

Rules for Riding Buses



1. Have fare ready when entering.
2. Wear shirts and shoes. Roller Blades, Skate Boards and Bikes must be carried on and off the bus.
3. Always wear seatbelts. Keep yourself and children with you, seated and buckled until bus is completely stopped.
4. Refrain from smoking or carrying a lit cigarette, cigar or pipe in and around the bus.
5. Keep all food and drinks closed while aboard the vehicle. Consuming alcohol during transit is prohibited.
6. Passengers are responsible for their packages when getting on and off the bus. Avoid blocking the aisle with objects and parcels.
7. Keep animals kenneled unless performing a service. They must be under control at all times.
8. Weapons are prohibited except for firearms that are unloaded and encased at all times.
9. Never carry flammable liquids or automobile or marine batteries onto the bus.
10. All electronics must be placed on mute and headset must be used with audio devices.
11. Never intentionally interfere with the bus driver's operation of the vehicle.
12. Passengers must be courteous and respectful of buses, drivers and other passengers. Using language that can be interpreted as offensive, inappropriate or threatening to the driver and/or passengers is prohibited.
13. You can be suspended for disruptive behavior, soiling and damaging vehicle according to Minnesota Statue 609.855, for repeated last minute cancellations or no-shows and not following the rules.

Service Expectations

- Drivers and Dispatchers will be courteous and respectful. Community Transit employees are required to follow standard Minnesota Data Privacy Act and HIPPA guidelines.
- Drivers are to provide assistance, as needed to get passengers safely on and off the bus.
- Bus will be clean and provide a safe environment.
- All drivers are CDL certified and will adhere to Minnesota state driving rules and regulations.
- Drivers are trained in securing wheelchairs and operating the lift.
- On time means the bus can arrive within 10 minutes after the time given to you by dispatch.
- Community Transit is committed to providing non-discriminatory service, and informing customers about how to request more information and to file a discrimination complaint.
- Policies and Procedures are in place to help guarantee all of our passengers the safest, most efficient ride possible. Policies are available upon request.

