



## **Rider Information**

### **CityBus RULES**

In the majority of the system, it is necessary to catch the bus by standing at a red, white and blue HARTtransit bus stop sign. Be ready at least 5 minutes before the bus is due to arrive.

Flag stops are allowed under normal conditions in the following portions of the system only:

- Deer Hill Avenue in Danbury.
- Hillside Avenue, Sunny Valley Road, Dodd Road and Old Park Lane in New Milford and on Federal Road between Junction and Silvermine Roads in Brookfield and in areas of road construction on Route 7.
- Route 7 south of the Danbury Mall.
- On any buses traveling in New York State.

To board in an area where flag stops are in effect, stand near the curb and wave to the bus. Do not wait on a curve, next to a right-turn lane, or on the opposite side of the street from the bus.

Drivers are not authorized to stop for passengers flagging down the bus where bus stop signs are installed, unless the system is on snow routes.

### **Find a Bus Stop**

There are 545 designated bus stops in our service area. Find a stop below to help you reach your destination.

**1** [Route • Town Park - Hospital in Danbury](#)

**2** [Route • Newtown Rd - Stony Hill in Danbury and Bethel](#)

**3** [Route • Mill Plain Rd - Brewster in Danbury and Brewster](#)



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

## **4** [Route • Brookfield - YMCA in Danbury and Brookfield](#)

## **5** [Route • Bethel Center in Bethel](#)

## **6** [Route • Danbury Mall - Lake Ave in Danbury](#)

### **NEW! 7 RT New Milford**

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## **Bicycles**

HARTtransit welcomes bicycle riders to travel on the bus with their bikes. Every Citybus vehicle is equipped with two bike racks. Standard bicycles are not permitted inside HARTtransit Vehicles. Folding bicycles, as long as the passenger maintains control over them, are permitted inside vehicles.

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## **Baggage & Groceries**

Grocery bags and parcels are permitted on HARTtransit vehicles, but passengers must maintain control over these items and carry them on the bus themselves in one trip. HARTtransit 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.

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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## **Passenger Conduct**

HARTransit reserves the right to deny bus service to anyone who habitually abuses the service; whose conduct on board vehicles interferes with the safe operation of the vehicle; who disrupts vehicle scheduling; who behaves in a way that is offensive to employees or other passengers, interferes with and/or disturbs the operations of the vehicle, or otherwise violates HARTransit policies.

While HARTransit seeks to provide rides to all eligible passengers, it is mindful of the safety and security of its other passengers and employees. In keeping with HARTransit's goals, the following paragraphs define behavior that is not acceptable as well as the process and procedures for notifying passengers of potential or actual service interruption and appeal rights.

### **Disruptive Behavior**

When riding a HARTransit vehicle, customer conduct will not be accepted nor allowed that is violent, seriously disruptive, or illegal. Riders behaving in this manner may have their riding privileges suspended.

Assaults against public transit employees are a class c felony.

When faced with an incident involving violent, seriously disruptive, or illegal conduct, the vehicle operator will complete an incident report detailing the situation and forward it to the Operations Supervisor at the conclusion of his/her shift. In cases of imminent danger or harm, the vehicle operator shall stop the vehicle, contact base and ask for direction immediately, or call 911.

### **Examples of the violent, seriously disruptive, or illegal conduct resulting in warnings and/or refusal to provide service include but are not limited to the following:**

- Engaging in illegal activity.
- Acting in a manner threatening to the safety of drivers or passengers or engaging in seriously disruptive or objectionable behavior that interferes with and/or disturbs the operation of the vehicle.
- Failure to comply with a vehicle operator or other authorized HARTransit



employee's request pertaining to any and all safety issues

- Engaging in profane, lewd or sexually provocative behavior.
- Smoking, carrying a lighted cigar, cigarette, cigarillo or pipe, vaping, use of any spark, flame, match or fire producing device.
- Possession of open containers of alcohol or other liquids.
- Standing forward of the white safety line while the vehicle is in motion.
- Carrying firearms, knives or weapons of any kind.
- Consumption of food or drink.
- Littering.
- Playing of audio or video devices without earphones.
- Entering or riding a vehicle while intoxicated or under the influence of illegal drugs.
- Lack of shirt, pants or shoes or clothing in a condition objectionable to other passengers or HARTransit employees.
- Carrying gasoline, kerosene or other flammable liquids.
- Obstructing, jumping from, or riding upon the steps of a HARTransit vehicle while the vehicle is in motion or standing.
- Defacing or damaging HARTransit property or any employee's or passenger's property.
- Swearing, name calling and/or abusive or inappropriate language.
- Personal hygiene or behavior that results in a public health hazard.



individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

## **HARTTransit Response To Disruptive Passengers**

If a customer engages in violent, seriously disruptive, or illegal conduct, the offending customer will:

1. Immediately be asked by either the vehicle operator or an authorized member of HARTTransit's management staff to stop or correct the disruptive behavior. If the customer continues to engage in a violent, seriously disruptive, or illegal behavior, assistance will be sought as necessary; and
2. Be issued a letter detailing the incident. The letter will also outline the subsequent penalty including warnings or suspension of service notifications to the passenger and the reason for such determination. If applicable, a copy of the letter will also be sent to the passenger's guardian and/or advocate.

Letters notifying passengers of a suspension offer the passenger an opportunity to request a hearing with the Chief Operating Officer to appeal the suspension. The hearing provides the passenger an opportunity to explain any mitigating circumstances that may prompt a reconsideration of the suspension. Passengers may request the hearing either verbally or in writing. Suspensions, depending on the severity of the incident, may be delayed until the operations manager makes a final decision at his or her discretion.

Further suspensions up to and including long term refusal of service will be enforced in the event of repeated infractions.

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## **Holiday Schedules**

**Announcements with detailed descriptions are posted on buses and social media a week ahead of the holiday.**

**Follow HARTTransit on [Facebook](#) and [X \(Twitter\)](#) or [Click Here>](#) for up to date holiday scheduling.**

**Please Note:** when a holiday falls on a nonweekday - Saturday or Sunday -- the holiday usually is observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday).



Shuttle riders should take note that on Christmas Eve, New Years Eve and single days bridging holidays with weekends Metro-North will run an altered schedule that may affect the operation of connecting HARTtransit services.

Holiday	LOOPS	1-7 Routes	SweetHART	Shuttles	7LINK	Pulse Point Ticket Window	Administration Offices
Christmas Eve	Reduced schedule	Regular service	Regular schedule	Reduced schedule	Regular service	Open	Closes at noon
Christmas	No service	Closed	Closed				
Good Friday	Regular schedule	Open	Closed				
Easter	No service	Closed	Closed				
Thanksgiving	No service	Closed	Closed				
Day after Thanksgiving	Sunday schedule	No service	Sunday schedule	No service	No service	Open	Closed
Memorial Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
Independence Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
Labor Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
Columbus Day	Regular schedule	Open	Closed				
President's Day	Regular schedule	Regular schedule	Regular schedule	Reduced schedule	Regular schedule	Open	Closed
Martin Luther King's Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
Veterans Day	Regular schedule	Open	Closed				
New Years Eve	Reduced schedule	Regular service	Regular schedule	Reduced schedule	Regular service	Open	Closes at noon



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New Years Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
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## Lost and Found

Items found on buses are secured in the Administrative Office at the HARTransit Operations facility. Riders who lose items on the bus should call 203-744-4070 x120. Those that may have lost items on the bus are encouraged to call the office as soon as possible and to pick up items promptly.

Items are available for pick up at the Administrative Office during normal office hours. Other arrangements may be made for pickup after hours.

Non-perishable items **will be retained for a period of 60 days**; however, more valuable items (Example: Legal Documents / Licenses/ Green cards) will be retained for a longer period. Perishable items will be discarded immediately.

We are not held liable for any conditions that the items are retrieved

To contact us by phone:

**203-744-4070**

Please use the following prompts:

Fixed route - **Press 1**

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Will-Call (medical trips only) Cancellations & Confirmations - **Press 2**



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SweetHART Reservations - **Press 3**

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Lost & Found - **Press 6**

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Pass Sales & Schedule Information - **Press 7**

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Weekends & Holidays ADA Next Day Reservations - **Press 232**