



## CENTRAL TEXAS REGIONAL TRANSPORTATION ADVISORY GROUP (CTRTAG)

Thursday, November 16, 2024  
9:30 a.m.

Central Texas Council of Governments (CTCOG)  
2180 North Main Street Belton, TX

### Voting Members

George Losoya, Area Agency on Aging  
Walter Murphy, TAMU-CT  
Elysa Franklin, Faith Community Health\*  
Melissa Ingriola, HOCTIL

Janell Frazier, Central TX 4C Headstart  
Terry Mustapher, Bring Everyone in the Zone  
Jesse Hennage, CTCOG Emergency Planning

### Non-Voting Members

Uryan Nelson, KTMPO  
Alisha Alvarez, TxDOT

James McGill, KTMPO

### Additional Attendees

Dominic Elizondo, CTCOG  
Anita Janke, CTCOG  
Susie Marek, HOCTIL  
Thomas Wilson, Area Agency on Aging

Tane'ya Floyd, CTCOG  
Callie Tullos, CTCOG  
Raymond Suarez, HCTD  
Cliff Montemayor, Ride N Safe

*\*Denotes online attendee*

- 1. Welcome and Introductions:** Terry Mustapher called the meeting to order at 9:30 AM.
- 2. Public Comments:** There were no public comments.
- 3. Staff Update:** Dominic Elizondo announced that CTCOG was awarded FY 2024 Regional Public Transportation Coordination Planning funds from TxDOT for \$40,000. Mr. Elizondo provided an update on the TxDOT PTN Director's report to the State Public Transportation Advisory Committee (PTAC), which included information on the Rural Area Service Expansion and increases in funding amounts for rural, small urban, and urban transit districts as well as increased flexibility in awarding state funds across the biennium. Lastly, Mr. Elizondo discussed available grant programs, including the TxDOT Public Transportation Division coordinated call for projects for FY 2024, FHWA Saving Lives with Connectivity

Grant, USDOT Bridge Investment Program, HUD Thriving Communities Program, and the FY 2024 Unified Transportation Plan (UTP) record funding of \$142 billion.

4. **Action Item:** Approve minutes from the August 10, 2023 CTRTAG meeting.

**George Losoya made a motion to approve the meeting minutes, seconded by Walter Murphy; the motion passed unanimously.**

5. **Discussion and Action Item:** Regarding approval of new advisory group member.

Uryan Nelson, Director of the Killeen-Temple Metropolitan Planning Organization (KTMPO), submitted a request to join the advisory group to replace Connie Quinto as an MPO stakeholder group representative.

**Janell Frazier made a motion to approve the new advisory group member, seconded by George Losoya; the motion passed unanimously.**

6. **Discussion and Action Item:** Regarding election of new CTRTAG Chair and Vice Chair.

Dominic Elizondo provided an overview of the CTRTAG bylaws requirements for officer terms and elections, noting that Chair Terry Mustapher had already served two one-year terms and that the Vice Chair position was open. CTRTAG members were encouraged to volunteer for each of these positions and the advisory group would vote to elect them. Melissa Ingridola volunteered to be CTRTAG Chair and George Losoya volunteered to be Vice Chair.

**Janell Frazier made a motion to approve the new CTRTAG Chair and Vice Chair, seconded by Terry Mustapher; the motion passed unanimously.**

7. **Discussion Item:** Regarding presentation on the Ride N Safe program.

Cliff Montemayor, CEO of Ride N Safe, provided an overview of the Ride N Safe company. Ride N Safe provides non-emergency medical transportation to 22 counties in Texas, including Bell, Coryell, and Hamilton counties. Service is provided 365 days a year to and from homes, including bed to bed, to hospitals, day surgery centers, hospice, physician's offices, long term care, and more. Payments are made through Medicare reimbursements, private pay, and contracts with hospitals, including Seton Medical Center in Harker Heights.

Susie Marek asked if the mileage reimbursement rate was the state rate, and Mr. Montemayor said it is less and that they charge \$3 a mile for rides.

8. **Discussion and Action Item:** Regarding FY22-26 RCTP Updates.

Dominic Elizondo provided an update on staff coordination of the implementation of the 2022-26 RCTP. Mr. Elizondo noted that staff had created and sent out a Central Texas Public Transportation Stakeholders Survey as a follow up to the summit to determine new public transportation needs, projects, and partnerships. Mr. Elizondo also discussed staff's application for a TVC General Assistance grant to fund a transportation program for veterans.

Raymond Suarez provided an update on HOP activities that would expand service to special populations through 2022-26 RCTP strategies, including signing a ten-year contract for an on-base pilot microtransit zone on Fort Cavazos, implementation of microtransit zones in five cities in February, and plans for a regional commuter bus service from Copperas Cove to Temple. Virtual mobility hubs are planned as a form of public-private partnership to connect different forms of mobility to the regional commuter service and microtransit starting in May.

George Losoya asked how fee structures for the Fort Cavazos pilot microtransit zone will be affected when personnel leave the base, and Mr. Suarez said that personnel will pay the fee for regular HOP service all other users outside the base pay, and that the HOP would look at possibly changing its rates as it has not updated them in 30 years. Mr. Suarez added that third parties such as Uber and Lyft would also be potentially contracted to fill in service across the region outside of microtransit operational hours. Uryan Nelson asked if all fixed route service would stop once microtransit zones were implemented and Mr. Suarez said that the Hill Country Transit District board was still discussing if there would be overlap of service or a hard cutoff. The CTRTAG discussed public outreach to inform the public, particularly the elderly and disabled on how to use the app for accessing rides, with the suggestion of a training being held by the HOP and CTCOG in March. There was also discussion on vehicle procurement and ADA accessibility, with Mr. Suarez noting that the HOP is working on obtaining contracts for Ford Transit vehicles with some being ADA accessible and the app.

**9. Discussion Item:** Regarding Quarterly Report, Urban and Rural Committees, and Service Study Update from the Hill Country Transit District

Darrell Burtner provided the quarterly report for Q3 of 2023, including fixed route ridership for Killeen and Temple, which was 9, lower than the target of 10 passengers per service hour. Paratransit ridership met the goal of 2 passengers per service hour in both Killeen and Temple. The percentage of trips missed was significantly lower than 2%, thus meeting HCTD's goals of keeping them under 2%. Customer complaints and traffic accidents also met their target rates. However, they missed their goal of having less than 10 road calls per 100,000 miles due to HCTD's aging fleet, air conditioning issues, and supply chain issues. Customer complaints, safety performance, road calls, travel training, and advertising all met their metric goals.

**10. Discussion Item:** Regarding discussion of transportation needs and gaps for special populations.

Dominic Elizondo asked that members email him new updates from the region as far as transportation needs, gaps, or inefficiencies. There was discussion by the advisory group on holding a training in March for non-profits on how to assist seniors and veterans with using the microtransit app on their phones. George Losoya asked if Raymond Suarez could comment on the loss of two non-emergency medical transportation vendors that the Area Agency on Aging used, Integrity Care and Driving Hope of Texas. Mr. Suarez noted it was an opportunity to implement collaborative programs through non-profits or employers by finding a way to convert financial contributions into service. Janell Frazier mentioned that she had heard an idea where chambers of commerce require contributions for transit service for membership, leading to further discussion on forming networks of non-profits and employers for transportation management associations.

11. **Other Business:** Next meeting date Thursday, February 15<sup>th</sup>, 2023 at 9:30 AM

12. **Adjourn:** The meeting adjourned at 10:53 AM



Melissa Ingriola, CRTAG Chair



Bryan Nelson, CTCOG Planning Director