**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.

---

**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.
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.
**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 Lancaster, 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.

**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.

**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.*

**CONTACT US**

603-752-1741
1-888-997-2020
TTY 711