

Town of Huntington HART PARATRANSIT PROGRAM

Many individuals with disabilities and senior citizens can and do rely on the existing local network of regularly-scheduled, fixed-route buses for much of their travel needs. Some cannot, however, for at least some of their trips, even though regular buses for the general public are handicap accessible.

HART's paratransit program supplies an even more accessible form of public transportation within the Town of Huntington to people who can't use regular buses, namely minibus service provided on an advance-request, shared-ride, curb-to-curb basis for a modest fee. Origin-to-destination service will be provided as needed upon request, restrictions apply. However, paratransit is not taxi service. HART paratransit program is operated in full compliance with the Americans with Disabilities Act (ADA).

Eligibility for paratransit must be established prior to use, so enrollment in this or another ADA paratransit program is required before service may be requested. Enrollment is by application.

This introductory brochure provides a brief overview of the program. A separate *Paratransit User's Guide* contains more complete, detailed information. You may request a copy prior to enrollment if you like. HART printed materials will be provided in an alternate format to individuals with disabilities upon request.

Who Is Eligible?

You are eligible for enrollment in HART's Paratransit Program if:

- You have a permanent or temporary disability or impairment-related condition that **prevents** you from being able to make at least some trips without assistance by regularly-scheduled, fixed-route buses for the general public when such services are available within 3/4 of a mile; OR
- You are age 60 or over, a Town of Huntington resident, and unable to provide your own transportation.

Persons who possess a valid "ADA Paratransit Eligible ID Card" issued by another transit agency, including visitors to the Town of Huntington, are eligible to receive service without having to enroll for 21 days within a one-year period commencing with the date of their first trip. Enrollment is required in order to receive service beyond this period.

Applying For Enrollment

Enrollment is required before service may be provided. Applications are available:

- Email: • Online: HARTBUS@huntingtonny.gov
- In Person: • In Person: 144 East Second Street, Huntington Station, NY 11746
- By Voice Phone: • By Voice Phone: (631) 427-8287 [TDD: 1-800-662-1220 (NY Relay Center)]
- By Fax: • By Fax: (631) 427-2421
- By Mail: • By Mail: HART Paratransit Program, 144 East Second Street, Huntington Station, NY 11746.

Requesting A Ride

All requests for paratransit must be made ahead of time. Requests may be placed up to 14 days in advance, but no later than the day prior to the day you want to ride. Call 427-8287 (voice) or 1-800-662-1220 (TDD via the NY Relay Center). Trip requests will be accepted Monday through Saturday, from 8:30 a.m. to 4:30 p.m. Sunday and holiday voice-mail requests may be placed during these same hours for next day travel only.

After you place your request, HART will call you back within a day or so with your pickup time(s) or to notify you that your request could not be accommodated and was denied. Paratransit is an increasingly popular service, and not all trip times may be available when you call. HART cannot guarantee that it will be able to honor all requests for rides. Trip requests are generally considered on a first-come-first-served basis, so call as early as possible. A limited number of paratransit subscriptions (or 'standing reservations') are available to persons who need to make essential trips on a regular and ongoing basis.

Rides Based on Need

Paratransit is intended for those who are prevented from using regularly-scheduled, fixed-route buses for the general public because of a verified disability or because regular bus service is not available. It is not, however, taxi service, and is *not* offered as a more convenient alternative for those who *can* use regular buses. Buses for the general public are equipped with wheelchair lifts and other accessibility features. Those who can use regular buses will be expected to use them whenever possible.

Personal Travel Assistance

Drivers will operate on-board accessibility equipment. They will also help individuals with disabilities who require assistance with boarding and alighting the vehicle, wheelchair securement, and with the use of vehicle safety features. Drivers are not required to escort or carry packages for customers beyond the curb or pavement edge. If you need additional assistance (e.g., getting to or from the curb or pavement edge), please arrange to have someone help you or travel with you.

Persons with disabilities who certify in advance that they require more assistance than is provided by the driver in order to access or use specialized transportation or that they need the assistance of an attendant at their destination, may be accompanied by a personal care attendant at no additional charge.

Traveling Companions

Other persons with whom you may wish to travel (who are not themselves enrolled in this program or serving as your personal care attendant) are welcome to accompany you. Traveling companions must pay the same fare as the enrolled customer and have the same origin and destination. Certain restrictions and limitations apply.

Trip Purposes

All types of trips may be requested, including medical, nutritional, employment, personal business, social, recreational, etc. Requests for trips covered by the Americans with Disabilities Act are considered on a first-come-first-served basis without regard to trip purpose. Other requests may be screened to ensure that priority is given to essential travel purposes.

Service Area

Service is provided within the Town of Huntington. You may request to be picked up and dropped off at any address within the Town. However, service is generally more available in those areas that are within $\frac{3}{4}$ of a mile of a regular HART or Suffolk County Transit bus route. Persons with disabilities who wish to travel to/from locations outside of the Town of Huntington should call 853-8337 for information on Suffolk County Accessible Transportation (SCAT), Suffolk County's ADA paratransit program.

Service Hours

Monday -Friday 6:55 a.m. - 7:00 p.m.
Saturday 9 a.m. - 6:55 p.m.

Service is *not* available on **Sundays** or the following **observed holidays**: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Saturday Timetables effective on Juneteenth, Election Day, the day after Thanksgiving, and Christmas Eve day.

One-Way Fares

Enrolled Customer	\$4
Traveling Companion	\$4
Personal Care Attendant	Free

(631) 427-8287

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HART PARATRANSIT PROGRAM

Providing accessible rides for senior citizens and individuals with disabilities.



HART Paratransit Program
is a service of...



...a municipal transit agency owned & operated by the Town of Huntington.



TOWN OF HUNTINGTON

EDMUND J. SMYTH
Supervisor

DR. DAVE BENNARDO SALVATORE FERRO
Councilman *Councilman*

BROOKE A. LUPINACCI THERESA MARI
Councilwoman *Councilwoman*

*HART is a public service,
owned and operated by the Town of Huntington.*