



Rider Etiquette Policy

The following rules are in place on all Brockville Transit buses to ensure a safe and enjoyable experience for both passengers and transit operators. Cooperation and courteous behaviour by both groups is required to fulfill a high level of service for everybody. Failure to follow the rules as described could result in suspension from use of the service.

Respect Drivers / Respect Others

Do not use profane or discriminatory language while on the bus. Do not engage in confrontational language with Transit staff or fellow riders while on the bus. All conversations on the bus should be kept at a reasonable sound level as to not be disruptive to other passengers. Brockville Transit strives to ensure that passengers arrive safely and on time. However; road construction, inclement weather and special events can impact route schedules. We ask that patience and understanding be extended to Brockville Transit staff during these occurrences.

No Smoking

There is no smoking of any kind permitted on the bus or adjacent to any transit shelter as per City of Brockville By-Law 093-2003.

Service Animals / Pets

Service animals accompanying persons with disabilities are allowed on board. Pets are only allowed on board Brockville Transit if secured in a crate.

Fare Payment

Passengers are to have their ticket, pass or cash payment in hand when entering the bus in order to minimize the time of each stop. Cash payments should be made with exact change. Drivers are unable to make change at any time.

Stroller Policy

All strollers should be folded up with the wheels locked or brakes engaged while on the bus. Strollers are to be sorted under the passenger's seat or secured by the passenger while riding the bus. Strollers are not permitted to be stored in the aisle at any time.

Safe Riding

- Passengers are to either sit in an empty seat or stand while holding onto hand grips in order to remain secure while the bus is in motion
- Use the Stop Request buttons or cable to request a stop
- Remain seated until the bus comes to a complete stop, do not stand up in anticipation of an upcoming stop
- Ask the driver to clarify the locations of stops and routes if unsure which bus is required to reach your destination



Rider Rules for Service

Respect Drivers / Respect Others

- No profane or discriminatory language
- No confrontational language with Transit staff or other riders
- Keep conversations at a reasonable level
- Do not be disruptive to other Riders

No Smoking

- No Smoking or Vaping permitted on the bus or near any shelter

Service Animals / Pets

- Service Animals permitted on board
- Pets must be secured in a crate

Fare Payment

- Must have cash/tickets ready when boarding
- Failure to pay will result in permanent ban from service

Stroller Policy

- Must be folded with wheels locked
- Must be stored securely under or between seats
- Items cannot be stored in aisle of bus

Safe Riding

- Sit in a seat or hold onto hand grip when riding
- Use stop request buttons to request stop
- Remain seated until the bus comes to a complete stop
- Ask the driver to clarify stops and routes if unsure

Visit www.Brockville.com/transit for more information