

Passenger Code of Conduct

New Mexico Rail Runner Express

In order to provide a safe and enjoyable ride for our passengers, compliance with the following will be expected and enforced by crewmembers. Violations may result in your removal from the train and/or being barred from future rides on the train.

Ticketing and Fare Compliance

- All passengers must have a valid ticket prior to boarding or purchase their ticket(s) onboard the train. For those that qualify for a reduced fare, *you will be asked* to provide proof of your eligibility for that reduced fare. If you cannot prove your eligibility for a reduced fare, you will be required to pay the full fare.
- Any passenger riding the train without a ticket, or found to be in possession of a copied, altered, forged, expired, or otherwise invalid ticket, will be removed from the train and subject to prosecution. You may also be banned from future eligibility to ride the train.

Behavior and Conduct

- For the safety, security, and comfort of all onboard, passengers must follow the instructions of crew members.
- Any act of violence, threats, intimidation, or verbal or physical assault on a crew member will be grounds for your removal from the train at the next passenger station, and you may be prohibited from riding the train in the future. ***This type of conduct will not be tolerated***
- No firearms or weapons are allowed.
- Use and/or possession of drugs or open containers of alcohol is strictly prohibited. Anyone that appears to be inebriated or under the influence of drugs may be denied boarding or removed from the train.
- Smoking, including electronic cigarettes, is not permitted on the train or on the station platforms.
- Soliciting is strictly prohibited without the express permission from management.
- Appropriate clothing must be worn (shirt, pants/shorts, and shoes).
- Music (or other mobile device entertainment) is only allowed through headphones that cannot be heard by other passengers.

Animals

- Service animals are allowed onboard. Pets are not allowed on the train.
- Emotional support, therapy, comfort, and companion animals are welcome aboard the train if enclosed in an animal carrier that can be held on your lap or stored under a seat. Large animals (unless it's a service animal) that does not meet this criteria are not permitted.

Bicycles and Scooters

- Bicycles must be safely secured in the designated area and must never block seats, aisles, doorways or exits. Bicycle storage capacity is based on a first-come, first-serve basis.
- Bicycles allowed on the train: electric bikes and scooters with sealed gel, lithium-ion, or NiCad batteries; folding bikes and scooters; single-seat bikes; bikes not exceeding 6 feet in length; bikes without any protrusions.
- Bicycles/Scooters NOT allowed: gas-powered bikes/scooters (or any gasoline or propane powered equipment); bikes with lead acid batteries; mopeds, motor, tandem, recumbent, pull-along trailers, and three-wheeled bikes.

Courtesy and Cleanliness

- Please respect the wishes of the San Felipe and Santo Domingo pueblos, and do not take photographs between the Kewa and Santa Fe County/NM 599 stations.
- Please keep your feet off the seats, and keep your belongings stowed under your seat or in the overhead storage rack. Do not store your belongings on adjacent seats. Aisles must be kept clear at all times.
- Please pick up after yourself and dispose of trash in the provided containers.

Visit www.riometro.org for a complete list of policies and procedures.



Customer Service

866.795.RAIL (7245)

Monday - Friday: 6 am - 10:00 pm

Saturday: 7:30 am - 11:30 pm

Sunday: 7 am - 10 pm

