



62 Federal Rd., Danbury, CT 06810 | 203.744.4070 | info@hartransit.com

## **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 HARTransit 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.

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### **Bicycles**

HARTransit 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 HARTransit Vehicles. Folding bicycles, as long as the passenger maintains control over them, are permitted inside vehicles.

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### **Service Animals & Pets**

Service animals are welcome on HARTransit vehicles. If you travel with a service animal.

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 use the ramp. Respirators and portable oxygen are also permitted.

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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. 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.

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 other passengers and interferes with and/or disturbs the operations of the vehicle, or otherwise violates HARTransit policies.

Specific passenger activities prohibited while on HARTransit vehicles include:

- 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.
- Smoking, carrying a lighted cigar, cigarette, cigarillo or pipe, use of any spark, flame, match or fire producing device.



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- Possession of open containers of alcohol or other liquids.
- 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.
- 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.

## Holiday Schedules

Announcements with detailed descriptions are posted a week ahead of the holiday.

Holiday	LOOPS	1-7 Routes	SweetHART	Shuttles	7LINK	Pulse Point Ticket Window	Administration Offices
Easter	No service	No service	No service	No service	No service	Closed	Closed
Christmas	No service	No service	No service	No service	No service	Closed	Closed
Thanksgiving	No service	No service	No service	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
Memorial Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed



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New Years Day	Sunday schedule	No service	Sunday schedule	No service	No service	Closed	Closed
Day after Thanksgiving	Sunday schedule	No service	Sunday schedule	No service	Regular schedule	Closed	Closed
Columbus Day	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Open	Closed
Good Friday	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Open	Closed
President's Day	Regular schedule	Regular schedule	Regular schedule	Reduced schedule	Regular schedule	Open	Closed
Martin Luther King's Day	Regular schedule	Regular schedule	Regular schedule	Reduced schedule	Regular schedule	Open	Closed
Veterans Day	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Regular schedule	Open	Closed
Christmas Eve	Reduced schedule	Regular schedule	Reduced schedule	Reduced schedule	Regular schedule	Open	Reduced schedule
New Years Eve	Reduced schedule	Regular schedule	Reduced schedule	Reduced schedule	Regular schedule	Open	Reduced schedule

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 HARTransit services.

## 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 will be retained for a longer period. Perishable items will be discarded immediately.



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## Find a Bus Stop

- 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](#)
- 4 [Route • Brookfield - YMCA in Danbury and Brookfield](#)
- 5 [Route • Bethel Center in Bethel](#)
- 6 [Route • Danbury Mall - Lake Ave in Danbury](#)

To contact us by phone:

**203-740-4070**

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**