



MISSION

The mission of Meadow City Express is to provide all citizens of the Las Vegas area access to reliable, safe and affordable transportation

NON-DISCRIMINATION NOTICE

- The City of Las Vegas-Meadow City Express, a Public Transit Service, operates its programs and services without regard to race, color, and national origin, and disability, in accordance with title VI of the Civil Rights Act, and the Americans with Disabilities Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Meadow City Express. For more information on Meadow City Express civil rights program and the procedures to file a complaint, please call, email, or visit-Meadow City Express at (505) 425-8583. or Transportation Dept. Manager: Victoria Benavidez at 505-426-3270.
- You may also file a complaint with the New Mexico Department of Transportation. For more information on the New Mexico Department of Transportation's civil rights program, and the procedures to file a complaint, please call 1-800-554-0936 pr (505) 470-9668; email linda.ramos@state.nm.dot; or visit our administrative offices at 1590 Pacheco St. Suite A-10, Santa Fe, NM 87505 For more information, visit www.dot.state.nm.us.
- A complainant may file a complaint directly with the Federal Transit Administration (FTA). Office of Civil rights, Attention: Title VI/ADA Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Phone: (202) 366-4043.
- If information is needed in another language please contact us at Meadow City Express at (505) 454-8583

Contact Meadow City Express

Phone: 505-454-8583

Fax: 505-425-3773

Web: facebook.com
meadowcityexpress

Website: www.mcelasvegas.com

Victoria Benavidez,
Transportation Manager



City of Las Vegas
Meadow City Express

To schedule your ride please call 505-454-8583 and have:

1. Time of pick up
1. Your address
2. Your destination
3. Special Needs
4. Return Trip Home

Elderly disabled passengers are allowed to bring a personal assistant/aide at no cost to your or your aide.



The City of Las Vegas provides public transportation services within the City of Las Vegas. If you have any questions about our policies and procedures, please contact the Meadow City Express' Transit Manager at 505-454-8583

1. Meadow City Express does **NOT** provide same day service. All passengers must call a day in advance to schedule a ride.
2. A driver will honk & wait (3) three minutes only after the scheduled pick up time. Then he will leave.
3. If you must cancel a ride, please call and notify Meadow City Express at least one (1) hour before.
4. For return trips, passengers may request a call back. The first driver who is available will be dispatched to pick up the passenger. Call back service is not always available.
5. All passengers must buckle up, and remain seated at all times. Parents riding with a child under the age of three must provide a car seat for that child.
6. Passengers who bring items such as groceries are allowed to bring only what they can carry in one trip. Groceries should not block the aisles, as this is a safety issue. Please use grocery carriers

Customer Service

Our Transit agency is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules.

1. The driver is in charge and passengers are expected to comply with the instructions of the driver at all times.
 - A. No verbal abuse
 - B. No food or drinks
 - C. All vehicles are tobacco free
 - D. No alcoholic beverages
 - E. No illegal drugs
 - F. No profane language
 - G. Good personal hygiene
 - H. No horseplay or fighting
 - I. Weapons are not allowed
 - J. Only Service animals are allowed
 - K. Pets going to the veterinarian must be in a cage at all times.

Any passenger who violates these rules can and will be prohibited from using our services. 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.

Weather Conditions

Due to adverse winter weather conditions such as when snowfall is heavy, roads are icy or covered with snow, the Meadow City Express may operate on a delayed schedule or may cancel public transportation services for the day as road conditions may be dangerous and unsafe. Listen to your local radio stations for information.



Low fares and a great experience!

Passengers must provide the correct fare. Drivers do not give change.

- Cost is \$0.75 for each boarding or you may purchase a discount pass.
- \$5.00 for 10 rides
- \$10.00 for 20 rides.
- Passes may be purchased from the MCE Driver or at the MCE Office. Compared to the single fare price, you will save money with the purchase of a pass.

MCE Transit Drivers do not carry change. Please have exact fare when boarding.

Passengers are expected to pay their fares upon boarding the vehicle and or show a valid pass to the driver. We appreciate exact change for fares. We allow NO passenger to ride without paying.