



PASSENGER POLICIES

Revised May 2021

Passengers are required to adhere to the following policies in order to use METRO's buses. Violations of these policies may result in temporary or permanent loss of riding privileges.

Face Masks Required	The Federal Transportation Security Administration continues to mandate that all public transit passengers and staff wear a face mask. Passengers with a disability that prevents them from safely wearing a face mask may board as long as they are wearing a face shield or other face covering.
No smoking/vaping.	Use of tobacco products (including e-cigarettes) is not allowed on Metro buses, at bus stops and shelters, or at the Elm Street Transit Center.
No drugs, alcohol or dangerous materials.	You know why.
No eating or uncovered drinks.	You're welcome to bring your morning coffee with you. Just make sure it's in a container with a sealed lid – and take the container with you when you leave. Please NO EATING on board the bus.
No shirt, no shoes....	Just like in stores, customers without shirts or shoes will be refused service.
Pay Your Fair Fare.	Passenger are required to pay the proper fare to board. Deposit exact cash fare into farebox or scan or DiriGO App or Smart Card.
Do not distract the bus operator.	Interfering with the safe operation of the bus is hazardous to you and everyone else. If you must talk with the bus operator, limit the conversation to when the bus is at a bus stop. Also, do not threaten the bus operator or you risk an encounter with the Police Department, but you knew that.
Do not bother fellow passengers.	Passengers want to read, look out the window, think or talk with friends. Leave them alone. If someone wants to talk with you, they'll let you know.
Keep your tech to yourself.	Be courteous when using technology. Use headphones when listening to music/speaking on phone. No one wants to hear your phone conversation.
Harassment NOT Tolerated	Metro has ZERO TOLERANCE for harassment of any kind. Passengers found to be harassing other passengers will have riding privileges suspended and may face criminal prosecution.
Support a safe, comfortable, clean travel experience for all.	No disruptive behavior; use G-rated language; clean-up after yourself; keep all body parts inside the bus, and never throw objects in or outside the bus. If you must act out, consider an acting class.
Keep your bus nice.	Your tax dollars paid for this bus, so treat it nicely. Vandalizing or damaging a Metro bus or shelter will mean you can't use it anymore.
Priority Seating/Mobility Aid Securement Area.	Designated seats at the front of the bus are reserved for persons using mobility aids. Passengers sitting in the mobility aid securement area will be required to move to accommodate a person using a mobility aid.
That yellow line.	Please stay behind. It's for your safety. Need we say more?

Please keep the aisles clear.	Please do not block aisles or doors so passengers can safely enter and exit. Remove children from and collapse strollers. Small shopping carts must not block aisle.
Service animals and Pets.	Service animals are allowed when accompanying a person with a disability but must be kept under control. Pets of any kind must be kept in a contained carrier.
One seat to a person.	Your bag, laptop or backpack belongs on your lap or under your seat, not on the seat next to you.
Oversized Items.	Passengers without disabilities traveling with large items, such as luggage, grocery carts, strollers and bikes (if bike rack is full) may sit in the bus's Priority Seating/Mobility Aid Securement areas but must position their items so they are out of the aisle. The Bus Operator may require you to exit the bus, if a passenger using a mobility needs to use this area.