

Passenger Code of Conduct

1. Passengers are expected to treat staff and other passengers with courtesy and respect at all times.
2. Skis, Snowboards, if possible Rollerblades and Skates must be carried in a bag (not worn) - as well as sharp objects in general.
3. Passengers will be allowed to carry on bulky articles provided they do not inconvenience other passengers.
4. Passengers are not allowed to carry any explosive, flammable materials or firearms on board a bus.
5. Only Seeing Eye dogs or animals in carriers / cages are allowed on the bus.
6. Passengers are required to use headphones in all audio devices at a reasonable level.
7. Blocking the aisles is not allowed at any time.
8. Passengers are allowed to bring on 2 children under the age of 4 free of charge. The adult will pay the regular adult rate only.
9. Passengers with small children are asked to exit from the front of the bus for safety reasons.
10. Bikes will only be allowed on the bus when the bike rack is full and if there is room on the bus.
11. Eating or littering on the bus is not allowed. All beverages must be in a spill-proof container.
12. If priority seating is needed for passengers using mobility aids, other passengers are required to move.
13. Passengers must be reasonably clean and able to care for themselves while on the bus at all times.
14. Graffiti and vandalism are strictly prohibited.
15. Passengers will be refused service if they:
 - Extend any part of their body or any object out of an open window.
 - Purposely distract the driver in any way.
 - Annoy or embarrass other passengers in any way - such as shouting or swearing.
 - Consume alcohol, use drugs or smoke while on the bus.
 - Are not prepared to board or de-board the bus in an appropriate manner.

Drivers 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 of conduct 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 his full name. He is required to provide only his first name and bus number.
- Assist passengers on and off the bus only for convenience.

City of Whitehorse

Transit

(867) 668-8396

www.whitehorse.ca/transit



Boarding and de-boarding a City Bus



**A guideline for using
the public transit system**

Please follow this guideline and our buses will bring you to your destination faster than ever:

- 1. Please be at the bus stop on time (5 minutes earlier is recommended) - the driver will not wait or stop again after leaving the Bus Stop.**
- 2. Have your money, ticket or pass and your belongings ready before you enter the bus.**
- 3. Transfers are not valid for return trips or “shopping stopovers”. They are only valid for the next connecting bus in the same direction.**
- 4. Hold on handrails all the time and expect fast movements of the vehicle.**
- 5. Please use the first available seat.**
- 6. Ring the bell for your stop as early as possible.**
- 7. When you leave the bus please have all your belongings with you and be ready to go.**
- 8. Please exit the bus at the back door (except passengers with small children).**
- 9. We have many more transfer locations than the two central stops near Main Street. Please feel free to ask for more information and how to transfer more conveniently!**



**How can I
make
the ride
quick, easy
and
convenient
for
everybody?**