

CUSTOMER POLICY

Our transit agency is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers boarding our vehicles, for obeying the rules listed below:

1. The driver is responsible for the safety and welfare of all passengers while riding the transit vehicle. Therefore, the driver is in charge and passengers are expected to comply with the instructions of the driver at all times. Passenger safety and welfare is contingent upon all passengers complying with these instructions.
2. Passengers are expected to act in a courteous manner at all times while riding the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.
3. If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.
4. Passengers are expected to pay a fare each time they board the vehicle or show a valid pass to the driver. *Exact change is required.* We allow no passenger to ride without paying.
5. Do not attempt to stand or exit the vehicle until it has come to a complete stop and the driver informs you that it is safe to exit.
6. Passengers are expected to maintain control of their possessions while on the vehicle. The agency will not be responsible for lost or stolen property.
7. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the vehicle is deemed necessary, the driver will instruct you as to the actions to be taken.
8. Passengers are not permitted to consume food and drinks on the vehicle.
9. All vehicles are tobacco free. Smoking and chewing are not permitted on the vehicle.
10. No passenger is permitted to have an open alcoholic beverage container on the vehicle. The agency reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol.
11. Illegal drugs are not permitted on the vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
12. At the discretion of the transit provider any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
13. Any person using profane language towards the driver or other passengers may be asked to exit the vehicle.
14. Passengers are asked to maintain good personal hygiene so as not to offend other passengers. *Service maybe discontinued until hygiene improves.*
15. Passengers are to refrain from horseplay or fighting on the vehicle. The 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.
16. Weapons are not allowed on any vehicle at any time. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, numchuks or any other 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 individuals with disabilities will be allowed to board the vehicle. Service animals must be under the full control of the passenger at all times and cannot ride in a seat.
18. Small Pets being taken to the vet will be allowed, but must be in a locked carrier and under the control of the passenger the entire time it is on the bus.
19. Multiple stops can be scheduled but once you exit the vehicle you must pay a fare to board again. If you require additional information, please contact the reservation clerk.
20. Portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle.
21. A 2-bag limit is enforced to enable passengers to control their belongings and enter and exit the vehicle quickly. If you have several items to purchase you must schedule multiple trips. If it is too heavy for you, it is too heavy for the driver.

Any passenger who violates these rules can and will be prohibited from using our service. We are responsible for the safety and welfare of all passengers and will refuse service to any person who places our passengers and/or drivers at risk.

NON-DISCRIMINATION

NOTICE TO THE PUBLIC

The City of Clovis/Clovis Area Transit System operates its programs and services without regard to race, color, national origin, or disability in accordance with Title VI of the 1964 Civil Rights Act and the American with Disabilities Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with our agency.

For information on the City of Clovis' civil rights program and the procedure to file a complaint, please contact Nancye Clements, HR Director at 575-763-9652, email nclements@cityofclovis.org or visit the office at 321 Connelly, Clovis, NM 88101.

You may also file a complaint directly with the NM Department of Transportation's civil rights program. For information on the procedure to file a complaint you may call 1-800-554-0936 or (505) 470-9668, email linda.ramos@state.nm.dot, or visit administrative offices at 1590 Pacheco St., Santa Fe, NM 87505 or for more information visit www.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 Jersey Ave., SE, Washington, DC 20590. For more information call (202)366-4043.

REASONABLE MODIFICATION

NOTICE TO THE PUBLIC

Passengers with disabilities may request modifications to current service procedures to access our service. To make a request, please call us at 575-769-7910 or email us at cats@cityofclovis.org. Please submit requests at least the day before your trip.

