



PASSENGER POLICIES | SAFETY AND USER TIPS

Revised August 2018

PASSENGER POLICIES

No smoking please.	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 (aka, "the Pulse").
No drugs or alcohol either.	You know why.
No dangerous materials.	Period.
No eating or uncovered drinks.	You're welcome to bring your morning coffee with you. Just make sure it's in a container with a sealed lid – and take the container with you when you leave.
Pay Your Fair Fare.	Deposit exact cash fare into the farebox or show the Bus Operator your valid 10-Ride Ticket, Monthly Pass, valid ID, promotional ticket or Transit Pass.
Do not distract the bus operator.	Interfering with the safe operation of a transit vehicle is hazardous to you and everyone else. If you must talk with the bus operator, please limit the conversation to when the bus is at a bus stop. Also, do not threaten the bus operator or you risk an encounter with the Police Department, but you knew that.
Do not bother fellow passengers.	Most 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.
Harassment NOT Tolerated	Metro has ZERO TOLERANCE for harassment of any kind. Passengers found to be harassing other passengers will have their riding privileges suspended and may face criminal prosecution if there is reason to believe any laws were violated.
Take personal items with you when you exit the bus.	We have a lost and found system, but it's a major hassle.
No shirt, no shoes....	Just like in stores, customers without shirts or shoes will be refused service.
Support a safe, comfortable and clean travel experience for all.	No 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. If you must act out, consider an acting class.
Keep your bus nice.	Your tax dollars paid for this bus, so treat it nicely. Vandalizing or damaging a Metro bus or shelter will mean you can't use it anymore.
Keep your tech to yourself.	Be courteous when using technology. Use headphones when listening to music. And no one wants to hear your cell phone conversation so keep it short and quiet.

Priority Seating/Mobility Aid Securement Area.	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.
That yellow line.	Please stay behind. It's for your safety. Need we say more?
Please keep the aisles clear.	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.
Oversized Items.	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. The Bus Operator may require you to exit the bus, if a passenger using a mobility needs to use this area.
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.
One seat to a person.	Your bag, laptop or backpack belongs on your lap or under your seat, not on the seat next to you.

SAFETY AND USER TIPS

Get to the bus stop a few minutes early.	Before then, make sure your watch, smartphone, kitchen clock or sundial has the right time. Check in with Metro occasionally to get "transit time."
Do not run after a bus.	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.
Wait for the bus to come to a complete stop.	Trying to board or exit a bus that's moving never ends well.
Know your stop and pull the cord.	Be sure to know when your stop is coming up and pull the cord so the Bus Operator has enough time to stop safely.
Exit bus by the rear door.	It's easier for you and it allows passengers at the bus stop to board more quickly.
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 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 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.
Bus stops in 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 and the bus will pick you up there.

<p>Be aware of your surroundings and plan ahead.</p>	<p>As in any public space, it's important to be aware of your surroundings and plan ahead.</p> <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. • Get to know the Metro route system/schedules so you have travel options.
<p>Help your fellow passengers</p>	<p>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.</p>
<p>See something-Say something.</p>	<p>If you see suspicious behavior or unattended packages, please report this to the Bus Operator, to Metro staff or to the police.</p>
<p>The Bus Operator is your safe haven.</p> <p>Report an incident, complaint or compliment.</p>	<p>You have the <u>right</u> 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.</p> <p>You may also contact Metro staff through the following methods:</p> <ul style="list-style-type: none"> • Call us at 774-0351 • e-mail info@gpmetro.org • Complete online comment form at www.gpmetro.org. This can be anonymous if you choose. • Go to Customer Service at the Pule Transit Center on Elm St in Portland. • Text a Tip: More information to come in September 2018.
<p>Reporting Discrimination</p>	<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> <ul style="list-style-type: none"> • Call us at 774-0351 • e-mail info@gpmetro.org • Download or complete online comment form at www.gpmetro.org.

