



CUSTOMER SERVICE POLICY

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

- 1. Observing Instructions:** The driver is responsible for the safety & welfare of the passengers riding inside the transit vehicle. Therefore, passengers shall abide by the instructions of the driver at all times.
- 2. 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.
- 3. Boarding the Vehicle:** Prior to boarding any transit vehicle, first allow all exiting passengers to get off the bus.
- 4. Inside Seat:** Move to an inside seat & place your belongings on your lap so other riders may use the seat next to you.
- 5. Feet Off the Seats:** Passengers are to keep their feet off the seats & remain seated while the bus is in motion.
- 6. Exiting the Vehicle:** Do not attempt to stand or exit the vehicle until it comes to a complete stop.

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

8. Horseplay & Fighting: 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 & ask the passenger to exit the vehicle immediately. If deemed necessary, the driver will contact Dispatch.

9. 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.

10. Food & Beverages: Passengers may not eat or drink on the bus. Food and/or beverages must be in a spill proof container.

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

12. 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.

13. Under the Influence: At the discretion of the driver, any person who appears to be intoxicated or under the influence of drugs or alcohol may be denied service or asked to exit the vehicle.

14. 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 possession of an illegal weapon or device will be reported to the police by the supervisor.

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

16. Tobacco Free Zone: All vehicles are tobacco free. The use of tobacco of any kind is not permitted on the vehicles.

17. Trash Removal: Passengers are to remove all their trash upon exiting the vehicle.

18. 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.

19. 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.

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

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 passengers or the driver at risk. Any passenger who violates these rules may be prohibited from using this service.



**Los Alamos County
Transportation Division
101 Camino Entrada
Los Alamos, NM 87544
505-661-RIDE
AtomicCityTransit.com**

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 bus stop location five minutes before the bus arrival time. If it's dark, stand in a lit area.

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.

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.

Bike Racks: 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.

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



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Effective December 23, 2016



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