

# **Regionally Coordinated Transportation Plan for the Central Texas State Planning Region (23)**



**Prepared by the Central Texas Regional  
Transportation Advisory Group**

**Adopted November 2, 2011**

**Revisions Adopted February 6, 2013**

## TABLE OF CONTENTS

<b>Outline of Plan Update .....</b>	<b>4</b>
<b>Executive Summary .....</b>	<b>6</b>
<b>Section I: Introduction .....</b>	<b>7</b>
Exhibit A--Interlocal Agreement .....	8
Exhibit B--TxDOT Guidelines .....	9
Exhibit C--Steering Committee Members .....	11
Exhibit D--Stakeholders Group .....	12
<b>Section II: Transportation Resources in the Region .....</b>	<b>13</b>
A. Transportation Providers .....	13
B. Transportation Planning Agencies .....	15
Exhibit E--List of Transportation Providers .....	16
Exhibit F--List of Transportation Planning Agencies .....	18
<b>Section III: Comprehensive Assessment of the Public's Unmet Transportation Needs and Inefficiencies in the Delivery of Transportation Services .....</b>	<b>19</b>
A. Health and Human Service Agencies and Workforce Agencies .....	19
Exhibit G—Workforce Agencies in Planning Area .....	19
B. Transportation Inefficiencies and Service Gaps—Needs Assessment Survey .....	20
C. Transportation Inefficiencies and Service Gaps—Summary .....	22
Exhibit H—2011 Needs Assessment Survey .....	27
Exhibit I--Stakeholder Group Members .....	29
<b>Section IV: Planning for Comprehensive Services .....</b>	<b>31</b>
A. Programs and Services in Planning Region Related to Transportation ...	31
B. Integration of Programs and Services .....	34
<b>Section V: Efforts to Streamline Parallel Planning Processes .....</b>	<b>35</b>
A. Various Planning Processes in the Region .....	35
B. Integration of Transportation Planning Processes and Activities .....	37
<b>Section VI: Staff Structure and Process to Sustain Planning and Services .....</b>	<b>38</b>
A. Role of Lead Agency and Staffing Capacity .....	38
B. Role of Steering Committee and Organizational Structure .....	38
C. Active Involvement of Steering Committee and Other Stakeholders .....	39
D. Plan Update Process .....	39
<b>Section VII: Vision, Mission, Goals, and Objectives .....</b>	<b>40</b>
A. Vision Statement .....	40
B. Mission Statement .....	40
C. 2006 Plan—Status Update .....	40
1) Goals and Objectives .....	40

2) Barriers and Constraints .....	42
3) Identification of Opportunities .....	43
4) CTRTAG Recommendations .....	43
D. 2011 Plan—Goals and Objectives .....	44
Exhibit I: CTRTAG Recommendations.....	47
<b>Section VIII: Leveraging Resources/Sustainability .....</b>	<b>48</b>
<b>Section IX: Performance Measures to Evaluate Effectiveness .....</b>	<b>49</b>
A. Process and Outcome Measures to Evaluate Plan .....	49
B. Performance Measures for Goals and Objectives .....	49
<b>Appendix</b>	
A: Summary of 2011 Needs Assessment Survey Results .....	53
B: 2013 Update Resulting from 2012 Regional Transportation Needs Assessment Survey .....	66
C: 2012 Survey Final Report from TAMUCT .....	80
D: Limited English Proficiency Plan.....	189

**OUTLINE OF PLAN UPDATE FOR 2011  
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 INEFFICIENCIES IN THE DELIVERY OF TRANSPORTATION SERVICES**

This section will be based on a current, regional needs assessment with a limited scope targeting input from the stakeholders group. An expanded, more comprehensive needs assessment will be conducted during FY2012/2013. This section will include a narrative description with supporting data explaining the region's unmet needs and inefficiencies based on findings from this needs assessment, along with the following:

- 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 inefficiencies and service gaps including transportation needs of older adults, children, persons with disabilities, low incomes, limited English proficiency, those served by local-, state-, or federally funded health and human services agencies, and work force agencies, and others.
- A description of the research methodology, findings, and recommendations of a current, comprehensive regional needs assessment, as well as research instruments.

**IV. PLANNING FOR COMPREHENSIVE SERVICES**

This section will describe how this updated plan integrates services of various programs including:

- FTA-funded programs including Job Access Reverse Commute, New Freedom, Elderly Individuals and Individuals with Disabilities, Urban Formula, and Non-Urbanized formula programs

- Health and human services programs
- Work force programs
- Other

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

This section will identify parallel planning processes occurring in the region and describe how regionally coordinated transportation planning activities will align or integrate with other transportation planning processes and activities in the region. This section will 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, other transportation agencies, work force agencies, health and human services agencies, and others.
- Description of how this updated plan satisfies requirements of various other funded programs.

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

This section will describe the organizational structure, infrastructure, and process to sustain regionally coordinated transportation planning activities in the region, including:

- The lead agency's role and staffing capacity to carry out regional transportation planning activities;
- Steering committee member roles; committee membership, structure, and how the committee will operate, including discussion of the use of by-laws or other tools to enhance operations and effectiveness;
- How the lead agency will routinely and meaningfully engage steering committee members; how the lead agency will regularly reach out to engage other stakeholders including riders, potential riders, and other members of the public;
- How the lead agency and steering committee will regularly update this regionally coordinated transportation plan.

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

With input from the steering committee, this section will include a review and update of the vision, mission statements, goals and objectives identified in the 2006 Plan and establishment of new clearly articulated goal(s) and measurable, time-limited objectives to address identified needs and transportation service gaps.

## **VIII. LEVERAGING RESOURCES/SUSTAINABILITY**

This section will describe how the region will leverage other resources to sustain regionally coordinated transportation planning activities beyond FY 2012.

## **IX. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS**

This section will list and describe specific, locally-determined a) process and outcome measures to evaluate this updated plan, and b) performance measures for assessing progress towards achieving the locally-defined goal(s) and objectives.

## **EXECUTIVE SUMMARY**

The 2011 Regionally Coordinated Transportation Plan (RCTP) is an update to the 2006 Regional Transit Coordination Plan but incorporates new guidelines established by Texas Department of Transportation (TxDOT). As such, the format and components of the 2011 Plan are markedly different from the 2006 Plan. However, the Goals remain the same in both Plans as they were mandated by the Texas Transportation Code, Title 6, Subtitle K, Chapter 461. Although the Goals remain the same, the objectives may vary somewhat to address current issues and concerns.

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. A needs assessment survey was required to assess transportation needs; however, due to time constraints, the survey was of a limited nature and was administered to a group of selected stakeholders. A more comprehensive survey will be conducted in FY 2012/2013.<sup>1</sup>

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 Killeen-Temple Metropolitan Planning Organization (KTMPPO) staff housed within the Central Texas Council of Governments (CTCOG), 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.

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<sup>1</sup>Refer to Appendix B for updates to 2011 Plan resulting from 2012 Regional Transportation Needs Assessment Survey.

## **SECTION I: INTRODUCTION**

This five-year update to the 2006 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 an Interlocal Agreement (Exhibit A) with Hill Country Transit District to update this Plan and is considered the lead agency. Texas Department of Transportation (TxDOT) has provided guidelines (Exhibit B) 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 CTCOG staff with guidance and information and approving actions and documents. The members of CTRTAG are included as Exhibit C.

Members of CTRTAG began meeting on a monthly basis in May 2011 to update this Plan. All meetings were publicly advertised and open to the general public. A Stakeholders Group (Exhibit D) representing the interests 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 was assembled to participate in a limited transportation needs assessment survey. Results of the survey were incorporated into the updated Plan. A public hearing of the updated plan was held on November 2, 2011, and the Plan was adopted following the hearing. The updated Plan is presented in the following sections in accordance with TxDOT guidelines.

EXHIBIT A

**HILL COUNTRY TRANSIT DISTRICT  
MPO AGREEMENT**

This agreement is made, entered and executed between the **HILL COUNTRY TRANSIT DISTRICT** and **KILLEEN-TEMPLE METROPOLITAN PLANNING ORGANIZATION**, hereinafter called the MPO.

**WITNESSETH**

**WHEREAS**, Hill Country Transit District is the Grantee for the receipt of Federal Transit Administration, state and local funds for the operation of a public transit system in Coryell and Bell counties and,

**WHEREAS**, those funds include monies for the purposes of Planning and Transportation Development activities; and,

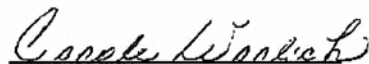
**WHEREAS**, the MPO is charged with the Transportation Planning effort in the Killeen-Temple Metropolitan Area and the cities therein; and,

**WHEREAS**, Hill Country Transit District wishes to coordinate its transportation planning efforts in the areas of GIS, fixed route, paratransit, data collection, and public involvement with the planning effort in the MPO.

**NOW THEREFORE**, in consideration of the premises and of the mutual covenants and agreements of the parties hereto, the Hill Country Transit District and the Killeen-Temple Metropolitan Planning Organization do mutually agree to involve the Hill Country Transit District in the planning processes of the MPO including the Transportation Improvement Program (TIP), the Unified Planning Work Program (UPWP), and the Public Involvement Process.

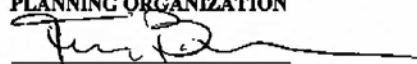
**IN WITNESS WHEREOF, THE PARTIES HERETO HAVE EXECUTED DUPLICATE COUNTERPARTS TO EFFECTUATE THIS AGREEMENT.**

**HILL COUNTRY TRANSIT DISTRICT**

  
Carole Warlick  
General Manager

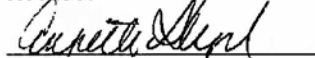
4-6-11  
Date Signed

**KILLEEN-TEMPLE METROPOLITAN  
PLANNING ORGANIZATION**

  
Tim Brown  
KTMO Chairman

4-6-11  
Date Signed

**ATTEST:**





**UPDATED REGIONALLY COORDINATED TRANSPORTATION PLAN  
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- All agencies responsible for transportation planning in the region.

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

This section shall be based on a current, comprehensive regional needs assessment and include a narrative description with supporting data explaining the region's unmet needs and inefficiencies based on findings from this needs assessment. Some sample needs assessment tools are posted at the [regionalserviceplanning.org](http://regionalserviceplanning.org) website ([sample documents](#)). 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.
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- How the lead agency and steering committee will regularly update this regionally coordinated transportation plan.

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

This section shall include vision and mission statements of the steering committee as well as clearly articulated goal(s) and measurable, time-limited objectives to address identified needs and transportation service gaps.

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. The Public Transportation Division encourages use of a skilled, neutral facilitator to aid this discussion and process. Lead agencies and steering committees shall prioritize objectives (identifying those that are short- or long-term) and address implementation based on time, resources, and feasibility.

## **VIII. LEVERAGING RESOURCES / SUSTAINABILITY**

This section shall describe how the region will leverage other resources to sustain regionally coordinated transportation planning activities beyond FY 2012.

## **IX. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS**

This section shall list and describe specific, locally-determined a) process and outcome measures to evaluate this updated plan, and b) performance measures for assessing progress towards achieving the locally-defined goal(s) and objectives.

**EXHIBIT C**

**Central Texas Regional Transportation Advisory Group**

**Steering Committee**

<b>Name</b>		<b>Agency</b>	<b>Phone</b>	<b>email</b>
<b>Voting</b>	<b>Members</b>			
Robert	Ator	Hill Country Transit District	325-372-4677	<a href="mailto:rator@takethehop.com">rator@takethehop.com</a>
Kevin	Bergan	Central Texas Veterans Health Care Center	254-743-0740	<a href="mailto:kevin.bergan@va.gov">kevin.bergan@va.gov</a>
Peggy	Cosner	Heart of Central Texas Independent Living Center	254-933-7487	<a href="mailto:peggy.cosner@hctilc.org">peggy.cosner@hctilc.org</a>
Vickie	Gideon	Central Texas Workforce	254-742-4413	<a href="mailto:vickieg@workforcelink.com">vickieg@workforcelink.com</a>
Leslie	Hinkle	City of Killeen	254-501-7847	<a href="mailto:lhinkle@ci.killeen.tx.us">lhinkle@ci.killeen.tx.us</a>
Nancy	Holle	The Arc of Bell County	254-760-4814	<a href="mailto:nrholle@aol.com">nrholle@aol.com</a>
Rita	Kelley	Bell County Health Services	254-618-4193	<a href="mailto:rita.kelley@co.bell.tx.us">rita.kelley@co.bell.tx.us</a>
Mari	Paul	Bell County Human Services	254-770-6842	<a href="mailto:mari.paul@co.bell.tx.us">mari.paul@co.bell.tx.us</a>
Carole	Warlick	Hill Country Transit District	325-372-4677	<a href="mailto:cwarlick@takethehop.com">cwarlick@takethehop.com</a>
<b>Non</b>	<b>Members</b>			
<b>Voting</b>				
Greg	Davis	Texas Dept. of Transportation –Waco District	254-867-2877	<a href="mailto:greg.davis@txdot.org">greg.davis@txdot.org</a>
Charlotte	Humpherys	Central Texas Council of Governments (CTCOG)	254-770-2381	<a href="mailto:charlotte.humpherys@ctcog.org">charlotte.humpherys@ctcog.org</a>
Cheryl	Maxwell	CTCOG	254-770-2379	<a href="mailto:cheryl.maxwell@ctcog.org">cheryl.maxwell@ctcog.org</a>
Annette	Shepherd	CTCOG	254-770-2373	<a href="mailto:annette.shepherd@ctcog.org">annette.shepherd@ctcog.org</a>

**EXHIBIT D****CTR TAG Stakeholder Group**

<b>First Name</b>	<b>Last Name</b>	<b>Agency</b>	<b>Phone</b>
Richard	McGhee	Area Agency on Aging	770-2344
LaDonna	Curry	Army Community Services	287-2214
Tim	Hancock	Arrow Trailways of TX	526-0545/501-7755
Maria	Foster	Bell County Help Center	618-4146
Ray	Helmcamp	CCC/MHMR	298-7117
Keith	Morris	CCC/MHMR	298-7072
Jerry	Haisler	Central Texas Workforce Center	200-2200
Dave	McLure	Central TX College	526-1452
Mary	McGlory	Central TX Housing Consortium	773-2009
Sharon	Sapp	Central TX Housing Consortium	773-2009 x 222
Stephanie	O'Banion	Chamber of Commerce--Belton	939-3551
Ginger	Watkins	Chamber of Commerce--Cameron	697-4979
Susie	Gunnels	Chamber of Commerce--Gatesville	865-2617
Steve	Almquist	Chamber of Commerce--Hamilton	386-3216
Jack	Wade	Chamber of Commerce--Killeen	526-9551
Jill	Carroll	Chamber of Commerce--Lampasas	512-556-5172
Doris	Messer	Chamber of Commerce--Llano	325-247-5354
Monica	Vega	Chamber of Commerce--Mills Co.	325-648-3619
Lynette	Broughton	Chamber of Commerce--Temple	773-2105
Alvin	Dillard	Christian Assistance Network	634-0178
Autumn	Speer	City of Temple	298-5272
Jon	Burrows	County Judge--Bell	933-5105
John	Firth	County Judge--Coryell	865-5911
Randy	Mills	County Judge--Hamilton	386-3815
Wayne	Boultinghouse	County Judge--Lampasas	512-556-8271
Wayne	Brascom	County Judge--Llano	325-247-7730
Jerry	Bearden	County Judge--Mason	325-347-5556
Dave	Barkemeyer	County Judge--Milam	697-7000
Kirkland	Fulk	County Judge--Mills	648-2222
Byron	Theodosios	County Judge--San Saba	325-372-3635
Stacy	Rodriguez	CSNN	933-7597
Jean	Bellinger	CTCADA	690-4455
Deana	Belk	CTCOG/Housing	770-2309
Angela	Spurlock	DADS	512-706-6008
Tonya	Morgan-Evans	DARS	770-5800
Paul	Thompson	DFPS/APS	939-4246
Johnnie	Wardell	ECI Childteam	770-2416
Tommy	Baker	EDC--Belton	770-2270
Polo	Enriquez	EDC--Copperas Cove	547-7874
Lee	Peterson	EDC--Temple	773-8332
Maria	Caromoa	Families in Crisis	634-1184
Tama	Shaw	HCCAA	325-372-5167
Steve	Cannon	JAIL Ministry	933-8506
Janice	Taylor	Killeen Housing Authority, Res.Serv.	634-5859 x 151
Connie	Hamill	Metroplex--Community Services	526-7523/394-3359
Priscilla	Griggs	S&W Social Services	724-0649
Christopher	Valmores	Seton Asthma Clinic--HH Church	324-3320 x 18017
Clarence	Enochs	TAMU	519-5721
Gregory	Bohner	Temple College--Student Accom.	298-8335

## **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 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 E and transportation planning agencies as Exhibit F.

### **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.

#### **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 and 2 vans.

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 in the Temple urbanized area. HCTD operates a fleet of 167 buses, including 27 fixed route buses and 140 paratransit buses.

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.

4) Taxi Service

Taxi service is available in Bell County and portions of Coryell County. Twelve providers have been identified in this region with 11 serving areas of Bell County and one serving the Copperas Cove area in Coryell County. At this time, the number of vehicles has been estimated at approximately 60.

5) Other Resources:

a) Independent School Districts

Thirty-two public school districts have been identified within the nine county region. All of these Districts own their own vehicles; approximately 900 buses have been identified with various seating capacity.

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 29 vehicles (buses, shuttles and vans).

c) Mental Health Services

Central Counties Center for Mental Health and Mental Retardation 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 66 vehicles (sedans, mini vans, and 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 include the counties of Llano and Mason. Five vehicles (mini vans) are used to transport clients in these two counties.

d) Central Texas Veterans Health Care System - Olin E Teague Veterans' Center (CTVHCC)

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 408-bed Domiciliary and a 160-bed State Veterans Home. CTVHCC 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 CTVHCC fleet consists of 155 vehicles (sedans, mini vans, vans, wheel chair vans, and buses).

## **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 Temple Transit Advisory Committee and the Killeen Transportation Committee.

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 for each county. 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." 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.

# EXHIBIT E

List of Transportation Providers in State Planning Region 23					
Provider Name	Type of Service	Service Area	Number/Type of Vehicles	Phone Number	Address
Amtrak	Rail	Temple		254-742-2019	315 W. Ave. B, Temple, TX 76501
Greyhound Lines, Inc.	Bus--Private	Temple and Mason		254-773-4123	20 S. 5th St., Temple, TX 76501
Arrow Trailways of Texas	Bus--Private	Temple and Killeen	17 Buses/2 Vans	254-526-0545	403 N. 2nd St., Killeen, TX 76541
Hill Country Transit District	Bus--Public	Nine Counties	167 Buses	325-372-4677	PO Box 217, San Saba, TX 76877
Yellow Cab	Taxi	Temple, Belton, MPR	5 Sedans	254-773-6855	705 W. Ave. G, Temple, TX 76504
Harker Heights Taxi Cab	Taxi	Harker Heights	2 Vans/2 Sedans	254-699-2299	102 W. Veterans Memorial, Harker Heights, TX
Cen-Tex Airport Shuttle	Shuttle	Killeen-Austin	1 Van	254-449-6437	9000 E. Trimmier, Killeen, TX
ANS Airport Shuttle	Shuttle	Killeen Area	4 vehicles	254-690-6725	8101 S. Clear Creek Rd, Killeen, TX 76549
Flash Transportation Airport Shuttle	Shuttle	Killeen Area	4 vehicles	512-868-1000	2508 Williams Dr # 130, Georgetown, TX 78628
Cove Taxi	Taxi	Copperas Cove	18 vehicles	254-542-8626	806 N. 1st Street, Copperas Cove, TX
Express Cab Co.	Taxi	Killeen Area	13 vehicles	254-554-8294	12102 FM 439, Nolanville, TX
*Kelly Cab Co.	Taxi	Killeen Area		254-699-8294	4217 E. Veterans Memorial Drive, Killeen, TX
*Luxury Cab Co.	Taxi	Killeen Area	8 vehicles	254-628-8294	402 N. 8th St. Suite 108, Killeen
*Yellow Cab	Taxi	Killeen Area		254-501-4714	4217 East Veterans Memorial Blvd, Killeen
*CBS Payroll Inc.	Taxi	Killeen Area		254-699-2227	4217 East Veterans Memorial Blvd, Killeen
*Killeen Cab Co.	Taxi	Killeen Area		254-547-4246	4217 East Veterans Memorial Blvd, Killeen
Independent School Districts--See separate sheet					
	Bus--School	** Nine Counties	500+ Buses		
Holy Trinity Catholic High School	Bus--Private	Temple Area	2 Buses/1 Van	254-771-0787	6608 W. Adams Avenue, Temple, TX 76502
Ralph Wilson Youth Club	Bus--Private	Temple Area	4 Buses/2 Vans	254-773-9001	310 S. General Bruce Dr., Temple, TX 76504
Belton Christian Youth Center	Bus--Private	Belton Area	5 Buses/3 Vans	254-939-5759	505 E. Avenue C, Belton, TX 76513
D & C Transport	Shuttle--Private	Killeen Area	5 vehicles	254-634-7911	5309 Buckaroo Place, Killeen, TX 76543
Boys and Girls Club of Central TX	Shuttle--Private	Killeen Area	2-28 psg shuttles/1 van	254-699-5808	5100 Trimmier Road, Killeen, TX
Boys and Girls Club of Central TX	Shuttle--Private	Copperas Cove Area	2-14 psg shuttles	254-547-5578	1306 S. FM116, Copperas Cove, TX
Boys and Girls Club of Central TX	Shuttle--Private	Gatesville Area	1-72 psg bus	254-865-8347	206 S. 7th Street, Gatesville, TX 76528
Boys and Girls Club of Central TX	Shuttle--Private	Lampasas Area	1-55 psg bus	512-564-1669	107 N. Main Street, 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 and San Saba	5 Vehicles	325-643-3363	408 Mulberry, Brownwood, TX 76804
Hill Country MH/DDC	Private	Llano and Mason	5 Mini Vans	830-258-5437	819 Water Street, Suite 300, Kerrville, TX 78028
			59 sedans, 44 mini vans, 48		
Central TX Vet. Health Care Center	Private	46 Counties--Central TX vans, 4 buses		254-778-4811	1901 Veterans Memorial Dr., Temple, TX 76504
*Under same ownership	** Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba.				6/15/2011
NOTE: For the purposes of this report, organizations that have more than 3 vehicles have been targeted; however, in some instances organization with 3 or less vehicles were also identified. This list is in no way exclusive. Other resources may exist and will be included as they are identified and determined to be relevant.					



Independent School District Vehicle Inventory					
County	ISD	# of Buses	Phone Number	Physical Address	Mailing Address
<b>Bell</b>	Academy ISD	16	254-982-4304	704 E. Main : Little River Academy, TX 76554	
	Temple ISD	73	254-778-6721	200 N 23rd Street : Temple, TX 76504	
	Troy ISD	21	254-938-2595	#1 Trojan Road : Troy, TX 76579	
	Bartlett ISD	10	254-527-4247	404 N. Robinson : Bartlett, TX 76511	P.O. Box 170 : Bartlett, TX 76511
	Holland ISD	7	254-657-0175	105 South Rose Lane : Holland, TX 76534	P.O. Box 217 : Holland, TX 76534
	Rogers ISD	18	254-642-3802	1 Eagle Drive : Rogers, TX 76569	
	Belton ISD	83	254-215-2000	400 N. Wall St. : Belton, TX 76513	P.O. Box 269 : Belton, TX 76513
	Killeen ISD	269	254-336-0000	200 N WS Young Dr. : Killeen, TX 76543-4025	
	Salado ISD	22	254-947-5479	601 North Main Street : Salado, TX 76571	P.O. Box 98 : Salado, TX 76571
<b>Coryell</b>	Copperas Cove ISD	65	254-547-1227	703 W Avenue D. : Copperas Cove, TX 76522	
	Jonesboro ISD	5	254-463-2111	14909 E. Hwy 36 : Jonesboro, TX 76538	
	Evant ISD	10	254-471-3160		P.O. Box 339 : Evant, Texas 76525
	Oglesby ISD	3	254-456-2271	125 College Street : Oglesby, TX 76561	
	Gatesville ISD	45	254-865-7251	311 South Lovers Lane : Gatesville, TX 76528	
<b>Hamilton</b>	Hamilton ISD	16	254-386-3149	400 S. College : Hamilton, TX 76531	
	Hico ISD	8	254-796-2181		P.O. Box 218 : Hico, TX 76457
<b>Lampasas</b>	Lampasas ISD	60	512-556-6224	207 West 8th Street : Lampasas, TX 76550	
	Lometa ISD	5	512-752-3384	100 N. 8th St. : Lometa, TX 76853	
<b>Llano</b>	Llano ISD	43	325-247-4747	200 East Lampasas : Llano, TX 78643	
<b>Mason</b>	Mason ISD	20	325-347-1144	911 West College Ave. : Mason, TX 76856	
<b>Milam</b>	Buckholts ISD	3	254-593-3011	203 South Tenth : Buckholts, TX 76518	P.O. Box 248 : Buckholts, TX 76518
	Milano ISD	15	512-455-2533	500 N. 5th : Milano, TX 76556	P.O. Box 145 : Milano, TX 76556
	Cameron ISD	21	254-697-3512	304 E 12th : Cameron, TX 76520	
	Rockdale ISD	22	512-430-6000	520 Davilla : Rockdale, TX 76567	P.O. Box 632 : Rockdale, TX 76567
	Thorndale ISD	8	512-898-2538	300 North Main : Thorndale, TX 76577	P.O. Box 870 : Thorndale, TX 76577
	Gause ISD	4	979-279-5891	400 College : Gause, TX 77857	
<b>Mills</b>	Goldthwaite ISD	18	325-648-3531	1509 Hanna Valley Rd. : Goldthwaite, TX 76844	
	Mullin ISD	4	325-985-3374	403 W. Bulldog Dr. : Mullin, TX 76864	
	Priddy ISD	8	325-966-3323	13780 SH 16 N : Priddy, TX 76870	P.O. Box 40 : Priddy, TX 76870
<b>San Saba</b>	Cherokee ISD	7	325-622-4298	305 S Indian Ave : Cherokee, TX 76832	P.O. Box 100 : Cherokee, TX 76832
	Richland Springs ISD	7	325-452-3524	700 West Coyote Trail, Richland Springs, TX 76871	
	San Saba ISD	14	325-372-3771	808 West Wallace : San Saba, TX 76877	
6/8/2011					

## EXHIBIT F

List of Agencies Responsible for Transportation Planning in State Planning Region 23				
Agency Name	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, Hamilton Co.	254-867-2702	100 S Loop Drive, Waco, TX 76704	
Texas Dept. of Transportation--Brownwood District	Mills, Lampasas, San Saba Co.	325-643-0411	2495 Highway 183 North, 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 North Texas Avenue, Bryan, TX 77803	
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	P.O. Box 768, Belton, TX 76513	
Emergency Management Center--Coryell County	Coryell County	254-865-5911	620 E. Main, Gatesville, TX 76528	
Emergency Management Center--Hamilton County	Hamilton County	254-386-3815	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	325-247-7730	801 Ford Street, 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	254-697-7000	102 S. Fannin, Cameron, TX 76520	
Emergency Management Center--Mills County	Mills County	325-648-2222	P.O. Box 483, Goldthwaite, TX 76844	
Emergency Management Center--San Saba County	San Saba County	325-372-3635	500 East Wallace St., San Saba, TX 76877	
* Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba.				
NOTE: For the purposes of this report, agencies that cover large planning areas have been targeted. This list is in no way exclusive. Other resources may exist and will be included as they are identified and determined to be relevant.				

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

This section includes geographic and demographic data for the nine counties as well as information on health and human services agencies and programs and workforce agencies. Methodology, findings and recommendations of a limited regional needs assessment will be discussed as will the need to conduct an expanded, more comprehensive needs assessment during FY2012/2013. Together, this information identifies key segments of the population that rely upon public transportation and provides insight into areas where improvements are needed, be they unmet transportation needs or inefficiencies in the delivery of transportation services, or others.

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

There are numerous Health and Human Services Agencies within this nine county planning area, primarily in the more populated counties such as Bell. Workforce Agencies are more limited in number but again are more prevalent in Bell County. Health and Human Services Agencies and Workforce Agencies are key destinations for many individuals and families in this region. Many of those seeking these agencies may not have access to personal vehicles and would benefit greatly if public transportation were provided. These agencies are discussed below. Due to the large number of Health and Human Services Agencies in this planning area, a detailed list is not included in this report but is available by contacting the Central Texas Council of Governments, Planning and Regional Services Division. This information may also be found by going to the 2-1-1 website at [www.211texas.org](http://www.211texas.org) and specifying the county and type of service needed.

##### **1) Health and Human Services Agencies**

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

The lists that were compiled are not all inclusive but represent several of the Health and Human Services Agencies in this planning area. Based upon this information, Bell County has by far the most agencies with over 400 identified. Coryell County had the next highest number with approximately 50 agencies. Milam and San Saba Counties each have approximately 20 to 25 agencies. Lampasas and Llano Counties were next with each having approximately 15 to 20 agencies. Hamilton and Mills Counties have approximately 12 agencies each. Mason County has the least number of agencies with approximately 8 identified.

The number of Health and Human Services Agencies appears to correlate to some degree with population. The two most populous counties—Bell and Coryell—have the highest number of

service agencies, whereas the least populated county—Mason—has the lowest number of service agencies.

## 2) Workforce Agencies

Within this nine county planning area, there are a total of six Workforce Centers as shown below in Exhibit G. Three of these centers are located in Bell County, with the remaining three located in Milam, Lampasas, and Llano Counties. Workforce Centers provide quality education, training, and labor market services that give employers and job seekers competitive advantage 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 seven county region of Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba. Llano County is served by Workforce Solutions of Rural Capital Area and Mason County is served by Workforce Solutions of Concho Valley.

**EXHIBIT G**

<b>Workforce Agencies in Planning Area</b>					
<b>City</b>	<b>County</b>	<b>Office Name</b>	<b>Address</b>	<b>Phone</b>	
Killeen	Bell	Workforce Solutions Central Texas	300 Cheyenne Drive, 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 Street, Llano 78643	325-248-0275	
Rockdale	Milam	Workforce Solutions Central Texas	313 N. Main Street, 76567	512-446-6440	
Temple	Bell	Workforce Solutions Central Texas	102 E. Central Ave., Suite 300, 76501	254-771-2555	
Temple	Bell	Workforce Solutions Central Texas	2420 S. 37th Street, 76504	254-742-4400	

## **B. Transportation Inefficiencies and Service Gaps—Needs Assessment Survey**

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

### 1) Needs Assessment—Methodology/Instrument

To determine transportation inefficiencies and service gaps in this planning area, a needs assessment was conducted via a survey. A sample survey was obtained and discussed with the Steering Committee. The survey was then revised to incorporate comments from the Steering Committee. The survey asked the responders to indicate their geographic area and to complete separate surveys for each geographic area if the areas were diverse. The 2 page survey consisted of 12 questions primarily in a multiple choice format. A copy of the survey is included as Exhibit H.

Due to time constraints, the needs assessment survey was distributed to a group of selected 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 growth were also targeted along with county government. It was determined that up to two individuals from each organization would be allowed to participate as stakeholders.

Before sending out the survey, 58 individuals (including the Steering Committee members) were contacted to determine their willingness to participate as a stakeholder and complete the survey. Of those contacted, 21 responded back affirmative; one responded negative. Due to the large number that were unresponsive, the survey was sent to all of the stakeholders via email, with the exception of one (Gatesville Chamber of Commerce) because contact information was not attainable. The stakeholders were requested to return the survey within one week. A total of 17 stakeholders returned the survey. A list of stakeholders and those that participated in the survey is included as Exhibit I.

## 2) Needs Assessment—Findings

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

- The stakeholders that responded represented agencies that provide a variety of services to their clients. The most frequent services provided included Counseling, Client Transportation, and Economic Development, each coming in at 12% of the total. The next service was Religious at 10%.
- Bell County was identified as the most common geographic area that the stakeholders served, followed by Coryell, Lampasas, and Mills Counties.
- 38% purchase or subsidize fares for their clients from the Hill Country Transit District (HCTD or HOP) and in some cases from taxi service providers; 21% have staff that provide client transportation.
- HCTD is the only public transportation provider in this region.
- 95% of the responders felt there were unmet transportation needs. The highest group with unmet needs was identified as Persons with Disabilities at 23% followed closely by Senior Citizens and Low Income Persons both at 22%. This was followed by the General Public at 19% and Students at 14%.
- To improve current service, the most frequent suggestion was to Expand Hours (29%) and Extend Service Outside of Town (21%).
- The most frequent type of trip needed by the stakeholders' clients was Medical and Social Service Appointments each at 17%. Employment was third at 14%, followed by Shopping and Education, each at 11%.
- 58% responded that medical transportation was needed outside the geographic area, the top destination being the City of Temple at 41%. The most common response regarding the frequency of these trips was As Needed at 43% with Daily and Weekly coming in next at 29% each. (Note: Only 7 responses were received regarding the frequency.)
- With regard to when client transportation was needed, the most frequent response was Weekdays 7 am to 6 pm at 21%, followed by Saturday 7 am to 6 pm at 18%. Weekdays 6

pm to 10 pm came in next at 14%. Weekdays 4 am to 7 am and Saturday 6 pm to 10 pm both came in at 12%.

- The most frequent response to what geographic area needed improvements based on their clients' needs was Bell County at 40%. Milam, Coryell, and Lampasas Counties were next at 13% each.
- In identifying the type of public transportation needed by their clients, the stakeholder responses were very close with 27% for Fixed Route Deviated Service and the following three each at 24%--Fixed Route Scheduled Bus Service, Curb to Curb Demand Response, and Door to Door Demand Response.
- Reasonable fees for a one way trip for clients averaged \$0.71 for less than one mile; \$1.00 up to five miles; \$1.21 up to 10 miles; \$3.13 up to 15 miles; \$10.00 up to 100 miles.
- The most frequent response as to the one thing that the stakeholders would change for their clients was Scheduling (more frequent stops and expanded hours) at 33% (five responses) followed by More Routes and Better Maps at 20% each.

### 3) Needs Assessment—Recommendations

Participation in the Needs Assessment Survey was limited and therefore may not accurately depict real inefficiencies and service gaps. A more comprehensive regional needs assessment is needed and will be conducted in FY2012/2013 to determine regional transportation needs.

The following is recommended:

- Keep Steering Committee and Stakeholders actively involved in regional transportation planning.
- Begin planning for comprehensive regional needs assessment.
- Consider stakeholder input via the surveys as follows:
  - Bell County is the primary geographic area that utilizes and needs public transportation.
  - Improved service needed for Persons with Disabilities, Senior Citizens, and Low Income Persons; second for General Public and Students.
  - Expanded hours needed and service extended. Service needed Monday through Saturday 4 am to 10 pm.
  - Medical facilities and Social Service Agencies are top destinations.
  - All types of services needed...fixed route and demand service.
  - Fees should be kept low, i.e. less than \$1.50 for one way trip up to 10 miles.

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

Hill Country Transit District (HCTD or HOP) is the only regional public transit service provider for the nine county planning area that includes Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba Counties.

Current resources to evaluate transportation inefficiencies and service gaps in the planning region are limited. A community needs assessment was conducted for Bell County in 2010 that

includes a transportation component. Also a limited stakeholder survey was conducted as part of this Regionally Coordinated Transportation Plan update. A comprehensive regional needs assessment will be conducted in FY2012/2013 to determine transportation inefficiencies and service gaps. These resources, along with geographic/demographic data are discussed below.

1) 2010 Bell County Community Needs Assessment

The Bell County Community Needs Assessment was developed through a collaborative process and involved various health and human service stakeholders and two major universities—Tarleton State University and Texas A&M University/Central Texas. The aim of the study was to describe the health of the community by presenting information on health status, community health needs, resources, and studies of current local health and human services problems. The Needs Assessment included a component on transportation. This included three questions as follows:

a) Do you have trouble getting transportation to the following: work, grocery store, pharmacy, childcare, child's school, doctor's office, dentist's office, eye doctor's office, emergency room, place of worship, other?

There were 2,201 responses received for this question. The majority indicated they had no difficulty with transportation with responses ranging from 91.5% to 96.4%. Of those responding they had difficulty, the top destinations were Grocery Store (8.5%), Work (7.2%), Pharmacy (6.9%), Doctor's Office (6.7%), Dentist's Office (6.3%), and Emergency Room (6.2%).

b) Would you use public transportation if available?

There were 890 responses to this question. A total of 62.2% responded YES.

c) Do you currently use public transportation?

There were 2,454 responses to this question; 91.2% responded NO.

The information from the three survey questions above indicates the majority of Bell County residents responding to the survey did not have difficulty with transportation. Most did not currently use public transit; the majority would be willing to use public transit if it were available. Of those experiencing difficulty, top destinations were the grocery store, work, and medical related facilities.

In addition, the Bell County study included information from the U.S. Census Bureau. This information focused on the number of vehicles available to residents in Bell County from the years 2005 through 2008. The census information showed that the majority of residents have multiple vehicles available for use. In 2008, those with no vehicles available represented 5% of those responding. Those with 1 vehicle represented 33%; 2 vehicles represented 45%; and those with 3 or more vehicles available for use represented 17%.

## 2) 2011 Stakeholder Needs Assessment Survey

To determine transportation inefficiencies and service gaps in this planning area, a needs assessment was conducted via a survey. Due to time constraints, the needs assessment survey was distributed to a group of selected stakeholders representing various health and human services organizations. Participation in the Needs Assessment Survey was limited and therefore may not accurately depict real inefficiencies and service gaps. A total of 17 stakeholders returned the survey. Primary Findings are identified below:

- Bell County is the primary geographic area that utilizes and needs public transportation.
- Improved service needed for Persons with Disabilities, Senior Citizens, and Low Income Persons; second for General Public and Students.
- Expanded hours needed and services extended. Service needed Monday through Saturday 4 am to 10 pm.
- Medical facilities and Social Service Agencies are top destinations.
- All types of services are needed...fixed route and demand service.
- Fees should be kept low, i.e. less than \$1.50 for one way trip up to 10 miles.

## 3) FY2012/2013 Comprehensive Regional Needs Assessment<sup>1</sup>

As previously indicated, a more comprehensive regional needs assessment will be conducted in FY2012/2013. Specifics will be discussed with the Steering Committee and stakeholder group and will include a much broader spectrum. It is likely that assistance from a local college or university will be solicited.

## 4) Geographic/Demographic Data

At the time of this report, complete 2010 census data was not available for all of the counties in this planning area. Total county population figures for 2010 were available for all counties and are shown below in ranked order starting with the highest population.

Bell	310,235	Hamilton	8,517
Coryell	75,388	San Saba	6,131
Milam	24,757	Mills	4,936
Lampasas	19,677	Mason	4,012
Llano	19,301		

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

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<sup>1</sup>Refer to Appendix B for Comprehensive Regional Transportation Needs Assessment Survey conducted in 2012.



### Geographic Information

<b>County</b>	<b>*Land Area in Square Miles (per 2000 data)</b>	<b>Persons per Square Miles (per 2010 data)</b>	<b>Metropolitan or Micropolitan Statistical Area</b>
Bell	1,059.72	292.8	Killeen-Temple-Fort Hood Metro Area
Coryell	1,051.76	71.7	Killeen-Temple-Fort Hood Metro Area
Hamilton	835.71	10.2	None
Lampasas	712.04	27.6	Killeen-Temple-Fort Hood Metro Area
Llano	934.76	20.6	None
Mason	932.07	4.3	None
Milam	1,016.71	24.4	None
Mills	748.11	6.6	None
San Saba	1,134.47	5.4	None

\*Excludes bodies of water

Source: US Census Bureau/State & County QuickFacts

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 2000 census data and may not accurately reflect current population characteristics.

<b>County</b>	<b>% Population 65 or over</b>	<b>% Renter Occupied Housing Units</b>	<b>% of Total Population 16 Years or Older</b>	<b>% of Total Population Commuting to Work</b>	<b>Per Capita Income in \$</b>	<b>% Poverty Status (Individuals)</b>
Bell	8.8	44.3	74.0	47.3	17,219	12.1
Coryell	5.7	45.1	76.1	45.2	14,410	9.5
Hamilton	23.6	21.9	78.9	41.0	16,800	14.2
Lampasas	14.5	26.1	76.4	44.8	17,184	14.1
Llano	30.7	19.1	86.0	37.8	23,547	10.3
Mason	23.5	19.8	80.4	43.9	20,931	13.2
Milam	17.2	27.0	76.3	41.8	16,920	15.9
Mills	23.1	19.5	77.8	41.0	15,914	18.4
San Saba	20.3	24.2	78.2	38.7	15,309	16.6

Source: 2000 US Census Data

## 5) Summary<sup>1</sup>

Based upon resources discussed in this report, it appears that within this nine county planning region, Bell County has the largest population and the highest number of health and human services agencies, medical facilities, employment centers and other desirable destinations. Bell County has the most developed transportation network but also appears to have the most need for improved transportation. Persons with disabilities, the elderly, and low income persons appear to have the highest need for public transportation.

When considering transportation needs, there are two basic population segments to consider--the general population and those with special needs. The general population functions well with fixed route service. Many of the health and human services agencies have clients that need paratransit service more so than fixed route. In Bell County, it appears that most individuals rely upon their own vehicles for transportation but are willing to use public transportation. 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 4 am to 10 pm, Monday through Saturday. Additional bus routes outside the major cities may also be needed.

A more detailed study is needed before real conclusions may be drawn regarding transportation inefficiencies and service gaps. The 2010 Bell County Needs Assessment only focused on Bell County and was very limited with regard to transportation needs. The Stakeholders Survey targeted specific agencies, many 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.

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<sup>1</sup>Refer to Appendix B for updates to 2011 Plan resulting from 2012 Regional Transportation Needs Assessment Survey.



## – STAKEHOLDER SURVEY – TRANSPORTATION NEEDS ASSESSMENT

June 10, 2011

Health & Human Service Agencies, Elected Officials,  
Faith Based Communities, other Organizations

The 2006 Regional Transit Coordination Plan is being updated and we need your input! Please take a moment to complete this survey and help us improve public transportation in our community. Please note that this is a generic survey. The term "client" refers to the individuals that your organization helps or serves. **If your organization's service area encompasses several cities, counties or other diverse geographic areas, please complete a survey for each area and clearly indicate the geographic area.**

Name of Organization: \_\_\_\_\_ Geographic Area Served: \_\_\_\_\_

### Your Organization

<p>1. Please indicate the type(s) of service your organization provides. (Check all that apply)</p> <ul style="list-style-type: none"> <li>Senior services</li> <li>Medical service</li> <li>Disability services</li> <li>Employment services</li> <li>Counseling</li> <li>Food and/or clothing</li> <li>Client transportation</li> <li>Government services</li> <li>Housing</li> <li>Education</li> <li>Recreation/fitness</li> <li>Legal services</li> <li>Economic development</li> <li>Community development</li> <li>Religious</li> <li>Other, please specify: _____</li> </ul>	<p>2. What communities/counties does your organization serve? _____</p> <p>3. Does your organization provide client transportation in any of the following ways? (Check all that apply)</p> <p style="margin-left: 20px;">We operate _____ (specify #) transportation vehicles directly.</p> <p style="margin-left: 20px;">We contract with a transportation provider to serve clients.</p> <p style="margin-left: 20px;">Our staff provides client transportation.</p> <p style="margin-left: 20px;">Our volunteers provide client transportation.</p> <p style="margin-left: 20px;">We purchase or subsidize fares (or passes) for clients with local transportation providers. Please indicate which provider(s): _____</p> <p style="margin-left: 20px;">We do not provide transportation.</p>
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### Service and Needs

<p>4. a. Public transportation in this geographic area is provided by _____.</p>	
<p>b. Are there unmet public transportation needs in this geographic area? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>c. If yes, what group(s) have unmet transportation needs? (Check all that apply)</p>	
<ul style="list-style-type: none"> <li>Senior citizens</li> <li>Persons with disabilities</li> <li>General public</li> <li>Students</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Low income persons</li> <li><input type="checkbox"/> All of the above</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>d. Please indicate how current service could be improved. (Check all that apply)</p>	
<ul style="list-style-type: none"> <li>Expanded hours of operation</li> <li>Central dispatch/information source (one phone number to call for a ride, etc.)</li> <li>Better advertising/marketing</li> <li>Expanded service outside of town</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Accessibility of service</li> <li><input type="checkbox"/> Affordability of service</li> <li><input type="checkbox"/> Better coordination between service providers</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>

## Transportation Needs

<p>5. What type(s) of trips do your clients need? (Check all that apply)</p> <p>Shopping <input type="checkbox"/> Family/friend visits</p> <p>Medical <input type="checkbox"/> Social/entertainment</p> <p>Employment <input type="checkbox"/> Senior nutrition</p> <p>Education <input type="checkbox"/> Social service appts.</p> <p>Religious <input type="checkbox"/> Other, please specify: _____</p>	<p>6. Do your clients need medical transportation outside this geographic area?</p> <p>Yes _____ If yes, where? _____</p> <p>No _____</p> <p>How often? (Check all that apply)</p> <p>Daily <input type="checkbox"/> Monthly</p> <p>Weekly <input type="checkbox"/> Other, please specify: _____</p>
<p>7. When do your clients need public transportation? (Check all that apply)</p> <p>Weekdays, 4:00 AM to 7:00 AM</p> <p>Weekdays, 7:00 AM to 6:00 PM</p> <p>Weekdays, 6:00 PM to 10:00 PM</p> <p>Saturday, 4:00 AM to 7:00 AM</p> <p>Saturday, 7:00 AM to 6:00 PM</p> <p>Saturday, 6:00 PM to 10:00 PM</p> <p>Friday/Saturday, after 10:00 PM</p> <p>Sunday, 7:00 AM to 6:00 PM</p> <p>Sunday, 6:00 PM to 10:00 PM</p> <p>Other, please specify: _____</p>	<p>8. What communities /counties in this geographic area need to improve public transportation services to better serve your clients? (Please rank top three)</p> <p>#1 _____</p> <p>#2 _____</p> <p>#3 _____</p> <p>#4 _____</p> <p>#5 _____</p> <p>#6 _____</p> <p>Other, please specify: _____</p>
<p>9. What type of public transportation do your clients need? (Check all that apply)</p> <p>Fixed route scheduled bus service (pick-up at designated bus stops)</p> <p>Fixed route, deviated service (bus operates regular routes, can go off routes on request)</p> <p>Curb-to-curb demand response service (call ahead for scheduled pick-up)</p> <p>Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)</p> <p>Other, please specify: _____</p>	<p>10. What would you consider to be a reasonable fee for your clients for a one-way trip?</p> <p>Less than 1 mile \$ _____</p> <p>Up to 5 miles \$ _____</p> <p>Up to 10 miles \$ _____</p> <p>Up to 15 miles \$ _____</p> <p>Up to 20 miles \$ _____</p> <p>Up to 25 miles \$ _____</p> <p>Up to 50 miles \$ _____</p> <p>Up to 100 miles \$ _____</p> <p>Other, please specify: _____</p>
<p>11. If you could change one thing about public transportation for your clients, what would it be? Why?</p> <p>12. Other comments?</p>	

## Optional

<p>Stakeholder Name: _____</p> <p>Role in Organization: _____</p>
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Please return to Central Texas Council of Governments (Attn: Cheryl Maxwell) by June 17, 2011 via the following:

Email: [cmaxwell@ctcog.org](mailto:cmaxwell@ctcog.org) Fax: 254-770-2360 Mail:

**Thank you for your participation! Questions?? Contact Cheryl Maxwell at 254-770-2379.**

NOTE: The responses received from this survey will be reviewed and summarized for the Regional Transit Coordination Plan update. However, this is a planning tool, and additional transit services are highly dependent on feasibility, estimated use, and resources, such as funding and equipment.

**EXHIBIT I**

<b><u>Central Texas Regional Transit Advisory Group</u></b>				
	<b>Stakeholders Returning Survey</b>			
<b>Steering Committee</b>	<b>First Name</b>	<b>Last Name</b>	<b>Agency</b>	<b>Survey Returned</b>
	Richard	McGhee	Area Agency on Aging	Yes
SC	Rita	Kelley	Bell County Health Services	Yes
SC	Mari	Paul	Bell County Human Services	Yes
	Ray	Helmcamp	CCC/MHMR	Yes
	Sharon	Sapp	Central TX Housing Consortium	Yes
	Barbara	Bozon	Central TX Housing Consortium	Yes
	Jerry	Haisler	Central Texas Workforce Center	Yes
	Ginger	Watkins	Chamber of Commerce--Cameron	Yes
	Jack	Wade	Chamber of Commerce--Killeen	Yes
	Monica	Vega	Chamber of Commerce--Mills Co.	Yes
SC	Leslie	Hinkle	City of Killeen	Yes
	Autumn	Speer	City of Temple	Yes
	Jean	Bellinger	CTCADA	Yes
	Polo	Enriquez	EDC--Copperas Cove	Yes
	Steve	Cannon	JAIL Ministry	Yes
	Connie	Hamill	Metroplex--Community Services	Yes
	Christopher	Valmores	Seton Asthma Clinic--HH Church	Yes

	<b><u>Central Texas Regional Transit Advisory Group</u></b>		
		<b>Stakeholders—No Survey Returned</b>	
<b>Steering Committee</b>	<b>First Name</b>	<b>Last Name</b>	<b>Agency</b>
	Paul	Thompson	DFPS/APS
	LaDonna	Curry	Army Community Services
	Tim	Hancock	Arrow Trailways of TX
	Keith	Morris	CCC/MHMR
	Stephanie	O'Banion	Chamber of Commerce--Belton
	John	Firth	County Judge--Coryell
	Tonya	Morgan-Evans	DARS
	Tama	Shaw	HCCAA
	Clarence	Enochs	TAMU
	Maria	Foster	Bell County Help Center
	Dave	McLure	Central TX College
	Susie	Gunnels	Chamber of Commerce--Gatesville
	Steve	Almquist	Chamber of Commerce--Hamilton
	Jill	Carroll	Chamber of Commerce--Lampasas
	Doris	Messer	Chamber of Commerce--Llano
	Lynette	Broughton	Chamber of Commerce--Temple
	Alvin	Dillard	Christian Assistance Network
	Jon	Burrows	County Judge--Bell
	Randy	Mills	County Judge--Hamilton
	Wayne	Boultinghouse	County Judge--Lampasas
	Wayne	Brascom	County Judge--Llano
	Jerry	Bearden	County Judge--Mason
	Dave	Barkemeyer	County Judge--Milam
	Kirkland	Fulk	County Judge--Mills
	Byron	Theodosios	County Judge--San Saba
	Stacy	Rodriguez	CSNN
	Deana	Belk	CTCOG/Housing
	Angela	Spurlock	DADS
	Johnnie	Wardell	ECI Childteam
	Tommy	Baker	EDC--Belton
	Lee	Peterson	EDC--Temple
	Maria	Caromoa	Families in Crisis
	Janice	Taylor	Killeen Housing Authority, Res.Serv.
	Priscilla	Griggs	S&W Social Services
	Gregory	Bohner	Temple College--Student Accom.
SC	Carole	Warlick	HCTD
SC	Nancy	Holle	The Arc of Bell County
SC	Robert	Ator	HCTD
SC	Kevin	Bergan	VA Center
SC	Peggy	Cosner	HOCTIL
SC	Vickie	Gideon	Central Texas Workforce Center

## **SECTION IV: PLANNING FOR COMPREHENSIVE SERVICES**

In this nine-county region, there are various government-funded programs involving transportation. Identifying these programs and finding ways to integrate services is important in developing this regional plan and will ensure the most efficient use of government dollars. This section identifies transportation related programs and services including FTA-funded programs, health and human services programs, workforce programs, and others and describes how these services are being integrated with others.

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

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

a) Job Access and Reverse Commute: The JARC Program (5316) was established to help provide welfare recipients and low-income persons access to and from jobs and activities related to employment. Operators of public transportation services are eligible sub-recipients. Funds may be used to finance capital, planning, and operating expenses. Local matching funds are required.

Hill Country Transit District (HCTD) does not currently participate in the JARC Program. These funds may be helpful in expanding the current transit system when conventional transit services are reduced or non-existent, i.e. during late night or weekend times if related to employment (shift work).

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

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

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

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

d) Urbanized Area Formula Program: The 5307 Program makes Federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized

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

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

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

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

## 2) Health and Human Services Programs

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

The Mills County IHCP (MCIHCP) is beginning to receive transportation requests and plans to work with the HOP rural division. The most common route for these medical visits is within Mills County or Brown County. There are limited clinics in Mills County for doctor visits, lab/x-ray, etc. and no hospitals. The closest hospital is in Brownwood and there is an agreement with the Brownwood Regional Hospital to serve Mills County Indigent Health Care recipients. Therefore, Mills County residents often go to Brownwood for clinic services and other non-hospital services. Scott & White



Hospital in Temple also agrees to accept Mills County Indigent recipients as part of an agreement to provide hospital and clinic services. A process to schedule and pay for a MCIHCP member to access the appropriate medical appointments will be established similar to what is done in Bell County.

Some of those who are on the CIHCP may also be eligible for services at the Veterans Administration Medical Center (VAMC). Non-emergency transportation is provided to these veterans as for any other eligible Bell County resident. Transportation becomes a bigger issue to those who are uninsured and without personal means of transportation who wish to access one of the free health clinics in Bell County. The HOP schedule may allow access to the clinics but may not be available to provide transportation back home.

The VA provides transportation service to the VAMC and community outpatient clinics. This program, Veterans Transportation Service (VTS), is used to pick up veterans from their homes and take them to the VAMC and/or clinics for their medical appointments. The VTS vehicles are owned by the VAMC.

### 3) Workforce Programs

Workforce Solutions of Central Texas has integrated its transportation services with the HOP. The Workforce Centers has made arrangements with the HOP to purchase fixed route multi-ride tickets and fixed route monthly passes for their Choices (Temporary Assistance for Needy Families) and SNAP (Food Stamp) customers in the urban areas. In the other six rural counties, bus tokens are purchased and provided to Choices customers needing transportation in the rural areas. Workforce Solutions receives federal dollars for supportive services (including transportation assistance) for these customer population groups. HOP fixed route information and maps are provided to customers in the Temple and Killeen urban areas. Also, the Administrator of the Workforce Solutions of Central Texas serves as Chair of the City of Temple Transit Advisory Committee and is a member of the Regional Transportation Advisory Group. She is knowledgeable of various transportation needs in the region and was involved in various public transportation planning committees prior to the inception of the HOP fixed route system in the Killeen and Temple areas.

### 4) Other

The City of Killeen has an elderly transportation program that provides limited rides per month to elderly (62 +) citizens of Killeen. The City contracts with a private taxi company to provide rides as well as purchases HOP passes for persons who can access fixed route, or who may be eligible for paratransit services. Approximately 200 Killeen residents are served by this program.

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

## **B. Integration of Programs and Services**

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

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

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

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

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

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

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

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

### **A. Various Planning Processes in the Region**

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

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

The KTMPO (Killeen-Temple Metropolitan Planning Organization) is responsible for the transportation planning process for Bell County and portions of Coryell and Lampasas Counties (Copperas Cove, Kempner and portions of Fort Hood) that fall inside the KTMPO planning boundary. Every 5 years the 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 a short range and long range funding plan and also lists regionally significant projects that do not have forecasted funding available at this time. These projects are submitted every 5 years by the entities within the planning boundary and are scored and prioritized by the MPO board.

Once a project is included in the MTP (Metropolitan Transportation Plan) 25 year plan, it is eligible to move into the 4 year Transportation Improvement Program (TIP) for the State once dedicated funding is acquired. Texas Department of Transportation (TxDOT) works with the MPO to ensure the region's top priorities are met when funding becomes available.

#### **2) Other Transportation Agencies**

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

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

### 3) Workforce Agencies

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

### 4) Health and Human Services Agencies

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

### 5) Others

HCTD goes through an informal planning process every year. Throughout the year, HCTD hears from and meets with individuals from the public regarding transportation needs and services. Every year in coordination with budget preparation, HCTD looks at potential changes to service hours and routes and evaluates the cost factor. HCTD staff meets with representatives from Bell County and the Cities of Temple, Killeen, Belton, Copperas Cove, and Harker Heights to exchange ideas and develop a plan. In addition to city staff, these meetings include the Temple Transit Advisory Committee and the Killeen Transportation Committee. 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, 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 2010 Community Needs Assessment for Bell County reinforced the need to provide transportation assistance to the elderly. The City of Killeen has implemented the elderly transportation program to address these concerns.

Another venue where agencies engage in an informal planning process has been the Network Meetings coordinated by the Killeen HELP Center. Representatives from various health and human

services agencies, workforce centers, education centers, transportation providers, etc. are invited to attend and share information about specific topics that affect the community, transportation being one. These meetings have been held on a quarterly basis and are intended to provide the agency representative with information to help them better serve the needs of their clients.

## **B) Integration of Transportation Planning Processes and Activities**

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

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

### **1) New Freedom (5317)**

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

### **2) Elderly Individuals and Individuals with Disabilities (5310)**

To improve mobility for elderly individuals and individuals with disabilities.

### **3) Urbanized Area Formula Program (5307)**

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

### **4) Non-Urbanized Area Formula Program (5311)**

For public transportation in non-urbanized areas.

All of these programs require the Regionally Coordinated Transportation Plan (RCTP) to be updated in order for HCTD to remain eligible for funding.

Planning projects conducted by the MPO, TxDOT, and other agencies involve coordination with local governments and input from stakeholders such as transportation providers as well as the general public. Coordination with these groups and organizations has been an important element in updating the RCTP. Representatives from health and human services agencies, workforce agencies, municipalities, etc. serve on the Steering Committee and Stakeholders Group and have been actively involved in the plan update providing input on ways to integrate various transportation planning processes and activities.

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

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

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

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

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

#### **1) Role**

The Steering Committee is the Central Texas Regional Transportation Advisory Group (CTRTAG). The role of this group is best described in its mission statement which is to identify current resources, unmet transit needs, and transit barriers and constraint, to develop and implement a coordinated transit system. The Steering Committee is the decision making body for the regionally coordinated transportation plan update approving actions and documents and providing guidance and information to staff.

#### **2) Membership**

Membership of the Steering Committee consists of representatives from various organizations having an interest in the regional transportation network and includes transportation providers, health and human services agencies, medical facilities, workforce centers, municipalities and other government agencies. Although it is desirable to limit the size of this working group to enable it to function efficiently, new members may be added at any time as needed.

An expanded group of participants referred to as the Stakeholder Group has been established to provide additional input on transportation issues. Participants from any one agency are limited to two to ensure a broad mix of interests.

#### **3) Structure**

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

#### 4) Operation

The Steering Committee will meet as needed to provide direction to staff and approve actions and documents necessary to continue coordinated transportation planning in this region. The Committee has been meeting on a monthly basis to meet deadlines to update the RCTP. After the Plan is updated, the Steering Committee will continue to meet at least quarterly, more frequently if needed, to sustain regionally coordinated transportation planning activities in the region.

#### **C) Active Involvement of Steering Committee and Other Stakeholders**

CTCOG/KTMPO is responsible for coordinating regional transportation planning for the Central Texas region. Transportation planning is an ongoing process. As discussed in previous sections of the Plan update, during FY2012 work will begin to conduct a detailed needs assessment to determine transportation needs. Monthly or quarterly meetings of the Steering Committee will likely be needed. Input from the Stakeholder Group and the general public will be solicited and will involve completing a survey as well as public forums to receive comments. CTCOG /KTMPO will continue to function as the lead agency if determined appropriate by all parties concerned.

#### **D) Plan Update Process**

The RCTP will be updated as required or more frequently if appropriate and will be reviewed on an annual basis. The Steering Committee will meet as needed to achieve this goal beginning with FY2012. CTCOG /KTMPO will continue to function as the lead agency if determined appropriate by all parties concerned.

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

With input from the steering committee, this section includes a review and update of the vision, mission statements, goals and objectives identified in the 2006 Plan, and establishes new goals and measurable, time-limited objectives to address identified needs and transportation service gaps.

### **A) Vision Statement**

A vision statement was not included in the 2006 Plan. CTRTAG members discussed their role and developed the following Vision Statement:

*Clients, citizens, and visitors of the Central Texas area will have a safe, dependable, cost-effective, and seamless transportation network to provide mobility, improved quality of life, and a stimulus for economic development.*

### **B) Mission Statement**

The CTRTAG members reviewed the mission statement in the 2006 Plan and felt it was still applicable but could be somewhat simplified. The revised Mission Statement is as follows:

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

### **C) 2006 Plan—Status Update**

In developing the 2011 Plan, the CTRTAG members reviewed components of the 2006 Plan to determine the status of these components and their applicability with regard to the Plan update. These are discussed below.

#### **1) Goals and Objectives**

The following Goals were identified in the 2006 Plan.

- **Eliminate waste and inefficiencies**
- **Generate efficiencies that will permit increased levels of service**
- **Further the state's efforts to reduce air pollution**
- **Ensure maximum coverage of the service area**
- **To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents.**

Following is a brief update of how the Goals and Objectives have been addressed since the 2006 Plan was implemented.



**Goal 1: Eliminate waste and inefficiencies**

The HCTD is renovating an existing facility near Belton to serve as an urban operations facility combining the Temple and Killeen divisions into one. This will enable HCTD to perform fleet service and maintenance, reducing maintenance cost and improving reliability. HCTD has implemented the Trapeze Software program for dispatching and scheduling, and coordinates with adjacent service providers, such as Heart of Texas Rural Transit District and Concho Valley Transit District. Both of these measures will eliminate waste and inefficiencies.

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

HCTD continually monitors the public transit system to identify and implement needed modifications to the system and maximize efficiencies. HCTD uses this information to plan and implement training, route and schedule changes, and vehicle maintenance procedures.

Examples of route and schedule changes that have occurred include the merging of Routes 2 & 3 to make a more efficient Route 2; merging Routes 5 & 6 to make a more efficient Route 5; merging Copperas Cove Routes 60, 65, and 70 to make a more efficient Route 65; adding Connector Route 200 for better access to Temple facilities to include Temple College, VA Medical Center, and Scott & White Medical Facilities.

The New Freedom shelter project was also implemented to install new passenger shelters. HCTD has installed or is in the process of installing 22 New Freedom passenger shelters in Temple; 9 shelters in Belton; 11 shelters in Harker Heights; 24 in Killeen; and is in the planning stage for several more shelters, including imminent site selections for approximately 11 sites in Copperas Cove. The total number of New Freedom shelters to be installed in the project is up to 150 sites, of which 44 have been completed. These improvements will encourage ridership resulting in more efficient routes.

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

HCTD supports the State's efforts to reduce air pollution. The areas HCTD serves are currently in compliance with air quality standards, although designation as a non-attainment area may be approaching. HCTD strives to be a part of the solution to keep the area as pollution free as possible and uses Ultra Low Sulfur Diesel (ULSD) powered buses in its Special Transit Service and Fixed Route Service vehicles.

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

HCTD is a regional transit system. It operates in nine counties as a rural system, bringing many of those rural clients to the urban centers in Coryell and Bell Counties for medical, recreation, and educational purposes. Through enhanced efforts to reach an operating understanding with neighboring transit provider, HCTD can further expand its role in providing maximum service area coverage through provider coordination. HCTD already participates in a program in which it can refer callers to various transit providers from Waco to Austin and beyond.

**Goal 5: To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents.**

HCTD provides trips for numerous social service agencies, state as well as local, and particularly Texas Department of Health (TDH) Medicaid trips, and focuses efforts to maximize use of the fixed route component of the system for such trips. Previously, TDH trips were performed almost totally by use of door-to-door service through HCTD's special transit service (STS) system. Over the last couple of years, however, TDH has increasingly relied on the purchase of tokens, multi ride tickets, monthly bus passes and other fare media to provide TDH clients with the flexibility of using the fixed route service for sponsored trips. HCTD has added outlets for purchase of fare media with a site in Temple, Killeen, and Belton.

2) Barriers and Constraints

Barriers and Constraints to the continuing development of coordinated transportation in the region were also identified in the 2006 Plan. These are listed below along with a status update. In general, most of the Barriers and Constraints still exist. The approach to funding continues to be a great constraint as each budget year, public transit faces a new budget challenge, along with the vast majority of governmental organizations. The advantages offered by consistent, dedicated funding are huge, and can greatly enhance the ability to develop and implement long term plans.

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

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

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

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

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

Local Governments

Expectations of the State of Texas

Untargeted people and unmet needs

Expectations of the public

Marketing

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

Group Purchases

Fuel Purchases

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

### 3) Identification of Opportunities

In the 2006 Plan, the Steering Committee identified opportunities to improve coordination of regional transportation. These are listed below. Most items have been addressed and will continue to be reviewed as appropriate.

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

### 4) CTRTAG Recommendations

In the 2006 Plan, the following actions were recommended by the Steering Committee in order to meet goals and overcome barriers that were identified in the planning process:

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

**2011 UPDATE: Revision--** HCTD will seek out funding mechanisms/opportunities to develop multi-media marketing strategies and implementation.

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

**2011 UPDATE: Remove—Action Completed**

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

**2011 UPDATE: Ongoing Process—Keep as Recommendation**

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

**2011 UPDATE: Ongoing Process—Keep as Recommendation**

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

**2011 UPDATE: Revision—HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.**

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

**2011 UPDATE: Ongoing Process—Keep as Recommendation**

A list of CTRTAG recommendations for the 2011 Plan incorporating the changes above is provided in the following section as Exhibit I.

## **D) 2011 Plan—Goals and Objectives**

### **1) Goal 1: Eliminate Waste and Inefficiencies.**

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

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

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

- a) Modify fixed routes, targeting increased ridership.
- b) Eliminate or merge routes with low use.
- c) Feed neighborhood routes into routes that serve centers of activity.
- d) Ensure easy access to medical facilities, educational facilities, and recreational facilities.
- e) Work with cities, agencies, businesses, and non-profit organizations in improving transit amenities, such as shelters and benches, to better attract and retain transit users.
- f) Work with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service.

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

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

- a) Use of Ultra Low Sulfur Diesel (ULSD) in all the service fleet that uses diesel fuel.
- b) Coordination of trips to use the Connector service route to minimize the number of vehicles needed for service.

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

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

HCTD continues to serve rural areas and urban areas, and ties the services as trip purpose permits. HCTD strives to ensure the maximum coverage of the entire nine-county region by:

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

5) Goal 5: To the Maximum Extent Feasible, Use the Existing Transportation Providers, and in Particular the Fixed Route Components of the Existing Networks, to Meet the Client Transportation Requirements of the State's Social Service Agencies and their Agents.

HCTD encourages social service agencies and the general public to use the public transit system. To the maximum extent possible, HCTD, serving as the region's existing transportation provider, works to meet transportation requirements through use of the public transit system in several ways.

- a) Encourage users, agencies, and other entities to use the fixed route element whenever possible.
- b) Provide easy means for agencies to purchase tokens, multi-ride tickets, monthly passes for their clients for use on fixed route service.
- c) Provide travel training for agencies, groups and individuals.
- d) Rely on existing transportation provider (HCTD) to continue to serve the area, merging rural and urban service.

**EXHIBIT I**  
**CTRTAG Recommendations for 2011 Plan<sup>1</sup>**

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

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<sup>1</sup>Refer to Appendix B for updates to 2011 Plan resulting from 2012 Regional Transportation Needs Assessment Survey.

## **SECTION VIII.      LEVERAGING RESOURCES/SUSTAINABILITY**

Sustaining planning activities beyond FY 2012 is crucial for regional transportation planning to have any meaning. Ways to leverage other resources to sustain regionally coordinated transportation planning activities beyond FY 2012 were discussed with the Steering Committee and include the following:

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



## **SECTION IX. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS**

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

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

The following process and outcome measures will be used to evaluate the overall effectiveness of this plan to coordinate transportation planning activities in this region.

- 1) Number of passengers carried per service hour.

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

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

- 2) Road calls per miles traveled.

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

- 3) Complaints per passengers carried.

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

- 4) Traffic accidents per miles traveled.

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

- 5) Missed fixed route trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

- 1) Modify fixed routes, targeting increased ridership.

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

- 2) Eliminate or merge routes with low use.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- 1) Ensure coverage includes rural areas.

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

- 2) Ensure rural service feeds into urban service.

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

- 3) Ensure connectivity between urban centers.

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

**Goal 5: To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents.**

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

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

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

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

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

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

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

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

## **APPENDIX A**

### **Summary of 2011 Needs Assessment Survey Results**

Question 1: Please indicate the type(s) of service your organization provides.																		
Geographic Area	Agency Name	Senior Services	Medical Service	Disability Services	Employment Services	Counseling	Food/ clothing	Client Transport	Government Services	Housing	Education	Recreation/ Fitness	Legal Services	Economic Develop.	Community Develop.	Religious	Other	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging	X		X														
Bell Co.	Bell Co. Human Services (HELP Ctr)							X			X						Info and referral for non emergency services. Limited financial assistance for HOP passes, gas vouchers, basic needs.	
Bell Co.	Bell Co. Indigent Health Services							X	X								Medical benefits via County Indigent Health Care Program (CIHCP), screening/information & referral for other appropriate services.	
Mills Co.	Bell Co. Indigent Health Services							X	X								Medical benefits via County Indigent Health Care Program (CIHCP), screening/information & referral for other appropriate services.	
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR			X														
Temple, Belton	Central TX Housing Consortium	X								X								
Temple, Belton	Central TX Housing Consortium	X			X					X		X						
Cameron	Chamber of Commerce--Cameron													X				
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen													X				
Mills Co.	Chamber of Commerce--Mills Co.													X			Chamber of Commerce	
Killeen	City of Killeen							X									Elderly only	
Temple	City of Temple								X			X		X	X			
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA					X					X						Referrals to many of the above needs. Clients often do not have housing, transportation, food, etc.	
Copperas Cove	EDC--Copperas Cove													X				
Copperas Cove	Grace Christian Center					X	X									X		
Harker Heights	Grace Christian Center					X	X									X		
Killeen	Grace Christian Center					X	X									X		
Bell Co.	JAIL Ministry					X		X								X		
Bell, Coryell, Lampasas Co.	Metroplex--Community Services		X															
Bell Co.	Workforce Solutions Central TX				X												Training, child care assistance	
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba	Workforce Solutions Central TX				X												Training, child care assistance	
Responses		3	1	2	3	5	3	5	3	2	2	2	0	5	1	4		
	Summary																	
	41 Responses (Services Provided)																	
	Counseling	5	12%															
	Client Transportation	5	12%															
	Economic Development	5	12%															
	Religious	4	10%															
	Senior Services	3	7%															
	Employment Services	3	7%															
	Food/Clothing	3	7%															
	Government Services	3	7%															
	Disability Services	2	5%															
	Housing	2	5%															
	Education	2	5%															
	Recreation/Fitness	2	5%															
	Medical Services	1	3%															
	Community Development	1	3%															
	Legal Services	0	0%															

<b>Question 2: What communities/counties does your organization serve?</b>									
<b>Question 3: Does your organization provide client transportation in any of the following ways?</b>									
		#2	#3						
Geographic Area	Agency Name	Area or Group Served	Operate Vehicles	Contract for service	Provided by Staff	Provided by Volunteers	Purchase or Subsidize Fares	No Transport Provided	Other
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	<b>Area Agency on Aging</b>	7 CTCOG Counties		X					
Bell Co.	<b>Bell Co. Human Services (HELP Ctr)</b>	Bell Co.					X		
Bell Co.	<b>Bell Co. Indigent Health Services</b>	Bell Co.					HOP		The HOP via tokens, passes and by contract for non-emergency medical transportation within the county
Mills Co.	<b>Bell Co. Indigent Health Services</b>	Mills Co.					Taxi/HOP		Local taxi service and reimbursement to client or person who provides private transportation (only use the HOP to the extent appropriate to the HOP geographic service delivery plan. We do not have an agreement to purchase non-emergency medical transportation for Mills CIHCP recipients as we do for the Bell CIHCP).
Bell, Coryell, Hamilton, Lampasas, Milam Co.	<b>CCC/MHMR</b>	Bell, Lampasas, Hamilton Coryell, Milam Co.	80 Vehicles		X				
Temple, Belton	<b>Central TX Housing Consortium</b>	Temple & Belton			X				
Temple, Belton	<b>Central TX Housing Consortium</b>	Temple, Belton	2 vehicles		X		HOP		Purchase or subsidize fares (or passes) for clients with local transportation providers.
Cameron	<b>Chamber of Commerce--Cameron</b>	Cameron						X	
Killeen, Harker Heights, Nolanville, Ft. Hood	<b>Chamber of Commerce--Killeen</b>	Killeen, Harker Heights, Nolanville, Ft. Hood	1 Vehicle	X	X				
Mills Co.	<b>Chamber of Commerce--Mills Co.</b>	Mills Co.						X	
Killeen	<b>City of Killeen</b>	Killeen		X			X		
Temple	<b>City of Temple</b>	Temple						X	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	<b>CTCADA</b>	7 CTCOG Counties						X	
Copperas Cove	<b>EDC--Copperas Cove</b>	Copperas Cove						X	
Copperas Cove	<b>Grace Christian Center</b>	Copperas Cove				X			
Harker Heights	<b>Grace Christian Center</b>	Harker Heights				X			
Killeen	<b>Grace Christian Center</b>	Killeen				X			
Bell Co.	<b>JAIL Ministry</b>	Bell Co.			X	X	HOP		
Bell, Coryell, Lampasas Co.	<b>Metroplex--Community Services</b>	Bell, Coryell, Lampasas Co.					Taxi/HOP		
Bell Co.	<b>Workforce Solutions Central TX</b>	Bell Co.					HOP		Purchase Wal-Mart gas cards as well
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba	<b>Workforce Solutions Central TX</b>	Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.					HOP		
			3	3	5	4	9		
<b>Geographic Areas Served--Responses</b>			<b>Client Transportation Provided--24 Responses</b>						
Bell	8						9	38%	
Coryell	5						5	21%	
Lampasas	5						4	17%	
Mills	5						3	12%	
Hamilton	4						3	12%	
Milam	4								
San Saba	3								
Llano	0								
Mason	0								
Greater Killeen	4								
Temple	3								
Belton	2								
Copperas Cove	2								
Cameron	1								





Question 4d: Please indicate how current service could be improved.									
Geographic Area	Agency Name	Expand Hours	Central Dispatch/Info Source	Better Advertising	Expanded Service outside of Town	Accessibility of Service	Affordability of Service	Better Coordination Between Providers	Other
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging	X				X	X		
Bell Co.	Bell Co. Human Services (HELP Ctr)	X		X					X--Better communication among service providers and client awareness
Bell Co.	Bell Co. Indigent Health Services	X	X		X				Route navigation services to include combination of HOP and other transportation providers
Mills Co.	Bell Co. Indigent Health Services	X	X		X				Route navigation services to include combination of HOP and other transportation providers
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR								X--Rural area needs transportation in the outlying counties
Temple, Belton	Central TX Housing Consortium								X--More HOP stops
Temple, Belton	Central TX Housing Consortium	X							
Cameron	Chamber of Commerce--Cameron	X		X					X--No weekend service
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen				X				
Mills Co.	Chamber of Commerce--Mills Co.	X			X	X			X--Expanded service inside town
Killeen	City of Killeen		X			X		X	
Temple	City of Temple		X	X	X				
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA	X			X	X			
Copperas Cove	EDC--Copperas Cove		X	X		X		X	
Copperas Cove	Grace Christian Center	X			X	X	X	X	
Harker Heights	Grace Christian Center	X			X	X	X	X	
Killeen	Grace Christian Center	X			X	X	X	X	
Bell Co.	JAIL Ministry	X							
Bell, Coryell, Lampasas Co.	Metroplex--Community Services	X			X				X--Need more evening hours; expanded service in Lampasas co.
Bell	Worforce Solutions Central TX	X							X--Additional bus stops e.g. Bird Creek Plaza, Temple HHSC Offices
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Worforce Solutions Central TX	X			X				X--More options for pre-scheduling trips other than daily i.e. for employment
		15	5	4	11	8	4	5	
How to Improve Current Service--52 responses									
Expand Hours		15	29%						
Expanded Service Outside of Town		11	21%						
Accessibility of Service		8	14%						
Central Dispatch/Info Source		5	10%						
Better Coordination between Providers		5	10%						
Better Advertising		4	8%						
Affordability of Service		4	8%						

Question 5: What type(s) of trips do your clients need?											
Geographic Area	Agency Name	Shopping	Medical	Employment	Education	Religious	Family/ Friend Visits	Social/ Entertain ment	Senior Nutrition	Social Service Appt.	Other
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging		X					X			
Bell Co.	Bell Co. Human Services (HELP Ctr)	X	X	X	X			X			DHS--Public Government Offices
Bell Co.	Bell Co. Indigent Health Services		X	X						X	
Mills Co.	Bell Co. Indigent Health Services		X	X						X	
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR	X	X	X			X	X		X	
Temple, Belton	Central TX Housing Consortium	X	X	X	X	X			X	X	
Temple, Belton	Central TX Housing Consortium	X	X	X	X		X	X		X	
Cameron	Chamber of Commerce--Cameron	X	X	X	X	X	X	X	X	X	
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen	X	X	X	X	X	X	X	X	X	
Mills Co.	Chamber of Commerce--Mills Co.	X	X	X	X	X	X	X	X	X	
Killeen	City of Killeen	X	X								
Temple	City of Temple	X	X	X	X	X	X	X	X	X	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA		X	X	X					X	Court, probation, CPS
Copperas Cove	EDC--Copperas Cove										n/a
Copperas Cove	Grace Christian Center		X							X	Legal/Court
Harker Heights	Grace Christian Center		X		X	X				X	Legal/Court
Killeen	Grace Christian Center		X							X	Legal/Court
Bell Co.	JAIL Ministry	X								X	
Bell, Coryell, Lampasas Co.	Metroplex--Community Services	X	X								(Returning home from hospitalization)
Bell	Worforce Solutions Central TX			X	X					X	
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Worforce Solutions Central TX			X	X					X	
		11	16	13	11	6	6	8	5	16	5
Types of Trips Clients Need--97 Responses											
Medical		16	17%								
Social Service Appt.		16	17%								
Employment		13	14%								
Shopping		11	11%								
Education		11	11%								
Social/Entertainment		8	8%								
Religious		6	6%								
Family/Friends Visit		6	6%								
Senior Nutrition		5	5%								
Other (Legal/Government)		5	5%								

Question 6: Do your clients need medical transportation outside this geographic area? If yes, where? How often?									
Geographic Area	Agency Name	Transport Needed	Where	Daily	Weekly	Monthly	Other		
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging	Yes	CTCOG Region		X			Not outside region	
Bell Co.	Bell Co. Human Services (HELP Ctr)	Yes	Rural Outer Bell Co.			X		Not outside region	
Bell Co.	Bell Co. Indigent Health Services	Yes	Round Rock, Georgetown, Waco				X--as needed from non-emergency medical needs		
Mills Co.	Bell Co. Indigent Health Services	Yes	Brownwood, Temple, Killeen				X--as needed from non-emergency medical needs		
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR	No							
Temple, Belton	Central TX Housing Consortium	Yes	Waco		X				
Temple, Belton	Central TX Housing Consortium	No							
Cameron	Chamber of Commerce--Cameron	Yes							
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen	Yes	S&W Hospital, VA Center	X					
Mills Co.	Chamber of Commerce--Mills Co.	Yes	Brownwood & Temple		X				
Killeen	City of Killeen	Yes	Temple	X					
Temple	City of Temple	n/a							
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA	Yes	Gatesville, Cameron, Lampasas		X			Not outside region	
Copperas Cove	EDC--Copperas Cove	n/a							
Copperas Cove	Grace Christian Center	Yes	Killeen, Harker Heights, Temple, Belton						
Harker Heights	Grace Christian Center	Yes	Killeen, Temple, Belton						
Killeen	Grace Christian Center	Yes	Temple, Belton						
Bell Co.	JAIL Ministry	No							
Bell, Coryell, Lampasas Co.	Metroplex--Community Services	Yes	Lampasas, Kempner, Coryell Co.		X			Not outside region	
Bell	Workforce Solutions Central TX	No							
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Workforce Solutions Central TX	Yes	Scott & White, Temple				X--as needed		
				2	2	0	3		
Medical Transport Needed Outside Geographic Area--19 responders				Frequency--7 Responses					
Yes	11	58%		As needed		3	43%		
No	4	21%		Daily		2	29%		
Yes (not included in summary*)	4	21%		Weekly		2	29%		
				Monthly		0	0%		
*These responses were not included in the summary because the designated destination is not outside the geographic area									
Destination By City--22 Responses									
Temple	9	41%							
Belton	3	14%							
Killeen	3	14%							
Brownwood	2	9%							
Waco	2	9%							
Georgetown	1	4%							
Harker Heights	1	4%							
Round Rock	1	4%							

Question 7: When do your clients need public transportation?												
Geographic Area	Agency Name	Weekdays 4 am to 7 am	Weekdays 7 am to 6 pm	Weekdays 6 pm to 10 pm	Saturday 4 am to 7 am	Saturday 7 am to 6 pm	Saturday 6 pm to 10 pm	Friday/ Saturday after 10 pm	Sunday 7 am to 6 pm	Sunday 6 pm to 10 pm	Other	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging		X			X						
Bell Co.	Bell Co. Human Services (HELP Ctr)	X					X				Check with students schedules	
Bell Co.	Bell Co. Indigent Health Services	X	X	X	X	X	X					
Mills Co.	Bell Co. Indigent Health Services	X	X	X	X	X	X					
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR		X			X						
Temple, Belton	Central TX Housing Consortium	X	X	X	X	X	X	X				
Temple, Belton	Central TX Housing Consortium	X	X	X	X	X	X	X	X	X	At all times	
Cameron	Chamber of Commerce--Cameron										No specific info available	
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen		X									
Mills Co.	Chamber of Commerce--Mills Co.	X	X			X						
Killeen	City of Killeen		X			X						
Temple	City of Temple		X	X		X	X		X			
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA		X	X							Weekdays 7 am to 9 pm Temple due to late night factory work schedules	
Copperas Cove	EDC--Copperas Cove										n/a	
Copperas Cove	Grace Christian Center										Varies	
Harker Heights	Grace Christian Center										Varies	
Killeen	Grace Christian Center										Varies	
Bell Co.	JAIL Ministry	X	X	X	X	X	X	X	X	X		
Bell, Coryell, Lampasas Co.	Metroplex--Community Services		X	X	X	X	X	X	X	X		
Bell	Workforce Solutions Central TX	X	X	X		X	X					
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Workforce Solutions Central TX		X	X		X						
			9	15	10	6	13	9	4	4	3	
When Clients Need Transportation--73 Responses												
Weekdays 7 am to 6 pm	15	21%										
Saturday 7 am to 6 pm	13	18%										
Weekdays 6 pm to 10 pm	10	14%										
Weekdays 4 am to 7 am	9	12%										
Saturday 6 pm to 10 pm	9	12%										
Saturday 4 am to 7 am	6	8%										
Friday/ Saturday after 10 pm	4	5%										
Sunday 7 am to 6 pm	4	5%										
Sunday 6 pm to 10 pm	3	4%										

	Question 8: What communities/counties in this geographic area need to improve public transportation services to better serve your clients?														
Geographic Area	Agency Name														
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging			Rural areas											
Bell Co.	Bell Co. Human Services (HELP Ctr)			Rural--Troy, Rogers, Bartlett											
Bell Co.	Bell Co. Indigent Health Services			Unincorporated areas of the county and communities such as Troy, Holland, Rogers											
Mills Co.	Bell Co. Indigent Health Services			Unknown--seems rural transortation dollars cover this geographic area well for public transportation needs											
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR			Hamilton											
Temple, Belton	Central TX Housing Consortium			West Temple, Belton											
Temple, Belton	Central TX Housing Consortium			n/a											
Cameron	Chamber of Commerce--Cameron			Milam, Bell Counties											
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen			Killeen/Bell County											
Mills Co.	Chamber of Commerce--Mills Co.			Mullin, Star, Priddy											
Killeen	City of Killeen			Killeen											
Temple	City of Temple			n/a											
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA			n/a											
Copperas Cove	EDC--Copperas Cove			n/a											
Copperas Cove	Grace Christian Center			n/a											
Harker Heights	Grace Christian Center			n/a											
Killeen	Grace Christian Center			n/a											
Bell Co.	JAIL Ministry			n/a											
Bell, Coryell, Lampasas Co.	Metroplex--Community Services			Lampasas County, Gatesville											
Bell	Workforce Solutions Central TX			n/a											
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Workforce Solutions Central TX			Gatesville, Milam, Lampasas Co.											
Summary (By County)--11 Responders (15 areas)															
Bell	6		40%												
Milam	2		13%												
Coryell	2		13%												
Lampasas	2		13%												
Hamilton	1		7%												
Mills	1		7%												
Rural Areas	1		7%												

Question 9: What type of public transportation do your clients need?						
Geographic Area	Agency Name	Fixed route scheduled bus service	Fixed route deviated service	Curb to curb demand response service	Door to door demand response (elderly or disabled)	Other
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging			X	X	
Bell Co.	Bell Co. Human Services (HELP Ctr)	X	X	X	X	
Bell Co.	Bell Co. Indigent Health Services		X	X		
Mills Co.	Bell Co. Indigent Health Services		X	X		
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR	X				
Temple, Belton	Central TX Housing Consortium	X	X	X	X	
Temple, Belton	Central TX Housing Consortium	X	X	X	X	
Cameron	Chamber of Commerce--Cameron	X	X			
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen	X				
Mills Co.	Chamber of Commerce--Mills Co.				X	
Killeen	City of Killeen		X		X	
Temple	City of Temple	X				
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA		X			
Copperas Cove	EDC--Copperas Cove					n/a
Copperas Cove	Grace Christian Center			X	X	
Harker Heights	Grace Christian Center			X	X	
Killeen	Grace Christian Center			X	X	
Bell Co.	JAIL Ministry	X				
Bell, Coryell, Lampasas Co.	Metroplex--Community Services	X	X			
Bell	Workforce Solutions Central TX	X	X	X	X	
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Workforce Solutions Central TX	X	X	X	X	
		11	12	11	11	
Type of Transport Needed by Clients--45 Responses						
Fixed Route Deviated Service		12	27%			
Fixed Route Scheduled Bus Service		11	24%			
Curb to Curb Demand Response		11	24%			
Door to Door Demand Response		11	24%			

		Question 10: What would you consider to be a reasonable fee for your clients for a one-way trip?									
Geographic Area	Agency Name	Less than 1 mile	Up to 5 miles	Up to 10 miles	Up to 15 miles	Up to 20 miles	Up to 25 miles	Up to 50 miles	Up to 100 miles	Other	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Area Agency on Aging	\$0.50	\$1.00	\$2.00							
Bell Co.	Bell Co. Human Services (HELP Ctr)									Economy determined	
Bell Co.	Bell Co. Indigent Health Services									Clients live at 21% FPL or below...\$2 would be max they could pay if at all.	
Mills Co.	Bell Co. Indigent Health Services									Clients live at 21% FPL or below...\$2 would be max they could pay if at all.	
Bell, Coryell, Hamilton, Lampasas, Milam Co.	CCC/MHMR		\$1.00			\$2.00					
Temple, Belton	Central TX Housing Consortium			\$0.50							
Temple, Belton	Central TX Housing Consortium									Not sure	
Cameron	Chamber of Commerce--Cameron									n/a	
Killeen, Harker Heights, Nolanville, Ft. Hood	Chamber of Commerce--Killeen	\$0.50	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$5.00	\$10.00		
Mills Co.	Chamber of Commerce--Mills Co.	\$1.00									
Killeen	City of Killeen	\$0.50	\$1.00	\$2.00							
Temple	City of Temple									n/a	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	CTCADA									n/a	
Copperas Cove	EDC--Copperas Cove									n/a	
Copperas Cove	Grace Christian Center									n/a	
Harker Heights	Grace Christian Center									n/a	
Killeen	Grace Christian Center									n/a	
Bell Co.	JAIL Ministry	\$0.50	\$1.00	\$1.00	\$1.50	\$1.50	\$2.00	\$5.00	\$10.00		
Bell, Coryell, Lampasas Co.	Metroplex--Community Services						\$20.00				
Bell	Worforce Solutions Central TX	\$1.00	\$1.00	\$1.00	\$5.00	\$5.00	\$5.00				
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	Worforce Solutions Central TX	\$1.00	\$1.00	\$1.00	\$5.00	\$5.00	\$5.00				
Reasonable fee for one way trip--39 responses											
Less than 1 mile--7 responses		\$0.71 average									
Up to 5 miles--7 responses		\$1.00 average									
Up to 10 miles--7 responses		\$1.21 average									
Up to 15 miles--4 responses		\$3.13 average									
Up to 20 miles--5 responses		\$2.90 average									
Up to 25 miles--5 responses		\$6.60 average									
Up to 50 miles--2 responses		\$5.00 average									
Up to 100 miles--2 responses		\$10.00 average									





	Question 12: Other comments?	
<b>Geographic Area</b>	<b>Agency Name</b>	
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	<b>Area Agency on Aging</b>	n/a
Bell Co.	<b>Bell Co. Human Services (HELP Ctr)</b>	n/a
Bell Co.	<b>Bell Co. Indigent Health Services</b>	
Mills Co.	<b>Bell Co. Indigent Health Services</b>	
Bell, Coryell, Hamilton, Lampasas, Milam Co.	<b>CCC/MHMR</b>	n/a
Temple, Belton	<b>Central TX Housing Consortium</b>	n/a
Temple, Belton	<b>Central TX Housing Consortium</b>	The HOP has been great for our clients. They have benefitted greatly from this service. The stops are very nice.
Cameron	<b>Chamber of Commerce--Cameron</b>	As we do not deal directly with clients needing service, this was completed with a general view of lack of transportation for the general population in Cameron and Milam County. HOP provides excellent service for their clients during the work week but there is a gap for weekends and the general population throughout the week.
Killeen, Harker Heights, Nolanville, Ft. Hood	<b>Chamber of Commerce--Killeen</b>	n/a
Mills Co.	<b>Chamber of Commerce--Mills Co.</b>	n/a
Killeen	<b>City of Killeen</b>	Extend fixes route hours so folks working past five and weekends can utilize services.
Temple	<b>City of Temple</b>	n/a
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	<b>CTCADA</b>	It is hard to calculate a rate with the fluctuation of gas prices. Our clients are all very poor--so regardless of the rate we will be seeking some additional funds to have bus vouchers or gas cards for those who have cars.
Copperas Cove	<b>EDC--Copperas Cove</b>	n/a
Copperas Cove	<b>Grace Christian Center</b>	n/a
Harker Heights	<b>Grace Christian Center</b>	n/a
Killeen	<b>Grace Christian Center</b>	n/a
Bell Co.	<b>JAIL Ministry</b>	n/a
Bell, Coryell, Lampasas Co.	<b>Metroplex--Community Services</b>	Covered transportation pick up points
Bell	<b>Workforce Solutions Central TX</b>	n/a
Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Co.	<b>Worforce Solutions Central TX</b>	n/a

## **APPENDIX B**

**2013 Update to 2011 Regionally Coordinated Transportation Plan  
Resulting from Regional Transportation  
Needs Assessment Survey Conducted in 2012**

## *Special Acknowledgment*

The Central Texas Council of Governments and the Central Texas Regional Transportation Advisory Group wish to acknowledge the Texas A&M University—Central Texas (TAMUCT) Administration and Team Members participating in the *Needs Assessment Survey of Regional Ground Public Transportation* project.

The TAMUCT Administration exhibited a genuine desire to assist in projects that benefit and improve the Central Texas region. Their desire to partner with local entities fosters good-will and lays the foundation for future cooperative efforts benefiting the local community.

The TAMUCT Team Members that worked on the project are commended for their professionalism, thoroughness, and sincerity. Their dedication to the project was evident in their hands-on approach and interaction with survey participants. The Team Members, consisting of faculty and students, are identified below:

Principal Investigators:

Jeffery L. Kirk, Ph.D.  
Ann Farris, Ph. D.  
Steve Vitucci, Ph. D.  
William Sakamoto White, Ph.D.

Project Directors:

Lance Rather  
Elizabeth Brown  
Ashley Pruszinski  
Rasheed Balogun

TAMUCT and these Team Members are recognized for their exceptional performance and are highly recommended for future projects of this nature.



Annette Shepherd, Director  
Planning & Regional Services Division  
Central Texas Council of Governments



Carole Warlick, Chair  
Central Texas Regional Transportation Advisory Group

## TABLE OF CONTENTS

### Executive Summary

Section 1:	Introduction .....	71
Section 2:	Steering Committee Members.....	72
	Exhibit A—Central Texas Regional Transportation Advisory Group .....	72
Section 3:	Transportation Inefficiencies and Service Gaps.....	73
	A. Regional Transportation Needs Assessment Survey: .....	73
	1) Survey Development, Methodology and Distribution: .....	73
	2) Survey Results/Findings: .....	74
	3) Recommendations Resulting from Survey: .....	76
	B. Summary of Transportation Inefficiencies and Service Gaps: .....	78
Section 4:	2013 Plan Update—Recommendations .....	79

## EXECUTIVE SUMMARY

The 2013 update to the 2011 Regionally Coordinated Transportation Plan (RCTP) resulted from a comprehensive regional transportation needs assessment survey conducted in 2012. The Central Texas Regional Transportation Advisory Group (CTRTAG) entered into an interlocal agreement with Texas A&M University—Central Texas (TAMUCT) to develop and implement the survey, compile and analyze results, and provide recommendations to address transportation inefficiencies and service gaps in the regional public transportation system. Hill Country Transit District (HCTD) operates The HOP which is the only regional public transit system in the nine-county area covered by this RCTP. As a result, references to public transportation and The HOP are used interchangeably in this report. Two surveys were developed—one for participants, or users of The HOP, and one for agencies whose clients use The HOP. The total number of surveys returned from participants was 1,806; the total number of surveys returned from agencies was 54.

The TAMUCT team evaluated the survey results and provided recommendations with regard to improving public transportation services (a – c) as well as recommendations on future needs assessment surveys (d – g). The recommendations are as follows:

- a) Increase Awareness of Services through Marketing
  - Update website;
  - Market The HOP using regional media, PSAs, etc.
  - Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes;
  - Place maps, routes and pamphlets at agencies with large numbers of potential riders.
- b) Address Future Transportation Needs
  - Participants reported a need for weekend services, longer service hours and more bus stops.
  - Clarify misinformation with regard to rural services
- c) More services needed on Fort Hood
- d) Mail-Out/Mail-Back Surveys were not effective
- e) Shorter surveys would be more effective
- f) Focus on participants and not agencies
- g) Treat Fort Hood as a County when asking for participants' county of residence.

Results from the 2012 Survey were evaluated along with earlier surveys and census data. Keys points resulting from all of these tools are shown below; areas needing improvement are highlighted:

- Bell County has the largest population and highest number of health and human services agencies, medical facilities, employment centers and other desirable destination.
- Most households have one or more vehicle and do not use public transportation, but know someone that does need public transportation.
- Persons with low income, disabilities, and the elderly have the highest need for public transportation.
- Majority of those using The HOP felt it was convenient and easy to use.

- Most individuals are aware of The HOP but are unaware of all the services available through The HOP.
- Clarification with regard to rural service is needed.
- Most see a need for more services in terms of hours (service to 11:00 p.m.), days (include weekend service), and locations (more bus stops needed on existing routes and more routes needed).
- More service needed on Fort Hood for the families of soldiers.

In summary, actions to help eliminate inefficiencies and service gaps focus on improving awareness of The HOP and its services, and increasing service hours, days, and locations.

Recommendations to increase efficiency and eliminate gaps in service are identified below. Several of the Goals and Objectives, and Recommendations identified in the 2011 RCTP already touch on these recommendations. Therefore, no changes to the Goals and Objectives are proposed with the 2013 update; however, the recommendations identified below are added to the recommendations in the 2011 RCTP.

### **2013 Recommendations to 2011 RCTP**

- a) Increase Awareness of Services through Marketing and Partnerships
  - Update The HOP website;
  - Market public transportation (The HOP) using regional media, PSAs, etc.;
  - Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes;
  - Place maps, routes and pamphlets at agencies with large numbers of potential riders;
  - Clarify information regarding Rural Service;
  - Seek partnerships with Fort Hood, educational institutions, cities, governmental agencies, etc. to promote awareness of services and facilitate expansion of services.
- b) Consider Expansion of Services when Practical and Financially Feasible
  - Provide weekend services, extend service hours to 11:00 p.m., and provide more bus stops on existing routes and add more bus routes.
  - Expand services on Fort Hood for military families.
- c) Streamline Ability of Agencies to Obtain Bus Fare (Tickets, Tokens, Passes, etc.) for Their Clients

## SECTION 1: INTRODUCTION

In developing the 2011 Regionally Coordinated Transportation Plan (RCTP), which is an update to the 2006 Regional Transit Coordination Plan, a needs assessment survey was required to assess transportation inefficiencies and service gaps. Due to time constraints, a limited survey was administered in 2011 focusing on selected stakeholders. Results from that survey were included in the 2011 Plan that was adopted in November, 2011. However, a more comprehensive survey was needed and was planned for distribution during 2012.

After consultation with Texas Department of Transportation (TxDOT) in early 2012, it was determined that planning funds were available to conduct a comprehensive regional transportation needs assessment survey for inclusion in the RCTP. A project description was approved in March 2012 and included the following Tasks:

- Task 1: Conduct a comprehensive regional needs assessment survey to identify transportation inefficiencies and service gaps.
- Task 2: Develop a plan to ensure individuals with limited English proficiency (LEP) have meaningful access to transportation programs, services and information.
- Task 3: Revise the regionally coordinated transportation plan (RCTP) for Planning Region 23 to incorporate results and observations from Tasks 1 – 2.
- Task 4: Prepare final updated regionally coordinated transportation plan.
- Task 5: Develop a work plan for FY2013 to further implement the updated RCTP.

Relationships established in developing the 2011 RCTP remained intact for the comprehensive survey project. This included the Steering Committee, comprised of Central Texas Regional Transportation Advisory Group (CTRTAG) members; staff provided by Killeen-Temple Metropolitan Planning Organization (KTMO) through the lead agency, Central Texas Council of Governments (CTCOG); and an Interlocal Agreement between KTMO and Hill Country Transit District (HCTD) for coordinated transportation planning efforts, which includes updating the RCTP. Hill Country Transit District operates The HOP which is the only regional public transit system in the nine-county area covered by this RCTP. As result, references to public transportation and The HOP are used interchangeably in this report.

Task 2—Limited English Proficiency Plan—was accomplished by the CTRTAG adopting HCTD's LEP Plan. This was acceptable to TxDOT since the HCTD LEP Plan covered the same area as the RCTP and HCTD is the service provider for this area. This Plan is included as Appendix E.

The CTRTAG members sought to hire a contractor to assist in developing and implementing the survey and issued an RFP (Request for Proposals) to include three phases: 1) survey development; 2) survey distribution; and 3) data compilation and analysis. No responses were received. The CTRTAG members then focused on working with educational institutions in the Central Texas area and provided them with a Scope of Work for the project. Official proposals were received from four Universities and an unofficial proposal from one, as listed below.

Baylor University  
Texas A&M University—Central Texas (TAMUCT)  
Texas A&M University—College Station  
University of Mary Hardin Baylor (UMHB)  
University of Texas—Austin (unofficial proposal)

The CTRTAG members initially selected UMHB as the lead agency, partnering with TAMUCT. However, due to timing issues, UMHB was not able to proceed with their proposal. The CTRTAG members then selected the proposal from TAMUCT and an interlocal agreement was signed between TAMUCT and CTCOG, with CTCOG acting on behalf of the CTRTAG.

## SECTION 2: STEERING COMMITTEE MEMBERS

The Steering Committee for the RCTP update is the CTRTAG. The CTRTAG members represent 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. The CTRTAG members have changed since the adoption of the 2011 RCTP. There are nine voting CTRTAG members at the time of this 2013 update to the RCTP, as shown in Exhibit A.

### EXHIBIT A

#### Central Texas Regional Transportation Advisory Group

Name		Agency	Phone	Email
<b>Voting</b>	<b>Members</b>			
Robert	Ator	Hill Country Transit District	325-372-4677	<a href="mailto:rator@takethehop.com">rator@takethehop.com</a>
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### **SECTION 3: TRANSPORTATION INEFFICIENCIES AND SERVICE GAPS**

In updating the RCTP, a key component involves evaluating transportation needs in the region and determining where the current system may be lacking in meeting those needs. Once identified, it may be possible to make adjustments to enable the public transit system to better meet the region's needs. To identify the needs, a regional transportation needs assessment survey was conducted to evaluate the regional public transit system—The HOP.

#### **A. Regional Transportation Needs Assessment Survey**

The CTRTAG members, through CTCOG, entered into an interlocal agreement with TAMUCT to assist with the needs assessment survey project. This included survey development; survey distribution; and data compilation and analysis. These components and others are discussed in the following sections. The full survey report is attached as Appendix D.

1) Survey Development, Methodology and Distribution: The purpose of the survey was to help identify current transportation patterns with a focus on inefficiencies and service gaps, and to help project future transportation needs. As such, it was desirable to survey the general public with special attention focused on the needs of older adults, children, persons with disabilities, low incomes, limited English proficiency, those served by government-funded health and human services agencies, work force agencies, etc.

The TAMUCT team, consisting of faculty and students, worked with the CTRTAG members to develop two surveys; one for “participants” or actual users of The HOP system, and one for agencies whose clients use The HOP. The CTRTAG members provided the TAMUCT team with guidance in the development of the survey questions expressing a desire to keep the format simple for easy response and to limit the completion time to 6 minutes. The “Participant” Survey consisted of 52 questions and the “Agency” Survey consisted of 43 questions. The surveys are attached as Appendix C. The surveys were also translated into Spanish and Korean.

The goal for total returned surveys was 2,500 from the nine counties—Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Total population for this nine-county region was estimated at 476,052, per 2010 Census data. A higher percentage of surveys were desired from the more populous counties such as Bell which comprises about 65% of the nine-county region's population. The estimated goal for Agency Surveys was 491.

The surveys and methodology were approved by the CTRTAG members in August 2012 with revisions approved in September 2012. The approved methods of distribution included mail-out, online, drop off/pick-up at service points, face-to-face, and telephone, although contact via telephone was discouraged by the CTRTAG members. Surveys were distributed during the months of August, September, and October with the final report due November 30, 2012.

Throughout the course of the survey distribution, the TAMUCT team found the best method for gathering information was through face-to-face interviews. The team focused on personal interviews at points-of-service throughout The HOP service area and also at high traffic areas to include hospitals, clinics, senior centers, churches, food banks, work force centers, shelters, malls, etc. Agencies were asked to complete the Agency Survey and assist in distributing the Participant Survey to their clients.

## 2) Survey Results/Findings

A total of 1,806 Participant Surveys were returned along with 54 Agency Surveys. The following results are broken down by the two types of surveys. Please refer to the *Survey Final Report*—Appendix D—for complete survey results.

### a. Participant Survey

With regard to the Participant Survey, 1,753 respondents identified a county of residence, whereas, 53 did not answer this question or listed Fort Hood as their county of residence. The largest number of surveys was collected from Bell County since it is the most populous county in the nine-county region. Of the 1,753 responding to this question, 65%, or 1,141 respondents resided in Bell County. The breakdown of respondents by county is shown in the following table.

**Participant Survey: County of Residence**

<b>County</b>	<b>Population</b>	<b>Surveys Collected</b>
Bell	313,000	1,141
Coryell	75,645	268
Hamilton	8,501	36
Lampasas	19,721	52
Llano	19,316	93
Mason	4,022	13
Milam	24,757	94
Mills	4,936	32
San Saba	6,154	22
Other*	--	53
<b>TOTAL</b>	<b>476,052</b>	<b>1,806</b>

\*These respondents did not answer this question or identified Fort Hood as their County of Residence

**Demographic Information** from the **Participant Survey** is summarized below:

- Majority of respondents reside in Bell County—65%.
- Majority of respondents were women—68%.

- The age group with the largest number of participants was the “25-34” age group—24%.
- Participants were primarily Caucasian—51%.
- Primary language of participants was English—93%.
- Majority of respondents viewed themselves as living in an Urban area—67%.
- Majority of respondents indicated they live in a house as opposed to a mobile home or multi-family unit—57%.
- Majority of participants rent their place of residence—51%.
- Majority of participants have one or more children residing in the household—53%.
- The household income group with the highest number of respondents was the “*Less than \$15,000*” income group—43%.
- Majority of the respondents were employed—57%.
- Majority of respondents noted there was one or more individual in their household that was employed full-time—64%.
- Majority of respondents live in a household with no elderly occupants (over 60 years old)—73%.

**Transportation Related Information** from the **Participant Survey** is summarized below:

- Majority of participants own at least one vehicle—85%.
- Majority of respondents indicated neither they, nor a family member, have a disability that affects their transportation needs—79%.
- Majority of respondents knew someone in need of public transportation—55%.
- Majority of participants viewed public transportation as being for everyone—87%.
- Majority of respondents indicated they do not use public transportation—79%.
- Majority of participants are aware of public transportation (The HOP) in the service area (77%); however, majority is not aware of all the services provided by The HOP.
- Of those using public transportation, the majority reported it was convenient and easy to use—64%.
- Top 3 reported reasons for public transportation being inconvenient were 1) Bus does not run late enough—23%; 2) Bus does not run on weekends—21%; and 3) Distance of nearest bus stop—18%.
- Majority of those using public transportation are traveling to destinations in Killeen and/or Temple.
- Majority of respondents would like to see weekend services (80%), and have evening services extended to 11 p.m. (36%).
- Majority of respondents using public transportation use it more than once a week (61%), and also pay others to transport them (60%).
- Respondents reported the top two destinations as 1) Medical Care Facilities—68%; and 2) Shopping—65%.
- Top three reasons for not using public transportation were 1) Convenience —45%; 2) Quicker Trips—34%; and 3) Do Not Have To Wait For Bus—32%.
- Majority of participants use privately owned vehicles as their source of transportation—87%.
- 30% of respondents indicated they would consider using public transportation if gasoline prices reached \$4/gallon.

b. Agency Survey

The Agency Survey was distributed to various agencies and organizations in the nine-county region. The response goal was 491; however, only 54 surveys were collected.

**Demographic Information** from the **Agency Survey** is summarized below:

- Top four roles of responding agencies were 1) General Public—33%; 2) Health and Human Services—31%; 3) Medical Services—24%; and 4) Workforce/Employment Services—22%.
- Top three counties receiving agency services are 1) Bell—74%; 2) Coryell—46%; and 3) Lampasas—22%.
- Top three cities receiving agency services are 1) Killeen—77%; 2) Copperas Cove—58%; and 3) Harker Heights—48%.
- Age group receiving the most agency services was “25-34” and “45-54” categories—both at 55%; “35-45” category followed closely at 53%.
- Majority of agencies reported serving clients whose first language is not English—88%.

**Transportation Related Information** from the **Agency Survey** is summarized below:

- Majority of agencies indicated neither their clients nor clients’ families have a disability that affects their transportation choices—62%.
- Nearly all agencies reported serving clients who have a need for public transportation based upon their lack of other transportation options—96%.
- 32% of agencies reported transportation barriers for half of their clientele.
- Majority of agency personnel indicated they are aware of public transportation—96%.
- Majority of agency personnel are aware of public transportation service hours (81%) and service days (77%).
- Agencies reported the three most perceived problems of public transportation for clients as follows: 1) public transportation not available at times needed in evenings—66%; 2) public transportation does not go to places needed—51%; and 3) public transportation not available at times needed on the weekends—45%.
- Largest portion of agency respondents indicated a need for services running all weekend (67%) and until 11:00 p.m. (29%).
- Three most reported destinations for agencies’ clients were medical access, job access, and low income mobility—all at 68%.
- Agencies reported their clients use public transportation more than once a week—57%.

3) Recommendations Resulting from Survey

The TAMUCT team evaluated the survey results and provided recommendations with regard to improving public transportation services (a – c) as well as recommendations on future needs assessment surveys (d – g). The recommendations are as follows:

- a) Increase of Awareness of Services through Marketing
- Update website;
  - Market The HOP using regional media, PSAs, etc.
  - Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes;

- Place maps, routes and pamphlets at agencies with large numbers of potential riders.
- b) Future Transportation Needs
- Participants reported a need for weekend services, longer service hours and more bus stops.
  - Clarification of misinformation:
    - Rural services are only for individuals with disabilities;
    - Bus service does not extend to areas outside the city;
    - Prices for rural areas often perceived as more expensive than they actually are.
- c) Need for Services on Fort Hood
- During the course of the needs assessment survey, many requests for services on Fort Hood were noted. In particular, the Exceptional Family Member program indicated that they had been in contact with the Director for Urban Operations with respect to providing service to Fort Hood.
- d) Mail-Out/Mail-Back Surveys Were Not Effective
- The original sampling plan called for the use of mail-out surveys as part of the data collection plan. As the project developed, it was decided to utilize a face-to-face, point of service data collection plan instead of the more traditional mail-out method proposed in the original methodology.
  - In an attempt to maximize the distribution of surveys to clients, surveys were provided to agencies for distribution and were included in their monthly mailings to their clients. A large number of surveys were mailed out utilizing agency mail. Of the surveys mailed to clientele, approximately 50 (10%) were returned. Due to the minimal response rate, this manner of data collection proved to be cost ineffective.
- e) Shorter Surveys
- The requirement required a survey that could be completed within 6 minutes. While this survey criterion was accomplished, the resulting survey was approximately 13 pages and it may have led to fewer responses and an overall lower degree of participation.
- f) Focus on Participants and Not Agencies
- Riders and potential riders are the focal point for this survey, so the emphasis should be on collecting the most up-to-date and accurate information from riders and potential riders.
  - Agency participants completing surveys often had an incomplete awareness of their clientele's transportation needs. To accurately assess the different needs of the community, a multiple survey approach is recommended for future use. A four-survey method would allow stakeholders a better understanding of participant's needs based on public transportation services they utilize. The four surveys should be directed at participants who utilize fixed-route services, door-to-door services, special transit services, and those who do not utilize services.

g) Fort Hood Treated as a County

- Recommend the addition of Fort Hood as a response option on the needs assessment survey when asking for participants' county of residence.

Summary Statement: The primary focus of the survey project was to assess the needs of regional ground public transportation throughout the Central Texas region placing emphasis on participants who are disabled, elderly, or low-income. A large number of participants were unemployed or retired, with the largest portion having an annual household income of less than \$15,000. Survey efforts were directed toward individuals who are disabled, elderly, or low-income to achieve an over-representation of those individuals utilizing public transportation. The survey results show the majority of respondents are aware of public transportation in the service area; however, they 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 and, as such, the agency version of the survey is recommended for elimination from future projects.

**B. Summary of Transportation Inefficiencies and Service Gaps**

In updating the RCTP, it was necessary to evaluate transportation inefficiencies and service gaps in the regional public transit system. This evaluation includes the following tools:

- 2010 Bell County Community Needs Assessment
- 2011 Stakeholder Needs Assessment Survey
- 2012 Regional Transportation Needs Assessment Survey
- Geographic/Demographic Data (2000 Census)

The most recent and comprehensive survey—2012 Regional Transportation Needs Assessment Survey—provided more detailed information about transit users and their needs and confirmed conclusions drawn from the other tools. Keys points resulting from all of these tools are shown below; areas needing improvement are highlighted:

- Bell County has the largest population and highest number of health and human services agencies, medical facilities, employment centers and other desirable destination.
- Most households have one or more vehicle and do not use public transportation, but know someone that does need public transportation.
- Persons with low income, disabilities, and the elderly have the highest need for public transportation.
- Majority of those using The HOP felt it was convenient and easy to use.
- Most individuals are aware of The HOP but are unaware of all the services available through The HOP.
- Clarification with regard to rural service is needed.
- Most see a need for more services in terms of hours (service to 11:00 p.m.), days (include weekend service), and locations (more bus stops needed on existing routes and more routes needed).
- More service needed on Fort Hood for the families of soldiers.

In summary, actions to help eliminate inefficiencies and service gaps focus on improving awareness of The HOP and its services, and increasing service hours, days, and locations.

## **SECTION 4: 2013 PLAN UPDATE—RECOMMENDATIONS**

Recommendations to increase efficiency and eliminate gaps in service are identified below. Several of the Goals and Objectives, and Recommendations identified in the 2011 RCTP already touch on these recommendations.

A need for marketing to increase awareness of The HOP services was identified in the 2011 RCTP and validated by the 2012 Survey. Expansion of services was discussed in the 2011 RCTP and was tied into system efficiencies since the ability of the transit provider to expand services is dependent upon financial resources. The 2012 Survey more clearly documented a need to expand service hours, provide service on weekends, provide more bus stops on existing routes, provide more bus routes, and expand services on Fort Hood. A need to streamline the ability of agencies to obtain tokens for their clients was identified in the 2011 RCTP and confirmed by interviews with agency representatives while implementing the 2012 Survey.

Therefore, no changes to the Goals and Objectives are proposed with the 2013 update; however, the recommendations identified below are added to the recommendations in the 2011 RCTP.

### **2013 Recommendations to 2011 RCTP**

- a) Increase Awareness of Services through Marketing and Partnerships
  - Update The HOP website;
  - Market public transportation (The HOP) using regional media, PSAs, etc.;
  - Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes;
  - Place maps, routes and pamphlets at agencies with large numbers of potential riders;
  - Clarify information regarding Rural Service;
  - Seek partnerships with Fort Hood, educational institutions, cities, governmental agencies, etc. to promote awareness of services and facilitate expansion of services.
- b) Consider Expansion of Services when Practical and Financially Feasible
  - Provide weekend services, extend service hours to 11:00 p.m., and provide more bus stops on existing routes and add more routes.
  - Expand services on Fort Hood for military families.
- c) Continue Coordinating with Agencies to Streamline Their Ability to Obtain Bus Fare (Tickets, Tokens, Passes, etc.) for Their Clients

## **APPENDIX C**

### **Needs Assessment Survey of Regional Ground Public Transportation Final Report: November 2012**



Final Report:  
November  
2012



# Needs Assessment Survey of Regional Ground Public Transportation Central Texas Council of Governments and Central Texas Regional Transportation Advisory Group



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**Central Texas Council of Governments  
and  
Central Texas Regional Transportation Advisory  
Group**

**Needs Assessment Survey of  
Regional Ground Public Transportation**

**Final Report**

**November 2012**



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**TABLE OF CONTENTS**

	<b>Page</b>
Executive Summary.....	vi
Introduction.....	1
Purpose of the Needs Assessment.....	1
Project Methodology.....	1
Needs Assessment Findings	
Participants.....	4
Agencies.....	40
Summary of Findings and Recommendations.....	63
Appendices	
Appendix A: Participant Needs Assessment Survey.....	66
Appendix B: Agency Needs Assessment Survey.....	81

**LIST OF TABLES**

**Participants**

	<b>Page</b>
Table 1-1 Population and Sample Breakout by County.....	4
Table 1-2 Gender of Participants.....	6
Table 1-3 Age of Participants.....	7
Table 1-4 Race of Participants.....	8
Table 1-5 Primary Language of Participants.....	9
Table 1-6 Perceived Residential Setting of Participants.....	10
Table 1-7 Primary Type of Residence of Participants.....	11
Table 1-8 Residential Occupancy of Participants.....	12
Table 1-9 Number of Children per Household.....	13
Table 1-10 Reported Household Income of Participants.....	14
Table 1-11 Reported Occupation of Participants.....	15
Table 1-12 Employed Occupants in Household (Fulltime).....	17
Table 1-13 Elderly Occupants in Household.....	18
Table 1-14 Vehicles per Household.....	19
Table 1-15 Family Members with Disability Affecting Transportation.....	20
Table 1-16 Perceived Need for Public Transportation.....	21
Table 1-17 Who Is Public Transportation For?.....	22
Table 1-18 Do You Currently Use Public Transportation?.....	23
Table 1-19 Awareness and Importance of Public Transportation.....	24-25
Table 1-20 Inconveniences of Public Transportation.....	26-27
Table 1-21 Problems Accessing Public Transportation.....	28
Table 1-22 Usage of Public Transportation.....	29
Table 1-23 Perception of Public Transportation Needs.....	30-31
Table 1-24 Use Public Transportation.....	32-34
Table 1-25 Do Not Use Public Transportation.....	35-37
Table 1-26 Comment Themes.....	38-39

**LIST OF TABLES**

**Agencies**

		<b>Page</b>
Table 2-1	Agency Sample Breakout.....	40
Table 2-2	Agency Role.....	41
Table 2-3	Counties Served by Agencies.....	43
Table 2-4	Cities Served by Agencies.....	44
Table 2-5	Age of Participants Served by Agencies.....	45
Table 2-6	Provides Services to Non-English Speakers.....	46
Table 2-7	Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation.....	47
Table 2-8	Need for Public Transportation for Agency’s Clientele.....	48
Table 2-9	Clients/Customers Reporting a Transportation Barrier.....	49
Table 2-10	Clientele’s Awareness and Importance of Public Transportation...	50-51
Table 2-11	Clientele’s Perceptions of Inconveniences of Public Transportation.....	52-54
Table 2-12	Clientele’s Usage of Public Transportation.....	55
Table 2-13	Agencies Perception of Clientele’s Public Transportation Needs....	56-58
Table 2-14	Clientele Who Use Public Transportation.....	59-62

## LIST OF FIGURES

### Participants

	<b>Page</b>
Figure 1-1 Population and Sample Breakout by County.....	5
Figure 1-2 Gender of Participants.....	6
Figure 1-3 Age of Participants.....	7
Figure 1-4 Race of Participants.....	8
Figure 1-5 Primary Language of Participants.....	9
Figure 1-6 Perceived Residential Setting of Participants.....	10
Figure 1-7 Primary Type of Residence of Participants.....	11
Figure 1-8 Residential Occupancy of Participants.....	12
Figure 1-9 Number of Children per Household.....	13
Figure 1-10 Reported Income of Participants.....	14
Figure 1-11 Reported Occupation of Participants.....	16
Figure 1-12 Employed Occupants in Household (Fulltime).....	17
Figure 1-13 Elderly Occupants in Household.....	18
Figure 1-14 Vehicles per Household.....	19
Figure 1-15 Family Members with Disability Affecting Transportation.....	20
Figure 1-16 Perceived Need for Public Transportation.....	21
Figure 1-17 Who Is Public Transportation For?.....	22
Figure 1-18 Do You Currently Use Public Transportation?.....	23

**LIST OF FIGURES**

**Agencies**

		<b>Page</b>
Figure 2-1	Agency Sample Breakout.....	40
Figure 2-2	Agency Role.....	42
Figure 2-3	Counties Served by Agencies.....	43
Figure 2-4	Cities Served by Agencies.....	44
Figure 2-5	Age of Participants Served by Agencies.....	45
Figure 2-6	Provides Services to Non-English Speakers.....	46
Figure 2-7	Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation.....	47
Figure 2-8	Need for Public Transportation for Agency’s Clientele.....	48
Figure 2-9	Clients/Customers Reporting a Transportation Barrier.....	49



**Central Texas Council of Governments  
Needs Assessment Survey of Regional Ground Public Transportation**

Jeffery L. Kirk, Ph.D., Ann Farris, Ph.D., Steve Vitucci, Ph.D., William Sakamoto White, Ph.D., Lance Rather, Elizabeth Brown, Ashley Pruszinski and Rasheed Balogun

**Texas A&M University-Central Texas**

**EXECUTIVE SUMMARY**

This report presents comprehensive findings of the needs assessment survey of regional ground public transportation conducted for the Central Texas Council of Governments and the Central Texas Regional Transportation Advisory Group (CTCOG/CTR TAG) project.

The purpose of the regional ground public transportation needs assessment survey was to obtain information on regional ground public transportation needs to include frequency of trips and destinations. Stakeholders included representatives of public, private and non-profit transportation providers: recipients of rural and small urban transportation funding; human services providers and members of the public who provided insight into local transportation needs including but not limited to individuals with disabilities, older adults and individuals with low incomes.

Texas A&M University-Central Texas was commissioned to serve as the contractor for the needs assessment survey. Faculty and students worked to develop a plan to create needs assessment materials and activities as part of an inclusive process engaging diverse stakeholders, as outlined by the CTCOG/CTR TAG scope of work.

**Purpose of the Needs Assessment**

The needs assessment survey was requested by CTCOG/CTR TAG to identify current transportation patterns with focus on inefficiencies and service gaps and to project future transportation needs.

**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.

## **CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation**

### **Phase I: Survey Development**

- Developed a methodological design in conjunction with the CTCOG/CTRTAG that included the creation of 2 surveys (participant and agency) designed to gather information from stakeholders regarding perceived and real gaps in public transportation service and to identify circulation patterns of transportation service within the service area.

### **Phase II: Data Collection**

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

- The primary method utilized for gathering information was through face-to-face, paper-pencil surveys. After reviewing the service area and the desired sample from the CTCOG/CTRTAG, it was decided that the most effective way to collect information would be through the use of face-to-face surveys at points-of-service throughout the area serviced by the HOP. Working with local agencies, face-to-face surveys were collected from high traffic areas both in urban and rural settings (e.g., United Way, hospitals, clinics, bus lines, senior centers, churches, food banks, workforce centers, shelters, malls, Women, Infants and Children (WIC) centers, Indigent Health Services, etc.).
- A comprehensive mixed-methodology strategy was used to gather information from stakeholders as a part of the needs assessment survey process. The stakeholders included the CTCOG/CTRTAG; representatives of public, private and non-profit transportation providers; recipients of rural and small urban transportation funding; human services providers and members of the public who provided insight into local transportation needs including but not limited to individuals with disabilities, senior citizens and individuals with low incomes. Due to the high concentration of residents in Bell County and eastern Coryell County, face-to-face and web-based surveying were the primary methods of data collection. Travel by project directors to the rural counties was needed to accomplish the majority of the data collection for the project.
- With the assistance of local agencies, a traditional mail-out method of data collection was used in conjunction with the face-to-face and web-based methods. Mail-out surveys were returned by clientele to the distributing agencies and the surveys were then retrieved from the agencies by study directors.
- Additional surveys were collected through an online process that was advertised in local media and through word-of-mouth.

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

### **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 1806 surveys being collected from participants and 54 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.18) for appropriate analysis.
- Data collected from the online surveys ( $n = 114$ ) via Google were exported to SPSS for the 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 for analysis of satisfaction or comments related to participant satisfaction (or lack of satisfaction) with transportation services in the region.

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

### **Summary of Findings and Recommendations**

Overall, the needs assessment survey findings in this report align 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 \$15,000. By directing survey efforts toward individuals who are disabled, elderly, 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 and, as such, the agency version of the survey is recommended for elimination from future projects.

### **Recommendations**

Overall, the needs assessment survey of regional ground public transportation provided a wealth of information for stakeholders as they work to improve services for their clients. Additionally, the survey raised awareness of the services that the HOP provides to all customers and potential customers in the 9 county service area.

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

#### **Increase of Awareness of Services through Marketing**

- Update website.
- Market the HOP using regional media, PSAs, etc.
- Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes.
- Place maps, routes and pamphlets at agencies with large numbers of potential riders.

#### **Future Transportation Needs**

- Participants reported a need for weekend services, longer service hours and more bus stops.
- Clarification of misinformation.
  - Rural services are only for individuals with disabilities.
  - Bus service does not extend to areas outside the city.
  - Prices for rural areas are often perceived to be more expensive than they actually are.

#### **Need for Services on Fort Hood**

- During the course of the needs assessment survey many requests for services on Fort Hood were noted. In particular, the Exceptional Family Member program indicated that they had been in contact with the Director for Urban Operations with respect to providing service to Fort Hood.

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

### **Mail-Out/Mail-Back Surveys Were Not Effective**

- The original sampling plan called for the use of mail-out surveys as part of the data collection plan. As the project developed, it was decided to utilize a face-to-face, point of service data collection plan instead of the more traditional mail-out method proposed in the original methodology.
- In an attempt to maximize the distribution of surveys to clients, surveys were provided to agencies for distribution and were included in their monthly mailings to their clients. A large number of surveys were mailed out utilizing agency mail. Of the surveys mailed to clientele, approximately 50 (10%) were returned. Due to the minimal response rate, this manner of data collection proved to be cost ineffective.

### **Shorter Surveys**

- The requirement required a survey that could be completed within 6 minutes. While this survey criterion was accomplished, the resulting survey was approximately 13 pages and it may have led to fewer responses and an overall lower degree of participation.

### **Focus on Participants and Not Agencies**

- Riders and potential riders are the focal point for this survey, so the emphasis should be on collecting the most up-to-date and accurate information from riders and potential riders.
- Agency participants completing surveys often had an incomplete awareness of their clientele's transportation needs. To accurately assess the different needs of the community, a multiple survey approach is recommended for future use. A four-survey method would allow stakeholders a better understanding of participant's needs based on public transportation services they utilize. The four surveys should be directed at participants who utilize fixed-route services, door-to-door services or special transit services and those who do not utilize services.

### **Fort Hood Treated as a County**

- Recommend the addition of Fort Hood as a response option on the needs assessment survey when asking for participants' county of residence.

## **INTRODUCTION**

This report presents comprehensive findings of the needs assessment survey of regional ground public transportation conducted for the Central Texas Council of Governments and the Central Texas Regional Transportation Advisory Group (CTCOG/CTRTAG) project.

The purpose of the regional ground public transportation needs assessment survey was to obtain information on ground regional public transportation needs to include frequency of trips and destinations. Stakeholders included representatives of public, private and non-profit transportation providers; recipients of rural and small urban transportation funding; human services providers and members of the public who provided insight into local transportation needs including but not limited to individuals with disabilities, older adults and individuals with low incomes.

Texas A&M University-Central Texas was commissioned to serve as the contractor for the needs assessment survey. Faculty and students worked to develop a plan to create needs assessment materials and activities as part of an inclusive process engaging diverse stakeholders, as outlined by the CTCOG/CTRTAG scope of work.

### **Purpose of the Needs Assessment**

The needs assessment survey was requested by CTCOG/CTRTAG to identify current transportation patterns with focus on inefficiencies and service gaps and to project future transportation needs.

### **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 the CTCOG/CTRTAG that included the creation of 2 surveys (participant and agency) designed to gather information from stakeholders regarding perceived and real gaps in public transportation service and to identify circulation patterns of transportation service within the service area.

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

### **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.

- The primary method utilized for gathering information was through face-to-face, paper-pencil surveys. After reviewing the service area and the desired sample from the CTCOG/CTR TAG, it was decided that the most effective way to collect information would be through the use of face-to-face surveys at points-of-service throughout the area serviced by the HOP. Working with local agencies, face-to-face surveys were collected from high traffic areas both in urban and rural settings (e.g., United Way, hospitals, clinics, bus lines, senior centers, churches, food banks, workforce centers, shelters, malls, Women, Infants and Children (WIC) centers, Indigent Health Services, etc.).
- A comprehensive mixed-methodology strategy was used to gather information from stakeholders as a part of the needs assessment survey process. The stakeholders included the CTCOG/CTR TAG; representatives of public, private and non-profit transportation providers; recipients of rural and small urban transportation funding; human services providers and members of the public who provided insight into local transportation needs including but not limited to individuals with disabilities, senior citizens and individuals with low incomes. Due to the high concentration of residents in Bell County and eastern Coryell County, face-to-face and web-based surveying were the primary methods of data collection. Travel by project directors to the rural counties was needed to accomplish the majority of the data collection for the project.
- With the assistance of local agencies, a traditional mail-out method of data collection was used in conjunction with the face-to-face and web-based methods. Mail-out surveys were returned by clientele to the distributing agencies and the surveys were then retrieved from the agencies by study directors.
- Additional surveys were collected through an online process that was advertised in local media and through word-of-mouth.

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

### **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 1806 surveys being collected from participants and 54 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.18) for appropriate analysis.
- Data collected from the online surveys ( $n = 114$ ) via Google were exported to SPSS for the 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 for analysis of satisfaction or comments related to participant satisfaction (or lack of satisfaction) with transportation services in the region.

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



## NEEDS ASSESSMENT FINDINGS

### PARTICIPANTS

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

Table 1-1\*

*Population and Sample Breakout (n = 1806)\*\**

County	Population	Projected Sample Size for Study	Surveys Collected	% Collected
Bell	313,000	1419	1141	80
Coryell	75,645	264	268	102
Hamilton	8,501	27	36	133
Lampasas	19,721	58	52	90
Llano	19,316	91	93	100
Mason	4,022	13	13	100
Milam	24,757	95	94	99
Mills	4,936	23	34	148
San Saba	6,154	19	22	116

\*Surveys collected were based on a projected proportional sample.

\*\*Fort Hood and missing responses bring the total respondents to  $n = 1806$  for the studies.

Total Population: 476,052 (2010 Census).

Total Sample Requested by CTCOG: 2500 Participants. Total Projected Sample Based on Breakout: 2009 participants.

- Table 1-1 displays the number of collected surveys.
- Information presented in Table 1-1 indicates the challenge of data collection in the most urban county in the study. Survey administration in Bell County was conducted primarily through face-to-face interactions with project staff and the assistance of the major agencies serving individuals identified by CTCOG/CTR TAG as most in need of services.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

- Survey distribution and collection for all other counties was primarily through face-to-face paper-pencil survey administration as well with a focus on high-traffic areas in the major cities within the county. Of the total number of surveys collected ( $n = 1806$ ), 171 were through agency assistance (9%); 1521 (84%) were through face-to-face paper-pencil contact; and 114 (6%) were collected through the online portal created in Google Docs and advertised in local media as an option for providing public input to the regional ground public transportation system.
- Participant surveys accounted for 97% ( $n = 1806$ ) and agency surveys accounted for 3% ( $n = 54$ ).

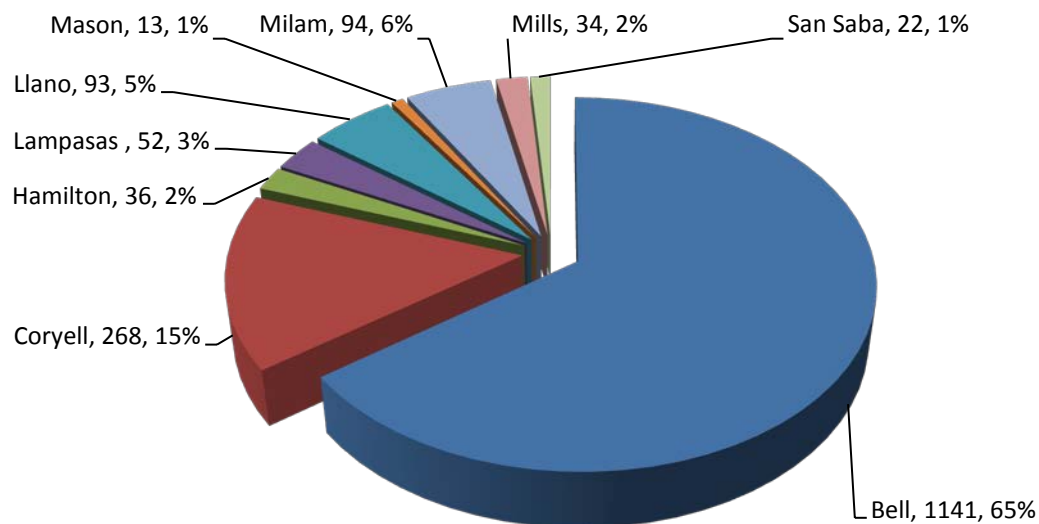


Figure 1-1. Population and sample breakout.

## Demographic Characteristics of Participants

Tables 1-2 through 1-15 present the demographic data representing those participants responding to the needs assessment survey.

*Finding: Participants were primarily female.*

Table 1-2

*Gender of Participants (n = 1806)*

Gender of Participants	<i>n</i>	%***
Male	571	32
Female	1199	68

\*\*\* Total number for survey is *n* = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Information gathered from the surveys indicated that more than two-thirds of those responding to the survey were female (68%) while males represented 32% of the respondents.

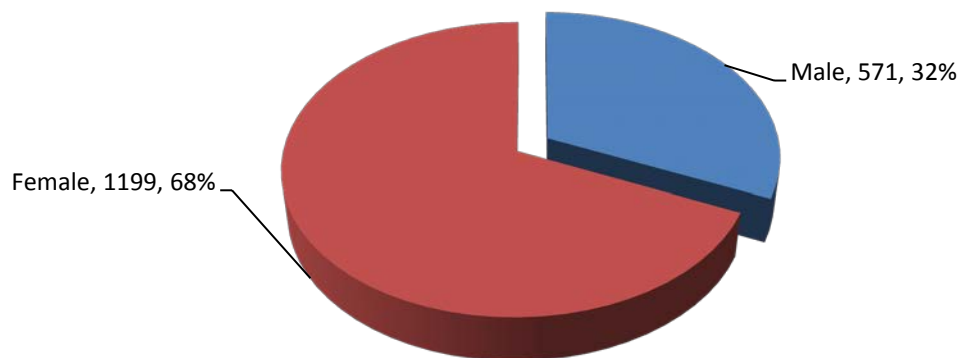


Figure 1-2. Gender of participants.

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

*Finding: With the exception of the 16 and under category, participant ages appear to be relatively consistent across all demographics.*

Table 1-3

*Age of Participants (n = 1806)*

Age of Participants	n	%***
16 and under	20	1
17 to 24	223	13
25 to 34	432	24
35 to 44	319	18
45 to 54	361	20
55 to 64	227	12
65 and older	193	11

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- With the exception of respondents aged 16 and under, the age of respondents was approximately equal among all demographics sampled.

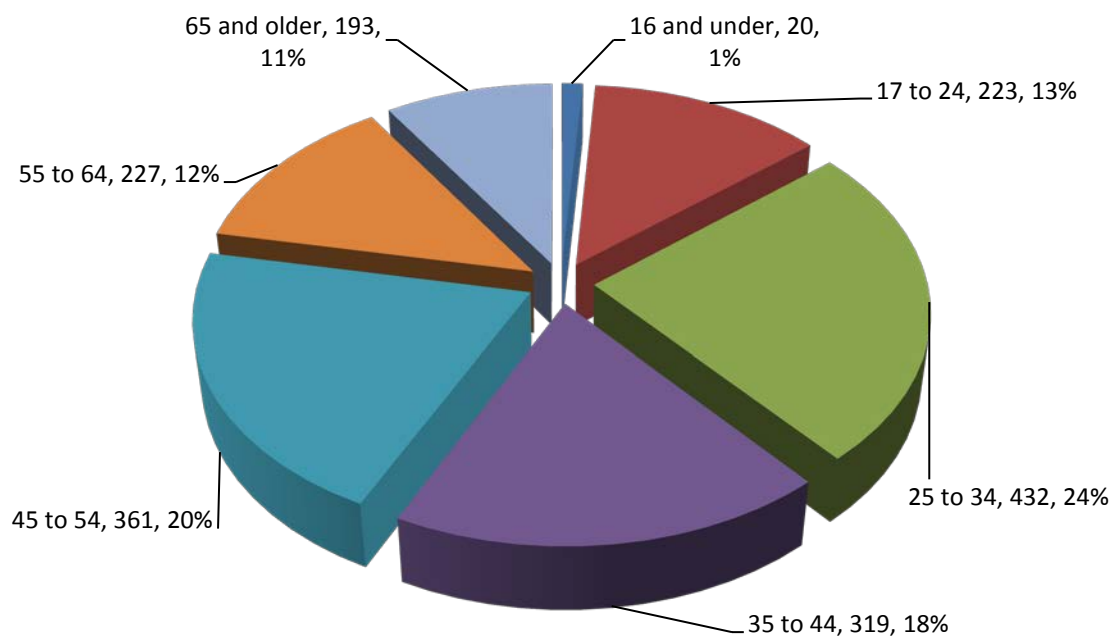


Figure 1-3. Age of participants.

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

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

Table 1-4

*Race of Participants (n = 1806)*

Race of Participants	n	%***
Caucasian	923	51
African American	408	23
Latino	241	13
Multi-racial	103	6
Native American	35	2
Pacific Islander	30	2
Asian	12	1
Other	47	2

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Data presented in the table, above, indicate that approximately one-half (51%) of respondents were Caucasian. African Americans and Latinos made up approximately 36% of those responding to the needs assessment survey.

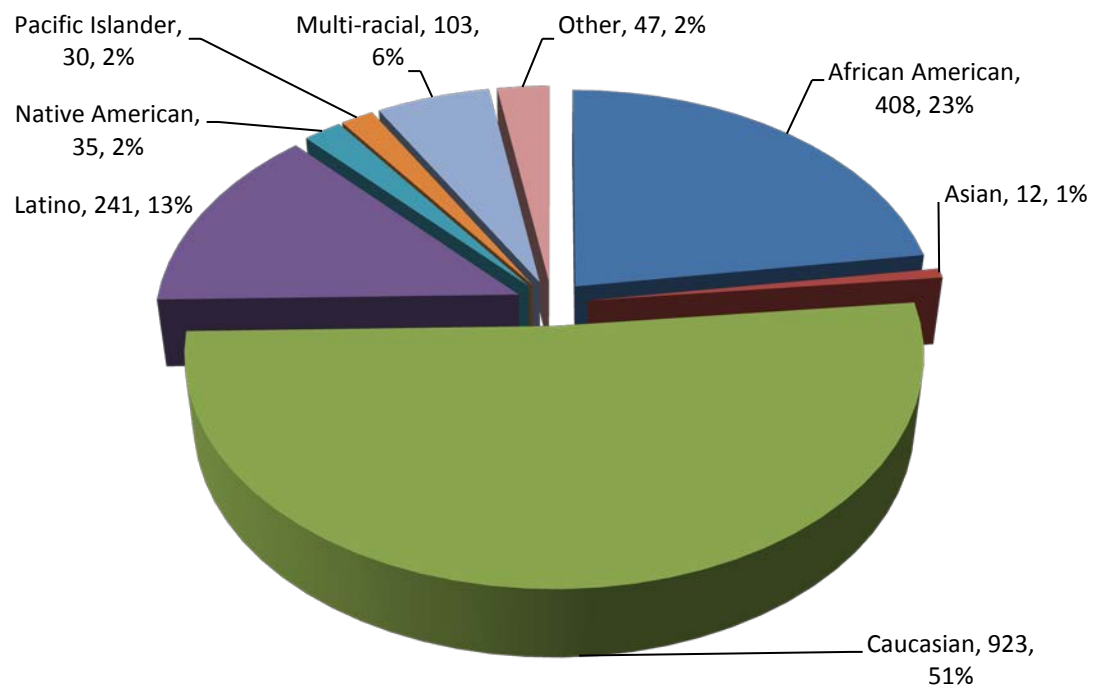


Figure 1-4. Race of participants.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-5

*Primary Language of Participants (n = 1806)*

Primary Language of Participants	<i>n</i>	%***
English	1630	93
Spanish	90	5
German	10	1
Other	21	1

\*\*\* Total number for survey is *n* = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- English was the primary language of respondents (93%), while Spanish (5%) being the next most frequently spoken language reported. Other primary languages included German with a small number of other participants reporting various other primary languages.

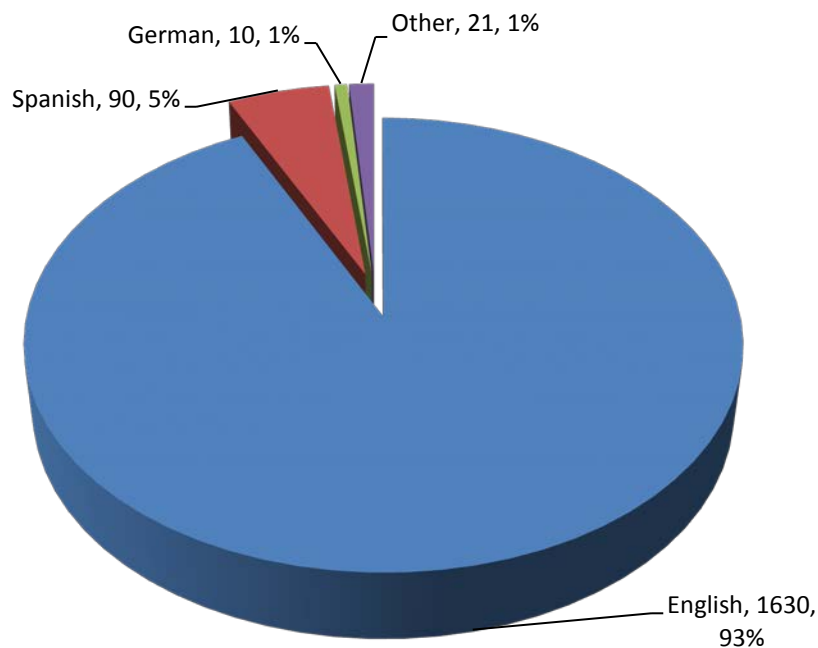


Figure 1-5. Primary language of participants.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

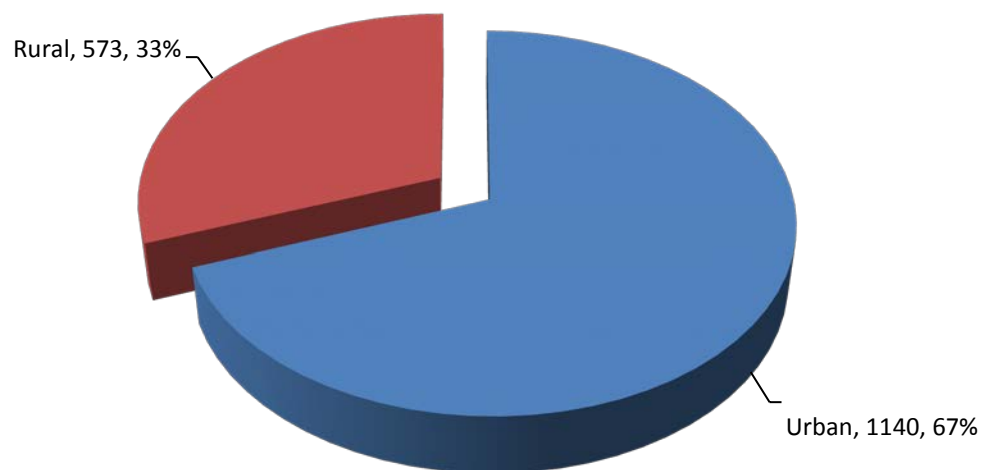
Table 1-6

*Perceived Residential Setting of Participants (n = 1806)*

Perceived Residential Setting of Participants	<i>n</i>	%***
Urban	1140	67
Rural	573	33

\*\*\* Total number for survey is  $n = 1806$ . Any number errors in the tables are due to rounding and/or missing responses.

- More than two-thirds of the participants perceived themselves as urban (67%) and 33% noted that they consider themselves to be rural residents.



*Figure 1-6. Perceived residential setting of participants.*

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*Finding: The majority of respondents indicated that they currently live in a house.*

Table 1-7

*Primary Type of Residence of Participants (n = 1806)*

Primary Type of Residence of Participants	n	%***
House	1007	57
Apartment	380	21
Mobile Home	214	12
Duplex/Fourplex	168	10

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Fifty-seven percent of respondents indicated that they reside in a house with the next most frequently reported residence being an apartment (21%), followed by mobile home (12%) and finally duplex/fourplex (10%).

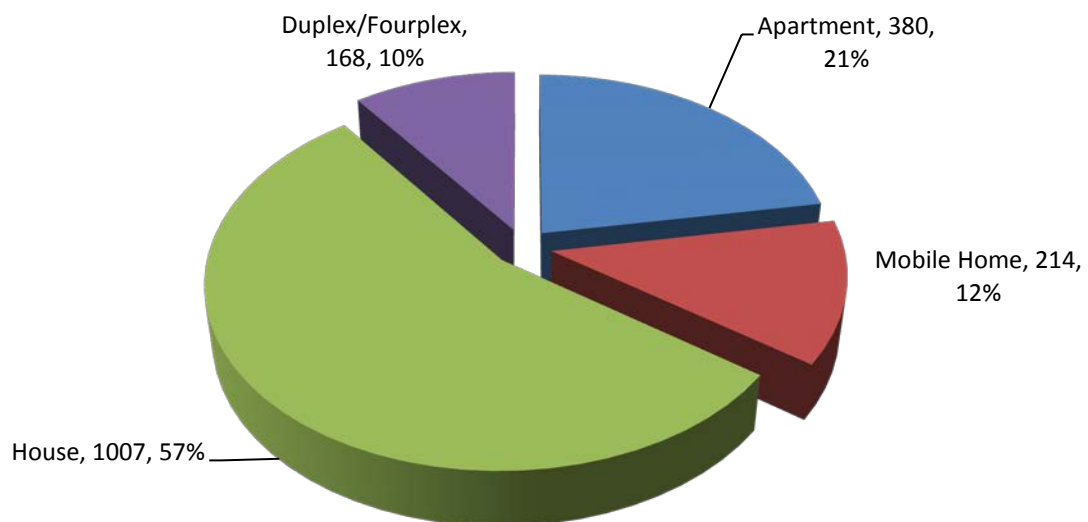


Figure 1-7. Primary type of residence of participants.



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

*Finding: The majority of participants reported that they currently rent their place of residence.*

Table 1-8

*Residential Occupancy of Participants (n = 1806)*

Residential Occupancy of Participants	n	%***
Rent	908	51
Own	672	38
Neither	198	11

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- The majority of respondents indicated that they rented place of residence (51%), while an additional 38% indicated that they own their place of residence. Eleven percent indicated that they neither rented nor owned their place of residence.

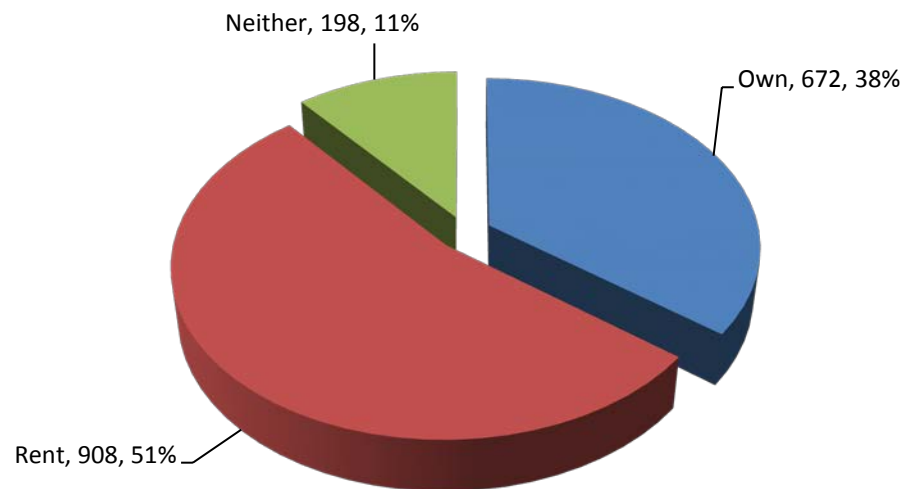


Figure 1-8. Residential occupancy of participants.

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

*Finding: Over one-half of participants indicated they had one or more children residing in the household.*

Table 1-9

*Number of Children per Household (n = 1806)*

Number of Children per Household	<i>n</i>	%***
0 Children	836	47
1 Child	346	20
2 Children	304	17
3 Children	166	9
4 Children	70	4
5 Children	25	1
6 Or More Children	26	2

\*\*\* Total number for survey is *n* = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Fifty-three percent of respondents indicated they had one or more children living in the household.
- Nearly one-half (47%) of participants indicated that they did not have any children residing in their household.

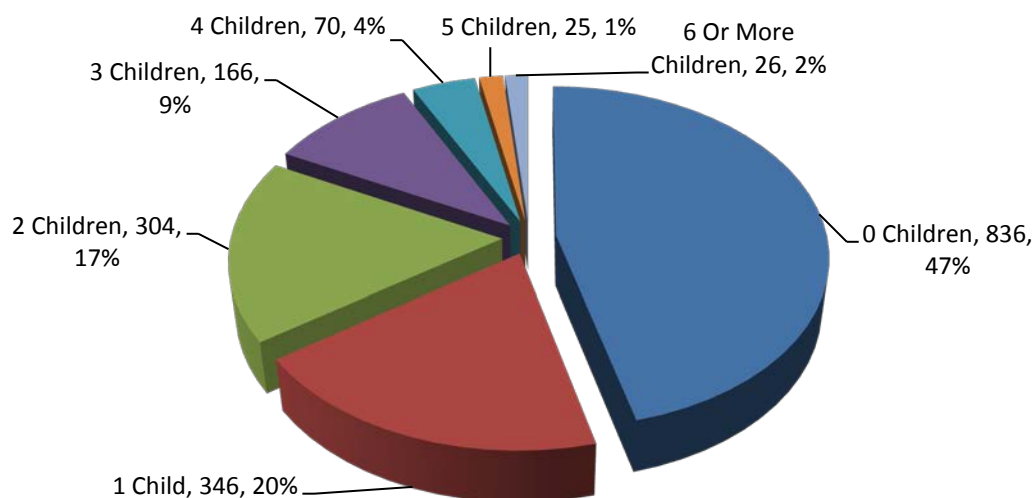


Figure 1-9. Number of children per household.

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

*Finding: The majority of participants reported an income of less than \$15,000 for their household.*

Table 1-10

*Reported Household Income of Participants (n = 1806)*

Reported Household Income of Participants	n	%***
Less than \$15,000	728	43
\$15,000 to \$24,999	283	17
\$25,000 to \$34,999	138	8
\$35,000 to \$49,999	225	13
\$50,000 to \$74,999	179	10
\$75,000 to \$99,999	86	5
\$100,000 to \$199,999	57	3
\$200,000 or more	13	1

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- A large number of respondents (43%) reported an annual income of less than \$15,000 for their household.

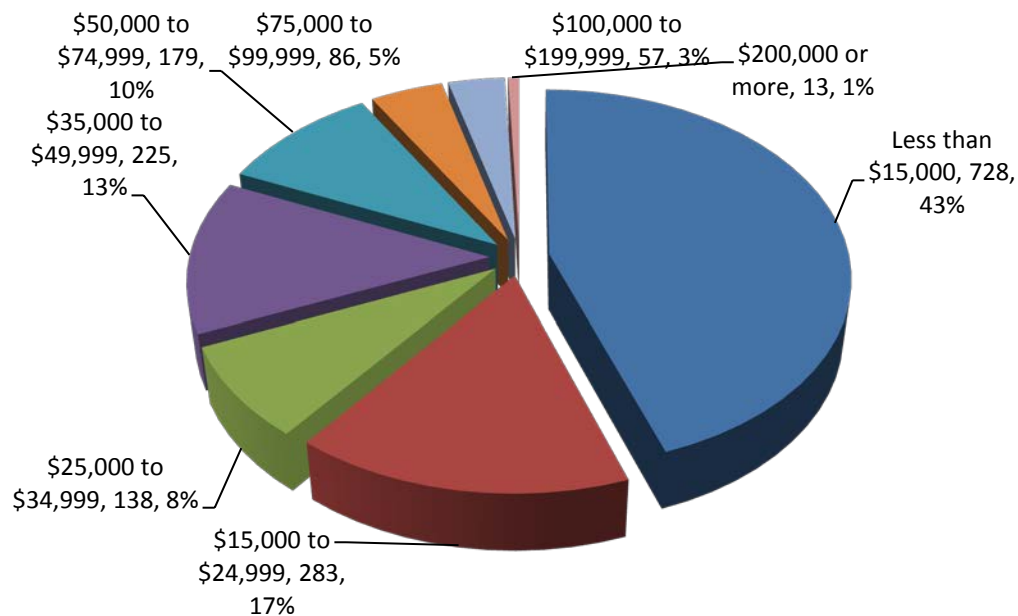


Figure 1-10. Reported household income of participants.

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

*Finding: Forty-three percent of respondents indicated that they were unemployed or retired.*

Table 1-11

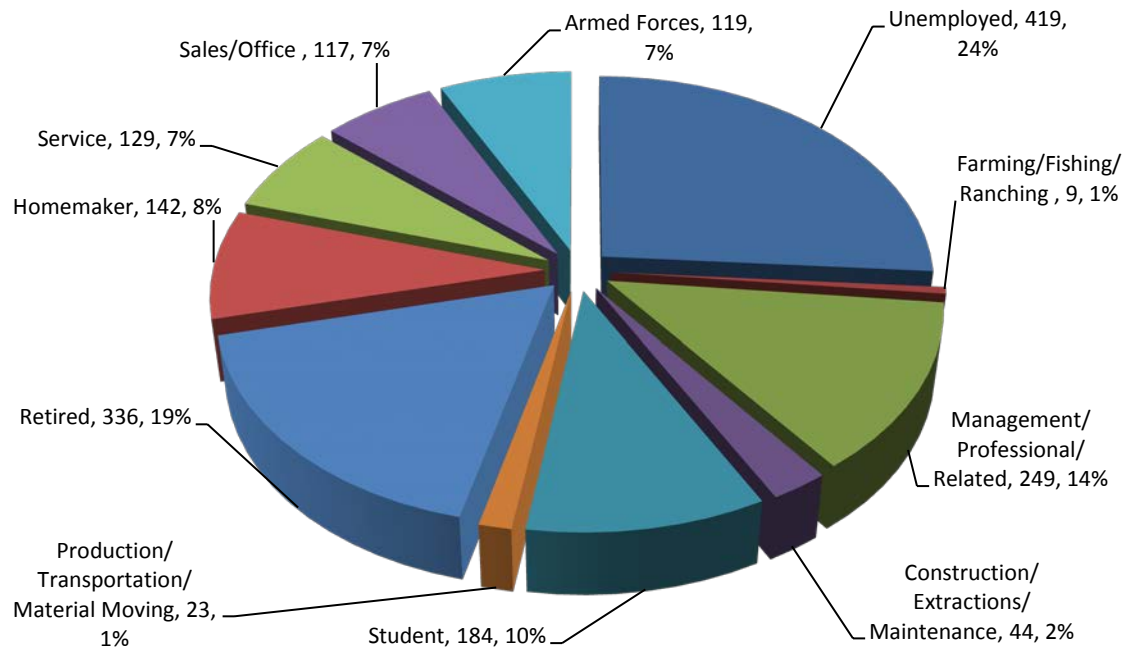
*Reported Occupation of Participants (n = 1806)*

<b>Reported Occupation of Participants</b>	<b>n</b>	<b>%***</b>
Unemployed	419	24
Retired	336	19
Management/Professional	249	14
Student	184	10
Homemaker	142	8
Armed Forces	119	7
Service	129	7
Sales/Office	117	7
Construction	44	2
Production/Transportation	23	1
Farming/Fishing/Ranching	9	1

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Unemployed and retired individuals made up a large percentage (43%) of those responding to the survey. The disproportionate number of unemployed and retired individuals sampled was due to focusing on low income and unemployed who may have a greater need for public transportation.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation



*Figure 1-11.* Reported occupation of participants.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-12

*Employed Occupants in Household (Fulltime) (n = 1806)*

Employed Occupants in Household (Fulltime)	<i>n</i>	%***
0	605	36
1	637	38
2	380	22
3	70	4
4	1	<1

\*\*\* Total number for survey is *n* =1806. Any number errors in the tables are due to rounding and/or missing responses.

- A large proportion (64%) of respondents noted that there is one or more individuals that were employed fulltime at the time they responded to the item on the needs assessment survey.
- Over one-third (36%) of the respondents indicated no members of their household being employed fulltime.

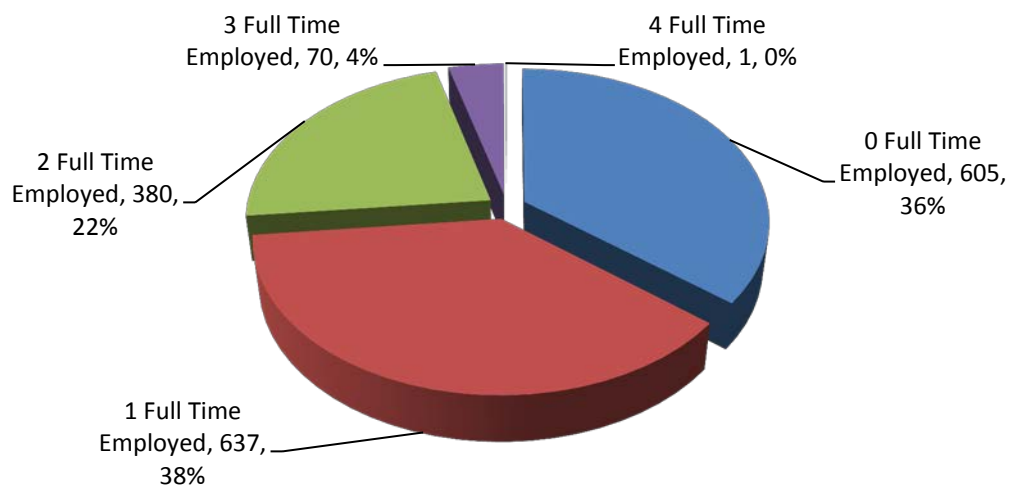


Figure 1-12. Employed occupants in household (fulltime).

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*Finding: Fewer than 29% of those responding indicated that at least one person in the household was elderly.*

Table 1-13

*Elderly Occupants in Household (n = 1806)*

Elderly Occupants in Household	n	%***
0	1306	73
1	294	16
2	154	9
3	7	<1
4 or more	42	2

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

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

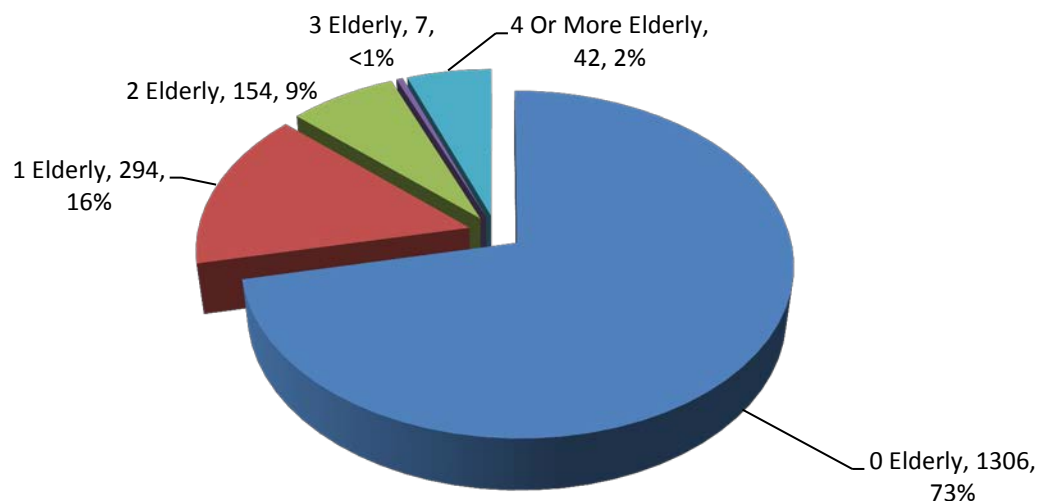


Figure 1-13. Elderly occupants in household.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

*Finding: Over 80% of participants responding to this item indicated that they owned at least one vehicle.*

Table 1-14

*Vehicles per Household (n = 1806)*

Vehicles per Household	n	%***
0	275	15
1	712	40
2	552	31
3	169	10
4	57	3
5 or more	15	1

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- A review of the surveys indicated that approximately 45% of respondents reported having more than 2 vehicles per household while another 40% stated that they had at least one vehicle for use by members of the household.
- Fifteen percent reported not having access to a vehicle.

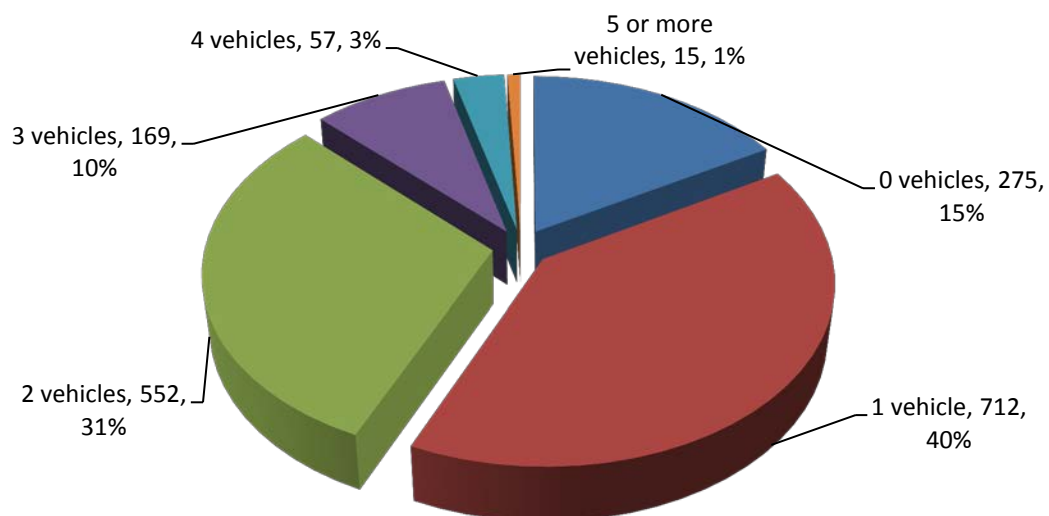


Figure 1-14. Vehicles per household.



## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 1-15

*Family Members with Disability Affecting Transportation (n = 1806)*

<b>Family Members with Disability Affecting Transportation</b>	<b>n</b>	<b>%***</b>
None	1334	79
Personal Disability	166	10
Family Member Disability	132	8
More Than One Family Member Disability	58	3

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- More than three-quarters (79%) of those responding to the survey reported that they did not have anyone living in the residence with a disability that affected their mobility with respect to their transportation choices.

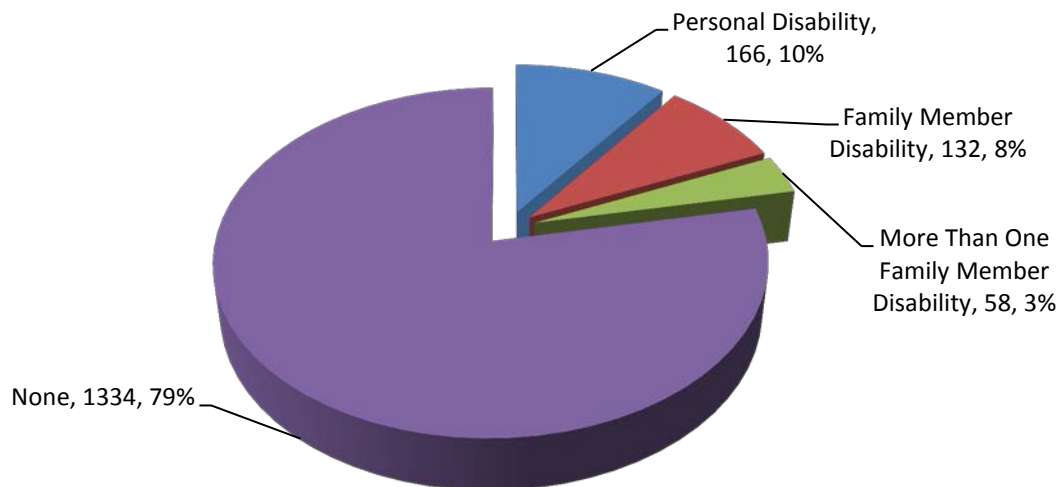


Figure 1-15. Family members with disability affecting transportation.

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

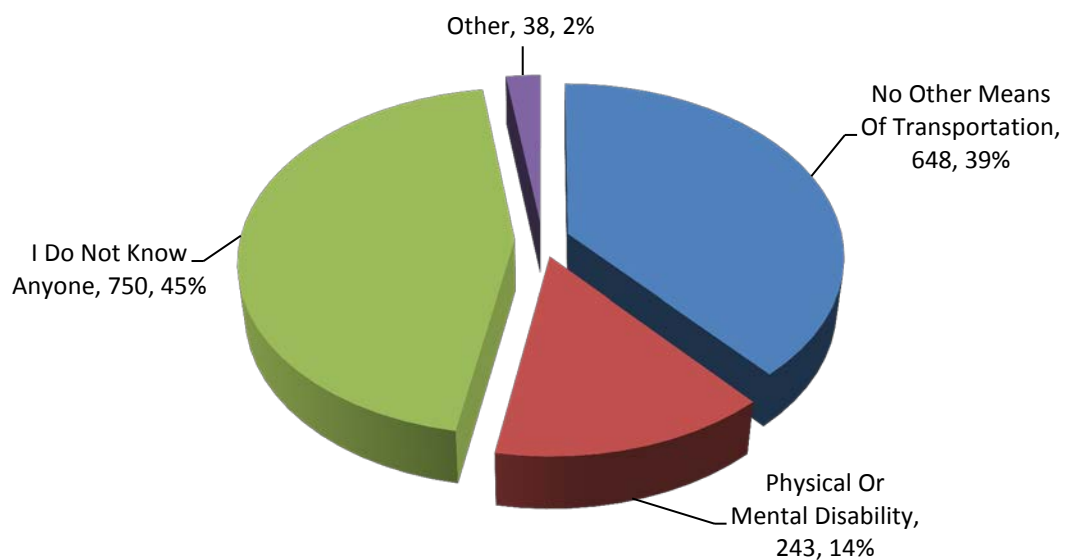
Table 1-16

*Perceived Need For Public Transportation (n = 1806)*

<b>Perceived Need For Public Transportation</b>	<b>n</b>	<b>%***</b>
I Do Not Know Anyone	750	45
No Other Means Of Transportation	648	39
Physical Or Mental Disability	243	14
Other	38	2

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Approximately 55% of participants perceived a need for other individuals to utilize public transportation.
- Of the 55% that perceived a need for public transportation, 73% indicated a need due to individuals having no other means of public transportation, while 27% indicated a need due to individuals having a physical or mental disability.



*Figure 1-16. Perceived need for public transportation.*

*Finding: Eighty-seven percent of respondents noted that they perceived public transportation as being for everyone.*

Table 1-17

*Who Is Public Transportation For? (n = 1806)*

Who Is Public Transportation For?	<i>n</i>	%***
Everyone	1494	87
No Vehicle	68	4
Other Health Reasons	51	3
Physical Disabilities	25	1
No License	12	1
None Of These Categories	67	4

\*\*\* Total number for survey is *n* = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- The overwhelming majority of respondents (87%) noted that they believed that public transportation was for everyone.

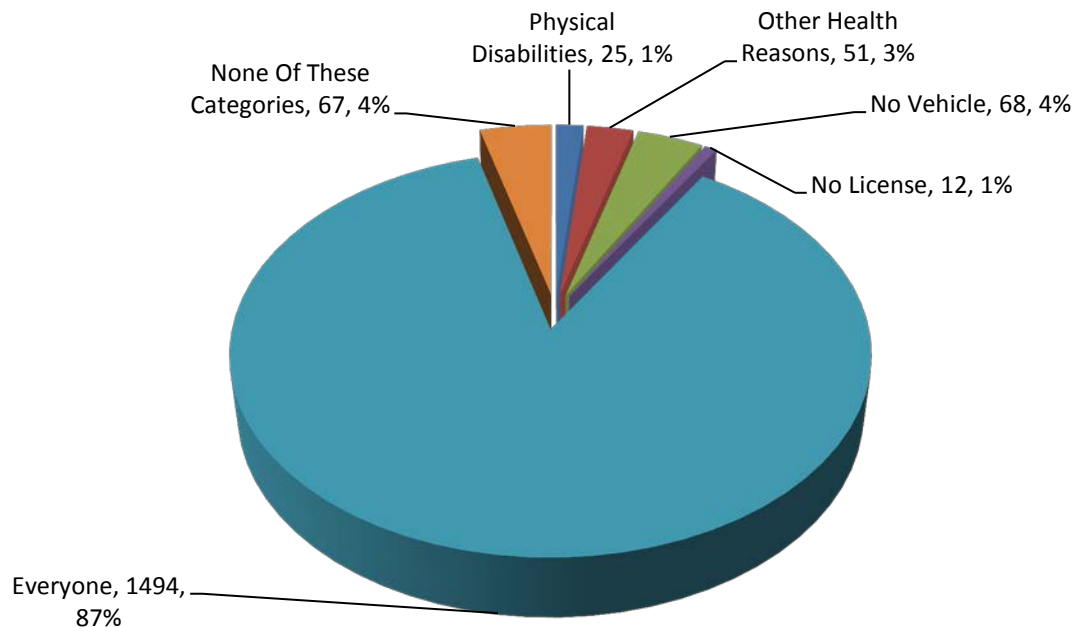


Figure 1-17. Who is public transportation for?

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

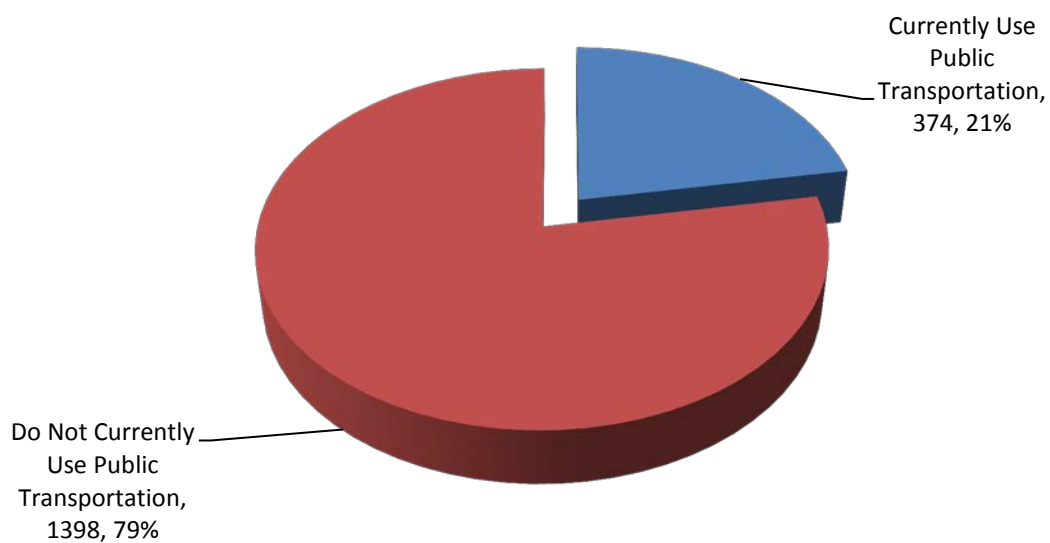
Table 1-18

*Do You Currently Use Public Transportation? (n = 1806)*

<b>Do You Currently Use Public Transportation?</b>	<b><i>n</i></b>	<b><i>%***</i></b>
Yes	374	21
No	1398	79

\*\*\* Total number for survey is  $n = 1806$ . Any number errors in the tables are due to rounding and/or missing responses.

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



*Figure 1-18. Do you currently use public transportation?*

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

*Finding: 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.*

Table 1-19

*Awareness and Importance of Public Transportation (n = 1806)*

Awareness and Importance of Public Transportation	Response	n	%***
Are you aware of public transportation provider/HOP bus services in your community?	Yes	1368	77
	No	405	23
Are you aware that the HOP bus service is your local public transportation provider?	Yes	1286	77
	No	387	23
Are you aware of the public transportation/HOP bus service HOURS in your community?	Yes	771	44
	No	983	56
Are you aware of the public transportation/HOP bus service DAYS in your community?	Yes	736	42
	No	1001	58
Do you know where the public transportation/HOP bus services can and cannot take you IN your community?	Yes	481	27
	No	1274	73
Do you know where the public transportation/HOP bus services can and cannot take you OUTSIDE your community?	Yes	333	19
	No	1410	81
Are you familiar with any of the regular fixed routes offered by your public transportation provider/HOP bus service?	Yes	426	24
	No	1320	76
How important are public transportation/HOP bus services to your COMMUNITY?	Important	1594	93
	Not Important	129	7
How aware are people of public transportation/HOP bus services and what they offer?	Aware	658	39
	Not Aware	1017	61

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Nearly four-fifths (77%) of participants are aware of public transportation in their community and that HOP bus services are their public transportation provider (77%).

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

- Slightly over one-half of respondents are not aware of public transportation service hours (56%) or days (58%) in their service area.
- A majority of participants are not aware of where public transportation can take them in their community (73%), of where public transportation can take them outside their community (81%) and of the fixed-routes (76%) in their service area.
- The overwhelming majority of respondents perceived public transportation as a valuable commodity to their community (93%) and they perceive others as being more aware of public transportation and what it offers (39%) than the overall awareness of participants' self-reports.

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

*Finding: Of the top six inconveniences reported, four pertained to service hours or days, while the remaining two inconveniences were related to the distance riders must travel to or from the bus stop and the long wait for the bus.*

Table 1-20

*Inconveniences of Public Transportation (n = 1806)*

Inconveniences of Public Transportation	Response	n	%***/ ****
Public transportation convenient and easy to use	Yes	464	27
	No	259	15
	Do not use	982	58
Bus does not run late enough	Yes	285	23
Bus does not run on weekends	Yes	264	21
Bus stops are too far from home/destination	Yes	220	18
Bus does not run early enough	Yes	165	13
No service when needed	Yes	163	13
Long wait for bus	Yes	165	13
Trips take too long	Yes	153	12
Bus schedules/information/maps are too hard to obtain or understand	Yes	131	11
Buses were not on time	Yes	64	5
Bus stops were not safe	Yes	49	4
Advance reservation required	Yes	28	2
Bus was too expensive	Yes	27	2
Bus was not clean/comfortable	Yes	21	2
Rude driver	Yes	18	1
Reckless driving	Yes	8	1
Rude reservationist/office staff	Yes	8	1
Other	Yes	94	8
I do not use public transportation	Yes	582	47

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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

- Nearly two-thirds (64%) of those participants reported public transportation was easy and convenient to use. Of the top six most reported reasons for public transportation being inconvenient pertained to:
  - Availability of Service
    - Bus does not run late enough (23%).
    - Bus does not run on weekends (21%).
    - Bus does not run early enough (13%).
    - No service when needed (13%).
  - Distance of nearest bus stop (18%).
  - Long wait for bus (13%).



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

Table 1-21

*Problems Accessing Public Transportation (n = 1806)*

<b>Problems Accessing Public Transportation</b>	<b>n</b>	<b>%****/ ****</b>
Distance to nearest bus stop	358	21
No shelter/bench at bus stop	212	13
No sidewalks or improperly maintained sidewalk	166	10
Concern about personal safety to and from bus stop	123	7
Steep curb/no sidewalk ramp	92	5
No problems	467	28
Do not ride the bus	753	45

\*\*\* Total number for survey is  $n = 1806$ . Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 1806$ . Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- Over one-quarter of individuals reported no problems accessing public transportation in their neighborhood (28%).
- The most reported problem in accessing public transportation was distance to nearest bus stop (21%).
- It should be noted, however, that 45% of respondents reported that they do not ride public transportation.

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

Table 1-22

*Usage of Public Transportation (n = 1806)*

Usage of Public Transportation	Response	n	%***
Have you ever used public transportation/HOP bus services in your community?	Yes	580	33
	No	1202	68
Do you currently use public transportation/HOP bus services?	Yes	374	21
	No	1398	79
Have you ever used public transportation/HOP bus services to travel to another city or town?	Yes	475	27
	No	1289	73
Have you ever used public transportation/HOP bus services to travel to Killeen or Temple?	Killeen	191	11
	Temple	56	3
	Both	209	12
	Neither	532	30
	Never used	763	44

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

- Slightly over one-third of individuals report having used public transportation in their community (33%), while (21%) report currently using public transportation in their community.
- It should be noted that responses for traveling to Killeen, Temple, or both may be skewed based on participants selecting a response based upon it being the city in which they reside.

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

*Finding: The majority of those responding to the survey indicated that they would like to receive weekend services and to extend evening service hours to 11 p.m.*

Table 1-23

*Perception of Public Transportation Needs (n = 1806)*

Perception of Public Transportation Needs	Response	n	%***/ ****
How late should service run?	6:00 p.m.	85	5
	7:00 p.m.	110	6
	8:00 p.m.	199	11
	9:00 p.m.	239	13
	10:00 p.m.	330	18
	11:00 p.m.	657	36
Should service run on weekends?	Saturday Only	231	14
	Sunday Only	22	1
	Both	1369	80
	Neither	84	5
What kind of services do you need the most?	Fixed Route Scheduled	187	60
	Door-To-Door	104	33
	Fixed Route Deviated	86	27
	Curb-To-Curb	50	16
If you need an Attendant what form of assistance do you need?	Confused Or Easily Lost	34	11
	Mobility Aids	32	10
	Visual Impairments	21	7
	Mobility Device	18	6
	Do Not Need	229	73

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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

- The largest portion of respondents indicated a need for services running all weekend (80%) and until 11:00 p.m. (36%).
- Participants indicated fixed route service (60%) and door-to-door service (33%) as the two most needed forms of service, reflecting what is currently available.
- The majority of respondents (73%) indicated no need for an attendant followed by attendants being needed to assist with individuals who may become confused or easily lost (11%), or who have mobility aids (10%), visual impairments (7%) and mobility devices (6%).

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

***Finding:** While 61% of respondents using public transportation used it more than once a week, 60% of participants using public transportation are still paying others to transport them.*

Table 1-24a

*Use Public Transportation (n = 1806)*

Use Public Transportation	Response	n	%***/ ****
How often have you used public transportation within the last year?	Less Than Once A Month	48	13
	Once Monthly	56	16
	Once Weekly	36	10
	More Than Once A Week	221	61
In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips	Usually Travel With Children	112	31
	Rarely Travel With Children	40	11
	Never Travel With Children	31	9
	Sometimes Travel With Companions	104	29
	Rarely Travel With Companions	21	6
	Never Travel With Companions	9	3
	Usually Travel Alone	118	33
	Sometimes Travel Alone	78	22
	Always Travel Alone	47	13
Do you pay individuals other than public transportation to transport you?	Yes	206	60
	No	136	40
If you pay someone to transport you other than public transportation how much do you normally pay them per trip?	Less Than \$5.00	56	17
	\$6.00 to \$10.00	109	34
	\$11.00 to \$15.00	39	12
	\$16.00 to \$20.00	28	9
	I Do Not Pay Individuals Other Than Public Transportation To Transport Me	27	9
	I Do Not Pay Anyone To Transport Me	64	20

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

## **CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation**

- The majority of individuals who use public transportation report using it more than once a week (61%).
- The most reported manners of using public transportation included usually travel alone (33%), usually travel with children (31%) and sometimes travel with companions (29%).
- Over one-half of participants who use public transportation report paying others to transport them (60%).
- Over one-third of respondents using public transportation report paying individuals \$6.00 to \$10.00 per trip (34%).

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

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

Table 24b

*Use Public Transportation (cont.) (n = 1806)*

Use Public Transportation (cont.)	Response	n	%***/ ****
For what purpose(s) do you use public transportation/HOP bus services?	Medical Care Facilities	243	68
	Shopping	233	65
	School/Education	133	37
	Place Of Employment	124	35
	Visiting/Social Outings	110	31
	Recreational Facilities	83	23
	Religious Gathering	67	19
	Other	23	6
Which of the following places have you visiting within the last two months using public transportation/HOP bus services?	Medical Care Facilities	215	63
	Shopping	187	54
	School/Education	104	30
	Place Of Employment	102	30
	Visiting/Social Outings	80	23
	Religious Gathering	59	17
	Recreational Facilities	50	15
	Other	17	5

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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

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

*Finding: The two most reported reasons for not using public transportation were convenience and quicker trips.*

Table 25a

*Do Not Use Public Transportation (n = 1806)*

Do Not Use Public Transportation	Response	n	%***/ ****
Why do you prefer to travel without using public transportation/HOP bus service?	Convenience	537	45
	Quicker Trips	400	34
	Do Not Have To Wait For The Bus	383	32
	Not Transit Dependent	334	28
	Multiple Trip Options	308	26
	More Dependable	258	22
	Cleaner/More Comfortable	227	19
	Lack Of Storage Area	188	16
	Not Comfortable With Strangers	131	11
	No Advanced Calls	123	10
	Transporter Relationship	55	5
	Other	139	12

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The three leading responses for reasons why individuals prefer to not use public transportation were convenience (45%), quicker trips (34%) and do not have to wait for the bus (32%).
- It should be noted that the majority of other comments were “own vehicle.”



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

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

Table 25b

*Do Not Use Public Transportation (cont.) (n = 1806)*

Do Not Use Public Transportation (cont.)	Response	n	%***/ ****
If you do not use public transportation/HOP bus services, how do you travel?	Own Vehicle	1113	87
	Family Member	200	16
	Friend/Neighbor	174	14
	Bicycle	34	3
	Taxi	29	2
	Agency Provides Transportation	1	<1
	Transportation Provided By Religious Organization	4	<1
	Other	23	2
Do you pay individuals other than public transportation to transport you?	Yes	140	12
	No	1072	88
If you pay someone to transport you, how much do you normally pay them per trip?	Less Than \$5.00	53	5
	\$6.00 to \$10.00	91	8
	\$11.00 to \$15.00	11	1
	\$16.00 to \$20.00	30	3
	I Do Not Pay Individuals Other Than Public Transportation To Transport Me	35	3
	I Do Not Pay Anyone To Transport Me	882	80
If you do not use public transportation/HOP bus services, how expensive must gasoline become for you to consider using public transportation?	\$4.00/gal	334	30
	\$4.50/gal	135	12
	\$5.00/gal	223	20
	\$5.50/gal	69	6
	\$6.00/gal	102	9
	More	261	23

\*\*\* Total number for survey is n = 1806. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 1806. Valid percent for the multiple-response items. Values represent the percent of participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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

- The majority of participants indicate using privately owned vehicles (87%) followed by citing family members (16%) and friends or neighbors (14%) as their sources of transportation.
- The majority of participants indicate that they do not pay others to transport them (88%).
- The participants who indicated paying others besides public transportation to transport them most often pay between \$6.00 to \$10.00 per trip (8%).
- Nearly one-third (30%) of respondents indicated they would consider using public transportation if gasoline prices reached \$4.00 per gallon.

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

*Finding: Respondents noted that the primary areas in need of improvement include routing, locations and stops (22%), service hours/days (19%), bus driver/conditions (7%) and lack of awareness (7%).*

Table 1-26

*Comment Themes (n = 649)*

Comment Themes			<i>n</i>	%***
Access	Areas of Excellence	Cost	54	8
		Routing/Locations/Stops	21	3
		Driver/Bus Conditions	7	1
		Safety	2	<1
	Areas of Improvement	Routing/Locations/Stops	140	22
		Driver/Bus Conditions	45	7
		Cost	10	2
		Safety	3	<1
Availability	Areas of Excellence	Available	117	18
		Convenience	26	4
		Reliable/Dependable	19	3
		Environment	7	1
		Service Hours/Days	0	0
	Areas of Improvement	Service Hours/Days	122	19
		Reliable/Dependable	23	4
		Convenience	9	1
		Available	0	0
		Environment	0	0
Awareness	Areas of Excellence	Awareness	0	0
	Areas of Improvement	Awareness	44	7

\*\*\* Total number for comments for the survey was *n* = 649. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

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

- The leading area of excellence for access was its cost effective nature (8%), while the leading area of improvement for access was routes, locations and stops (22%).
- The leading area of excellence for availability was its availability (18%), while the leading area of improvement for availability was service hours/days (19%).
- Awareness did not have a leading area of excellence, but the leading area of improvement for awareness was lack of awareness (7%).

## NEEDS ASSESSMENT FINDINGS

### AGENCIES

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

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

Table 2-1

*Agency Sample Breakout (n = 54)*

Survey Type	Projected Agency Sample	Surveys Collected	% Collected
Agency	491	54	11

Total Agency Sample Needed to Meet CTCOG Projections: 491

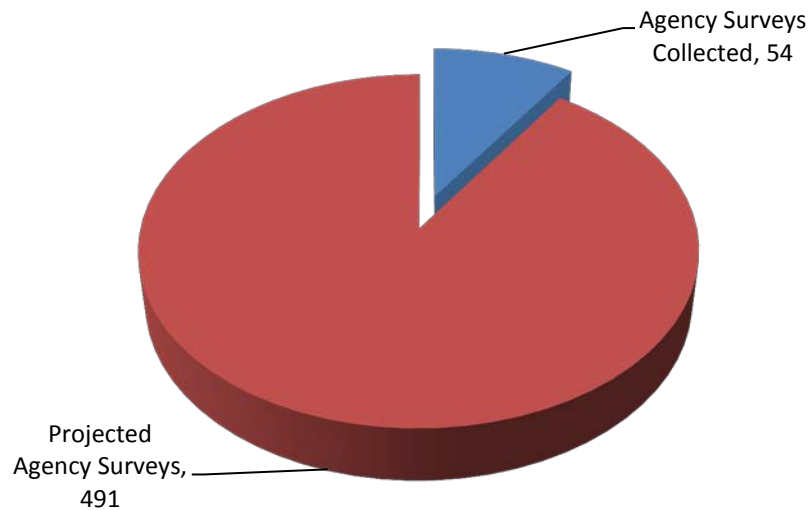


Figure 2-1. Agency sample breakout.

## Demographics of Agency Clientele

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

*Finding:* The four leading roles agencies indicated for themselves were General Public (33%), Health and Human services (31%), Medical Services (24%) and Workforce/Employment Services (22%).

Table 2-2

*Agency Role (n = 54)*

Agency Role	<i>n</i>	%****/ ****
General Public	16	33
Health and Human Services	15	31
Medical Services	12	24
Workforce/Employment Services	11	22
Education K-12 Public	10	20
Elderly Services	8	16
Veteran Services	7	14
Governmental Services	6	12
Education College/University/Vocational	5	10
Disabled Services	4	8
Education K-12 Private	2	4
Private Business	1	2

\*\*\* Total number for comments for the survey was  $n = 54$ . Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 54$ . Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

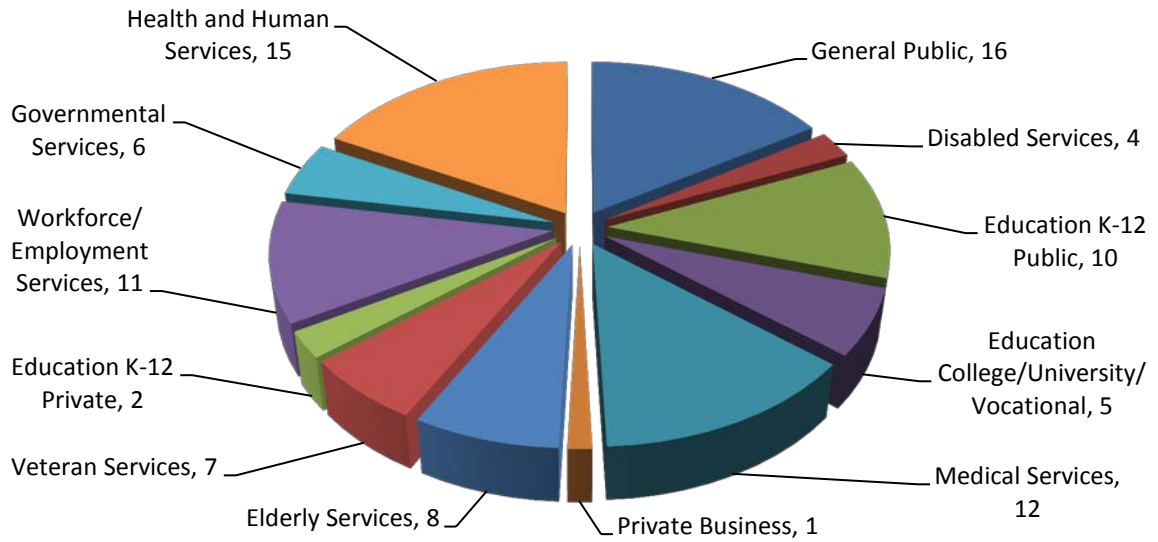


Figure 2-2. Agency role.

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

*Finding: The most served counties reported by agencies are Bell (74%), Coryell (46%) and Lampasas (22%).*

Table 2-3

*Counties Served by Agencies (n = 54)*

Counties Served by Agencies	n	%***/ ****
Bell	40	74
Coryell	25	46
Lampasas	12	22
San Saba	9	17
Hamilton	7	15
Mills	6	11
Milam	5	9
Llano	2	4
Mason	1	2

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

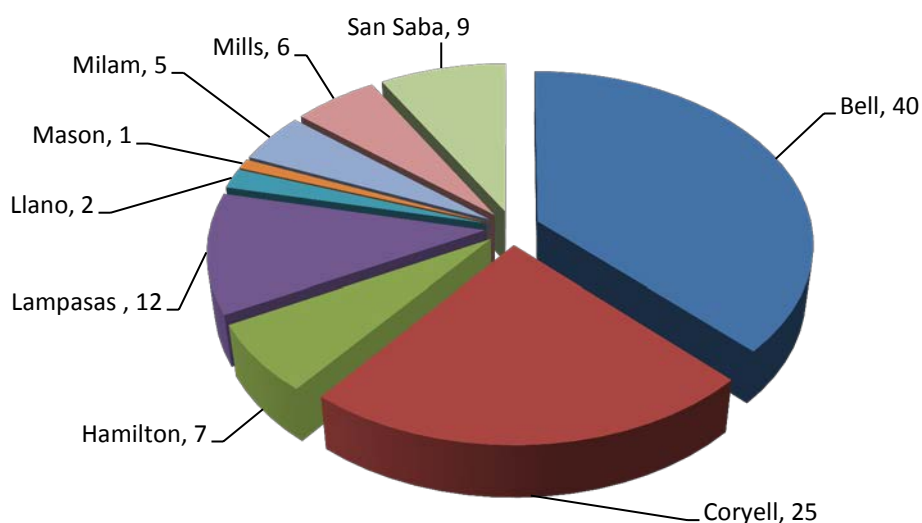


Figure 2-3. Counties served by agencies.



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

*Finding: The three most served cities reported by agencies are Killeen (77%), Copperas Cove (58%) and Harker Heights (48%).*

Table 2-4

*Cities Served by Agencies (n = 54)*

Cities Served by Agencies	n	%***/ ****
Killeen	37	77
Copperas Cove	28	58
Harker Heights	23	48
Temple	19	40
Belton	17	35
Lampasas	5	10
Gatesville	4	8
San Saba	2	4
Cameron	1	2
Troy	1	2
Rockdale	1	2

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

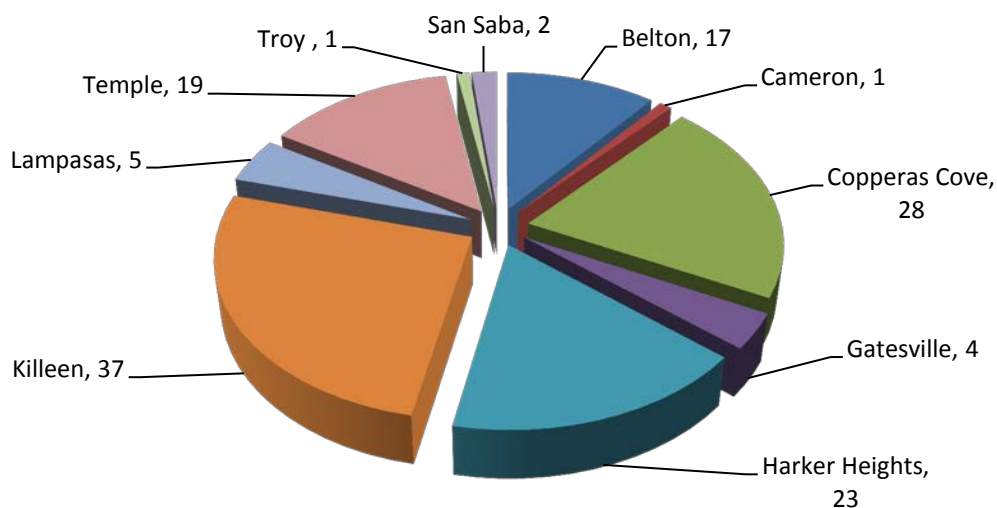


Figure 2-4. Cities served by agencies.

*Finding: Agencies reported relatively comparable percentages for age groups served ranging from 31% for 16 and under to 55% for 25-34 and 45-54.*

Table 2-5

*Age of Participants Served by Agencies (n = 54)*

Age of Participants Served by Agencies	n	%***/ ****
16 and under	15	31
17 to 24	19	39
25 to 34	27	55
35 to 44	26	53
45 to 54	27	55
55 to 64	10	39
65 and older	16	33

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

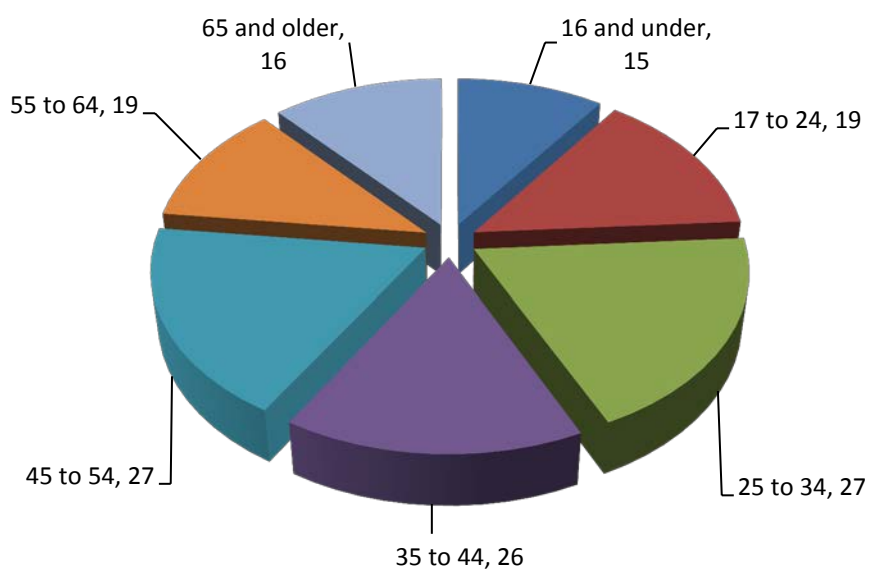


Figure 2-5. Age of participants served by agencies.

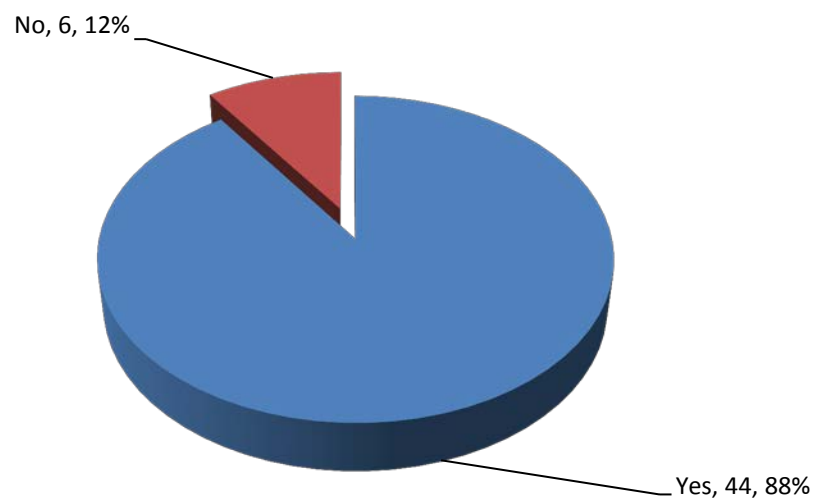
*Finding: The overwhelming majority of agencies reported serving clients whose first language is not English (88%).*

Table 2-6

*Provides Services to Non-English Speakers (n = 54)*

<b>Provides Services to Non-English Speakers</b>	<b><i>n</i></b>	<b>%***</b>
Yes	44	88
No	6	12

\*\*\* Total number for survey is  $n = 54$ . Any number errors in the tables are due to rounding and/or missing responses.



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

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

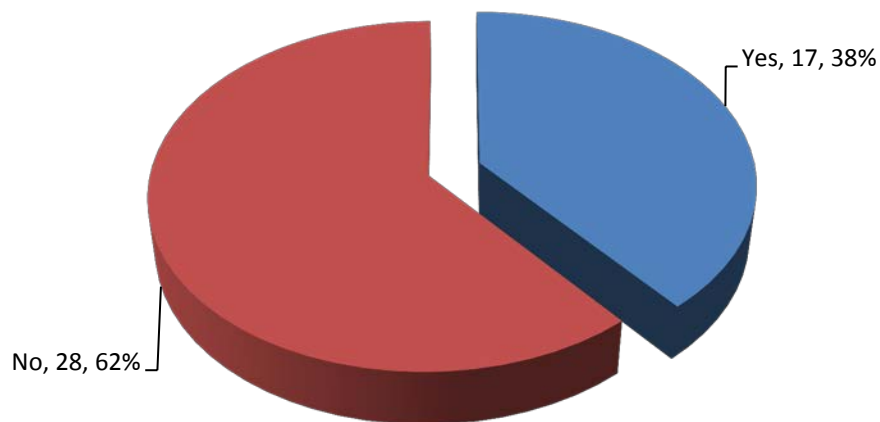
*Finding: Over 60% of the agencies reported not serving clientele or clientele with family who have a disability which affects their transportation choices.*

Table 2-7

*Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation (n = 54)*

<b>Provides Services to a Majority of Clientele or Clientele with Family Members with a Disability Affecting Transportation</b>	<b><i>n</i></b>	<b><i>%***</i></b>
Yes	17	38
No	28	62

\*\*\* Total number for survey is  $n = 54$ . Any number errors in the tables are due to rounding and/or missing responses.



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

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

*Finding: Nearly all agencies reported serving clientele who have a need for public transportation based upon their lack of other transportation options while 33% report serving clientele who need public transportation based upon a physical or mental disability.*

Table 2-8

*Need for Public Transportation for Agency's Clientele (n = 54)*

Need for Public Transportation for Agency's Clientele	n	%***/ ****
No Other Means Of Transportation	44	96
Physical Or Mental Disability	15	33
I Do Not Know Anyone	2	4

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

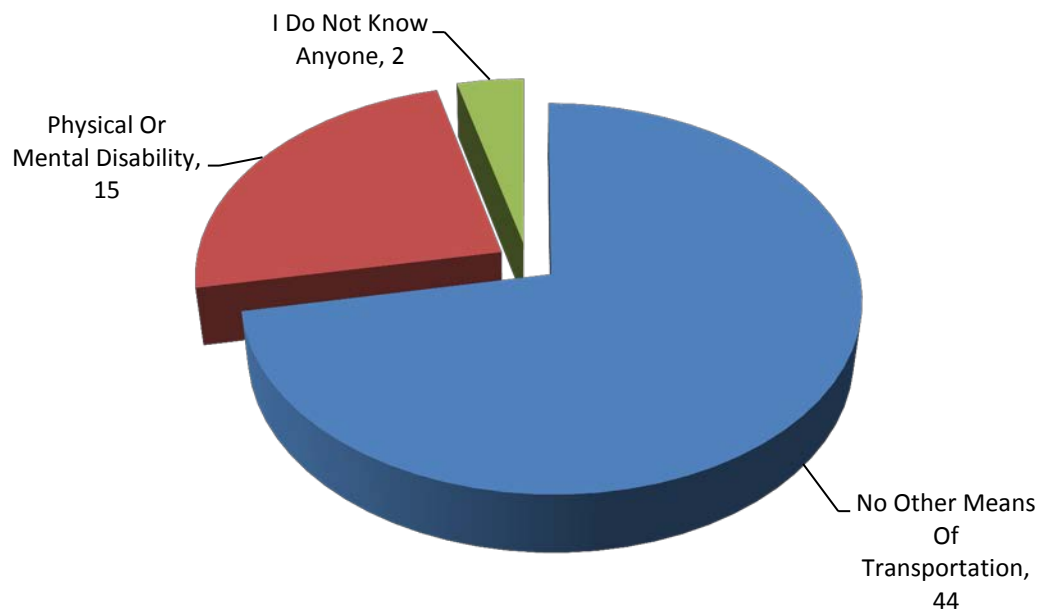


Figure 2-8. Need for public transportation for agency's clientele.

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

*Finding: Thirty-eight percent of agencies reported transportation barriers for 25% of their clientele, while 32% of agencies reported transportation barriers for 50% of their clientele.*

Table 2-9

*Clients/Customers Reporting a Transportation Barrier (n = 54)*

Clients/Customers Reporting A Transportation Barrier	<i>n</i>	%***
25 Percent	18	38
50 Percent	15	32
75 Percent	9	19
100 Percent	4	9
0 Percent	1	2

\*\*\* Total number for survey is *n* = 54. Any number errors in the tables are due to rounding and/or missing responses.

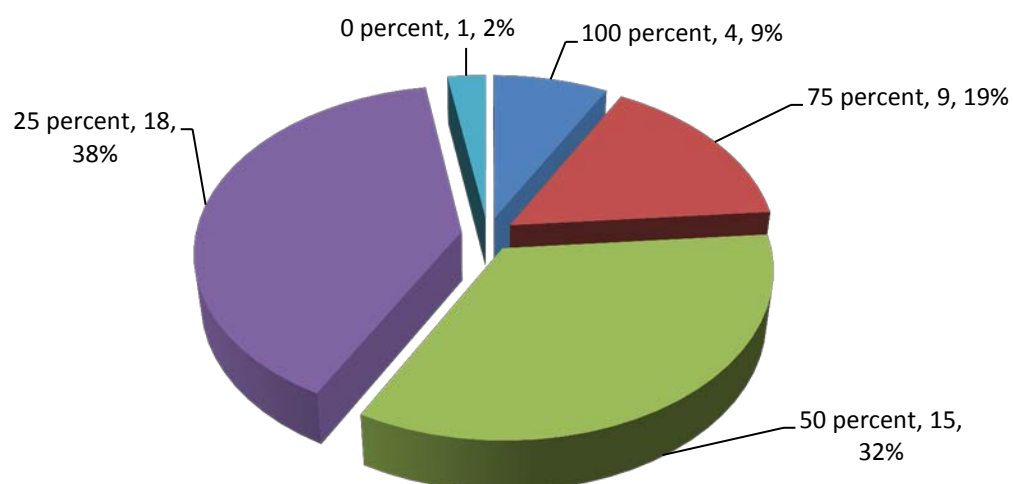


Figure 2-9. Clients/customers reporting a transportation barrier.

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

Table 2-10

*Clientele's Awareness and Importance of Public Transportation (n = 54)*

<b>Clientele's Awareness and Importance of Public Transportation</b>	<b>Response</b>	<b>n</b>	<b>%***</b>
Are you aware of public transportation provider/HOP bus services in your community?	Yes	52	96
	No	2	4
Are you aware of the public transportation/HOP bus service HOURS in your community?	Yes	39	81
	No	9	19
Are you aware of the public transportation/HOP bus service DAYS in your community?	Yes	36	77
	No	11	23
Do you know where the public transportation/HOP bus services can and cannot take you or your clients/customers IN your community?	Yes	19	45
	No	23	55
Do you know where the public transportation/HOP bus services can and cannot take you or your clients/customers OUTSIDE your community?	Yes	19	40
	No	29	60
How important are public transportation/HOP bus services to your COMMUNITY?	Important	49	100
	Not Important	0	0
How important are public transportation/HOP bus services to your REGION?	Important	49	100
	Not Important	0	0
How aware are people of public transportation/HOP bus services in your region?	Aware	25	54
	Not Aware	21	46
How aware are professionals of public transportation/HOP bus services and what they offer?	Aware	33	67
	Not Aware	13	33

\*\*\* Total number for survey is n = 54. Any number errors in the tables are due to rounding and/or missing responses.

- The overwhelming majority of agency personnel report being aware of public transportation (96%).
- The majority of agency personnel are aware of public transportation service hours (81%) and service days (77%).

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

- Over one-half (55%) of agency personnel report not being aware of where public transportation can take individuals in their community and 60% were not aware of where public transportation can take individuals outside their community.
- All agencies (100%) report that public transportation is important to their community and region.
- Agencies perceived over one-half (54%) of individuals as being aware of public transportation, while over three-fifths (67%) perceived professionals as being aware of public transportation.



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

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

Table 2-11a

*Clientele's Perceptions of Inconveniences of Public Transportation (n = 54)*

<b>Clientele's Perceptions of Inconveniences of Public Transportation</b>	<b>Response</b>	<b>n</b>	<b>%***/ ****</b>
Public transportation convenient and easy to use	Yes	27	59
	No	19	41
Bus does not run late enough	Yes	22	56
Bus stops are too far from home/destination	Yes	19	49
Bus does not run on weekends	Yes	15	38
No service when needed	Yes	14	36
Bus does not run early enough	Yes	13	33
Bus schedules/information/maps are too hard to obtain or understand	Yes	11	28
Trips take too long	Yes	9	23
Long wait for bus	Yes	9	23
Advance reservation required	Yes	3	8
Bus stops were not safe	Yes	3	8
Bus was too expensive	Yes	3	8
Buses were not on time	Yes	2	5
Rude reservationist/office staff	Yes	1	3
Bus was not clean/comfortable	Yes	0	0
Reckless driving	Yes	0	0
Rude driver	Yes	0	0
Other	Yes	5	13

\*\*\* Total number for comments for the survey was  $n = 54$ . Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 54$ . Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- Nearly three- fifths (59%) of agencies perceived public transportation to be convenient and easy to use for their clientele.

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

- The five most reported perceived inconveniences of public transportation for clientele are the following: buses do not run late enough (56%), bus stops are too far from home/destination (49%), buses do not run on weekends (38%), no service when needed (36%) and bus does not run early enough (33%).

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

Table 2-11b

*Clientele's Perceptions of Inconveniences of Public Transportation (n = 54)*

<b>Clientele's Perceptions of Inconveniences of Public Transportation</b>	<b>Response</b>	<b>n</b>	<b>%***/ ****</b>
Public transportation is not available at times needed in the evenings	Yes	31	66
Public transportation does not go to the places needed	Yes	24	51
Public transportation is not available at times needed on the weekends	Yes	21	45
There is a lack of public transportation in the area	Yes	18	38
Cost of the ride to the passenger	Yes	8	17
Clients/customers/employees need more specialized public transportation than currently available	Yes	7	15
Public transportation requires advance reservation	Yes	6	13
There are no issues in public transportation that need to be resolved	Yes	5	11

\*\*\* Total number for comments for the survey was  $n = 54$ . Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 54$ . Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The three most reported perceived problems of public transportation for clientele are as follows: public transportation is not available at times needed in evenings (66%), public transportation does not go to places needed (51%) and public transportation is not available times needed on the weekends (45%).

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

Table 2-12

*Clientele's Usage of Public Transportation (n = 54)*

Clientele's Usage of Public Transportation	Response	n	%***
Does your agency use any bus tokens and/or passes from public transportation provider/HOP bus services to provide transportation for your clients/customers?	Yes	20	50
	No	20	50
Does your agency work directly with public transportation provider/HOP bus services to schedule rides for your clients/customers?	Yes	19	40
	No	28	60
Have your clients/customers ever used public transportation/HOP bus services in your community?	Yes	50	100
	No	0	0
Have your clients/customers ever used public transportation/HOP bus services to travel to another city?	Yes	35	81
	No	8	19

\*\*\* Total number for survey is n = 54. Any number errors in the tables are due to rounding and/or missing responses.

- Fifty-one percent of agencies reported providing bus tokens or passes to clientele and 40% of agencies report working directly with the public transportation provider to schedule rides for clientele.
- All (100%) agencies reported usage of public transportation by members of their clientele and 81% reported that some of their clients have traveled to another city using public transportation.

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

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

Table 2-13a

### *Agencies Perception of Clientele's Public Transportation Needs (n = 54)*

Agencies Perception of Clientele's Public Transportation Needs	Response	n	%***/ ****
How late should service run?	6:00 p.m.	4	8
	7:00 p.m.	4	8
	8:00 p.m.	7	14
	9:00 p.m.	9	18
	10:00 p.m.	11	22
	11:00 p.m.	14	29
Would your clients/customers use weekend services?	Saturday Only	11	24
	Sunday Only	0	0
	Both	30	67
	Neither	4	9
What kind of services do your clients/customers need the most?	Fixed Route Scheduled	20	44
	Door-To-Door	18	40
	Fixed Route Deviated	17	38
	Curb-To-Curb	14	31
If your clients/customers need an Attendant what form of assistance do the majority of your clients/customers need?	Mobility Aids	17	43
	Mobility Device	16	40
	Visual Impairments	10	25
	Confused Or Easily Lost	7	18
	Do Not Need	15	38

\*\*\* Total number for comments for the survey was  $n = 54$ . Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 54$ . Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The largest portion of agency respondents indicated a need for services running all weekend (67%) and until 11:00 p.m. (29%).

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

- Agencies indicated fixed route service (44%) and door-to-door (40%) as the two most needed forms of services, reflecting what is currently offered.
- The largest portion of agencies perceived a need for attendants to assist with individuals using mobility aids (43%), followed by using mobility devices (40%), having visual impairments (25%) and becoming confused or easily lost (18%).

# CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

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

Table 2-13b

*Agencies Perception of Clientele's Public Transportation Needs (n = 54)*

Agencies Perception of Clientele's Public Transportation Needs	Response	n	%***/ ****
What are the most important public transportation/HOP bus services needs in the region?	Medical Access	32	68
	Job Access	32	68
	Low-income Mobility	32	68
	Access To Retail	26	55
	Education	26	55
	Faith-based Access	22	47
	Disabled Mobility	21	45
	Elderly Mobility	20	43
	Other	4	9
Which is the most important public transportation/HOP bus services needs in the region?	Medical Access	15	31
	Job Access	11	23
	Low-income Mobility	9	19
	Access To Retail	5	10
	Disabled Mobility	3	6
	Education	1	2
	Faith-based Access	1	2
	Elderly Mobility	1	2
	Other	2	4

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

- The three most reported destinations for their clients were medical access, job access and low income mobility.

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

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

Table 2-14a

*Clientele Who Use Public Transportation (n = 54)*

Clientele Who Use Public Transportation	Response	n	%***/ ****
How often has the typical client/customer used public transportation provider/HOP bus services within the last year?	Less Than Once A Month	1	2
	Once Monthly	6	14
	Once Weekly	10	23
	More Than Once A Week	25	57
In using public transportation/HOP bus services do any of the following apply to a significant portion of your clients/customers trips?	Usually Travel With Children	21	47
	Rarely Travel With Children	11	24
	Never Travel With Children	2	4
	Sometimes Travel With Companions	20	44
	Rarely Travel With Companions	3	7
	Never Travel With Companions	0	0
	Usually Travel Alone	23	51
	Sometimes Travel Alone	15	33
	Always Travel Alone	3	7
Do your clients/customers pay for others to transport them?	Clients/Customers Pay Others Besides Public Transportation	27	64
	Clients/Customers Use Public Transportation	16	38
	Clients/Customers Transport Themselves	15	36
	The Agency Pays For Their Transport	5	11

\*\*\* Total number for comments for the survey was n = 54. Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is n = 54. Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.



## **CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation**

- Agencies perceived that the majority of their clientele who use public transportation use it more than once a week (57%).
- Agencies noted that the three most perceived means of using public transportation for their clientele were usually travel alone (51%), usually travel with children (47%) and sometimes travel with companions (44%).
- Thirty-six percent of agencies perceive that some of their clientele are paying others aside from public transportation to transport them.

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

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

Table 2-14b

*Clientele Who Use Public Transportation (cont.) (n = 54)*

Clientele Who Use Public Transportation (cont.)	Response	n	%***/ ****
If you or your clients/customers pay someone to transport them, how much is normally paid per trip?	Less Than \$5.00	15	39
	\$6.00 to \$10.00	15	39
	\$11.00 to \$15.00	3	8
	\$16.00 to \$20.00	2	5
	Our Clients/Customers Do Not Pay Individuals Other Than Public Transportation To Transport Them	2	5
	Our Clients/Customers Do Not Pay Anyone To Transport Them	1	3
For what purpose(s) do your clients/customers use public transportation/HOP bus services?	Medical Care Facilities	36	77
	Place Of Employment	32	68
	School/Education	28	60
	Shopping	23	49
	Religious Gathering	9	19
	Visiting/Social Outings	9	19
	Recreational Facilities	8	17
	Other	8	17
What cities do your clients/customers travel to when using public transportation/HOP bus services?	Killeen	40	87
	Harker Heights	31	67
	Copperas Cove	30	65
	Temple	27	59
	Belton	20	43
	Nolanville	15	33
	Fort Hood	2	4
	Other	4	8

\*\*\* Total number for comments for the survey was  $n = 54$ . Single comments with multiple themes were separated into the appropriate theme. Any number errors in the tables are due to rounding and/or missing responses.

\*\*\*\* Total number for survey is  $n = 54$ . Valid percent for the multiple-response items. Values represent the percent of agency participants who selected the category. Percentages summed will be greater than 100% due to the multiple-response characteristic of the item.

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

- Nearly one-half of agencies believe their clientele pay either less than \$5.00 (39%) or \$6.00 to \$10.00 per trip (39%).
- Agencies reported that the three most perceived purposes for using public transportation were medical access (77%), place of employment (68%) and school or education (60%).
- Agencies perceived that clientele use public transportation to travel to other cities, with the three most reported destinations being Killeen (83%), Harker Heights (67%) and Copperas Cove (65%).

## SUMMARY OF FINDINGS AND RECOMMENDATIONS

Overall, the needs assessment survey findings in this report align 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 \$15,000. By directing survey efforts toward individuals who are disabled, elderly, 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 and, as such, the agency version of the survey is recommended for elimination from future projects.

### Recommendations

Overall, the needs assessment survey of regional ground public transportation provided a wealth of information for stakeholders as they work to improve services for their clients. Additionally, the survey raised awareness of the services that the HOP provides to all customers and potential customers in the 9 county service area.

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

#### Increase of Awareness of Services through Marketing

- Update website.
- Market the HOP using regional media, PSAs, etc.
- Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses and at pick-up points on bus routes.
- Place maps, routes and pamphlets at agencies with large numbers of potential riders.

### **Future Transportation Needs**

- Participants reported a need for weekend services, longer service hours and more bus stops.
- Clarification of misinformation.
  - Rural services are only for individuals with disabilities.
  - Bus service does not extend to areas outside the city.
  - Prices for rural areas are often perceived to be more expensive than they actually are.

### **Need for Services on Fort Hood**

- During the course of the needs assessment survey many requests for services on Fort Hood were noted. In particular, the Exceptional Family Member program indicated that they had been in contact with the Director for Urban Operations with respect to providing service to Fort Hood.

### **Mail-Out/Mail-Back Surveys Were Not Effective**

- The original sampling plan called for the use of mail-out surveys as part of the data collection plan. As the project developed, it was decided to utilize a face-to-face, point of service data collection plan instead of the more traditional mail-out method proposed in the original methodology.
- In an attempt to maximize the distribution of surveys to clients, surveys were provided to agencies for distribution and were included in their monthly mailings to their clients. A large number of surveys were mailed out utilizing agency mail. Of the surveys mailed to clientele, approximately 50 (10%) were returned. Due to the minimal response rate, this manner of data collection proved to be cost ineffective.

### **Shorter Surveys**

- The requirement required a survey that could be completed within 6 minutes. While this survey criterion was accomplished, the resulting survey was approximately 13 pages and it may have led to fewer responses and an overall lower degree of participation.

**Focus on Participants and Not Agencies**

- Riders and potential riders are the focal point for this survey, so the emphasis should be on collecting the most up-to-date and accurate information from riders and potential riders.
- Agency participants completing surveys often had an incomplete awareness of their clientele's transportation needs. To accurately assess the different needs of the community, a multiple survey approach is recommended for future use. A four-survey method would allow stakeholders a better understanding of participant's needs based on public transportation services they utilize. The four surveys should be directed at participants who utilize fixed-route services, door-to-door services or special transit services and those who do not utilize services.

**Fort Hood Treated as a County**

- Recommend the addition of Fort Hood as a response option on the needs assessment survey when asking for participants' county of residence.

**APPENDIX A**  
**PARTICIPANT NEEDS ASSESSMENT SURVEY**



TEXAS A&M  
UNIVERSITY  
CENTRAL TEXAS

## Needs Assessment Survey of Regional Ground Public Transportation



### Purpose Statement

Public transportation is a vital asset to your local communities. Public transportation creates opportunities for individuals such as education, employment, recreation, shopping, social activities, community activities and cultural activities that many individuals would not otherwise have. By completing the following survey, you will be aiding individuals in your community as well as helping to shape your local community and public transportation for a better tomorrow.

### Confidentiality

Your participation in this research study is 100% voluntary. If you decide to participate in this research survey, you may withdraw at any time. If you decide not to participate in this study or if you withdraw from participating at any time, you will not be penalized. All data are stored in a password protected electronic format to help protect your confidentiality. This research is being conducted by the Central Texas Council of Governments in conjunction with the Central Texas Regional Transportation Advisory Group and Texas A&M University-Central Texas.



## ***Participant Demographics***

1. I consider myself a/an

☐ Urban Resident (City)

☐ Rural Resident (Country)

2. I am

☐ Male

☐ Female

3. I am

☐ African American  
(White)

☐ Asian

☐ Caucasian

☐ Latino

☐ Native American

☐ Middle Easterner

☐ Pacific Islander

☐ Multi-racial

☐ Other (please specify): \_\_\_\_\_

4. Is English your first language? If not please specify what your first language is?

☐ Yes

☐ No, please specify what your first language is: \_\_\_\_\_

5. Please select your age group

☐ 16 or under

☐ 17 to 24

☐ 25 to 34

☐ 35 to 44

☐ 45 to 54

☐ 55 to 64

☐ 65 and older

6. My yearly household income is

☐ Less than \$15,000

☐ \$15,000 to \$24,999

☐ \$25,000 to \$34,999

☐ \$35,000 to \$49,999

☐ \$50,000 to \$74,999

☐ \$75,000 to \$99,999

☐ \$100,000 to \$199,999

☐ \$200,000 or more

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

7. What is your occupation?

- ☐ Unemployed
- ☐ Retired
- ☐ Student
- ☐ Homemaker
- ☐ Management/professional/related occupations
- ☐ Service occupations
- ☐ Construction/extractions/maintenance occupations
- ☐ Sales and office occupations
- ☐ Farming/fishing/ranching
- ☐ Armed forces
- ☐ Production/transportation/material moving occupations

8. In which county do you live?

- ☐ Bell                      ☐ Coryell                      ☐ Hamilton                      ☐ Lampasas
- ☐ Llano                      ☐ Mason                      ☐ Milam                      ☐ Mills
- ☐ San Saba

9. In which city/town do you live?

- ☐ City/town: \_\_\_\_\_
- ☐ Live outside of the city limits, please specify nearest city/town: \_\_\_\_\_

10. On which street do you live? (optional)

Street: \_\_\_\_\_

11. How many working vehicles do members of your household have?

- ☐ 1              ☐ 2              ☐ 3              ☐ 4              ☐ More              ☐ None

12. Do you live in a/an

- ☐ Apartment                      ☐ Mobile home                      ☐ House
- ☐ Duplex/Four-plex

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

13. Do you own or rent your place of residence?

☐ Own

☐ Rent

☐ Neither

14. How many children under the age of 18 live in your home?

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ More

15. How many people age 60 or older live in your home?

☐ 0

☐ 1

☐ 2

☐ 3

☐ More

16. Counting yourself, how many people in your household are employed full-time?

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

☐ More

### ***Participant Awareness***

17. Are you aware of public transportation/HOP bus services in your community?

☐ Yes

☐ No

18. Are you aware that the HOP bus service is your local public transportation provider?

☐ Yes

☐ No

19. Have you ever used public transportation/HOP bus services in your community?

☐ Yes

☐ No

20. If you have used public transportation/HOP bus services, were they convenient and easy to use?

☐ Yes

☐ No

☐ I do not use public transportation

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

21. If public transportation/HOP bus services were NOT convenient and easy to use, why not? (please select all which apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Bus does not run early enough  | <input type="checkbox"/> Bus does not run late enough |
| <input type="checkbox"/> Bus does not run on weekends   | <input type="checkbox"/> Advance reservation required |
| <input type="checkbox"/> No service when needed   | <input type="checkbox"/> Buses were not on time       |
| <input type="checkbox"/> Trips take too long  | <input type="checkbox"/> Bus stops were not safe      |
| <input type="checkbox"/> Bus stops are too far from home/destination                              | <input type="checkbox"/> Long wait for bus            |
| <input type="checkbox"/> Bus was not clean or comfortable   | <input type="checkbox"/> Bus was too expensive        |
| <input type="checkbox"/> Reckless driving   | <input type="checkbox"/> Rude driver                  |
| <input type="checkbox"/> Rude reservationist/office staff   |   |
| <input type="checkbox"/> Bus schedules, information, or maps are too hard to obtain or understand |   |
| <input type="checkbox"/> I do not use public transportation                                       |   |
| <input type="checkbox"/> Other, please specify: _____   |   |

22. Have you ever used public transportation/HOP bus services to travel to another city or town?

- ☐ Yes                      ☐ No

23. Have you ever used public transportation/HOP bus services to travel to Temple or Killeen?

- ☐ Killeen                      ☐ Temple                      ☐ Both                      ☐ Neither
- ☐ I have never used public transportation

24. Are you aware of the public transportation/HOP bus service HOURS available in your community?

- ☐ Yes                      ☐ No

25. How late should service run?

- ☐ 6:00 PM                      ☐ 7:00 PM                      ☐ 8:00 PM                      ☐ 9:00 PM                      ☐ 10:00 PM                      ☐ 11:00 PM

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

26. Are you aware of the public transportation/HOP bus service DAYS available in your community?

- ☐ Yes ☐ No

27. Should service run on the weekends?

- ☐ Saturday only ☐ Sunday only ☐ Both  
☐ Neither

28. Do you know where the public transportation provider/HOP bus services can and cannot take you IN your community?

- ☐ Yes ☐ No

29. Do you know where the public transportation provider/HOP bus services can and cannot take you OUTSIDE your community?

- ☐ Yes ☐ No

30. Are you familiar with any of the regular fixed routes offered by your public transportation provider/HOP bus services?

- ☐ Yes ☐ No

31. Are there any problems in your neighborhood that make getting to the bus stop difficult? (please select all which apply)

- ☐ Distance to nearest bus stop  
☐ Concern about personal safety to and from bus stop  
☐ Steep curbs/no sidewalk ramp  
☐ No sidewalks or improperly maintained sidewalks  
☐ No shelter/bench at bus stop  
☐ Do not ride the bus  
☐ No problems

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

32. Do you or a family member have a disability which affects your transportation choices?

- ☐ I have a disability that affects my transportation choice
- ☐ Someone in my family has a disability that affects our transportation choice
- ☐ More than one family member in my household has a disability that affects our transportation choice
- ☐ No one in my household has a disability that affects our transportation choice

33. If you do know someone who needs public transportation/HOP bus services, which of the following best describes them?

- ☐ No other means of transportation is available due to their personal circumstances (economic, family, etc.)
- ☐ They suffer from physical or mental disabilities that restrict travel options
- ☐ I do not know anyone who needs public transportation/HOP bus services
- ☐ Other, please specify: \_\_\_\_\_

34. Public transportation/HOP bus services are for?

- ☐ Those who use a wheelchair or other mobility aid
- ☐ Those who do not have a vehicle
- ☐ Those who can no longer drive due to health reasons
- ☐ Those who do not have a license
- ☐ Everyone
- ☐ None of the above

35. How important are public transportation/HOP bus services to your COMMUNITY?

- ☐ Important
- ☐ Not Important

36. How aware are people of public transportation/HOP bus services and what they offer?

- ☐ Aware
- ☐ Not aware

37. Do you currently use public transportation/HOP bus services?

- ☐ Yes, **If yes please answer the section titled “Participants Who Use Public Transportation” and skip the section titled “Participants Who Have Other Means of Transportation”.**
- ☐ No, **If no please answer the section titled “Participants Who Have Other Means of Transportation” and skip the section titled “Participants Who Use Public Transportation”.**

### ***Participants Who Use Public Transportation***

38. For what purpose(s) do you use public transportation/HOP bus services? (please select all which apply)

- ☐ Religious gatherings
- ☐ School/education
- ☐ Place of employment
- ☐ Shopping
- ☐ Visiting/social outings
- ☐ Recreational facilities
- ☐ Medical care facilities
- ☐ Other, please specify: \_\_\_\_\_

39. How often have you used public transportation/HOP bus services within the last year?

- ☐ Once weekly
- ☐ More than once a week
- ☐ Less than once a month
- ☐ Once monthly

40. In using public transportation/HOP bus services, do any of the following apply to a significant portion of your trips? (please select all which apply)

- ☐ I usually travel with children
- ☐ I rarely travel with children
- ☐ I never travel with children
- ☐ I sometimes travel with one or more companions
- ☐ I rarely travel with companions
- ☐ I never travel with companions
- ☐ I usually travel alone
- ☐ I sometimes travel alone
- ☐ I always travel alone
- ☐ I need an attendant to travel with me

41. If you need an attendant, what form of assistance do you need? (please select all which apply)

- ☐ To help me due to visual impairments
- ☐ To help me move in my mobility device
- ☐ To help me walk with or without mobility aids (crutches, walker, etc.)
- ☐ To help me when I may become confused or easily lost
- ☐ I do not need an attendant

42. Which of the following places have you visited within the last two months using public transportation/HOP bus services? (please select all which apply)

- ☐ Religious gatherings
- ☐ School/education
- ☐ Shopping
- ☐ Visiting/social outings
- ☐ Place of employment
- ☐ Recreational facilities
- ☐ Medical care facilities
- ☐ Other, please specify: \_\_\_\_\_



43. If you have used public transportation/HOP bus services, which of the following trips have you made using public transportation/HOP bus services within the two last month? (please list actual locations in the blanks i.e. store names or names of medical care facilities)

☐ Medical care facilities: \_\_\_\_\_

☐ School: \_\_\_\_\_

☐ Place of employment: \_\_\_\_\_

☐ Religious gatherings: \_\_\_\_\_

☐ Recreational facilities/Visiting/Social: \_\_\_\_\_

☐ Shopping (Grocery, Etc.): \_\_\_\_\_

44. What is the most important destination you want to reach using the public transportation provider/HOP bus services, but cannot because the public transportation provider does not go there?

City: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Location: \_\_\_\_\_

45. Do you pay individuals other than public transportation to transport you? (i.e. friends, family members or neighbors)

☐ Yes

☐ No

46. If you pay someone to transport you other than public transportation, how much do you normally pay them per trip?

☐ Less than \$5.00

☐ \$6.00-\$10.00

☐ \$11.00-\$15.00

☐ \$16.00-\$20.00

☐ I do not pay individuals other than public transportation to transport me

☐ I do not pay anyone to transport me

47. What kind of services do you need the most? (please select all which apply)

- ☐ Fixed route scheduled bus service (pickup at designated bus stops only)
- ☐ Fixed route deviated service (bus operates on a regular route but can go off routes upon request)
- ☐ Door-to-door pickup and drop off (bus service can be called ahead for a scheduled pickup for the elderly or persons with disabilities.)
- ☐ Curb-to-curb (bus services can be called ahead for a scheduled pickup)
- ☐ Other, please specify: \_\_\_\_\_

### ***Participants Who Have Other Means of Transportation***

48. Why do you prefer to travel without using public transportation/HOP bus services? (please select all which apply)

- ☐ Cleaner/more comfortable
- ☐ Multiple trip options
- ☐ Not comfortable with strangers
- ☐ Lack of storage area for Purchased goods
- ☐ Convenience
- ☐ No advance calls
- ☐ Quicker trips
- ☐ More dependable
- ☐ Transporter relationship
- ☐ Not transit dependent
- ☐ Do not have to wait for the bus
- ☐ Other, please specify: \_\_\_\_\_

49. If you do not use public transportation/HOP bus services, how do you travel? (please select all which apply)

- ☐ Own car
- ☐ Friend/neighbor
- ☐ Family member
- ☐ Taxi
- ☐ Agency provides transportation
- ☐ Bicycle
- ☐ Transportation provided by religious organization
- ☐ Other, please specify: \_\_\_\_\_

50. Do you pay individuals other than public transportation to transport you?

- ☐ Yes
- ☐ No

## CTCOG/CTRTAG Needs Assessment Survey of Regional Ground Public Transportation

51. If you pay someone to transport you, how much do you normally pay them per trip?

- ☐ Less than \$5.00
- ☐ \$6.00-\$10.00
- ☐ \$11.00-\$15.00
- ☐ \$16.00-\$20.00
- ☐ I do not pay individuals other than public transportation to transport me
- ☐ I do not pay anyone to transport me

52. If you do not use public transportation/HOP bus services, how expensive must gasoline become for you to consider using public transportation?

- ☐ \$4.00/gal
- ☐ \$4.50/gal
- ☐ \$5.00/gal
- ☐ \$5.50/gal
- ☐ \$6.00/gal
- ☐ More

***Comments (optional)***

1. What is the best quality pertaining to public transportation/HOP bus services?

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2. What one quality pertaining to public transportation/HOP bus service needs to be improved?

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3. What one question was not asked on the survey that should have been asked?  
(please specify both the question and your answer to the question)

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## Thank you for taking the survey

The information that you have provided will be used to help develop and improve the current public transportation system.

### Opportunity to Participate in a Focus Group

We appreciate the time you gave to complete this survey. If you would like to be contacted to participate in a focus group regarding the needs of public transportation, please complete the following form.

### Focus Group Information

Please provide the following information so that we may contact you at a later date. Thank you for taking the time to participate.

**Please provide your name, phone number and mailing address. E-mail addresses are optional.**

_____		_____
Name		
_____		
Phone Number		
_____		_____
Street Address		City
Zip Code		
_____		
E-mail Address		

**APPENDIX B**  
**AGENCY NEEDS ASSESSMENT SURVEY**



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## Needs Assessment Survey of Regional Ground Public Transportation



### Purpose Statement

Public transportation is a vital asset to your local communities. Public transportation creates opportunities for individuals such as education, employment, recreation, shopping, social activities, community activities and cultural activities that many individuals would not otherwise have. By completing the following survey, you will be aiding individuals in your community as well as helping to shape your local community and public transportation for a better tomorrow.

### Confidentiality

Your participation in this research study is 100% voluntary. If you decide to participate in this research survey, you may withdraw at any time. If you decide not to participate in this study or if you withdraw from participating at any time, you will not be penalized. All data are stored in a password protected electronic format to help protect your confidentiality. This research is being conducted by the Central Texas Council of Governments in conjunction with the Central Texas Regional Transportation Advisory Group and Texas A&M University-Central Texas.

## ***Agency Demographics***

1. Which agency do you represent?

Agency name: \_\_\_\_\_

2. Which department of the agency do you work in?

Agency department: \_\_\_\_\_

3. Name of employee completing survey

Name: \_\_\_\_\_

4. In which age groups are the majority of your clients/customers? (please select all which apply)

☐ 16 or under                      ☐ 17 to 24                      ☐ 25 to 34  
☐ 35 to 44                      ☐ 45 to 54                      ☐ 55 to 64  
☐ 65 and older

5. In which counties do the majority of your clients/customers live? (please select all which apply)

☐ Bell                      ☐ Coryell                      ☐ Hamilton                      ☐ Lampasas  
☐ Llano                      ☐ Mason                      ☐ Milam                      ☐ Mills  
☐ San Saba

6. In which cities/towns do the majority of your clients/customers live? (please select all which apply)

☐ Belton                      ☐ Copperas Cove                      ☐ Harker Heights                      ☐ Killeen  
☐ Temple                      ☐ Other, please specify: \_\_\_\_\_

7. What percentage of your clients/customers report having a transportation barrier?

☐ 100 percent                      ☐ 75 percent                      ☐ 50 percent                      ☐ 25 percent  
☐ 0 percent

8. What is the total estimated number of children under the age of 18 that are served directly by your agency? Please specify: \_\_\_\_\_

9. What is the total estimated number of people age 60 or older that are served directly by your agency? Please specify: \_\_\_\_\_



10. What best describes your role or the role of the agency you represent? (please select all which apply)

- ☐ General public ☐
- Elderly services
- ☐ Disabled services ☐
- Veteran services
- ☐ Education, K-12, public ☐ Education, K-12, private
- ☐ Education, college/university/vocational
- ☐ Workforce/employee services ☐ Medical services
- ☐ Governmental services ☐ Private business
- ☐ Health and human services

11. Does your agency provide services to individuals whose first language is not English?

- ☐ Yes ☐ No

### ***Agency Questionnaire***

12. Does your agency use any bus tokens and/or passes purchased from public transportation provider/HOP bus services to provide transportation for your clients/customers?

- ☐ Yes ☐ No

13. Does your agency work directly with public transportation provider/HOP bus services to schedule rides for your clients/customers?

- ☐ Yes ☐ No

14. What are the most common public transportation/HOP bus service issues that you or your clients/customers face? (please select all which apply)

- ☐ Public transportation is NOT available at times needed in evenings
- ☐ Public transportation is NOT available at times needed on weekends
- ☐ Public transportation does NOT go to the places needed
- ☐ There is a lack of public transportation in the area
- ☐ Cost of the ride to the passenger

- ☐ Public transportation requires advance reservation
  - ☐ Clients/customers/employees need more specialized public transportation than currently available
  - ☐ There are no issues in public transportation that need to be resolved
15. What kinds of services do your clients/customers need most? (please select all which apply)
- ☐ Fixed route scheduled bus service (pickup at designated bus stops only)
  - ☐ Fixed route deviated service (bus operates on a regular route but can go off routes upon request)
  - ☐ Door-to-door pickup and drop off (bus service can be called ahead for a scheduled pickup for the elderly or persons with disabilities.)
  - ☐ Curb-to-curb (bus services can be called ahead for a scheduled pickup)
  - ☐ Other, please specify: \_\_\_\_\_

### ***Agency Awareness***

16. Are you aware of public transportation/HOP bus services in your community?
- ☐ Yes                      ☐ No
17. Have your clients/customers ever used public transportation/HOP bus services in your community?
- ☐ Yes                      ☐ No
18. If your clients/customers have used public transportation/HOP bus services, do you believe it was convenient and easy to use for them?
- ☐ Yes                      ☐ No

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

19. If public transportation/HOP bus services were NOT convenient and easy to use, why not? (please select all which apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Bus does not run early enough  | <input type="checkbox"/> Bus does not run late enough     |
| <input type="checkbox"/> Bus does not run on weekends   | <input type="checkbox"/> Advance reservation required     |
| <input type="checkbox"/> No service when needed   | <input type="checkbox"/> Buses were not on time           |
| <input type="checkbox"/> Trips take too long  | <input type="checkbox"/> Bus stops were not safe          |
| <input type="checkbox"/> Bus stops are too far from home/destination                              |   |
| <input type="checkbox"/> Long wait for bus or comfortable   | <input type="checkbox"/> Bus was not clean                |
| <input type="checkbox"/> Bus was too expensive  | <input type="checkbox"/> Reckless driving                 |
| <input type="checkbox"/> Rude driver  | <input type="checkbox"/> Rude reservationist/office staff |
| <input type="checkbox"/> Bus schedules, information, or maps are too hard to obtain or understand |   |
| <input type="checkbox"/> Our clients/customers do not use public transportation                   |   |
| <input type="checkbox"/> Other, please specify:_____  |   |

20. Have your clients/customers ever used public transportation/HOP bus services to travel to another city?

- ☐ Yes                      ☐ No

21. Are you aware of the public transportation provider/HOP bus service HOURS available in your community?

- ☐ Yes                      ☐ No

22. How late should services run?

- |                                   |                                   |                                  |                                  |
|-----------------------------------|-----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> 6:00 PM  | <input type="checkbox"/> 7:00 PM  | <input type="checkbox"/> 8:00 PM | <input type="checkbox"/> 9:00 PM |
| <input type="checkbox"/> 10:00 PM | <input type="checkbox"/> 11:00 PM |                                  |                                  |

23. Are you aware of the public transportation provider/HOP bus service DAYS available in your community?

- ☐ Yes                      ☐ No

24. Would your clients/customers use weekend services?

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

☐ Saturday only      ☐ Sunday only      ☐ Both      ☐  
Neither

25. Do you know where the public transportation provider/HOP bus services can and cannot take you or your clients/customers IN your community?

☐ Yes      ☐ No

26. Do you know where the public transportation provider/HOP bus services can and cannot take you or your clients/customers OUTSIDE your community?

☐ Yes      ☐ No

27. Do a majority of your clients/customers or their family members have a disability that affects their transportation choices?

☐ Yes      ☐ No

28. If any of your clients/customers need services from public transportation/HOP bus services, which of the following best describes their situation? (please select all which apply)

- ☐ No other means of transportation is available due to their personal circumstances (economic, family, etc.)
- ☐ They suffer from physical or mental disabilities that restrict travel options
- ☐ I do not know anyone who needs public transportation/HOP bus services
- ☐ Other, please specify: \_\_\_\_\_

29. What are the most important public transportation/HOP bus services needs in the region? (please select all which apply) \*Region is defined as the following counties: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba

- ☐ Access to retail (shopping, grocery, etc.)      ☐ Disabled mobility
- ☐ Education      ☐
- Elderly mobility
- ☐ Faith-based access (church services, etc.)      ☐ Job access
- ☐ Low-income mobility
- ☐ Medical access (doctor's appointments, pharmacy, etc.)
- ☐ Other, please specify: \_\_\_\_\_

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

30. Which is the MOST IMPORTANT issue regarding public transportations/HOP bus service in the region? (please select only one) \*Region is defined as the following counties: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba

- ☐ Access to retail (shopping, grocery, etc.) ☐ Disabled mobility
- ☐ Education ☐
- Elderly mobility
- ☐ Faith-based access (church services, etc.) ☐ Job access
- ☐ Medical access (doctor's appointments, pharmacy, etc.)
- ☐ Low-income mobility
- ☐ Other, please specify: \_\_\_\_\_

31. How important are public transportation/HOP bus services to your COMMUNITY?

- ☐ Important ☐ Not important

32. How important are public transportation/HOP bus services to your REGION?

- ☐ Important ☐ Not important

33. How aware are people of public transportation/HOP bus services in your region?

- ☐ Aware ☐ Not aware

34. How aware are professionals (medical professionals, social service professionals, public agency professionals) of public transportation/HOP bus services and what they offer?

- ☐ Aware ☐ Not aware

### ***Agency Clients Who Use Public Transportation***

35. What cities do your clients/customers travel to when using public transportation/HOP bus services? (please select all which apply)
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Belton                      | <input type="checkbox"/> Copperas Cove | <input type="checkbox"/> Harker Heights |
| <input type="checkbox"/> Killeen                     | <input type="checkbox"/> Nolanville    | <input type="checkbox"/> Temple         |
| <input type="checkbox"/> Other, please specify:_____ |  |   |
36. For what purposes do your clients/customers use public transportation/HOP bus services? (please select all which apply)
- |   |   |
|---|---|
| <input type="checkbox"/> Religious gatherings           | <input type="checkbox"/> School/education |
| <input type="checkbox"/> Shopping                       | <input type="checkbox"/>                  |
| Visiting/social outings                                 |   |
| <input type="checkbox"/> Place of employment facilities | <input type="checkbox"/> Recreational     |
| <input type="checkbox"/> Medical care facilities        |   |
| <input type="checkbox"/> Other, please specify:_____    |   |
37. If your clients/customers have used public transportation/HOP bus services, which of the following trips have they made using public transportation/HOP bus services within the last month? (please name all which apply)
- |   |       |
|---|-------|
| <input type="checkbox"/> Medical care facilities:                 | _____ |
| <input type="checkbox"/> School:                                  | _____ |
| <input type="checkbox"/> Place of employment:                     | _____ |
| <input type="checkbox"/> Religious gatherings:                    | _____ |
| <input type="checkbox"/> Recreational facilities/Visiting/Social: | _____ |
| <input type="checkbox"/> Shopping(Grocery, Etc.):                 | _____ |

38. How often has the typical client/customer used the public transportation provider/HOP bus services within the last year?
- ☐ Less than once a month                      ☐ Once monthly                      ☐
- Once weekly
- ☐ More than once a week
39. In using public transportation/HOP bus services do any of the following apply to a significant portion of your clients'/customers' trips? (please select all which apply)
- ☐ They usually travel with children
- ☐ They rarely travel with children
- ☐ They never travel with children
- ☐ They sometimes travel with one or more companions
- ☐ They rarely travel with companions
- ☐ They never travel with companions
- ☐ They usually travel alone
- ☐ They sometimes travel alone
- ☐ They always travel alone
- ☐ They need an attendant to travel with them
40. If your clients/customers need an attendant, what form of assistance do the majority of your clients/customers need? (please select all which apply)
- ☐ Assistance for individuals with visual disabilities
- ☐ Assistance for individuals in mobility devices
- ☐ Assistance for individuals with mobility aids (crutches, walker, etc.)
- ☐ Assistance for individuals who become confused or easily lost
- ☐ Our clients/customers do not need an attendant

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

41. What is the most important destination your clients/customers want to reach using the public transportation provider/HOP bus services, but cannot because the public transportation provider does not go there?

City:\_\_\_\_\_ Zip Code:\_\_\_\_\_

Location:\_\_\_\_\_

42. Do your clients/customers pay for others to transport them? (please select all which apply)

- ☐ The agency pays for their transport
- ☐ The clients/customers use public transportation
- ☐ The clients/customers pay others besides public transportation to transport them
- ☐ The clients/customers transport themselves

43. If you or your clients/customers pay someone to transport them, how much is normally paid per trip?

- ☐ Less than \$5.00
- ☐ \$6.00-\$10.00
- ☐ \$11.00-\$15.00
- ☐ \$16.00-\$20.00
- ☐ Our clients/customers do not pay individuals other than public transportation to transport them
- ☐ Our clients/customers do not pay anyone to transport them



***Comments (optional)***

1. What is the best quality pertaining to public transportation/HOP bus services?

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2. What one quality pertaining to public transportation/HOP bus service needs to be improved?

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3. What one question was not asked on the survey that should have been asked? (please specify both the question and your answer to the question)

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## Thank you for taking the survey

The information that you have provided will be used to help develop and improve the current public transportation system.

## Opportunity to Participate in a Focus Group

We appreciate the time you gave to complete this survey. If you would like to be contacted to participate in a focus group regarding the needs of public transportation, please complete the following form.

### Focus Group Information

Please provide the following information so that we may contact you at a later date. Thank you for taking the time to participate.

**Please provide your name, phone number and mailing address. E-mail addresses are optional.**

_____	_____	
<b>Name</b>	<b>Phone Number</b>	
_____	_____	_____
<b>Street Address</b>	<b>City</b>	<b>Zip Code</b>
_____		
<b>E-mail Address</b>		

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Final Report:  
November  
2012

# Needs Assessment Survey of Regional Ground Public Transportation Central Texas Council of Governments and Central Texas Regional Transportation Advisory Group

This report presents comprehensive findings of the needs assessment survey of regional ground public transportation conducted for the Central Texas Council of Governments and the Central Texas Regional Transportation Advisory Group (CTCOG/CTR TAG) project.

The purpose of the regional ground public transportation needs assessment survey was to obtain information on regional ground public transportation needs to include frequency of trips and destinations. Stakeholders included representatives of public, private and non-profit transportation providers: recipients of rural and small urban transportation funding; human services providers and members of the public who provided insight into local transportation needs including but not limited to individuals with disabilities, older adults and individuals with low incomes.

Texas A&M University-Central Texas was commissioned to serve as the contractor for the needs assessment survey. Faculty and students worked to develop a plan to create needs assessment materials and activities as part of an inclusive process engaging diverse stakeholders, as outlined by the CTCOG/CTR TAG scope of work.



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## **APPENDIX D**

### **Limited English Proficiency Plan**

# Limited English Proficiency (LEP) Plan

*To ensure individuals with  
limited English proficiency have  
meaningful access to  
transportation programs,  
services, and information.*



**This LEP Plan, prepared by Hill Country Transit District  
and submitted to the Federal Transit Administration in March 2012,  
covering the counties of Bell, Coryell, Hamilton, Lampasas, Llano,  
Mason, Milam, Mills, and San Saba,  
is hereby adopted by the  
Central Texas Regional Transportation Advisory Group  
on May 2, 2012.**

A handwritten signature in blue ink, reading "Carole Warlick", is positioned above a horizontal line.

Carole Warlick, Chair  
Central Texas Regional Transportation  
Advisory Group

A handwritten signature in blue ink, reading "Annette Shepherd", is positioned above a horizontal line.

Annette Shepherd, Director  
Central Texas Council of Governments  
Planning & Regional Services Division

## **Limited English Proficiency (LEP) Certification**

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency", indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its' respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including transit providers and Lead Agencies which receive federal assistance through the Texas Department of Transportation (TxDOT).

The Limited English Proficiency Plan prepared by Hill Country Transit District (HCTD) addresses responsibilities as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et se, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

The undersigned, known as Central Texas Regional Transportation Advisory Group (CTRTAG), hereby certifies that it has adopted HCTD's LEP Plan and will take responsible steps to carry out said Plan to all counties served by entity, ensure meaningful access to the benefits, services, information and activities for individuals who are Limited English Proficient (LEP). The undersigned has agreed to work together formally with HCTD to coordinate activities and prevent violations of the law, including regulations applicable to this entity or its officers or employees and that the LEP program satisfies the requirements of Executive Order 13166.

### Central Texas Regional Transportation Advisory Group

Name of entity

By: Cheryl Maxwell  
Cheryl Maxwell

Title: CTRTAG Secretary

Date: 5-17-12

List of Counties served: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba.

# Hill Country Transit District

## Providing Access to Benefits and Services for Persons with Limited English Proficiency (LEP)

HCTD strives to provide effective, efficient, and equitable service to all individuals regardless of their ability to speak, read, or write English. Service delivery options are available to LEP individuals, enabling them to communicate effectively with HCTD in person, over the phone, in writing, and through electronic media. HCTD has conducted an analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services with LEP. The purpose is to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

HCTD has examined the services it provides and has developed this policy to give LEP persons meaningful access to its services, without unduly burdening the fundamental mission of the agency.

The factors that have been considered in determining what constitutes reasonable steps to ensure meaningful access include:

- number or proportion of LEP persons in the eligible service population;
- frequency with which LEP individuals come into contact with the program;
- importance of the service provided by the program; and
- resources available to the recipient.

**Factor 1 Analysis:** The number and proportion of LEP persons served or encountered in the eligible service population.

### Task 1, Step 1: Examine prior experiences with LEP individuals.

HCTD serves a diverse community consisting of many nationalities produced from a military environment such as Fort Hood, Texas. In most cases, the information needed from HCTD relate to use of transit services including request for route and schedule information, fare information, transfers, etc. Rarely does the customer not speak English or have English-speaking family members available to assist with translation if needed.

### Task 1, Step 2: Become familiar with data from the U.S. Census.

The 2010 Census describes the languages spoken in HCTD's service area. Bell County is the largest, most populated portion of the service area. This chart shows LEP individuals in the service area. Numbers used were those who spoke English *not well or not at all*. The most significant non-English languages speak Spanish. This data is included in *Addendum B*.



County	Total Population	LEP#	LEP %
Bell	276,177	6,705	2.4
Coryell	67,991	1291	1.8
Hamilton	8,023	104	1.2
Lampasas	18,414	471	2.5
Llano	18,212	336	1.8
Mason	3,718	40	1.0
Milam	23,183	626	2.7
Mills	4,617	241	5.2
San Saba	5,675	123	2.1

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

HCTD's service area includes the Central Texas Counties of: Bell, Coryell, Hamilton, Lampasas, Llano, Mason Milam, Mills, and San Saba.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

Addendum B contains census data on English proficiency in HCTD's service area, listing population by language and the numbers of those speaking English *very well*, *well*, *not well*, or *not at all*.

Task 1, Step 2C: Analyze the data you have collected.

Non-proficiency is determined by adding those who speak English in any category other than *very well*.

- A total of **9,937** persons are identified with limited English proficiency.
- Among the Spanish-speaking population **7,679** persons are not proficient with English.
- For Asian or Pacific Island languages, **1,433** are not English proficient.
- The remaining **825** speak either Indo-European or other languages

Of the total service area population (**426,010**), **2.3%** are persons with limited English proficiency.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

In analyzing individual census tracts, there is no major area of concentration, with the exception of Bell and Coryell counties, where most of the Asian or Pacific Island-speaking population resides.

Task 1, Step 3: Consult state and local sources of data.

The Texas Education Agency (TEA) has developed and implemented a number of different programs designed to address the unique needs of the more than 16% of Texas public school students who are non-native English speakers. Spanish is the dominant language of this group, though there are over 100 different languages spoken in the homes of these children. Recent performance results on the Texas Assessment of Knowledge and Skills (TAKS) standardized state exam suggest that additional assistance focused on the needs of students with limited English language proficiency is warranted. Pre-K LEP was created to address the educational needs of English language learning preschool students and was evaluated based on data collected during the 2009-10 school year. As specified in statute, the Pre-K LEP program must provide opportunities for the acquisition of English while supporting a child's first language through the provision of social services, appropriate training and modeling, research-based curricula and supplies to enhance the development of both languages.

The data from the Department of Labor covers the Central Texas Workforce Investment Area which includes 7 of the 9 counties of the HCTD service area. Again Spanish is the predominate LEP. The Central Texas Workforce provides employment and training opportunities for this area.

Task 1, Step 4: Reach out to Community organizations that serve LEP persons.

HCTD has a working relationship with each of the County governments and major cities in the service area. A representative of these government entities serve on HCTD's Board of Directors, where all aspects of service are addressed. HCTD works closely with the Central Texas Workforce Commission the Central Texas Council of Governments. HCTD continues to reach out to local independent school staff on an as needed basis to ensure LEP populations are being served. Currently, there are no community Hispanic or Korean organizations in the service area.

Task 1, Step 4A: Identify Community Organizations.

Covered in Task 1, Step 4.

Task 1, Step 4B: Contact relevant community organizations.

HCTD continues to partnership with entities as described in Task 1, Step 4; and will be pro-active in partnering with new organizations to provide service to the LEP population.

Task 1, Step 4C: Obtain information.

Contact information is readily available.

**Factor 2 Analysis:** The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2, Step 1: Review the relevant programs, activities, and services you provide.

LEP individuals potentially may inquire about and the use of HCTD's service on a daily basis. Operational services include fixed route service, special transit service, general transportation , medical transportation program, school transportation, senior nutrition transportation, and other transportation services HCTD may provide. LEP persons may come into contact with HCTD by calling or visiting administrative offices, calling dispatch/scheduling, as well as using the HCTD web site.

Task 2, Step 2: Review information obtained from community organizations.

Information obtained from community organizations have not provided additional useful information not previously known. However, as HCTD continues to analyze its outreach and services provided to LEP individuals, we will consistently seek helpful information from the community.

Task 2, Step 3: Consult directly with LEP persons.

With the low number of LEP individuals utilizing HCTD's service, there has not been a need for this particular outreach. However, HCTD staff who occasionally come in contact with LEP persons advise them of language assistance measures in place within the organization, and also ask what additional language assistance measure would be beneficial.

**Factor 3 Analysis:** The importance to LEP persons of your programs, activities, and services.

Task 3, Step 1: Identify your agency's most critical services.

HCTD recognizes all aspects of public transportation are important to LEP persons; however, limited English proficiency may be a barrier to using these services and the consequences for the individual

may be serious, such as: limited access to health care, education, or employment. HCTD has determined information critical to LEP persons are as follows:

- Security information (*TransitWatch*);
- Emergency evacuation of vehicle information;
- Route and schedule information;
- Fare and payment information;
- System rules;
- Complaint information;
- Communication related to transit planning/changes.

Task 3, Step 2: Review input from community organizations and LEP persons.

No new information has been obtained to enhance current services at this time. However, this area will continue to be monitored and analyzed.

**Factor 4 Analysis:** The resources available to the recipient and costs.

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

HCTD provides the following language assistance measures:

- Language Line – charge by use – rarely used;
- Occasional translation of documents;
- Language Identification Flashcards;
- Bi-lingual staff

Cost of these measures has been minimal because of limited use.

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access.

Due to low LEP population and lack of requested LEP assistance, HCTD does not see the need for additional language assistance measures. However, HCTD will continue to monitor potential needs. HCTD will provide translation of some forms/documents, considered critical, to Spanish in-house and with minimal expense, such as:

- Critical printed information;
- Critical web site information;
- Safety and security related announcements/information.

HCTD is developing a training plan for staff which may come in contact with LEP persons.

#### Task 4, Step 3: Analyze your budget

HCTD is relatively small compared to other transit systems with limited financial and staff resources. However, HCTD anticipates being able to provide necessary language assistance to LEP individuals within our current budget restraints. If costly measures are identified in the future, HCTD will analyze the need against resources.

#### Task 4, Step 4: Consider cost effective practices for providing language services.

Currently, HCTD employs bi-lingual staff in scheduling, dispatch, training, and clerical administration. Community and local governmental agencies in partnership with HCTD, can provide some language assistance in translation of printed materials and oral language translation, as needed. The Federal Transit Administration provides many documents in Spanish.

The purpose of HCTD's four-factor analysis is to help the organization to develop new language assistance services or alter the mix of services currently provided. The specific steps taken will depend on information collected from Census data, and individual or community data, analysis of needs, agency resources and the cost of providing language assistance.

### **LEP Policy Elements**

HCTD has taken a proactive approach to ensure that individuals can access its programs and services, regardless of their ability to communicate in English. HCTD's LEP policy principles include the following elements:

**Stakeholder Consultation.** Section 4 of Executive Order 13166 requires that stakeholders, such as LEP persons and their representative organizations, be consulted in connection with the development of implementation plans. HCTD will consult, on an as-needed basis with various LEP organizations for input that will assist HCTD in developing an approach to ensure meaningful access by LEP persons that is practical and effective, fiscally responsible, responsive to the particular circumstances of HCTD, and can be readily implemented.

**Resource Allocation.** HCTD will consider the needs of LEP individuals in policies, such as administrative instructions, and long-range goals. Service needs of LEP individuals will be factors in the allocation of HCTD resources and service delivery initiatives that HCTD can fully fund.

**Service Delivery.** LEP individuals have access to HCTD's services through direct contact with the administrative offices and HCTD's Web site.

**Bilingual Staffing.** The most effective method for providing quality service to LEP individuals is through bilingual contact employees. HCTD will take reasonable steps, appropriate to the circumstances, to ensure that it provides interpretative services at a level of fluency, comprehension, and confidentiality appropriate to the specific nature, type, and purpose of information at issue.

**Language Assistance.** HCTD will maintain access to a language line to facilitate communication with LEP recipients by contacting Language Line Services at [www.language.com](http://www.language.com) or by calling 1-877-886-3885.

**Qualified Interpreter Services.** HCTD will provide an interpreter to an LEP individual if he/she requests language assistance, or it is evident that such assistance is needed.

HCTD shall make every effort to avoid the use of any person under the age of 18 years or any family member or friend of the client as an interpreter for essential communication with client. A family member or friend may be used as an interpreter if this is requested by the client and the use of such person would not compromise the effectiveness of services, if the interpreter can provide meaningful access for the individual, if the interpreter is acting in the claimant's best interest and does not violate the client's confidentiality, and there is no indication of fraudulent activity. The client will be advised that an interpreter is available free of any charge to the client.

**Public Information.** HCTD recognizes the value of public information to educate, improve access to its services, address LEP concerns, promote program integrity, and build public confidence in its programs. HCTD can produce public information materials in languages other than English and can use local media to provide this information to LEP individuals. LEP individuals will have reasonable notices of the availability of these services.

**Written Communications.** HCTD will evaluate the feasibility of translating the most commonly accessed HCTD publications into languages other than English as needed. In order to facilitate access to its programs and to improve administrative effectiveness, HCTD places public information materials on its Web site.

Written procedures for accessing telephonic language assistance resources will be distributed to all employees whose work requires them to come in contact with the public.

**Electronic Information.** HCTD maintains a Web site accessible to the public. Where documents in a language other than English are placed on, or accessible through the Web site, information on their availability shall be included in this language on the Web site home page.

HCTD has mechanisms, such as a comment and suggestion system on its Web site, to assess the quality of service provided to LEP individuals, recipients, and beneficiaries.

**Technology.** When evaluating existing technology and new or emerging technologies, the needs of LEP individuals will be considered.

**Training.** Employees who routinely interact with the public will be provided with written information on the scope and nature of available or planned language assistance services.

**Monitoring Services.** This language assistance plan will be periodically reassessed to ensure that the scope and nature of language assistance services provided under the plan reflect updated information on relevant LEP populations and their language assistance needs.

HCTD monitors its LEP policies and practices to ensure that they continue to be effective. HCTD will periodically re-evaluate the language needs of LEP individuals to determine shifts in the non-English-speaking demands. HCTD will track LEP workload data on an ongoing basis to ascertain needs and allocate resources accordingly.

**Funding.** Execution of the commitments in this policy will depend on the level of HCTD resources and the relative costs that would be imposed on HCTD. HCTD will explore, on an ongoing basis, the most cost-effective means of delivering competent and accurate language services before limiting services due to resource limitations.