

How Can I Help?

- If your trip is agency sponsored, have your agency representative contact us for transportation
- Contact your service agency as soon as you know your appointment time
- If your disability requires an escort, the escort may ride at no cost, if picked up and dropped off with you
- Show patience to the driver and other passengers
- Do not eat, drink, or smoke on the vehicle
- No firearms allowed in the vehicle
- Plan your appointments between 9:00 a.m. and 3:00 p.m. if possible
- For your safety, wear the seat belt while riding in any H.A.R.T.S. vehicle



For More Information Contact: Harnett Area Rural Transit System

**Post Office Box 85
250 Alexander Drive
Lillington, NC 27546
(910) 814-4019**

H.A.R.T.S. vehicles observe the following holiday schedule. Service will not be provided on these days.

New Year's Day
Martin Luther King, Jr.
Good Friday
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Christmas Day

Harnett Area Rural Transit System Title VI Policy Statement

It is the policy of HARTS to ensure compliance with Title VI of the Civil Rights Act of 1964.; CFR Part 21; related statutes and regulations that ensure no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the United States Department of Transportation. For more information or to file a complaint you may contact us by mail, telephone or email. Complaints must be filed in writing or in person no later than 180 days after the alleged act of discrimination occurred. Any person who believes he or she has been discriminated against should contact:

**HARTS Transit Manager
PO Box 85 Lillington, NC 27546
910.814.4019**

Harnett Area Rural Transit System

HARTS
Public Transportation



**Harnett Area Rural Transit System
Post Office Box 85
250 Alexander Drive
Lillington, NC 27546
Phone: (910) 814-4019
Fax: (910) 814-4020**

GENERAL GUIDELINES FOR HARTS PASSENGERS

Dial-A-Ride

Dial-A-Ride is a pay as you go service and is available to all Harnett County residents.

Call the HARTS office no less than 48 hours in advance of your trip. All trips are scheduled on an availability basis.

Exact fares will be quoted to you when the trip is scheduled. Please have the exact amount ready when you board the van.

No-Shows

There will be a regular full-charge when the van comes to pick you up and you do not ride or have not called HARTS to cancel your trip.

There is no charge for cancelled trips if HARTS is notified 2 hours before the driver arrives to pick you up.

All "NO-SHOW" charges must be paid in full before the van will pick you up again. (Payment must be mailed to or made at the HARTS office.)

Three (3) consecutive no-shows scheduled through a human service agency may result in suspension of transportation service.

Cancellations

Must be made to the HARTS office only - (910) 814-4019. Drivers cannot take cancellation requests.

Inclement Weather

Please tune to one of these local stations for cancellations or delays: WRAL 5 (primary), WTVD 11, WQDR FM 94.7 (primary), or WPTF AM 680

Comments

Our goal is to provide you with transportation that is safe, affordable, and dependable. We encourage you to call the HARTS office to report any unsafe practice performed by our drivers.

HARNETT COUNTY HUMAN SERVICE AGENCIES

Department on Aging(910) 893-7578
Department of Social Services(910) 893-7500
Health Department(910) 893-7550
NC Division of Services for the Blind.....(910) 486-1582
S.A.F.E. of Harnett County.....(910) 893-7233
Veterans' Services.....(910) 893-7574

Senior Citizen Centers

Anderson Creek.....(910) 436-4157
Angier.....(910) 639-1184
Coats.....(910) 897-4616
Dunn.....(910) 892-3807
Erwin.....(910) 897-5735
Johnsonville.....(919) 498-6892
Shawtown.....(910) 814-0111

DIAL-A-RIDE.....(910) 814-4019