

Welcome Aboard

The Miami-Dade Transit (MDT) Office of Safety and Security is proud to provide a secure ride for our 300,000 daily passengers as well as for the 2,080 bus and train operators responsible for driving you, our passengers, in a safe, reliable, and efficient manner to your various destinations.

As a part of our efforts to ensure a safer and seamless commuting experience for you, MDT monitors all modes of transit 24 hours a day and implements counter measures that help to reduce the occurrence of criminal acts during your commute. As an additional safety measure, we are pleased to partner with local law enforcement agencies and a privately-contracted security agency to further make certain that your ride with MDT is secure.

To this end, I invite you to take a moment to read the information provided in this brochure regarding passenger conduct and safety. Please familiarize yourself with the printed guidelines for passengers, as well as with the helpful numbers provided for Lost & Found items and our 24-hour Hotline.

Once again, welcome aboard, and thank you for choosing Miami-Dade Transit for your daily commute.

Passenger Safety Information

- Shoes and shirt must be worn by the passenger at all times.
- Upon boarding Metrobus or Metrorail, find a seat and relax. Keep your arms, legs and personal items out of the aisles. If you must stand, please move as far to the back of the bus or train as possible. It is not permitted for a passenger to stand or sit in the door stairwells.
- Seats in the front of the bus, directly behind the operator and next to the door, are designated for senior citizens and people with disabilities and should be vacated if requested.
- To signal the bus operator to stop, just pull the cord, or push the stop button or tape, one block before your stop. Wait for the bus to come to a complete stop. Exit through the rear door whenever possible. Do not walk directly in front of the bus after exiting.
- Customers with visual impairments might not be able to identify their bus stop or rail station, and will have to ask for their stop to be announced. The passenger may request for the stop announcement to be made at the time that he/she boards the bus or train.
- Caution: Do not run after a Metrobus, Metrorail, or Metromover vehicle that has just left a bus stop, Metrorail station, or Metromover station in an attempt to stop it.
- Use the appropriate walkways to get to your bus stop and/or your desired spot on the rail or mover platform.
- If you wish to transport a bicycle on Metrobus, properly secure your bike on the rack attached to the front of the bus (each rack holds a maximum of two bikes), always staying in view of the bus operator. Then board the bus and pay your fare. As the bus approaches your stop, let the driver know that you have to unload your bike. Exit through the front door.
- If you wish to transport a bicycle aboard Metrorail, please remember to board the last car of the train.
- For the safety and comfort of everyone, playing music on any device without earphones; smoking; and animals (except service animals) are not permitted on

any Metrobus, Metrorail, or Metromover vehicle.

- Don't play near Metrobus stops or on the Metrorail or Metromover platform; pushing and shoving can cause accidents.
- Hold on to your child when a Metrobus, Metrorail, or Metromover vehicle approaches.
- Wait for the vehicle to stop before approaching.
- Wait for exiting passengers to leave, then board.
- Watch your step, especially at night or in wet weather.
- Take a seat if possible; always use handrails and handholds.
- Be ready to exit when you arrive at your stop or station.
- Step away after exiting. Do not walk in front of the bus after exiting.
- Wait on the sidewalk away from the curb, not in or near the street.
- Keep all parts of your body inside the bus, rail, or mover vehicle.
- If you drop something when exiting, leave it on the ground until the Metrobus, Metrorail, or Metromover vehicle has left the stop or station.

If you see something suspicious, please call the Miami-Dade Police Department's non-emergency number, 305-4-POLICE, or 911 for emergencies.

Know the Law

Under County Ordinance #30B, the following acts are considered unlawful on any transit vehicle or any part of the transit system:

- Impeding or hindering bus or train operators in the performance of their duties.
- Refusing to pay fares.
- Playing any radio, television, cassette player, recorder or other sound-producing device/electronic audio or video playback device or musical instrument without the use of earphones. These devices and instruments may be played along the linear park underneath the Metrorail guideway only if they are not annoying or a nuisance.

- Creating a nuisance and using any insulting or obscene language.
- Carrying, transporting or igniting any explosive, fireworks, acid or flammable liquid.
- Misuse of transfers, passes, tickets or other fare media with the intent to evade fares.
- Refusing to pay the established fare, evading payment of fare, or entering through rear doors or emergency exits of any transit vehicle, guideway or facility.
- Making, possessing, using, offering for sale, bartering/exchanging, passing, or delivering any forged, counterfeit or falsely altered pass, permit, fare card, transfer, identification card, certificate or other authorization purporting to be issued by or on behalf of MDT.
- Altering, abusing, or giving to another person any transfer or other fare medium, unless specifically authorized by the terms stated on the transfer or the other fare medium.
- Eating, drinking, or carrying an open container of food or beverage.
- Smoking or spitting inside the bus, a Metrorail or Metromover vehicle, or any area of a Metrorail or Metromover station.
- Willfully committing any unsanitary act inside the bus, a Metrorail or Metromover vehicle, or any area of a Metrorail or Metromover station. Such acts include disposing of materials, garbage, papers, refuse, or other forms of trash, except when they're disposed in any of the receptacles conveniently located on Metrorail platforms for this purpose.
- Using a comfort station or restroom, toilet or lavatory facility in an unsanitary manner.
- Blowing or spreading any bodily discharge on any part of the transit system.
- Placing any foreign object in any plumbing fixture.
- Gambling, soliciting or carrying on illicit business.
- Littering, vandalizing or defacing transit property. Prohibited activities include, but are not limited to the unauthorized marking of any part of a bus, Metrorail or Metromover vehicle with spray paint and other marking

substances, graffiti, the cutting or mutilating of seats on Metrorail trains or buses, and the injuring or destruction of any tree, plant or other vegetation located within the transit system.

- Placing any obstruction or barrier on Metrorail or Metromover guideways, doors, or tracks.
- Boarding Metrorail, Metromover or Metrobus with animals/pets that are not in properly enclosed containers, such as cages, kennels, or other pet carriers like bags and backpacks while inside the bus or train provided that the pet will not represent a threat to or interfere with other customers, or that the pet and/or container will not interfere with the operation of the bus or train. All pets/animals and/or containers must be kept out of the aisles and stairwells or steps, while aboard Metrobus, Metrorail or Metromover. The size of the container may not impede a passenger's safe egress from the vehicle or bus; this excludes service animals (i.e. guide dogs, signal dogs, or other animals individually trained to perform tasks for customers with a disability). Animals may be permitted to use the linear park underneath the Metrorail guideway provided that they do not damage and cause any nuisance or inconvenience.
- Making a false report of conduct on, the operation of, or a threat concerning any part of the transit system.
- Bringing or operating a bicycle inside a bus or train, or any area of a Metrorail or Metromover station without following MDT rules and procedures. Cyclists who use Metrorail must obtain a permit, while those who ride Metrobus or Metromover do not need a bicycle permit. On Metrobus, bicycles must be secured to exterior bus racks. When riding Metrorail, bicycles may only be parked in designated areas at Metrorail stations, and they must be locked or chained as permitted under MDT rules and procedures.
- Illegally operating transit equipment that is not intended for public use, or when it is not necessary in an emergency situation.
- Interfering with the operation of transit vehicle doors.
- Taking still, sound or motion picture recordings for

commercial, training or educational purposes (exception of news coverage), without prior written authorization by MDT or the County Manager.

- Posting any advertisements, literature, signs, handouts, drawings or pictures without written authorization by MDT.
- Abandoning any vehicle or personal property on any part of the transit system.
- Entering the train attendant cab of any Metrorail vehicle without authorization.
- Crossing the yellow safety line while the bus is in motion, or while standing on the Metrorail or Metromover station platform.
- Passing from one Metrorail car to another through the end door of the car, except in an emergency situation.
- Trespassing on the transit system or entering any restricted area.
- Operating any moped or other motorized vehicles within the linear park underneath Metrorail stations and guideways.
- Assaulting a transit employee [FL Statute 784.07]
- Failing to pay the fare [FL Statute 812.015(1)(i)].

Individuals violating these ordinances and statutes are subject to arrest.

Lost and Found

Before leaving an MDT vehicle, always check for your personal packages and belongings. If you do forget something, call Lost and Found, 786-469-5564, Monday through Friday, 8 a.m. until noon and from 1 p.m. to 4:30 p.m.

Contact the Transit Watch 24-Hour Hotline

Be informed, involved, prepared, and alert!

MDT's new awareness campaign – TRANSIT WATCH invites transit passengers to take an active part in helping to maintain a safe transit environment. If you have any questions or are experiencing transit security-related problems, please call our Transit Watch 24-hour hotline at 305-375-2700.

MIAMI-DADE TRANSIT Passenger Safety Rules



www.miamidade.gov/transit