

Courtesy Stop Initiative

Bus Services

Riders Advisory Council

April 12, 2023



Metro's Courtesy Stops Initiative

Safety of customers, the public and our Operators is at the forefront of everything we do as an agency. Customer service is also important as we look to ensure we are responsive to customer's need in a safe manner. Bus Services will offer Operators the ability to extend "Courtesy Stops" to ALL customers during hours of darkness beginning June 2023.

Offering Courtesy Stops Provides the following benefits:

- Allows customers to alight at a location closer to their destination
- Increases safety for riders and Bus Operators
- Improves customer service

Transit Partners Providing Courtesy Stops



- Regional Transit – Rochester, NY
- New York City Transit and MTA – New York City
- New Jersey Transit – New Jersey
- Chicago Transit – Chicago, IL
- SE Philadelphia Transit (SEPTA) – Philadelphia, PA
- LA Metro – Los Angeles, CA

Open Discussion

