



A GUIDE TO

# Passenger Conduct & Policies

ON HALIFAX TRANSIT



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**Thank you for being courteous and respectful of Transit Employees and your fellow passengers**

The Transit Code is a guide for passenger conduct and policies on Halifax Transit. Whether you're on a bus or a ferry or at Halifax Transit terminals and facilities, follow the Transit Code to help make everyone's ride on Halifax Transit enjoyable and safe.



# The 8 Principles of the Transit Code

The Transit Code is built on 8 guiding principles that create a safe, courteous and respectful environment for all.



# Passenger Courtesy on Halifax Transit

Being considerate of your fellow passengers helps to ensure everyone, including yourself, has a positive transit experience.

Follow these tips to keep Halifax Transit rolling smoothly.



# Passenger Courtesy Tips

**Have the correct fare** ready ahead of time.

**Allow people to get off the bus** before boarding.

**Stand behind the yellow line** on the floor of the bus and refrain from lengthy conversations with the Operator.

**Always move to the back of the bus** when boarding and upon Operator request to accommodate as many passengers as possible.

**Do not block or stand in doorways.** This is for your safety and to allow other passengers to enter and exit quickly.

**Share seats with those who may require them** and if possible, offer your seat to a person who might need it, such as a senior citizen, a small child, a pregnant person, or a passenger with a disability.

**Remove your backpack** while on the bus and hold it in front of you to avoid accidentally bumping into other passengers as you pass.

**Respect those around you** by keeping phone conversations at a low volume and not using the speaker.

**Avoid wearing strongly scented perfumes and products** for the sake of fellow passengers with allergies and scent sensitivities.

**Use headphones** when listening to music or personal audio and keep the volume down.

**Do not lie down or spread out** on transit seats or benches.

**Do not take up seats with backpacks, bags, or personal belongings, and keep aisles free of items.**





# Prohibited Conduct on Halifax Transit

The following is not acceptable on vehicles, vessels and properties owned and operated by Halifax Transit.

**Behaviour that threatens the safety of others or the safe operation of transit vehicles.**

Threats or assaults.

**Harassment of any kind.**

Discrimination based on protected characteristics (such as age, race gender identity, sexual orientation, ethnic origin, disability or religion) under the Nova Scotia Human Rights Act.

**Loitering or soliciting.**

Use of profanity.

**Excessive noise or disorderly conduct.**

Consumption or distribution of alcoholic beverages or illegal substances.

**Use of tobacco, cannabis, and e-cigarettes in non-designated areas.**

Carrying of firearms or dangerous materials.

**Littering, vandalism, or graffiti.**

Skateboarding or bicycle riding.



If you witness or experience this behaviour on Halifax Transit, **notify transit staff or call 311.**



# Passenger Policies & Guidelines

To help us provide a safe and enjoyable ride, please follow Halifax Transit's Passenger Policies and Guidelines.

For further information about these policies, please call 311.



## Passenger Policies & Guidelines

### ACCESSIBLE TRANSIT

Halifax Transit is pleased to offer accessible transit through the Access-A-Bus paratransit service, an entire fleet of Accessible Low Floor (ALF) conventional buses, and fully accessible ferries. 100% of Halifax Transit vehicles and vessels are accessible.

#### ACCESS-A-BUS

Access-A-Bus is a shared ride, door-to-door, transit service for persons who are unable to use the conventional transit system due to physical or cognitive disabilities.

#### SCOOTERS / MOTORIZED WHEELCHAIRS

Mobility scooters are allowed on all Access-A-Buses, conventional buses, and ferries. Maximum size restrictions are:

- Three-wheeled scooters:  
40" x 21.125"
- Four-wheeled scooters:  
40.25" x 21.25"

All mobility devices require at least two and ideally four anchor or tie down points to secure the device to the bus; anchor or tie downs are not provided by Halifax Transit and are the responsibility of the passenger to provide.

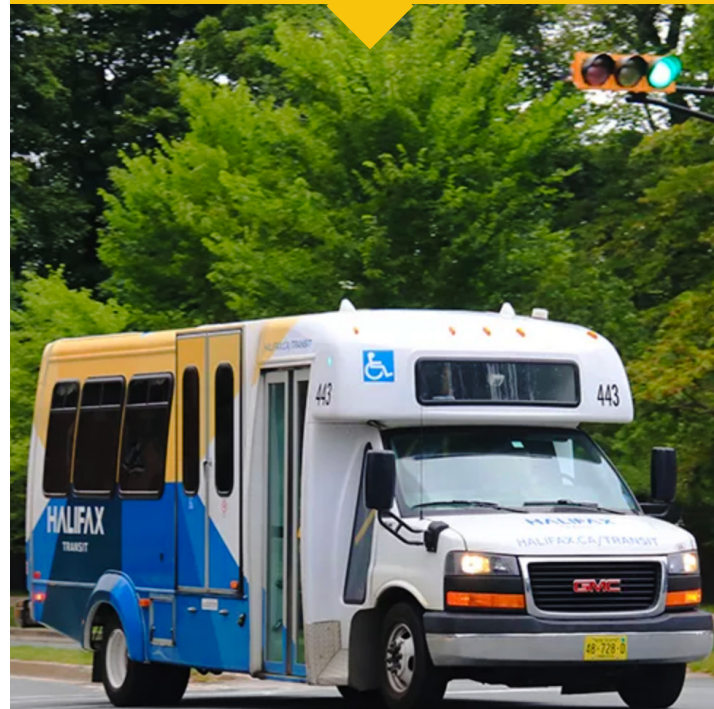
Passengers using scooters are required to maneuver into the docking station and transfer to a fixed transit seat independently. The Operator will then secure the mobility device to the bus.

Passengers are responsible for repairs/removal of their mobility devices in the event of breakdown.



To learn more about  
Access-A-Bus, including  
how to register, visit:

[Halifax.ca/access-a-bus](https://halifax.ca/access-a-bus)  
(902)-490-6999 or 311





# Passenger Policies & Guidelines

## ACCESSIBLE TRANSIT

### Bus Stop Accessibility:



#### STANDARD ACCESSIBLE BUS STOP

Bus stops with signs that have the International Symbol of Access (wheelchair symbol) meet Halifax Transit's accessible standards. At these bus stops, the ramp can be safely deployed and the bus stop has a concrete landing pad (minimum size 1.5 m x 2.5 m) with access to a sidewalk or other accessible path.



#### NON-STANDARD ACCESSIBLE BUS STOP

Bus stops with signs displaying route numbers only do not meet Halifax Transit's accessible standards. The ramp can be safely deployed, but the stop may not have the correct sized concrete landing pad or connection to a sidewalk. Passengers may decide whether or not to use this stop at their own determination and risk.



#### INACCESSIBLE BUS STOP

Bus stops with signs displaying a 'no ramp' symbol are inaccessible as the ramp cannot be deployed under any circumstance.

## BAGS AND STORAGE COMPARTMENTS ON WHEELCHAIRS

All knapsacks, shopping bags and storage compartments attached to the back of a wheelchair must be removed prior to the wheelchair being secured. This is necessary to ensure minimal movement between the wheelchair and the padded post. If required, the Operator will remove a reasonable amount of bags to safely secure the wheelchair. The passenger is responsible for securing their belongings while the bus is in motion.

## PERSONAL CARE ATTENDANTS (PCAS)

A Personal Care Attendant is an individual who travels with a passenger who is unable to ride independently on transit. This may be an employee of the eligible rider, or a designated relative, friend, or care provider. Passengers who require PCAs and who have been granted a PCA ID card will have their personal care attendant's fare included in their own when an identification card is presented to the Operator. PCA ID cards may be used only when accompanying a rider. To learn more or to apply for a PCA ID card, visit [halifax.ca/access-a-bus](http://halifax.ca/access-a-bus), or contact Access-A-Bus at (902) 490-6999.



**Operators will lower the ramp at a passenger's request at any bus stop, other than those marked with a 'No Ramp' symbol.**

## Passenger Policies & Guidelines

### BIKING & ACTIVE TRANSPORTATION

#### BIKE RACKS ON FERRIES

There are two dedicated bicycle racks on each ferry that can accommodate up to 11 bicycles total, including two spaces for fat tire bikes. Ferry Crew or Terminal Security staff may restrict the number of bicycles depending on other safety and security factors. Each bicycle rack can accommodate bicycles within the following size limits:

- Two tandem wheels
- Tire width up to 2" (5 cm) for conventional bikes or ebikes, or up to 5.5" (14 cm) for fat tire bikes or ebikes.

All bikes must be properly stowed in the racks provided while onboard the ferries. If all available bike racks are in use, the owner will be asked to wait for the next ferry or make alternate arrangements.

Electric-powered bicycles are permitted to be transported on Halifax Transit ferries as long as they are safely stored in the bike racks provided; however, gas-powered bicycles are not permitted.

Batteries on ebikes must remain connected to the ebike; passengers are not permitted to disconnect the battery and/or charge the battery at the terminal or on the ferry.

#### BIKE RACKS ON BUSES

Bike racks are located at the front of buses and can hold a maximum of two bikes. Each bike must be within the following size and weight capacity limits:

- Two tandem wheels, each between 50.8 cm and 73.5 cm in diameter (20"-29")
- Weight up to 34kg (75lbs)
- Maximum wheelbase of 112 cm (44")
- Maximum tire width of 6 cm (2.3")

**Both conventional bicycles and ebikes are permitted; gasoline-powered bicycles are not permitted on Halifax Transit bus bike racks.**



## Passenger Policies & Guidelines

### CHILDREN

#### CHILDREN RIDE FOR FREE

Children aged 0-12 may use all transit services free of charge. This policy is designed to increase access to and encourage the use of public transportation by children, which will ideally lead to continued use of public transportation into adulthood.

#### STROLLERS AND CHILDREN'S TRANSPORTATION DEVICES

Passengers are permitted to bring strollers on Halifax Transit vehicles as long as they are smaller than 42"x 22.5". Double wide strollers are not permitted.

The transit Operator and ferry crew will have ultimate discretion based on the size of the stroller or the amount of room available on the bus and/or ferry due to load size, and other safety considerations. Strollers are not permitted on the upper deck of the ferries. Passengers must be in control of their stroller at all times and never leave it unattended.

Children's push carts, wagons, and bicycles are not allowed to be transported on buses and ferries due to safety concerns as these items have the potential to become a projectile in the event of a sudden stop or collision.





## **Passenger Policies & Guidelines**

### **FOOD & BEVERAGES**

Beverages may be consumed on Halifax Transit buses if a sealable, spill-proof container is used. Single use disposable cups are not permitted. Food cannot be consumed on buses because there is a risk of spillage when the bus accelerates or decelerates. Under no circumstances is open alcohol allowed onboard or to be consumed on any Halifax Transit vehicle. Food and beverages are permitted on ferries.

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### **GARBAGE & RECYCLING**

In order to maintain a safe and sanitary environment, passengers are not permitted to transport garbage, recycling, or composting on Halifax Transit vehicles and vessels.

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### **LOST & FOUND**

All lost and found items are catalogued by the Halifax Transit Lost and Found Department located at the Bridge Terminal in Dartmouth. Perishable items are disposed of immediately, all other items are held for 30 days. Call the Halifax Transit Lost and Found Department at 902.490.6617 if you think you've left an item on a bus or ferry.

## Passenger Policies & Guidelines

### LUGGAGE, BAGS & BACKPACKS

#### LUGGAGE

Passengers are allowed to travel with luggage on all Halifax Transit buses and ferries only if the luggage can be safely stowed on the floor directly in front of you, on your lap, or in the overhead luggage rack where provided (Airport/Fall River buses only). While on the ferry, the owner is to remain with their luggage. Luggage is not permitted on the upper deck. Aisles and doorways must always be clear of any items that could impede the flow of passengers.

#### BAGS AND BACKPACKS

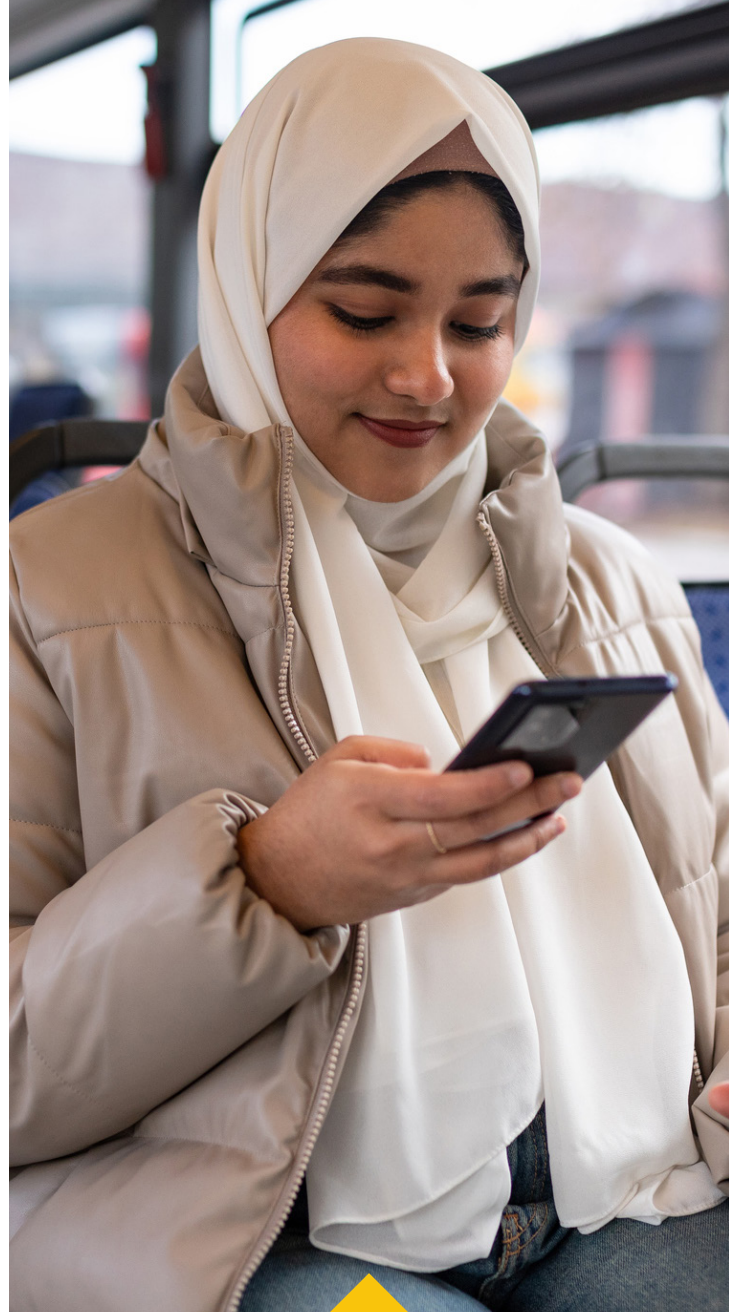
Similar to luggage, your bag or backpack should not obstruct other passengers, and should be stowed directly in front of you, on your lap, or in the overhead racks where provided. Bags and backpacks cannot block doors or aisles, lifesaving appliances, firefighting equipment or emergency exits on the bus or ferry.

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### PASSENGER CLOTHING

All passengers are required to wear top, bottoms, and footwear.

Those failing to meet these requirements will be denied service.



**Passengers are welcome to wear religious, cultural, or medical clothing, which may include face coverings.**

## Passenger Policies & Guidelines

### PETS & SERVICE ANIMALS

#### PETS

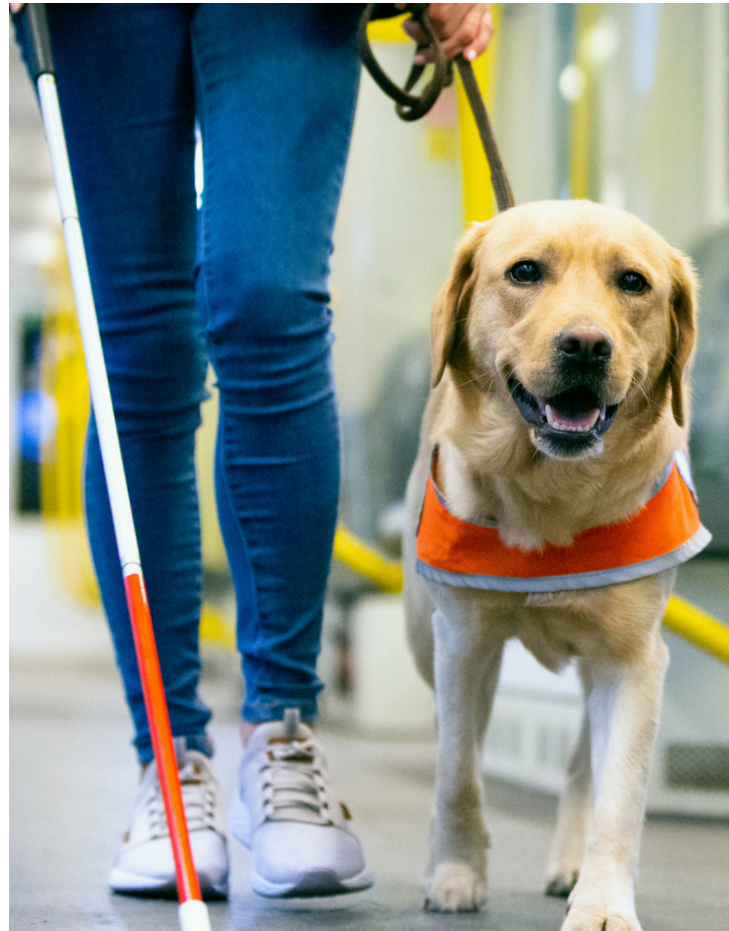
Pets are allowed on Halifax Transit vehicles and ferries if properly restrained in a closed pet container that prevents them from escaping. Passengers carrying an appropriate container may travel with the container either on their lap or placed on the floor. A container cannot impede free passage of passengers or block any doors or emergency exits. Passengers should ensure containers are clean, free of odor, and have no sharp edges. Pets are not to be left unattended at any time. Pet containers are not to exceed 16" (40.6 cm) high X 21" (53.3 cm) deep X 27" (68.6 cm) wide. The transit Operator, at their discretion, may not allow a passenger to board with their pet if there is a concern for the safety or comfort of fellow passengers. If only standing room is available, the transit Operator may refuse passage to the pet and pet owner even with an adequate container.

#### SERVICE ANIMALS

Customers who require the support of a service animal are permitted to bring their service animals into all Halifax Transit facilities and on all vehicles and vessels. For the safety of all customers, service animals must be securely leashed and under the care and control of the owner at all times.

Transit Operators may deny access to a service animal if the Operator has reasonable grounds to believe that the service animal poses a risk of injury to other passengers or service animals. The Operator will not be held responsible if a service animal causes injury to a passenger.

Customers are not required to carry identification for their service animal; however, Halifax Transit encourages the use of a certification card or municipally issued Service Animal Identification (ID) tags to assist transit Operators in distinguishing between service animals and pets.



## Passenger Policies & Guidelines

### REQUEST-A-STOP

Sometimes, for safety or mobility reasons, you may need to get off the bus somewhere other than a scheduled stop.

**Halifax Transit offers the Request-A-Stop Program for these situations.**

**Request-A-Stop service is available to:**

- Unaccompanied persons travelling on conventional bus service (excluding Regional Express) after dusk, for personal safety reasons.
- Passengers with mobility impairment, any time a day, when necessary for special circumstances, such as during poor weather or for safety reasons.

If you wish to disembark along the route for these reasons, speak with the Operator at least one stop before your desired stop. In order to meet your request, the Operator must be able to stop safely and obey transit safety regulations. If they can't stop safely or legally, the Operator may deny your request and choose an alternate stopping point.

### SMOKING

In accordance with the Smoke-free Places Act and By-Law N-300 (Respecting Nuisances and Smoking), smoking and vaping on municipal property, including transit property and sidewalks, is permitted only within municipal designated smoking areas (DSAs). This includes both smoking and vaping tobacco and cannabis products.

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### SENIORS

Seniors can travel free of charge on Tuesdays from 10 a.m. to 3:30 p.m. and after 6 p.m. on all Halifax Transit services including conventional bus (including Regional Express), ferries, and Access-A-Bus).

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### SNOW PLAN

In the event of inclement weather, several of Halifax Transit's bus routes are put on 'snow plan'. The objective of this plan is to maintain service levels and minimize interruptions to service by re-routing buses around areas consistently known as 'trouble sections' on a route during a winter weather event. Halifax Transit apologizes to riders inconvenienced by routes having to go on snow plan; however, the safety of our passengers and employees is paramount when making these decisions.

To find out if your preferred route is on snow plan, follow @hfxtransit on X (Twitter) or call 311. To view the alternate snow plan route for your preferred route, visit [halifax.ca/transit](http://halifax.ca/transit).





**We hope you enjoy your  
ride on Halifax Transit!**

For more information or support  
resources, visit:



[halifax.ca/transitcode](https://halifax.ca/transitcode)  
or call 311

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