

## What is ACT Assist?

ACT Assist is “origin to destination” public transportation service for eligible persons with disabilities who are unable to use the regular Atomic City Transit fixed-route bus service. Door-to-door service is the primary way the service is operated.



Service is provided from 6:00 a.m. to 9:00 p.m. Monday through Friday, excepting holidays. Trained drivers are available to assist customers in boarding and alighting vehicles that are specially equipped with wheelchair lifts/ramps.

ACT Assist operates anywhere with an origin and destination in Los Alamos County.

## How do I become certified for ACT Assist?

You may request that an application be mailed to you by calling 661-4545, or you may download an application at [www.atomiccitytransit.com](http://www.atomiccitytransit.com). You will need to complete Part A of the application, certify the information provided is true and correct, and have a licensed healthcare professional verify your information and sign Part B of the application.

Eligibility may be determined on a trip by trip basis. For instance, you may be

certified to ride ACT Assist for some trips, and required to ride the fixed-route buses for other trips.

We will make a determination on your eligibility within 21 days. Once you are certified, you will receive a letter from us stating your trip eligibility and inviting you to visit our office to obtain a photo ID card. We will provide transportation for this trip.



If you are denied service eligibility, you will have the right to appeal the decision within 60 days from the initial date of determination.

## How do I schedule a trip on ACT Assist?

You may call 661-4545 from 8:00 a.m. to 5:00 p.m. Monday through Friday to make a reservation. Trips may be requested up to 14 days in advance but must be requested no later than 5:00 p.m. for service the next operating day. You may leave a voice message on weekends, holidays or after regular office hours.

When scheduling your trip, please provide the following information:

- Name
- Originating address
- Destination address
- Date you wish to ride
- Time of your appointment
- Approximate time of your return trip



# Rider's Guide

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July 2021



The scheduler will give you an approximate time you will be picked up. This time will include a 30-minute window during which the vehicle may arrive.

For example, if your pick-up time is scheduled for 8:00 a.m., the scheduler may tell you, “We will pick you up between 8:00 a.m. and 8:30 a.m.”

Please be ready during the 30-minute pick-up window, as the driver can wait only five (5) minutes before leaving for the next destination. Failure to appear and/or meet the vehicle will result in you being charged with a “no show.”

### What should I do if I need to cancel my trip?

If you need to cancel your trip, be sure to call 661-4545 at least *one hour* prior to your trip. Failure to do so will result in you being charged with a “late cancellation.”



A person who has a pattern or practice of no shows or late cancellations may be subject to service suspension.

### How much does ACT Assist service cost?

There is no fare for ACT Assist service, just as there is no fare for the regular Atomic City Transit fixed-route bus service. You will, however, need to be certified as “ADA paratransit eligible” and registered in our scheduling system.

### What on-board policies should I be aware of?

Atomic City Transit (ACT) is committed to providing safe, accessible, professional, & timely services for all customers. Such service can only be provided when passengers respect & follow certain courtesy & safety rules. Passenger safety & welfare is contingent upon all passengers abiding by this Customer Service Policy. Therefore, please obey the following rules while using this service:

1. **Observing Instructions:** The driver is responsible for the safety & welfare of the passengers riding inside the transit vehicle. Therefore, passengers shall abide by the instructions of the driver at all times.
2. **Courtesy & Behavior:** Passengers are expected to act in a courteous manner at all times while riding in the vehicle. Any passenger who is verbally or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.
3. **Boarding the Vehicle:** Prior to boarding any transit vehicle, first allow all exiting passengers to get off the bus.
4. **Inside Seat:** Move to an inside seat & place your belongings on your lap so other riders may use the seat next to you.
5. **Feet Off the Seats:** Passengers are to keep their feet off the seats & remain seated while the bus is in motion.
6. **Exiting the Vehicle:** Do not attempt to stand or exit the vehicle until it comes to a complete stop.

7. **Profane Language:** Any person using profane language on the bus, towards the driver, towards other passengers, or even where other passengers can hear it, may be asked to exit the vehicle immediately.
8. **Horseplay & Fighting:** Passengers must refrain from horseplay or fighting on the vehicle or while boarding & exiting the vehicle. In the event of such activity, the driver will immediately stop the vehicle & ask the passenger to exit the vehicle immediately. If deemed necessary, the driver will contact Dispatch.
9. **Lost or Stolen Property:** Passengers are expected to maintain control of their possessions while riding in the vehicle. ACT is not responsible for any lost or stolen property.
10. **Food & Beverages:** Passengers may not eat or drink on the bus. Food and/or beverages must be in a spill proof container.
11. **Good Personal Hygiene:** Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
12. **Alcoholic Beverages & Illegal Drugs:** Open alcoholic beverage containers & illegal drugs are not permitted on the vehicles. Any person found in possession of such items will be reported to the police by the supervisor.
13. **Under the Influence:** Passengers who, due to intoxication, are unable to board/alight the vehicle under their own ability, or who cause disruption of service, may be denied service or asked to exit the vehicle at the discretion of the driver upon notice to dispatch.

14. **Illegal Weapons: Illegal** weapons or any other device carried with the intent of causing bodily harm to another individual are not allowed on any vehicle at any time. Any person found in possession of an illegal weapon or device will be reported to the police by the supervisor.
15. **Vandalism:** Any vandalism to the vehicle, either interior or exterior, will result in the passenger's suspension from using the service.
16. **Tobacco Free Zone:** All vehicles are tobacco free. The use of tobacco of any kind is not permitted on the vehicles.
17. **Trash Removal:** Passengers are to remove all their trash upon exiting the vehicle.
18. **Dial-A-Ride and ACT Assist Buckle Up:** On all Dial-a-Ride and ACT Assist vehicles, passengers must buckle up prior to the driver proceeding with the trip.
19. **Wheelchair Securement:** All wheelchairs must be secured.
20. **Service Animals:** Only service animals accompanying individuals with disabilities will be allowed on the vehicles. Service animals must be under the control of the passenger.
21. **Emergency Instructions:** In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If a vehicle evacuation is deemed necessary, the driver will instruct passengers with the appropriate actions.

*As a passenger, if you see any violation of this policy by other passengers, immediately report it to the driver. Because the safety &*

*welfare of all passengers is important to ACT, services will be denied to any person who places other passengers or the driver at risk. Any passenger who violates these rules may be prohibited from using this service.*

### **How can I make suggestions or comments about the service?**

We welcome your suggestions and comments about how ACT Assist can better serve your needs. Please feel free to call us at 661-4545 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

