

TRANSPORTATION REGULATIONS FOR THE Cap'bus NETWORK

Section 1: Purpose

The aim of these regulations is to ensure the proper functioning of the commuters' public transport service managed by the metropolitan area as the main transport organising authority, by ensuring adherence to conditions pertaining to safety, health and peacefulness required through the performance of this task.

It is intended to apply to all users (commuters and scholars) who use the network on a once-off basis or regularly.

Section 2: Conditions for accessing the network

To enable you to access the vehicle, the user must present to the driver, on getting onto the bus, a valid travel pass collected directly from:

- one of the Cap'bus network's points of sale
- the driver on board the bus

All travel passes must, as far as is "technically" possible, be counted.

The user must be in a position to present their valid travel pass during any trip in the event of an inspection or to have the necessary money required to buy a single ticket.

In the event of the loss of a travel pass, a temporary pass issued by Cap'bus who is responsible for renewing the pass, may be accepted as an exception on the network for a period that may not exceed 15 consecutive days. If the user is unable to present their travel pass or a temporary pass to the driver, they may only be granted access to the vehicle following payment of a single ticket.

However, the driver could exceptionally allow a user to board the vehicle owing on the one hand to contributing factors (such as the arrival of the next vehicle only after a long delay, excessive heat, etc.) and on the other, their particular status (person with reduced mobility, a pregnant woman, a woman accompanied by young children, etc.).

Take note: as these two conditions need to both be met, this does not apply to minors travelling alone who are required to be accompanied.



This type of case should nevertheless immediately be reported.

Section 3: Getting on and off the vehicles

The vehicles are boarded from the front, while they are disembarked from at the back after the user has clearly informed the driver through an automated system or by hand gesture.

For safety reasons and for the efficient organisation of transport, the user may only board and disembark from a vehicle at marked and identified bus stops along each of the network's routes. Any stop for "convenience sake" is strictly prohibited.

Boarding and disembarking must be done with respect for others, particularly persons of reduced mobility, following the complete stop of the vehicle.

The driver is authorised to objectively deny access to the vehicle for a user displaying conduct that clearly incurs the risk of a disturbance of public order (drunkenness, excessive aggression, various violent acts, etc.)

When a commuter displays one of these behaviours during a trip, the driver could ask them to get off at the next planned route stop, with the exception of users who are minors.

This type of case should nevertheless immediately be reported.

Section 4: Accessibility of the vehicles

Bags, luggage and school bags must be stored in such a way so as not to obstruct the flow of user traffic or exits, particularly the emergency doors. Animals accepted on the network (non-dangerous animals, small animals or dogs guiding handicapped persons) must be kept on a leash with a muzzle on and they are not to disturb other commuters sitting down or general commuter traffic flows.

In all cases, the owner remains responsible for any incident that may occur to their pet or to third-parties due to their pet's fault.

The driver may deny access to the vehicle when it is noted that the vehicle's capacities have been exceeded (seated and standing places), with access priority always given to minors travelling alone.

In the event that it does not seem possible to pick up commuters, the driver must immediately inform their line management by telephone, and wait for the arrival of back-up at the location.



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Section 5: list of compulsory behavioural rules on the Cap'bus transport network and schedule of penalties in the event of non-adherence

All Cap'bus drivers are entitled to ensure that the rules specified below are adhered to on site, and to report any breach of these rules.

Group no. 1:

- Failure to present or a repeated missing travel pass (more than 3 times during the course of the same quarter)
- To speak to the driver without a valid reason
- To disturb, in any way whatsoever, the driver's peace or that of other commuters (inopportune movements, shouts, bumps, sound or smell irritations, etc.)
- Non-adherence to rules of health and basic clothing attire
- To touch, before the vehicle comes to a stop, the handles, locks or any other door opening device as well as emergency exits

Base penalty: a covering letter sent by registered mail, requiring acknowledgement of receipt

Penalties in the case of a repeat offence or owing to an aggravated blatant intentional action: exclusion for 7 working days (except for Sundays and public holidays)

Possibility of criminal action: no (except for the compulsory wearing of a seatbelt)

Group no. 2:

- Refusal to present a travel pass
- Preventing the departure of the vehicle or access to other users
- Throwing objects
- Begging or selling any items in the vehicles
- Use of any alarm or security device without reason

Base penalty: exclusion for 7 working days (except for Sundays and public holidays)

Penalties in the case of a repeat offence or owing to an aggravated blatant intentional action: exclusion for 15 working days (except for Sundays and public holidays)

Possibility of criminal action: yes

Group no. 3:



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- Verbal assault against the driver or a third party
- Consumption or incitement for the consumption of alcohol, tobacco or illegal substances on board the vehicle
- Use of lighters or matches inside the vehicle
- Theft or damage to the vehicle's safety equipment (hammer, extinguisher, etc.)

Base penalty: exclusion for 15 working days (except for Sundays and public holidays)

Penalty in the case of a repeat offence: one-month exclusion

Possibility of criminal action: yes

Group no. 4:

- Vandalism to the vehicles (inside and outside) as well as to the city fixtures related to operating the public transport (stop signs and bus shelters)
- Falsification and/or fraudulent use of a travel pass

Base penalty: one-month exclusion

Penalty in the case of a repeat offence: definitive exclusion

Possibility of criminal action: yes

Group no. 5:

- "Ambiguous" behaviour typical of minors
- Non-armed physical aggression towards an adult or minor third party
- Behaviour seriously placing the safety of other users or the driver at risk

Base penalty: immediate exclusion for one month with lodging of a complaint at the nearest police station

Penalty in the event of a repeat offence or an aggravated blatant intentional action: definitive exclusion

Possibility of criminal action: yes

Group no. 6:

- Assault of a sexual nature towards minors
- The hold-up of an adult or minor third party

Base penalty: immediate exclusion definitively with lodging of a complaint at the nearest police station

Possibility of criminal action: yes



In the event of temporary or definitive exclusion, the user, or their legal representative may not approach the Cap'bus network for the refund of sums potentially settled for obtaining a travel pass delivered by it, or recognised by its network.

During the period of exclusion, the user shall not, under any circumstances, be permitted to access any of the vehicles on the network.

Regarding scholars, the onus rests on their families to ensure, at their own responsibility, the transportation of their children during the period of exclusion. In the event of a criminal infringement, Cap'bus could approach the legal authorities for the purposes of taking legal action. This recourse to jurisdiction does not prevent either the application of the envisaged administrative penalties, or the refund of costs incurred by the transport service provider in the event of vandalism.

General additional comment: any act of vandalism or damage to equipment incurs the penalties defined above in addition to the financial responsibility of the user if they are an adult or that of their legal representative if they are a minor towards the transport service provider.

- Warnings are published by agents of the Cap'bus network following certain information (Hérault Méditerranée metropolitan area) and the consultative advice of secondary organising authorities potentially concerned (area, regional)
- Repeat offences, temporary and definitive exclusions are declared by inspectors of the Cap'Bus network, following an interview with the user within the framework of a joint disciplinary commission comprised of elected members and agents of the metropolitan area, representatives of the transportation company and driver staff members, and, if necessary, representatives of the secondary organising authorities and the parents of students.

Any case not provided for by these regulations and duly brought to the attention of the organising authority by the transporter may give rise to the issuing of a supplementary clause.

Section 6: logging of incidents

Any incident must be logged in the unique log book made available to the driver by their managers.

It is imperative for this report to mention:



- Specific details of the wrongdoer
- The nature of the infringement committed
- Detail of the problem encountered

Section 7: Information regarding the indicated penalties

Depending on the case, the following parties shall be informed about the action taken against the Cap'bus user:

- The President of the Hérault Méditerranée metropolitan area
- The Mayor of the town in which the user is domiciled
- The secondary organising authority who has issued the travel pass, if necessary
- Social services potentially concerned

Section 8: information and complaints

For any information or complaint relating to conditions of access to the CAP'BUS network (routes, servicing, timetables, travel passes issued or recognised, fares, etc.) or means of application of these regulations, users may contact the:

Cap'bus local office
1 bis quai Commandant Reveille 34300 AGDE
"Château Laurens stop – network info. point" accessed via routes 1, 2, 3 and 4
Telephonic assistance: 04.67.01.22.24

Section 9: Application and execution of these regulations

The delegate, departments of the Hérault Méditerranée metropolitan area and secondary organising authorities are responsible for adhering to application of these regulations.

Section 10: period of validity

These regulations are valid until the time they are next modified, and they are to be brought to the attention of all of the network's users by all possible means.



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