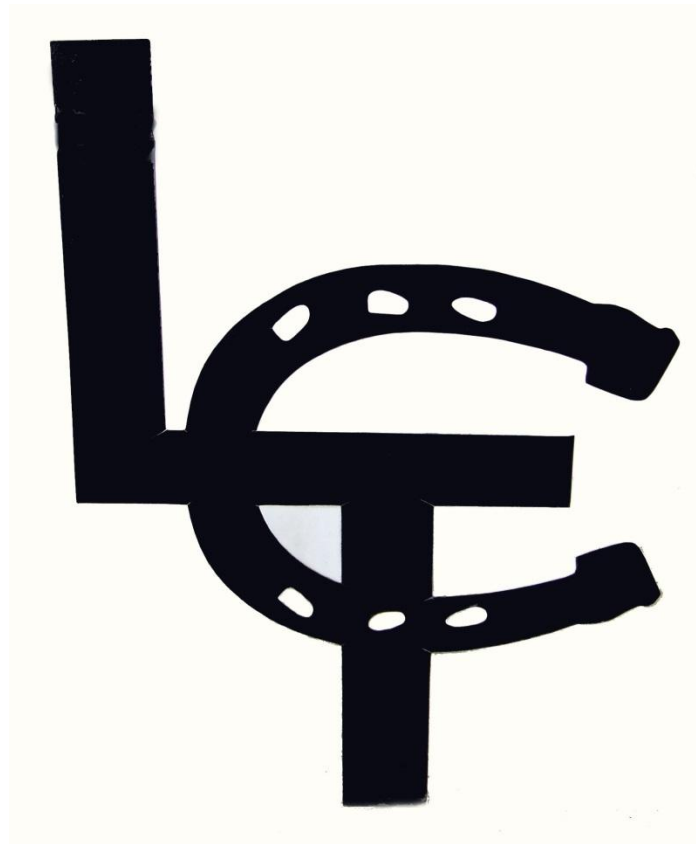


Lincoln County Transit Rider's Handbook



Dispatch: (575)378-1177

Days of Operation

Lincoln County Transit operates on Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday.

There is no service on Sunday.

Hours of Operation

Monday through Thursday

Friday

Saturday

6:30 AM – 11 AM

6:30 AM – 6:30 PM

6:30 AM – 12 Noon

1 PM – 6:30 PM

There is also no service on the following holidays:

New Year's Day

Martin Luther King Jr.'s birthday

President's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day and the day after

Christmas Eve and Christmas Day

Fare Prices

\$2 per person per trip in Ruidoso and Ruidoso Downs

\$3 per person per trip at Inn of the Mountain Gods and Mescalero Travel Center

Children 5 years and younger ride for free

Passes: You may purchase them at Ruidoso Downs City Hall or request one when you call Dispatch (575) 378-1177. Passes are valid for 90 days from the date of purchase.

\$20 for 10 one-way rides

\$30 for 15 one-way rides

Bus Etiquette

- Extinguish cigarettes well before boarding the bus
- Make sure your bus pass or fare is ready before boarding the bus
- Please sit down quickly and fasten your seatbelts and remain seated while the bus is in motion
- Practice good personal hygiene
- Hazardous objects or weapons of any kind are prohibited
- For safety reasons, we cannot transport flammable, caustic, or poisonous materials
- Finish food and beverage before boarding or keep them in a closed container
- Limit music to headphones that cannot be heard by the driver or other passengers
- As a courtesy, turn off cell phones or turn down ringer and talk quietly
- Leave pets at home unless they are a service animal for the disabled or are in an approved pet carrier
- Acknowledge “front of the bus” courtesy seating for the elderly and disabled
- Remember that fighting, boisterous, or other behavior that disturbs passengers can result in removal from the bus
- Be courteous to the driver and other passengers; verbal abuse or physically threatening behavior will not be tolerated
- Do not bring open containers of alcohol or possess any illegal or controlled substances on the bus
- Do not interfere in the movement of any transit vehicle
- Use designated crosswalks **to enter and after exiting** the bus
- Shoes and shirts must be worn; keep your feet on the floor
- Be ready at least 15 minutes before the bus is scheduled to arrive

- Use a flashlight to help the bus driver see you when it is dark outside
- Help young children and elderly board efficiently
- If another passenger needs a seat, please remove personal items from the seat next to you
- Please refer to the Passenger Behavior Policy for consequences of disobeying transit etiquette.

Thank you for your cooperation!

Who Can Ride

We are a curb-to-curb service available to EVERYONE. Curb-to-curb service means that we will pick you up and deliver you to the curb of your choice. Unfortunately, we cannot go past the threshold of your home or any facility.

Reserving a Ride: Due to our low cost service and high demand, LCT will take ride reservations on a “First Call First Served” basis. Please call dispatch at 378-1177 to schedule your ride. For a guaranteed pick-up and delivery time you will need to call at least one day in advance. Same day service is available on a space available basis for anyone that can work with our schedule availability for that day. We must restrict your ride to a maximum of a “three-stop” per day. Please schedule additional stops for another day.

Be Prepared: Due to LCT being a Public Transportation system and outside elements endure (weather, traffic, schedules, etc.), please be ready for your pick-up 15 minutes before your ride and be prepared to wait up to 15 minutes for your return ride. Any change in scheduled transportation needs to be made at least 30 minutes before your scheduled ride. Do not schedule a ride with the drivers. All rides must be scheduled through the dispatch office!

Be Responsible: Drivers will wait for five (5) minutes after they arrive within a passenger’s scheduled pick-up window. If the passenger is not at the bus within the five (5) minutes, the driver must depart to serve other passengers and the passenger will be recorded as a no-show.

A no-show occurs when the bus arrives within the pick-up window and the passenger is not ready, declines to ride, or is not at the location of the scheduled pick-up. A no show will also be counted if a cancellation is not received by dispatch thirty (30) minutes prior to appointment time.

If a customer is a no-show at the pick-up appointment, the return trip will automatically be cancelled unless we hear from the customer.

Any rider that does not cancel their ride at least 30 minutes before their scheduled ride will be considered a “no-show”. Three (3) “no-shows” = 30 day suspension. The second time of three (3) “no shows” = 60 day suspension. The third time of three (3) “no shows” = 1 year loss of service.

Cancellations: If you need to cancel your appointment, please call as soon as possible. The earlier you cancel a trip appointment, the greater the chance another passenger will be able to use the time that was allotted for your trip. To cancel an appointment, call dispatch at 378-1177. Cancellations must be received at least thirty (30) minutes prior to appointment time, or it will be marked as a late cancellation. All trip cancellations must be made through the dispatch office.

Limited Assistance from Drivers: The drivers may leave their vehicle to provide assistance in boarding and/or disembarking passengers; however, drivers are restricted from picking up any item weighing 25 lbs. or more. Drivers are not allowed to cross the threshold.

Cargo Assistance: The driver can remove groceries and/or other items from the bus to the curb. If you have special needs LCT encourages you to bring an aide with you if you plan to exceed more than 6 bags or items. All aides ride for free. You must notify dispatch of your aide assistance. Absolutely no item can be left on the bus when the rider makes additional stops. Please schedule your rides in a proper order making sure shopping is your final ride.

Safety: All passengers are required to wear their seatbelts unless a “State Certificate of Exemption” is given to the driver. The rider will be responsible for loading and unloading their child. A child restraint is your choice and cannot be left on the vehicle at any time.

Have Fare Ready: All riders must pay a fare prior or upon boarding the transit bus.

ADA Accessible Buses

Two of our buses are ADA wheelchair accessible and have a lift that may be used by anyone who finds the steps too difficult for boarding.

Our vehicles will transport wheelchairs that fit the “common wheelchair” dimensions as described by the ADA- Section 37.3 of the DOT’s regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) defines a “common wheelchair” as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

Bikes not Allowed on Buses

We do not have bike racks on the buses; therefore, bikes are not allowed.

Passenger Behavior Policy

Any and all passengers have a right to transportation provided by Lincoln County Transit that is why we are here.

Lincoln County Transit passengers have a right to be treated with courtesy, dignity and respect at all times by Lincoln County Transit personnel.

A passenger's right to transportation can be terminated by the transportation system due to misconduct of the passenger. Disruptive or abusive behavior to other passengers or the driver will not be tolerated.

No profanity or vulgarity is allowed while on board a Lincoln County Transit vehicle, with the exception of passengers whose actions and verbiage are protected under ADA guidelines due to a disability.

No weapons (knives or firearms) will be allowed on a Lincoln County Transit vehicle.

Passengers are not permitted to eat, drink, or smoke in Lincoln County Transit vehicles. Passengers will be denied transportation services if they choose not to abide by the seatbelt policy.

No screaming, loud talking, singing, or playing of loud music is allowed.

No inappropriate display of affection or sexual activity to the driver or another passenger will be allowed.

No release of human waste, including spitting is allowed. This does not include instances of vomiting or incontinence due to treatment, medication, or illness.

The driver will reserve the right to refuse transport of any passenger who appears to be intoxicated or under the influence of drugs.

Procedures for violation of these rules are as follows:

- First incident: When a passenger's behavior disrupts the driver or other passengers, the transportation coordinator, or his/her agent will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The transportation coordinator will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The coordinator must document this verbal warning, indicating the date and time the discussion took place.
- Second incident: If the passenger continues his/her disruptive behavior, the transportation coordinator will speak with the passenger and the passenger's sponsoring agency representative (if the passenger is a human agency client) a second time. During this conversation, the passenger will be presented with a written warning stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in a suspension of privileges to ride the transportation system for up to 30 days.
- Third incident: A third incident will result in a suspension of transportation privileges for up to 30 days. The suspension notice will be written, and hand delivered to the passenger's sponsoring agency (if the passenger is a human services agency client) or sent by certified mail to his/her address and to that of the sponsoring agency, if applicable.

If a passenger continues his/her disruptive behavior following his/her return from suspension, a written notice will be hand delivered to the passenger, notifying him/her that he/she has been suspended from riding a Lincoln County Transit vehicle for a year. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.

The Lincoln County Transit system operator reserves the right to exceed the above violation procedures, including calling the police and having a disruptive passenger removed, should it become necessary for the safety of the driver and/or other passengers.