



FREQUENTLY-ASKED QUESTIONS

Updated 1/25/22

- Can I have help getting onto the bus?

Yes, from the door of your home up to and inside the vehicle

- Will the bus park near my door?

Yes, the driver will park as close to the door as possible, including in your driveway if possible.

- If I have a walker or wheelchair, how does that work?

When you make your first appointment on the phone, MTA staff will ask about mobility aids and accommodate accordingly.

- Can I bring someone with me?

Yes! When calling to make the appointment, just let us know that a buddy will be coming along.



- Is there a cost for CART services?

Yes: \$3 within one CART town, \$4 to multiple towns, \$5 outside of service area. Exact cash fare required. Weekly and monthly passes will be available soon!

- What if I have groceries?

There is plenty of room for groceries on the bus. If you're using a small cart to roll your grocery bag(s), that is allowed as long as it does not block the aisle.

More FAQs on reverse

For more info, call Tracey Whitehead at 603-623-8801 x5167

To make a reservation, call 603-434-3569



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(continued)

- **Can I have help unloading my groceries?**

Yes, the driver will assist with groceries to the front door

- **How far in advance can I make a reservation?**

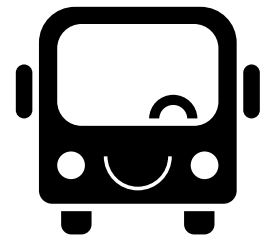
Rides can be scheduled as early as one week before but no later than the day before (by 7pm). Both your ride to a location and the return must be scheduled.

- **Can I ride from one town into another (i.e. Chester to Derry)?**

Yes, just make sure to review this with MTA when the ride is initially scheduled.

- **What about a return ride; how is that scheduled?**

Return rides can be scheduled but there must be at least one hour between drop-off and pickup. Both must be scheduled in advance.



- **Will MTA remind me of my ride?**

Yes. MTA has an automated system that provides a reminder call the night before the ride; this includes the approximate pick up times. There's also a reminder call when the bus is 5 minutes out.

- **Are rides limited to medical appointments only?**

In CART towns, you can go anywhere. In Demand-Response towns (Goffstown, Hooksett, New Boston), you can go anywhere within town but medical appointments only outside of it.

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