

## Metro Customer Pledge

**Safety is our number one concern.** Metro is accountable to riders on the safety of its equipment, property, and service. We constantly strive for a system that is well-maintained and free of incidents.

**Metro is committed to reliable, frequent service.** Rush-hour and high volume routes will run at least every six minutes. Off-peak service will run at least every twenty minutes. When scheduled maintenance or other factors stretch wait times beyond twenty minutes for rail service, Metro will inform passengers before they pay and provide information about alternate options.

**Metro offers a high quality, accessible ride.** Metro service is accessible to the diverse communities it serves and easily navigated by all members of the community. Metro makes every effort to keep its stations and vehicles clean. If something inhibits your use of the Metro system, contact us and we will address it.

**Metro will provide timely and useful information to passengers during service disruptions.** Metro strives to limit service disruptions as much as possible. When service is delayed due to an incident, Metro will provide clear information to affected passengers within two minutes, and will update incident information at least every five minutes until normal operations resume.

**Metro is committed to passenger security.** Metro Transit Police constantly works to prevent crime throughout the Metro system. If you are a victim of crime while riding Metro, you have the right to file a report with Metro Transit Police, who will treat you courteously and respectfully.

**Metro will provide the highest level of customer service.** We will treat you with courtesy and respect. If we can't answer your question, we will find someone who can. If you report a specific problem or ask a question, we will offer a substantive response within one business day and keep you updated until the issue is resolved.

**Metro is committed to transparency and responsible use of public resources.** Metro will actively engage communities and respond to their needs. Metro will demonstrate accountability through regular, proactive disclosures of information on the operations, finances, and administration of the agency. Our default is to release more information.