

# Your health and safety, as well as that of our employees, is our top priority.

In an effort to keep everyone healthy and safe, METRO has increased our safety measures in our buses and transit centers. This includes reduced bus capacity, blocking off seats to assist with physical distancing, and requiring mandatory face coverings at all times.

Additionally, METRO has installed clear curtain protective barriers at the operator compartment and have started to install clear sneeze barriers between rows of seating on all fixed-route buses to mitigate the risk of passing the virus.

To assist with physical distancing METRO has also added ground markers at transit centers denoting where to stand while lining up for a bus.

Additional cleaning staff have also been hired and stationed at all of our transit centers to clean high-touch surfaces on each bus that goes through the center and all METRO buses are fogged with disinfectant nightly.

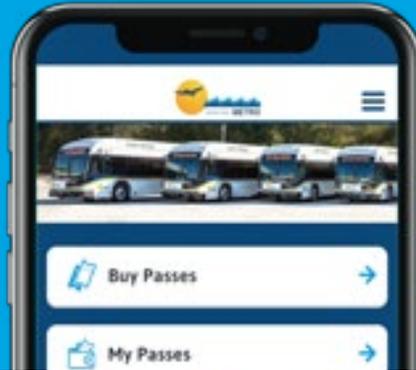
METRO has also added hand-washing stations and hand sanitizer dispensers to our Santa Cruz, Watsonville, and Scotts Valley Transit Centers and we have installed hand sanitizer dispensers on all buses.

Additionally, METRO has just launched a new mobile ticketing app to allow for contactless payment of fares. Simply download the METRO Splash Pass app from the App Store or Google Play and you are ready to go. Additional details can be found at [scmttd.com/apps](https://scmttd.com/apps).

Through these measures and your efforts to follow our safety guidelines, we can provide the best bus riding experience for all.

## Buy your ticket anywhere, anytime.

Download the new METRO Splash Pass app now



[scmttd.com/connect](https://scmttd.com/connect)

### Schedule By Stop

View today's schedule via web or text message.

### Subscribe to Route Alerts

Choose email or text alerts, or both!



#### Customer Service

920 Pacific Avenue  
Santa Cruz, CA 95060  
(831) 425-8600  
Mon-Fri 7am-6pm

#### Administrative Offices

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

#### Accessible Services Coordinator

(831) 423-3868

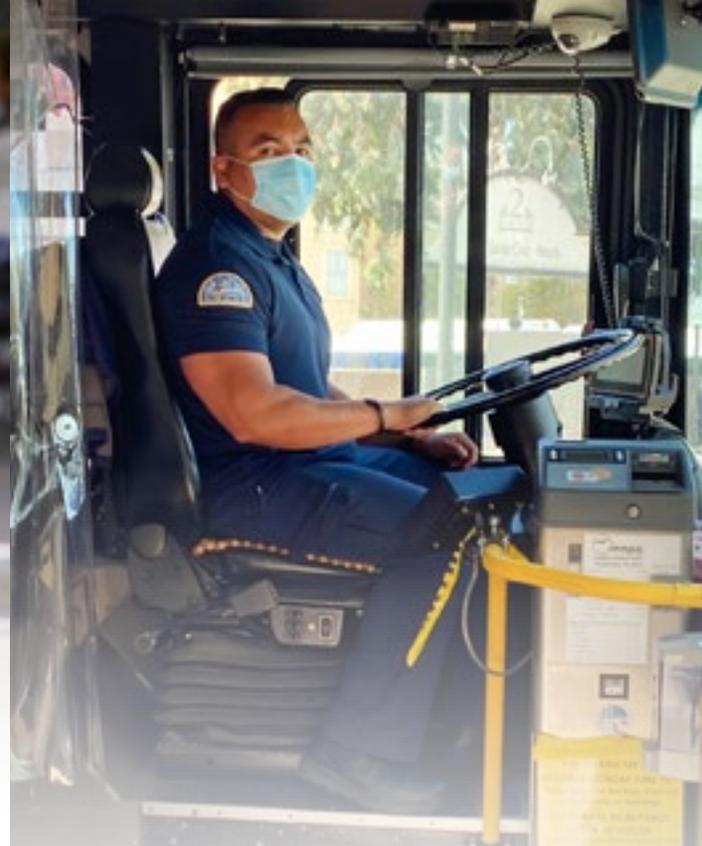
#### METRO ParaCruz

2880 Research Park Dr.  
Suite 160  
Soquel, CA 95073  
(831) 425-4664  
Daily 8am-5pm

[scmttd.com](https://scmttd.com)  

# SAFETY TIPS

for  
Passengers, Pedestrians  
and Cyclists



## PASSENGERS & PEDESTRIANS

- Never run after or next to a moving bus.
- Don't play near buses; pushing and shoving can cause accidents.
- Wait on the sidewalk away from the curb, not in or near the street.
- Never touch a moving bus while it is approaching a bus stop.
- Wait for the bus to stop before approaching.
- Hold on to your child when a bus approaches.
- Wait for exiting passengers to leave and then board.
- Watch carefully while boarding and use handrails, if available.
- Take a seat if available; use handrails/handholds.
- Do not disturb bus operator while on the bus.
- No eating, drinking, smoking or vaping while on the bus. Spilling drinks on the floor can create slippery conditions on the bus.
- Do not sleep in a bus especially when seated in side facing seats.
- Keep all parts of your body inside the bus.
- Be ready to exit when you arrive at your stop.
- Exit through the rear doors whenever possible.
- Watch your step, especially at night or in wet weather.
- Step away after exiting bus.
- If you drop something on the ground when exiting, leave it on the ground until the bus drives away.

## CYCLISTS

- Most METRO buses are equipped with bike racks that hold two bikes. If the rack is full, please wait for the next bus.
- Get your bike ready for loading on the bike rack by removing water bottles, pumps, and any loose items that might fall off.
- Tandem bikes or bikes with motors, solid wheels, large racks, child seats, or other attachments are not allowed.
- You are responsible for loading, securing, and unloading your bike from the rack.
- Be careful of the curbside bus mirror for head clearance while using the bike rack.
- Never step into traffic while loading or unloading your bike.
- Never cross the street in front of the bus. Passing traffic cannot see you coming around the bus.
- If an object rolls under the bus, never try to retrieve it. Tell the operator and wait for the bus to pull away.

## COVID-19 PREVENTIVE MEASURES

- Stay home if sick or with COVID-19 symptoms such as fever, cough, or shortness of breath.
- Wear a face covering when in line, boarding, or while riding a bus.
- Maintain physical separation with other passengers while waiting at a bus stop/terminal or while riding a bus.
- Wash your hands with soap and warm water for at least 20 seconds or use hand sanitizer that contains at least 60% alcohol.
- Refrain from talking, singing, or yelling on a bus.
- Do not eat, drink, smoke, or vape on a bus.