**HENDERSON AREA RAPID TRANSIT**

**P.O. Box 716**

**Henderson, KY 42420**

**(270) 831-1249**

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**WELCOME ABOARD HART**

Henderson Area Rapid Transit (HART) was created in 1957 as a publicly owned mass transit system, of which all citizens who live in the City of Henderson are part owners. HART pledges to provide affordable and efficient public transportation to the citizens of the City of Henderson.

HART continues to make improvements to its vehicles and facilities. The transfer point located at 3rd and Main allows passengers to transfer buses conveniently. HART has acquired new accessible vehicles that meet the Americans with Disabilities Act requirements and HART will continue to replace the fleet with accessible vehicles as the current fleet exceeds its useful life.

Our telephone information center is open Monday through Friday from 8:00 AM to 5:00 PM. Just call (270) 831-1249; TDD# (270) 831-1249. We are always willing to help you. When you call, be sure to state where you wish to board the bus, your destination, and the time of day you wish to make your trip.

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**BUSES DO NOT RUN ON THE FOLLOWING HOLIDAYS:**

- New Year’s Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Eve and Christmas Day

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**RIDING HART IS EASY**

Where to Catch the Bus

The signs on the top front and side of the bus indicate the route on which that particular bus operates. The name of the route indicates the principal street or streets traveled or the destination to which the bus is going. After checking the head sign you still have a question, please ask your HART driver.

**WAVE, RIDE, AND ENJOY!**

**WHICH BUS TO CATCH**

The signs on the top front and side of the bus indicate the route on which that particular bus operates. The name of the route indicates the principal street or streets traveled or the destination to which the bus is going. After checking the head sign you still have a question, please ask your HART driver.

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**BOARDING THE BUS**

Please have your exact fare ready when boarding the bus. HART drivers do not carry change or tokens. If you need to transfer, ask for a transfer slip at the transfer point at Third Street and Main Street. A transfer can only be used at the transfer point at Third Street and Main Street.

**RIDING THE BUS**

After paying your fare, please move to the rear of the bus. Make front seats available for elderly or disabled persons or people with small children. Whether you are standing or seated, please do not move until the bus has stopped. Eating, drinking, or smoking is not allowed on the bus. In the winter, always check the front steps for snow or ice and hold on to the hand rail.

**EXITING THE BUS**

Please let your driver know your destination or where you want to get off one block ahead by pulling the cord or touching the yellow “touch” tape above and between the windows. As you exit, do not cross the street in front of the bus. Wait until the bus has stopped before you cross the street.

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**ETIQUETTE**

There are a few courtesies to other passengers that we ask you to observe:

- No smoking allowed. It is the law.
- Eating and drinking are not allowed on the bus.
- Electronic devices are a nuisance and an interference with the driver. Use earphones only.
- Please volunteer your seat to an elderly person or a person with disabilities if the opportunity arises.
- Baby strollers, shopping carts, and other items must be kept out of aisles.
- Please limit packages to what you can carry.

**COMMENTS WELCOME**

Henderson Area Rapid Transit appreciates your patronage. We welcome any suggestions you have for the improvement of our services. Your satisfaction is our primary goal. Please direct your comments to:

Transit Manager - HART Phone: (270) 831-1249

P.O. Box 716

Henderson, KY 42420

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**KEEP IN MIND**

**HOLIDAY SERVICE**

Buses do not run on Sundays or the following holidays:

- New Year’s Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Eve and Christmas Day

**LOST AND FOUND**

If you lose an item on a HART bus, please call (270) 831-1249 Monday - Friday from 8:00 AM to 5:00 PM. If you find an item, give it to your bus driver.

All items can be claimed and claimed at the HART office at 401 E. Elm Street.

**ONLINE**

Want to find out more about HART?! Check out our website online at [www.cityofhendersonky.org](http://www.cityofhendersonky.org). Click on “City Services” tab and then select “Mass Transit”.

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**TRANSFERS**

Transfers are free and are to be used ONLY for continuing a trip on another route to and from the transfer point at Third Street and Main Street. A transfer is good only on the date of issue and time.

A transfer must be used by the person to whom it was issued.

A transfer will be issued at the transfer point at Third Street and Main Street.

If you have problems with a transfer:

1. Pay the fare.
2. Ask the operator to sign and date your transfer.
3. Contact the HART telephone information center at (270) 831-1249.

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**FREQUENTLY ASKED QUESTIONS**

- How much does it cost to ride HART?
  - The cost of a ride is $1 per ONE WAY TRIP.
  - Students are charged 50 cents per ride.
- Do I need to reserve a seat when I ride HART?
  - No, you do not need to reserve a seat when you ride HART.
- What is the maximum number of people I can carry on a HART bus?
  - You can carry as many people as will fit in the available space and still maintain reasonable room for passengers.
- Where can I buy a HART bus token?
  - HART bus tokens are sold at the following locations:
    - Field & Main Bank
    - T&T Drug Store
    - Henderson Municipal Center
    - Seniors citizens over 60 and over, Medicare card holders and/or disabled passengers may ride at a reduced fare of 25 cents. Proof of age may be required, i.e. senior citizen’s card, Medicare card, driver’s license, elderly, or disabled card.
- Can I bring my bike on HART?
  - Yes, you may bring your bike on HART. Please check with your driver before boarding to make sure there is enough room.
- What is the maximum size of my package?
  - The maximum size of your package is 36 inches long by 24 inches wide by 12 inches high. Packages larger than 36 inches long must be disassembled in the bus before boarding.
- Is there a weight limit for my luggage?
  - No, there is no weight limit for your luggage. However, you must be able to carry your luggage and get on and off the bus by yourself.
- What is the HART telephone information center number?
  - The HART telephone information center is open Monday through Friday from 8:00 AM to 5:00 PM. Just call (270) 831-1249. We are always willing to help you. When you call, be sure to state where you wish to board the bus, your destination, and the time of day you wish to make your trip.

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**HOURS OF OPERATION**

**MONDAY - SATURDAY**

- 6:00 AM - 5:30 PM
- $1 per ONE WAY TRIP

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**DEMAND RESPONSE**

HART provides paratransit service for the elderly and persons with disabilities through the Demand Response program. This program provides paratransit service to persons who are unable to access the fixed route system. Trip reservations are required a day in advance. Stopovers, en route, require prior approval and an additional charge.

**MONDAY - FRIDAY**

- 7:30 AM, 11:30 AM, 3:30 PM
- $5 per ONE WAY TRIP

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**METEOROLOGICAL RESPONSE**

For additional information or to arrange HART Demand Response Transportation, call (270) 831-1249; TDD# (270) 831-1249.

*Discounts are given when ride costs are purchased (10 rides for $40)*

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**HENDERSON COMMUNITY COLLEGE**

The College Shuttle originates at the Transfer Point at Third Street and Main Street and travels to Henderson Community College.

**MONDAY - FRIDAY**

- 7:30 AM, 11:30 AM, 3:30 PM
- $5 per ONE WAY TRIP
This system map illustrates the many travel opportunities available to you through HART. Pay close attention to the color-coded key to the routes, major points of interest and their location, symbols used, the Central Business District inset, the Third Street and Main Street transfer point, and the route summaries.

USING THE RIDE GUIDE MAP

SHOPPING CENTERS
1 Audubon Village B-12
2 East Gate Shopping Center E-7
3 Gardenside F-8
4 Hoffman Plaza C-11
5 Old Orchard Shopping Center B-11
6 Rural King B-1

SCHOOLS
1 Henderson Community College B-1
2 Henderson County High School F-8
3 Holy Name Elementary C-6
4 Jefferson Elementary B-4
5 North Junior High School E-7
6 South Heights Elementary D-4
7 South Junior High School C-4

COMMUNITY
1 City Police Station B-11
2 Judicial Center CBD
3 Fire Department (main office) B-6
4 Henderson County Health Department E-8
5 Henderson County Public Library B-6
6 Henderson Municipal Building CBD
7 The Gathering Place B-10
8 JFK Center C-5
9 Kentucky Employment Center CBD
10 Post Office CBD
11 Social Services C-7
12 Social Security B-10
13 YMCA E-8
14 Methodist Hospital B-9
15 Housing Authority C-6

EAST GATE ROUTE

EAST END ROUTE NORTH ROUTE

SHOPPER SHUTTLE

COLLEGE SHUTTLE
The Henderson Community College Shuttle leaves the Transfer Point at Third Street and Main Street at 7:30 AM, 11:30 AM, and 3:30 PM, Monday through Friday.

OPERATING HOURS
HART operates daily Monday through Saturday from 6:00 AM to 5:30 PM. Three buses serve five routes and the College Shuttle. Two routes are completed consecutively by one bus. Bus service is not available on Sunday.

Regular: 50 cents
Elderly and Disabled: 25 cents
Transfers: Free

For information, call HART at (270) 831-1249