



DIAL-A-RIDE GUIDE

CARLSBAD MUNICIPAL TRANSIT SYSTEM

**510 North Main Street
Carlsbad, NM 88220
575-887-2121
cityofcarlsbadnm.com**

**EFFECTIVE DATE
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INTRODUCTION

The City of Carlsbad operates the Carlsbad Municipal Transit System. Our mission to provide safe and accessible transportation to the public and for the welfare of the citizens of Carlsbad. Our vehicles are clean, safe, comfortable, and well-maintained, and our drivers are trained to serve you.

The City is pleased to provide for the public transportation needs of its residents and visitors, including those with disabilities. To accomplish this goal, the City operates 3 services:

- Accessible bus service
- ADA Paratransit
- Dial-a-Ride

Buses on routes are lift- or ramp-equipped so they are accessible for individuals who use a wheelchair or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Buses have priority seating for seniors and individuals with disabilities. Drivers announce stops at key destinations and upon request to help passengers find their stops. You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome onboard buses. Our goal is to make our bus routes accessible to and convenient for everyone.

ADA Paratransit provides comparable service to our bus service for individuals whose disabling conditions prevent them from riding our routes. ADA Paratransit is provided according to the guidelines set forth by the Americans with Disabilities Act of 1990 (ADA) and as outlined in this guide. Persons who use this service must be certified as ADA paratransit eligible for all or some of their trip needs.

Dial-a-Ride provides door-to-door for the general public.

If you have any questions regarding this guide or our services, please call us at **(575) 887-2121**.

SERVICE AREA

The City provides Dial-a-Ride service within 8 miles of the City center. All pickups and drop-offs must take place within the defined service area. We will determine whether your trip is in the service area when you call to schedule a ride.

SERVICE HOURS

Dial-a-Ride operates the same days and hours as our routes.

Weekdays, depending on your location pickups, start at 6:30 a.m. Trips must be completed by 5:30 p.m.

No service is provided on weekends and the following holidays:

New Year's Day	Veterans Day
Martin Luther King Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
4 th of July	Christmas Day
Labor Day	

FARES

The fare is \$2 for each leg of a reserved trip. If space is available, the fare is \$5 for same-day requests. Payment is required at the time of boarding.

Fares may be paid with cash, punch cards, or check. 10-ride punch cards are \$20. They may be purchased on board the bus, at the Carlsbad Municipal Transit System office at 510 North Main Street, Carlsbad.

When paying cash, please have the exact fare. The City does not give refunds and our drivers do not make change. If a passenger does not have payment, service will NOT be provided.

DOOR-TO-DOOR SERVICE

Dial-a-Ride is door-to-door service. The path from the door to the bus must be accessible. Drivers will NOT assist passengers using wheelchairs up or down steps. Please arrange with someone else to assist you.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a personal care attendant, the attendant travels with you for free. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. Of course, the attendant must get on and get off at the same locations as you do.

At least 1 companion, more if space is available, may accompany you. Each companion will pay a fare. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Of course, companions must get on and get off at the same location as you do.

A person requiring the services of a personal care attendant may also be accompanied by 1 or more companions.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and

will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

SCHEDULING RIDES

Rides on Dial-a-Ride can be scheduled the day before the trip or up to a week in advance. To schedule a ride, please call **(575) 887-2121** weekdays between 8:00 a.m. and 5:00 p.m.

To help serve you better, we ask that you observe the following 4 tips:

1. Prepare for your call
2. Note your trip information
3. Schedule your return trip
4. Be ready to go at the scheduled time

Prepare for Your Call

Please have the following information ready when you call:

- Name
- Date of travel
- Origin address
- Destination address
- Desired pickup or arrival time
- Whether you use a wheelchair or walker
- Whether a personal care attendant, one or more companions, or a service animal will accompany you

The dispatcher will let you know your pickup and return times. We will make every effort to schedule your trip at the desired times; trips are first come, first served.

Note Your Trip Information

Please 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

The City requires return trips to be scheduled. Please anticipate the latest possible time needed for their return and schedule a return trip for that time. If you are ready to return before your scheduled time, or if you will be later than your scheduled time, please call us immediately at **(575) 887-2121** and we will do all we can to accommodate your request.

Be Ready to Go at the Scheduled Time

Please be ready to go 15 minutes before the scheduled pickup time. We make every effort to arrive as close to the scheduled pickup time as possible. However, we may arrive up to 15 minutes before or 15 minutes after the scheduled pickup time.

Example: If you schedule a 9:30 a.m. pickup, 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 5 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 delayed during a medical appointment. If you know that you will be detained during a medical appointment, please call us at **(575) 887-2121** as soon as soon as possible. When you are ready, please call and we will dispatch the next available van to pick you up.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at **(575) 887-2121** no later than 5:00 p.m. the day before to cancel your ride. Drivers cannot schedule changes for you. Cancellations made after 2 hours 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 2 hours before your scheduled trip
- You are not ready within 5 minutes of the driver's arrival during the pickup window

Riders will be suspended for no-shows if the following criteria are met during a 30-day period:

1. No-shows represent 10 percent or more of their scheduled trips, AND
2. The rider has 3 or more no-shows.

Only no-shows under your control will be counted. You will be given an opportunity to appeal the suspension before the suspension takes effect. Suspensions will be stayed during appeal.

After a second no-show, we will call to let you know that you are at risk of being suspended. If you are suspended, we call and let you know.

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

- First suspension: 1 day
- Second suspension: 7 days
- Third suspension: 15 days
- Fourth or higher suspension: 30 days

WHEELCHAIRS

The ADA defines a wheelchair as a mobility aid belonging to any class of 3- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. 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, we will not be able to provide service until we have performed an evaluation. Please call us at **(575) 887-2121** for an evaluation to determine whether we can accommodate your mobility device.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment. In the case where a mobility device is incapable of being properly secured by the securement devices, the driver will let you know and will recommend that you transfer to a seat. In those cases, it will be up to you to decide to continue with the ride.

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

- Assist you to and from the bus to the first door of the building

To ensure your safety and the safety of our drivers, drivers will NOT:

- Assist passengers using wheelchairs up or down steps or steep ramps
- Carry packages
- Dress passengers
- Search a passenger's body for the appropriate fare or ticket
- Clear pathways of ice, snow or other barriers

The only exception is Package Thursdays where the driver will assist passengers with packages.

Please arrange with someone else to assist you.

GENERAL RIDERSHIP POLICIES

The City has established the following general ridership policies for ADA paratransit service. Many of the policies also apply to route service.

- All passengers must wear seatbelts.
- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves, even if the passenger is in a wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, strapped to the wheelchair, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle.
- The number of packages a passenger can have along is limited to the number of packages that the passenger can carry, except for Package Thursdays.
- Drivers cannot accept tips.
- For safety reasons, we may request a personal care attendant to accompany you.
- We may suspend or refuse service to any individual whose behavior and/or actions are violent, seriously disruptive, or illegal; cause a service interruption; or raise safety concerns.

Please visit our website, cityofcarlsbadnm.com, for additional ridership policies.

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating our no-show policy. An appeal of an eligibility determination must be submitted within 60 days of the date of the denial letter. A suspension for violating the no-show policy will be stayed during the appeal.

Your request for an appeal must be in writing. In the request either describe why you disagree with the determination or suspension, or ask to present your case in person. You or a representative of your choosing may present on your behalf. A written decision will be made within 30 days the information for the appeal was received or the hearing was held.

Send appeal requests to:

Carlsbad Municipal Transit System
510 North Main Street
Carlsbad, NM 88220

Thank you for riding the Carlsbad Municipal Transit System.