



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

Daily routes to Senior Citizen Centers and Central Carolina Community College

Mission Statement

Harnett Area Rural Transit System provides a safe and dependable transportation for the Harnett community serving the public for education, employment, medical and personal trips.

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, at least **two** business days 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 in county Monday – Friday. When traveling in county we ask you to schedule your appointment time between 8:30am - 2:30pm. 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, and Chatham counties and on Monday, Tuesday and Thursday HARTS transports to Johnston and Sampson counties. Out of county appointments must be scheduled between 8:30 am – 11:00 am and completed by 1:00 pm.