



Driver Code of Conduct

The driver will:

- Treat customers with courtesy and respect at all times
- Collect the appropriate fare
- Provide instructions, directions and a safe, comfortable ride
- Enforce the Passenger Code of Conduct
- Ensure appropriate behavior of passengers and refuse service to those who violate the code or may be a threat to the safety of others
- Adhere to the established schedule within the limits of safety and road conditions
- Assist passengers only with mobility aids on and off the bus as requested

The driver will not:

- Stop between bus stops in all areas of the city (except for safety reasons)
- Wait or stop again for late arriving passengers
- Drive ahead of schedule
- Express personal views on issues related to the service
- Put the safety of the passengers at risk
- Talk to passengers while driving
- Wait until all passengers are seated
- Provide any passenger with their full name - drivers are required to provide only their first name and bus number
- Assist passengers on and off the bus only for convenience