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riometro.org

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.

RIDERSHIP POLICY (DRAFT)

Rio Metro is committed to provide safe, accessible, timely and professional services for our customers. We thank you, the passengers boarding our vehicles, for obeying the rules listed below. For a full version of the riders guide visit riometro.org.

1. **COURTESY:** Riders must act in a courteous manner at all times while riding the vehicle. Any rider who is verbally and/or physically abusive to other riders or the driver will be asked to exit the bus immediately and suspended. Buses are equipped with cameras to ensure the safety of our passengers and our drivers.
2. **SAFETY:** Driver is responsible for the safety and welfare of passengers while riding the transit vehicle. The driver is in charge and riders must comply with

the instructions of the driver at all times. Riders must refrain from horseplay/fighting on the vehicle. Driver will immediately stop the vehicle in the event of such an incident, will ask the passenger to exit the vehicle and will contact law enforcement if deemed necessary.

3. **SCHEDULING/CANCELING RIDES:** Rides must be requested by 12 noon one business day in advance, but two weeks in advance is encouraged. Rides are scheduled on a first come first serve basis. Cancellations must be called into the transit office at least 2 hours prior to scheduled pick up. If ride is not canceled it will be considered a "No Show".
4. **NO-SHOWS** Excessive No-Shows will result in a suspension. 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. For the full No-Show policy please visit the Rio Metro Riders guide available online. (Coming Soon)
5. **SEAT BELTS:** Seat belts must be worn at all times while the bus is in motion. Wheelchairs/scooters must be secured by the driver 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.
6. **FARES:** Riders must pay their fare upon boarding the bus or show a valid pass to the driver.

7. **LOST & FOUND:** Rio Metro is not responsible for lost or stolen items. To claim lost and found items please call the Rio Metro number you made the reservation with.
8. **EMERGENCY:** In the event of an emergency, all riders are to explicitly follow the instructions given by the driver. If an evacuation of the bus is deemed necessary, the driver will instruct you as to the actions to be taken.
9. **FOOD/DRINK/TOBACCO:** Riders are not permitted to consume food on the bus. Drinks are allowed ONLY in an appropriate non-spill travel container that is securely sealed. Electronic cigarettes smoking, and chewing tobacco are not permitted.
10. **OXYGEN:** Dependent riders are permitted to have one oxygen bottle in their possession. Riders are required to maintain control of their oxygen by themselves. If assistance is needed, a personal care attendant must accompany the rider.
11. **ALCOHOLIC BEVERAGES:** No rider is permitted to have an open container on board the bus. Rio Metro reserves the right of the driver to ask to see the contents of a package if he/she suspects that package may contain an open container of alcohol.
12. **ILLEGAL DRUGS** are not permitted on the bus at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
13. **SIX BAG LIMIT:** No more than 6 shopping bags per rider are allowed on the bus.

Riders are responsible for loading and unloading their own bags.

responsible for cleanup of animal. Please keep animals off seats.

14. **TIME:** Please make yourself visible to the driver when the bus approaches. Buses arriving at your residence within 15 minutes before or after the scheduled pick up time are considered on time. If the bus arrives before your scheduled pick up time, you'll be expected to board the bus within 5 minutes, if the bus arrives after you scheduled pick up time you will be expected to board within 3 minutes. If you have not made contact with the bus within the allotted time, the bus will move on to its next stop. If you are somewhere other than home, the bus should arrive at your location at the scheduled pick up time. The bus will wait for five minutes on arrival for you to board. If you have not made contact with the driver within five minutes of arrival, the driver will move on to its next pickup. If the bus is more than 15 minutes late for your scheduled pick up time, please call your local office to inquire on the bus status.
15. **PERSONAL HYGIENE:** Riders must maintain good personal hygiene so as not to offend other riders.
16. **WEAPONS** are not allowed on the bus. A weapon is described as any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.
17. **SERVICE ANIMALS** accompanying an individual with disabilities will be allowed to board the vehicle. No other animals are allowed. Riders are

RIO METRO SERVICE DENIAL POLICY

Anyone violating these rules can and will be prohibited from using our service. We are responsible for the safety and welfare of all riders and will refuse service to any person who places our riders and/or drivers at risk. For a full copy of The Rio Metro Riders Guide, please visit RIOMETRO.ORG