



County of Wellington
RIDE WELL Rural Transit Service
Disruptive or Unsafe Conduct Policy

Purpose

Disruptive and unsafe conduct in Ride Well vehicles will not be tolerated. The purpose of this policy is to define behaviours that are strictly prohibited and to identify consequences of non-compliance.

Objective

The objective of this policy is:

- A. To ensure personal safety of all operators and passengers.
- B. To protect both operators and passengers from any type of harassment, assault, or destruction of personal property.

Definitions

Passengers: Individuals that are travelling in a Ride Well vehicle are referred to as “passengers” for the purpose of this policy.

Operators: The drivers of Ride Well vehicles are referred to as “operators” for the purpose of this policy.

Staff: Employees that provide customer service to the passengers and operators of Ride Well.

Disruptive and/or Unsafe Conduct: Actions prohibited under this policy includes but may not be limited to:

- Behaviour that is unruly, threatening, or frightening to other passengers or operators.
- Behaviour that interferes with the safe operation of the vehicle.
- Engaging in illegal conduct.
- Verbal abuse, threats, or harassment towards passengers, operators, or staff.



- Intoxication or drug use.
- Distracting or causing disturbance to other passengers or operators.
- Any behavior that jeopardizes the safety or comfort of others.
- Physical aggression or violence to oneself or others.
- Vandalism or destruction of property (the vehicle, and/or its furnishings).
- Other conduct judged by the County of Wellington to represent an actual or potential threat to the health, safety, or wellbeing of oneself, the operator, other passengers, or staff.

Policy

When a passenger demonstrates disruptive or unsafe conduct the safety of all occupants of the vehicle is put at risk. Therefore, passengers must be respectful of the operator's vehicle, and must not exude disruptive or unsafe conduct, as defined above.

Non-compliance

Passengers who fail to comply with this policy may be subject to service restrictions, suspensions, or permanent removal from the Ride Well service.

