



PASSENGER POLICIES & SAFETY TIPS

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.
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.
Service animals and pets	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.
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.