

### **ADVICE on the correct use of the bus**

**A correct use of the buses will improve the service and will consequently benefit all of us. Therefore, please find some recommendations below to help you use the public transportation in our city.**

#### **AT THE BUS STOP**

Once at the bus stop, give the bus driver a signal with your hand when the bus is coming for him/her to know you are intending to get on it.

If several bus lines arrive at the same bus stop and your bus comes after another one, you should approach it to get on it.

Never try to get on the bus if it is not fully stopped or if the doors are closing and it is about to leave.

Please remember that bus drivers are not allowed to pick passengers up at traffic lights, even if they are very close to the bus stop, due to safety reasons.

For your safety, never cross in front of a bus.

#### **GETTING ON THE BUS**

If you carry a pushchair or a wheelchair, please respect the opinion of the bus driver regarding this matter. His/her opinion is a professional assessment to watch over your safety and over the other passengers' safety.

Try to have your pass ready before getting on the bus in order to quickly swipe it.

If you do not have a ticket, you can purchase it from the bus driver. Please remember that giving the exact amount is very helpful for everyone.

For safety reasons and in order to respect the other passengers, you are not allowed to get on the bus if:

You carry several pieces of luggage with an overall dimension over 250 cm.

You bring animals onto the bus, excepted blind persons with a special authorisation or small domestic animals under control and in a suitable closed container.

You carry explosive or dangerous substances.

You are in a situation or condition that is likely to upset other passengers.

#### **ON THE BUS**

Please bear in mind that there are priority seats identified for people with reduced mobility.

Do not forget to use the safety belts available at the wheelchairs and pushchairs area. When carrying a pushchair, and after having secured it and put the break on it, try to sit down in a rear-facing seat with your baby in your arms if the bus occupancy allows for it.

Follow directions of the ticket inspectors. Their aim is to ensure the service quality and making their work easier will benefit all of us.

For safety reasons and in order not to upset other passengers, the following is not permitted on the bus:

Smoking.

Making annoying and unnecessary noise.

Talking to the bus driver about subjects not related to the service.

Throwing papers, shells or any other useless objects on the bus.

Eating, drinking or any other action that is likely to upset the other passengers.

#### **GETTING OFF THE BUS**

Try to approach the exit gates of the bus when your stop is coming.

If no other passenger has done it already, push the bell to request a stop.

Do not try to get off the bus if it is not fully stopped or if the doors are in operation