



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

**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

### ***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.*

### **Contact Us**

H.A.R.T.S.  
Post Office Box 85  
250 Alexander Drive  
Lillington, NC 27546  
Phone: (910) 814-4019



**HARNETT  
AREA RURAL  
TRANSIT  
SYSTEM  
H.A.R.T.S.**

*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

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### *Daily routes to Senior Citizen Centers and Central Carolina Community College*

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The goal of HARTS is to provide the citizens of Harnett County with 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

#### **Inclement Weather**

Check Harnett county Website or Facebook for closings.

## Scheduling

Citizens must request transportation between the hours of 8:00 am-3:00 pm, 48 hours prior to appointment time. This allows HARTS staff to plan your trip. In some circumstances, vehicle availability in certain areas may be limited and HARTS may be unable to provide transportation on the requested date. If transportation cannot be provided a member of HARTS staff will schedule your next request. HARTS staff ask you to call between the hours of 3:00 pm-5:00 pm to confirm the pick-up time.

Dial-A-Ride is \$3 per stop in the county and \$5 per stop out of the county. HARTS transports out of county Monday-Thursday on corresponding days for medical trips only. Monday & Wednesday HARTS transports to Wake, Orange, and Durham counties. Tuesday & Thursday HARTS transports to Cumberland, Lee, Moore, Sampson, and Chatham counties and on Monday, Tuesday and Thursday HARTS transports to Johnston county. When traveling out of the county we ask you to schedule your appointment time between 8:30 am – 11:00 am.