

Rural Public Transit Service Passenger Guide



Operated by Hill Country Transit District

Central Texas' Regional Public Transit System

TABLE OF CONTENTS

Section	Page
WHAT IS RURAL PUBLIC TRANSIT SERVICE?	4
WHAT IS DEMAND RESPONSE PARATRANSIT SERVICE?	4
SPECIAL ACCOMMODATIONS	6
Wheelchair/Mobility Devices	6
Other Passengers and Personal Care Attendants.....	6
Children.....	6
Service Animals	6
Door-to-Door Service	6
HOURS OF OPERATION.....	7
ADMINISTRATIVE HOURS	7
DISPATCH HOURS.....	7
SCHEDULING HOURS.....	7
SERVICE AREA.....	8
RURAL BUS SCHEDULE.....	9
FARES.....	12
SCHEDULING IN ADVANCE	12
SAME-DAY SCHEDULING.....	13
LONG DISTANCE TRIPS.....	13
RETURN TRIPS	13
SCHOOL	14
“IN AND OUT” TRIPS.....	14
NURSING HOMES.....	15
WHEN TO BE READY (DRIVER WAIT TIME)	15
CANCELING TRIPS	16
NO-SHOWS AND PENALTIES	16
SPECIAL ACCOMMODATIONS.....	16
DOOR-TO-DOOR SERVICE	17
WEATHER.....	17
RULES FOR PASSENGERS.....	18

BAGGAGE/PACKAGES 19

POLICY ON PERSONAL HYGIENE FOR RIDERS 20

FILING A COMPLAINT..... 20

CONTACT INFORMATION 20

HOLIDAYS..... 21

GLOSSARY 21

NOTES..... 22

WHAT IS RURAL PUBLIC TRANSIT SERVICE?

Hill Country Transit District (HCTD) operates The HOP, a regional public transit system that started in the 1960's as a volunteer transit service that has since grown to serve a nine-county area covering over 9,000 square miles. In the last decade, the system has experienced significant growth and consists of three divisions: the Rural Division which serves nine counties, the Killeen Urban Division which serves Copperas Cove, Harker Heights, and Killeen; and the Temple Urban Division which serves Belton and Temple.

The HOP coordinates many types of trips. The HOP partners with many area social service agencies to provide transportation to their clients. The HOP provides public transportation for anyone of any age. There are no eligibility guidelines.

HCTD (The HOP) also provides out-of-town trips on a **space-available basis**. Popular destinations include Austin, Brownwood, Round Rock, Killeen, Temple and Waco.

All rural sites are dispatched by staff in the HCTD Centralized Dispatch office which is located in Belton, TX.

WHAT IS DEMAND RESPONSE PARATRANSIT SERVICE?

Basic Definition of Demand Response Service (49 C.F.R Section 604.3(g)):

“Demand response” is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer, including services provided by public entities, nonprofits, and private providers.

Expanded Definition of Demand Response (Circular 2710.2A (1988)):

A “demand response system” is one where passenger trips are generated by calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick the passengers up and transport them to their destinations. The operation is characterized by the following:

- The vehicles do not operate over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a special need.
- Typically, the vehicle may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted en route to these destinations to pick up other passengers.
- The following types of operations fall under the above definitions provided

they are not on a scheduled fixed-route basis:

- (1) Many origins – many destinations -- The typical operation described above.
- (2) Many origins – one destination -- For example, a pre-arranged persons with disabilities or senior citizen operation which picks up the passengers at their homes and takes them to a shopping or recreation center.
- (3) One origin – many destinations -- For example, a vehicle meets a commuter train, picks up the passengers, and drives them to their homes.
- (4) One origin – one destination -- For example, a group of senior citizens is transported from a nursing home to a recreation center and returned.

**Demand Response Defined Under Americans with Disabilities Act (ADA)
Implementing Regulations (49 CFR Section 37.3):**

Demand Response System means any system of transporting individuals which is not a fixed route system. The ADA broadly defines all types of transportation using fixed route service and demand responsive service. Demand responsive is any service which is not fixed route.

Non-discrimination requirements

- The HOP does not discriminate against a person with a disability in the provision of transportation service. (Section 37.5(a))
- The HOP does not, on the basis of disability, deny an individual with a disability the opportunity to use the general transportation system if that person is capable of using that service. (Section 37.5 (b))
- The HOP does not require that an ambulatory person with a disability use priority seating. (Section 37.5 (c))
- The HOP does not impose special charges on individuals with disabilities, including those who use a wheelchair. (Section 37.5(d))
- The HOP does not require that an individual with a disability be accompanied by an attendant. (Section 37.5(e))
- The HOP does not refuse service to an individual with disabilities because its insurance coverage or rates are based on the absence of individuals with disabilities. (Section 37.5(g))

- The HOP is not required to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct. However, The HOP does not deny service to an individual with disabilities because his/her disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons. (Section 37.5 (h))

SPECIAL ACCOMMODATIONS

Wheelchair/Mobility Devices

The HOP will comply with ADA standards for transporting individuals with mobility devices. Individuals using any device that exceeds ADA standards and/or prevents The HOP from providing transportation safely may be denied service. Before using this service, passengers must ensure that mobility devices are in good working condition, clean and safe.

Other Passengers

Other passengers (companions) accompanying the passenger are subject to space available and must pay the full general public fare.

Children

Children under the age of four years must have a car seat as required by State Law, and the passenger must provide the car seat. The State of Texas has other specific requirements related to transport of children – the passenger is responsible for planning ahead and telling The HOP when scheduling the trip about the car seat/booster requirements. Passengers traveling with infants must provide an infant carrier approved for use in cars. The passenger is responsible for placing the infant into the carrier and properly securing the carrier with a seat belt.

Service Animals

When making a reservation, passengers must notify the dispatcher/scheduler if a service animal will accompany the passenger. Service animals are permitted if they are required for travel.

Door-to-Door Service

The Demand Response paratransit service is a door-to-door service. Drivers will assist eligible individuals to and from the threshold of their entryway. Drivers are generally not permitted to go beyond the threshold or ground level of any building. Drivers will assist with wheelchairs over one curb, step or

threshold and up sturdy, safe, and accessible wheelchair ramps. **Door-to-door service does not include loading and unloading personal items, packages, groceries, etc., or assisting passengers on unsafe or steeply inclined mobility ramps or stairs.** Drivers will not place the vehicle in any area that may damage the vehicle or create an unsafe passenger situation. Drivers may not go into a residence, but may assist the passenger in opening or unlocking the door.

HOURS OF OPERATION

ADMINISTRATIVE HOURS

Monday – Friday	8:00 AM – 5:00 PM
Weekends and Holidays	CLOSED

DISPATCH HOURS

Monday – Friday	4:00 AM – 7:00 PM
Saturdays and Holidays	9:00 AM – 6:00 PM
Sundays	CLOSED

SCHEDULING HOURS

Monday – Friday	8:00 AM – 4:00 PM
Weekends and Holidays	CLOSED

SERVICE AREA

RURAL PUBLIC TRANSIT SERVICES THE FOLLOWING COUNTIES:

Coryell, Hamilton, Lampasas, Milam, Mills, Mason, Llano, and San Saba.

With offices in the following cities:

BELTON OFFICE	4515 W US HWY 190 Belton, TX 76513	(254) 933-3700
CAMERON OFFICE	204 N. Central Ave. Cameron, TX 76520	(254) 605-0113
GATESVILLE OFFICE	208 N. Lutterloh Ave. Gatesville, TX 76528	(254) 865-8235
GOLDTHWAITE OFFICE	1003 Parker St. Goldthwaite, TX 76844	(325) 648-3533
HAMILTON OFFICE	101 E Henry St. Hamilton, TX 76531	(254) 386-0026
LAMPASAS OFFICE	1305 S. Key Ave. Lampasas, TX 76528	(512) 556-2827
LLANO OFFICE	1110 Berry St. Llano, TX 78643	(325) 247-4808
MASON OFFICE	505 Moody St. Mason, TX 78656	(325) 347-6542
ROCKDALE OFFICE	235 Mill Ave. Rockdale, TX 76567	(512) 446-3558
SAN SABA OFFICE	705 E. Storey St. San Saba, TX 76877	(325) 372-3077

RURAL BUS SCHEDULE

CAMERON SCHEDULE					
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL	OUT OF TOWN TRIPS (MON/WED/FRI)	04:00	TO TEMPLE
	08:00			05:00	
	09:00			08:00	
	10:00			09:00	TO TEMPLE
	11:00			10:00	FROM TEMPLE
	12:00			11:00	
	13:00			12:00	
	14:00			14:00	
	15:00	SCHOOL		15:00	FROM TEMPLE

GATESVILLE SCHEDULE		
GENERAL PUBLIC (IN TOWN)	04:00	DIALYSIS
	05:00	
	06:00	
	07:00	SCHOOL
	08:00	
	09:00	DIALYSIS
	10:00	DIALYSIS
	11:00	
	12:00	
	13:00	
	14:00	SCHOOL
	15:00	DIALYSIS

GOLDTHWAITE SCHEDULE					
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL	OUT OF TOWN TRIPS (MON/WED/FRI)	07:00	
	08:00			08:00	
	09:00			09:00	TO BROWNWOOD
	10:00			10:00	
	11:00			11:00	
	12:00			12:00	
	13:00			13:00	
	14:00			14:00	FROM BROWNWOOD
	15:00	SCHOOL		15:00	

HAMILTON SCHEDULE					
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL	OUT OF TOWN TRIPS (MON/WED/FRI)	07:00	
	08:00			08:00	
	09:00			09:00	TO GATESVILLE
	10:00			10:00	
	11:00			11:00	
	12:00			12:00	
	13:00			13:00	
	14:00			14:00	
	15:00	SCHOOL		15:00	FROM GATESVILLE

HAMILTON SCHEDULE					
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL	OUT OF TOWN TRIPS (MON/WED/FRI)	07:00	
	08:00			08:00	
	09:00			09:00	TO GATESVILLE
	10:00			10:00	
	11:00			11:00	
	12:00			12:00	
	13:00			13:00	
	14:00			14:00	
	15:00	SCHOOL		15:00	FROM GATESVILLE

LLANO COUNTY SCHEDULE					
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL	OUT OF TOWN TRIPS (MON/WED/FRI)	07:00	
	08:00			08:00	
	09:00			09:00	TO MARBLE FALLS
	10:00			10:00	
	11:00			11:00	
	12:00			12:00	
	13:00			13:00	
	14:00			14:00	
	15:00	SCHOOL		15:00	FROM MARBLE FALLS

LAMPASAS SCHEDULE		
GENERAL PUBLIC (IN TOWN)	04:00	DIALYSIS
	05:00	DIALYSIS
	06:00	
	07:00	SCHOOL
	08:00	
	09:00	DIALYSIS
	10:00	
	11:00	DIALYSIS
	12:00	
	13:00	
	14:00	
	15:00	SCHOOL

MASON SCHEDULE		
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL
	08:00	
	09:00	DIALYSIS
	10:00	DIALYSIS
	11:00	
	12:00	
	13:00	
	14:00	SCHOOL
	15:00	DIALYSIS

ROCKDALE SCHEDULE		
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL
	08:00	
	09:00	
	10:00	
	11:00	
	12:00	
	13:00	
	14:00	
	15:00	SCHOOL
OUT OF TOWN TRIPS (MON/WED/FRI)	04:00	TO TEMPLE
	05:00	
	08:00	TO TEMPLE
	09:00	TO TAYLOR*
	11:00	
	12:00	FROM TEMPLE
	13:00	
	14:00	FROM TAYLOR*
15:00	FROM TEMPLE	

* ON TUESDAYS AND THURSDAYS

SAN SABA SCHEDULE		
GENERAL PUBLIC (IN TOWN)	07:00	SCHOOL
	08:00	
	09:00	TO LAMPASAS
	10:00	
	11:00	
	12:00	
	13:00	
	14:00	FROM LAMPASAS
	15:00	SCHOOL

FARES

HCTD Rural Fare Schedule (and Suggested Contributions*)

<u>ONE WAY TRIP DISTANCE</u>	<u>FARE</u>
0 -5 Miles	\$1.00
6 – 10 Miles	\$1.50
11 – 15 Miles	\$2.00
16 – 20 Miles	\$2.50
21 – 25 Miles	\$3.00
26 – 30 Miles	\$3.50
31 – 35 Miles	\$4.00
36 – 40 Miles	\$4.50
41 – 45 Miles	\$5.00
46 – 50 Miles	\$5.50
51 Miles and over	\$5.50 + \$0.15/mile

*Clients residing in Llano County and Mason County above the age of 60 ride for free.

SCHEDULING IN ADVANCE

Reservations can be made up to 7 days in advance. Rides are scheduled based upon seating, vehicle and capacity availability. You should always call at least 24 hours in advance to ensure that your trip is in the system. When scheduling a trip, please be prepared to verify the following information:

- Your name;
- Whether a companion will travel with you, including children and service animals;
- Your full pick-up address (including building number, name and or landmarks);
- The date you wish to travel;
- The full appointment address;
- The time of your appointment, or the time you wish to be picked up.

Based on your appointment time and the business of the schedule, The HOP may schedule the pick-up time up to one hour before or after the requested pickup time. Keep in mind that The Hop is a shared ride system and you may have to be flexible with your pick and return times in order to successfully book your trip.

SAME-DAY SCHEDULING

Request for same-day service will be accepted from 8:00 a.m. to 3:30 p.m. Monday through Friday. Keep in mind, while same day service is allowed it is not a guarantee of service. Some sites are busier than others and same day service may be declined based on availability. To ensure that your trip requests may be accommodated, you are encouraged to make your trip requests in advance (up to 7 days) of the day you want to take the trip. The dispatcher will attempt to schedule both the origin and return trip into existing schedules utilizing the following criteria:

- The vehicle must have seating/mobility device space available.
- The vehicle must be in the vicinity/location of the origin and destination in order to accommodate the request without disrupting the passengers already scheduled.
- Time must be available to allow the trip to be accommodated without disrupting the passengers who are already scheduled.
- The dispatcher may refuse the request for same-day service if it cannot be worked into the existing schedule or otherwise causes operational problems for HCTD.

LONG-DISTANCE TRIPS

Trips with pickups or destinations outside the city limits or on county roads are considered long-distance trips and are subject to driver and vehicle availability. HCTD employs the “piggy back” method of grouping long-distance/out-of-town trips together to maximize efficiency and productivity. Some sites make regular long-distance trips and it is possible to coordinate your ride with them. Some sites rarely make long-distance trips which may make it difficult to coordinate trips when making appointments.

When booking long distance trips it is important to note that the deadline for booking a long distance trip is the day before the appointment by 11:00 am.

RETURN TRIPS

Passengers are strongly encouraged to schedule a return trip. Unscheduled return trips may result in wait times of up to ONE HOUR, (or longer in the case of long distance trips) and most passengers find a scheduled return trip minimizes wait time. For example, if the trip is for a medical appointment, which happens to end at 3:00 PM, the bus may arrive as late as 4:00 PM when calling for a “will call return” rather than scheduling a return trip. However, if

the passenger can reasonably predict the appointment will end no later than 3:30 PM, the pickup time can be scheduled for 3:45 PM, providing time for the thirty minute pickup window and the passenger can expect a pickup time no later than 4:00 PM.

There are certain trips such as medical trips for which an exact time for pick-up is difficult to determine, so the passenger should allow plenty of time when scheduling the return trip, and should allow for the thirty minute pickup window described herein.

When scheduling a trip near the end of the service day, please remember that the last drop-off time cannot be later than the scheduled end of the service day. The service day ends at 3:45 PM, so any trips late in the day must be scheduled to ensure the passenger is dropped off no later than 3:45 PM.

Returns for long-distance trips may be on a schedule depending on the site performing the trip. If you are “piggy backing” on a dialysis run, the bus will arrive and depart at scheduled times and not before. The scheduler will inform you of this when you book your trip.

SCHOOL

HCTD provides transportation to educational institutions at almost all of its sites. School runs operate between 7:00 a. m. and 8:00 a. m. in the morning and between 2:00 p. m. and 3:00 p. m. in some sites and between 3:00 p. m. and 4:00 p. m. in other sites. Please take this into consideration when booking trips as some sites will be unable to accommodate additional trips during these times.

Please contact sites for available seating.

“IN-AND-OUT” TRIPS

In-and-out trips are trips where the bus waits while the passenger goes into an establishment and it can be reasonably assumed that the passenger will board the bus in a reasonably short period of time. In-and-out trips will subject to the schedule of the site. Some sites are busier than others and will not always be able to accommodate such trips.

NURSING HOMES

HCTD will require the following documentation **prior** to transporting the client:
(1) an authorization statement from the client’s family member or other guardian authorized to give such permission, if the client is under guardianship;
(2) an authorization statement from the nursing home administration.

In the event the client in a nursing home is there for rehab or assisted living, the documentation listed above is not required.

AT NO TIME WILL HCTD PROVIDE MEDICAL EMERGENCY TRANSPORTATION.

No transportation services will be provided for nursing home clients without an escort provided by the family or the nursing home. At no time will HCTD staff administer medications to nursing home clients. HCTD drivers will assist nursing home clients to and from the threshold of the facility entryway.

In the event the client in a nursing home is there for rehab or assisted living, the requirement listed above may be waived.

Drivers must maintain sight of the vehicle; therefore, they will not go beyond the threshold or ground level of any building. Drivers will not sign residents in and out of nursing home facilities.

WHEN TO BE READY (DRIVER WAIT TIME)

Rural Public Transit Services may arrive at the pick-up location as early as 15 minutes before and up to 15 minutes after your scheduled pickup time. For example, if the scheduled pickup time is 9:00 a. m., you may expect the bus to arrive within the thirty minute window between 8:45 a. m. and 9:15 a. m. When the vehicle arrives you must be ready to board promptly. Passengers are encouraged to watch for the bus to arrive so they can quickly board. The bus driver has a tight schedule. If you are not on time, other passengers may be picked up late. Drivers are expected to wait no longer than five minutes, and will leave after that time, and the vehicle will not be available to come back for you. If you are late, you may be considered a “no-show” for that trip, which may eventually affect your ability to schedule trips.

CANCELING TRIPS

Trip cancellations must be made at least one hour before the scheduled pick up time or the missed trip may be considered a “no-show”, which may eventually affect your ability to ride. To cancel a trip, please call **(254) 933-3700** and enter extension **5005**. All scheduled trips that are not canceled may be considered a “no-show” if you fail to board the vehicle at the scheduled pick-up time.

NO-SHOWS AND PENALTIES

If you are unable to make the trip, you must cancel the trip 60 minutes prior to ride reservation time. For persons who do not show for rides or cancel less than 60 minutes prior, the service will be recorded as a no-show. Excessive no-shows and late cancels may result in suspension of your service.

SPECIAL ACCOMMODATIONS

MOBILITY DEVICES

Before using this service, ensure that your mobility devices (walkers, wheelchairs, canes, etc.) are in good working condition, clean and safe. Please inform The Hop of any changes to your mobility device use at the time of booking your trip to ensure that a vehicle that can accommodate your needs is sent to pick you up.

OTHER PASSENGERS

Companions accompanying passenger are subject to space available and must pay the full fare as posted on the Fare Schedule.

CHILDREN

Children under the age of four years must have a car seat as required by State Law, and the passenger must provide the car seat. Passengers traveling with infants must provide an infant carrier approved for use in cars. The passenger is responsible for placing the infant into the carrier and properly securing the carrier with a seat belt.

SERVICE ANIMALS

When making a reservation, please notify the dispatcher/scheduler if a service animal will accompany you on your trip. Service animals are permitted if they are required for your travel. Pets will be permitted. Service animals and pets must be under your control the entire time they are on the vehicle and are not permitted to ride on the lift should you need it. Livestock will not be permitted.

DOOR-TO-DOOR SERVICE

Drivers will assist eligible individuals to and from the threshold of their entryway. Drivers are generally not permitted to go beyond the threshold or ground level of any building, and drivers may never enter a passenger's home. Drivers will assist with wheelchairs over one curb, step or threshold and up sturdy, safe, and accessible wheelchair ramps. Door-to-Door service does not include locking/unlocking doors or activating/deactivating house alarms, loading and unloading personal items, packages, groceries, etc., or assisting passengers on unsafe or steeply inclined mobility ramps or stairs. Drivers will not drive the vehicle beneath low structures that may damage the vehicle such as trees, awnings, and drive-thru windows.

WEATHER

DISCONTINUING SERVICE DUE TO WEATHER CONDITIONS:

Transit bus operators will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist which make travel unsafe, the Rural Director reserves the right to discontinue services until conditions are more favorable. In the event that service is discontinued due to weather, a dispatcher shall attempt to contact any scheduled passengers at the telephone numbers listed in the agency customer database. Severe Weather Condition Riding Tips:

- Keep current on weather conditions, which may affect rural transit services.
- If streets are icy or flooded, allow additional travel time.
- Avoid delays by being on time and having correct fare ready.
- Clean footwear of mud and slush before boarding so it does not gather on the steps and floor of the bus, causing danger to others.
- Wait until the bus comes to a complete stop before boarding and before leaving your seat.
- At all times, watch your step, wear your seatbelt, and wear appropriate clothing.

SEVERE WEATHER PASSENGER GUIDE

Severe rainstorms, thunderstorms, and icy roads can affect HCTD service. The following may occur any time hazardous road conditions exist:

- Travel time may increase.
- Bus service on less traveled streets, especially those not sanded or that are flooded, may be cancelled.

- In case of severe weather, the Rural Director may instruct that all passengers to be taken home immediately.
- If passengers are not able to get to the vehicle prior to severe weather arriving, passengers will be asked to remain in facility until severe weather has passed.
- If vehicle is caught in severe weather, the driver will make every attempt to get to the nearest safe area and have passengers exit the vehicle until severe weather has passed. Passengers and/or care providers are responsible for ensuring that passengers are properly dressed for their ride. Bus operators will not assist passengers with their clothing. This includes proper coats, hats, gloves, and footwear.

RULES FOR PASSENGERS

No list of rules can possibly cover all circumstances or potential events. However, the following rules for passengers have been developed and are presented in an effort to provide a quiet, comfortable, and efficient ride for all passengers. The HOP's door-to-door program operates on the basis of "shared-use vehicles", which means that all passengers, regardless of the type of trip, are subject to sharing the ride with other people. It is important that everyone is courteous, friendly, and patient with other passengers. Please help to make your ride comfortable by adhering to these rules.

1. Passengers must accept service as shared rides, and they must often share vehicles with other passengers.
2. Passengers must wear seat belts, and passengers using wheelchairs or similar equipment must adhere to securement requirements. Failure to do so may result in the trip being canceled, and the trip marked as a no-show. Frequent no-shows may result in a suspension of service.
3. Profanity, abusive language, or threatening or intimidating actions or words are not permitted and may result in suspension of service.
4. Eating, drinking, smoking, and the use of tobacco products are prohibited on HOP vehicles. The use of e-cigarettes and similar devices are prohibited in the interest of the comfort and health of all passengers on board.
5. Drivers are not allowed to accept tips.
6. Adult passengers must properly supervise all children and ensure that they remain quiet and seated.
7. Passengers must be very careful when boarding and exiting the bus to avoid tripping, slipping or falling, especially watching for steps, curbs, and street gutters.
8. No radios, music boxes, boom boxes, or other distractions are allowed without headphones.

9. No open containers are allowed – Only spill proof containers are allowed on the bus – Styrofoam “to go” cups, even with lids, are not considered spill proof.
10. No trash, gum, or empty containers are to be left on the bus.
11. No person shall deface, damage, write upon, soil, or spit in or on any HCTD vehicle.
12. No pets or animals are allowed on the vehicle other than a service animal accompanying a person with a disability, or an animal in a cage or standard pet carrier.
13. No person shall possess or carry any explosives, corrosive acids, flammable liquids, gasoline containers, or any type of hazardous material while on the vehicle. (Respirators and portable oxygen supplies are permitted on board if needed for health reasons and only if they can be properly secured. Empty oxygen bottles are not allowed).
14. No person shall possess any illegal weapons on The HOP bus.
15. No laundry is allowed on board except in an enclosed bag.
16. No person shall interfere with the driver’s operation of the vehicle.
17. The HOP operated vehicles may not be used as a forum for religious, political, or personal beliefs; and no printed materials, other than that specifically provided by or authorized by The HOP, may be distributed on board.

BAGGAGE/PACKAGES

Passengers may not bring on board any baggage or articles that, due to size or numbers, would restrict free movement of passengers. All items must be stowed securely, out of the aisles of the vehicle, during the entire trip. Items must be stowed in such a manner that they do not become loose during travel, they do not take up other passenger space if needed, and they are not a tripping hazard to other passengers. The HOP understands passengers ride for shopping trips, sometimes resulting in a passenger wishing to board with numerous packages, grocery bags, or parcels. As long as the passenger can load and unload such items without driver assistance and within a reasonable time, The HOP allows such items, provided the items can be stored out of aisles, and out of the way of other passengers. Unreasonably large items, an unreasonably large number of items, or untimely disruptions to scheduled service because of delays in loading or unloading are strongly discouraged. Drivers are not permitted to load or unload items, and are not permitted to assist with moving the items from the bus to the final destination. The vehicle lift will not be used to assist in loading and unloading packages.

POLICY ON PERSONAL HYGIENE FOR RIDERS

HCTD strives to make the transport of riders a pleasant experience. All persons who are transported by HCTD should be mindful of other riders and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area. Therefore, all riders will be required to adhere to the guidelines set forth by the transportation program regarding this policy. Any rider that refuses to follow the good personal hygiene policy, which includes proper bathing and wearing clean clothing, may be refused transportation services. HCTD will follow the agency policy for refusing transportation.

FILING A COMPLAINT

Clients will be given the opportunity to file a complaint with HCTD if they feel treatment has been unfair. The agency will follow the following procedure:

1. Complaints can be made in writing to the Director of Rural Operations. Attn: Tony Austin 4515 W US Highway 190, Belton, TX 76513 or by telephone to our Customer Care Attendant: **(254) 933-3700** extension **5010**
2. All documentation will be copied to the person filing the complaint, all parties involved in the procedure, and to program files.

CONTACT INFORMATION

Hill Country Transit District

4515 W US 190

Belton, Texas 76513

Website: **www.takethehop.com**

TELEPHONE NUMBERS:

To schedule a trip for the future during normal business hours call: **(254) 933-3700** or **1-800-791-9601** and enter extension number **5014**.

To speak to a dispatcher about a trip already scheduled on the day of the service or **to schedule a same day trip**, you may call **(254) 933-3700** or **1-800-791-9601**, and enter extension number **5005**.

OTHER IMPORTANT TELEPHONE NUMBERS:

N.E.M.T. (SafeRide):

(877) 633-8747

Where's My Ride? (SafeRide):

(855) 932-2319

HOLIDAYS

No transit services will be provided by The HOP on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day

If a holiday falls on a Saturday or a Sunday, another day may be designated for observance.

Check with The HOP office to verify holidays. Efforts are made to keep these holidays consistent, but The HOP may need to modify holiday service.

GLOSSARY

- **Will Call:** Means you "will call" when you're ready for your next trip.
- **Shared Ride:** Clients will be picked up or dropped off on the way to your destination.
- **Pickup window:** there is a window of 15 minutes on either side of your requested pickup time for the bus to arrive.
- **Run:** refers to a drivers schedule for the day.
- **Piggyback:** typically for out of town trips, in order to maximize efficiency trips will be bundled together usually at the earliest requested time.
- **Dialysis Run:** typically reserved for holidays where regular service is suspended but dialysis clients are still transported. Can be also used for trips that piggyback out of town.
- **Out-of-town run:** Runs that leave the city limits of the where local office is located.

