

**BY-LAW NO. 4 –**

**BY-LAW REGARDING THE STANDARDS OF SAFETY AND  
CONDUCT TO BE OBSERVED BY PERSONS IN THE ROLLING  
STOCK AND IMMOVABLES OPERATED BY OR FOR  
THE RÉSEAU DE TRANSPORT MÉTROPOLITAIN**

*(Act respecting the Réseau de transport métropolitain, CQLR, c. R-25.01, s. 72)*

**ADOPTED BY THE BOARD OF DIRECTORS OF THE  
RÉSEAU DE TRANSPORT MÉTROPOLITAIN ON SEPTEMBER 14, 2017,  
BY WAY OF RESOLUTION NO. 17-CA(RTM)-95, WHICH COMES INTO EFFECT ON NOVEMBER 1, 2017.  
THIS BY-LAW NO. 4 AMENDS AND RESTATES  
THE PREVIOUS VERSION OF BY-LAW NO. 4 ADOPTED ON MAY 29, 2017.**

## BY-LAW NO. 4 –

### BY-LAW REGARDING THE STANDARDS OF SAFETY AND CONDUCT TO BE OBSERVED BY PERSONS IN THE ROLLING STOCK AND IMMOVABLES OPERATED BY OR FOR THE RÉSEAU DE TRANSPORT MÉTROPOLITAIN

*(Act respecting the Réseau de transport métropolitain, CQLR, c. R-25.01, s. 72)*

This *By-law no. 4 - By-law regarding the standards of safety and conduct to be observed by persons in the rolling stock and immovables operated by or for the Réseau de transport métropolitain* (the “**Network**”), was adopted by the Board of Directors of the Network on September 14, 2017 by way of resolution no. 17-CA(RTM)-95. It amends and restates the previous version of the *By-law no. 4 of the Network adopted on May 29, 2017 and entitled “By-law no. 4 - By-law regarding standards of safety and conduct on the suburban train system”*.

This *By-law no.4* shall come into effect on November 1, 2017.

This is a courtesy translation of the *By-law no. 4* for information purposes only. This *By-law no. 4* is a reference document and should not be considered an official version of the *By-law no. 4*. Please refer to the official French version of the restated *By-law no. 4*, adopted on September 14, 2017, as the official document.

#### **PREAMBLE**

The Network, **HAVING RESOLVED TO:**

**BE COMMITTED** to acting proactively with a view to continuously improve its services and customer experience;

**PROMOTE** the safety of its clientele, its employees and the general public;

**ENCOURAGE** its clientele to show civility and respect in order to maintain harmonious relations for everyone on board its rolling stock and in its buildings;

**MAINTAIN** a healthy and safe environment for its clientele to have a more pleasant experience;

**REDUCE AND ELIMINATE**, as far as possible, any unacceptable behavior;

**HARMONIZE** its rules on the safety and conduct of persons with those of other operators, such that similar rules are applicable to all users, regardless of which transport service they use;

**IT IS RULED AND DECREED THAT BY-LAW NO. 4 OF THE NETWORK SHALL BE AS FOLLOWS:**

#### **SECTION I – DEFINITIONS**

1. In this *By-law*, unless the context indicates otherwise, the following expressions mean:

(a) “**agent**”:

(i) an employee or a representative of the Network;

- (ii) a person authorized to act as an inspector pursuant to section 69 of the *Act respecting the Réseau de transport métropolitain*; or
  - (iii) an employee of an enterprise assigned to the operation of the rolling stock within the scope of his operating duties.
- (b) **“guide dog” or “service dog”**: a dog trained to guide or assist a handicapped person.
  - (c) **“control area of a station”**: the platforms, corridors, stairs, waiting areas or any other space within the limits indicated by signage or floor markings.
  - (d) **“handicapped person” or “handicapped”**: any person suffering from a handicap within the meaning of subsection (g) of section 1 of the *Act to secure handicapped persons in the exercise of their rights* (CQLR, c. E-20.1).
  - (e) **“immovable”**: a parking area, terminal, station, or any other building or immovable of which the Network is the owner or which it operates, including as a landlord, tenant or otherwise, and more particularly, any booth, path, platform, manoeuvring area, control area, waiting area, fare office, customer service centre or other building adjacent to this immovable; a shelter, a bicycle shelter, a bus shelter or a sign post is considered an immovable within the meaning of this By-law.
  - (f) **“inspector”**: a person authorized to act as an inspector pursuant to section 69 of the *Act respecting the Réseau de transport métropolitain*.
  - (g) **“Network”**: the Réseau de transport métropolitain.
  - (h) **“rolling stock”**: a bus, minibus, midibus, train car, or any other vehicle used for the transportation of persons, by or for the Network, including any vehicle used for paratransit and any vehicle used by an agent of the Network.
  - (i) **“station”**: any construction, area or volume, other than a parking area, of which the Network is the owner or which it operates, including as a landlord, tenant or otherwise, in connection with or for the operation of a transportation system by train, including the areas, corridors and hallways which allow the access, exit or evacuation of persons.
  - (j) **“terminal”**: any construction, area or volume, other than a parking area, of which the Network is the owner or which it operates, including as a landlord, tenant or otherwise, in connection with or for the operation of a transportation system by bus, including the areas, corridors and hallways which allow the access, exit or evacuation of persons.

## **SECTION II - SCOPE**

2. This By-law sets out standards of safety and conduct to be observed by persons in the rolling stock and immovables operated by or for the Network.

### **SECTION III - GENERAL PROVISIONS**

3. Subject to the law and regulations, everyone has the right to use the Network's public transportation network in a comfortable and secure environment.

#### **Subsection I - Civic Spirit**

4. No one shall, within or on an immovable or rolling stock:
  - (a) behave in any way that hinders or impedes the free circulation of people;
  - (b) behave in any way that jeopardizes the security of people or of the rolling stock;
  - (c) lie down on or across a bench, a seat or the ground, sit on the ground or take the place of more than one person;
  - (d) place a foot on a bench or a seat, or put on such bench or seat an object or a substance likely to soil it;
  - (e) ignore a directive or pictogram posted by the Network;
  - (f) refuse to move along when required to do so by an agent;
  - (g) unless authorized to do so, drink alcoholic beverages or hold an open object containing such beverages;
  - (h) delay or interfere with the work of an agent of the Network;
  - (i) scream, yell, engage in a quarrel or engage in any other form of disturbing noise;
  - (j) carry a knife, sword, machete, axe or other similar item, without reasonable excuse;
  - (k) use a laser pointer or other similar item;
  - (l) be barefoot or shirtless;
  - (m) access the roof of rolling stock or of an immovable;
  - (n) wear ice skates, in-line skates, roller skates or another similar item;
  - (o) carry a sharp or pointed object unless it is equipped with security measures or is inserted into a bag or container designed for such purposes;
  - (p) use a skateboard, scooter, or other similar item; or
  - (q) swear at, insult or provoke, with words or with gestures, an agent of the Network performing his duties.

#### **Subsection II - Operations**

5. No one shall, within or on an immovable or rolling stock:
  - (a) gain access to or move about in a location reserved for agents;
  - (b) handle or use a fire extinguisher, fire nozzle, alarm system, emergency brake, emergency exit, or any other device or appliance clearly intended only for the protection of property and people in an emergency, except in the case of an emergency, and in compliance with the instructions relating to such a device or appliance;
  - (c) manipulate or use, in any manner whatsoever, a device, an appliance or equipment whose use is reserved for agents;
  - (d) unless authorized to do so, move a panel, pictogram, poster, easel, fence, security cord, or any other similar item, or gain access to an area marked by these items; or
  - (e) be in possession of explosive or pyrotechnic equipment, of any gas, liquid or matter that is hazardous, irritating or releases a sickening odour or of a container designed for the transport of such material regardless of the content thereof.

### **Subsection III - Asset Integrity**

6. No one shall, within or on an immovable or rolling stock:
- (a) soil any property, including by depositing or leaving on such property, other than in a garbage can or receptacle provided for such purposes, any trash, paper or other solid or liquid waste;
  - (b) make, affix or engrave any writing, drawing, graffiti, tag, sticker, or any other figure;
  - (c) cause damage to any property, or disrupt or modify such property so as to prevent or limit its normal operation; or
  - (d) throw an object or liquid onto a person or property, or otherwise cause such object or liquid to be thrown onto a person or property.
7. No one shall insert in a fare vending machine or a changemaker anything except Canadian currency or a payment or cash card.

### **Subsection IV - Animals**

8. Anyone may be accompanied, within or on an immovable or rolling stock:
- (a) by a guide dog or service dog used by that person to compensate for a handicap, or by a guide dog or service dog in training; or
  - (b) by an animal transported at all times in a cage or in a closed container designed for such purposes.

No one shall, under any other circumstances, gain access to the premises, other than a parking area, with any animal or allow any animal to gain access to such premises.

### **Subsection V – Commercial activities**

9. No one shall, within or on an immovable or rolling stock, offer goods or services for sale or rent, or otherwise exhibit, distribute, display or advertise same, unless authorized by the Network to do so.

## **SECTION IV – ENCLOSED IMMOVABLES AND ROLLING STOCK**

10. No one shall, within an enclosed immovable or within rolling stock:
- (a) light a match, lighter, or any other item producing flames or sparks;
  - (b) smoke or have in his possession tobacco or any other lit substance; or
  - (c) use an electronic cigarette in such a manner that it emits vapour or smoke.

For purposes of this section, a shelter, bus shelter or bicycle shelter is considered an enclosed immovable.

## **SECTION V – IMMOVABLES**

**11.** No one shall, within or on an immovable:

- (a) gain access to or move about on a road, path or manoeuvring area exclusively reserved for the rolling stock;
- (b) except if necessary, cause an escalator, a rolling walkway or an elevator to start or stop working;
- (c) sit on or slide along the handrail or the adjacent sides of a staircase, an escalator or a rolling walkway, or use such staircase, escalator or rolling walkway in any other inappropriate way;
- (d) except if necessary or authorized to do so, gain access to or move about an immovable or rolling stock outside opening or operating hours;
- (e) lean a bicycle, electric bicycle, unicycle, tricycle or other similar item, as well as a trailer that can be attached thereto, elsewhere than on the racks, if any, provided for such purposes; or
- (f) leave on the premises, for more than forty-eight consecutive hours, a bicycle, electric bicycle, unicycle, tricycle, motorcycle, moped or other similar item, or a trailer that can be attached thereto.

## **SECTION VI – ROLLING STOCK**

**12.** No one shall:

- (a) delay, in any manner whatsoever, the departure of rolling stock or interfere with its movement, including by preventing or delaying the closing of any of its doors;
- (b) climb onto or get off the rolling stock while it is moving;
- (c) hang onto the outside of the rolling stock;
- (d) pass any item or object or any part of one's body through the windows of the rolling stock;
- (e) except if necessary, use, open, cross or operate the opening mechanism of any emergency exit on the rolling stock; or
- (f) unless authorized to do so, transport a toboggan or sled, one or more skis, a snowboard, any similar equipment or any other cumbersome item, between 6:00 a.m. and 9:00 a.m. and between 3:30 p.m. and 7:00 p.m. When allowed, any equipment, such as skis, shall be tied together and shall not interfere with circulation inside the rolling stock. These restrictions pertaining to rush hour shall not apply on Saturdays, Sundays and holidays.

**13.** In the rolling stock, subject to the other restrictions contained in this By-law, anyone transporting objects, other than carry-on baggage, must ensure their control so as not to:

- (a) hinder or impede the free circulation of people;
- (b) jeopardize the security of people or of the rolling stock; or
- (c) delay or interfere with the work of a driver of the Network or another one of its agents.

**14.** In a bus, midibus or minibus, no one shall:

- (a) climb on or get off through a window; or

- (b) climb on through the rear door, except for a person who gets about in a wheelchair, three-wheeled scooter or four-wheeled scooter, or with the consent of an agent of the Network.

## **SECTION VII - STATIONS**

**15.** In a station, no one shall:

- (a) enter the safety zone set by the Network at the edge of a platform, except to get on or off a train car; or
- (b) except if necessary or authorized to do so, gain access to or move about on a railway track, in a tunnel or in another location exclusively reserved for agents of the Network.

## **SECTION VIII – STATIONS, TERMINALS AND ROLLING STOCK**

### **Subsection I – Performance of musical work**

**16.** In a station, terminal or rolling stock, no person shall perform vocal or instrumental music or otherwise perform, without the authorization of the Network.

### **Subsection II – Solicitation**

**17.** In a station, terminal or rolling stock, no person shall conduct surveys or other such studies, or solicit or collect signatures, without the authorization of the Network.

**18.** In a station, terminal or rolling stock, no person shall display, offer or distribute a book, newspaper, pamphlet, handbill, leaflet or any other printed material, without the authorization of the Network.

### **Subsection III - Bicycles**

**19.** In a station identified as such by signage and in the train car identified as such by signage, a person may transport a bicycle, electric bicycle, unicycle, tricycle or other similar item, under the following conditions:

- (a) the person must allow other persons priority when getting on or off the train car;
- (b) the person must, at all times, be in control thereof and not lean it against a train car, a seat in the train car or any other equipment or fixture in the train;
- (c) for the Deux-Montagnes line only, the person must be travelling from Monday to Friday, between 9:00 a.m. and 3:30 p.m. and after 7:00 p.m. or on a Saturday, Sunday or other holiday set by law or proclamation, or on any other days or portions of days determined by the Network;
- (d) for the Deux-Montagnes line only, the person must respect the limit of 4 bicycles per train car or such other maximum as may be posted on signage; and
- (e) the person must respect the other restrictions in this By-law.

**20.** A person may transport a bicycle on the racks provided for that purpose at the front of a bus, minibus or midibus, under the following conditions:

- (a) the person must respect the conditions of use as may be posted on signage; and
  - (b) the person must respect the other restrictions in this By-law.
- 21.** In any circumstance or place other than those provided for in this subsection, it is forbidden to transport a bicycle, electric bicycle, unicycle, tricycle or other similar item.
- 22.** Notwithstanding the other provisions of this subsection, in a station, terminal or rolling stock, no one shall:
- (a) ride a bicycle, electric bicycle, unicycle, tricycle or other similar item; or
  - (b) leave permanently or temporarily parked a bicycle, electric bicycle, unicycle, tricycle or other similar item, other than on the racks provided for that purpose.
- 23.** However, this subsection does not limit the right of the Network, or of one of its agents, to temporarily prohibit access to a station or to a train car to a person transporting a bicycle, electric bicycle, unicycle, tricycle or other similar item.

#### **Subsection IV – Electronic equipment**

- 24.** In a station, terminal or rolling stock, it is permitted to operate any electronic equipment emitting sound on condition that earphones are used.

Under any other circumstance or in any other place, such activities are forbidden without the authorization of the Network.

For purposes of this clause, the various ring tones emitted by telephones are not forbidden.

#### **SECTION IX – MOTOR VEHICLE TRAFFIC**

- 25.** On an immovable, no one may drive a vehicle:
- (a) in a place reserved for rolling stock;
  - (b) in a place where access is prohibited;
  - (c) in a place not set up for vehicular traffic; or
  - (d) at a speed exceeding the speed limit indicated by signage.

#### **SECTION X - PARKING**

- 26.** On an immovable, no one may park or stop a vehicle:
- (a) in a place reserved for rolling stock;
  - (b) in a place where access is prohibited;
  - (c) in a place not set up for vehicular parking;
  - (d) in a place where the signage or road markings prohibit vehicles from parking or stopping;
  - (e) in a place and at the times where the signage prohibits parking;
  - (f) in a place where the signage authorizes parking for a limited period, over and above the authorized period;



- (g) in a place where the signage prohibits parking except for certain purposes, unless it is for that purpose;
- (h) in a place where parking is reserved for holders of a parking sticker, unless the person holds the appropriate parking sticker issued by the Network and such sticker is visibly displayed on the vehicle;
- (i) in a place where parking is reserved for certain categories of vehicles or persons, unless the vehicle or person is part of an authorized category;
- (j) in a manner that occupies more than one parking space at the same time; or
- (k) outside the road markings indicating the parking space boundaries.

## **SECTION XI – ADMINISTRATIVE PENALTY**

27. Anyone who contravenes this By-law can lose the right to remain in the immovables or the rolling stock and be compelled to leave.

## **SECTION XII – PENAL PROVISIONS**

28. Anyone who contravenes any of the provisions of this By-law commits an offence and is liable to a fine of at least \$75 and:
1. for a first offence, not more than \$500 if the offender is a natural person and not more than \$1,000 in all other cases; and
  2. for a subsequent offence, the amounts mentioned in paragraph 28(1) are doubled, in accordance with section 72 of the *Act respecting the Réseau de transport métropolitain*.
29. Anyone who advises, encourages or induces another person to commit an act that constitutes an offence under this By-law, or does or omits to do something the effect of which is to help another person commit an offence, is a party to such offence and is liable to the same penalty as the penalty provided for the offender, whether or not such offender has been prosecuted or found guilty.

## **SECTION XIII – MISCELLANEOUS PROVISIONS**

### **Subsection I - Residual provisions**

30. This By-law does not limit the application of any other statutory or regulatory provisions to which anyone who is in or on an immovable or rolling stock may be subject to.
31. The prohibitions under this By-law are not applicable to the agents of the Network, to any other person authorized by the Network or to any on-duty members of the police forces, when their duties require them to act in a manner which would otherwise be forbidden under this By-law.
32. Any authorization required under this By-law, with the exception of an authorization arising out of an agreement with the Network, may be issued by the director general of the Network in compliance with the guidelines of the Board of Directors of the Network.

33. A person authorized by the Network to carry out an activity shall at all times be in possession of the Network's written authorization and of documents attesting to his identity or that of the body he represents.

#### **Subsection II - References**

34. Unless otherwise provided, the references in this By-law shall be read while bearing in mind the amendments that may be made from time to time to the statutory or regulatory provisions to which they refer.

#### **Subsection III – Amending provisions**

35. This By-law amends and restates the By-law no. 4, entitled "*By-law regarding standards of safety and conduct on the suburban train system*" adopted by the Network on May 29, 2017.

#### **Subsection IV - Responsibility regarding application of the By-law**

36. Inspectors authorized to act as inspectors pursuant to section 69 of the *Act respecting the Réseau de transport métropolitain* shall be entitled to apply this By-law.

#### **Subsection V – Exemption**

37. The director general, or any other agent of the Network entitled to do so, may, in compliance with the guidelines issued by the Board of Directors, authorize an exemption from the application of one or more provisions of this By-law.

#### **Subsection VI - Coming into effect**

38. This By-law was adopted by the Board of Directors of the Network on September 14, 2017 by way of resolution no. 17-CA(RTM)-95. It amends and restates the previous version of the By-law no. 4 of the Network adopted on May 29, 2017 and entitled "*By-law no. 4 - By-law regarding standards of safety and conduct on the suburban train system*". Notwithstanding the date it was adopted, this By-law shall come into effect on November 1, 2017.

Any amendment to this By-law shall require the approval of the Board of Directors of the Network by way of resolution and shall come into effect as soon as such amendment has been adopted or, as the case may be, on the date indicated in the resolution of the Board of Directors of the Network approving said amendment.

This By-law shall be posted on the website of the Network and published in a newspaper circulated in the territory of the Network in accordance with section 72 of the *Act respecting the Réseau de transport métropolitain*.

Adopted: September 14, 2017 (resolution no. 17-CA(RTM)-95)

Effective date: November 1, 2017