

# **Special Transit Service Passenger Guide**

*Central Texas' Regional Public  
Transit System*

July 1, 2004

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## **FIXED ROUTE SERVICE**

**Don't forget about our Fixed Route Service (FRS)!**

**Our FRS buses travel routes with regular frequency, and you may be able to use FRS for some or all of your trips. If you are able to use FRS instead of STS for trips, you will find several advantages:**

- **No need to call ahead for reservations. With FRS, we are ready when you are.**
- **Same day service is always available on a FRS service day. Unfortunately, we cannot provide same day service on STS.**
- **No need to schedule a return trip. Just get on the next FRS bus.**
- **Lower fares. STS fare is \$2.00 for each one-way trip. With your STS ID card from the HOP, you can board any of our FRS buses for 50 cents.**

**For FRS Information call 778-3636.**

## **THE HOP SPECIAL TRANSIT SERVICE**

**Section 223 of the Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals unable to use the fixed route system. The HOP Special Transit Service (also referred to as Complementary Paratransit Service or Paratransit Service) is provided to those individuals with disabilities that are prevented from using the fixed route bus system for their particular trip needs.**

**Eligibility for complementary paratransit service is directly related to the inability of a person with a disability to use the existing fixed route system. The Special Transit Service (STS) of The HOP is designed to assist those qualified individuals who are unable to ride the fixed route bus system, including those who are unable to get to or from the system, or to board, ride, or disembark from the fixed route vehicles, which are fully accessible. The Special Transit Service is only available for qualified individuals and a Personal Care Attendant, or one companion. Additional companions may ride based on space availability.**

**ADA paratransit standards are provided for in 49CFR37.123 of the Code of Federal Regulations.**

**In Killeen, transportation services are limited to the urbanized area of Killeen as defined by federal regulations. In Temple, transportation services are limited to the city limits of Temple and that portion of the city limits of Belton that lies within the urbanized area of Temple as defined by federal regulations. Verification of trip origin/destination eligibility will be made at the time of booking.**

## CERTIFICATION / RE-CERTIFICATION

Interested paratransit riders must complete “THE HOP SPECIAL TRANSIT SERVICE ADA PARATRANSIT ELIGIBILITY CERTIFICATION FORM” and receive approval before transportation will be provided. The maximum certification period is 3 years; however, eligibility periods may vary according to each individual’s functional ability to use the fixed route bus system.

To be eligible for the Special Transit Service, your disability must PREVENT you from doing one or more of the following:

- Boarding a regular bus.
- Getting to a bus stop or destination when traveling within our service area.
- Recognizing destinations or utilizing directions (language barriers do not qualify).

Recertification is required for each paratransit participant. All re-certification material will be mailed to you the month prior to the expiration date listed on your paratransit card.

*Note: When boarding the vehicle, your eligibility card and a photo ID must be presented. If you should change your address, lose your card, or if your disability changes, you must notify us by calling: in Killeen: (254) 616-6800 or in Temple: (254) 778-3636.*

### HOURS

**Killeen: STS Hours of Service**

Monday-Friday	6 a.m. – 7 p.m.
Saturday	10 am.—5 p.m.
Sunday	CLOSED

**Temple: STS Hours of Service**

Monday-Friday	6 a.m. – 6 p.m.
Saturday	10 a.m. – 5 p.m.
Sunday	CLOSED

**Killeen: STS Scheduling Hours**

Monday – Friday	7 a.m. – 6 p.m.
Sunday & Holidays	8 a.m. – 5 p.m.

**Temple: STS Scheduling Hours**

Monday – Friday	8 a.m. – 5 p.m.
Sunday & Holidays	8 a.m. – 5 p.m.

**Killeen: STS Administration Hours**

Monday – Friday	8 a.m. – 5 p.m.
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**Temple: STS Administration Hours**

Monday – Friday	8 a.m. – 5 p.m.
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## SCHEDULING PARATRANSIT TRIPS

### **Killeen:**

To make appointments, call (254) 616-6800 between 7 a.m. and 6 p.m., Monday-Friday. You may also call (254) 616-6800 on Sundays and holidays between 8 a.m. – 5 p.m. to request or cancel a trip via a recorded message. Reservations can be made up to 14 days in advance and up through the day before your appointment.

### **Temple:**

To make appointments, call (254) 778-3636 between 8 a.m. and 5 p.m., Monday-Friday. You may also call (254) 778-3636 on Sundays and holidays between 8 a.m. – 5 p.m. to request or cancel a trip via a recorded message. Reservations can be made up to 14 days in advance and up through the day before your appointment.

When scheduling a trip, please provide:

1. Your name.
2. Whether a personal care attendant (PCA) will travel with you.
3. Whether a guest will travel with you, including children and service animals.
4. Your pick-up address (building number, name and or landmarks).
5. The date you wish to travel.
6. The appointment address & appointment time.

Pick up times can be scheduled up to 1 hour before or after the appointment time, as established under the Americans with Disabilities Act (ADA) of 1990 service criteria.

Passengers are required to schedule a return trip when it is possible. There are certain trips such as medical trips that exact time for pick-up is difficult to determine, so the passenger should allow plenty of time (as much as an extra hour) for the scheduled pick-up. Any unscheduled return pick-up (“will call” returns) will be handled on a first come basis and may take two hours or more for pick-up.

### When To Be Ready

Special Transit Services may arrive at the pick-up location as much as 15 minutes before or after your appointment time. *For example, appointment time 9 a.m., pick-up window will be between 8:45 a.m. – 9:15 a.m.*

When the vehicle arrives, be ready to board or the driver will leave after the 5-minute wait time and you will be considered a no-show. *NOTE: The driver will not take you to your appointment without the required fare. Eating, drinking and smoking are prohibited on the vehicles.*

### Canceling Trips

### **Killeen:**

To cancel a trip, please call (254) 616-6800 Monday through Friday between 7 a.m. and 6 p.m. All scheduled trips that are not canceled will be considered a No Show if you fail to board the vehicle at the scheduled pick-up time. Trips can be canceled on Sundays and Holidays between 8 a.m. and 5 p.m. by calling (254) 616-6800 to leave a recorded message.

### **Temple:**

To cancel a trip, please call (254) 778-3636 Monday through Friday between 8 a.m. and 5 p.m. All scheduled trips that are not canceled will be considered a No-Show if you fail to board the vehicle at the scheduled pick-up time. Trips can be canceled on Sundays and Holidays between 8 a.m. and 5 p.m. by calling (254) 778-3636 to leave a recorded message.

### **Driver Wait Time**

STS drivers will wait 5 minutes for a passenger once they have arrived at the pick-up location. If the passenger does not board the vehicle within the 5-minute wait time, the driver will depart from that location and consider that trip a No Show.

### **Wheelchair/Mobility Devices**

Special Transit Services will comply with ADA standards for transporting individuals with mobility devices. Individuals using any device that exceeds ADA standards and/or prevents HCTD from providing transportation safely may be denied service. Before using this service, ensure that your mobility device is in good working condition, clean and safe. Mobility devices that are broken or do not have working brakes will be denied service aboard Special Transit Service vehicles.

## **NO SHOW POLICY**

A No Show policy has been developed to deal consistently and fairly with passengers who consistently miss scheduled trips. Regulations allow such persons to have service suspended, for a reasonable length of time, in such cases. This provision does not apply to trips that are missed for reasons that are beyond the individual's control, and certainly do not apply in cases of scheduling problems, late pickups, or other operational problems not within the control of the individual.

If a passenger fails to be at the scheduled pickup point during the 30 minutes window of scheduled pickup time, unless the failure was beyond the control of the individual, the HCTD may consider the failure as a No Show. HCTD will take into consideration late running doctor appointments, and other situations beyond the control of the individual. However, HCTD may also negotiate with passengers regarding scheduled pickup times if the passenger consistently or regularly is late due to late appointments.

In the case of No Shows, the following suspension penalties may be applied for No

**Shows accrued during any six-month period:**

<b>One No Show</b>	<b>No Action</b>
<b>Two No Shows</b>	<b>One-week service suspension</b>
<b>Three No Shows</b>	<b>One-month service suspension</b>
<b>Four No Shows</b>	<b>Two-month service suspension</b>
<b>Five No Shows</b>	<b>May result in termination of service</b>

**Further, passengers will be charged the prevailing fare for any trip that is a No Show.**

**Before a No Show is charged, the passenger will be contacted by HCTD to determine the reason for the No Show, and to verify if the missed trip was, indeed, a No Show, and to make sure the passenger understands the No Show policy.**

**Any service suspension imposed due to No Shows will begin five (5) business days from the date of notification of the sanction being imposed. The sanction is stayed pending the outcome of an appeal.**

**GENERAL RIDING AND USE RULES FOR PASSENGERS**

- **Passengers must accept service as shared rides, and they must often share vehicles with other passengers.**
- **Passengers must present the proper HOP or reciprocal ID card when boarding. ID cards are non-transferable and may be revoked if misused.**
- **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 charged as a No Show.**
- **Profanity, abusive language, or threatening or intimidating actions or words are not permitted and may result in suspension of service.**
- **Eating, drinking, and smoking are prohibited on STS vehicles.**
- **Drivers are not allowed to accept tips.**
- **Adult passengers must properly supervise all children and ensure they remain quiet and seated.**
- **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, that they do not take up other passenger space if needed, and they are not a tripping**

**hazard to other passengers.**

- **Passengers must be very careful when boarding and alighting the bus to avoid tripping, slipping or falling, especially watching for steps, curbs, and street gutters.**
- **No radios, music boxes, boom boxes, or other distractions are allowed.**
- **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.**
- **No trash, gum, or discarded foodstuffs or containers are to be left on the bus.**
- **No person shall deface, damage, write upon, soil, spit in or on any STS vehicle.**
- **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 approved standard pet carrier.**
- **No person shall possess any explosives or carry any corrosive acid or flammable liquid, gasoline or a gasoline container or any type of hazardous material while on the vehicle. (Respirators and portable oxygen supplies are permitted on and used on board by a person needing them for health reason).**
- **No person shall possess firearms, with the exception of law enforcement officers.**
- **No laundry is allowed on board except in an enclosed bag.**
- **No person shall interfere with the driver’s operation of the vehicle.**
- **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.**
- **An adult must accompany children under the age of 12 years.**

## **SPECIAL ACCOMMODATIONS**

### **Visitors**

**Persons that visit the service area and are certified by another agency as ADA Paratransit Eligible will be provided reciprocal service for up to 21 days during a 365-day period beginning with the first day of service. If the individual plans on being in the service area longer than 21 days, the individual will be required to complete The HOP certification process and be determined eligible before they may continue riding.**

**Visitors must follow The HOP scheduling process above to book a trip.**

## 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 isles of the vehicle, during the entire trip. Items must be stowed in such a manner that they do not become loose during travel, that they do not take up other passenger space if needed, and they are not a tripping hazard to other passengers.

## Other Passengers and Personal Care Attendants

Some passengers may require a Personal Care Attendant (PCA). If a PCA is required based on the passenger's disability, and the PCA actually performs an assistant role, the PCA may ride without fare, provided the passenger's ID card so indicates as approved by the HOP. However, the passenger must notify the HOP in advance of the need for a PCA, and the HOP has the right to verify that need. An appropriate need for a PCA includes immobility, disorientation, non-comprehension, or communication impairment. If a PCA does not perform a specific necessary travel function, the passenger may be considered as ineligible for a PCA.

Children under the age of two 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.

Other than a PCA, other passengers accompanying the passenger are subject to space available and must pay the full STS fare.

## Service Animals

When making reservations, please notify the dispatcher/scheduler if a service animal will accompany you on your trip. Service animals are permitted if this is a requirement for your travel and was approved during the certification process.

## Door-to-Door Service

The complementary paratransit service (STS) is a door-to-door service. Drivers will assist eligible individuals to and from the threshold of their entryway. Drivers must maintain sight of the vehicle; therefore, they will not 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, accessible wheelchair ramps.

### The Following are NOT Included in Door-to-Door Service

- Locking/unlocking doors or activating/deactivating house alarms.
- Entering beyond the door threshold.
- Loading and unloading personal items, packages, groceries, etc.
- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs.

## CONTACT & FARE INFORMATION

### HOP Addresses:

Website: [www.takethehop.com](http://www.takethehop.com)

#### **Killeen:**

The HOP Special Transit Services  
1309 MLK Jr. Blvd  
Killeen, TX 76543

#### **Temple:**

The HOP Special Transit Services  
5200 S. General Bruce Dr.  
Temple, TX 76502

### Telephone Numbers :

During normal business hours call: **Killeen (254) 616-6800** or **Temple (254) 778-3636** for the following:

- Scheduling Questions
- Reservations
- Cancellations
- Complaints/Comments
- Certification
- Recertification

### Message line :

(only available Sundays and Holidays 8 am-5 pm)

**Killeen:** (254)616-6800  
**Temple:** (254)778-3636

### Other Telephone Numbers :

- Medicaid 877-633-8747
- HOP Fax: Killeen (254)616-5959
- HOP Fax: Temple (254)791-8802

### Special Transit Service Fares:

- Tokens \$2\*\*
- Cash \$2

**\*\*Tokens can be purchased at the local HOP office at the above address.**

*All paratransit riders are required to pay the exact fare upon boarding the vehicle.  
Drivers cannot give or make change.*