

Passenger Guidelines

Middlesex County Connect is committed to a safe and reliable transit experience for all passengers and bus operators. Passengers will be treated with respect in every interaction with bus operators, and can expect that operators will do their best to ensure an efficient and timely arrival to their destination. Passengers will treat bus operators, and other passengers with the same level of respect and courtesy and shall adhere to the guidelines and regulations in this document. These regulations are in place to ensure a respectful and safe experience for all parties. Failure to comply may result in the operator asking the passenger to leave the bus.

Proper Attire & Personal Hygiene

Pants, shirts and shoes must be worn at all times. The bus is a scent free zone; help us keep the air we share healthy and fragrance-free.

On-board Food and Beverages

Eating and drinking is not permitted. Consumption of alcohol, cannabis, or other controlled substances is prohibited on the bus and at all transit stops.

Smoking

Smoking and/or the use of e-cigarettes, personal vaporizers, or other similar devices are prohibited on the bus and at all transit stops.

Dangerous Items and Materials

Firearms and other weapons as well as toxic, explosive, flammable, or other hazardous substances are not permitted on the bus or at all transit stops.

Large Items and Gear

Large items such as large carts, bags or boxes, furniture and appliances or are not permitted. Inline skates, roller skates, skateboards or recreational scooters are not to be worn or used on the bus.

Bags/Backpacks

Passengers with bags or backpacks are asked to be considerate of other passengers while maneuvering on and off the bus. While seated, bags should be held on the passenger's lap. Bags, backpacks and other personal items may not occupy a seat or block aisles and exits.

Strollers

The boarding and unloading of a stroller is the responsibility of the passenger. Strollers are not to obstruct the aisles or impede the flow of passengers. Children must be seated or held securely on an adult's lap and the stroller folded.

Service Animals

Service animals are permitted. It is the responsibility of the passenger to ensure that his or her service animal is kept under control at all times and is clear of all aisles and exits.

Noise

Cell phone use is permitted, however please keep conversations at a respectful volume. Passengers using audio/visual devices are asked to use earphones.

Bus Operators

Exercise courtesy towards the Bus Operator and Passengers alike. Please refrain from engaging the Bus Operator in unnecessary chit-chat when the bus is in motion. Do not 'hover' behind or beside the driver's seated area. Bus Operators have the authority to deny passengers the right to board vehicles or remove any passenger who may be causing a disturbance or damaging the vehicle.