



## Whitecourt Transit Policies

For the comfort and safety of our Transit passengers, we ask that all passengers follow our rules of the road.

### Bags/Backpacks

Passengers with bags are asked to be considerate of other passengers as they manoeuvre on and off the bus. Also, keep seats free for other passengers; bags should be placed on your lap or under the seat.

Provincial regulations stipulate that **the aisle and doorways must be clear of any items that may impede the flow of passengers.**

### Smoking

In accordance with the Alberta Tobacco Reduction Act, smoking is prohibited on all transit vehicles, inside public buildings, and transit shelters.

Smoking is also prohibited within 5 metres of public building entrances and windows, air-intake vents, transit vehicles, and bus shelters.

### Bicycles, Scooters, Skateboards and Snowboards

Bicycles, scooters, skateboards and scooters are permitted on Transit buses during non-peak times at the discretion of the driver. The driver may not permit your bicycle, scooter, skateboard or snowboard on the bus if the bus is near capacity or if your equipment will block the aisle or doorway at any time.

### Food and Beverages

To keep buses clean and safe, food or drink brought on board must be in a closed container that is spill proof. Coffee and other beverages can be consumed on board provided the beverage is carried in a container with a sealable cap (single use, disposable cups do not meet this criteria). Alcohol is not permitted on buses.

Litter must be taken off buses and disposed of responsibly.

### Service Animals and Pets

Only verified guide dogs and service animals are permitted on Whitecourt Public Transit. Verification must be presented to the driver when boarding a Whitecourt Public Transit bus.

### Clothing

Passengers are required to wear a top, bottoms and footwear while travelling.

### Anti-Idling

As it currently stands, after 3 minutes, Transit operators are encouraged to turn off the engines. However, there are many extenuating circumstances where operators are asked to use discretion. For example, on a cold day to keep the bus warm for themselves (remember, the bus is the operators workplace), or passengers; or on a hot day to keep the air conditioning on for passengers' comfort. As well, it takes about a minute after a bus is turned on to allow the air pressure to properly build up.

## **Strollers**

For the safety and well-being of babies and young children, other passengers and Transit Operators, please respect the following guidelines:

- Strollers should be small, light-weight and foldable. Recommended size should not be larger than 42" x 22.5". Upon boarding the bus, children must be removed from the stroller and held by the parent or guardian.
- The stroller should not obstruct the aisle or impede the flow of passengers

## **Other Policies**

- Waste bags, including compost, recycling or garbage are not permitted on any Transit vehicles.
- Passengers using audio/video equipment are asked to use earphones and adjust the volume accordingly as to not disturb other passengers.
- Passengers must refrain from using profanity.
- Passengers entitled to a reduced fare MUST present required identification upon boarding. If ID is not available, the full adult fare must be paid.
- The transit vehicles will not stop at a bus stop unless a passenger is waiting at the stop, or a passenger requests to exit the bus.

## **Important Information**

Transit operators do their best to follow the posted schedules in order for you to arrive to your destination safely and on time. However, on occasion, road construction, inclement weather or traffic tie-ups may cause delays in the schedule. Your patience and understanding is appreciated during these times.

Transit operators have the authority to deny passengers the right to board transit buses or remove any passenger who may be causing a disturbance or damage to the vehicle.