

Historical Perspective

This policy was last amended on May 1, 2017.

In 2003 Metro's Board adopted an Administrative Code as required under Public Utilities Code Section 130105 to describe the powers and duties of its officers, as well as the methods, systems and procedures for its operation. That Administrative Code included an Employee Code of Conduct, Board Code of Conduct, and even a Contractors Code of Conduct. After adoption of the Administrative Code, the Board instructed staff to evaluate the efficacy of creating a Customer Code of Conduct in furtherance of the purposes for which the Administrative Code was adopted.

With some exceptions noted below, the ordinance recommended does not contain significant substantive changes from current law, policy and practices. Rather, it is primarily a compilation (updated to reflect the most current amendments) of existing law, policies or practices.

The Customer Code was developed by a diverse committee including persons representing the operations, safety, transit security, legal, customer relations, operations training, communications, and ethics disciplines of the agency. The process for development of the Customer Code involved consideration of about 75 different topic areas, and review of over 20 other agencies rules compared to Metro's rules. Staff considered various approaches to the Customer Code and what provisions are appropriate and legally justified. The committee went on field trips to ride every mode of transportation Metro provides to observe and ensure personal exposure and consideration of every likely customer concern. A draft of the Customer Code was sent to every Sector Governance Council Member, General Managers, the Unions, and internal subject matter experts for comment. Sector Governance Councils were visited as requested to receive their comments.

Some of the areas that are new to Metro's policies in the Customer Code include:

1. Certain "best practices" cited in section 6-05-60 such as asking an operator questions only when the bus is not in motion;
2. Instructions for the proper transporting of carts and strollers in section 6-05-070;
3. Instructions for persons who ride but cannot care for themselves or follow Metro rules to be accompanied by a responsible companion in Section 6-05-080;
4. Instructions for persons not to come into a Metro facility or vehicle with anything that has an extreme repulsive odor causing a nuisance or safety hazard in Section 6-05-160; and
5. Enforcement of Metro's rules by fine, ejection, suspension, or similar methods through a Metro transit court, if the Board approves of that option, in Section 6-05-240.

The proposed Customer Code enacts Metro's current laws, policies and practices into a single ordinance with a uniform numbering system and a consistent format. It was contemplated that such future ordinances would be added to the current Metro Administrative Code in this format and numbering system. For a new title to the Administrative Code to be enacted it must follow the same process as the original Administrative Code enactment, which is to first introduce it at a Board meeting, then publish notice of it for public comment in a newspaper of general circulation, then return to the Board for its adoption including any revisions made as a result of public comment. Publication is also necessary after the ordinance is adopted. The effective will be at a date set by the Board, but no less than 30 days after adoption.

The Customer Code as written includes enforcement options that assume adoption of a Metro transit court next year. At an upcoming Board meeting Transit Security is expected to make a



presentation to the Board on the transit court concept. If the Board chooses not to adopt the transit court option, the Customer Code will be modified to delete that concept prior to returning to the Board for final approval.

Metro Customer Code of Conduct

Amended 05/01/2017



Metro[®]

THE CUSTOMER CODE OF CONDUCT

TITLE 6

Chapter 6-05

Customer Code of Conduct

Adopted by Metro

July 22, 2010

Amended 05/01/2017

PREAMBLE ADOPTED BY METRO

Los Angeles County Metropolitan Transportation Authority (“Metro”) provides important services to the traveling public in Los Angeles. Safety is the guiding principle by which Metro operates. A successful partnership between Metro and the public is dependent upon Metro employees and the traveling public behaving in a mutually respectful and courteous manner.

This Ordinance is entitled the Metro Customer Code of Conduct. Compliance with this Ordinance is a condition of use, by any individual, of a Metro vehicle, facility or property.

Sections 6-05-40(A), 6-05-100, 6-05-110, 6-05-150, 6-05-230(C) and Section 6-05-240(A) of this Ordinance are enacted pursuant to the authority granted to Metro by the California Penal Code Section 640(e) and the California Public Utilities Code Section 99580, *et seq.*

6-05-010 VALUES

- A. Patrons shall use the Metro system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in Los Angeles County.
- B. Patrons shall treat other patrons and Metro representatives with consideration, patience, respect, and civility to allow use, operation, and enjoyment of the Metro system in a safe and gratifying manner for all persons.

6-05-020 DEFINITIONS

The following terms, whenever used in this chapter, shall be construed as defined in this section:

- A. “Abuse” and “harassment” mean any extreme physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, and cursing and sexual harassment including unwanted touching, comments, or gestures, of a sexual nature or because of their gender, sexual orientation, or gender expression or gender identity.
- B. “Commercial activity” means any for-profit activity, including selling goods, food, services, or distributing commercial materials.
- C. “Fare” means the monetary charges established by Metro for the use of its facilities and vehicles.
- D. “Fare media” means the methods by which fares are paid, issued by or on behalf of Metro for the payment of fare, including tokens, passes, cards, transfers, tickets, and vouchers.
- E. “Fare-required zone” includes 1) areas in any bus between the yellow line near the front of a bus to the rear of the bus, 2) areas in any Metro facility beyond any fare gate, standalone validator or fare tapping machine leading to a platform, 3) platform areas, or 4) areas where any sign indicates fares are required at or beyond that location.

- F. "Graffiti" means any unauthorized inscription, word, figure, mark, or design that is written, marked, etched, scratched, drawn, painted or affixed on Metro facilities or vehicles.
- G. "Loitering" means unnecessary lingering in Metro facilities or vehicles or other location where it interferes with a Metro facility or vehicles or use thereof with the intent to commit a crime.
- H. "Metro" means the Los Angeles County Metropolitan Transportation Authority and its subsidiary, the Public Transportation Services Corporation, and their contractors.
- I. "Metro representative" means a Metro security officer, operator, fare inspector, or other authorized Metro employee, board or sector council member, or contractor.
- J. "Metro facility" means all property and equipment, including rights of way and related trackage, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bike paths, terminals, platforms, plazas, waiting areas, signs, art work, storage yards, depots, repair and maintenance shops, yards, offices, parking areas, and other real estate or personal property owned or leased by Metro, used for any Metro activity, or authorized to be located on Metro property.
- K. "Metro vehicle" means a Metro bus, train, car, or other vehicle owned, operated, or used by Metro or its contract service providers transporting Metro representatives or patrons.
- L. "Minor" means a person under the age of 18.
- M. "Peak hours" means 6:30 am to 9 am and 3 pm to 7 pm Monday through Friday.
- N. "Patron" and "Customer" mean any person in or on, using or attempting to access, a Metro facility or vehicle, including without limit paying riders.
- O. "Off Peak hours" means all other times other than off-peak times.
- P. "Person" includes an individual, firm, partnership, corporation, association, or company.
- Q. "Rules" or "Code" or "Customer Code of Conduct" means Title 6 of Metro's Administrative Code as amended from time to time.
- R. "Sound device" means a radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier, or other device that plays music or emits noise. Sound device does not include assistive hearing devices for persons who have impaired hearing.
- S. "Weapon or instrument intended for use as a weapon" includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials, and highly combustible materials.
- T. "Wheelchair" means, a mobility aid belonging to any class of three (3) or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.¹
- U. "Mobility Aid Device" means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.
- V. "Power driven mobility device" means any device powered by batteries, fuel, or other source that does not fit the definition of a wheelchair regardless whether it is designed primarily for use by individuals with mobility disabilities.²
- W. "Personal Care Attendant" means an individual designated or employed, by a person with disabilities, to aid in meeting his/her personal needs.³

6-05-030 ANIMALS

- A. Animals are not permitted in Metro facilities or vehicles, unless one of the following applies:
 - 1. The animal is in a fully enclosed and secure carrier;
 - 2. The animal is a certified police or security animal and is accompanied by a peace officer;⁴ or
 - 3. The animal is a service animal, as defined by the Americans with Disabilities Act, and is accompanied by a patron. A Metro representative may ask whether an animal is a pet or a service animal required because of a disability and what function the animal has been trained to perform for the handler.⁵
- B. Handlers shall maintain control of their animals at all times. No animal is permitted in a Metro facility or vehicle that is not under the control of its handler or poses a threat to a Metro representative or patron. A non-service animal may be denied from boarding or ejected if it unreasonably annoys patrons.
- C. Handlers of animals shall promptly remove all animal waste from Metro facilities and vehicles. Leaving animal waste in a Metro facility or vehicle is prohibited.
- D. Handlers must ensure that an animal shall not deprive a patron of a seat or block an aisle.
- E. Animal carriers must have closable doors that are closed during transport. Purses, backpacks, and other similar items are not considered suitable animal carriers unless they are fully enclosed for animal transport.

6-05-040 WHEELED RIDING DEVICES

- A. Wheeled riding devices including bicycles, skates, skateboards, kick scooters, and other wheeled riding devices except Wheelchairs and Mobility Aid Devices, may not be ridden in Metro facilities or vehicles, except for public bike or roadways clearly intended for those types of devices.⁶ A person may carry or walk such wheeled riding devices in a safe manner on Metro facilities to park or board Metro vehicles.⁶
- B. Tandem, three-wheeled, or fuel-powered bicycles⁷ or other wheeled riding devices, are not permitted in, attached to, or on Metro facilities or vehicles. Bicycles or other wheeled riding devices over six (6) feet long are prohibited.
- C. All persons entering Metro facilities with wheeled riding devices of any type, including Wheelchairs and Mobility Aid Devices, but excluding handheld skates or skateboards, must use elevators or ramps to access elevated or lowered platforms or subway stations.
- D. Bicycles may be carried on stairs when safe to do so if escalators and elevators are nonoperational. A person who enters a Metro facility or vehicle with a bicycle must do the following:
 - 1. Hold a bicycle when it is not in the rack.
 - 2. Use available bicycle racks.
 - 3. If racks on a bus are full, wait for the next bus.
 - 4. Inform the bus operator before exiting that you will be removing a bicycle from a rack in front of the bus.
 - 5. Not block aisles, doorways, or operators' exit way.⁸
 - 6. Board at bicycle-designated doors and keep the bicycle in bicycle-designated areas, such as non-operating cab areas.^{6, 8}
 - 7. If an arriving train is crowded individuals with bicycles must wait for a train with available room. Law enforcement personnel may ask individuals travelling with bicycles to wait.

8. If evacuation is required bicycles must be left on the train and located so that they do not block aisles or doors.
 9. Not take the bicycle down train aisles.
 10. Yield space in designated areas to wheelchairs or other Mobility Aid Devices for persons with disabilities.
 11. Load and unload bicycles from the front of a Metro bus to the curbside and not into traffic.
 12. Not attempt to access the bicycle rack after the bus has left the curb.
 13. Use elevators or ramps, not escalators, to transport all wheeled riding devices other than handheld skates or skateboards in Metro facilities.
- E. Folded bicycles, handheld skates or skateboards may be carried into a Metro vehicle at any time without using the rack. These items must be stored so that they do not block passageways, aisles or seats.
- F. Persons under the age of fourteen (14) years travelling with a bicycle must be accompanied by an adult.

6-05-050 BLOCKING

The following acts are prohibited in Metro facilities and vehicles:

- A. Willfully blocking or impeding the free movement of another person.⁸
- B. Blocking an aisle, elevator, escalator, door, or stairway with one's body or an object, in a way that poses a danger, unreasonably impedes a patron's movement, or displaces a person.⁸
- C. Operating, stopping, or parking a vehicle in a location that is reserved for transit vehicles or is otherwise restricted.⁹
- D. Obstructing or impeding the flow of a Metro vehicle or interfering with the operation or use of transit services.¹⁰
- E. Preventing a door from closing.
- F. Reclining on, placing objects on, or blocking a seat.
- G. Occupying more than one seat.
- H. Willfully interfering with the operator or operation of a Metro vehicle in a manner that affects the operator's control of the vehicle.¹⁰
- I. Impeding the safe boarding or exiting of passengers.¹¹

6-05-060 BOARDING, EXITING, AND SEATING

The following acts are required in Metro facilities and vehicles:

- A. Never go onto a track except through designated crossings and never step or put arms, legs, or objects in the path of a Metro vehicle.¹²
- B. Maintain control of children at all times in or on Metro vehicles or facilities, including when a Metro vehicle is approaching.¹²
- C. Do not signal in the path of or by touching the bus when it is moving.
- D. Yield priority, reserved, Wheelchair, or similarly designated seating to older adults and individuals with disabilities.¹³
- E. A Personal Care Attendant ("PCA") must travel with a patron who displays an Access Services TAP card with a PCA eligible designation at all times when using the Metro bus and rail system including boarding and exiting at the same location and traveling in the same bus or rail car.

6-05-070 CARTS, STROLLERS, AND LUGGAGE

- A. Commercial or large size carts, dollies and strollers are prohibited on Metro vehicles, unless collapsed. If a small personal use size stroller is occupied by a child or small cart is filled, then it must be securely held and not block passageways or seats.
- B. Carts, dollies, strollers and large luggage that create an unsafe condition are prohibited.
- C. During crowded conditions or peak hours, remove children from strollers and materials from carts, and collapse, or wait for the next Metro vehicle that has room for the cart or stroller. This provision does not apply to Wheelchairs or other Mobility Aid Devices.
- D. Carts, strollers, large luggage and Wheelchairs or other Mobility Aid Devices are to be transported in elevators or ramps in all Metro facilities and not on escalators.

6-05-080 CIVILITY, COMPLIANCE, AND COOPERATION

- A. Abuse and harassment of Metro representatives or patrons is prohibited in Metro facilities and vehicles.^{11, 14}
- B. A person must comply with all lawful orders and directives given by an authorized Metro representative relative to Metro facilities or vehicles consistent with the Code, including any instruction to leave a Metro vehicle or facility for safety reasons, for a violation of the Code, or following a notice of ejection or exclusion.
- C. A person receiving a Notice of Violation must provide accurate and complete identification and fare media when requested to do so by an authorized Metro representative.
- D. A person may not falsely represent himself or herself to be a Metro representative through words, actions, clothes, insignia, badge, or equipment.
- E. A person must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle. Infants being held or in strollers and persons in wheelchairs are not required to wear shoes.
- F. Patrons unable to care for themselves, who do not exhibit an ability to comply with Metro's Code, or who pose a safety risk, must be accompanied by a service animal or a responsible individual who can care for the Patron when in a Metro facility or vehicle.

6-05-090 COMMERCIAL ACTIVITY

- A. Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit and paying all required fees.¹⁵
- B. Persons who engage in permitted commercial activity in a Metro facility or vehicle must comply with all Metro instructions, safety requirements, and applicable laws.¹⁵
- C. Commercial activity is prohibited on loading platforms and in any location where it interferes with transit services or the movement of patrons or where it creates a safety hazard.¹⁵

6-05-100 DISORDERLY CONDUCT

The following acts are prohibited in, on, or in close proximity to Metro facilities and vehicles:

- A. Expectorating (spitting).¹⁶

- B. Carrying any explosive, acid, flammable liquid, or toxic or hazardous material.¹⁷
- C. Urinating or defecating, except in a lavatory. This Subsection does not apply to a person who cannot comply as a result of disability, age, or a medical condition.¹⁸
- D. Throwing an object at a patron, Metro representative, or a Metro facility or vehicle.¹⁰
- E. Gambling to win money or anything of value.
- F. Hanging from, swinging from, or attaching anything to hand rails. This does not apply to holding a hand rail to stabilize one's body during transit.¹⁹
- G. Inciting violence or posing a clear and present danger to other persons, including making verbal or visual gang affiliation or provocation signs.²⁰
- H. Engaging in or soliciting another person to engage in lewd conduct.²¹
- I. Engaging in or soliciting another person to engage in prostitution.²²
- J. Placing feet or shoes on seats or furnishings.
- K. Defacing with graffiti, vandalizing, damaging, destroying, or tampering with Metro facilities or vehicles.²³
- L. Littering or dumping.²⁴
- M. Injuring another person or damaging another person's property or possessions.²⁵
- N. Throwing an object from a Metro vehicle.²⁶

6-05-110 FOOD, ALCOHOL, AND DRUGS

The following acts are prohibited in Metro facilities and vehicles:

- A. Eating, drinking, smoking, vaping, or carrying a lit cigar, cigarette of any type, or pipe, except in designated areas permitting that activity or is required by a disability accommodated pursuant to 6-05-140 Miscellaneous G.²⁷
- B. Placing chewed gum onto any surface in a Metro facility or vehicle other than into a trash receptacle.
- C. Drinking or possessing in an open container an alcoholic beverage, except in designated areas where there is notice that drinking alcohol is permitted and all required permits have been obtained.²⁸
- D. Possessing an illegal drug or substance.²⁹
- E. Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with the use of a Metro facility or vehicle.³⁰
- F. Creating a public nuisance or a health hazard by dropping food other than in a proper waste disposal receptacle.³¹
- G. Smoking or vaping is also not allowed within twenty (20) feet of any Metro facility entrance, exit or operable window.³²

6-05-120 LOITERING

- A. Loitering is prohibited in Metro facilities and vehicles.³³

6-05-130 LOST AND FOUND

- A. Items found in a Metro facility or vehicle shall be turned in to a Metro operator or other authorized Metro representative, who will forward the items to the Metro Lost and Found.

- B. Items can be claimed in person at the Metro Lost and Found by providing proof of ownership. Items that remain unclaimed for 30 days will be discarded or donated to a charitable organization, without liability for Metro to anyone.
- C. Metro is not responsible for items lost in a Metro facility or vehicle.

6-05-140 MISCELLANEOUS

- A. The Code is not intended to affect lawful activity or first amendment rights protected by state or federal law, including laws related to collective bargaining, labor relations, or labor disputes.
- B. Metro reserves the right to suspend, waive, modify, limit, or revoke the application of the Code.
- C. Metro may refuse service, or access to Metro facilities or vehicles, including eject or exclude, to any person who does not comply with the Code or applicable laws.
- D. The Code incorporates all relevant applicable legislative changes that occur after the date the Code is adopted.
- E. Acts prohibited under the Code are permitted if authorized by agreement, permit, license, or a writing signed by an authorized Metro representative.
- F. The Code applies with equal force to any person who aids or abets in any of the acts prohibited by the Code or in the avoidance of any of the requirements of the Code.
- G. Individuals with disabilities may visit *metro.net* for information and request a reasonable modification of the provisions of this Code. Whenever possible a request for a reasonable modification shall be made in advance to Metro at *accessibility@metro.net*, 213.922.6919, or at MS 99-21-5, 1 Gateway Plaza, Los Angeles 90012. If a request for a modification is made to a Metro operator or other Metro representative the employee may contact his or her supervisor or control center for guidance. Requests for reasonable modifications will not be approved if the request would: fundamentally alter the nature of the service, program, or activity; create a direct threat to the health or safety of others; result in an undue financial and administrative burden; or the individual would be able to fully use the services provided by Metro without the modification. Individuals with disabilities may file complaints regarding reasonable modification or accommodation with Metro Customer Relations by telephone at 800.464.2111 or via email at *customerrelations@metro.net*.

6-05-150 NOISE

The following acts are prohibited in Metro facilities and vehicles:

- A. Disturbing others by engaging in unruly behavior.¹⁹
- B. Failing to comply with a warning by a Metro representative to cease creating loud, boisterous or unreasonable noise, including unnecessary cell phone or other conversation, that is so loud, lengthy, sexually explicit, threatening, violent, or disruptive, that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition, such as distracting operators of Metro vehicles.
- C. Playing a sound device, except when using headphones or earphones that make the sound inaudible to others unless a permit has been issued for usage of such sound device by Metro.³⁵

6-05-160 ODORS

- A. A person may not be in a Metro facility or vehicle with an unavoidable grossly repulsive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition.³¹ Notwithstanding the foregoing, this Subsection shall not apply to persons with odors directly related to a disability or medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the Metro facility or vehicle by Metro representatives or patrons, or creates direct threat or an unsafe condition.
- B. Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals or accompanying animals.

6-05-170 PARKING AND USE OF METRO FACILITIES AND VEHICLES

- A. Parking a vehicle at a Metro facility shall not exceed the posted allowed period of time.
- B. Parking or storage of items in Metro facilities may only be used for the designated Metro related transportation purposes.
- C. A person may not perform non-emergency maintenance on a non-Metro vehicle at a Metro facility unless authorized by Metro.
- D. Driver training is prohibited at Metro facilities unless authorized by Metro.
- E. A person may not enter nonpublic areas in Metro facilities or vehicles, unless authorized by Metro.
- F. Persons wishing to hold an event, special meeting, or use for commercial purposes, in a Metro facility or vehicle, should contact Metro for information on its policies and procedures, and obtain its approval in advance, for such use.

6-05-180 PHOTOGRAPHY AND RECORDING

- A. A person may not photograph, film, duplicate, record, or sketch a Metro facility or vehicle for commercial purposes without first obtaining a Metro permit and any other required permits, and paying all required fees.
- B. A person who photographs, films, or records in a Metro facility or vehicle must comply with all Metro safety requirements, instructions, licenses, and applicable laws including copyright laws.
- C. A person may photograph, film, record, or sketch a Metro facility or vehicle for non-commercial purposes only in public areas, unless otherwise authorized by Metro, and in a manner, at a time, and at a place that does not interfere with Metro operations, or create an unreasonable risk to the safety or well being of Metro representatives or patrons. Prohibited activities shall include use of a tripod, or laying of cord or cables, in a walkway; use of a flash bulb that is blinding to patrons or Metro Representatives; or creating congestion during an emergency evacuation.

6-05-190 SAFETY

- A. The following acts are prohibited in Metro facilities and vehicles:
 - 1. Attaching to, hanging from, or riding on any part of the outside of a Metro vehicle, or being inside an area in which the public are prohibited. This section does not apply to an employee conducting Metro business.³⁶

2. Interfering with the safe operation or movement of a Metro vehicle.¹¹
 3. Abandoning personal items.
 4. Throwing or kicking a ball, disc, or other object where it is not safe to do so.¹⁹
 5. Standing, lying, or climbing on a sign, bench, passenger shelter, trash container, or planter.
 6. Extending anything in the path of or through a door or window on a Metro vehicle.¹⁰
 7. Entering or crossing rail tracks in a Metro facility, except in marked crosswalks or designated waiting areas, or at the direction of a Metro representative.¹⁰
 8. Engaging in sport, horseplay, or recreational activities.¹⁹
 9. Creating a danger to other persons.
 10. Extending any portion of the body through any window opening of a Metro vehicle in an unsafe manner.¹⁰
 11. Engaging in any unsafe activity other than those described in Safety Subsection 6-05-190 of the Code.
- B. To avoid injury, patrons must use care at all times when on or in a Metro facility or vehicle.
 - C. Patrons should be alert and promptly report to Metro or law enforcement any unsafe condition, broken equipment, or suspicious activity, odor, or package.
 - D. Emergencies should be reported immediately to a Metro representative, law enforcement, or emergency personnel. Emergencies may be reported using telephones or intercoms if available in the Metro facilities or vehicles.
 - E. If a Metro representative or other authorized personnel evacuates a Metro facility or vehicle, patrons shall promptly and orderly follow instructions to avoid injury to other persons.
 - F. No person shall remove, tamper with, injure or destroy a Metro vehicle or the contents thereof, with the intent to cause great bodily injury to another person, or place an obstruction in front of a Metro vehicle, or willfully set a Metro vehicle in motion while it is at rest and unattended.³⁷
 - G. Elevators shall not be used in a Metro facility in the event of a fire.

6-05-200 SIGNS

- A. No person shall affix or post signs, stickers, buttons, advertisements, circulars, or other printed materials on or in Metro facilities or vehicles. Written permission must be obtained from Metro prior to placing, posting, or displaying a poster, notice, advertisement, sign, or other written material on a Metro facility or vehicle.
- B. No persons shall destroy, cover, deface with graffiti, remove, damage, or tamper with a Metro poster, sign, advertisement, or notice, unless authorized by Metro.²³
- C. Persons shall obey any sign that is intended to provide for the safety and security of transit passengers or the transit system.¹⁰
- D. Persons shall also obey all other notices and signs posted by Metro in a Metro facility or vehicle.
- E. The carrying of signs or stick-like items into any Metro facility or vehicle shall be limited and subject to those restrictions set forth in Subsection 210 Solicitation herein.

6-05-210 SOLICITATION

- A. No person shall aggressively solicit money or other things of value in a Metro facility or vehicle.³⁸ Aggressive solicitation includes the following:
 - 1. At or near an ATM or ticket vending machine;
 - 2. Using insults, profanity or threats;
 - 3. Repeated requests to the same person who has refused; or
 - 4. Making demands while blocking access to a facility such as a building or restroom.
- B. No person shall solicit public support, or distribute materials, for any cause in Metro vehicles and in underground or non-public areas of Metro facilities where the distribution is disruptive, presents a safety hazard, or impedes the movement of Metro patrons.
- C. The exercise of freedom of speech is permitted in Metro facilities and vehicles, subject to the following restrictions:
 - 1. Activity at a rail station is limited to street level areas and areas which are not platform waiting areas for patrons.
 - 2. Activity may not occur within fifteen (15) feet of an elevator, escalator, stairwell or staircase entryway, above-ground platform, loading zone, kiosk, transit entrance or exit, emergency exit or telephone, fare vending machine, or fare media readers or validators, or customer service station.
 - 3. Activity may not impede transit services or the movement of patrons or Metro personnel.
 - 4. Pamphlets and leaflets may not be left unattended in a Metro facility or vehicle.
 - 5. The carrying of signs or placards larger than thirty inches (30") by thirty inches (30"), in Metro facilities or vehicles is prohibited. Large signs can be folded or rolled up to comply with the 30" by 30" restriction. No pole, stick, or other similar object or device utilized to display a sign shall exceed a length of thirty inches (30"), nor shall such object exceed a thickness of one-quarter inch (1/4") and a width of two inches (2"); or if not generally rectangular in shape, such object shall not exceed three-quarters inch (3/4") at its thickest dimension. This limitation is not intended to prohibit walking canes, crutches, or similar devices used for mobility assistance by a person with a disability. No object shall have an exposed sharp pointed end.
 - 6. Carrying of any such signs or sticks must not interfere with the movement, seating, or safety of patrons or Metro representative.
 - 7. Food and drinks shall not be distributed in Metro facilities or vehicles except by Metro or persons who obtain a permit from Metro.
 - 8. Tables and portable equipment are prohibited, unless approved by Metro.

6-05-220 WEAPONS

- A. A weapon or instrument intended for use as a weapon shall not be discharged or directed at a Metro facility or vehicle, or at a person or object in a Metro facility or vehicle.³⁹
- B. Entering a Metro facility or vehicle with a weapon or instrument intended for use as a weapon is prohibited.⁴⁰ This provision does not apply to law enforcement or security personnel.

FARES

6-05-230 FARES

- A. Patrons who ride Metro vehicles or use Metro services must pay all applicable fares and fees.⁴¹
- B. Patrons shall show proof of payment of fare upon request by a Metro representative.⁴¹
- C. Evading payment of a Metro fare is prohibited.⁴¹ Fare evasion includes the following:
 - 1. Boarding a Metro vehicle or entering a Metro facility platform or other fare-required zone, without proof of valid fare media or without paying the fare upon boarding a Metro bus.
 - 2. Duplicating, counterfeiting, altering, or transferring any nontransferable fare media without Metro authorization.⁴¹
 - 3. Placing anything other than valid coin, tokens, United States currency or other valid fare media, into a fare box, ticket machine, pass reader, or other fare validation or collection device.⁴¹
 - 4. Falsely representing oneself as eligible for a waiver or a special or reduced fare, or obtaining fare media by making a false or misleading representation.⁴²
 - 5. Refusing to show proof of valid, validated, unexpired fare media upon request by a Metro representative. Patrons shall show identification upon request for the purpose of accurate completion of citation data entry in accordance with posted policies.
 - 6. Misusing fare media with the intent to evade payment of a fare.⁴³
 - 7. Unauthorized use of a discount ticket or failing to present upon request by Metro or within 72 hours thereafter, acceptable proof of discount eligibility to use a discount ticket and show identification in accordance with posted policies.⁴²
 - 8. Boarding through a rear bus door to avoid payment of fare.⁴⁴
 - 9. Entering a Metro vehicle or facility when any penalty, fee or assessment for violation of the Code is past due or during any exclusion period.
 - 10. Entering a Metro vehicle or facility in such a way as to bypass or avoid any fare-required zone barriers such as media collection or validation machines or Metro representatives collecting fares.⁴⁴
- D. No payment will be made to patrons who overpay the required fare or who are ejected or excluded from Metro facilities or vehicles for violating the Code or applicable laws.

ENFORCEMENT

6-05-240 ENFORCEMENT

A. Violations

A person who violates the Code is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages, and penalties available by law. Enforcement of any provisions of the Code involving the payment of any fees, penalties or other administrative amounts, or community service, based on California Penal Code section 640 (b) and (c), shall be pursuant to the authority and according to the procedures, herein and as set forth in the California Public Utilities Code including section 99580 et seq. Parents or guardians shall also be responsible in addition to the minor for any fees, penalties, or fines incurred or damages caused by their minor in connection with a citation.

- B. (1) A person who violates any provision of the Code other than those described in Section A above and who receives a notice of violation may, within twenty-one (21) days of the issuance of such notice of violation, request an initial review of the notice of violation by Metro. The request for review may be made by telephone, in writing, or in person. There shall be no charge for this review. If following the initial review Metro is satisfied that the violation did not occur, or that extenuating circumstances exist, and that the dismissal of the notice of violation is appropriate in the interests of justice, Metro may cancel the notice of violation. Metro shall notify, in writing the person requesting the review of the results of the initial review. If the notice of violation is not dismissed, reasons shall be provided for the denial. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review when personally delivered five (5) days following the mailing of the decision by Metro.
- (2) If the person subject to the notice of violation is not satisfied with the result of the initial review, the person may no later than twenty-one (21) days following the mailing of the initial review decision request an administrative hearing of the violation. The request may be made by telephone, in person, or by mail. The person requesting the administrative hearing shall deposit with Metro the amount due under the notice of violation for which the administrative review hearing is requested. A person may request administrative review without payment of the amount due upon providing Metro with satisfactory evidence of an inability to pay the amount due. An administrative hearing shall be held within ninety (90) days of the receipt of request for an administrative hearing.
- (3) The administrative hearing shall include all of the following:
- (a) The person requesting the hearing shall have the choice of a hearing in person or by mail. An in person hearing shall be held within the jurisdiction of Metro, and shall be conducted according to such written procedures as may from time to time be approved by the Chief Executive Officer of Metro or the Chief Hearing Officer. The hearing shall provide an independent, objective, fair, and impartial review of contested violations.
 - (b) The hearing shall be conducted before a hearing officer designated to conduct the review by Metro's Chief Executive Officer or Chief Hearing Officer. In addition to any other requirements of employment the hearing officer shall demonstrate those qualifications, training, and objectivity as are necessary and consistent with the duties and responsibilities of the position as determined by Metro's Chief Executive Officer or Chief Hearing Officer. The hearing officer's continued employment shall not be directly or indirectly linked to the amount of penalties imposed by the hearing officer.
 - (c) The person who issued the notice of violation shall not be required to participate in an administrative hearing. Metro shall not be required to introduce any evidence other than the notice of violation. The notice of violation, in proper form shall be prima facie evidence of the violation.
 - (d) Following a determination by a hearing officer that there is sufficient evidence that a person did commit the violation, the hearing officer may, pursuant to Metro Transit Court policies and procedures, order payment in installments, transit school, and/or community service. Where it is determined that circumstances exist such that the dismissal of the notice of violation would best serve the interests of justice the Hearing Officer may dismiss the notice of violation and shall provide written reasons in support of that decision. The Hearing Officer shall have the power and authority to make rulings in the

interests of justice within the law and Metro policies concerning notices of violation and the adjudication of hearings including the granting of eligibility to attend Metro's Transit School for the purpose of reducing any penalty payment, perform community service in lieu of all or a portion of the payment of fines, or other remedy.

- (e) The hearing officer's decision following the administrative hearing may be delivered personally by the hearing officer or may be sent by first class mail.
- (f) Transit Court shall retain jurisdiction pending completion of any order by the Transit Court but this shall not toll the period for appeal to Superior Court following the initial order of the Transit Court. The hearing officer's decision at administrative review is final except as otherwise provided by law.

C. Ejection

A person who violates any provision of the Code may be ejected by order of an authorized Metro representative and may be excluded from all or a portion of Metro vehicles and facilities. This remedy is in addition to any other fine, penalty, assessment, or other remedy available at law. The procedures for exclusion are those set forth in Subsections D–H of this Enforcement Section.

- 1. A person who violates the Code may be immediately ejected from the Metro facility or vehicle, without refund of any fare, by an authorized Metro representative who witnesses a violation.
- 2. A person who violates the Code is subject to an administrative fine or other penalty for each violation, as specified in the Metro penalty schedule approved by the Board of Directors or Chief Executive Officer up to the maximum amount provided by law. The Metro penalty schedule shall include fines, fees, administrative penalties, late payment fines, collection recovery costs, and other such amounts. To determine the Metro penalty schedule, the costs to the agency and other relevant factors shall be considered.
- 3. A person who violates the Code must, in addition to any fines or penalties listed in Metro's penalty schedule, or as otherwise required by law, pay restitution if the violation involves damages.
- 4. A violation of the Code that is also a violation of a local, state, or federal law may be prosecuted in a court proceeding by the appropriate authority, in addition to any enforcement by or remedies available to Metro.
- 5. Failure to comply with a Notice of Exclusion may result in fines, a citation for criminal trespass, and any other applicable criminal and civil remedies.
- 6. Metro may establish procedures concerning the administration of any hearing provided such procedures are not in conflict with applicable law or the Code, and are approved by the Metro Board or the Chief Executive Officer or Chief Hearing Officer.
- 7. Metro's Board of Directors or Chief Executive Officer or Chief Hearing Officer shall designate the officers, employees, consultants, or contractors who shall be authorized to issue notices of violation, citation, order ejections and exclusions, or otherwise carry out the duties under the Code and any requisite training for such persons.

D. Exclusion

- 1. A person, who violates the Code or a law in a Metro facility or vehicle, may be excluded from all or part of Metro facilities and vehicles either indefinitely or for a period of time specified in the Metro penalty schedule or notice of exclusion provided pursuant to Subsection E below.

2. Any person to whom a notice of violation or Penal Code citation or written warning pertaining to an offense which occurred on or in a public transit facility or vehicle, was issued, and a. who has received a citation or written warning for the same violation at least three (3) times in the prior twelve (12) months; or b. who has failed to pay any applicable fines, fees, penalties or other administrative amounts by the due date, or otherwise resolve the citation when such payment was due; or c. who is the subject of any outstanding warrant, pending trial, or convicted with respect to any Penal Code offense that is alleged to have occurred on or in a public transit system facility or vehicle, is subject to exclusion, and may receive a notice of exclusion pursuant to Subsection E below.
3. A person excluded under the Code may not enter a Metro facility or vehicle during the period of exclusion. Metro may take any reasonable steps necessary to enforce an order of exclusion, including criminal arrest or such other remedies as may be available at law.

E. Notice of Exclusion

A notice of exclusion shall be given by Metro or its authorized representative by personal delivery, first class mail, or if the person does not provide Metro or its representative with a valid current address, to the address provided by the excluded person at the time of any underlying violation(s), or at the excluded person's last known address. A notice of exclusion is deemed received on the date of personal delivery or five (5) days after the date the notice of exclusion is mailed. The notice of exclusion shall specify the reason for exclusion, the places or transit lines from which the person is excluded, the duration of exclusion, the consequences for failing to comply with the terms of exclusion, and the right to seek review or appeal the decision. Any exclusion shall begin on the third day following receipt of the notice of exclusion unless otherwise specified in the notice of exclusion, except that exclusions issued for a period of one (1) day or less are effective at the time the notice of exclusion is received. The exclusion, or other remedy, shall be suspended upon Metro's receipt of a request for review and until the review is decided.

F. Review Request

An excluded person may request a review of the exclusion. The exclusion shall be suspended upon Metro's receipt of a request for review of a notice of exclusion, and until the review is decided and notice of the decision or review is received by the excluded person. The request for review must be made in writing, and may be submitted by mail, or in person or as otherwise provided in the notice of exclusion, within five (5) days after the Notice of Exclusion is received from Metro. A request for review or notice of decision or review is deemed to be received on the date it is personally delivered, or if mailed, five (5) days after the date of the postmark. The excluded person will be notified of the date for public hearing by mail or in person. The excluded person may request that the exclusion be rescinded or waived for good cause, that the places of exclusion be altered, or that the duration of exclusion be reduced or be permitted to participate in any diversion program available by Metro for which such persons are eligible. The request should include a copy of the notice of exclusion or the number assigned to the notice, a request for review, the current mailing address and signature of the excluded person, and any written statement (and supporting documentation) to explain why the exclusion should be rescinded, waived, altered, reduced, or otherwise modified.

G. Administrative Review

The hearing shall be conducted by a Hearing Officer who is fair and impartial. The excluded person is not required to attend the hearing, and shall have the choice of the hearing being conducted by mail or in person. No Metro representative shall be required to attend the hearing. Metro may submit a copy of the notice(s) of violation, any notice of exclusion, and any documentation or statement by the Metro representative(s) issuing the notice(s) of violation or notice of exclusion. Any notice(s) of violation and/or notice of exclusion shall be received into evidence. Other relevant evidence submitted may be received into evidence at the determination of the presiding Hearing Officer. Copies of the notice(s) of violation and/or notice(s) of exclusion shall be prima facie evidence of the facts stated therein and shall establish a rebuttable presumption supporting the exclusion of the individual. At the hearing, the Hearing Officer will review the prima facie validity of the Notice of Exclusion. Metro and the excluded person may present evidence including witness testimony to the Hearing Officer and may question witnesses who are present at the hearing. The Hearing Officer's decision shall be based on a preponderance of the evidence. Hearing Officers shall have the discretion to dismiss or reduce the fines or other penalties, cancel the Notice of Exclusion, and make necessary modifications in the interests of justice including permitting enrollment in an appropriate Metro diversion program for which such person is eligible, in accordance with any policies or procedures adopted by the Metro Hearing Unit. Continuances of the appeal hearing are disfavored but may be ordered by the Hearing Officer. The Hearing Officer may authorize the recording of the hearing. The decision of the Hearing Officer shall be made in writing. The decision of the Hearing Officer shall be deemed in full effect upon personal service to the excluded person or five (5) days after the mailing of the decision to the address provided by the excluded person.

H. Schedule

Metro shall adopt a penalty schedule of administrative penalties, and any necessary additional procedures in furtherance of enforcement of this Code. The schedule and any procedures deemed necessary shall be subject to the approval of the Chief Executive Officer.

1. This ordinance shall be of full force and effect on February 27, 2012.⁴⁶
- 1 49 CFR 37.3
- 2 ADA Title II, section 35.104
- 3 49 CFR 37.123
- 4 Civil Code § 54.25
- 5 Civil Code §§ 54.1-54.2; 28 CFR 36.104
- 6 Penal Code § 640(b)(5)
- 7 Vehicle Code § 406
- 8 Penal Code § 640(d)(4)
- 9 Vehicle Code § 22500(i); Vehicle Code § 22523(b)
- 10 Public Utilities Code § 99170
- 11 Vehicle Code § 21701
- 12 Public Utilities Code § 99170(a)(2)
- 13 Civil Code § 54.1
- 14 Penal Code §§ 241.3, 243.3, 243.35, 245.2, 640(b)(2) & 640(d)(1)
- 15 Penal Code § 602.7
- 16 Penal Code § 640(b)(4)
- 17 Penal Code § 640(d)(2)
- 18 Penal Code § 640(d)(3)
- 19 Penal Code § 640(d)(1)
- 20 Penal Code §§ 241.3 & 245.2
- 21 Penal Code § 647(a)
- 22 Penal Code § 647(b)
- 23 Penal Code §§ 594, 640.5-640.8
- 24 Penal Code § 374.4
- 25 Penal Code §§ 243.3 & 243.35
- 26 Public Utilities Code §99170(a)(4)
- 27 Penal Code §§ 640(b)(1) & (b)(3)
- 28 Penal Code § 640(b)(1)
- 29 B & P Code § 25662; H & S Code §§ 11350-11351, 11357
- 30 Penal Code § 647(f)
- 31 Civil Code § 3479
- 32 Government Code § 7597(a); Penal Code § 640(b)(3)
- 33 Penal Code § 647(h)
- 34 Penal Code § 647(e)
- 35 Penal Code §§ 640(b)(2) & (d)(1)
- 36 Vehicle Code §§ 21203 & 21712
- 37 Penal Code § 625c
- 38 Penal Code § 647(c)
- 39 Penal Code §§ 245.2, 247(b) & 171.7
- 40 Penal Code § 171.7
- 41 Penal Code § 640(c)
- 42 Penal Code § 640(c)(3)
- 43 Penal Code § 640(c)(2)
- 44 Penal Code § 640(c)(1)
- 45 Penal Code § 640(e)
- 46 Amendments adopted 02/28/2013 effective 30 days after publication in a newspaper of general circulation.

Metro Customer Code of Conduct

CHAPTER 6-05 PENALTY SCHEDULE

METRO CUSTOMER CODE OF CONDUCT CHAPTER 6-05 PENALTY SCHEDULE*

CODE SECTION	DESCRIPTION	1 ST OFFENSE**	2 ND OFFENSE	3 RD OFFENSE	4 TH OFFENSE	5 TH OFFENSE OR GREATER
6-05-040 Bicycles, Skateboards, and Skates						
6-05-040.A	Riding bicycles and skateboards in Metro facility	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-040.C	Tandem, three-wheeled or fuel-powered bicycles are not permitted in Metro facilities	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-050 Blocking						
6-05-050.A-I	Blocking, operating or obstructing Metro vehicle, occupying more than one seat, impeding safe boarding	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-100 Disorderly Conduct						
6-05-100.A-1, K-N	Spitting, hazardous material, urinating, defecating, throwing an object, gambling, hanging from rails, inciting violence, lewd conduct, prostitution, vandalizing/tampering, littering, injuring person or property	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-110 Food, Alcohol, and Drugs						
6-05-110.A	Eating, drinking, smoking, vaping	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-110.B	Placing chewing gum onto Metro property	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days

6-05-110.C	Drinking alcohol	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-120	Loitering					
6-05-120.A	Loitering	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-150	Noise					
6-05-150.A	Disturbing others	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-150.B	Creating disruptive noise	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-150.C	Playing sound device	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-090	Commercial Activity					
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-200	Signs					
6-05-200.A-D	Post, destroy, failure to obey signs	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days

6-05-210		Solicitation				
6-05-210.A-B	Solicitation	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for Minors > Ejection > Exclusion for 90 days
6-05-230		Fares				
6-05-230.A, C (1), (5), (6), (8), (10)	Patrons must pay fare; Fare evasion	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 90 days
6-05-230.B	Proof of payment	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 90 days
6-05-230.C (2-4), (7), (9)	Misuse of fare media	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for Minors ¹ > Ejection > Exclusion for 90 days

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the Code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a Notice of Violation is eligible to complete Metro Transit School and Community Service which may only be completed once in any twelve (12) month period upon order of a Metro Hearing Officer.

¹ This amount is used to calculate the number of diversion program hours a Minor might complete to satisfy a written warning or notice of exclusion, or that a Minor/parent might select in lieu of non-fiscal remedies.

VIOLATIONS OF THE CUSTOMER CODE THAT WILL BE ADDRESSED THROUGH EJECTION*

CODE SECTION	DESCRIPTION	1ST OFFENSE**	2ND OFFENSE	3RD OFFENSE	4TH OFFENSE	5TH OFFENSE OR GREATER
6-05-030	Animals					
6-05-030.A-C	Animal control	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040	Bicycles and Skates					
6-05-040.C	Prohibited bicycle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.D1-D2,D6,D7	Failure to control bicycle properly while using Metro	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.G	Persons under 14 with bike must be accompanied by an adult	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-050	Blocking					
6-05-050.E-G	Obstruction of doors and seats	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060	Boarding, Exiting, and Seating					
6-05-060.B	Failure to maintain control of children	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.C	Signaling in path of or touching moving bus	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.D	Failure to yield seat to senior/disabled	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-070	Carts and Strollers					
6-05-070.A-D	Improper use of carts and strollers	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-080	Civility, Compliance, and Cooperation					
6-05-080.E	Failure to wear shirt, pants, skirt or shoes	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-090	Commercial Activity					
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100	Disorderly Conduct					
6-05-100.E	Gambling	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.J	Feet/shoes on seats	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.L	Littering, dumping	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-110	Food, Alcohol, and Drugs					
6-05-110.B	Placing chewing gum on Metro property	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-160	Odors					
6-05-160.A	Unavoidable grossly repulsive odor	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-170	Use of Metro Facilities					
6-05-170.F	Failure to obtain permit for use of Metro facility	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-180	Photography and Recording					
6-05-180.A-C	Failure to obtain permits and follow Metro rules and policies	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190	Safety					
6-05-190.A.3	Abandoning personal items	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.4-8	Unsafe conduct on Metro vehicles or in Metro facilities	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.10	Extending body through window of Metro vehicle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200	Signs					
6-05-200.A	Posting signs, stickers in Metro facilities or on Metro vehicles	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.B	Destroy Metro sign, ad, notice	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.C-D	Failure to obey signs	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-210	Solicitation					
6-05-210.B	Distributing materials	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-210.C.1-8	Failure to comply with time, place, and manner restrictions	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the Code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a Notice of Violation is eligible to complete Metro Transit School and Community Service which may only be completed once in any twelve (12) month period upon order of a Metro Hearing Officer.

CUSTOMER CODE OFFENSES WHICH WHEN CITED ON METRO PROPERTY, IN A METRO FACILITY OR VEHICLE MAY RESULT IN EJECTION AND/OR EXCLUSION ORDERS IN ADDITION TO CRIMINAL OR OTHER PENALTIES*

CODE SECTION	DESCRIPTION	1 ST OFFENSE**	2 ND OFFENSE	3 RD OFFENSE	4 TH OFFENSE	5 TH OFFENSE OR GREATER
6-05-80	Civility, Compliance, and Cooperation					
6-05-80.A	Abuse or harassment of Metro personnel or patrons	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100	Disorderly Conduct					
6-05-100.H	Soliciting lewd conduct	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.I	Prostitution	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.K	Graffiti	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.L	Littering	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.M	Injuring another person or damaging property	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110	Food, Alcohol, and Drugs					
6-05-110.D	Possession of a drug or illegal substance	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110.E	Being under the influence of drugs or alcohol	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120	Loitering					
6-05-120.A	Loitering in Metro facilities or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120.B	Remaining in Metro vehicle or facility without lawful transportation purpose	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

6-05-190	Safety					
6-05-190.F	Tampering with a Metro vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-210	Solicitation					
6-05-210.A	Soliciting in a Metro facility or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220	Weapons					
6-05-220.A	Discharge of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220.B	Possession of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the Code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

**All violators are subject to all penalties listed above. An individual who received a Notice of Violation is eligible to complete Metro Transit School and Community Service which may only be completed once in any twelve (12) month period upon order of a Metro Hearing Officer.



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