



## **METROWEST REGIONAL TRANSIT AUTHORITY**

*Public Transportation System*

15 Blandin Ave  
Framingham, MA 01702

Ph. (508) 935 2222 ▪ Fax (508) 935 2225 ▪ Toll Free (888)996 9782 ▪  
[www.mwrta.com](http://www.mwrta.com)

### **Rules for Riding the Buses - January 2016**

For your safety and convenience, the MWRTA has adopted the following rules governing the operation of the bus service.

#### **Rules for Riders:**

1. Riders must follow the bus driver's instructions.
2. Be courteous and respectful to the passengers and the bus driver at all times.
3. All passengers are required to pay the appropriate fare.
4. Children under the age of 12 must be accompanied by an adult at all times. The adult will be held responsible for the child's actions.
5. Any child weighing less than 40 lbs., brought on board, must be held securely and remain in the lap of the accompanying adult (unless secured in a child safety seat).
6. Mobility devices (strollers, walkers, wheel chairs, scooters, shopping carts, luggage, etc.) must be collapsed (if applicable), placed in the back of the bus and secured by the driver so as to not block the aisle.
7. No lewd or lascivious behavior.
8. No consumption of food or drink of any kind. Open containers of alcohol are strictly prohibited.
9. No smoking.
10. No profanity, fighting, hazing, boisterous behavior or harassment toward the bus driver or fellow passengers.
11. Electronic music devices that could disturb the bus driver or other passengers, such as video games, radios, CD or MP3 players must be used with headphones.
12. Talking on cellphones must be kept to a minimum. Riders who must use his/her cellphone to make or receive a call on the bus may do so quietly to avoid disruption to other passengers and particularly the bus driver.
13. Do not leave any trash on the bus.
14. By law, all riders must remain behind the yellow safety line and cannot block exits while the bus is in service.
15. No vandalism. In the case of vandalism by a minor, parents will be held financially liable.
16. Windows should only be opened at the discretion of the bus driver.
17. Bulky items which might interfere with the operation of the bus or with the movement or comfort of other passengers is prohibited. No items may be left in the aisle at any time.
18. Shirt and shoes are required while riding on the bus.
19. Hazardous materials (i.e. containers of fuel, batteries, etc.) are not permitted on bus.

Any violation of the above rules should be reported to the bus driver or to MWRTA Customer Service. Failure to comply with the above set of rules may result in disciplinary action up to and including suspension and/or termination of rider privileges.



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**Pet Policy:** Only ADA certified service animals (dogs or miniature horses) assisting the disabled are allowed on buses and must be kept under control.

**Package/Bag Policy:** To ensure a safe and enjoyable rider experience for everyone, passengers cannot place any packages on unoccupied seats when buses are full. If space permits, packages may be placed on the seat next to the rider. Riders are allowed to bring a manageable amount of bags on the bus as long as they can carry and hold them safely, comfortably, and independently on the bus. Bags cannot impede the space of other riders at any time.

### **Passenger Etiquette:**

1. Priority seating is for the elderly and disabled. If you are seated in a designated priority seat, please offer it to a passenger in need.
2. Boarding and exiting the bus should be done in an orderly fashion under the direction of the bus driver.
3. Seatbelts and handrails are provided on our buses. The use of the seatbelts and handrails is optional, but strongly encouraged.
4. Unnecessary conversation with the bus driver is discouraged.

**Lost Articles:** If you leave any personal articles on a bus or in the terminal, please report your loss to the MWRTA Operations office @ (508) 935-2222 as soon as possible between the hours of 8:00 a.m. and 4:00 p.m. The MWRTA cannot be responsible for lost articles, but we will make every effort to recover your property for you.

**Crossing:** For your safety, please do not cross in front of the bus. Cross the street AFTER the bus has pulled away. This allows a full view of oncoming traffic in both directions.

**Objectionable Persons:** The MWRTA reserves the right to refuse to transport any person who is perceived to be under the influence of intoxicating drugs or alcohol, or whose personal hygiene or behavior may be found objectionable or offensive to other passengers.

**Injuries:** All injuries must be reported to the driver or Central Hub supervisor immediately. Unreported injuries sustained while traveling on the MWRTA buses will not be acknowledged at later dates. The MWRTA is not responsible for injuries which result from unsafe acts of passengers.

*Please contact MWRTA Customer Service at 508-935-2222 if you have any questions regarding these rules for riding the buses.*