

Metro's Customer Code of Conduct

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Background

- As part of Metro's ongoing commitment to support a safer and more equitable transit system, staff reassessed Metro's Code of Conduct (Code) to ensure that the document is consistent with the values and priorities of the agency.
- The update to the Code aims to reflect the core components of the Public Safety Values Statements which have been adopted by the Metro Board.

Implementing a
Human-Centered
Approach

Emphasizing
Compassion and
a Culture of Care

Recognizing
Diversity

Acknowledging
Context

Committing to
Openness and
Accountability

Review Process

1

Simplified the requirements of the Code by focusing on those critical areas that support or interfere with the user experience and safety.

2

Incorporated input from law enforcement, Metro staff, PSAC, and other stakeholders, to avoid items that are fully covered under the penal code, elements that seemed to target certain populations, and aspects that did not support a human-centered culture of respect and safety.

Proposed Changes (cont.)

The update streamlines the proposed new Code to focus on 24 areas.

Smoking	Present after hours/trespassing
Alcohol	Use for non-transit purposes
Eating & drinking	Interfere in operation of vehicle
Disruptive behavior, loud, profanity, sound devices, sexual or any form of harassment	Threaten, harm passenger or employee
Animals	Yield to seniors and wheelchairs
Weapons	Depart when trip is complete, end of line
Dangerous substances	Bikes, skates, skateboard
Littering	Commercial solicitation
Vandalism	Harassment
Soliciting	Must wear shoes, tops, and bottoms
Spitting, urinating, defecation, exposing or lewd conduct	Compliance with Parking Administrative Code
Illicit substances	Fare payment

Marketing & Training



Revamp signage across the system to highlight key themes of the Code with clear and visible graphics.



Hold community information sessions to introduce the updated Code and address any questions on the objectives and its intended outcomes.



Provide training sessions to Metro Transit Security Officers.



Offer the Code in Spanish and via print in braille.

Next Steps

- If approved by the Board, staff will work with the OIG to update the Code and the schedule of administrative penalties.
- Train Metro Transit Security Officers.
- Develop a robust community outreach plan.
- Create and post rider-friendly and visible signage.
- **Make the new Code effective on June 1, 2023.**

Thank You
