

RULES OF THE ROAD

SCS strives to provide excellent customer service while maintaining clean, comfortable buses that are maintained to the highest standards. Safety is our number one priority. To ensure everyone's safety, please observe the following rules:

- no smoking
- no eating or drinking
- set volume for radios and cell phones on low
- remain seated until the bus comes to a complete stop
- passenger wheelchairs must be secured by the driver
- violent and/or abusive behaviors will not be tolerated

Comments, complaints, and requests for service accommodations should be directed to the Transportation Manager at: 603.542.9609

SERVICE INFORMATION

- Service animals are welcome. Passenger must maintain control of animal at all times.
- To schedule a route deviation pick-up, call: 603.542.9609
- Portable oxygen devices are permitted, but they must be secured.
- Personal care attendants accompanying a rider may ride fare free.
- Riders must provide and secure child safety seats.
- Violent and abusive behavior is prohibited.

Southwestern Community Services



A Community Action Agency Serving
Cheshire and Sullivan Counties

CHESHIRE COUNTY

PO Box 603
63 Community Way
Keene, New Hampshire 03431
Phone: (603) 352-7512
Fax: (603) 352-3618

Open 8:30 to 4:30, Monday-Friday

SULLIVAN COUNTY

PO Box 1338
96-102 Main Street
Claremont, New Hampshire 03743
Phone: (603) 542-9528
Fax: (603) 542-3140

Open 8:30 to 4:30, Monday-Friday

Toll Free: (800) 529-0005

or

Visit us on the web at
www.scshehelps.org



<https://www.facebook.com/scshehelps>



Sullivan County Transportation Program

1.603.542.9609
TTY Relay: 711

Serving Charlestown, Claremont, and
Newport, New Hampshire



Southwestern
Community Services

Since 1965, people helping people in Cheshire and Sullivan counties



ABOUT THE TRANSPORTATION PROGRAM

The SCS Transportation Program is a shared ride service and is open to everyone. To access the service, meet the bus at any of the scheduled stops listed on the Public Transit Schedule. Route deviation demand response transportation is also available in Charlestown, Claremont, and Newport.

Carry-on items: Passengers may take as many parcels as can be carried onto the bus in one boarding. Items must be secured under the seat or held on the lap.

Pets: Pets are permitted on the bus as long as the pet is restrained and secured. The pet must be completely under control at all times.

ROUTE DEVIATION ACCESSIBILITY

Route deviation may be requested. To request a pick-up or drop-off deviation that is within a quarter mile of a route, please call 603.542.9609 by noon the business day before the route deviation is needed. Route deviation may also be requested at any of the scheduled stops listed on the Public Transit Schedule (separate document).

Deviations are accommodated on a first come, first serve basis as the schedule permits. Prior-day requests will be fulfilled first; same day deviation requests will be accommodated if the schedule allows.

There is no additional charge for a deviation. All deviations must be scheduled in advance. Requests for deviations from on-board passengers may be declined. For complete deviation policy, please call 603.542.9609.

FARES

Bus fares are as follows:

| | |
|--|---------|
| One way within one city/town: | \$1.50 |
| One-way from town to town: | \$2.50 |
| Children age 6-12: | \$0.50 |
| Eight-punch pass: | \$10.00 |
| Unlimited in-town monthly pass: | \$25.00 |
| Unlimited town-to-town and in-town pass: | \$35.00 |

Children aged 5 and under ride for free when accompanied by an adult. Limit three children free per fare-paying passenger.

SCS provides contracted Medicaid, Title III, and Title XX transportation for eligible and approved individuals. Individuals eligible and approved for contracted service may be eligible for reduced or no fare rides.



INCLEMENT WEATHER CONDITIONS

Service may be delayed or cancelled due to severe weather conditions. Please listen to WCNL and Q106 radio or watch WMUR for closing and delay details.

ADA AND TITLE VI

SCS complies with all federal Title VI and ADA regulations. Any person who believes they have been aggrieved by an unlawful discretionary practice regarding SCS's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the SCS Human Resources Director within 60 days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

Southwestern Community Services
Attn: Human Resources Director
PO Box 603
Keene, NH 03431

Phone: 603.719.4203 or
TTY Relay: 711

TIMES WE ARE CLOSED

There is no Saturday or Sunday service.

We are also closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Memorial Day,
- July 4th
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Thanksgiving Friday
- Christmas Day



Southwestern Community Services

Public Transit Schedule Claremont

Call (603) 542.9609 to schedule pickup
and to make route deviation request.

Departure times subject to weather, traffic, and route deviation delays.

| CLAREMONT BUS SCHEDULE | | | | | |
|--------------------------|-------|-------|-------|-------|--------|
| Departure | AM | | | | |
| Opera House Square | 8:00 | 8:51 | 9:55 | 10:51 | 11:20 |
| Rite Aid | | | 10:00 | 10:55 | |
| Marion Phillips | 8:02 | 9:02 | 10:02 | 11:02 | |
| Bourdon Center | 8:07 | 9:07 | 10:04 | 11:05 | |
| Claremont Manor | 8:10 | 9:10 | 10:07 | 11:07 | |
| Claremont Sr. Center | | | 10:10 | 11:10 | |
| Opera House Square | 8:30 | 9:20 | 10:20 | 11:15 | |
| Sugar River Mills | 8:32 | 9:25 | 10:25 | | 11:25 |
| Valley Regional Hospital | | 9:40 | 10:35 | | 11:40 |
| Market Basket | 8:42 | 9:45 | 10:42 | | 11:50 |
| Hannaford's | 8:44 | 9:47 | 10:44 | | 11:52 |
| Walmart | 8:46 | 9:52 | 10:46 | | 11:55 |
| Rite Aid | | 10:00 | 10:55 | | |
| Marion Phillips | 9:02 | 10:02 | 11:02 | | |
| Bourdon Center | 9:07 | 10:04 | 11:05 | | |
| Claremont Manor | 9:10 | 10:07 | 11:07 | | |
| Claremont Sr. Center | | 10:10 | 11:10 | | |
| Opera House Square | 8:51 | 9:55 | 10:51 | 11:15 | *11:59 |
| Departure | PM | | | | |
| Opera House Square | 12:24 | 1:00 | 2:00 | 2:55 | 4:05 |
| Rite Aid | | | 2:02 | 2:57 | 4:08 |
| Marion Phillips | | 1:05 | 2:05 | 3:00 | 4:10 |
| Bourdon Center | | 1:07 | 2:07 | 3:04 | |
| Claremont Manor | | 1:08 | | | |
| Claremont Sr. Center | | 1:10 | 2:10 | | |
| Opera House Square | | 1:20 | 2:20 | 3:20 | |
| Sugar River Mills | 12:32 | 1:25 | 2:25 | 3:25 | *4:25 |
| Valley Regional Hospital | | 12:34 | 1:40 | 2:40 | 3:40 |
| Market Basket | 12:05 | 12:46 | 1:50 | 2:50 | 4:00 |
| Hannaford's | 12:07 | 12:48 | 1:52 | 2:52 | 4:02 |
| Walmart | 12:10 | 12:53 | 1:53 | 2:53 | 4:03 |
| Rite Aid | 12:12 | | | | |
| Marion Phillips | 12:15 | | | | |
| Bourdon Center | 12:17 | | | | |
| Claremont Manor | 12:20 | | | | |
| Claremont Sr. Center | 12:23 | | | 2:55 | |
| Opera House Square | 12:24 | 1:00 | 2:00 | | 4:05 |



All vehicles are ADA accessible

*Drop off only.

TTY Relay: 711

Effective 10/11/2016.



Southwestern Community Services

Public Transit Schedule Charlestown and Newport

Call (603) 542.9609 to schedule pickup
and to make route deviation request.

Departure times subject to weather, traffic, and route deviation delays.

| NEWPORT BUS SCHEDULE | | | | |
|-----------------------|------|--------|-------|------------|
| Departure | AM | | PM | |
| Clmt. Opera House Sq. | 6:25 | 7:20 | | 3:00 |
| Irving | 7:00 | 10:22 | | 4:10 |
| Shaw's | | 7:45 | | |
| DMV | | 8:20 | | |
| Newport Health Ctr. | | 8:22 | | |
| Day Out | | 8:30 | | 3:15 |
| Hannaford's | | 8:40 | | |
| Clmt. Opera House Sq. | | 8:45 | | |
| Sugar River Mills | | 8:53 | | |
| Day Out | | 9:15 | | |
| Shaw's | | 9:25 | 11:40 | 1:15 |
| Newport Senior Ctr. | | 9:30 | 11:50 | 1:18 |
| Maple Manor | | 9:45 | 11:52 | 1:22 |
| Summer Crest | | 10:12 | | 1:26 |
| DMV | | 10:20 | 12:00 | 1:30 |
| Newport Health Ctr. | | 10:25 | 12:02 | 1:55 4:12 |
| Day Out | | 10:32 | | 2:05 |
| Market Basket | | 10:40 | | 2:15 |
| Hannaford's | | 10:42 | 12:25 | 2:17 |
| Walmart | | | 12:27 | 2:22 |
| Clmt. Opera House Sq. | | 10:53 | 12:30 | 3:00 *4:45 |
| Sugar River Mills | | *11:08 | 12:36 | |

| CHARLESTOWN BUS SCHEDULE | | |
|------------------------------------|-------|-------|
| Departure | AM | PM |
| Opera House Square | 7:15 | 12:07 |
| Charlestown Town Hall Main & Perry | 7:40 | |
| 222 Lovers Lane | 7:50 | |
| Rite Aid | 8:20 | |
| Hannaford's | 8:30 | |
| Day Out | 8:55 | |
| Day Out | | 2:35 |
| Market Basket | 10:30 | 2:40 |
| Hannaford's | 10:32 | 2:45 |
| Walmart | 10:35 | 2:50 |
| Opera House Square | 10:40 | 2:55 |
| Rite Aid | 10:50 | 3:00 |
| Charlestown Town Hall Main & Perry | 11:25 | 3:50 |
| Crown Point Park | 11:33 | |
| Twin Maple Park | 11:34 | |
| 222 Lovers Lane | 11:38 | |
| Mayflower & Lovers Lane | 11:38 | 3:25 |
| Emma's Market | 11:50 | 3:40 |
| Opera House Square | 12:07 | |

*Drop off only.