



## PASSENGER POLICIES

Revised January 2022

Passengers are required to adhere to the following policies in order to use Metro’s buses. Violation of these policies may result in temporary or permanent loss of one’s riding privileges.

<p><b>Face masks required:</b></p>	<p><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.</p>
<p><b>No smoking or vaping:</b></p>	<p>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.</p>
<p><b>No drugs, alcohol, or dangerous materials:</b></p>	<p>Drug and alcohol use is prohibited on all Metro property. Dangerous materials are a safety hazard, and are also not allowed.</p>
<p><b>No eating or drinking:</b></p>	<p>Eating is not allowed on Metro buses, and due to the mask mandate the drinking of beverages is currently prohibited.</p>
<p><b>No shirt, no shoes, no service:</b></p>	<p>For sanitary reasons, you must be properly clothed to ride on Metro buses.</p>
<p><b>Exact fare required:</b></p>	<p>Passengers are required to pay the proper fare to board. Deposit exact cash fare into farebox, or scan your DiriGO App or DiriGO SmartCard. Download the UMO Mobility App to pay with your smartphone. Remember there are no transfers with cash fares.</p>
<p><b>Do not distract the bus operator:</b></p>	<p>Interfering with the safe operation of the bus is hazardous to you and everyone else. Please limit conversations with the bus operator to when the bus is at a bus stop. <b>Do not threaten or verbally abuse the bus operator, or you may have riding privileges suspended or face criminal prosecution.</b></p>
<p><b>Do not bother fellow passengers:</b></p>	<p>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.</p>
<p><b>Keep you tech to yourself:</b></p>	<p>Be courteous when using technology. Use headphones when listening to music or speaking on the phone. Loud music and talking can be disruptive to both passengers and the bus operator.</p>
<p><b>Harassment is NOT tolerated:</b></p>	<p>Metro has <b>ZERO TOLERANCE</b> for harassment of any kind. Passengers found to be harassing other passengers, or <b>Metro staff</b>, will have riding privileges suspended, and may face criminal prosecution.</p>

<b>Support a safe, comfortable, clean travel experience for all:</b>	Refrain from the use of 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.
<b>Keep your bus nice:</b>	Your tax dollars paid for this bus so treat it nicely. Vandalizing or damaging Metro buses or shelters may result in a loss of services.
<b>Priority Seating – Mobility Aid Securement Area:</b>	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.
<b>Yellow or white line:</b>	You are required to stay behind the yellow or white line while travelling. This is for your safety, and the safety of those around you.
<b>Please keep the aisles clear:</b>	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.
<b>Service animals and pets:</b>	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. All animals not under control will have to exit the bus.
<b>One seat per person:</b>	Personal belongings may be held on your lap, or placed under your seat. Metro does not permit the use of seats as storage space.
<b>Oversized items:</b>	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. <b>The Bus Operator may require you to exit the bus, if a passenger using a mobility aid needs to use this area.</b>