



## **SweetHART ADA Paratransit**



### **Apply for SweetHART ADA Paratransit**

Under the ADA, passengers with disabilities that prevent them from using a public bus route are entitled to an equivalent SweetHART-type bus service. ADA-eligible trips may be scheduled up to two weeks in advance regardless of purpose and as late as the day prior, even on weekends and holidays. ADA-eligible trips will also very rarely be denied.

ADA service runs during the same times and along the same general route as the public bus service. Eligible trips must have both an origin and destination within  $\frac{3}{4}$ -mile of a HARTransit bus route, and the passenger must have previously been determined to be ADA-eligible.

To apply for ADA Paratransit service, complete our ADA Paratransit Application. Once your application has been reviewed, HARTransit will call you to schedule an in-person interview, an environment and/or



62 Federal Rd., Danbury, CT 06810 | 203.744.4070 | [info@hartransit.com](mailto:info@hartransit.com)

medical verification may also be necessary.

[ADA Paratransit for Persons with a Disability Application>](#)  
[En español>](#) [Em português>](#)

Applications may be faxed, mailed or emailed to [info@hartransit.com](mailto:info@hartransit.com).  
Make sure  
the copy of your identification is legible and do not send originals to  
our office.  
Partially completed applications will not be accepted.

62 Federal Road, Danbury CT 06810  
Tel: (203) 744 4070 Fax: (203) 744-0764

---

## Hours of Operation

Municipality	Monday - Friday	Saturday	Sunday
Bethel	6:05 AM-10:30 PM	8:15 AM-10:30 PM	9 AM - 7 PM
Brookfield	7 AM-10:30 PM	8:15 AM-10:30 PM	9 AM - 7 PM
Danbury	6:05 AM-10:30 PM	8:15 AM-10:30 PM	9 AM - 7 PM
New Milford	7 AM-9:30 PM	8:15 AM-9:30 PM	9 AM - 7 PM

## ADA Visitor Information

Individuals from outside the HARTransit service area will be served as ADA Visitors on SweetHART if they are unable to access the CityBus transportation services due to a qualifying disability. Eligible visitors will be served for a period of 21 days - during any 12 month period.



Please be prepared to give:

- Documentation verifying ADA eligibility from outside the HARTransit service area
- or -
- Documentation of residence outside of the HARTransit service area and authorization to contact certifying district regarding ADA status. If the visitor is not certified with another district, the visitor can present, if the individual's disability is not apparent, proof of the disability such as a letter from a doctor or other healthcare professional.
- Expected dates when applicant desires to use ADA Paratransit.

HARTransit will process applications within one business day of receipt, and visitors will be notified of the determination regarding status as an ADA Visitor. If eligible, applicant's information will be entered into our rider database.

---

### **Application Determination Process**

Applicants will receive a written notice with a determination of eligibility within 21 days following the submission of a completed application. If you have not received a determination of eligibility, you shall be treated as eligible and provided service on the 22nd day until and unless HARTransit denies your application. If you are denied eligibility, given conditional eligibility or temporary eligibility, you will receive a written notice with specific reasons for the decision and a notice of your right to appeal.

---

### **SweetHART Eligibility Appeal Policy**

You have the right to appeal any unfavorable decision regarding your



SweetHART eligibility, ADA Paratransit eligibility or conditions set on your eligibility. The appeal process is as follows:

HARTransit's CEO will receive all eligibility appeal requests. All appeals must be in writing and filed within 60 days of the dated denial letter, the dated letter that outlines conditions of eligibility, or the dated sanctions letter. Appeals should be sent to the HARTransit, 62 Federal Road, Danbury, CT 06810.

Please state the basis of your appeal.

On request, HARTransit shall schedule a meeting within 30 days of the date of your appeal to allow you the opportunity to be heard and present information in person.

Decisions regarding your appeal will be made by HARTransit within 30 days by the Director of Service Development or other appointed HARTransit official whose position is independent of the initial eligibility determination. Should the decision require more than 30 days, ADA Paratransit services will be provided until such time that a determination denying the appeal is issued.

If HARTransit denies your appeal, you may make a final appeal to the Deputy Commissioner of Public Transportation, Bureau of Public Transportation, ConnDOT, P.O. Box 317546, Newington, CT 06131-7546.

---

### **Reasonable Modifications**

HARTransit will consider reasonable modifications to its services in order to assist riders with disabilities and to ensure that an individual's disability does not preclude him/her from having access to all HARTransit's services. Use this form to make a reasonable modification request, or call 203-744-4070 ext. 200.

[Reasonable modification policy>](#) [En español>](#) [Em português>](#)



62 Federal Rd., Danbury, CT 06810 | 203.744.4070 | [info@hartransit.com](mailto:info@hartransit.com)

[Reasonable Modification Request Form>](#) [En español>](#) [Em português>](#)  
[Complaint Policies>](#) [En español>](#) [Em português>](#)

---

## **ADA Complaint Procedures**

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Use this form to make an [ADA complaint>](#) [En español>](#) [Em português>](#)

For HARTransit [Complaint Policies>](#) [En español>](#) [Em português>](#)

HARTransit encourages you to file the complaint with us. However, you may file a complaint with the Federal Transit Administration.

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590

---



[SweetHART Videos>](#)

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

---

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

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



62 Federal Rd., Danbury, CT 06810 | 203.744.4070 | [info@hartransit.com](mailto:info@hartransit.com)

[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



For the latest information follow HARTransit on [Twitter](#) ►