



## **How to Ride**

### **Riding the Bus**

Please watch for your bus. Drivers will wait 5 minutes for you after their arrival, and then move on. We will attempt to call you by telephone before leaving, and we will leave a voicemail message if we are able. If we are unable to contact you, how the return trip is handled depends on your eligibility for ADA Paratransit service. For ADA Paratransit trips, if we cannot contact you by telephone to clarify the reason for the no-show, your return trip will remain scheduled, and if you do not show for the second trip then both trips will be charged as no-shows under the No-Show and Late Cancellation Policy. For SweetHART Dial-a-Ride trips, if we are unable to contact you by telephone to clarify the reason for the no-show, your return trip will be cancelled, with the first trip charged as a no-show, and the second as a late cancellation.

HARTransit drivers will escort a passenger from the common public entrance or door to the vehicle, and from the vehicle to the destination door. Assistance to the door is not provided to PCA's or guests. Drivers cannot enter any building, garage, common area or vestibule or assist with any of your items until you have reached the outside access door. Driver assistance does not include lifting/pulling/carrying a passenger from their seat or home, holding them upright, or carrying a customer up or down stairs.

In order to escort you to/from the door, the driver will need a clear, safe path of travel. Generally, the driver may not assist you through narrow walkways, across boards or temporary walkways, over grass, mud, dirt, packed ice or snow, or through low lying branches, etc. It is your responsibility to ensure that your driveway and walkways are cleared sufficiently to allow the driver to safely access your pick-up location. Drivers will not jeopardize their safety or yours to access your home.

For those using wheelchairs, drivers will assist you to the door provided there is a ramp that meets the standards for ramp design established by the ADA. Metal and wood surfaces must have non-slip material applied.

- Drivers are not allowed to lift or carry wheelchairs up or down any steps. Drivers may not tip or in any way lift a wheelchair. This is for your safety and the safety of the driver.
- Drivers may not operate or push a motorized device.
- Drivers must keep the vehicle in plain sight at all times.
- Drivers cannot push customers sitting on a rollator walker. The rollator walker is a walking aid only cannot be used as a transportation device.

If there is a concern about a path of travel or a particular ramp, a supervisor will visit the location and assess the safety concerns. You will be notified in writing if any concerns are found that will limit service. We will still be able to transport you on the vehicle, but we will not be able to assist you to the door until the issue(s) outlined in the letter are addressed or a reasonable alternative solution is agreed upon.



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## **Baggage & Groceries**

Grocery bags and parcels are permitted on HARTransit vehicles, but passengers must maintain control over these items and carry them on the bus themselves in one trip. Drivers will assist with groceries and parcels provided this can be done safely and quickly. HARTransit will make reasonable accommodations to passengers with disabilities that need more assistance.

Items with wheels, such as carts or strollers, must be collapsed during travel.

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### **The following are not permitted:**

- Large items that restrict movement within the bus
  - Items which are dangerous or offensive to other passengers
  - Baggage that requires excessive time to load or unload
  - Items that could not be controlled if the bus braked suddenly
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## **Service Animals & Pets**

Service animals are welcome on HARTransit vehicles. If you travel with a service animal, please let the schedulers know when you book your trip. Pets up to 20 pounds may be transported in carriers designed for that purpose. Drivers cannot help passengers carry pets.

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## **Mobility Aids**

HARTransit buses accommodate all wheelchairs, scooters or other mobility devices up to the maximum physical dimensions and constraints of the bus. HARTransit vehicles have lifts and ramps with an 800 pound capacity. Drivers are trained to safely operate wheelchair lifts and secure mobility devices on the bus.

Scooter users are asked to transfer to a seat after boarding. Most scooters cannot be tied down as securely as a standard wheelchair and are not designed for use on a moving vehicle.

Other mobility devices such as walkers and canes are accommodated. Passengers that have trouble with steps may ride the lift. Respirators and portable oxygen are also permitted.

SweetHART buses do not carry stretchers.

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## **Personal Care Attendants & Companions**

Please let the scheduler know if you are traveling with a PCA or companion.

A Personal Care Attendant (PCA) rides free of charge with any passenger with a disability. PCAs provide assistance to disabled riders beyond that which can be provided by the driver.



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Any passenger may ride with a companion that is not SweetHART eligible. Companions are accepted on a space available basis, have the same origin and destination and pay the same fare as the registered passenger.

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[SweetHART Videos>](#)

View informative videos covering how to register, make redervations and ride.

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Click below to see a printable detailed document on **SweetHART Dial-a-Ride** policies:

[What is SweetHART Dial-a-Ride Service?>](#) [En español>](#) [Em português>](#)

Click below to see a printable detailed document on **SweetHART ADA Paratransit** policies:

[What is SweetHART ADA Paratransit Service?>](#) [En español>](#) [Em português>](#)

## **Weather Alerts**

HARTransit may curtail SweetHART operations if travel conditions are unsafe.

HARTransit will call any passengers affected by a cancellation of service and offer early return trips for riders transported prior to the onset of unsafe conditions.

For service cancellation announcements, please listen to

WLAD (800AM)

WDAQ (98.3 FM)

or call the HARTransit office: 203.744.4070



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