



## SAFETY AND USER TIPS

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Revised July 2020\*

\*METRO has created additional safety tips and modified others in our efforts to decrease the spread of COVID-19. These modified guidelines (\*) may be updated in the future.

## SAFETY AND USER TIPS

### \*Stay home if you're sick; Wear a face covering; Maintain physical distancing

- Several new policies and guidelines have been created as a response to the COVID 19 virus as part of our safety efforts. We are asking all riders to follow these guideline.

### Get to the bus stop a few minutes early.

- Buses should never leave early. They may run late or be right on time.
- Download 'transit app' on your smartphone; text the stop # to 41411 for arrival info.

### Do not run after a bus.

- It's not safe and we don't want our passenger to get injured.

### Wait for the bus to come to a complete stop.

- Never try to board or exit a bus while it's in motion.

### Know your stop and pull the cord.

- Pull the cord so the bus operator has time to stop safely.

### \*Exit bus by the rear door.

- Until further notice, passengers will also board the bus using the rear door. Passengers requiring assistance may still board using the front door.

### Cross street behind the bus.

- Wait for the bus to depart then cross street behind the bus or at nearest cross-walk.

### Smile, you're on camera.

- All buses are equipped with security cameras. If incidents occur, Metro (and occasionally police departments) can investigate what happened.

### Waiting for the bus.

- Stand at the bus stop as the bus approaches.
- It's a good idea to signal the driver with a hand wave.

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### **Bus stops after dark.**

- Metro is working to improve bus stop lighting. If you're travelling alone, try to choose a bus stop that's well-lit and be smart and alert about your surroundings.
- If you're waiting in a dark spot light up your cell phone and wave as the bus approaches.

### **Help your fellow passengers**

- If you see that a fellow passenger is in an uncomfortable situation, ask them if they are ok or if they need help if you feel safe doing so.

### **See something - Say something.**

- If you see suspicious behavior or unattended packages, please report this to the Bus Operator, to Metro staff or to the police.

### **The Bus Operator is your safe haven.**

- **You have the right to not be harassed or bothered while using Metro.** If you ever have a problem on the bus or feel unsafe in any way, the Bus Operator is there to help. Let the Bus Operator know what the problem is and he/she will take action.

### **Reporting and incident, complaint or complement:**

You may contact Metro staff through the following methods:

- Call us at 207 -774-0351
- e-mail [info@gpmetro.org](mailto:info@gpmetro.org)
- Complete online comment form at [www.gpmetro.org](http://www.gpmetro.org).  
(This can be anonymous if you choose.)
- It's possible to send a facebook message; however, the page is not staffed most nights and weekends, so riders may not receive a quick response.
- METRO staff contacts: <https://gpmetro.org/Directory.aspx?DID=5>

**You have the right to be treated the same as everyone else while using Metro.** If you believe you've been discriminated against due to **race, ethnicity, national origin or a disability**, please contact Metro to submit a complaint.