

2017
Regionally Coordinated Transportation Plan
for the
Central Texas State Planning Region 23



2017 Regionally Coordinated Transportation Plan

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for the
Central Texas State Planning Region 23



2017 Regionally Coordinated Transportation Plan

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UCARE

UNIVERSITY CENTER FOR
APPLIED RESEARCH AND ENGAGEMENT

Prepared by
UCARE
University Center of Applied Research and Engagement
Texas A&M University-Central Texas

1001 Leadership Place
WH

308

Killeen, Texas 76549

UCARE Director:

Elizabeth Brown

Principal Investigators:

Dr. Jeff Kirk, Dr. Steve Vitucci

UCARE Team:

Brady Miller, Dolores Klein, Elisa Chamberlain, Sandra Blackwell, Kathryn Clemmer, Matthew Forero, Kaitlyn Osborne, Kriskeya Price, Capri Sims, Shilpa Singh, Amber Yeaw

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EXECUTIVE SUMMARY

The 2017 Regionally Coordinated Transportation Plan (RCTP) is an update to the 2013 Regional Transit Coordination Plan as mandated by the Texas Transportation Code, Title 6, Subtitle K, Chapter 461.

As part of the Plan update, information was compiled identifying transportation resources in the nine-county region. Geographic and demographic information were gathered as was a listing of health and human services agencies and workforce agencies in the region.

Information was also compiled on various transportation programs including both government funded as well as privately funded plans, various transportation planning processes as well as activities occurring in the region. Integrating these programs, processes, and activities into the updated plan is a key component of conducting regionally coordinated transportation planning and promotes the most efficient use of available resources.

The Central Texas Regional Transportation Advisory Group (CTRTAG) members functioned as the Steering Committee approving deliverables and providing direction. Central TX COG which is the lead agency for this project. University Center for Applied Research & Engagement at Texas A&M University-Central Texas (UCARE) is the contractor selected to update the plan. The Steering Committee's role and structure were evaluated to ensure the continuation of regionally coordinated transportation planning activities in the future to include plan implementation and future updates. The CTRTAG established a vision statement, mission statement, goals, objectives and performance measures to promote a successful and meaningful plan. This plan will be regularly updated to sustain regionally coordinated transportation planning activities in the region.

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SECTION I: INTRODUCTION

This five-year update to the 2013 Regionally Coordinated Transportation Plan (RCTP) is being conducted in compliance with Texas Transportation Code, Title 6, Subtitle K, Chapter 461. Hill Country Transit District (HCTD) operates the only regional public transit system for this area, which includes the nine counties of Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba.

Rural service provided to all nine counties includes door-to-door demand response public transportation. In addition to the rural division, HCTD operates two Urban Divisions—the Temple Urban Division which includes Belton and the Killeen Urban Division which includes Copperas Cove and Harker Heights. Service includes fixed route and complementary para-transit service.

Central Texas Council of Governments (CTCOG) entered into a contract with the University Center for Applied Research & Engagement at Texas A&M University-Central Texas (UCARE) to update this Plan. Texas Department of Transportation (TxDOT) has provided guidelines (Exhibit A) to ensure the Plan addresses all aspects identified in state legislation relating to Statewide Coordination of Public Transportation. In updating this plan, the Central Texas Regional Transportation Advisory Group (CTRTAG) is the Steering Committee providing UCARE with guidance and information and approving actions and documents. The members of CTRTAG are included as Exhibit B.

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Image 1: Regionally Coordinated Transportation Plan Outline

REGIONALLY COORDINATED TRANSPORTATION PLAN	
TABLE OF CONTENTS	
EXECUTIVE SUMMARY	
I. INTRODUCTION	
This section shall include a general description of the background and purpose of this five-year plan and the methodology used to develop it including a description of how the development and approval process engaged priority populations including individuals with disabilities and individuals 65 and older.	
II. TRANSPORTATION RESOURCES IN THE REGION	
This section shall include a list and narrative description of:	
<ul style="list-style-type: none">• Transportation providers derived from a current, comprehensive inventory of providers including those offering public fixed route and demand-response services, and those offering services through private, non-profit, community-based organizations, health and human services agencies, work force agencies, and others. By August 31, 2015, the Public Transportation Division, under contract with the Texas A & M Transportation Institute (TTI), will update the 2013 provider inventory. TTI will obtain information directly from recipients of funding from the Federal Transit Administration (FTA). Lead agencies shall survey non-FTA recipients for inclusion in the inventory.• All agencies responsible for transportation planning in the region.	
III. COMPREHENSIVE ASSESSMENT OF THE PUBLIC'S UNMET TRANSPORTATION NEEDS, ASSESSMENT OF OVERLAPS & GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES & GAP ANALYSIS	
This section shall be based on a current, comprehensive regional needs assessment and gap analysis and include a narrative description with supporting data explaining the region's unmet needs and inefficiencies based on findings from this needs assessment. This section shall include:	
<ul style="list-style-type: none">• Geographic data• Demographic data on overall population, age, race, income, persons with disabilities, persons with limited English proficiency, and other data to indicate need for transportation services.• A list and narrative description of all health and human services agencies <u>and</u> programs, and work force agencies, and contact information derived from a current, comprehensive inventory of such agencies.• Assessment of transportation overlaps and gaps in services including unmet transportation needs of individuals with disabilities, individuals 65 and older, people with low incomes, individuals with limited English proficiency, children , veterans, people lacking transportation to and from employment and other members of the public.• A description of the research methodology, observations/findings and recommendations.• Research instruments.	
IV. PLANNING FOR COMPREHENSIVE SERVICES	
This section shall describe how this five-year plan integrates services of various programs including:	
<ul style="list-style-type: none">• Section 5310 (Enhanced Mobility of Seniors and Individuals and Individuals with Disabilities) program and other FTA-funded programs• Health and human services programs• Work force programs• Other	

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V. INTEGRATED PLANNING PROCESSES

This section shall describe how this five-year public transit-human services transportation plan will align or integrate with other metropolitan, rural, and statewide transportation plans, as appropriate. This section shall include a:

- Comprehensive list and narrative description of various planning processes concerning transportation needs and/or services conducted in the planning region such as those led by metropolitan planning organizations (MPOs), rural planning organizations (RPOs), other transportation agencies, work force agencies, health and human services agencies, and others.
- Explanation of how these plans are or will be integrated.

VI. VISION, MISSION, GOALS AND OBJECTIVES

This section shall include vision and mission statements as well as clearly articulated goal(s) and objectives for achieving the goal(s). Lead agencies shall determine the vision and mission statements, goals and objectives using a deliberative process actively involving the steering committee and other stakeholders including riders and potential riders. Lead agencies and other stakeholders shall collaboratively prioritize objectives (identifying those that are short- or long-term) and address implementation based on time, resources and feasibility.

VII. SUSTAIN PLANNING & IMPLEMENT PLAN

This section shall describe the planning region's capacity to sustain regional transportation planning activities and to implement or "work the plan" once it is developed and approved. This shall include a description of:

- Organizational infrastructure, staff capacity, and plans for leveraging resources to conduct and pay for activities and projects to achieve identified priorities;
- How the lead agency will regularly and meaningfully engage regional stakeholders including individuals with disabilities, individuals 65 and older, people with low incomes, veterans, advocates for children, and other members of the public;

VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS

This section shall list and describe specific, locally-determined metrics for each identified gap in transportation service (or for each priority identified in the plan). Each metric shall objectively measure the extent to which each priority was met or gap filled. This section shall describe how the lead agency will collect, maintain and assess this data

In addition, this section shall describe how the lead agency will collect, maintain and provide data on statewide performance measures to the Texas Department of Transportation which will collect common data elements statewide. The statewide performance metrics are listed on page 21 of the Regionally Coordinated Transportation Planning Guidebook.

**CENTRAL TEXAS REGIONAL TRANSPORTATION
ADVISORY GROUP STEERING COMMITTEE**

Table 1: CTRTAG Steering Committee

Area Represented	Name	Agency	Phone	Email
Transit District	Carole Warlick	HCTD	325-372-4677	cwarlick@takethehop.com
Transit District	Robert Ator	HCTD	254-933-3700 x2009	rator@takethehop.com
Private Trans. Provider	Tim Hancock	Arrow Trailways	(254) 526-0545	tim.hancock@arrowtrailways.com
Workforce Agencies	Vickie Gideon	Workforce Solutions	254-742-4413	vickieg@workforcelink.com
Health & Human Services	Kathi Wagner	CTCOG-Housing Asst.	254-770-2421	katherine.wagner@ctcog.org
Health & Human Services	Michael Sheffield	Area Agency on Aging	307-315-8666	michael.sheffield14@gmail.com
Health & Human Services Alternative	Alt: Thomas Wilson	-	254-770-2359	thomas.wilson@ctcog.org
Aging & Disability Org.	Peggy Cosner	HOCTIL	254-933-7487	peggy.cosner@hochtillc.org
Aging & Disability Org.	Grace Deorsam	Area Agency on Aging	254-770-2330	grace.deorsam@ctcog.org
Municipalities	Leslie Hinkle	City of Killeen	254-501-7847	lhinkle@killeentexas.gov
Mental Health Agencies	Nancy Holle	The Arc of Bell Co	254-760-4814	njholle@gmail.com
Military and Veterans Org.	Terry Mustapher	Bring Everyone in Zone	254-247-4590	tjnaacp@yahoo.com ; tjmust66@yahoo.com
Counties	Rita Kelley	Bell Co Indigent Health Services.	254-618-4193	rita.kelley@bellcounty.texas.gov
Educational Facilities	Open			
Emergency Assist. /Mgmt. Ag.	Beth Correa	CTCOG-Homeland Sec.	254-770-2367	beth.correa@ctcog.org
Child Advocacy Group	Janell Frazier	Central TX 4C Headstart	254-778-0489 x114	4c@ct4c.org
Transit User	Deanna DeGraaff	Transit user	254-718-8998 (c)	vipdegraaff@att.net
Transit User	Janice Taylor	Transit user	254-458-7443 (c)	rskha@hotmail.com
Metropolitan Planning Org	Jason Deckman	KTMPO	254-770-2376	jason.deckman@ctcog.org
Individual Stakeholders				

Name		Non-Voting Agency	Members Phone	email
Greg	Davis	TxDOT –Waco Dist.	254-867-2877	greg.davis@txdot.gov
Kendra	Coufal	CTCOG	254-770-2363	kendra.coufal@ctcog.org
John	Weber	CTCOG	254-770-2366	john.weber@ctcog.org
Cheryl	Maxwell	CTCOG	254-770-2379	cheryl.maxwell@ctcog.org

SECTION II: TRANSPORTATION RESOURCES IN THE REGION

In order to coordinate regional transportation services, it is necessary first to identify the transportation resources that exist in a region. This section includes a list and a narrative description of transportation providers as well as agencies responsible for transportation planning in the region. A list of transportation providers is included as Exhibits C and D and transportation planning agencies as Exhibit E.

A. Transportation Providers

State Planning Region 23 includes the following nine counties: *Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba*. The majority of the transportation resources are located in the more highly populated county of Bell, which is bisected by IH-35. Transportation resources for the public include rail service, bus service (private and public), and taxi service. Other transportation resources exist but serve a more select clientele and include school districts, medical facilities, health and human service agencies, child care centers, nursing homes/assisted living facilities, and faith-based organizations.

For the purposes of this report, organizations that have more than three vehicles were targeted. Those listed and discussed in this report have been determined to fit this criterion; however, it should in no way be construed as being exhaustive. Other resources may exist and will be included as they are identified.

1. Rail Service

Amtrak – Texas Eagle

Amtrak–Texas Eagle provides rail service from Chicago south to Texas and west to Los Angeles. Service in this planning region is limited to one stop in Bell County. The station is located in Temple and is a full-service station. Connecting service to and from Fort Hood and Killeen is available and provided by Arrow Trailways of Texas bus line, aka Southwestern Coaches DBA Arrow Trailways of Texas.

Since 2013, there have been no changes in Rail Services.

2. Private Intercity Transit Service

Greyhound Lines, Inc.

Arrow Trailways of Texas

There are two providers of private intercity service in the region available to limited areas in Bell County and Mason County. Greyhound Lines, Inc. provides charter bus service, scheduled service across

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the continental United States, and has a station in Temple (Bell County), as well as Mason (Mason County).

Arrow Trailways of Texas provides charter bus and tour service to the continental United States. Scheduled service is provided as a connector to the Greyhound bus line to the Temple/Killeen area as well as Waco, Austin, and Houston. Arrow Trailways operates two stations in Bell County—one in Temple and one in Killeen. Connector service to the Greyhound bus line is provided at the Temple station. Arrow Trailways operates a fleet of 17 buses, 1 sprinter, and three vans with access to one Amtrak train.

Since 2013, there has been one vehicle added to Private Intercity Transit Service.

3. Regional Public Transit Service

Hill Country Transit District

Concho Valley Transit District

Hill Country Transit District (HCTD) operates the HOP, which is a regional public transit system serving the nine counties in this region. Rural service is provided to all nine counties and includes door-to-door demand response public transportation. In addition to the rural division, HCTD operates two Urban Divisions—the Temple Urban Division which includes Belton and the Killeen Urban Division which includes Copperas Cove and Harker Heights. Service includes fixed route and complementary para-transit service.

Nine fixed routes are provided within the Killeen urbanized area. Four fixed routes are provided within the Temple urbanized area. Additionally, an express connector route runs between the two areas. HCTD operates a fleet of 159 buses including 28 fixed route buses and 131 para-transit vehicles. The Concho Valley Transit District (CVTD) through the Concho Valley Council of Governments (CVCOG) operates the Concho Valley public transportation system. Although Mason County is part of CVCOG, transit service is provided by HCTD and not CVTD.

Since 2013, Regional Public Transit Service added one express connector between Killeen and Temple, decreased the para-transit by nine buses, and increased fixed transit by one. Overall, public transportation saw a decrease of eight buses from their fleet.

4. Taxi Service

Taxi service is available in Bell County and portions of Coryell County. The three providers identified in this region serve both Bell County and Coryell County. At this time, the number of vehicles has been estimated at approximately 34.

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Since 2013, Luxury Cab in Killeen has acquired Express Cab, Kelly Cab, Yellow Cab, Copperas Cove Cab Inc., and Killeen Cab, with a consolidated fleet of ten vehicles. Overall, the number of vehicles has decreased from 60 vehicles to 34 vehicles. Additionally, the number of providers has decreased from twelve companies to three companies.

B. Other Resources:

1. Independent School Districts

Thirty-two public school districts have been identified within the nine-county region. All of these Districts own their vehicles; approximately 661 buses have been identified with various seating capacities.

Since 2013, the number of vehicles in the Independent School Districts has decreased from 900 buses to 661 buses. One factor to consider when reviewing the decrease is that not all ISDs were willing to disclose how many vehicles were in their district. In addition, out of 31 districts contacted, 11 did not respond.

2. Other Schools/Youth Facilities

Some private schools, as well as youth centers/clubs, have their own buses and vans that are used to transport students to and from their facilities. Eight organizations were identified within Bell, Coryell, and Lampasas Counties with a combined inventory of 24 vehicles (mini-buses, shuttles, cars, trucks, and vans).

Since 2013, the number of vehicles for Schools/Youth Facilities decreased from 29 to 24 vehicles.

3. Mental Health Services

Central Counties Services serves five of the nine counties as follows: Bell, Coryell, Hamilton, Lampasas, and Milam. Vehicles are used to transport clients to various appointments and for training purposes. They have an inventory of approximately 84 vehicles (57 sedans, 20 minivans, and 7 vans).

Center for Life Resources serves a seven-county area that includes the counties of Mills and San Saba. Approximately 5 vehicles are used to transport clients in these two counties.

Hill Country Mental Health and Developmental Disabilities Center serves a 19 county area that includes the counties of Llano, San Saba, Mills, and Mason. They have approximately 6 vehicles (mini-vans San Saba only) to transport clients in these two counties.

Since 2013, Mental Health Services has increased their number of vehicles from 66 vehicles to 95 vehicles.

4. Central Texas Veterans Health Care System (CTVHCS)—Olin E Teague Veterans' Center

CTVHCS is located in Temple (Bell County) and is a major provider of health care for all veterans. CTVHCS is a teaching medical center providing a full range of patient care services including primary care, tertiary care, and long-term care. The Temple campus includes a 227-bed Domiciliary and a 160-bed State Veterans Home. CTVHCS vehicles are used to pick up clients at their homes and transport them to various medical appointments, both in and out of the region. The CTVHCS fleet consists of 155 vehicles (sedans, minivans, vans, wheelchair vans, and buses).

Since 2013, the number of vehicles operated by the CTVHCS has remained the same. However, the number of domiciliary beds decreased by 181, while the number of state beds remained the same.

C. Transportation Planning Agencies

The Killeen-Temple Metropolitan Planning Organization (KTMO) is the federally designated Metropolitan Planning Organization (MPO) for the metropolitan area covering all of Bell County and parts of Coryell and Lampasas Counties to include Copperas Cove, Kempner, and portions of Fort Hood. KTMO is responsible for transportation planning within this boundary. Outside of this designated area, Texas Department of Transportation provides transportation planning.

Central Texas Council of Governments (CTCOG) covers seven of the nine counties in this region, is the fiscal agent for the KTMO, and provides staffing. Mason County is located within the Concho Valley Council of Governments region, and Llano County is located within the Capital Area Council of Governments region.

These planning efforts are supplemented by input from the Hill Country Transit District (HCTD) Board of Directors made up of representatives from each of the nine counties served and each major city served. HCTD also receives planning input from groups appointed by City Councils such as the Killeen Transportation Committee. The Temple Transit Advisory Committee, which was operational during the last update in 2012, was dissolved a few months before the updating of this plan.

Also, several larger cities in this region such as Killeen, Temple, and Belton, have developed thoroughfare plans for local transportation needs.

Transportation resources are identified as a component of the Emergency Management Plan (EMP) for each county. Each County has an Emergency Management Center-Annex S "Transportation" which identifies the Transportation Officer who is responsible for classifying available transportation resources. Emergency Management Centers also help maintain a transportation resource contact list along

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with the Resource Manager who is identified in Annex M “Resource Management” (see Exhibit E). The Emergency Management Coordinator, the Transportation Officer, and the Resource Manager all work under the direction of the County Judge and Commissioners Court; therefore, the County Judge’s Office for each county is considered a transportation planning agency for purposes of this report.

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Table 2: Transportation Providers in Region 23

List of Transportation Providers in State Planning Region 23					
Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Arrow Trailways of Texas	Bus-Private	Temple/Killeen	17 buses, 3 Vans, 1 Sprinter	254-526-0545	403 N. 2nd St., Killeen, TX 76541
Amtrak	Rail	Temple	1 train	254-742-2019	315 W. Ave. B, Temple, TX 76501
Greyhound Lines, Inc.	Bus-Private	Temple, Mason	No Response	254-773-4123	205 5 th St. Temple, TX. 76501
Hill Country Transit District	Bus-Public	**Nine Counties	167 Buses	325-372-4677	P.O. Box 217, San Saba, TX 76877
*Luxury Cab Co	Taxi	Killeen Area	8-10 Vehicles	254-628-9294	4217 E. Vet. Mem. Blvd, Killeen, TX
*Express Cab Co	Taxi	Killeen Area	*	254-554-8294	4217 E. Vet. Mem. Blvd, Killeen, TX
*Kelly Cab Co	Taxi	Killeen Area	*	254-554-8294	4217 E. Vet. Mem. Blvd, Killeen, TX
*Yellow Cab Co	Taxi	Killeen Area	*	254-699-2894	4217 E. Vet. Mem. Blvd, Killeen, TX
*Killeen Cab Co	Taxi	Killeen Area	*	254-699-2894	4217 E. Vet. Mem. Blvd, Killeen, TX
*CC Cab Inc.	Taxi	Killeen Area	*	254-699-2227	RR 2 box 84, Killeen TX 76542
Cove Taxi	Taxi	Copperas Cove Area	No Response	254-542-8626	806 N. 1st St., Copperas Cove, TX 76522
Harker Heights Taxi Cab	Taxi	Killeen Area	Out of Service	n/a	n/a
It's Your Car	Taxi	Killeen Area	8 Vehicles	254-681-2718	1000 San Antonio St, Killeen TX 76541
ANS Airport Shuttle	Shuttle	Killeen Area	6 Vehicles	254-690-6725	8101 S. Clear Creek Rd., Killeen TX 7654

*Under same ownership

**Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, and San Saba

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List of Transportation Providers in State Planning Region 23					
Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Holy Trinity Catholic High School	Bus-Private	Temple Area	2 Bus/1Van	254-771-0787	6608 W. Adams Ave. Temple, TX 76502
Ralph Wilson Youth Club	Bus-Private	Temple Area	3 Bus/1 Van/1 Truck	254-773-9001	1515 S. 25th St. Temple, TX 76504
Belton Christian Youth Center	Bus-Private	Belton Area	5 Bus/3 Van	254-939-5759 x103	505 E Ave C, Belton, TX 76513
D & C Transport	Bus-Private	Killeen Area	5 Vehicles	254-634-7911	5309 Buckaroo Place, Killeen, TX 76543
Boys and Girls Club of Central Texas	Shuttle-Private	Killeen Area	No Response	254-634-0308 x103	5100 Trimmier Rd, Killeen, TX
Boys and Girls Club of Central Texas	Shuttle-Private	Copperas Cove Area	No Response	254-547-5578	2777 FM 116, Copperas Cove, TX. 76522
Boys and Girls Club of Central Texas	Shuttle-Private	Gatesville Area	Two 12 Pass. Bus/1 Van	254-865-8347	2533 E. Main, Gatesville, TX 76528
Boys and Girls Club of Central Texas	Shuttle-Private	Lampasas Area	One 55 Pass. Bus	512-564-1669	107 N Main St., Lampasas, TX 76550
Central Counties Center for MHMR	Private	Bell, Coryell, Hamilton, Lampasas, Milam	54 Sedans, 8 Mini Vans, 5 Vans	254-298-7000	304 S 22nd St. Temple, TX 76501
Center for Life Resources	Private	Mills, San Saba	5 Vehicles	325-6469574 x247	408 Mulberry, Brownwood, TX 76801
Hill Country MH/DDC	Private	Llano & Mason	6 Mini Vans Llano only	512-558-2038	819 Water St. 300, Kerrville, TX 78028
Central TX Vet. Health Care Center	Private	46 Counties	59 Sedans, 44 Mini Vans, 48 Vans, 4 Buses	254-778-4811	1901 Veterans Memorial Dr. Temple, TX 76504

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Table 3: List of Independent School Districts

Independent School Districts					
Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Total	Bus—School	**Nine Counties	661 Buses		
Academy ISD	Bus-Private	Bell County	21 Buses/6 Vans	254-982-4303	704 E. Main, Little River Academy, TX 76554
Temple ISD	Bus-Private	Bell County	No Response	254-215-8473	200 N. 23rd St. Temple, TX 76504
Troy ISD	Bus-Private	Bell County	No Response	254-938-2595	#1 Trojan Rd., Troy, TX 76579
Bartlett ISD	Bus	Bell County	17 Buses	254-527-4247	404 Robinson, Bartlett, TX 76511
Holland ISD	Bus-Private	Bell County	NA	254-657-0157	105 S Rose Ln., Holland, TX 76534
Rogers ISD	Bus-Private	Bell County	7 Buses/2 Mini-Buses/4subs	254-642-3802	1 Eagle Dr., Rogers, TX 76569
Belton ISD	Bus	Bell County	200 Buses	254-215-2000	400 N. Wall St., Belton, TX 76513
Killeen ISD	Bus	Bell County	205 Buses	254-336-0138	200 N WS Young Dr., Killeen TX 76543
Salado ISD	Bus-Private	Bell County	25 Buses/2subs	254-947-6900	601 N Main St., Salado, TX 76571
Copperas Cove ISD		Coryell County	No Response	254-547-1227	703 W Ave. D, Copperas Cove, TX 76522
Jonesboro ISD	Bus-Private	Coryell County	6 Buses/2vans	254-463-2111	14909 E. Hwy. 36, Jonesboro, TX 76538
Event ISD	Bus-Private	Coryell County	10 Buses/4vans	254-471-5536	PO Box 339 Memory Ln, Evant, TX 76525
Oglesby ISD	Bus-Private	Coryell County	4 Buses/1 Truck	254-456-2271	125 College St, Oglesby, TX 76561
Gatesville ISD		Coryell County	No Response	254-865-7251	311 S Lovers Ln, Gatesville, TX 76561
Hamilton ISD	Bus-Private	Hamilton County	19 Buses/1 Sub/1van/2 Mini-buses/1 Truck	254-386-3149	400 S. College, Hamilton, TX 76531

**Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, and San Saba

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Independent School Districts					
Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Lampasas ISD		Lampasas County	No Response	512-556-6224	207 W. 8th St., Lampasas, TX 76550
Lometa ISD	Bus/Other	Lampasas County	6 Buses/2 Sub/1 Van/3 Pickup	512-752-3384	100 N. 8th St., Lometa, TX 76853
Llano ISD		Llano County	No Response	325-247-4747	1400 Oatman St., Llano TX 78643
Mason ISD	Bus/Other	Mason County	No Response	325-347-1144	911 W. College Ave., Mason, TX 76856
Buckholts ISD	Bus/Other	Milam County	3 Buses/1sub/1 Car	254-593-2744	203 S. 10 th , Buckholts, TX 76518
Milano ISD		Milam County	No Response	512-455-2533	500 N. 5 th , Milano, TX 76556
Cameron ISD		Milam County	No Response	254-697-2512	304 E. 12 th , Cameron, TX 76520
Rockdale ISD	Bus/Other	Milam County	12 Buses/1 Car	512-430-6000	520 W. Davilla, Rockdale, TX 76567
Thorndale ISD		Milam County	No Response	512-898-5483	300 N. Main, Thorndale, TX 76577
Gause ISD	Bus	Milam County	2 Buses	979-279-5891	400 College, Gause, TX 77857
Goldthwaite ISD		Mills County	No Response	325-648-3531	1509 Hannah Valley Rd., Goldthwaite, TX 76844
Mullin ISD	Bus/Other	Mills County	2 Buses/1 Sub/1 Truck	325-985-3374	403 W. Bulldog Dr. P.O. Box 128, Mullin, TX 76864
Priddy ISD	Bus/Other	Mills County	3 Buses/1 Sub/1 Truck	325-966-3323	PO Box 40., Priddy, TX 76870
Cherokee ISD	Bus/Other	San Saba County	5 Buses/1 Sub/1 Truck	325-622-4298	305 S. Indian Ave., Cherokee, TX 76832
Richland Springs ISD	Bus/Other	San Saba County	5 Buses/1 Van/1 Truck	325-452-3524	700 W. Coyote Trail, Richland Springs, TX 76871
San Saba ISD	Bus	San Saba county	6 Buses	325-372-3771	808 W. Wallace, San Saba, TX 76877

EXHIBIT E

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Table 4: Agencies Responsible for Transportation Planning

List of Agencies Responsible for Transportation Planning in State Planning Region 23			
Agency	Service Area	Phone Number	Address
Killeen-Temple Metropolitan Planning Organization	Bell Co. and parts of Coryell and Lampasas Co.	254-770-2200	2180 N. Main St., Belton, TX 76513
Texas Dept. of Transportation—Waco District	Bell, Coryell, parts of Lampasas, and Hamilton Co.	254-867-2702	100 S. Loop Dr., Waco, TX 78704
Texas Dept. of Transportation—Brownwood District	Mills, Lampasas, and Llano Co.	325-643-0411	2495 Hwy 183 N. Brownwood, TX 76802
Texas Dept. of Transportation—Austin District	Llano and Mason Co	512-832-7000	7901 N IH 35, Austin, TX 78753
Texas Dept. of Transportation—Bryan District	Milam Co	979-778-9600	1300 N. Texas Ave
Hill Country Transit District	**Nine Counties	325-372-4677	P.O. Box 217, San Saba, TX 76877
Emergency Management Center—Bell County	Bell County	254-933-5105	708 W Ave. O, Belton, TX
Emergency Management Center—Coryell County	Coryell County	254-865-5911 x2235	620 E Main, Gatesville, TX 76528
Emergency Management Center—Hamilton County	Hamilton County	254-368-1205	102 N. Rice, Hamilton, TX 76531
Emergency Management Center—Lampasas County	Lampasas County	512-556-8271	P.O. Box 231, Lampasas, TX 76550
Emergency Management Center—Llano County	Llano County	325-247-2039	801 Fort St. Llano, TX 78643
Emergency Management Center—Mason County	Mason County	325-347-5556	P.O. Box 1726, Mason, TX 76856
Emergency Management Center—Milam County	Milam County	254-697-7060	102 S. Fanin, Cameron, TX 76520
Emergency Management Center—Mills County	Mills County	325-648-2245	P.O. Box 483, Goldthwaite, TX 76844

**Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba

**SECTION III: COMPREHENSIVE ASSESSMENT OF THE PUBLIC'S UNMET
TRANSPORTATION NEEDS AND GAPS IDENTIFIED IN TRANSPORTATION SERVICES**

This section includes the geographic and demographic data for the following nine counties (Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba, plus Fort Hood), as well as information from health and human service agencies, programs, and workforce agencies. This report identifies key segments of the population that rely on public transportation and provides insights into areas where improvements are needed and identifies gaps in the delivery of those services.

A. Health and Human Service Agencies and Workforce Agencies

There are over seventy-five Health and Human Services Agencies within the nine county region, plus Fort Hood, with a large majority of those agencies residing in Bell County. These agencies provide services to individuals who would benefit the most from public transportation and are critical destinations for many individuals and families. Within this segment of the population are those who do not have access to personal vehicles and benefit from the public transportation provided.

A list of agencies that provide services to the nine counties (Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, San Saba and Fort Hood) may be found by going to the 2-1-1 website at www.211texas.org and specifying the county and type of service needed.

1. Health and Human Service Agencies

A listing of Health and Human Services Agencies was compiled for this nine-county region by contacting the 2-1-1 Information and Referral System for the three Council of Governments that cover this region. The agencies cover a wide variety of services and programs to include the following: Social Services; Housing and Shelters; Emergency Assistance; Medical and Dental Services; Food and Clothing Assistance; Elderly and Disabled Services; Youth Services; Transportation; Soldier and Veterans Services; Education and Employment Services; Intervention and Counseling Services; and Energy Assistance Programs.

The lists that were compiled are not all-inclusive but represent several of the Health and Human Service Agencies in this planning area. Based upon this information collected from various state websites, the table below lists the web addresses of resources available within each county.

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The most referred website belonged to comingofage.org based in Austin, Texas, which maintains and updates an online pdf of services available in nineteen counties.

Table 5: Community Services Website by County

County	Community Service Website
Bell County	<i>The Basic Needs Resources & Referral Guide for Travis County</i> (link below) http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf http://www.ci.harker-heights.tx.us/index.php/referenceservices/communityresources www.211texas.org
Coryell County	-http://www.coryellcounty.org/media/40830/community-assistance-agencies.pdf www.211texas.org
Lampasas County	http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf www.211texas.org
Llano County	http://txhf.org/crc_view.php?center=llano www.211texas.org
Hamilton County	www.211texas.org
Mills County	http://helpandhope.org/Find_Help/programs-results.asp?findcounty=MILLS www.211texas.org
Milam County	http://milamcounty.net/docs/Health%20Department/Homepage/RESOURCE%20GUIDE.pdf www.211texas.org

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Mason County	http://www.crisis-clinic.org/pdf/CommunityServicesListMason20150610.pdf www.211texas.org
San Saba	http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf www.211texas.org
Fort Hood	http://www.hood.army.mil/mobile/CRGD.aspx?Financial%20Services www.211texas.org

As with the 2013 report, the number of Health and Human Services Agencies correlate to the population total. Bell and Coryell counties have the highest number of service agencies, while Mason and Mills counties had the lowest.

2. Workforce Agencies

Within the nine-county planning area, there are five Workforce Centers as shown in the chart below. Two of these centers are located in Bell County; with the remaining three located in Lampasas, Llano, and Milam Counties. Workforce Centers provide quality education, training, and labor market services that give employers and job seekers competitive advantages in the global economy. Their purpose is to bring people and jobs together. Services include the following: Business Services; Employment and Training Services; Veteran Services; Child Care Assistance Services; Job Listings; Recruitment/Job Fairs; Tax Credit Information; etc.

Workforce Solutions of Central Texas serves the seven county CTCOG region with offices located in four locations. Solutions of Rural Capital Area is located in Llano County.

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Table 6: Workforce Solutions in Region 23

City	County	Office Name	Address	Phone
Killeen	Bell	Workforce Solutions Central Texas	300 Cheyenne Dr., 76542	(254) 200-2000
Lampasas	Lampasas	Workforce Solutions Central Texas	1305 S. Key Ave Suite 102, 76550	(512) 556-4055
Llano	Llano	Workforce Solutions Rural Capital Area	119 W. Main St., 78643	(325) 248-0275
Rockdale	Milam	Workforce Solutions Central Texas	313 N. Main St., 76567	(512) 446-6440
Temple	Bell	Workforce Solutions Central Texas	102 E. Central Ave. Suite 300, 76501	(254) 742-4400

B. Transportation Inefficiencies and Service Gaps-Needs Assessment Survey

The planning area for this report includes the following nine counties: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, San Saba, and Fort Hood. Hill Country Transit District provides regional Public Transit Service in this planning area.

1. Demographic Data

Total county population figures for 2016 were available for all counties and are shown below in ranked order starting with the highest population.

Table 7: Population Total by County

County	Population
Bell	321,591
Coryell	76,276
Milam	24,388
Lampasas	20,020
Llano	19,272
Hamilton	8,330
San Saba	5,901
Mills	4,881
Mason	4,061
Fort Hood	32,177

Source: 2014 American Community Survey 5-year estimate (B01003)

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2. Geographic Data

Basic geographic data for the nine counties and Fort Hood are shown in the following table. Bell County is the most populous county with the most persons per square mile, which supports the survey findings that Bell County is the primary geographic area that utilizes and needs public transportation.

Geographic Information

Table 8: Geographic Data by County

County	*Land Area in Square Miles	Persons per Square Miles	Metropolitan Statistical Area
Bell	1,051.02	295.2	Killeen-Temple Metro Area
Coryell	1,052.07	71.78	Killeen-Temple-Fort Hood Metro Area
Hamilton	835.91	10.2	none
Lampasas	712.84	27.6	none
Llano	934.03	20.7	none
Mason	928.80	4.3	none
Milam	1,016.93	24.3	none
Mills	748.26	6.6	none
San Saba	1,135.30	5.4	none
Fort Hood	1,908.1	15.51	Killeen-Temple-Fort Hood Metro Area

Source: US Census Bureau, QuickFacts 2015 *Excludes bodies of water

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Other factors that may influence the need for public transportation include elderly populations, employment status, the percentage of population commuting to work, and the factors related to income level. The following data obtained from 2010-2014 American Community Survey five-year estimates, may not accurately reflect current population characteristics.

Table 9: Demographic Data by County

County	% Population 60 or over	% Renter Occupied Housing Units	% of Total Population 16 Years or Older	% of Total Population Commuting to Work	Per Capita Income \$	% Poverty Status (Families)
Bell	*13.73	42.33	76.70	92.9	23,335	11.6
Coryell	*11.38	46.66	76.00	85.1	19,410	9.4
Hamilton	25.8	26.46	84.78	93.5	23,734	10.1
Lampasas	16.9	26.70	79.68	91.7	24,134	9.5
Llano	*22.78	23.02	86.19	84.5	34,348	10.4
Mason	28.5	15.81	84.51	87.8	27,512	7.4
Milam	18.2	31.64	79.04	89.9	21,465	16.3
Mills	22.5	15.66	79.73	92.8	22,615	8.5
San Saba	20.8	27.63	90.44	90.2	19,595	10.1
Fort Hood	0.03	99.75	97.36	67.6	15,779	11.3

Source: US Census Bureau American Community Survey 5-year estimates (2010-2014), Commuting Characteristics by Sex (ID S0801), Total Population in Occupied Housing Units by Tenure (ID B25008), Selected Economic Characteristics (ID DP03), *Population 60 Years and Over in the United States (ID S0102), and Employment Status (ID S2301)

**based on estimates and may not reflect accurate population characteristics*

C. Resident and Agency Needs Assessment Instrument

The needs assessment survey had three phases: (1) Survey Development, (2) Data Collection, and (3) Data Compilation and Analysis. The general methods used to accomplish the three phases of the project are outlined below.

Phase I: Survey Development

Developed a methodological design in conjunction with CTCOG/CTR TAG that included the creation of two surveys (resident and agency) that were designed to gather information from the stakeholders regarding perceived and real gaps in public transportation service within the service area.

Phase II: Data Collection

The needs assessment survey was conducted using a phased, multi-modal approach outlined below. After survey development, a variety of data collection techniques were employed to gather information as described below.

Residents

The needs assessment survey was distributed to residents in all nine counties plus Fort Hood electronically. Participants were solicited via social media (i.e. Facebook), county and city official websites, local newspapers, and local news channels. Face-to-face surveys were collected in high traffic areas such as senior citizen centers, hospitals, VA offices, bus depots, bus lines, medical clinics, food banks, churches, and shelters.

Agency

The needs assessment survey was distributed to a group of local agency stakeholders. The Steering Committee provided input regarding possible stakeholders. Participants in the stakeholder group were solicited from agencies representing various health and human service organizations to address needs of older adults, children, persons with disabilities, low incomes, limited English proficiency, those served by government funded health and human service agencies and workforce agencies. Organizations associated with job creation and economic growths were also targeted along with county government.

Phase III: Data Compilation and Analyses

Needs assessment surveys for agencies and participants were treated in the following manner:

Surveys were collected from participants in a variety of locations in the service area. Overall, the data collection plan was very successful resulting in 1,359 surveys collected from participants and 38 surveys being collected from agencies. Per the data collection and analysis plan, data collected via the paper-pencil survey method were entered into SPSS (v.23) for appropriate analysis.

Open-ended or fill-in-the-blank items were analyzed to determine travel patterns and behaviors of rural and urban travelers. Additionally, open-ended response items were coded into themes and then analyzed.

The data used in the report provides findings and recommendations related to the overall needs assessment project. The following findings related to needs assessment were provided as a formative report to CTCOG/CTRTRAG.

D. Findings

The results of the 2016 Resident Needs Assessment are highlighted below with detailed results found in the Appendix. The demographic data results show that 46.86% of the residents who participated were Caucasian, followed by 25.17% African Americans. There was a low percentage of Spanish-as-Primary language (5.31%) participants. Seventy-six percent of the residents self-identified themselves as urban residents with a significant percentage (60.06%) stating their annual income was \$0-\$25,000 with 17.44% of households claiming there was no full-time worker in the home. In regards to housing, 46.86% were renters, while 71.00% of the elderly lived in retirement or nursing homes. Over half of the participants stated they had at least one or more adult over the age of 60 living in their home while 60.27% stated they had one or more children under the age of 18 living with them.

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1. Residents Findings

- Bell County (69.7%) was identified as the most common geographic area that the stakeholders served, followed by Coryell (14.71%) and Lampasas (4.31%) counties.
- Seventeen and a half percent stated they had used the HOP before.
- Fifty-seven percent of residents believe that there is a need for public transportation on Fort Hood. If it was available, 33% said they would use it daily and 13.5% said they would use it weekly.
- Compared to 2013, the awareness and importance of the services provided by the HOP have increased.
- Residents state that they would like to see the HOP run: every 30 minutes (40.0%), run all weekend (81.8%), and until 10:00 pm (21.3%).
- Distance to nearest bus stop (36.36%) is still the number one problem when accessing public transportation.
- Forty-three percent of those surveyed stated that they had navigated the HOP website.
- Of those surveyed, 30% stated the bus schedule was hard to read while 39% proposed changing the layout of the current schedule to better reflect the days (52.54%) and hours of operation (54.17%).
- Seventy-four percent of the participants felt there were unmet transportation needs. The highest group with unmet needs was identified as Low-Income Individuals at 18% followed closely by Students at (16%), Senior Citizens (13%), General Public (13%), and Persons with Disabilities (8%).
- Inconveniences listed were:
 - Bus does not run late enough (17.18%).
 - Bus does not run on weekends (15.34 %).
 - Bus not on time (11.66%).
 - Trips take too long (11.66%).
- Access problems listed were:
 - Distance to bus stops (7.36%).
 - No shelter/bench at bus stops (18.52%).

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2. Agency Findings

The results of the 2016 Agency Needs Assessment are highlighted below with detailed results found in the Appendix. Of the 90 agencies contacted, 38 completed the survey. Not all 38 completed the survey in its entirety. Eighty-four percent of the agencies provide services to clients whose first language is not English and 85.71% provided services to those with disabilities.

- The stakeholders that responded represented agencies that provide a variety of services to their clients. The most frequent services provided included Health & Human Services, and Community Development, each coming in at 6% of the total. The next services were Senior Services, Government Services, and Economic Development at 4% each.
- Bell County was identified as the most common geographic area that the stakeholders served, followed by Coryell County and Fort Hood.
- Forty-one percent of the agencies were not aware of the HOP's hours of operations, and 66.67% were not aware of the areas the HOP covered.
- Three percent purchase or subsidize fares for their clients from the Hill Country Transit District (HCTD or HOP) and, in some cases, from taxi service providers; 8% have staff that provides client transportation.
- Killeen (29.03%) and Belton (22.58) were two of the most common destinations.
- The most frequent type of trip needed by the stakeholder clients were Medical at 24% followed closely by Employment and religion both at 18%. This was followed by Social Services at 16%, and Low-Income Mobility, Education, and Senior Nutrition, each at 13%.
- With regard to when client transportation was needed, the most frequent response was Weekdays 7:00 am to 6:00 pm at 26%, followed by Weekdays 6:00 pm to 10:00 pm and Saturday 7:00 am to 6:00 pm both at 13%. Sunday 7:00 am to 6:00 pm and Holidays both came in next at 11%. Then, Saturday 4:00 am to 7:00 am, Saturday 6:00 pm to 10:00 pm, and Sunday 6:00 pm to 10:00 pm all came in at 8%.
- In identifying the type of public transportation needed by their clients, the stakeholder responses were very close with 11% for Fixed Route Scheduled Bus Service and followed by Fixed Route Deviated Service at 8%. Special Transit followed this at 5% and Curb-to-Curb at 3%.

3. Recommendations

The needs assessment survey findings in this report are in alignment with the project's objectives. The primary focus of the project was to assess the needs of regional ground public transportation throughout the Central Texas region placing emphasis on participants who are individuals with disabilities, elderly, or low-income. The overwhelming majority of participants were unemployed or retired, with the largest portion having an annual household income of less than \$25,000. By directing survey efforts toward individuals who are elderly, individuals with disabilities, have limited English proficiency, or low-income, an overrepresentation of those individuals utilizing public transportation was achieved. The majority of individuals are aware of public transportation in the service area; however, the majority of respondents are not aware of all the services provided by public transportation. The need for more services regarding hours, days and locations were reported by those utilizing public transportation. Data support the finding that participants know more about their needs than agencies. Although past reports have recommended the elimination of agency surveys, the current recommendation would be to revise the survey to be shorter and more applicable to the actual funds used to provide transportation alternatives to the clients.

Overall, the needs assessment survey of local ground public transportation provided a wealth of information for stakeholders as they work to improve services for their clients. Additionally, the survey raised awareness of the services that the HOP provides to all customers and potential customers in the nine-county service areas plus Fort Hood.

Recommendations to assist with the improvement of service and closing the gaps of services are provided below.

- Conduct a needs assessment in partnership with Fort Hood to establish if Fort Hood only bus routes are feasible.
- Expand routes to rotate every 30 minutes during high peak times on high usage routes.
- Keep Steering Committee and Stakeholders actively involved in regional transportation planning.
- Consider stakeholder input via the surveys as follows
 - Expanded hours needed and service extended. Service needed Monday through Sunday 6 am to 10 pm.
 - Medical facilities and Social Service Agencies are top destinations.
 - Maintain the low fees.

4. Summary-Transportation Inefficiencies and Service Gaps

Hill Country Transit District (HCTD or HOP) is the only regional public transit service provider for the nine-county planning areas that includes Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. There is currently no service available on Fort Hood, although this assessment has determined that a need may exist.

Current resources to evaluate transportation inefficiencies and service gaps in the planning region are limited. The comprehensive regional need assessment determined the following transportation inefficiencies and service gaps in the area. These resources, along with geographic/demographic data are discussed below.

Based upon resources discussed in this report, within the nine-county planning region, Bell County has the largest population and the highest number of health and human service agencies, medical facilities, employment centers and other desirable destinations. Bell County has the most developed transportation network but also appears to have the most need for improved transportation. Students, low-income residents, and the elderly seem to have the highest need for public transportation.

When considering transportation needs, there are two basic population segments to consider—the general population (fixed routes) and those with disabilities (Special Transit). The general population functions well with fixed route service. Many of the health and human service organizations have clients that need Para-transit service more so than fixed route. In Bell County, it appears that most individuals rely on their vehicles for transportation (75%) but are willing to use public transportation if the price of gasoline increased to more than \$4.00 per gallon. HCTD provides good service with current schedules and routes; however, expanded hours in the early morning and late evening may be needed to provide coverage from 6 am to 10 pm, Monday through Sunday. Additional bus routes outside the major cities may also be needed.

The Agency Survey targeted agencies associated with health and human services. Participation was very limited. While all responses provide valuable input for consideration, it is difficult to draw meaningful conclusions with the limited study base and low participation rate.

Section IV: Planning for Comprehensive Services

There are various government-funded programs involving transportation in Region 23. Identifying these programs and finding ways to integrate services is important in developing this regional plan and will ensure the most efficient use of government dollars. This section identifies transportation related programs and services including FTA-funded programs, health and human services programs, workforce programs, 16 Head Start centers in seven Central Texas communities, and others. Additionally, this section describes how these services are integrated with others.

A. Programs and Services in Planning Region Related to Transportation

1. FTA-Funded Programs

i. New Freedom: The New Freedom Program (5317)

The 5317 program intends to assist individuals with disabilities seeking integration into the work force and full participation in society, beyond the requirements of the Americans with Disabilities Act (ADA). Operators of public transportation services are eligible sub-recipients. Funds may be used to finance capital and operating expenses. Local matching funds are required.

HCTD currently receives 5317 New Freedom funds used for the installation of passenger shelters in the urban area. These shelters will be useful in helping persons with disabilities more easily access HCTD transit services.

ii. Elderly Individuals and Individuals with Disabilities

The 5310 Program is intended to improve mobility for elderly individuals and individuals with disabilities. Funds are authorized for public transportation capital projects planned, designed, and carried out to meet the special transportation needs of this group. The program requires coordination with other federally assisted programs and services.

HCTD currently receives 5310 funds. The 5310 funds are used to purchase capital equipment (ADA accessible buses and related items such as communication and surveillance equipment) to expand services to the elderly and individuals with disabilities to help them access medical services, including dialysis centers, senior nutrition sites, and other destinations that will help keep them independent and aid in quality of life. Additionally, funds are used for preventive

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maintenance of vehicles purchased with 5310 funds. There are currently no known agencies applying for this program at the time of this report.

iii. Urbanized Area Formula Program

The 5307 Program makes Federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning. Funding is available to designated recipients that must be public bodies with the legal authority to receive and dispense Federal funds. An urbanized area is an incorporated area with a population of 50,000 or more per the US Census. A transportation management area is an urbanized area with a population of 200,000 or over. The Governor or Governor's designee is the designated recipient for urbanized areas between 50,000 and 200,000. For urbanized areas with 200,000 in population and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. Matching funds are required.

HCTD currently receives 5307 funds for the urbanized areas of Killeen and Temple. The 5307 funds are used in the Killeen and Temple urbanized areas to provide fixed route and complementary ADA para-transit transportation services.

iv. Non-Urbanized Area Formula Program

The Section 5311 Program provides funding for public transportation in non-urbanized areas. The funds may be used for capital, administrative, and operating expenses. Funds are apportioned to the states according to a statutory formula based on each state's population in rural and small urban areas (population under 50,000). The states administer the program in accordance with State Management Plans. Eligible recipients include public bodies and private non-profit organizations. Participation by private for-profit enterprises under contract to an eligible recipient is encouraged. Matching state and/or local funds are required. Coordination with other federally assisted transportation services is encouraged.

HCTD currently receives 5311 funds. The 5311 funds are used in the non-urbanized area to provide demand-response, door-to-door transportation services. These funds are used only for administrative and operating expenses. Capital must be purchased from other funding sources rather than taking away funds for services.

2. Health and Human Services Programs

Bell County Indigent Health Services (BCIHS) provides non-emergency transportation services to eligible members of the Bell County Indigent Health Care Program (BCIHCP). Transportation is provided through the most appropriate HOP venue (fixed route, special needs, rural, or contract for scheduled pick up and return similar to the Medicaid transportation program). Transportation is also provided through taxi and mileage reimbursement for private vehicle. The goal of the BCIHS is to assure BCIHCP members can access medically necessary health care appointments and other services in the most economical and appropriate mode possible. Trips are pre-authorized to ensure they are accessing necessary medical services. Some issues faced when working with the HOP include early morning report times or after hour's appointments and return trips.

Some of those who are on the BCIHCP may also be eligible for services at the Veterans Administration Medical Center (VAMC). Non-emergency transportation is provided to these veterans as for any other eligible Bell County resident. Transportation becomes a bigger issue to those who are uninsured and without personal means of transportation who wish to access one of the free health clinics in Bell County. The HOP schedule may allow access to the clinics but may not be available to provide transportation back home. The VA provides transportation service to the VAMC and community outpatient clinics. This program, [Veterans Transportation Service](#) (VTS), is used to pick up veterans from their homes and take them to the VAMC and/or clinics for their medical appointments. The VTS vehicles are owned by the VAMC.

3. Workforce Programs

Workforce Solutions of Central Texas has integrated its transportation services with the HOP. The Workforce Centers have made arrangements with the HOP to purchase fixed route multi-ride tickets and fixed route monthly passes for their Choices (Temporary Assistance for Needy Families) and SNAP (Food Stamp) customers in the urban areas. In the other six rural counties, bus tokens are purchased and provided to choice customers needing transportation in the rural areas. Workforce Solutions receives federal dollars for supportive services (including transportation assistance) for these customer population groups. HOP fixed route information and maps are provided to customers in the Temple and Killeen urban areas

4. Other Agencies and Programs

The City of Killeen has an elderly transportation program that provides limited rides per month to senior (62+) citizens of Killeen. The City contracts with a private taxi company to provide rides as well as purchases HOP passes for persons who can access fixed route or who may be eligible for para-transit services. This program has served approximately 214 Killeen residents; however, Killeen anticipates that the number will be lower next year due to a decline in ridership.

Other agencies that purchase tokens or passes from the HCTD for the HOP system include Temple College, Central Texas Workforce (Killeen and Temple offices), Feed My Sheep, St. Vincent de Paul of Greater Temple, Bell County Probation, Scott & White Cancer Center, DARS, Central Texas College, Families in Crisis, Killeen Community Development Center, and Metroplex Hospital.

B. Integration of Programs and Services

HCTD currently participates in several FTA-funded programs described in the section above. These include New Freedom (5317), Elderly Individuals and Individuals with Disabilities (5310), Urbanized Area Formula Program (5307), and Non-Urbanized Area Formula Program (5311). The services/equipment that are provided because of these funds have been integral to the success of the HCTD.

HCTD is a direct service provider for the Medical Transportation Program. Health and Human Service Programs such as those provided by Bell County Indigent Health Services (BCIHS) currently involves coordination with the HCTD for access to medical appointments. There is room for better coordination and integration of services primarily in the areas of scheduling as it relates to the elderly and individuals with disabilities and veterans¹. HCTD expansion of service hours would help BCIHS administer their programs to their clients.

Also of note is the VAMC's Veterans Transportation Service (VTS). This program is used to pick up veterans from their homes and transport them to the VAMC for their medical appointments. The VTS has their own fleet of vehicles but are in the process of coordinating with the HCTD and other public transit providers to integrate services. The BCIHCP will also coordinate with the VTS as veterans in their program are identified.

¹ Revision 03.21.2017

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Workforce Programs also currently integrates its transportation services with the HCTD. Coordination will continue to be an important aspect of the updated plan.

Other programs such as those implemented by the City of Killeen to transport elderly residents involve coordination with the HCTD. The coordination and integration of services will continue to be an important factor, and may possibly be expanded.

Several organizations within this planning region provide client transport via contract service, subsidized fares, tokens/passes, agency vehicles, staff vehicles, and vehicles provided by volunteers. There is opportunity for improved coordination and integration of services currently offered by these organizations among themselves as well as with the HCTD. The regional planning process has resulted in increased communication between the HCTD and agencies with transportation needs. Government-funded programs may be available to assist implementing changes to better serve these communities or it may be possible to implement minor route and /or schedule changes if feasible.

Section V. Efforts to Streamline Parallel Planning Processes

This section identifies parallel planning processes occurring in the region such as those led by metropolitan planning organizations, transportation agencies, workforce agencies, health and human services agencies, and others. Additionally, the section describes how regionally coordinated transportation planning activities align or integrate with other transportation planning processes and activities in the region.

A. Various Planning Processes in the Region

In this planning region, various organizations and agencies conduct transportation planning activities, either directly or indirectly. These are discussed below.

1. Metropolitan Planning Organization (MPOs)

The Killeen-Temple Metropolitan Planning Organization (KTMPO) is responsible for the transportation planning process for Bell County and portions of Coryell and Lampasas Counties (Copperas Cove, Kempner and portions of Fort Hood) that fall inside the KTMPO planning boundary. Every five years, the Metropolitan Planning Organization (MPO) is required by law to update their 25-year transportation plan. This plan prioritizes transportation projects in the region

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throughout the 25-year planning horizon based on forecasted funding assumptions. The plan is divided into short-range and long range funding and lists regionally significant projects that do not have forecasted funding available at this time. These projects are submitted by the entities within the planning boundary and are scored and prioritized by the MPO board.

Once a project is included in the Metropolitan Transportation Plan (MTP) 25 year plan, it is eligible to move into the four year Transportation Improvement Program (TIP) for the State once dedicated funding is acquired. Texas Department of Transportation (TXDOT) works with the MPO to ensure the region's top priorities are met when funding becomes available.

2. Other Transportation Agencies

Each TXDOT district is responsible for transportation planning in rural areas outside the MPO boundary. Practices may be different for each district but generally, the District Engineer will meet with regional officials to determine the transportation needs for the area. These needs are prioritized by the district and completed when funding becomes available. Once funding is determined for a project, it will be added to the Rural Transportation Improvement Program for the State.

The nine county Planning Region 23 is divided among four TXDOT Districts. Bell, Coryell, Hamilton, and Fort Hood Counties lie with the Waco District; Lampasas, Mills, and San Saba Counties lie within the Brownwood District; Llano and Mason Counties lie within the Austin District; and Milam County lies within the Bryan District.

3. Workforce Agencies

Workforce Agencies are required to submit an annual report to the Texas Workforce Commission describing how transportation services for workforce customers and employers was provided. The annual report includes: 1) activities associated with coordinating transportation services with both rural and urban transit providers, employers, and other partners; 2) types of transportation services that are the most commonly used in the area; and 3) a description of challenges and/or successes as a result of collaborations with transit providers and/or other partnerships.

4. Health and Human Service Agencies

In general, many of the agencies dealing with Health and Human Services do not go through a formal transportation planning process. If receiving government funding, reports must be generated to document various aspects related to the manner in which funds are dispersed. These reports may not specifically address transportation issues but may include transportation related information. Transportation planning is more likely to occur on an informal basis as agencies evaluate how to best meet the needs of their clients. This will entail identifying barriers that may interfere with the provision of services and ways to remove the barriers.

5. Others

HCTD goes through an informal planning process every year. Throughout the year, HCTD hears from and meets with individuals from the public regarding transportation needs and services. Every year in coordination with budget preparation, HCTD looks at potential changes to service hours and routes and evaluates the cost factor. HCTD staff meets with representatives from Bell County and the Cities of Temple, Killeen, Belton, Copperas Cove, and Harker Heights to exchange ideas and develop a plan. In addition to city staff, these meetings include the Killeen Transportation Committee. The Temple Transit Advisory Committee, which was operational during the last update in 2012, was dissolved a few months prior to the updating of this plan. After discussions, HCTD submits a budget request for supporting funds from the cities that are affected. If the affected cities approve the budget request, HCTD puts the change into the next year's budget, subject to approval by the HCTD Board of Directors. The HCTD Board of Directors is made up of representatives from each of the nine counties served and major cities served in these counties. If approved by the Board, it is then implemented. If the level of change is greater than 10%, a public hearing is required.

The City of Killeen goes through a similar planning process with regard to the Community Development Block Grant (CDBG) program. Every year, to continue receiving CDBG funds, multiple neighborhood planning meetings are held. Of the many elderly needs that are identified at these meetings, access to transportation/mobility service has been identified as a vital and significant need. Accessible transportation has been proven to assist in maintaining independence for the elderly and allowing them to stay in their homes longer. The City of Killeen has implemented the elderly transportation program to address these concerns.

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Another venue where agencies engage in an informal planning process has been the Network Meetings coordinated by the Killeen HELP Center. Representatives from various health and human services agencies, workforce centers, education centers, transportation providers, etc. are invited to attend and share information about specific topics that affect the community, transportation being one. These meetings have been held on a quarterly basis and are intended to provide the agency representative with information to help them better serve the needs of their clients.

B. Integration of Transportation Planning Processes and Activities

As described above, several organizations and agencies in this planning region conduct transportation planning activities. Coordinating these planning activities is an important aspect of regional planning and was considered as this regionally coordinated transportation plan was updated. Following is a brief summary identifying other funded planning programs and how they relate to the regional plan update.

HCTD receives federal funds from the Federal Transit Administration (FTA). These funds include the following programs:

1. New Freedom (5317)

To assist individuals with disabilities seeking integration into the work force and full participation in society beyond the requirements of the Americans with Disabilities Act (ADA).

2. Elderly Individuals and Individuals with Disabilities (5310)

To improve mobility for elderly individuals and individuals with disabilities.

3. Urbanized Area Formula Program (5307)

Available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning.

4. Non-Urbanized Area Formula Program (5311)

For public transportation in non-urbanized areas.

All of these programs require the Regionally Coordinated Transportation Plan (RCTP) to be updated in order for HCTD to remain eligible for funding. Planning projects conducted by the KTMPO, TXDOT, and other agencies involve coordination with local governments and input from stakeholders such as transportation providers as well as the public. Coordination with these groups and organizations has been an important element in updating the RCTP. Representatives from health and human services agencies, workforce agencies, municipalities, etc. serve on the

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Steering Committee and Stakeholders Group and have been actively involved in the plan update providing input on ways to integrate various transportation planning processes and activities.

Section VI. Staff Structure and Process to Sustain Planning and Services

Updating the RCTP is only the first step in coordinating regional transportation; plan implementation follows. Key steps and processes are necessary to promote and support plan implementation and ensure success. This section describes the organizational structure, infrastructure, and process to sustain regionally coordinated transportation planning activities in the region.

A. Lead Agency and Staffing Capacity

Central Texas Council of Governments (CTCOG) is the lead agency for this Plan update and provides staffing for the Killeen-Temple Metropolitan Planning Organization (KTMPO). [KTMPO](#) is the organization responsible for coordinating regional transportation planning for the Central Texas region. KTMPO will continue to conduct regional transportation planning activities in the future and participate in the Plan updates.

B. Steering Committee and Organizational Structure

1. Role

The Steering Committee is the Central Texas Regional Transportation Advisory Group (CTRTAG). CTRTAG is the decision making body for the regionally coordinated transportation plan update approving actions and documents and providing guidance and information to staff.

2. Membership

Membership is limited to 20 voting members representing various organizations within the Central Texas Council of Governments area that have an interest in the regional transportation network. These organizations include transportation providers, transit users, health and human services agencies, medical facilities, workforce centers, municipalities, and other government agencies. New members may be added at any time as needed. Voting members are limited to two individuals from the same stakeholder group to ensure a broad mix of interests.

An expanded group of participants, referred to as the Stakeholder Group, has been established to provide additional input on transportation issues as this plan is updated and include individuals with disabilities, individuals 65 and older, people with low incomes, and veterans. Participants from any one agency are limited (two per) to ensure a diverse mix of interests. [Click here](#) to view the current members.

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3. Structure

The Steering Committee has adopted bylaws that provide structure to the organization. A Chair and Vice Chair have been appointed to preside over the meetings.

4. Operation

The Steering Committee meets as needed to provide direction to staff and approve actions and documents necessary to continue coordinated transportation planning in this region. The Steering Committee has met at least quarterly, more frequently as needed, to sustain regionally coordinated transportation planning activities in the region and to provide feedback on the status of the 2016-2017 RCTP Update.

C. Involvement of Steering Committee and Other Stakeholders

CTCOG and KTMPO are responsible for coordinating regional transportation planning for the Central Texas region. Transportation planning is an ongoing process. Upon completion of the update, the Steering Committee will need to ensure the plan is implemented and remains an active document via monthly or quarterly meetings. CTCOG/KTMPO will continue to function as the lead agency if determined appropriate by all parties concerned.

D. Plan Update Process

The RCTP will be updated as required or more frequently and will be reviewed on an annual basis. The Steering Committee will meet as needed to achieve this goal. CTCOG and KTMPO will continue to function as the lead agency if determined appropriate by all parties concerned.

Section VII. Vision, Mission, Goals, and Objectives

With input from the steering committee, this section includes a review and update of the vision, mission statements, goals and objectives identified in the 2013 Plan, and establish new goals and measurable, time-limited objectives to address identified needs and transportation service gaps.

A. Vision Statement

The Vision Statement was revised and simplified to accurately reflect the intentions of the CTRTAG Committee.

The Central Texas area will have a safe, dependable, cost-effective, and seamless transportation network to provide mobility, improved quality of life, and a stimulus for economic development

B. Mission Statement

The Mission Statement was revised and simplified to accurately reflect the intentions of the CTRTAG Committee.

To continually identify current resources, unmet transit needs, and transit barriers and constraints in order to refine and expand coordinated transportation services.

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C. Past Actions

These action items are presented with past actions in the first table and future actions on the second table. These actions are designed to address any inefficiencies or gaps within public transportation in the region.

Table 10: Past Actions Accomplished Since 2013

GOAL	PAST ACTIONS ACCOMPLISHED SINCE 2013
Eliminated waste and inefficiencies	<ul style="list-style-type: none"> -HCTD has renovated an existing facility near Belton to serve as an urban operations facility combining the Temple and Killeen divisions into one -This has enabled HCTD to perform fleet service and maintenance, reducing maintenance cost and improving reliability -HCTD has implemented the Trapeze Software program for dispatching and scheduling, and coordinates with adjacent service providers, such as Heart of Texas Rural Transit District and Concho Valley Transit District. Both of these measures will eliminate waste and inefficiencies
Generate efficiencies that will permit increased levels of service	<ul style="list-style-type: none"> -HCTD continually monitors the public transit system to identify and implement needed modifications to the system and maximize efficiencies -HCTD uses this information to plan and implement training, route and schedule changes, and vehicle maintenance procedures -Examples of route and schedule changes that have occurred include: the merging of Routes 2 & 3 to make a more efficient Route 2; merging Routes 5 & 6 to make a more efficient Route 5; merging Copperas Cove Routes 60, 65, and 70 to create a more efficient Route 65; adding Connector Route 200 for better access to Temple facilities to include Temple College, VA Medical Center, and Scott & White Medical Facilities -The New Freedom shelter project was also implemented to install new passenger shelters

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	<p>-HCTD has installed or is in the process of installing 22 New Freedom passenger shelters in Temple; 9 shelters in Belton; 11 shelters in Harker Heights; 24 in Killeen; and is in the planning stage for several more shelters, including imminent site selections for approximately 11 sites in Copperas Cove</p> <p>-The total number of New Freedom shelters installed in the project is up to 150 sites, of which 44 of the 150 have been completed. These improvements will encourage ridership resulting in more efficient routes</p>
<p>Further the state's efforts to reduce air pollution</p>	<p>-HCTD supports the State's efforts to reduce air pollution</p> <p>-The areas HCTD serves are currently in compliance with air quality standards, although designation as a non-attainment area may be approaching</p> <p>-HCTD strives to be a part of the solution to keep the area as pollution free as possible and uses Ultra Low Sulfur Diesel (ULSD) powered buses in its Special Transit Service and Fixed Route Service vehicles</p>
<p>Ensure maximum coverage of the service area</p>	<p>-HCTD is a regional transit system. It operates in nine counties as a rural system, bringing many of those rural clients, including the elderly, individuals with disabilities and veterans², to the urban centers in Coryell and Bell Counties for medical, recreation, and educational purposes</p> <p>-Through enhanced efforts to reach an operating understanding with neighboring transit provider, HCTD can further expand its role in providing maximum service area coverage through provider coordination for the benefit of the public, including the elderly, individuals with disabilities and veterans³.</p> <p>-HCTD already participates in a program to which it can refer callers to various transit providers from Waco to Austin and beyond</p>

² Revision 03.21.2017
³ Revision 03.21.2017

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To the maximum extent feasible, use the existing transportation providers, and in particular, the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents	<ul style="list-style-type: none">-HCTD provides trips for numerous social service agencies, state as well as local, and particularly Texas Department of Health (TDH) Medicaid trips, and focuses efforts to maximize use of the fixed route component of the system for such trips-Previously, TDH trips were performed almost totally by use of door-to-door service through HCTD's special transit service (STS) system-Over the last couple of years, TDH has increasingly relied on the purchase of tokens, multi-ride tickets, monthly bus passes and other fare media to provide TDH clients with the flexibility of using the fixed route service for sponsored trips. HCTD has added outlets for purchase of fare media with a site in Temple, Killeen, and Belton
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D. Goals, Objectives, and Performance Measures

In updating the 2017 Plan, the CTRTAG members reviewed components of the 2013 Plan to determine the status of these components and their applicability with regard to the Plan update. The decision was made to revise the goals and objectives to make them more applicable. Members of the 2017 CTRTAG committee approved the following goals and objectives.

HCTD continues to serve rural areas and urban areas, and ties the services as trip purpose permits. HCTD strives to ensure the maximum coverage of the entire nine county region. HCTD encourages social service agencies and the public to use the public transit system. To the maximum extent possible, HCTD, serving as the region’s existing transportation provider, works to meet transportation requirements through use of the public transit system in several ways.

Table 11: Goals, Objectives, and Performance Measures

GOALS	OBJECTIVES	PERFORMANCE MEASURES
<p>GOAL 1 Monitor and maximize service and operation efficiencies.</p>	<p>Measure and report specific transportation objectives:</p>	<ul style="list-style-type: none"> • Fixed route ridership –10 passengers per service hour • Para-transit ridership—2 passengers per service hour • Fixed routes missed trips—less than 2% • Excessive para-transit travel time—less than 5% • Telephone service data-abandoned calls, wait times, talk times (measures to be determined) • Safety performance—less than 4 accidents per 100,000 miles traveled • Customer complaints—less than one complaint per 100 passengers • Road calls—less than 10 road calls per 100,000 miles traveled

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<p>GOAL 2 Maximize coordination of transportation in the community</p>	<p>Work with public, including the elderly, individuals with disabilities and veterans⁴, schools, and public service agencies in the development and provision of travel training programs whereby the individuals can better utilize both fixed route and Para-transit services; report participation.</p>	<ul style="list-style-type: none"> • Participation in no fewer than 12 training programs per year.
<p>GOAL 3 Enhance public awareness and support multi-modal transportation</p>	<p>Continue to advertise and promote use of public transit system through use of advertisements in local newspapers and welcome guides. This will include targeted promotion and advertising to senior citizens, individuals with disabilities and veterans⁵.</p>	<ul style="list-style-type: none"> • Report activities with objective to provide one public advertisement per year for each of the five cities provided with fixed route service (cities of Copperas Cove, Harker Heights, Belton, Temple, and Killeen)

⁴ Revision 03.21.2017

⁵ Revision 03.21.2017

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E. Long Range Actions

Table 10: Future Actions to be Completed

GOAL	LONG RANGE ACTIONS TO BE COMPLETED
TBD by CTRTAG Committee	
Seek Dedicated Funding	Reach out to legislators about how low funding adversely affects the ability to provide public transportation to the general public, including the elderly, individuals with disabilities and veterans ⁶ . Work with transportation committees to bring the testimonies of how the public transit affects the rider, business owners, and customers. Focus on utilizing all forms of communication to the legislators via written letters, email, telephone, and video conferencing.
Collaborate with Leadership Committees	Collaborate with Temple, Killeen and Belton Leadership committees to increase support on a local and state level.
Advocate and Educate	Teach the everyday rider how to self-advocate in reference to public transit. This includes sharing knowledge about who their state representatives are and how to reach them in regards to their concerns. Educate and clarify to the public, including the elderly, individuals with disabilities and veterans ⁷ , about what public transit is able to do as a public servant to the Region.
Collaborate with Medical Facilities	Reach out to the local medical facilities to educate them about the services public transit provides to the general public, including the elderly, individuals with disabilities and veterans ⁸ , and the best way to optimize those services in a cost effective manner.
Reach out to local communities and entities	Contact other local communities and entities, including the elderly, individuals with disabilities and veterans ⁹ , who do not utilize public transit to its maximum potential in order to provide efficient public transportation

⁶ Revision 03.21.2017

⁷ Revision 03.21.2017

⁸ Revision 03.21.2017

⁹ Revision 03.21.2017

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Improve Bus Stops via Business Collaborations	Contact businesses that are willing to assist in installing benches/shelters/lights by providing groundwork (i.e. concrete foundation, etc.) or funds to assist in the installations of the above mentioned.
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F. Barriers and Constraints

Barriers and Constraints to the continuing development of coordinated transportation in the region were also identified in the 2017 Plan. The approach to funding continues to be a great constraint as each budget year public transit faces a new budget challenge, along with the vast majority of governmental organizations. The advantages offered by consistent, dedicated funding are huge, and can greatly enhance the ability to develop and implement long-term plans.

Table 11: Barriers and Constraints

BARRIERS AND CONSTRAINTS		
BARRIERS AS PER PRIORITY	TYPE	DESCRIPTION
FIRST BARRIER System of barriers imposed by federal, state, and local regulations governing the programs from various agencies within the operations of the regional transit service provider	Variance in service regulations Lack of detailed budget line items for transportation Vehicle use Customer access and eligibility barriers Financial and data Limitations imposed by vehicle requirements	Reports, forms and formats Reporting requirements Detailed programs costs and fund sharing Service eligibility and availability Service rules and parameters Variance in service regulations Lack of detailed budget line items for transportation Vehicle use Customer access and eligibility barriers Financial and data Limitations imposed by vehicle requirements

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<p>SECOND BARRIER Provision of consistent public transit service through an expanded public transit system that meets the needs of multiple agencies</p>	<p>Extend transit service Service frequency</p>	<p>Extend transit service Service frequency Geographic coverage Resources for expanded service</p>
<p>FIRST CONSTRAINT Expectations of public transit system by local governments, social services agencies clients, and the general public</p>	<p>Local Governments Expectations of the State of Texas Untargeted people and unmet needs</p>	<p>Local Governments Expectations of the State of Texas Untargeted people and unmet needs; ease of rural vs. local transportation needs Expectations of the public; Scott & White vs. HOP diffusion of responsibility Marketing</p>
<p>SECOND CONSTRAINT Identification statewide of how to share resources and lower costs through group purchase</p>	<p>Group Purchases Fuel Purchases Electronic scheduling and reporting requirements: All HCTD buses are now equipped with Mobil Data</p>	<p>Group Purchases Fuel Purchases Electronic scheduling and reporting requirements: All HCTD buses are now equipped with Mobil Data Terminals, and the tracking and reporting abilities are constantly under review and improved. However, need for a system that is consistent throughout the State is still there, and has not been addressed.</p>

G. Identification of Opportunities

An “*opportunity*” is operationally defined as any area on a local, regional, and/or state level that improves coordination of regional transportation. The opportunities listed below are categorized based on these levels. Opportunities will be addressed and continued based on the recommendation and resources of CTRTAG.

1. Local Opportunities

- Consolidate data collection/reporting functions through NOVUS
- Adapt common compatible cost accounting through NOVUS
- Include public transit planning in MPO process
- Include public transit planning in local economic development plans
- Develop comprehensive marketing program
- Develop and fund standardized or compatible dispatch and scheduling software
- Include public transit planning at local health facilities (Scott & White, Veterans Hospital, Seton) and others serving the elderly and individuals with disabilities¹⁰.

2. Regional Opportunities

- Coordinate purchase and acquisition of vehicles
- Adopt requirements for drivers and driver training
- Adopt specific rules of conduct for passengers and posted them to vehicles
- Adopt common or compatible cost accounting system among agencies
- Consolidate maintenance functions
- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses) to benefit the public, including the elderly, individuals with disabilities and veterans¹¹.
- Develop comprehensive marketing program
- Include public transit planning in MPO process
- Develop and fund standardized or compatible dispatch and scheduling software

3. State Opportunities

- Remove requirements for vehicle use (urban and non-urbanized areas)
- Review alternative fuel requirements (based on emissions rather than vehicle type)

¹⁰ Revision 03.21.2017

¹¹ Revision 03.21.2017

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- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses)
- Inform legislatures on the importance of public transit for the aging population and receive more funds to be able to properly transport them

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H. CTRTAG Recommendations

The following recommendations were developed from the data collected from the surveys, nine county forums (January 10-27, 2017), public comment period (January 18-31, 2017), and CTRTAG Committee members.

Recommendations:

- Determine if Sunday services in select locations are financially feasible
- Provide up-to-date literature for the rural communities on the services provided by the HOP including versions formatted for use by the elderly, individuals with disabilities and veterans¹².
- Provide information about where literature can be obtained for third party organizations in rural communities
- Provide training to dispatchers so that services are consistent for all counties
- Determine if routes/counties require more drivers/buses, focusing on needs of the elderly and individuals with disabilities¹³.
- Provide driver training to include provisions specifically for transporting the elderly and individuals with disabilities¹⁴.

Table 12: Public Forum Comments

COUNTY INFORMATION	POSITIVE COMMENTS	NEEDS IMPROVEMENT
Coryell County Date: January 10, 2017 Time: 10:00a-11:00a Attendance: 18 Residents, 3 Agency	Consistent with pick up time, easy to get to doctor's appointments in Temple	Senior routes contain other riders that are not seniors, would like routes to Fort Hood, STS is too restrictive on who can and can't ride, bus is not disable friendly, cannot make last minute reservations which can be a problem if the doctor's office reschedules an appointment to a different date, fixed

¹² Revision 03.21.2017

¹³ Revision 03.21.2017

¹⁴ Revision 03.21.2017

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		route bus stop is too far from house (don't qualify for special transit), takes an act of Congress to deviate routes, not willing to wait for/pick up seniors, drivers drive too fast if they are running late/behind schedule, drivers take long breaks, bus will not go to Lampasas or Gatesville
<p>Bell County</p> <p>Date: January 12, 2017</p> <p>Time: 10:00a-11:00a</p> <p>Attendance: 27 Residents, 2 Agency</p>	<p>No major issues just wish there were more trips to Temple, convenient, friendly customer service</p>	<p>Buses are sometimes late, unreliable so have to catch rides with other people, not enough stops, changes in routes has been confusing, no routes for Bus 520, would like bus to go to food stamp office, DPS, parole office, and Industrial Blvd for job opportunities, need a special route on certain days to meet the needs of low-income population to get them to special services, cancelling Route 520/510 would be a bad thing as it goes to Walmart, overall concern about how cancelled routes will affect how they move</p>
<p>Hamilton County</p> <p>Date: January 17, 2017</p> <p>Time: 10:00a-11:00a</p> <p>Attendance: 4 Residents, 1 Agency</p>	<p>Drivers are super friendly and meet expectations</p>	<p>Dispatchers need more training as it is not easy to make reservations, need another bus to help with demand (states they have two drivers but need a third), need better buses as the ones they have are castoffs, tend to be overbooked, extend the current bus routes</p>

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<p>Mason County Date: January 19, 2017 Time: 11:00a-12:00p Attendance: 10 Residents, 1 Agency</p>	<p>Nice drivers, meet resident's expectations, no problem, HOP is good</p>	<p>Difficult to make appointments, office/dispatch needs training, Spanish speakers have a hard time making appointments, no translators for Spanish riders, advance notice is problematic for example if the bus is at the senior center doing nothing they can't make a run to the post office or pharmacy, medical trips only-other medical trips are available through other medical organizations, Buses will only do a piggy-back when they are taking an individual for medical purposes</p>
<p>San Saba County Date: January 20, 2017 Time: 12:00p-1:00p Attendance: 15 Residents, 1 Agency</p>	<p>Good, no problem, convenient, HOP goes to several places, someone is always available, great service, friendly drivers, on time</p>	<p>Only a couple of routes-could use more, resident stated he applied for a position but was told he did not qualify, not enough buses to meet demand</p>
<p>Lampasas County Date: January 23, 2017 Time: 10:30a-11:30a Attendance 9 Residents, 1 Agency</p>	<p>Good buses, routes are better getting out of Lampasas</p>	<p>Be better at providing information as to who the third-party organization is that helps make medical appointments, Carolyn Reid 1-3 times, Tuesday and Thursday set time to go to Lampasas Mission. Wish there was a route to Copperas Cove, run more route times, not just on appointments, wait a little longer for drop-off times</p>
<p>Mills County Date: January 23, 2017</p>	<p>No issue, on time, good drivers, no issues in calling and making</p>	<p>No weekend service, more routes, more extensive service to other places like Walmart</p>

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<p>Time: 11:15a-12:15p Attendance: 16 Residents, 4 Agency</p>	<p>appointments, good for socializing, drivers are wonderful, buses are very clean and drivers help with little things like seat belts, great service-do not take it away, wonderful service that allows more independence, drivers are reliable, cost effective alternative to taxis</p>	
<p>Milam County Date: January 25, 2017 Time: 11:00a-12:00p Attendance: 25 Residents, 4 Agency</p>	<p>Reliable door-to-door service, very reliable, friendly drivers, on-time services, great to use for medical appointments in Temple</p>	<p>Long wait times, not enough space for other residents who do not use Medicaid, # of buses or drivers, limited afternoon activities as bus has to pick up school children, not enough time allowed for seniors to get to the bus (3-5 minute wait time) before bus pulls off, lack flexibility to move schedules, dispatchers are a hit or miss when it comes to accommodating clients as some work with the clients and others do not, need later services and weekend services, need runs for special events, prescription pickups and church services</p>
<p>Llano County Date: January 27, 2017 Time: 11:00a-12:00p</p>	<p>Prompt, likes the service, dedicated service, gives back independence, enjoys door-to-door services,</p>	<p>Need literature that explains when the bus runs, where it goes, number to call if they want to sign up for services, how far/where bus goes, Llano/burnet county riders are confused</p>

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Attendance: 14 Residents, 3 Agency

on how to ride since both counties are in their city (CART provides Burnet service), doesn't run late enough, need to expand services

Section VIII. Leveraging Resources/Sustainability

Sustaining planning activities beyond FY 2017 is crucial for regional transportation planning to have any meaning. Methods to leverage other resources to sustain regionally coordinated transportation planning activities beyond FY 2017 were discussed with the Steering Committee and include the following:

CTCOG will seek to leverage funds from numerous resources to support and continue its regional transportation coordination activities in addition to PL-112 funds from the Killeen-Temple Metropolitan Planning Organization as expressed in the current Unified Planning Work Program. CTCOG has established working relationships with the Hill Country Transit District and with counties, cities, and many social service agencies in the region that support its activities as well as non-profit and charitable organizations.

Appendix

Participants: Needs Assessment Findings

This section of the report presents the results of the survey distribution plan and provides information on the needs assessment surveys jointly developed between the Central Texas Council of Governments (CTCOG), the Central Texas Regional Transportation Advisory Group (CTRTAG) and Texas A&M University-Central Texas. The purpose of the regional ground public transportation needs assessment survey was to obtain information on ground public transportation needs to include frequency of trips and destinations.

*Population and Sample Breakout (n =1298) ***

Table 13: Population and Sample Breakout

County	Population	Projected Sample Size for Study	Surveys Collected	% Collected
Bell	321,591	2,134	905	69.72%
Coryell	76,276	506	191	14.71%
Hamilton	8,330	55	10	0.77%
Lampasas	20,020	133	56	4.31%
Llano	19,272	128	45	3.47%
Mason	4,061	27	14	1.08%
Milam	24,388	162	5	0.39%
Mills	4,881	32	8	0.62%
San Saba	5,901	39	19	1.46%
Fort Hood	U/K	U/K	45	3.47%
Total	484,720	3,216	1,298	100.00%

*Surveys collected were based on a projected proportional sample.

**Missing responses bring the total respondents to $n = 1,337$.

Total Population: 484,720

Total Sample Requested by CTCOG: Participants.

Total Projected Sample Based on Breakout: 3216 participants.

- Table 15 displays the number of collected surveys.
- Information presented in Table 1-1 indicates the challenge of data collection in the most urban counties presented in the study. Survey administration in Bell County was

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conducted primarily through face-to-face interactions with UCARE staff and the assistance of the major agencies serving individuals identified by CTCOG/CTR TAG as most in need of services.

- Survey distribution and collection for all other counties was primarily through face-to-face electronic and paper-pencil survey administration with a focus on high-traffic areas in the major cities within the county.
- Participant surveys accounted for ($n = 1298$), agency surveys.

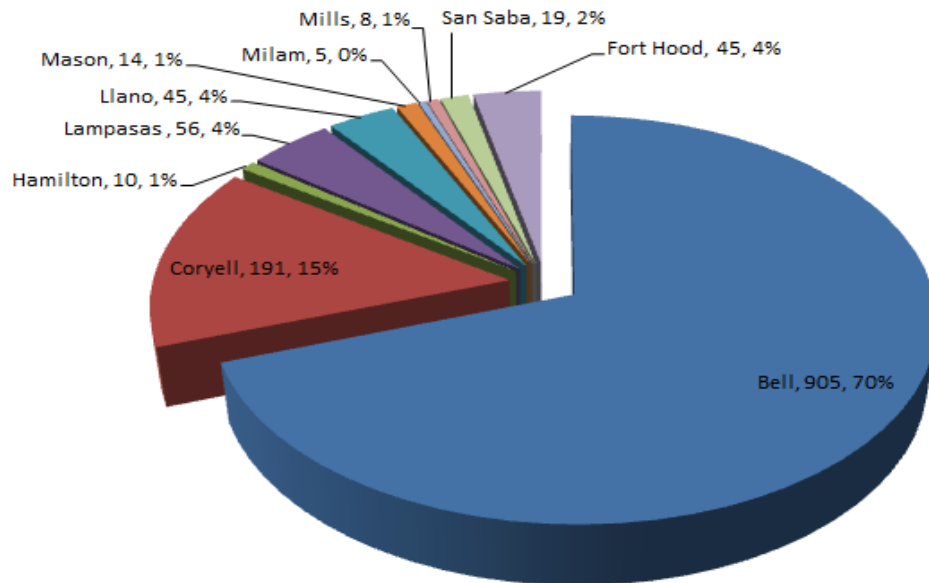


Figure 1: Population and Sample Breakout

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Finding: Most of the participants live in Bell or Coryell County.

Zipcodes that participants live (n = 1298)

Table 14: Zipcodes by County

Counties	Zip codes	n	%***
Bell	76501	37	4.24%
	76502	38	4.36%
	76503	2	0.23%
	76504	46	5.28%
	76505	1	0.11%
	76511	1	0.11%
	76513	66	7.57%
	76534	9	1.03%
	76540	4	0.46%
	76541	97	11.12%
	76542	178	20.41%
	76543	96	11.01%
	76547	1	0.11%
	76548	83	9.52%
	76549	167	19.15%
	76554	4	0.46%
	76559	16	1.83%
	76571	11	1.26%
	76579	3	0.34%
	Other	12	1.38%
Coryell	76522	112	61.20%
	76526	1	0.55%
	76528	58	31.69%
	76552	4	2.19%
	76566	1	0.55%
	Other	7	3.83%
Hamilton	76457	1	10.00%
	76531	9	90.00%
	76539	14	25.00%
Lampasas	76550	32	57.14%
	76853	2	3.57%

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	Other	8	14.29%
	78609	2	4.44%
	78639	39	86.67%
Llano	78643	1	2.22%
	78672	1	2.22%
	Other	2	4.44%
Mason	76856	14	100.00%
Milam	76520	4	80.00%
	76555	1	20.00%
Mills	76844	6	75.00%
	Other	2	25.00%
San Saba	76832	1	5.26%
	76871	1	5.26%
	76877	17	89.47%
Fort Hood	76544	29	65.91%
	Other	15	34.09%

***Total number of surveys $n = 1298$. Any number errors in the tables are due to rounding and/or missing responses.

Demographic Characteristics of Participants

The following tables present the demographic data representing those participants responding to the needs assessment survey.

Finding: Participants were primarily female.

Gender of Participants (n = 1298)

Table 15: Gender

Gender of Participants	n	% ^{***}
Male	434	33.77%
Female	851	66.23%

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Information gathered from the surveys indicated that two-thirds of those responding to the survey were female (66%) while males represented (34%) of the respondents.

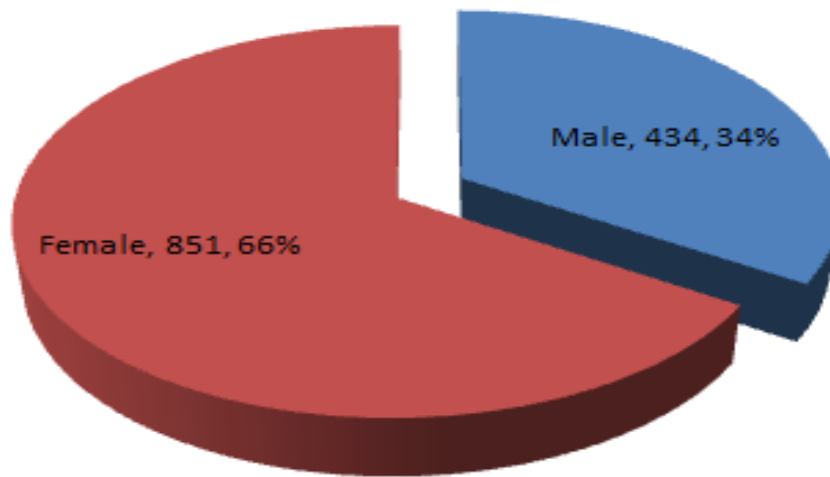


Figure 2: Gender

Finding: All the age groups are relatively equal.

Age of Participants (n = 1298)

Table 16: Age

Age of Participants	n	%***
18 to 24	242	19.92%
25 to 34	234	19.26%
35 to 44	219	18.02%
45 to 54	172	14.16%
55 to 64	142	11.69%
65 and older	206	16.95%

***Total number of surveys n =1298. Any number errors in the tables are due to rounding and/or missing responses.

- The age of respondents was approximately equal among all demographics sampled.

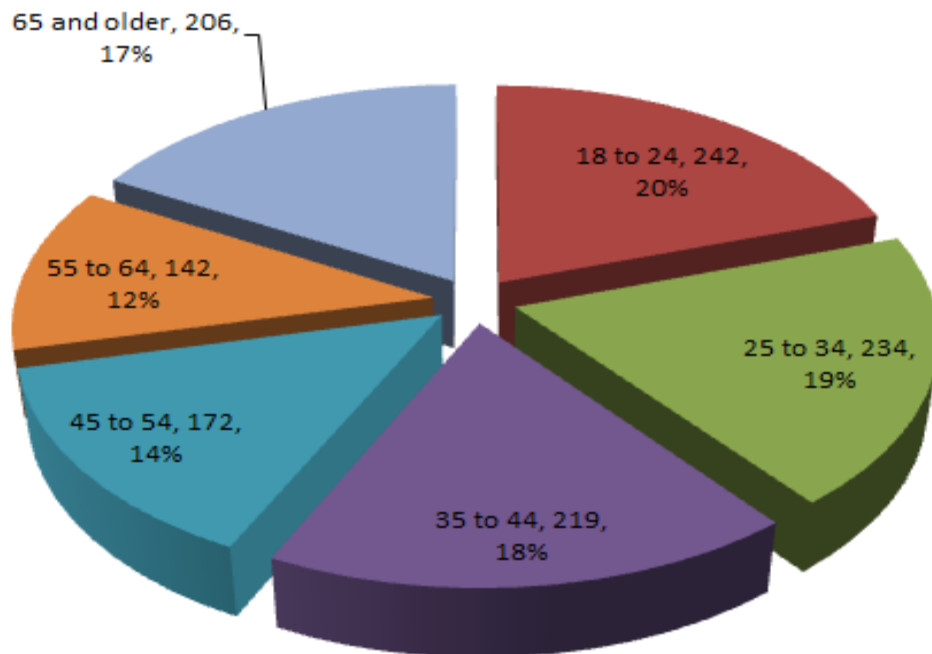


Figure 3: Age

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Finding: Overall, participants were primarily Caucasian, African American, and Latino.

Race of Participants (n = 1298)

Table 17: Race

Race of Participants	<i>n</i>	%***
Caucasian	605	46.86%
African American	325	25.17%
Latino	187	14.48%
Multi-racial	59	4.57%
Native American	31	2.40%
Middle Easterner	0	0.00%
Pacific Islander	9	0.70%
Asian	33	2.56%
Other	42	3.25%

***Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Data presented in the table, above, indicate that approximately 47% of respondents were Caucasian. African Americans and Latinos made up approximately 40% of those responding to the needs assessment survey.

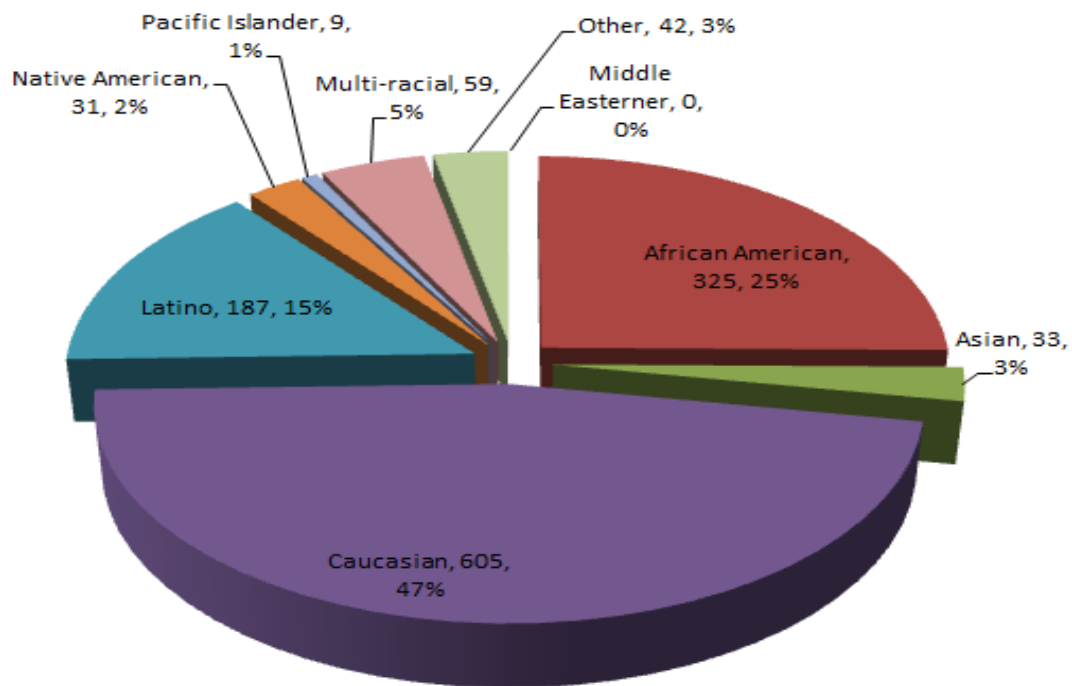


Figure 4: Race

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Finding: English is the primary spoken language for the respondents who participated in the survey.

Primary Language of Participants (n = 1298)

Table 18: Primary Language

Primary Language of Participants	<i>n</i>	%***
English	1195	91.99%
Spanish	69	5.31%
German	3	0.23%
Korean	6	0.46%
Other	26	2.00%

***Total number of surveys *n* =1298. Any number errors in the tables are due to rounding and/or missing responses.

- English was the primary language of respondents (92%), while Spanish (5%) being the next most frequently spoken language reported. Other primary languages included Korean with a small number of participants reporting various other primary languages.

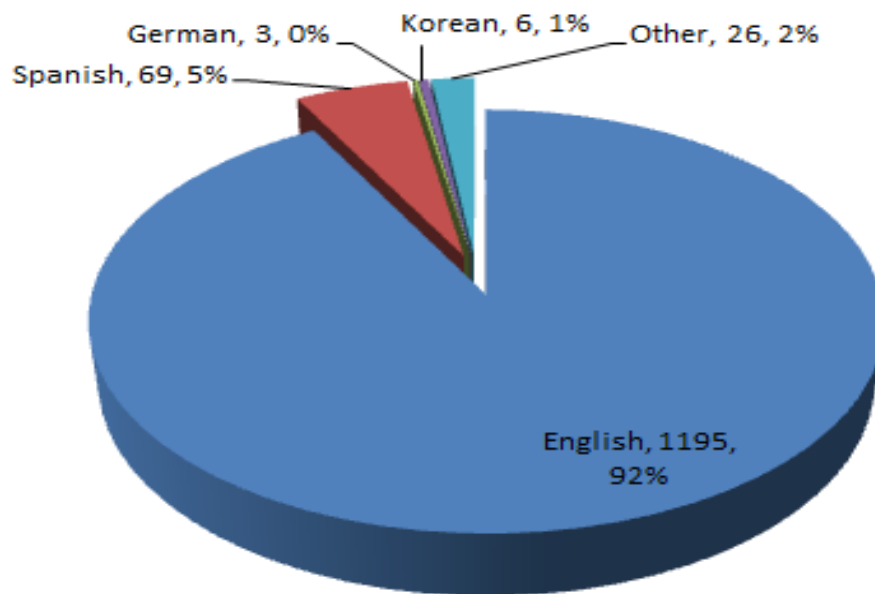


Figure 5: Primary Language

Finding: Respondents to the needs assessment survey perceived themselves to live primarily in an urban area.

Perceived Residential Setting of Participants (n = 1298)

Table 19: Perceived Residential Settings

Perceived Residential Setting of Participants	<i>n</i>	% ^{***}
Urban	968	76.40%
Rural	299	23.60%

^{***}Total number of surveys *n* =1298. Any number errors in the tables are due to rounding and/or missing responses.

- Three-fourths of the participants perceived themselves as urban (76%) and (24%) noted that they consider themselves to be rural residents.

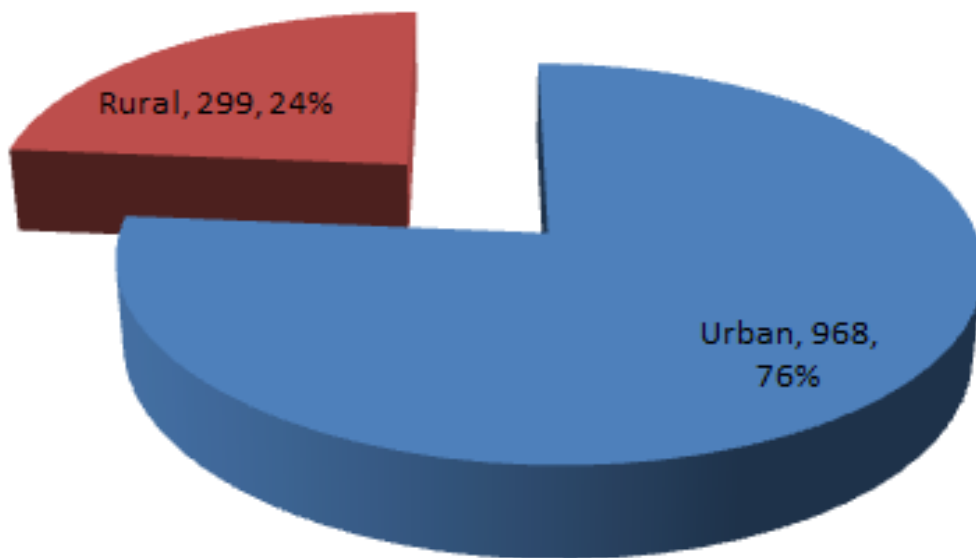


Figure 6: Perceived Residential Settings

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Finding: Over half of the respondents indicated that they currently live in a house.

Primary Type of Residence of Participants (n = 1298)

Table 20: Primary Type of Residence

Primary Type of Residence of Participants	n	%***
House	780	60.75%
Apartment	237	18.46%
Mobile Home	86	6.70%
Duplex/Fourplex	82	6.39%
Retirement Home	5	0.39%
Nursing Home	3	0.23%
Other	91	7.09%

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Sixty-one percent of respondents indicated that they reside in a house with the next most frequently reported residence being an apartment (19%), followed by mobile home (7%) and finally duplex/fourplex (6%).

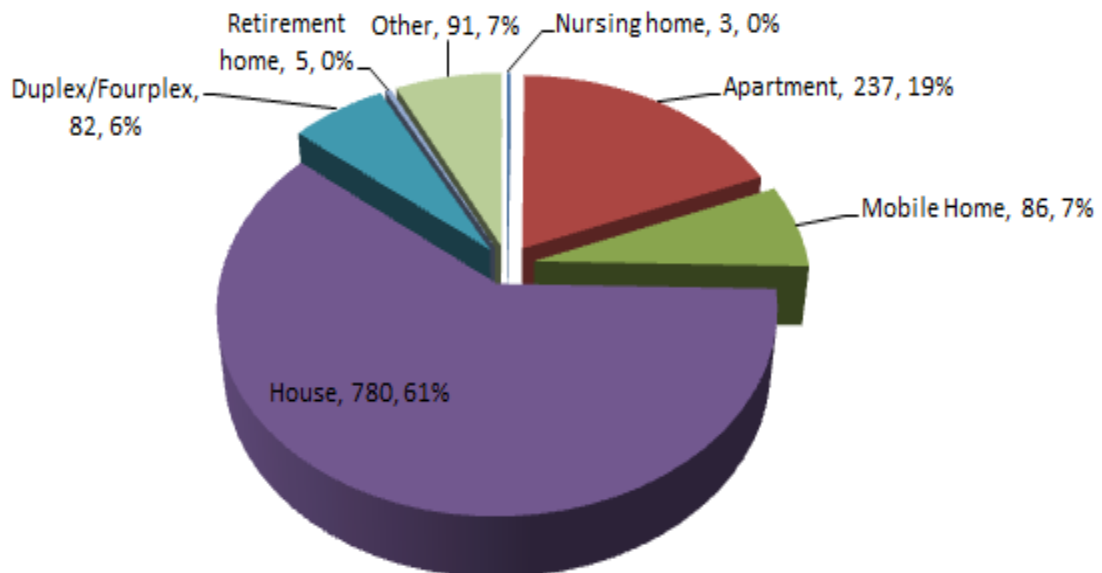


Figure 7: Primary Type of Residence

Finding: About half of the participants reported that they currently rent their place of residence.

Residential Occupancy of Participants (n = 1298)

Table 21: Residential Occupancy

Residential Occupancy of Participants	<i>n</i>	% ^{***}
Rent	605	46.86%
Own	550	42.60%
Neither	136	10.53%

***Total number of surveys *n* =1298. Any number errors in the tables are due to rounding and/or missing responses.

- The majority of respondents indicated that they rented a residence (47%), while an additional (43%) indicated that they own their place of residence. Eleven percent indicated that they neither rented nor owned their place of residence.

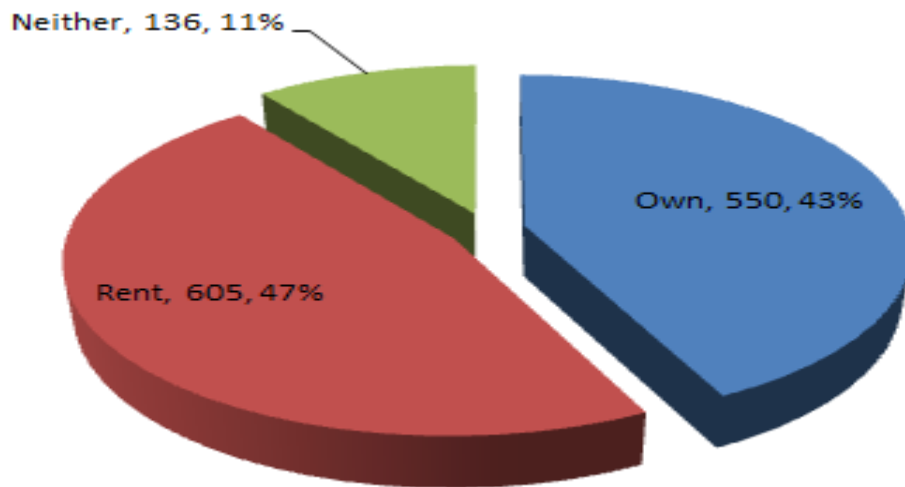


Figure 8: Residential Occupancy

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Finding: About two-thirds of the participants indicated they had one or more children residing in the household.

Number of Children per Household (n = 1298)

Table 22: Number of Children per Household

Number of Children per Household	n	%***
0 Children	580	39.73%
1 Child	393	26.92%
2 Children	246	16.85%
3 Children	144	9.86%
4 Children	54	3.70%
5 Children	25	1.71%
6 or more Children	18	1.23%

***Total number of surveys n =1298. Any number errors in the tables are due to rounding and/or missing responses.

- Sixty percent of respondents indicated they had one or more children living in the household.
- Nearly one-half (40%) of participants indicated that they did not have any children residing in their household.

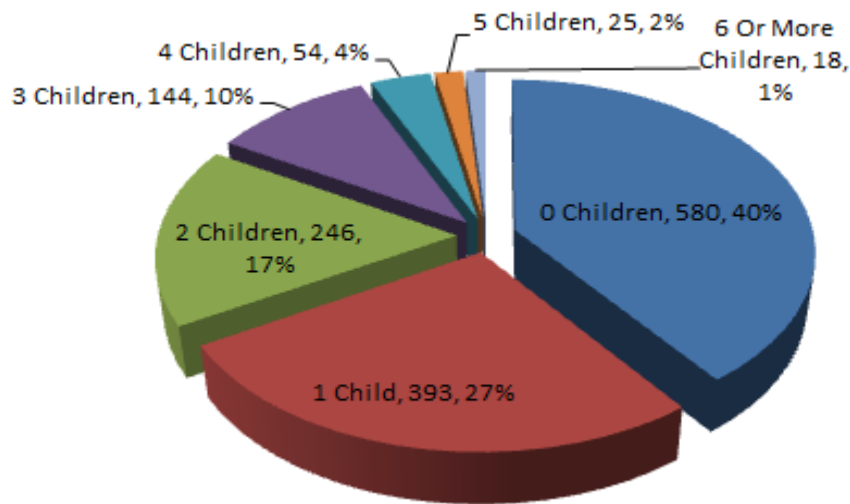


Figure 9: Number of Children per Household

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Finding: Over half of the participants reported an income of less than \$25,000 for their household.

Reported Household Income of Participants (n = 1298)

Table 23: Household Income

Reported Household Income of Participants	n	%***
\$0 to \$25,000	761	60.06%
\$25,001 to \$50,000	294	23.20%
\$50,001 to \$75,000	126	9.94%
\$75,001 to \$100,000	51	4.03%
\$100,001 to \$125,000	14	1.10%
\$125,001 to \$150,000	7	0.55%
\$150,001 to \$175,000	4	0.32%
\$175,001 to \$200,000	3	0.24%
\$200,001 or more	7	0.55%

*** Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- A large number of respondents (60%) reported an annual income of less than \$25,000 for their household.

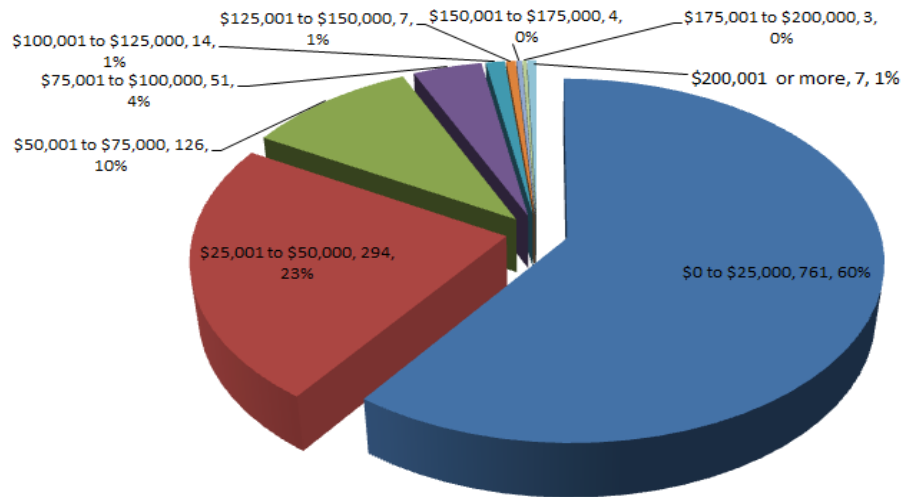


Figure 10: Household Income

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Finding: Thirty-nine percent of respondents indicated that they were unemployed or retired.

Reported Occupation of Participants (n = 1298)

Table 24: Occupation

Reported Occupation of Participants	<i>n</i>	%***
Military	43	3.36%
Local government	48	3.76%
Federal government	29	2.27%
Construction	26	2.03%
Retail trade	52	4.07%
Transportation or Warehousing	13	1.02%
Professional, Scientific, or Technical services	23	1.80%
Education	121	9.47%
Healthcare	81	6.34%
Social Assistance	31	2.43%
Accommodation or Food services	40	3.13%
Unemployed, seeking	135	10.56%
Unemployed, not seeking	85	6.65%
Retired	273	21.36%
Other	278	21.75%

***Total number of surveys *n* =1298. Any number errors in the tables are due to rounding and/or missing responses. Combined some of the categories.

- Unemployed and retired individuals made up a large percentage (39%) of those responding to the survey. The disproportionate number of unemployed and retired individuals sampled was due to the focus on low-income and unemployed individuals who may have a greater need for public transportation.
- The other category consists of Forestry, fishing, hunting, or agriculture support (>1%), Mining (>1%), Utilities (>1%), Manufacturing (1%), Wholesale trade (>1%), Information (1%), Finance or Insurance (1%), Real Estate or Rental and leasing (1%), Management of companies or Enterprises (>1%), Admin, Support, Waste-Management, or Remediation

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services (1%), Arts, Entertainment, or Recreation (1%), Marketing (>1%), State government (1%), and Other (16%).

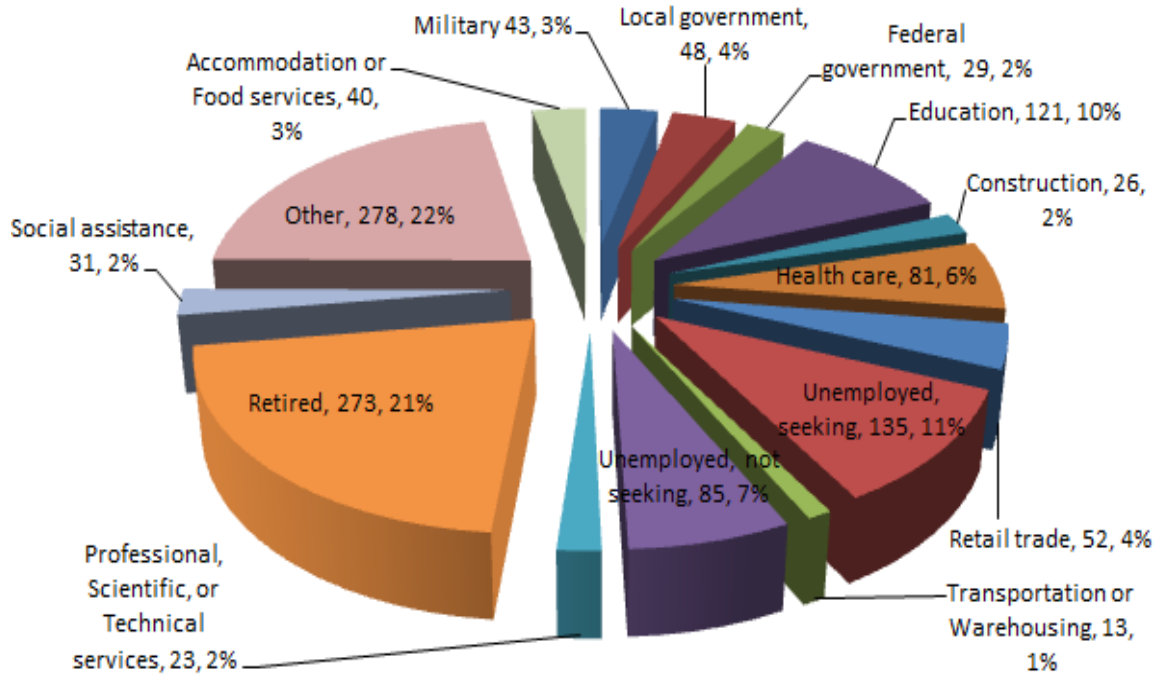


Figure 11: Occupation

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Finding: A large percentage of respondents reported that there were one or more individuals in the household that were employed full-time.

Employed Occupants in Household (Full-time) (n = 1298)

Table 25: Full-time Employment

Employed Occupants in Household (Full-time)	<i>n</i>	% ^{***}
0	166	17.44%
1	440	46.22%
2	279	29.31%
3	44	4.62%
4	17	1.79%
5	4	0.42%
6	1	0.11%
7	1	0.11%

^{***}Total number of surveys *n* =1298. Any number errors in the tables are due to rounding and/or missing responses.

- A large proportion (83%) of respondents noted that there are one or more individuals that were employed full-time at the time they responded to the item on the needs assessment survey.
- Less than one-fourth (17%) of the respondents indicated no members of their household being employed full-time.

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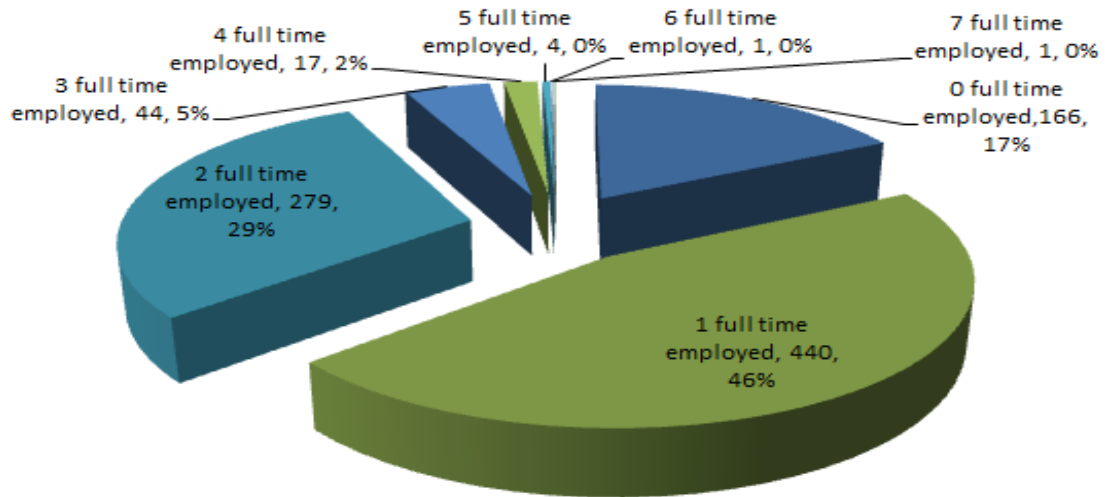


Figure 12: Full-time Employment

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Finding: More than half 52% of those responding indicated that at least one person in the household was elderly.

Elderly Occupants in Household (n = 1298)

Table 26: Households with Elderly

Elderly Occupants in Household	<i>n</i>	% ^{***}
0	317	48.03%
1	218	33.03%
2	113	17.12%
3	6	0.91%
4 or more	6	0.91%

*** Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- The format for this particular question did not instruct respondents to count themselves if they were over 60 years of age or older.

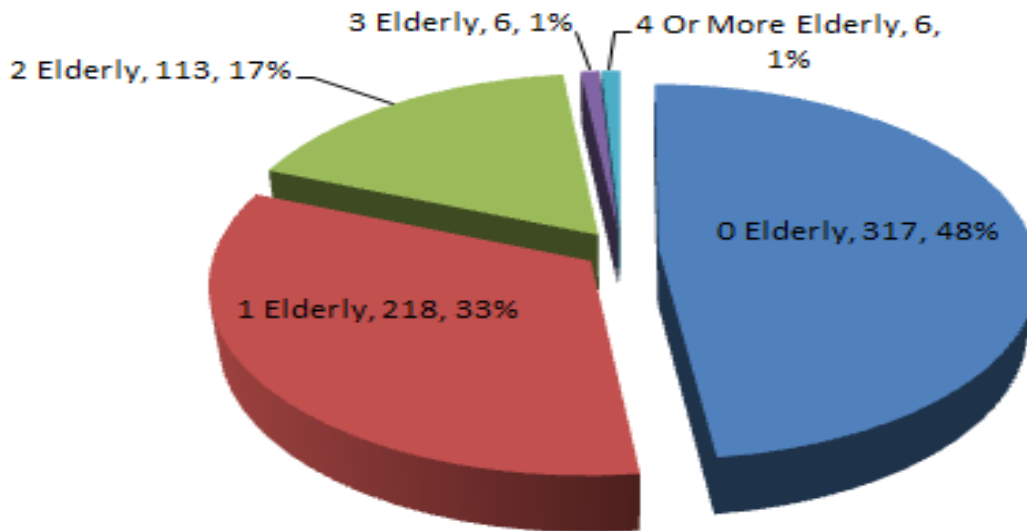


Figure 13: Households with Elderly

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Finding: Over 90% of participants responding to this item indicated that they owned at least one vehicle.

Vehicles per Household (n = 1298)

Table 27: Vehicles per Household

Vehicles per Household	<i>n</i>	% ^{***}
0	94	8.56%
1	431	39.25%
2	349	31.79%
3	139	12.66%
4	57	5.19%
5 or more	28	2.55%

^{***} Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- A review of the surveys indicated that approximately (20%) of respondents reported having more than two vehicles per household while another (91%) stated that they had at least one vehicle for use by members of the household.
- Nine percent reported not having access to a vehicle.

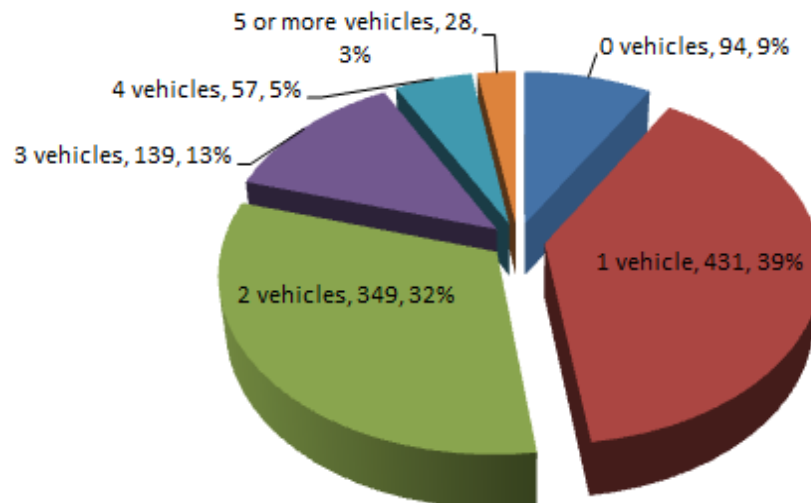


Figure 14: Vehicles per Household

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Finding: An overwhelming majority of respondents indicated that they did not have a family member with a disability that might affect their transportation needs.

Family Members with Disability Affecting Transportation (n = 1298)

Table 28: Family Members with Disability

Family Members with Disability Affecting Transportation	<i>n</i>	<i>%</i> ***
None	802	73.78%
Personal Disability	166	15.27%
Family Member Disability	90	8.28%
More Than One Family Member Disability	29	2.67%

*** Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- About three-fourths (74%) of those responding to the survey reported that they did not have anyone living at their residence with a disability that affected their mobility in respect to their transportation choices.

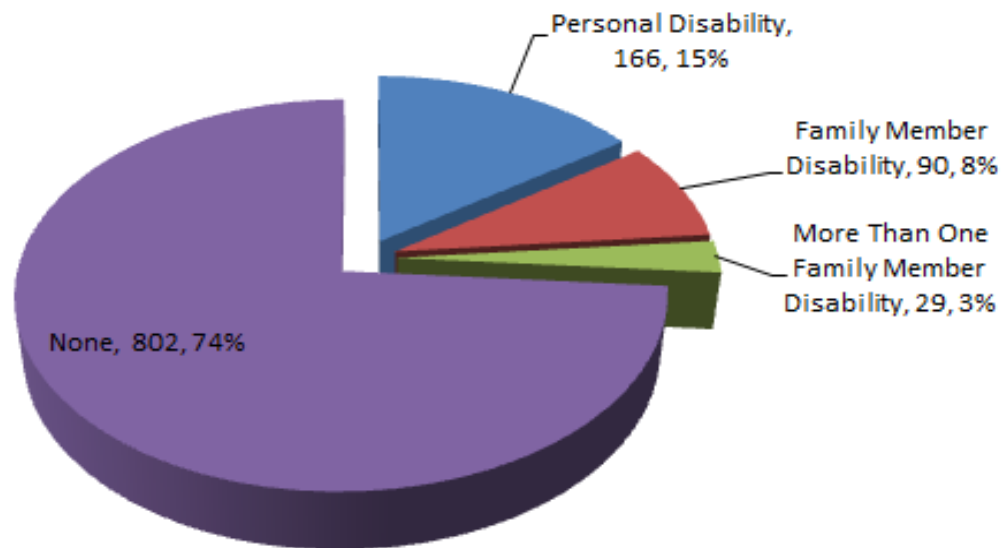


Figure 15: Family Members with Disability

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Finding: More than half of the individuals responding to the needs assessment survey indicated that they knew someone in need of public transportation.

Perceived Need for Public Transportation (n = 1298)

Table 29: Perceived Need for Public Transportation

Perceived Need For Public Transportation	n	%***
I Do Not Know Anyone	413	36.97%
No Other Means Of Transportation	520	46.55%
Physical Or Mental Disability	141	12.62%
Other	43	3.85%

*** Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Approximately (63%) of the participants perceived a need for other individuals to utilize public transportation.
- Of the (63%) perceived the need for public transportation, (47%) indicated a need due to individuals having no other means of public transportation, while (13%) indicated a need due to individuals having a physical or mental disability.

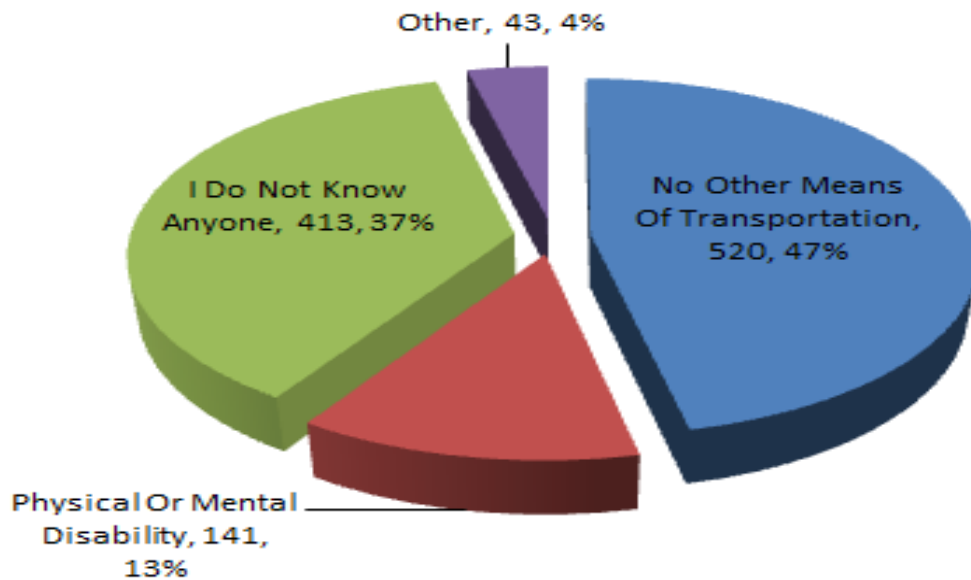


Figure 16: Perceived Need for Public Transportation

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Finding: Fifty-six percent of respondents noted that they perceived public transportation as being for everyone.

Who Is Public Transportation For? (n = 1298)

Table 30: Who is Public Transportation For?

Who Is Public Transportation For?	n	%***
Everyone	960	55.94%
No Vehicle	198	11.54%
Other Health Reasons	143	8.33%
Physical Disabilities	124	7.23%
Elderly	128	7.46%
No License	115	6.70%
None Of These Categories	23	1.34%
Other	25	1.46%

*** Total number surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- The overwhelming majority of respondents (56%), noted that they believed that public transportation was for everyone.

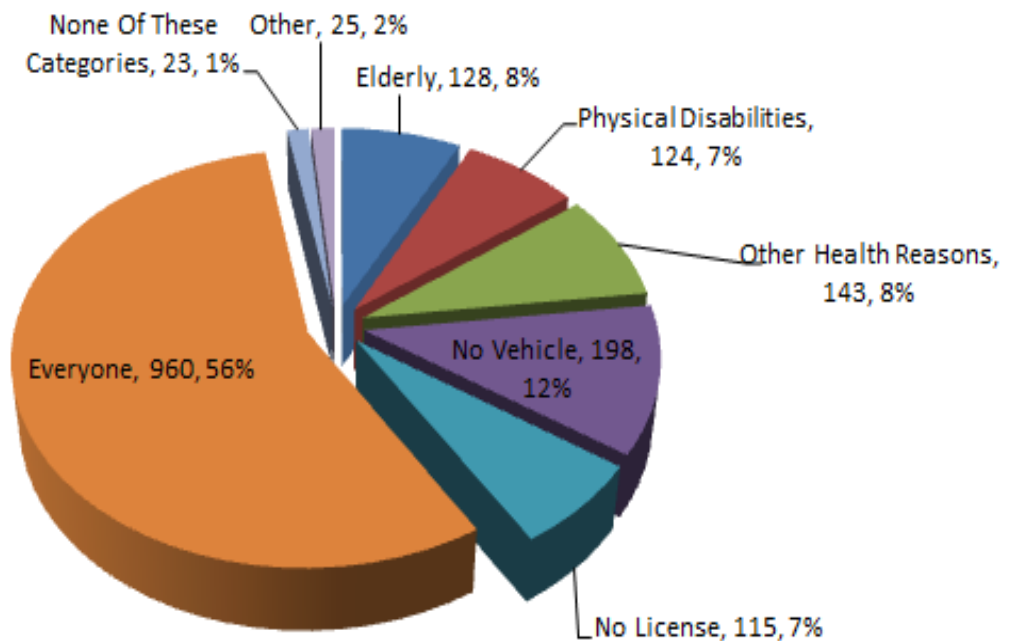


Figure 17: Who is Public Transportation For?

Finding: More than three-fourths of respondents indicated that they do not currently use public transportation.

Do you currently use public transportation? (n = 1298)

Table 31: Do You Currently Use Public Transportation?

Do You Currently Use Public Transportation?	n	%***
Yes	215	17.65%
No	1003	82.35%

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- The general use of public transportation may be overstated due to a focus on particular populations with a greater need for public transportation.

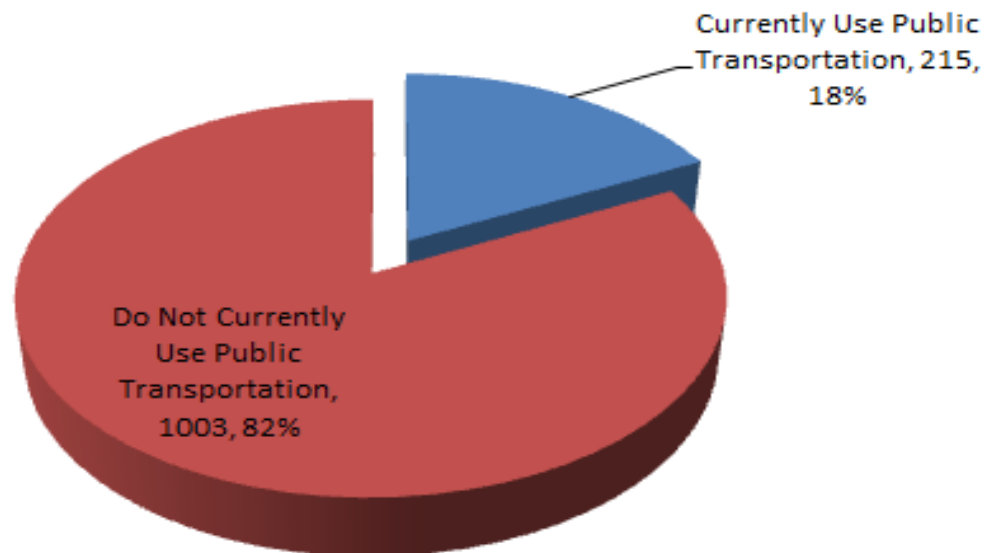


Figure 18: Do You Currently Use Public Transportation?

Finding: The Regular fixed-within city limits is the most used type of bus services (63%).

Types of bus services a person uses. (n = 1298)

Table 32: Types of Bus Services

Types of bus services a person uses.	n	%***
Regular fixed-within city limits	142	63.11%
Rural-outside city limits	31	13.78%
Special Transit	35	15.56%
Other	17	7.56%

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

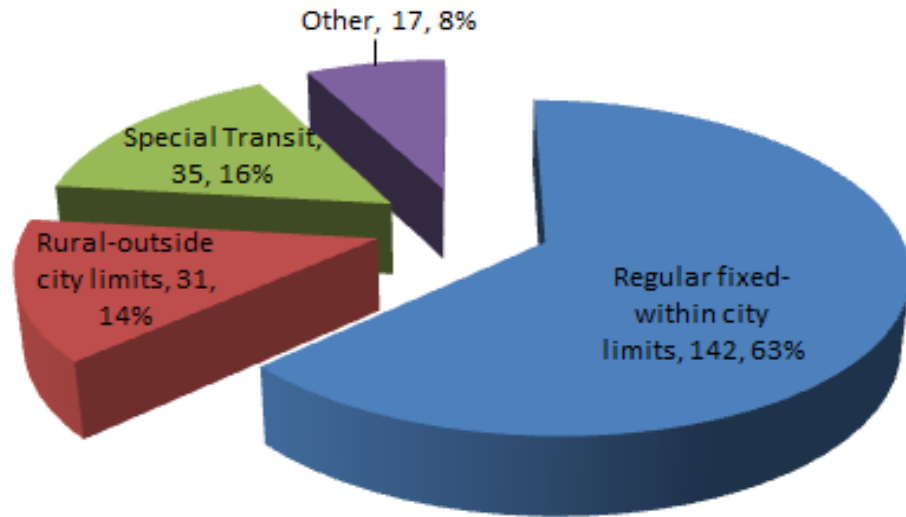


Figure 19: Type of Bus Services

Finding: Public Transit or the Bus is the most used public transportation (66%).

Types of public transportation a person uses. (n = 1298)

Table 33: Types of Transportation Used

Types of Transportation Used	<i>n</i>	% ^{***}
Public Transit/Bus	168	66.40%
Taxis	31	12.25%
Car Share	23	9.09%
Other	31	12.25%

***Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

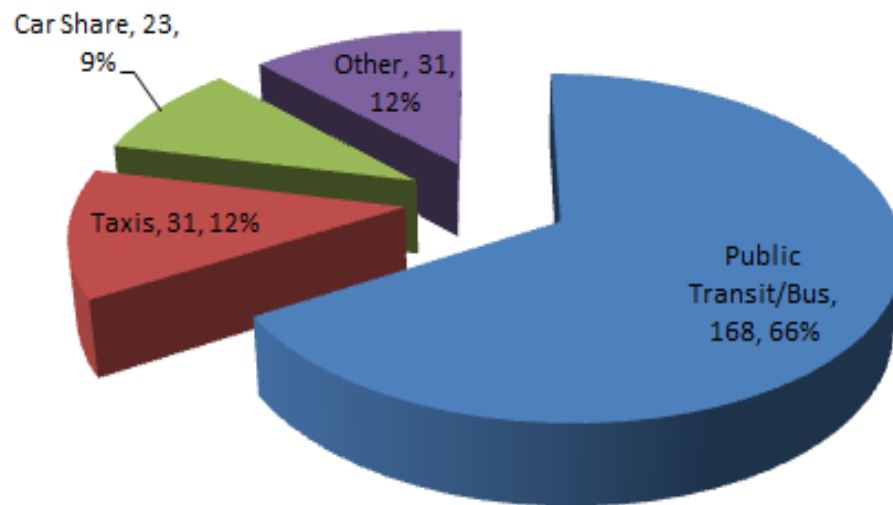


Figure 20: Types Transportation Used

2017 Regionally Coordinated Transportation Plan

Finding: Less than (50%) of individuals need to transfer buses once to get to a destination.

How many transfers does an average person have to do using the HOP's fixed route services? (n = 1298)

Table 34: Average Number of Bus Transfers

Average Number of Bus Transfer	n	%***
1	74	43.02%
2	51	29.65%
3	33	19.19%
4	14	8.14%

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

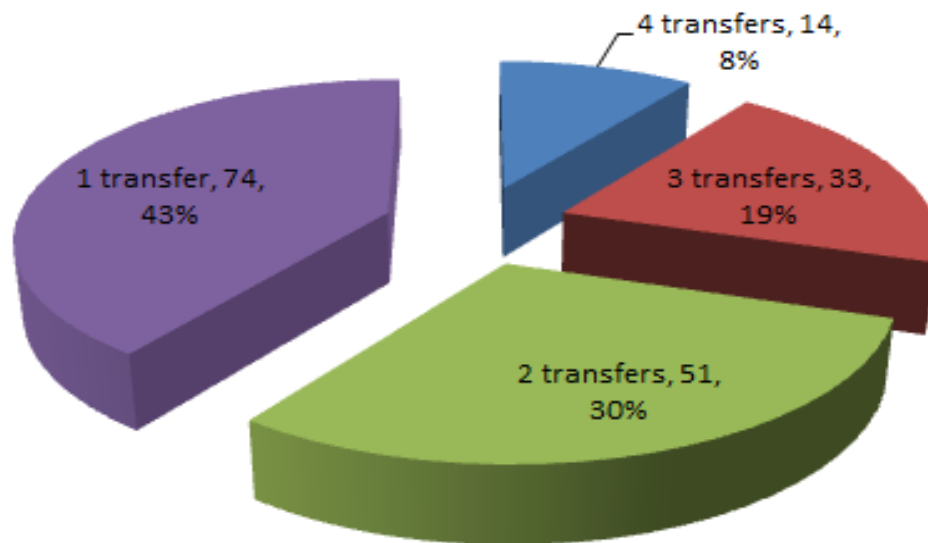


Figure 21: Average Number of Bus Transportation

2017 Regionally Coordinated Transportation Plan

Finding: The top three most used routes are Route 5 (16%), Route 4 (12%), and Route 100 (11%).

Bus Routes that individuals use. (n =1298)

Table 35: Bus Routes

Bus Routes	Response	n	% ^{***} / ****
Route 2	Yes	30	9.46%
Route 4	Yes	39	12.30%
Route 5	Yes	49	15.46%
Route 7	Yes	27	8.52%
Route 21	Yes	12	3.79%
Route 30	Yes	18	5.68%
Route 35	Yes	12	3.79%
Route 65	Yes	7	2.21%
Route 100	Yes	34	10.73%
Route 200	Yes	18	5.68%
Route 510	Yes	14	4.42%
Route 520	Yes	11	3.47%
Route 530	Yes	12	3.79%
Route 610	Yes	9	2.84%
Route Other	Yes	25	7.89%

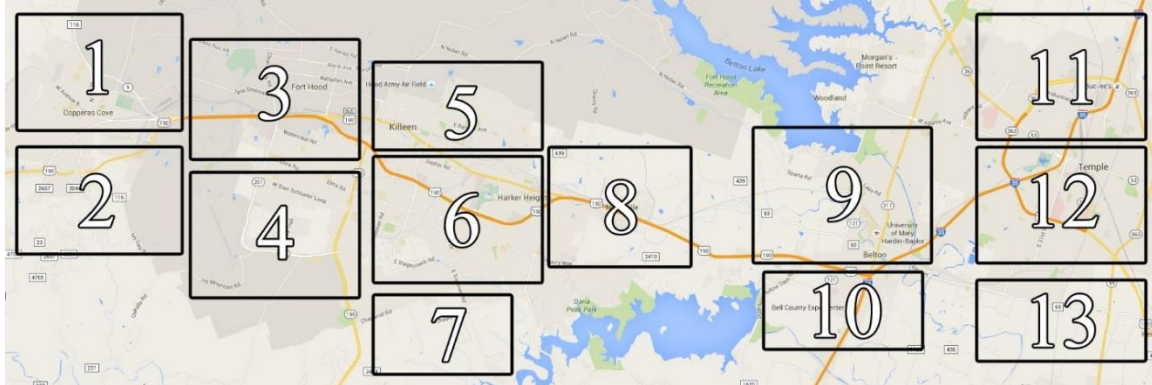
***Total number of comments for the survey $n = 1298$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 1298$. Valid percent for the multiple-response items. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

2017 Regionally Coordinated Transportation Plan

Finding: The top two option of providing more routes is Area 4 (12%) and Area 5 (12%).

Image 2: Proposed Locations of New Routes



Places where individuals would like more routes. (n =1298)

Table 36: Proposed Locations of New Routes

Proposed Locations of New Routes	Response	<i>n</i>	% ^{***} / ****
Area 1	Yes	19	6.42%
Area 2	Yes	24	8.11%
Area 3	Yes	22	7.43%
Area 4	Yes	35	11.82%
Area 5	Yes	34	11.49%
Area 6	Yes	22	7.43%
Area 7	Yes	23	7.77%
Area 8	Yes	27	9.12%
Area 9	Yes	27	9.12%
Area 11	Yes	23	7.77%
Area 12	Yes	21	7.09%
Area 13	Yes	19	6.42%

***Total number of comments for the survey *n* =1298. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys *n* =1298. Valid percent for the multiple-response items. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item

2017 Regionally Coordinated Transportation Plan

Finding: Most bus riders believe that we still have destinations in local areas that the HOP bus cannot provide (42%).

Destinations that are impossible to get to because of lack of transportation. (n = 1298)

Table 37: Perceived Inaccessible Locations

Perceived Inaccessible Locations	<i>n</i>	%***
Fort Hood	9	11.69%
Gatesville	2	2.60%
Burnet	2	2.60%
Austin Area	6	7.79%
Waco	2	2.60%
Too far	6	7.79%
Local Area	32	41.56%
Morgan's Point	2	2.60%
Other	16	20.78%

***Total number for surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Almost half of the participants that ride the bus are still having trouble getting to local areas (42%).

2017 Regionally Coordinated Transportation Plan

Finding: The majority of individuals are aware of public transportation in the service area; however, about half of the respondents are somewhat aware of all the services provided by public transportation.

Awareness and Importance of Public Transportation (n = 1298)

Table 38: Awareness and Importance of Public Transportation

Awareness and Importance of Public Transportation	Response	n	%***
Are you aware of public transportation provider/HOP bus services in your community?	Yes	1120	88.54%
	No	145	11.46%
Are you aware that the HOP bus service is your local public transportation provider?	Yes	1094	87.03%
	No	163	12.97%
Have you ever used public transportation/HOP bus services in your community?	Yes	466	37.04%
	No	792	62.96%
Are you aware of the public transportation/HOP bus service HOURS in your community?	Yes	577	45.83%
	No	682	54.17%
Are you aware of the public transportation/HOP bus service DAYS in your community?	Yes	599	47.46%
	No	663	52.54%
Do you know where the public transportation/HOP bus services can and cannot take you OUTSIDE your community?	Yes	458	36.41%
	No	800	63.59%
How important are public transportation/HOP bus services to your COMMUNITY?	Important	1102	94.03%
	Not Important	70	5.97%
How aware are people of public transportation/HOP bus services and what they offer?	Aware	324	27.72%
	Somewhat Aware	616	52.69%
	Not Aware	229	19.59%

***Total number for surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Over four-fifths (89%) of participants are aware of public transportation in their community and that HOP bus services are their public transportation provider (87%).

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- Slightly over one-half of respondents are not aware of public transportation service hours (54%) or days (53%) in their service area.
- Over half of the participants are not aware of where public transportation can take them outside their community (64%).
- Almost all of the respondent's perceived public transportation as a valuable commodity to their community (94%) and they perceive others as being somewhat aware of public transportation and what it offers (53%) than the overall awareness of participants' self-reports.

2017 Regionally Coordinated Transportation Plan

Finding: Of the top five inconveniences reported, four pertained to service hours or days, while the remaining inconvenience was related to the distance riders must travel to or from the bus stop.

Inconveniences of Public Transportation (n = 1298)

Table 39: Inconveniences of Public Transportation

Inconveniences of Public Transportation	Response	n	% ^{***} / ****
Public transportation convenient and easy to use	Yes	126	10.66%
	No	53	4.48%
	Do not use	1003	84.86%
Bus does not run early enough	Yes	16	9.82%
Bus does not run late enough	Yes	28	17.18%
Bus does not run on weekends	Yes	25	15.34%
Buses were not on time	Yes	19	11.66%
No service when needed	Yes	11	6.75%
Trips take too long	Yes	19	11.66%
Bus stops too far from home/destination	Yes	12	7.36%
Bus was not clean	Yes	2	1.23%
Bus was not comfortable	Yes	5	3.07%
Reckless driving	Yes	5	3.07%
Buses were not safe	Yes	2	1.23%
Rude driver	Yes	8	4.91%
Rude Reservationist	Yes	1	0.61%
Advance reservations required	Yes	3	1.84%
Other	Yes	7	4.29%

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****Total number of surveys n = 1298. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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- Below one-fourth (11%) of those participants reported public transportation was easy and convenient to use. Of the top five most reported reasons for public transportation being inconvenient pertained to:
 - Availability of Service
 - Bus does not run late enough (17%).
 - Bus does not run on weekends (15%).
 - Bus does not run early enough (10%).
 - No service when needed (7%).
 - Distance of nearest bus stop (7%).

2017 Regionally Coordinated Transportation Plan

Finding: About half of the participants saw the bus schedule as easy or very easy to interpret (70%).

Interpreting the Bus Schedule (n = 1298)

Table 40: Ease of Interpreting Bus Schedules

Ease of Interpreting the Bus Schedule	Response	<i>n</i>	% ^{***} / ****
How easy is this bus schedule to read?	Very Easy	293	23.31%
	Easy	581	46.22%
	Hard	306	24.34%
	Very Hard	77	6.13%
Explain how to use the schedule properly	Yes	50	20.41%
Change the Format of the current schedule	Yes	72	29.39%
Schedules need to be printed out legible	Yes	49	20.00%
More information needs to be added to the schedule	Yes	30	12.24%
Other	Yes	44	17.96%

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2017 Regionally Coordinated Transportation Plan

Finding: About 10 percent of participants do not use the HOP bus website to get information.

The usage and the navigation of HOP bus website. (n=1298)

Table 41: Navigation of the HOP bus website

Navigation of the HOP bus website.	Response	<i>n</i>	% ^{***} / ****
Have you ever used the HOP website to get information?	Yes	86	43.66%
	No	111	56.35%
Was the HOP website easy to navigate?	Yes	85	61.59%
	No	53	38.41%
What changes would you suggest to make the website easier to navigate?	More user-friendly	7	35.00%
	More features	5	25.00%
	Accessible to blind	2	10.00%
	Other	3	15.00%
	None	3	15.00%

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****Total number of surveys $n = 1298$. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

2017 Regionally Coordinated Transportation Plan

Finding: The distance to the nearest bus stop is perceived to be a key barrier to accessing public transportation.

Problems Accessing Public Transportation (n = 1298)

Table 42: Problems Accessing Public Transportation

Problems Accessing Public Transportation	<i>Responses</i>	<i>n</i>	<i>%***/ ****</i>
Are there any problems in your neighborhood that make getting to the bus stop difficult?	Yes	328	29.39%
	No	788	70.61%
Distance to nearest bus stop	Yes	212	36.36%
No shelter/bench at bus stop	Yes	108	18.52%
No sidewalks or improperly maintained sidewalk	Yes	90	15.44%
Concern about personal safety to and from bus stop	Yes	75	12.86%
Steep curb/no sidewalk ramp	Yes	46	7.89%
Other	Yes	52	8.92%

***Total number of surveys $n = 1298$. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 1298$.

- The most reported problem in accessing public transportation was the distance to the nearest bus stop (36%).

2017 Regionally Coordinated Transportation Plan

Finding: The majority of people using public transportation are traveling to destinations in Belton, Killeen, and Temple.

Usage of Public Transportation (n = 1298)

Table 43: Usage of Public Transportation

Usage of Public Transportation	Response	n	%***
Have you ever used public transportation/HOP bus services in your community?	Yes	466	37.04%
	No	792	62.96%
Do you currently use public transportation/HOP bus services?	Yes	215	17.65%
	No	1003	82.35%
Have you ever used public transportation/HOP bus services to travel to another city or town?	Yes	109	60.56%
	No	71	39.44%
What other cities have you traveled to using public transportation/HOP bus services?	Gatesville	6	2.07%
	Temple	72	24.83%
	Belton	51	17.59%
	Killeen	52	17.93%
	Copperas Cove	41	14.14%
	Fort Hood	9	3.10%
	Harker Heights	44	15.17%
	Other	11	3.79%
I have not traveled outside the city	4	1.38%	

***Total number of surveys n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

- Slightly over one-third of individuals report having used public transportation in their community (37%), while (18%) report currently using public transportation in their community.
- It should be noted that responses for traveling to Belton, Killeen, or Temple may be skewed based on participants selecting a response based upon the city in which they reside.

2017 Regionally Coordinated Transportation Plan

Finding: More than half of the participants believe that there is a need for transportation/HOP bus services on Fort Hood (60%).

Fort Hood needs Assessment (n = 1298)

Table 44: Fort Hood Needs Assessment

Fort Hood Needs Assessment	Responses	n	% ^{***} / ****
Do you believe there is a need for transportation/HOP bus services on Fort Hood?	Yes	745	60.13%
	Unsure	416	33.58%
	No	78	6.30%
Do you live on Fort Hood in either housing or barracks?	I live in housing on Fort Hood	39	3.18%
	I live in barracks on Fort Hood	4	0.33%
	I do not live on Fort Hood	1183	96.49%
Would you use transportation on Fort Hood if it were available?	Yes	431	35.77%
	Unsure	395	32.78%
	No	379	31.45%
How often would you use the Fort Hood connection if it were available?	Daily	21	20.19%
	Once a week	14	13.46%
	Weekly	19	18.27%
	More than once a week	9	8.65%
	Monthly	25	24.04%
	Other	16	15.39%
Would you use “shuttle” type services along a fixed route on Fort Hood?	Yes	100	59.17%
	No	69	40.83%
Would you use services that provided connections between Fort Hood and other fixed routes?	Yes	110	66.27%
	No	56	33.74%
What is your affiliation with Fort Hood?	Military Spouse	26	65.00%
	Active Duty	6	15.00%
	Service Member	0	0.00%
	Military Couple	0	0.00%
	Other	8	20.00%

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Are you or anyone else in your military household a member of the Exceptional Family Member Program?	Yes	11	26.83%
	No	28	68.29%
	Does not apply	2	4.88%
Are there areas on Fort Hood that you want to reach but cannot because there is no transportation?	Everywhere	9	9.28%
	PX	16	16.49%
	Commissary	11	11.34%
	Comanche	2	2.06%
	CTC/TAMUCT	5	5.15%
	Gym	2	2.06%
	Hospital	6	6.19%
	Other	15	15.46%
	None	31	31.96%

***Total number of surveys $n = 1298$. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 1298$.

2017 Regionally Coordinated Transportation Plan

Finding: Over twenty-five percent of the participants would prefer to have later service times (28%).

Perception of transportation needs. (n = 1298)

Table 45: Desired Service Availability

Desired Service Availability	<i>n</i>	% ^{***} / ****
Earlier start times	36	20.34%
Later end times	49	27.68%
More frequent services (more than once an hour)	43	24.29%
Saturday service	11	6.22%
Sunday service	17	9.61%
More bus stops	21	11.86%

***Total number of surveys *n* = 1298. Any number errors in the tables are due to rounding and/or missing responses.

****Total number for survey is *n* = 1298.

2017 Regionally Coordinated Transportation Plan

Finding: The majority of those responding to the survey indicated that they would like to receive weekend services and to extend evening service hours to Midnight or later.

Perception of Public Transportation Needs (n = 1298)

Table 46: Perception of Public Transportation Service Needs

Perception of Public Transportation Service Needs	Response	n	% ^{***} / ****
How late should service run?	7:00 p.m.	23	14.02%
	8:00 p.m.	22	13.41%
	9:00 p.m.	34	20.73%
	10:00 p.m.	35	21.34%
	11:00 p.m.	18	10.98%
	Midnight or later	32	19.51%
Should service run on weekends?	Saturday Only	140	12.52%
	Sunday Only	12	1.07%
	Both	915	81.84%
	Neither	51	4.56%
How often would you like to see the public transportation/HOP bus run every hour?	Once an hour	225	19.91%
	Every 30 minutes	452	40.00%
	Every 20 minutes	129	11.42%
	Every 15 minutes	128	11.33%
	It is fine the way it is	196	17.35%
What kind of services do you need the most?	Fixed Route Scheduled	90	34.62%
	Door-To-Door	67	25.77%
	Fixed Route Deviated	54	20.77%
	Curb-To-Curb	39	15.00%
	Other	10	3.85%
If you need an Attendant what form of assistance, do you need?	Confused or easily lost	13	8.55%
	Mobility aids	16	10.53%

2017 Regionally Coordinated Transportation Plan

Visual impairments	12	7.89%
Mobility device	13	8.55%
Do not need	98	64.47%

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- The largest portion of respondents indicated a need for services running all weekend (82%) and until midnight or later. (20%).
- Participants indicated fixed route service (35%) and door-to-door service (26%) as the two most needed forms of service, reflecting what is currently available.
- All of the participants who need an attendant was (36%) of the sample.

2017 Regionally Coordinated Transportation Plan

Finding: While (34%) of respondents using public transportation used it more than once a week, (54%) of participants using public transportation are still paying others to transport them.

Use Public Transportation (n = 1298)

Table 47: Use Public Transportation

Use Public Transportation	Response	n	% ^{***} / ****
How often have you used public transportation within the last year?	Daily	63	34.05%
	Once a Week	15	8.11%
	Weekly	38	20.54%
	More than once a Month	32	17.30%
	Monthly	16	8.65%
	Other	21	11.35%
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips?	Usually Travel with Children	35	5.92%
	Rarely Travel with Children	22	3.72%
	Never Travel with Children	84	14.21%
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips?	Usually Travel with Companions	57	9.64%
	Rarely Travel with Companions	42	7.11%
	Never Travel with Companions	39	6.60%
	Usually Travel Alone	128	21.66%
	Rarely Travel Alone	24	4.06%
	Never Travel Alone	19	3.21%
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips?	Usually Travel with an Attendant	26	4.40%
	Rarely Travel with an Attendant	17	2.88%
	Never Travel with an Attendant	98	16.58%

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Do you pay individuals other than public transportation to transport you?	Yes	98	54.14%
	No	83	45.86%
If you pay someone to transport you other than public transportation how much do you normally pay them per trip?	Less Than \$5.00	21	21.65%
	\$6.00 to \$10.00	33	34.02%
	\$11.00 to \$15.00	15	15.46%
	\$16.00 to \$20.00	15	15.46%
	More than \$20.00	7	7.22%
	None at all	6	6.19%

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- The majority of individuals who use public transportation report using it more than once a week (34%).
- The most reported manners of using public transportation included usually travel alone (22%), never travel with children (14%), and usually travel with companions (10%).
- More than one-half of the participants who use public transportation report paying others to transport them (54%).
- More than one-third of the respondents using public transportation report paying individuals \$6.00 to \$10.00 per trip (34%).

2017 Regionally Coordinated Transportation Plan

Finding: Destinations for public transportation appear to remain similar in the past and the last two months with destinations of medical care facilities and shopping reported as the two most common destinations.

Use Public Transportation (cont.) (n = 1298)

Table 48: Use Public Transportation (cont.)

Use Public Transportation (cont.)	Response	n	% ^{***} / ****
For what purpose(s) do you use public transportation/HOP bus services?	Medical Care Facilities	90	16.57%
	Shopping	113	20.81%
	School/Education	59	10.87%
	Place Of Employment	72	13.26%
	Visiting/Social Outings	68	12.52%
	Recreational Facilities	46	8.47%
	Religious Gathering	40	7.37%
	VA appointments	27	4.97%
	Daycare/Headstart	10	1.84%
	Other	18	3.31%
Which of the following places have you visiting within the last two months using public transportation/HOP bus services?	Medical Care Facilities	81	18.75%
	Shopping	96	22.22%
	School/Education	45	10.42%
	Place Of Employment	62	14.35%
	Visiting/Social Outings	52	12.04%
	Religious Gathering	21	4.86%
	Recreational Facilities	27	6.25%
	VA appointments	19	4.40%
	Daycare/Headstart	6	1.39%
	Other	23	5.32%

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- The two most reported destinations for public transportation users are medical care facilities and shopping.

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Finding: The two most reported reasons for not using public transportation were convenience and do not have to wait for the bus.

Do Not Use Public Transportation (n = 1298)

Table 49: Do Not Use Public Transportation

Do Not Use Public Transportation	Response	n	% ^{***} / ****
Why do you prefer to travel without using public transportation/HOP bus service?	Convenience	356	19.09%
	Quicker Trips	194	10.40%
	Do Not Have To Wait For The Bus	273	14.64%
	Not Transit Dependent	201	10.78%
	Multiple Trip Options	172	9.22%
	More Dependable	143	7.67%
	Cleaner/More Comfortable	131	7.02%
	Lack Of Storage Area	71	3.81%
	Not Comfortable With Strangers	91	4.88%
	No Advanced Calls	78	4.18%
	Transporter Relationship	29	1.55%
Other	126	6.76%	

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- The three leading responses for reasons why individuals prefer not to use public transportation were convenience (19%), do not have to wait for the bus (15%), and not transit dependent (11%).
- It should be noted that the majority of other comments were “own vehicle.”

2017 Regionally Coordinated Transportation Plan

Finding: The number of individuals that own a vehicle appears to be a major determining factor for individuals not using public transportation.

Do Not Use Public Transportation (cont.) (n = 1298)

Table 50: Do Not Use Public Transportation (cont.)

Do Not Use Public Transportation (cont.)	Response	n	% ^{***} / ****
If you do not use public transportation/HOP bus services, how do you travel?	Own Vehicle	804	70.90%
	Family Member	149	13.14%
	Friend/Neighbor	70	6.17%
	Bicycle	28	2.47%
	Taxi	22	1.94%
	Agency Provides Transportation	5	0.44%
	Transportation Provided By Religious Organization	3	0.26%
	Ride share	9	0.79%
	Other	44	3.88%
	Do you pay individuals other than public transportation to transport you?	Yes	62
Sometimes		129	13.69%
No		751	79.72%
If you pay someone to transport you, how much do you normally pay them per trip?	Less Than \$5.00	17	29.31%
	\$6.00 to \$10.00	20	34.48%
	\$11.00 to \$15.00	5	8.62%
	\$16.00 to \$20.00	7	12.07%
	More than \$20.00	6	10.34%
	None at all	3	5.17%
If you do not use public transportation/HOP bus services, what would have to happen for you to consider using public transportation?	Gasoline would have to be expensive	264	31.88%
	Buses run more than once an hour	259	31.28%
	Other	305	36.84%
If you do not use public transportation/HOP bus services, how expensive must gasoline	\$4.00/gal	281	36.16%
	\$5.00/gal	180	23.17%
	\$6.00/gal	114	14.67%

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become for you to consider using public transportation?	\$7.00/gal	61	7.85%
	Higher than \$7.00	141	18.15%

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****Total number for survey is $n = 1298$. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The majority of participants indicate using privately owned vehicles (71%) followed by citing family members (13%) and friends or neighbors (6%) as their sources of transportation.
- The majority of participants indicate that they do not pay others to transport them (80%).
- The participants who indicated paying others besides public transportation to transport them most often pay \$6.00 to \$10.00 per trip (35%).
- More than one-third (36%) of the respondents indicated they would consider using public transportation if gasoline prices reached \$4.00 per gallon.

2017 Regionally Coordinated Transportation Plan

Finding: Respondents noted that the primary areas in need of improvement include routing, locations and stops (12%), service hours/days (9%), and the lack of availability (15%).

Comment Themes (n=784)

Table 51: Open Comment Themes

Open Comment Themes		<i>n</i>	<i>%***</i>	
Access	Cost	16	2.04%	
	Areas of Excellence	Drivers	70	8.93%
		Bus Conditions	41	5.23%
	Routing/Locations/Stops	94	11.99%	
	Areas of Improvement	Bus Conditions	30	3.83%
		Drivers	23	2.93%
Safety		6	0.77%	
Availability	Available	224	28.57%	
	Areas of Excellence	Convenience	24	3.06%
		Reliable/Dependable	39	4.97%
	Service Hours/Days	74	9.44%	
	Areas of Improvement	Scheduling	14	1.79%
		Convenience	9	1.15%
		Available	120	15.31%

***Total number of comments for the survey $n = 784$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

- The leading area of excellence for access was the driver's good customer service (9%), while the leading area of improvement for access was routes, locations and stops (12%).
- The leading area of excellence for availability was availability (29%), while the leading area of improvement for availability was availability (15%).

Agencies: Needs Assessment Findings

This section of the report presents the results of the survey distribution plan and provides information on the needs assessment surveys jointly developed between the Central Texas Council of Governments (CTCOG), the Central Texas Regional Transportation Advisory Group (CTRTAG) and Texas A&M University-Central Texas. The purpose of the regional transportation needs assessment survey was to obtain information on ground public transportation needs to include frequency of trips and destinations.

Finding: The following displays the number of agency surveys within the nine-county region serviced by the HOP. Information presented below demonstrates the challenge of data collection across agencies within the service area.

Agency Sample Breakout (n =38)

Table 52: Agency Sample Breakout

Survey Type	Projected Agency Sample	Surveys Collected	% Collected
Agency	90	38	42.22%

Total Agency Sample Needed to Meet CTCOG Projections: 38

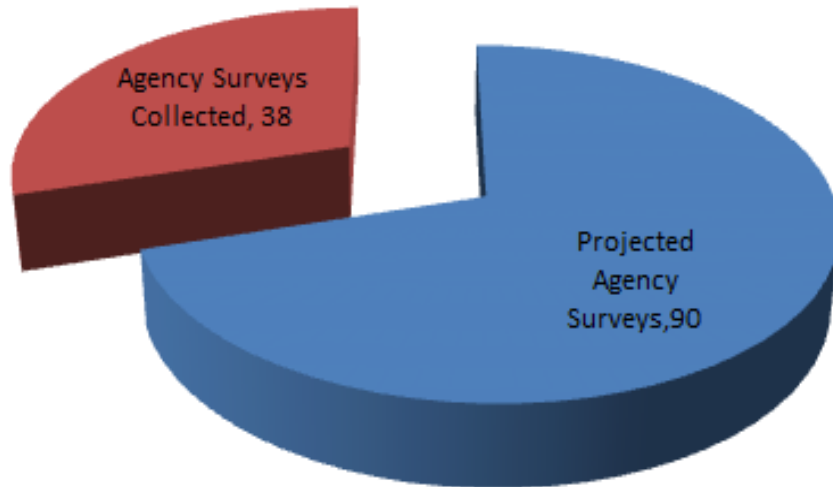


Figure 22: Agency Sample Breakout

2017 Regionally Coordinated Transportation Plan

Demographics of Agency Clientele

Finding: The five leading role agencies indicated that they provide Community Development (11%), Health and Human Services (11%), Economic Development (8%), Government Services (8%), and Senior Services (8%).

Agency Role (n =38)

Table 53: Agency Role

Agency Role	<i>n</i>	% ^{***} / ****
Workforce/employment services	3	5.66%
Veteran services	2	3.77%
Senior services	4	7.55%
Religious	1	1.89%
Recreation/fitness	3	5.66%
Medical services	2	3.77%
Legal services	1	1.89%
Housing	3	5.66%
Health & human services	6	11.32%
Government services	4	7.55%
Food and/or clothing	2	3.77%
K-12 Education	1	1.89%
Higher education	1	1.89%
Economic development	4	7.55%
Disability services	3	5.66%
Counseling	2	3.77%
Community development	6	11.32%
Client transportation	2	3.77%
Other	3	5.66%

***Total number of comments for the survey *n* =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys *n* =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

2017 Regionally Coordinated Transportation Plan

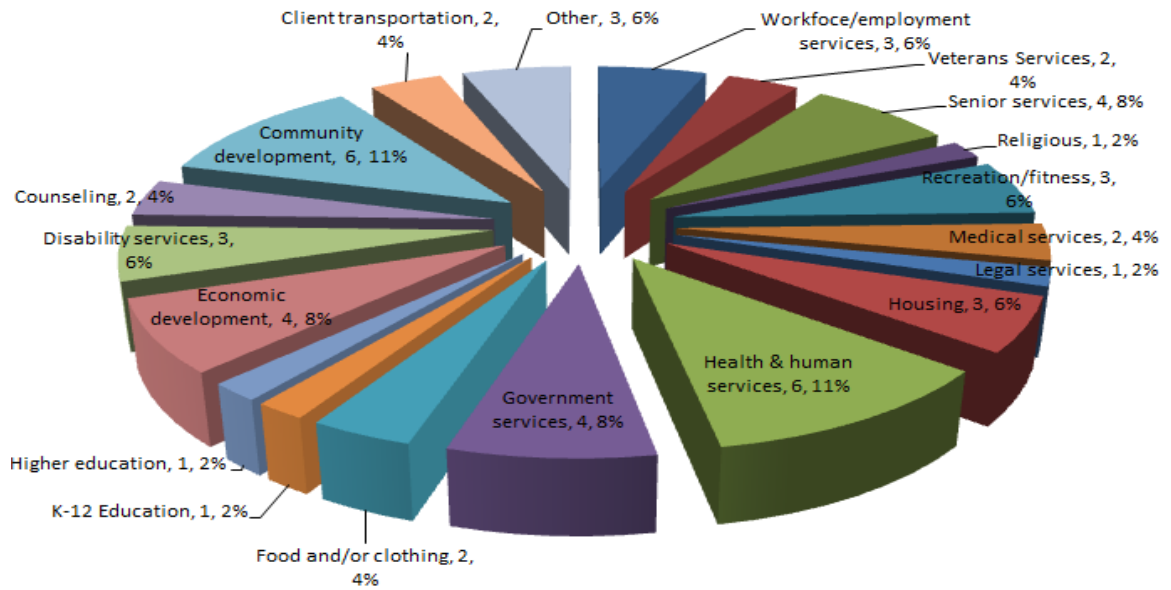


Figure 23: Agency Role

2017 Regionally Coordinated Transportation Plan

Finding: The most served counties reported by agencies are Bell (45%), Coryell (13%) and Fort Hood (10%).

Counties Served by Agencies (n= 38)

Table 54: Counties Served by Agencies

Counties Served by Agencies	<i>n</i>	% ^{***} / ****
Bell	14	45.16%
Coryell	4	12.90%
Lampasas	2	6.45%
San Saba	2	6.45%
Hamilton	2	6.45%
Mills	2	6.45%
Milam	2	6.45%
Llano	0	0.00%
Mason	0	0.00%
Fort Hood	3	9.68%

***Total number of comments for the survey $n = 38$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

2017 Regionally Coordinated Transportation Plan

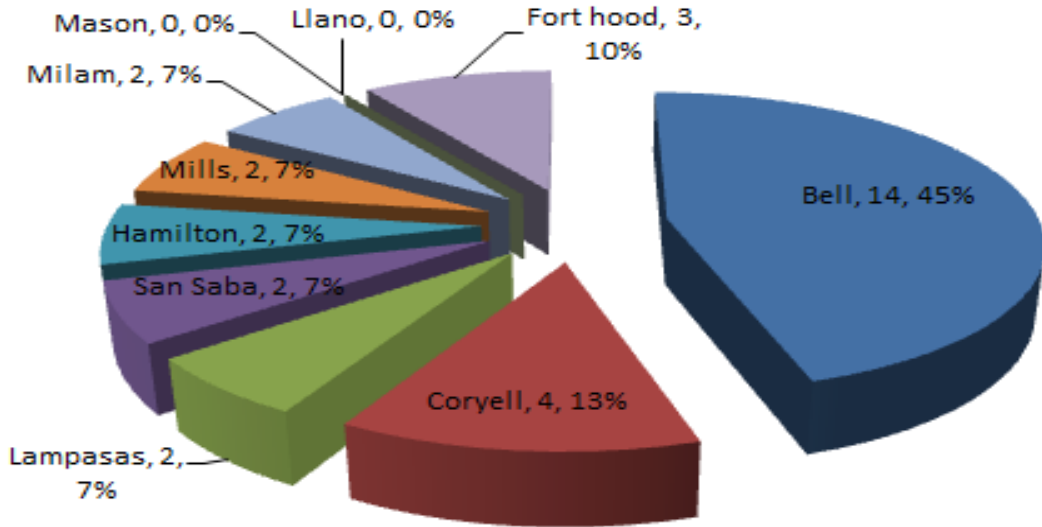


Figure 24: Counties Served by Agencies

2017 Regionally Coordinated Transportation Plan

Finding: The three most served cities reported by agencies are Killeen (29%), Belton (23%), and Temple (19%).

Cities Served by Agencies (n =38)

Table 55: Cities Served by Agencies

Cities Served by Agencies	<i>n</i>	% ^{***} / ****
Killeen	9	29.03%
Copperas Cove	3	9.68%
Temple	6	19.35%
Belton	7	22.58%
Lampasas	1	3.23%
Gatesville	2	6.45%
Fort Hood	2	6.45%
Other	1	3.23%

***Total number of comments for the survey *n* =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys *n* =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

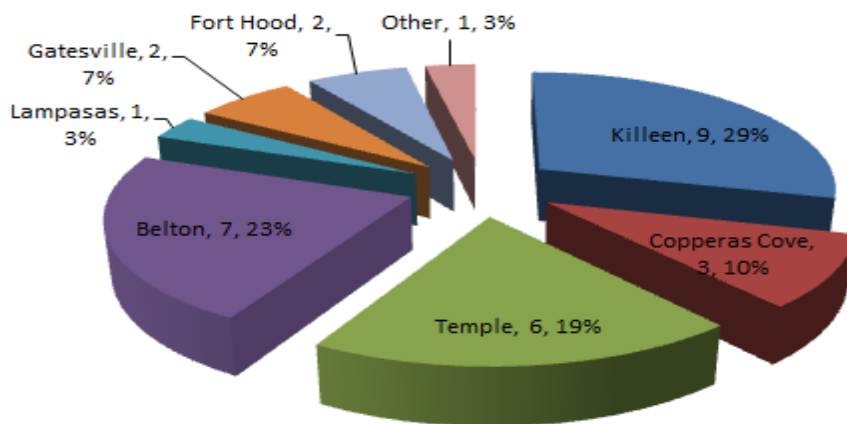


Figure 25: Cities Served by Agencies

2017 Regionally Coordinated Transportation Plan

Finding: Agencies reported relatively comparable percentages for age groups served ranging from (13%) for 16 and under to (20%) for 25 to 34.

Age of Participants Served by Agencies (n =38)

Table 56: Age of Clients Served by Agencies.

Age of Clients Served by Agencies	n	% ^{***} / ****
16 and under	7	12.50%
17 to 24	8	14.29%
25 to 34	11	19.64%
35 to 44	9	16.07%
45 to 54	7	12.50%
55 to 64	7	12.50%
65 and older	7	12.50%

***Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys n =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

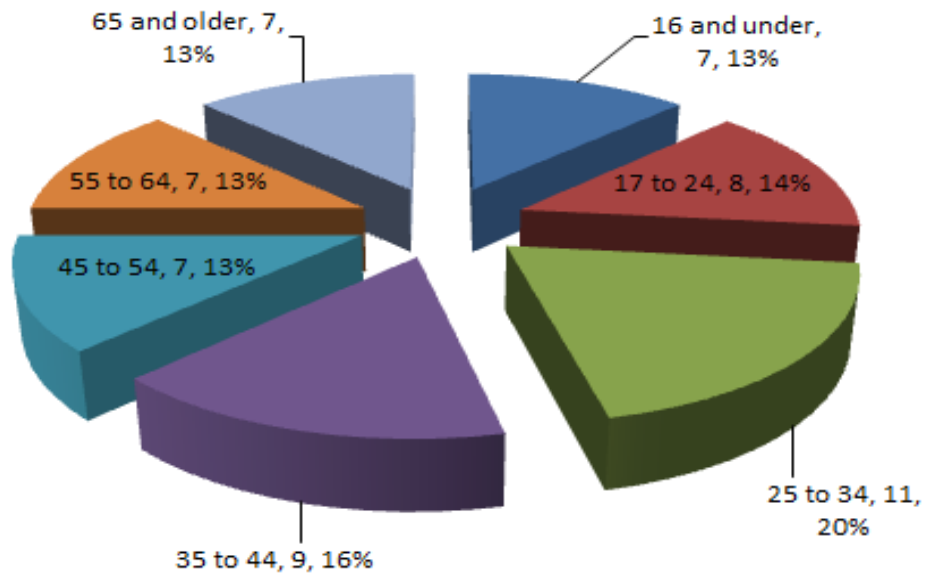


Figure 26: Age of Clients Served by Agencies

Finding: Over four-fifths of all agencies reported serving clients whose first language is not English (85%).

Provides Services to Non-English Speakers (n =38)

Table 57: Provides Services to Non-English Speakers

Provides Services to Non-English Speakers	<i>n</i>	% ^{***}
Yes	11	84.62%
No	2	15.38%

***Total number of surveys *n* =38. Any number errors in the tables are due to rounding and/or missing responses.

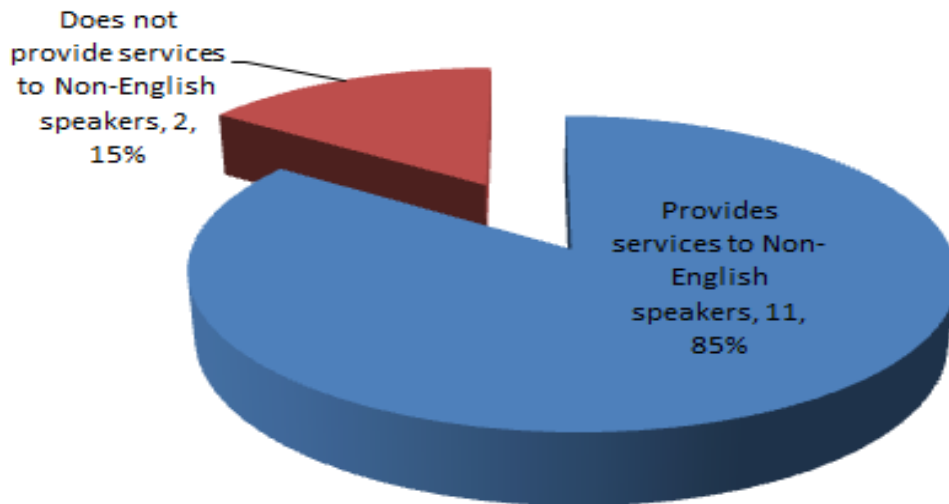


Figure 27: Provides Services to Non-English Speakers

2017 Regionally Coordinated Transportation Plan

Finding: Less than (15%) of the agencies reported not serving clientele or clientele with a family who has a disability which affects their transportation choices.

Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation (n =38)

Table 58: Clients with Family Members with a Disability Affecting Transportation

Clients with Family Members with a Disability Affecting Transportation	n	%***
Yes	12	85.71%
No	2	14.29%

***Total number of surveys n = 38. Any number errors in the tables are due to rounding and/or missing responses.

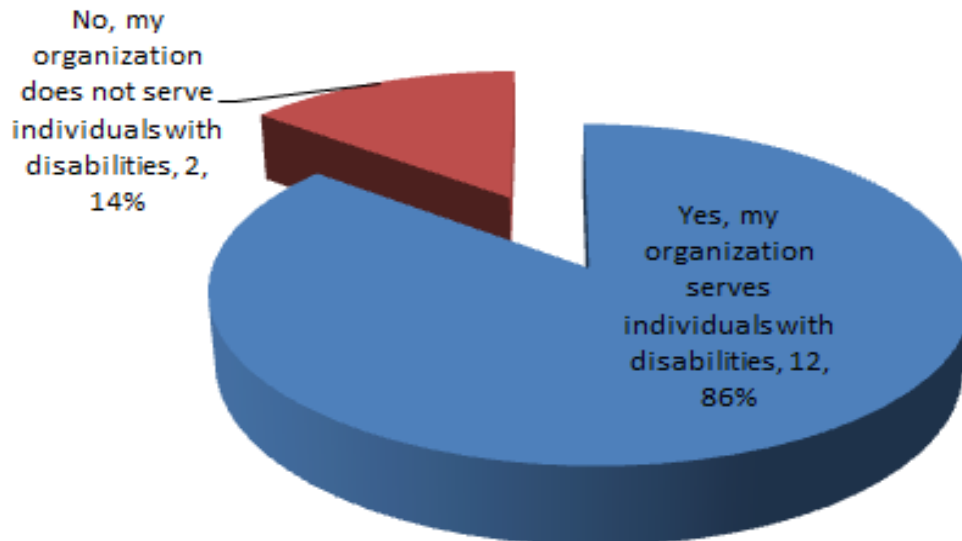


Figure 28: Clients with Family Members with a Disability Affecting Transportation

2017 Regionally Coordinated Transportation Plan

Finding: Over four-fifths of all agencies reported serving clientele who have a need for public transportation based upon their lack of other transportation options.

Need for Public Transportation for Agency's Clientele (n =38)

Table 59: Need for Public Transportation for Agency's Clientele

Need for Public Transportation for Agency's Clientele	<i>n</i>	% ^{***} / ****
No Other Means Of Transportation	7	77.78%
Physical or Mental Disabilities	0	0.00%
Does not apply to our organization/agency	1	11.11%
Other	1	11.11%

***Total number of comments for the survey *n* =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys *n* =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

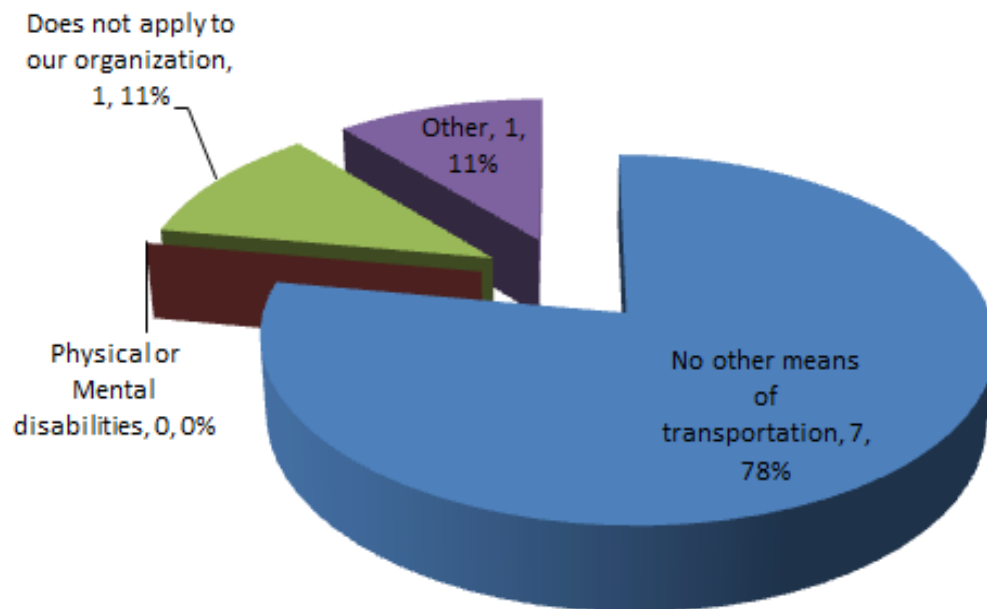


Figure 29: Need for Public Transportation for Agency's Clientele

2017 Regionally Coordinated Transportation Plan

Finding: Over one-third of all clients use the Hop bus for their transportation choice.

Different types of public transportation used by clientele. (n =38)

Table 60: Types of Public Transportation Used by Clients

Types of Public Transportation Used by Clients	n	% ^{***} / ****
HOP	8	38.10%
Taxi cabs	3	14.29%
Lyft/Uber	2	9.52%
Transportation provided by agencies	3	14.29%
Transportation provided by religious organizations	4	19.05%
Other	1	4.76%

***Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys n =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

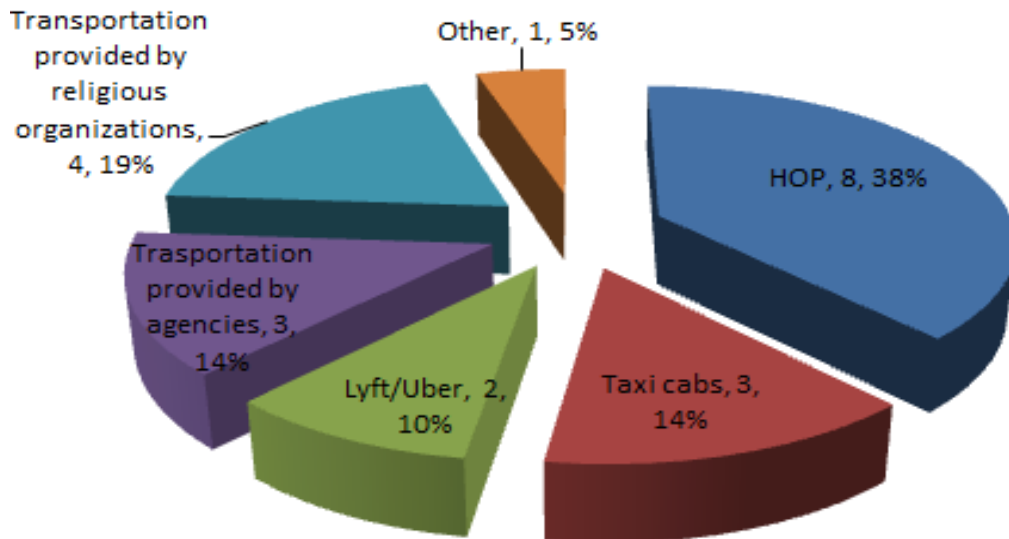


Figure 30: Types of Public Transportation Used by Client

2017 Regionally Coordinated Transportation Plan

Finding: Thirty-three percent of the agencies reported that they do not serve Clients/Customers that are 18 and under.

Clients/Customers that are 18 and under who use your services (n =38)

Table 61: Clients Under Age of 18

Clients Under Age 18	n	%***
10 percent	2	16.67%
15 percent	1	8.33%
31 percent	1	8.33%
50 percent	1	8.33%
63 percent	1	8.33%
81 percent	1	8.33%
100 percent	1	8.33%
Do not provide services to 18 and under	4	33.33%

***Total number of surveys n =38. Any number errors in the tables are due to rounding and/or missing responses.

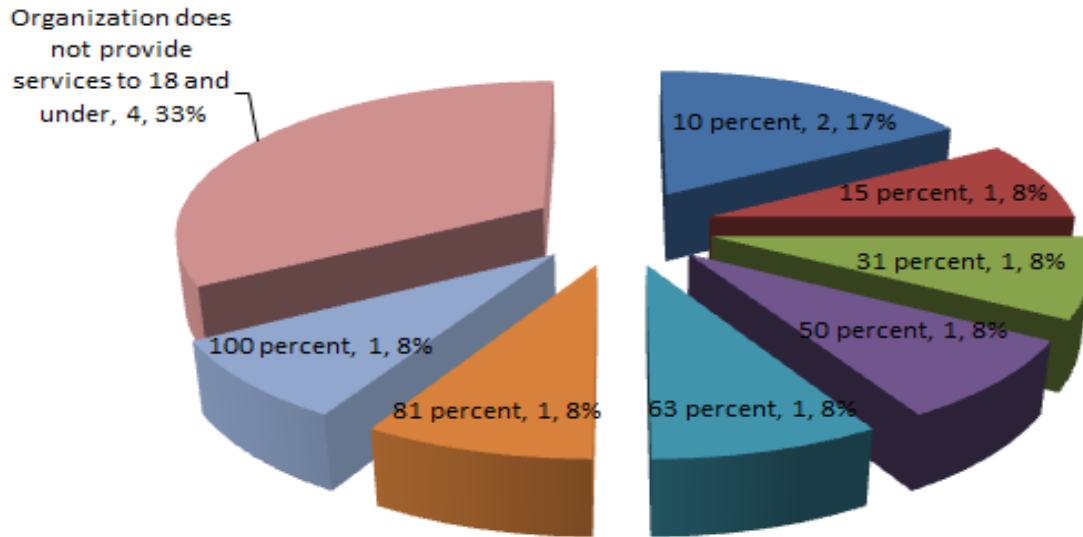


Figure 31: Clients Under Age of 18

2017 Regionally Coordinated Transportation Plan

Finding: Twenty percent of the agencies reported that they do not serve Clients/Customers that are 65 and older.

Clients/Customers that are 65 and older who use your services (n =38)

Table 62: Clients 65 and Older

Clients 65 and Older	<i>n</i>	% ^{***}
9 percent	1	10.00%
10 percent	2	20.00%
19 percent	1	10.00%
50 percent	1	10.00%
65 percent	1	10.00%
100 percent	2	20.00%
Do not provide services to 65 and older	2	20.00%

***Total number of surveys *n* =38. Any number errors in the tables are due to rounding and/or missing responses.

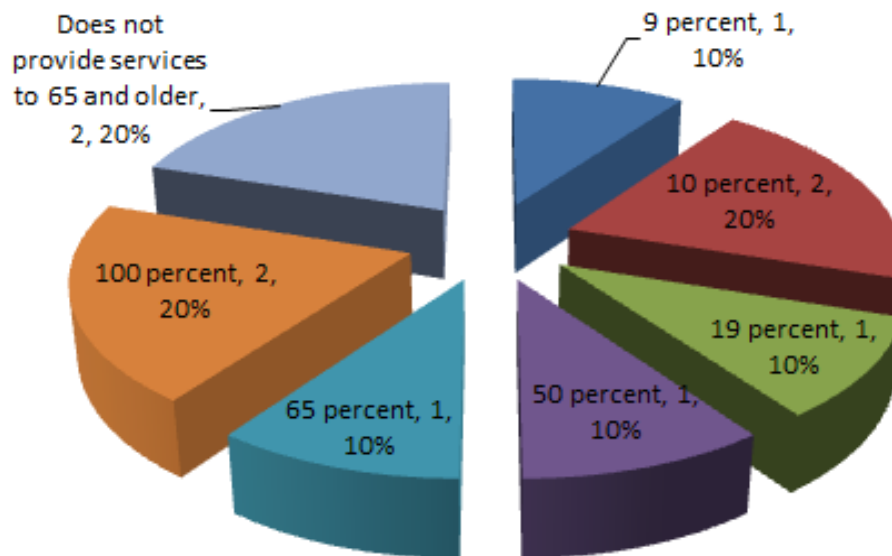


Figure 32: Clients 65 and Older

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Finding: Twenty-five percent of the agencies believe that low-income individuals are not getting their needs met.

Clients/Customers that have unmet needs (n =38)

Table 63: Clients with Unmet Needs

Clients/Customers that have unmet needs	<i>n</i>	%***
Senior citizens	5	17.86%
Persons with disabilities	3	10.71%
General public	5	17.86%
Students	6	21.43%
Low-income individuals	7	25.00%
None	2	7.14%
Other	0	0.00%

***Total number of surveys *n* =38. Any number errors in the tables are due to rounding and/or missing responses.

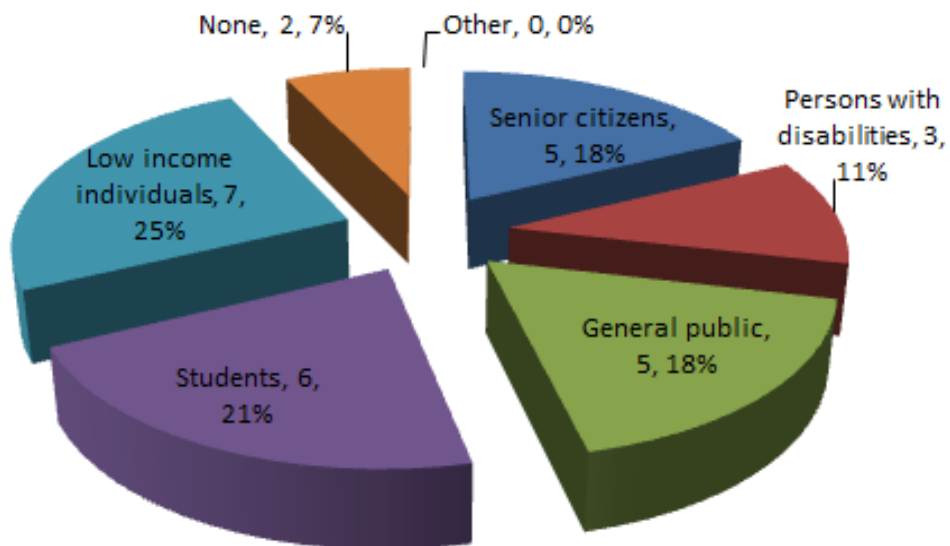


Figure 33: Clients with Unmet Needs

Finding: Sixty percent of the agencies are willing to be a vendor for the HOP's monthly passes.

Organizations that are interested in acting as a vendor for the HOP's monthly passes (n =38)

Table 64: Agencies Interested in HOP Pass Distribution

Agencies Interested in HOP Pass Distribution	<i>n</i>	% ^{***}
Yes	3	60.00%
No	2	40.00%

***Total number for survey is *n*=38. Any number errors in the tables are due to rounding and/or missing responses.



Figure 34: Agencies Interested in HOP Pass Distribution

2017 Regionally Coordinated Transportation Plan

Finding: Agencies reported that they are aware of their clientele’s needs when it comes to public transportation. Agencies reported that they are familiar with public transportation schedules and services in the service area.

Clientele’s Awareness and Importance of Public Transportation (n =38)

Table 65: Agency Awareness and Importance of Public Transportation

Agency Awareness and Importance of Public Transportation	Response	n	%***
Are you aware of public transportation provider/HOP bus services in your community?	Yes	12	100.00%
	No	0	0.00%
Are you aware of what days and times public transportation provider/HOP bus services operate?	I know both the days and times	5	41.67%
	I know only the days	2	16.67%
	I know only the times	0	0.00%
	I do not know	5	41.67%
Are you aware of where public transportation/HOP bus services can take your clients both in and outside your community?	I know where the bus travels both in and outside my community	3	25.00%
	I only know where the bus travels in my community	1	8.33%
	I only know where the bus travels outside my community	0	0.00%
	I do not know	8	66.67%
How important are public transportation/HOP bus services to your COMMUNITY?	Extremely Important	9	81.82%
	Very Important	0	0.00%
	Moderately Important	2	18.18%
	Slightly Important	0	0.00%
	Not at all Important	0	0.00%
How important are public transportation/HOP bus services to your REGION?	Extremely Important	10	90.91%
	Very Important	0	0.00%
	Moderately Important	1	9.09%
	Slightly Important	0	0.00%
	Not at all Important	0	0.00%

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How aware are people of public transportation/HOP bus services in your region?	Aware	7	58.33%
	Not Aware	5	41.67%
How aware are professionals of public transportation/HOP bus services and what they offer?	Aware	6	50.00%
	Not Aware	6	50.00%

***Total number of surveys $n = 38$. Any number errors in the tables are due to rounding and/or missing responses.

- All of the agency personnel report being aware of public transportation (100%).
- About two-fifths of the agency personnel are aware of public transportation service hours and days (42%).
- About (27%) of all agency personnel report that public transportation is important to their community and region.
- Agencies perceived over one-half (58%) of individuals as being aware of public transportation, while one-half (50%) of the professionals are perceived to be aware of public transportation.

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Finding: Agencies reported that they are aware of inconveniences with regard to the use of public transportation by their clients and noted that the primary areas for the inconvenience to the client were due to the availability of service on a particular day or time of day.

Clientele's Perceptions of Inconveniences of Public Transportation (n =38)

Table 66: Perceptions of Inconveniences of Public Transportation

Perceptions of Inconveniences of Public Transportation	Response	n	% ^{***} / ****
Public transportation convenient and easy to use	Yes	9	75.00%
	No	3	25.00%
Bus does not run late enough	Yes	1	9.09%
Bus stops are too far from home/destination	Yes	3	27.27%
Bus does not run on weekends	Yes	1	9.09%
Bus does not run early enough	Yes	1	9.09%
Bus does not run on holidays	Yes	1	9.09%
Bus schedules/information/maps are too hard to obtain or understand	Yes	1	9.09%
Trips take too long	Yes	1	9.09%
Long wait for bus	Yes	2	18.18%
Advance reservation required	Yes	0	0.00%
Bus stops were not safe	Yes	0	0.00%
Bus was too expensive	Yes	0	0.00%
Buses were not on time	Yes	0	0.00%
Bus was not clean/comfortable	Yes	0	0.00%
Reckless driving	Yes	0	0.00%
Rude driver	Yes	0	0.00%
Other	Yes	0	0.00%

^{***}Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

^{****}Total number of surveys n =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- About three-fourth (75%) of agencies perceived public transportation to be convenient and easy to use for their clientele.

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- The eight most reported perceived inconveniences of public transportation for clientele are the following: Bus stops are too far from home/destination (27%), long wait for bus (18%), bus does not run late enough (9%), bus does not run on weekends (9%), bus does not run early enough (9%), bus does not run on holidays (9%), bus schedules/information/maps are too hard to obtain or understand (9%), and trips take too long (9%).

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Finding: Agencies reported that they are aware that there are destinations that clientele cannot reach with public transportation. The top four destinations are medical visits (33%), stores on the weekend (11%), schools (22%), and daycare (11%).

Important destinations out of reach because of public transportation. (n =38)

Table 67: Perceived Unaccusable Locations

Perceived Inaccessible Locations	Response	n	% ^{***} / ****
Are there any destinations out of reach because of public transportation?	Yes	30	100.00%
	No	0	0.00%
Appointments	Yes	1	11.11%
Daycare	Yes	1	11.11%
Don't know	Yes	1	11.11%
Hospital	Yes	1	11.11%
Not aware	Yes	1	11.11%
On weekends at hospitals	Yes	1	11.11%
Wal-Mart stores	Yes	1	11.11%
Schools	Yes	1	11.11%
TAMUCT	Yes	1	11.11%

***Total number of comments for the survey $n = 38$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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Finding: Agencies reported that the three primary areas for the inconvenience to the client were due to service hours, service days and service locations.

Clientele's Perceptions of Inconveniences of Public Transportation (n =38)

Table 68: Inconveniences of Public Transportation

Inconveniences of Public Transportation	Response	n	% ^{***} / ****
Public transportation is not available at times needed in the evenings	Yes	5	20.83%
Public transportation does not go to the places needed	Yes	5	20.83%
Public transportation is not available at times needed on the weekends	Yes	3	12.50%
Cost of the ride to the passenger	Yes	1	4.17%
Clients/customers/employees need more specialized public transportation than currently available	Yes	2	8.33%
Public transportation requires advance reservation	Yes	3	12.50%
No transportation options on Fort Hood	Yes	4	16.67%
Other	Yes	1	4.17%

***Total number of comments for the survey $n=38$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n=38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The three most reported perceived problems of public transportation for clientele are as follows: public transportation is not available at times needed in evenings (21%), public transportation does not go to places needed (21%), and no transportation options on Fort Hood (17%).

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Finding: Agencies reported their clients are very unsure about the capabilities of getting on Fort Hood.

Transportation needs assessment for Fort Hood (n =38)

Table 69: Transportation Needs Assessment for Fort Hood

Transportation Needs Assessment for Fort Hood	Response	n	% ^{***} / ****
Do you believe there is a need for transportation/HOP bus services on Fort Hood?	Yes	3	37.50%
	Unsure	5	62.50%
	No	0	0.00%
Would your clients use transportation on Fort Hood if it were available?	Yes	3	37.50%
	Unsure	5	62.50%
	No	0	0.00%
Are any of your client's members of the Fort Hood Exceptional Family Member Program (EFMT)?	Yes	0	0.00%
	Unsure	7	87.50%
	No	1	12.50%

***Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys n =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The agencies have found out that the clients are unsure about their need to get on Fort Hood (63%), and unsure about using public transportation to get on Fort Hood (63%).

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Finding: Agencies are aware of their clientele's need for public transportation and work with their clients to ensure they have adequate access to buses in the service area.

Clientele's Usage of Public Transportation (n=38)

Table 70: Agency Usage of Public Transportation

Clientele's Usage of Public Transportation	Response	<i>n</i>	%***
Does your agency purchase or subsidize fares/passes from local transportation providers?	Yes	1	100.00%
	No	0	0.00%
Does your agency directly operate transportation vehicles to provide transportation for your clients/customers?	Yes	3	100.00%
	No	0	0.00%
Does your agency have a contract with a transportation provider to transport for your clients/customers?	Yes	2	100.00%
	No	0	0.00%
Does your staff provide transportation for your clients/customers?	Yes	3	100.00%
	No	0	0.00%
Do your volunteers provide transportation for your clients/customers?	Yes	0	0.00%
	No	0	0.00%
We do not provide transportation for our clients/customers?	Yes	5	100.00%
	No	0	0.00%
Does your agency use an alternative way of transporting your clients/customers?	Yes	1	100.00%
	No	0	0.00%
Have your clients/customers ever used public transportation/HOP bus services in your community?	Yes	9	81.82%
	No	2	18.18%
Have your clients/customers ever used public transportation/HOP bus services to travel to another city?	Yes	3	25.00%
	No	9	75.00%

***Total number surveys *n*=38. Any number errors in the tables are due to rounding and/or missing responses.

- All of the agencies reported providing bus tokens or passes to clientele and work directly with the public transportation provider to schedule rides for clientele.

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- About four-fifths (82%) of the agencies reported usage of public transportation by members of their clientele and 25% reported that some of their clients have traveled to another city using public transportation.

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Finding: Agencies' perception of client need for services is consistent with the perceived needs of their clients with respect to the times and day's public transportation is needed.

Agencies Perception of Clientele's Public Transportation Needs (n=38)

Table 71: Desired Service Availability

Desired Service Availability	Response	n	% ^{***} / ****
When do your clients need public transportation?	Weekdays, 4:00 a.m. to 7:00 a.m.	2	4.88%
	Weekdays, 7:00 a.m. to 6:00 p.m.	10	24.39%
	Weekdays, 6:00 p.m. to 10:00 p.m.	5	12.20%
	Saturday, 4:00 a.m. to 7:00 a.m.	3	7.32%
	Saturday, 7:00 a.m. to 6:00 p.m.	5	12.20%
	Saturday, 6:00 p.m. to 10:00 p.m.	3	7.32%
	Friday/Saturday after 10:00 p.m.	2	4.88%
	Sunday 7:00 a.m. to 6:00 p.m.	4	9.76%
	Sunday 6:00 p.m. to 10:00 p.m.	3	7.32%
	Holidays	4	9.76%
Other	0	0.00%	
What kind of services do your clients/customers need the most?	Fixed Route Scheduled	4	40.00%
	Special Transit	2	20.00%
	Fixed Route Deviated	3	30.00%
	Curb-To-Curb	1	10.00%
	Other	0	0.00%
	Mobility Aids	3	21.43%

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	Mobility Device	3	21.43%
If your clients/customers need an Attendant what form of assistance do the majority of your clients/customers need?	Visual Impairments	3	21.43%
	Confused Or Easily Lost	3	21.43%
	Do not use	2	14.29%

***Total number of comments for the survey $n = 38$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The largest portion of agency respondents indicated a need for services running all weekend (49%) and until 11:00 p.m. (20%).
- Agencies indicated fixed route service (40%) and fixed route deviated (30%) as the two most needed forms of services, reflecting what is currently offered.
- The largest portion of agencies perceived need for attendants to assist with individuals using mobility aids (21%), followed by using mobility devices (21%), having visual impairments (21%) and becoming confused or easily lost (21%).

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Finding: Agencies noted that there were three primary transportation needs: access to medical, access to their jobs, and education.

Agencies Perception of Clientele’s Public Transportation Needs (n=38)

Table 72: Agencies Perception of Clientele's Public Transportation Needs.

Agencies Perception of Client’s Public Transportation Needs	Response	n	% ^{***} / ****
What are the most important public transportation/HOP bus services needs in the region?	Medical Access	9	13.24%
	Job Access	7	10.29%
	Low-income Mobility	5	7.35%
	Access To Retail	4	5.88%
	Education	5	7.35%
	Faith-based Access	7	10.29%
	Disabled Mobility	3	4.41%
	Elderly Mobility	4	5.88%
	Expanded services outside of town	3	4.41%
	Transportation on Fort Hood	3	4.41%
	Social service appointments	6	8.82%
	Senior nutrition	5	7.35%
	Social/entertainment	3	4.41%
	Family/friend visits	3	4.41%
	Other	1	1.47%
Which are the most important public transportation/HOP bus services needs in the region?	Medical Access	8	27.59%
	Job Access	6	20.69%
	Access To Retail	2	6.90%
	Education	5	17.24%
	Faith-based Access	2	6.90%
	Visiting/social outings	1	3.45%
	Take kids to daycare	2	6.90%
	Recreational facilities	1	3.45%
	Other	2	6.90%

***Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

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****Total number of surveys $n = 38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The three most reported destinations for their clients were medical access (28%), job access (21%), and education (17%).

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Finding: Agencies reported that their clients utilize public transportation more than once a week and when they do use public transportation they sometimes travel by themselves and sometimes with their children, companion, and attendant.

Clientele Who Use Public Transportation (n=38)

Table 73: Clients Who Use Public Transportation

Clients Who Use Public Transportation	Response	n	% ^{***} / ****
How often has the typical client/customer used public transportation provider/HOP bus services within the last year?	Less Than Once A Month	1	9.09%
	Once Monthly	2	18.18%
	Once Weekly	3	27.27%
	More Than Once A Week	5	45.45%
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your clients/customers trips?	Usually Travel With Children	6	16.22%
	Rarely Travel With Children	3	8.11%
	Never Travel With Children	1	2.70%
	Usually Travel With Companions	5	13.51%
	Rarely Travel With Companions	4	10.81%
	Never Travel With Companions	0	0.00%
	Usually Travel Alone	9	24.32%
	Rarely Travel Alone	0	0.00%
	Never Travel Alone	0	0.00%
Usually Travel with an Attendant	Usually Travel with an Attendant	2	5.41%
	Rarely Travel with an Attendant	5	13.51%
	Never Travel with an Attendant	2	5.41%

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Do your clients/customers pay others to transport them?	The agency pays for the Clients/Customers transportation	1	11.11%
	The Clients/Customers pay for their own transportation	2	22.22%
	The Clients/Customers have someone else to pay for their transportation	1	11.11%
	Clients/Customers transport themselves	5	55.56%

***Total number of comments for the survey $n = 38$. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys $n = 38$. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- Agencies perceived that about one-half of their clientele who use public transportation use it more than once a week (46%).
- Agencies noted that the four most perceived means of using public transportation for their clientele were usually traveled alone (24%), usually travel with children (16%), usually travel with companions (14%), and sometimes travel with an attendant (14%).
- Twenty-two percent of the agencies perceive that some of their clientele are paying others aside from public transportation to transport them.

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Finding: Agencies noted that their clients most often pay less than \$5.00 or \$6.00 to \$10.00 per trip for others to transport them.

Clientele Who Use Public Transportation (cont.) (n=38)

Table 74: Clients Who Use Public Transportation (cont.)

Clientele Who Use Public Transportation (cont.)	Response	n	% ^{***} / ****
If you or your clients/customers pay someone to transport them, how much is normally paid per trip?	Less Than \$5.00	1	50.00%
	\$6.00 to \$10.00	1	50.00%
	\$11.00 to \$15.00	0	0.00%
	\$16.00 to \$20.00	0	0.00%
	More than \$20.00	0	0.00%
For what purpose(s) do your clients/customers use public transportation/HOP bus services?	Medical Care Facilities	10	29.41%
	Place Of Employment	6	17.65%
	School/Education	5	14.71%
	Shopping	4	11.76%
	Religious Gathering	4	11.76%
	Visiting/Social Outings	1	2.94%
	Recreational Facilities	1	2.94%
	Take kids to daycare	2	5.88%
What cities do your clients/customers travel to when using public transportation/HOP bus services?	Other	1	2.94%
	Killeen	8	23.53%
	Harker Heights	5	14.71%
	Copperas Cove	5	14.71%
	Temple	8	23.53%
	Belton	5	14.71%
	Nolanville	2	5.88%
	Gatesville	1	2.94%
Other	0	0.00%	

***Total number of comments for the survey n =38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number of surveys n =38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

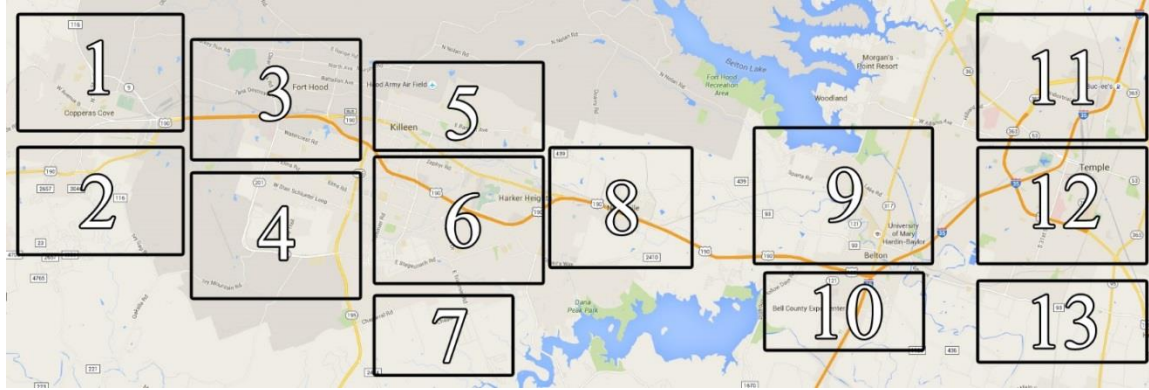
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- All of the agencies believe their clientele pay either less than \$5.00 (50%) or \$6.00 to \$10.00 per trip (50%).
- Agencies reported that the three most perceived purposes for using public transportation were medical access (29%), place of employment (18%), and school or education (15%).
- Agencies perceived that clientele uses public transportation to travel to other cities, with the five most reported destinations being Killeen (24%), Temple (24%), Harker Heights (15%), Copperas Cove (15%), and Belton (15%).

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Finding: The client's top six choices of potential routes are: Route 3, Route 4, Route 5, Route 6, Route 11, and Route 12.

Image 3: Proposed Locations of New Routes



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Potential bus routes (n=38)

Table 75: Proposed Locations of New Routes

Potential bus routes	Response	n	% ^{***} / ****
Route 1	Yes	2	5.88%
Route 2	Yes	2	5.88%
Route 3	Yes	4	11.76%
Route 4	Yes	3	8.82%
Route 5	Yes	4	11.76%
Route 6	Yes	3	8.82%
Route 7	Yes	2	5.88%
Route 8	Yes	2	5.88%
Route 9	Yes	2	5.88%
Route 10	Yes	2	5.88%
Route 11	Yes	3	8.82%
Route 12	Yes	3	8.82%
Route 13	Yes	2	5.88%

***Total number of comments for the survey n=38. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

****Total number for surveys n=38. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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Finding: Respondents noted that the primary areas in need of improvement include routing, locations and stops (13%), and service hours/days (20%).

Comment Themes (n=15)

Table 76: Open Comment Themes

Open Comment Themes		<i>n</i>	% ^{***}
Access	Drivers	2	13.33%
	Bus Conditions	3	20.00%
	Routing/Locations/Stops	1	6.67%
	Areas of Improvement	2	13.33%
Availability	Available	1	6.67%
	Reliable/Dependable	1	6.67%
	Service Hours/Days	3	20.00%
	Convenience	1	6.67%
	Available	1	6.67%

^{***}Total number of comments for the survey *n* = 15. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

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Finding: The participants believe that we did not give them an area where they could leave complaints about services rendered (50%).

Things that participants believed were not addressed in the survey. (n=38)

Table 77: Things that were not addressed in the survey

Things that were not addressed in the survey.	<i>n</i>	% ^{***} / ****
Refund for no service	1	50.00%
Bad customer service	1	50.00%

***Total number of comments for the survey *n* =38. Any number errors in the tables are due to rounding and/or missing responses.

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