

# **Central Texas Regional Transportation Advisory Group Meeting**

**Monday  
November 14, 2016**

**1:30 p.m.**



**CTCOG Building  
2180 N. Main Street  
Belton, TX 76513**



# Agenda



**Central Texas Regional Transportation  
Advisory Group (CTRTAG) Meeting  
Monday, November 14, 2016  
1:30 P.M.**

**AGENDA**

1. Welcome and Introductions.
2. Public comments.
3. Staff Update.
4. Approve minutes from the August 10, 2016 CTRTAG meeting.
5. Discuss and take appropriate action to appoint additional CTRTAG voting members.
6. Discuss and take appropriate action on items related to updating the Regionally Coordinated Transportation Plan (RCTP) as follows:
  - a. Discuss and approve Deliverable 2b--Report on comprehensive needs assessment for the region;
  - b. Discuss vision, mission, goals, objectives, and performance measures.
7. Discuss RCTP FY2016 4<sup>th</sup> Quarter Report.
8. Other Business.
9. Discuss date, time and agenda items for next meeting.
10. Adjourn.

Dated this 8th Day of November 2016.

*The Central Texas Council of Governments is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable accommodations and equal opportunity for effective communications will be provided upon request. Please contact the CTCOG office at 254-770-2200 at least 24 hours in advance if accommodation is needed. Comments from the public will be received during the "Public Comments" portion of the meeting. Please limit comments to 3 minutes. No discussion or final action will be taken by the Advisory Group.*

# **Item #4**

## **Minutes**

**CENTRAL TEXAS COUNCIL OF GOVERNMENTS  
(CTCOG)  
CENTRAL TEXAS REGIONAL TRANSPORTATION ADVISORY GROUP MEETING  
MINUTES**

Wednesday, August 10, 2016

1:30 p.m.

CTCOG Building--2180 North Main Street--Belton, TX

**Voting Members Present**

Chair, Carole Warlick, Hill Country Transit District—TRANSIT DISTRICT Rep.  
Thomas Wilson, Area Agency on Aging—HEALTH & HUMAN SERVICE Rep.  
Dee Dee DeGraaff, Transit User—TRANSIT USER Rep.  
Robert Ator, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.  
Jason Deckman, CTCOG/KTMPO—METROPOLITAN PLANNING ORGANIZATION Rep  
Vice Chair, Vickie Gideon, Workforce Solutions—WORKFORCE AGENCIES Rep.  
Janell Frazier, Central TX 4C Head Start—CHILD ADVOCACY GROUP  
Grace Deorsam, Area Agency on Aging—AGING & DISABILITY ORGANIZATIONS Rep.  
Terry Mustapher, Bring Everyone in Zone—MILITARY AND VETERANS ORGANIZATION Rep.  
Tim Hancock, Arrow Trailways—PRIVATE TRANSPORTATION PROVIDER Rep.  
Rita Kelley—Bell County Health Services—COUNTIES Rep.

**Non-Voting Members Present**

Greg Davis—Texas Dept. of Transportation (TxDOT)  
Cheryl Maxwell-CTCOG  
Christina Demirs—CTCOG  
Jim Martin—CTCOG  
John Weber—CTCOG

**Others Present**

Willard Williamson—Citizen  
Dolores Klein—UCARE-Texas A&M University Central Texas (TAMU-CT)  
Kathryn Clemmer—UCARE-TAMU-CT  
Kait Osborne—UCARE-TAMU-CT  
Sandra Blackwell—UCARE-TAMU-CT  
Elizabeth Brown—UCARE-TAMU-CT  
Brady Miller—UCARE-TAMU-CT  
Capri Sims—UCARE-TAMU-CT  
Steve Vitucci—UCARE-TAMU-CT

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Chair Carole Warlick opened the meeting at 1:30 p.m.

**1. Welcome and Introductions.**

Chair Carole Warlick welcomed everyone to the meeting and introductions were made.

**2. Public Comments.**

Willard Williamson stated that when he has called the HOP to schedule a ride, some of the schedulers stated that he does not need his ID card when scheduling a ride. Robert Ator will follow up with his staff for clarification on this issue.

### **3. Staff Update.**

Christina Demirs gave an update on the Congestion Management Process (CMP). Currently, the high traffic corridors are being identified and that the CMP should be completed in October.

John Weber provided an update on air quality and the Bicycle and Pedestrian Advisory Committee (BPAC). Mr. Weber provided each member with the ozone readings up to July and the current Design Value at each station. For the Temple station, the current Design Value is 67 parts per billion (ppb) and for Killeen, the Design Value is 66 ppb. Mr. Weber stated that the next BPAC meeting will be September 13<sup>th</sup>, 2016 at 9:00 a.m.

Jason Deckman stated that the Bike/Pedestrian, Freight and Safety, and Project Web Maps are currently posted on the KTMPO website.

Jim Martin provided an update on the Freight Advisory Committee. KTMPO is looking for members from private industries to join this committee. The meeting date has not been set yet.

### **4. Approve minutes from the April 27, 2016 CTRTAG meeting.**

**Thomas Wilson made a motion to approve April 27, 2016 CTRTAG meeting minutes, seconded by Vice Chair Vickie Gideon; the motion passed unanimously.**

### **5. Discuss and take appropriate action to appoint additional CTRTAG voting members.**

Christina Demirs stated that there are several vacancies on the CTRTAG and to let her know if there is anybody who can fill these openings. Ms. Demirs also brought up the option of having proxies/alternates for each voting members so that a quorum can be present at every meeting. Ms. Demirs stated that the by-laws would need to be amended if the current by-laws do not allow for alternates/proxies.

**Rita Kelley made a motion to allow staff to look into allowing alternates/proxies for CTRTAG members, seconded by Tim Hancock; the motion passed unanimously.**

### **6. Discuss and take appropriate action on items related to updating the Regionally Coordinated Transportation Plan (RCTP) as follows:**

**a. Report on transportation resources in the region;**

**b. Phase 1 report on comprehensive needs assessment for the region.**

Christina Demirs provided the CTRTAG with the RCTP 1C and 2A deliverables. The report is 1C which includes the transportation inventory which was approved in April. Deliverable 2A is the Project Methodology. Deliverable 2A/Project Methodology is separated into three phases. Phase I discusses the survey development and Phase II is the how the data is being collected from the surveys.

Elizabeth Brown provided details on Phase II. Ms. Brown stated that they have conducted surveys in seven of the nine counties and have received 583 responses from citizens and 22 surveys from various agencies. Ms. Brown stated that the data collection will end in August, but if they do need to target specific areas, TAMU-CT will go back out to these areas to conduct additional surveys. Once the data has been collected, TAMU-CT will analyze the data from the surveys. Ms. Brown also noted that it has been difficult to conduct surveys on Fort Hood and that they are trying to conduct surveys at area events. CTRTAG provided TAMU-CT with possible agencies and events to conduct surveys.

Greg Davis asked if these are the last two deliverables that are left on this grant year which ends on August 31st. Ms. Demirs stated that these are the last two deliverables for this grant year and stated that any additional deliverables will go on next year's grant cycle.

**Thomas Wilson made a motion to approve the Deliverables 1C and 2A, seconded by Jason Deckman; the motion passed unanimously.**

**7. Discuss RCTP FY2016 3<sup>rd</sup> Quarter Report.**

Robert Ator provided an update on the 3<sup>rd</sup> Quarter Report. Mr. Ator stated that the ridership for 2016 has decreased a little bit from 2015, most likely from cheaper gas prices. Currently, there are three routes in Killeen that are the strongest routes, including Route 5 in southwestern Killeen. Route 65 in Copperas Cove and bus routes in both Harker Heights and Belton have also been successful. Mr. Ator also provided the road call, customer service, missed trip, safety performance and the rural division reports. Mr. Ator stated the HOP has purchased telephone software that can increase their performance and they plan to set the system up before the end of the year.

**8. Other Business.**

Robert Ator agreed that the possibility of having a proxy/alternate is good to have.

**9. Discuss date, time and agenda items for next meeting.**

The next meeting was tentatively set for early November; Christina Demirs will send out possible meeting dates.

**10. Adjourn.**

The meeting adjourned at 2:01 p.m.

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Carole Warlick, CTRTAG Chair

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Cheryl Maxwell, Planning Director, CTCOG

**Item #5**

## **Steering Committee Members**

**Central Texas Regional Transportation Advisory Group  
Steering Committee--Voting Members**

Area Represented	Name	Agency	Phone	email
Transit District	Carole Warlick	HCTD	325-372-4677	<a href="mailto:cwarlick@takethehop.com">cwarlick@takethehop.com</a>
Transit District	Robert Ator	HCTD	254-933-3700 x2009	<a href="mailto:rator@takethehop.com">rator@takethehop.com</a>
Private Trans. Provider	Tim Hancock	Arrow Trailways	(254) 526-0545	<a href="mailto:tim.hancock@arrowtrailways.com">tim.hancock@arrowtrailways.com</a>
Workforce Agencies	Vickie Gideon	Workforce Solutions	254-742-4466	<a href="mailto:vickieg@workforcelink.com">vickieg@workforcelink.com</a>
Health & Human Services	Kathi Wagner	CTCOG-Housing Asst.	254-770-2309	<a href="mailto:katherine.wagner@ctcog.org">katherine.wagner@ctcog.org</a>
Health & Human Services	Michael Sheffield Alt: Thomas Wilson	Area Agency On Aging	307-315-8666 254-770-2359	<a href="mailto:michael.sheffield14@gmail.com">michael.sheffield14@gmail.com</a> <a href="mailto:thomas.wilson@ctcog.org">thomas.wilson@ctcog.org</a>
Aging & Disability Org.	Peggy Cosner	HCTILC	254-933-7487	<a href="mailto:peggy.cosner@hctilc.org">peggy.cosner@hctilc.org</a>
Aging & Disability Org.	Grace Deorsam	Area Agency On Aging	254-770-2330	<a href="mailto:grace.deorsam@ctcog.org">grace.deorsam@ctcog.org</a>
Municipalities	Leslie Hinkle	City of Killeen	254-501-7847	<a href="mailto:lhinkle@killeentexas.gov">lhinkle@killeentexas.gov</a>
Mental Health Agencies	Nancy Holle	The Arc of Bell Co	254-760-4814	<a href="mailto:njholle@gmail.com">njholle@gmail.com</a>
Military and Veterans Org.	Terry Mustapher	Bring Everyone in Zone	254-247-4590	<a href="mailto:tinaacp@yahoo.com">tinaacp@yahoo.com</a> ; <a href="mailto:tjmust66@yahoo.com">tjmust66@yahoo.com</a>
Counties	Rita Kelley	Bell Co Health Serv.	254-618-4193	<a href="mailto:rita.kelley@co.bell.tx.us">rita.kelley@co.bell.tx.us</a>
Educational Facilities	Teresa Chavez	Central TX College	254-526-1586	<a href="mailto:teresa.chavez@ctcd.edu">teresa.chavez@ctcd.edu</a>
Emergency Assist./Mgmt Ag.	Mike Collins	CTCOG-Homeland Sec.	254-770-2367	<a href="mailto:michael.collins@ctcog.org">michael.collins@ctcog.org</a>
Medical Facilities				
Child Advocacy Group	Janell Frazier	Central TX 4C Headstart	254-778-0489 x114	<a href="mailto:4c@ct4c.org">4c@ct4c.org</a>
Transit User	Deanna DeGraaff	Transit user	254-718-8998 (c ) 254-778-5073 (h)	<a href="mailto:vipdegraaff@att.net">vipdegraaff@att.net</a>
Transit User	Janice Taylor	Transit user	254-458-7443 (c)	<a href="mailto:rskha@hotmail.com">rskha@hotmail.com</a>
Metropolitan Planning Org	Jason Deckman	KTMPO	254-770-2376	<a href="mailto:jason.deckman@ctcog.org">jason.deckman@ctcog.org</a>
Individual Stakeholders (rep priority pop.--5 max)	Kenny Norton	Disabled		<a href="mailto:coolnews1@hotmail.com">coolnews1@hotmail.com</a>

As of June 28, 2016, 15 voting members; 8 needed for quorum.

Proposed new member, subject to approval.

Starting Nov 18, 2016

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

**Item #6a**

**RCTP Deliverable 2B**

**Report on Comprehensive  
Needs Assessment**

### **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 on the types of health and human services agencies, programs, and workforce agencies. This information identifies key segments of the population that rely upon public transportation and provides insight into areas where improvements are needed and identifies the gaps in the delivery of those services.

#### **A. Health and Human Services 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.

Due to the extensive number of agencies that provide services to the nine counties (Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba, plus Fort Hood) a detailed list is not available but is available by contacting the Central Texas Council of Governments, Planning and Regional Services Division. This information may also be found by going to the 2-1-1 website at [www.211texas.org](http://www.211texas.org) and specifying the county and type of service needed.

##### **1) Health and Human Services 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 Services 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. The most referred website belonged to comingofageaustin.org based in Austin, Texas, which maintains and updates an online pdf of services available in nineteen counties.

County	Community Service Website
<b>Bell County</b>	<i>The Basic Needs Resources &amp; Referral Guide for Travis County</i> ( link below) <a href="http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf">http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf</a> <a href="http://www.ci.harker-heights.tx.us/index.php/referenceservices/communityresources">http://www.ci.harker-heights.tx.us/index.php/referenceservices/communityresources</a>
<b>Coryell County</b>	<a href="http://www.coryellcounty.org/media/40830/community-assistance-agencies.pdf">http://www.coryellcounty.org/media/40830/community-assistance-agencies.pdf</a>
<b>Lampasas County</b>	<a href="http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf">http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf</a>
<b>Llano County</b>	<a href="http://txhf.org/crc_view.php?center=llano">http://txhf.org/crc_view.php?center=llano</a>
<b>Hamilton County</b>	2-1-1
<b>Mills County</b>	<a href="http://helpandhope.org/Find_Help/programs-results.asp?findcounty=MILLS">http://helpandhope.org/Find_Help/programs-results.asp?findcounty=MILLS</a>
<b>Milam County</b>	<a href="http://milamcounty.net/docs/Health%20Department/Homepage/RESOURCE%20GUIDE.pdf">http://milamcounty.net/docs/Health%20Department/Homepage/RESOURCE%20GUIDE.pdf</a>
<b>Mason County</b>	<a href="http://www.crisis-clinic.org/pdf/CommunityServicesListMason20150610.pdf">http://www.crisis-clinic.org/pdf/CommunityServicesListMason20150610.pdf</a>
<b>San Saba</b>	<a href="http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf">http://comingofageaustin.org/wp-content/uploads/2014/03/NA-Resource-Guide.pdf</a>
<b>Fort Hood</b>	<a href="http://www.hood.army.mil/mobile/CRGD.aspx?Financial%20Services">http://www.hood.army.mil/mobile/CRGD.aspx?Financial%20Services</a>

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 this nine county planning area, there are a total of 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 covers the four county regions of Bell, Lampasas, and Milam. Llano County is served by Workforce Solutions of Rural Capital Area.

City	County	Office Name	Address	Phone
<b>Killeen</b>	Bell	Workforce Solutions Central Texas	300 Cheyenne Dr., 76542	(254) 200-2000
<b>Lampasas</b>	Lampasas	Workforce Solutions Central Texas	1305 S. Key Ave Suite 102, 76550	(512) 556-4055
<b>Llano</b>	Llano	Workforce Solutions Rural Capital Area	119 W. Main St., 78643	(325) 248-0275
<b>Rockdale</b>	Milam	Workforce Solutions Central Texas	313 N. Main St., 76567	(512) 446-6440
<b>Temple</b>	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 plus Fort Hood: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, San Saba, and Fort Hood. Regional Public Transit Service in this planning area is provided by Hill Country Transit District.

### 1) Geographic/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.

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

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

Basic geographic data for the ten counties is shown in the following table. Bell County is the most populous county with the highest 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

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

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

Other factors that may influence the need for public transportation include elderly population, employment status, percentage of population commuting to work, and factors related to income level. The following data is taken from 2010-2014 American Community Survey 5-year Estimates and may not accurately reflect current population characteristics.

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)
<b>Bell</b>	*13.73	42.33	76.70	92.9	23,335	11.6
<b>Coryell</b>	*11.38	46.66	76.00	85.1	19,410	9.4
<b>Hamilton</b>	25.8	26.46	84.78	93.5	23,734	10.1
<b>Lampasas</b>	16.9	26.70	79.68	91.7	24,134	9.5
<b>Llano</b>	*22.78	23.02	86.19	84.5	34,348	10.4
<b>Mason</b>	28.5	15.81	84.51	87.8	27,512	7.4
<b>Milam</b>	18.2	31.64	79.04	89.9	21,465	16.3
<b>Mills</b>	22.5	15.66	79.73	92.8	22,615	8.5
<b>San Saba</b>	20.8	27.63	90.44	90.2	19,595	10.1
<b>Fort Hood</b>	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)

1) Resident and Agency Needs Assessment-Methodology/Instrument

**Project Methodology**

The needs assessment survey had three phases: (1) Survey Development, (2) Data Collection, and (3) Data Compilation and Analysis. The general methods 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 (See appendix XX)

**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 outlined 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 website, 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 selected 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 services 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 being 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.

Using these data, this report provides findings and recommendations related to the overall needs assessment project. The following findings related to needs assessment are provided so as to provide formative report information to the CTCOG/CTR TAG.

#### **2) Needs Assessment-Findings**

A summary of the survey results is included as Appendix A. Some of the highlights are identified below.

#### **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%) county.
- Fifty-seven percent of residents believe that there is a need for public transportation on Fort Hood, while 33% of the residents stated they would use it daily (20.2%) or weekly (13.5%)
- 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%) until 10:00pm (21.3%)
- Distance to nearest bus stop (16%) is still the number one problem to accessing public transportation.
- Forty-three percent of those surveyed stated that they have navigated the HOP website.
- Thirty percent stated the bus schedule was hard to read

- 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%. This was followed by the Senior Citizens and General Public both at 13% and Persons with Disabilities at 8%.

#### Agency Findings

- 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%.
- Bell County was identified as the most common geographic area that the stakeholders served, followed by Coryell County and Fort Hood.
- 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 provide client transportation.
- 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 6:00pm at 26%, followed by Weekdays 6:00 pm to 10:00pm 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%. This was followed by Special Transit at 5% and Curb-to-Curb at 3%.
- Reasonable fees for a one way trip for clients average \$0.71 for less than one mile; \$1.00 up to five miles; \$1.21 up to 10 miles; \$3.13 up to 15 miles; \$10.00 up to 100 miles.

### 3) Needs Assessment-Recommendations

Overall, 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 an emphasis on participants who are disabled, 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 disabled, elderly, 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 in terms of 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 for 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.

### **Recommendations**

Overall, the needs assessment survey of regional 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

### **C. Transportation Inefficiencies and Service Gaps—Summary**

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.

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.

#### 2) Summary

Based upon resources discussed in this report, it appears that within this nine county planning region, Bell County has the largest population and the highest number of health and human services 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. Persons with disabilities, the elderly, and low income persons appear to have the highest need for public transportation.

When considering transportation needs, there are two basic population segments to consider—the general population and those with special needs. The general population functions well with fixed route service. Many of the health and human services agencies have clients that need Para-transit service more so than fixed route. In Bell County, it appears that most individuals rely upon their own vehicles for transportation (75.0%) but are willing to use public transportation if the price of gasoline increased. 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 10pm, 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, and 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, and others and describes how these services are being integrated with others.

### **A. Programs and Services in Planning Region Related to Transportation**

#### **1) FTA-Funded Programs**

- a) Job Access and Reverse Commute: The JARC Program (5316) expired and is no longer available to finance capital, planning, and operating expenses. Funding alternatives may be available from the Urbanized Area Formula Grant (Section 5307) and Formula Grants Rural Areas (Section 5311).
- b) New Freedom: The New Freedom Program (5317) is intended 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 funds. New Freedom funds are being 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.

- c) 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 elderly and disabled individuals 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. These funds are also used for preventive maintenance of vehicles purchase with 5310 funds.

- d) 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 made 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 paratransit transportation services.

- e) 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 (under 50,000 population). 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 CIHCP 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 has 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 Choices 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

The City of Killeen has an elderly transportation program that provides limited rides per month to elderly (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 paratransit services. Approximately 214 Killeen residents have been served by this program; however Killeen anticipates that the number will be lower next year due to a decline in ridership.

Other programs that purchase tokens or passes from the HCTD for the HOP system include Central Texas Youth Services in Belton and several agencies in Killeen to include Texas Department of Assistive and Rehabilitative Services (DARS), MTC Gary Job Corp, Families in Crisis, Christian Assistance Network, Metroplex Health System, and Bell County Human Services Center.

### **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 as a result 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 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. 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.

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. This 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 in 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, other transportation agencies, workforce agencies, health and human services agencies, and others, and 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, there are various organizations and agencies that conduct transportation planning activities, either directly, or indirectly. These are discussed below.

#### **1) Metropolitan Planning Organization (MPOs)**

The KTMPO (Killeen-Temple Metropolitan Planning Organization) 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 5 years the Metropolitan Planning Organization is required by law to update their 25 year transportation plan. This plan prioritizes transportation projects in the region throughout the 25 year planning horizon based on forecasted funding assumptions. The plan is divided into a short range and long range funding plan and also 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 MTP (Metropolitan Transportation Plan) 25 year plan, it is eligible to move into the 4 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 Services 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 which 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 ten 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.

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, there are several organizations and agencies in this planning region that 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 MPO, TXDOT, and other agencies involve coordination with local governments and input from stakeholders such as transportation providers as well as the general 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 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.

# **Appendix A**

## **Survey Results**

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.

Table 1: Population and Sample Breakout  
Table 1-1\*

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

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 1-1 displays the number of collected surveys.

- Information presented in Table 1-1 indicates the challenge of data collection in the most urban county in the study. Survey administrations in Bell County was 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) and agency surveys accounted for .

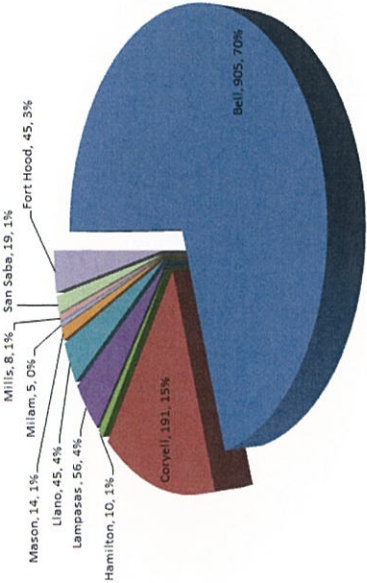


Figure 1-1. Population and sample breakout.

Resident and Agency Survey Data Results

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

Table 1-2

*Zip codes that participants live (n = 1298)*

Counties	Zip codes	n	% <sup>***</sup>
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%
Coryell	76571	11	1.26%
	76579	3	0.34%
	Other	12	1.38%
	76522	112	61.20%
	76526	1	0.55%
	76528	58	31.69%
Hamilton	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%

Resident and Agency Survey Data Results

Lampasas	76550	32	57.14%
	76853	2	3.57%
	Other	8	14.29%
Llano	76809	2	4.44%
	76839	39	86.67%
	76843	1	2.22%
	76872	1	2.22%
Mason	Other	2	4.44%
	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 for survey is n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

Demographic Characteristics of Participants

Tables 1-3 through 1-19 present the demographic data representing those participants responding to the needs assessment survey.

*Finding: Participants were primarily female.*

Table 1-3

Gender of Participants (n = 1298)

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

\*\*\* Total number for survey is 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.

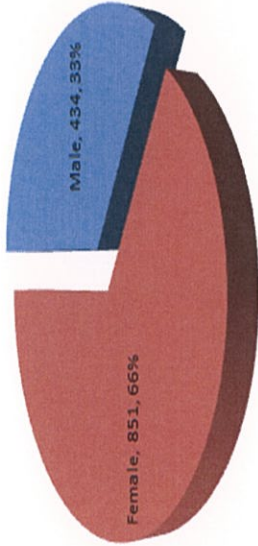


Figure 1-3. Gender of participants.

*Finding: All the age groups are relatively equal.*

Table 1-4

Age of Participants (n = 1298)

Age of Participants		n	%***
18 to 24		242	19.32%
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 for survey is 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.

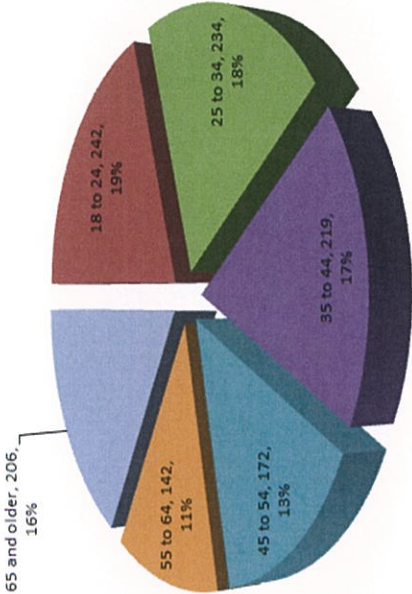


Figure 1-4. Age of participants.

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

Table 1-5

Race of Participants (n = 1298)

Race of Participants	n	%***
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 for survey is 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 one-half (47%) of respondents were Caucasian. African Americans and Latinos made up approximately 40% of those responding to the needs assessment survey.

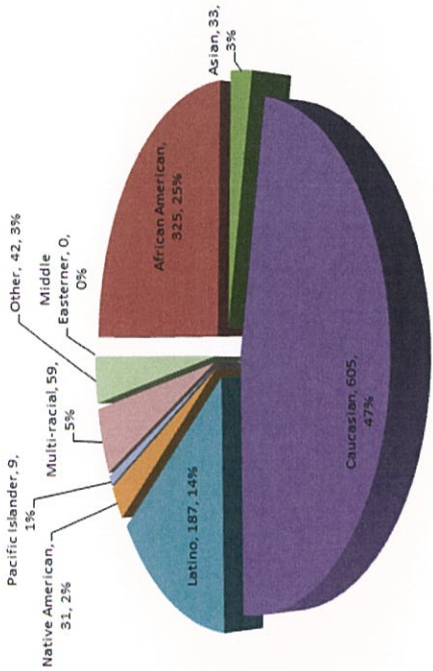


Figure 1-5. Race of participants.

*Finding: English is the primary spoken language for respondents to the survey.*

Table 1-6

Primary Language of Participants (n = 1298)

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

\*\*\* Total number for survey is 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 other participants reporting various other primary languages.

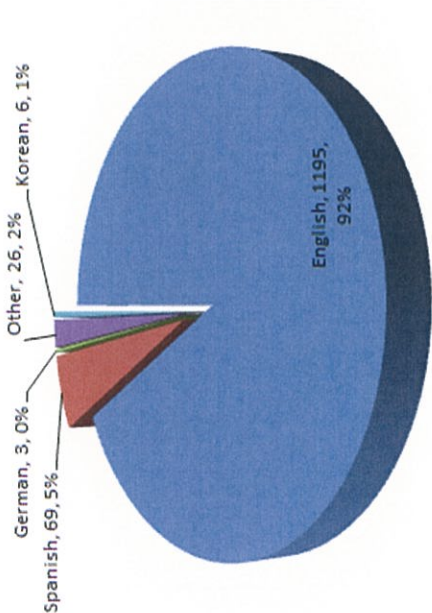


Figure 1-6. Primary language of participants.

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

Table 1-7

Perceived Residential Setting of Participants (n = 1298)

Perceived Residential Setting of Participants	n	%***
Urban	968	76.40%
Rural	299	23.60%

\*\*\* Total number for survey is 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.

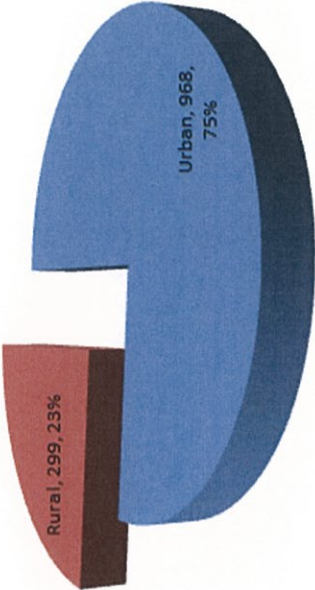


Figure 1-7. Perceived residential setting of participants.

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

Table 1-8

Primary Type of Residence of Participants (n = 1298)

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 for survey is 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%).

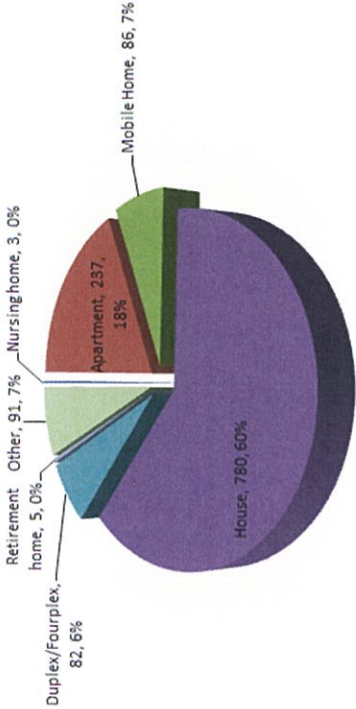


Figure 1-8. Primary type of residence of participants.

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

Table 1-9

Residential Occupancy of Participants (n = 1298)

Residential Occupancy of Participants	n	%***
Rent	605	46.86%
Own	550	42.60%
Neither	136	10.53%

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

- The majority of respondents indicated that they rented place of 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.

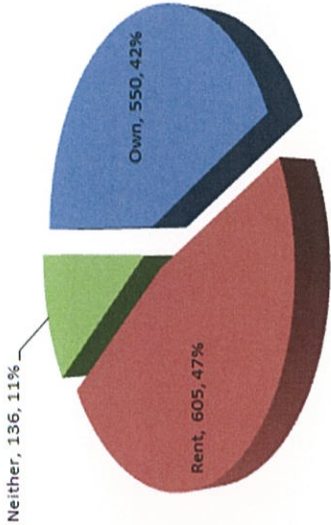


Figure 1-9. Residential occupancy of participants

Resident and Agency Survey Data Results

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

Table 1-10

Number of Children per Household (n = 1298)

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 for survey is 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.

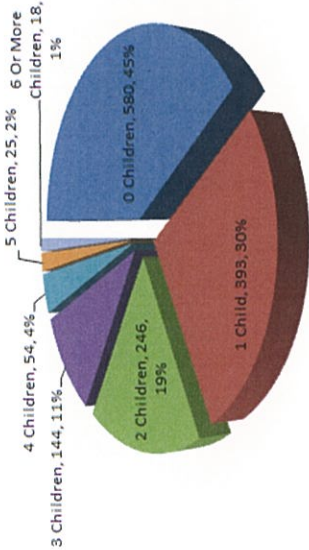


Figure 1-10. Number of children per household

Resident and Agency Survey Data Results

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

Table 1-11

Reported Household Income of Participants (n = 1298)

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 for survey is 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.

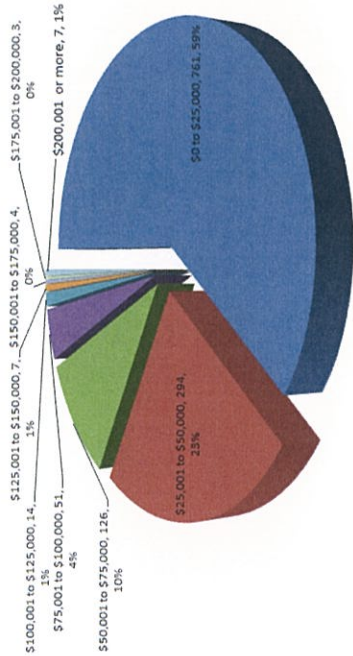


Figure 1-11. Reported household income of participants

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

Table 1-12

Reported Occupation of Participants (n = 1298)

Reported Occupation of Participants	n	% ***
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%
Health care	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 for survey is 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 focusing on low income and unemployed 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 services (1%), Arts, Entertainment, or Recreation (1%), Marketing (>1%), State government (1%), and Other (16%).

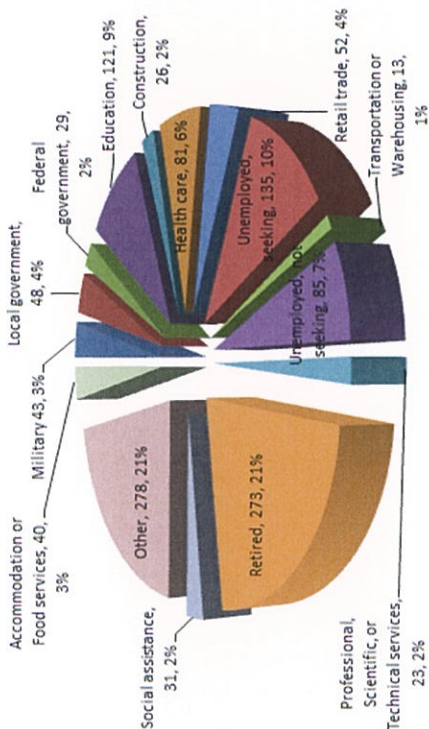


Figure 1-12. Reported occupation of participants.

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

Table 1-13

Employed Occupants in Household (Fulltime) (n = 1298)

Employed Occupants in Household (Fulltime)	n	%***
0	166	17.44%
1	440	46.22%
2	279	29.31%
3	44	4.52%
4	17	1.79%
5	4	0.42%
6	1	0.11%
7	1	0.11%

\*\*\* Total number for survey is 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 is one or more individuals that were employed fulltime 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 fulltime.

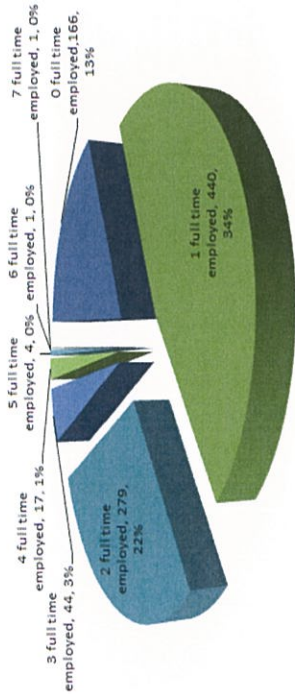


Figure 1-13. Employed occupants in household (fulltime).

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

Table 1-14

Elderly Occupants in Household (n = 1298)

Elderly Occupants in Household	n	% ***
0	317	48.03%
1	218	33.03%
2	113	17.12%
3	6	0.91%
4 or more	6	0.91%

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

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

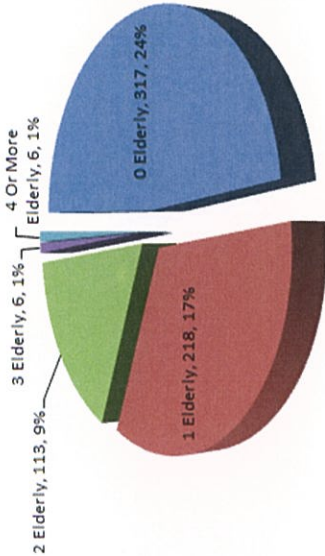


Figure 1-14. Elderly occupants in household.

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

Figure 1-15. Vehicles per household.

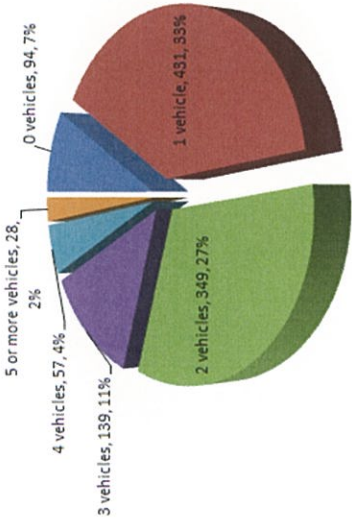
Table 1-15

Vehicles per Household (n = 1298)

Vehicles per Household	n	%,***
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 for survey is 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 2 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.



Resident and Agency Survey Data Results

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

Table 1-16

Family Members with Disability Affecting Transportation (n = 1298)

Family Members with Disability Affecting Transportation	n	%***
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 for survey is 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 in the residence with a disability that affected their mobility with respect to their transportation choices.

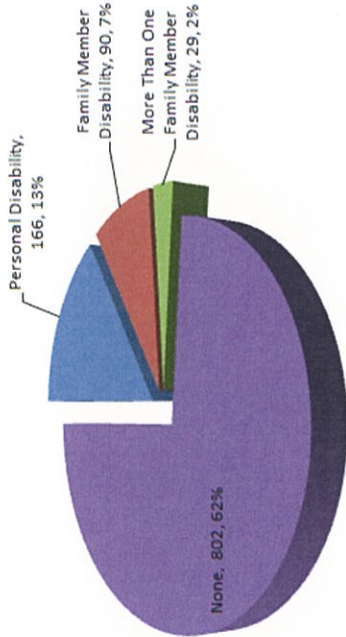


Figure 1-16. Family members with disability affecting transportation.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-17

Perceived Need For Public Transportation (n = 1298)

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 for survey is 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% that perceived a 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.

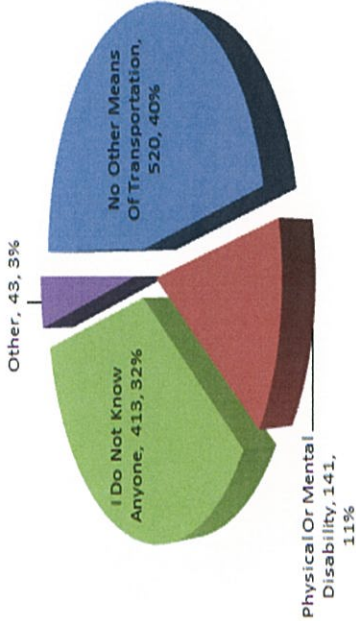


Figure 1-17. Perceived need for public transportation.

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

Table 1-18

Who Is Public Transportation For? (n = 1298)

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 for survey is 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.

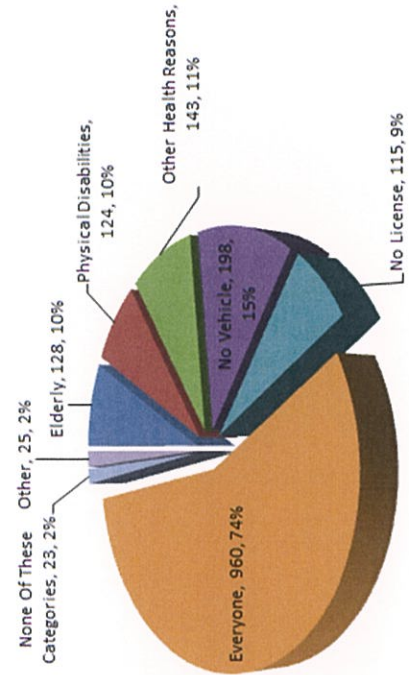


Figure 1-18. Who is public transportation for?

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

Table 1-19

Do You Currently Use Public Transportation? (n = 1298)

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

\*\*\* Total number for survey is 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.

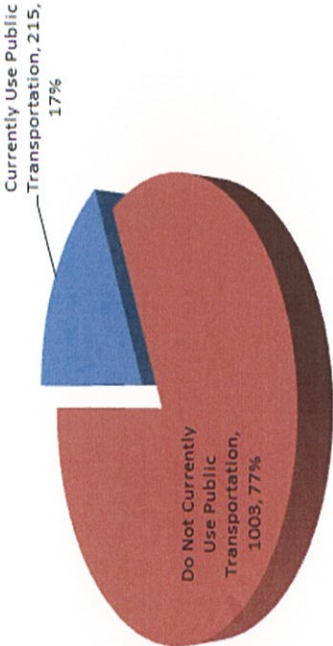


Figure 1-19. Do you currently use public transportation?

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.

Table 1-20

Awareness and Importance of Public Transportation (n = 1298)

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 survey is n = 1298. Any number errors in the tables are due to rounding and/or missing responses.

CTCOG/CTR TAG Needs Assessment Survey of Regional Ground Public Transportation

- 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%).
- 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 respondents 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.

CTCOG/CTR TAG Needs Assessment Survey of Regional Ground Public Transportation

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.

Table 1-21

Inconveniences of Public Transportation (n = 1298)

Inconveniences of Public Transportation	Response	n	% <sup>***</sup> / ****
Public transportation convenient and easy to use	Yes No Do not use	126 53 1003	10.66% 4.45% 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 to 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%

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

\*\*\*\* 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.

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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%).

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-22

*Interpreting the Bus Schedule (n = 1298)*

Interpreting the Bus Schedule	Response	n	% <sup>***</sup> ****
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 properly use the schedule	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%

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

\*\*\*\* 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.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*Finding: Less than one-fourth percent of the participants use the HOP website.*

Table 1-23

Navigation of the HOP website (n = 1298)

Navigation of the HOP website	Response	n	%***/ ****
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%

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

\*\*\*\* 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.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-23

Problems Accessing Public Transportation (n = 1298)

Problems Accessing Public Transportation	Responses	n	%***/ ****
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%
Sleep curb/no sidewalk ramp	Yes	46	7.89%
Other	Yes	52	8.92%

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

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

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

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

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

Table 1-24

Fort Hood needs Assessment (n = 1298)

Fort Hood needs Assessment	Responses	n	% <sup>***</sup> / ****
Do you believe there is a need for transportation/HOP bus services on Fort Hood?	Yes Unsure No	745 416 78	60.13% 33.58% 6.30%
	I live in housing on Fort Hood	39	3.18%
Do you live on Fort Hood in either housing or barracks?	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 Unsure No	431 395 379	35.77% 32.78% 31.45%
	Military Spouse	26	65.00%
What is your affiliation with Fort Hood?	Active Duty Service Member Other	6 6 8	15.00% 15.00% 20.00%
Are you or anyone else in your military household a member of the Exceptional Family Member Program?	Yes No	11 28	26.83% 68.29%
	Does not apply Everywhere PX	2 9 16	4.88% 9.28% 16.49%
Are there areas on Fort Hood that you want to reach but cannot because there is no transportation?	Commissary Comanche CTC/TAMUCT Gym Hospital Other None	11 2 5 2 6 15 31	11.34% 2.06% 5.15% 2.06% 6.19% 15.46% 31.96%

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

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

- It should be noted that responses for traveling to Belton, Killeen, or Temple may be skewed based on participants selecting a response based upon it being the city in which they reside.

Table 1-25

Usage of Public Transportation (n = 1298)

Usage of Public Transportation	Response	n	% <sup>***</sup>
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	8.05%
	No	71	39.44%
	Gatesville	6	2.07%
	Temple	72	24.83%
	Belton	51	17.59%
	Killeen	52	17.93%
What other cities have you traveled to using public transportation/HOP bus services?	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%

<sup>\*\*\*</sup> Total number for survey is 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.

*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.*

Table 1-26

Perception of Public Transportation Needs (n = 1298)

Perception of Public Transportation Needs	Response	n	% <sup>***</sup> / ****
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%
	Once an hour	225	19.91%
How often would you like to see the public transportation/HOP bus run every hour?	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%
	Fixed Route Scheduled	90	34.62%
What kind of services do you need the most?	Door-To-Door	67	25.77%
	Fixed Route Deviated	54	20.77%
	Curb-To-Curb	39	15.00%
	Other	10	3.85%
	Confused or easily lost	13	8.55%

If you need an Attendant what form of assistance do you need?

Mobility aids	16	10.53%
Visual impairments	12	7.89%
Mobility device	13	8.55%
Do not need	98	64.47%

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

\*\*\*\* 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 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 came to be about (36%) of the sample.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*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.*

Table 1-27a

Use Public Transportation (n = 1298)

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%
	Usually Travel With Children	35	5.92%
	Rarely Travel With Children	22	3.72%
	Never Travel With Children	84	14.21%
	Usually Travel With Companions	57	9.64%
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips?	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%
	Usually Travel with an Attendant	26	4.40%
	Rarely Travel with an Attendant	17	2.88%
	Never Travel with an Attendant	98	16.58%

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

Do you pay individuals other than public transportation to transport you?	Yes		No	
	Less Than \$5.00	21	83	54.14%

If you pay someone to transport you other than public transportation how much do you normally pay them per trip?	\$5.00 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%

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

\*\*\*\* 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 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%).

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

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

Table 1-27b

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

Use Public Transportation (cont.)	Response	n	% <sup>***</sup> / ****
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%

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

\*\*\*\* 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.

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-28a

Do Not Use Public Transportation (n = 1298)

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	Transporter Relationship	29	1.55%
	Other	126	6.76%

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

\*\*\*\* 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 three leading responses for reasons why individuals prefer to not 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."

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-28b

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

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%
	Yes	62	6.56%
Do you pay individuals other than public transportation to transport you?	Sometimes	129	13.69%
	No	751	79.72%
	Less Than \$5.00	17	29.31%
If you pay someone to transport you, how much do you normally pay them per trip?	\$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, that would have to happen for you to consider using public transportation?	Gasoline would have to be expensive	264	31.86%
	Buses run more than once an hour	259	31.28%
	Other	305	36.84%
	\$4.00/gal	281	36.16%
	\$5.00/gal	180	23.17%

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

If you do not use public transportation/HOP bus services, how expensive must gasoline become for you to consider using public transportation?	\$6.00/gal	114	14.67%
	\$7.00/gal	61	7.85%
	Higher than \$7.00	141	18.15%

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

\*\*\*\* 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 between \$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.

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*Finding: Respondents noted that the primary areas in need of improvement include routing, locations and stops (%), service hours/days (%), bus driver/conditions (%) and lack of awareness (%).*

Table 1-29

Comment Themes (n =)

Comment Themes	n	%***
Access	Cost	
	Routing/Locations/Stops	
	Driver/Bus Conditions	
	Safety	
Availability	Routing/Locations/Stops	
	Driver/Bus Conditions	
	Cost	
	Safety	
Awareness	Available	
	Convenience	
	Reliable/Dependable	
	Environment	
Areas of Excellence	Service Hours/Days	
	Service Hours/Days	
	Reliable/Dependable	
	Convenience	
Areas of Improvement	Available	
	Environment	
	Awareness	
	Awareness	

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

\*\*\* Total number for comments for the survey was  $n =$  . 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 its cost effective nature (%), while the leading area of improvement for access was routes, locations and stops (%).
- The leading area of excellence for availability was its availability (%), while the leading area of improvement for availability was service hours/days (%).
- Awareness did not have a leading area of excellence, but the leading area of improvement for awareness was lack of awareness (%).

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

Needs Assessment Findings Agencies

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 (CTRTRTAG) 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: Table 2-1 displays the number of agency surveys within the 9 county region serviced by the HOP. Information presented in Table 2-1 demonstrates the challenge of data collection across agencies within the service area.*

Table 2-1

Agency Sample Breakout (n =38)

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

Total Agency Sample Needed to Meet CTCOG Projections:

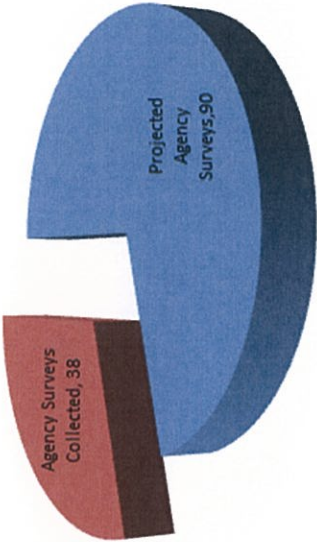


Figure 2-1. Agency sample breakout.

Demographics of Agency Clientele

Tables 2-2 through 2-7 present the demographic data representing those agencies responding to the needs assessment survey.

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

Table 2-2

Agency Role (n =38)

Agency Role	n	% (**)/ ****
Workforce/employment services	3	5.66%
Veterans 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 & amp; 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 for comments for the survey was 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 survey is 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.

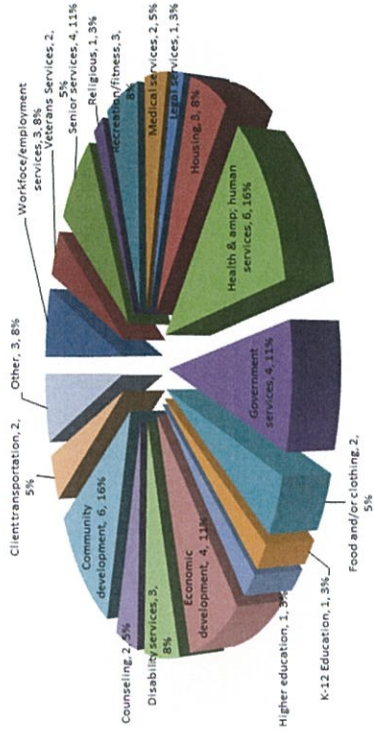


Figure 2-2. Agency role.

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

Table 2-3

Counties Served by Agencies (n= 38)

Counties Served by Agencies	n	%***/ ****
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 for comments for the survey was 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 survey is 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.

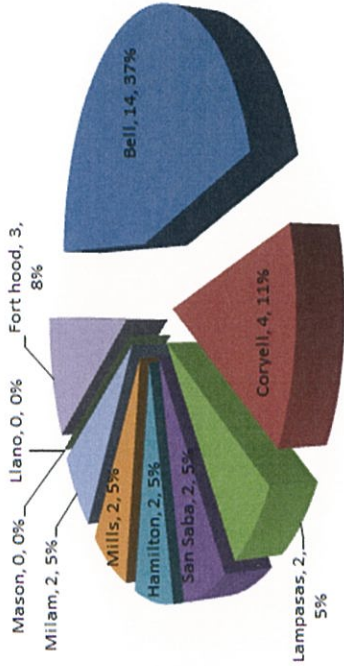


Figure 2-3. Counties served by agencies.



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

Table 2-5

Age of Participants Served by Agencies (n =38)

Age of Participants 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 for comments for the survey was 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 survey is 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.

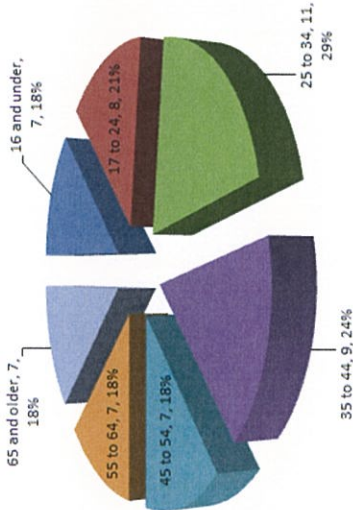


Figure 2-5. Age of participants served by agencies.

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

Table 2-6

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

Provides Services to Non-English Speakers	n	%*** %
Yes	11	84.62%
No	2	15.38%

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

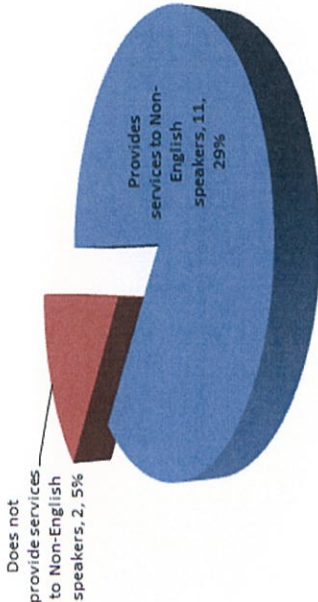


Figure 2-6. Provides services to non-English speakers.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 2-7

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

Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation		n	%
Yes		12	85.71%
No		2	14.29%

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

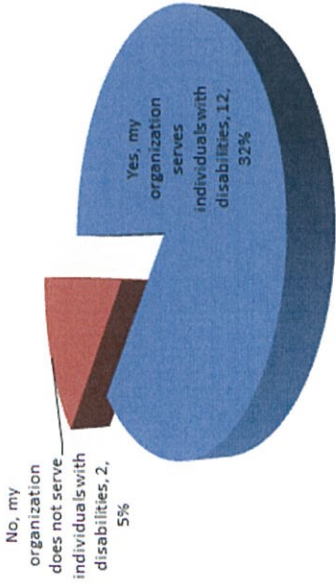


Figure 2-7. Provides services to a majority of clientele or clientele with family members with a disability affecting transportation.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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.

Table 2-8

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

Need for Public Transportation for Agency's Clientele		n	%
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 for comments for the survey was 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 survey is 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.

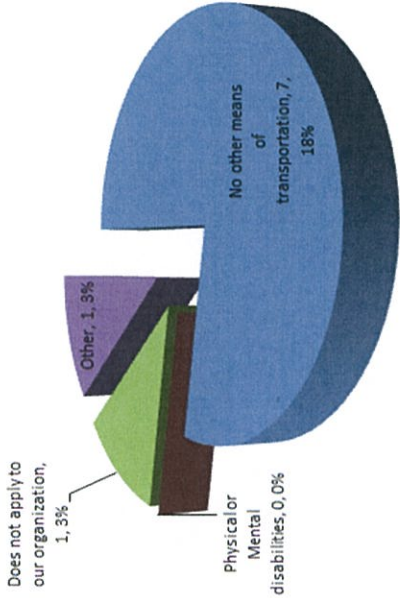


Figure 2-8. Need for public transportation for agency's clientele.

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

Table 2-9

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

Different types of public transportation used by clientele.	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 for comments for the survey was 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 survey is 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.

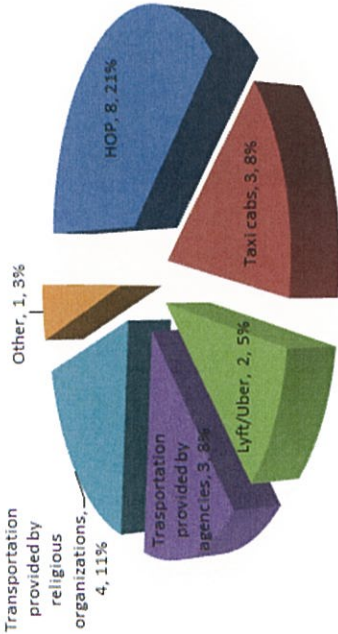


Figure 2-9. Different types of public transportation.

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

Table 2-10

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

Clients/Customers that are 18 and under who use your services	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 for survey is n =38. Any number errors in the tables are due to rounding and/or missing responses.



Figure 2-10. Clients/customers that are 18 and under who use your services.

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

Table 2-11

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

Clients/Customers that are 65 and older who use your services	n	%***
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 for survey is n =38. Any number errors in the tables are due to rounding and/or missing responses.

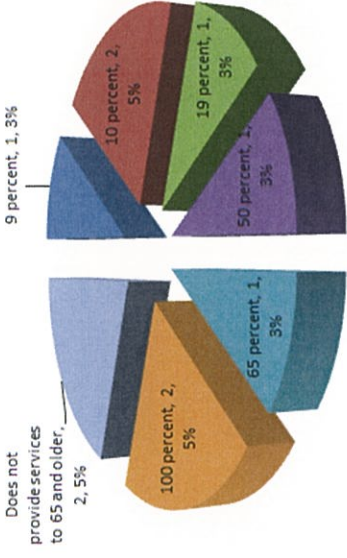


Figure 2-11. Clients/customers that are 65 and older who use your services.

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

Table 2-12

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

Clients/Customers that have unmet needs	n	%***
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 for survey is n =38. Any number errors in the tables are due to rounding and/or missing responses.

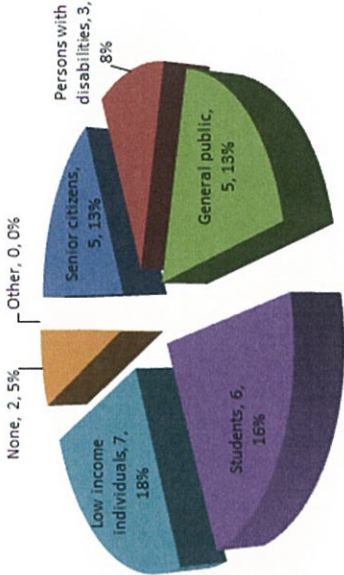


Figure 2-12. Clients/customers that have unmet needs.

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

Table 2-13

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

Organizations that are interested in acting as a vendor for the HOP's monthly passes.		
	Yes	No
	3	2
	60.00%	40.00%

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

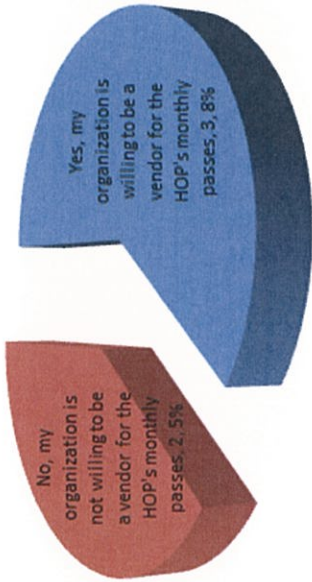


Figure 2-13. Organizations willing to act as a vendor for the HOP's monthly passes.

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.

Table 2-13

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

Clientele's Awareness and Importance of Public Transportation		
Are you aware of public transportation provider/HOP bus services in your community?	Response	
	Yes	n %***
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 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 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%
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	Aware	6 50.00%
	Not Aware	6 50.00%

offer?

\*\*\* Total number for survey is 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.

*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 inconvenience to the client were due to availability of service on a particular day or time of day.*

Table 2-13a

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

Clientele's 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 for comments for the survey was 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 survey is 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.

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

- 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%).

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*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 day care (11%).*

Table 2-13b

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

Important destinations out of reach because of public transportation.	Response	n	% <sup>***</sup> / ****
Are there any destinations out of reach because of public transportation?	Yes	30	100.00%
	No	0	0.00%
Appointments	Yes	1	11.11%
Day care	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%
Walmart stores	Yes	1	11.11%
Schools	Yes	1	11.11%
TAMU/CT	Yes	1	11.11%

\*\*\* Total number for comments for the survey was 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 survey is 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.

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 2-13c

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

Clientele's Perceptions of 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 for comments for the survey was 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 survey is 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%).

CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 2-14

Transportation needs assessment for Fort Hood (n=38)

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

\*\*\* Total number for comments for the survey was 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 survey is 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%).

*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.*

Table 2-15

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

Clientele's Usage of Public Transportation	Response	n	%***
Does your agency use any bus tokens and/or passes from public transportation provider/HOP bus services to provide transportation for your clients/customers?	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 work directly with public transportation provider/HOP bus services to schedule rides 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	Yes	3	25.00%

*transportation/HOP bus services to travel to another city?*

\*\*\* Total number for survey is 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.
- 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.

*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.*

Table 2-15a

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

Agencies Perception of Clientele's Public Transportation Needs	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%
What kind of services do your clients/customers need the most?	Other	0	0.00%
	Fixed Route Scheduled	4	40.00%
	Special Transit	2	20.00%
	Fixed Route Deviated	3	30.00%
	Curb-To-Curb	1	10.00%
	Mobility Aids	3	21.43%
	Mobility Device	3	21.43%
	Visual Impairments	3	21.43%
	Confused Or Easily	3	21.43%
If your clients/customers need an Attendant what form of assistance do the majority of your clients/customers need?			

Lost

Do not use 2 14.29%

\*\*\* Total number for comments for the survey was 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 survey is 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 a 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%).

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

Table 2-15b

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

Agencies Perception of Clientele'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%
Which is the most important public transportation/HOP bus services needs in the region?	Other	1	1.47%
	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 for comments for the survey was 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 survey is 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%).

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*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.*

Table 2-16a

Clientele Who Use Public Transportation (n =38)

Clientele 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%
	Usually Travel With Children	6	16.22%
	Rarely Travel With Children	3	8.11%
In using public transportation/HOP bus services do any of the following apply to a significant portion of your clients/customers trips?	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	2	5.41%
	Rarely Travel with an Attendant	5	13.51%
	Never Travel with an Attendant	2	5.41%
Do your clients/customers pay for others to transport them?	The agency pays for the Clients/Customers transportation	1	11.11%

CTCOG/CTRTRTAG Needs Assessment Survey of Regional Ground Public Transportation

The Clients/Customers pay for their 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 for comments for the survey was 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 survey is 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 travel alone (24%), usually travel with children (16%), usually travel with companions (14%), and sometimes travel with an attendant (14%).
- Twenty-two percent of agencies perceive that some of their clientele are paying others aside from public transportation to transport them.

*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.*

Table 2-16b

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

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%
	Medical Care Facilities	10	29.41%
For what purpose(s) do your clients/customers use public transportation/HOP bus services?	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%
	Other	1	2.94%
What cities do your clients/customers travel to when using public transportation/HOP bus services?	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 for comments for the survey was 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 survey is 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.

- 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 use 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%).

Finding: The clients top six choices are Route 3, Route 4, Route 5, Route 6, Route 11, and Route 12.

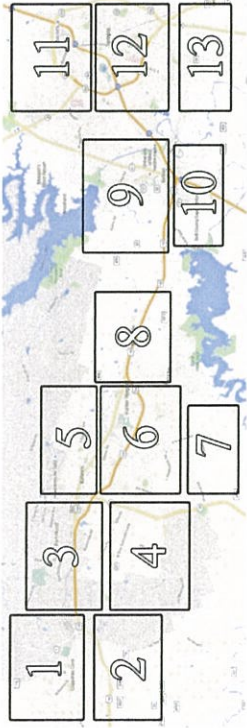


Table 2-17

Potential bus routes (n =38)

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 for comments for the survey was 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 survey is 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.

Finding: Respondents noted that the primary areas in need of improvement include routing, locations and stops (%), service hours/days (%), bus driver/conditions (%) and lack of awareness (%).

Table 2-18

Comment Themes (n =)

Comment Themes	n	%*** %
Access		
Areas of Excellence		
Cost		
Routing/Locations/Stops		
Driver/Bus Conditions		
Safety		
Areas of Improvement		
Routing/Locations/Stops		
Driver/Bus Conditions		
Cost		
Safety		
Available		
Convenience		
Reliable/Dependable		
Environment		
Service Hours/Days		
Service Hours/Days		
Reliable/Dependable		
Convenience		
Available		
Environment		
Awareness		
Areas of Excellence		
Awareness		
Areas of Improvement		
Awareness		

\*\*\* Total number for comments for the survey was  $n =$  . 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.

## **Item #6b**

# **RCTP Vision, Mission, Goals, Objectives, and Performance Measures**

## **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) Role of Lead Agency and Staffing Capacity**

Central Texas Council of Governments (CTCOG) is the lead agency for this Plan update. CTCOG provides staffing for the [KTMPO](#) which is the organization responsible for coordinating regional transportation planning for the Central Texas region. Three KTMPO staff members are currently assigned to participate in the Plan update on a percentage basis. These staff members are available to continue regionally conducted transportation planning activities in the future.

### **B) Role of Steering Committee and Organizational Structure**

#### **1) Role**

The Steering Committee is the [Central Texas Regional Transportation Advisory Group](#) (CTRTAG). The role of this group is best described in its mission statement which is to identify current resources, unmet transit needs, and transit barriers and constraint, to develop and implement a coordinated transit system. The Steering Committee is the decision making body for the regionally coordinated transportation plan update approving actions and documents and providing guidance and information to staff. It typically meets quarterly on the 1<sup>st</sup> Wednesday of the month.

#### **2) Membership**

Group limit membership to 15 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. Participants from any one agency are limited to two to ensure a broad mix of interests. [Click here](#) to view the current members.

### 3) Structure

The Steering Committee structure has been rather informal with no bylaws and only an appointed chair to preside over the meetings. A vice chair and secretary were recently appointed and bylaws will be considered for adoption. These measures to create a more defined structure will be beneficial as regional transportation planning activities continue in the future.

### 4) Operation

The Steering Committee will meet 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 if 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) Active Involvement of Steering Committee and Other Stakeholders**

CTCOG/KTMPO is responsible for coordinating regional transportation planning for the Central Texas region. Transportation planning is an ongoing process. As discussed in previous sections of the Plan update, during FY2016 work will begin to conduct a detailed needs assessment to determine transportation needs. Monthly or quarterly meetings of the Steering Committee will likely be needed. Input from the Stakeholder Group and the general public will be solicited and will involve completing a survey as well as public forums to receive comments. 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 if appropriated and will be reviewed on an annual basis. The Steering Committee will meet as needed to achieve this goal beginning with FY2016. CTCOG/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 2016 Plan, and establishes new goals and measurable, time-limited objectives to address identified needs and transportation service gaps.

**A) Vision Statement**

A vision statement was not included in the 2016 Plan. CTRTAG members discussed their role and developed the following Vision Statement:

*Clients, citizens, and visitors of 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 developments.*

**B) Mission Statement**

The CTRTAG members reviewed the mission statement in the 2016 Plan and felt it was still applicable but could be somewhat simplified. The revised Mission Statement is as follows:

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

**C) 2016 Plan-Status Update**

In developing the 2016 Plan, the CTRTAG members reviewed components of the 2016 Plan to determine the status of these components and their applicability with regard to the Plan update. These are discussed below.

**1) Goals and Objectives**

The following Goals were identified in the 2016 Plan.

- **Eliminate waste and inefficiencies**
- **Generate efficiencies that will permit increased levels of service**
- **Further the state's efforts to reduce air pollution**
- **Ensure maximum coverage of the service area**
- **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.**

Following is a brief update of how the Goals and Objectives have been addressed since the 2016 Plan was implemented.

**Goal 1: Eliminated waste and inefficiencies**

The HCTD is renovating an existing facility near Belton to serve as an urban operations facility combining the Temple and Killeen divisions into one. This will enable 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.

**Goal 2: Generate efficiencies that will permit increased levels of service**

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 make 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. 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. The total number of New Freedom shelters to be installed in the project is up to 150 sites, of which 44 have been completed. These improvements will encourage ridership resulting in more efficient routes.

**Goal 3: Further the state's efforts to reduce air pollution**

HCTD supports the State's efforts to reduce air pollution. The areas HCTD serves are currently in compliance with air quality standards, although designation as a non-attainment area may be approaching.

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.

**Goal 4: Ensure maximum coverage of the service area**

HCTD is a regional transit system. It operates in ten counties as a rural system, bringing many of those rural clients to the urban centers in Coryell and Bell Counties for medical, recreation, and educational purposes. 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. HCTD already participates in a program in which it can refer callers to various transit providers from Waco to Austin and beyond.

**Goal 5: 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.**

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, however, 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.

2) Barriers and Constraints

Barriers and Constraints to the continuing development of coordinated transportation in the region were also identified in the 2016 Plan. These are listed below along with a status update. In general, most of the Barriers and Constraints still exist. 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.

**Priority One Barrier: System of barriers imposed by rules, regulations, and requirements governing the programs from agency to agency and within the operations of the regional transit service provider.**

- Reports, forms and formats
- Reporting requirements
- Detailed program costs
- 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

**Priority Two Barrier: Provision of consistent public transit service through an expanded public transit system that meets the needs of multiple agencies.**

- Extended transit service
- Service frequency
- Geographic coverage
- Resources for expanded service

**Priority One Constraint: Expectations of a public transit system by local governments, social service agencies, clients, and the general public.**

- Local Governments
- Expectations of the State of Texas
- Untargeted people and unmet needs
- Expectations of the public

## Marketing

Priority Two Constraints: Identification statewide of how to share resources and lower costs through group purchase.

### Group Purchases

### Fuel Purchases

Electronic scheduling and reporting requirements: All HCTD buses are now equipped with Mobile Data Terminals, and the tracking and reporting abilities are constantly under review and improved. However, the need for such a system that is consistent throughout the State is still there, and has not been addressed.

### 3) Identification of Opportunities

In the 2016 Plan, the Steering Committee identified opportunities to improve coordination of regional transportation. These are listed below. Most items have been addressed and will continue to be reviewed as appropriate.

- Consolidate data collection/reporting functions
- Adopt common or compatible cost accounting system among agencies
- Adopt specific rules of conduct for passengers between transit providers and client agencies
- Coordinate purchase and acquisition of vehicles
- Adopt common requirements for drivers and driver training
- Consolidate maintenance functions
- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses)
- Remove requirements for vehicle use (urban and non-urbanized areas)
- Review alternative fuel requirements (base on emissions rather than vehicle type)
- Develop comprehensive marketing program
- Include public transit planning in MPO process
- Include public transit planning in local economic development plans
- Develop enhanced coordination between transit regions
- Develop and fund standardized or compatible dispatch and scheduling software

#### 4) CTRTAG Recommendations

In the 2016 Plan, the following actions were recommended by the Steering Committee in order to meet goals and overcome barriers that were identified in the planning process:

- a) Comprehensive Marketing Program: HCTD will submit a request for proposal to solicit a qualified advertising firm to develop and produce a professional quality video that explains the regional transportation services that are available and how to access those services.

**2016 Update: Revision—**HCTD will seek out funding mechanisms/opportunities to develop multi-media marketing strategies and implementation.

- b) Automated Dispatch and Scheduling System/Automated Data Collection: HCTD will submit a request for proposal to solicit a qualified vendor to develop an automated data processing system, including software and hardware, for the Rural and Urban Paratransit and Fixed Route Transportation Operations. This system would accommodate a paratransit reservations, scheduling, dispatching, reporting and management system, and a fixed route planning, routing, scheduling, dispatching, reporting and management system. The system shall have an open architecture that allows for easy future linkage to other technologies such as interactive voice response systems.

#### **2016 Update: Remove-Action Completed**

- c) For coordinated transportation to be sustained effort, as stated in HB 3588 and SFETEA-LU, it must be part of the transportation planning process of the MPO and COG. Public transportation must be viewed as much of an integral part of planning as highway and street projects. Public transportation amenities and services should also be a major part of each municipality's economic development and planning efforts.

#### **2016 Update: Ongoing Process-Keep as Recommendation**

- d) CTRTAG must continue to meet and maintain the interaction and momentum that has occurred over the past year. This group is very representative of the clients in the Central Texas Planning Region and, through continued efforts, will have a positive impact on the transportation services in the region.

**2016 Update: Ongoing Process-Keep as Recommendation**

- e) Opportunities to share fueling, maintenance, and staff training will be pursued. There have already been discussions with Waco Transit to utilize their state of the art maintenance facility, as well as mechanic and fleet manager training programs.

**2016 Update: Revision-HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.**

- f) HCTD will continue to work with TXDOT and other agencies as applicable to address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services.

**2016 Update: Ongoing Process-Keep as Recommendation**

A list of CTRTAG recommendations for the 2016 Plan incorporating the changes above is provided in the following section as Exhibit I.

**D) 2016 Plan-Goals and Objectives****1) Goal 1: Eliminate Waste and Inefficiencies.**

- a) Improve ability of transit provider to perform fleet service and maintenance, reducing maintenance cost, and improving reliability.
- b) Review routes, passenger use and modify as needed for maximum efficiencies
- c) Work with the general public and target groups to include local agencies, disability groups, aging population, special interest groups, etc. to encourage use of fixed route system for travel needs.
- d) Use central dispatch and scheduling systems that provide greater use of personnel and vehicle resources while simultaneously maintaining high level of quality customer service.

**2) Goal 2: Generate Efficiencies that Will Permit Increased Levels of Service.**

Provisions of public transit service requires constant monitoring and the ability to identify and implement needed modifications to the system. HCTD has continually generated efficiencies that include the following:

- a) Modify fixed routes, targeting increased ridership.
- b) Eliminate or merge routes with low use.

- c) Feed neighborhood routes into routes that serve centers of activity.
- d) Ensure easy access to medical facilities, educational facilities, and recreational facilities.
- e) Work with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service.

3) Goal 3: Further the State's Efforts to Reduce Air Pollution.

HCTD supports the State's efforts to reduce air pollution. The areas HCTD serves are not non-attainment areas, and HCTD wants to be a part of the solution to keep the area as pollution free as possible. HCTD's efforts include:

- a) Use of Ultra Low Sulfur Diesel (ULSD) in all the service fleet that uses diesel fuel.
- b) Coordination of trips to use the Connector service route to minimize the number of vehicles needed for service.
- c) Established goal and monitoring achievements to maximize the number of passengers per hour using the service, thereby minimizing the fuel used for trips.

4) Goal 4: Ensure Maximum Coverage of the Service Area.

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 ten-county region by:

- a) Ensure coverage includes rural areas.
- b) Ensure rural service feeds into urban service.
- c) Ensure connectivity between urban centers.

5) Goal 5: 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.

HCTD encourages social service agencies and the general 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.

- a) Encourage users, agencies, and other entities to use the fixed route element whenever possible.
- b) Provide easy means for agencies to purchase tokens, multi-ride tickets, monthly passes for their clients for use on fixed route service.
- c) Provide travel training for agencies, groups and individuals.

d) Rely on existing transportation provider (HCTD) to continue to serve the area, merging rural and urban service.

## **Exhibit I**

### **CTRTAG Recommendations for 2016 Plan**

1. HCTD will seek out funding mechanisms/opportunities to develop multi-media marketing strategies and implementation.
2. For coordinated transportation to be a sustained effort, as stated in HB 3588 and SAFETEA-LU, it must be part of the transportation planning process of the MPO and COG. Public transportation must be viewed as much of an integral part of planning as highway and street projects. Public transportation amenities and services should also be a major part of each municipality's economic development and planning efforts.
3. CTRTAG must continue to meet and maintain the interaction and momentum that has occurred over the past year. This group is very representative of the clients in the Central Texas Planning Region and , through continued efforts, will have a positive impact on the transportation services in the region.
4. HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.
5. CTRTAG will continue to work with TXDOT and other agencies/entities as applicable to address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services.
6. CTRTAG will conduct a comprehensive regional needs assessment survey to identify transportation inefficiencies and service gaps.

**Section VIII. Leveraging Resources/Sustainability**

Sustaining planning activities beyond FY 2016 is crucial for regional transportation planning to have any meaning. Ways to leverage other resources to sustain regionally coordinated transportation planning activities beyond FY 2016 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 organization.

## **Section IX. Performance Measures to Evaluate Effectiveness**

With a new plan in place, measures are needed to evaluate whether the plan is effective and how the goals and objectives are being achieved. This section identifies and describes specific, locally-determined a) process and outcome measures to evaluate this updated plan, and b) performance measures for assessing progress towards achieving the locally-defined goal(s) and objectives.

### **A) Process and Outcome Measures to Evaluate Plan**

- 1) Number of passengers carried per service hour.

**Measure: Performance factor for fixed route service of 10 or more passengers per service hour for total service.**

**Measure: Performance factor for special transit services of 2.0 passengers per service hour for total service.**

- 2) Road calls per miles traveled.

**Measure: Road calls with objective of less than 25 per 100,000 miles traveled.**

- 3) Complaints per passengers carried.

**Measure: Complaints with objective of less than 1 per 100 passengers carried.**

- 4) Traffic accidents per miles traveled.

**Measure: Traffic accidents with objective of less than 4 per 100,000 miles traveled.**

- 5) Missed fixed route trips.

**Measure: Missed fixed route trips with objective of less than 2% of total trips scheduled.**

### **B) Performance Measures for Goals and Objectives**

In addition to the process and outcome measures identified above, specific performance measures (PM) have been established for each objective provided under Goals and Objectives. These are described below.

#### **Goal 1: Eliminate waste and inefficiencies.**

- 1) Improve ability of transit provider to perform fleet service and maintenance, reducing maintenance cost, and improving reliability.

**PM: Report on progress of HCTD Combined Urban Operations Facility.**

- 2) Review routes, passenger use and modify as needed for maximum efficiencies

**PM: Report on routes that have been reviewed and statistics regarding passenger use.**

3) Work with the general public and target groups to include local agencies, disability groups, aging population, special interest groups, etc. to encourage use of fixed route system for travel needs.

**PM: Document meetings with general public, local agencies, disability groups, aging population, special interest groups, etc. to achieve this objective.**

4) Use central dispatch and scheduling systems that provide greater use of personnel and vehicle resources while simultaneously maintaining high level of quality customer service.

**PM: Report on progress to implement electronic scheduling and reporting system.**

**Goal 2: Generate efficiencies that will permit increased levels of service.**

1) Modify fixed routes, targeting increased ridership.

**PM: Report on fixed routes that have been modified to increase ridership.**

2) Eliminate or merge routes with low use.

**PM: Report on routes that have been eliminated or merged due to low use.**

3) Feed neighborhood routes into routes that serve centers of activity.

**PM: Report on route connectivity to link neighborhood routes with activity centers.**

4) Ensure easy access to medical facilities, educational facilities, and recreational facilities.

**PM: Report on routes that include medical, educational, and recreational facilities.**

5) Work with cities, agencies, businesses, and non-profit organizations in improving transit amenities, such as shelters and benches, to better attract and retain transit users.

**PM: Document interaction with cities, agencies, businesses, and non-profit organizations to improve transit amenities; report on achievements in this regard.**

6) Work with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service.

**PM: Document interaction with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service; report on achievements in this regard.**

**Goal 3: Further the state's efforts to reduce air pollution.**

1) Use of Ultra Low Sulfur Diesel (ULSD) in all the service fleet that uses diesel fuel.

**PM: Report on percentage of service fleet using ULSD fuel.**

- 2) Coordination of trips to use the Connector service route to minimize the number of vehicles needed for service.

**PM: Report on ridership using connector service route to meet or exceed the industry standard of 10.0 passengers per service hour.**

- 3) Established goal and monitoring achievements to maximize the number of passengers per hour using the service, thereby minimizing the fuel used for trips.

**PM: Report on the number of passengers per hour using the bus service.**

**Goal 4: Ensure maximum coverage of the service area.**

- 1) Ensure coverage includes rural areas.

**PM: Report number of “in service” vehicles at each HCTD rural location.**

- 2) Ensure rural service feeds into urban service.

**PM: Report on rural sites that provide service into Temple and Killeen and the frequency.**

- 3) Ensure connectivity between urban centers.

**PM: Refer to performance/ridership reports provided as part of the urban reports. This connectivity is reflected through performance of Route 100 and Route 200.**

**Goal 5: 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.**

- 1) Encourage users, agencies, and other entities to use the fixed route element whenever possible.

**PM: Document measures taken to promote use of fixed route system.**

- 2) Provide easy means for agencies to purchase tokens, multi-ride tickets, monthly passes for their clients for use on fixed route service.

**PM: Document methods for providing easy access to bus fare media.**

- 3) Provide travel training for agencies, groups and individuals.

**PM: Document travel training events provided for agencies, groups, and individuals.**

- 4) Rely on existing transportation provider (HCTD) to continue to serve the area, merging rural and urban service.

**PM: Report on number of one-way passenger trips provided in each of the three HCTD Divisions-Rural, Killeen, and Temple.**

**Item #7**

# **FY2016 4<sup>th</sup> Quarter Report**

# Quarterly Report

## Regionally Coordinated Transportation Plan

### RCTP Workplan

4th Quarter FY16



**Attachment A**  
**2011 Regionally Coordinated Transportation Plan-- State Planning Region 23**  
**Process and Outcome Measures to Evaluate Updated Plan.**

- 1) Number of passengers carried per service hour.

PM: Performance factor for FRS of 10 or more passengers per service hour for total service.

**STATUS**                      See Tab A

PM: Performance factor for STS of 2.0 passengers per service hour for total service.

**STATUS**                      See Tab A

- 2) Road calls per miles traveled.

PM: Road calls with objective of less than 25 per 100,000 miles traveled.

**STATUS**                      See Tab A

- 3) Complaints per passengers carried.

PM: Complaints with objective of less than 1 per 100 passengers carried.

**STATUS**                      See Tab A

- 4) Traffic accidents per miles traveled.

PM: Traffic accidents with objective of less than 4 per 100,000 miles traveled.

**STATUS**                      See Tab A

- 5) Missed fixed route trips.

PM: Missed fixed route trips with an objective of less than 2% of total trips scheduled.

**STATUS**                      See Tab A

**Attachment B**  
**2011 Regionally Coordinated Transportation Plan-- State Planning Region 23**  
**Goals, Objectives, and Performance Measures**

**Goal 1: Eliminate waste and inefficiencies**

- 1) Improve ability of transit provider to perform fleet service and maintenance, reducing maintenance cost, and improving reliability.

PM: (Updated August 2015) The operations facility in Belton has been completed and occupied since February of 2013. Looking to the future, improvements may include improving the 3+ acres at the south end of the property, expanding the fleet maintenance service area, possibly adding a paint and body shop, increasing the size of the drivers' ready room, improving office space for supervisors and dispatchers, and modifying parking area to increase capacity. The facility was designed and built to serve for 25 years, with expectation of need for improvement to accommodate employee and fleet growth.

**STATUS** Objective reached; relocation completed February 2013.

- 2) Review routes, passenger use and modify as needed for maximum efficiencies

PM: Report on routes that have been reviewed and statistics regarding passenger use.

**STATUS** Ridership, on time performance, and route design are reviewed on an on-going basis, with a focus at least monthly regarding ridership. Most recent route changes included: Route 4 and Route 30 were modified whereby Route 30 took over service to Modoc in HH; Route 21 modified to better Elms Road; Route 7 modified to serve new Wal-Mart on Bunny Trail; Route 35 to serve new sheltered stop at Neighborhood Wal-Mart; Route 65 to serve Five Hills area.

- 3) Work with the general public and target groups to include local agencies, disability groups, aging population, special interest groups, etc. to encourage use of fixed route system for travel needs.

PM: Document meetings with general public, local agencies, disability groups, aging population, special interest groups, etc. to achieve this objective. Such meetings

include active participation with one or more HCTD staff on a regular basis, to include senior activities and events; student activities and events, VA events; job fairs; and similar events.

**STATUS** See Tab B

- 4) Use central dispatch and scheduling systems that provide greater use of personnel and vehicle resources while simultaneously maintaining high level of quality customer service.

PM: Report on progress to implement electronic scheduling and reporting system.

**STATUS** Through use of commercial applications such as Trapeze and Streets, and through use of developed worksheets, electronic scheduling and reporting is in place and very effective; Will continue to refine for greatest efficiencies. Currently, awaiting installation and update for both hardware and software for these applications.

**Goal 2: Generate efficiencies that will permit increased levels of service.**

- 1) Modify fixed routes, targeting increased ridership.

PM: Report on fixed routes that have been modified to increase ridership.

**STATUS** In FY 2015, modified route 21 for service to Wal-Mart; route 35 to serve new Neighborhood Wal-Mart.

- 2) Eliminate or merge routes with low use.

PM: Report on routes that have been eliminated or merged due to low use.

**STATUS** None this FY.

- 3) Feed neighborhood routes into routes that serve centers of activity.

PM: Report on route connectivity to link neighborhood routes with activity

centers.

**STATUS**

See Tab C

- 5) Ensure easy access to medical facilities, educational facilities, and recreational facilities.

PM: Report on routes that include medical, educational, and recreational facilities.

**STATUS**

See Tab C

- 6) Work with cities, agencies, businesses, and non-profit organizations in improving transit amenities, such as shelters and benches, to better attract and retain transit users.

PM: Document interaction with cities, agencies, businesses, and non-profit organizations to improve transit amenities; report on achievements in this regard.

**STATUS**

See Tab B

- 7) Work with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service.

PM: Document interaction with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service; report on achievements in this regard.

**STATUS**

See Tab B

**Goal 3: Further the state's efforts to reduce air pollution**

- 1) Use of Ultra Low Sulfur Diesel (ULSD) in all the service fleet that uses diesel fuel.

PM: Report on percentage of service fleet using ULSD fuel.

**STATUS**

TOTAL ULSD

TOTAL FLEET

% ULSD

110

174

63.2%

- 2) Coordination of trips to use the Connector service route to minimize the number of vehicles needed for service.

PM: Report on ridership using connector service route to meet or exceed the industry standard of 10.0 passengers per service hour.

**STATUS**

See Tab A

- 3) Established goal and monitoring achievements to maximize the number of passengers per hour using the service, thereby minimizing the fuel used for trips.

PM: Report on the number of passengers per hour using the bus service.

**STATUS**

See Tab A

**Goal 4: Ensure maximum coverage of the service area.**

- 1) Ensure coverage includes rural areas.

PM: Report number of "in service" vehicles at each HCTD rural location.

<b><u>STATUS</u></b>	Cameron	10
	Gatesville	7
	Goldthwaite	5
	Hamilton	4
	Hico	1
	Kingsland	2
	Lampasas	9
	Llano	7
	Mason	3
	Rockdale	11
	San Saba	6
	<b>Total</b>	<b>65</b>

- 2) Ensure rural service feeds into urban service.

PM: Report on rural sites that provide service into Temple and Killeen and the frequency.

**STATUS** See Tab F

- 3) Ensure connectivity between urban centers.

PM: Refer to performance/ridership reports provided as part of the urban reports. This connectivity is reflected through performance of Route 100 and Route 200.

**STATUS** See Tab A

**Goal 5: 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.**

- 1) Encourage users, agencies, and other entities to use the fixed route element whenever possible.

PM: Document measures taken to promote use of fixed route system.

**STATUS**                      See Tab B

- 2) Provide easy means for agencies to purchase tokens, multi-ride tickets, and monthly passes for their clients for use on fixed route service.

PM: Document methods for providing easy access to bus fare media.

**STATUS**                      See Tab D

- 2) Provide travel training for agencies, groups and individuals.

PM: Document travel training events provided for agencies, groups, and individuals.

**STATUS**                      See Tab D

- 3) Rely on existing transportation provider (HCTD) to continue to serve the area, merging rural and urban service.

PM: Report on number of one-way passenger trips provided in each of the three HCTD Divisions - Rural, Killeen, and Temple.

**STATUS**                      See Tab A

## Attachment C

### 2011 Regionally Coordinated Transportation Plan-- State Planning Region 23 CTRTAG Recommended Actions

- 1) HCTD will seek out funding mechanisms/opportunities to develop multi-media marketing HCTD will seek funding mechanisms/opportunities to develop multi-media marketing strategies and implementation.

**STATUS** Opportunity for advertising is monitored on a monthly basis. Regular opportunities, such as “Newcomers’ Guides” are used for marketing.

- 2) For coordinated transportation to be a sustained effort, as stated in HB 3588 and SAFETEA-LU, it must be part of the transportation planning process of the MPO and COG. Public transportation must be viewed as much of an integral part of planning as highway and street projects. Public transportation amenities and services should also be a major part of each municipality's economic development and planning efforts.

**STATUS** HCTD is a voting member of the KTMPO Technical Committee and Policy Board and works closely with other members to develop sustained financial support of the transit system. These include applications for Category 7 Funding for fleet replacement (successful), project proposals for MTP 2040 (pending), and project proposals for Category 9 funding (pending).

- 3) CTRTAG must continue to meet and maintain the interaction and momentum that has occurred over the past year. This group is very representative of the clients in the Central Texas Planning Region and, through continued efforts, will have a positive impact on the transportation services in the region.

**STATUS** N/A to HCTD

- 4) HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.

**STATUS** Each department within HCTD must be well trained; recent activities include training in fleet maintenance, including related software for troubleshooting, service, and repair. When new buses or other equipment is received, users and service technicians receive specialized training. Supervisors, drivers, mechanics, and other staff receive on-going training as well as target specific training on a regular basis.

- 5) CTRTAG will continue to work with TxDOT and other agencies/entities as applicable to address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services.

**STATUS** N/A to HCTD

- 6) CTRTAG will conduct a comprehensive regional needs assessment survey to identify transportation inefficiencies and service gaps.

**STATUS** N/A to HCTD

**Attachment D**  
**2013 Recommendations to 2011 RCTP**

1) HCTD should strive to increase awareness of services through marketing and partnerships as identified below:

- Update The HOP website;

**STATUS**

- a) Changed background.
- b) Added Google Maps Trip Planner.
- c) Complete overhaul in 2014-15.
- d) Mobile compatible achieved.
- e) Contains variety of notices and messages of interest such as job vacancies, legal notices, training opportunities.
- f) Used to notify riders in the event of service changes, such as stoppage during inclement weather.

- Market public transportation (The HOP) using regional media, PSAs, etc.;

**STATUS**

See Tab E

- Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses
- Place maps at a variety of outlets, such as businesses and area agencies;
- Installed framed inserts at each non-sheltered bus stop containing route maps and timetables, and other related information.
- Installed route maps inserts on each shelter that contain maps, timetables, and related transit information.
- Installed signs with bus stop numbers presented in raised letters and in Braille.

**STATUS**

See Tab E

- Place maps, routes and pamphlets at agencies with large numbers of potential riders;

**STATUS**

See Tab E

- Clarify information regarding Rural Service;

**STATUS**

See Tab F

- Seek partnerships with Fort Hood, educational institutions, cities, governmental agencies, etc. Promote awareness of services and facilitate expansion of services.

**STATUS**

Ongoing.

2) HCTD should consider expansion of services when practical and financially feasible.

- Provide weekend services, extend service hours to 11:00 p.m., and provide more bus stops on existing routes and add more routes.

**STATUS** HCTD recognizes the need for, and has heard the request for an expansion of service. This is a long term project, but cannot be achieved without a source of sustainable funding.

- Expand services on Fort Hood for military families.

**STATUS** HCTD will work to develop a relationship with Fort Hood to consider service expansions.

3) HCTD should continue coordinating with agencies to streamline their ability to obtain bus fare (tickets, tokens, passes, etc.) for their clients.

**STATUS** On going.

	JAN 16		FEB 16		MAR 16		APR 16		MAY 16		JUN 16	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5,640	22.1	6,123	23.3	5,639	19.6	5,633	20.2	5,408	19.7	5,857	20.4
Route 4	7,006	24.4	7,317	25.1	7,386	23.3	7,207	23.0	6,667	21.9	7,209	22.7
Route 5	5,510	21.5	5,694	21.5	5,738	19.8	5,686	20.2	5,495	19.9	5,796	20.0
Route 7	1,527	6.4	1,667	6.7	1,580	5.7	1,652	6.3	1,370	5.2	1,372	5.0
Route 21	2,338	8.1	2,465	8.4	2,387	7.5	2,397	7.6	2,269	7.4	2,364	7.4
Route 30	2,793	9.6	3,057	10.4	3,215	10.0	3,152	10.0	2,918	9.5	2,964	9.3
Route 35	2,861	11.4	2,851	10.8	2,601	8.9	2,499	9.0	2,294	8.2	2,267	7.8
Route 65	3,232	14.2	3,482	14.5	3,271	12.4	3,304	13.1	3,198	12.7	3,400	12.9
Route 100	3,451	15.1	4,220	17.6	3,943	14.9	4,081	16.2	3,533	14.0	3,516	13.3
Connector	2,750	11.7	2,918	11.7	2,910	10.6	3,119	12.0	2,624	10.1	2,972	10.9
Route 510	4,189	16.2	4,617	17.5	4,306	15.0	4,469	15.9	4,105	14.9	4,034	14.1
Route 520	2,720	9.5	3,265	11.2	3,178	10.0	3,269	10.4	2,968	9.7	3,090	9.7
Route 530	2,905	10.5	3,091	11.0	3,094	10.1	3,074	10.2	2,860	9.7	3,171	10.3
Route 610	1,728	7.3	1,916	7.7	1,783	6.5	1,829	7.0	1,813	6.9	1,957	7.1
<b>TOTAL</b>	<b>48,650</b>	<b>13.4</b>	<b>52,683</b>	<b>14.1</b>	<b>51,031</b>	<b>12.5</b>	<b>51,371</b>	<b>12.9</b>	<b>47,522</b>	<b>12.1</b>	<b>49,969</b>	<b>12.2</b>

	JUL 16		AUG 16		SEP 16		OCT 16		NOV 16		DEC 16	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5,304	19.9	6,357	21.2	6,364	23.1	53	0.2	0	0.0	0	0.0
Route 4	6,604	22.0	7,127	21.6	7,281	23.9	0	0.0	0	0.0	0	0.0
Route 5	5,340	19.9	6,353	21.1	6,521	23.6	52	0.2	0	0.0	0	0.0
Route 7	1,280	5.1	1,585	5.5	1,580	6.0	0	0.0	0	0.0	0	0.0
Route 21	2,240	7.4	2,663	8.0	2,828	9.2	0	0.0	0	0.0	0	0.0
Route 30	2,658	8.8	3,086	9.3	2,893	9.4	0	0.0	0	0.0	0	0.0
Route 35	2,216	8.4	2,343	7.7	2,484	8.9	0	0.0	0	0.0	0	0.0
Route 65	3,143	13.1	3,921	14.2	3,888	15.4	0	0.0	0	0.0	0	0.0
Route 100	3,107	12.9	4,098	14.8	4,549	18.1	0	0.0	0	0.0	0	0.0
Connector	2,683	10.8	2,998	10.5	3,053	11.7	0	0.0	0	0.0	0	0.0
Route 510	4,271	15.8	4,779	16.0	4,244	15.4	0	0.0	0	0.0	0	0.0
Route 520	2,799	9.3	3,219	9.7	3,159	10.4	0	0.0	0	0.0	0	0.0
Route 530	3,046	10.5	3,426	10.7	3,293	11.2	0	0.0	0	0.0	0	0.0
Route 610	1,887	7.5	2,006	7.0	1,950	7.4	0	0.0	0	0.0	0	0.0
<b>TOTAL</b>	<b>46,578</b>	<b>12.3</b>	<b>53,961</b>	<b>12.7</b>	<b>54,087</b>	<b>13.8</b>	<b>105</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>

	JAN 15		FEB 15		MAR 15		APR 15		MAY 15		JUN 15	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	6,063	22.7	5,883	22.7	5,882	21.7	6,016	21.9	5,707	21.4	6,691	23.3
Route 4	7,219	24.1	6,984	25.5	7,781	26.0	8,130	26.7	7,302	24.3	7,460	23.5
Route 5	5,486	20.4	5,498	22.2	5,905	21.7	5,934	21.4	5,602	20.9	6,459	22.3
Route 7	1,206	4.8	1,288	5.5	1,423	5.5	1,575	6.0	1,253	5.0	1,657	6.0
Route 21	2,108	7.3	2,148	8.2	2,273	7.9	2,596	8.9	2,423	8.4	2,575	8.4
Route 30	2,887	9.5	2,525	9.1	2,781	9.2	2,899	9.4	2,793	9.2	2,975	9.3
Route 35	2,400	9.1	2,377	9.6	2,664	9.7	2,695	9.7	2,540	9.6	2,889	9.9
Route 65	3,540	14.8	3,241	14.4	3,649	14.7	3,527	14.0	3,243	13.5	3,519	13.3
Route 100	4,085	17.0	4,468	19.9	4,588	18.5	5,124	20.3	4,009	16.7	4,029	15.3
Connector	2,386	9.6	2,480	10.7	2,547	9.9	2,642	10.1	2,362	9.5	2,878	10.5
Route 510	4,399	16.3	4,036	16.3	4,390	16.2	4,457	16.2	4,232	15.7	4,803	16.8
Route 520	2,918	9.7	2,517	9.2	2,973	9.9	2,989	9.8	3,057	10.2	3,099	9.8
Route 530	3,336	11.5	2,950	11.1	3,380	11.6	3,387	11.5	3,274	11.3	4,064	13.2
Route 610	1,470	5.9	1,471	6.3	1,517	5.9	1,472	5.6	1,535	6.1	1,834	6.7
<b>TOTAL</b>	<b>49,503</b>	<b>13.1</b>	<b>47,566</b>	<b>13.6</b>	<b>51,753</b>	<b>13.5</b>	<b>53,443</b>	<b>13.7</b>	<b>49,332</b>	<b>13.0</b>	<b>54,932</b>	<b>13.5</b>

	JUL 15		AUG 15		SEP 15		OCT 15		NOV 15		DEC 15	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	6,483	23.6	6,889	25.8	6,856	24.9	6,856	23.9	5,971	25.1	6,428	24.5
Route 4	7,787	25.6	7,953	26.5	7,790	25.6	8,396	26.5	6,885	25.9	7,808	26.8
Route 5	6,302	22.8	6,281	23.4	6,383	23.1	7,016	24.3	5,768	24.1	5,809	22.0
Route 7	1,584	6.0	1,538	6.1	1,825	6.9	1,833	6.7	1,588	7.0	1,573	7.0
Route 21	2,383	8.1	2,517	8.8	2,653	9.1	2,802	9.2	2,264	8.9	2,314	8.3
Route 30	3,017	9.8	3,109	10.3	3,319	10.8	3,643	11.4	2,914	10.9	3,064	10.4
Route 35	2,638	9.5	2,705	10.2	2,905	10.4	2,937	10.1	2,605	10.9	2,700	10.2
Route 65	3,328	13.2	3,549	14.8	3,807	15.1	3,873	14.7	3,243	15.0	3,662	15.3
Route 100	3,857	15.3	4,094	17.1	5,203	20.6	5,186	19.6	4,100	19.0	3,590	15.0
Connector	2,782	10.7	2,908	11.7	3,211	12.3	3,366	12.3	2,659	11.9	2,733	11.0
Route 510	4,284	15.6	5,159	19.1	5,339	19.4	5,495	19.2	4,126	17.2	4,702	17.9
Route 520	3,013	9.9	3,179	10.6	3,330	10.9	3,334	10.5	2,641	9.9	3,265	11.2
Route 530	3,546	12.0	3,681	12.7	3,467	11.8	3,655	11.9	2,752	10.7	3,011	10.7
Route 610	1,697	6.5	1,851	7.4	1,866	7.1	1,947	7.1	1,649	7.3	1,817	7.3
<b>TOTAL</b>	<b>52,701</b>	<b>13.5</b>	<b>55,413</b>	<b>14.6</b>	<b>57,954</b>	<b>14.9</b>	<b>60,339</b>	<b>14.8</b>	<b>49,165</b>	<b>14.6</b>	<b>52,476</b>	<b>14.1</b>

**ROAD CALL REPORT - 2016**

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>STANDARD</b>
January	21	221,355	9.5	=/< 25
February	25	234,134	10.7	=/< 25
March	9	251,809	3.6	=/< 25
April	10	236,947	4.2	=/< 25
May	15	240,732	6.2	=/< 25
June	12	240,749	5.0	=/< 25
July	17	233,470	7.3	=/< 25
August	10	249,660	4.0	=/< 25
September	16	242,234	6.6	=/< 25
October	0	0	#DIV/0!	=/< 25
November	0	0	#DIV/0!	=/< 25
December	0	0	#DIV/0!	=/< 25
<b>YTD</b>	<b>135</b>	<b>2,151,090</b>	<b>6.3</b>	<b>=/&lt; 25</b>

**ROAD CALL REPORT - 2015**

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>STANDARD</b>
January	14	225,584	6.21	=/< 25
February	12	207,239	5.79	=/< 25
March	13	208,656	6.23	=/< 25
April	13	226,731	5.73	=/< 25
May	17	225,591	7.54	=/< 25
June	26	227,645	11.42	=/< 25
July	22	245,845	8.95	=/< 25
August	12	240,111	5.00	=/< 25
September	29	252,780	11.47	=/< 25
October	17	262,317	6.48	=/< 25
November	10	220,253	4.54	=/< 25
December	14	246,388	5.68	=/< 25
<b>YTD</b>	<b>199</b>	<b>2,789,140</b>	<b>7.13</b>	<b>=/&lt; 25</b>

**CUSTOMER SERVICE REPORT - 2016**

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
January	51	60,071	0.08	=/< 1
February	57	64,626	0.09	=/< 1
March	42	63,405	0.07	=/< 1
April	36	63,182	0.06	=/< 1
May	34	58,994	0.06	=/< 1
June	29	61,646	0.05	=/< 1
July	54	57,826	0.09	=/< 1
August	59	66,989	0.09	=/< 1
September	63	66,895	0.09	=/< 1
October	0	0	#DIV/0!	=/< 1
November	0	0	#DIV/0!	=/< 1
December	0	0	#DIV/0!	=/< 1
<b>YTD</b>	<b>425</b>	<b>563,634</b>	<b>0.08</b>	<b>=/&lt; 1</b>

**CUSTOMER SERVICE REPORT - 2015**

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
January	32	58,061	0.06	=/< 1
February	25	58,532	0.04	=/< 1
March	48	63,904	0.08	=/< 1
April	64	65,481	0.10	=/< 1
May	48	60,088	0.08	=/< 1
June	47	66,314	0.07	=/< 1
July	50	64,605	0.08	=/< 1
August	64	67,386	0.09	=/< 1
September	40	70,383	0.06	=/< 1
October	37	72,653	0.05	=/< 1
November	49	59,725	0.08	=/< 1
December	46	63,711	0.07	=/< 1
<b>YTD</b>	<b>550</b>	<b>770,843</b>	<b>0.07</b>	<b>=/&lt; 1</b>

**MISSED TRIP REPORT - FRS - 2016**

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>STANDARD</b>
January	3,500	15	0.43%	=/< 2%
February	3,613	11	0.30%	=/< 2%
March	3,952	10	0.25%	=/< 2%
April	3,839	9	0.23%	=/< 2%
May	3,782	5	0.13%	=/< 2%
June	3,952	39	0.99%	=/< 2%
July	3,669	23	0.63%	=/< 2%
August	4,121	16	0.39%	=/< 2%
September	3,782	19	0.50%	=/< 2%
October	0	0	#DIV/0!	=/< 2%
November	0	0	#DIV/0!	=/< 2%
December	0	0	#DIV/0!	=/< 2%
<b>YTD</b>	<b>34,210</b>	<b>147</b>	<b>0.43%</b>	<b>=/&lt; 2%</b>

**MISSED TRIP REPORT - FRS - 2015**

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>STANDARD</b>
January	3,654	16	0.44%	=/< 2%
February	3,374	132	3.91%	=/< 2%
March	3,712	123	3.31%	=/< 2%
April	3,769	8	0.21%	=/< 2%
May	3,654	24	0.66%	=/< 2%
June	3,936	21	0.53%	=/< 2%
July	3,767	17	0.45%	=/< 2%
August	3,654	22	0.60%	=/< 2%
September	3,767	26	0.69%	=/< 2%
October	3,936	20	0.51%	=/< 2%
November	3,261	8	0.25%	=/< 2%
December	3,573	4	0.11%	=/< 2%
<b>YTD</b>	<b>44,059</b>	<b>421</b>	<b>0.96%</b>	<b>=/&lt; 2%</b>

**SAFETY PERFORMANCE REPORT - 2016**

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>STANDARD</b>
January	1	221,355	0.45	=/< 4
February	4	234,134	1.71	=/< 4
March	7	251,809	2.78	=/< 4
April	2	236,947	0.84	=/< 4
May	6	240,732	2.49	=/< 4
June	2	240,749	0.83	=/< 4
July	3	233,470	1.28	=/< 4
August	8	249,660	3.20	=/< 4
September	8	242,234	3.30	=/< 4
October	0	0	#DIV/0!	=/< 4
November	0	0	#DIV/0!	=/< 4
December	0	0	#DIV/0!	=/< 4
<b>YTD</b>	<b>41</b>	<b>2,151,090</b>	<b>1.91</b>	<b>=/&lt; 4</b>

**SAFETY PERFORMANCE REPORT - 2015**

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>STANDARD</b>
January	4	225,584	1.77	=/< 4
February	4	207,239	1.93	=/< 4
March	5	208,656	2.40	=/< 4
April	5	226,731	2.21	=/< 4
May	2	225,591	0.89	=/< 4
June	1	227,645	0.44	=/< 4
July	3	245,845	1.22	=/< 4
August	7	240,111	2.92	=/< 4
September	4	252,780	1.58	=/< 4
October	3	262,317	1.14	=/< 4
November	5	220,253	2.27	=/< 4
December	6	246,388	2.44	=/< 4
<b>YTD</b>	<b>49</b>	<b>2,789,140</b>	<b>1.76</b>	<b>=/&lt; 4</b>

### Killeen Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6842	7084	7331	7045	6816	6880	6653	7866	7821	0	0	0	64338
TOTAL SERVICE HOURS	3716.5	3723.6	3965.3	3772.4	3757.6	3789.4	3470.3	4145.7	4689.5	0	0	0	35030.3
PASSENGERS/HOUR	1.8	1.9	1.8	1.9	1.8	1.8	1.9	1.9	1.7	#DIV/0!	#DIV/0!	#DIV/0!	1.8

KILLEEN DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6338	6415	6920	6686	6439	6449	6215	6837	7083	0	0	0	59382
TOTAL TRIPS WITH APPTS	2756	2754	2861	2698	2543	2574	2522	2905	2819	0	0	0	24432
NUMBER LATE PICKUPS	968	1000	931	736	707	655	706	1178	2740	0	0	0	9621
NUMBER LATE APPTS	314	230	227	180	200	153	148	296	504	0	0	0	2252
ON-TIME PERFORMANCE (PICKUP)	85%	84%	87%	89%	89%	90%	89%	83%	61%	#DIV/0!	#DIV/0!	#DIV/0!	84%
ON-TIME PERFORMANCE (APPT)	89%	92%	92%	93%	92%	94%	94%	90%	82%	#DIV/0!	#DIV/0!	#DIV/0!	91%

KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3303	3679	3965	3814	3731	3717	3545	4110	3028	0	0	0	32892
TOTAL TRIPS WITH APPTS	1331	1432	1595	1501	1396	1411	1336			0	0	0	10002
NUMBER LATE PICKUPS	546	594	551	425	413	390	426			0	0	0	3345
NUMBER LATE APPTS	105	67	92	59	75	47	50			0	0	0	495
ON-TIME PERFORMANCE (PICKUP)	83%	84%	86%	89%	89%	90%	88%			#DIV/0!	#DIV/0!	#DIV/0!	90%
ON-TIME PERFORMANCE (APPT)	92%	95%	94%	96%	95%	97%	96%			#DIV/0!	#DIV/0!	#DIV/0!	95%

KILLEEN DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	2367	2286	2114	2003	2084	1983	2473	2018	0	0	0	19750
TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	967			0	0	0	7571
NUMBER LATE PICKUPS	377	348	322	257	231	220	213			0	0	0	1968
NUMBER LATE APPTS	205	160	134	120	120	101	92			0	0	0	932
ON-TIME PERFORMANCE (PICKUP)	84%	85%	86%	88%	88%	89%	89%			#DIV/0!	#DIV/0!	#DIV/0!	90%
ON-TIME PERFORMANCE (APPT)	83%	87%	88%	88%	88%	90%	90%			#DIV/0!	#DIV/0!	#DIV/0!	88%

### Temple Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4579	4859	5043	4766	4656	4797	4595	5162	4987	0	0	0	43444
TOTAL SERVICE HOURS	2672	2841.6	2994.4	2879.9	2840	2833.1	2649	3012	3302.9	0	0	0	26024.9
PASSENGERS/HOUR	1.7	1.7	1.7	1.7	1.6	1.7	1.7	1.7	1.5	#DIV/0!	#DIV/0!	#DIV/0!	1.7

TEMPLE DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4265	4385	4687	4494	4371	4459	4223	4525	4498	0	0	0	39907
TOTAL TRIPS WITH APPTS	1666	1711	1858	1813	1730	1736	1689	1790	1691	0	0	0	15684
NUMBER LATE PICKUPS	402	459	555	401	217	282	294	507	1407	0	0	0	4524
NUMBER LATE APPTS	92	84	86	86	39	53	43	73	112	0	0	0	668
ON-TIME PERFORMANCE (PICKUP)	91%	90%	88%	91%	95%	94%	93%	89%	69%	#DIV/0!	#DIV/0!	#DIV/0!	89%
ON-TIME PERFORMANCE (APPT)	94%	95%	95%	95%	98%	97%	97%	96%	93%	#DIV/0!	#DIV/0!	#DIV/0!	96%

TEMPLE DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1831	1936	2012	1978	1885	1935	1828	2304	1750	0	0	0	17459
TOTAL TRIPS WITH APPTS	616	600	657	669	641	636	611			0	0	0	4430
NUMBER LATE PICKUPS	163	198	219	179	93	132	118			0	0	0	1102
NUMBER LATE APPTS	15	13	12	15	4	10	7			0	0	0	76
ON-TIME PERFORMANCE (PICKUP)	91%	90%	89%	91%	95%	93%	94%			#DIV/0!	#DIV/0!	#DIV/0!	94%
ON-TIME PERFORMANCE (APPT)	98%	98%	98%	98%	99%	98%	99%			#DIV/0!	#DIV/0!	#DIV/0!	98%

TEMPLE DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	1898	2011	1928	1946	1934	1821	1895	1629	0	0	0	17484
TOTAL TRIPS WITH APPTS	1229	848	945	916	888	885	869			0	0	0	6580
NUMBER LATE PICKUPS	377	193	258	169	104	113	139			0	0	0	1353
NUMBER LATE APPTS	205	63	65	64	30	36	33			0	0	0	496
ON-TIME PERFORMANCE (PICKUP)	84%	90%	87%	91%	95%	94%	92%			#DIV/0!	#DIV/0!	#DIV/0!	92%
ON-TIME PERFORMANCE (APPT)	83%	93%	93%	93%	97%	96%	96%			#DIV/0!	#DIV/0!	#DIV/0!	92%

### Total ADA Trips - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5134	5615	5977	5792	5616	5652	5373	6414	4778	0	0	0	50351
TOTAL TRIPS WITH APPTS	1947	2032	2252	2170	2037	2047	1947			0	0	0	14432
NUMBER TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	0	0	0
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%			#DIV/0!	#DIV/0!	#DIV/0!	0%

NUMBER LATE PICKUPS	709	792	770	604	506	522	544			0	0	0	4447
NUMBER LATE APPTS	220	173	146	135	124	111	99			0	0	0	1008
ON-TIME PERFORMANCE (PICKUP)	86%	86%	87%	90%	91%	91%	90%			#DIV/0!	#DIV/0!	#DIV/0!	91%
ON-TIME PERFORMANCE (APPT)	89%	91%	94%	94%	94%	95%	95%			#DIV/0!	#DIV/0!	#DIV/0!	93%

MISSED TRIPS	5	5	3	1	0	2	5	0	3	0	0	0	24
PERCENTAGE MISSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%

TRIPS > 60 MINUTES	201	199	197	165	176	171	159	207	281	0	0	0	1756
PERCENTAGE < 60 MINUTES	96%	96%	97%	97%	97%	97%	97%	97%	94%	#DIV/0!	#DIV/0!	#DIV/0!	97%

### Killeen Division - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	7383	6788	7586	7554	6507	6618	7138	7122	7473	7398	6328	6738	84633
TOTAL SERVICE HOURS	3606.3	3271.1	3548	3590.5	3230.6	3321.1	3701.8	3735.3	4002.6	4074.5	3638.1	3843.2	43563.1
PASSENGERS/HOUR	2.0	2.1	2.1	2.1	2.0	2.0	1.9	1.9	1.9	1.8	1.7	1.8	1.9

KILLEEN DIVISION TOTAL - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6372	5960	6618	6686	5787	5911	6201	6111	6872	6837	5839	6219	75413
TOTAL TRIPS WITH APPTS	2932	2690	2980	3016	2559	2654	2762	2728	3000	2987	2544	2607	33459
NUMBER LATE PICKUPS	1685	1981	2177	2214	1596	1389	1540	1359	1331	1220	741	886	18119
NUMBER LATE APPTS	569	594	669	631	555	407	405	385	447	458	269	232	5621
ON-TIME PERFORMANCE (PICKUP)	73.6%	66.8%	67.1%	66.9%	72.4%	76.5%	75.2%	77.8%	80.6%	82.2%	87.3%	85.8%	76.0%
ON-TIME PERFORMANCE (APPT)	80.6%	77.9%	77.6%	79.1%	78.3%	84.7%	85.3%	85.9%	85.1%	84.7%	89.4%	91.1%	83.2%

KILLEEN DIVISION ADA - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3129	3084	3425	3599	3107	3263	3296	3004	3388	3474	2919	3122	38810
TOTAL TRIPS WITH APPTS	1302	1254	1396	1496	1236	1309	1314	1208	1333	1343	1136	1169	15496
NUMBER LATE PICKUPS	863	1003	1114	1146	978	768	799	666	761	634	414	479	9625
NUMBER LATE APPTS	190	251	282	261	245	169	161	128	174	139	94	73	2167
ON-TIME PERFORMANCE (PICKUP)	72.4%	67.5%	67.5%	68.2%	68.5%	76.5%	75.8%	77.8%	77.5%	81.8%	85.8%	84.7%	75.2%
ON-TIME PERFORMANCE (APPT)	85.4%	80.0%	79.8%	82.6%	80.2%	87.1%	87.7%	89.4%	86.9%	89.7%	91.7%	93.8%	86.0%

KILLEEN DIVISION MTP - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2576	2261	2416	2476	2209	2219	2490	2696	2746	2661	2307	2482	29539
TOTAL TRIPS WITH APPTS	1303	1122	1199	1213	1078	1083	1223	1316	1384	1374	1174	1219	14688
NUMBER LATE PICKUPS	643	707	755	777	549	517	632	577	492	486	293	327	6755
NUMBER LATE APPTS	351	304	333	328	287	216	231	245	249	293	168	152	3157
ON-TIME PERFORMANCE (PICKUP)	75.0%	68.7%	68.8%	68.6%	75.1%	76.7%	74.6%	78.6%	82.1%	81.7%	87.3%	86.8%	77.1%
ON-TIME PERFORMANCE (APPT)	73.1%	72.9%	72.2%	73.0%	73.4%	80.1%	81.1%	81.4%	82.0%	78.7%	85.7%	87.5%	78.5%

### Temple Division - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4677	4178	4565	4484	4249	4764	4766	4851	4956	4916	4232	4497	55135
TOTAL SERVICE HOURS	2586.7	2271.7	2497.6	2469.6	2418.7	2676.8	2600.7	2663.8	2826	2968.8	2726.4	2678.2	31385
PASSENGERS/HOUR	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.7	1.6	1.7	1.8

TEMPLE DIVISION TOTAL - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4212	3757	4113	4072	3867	4292	4219	4304	4563	4525	3996	4180	50100
TOTAL TRIPS WITH APPTS	1926	1595	1729	1790	1632	1809	1734	1772	1867	1810	1581	1624	20669
NUMBER LATE PICKUPS	1175	1206	1422	1298	949	960	1018	868	867	656	464	509	11392
NUMBER LATE APPTS	341	270	337	302	226	237	202	195	223	175	112	101	2721
ON-TIME PERFORMANCE (PICKUP)	72.1%	67.9%	65.4%	68.1%	75.5%	77.6%	75.9%	79.8%	81.0%	85.5%	88.4%	87.8%	77.3%
ON-TIME PERFORMANCE (APPT)	82.3%	83.1%	80.5%	83.1%	86.2%	86.6%	88.4%	89.0%	88.1%	90.3%	92.9%	93.8%	87.0%

TEMPLE DIVISION ADA - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1883	1715	1908	1929	1958	2133	2157	2141	1998	2046	1735	1877	23480
TOTAL TRIPS WITH APPTS	678	597	656	715	687	758	722	737	720	725	611	596	8202
NUMBER LATE PICKUPS	501	512	634	594	483	489	509	418	427	294	209	231	5301
NUMBER LATE APPTS	97	87	100	98	69	85	60	61	65	52	20	17	811
ON-TIME PERFORMANCE (PICKUP)	73.4%	70.1%	66.8%	69.2%	75.3%	77.1%	76.4%	80.5%	78.6%	85.6%	88.0%	87.7%	77.4%
ON-TIME PERFORMANCE (APPT)	85.7%	85.4%	84.8%	86.3%	90.0%	88.8%	91.7%	91.7%	91.0%	92.8%	96.7%	97.1%	90.1%

TEMPLE DIVISION MTP - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1846	1533	1738	1663	1510	1731	1619	1704	1902	1857	1634	1620	20357
TOTAL TRIPS WITH APPTS	984	748	831	812	715	811	777	828	881	821	705	743	9656
NUMBER LATE PICKUPS	480	490	586	508	329	339	336	298	305	271	187	180	4309
NUMBER LATE APPTS	128	146	188	162	130	128	114	107	123	97	69	70	1482
ON-TIME PERFORMANCE (PICKUP)	74.0%	68.0%	66.3%	69.5%	78.2%	80.4%	79.2%	82.5%	84.0%	85.4%	88.6%	88.9%	78.8%
ON-TIME PERFORMANCE (APPT)	87.0%	80.5%	77.4%	80.0%	81.8%	84.2%	85.3%	87.1%	86.0%	88.2%	90.2%	90.6%	84.9%

### Total ADA Trips - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5012	4799	5333	5528	5065	5396	5453	5145	5386	5520	4654	4999	62290
TOTAL TRIPS WITH APPTS	1980	1851	2052	2211	1923	2067	2036	1945	2053	2068	1747	1765	23698
NUMBER TRIPS DENIED	0	0	0	4	3	0	0	0	0	0	0	0	7
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

NUMBER LATE PICKUPS	1364	1515	1748	1740	1461	1257	1308	1084	1188	928	623	710	14926
NUMBER LATE APPTS	448	391	433	426	356	301	291	306	314	345	188	169	3968
ON-TIME PERFORMANCE (PICKUP)	72.8%	68.4%	67.2%	68.5%	71.2%	76.7%	76.0%	78.9%	77.9%	83.2%	86.6%	85.8%	76.0%
ON-TIME PERFORMANCE (APPT)	77.4%	78.9%	78.9%	80.7%	81.5%	85.4%	85.7%	84.3%	84.7%	83.3%	89.2%	90.4%	83.3%

MISSED TRIPS	6	5	8	3	7	1	1	3	1	3	0	0	38
PERCENTAGE MISSED	0.1%	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%

TRIPS > 60 MINUTES	275	261	342	300	297	294	252	248	258	258	165	198	3148
PERCENTAGE < 60 MINUTES	94.5%	94.6%	93.6%	94.6%	94.1%	94.6%	95.4%	95.2%	95.2%	95.3%	96.5%	96.0%	94.9%

**URBAN DIVISION - 2016**

**STS DISPATCH**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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Abandoned calls <10%											
Wait times avg < 3 minutes											
Talk Times avg < 2 minutes											

**STS SCHEDULING**

Abandoned calls <10%											
Wait times avg - < 3 minutes											
Talk Times avg < 2 minutes											

**CUSTOMER SERVICE**

Abandoned calls <10%											
Wait times avg < 3 minutes											
Talk Times avg < 2 minutes											

\* Telephone report system failure.

**URBAN DIVISION - 2015**

**STS DISPATCH**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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Abandoned calls <10%	7.80%		7.50%	4.90%							
Wait times avg < 3 minutes	0:56		0:43	0:15							
Talk Times avg < 2 minutes	0:35		0:35	0:30							

**STS SCHEDULING**

Abandoned calls <10%	3.50%		5.30%	5.10%							
Wait times avg - < 3 minutes	0:34		0:49	0:50							
Talk Times avg < 2 minutes	1:09		1:24	1:19							

**CUSTOMER SERVICE**

Abandoned calls <10%	12.50%		11.50%	15.80%							
Wait times avg < 3 minutes	0:49		0:46	1:19							
Talk Times avg < 2 minutes	0:47		1:26	0:46							

\* Telephone report system failure.

Calls Answered

\* Telephone report system failure.

### Community Events FY16

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
KTMO	Temple Library	10/8/2016	1:00 PM	B. Leon	Walk in My Shoes

### Community Participation FY16

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
KTMO	KTMO Tech Meeting	10/6/2015	8:30 AM	Robert Ator	Planning for Agency
	Bell County Expo Center	10/13/2015	8:30 AM	Robert Ator	"Rusty Awards"
VIP Support Group	Temple Public Library	10/10/2015	1:00 PM	J. Valdes	Come Walk in My Shoes
City Council	Temple City Hall	10/15/2015	8:30 AM	Robert Ator	City Council Meeting
KTMO	CTCOG offices - Belton	10/21/2015	8:30 AM	Robert Ator	KTMO Policy Board
Wallace Creek Extension Club	San Saba Civic Center	11/3/2015	11:00 AM	T. Austin	Sab Saba County Health Fair
SFAC	Fort Hood, TX	11/3/2015	11:00 AM	J. Valdes	Wounded Warrior Resource Fair
Horseshoe Bay Business Alliance	Rosanne Davis Designs Building - Horseshoe Bay	11/17/2015	5:00 PM	T. Austin	Food Drive
Central Texas 4C, Inc.	ct4c.org Website	2/19/2016	9:30 AM	Robert Ator	Parent Corner Website
Coryell County	Gatesville Civic Center	3/24/2016	9:30 AM	T. Austin	Gatesville Senior Expo
City of Killeen	Lions Club Park Senior Center	8/12/2016	8:30 AM	J. Valdes	Senior Market Day
KTMO	KTMO Tech Meeting	3/2/2016	8:30 AM	Robert Ator	Planning for Agency
City of Temple	CDBG Enhancements	3/15/2016	9:30 AM	Robert Ator	
KTMO	CTCOG offices - Belton	3/16/2016	8:30 AM	Robert Ator	KTMO Policy Board
Bell County Commissioners Court	Bell County Offices	3/16/2016	9:30 AM	Robert Ator	People with Disabilities Presentation
City of Copperas Cove	Copperas Cove City Hall	3/24/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	KTMO Tech Meeting	4/6/2016	8:30 AM	Robert Ator	Planning for Agency
KTMO	CTCOG offices - Belton	4/20/2016	8:30 AM	Robert Ator	KTMO Policy Board
City of Copperas Cove	Copperas Cove City Hall	4/26/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	CTCOG offices - Belton	5/10/2016	8:30 AM	Robert Ator	BPAC
KTMO	CTCOG offices - Belton	5/18/2016	8:30 AM	Robert Ator	KTMO Policy Board
KTMO	KTMO Tech Meeting	6/1/2016	8:30 AM	Robert Ator	Planning for Agency
City of Copperas Cove	Copperas Cove City Hall	6/6/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	CTCOG offices - Belton	6/22/2016	8:30 AM	Robert Ator	KTMO Policy Board
KTMO	CTCOG offices - Belton	6/23/2016	9:00 AM	Robert Ator	Met with Bicycle Advocates
City of Belton	West MLK Jr. Avenue - Belton	7/12/2016	1:30 PM	Robert Ator	West MLK Jr. Avenue Extension Project Dedication Ceremony

### Community Events FY15

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
Food For Families	The HOP Urban Service Area	11-13 to 11-21		J. Valdes	Food drive
NAACP	Corinth Church of Temple	6/27/2015	9:00 AM	J. Valdes	Community in Unity

### Community Participation FY15

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
Bell County Network	Killeen offices on 2nd Street	2/20/2015	11:30 AM	Robert Ator	Network with various agencies
KISD	Ellision High School - Killeen, TX	3/13/2015	8:00 AM	J. Valdes	Transition Meeting
KISD	Ellision High School - Killeen, TX	3/26/2015	10:00 AM	J. Valdes	Transition Meeting for Students and Parents
City of Killeen	Fort Hood	4/10/2015	10:00 AM	J. Valdes	Transition Meeting for Students and Parents
Hill Country Transit District	Killeen Regional Airport	5/18/2015	9:00 AM	Robert Ator	New Bus Unveiling
Hill Country Transit District	Temple City Hall	5/19/2015	9:00 AM	Robert Ator	New Bus Unveiling
Hill Country Transit District	Charles Borromeo Church - Kingsland, TX	6/8/2015	11:30 AM	T. Austin	Promotion of Services
Hill Country Transit District	Charles Borromeo Church - Kingsland, TX	6/11/2015	6:30 PM	T. Austin	Promotion of Services
Leadership Central Texas	The HOP Offices - Belton	6/18/2015	9:00 AM	Robert Ator	Network with various agencies
City of Temple	Temple City Hall	7/2/2015	8:00 AM	Robert Ator	Temple Medical Education District Planning Meeting
Temple College	Temple College	7/16/2015	7:00 PM	K. Sames	Annual Open House
City of Killeen	Killeen City Hall	7/20/2015	9:00 AM	Robert Ator	Town Hall Meeting
City of Copperas Cove	Copperas Cove Rotary Club	7/21/2015	9:30 AM	Robert Ator	Highway 190 Business Plan
City of Belton	Belton City Hall	7/27/2015	8:00 AM	Robert Ator	P & Z Meeting
City of Temple	Temple City Hall	7/27/2015	9:30 AM	Robert Ator	Community Development Meeting
Cedar Crest Rehabilitation	Cedar Crest Hospital	7/27/2015	11:00 AM	Robert Ator	Transportation Planning
City of Killeen	Killeen City Hall	7/28/2015	11:00 AM	Robert Ator	Transit Funding
City of Copperas Cove	Copperas Cove Rotary Club	7/28/2015	11:00 AM	Robert Ator	Transit Funding
Harker Heights Library	Harker Heights Library	8/12/2015	8:30 AM	J. Valdes	Children's Day Event
City of Killeen	Lions Club Park Senior Center	8/14/2015	8:30 AM	J. Valdes	Senior Market Day
Llano County Library	TAC Meeting	8/17/2015	2:00 PM	T. Austin	Discuss Transit Issues
Texas Veterans Commission	Texas National Guard Armory	8/26/2015	9:00 AM	K. Sames	Veterans Hiring Event
Veterans Coalition of Bell County	Belton Goodwill Learning Center	9/11/2015	10:00 AM	Robert Ator	Planning for Agency
VFW	Llano VFW	9/14/2015	11:30 AM	T. Austin	VFW Ladies Auxiliary Luncheon
Belton Economic Development	CTCOG offices - Belton	9/16/2015	11:30 AM	K. Sames	"Hiring Our Heroes"
Area Agency on Aging	Belton County Expo Center	9/22/2015	8:30 AM	J. Valdes	Belton's Senior Expo
Killeen Daily Herald	Killeen Convention Center	9/30/2015	8:30 AM	J. Valdes	Job Fair

<b>Route 2</b>	Texas A&M Central Texas North Campus West Ward Elementary Peebles Elementary Central Texas Youth Services East Ward Elementary School Long Branch Park
<b>Route 4</b>	Fowler Elementary School Clifton Park Elementary School Scott and White Clinic Scott and White Pharmacy Scott and White Dialysis (East) Scott and White Dialysis (West) Killeen Mall
<b>Route 5</b>	Maxdale Elementary School Palo Alto Middle School Bellaire Elementary School Texas Workforce Commission
<b>Route 7</b>	Metroplex Hospital Scott and White Hemmingway Bldg Central Texas College Live Oak Ridge Middle School Palo Alto Middle School Texas A&M Central Texas Killeen-Fort Hood Regional Airport Shoemaker High School
<b>Route 21</b>	Manor Middle School Killeen Mall H.O.T. Fairgrounds Killeen Special Events Center Killeen Civic Center Ellison High School Lions Club Park Killeen Police Dept. Headquarters Conder Park Copper Mountain Library

<b>Route 30</b>	Nolan Middle School Clifton Park Elementary School Ellison High School Lions Club Park Metroplex MRI
<b>Route 35</b>	Metroplex MRI Scott and White Urgent Care Clinic Seton Hospital Medical Pavillion Millers Crossing Park Harker Heights Elementary School Harker Heights High School
<b>Route 65</b>	Bulldawg Stadium Copperas Cove Library Copperas Cove Civic Center Hettie Halstead Elementary Copperas Cove High School Fairview/Miss Jewell Elementary
<b>Route 100</b>	Metroplex Hospital Scott and White Hemmingway Bldg Central Texas College
<b>Route 200</b>	Confederate Park Scott and White Hospital - Temple VA Hospital - Temple
<b>Route 510</b>	VA Hospital - Temple Temple College Temple Mall Scott and White Hospital Scott and White Pain Pavillion Scott and White Center for Diagnostic Medicine

<b>Route 520</b>	Scott and White Dialysis Center Kings Daughters Hospital Temple Mall Scott and White Hospital Scott and White Pain Pavillion Scott and White Center for Diagnostic Medicine VA Hospital - Temple Temple College
<b>Route 530</b>	Ferguson Park Wildcat Stadium Temple High School Temple Kidney Center
<b>Route 610</b>	Confederate Park Scott and White Clinic University of Mary Hardin Baylor Bell County Justice Center Bell County Expo Center Miller Heights Elementary School

***Fare Media Distribution***

CITY	BUSINESS/AGENCY NAME	SOLD	PAYMENT TYPE	STREET ADDRESS
Harker Heights	City of Harker Heights	M-F 8 to5	cash, mo, credit card	305 Millers Crossing 76548
Killeen	United Way	M-F 9-11/1-4	cash, mo only	208 W Ave A, 76541
Temple	City of Temple	M-F 8 to5	cash, mo, credit card	2 North Main Street 76501
Belton	Belton Utility Billing Department	M-F 8 to5	cash, mo, credit card/ 4% card fee	100 South Davis Street PO Box 120 76513

## Travel Training Events FY16

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
The HOP	Shoemaker High School	2/2/2016	8:00 AM	Noel Rodriguez	
The HOP	Temple VA	3/18/2016	8:00 AM	Noel Rodriguez	

## Marketing FY16

DATE	TIME	HOP REP	COMMENTS
10/21/2015	9:00am	T. Austin	TTA Rodeo in Waco
11/3/2015	11:00am	T. Austin	San Saba County Health Fair
11/12/2015	9:00am	J. Valdes	Job Fair
3/10/2016	8:00am	T. Austin	Rockdale Bus Unveiling
3/16/2016	8:30am	J. Valdes	Truck Day
4/27/2016	9:00am	K. Sames	Killeen Civic and Conference Center Employment Job Fair
4/28/2016	9:00am	K. Sames	Temple VA Medical Center Employment Job Fair
7/28/2016	9:00am	K. Sames	VA Job Fair

*Marketing FY15*

DATE	TIME	HOP REP	COMMENTS
1/27/2015	8:30am	K. Sames	Job Fair
3/18/2015	8:30am	J. Valdes	Truck Day
3/25/2015	10:00am	K. Sames	Job Fair
4/15/2015	10:00am	K. Sames	Job Fair
4/28/2015	10:00am	K. Sames	Job Fair
5/1/2015	All Day	T. Austin	Sunglasses given to all children riding rural school runs.
5/5/2015	2:00pm	T. Austin	Fort Worth Job Fair
7/28/2015	9:00am	K. Sames	VA Job Fair

Urban Locations		DATE REQUESTED/ DROPPED OFF	Q1	Q2	Q3	Q4	TOTAL AMOUNT DISTRIBUTED
Amtrak Visitors Center		04/28/16	0	175	0		175
Attorney Generals Office			0	0	0		0
Belton County Chamber of Commerce		05/06/16	0	40	0		40
Central Dispatch		09/13/16	1,750	1,575	1,050		4,375
Central Texas College		03/28/16	1,225	0	0		1,225
Central County Services (Killeen)		04/28/16	0	175	0		175
Central Texas Workforce (Belton)			0	0	0		0
Central TX Council of Governors		04/03/16	0	175	0		175
Central TX Workforce Downtown Temple		04/03/16	0	175	0		175
City Of Temple		04/22/16	0	175	0		175
Copper Mountain Library		03/29/16	40	0	0		40
Comprehensive Care Scott and White Main Hospital		05/03/16	0	175	0		175
Copperas Cove Chamber of Commerce		03/29/16	175	0	0		175
Copperas Cove City Hall		05/09/16	40	86	0		126
Copperas Cove Library		05/09/16	40	88	0		128
Family Promise of Bell County			0	0	0		0
Field Supervisors		09/01/16	525	525	350		1,400
Harker Heights City Hall		03/29/16	135	94	0		229
Harker Heights Goodwill		04/12/16	0	40	0		40
Health Care Administrators Association		08/05/16	0	0	175		175
HOP Customer Service Front Desk		07/28/16	1,400	525	700		2,625
Killeen Airport		04/12/16	0	45	0		45
Killeen Chamber of Commerce		03/29/16	40	0	0		40
Killeen City Hall		03/29/16	40	0	0		40
Killeen Convention Center		03/29/16	40	0	0		40
Killeen Library (Downtown)		09/02/16	32	0	175		207
Metrolplex Hospital Information desk		03/29/16	24	0	82		106
S&W Social Work			0	0	0		0
Santa Fe Depot		04/28/16	174	0	0		174
Temple Public Library		04/28/16	0	175	0		175
Temple VA Central Texas Veterans Heath Care Voluntary Services		04/22/16	175	46	0		221
Temple Visitor's Center		08/05/16	0	0	525		525
Texas A&M Central Campus		04/12/16	0	48	0		48
Texas Work Force Commission (Killeen)		04/12/16	0	175	0		175
University of Mary Hardin Baylor			0	0	0		0
US Department of Veterans Affairs HUD-VASH (Harker Heights)		06/24/16	175	82	0		257
Utility Building/Belton		04/22/16	6,030	4,676	3,057	0	13,763

## **Rural Information**

For information on transportation services contact the nearest location listed below. Fares apply to certain rides.

**Belton** – Elderly & disabled transportation only. (No General Public Transportation provided in rural Bell County.)

Call: (254) 791-9601

**Cameron** – Call: 1-(800) 791-9601

**Gatesville** – Call: (254) 791-9601

**Goldthwaite** – Call: 1-(800) 791-9601

**Hamilton** – Call: 1-(800) 791-9601

**Hico** – Call: 1-(800) 791-9601

**Kingsland** – Call: 1-(800) 791-9601

**Lampasas** – Call: 1-(800) 791-9601

**Llano** – Call: 1-(800) 791-9601

**Mason** – Call: 1-(800) 791-9601

**Rockdale** – Call: 1-(800) 791-9601

**San Saba** – Call: 1-(800) 791-9601

Passengers can be taken to and from non-emergency medical and health care appointments, to health and human service agencies, to meals programs, senior center activities, to personal business, shopping, education, employment, training, recreational activities and to other needed community functions and activities.

### ***“Central Texas’ Regional Public Transit System”***

#### **Rural Division Services**

Hill Country Transit District serves the Central Texas counties of Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Transportation services are provided in this 9,000 square mile area by three divisions: the Killeen Urban Division, the Temple Urban Division, and the Rural Division.

#### **Vehicles**

Hill Country Transit District provides vehicles that are accessible for passengers with special needs.

#### **Funding**

Funding for Hill Country Transit District is provided by the Federal Transit Administration, The Texas Department of Transportation, The Texas Department on Aging, Health & Human Services Commission, various sources of local funds, contributions, and fares.

**Medicaid Clients** who desire non-emergency medical transportation should call (well in advance, minimum of 48 hours) **1-877-633-8747** to schedule a medical trip (Except Mason County). Medical transportation may be provided on holidays except for Thanksgiving Day, Christmas Day, and New Years Day.

#### **Holidays**

Hill Country Transit District will observe the following holidays: New Year’s Day, MLK Day, President’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve. If the holiday falls on a Saturday or Sunday, another day may be designated for observance.

### **Rules for Passenger Conduct**

1. Rules of conduct on Hill Country Transit District vehicles are the same as the laws governing conduct in public places. The driver may refuse to transport or may eject any persons violating the provisions contained below.
2. Keep arms & legs and all personal items such as two-wheeled grocery carts, strollers, handbags, etc., out of the aisle.
3. Shirts and shoes are required to be worn while riding HCTD vehicles.
4. All children under the age of two must be restrained by an infant car seat that is age and weight appropriate, provided by the parent or guardian, excluding fixed route buses. All children between the ages of two and four must be restrained by the seat belt provided in the vehicle or an age-appropriate booster seat provided by the parent or guardian. All passengers above the age of four will be required to wear seat belts.
5. HCTD operated vehicles may not be used as a forum for religious, political, or personal beliefs; and no printed materials, other than that specifically provided by or authorized by HCTD, may be distributed on board.
6. HCTD does not pick up at or deliver passengers to locations that may present an unfavorable image to the community. Examples of such locations are: bars, nightclubs, liquor stores, etc.
7. Please have exact fare, ticket, or pass ready when boarding the vehicle.

**No person shall, while a passenger on any vehicle that is operated by Hill Country Transit District as a public conveyance, do any of the following:**

1. Smoke or possess any lighted or smoldering pipe, cigar, cigarette, or any other tobacco product;
2. Consume any beverage, food, or alcohol. Open containers of food or drink are not permitted on the vehicle (dialysis patients may be allowed to have minimal food or beverage as necessary);
3. Intentionally deface, damage, write upon, soil, spit, urinate, or defecate in or upon any part of the vehicle;
4. Throw, deposit or place paper, bottles, cans or any other garbage or soiled waste in or upon a vehicle;
5. Throw any object of any kind within a vehicle or out any door or window of a vehicle;
6. Play audio or video devices unless played through headphones so that it is inaudible to other passengers and the driver;
7. Bring any pet or animal onto a vehicle other than a service animal accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
8. Stand or walk around in a vehicle while it is in motion;
9. Possess any explosives or carry any corrosive acid or flammable liquid, gasoline or a gasoline container or any type of hazardous material while riding on any HCTD vehicle (respirators and portable oxygen supplies are permitted to be carried and used on board by a person requiring them for health reasons);
10. Possess firearms, with the exception of law enforcement officers, while riding on HCTD vehicles;
11. Bring any laundry on board a vehicle unless it is in an enclosed bag or container;
12. Intentionally interfere with the driver's operation of the vehicle;
13. Conduct any unnecessary conversation with the driver, or in any way divert the driver's attention from the safe operation of the vehicle;
14. Use profane or abusive language toward the driver or other riders, or act in a hostile or threatening manner on board HCTD vehicles;
15. Bring on board the vehicle any baggage or articles which, due to their size, would restrict free movement of passengers;
16. Leave children in strollers. Children must be removed from strollers and strollers folded prior to boarding the vehicle. Strollers must be out and away from the aisle and not reopened until completely out of the vehicle.

### Rural Ridership CY 2015

	<i>Client Tracked</i>	<i>Medicaid In-County</i>	<i>Medicaid Out-Of-County</i>	<i>Nursing Home</i>	<i>Headstart</i>	<i>60+</i>	<i>Other</i>	<i>Total Trips</i>	<i>Total Passengers</i>
Cameron	191	679	1,411	0	1,369	3,400	6,637	13,687	19,361
Gatesville	460	666	1,017	0	0	5,617	5,018	12,778	16,602
Goldthwaite	0	527	572	0	0	2,933	2,344	6,376	8,766
Hamilton	0	106	456	0	0	1,486	2,647	4,695	7,100
Hico	0	62	181	0	0	496	74	813	943
Kingsland	98	67	428	0	0	2,200	1,647	4,440	6,842
Lampasas	0	2,115	1,173	1	0	4,585	5,810	13,684	19,346
Llano	1,066	197	1,021	0	2	3,141	7,213	12,640	17,162
Mason	493	18	341	0	0	2,515	3,468	6,835	9,427
Rockdale	73	998	1,238	0	1,695	6,454	5,447	15,905	19,603
San Saba	0	288	669	0	0	2,048	4,993	7,998	12,945
GRAND TOTALS	2,381	5,723	8,507	1	3,066	34,875	45,298	99,851	138,097

### Rural Ridership CY 2014

	<i>Client Tracked</i>	<i>Medicaid In-County</i>	<i>Medicaid Out-Of-County</i>	<i>Nursing Home</i>	<i>Headstart</i>	<i>60+</i>	<i>Other</i>	<i>Total Trips</i>	<i>Total Passengers</i>
Cameron	117	847	1,929	0	338	3,933	2,864	10,028	21,339
Gatesville	396	811	1,353	0	0	6,086	4,218	12,864	18,261
Goldthwaite	0	616	533	1	0	2,862	1,393	5,405	9,168
Hamilton	0	35	159	0	0	1,259	1,463	2,916	7,704
Hico	0	37	176	0	0	876	156	1,245	1,436
Kingsland	116	205	456	0	0	2,772	2,131	5,680	10,364
Lampasas	0	2,411	1,372	219	0	3,926	3,854	11,782	22,164
Llano	1,102	245	904	0	0	3,152	3,031	8,434	17,661
Mason	408	0	56	0	0	2,880	1,348	4,692	8,128
Rockdale	341	1,460	1,325	3	343	6,266	3,599	13,337	21,117
San Saba	0	372	583	0	0	2,783	1,630	5,368	15,270
GRAND TOTALS	2,480	7,039	8,846	223	681	36,795	25,687	81,751	152,612

## Rural Trips to Urban Destinations

	JAN 16		FEB 16		MAR 16		APR 16		MAY 16		JUN 16	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	89	85	120	114	107	104	92	92	104	103	101	99
GATESVILLE	75	71	66	63	62	61	84	85	78	77	70	71
GOLDTHWAITE	5	5	4	4	5	5	6	6	2	2	7	7
HAMILTON	9	9	6	6	5	5	1	1	14	14	25	23
HICO	0	0	2	2	1	1	2	2	4	4	2	2
KINGSLAND	0	0	0	0	0	0	0	0	0	0	0	0
LAMPASAS	59	69	55	67	58	69	66	77	77	80	99	110
LLANO	1	1	1	1	2	3	4	4	4	4	2	2
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	81	80	88	87	74	72	60	60	88	82	89	84
SAN SABA	5	4	3	3	1	1	4	4	1	1	8	7
	648		692		636		650		739		808	

	JUL 16		AUG 16		SEP 16		OCT 16		NOV 16		DEC 16	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	103	101	118	112	112	111						
GATESVILLE	64	62	83	80	76	74						
GOLDTHWAITE	6	5	3	3	9	9						
HAMILTON	24	24	21	22	20	18						
HICO	1	1	3	3	0	1						
KINGSLAND	0	0	0	0	0	0						
LAMPASAS	69	76	81	86	73	79						
LLANO	2	2	2	2	2	2						
MASON	0	0	0	0	0	0						
ROCKDALE	81	75	76	77	64	64						
SAN SABA	7	7	9	9	5	5						
	710		790		724		0		0		0	

	JAN 15		FEB 15		MAR 15		APR 15		MAY 15		JUN 15	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	121	117	110	109	108	94	120	115	108	94	82	78
GATESVILLE	81	79	80	81	90	89	104	98	93	94	85	86
GOLDTHWAITE	1	1	5	5	2	2	2	2	8	8	3	3
HAMILTON	3	3	2	2	2	3	5	5	3	3	1	1
HICO	0	0	0	0	1	1	0	0	0	0	0	0
KINGSLAND	1	1	0	0	0	0	0	0	0	0	0	0
LAMPASAS	54	72	53	66	78	92	75	86	76	87	65	75
LLANO	3	2	0	0	0	0	2	2	0	0	2	1
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	95	94	87	81	93	94	91	91	97	104	89	90
SAN SABA	4	4	4	4	13	13	9	9	7	7	11	12
	736		689		775		816		789		684	

	JUL 15		AUG 15		SEP 15		OCT 15		NOV 15		DEC 15	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	106	108	99	104	94	91	82	78	59	65	97	100
GATESVILLE	107	107	92	93	105	102	84	82	71	69	71	69
GOLDTHWAITE	9	9	5	5	5	6	1	1	4	4	2	2
HAMILTON	9	8	7	7	7	8	10	11	7	7	6	6
HICO	0	0	2	2	1	1	2	2	1	1	2	2
KINGSLAND	1	1	3	3	0	0	0	0	0	0	0	0
LAMPASAS	104	113	103	118	100	108	84	91	70	76	55	66
LLANO	2	2	4	3	4	4	6	6	9	9	4	4
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	100	102	123	121	117	119	89	93	76	70	66	64
SAN SABA	14	15	14	16	6	7	5	5	2	2	4	4
	917		924		885		732		602		624	

**End of Packet**