

PARATRANSIT SERVICE

ELIGIBILITY

SCHEDULING

HART provides paratransit service for persons with disabilities through the Americans with Disabilities Act (ADA) Complementary Paratransit Service, often shortened to Paratransit Service. (ADA Complementary Paratransit Service may also be referred to as Demand Response in some HART documents and on buses.) Paratransit Service provides transportation services to eligible persons who are physically unable to use HART's fixed route system.

Paratransit Service operates throughout the city limits of Henderson, providing one-way or round-trip curb-to-curb service.

The Paratransit Service allows for a personal care attendant (PCA) to travel for free with an eligible rider. In addition, one accompanying companion is permitted, if a seat is available. The accompanying companion is charged the regular fare. Personal care attendants and/or accompanying companions must be picked up and dropped off at the same location as the eligible rider.

REASONABLE ACCOMMODATIONS

Paratransit is a curb-to-curb service. Drivers cannot provide assistance beyond the curb, as the driver cannot leave the bus or other riders unattended due to safety and security concerns. However, HART will honor reasonable accommodations on request. All requests should be made in advance by filling out and submitting a Reasonable Accommodations Request form to HART. For more information or to obtain and submit a Reasonable Accommodations Request form, visit the HART website or call the HART office at (270) 831-1249.

Persons with a documented disability that prevents the use of the HART Fixed Route Service are eligible to use the Paratransit Service, in accordance with the Americans with Disabilities Act (ADA). An ADA application must be completed and approved before an individual is eligible to use the Paratransit Service.

The ADA Application can be downloaded from the HART website (hendersonky.gov/199/mass-transit). Click the "Services" tab on the left of the page for a link to the application and more information about Paratransit Service. If you would prefer a copy be mailed to you, call the HART office at (270) 831-1249. Mail completed ADA Applications to:

 HART
P.O. Box 716
Henderson, KY 42419-0716

Eligibility decisions are made within 21 days of receipt of a complete application. If not processed within 21 days, presumptive eligibility will be granted on the 22nd day until and unless the application is denied.

Visitors and new residents who have been certified as ADA paratransit eligible by a different public agency may use the HART Paratransit Service for a period of up to 21 days based on that eligibility. If an individual wishes to use the HART Paratransit Service after these 21 days, they must complete a HART ADA Application form prior to the end of this period. Forms can be downloaded from the HART website or by calling the HART office at (270) 831-1249.

Arrange a ride:

-  Call (270) 831-1249
-  TDD (270) 831-1249
-  Monday – Friday
-  8:00 AM – 4:30 PM

In order to provide the best possible service to you and all riders, we ask that you please call 3 to 7 days ahead to schedule a pick-up. Calls will be accepted during business hours up to a day in advance. However, adjustments of up to 1 hour before or after your requested time may be needed to accommodate other scheduled riders.

If you call after business hours, Saturdays, or Sundays, please leave your name and number and we will return your call the next business day.

HART cannot change Paratransit pick-up times or pick-up/drop-off locations on the same day of your scheduled ride. You may change your trip times or locations up to 4:30 PM on the day before your ride. If you have a scheduled ride that you no longer need, please call as soon as possible to cancel your ride.

ETIQUETTE

Please be ready to board when the vehicle arrives for your scheduled pick-up. This courtesy will help the driver stay on schedule for other riders. Wait in an area where you can see or hear the vehicle arrive. The driver is not permitted to honk the horn to alert you. Drivers can wait a maximum of 5 minutes after your scheduled pick-up. When boarding, please limit packages to what you can carry.

OPERATIONS



MONDAY - SATURDAY
6:30 AM - 5:00 PM

Buses do not run on Sundays or the following holidays:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Veteran's Day
- Fourth of July
- Juneteenth Independence Day
- Labor Day
- Thanksgiving Day & Day After
- Christmas Eve & Christmas Day

COST

 **\$1 per ONE WAY TRIP**

Stopovers en route require prior approval and an additional charge. Discounted ride cards can be purchased from the bus driver or at the HART office for \$8 for 10 rides. Fares must be paid when boarding the vehicle, either in cash or ride card.

ARRANGE A RIDE



(270) 831-1249

When calling to schedule a ride, you will need to provide:

- First and last name
- Date and time of ride
- Full address of pick-up and drop-off locations
- Whether you will have a personal care attendant, companion, or child(ren) with you on your trip

OUR PLEDGE

HART's pledge is to help meet the transportation needs of individuals with disabilities in Henderson, Kentucky.

HART Paratransit Service is dedicated to providing the timely, safe and courteous service you deserve.



Phone: (270) 831-1249
www.cityofhendersonky.org

HART strives to ensure that its facilities, programs, and services are available to those with disabilities in accordance with the Americans with Disabilities Act (ADA). If you feel that your ADA protection has been violated, you may file a complaint with HART. The ADA Complaint Procedures and Complaint Form can be found on the HART website. You may also contact HART ADA Coordinator Megan McElfresh at (270) 831-1200 for more information, to request a Complaint Form, or for assistance in completing the form. The completed form must be returned to Henderson Area Rapid Transit, P.O. Box 716, Henderson, KY 42419-0716.

This HART Paratransit Service Guide was funded in part by the Federal Transit Administration. Produced in cooperation with the Evansville Metropolitan Planning Organization.



HENDERSON AREA RAPID TRANSIT

PARATRANSIT SERVICE GUIDE



Phone: (270) 831-1249
www.cityofhendersonky.org

HART operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. To find out more about our nondiscrimination obligations or to file a complaint, contact HART Title VI Coordinator Megan McElfresh at (270) 831-1200.