

ATOMIC CITY TRANSIT SERVICES

Incorporated County of Los Alamos
Public Works Department

Inclusivity Task Force
Anna Brunson, Senior Management Analyst

September 10, 2025

Supports Task Force Mission

- Provide effective, efficient, and reliable transportation services for all



ACT Services – All Free!

American Disabilities Act Program:

ACT MyRide Assist

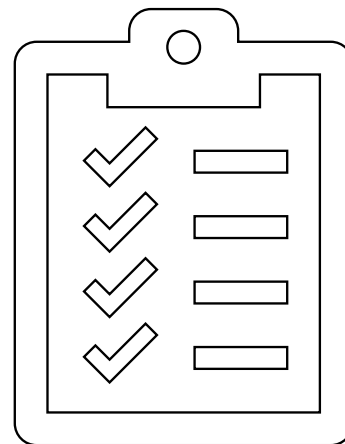
Monday to Friday 6am to 730pm

All Bus Routes ADA certified for wheelchair and ramp boardings with low ground alighting

Express routes open to public, serve schools and children's afterschool programming

Steps for ACT MyRide

- Request Application
- Completed Application
- Doctors Section Completed
- In Person Interview
- Approval



Communications

Social Media – Facebook, Instagram, Nextdoor
Press Release Media and Print Media

Auditory: Podcast through CMO

Banners around town for Saturday Pilot

Booking via call or app, open to varied groups

Cross-promote with local events

Language Spanish translations for route info

April 1 - September 1 2025 ⁶

Ridership KPIs

Download

Total Requested Boardings ⓘ 2861	Completed Boardings ⓘ 2083	Avg. Boardings Per Service Hr. ⓘ 1.48	Boarding Cancellations ⓘ 777	Boarding Cancellations (No-Show) ⓘ 21	
Cancellation Percentage ⓘ 27.17 %	Cancellation Percentage (No Show) ⓘ 0.73 %	Total Requests ⓘ 2737	Completed Requests ⓘ 1993	No Drivers Available Requests ⓘ 1	Request Cancellations ⓘ 743
Request Cancellations (No Show) ⓘ 18	Avg. # of Requests per Rider ⓘ 52.08	Avg. Travel Duration ⓘ 16.15 min	Avg. Travel Distance ⓘ 6.2 mi	Mean Wait Time ⓘ 13.6 min	Median Wait Time ⓘ 8.67 min
Bookings from Admin Panel ⓘ 98.66 %	Bookings from Rider Mobile App ⓘ 1.34 %	Bookings from Rider Web ⓘ 0 %	Flag Down Bookings ⓘ 0 %	Bookings from IVR ⓘ 0 %	Bookings from AI Voice ⓘ 0 %
Bookings from AI Chat ⓘ 0 %	Bookings from Open Bookings ⓘ 0 %	Avg. # Riders per Request ⓘ 1.05			

OTP ⓘ
96.79 %

Riders Created ⓘ
484

ATTACHMENT A

LOS ALAMOS

Community Impact

Organizations Served – All Individuals First

Summer childrens programming using route 5
higher increased ridership

Public Transit routes open to all that serve after
school dropoff for 5 routes: Express 7-11

Feedback from low-vision community, accolades to
transit services in August 2025

Questions?

