

# Carlsbad Municipal Transit System

Revised 3-5-2019

## SERVICE POLICY

City of Carlsbad  
510 N. Main  
Carlsbad, New Mexico  
(505) 887-2121

**MISSION STATEMENT**

**The goal of the Carlsbad Municipal Transit System is to strive for the provision of safe, accessible, needed transportation to the public for the welfare of the citizens of Carlsbad.**

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### **Description of Service**

The Carlsbad Municipal Transit System provides demand response transportation services. Most Carlsbad Transit vehicles are ADA accessible including wheelchair lifts and tie-downs.

The demand response, door-to-door transportation service is available to all members of the Carlsbad community on a first-come, first-served basis to employment, medical care, shopping, and education and recreation facilities. Passengers are encouraged to make reservations the day before to ensure the ride time they would most like. Same day service is provided as space is available at \$5.00 per ride. Rides may be scheduled for the current week plus one additional week as schedule permits.

### **Service Area**

The Carlsbad Transit serves any location within the city limits of Carlsbad and up to seven miles surrounding the Carlsbad city limits. Included in this service area is the Village of Loving at a different rate.

### **Days and Hours of Service**

The Carlsbad Transit operates from 5:00 a.m. to 9:30 p.m. Monday through Friday except for City of Carlsbad recognized holidays. Exceptions to these days and hours of service may be made based on extenuating circumstances.

### **Reservations, Scheduling and Cancellations**

The Carlsbad Transit does not guarantee arrival or departure from any location at a specific time. Passengers must be ready and waiting to board the Carlsbad Transit vehicle at least (15) minutes before scheduled pickup time and up to fifteen (15) minutes after scheduled pick-up time. Actual pickup times may be adjusted according to the Carlsbad Transit scheduling needs. To operate in a cost efficient manner, Carlsbad Transit utilizes a shared ride program, which means that other passengers may be picked up and/or delivered during any passenger's ride. Upon arrival at a pickup location, the Carlsbad Transit vehicle will wait five (5) minutes for passengers to board.

Reservations may be made by calling the Carlsbad Transit at 575-887-2121 at least the day before the needed ride. Rides may be scheduled by calling 575-887-2121 Monday through Friday between 8 a.m. and 5 p.m. Reservations and cancellations can also be also made via e-mail at [transit@cityofcarlsbadnm.com](mailto:transit@cityofcarlsbadnm.com). You can also sign in to the city

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of Carlsbad services at: <http://www.google.com/a/cityofcarlsbadnm.com> The Carlsbad Municipal Transit is listed on the City of Carlsbad website directory.

Rides may be scheduled for the current week plus one additional week as space permits. The Carlsbad Transit will not operate on City of Carlsbad recognized holidays or weekends.

**"No Shows" and Cancellations**

If riders are unable to keep the scheduled appointment time, they should notify Carlsbad Transit. Early morning rides prior to 8:00 a.m. must be canceled by 6:00 a.m. by leaving a message on the answering machine provided at 887-2121. All other rides during the day must be canceled at least (1) one hour prior to scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the Carlsbad Transit office.

An answering machine is provided when the office is closed for passenger's convenience in canceling rides. Passengers cannot use the answering machine to schedule rides.

Passengers who do not show for a scheduled ride or fail to cancel that scheduled ride are considered "no show". Carlsbad Municipal Transit enforces a strict no show policy. If there are three (3) "no shows" within a 30-day period (counting from the last incident) AND the no shows represent 10 percent or more of his or her scheduled trips for reasons other than those of a necessary or emergency nature, (as determined by the Carlsbad transit manager), then it shall result in suspension of service for a period of no more than seven days for the first suspension. The passenger will be given an opportunity for a hearing prior to the suspension.

**Inclement Weather**

In the unlikely event of service cancellation due to inclement weather, Carlsbad Municipal Transit System's personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the Demand Response Appointment Sheet.

**Fares**

	One Way Fares	Round Trip Fares
All Passengers .....	\$2.00 .....	\$4.00 .....

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Seniors (90 years and older).....	No Charge .....
ADA Eligible Passengers .....	<b>\$1.00 .....</b>
<b>Same day service when available.....</b>	<b>\$5.00 .....</b>
Children under 12 years of age must have a signed waiver by the parent or guardian or travel with a guardian.	<b>\$2.00 .....</b>
	<b>\$10.00 .....</b>

All passengers must comply with the fare policy and tender the required fare to the driver in **the exact amount** upon entering the vehicle. Checks will be accepted for the purchase of passes and rides. No passenger will be allowed to board or to be transported without payment of the fare.

Attendants or escorts for non-ambulatory passengers will not be charged a fare when accompanying a non-ambulatory passenger during the attendant's on-duty hours.

### **Passenger Assistance**

The demand response, door-to-door transportation service is available to all members of the Carlsbad community on a first-come, first-served basis to employment, medical care, shopping, education, and recreation facilities. Most Carlsbad Transit vehicles are ADA accessible including wheelchair lift and tie-downs.

In this door to door service, Carlsbad Transit drivers assist passengers when boarding or de-boarding the vehicle, or with any packages. Carlsbad Transit drivers are required to offer assistance to passengers.

Attendants or escorts are those persons who are responsible for the care and comfort of the non-ambulatory passenger during transportation. Only one attendant or escort may accompany a non-ambulatory passenger free of charge. Additional attendants or escorts will be charged the usual fare for the ride. All drivers have been properly trained in the correct procedure to load and unload the non-ambulatory passenger using the wheelchair lift. It is the driver's responsibility to load and unload all non-ambulatory passengers, attendants will not be allowed to perform or assist in this procedure. The Carlsbad Transit will not provide attendants or escorts for any non-ambulatory passengers.

Children under the age of twelve (12) must be accompanied by a paying adult or a responsible paying sibling over the age of 18. Children under the age of four (4) and less than forty (40) pounds in weight or who are required by local, state, or federal law to be secured in child safety seats must be secured in such safety seat. Child safety seats are not provided by the Carlsbad Transit and must be furnished by the parent, guardian or accompanying adult. All safety seats must be secured.

Service animals will be transported by the Carlsbad Municipal Transit under supervised control of owner on the vehicle and around all transit facilities, at all times. All other animals will be transported only to the veterinarian and must be caged in an animal transport crate.

Carlsbad Transit will transport a maximum of three (3) bags, small boxes (small enough to carry easily in the arms) or parcels for each passenger. Carlsbad Transit is not liable for the loss of or damage to personal property or other passenger property. No bags or parcels will be allowed to block the aisles of the vehicle.

Passengers who require special or custom mobility aids must furnish those aids. Carlsbad Transit does not and will not furnish mobility aids to passengers.

Carlsbad Transit will make every attempt to comply with the ADA requirements to accommodate wheelchairs and mobility aids. The transit will carry any wheelchair and occupant, regardless of size or weight, if the lift and the vehicle can physically accommodate them, unless doing is inconsistent with "legitimate safety requirements." Legitimate safety requirements include such circumstances as a wheelchair of such size or weight that it would block an aisle or would damage the wheelchair lift. This will be determined by the transit driver.

### **Passenger Conduct and Responsibilities**

The Carlsbad Transit driver is responsible for the safety of all passengers and on-vehicle behavior of the passengers; therefore, the driver is in **full** charge of passengers riding any Carlsbad Transit vehicle. All instructions issued by the Carlsbad Transit driver are to be followed by passengers. Passengers, who disregard the instructions of the driver, will be required to deboard the vehicle. Future rides for that passenger will be scheduled only with approval of the Transportation Department program manager.

No eating, drinking, or smoking is permitted on any Carlsbad Transit vehicle.

Passengers must conduct themselves in a courteous manner and show consideration of other passengers. Inappropriate behavior such as foul language, mannerisms, gestures, etc., will not be allowed.

Inappropriate behavior may include but is not limited to: eating, drinking, using tobacco products, foul language, lack of personal hygiene, bothering other passengers, horseplay, fighting, carrying weapons, possessing illegal drugs, having open containers of alcohol, and conduct objectionable to other passengers.

All passengers must comply with the fare policy and tender the required fare to the driver upon entering the vehicle. No passenger will be transported without payment of the fare.

Any unnecessary conversations with the driver while the Carlsbad Transit vehicle is in motion are not permitted.

Passengers will wear seat belts at all times.

Passengers will not get on or off the vehicle or move about within the vehicle while it is in motion. Passengers will not ride on the outside of any Carlsbad Transit vehicle at any time. Passengers must not extend their hands, arms, head, legs or bodies through vehicle windows.

Passengers are not permitted in the driver's seat or to tamper with any equipment. Passengers will not be permitted in front of the passenger seating area while the vehicle is in motion.

Carlsbad Transit reserves the right to refuse transportation to any person violating any of these standards. Carlsbad Transit reserves the right to refuse to transport any package.

### **Passenger Comment and Complaint Procedures**

Carlsbad Transit is committed to being responsive to passenger perception of its service. Passengers who have comments, suggestions, and/or complaints may contact the Transportation Department program manager in writing at Carlsbad Municipal Transit System, 510 North Main, Carlsbad, New Mexico 88220, or call 887-2121. Procedures for grievances shall include complaints that relate to Program operation, Displacement, Discrimination, Limited English Proficient (LEP) services, Rude Treatment, and Fair Labor Standard Act (FLSA) violations. The Carlsbad Transit welcomes all passenger comments or suggestions, both negative and positive. All complaints received by the Transportation Department program manager will be investigated and, upon request, the passenger will be contacted regarding the solution, results, etc. Passenger comment and complaint cards are available on the vans.

### **Responsibilities of the Carlsbad Municipal Transit System**

Carlsbad Transit will provide clean, reliable, safe and efficient service to all members of the Carlsbad community.

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Carlsbad Transit is not liable for any interruption or delay of service due to accidents, breakdowns, bad road conditions, strikes, riots or other conditions beyond its control.

Carlsbad Transit does not guarantee arrival or departure from any point at a specific time.

No firearms (loaded or unloaded), weapons, ammunition, explosives, combustibles, acids, corrosives, items of extreme value such as currency, gems, antiques, and other hazardous or dangerous articles will be transported.

Carlsbad Transit is not liable for the loss of or damage to personal property or other passenger property.

Carlsbad Transit is responsible for the safe transport of all passengers. Carlsbad Transit reserves the right to refuse service to any person under the influence of intoxicating liquor or drugs, or who displays inappropriate conduct and/or conduct objectionable to other passengers.

The City of Carlsbad Municipal Transit System operates in accordance with the policies detailed in any and all sections of the service policy.

The City of Carlsbad Municipal Transit System, maintains appropriate and adequate insurance coverage exceeding legally mandated minimums.

The Carlsbad Municipal Transit System operates in accordance with all applicable federal, state and local regulations.

The City of Carlsbad Municipal Transit System, promotes an alcohol and drug free environment.

The City of Carlsbad Municipal Transit System is committed to properly maintaining all vehicles and equipment.

### **Safety**

All Carlsbad Transit drivers have obtained the proper licenses and training as required by the City of Carlsbad, the State of New Mexico and federal government regulations.

All passengers are to be seated and remain seated when the Carlsbad Transit vehicle is in



motion. Passengers must wear seat belts at all times. Transport will be refused if passenger refuses to properly use seat belts.

Wheelchairs and mobility aids similar to wheelchairs must be properly secured with the tie-downs. Transport will also be refused if a non-ambulatory passenger refuses to allow the wheelchair to be secured.

Children under the age of four (4) and weighing less than forty (40) pounds or who are required by local, state or federal law to be secured in child safety seats must be in such a seat. Carlsbad Transit does not provide child safety seats

Passenger's packages and belongings that cannot be carried on the passenger's lap may be placed on the floor under the seat in front of the passenger. Service animals are to remain at the immediate side of the passenger. Packages will not be allowed to block the aisles.

Daily inspections of all safety equipment are conducted by each Carlsbad Transit driver. A copy of the equipment inspection is available upon request.

The City of Carlsbad Municipal Transit System is committed to the safe operation of its vehicles including the safe boarding and debarking of passengers.

### **Emergency Procedures**

Accident and on-vehicle emergency procedures are as follows:

1. All passengers should remain calm and quickly and precisely follow the driver's instructions.
2. Should request for emergency response be required, the driver will notify the proper agencies by the established emergency procedure.
3. Should the driver instruct, all passengers should make an orderly evacuation from the vehicle. Upon debarking the vehicle, all passengers should stay off the roadway and in a safe location as instructed by the driver until further notification.

4. Passengers should not smoke anywhere near the vehicle once deboarded during an emergency.
5. Passengers are not to leave the scene of the emergency until notified to do so.

Passengers are responsible for notifying the driver if they or another passenger becomes ill, injured or in distress while on the Carlsbad Transit vehicle.

Pursuant to the City of Carlsbad Disaster Preparedness Plan, Carlsbad Transit vehicles may be used for the emergency evacuation of non-ambulatory and/or disabled residents of the City of Carlsbad, Eddy County and surrounding areas.

### **Statement of Non-discrimination**

#### **Non-Discrimination Notice**

Carlsbad Municipal Transit operates its programs and services without regard to race, color, 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 Carlsbad Municipal Transit. For more information on Carlsbad Municipal Transit's civil rights program and the procedures to file a complaint, please call (575) 887-2121, email [transit@cityofcarlsbadnm.com](mailto:transit@cityofcarlsbadnm.com), or visit 510 N. Main St. Carlsbad, NM 88220.

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 or (505) 470-9668; email [linda.ramos@state.nm.dot](mailto: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](http://www.dot.state.nm.us).

If information is needed in another language please contact us at 510 N. Main St. Carlsbad, NM 88220 or (575) 887-2121. The City of Carlsbad operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about nondiscrimination obligations, to file a complaint, or to request this information in another language please contact us at Carlsbad Transit, Transit Manager, City of Carlsbad, 510 N. Main, Carlsbad, NM 88220 or (575) 887-2121.

The policies and other related policies that have not been specifically listed or may be added in the future are ALL a part of the policies and procedures of the City of Carlsbad Municipal Transit System. It is not expected that these policies cover every situation or provide a solution to every problem, but generally identify the responsibilities and duties of the City of Carlsbad, the passengers and the Carlsbad Transit drivers. Ignorance or misunderstandings of these policies are not acceptable excuses in the negligence of the policies.

The goal of the City of Carlsbad Municipal Transit System is to provide safe, courteous and reliable transportation to all members of the community through a demand response, shared ride transportation service on a first-come, first-served basis to employment, medical care, shopping, and education and recreation facilities. Carlsbad Transit vehicles are ADA accessible and include wheelchair lifts and tie-downs. The Carlsbad Transit serves any location within the city limits of Carlsbad and its planning and platting area. Carlsbad Transit strives to provide clean, timely, reliable, safe and efficient service. Passengers or residents who have comments, suggestions, and/or complaints may contact the Transportation Department program manager. For further information, please call or write:

City of Carlsbad  
Municipal Transit System  
510 North Main  
Carlsbad, New Mexico  
(575) 887-2121

#### ASSISTING PASSENGERS WHO ARE OXYGEN DEPENDENT

It is the policy of Carlsbad Municipal Transit System 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.

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The following general procedures apply:

Oxygen containers may be secured during transportation or portable oxygen tanks can be carried in a passenger's lap. 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.

Any additional spare tanks must also be secured to the vehicle.

The test for adequate securement will be that the tank would not reasonably be expected to break free from the securements or from the passenger's lap in the event of a slow or moderated speed crash. This allows for the use of metal racks or heavy-duty rubber straps, as long as the device is in good repair and adequate to the stated task.

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.

#### Oxygen Tanks on Van/Bus

Individuals with lung disease who need supplemental oxygen will be allowed to board the van/bus with portable oxygen tanks. Since the Carlsbad Municipal Transit System has a non-smoking policy in place traveling-with-oxygen should not be a problem. In order to be transported safely oxygen tanks must be kept upright, secured, on the passenger's lap away from heat and flame. Also, because oxygen containers release small amounts of gas periodically, a window must be kept partially open, regardless of the weather.

- a. The driver will provide a designated space and bungee cords when needed to keep oxygen tanks with wheels or on stands upright and secure.
- b. Passengers with sling, backpack, etc. type oxygen tanks will be responsible for making sure that their oxygen tank is with them and secured at all times.
- c. Passengers may not leave their tank in another seat or unattended.
- d. If a care attendant is needed to help the passenger with their oxygen tank, that care attendant will ride free.
- e. The driver or dispatcher may ask if the oxygen tank can be turned off while transporting, but will not insist on it being turned off.
- f. The Carlsbad Municipal Transit System reserves the right to exclude an oxygen tank from the van/bus if the passenger refuses or is unable to follow the safety requirements for transporting oxygen tanks. The passenger will first be given the

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option of continuing to use the transportation service without having their oxygen tank on board or we will require that they have a care attendant with them for the purpose of helping secure the passenger's oxygen tank.