



CUSTOMER CODE OF CONDUCT

Drivers' Responsibilities

Bus drivers are responsible for the safety and welfare of all New Mexico DOT Park and Ride bus passengers.

Passengers' Responsibilities

As a passenger, there are specific things that you can do to help us achieve our goal of a safe, user-friendly transportation service.

- Always pay attention to the Driver's announcements and comply with the Driver's instruction.
- If you notice a safety/security threat posed by a fellow passenger(s), report it immediately to the Driver.
- Comply with this Code of Conduct.

Law enforcement may be contacted to protect the safety of passengers and the riding experience. Failure to comply with this Code of Conduct may lead to suspension or revocation of transportation services and/or criminal and/or civil penalties.

Youth Ridership

Children under the age of 10 must be accompanied by a parent or an adult guardian (18 years of age or older), and ride for free. Persons 10 years and older are required to pay full fare.

Passenger Pickup and Drop Off

- Drivers will pick up or drop off passengers at designated boarding locations, only.
- To enter and ride on a bus, passengers must show a valid pass to the driver or pay the exact fare.
- When preparing to leave the bus, passengers must remain seated until the bus comes to a complete stop.
- All passengers must be seated while the bus is in motion, except to move between seats or go to the lavatory facilities. Standing passengers are not permitted.

Service Animals

Service animals accompanying individuals with disabilities are allowed. Non-service animals or pets are prohibited.

Personal Mobility Devices

Passengers using wheelchairs are encouraged to wear a seatbelt at all times when the bus is in motion. Wheelchairs and scooters must be secured by the driver before the bus will proceed.

Storage and Security of Personal Items

Small personal items must be placed in the overhead compartments or held on a passenger's lap. Large items must be stored in the compartments below the coach. The compartments below the coach shall only be opened and closed by the bus driver.

NMDOT Park and Ride is not responsible for any lost or stolen personal property on the buses or in parking areas.

Food and Drink on Buses

Consumption of food and beverages on buses is not permitted. All food and beverage containers must remain closed.



Use of Seats

- Priority seating is available for seniors and persons with disabilities. Please make these seats available to seniors and persons with disabilities.
- Paying a fare or presenting a valid pass allows every passenger to use one seat.
- Passengers shall not reserve an unoccupied seat by placing personal possessions on such a seat or by verbally or physically preventing another passenger from occupying such a seat.
- Every passenger has the right to take any unoccupied seat.

Use of Personal Electronic Devices and Printed Media on Buses

- Passengers shall use headphones or earphones when using any personal electronic device that produces music or an audible broadcast.
- The volume of any personal electronic device shall be set at a level that does not disturb other passengers or the driver.
- Please be considerate of other passengers and the driver by not singing aloud to your music through your headphones and by not talking too loudly amongst other passengers or on your mobile phone.
- The display of pornographic or obscene images on personal electronic devices or print media is prohibited.

Tobacco, Alcohol, Drugs, Weapons, Verbal and/or Physical Abuse, Odors on Buses

- Use of tobacco products and e-cigarettes is prohibited.
- Consumption of alcohol or drugs is prohibited.
- Possession of weapons including but not limited to firearms, sharp edged implements, or devices used for or capable of being used to inflict blunt force injury is prohibited.
- The use of vulgar and/or obscene language or the use of threats or verbal provocations is prohibited.
- “Horseplay” or “roughhousing” is prohibited.
- Physical or verbal threatening (assault) or inflicting (battery) physical harm is prohibited.
- Bringing onto NMDOT Park and Ride buses odors which unreasonably disturb others or interfere with their use of the transit system, whether such odors arise from one's person, clothes, articles, accompanying service animal or any other source is prohibited.

Driver's Right to Refuse or Remove Passengers

Persons who exhibit the following behavior will not be allowed to board or will be removed from the NMDOT Park and Ride bus:

- A child under the age of 10 not accompanied by a parent or guardian.
- Persons using tobacco products.
- Persons consuming or under the influence of alcohol and/or drugs.
- Persons possessing weapons.
- Persons who verbally or physically threaten or inflict physical harm on the driver or other passengers.
- Persons consuming food or beverages.
- Persons operating personal electronic devices at a volume that disturbs other passengers or the driver.
- Persons operating personal electronic devices or displaying printed media showing pornographic or obscene images.
- Persons using profane, vulgar, threatening or provocative language.



- Passengers who refuse to allow their wheelchairs or scooter to be secured.
- Persons who refuse to be seated when the bus is in motion.
- Passengers accompanied by a non-service animal or pet.

Park & Ride Passenger Suspension Policy

Park & ride strives to provide a safe and comfortable commute for all users of its bus service. Passengers shall comply with all Park & Ride passenger/customer code of conduct rules on buses and bus stops. Passenger behavior that is abusive or disruptive is prohibited. Failure to observe policies may result in the suspension of privileges for the use of Park & Ride service. The suspension period shall be determined on a case-by-case basis.

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