



Carrot Express (CTA)
P.O. Box 2727
Milan, NM 87021
505-290-2469

CUSTOMER SERVICE POLICY

The Carrot Express (CTA) is committed to provide safe, accessible, timely and professional curb-to-curb 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 their fares upon boarding the vehicle or show a valid pass to the driver. We appreciate exact change for fares. 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. The Drivers are Not responsible for items left aboard the vehicles. Please check for all belongings before exiting.
7. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver.
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. E-Cigarette products are not allowed on the vehicles.
10. No passenger is permitted to have an open alcoholic beverage container on the vehicle.
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. Space is limited – please only five bags per passenger. (Remember drivers are not permitted to assist you with your bags)
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.
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

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. 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.

- knuckles, num-chuks 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 control of the passenger. Pets are not considered Service Animals. 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.
 18. Carrot Express (CTA) does not provide aide or escort service to disabled passengers, but an aide can travel with the passenger fare-free.
 19. Multiple stops can be scheduled but a fare will be collected each time you board and you must schedule those multiple stops ahead of time. **NO DEVIATION FROM YOUR SCHEDULE IS ALLOWED** due to the limited availability of scheduled times.
 20. Be ready to board 10 minutes prior to your pick time at the curb. If the bus has not arrived by 15 minutes past your pick-up time, please call the office.
 21. Drivers' schedules do not allow for waiting longer than 3 minutes. (Prompt boarding assures all passengers of timely arrival at their destinations.)
 22. Drivers do not carry change – they cannot break your bill. You must have the correct fare to board.
 23. It is the policy of The Carrot Express to make transportation resources available to passengers who are dependent upon portable oxygen, consistent with their needs and care planning. These reasonable efforts will be made to accommodate these passengers, as much as practicable, and consistent with good safety practices. All drivers and others who assist in transportation will be aware of the features and problems associated with portable oxygen. Specific procedures will be available as necessary. All oxygen containers must be secured during transportation. Containers, which are normally secured to a wheelchair, may stay in those securements. Containers, which are attached to mobility aids, such as wheeled walker, must be separately secured to the vehicle. Unless special approval is received, only one spare portable tank may be carried per oxygen dependent passenger. Requests for special approval should be made to the Transportation supervisor. Any additional spare tanks must also be secured to the vehicle.
 24. Passengers must cancel their ride within at least 30 minutes prior to scheduled pick up, if passenger fails to cancel their ride they will have to pay for that ride at their next trip.
 25. No Show Policy – If you forget to cancel your ride at least 30 minutes prior to your appointment; you will be credited with a no-show. Three no-shows within a 1-month period will result in suspension for 1 week.
 26. *Effective December 13, 2012*, The Carrot Express (CTA) will require a liability waiver form for all minor unescorted children 17 years of age and younger to be signed by a parent/guardian before they are permitted to ride the transit vehicle.
 27. If the Carrot Express (CTA) provides services to an unescorted minor, Absolutely NO deviations from schedules will be allowed. The parent/guardian must schedule those changes 24 hours prior.
 28. No children under the age of 12 will be permitted to ride the transit system unescorted.
 29. Drivers will have to pull over and answer the dispatch phones at random times during your trip due to scheduling updates. However, the dispatcher will keep the calls as minimal as possible.
 30. After-School Transport: We begin taking reservations for afterschool transport July 1 and are normally booked up by the time school starts. Staffing limitations prohibit us from serving every school. Reservations are made for the entire school year. These reservations can only be taken from those ineligible to utilize the public-school bus system. Please make sure your child is on time to his/her pick up. The bus is not allowed to wait for children to get to the stop, they need to be there on time. If your child is not at the scheduled time the bus will have to leave to get the next passenger. No child will be able to ride without a parental consent form.