



3033 Highway 180 East • Silver City, New Mexico 88061 • 575-388-3180

RIDER GUIDE

Welcome to Corre Caminos. We are the public transportation provider serving the communities of Silver City, Deming, and Columbus and the counties of Grant and Luna. Our mission is to provide employment, travel opportunities, and mobile freedom to improve the quality of life of citizens in Southwest New Mexico by providing quality public transportation.

We offer 3 services:

- City service in Deming and Silver City
- County service in Grant and Luna
- Corre Cantinas

CITY SERVICE

Corre Caminos operates scheduled routes and demand service in Deming and Silver City.

The Silver Route operates weekdays from 7:30 am to 4:30 pm in Silver City.

The Deming Route operate weekdays from 9:00 am to 4:00 pm in Deming.

You can download the schedule at www.correcaminosnm.com.

With a prior call to the office, buses will leave the route up to ¼ mile to pick you up or drop you off. The deviation charge is \$1.00. You may ask the driver to deviate for a drop-off; however, we cannot guarantee a deviation not scheduled in advance.

Corre Caminos offers curb-to-curb demand service within Silver City and within 5-mile radius of the center of Deming. The service is shared-ride service so other passengers may ride the bus with you.

Fares

	Route		Demand
	Route	Deviations	
Adults	\$0.75	\$1.75	\$2.75
Seniors (55 and older)	\$0.50	\$1.50	\$2.50
Students (6 – 18)	\$0.50	\$1.50	\$2.50
Children (5 and under)	Free	Free	Free
WNMU Students with valid ID	Free	Free	Free

Passes

A \$2.50 day pass for unlimited rides on the Copper, Silver, and Deming routes is available. A fare of \$1.00 for each deviation applies.

A \$15.00 monthly pass for unlimited rides on the Silver and Gold (Deming) routes is also available. A fare of \$1.00 for each deviation applies.

Please be careful with your pass. Corre Caminos does not replace lost or stolen passes.

Reservations for Demand Service and Deviations

To make a reservation, call Corre Caminos at **(575) 388-3180** at least a business day in advance. **Drivers do not make or modify reservations.** Reservations are accepted weekdays from 9:00 am to 4:00 pm. Reservations are not accepted on holidays or when the office is closed.

To help serve you better, we ask that you observe the following tips:

1. Call as soon as you know you need a ride
2. Prepare for your call
3. Note your trip information

4. Schedule your return trip
5. Be ready to go at the scheduled time

Call as soon as you know you need a ride

To ensure that your desired pickup time is available, call as soon as you know you need a ride. Corre Caminos accepts reservations up to two weeks in advance. We also offer standing reservations for work and medical trips.

Corre Caminos is shared-ride service. If the bus is already in your area, we will schedule your pickup or drop off at that time.

Prepare for your call

Please have the following information ready when you call:

- Name
- Phone Number
- Date of travel
- Pickup address
- Drop-off address
- Desired pickup and appointment time
- Whether you use a wheelchair or walker
- Whether one or more companions or a service animal will accompany you

Corre Caminos will let you know your pickup and return times. We will make every effort to schedule your trip at the requested times.

Note your trip information

Have a pencil and paper ready to write your pickup and return times down. This will help you remember them. If you have a calendar, write the times on it.

Schedule your return trip

Corre Caminos requests return trips to be scheduled at the time the pickup is scheduled. Passengers should anticipate the latest possible time needed for their return and schedule a return trip for that time.

We do allow will-calls for return trips, however Corre Caminos will pick you up the next available time.

Be ready to go at the scheduled time

Please be ready to go 15 minutes before the scheduled pickup time. Corre Caminos makes every effort to arrive as close to the scheduled pickup time as possible. However, Corre Caminos arrives up to 15 minutes before or 15 minutes after the scheduled pick up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:15 a.m. and 9:45 a.m.

This 30-minute time period (of 15 minutes before to 15 minutes after the scheduled time) is called the pickup window.

Drivers, after arriving within the pickup window, will wait up to 3 minutes. Any passenger, who is not at the scheduled pickup point and ready to go by that time, will be considered a no-show, and the driver will leave to pick up other riders. The driver will NOT return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If you know that you will be detained, please call Corre Caminos at **(575) 388-3180** as soon as possible. When you are ready, call Corre Caminos and we will dispatch the next available bus to pick you up.

Cancellations

If you are unable to make your scheduled ride for any reason, please call the office at **(575) 388-3180** no later than 4:00 p.m. the business day before to cancel your ride. Drivers cannot make schedule changes for you. Cancellations made after 1 hour before the scheduled trip will be considered a no-show.

No-show Policy

A no-show occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel 1 hour before your scheduled trip
- You are not ready within 3 minutes of the driver's arrival during the pickup window

Riders will be suspended for no-shows if the rider has 3 or more no-shows in a 30-day period. Only no-shows under the passenger's control will be counted against the rider.

If you are suspended, Corre Caminos will let you know the next time you call to schedule a trip.

The length of the suspension depends on the number of suspensions:

- First suspension: 5 days
- Second suspension: 15 days
- Third suspension: 30 days
- Fourth or higher suspension: indefinite suspension

COUNTY SERVICE

Corre Caminos offers scheduled and flag stops on the:

- Copper Route between Silver City, Santa Clara, Bayard, and Hurley
- Route between Tyrone, Silver City and Deming
- Route between Deming and Columbus

For a pickup or information on where flag stops are available, please call Corre Caminos at **(575) 388-3180** weekdays from 9:00 am to 4:00 pm. For drop-offs, please ask the driver.

Corre Caminos offers limited county demand service. Please call Corre Caminos at **(575) 388-3180** to schedule the trip or for information. You may ask the driver to deviate for a drop-off; however, we cannot guarantee a deviation not scheduled in advance.

Fares

The following tables list the fares for adults, seniors, and students. Children 5 and under ride free.

Adults

	Silver City	Santa Clara	Bayard	Hurley	Deming	Columbus	Tyrone
Silver City		\$1.25	\$1.25	\$1.25	\$2.50	\$5.00	\$1.25
Santa Clara	\$1.25		\$0.75	\$0.75	\$2.50	\$5.00	\$2.50
Bayard	\$1.25	\$0.75		\$0.75	\$2.50	\$5.00	\$2.50
Hurley	\$1.25	\$0.75	\$0.75		\$2.50	\$5.00	\$2.50
Deming	\$2.50	\$2.50	\$2.50	\$2.50		\$2.50	\$3.75
Columbus	\$5.00	\$5.00	\$5.00	\$5.00	\$2.50	\$0.75	
Tyrone	\$1.25	\$2.50	\$2.50	\$2.50	\$3.75		

Seniors/Students

	Silver City	Santa Clara	Bayard	Hurley	Deming	Columbus	Tyrone
Silver City		\$1.00	\$1.00	\$1.00	\$2.50	\$5.00	\$1.00
Santa Clara	\$1.00		\$0.50	\$0.50	\$2.50	\$5.00	\$2.00
Bayard	\$1.00	\$0.50		\$0.50	\$2.50	\$5.00	\$2.00
Hurley	\$1.00	\$0.50	\$0.50		\$2.50	\$5.00	\$2.00
Deming	\$2.50	\$2.50	\$2.50	\$2.50		\$2.50	\$3.50
Columbus	\$5.00	\$5.00	\$5.00	\$5.00	\$2.50	\$0.50	
Tyrone	\$1.00	\$2.00	\$2.00	\$2.00	\$3.50		

Passes

A \$2.50 day pass for unlimited rides on the Copper, Silver, and Deming routes is available. A fare of \$1.00 for each deviation applies.

A \$20.00 monthly pass for unlimited rides on the Copper, Silver, and Deming routes is available. A fare of \$1.00 for each deviation applies.

A \$50.00 punch pass for 20 rides at \$2.50 each is also available.

Please be careful with your pass. Corre Caminos does not replace lost or stolen passes.

CORRE CANTINAS

Corre Cantinas is an after-hours service that operates Fridays and Saturdays from 5:30 pm to 1:30 am in Grant County. Call **(575) 388-3180** when you need a ride. Rides are provided on a first call, first served basis. The service is funded in part with a grant from the Grant County DWI Program.

Open containers of any kind are not allowed on the bus. **All** unopened alcoholic containers must be left with the driver for the duration of your ride.

If we drop you off at your personal vehicle, State law requires us to report any suspicion of intoxication to law enforcement.

The fare is \$3.50.

RIDER INFORMATION

HOLIDAYS

Corre Caminos observes the following holidays:

New Year's Eve	Veterans Day
New Year's Day	Thanksgiving Day
Martin Luther King Day	Day after Thanksgiving
Spring Holiday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	

City and County service does not operate on the listed holidays. Corre Cantinas operates on New Year's Eve and all holidays except Christmas Eve and Christmas Day that fall on a Friday or Saturday.

RIDER TIPS

Be at the stop at least five minutes before the scheduled time.

Schedule your demand rides and deviations ahead of time.

Have your exact fare ready. Corre Caminos and Corre Cantinas **do not** give change or refund money.

For your safety, remain in your seat until the bus comes to a complete stop.

DRIVER ASSISTANCE

Drivers are specially trained to serve you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request
- Secure your wheelchair
- Announce stops

To ensure your safety and the safety of our drivers, drivers will not assist you with your personal needs and packages. Passenger may only bring on board the bus packages that can be carried and maintained within your seat area. Please arrange with someone else to assist you.

WHEELCHAIRS

Wheelchairs must be secured to be transported.

We will make every effort to transport you and your wheelchair. However, if you and your wheelchair weigh more than what our wheelchair lifts are rated to carry or the wheelchair is too big for the lift platform, we will be unable to transport you. If it appears that the vehicle lift is strained, Corre Caminos will not be able to provide service until we have on file the actual weight of the passenger and the chair.

Please call Corre Caminos at **(575) 388-3180** for an evaluation to determine whether we can accommodate your wheelchair.

CODE OF CONDUCT

Corre Caminos is committed to providing safe, accessible, timely, and professional service 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 adhering the rules listed below:

- Call 911 if you need immediate medical attention. We do not provide emergency medical transportation.
- Do not interfere with the safe operation of the bus.
- Musical instruments, radios, and other electronic devices are not to be played on the bus, except through headphones. The volume must be low enough that the person next to you cannot hear.
- Follow the driver's instructions at all times. All vehicles are radio equipped and have marked emergency exits. In the event of an emergency, follow the driver's instructions.
- Pay fares or show a valid pass to the driver when boarding. We accept exact change for fares only. We do not make change or refund overpayments. No passengers will be allowed to board without paying or showing proof of a valid pass.
- For your safety, do not stand from your seat while the vehicle is moving. Wait until the vehicle has come to a complete stop and the driver informs you that it is safe to exit. Do not sit or stand in areas other than those designated for sitting or standing. Seats designated for senior citizens or persons with disabilities are to be surrendered at the drivers' request.
- Do not harass the driver or fellow passengers. This includes but is not limited to verbal or physical abuse, threats, or physical contact.
- Be courteous while riding the vehicle. No fighting, horseplay (pushing, shoving, running, jumping, throwing objects, etc.), or abusive language. Lewd or offensive conduct and indecent exposure will not be tolerated. No spitting inside or from the bus. Do not defecate, urinate, or release other bodily fluids on the bus or the bus stop facilities. Persons with personal hygiene standards that are determined to be a health hazard to other passengers will not be allowed to board.
- Maintain control of your packages and possessions. Though Corre Caminos is not responsible for lost or stolen property, report losses to the driver or office. For safety reasons, no passenger will be allowed to board the bus with more packages /or baggage than can be tucked underneath the seat below the passenger and/or than the passenger can hold and maintain control of in their arms.
- Do not smoke, eat, chew tobacco, or drink on the bus.

- Do not bring weapons, open alcoholic containers, or illegal drugs on buses. Corre Caminos reserves the right of the driver to ask to see the contents of a package if he or she suspects a package may contain an open container of alcohol. Illegal drugs are not permitted on the bus at any time. Any person found in possession of such drugs will immediately be reported to law enforcement. Hazardous, flammable, and toxic materials are not allowed on the bus.
- Maintain control of your service animal at all times on buses and transit service property. Passengers with animals who do not remain under control will be removed from the property. Pets are allowed on the bus as long as they are in an approved latched container.
- Do not project items, arms, or any other part out of the window. Do not throw any object from the bus.

Any refusal to comply with these rules may result in the driver instructing the passenger to exit the bus. Corre Caminos reserves the right to suspend or terminate riding privileges of clients who violate these rules. If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments, or equipment that are reasonably believed to be dangerous, service may be terminated immediately.

Thank you for riding your Corre Caminos— have a safe and enjoyable trip!