



## CITY OF CORNER BROOK

<b>Index</b>	Community Services	<b>Section</b>	Transit
<b>Title</b>	Rider Code of Conduct	<b>Policy Number</b>	01-02-01 <b>Authority</b> Council
<b>Approval Date</b>	2025-08	<b>Effective Date</b>	2025-08 <b>Revision Date</b>

### ***POLICY STATEMENT***

#### **Purpose**

This Code of Conduct outlines the expectations for behavior on all Corner Brook Transit vehicles, at bus stops, and within transit facilities. It is designed to ensure a safe an efficient, respectful, and inclusive environment for all passengers and workers.

#### **Scope**

This policy applies to all individuals using Corner Brook Transit services.

#### **1. Respect and Dignity**

All individuals have the right to be treated with dignity and respect. The following behavior is not permitted on Corner Brook Transit:

- (a)Threatening, aggressive, or violent behavior;
- (b) Harassment or discriminatory actions; and
- (c )Profanity, insulting language, or disruptive conduct

#### **2. Safety and Security**

All individuals using Corner Brook Transit services must: :

- (a) Follow all instructions from Corner Brook Transit personnel;
- (b) Not distract the driver while the bus is in motion;
- (c )Use handrails when boarding or exiting;
- (d) Remain in designated passenger area while bus is in motion;
- (e )Report unsafe behavior to the driver or by calling the designated transit line or in emergency situations calling 911;
- (f) Wear appropriate attire (shirts and shoes required); and
- (g) refrain from bringing animals on Corner Brook Transit vehicles , save and except for a service animal that is accompanying a blind person or a person with a disability who is dependent on that service animal. The terms “service animal”, “blind person” and “person with a disability” shall have the same meaning as defined by the *Service Animal Act SNL2012 cS-13.02* and *Service Animal Regulations, NL Reg 52/22* enacted thereunder.

### **3. Prohibited Conduct**

The following actions are strictly prohibited on Corner Brook Transit vehicles and facilities:

- (a) Smoking or vaping on buses or in shelters;
- (b) Consumption or distribution of drugs or alcohol;
- (c) Possession of weapons or dangerous goods;
- (d) Loud, rowdy, or abusive behavior;
- (e) Placing feet on seats or blocking aisles with baggage; and
- (f) Using cell phones in a disruptive manner, including but not limited to :
  - (i) Loud conversations;
  - (ii) Playing music or videos without headphones; and
  - (iii) Loud ringers or notification alerts (save and except where necessary for the reasonable care and safety of a hearing impaired passenger)

### **4. Accessibility and Courtesy**

To ensure a respectful and inclusive transit experience for all passengers, all Corner Brook Transit users shall:

- Reserve front seats for seniors and passengers with disabilities and others with accessibility needs; and
- Keep personal belongings secure and out of the aisles, seats and doorways to avoid obstructing access or creating safety hazards.

### **5. Fare and Transfers**

To help keep transit service timely and accessible for all riders, all passengers shall:

- (a) Have fare or transit card ready before boarding; and
- (b) Request transfers when boarding the first bus.

Transfers will only be valid for the next connecting bus and not for return trips on the same route.

### **6. Enforcement**

Violations of this policy may result in the following actions being taken by the City against those individuals who fail to comply with this policy :

- (a) Verbal warnings;
- (b) Removal from the vehicle or premises;
- (c) Suspension of riding privileges;
- (d) Involvement of law enforcement; and/or
- (e) issuance of a notice under the Petty Trespass Act to refrain from attending City properties.

IN WITNESS WHEREOF, this policy is sealed with the Common Seal of the City of Corner Brook.

[REDACTED]  
MAYOR

[REDACTED]  
CITY CLERK

