

Metro Manners

We appreciate your help in refraining from the following activities:

- Eating or drinking of any kind
- Smoking of any kind
- Drugs or open alcoholic containers/beverages
- Defacing, damaging or destruction of property, including littering, marking, etching, graffiti, etc.
- Carrying weapons, flammable or explosive materials
- Harassment of any kind – including any unwanted or persistent attention that is physical, violent or threatening in nature
- Solicitation, gambling, loitering, peddling, panhandling, performing ceremonies, making speeches or orations
- Profanity, cussing or inappropriate topics of conversation
- Activities that would negatively impact the health or safety of other passengers or the driver
- Items, odors or activities/conditions that pose a safety and health hazard to others
- Lying down on seats and benches, at stations, stops or in vehicles
- Non-compliance with bus driver instructions
- Committing activities that violate federal, state or local statutes or ordinances
- Boarding a bus or facility while not properly clothed, including footwear

Violation of the above may result in being asked to leave the vehicle or facility immediately. Law enforcement officers can cite many violations that may include fines, arrest and further exclusions from riding Metro.



Contact Us



MetroLINK
GOGREENMETRO.COM

Customer Service: (309) 788-3360



STS/Paratransit



Get there safely.

Let's work together to make Metro a safe and enjoyable trip!

See Something, Say Something

- Never pick up unattended packages or belongings.
- If you see someone or something suspicious, including unattended packages, alert the bus driver, another Metro employee or call 911. Give detailed information about the item or the person's appearance, speech, behavior, etc.

Metro also requires passengers to pay a fare, abide by standard rider etiquette and prohibits a number of activities. Please refer to the **Metro Manners** section included in this brochure, and remember basic courtesy and respect when riding Metro, such as moving from seats designated for seniors and people with disabilities, and keeping noise down. Please **respect the ride** and the people who provide it.

Be Vigilant

- Be aware of your belongings and the people around you.
- Don't leave your packages, cell phones, money or other items on the bus when you exit.

Transit employees are not responsible for items left on the buses, and operators cannot stop on their routes to search for lost items.

Ride Safely

- Prepare to be at your bus stop five minutes ahead of schedule. Download Metro's real-time app on your Apple or Android device to get up-to-the-minute bus information, or go directly to our site at GoGreenMetro.com for bus arrival times.
- When waiting for a bus, stand near the bus stop sign but 5 to 6 feet from the edge of the curb. When your bus is approaching, wave to make sure you are seen.
- Do not approach the bus until it has come to a complete stop, and never walk directly in front of or behind a stopped bus.
- Wait for all off-loading passengers to exit before boarding a bus.
- Never retrieve an object that has fallen underneath a bus. Ask the bus operator for help.
- It is safe and legal to stand on the bus if there are no seats available. However, according to Federal Law, passengers are not allowed to cross the yellow standee line while the bus is in motion. It is a good idea to hold on to a railing in case the bus starts or stops suddenly. For your safety, please do not stand in the front of the bus, next to the bus operator or in the side doorway. Never lean on doors.
- Keep large items such as strollers, collapsible carts and luggage clear of aisles and doorways.
- Familiarize yourself with all emergency exits.
- Make sure you have all of your belongings before exiting the bus.
- Never cross the street in front of or behind the bus. Instead, wait for the bus to leave, check for traffic and cross the street, preferably at a crosswalk.

Remember...

If you see something, say something, and together we can keep our transit system safe.



Traveling with Children

- Never leave children unattended.
- Hold small children's hands when boarding and exiting a bus.
- When traveling with a stroller, fold the stroller prior to bus arrival and carry it up the stairs.

Our Dedicated Deputies

Metro is dedicated to providing a safe and secure transit system for riders, employees and the entire community.

Because of this, Metro's Rock Island County Sheriff's Deputies and K-9 units provide a daily visible presence on the Metro. Officers patrol the transit system, conduct security sweeps and enforce Metro passenger expectations.

Your Metro Sheriff's Deputies are available to assist you and can be reached through Centre Station. MetroLINK also works closely with all other surrounding law enforcement agencies, which support and assist our safety and security initiatives.

Emergency Action Plan

MetroLINK has a variety of procedures in place in the event of an emergency. All Metro operators and supervisors are trained to respond appropriately if needed. Please make sure you follow all operator or Metro employee instructions during an emergency.

It's also always a good idea to familiarize yourself with all exits in vehicles and at facilities. All Metro stations have 911 call boxes available if needed.

