartmouth-Hitchcock Manchester and VA Medical Center, Manchester, NH.

### Compliance with Title VI – Non-Discrimination

Cooperative Alliance for Regional Transportation (CART) Title VI Notice to Public

The Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibit discrimination in Federally assisted programs and require that no person in the United States of America shall, on the grounds of race, color, national origin, sex age or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding CART's programs has a right to file a formal complaint with CART. Any such complaint must be in writing and submitted to the CART Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

**CART Title VI / Non-Discrimination Coordinator**  
**(603) 458-6087**

33 Geremonty Drive, Salem, NH 03079

CART is funded by the Federal Transit Administration and member Towns, and as a non-profit 501 (C) 3 relies on charitable donations.



**(603) 434-3569**  
**www.cart-rides.org**

CART welcomes your feedback, please take the transit survey at [www.cart-rides.org](http://www.cart-rides.org)



**Cooperative Alliance for Regional Transportation**



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Serving Towns of Chester, Derry,  
Hampstead, Londonderry and Salem