

HARTransit Rider Survey 2025

Please complete this survey and return to your driver or mail to HARTransit, 62 Federal Road, Danbury, CT 06810.

What Route(s) do you normally ride?

- | | |
|---|-------------------------------------|
| 1 Route • Town Park – Hospital | 9 Route • LOOP New Milford-Route 7 |
| 2 Route • Newtown Rd - Stony Hill | 10 Route • LOOP Hospital-Rose Hill |
| 3 Route • Mill Plain Rd – Brewster | 17 Route • LOOP Newtown Rd-Bethel |
| 4 Route • Brookfield – YMCA | 15 Route • 7 Link Danbury – Norwalk |
| 5 Route • Bethel Center | Danbury Brewster Shuttle |
| 6 Route • Danbury Mall | Ridgefield Katonah Shuttle |
| 7 Route • New Milford - Rt 7 | New Fairfield Southeast Shuttle |
| 8 Route • LOOP Danbury Mall-Mill Plain Rd | |

For what reason(s) do you use the bus?

Work	Entertainment
Shopping	School
Medical appointments	Other: _____

What is the number one most common final destination you travel to on the bus?

Most common destination location (e.g., Danbury Mall): _____

Trip Purpose(s): Work Shopping Medical School Entertainment

Other _____

Please rate the HART bus service on a scale from 1 to 5 (1 being Poor and 5 being Excellent):

	POOR-----EXCELLENT					
Dependability of bus service.....	1	2	3	4	5	No Opinion
On-time performance.....	1	2	3	4	5	No Opinion
Bus appearance/cleanliness.....	1	2	3	4	5	No Opinion
Passio Bus Tracking App.....	1	2	3	4	5	No Opinion
Printed route maps.....	1	2	3	4	5	No Opinion
Overall satisfaction with HARTransit	1	2	3	4	5	No Opinion

Please write any comments or service suggestions below:

Thank you!