



Rio Metro Rider's Guide

Policies effective: August 2021
Our policies and procedures may change.

If you would like this document in an alternative format, please contact Rio Metro Customer Service:
1.866.795.7245 or 1.505.245.7245

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

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Welcome to Rio Metro Regional Transit District (Rio Metro)

Mission Statement

To provide safe, accessible, efficient, and innovative transportation services for the benefit of our diverse local communities and the regional economy. 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.

To enjoy 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* (*Valencia County only), elderly, and individuals 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 may 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 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 help connect you to anywhere else you wish to go...

- > Rail Runner
- > ABQ RIDE

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 Call Center: Rio Metro operates a call center that has two primary functions:

- > Rio Metro Customer Service can assist you in filing complaints, answering questions about the service, providing information about other transit options and other customer service needs. Call **1.505.245.7245**

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

Rio Rancho	505.994.1608
Valencia County	505.352.3595

What We Are Not

We are not like a private taxi.

We are not a medical transportation service or a caregiver.

Riders must make a reservation a minimum of one day in advance before 12 noon, and up to two weeks in advance. Your ride may be shared with other Rio Metro riders.

Rio Metro Demand Response service is not the same as the bus. The bus has a fixed route and scheduling a ride in advance is not necessary. Riding the bus allows for more flexibility because you don't have to make a reservation a day in advance.

How to Ride

Getting Started

What Are the Eligibility Requirements?

Rio Rancho - 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 the reduced rate. Children up to age 17 can ride with eligible riders.

Valencia County - All riders are welcome, 9 years and younger must be accompanied by a guardian. Seniors 62 years of age and older and individuals with disabilities, 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 trip a minimum of one day in advance before 12 noon, and up to two weeks in advance. Your ride may be shared with other Rio Metro riders.

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 or after the scheduled pick-up 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.”

If you are somewhere other than home, your bus should arrive at the location at the scheduled pick-up time.

Understanding Pick-Ups: Rio Metro Demand Response is a curb-to-curb (Valencia County) or door-to-door 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* (*Rio Rancho will enter 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.

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, contact the appropriate Rio Metro division at the numbers listed below:

Rio Rancho	505.994.1608
Valencia County	505.352.3595

Understanding Wait Times:

Residence: If the bus arrives 15 minutes prior to your scheduled pick-up time, the bus will wait 5 minutes for you to board before proceeding to its next stop.

Non-Residence: The driver will wait only 5 minutes for you to arrive at the location. If the driver is early, the five-minute wait begins at your scheduled pick-up time.

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 public 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 or door within five (5) 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

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 9 years of age or younger* (*Valencia County only), an adult or 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 an eligible rider ride for free (Valencia County only). Older children must pay the fare if they travel as a guest with an eligible rider.

Children must ride properly buckled in the 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.

Planning for Your Ride

How to Schedule Your Ride

Remember to call the reservation number the day before or up to weeks in advance of when you need a ride. Reservation phone lines for each Rio Metro division are listed below, for hours of operation for each division see pages 13-14.

Rio Rancho	505.994.1608
Valencia County	505.352.3595

When calling to request a ride, please have the following ready for the Reservationist:

- 1) Your name.
- 2) The travel date.
- 3) Your pick-up address (This must be the exact city, street address and cross streets).
- 4) Your destination address (This must be the exact city, street address and cross streets).
- 5) The time that you would like to be **picked up** from the pickup address (i.e., from home) **or** the **earliest time** you can be picked up from pickup address (i.e., from work) **or** the time that you would like to **arrive at** your destination (e.g., doctor's office). You may not request both a pick-up time and an arrival time. You may choose one or the other.
- 6) 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. Scheduling of return trips is not automatic.

- 7) Whether you will be traveling with a mobility device or service animal.
- 8) 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 nine or younger, an adult or personal care assistant must ride with the child. PCAs and companions must have the same pickup and drop-off locations as the passenger.

Before completing the call confirm your trip details. You should also have a pen or pencil handy to write down the Reservationist's name, date and time of your pick-ups.

Subscription Trip

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. Customers who are granted subscription service can enjoy the convenience of having their trips automatically scheduled without you having to call in advance to schedule the ride.

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

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 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 cancelled. Once a Subscription Trip is lost, any future requests for Subscription Trips are treated as new requests.

Limited Number of Subscription Trips: Since Rio Metro has a limited number of Subscription Trips available at any 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.

Subscription Trip Service No-Shows: Due to high demand and limited availability of subscription service, customers with a pattern or practice of no-shows and/or late cancellations will lose their subscription trip. Please see the No-Show, Late Cancellation and Cancellation Policy on pages 22-25.

Penalties for Excessive Subscription Trip Service No-Shows: Customers with subscription trip service will follow the same No-Show and Late Cancellations Policy as Rio Metro customers scheduling individual trips. Please see the No-Show, Late Cancellation and Cancellation Policy on pages 22-25.

Other Rules for Subscription Trips:

- > 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 cancelled on the following days:

New Year's Day
Martin Luther King, Jr. Day
Memorial Day
Independence Day
Labor Day

Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

How to Pay for Your Ride:

Customers must pay their fare when boarding the vehicle. The exact fare can be paid by either presenting a Rio Metro pass or with cash. Customers without the proper fare **will not be transported** and will be marked as No-Shows. Please see pages 22-25 for Rio Metro's No-Show, Late Cancellation and Cancellations Policy.

For current fares you can look online at:

<https://www.riometro.org/228/Bus-Fares>

Cash): You can pay in cash — exact change only, please (drivers do not make change).

Passes: Rio Metro prepaid passes that have been previously purchased can be used on board.

Rail Runner Passes: Passengers with a valid Rail Runner one-way, day, monthly or annual pass may transfer for free to connecting demand response, commuter and fixed route buses at Rail Runner stations only.

To buy Rio Metro 10-trip or monthly passes in person, visit one of the following offices:

Rio Rancho Office	> <i>cash, check, or money order</i>
1804 Idalia Road NE	> <i>photo ID required with checks</i>
Rio Rancho, NM 87124	> <i>closed on government</i>
505-994-1608	<i>holidays</i>
Mon – Fri, 8am – 4pm	

Valencia County Office	> <i>cash, check, or money order</i>
101 Courthouse Road	> <i>photo ID required with checks</i>
Los Lunas, NM 87031	> <i>closed on government</i>
505-352-3595	<i>holidays</i>
Mon – Fri, 8am – 5pm	

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

Rio Rancho Transportation Service Hours:

Monday – Friday 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 Service
Memorial Day	No Service
Juneteenth	Regular Service
Independence Day	No Service
Labor Day	No Service
Indigenous People’s Day	Regular Service
Veteran’s Day	No Service
Thanksgiving Day	No Service
Day after Thanksgiving	No Service
Christmas Day	No Service

Fares:

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

Active-Duty Military and Veterans ride free when they show:
VHIC or VA medical card or Veteran’s ID (VIC card)
Driver’s license with a Veteran’s designation
Department of Defense Active Duty & Dependent Military ID
NMRX Freedom Pass

Service Area:

Rio Rancho city limits. Rio Rancho Demand Response also takes registered passengers to the Cottonwood Mall area and to Albuquerque for medical appointments.

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 Transportation Service Hours:

Monday – Friday 4:30am to 8:30pm

Rides for Monday must be scheduled by 12 noon 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 Service
Memorial Day	No Service
Juneteenth	Regular Service
Independence Day	No Service
Labor Day	No Service
Indigenous People’s Day	Regular Service
Veteran’s Day	No Service
Thanksgiving Day	No Service
Day after Thanksgiving	No Service
Christmas Day	No Service

Fares:

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

Active-Duty Military and Veterans ride free when they show:

- VHIC or VA medical card or Veteran’s ID (VIC card)
- Driver’s license with a Veteran’s designation
- Department of Defense Active Duty & Dependent Military ID
- NMRX Freedom Pass

Ride Rio Metro buses that connect at a Rail Runner station for FREE when you show your valid one-way, day, monthly, or annual printed mobile Rail Runner pass to the driver.

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 (if one was scheduled to ride with you). Your guests must pay the same fare you pay*. (*Valencia only)
- > A limited number of packages — the equivalent of 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.
- > Dependent riders are permitted to have one (1) oxygen bottle in their possession. Riders are required to maintain control of their oxygen bottle by themselves; if assistance is needed, it is recommended that the rider bring someone to assist them.

What You Cannot Take on the Vehicle

- > Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
- > Open alcoholic beverages or illegal drugs.
- > Packages that you cannot keep control of during your ride.
- > Packages that are larger than the equivalent of 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

Rio Rancho: Is a door-to-door service, so the driver will be able to exit the vehicle to assist passengers from the door to the bus.

Valencia County: Is a curb-to-curb service, so the driver does not leave the vehicle to enter a building or even come to the front door. You must be at the curb for pick-up. If you need help to get there, it is recommended that you have a personal care assistant, relative or friend available to help you. If you

do not have anyone to help you to the curb, when making your reservation you may request a Reasonable Modification.

For more information regarding Reasonable Modification, you can look on page 21 or online at:

<https://www.riometro.org/314/Reasonable-Modification>

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

- 1) Please call the reservation number again:
- 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 number that you made the reservation with:

Rio Rancho	505.994.1608
Valencia County	505.352.3595

**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 pass before boarding. The driver does not make change.

Help from the Driver: You are responsible for getting to, into, and out of the vehicle. Drivers will offer riders assistance to 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, it is recommended that you bring someone to help you or be sure to have someone available at the pick-up or drop-off location to help you. If you do not have anyone to help you, when making your reservation you may request a Reasonable Modification.

For more information regarding Reasonable Modification, you can look on page 21 or online at:

<https://www.riometro.org/314/Reasonable-Modification>

Ramps and Lifts: All Rio Metro vehicles have ramps or 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: If available, please use the seat belts. Wheelchairs/ scooters must be secured by the Transit Operator before the bus can proceed. Riders may not ride in an unsecured wheelchair or scooter. Wheelchair / scooter riders must wear seat belts provided by the wheelchair securement manufacturer. Power wheelchairs will be powered down while the wheelchair lift is ascending or descending to prevent falls.

Standing: Standing passengers must stand behind the standee line and hold on tight to the handrails for their safety while the bus is in motion.

Car Seats: Child car seats are required for all children six (6) years and younger. You are responsible for providing and properly using the car seat.

Your Personal Care Assistant and Guest(s): Your personal care assistant (PCA) rides free. If one or more guests come with you, they must pay the same fare you pay* (*Valencia County only). You are responsible for your PCA or guest and are responsible for canceling their ride as you would your own. PCAs and companions must have the same pickup and drop-off locations as the passenger.

Children Age Nine and Younger: If your child uses Rio Metro and is nine (9) years old or younger, an adult or PCA must ride with the child.

During Your Ride: 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.

Attire: Appropriate clothing must be worn (shirt, pants/shorts and shoes).

Eating, Drinking and Smoking: No eating or drinking is allowed on Rio Metro vehicles. All Rio Metro vehicles have a No Smoking rule which include electronic cigarettes (this includes non-smoke vapor).

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 (1) oxygen bottle may be transported per oxygen dependent rider. Rider must maintain control of oxygen bottle by themselves, if assistance is needed, it is recommended that the rider bring someone to assist them.

Radios, MP3, Tape and CD Players: Sound-making equipment of any kind may be used on Rio Metro buses 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/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 use of any Rio Metro equipment, including but not limited to the vehicle steering wheel, hydraulic lift, driver's two-way radio, driver's tablet, or trying to remove wheelchair tie-downs

Any rider who physically assaults another person 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, unless receiving authorization from Dispatch prior to the drop off.

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 effort! If you notice a safety concern (including improper securement) please call us as soon as you can:
1.866.795.7245**

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. All trip changes are subject to availability.

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.

Size of Your Mobility Device: Rio Metro's fleet is designed to accommodate mobility devices. Mobility devices / wheelchairs can be transported providing the lift, ramp 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: Rio Metro records whether you need a mobility device or not and the type of mobility device, you use when we first enter you in our records to begin using our services. If you now need to use a mobility device or need to change your mobility device, you must contact the appropriate Rio Metro division and let them know. This is important, because the vehicle we send out for your trip must have capacity to accommodate your mobility device.

If You Need Information Sent in a Different Format: Please call Rio Metro Customer Service if you need information in large print, audiotape, Braille or electronic format or your needs have changed. **Customer Service – 1.866.795-7245**

If You Change Your Name, Address or Phone Number: Please call the appropriate Rio Metro division if you change your name, home address, mailing address or phone number. This will help alleviate any confusion on where your pickup will be.

Rio Rancho	505.994.1608
Valencia County	505.352.3595

Lost and Found: If you left an item on a Rio Metro vehicle, call the number you used to make your reservation. You may be asked to describe the item lost and if we have found your item, you may pick it up at the appropriate Rio Metro division by scheduling a next-day ride. Please note that Rio Metro is not responsible for lost or damaged items. Lost and Found items are kept for 60 days.

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 for news and updates for NM Rail Runner Express and Rio Metro Regional Transit.

Reasonable Modification Requests

A reasonable modification is a modification to Rio Metro's policies, practices, or procedures that is requested by a customer to ensure that they are able to use Rio Metro's transit system.

To request a reasonable modification to current policies, practices or procedures, such as Beyond the Curb service please call:

For rail services please contact Customer Service at 505-245- 7245.

For dial-a ride service in Sandoval County please call 505-994-1608.

For transit services in Valencia County please call 505-352-3595 and select option 1.

Rio Metro may deny requests for modifications where:

- > Granting the request would fundamentally alter the nature of Rio Metro's service, programs, or activities
- > Granting the request could create a direct threat to the health or safety of the requestor or others

- > It is determined that the rider is able to fully use the Rio Metro's service, programs, or activities for their intended purpose without the requested modification.
- > Granting the request would create an undue financial or administrative burden

Rio Metro No-Show & Late Cancellation Policy

A customer may be suspended if the number of no-shows and/or late cancellations exceeds 10% of their overall scheduled monthly trips **AND** the number of no-shows and/or late cancellations exceeds three (3) during a single month. A warning letter may be initiated after receiving a no-show to remind the customer of the policy and inform him/her that his/her transportation privileges may be suspended.

Purpose: The purpose of the No-Show and Late Cancellation Policy is to:

- > Define the timeframes for scheduling and/or cancelling a trip
- > Define a no-show
- > Define a late cancellation
- > Specify the penalties to be imposed for excessive no-shows and late cancellations; and
- > Outline the no-show and late cancellation appeals process.

Definition of a No-Show: A no-show is defined as:

- > A rider does not cancel a scheduled trip and is unavailable at the agreed upon pick-up time and location and all of the following occur:
- > A rider without the proper fare **will not be transported** and will be marked as No-Show
- > The vehicle is at the pick-up location with the 30 minute on-time window (15 minutes before/15 minutes after scheduled pick-up time)
- > The driver has waited 5 minutes after the scheduled pick-up time or 5 minutes after arriving to the pick-up location
- > A trip will not be considered part of a pattern or practice of no-shows if the reason the rider was unavailable or unable to notify Rio Metro in a

timely manner was due to circumstances beyond the Rider's control as discussed in 49 CFR 37.125(h)(1). ***However, the responsibility to inform Rio Metro of those reasons shall be upon the Rider.***

Definition of a Late Cancellation: A late cancellation is defined as:

- > A rider cancels a trip when the driver arrives for the pick-up
- > A rider cancels a trip two (2) hours or less before the scheduled pick-up time of the trip.

Process of Warnings, Penalties & Appeals

First no-show or late cancellation within in a calendar month:

Action taken: None.

Second no-show or late cancellation within in a calendar month:

Action taken: A Warning Letter may be sent to the rider's address of record.

- > This notification will inform the rider of the date, time and location of the trips missed.
- > Provide an opportunity for the rider to review the trip Information.
- > Provide an opportunity for the rider to protest the assessment of the no-show set forth in the notice, such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis of the proposed no-show assessment and (ii) challenge to the determination that the facts stated constitute a no-show; explanation as to why the reason for the no-show was beyond the control of the rider.
- > Notify the rider of the current no-show accumulation.
- > Explain the potential loss of service for an over accumulation of no-shows.
- > Explain the consequences of not taking scheduled trips to the dial-a-ride system and other riders.

Customers may submit a request to excuse any no-show or late cancellation that they believe to be incorrect or beyond their control within fourteen (14) days from the date of the Warning Letter.

If there is no response received to the Warning Letter within fourteen (14) days and the number of no-shows or late cancellations exceeds 10 percent of their trips and the rider has three or more no-shows or late cancellations:

Action taken: An Intent to Suspend Letter will be sent to the rider's address of record. Warning Letter may be sent to the rider's address of record.

If there is no response to the Intent to Suspend Letter within fourteen (14) days:

Action taken: A Final Suspension Letter will be sent to the rider's address of record.

> Rio Metro will provide thirty (30) days from the date of the Final Suspension Letter to allow the rider to make alternative transportation arrangements. Please see the No-Show and Late Cancellation Appeals Policy on page 25 for more information.

No-shows and late cancellations will be tracked each month. However, it is the Rider's responsibility to track his/her late cancellations and no-shows to ensure that they are kept within an acceptable level. It is also the rider's responsibility to ensure that Rio Metro is properly informed of any change in mailing address to ensure all correspondence is received in a timely manner.

No-Show and Late Cancellation Requests/Appeals

If a rider's no-shows or late cancellations exceed 10% of their overall scheduled monthly trips and he/she has accrued three (3) or more no-shows or late cancellations in a calendar

month and receives a notice of suspension, the suspension may be appealed with an appeals panel. Complete information about the appeals process will be included with the service suspension letter. The rider will have fourteen (14) days to appeal the suspension and will receive notification within 30 days of the appeal decision before a suspension takes effect.

Subscription Service Suspension

The No-Show and Late Cancellation Policy applies to all Rio Metro customers including those who receive subscription service.

If a subscription rider receives two (2) service suspensions in a floating 12-month period, the subscription will be cancelled. The rider will still be able to schedule trips on Rio Metro when the second suspension is over; however, the subscription will be cancelled, and the customer will be required to call Rio Metro to book all future trips.

Frequently Asked Questions

May I reserve more than one trip at a time?

Yes, you can reserve as many as six one-way trips per telephone call.

I reserved a return trip from my doctor's office for 4:00pm but my appointment was finished at 4:30pm. The bus did not wait for me.

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 taking in to account that an appointment may take longer than expected.

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 appropriate Rio Metro division for further assistance.

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 certified Rio Metro vehicles are clearly marked with Rio Metro identifiers and logos.

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.

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 27.)

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 the appropriate Rio Metro division:**

Rio Rancho 505.994.1608

Valencia County 505.352.3595

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

- > Breaking the law
- > Poor conduct
- > Reservation problems
- > Lateness and No-Shows
- > Vehicle and route problems
- > Driver problems
- > Problems with other riders and service 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, 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 badge number or 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
Available Monday-Friday, 8am to 5pm
1.505.245.7245

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 review and investigate each complaint that is filed. Rio Metro Customer Service will analyze all complaints for trends and patterns. Information is reported to operations staff 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 Regional Transit District Board of Directors and/or the Client's Rights Advocate at your local Regional Center.

Public Meetings

Every month, Rio Metro 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

Meeting schedule for Board meetings are 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**.

Title VI/Non-Discrimination

Rio Metro Regional Transit District operates its programs and services without regard to race, color, national origin, and disability, in accordance with Title VI of the Civil Rights Act and the American with Disabilities Act. Any person who believes she or he has been aggrieved by an unlawful discriminatory practice may file a complaint with Rio Metro Regional Transit District.

If you would like additional information on Rio Metro Regional Transit District's Civil Rights program and the procedures to file a complaint, please contact the Rio Metro Regional Transit District's Customer Service at 1.866.795.7245 or in person or writing at:

Customer Service
Rio Metro Regional Transit District
809 Copper Avenue NW
Albuquerque, NM 87102

Email: riometro@mrcog-nm.gov

You may also file a complaint with the New Mexico Department of Transportation. For more information on the New Mexico Department of Transportation's Civil Rights program and the procedures to file a complaint, please call 800.554.0936 or 505.470.9668, email linda.ramos@state.nm.dot or visit the administrative offices at 1590 Pacheco Street, Suite A-10, Santa Fe, NM 87505. For more information visit dot.state.nm.us.

A complainant may file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Title VI/ADA Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave. SE, Washington DC 20590. Phone 202.366.4043.