

# All METRO customers and Transit Center visitors must follow METRO's Code of Conduct.

The Santa Cruz Metropolitan Transit District ("Santa Cruz METRO") is committed to providing quality and non-discriminatory public transportation within Santa Cruz METRO's service area. There are occasions, however, when customer behavior seriously disrupts or endangers the health and safety of our employees and members of the public who use our services. When this occurs, it may be necessary to deny Santa Cruz METRO services and/or access to Santa Cruz METRO facilities to those customers in accordance with the criteria and procedures specified in this Policy.

The rules contained herein are intended to regulate conduct occurring on Santa Cruz METRO vehicles, within or upon Santa Cruz METRO facilities and properties, and in connection with Santa Cruz METRO's provision of public transportation services. The Policy is enacted pursuant to the authority granted to Santa Cruz METRO by the California Penal Code Section 640 and the California Public Utilities Code Sections 98112 and 99170.

This Policy applies to any member of the public utilizing Santa Cruz METRO's fixed- route service and ParaCruz service, or while on Santa Cruz METRO's property or facilities.

**Please note that this is a partial list of METRO's Code of Conduct Policies. Scan the QR codes below to view the complete policies.**



**Fixed-Route Policy**



**ParaCruz Policy**

## PROCEDURES FOR SUSPENSION AND/OR EXCLUSION

A person who violates this Policy is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages, and penalties available by law 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 for minors.

Suspendable Conduct will subject a Santa Cruz METRO customer to removal, including immediate removal where appropriate, and/or exclusion from buses and/or transit facilities.

Failure to comply with an exclusion determination may result in fines, a citation for criminal trespass, and any other applicable criminal and civil remedies.

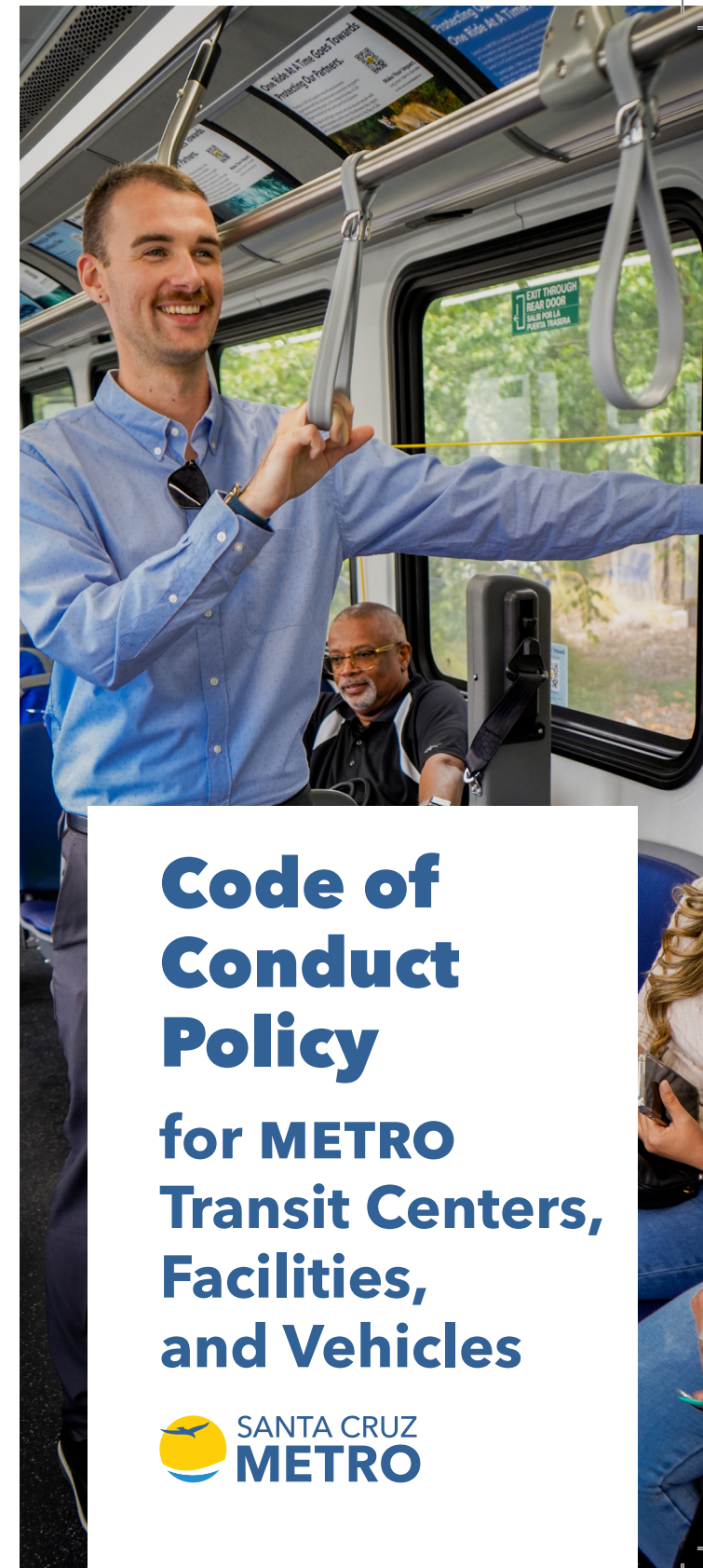


**Customer Service**  
603 Front St.  
Santa Cruz, CA 95060  
(831) 425-8600  
Daily 8am-5pm

**Administrative Offices**  
110 Vernon Street  
Santa Cruz, CA 95060  
(831) 426-6080  
Mon-Fri 8am-5pm

**Accessible Services Coordinator**  
(831) 420-2576

**METRO ParaCruz**  
2880 Research Park Dr.  
Suite 160  
Soquel, CA 95073  
(831) 425-4664  
Daily 8am-5pm  
[scmetro.org](http://scmetro.org)



# Code of Conduct Policy for METRO Transit Centers, Facilities, and Vehicles



## ONBOARD BUSES/VEHICLES

- Splash Pass, CRUZ Card, Discount Fare ID Card, Youth Cruz Free IDs, or exact fare should be ready prior to boarding. Cash or proof of fare is required to board the bus. If a discount is requested, proof of qualifying discount must be provided.
- Animals are not permitted in Santa Cruz METRO facilities or vehicles, unless the animal is: (1) in a secure animal carrier, (2) a certified police dog accompanied by a peace officer, (3) service animal, as defined by the Americans with Disabilities Act (ADA).
- Sealed food and drink are permitted on Santa Cruz METRO buses, but eating and drinking onboard a vehicle is prohibited.
- Drinking or carrying alcohol in an open container is strictly prohibited.
- All passengers must wear soled foot coverings (shoes, flip flops, high heels, etc.)
- Placing one's feet or shoes on seats or furnishings is prohibited within buses and Transit Centers.
- Blocking an aisle, 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 is not permitted.
- Occupying more than one seat is not permitted. Personal items should be stored under rider's seat.
- Carrying any flammable liquids, explosives, acid, battery, or other article or material likely to cause harm to others is strictly prohibited including firearms, fireworks, and hoverboards.
- Sticking or affixing chewing gum onto any surfaces in a vehicle or Santa Cruz METRO facility is prohibited.
- Extending an object or a portion of one's body through the door or window of a transit vehicle while it is in motion is strictly prohibited.
- Hanging or swinging on bars or stanchions, with feet off the floor, inside a transit vehicle or other transit property; hanging onto or otherwise attaching oneself at any time to the exterior of a transit vehicle or other transit property is prohibited.
- Throwing any object from a transit vehicle is strictly prohibited.

## TRANSIT CENTERS/METRO PROPERTY

- Bicycles, skates, skateboards, kick scooters, and other wheeled devices, except wheelchairs and mobility aid devices, may not be ridden on Santa Cruz METRO property or buses.
- No person shall conduct or participate in assemblies or demonstrations or commercial activity, display or post signs or banners, solicit funds or food, or distribute written pamphlets, flyers, petitions, or other materials in or on any of the following areas: (1) any bus or van operated by or for Santa Cruz METRO, (2) Santa Cruz METRO owned or occupied workshops, offices, maintenance facilities, or garages.
- No person, other than Santa Cruz METRO personnel or agents, shall post flyers, pamphlets, posters, or any other materials in Santa Cruz METRO buses or bus shelters.
- Intentionally obstructing or impeding the flow of transit vehicles, passenger traffic, hindering or preventing access to transit vehicles or transit centers is strictly prohibited.
- Defacing, destroying, tampering, removing, or otherwise damaging Santa Cruz METRO property or any signs, notices, or advertisements on transit property, or vehicles, including graffiti of any kind is strictly prohibited.
- Discarding litter, other than in designated trash receptacles, is not permitted.
- Loitering, camping, laying down, or sleeping in or on Santa Cruz METRO transit property, including bus stops and bus shelters is strictly prohibited.
- Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, electronic cigarette, "vaping" device, or using any tobacco, cannabis, or other products on Santa Cruz METRO properties or buses is strictly prohibited. Smoking is also prohibited within 50 feet of any bus stop or 25 feet of any Santa Cruz METRO facility and on or in any transit vehicle.



## DISORDERLY CONDUCT

- Harassing or abusing a Santa Cruz METRO employee or customer because of that person's race, nationality, sexual orientation, or other protected classifications is strictly prohibited.
- Sexually harassing any Santa Cruz METRO employee or customer is strictly prohibited.
- Verbal, threatening, violent, or physical abuse of Santa Cruz METRO employees, or customers is strictly prohibited. This includes engaging in or soliciting another person to engage in lewd conduct.
- Behavior that presents a danger to the health, safety, or welfare of the offending customer, other customers or a Santa Cruz METRO employee is strictly prohibited. Such behavior includes conduct which is violent, seriously disruptive, or illegal as defined by the California Penal Code.
- Urinating, defecating, vomiting, spitting, or inappropriately discharging of bodily fluids on transit property or inside a METRO vehicle is strictly prohibited.
- Possession of alcohol, controlled or hazardous substances, guns, knives, or devices that are weapons or appear to be capable of being used as a weapon are strictly prohibited. This provision does not apply to law enforcement or security personnel.
- Disregard of, or failure to follow, a reasonable request made by METRO Security or a METRO employee (Operator, Supervisor, or Customer Service Personnel) is strictly prohibited.
- Intentionally disturbing others by engaging in loud, boisterous, raucous, unruly, or harassing behavior that is harmful and intimidating to others, including gum popping, whistling, and drumming or pounding is prohibited.
- Playing an audio device, audible game device, cell phone on speaker, musical instrument, or any other sound-producing equipment, except when the equipment is connected to earphones, is prohibited. When using earphones, the volume must be lowered such that passengers sitting in adjacent seats will not be bothered by the sounds emanating from the earphones.
- Failing to maintain acceptable standards of personal hygiene, which could expose Santa Cruz METRO customers or employees to health and safety risks is prohibited.
- Soliciting, advertising, selling, or distributing goods or services on transit property, except as authorized by Santa Cruz METRO or its agents, is strictly prohibited.
- Engaging in or soliciting another person to engage in prostitution or other illicit activity is strictly prohibited.