



Metro

CUSTOMER CODE OF CONDUCT AMENDMENTS TRANSIT COURT

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Inspector General / Chief Hearing Officer
Office of the Inspector General / Transit Court

November 18, 2021



Metro

Code Amendments

- A. *In the Penalty Schedule, replace “6-05-050.A-I” with “6-05-050.A-E, H, I”*
- B. *In the Schedule concerning Violations of The Customer Code That Will Be Addressed Through Ejection, replace “6-05-050.E-G” with “6-05-050.E”*
- C. *In the Schedule insert a new section “Violations Of The Customer Code That Will Addressed Through Alternative Means,” and insert thereunder “6.05-050.F, G Obstruction and occupying more than one seat First Offense or Greater, Warning and / or Referral”*
- D. *In the Values section of the Code add “6-05-010.C Metro and its representatives shall enforce the Code of Conduct with fairness, equity, civility, compassion and without bias.”*



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Code Amendments

E. Within the Code deleting “6-05-050.F, G” and relevant sections on the schedule

The proposed amendment will change section 6-05-050 of the Code to delete the strikethrough words and add the bolded underlined words as follows:

6-05-050 Blocking

The following acts are prohibited in Metro facilities and vehicles:

A. [.....]

~~F. Reclining on, placing objects on, or blocking a seat.~~

~~G. Occupying more than one seat. [.....]~~



Metro

TRANSIT CITATIONS

ISSUANCE	
YEAR	CITATION COUNT
FY13	100,937
FY14	82,892
FY15	58,102
FY16	29,524
FY17	19,494
FY18	63,122
FY19	31,650
FY20	12,680
FY21	7