



Board Report

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OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

MARCH 16, 2023

SUBJECT: METRO'S CUSTOMER CODE OF CONDUCT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE the revised Metro Customer Code of Conduct (Attachment A) effective June 1, 2023.

ISSUE

As part of Metro's ongoing commitment to a safer and more equitable transit system, staff led an effort, in consultation with the Public Safety Advisory Committee (PSAC) and other stakeholders, to reassess Metro's Code of Conduct (Code) and ensure that the document is consistent with the new Board adopted Public Safety Mission and Values Statements. The proposed update to the Code is centered on uplifting the feedback of Metro's riders and employees and balancing the expectation that all riders should contribute to ensuring a safe and enjoyable ride experience for all.

BACKGROUND

The Metro Code of Conduct sets the foundation for delivering public safety services for our riders. Through work with PSAC, surveys of employees and riders, and disaggregated data analysis, Metro has recognized diverging experiences and perspectives on the application and enforcement of the Code, specifically for Black and Latino riders. The proposed updates to the Code are aligned with Metro's Reimagined Public Safety Framework and intend to promote a shared stewardship of the system and clear expectations of riders, while also achieving a more humane and equity-driven approach to enforcement efforts.

A preliminary analysis indicates that between 2018 and 2020, 95%-97% of citations and warnings were for fare evasion and the balance of 3%-5% were for non-fare evasion related issues. The majority of citations and warnings were given to people of color; specifically, 50% were given to African Americans and approximately 25% to Latinos, reflecting disproportionate rates of enforcement given that African Americans represented 16% of ridership and Latinos represented 59% of ridership in 2019. A similar breakdown is reflected in 2021, during which time 53% of citations and warnings were issued to African Americans and 26% to Latinos. In December 2021, the Metro Office of Civil Rights launched a Mystery Rider Fare Observation Program to provide an independent review of the fare compliance process. Despite a slightly different breakdown, this program found that a majority of citations and warnings were still issued to African Americans (36%) and Latinos (36%) in

2022. In April 2022, the Board unanimously reaffirmed and declared that racism is a threat to public health and safety and that racism against Black people has reached crisis proportions that result in large disparities in life outcomes beyond the Metro system.

In November 2021, Metro presented report 2021-0680 to approve recommendations to amend the Code. Directors Solis and Dupont-Walker included an amendment that directed the Chief Executive Officer to review the current Code, including but not limited to any potential implicit biases.

In February 2022, Metro presented a status report on the Reimagining Public Safety Framework (2022-0054) that included a peer review of the Code. The peer review included an evaluation of Codes of Conduct across other transit agencies for their content, distribution methods, accessibility, and reach in both physical and digital spaces. The proposed changes to the Code seek to incorporate stakeholder feedback to make it more values-oriented, concise, equitable, and clear on the conduct that is appropriate and will meet the transit experience our customers expect on the Metro system.

The proposed updates to the Code are intended to support Metro's goal of creating a more welcoming and just environment for all riders. The revised Code of Conduct replaces the preamble through section 6-05-230 of the Los Angeles County Metropolitan Transportation Authority (Metro) Code of Conduct with Section 06-05-240 through the end of the Metro Administrative Code remains unchanged (Attachment B).

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DISCUSSION

Metro is committed to providing exceptional customer service and upholding the highest standards of safety and well-being for our customers and employees. Metro provides a vital service to over 10 million Angelenos. To provide a service that is safe, clean, reliable, and customer-focused, Metro must accept responsibility for protecting our riders and employees from risks posed by inappropriate conduct of other riders. Public transit requires sharing of space, so the Code provides a set of rules and principles that guides the behavior and actions of riders when using the Metro system.

The Code is an important tool to protect the health and safety of riders, protect transit equipment and facilities used to provide transit service to all of LA County and promote a civil desirable transit experience. The update to the Code reflects the core components of the Public Safety Values Statements which have been adopted by the Metro Board, including:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care
- Recognizing Diversity
- Acknowledging Context; and
- Committing to Openness and Accountability

Process

Staff convened an internal working group consisting of Metro's contracted law enforcement partners and the Offices of Equity and Race and Homeless Outreach and Engagement to assess the existing Code (Attachment B). In addition, staff consulted with PSAC to receive feedback on the proposed

changes (Attachment C). Furthermore, staff evaluated the Codes of Conduct of 22 other transit agencies. (Attachment D).

The proposed changes to the Code are:

1. Equitable: the Code was reviewed to remove language that could be construed as targeting specific communities.
2. Customer Friendly: language was updated to be clear and concise, setting clear rider expectations. The Code now focuses on those critical areas that support or interfere with user experience and safety. The revised language has substantially reduced the Code to a simple, concise description of expected conduct.
3. Applicable: Items were deleted from the Code that are fully covered under the penal code. This aligns with Code compliance responsibility with the Transit Security Officers. *Note:* At its December 2021 meeting, the Board approved removing Code compliance responsibility from the contracted law enforcement scope of work. Compliance of the penal code remains the responsibility of law enforcement.

Summary of Code Changes

The update streamlines the proposed new Code) to focus on the following 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, harassment	• Threaten, harm passenger or employee
• Animal	• Yield to Sr and wheelchairs
• Weapons	• Depart when trip complete, end of line
• Dangerous substances	• Bikes, skates, skateboards
• 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	

Changes were made to focus on facilitating friendly and respectful service, allowing riders to enjoy a clean and safe environment and to use Metro services without interference.

The language was also updated to be clearer and more concise, and rephrases requirements where possible in positive language. Moreover, the updated Code does not include matters that are better addressed by the penal code and removes language that could be construed as targeting specific communities. Attachment E provides a redlined version of the updates.

Communications Plan

To ensure riders are aware of these changes, and furthermore, to emphasize the importance of compliance with the Code, a marketing toolkit will be utilized. This may include renaming the Code of Conduct to a name that better resonates with the intended outcomes, such as *Metro Customer Ride Guide*.

Metro will revamp signage across the system to highlight key themes of the Code with clear and visible graphics, as well as hold community information sessions to introduce the updated Code and address any questions on the objectives of the update and its intended outcomes.

In addition to educating riders, training sessions and materials will be offered to all public safety personnel, including Metro Transit Security, contract security and law enforcement, Transit Ambassadors, and other key front-line personnel such as bus operators. Trainings will cover changes to the Code, as well as the bias-free enforcement and reporting protocols.

DETERMINATION OF SAFETY IMPACT

The recommendation seeks to update the Code in a manner that aligns with Metro's Reimagined Public Safety Framework and promotes and facilitates a safer and more just experience for all on the Metro system.

FINANCIAL IMPACT

There is no financial impact related to this report.

EQUITY PLATFORM

Through surveys of employees and riders, and disaggregated data analysis, Metro has recognized diverging experiences and perspectives on the application and enforcement of the Code, especially for Black and Latino riders. The updated Code includes changes that seek to prevent problematic behavior and simplify the language.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goal 2 - Deliver outstanding trip experience for all users of the transportation system and Initiative 2.1 - Metro is Committed to Improving Security.

ALTERNATIVES CONSIDERED

The Board could decide not to approve the staff's recommendation, but the status quo will remain in place, creating a misalignment between the agency's Code and Metro's Reimagined Public Safety Framework and related ongoing initiatives to reimagine public safety and improve the customer experience.

NEXT STEPS

Upon Board approval of the proposed recommendations, staff will work with the Office of Inspector General to update the Code of Conduct and the schedule of administrative penalties to accurately reflect the changes to the Code. The new Code, if approved by the board, will go into effect on June 1, 2023.

Metro staff will also notify and train its ambassadors, security, and public safety partners in order to enforce the updated Code, develop a robust community outreach plan to inform riders of the changes, including creating and posting rider-friendly and visible signage, and posting the updated Code in an accessible location on the Metro website.

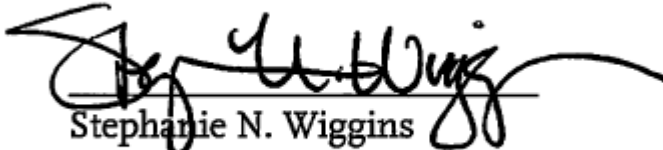
Metro staff will also develop a plan to monitor and track outcomes and violations issued to verify that the updated Code is supporting Metro's goal to provide a safe, enjoyable, and just experience for all users.

ATTACHMENTS

- Attachment A - Proposed New Code of Conduct
- Attachment B - Existing Code of Conduct
- Attachment C - PSAC Code of Conduct Recommendations
- Attachment D - Code of Conduct Transit Agencies Matrix
- Attachment E - Redlined Code of Conduct
- Attachment F - Code Comparison Table

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METRO CUSTOMER CODE OF CONDUCT



Customer code of conduct

title 6

Chapter 6-05

Customer Code of Conduct

Adopted by Metro

July 22, 2010

Amended 06/1/2023

Preamble

The Los Angeles County Metropolitan Transportation Authority (“Metro”) provides important essential services to the traveling public in Los Angeles County. Safety is the guiding principle by which Metro operates. Metro serves our customers and the community most effectively when everyone follows our Code of Conduct to ensure a respectful, safe, and courteous transit experience.

6-05-010 Values

Metro aims to ensure a high quality, safe, comfortable ride to everyone we serve. All riders can expect to:

- Receive friendly and respectful service
- Enjoy a clean and safe environment
- Use Metro services without interference or harassment

Metro asks that riders conduct themselves in a way that shows respect for fellow riders, Metro employees, facilities, and vehicles. Everyone benefits by **riding right**. Riders enjoy a safe, secure, comfortable and inviting atmosphere, and the overall efficiency of the transportation system improves. Metro’s Code of Conduct can be summarized in the following guidelines:

- A. Pay the right fare.
- B. Respect other riders.
- C. Yield priority seating and locations designated for use by persons with disabilities and senior citizens. Please surrender your seat to these customers when they board.
- D. Passengers are welcome to bring items on-board providing they are not dangerous, can be kept out of the aisle and remain under the passenger’s control in the event of an unscheduled stop.
- E. Do not harm, threaten or harass the driver or fellow passengers.
- F. Sexual harassment of riders and employees is prohibited.
- G. Do not create safety problems.
- H. No eating or drinking.
- I. Respect Metro property – no vandalism.
- J. Use Metro services for transportation purposes only.
- K. No smoking, illegal drugs, or illicit substances.
- L. No bike riding, roller blading, or skate boarding.
- M. No littering, spitting, or creating unsanitary conditions.
- N. No disruptive behavior, loud or unreasonable noises, sound devices or profanity.
- O. No fighting, swearing, or abusive language.
- P. No soliciting or unauthorized commercial activity.
- Q. No lewd behavior.
- R. No weapons or dangerous substances (flammables, toxins)
- S. Must wear shoes, tops and bottoms.
- T. Must comply with Parking Administrative Code.
- U. Must wear shoes, tops and bottoms.

This Ordinance are enacted pursuant to the authority granted to Metro by the California Penal Code Section 640(e) and the California Public Utilities Code Section 99580, *et seq.* Compliance with this Ordinance is a condition of use, by any individual, of a Metro vehicle, facility or property.

6-05-020 Definitions

The following terms, whenever used in this chapter, shall be construed as defined in this section:

- A. "Abuse" and "harassment" mean physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, and cursing and sexual harassment including unwanted touching, comments, or gestures, of a sexual nature or because of their gender, sexual orientation, or gender expression or gender identity.
- B. "Commercial activity" means any for-profit activity, including selling goods, food, services, or distributing commercial materials.
- C. "Fare" means the monetary charges established by Metro for the use of its facilities and vehicles.
- D. "Loitering" means unnecessary lingering in Metro facilities or vehicles or other location where it interferes with a Metro facility or vehicles or use thereof with the intent to commit a crime.
- E. "Metro" means the Los Angeles County Metropolitan Transportation Authority and its subsidiary, the Public Transportation Services Corporation, and their contractors.
- F. "Metro representative" means a Metro security officer, operator, fare inspector, or other authorized Metro employee, board or sector council member, or contractor.
- G. "Metro facility" means all property and equipment, including rights of way and related trackage, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bike paths, terminals, platforms, plazas, waiting areas, signs, art work, storage yards, depots, repair and maintenance shops, yards, offices, parking areas, and other real estate or personal property owned or leased by Metro, used for any Metro activity, or authorized to be located on Metro property.
- H. "Metro vehicle" means a Metro bus, train, car, or other vehicle owned, operated, or used by Metro or its contract service providers transporting Metro representatives or patrons.
- I. "Minor" means a person under the age of 18.
- J. "Rules" or "Code" or "Customer Code of Conduct" means Title 6 of Metro's Administrative Code as amended from time to time.
- K. "Sound device" means a radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier, or other device that plays music or emits noise. Sound device does not include assistive hearing devices for persons who have impaired hearing.
- L. "Weapon or instrument intended for use as a weapon" includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials, and highly combustible materials.
- M. "Wheelchair" means, a mobility aid belonging to any class of three (3) or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- N. "Mobility aid device" means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.

6-05-030 Animals

- A. Animals are permitted on Metro if they meet one of the following:

1. The animal is in a carrier; or
 2. The animal is a service animal, as defined by the Americans with Disabilities Act.
- B. Control of the animal is maintained.
- C. Animal carriers are secure and intended for that purpose.
- D. Handlers shall maintain control of their animals at all times. No animal is permitted in a Metro facility or vehicle that is not under the control of its handler or poses a threat to a Metro representative or patron.
- E. Handlers of animals shall promptly remove all animal waste from Metro facilities and vehicles. Leaving animal waste in a Metro facility or vehicle is prohibited.

6-05-040 Wheeled Riding Devices

- A. Wheeled riding devices including bicycles, skates, skateboards, kick scooters, and other wheeled riding devices except wheelchairs and mobility aid devices, may not be ridden in Metro facilities or vehicles.
- B. A person who enters a Metro facility or vehicle with a bicycle must
1. Use available bicycle racks/areas.
 2. Not block aisles, doorways, or operators' exit.
 3. Follow bicycle rider rules.
 4. Wheeled riding devices over six (6) feet long are prohibited.

6-05-050 Safe Movement of People and Transit Operations

- A. Passengers and persons must allow:
1. Free and safe movement of other persons, transit vehicles and transit vehicle operations
 2. Access to aisles, stairways, elevators, and escalators
- B. Activities that disrupt transit operations or the free movement of people are prohibited.

6-05-060 Seating

- A. Passengers shall yield priority, reserved designated seating to older adults and individuals with disabilities.

6-05-070 Carts, Strollers and Luggage

- A. Carts or strollers must not block aisles or doors and must be held or controlled at all times.
- B. Carts occupied strollers and wheelchairs must use elevators, unless no elevator is available. Wheelchairs must always use elevators and call for assistance if an elevator is unavailable.

6-05-080 Respect and Cooperation

- A. Metro representatives and patrons must be treated with respect, and not harassed verbally, physically, or sexually in Metro facilities and vehicles
- B. Persons must comply with all lawful orders and directives given by an authorized Metro representative.
- C. Persons must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle.
- D. Metro may refuse service, or access to Metro facilities or vehicles, including eject or exclude, to any person who does not comply with the code or applicable laws.

6-05-090 Commercial Activity

- A. Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit or permission.

6-05-100 Creating a Safe Environment

- A. The following are not permitted on or in Metro facilities or vehicles.
1. Spitting.
 2. Hazardous or flammable materials.
 3. Gambling.
 4. Throwing objects from or at a Metro vehicle, staff or patron.
 5. Littering or dumping.
 6. Urinating or defecating outside of the lavatory.
 7. Smoking, vaping or use of alcohol is not allowed in Metro vehicles or facilities.
 8. Food or drink in closed containers only.
 9. Disturbing others by engaging in unruly, loud or activities that disturbs others is prohibited.
 10. Sound devices must be used with headphones or earphones.
 11. Attaching to, hanging from, or riding on any part of the outside of a Metro vehicle is prohibited.
 12. Signs, benches, shelters, trash container and planters are not for climbing or laying on or skateboarding.
 13. Weapons are prohibited on Metro or in Metro facilities.

6-05-110 Loitering

- A. Metro facilities and vehicles are for transit related purposes. Loitering is not allowed.

6-05-120 Parking and use of Metro Facilities and Vehicles

- A. Vehicles parked at Metro facilities must adhere to parking times and requirements.
- B. Only authorized persons are allowed in non-public Metro areas.

6-05-130 Fares

- A. Proof of appropriate fare is required and must be shown upon request by Metro Representatives.

6-05-140 Solicitation

- A. Soliciting is not allowed in Metro facilities or vehicles.

6-05-240 Enforcement

- A. Violations

A person who violates the code is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages and penalties available by law. Enforcement of any provisions of the code involving the payment of any fees, penalties or other administrative amounts, or community service, 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 in addition to the minor for any fees, penalties, fines incurred or damages caused by their minor in connection with a citation.

B. (1) A person who violates any provision of the code other than those described in Section A above and who receives a notice of violation may, within 21 days of the issuance of such notice of violation, request an initial review of the notice of violation by Metro. The request for review may be made by telephone, in writing or in person. There shall be no charge for this review. If following the initial review Metro is satisfied that the violation did not occur, or that extenuating circumstances exist, and that the dismissal of the notice of violation is appropriate in the interests of justice, Metro may cancel the notice of violation. Metro shall notify, in writing the person requesting the review of the results of the initial review. If the notice of violation is not dismissed, reasons shall be provided for the denial. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review when personally delivered five days following the mailing of the decision by Metro.

(2) If the person subject to the notice of violation is not satisfied with the result of the initial review, the person may no later than 21 days following the mailing of the initial review decision request an administrative hearing of the violation. The request may be made by telephone, in person or by mail. The person requesting the administrative hearing shall deposit with Metro the amount due under the notice of violation for which the administrative review hearing is requested. A person may request administrative review without payment of the amount due upon providing Metro with satisfactory evidence of an inability to pay the amount due. An administrative hearing shall be held within 90 days of the receipt of request for an administrative hearing.

(3) The administrative hearing shall include all of the following:

- (a) The person requesting the hearing shall have the choice of a hearing in person or by mail. An in-person hearing shall be held within the jurisdiction of Metro, and shall be conducted according to such written procedures as may from time to time be approved by the Chief Executive Officer of Metro or the Chief Hearing Officer. The hearing shall provide an independent, objective, fair and impartial review of contested violations.
- (b) The hearing shall be conducted before a hearing officer designated to conduct the review by Metro's Chief Executive Officer or Chief Hearing Officer. In addition to any other requirements of employment, the hearing officer shall demonstrate those qualifications, training and objectivity as are necessary and consistent with the duties and responsibilities of the position as determined by Metro's Chief Executive Officer or Chief Hearing Officer. The hearing officer's continued employment shall not be directly or indirectly linked to the amount of penalties imposed by the hearing officer.
- (c) The person who issued the notice of violation shall not be required to participate in an administrative hearing. Metro shall not be required to introduce any evidence other than the notice of violation. The notice of violation, in proper form shall be prima facie evidence of the violation.
- (d) Following a determination by a hearing officer that there is sufficient evidence that a person did commit the violation, the hearing officer may, pursuant to Metro Transit Court policies and procedures, order payment in installments, transit school and/or community service. Where it is determined that circumstances exist such that the dismissal of the notice of violation would best serve the interests of justice, the hearing officer may dismiss the notice of violation and shall provide written reasons in support of that decision. The hearing officer shall have the power and authority to make rulings in the interests of justice within the law and Metro policies concerning notices of

violation and the adjudication of hearings, including the granting of eligibility to attend Metro's Transit School for the purpose of reducing any penalty payment, perform community service in lieu of all or a portion of the payment of fines, or other remedy.

- (e) The hearing officer's decision following the administrative hearing may be delivered personally by the hearing officer or may be sent by first class mail.
- (f) Transit Court shall retain jurisdiction pending completion of any order by the Transit Court, but this shall not toll the period for appeal to Superior Court following the initial order of the Transit Court. The hearing officer's decision at administrative review is final except as otherwise provided by law.

C. Ejection

A person who violates any provision of the code may be ejected by order of an authorized Metro representative and may be excluded from all or a portion of Metro vehicles and facilities. This remedy is in addition to any other fine, penalty, assessment or other remedy available at law. The procedures for exclusion are those set forth in Subsections D–H of this Enforcement Section.

1. A person who violates the code may be immediately ejected from the Metro facility or vehicle, without refund of any fare, by an authorized Metro representative who witnesses a violation.
2. A person who violates the code is subject to an administrative fine or other penalty for each violation, as specified in the Metro penalty schedule approved by the Board of Directors or Chief Executive Officer up to the maximum amount provided by law. The Metro penalty schedule shall include fines, fees, administrative penalties, late payment fines, collection recovery costs and other such amounts. To determine the Metro penalty schedule, the costs to the agency and other relevant factors shall be considered.
3. A person who violates the code must, in addition to any fines or penalties listed in Metro's penalty schedule, or as otherwise required by law, pay restitution if the violation involves damages.
4. A violation of the code that is also a violation of a local, state or federal law may be prosecuted in a court proceeding by the appropriate authority, in addition to any enforcement by or remedies available to Metro.
5. Failure to comply with a Notice of Exclusion may result in fines, a citation for criminal trespass, and any other applicable criminal and civil remedies.
6. Metro may establish procedures concerning the administration of any hearing provided such procedures are not in conflict with applicable law or the code, and are approved by the Metro Board or the Chief Executive Officer or Chief Hearing Officer.
7. Metro's Board of Directors or Chief Executive Officer or Chief Hearing Officer shall designate the officers, employees, consultants or contractors who shall be authorized to issue notices of violation, citation, order ejections and exclusions, or otherwise carry out the duties under the code and any requisite training for such persons.

D. Exclusion

1. A person, who violates the code or a law in a Metro facility or vehicle, may be excluded from all or part of Metro facilities and vehicles either indefinitely or for a period of time specified in the Metro penalty schedule or notice of exclusion provided pursuant to Subsection E below.

2. Any person to whom a notice of violation or Penal Code citation or written warning pertaining to an offense, which occurred on or in a public transit facility or vehicle, was issued, and: (a) who has received a citation or written warning for the same violation at least three times in the prior 12 months; or (b) who has failed to pay any applicable fines, fees, penalties or other administrative amounts by the due date, or otherwise resolve the citation when such payment was due; or (c) who is the subject of any outstanding warrant, pending trial, or convicted with respect to any Penal Code offense that is alleged to have occurred on or in a public transit system facility or vehicle, is subject to exclusion, and may receive a notice of exclusion pursuant to Subsection E below.
3. A person excluded under the code may not enter a Metro facility or vehicle during the period of exclusion. Metro may take any reasonable steps necessary to enforce an order of exclusion, including criminal arrest or such other remedies as may be available at law.

E. Notice of Exclusion

A notice of exclusion shall be given by Metro or its authorized representative by personal delivery, first class mail, or if the person does not provide Metro or its representative with a valid current address, to the address provided by the excluded person at the time of any underlying violation(s), or at the excluded person's last known address. A notice of exclusion is deemed received on the date of personal delivery or five days after the date the notice of exclusion is mailed. The notice of exclusion shall specify the reason for exclusion, the places or transit lines from which the person is excluded, the duration of exclusion, the consequences for failing to comply with the terms of exclusion, and the right to seek review or appeal the decision. Any exclusion shall begin on the third day following receipt of the notice of exclusion unless otherwise specified in the notice of exclusion, except that exclusions issued for a period of one day or less are effective at the time the notice of exclusion is received. The exclusion, or other remedy, shall be suspended upon Metro's receipt of a request for review and until the review is decided.

F. Review Request

An excluded person may request a review of the exclusion. The exclusion shall be suspended upon Metro's receipt of a request for review of a notice of exclusion, and until the review is decided and notice of the decision or review is received by the excluded person. The request for review must be made in writing, and may be submitted by mail, or in person or as otherwise provided in the notice of exclusion, within five days after the notice of exclusion is received from Metro. A request for review or notice of decision or review is deemed to be received on the date it is personally delivered, or if mailed, five days after the date of the postmark. The excluded person will be notified of the date for public hearing by mail or in person. The excluded person may request that the exclusion be rescinded or waived for good cause, that the places of exclusion be altered, or that the duration of exclusion be reduced or be permitted to participate in any diversion program available by Metro for which such persons are eligible. The request should include a copy of the notice of exclusion or the number assigned to the notice, a request for review, the current mailing address and signature of the excluded person, and any written statement (and supporting documentation) to explain why the exclusion should be rescinded, waived, altered, reduced or otherwise modified.

G. Administrative Review

The hearing shall be conducted by a hearing officer who is fair and impartial. The excluded person is not required to attend the hearing, and shall have the choice of the hearing being conducted by mail or in person. No Metro representative shall be required to attend the hearing. Metro may submit a copy of the notice(s) of violation, any notice of exclusion, and any documentation or statement by the Metro representative(s) issuing the notice(s) of violation or notice of exclusion. Any notice(s) of violation and/or notice of exclusion shall be received into evidence. Other relevant evidence submitted may be received into evidence at the determination of the presiding hearing officer. Copies of the notice(s) of violation and/or notice(s) of exclusion shall be prima facie evidence of the facts stated therein and shall establish a rebuttable presumption supporting the exclusion of the individual. At the hearing, the hearing officer will review the prima facie validity of the notice of exclusion. Metro and the excluded person may present evidence, including witness testimony, to the hearing officer and may question witnesses who are present at the hearing. The hearing officer's decision shall be based on a preponderance of the evidence. Hearing officers shall have the discretion to dismiss or reduce the fines or other penalties, cancel the notice of exclusion, and make necessary modifications in the interests of justice, including permitting enrollment in an appropriate Metro diversion program for which such person is eligible, in accordance with any policies or procedures adopted by the Metro Hearing Unit. Continuances of the appeal hearing are disfavored but may be ordered by the hearing officer. The hearing officer may authorize the recording of the hearing. The decision of the hearing officer shall be made in writing. The decision of the hearing officer shall be deemed in full effect upon personal service to the excluded person or five days after the mailing of the decision to the address provided by the excluded person.

H. Schedule

Metro shall adopt a penalty schedule of administrative penalties, and any necessary additional procedures in furtherance of enforcement of this code. The schedule and any procedures deemed necessary shall be subject to the approval of the Chief Executive Officer.

metro.net/transitcourt

Metro Customer Code of Conduct

Amended 1/1/2022



Metro[®]

THE CUSTOMER CODE OF CONDUCT

TITLE 6

Chapter 6-05

Customer Code of Conduct

Adopted by Metro

July 22, 2010

Amended 1/1/2022

PREAMBLE ADOPTED BY METRO

Los Angeles County Metropolitan Transportation Authority (Metro) provides important services to the traveling public in Los Angeles. Safety is the guiding principle by which Metro operates. A successful partnership between Metro and the public is dependent upon Metro employees and the traveling public behaving in a mutually respectful and courteous manner.

This ordinance is entitled the Metro Customer Code of Conduct. Compliance with this ordinance is a condition of use, by any individual, of a Metro vehicle, facility or property.

Sections 6-05-40(A), 6-05-100, 6-05-110, 6-05-150, 6-05-230(C) and Section 6-05-240(A) of this ordinance are enacted pursuant to the authority granted to Metro by the California Penal Code Section 640(e) and the California Public Utilities Code Section 99580, *et seq.*

6-05-010 VALUES

- A. Patrons shall use the Metro system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in LA County.
- B. Patrons shall treat other patrons and Metro representatives with consideration, patience, respect and civility to allow use, operation and enjoyment of the Metro system in a safe and gratifying manner for all persons.
- C. Metro and its representatives shall perform its duties hereunder with fairness, equity, civility, respect, compassion and without bias.

6-05-020 DEFINITIONS

The following terms, whenever used in this chapter, shall be construed as defined in this section:

- A. "Abuse" and "harassment" mean any extreme physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, cursing and sexual harassment, including unwanted touching, comments or gestures, of a sexual nature or because of their gender, sexual orientation, gender expression or gender identity.
- B. "Commercial activity" means any for-profit activity, including selling goods, food, services or distributing commercial materials.
- C. "Fare" means the monetary charges established by Metro for the use of its facilities and vehicles.
- D. "Fare media" means the methods by which fares are paid, issued by or on behalf of Metro for the payment of fare, including tokens, passes, cards, transfers, tickets and vouchers.

- E. "Fare-required zone" includes 1) areas in any bus between the yellow line near the front of a bus to the rear of the bus, 2) areas in any Metro facility beyond any fare gate, standalone validator or fare tapping machine leading to a platform, 3) platform areas, or 4) areas where any sign indicates fares are required at or beyond that location.
- F. "Graffiti" means any unauthorized inscription, word, figure, mark or design that is written, marked, etched, scratched, drawn, painted or affixed on Metro facilities or vehicles.
- G. "Loitering" means unnecessary lingering in Metro facilities or vehicles or other location where it interferes with a Metro facility or vehicles or use thereof with the intent to commit a crime.
- H. "Metro" means the Los Angeles County Metropolitan Transportation Authority and its subsidiary, the Public Transportation Services Corporation, and their contractors.
- I. "Metro representative" means a Metro security officer, operator, fare inspector or other authorized Metro employee, board or sector councilmember, or contractor.
- J. "Metro facility" means all property and equipment, including rights-of-way and related trackage, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bike paths, terminals, platforms, plazas, waiting areas, signs, artwork, storage yards, depots, repair and maintenance shops, yards, offices, parking areas and other real estate or personal property owned or leased by Metro, used for any Metro activity or authorized to be located on Metro property.
- K. "Metro vehicle" means a Metro bus, train, car or other vehicle owned, operated, or used by Metro or its contract service providers transporting Metro representatives or patrons.
- L. "Minor" means a person under the age of 18.
- M. "Peak hours" means 6:30am–9am and 3pm–7pm Monday through Friday.
- N. "Patron" and "customer" mean any person in or on, using or attempting to access, a Metro facility or vehicle, including without limit paying riders.
- O. "Off-peak hours" means all other times other than peak times.
- P. "Person" includes an individual, firm, partnership, corporation, association or company.
- Q. "Rules" or "code" or "Customer Code of Conduct" means Title 6 of Metro's Administrative Code as amended from time to time.
- R. "Sound device" means a radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier or other device that plays music or emits noise. Sound device does not include assistive hearing devices for persons who have impaired hearing.
- S. "Weapon or instrument intended for use as a weapon" includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials and highly combustible materials.
- T. "Wheelchair" means, a mobility aid belonging to any class of three (3) or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.¹
- U. "Mobility aid device" means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.
- V. "Power driven mobility device" means any device powered by batteries, fuel or other source that does not fit the definition of a wheelchair regardless whether it is designed primarily for use by individuals with mobility disabilities.²
- W. "Personal Care Attendant" means an individual designated or employed by a person with disabilities, to aid in meeting his/her personal needs.³

6-05-030 ANIMALS

- A. Animals are not permitted in Metro facilities or vehicles, unless one of the following applies:
 - 1. The animal is in a fully enclosed and secure carrier;
 - 2. The animal is a certified police or security animal and is accompanied by a peace officer;⁴ or
 - 3. The animal is a service animal, as defined by the Americans with Disabilities Act, and is accompanied by a patron. A Metro representative may ask whether an animal is a pet or a service animal required because of a disability and what function the animal has been trained to perform for the handler.⁵
- B. Handlers shall maintain control of their animals at all times. No animal is permitted in a Metro facility or vehicle that is not under the control of its handler or poses a threat to a Metro representative or patron. A non-service animal may be denied from boarding or ejected if it unreasonably annoys patrons.
- C. Handlers of animals shall promptly remove all animal waste from Metro facilities and vehicles. Leaving animal waste in a Metro facility or vehicle is prohibited.
- D. Handlers must ensure that an animal shall not deprive a patron of a seat or block an aisle.
- E. Animal carriers must have closable doors that are closed during transport. Purses, backpacks and other similar items are not considered suitable animal carriers unless they are fully enclosed for animal transport.

6-05-040 WHEELED RIDING DEVICES

- A. Wheeled riding devices, including bicycles, skates, skateboards, kick scooters and other wheeled riding devices, except wheelchairs and mobility aid devices, may not be ridden in Metro facilities or vehicles, except for public bike or roadways clearly intended for those types of devices.⁶ A person may carry or walk such wheeled riding devices in a safe manner on Metro facilities to park or board Metro vehicles.⁶
- B. Tandem, three-wheeled or fuel-powered bicycles⁷, or other wheeled riding devices, are not permitted in, attached to, or on Metro facilities or vehicles. Bicycles or other wheeled riding devices over six (6) feet long are prohibited.
- C. All persons entering Metro facilities with wheeled riding devices of any type, including wheelchairs and mobility aid devices, but excluding handheld skates or skateboards, must use elevators or ramps to access elevated or lowered platforms or subway stations.
- D. Bicycles may be carried on stairs when safe to do so if escalators and elevators are nonoperational. A person who enters a Metro facility or vehicle with a bicycle must do the following:
 - 1. Hold a bicycle when it is not in the rack.
 - 2. Use available bicycle racks.
 - 3. If racks on a bus are full, wait for the next bus.
 - 4. Inform the bus operator before exiting that you will be removing a bicycle from a rack in front of the bus.
 - 5. Not block aisles, doorways or operators' exit way.⁸
 - 6. Board at bicycle-designated doors and keep the bicycle in bicycle-designated areas, such as non-operating cab areas.^{6, 8}
 - 7. If an arriving train is crowded, individuals with bicycles must wait for a train with available room. Law enforcement personnel may ask individuals travelling with bicycles to wait.

8. If evacuation is required, bicycles must be left on the train and located so that they do not block aisles or doors.
 9. Not take the bicycle down train aisles.
 10. Yield space in designated areas to wheelchairs or other mobility aid devices for persons with disabilities.
 11. Load and unload bicycles from the front of a Metro bus to the curbside and not into traffic.
 12. Not attempt to access the bicycle rack after the bus has left the curb.
 13. Use elevators or ramps, not escalators, to transport all wheeled riding devices other than handheld skates or skateboards in Metro facilities.
- E. Folded bicycles, handheld skates or skateboards may be carried into a Metro vehicle at any time without using the rack. These items must be stored so that they do not block passageways, aisles or seats.
- F. Persons under the age of 14 years travelling with a bicycle must be accompanied by an adult.

6-05-050 BLOCKING

The following acts are prohibited in Metro facilities and vehicles:

- A. Willfully blocking or impeding the free movement of another person.⁸
- B. Blocking an aisle, elevator, escalator, 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.⁸
- C. Operating, stopping or parking a vehicle in a location that is reserved for transit vehicles or is otherwise restricted.⁹
- D. Obstructing or impeding the flow of a Metro vehicle or interfering with the operation or use of transit services.¹⁰
- E. Preventing a door from closing.
- F. Willfully interfering with the operator or operation of a Metro vehicle in a manner that affects the operator's control of the vehicle.¹⁰
- G. Impeding the safe boarding or exiting of passengers.¹¹

6-05-060 BOARDING, EXITING AND SEATING

The following acts are required in Metro facilities and vehicles:

- A. Never go onto a track except through designated crossings and never step or put arms, legs, or objects in the path of a Metro vehicle.¹²
- B. Maintain control of children at all times in or on Metro vehicles or facilities, including when a Metro vehicle is approaching.¹²
- C. Do not signal in the path of or by touching the bus when it is moving.
- D. Yield priority, reserved, wheelchair or similarly designated seating to older adults and individuals with disabilities.¹³
- E. A Personal Care Attendant (PCA) must travel with a patron who displays an Access Services TAP card with a PCA eligible designation at all times when using the Metro bus and rail system, including boarding and exiting at the same location and traveling in the same bus or rail car.

6-05-070 CARTS, STROLLERS AND LUGGAGE

- A. Commercial or large size carts, dollies and strollers are prohibited on Metro vehicles, unless collapsed. If a small, personal use size stroller is occupied by a child or small cart is filled, then it must be securely held and not block passageways or seats.
- B. Carts, dollies, strollers and large luggage that create an unsafe condition are prohibited.
- C. During crowded conditions or peak hours, remove children from strollers and materials from carts, and collapse, or wait for the next Metro vehicle that has room for the cart or stroller. This provision does not apply to wheelchairs or other mobility aid devices.
- D. Carts, strollers, large luggage and wheelchairs or other mobility aid devices are to be transported in elevators or ramps in all Metro facilities and not on escalators.

6-05-080 CIVILITY, COMPLIANCE AND COOPERATION

- A. Abuse and harassment of Metro representatives or patrons is prohibited in Metro facilities and vehicles.^{11, 14}
- B. A person must comply with all lawful orders and directives given by an authorized Metro representative relative to Metro facilities or vehicles consistent with the code, including any instruction to leave a Metro vehicle or facility for safety reasons, for a violation of the code, or following a notice of ejection or exclusion.
- C. A person receiving a Notice of Violation must provide accurate and complete identification and fare media when requested to do so by an authorized Metro representative.
- D. A person may not falsely represent himself or herself to be a Metro representative through words, actions, clothes, insignia, badge or equipment.
- E. A person must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle. Infants being held or in strollers and persons in wheelchairs are not required to wear shoes.
- F. Patrons unable to care for themselves, who do not exhibit an ability to comply with Metro's code, or who pose a safety risk, must be accompanied by a service animal or a responsible individual who can care for the patron when in a Metro facility or vehicle.

6-05-090 COMMERCIAL ACTIVITY

- A. Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit and paying all required fees.¹⁵
- B. Persons who engage in permitted commercial activity in a Metro facility or vehicle must comply with all Metro instructions, safety requirements and applicable laws.¹⁵
- C. Commercial activity is prohibited on loading platforms and in any location where it interferes with transit services or the movement of patrons or where it creates a safety hazard.¹⁵

6-05-100 DISORDERLY CONDUCT

The following acts are prohibited in, on or in close proximity to Metro facilities and vehicles:

- A. Expectorating (spitting).¹⁶

- B. Carrying any explosive, acid, flammable liquid, or toxic or hazardous material.¹⁷
- C. Urinating or defecating, except in a lavatory. This subsection does not apply to a person who cannot comply as a result of disability, age or a medical condition.¹⁸
- D. Throwing an object at a patron, Metro representative, or a Metro facility or vehicle.¹⁰
- E. Gambling to win money or anything of value.
- F. Hanging from, swinging from or attaching anything to hand rails. This does not apply to holding a hand rail to stabilize one's body during transit.¹⁹
- G. Inciting violence or posing a clear and present danger to other persons, including making verbal or visual gang affiliation or provocation signs.²⁰
- H. Engaging in or soliciting another person to engage in lewd conduct.²¹
- I. Engaging in or soliciting another person to engage in prostitution.²²
- J. Placing feet or shoes on seats or furnishings.
- K. Defacing with graffiti, vandalizing, damaging, destroying, or tampering with Metro facilities or vehicles.²³
- L. Littering or dumping.²⁴
- M. Injuring another person or damaging another person's property or possessions.²⁵
- N. Throwing an object from a Metro vehicle.²⁶

6-05-110 FOOD, ALCOHOL AND DRUGS

The following acts are prohibited in Metro facilities and vehicles:

- A. Eating, drinking, smoking, vaping or carrying a lit cigar, cigarette of any type, or pipe, except in designated areas permitting that activity or is required by a disability accommodated pursuant to 6-05-140 Miscellaneous G.²⁷
- B. Placing chewed gum onto any surface in a Metro facility or vehicle other than into a trash receptacle.
- C. Drinking or possessing in an open container an alcoholic beverage, except in designated areas where there is notice that drinking alcohol is permitted and all required permits have been obtained.²⁸
- D. Possessing an illegal drug or substance.²⁹
- E. Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with the use of a Metro facility or vehicle.³⁰
- F. Creating a public nuisance or a health hazard by dropping food other than in a proper waste disposal receptacle.³¹
- G. Smoking or vaping is also not allowed within 20 feet of any Metro facility entrance, exit or operable window.³²

6-05-120 LOITERING

- A. Loitering is prohibited in Metro facilities and vehicles.³³

6-05-130 LOST & FOUND

- A. Items found in a Metro facility or vehicle shall be turned in to a Metro operator or other authorized Metro representative, who will forward the items to the Metro Lost & Found or other designated department or agent.

- B. Items can be claimed in person at the Metro Lost & Found or other designated department or agent by providing proof of ownership. Items that remain unclaimed for 90 days will be discarded, sold, destroyed or donated to a charitable organization, without liability for Metro or its agents to anyone.⁴⁷
- C. Metro is not responsible for items lost in a Metro facility or vehicle.

6-05-140 MISCELLANEOUS

- A. The code is not intended to affect lawful activity or first amendment rights protected by state or federal law, including laws related to collective bargaining, labor relations, or labor disputes.
- B. Metro reserves the right to suspend, waive, modify, limit or revoke the application of the code.
- C. Metro may refuse service, or access to Metro facilities or vehicles, including eject or exclude, to any person who does not comply with the code or applicable laws.
- D. The code incorporates all relevant applicable legislative changes that occur after the date the code is adopted.
- E. Acts prohibited under the code are permitted if authorized by agreement, permit, license or a writing signed by an authorized Metro representative.
- F. The code applies with equal force to any person who aids or abets in any of the acts prohibited by the code or in the avoidance of any of the requirements of the code.
- G. Individuals with disabilities may visit *metro.net* for information and request a reasonable modification of the provisions of this code. Whenever possible, a request for a reasonable modification shall be made in advance to Metro at *accessibility@metro.net*, 213.922.6919, or at MS 99-21-5, One Gateway Plaza, Los Angeles 90012. If a request for a modification is made to a Metro operator or other Metro representative, the employee may contact his or her supervisor or control center for guidance. Requests for reasonable modifications will not be approved if the request would: fundamentally alter the nature of the service, program or activity; create a direct threat to the health or safety of others; result in an undue financial and administrative burden; or the individual would be able to fully use the services provided by Metro without the modification. Individuals with disabilities may file complaints regarding reasonable modification or accommodation with Metro Customer Relations by telephone at 800.464.2111 or via email at *customerrelations@metro.net*.

6-05-150 NOISE

The following acts are prohibited in Metro facilities and vehicles:

- A. Disturbing others by engaging in unruly behavior.¹⁹
- B. Failing to comply with a warning by a Metro representative to cease creating loud, boisterous or unreasonable noise, including unnecessary cell phone or other conversation, that is so loud, lengthy, sexually explicit, threatening, violent, or disruptive, that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition, such as distracting operators of Metro vehicles.
- C. Playing a sound device, except when using headphones or earphones that make the sound inaudible to others unless a permit has been issued for usage of such sound device by Metro.³⁵

6-05-160 ODORS

- A. A person may not be in a Metro facility or vehicle with an unavoidable grossly repulsive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition.³⁵ Notwithstanding the foregoing, this subsection shall not apply to persons with odors directly related to a disability or medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the Metro facility or vehicle by Metro representatives or patrons, or creates direct threat or an unsafe condition.
- B. Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals or accompanying animals.

6-05-170 PARKING AND USE OF METRO FACILITIES AND VEHICLES

- A. Parking a vehicle at a Metro facility shall not exceed the posted allowed period of time.
- B. Parking or storage of items in Metro facilities may only be used for the designated Metro-related transportation purposes.
- C. A person may not perform non-emergency maintenance on a non-Metro vehicle at a Metro facility unless authorized by Metro.
- D. Driver training is prohibited at Metro facilities unless authorized by Metro.
- E. A person may not enter nonpublic areas in Metro facilities or vehicles, unless authorized by Metro.
- F. Persons wishing to hold an event, special meeting or use for commercial purposes, in a Metro facility or vehicle, should contact Metro for information on its policies and procedures, and obtain its approval in advance, for such use.

6-05-180 PHOTOGRAPHY AND RECORDING

- A. A person may not photograph, film, duplicate, record or sketch a Metro facility or vehicle for commercial purposes without first obtaining a Metro permit and any other required permits, and paying all required fees.
- B. A person who photographs, films or records in a Metro facility or vehicle must comply with all Metro safety requirements, instructions, licenses and applicable laws, including copyright laws.
- C. A person may photograph, film, record or sketch a Metro facility or vehicle for non-commercial purposes only in public areas, unless otherwise authorized by Metro, and in a manner, at a time and at a place that does not interfere with Metro operations, or create an unreasonable risk to the safety or well being of Metro representatives or patrons. Prohibited activities shall include use of a tripod, or laying of cord or cables, in a walkway; use of a flash bulb that is blinding to patrons or Metro representatives; or creating congestion during an emergency evacuation.

6-05-190 SAFETY

- A. The following acts are prohibited in Metro facilities and vehicles:
 - 1. Attaching to, hanging from or riding on any part of the outside of a Metro vehicle, or being inside an area in which the public are prohibited. This section does not apply to an employee conducting Metro business.³⁶

2. Interfering with the safe operation or movement of a Metro vehicle.¹¹
 3. Abandoning personal items.
 4. Throwing or kicking a ball, disc or other object where it is not safe to do so.¹⁹
 5. Standing, lying or climbing on a sign, bench, passenger shelter, trash container or planter.
 6. Extending anything in the path of or through a door or window on a Metro vehicle.¹⁰
 7. Entering or crossing rail tracks in a Metro facility, except in marked crosswalks or designated waiting areas, or at the direction of a Metro representative.¹⁰
 8. Engaging in sport, horseplay or recreational activities.¹⁹
 9. Creating a danger to other persons.
 10. Extending any portion of the body through any window opening of a Metro vehicle in an unsafe manner.¹⁰
 11. Engaging in any unsafe activity other than those described in Safety Subsection 6-05-190 of the code.
- B. To avoid injury, patrons must use care at all times when on or in a Metro facility or vehicle.
 - C. Patrons should be alert and promptly report to Metro or law enforcement any unsafe condition, broken equipment or suspicious activity, odor or package.
 - D. Emergencies should be reported immediately to a Metro representative, law enforcement or emergency personnel. Emergencies may be reported using telephones or intercoms if available in the Metro facilities or vehicles.
 - E. If a Metro representative or other authorized personnel evacuates a Metro facility or vehicle, patrons shall promptly and orderly follow instructions to avoid injury to other persons.
 - F. No person shall remove, tamper with, injure or destroy a Metro vehicle or the contents thereof, with the intent to cause great bodily injury to another person, or place an obstruction in front of a Metro vehicle, or willfully set a Metro vehicle in motion while it is at rest and unattended.³⁷
 - G. Elevators shall not be used in a Metro facility in the event of a fire.

6-05-200 SIGNS

- A. No person shall affix or post signs, stickers, buttons, advertisements, circulars, or other printed materials on or in Metro facilities or vehicles. Written permission must be obtained from Metro prior to placing, posting or displaying a poster, notice, advertisement, sign or other written material on a Metro facility or vehicle.
- B. No persons shall destroy, cover, deface with graffiti, remove, damage or tamper with a Metro poster, sign, advertisement or notice, unless authorized by Metro.²³
- C. Persons shall obey any sign that is intended to provide for the safety and security of transit passengers or the transit system.¹⁰
- D. Persons shall also obey all other notices and signs posted by Metro in a Metro facility or vehicle.
- E. The carrying of signs or stick-like items into any Metro facility or vehicle shall be limited and subject to those restrictions set forth in Subsection 210 Solicitation herein.

6-05-210 SOLICITATION

- A. No person shall aggressively solicit money or other things of value in a Metro facility or vehicle.³⁸ Aggressive solicitation includes the following:
1. At or near an ATM or ticket vending machine;
 2. Using insults, profanity or threats;
 3. Repeated requests to the same person who has refused; or
 4. Making demands while blocking access to a facility, such as a building or restroom.
- B. No person shall solicit public support or distribute materials, for any cause, in Metro vehicles and in underground or non-public areas of Metro facilities where the distribution is disruptive, presents a safety hazard or impedes the movement of Metro patrons.
- C. The exercise of freedom of speech is permitted in Metro facilities and vehicles, subject to the following restrictions:
1. Activity at a rail station is limited to street level areas and areas which are not platform waiting areas for patrons.
 2. Activity may not occur within 15 feet of an elevator, escalator, stairwell or staircase entryway, above-ground platform, loading zone, kiosk, transit entrance or exit, emergency exit or telephone, fare vending machine, or fare media readers or validators, or customer service station.
 3. Activity may not impede transit services or the movement of patrons or Metro personnel.
 4. Pamphlets and leaflets may not be left unattended in a Metro facility or vehicle.
 5. The carrying of signs or placards larger than 30 x 30" in Metro facilities or vehicles is prohibited. Large signs can be folded or rolled up to comply with the 30 x 30" restriction. No pole, stick or other similar object or device utilized to display a sign shall exceed a length of 30 inches, nor shall such object exceed a thickness of 1/4 x 2" wide; or if not generally rectangular in shape, such object shall not exceed 3/4" at its thickest dimension. This limitation is not intended to prohibit walking canes, crutches or similar devices used for mobility assistance by a person with a disability. No object shall have an exposed sharp pointed end.
 6. Carrying of any such signs or sticks must not interfere with the movement, seating, or safety of patrons or Metro representative.
 7. Food and drinks shall not be distributed in Metro facilities or vehicles except by Metro or persons who obtain a permit from Metro.
 8. Tables and portable equipment are prohibited, unless approved by Metro.

6-05-220 WEAPONS

- A. A weapon or instrument intended for use as a weapon shall not be discharged or directed at a Metro facility or vehicle, or at a person or object in a Metro facility or vehicle.³⁹
- B. Entering a Metro facility or vehicle with a weapon or instrument intended for use as a weapon is prohibited.⁴⁰ This provision does not apply to law enforcement or security personnel.

FARES

6-05-230 FARES

- A. Patrons who ride Metro vehicles or use Metro services must pay all applicable fares and fees.⁴¹
- B. Patrons shall show proof of payment of fare upon request by a Metro representative.⁴¹
- C. Evading payment of a Metro fare is prohibited.⁴¹ Fare evasion includes the following:
 - 1. Boarding a Metro vehicle or entering a Metro facility platform or other fare-required zone, without proof of valid fare media or without paying the fare upon boarding a Metro bus.
 - 2. Duplicating, counterfeiting, altering or transferring any nontransferable fare media without Metro authorization.⁴¹
 - 3. Placing anything other than valid fare media into a farebox, ticket machine, pass reader, or other fare validation or collection device.⁴¹
 - 4. Falsely representing oneself as eligible for a waiver or a special or reduced fare, or obtaining fare media by making a false or misleading representation.⁴²
 - 5. Refusing to show proof of valid, validated, unexpired fare media upon request by a Metro representative. Patrons shall show identification upon request for the purpose of accurate completion of citation data entry in accordance with posted policies.
 - 6. Misusing fare media with the intent to evade payment of a fare.⁴³
 - 7. Unauthorized use of a discount ticket or failing to present upon request by Metro or within 72 hours thereafter, acceptable proof of discount eligibility to use a discount ticket and show identification in accordance with posted policies.⁴²
 - 8. Boarding through a rear bus door to avoid payment of fare.⁴⁴
 - 9. Entering a Metro vehicle or facility when any penalty, fee or assessment for violation of the code is past due or during any exclusion period.
 - 10. Entering a Metro vehicle or facility in such a way as to bypass or avoid any fare-required zone barriers, such as media collection or validation machines, or Metro representatives collecting fares.⁴⁴
- D. No payment will be made to patrons who overpay the required fare or who are ejected or excluded from Metro facilities or vehicles for violating the code or applicable laws.

ENFORCEMENT

6-05-240 ENFORCEMENT

A. Violations

A person who violates the code is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages and penalties available by law. Enforcement of any provisions of the code involving the payment of any fees, penalties or other administrative amounts, or community service, 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 in addition to the minor for any fees, penalties, fines incurred or damages caused by their minor in connection with a citation.

B. (1) A person who violates any provision of the code other than those described in Section A above and who receives a notice of violation may, within 21 days of the issuance of such notice of violation, request an initial review of the notice of violation by Metro. The request for review may be made by telephone, in writing or in person. There shall be no charge for this review. If following the initial review Metro is satisfied that the violation did not occur, or that extenuating circumstances exist, and that the dismissal of the notice of violation is appropriate in the interests of justice, Metro may cancel the notice of violation. Metro shall notify, in writing the person requesting the review of the results of the initial review. If the notice of violation is not dismissed, reasons shall be provided for the denial. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review when personally delivered five days following the mailing of the decision by Metro.

(2) If the person subject to the notice of violation is not satisfied with the result of the initial review, the person may no later than 21 days following the mailing of the initial review decision request an administrative hearing of the violation. The request may be made by telephone, in person or by mail. The person requesting the administrative hearing shall deposit with Metro the amount due under the notice of violation for which the administrative review hearing is requested. A person may request administrative review without payment of the amount due upon providing Metro with satisfactory evidence of an inability to pay the amount due. An administrative hearing shall be held within 90 days of the receipt of request for an administrative hearing.

(3) The administrative hearing shall include all of the following:

- (a) The person requesting the hearing shall have the choice of a hearing in person or by mail. An in-person hearing shall be held within the jurisdiction of Metro, and shall be conducted according to such written procedures as may from time to time be approved by the Chief Executive Officer of Metro or the Chief Hearing Officer. The hearing shall provide an independent, objective, fair and impartial review of contested violations.
- (b) The hearing shall be conducted before a hearing officer designated to conduct the review by Metro's Chief Executive Officer or Chief Hearing Officer. In addition to any other requirements of employment, the hearing officer shall demonstrate those qualifications, training and objectivity as are necessary and consistent with the duties and responsibilities of the position as determined by Metro's Chief Executive Officer or Chief Hearing Officer. The hearing officer's continued employment shall not be directly or indirectly linked to the amount of penalties imposed by the hearing officer.
- (c) The person who issued the notice of violation shall not be required to participate in an administrative hearing. Metro shall not be required to introduce any evidence other than the notice of violation. The notice of violation, in proper form shall be prima facie evidence of the violation.
- (d) Following a determination by a hearing officer that there is sufficient evidence that a person did commit the violation, the hearing officer may, pursuant to Metro Transit Court policies and procedures, order payment in installments, transit school and/or community service. Where it is determined that circumstances exist such that the dismissal of the notice of violation would best serve the interests of justice, the hearing officer may dismiss the notice of violation and shall provide written reasons in support of that decision. The hearing officer shall have the power and authority to make rulings in the interests of justice within the law and Metro policies concerning notices of

violation and the adjudication of hearings, including the granting of eligibility to attend Metro's Transit School for the purpose of reducing any penalty payment, perform community service in lieu of all or a portion of the payment of fines, or other remedy.

- (e) The hearing officer's decision following the administrative hearing may be delivered personally by the hearing officer or may be sent by first class mail.
- (f) Transit Court shall retain jurisdiction pending completion of any order by the Transit Court, but this shall not toll the period for appeal to Superior Court following the initial order of the Transit Court. The hearing officer's decision at administrative review is final except as otherwise provided by law.

C. Ejection

A person who violates any provision of the code may be ejected by order of an authorized Metro representative and may be excluded from all or a portion of Metro vehicles and facilities. This remedy is in addition to any other fine, penalty, assessment or other remedy available at law. The procedures for exclusion are those set forth in Subsections D–H of this Enforcement Section.

1. A person who violates the code may be immediately ejected from the Metro facility or vehicle, without refund of any fare, by an authorized Metro representative who witnesses a violation.
2. A person who violates the code is subject to an administrative fine or other penalty for each violation, as specified in the Metro penalty schedule approved by the Board of Directors or Chief Executive Officer up to the maximum amount provided by law. The Metro penalty schedule shall include fines, fees, administrative penalties, late payment fines, collection recovery costs and other such amounts. To determine the Metro penalty schedule, the costs to the agency and other relevant factors shall be considered.
3. A person who violates the code must, in addition to any fines or penalties listed in Metro's penalty schedule, or as otherwise required by law, pay restitution if the violation involves damages.
4. A violation of the code that is also a violation of a local, state or federal law may be prosecuted in a court proceeding by the appropriate authority, in addition to any enforcement by or remedies available to Metro.
5. Failure to comply with a Notice of Exclusion may result in fines, a citation for criminal trespass, and any other applicable criminal and civil remedies.
6. Metro may establish procedures concerning the administration of any hearing provided such procedures are not in conflict with applicable law or the code, and are approved by the Metro Board or the Chief Executive Officer or Chief Hearing Officer.
7. Metro's Board of Directors or Chief Executive Officer or Chief Hearing Officer shall designate the officers, employees, consultants or contractors who shall be authorized to issue notices of violation, citation, order ejections and exclusions, or otherwise carry out the duties under the code and any requisite training for such persons.

D. Exclusion

1. A person, who violates the code or a law in a Metro facility or vehicle, may be excluded from all or part of Metro facilities and vehicles either indefinitely or for a period of time specified in the Metro penalty schedule or notice of exclusion provided pursuant to Subsection E below.

2. Any person to whom a notice of violation or Penal Code citation or written warning pertaining to an offense, which occurred on or in a public transit facility or vehicle, was issued, and: (a) who has received a citation or written warning for the same violation at least three times in the prior 12 months; or (b) who has failed to pay any applicable fines, fees, penalties or other administrative amounts by the due date, or otherwise resolve the citation when such payment was due; or (c) who is the subject of any outstanding warrant, pending trial, or convicted with respect to any Penal Code offense that is alleged to have occurred on or in a public transit system facility or vehicle, is subject to exclusion, and may receive a notice of exclusion pursuant to Subsection E below.
3. A person excluded under the code may not enter a Metro facility or vehicle during the period of exclusion. Metro may take any reasonable steps necessary to enforce an order of exclusion, including criminal arrest or such other remedies as may be available at law.

E. Notice of Exclusion

A notice of exclusion shall be given by Metro or its authorized representative by personal delivery, first class mail, or if the person does not provide Metro or its representative with a valid current address, to the address provided by the excluded person at the time of any underlying violation(s), or at the excluded person's last known address. A notice of exclusion is deemed received on the date of personal delivery or five days after the date the notice of exclusion is mailed. The notice of exclusion shall specify the reason for exclusion, the places or transit lines from which the person is excluded, the duration of exclusion, the consequences for failing to comply with the terms of exclusion, and the right to seek review or appeal the decision. Any exclusion shall begin on the third day following receipt of the notice of exclusion unless otherwise specified in the notice of exclusion, except that exclusions issued for a period of one day or less are effective at the time the notice of exclusion is received. The exclusion, or other remedy, shall be suspended upon Metro's receipt of a request for review and until the review is decided.

F. Review Request

An excluded person may request a review of the exclusion. The exclusion shall be suspended upon Metro's receipt of a request for review of a notice of exclusion, and until the review is decided and notice of the decision or review is received by the excluded person. The request for review must be made in writing, and may be submitted by mail, or in person or as otherwise provided in the notice of exclusion, within five days after the notice of exclusion is received from Metro. A request for review or notice of decision or review is deemed to be received on the date it is personally delivered, or if mailed, five days after the date of the postmark. The excluded person will be notified of the date for public hearing by mail or in person. The excluded person may request that the exclusion be rescinded or waived for good cause, that the places of exclusion be altered, or that the duration of exclusion be reduced or be permitted to participate in any diversion program available by Metro for which such persons are eligible. The request should include a copy of the notice of exclusion or the number assigned to the notice, a request for review, the current mailing address and signature of the excluded person, and any written statement (and supporting documentation) to explain why the exclusion should be rescinded, waived, altered, reduced or otherwise modified.

G. Administrative Review

The hearing shall be conducted by a hearing officer who is fair and impartial. The excluded person is not required to attend the hearing, and shall have the choice of the hearing being conducted by mail or in person. No Metro representative shall be required to attend the hearing. Metro may submit a copy of the notice(s) of violation, any notice of exclusion, and any documentation or statement by the Metro representative(s) issuing the notice(s) of violation or notice of exclusion. Any notice(s) of violation and/or notice of exclusion shall be received into evidence. Other relevant evidence submitted may be received into evidence at the determination of the presiding hearing officer. Copies of the notice(s) of violation and/or notice(s) of exclusion shall be prima facie evidence of the facts stated therein and shall establish a rebuttable presumption supporting the exclusion of the individual. At the hearing, the hearing officer will review the prima facie validity of the notice of exclusion. Metro and the excluded person may present evidence, including witness testimony, to the hearing officer and may question witnesses who are present at the hearing. The hearing officer's decision shall be based on a preponderance of the evidence. Hearing officers shall have the discretion to dismiss or reduce the fines or other penalties, cancel the notice of exclusion, and make necessary modifications in the interests of justice, including permitting enrollment in an appropriate Metro diversion program for which such person is eligible, in accordance with any policies or procedures adopted by the Metro Hearing Unit. Continuances of the appeal hearing are disfavored but may be ordered by the hearing officer. The hearing officer may authorize the recording of the hearing. The decision of the hearing officer shall be made in writing. The decision of the hearing officer shall be deemed in full effect upon personal service to the excluded person or five days after the mailing of the decision to the address provided by the excluded person.

H. Schedule

Metro shall adopt a penalty schedule of administrative penalties, and any necessary additional procedures in furtherance of enforcement of this code. The schedule and any procedures deemed necessary shall be subject to the approval of the Chief Executive Officer.

1. This ordinance shall be in full force and effective on February 27, 2012.⁴⁶
- 1 49 CFR 37.3
- 2 ADA Title II, section 35.104
- 3 49 CFR 37.123
- 4 Civil Code § 54.25
- 5 Civil Code §§ 54.1-54.2; 28 CFR 36.104
- 6 Penal Code § 640(b)(5)
- 7 Vehicle Code § 406
- 8 Penal Code § 640(d)(4)
- 9 Vehicle Code § 22500(i); Vehicle Code § 22523(b)
- 10 Public Utilities Code § 99170
- 11 Vehicle Code § 21701
- 12 Public Utilities Code § 99170(a)(2)
- 13 Civil Code § 54.1
- 14 Penal Code §§ 241.3, 243.3, 243.35, 245.2, 640(b)(2) & 640(d)(1)
- 15 Penal Code § 602.7
- 16 Penal Code § 640(b)(4)
- 17 Penal Code § 640(d)(2)
- 18 Penal Code § 640(d)(3)
- 19 Penal Code § 640(d)(1)
- 20 Penal Code §§ 241.3 & 245.2
- 21 Penal Code § 647(a)
- 22 Penal Code § 647(b)
- 23 Penal Code §§ 594, 640.5-640.8
- 24 Penal Code § 374.4
- 25 Penal Code §§ 243.3 & 243.35
- 26 Public Utilities Code §99170(a)(4)
- 27 Penal Code §§ 640(b)(1) & (b)(3)
- 28 Penal Code § 640(b)(1)
- 29 B & P Code § 25662; H & S Code §§ 11350-11351, 11357
- 30 Penal Code § 647(f)
- 31 Civil Code § 3479
- 32 Government Code § 7597(a); Penal Code § 640(b)(3)
- 33 Penal Code § 647(h)
- 34 Penal Code § 647(e)
- 35 Penal Code §§ 640(b)(2) & (d)(1)
- 36 Vehicle Code §§ 21203 & 21712
- 37 Penal Code § 625c
- 38 Penal Code § 647(c)
- 39 Penal Code §§ 245.2, 247(b) & 171.7
- 40 Penal Code § 171.7
- 41 Penal Code § 640(c)
- 42 Penal Code § 640(c)(3)
- 43 Penal Code § 640(c)(2)
- 44 Penal Code § 640(c)(1)
- 45 Penal Code § 640(e)
- 46 Amendments adopted 02/28/2013 effective 30 days after publication in a newspaper of general circulation.
- 47 Civil Code § 2080.6

Metro Customer Code of Conduct

CHAPTER 6-05 PENALTY SCHEDULE

METRO CUSTOMER CODE OF CONDUCT CHAPTER 6-05 PENALTY SCHEDULE*

CODE SECTION	DESCRIPTION	1 ST OFFENSE**	2 ND OFFENSE	3 RD OFFENSE	4 TH OFFENSE	5 TH OFFENSE OR GREATER
6-05-040 Bicycles, Skateboards and Skates						
6-05-040.A	Riding bicycles and skateboards in Metro facility	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-040.C	Tandem, three-wheeled or fuel-powered bicycles are not permitted in Metro facilities	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-050 Blocking						
6-05-050.A-E, H, I	Blocking, operating or obstructing Metro vehicle, impeding safe boarding	> Notice of violation > \$75 fine > Ejection	> Notice of violation > \$75 fine > Ejection	> Notice of violation > \$75 fine > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-100 Disorderly Conduct						
6-05-100.A-1, K-N	Spitting, hazardous material, urinating, defecating, throwing an object, gambling, hanging from rails, inciting violence, lewd conduct, prostitution, vandalizing/tampering, littering, injuring person or property	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-110 Food, Alcohol and Drugs						
6-05-110.A	Eating, drinking, smoking, vaping	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-110.B	Placing chewing gum onto Metro property	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days

6-05-110.C	Drinking alcohol	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-120	Loitering					
6-05-120.A	Loitering	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-150	Noise					
6-05-150.A	Disturbing others	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-150.B	Creating disruptive noise	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-150.C	Playing sound device	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-090	Commercial Activity					
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-200	Signs					
6-05-200.A-D	Post, destroy, failure to obey signs	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days

6-05-210		Solicitation				
6-05-210.A-B	Solicitation	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-230		Fares				
6-05-230.A, C (1), (5), (6), (8), (10)	Patrons must pay fare; fare evasion	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days
6-05-230.B	Proof of payment	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days
6-05-230.C (2-4), (7), (9)	Misuse of fare media	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a notice of violation is eligible to complete Metro Transit School and community service, which may only be completed once in any 12-month period upon order of a Metro Hearing Officer.

¹ This amount is used to calculate the number of diversion program hours a minor might complete to satisfy a written warning or notice of exclusion, or that a minor/parent might select in lieu of non-fiscal remedies.

VIOLATIONS OF THE CUSTOMER CODE THAT WILL BE ADDRESSED THROUGH EJECTION*

CODE SECTION	DESCRIPTION	1ST OFFENSE**	2ND OFFENSE	3RD OFFENSE	4TH OFFENSE	5TH OFFENSE OR GREATER
6-05-030	Animals					
6-05-030.A-C	Animal control	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040	Bicycles and Skates					
6-05-040.C	Prohibited bicycle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.D1-D2,D6,D7	Failure to control bicycle properly while using Metro	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.G	Persons under 14 with bike must be accompanied by an adult	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-050	Blocking					
6-05-050.E	Obstruction of doors	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060	Boarding, Exiting and Seating					
6-05-060.B	Failure to maintain control of children	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.C	Signaling in path of or touching moving bus	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.D	Failure to yield seat to senior/disabled	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-070	Carts and Strollers					
6-05-070.A-D	Improper use of carts and strollers	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-080	Civility, Compliance and Cooperation					
6-05-080.E	Failure to wear shirt, pants, skirt or shoes	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-090	Commercial Activity					
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100	Disorderly Conduct					
6-05-100.E	Gambling	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.J	Feet/shoes on seats	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.L	Littering, dumping	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-110 Food, Alcohol and Drugs						
6-05-110.B	Placing chewing gum on Metro property	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-160 Odors						
6-05-160.A	Unavoidable grossly repulsive odor	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-170 Use of Metro Facilities						
6-05-170.F	Failure to obtain permit for use of Metro facility	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-180 Photography and Recording						
6-05-180.A-C	Failure to obtain permits and follow Metro rules and policies	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190 Safety						
6-05-190.A.3	Abandoning personal items	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.4-8	Unsafe conduct on Metro vehicles or in Metro facilities	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.10	Extending body through window of Metro vehicle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200 Signs						
6-05-200.A	Posting signs, stickers in Metro facilities or on Metro vehicles	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.B	Destroy Metro sign, ad, notice	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.C-D	Failure to obey signs	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-210 Solicitation						
6-05-210.B	Distributing materials	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-210.C.1-8	Failure to comply with time, place and manner restrictions	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a notice of violation is eligible to complete Metro Transit School and community service, which may only be completed once in any 12-month period upon order of a Metro Hearing Officer.

CUSTOMER CODE OFFENSES, WHICH WHEN CITED ON METRO PROPERTY, IN A METRO FACILITY OR VEHICLE, MAY RESULT IN EJECTION AND/OR EXCLUSION, ORDERS IN ADDITION TO CRIMINAL OR OTHER PENALTIES**

CODE SECTION	DESCRIPTION	1 ST OFFENSE**	2 ND OFFENSE	3 RD OFFENSE	4 TH OFFENSE	5 TH OFFENSE OR GREATER
6-05-80	Civility, Compliance and Cooperation					
6-05-80.A	Abuse or harassment of Metro personnel or patrons	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100	Disorderly Conduct					
6-05-100.H	Soliciting lewd conduct	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.I	Prostitution	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.K	Graffiti	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.L	Littering	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.M	Injuring another person or damaging property	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110	Food, Alcohol and Drugs					
6-05-110.D	Possession of a drug or illegal substance	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110.E	Being under the influence of drugs or alcohol	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120	Loitering					
6-05-120.A	Loitering in Metro facilities or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120.B	Remaining in Metro vehicle or facility without lawful transportation purpose	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-190	Safety					
6-05-190.F	Tampering with a Metro vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

6-05-210	Solicitation					
6-05-210.A	Soliciting in a Metro facility or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220	Weapons					
6-05-220.A	Discharge of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220.B	Possession of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

**All violators are subject to all penalties listed above. An individual who received a notice of violation is eligible to complete Metro Transit School and community service, which may only be completed once in any 12-month period upon order of a Metro Hearing Officer.



Metro[®]

Recommendations on Metro's Code of Conduct: Public Safety Advisory Committee

About these recommendations

While PSAC acknowledges the work Metro is undertaking on the Code of Conduct, the committee would like to emphasize that Metro should expand its focus beyond solely revisions to the Code of Conduct text. Committee members would like Metro to better articulate how the revised Code (and resulting enforcement actions) support the agency's new vision for public safety. As explained to the committee, Metro's proposed revisions to this policy document are unlikely to bring about the "safe, dignified, and human experience" the agency committed to when it adopted [the PSAC-drafted Mission and Values for public safety on the Metro system](#).

Ensuring that all Metro users have a safe, dignified, and positive experience is a responsibility shared by riders AND the agency. The committee calls on Metro to be a visionary leader and adopt a transformative, holistic approach to public safety that not only updates the Code of Conduct, but also shifts funding away from law enforcement and contracted security services to support investments that support riders. This includes investing in infrastructure, operations, and maintenance to enhance the rider experience; dedicating more resources to station and vehicle cleaning and upkeep; continued investments in employee training; and devoting staffing resources to ensure that employees are fairly compensated. These investments will ensure that Metro is leading by example and enables riders to adhere to the shared values that the agency aims to uphold.

Additionally, any edits to the Code of Conduct should be explicitly linked to the aforementioned Mission and Values statements. The committee recommends that Metro staff clearly articulate this linkage to affirm its commitment to the adopted values of:

- "Implementing a Human-Centered Approach"
- "Emphasizing Compassion and a Culture of Care"
- "Recognizing Diversity"
- "Acknowledging Context"
- "Committing to Openness and Accountability"

Metro's Role in Code of Conduct Compliance & Enforcement

1. **Fund improvements that support equitable Code of Conduct implementation by shifting funding from law enforcement and contract security:** As PSAC has previously stated [here](#), [here](#), and [here](#), funding should be shifted away from law enforcement and contract security services to support a transformative vision of public safety. Metro's [Respect the Ride campaign](#) is an example of a program which should receive reallocated funding under this directive.

- 2. Enhancing customer experience improves public safety and adherence to shared values:** The committee calls for Metro to broaden its vision of public safety to include customer experience elements, such as those named in [Metro's Customer Experience Plan](#) and [ACT-LA's Metro as a Sanctuary report](#). Investing in additional seating, bathrooms, and trash cans provides infrastructure that allows riders to adhere to the norms spelled out in the Code. Likewise, investments in shops, street vendors, and performers create station areas that are for people and meet Metro's adopted value of "Implementing a Human-Centered Approach." A station that is comfortable and welcoming will improve public safety by reinforcing the Code of Conduct's call for shared stewardship of transit spaces.
- 3. Metro must lead if riders are to follow:** As seen in [Metro's FY23 Budget survey](#), transit riders list cleaner stations and vehicles at or near the top of their priorities for Metro's budget. The committee calls for Metro to increase station and vehicle cleaning system-wide as a way to lead by example. A consistently clean and well-maintained system is less likely to have riders violate our shared values of cleanliness.
- 4. Invest in staff training and increased compensation to support Code of Conduct goals:** Funding should be shifted to better support current employees through training and compensation. To ensure that Code of Conduct implementation is equitable and reinforces treating riders with dignity, Metro should continue to invest in staff training, strategic deployment of staffing resources, and increased compensation to make frontline jobs more attractive. In the context of supporting the Code of Conduct revisions, this includes additional investments in unarmed personnel like transit ambassadors, vehicle operators, and custodial staff.
- 5. Any infractions of the Code of Conduct should not be financially punitive or removal of access to Metro services:** In keeping with Metro's adopted value of "Acknowledging Context," any Code of Conduct infractions should not result in a monetary fine or revocation of Metro system access. Given the racial disparities seen in the existing enforcement data, coupled with Metro's acknowledgement of low levels of fine remittance, this practice should be eliminated. Meanwhile, revoking individual's access to Metro for Code of Conduct violations further entrenches systemic inequality. As noted in Metro's Vision 2028 Strategic Plan, public transportation plays an integral role in access to economic and educational opportunities, essential services, and other necessary activities that support LA County residents in living successful and healthy lives. Punitively barring individuals, rather than seeking to rehabilitate them, continues an inequitable status quo.
- 6. Recognize and encourage good ridership behavior:** Metro should actively strive to build a culture of considerate ridership. Metro staff on vehicles and in stations should have the discretion to recognize and, where possible, reward riders who are exemplary transit users. Rewards can range from social media posts, to shared stories on Metro's The Source blog, to small financial incentives like TAP cards. There could be additional

synergy with Metro's free fare programs for students and leverage this opportunity to influence youth and develop a new generation of transit riders in Los Angeles.

Revising the Code of Conduct Document

- 7. Structure the Code of Conduct as expectations, not behaviors:** Rather than drafting a document detailing what riders can not do, structure it as a series of expectations that both riders and the agency are to meet. The committee recommends Metro engage PSAC in a comprehensive drafting process to articulate these expectations for the Code of Conduct. Some PSAC members have called for a new Code of Conduct drafted from scratch. The text and framework of the current Code of Conduct can not facilitate PSAC's transformative vision outlined in Recommendation #1. Therefore a brand-new document would be drafted, with Recommendation #6 as its core tenet.

- 8. Acknowledging context for vulnerable transit riders:** The committee also recommends that Metro include specific language in the Code of Conduct to acknowledge the different types of riders the system serves and acknowledges the diversity of experiences and needs each brings to the system. Specifically, the Code of Conduct should identify the systemic barriers and challenges faced by the vulnerable riders it serves. These groups include unhoused riders, riders with disabilities, women, youth, members of the LGBTQ+ community, and older adults, among others. The Code's expectations should be adjusted according to the social and economic realities affecting rider's experience on transit. The expectations for an unhoused rider with limited access to mental health services can not be the same as for a person who is housed and has a stable income. To ensure a "safe, dignified, and human experience" on the system and address those varied expectations, Metro should co-locate homeless services, elevator attendants, transit ambassadors, and other non-law enforcement alternatives according to each population's needs. Please see "Attachment A" (p. 9) for specific recommendations from CALIF-ILC's advocacy group related to Code of Conduct language and enforcement for riders with disabilities.

- 9. Remove quality of life infractions that have racially and economically disparate impact:** The following sections in [Metro's current Code of Conduct](#) should be eliminated, as they are redundant with existing criminal law and are likely to disproportionately punish low-income and unhoused riders. **While PSAC acknowledges that some of the issues Metro's Code of Conduct is attempting to solve remain a challenge for the agency, the committee does not support addressing these challenges through a punitive Code of Conduct mechanism. As stated in Recommendations #5 and #7, PSAC supports a rehabilitative approach that creates a culture that values shared stewardship of the transit experience. The issues on the transit system are** better addressed through provision of services and enhanced infrastructure (as detailed in Recommendations #2, #4, and #8). See the table on the following page for sections recommended for elimination:

Section #	Description
6-05-040.A-B	<p>A. <i>Wheeled riding devices including bicycles, skates, skateboards, kick scooters, and other wheeled riding devices except wheelchairs and mobility aid devices, may not be ridden in Metro facilities or vehicles, except for public bike or roadways clearly intended for those types of devices. A person may carry or walk such wheeled riding devices in a safe manner on Metro facilities to park or board Metro vehicles.</i></p> <p>B. <i>Tandem, three-wheeled, or fuel-powered bicycles or other wheeled riding devices, are not permitted in, attached to, or on Metro facilities or vehicles. Bicycles or other wheeled riding devices over six (6) feet long are prohibited.</i></p>
6-05-050.A-I	<p>A. <i>Willfully blocking or impeding the free movement of another person.</i></p> <p>B. <i>Blocking an aisle, elevator, escalator, 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.</i></p> <p>C. <i>Operating, stopping, or parking a vehicle in a location that is reserved for transit vehicles or is otherwise restricted.</i></p> <p>D. <i>Obstructing or impeding the flow of a Metro vehicle or interfering with the operation or use of transit services.</i></p> <p>E. <i>Preventing a door from closing.</i></p> <p>F. <i>Reclining on, placing objects on, or blocking a seat.</i></p> <p>G. <i>Occupying more than one seat.</i></p> <p>H. <i>Willfully interfering with the operator or operation of a Metro vehicle in a manner that affects the operator's control of the vehicle.</i></p> <p>I. <i>Impeding the safe boarding or exiting of passengers.</i></p>
6-05-070.A-D	<p>A. <i>Commercial or large size carts, dollies and strollers are prohibited on Metro vehicles, unless collapsed. If a small, personal use size stroller is occupied by a child or small cart is filled, then it must be securely held and not block passageways or seats.</i></p> <p>B. <i>Carts, dollies, strollers and large luggage that create an unsafe condition are prohibited.</i></p>

Section #	Description
	<p>C. <i>During crowded conditions or peak hours, remove children from strollers and materials from carts, and collapse, or wait for the next Metro vehicle that has room for the cart or stroller. This provision does not apply to wheelchairs or other mobility aid devices.</i></p> <p>D. <i>Carts, strollers, large luggage and wheelchairs or other mobility aid devices are to be transported in elevators or ramps in all Metro facilities and not on escalators.</i></p>
6-05-080.A-E	<p>A. <i>Abuse and harassment of Metro representatives or patrons is prohibited in Metro facilities and vehicles.</i></p> <p>B. <i>A person must comply with all lawful orders and directives given by an authorized Metro representative relative to Metro facilities or vehicles consistent with the code, including any instruction to leave a Metro vehicle or facility for safety reasons, for a violation of the code, or following a notice of ejection or exclusion.</i></p> <p>C. <i>A person receiving a Notice of Violation must provide accurate and complete identification and fare media when requested to do so by an authorized Metro representative.</i></p> <p>D. <i>A person may not falsely represent himself or herself to be a Metro representative through words, actions, clothes, insignia, badge, or equipment.</i></p> <p>E. <i>A person must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle. Infants being held or in strollers and persons in wheelchairs are not required to wear shoes.</i></p>
6-05-090.A-B	<p>A. <i>Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit and paying all required fees.</i></p> <p>B. <i>Persons who engage in permitted commercial activity in a Metro facility or vehicle must comply with all Metro instructions, safety requirements, and applicable laws.</i></p>
6-05-100.A, .C-L	<p>A. <i>Expectorating (spitting).</i></p> <p>C. <i>Urinating or defecating, except in a lavatory. This subsection does not apply to a person who cannot comply as a result of disability, age, or a medical condition.</i></p> <p>D. <i>Throwing an object at a patron, Metro representative, or a Metro facility or vehicle.</i></p>

Section #	Description
	<p><i>E. Gambling to win money or anything of value.</i></p> <p><i>F. Hanging from, swinging from, or attaching anything to hand rails. This does not apply to holding a handrail to stabilize one's body during transit.</i></p> <p><i>G. Inciting violence or posing a clear and present danger to other persons, including making verbal or visual gang affiliation or provocation signs.</i></p> <p><i>H. Engaging in or soliciting another person to engage in lewd conduct.</i></p> <p><i>I. Engaging in or soliciting another person to engage in prostitution.</i></p> <p><i>J. Placing feet or shoes on seats or furnishings.</i></p> <p><i>K. Defacing with graffiti, vandalizing, damaging, destroying, or tampering with Metro facilities or vehicles.</i></p> <p><i>L. Littering or dumping.</i></p>
6-05-110.A-G	<p><i>A. Eating, drinking, smoking, vaping, or carrying a lit cigar, cigarette of any type, or pipe, except in designated areas permitting that activity or is required by a disability accommodated pursuant to 6-05-140 Miscellaneous G.</i></p> <p><i>B. Placing chewed gum onto any surface in a Metro facility or vehicle other than into a trash receptacle.</i></p> <p><i>C. Drinking or possessing in an open container an alcoholic beverage, except in designated areas where there is notice that drinking alcohol is permitted and all required permits have been obtained.</i></p> <p><i>D. Possessing an illegal drug or substance.</i></p> <p><i>E. Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with the use of a Metro facility or vehicle.</i></p> <p><i>F. Creating a public nuisance or a health hazard by dropping food other than in a proper waste disposal receptacle.</i></p> <p><i>G. Smoking or vaping is also not allowed within 20 feet of any Metro facility entrance, exit or operable window.</i></p>
6-05-120.A	<i>Loitering is prohibited in Metro facilities and vehicles.</i>
6-05-150.A-C	<i>A. Disturbing others by engaging in unruly behavior.</i>

Section #	Description
	<p><i>B. Failing to comply with a warning by a Metro representative to cease creating loud, boisterous or unreasonable noise, including unnecessary cell phone or other conversation, that is so loud, lengthy, sexually explicit, threatening, violent, or disruptive, that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition, such as distracting operators of Metro vehicles.</i></p> <p><i>C. Playing a sound device, except when using headphones or earphones that make the sound inaudible to others unless a permit has been issued for usage of such sound device by Metro.</i></p>
6-05-160.A-B	<p><i>A. A person may not be in a Metro facility or vehicle with an unavoidable grossly repulsive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition. Notwithstanding the foregoing, this subsection shall not apply to persons with odors directly related to a disability or medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the Metro facility or vehicle by Metro representatives or patrons, or creates direct threat or an unsafe condition.</i></p> <p><i>B. Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals or accompanying animals.</i></p>
6-05-180.A-C	<p><i>A. A person may not photograph, film, duplicate, record, or sketch a Metro facility or vehicle for commercial purposes without first obtaining a Metro permit and any other required permits, and paying all required fees.</i></p> <p><i>A person who photographs, films, or records in a Metro facility or vehicle must comply with all Metro safety requirements, instructions, licenses, and applicable laws including copyright laws.</i></p> <p><i>C. A person may photograph, film, record, or sketch a Metro facility or vehicle for non-commercial purposes only in public areas, unless otherwise authorized by Metro, and in a manner, at a</i></p>

Section #	Description
	<p><i>time, and at a place that does not interfere with Metro operations, or create an unreasonable risk to the safety or well being of Metro representatives or patrons. Prohibited activities shall include use of a tripod, or laying of cord or cables, in a walkway; use of a flash bulb that is blinding to patrons or Metro representatives; or creating congestion during an emergency evacuation.</i></p>

10. Review and update the Code of Conduct annually: The Code of Conduct should be a regularly updated document. Metro should consider consulting PSAC or another community oversight body to review outcomes annually.

11. Perform detailed outreach to advocate and community groups: As demonstrated by the memorandum in “Attachment A” (pg. 9) drafted by CALIF-ILC, an independent living center that provides advocacy programs and services for people with disabilities, Metro should perform extensive and detailed outreach to stakeholder groups when revising the Code of Conduct. It is essential to gather input from a wide variety of perspectives and find consensus between the varied positions. The level of detail in the memorandum is exemplar for the kind of nuance needed to update a policy document that affects different communities in different ways.

Facilitator’s note: Attachment A does not represent the views of PSAC. It is an example of the kind of engagement PSAC recommends Metro engage in.

Programs to Support Code of Conduct Policies

12. Expand the use of applications to allow riders to document needs, report incidents, and connect with non-law enforcement alternatives: Metro should investigate opportunities to make rider-facing applications (e.g., TransitWatch) more responsive to riders needs, including those beyond safety and security. Data provided by riders can help inform the allocation of non-law enforcement resources. To support Code of Conduct goals, riders should be able to use an application (or a similar tool) to make requests beyond those related strictly to security or law enforcement. Riders should also be able to identify areas that may need cleaning, report items that are broken or in disrepair, and identify locations where a fellow rider may benefit from the intervention of a mental health or homeless outreach service provider. This application should capture anonymized incident reports from riders, track Metro’s response, and specify outcomes or resolutions (including incidents where law enforcement intervened). Finally, Metro

should consult a community oversight board to determine data gathering and retention protocols, report outcomes, and advise on the deployment of non-law enforcement resources.

- 13. Make bystander or “upstander” training a central program of advancing the Code of Conduct:** The committee calls for Metro to advance and expand their bystander training programs as a cornerstone of equitably implementing the Code of Conduct. These programs should have high levels of involvement with transit riders and be promoted widely. Additionally, the agency should think creatively to integrate multiple forms for riders to be involved. For precedent, see [Antanas Mockus, former mayor of Bogotá, who used street performers, soccer yellow cards, and other forms of resident involvement](#) to transform a city struggling with public safety issues.
- 14. Clearly and playfully communicate through signage and advertising:** All signage and advertising should be clear and fun in its communication. They should stand out by being memorable and noticeable, rather than instructive. Signage alone can not be the primary means of informing riders of the shared values and expectation. Metro should invest in advertisements, social media campaigns, public service announcements, and public art in addition to infrastructure investments (e.g., staffing, bathrooms, trash cans, etc.) to improve the rider experience. **The committee recommends that one of the key messages Metro advertises should promote safety for all users on the Metro system. This messaging should specifically call out riders, community members, Metro employees and vehicle operators.**

ATTACHMENT A

Metro Code of Conduct
A Disability Perspective from Advocates at:
Communities Actively Living Independent and Free (CALIF)

Metro Code of Conduct

6-05-040

Wheeled riding devices

The use of skateboards, skates and other wheeled devices are a hazard for people with disabilities and older adults who cannot get out of the way. We support the continued prohibition of these items.

6-05-050

Blocking

People with disabilities and older adults have limited energy and ability to do their targeted activities. Having to maneuver around people blocking our path of travel can make a trip using Metro overwhelming.

We can't step over people and sometimes can't find a way around a person laying on the ground. Sometimes our movements around a person who is on the ground may be seen as aggressive and lead to a confrontation. We continue to support a prohibition on blocking.

6-05-060

Boarding, exiting, and seating

B. Maintaining control of children

At times, children block the paths of wheelchairs or jump out in front of an oncoming wheelchair. Parents need to control their children to keep them from getting injured. Children are also naturally curious and tend to grab the joysticks of power wheelchairs which causes our chairs to go out of control. This is especially dangerous at rail stations. We continue to support Metro's efforts to remind parents to maintain control of their children.

D. Yield priority, reserved, wheelchair or similarly designated seating to older adults and individuals with disabilities.

We continue to support Metro's efforts regarding the designated seating.

E. A Personal Care Attendant (PCA) must travel with a patron who displays an Access Services TAP card with a PCA eligible designation at all times when using the Metro bus and rail system, including boarding and exiting at the same location and traveling in the same bus or rail car.

We continue to support Metro's policy in accepting Access Services TAP cards for rider fare. However, we encourage Metro to move to a fareless system for all disabled riders and older adults. The use of TAP cards is not accessible to all riders. Many people cannot pass through the turnstiles while holding a TAP Card. It is an accessibility issue that denies some individuals the ability to ride on Metro.

6-05-080

Civility, compliance, and cooperation

F. Patrons unable to care for themselves, who do not exhibit an ability to comply with Metro's code, or who pose a safety risk, must be accompanied by a service animal or a responsible individual who can care for the patron when in a Metro facility or vehicle.

**** Disability issues should be put under a category of accessibility

This issue might have ADA violations. Who is to say who can take care of themselves and what is the criteria used to determine this? And why would a service animal matter? We recommend that this code is removed.

6-05-090

Commercial activity

We support the prohibition of vending on trains. Many times, illegal vending activities are centered around the wider wheelchair accessibility areas on trains. People bring wagons, trollies and large Igloo iceboxes

and block wheelchair access. This is a common problem on the Blue Line. We would like to see more enforcement of this code.

6-05-100
Disorderly conduct

J. Placing feet or shoes on seats or furnishings.

We support Metro in continuing to enforce the above item. Often buses and trains are at near capacity. This could end up denying someone who is an older adult or a person with a disability a seat. This could become a safety issue as it might lead to someone being forced to stand who cannot do so safely.

6-05-110
Food, alcohol, and drugs

E. Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with the use of a Metro facility or vehicle.³⁰

We support Metro efforts to stop intoxicated individuals from riding Metro and entering Metro's facilities. But we want to express our concern that there are many types of disabilities that mimic behaviors of someone who is intoxicated. Care must be taken when trying to determine if someone is truly intoxicated or has a disability.

6-05-120
Loitering

We support the prohibition of loitering. Loitering creates barriers which hamper the ability of older adults and disabled people to ride Metro safely. We would encourage Metro to use more enforcement.

6-05-140
Miscellaneous

G. Individuals with disabilities may visit *metro.net*.....

**** Once again, we recommend a specific section on accessibility.

6-05-150
Noise

We support Metro's effort to limit loud noise. Individuals who have disabilities like autism, dementia and cerebral palsy can be adversely affected by it. However, we feel that Metro should include a sentence or two recognizing that certain disabilities can lead to someone talking loudly and or making noise. Under the ADA they are entitled to a reasonable accommodation.

6-05-160
Odors

A. A person may not be in a Metro facility or vehicle.....

We believe that even if the person has a disability, if the odor is bad enough, they should be asked to leave. From our Disability Point of View, we would recommend that the rule be enforced.

6-05-190

Safety

5. Standing, lying or climbing on a sign, bench, passenger shelter, trash container or planter.

We are concerned that someone with a disability or an older adult might need to lay down on a bench for a short period due to a disability or might be forced to sit on a trash container due to exhaustion. If they are there for a long period of time, they should be asked if they're okay. If they are just resting until their bus or train arrives, then it should be permitted.

Sections C and D:

We are willing to report situations to you, but you need to make a greater effort to have staff that can understand us. Phones and communication devices all need to be ADA compliant.

6-05-200

Signs

D. Persons shall also obey all other notices and signs posted by Metro in a Metro facility or vehicle.

We need better signage to help disabled people evacuate when needed. Signs need to be accessible and at a good eye level. We feel that the signage on Metro rail cars on what to do in an emergency is really lacking.

6-05-230

Fares

We would like Metro to go fareless for older adults and people with disabilities. Many in our community have great difficulty handling money and TAP cards. A fareless system would truly help to make Metro accessible.

6-05-240

Enforcement

When people break the rules, we would encourage those riders to be removed from the vehicle and made to take the next vehicle. We also support a loss of riding privileges.

Conduct Area	Transit Agency																						
	BART	CATS	MCTS	MSP Metro	NYC MTA	SACRT	Sound Transit	TriMet	UTA	Valley Metro	WMATA	SEPTA	MARTA	Capitol Metro	DART	CTA	Houston Metro	MBTA	Denver RTD	Miami-Dade Transit	PATH	NJ Transit	
Designated seating			X	X	X	X	X	X			X	X		X	X		X		X		X		
Distract, disrupt driver or service	X		X	X	X		X	X	X	X				X		X	X		X		X		
Eating, drinking restrictions	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X	
Flammable substances, hazardous materials	X	X			X	X	X		X	X						X			X		X		
Harass, disrupt others ¹	X					X	X	X		X		X	X	X	X	X	X		X		X		
Correct Fare, Paid Fare Area	X		X	X	X	X	X	X		X		X	X	X	X	X	X	X	X	X	X	X	
Littering	X	X			X	X	X			X	X		X	X	X	X	X		X		X		
Loitering, vagrancy		X			X					X				X		X	X		X		X		
Loud music, conversation, noise	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X		
More than one seat			X	X	*		*		*				*	*	X	X	X		X		X		
Non-service animal restrictions	X	X	X	X	X	X	X	X		X			X	X		X			X		X		
Required clothing, shoes	X		X	X		X	X		X	X	X			X		X			X		X		
Respect the ride, others			X	X	X	X	X					X	X	X	X	X	X		X		X		
Skateboarding, scooters, rollerblades		X			X	X			X	X			X	X		X	X		X		X		
Soliciting, non-transit activities	X	X			X	X	X			X			X	X	X	X	X		X		X		
Spit, urinate, defecate	X	X				X			X	X			X	X		X	X		X		X		

¹ Between its 2013 posted code of conduct and its 2021 update, BART added to its list of prohibited acts "sexual harass[ment of] a BART employee or passenger (non-criminal)" in addition to the previously included prohibition of "treaten[ing], harm[ing] or assault[ing] a BART employee or passenger." This addition could be considered an example of a transit agency updating its code of conduct in response to a changing environment, as the transit industry as a whole has seen an increase trend in harassment and assault of its operators over the past several years and especially during the COVID-19 pandemic.

Conduct Area	Transit Agency																					
	BART	CATS	MCTS	MSP Metro	NYC MTA	SACRT	Sound Transit	TriMet	UTA	Valley Metro	WMATA	SEPTA	MARTA	Capitol Metro	DART	CTA	Houston Metro	MBTA	Denver RTD	Miami-Dade Transit	PATH	NJ Transit
Smoking, alcohol, other drug use	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X		X	
Stroller, carts, baggage storage			X	X	X	X	X	X	X	X		X		X	X	X	X		X		X	
Trespass	X	X			X									X		X	X	X	X		X	
Vandalism, graffiti	X	X			X	X			X	X				X	X	X	X	X	X		X	
Violence, including threat of	X		X		X	X			X	X					X	X	X		X			
Vulgar language, gestures	X	X	X	X	X				X	X			X	X	X	X	X		X			
Weapons	X	X			X		X						X	X		X	X		X			

* Agencies with the asterisk reference no lying down or feet on seats but do not specify more than 1 seat as a blanket statement.

Metro Customer Code of Conduct

Amended 1/1/2022



Metro[®]

the customer code of conduct

title 6

Chapter 6-05

Customer Code of Conduct

Adopted by Metro

July 22, 2010

Amended 1/1/2022

preamble adopted by metro

~~Los Angeles County Metropolitan Transportation Authority (Metro) provides important services to the traveling public in Los Angeles. Safety is the guiding principle by which Metro operates. A successful partnership between Metro and the public is dependent upon Metro employees and the traveling public behaving in a mutually respectful and courteous manner.~~

~~This ordinance is entitled the Metro Customer Code of Conduct. Compliance with this ordinance is a condition of use, by any individual, of a Metro vehicle, facility or property.~~

~~Sections 6-05-40(A), 6-05-100, 6-05-110, 6-05-150, 6-05-220(C) and Section 6-05-240(A) of this ordinance are enacted pursuant to the authority granted to Metro by the California Penal Code Section 640(e) and the California Public Utilities Code Section 99580, et seq.~~

The Los Angeles County Metropolitan Transportation Authority (“Metro”) provides important essential services to the traveling public in Los Angeles County. Safety is the guiding principle by which Metro operates. Metro serves our customers and the community most effectively when everyone follows our Code of Conduct to ensure a respectful, safe, and courteous transit experience.

6-05-010 values

- ~~A. Patrons shall use the Metro system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in LA County.~~
- ~~B. Patrons shall treat other patrons and Metro representatives with consideration, patience, respect and civility to allow use, operation and enjoyment of the Metro system in a safe and gratifying manner for all persons.~~
- ~~C. Metro and its representatives shall perform its duties hereunder with fairness, equity, civility, respect, compassion and without bias.~~

Metro aims to ensure a high quality, safe, comfortable ride to everyone we serve. All riders can expect to:

- Receive friendly and respectful service
- Enjoy a clean and safe environment
- Use Metro services without interference or harassment

Metro asks that riders conduct themselves in a way that shows respect for fellow riders, Metro employees, facilities, and vehicles. Everyone benefits by riding right. Riders enjoy a safe, secure, comfortable and inviting atmosphere, and the overall efficiency of the transportation system improves. Metro’s Code of Conduct can be summarized in the following guidelines:

- Pay the right fare.
- Respect other riders.
- Yield priority seating and locations designated for use by persons with disabilities and senior citizens. Please surrender your seat to these customers when they board.

- Passengers are welcome to bring items on-board providing they are not dangerous, can be kept out of the aisle and remain under the passenger’s control in the event of an unscheduled stop.
- Do not harm, threaten or harass the driver or fellow passengers.
- Sexual harassment of riders and employees is prohibited.
- Do not create safety problems.
- No eating or drinking.
- Respect Metro property – no vandalism.
- Use Metro services for transportation purposes only.
- No smoking, illegal drugs, or illicit substances.
- No bike riding, roller blading, or skate boarding.
- No littering, spitting, or creating unsanitary conditions.
- No disruptive behavior, loud or unreasonable noises, sound devices or profanity.
- No fighting, swearing, or abusive language.
- No soliciting or unauthorized commercial activity.
- No lewd behavior.
- No weapons or dangerous substances (flammables, toxins)
- Must wear shoes, tops and bottoms.
- Must comply with Parking Administrative Code.
- Must wear shoes, tops and bottoms.

This Ordinance are enacted pursuant to the authority granted to Metro by the California Penal Code Section 640(e) and the California Public Utilities Code Section 99580, *et seq.* Compliance with this Ordinance is a condition of use, by any individual, of a Metro vehicle, facility or property.

6-05-020 definitions

~~The following terms, whenever used in this chapter, shall be construed as defined in this section:~~

- ~~A. “Abuse” and “harassment” mean any extreme physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, cursing and sexual harassment, including unwanted touching, comments or gestures, of a sexual nature or because of their gender, sexual orientation, gender expression or gender identity.~~
- ~~B. “Commercial activity” means any for profit activity, including selling goods, food, services or distributing commercial materials.~~
- ~~C. “Fare” means the monetary charges established by Metro for the use of its facilities and vehicles.~~
- ~~D. “Fare media” means the methods by which fares are paid, issued by or on behalf of Metro for the payment of fare, including tokens, passes, cards, transfers, tickets and vouchers.~~

- ~~E. "Fare required zone" includes 1) areas in any bus between the yellow line near the front of a bus to the rear of the bus, 2) areas in any Metro facility beyond any fare gate, standalone validator or fare tapping machine leading to a platform, 3) platform areas, or 4) areas where any sign indicates fares are required at or beyond that location.~~
- ~~F. "Graffiti" means any unauthorized inscription, word, figure, mark or design that is written, marked, etched, scratched, drawn, painted or affixed on Metro facilities or vehicles.~~
- ~~G. "Loitering" means unnecessary lingering in Metro facilities or vehicles or other location where it interferes with a Metro facility or vehicles or use thereof with the intent to commit a crime.~~
- ~~H. "Metro" means the Los Angeles County Metropolitan Transportation Authority and its subsidiary, the Public Transportation Services Corporation, and their contractors.~~
- ~~I. "Metro representative" means a Metro security officer, operator, fare inspector or other authorized Metro employee, board or sector council member, or contractor.~~
- ~~J. "Metro facility" means all property and equipment, including rights-of-way and related trackage, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bike paths, terminals, platforms, plazas, waiting areas, signs, artwork, storage yards, depots, repair and maintenance shops, yards, offices, parking areas and other real estate or personal property owned or leased by Metro, used for any Metro activity or authorized to be located on Metro property.~~
- ~~K. "Metro vehicle" means a Metro bus, train, car or other vehicle owned, operated, or used by Metro or its contract service providers transporting Metro representatives or patrons.~~
- ~~L. "Minor" means a person under the age of 18.~~
- ~~M. "Peak hours" means 6:30am - 9am and 3pm - 7pm Monday through Friday.~~
- ~~N. "Patron" and "customer" mean any person in or on, using or attempting to access, a Metro facility or vehicle, including without limit paying riders.~~
- ~~O. "Off-peak hours" means all other times other than peak times.~~
- ~~P. "Person" includes an individual, firm, partnership, corporation, association or company.~~
- ~~Q. "Rules" or "code" or "Customer Code of Conduct" means Title 6 of Metro's Administrative Code as amended from time to time.~~
- ~~R. "Sound device" means a radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier or other device that plays music or emits noise. Sound device does not include assistive hearing devices for persons who have impaired hearing.~~
- ~~S. "Weapon or instrument intended for use as a weapon" includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials and highly combustible materials.~~
- ~~T. "Wheelchair" means, a mobility aid belonging to any class of three (3) or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.¹~~
- ~~U. "Mobility aid device" means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.~~
- ~~V. "Power driven mobility device" means any device powered by batteries, fuel or other source that does not fit the definition of a wheelchair regardless whether it is designed primarily for use by individuals with mobility disabilities.²~~
- ~~W. "Personal Care Attendant" means an individual designated or employed by a person with disabilities, to aid in meeting his/her personal needs.²~~

The following terms, whenever used in this chapter, shall be construed as defined in this section:

- A. "Abuse" and "harassment" mean physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, and cursing and sexual harassment including unwanted touching, comments, or gestures, of a sexual nature or because of their gender, sexual orientation, or gender expression or gender identity.
- B. "Commercial activity" means any for-profit activity, including selling goods, food, services, or distributing commercial materials.
- C. "Fare" means the monetary charges established by Metro for the use of its facilities and vehicles.
- D. "Loitering" means unnecessary lingering in Metro facilities or vehicles or other location where it interferes with a Metro facility or vehicles or use thereof with the intent to commit a crime.
- E. "Metro" means the Los Angeles County Metropolitan Transportation Authority and its subsidiary, the Public Transportation Services Corporation, and their contractors.
- F. "Metro representative" means a Metro security officer, operator, fare inspector, or other authorized Metro employee, board or sector council member, or contractor.
- G. "Metro facility" means all property and equipment, including rights of way and related trackage, rails, signals, power, fuel, communication systems, ventilation systems, power plants, cameras, signs, loudspeakers, fare collectors or registers, sound walls, stations, vacant parcels, bike paths, terminals, platforms, plazas, waiting areas, signs, art work, storage yards, depots, repair and maintenance shops, yards, offices, parking areas, and other real estate or personal property owned or leased by Metro, used for any Metro activity, or authorized to be located on Metro property.
- H. "Metro vehicle" means a Metro bus, train, car, or other vehicle owned, operated, or used by Metro or its contract service providers transporting Metro representatives or patrons.
- I. "Minor" means a person under the age of 18.
- J. "Rules" or "Code" or "Customer Code of Conduct" means Title 6 of Metro's Administrative Code as amended from time to time.
- K. "Sound device" means a radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier, or other device that plays music or emits noise. Sound device does not include assistive hearing devices for persons who have impaired hearing.
- L. "Weapon or instrument intended for use as a weapon" includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials, and highly combustible materials.

- M. "Wheelchair" means, a mobility aid belonging to any class of three (3) or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
- N. "Mobility aid device" means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.

~~6-05-030 animals~~

- ~~A. Animals are not permitted in Metro facilities or vehicles, unless one of the following applies:
 - ~~1. The animal is in a fully enclosed and secure carrier;~~
 - ~~2. The animal is a certified police or security animal and is accompanied by a peace officer;⁴ or~~
 - ~~3. The animal is a service animal, as defined by the Americans with Disabilities Act, and is accompanied by a patron. A Metro representative may ask whether an animal is a pet or a service animal required because of a disability and what function the animal has been trained to perform for the handler.⁵~~~~
- ~~B. Handlers shall maintain control of their animals at all times. No animal is permitted in a Metro facility or vehicle that is not under the control of its handler or poses a threat to a Metro representative or patron. A non-service animal may be denied from boarding or ejected if it unreasonably annoys patrons.~~
- ~~C. Handlers of animals shall promptly remove all animal waste from Metro facilities and vehicles. Leaving animal waste in a Metro facility or vehicle is prohibited.~~
- ~~D. Handlers must ensure that an animal shall not deprive a patron of a seat or block an aisle.~~
- ~~E. Animal carriers must have closable doors that are closed during transport. Purses, backpacks and other similar items are not considered suitable animal carriers unless they are fully enclosed for animal transport.~~

6-05-030 Animals

- A. Animals are permitted on Metro if they meet one of the following:
 1. The animal is in a carrier; or
 2. The animal is a service animal, as defined by the Americans with Disabilities Act.
- B. Control of the animal is maintained.
- C. Animal carriers are secure and intended for that purpose.
- D. Handlers shall maintain control of their animals at all times. No animal is permitted in a Metro facility or vehicle that is not under the control of its handler or poses a threat to a Metro representative or patron.
- E. Handlers of animals shall promptly remove all animal waste from Metro facilities and vehicles. Leaving animal waste in a Metro facility or vehicle is prohibited.

~~6-05-040 wheeled riding devices~~

- ~~A. Wheeled riding devices, including bicycles, skates, skateboards, kick scooters and other wheeled riding devices, except wheelchairs and mobility aid devices, may not be ridden in Metro facilities or vehicles, except for public bike or roadways clearly intended for those types of devices.⁶ A person may carry or walk such wheeled riding devices in a safe manner on Metro facilities to park or board Metro vehicles.⁶~~
- ~~B. Tandem, three wheeled or fuel powered bicycles⁷, or other wheeled riding devices, are not permitted in, attached to, or on Metro facilities or vehicles. Bicycles or other wheeled riding devices over six (6) feet long are prohibited.~~
- ~~C. All persons entering Metro facilities with wheeled riding devices of any type, including wheelchairs and mobility aid devices, but excluding handheld skates or skateboards, must use elevators or ramps to access elevated or lowered platforms or subway stations.~~

~~D. Bicycles may be carried on stairs when safe to do so if escalators and elevators are nonoperational. A person who enters a Metro facility or vehicle with a bicycle must do the following:~~

- ~~1. Hold a bicycle when it is not in the rack.~~
- ~~2. Use available bicycle racks.~~
- ~~3. If racks on a bus are full, wait for the next bus.~~
- ~~4. Inform the bus operator before exiting that you will be removing a bicycle from a rack in front of the bus.~~
- ~~5. Not block aisles, doorways or operators' exit way.⁸~~
- ~~6. Board at bicycle designated doors and keep the bicycle in bicycle designated areas, such as non-operating cab areas.^{6,8}~~
- ~~7. If an arriving train is crowded, individuals with bicycles must wait for a train with available room. Law enforcement personnel may ask individuals travelling with bicycles to wait.~~
- ~~8. If evacuation is required, bicycles must be left on the train and located so that they do not block aisles or doors.~~
- ~~9. Not take the bicycle down train aisles.~~
- ~~10. Yield space in designated areas to wheelchairs or other mobility aid devices for persons with disabilities.~~
- ~~11. Load and unload bicycles from the front of a Metro bus to the curbside and not into traffic.~~
- ~~12. Not attempt to access the bicycle rack after the bus has left the curb.~~
- ~~13. Use elevators or ramps, not escalators, to transport all wheeled riding devices other than handheld skates or skateboards in Metro facilities.~~

~~E. Folded bicycles, handheld skates or skateboards may be carried into a Metro vehicle at any time without using the rack. These items must be stored so that they do not block passageways, aisles or seats.~~

~~F. Persons under the age of 14 years travelling with a bicycle must be accompanied by an adult.~~

6-05-040 Wheeled Riding Devices

- A. Wheeled riding devices including bicycles, skates, skateboards, kick scooters, and other wheeled riding devices except wheelchairs and mobility aid devices, may not be ridden in Metro facilities or vehicles.**
- B. A person who enters a Metro facility or vehicle with a bicycle must**
 - 1. Use available bicycle racks/areas.**
 - 2. Not block aisles, doorways, or operators' exit.**
 - 3. Follow bicycle rider rules.**
 - 4. Wheeled riding devices over six (6) feet long are prohibited.**

6-05-050 blocking

The following acts are prohibited in Metro facilities and vehicles:

- ~~A. Willfully blocking or impeding the free movement of another person.⁸~~
- ~~B. Blocking an aisle, elevator, escalator, 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.⁸~~
- ~~C. Operating, stopping or parking a vehicle in a location that is reserved for transit~~

~~vehicles or is otherwise restricted.¹⁰~~

- ~~D. Obstructing or impeding the flow of a Metro vehicle or interfering with the operation or use of transit services.¹⁰~~
- ~~E. Preventing a door from closing.~~
- ~~F. Willfully interfering with the operator or operation of a Metro vehicle in a manner that affects the operator's control of the vehicle.¹⁰~~
- ~~G. Impeding the safe boarding or exiting of passengers.¹¹~~

6-05-050 Safe Movement of People and Transit Operations

A. Passengers and persons must allow:

1. Free and safe movement of other persons, transit vehicles and transit vehicle operations
2. Access to aisles, stairways, elevators, and escalators

B. Activities that disrupt transit operations or the free movement of people are prohibited.

~~6-05-060 boarding, exiting and seating~~

~~The following acts are required in Metro facilities and vehicles:~~

- ~~A. Never go onto a track except through designated crossings and never step or put arms, legs, or objects in the path of a Metro vehicle.¹²~~
- ~~B. Maintain control of children at all times in or on Metro vehicles or facilities, including when a Metro vehicle is approaching.¹²~~
- ~~C. Do not signal in the path of or by touching the bus when it is moving.~~
- ~~D. Yield priority, reserved, wheelchair or similarly designated seating to older adults and individuals with disabilities.¹³~~
- ~~E. A Personal Care Attendant (PCA) must travel with a patron who displays an Access Services TAP card with a PCA eligible designation at all times when using the Metro bus and rail system, including boarding and exiting at the same location and traveling in the same bus or rail car.~~

6-05-060 Seating

A. Passengers shall yield priority, reserved designated seating to older adults and individuals with disabilities.

~~6-05-070 carts, strollers and luggage~~

- ~~A. Commercial or large size carts, dollies and strollers are prohibited on Metro vehicles, unless collapsed. If a small, personal use size stroller is occupied by a child or small cart is filled, then it must be securely held and not block passageways or seats.~~
- ~~B. Carts, dollies, strollers and large luggage that create an unsafe condition are prohibited.~~
- ~~C. During crowded conditions or peak hours, remove children from strollers and materials from carts, and collapse, or wait for the next Metro vehicle that has room for the cart or stroller. This provision does not apply to wheelchairs or other mobility aid devices.~~
- ~~D. Carts, strollers, large luggage and wheelchairs or other mobility aid devices are to be transported in elevators or ramps in all Metro facilities and not on escalators.~~

6-05-070 Carts, Strollers and Luggage

- A. Carts or strollers must not block aisles or doors and must be held or controlled at all times.**
- B. Carts occupied strollers and wheelchairs must use elevators, unless no elevator is available. Wheelchairs must always use elevators and call for assistance if an elevator is unavailable.**

~~6-05-080 civility, compliance and cooperation~~

- ~~A. Abuse and harassment of Metro representatives or patrons is prohibited in Metro facilities and vehicles. ^{11, 14}~~
- ~~B. A person must comply with all lawful orders and directives given by an authorized Metro representative relative to Metro facilities or vehicles consistent with the code, including any instruction to leave a Metro vehicle or facility for safety reasons, for a violation of the code, or following a notice of ejection or exclusion.~~
- ~~C. A person receiving a Notice of Violation must provide accurate and complete identification and fare media when requested to do so by an authorized Metro representative.~~
- ~~D. A person may not falsely represent himself or herself to be a Metro representative through words, actions, clothes, insignia, badge or equipment.~~
- ~~E. A person must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle. Infants being held or in strollers and persons in wheelchairs are not required to wear shoes.~~
- ~~F. Patrons unable to care for themselves, who do not exhibit an ability to comply with Metro's code, or who pose a safety risk, must be accompanied by a service animal or a responsible individual who can care for the patron when in a Metro facility or vehicle.~~

6-05-080 Respect and Cooperation

- A. Metro representatives and patrons must be treated with respect, and not harassed verbally, physically, or sexually in Metro facilities and vehicles**
- B. Persons must comply with all lawful orders and directives given by an authorized Metro representative.**
- C. Persons must wear a shirt, pants or skirt, and shoes, while in a Metro facility or vehicle.**
- D. Metro may refuse service, or access to Metro facilities or vehicles, including eject or exclude, to any person who does not comply with the code or applicable laws.**

~~6-05-090 commercial activity~~

- ~~A. Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit and paying all required fees. ¹⁵~~

~~B. Persons who engage in permitted commercial activity in a Metro facility or vehicle must comply with all Metro instructions, safety requirements and applicable laws.~~¹⁵

~~C. Commercial activity is prohibited on loading platforms and in any location where it interferes with transit services or the movement of patrons or where it creates a safety hazard.~~¹⁵

6-05-090 Commercial Activity

A. Persons must not engage in commercial activity in a Metro facility or vehicle without first obtaining a Metro permit or permission.

~~6-05-100 disorderly conduct~~

~~The following acts are prohibited in, on or in close proximity to Metro facilities and vehicles:~~

~~A. Expecterating (spitting).~~¹⁶

~~B. Carrying any explosive, acid, flammable liquid, or toxic or hazardous material.~~¹⁷

~~C. Urinating or defecating, except in a lavatory. This subsection does not apply to a person who cannot comply as a result of disability, age or a medical condition.~~¹⁸

~~D. Throwing an object at a patron, Metro representative, or a Metro facility or vehicle.~~¹⁹

~~E. Gambling to win money or anything of value.~~

~~F. Hanging from, swinging from or attaching anything to hand rails. This does not apply to holding a hand rail to stabilize one's body during transit.~~¹⁹

~~G. Inciting violence or posing a clear and present danger to other persons, including making verbal or visual gang affiliation or provocation signs.~~²⁰

~~H. Engaging in or soliciting another person to engage in lewd conduct.~~²¹

~~I. Engaging in or soliciting another person to engage in prostitution.~~²²

~~J. Placing feet or shoes on seats or furnishings.~~

~~K. Defacing with graffiti, vandalizing, damaging, destroying, or tampering with Metro facilities or vehicles.~~²³

~~L. Littering or dumping.~~²⁴

~~M. Injuring another person or damaging another person's property or possessions.~~²⁵

~~N. Throwing an object from a Metro vehicle.~~²⁶

6-05-100 Creating a Safe Environment

A. The following are not permitted on or in Metro facilities or vehicles.

1. Spitting.
2. Hazardous or flammable materials.
3. Gambling.
4. Throwing objects from or at a Metro vehicle, staff or patron.
5. Littering or dumping.
6. Urinating or defecating outside of the lavatory.
7. Smoking, vaping or use of alcohol is not allowed in Metro vehicles or facilities.
8. Food or drink in closed containers only.
9. Disturbing others by engaging in unruly, loud or activities that disturbs others is prohibited.

10. Sound devices must be used with headphones or earphones.
11. Attaching to, hanging from, or riding on any part of the outside of a Metro vehicle is prohibited.
12. Signs, benches, shelters, trash container and planters are not for climbing or laying on or skateboarding.
13. Weapons are prohibited on Metro or in Metro facilities.

~~6-05-110 food, alcohol and drugs~~

~~The following acts are prohibited in Metro facilities and vehicles:~~

- ~~A. Eating, drinking, smoking, vaping or carrying a lit cigar, cigarette of any type, or pipe, except in designated areas permitting that activity or is required by a disability accommodated pursuant to 6-05-140 Miscellaneous C. ²⁷~~
- ~~B. Placing chewed gum onto any surface in a Metro facility or vehicle other than into a trash receptacle.~~
- ~~C. Drinking or possessing in an open container an alcoholic beverage, except in designated areas where there is notice that drinking alcohol is permitted and all required permits have been obtained. ²⁸~~
- ~~D. Possessing an illegal drug or substance. ²⁹~~
- ~~E. Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with the use of a Metro facility or vehicle. ³⁰~~
- ~~F. Creating a public nuisance or a health hazard by dropping food other than in a proper waste disposal receptacle. ³¹~~
- ~~G. Smoking or vaping is also not allowed within 20 feet of any Metro facility entrance, exit or operable window. ³²~~

6-05-110 Loitering

- A. Metro facilities and vehicles are for transit related purposes. Loitering is not allowed.

~~6-05-120 loitering~~

- ~~A. Loitering is prohibited in Metro facilities and vehicles. ³³~~

6-05-120 Parking and use of Metro Facilities and Vehicles

- A. Vehicles parked at Metro facilities must adhere to parking times and requirements.
- B. Only authorized persons are allowed in non-public Metro areas.

~~6-05-130 lost & found~~

- ~~A. Items found in a Metro facility or vehicle shall be turned in to a Metro operator or other authorized Metro representative, who will forward the items to the Metro Lost & Found or other designated department or agent.~~

- ~~B. Items can be claimed in person at the Metro Lost & Found or other designated department or agent by providing proof of ownership. Items that remain unclaimed for 90 days will be discarded, sold, destroyed or donated to a charitable organization, without liability for Metro or its agents to anyone.⁴⁷~~
- ~~C. Metro is not responsible for items lost in a Metro facility or vehicle.~~

6-05-130 Fares

- A. Proof of appropriate fare is required and must be shown upon request by Metro Representatives.

~~6-05-140 miscellaneous~~

- ~~A. The code is not intended to affect lawful activity or first amendment rights protected by state or federal law, including laws related to collective bargaining, labor relations, or labor disputes.~~
- ~~B. Metro reserves the right to suspend, waive, modify, limit or revoke the application of the code.~~
- ~~C. Metro may refuse service, or access to Metro facilities or vehicles, including eject or exclude, to any person who does not comply with the code or applicable laws.~~
- ~~D. The code incorporates all relevant applicable legislative changes that occur after the date the code is adopted.~~
- ~~E. Acts prohibited under the code are permitted if authorized by agreement, permit, license or a writing signed by an authorized Metro representative.~~
- ~~F. The code applies with equal force to any person who aids or abets in any of the acts prohibited by the code or in the avoidance of any of the requirements of the code.~~
- ~~G. Individuals with disabilities may visit metro.net for information and request a reasonable modification of the provisions of this code. Whenever possible, a request for a reasonable modification shall be made in advance to Metro at accessibility@metro.net, 213-922-6919, or at MS-99-21-5, One Gateway Plaza, Los Angeles 90012. If a request for a modification is made to a Metro operator or other Metro representative, the employee may contact his or her supervisor or control center for guidance. Requests for reasonable modifications will not be approved if the request would: fundamentally alter the nature of the service, program or activity; create a direct threat to the health or safety of others; result in an undue financial and administrative burden; or the individual would be able to fully use the services provided by Metro without the modification. Individuals with disabilities may file complaints regarding reasonable modification or accommodation with Metro Customer Relations by telephone at 800-464-2111 or via email at customerrelations@metro.net.~~

6-05-140 Solicitation

- A. Soliciting is not allowed in Metro facilities or vehicles.

~~6-05-150 noise~~

~~The following acts are prohibited in Metro facilities and vehicles:~~

- ~~A. Disturbing others by engaging in unruly behavior.¹⁹~~
- ~~B. Failing to comply with a warning by a Metro representative to cease creating~~

~~loud, boisterous or unreasonable noise, including unnecessary cell phone or other conversation, that is so loud, lengthy, sexually explicit, threatening, violent, or disruptive, that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition, such as distracting operators of Metro vehicles.~~

~~G. Playing a sound device, except when using headphones or earphones that make the sound inaudible to others unless a permit has been issued for usage of such sound device by Metro.~~²⁵

~~6-05-168 odors~~

- ~~A. A person may not be in a Metro facility or vehicle with an unavoidable grossly repulsive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation or enjoyment of the Metro facilities or vehicles for Metro representatives or patrons, or creates an unsafe condition.²⁴ Notwithstanding the foregoing, this subsection shall not apply to persons with odors directly related to a disability or medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the Metro facility or vehicle by Metro representatives or patrons, or creates direct threat or an unsafe condition.~~
- ~~B. Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals or accompanying animals.~~

~~6-05-170 parking and use of metro facilities and vehicles~~

- ~~A. Parking a vehicle at a Metro facility shall not exceed the posted allowed period of time.~~
- ~~B. Parking or storage of items in Metro facilities may only be used for the designated Metro-related transportation purposes.~~
- ~~C. A person may not perform non-emergency maintenance on a non-Metro vehicle at a Metro facility unless authorized by Metro.~~
- ~~D. Driver training is prohibited at Metro facilities unless authorized by Metro.~~
- ~~E. A person may not enter nonpublic areas in Metro facilities or vehicles, unless authorized by Metro.~~
- ~~F. Persons wishing to hold an event, special meeting or use for commercial purposes, in a Metro facility or vehicle, should contact Metro for information on its policies and procedures, and obtain its approval in advance, for such use.~~

~~6-05-180 photography and recording~~

- ~~A. A person may not photograph, film, duplicate, record or sketch a Metro facility or vehicle for commercial purposes without first obtaining a Metro permit and any other required permits, and paying all required fees.~~
- ~~B. A person who photographs, films or records in a Metro facility or vehicle must comply with all Metro safety requirements, instructions, licenses and applicable laws, including copyright laws.~~
- ~~C. A person may photograph, film, record or sketch a Metro facility or vehicle for non-commercial purposes only in public areas, unless otherwise authorized by Metro, and in a manner, at a time and at a place that does not interfere with Metro operations, or create an unreasonable risk to the safety or well-being of Metro representatives or patrons. Prohibited activities shall include use of a tripod, or laying of cord or cables, in a walkway; use of a flash bulb that is blinding to patrons or Metro representatives; or creating congestion during an emergency evacuation.~~

~~6-05-190 safety~~

- ~~A. The following acts are prohibited in Metro facilities and vehicles:~~
- ~~1. Attaching to, hanging from or riding on any part of the outside of a Metro vehicle, or being inside an area in which the public are prohibited. This section does not apply to an employee conducting Metro business.²⁶~~

- ~~2. Interfering with the safe operation or movement of a Metro vehicle.¹⁴~~
- ~~3. Abandoning personal items.~~
- ~~4. Throwing or kicking a ball, disc or other object where it is not safe to do so.¹⁰~~
- ~~5. Standing, lying or climbing on a sign, bench, passenger shelter, trash container or planter.~~
- ~~6. Extending anything in the path of or through a door or window on a Metro vehicle.¹⁰~~
- ~~7. Entering or crossing rail tracks in a Metro facility, except in marked crosswalks or designated waiting areas, or at the direction of a Metro representative.¹⁰~~
- ~~8. Engaging in sport, horseplay or recreational activities.¹⁰~~
- ~~9. Creating a danger to other persons.~~
- ~~10. Extending any portion of the body through any window opening of a Metro vehicle in an unsafe manner.¹⁰~~
- ~~11. Engaging in any unsafe activity other than those described in Safety Subsection 6-05-190 of the code.~~

~~B. To avoid injury, patrons must use care at all times when on or in a Metro facility or vehicle.~~

~~C. Patrons should be alert and promptly report to Metro or law enforcement any unsafe condition, broken equipment or suspicious activity, odor or package.~~

~~D. Emergencies should be reported immediately to a Metro representative, law enforcement or emergency personnel. Emergencies may be reported using telephones or intercoms if available in the Metro facilities or vehicles.~~

~~E. If a Metro representative or other authorized personnel evacuates a Metro facility or vehicle, patrons shall promptly and orderly follow instructions to avoid injury to other persons.~~

~~F. No person shall remove, tamper with, injure or destroy a Metro vehicle or the contents thereof, with the intent to cause great bodily injury to another person, or place an obstruction in front of a Metro vehicle, or willfully set a Metro vehicle in motion while it is at rest and unattended.²⁷~~

~~G. Elevators shall not be used in a Metro facility in the event of a fire.~~

~~6-05-200 signs~~

~~A. No person shall affix or post signs, stickers, buttons, advertisements, circulars, or other printed materials on or in Metro facilities or vehicles. Written permission must be obtained from Metro prior to placing, posting or displaying a poster, notice, advertisement, sign or other written material on a Metro facility or vehicle.~~

~~B. No persons shall destroy, cover, deface with graffiti, remove, damage or tamper with a Metro poster, sign, advertisement or notice, unless authorized by Metro.²³~~

~~C. Persons shall obey any sign that is intended to provide for the safety and security of transit passengers or the transit system.¹⁰~~

~~D. Persons shall also obey all other notices and signs posted by Metro in a Metro facility or vehicle.~~

~~E. The carrying of signs or stick like items into any Metro facility or vehicle shall be limited and subject to those restrictions set forth in Subsection 210 Solicitation herein.~~

6-05-210-solicitation

- ~~A. No person shall aggressively solicit money or other things of value in a Metro facility or vehicle.²⁰ Aggressive solicitation includes the following:~~
- ~~1. At or near an ATM or ticket vending machine;~~
 - ~~2. Using insults, profanity or threats;~~
 - ~~3. Repeated requests to the same person who has refused; or~~
 - ~~4. Making demands while blocking access to a facility, such as a building or restroom.~~
- ~~B. No person shall solicit public support or distribute materials, for any cause, in Metro vehicles and in underground or non-public areas of Metro facilities where the distribution is disruptive, presents a safety hazard or impedes the movement of Metro patrons.~~
- ~~C. The exercise of freedom of speech is permitted in Metro facilities and vehicles, subject to the following restrictions:~~
- ~~1. Activity at a rail station is limited to street-level areas and areas which are not platform waiting areas for patrons.~~
 - ~~2. Activity may not occur within 15 feet of an elevator, escalator, stairwell or staircase entryway, above-ground platform, loading zone, kiosk, transit entrance or exit, emergency exit or telephone, fare vending machine, or fare media readers or validators, or customer service station.~~
 - ~~3. Activity may not impede transit services or the movement of patrons or Metro personnel.~~
 - ~~4. Pamphlets and leaflets may not be left unattended in a Metro facility or vehicle.~~
 - ~~5. The carrying of signs or placards larger than 30 x 30" in Metro facilities or vehicles is prohibited. Large signs can be folded or rolled up to comply with the 30 x 30" restriction. No pole, stick or other similar object or device utilized to display a sign shall exceed a length of 30 inches, nor shall such object exceed a thickness of 1/4 x 2" wide, or if not generally rectangular in shape, such object shall not exceed 3/4" at its thickest dimension. This limitation is not intended to prohibit walking canes, crutches or similar devices used for mobility assistance by a person with a disability. No object shall have an exposed sharp pointed end.~~
 - ~~6. Carrying of any such signs or sticks must not interfere with the movement, seating, or safety of patrons or Metro representative.~~
 - ~~7. Food and drinks shall not be distributed in Metro facilities or vehicles except by Metro or persons who obtain a permit from Metro.~~
 - ~~8. Tables and portable equipment are prohibited, unless approved by Metro.~~

6-05-220-weapons

- ~~A. A weapon or instrument intended for use as a weapon shall not be discharged or directed at a Metro facility or vehicle, or at a person or object in a Metro facility or vehicle.³⁰~~
- ~~B. Entering a Metro facility or vehicle with a weapon or instrument intended for use as a weapon is prohibited.⁴⁰ This provision does not apply to law enforcement or security personnel.~~

6-05-230 fares

- A. ~~Patrons who ride Metro vehicles or use Metro services must pay all applicable fares and fees.~~⁴¹
- B. ~~Patrons shall show proof of payment of fare upon request by a Metro representative.~~⁴¹
- C. ~~Evading payment of a Metro fare is prohibited.~~⁴¹ ~~Fare evasion includes the following:~~
 - 1. ~~Boarding a Metro vehicle or entering a Metro facility platform or other fare-required zone, without proof of valid fare media or without paying the fare upon boarding a Metro bus.~~
 - 2. ~~Duplicating, counterfeiting, altering or transferring any nontransferable fare media without Metro authorization.~~⁴¹
 - 3. ~~Placing anything other than valid fare media into a farebox, ticket machine, pass reader, or other fare validation or collection device.~~⁴¹
 - 4. ~~Falsely representing oneself as eligible for a waiver or a special or reduced fare, or obtaining fare media by making a false or misleading representation.~~⁴²
 - 5. ~~Refusing to show proof of valid, validated, unexpired fare media upon request by a Metro representative. Patrons shall show identification upon request for the purpose of accurate completion of citation data entry in accordance with posted policies.~~
 - 6. ~~Misusing fare media with the intent to evade payment of a fare.~~⁴³
 - 7. ~~Unauthorized use of a discount ticket or failing to present upon request by Metro or within 72 hours thereafter, acceptable proof of discount eligibility to use a discount ticket and show identification in accordance with posted policies.~~⁴²
 - 8. ~~Boarding through a rear bus door to avoid payment of fare.~~⁴⁴
 - 9. ~~Entering a Metro vehicle or facility when any penalty, fee or assessment for violation of the code is past due or during any exclusion period.~~
 - 10. ~~Entering a Metro vehicle or facility in such a way as to bypass or avoid any fare required zone barriers, such as media collection or validation machines, or Metro representatives collecting fares.~~⁴⁴
- D. ~~No payment will be made to patrons who overpay the required fare or who are ejected or excluded from Metro facilities or vehicles for violating the code or applicable laws.~~

enforcement

6-05-240 enforcement

A. Violations

A person who violates the code is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages and penalties available by law. Enforcement of any provisions of the code involving the payment of any fees, penalties or other administrative amounts, or community service, 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 in addition to the minor for any fees, penalties, fines incurred or damages caused by their minor in connection with a citation.

B. (1) A person who violates any provision of the code other than those described in Section A above and who receives a notice of violation may, within 21 days of the issuance of such notice of violation, request an initial review of the notice of violation by Metro. The request for review may be made by telephone, in writing or in person. There shall be no charge for this review. If following the initial review Metro is satisfied that the violation did not occur, or that extenuating circumstances exist, and that the dismissal of the notice of violation is appropriate in the interests of justice, Metro may cancel the notice of violation. Metro shall notify, in writing the person requesting the review of the results of the initial review. If the notice of violation is not dismissed, reasons shall be provided for the denial. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review when personally delivered five days following the mailing of the decision by Metro.

(2) If the person subject to the notice of violation is not satisfied with the result of the initial review, the person may no later than 21 days following the mailing of the initial review decision request an administrative hearing of the violation. The request may be made by telephone, in person or by mail. The person requesting the administrative hearing shall deposit with Metro the amount due under the notice of violation for which the administrative review hearing is requested. A person may request administrative review without payment of the amount due upon providing Metro with satisfactory evidence of an inability to pay the amount due. An administrative hearing shall be held within 90 days of the receipt of request for an administrative hearing.

(3) The administrative hearing shall include all of the following:

- (a) The person requesting the hearing shall have the choice of a hearing in person or by mail. An in-person hearing shall be held within the jurisdiction of Metro, and shall be conducted according to such written procedures as may from time to time be approved by the Chief Executive Officer of Metro or the Chief Hearing Officer. The hearing shall provide an independent, objective, fair and impartial review of contested violations.
- (b) The hearing shall be conducted before a hearing officer designated to conduct the review by Metro's Chief Executive Officer or Chief Hearing Officer. In addition to any other requirements of employment, the hearing officer shall demonstrate those qualifications, training and objectivity as are necessary and consistent with the duties and responsibilities of the position as determined by Metro's Chief Executive Officer or Chief Hearing Officer. The hearing officer's continued employment shall not be directly or indirectly linked to the amount of penalties imposed by the hearing officer.
- (c) The person who issued the notice of violation shall not be required to participate in an administrative hearing. Metro shall not be required to introduce any evidence other than the notice of violation. The notice of violation, in proper form shall be prima facie evidence of the violation.
- (d) Following a determination by a hearing officer that there is sufficient evidence that a person did commit the violation, the hearing officer may, pursuant to Metro Transit Court policies and procedures, order payment in installments, transit school and/or community service. Where it is determined that circumstances exist such that the dismissal of the notice of violation would best serve the interests of justice, the hearing officer may dismiss the notice of violation and shall provide written reasons in support of that decision. The hearing officer shall have the power and authority to make rulings in the interests of justice within the law and Metro policies concerning notices of

violation and the adjudication of hearings, including the granting of eligibility to attend Metro's Transit School for the purpose of reducing any penalty payment, perform community service in lieu of all or a portion of the payment of fines, or other remedy.

- (e) The hearing officer's decision following the administrative hearing may be delivered personally by the hearing officer or may be sent by first class mail.
- (f) Transit Court shall retain jurisdiction pending completion of any order by the Transit Court, but this shall not toll the period for appeal to Superior Court following the initial order of the Transit Court. The hearing officer's decision at administrative review is final except as otherwise provided by law.

C. Ejection

A person who violates any provision of the code may be ejected by order of an authorized Metro representative and may be excluded from all or a portion of Metro vehicles and facilities. This remedy is in addition to any other fine, penalty, assessment or other remedy available at law. The procedures for exclusion are those set forth in Subsections D–H of this Enforcement Section.

1. A person who violates the code may be immediately ejected from the Metro facility or vehicle, without refund of any fare, by an authorized Metro representative who witnesses a violation.
2. A person who violates the code is subject to an administrative fine or other penalty for each violation, as specified in the Metro penalty schedule approved by the Board of Directors or Chief Executive Officer up to the maximum amount provided by law. The Metro penalty schedule shall include fines, fees, administrative penalties, late payment fines, collection recovery costs and other such amounts. To determine the Metro penalty schedule, the costs to the agency and other relevant factors shall be considered.
3. A person who violates the code must, in addition to any fines or penalties listed in Metro's penalty schedule, or as otherwise required by law, pay restitution if the violation involves damages.
4. A violation of the code that is also a violation of a local, state or federal law may be prosecuted in a court proceeding by the appropriate authority, in addition to any enforcement by or remedies available to Metro.
5. Failure to comply with a Notice of Exclusion may result in fines, a citation for criminal trespass, and any other applicable criminal and civil remedies.
6. Metro may establish procedures concerning the administration of any hearing provided such procedures are not in conflict with applicable law or the code, and are approved by the Metro Board or the Chief Executive Officer or Chief Hearing Officer.
7. Metro's Board of Directors or Chief Executive Officer or Chief Hearing Officer shall designate the officers, employees, consultants or contractors who shall be authorized to issue notices of violation, citation, order ejections and exclusions, or otherwise carry out the duties under the code and any requisite training for such persons.

D. Exclusion

1. A person, who violates the code or a law in a Metro facility or vehicle, may be excluded from all or part of Metro facilities and vehicles either indefinitely or for a period of time specified in the Metro penalty schedule or notice of exclusion provided pursuant to Subsection E below.

2. Any person to whom a notice of violation or Penal Code citation or written warning pertaining to an offense, which occurred on or in a public transit facility or vehicle, was issued, and: (a) who has received a citation or written warning for the same violation at least three times in the prior 12 months; or (b) who has failed to pay any applicable fines, fees, penalties or other administrative amounts by the due date, or otherwise resolve the citation when such payment was due; or (c) who is the subject of any outstanding warrant, pending trial, or convicted with respect to any Penal Code offense that is alleged to have occurred on or in a public transit system facility or vehicle, is subject to exclusion, and may receive a notice of exclusion pursuant to Subsection E below.
3. A person excluded under the code may not enter a Metro facility or vehicle during the period of exclusion. Metro may take any reasonable steps necessary to enforce an order of exclusion, including criminal arrest or such other remedies as may be available at law.

E. Notice of Exclusion

A notice of exclusion shall be given by Metro or its authorized representative by personal delivery, first class mail, or if the person does not provide Metro or its representative with a valid current address, to the address provided by the excluded person at the time of any underlying violation(s), or at the excluded person's last known address. A notice of exclusion is deemed received on the date of personal delivery or five days after the date the notice of exclusion is mailed. The notice of exclusion shall specify the reason for exclusion, the places or transit lines from which the person is excluded, the duration of exclusion, the consequences for failing to comply with the terms of exclusion, and the right to seek review or appeal the decision. Any exclusion shall begin on the third day following receipt of the notice of exclusion unless otherwise specified in the notice of exclusion, except that exclusions issued for a period of one day or less are effective at the time the notice of exclusion is received. The exclusion, or other remedy, shall be suspended upon Metro's receipt of a request for review and until the review is decided.

F. Review Request

An excluded person may request a review of the exclusion. The exclusion shall be suspended upon Metro's receipt of a request for review of a notice of exclusion, and until the review is decided and notice of the decision or review is received by the excluded person. The request for review must be made in writing, and may be submitted by mail, or in person or as otherwise provided in the notice of exclusion, within five days after the notice of exclusion is received from Metro. A request for review or notice of decision or review is deemed to be received on the date it is personally delivered, or if mailed, five days after the date of the postmark. The excluded person will be notified of the date for public hearing by mail or in person. The excluded person may request that the exclusion be rescinded or waived for good cause, that the places of exclusion be altered, or that the duration of exclusion be reduced or be permitted to participate in any diversion program available by Metro for which such persons are eligible. The request should include a copy of the notice of exclusion or the number assigned to the notice, a request for review, the current mailing address and signature of the excluded person, and any written statement (and supporting documentation) to explain why the exclusion should be rescinded, waived, altered, reduced or otherwise modified.

G. Administrative Review

The hearing shall be conducted by a hearing officer who is fair and impartial. The excluded person is not required to attend the hearing, and shall have the choice of the hearing being conducted by mail or in person. No Metro representative shall be required to attend the hearing. Metro may submit a copy of the notice(s) of violation, any notice of exclusion, and any documentation or statement by the Metro representative(s) issuing the notice(s) of violation or notice of exclusion. Any notice(s) of violation and/or notice of exclusion shall be received into evidence. Other relevant evidence submitted may be received into evidence at the determination of the presiding hearing officer. Copies of the notice(s) of violation and/or notice(s) of exclusion shall be prima facie evidence of the facts stated therein and shall establish a rebuttable presumption supporting the exclusion of the individual. At the hearing, the hearing officer will review the prima facie validity of the notice of exclusion. Metro and the excluded person may present evidence, including witness testimony, to the hearing officer and may question witnesses who are present at the hearing. The hearing officer's decision shall be based on a preponderance of the evidence. Hearing officers shall have the discretion to dismiss or reduce the fines or other penalties, cancel the notice of exclusion, and make necessary modifications in the interests of justice, including permitting enrollment in an appropriate Metro diversion program for which such person is eligible, in accordance with any policies or procedures adopted by the Metro Hearing Unit. Continuances of the appeal hearing are disfavored but may be ordered by the hearing officer. The hearing officer may authorize the recording of the hearing. The decision of the hearing officer shall be made in writing. The decision of the hearing officer shall be deemed in full effect upon personal service to the excluded person or five days after the mailing of the decision to the address provided by the excluded person.

H. Schedule

Metro shall adopt a penalty schedule of administrative penalties, and any necessary additional procedures in furtherance of enforcement of this code. The schedule and any procedures deemed necessary shall be subject to the approval of the Chief Executive Officer.

- I. This ordinance shall be in full force and effective on February 27, 2012.⁴⁶
- 1 49 CFR 37.3
- 2 ADA Title II, section
- 35.104 3 49 CFR 37.123
- 4 Civil Code § 54.25
- 5 Civil Code §§ 54.1-54.2; 28 CFR 36.104
- 6 Penal Code § 640(b)(5)
- 7 Vehicle Code § 406
- 8 Penal Code § 640(d)(4)
- 9 Vehicle Code § 22500(i); Vehicle Code § 22523(b)
- 10 Public Utilities Code § 99170
- 11 Vehicle Code § 21701
- 12 Public Utilities Code § 99170(a)(2)
- 13 Civil Code § 54.1
 - 14 Penal Code §§ 241.3, 243.3, 243.35, 245.2, 640(b)(2) & 640(d)(1)
- 15 Penal Code § 602.7
- 16 Penal Code § 640(b)(4)
- 17 Penal Code § 640(d)(2)
- 18 Penal Code § 640(d)(3)
- 19 Penal Code § 640(d)(1)
- 20 Penal Code §§ 241.3 & 245.2
- 21 Penal Code § 647(a)
- 22 Penal Code § 647(b)
- 23 Penal Code §§ 594, 640.5-640.8
- 24 Penal Code § 374.4
- 25 Penal Code §§ 243.3 & 243.35
- 26 Public Utilities Code §99170(a)(4)
- 27 Penal Code §§ 640(b)(1) & (b)(3)
- 28 Penal Code § 640(b)(1)
- 29 B & P Code § 25662; H & S Code §§ 11350-11351, 11357
- 30 Penal Code § 647(f)
- 31 Civil Code § 3479
- 32 Government Code § 7597(a);

- Penal Code § 640(b)(3)
- 33 Penal Code § 647(h)
- 34 Penal Code § 647(e)
- 35 Penal Code §§ 640(b)(2) & (d)(1)

36 Vehicle Code §§ 21203 & 21712

37 Penal

Code § 625c

38 Penal

Code § 647(c)

39 Penal Code §§ 245.2, 247(b) & 171.7

40 Penal Code

§ 171.7 41

Penal Code §

640(c)

42 Penal Code §

640(c)(3) 43

Penal Code §

640(c)(2) 44

Penal Code §

640(c)(1) 45

Penal Code §

640(e)

46 Amendments adopted

02/28/2013 effective 30
days after publication in a
newspaper of general
circulation.

47 Civil Code § 2080.6

Metro Customer Code of Conduct
chapter 6-05 penalty schedule

metro customer code of conduct chapter 6-05 penalty schedule*

code section	description	1st offense**	2nd offense	3rd offense	4th offense	5th offense	or greater
6-05-040 Bicycles, Skateboards and Skates							
6-05-040.A	Riding bicycles and skateboards in Metro facility	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days	
6-05-040.C	Tandem, three-wheeled or fuel-powered bicycles are not permitted in Metro facilities	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days	
6-05-050 Blocking							
6-05-050.A-E, H, I	Blocking, operating or obstructing Metro vehicle, impeding safe boarding	> Notice of violation > \$75 fine > Ejection	> Notice of violation > \$75 fine > Ejection	> Notice of violation > \$75 fine > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days	
6-05-100 Disorderly Conduct							
6-05-100.A-I, K-N	Spitting, hazardous material, urinating, defecating, throwing an object, gambling, hanging from rails, inciting violence, lewd	> Notice of violation > \$75 fine > \$40 fine for	> Notice of violation > \$75 fine > \$40 fine for	> Notice of violation > \$75 fine > \$40 fine for minors	> Notice of violation > \$75 fine > \$40 fine for	> Notice of violation > \$75 fine > \$40 fine for	

	conduct, prostitution, vandalizing/tampering, littering, injuring person or property	minors > Ejection	minors > Ejection	> Ejection > Exclusion for 30 days	minors > Ejection > Exclusion for 60 days	minors > Ejection > Exclusion for 90 days
6-05-110	Food, Alcohol and Drugs					
6-05-110.A	Eating, drinking, smoking, vaping	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-110.B	Placing chewing gum onto Metro property	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days

6-05-110.C	Drinking alcohol	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-120	Loitering					
6-05-120.A	Loitering	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-150	Noise					
6-05-150.A	Disturbing others	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-150.B	Creating disruptive noise	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days

6-05-150.C	Playing sound device	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-090 Commercial Activity						
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-200 Signs						
6-05-200.A-D	Post, destroy, failure to obey signs	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days 	<ul style="list-style-type: none"> > Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days

6-05-210 Solicitation						
6-05-210.A-B	Solicitation	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > \$40 fine for minors > Ejection > Exclusion for 90 days
6-05-230 Fares						
6-05-230.A, C (1), (5), (6), (8), (10)	Patrons must pay fare; fare evasion	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days
6-05-230.B	Proof of payment	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	of > Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days

6-05-230.C (2-4), (7), (9)	Misuse of fare media	> Notice violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	of > Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 30 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 60 days	> Notice of violation > \$75 fine > Diversion Program in lieu of \$40 fine for minors ¹ > Ejection > Exclusion for 90 days
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* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a notice of violation is eligible to complete Metro Transit School and community service, which may only be completed once in any 12-month period upon order of a Metro Hearing Officer.

¹ This amount is used to calculate the number of diversion program hours a minor might complete to satisfy a written warning or notice of exclusion, or that a minor/parent might select in lieu of non-fiscal remedies.

violations of the customer code that will be addressed through ejection*

code section	description	1st offense**	2nd offense	3rd offense	4th offense	5th offense or greater
6-05-030	Animals					
6-05-030.A-C	Animal control	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040	Bicycles and Skates					
6-05-040.C	Prohibited bicycle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.D1-D2,D6,D7	Failure to control bicycle properly while using Metro	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-040.G	Persons under 14 with bike must be accompanied by an adult	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-050	Blocking					
6-05-050.E	Obstruction of doors	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060	Boarding, Exiting and Seating					
6-05-060.B	Failure to maintain control of children	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.C	Signaling in path of or touching moving bus	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-060.D	Failure to yield seat to senior/disabled	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-070	Carts and Strollers					
6-05-070.A-D	Improper use of carts and strollers	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-080 Civility, Compliance and Cooperation						
6-05-080.E	Failure to wear shirt, pants, skirt or shoes	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-090 Commercial Activity						
6-05-090.A, B, C	Permit required, comply with permit rules, no commercial activity in prohibited area	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100 Disorderly Conduct						
6-05-100.E	Gambling	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.J	Feet/shoes on seats	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-100.L	Littering, dumping	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-110	Food, Alcohol and Drugs					
6-05-110.B	Placing chewing gum on Metro property	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-160	Odors					
6-05-160.A	Unavoidable grossly repulsive odor	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-170	Use of Metro Facilities					
6-05-170.F	Failure to obtain permit for use of Metro facility	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-180	Photography and Recording					
6-05-180.A-C	Failure to obtain permits and follow Metro rules and policies	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190	Safety					
6-05-190.A.3	Abandoning personal items	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.4-8	Unsafe conduct on Metro vehicles or in Metro facilities	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-190.A.10	Extending body through window of Metro vehicle	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200	Signs					
6-05-200.A	Posting signs, stickers in Metro facilities or on Metro vehicles	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.B	Destroy Metro sign, ad, notice	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-200.C-D	Failure to obey signs	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
6-05-210	Solicitation					
6-05-210.B	Distributing materials	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection

6-05-210.C.1-8	Failure to comply with time, place and manner restrictions	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection	Warning and/or ejection
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* Pursuant to the Customer Code of Conduct Section 6-05-240(C) any person who commits a criminal offense, or fails to pay a penalty when due or violates any provisions of the code, including those not listed above, may be ejected from a Metro vehicle or facility by order of an authorized Metro representative, and may be excluded from all or a portion of Metro vehicles and facilities.

** All violators are subject to all penalties listed above. An individual who received a notice of violation is eligible to complete Metro Transit School and community service, which may only be completed once in any 12-month period upon order of a Metro Hearing Officer.

customer code offenses, which when cited on metro property, in a metro facility or vehicle, may result in ejection and/or exclusion, orders in addition to criminal or other penalties*

code section	description	1st offense**	2nd offense	3rd offense	4th offense	5th offense or Greater
6-05-80	Civility, Compliance and Cooperation					
6-05-80.A	Abuse or harassment of Metro personnel or patrons	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100	Disorderly Conduct					
6-05-100.H	Soliciting lewd conduct	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.I	Prostitution	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.K	Graffiti	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.L	Littering	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-100.M	Injuring another person or damaging property	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110	Food, Alcohol and Drugs					
6-05-110.D	Possession of a drug or illegal substance	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-110.E	Being under the influence of drugs or alcohol	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120	Loitering					

6-05-120.A	Loitering in Metro facilities or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-120.B	Remaining in Metro vehicle or facility without lawful transportation purpose	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-190	Safety					
6-05-190.F	Tampering with a Metro vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

6-05-210	Solicitation					
6-05-210.A	Soliciting in a Metro facility or vehicle	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220	Weapons					
6-05-220.A	Discharge of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion
6-05-220.B	Possession of a weapon	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion	> Ejection > Notice of exclusion

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Current Code 6-05-	Proposed Code 6-05-
030 Animals	030 Animals
040 Wheeled Riding Devices	040 Wheeled Riding Devices
050 Blocking	050 Safe Movement of People and Transit Operations
060 Boarding, Exiting and Seating	060 Seating
070 Carts, Strollers and Luggage	070 Carts, Strollers and Luggage
080 Civility, Compliance and Cooperation	080 Respect and Cooperation
090 Commercial Activity	090 Commercial Activity
100 Disorderly Conduct	100 Creating a Safe Environment
110 Food, Alcohol and Drugs	110 Loitering
120 Loitering	120 Parking and Use of Metro Facilities and Vehicles
130 Lost & Found	130 Fares
140 Miscellaneous	140 Solicitation
150 Noise	240 Enforcement
160 Odors	
170 Parking and Use of Metro Facilities and Vehicles	
180 Photography and Recording	
190 Safety	
200 Signs	
210 Solicitation	
220 Weapons	
230 Fares	
240 Enforcement	

Metro's Customer Code of Conduct

GINA OSBORN

CHIEF SAFETY OFFICER

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
