

PLYMOUTH & BROCKTON PASSENGER RULES & CODE OF CONDUCT

The following rules must be followed when riding on our buses:

1. Please wait until the other passengers have exited the bus before you board.
2. All passengers are required to have a valid ticket prior to boarding. Please have the ticket QR code ready for the driver to scan.
3. Be careful when entering and exiting the bus, especially during inclement weather.
4. Please leave the front seating for passengers who are elderly or have a disability.
5. Remain seated while the bus is in motion. Standees will not be allowed.
6. Please refrain from unnecessary conversation with the driver while the bus is in motion.
7. Drinks are only allowed in a container with a lid.
8. No alcoholic beverages, eating, smoking, vaping, chewing tobacco, or narcotics.
9. Audio equipment may be used with headphones or earphones.
10. Limit cell phone usage. ([View our FAQ](#))
11. No animals except certified service animals. ([View our FAQ](#))
12. No roller skates, skateboards, or rollerblades allowed inside the bus.
13. Strollers and other large items must be stored in the luggage compartment under the bus.
14. The aisles must always be clear of belongings and/or baggage.
15. Passengers may not ride beyond the purchased route destination. Please be sure you have the correct ticket for your destination.
16. Threatening or any other unacceptable behaviors including the use of vulgar language will result in your being asked to leave the bus.
17. For your safety, the following items are prohibited: Gasoline, car batteries, fireworks, hover boards, and explosive materials.
18. Buses cannot wait at transfer stations for either another bus or a ferry that is running too far behind schedule.

In addition, for the comfort and safety of all passengers, the following conduct is expected of all passengers using our services.

19. Cooperate with requests from company personnel.
20. Be considerate to your fellow traveler.
21. Respect the privacy of others.

Please refrain from any behavior that intrudes on the welfare of others including (but not limited to):

22. Interfering with the safe operation of any vehicle.
23. Harassing, intimidating, endangering, or threatening the welfare of others.
24. Use of profanity or offensive language.
25. Loud or disruptive behavior.
26. Intentionally obstructing or impeding the flow of vehicle or passenger movement.
27. Placing your feet on seats or seat backs, lying down on the seats, or obstructing other passengers from using adjoining seats.
28. Littering or spitting.
29. Drunk or disorderly conduct.
30. Defacing, destroying or otherwise vandalizing property, signs, and notices/announcements.

Anyone who fails to comply with these rules will be removed from the bus, prevented from boarding the bus, be suspended from riding our buses in the future, be removed from the facility and/or be prosecuted to the full extent of the law.

The code of conduct applies to all activities that occur in or on:

- Any vehicle or offices.
- Bus stops, shelters, or other passenger facilities.
- Park & Ride lots.

For our Title VI (anti-discrimination) policy click here: [Plymouth & Brockton Title VI/ADA nondiscrimination statement](#)

To report any issues, commend our customer service, or to lodge a complaint contact us at info@p-b.com or fill out the form on the [Contact Us](#) page of our website.