Central Texas Regional Transportation Advisory Group Meeting

Tuesday December 13, 2016
1:30 p.m.

CTCOG Building

2180 N. Main Street

Belton, TX 76513

Agenda

CTCOG
central texas council of governments

Central Texas Regional Transportation
Advisory Group (CTRTAG) Meeting
Tuesday December 13, 2016
1:30 P.M.

AGENDA

1. Welcome and Introductions.

2. Public comments.

3. Staff Update.

4. Approve minutes from the November 14, 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 vision, mission, goals, objectives, and performance measures.
    b. Discuss and approve Deliverable 3a – Draft RCTP

7. Other Business.

8. Discuss date, time and agenda items for next meeting.

9. Adjourn.

Dated this 6th Day of December 2016.

Item #4
Minutes

CENTRAL TEXAS REGIONAL TRANSPORTATION ADVISORY GROUP (CTRTAG)

Wednesday, November 14, 2016

1:30 p.m.

Central Texas Council of Governments (CTRTAG)

2180 North Main Street

Belton, TX

Voting Members Present

Vice Chair, Vickie Gideon, Workforce Solutions—WORKFORCE AGENCIES Rep.

Leslie Hinkle, City of Killeen—MUNICIPALITIES Rep.

Janice Taylor, Killeen Housing Authority—TRANSIT USER Rep.

Robert Ator, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.

Jason Deckman, CTCOG/KTMPO—METROPOLITAN PLANNING ORGANIZATION Rep

Janell Frazier, Central TX 4C Head Start—CHILD ADVOCACY GROUP Rep.

Terry Mustapher, Bring Everyone in Zone—MILITARY AND VETERANS ORGANIZATION Rep.

Rita Kelley via teleconference—Bell County Health Services—COUNTIES Rep.

Non-Voting Members Present

Cheryl Maxwell-CTCOG

Jim Martin—CTCOG

John Weber—CTCOG

Others Present

Katherine Wagner, CTCOG Housing Assistance

Dolores Klein—UCARE-Texas A&M University Central Texas (TAMU-CT)

Amber Yeaw—UCARE-TAMU-CT

Kait Osborne—UCARE-TAMU-CT

Elizabeth Brown—UCARE-TAMU-CT

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Vice Chair Vickie Gideon opened the meeting at 1:45 p.m.

1. Welcome and Introductions.

Vice Chair Vickie Gideon welcomed everyone to the meeting and introductions were made.

2. Public Comments.

No comments were made from the public.

3. Staff Update.

Cheryl Maxwell stated that a new Senior Planner has been hired.

John Weber provided an update on the Bicycle/Pedestrian Advisory Committee (BPAC). The next BPAC meeting will be held on January 10, 2017 at 9:00 a.m. At the last BPAC meeting, BPAC members identified corridors that lack bicycle and pedestrian infrastructure and approved criteria for the Fitness Friendly Bike Program.

Ozone readings, for the month of October, were 70 parts per billion (ppb) at the Killeen station and 65 ppb at the Temple station. The Design Value as of November 1st, 2016 is 67 ppb at both stations. Mr. Weber stated that the EPA looks at 2013 to 2015 ozone readings to determine "non-attainment" status and then 2014-2016 ozone readings when 2016 ends.

Jim Martin provided an update on the Freight Advisory Committee. Representatives from Baylor Scott and White have agreed to be part of this committee. KTMPO are continuing their search for private industries to be part of this committee.

4. Approve minutes from the August 10, 2016 CTRTAG meeting.
Robert Ator made a motion to approve August 10, 2016 CTRTAG meeting minutes, seconded by Janell Frazier; the motion passed unanimously.

5. Discuss and take appropriate action to appoint additional CTRTAG voting members.
Rita Kelley made a motion to approve Kathi Wagner as a Health & Human Services Rep. for CTRTAG, seconded by Leslie Hinkle; the motion passed unanimously.

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.**

6A) Elizabeth Brown presented Deliverable 2b of the report on comprehensive needs assessment for the region to the CTRTAG. She identified a few changes to the report to include reorganizing the goals, objectives and performance measures into tables and adding hyperlinks to the agency names allowing people to connect to that agency's website. The floor was opened for discussion. Other changes to the report include adding a comprehensive list of agencies that purchase tokens or passes from the HCTD and rewording "decline in ridership" to "decline in funding" both located in the Other Section in Section IV, Planning for Comprehensive Services.

Jason Deckman made a motion to approve Deliverable 2b with the new edits, seconded by Terry Mustapher; the motion passed unanimously.

6B) Cheryl Maxwell asked for feedback on the RCTP vision, mission, goals, objectives and performances measures.

Janell Frazier made a motion to change the vision statement to "Central Texas area will have a safe, dependable, cost-effective, and seamless transportation network to provide mobility, improved quality

of life, and a stimulus for economic development", seconded by Leslie Hinkle; the motion passed unanimously.

Robert Ator made a motion to change the mission statement to "To continually identify resources, unmet transit needs, and transit barriers and constraints, in order to refine and expand coordinated transportation services", seconded by Janell Frazier; the motion passed unanimously.

CTRTAG members were given the opportunity to refine goals, objectives and performance measures. Discussion included reducing goals from five to four with two objectives per goal. Elizabeth Brown will plan a meeting with Robert Ator to discuss the goals, objectives and performance measures. CTCOG staff will then send out the draft to the CTRTAG to review.

7. Discuss RCTP FY2016 4th Quarter Report.
Robert Ator provided an overview of the RCTP FY2016 4th Quarter Report.

8. Other Business.
Cheryl Maxwell asked CTRTAG members their preference of a hard copy vs an electric copy of the meeting packet.

9. Discuss date, time and agenda items for next meeting.
CTCOG staff will send out a Doodle Poll to determine the next meeting date.

10. Adjourn.
The meeting adjourned at 3:13 p.m.

_____   _____
Carole Warlick, CTRTAG Chair   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	cwarlick@takethehop.com
Transit District	Robert	Ator	HCTD	254-933-3700 x2009	rator@takethehop.com
Private Trans. Provider	Tim	Hancock	Arrow Trailways	(254) 526-0545	tim.hancock@arrowtrailways.com
Workforce Agencies	Vickie	Gideon	Workforce Solutions	254-742-4466	vickieg@workforcelink.com
Workforce Agencies					
Health & Human Services	Kathi	Wagner	CTCOG-Housing Asst.	254-770-2421	katherine.wagner@ctcog.org
Health & Human Services	Michael	Sheffield	Area Agency On Aging	307-315-8666	michael.sheffield14@gmail.com
	Alt: Thomas	Wilson		254-770-2359	thomas.wilson@ctcog.org
Aging & Disability Org.	Peggy	Cosner	HCTILC	254-933-7487	peggy.cosner@hoctilc.org
Aging & Disability Org.	Grace	Deorsam	Area Agency On Aging	254-770-2330	grace.deorsam@ctcog.org
Municipalities	Leslie	Hinkle	City of Killeen	254-501-7847	lhinkle@killeentexas.gov
Municipalities					
Mental Health Agencies	Nancy	Holle	The Arc of Bell Co	254-760-4814	njholle@gmail.com
Mental Health Agencies					
Military and Veterans Org.	Terry	Mustapher	Bring Everyone in Zone	254-247-4590	tjnaacp@yahoo.com; tjmust66@yahoo.com
Military and Veterans Org.					
Counties	Rita	Kelley	Bell Co Health Serv.	254-618-4193	rita.kelley@co.bell.tx.us
Counties					
Educational Facilities	~~Teresa~~	~~Chavez~~	~~Central TX College~~	~~254-526-1586~~	~~teresa.chavez@ctcd.edu~~
Educational Facilities					
Emergency Assist./Mgmt Ag.	~~Mike~~	~~Collins~~	~~CTCOG Homeland Sec.~~	~~254-770-2367~~	~~michael.collins@ctcog.org~~
Emergency Assist./Mgmt Ag.	Beth	Correa	CTCOG Homeland Sec	254-770-2367	beth.correa@ctcog.org
Medical Facilities					
Medical Facilities					
Child Advocacy Group	Janell	Frazier	Central TX 4C Headstart	254-778-0489 x114	4c@ct4c.org
Child Advocacy Group					
Transit User	Deanna	DeGraaff	Transit user	254-718-8998 (c)	vipdegraaff@att.net
				254-778-5073 (h)	
Transit User	Janice	Taylor	Transit user	254-458-7443 (c)	rskha@hot.rr.com
Metropolitan Planning Org	Jason	Deckman	KTMPO	254-770-2376	jason.deckman@ctcog.org
Individual Stakeholders (rep priority pop.--5 max)	~~Kenny~~	~~Norton~~	~~Disabled~~		~~coolnews1@hotmail.com~~

As of November 14, 2016, 16 voting members; 9 needed for quorum.

Proposed new member, subject to approval.

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

Item #6a

Discuss and approve vision, mission, goals, objectives and performance measures

Section VII. Vision, Mission, Goals, and Objectives

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

A. Vision Statement

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

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

> **Commented [EBM3]:** Needs final approval

B. Mission Statement

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

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

> **Commented [EBM4]:** Needs final approval

RCTP 2016

C. Goals, Objectives, and Performance Measures

In In updating the 2016 Plan, the CTRTAG members reviewed components of the 2013 Plan to determine the status of these components and their applicability with regard to the Plan update. The decision was made to revise the goals and objectives to make them more applicable. Members of the 2016 CTRTAG committee approved the following goals and objectives.

HCTD continues to serve rural areas and urban areas, and ties the services as trip purpose permits. HCTD strives to ensure the maximum coverage of the entire nine county region. HCTD encourages social service agencies and the 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.

GOALS	OBJECTIVES	PERFORMANCE MEASURES
GOAL 1 Generate and maximize efficiency in system operations	a. Report all highlights regarding electronic scheduling and reporting systems b. Maintain up-to-date fleet maintenance plan to ensure adequate fleet is available to measure performance in the area of road calls and missed trips	
GOAL 2 Maximize coordination of transportation and transit opportunities	a. Work with general public, local agencies, schools, special interest groups and others to enhance transit awareness and to encourage use of fixed route service and support participation in highlights b. Support multi model transportation through use of bicycle racks on buses, bicycle racks at bus stops,	

	support pedestrian access and other areas reporting highlights
GOAL 3 Maximize transit awareness	a. Continue programs related to website, fleet identity, information at bus stops, use of transit amenities, report highlights. b. Provide and report travel/training activities
GOAL 4 Monitor services performance indicators or (maximize service performance)	a. Reach and exceed a performance measure for fixed route services of 10+ passengers per service hours and report regularly b. Reach and exceed various para transportation participation performance measures such as passenger service, on time performance and report regularly

RCTP 2016

Past and Future Actions

|		ACTION PLAN ITEMS ADDRESSED SINCE 2013 PLAN
GOAL	PLAN IMPLEMENTED	ACTION TAKEN
GOAL 1	Eliminated waste and inefficiencies	-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 create a more efficient Route 65; adding Connector Route 200 for better access to Temple facilities to include Temple College, VA Medical Center, and Scott & White Medical Facilities -The New Freedom shelter project was also implemented to install new passenger shelters -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 installed in the project is up to 150 sites, of which 44 of the 150 have been completed. These improvements will encourage ridership resulting in more efficient routes

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 to which it can refer callers to various transit providers from Waco to Austin and beyond
	To the maximum extent feasible, use the existing transportation providers, and in particular, the fixed route components of the existing networks, to	- HCTD provides trips for numerous social service agencies, state as well as local, and particularly Texas Department of Health (TDH) Medicaid trips, and focuses efforts to maximize use of the fixed route component of the system for such trips - Previously, TDH trips were performed almost totally by use of door-to-door service through HCTD's special transit service (STS) system - Over the last couple of years, TDH has increasingly relied on the purchase of tokens, multi-ride tickets, monthly bus passes and other fare media to provide TDH clients with the flexibility of using the fixed route service for sponsored trips. HCTD has added outlets for purchase of fare media with a site in Temple, Killeen, and Belton

Item #6b

Discuss and approve
Deliverable 3a – Draft RCTP

Regionally Coordinated Transportation Plan
for the
Central Texas State Planning Region 23
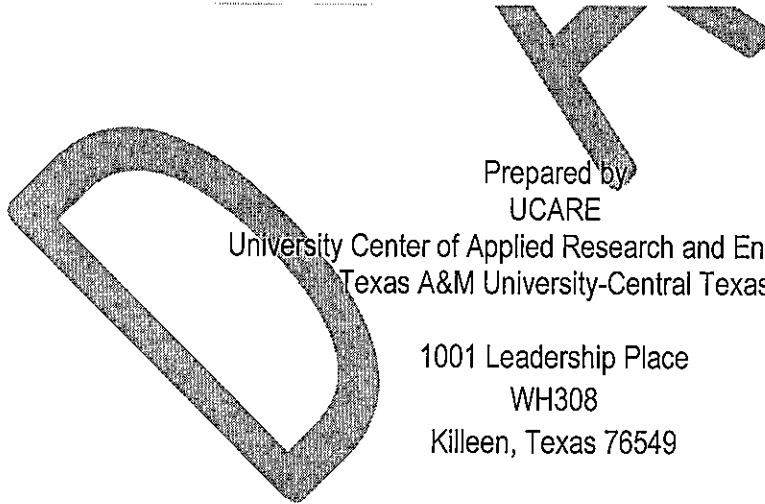
Prepared by
UCARE
University Center of Applied Research and Engagement
Texas A&M University-Central Texas

1001 Leadership Place
WH308
Killeen, Texas 76549

OUTLINE OF PLAN UPDATE FOR 2017
REGIONALLY COORDINATED TRANSPORTATION PLAN
CENTRAL TEXAS STATE PLANNING REGION 23

EXECUTIVE SUMMARY

I. **INTRODUCTION**

This section will include a general description of the background and purpose of this updated plan and the methodology used to update it including a description of outreach and public involvement activities.

II. **TRANSPORTATION RESOURCES IN THE REGION**

This section will include a list and narrative description of:

- Transportation providers derived from a current, comprehensive inventory of providers including those offering public fixed route and demand-response services, and those offering services through private, non-profit, community-based organizations, health and human services agencies, work force agencies, and others.

- All agencies responsible for transportation planning in the region.

III. **COMPREHENSIVE ASSESSMENT OF THE PUBLIC'S UNMET TRANSPORTATION NEEDS AND GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES**

IV. **PLANNING FOR COMPREHENSIVE SERVICES**

V. **EFFORTS TO STREAMLINE PARALLEL PLANNING PROCESSES**

VI. **STAFF STRUCTURE AND PROCESS TO SUSTAIN PLANNING AND SERVICES**

VII. **VISION, MISSION, GOALS, AND OBJECTIVES**

VIII. **LEVERAGING RESOURCES/SUSTAINABILITY**

IX. **PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS**

EXECUTIVE SUMMARY

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

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

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

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

SECTION I: INTRODUCTION

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

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

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

TEXAS A&M UNIVERSITY
CENTRAL TEXAS

UNIVERSITY CENTER FOR
APPLIED RESEARCH AND ENGAGEMENT

EXHIBIT A

REGIONALLY COORDINATED TRANSPORTATION PLAN
TABLE OF CONTENTS

EXECUTIVE SUMMARY

I. INTRODUCTION
This section shall include a general description of the background and purpose of this five-year plan and the methodology used to develop it including a description of how the development and approval process engaged priority populations including individuals with disabilities and individuals 65 and older.

II. TRANSPORTATION RESOURCES IN THE REGION
This section shall include a list and narrative description of:
- Transportation providers derived from a current, comprehensive inventory of providers including those offering public fixed route and demand-response services, and those offering services through private, non-profit, community-based organizations, health and human service agencies, work force agencies, and others. By August 31, 2015, the Public Transportation Division, under contract with the Texas A & M Transportation Institute (TTI), will update the 2013 provider inventory. TTI will obtain information directly from recipients of funding from the Federal Transit Administration (FTA). Lead agencies shall survey non-FTA recipients for inclusion in the inventory.
- All agencies responsible for transportation planning in the region.

III. COMPREHENSIVE ASSESSMENT OF THE PUBLIC'S UNMET TRANSPORTATION NEEDS, ASSESSMENT OF OVERLAPS & GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES & GAP ANALYSIS
This section shall be based on a current, comprehensive regional needs assessment and gap analysis and include a narrative description with supporting data explaining the region's unmet needs and inefficiencies based on findings from this needs assessment. This section shall include:
- Geographic data
- Demographic data on overall population, age, race, income, persons with disabilities, persons with limited English proficiency, and other data to indicate need for transportation services.
- A list and narrative description of all health and human services agencies and programs, and work force agencies, and contact information derived from a current, comprehensive inventory of such agencies.
- Assessment of transportation overlaps and gaps in services including unmet transportation needs of individuals with disabilities, individuals 65 and older, people with low incomes, individuals with limited English proficiency, children, veterans, people lacking transportation to and from employment and other members of the public.
- A description of the research methodology, observations/findings and recommendations.
- Research instruments.

IV. PLANNING FOR COMPREHENSIVE SERVICES
This section shall describe how this five-year plan integrates services of various programs including:
- Section 5310 (Enhanced Mobility of Seniors and Individuals and Individuals with Disabilities) program and other FTA funded programs
- Health and human services programs
- Work force programs
- Other

V. INTEGRATED PLANNING PROCESSES

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

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

VI. VISION, MISSION, GOALS AND OBJECTIVES

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

VII. SUSTAIN PLANNING & IMPLEMENT PLAN

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

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

VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS

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

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

TEXAS A&M UNIVERSITY
CENTRAL TEXAS

UNIVERSITY CENTER FOR
APPLIED RESEARCH AND ENGAGEMENT

EXHIBIT B
CENTRAL TEXAS REGIONAL TRANSPORTATION
ADVISORY GROUP STEERING COMMITTEE

Area Represented	Name		Agency	Phone	Email
Transit District	Carole	Warlick	HCTD	325-372-4677	cwarlick@takethehop.com
Transit District	Robert	Ator	HCTD	254-933-3700 x2009	rator@takethehop.com
Private Trans. Provider	Tim	Hancock	Arrow Trailways	(254) 526-0545	tim.hancock@arrowtrailways.com
Workforce Agencies	Vickie	Gideon	Cen. TX Workforce	254-742-4413	vickieg@workforcelink.com
Workforce Agencies					
Health & Human Services	Deana	Belk	CTCOG-Housing Asst.	254-770-2309	deana.belk@ctcog.org
Health & Human Services	Michael	Sheffield	Area Agency On Aging	307-315-8666	michael.sheffield14@gmail.com
Health & Human Services Alternative	Alt: Thomas	Wilson	--	254-770-2359	thomas.wilson@ctcog.org
Aging & Disability Org.	Peggy	Cosner	HCTILC	254-933-7487	peggy.cosner@hoctilc.org
Aging & Disability Org.	Grace	Deorsam	Area Agency On Aging	254-770-2330	grace.deorsam@ctcog.org
Municipalities	Leslie	Hinkle	City of Killeen	254-501-7847	lhinkle@killeentexas.gov
Mental Health Agencies	Nancy	Holle	The Arc of Bell Co	254-760-4814	njholle@gmail.com
Military and Veterans Org.	Terry	Mustapher	Bring Everyone in Zone	254-247-4590	tjnaacp@yahoo.com; tjmust66@yahoo.com
Counties	Rita	Kelley	Bell Co Health Serv.	254-618-4193	rita.kelley@co.bell.tx.us
Educational Facilities	Teresa	Chavez	Central TX College	254-526-1586	teresa.chavez@ctcd.edu
Emergency Assist./Mgmt. Ag.	Mike	Collins	CTCOG-Homeland Sec.	254-770-2367	michael.collins@ctcog.org
Child Advocacy Group	Janell	Frazier	Central TX4C Headstart	254-778-0489 x14	4c@vvm.com
Transit User	Deanna	DeGraaff	Transit user	254-718-8998 (c)	vipdegraaff@att.net
Transit User	Janice	Taylor	Transit user	254-458-7443 (c)	rskha@hot.rr.com
Metropolitan Planning Org	Jason	Deckman	KTMPO	254-770-2376	jason.deckman@ctcog.org
Individual Stakeholders	Kenny	Norton	Disabled		coolnews1@hotmail.com

Non-Voting Members

Name		Agency	Phone	email
Greg	Davis	TxDOT –Waco Dist.	254-867-2877	greg.davis@txdot.gov
Christina	Demirs	CTCOG	254-770-2363	christina.demirs@ctcog.org
John	Weber	CTCOG	254-770-2366	john.weber@ctcog.org
Cheryl	Maxwell	CTCOG	254-770-2379	cheryl.maxwell@ctcog.org

SECTION II: TRANSPORTATION RESOURCES IN THE REGION

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

A.   Transportation Providers

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

For the purposes of this report, organizations that have more than 3 vehicles have been targeted. Those listed and discussed in this report have been determined to fit this criterion; however, it should in no way be construed as being exclusive. Other resources may exist and will be included as they are identified.

1) Rail Service

Amtrak – Texas Eagle

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

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

2) Private Intercity Transit Service

Greyhound Lines, Inc.

Arrow Trailways of Texas

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

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

Arrow Trailways of Texas provides charter bus and tour service to the continental United States. Scheduled service is provided as a connector to the Greyhound bus line to the Temple/Killeen area as well as Waco, Austin, and Houston. Arrow Trailways operates two stations in Bell County—one in Temple and one in Killeen. Connector service to the Greyhound bus line is provided at the Temple station. Arrow Trailways operates a fleet of 17 buses, one sprinter, and 3 vans with access to one Amtrak train.

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

3) Regional Public Transit Service

Hill Country Transit District

Concho Valley Transit District

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

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

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

4) Taxi Service

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

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

5) Other Resources:

a) Independent School Districts

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

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

b) Other Schools/Youth Facilities

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

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

c) Mental Health Services

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

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

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

Since 2013, Mental Health Services has increased their number of vehicles from 231 vehicles to 250 vehicles.

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

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

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

B.   Transportation Planning Agencies

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

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

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

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

Transportation resources are identified as a component of the Emergency Management Plan (EMP) for each county. Each county has an Emergency Management Center Annex S "Transportation" identifies the Transportation Officer who is responsible for identifying available transportation resources and maintaining a transportation resource contact list along with the Resource Manager who is identified in Annex M "Resource Management" (see Exhibit E). The Emergency Management Coordinator, the Transportation Officer, and the Resource Manager all work under the direction of the County Judge and Commissioners Court; therefore, the County Judge's Office for each county is considered a transportation planning agency for purposes of this report.

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EXHIBIT C

List of Transportation Providers in State Planning Region 23

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

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

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EXHIBIT C continued

List of Transportation Providers in State Planning Region 23

Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Holy Trinity Catholic High School	Bus-Private	Temple Area	2 Bus/1 Van	254-771-0787	6608 W. Adams Ave. Temple, TX 76502
Ralph Wilson Youth Club	Bus-Private	Temple Area	3 Bus/1 Van/1 Truck	254-773-9001	1515 S. 25th St. Temple, TX 76504
Belton Christian Youth Center	Bus-Private	Belton Area	5 Bus/3 Van	254-939-5759 x103	505 E Ave C, Belton, TX 76513
D & C Transport	Bus-Private	Killeen Area	5 Vehicles	254-634-7911	5309 Buckaroo Place, Killeen, TX 76543
Boys and Girls Club of Central Texas	Shuttle-Private	Killeen Area	Left messages	254-634-0308 x103	5100 Trimmier Rd, Killeen, TX
Boys and Girls Club of Central Texas	Shuttle-Private	Copperas Cove Area	Left messages	254-547-5578	2777 FM 116, Copperas Cove, TX. 76522
Boys and Girls Club of Central Texas	Shuttle-Private	Gatesville Area	Two 12 Pass. Bus/1 Van	254-865-8347	2533 E. Main, Gatesville, TX 76528
Boys and Girls Club of Central Texas	Shuttle-Private	Lampasas Area	One 55 Pass. Bus	512-564-1669	107 N Main St., Lampasas, TX 76550
Central Counties Center for MHMR	Private	Bell, Coryell, Hamilton, Lampasas, Milam	54 Sedans, 8 Mini Vans, 5 Vans	254-298-7000	304 S 22nd St. Temple, TX 76501
Center for Life Resources	Private	Mills, San Saba	5 Vehicles	325-6469574 x247	408 Mulberry, Brownwood, TX 76801
Hill Country MH/DDC	Private	Llano & Mason	6 Mini Vans Llano only	512-558-2038	819 Water St. 300, Kerrville, TX 78028
Central TX Vet. Health Care Center	Private	46 Counties	59 Sedans, 44 Mini Vans, 48 Vans, 4 Buses	254-778-4811	1901 Veterans Memorial Dr. Temple, TX 76504

EXHIBIT D

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Independent School Districts

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

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

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EXHIBIT D *continued*

Independent School Districts

Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Numbers	Address
Lampasas ISD		Lampasas County	Did not want to participate	512-556-6224	207 W. 8th St., Lampasas, TX 76550
Lometa ISD	Bus/Other	Lampasas County	6 Buses/2 Sub/1 Van/3 Pickup	512-752-3384	100 N. 8th St., Lometa, TX 76853
Llano ISD		Llano County	NA/left voice mgs	325-247-4747	1400 Oatman St., Llano TX 78643
Mason ISD	Bus/Other	Mason County	No Response	325-347-1144	911 W. College Ave., Mason, TX 76856
Buckholts ISD	Bus/Other	Milam County	3 Buses/1sub/1 Car	254-593-2744	203 S. 10th, Buckholts, TX 76518
Milano ISD		Milam County	NA/left voice mgs	512-455-2533	500 N. 5th, Milano, TX 76556
Cameron ISD		Milam County	NA/left voice mgs	254-697-2512	304 E. 12th, Cameron, TX 76520
Rockdale ISD	Bus/Other	Milam County	12 buses/1 car	512-430-6000	520 W. Davilla, Rockdale, TX 76567
Thorndale ISD		Milam County	No Response	512-898-5483	300 N. Main, Thorndale, TX 76577
Gause ISD	Bus	Milam County	2 Buses	979-279-5891	400 College, Gause, TX 77857
Goldthwaite ISD		Mills County	Left messages	325-648-3531	1509 Hannah Valley Rd., Goldthwaite, TX 76844
Mullin ISD	Bus/Other	Mills County	2 Buses/1sub/1 Truck	325-985-3374	403 W. Bulldog Dr., P.O. Box 128, Mullin, TX 76864
Priddy ISD	Bus/Other	Mills County	3 Buses/1sub/1 Truck	325-966-3323	PO Box 40., Priddy, TX 76870
Cherokee ISD	Bus/Other	San Saba County	5 Buses/1sub/1 Truck	325-622-4298	305 S. Indian Ave., Cherokee, TX 76832
Richland Springs ISD	Bus/Other	San Saba County	5 Buses/1van/1 Truck	325-452-3524	700 W. Coyote Trail, Richland Springs, TX 76871
San Saba ISD	Bus	San Saba county	6 Buses	325-372-3771	808 W. Wallace, San Saba, TX 76877

EXHIBIT E

List of Agencies Responsible for Transportation Planning in State Planning Region 23

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

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

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

This section includes the geographic and demographic data for the following nine counties, (Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba, plus Fort Hood), as well as information 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 inside 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 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 comingofage.org based in Austin, Texas, which maintains and updates an online pdf of services available in nineteen counties.

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

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

B. Transportation Inefficiencies and Service Gaps-Needs Assessment Survey

The planning area for this report includes the following nine counties 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. 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.

Demographic Data

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

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

2. Geographic Data

Basic geographic data for the nine counties and Fort Hood are shown in the following table. Bell County is the most populous county with the 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
Bell	1,051.02	295.2	Killeen-Temple Metro Area
Coryell	1,052.07	71.78	Killeen-Temple-Fort Hood Metro Area
Hamilton	835.91	10.2	none
Lampasas	712.84	27.6	none
Llano	934.03	20.7	none
Mason	928.80	4.3	none
Milam	1,016.93	24.3	none
Mills	748.26	6.6	none
San Saba	1,135.30	5.4	none
Fort Hood	1,908.1	15.51	Killeen-Temple-Fort Hood Metro Area

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

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.

Region 23 Demographics

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

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

**Fort Hood is not part of Region 23*

C. Resident and Agency Needs Assessment-Methodology/Instrument

1. 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/CTRTAG 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 websites, local newspapers, and local news channels. Face-to-face surveys were collected in high traffic areas such as senior citizen centers, hospitals, VA offices, bus depots, bus lines, medical clinics, food banks, churches, and shelters.

Agency

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

D. Findings

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

1. Residents Findings

- Bell County (69.7%) was identified as the most common geographic area that the stakeholders served, followed by Coryell (14.71%) and Lampasas (4.31%) county.
- Seventeen and a half percent stated they have taken the HOP before
- 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 while 39% proposed changing the layout of the current schedule to better reflect the days (52.54%) and hours of operation (54.17%)
- Seventy-four percent of the participants felt there were unmet transportation needs. The highest group with unmet needs was identified as Low Income Individuals at 18% followed closely by Students at 16%, Senior Citizens (13%), General Public (13%), and Persons with Disabilities at 8%.
- Inconveniences listed were:
    - Bus does not run late enough (17.18%)
    - Bus does not run on weekends (15.34%)
    - Bus not on time (11.66%)
    - Trips take too long (11.66%)
- Access problems listed were:
    - Distance to bus stops (36.36%)
    - No shelter/bench at bus stops (18.52%)

2. Agency Findings

The results of the 2016 Agency Needs Assessment are highlighted below with detailed results found in Appendix A. Of the 90 agencies contacted, 38 completed the survey, although not all 38

completed the survey in its entirety. Eighty-four percent of the agencies provide services to clients whose first language is not English and 85.71% provided services to those with disabilities.

- The stakeholders that responded represented agencies that provide a variety of services to their clients. The most frequent services provided included Health & Human Services, and Community Development, each coming in at 6% of the total. The next services were Senior Services, Government Services, and Economic Development at 4%.

- Bell County was identified as the most common geographic area that the stakeholders served, followed by Coryell County and Fort Hood.

- Forty-one percent of the agencies were not aware of the HOP's hours of operations and 66.67% were not aware of the areas the HOP covered

- Three percent purchase or subsidize fares for their clients from the Hill Country Transit District (HCTD or HOP) and in some cases from taxi service providers; 8% have staff that provide client transportation.

- Killeen (29.03%) and Belton (22.58) were two of the most travelled to cities

- 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%.

3. Recommendations

       The needs assessment survey findings in this report are in alignment with the project's objectives. The primary focus of the project was to assess the needs of regional ground public transportation throughout the Central Texas region placing 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 elderly, disabled, have Limited English Proficiency, or low-income, an overrepresentation of those individuals utilizing public transportation was achieved. The majority of individuals are aware of public transportation in the service area; however, the majority of respondents are not aware of all the services provided by public transportation. The need for more services 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.

       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

4. Summary- Transportation Inefficiencies and Service Gaps

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

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

Based upon resources discussed in this report, 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. Students, low-income residents, and the elderly appear to have the highest need for public transportation.

When considering transportation needs, there are two basic population segments to consider—the general population (fixed routes) and those with special needs (Special Transit). 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%) but are willing to use public transportation if the price of gasoline increased to more than $4.00 per gallon. HCTD provides good service with current schedules and routes; however, expanded hours in the early morning and late evening may be needed to provide coverage from 6 am to 10 pm, Monday through Sunday. Additional bus routes outside the major cities may also be needed.

The Agency Survey targeted agencies associated with health and human services, 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, 16 Head Start centers in seven Central Texas communities, and others. Additionally, this section describes how these services are integrated with others.

A. Programs and Services in Planning Region Related to Transportation

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

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

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

HCTD currently receives 5310 funds. The 5310 funds are used to purchase capital equipment (ADA accessible buses and related items such as communication and surveillance equipment) to expand services to 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. Additionally, funds are used for preventive maintenance of vehicles purchase with 5310 funds.

iii. Urbanized Area Formula Program

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

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

iv. Non-Urbanized Area Formula Program

The Section 5311 Program provides funding for public transportation in non-urbanized areas. The funds may be used for capital, administrative, and operating expenses. Funds are apportioned to the states according to a statutory formula based on each state's population in rural and small urban areas (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 Choice customers needing transportation in the rural areas. Workforce Solutions receives federal dollars for supportive services (including transportation assistance) for these customer population groups. HOP fixed route information and maps are provided to customers in the Temple and Killeen urban areas

4. Other Agencies and Programs

The City of Killeen has an elderly transportation program that provides limited rides per month to 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. This program has served approximately 214 Killeen residents; however Killeen anticipates that the number will be lower next year due to a decline in ridership.

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

B. Integration of Programs and Services

HCTD currently participates in several FTA-funded programs described in the section above. These include New Freedom (5317), Elderly Individuals and Individuals with Disabilities (5310), Urbanized Area Formula Program (5307), and Non-Urbanized Area Formula Program (5311). The services/equipment that are provided 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 (BCIHS) currently involves coordination with the HCTD for access to medical appointments. There is room for better coordination and integration of services primarily in the areas of scheduling. 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. The coordination and integration of services will continue to be an important factor and may possibly be expanded.

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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.
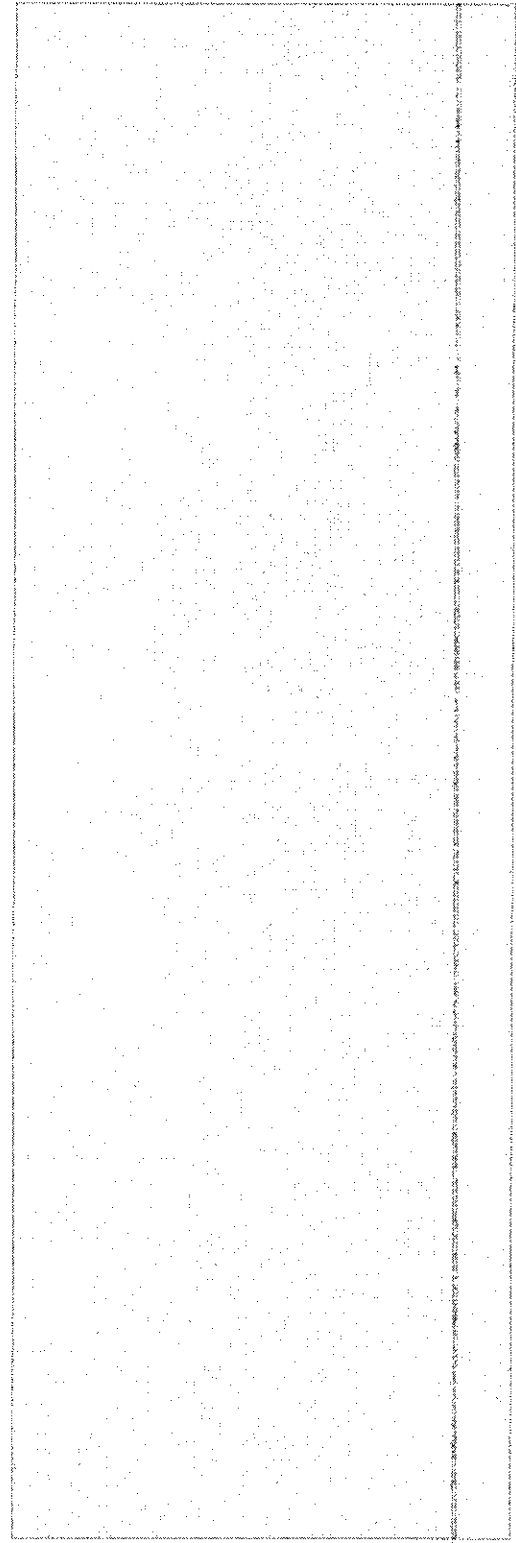
Section V. Efforts to Streamline Parallel Planning Processes

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

1. Metropolitan Planning Organization (MPOs)

The Killeen-Temple Metropolitan Planning Organization (KTMPO) is responsible for the transportation planning process for Bell County and portions of Coryell and Lampasas Counties (Copperas Cove, Kempner and portions of Fort Hood) that fall inside the KTMPO planning boundary. Every 5 years the Metropolitan Planning Organization (MPO) is required by law to update their 25-year transportation plan. This plan prioritizes transportation projects in the region throughout the 25-year planning horizon based on forecasted funding assumptions. The plan is divided into short-range and long range-funding plans and lists regionally significant projects that do not have forecasted funding available at this time. These projects are submitted by the entities within the planning boundary and are scored and prioritized by the MPO board.

Once a project is included in the Metropolitan Transportation Plan (MTP) 25 year plan, it is eligible to move into the 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 Service Agencies

In general, many of the agencies dealing with Health and Human Services do not go through a formal transportation planning process. If receiving government funding, reports must be generated to document various aspects related to the manner in which funds are dispersed. These reports may not specifically address transportation issues but may include transportation related information. Transportation planning is more likely to occur on an informal basis as agencies evaluate how to best meet the needs of their clients, 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 nine counties served and major cities served in these counties. If approved by the Board, it is then implemented. If the level of change is greater than 10%, a public hearing is required.

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

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

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

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

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1. New Freedom (5317)
To assist individuals with disabilities seeking integration into the work force and full participation in society, beyond the requirements of the Americans with Disabilities Act (ADA).

2. Elderly Individuals and Individuals with Disabilities (5310)
To improve mobility for elderly individuals and individuals with disabilities.

3. Urbanized Area Formula Program (5307)
Available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning.

4. Non-Urbanized Area Formula Program (5311)
For public transportation in non-urbanized areas.

All of these programs require the Regionally Coordinated Transportation Plan (RCTP) to be updated in order for HCTD to remain eligible for funding. Planning projects conducted by the KTMPO, TXDOT, and other agencies involve coordination with local governments and input from stakeholders such as transportation providers as well as the 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.

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

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

A. Lead Agency and Staffing Capacity

Central Texas Council of Governments (CTCOG) is the lead agency for this Plan update. CTCOG provides staffing for the KTMPO, which is the organization responsible for coordinating regional transportation planning for the Central Texas region. Additionally, KTMPO staff participates in the Plan update. KTMPO staff will continue to conduct regional transportation planning activities in the future.

B. Steering Committee and Organizational Structure

1. Role

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

2. Membership

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

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

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3. Structure

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

4. Operation

The Steering Committee meets as needed to provide direction to staff and approve actions and documents necessary to continue coordinated transportation planning in this region. The Steering Committee has met at least quarterly, more frequently 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. Involvement of Steering Committee and Other Stakeholders

CTCOG and KTMPO are responsible for coordinating regional transportation planning for the Central Texas region. Transportation planning is an ongoing process. After this plan is updated, monthly or quarterly meetings of the Steering Committee will likely be needed to ensure the plan is implemented and remains an active document 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 appropriate and will be reviewed on an annual basis. The Steering Committee will meet as needed to achieve this CTCOG and KTMPO will continue to function as the lead agency if determined appropriate by all parties concerned.

Commented [72]: Link to bylaws or location of where they can be found

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Section VII. Vision, Mission, Goals, and Objectives

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

A. Vision Statement

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

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

Commented [EBM3]: Needs final approval

B. Mission Statement

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

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

Commented [EBM4]: Needs final approval

RCTP 2016

C. Goals, Objectives, and Performance Measures

In In updating the 2016 Plan, the CTRTAG members reviewed components of the 2013 Plan to determine the status of these components and their applicability with regard to the Plan update. The decision was made to revise the goals and objectives to make them more applicable. Members of the 2016 CTRTAG committee approved the following goals and objectives.

HCTD continues to serve rural areas and urban areas, and ties the services as trip purpose permits. HCTD strives to ensure the maximum coverage of the entire nine county region. HCTD encourages social service agencies and the 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.

GOALS	OBJECTIVES	PERFORMANCE MEASURES
GOAL 1 Generate and maximize efficiency in system operations	a. Report all highlights regarding electronic scheduling and reporting systems b. Maintain up-to-date fleet maintenance plan to ensure adequate fleet is available to measure performance in the area of road calls and missed trips	
GOAL 2 Maximize coordination of transportation and transit opportunities	a. Work with general public, local agencies, schools, special interest groups and others to enhance transit awareness and to encourage use of fixed route service and support participation in highlights b. Support multi model transportation through use of bicycle racks on buses, bicycle racks at bus stops,	

support pedestrian access and other areas reporting highlights	
GOAL 3 Maximize transit awareness	a. Continue programs related to website, fleet identity, information at bus stops, use of transit amenities; report highlights b. Provide and report travel/training activities
GOAL 4 Monitor services performance indicators or (maximize service performance)	a. Reach and exceed a performance measure for fixed route services of 10+ passengers per service hours and report regularly b. Reach and exceed various para transportation participation performance measures such as passenger service, on time performance and report regularly

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Past and Future Actions

GOAL	PLAN IMPLEMENTED	ACTION PLAN ITEMS ADDRESSED SINCE 2013 PLAN
		ACTION TAKEN
GOAL 1	Eliminated waste and inefficiencies	-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 create a more efficient Route 65; adding Connector Route 200 for better access to Temple facilities to include Temple College, VA Medical Center, and Scott & White Medical Facilities
		-The New Freedom shelter project was also implemented to install new passenger shelters
		-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 installed in the project is up to 150 sites, of which 44 of the 150 have been completed. These improvements will encourage ridership resulting in more efficient routes

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 to which it can refer callers to various transit providers from Waco to Austin and beyond
	To the maximum extent feasible, use the existing transportation providers, and in particular, the fixed route components of the existing networks, to	-HCTD provides trips for numerous social service agencies, state as well as local, and particularly Texas Department of Health (TDH) Medicaid trips, and focuses efforts to maximize use of the fixed route component of the system for such trips -Previously, TDH trips were performed almost totally by use of door-to-door service through HCTD's special transit service (STS) system -Over the last couple of years, TDH has increasingly relied on the purchase of tokens, multi-ride tickets, monthly bus passes and other fare media to provide TDH clients with the flexibility of using the fixed route service for sponsored trips. HCTD has added outlets for purchase of fare media with a site in Temple, Killeen, and Belton

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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.

FIRST 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	-Variance in service regulations -Reports, forms and formats -Lack of detailed budget line items for transportation -Reporting requirements -Detailed program costs -Vehicle use -Service eligibility and availability -Customer access and eligibility barriers -Service rules and parameters -Financial and data -Limitations imposed by vehicle requirements

SECOND BARRIER	
Provision of consistent public transit service through an expanded public transit system that meets the needs of multiple agencies	-Extended transit service -Resources for expanded service -Service frequency -Geographic coverage

CONSTRAINTS AS PER PRIORITY	TYPE
FIRST CONSTRAINT	
Expectations of a public transit system by local governments, social service agencies, clients, and the general public	-Local Governments -Expectations of the public -Expectations of the State of Texas -Marketing -Untargeted people and unmet needs

SECOND 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.

D. Identification of Opportunities

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

1. Local Opportunities

- Consolidated data collection/reporting functions through NOVUS
- Adapted common compatible cost accounting through NOVUS
- Include public transit planning in MPO process
- Include public transit planning in local economic development plans
- Develop comprehensive marketing program
- Include public transit planning in MPO process
- Develop and fund standardized or compatible dispatch and scheduling software

2. Regional Opportunities

- Coordinated purchase and acquisition of vehicles
- Adopted requirements for drivers and driver training
- Adopted specific rules of conduct for passengers and posted them to vehicles
- Adopt common or compatible cost accounting system among agencies
- Consolidate maintenance functions
- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses)

Commented [B8]: We recommend listing out opportunities that directly affect the transit system and agencies. For example, if there are opportunities to expand services in the next 5 years, they should be listed.

Mr. Ator stated that these were state/federal opportunities and potentially outside the circle of influence of the committee

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- Develop comprehensive marketing program
- Include public transit planning in MPO process
- Develop and fund standardized or compatible dispatch and scheduling software

3. **State Opportunities**
- Remove requirements for vehicle use (urban and non-urbanized areas)
- Review alternative fuel requirements (base on emissions rather than vehicle type)
- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses)
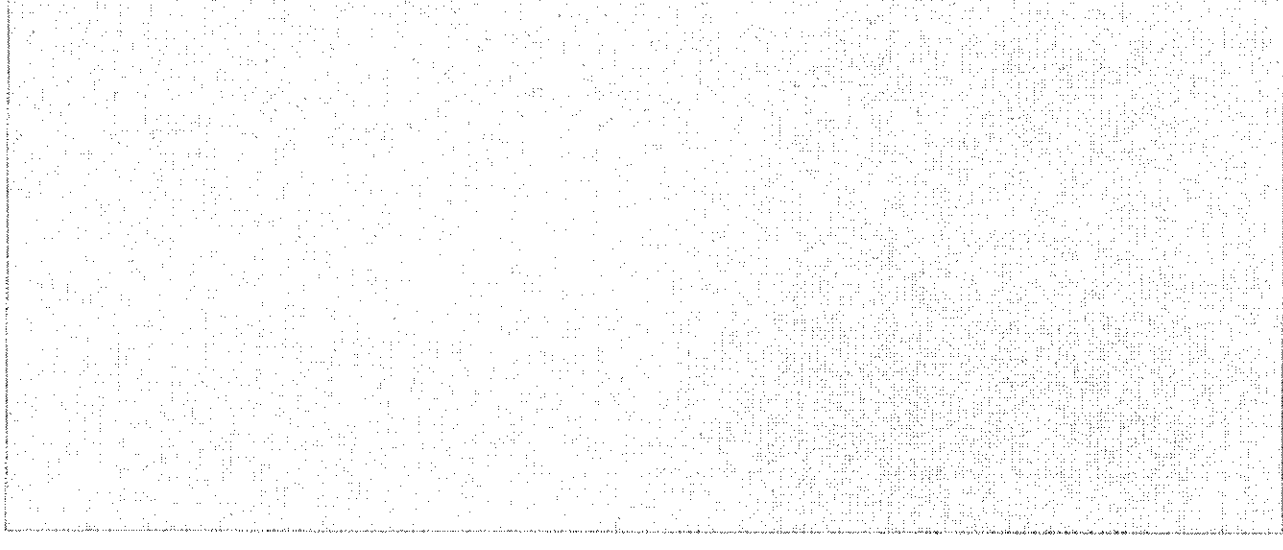
E. CTRTAG Recommendations

The following actions were recommended by the Steering Committee in order to meet goals and overcome barriers that were identified in the planning process.

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.	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.	Complete
Automated Dispatch and Scheduling System/Automated Data Collection: 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.	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.	Complete
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.	Ongoing
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,		Ongoing

Commented [79]: Was this program implemented and if so, how much was invested? What types of marketing materials are used and how often?

Commented [710]: Was this system implemented and if so, how has it affected the reservation/dispatch process?

through continued efforts, will have a positive impact on the transportation services in the region.	
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.	Not complete
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.	Ongoing
HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.	Ongoing

Section VIII. Leveraging Resources/Sustainability

Sustaining planning activities beyond FY 2016 is crucial for regional transportation planning to have any meaning. Methods 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

End of Packet