


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net \(web\)](#)

Resources

[▶ Safety](#)
[▶ Pressroom \(web\)](#)
[▶ Ask the CEO](#)
[▶ CEO Forum](#)
[▶ Employee Recognition](#)
[▶ Employee Activities](#)
[▶ Metro Projects](#)
[▶ Facts at a Glance \(web\)](#)
[▶ Archives](#)
[▶ Events Calendar](#)
[▶ Research Center/Library](#)
[▶ Metro Classifieds](#)
[▶ Bazaar](#)

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[▶ 30/10 Initiative](#)
[▶ Policies](#)
[▶ Training](#)
[▶ Help Desk](#)
[▶ Intranet Policy](#)

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Customer Code of Conduct Available for Public Comment

- Code on Metro.net until Feb. 7

By JIMMY STROUP

(Jan. 22, 2008) The Metro Board recently approved a new Customer Code of Conduct for public review. The code represents a consolidation of current agency policies for public behavior on the system.

A hefty portion of the proposed Metro Customer Code is mandated by the state Vehicle and Penal codes. Though the infractions are already listed in the state codes, the Metro Customer Code will be a publicly accessible catch-all that lists the infractions and rules in one spot.

Some of the rules have been adopted to create the most pleasant atmosphere possible for Metro's riders and employees.

"The purpose of the Customer Code of Conduct project is to coordinate information into one location for our customers to more easily find what they want to know and to update the information to current law and best practices," said Metro's Karen Gorman, chief ethics officer.

Most of the rules are self-evident, such as explaining the process of boarding at a bus stop or stating that riders must pay fares to ride on Metro buses or trains.

Interesting prohibitions in the Customer Code of Conduct include:

- Gambling to win money or anything of value
- Expectorating (spitting)
- Placing feet or shoes on seats or furnishings
- Hanging from, swinging from, or attaching anything to hand rails

Section 6-05-160 of the code, for example, prohibits people from remaining in a Metro facility with an "unavoidable grossly repulsive odor so extreme it causes a nuisance."

The Metro Customer Code of Conduct will be available for view and public comment at www.metro.net/about_us/ethics/codes.htm until Feb. 7, after which the code will be revised to a final form with the public commentary in mind.

The final version of the code should go before the Metro Board for approval in early spring.

