



## CARLSBAD MUNICIPAL TRANSIT SYSTEM

### CUSTOMER BEHAVIOR POLICY

*Our transit agency is committed to providing safe, accessible, timely, and professional services for our customers. We can provide such service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers, for obeying the rules listed below:*

1. The driver is responsible for the safety and welfare of all passengers while riding the transit vehicle. Therefore, the driver is in charge and passengers are expected to comply with the instructions of the driver at all times. Passenger safety and welfare is contingent upon all passengers complying with these instructions.
2. Passengers are expected to act in a courteous manner. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.
3. If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.
4. Passengers are expected to pay their fares upon boarding the vehicle or show a valid pass to the driver. We appreciate exact change. We allow no passenger to ride without paying.
5. Do not attempt to stand or exit the vehicle until it has come to a complete stop and the driver informs you that it is safe to exit.
6. Passengers are expected to maintain control of their possessions. The agency will not be responsible for lost or stolen property.
7. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the vehicle is deemed necessary, the driver will instruct you as to the actions to be taken.
8. Passengers are not permitted to consume food and drinks.
9. All vehicles are smoke free (this includes tobacco, marijuana, and electronic cigarettes). Smoking and chewing are not permitted.
10. No passenger is permitted to have an open alcoholic beverage container. The agency reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol.
11. Illegal drugs are not permitted. Any person found in possession of such drugs will be immediately reported to law enforcement.
12. At the discretion of the transit provider, any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
13. Any person using profane language towards the driver or other passengers may be asked to exit the vehicle.
14. Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
15. Passengers are to refrain from horseplay or fighting. The driver will immediately stop the vehicle in the event of such an incident, will ask the passenger to exit, and will contact law enforcement if deemed necessary.
16. Weapons are not allowed. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, numchuks or any other device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.
17. Service animals accompanying individuals with disabilities will be allowed to board the vehicle. Service animals must be under the control of the passenger on buses and in/around transit

facilities. All other animals transported require a pet carrier.

18. Passengers may only carry (3) grocery bags or what they can carry onto the bus in a single trip. If you anticipate needing to transport more items than you can carry onto the bus in a single trip, please inquire about "Package Thursdays".

*Any passenger who violates these rules can and will be prohibited from using our service. We are responsible for the safety and welfare of all passengers and will refuse service to any person who places our passengers or drivers at risk.*

#### **North & South Route** hours of service:

7:00 a.m.-5:00 p.m.

#### **East & West Route** hours of service:

9:00 a.m.-2:00 p.m.

Fare: \$0.50 per ride

#### **Dial-a-Ride and ADA paratransit** hours of service:

6:30 a.m.-5:30 p.m.

Dial-a-Ride fare: \$2.00

ADA paratransit fare: \$1.00

ADA paratransit requires documentation to establish eligibility. Call 575-887-2121 for more information.

#### **Statement of Nondiscrimination**

The City of Carlsbad operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990. To find out more about nondiscrimination obligations, to file a complaint, or to request this information in another language, please contact Joshua Moore, Transit Manager, at (575) 887-2121 or [jlmoore@cityofcarlsbadnm.com](mailto:jlmoore@cityofcarlsbadnm.com), or visit our office at 510 N Main Street., Carlsbad, NM