

Sun Metro Customer Code of Conduct Policy

Approved by: Anthony DeKeyzer, Director of Mass Transit

Effective: November 1, 2024

Revised: February 6, 2025
May 26, 2026

A. PURPOSE

The purpose of this policy is to establish rules of conduct and prohibited behavior for the benefit of customers and Sun Metro employees and contracted agents.

B. APPLICABILITY

This policy applies to customers who are present on a vehicle, or at a transit facility or stop.

C. DEFINITIONS

1. Customer means any person, other than an employee or contracted agent of Sun Metro, who is present at a transit facility or stop, or who is a passenger on a vehicle.
2. Handcart means a portable container with wheels and a handle that are not in excess of the following dimensions when handle is collapsed: base (18 x 12 inches, or a total not to exceed 30 inches) and height (30 inches).
3. Loitering means stopping, standing, sleeping, or otherwise being present at a transit facility, stop or on a vehicle under any of the following conditions:
 - a. Remaining on a vehicle for more than one round trip without paying additional fare;
 - b. Remaining on a vehicle, at a transit facility or stop in excess of two hours; or
 - c. Attempting to perform activities in public view associated with living quarters, including but not limited to camping, performing personal hygiene, cooking, preparing food, dressing or undressing, utilizing housewares or appliances, or other similar activity; and
 - d. Does not include the activities associated with use of a public restroom.
4. Roller or wheeled activities means riding or using a skateboard, roller skates, roller blades, a scooter, unicycle, or bicycle, or other similar equipment with wheels or rollers used for transportation or enjoyment.

5. Service animal means an animal recognized as a service animal under Titles II and III of the Americans with Disabilities Act, and does not include assistance animals as defined in the Fair Housing Act.
6. Stop means a bus stop or streetcar stop maintained by Sun Metro where passengers may wait to board a vehicle, or to disembark at a location on an established route.
7. Stroller means a carrier with wheels and a handle(s) used to transport children or pets.
8. Transit facility means a Sun Metro transit center, or facility maintained by Sun Metro other than a stop.
9. Vehicle means a Sun Metro bus, streetcar, or other vehicle utilized for transporting customers.

D. COURTEOUS CONDUCT ON A VEHICLE, OR AT A TRANSIT FACILITY OR STOP, UNLESS OTHERWISE SPECIFIED

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. The following list includes specific rules of courteous conduct for customers:

1. Adhere to local health and safety ordinances, for the protection and well-being of customers and Sun Metro staff;
2. Advise the driver, Sun Metro employee or contracted agent as soon as safely possible when a spill of liquid or other material has occurred;
3. Allow driver to secure wheelchair or scooter in designated areas of a vehicle;
4. Exit through rear doors of vehicle to prevent congestion at front doors with boarding passengers;
5. Follow directions or instructions from Sun Metro employees and contracted agents related to the enforcement of this policy;
6. Food and drinks may only be carried on a vehicle in closed containers;
7. Handcarts are allowed, with a limit of one per customer;
8. If not a disabled or older person, please move to allow another person who is disabled or older to sit in the priority seating area, if asked by a driver;
9. Keep aisles clear of personal items at all times;
10. Listening to content on electronic devices is allowed only with use of headphones, earbuds, or similar accessory;
11. Luggage or bags that can be carried by a customer on their person at one time are allowed;
12. Non-service animals must be securely contained in a fully-enclosed pet transport carrier;
13. Report problems or emergencies to the driver, Sun Metro employee or contracted agent as soon as possible in a safe manner;
14. Service animals must be under the control of its handler 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;*

15. Stand behind the yellow “standee line” at the front of vehicle when it is in motion;
16. Stand back from the curb a recommended three feet to provide safe clearance for approaching vehicles;
17. Stow bicycles, and other wheeled vehicles, such as scooters, only in designated areas of a Sun Metro vehicle;
18. Strollers must be collapsed and stowed safely, and child or pet carrier placed on lap or in adjacent seat to accompanying adult; and
19. Trash and litter must be only disposed of in a waste container on a vehicle or at a transit facility or stop.

E. PROHIBITED ACTIVITIES ON A VEHICLE, OR AT A TRANSIT FACILITY OR STOP, UNLESS OTHERWISE SPECIFIED

In the interest of safety and courteous conduct, the following activities are prohibited for customers:

1. Consumption of alcoholic beverages;
2. Consumption of food or drink on a vehicle;
3. Dollies or similar wheeled vehicles or containers with dimensions in excess of handcarts;
4. Engaging in threatening verbal or physical behavior;
5. Engaging in unsafe behavior at a transit facility or stop, including crossing into the path of a vehicle while parked or moving;
6. Engaging in unsanitary activity, including urination, defecation or spitting, unless when using a restroom;
7. Feeding birds or other animals at a transit facility or stop;
8. Interfering with the safe and proper operation of a vehicle;
9. Listening to content on electronic devices without use of headphones, ear buds, or similar device, not including an external speaker;
10. Littering or leaving waste on a vehicle, or at a transit facility or stop unless disposed of in a waste container;
11. Loitering;
12. Occupying more than one seat with any part of the body, or keeping personal items on a seat when there are more passengers than available seats in a vehicle;
13. Possession of a hazardous material in such a quantity or condition that it poses a hazard to the health and safety of other customers or Sun Metro employees and contracted agents;
14. Possession of an open container of an alcoholic beverage;
15. Possession or use of illegal drugs;
16. Public indecency, lewdness, intoxication, or engaging in a sex act, as defined by State and local laws;
17. Engaging in roller or wheeled activities;
18. Smoking or vaping;
19. 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;

20. Storing or leaving unattended personal items in a Sun Metro vehicle, transit center or bus stop;
21. Unwanted verbal or physical contact with other customers, Sun Metro staff or contracted agents;
22. Use of profanity;
23. Vandalizing, damaging, or tampering with Sun Metro property; and
24. Verbal or physical abuse or harassing behavior directed at other customers or Sun Metro employees and contracted agents.

F. BOARDING AND FARES

1. Arriving at a stop five minutes before scheduled vehicle arrival is recommended;
2. Exact fare is preferred to save time when boarding;
3. Paper passes must have clearly legible print or code, or functioning magnetic strip to be acceptable as valid fare (for a damaged pass, replacement may be requested at a transit center);
4. Driver may ask to verify fare eligibility when customer utilizes digital fare/QR code at an onboard validator;
5. Please be prepared to provide valid identification or verbal information related to fare eligibility, if requested by driver; and
6. Transfers may be used when traveling on multiple vehicles in the same direction, after initial fare is paid by customer.

G. VIOLATIONS AND ENFORCEMENT

Violations of this policy shall be enforced by the *Sun Metro Suspension of Service Policy*.

H. REPORTING AND FEEDBACK

Customers are encouraged to report violations of this policy to:

1. A driver, if occurring during a trip on a vehicle;
2. A security guard or Sun Metro employee, if occurring at a transit facility; or
3. Sun Metro Customer Service, by calling (915) 212-3333.

Sun Metro also welcomes feedback from customers regarding this policy. Customers may contact Sun Metro by:

1. Calling (915) 212-3333; or
2. Visiting sunmetro.net, and selecting the "Contact" link from the "About" tab on the page banner.

I. APPROVED SIGNS

For purposes of notifying customers about this policy, only those signs included in Exhibit A are authorized to be placed on vehicles, or at transit facilities or stops.

EXHIBIT A – APPROVED SIGNS





