



For Reservations and
General Information:

(575) 541-2777

Dial-A-Ride

**For Senior's age 60 or older and Persons
with Disabilities**

Your Guide to Ride

Table of Contents

Welcome to Roadrunner Vamonos Service	1
How to Apply for Roadrunner Vamonos Service	1
Eligibility Criteria.....	2
Reservations Line and Feedback.....	2
Visitors Policy.....	3
Service Area.....	3
Out of Area Visitor Riding Privileges.....	4
Shared Ride Service.....	4
Standard Service.....	4
Subscription Service.....	4
Immediate Service Problems.....	4
Trip Scheduling and Negotiation of Times.....	4
Changing or Canceling a Trip.....	5
Excessive Cancellations.....	6
Rider No Shows.....	7
Trip Scheduling Information.....	7
How To Book Rides Through The Roadrunner Vamonos App.....	8
Where Does Roadrunner Service Stop?.....	12
30-Minute On Time Window.....	12
How Long Will the Driver Wait for Me?.....	13
How Do I Board the Vehicle?.....	13
Securement on the Vehicle.....	13
Wheelchairs and Mobility Devices.....	13
Service Animals.....	14
Transporting Pets.....	14
Carry-on Packages.....	14
Lost and Found Policy.....	14
Change of Information.....	15
Rules of Conduct.....	16



Welcome to Roadrunner Vamonos Service

Roadrunner Vamonos is an Americans with Disabilities Act (ADA) mandated demand response public transportation service for people unable to independently use the fixed route bus service throughout the Roadrunner Transit Fixed Route System. Roadrunner vehicles are wheelchair accessible and are operated by specially trained drivers. In order to use Roadrunner Vamonos service, you must be certified as ADA eligible, or be a Senior over 60 years of age. Eligibility is determined on a case-by-case basis. For more information about the eligibility process, call **(575) 541-2777**.

How to Apply for Roadrunner Vamonos Service

ADA qualifying applications for ADA certification are available at the Roadrunner Vamonos office, by emailing **roadrunnervamonos@lascruces.gov**, by calling **(575) 541-2777**, or on the City's website at **<https://lascruces.gov/community/transportation/roadrunner-transit/>**

Senior citizens should call **(575) 541-2777** to register for Roadrunner Vamonos service.

The Roadrunner Vamonos office is located at **300 W Lohman Ave, Las Cruces, NM 88005**.

Eligibility Criteria

To use the Roadrunner Vamonos service, you must meet at least one of the following eligibility criteria:

1. You are unable to independently board, ride, or exit an accessible vehicle on the fixed-route transit system due to a physical or mental impairment.
2. You have a disability that would allow you to use accessible fixed-route transportation, but accessible service is not available at the time or on the route you need to travel.
3. You have a disability that prevents you from traveling to or from a fixed-route bus stop.

Eligibility determinations are made on a case-by-case basis. A physician or designated representative of a qualified social service agency should evaluate the applicant's limitations and provide information supporting the eligibility request.

Roadrunner Vamonos reserves the right to refuse transportation to any wheelchair user who cannot safely ride in a fully upright position. Vehicle lifts can safely accommodate a combined wheelchair and occupant weight of up to 600 pounds.

Reservations Line and Feedback

Reservations are accepted 7 days a week, Sunday through Saturday, from 8:00 AM to 5:00 PM by calling **(575) 541-2777** or Relay New Mexico (Hearing Impaired): **(800) 659-1779**. Voice Calls **711** (Telecom. Relay Svcs –TRS) On Sundays, the service does not operate. However, you can leave a voicemail for a next-day trip booking or cancellation, and one of our dispatchers will schedule your trip and call you Monday morning to confirm your times.

Unfortunately, Roadrunner Vamonos is not a same-day service, and same-day trip reservations are not accepted. All trips are required to be booked at least one day in advance. If your vehicle has not arrived by the scheduled pick-up time plus the on-time window, please call the same Reservations number you called to schedule your ride. Ask for an estimated arrival time (ETA) and the vehicle number assigned to your trip.

Roadrunner Vamonos does not operate on the following holidays:

- **New Year's Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day**

Visitors

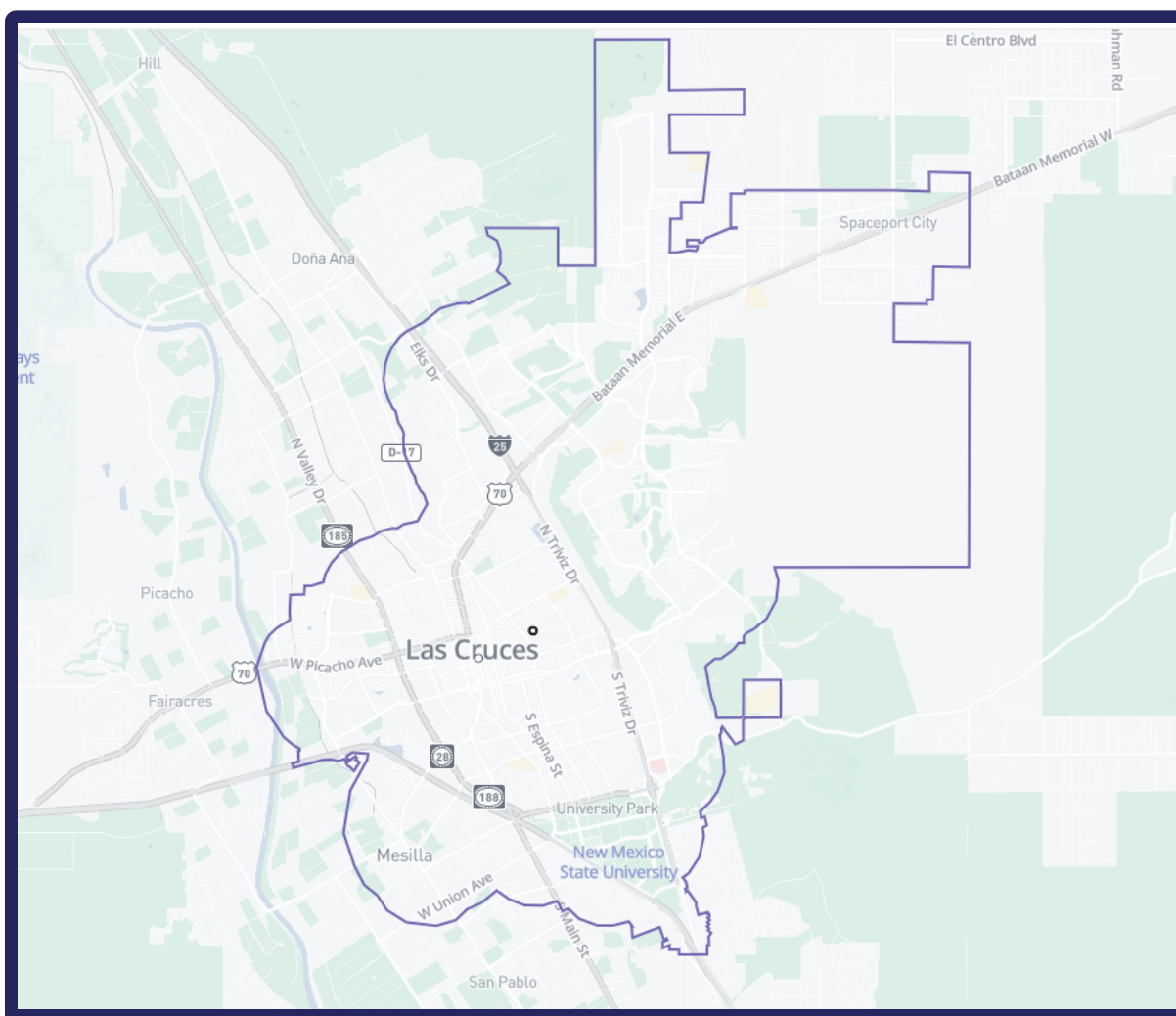
If you are visiting the Roadrunner Vamonos Service Area and are ADA paratransit eligible in a different city, you may ask for visitor status. As an eligible visitor you may receive 21 days of ADA paratransit service in any 365-day period. Please ask your home agency to fax or email your ADA eligibility information to Roadrunner Vamonos at:

Email: roadrunnervamonos@lascruces.gov or **Fax:** (575) 541-2733

For additional information regarding visitor status, please call us at (575) 541-2777.

Service Area and Hours of Operation

Service operates during the same hours and days as the Roadrunner Transit fixed route bus lines. For example, the fixed route buses operate Sunday through Saturday, Roadrunner Vamonos will operate during the same time-frame.



Out of Area Visitor Riding Privileges

As an eligible client for Roadrunner Vamonos, you are eligible for ADA paratransit service as a visitor in other cities ADA paratransit services. The ADA says that you can have 21 days of visitor status in any 365-day period in service areas where you do not live. If you are planning to visit another service area and would like to have ADA visitor status, please call us at **(575) 541-2777**. We will forward your ADA eligibility information to the service provider that you plan to visit.

Shared Ride Service

When planning your trip, please remember that Roadrunner Vamonos is shared-ride public transportation.

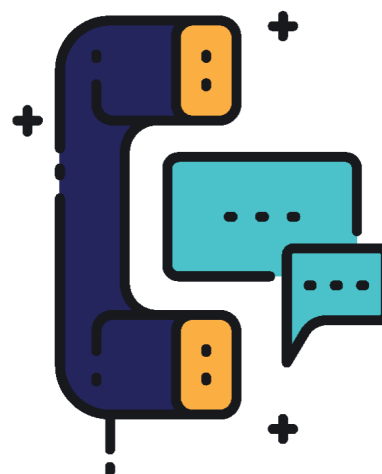
Give yourself enough time to arrive to your destination when booking your trip.

Subscription Service

If you have a recurring trip with the same pick-up and drop-off locations, you may request subscription service by contacting the reservation line. If your request is approved, you will be notified of your start date within ten (10) business days. Please note that subscription service requests are not guaranteed. Once your subscription service begins, Roadrunner Vamonos will automatically schedule a vehicle for your recurring trip, so you will not need to call in advance for each ride. Subscriptions will abide by the same no-show policy as individual rides. Any recurring rides that are not needed should be canceled at least one hour prior to the beginning of the pickup window.

Trip Scheduling and Negotiation of Times

To schedule a trip with Roadrunner Vamonos, call the reservation center at **(575) 541-2777**. The dispatcher may offer a pick-up time up to one hour before or one hour after your requested pick-up time. This is called the “Reservation Window.” If the dispatcher is unable to schedule your trip within the Reservation Window, it is considered a “Trip Denial.” You may report a Trip Denial to Customer Service, even if you accept the trip time offered.



Example:

If you request an 8:00 AM pick-up, you may be offered a trip between 7:00 AM and 9:00 AM.

Return trips should be scheduled for the latest time you expect to be ready to travel. Riders must schedule trips at least 1 hour apart. This time may vary depending on the distance of the trip. If you are ready before your scheduled pick-up time, you may call to ask whether an earlier ride is available. If an earlier ride is not available, you must keep your original scheduled pick-up time.

Example:

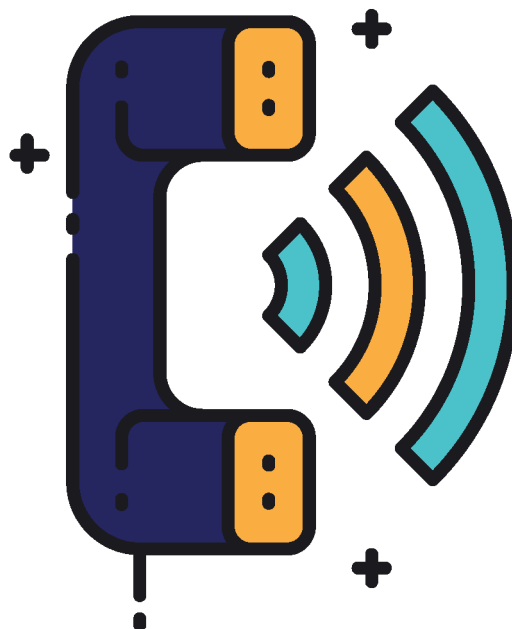
A rider goes to a doctor's appointment and does not know what time the appointment will end, so they schedule their return trip for 4:00 PM. The appointment ends earlier than expected, and the rider is ready at 2:00 PM. The rider may call to ask whether an earlier ride is available. If an earlier ride is not available, the rider must keep the 4:00 PM ride home. Trips cannot be scheduled for a vehicle to wait while you drop something off, pick something up, or complete another errand. Separate trips must be scheduled for each stop. Drivers are not allowed to change drop-off locations or make intermediate stops, including stops at fast-food drive-throughs.

Changing or Canceling a Scheduled Pick-up

To request a change to a trip you have already scheduled, please call the reservation line.

Roadrunner Vamonos is not required to accommodate same-day trip change requests.

If you are unable to take a scheduled trip, call the reservation line as soon as possible to cancel. When canceling, please be prepared to provide your name, address, and scheduled pick-up time.



Excessive Cancellations

Even when trips are canceled at least one day in advance or more than one (1) hour before the scheduled pick-up window, a pattern of excessive cancellations can reduce service availability for other passengers. To help ensure efficient use of paratransit services, Roadrunner Vamonos has established the following Excessive Cancellations Policy.

A rider is considered to have excessive cancellations if they cancel more than 15 trips within any thirty (30) day period.

Consequences of Excessive Cancellations:

First Occurrence:

- Passengers will receive a written warning that they have canceled more than 15 of their scheduled trips in a 30 day Period. Subscriptions could be suspended or terminated.

Second Occurrence within one year:

- Upon accumulating an additional five (5) cancellations, resulting in a total of twenty (20) cancellations, the passenger will be subject to a suspension of service for five (5) consecutive operating days.

Third Occurrence within one year:

- After an additional five (5) cancellations, bringing the passenger's total to twenty-five (25) cancellations, the passenger will be suspended from service for seven (7) consecutive operating days.

Fourth Occurrence within one year:

- After an additional five (5) cancellations, bringing the total to thirty (30) cancellations, passengers will be suspended from service for ten (10) consecutive operating days.

Fifth Occurrence within one year:

- Loss of services.

Individuals with excessive cancellations in violation of this policy will:

- Receive a written notice of the violations listing the trips scheduled, trips canceled and trips taken over the specific time period of the violation and the proposed sanction.

Rider No Shows

A rider No Show occurs when:

- You cancel a trip less than one hour before the scheduled pick-up time, or
- You do not show for a scheduled ride within 5 minutes of the driver arriving, as long as the driver arrived within your 30-minute pick-up window.

If the driver arrives after the 30 minute pick-up window, it is not considered a rider “No show,” regardless of if you are there or call to cancel the trip. If you are marked a no show five (5) or more times and the number of no shows are greater than 30% of your total trips, your eligibility may be suspended.

Written notice will be sent to riders when a no shows occurs.

Note: Riders also have the right to appeal or dispute all no show decisions.

Please contact **(575) 541-2777**.

Trip Scheduling

When scheduling a trip with Roadrunner Vamonos, please have the following information ready:

1. Your last name and first name
2. Requested pick-up date and time
3. Exact pick-up address
4. Phone number
5. Exact drop-off address
6. Any mobility device or service animal that will be traveling with you
7. The total number of additional passengers traveling with you, including Personal Care Attendants (PCAs), companions, and any mobility devices or service animals accompanying those passengers

Important: Return trips are not automatically scheduled. If you need transportation back from your destination, you must specifically request a return trip when making your reservation.

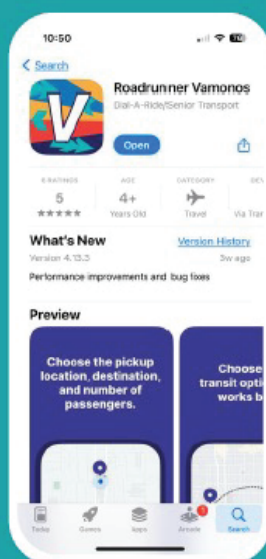
How To Book Rides Through The Roadrunner Vamonos App

Roadrunner Vamonos is happy to provide options for booking your rides. In addition to the standard option of contacting our call center, you can also book all of your trips through the Roadrunner Vamonos App. Its Easy! Below are the steps on how to book your ride using the Roadrunner Vamonos App.



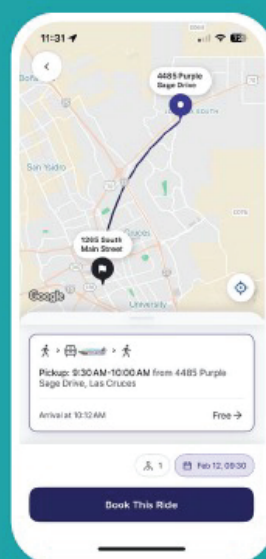
How to ride with Roadrunner Vamonos.

Access Las Cruces on your own time with Via.



1. Create an account.

Download the Roadrunner Vamonos app from the App Store or Google Play Store and follow the simple signup steps.



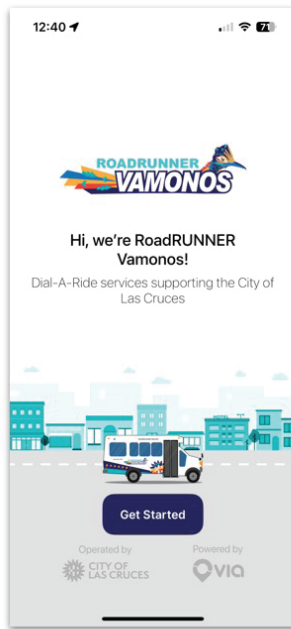
2. Book a ride.

Enter your pickup and dropoff addresses, then choose the ride option that works best for you by tapping Book This Ride.

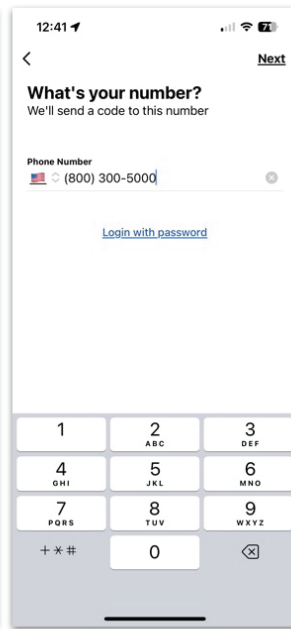


3. Meet your driver.

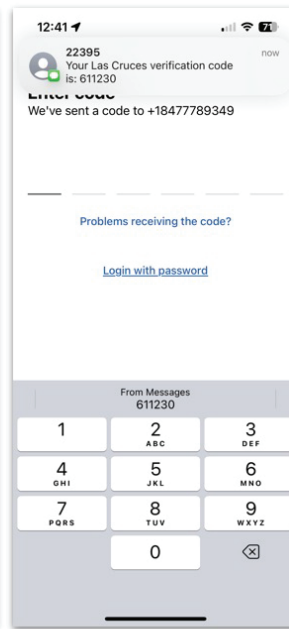
We'll assign you a pickup window and meet you at your requested location. Check the app to find out exactly where the vehicle is.



Step 1



Step 2



Step 3

Step 1: Select “Get Started.” If you have an account on file with a phone number, proceed to Step 2. If not, contact the Las Cruces office to ensure you are eligible for the service.

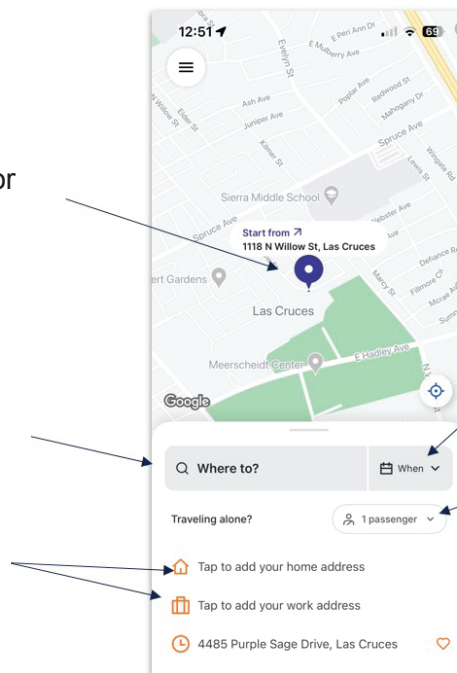
Step 2: Insert your phone number. You can also log in with password and email, if preferred.

Step 3: Enter in the six-digit code sent to you. From there, you're logged in!

You can drag the purple pin to the location you'd like to be picked up or dropped off.

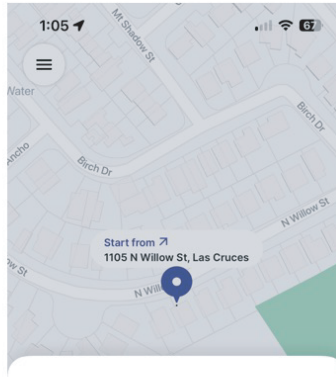
Enter in the address of where you'd like to go.

Add your home and work address for easy and quick booking. You can also add more favorites in the rider menu!



Select “When” to schedule the date and time of your trip.

Want to bring a PCA or +1? Add passengers here!



Select the date and time you'd like to book.

Select to depart at OR arrive by based on your trip type.

< Schedule

Depart at: Arrive by:

Thu, Aug 29 at 6:00 AM
Set a different pickup time

Fri, Aug 30 8:30 AM

Set time

1 of 2

Details

Travel reason:
Select from the options below

Location comments (Optional)
Leave clarifications for your driver

Next

Select the reason behind your trip - this is mandatory!

If you'd like, leave comments for your driver to assist them in your pickup or dropoff.

After selecting "Next," you'll receive a ride proposal. Please review all information carefully before selecting "Reserve Ride." Once selected, your ride reservation will be confirmed.

12:42

ROADRUNNER VAMONOS

Max Fisher >

- Inbox
- Scheduled Rides**
- History
- Favorites
- Promo Codes
- Share
- Service info
- Rider Guide
- Concessions
- Contact Us

1:04

Scheduled Rides (1)

CALENDAR LIST

< AUGUST 2024 >

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Ride status • Approved • Pending

AUG 30, 2024

1 → Pickup → 1

Depart at 7:45 AM - 8:15 AM

1118 N Willow St, Las Cruces

4485 Purple Sage Drive, Las Cruces

Edit → Cancel

Edit, cancel and view all scheduled trips.

View previous rides.

Add favorites to expedite the booking process.

Mark if you have a wheelchair, PCA, or are a student.

Any issues or questions? Select "Contact Us".



Where Does Roadrunner Service Stop?

The mode of Roadrunner Vamonos Service is curb-to-curb: however, passengers requiring a higher level of assistance from their origin to destination, due to an impairment related condition will need to contact Roadrunner Vamonos to identify a reasonable accommodation that can be provided to assist their transportation. Roadrunner Vamonos can refuse service to a specific location that cannot safely accommodate our vehicles, such as alleys and underground parking.

Generally, Roadrunner Vamonos will only enter publicly accessible areas where our largest vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely.

Roadrunner Vamonos will not enter private driveways or gated community/apartment buildings. For information on whether a specific location can be accommodated, call Roadrunner Vamonos for more information.

30-Minute On-Time Window

All Roadrunner Vamonos trips are scheduled with a 30-minute pick-up window. That means that a vehicle is considered “on-time” if it arrives at the pick-up location up to 15 minutes before, or 15 minutes past the scheduled time.

Example:

- *You have a pick-up scheduled for 11:00 AM*
- *The vehicle is “on time” if it arrives between 10:45 AM and 11:15 AM. If the vehicle arrives after the pick-up window, it is considered late.*

How Long Will the Driver Wait For Me?

The driver will wait at the pick-up location for five minutes for you. You must be at the scheduled pick-up location at the scheduled start of your window, or you may miss your ride and be charged with a rider no show.

NOTE: If a driver arrives early they must wait until the scheduled pick up time, plus up to five minutes for you.

How Do I Board the Vehicle?

All vehicles are equipped with wheelchair lifts. Drivers will assist you while boarding and exiting the vehicle but cannot physically lift or carry passengers. For safety, drivers generally do not ride on the lift with passengers so they can focus on safely operating the lift.

Securement on the Vehicle

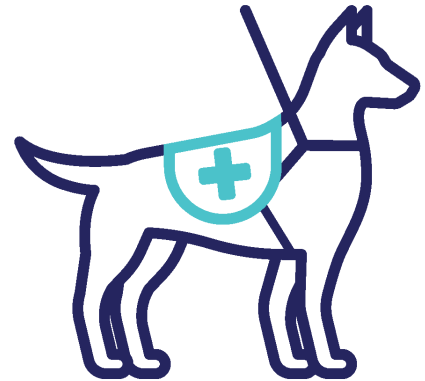
Roadrunner Vamonos service requires that you use a seat belt. If you need a seat belt extension, please ask for one. The driver will assist you if requested. Drivers may only position and secure riders using wheelchairs or mobility devices in a forward-facing position.

Wheelchairs and Mobility Devices

Roadrunner Vamonos will make every attempt to accommodate a rider's mobility device. The mobility device must safely fit onto the lift platform and the lift must be able to safely raise the mobility device and its occupant. Service can be refused if the mobility device and its occupant cannot safely utilize the lift to board the vehicle.

Service Animals

Roadrunner Vamonos will make every attempt to accommodate a rider's service animal. Please let the dispatcher know if you plan to travel with your service animal so the proper space is accounted for on board the vehicle. Comfort animals or pets must travel in a pet carrier and not occupy space which another rider may need.



Carry-on Packages

Passengers must be able to carry all bags and parcels onto the bus in one load to their seat. Upon request, Roadrunner Vamonos drivers will assist with carry-on items between the bus and the curb only, limited to 25 pounds or less.

IMPORTANT: You cannot transport hazardous materials such as weapons, fuel, fireworks, corrosives, etc.

Lost and Found Policy

Roadrunner Vamonos is not responsible for lost or damaged items. If you leave an item on board a Roadrunner vehicle, call reservations and inform the reservationists. If the item is located, we will attempt to drop your item off at your address, or on your next scheduled ride with us. You can also
(575) 541-2777

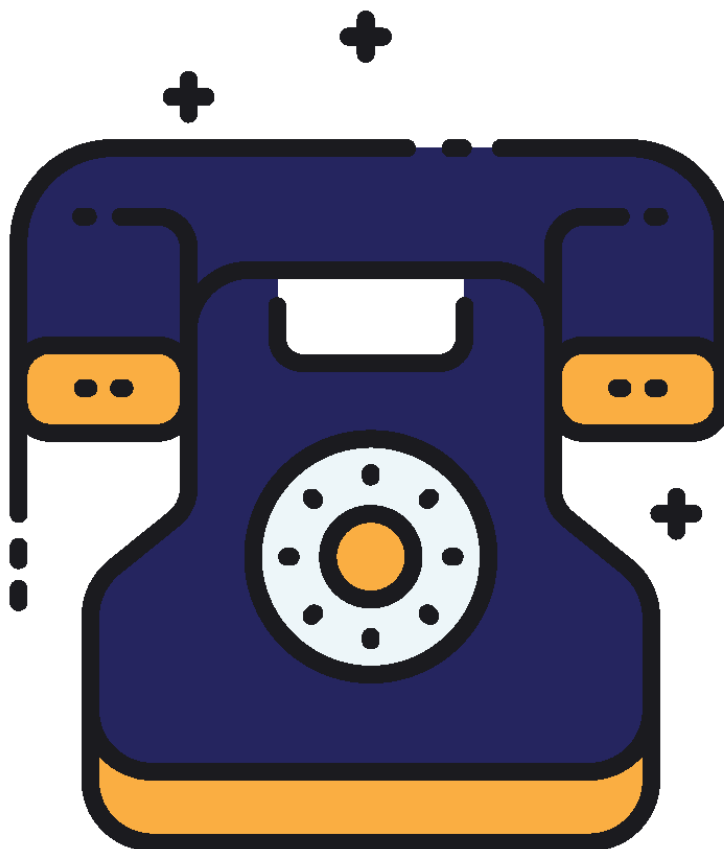
come to the Roadrunner facility located at: **300 West Lohman.**

Mailing Address: **P.O. Box 20000 Las Cruces, NM 88004**

Change of Information

Please notify our Roadrunner Vamonos Reservations Center at **(575) 541-2777** if you have any of the following changes:

- **Name**
- **Home address**
- **Mailing address**
- **Phone number**
- **Mobility device**



Rules of Conduct

Roadrunner Vamonos service has a list of common sense rules to ensure the safety and comfort of all passengers and drivers. Violation of these Rules of Conduct may lead to a suspension of services:

- No abusive, threatening or obscene language or behavior, including sexual harassment toward riders, drivers, passengers, or other Roadrunner Vamonos Transit service employees
- Removing or refusing to wear a seat belt
- Rider must maintain acceptable standards of personal hygiene
- No eating, drinking or smoking on vehicles
- No riding under the influence of alcohol or illegal drugs
- No weapons, firearms, explosives, flammable material, or corrosive liquids on vehicles
- No operating or tampering with any Roadrunner Vamonos service equipment on board a vehicle
- No radios, cassette tape players, compact disc players or other sound generating equipment (except devices used for communication purposes) are to be played aboard the vehicles. Riders may use such equipment with headphones.

IMPORTANT: Any rider engaging in physical assault or other illegal behavior may be subject to immediate suspension, and possible criminal prosecution.

