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 James Berquist, 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

SCS
PEOPLE HELPING PEOPLE

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
27 Pleasant 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.scshelps.org

LIKE US ON facebook

https://www.facebook.com/scshelps

EQUAL HOUSING OPPORTUNITY

United Way

Sullivan COUNTY TRANSPORTATION

Transit Program Information

603.542.9609
TTY Relay: 711

Serving Charlestown, Claremont, Newport, and Lebanon, New Hampshire

SCS 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

Fares (continued)

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

SCS provides contracted Title III transportation for eligible and approved individuals. Individuals are welcome to reach out to the transportation office to inquire about eligibility and applying for any transit assistance programs that may be in place at any given time.

Route Deviation Accessibility

Route deviation and Dial-A-Ride trips must be requested. To request a pick-up or drop-off deviation that is within three-quarters of a mile of a route, or to request a Dial-A-Ride trip, please call 603.542.9609 by noon the business day before the route deviation is needed.

Route deviations and Dial-A-Ride trips are accommodated on a first-come, first-serve basis as the schedule permits.

Sullivan
COUNTY TRANSPORTATION

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 SCS within 180 days following the date of the alleged occurrence.

For more information regarding civil rights complaints, please contact:

Sullivan County Transportation
Attn: James Berquist, Transit Director
6 Kinney Place
Claremont, NH 03743

Phone: 603.542.9609 or TTY Relay: 711

Materials are available in alternate accessible formats and translation is 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