



Transit Departmental Policy

Policy Title

Passenger Etiquette

Policy Information

Effective Date: November 19, 2021

Amended Date:

Revision Date: 19 November 2021 12:22 PM

Next Review Date: 19 November 2024

Policy Statement

To ensure the Burlington Transit service benefits everyone who uses it, customers are responsible for using the service appropriately. When one passenger disrupts the service due to inappropriate use or unrealistic expectations, transportation for other customers is affected. Burlington Transit reserves the right to deny service for customers who do not comply with policies and procedures.

Respectful behaviour is expected of Burlington Transit employees and from customers. Acts of aggression, intimidation, or harassment will not be tolerated. Those who act in such a manner will be asked to leave Burlington Transit vehicles and/or stops or the customer's account may be cancelled.

Scope

This policy applies to all Burlington Transit customers using fixed route, on-demand, and specialized services.

Objectives

To ensure that all customers have a positive experience on Burlington Transit.

Definitions

N/A



Principles

As a customer on Burlington Transit, the following proper etiquette is understood;

- Seats at the front of conventional buses are reserved for customers with disabilities only. You must vacate these seats for customers with disabilities.
- Running for a moving bus is dangerous and can lead to an accident. If the bus is already moving away from the stop, don't chase it. For everyone's safety, bus drivers are not allowed to make sudden stops unless absolutely necessary. Please be at your stop at least five minutes early.
- Once a bus has left the platform at any terminal, Operators DO NOT STOP, for the safety of everyone. Please do not flag down the bus or chase it.
- If standing, remain behind the yellow line and hold onto the stanchions while the bus is in motion.
- If a seat is available, please take a seat.
- If the bus is full, please move back as far to the rear doors to make room for others, and not to congest the area by the front door
- Keep the seats and floors clean and free of garbage. Children standing on seats can make them dirty and is unsafe.
- Don't consume food or drinks while on the bus.
- Take all your personal belongings with you when you leave the bus. Burlington Transit is not responsible for any personal items which go lost or missing on transit property.
- Have your fare ready when boarding the bus.
- Wear shoes, boots, sandals or other similar footwear and be fully clothed.
- Use earphones when operating any radio, recording device, digital music, or audio device, musical instrument or similar device, and that the sound level does not disturb other passengers.
- Remove backpacks upon boarding the bus to make room for other passengers.
- Place your backpack on your lap or on the floor in front of you when asked.
- Remove all recreational footwear and equipment, such as roller skates, inline skates and ski boots.
- Small pets must be secured in a small pet carrier. Large pets are not permitted on the bus unless they are a service animal.
- Exit at the rear doors when safe to do so.

Unacceptable Etiquette

All persons on or about any property owned, leased, occupied or used by Burlington Transit, including vehicles and bus stops, are prohibited to:

- Place feet/shoes on seats.

- Lay down on seats.
- Smoke or carry a lighted cigar, cigarette, pipe, other tobacco product, or any other lighted smoking equipment or material.
- Using electronic cigarettes and other vaping products
- Consume alcohol.
- Cause a disturbance with profanity, gestures, fighting, or being offensive
- Conduct in a manner that creates public indecency
- Use profane, abusive, indecent, foul, insulting, discriminatory or obscene language or behaviours
- Urinate, expectorate or defecate, except in facilities specifically intended for such actions
- Be in possession of:
 - A firearm, air gun, air rifle, pellet gun, pellet rifle, gas charged gun, gas charged rifle, imitation firearm, an offensive weapon or a prohibited weapon; or
 - Explosives, pyrotechnical material, flammable material, offensive or toxic material, or any other dangerous thing, object, or material
 - Toxic, flammable or hazardous substances
- Carrying on skis, toboggans, snowboards, and wagons on the bus.

References

N/A

Roles

Accountable:

The Director of Transit, or designate, is answerable for the timely review, updating and dissemination of the policy.

Responsible:

Managers and supervisors are responsible to promote, support and ensure the effective implementation of the policy.