



# CODE OF CONDUCT

MINIBUS & ROUTE TAXI



# CODE OF CONDUCT

This Code of Conduct (Code) is intended to provide the guidelines which will facilitate the effective running of the transport system for which the Transport Authority (“the Authority”) is responsible. This Code is also intended to provide permit holders, drivers and conductors with information on how they are expected to conduct themselves while operating routed public service vehicles, in the interest of the public.

This Code applies to all drivers and conductors whether they are engaged on a part-time or full-time basis.

The Authority reserves the right to revise, supplement, or rescind any policies or portion of this Code from time to time as it deems it appropriate, and, in its sole and absolute discretion as it may be necessary from time to time, to alter or vary any or all of the conditions set out herein in order to take account of changing laws and circumstances.

## 1. DEFINITIONS

**Driver** means a person driving a motor vehicle, and includes:

- (a) A person in charge of a motor vehicle for the purpose of driving, where that vehicle is stationary on the road; and
- (b) A person acting as steersman of a motor vehicle.

**Conductor** means a member of the crew of the public service vehicle whose primary function is to collect fares.

**Ply the route** means to travel along a particular route or between two particular places as specified by the Authority.

**Board** means the Board of Directors of the Authority.

## 2. FUNCTIONS OF THE AUTHORITY

*The functions of the Authority include, but are not limited to:*

- a) undertaking the planning of a public transport system;
- b) monitoring and regulating the operations of the public transport system;
- c) publishing current information on public transport services;
- d) issuing, cancelling and suspending licences of drivers and conductors of motor omnibuses, minibuses and route taxis;
- e) issuing, suspending or revoking permits in respect of public service vehicles;
- f) restricting the use of motor omnibuses, minibuses, and route taxis on specified routes;
- g) regulating and restricting the number of motor omnibuses, minibuses and route taxis on specified routes;
- h) publishing current information on public transport services;
- i) establishing timetables to be observed by drivers and conductors of motor omnibuses, minibuses and route taxis;
- j) supervising the conduct of business in terminals and/or facilities;
- k) determining the siting of lay-bys and the location of bus stops for the picking up and setting down of passengers using motor omnibuses, minibuses and route taxis;
- l) acquiring land to effect the business of the Authority;
- m) advising the Minister on all matters relating to the transport system in Barbados;
- n) reporting to the Minister at such times as he requires on matters to which the Transport Authority Act relates;
- o) performing such acts relating to the public transport system as the Act and Regulations provide; and
- p) generally carrying out the functions of the Act and doing all other things that in the opinion of the Board of Directors of the Authority ("Board") are necessary to facilitate the proper discharge of the business of the Authority.

### **3. EXERCISE OF THE AUTHORITY'S FUNCTIONS**

*The Authority SUBJECT AS provided in the Transport Authority Act Cap. 295A of the Laws of Barbados SHALL:*

- a) promote the use of public transport;
- b) develop standards in respect of public service vehicles;
- c) prescribe and approve all routes;
- d) approve all permits and licences issued in accordance with its Regulations;
- e) if it determines appropriate, establish different classes of permits or licences for different classes of public service vehicles, and may limit the number of permits or licences of any class;
- f) prepare and publish for distribution to the public information on routes and schedules;
- g) maintain a computerized public transport database;
- h) determine the person, class, number of permits and the concessions to be granted in respect of public service vehicles and the conditions under which such permits are to be issued;
- i) monitor the service provided by operators of public service vehicles; and
- j) maintain bus stops and lay-bys.

### **4. CONDITIONS**

- a) Permits are governed by the Transport Authority Act Cap. 295A of the Laws of Barbados, the Road Traffic Act Cap. 295 of the Laws of Barbados (as amended), the Road Traffic Regulations 1984 (as amended) and the Motor Omnibus Terminals Act Cap. 293 of the Laws of Barbados (as amended) to which all permit holders, drivers and conductors will be required to adhere.
- b) All applications for new permits must be completed on the Authority's official Application for a New Permit Form (TA 1) and must be submitted to the Authority.
- c) Where approval is granted, the permit must be activated within 9 months. No extensions will be granted.
- d) The approval document is not a permit and is separate and distinct from a permit.
- e) The permit to operate a public service vehicle is separate and distinct from the vehicle registration document/number assigned by the Barbados Licensing Authority (BLA).
- f) The permit, once issued, is valid for one (1) year and is subject to annual renewal.
- g) Permit holders shall notify the Authority by post or e-mail of any change in their contact information within 14 days of such change.
- h) All permit holders, drivers and conductors will be required to ply the route assigned to them by the Authority and shall not ply any other route unless authorized to do so, in writing, by the Authority.
- i) Permits shall not be sold, leased or rented.
- j) Permits shall not be transferred without the written approval of the Authority.

## **5. CODE OF CONDUCT**

- a) The permit holder must ensure that there is in force a policy of insurance in respect of third-party risks as complies with the requirements of the Road Traffic Act CAP. 295.
- b) Neither the permit holder, driver and/or conductor shall paint or cause the vehicle to be painted in colours other than those approved by the BLA.
- c) All drivers and/or conductors of any vehicle shall be properly attired in the uniform specified by the Authority while on duty.
- d) The permit holder and/or driver (whoever shall be responsible) must keep the vehicle in clean and good working condition at all times.
- e) The driver shall not drive the vehicle in a manner considered dangerous to the passengers on the vehicle or other road users.
- f) The driver shall not stop the vehicle at a point other than a designated bus stop to pick up or set down passengers.
- g) The driver and/or conductor shall not carry passengers on any vehicle in excess of the amount specified by the manufacturer or permitted under the Laws of Barbados.
- h) The driver and/or conductor shall not assault or use abusive or threatening language to passengers, other drivers and/or conductors, security officers, Transport Authority personnel or members of the general public while operating the vehicle on the road, at a terminal or at a bus depot.
- i) The driver and/or conductor shall not carry offensive weapons on his person or in the vehicle.
- j) The driver and/or conductor shall not play music while operating the vehicle on the road, at a terminal or at a bus depot.
- k) The permit holder and/or driver shall not install, nor allow to be installed, a television set or video playback device of any kind in the vehicle.
- l) The driver shall not utilize a mobile phone while in control of the vehicle.
- m) The driver and/or conductor shall not operate the vehicle in such a manner as to willfully obstruct other road users and other operators.
- n) The driver shall not move the vehicle when carrying passengers while the entrance/exit doors of the vehicle are open.
- o) The driver and/or conductor shall not smoke, eat or consume any type of beverage while plying the route.
- p) Neither the permit holder, nor the driver and/or conductor shall affix registration plates to the vehicle not authorized and approved by the (BLA).
- q) The driver and/or conductor plying for hire on a public road shall wear his or her badge in such a manner that the entire writing thereon is distinguishable.
- r) The driver shall not excessively deploy the accelerator or excessively sound the horn of the vehicle in the terminal or on the road.
- s) The driver and/or conductor shall not call out to or otherwise beg, urge or solicit any person to travel on the vehicle.
- t) The permit holder, driver and conductor shall generally provide satisfactory service to commuters at all times.

## 6. DISCIPLINARY ACTION

- a) The Authority may receive reports and/or complaints from the general public. This may include commuters and other road users, as well as police officers, Transport Inspectors from the (BLA), and authorized agents of the Authority.
- b) Reports may be received in person, in writing, or by any form of digital communication. These complaints and/or reports will be logged in the Authority's complaints database.
- c) Reports received will be reviewed and evaluated internally and the requisite action will be recommended. This action may consist of a warning letter for all incidents, complaints or matters listed as Level 1 offences set out hereto in the Scale of Penalties or may be referred to the Disciplinary Sub-Committee of the Board where there are deemed to be Level 2 or Level 3 incidents, complaints or matters.
- d) Matters considered to be sufficiently serious will be reported or referred to the Disciplinary Sub-Committee of the Board.
- e) Where a matter is referred to the Disciplinary Sub-Committee, the permit holder will be contacted and issued a summons to attend a hearing. The permit holder will be given 14 calendar days' notice of the hearing and will be provided with the following:
  - (i) The details of the incident/complaint as reported
  - (ii) The date, time and location of the incident reported
  - (iii) The vehicle registration number of the PSV involved
  - (iv) The breach of the Code of Conduct to be heard
  - (v) Any statements from witnesses to the incident
  - (vi) Photographic, video and/or audio evidence, if applicable
- f) The permit holder will be requested to invite the driver and/or conductor of the vehicle at the time of the incident to the hearing and has the right to be accompanied by an attorney or agent.
- g) The Disciplinary Sub-Committee will hear the matters and make its determination.
- h) The permit holder will be notified of the findings of the Disciplinary Sub-Committee which will be issued in writing.
- i) The permit holder may appeal the decision of the Disciplinary Sub-Committee in accordance with section 24 (7) of the Transport Authority Act Cap. 295A.
- j) Where a PSV permit holder fails to attend a disciplinary hearing when summoned to do so by the Authority, without giving a valid reason prior to his/her non-attendance, the Authority shall be at liberty to suspend the relative permit for a minimum period of one month.
- k) At the request of the permit holder the Authority, at its sole discretion, may grant two (2) requests to defer disciplinary hearings. No further requests for deferment will be granted.

## SCALE OF PENALTIES

### **Level 1: Warning letter**

- Operator(s) not properly attired in the specified uniform
- Vehicle not in clean and good working condition
- Operating the vehicle with passengers while the entrance and/or exit doors are open
- Not displaying the appropriate badge issued by the BLA or the Authority when requested to do so
- Excessively revving the engine or sounding the horn of the vehicle in the terminal or on the road
- Not generally providing satisfactory service to commuters

### **Level 2: Suspension**

- Vehicle does not have the appropriate insurance coverage
- Vehicle is painted in colours other than those approved by the BLA
- Dangerous driving
- Not stopping at a bus stop or properly using a layby where provided
- Carrying excess passengers
- Assaulting or using abusive or threatening language to any person which includes passengers, other drivers and/or conductors, security officers, Transport Authority personnel or members of the general public
- Driver/conductor being found with offensive weapons
- Playing music while operating the vehicle
- Installing a television set or video playback device in the vehicle

- Utilizing a mobile phone while operating the vehicle
- Using the vehicle to wilfully obstruct other road users
- Smoking, eating or drinking while operating the vehicle
- Charging a passenger more than the prescribed fare
- Refusing to refund a passenger the fare paid if journey not completed
- Loading passengers other than in the terminal or at a designated bus stop
- Refusing to obey the directions of the Authority or other authorized persons while within the terminal or on the road
- Soliciting passengers while in the terminal or on the road
- Embellishing the route number decal or carrying any other unauthorized decals on the vehicle
- Operating on a route other than that assigned by the Authority
- Permit holder, driver and/ or conductor acquiring a criminal conviction

### **Level 3: Permit revocation**

- Using registration plates not authorized and approved by the BLA
- Permit sold / permit bought
- Permits transferred without approval of the Authority
- Permit holder, driver and/or conductor acquiring a criminal conviction

It should be noted that offences deemed to be criminal offences under the Road Traffic Act may be referred to the Commissioner of Police and to the Barbados Licensing Authority respectively for action. Where there is a court conviction as a result, the Authority reserves the right to take action against the permit holder and may suspend or revoke the permit. Level 1 and Level 2 offences will attract a higher level of penalty where they are committed repeatedly.

The Authority will not tolerate any behaviour from any permit holder or operator which violates any rule, regulation, law or code of conduct applicable to the effective operation of the public transport system, which falls within the purview of the Authority. Any breach of any rule, regulation, law or code of conduct, including but not limited to those as set out herein, will result in disciplinary action, which may include a warning, suspension of permit, revocation of permit or other sanction depending on the severity of the breach, as set out herein.

Permit holders and their operators should note that the Authority and its management earnestly desire that permit holders, drivers and conductors perform their respective duties correctly and conduct themselves appropriately, so that it will not be necessary to take disciplinary action. In any event, the Authority shall deal with cases on their merits and will always seek to be firm, fair and consistent.

# CODE **OF** CONDUCT

**Minibuses and Route Taxis**  
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**Make the Sector better....**  
***SEE Something, SAY Something!***