

## SAFETY-USER TIPS

Revised May 2021

<b>Do not use METRO buses if you're sick.</b>	<b>Do not use Metro buses if you're sick</b> including if you have any of the following symptoms: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.
<b>Face Masks Required.</b>	<b>The Federal Transportation Security Administration continues to mandate that all public transit passengers and staff wear a face mask.</b> 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.
<b>Get to the bus stop a few minutes early.</b>	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.
<b>Do not run after a bus.</b>	It's not safe and we don't want to see you get hurt. Remember we have plenty of buses but there's only one of you.
<b>Wait for the bus to come to a complete stop.</b>	Trying to board or exit a bus that's moving never ends well.
<b>Know your stop and pull the cord.</b>	Be sure to know when your stop is coming up and pull the cord so the Bus Operator has enough time to stop safely.
<b>Exit bus by the rear door.</b>	It's easier for you and allows passengers at bus stop to board more quickly.
<b>Cross street behind the bus.</b>	Wait for the bus to depart then cross street behind the bus or at nearest cross-walk.
<b>Smile, you're on camera.</b>	All buses are equipped with security cameras. If incidents occur, Metro (and occasionally police departments) can investigate what happened.
<b>Waiting for the bus.</b>	Stand at or very near the bus stop as the bus is approaching. It's a good idea to signal the Bus Operator with a quick hand raise.
<b>Bus stops after dark.</b>	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.
<b>Bus stops in winter.</b>	Metro is working to improve snow removal from bus stops. If your bus stop becomes a snow bank, please go to the closest intersection and the bus will pick you up there.
<b>Be aware of your surroundings and plan ahead.</b>	As in any public space, it's important to be aware of your surroundings and plan ahead. <ul style="list-style-type: none"> <li>• If another passenger makes you uncomfortable, remove yourself from area.</li> <li>• Consider sitting at the front of the bus near the Bus Operator.</li> <li>• Consider travelling with friends.</li> <li>• Get to know the Metro route system/schedules so you have travel options.</li> </ul>
<b>Help your fellow passengers</b>	If you see that a fellow passenger is in an uncomfortable situation, ask them if they are ok or if the need help if you feel safe doing so.

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<b>See something-Say something.</b>	If you see suspicious behavior or unattended packages, please report this to the Bus Operator, to Metro staff or to the police.
<b>The Bus Operator is your safe haven.</b>  <b>Report an incident, complaint or compliment.</b>	<b>You have the <u>right</u> to not be harassed or bothered while using Metro.</b> 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. <b>If you feel you are in immediate danger, call 911.</b> You may also contact Metro staff through the following methods: <ul style="list-style-type: none"><li>• Text gpmetro to 72345</li><li>• Call us at 207-774-0351</li><li>• e-mail <a href="mailto:info@gpmetro.org">info@gpmetro.org</a></li><li>• Complete online comment form at <a href="http://www.gpmetro.org">www.gpmetro.org</a>.</li><li>• Go to Customer Service at the Pule Transit Center on Elm St in Portland.</li></ul>
<b>Reporting Discrimination</b>	<b>You have the <u>right</u> to be treated the same as everyone else while using Metro.</b> If you believe you've been discriminated against due to <b>race, ethnicity, national origin or a disability</b> , please contact Metro to submit a complaint. <ul style="list-style-type: none"><li>• Call us at 774-0351</li><li>• e-mail <a href="mailto:info@gpmetro.org">info@gpmetro.org</a></li><li>• Download or complete online comment form at <a href="https://gpmetro.org/176/Title-VI-Notification-Procedures">https://gpmetro.org/176/Title-VI-Notification-Procedures</a></li></ul>

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