

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

**Tuesday, May 16, 2017  
1:30 p.m.**



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



# Agenda



**Central Texas Regional Transportation  
Advisory Group (CTRTAG) Meeting  
Tuesday, May 16, 2017  
1:30 P.M.**

**AGENDA**

1. Welcome and Introductions.
2. Public comments.
3. Staff Update.
4. Approve minutes from the February 2, 2017 CTRTAG meeting.
5. **Discussion Item:** Hill Country Transit District Quarterly Reports
6. **Discussion Item:** 2017 Regionally Coordinated Transportation Plan (RCTP)
  - a. Distribution of approved Plan
  - b. March 21, 2017 Administrative revisions
7. **Discussion Item:** RCTP Plan implementation and reporting of progress.
8. Other Business.
9. Adjourn.

*The Central Texas Council of Governments is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable accommodations and equal opportunity for effective communications will be provided upon request. Please contact the CTCOG office at 254-770-2200 at least 24 hours in advance if accommodation is needed. Comments from the public will be received during the "Public Comments" portion of the meeting.*

*Please limit comments to 3 minutes. No discussion or final action will be taken by the Advisory Group.*



**Item #4**

**Minutes**





## **CENTRAL TEXAS REGIONAL TRANSPORTATION ADVISORY GROUP (CTRTAG)**

Thursday February 2, 2017

1:30 p.m.

Central Texas Council of Governments (CTCOG)

2180 North Main Street

Belton, TX

### **Voting Members Present**

Chair Carole Warlick, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.  
Vice Chair, Vickie Gideon, Workforce Solutions—WORKFORCE AGENCIES Rep.  
Thomas Wilson for Michael Sheffield, Area Agency on Aging—HEALTH & HUMAN SERVICES Rep.  
Robert Ator, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.  
Jason Deckman, CTCOG/KTMPO—METROPOLITAN PLANNING ORGANIZATION Rep.  
Grace Deorsam, Area Agency on Aging—AGING & DISABILITY ORGANIZATION Rep.  
Peggy Cosner, HOCTIL—AGING & DISABILITY ORGANIZATION Rep.  
Rita Kelley, Bell County Indigent Health Services—COUNTIES Rep.  
Beth Correa, CTCOG Homeland Security—EMERGENCY MANAGEMENT Rep.  
Janell Frazier, Central TX 4C Head Start—CHILD ADVOCACY GROUP Rep.  
Dee Dee DeGraaff, Transit User—TRANSIT USER Rep.

### **Non-Voting Members Present**

Greg Davis—Texas Department of Transportation (TxDOT)  
Cheryl Maxwell-CTCOG  
John Weber—CTCOG

### **Others Present**

Dolores Klein—UCARE-Texas A&M University Central Texas (TAMU-CT)  
Amber Yeaw—UCARE-TAMU-CT  
Sandy Blackwell—UCARE-TAMU-CT  
Steve Vitucci—UCARE-TAMU-CT  
Darrell Burtner—HCTD  
Joell Guzman—City of Temple Community Development  
Bobby Johnson—City of Temple Community Development  
Peggy McIlvanie—VIP (Visually Impaired People)  
Jeff McIlvanie—VIP

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Chair Carole Warlick opened the meeting at 1:34 p.m.

#### **1. Welcome and Introductions.**

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

#### **2. Public Comments.**

No comments were made from the public.

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

John Weber provided an update on the Bicycle/Pedestrian Advisory Committee (BPAC) and ozone readings. The next BPAC meeting will be held on March 14, 2017 at 9:00 am. BPAC is currently in the process of identifying corridors that lack bike and/or pedestrian infrastructure and are continuing to develop the Fitness Friendly Business Program. Ozone readings, for the month of January, were 51 parts per billion (ppb) at the Killeen station and 53 ppb at the Temple station.

### **4. Approve minutes from the January 10, 2017 CTRTAG meeting.**

Janell Frazier made a motion to approve January 10, 2017 CTRTAG meeting minutes, seconded by Vice Chair Vickie Gideon; the motion passed unanimously.

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

- a. Approve Deliverable 3a-Draft RCTP
- b. Discuss revisions needed to finalize RCTP
- c. Approve Deliverable 3b-Final RCTP

A) Cheryl Maxwell noted the January 18, 2017 Draft RCTP was posted on the CTCOG website for the public comment period and was available to the public for comment at several public hearings.

**Janell Frazier made a motion to approve Deliverable 3a, the Draft RCTP, seconded by Jason Deckman; the motion passed unanimously.**

B) CTRTAG discussed revisions needed to finalize the RCTP. Several grammatical and administrative corrections were made. Several revisions were made to the goals, objectives, and performance measures. The section dealing with Past and Future Actions was divided with Past Actions moved before Goals. Future Actions was also changed to Long Range Goals.

C) **Peggy Cosner made a motion to approve Deliverable 3b, the Final RCTP, with the changes as discussed, seconded by Rita Kelley; the motion passed unanimously.**

### **6. Discuss Call for Innovated Demonstration Projects.**

CTRTAG members were provided with details of the Call for Innovative Demonstration Projects. The CTRTAG will not propose a project; however, individual entities may do so if they wish.

### **7. Other Business.**

Cheryl Maxwell stated that the RCTP grant will be ending in February. Through the Killeen-Temple Metropolitan Planning Organization, CTCOG staff will be able to continue facilitating the CTRTAG meetings. All agreed to continue meeting on a quarterly basis. CTCOG staff will be sending out a doodle poll to schedule the next meeting.

### **8. Adjourn.**

The meeting adjourned at 2:50 pm.

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Carole Warlick, CTRTAG Chair

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Cheryl Maxwell, Planning Director, CTCOG



**Item #5**

**Hill Country Transit District  
Quarterly Reports**



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**Hill Country Transit District Quarterly Reports**

**Summary:**

The attached Hill Country Transit District Quarterly Report contains data for both Quarter 1 and Quarter 2 for FY17 as well as comparative data for prior year. The format of the Quarterly Report has changed to reflect the new RCTP format.

**Action Needed:** For discussion only.

# Quarterly Report

## Regionally Coordinated Transportation Plan

### RCTP Workplan

2nd Quarter FY2017



## Goals, Objectives, and Performance Measures

*This report has been modified in accordance with table 11 on page 53 of the Regional Coordinated Transportation Plan.*

	<i>Table Name</i>	<i>Goal</i>
<b>Table 1</b>	2017 Fixed Route Ridership	Ten Passengers per Service Hour
<b>Table 2</b>	2016 Fixed Route Ridership	Ten Passengers per Service Hour
<b>Table 3</b>	Fixed Route Missed Trips	Less than Two Percent
<b>Table 4</b>	2017 Paratransit Ridership	Two Passenger per Service Hour
<b>Table 4*</b>	2017 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
<b>Table 5</b>	2016 Paratransit Ridership	Two Passenger per Service Hour
<b>Table 5*</b>	2016 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
<b>Table 6</b>	Customer Complaints	Less than One Per Hundred Passengers
<b>Table 7</b>	Safety Performance	Less than Four Accidents per Hundred Thousand Miles Traveled
<b>Table 8</b>	Road Calls	Less than Ten Road Calls per Hundred Thousand Miles Traveled
<b>Table 9</b>	Telephone Service Data	Measures to be Determined
<b>Table 10</b>	Travel Training	Participation in No Fewer than Twelve Training Programs per Year
<b>Table 11</b>	Advertising	One Public Advertisement per Year for Each of the Five Cities with Fixed Route Service

\*Tables Four and Five contain information about excessive paratransit travel time. This information is highlighted in yellow to make it easier to locate.



Table 1

	JAN 17		FEB 17		MAR 17		APR 17		MAY 17		JUN 17	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5841	22.2	5980	23.9	5976	19.9	0	0.0	0	0.0	0	0.0
Route 4	6783	23.3	6947	24.9	7890	23.9	0	0.0	0	0.0	0	0.0
Route 5	5762	21.8	5937	23.6	5912	19.6	0	0.0	0	0.0	0	0.0
Route 7	1439	5.7	1670	7.0	1658	5.8	0	0.0	0	0.0	0	0.0
Route 21	2330	7.9	2469	8.8	2642	7.9	0	0.0	0	0.0	0	0.0
Route 30	2624	8.9	2880	10.2	3169	9.5	0	0.0	0	0.0	0	0.0
Route 35	2459	9.3	2677	10.6	2730	9.0	0	0.0	0	0.0	0	0.0
Route 65	3427	14.3	3627	15.9	3889	14.1	0	0.0	0	0.0	0	0.0
Route 100	3379	14.1	4072	17.9	4206	15.2	0	0.0	0	0.0	0	0.0
Connector	2838	11.4	2902	12.3	3213	11.2	0	0.0	0	0.0	0	0.0
Route 510	4722	17.9	4884	19.4	5402	18.1	0	0.0	0	0.0	0	0.0
Route 530	3197	11.2	3406	12.5	3660	11.4	0	0.0	0	0.0	0	0.0
Route 610	1623	6.5	1861	7.8	1988	6.9	0	0.0	0	0.0	0	0.0
TOTAL	46424	13.4	49312	15.0	52335	13.3	0	0.0	0	0.0	0	0.0

	JUL 17		AUG 17		SEP 17		OCT 17		NOV 17		DEC 17	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 21	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 30	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 35	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 65	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 100	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Connector	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 510	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 530	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 610	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

Table 2

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

	JUL 16		AUG 16		SEP 16		OCT 16		NOV 16		DEC 16	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5,304	19.9	6,357	21.2	6,364	23.1	6,751	24.2	6,171	24.6	6,428	24.5
Route 4	6,604	22.0	7,127	21.6	7,281	23.9	7,414	23.7	7,081	25.4	7,808	26.8
Route 5	5,340	19.9	6,353	21.1	6,521	23.6	6,386	22.7	5,432	21.6	5,809	22.0
Route 7	1,280	5.1	1,585	5.5	1,580	6.0	1,680	6.4	1,519	6.4	1,573	7.0
Route 21	2,240	7.4	2,663	8.0	2,828	9.2	2,957	9.4	2,380	8.5	2,314	8.3
Route 30	2,658	8.8	3,086	9.3	2,893	9.4	3,277	10.4	2,744	9.8	3,064	10.4
Route 35	2,216	8.4	2,343	7.7	2,484	8.9	2,490	8.9	2,430	9.7	2,700	10.2
Route 65	3,143	13.1	3,921	14.2	3,888	15.4	3,519	14.0	3,263	14.3	3,662	15.3
Route 100	3,107	12.9	4,098	14.8	4,549	18.1	4,350	17.3	4,034	17.7	3,590	15.0
Connector	2,683	10.8	2,998	10.5	3,053	11.7	3,133	12.0	2,688	11.4	2,733	11.0
Route 510	4,271	15.8	4,779	16.0	4,244	15.4	4,812	17.1	4,480	17.8	4,702	17.9
Route 520	2,799	9.3	3,219	9.7	3,159	10.4	3,083	9.9	2,810	10.1	3,265	11.2
Route 530	3,046	10.5	3,426	10.7	3,293	11.2	3,226	10.7	3,179	11.8	3,011	10.7
Route 610	1,887	7.5	2,006	7.0	1,950	7.4	2,021	7.7	1,696	7.1	1,817	7.3
TOTAL	46,578	12.3	53,961	12.7	54,087	13.8	55,099	13.9	49,907	14.0	52,476	14.1

Table 3

**MISSED TRIP REPORT - FRS - 2017**

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>STANDARD</b>
January	3,323	22	0.66%	=/< 2%
February	3,167	15	0.47%	=/< 2%
March	3,793	8	0.21%	=/< 2%
April	0	0	#DIV/0!	=/< 2%
May	0	0	#DIV/0!	=/< 2%
June	0	0	#DIV/0!	=/< 2%
July	0	0	#DIV/0!	=/< 2%
August	0	0	#DIV/0!	=/< 2%
September	0	0	#DIV/0!	=/< 2%
October	0	0	#DIV/0!	=/< 2%
November	0	0	#DIV/0!	=/< 2%
December	0	0	#DIV/0!	=/< 2%
<b>YTD</b>	<b>10,283</b>	<b>45</b>	<b>0.44%</b>	<b>=/&lt; 2%</b>

**MISSED TRIP REPORT - FRS - 2016**

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>STANDARD</b>
January	3,500	15	0.43%	=/< 2%
February	3,613	11	0.30%	=/< 2%
March	3,952	10	0.25%	=/< 2%
April	3,839	9	0.23%	=/< 2%
May	3,782	5	0.13%	=/< 2%
June	3,952	39	0.99%	=/< 2%
July	3,669	23	0.63%	=/< 2%
August	4,121	16	0.39%	=/< 2%
September	3,782	19	0.50%	=/< 2%
October	3,839	15	0.39%	=/< 2%
November	3,444	6	0.17%	=/< 2%
December	3,669	7	0.19%	=/< 2%
<b>YTD</b>	<b>41,492</b>	<b>168</b>	<b>0.40%</b>	<b>=/&lt; 2%</b>



Table 4

# PARATRANSIT RIDERSHIP REPORT

## Killeen Division - 2017

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	8332	8054	9011										25397
TOTAL SERVICE HOURS	4243.3	3911.4	4259.6										12414.3
PASSENGERS/HOUR	2.0	2.1	2.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.0

KILLEEN DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	7293	7100	8091										22484
TOTAL TRIPS WITH APPTS	3702	3653	4178										11533
NUMBER LATE PICKUPS	2418	2302	971										5691
NUMBER LATE APPTS	690	821	971										2482
ON-TIME PERFORMANCE (PICKUP)	66.8%	67.6%	88.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	74.7%
ON-TIME PERFORMANCE (APPT)	81.4%	77.5%	76.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	78.5%

KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3830	3087	4888										11805
TOTAL TRIPS WITH APPTS													0
NUMBER LATE PICKUPS													0
NUMBER LATE APPTS													0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

KILLEEN DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3091	2245	3076										8412
TOTAL TRIPS WITH APPTS													0
NUMBER LATE PICKUPS													0
NUMBER LATE APPTS													0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

## Temple Division - 2017

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	5287	5053	5107										15447
TOTAL SERVICE HOURS	3154.7	3224.9	3023.0										9402.6
PASSENGERS/HOUR	1.7	1.6	1.7	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.6

TEMPLE DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4678	4492	4638										13808
TOTAL TRIPS WITH APPTS	2062	1954	1988										6004
NUMBER LATE PICKUPS	1469	1268	1339										4076
NUMBER LATE APPTS	300	269	263										832
ON-TIME PERFORMANCE (PICKUP)	68.6%	71.8%	71.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5%
ON-TIME PERFORMANCE (APPT)	85.5%	86.2%	86.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	86.1%

TEMPLE DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2368	1770	2626										6764
TOTAL TRIPS WITH APPTS													0
NUMBER LATE PICKUPS													0
NUMBER LATE APPTS													0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

TEMPLE DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2129	1653	2260										6042
TOTAL TRIPS WITH APPTS													0
NUMBER LATE PICKUPS													0
NUMBER LATE APPTS													0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

## Total ADA Trips - 2017

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6198	4857	7514	0	0	0	0	0	0	0	0	0	18569
TOTAL TRIPS WITH APPTS				0	0	0	0	0	0	0	0	0	0
NUMBER TRIPS DENIED	3	4	0										7
PERCENTAGE DENIED	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%

NUMBER LATE PICKUPS				0	0	0	0	0	0	0	0	0	0
NUMBER LATE APPTS				0	0	0	0	0	0	0	0	0	0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

MISSED TRIPS	0	0	0										0
PERCENTAGE MISSED	0.0%	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%

TRIPS > 60 MINUTES	158	230	244										632
PERCENTAGE < 60 MINUTES	97.5%	95.3%	96.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	96.6%



Table 5

## PARATRANSIT RIDERSHIP REPORT

### Killeen Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6842	7084	7331	7045	6816	6880	6653	7866	7821	7933	7774	7893	87938
TOTAL SERVICE HOURS	3716.5	3723.6	3965.3	3772.4	3757.6	3789.4	3470.3	4145.7	4689.5	4636.7	4059.6	3568.4	47295.0
PASSENGERS/HOUR	1.8	1.9	1.8	1.9	1.8	1.8	1.9	1.9	1.7	1.7	1.9	2.2	1.9

KILLEEN DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6338	6415	6920	6686	6439	6449	6215	6837	7083	7075	6948	6900	80305
TOTAL TRIPS WITH APPTS	2756	2754	2861	2698	2543	2574	2522	2905	2819	2958	3285	3405	34080
NUMBER LATE PICKUPS	968	1000	931	736	707	655	706	1178	2740	2726	2194	2289	16830
NUMBER LATE APPTS	314	230	227	180	200	153	148	296	504	559	480	473	3764
ON-TIME PERFORMANCE (PICKUP)	84.7%	84.4%	86.5%	89.0%	89.0%	89.8%	88.6%	82.8%	61.3%	61.5%	68.4%	66.8%	79.0%
ON-TIME PERFORMANCE (APPT)	88.6%	91.6%	92.1%	93.3%	92.1%	94.1%	94.1%	89.8%	82.1%	81.1%	85.4%	86.1%	89.0%

KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3303	3679	3965	3814	3731	3717	3545	4110	3028	4150	2990	2823	42855
TOTAL TRIPS WITH APPTS	1331	1432	1595	1501	1396	1411	1336						
NUMBER LATE PICKUPS	546	594	551	425	413	390	426						
NUMBER LATE APPTS	105	67	92	59	75	47	50						
ON-TIME PERFORMANCE (PICKUP)	83.5%	83.9%	86.1%	88.9%	88.9%	89.5%	88.0%						
ON-TIME PERFORMANCE (APPT)	92.1%	95.3%	94.2%	96.1%	94.6%	96.7%	96.3%						

KILLEEN DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	2367	2286	2114	2003	2084	1983	2473	2018	2655	2290	2214	26909
TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	967						
NUMBER LATE PICKUPS	377	348	322	257	231	220	213						
NUMBER LATE APPTS	205	160	134	120	120	101	92						
ON-TIME PERFORMANCE (PICKUP)	84.4%	85.3%	85.9%	87.8%	88.5%	89.4%	89.3%						
ON-TIME PERFORMANCE (APPT)	83.3%	86.6%	88.2%	88.3%	87.9%	90.2%	90.5%						

### Temple Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4579	4859	5043	4766	4656	4797	4595	5162	4987	5179	4998	4947	58568
TOTAL SERVICE HOURS	2672.0	2841.6	2994.4	2879.9	2840.0	2833.1	2649.0	3012	3302.9	3322.5	2772.6	2426.4	34546.4
PASSENGERS/HOUR	1.7	1.7	1.7	1.7	1.6	1.7	1.7	1.7	1.5	1.6	1.8	2.0	1.7

TEMPLE DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4265	4385	4687	4494	4371	4459	4223	4525	4498	4632	4333	4331	53203
TOTAL TRIPS WITH APPTS	1666	1711	1858	1813	1730	1736	1689	1790	1691	1797	1964	1934	21379
NUMBER LATE PICKUPS	402	459	555	401	217	282	294	507	1407	1622	1176	1299	8621
NUMBER LATE APPTS	92	84	86	86	39	53	43	73	112	171	202	240	1281
ON-TIME PERFORMANCE (PICKUP)	90.6%	89.5%	88.2%	91.1%	95.0%	93.7%	93.0%	88.8%	68.7%	65.0%	72.9%	70.0%	83.8%
ON-TIME PERFORMANCE (APPT)	94.5%	95.1%	95.4%	95.3%	97.7%	96.9%	97.5%	95.9%	93.4%	90.5%	89.7%	87.6%	94.0%

TEMPLE DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1831	1936	2012	1978	1885	1935	1828	2304	1750	2388	1693	1696	23236
TOTAL TRIPS WITH APPTS	616	600	657	669	641	636	611						
NUMBER LATE PICKUPS	163	198	219	179	93	132	118						
NUMBER LATE APPTS	15	13	12	15	4	10	7						
ON-TIME PERFORMANCE (PICKUP)	91.1%	89.8%	89.1%	91.0%	95.1%	93.2%	93.5%						
ON-TIME PERFORMANCE (APPT)	97.6%	97.8%	98.2%	97.8%	99.4%	98.4%	98.9%						

TEMPLE DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	1898	2011	1928	1946	1934	1821	1895	1629	2610	1685	1435	23214
TOTAL TRIPS WITH APPTS	1229	848	945	916	888	885	869						
NUMBER LATE PICKUPS	377	193	258	169	104	113	139						
NUMBER LATE APPTS	205	63	65	64	30	36	33						
ON-TIME PERFORMANCE (PICKUP)	84.4%	89.8%	87.2%	91.2%	94.7%	94.2%	92.4%						
ON-TIME PERFORMANCE (APPT)	83.3%	92.6%	93.1%	93.0%	96.6%	95.9%	96.2%						

### Total ADA Trips - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5134	5615	5977	5792	5616	5652	5373	6414	4778	6538	4683	4519	66091
TOTAL TRIPS WITH APPTS	1947	2032	2252	2170	2037	2047	1947						
NUMBER TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	1	0	1
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

NUMBER LATE PICKUPS	709	792	770	604	506	522	544						
NUMBER LATE APPTS	220	173	146	135	124	111	99						
ON-TIME PERFORMANCE (PICKUP)	86.2%	85.9%	87.1%	89.6%	91.0%	90.8%	89.9%						
ON-TIME PERFORMANCE (APPT)	88.7%	91.5%	93.5%	93.8%	93.9%	94.6%	94.9%						

MISSED TRIPS	5	5	3	1	0	2	5	0	3	0	0	0	24
PERCENTAGE MISSED	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%

TRIPS > 60 MINUTES	201	199	197	165	176	171	159	207	281	318	312	152	2538
PERCENTAGE < 60 MINUTES	96.1%	96.5%	96.7%	97.2%	96.9%	97.0%	97.0%	96.8%	94.1%	95.1%	93.3%	96.6%	96.2%

Table 6

**CUSTOMER SERVICE REPORT - 2017**

<b>MONTH / YEAR</b>	<b>NUMBER COMPLAINTS</b>	<b>NUMBER PASSENGERS</b>	<b>COMPLAINTS/ 100 PASS</b>	<b>STANDARD</b>
January	48	60,043	0.08	=/< 1
February	39	62,419	0.06	=/< 1
March	41	64,956	0.06	=/< 1
April	0	0	#DIV/0!	=/< 1
May	0	0	#DIV/0!	=/< 1
June	0	0	#DIV/0!	=/< 1
July	0	0	#DIV/0!	=/< 1
August	0	0	#DIV/0!	=/< 1
September	0	0	#DIV/0!	=/< 1
October	0	0	#DIV/0!	=/< 1
November	0	0	#DIV/0!	=/< 1
December	0	0	#DIV/0!	=/< 1
<b>YTD</b>	<b>128</b>	<b>187,418</b>	<b>0.07</b>	<b>=/&lt; 1</b>

**CUSTOMER SERVICE REPORT - 2016**

<b>MONTH / YEAR</b>	<b>NUMBER COMPLAINTS</b>	<b>NUMBER PASSENGERS</b>	<b>COMPLAINTS/ 100 PASS</b>	<b>STANDARD</b>
January	51	60,071	0.08	=/< 1
February	57	64,626	0.09	=/< 1
March	42	63,405	0.07	=/< 1
April	36	63,182	0.06	=/< 1
May	34	58,994	0.06	=/< 1
June	29	61,646	0.05	=/< 1
July	54	57,826	0.09	=/< 1
August	59	66,989	0.09	=/< 1
September	63	66,895	0.09	=/< 1
October	59	68,211	0.09	=/< 1
November	71	62,679	0.11	=/< 1
December	35	65,316	0.05	=/< 1
<b>YTD</b>	<b>555</b>	<b>694,524</b>	<b>0.08</b>	<b>=/&lt; 1</b>



Table 7

**SAFETY PERFORMANCE REPORT - 2017**

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>STANDARD</b>
January	3	239,231	1.25	=/< 4
February	5	224,883	2.22	=/< 4
March	5	258,809	1.93	=/< 4
April	0	0	#DIV/0!	=/< 4
May	0	0	#DIV/0!	=/< 4
June	0	0	#DIV/0!	=/< 4
July	0	0	#DIV/0!	=/< 4
August	0	0	#DIV/0!	=/< 4
September	0	0	#DIV/0!	=/< 4
October	0	0	#DIV/0!	=/< 4
November	0	0	#DIV/0!	=/< 4
December	0	0	#DIV/0!	=/< 4
<b>YTD</b>	<b>13</b>	<b>722,923</b>	<b>1.80</b>	<b>=/&lt; 4</b>

**SAFETY PERFORMANCE REPORT - 2016**

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>STANDARD</b>
January	1	221,355	0.45	=/< 4
February	4	234,134	1.71	=/< 4
March	7	251,809	2.78	=/< 4
April	2	236,947	0.84	=/< 4
May	6	240,732	2.49	=/< 4
June	2	240,749	0.83	=/< 4
July	3	233,470	1.28	=/< 4
August	8	249,660	3.20	=/< 4
September	8	242,234	3.30	=/< 4
October	2	238,470	0.84	=/< 4
November	3	222,683	1.35	=/< 4
December	1	243,480	0.41	=/< 4
<b>YTD</b>	<b>46</b>	<b>2,612,243</b>	<b>1.76</b>	<b>=/&lt; 4</b>

Table 8

## ROAD CALL REPORT - 2016

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
January	14	239,231	5.85	=/< 10
February	29	224,883	12.90	=/< 10
March	10	258,809	3.86	=/< 10
April	0	0	#DIV/0!	=/< 10
May	0	0	#DIV/0!	=/< 10
June	0	0	#DIV/0!	=/< 10
July	0	0	#DIV/0!	=/< 10
August	0	0	#DIV/0!	=/< 10
September	0	0	#DIV/0!	=/< 10
October	0	0	#DIV/0!	=/< 10
November	0	0	#DIV/0!	=/< 10
December	0	0	#DIV/0!	=/< 10
YTD	53	722,923	7.33	=/< 10

## ROAD CALL REPORT - 2015

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
January	21	221,355	9.5	=/< 10
February	25	234,134	10.7	=/< 10
March	9	251,809	3.6	=/< 10
April	10	236,947	4.2	=/< 10
May	15	240,732	6.2	=/< 10
June	12	240,749	5.0	=/< 10
July	17	233,470	7.3	=/< 10
August	10	249,660	4.0	=/< 10
September	16	242,234	6.6	=/< 10
October	11	238,470	4.6	=/< 10
November	7	222,683	3.1	=/< 10
December	8	243,480	3.3	=/< 10
YTD	153	2,612,243	5.9	=/< 10

Table 9

### TELEPHONE PERFORMANCE REPORT

URBAN DIVISION - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>STS DISPATCH</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
<b>STS SCHEDULING</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
<b>CUSTOMER SERVICE</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
* Telephone report system failure.												

\*New Telephone Reporting Software is being installed and these performance measures will be documented upon completion.

URBAN DIVISION - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>STS DISPATCH</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
<b>STS SCHEDULING</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
<b>CUSTOMER SERVICE</b>												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
* Telephone report system failure.												



Table 10

**TRAVEL TRAINING FY17**

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
The HOP	Country Lane	10/12/2016	9:00 AM	N. Rodriguez	Showed seniors how to utilize The HOP
The HOP	Temple Community Resource Center	3/1/2017	9:00 AM	D. Czapnik	Explained to general public how to utilize The HOP
The HOP	HCTD Belton Facility	3/17/2016	8:00 AM	N. Rodriguez	Invited industry professionals to the facility to learn about The HOP's services
The HOP	HCTD Belton Facility	3/30/2017	8:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services

Table 11

## ADVERTISEMENT REPORT

***FY2017***

AD DESCRIPTION	City	DATE	MEDIA
Take 5 Magazine	Copperas Cove	11/2/2016	Cove Banner Welcome Guide - 1/8 page spread

***FY2016***

AD DESCRIPTION	City	DATE	MEDIA
Take 5 Magazine	Copperas Cove	4/11/2016	Cove Banner Welcome Guide - 1/8 page spread
Newcomer Guide	Copperas Cove	6/30/2016	Cove Banner Newcomer Guide
KDH Newcomers Guide	Copperas Cove	7/31/2015	Newcomers Guide for KDH Quarter Page
Senior Expo Guide	Belton	8/5/2016	1/8 Page advert given to senior citizens

**Item #6**

**2017 Regionally Coordinated  
Transportation Plan (RCTP)**



**Agenda Item #6**

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**2017 Regionally Coordinated Transportation Plan**

**Summary:**

The Regionally Coordinated Transportation Plan (RCTP) is a planning document intended to promote the most efficient use of regional transportation resources. Transit agencies receiving federal dollars are required to develop this Plan and update it every 5 years in accordance with guidelines provided by the Texas Department of Transportation (TxDOT) to ensure the Plan complies with state legislation relating to Statewide Coordination of Public Transportation. CTCOG partners with Hill Country Transit District (HCTD), the only regional public transit system, to update the RCTP for State Planning Region 23. In addition, CTCOG contracts with Texas A&M University-Central Texas (TAMU-CT) to utilize University staff and Graduate Assistants to develop, administer, compile and analyze a comprehensive needs assessment survey to evaluate public transportation inefficiencies and service gaps; conduct county hearings to gather public comment on Plan draft documents including vision and mission statements, goals and objectives, barriers and constraints and identification of opportunities; and compile all information and updates into the final RCTP Plan. The counties covered by this plan include the seven counties in the CTCOG region—Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba—plus Llano and Mason Counties.

The Update to the 2013 Plan was approved at the February 2, 2017 CTRTAG meeting. Since then, administrative revisions were requested to be made by TxDOT to include language that focuses on the elderly, individuals with disabilities and veterans. The revised pages of the RCTP are included and added language is referenced by footnote.

**Action Needed:** For discussion only.

### **4. Other Agencies and Programs**

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

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

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

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

HCTD is a direct service provider for the Medical Transportation Program. Health and Human Service Programs such as those provided by Bell County Indigent Health Services (BCIHS) currently involves coordination with the HCTD for access to medical appointments. There is room for better coordination and integration of services primarily in the areas of scheduling as it relates to the elderly and individuals with disabilities and veterans<sup>1</sup>. 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.

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<sup>1</sup> Revision 03.21.2017

## 2017 Regionally Coordinated Transportation Plan

	<p>-HCTD has installed or is in the process of installing 22 New Freedom passenger shelters in Temple; 9 shelters in Belton; 11 shelters in Harker Heights; 24 in Killeen; and is in the planning stage for several more shelters, including imminent site selections for approximately 11 sites in Copperas Cove</p> <p>-The total number of New Freedom shelters installed in the project is up to 150 sites, of which 44 of the 150 have been completed. These improvements will encourage ridership resulting in more efficient routes</p>
<b>Further the state's efforts to reduce air pollution</b>	<p>-HCTD supports the State's efforts to reduce air pollution</p> <p>-The areas HCTD serves are currently in compliance with air quality standards, although designation as a non-attainment area may be approaching</p> <p>-HCTD strives to be a part of the solution to keep the area as pollution free as possible and uses Ultra Low Sulfur Diesel (ULSD) powered buses in its Special Transit Service and Fixed Route Service vehicles</p> <p>-HCTD is a regional transit system. It operates in nine counties as a rural system, bringing many of those rural clients, including the elderly, individuals with disabilities and veterans<sup>2</sup>, to the urban centers in Coryell and Bell Counties for medical, recreation, and educational purposes</p> <p>-Through enhanced efforts to reach an operating understanding with neighboring transit provider, HCTD can further expand its role in providing maximum service area coverage through provider coordination for the benefit of the public, including the elderly, individuals with disabilities and veterans<sup>3</sup>.</p> <p>-HCTD already participates in a program to which it can refer callers to various transit providers from Waco to Austin and beyond</p>
<b>Ensure maximum coverage of the service area</b>	

<sup>2</sup> Revision 03.21.2017

<sup>3</sup> Revision 03.21.2017



## 2017 Regionally Coordinated Transportation Plan

<p><b>GOAL 2</b></p> <p><b>Maximize coordination of transportation in the community</b></p>	<p>Work with public, including the elderly, individuals with disabilities and veterans<sup>4</sup>, schools, and public service agencies in the development and provision of travel training programs whereby the individuals can better utilize both fixed route and Para-transit services; report participation.</p>	<ul style="list-style-type: none"> <li>• Participation in no fewer than 12 training programs per year.</li> </ul>
<p><b>GOAL 3</b></p> <p><b>Enhance public awareness and support multi-modal transportation</b></p>	<p>Continue to advertise and promote use of public transit system through use of advertisements in local newspapers and welcome guides. This will include targeted promotion and advertising to senior citizens, individuals with disabilities and veterans<sup>5</sup>.</p>	<ul style="list-style-type: none"> <li>• Report activities with objective to provide one public advertisement per year for each of the five cities provided with fixed route service (cities of Copperas Cove, Harker Heights, Belton, Temple, and Killeen</li> </ul>

<sup>4</sup> Revision 03.21.2017

<sup>5</sup> Revision 03.21.2017

## 2017 Regionally Coordinated Transportation Plan

### E. Long Range Actions

**Table 10: Future Actions to be Completed**

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

<sup>6</sup> Revision 03.21.2017

<sup>7</sup> Revision 03.21.2017

<sup>8</sup> Revision 03.21.2017

<sup>9</sup> Revision 03.21.2017

### G. Identification of Opportunities

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

#### 1. Local Opportunities

- Consolidate data collection/reporting functions through NOVUS
- Adapt common compatible cost accounting through NOVUS
- Include public transit planning in MPO process
- Include public transit planning in local economic development plans
- Develop comprehensive marketing program
- Develop and fund standardized or compatible dispatch and scheduling software
- Include public transit planning at local health facilities (Scott & White, Veterans Hospital, Seton) and others serving the elderly and individuals with disabilities<sup>10</sup>.

#### 2. Regional Opportunities

- Coordinate purchase and acquisition of vehicles
- Adopt requirements for drivers and driver training
- Adopt specific rules of conduct for passengers and posted them to vehicles
- Adopt common or compatible cost accounting system among agencies
- Consolidate maintenance functions
- Obtain funding to increase customer access (expanded service routes, expanded service hours, increase service frequency, purchase additional buses) to benefit the public, including the elderly, individuals with disabilities and veterans<sup>11</sup>.
- Develop comprehensive marketing program
- Include public transit planning in MPO process
- Develop and fund standardized or compatible dispatch and scheduling software

#### 3. State Opportunities

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

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<sup>10</sup> Revision 03.21.2017

<sup>11</sup> Revision 03.21.2017



## H. CTRTAG Recommendations

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

### Recommendations:

- Determine if Sunday services in select locations are financially feasible
- Provide up-to-date literature for the rural communities on the services provided by the HOP including versions formatted for use by the elderly, individuals with disabilities and veterans<sup>12</sup>.
- Provide information about where literature can be obtained for third party organizations in rural communities
- Provide training to dispatchers so that services are consistent for all counties
- Determine if routes/counties require more drivers/buses, focusing on needs of the elderly and individuals with disabilities<sup>13</sup>.
- Provide driver training to include provisions specifically for transporting the elderly and individuals with disabilities<sup>14</sup>.

**Table 12: Public Forum Comments**

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

<sup>12</sup> Revision 03.21.2017

<sup>13</sup> Revision 03.21.2017

<sup>14</sup> Revision 03.21.2017



**Item #7**

# **RCTP Plan Implementation and Reporting of Progress**

**Agenda Item #7**

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**RCTP Plan Implementation and Reporting of Progress**

**Summary:**

Staff would like feedback from the CTRTAG members regarding the implementation of the updated RCTP and reporting of progress with regard to the following:

- Goals
- Future Actions
- Barriers and Constraints
- Opportunities
- Recommendations

**Action Needed:** For discussion only.



# **CTRTAG Steering Committee Voting Members Contact Sheet**



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

Area Represented	Name	Agency	Phone	email
Transit District	Carole Warlick	HCTD	325-372-4677	<a href="mailto:cwarlick@takethehop.com">cwarlick@takethehop.com</a>
Transit District	Robert Ator	HCTD	254-933-3700 x2009	<a href="mailto:rator@takethehop.com">rator@takethehop.com</a>
Private Trans. Provider	Tim Hancock	Arrow Trailways	(254) 526-0545	<a href="mailto:tim.hancock@arrowtrailways.com">tim.hancock@arrowtrailways.com</a>
Workforce Agencies	Vickie Gideon	Workforce Solutions	254-742-4466	<a href="mailto:vickieg@workforcelink.com">vickieg@workforcelink.com</a>
Health & Human Services	Kathi Wagner	CTCOG-Housing Asst.	254-770-2421	<a href="mailto:katherine.wagner@ctcog.org">katherine.wagner@ctcog.org</a>
Health & Human Services	Michael Sheffield	Area Agency On Aging	307-315-8666	<a href="mailto:michael.sheffield14@gmail.com">michael.sheffield14@gmail.com</a>
	Alt: Thomas Wilson		254-770-2359	<a href="mailto:thomas.wilson@ctcog.org">thomas.wilson@ctcog.org</a>
Aging & Disability Org.	Peggy Cosner	HCTILC	254-933-7487	<a href="mailto:peggy.cosner@hctilc.org">peggy.cosner@hctilc.org</a>
Aging & Disability Org.	Grace Deorsam	Area Agency On Aging	254-770-2330	<a href="mailto:grace.deorsam@ctcog.org">grace.deorsam@ctcog.org</a>
Municipalities	Leslie Hinkle	City of Killeen	254-501-7847	<a href="mailto:lhinkle@killeentexas.gov">lhinkle@killeentexas.gov</a>
Mental Health Agencies	Nancy Holle	The Arc of Bell Co	254-760-4814	<a href="mailto:njholle@gmail.com">njholle@gmail.com</a>
Military and Veterans Org.	Terry Mustapher	Bring Everyone in Zone	254-247-4590	<a href="mailto:tinaacp@yahoo.com">tinaacp@yahoo.com</a> ; <a href="mailto:tjmust66@yahoo.com">tjmust66@yahoo.com</a>
Counties	Rita Kelley	Bell Co Health Serv.	254-618-4193	<a href="mailto:rita.kelley@co.bell.tx.us">rita.kelley@co.bell.tx.us</a>
Educational Facilities	Teresa Chavez	Central TX College	254-526-1586	<a href="mailto:teresa.chavez@ctcd.edu">teresa.chavez@ctcd.edu</a>
Emergency Assist./Mgmt Ag.	Mike Collins	CTCOG Homeland Sec.	254-770-2367	<a href="mailto:michael.collins@ctcog.org">michael.collins@ctcog.org</a>
Emergency Assist./Mgmt Ag.	Beth Correa	CTCOG Homeland Sec.	254-770-2367	<a href="mailto:beth.correa@ctcog.org">beth.correa@ctcog.org</a>
Medical Facilities				
Child Advocacy Group	Janell Frazier	Central TX 4C Headstart	254-778-0489 x114	<a href="mailto:4c@ct4c.org">4c@ct4c.org</a>
Transit User	Deanna DeGraaff	Transit user	254-718-8998 (c) 254-778-5073 (h)	<a href="mailto:vipdegraaff@att.net">vipdegraaff@att.net</a>
Transit User	Janice Taylor	Transit user	254-458-7443 (c)	<a href="mailto:rskha@hotmail.com">rskha@hotmail.com</a>
Metropolitan Planning Org	Jason Deckman	KTMPO	254-770-2376	<a href="mailto:jason.deckman@ctcog.org">jason.deckman@ctcog.org</a>
Individual Stakeholders (rep priority pop.--5 max)	Kenny Norton	Disabled		<a href="mailto:eeolnews1@hotmail.com">eeolnews1@hotmail.com</a>

As of January 10, 2017, 17 voting members; 9 needed for quorum.

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



**End of Packet**