

TRANS-01-P01

Department: Transit
Division: Engineering
Approved by:

Issued: June 2, 2014
Revised:

Purpose

BWG Transit provides conventional bus service within the urban area of the Town of Bradford West Gwillimbury. Our goal is to make the rider's travel experience easy and convenient. The purpose of this policy is to ensure passenger and operator safety as well as to protect the assets of the Corporation of the Town of Bradford West Gwillimbury.

Violations

Failure to comply with any component of this policy may result in the offending passenger(s) being required to leave the bus. Operators have the authority to deny passengers the right to board vehicles or remove any passenger who may be causing a disturbance or damaging the vehicle.

Rules

Alcohol, Smoking and Hazardous Substances

Smoking and the consumption of alcohol or other hazardous substances is strictly prohibited on any BWG Transit vehicles and at shelters or stops.

Bags/Backpacks

Passengers with bags or backpacks are asked to be considerate of other passengers while manoeuvring on and off the bus. While seated, bags should be held on the passenger's lap. Bags, backpacks and other personal items may not occupy a seat or block aisles and exits.

Behind the Line

While the bus is in motion, customers must remain behind the yellow painted section and remain seated or hold the handrail. Customers should not have lengthy or non-travel related conversations with the operator.

Bicycles

All BWG Transit vehicles are equipped with bike racks that can carry two bikes. To ensure the safety and comfort of passengers, bikes may not be transported on board the bus at any time, even in the event the bike rack is full or inoperable.

Buggies and Large Articles

When there is space and when other passengers will not be affected, shopping buggies and other large articles may be allowed on the bus at the operator's discretion. The operator has the authority to refuse such objects at any time that he/she feels safety may be compromised.

Strollers

The boarding and unloading of a stroller is the responsibility of the passenger. For the safety and well-being of young children in strollers, as well as other passengers and the operator, these guidelines must be followed:

- Passengers may park strollers in the wheelchair accessible area only if the area is NOT required by priority passengers. If space allows, seats should be flipped up so that the stroller can be parked out of the aisle. Passengers with strollers must vacate these seats if they are requested to do so by passengers with priority requirements.
- If the front seats are unavailable, passengers with strollers are asked to move to the rear of the bus.
- Once the stroller is parked, passengers should lock the wheels of the stroller and remain in firm control of it at all times.
- The stroller should not obstruct the aisle or impede the flow of passengers.
- Strollers too large to fit comfortably down the centre aisle, or that result in passengers not being able to access seats or exits, must be folded and stowed at the front or back of the bus as space permits.
- If a stroller must be folded, children should be seated or held securely on an adult's lap.
- Play buggies, plastic pull-along carts and wagons are not permitted at any time.
- Strollers may be denied if they will limit passenger access once on board the bus. Passengers should be aware that if the bus cannot accommodate their stroller, they may need to wait for a later bus or choose an alternate form of transportation.

Dangerous Items, Materials or Carrying Containers

For the safety of the public, firearms and other weapons are not permitted on BWG Transit vehicles, shelters or stops. Toxic, flammable or hazardous substances or materials are not permitted with the exception of medically necessary materials. Individuals found with these items in their possession may be asked to leave the bus or BWG Transit property. If the item is deemed as a threat to others, the proper authorities will be notified.

Food and Beverages

To keep buses clean and safe, food and/or drink brought on the bus must be properly contained and resulting litter must be taken with the passenger leaving the bus and disposed of responsibly. Messy or pungent foods should not be consumed on the bus.

Noise

Passengers using audio/visual equipment are asked to use earphones and adjust the volume accordingly so as to not disturb other passengers or the operator, and as determined by the operator.

Priority and Courtesy Seating

Seating areas at the front of the bus on either side of the aisle are designated for passengers with greater need of a seat.

Priority Seating

The priority seating areas are located in designated areas and clearly marked with appropriate signage. The seating area is intended for passengers with mobility limitations, especially those using wheelchairs, scooters or walkers and passengers with a disability.

Courtesy Seating

Courtesy seating is intended to provide additional seating for people who will benefit from having a seat near the front of the bus including seniors, expectant mothers and adults traveling with infants or small children.

Please show consideration by vacating these seats when needed.

Recreational Gear

Passengers on BWG Transit vehicles and at shelters or stops are not permitted to wear in-line skates or roller skates or to use skateboards. These items should be removed and safely held at all times to prevent them from becoming a hazard. Ice skates should have ice guards or be properly enclosed in a bag. Large recreational items likely to inconvenience or jeopardize the safety of other passengers will not be permitted on buses.

Requesting a Stop

The Stops for Safe Arrival initiative allows riders with disabilities or riders travelling after dark to request the bus operator to stop closer to their destination. The initiative also allows riders to request to board or deboard at the closest available safe location. Safe locations will be determined by the operator and will be along the transit route.

Respectful Behaviour Required

Operators have the authority to deny passengers the right to board vehicles or remove any passenger who may be causing a disturbance or damaging the vehicle. Respectful behaviour includes but is not limited to the following:

- Shirts and shoes must be worn while riding a BWG Transit bus.
- Passengers must refrain from using profanity.
- Riders may not interact rudely with the operator and other passengers or behave in an aggressive or intimidating manner.
- No horseplay is permitted, and feet are to be kept off of seats.

Service Animals and Pets

Passengers who require the support of a service animal are permitted to bring their service animal on to any BWG Transit vehicle. For the safety of all passengers, service animals must be securely leashed and under the care and control of the owner at all times. An operator may ask for confirmation of service animal certification.

When service animals are present, please remember:

- Do not distract or interact with the animal. It is a working animal and must pay attention at all times.
- Be aware of the service animal and give it enough space, and avoid stepping on or bumping the animal.
- Respect the other person's need for the animal.

Non-service animals and pets are not permitted on BWG Transit vehicles.

Customer Support

For further information about BWG Transit's Rider Policy, please contact:

Operations Provider – Switzer Carty Transportation Inc.

905-775-7770

bwgtransit@switzer-carty.com

Town of Bradford West Gwillimbury

100 Dissette Street, Units 7 & 8, Bradford, ON, L3Z 2A7

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