



## STUDENT PASS PROGRAM – PASSENGER POLICIES & SAFETY TIPS

### PASSENGER POLICIES

Please respect the bus operator’s and other METRO staff authority to manage a safe environment. Customers who violate these polices may lose riding privileges.

\*METRO has created additional policies and modified some of our guidelines to help in our efforts to decrease the spread of COVID-19. These modified guidelines (\*) may be updated in the future; they will be enforced until further notice.

<p><b>No smoking, drugs, alcohol, or dangerous materials</b></p>	<p>Use of tobacco products (and e-cigarettes), drugs, or alcohol is not allowed on METRO buses, at bus stops and shelters, or at the METRO Pulse at Elm Street. Dangerous materials are not allowed on METRO property.</p>
<p><b>*Maintain physical distancing.</b></p>	<p>Make every effort to ‘keep your distance’ (at least six feet) from other passengers and the bus operator.</p>
<p><b>*No shirt, no shoes, no face covering – no service. Passengers must wear a face covering.</b></p>	<p>To help keep each other healthy, passengers must wear a face covering when the board and keep it on wearing it throughout their ride on METRO.</p>
<p><b>*No eating or drinking on METRO buses.</b></p>	<p>Please NO eating or drinking on the bus. It’s important to keep your face covered while riding METRO.</p>
<p><b>*Rear door boarding; fares are suspended</b></p>	<p>Until further notice, passengers should only use the front door when needed for accessibility. Fares have been suspended until further notice.</p>
<p><b>Do not distract bus operator.</b></p>	<p>Interfering with the safe operation of a transit vehicle is hazardous to you and everyone else. If you must talk with the bus operator, please limit conversation to when the bus is at a bus stop. (Always keep your distance.)*</p>
<p><b>Do not bother other passengers. Harassment NOT Tolerated.</b></p>	<p>METRO has <b>ZERO TOLERANCE</b> for harassment of any kind. Passengers found to be harassing other passengers will have their riding privileges suspended and may face criminal prosecution if any laws are violated.</p>

<p><b>*Take personal items with you when you exit the bus.</b></p>	<p>Due to safety concerns, METRO has suspended its Lost and Found service. All items found are discarded. Please look around your seat and don't leave any items.</p>
<p><b>Support a safe, comfortable and clean travel experience for all. Keep the bus clean and safe.</b></p>	<p>No disruptive behavior; use G-rated language; clean-up after yourself; keep body parts inside the bus, and never throw objects in or outside the bus. Your tax dollars paid for this bus, so treat it nicely. Vandalizing or damaging a METRO bus or shelter will mean you can't use it anymore.</p>
<p><b>Keep your tech to yourself.</b></p>	<p>Be courteous when using technology. Use headphones when listening to music. And no one wants to hear your cell phone conversation, so keep it short and quiet.</p>
<p><b>Give up your seat.</b></p>	<p>If you see someone who is less physically able than yourself on <b>the bus</b>, please volunteer <b>the seat</b>. If someone asks you to <b>give up</b> a <b>seat</b> or move over to accommodate someone, please cheerily agree.</p>
<p><b>*Priority Seating/Mobility Aid Securement Area.</b></p>	<p>Designated seats at the front of the bus are reserved for persons using mobility aids. Passengers sitting in the mobility aid securement area will be required to move to accommodate a person using a mobility aid.</p>
<p><b>*Stay behind the designated line</b></p>	<p>The line has been moved back. Please keep your distance from the bus operator and other passengers.</p>
<p><b>*Please keep the aisles clear.</b></p>	<p>Capacity on METRO buses is limited. So passengers can safely enter and exit, do not block aisles or doors.</p>
<p><b>Oversized Items.</b></p>	<p>Passengers without disabilities traveling with large items, must position their items so they are out of the aisle. The Bus Operator may require you to exit the bus, if a passenger using a mobility needs to use this area.</p>
<p><b>Service animals and pets.</b></p>	<p>Service animals are allowed when accompanying a person with a disability but must be kept under control. Pets of any kind must be kept in a contained carrier.</p>
<p><b>One seat to a person.</b></p>	<p>Your bag, laptop or backpack belongs on your lap or under your seat, not on the seat next to you.</p>

## STUDENT PASS PROGRAM

The 2020-2021 school year marks the fifth year anniversary of METRO and Portland Public Schools partnership of providing transportation for Portland Public High School students.

This fall, PPS high school students (grades 9-12) at Portland, Deering, and Casco Bay High Schools can use the new Dirigo TouchPass Mobile App or Dirigo TouchPass Card to travel on METRO. (Also accepted on South Portland Bus Service and Biddeford Saco Old Orchard Beach Transit).

The Dirigo TouchPass can be used evenings, weekends, holiday breaks, and summertime. Board the bus and tap your card on the reader at the front of the bus; or, scan the QR code on your phone.

Students will be registered for the Dirigo TouchPass mobile app (or smartcard) at the beginning of the 2020/2021 school year. Cards lost, stolen, or damaged will be replaced for \$5.

**IMPORTANT: Student passes issued through this program ARE NOT transferable and are NOT VALID if a student transfers out of the PPS system.**

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## SAFETY AND USER TIPS

Additional safety tips have been created or modified as part of our efforts to decrease the spread of COVID-19. These modified guidelines (\*) may be updated in the future. Please read and follow.

**\*Stay home if you're sick; Wear a face covering; Maintain physical distancing.** Several new policies and guidelines have been created as a response to the COVID 19 virus as part of our safety efforts. We are asking all riders to follow these guidelines.

**Get to the bus stop a few minutes early.** Buses should never leave a stop early; but, they may run late or be right on time. Download 'transit app' or 'Moovit' on your smartphone; or text the stop # to 41411 for arrival info.

**Do not run after a bus.** It's not safe, and we don't want our passenger to get injured.

**Wait for the bus to come to a complete stop.** Never try to board or exit a bus while it's in motion.

**Know your stop and pull the cord.** Pull the cord so the bus operator has time to stop safely.

**\*Exit bus by the rear door.** It's easier and allows passengers to board quicker.

**Cross street behind the bus.** Wait for the bus to leave; cross street or go to the cross-walk.

**Smile, you're on camera.** All buses are equipped with security cameras. If incidents occur, METRO, your school, and occasionally police departments can investigate what happened.

**Bus stops after dark.** If you're travelling alone, try to choose a bus stop that's well-lit. Be smart and alert about your surroundings. Use your cell phone as a light if you need one.

**Help your fellow passengers.** If you see that a fellow passenger is in an uncomfortable situation, ask them if they are ok or if they need help if you feel safe doing so.

**See something - Say something.** If you see suspicious behavior or unattended packages, please report this to the Bus Operator, to Metro staff or to the police.

**The Bus Operator is your safe haven. You have the right to NOT be harassed or bothered while using Metro.** If you ever have a problem on the bus or feel unsafe in any way, the Bus Operator is there to help. Let the Bus Operator know what the problem is and he/she will take action.

## Question? Need a schedule?



### Greater Portland METRO:

Call: 207-774-0351 | e-mail: [info@gpmetro.org](mailto:info@gpmetro.org) | [gpmetro.org](http://gpmetro.org) |  
Facebook: <https://www.facebook.com/METROBUSGreaterPortland>



### Biddeford Saco Old Orchard Beach Transit (BSOOB Transit):

Call: 207-282-5408 | [info@bsoobtransit.org](mailto:info@bsoobtransit.org) | <https://bsoobtransit.org/>  
[Facebook](#)



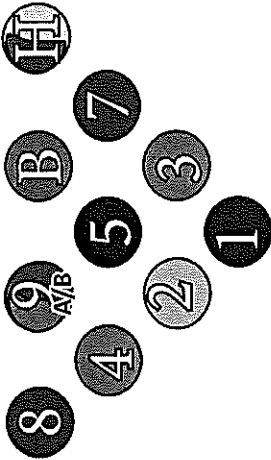
### South Portland Bus Service:

Call 207-767-5556 | E-mail: [rsargent@southportlandbus.org](mailto:rsargent@southportlandbus.org) |  
[southportland.org](http://southportland.org) | Facebook: <https://www.facebook.com/sopobusservice>

**You have the right to be treated the same as everyone else while using public transit.**

If you believe you've been discriminated against due to **race, ethnicity, national origin or a disability**, please contact METRO to submit a complaint or [download this form](#).

# 10 ROUTES



Check out when your bus is due to arrive at your stop. Download the **Moovit App**, text the stop ID# to 41411 or track your bus at **SMITRACKER.COM**.

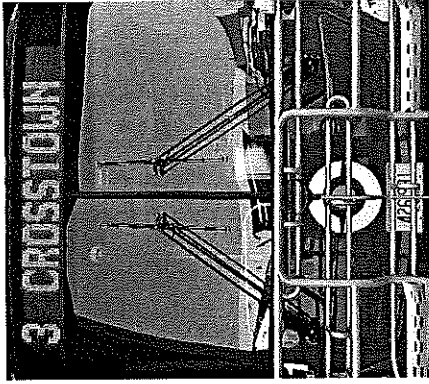
Trip Planning with: [GoogleMaps.com](http://GoogleMaps.com), [Moovit](http://Moovit), or [Transit App](http://Transit App).

METRO provides public transportation to Brunswick, Falmouth, Freeport, Gorham, South Portland, Westbrook, and Yarmouth, with connections to Casco Bay Ferry, Portland JetPort, Amtrak Downeaster, Concord Coach and other regional transit options.

**NEW this Year:** With [DiriGo TouchPass](http://DiriGo TouchPass), students can also access [South Portland Bus Service](http://South Portland Bus Service) and [Biddeford Saco Old Orchard Beach Transit \(BSOOB Transit\)](http://Biddeford Saco Old Orchard Beach Transit (BSOOB Transit)).

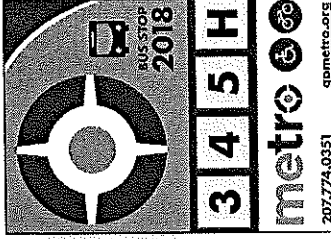
# How to Ride the Bus

Students at Portland's Public High Schools receive a **Yearly Travel Pass**, allowing **FREE and unlimited use** of METRO bus routes -- includes weekends, holidays, and school breaks.



**Route # and Destination**  
 Look for route number and destination displayed at the top of the front of the bus.

Wait for the bus at a bus stop. There are hundreds throughout the Greater Portland region.



# 5 Minutes

It's a good idea to arrive at your bus stop at least 5 minutes before the bus is due to arrive. Use a hand motion to signal the driver at your bus stop.

# Boarding the Bus

- Board the bus when it stops and after all the passengers have exited the bus. Have your **DiriGo TouchPass MOBILE APP** or **DiriGo TouchPass** card ready to scan or tap the reader when you board the bus.
- Find a seat as soon as you pay your fare. Seats in the front are for seniors and persons with disabilities.
- If there are no seats available, it's ok to stand and hold on. Make sure you stand behind the yellow line.
- **When you are ready to get of the bus**, pull the **YELLOW CORD** on the top of the window to request your stop. Wait for the bus to come to a complete stop before exiting. Exit through the back door. **BE SAFE: DO NOT** walk in front of the bus. Wait for the bus to leave before crossing the street.

**IMPORTANT:** Wear a face covering and follow other **METRO Passenger Policies**.



[DiriGoTouchPass.org](http://DiriGoTouchPass.org)

