

No-Shows, Frequent & Late Cancels

Trip reservations are made so as many riders as possible can use HCTD's Regional Microtransit services. Riders who are not ready at the scheduled time of their trip or don't cancel their trip in a timely manner waste precious resources that would have been made available to other riders. A documented pattern of "No-Shows" & Late Cancels may result in service suspension.

A No-Show is defined as:

A rider's failure to meet the vehicle at the appointed time and/or place, the verbal refusal to board the vehicle, or a "dismissive" wave by the rider signaling the driver to "move-on" from the scheduled trip when the vehicle arrives at the pick-up location, unless due to late arrival of the vehicle or lack of operator assistance.

Failure of the rider to board the vehicle within two minutes after the operator has followed pick-up protocol.

A Late Cancel is defined as:

A customer contacts HCTD and cancels the scheduled ride within 30 minutes prior to when the ride is scheduled to occur.

A Frequent Cancellation is defined as:

A customer cancels scheduled trips more than three times in a 30-minute period.

Service Suspension for Frequent Cancellations, No-Shows & Late Cancels

A pattern demonstrated by No-Shows & Late Cancels (as defined above) is a serious disruption to HCTD service because the system software immediately rearranges or reorders trips to accommodate all bookings and, in many cases, the assigned vehicle for your booking immediately deviates from its current route which impacts others. Therefore, to be fair to all passengers, five or more no shows in any 30-day period will prompt a review. Based on the findings of the review, the following steps will be followed:

- First Warning will be attempted via the preferred contact method.
- Final Warning will be attempted via the preferred contact method.
- The first suspension occurrence will result in a 1-day suspension penalty.
- Second suspension occurrence will result in a 7- day suspension penalty.
- Third suspension occurrence will result in a 30- day suspension penalty.

The timeframe for the progressive suspension policy is on (1) calendar year beginning on January 1st of every year.

Service will immediately be suspended for up to 30 days, or until an appeal hearing is held, for riders who engage in violent, seriously disruptive or illegal conduct.

This conduct could include, but is not limited to:

- Threats of physical harm to other passengers, operators or other service personnel
- Physical assault or battery of operators or other passengers
- Verbal abuse, intimidation, or an altercation with HCTD employees or other passengers
- Unlawful harassment of the operator and/or other passengers, including but not limited to unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- Unauthorized use of, or willful damage to, vehicle equipment
- Repeatedly violating the rules posted inside the vehicles or on the HCTD website, including smoking on the vehicle, eating without a valid medical reason, defacing equipment, or refusing to comply with other service requirements specified in the policies included in this document
- Any other criminal conduct defined in and/or prohibited by law

Appeal of Service Suspension

Any rider whose service is suspended may appeal the decision. Once suspended, a rider will receive an official Notice of Service Suspension from HCTD by the preferred contact method. This notice will explain the specific reason(s) for, and duration of, the suspension. Should the rider wish to appeal the suspension, they must complete the Suspension of Service Appeal form and return it to HCTD within 7 calendar days from the date of the written Notice of Service Suspension. If a rider does not return the completed appeals form within 7 calendar days, the right to appeal is forfeited.

When HCTD receives an appeal, it shall be forwarded to the Director of Operations. Also forwarded will be any written information HCTD possesses on the events leading to the suspension as well as any historical documentation on violations similar in nature. Riders may send their appeals to HCTD by mail, or in person, where it will undergo HCTD's normal complaints / appeals process. Appeals should be directed to:

Hill Country Transit District
4515 W. US HWY 190
Belton, TX 76513

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