



PASSENGER POLICIES

Revised July 2020*

PASSENGER POLICIES

Please respect the bus operator’s and other METRO staff authority to manage a safe environment. Customers who violate these policies may lose riding privileges.

METRO has created additional policies and modified some of our guidelines to help in our efforts to decrease the spread of COVID-19. These modified guidelines () may be updated in the future; they will be enforced until further notice.

No smoking, drugs, alcohol, or dangerous materials	Use of tobacco products (and e-cigarettes), drugs, or alcohol is not allowed on METRO buses, at bus stops and shelters, or at the METRO Pulse at Elm Street. Dangerous materials are not allowed on METRO property.
*Maintain physical distancing.	Make every effort to ‘keep your distance’ (at least six feet) from other passengers and the bus operator.
*No shirt, no shoes, no face covering – no service. Passengers must wear a face covering.	To help keep each other healthy, passengers must wear a face covering when they board and keep it on wearing it throughout their ride on METRO.
*No eating or drinking on METRO buses.	Please NO eating or drinking on the bus. It’s important to keep your face covered while riding METRO.
*Rear door boarding; fares are suspended	Until further notice, passengers should only use the front door when needed for accessibility. Fares have been suspended until further notice.
Do not distract bus operator.	Interfering with the safe operation of a transit vehicle is hazardous to you and everyone else. If you must talk with the bus operator, please limit conversation to when the bus is at a bus stop. (Always keep your distance.)*
Do not bother fellow passengers. Harassment NOT Tolerated.	Metro has ZERO TOLERANCE for harassment of any kind. Passengers found to be harassing other passengers will have their riding privileges suspended and may face criminal prosecution if any laws are violated.
*Take personal items with you when you exit the bus.	Due to safety concerns, METRO has suspended its Lost and Found service. All items found are discarded. Please look around your seat and don’t leave any items.

<p>Support a safe, comfortable and clean travel experience for all. Keep the bus clean and safe.</p>	<p>No disruptive behavior; use G-rated language; clean-up after yourself; keep body parts inside the bus, and never throw objects in or outside the bus. 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.</p>
<p>Keep your tech to yourself.</p>	<p>Be courteous when using technology. Use headphones when listening to music. And no one wants to hear your cell phone conversation so keep it short and quiet.</p>
<p>*Priority Seating/Mobility Aid Securement Area.</p>	<p>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.</p>
<p>*Stay behind the designated line</p>	<p>The line has been moved back. Please keep your distance from the bus operator and other passengers.</p>
<p>*Please keep the aisles clear.</p>	<p>Current capacity on a METRO bus is limited to 20 passengers. 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.</p>
<p>Oversized Items.</p>	<p>Passengers without disabilities traveling with large items, 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.</p>
<p>Service animals and pets.</p>	<p>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.</p>
<p>One seat to a person.</p>	<p>Your bag, laptop or backpack belongs on your lap or under your seat, not on the seat next to you.</p>