

# **Ottawa River Transit (ORTC): Operational Transit Policies**

## **PART B: ORTC Passenger Code of Conduct:**

### **1. General Behavior:**

- Passengers must treat fellow passengers, drivers, and transit staff with respect and courtesy.
- Discrimination, harassment, verbal or physical violence of any kind will not be tolerated.
- Always follow the instructions of the transit personnel.

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

- Passengers must remain seated while the bus is in motion.
- Do not interfere verbally or physically with the driver and their ability to operate the vehicle safely.
- Emergency exits are for emergencies only. Tampering with or obstructing emergency equipment is prohibited.
- The carrying of weapons or hazardous materials on transit vehicles is strictly forbidden.
- Refrain from engaging in activities that may disrupt or delay services, including pulling emergency controls except in real emergencies.
- Be vigilant of your possessions and report suspicious activities to transit authorities.

### **3. Fare and Ticketing:**

- Passengers must possess a valid ticket, pass, or proof of fare purchase at all times while using the service.
- Fare evasion is illegal and may result in fines or removal from the service.

### **4. Cleanliness and Environment:**

- Please be cautious consuming food or beverages on the vehicle while it is in motion. Be considerate of your fellow community members and please take all trash with you when leaving the vehicle
- Smoking, including electronic cigarettes, is strictly prohibited within transit vehicles and on all transit property.
- Large items must be secured in designated areas and not block aisles or exits.

### **5. Noise and Disturbance:**

- Personal audio devices must be used with earphones at a volume that does not disturb others.
- Loud conversations including on cell phones, use of profane language, or any disruptive behavior is not tolerated.

### **6. Accessibility:**

- Priority seating is designated for seniors and passengers with disabilities; please yield seats accordingly.
- Service animals are allowed.
- Pets must be in carriers unless otherwise authorized by the transit authority.

### **7. Compliance and Enforcement:**

- Transit staff and drivers have the authority to issue warnings and remove passengers who violate the Code of Conduct. Fines or other legal actions may also be applicable.
- Repeat offenses may result in temporary or permanent suspension of transit privileges.

8. Feedback and Complaints:

- Passengers are encouraged to provide feedback and report any issues to the Transit Service Customer Call Centre or through the mobile application.
- The safety of passengers and staff is a top priority for ORTC. Riders are encouraged to report any safety or security concerns directly to the driver, through the ORTC Customer Service line, or via the online reporting form available on the [ortc.ca](http://ortc.ca) website. All reports will be treated confidentially and investigated promptly.