



## **CART September 2019 Management Transition Frequently Asked Questions (FAQs)**

Effective September 30, 2019, CART will merge with the Manchester Transit Authority (MTA) in order to provide long term staffing and organizational stability and gain the efficiencies of working with a larger organization. CART will retain its identity and service structure, and we are working with MTA and Easter Seals New Hampshire staff to ensure this transition is smooth for riders.

### **How will this transition affect me as a rider?**

The changeover should be mostly transparent for CART riders. The current CART call center number [603-434-3569](tel:603-434-3569) will continue to work and will route to the new call center beginning Monday September 30<sup>th</sup>. Expect to hear a new voice answering the phone and see new faces driving the buses, but all staff are highly trained and will be there to help you.

### **Will routes or fares or the service area change?**

All CART routes and fares, and the CART service area, will remain the same. If a CART bus is out for repairs you might see a similarly sized bus with MTA's maroon logo arrive to pick you up, but with CART's updated vehicle fleet this should be a rare event.

### **Will CART communities still have control over CART service?**

Yes! The CART Board of Directors is made up of representatives from each CART member community, including Derry, Salem, Londonderry, Hampstead and Chester. It will continue to function as a committee of the MTA Board, and will have authority over all local and Federal funds that support CART and all decisions regarding CART service.

### **Why is CART making this change?**

CART has had an excellent relationship with Easter Seals New Hampshire, which has operated the CART call center and buses since the service started in 2006. However CART has seen frequent turnover in its Executive Director position. This merger is intended to bring staffing stability to CART, and eventually improve opportunities for system expansion.