

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 mobility devices must be secured by the driver
- Violent and/or abusive behaviors will not be tolerated

Comments, complaints, and requests for reasonable modifications should be directed to Don Beam, Transit Director by calling 603.542.9609.

SERVICE INFORMATION

- Service animals are welcome. Passengers must maintain control of animals 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
31 Pleasant Street, PMB 4
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.scshelps.org



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



Transit Program Information

603.542.9609
TTY Relay: 711

Serving Charlestown, Claremont, Newport
and Lebanon, New Hampshire



Southwestern
Community Services

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; Dial-A-Ride is available in Claremont; and the Volunteer Driver Program operates throughout Sullivan County.

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. Service animals are always permitted.



FARES

Bus fares are as follows:

| | |
|---|---------|
| One-way within one city/town (excludes Lebanon): | \$1.50 |
| One-way from town to town (excludes Lebanon): | \$2.50 |
| Children age 6-12 (excludes Lebanon): | \$0.50 |
| One-way from Claremont to Lebanon: | \$5.00 |
| Children age 6-12; one-way from Claremont to Lebanon: | \$1.50 |
| Eight-punch pass (excludes Lebanon): | \$10.00 |
| Unlimited in-town monthly pass (excludes Lebanon): | \$25.00 |
| Unlimited town-to-town and in-town pass (excludes Lebanon): | \$35.00 |
| Lebanon eight-punch pass: | \$35.00 |
| Lebanon unlimited town-to-town monthly pass: | \$50.00 |

Children ages five and under ride free when accompanied by an adult (limit three children free per fare-paying passenger).

SCS provides contracted Medicaid and BEAS transportation for eligible and approved individuals. These individuals may be eligible for reduced-fare or no-fare rides.

ROUTE DEVIATION ACCESSIBILITY

Route deviation and Dial-A-Ride must 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.

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.

INCLEMENT WEATHER CONDITIONS

Service may be delayed or cancelled due to severe weather conditions. Please check the SCS Facebook page, watch WMUR, or go to <https://greateasternradio.com/psa> for closing and delay details.

SERVICE CLOSINGS

There is no service on Saturdays or Sundays, as well as on the following holidays:

| | |
|------------------------|---------------------|
| New Year's Day | Labor Day |
| Martin Luther King Day | Columbus Day |
| Presidents' Day | Veteran's Day |
| Memorial Day | Thanksgiving Day |
| Juneteenth | Thanksgiving Friday |
| Independence Day | Christmas Day |

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' 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:

Sullivan County Transportation
Attn: Don Beam, Transit Director
6 Kinney Place
Claremont, NH 03743

Phone: 603.542.9609 or TTY Relay: 711

Translation of brochure, schedule, and other materials available upon request.



CLAREMONT
&
LEBANON

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 | |
| 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 Senior 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 | 8:35 | 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 | |
| Opera House Square | 8:51 | 9:55 | 10:51 | *11:59 | |
| Departure | PM | | | | |
| Opera House Square | 12:05 | 1:00 | 2:00 | 2:55 | 4:08 |
| Rite Aid | 12:07 | 1:03 | 2:02 | 2:57 | 4:10 |
| Marion Phillips | 12:08 | 1:05 | 2:05 | 3:00 | 4:12 |
| Bourdon Center | 12:17 | 1:07 | 2:07 | 3:04 | |
| Claremont Manor | 12:20 | 1:08 | 2:08 | 3:05 | |
| Claremont Senior Center | 12:23 | 1:10 | 2:10 | 3:10 | |
| Opera House Square | 12:24 | 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 | 12:46 | 1:50 | 2:50 | 4:00 | |
| Hannaford's | 12:50 | 1:52 | 2:52 | 4:02 | |
| Walmart | 12:55 | 1:53 | 2:53 | 4:06 | |
| Opera House Square | 1:00 | 2:00 | 2:55 | 4:08 | |

| LEBANON BUS SCHEDULE | | | | | |
|------------------------|--------|-------|------|-------|--|
| Departure | AM | PM | | | |
| Clmt. Visitor's Center | 6:00 | | | | |
| DHMC | 6:45 | | | | |
| Clmt. Visitor's Center | 8:00 | 12:00 | 2:03 | 4:00 | |
| Lebanon City Hall | 8:40 | 12:39 | 2:43 | | |
| Dartmouth Coach | 8:48 | 12:47 | 2:51 | | |
| DHMC | 9:01 | 1:00 | 3:01 | 4:45 | |
| Clmt. Visitor's Center | 9:50 | | | | |
| Lebanon City Hall | 10:25 | | | | |
| Dartmouth Coach | 10:33 | 1:13 | 3:14 | 4:58 | |
| DHMC | 10:46 | | | | |
| Dartmouth Coach | 10:57 | | | | |
| Lebanon City Hall | 11:07 | 1:23 | 3:24 | 5:08 | |
| Clmt. Visitor's Center | *11:42 | | | *5:40 | |

*Drop off only



NEWPORT
&
CHARLESTOWN

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 | | |
| Claremont Opera House Sq | 6:25 | 7:20 | | | 3:00 |
| Irving | 7:00 | | | | 4:10 |
| Shaw's | | 7:45 | | | |
| DMV | | 8:20 | | | |
| Newport Health Center | | 8:22 | | | 4:12 |
| Hannaford's | | 8:40 | | | |
| Claremont Opera House Sq | | 8:45 | | | *4:45 |
| Sugar River Mills | | 8:53 | | | |
| Shaw's | | 9:25 | 11:40 | 1:15 | |
| Newport Senior Center | | 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 | |
| Irving | | 10:22 | | | |
| Newport Health Center | | 10:25 | 12:02 | 1:55 | |
| Market Basket | | 10:40 | | 2:15 | |
| Hannaford's | | 10:42 | 12:25 | 2:17 | |
| Wal-Mart | | 10:45 | 12:27 | 2:22 | |
| Claremont Opera House Sq | | 10:53 | 12:30 | 3:00 | |
| Sugar River Mills | | *11:08 | 12:36 | | |

| CHARLESTOWN BUS SCHEDULE | | | |
|-------------------------------------|-------|-------|--|
| Departure | AM | PM | |
| Opera House Square | 7:15 | 12:07 | |
| Mascoma Savings Bank - Perry Avenue | 7:40 | | |
| 222 Lovers Lane | 7:50 | | |
| Rite Aid | 8:20 | | |
| Hannaford's | 8:30 | | |
| 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 | |
| Mascoma Savings Bank - Perry Avenue | 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



All vehicles are ADA accessible

TTY Relay: 711

Effective 07/19/2021