

Town of Happy Valley-Goose Bay

Title: Public Transit Etiquette	Internal/External: External
Department: Administration	Policy Number: A0060
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Policy Statement

PUBLIC TRANSIT ETIQUETTE

The Town of Happy Valley- Goose Bay employees and passengers have a right to be treated with dignity and respect at all times without the risk of threatening behaviour or violence. Aggressive, offensive, or violent behaviour will not be tolerated. Offenders will be asked to leave, and riding privileges may be suspended. To make sure that travel by the public transit system is comfortable and pleasant for every passenger, riders are asked to obey the following 3 points:

1. Respect
2. Safety and Efficiency
3. Hygiene and Comfort

1. RESPECT

- **Waste Management:** Passengers must use the containers provided to deposit their waste and not to throw anything inside the vehicle or at pick-up or drop-off points.
- **Respectful Behavior:** Passengers must interact with other passengers, drivers, and staff with respect and courtesy at all times.
- **Acceptance of Risks:** By traveling on the bus, passengers accept the normal risks associated with using public transportation. The bus staff ensure that all operations are carried out in a safe and professional manner.
- **Responsibility towards those accompanied:** Passengers traveling with young children or persons in their care are responsible for ensuring that they behave respectfully and safely.
- **Courtesy Sitting:** Passengers should be accommodating to riders with special needs and willingly give up designated seats when required to do so.
- **Patience:** Passengers should be patient when drivers are assisting patients, like the elderly or a person with a form of mobility impairment. Patience is also required in situations when the driver needs to explain the bus arrangements and secure the mobility aids, like wheelchairs, for new passengers. Note that Riders using mobility aids will require more time to secure. Please be patient while the driver secures any rider requiring the use of a mobility aid.

2. SAFETY AND EFFICIENCY

- **Remain seated:** Seated passengers must remain seated and standing passengers should hold on to the handles until the vehicle has come to a complete stop.
- **Use of safety straps:** Riders requiring the anchor straps must be secured by ALL points of the anchors, including the seatbelt, before travel. Riders requiring the use of a mobility aid must use ALL the floor anchors and seat belt provided, facing the correct way (toward the sliding door) with the mobility aid before travelling, or the rider will be refused service, as this is in the best interest for the safety of all riders and drivers.
- **Safety when boarding or disembarking:** It is prohibited to cross the road directly in front of the vehicle when boarding or disembarking.
- **Bicycles and Scooters:** Not allowed on board.
- **Designated Boarding Points:** Only passengers present at designated boarding points will be accommodated. No boarding maneuvers will be performed if the passenger is not in the correct place.
- **Pickup Points:** Passengers should position themselves on the right side of a traffic intersection for pickup points.
- **Respectful Behavior:** Any aggression, threats, intimidation, abusive demands, legal violations, or interference with the driver or staff, or other passengers is strictly prohibited.
- **Zero tolerance for abuse:** Abusive behavior, whether verbal or physical, toward drivers or staff, is not tolerated. This includes profanity, threatening gestures, public disturbances, and other disruptive acts.
- **Interaction with the driver:** Avoid any form of interaction with the driver that could distract the driver during the ride. Any interference with controls or safety equipment could endanger the driver and passengers.
- **Assistance with luggage:** The driver is not required to assist passengers with groceries as well as luggage and parcels.

3. HYGIENE AND COMFORT

- **Scent-Free Policy:** All Transit vehicles have a scent-free policy. Perfumes, colognes, or other strong odors are prohibited. Additionally, passengers may be refused travel if their hygiene compromises the comfort of other passengers, drivers, or staff.
- **Dress Code:** Passengers must wear appropriate clothing and footwear when using Transit services.
- **Alcohol and Drug Consumption:** It is prohibited to consume alcoholic beverages on board vehicles. Access to services may also be refused to any passenger considered to be under the influence of alcohol or illicit drugs.

- **No Smoking:** Smoking or vaping is strictly prohibited in public transit vehicles. Passengers wishing to smoke must do so outside, at least nine (9) meters from vehicle entrances, windows, or other public access points.
- **Food and Beverage Consumption:** Eating or drinking inside vehicles is prohibited unless deemed medically necessary.
- **Presence of animals:** Pets are not allowed on public vehicles unless in a secure carrier. Service animals necessary for health reasons are welcome.
- **Lost and Found:** The Town of Happy Valley – Goose Bay declines all responsibility for items lost or left in vehicles. Lost and found items will be deposited at the front desk of the Town Hall, where they can be retrieved. Items will be held for 30 days.
- **Use of electronic devices:** Passengers using electronic devices should ensure that the volume is adjusted so as not to disturb other vehicle occupants. The use of headphones is strongly recommended.

DISCLAIMER

The Town accepts no responsibility for missed appointments or connections. Riders accept all risks.



IN WITNESS WHEREOF, this policy is sealed under the Common Seal of the Town of Happy Valley-Goose Bay.

W. Bert Pomeroy

Mayor, Bert Pomeroy

N. MacAulay

CAO, Nadine MacAulay