

# ATTENTION METRO RIDERS

## TRAVEL IN SANTA CRUZ COUNTY IS PROHIBITED EXCEPT FOR ESSENTIAL ACTIVITIES.

In compliance with the March 16, 2020  
Santa Cruz County Health Services Agency



### ESSENTIAL ACTIVITIES INCLUDE:

- TRAVEL TO WORK AT AN ESSENTIAL BUSINESS OR TO MAINTAIN ESSENTIAL GOVERNMENT FUNCTIONS
- TRAVEL TO MEDICAL FACILITIES FOR TREATMENT OR TO OBTAIN SERVICES, INCLUDING TRAVEL TO THE COUNTY EMELINE COMPLEX
- TRAVEL TO OBTAIN MEDICATION OR FOOD

### PASSENGER BAGGAGE:

- PASSENGERS MAY ONLY BOARD THE BUS WITH EQUIPMENT, BAGS, BACKPACKS, ETC. THAT ARE NECESSARY TO THAT ACTIVITY.
- BAGGAGE & EQUIPMENT MUST BE HELD PASSENGER'S LAP.
- BAGS OR BELONGINGS NOT ESSENTIAL TO THE ESSENTIAL ACTIVITY OR THAT CANNOT BE CARRIED ON ONE'S LAP ARE NOT PERMITTED ON THE BUS

### PASSENGER BOARDING:

- PASSENGERS WAITING TO BOARD THE BUS MUST BE SIX FEET BEHIND OR AWAY FROM OTHER PASSENGERS
- **EFFECTIVE IMMEDIATELY, AND IN COMPLIANCE WITH THE COUNTY HEALTH OFFICER'S ORDER, METRO WILL REQUIRE THAT ALL METRO CUSTOMERS, AT ALL TIMES, WEAR A FACEMASK OR FACE COVERING WHEN WAITING AT A BUS STOP AND OR RIDING THE BUS. FACE COVERINGS MAY BE: BOUGHT OR HOMEMADE MASKS, BANDANAS, NECK GAITERS, T-SHIRTS, TOWELS OR OTHER CLOTH MATERIALS. METRO ALSO ENCOURAGES WEARING GLOVES AND USE OF HAND-SANITIZER TO PREVENT SPREADING OF COVID 19 ON THE BUS. METRO WILL DENY SERVICE TO ANYONE NOT COMPLYING WITH THE COUNTY HEALTH OFFICER'S ORDER.**

- ALL PASSENGERS ARE TO BOARD THE BUS THROUGH THE REAR DOORS.
- CUSTOMERS REQUIRING TO BOARD THROUGH THE FRONT DOORS MAY REQUEST THAT THE BUS BE KNEELED OR THE RAMP DEPLOYED TO FACILITATE BOARDING THROUGH THE FRONT DOORS. MAINTAIN SOCIAL DISTANCE FROM OPERATOR IF BOARDING THROUGH THE FRONT DOORS.
- PASSENGERS ARE TO EXIT THE BUS THROUGH THE REAR DOORS UPON REACHING THEIR DESTINATION.
- SIX FEET OF SOCIAL DISTANCE MUST BE MAINTAINED AT ALL TIMES BETWEEN OPERATORS AND CUSTOMERS, BOTH ON THE BUS AND OFF THE BUS.
- METRO WILL LIMIT THE NUMBER OF PERSONS BOARDING A BUS. CAPACITY WILL BE DETERMINED BY SIZE OF BUS AND CAN RANGE FROM 5 TO 12 PERSONS PLUS 2 MOBILITY DEVICES. IF BUS REACHES MAXIMUM RIDER CAPACITY THE BUS WILL NOT STOP AT BUS STOPS UNTIL SPACE IS AGAIN AVAILABLE FOR NEW PASSENGERS TO BOARD.
- THE HIGHWAY 17 EXPRESS SERVICE WILL BE REDUCED. SEE AMENDED SCHEDULES POSTED OR ONLINE, CALL CUSTOMER SERVICE AT 831-425-8600.

TRAVEL FOR NON-ESSENTIAL ACTIVITIES IS A VIOLATION OF COUNTY SHELTER-IN-PLACE ORDER AND WILL BE REPORTED TO LAW ENFORCEMENT.