



ATOMIC CITY TRANSIT

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October 1, 2020

Los Alamos County
Transportation Division
101 Camino Entrada, Bld 1 Room 200
Los Alamos, NM 87544
(505) 661-RIDE (7433)
AtomicCityTransit.com



CUSTOMER SERVICE POLICY

*Atomic City Transit (ACT) is committed to providing safe, accessible, professional and timely service for all customers. Such service can only be provided when passengers respect and follow certain courtesy and safety rules. Passenger safety and welfare is contingent upon all passengers abiding by this **Customer Service Policy**. Therefore, please obey the following rules while using this service:*

Observing Instructions – The driver is responsible for the safety and welfare of the passengers riding inside the transit vehicle. Therefore, passengers shall abide by the instruction of the driver at all times.

Courtesy & Behavior – Passengers are expected to act in a courteous manner at all times while riding in the vehicle. Any passenger who is verbally or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.

Minimum Age to Ride – ACT allows passengers five (5) years of age and older to ride unaccompanied as long as the passenger is able to identify time, location and navigate the system safely. Parents are encouraged to travel train with young passengers before sending them unaccompanied. Our drivers need to concentrate on safe driving and cannot be attentive to the needs of younger passengers.

Boarding the Vehicle – Prior to boarding any transit vehicle, first allow all exiting passenger to get off the bus.

Inside Seat – Move to an inside seat and place your belongings on your lap so other riders may use the seat next to you.

Feet Off the Seats – Passengers are to keep their feet off the seats and for your safety, remain seated while the bus is in motion.

Exiting the Vehicle – For your safety, do not attempt to stand or exit the vehicle until it comes to a complete stop.

Profane Language – Any person using profane language on the bus, toward the driver, towards other passengers, or even where other passenger can hear may be asked to exit the vehicle immediately.

Horseplay & Fighting – For everyone's safety, passengers must refrain from horseplay or fighting on the vehicle or while boarding/exiting the vehicle. In the event of such activity, the driver will immediately stop the vehicle and ask the passengers to exit the vehicle immediately. If deemed necessary, the driver will contact dispatch.



Lost or Stolen Property - Passengers are expected to maintain control of their possessions while riding in the vehicle. ACT is not responsible for any lost or stolen property. Should you accidently lose an item you can visit our administrative office, 101 Camino Entrada, Building 1, Room 200, or call (505) 661-RIDE (7433) Monday through Friday from 8:00 am to 5:00 pm to check if the item was found.

Food & Beverages – Passengers may not eat or drink on the bus. Food and/or beverages must be in a spill proof container. Please hold onto these items, do not place them on the seats or the floor.

Allowable Equipment – Always notify the driver before you stow your bike & notify again when you are going to remove your bike from the rack. Put the rack in the up position after removing your bike. Two-wheeled shopping carts, baby strollers, scooters, smaller/miniature bikes that do not fit in the bike rack, folding wheelchairs, collapsible/folding bicycles, unicycles and skate boards are allowed on the vehicle as long as they can be stored in a manner that does not block the passenger aisles and can be secured by the passenger. Roller skates and roller blades can be carried on but must be removed from feet prior to entering the vehicle. Please carry a change of shoes as barefoot passengers are not allowed.

Good Personal Hygiene – Passengers are asked to maintain good personal hygiene so as not to offend other passengers.

Alcoholic Beverages & Illegal Drugs – Open alcoholic beverage containers & illegal drugs are not permitted on the vehicles. Any person found in possession of such items will be reported to the police by the supervisor.

Under the Influence – Passengers who, due to intoxication, are unable to board/alight the vehicle under their own ability, or who cause disruption of service, may be denied service or asked to exit the vehicle at the discretion of the driver upon notice to dispatch.

Illegal Weapons – Illegal weapons or any other device carried with the intent of causing bodily harm to another individual are not allowed on any vehicle at any time. Any person found in the possession of an illegal weapon or device will be reported to the policy by the supervisor.

Bags/Packages – Customers can bring as many bags and packages on the bus that they can reasonably carry in their arms. Packages cannot exceed 5 feet in height. Bags should not block aisles or seats if other passengers need the seat.

Nonallowable Items – Firearms, explosives, gasoline or other liquid filled batteries, propane or other pressurized tanks that produce objectionable odors. Any material which may endanger the safety of passengers are prohibited. (Exception is passenger in-use oxygen tank).



Vandalism – Any vandalism to the vehicle, either interior or exterior, will result in the passenger’s suspension from using the service.

Tobacco Free Zone – All vehicles are tobacco free. The use of tobacco of any kind is not permitted on the vehicles, this is to include e-cigarettes, vape devices, etc.

Trash Removal – Passengers are to pick up all their trash and place in provided trash cans upon exiting the vehicle.

Dial-A-Ride and ACT assist Buckle Up – On all Dial-A-Ride and ACT assist vehicles, passengers must buckle up prior to the driver proceeding with the trip. Changes to scheduled trip request need to be requested through the dispatch/administrative office (505) 661-RIDE (7433). Drivers cannot change the trip destination in the vehicle.

Wheelchair Securement – All wheelchairs must be secured and seatbelts use is recommended.

Service Animals – Only service animals accompanying individuals with disabilities will be allowed on the vehicles. Service animals must be under the control of the passenger and are not allowed on the seats.

Emergency Instructions – In the event of an emergency, all passengers are to explicitly follow the instruction given by the driver. If a vehicle evacuation is deemed necessary, the driver will instruct passengers with the appropriate actions.

Electronic Devices – Can be used while riding in the bus with earphones or earbuds. If conversing on your phone, please keep your voice volume down.

As a passenger, if you see any violation of this policy by other passengers, immediately report it to the driver. Because the safety & welfare of all passengers is important to ACT, services will be denied to any person who places other passenger or the driver at risk. Any passengers who violates these rules may be prohibited from using this service.



RIDER TIPS

Here are some tips that will help you have a safe & enjoyable ride on Atomic City Transit (ACT). If your children ride, please review this policy with them & teach them these tips.

Review Routes & Be Early – Review the schedule & be at your stop location five minutes before the bus arrival time. If it's dark stand in a lit area or carry some sort of light and wave it back and forth when the bus is arriving. Do not stand still, it is easier to see you when you move about. Some stops have bus stopper equipment on the bus sign, please use to catch the driver's attention

Never Run For the Bus – If you are late to your stop, never run for the bus or into the street to catch it. At this point, you will need to wait until the bus circulates back in order to ride.

Boarding the Bus – Let the riders off the bus before you board. Quickly find a seat.

Body Parts & Objects – Keep all body parts & objects inside the bus at all times.

Remind the Driver – When the bus is about a half-block away from your stop, inform the driver that you would like to exit the bus. Use the "Stop Request" buttons/cords to alert the driver and please be ready to exit when the bus comes to a complete stop.

Exiting the Bus – When exiting the bus, exit quickly but do not run. Take four steps away from the bus before walking to your destination.

Crossing the Street – After exiting the bus, remember that you are now a pedestrian & the rules of the road apply. Always wait until the bus leaves before crossing the street.

Cross Behind the Bus – If you are crossing the street after exiting the bus, wait until the bus leaves & cross behind the bus: never in front.

Surrounding Traffic Does Not Stop – When the bus is stopped, surrounding traffic is still moving. Never step in front of moving traffic.

Standing Room Only – Please offer your seat to a senior or person with a disability when there is standing room only. Then move quickly to the back of the bus and hold onto the rail.

Kneeling/Ramp/Lift – Customers in need of these items, please advise the driver and he/she will be happy to help. Please listen to the instructions of the driver for use.

Dial-A-Ride Service – Please be sure to cancel your trip should you not need your reservation. This gives the opportunity for others to schedule rides as well.