



PASSENGER POLICIES & SAFETY TIPS

Revised July 2022

METRO wants all of its passengers to have a safe and trouble free ride. The following tips and information are provided to help guide you during your travels on METRO.

Passenger Policies:

Do not use METRO buses if you are sick:	Do not use METRO buses if you're sick. This includes having 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, and/or diarrhea.
Face masks are optional	Face masks are no longer required; however, anyone needing or choosing to wear one is encouraged to do so.
No offensive/harassing language	METRO has ZERO tolerance for harassment of any kind. Passengers harassing other riders OR METRO staff may have riding privileges suspended.
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 not allowed on METRO property.
No eating or uncovered drinks.	Keep the bus clean. Be considerate of other passengers.
Keep aisles clear.	Please do not block aisles or doors so passengers can safely enter and exit. Remove children from strollers.
One seat to a person	Do not occupy the seat next to you with your belongings.
Do not talk to the bus operator when the bus is moving.	Interfering with the safe operations of a transit vehicle is hazardous to you and everyone else. Please limit conversation with the bus operator to when the bus is at a bus stop. Stay behind the yellow line.
The yellow line	Stand behind the yellow line.
Do not bother other passengers.	Be considerate of others on the bus. Use headphones. Keep conversations quiet.
Priority Seating	Designated seats at the front of the bus are reserved for seniors (65+), persons with disabilities, and for persons using mobility aids. Passengers sitting in the mobility aide securement area will be required to move to accommodate a person using a mobility aid.

Safety Tips/Info:

Get to the bus stop a few minutes early:	Buses should never leave early. They may run late or be right on time. Download the UMO Mobility App on your smartphone to help plan your route, or text SMTT (stop ID#) to 41411 for arrival info.
Do not run after the bus:	Running after the bus is never safe. The bus operator may not pick you up either if it is not safe to do so. If you get caught between stops, go to the next stop. Do not run toward the bus.
Have your fare ready:	Have your fare ready to pay before you enter the bus. Download the UMO Mobility App and register the DiriGo Pass on your smartphone, register a DiriGo Pass smartcard, or pay cash (exact change). Remember that there are no transfers on cash fare payments.
Wait for the bus to come to a complete stop:	Do not try to board or exit the bus while it is moving. Your chance of falling greatly increases if you stand up while the bus is in motion.
Know where your stop is and pull the cord:	Pull the cord after the last bus stop before your stop. This gives the bus operator enough time to bring the bus to a safe stop.
Exit the bus by the rear door when possible:	Exiting through the rear door is preferred. Only use the front door in the winter due to snow, at the operator's request, or because you require the kneeler or the ramp.
Cross the street behind the bus:	Wait for the bus to depart then cross the street behind the bus or at the nearest crosswalk. Crossing in front of the bus is dangerous since traffic cannot see you.
All buses feature audio and video recording:	All buses are equipped with security cameras. METRO has the ability to investigate incidents that occur on METRO buses.
Waiting for the bus:	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.
Bus stops where it is 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 it as the bus approaches.
Bus stops during winter:	METRO is working to improve snow removal from bus stops. If your bus stop becomes a snow bank, please go to the closest intersection or driveway and the bus will pick you up there.
Bus stops during bad weather:	Inclement weather happens. If you are at a bus stop without a shelter, and you decide to take cover elsewhere, make sure you get to the stop before the bus arrives. Bus operators are trained to look for passengers at bus stops, not elsewhere.
Be aware of your surroundings and plan ahead:	As with any public space, it's important to be aware of your surroundings and plan ahead. <ul style="list-style-type: none">• If another passenger makes you uncomfortable, remove yourself from the area.• Consider sitting at the front of the bus near the bus operator.• Consider travelling with friends.• Study the METRO route system and schedules so you have travel options.

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 are not comfortable doing this you can report it to the bus operator.
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 here to help. Report an incident, complaint, or compliment:	<p>You have the <u>right</u> to not be harassed or bothered while using METRO.</p> <p>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 so they can take action.</p> <p>Text gpmetro to 41411 to report harassment.</p> <p>If you feel you are in immediate danger, call 911.</p>
Reporting discrimination:	<p>You have the <u>right</u> 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.</p> <p>Title VI information can be found at: https://gpmetro.org/176/Title-VI-Notification-Procedures</p>
Contact Information:	<ul style="list-style-type: none"> • Call METRO at 207-774-0351. • Email METRO at info@gpmetro.org. • Complete an online comment form at gpmetro.org. • Visit METRO's Pulse at 21 Elm St. in Portland to speak with a customer service representative.