



## **Passenger Guidelines**

T:GO Transit is committed to providing safe, reliable, efficient transportation for our passengers and a safe working environment for our Bus Operators.

T:GO Bus Operators will treat their passengers with courtesy and respect in all interactions and will do their best to ensure that passengers arrive at their destinations safely and on time.

T:GO Passengers shall treat Bus Operators, buses, and other passengers with dignity and respect and shall adhere as a minimum to the Passenger Guidelines.

### **Rules & Regulations**

The following rules and regulations are to ensure a safe and respectful transit experience for all T:GO passengers. Failure to comply may result in the Bus Operator asking the passenger to leave the bus.

#### **Proper Attire & Personal Hygiene**

Pants, shirts and shoes must be worn at all times. The bus is a scent free zone; help us keep the air we share healthy and fragrance-free.

#### **Food and Beverages**

Eating and drinking is not permitted. Alcohol, cannabis, or other controlled substances are prohibited on the bus and at all transit stops.

#### **Smoking**

Smoking and/or the use of e-cigarettes, personal vaporizers or other similar devices are prohibited on the bus and at all transit stops.

#### **Dangerous Items, Materials & Containers**

Firearms and other weapons as well as toxic, explosive, flammable or other hazardous substances are not permitted on the bus or at all transit stops.

#### **Large Items or Recreational Gear**

Large items such as large carts, bags or boxes, furniture and appliances or are not permitted. Inline skates, roller skates, skateboards or recreational scooters are not to be worn or used on the bus.

#### **Bags or Backpacks**

Passengers with bags or backpacks are asked to be considerate of other passengers while maneuvering 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.

#### **Strollers**

The boarding and unloading of a stroller is the responsibility of the passenger. Strollers shall not obstruct the aisles or impede the flow of passengers. Children must be seated or held securely on an adult's lap and the stroller folded.

#### **Service Animals**

Service animals are permitted. It is the responsibility of the passenger to ensure that his or her service animal is kept under control at all times and is clear of all aisles and exits.

#### **Lost and Found**

Passengers are responsible for their personal belongings. T:GO assumes no responsibility for any lost, stolen or damaged articles. All lost items that are found by transit staff will be kept up to 90 days. If you believe you have lost an item on the bus, contact T:GO at [transit@tillsonburg.ca](mailto:transit@tillsonburg.ca) or call (519)688-3009 Ext. 4470.

#### **Noise**

Cell phone use is permitted, however please keep conversations at a respectful volume. Passengers using audio/visual devices are asked to use earphones.

#### **Bus Operators**

Exercise courtesy towards the Bus Operator and Passengers alike. Please refrain from engaging the Bus Operator in unnecessary chit-chat when the bus is in motion. Do not 'hover' behind or beside the driver's seated area. 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.

#### **RZone Policy**

Be advised that these guidelines are enforceable under the Town of Tillsonburg RZone Policy. Any appeals will be handled under the RZone Policy in accordance with the Appeals Process.

**RZone Policy:** [Read the full policy](#)

**RZone Policy Information:** [RZone Policy in effect at all Town facilities - Town of Tillsonburg](#)