

Central Texas Regional Transportation Advisory Group Meeting

**Tuesday
November 17, 2015**

11:00 a.m.



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



Agenda



**Central Texas Regional Transportation
Advisory Group (CTRTAG) Meeting
Tuesday, November 17, 2015
11:00 A.M.**

AGENDA

1. Welcome and Introductions.
2. Public comments.
3. Staff Update.
4. Approve minutes from the October 6, 2015 CTRTAG meeting.
5. Discuss and take appropriate action to appoint additional CTRTAG voting members.
6. Discuss Regionally Coordinated Transportation Plan (RCTP) FY2015 4th Quarter Report.
7. Question and Answer session with Texas A&M-Central Texas regarding their proposal to update RCTP.
8. Discuss and take appropriate action to select contractor to update the RCTP for Central Texas State Planning Region 23.
9. Other Business.
10. Discuss date, time and agenda items for next meeting.
11. Adjourn.

Dated this 6th day of November, 2015.

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

Item #4

Minutes

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

Tuesday, October 06, 2015

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

Voting Members Present

Carole Warlick, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.
Robert Ator, Hill Country Transit District (HCTD)—TRANSIT DISTRICT Rep.
Deanna DeGraaff, Temple—TRANSIT USER Rep.
Deana Belk, CTCOG Housing Division—HEALTH AND HUMAN SERVICES Rep.
Grace Deorsam, Area Agency on Aging—AGING & DISABILITY ORGANIZATIONS Rep.
Nancy Holle, ARC of Bell County, MENTAL HEALTH AGENCIES Rep.
Vickie Gideon, Workforce Solutions—WORKFORCE AGENCIES Rep.
Peggy Cosner, HOCTIL, AGING & DISABILITY ORGANIZATIONS Rep.
Leslie Hinkle, City of Killeen—MUNICIPALITIES Rep.
Rita Kelley, Bell County Health Services—COUNTIES Rep.
Kenny Norton—INDIVIDUAL STAKEHOLDER Rep.

Non Voting Members Present

Cheryl Maxwell—CTCOG/Killeen-Temple
Metropolitan Planning Organization (KTMPO)
Jason Deckman-CTCOG/KTMPO
Christina Demirs—CTCOG/KTMPO
John Weber—CTCOG/KTMPO
Greg Davis—TxDOT, Waco District

Public Present

Marion Byrd, Temple—HOP Rider
Peggy McIlvanie, Temple—HOP Rider
Jeff McIlvanie, Temple—HOP Rider

Chair Carole Warlick opened the meeting at 1:32 p.m.

1. Welcome and Introductions.

Chair Warlick welcomed everyone to the meeting and Christina Demirs and John Weber were introduced as new employees with CTCOG/KTMPO.

2. Public Comments.

No comments were made at this time.

3. Staff Update: Air Quality

Jason Deckman provided an update on air quality issues. Mr. Deckman showed that September's ozone readings in Killeen and Temple were under the 75 ppb (parts per billion). He explained that there were new regulations that became effective on October 1, 2015 lowering the allowable volume of ground level ozone from 75ppb (parts per billion) to 70 ppb (parts per billion). For September, ozone levels in our region were below the 70 ppb threshold.

4. Approve Minutes of the August 6, 2015 CTRTAG meeting.

Vicki Gideon made a motion to approve the minutes, seconded by Leslie Hinkle; the motion passed unanimously.

5. Discuss and take appropriate action to appoint additional CTRTAG Voting Members.

Cheryl Maxwell informed the members that there was need for a representative from the Private Transportation Provider stakeholder group and that Tim Hancock, Arrow Trailways, was willing to serve in this position. Ms. Maxwell also informed the members that there was still a need for the Advocate for Children.

Leslie Hinkle made a motion for Mr. Hancock to be approved, seconded by Robert Ator; the motion passed unanimously.

6. Discuss FY 16/17 Request for Proposal to select contract to update the Regionally Coordinated Transportation Plan (RCTP) for Central Texas State Planning Region 23.

Cheryl Maxwell informed the members that our region will receive \$96,320 from September 2015 to February 2017, which will be used to pay the administration cost and contractor to update the RCTP. Ms. Maxwell explained the process to seek written and sealed competitive proposals to complete the RCTP. She discussed the selection criteria and deliverables in the Request for Proposals (RFP) that will be used to select the contractor. The RFP will be sent out on Wednesday, October 7, 2015 with a submittal deadline of November 2, 2015.

Ms. Demirs discussed how following the initial screenings, a short list consisting of three firms of proposers would be compiled. Committee members proposed that staff would look over the proposals and the committee would consider the staff's recommendations to make a selection.

Rita Kelley made a motion to approve the RFP, seconded by Dee Dee DeGraaff. The motion passed with one vote in opposition cast by Ms. Hinkle.

7. Other Business

No other business was discussed.

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

The next meeting was tentatively set for the week of November 16th. Staff will poll the members to determine the best day and time.

9. Adjourned.

The meeting was adjourned at 2:03 p.m.

Carole Warlick, CTRTAG Chair

Cheryl Maxwell, Planning Director
CTCOG

Agenda Item Synopsis

Agenda Item No. 5—Appoint new voting members

Pursuant to Texas law, we are required to have certain stakeholder groups represented, including child advocacy groups and metropolitan planning organizations. For vote today are the following:

Child Advocacy Group: Janell Frazier, Central Texas 4C Headstart

Metropolitan Planning Organization: Jason Deckman, Killeen-Temple Metropolitan Planning Organization

Action needed: Approval of appointees to the CTRTAG.

Agenda Items No. 7 & 8—Regionally Coordinated Transportation Plan (RCTP)

In October, the CTRTAG approved the Request for Proposal for a contractor to update the RTCP. Proposals were due on November 2. One proposal was received from Texas A&M University-Central Texas.

The budget for this project is FY16 \$25,756 and FY17 \$38,854, with the following deliverables:

1. Report on transportation resources in the region.
2. Two-phase report on the comprehensive needs assessment and a gap analysis.
3. Final, updated five-year public transit-human services transportation plan.

Action needed: Discussion and approval of contractor.

Item #5

CTRTAG Members

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

Area Represented	Name	Agency	Phone	email
Transit District	Carole Warlick	HCTD	325-372-4677	cwarlick@takethehop.com
Transit District	Robert Ator	HCTD	254-933-3700 x2009	rator@takethehop.com
Private Trans. Provider	Tim Hancock	Arrow Trailways	(254) 526-0545	tim.hancock@arrowtrailways.com
Workforce Agencies	Vickie Gideon	Cen. TX Workforce	254-742-4413	vickieg@workforcelink.com
Workforce Agencies	Deana Belk	CTCOG-Housing Asst.	254-770-2309	deana.belk@ctcog.org
Health & Human Services	Michael Sheffield	Area Agency On Aging	307-315-8666	michael.sheffield14@gmail.com
	Alt: Thomas Wilson		254-770-2359	thomas.wilson@ctcog.org
Aging & Disability Org.	Peggy Cosner	HCTLC	254-933-7487	peggy.cosner@hctclic.org
Aging & Disability Org.	Grace Deorsam	Area Agency On Aging	254-770-2330	grace.deorsam@ctcog.org
Municipalities	Leslie Hinkle	City of Killeen	254-501-7847	lhinkle@killeentexas.gov
Municipalities				
Mental Health Agencies	Nancy Holle	The Arc of Bell Co	254-760-4814	nholle@gmail.com
Mental Health Agencies				
Military and Veterans Org.	Terry Mustapher	Bring Everyone in Zone	254-247-4590	tinaacp@yahoo.com ; timust66@yahoo.com
Military and Veterans Org.				
Counties	Rita Kelley	Bell Co Health Serv.	254-618-4193	rita.kelley@co.bell.tx.us
Counties				
Educational Facilities	Teresa Chavez	Central TX College	254-526-1586	teresa.chavez@ctcd.edu
Educational Facilities				
Emergency Assist./Mgmt Ag.	Mike Collins	CTCOG-Homeland Sec.	254-770-2367	michael.collins@ctcog.org
Emergency Assist./Mgmt Ag.				
Medical Facilities				
Medical Facilities				
Child Advocacy Group	Janell Frazier	Central TX 4C Headstart	254-778-0489 x114	4c@vvm.com
Child Advocacy Group				
Transit User	Deanna DeGraaff	Transit user	254-718-8998 (c) 254-778-5073 (h)	vipdegraaff@att.net
Transit User	Janice Taylor	Transit user	254-458-7443 (c)	rskha@hotmail.com

Metropolitan Planning Org	Jason	Deckman	KTMPPO	254-770-2376	jason.deckman@ctcog.org
Individual Stakeholders (rep priority pop.--5 max)	Kenny	Norton	Disabled		coolnews1@hotmail.com

As of October 20, 2015, 16 voting members; 9 needed for quorum.

Pending approval

Updated 11/12/2015

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

Item #6

RTCP 4th Quarter Report

Quarterly Report

Regionally Coordinated Transportation Plan

(RCTP) Workplan

4th QTR 2015



Killeen-Temple



METROPOLITAN PLANNING ORGANIZATION



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

- 1) Number of passengers carried per service hour.

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

STATUS See Tab A

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

STATUS See Tab A

- 2) Road calls per miles traveled.

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

STATUS See Tab A

- 3) Complaints per passengers carried.

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

STATUS See Tab A

- 4) Traffic accidents per miles traveled.

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

STATUS See Tab A

- 5) Missed fixed route trips.

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

STATUS See Tab A

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

Goal 1: Eliminate waste and inefficiencies

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

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

STATUS Objective reached; relocation completed February 2013.

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

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

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

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

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

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

STATUS See Tab B

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

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

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

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

- 1) Modify fixed routes, targeting increased ridership.

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

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

- 2) Eliminate or merge routes with low use.

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

STATUS None this FY.

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

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

centers.

STATUS

See Tab C

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

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

STATUS

See Tab C

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

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

STATUS

See Tab B

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

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

STATUS

See Tab B

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

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

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

STATUS

<u>TOTAL ULSD</u>	<u>TOTAL FLEET</u>	<u>% ULSD</u>
110	174	63.2%

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

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

STATUS

See Tab A

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

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

STATUS

See Tab A

Goal 4: Ensure maximum coverage of the service area.

- 1) Ensure coverage includes rural areas.

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

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

- 2) Ensure rural service feeds into urban service.

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

<u>STATUS</u>	See Tab F
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- 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.

<u>STATUS</u>	See Tab A
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Goal 5: To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents.

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

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

STATUS See Tab B

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

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

STATUS See Tab D

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

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

STATUS See Tab D

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

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

STATUS See Tab A

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

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

STATUS Opportunity for advertising is monitored on a monthly basis. Regular opportunities, such as "Newcomers' Guides" are used for marketing.

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

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

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

STATUS N/A to HCTD

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

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

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

STATUS N/A to HCTD

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

STATUS N/A to HCTD

Attachment D
2013 Recommendations to 2011 RCTP

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

- Update The HOP website;

STATUS

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

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

STATUS

See Tab E

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

STATUS

See Tab E

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

STATUS

See Tab E

- Clarify information regarding Rural Service;

STATUS

See Tab F

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

STATUS

Ongoing.

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

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

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

- Expand services on Fort Hood for military families.

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

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

STATUS On going.

	JAN 15		FEB 15		MAR 15		APR 15		MAY 15		JUN 15	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	6063	22.7	5583	22.7	5882	21.7	6016	21.9	5707	21.4	6691	23.3
Route 4	7219	24.1	6984	25.5	7781	26.0	8130	26.7	7302	24.3	7460	23.5
Route 5	5486	20.4	5498	22.2	5905	21.7	5934	21.4	5602	20.9	6459	22.3
Route 7	1206	4.8	1288	5.5	1423	5.5	1575	6.0	1253	5.0	1657	6.0
Route 21	2108	7.3	2148	8.2	2273	7.9	2596	8.9	2423	8.4	2575	8.4
Route 30	2887	9.5	2525	9.1	2781	9.2	2899	9.4	2793	9.2	2975	9.3
Route 35	2400	9.1	2377	9.6	2664	9.7	2695	9.7	2540	9.6	2889	9.9
Route 65	3540	14.8	3241	14.4	3649	14.7	3527	14.0	3243	13.5	3519	13.3
Route 100	4085	17.0	4468	19.9	4588	18.5	5124	20.3	4009	16.7	4029	15.3
Connector	2386	9.6	2480	10.7	2547	9.9	2642	10.1	2362	9.5	2878	10.5
Route 510	4399	16.3	4036	16.3	4390	16.2	4457	16.2	4232	15.7	4803	16.8
Route 520	2918	9.7	2517	9.2	2973	9.9	2989	9.8	3057	10.2	3099	9.8
Route 530	3336	11.5	2950	11.1	3380	11.6	3387	11.5	3274	11.3	4064	13.2
Route 610	1470	5.9	1471	6.3	1517	5.9	1472	5.6	1535	6.1	1834	6.7
TOTAL	49503	13.1	47566	13.6	51753	13.5	53443	13.7	49332	13.0	54932	13.5

	JUL 15		AUG 15		SEP 15		OCT 15		NOV 15		DEC 15	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	6483	23.6	6889	25.8	6856	24.9	0	0.0	0	0.0	0	0.0
Route 4	7787	25.6	7953	26.5	7790	25.6	0	0.0	0	0.0	0	0.0
Route 5	6302	22.8	6281	23.4	6383	23.1	0	0.0	0	0.0	0	0.0
Route 7	1584	6.0	1538	6.1	1825	6.9	0	0.0	0	0.0	0	0.0
Route 21	2383	8.1	2517	8.8	2653	9.1	0	0.0	0	0.0	0	0.0
Route 30	3017	9.8	3109	10.3	3319	10.8	0	0.0	0	0.0	0	0.0
Route 35	2638	9.5	2705	10.2	2905	10.4	0	0.0	0	0.0	0	0.0
Route 65	3328	13.2	3549	14.8	3807	15.1	0	0.0	0	0.0	0	0.0
Route 100	3857	15.3	4094	17.1	5203	20.6	0	0.0	0	0.0	0	0.0
Connector	2782	10.7	2908	11.7	3211	12.3	0	0.0	0	0.0	0	0.0
Route 510	4284	15.6	5159	19.1	5339	19.4	0	0.0	0	0.0	0	0.0
Route 520	3013	9.9	3179	10.6	3330	10.9	0	0.0	0	0.0	0	0.0
Route 530	3546	12.0	3681	12.7	3467	11.8	0	0.0	0	0.0	0	0.0
Route 610	1697	6.5	1851	7.4	1866	7.1	0	0.0	0	0.0	0	0.0
TOTAL	52701	13.5	55413	14.6	57954	14.9	0	0.0	0	0.0	0	0.0

	JAN 14		FEB 14		MAR 14		APR 14		MAY 14		JUN 14	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5590	21.6	5239	20.9	5341	19.1	6203	22.6	6073	21.7	6591	24.0
Route 4	4426	15.3	4174	14.9	4613	14.6	4652	15.2	4672	14.8	5088	16.6
Route 5	5756	22.1	5445	21.6	5639	20.1	5957	21.5	6174	22.0	6129	22.1
Route 7	1143	4.6	1155	4.9	1303	5.0	1430	5.4	1441	5.5	1383	5.3
Route 21	1982	7.1	2061	7.6	2188	7.2	2370	8.0	2533	8.4	2011	6.8
Route 30	5699	19.7	5968	21.2	6134	19.4	6887	22.4	6845	21.7	6980	22.7
Route 35	2550	9.7	2674	10.6	2670	9.6	2888	10.4	2813	10.1	2863	10.3
Route 65	3496	14.8	3099	13.6	3392	13.5	3648	14.5	3816	15.1	3663	14.5
Route 100	4645	19.6	4461	19.6	3854	15.3	4933	19.6	5447	21.6	4304	17.1
Connector	2761	11.6	2774	12.2	2493	9.9	2895	11.5	2833	11.2	3089	12.3
Route 510	4700	18.1	4370	17.4	4475	15.9	4958	18.0	4875	17.3	4593	16.7
Route 520	3244	11.3	2753	9.9	2719	8.7	2862	9.4	3306	10.6	2965	9.7
Route 530	3377	12.2	3138	11.7	3159	10.5	3356	11.4	3642	12.1	3593	12.2
Route 610	1460	5.9	1571	6.6	1353	5.2	1434	5.5	1450	5.5	1551	5.9
TOTAL	50829	13.8	48882	13.8	49333	12.4	54473	14.0	55920	14.1	54803	14.0

	JUL 14		AUG 14		SEP 14		OCT 14		NOV 14		DEC 14	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	6864	23.9	7397	26.5	7442	27.1	7836	26.2	5551	24.1	6465	23.5
Route 4	5158	16.1	5094	16.2	5170	16.9	5948	17.9	4355	16.6	5079	16.6
Route 5	6213	21.5	6448	23.0	7176	25.9	7550	25.0	5286	22.9	5369	19.4
Route 7	1453	5.3	1298	4.9	1703	6.5	1785	6.2	1240	5.8	1255	5.3
Route 21	2118	6.9	2374	7.8	2408	8.2	2550	8.0	2088	8.3	2254	7.7
Route 30	6972	21.8	7497	23.8	7499	24.4	8038	24.1	5504	20.9	6196	20.2
Route 35	2664	9.1	2828	10.2	2820	10.1	3084	10.1	2025	9.0	2588	9.3
Route 65	4100	15.5	4225	16.8	4221	16.8	4467	16.2	3261	16.0	4114	16.3
Route 100	4620	17.5	4541	18.0	6189	24.6	6140	22.2	4398	21.6	4171	16.6
Connector	3051	11.6	3200	12.7	3351	13.3	3384	12.3	2460	12.1	2820	11.2
Route 510	4978	17.4	5465	19.4	5392	19.6	5444	18.2	4004	17.1	4697	17.1
Route 520	3243	10.2	3387	10.8	3258	10.7	3547	10.7	2799	10.7	3120	10.2
Route 530	3567	11.6	3979	13.2	4076	13.8	4187	13.1	3099	12.3	3587	12.2
Route 610	1673	6.1	1805	6.9	1491	5.7	1758	6.1	1105	5.2	1533	5.8
TOTAL	56674	13.9	59538	15.0	62196	16.0	65718	15.5	47175	14.5	53248	13.7

ROAD CALL REPORT - 2015

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
JAN 2015	14	225,584	6.21	=/< 25
FEB 2015	12	207,239	5.79	=/< 25
MAR 2015	13	208,656	6.23	=/< 25
APR 2015	13	226,731	5.73	=/< 25
MAY 2015	17	225,591	7.54	=/< 25
JUN 2015	26	227,645	11.42	=/< 25
JUL 2015	22	245,845	8.95	=/< 25
AUG 2015	12	240,111	5.00	=/< 25
SEP 2015	29	252,780	11.47	=/< 25
OCT 2015	0	0	#DIV/0!	=/< 25
NOV 2015	0	0	#DIV/0!	=/< 25
DEC 2015	0	0	#DIV/0!	=/< 25
YTD	158	2,060,182	7.67	=/< 25

ROAD CALL REPORT - 2014

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
JAN 2014	19	223,788	8.49	=/< 25
FEB 2014	5	204,081	2.45	=/< 25
MAR 2014	12	221,575	5.42	=/< 25
APR 2014	15	231,263	6.49	=/< 25
MAY 2014	8	219,418	3.65	=/< 25
JUN 2014	13	219,656	5.92	=/< 25
JUL 2014	12	230,398	5.21	=/< 25
AUG 2014	13	219,323	5.93	=/< 25
SEP 2014	7	241,910	2.89	=/< 25
OCT 2014	19	244,741	7.76	=/< 25
NOV 2014	8	201,248	3.98	=/< 25
DEC 2014	1	229,563	0.44	=/< 25
YTD	132	2,686,964	4.91	=/< 25

CUSTOMER SERVICE REPORT - 2015

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
JAN 2015	32	58,061	0.06	=/< 1
FEB 2015	25	58,532	0.04	=/< 1
MAR 2015	48	63,904	0.08	=/< 1
APR 2015	64	65,481	0.10	=/< 1
MAY 2015	48	60,088	0.08	=/< 1
JUN 2015	47	66,314	0.07	=/< 1
JUL 2015	50	64,605	0.08	=/< 1
AUG 2015	64	67,386	0.09	=/< 1
SEP 2015	40	70,383	0.06	=/< 1
OCT 2015	0	0	#DIV/0!	=/< 1
NOV 2015	0	0	#DIV/0!	=/< 1
DEC 2015	0	0	#DIV/0!	=/< 1
YTD	418	574,754	0.07	=/< 1

CUSTOMER SERVICE REPORT - 2014

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
JAN 2014	1	62,794	0.00	=/< 1
FEB 2014	1	59,759	0.00	=/< 1
MAR 2014	18	61,159	0.03	=/< 1
APR 2014	12	67,192	0.02	=/< 1
MAY 2014	3	68,078	0.00	=/< 1
JUN 2014	6	66,390	0.01	=/< 1
JUL 2014	14	69,174	0.02	=/< 1
AUG 2014	15	71,585	0.02	=/< 1
SEP 2014	44	74,124	0.06	=/< 1
OCT 2014	145	78,532	0.18	=/< 1
NOV 2014	15	57,667	0.03	=/< 1
DEC 2014	6	64,667	0.01	=/< 1
YTD	280	801,121	0.03	=/< 1

MISSED TRIP REPORT - FRS - 2015

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	STANDARD
JAN 2015	3,654	16	0.44%	=/< 2%
FEB 2015	3,374	132	3.91%	=/< 2%
MAR 2015	3,712	123	3.31%	=/< 2%
APR 2015	3,769	8	0.21%	=/< 2%
MAY 2015	3,654	24	0.66%	=/< 2%
JUN 2015	3,936	21	0.53%	=/< 2%
JUL 2015	3,767	17	0.45%	=/< 2%
AUG 2015	3,654	22	0.60%	=/< 2%
SEP 2015	3,767	26	0.69%	=/< 2%
OCT 2015	0	0	#DIV/0!	=/< 2%
NOV 2015	0	0	#DIV/0!	=/< 2%
DEC 2015	0	0	#DIV/0!	=/< 2%
YTD	33,289	389	1.17%	=/< 2%

MISSED TRIP REPORT - FRS - 2014

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	STANDARD
JAN 2014	3,561	234	6.57%	=/< 2%
FEB 2014	3,544	8	0.23%	=/< 2%
MAR 2014	3,824	10	0.26%	=/< 2%
APR 2014	3,768	8	0.21%	=/< 2%
MAY 2014	3,824	12	0.31%	=/< 2%
JUN 2014	3,768	11	0.29%	=/< 2%
JUL 2014	3,937	13	0.33%	=/< 2%
AUG 2014	3,824	16	0.42%	=/< 2%
SEP 2014	3,768	19	0.50%	=/< 2%
OCT 2014	4,106	14	0.34%	=/< 2%
NOV 2014	3,148	16	0.51%	=/< 2%
DEC 2014	3,743	5	0.13%	=/< 2%
YTD	44,816	366	0.82%	=/< 2%

SAFETY PERFORMANCE REPORT - 2015

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	STANDARD
JAN 2015	4	225,584	1.77	=/< 4
FEB 2015	4	207,239	1.93	=/< 4
MAR 2015	5	208,656	2.40	=/< 4
APR 2015	5	226,731	2.21	=/< 4
MAY 2015	2	225,591	0.89	=/< 4
JUN 2015	1	227,645	0.44	=/< 4
JUL 2015	3	245,845	1.22	=/< 4
AUG 2015	7	240,111	2.92	=/< 4
SEP 2015	4	252,780	1.58	=/< 4
OCT 2015	0	0	#DIV/0!	=/< 4
NOV 2015	0	0	#DIV/0!	=/< 4
DEC 2015	0	0	#DIV/0!	=/< 4
YTD	35	2,060,182	1.70	=/< 4

SAFETY PERFORMANCE REPORT - 2014

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	STANDARD
JAN 2014	11	223,788	4.92	=/< 4
FEB 2014	5	204,081	2.45	=/< 4
MAR 2014	7	221,575	3.16	=/< 4
APR 2014	7	231,263	3.03	=/< 4
MAY 2014	3	219,418	1.37	=/< 4
JUN 2014	4	219,656	1.82	=/< 4
JUL 2014	4	230,398	1.74	=/< 4
AUG 2014	5	219,323	2.28	=/< 4
SEP 2014	10	241,910	4.13	=/< 4
OCT 2014	4	244,741	1.63	=/< 4
NOV 2014	8	201,248	3.98	=/< 4
DEC 2014	1	229,563	0.44	=/< 4
YTD	69	2,686,964	2.57	=/< 4

Killeen Division - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	7383	6788	7586	7554	6507	6618	7138	7122	7473	0	0	0	64169
TOTAL SERVICE HOURS	3606.3	3271.1	3548	3590.5	3230.6	3321.1	3701.8	3735.3	4002.6	0	0	0	32007.3
PASSENGERS/HOUR	2.0	2.1	2.1	2.1	2.0	2.0	1.9	1.9	1.9	#DIV/0!	#DIV/0!	#DIV/0!	2.0

KILLEEN DIVISION TOTAL - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6372	5960	6618	6686	5787	5911	6201	6111	6872	0	0	0	56518
TOTAL TRIPS WITH APPTS	2932	2690	2980	3016	2559	2654	2762	2728	3000	0	0	0	25321
NUMBER LATE PICKUPS	1685	1981	2177	2214	1596	1389	1540	1359	1331	0	0	0	15272
NUMBER LATE APPTS	569	594	669	631	555	407	405	385	447	0	0	0	4662
ON-TIME PERFORMANCE (PICKUP)	73.6%	66.8%	67.1%	66.9%	72.4%	76.5%	75.2%	77.8%	80.6%	#DIV/0!	#DIV/0!	#DIV/0!	73.0%
ON-TIME PERFORMANCE (APPT)	80.6%	77.9%	77.6%	79.1%	78.3%	84.7%	85.3%	85.9%	85.1%	#DIV/0!	#DIV/0!	#DIV/0!	81.6%

KILLEEN DIVISION ADA - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3129	3084	3425	3599	3107	3263	3296	3004	3388	0	0	0	29295
TOTAL TRIPS WITH APPTS	1302	1254	1396	1496	1236	1309	1314	1208	1333	0	0	0	11848
NUMBER LATE PICKUPS	863	1003	1114	1146	978	768	799	666	761	0	0	0	8098
NUMBER LATE APPTS	190	251	282	261	245	169	161	128	174	0	0	0	1861
ON-TIME PERFORMANCE (PICKUP)	72.4%	67.5%	67.5%	68.2%	68.5%	76.5%	75.8%	77.8%	77.5%	#DIV/0!	#DIV/0!	#DIV/0!	72.4%
ON-TIME PERFORMANCE (APPT)	85.4%	80.0%	79.8%	82.6%	80.2%	87.1%	87.7%	89.4%	86.9%	#DIV/0!	#DIV/0!	#DIV/0!	84.3%

KILLEEN DIVISION MTP - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2576	2261	2416	2476	2209	2219	2490	2696	2746	0	0	0	22089
TOTAL TRIPS WITH APPTS	1303	1122	1199	1213	1078	1083	1223	1316	1384	0	0	0	10921
NUMBER LATE PICKUPS	643	707	755	777	549	517	632	577	492	0	0	0	5649
NUMBER LATE APPTS	351	304	333	328	287	216	231	245	249	0	0	0	2544
ON-TIME PERFORMANCE (PICKUP)	75.0%	68.7%	68.8%	68.6%	75.1%	76.7%	74.6%	78.6%	82.1%	#DIV/0!	#DIV/0!	#DIV/0!	74.4%
ON-TIME PERFORMANCE (APPT)	73.1%	72.9%	72.2%	73.0%	73.4%	80.1%	81.1%	81.4%	82.0%	#DIV/0!	#DIV/0!	#DIV/0!	76.7%

Temple Division - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4677	4178	4565	4484	4249	4764	4766	4851	4956	0	0	0	41490
TOTAL SERVICE HOURS	2586.7	2271.7	2497.6	2469.6	2418.7	2676.8	2600.7	2663.8	2826	0	0	0	23011.6
PASSENGERS/HOUR	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	#DIV/0!	#DIV/0!	#DIV/0!	1.8

TEMPLE DIVISION TOTAL - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4212	3757	4113	4072	3867	4292	4219	4304	4563	0	0	0	37399
TOTAL TRIPS WITH APPTS	1926	1595	1729	1790	1632	1809	1734	1772	1867	0	0	0	15854
NUMBER LATE PICKUPS	1175	1206	1422	1298	949	960	1018	868	867	0	0	0	9763
NUMBER LATE APPTS	341	270	337	302	226	237	202	195	223	0	0	0	2333
ON-TIME PERFORMANCE (PICKUP)	72.1%	67.9%	65.4%	68.1%	75.5%	77.6%	75.9%	79.8%	81.0%	#DIV/0!	#DIV/0!	#DIV/0!	73.9%
ON-TIME PERFORMANCE (APPT)	82.3%	83.1%	80.5%	83.1%	86.2%	86.9%	88.4%	89.0%	88.1%	#DIV/0!	#DIV/0!	#DIV/0!	85.3%

TEMPLE DIVISION ADA - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1883	1715	1908	1929	1958	2133	2157	2141	1998	0	0	0	17622
TOTAL TRIPS WITH APPTS	678	597	656	715	687	758	722	737	720	0	0	0	6270
NUMBER LATE PICKUPS	501	512	634	594	483	489	509	418	427	0	0	0	4567
NUMBER LATE APPTS	97	87	100	98	69	85	60	61	65	0	0	0	722
ON-TIME PERFORMANCE (PICKUP)	73.4%	70.1%	66.8%	69.2%	75.3%	77.1%	76.4%	80.5%	78.6%	#DIV/0!	#DIV/0!	#DIV/0!	74.4%
ON-TIME PERFORMANCE (APPT)	85.7%	85.4%	84.8%	86.3%	90.0%	88.8%	91.7%	91.7%	91.0%	#DIV/0!	#DIV/0!	#DIV/0!	88.5%

TEMPLE DIVISION MTP - 2015	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1846	1533	1738	1663	1510	1731	1619	1704	1902	0	0	0	15246
TOTAL TRIPS WITH APPTS	984	748	831	812	715	811	777	828	881	0	0	0	7387
NUMBER LATE PICKUPS	480	490	586	508	329	339	336	298	305	0	0	0	3671
NUMBER LATE APPTS	128	146	188	162	130	128	114	107	123	0	0	0	1226
ON-TIME PERFORMANCE (PICKUP)	74.0%	68.0%	66.3%	69.5%	78.2%	80.4%	79.2%	82.5%	84.0%	#DIV/0!	#DIV/0!	#DIV/0!	75.9%
ON-TIME PERFORMANCE (APPT)	87.0%	80.5%	77.4%	80.0%	81.8%	84.2%	85.3%	87.1%	86.0%	#DIV/0!	#DIV/0!	#DIV/0!	83.4%

Total ADA Trips - 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5012	4799	5333	5528	5065	5396	5453	5145	5386	0	0	0	47117
TOTAL TRIPS WITH APPTS	1980	1851	2052	2211	1923	2067	2036	1945	2053	0	0	0	18118
NUMBER TRIPS DENIED	0	0	0	4	3	0	0	0	0	0	0	0	7
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%

NUMBER LATE PICKUPS	1364	1515	1748	1740	1461	1257	1308	1084	1188	0	0	0	12665
NUMBER LATE APPTS	448	391	433	426	356	301	291	306	314	0	0	0	3266
ON-TIME PERFORMANCE (PICKUP)	72.8%	68.4%	67.2%	68.5%	71.2%	76.7%	76.0%	78.9%	77.9%	#DIV/0!	#DIV/0!	#DIV/0!	73.1%
ON-TIME PERFORMANCE (APPT)	77.4%	78.9%	78.9%	80.7%	81.5%	85.4%	85.7%	84.3%	84.7%	#DIV/0!	#DIV/0!	#DIV/0!	82.0%

MISSED TRIPS	6	5	8	3	7	1	1	3	1	0	0	0	35
PERCENTAGE MISSED	0.1%	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.1%

TRIPS > 60 MINUTES	275	261	342	300	297	294	252	248	258	0	0	0	2527
PERCENTAGE < 60 MINUTES	94.5%	94.6%	93.6%	94.6%	94.1%	94.6%	95.4%	95.2%	95.2%	#DIV/0!	#DIV/0!	#DIV/0!	94.6%

Killeen Division - 2014

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6898	6199	6740	7109	6852	6758	7138	6843	6821	7760	6284	6916	75402
TOTAL SERVICE HOURS	3287.5	3072	3236.3	3433.4	3291.5	3311.7	3374.1	3255.9	3434.3	3882.7	3222.6	3700.1	40253.3
PASSENGERS/HOUR	2.1	2.0	2.1	2.1	2.1	2.0	2.1	2.1	2.0	2.0	1.9	1.9	1.9

KILLEEN DIVISION TOTAL - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6136	5607	6054	6413	6197	6070	6390	6084	6253	7000	5584	6111	73899
TOTAL TRIPS WITH APPTS	2795	2464	2720	2901	2788	2695	2744	2597	2903	3396	2858	3064	33925
NUMBER LATE PICKUPS	1403	1032	1381	1548	1238	1046	1165	1155	1322	1544	1273	1357	15464
NUMBER LATE APPTS	345	214	339	343	322	252	325	288	402	553	443	453	4279
ON-TIME PERFORMANCE (PICKUP)	77.1%	81.6%	77.2%	75.9%	80.0%	82.8%	81.8%	81.0%	78.9%	77.9%	77.2%	77.8%	79.1%
ON-TIME PERFORMANCE (APPT)	87.7%	91.3%	87.5%	88.2%	88.5%	90.6%	88.2%	88.9%	86.2%	83.7%	84.5%	85.2%	87.4%

KILLEEN DIVISION ADA - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3099	3148	3221	3376	3267	3079	3156	3133	3388	3611	2864	3072	38414
TOTAL TRIPS WITH APPTS	1248	1205	1268	1369	1335	1203	1226	1183	1368	1419	1161	1212	15197
NUMBER LATE PICKUPS	766	605	749	849	750	620	657	681	850	923	736	782	8968
NUMBER LATE APPTS	178	126	186	210	172	132	182	157	172	210	160	178	2063
ON-TIME PERFORMANCE (PICKUP)	75.3%	80.8%	76.7%	74.9%	77.0%	79.9%	79.2%	78.3%	74.9%	74.4%	74.3%	74.5%	76.7%
ON-TIME PERFORMANCE (APPT)	85.7%	89.5%	85.3%	84.7%	87.1%	89.0%	85.2%	86.7%	87.4%	85.2%	86.2%	85.3%	86.4%

KILLEEN DIVISION MTP - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2453	1901	2183	2305	2192	2366	2531	2376	2149	2515	2140	2281	27392
TOTAL TRIPS WITH APPTS	1223	941	1071	1128	1077	1146	1217	1140	1221	1533	1378	1496	14571
NUMBER LATE PICKUPS	532	311	431	458	385	355	418	374	354	509	459	462	5048
NUMBER LATE APPTS	145	83	145	114	130	107	130	114	204	321	268	266	2027
ON-TIME PERFORMANCE (PICKUP)	78.3%	83.6%	80.3%	80.1%	82.4%	85.0%	83.5%	84.3%	83.5%	79.8%	78.6%	79.7%	81.6%
ON-TIME PERFORMANCE (APPT)	88.1%	91.2%	86.5%	89.9%	87.9%	90.7%	89.3%	90.0%	83.3%	79.1%	80.6%	82.2%	86.1%

Temple Division - 2014

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	5067	4678	5086	5610	5306	4829	5362	5204	5107	5054	4208	4503	60014
TOTAL SERVICE HOURS	2681.2	2508.3	2751.8	2896.1	2627.6	2536.7	2638.2	2554.6	2683	2907.8	2633.8	2944.4	32363.5
PASSENGERS/HOUR	1.9	1.9	1.8	1.9	2.0	1.9	2.0	2.0	1.9	1.7	1.6	1.5	1.9

TEMPLE DIVISION TOTAL - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4554	4247	4622	5036	4791	4365	4827	4710	4638	4637	3824	4126	54377
TOTAL TRIPS WITH APPTS	1729	1659	1838	1979	1880	1695	1998	1882	2126	2049	1773	1900	22508
NUMBER LATE PICKUPS	769	646	722	795	721	728	871	898	1187	932	499	616	9384
NUMBER LATE APPTS	192	151	204	183	183	174	224	254	481	308	182	188	2724
ON-TIME PERFORMANCE (PICKUP)	83.1%	84.8%	84.4%	84.2%	85.0%	83.3%	82.0%	80.9%	74.4%	79.9%	87.0%	85.1%	82.7%
ON-TIME PERFORMANCE (APPT)	88.9%	90.9%	88.9%	90.8%	90.3%	89.7%	88.8%	86.5%	77.4%	85.0%	89.7%	90.1%	87.9%

TEMPLE DIVISION ADA - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2114	2064	2239	2417	2353	2054	2188	2035	1957	2043	1701	1888	25053
TOTAL TRIPS WITH APPTS	632	648	730	778	736	661	762	667	668	660	595	639	8176
NUMBER LATE PICKUPS	328	305	328	359	353	345	379	380	506	447	214	261	4205
NUMBER LATE APPTS	62	43	79	73	72	61	86	100	118	86	56	48	884
ON-TIME PERFORMANCE (PICKUP)	84.5%	85.2%	85.4%	85.1%	85.0%	83.2%	82.7%	81.3%	74.1%	78.1%	87.4%	86.2%	83.2%
ON-TIME PERFORMANCE (APPT)	90.2%	93.4%	89.2%	90.6%	90.2%	90.8%	88.7%	85.0%	82.3%	87.0%	90.6%	92.5%	89.2%

TEMPLE DIVISION MTP - 2014	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1938	1662	1811	1954	1772	1656	1905	1926	2083	1919	1565	1753	21944
TOTAL TRIPS WITH APPTS	869	782	869	915	827	755	920	896	1164	1124	954	1042	11117
NUMBER LATE PICKUPS	346	248	303	323	258	276	340	344	472	355	208	266	3739
NUMBER LATE APPTS	104	83	101	81	78	81	110	97	295	183	111	128	1452
ON-TIME PERFORMANCE (PICKUP)	82.1%	85.1%	83.3%	83.5%	85.4%	83.3%	82.2%	82.1%	77.3%	81.5%	86.7%	84.8%	83.0%
ON-TIME PERFORMANCE (APPT)	88.0%	89.4%	88.4%	91.1%	90.6%	89.3%	88.0%	89.2%	74.7%	83.7%	88.4%	87.7%	86.9%

Total ADA Trips - 2014

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5213	5212	5460	5793	5620	5133	5344	5168	5345	5654	4565	4960	63467
TOTAL TRIPS WITH APPTS	2361	2307	2568	2757	2616	2356	2760	2549	2794	2709	2368	2539	30684
NUMBER TRIPS DENIED	0	0	0	0	0	1	4	0	0	0	0	0	5
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

NUMBER LATE PICKUPS	1094	910	1077	1208	1103	965	1036	1061	1356	1370	950	1043	13173
NUMBER LATE APPTS	240	169	265	283	244	193	268	257	290	296	216	226	2947
ON-TIME PERFORMANCE (PICKUP)	79.0%	82.5%	80.3%	79.1%	80.4%	81.2%	80.6%	79.5%	74.5%	75.8%	79.2%	79.0%	79.2%
ON-TIME PERFORMANCE (APPT)	89.8%	92.7%	89.7%	89.7%	90.7%	91.8%	90.3%	89.9%	89.6%	89.1%	90.9%	91.1%	90.4%

MISSED TRIPS					5	0	16	5	12	5	0	0	43
PERCENTAGE MISSED					0.1%	0.0%	0.3%	0.1%	0.2%	0.1%	0.0%	0.0%	0.1%

TRIPS > 60 MINUTES	266	200	246	239	240	230	270	290	257	295	185	201	2919
PERCENTAGE < 60 MINUTES	94.9%	96.2%	95.5%	95.9%	95.7%	95.5%	94.9%	94.4%	95.2%	94.8%	95.9%	95.9%	95.4%

URBAN DIVISION - 2015

STS DISPATCH

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

STS SCHEDULING

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

CUSTOMER SERVICE

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

* Telephone report system failure.

URBAN DIVISION - 2014

STS DISPATCH

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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Abandoned calls <10%	8.10%		5.70%	6.00%		5.50%	5.40%	7.50%	10.90%	7.30%	9.50%	11.10%
Wait times avg < 3 minutes	0:31		0:30	0:31		0:28	0:34	0:42	0:50	0:53	0:58	1:00
Talk Times avg < 2 minutes	0:29		0:33	0:28		0:35	0:36	0:36	0:37	0:34	0:38	0:38

STS SCHEDULING

Abandoned calls <10%	9.30%		6.10%	6.40%		5.30%	5.20%	6.20%	5.60%	4.00%	5.70%	5.10%
Wait times avg - < 3 minutes	0:31		0:40	0:28		1:03	0:43	1:46	0:50	0:35	1:08	0:43
Talk Times avg < 2 minutes	1:13		2:13	1:31		1:33	1:28	1:06	1:06	1:01	0:46	1:31

CUSTOMER SERVICE

Abandoned calls <10%			8.60%	10.40%		13.60%	9.90%	10.80%	19.20%	14.30%	9.50%	9.30%
Wait times avg < 3 minutes			0:36	0:44		0:49	0:43	0:45	1:03	0:56	0:46	0:36
Talk Times avg < 2 minutes			0:37	0:29		1:36	2:55	1:27	0:50	0:43	0:39	2:49

Incoming Calls

Calls Answered

* Telephone report system failure.

Community Events

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
KISD	Clear Creek Elementary	5/28/2014	10:00 AM	J. Valdes	Career Day
City of Belton	Belton, TX	7/4/2014	10:00 AM	J. Wickham	Independence Day Parade
Food For Families	The HOP Urban Service Area	11-19 to 11-21		J. Valdes	Food drive
NAACP	Corinth Church of Temple	6/27/2015	9:00 AM	J. Valdes	Community in Unity

Community Participation

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
Bell County Network	Killeen offices on 2nd Street	2/20/2015	11:30 AM	Robert Ator	Network with various agencies
KISD	Ellision High School - Killeen, TX	3/13/2015	8:00 AM	J. Valdes	Transition Meeting
KISD	Ellision High School - Killeen, TX	3/26/2015	10:00 AM	J. Valdes	Transition Meeting for Students and Parents
City of Killeen	Fort Hood	4/10/2015	10:00 AM	J. Valdes	Transition Meeting for Students and Parents
Hill Country Transit District	Killeen Regional Airport	5/18/2015	9:00 AM	Robert Ator	New Bus Unveiling
Hill Country Transit District	Temple City Hall	5/19/2015	9:00 AM	Robert Ator	New Bus Unveiling
Hill Country Transit District	Charles Borromeo Church - Kingsland, TX	6/8/2015	11:30 AM	T. Austin	Promotion of Services
Hill Country Transit District	Charles Borromeo Church - Kingsland, TX	6/11/2015	6:30 PM	T. Austin	Promotion of Services
Leadership Central Texas	The HOP Offices - Belton	6/18/2015	9:00 AM	Robert Ator	Network with various agencies
City of Temple	Temple City Hall	7/2/2015	8:00 AM	Robert Ator	Temple Medical Education District Planning Meeting
Temple College	Temple College	7/16/2015	7:00 PM	K. Sames	Annual Open House
City of Killeen	Killeen City Hall	7/20/2015	9:00 AM	Robert Ator	Town Hall Meeting
City of Copperas Cove	Copperas Cove Rotary Club	7/21/2015	9:30 AM	Robert Ator	Highway 190 Business Plan
City of Belton	Belton City Hall	7/27/2015	8:00 AM	Robert Ator	P & Z Meeting
City of Temple	Temple City Hall	7/27/2015	9:30 AM	Robert Ator	Community Development Meeting
Cedar Crest Rehabilitation	Cedar Crest Hospital	7/27/2015	11:00 AM	Robert Ator	Transportation Planning
City of Killeen	Killeen City Hall	7/28/2015	11:00 AM	Robert Ator	Transit Funding
City of Copperas Cove	Copperas Cove Rotary Club	7/28/2015	11:00 AM	Robert Ator	Transit Funding
Harker Heights Library	Harker Heights Library	8/12/2015	8:30 AM	J. Valdes	Children's Day Event
City of Killeen	Lions Club Park Senior Center	8/14/2015	8:30 AM	J. Valdes	Senior Market Day
Llano County Library	TAC Meeting	8/17/2015	2:00 PM	T. Austin	Discuss Transit issues
Texas Veterans Commission	Texas National Guard Armory	8/26/2015	9:00 AM	K. Sames	Veterans Hiring Event
Veterans Coalition of Bell County	Belton Goodwill Learning Center	9/11/2015	10:00 AM	Robert Ator	Planning for Agency
VFW	Llano VFW	9/14/2015	11:30 AM	T. Austin	VFW Ladies Auxiliary Luncheon
Belton Economic Development	CTCOG offices - Belton	9/16/2015	11:30 AM	K. Sames	"Hiring Our Heroes"
Area Agency on Aging	Belton County Expo Center	9/22/2015	8:30 AM	J. Valdes	Belton's Senior Expo
Killeen Daily Herald	Killeen Convention Center	9/30/2015	8:30 AM	J. Valdes	Job Fair
VIP Support Group	Temple Public Library	10/10/2015	1:00 PM	J. Valdes	Come Walk in My Shoes
SFAC	Fort Hood, TX	11/3/2015	11:00 AM	J. Valdes	Wounded Warrior Resource Fair

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

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

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

Fare Media Distribution

CITY	BUSINESS/AGENCY NAME	SOLD	PAYMENT TYPE	STREET ADDRESS
Harker Heights	City of Harker Heights	M-F 8 to5	cash, mo, credit card	305 Millers Crossing 76548
Killeen	United Way	M-F 9-11/1-4	cash, mo only	208 W Ave A
Temple	City of Temple	M-F 8 to5	cash, mo, credit card	2 North Main Street 76501
Temple	Temple Visitors Center	M-Sat 10 to5	cash, mo only	120 W. Central 76501
Belton	Belton Utility Billing Department	M-F 8 to5	cash, mo, credit card/ 4% card fee	100 South Davis Street PO Box 120 76513

Travel Training Events

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
BISD	Belton High School	5/19/2014	9:00 AM	Noel Rodriguez	
The HOP	Belton HOP Offices	6/26/2014	8:00 AM	Noel Rodriguez	Class hosted by The HOP
The HOP	Belton HOP Offices	8/26/2014	8:00 AM	Noel Rodriguez	Class hosted by The HOP
The HOP	Belton HOP Offices	9/23/2014	8:00 AM	Noel Rodriguez	Class hosted by The HOP
The HOP	Belton HOP Offices	1/27/2015	8:00 AM	Noel Rodriguez	Class hosted by The HOP
The HOP	Goodwill, Temple	1/29/2015	8:00 AM	Noel Rodriguez	
The HOP	Belton HOP Offices	8/25/2015	8:00 AM	Noel Rodriguez	Class hosted by The HOP

Marketing

DATE	TIME	HOP REP	COMMENTS
10/1/2013	6:00pm	B. Leon	National Nite Out/Heights Baptist Chrch
10/5/2013	1:00pm	B. Leon	Come Walk in My Shoes/VIP Support Grp
4/12/2014	9:00am	B. Leon	Earth Day Presentation
4/17/2014	10:00am	B. Leon	Student Success Fair
7/7/2014	2:00pm	B. Leon	Welcome to the Real World
7/23/2014	4:00pm	B. Leon	Temple College Open House
7/26/2014	10:00am	B. Leon	Just Do It for the Health of It
8/8/2014	8:30am	B. Leon	Senior Market Day
9/23/2014	8:30am	B. Leon	Senior Expo Fair
11/13/2014	8:30am	J. Valdes	Job Fair
1/27/2015	8:30am	K. Sames	Job Fair
3/18/2015	8:30am	J. Valdes	Truck Day
3/25/2015	10:00am	K. Sames	Job Fair
4/15/2015	10:00am	K. Sames	Job Fair
4/28/2015	10:00am	K. Sames	Job Fair
5/1/2015	All Day	T. Austin	Sunglasses given to all children riding rural school runs.
5/5/2015	2:00pm	T. Austin	Fort Worth Job Fair
7/28/2015	9:00am	K. Sames	VA Job Fair

Tab E						
Urban Locations	DATE REQUESTED/ DROPPED OFF	Q1	Q2	Q3	Q4	TOTAL AMOUNT DISTRIBUTED
Aegis Communications Group	1/9/2015	2	0	0		2
Adult Services 1507 Bundant Dr # 1 Killeen	9/25/2015	1	2	2		5
Antrak Visitors Center	10/1/2015	1	2	0		3
Attorney Generals Office	1/7/2015	1	0	0		1
Belton County Chamber of Commerce	1/12/2015	1	0	0		1
Bell County Juvenile Services	1/12/2015	1	0	0		1
Central Dispatch	9/16/2015	108	36	36		180
Central Texas College	9/16/2015	12	24	24		60
Central County Services (Killeen)	1/12/2015	2	0	0		2
Central Texas Workforce (Belton)	1/12/2015	1	0	0		1
Central TX Council of Governors	1/12/2015	1	0	0		1
Central TX Workforce Downtown Temple	1/13/2015	4	0	0		4
City Of Temple	10/1/2015	1	2	0		3
Copper Mountain Library	9/16/2015	1	2	2		5
Copperas Cove Chamber of Commerce	5/11/2015	1	2	0		3
Copperas Cove City Hall	1/12/2015	1	0	0		1
Copperas Cove Library	9/17/2015	1	1	2		4
Field Supervisors	6/16/2015	6	2	0		8
Front Desk	9/25/2015	24	0	3		27
Harker Heights City Hall	9/18/2015	1	2	2		5
Harker Heights Goodwill	9/25/2015	1	0	2		3
Help Center	9/8/2015	0	12	36		48
Killeen Airport	1/8/2015	1	0	0		1
Killeen Chamber of Commerce	1/7/2015	1	0	0		1
Killeen City Hall	1/7/2015	1	0	0		1
Killeen Convention Center	9/25/2015	1	0	2		3
Killeen Library (Downtown)	1/8/2015	1	0	0		1
Metrolplex Hospital Information desk	5/11/2015	3	2	0		5
S&W Social Work		0	0	0		0
Santa Fe Depot	10/1/2015	1	2	0		3
Temple Chamber of Commerce	10/1/2015	1	2	0		3
Temple College		0	0	0		0
Temple High School	1/7/2015	1	0	0		1
Temple Public Library	5/21/2015	1	2	0		3
Temple VA Central Texas Veterans Heath Care	1/30/2015	4	0	0		4
Texas A&M Central Campus	9/16/2015	1	0	2		3
Texas Work Force Commission (Killeen)	1/7/2015	1	0	0		1
United Way (Killeen)	9/17/2015	1	0	2		3
University of Mary Hardin Baylor		0	0	0		0
US Department of Veterans Affairs HUD-VASH	1/29/2015	2	0	0		2
Utility Building/Belton	10/1/2015	1	2	0		3
		194	97	115	0	406

Rural Information

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

Belton – Elderly & disabled transportation only. (No General Public Transportation provided in rural Bell County.) Call: (254) 791-9601

Cameron – Call: 1-(800) 791-9601

Gatesville – Call: (254) 791-9601

Goldthwaite – Call: 1-(800) 791-9601

Hamilton – Call: 1-(800) 791-9601

Hico – Call: 1-(800) 791-9601

Kingsland – Call: 1-(800) 791-9601

Lampasas – Call: 1-(800) 791-9601

Llano – Call: 1-(800) 791-9601

Mason – Call: 1-(800) 791-9601

Rockdale – Call: 1-(800) 791-9601

San Saba – Call: 1-(800) 791-9601

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

“Central Texas’ Regional Public Transit System”

Rural Division Services

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

Vehicles

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

Funding

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

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

Holidays

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

Rules for Passenger Conduct

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

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

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

Rural Trips to Urban Destinations

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

	JUL 15		AUG 15		SEP 15		OCT 15		NOV 15		DEC 15	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	106	108	99	104	94	91						
GATESVILLE	107	107	92	93	105	102						
GOLDTHWAITE	9	9	5	5	5	6						
HAMILTON	9	8	7	7	7	8						
HICO	0	0	2	2	1	1						
KINGSLAND	1	1	3	3	0	0						
LAMPASAS	104	113	103	118	100	108						
LLANO	2	2	4	3	4	4						
MASON	0	0	0	0	0	0						
ROCKDALE	100	102	123	121	117	119						
SAN SABA	14	15	14	16	6	7						
	917		924		885		0		0		0	

	JAN 14		FEB 14		MAR 14		APR 14		MAY 14		JUN 14	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	127	127	116	104	149	142	144	132	126	117	114	105
GATESVILLE	100	100	73	75	79	73	92	96	85	81	95	95
GOLDTHWAITE	2	2	2	2	5	5	3	2	2	2	6	6
HAMILTON	1	1	0	0	0	0	0	0	0	0	1	2
HICO	0	0	0	0	0	0	0	0	0	0	0	0
KINGSLAND	0	0	2	2	1	1	0	0	0	0	0	0
LAMPASAS	116	109	84	80	95	89	102	100	92	93	95	99
LLANO	6	6	2	2	2	2	4	4	1	1	3	4
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	156	152	119	122	126	128	102	101	117	121	104	118
SAN SABA	22	21	8	7	21	21	20	19	14	13	3	3
	1048		800		939		921		865		853	

	JUL 14		AUG 14		SEP 14		OCT 14		NOV 14		DEC 14	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	97	90	118	114	120	111	138	128	107	97	117	110
GATESVILLE	123	119	104	101	88	86	115	110	102	101	83	79
GOLDTHWAITE	3	3	5	4	7	7	2	2	0	0	2	2
HAMILTON	4	4	2	1	1	1	3	3	1	1	3	3
HICO	0	0	0	0	1	1	0	0	1	1	0	0
KINGSLAND	0	0	1	1	0	0	0	0	1	1	1	1
LAMPASAS	119	119	84	93	116	118	116	124	88	93	70	75
LLANO	3	2	2	2	0	0	2	3	0	0	3	4
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	127	125	113	109	106	104	101	117	83	83	101	103
SAN SABA	5	5	6	6	7	7	28	27	11	11	8	8
	948		866		881		1019		782		773	

	JAN 13		FEB 13		MAR 13		APR 13		MAY 13		JUN13	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON												
GATESVILLE												
GOLDTHWAITE												
HAMILTON												
HICO												
KINGSLAND												
LAMPASAS												
LLANO												
MASON												
ROCKDALE												
SAN SABA												

	JUL 13		AUG 13		SEP 13		OCT 13		NOV 13		DEC 13	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON					135	122	133	129	115	110	133	128
GATESVILLE					122	115	122	119	89	86	105	105
GOLDTHWAITE					3	3	11	10	4	5	2	2
HAMILTON					5	5	9	9	0	0	2	2
HICO					0	0	1	1	0	0	0	0
KINGSLAND					1	1	0	0	1	1	0	0
LAMPASAS					113	108	126	118	118	109	91	92
LLANO					4	4	6	9	7	8	5	5
MASON					0	0	0	0	0	0	0	0
ROCKDALE					117	122	126	127	138	118	120	123
SAN SABA					23	23	42	42	23	23	31	29
					1026		1140		955		975	

Item #7

**RCTP Proposal from
Texas A&M-Central Texas**



TEXAS A&M
UNIVERSITY
CENTRAL TEXAS[™]

for Life's Next Chapter

University Center for Applied Research and Engagement

1001 Leadership Place
Killeen, Texas 76549

Proposal and Scope of Work
Five-Year Public Transit
Human-Services Transportation Plan

Purpose

This proposal specifies the activities and products to be generated by Texas A&M University-Central Texas (TAMUCT), a member of The Texas A&M University System, an agency of the State of Texas under the supervision of Dr. Jeffery L. Kirk, Dr. Steve Vitucci, and Dr. Barbara Altman at the request of the Central Texas Council of Governments (CTCOG) regarding the five-year public transit human-services transportation plan, also known as the Regionally Coordinated Transportation Plan, for the Central Texas Regional Transportation Advisory Group (CTRTAG). This grant is a reimbursement-based grant, with reimbursement occurring in conjunction with deliverables. It is anticipated the Contractor will begin work in January 2016 and conclude the project by February 2017.

Description

The purpose of this project is to identify transportation resources in the region, identify gaps in the transportation needs in the region and develop an updated regional five-year public transit human-services transportation plan for 2017-2021. In order to accomplish this purpose, the Contractor will need to identify current transportation patterns with a focus on inefficiencies and service gaps, and project future transportation needs.

The general public is to be surveyed; however, of special interest are 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 region to be surveyed includes the service area of the HOP (Hill Country Transit District) which covers nine counties as follows: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba.

Project Activities

Phase I: Identifying Stakeholders/ Survey Development

Part A: Identifying Stakeholders within State Planning Region 23

Specific activities shall include: development of a data collection methodological design to update the 2013 inventory of transportation providers and their assets, direct assistance/cooperation with CTCOG and CTRTAG, where needed, in collecting additional information from transportation providers, and preparation of a written report in transportation resources in the region.

1. Identifying all agencies responsible for transportation planning in the State Planning Region 23 and
2. Identifying public, private, and non-profit stakeholders (RFP pg. 3, Deliverable 2a, Section B, items i-x).

Part B: Survey Development

Specific activities shall include: development of a methodological design of the process including a table of specifications of areas of assessment, delineation of a sample frame representing stakeholders, and development, and piloting of instruments used by all partners, direct assistance/cooperation with CTCOG and CTRTAG, where needed, in collecting additional

information for stakeholders, data entry and analysis of all quantitative survey data and assistance in analysis of qualitative interview and /or focus group data and preparation of a written report summarizing the findings of the needs assessment survey.

Phase II: Data Collection/Survey Distribution

Part A: State Planning Region 23

- a) Develop a sound data collection methodology for the transportation providers within the nine county region
- b) Develop a distribution plan that supports the client's need for updating the inventory of transportation providers and their assets
- c) Collect the inventory data by May 2016.

Needs Assessment Survey

- a) Develop a sound research methodology consistent with client requirements. Provide the research method/design narrative to the client for review, revision, and approval prior to implementation.
 - Data will be collected using a stratified sampling strategy.
- b) Develop a distribution plan to support the client's need to sample residents within the nine counties indicated in the client's scope of work.
 - Distribution plan will include a recommended sampling plan, modes of delivery for the survey, and recommendations for marketing the survey necessary to achieve the client's desired sampling size.
- c) Distribute the needs assessment surveys to participants no later than March 2016.

Phase III: Data Compilation and Analysis

Data will be reviewed and results compiled into appropriate format for analysis and interpretation as requested in Appendix A of the RFP.

- a) Collect survey data and complete the following:
 - Compile survey results
 - Review and clean data prior to analyses
 - Provide appropriate statistical analyses in accordance with the data collection and analysis plan.
- b) Preparation of oral or memorandum reports, on an as needed basis, that will provide formative information for CTRTAG.
- c) Coordinate with CTRTAG on the preparation of a final report to ensure analyses and formatting meets the requirements and expectations of the client.
- d) Final report due not later than January 31, 2017.

Costs

It is anticipated that the client would be responsible for the costs associated for the project (outlined in Attachment C) and will be billed according to the requirements outlined in the CTCOG's request for proposal (i.e., pp. 10-11).

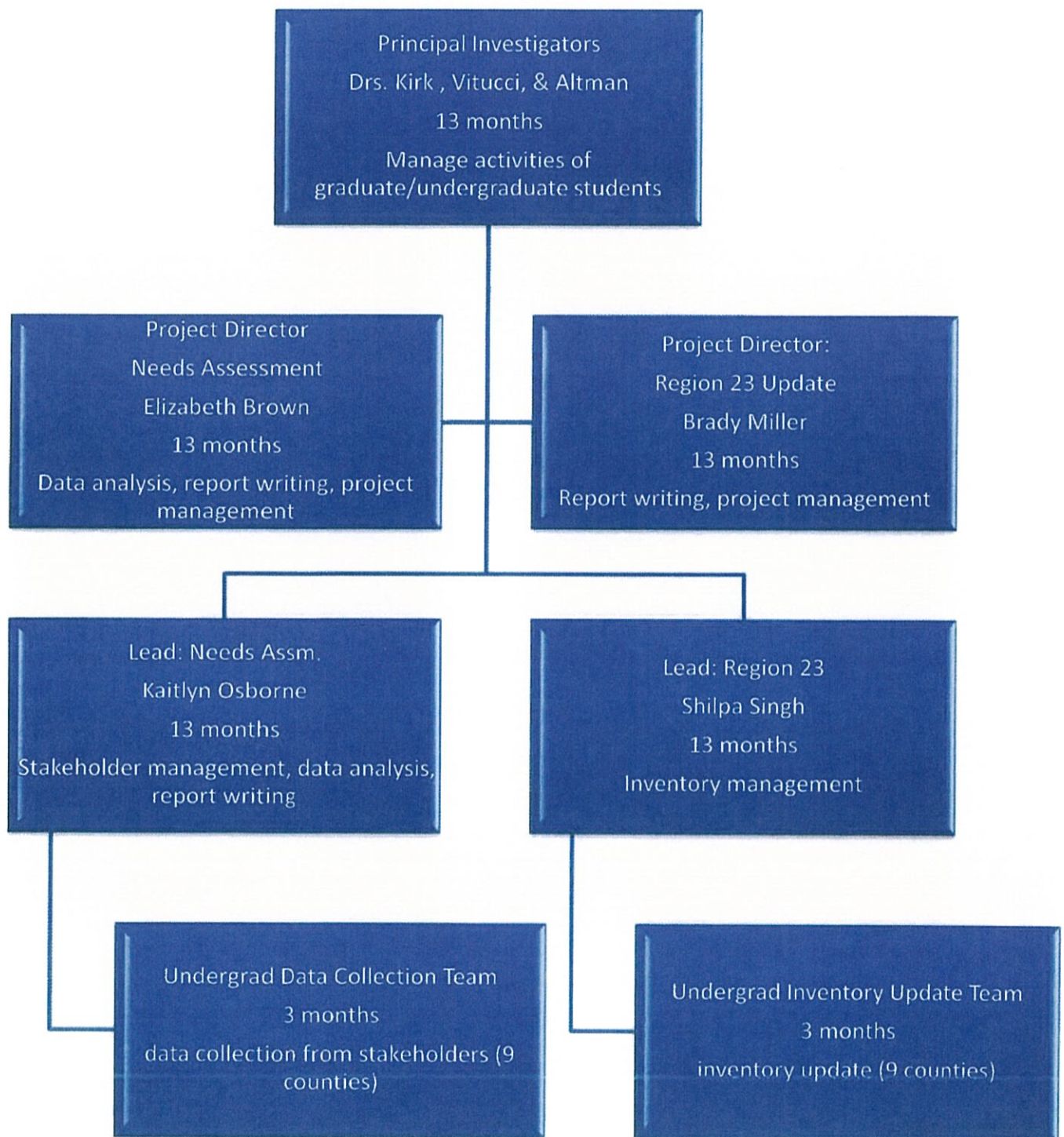
Roles and Responsibilities

The CTCOG and CTRTAG, as sponsor and initial audience, for the results of this project is responsible for providing the principal investigators with the necessary assistance in the activities outlined above.

Students currently enrolled (spring 2016 through fall 2016) in University research methods taught by the principal investigators and under the direction of the same, will be responsible for any activities, reports, and presentations delineated under the above objectives. Supporting staff and additional student support for the project will be identified from current resources in the College of Arts & Sciences, the College of Business, and the College of Education and will work under the direct supervision of the principal investigators. The project team will follow the appropriate guidelines concerning confidentiality, freedom of information, privacy, and volunteering as delineated by the Joint Committee Standards for Program Evaluation and professional guidelines of the American Evaluation Association.

It is presumed that as independent entities, the Central Texas Council of Governments, the Central Texas Regional Transportation Advisory Group, and Texas A&M University-Central Texas are free to pursue their common and separate publication agenda using the data collected and after removing all identifying agency or individually specific identifiers. The project team will follow the appropriate guidelines concerning confidentiality, freedom of information, privacy, and volunteering as delineated by the Joint Committee on Standards for Program Evaluation and professional guidelines of the American Evaluation Association. Any publications produced in this regard by the project team will be shared with the Central Texas Council of Governments and the Central Texas Regional Transportation Advisory Group.

Project Team and Responsibilities



Tentative Timeline January 2016-January 2017

Activity																													
Phase 1: Project Development		Jan 16							Feb 16							Mar16							Apr 16						
Project Background (literature)																													
Stakeholder ID																													
Theory Development (logic model)																													
Data Collection/Analytic Plan																													
Dissemination (report types and frequency)																													
Phase 2: Project Implementation		Mar16							Apr16							May16							June16						
Implementation																													
Data collection																													
Data compilation																													
Report documentation																													
Phase 3: Compile and Report Data		July16							Aug16							Sept16							Oct16						
Review and clean data for analysis																													
Prepare reports																													
Present findings/Revision/Edits																													
Final edits report																													

Attachment A – Table of Contents of required elements

REGIONALLY COORDINATED TRANSPORTATION PLAN TABLE OF CONTENTS

EXECUTIVE SUMMARY

I. INTRODUCTION

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

II. TRANSPORTATION RESOURCES IN THE REGION

This section shall include a list and narrative description of:

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

III. COMPREHENSIVE ASSESSMENT OF THE PUBLIC'S UNMET TRANSPORTATION NEEDS, ASSESSMENT OF OVERLAPS & GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES & GAP ANALYSIS

This section shall be based on a current, comprehensive regional needs assessment and gap analysis and include a narrative description with supporting data explaining the region's unmet needs and inefficiencies based on findings from this needs assessment. This section shall include:

- Geographic data
- Demographic data on overall population, age, race, income, persons with disabilities, persons with limited English proficiency, and other data to indicate need for transportation services.
- A list and narrative description of all health and human services agencies and programs, and work force agencies, and contact information derived from a current, comprehensive inventory of such agencies.
- Assessment of transportation overlaps and gaps in services including unmet transportation needs of individuals with disabilities, individuals 65 and older, people with low incomes, individuals with limited English proficiency, children, veterans, people lacking transportation to and from employment and other members of the public.
- A description of the research methodology, observations/findings and recommendations.
- Research instruments.

IV. PLANNING FOR COMPREHENSIVE SERVICES

This section shall describe how this five-year plan integrates services of various programs including:

- Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) program and other FTA-funded programs
- Health and human services programs
- Work force programs
- Other

V. INTEGRATED PLANNING PROCESSES

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

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

VI. VISION, MISSION, GOALS AND OBJECTIVES

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

VII. SUSTAIN PLANNING & IMPLEMENT PLAN

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

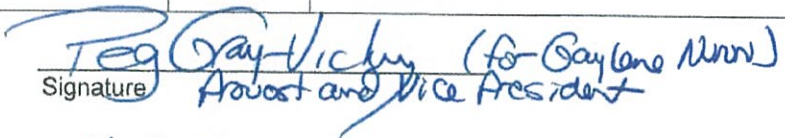
- Organizational infrastructure, staff capacity, and plans for leveraging resources to conduct and pay for activities and projects to achieve identified priorities;
- How the lead agency will regularly and meaningfully engage regional stakeholders including individuals with disabilities, individuals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

VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS

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

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

Attachment B – Proposer Information

1. Legal Name of Proposer: Texas A&M University—Central Texas, University Center for Applied Research and Engagement (UCARE)			
2. Name of Parent Company: The Texas A&M University System			
3. Proposer Physical Address Information (must include all the following information):			
Physical Address:	Texas A&M University—Central Texas		
Street:	1001 Leadership Place		
City:	Killeen		
County:	Bell		
State:	Texas		
Zip Code:	76549		
4. Proposer Mailing Address Information if different			
Mailing Address:			
Street:			
City:			
County:			
State:			
Zip Code:			
5. Website URL , if available: www.tamuct.edu			
6. Payee Identification (PIN) Number (14 digits): 26-4169042			
7. Type of Organization (Mark all that are applicable):			
<input type="checkbox"/> Rural Transit District	<input type="checkbox"/> Private Non-Profit Organization		
<input type="checkbox"/> Urban Transit District	<input type="checkbox"/> Private For-Profit Organization		
<input type="checkbox"/> Metropolitan Planning Organization	<input type="checkbox"/> Private Consultant		
<input type="checkbox"/> Metropolitan Transit Authority	<input type="checkbox"/> State Transit Association		
<input type="checkbox"/> Governmental Entity	<input type="checkbox"/> University		
<input type="checkbox"/> Native American Tribe / Indian Tribal	<input checked="" type="checkbox"/> Other:		
<input type="checkbox"/> Organization	<input type="checkbox"/>		
8. Primary Contact		9. Financial Officer	
Name:	Dr. Jeffrey Kirk	Name:	Gaylene Nunn
Title:	Dean, College of Education	Title:	Vice President Finance and Administration
Phone:	P: 254-519-5427	Phone:	P: 254-519-5498
Fax:	F: 254-519-8011	Fax:	F: 254-519-8011
Email:	jeff.kirk@tamuct.edu	Email:	nunn@tamuct.edu
10. Signature Authority			
Name: Gaylene Nunn		 Signature <u>Reg Gray-Vickery (for Gaylene Nunn)</u> Vice President	
Title: VP for Finance and Admin			
Phone: P: 254-519-5498			
Fax: P: 254-519-8011			
Email: nunn@tamuct.edu		Date <u>11-2-15</u>	
11. Services to be procured competitively. None			
12. Partnering Entities None			

Attachment C—Proposer Budget

CTCOG Regionally Coordinated Transportation Plan Project

Source	Personnel	Cost per Semester	Semesters	Semester Total	Total
*Faculty Workload Match	2/1	\$3000/\$2500	3	9	[\$25,500]
Graduate Assistants	3	\$4500	3	9	\$40,500
Travel and Related UCARE Expenses					\$8,000
Software, Hardware, and Supplies					\$3,000
**University Indirect Costs				@ 25%	\$12,875
Total Projected Costs to CTCOG					<u>\$64,375</u>
Total Research Expenditures					\$89,875

*= In-kind contributions to the project

**= 25% indirect costs on the CTCOG total projected costs to support University operations

These costs are an estimate to cover the project over 3 semesters with the project beginning January 2016 through February 2017.

ATTACHMENT D—Proposer Qualifications

Dr. Jeffery L. Kirk's doctoral degree is in educational psychology with an emphasis in statistics, research methodology, and program evaluation. Upon graduation from the University of Albany, he worked as a research scientist for the New York State Office of Mental Health (NYSOMH).

During his tenure at the Office of Mental Health he served as project director for multiple large projects. His responsibilities included providing project information to clients, developing and designing evaluation plans, managing evaluation teams, overseeing and conducting site visits, research/survey design instrumentation (scales, surveys and questionnaires), conducting data collection, analyses, interviews, report writing, and final presentations to stakeholders.

Dr. Kirk currently serves as the Dean, College of Education, and provides leadership and guidance to 29 faculty and staff. Additionally, he teaches undergraduate and graduate classes in behavioral statistics, psychological and educational assessment, program evaluation, and research methods, history of psychology, social psychology, and adaptive (evolutionary) psychology.

Dr. S. Stephen Vitucci's doctoral degree is in Adult Education, Human Resource Development, and Leadership Specialty-Organization Development, Organization Theory, and Organization Behavior. Upon graduation from the University of Texas at Austin, he worked at Tarleton State University-Central Texas as the Director of the MBA program and Academic Dean.

Research interests and expertise include working with organizations in training and development, including organizational change toward improved corporate citizenship, cross sector partnerships, and leadership integrity. He has a passion for working with members of the military who are transitioning from the military to the civilian workplace.

Dr. Vitucci's primary teaching expertise at the undergraduate and graduate levels in the areas of business strategy, ethics, stakeholder management, leadership, and organizational change.

Dr. Barbara Altman's doctoral degree is in Organizational Behavior and Management Policy with a minor in Management Policy. Prior to earning her doctorate she served as assistant city manager and director of risk management for the City of Dallas.

Her research interests and expertise include organizational change toward improved corporate citizenship, cross sector partnerships, and leadership integrity. She also has special interest in leading-edge teaching methodologies for online and blended learning.

Dr. Altman's primary teaching expertise at the undergraduate and graduate level are in the areas of business ethics, strategic stakeholder management, leadership, and organizational change.

Jeffery L. Kirk, Ph.D., Steve Vitucci, Ph.D., and Barbara Altman, DBA, on behalf of Texas A&M University-Central Texas

The University Center for Applied Research and Engagement (UCARE) has served the local community by providing low cost services in the areas of research design, statistical analyses, and evaluations. UCARE is staffed by a talented group of graduate and undergraduate students from all majors (Psychology, Business, Human Resources, and History) who have demonstrated strong analytical backgrounds, and are fluent in written and oral communications.

Over the past three years, UCARE has completed several collaborative projects with local governments, school districts, and non-profit organizations. These projects include:

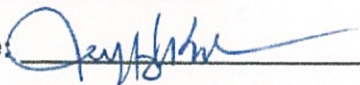
- Regional Transportation Needs Assessment Analysis (CTCOG/CTR TAG)
- Economic Development Needs Assessment (City of Gatesville)
- Analysis of Impediments to Fair Housing (City of Killeen)
- Oak Creek Academy of Exceptional Learners Needs Assessment (Non-Profit)
- Fleet Replacement and Management Study (City of Killeen)
- Killeen's 2030 Strategic Plan (City of Killeen)
- Bullying Evaluation (Belton Independent School District)
- Digital Learning Evaluation (Belton Independent School District)

Attachment E-FTA Certification Forms

No Obligation by the Federal Government

1. The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government. The Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.
2. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

Date: November 2, 2015

Signature:  _____


Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Program Fraud and False or Fraudulent Statements or Related Acts

1. The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.
2. The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.
3. The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Date: November 2, 2015

Signature:  _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Access to Records and Reports

Access to Records—The following access to records requirements apply to this Contract:

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a sub-grantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.
2. Where the Purchaser is a State and is the FTA Recipient or a sub-grantee of the FTA Recipient in accordance with 49 C.F.R. 633.17, Contractor agrees to provide the Purchaser, the FTA Administrator or his authorized representatives, including any PMO Contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311. By definition, a major capital project excludes contracts of less than the simplified acquisition threshold currently set at \$100,000.
3. Where the Purchaser enters into a negotiated contract for other than a small purchase or under the simplified acquisition threshold and is an institution of higher education, a hospital or other non-profit organization and is the FTA Recipient or a sub-grantee of the FTA Recipient in accordance with 49 C.F.R. 19.48, Contractor agrees to provide the Purchaser, FTA Administrator, the Comptroller General of the United States or any of their duly authorized representatives with access to any books, documents, papers and record of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions.
4. Where any Purchaser which is the FTA Recipient or a sub-grantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.
5. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

Jeffery L. Kirk, Ph.D., Steve Vitucci, Ph.D., and Barbara Altman, DBA, on behalf of Texas A&M University-Central Texas

6. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).
7. FTA does not require the inclusion of these requirements in subcontracts.

Date: November 2, 2015

Signature: 

Company Name: Texas A&M University-Central Texas


Title: Dean, College of Education

Jeffery L. Kirk, Ph.D., Steve Vitucci, Ph.D., and Barbara Altman, DBA, on behalf of Texas A&M University-Central Texas

Federal Changes

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

Date: November 2, 2015

Signature:  _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education


Civil Rights

The following requirements apply to the underlying contract:

1. *Nondiscrimination* - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
2. *Equal Employment Opportunity* - The following equal employment opportunity requirements apply to the underlying contract:
 - a. *Race, Color, Creed, National Origin, Sex* - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 *et seq.*, (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
 - b. *Age* - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

- c. *Disabilities* - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
3. The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

Date: November 2, 2015

Signature:  _____

Company Name: Texas A&M University-Central Texas

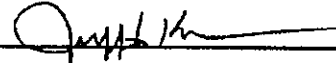
Title: Dean, College of Education

Jeffery L. Kirk, Ph.D., Steve Vitucci, Ph.D., and Barbara Altman, DBA, on behalf of Texas A&M University-Central Texas

Incorporation of Federal Transit Administration (FTA) Terms

The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1E are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

Date: November 2, 2015

Signature: _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Jeffery L. Kirk, Ph.D., Steve Vitucci, Ph.D., and Barbara Altman, DBA, on behalf of Texas A&M University-Central Texas

Energy Conservation

The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

Date: November 2, 2015

Signature: _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Termination

- a. **Termination for Default Breach or Cause:** If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the CTCOG may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

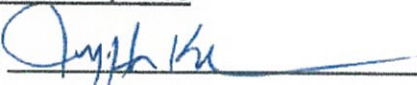
If it is later determined by the CTCOG that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the CTCOG, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

- b. **Opportunity to Cure:** The CTCOG in its sole discretion may, in the case of a termination for breach or default, allow the Contractor a time in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to CTCOG's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within ten (10) days after receipt by Contractor of written notice from CTCOG setting forth the nature of said breach or default, CTCOG shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude CTCOG from also pursuing all available remedies against Contractor and its sureties for said breach or default.

- c. **Waiver of Remedies for any Breach** In the event that CTCOG elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by CTCOG shall not limit CTCOG's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

Date: November 2, 2015

Signature: 

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Government Wide Debarment and Suspension

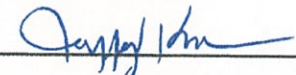
This contract is a covered transaction for purposes of 49 CFR Part 29. As such, the contractor is required to verify that none of the contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by **CTCOG**. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to **CTCOG**, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Date: November 2, 2015

Signature:  _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Disadvantaged Business Enterprise (DBE)

1. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. A separate contract goal has not been established for this procurement.
2. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as **CTCOG** deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).
3. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the **CTCOG**. In addition, the contractor may not hold retainage from its subcontractors.
4. The contractor must promptly notify **CTCOG** whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of **CTCOG**.

Date: November 2, 2015

Signature: _____

Company Name: Texas A&M University-Central Texas

Title: Dean, College of Education

Attachment F—Advertisement

Five-Year Public Transit-Human Services Transportation Plan

The Central Texas Council of Governments (CTCOG) is seeking proposals to complete a **Five-year public transit-human services transportation plan**, also known as the Regionally Coordinated Transportation Plan. The plan will cover the general public as well as groups with special needs and will include the following counties: Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Interested parties must submit proposal for entire project.

RFP is available at www.ktmipo.org or contact CTCOG, Attn: Christina Demirs, at 2180 N. Main Street, Belton, TX 76513; 254-770-2363. Proposals are due at this address on November 2, 2015 by 4:00 p.m., at which time the proposals will be publicly opened.

End of Packet