



TOWN OF PINCHER CREEK POLICY



Approved by: Council 19-120 Council 18-561	Date: February 25, 2019 October 3, 2018	Policy Number: 308-19
Reference:	Revision Date/by: 2024	
Title:	Transit Code of Conduct and Operating Policy	

Policy Statement

The Pincher Creek Transit Code of Conduct was created to provide the public with information about appropriate behavior and conduct while using Transit services.

A public awareness campaign will be launched to educate users about the new Code of Conduct.

The goal of the Code of Conduct is to improve safety for transit employees and customers while using public transit in Pincher Creek

1. Code of Conduct

- 1.1. Threats or assaults will not be tolerated.
- 1.2. Riders must pay applicable fare and comply with all fare terms and conditions;
- 1.3. No smoking, littering, spitting, vandalism, or graffiti;
- 1.4. No consumption of alcohol, illegal drugs or inhalation of solvents;
- 1.5. Do not disturb, annoy or interfere with any other person, includes loud, foul, insulting, abusive or inappropriate language;
- 1.6. Do not place feet on bus seat, spill food or beverages or create any unsanitary condition;
- 1.7. No soliciting, selling or distribution of merchandise or printed materials;
- 1.8. Do not impede the movement of passengers or employees;
- 1.9. Any item which may cause an obstruction or unsafe condition is not permitted;
- 1.10. No unlawful carrying of firearms or restricted weapons, explosive, flammable, or toxic material;
- 1.11. Do not extend any body part or object through bus window or door;
- 1.12. Service animals are allowed but no other animals are permitted.
- 1.13. Children under the age of 6 must be accompanied by an adult
- 1.14. Seat belts must be worn.

2. Fares

Informing customers about the fare structure is a responsibility of the Operators. Consistent application of this responsibility establishes an expectation for transit customers and discourages evaders.

Operators are expected to be familiar with the fare structure in order to verify valid fare upon boarding.

2.1. Fare Evasion

2.1.1. An operator's basic obligation is to inform the customer of the proper fare. If the customer deposits the required funds no further action is required.

2.1.2. If the customer does not comply the Operator must use common sense to balance the cost of a single fare, represented against their personal safety and the needs and expectations of other customers.

2.2. Pay Double Fare on Next Ride

2.2.1. Operators may allow customers who lack sufficient funds a courtesy ride and ask the customer to pay "double fare" on the next trip.

2.3. Refuse Service

2.3.1. Operators may inform individuals who repeatedly refuse proper fare that they are not entitled to board. This is a last resort after other methods of handling fare shortage have been tried.

2.4. Customer Related Issues

2.4.1. When a customer's behavior does not comply with the code of conduct, Operators must ask the customer to stop the inappropriate behavior then give the customer the opportunity to comply. If the customer does not comply always take the safety of the situation into consideration. The safety of the operator and other customers is the most important consideration.

2.4.2. Seniors, persons with cognitive, mental or developmental disabilities or people unable to care for themselves must not be removed from the bus. If a customer in one of these categories must be removed from the bus contact the supervisor about the proper course of action.

3. Confiscating Property

3.1. Operators are NOT permitted to seize property from customers.

3.1.1. Customers are allowed to bring personal audio devices and cellular phones on the bus. They may also play the device with a headset. If a

customer plays the device audibly and refuses to turn it down or shut it off, operators are expected to:

- Explain quietly and politely, that it is not allowed
- Ask the customer to turn it down or off
- Notify supervisor and ask for assistance if customer refuses

3.2 Food and Drink on Buses

3.2.1 Consumption of food and drink is allowed providing that they are in containers designed for travel and under the control of the customer.

3.3. Intoxicated and or Sleeping Customers

3.3.1 Do not remove intoxicated persons from the bus simply because they are intoxicated. If any person becomes disorderly or offensive you are to contact the supervisor.

Keep the following in mind:

- Are you safe? If not, can you find a safe place?
- Are you comfortable in checking on the wellbeing of the person without putting yourself in danger?
- Is medical aid required?

4. **Dealing with Difficult People**

4.1 Stop the bus and open all doors This allows you, the difficult customer or other customers to exit the bus. It also allows you to give your full attention to the situation

4.2 Remember that you convey your thoughts through your tone and body language not just your words.

4.3 Stay calm

4.4 When their voices rise yours should go down

4.5 Really listen and offer any assistance you can to help at that moment

4.6 Don't take it personally

4.7 Call your supervisor if you are unsure or feel threatened

5. **Reasonable Assistance**

5.1 Operators are required to provide reasonable assistance to customers. Reasonable assistance is defined as:

- Provide information on the best way to board the bus
- Deploying the lift
- Securing the mobility device and explain the procedure
- Ensure there is enough clearance between the bus and curb to engage the lift
- Warn customers in close proximity about the potential hazards
- Be familiar with how the restraint system functions in order to provide assistance

- Check with customers to ensure they have applied the brakes of their wheelchair and or have powered off electrical mobility aid

5. End of Policy