

Our Services

Hobbs Express Transit offers ADA complementary paratransit service to provide safe and efficient transportation to persons with disabilities who are "ADA paratransit eligible". All of our vehicles provide the following convenient access for riders who use wheelchairs or other mobility devices:

- Buses with low-floor ramps.
- Buses with lifts.

If you would like to practice using the ramp or securing your chair, schedule an appointment by calling our office at 575-397-9290.

ADA Paratransit Eligibility

As defined by the ADA, a disability is recognized, with respect to an individual, as a physical or mental impairment that substantially limits one or more major life activities. Anyone who, by reason of disability, is unable to use Hobbs Express's services, please contact Hobbs Express to apply for the ADA paratransit eligibility certification application. Once you have completed the application process and you have been approved, you will be eligible for the ADA complementary paratransit service.

How to Purchase Your Fare

Monthly passes can be purchased through the office or by phone using cash or credit card. Daily passes can be purchased with the bus operator, cash only. Bus operators do not make change.

Reasonable Modification of Policies and Procedures

Hobbs Express is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). Hobbs Express provides reasonable modification to policies and procedures for customers with disabilities to ensure they can effectively use the agency's transit services.

Individuals requesting a modification should clearly describe what they need in order to use Hobbs Express paratransit services. Please call 575-397-9290 to request a modification. Where a request for modification cannot be made in advance, such as if a barrier or condition exists about which a customer is unaware, a determination will be made at the time of the request.

Accessibility

We strive to make riding transit easy for everyone. Whether you need special services for yourself, a family member or a friend, you'll find accessible traveling options at Hobbs Express.

- All of our buses provide accessibility for riders with disabilities. If you use a wheelchair or other mobility device and need assistance, our operators can help.

- Wait for the operator to lower the ramp or lift to the ground. Ride up to the ramp or lift.
- Once on the bus, proceed to one of the two securement areas reserved for mobility devices. The operator will secure your mobility device to the floor of the bus.
- At your requested stop, the operator will remove all securement straps. Proceed to the ramp or lift. The operator will lower the lift or ramp for you to de-board the vehicle.
- If you use a cane, crutches, walker, service animal or other mobility device, we offer these additional services:
 - Our bus operators can pull close to the curb to make it easier for you to get on and off the bus.
 - Our bus operators can give you extra time and assistance, if needed.
- If you need the ramp or lift lowered so you can step onto the bus more easily, ask the bus operator to help by requesting the service. Upon request, the operator will lower the lift or ramp.

Our bus operators are trained to meet the needs of riders with disabilities. If requested, they can assist riders with getting on and off a vehicle and securing wheelchairs. Bus operators are also trained in sensitivity and awareness to meet the needs of riders with disabilities

Boarding Buses with a Lift

A few of the buses in our fleet have lifts rather than ramps. Here's how to get on board a bus with a lift:

- When the bus operator lowers the lift platform to the ground, slowly maneuver your device onto the lift.
- Once on board the lift, lock your chair's brakes or turn off the power. Hold on to the lift's handrail, and let the bus operator know when you're ready to be lifted on to the bus.
- Proceed to one of the securement areas.
- The bus operator will secure your wheelchair or scooter and secure you with belts. Lock your brakes or turn off the power after the operator has secured your chair.
- Let the operator know where you are going.

Exiting Buses with a Lift

- Let the operator release all securements and belts.
- Move forward onto the lift platform and set your device's brakes or turn off the power.
- Hold on to the lift's handrail and let the bus operator know when you are ready to have the lift lowered.
- When the platform barrier opens, exit the platform and move away from the lift as soon as you're on the sidewalk.

Priority Seating Access

The bus operator will be happy to help you with seating upon request. We reserve seating in the front of our buses for the following:

- People age 65 and older
- People in wheelchairs
- People with disabilities

Service Animals

We welcome service animals on board under these conditions:

- They must ride in front of the seat and shouldn't block the aisle.
- They can sit beside riders with wheelchairs but shouldn't block the aisle.
- If they're small in size and can't sit in front of the seat, they must remain in their handler's lap. The handler must be in control of the animal at all times.

Trained Bus Operators

Our bus operators are trained to meet the needs of riders with disabilities. If requested, they can assist riders with getting on and off a vehicle and securing wheelchairs. Bus operators are also trained in sensitivity and awareness to meet the needs of riders with disabilities.

Hobbs Express ADA Complementary Paratransit Demand Response

- This is a demand-response, shared-ride, and curb-to-curb or, based on special need, door-to-door service for Senior Citizens or people whose disabilities prevent them from riding our other bus services.
- Reservation service shall be available for any trip within $\frac{1}{4}$ mile of the fixed route service. Passengers are required to make reservations a minimum of one day in advance or may schedule up to 14 days in advance to secure the time they require.
- Request for service shall be accepted from 8:00 a.m. to 5:00 p.m. on the day prior to the service day. All return trips must be scheduled regardless of whether the passenger knows the exact return time or not.
- Personal care attendants ride free with passengers who require assistance while boarding, riding, or alighting from a vehicle. Passengers must state the need for a personal care attendant on the ADA paratransit eligibility certification application.
- Reasonable modification of policies and procedures:
 - Hobbs Express is committed to the ADA and complies with all applicable rules and regulations issued by the USDOT and the FTA. Hobbs Express provides reasonable modification to policies and procedures for customers with disabilities to ensure they can effectively use the agency's transit services.

- Individuals requesting a modification should clearly describe what they need in order to use Hobbs Express bus and paratransit services. When feasible, please make any requests for modifications by calling Hobbs Express at 575-397-9290.
- ADA Compliance
 - For additional support regarding ADA compliance, you may call the Program Manager at 575-397-9207.
 - To file an ADA or accessibility complaint regarding Hobbs Express programs or services, please use the online ADA Complaint Form 160316.

Courtesy and Safety

We're serious about safety, and you should be too. Please use common sense in and around our services. And, if **you see something suspicious**, say something to the operator. For more information on how to identify a suspicious item or event, visit the Department of Homeland Security's See Something, Say Something site.

Hobbs Express is following guidance from New Mexico Public Health and continues to monitor the situation involving the corona virus and COVID-19. In addition to daily cleaning procedures of all Hobbs Express vehicles and facility, we are applying a disinfectant to common hand contact areas such as poles and handrails. Please help prevent the spread of flu and COVID-19 by following standard hygiene measures

Rider Safety

- Report emergencies or suspicious activity to any bus operator or call 911.
- When boarding or exiting, watch your step and do not cross in front of the vehicle.
- Please stay back at least three feet from the curb while waiting for the bus.
- The operator must secure your mobility device, such as a wheelchair or scooter, for you.
- Lifts or ramps may be used at any time the vehicle is stopped. Remain alert when boarding or exiting and allow the operator to fully deploy the lift or ramp before entering.

Harassment on Transit

Unwanted behavior from another person that is threatening, criminal or makes you feel uncomfortable is harassment and is never okay.

- Harassment can be unwelcome touching or physical proximity, sexual advances or comments, photographing without permission and verbal or physical threats.

- If you experience or witness harassment while using the bus, tell the bus operator immediately. Call 911 right away if your immediate safety is threatened.
- Assaults on bus operators, whether physical or verbal, put everyone at risk. Call 911 immediately if you witness someone threatening or assaulting on operator.

Courtesy Reminders

What does common courtesy mean on public transportation? Here are the general guidelines we ask everyone to follow.

- Customers are allowed one seat and should avoid taking up more space than allowed. Don't lay down. There is no assigned seating.
- Do not block vehicle doorways; customers entering and exiting need room to pass.
- Please let customers exit the bus before boarding.
- Allow customers in wheelchairs, people with disabilities, senior citizens and those with small children to board the vehicle first.
- Seatbelts must be worn.

Code of Conduct

Public transit requires sharing space and being courteous and nice to others. Our rules are made to encourage good behavior. Please follow them accordingly:

- Proper fare is required to ride the bus. Have your cash or pass ready when boarding.
- Panhandling and soliciting are not allowed.
- Do not interfere with the operation of a vehicle, including talking to the operator while the vehicle is in motion.
- Do not stand up while the vehicle is in motion.
- Spitting, urinating, defecating or exposing one's body parts are not allowed.
- Keep hold of your belongings on your lap or at your feet.

Help and Contact

For Customer Service:

Call Hobbs Express at 575-397-9290

Website: https://www.hobbsnm.org/hobbs_express.html

Email: hobbsexpress@hobbsnm.org

Statement of Non-Discrimination

Hobbs Express 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 Hobbs Express. For more information on Hobbs Express's Title VI program and the procedures to file a complaint, please contact Jan Fletcher, Title VI Coordinator, at 575-397-9200.



RIDER'S GUIDE ADA Complementary Paratransit Service

This guide has been prepared to help you understand how to take advantage of the services offered by Hobbs Express.

- Learn about our services
- ADA Paratransit Eligibility
- How to Purchase your Fare
- Reasonable Modification of Policies and Procedures
- Accessibility
- Boarding Buses
- Service Animals
- Trained Operators
- Code of Conduct

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Public Transportation
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