



# Socorro

## Public Transportation

### CUSTOMER SERVICE POLICY

*Socorro Public Transportation is committed to providing safe, accessible, timely, and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore please obey the following rules while using this service:*

- 1. Observing Instructions:** The driver is responsible for the safety and welfare of all passengers while riding the 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 the vehicle. Any passenger who is verbally or physically abusive to other passengers or the driver will be asked to exit the vehicle immediately.
- 3. Seat Belts.** If a vehicle is seatbelt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding.
- 4. Fares.** Passengers are expected to pay their fares upon boarding the vehicle or show a valid pass to the driver. Exact change is required. We allow no one to ride without paying.
- 5. Lost or Stolen Property.** Passengers are expected to maintain control of their possessions while on the vehicle. The agency will not be responsible for lost or stolen property.
- 6. Food & Beverage.** Passengers are not permitted to consume food or drinks on the vehicle.
- 7. Tobacco Free.** All vehicles are tobacco free. Smoking and chewing are not permitted on vehicle.

**8. Grocery Bags.** Grocery bags will be limited to 6 bags per rider or at drivers discretion.

**9. Alcoholic Beverages & Illegal Drugs.** Open alcoholic beverage containers and illegal drugs are not permitted on the vehicle. Any person found in the possession of such items will be immediately reported to law enforcement. City of Socorro is a drug free employer and supports a drug free community. **City of Socorro reserves the right to utilize the services of a K-9 so that Socorro Public Transportation maintains a drug free environment.**

**10. Under the Influence.** At the discretion of the transit provider any person intoxicated or under the influence of alcohol and/or drugs may be denied service or asked to exit the vehicle.

**11. Illegal Weapons.** Illegal weapons or any other device capable of causing bodily harm to another individual are not allowed on any vehicle at any time. Any person found in possession of a weapon will be reported immediately to law enforcement.

**12. Good Personal Hygiene.** Passengers are asked to maintain good personal hygiene so as not to offend other passengers. Service may be discontinued until hygiene improves.

**13. Horseplay & Fighting.** Passengers must refrain from horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such an incident, will ask the passengers to exit the vehicle and will contact law enforcement if deemed necessary.

**14. 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

**15. Service Animals.** Only Service animals accompanying individuals with disabilities will be allowed to board the vehicle. Service animals must be “under the control” of the individual.

**16. Portable Oxygen Tanks.** Individuals who need supplemental oxygen will be allowed to board the vehicle with portable oxygen tanks. In order to be transported safely, oxygen tanks must be kept upright, secured, away from heat, and flame. Passengers may not leave their tank in another seat or unattended.

**17. Transporting of Wheelchairs.** Our vehicles are lift equipped and will accommodate most mobility devices, such as wheelchairs, walkers & scooters, provided the device fits within the ADA specified boarding rules, and with the maximum limits set by the lift manufacturer. Larger devices may not qualify. Some scooters cannot be safely secured. If your scooter cannot be secured properly, you will be requested to take a seat on the bus.

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

**19. Trash Removal.** Passengers are to remove all their trash upon exiting the vehicle.

**20. Exiting the Vehicle.** Do not attempt to stand or exit the vehicle until it has come to a complete stop and the driver informs you that it is safe to exit.

**21. 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 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 Socorro Public Transportation, 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.*

*It is the mission of Socorro Public Transportation to provide safe, reliable and cost effective transportation to the general public, with access to health care, shopping, education, employment and public recreational services.*

## SCHEDULING RIDES

\*Be courteous to the dispatcher when scheduling your rides. Profanity is not allowed at anytime. Services could be temporarily suspended if this occurs.

\*Reservations should be made by close of business the day prior to request. Same day service reservations are allowed only on a time available basis. Reservations should not be made through e-mails, as the e-mail address is not constantly monitored.

\*Be ready for your ride 10 minutes before schedule time. We operate a curb-to-curb service, or based on request and passenger need, door to door demand response service, as long as it is safe to do so. It is up to you to be ready by the curb for your ride. Driver will not honk their horn or come looking for you. Driver will wait only five (5) minutes after your schedule pick up time.

## RULES FOR CHILDREN

\*Children under age 6 ride free in City Limits. Children under age 16 must be accompanied by an adult. If your child is under age 16 and is riding Rail Runner shuttle without an adult, you need to fill out a release form available in the office.

\*Parents must provide the proper child safety seats for their children who are required by law to be in a safety seat. Children who do not have their proper safety seat will have transportation service denied.

## ACCESSIBLE SERVICE

Our service is accessible to disabled persons. Please inform the office of the type of assistance needed, i.e., wheelchair lift, service animal, boarding assistance, etc. when reserving your ride. **WE DO NOT PROVIDE ANY TYPE OF MEDICAL EMERGENCY SERVICE OR CERTIFIED AIDE SERVICE.** If required, your aide may travel with you, fare free. When requested, drivers may assist with boarding. Door to door assistance will be provided if it is requested, needed and safe to do so, but through the door service will not be provided.

## NO SHOWS

A No Show occurs when:

\*After scheduling a trip, the rider no longer needs the ride, but fails to cancel at least an hour before the scheduled trip.

\*The driver arrives on time and waits five (5) minutes, but the rider is not ready and the driver must leave to pick up the next scheduled ride.

\*If a rider accumulates more than three (3) no shows within a one month period, riding privileges could be temporarily suspended. Continued no shows could lead to permanent suspension of riding privileges.

\*If a passenger is scheduled for two (2) rides for a particular day, and misses the first ride, the return ride will be cancelled. Passenger must notify the Socorro Transportation office if they wish to keep the second ride

\*For permanent schedules, Socorro Public Transportation has a three (3) no-show policy. If the rider misses three scheduled rides, the rider will be removed from the permanent schedule. It will be the patrons responsibility to then reschedule their pick-up times.

## CANCELLATIONS

Cancellations must be made at least an hour before scheduled pick up time. This allows us to provide that trip opportunity to other riders.

## COMPLAINTS/COMPLIMENTS

Drivers carry complaint/compliment forms with them. Feel free to ask for this form if you have any complaints or simply to compliment our drivers or our service. You may also call the office to complain or compliment any of our drivers or service. All complaints will be addressed accordingly.

## APPEALS

Passengers will be notified of his/her right to appeal any suspension/termination and the City of Socorro Public Transportation will hear the appeal as reasonably possible.

*Socorro Public Transportation provides affordable transportation to the public regardless of race, sex, color, age, sexual orientation, religion, or national origin. To find out more about our non discriminating obligation or to file a complaint, please contact Socorro Public Transportation at 575-835-1501.*



CITY OF SOCORRO



201 Church St.  
Socorro, NM 87801  
575-835-1501

## OFFICE HOURS

MONDAY - FRIDAY  
8:00AM - 5:00 PM

## RESERVATION SCHEDULING HOURS

8:30 AM—4:30 PM

## RIDES AVAILABLE (CITY WIDE ROUTES)

MONDAY - FRIDAY  
8:45 AM - 4:00 PM

## RAILRUNNER ROUTE

Call office for times

## LOS LUNAS ROUTE

Call the office for information on this service

[www.socorronm.gov](http://www.socorronm.gov)

**There is no van service on City Observed Holidays.  
Check in advance before planning you trips.**

## FARES

City Limits	50¢
Seniors (65+), Students & People with Disabilities	25¢
Magdalena/Alamo	\$1.25
RailRunner	\$2.25
Los Lunas route	\$5.00

Exact Change is required, Drivers do not carry change. Passes may be purchased at the Transportation Office.

**We are a public service and ALL riders must pay  
All riders must fill out a Rider Form**

**\*Socorro Public Transportation also provides  
“Designate A Driver” service for special events**