

## 2. Dangerous behaviour

This includes but is not limited to physical danger to individuals such as allowing any part of the body to protrude from the bus.

Such behaviour may result in:

- a verbal warning
- issuing of an infringement notice
- the bus operator refusing travel to the passenger (this can be up to ten working days). Where the person is a minor, parents or guardians and the school will be notified where relevant.

## 3. Destructive or unsafe behaviour

This includes but is not limited to throwing objects that have potential to cause harm or damage, fighting, breaking windows, damaging seats, tampering with safety equipment, verbally threatening the driver or bullying other passengers.

Such behaviour may result in:

- the police being called
- issuing of an infringement notice
- a requirement to pay damages
- criminal prosecution
- the bus operator refusing travel to the passenger (this can be up to ten weeks). Where the person is a minor, parents or guardians and the school will be notified where relevant.

## 4. Highly dangerous or life threatening behaviour

Includes but is not limited to physically attacking the driver or another passenger, lighting a fire or threatening physical harm with a weapon.

Such behaviour may result in:

- the police being called
- issuing of an infringement notice
- requirement to pay damages
- criminal prosecution
- the bus operator refusing travel to the passenger permanently. Where the person is a minor, parents or guardians and the school will be notified where relevant.

A full list of offences applying to passengers can be found in the:

- Road Transport (Offences) Regulation 2005, Part 1.10 relating to the Road Transport (Public Passenger Services) Act 2001 and
- Part 1.11 relating to the Road Transport (Public Passenger Services) Regulation 2002.

### APPEALS

If a passenger believes he or she has been treated unfairly under this Code, he or she should contact the relevant bus operator or bus service. If a passenger remains unsatisfied, he or she should contact the Road Transport Authority at:

#### OFFICE OF REGULATORY SERVICES

Postal Address

GPO Box 158  
 Canberra ACT 2601

Phone 6207 1423 or 6205 4585

Website [www.ors.act.gov.au](http://www.ors.act.gov.au)

*This Code was developed in consultation with the ACT Safe Schools Taskforce and ACT accredited bus service providers.*

# Code of Conduct for travel on buses within the ACT

Code of Conduct



It is every passenger's responsibility to behave in a manner that ensures the safety and comfort of all other passengers and drivers when travelling on a bus within the Australian Capital Territory.

### BEHAVING RESPONSIBLY AND RESPECTFULLY

When travelling on the bus, passengers must ensure they:

- are respectful, polite and considerate to other passengers and the driver
- obey reasonable directions given by the driver
- do not interfere with bus controls or safety equipment
- offer to give up their seat to pregnant, disabled or elderly passengers when sitting in a marked priority seating area
- respect the individual circumstances of passengers with disabilities and not knowingly act in a way that agitates or provokes these passengers
- respect bus property and report vandalism to the driver
- return any lost items to their owner or hand them to the driver
- be considerate of their noise level in the bus and lower voices or other sounds if necessary
- do not eat or drink unless required for medical reasons
- do not carry or consume an open container of liquor
- do not leave litter on the bus
- do not carry dangerous items or substances
- do not bring animals onto the bus except in accordance with the Regulation and accredited operator's policy.

### STAYING SAFE

When travelling on the bus, passengers must ensure they:

- keep their arms, legs and head inside the bus at all times
- do not allow their possessions to get in the way of other passengers or block the bus aisle
- avoid stowing bags and other items on seats
- enter and depart the bus safely
- do not use offensive language, fight, spit, place their feet on seats or throw things in or from the bus
- do not distract the driver's attention from the road, except in the case of an emergency
- do not travel beside or in front of the driver's seat or in any other part of the bus not designed to carry passengers
- do not use rollerblades, rollerskates, skateboards, scooters, unicycles or similar wheeled devices while on the bus.



### USING A TICKET OR CARD CORRECTLY

Passengers must ensure they:

- purchase a ticket from the driver or validate their card when boarding
- show their card or transfer ticket when requested by an authorised officer

- keep their card or transfer ticket for their own use - passengers must not lend cards or transfer tickets to someone else or borrow one from another person
- do not alter or deface a ticket or card
- remember to tag on when boarding and tag off when alighting if using the MyWay system.

### FAILURE TO COMPLY WITH CODE OF CONDUCT

Failure to comply with the code of conduct may lead to refusal of travel and the issuing of an infringement notice or other penalty. These actions depend on a number of factors including:

- the seriousness of the breach
- whether the passenger has previously been cautioned for a similar breach.

To ensure consistency and fairness in responding to those who do not follow the Code of Conduct, breaches have been divided into four categories.

#### 1. Nuisance and offensive behaviour

This includes but is not limited to bad language or spitting, which may be irritating or unpleasant but usually not physically dangerous.

Such behaviour may result in:

- a verbal warning
- issuing of an infringement notice
- the bus operator refusing travel to the passenger (this can be up to five working days). Where the person is a minor, parents or guardians and the school will be notified where relevant.