

# BE SAFE PREPARED COURTEOUS SUN METRO

**PASSENGER CODE OF CONDUCT:**  
Guidelines for a pleasant transit experience





## BE SAFE

- Stand back at least three feet from the curb as the bus approaches and wait for the bus to come to a complete stop before boarding
- Personal shopping carts and baby carriages can be carried on board, away from the aisles, and stored under/between seats whenever possible
- Don't interfere with the operator while the bus is in motion
- Report emergency issues to the operator in a safe manner
- Stand behind the yellow "standee line" at the front of the vehicle when it is in motion

## BE PREPARED

- Exact fare is preferred to save time when boarding. Change cards are provided when exact fare is not possible and can be used for future trips
- Transfers may be used when traveling on multiple vehicles in the same direction after initial fare is paid
- Paper passes must have clearly legible print or code or functioning magnetic strip to be acceptable as valid fare. Damaged passes no longer readable by the fare box or operator are non-refundable. For all other pass/fare media issues, please see the cashier at a transit center.
- Arriving five minutes early at the designated stop is encouraged
- Please be prepared to provide valid identification or verbal information related to fare eligibility if requested by driver
- Driver may ask to verify fare eligibility when customer utilizes digital fare/QR code at an onboard validator
- Gather all your personal belongings and exit through rear doors

## BE COURTEOUS

- Customers are expected at all times to be courteous to other customers and Sun Metro employees to promote an efficient, safe environment for public transit
- Please allow those with mobility impairments to board first. Please do not rush the doors.
- Listen to music using earphones or headphones so everyone can enjoy their ride
- Priority seating is reserved for passengers with disabilities and the elderly
- Service animals as defined by the Americans with Disabilities Act are allowed. However, service animals must be under the control of handlers by means of a harness, leash or tether, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks; in that case, the individual must maintain control of the animal through voice, signal, or other effective controls
- Non-service animals must be securely contained in a fully-enclosed pet transport carrier
- Help keep the bus and facilities clean by picking up your trash and cleaning spills



## PROHIBITED ACTIVITIES (ON VEHICLES OR AT FACILITIES)

- Possession or consumption of alcoholic beverages or illicit drugs
- Smoking, vaping or the expulsion of chewing gum or any tobacco residue, including chewing tobacco
- Engaging in threatening verbal or physical behavior
- Engaging in unsafe behavior at a transit facility or stop, including crossing into the path of a vehicle while parked or moving
- Loitering
- Public indecency, lewdness, intoxication, or engaging in a sex act, as defined by State and local laws
- Solicitation, distribution of handbills, begging, vending, the advertising or selling of goods or services, playing of musical instruments or other performance, unless prior written authorization is provided by Sun Metro
- Use of profanity
- Vandalizing, damaging, or tampering with Sun Metro property
- Verbal or physical abuse or harassing behavior directed at other customers or Sun Metro employees and contracted agents
- Violations of this policy shall be enforced by the Sun Metro Suspension of Service Policy

## SHARE YOUR CONCERNS WITH US!

Contact one of our Customer Service professionals at **915.212.3333** or [sunmetro.net](https://www.sunmetro.net)



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