

Carlsbad Municipal Transit

Fixed-route service

Accessibility

Carlsbad Municipal Transit service is accessible to persons with disabilities. Buses are equipped with wheelchair lifts that enable persons in wheelchairs or persons who cannot navigate steps to ride the bus. Buses have priority seating for persons with disabilities. Operators are trained to assist riders who use lifts, secure wheelchairs, provide information on destinations served, and announce stops, including any stop you request.

You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome on board buses and vans and in our facilities. They must be kept under the control of the passenger. Public information is available in alternative formats upon request.

Passengers with disabilities may request modifications to current service procedures to access the service. Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term "reasonable modification."

Requests should be made at least the day before but flexibility is required for on the spot requests. The transit manager will review all requests and provide the determination. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the transit manager.

Documentation will be maintained regarding the request and the resulting action taken.

Carlsbad Municipal Transit will not charge additional fees for passengers requiring reasonable modifications.

Demand response service

Accessibility

Carlsbad Municipal Transit is accessible to persons with disabilities. Our buses and vans are equipped with wheelchair lifts or ramps that enable persons in wheelchairs or persons who cannot navigate steps to ride the bus. Buses have priority seating for persons with disabilities. Operators are trained to assist riders and secure wheelchairs.

You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome onboard buses and vans and in our facilities. (They must be kept under the control of the passenger at all times.)

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at (575) 887-2121 or email us at transit@cityofcarlsbadnm.com. Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term "reasonable modification."

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