



HARTS

Complaints can be filed directly to Federal Transit Administration

FTA Office of Civil Rights, Attn:
Complaints, East Building, 5 Floor TCR,
1200 New Jersey Avenue SE,
Washington, NC 20590

For hearing impaired, please call 711 or
the Telecommunication Relay Services
number TDD/TTY 1-800-799-4889.

Inclement Weather

Check Harnett county Website or
Facebook for closings.

Contact Us

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



American with Disabilities Act (ADA)

- Any passenger who believes HARTS discriminated against them and denied transportation due to a disability can file a complaint.
- By phone: 910-814-4019
- By email:
<https://www.harnett.org/harts/contact-us.asp>
- By mail: ADA Complaint, PO Box 850, Lillington, NC 27546
- HARTS investigates all ADA complaints received within 90 days.

**HARNETT
AREA
RURAL
TRANSIT
SYSTEM**

PUBLIC TRANSPORTATION



Serving Harnett County

HARTS is a Community Transportation program that serves both human service consumers as well as the public.

Operating hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Services are provided through Subscription routes, Dial-A-Ride and Demand-Response service trips.

As a paratransit service and a ridesharing public transportation system, HARTS enables routes and schedules to be structured to transport multiple passengers to various destinations. Service is provided curb-to-curb. Services provided are medical, personal, human service, employment, and education.

Daily routes to Senior Citizen Centers and Central Carolina Community College

The goal of HARTS is to provide the citizens of Harnett County transportation services that are efficient, safe, and effective. HARTS wants to make transportation work for all of our citizens; therefore, we welcome suggestions as to ways to improve our service.

Dial-A-Ride \$3 per stop in County \$10 round trip out of county. Please call 48 hours in advance to schedule.

NO SHOWS

Please call at least 3 hours before your scheduled trip to cancel.

Harnett County Observes the Following Holidays

New Years Day
Martin Luther King Jr Day
Good Friday
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving
Christmas

TITLE VI Policy Statement

It is the policy of the Harnett Area Rural Transit System to ensure compliance with Title VI of the Civil Rights Act of 1994; 49 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 participating 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 additional information, contact the Harnett Area Rural Transit System Manager.