Rural Public Transit Service
Passenger Guide

Operated by Hill Country Transit District

Central Texas’ Regional Public Transit System
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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 nine-county Rural Division, the Killeen Urban Division consisting of Copperas Cove, Harker Heights, and Killeen; and the Temple Urban Division consisting of 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. Public transportation is provided 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 our 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:

a. 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.
b. 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.
c. 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)) **Note that this is not the same as charging an ADA- 
  eligible paratransit fare that is equal to the base fixed route fare 
  times two (see section on ADA Paratransit Service Criteria). 

- 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 your 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 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. 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.

Other than a PCA and one additional companion, 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**

<table>
<thead>
<tr>
<th>Days</th>
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<tr>
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<td>Weekends and Holidays</td>
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**DISPATCH HOURS**

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**SCHEDULING HOURS**

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<tr>
<td>Weekends and Holidays</td>
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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:

<table>
<thead>
<tr>
<th>Office Location</th>
<th>Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>BELTON OFFICE</td>
<td>4515 W US HWY 190 Belton, TX 76513</td>
<td>(254) 933-3700</td>
</tr>
<tr>
<td>CAMERON OFFICE</td>
<td>204 N. Central Ave. Cameron, TX 76520</td>
<td>(254) 605-0113</td>
</tr>
<tr>
<td>GATESVILLE OFFICE</td>
<td>208 N. Lutterloh Ave. Gatesville, TX 76528</td>
<td>(254) 865-8235</td>
</tr>
<tr>
<td>GOLDTHWAITE OFFICE</td>
<td>1003 Parker St. Goldthwaite, TX 76844</td>
<td>(325) 648-3533</td>
</tr>
<tr>
<td>HAMILTON OFFICE</td>
<td>101 E Henry St. Hamilton, TX 76531</td>
<td>(254) 386-0026</td>
</tr>
<tr>
<td>LAMPASAS OFFICE</td>
<td>1305 S. Key Ave. Lampasas, TX 76528</td>
<td>(512) 556-2827</td>
</tr>
<tr>
<td>LLANO OFFICE</td>
<td>1110 Berry St. Llano, TX 78643</td>
<td>(325) 247-4808</td>
</tr>
<tr>
<td>MASON OFFICE</td>
<td>505 Moody St. Mason, TX 78656</td>
<td>(325) 347-6542</td>
</tr>
<tr>
<td>ROCKDALE OFFICE</td>
<td>235 Mill Ave. Rockdale, TX 76567</td>
<td>(512) 446-3558</td>
</tr>
<tr>
<td>SAN SABA OFFICE</td>
<td>705 E. Storey St. San Saba, TX 76877</td>
<td>(325) 372-3077</td>
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HCTD Rural Transit Service Passenger Guide
February 2019
## RURAL BUS SCHEDULE

### CAMERON SCHEDULE

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### GATESVILLE SCHEDULE

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<tr>
<td>10:00 AM</td>
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<tr>
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### LONG DISTANCE TRIPS (TEMPLE)

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## Goldthwaite Schedule

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## Llano County Schedule

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February 2019
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FARES
HCTD Rural Fare Schedule (and Suggested Contributions*)

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<tr>
<td>0 - 5 Miles</td>
<td>$1.00</td>
</tr>
<tr>
<td>6 – 10 Miles</td>
<td>$1.50</td>
</tr>
<tr>
<td>11 – 15 Miles</td>
<td>$2.00</td>
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<tr>
<td>16 – 20 Miles</td>
<td>$2.50</td>
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<tr>
<td>21 – 25 Miles</td>
<td>$3.00</td>
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<tr>
<td>26 – 30 Miles</td>
<td>$3.50</td>
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<tr>
<td>31 – 35 Miles</td>
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<tr>
<td>36 – 40 Miles</td>
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<tr>
<td>41 – 45 Miles</td>
<td>$5.00</td>
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<tr>
<td>46 – 50 Miles</td>
<td>$5.50</td>
</tr>
<tr>
<td>51 Miles and over</td>
<td>$5.50 + $0.15/mile</td>
</tr>
</tbody>
</table>

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

SCHEDULING TRIPS

First time riders will have to register with HCTD and entered into the database before trips can be booked. This process can take up to 10 minutes. You will need to provide the following information:

- Name (first, last and middle initial)
- Birthdate
- Address
- Phone Number
- Companions (if necessary)
- Mobility Aids (walkers, wheelchairs, canes, etc)
- Emergency Contacts

Note: If you live on a county road, be prepared to provide a landmark or nearest cross street.
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 pick-up address (including building number, name and or landmarks);
- The date you wish to travel;
- The 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 we can accommodate your trip requests it is encouraged that you 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

HCTD Rural Transit Service Passenger Guide
February 2019
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 take Long Distance trips and may prove difficult 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, the pickup time can be scheduled for 3:45, providing time for the thirty minute pickup window (described elsewhere herein), and the passenger can expect a pickup time no later than 4:00, saving up to an hour wait time.

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 p.m., so any trips late in the day must be scheduled to ensure the passenger is dropped off no later than 3:45 p.m.

Returns for long distance trips may be on a schedule depending on the site performing the trip. If you are “piggy back” on a dialysis run the bus will arrive and depart at scheduled times and not before. Your 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 7:00am and 8:00am in the morning and between 2:00pm and 3:00pm in some sites and between 3:00pm and 4:00pm in other sites. Please take this into consideration when booking trips as some sites will be unable to accommodate additional trips during these times.

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 can 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 and other passengers may be picked up late unless you are on time. 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 as 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**

Riders must cancel rides 60 minutes prior to ride reservation time. Riders that do not show for rides or cancel less than 60 minutes prior will receive a no-show. Excessive no shows and late cancels can result in suspension of 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 you are sent a vehicle that can accommodate your...
OTHER PASSENGERS
Companions accompanying the 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. If service is temporarily discontinued, employees are to report to work unless otherwise instructed by the Supervisor. The dispatch office 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 leaving your seat and before boarding.
- At all times, watch your step, wear your seatbelt, and wear appropriate winter 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 approve 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 show’s 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 STS 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.
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 that 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.

**POLICY ON PERSONAL HYGIENE FOR RIDERS**

HCTD strives to make the transport of riders a pleasant experience. Any person(s) that 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 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. (Logisticare): (877) 633-8747
Where’s My Ride? (Logisticare): (855) 693-2901
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
- 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.