

What is ACT MyRide?

ACT MyRide offers demand response rides –also known as on-demand transit or dial-a-ride–where vehicles operate based on rider requests rather than bus routes or schedules posted at bus stops.

ACT MyRide is a same day request service and is based on local demand, so be sure to book your ride as early as possible in the day to ensure a higher chance of getting the time you want.

This is a shared service so you may be sharing the vehicle with other riders with various pickup and drop offs along your trip destination.

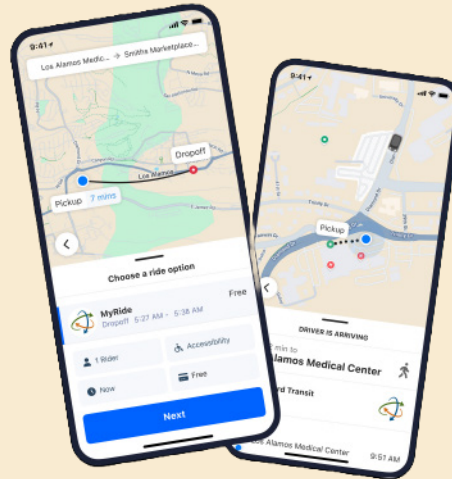
ACT MyRide is completely free and serves Los Alamos and White Rock.

You can book a ride by calling our dispatch office at 505-661-RIDE or downloading the Mobile App ACT MyRide.



Want to Book Your Own Rides?

1. Go to the App Store (Apple) or Google Play (Android) and search "Atomic City Transit" or "ACT MyRide"
2. Download the ACT MyRide App
3. Create a profile with your mobile phone number and name.
4. Book a ride or create favorite destinations for later trips. Keep in mind this is a shared service and you may be sharing your ride with others.
5. Receive real time updates and text messages confirming your ride pickup and drop off windows.



Read the Step by Step Guide to Ride



Also available at www.AtomicCityTransit.com

Riding for the First Time?

- A 30-minute scheduling window is observed for all pickups to plan for traffic and delays
- Carry on bags/items must be placed on your lap or on the floor directly in front of you
- Trip cancellations can be done through the mobile application or by calling dispatch up to an hour before your ride time
- Lost and Found items are held for 60 days
- All Atomic City Transit services are fare free
- All vehicles are equipped with ADA-compliant wheelchair and ramps.



Keeping You Safe

- Bus operators cannot make unscheduled stops as it is unsafe for all passengers
- Drivers may provide assistance up to the front door but cannot enter homes
- A reservation is required to book on demand trips but not for a bus route at a bus stop
- Drivers will wait 5 minutes after arrival time so be prepared for pickup within your window
- Be courteous to others by wearing headphones when listening to content in public spaces
- Eating or drinking on board is not allowed
- Smoking and vaping are not permitted
- Appropriate attire, including shirts and shoes, is required
- Only service animals are allowed (no pets or emotional care animals)
- See our Customer Service Policy pamphlet for more details

Our Mission and Policy

It is Atomic City Transit's mission to improve and strengthen mobility in Los Alamos County through an effective, efficient, and dependable transit system. Our policy to provide the safest service to our customers is a vital part of our mission. Please find the Code of Conduct on ACT's website at www.AtomicCityTransit.com. Customers who abuse these guidelines may be subject to suspension.



Rider Policies

No Shows are rides that you book but do not take and do not cancel. After 3 no show trips within 3 months, the passenger will be on a 2 week rider suspension. **Late Cancellations** are At Fault to the rider when they are within an hour of ride time requested. Prior to an hour, the cancellation is no fault to the rider. Five no-shows OR late cancellations within a 30 days period are subject to review and **Suspension** from the service for up to seven consecutive operating days. Passengers who are verbally or physically abusive to other riders and/or bus operators will be investigated and may be suspended indefinitely based on the occurrence.

Contact Us

505-661-RIDE

www.AtomicCityTransit.com

Download the ACT
MyRide Mobile App!

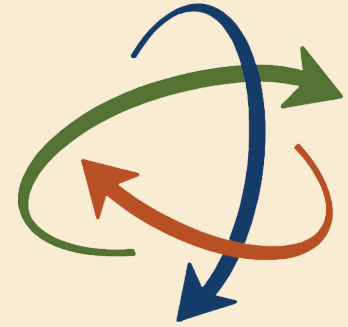
Google
Play



Apple
Store



101 Camino Entrada Building 1
Los Alamos NM 87544



ACT MyRide

Atomic City Transit

General Public Service Hours

Monday to Friday

- AM: 5:15 AM - 6:00 AM
- PM: 6:30 PM - 9:00 PM

Saturday Pilot Service

- Aug 2 to October 25
- 9:00AM - 5:30 PM

ACT MyRide is a door to door, same day ride share service provided to Los Alamos and White Rock communities.

505-661-7433