

Rio Metro Rider's Guide

Policies effective 4-6-15

Our policies and procedures may change.

If you would like this document in an alternative format, please contact Rio Metro Customer Service:

1.505.245.7245

Rio Metro is a local public entity that facilitates public bus and demand response service.

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Welcome to Rio Metro

Mission Statement

The mission of Rio Metro Regional Transit District is to manage a regional, integrated, multimodal public transportation network that is fiscally responsible, innovative and efficient. We strive to provide service that is responsible to public need, affordable, convenient, reliable, and that provides a safe and secure atmosphere for our passengers and employees.

Now that you are eligible for Rio Metro Demand Response service, it's important to learn how to use our system. This guide will explain how to:

- > Schedule (and, if necessary, cancel) your ride
- > Wait for your ride
- > Help make sure your trip is a pleasant one

First, we'd like to let you know what Rio Metro is, and what it is not.

What We Are

Public Transportation: Rio Metro Demand Response is a form of public transportation. We offer a shared-ride service to the general public, seniors and persons with disabilities who, because of their disability, are unable to use the regular bus service.

You probably will not go directly to your destination because other riders need to be picked up or dropped off first. In that way, we are like a shared-ride airport service.

Our Service Area: Rio Metro operates service in the city of Rio Rancho and Valencia County. If your pick-up and drop-off locations are within the service area, Rio Metro can take you where you want to go.

You can make an appointment to be picked-up from and dropped-off at almost any curbside location you choose within the service area.

Giving You Independence: Rio Metro helps you independently go wherever you need to go:

- > To visit friends
- > To keep a doctor's appointment
- > To take a class
- > To your paid or volunteer job
- > To a place of worship
- > To a store
- > To see a movie

And almost anywhere else you wish to go.

Please note that under federal law (the Americans with Disabilities Act), all destinations must be treated as equal. For example, a person who needs to visit the doctor cannot get a quicker pick-up or a faster ride than a person who wants to see a movie.

Rio Metro Customer Service Center:

Rio Metro Customer Service can assist you in answering questions about the service, filing complaint and providing information about other transit options and other customer service needs. Call **1.505.245.7245** or **(TDD 1.800.659.8331)** or **711**.

Rio Metro Customer Service is available Monday through Friday from 5 am to 10pm and Saturday and Sunday from 7am to 10pm. (See page 27 for more information.)

Riders who need immediate assistance with urgent service problems will need to contact the appropriate Rio Metro division at the numbers listed below:

Rio Metro Customer Service	
Rio Rancho	(505) 994-1608
Valencia County	(505) 352-3595

What We Are Not

We are not like a private taxi, because we must be called a day in advance, and your ride may be shared with other Rio Metro riders.

Rio Metro Demand Response Service is not the same as the bus, which has a fixed route and schedule. Riding the fixed route bus allows for more flexibility because you don't have to make a reservation a day in advance.

We are not a medical transportation service, or caregivers.

How to Ride

Getting Started

What Are the Eligibility Requirements?

Rio Rancho - Seniors 55 years and older and individuals with disabilities that are 18 years or older, as defined by Title 49 Section 37 of the Transportation Services for Individuals with Disabilities Act Section 37.123(e), living on paved roads.

Valencia County - All riders welcome, 13 and younger must be accompanied by a guardian. Seniors 62 years of age and older and individuals with disabilities that are 18 years or older, as defined by Title 49 Section 37 of the Transportation Services for Individuals with Disabilities Act Section 37.123(e), qualify for a reduced rate.

Understanding Next-Day Service: You must schedule your ride one day in advance or earlier. So, if you want to ride somewhere tomorrow, you must call today, or as soon as you know you will be making the trip, to make a reservation. You may schedule just one trip or as many as six one-way trips per call.

Call the reservation number the day before you need a ride or as soon as you know you will need a ride!

Understanding Pick-Up Times: Rio Metro has a 15-minute pick-up window. This means that a vehicle is considered on time if it arrives up to 15 minutes before and after the scheduled time. For example, if the pick-up is for 11am, the vehicle can arrive any time between 10:45am and 11:15am and still be considered “on-time.”

Understanding Curbside Pick-Ups: Rio Metro Demand Response is a curb-to-curb (Valencia County) or door-to-curb service (Rio Rancho). Curb-to-curb means that the driver cannot leave the vehicle to come to your door or enter your building. In most cases, our vehicles will not be able to enter private driveways, gated communities or gated apartment buildings. If you need help getting to the curb, please be prepared to rely on your personal care assistant, friend or relative.

*Rio Rancho service will enter gated communities.

Our vehicles will enter public roadways only if they are wide enough for safe driving. There must be room for our largest vehicles to exit without backing up. If you are not sure whether we will be able to reach a particular location, call the Rio Metro division that you made your reservation with.

Understanding Wait Times: The driver will wait only five (5) minutes for you to arrive at the curb. The five (5) minute wait time will begin at the +time that dispatch has schedule for the rider.

You are always responsible for being at the curb or door when the vehicle arrives.

Understanding ‘Rider No-Shows’: When riders don’t show up for their scheduled rides, time and valuable resources are wasted that could have helped other riders get to their destinations. If you are a No-Show, you will receive a written notice. A rider who has three (3) or more Rider No-Shows and those No-Shows exceed 10% of their scheduled trips in any single month period may be suspended from using Rio Metro Demand Response services.

The following situations are considered Rider No-Shows:

- > You cancel a trip less than two hours before the scheduled pick-up time.
- > You are not at the curb within three (3) minutes of the driver’s arrival (supposing the driver gets to the pick-up location at or after the reservation time).

The following situation is NOT considered a Rider No-Show:

- > The driver arrives after your 15-minute pick-up window, and you call to cancel the trip.

If your failure to show up or cancel in time was not your fault, you may call the appropriate Rio Metro Division to explain what happened. You also have the right to appeal or dispute any No-Show decision.

Understanding Trip Cancellations: If you are unable to take a trip you have scheduled, call the reservation number as soon as possible to cancel your trip. Please be prepared to give the Reservationist your:

- > Name
- > Address
- > Scheduled pick-up time and Date

If you cancel less than two hours before your scheduled pick-up time, you may be considered a No-Show.

Traveling with Children: Children may be eligible for Rio Metro. If your child uses Rio Metro and is thirteen (13) years of age or younger, an adult personal care assistant must accompany the child. All eligible riders, regardless of age, must pay the fare. Personal care assistants ride for free. When scheduling a trip, please be sure to inform the Reservationist that the child will be traveling with an assistant.

Children nine years of age or younger scheduled to travel with eligible riders ride for free. Older children must pay the fare if they travel as a guest with an eligible rider.

Children must ride properly buckled in the back seat in a safety or booster seat until they are at least 4', 9" tall. This is required by law. Rio Metro does not furnish safety or booster seats.

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Planning for Your Ride

How to Schedule Your Ride

Remember to call the reservation number at least a day before you need a ride. Reservation phone lines for each division are listed below, for hours of operation for each division see page 15.

1 – Rio Rancho	505.994.1608	TDD 505.891.1129
2 – Valencia County	575.352.3595	

Then you need to give the Reservationist the following information:

- 1) Your name.
- 2) The exact street address of the place where you want to be picked up.
- 3) The exact street address of the place where you are going.
- 4) Whether you will be traveling with a mobility device or service animal.
- 5) How many people will be traveling (including a personal care assistant or guests), and whether any of the other people will be using a mobility device or service animal. If the rider is a child age thirteen (13) or younger, an adult must ride with the child.
- 6) The day and time you would like to be picked up.
- 7) If you wish, you can give us the cross-street or nearby landmarks for your pick-up address. (For example you might say, “across the street from the supermarket.”)
- 8) The time you would like to be picked up. You should schedule your return trip for the latest time you think you will be able to travel. You must always ask for a return trip if you need one. Scheduling of return trips is not automatic.

Before completing the call confirm your trip details.

Subscription Trip Rides

If you need a series of rides for an extended period of time on the same day(s) of the week, at the same pick-up time and from the same pick-up/drop-off address, you may ask for a Subscription Trip. If it is approved, a vehicle will automatically arrive at the scheduled time. You will not need to call a day in advance to schedule the ride. Approval process will consist of no less than, making and riding on five separate one way trips.

Reserving Your Subscription Trip: Please try to call the reservation number at least two weeks before you want your Subscription Trip ride.

Changing Your Subscription Trip: If you need to make a one-time change to your Subscription Trip, you will need to cancel the trip and schedule the new day and time by using the regular reservation system. This must be done in advance.

Canceling Your Subscription Trip: If you must cancel your Subscription Trip, please call the reservation number two (2) hours before the scheduled pick up. Otherwise you will be counted as a No-Show.

You may cancel a Subscription Trip ride for as many as 30 trips in a row. Once you have reached the 31st cancellation, the Subscription Trip for that ride will be permanently canceled.

Limited Number of Subscription Trips: Since Rio Metro has a limited number of Subscription Trips available at a given time, we may not be able to approve your request. In that case, your Subscription Trip request for that day will be placed on a waiting list. You may still make a regular next-day reservation for that trip while you wait for approval of your Subscription Trip.

Other Rules for Subscription Trip:

- > You must reserve your rides for at least six weeks in a row.
- > If you need a series of rides on different days of the week, the pick-up times do not have to be the same.
For example, you can ask for a 7am pick-up on Mondays and an 8am pick-up on Wednesdays.
- > Subscription Trip rides will automatically be canceled on the following days:
 - New Year's Day
 - Martin Luther King, Jr. Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans' Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Day
 - New Year's Day

To buy Rio Metro monthly passes in person, visit one of the following Rio Metro divisions:

Rio Rancho Office

4330 Meadowlark Lane SE
Rio Rancho, NM 87124
505-994-1608
Mon – Fri, 7am – 4pm

- > *cash, check, or money order*
 - > *photo ID required with checks*
 - > *closed on government holidays*
-

Valencia County Office

101 Courthouse Road
Los Lunas, NM 87031
575-352-3595
Mon – Fri, 8am – 5pm

- > *cash, check, or money order*
- > *photo ID required with checks*
- > *closed on government holidays*

Service in Rio Rancho

Rio Metro has special phone reservation and service hours for travel in the City of Rio Rancho.

Rio Rancho Phone Reservation Hours:

Monday – Friday 7am to 3:30pm

505.994.1608

TDD 505.891.1129

Rio Rancho Transportation Hours:

Monday – Saturday 7:30am to 3pm

Rio Rancho Holiday Service Hours:

New Year's Day	No Service
Martin Luther King Jr. Day	No Service
President's Day	Regular Schedule
Memorial Day	No Service
Independence Day	No Service
Labor Day	No Service
Columbus Day	No Service
Veteran's Day	No Service
Thanksgiving Day	No Service
Day After Thanksgiving	No Service
Christmas Day	No Service

Fares:

<u>Destination</u>	<u>Cost</u>
<u>To a city facility in Rio Rancho</u>	<u>\$1 each way</u>
<u>Within the City of Rio Rancho</u>	<u>\$2 each way</u>
<u>To Cottonwood Mall area</u>	
<u>(Mondays & Tuesdays only)</u>	<u>\$3 each way</u>
<u>Albuquerque (medical appoints only)</u>	<u>\$4 each way</u>

Service Area:

Rio Rancho city limits. Rio Rancho Demand Response also takes registered passengers to the Cottonwood Mall area (Mondays & Tuesdays only) and to Albuquerque for medical appointments. **Note:** Service is not available on dirt roads.

Service in Valencia County

Rio Metro has special phone reservation and service hours for travel within Valencia County.

Valencia County Phone Reservation Hours:

Monday through Friday 8am to 5pm

505.352.3595

Valencia County Service Hours:

Monday – Friday 4:30am to 8:30pm

Rides for Monday must be scheduled by 12pm on Friday of the previous week

Valencia County Holiday Service Hours:

New Year's Day	No Service
Martin Luther King Jr. Day	No Service
President's Day	Regular Schedule
Memorial Day	No Service
Independence Day	No Service
Labor Day	No Service
Columbus Day	No Service
Veteran's Day	No Service
Thanksgiving Day	No Service
Day After Thanksgiving	No Service
Christmas Day	No Service

Fares:

Ride any Rio Metro bus for FREE when you show the driver your valid printed or mobile Rail Runner ticket.

Full One Way Fare	\$1.00
Reduced One-Way Fare	\$0.50
Full Fare Monthly Pass	\$30.00
Reduced Monthly Pass	\$15.00
Full Fare 10 Trip Pass	\$10.00
Reduced Fare 10 Trip Pass	\$ 5.00

Day of Your Ride

Who and What You Can Take on the Vehicle

- > A service animal.
- > A personal care assistant (PCA). (If you require a PCA to travel with you. The PCA rides free.
- > Your guests. (One guest is always allowed, but extra guests are allowed only if there is space. Your guests must pay the same fare you pay.)
- > A limited number of packages — the equivalent of two paper grocery bags or six plastic grocery bags, with a total weight of no more than 25 pounds. You must be able to maintain control of your packages while riding.

What You Cannot Take on the Vehicle

- > Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
 - > Packages that you cannot keep control of during your ride.
- > Packages that are larger than the equivalent of two paper grocery bags or six plastic grocery bags, or that weigh more than 25 pounds in total.
- > A pet that is not a service animal

Waiting for the Vehicle

For the Valencia County service you must be at the curb for pick-up. If you need help to get there, please be prepared to have a personal care assistant, relative or friend available. For the Rio Rancho service, if you need assistance the driver can come to the front door to assist you to the vehicle.

If you have waited 15 minutes after your pick-up time, and the vehicle has not come:

- 1) Please call the reservation number again for your service area:
- 2) Ask the Reservationist for an estimated time of arrival and the number of the vehicle that is coming to pick you up.

If the vehicle still has not come by the estimated time of arrival provided by the Reservationist:

Call the Rio Metro division that you made your reservation with:

Rio Rancho
505-994-1608

Valencia County
575-352-3595

**If you have a medical emergency, call 911.
Do not call Rio Metro.**

Boarding the Vehicle

Fares: You must pay the exact fare with cash,* or your Rio Metro ride pass before boarding. The driver does not carry change.

*applicable only to **Valencia County** service.

Help from the Driver: You are responsible for getting to, into, and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and in using the vehicle securement devices. However they will not lift you or carry you. If you need assistance we do not provide, please bring a personal care assistant or be sure to have someone available at the pick-up or drop-off location to help you.

Ramps and Lifts: Rio Metro vehicles have lifts. You may board while standing on the lift. If you ask, the driver will ride with you on the lift to make sure you are safe.

Seatbelts: Rio Metro requires all riders to use a seatbelt. If you need a seatbelt extension, please ask for one. You can ask the driver for help if needed. Refusal to wear a seatbelt will result in the dismissal of the passenger.

Your Personal Care Assistant and Guest(s): Your personal care assistant rides free. If one or more guests come with you, they must pay the same fare you pay. You are responsible for your PCA make sure to cancel their ride as you would your own.

Children Age Thirteen and Younger: If your child uses Rio Metro and is thirteen (13) years old or younger, an adult must ride with the child.

During Your Ride, Your Code of Conduct:

Rio Metro has the following rules in order to make trips safe and enjoyable for all riders and drivers. If you violate these rules, you may be suspended or banned from using Rio Metro services:

Eating, Drinking and Smoking: No eating or drinking is allowed on Rio Metro vehicles. All Rio Metro vehicles have a No Smoking rule which includes electronic cigarettes.

Personal Hygiene: Riders must maintain an acceptable standard of cleanliness.

Oxygen Bottles: Unless special approval is granted by Rio Metro prior to the date of travel, only one oxygen bottle may be transported per oxygen dependent passengers.

Radios, MP3, Tape and CD Players: Sound-making equipment of any kind may be used on Rio Metro only if you use it with headphones. This rule does not apply to devices used for communication by the hearing or speech impaired.

Service Animals: We ask that you show consideration for other riders' service animals. Owner is responsible for cleanup of animal. Service animals are not allowed to sit in the seats on the bus regardless if there is an open seat or not. The rider will be asked to leave if the animal becomes "aggressive".

Serious Behavior Issues: The following behavior is never allowed:

- > Abusive, obscene or threatening language or behavior
- > Sexual harassment of riders, drivers, passengers or other Rio Metro employees
- > Deliberately not paying the fare
- > Riding under the influence of alcohol or illegal drugs
- > Riding with weapons of any kind
- > Riding with hazardous materials, including fuel and explosives
- > Tampering with or using any Rio Metro equipment, including the vehicle steering wheel, hydraulic lift, driver's two-way radio or Mobile Data Terminal, or trying to remove wheelchair tie-downs

Any rider who physically assaults another rider/driver or demonstrates illegal or dangerous behavior may be subject to immediate suspension from Rio Metro and possible criminal prosecution.

Other Rules:

Changing Your Drop-Off Location: The driver is not allowed to change a drop-off location.

Tipping the Driver: Our drivers are not allowed to accept tips. If you had a good experience, we encourage you to report it to Rio Metro Customer Service.

**You are key to our ongoing safety efforts. If you notice a safety concern (including improper securement), please call us as soon as you can:
1.505.245.7245 TDD 1.800.659.8331 or 711**

Other Important Information

Being Put on Hold When You Call: We try not to keep you on hold. But if you are on hold, please do not hang up. We will get to you as soon as possible.

Changing Your Trip: If you want to change a trip you have scheduled, please call the reservation number. Rio Metro is not required to make changes on the day of your trip, so it is wise to call as soon as you realize you must make a change.

Trips to Drop Something Off or Pick Something Up: Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You need to schedule two separate trips. Reminder: Fares are paid per trip.

Size of Your Mobility Device: Rio Metro's fleet is designed to accommodate mobility devices. Mobility devices can be transported providing the lift and vehicle can physically accommodate them. All mobility devices / wheelchairs will be properly secured when transported. Mobility devices that pose a legitimate safety issue **will not be transported**. Legitimate safety concerns include any device that by its design exceeds the mobility device's available space on the vehicle, impedes movement in the aisle of the vehicle, and presents a safety hazard to the user, Driver, or other passengers while the vehicle is in motion.

If You Change Your Mobility Device: We have a record of the mobility device you use based upon your initial call to schedule trips. If you change your device, you must call the provider for your service area and let us know. This is important, because the vehicle we send out for your trip must be able to accommodate your device.

If You Need Information Sent in a Different Format: Please call Rio Metro Customer Service if you need large print, audiotape, Braille or electronic information.

If You Change Your Name, Address or Phone Number: Please call the provider for your service area if you change your name, home address, mailing address or phone number.

Lost and Found: If you left an item on a Rio Metro vehicle, call the number you used to make your reservation. If we have found your item, you may pick it up at that provider's office by scheduling a next-day ride. Please note that Rio Metro is not responsible for lost or damaged items. Rio Metro keeps items for 30 days only.

Rider Alerts: Whenever Rio Metro changes a policy or procedure, we create a notice called a Rider Alert. It is placed in each vehicle and also on our website: *Riometro.org*. You can also sign up on our website to be alerted to changes via email.

Rio Metro e-newsletter: For the latest general information about Rio Metro, sign up for the monthly e-newsletter at *Riometro.org* for news and updates for NM Rail Runner Express and Rio Metro Regional Transit.

Questions and Answers

Reservations

May I reserve more than one trip at a time?

Yes, you can reserve as many trips as you have been approved per telephone call. The trips can all be for one person, or for several people.

I reserved a return trip from my doctor's office for 4pm but my appointment was finished at 2pm. When I called Reservations Service, they said I would have to wait until 4pm for a pick-up.

Unfortunately, we may not be able to reschedule a pick-up on short notice. That's why we ask you to schedule your pick-up for the latest time you think you will be ready.

What if the vehicle doesn't arrive on time?

First, be sure you have waited 15 minutes after your scheduled pick-up time. Then call the reservation number and ask for an estimated time of arrival. If the vehicle still does not arrive by that time, call the Rio Metro division that your reservation was made through for further assistance.

Rio Metro Divisions

Rio Rancho

Valencia County

505.994.1608

575.352.3595

Vehicles and Routes

Can I ask for a certain kind of vehicle?

No, you cannot request a specific type of vehicle.

How can I tell that the vehicle is a Rio Metro vehicle?

All Rio Metro vehicles are clearly marked with Rio Metro identifiers. Sometimes, we need to send a vehicle that is not certified and does not have these identifiers. If you do not recognize the vehicle, ask the driver if he or she is a Rio Metro driver.

Why did the vehicle travel a route that did not make sense?

Rio Metro is a type of public transit, a shared-ride service. So your route probably will not take you directly to the place you want to go. Your trip time will usually be longer than if you traveled by car or took a taxi.

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Improving Rio Metro

One of the many ways we can improve our service is through Rider comments. It is important that you tell us about your experiences using Rio Metro.

Suggestions

Rio Metro strives to meet your service needs. We want to know if there is a specific problem that needs our attention. If there is a problem, you can help us improve our service in the future by filing a complaint. (See page 29.)

Our staff devotes many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file. **But please** use good judgment in deciding how serious a problem is before making your complaint.

You should not be afraid that someone will give you a hard time if you file a complaint. Rio Metro does not tolerate retaliation of any kind against our riders. We immediately investigate all accusations of retaliation.

**For an immediate, urgent service problem,
call Rio Metro Customer Service -**

1.505.245.7245

TDD 1.800.659.8331

Or 711

Reasons for Filing a Complaint: Possible service problems include, but are not limited to:

- > Breaking the law
- > Poor conduct
- > Reservation problems
- > Lateness and Driver No-Shows
- > Vehicle and route problems
- > Driver problems
- > Problems with other riders and animals
- > Problems with Lost and Found

Commendations

While it is important to report negative experiences to help us improve our service, it is also vital that we hear about your positive experiences using Rio Metro.

Commendations, like complaints, can be filed by phone, email, via the web or through the mail.

How to File a Complaint: As soon as possible after the event happened, write down all the information we will need to investigate your complaint:

- > Your full name, street address, city, zip code, phone number and email address (if you have one)
- > Name of the person who is filing the complaint (if someone else is speaking on your behalf)
- > Date of the incident
- > Time and place of the incident
- > Name(s) of the people you believe caused the incident
- > Name(s) of any people who witnessed the incident
- > Summary of what happened (If the incident involved a pick-up, include the address, pick-up time you requested, pick-up time you were given and the vehicle arrival time— if it did arrive.)

How to File a Commendation: If someone has provided excellent customer service to you, please write down the full name of the person who assisted you and how they helped you so they can be recognized.

You can file your complaint or commendation by phone, email, postal mail or website contact form:

By phone: Rio Metro Customer Service
1.505.245.7245. TDD 1.800.659.8331
Or 711

Customer Service is available Monday through Friday, 5am to 10pm.

By email: riometro@mrcog-nm.gov

By mail: Rio Metro Customer Service
809 Copper Ave NW
Albuquerque, NM 87102

By website: Visit our site at riometro.org

What happens after you file a complaint? Rio Metro Customer Service will forward the complaint to the appropriate provider for review and investigation of each complaint that is filed. Rio Metro Operations Staff will analyze all complaints for trends and patterns in order to help identify common service problems and develop possible solutions.

In an effort to improve service and utilize resources more efficiently, Rio Metro Customer Service will not offer a response to each individual complaint unless a response is specifically requested by the customer.

- > If you **did** ask for a phone call or letter/email, you will receive either a Status Call or a letter/email within 14 calendar days after you filed your complaint. The follow-up will include the findings of the investigation and describe any actions we will take to improve the situation and/or service.

For Additional Help: You may contact your local Independent Living Center, the Rio Metro Services Board of Directors and/or the Client's Rights Advocate at your local Regional Center.

Public Meetings

Every month, Rio Metro Services holds Board meetings. They are open to the public. To find out about meeting times and dates, please call Rio Metro Customer Service:

1.505.245.7245

TDD 1.800.659.8331 Or 711

Meeting schedule for Board meetings will also be posted online at riometro.org

Other Transportation Options

For More Information: For a full list of regional and local transit options please go to riometro.org or call Rio Metro Customer Service at **1.505.245.7245(TDD 1.800.659.8331)**.

Title VI

Rio Metro Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987. Rio Metro Services is committed to providing services without regard to race, color or national origin.

If you would like additional information on Rio Metro Services' nondiscrimination requirements, please contact Rio Metro Services at 1.866.795.7245 or in writing at:

Rio Metro Services
Human Resources Manager
809 Copper Ave
Albuquerque, NM 87120

Email: riometro@mrcog-nm.gov