CTCOG
CENTRAL TEXAS COUNCIL OF GOVERNMENTS

CTRTAG

Central Texas Regional Transportation Advisory Group

October 6, 2026

www.ctcog.org 254-770-2200 prsmeetings@ctcog.org

Agenda

CTCOG
CENTRAL TEXAS COUNCIL OF GOVERNMENTS
DEPARTMENT OF REGIONAL PLANNING

Central Texas Regional Transportation Advisory Group
Tuesday, October 6, 2026

Central Texas Council of Governments
2180 North Main Street, Belton, Texas 76513

Regular Meeting: 9:30 AM

Virtual Link: CTRTAG Meeting

Call In Number: +1 (872) 240-3212
Access Code: 645-859-717

AGENDA

1. Call to Order.
2. Opportunity for Public Comment.
3. Introductions.
4. **Action Item:** Regarding approval of minutes from July 7, 2026, meeting. (pgs. 5-9) [Presenter: Ben Lopez, Chair; Workforce Solutions of Central Texas]
5. **Discussion and Action Item:** Regarding the nomination and election of Chairperson and Vice Chairperson for CY 2027. (pgs. 10-11) [Presenter: Ben Lopez, Chair; Workforce Solutions of Central Texas]
6. **Discussion and Action Item:** Regarding the 2027 Calendar Year Meeting Schedule. (pgs. 12-14) [Presenter: Ben Lopez, Chair; Workforce Solutions of Central Texas]
7. **Discussion and Action Item:** Regarding the FY27-31 Regional Public Transportation Coordination Plan (RPTCP FY27-31). (pgs. 15-49) [Presenter: Ryan Graves, Kimley-Horn; Anita Janke, CTCOG]
   a. TxDOT | TTI Audit of Interim Plan, Chapters 1-6
   b. Overview of Chapter 7 Goals, Strategies and Projects
   c. Overview of Chapter 2 Public Involvement Plan
   d. Comment Log
   e. Approval of Plan Signature Page

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8. **Discussion Item:** Regarding the recognition and introduction of new advisory group member appointments. (pgs. 50-52) [Presenter: Ben Lopez, Chair; Workforce Solutions of Central Texas]
    a. Bell County
    b. Hill Country Transit District
9. **Discussion Item:** Regarding Coordination and Implementation of the FY26 Regional Public Transportation Coordination Plan (pgs. 53-63) [Presenter: Anita Janke, CTCOG
    a. Implementation Activities
    b. Transportation Newsletter
    c. Public Comment Log
10. **Discussion Item:** Regarding quarterly update from Central Texas Rural Transit District (pgs. 64-65) [Presenter: Rhonda Kelton, CTRTD]
11. **Discussion Item**: Regarding quarterly update from Hill Country Transit District (HCTD) (pgs. 66-83) [Presenter: Tony Austin, HCTD]
12. **Staff Update:** (pgs. 84-86) [Presenter: Kendra Coufal, CTCOG]
    a. Federal Transit Administration Updates;
    b. Meeting Schedule;
    c. Other Updates;
    d. Air Quality
13. Member Updates/Discussion
14. Next Meeting Date: Tuesday, January 5, 2027
15. Adjourn.

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ITEM #4

Meeting Minutes

CTCOG
CENTRAL TEXAS COUNCIL OF GOVERNMENTS
DEPARTMENT OF REGIONAL PLANNING

Central Texas Regional Transportation Advisory Group (CTRTAG)
Tuesday, July 7, 2026
9:30 AM

Regular Meeting
2180 North Main Street
Belton, TX

VOTING MEMBERS				
Interest	**Entity**	**Name**	**Attended**	**Alternate**
Transit District	Hill Country Transit District (HCTD)	Darrell Burtner	Y	
Transit District	Central Texas Rural Transit District (CTRTD)	J.R. Salazar	Y/A	Rhonda Kelton
Medical - NEMTS	Ride N Safe	Cliff Montemayor	*	
Workforce Agencies	Workforce Solutions	Ben Lopez	Y	
Health and Human Service Agency	Hill Country Community Action (HCCA)	Stephanie Dozier	Y	
Aging and Disability Organizations	Heart of Central Texas Independent Living (HOCTIL)	Melissa Ingriola	Y	
Military and Veteran Organization	Bring Everyone in the Zone	Terry Mustapher	N	
Educational Facility	Texas A&M University Central Texas (TAM-UCT)	Walter Murphy	N	
Educational Facility	Temple College	Clarissa Martinez	N	
Youth & Family Rep.	Central TX 4C Head Start	Janell Frazier	N	
County Rep.	Bell County Indigent Health Services	Ebony Jackson	N	
Medical Facility	Seton Medical Center	Christopher Egizio	*	
Transit User	Citizen Rep	Felicia Holland	N	
Mental Health Agency	VACANT	VACANT		
Municipalities	VACANT	VACANT		

DRAFT

Emergency Assistance/Management	VACANT	VACANT		
Stakeholders that are part of the priority populations needing public transit	VACANT	VACANT		
	VACANT	VACANT		
Transit User	VACANT	VACANT		
Transit User	VACANT	VACANT		
NON-VOTING MEMBERS				
TxDOT	Waco District	Alisha Alvarez		
TxDOT	Waco District	Greg Davis		

Quorum 50% + 1 = 8

*Attendance Legend: Y= Attended Y/A= Alternate Attended N=Did not attend *denotes online attendance*

Additional Attendees		
Name	**Organization**	**Attended**
Sandra Blackwell	TAMUCT - UCARE	
Kerie George	TAMUCT - UCARE	Y
Hank Roraback	CTCOG- Housing - Director	Y
Shana Wildheart	CTI+C	
George Losoya	CTCOG - Area Agency on Aging - Director	Y
Thomas Wilson	CTCOG – Area Agency on Aging	
Susie Marek	Friends for Life	Y
Uryan Nelson	CTCOG- Regional Planning	
Anita Janke	CTCOG- Regional Planning	Y
Tay Floyd	CTCOG- Regional Planning	Y
Kendra Coufal	CTCOG- Regional Planning	Y
Callie Tullos	CTCOG- Regional Planning	Y
Ashlynn Uschek	CTCOG-Regional Planning	
Ambrosia Moore		
Laura Duke		
Chloe Luna	Kimley-Horn	
Ryan Graves	Kimley-Horn	*
Kristien Anderson		
Zeke Golf	Kimley-Horn	

Meeting Minutes:

1. **Welcome and Introductions:** Ben Lopez, Workforce Solutions called the meeting to order at 9:34 AM.

2. **Public Comments:** There were no public comments.

3. **Introductions:** The session began with introductions to help new and existing members connect.

4. **Action Item:** Approve minutes from the April 7, 2026, CTRTAG meeting.

   Stephanie Dozier, HCCA, made a motion to approve the April 7, 2026, meeting minutes, seconded by Walter Murphy, TxA&M UCT; the motion passed unanimously.

5. **Discussion and Action Item:** Regarding the Draft Regional Public Transportation Coordination Plan FY2027-2031 and Schedule of Activities

   Ryan Graves, Kimley-Horn, presented the Draft Regional Public Transportation Coordination Plan for Fiscal Years 2027–2031, including the proposed schedule of activities.

   Melissa Ingriola, HOCTIL, made a motion to approve the Draft Regional Public Transportation Coordination Plan FY2027-2031 and Schedule of Activities, seconded by Rhonda Kelton, CTRTD; the motion passed unanimously.

6. **Discussion Item**: Regarding Coordination and Implementation of the FY25 Regional Public Transportation Coordination Plan.

   Anita Janke, KTMPO Regional Planner, reported a strategic shift to focus less on discussing barriers while keeping them in mind, noting no newsletter update due to technical issues and zero new public comments since March.

7. **Discussion Item:** Regarding quarterly update from Central Texas Rural Transit District.

   Rhonda Kelton, CTRTD, provided the quarterly update from Central Texas Rural Transit District.

8. **Discussion Item:** Regarding quarterly update from Hill Country Transit District (HCTD).

   Tony Austin, HCTD, provided the quarterly update for the Hill Country Transit District.

9. **Staff Update:**

Callie Tullos, KTMPO Regional Planner, announced the next meeting date, upcoming transit grants opening soon, upcoming officer elections scheduled for the October 6th meeting, and the air quality update.

10. **Member Comments:**
    No additional member comments.

11. **Next Meeting Date:** October 6, 2026 at 9:30 AM.

12. **Adjourn: The meeting adjourned at 10:15 AM**

_____ _____

Ben Lopez, CTRTAG Chair

Uryan Nelson, CTCOG Planning Director

ITEM #5

Nomination and Election of Chairperson and Vice Chairperson for CY 2027

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 5**

Nomination and Election of Chairperson and Vice Chairperson

Background

According to the CTRTAG Bylaws, officer elections are held at the last quarterly meeting of each calendar year.

The Advisory Group shall elect the Chairperson and Vice Chairperson by majority vote of the members when a quorum is present.

The Chairperson is responsible for presiding over meetings, conducting business in accordance with the Bylaws and *Robert's Rules of Order*, assisting staff with agenda development, and performing other duties as assigned. In the absence of the Chairperson, the Vice Chairperson shall assume the duties of the Chairperson.

Both officers serve one-year terms and may be re-elected to the same position for one additional consecutive term. Newly elected officers will assume their roles at the next Advisory Group meeting.

The current Chairperson, Ben Lopez is completing the current term and is eligible for re-election. The Vice Chairperson, Darrell Burtner position became vacant following his retirement in July 2026. As a result, the Advisory Group will nominate and elect both a Chairperson and Vice Chairperson for Calendar Year 2027.

Action Needed: Open nominations and elect a Chairperson and Vice Chairperson for the upcoming term.

ITEM #6

The 2027 Calendar Year Meeting Schedule

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 6**

CTRTAG Meeting Schedule for 2027

Background

The Central Texas Regional Transportation Advisory Group (CTRTAG) annually reviews and adopts a meeting schedule at the last quarterly meeting of each calendar year.

Establishing the 2027 meeting calendar in advance allows Advisory Group members, partners, and the public to plan for participation and supports the timely completion of committee business.

The proposed 2027 meeting schedule maintains the Advisory Group's regular quarterly meeting format, with meetings held on the first Tuesday of each calendar quarter**,** and aligns with key milestones related to regional public transportation planning, coordination, and implementation activities.

Action Needed: Approve the proposed 2027 Central Texas Regional Transportation Advisory Group (CTRTAG) meeting schedule as presented, with meetings to be held on the first Tuesday of each calendar quarter.

CY 2027

CTRTAG Meeting Calendar

CTRTAG typically 1st Tuesday of the Quarter

Ex. Committee typically 3rd Thursday of Month

January

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

March

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

April

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

No Meeting

November

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

No Meeting

December

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**If a meeting is needed in the months of November, or December, the CTRTAG Chair will call a meeting*

CTRTAG Meeting
Holidays
Rural Transit Day
CTCOG Executive Committee
National RTAP

Yearly Calendar Template © 2013 Vertex42.com. Free to Print.

ITEM #7

FY27-31 Regional Public Transportation Coordination Plan (RPTCP FY27-31)

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 7**

FY27-31 Regional Public Transportation Coordination Plan

Background

The Regional Public Transportation Coordination Plan (RPTCP), formerly known as the Regionally Coordinated Transportation Plan (RCTP), is a planning document required by the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT) and must be updated every five years. The FY 2027-2031 RPTCP serves as the region's framework for improving public transportation coordination, identifying mobility needs, and establishing strategies to enhance transportation access for transit-dependent populations, including older adults, individuals with disabilities, low-income residents, veterans, rural populations, and other transportation-disadvantaged groups.

The plan was developed for the Central Texas TxDOT Region 23 planning area, which includes Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba counties. The Central Texas Council of Governments (CTCOG) facilitated the planning process under the guidance of the Central Texas Regional Transportation Advisory Group (CTRTAG), a stakeholder-based committee representing transit providers, local governments, workforce organizations, healthcare and human service agencies, educational institutions, veterans' organizations, and other community partners. Kimley-Horn and Associates, Inc. provided technical assistance, including data analysis, stakeholder engagement, needs assessment, and preparation of the final plan document.

Building upon the previous planning cycle, the FY 2027-2031 RPTCP emphasizes regional collaboration, public engagement, and coordination with the Hill Country Transit District (HCTD) and Central Texas Rural Transit District (CTRTD). Through stakeholder meetings, public outreach, needs assessments, and regional coordination efforts, the plan identifies transportation gaps, establishes regional priorities, and outlines implementation strategies to improve mobility throughout Central Texas.

The draft RPTCP was made available for public review and comment. Emphasis was given to the Project List (Chapter 7), which identifies proposed transportation projects, programs, and service enhancements developed through stakeholder input and regional coordination. While inclusion in the Project List does not guarantee funding, it establishes regional priorities and supports future funding opportunities. Public and stakeholder feedback has been incorporated throughout the planning process to ensure the final plan reflects the transportation needs and priorities of the region.

Action Needed: Approve the FY 2027-2031 Regional Public Transportation Coordination Plan (RPTCP) and forward a recommendation for adoption by the CTCOG Executive Committee.

Schedule of Activities for the RPTCP FY27–31

Dates	Activity / Milestone Description	Population or Stakeholder Group Represented
October 20, 2025 – December 15, 2025	Baseline Assessments of Transportation Needs Online Survey Minimum 45-day Public Comment Period	• General Public • Residents, riders, community members
October 20, 2025 – December 15, 2025	Comments may be received in any of the following ways: Email: ktmpo@ctcog.org Phone: 254-770-2364 U.S. Postal Service: Central Texas Council of Governments C/O Anita Janke, FY27-31 RPTCP P.O. Box 729, Belton, TX 76523 Comments must be received or postmarked by Monday December 22, 2025, to be included in the official record of public meeting.	• General Public • Residents, riders, community members
October 27, 2025	Meet-and-Greet / Open House Style – In Person Helping Hands Ministry of Belton 2210 Holland Rd. Belton, TX 76513 *Bell County*	• Individuals Representing Children • Limited English Proficiencies • Individuals with Disabilities • Low Income, Zero Car Households • Job Seekers • Veterans • Underserved Communities
October 28, 2025	Meet-and-Greet / Open House Style – In Person Milam County TRAID 2025 Senior Expo New Salem Building at Fair Park | 308 Walnut Street, Rockdale, TX 76567 *Milam County*	• Seniors • Veterans • Zero Car Households • Healthcare Providers • Disability Advocacy Organizations • Rural Populations
December 8, 2025	Virtual Meeting Join from your computer, tablet, or smartphone. https://meet.goto.com/938515829 *Get the app now and be ready when your first meeting starts:* https://meet.goto.com/install	• General Public • Residents, riders, community members

Schedule of Activities for the RPTCP FY27–31

Dates	Activity / Milestone Description	Population or Stakeholder Group Represented
	You can also dial in using your phone. Telephone Number: +1 (224) 501-3412 Access Code: 938-515-829	
December 16-29, 2025	Staff Develop Public Engagement Summary (Draft)	• CTCOG Staff
January 6, 2026	CTRTAG Review and Discuss	• Advisory Group
January 7 – 21, 2026	Staff Finalize Baseline Assessments of Public Engagement Summary	• CTCOG Staff
April 9, 2026	Presentation - Partnering for Progress: Shaping Transit for Your Clients Central Texas Community Health Summit: Connecting the Dots 9.0 | University of Mary Hardin-Baylor McLane Great Hall 900 College Street, Belton, TX Bawcom Student Union Bldg – 2nd floor | *Bell County*	Healthcare Providers, Educators & Economic Development • UMHB Social Work • Baylor Scott & White Health • Central Counties Services • Bell County Public Health • Harker Heights Chamber of Commerce • Belton Area Chamber of Commerce • Temple Chamber of Commerce • Greater Killeen Chamber of Commerce • Seton Medical Center Harker Heights
July 10, 2026	Survey: Request for Agency Support | RPTCP FY27-31 Project List	• Advisory Group
July 20 – September 4, 2026	Online Survey and Formal Public Comment Period for Draft Plan | (Minimum 45 Days)	• General Public • Residents, riders, community members

Schedule of Activities for the RPTCP FY27–31

Dates	Activity / Milestone Description	Population or Stakeholder Group Represented
July 20 – September 4, 2026	Comments may be received in any of the following ways: Email : ktmpo@ctcog.org Phone : 254-770-2364 U.S. Postal Service: Central Texas Council of Governments C/O Anita Janke, FY27-31 RPTCP P.O. Box 729, Belton, TX 76513 To be included in the official public meeting record, comments and/or surveys must be received or postmarked by Friday, September 4, 2026.	• General Public • Residents, riders, community members
August 1, 2026	Meet-and-Greet / Open House Style – In Person Milam Futures Fest Hiring Event THE YARDS | 301 Adams Ave, Cameron TX 76520 *Milam County*	• Workforce Agency • Job Seekers • Employers • Economic Development Corporation • Texas Veterans Commission • Veterans • Rural Populations
August 4, 2026	Virtual Meeting Join from your computer, tablet, or smartphone. https://meet.goto.com/938515829 *Get the app now and be ready when your first meeting starts:* https://meet.goto.com/install You can also dial in using your phone. Telephone Number: +1 (224) 501-3412 Access Code: 938-515-829	• General Public • Residents, riders, community members
August 8, 2026	Pop-Up Main Street Market Hamilton County Courthouse | 102 N Rice Street, Hamilton *Hamilton County*	• General Public • Residents, riders, community members, event attendees • Rural Populations
August 19, 2026	Presentation to Bell County Committee for People with Disabilities Heart of Central Texas Independent Living 2005 Commerce Street Belton, TX 76513 *Bell County*	• Individuals with Disabilities • Stakeholders/Providers for Individuals with Disabilities • Individuals Representing Children

Schedule of Activities for the RPTCP FY27–31

Dates	Activity / Milestone Description	Population or Stakeholder Group Represented
August 20, 2026	Meet-and-Greet / Open House Style – In Person Fiesta Senior Expo Gatesville Civic Center | 301 Veterans Memorial Loop Gatesville, TX 76528 *Coryell County*	• Seniors • Veterans • Zero Car Households • Healthcare Providers • Disability Advocacy Organizations
October 6, 2026	CTRTAG Recommends Approval of the Plan	• Advisory Group
October 22, 2026	CTCOG Executive Committee for Ratification	• CTCOG Executive Committee
October 29, 2026	Submit Plan to TxDOT	• CTCOG Staff

Updated 10/2/2026

Region Name	Final Score	Needs additional detail on existing information or missing component. See notes for details		
Lead Coordination Agency: Central Texas COG	Notes	To meet the plan requirements, Additional information is requested about the RCC, demographics, trip generators and in Chapter 5. The provider inventory is not simply a list of providers, but a tool that can be used to help facilitate coordination going forward. The number and size of the vehicles available and if they are accessible can help a region determine if more vehicles are needed, or which ones could be shared. This is particularly true with vehicles funded with Federal dollars as there is federal guidance that allows vehicle sharing across agencies. Including software platforms used (Trapeze, Trip Spark, etc.) can help a region determine what would be needed for interoperability or integration into a one-call center, for example. It is understood that this information may not be available for each provider (particularly private providers), but should be available for state and federally funded programs that may be most likely to coordinate in the future. See notes in red below		
Reviewer	Carrie Diamond			
Date Reviewed	7/6/2026			

RPTCP Requirements Checklist Tool	Scoring	Notes	Assigned To	RESPONSE
Chapter 1 RPTCP Content and organization				
Stakeholder list	Meets requirement	Detailed in Chapter 2	**CTCOG - Anita**	pg. 7 - Clarified language in Chapter 1,
Lead agency description and contact	Meets requirement			
RCC representatives list	Requirement not met	It is difficult to tell from what was provided who the members of the RCC currently are. Note who fills which advisory group category. Figure 1-2 is not readable. A suggestion is to create a new chart of the Interest, Entity and Name of the attendee at minimum.	**CTCOG - Anita**	pg 7 & 8 updated Tables 1.2, 1.3
MOU & RCC structure (mission & bylaws)	Missing - Agency Action Needed	Mission/Vision are missing, please add the final. If in process because they do not exist, note that.	**CTCOG - Anita**	pg. 7 remove current Mission Statement and replace with new mission/vision statement and move this to Section 1.6 after 1.5 Letters of Support and before the closihng paragraph "Chapter One...."
Are the requirements of Chapter 1 met?	Requirement not met			
Chapter 2. Public outreach and community engagement				
Creation of an outreach plan which includes:		2.6 Outcomes section - Page 22 ends abruptly mid-sentence	**CTCOG - Anita**	
Stakeholder identification and recruitment.	Missing - Agency Action Needed	Please provide more info about how these were advertised and participants were recruited or how they came to be at that event (e.g. they were there for a senior lunch...)	**CTCOG - Anita**	
Event description: meeting format/locations/times.	Meets requirement			
Description of materials used and nontraditional engagement techniques, including accessibility considerations and feedback mechanisms.	Missing - Agency Action Needed	Please describe how information was received from those who participated. (verbal, survey etc.)	**CTCOG - Anita**	
Is the public outreach plan complete?	Requirement not met	See above	**CTCOG - Anita**	
Documentation of stakeholder/focus group meetings to include:				
Meeting details: number of meetings/location/dates.	Meets requirement			
Attendance, including target populations.	Requirement not met	Number of contacts were provided, but demographics and how many (if any) were from the target audiences (older adults, people with disabilities, low-income individuals)	**CTCOG - Anita**	
Summary of meeting outcomes, including identified needs/gaps.	Meets requirement			
Are stakeholder/focus group efforts adequately documented?	Requirement not met	As mentioned, please add additional data from the remaining outreach activities to the final plan draft.	**KH**	
Documentation of surveys/questionnaires to include:				
Survey/questionnaire process and instrument.	Missing - Agency Action Needed	Please provide more information about how the survey was distributed and collected (through partners, on the bus, etc.)	**CTCOG - Anita**	
Number of participants.	Meets requirement			
Participant demographics.	Missing - Agency Action Needed	The requirement of the plan is to ensure that the target populations have input on the plan. I am unable to determine this from the information provided.	**CTCOG - Anita**	
Are survey/questionnaire efforts adequately documented?	Requirement not met	See above	**CTCOG - Anita**	
Documentation of nontraditional engagement				
Website analytics		NA		
Social media analytics	Meets requirement		**CTCOG - Anita**	
Was there reasonable representation from the target audience - Older adults, persons with disabilities and individuals with low income?	Requirement not met	Participation by the target audience is unclear based on data provided.	**CTCOG - Anita**	
Was there a description of how input shaped or helped prioritize unmet needs, strategies, or projects?	Meets requirement			
Chapter 3. Geographic area assessment			**CTCOG - Anita**	

Basic area map showing urban, small urban, rural, MPO, and rural transportation planning organization areas	Meets requirement		**CTCOG - Tay**	pg 31 - Update map to Figure 3.1 because existing map is grainy.
Regional projects and strategies	Requirement not met	Excellent summary of strategies in the region. The element missing is pointing to recent and oline transportation and land use plans that exist in the region - bike/ped, aging, public health, long range, multimodal... The planned investments were derived from which plan?	**KH**	
Table and map showing area trip generators and a description of the methodology	Requirement not met	Only employment trip generators are listed. Major medical, educational and regional areas of significance should be mapped as well.	**CTCOG - Tay**	pg 45 Tay created a complimentary map with legend for addressed deficiencies. Please add his map after the heat map or side by side to show the complimentary nature of trip generation.
Transportation providers service area map	Missing - Agency Action Needed	Please include a transportation provider service area map in this section	**CTCOG - Tay**	pg 32 - see map; possible auditor oversight; (uncertain about this comment - LAJ: *Shared - same as map #34 w/o MPO boundary | KH - Fixed Route, On Demand, Para Transit)*
Does the geographic area assessment clearly depict the geographic areas it represents?	Requirement not met	See above	**KH**	We need more context.
Chapter 4. Demographic area assessment				
Description of area demographics by county	Meets requirement			
Current and projected 5-year total population	Meets requirement			
Current and projected population by age group (older adults and youth under 18)	Requirement not met	Meets requirement for older adults, but not for youth	**KH**	KH will complete - in SCOPE
Number/percentage Veterans	Requirement not met	Please include the population numbers per county, which can be in addition to the density maps - similar to Table 4-2 should county and 2025 population numbers.	**KH**	KH will complete - in SCOPE
Population by race & ethnicity	Requirement not met	Please define what minority means for these counties and breakdown by race/ethnicity of population numbers, not just density.	**KH**	KH will complete - in SCOPE
Number/percentage of persons with disabilities	Requirement not met	Please provide population and percentage of persons with disabilities in each county in addition to or rather than density.	**KH**	KH will complete - in SCOPE
Number/percentage of low-income households (below Federal poverty level)	Requirement not met	Include population numbers of low-income households in addition to maps.	**KH**	KH will complete - in SCOPE
Percentage of population that speaks English/residents with limited English proficiency	Requirement not met	Please provide population and percentage of individuals with LEP in each county in addition to or rather than density.	**KH**	KH will complete - in SCOPE
Other attribues important to the region	Requirement not met	Zero vehicle households - include population numbers in addition to maps.	**KH**	KH will complete - in SCOPE
Does the demographic overview provide sufficient context and ability to identify population growth and public transportation demand?	Requirement not met	It appears the appendix maps are the same as the ones in the chapter. Please include charts with population numbers for each category for each county as noted above.	**KH**	taken care from the above comments
Chapter 5. Transportation services assessment				
Transportation provider survey completed	Missing - Agency Action Needed	The interim plan identifies the survey and resulting provider profiles are in process.	**KH**	
Transportation services profiles, service modes and models	Meets requirement			
General information.	Meets requirement			
Service modes and models provided.	Meets requirement			
For each service provided include:				
Service policies.		not included	**HCTD | CTRTD**	KH - review Title VI
Vehicle operators/training requirements		not included	**HCTD | CTRTD**	KH - review Title VI
Ridership/service statistics	Meets requirement			
Operating expenses/revenues (by funding source).	Missing - Agency Action Needed	Provide information about operating revenue and expenses and funding sources.	**HCTD | CTRTD**	KH - check notes - otherwise, Anita request from last fiscal years
Perceptions of met/unmet needs.	Meets requirement			
Types of existing coordination.	Meets requirement			
Transportation provider profiles included:				
Regional public transportation services and programs.	Meets requirement			
Municipal public transportation services and programs.	Meets requirement			
Public human service agency transportation services and programs.	Requirement not met	Add more detail about type of vehicles, # of volunteers... It is difficult to tell where there may be opportunities to coordinate. If any are supported with 5310 funds (eg. mobility management) that should be listed.	**KH**	KH - review provider profiles; identify additional providers to reach out to - if they are supported by 5310 funds (add column about 5310 funds) - yes \ no (add all stakeholders)
Private nonprofit human service agency transportation service and programs.	Requirement not met		**KH**	add to table for number 65
Private for-profit carriers.	Missing - Agency Action Needed	List the taxi providers and car services and shuttles present so someone will know who to coordinate with.	**KH**	may already be addressed - was it overlooked?
Mobility management services and programs assessment	Meets requirement			
Driver training programs.	Meets requirement			
One-call/one-click service coordination.	Meets requirement			
Coordination services for persons with disabilities or seniors.	Meets requirement			
Joint fare programs.		not included	**HCTD | CTRTD**	KH to review and streamline the ask
Funding agreements.		not included	**HCTD | CTRTD**	KH to review and streamline the ask
Educational programs.		not included	**HCTD | CTRTD**	KH to review and streamline the ask
Vehicle Inventory & Utilization		not included	**HCTD | CTRTD**	KH to review and streamline the ask
Inventory: Fleet composition including number and type of vehicle	Missing - Agency Action Needed	Number of vehicles and size should be included for as many providers as possilble, at least those funded with state and federal funding.	**HCTD | CTRTD**	KH to review and streamline the ask

Inventory: accessibility features	Missing - Agency Action Needed	Which vehicles are accessible should be noted.	**HCTD | CTRTD**	KH to review and streamline the ask
Vehicle utilization analysis		not included	**HCTD | CTRTD**	KH to review and streamline the ask
Technology Assessment	Missing - Agency Action Needed	The type of dispatching software used should be included, particularly for those state and federally funded providers.	**HCTD | CTRTD**	KH to review and streamline the ask
Current technology landscape	Missing - Agency Action Needed	see above	**HCTD | CTRTD**	KH to review and streamline the ask
Technology integration				
Future plans and innovations	Meets requirement			
Is the Transportation Services assessment complete including the provider profiles, mobility management and technology assessments and vehicle inventory and utilization?	Requirement not met	Please provide additional detail as listed above.		KH to review and streamline the ask
Chapter 6: Transportation needs and gaps assessment				
Transportation needs survey in rural/urban areas	Missing - Agency Action Needed	Please include the survey instrument in the appendix to verify the needs survey	**CTCOG | KH**	KH put the survey in
Transportation needs index and maps included	Meets requirement			
Origin/destination study, trip denials, service matrices (optional)		not included	**HCTD | CTRTD**	Request a summary of trip denials from previous year - compared to recent
Summary of area transportation unmet needs/gaps, including methodology to identify unmet needs, which may include any of the above.	Meets requirement			
Does this section include other needs surveys and demonstrate the use of previous geographic, demographic, and transportation provider assessments?	Requirement not met	Marked as not met due to the needs survey verification only.		
Is there evidence that public input was taken into account to generate the summary of unmet needs?	Meets requirement			
Appendices Included (optional)				
Detailed outreach activities including example materials used.	Yes			
Feedback from outreach activities.	Yes			
Transportation provider survey instruments.	No	Please include in the final	**CTCOG - Anita**	PDF survey - Story Maps platform
Participating transportation provider contact information.	Yes			
Transportation provider survey responses.	No	Narrative indicates this was not completed by the time the interim plan was turned in. Please include a summary in the final report.	**CTCOG | KH**	
RCC strategy prioritization exercise results.		In final chapters to be completed	**CTCOG | KH**	
Feedback for RPTCP review.		In final chapters to be completed	**CTCOG | KH**	
Other				
Overall Evaluation Score	Needs additional detail on existing information or missing component. See notes for details			
Scoring Rubric		**Final Evaluation Score Rubric**		
Exceeds requirement	Excellent answer that includes more information than requested	Meets or Exceeds Expectations		
Meets requirement	Provides the information TxDOT requires	Needs additional detail on existing information or missing component. See notes for details		
Missing - Agency Action Needed	This component is missing and the agency must include it in the final			
Requirement not met	This component is addressed, but does not provide all or enough detail to meet the requirement			

CHAPTER 7

GOALS, STRATEGIES, AND PROJECTS

7. Goals, Strategies, and Projects

This chapter presents the goals, coordination strategies, and candidate projects developed to address the transportation needs and gaps identified in Chapter 6. Consistent with the TxDOT Coordination Plan Guidebook, each strategy or project below is tied to a regional goal, an identified unmet need, and includes a lead agency, implementation timeline, estimated cost, and potential funding sources.

Strategies and projects were developed through a three-stage process: (1) an interactive prioritization exercise with the CTRTAG, which produced a consensus urgency/regional-benefit/feasibility framework; (2) a Call for Project Ideas distributed to regional providers and partners, which produced additional project submissions; and (3) a survey sent out to CTRTAG members dedicated to reviewing and validating the resulting draft project list. This layered process ensures the final project list reflects both stakeholder priorities and the technical needs assessment in Chapters 3 through 6.

7.1. Approach to Goals and Strategy Development

CTRTAG members ranked nine regional mobility categories (see Table 7.1) across four dimensions: 1) Urgency, 2) Regional Impact, 3) Feasibility, and 4) Support for Other Coordination Efforts. Funding and implementation partnerships received the most votes for "most urgent regional issue," followed by rural connectivity and provider/service coordination. Service coordination and funding/implementation partnerships were consistently ranked highest across urgency, regional impact, and feasibility, placing them in the top tier of the region's prioritization pyramid. Rural connectivity, senior/disability transportation, and healthcare/employment access were identified as highly urgent but requiring more resources and lead time to implement, placing them in the pyramid's middle tier. Technology and mobility management, transit awareness, and regional coordination infrastructure were identified as supporting, foundational priorities. Capital and infrastructure projects (HCTD and CTRTD fleets, facilities, and terminal investments) were not part of the CTRTAG ranking exercise, they were subsequently mapped into the middle and foundation tiers based on rider-facing benefit and urgency, consistent with the framework above.

Table 7-1 Prioritized Strategies and Projects by Category

Priority Tier	Regional Mobility Categories	Characteristics
Top Tier	• Service Coordination & Trip Brokerage • Funding & Implementation Partnerships	Urgent and feasible in the near term; can be implemented with existing resources and staff time.
Middle Tier	• Rural Connectivity • Senior & Disability Transportation • Healthcare & Employment Access • Capital & Infrastructure	High regional benefit and urgency, but require more resources, capital investment, or lead time.

Foundation Tier	• Technology & Mobility Management • Transit Awareness & Education • Regional Coordination Infrastructure • Capital & Infrastructure	Support and enable the region's other coordination efforts; largely opportunistic or ongoing.

7.2. Regional Goals

The five regional goals below are drawn from the CTRTAG bylaws and were affirmed as the framework for evaluating all project ideas submitted through the Call for Project Ideas process.

Table 7-2 Regional Coordination Goals

Goal	Description
Goal 1: Strengthen Regional Coordination and Funding Leverage	Build the partnerships, agreements, and shared funding strategies needed to expand the region's transportation resources without duplicating investment.
Goal 2: Expand Mobility Options for Underserved Populations	Close identified service gaps for rural residents, seniors, individuals with disabilities, veterans, and low-income households, particularly for healthcare, employment, and essential-needs trips.
Goal 3: Improve Policy Alignment and Institutional Coordination	Remove the billing, reimbursement, and administrative barriers that currently prevent providers from sharing trips, vehicles, and data across jurisdictions.
Goal 4: Reduce Barriers to Coordinated Transportation Services	Develop shared infrastructure, such as mobility hubs and brokerage platforms, that make it easier for riders to transfer between providers and for providers to coordinate service delivery.
Goal 5: Advance Mobility Management and Information Sharing	Improve rider awareness of available services and expand the use of technology and data to connect riders with the right provider for their trip.

7.3. Coordination Strategies and Projects by Category

The strategies and projects below are organized into the eight priority categories identified through the CTRTAG workshops. Each category table lists the project or strategy name, a description, the unmet need it addresses (see Chapter 6), the lead agency, an implementation timeline, a relative cost estimate, and potential funding sources. Priority tiers reflect the Workshop 1 prioritization framework and are subject to confirmation through the Chapter 8 prioritization process and continued CTRTAG review.

7.3.1. Service Coordination & Trip Brokerage (SC)

Service coordination emerged as the single most consistently top-ranked priority across all four dimensions of the Workshop 1 ranking exercise (urgency, regional impact, feasibility, and support for other efforts). The HOP's existing enterprise platform has the technical capability to broker trips across providers and integrate TNCs (the primary barriers are policy and process, not technology). The most urgent near-term actions are formalizing the interlocal/contractual arrangements needed for trip brokerage (SC-1), convening provider/vendor workshops to define opt-in mechanics (SC-2), and documenting the specific reimbursement and billing policies that prevent inter-district trip sharing (SC-3).

Goal alignment: Goals 3 & 4 | **Tier:** Top Tier

ID	Project / Strategy, Need & Action Steps	Lead Agency / Timeline	Cost / Funding Sources	Priority
SC-1	**Regional Trip Brokerage Platform** Use HOP's existing enterprise scheduling platform to broker trips across providers (specifically prioritizing integration with CTRTD) and integrate third-party fleets (e.g., Uber, Lyft) through interlocal or contractual agreements. The core technology is already in place. Implementing this project is a policy and process effort rather than a new technology purchase. **Unmet need:** Cross-county and regional connectivity; service duplication **Action steps:** - Confirm platform capability with vendor and draft interlocal agreement template (FY2027 Q1-Q2) - Pilot brokerage with 1-2 partner providers, specifically CTRTD (FY2027 Q3-Q4) - Expand to remaining regional providers (FY2028)	**Lead:** HCTD, in coordination with regional providers (CTRTD specifically) **Staff:** HOP mobility manager (lead); Contract: platform vendor (existing); Assets: existing HOP software; Volunteer: none **Timeline:** FY2027-2028	**Cost:** Low (staff time; no new capital) **Funding:** Local funds; FTA Section 5310 (mobility management)	High
SC-2	**Provider/Vendor Opt-In Workshops** Transit-authority-led storyboarding sessions with service providers (including CTRTD) and the platform vendor to define opt-in mechanics, partnership models, and the policy and investment changes needed for participation in SC-1. **Unmet need:** Cross-county and regional connectivity **Action steps:** - Schedule storyboarding sessions with the platform vendor and providers (FY2027 Q1) - Document opt-in mechanics, partnership models, and policy/investment needs (FY2027 Q2) - Present recommendations to CTRTAG for review (FY2027 Q3)	**Lead:** HCTD, in coordination with the platform vendor and providers (CTRTD) **Staff:** HCTD program coordinator; Contract: platform vendor (existing, no new cost); **Timeline:** FY2027	**Cost:** Low (staff time) **Funding:** Local funds	High
SC-3	**Inter-Agency Billing and Reimbursement Policy Documentation**	**Lead:** HCTD	**Cost:** Low (staff time)	High

ID	Project / Strategy, Need & Action Steps	Lead Agency / Timeline	Cost / Funding Sources	Priority
	Document and address the billing constraints, reimbursement rules, and ride-sharing policy barriers that currently prevent providers from comingling trips across transit districts. **Unmet need:** Cross-county and regional connectivity; reliability and convenience gaps **Action steps:** - Compile current billing and reimbursement policies across transit districts (FY2027 Q1) - Identify specific barriers preventing trip comingling, with specific attention to barriers affecting CTRTD as a cross-district partner (FY2027 Q2) - Draft policy recommendations for review and adoption (FY2027 Q3)	**Support:** CTRTD and CTCOG **Staff:** HCTD **Timeline:** FY2027	**Funding:** Local funds	

7.3.2. Funding & Implementation Partnerships (FP)

Funding and partnerships received the most votes as the single most urgent regional issue at Workshop 1, driven by rising operating costs and the critical bottleneck of local match funding for federal/state grants. The HOP's proposed three-way matched regional employment program (FP-1) represents the most ambitious near-term initiative, with ~$5M sought over multiple years by matching employer, employee, and transit contributions. Structured employer and social-service partnerships (FP-2) offer a lower-capital approach to generating local match and expanding coverage. Ongoing grant pursuit (FP-3) and sustaining/expanding local county contributions (FP-4) are foundational to all other projects.

Goal alignment: Goal 1 | **Tier:** Top Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
FP-1	**Three-Way Matched Regional Employment Transportation Program** HOP-led multi-year regional program (~$5 million) matching employer, employee, and transit contributions, seeking federal and state co-funding to expand transportation-to-employment access across the region. **Unmet need:** Healthcare and employment access; affordability barriers **Action steps:** - Finalize employer partnership agreements (FY2027) - Submit federal/state co-funding applications (FY2027-2028) - Launch matched-contribution structure in coordination with CP-4 vanpool implementation (FY2028)	**Lead:** HCTD (HOP) **Staff:** HOP grants and finance staff **Timeline:** FY2027-2031 (multi-year)	**Assets:** none new (coordinates with vanpool assets tracked under CP-4) **Cost:** ~$5,000,000 (order-of-magnitude, per HOP internal planning) **Funding:** Federal/state co-funding; employer and employee match	High
FP-2	**Employer & Social-Service Partnerships** Structured agreements with employers and social-service organizations to share transportation costs, expand coverage, and provide non-grant local match funding. **Unmet need:** Affordability barriers; healthcare and employment access **Action steps:**	**Lead:** HCTD, Workforce Solutions of Central Texas, participating employers **Staff:** HCTD partnership coordinator	**Cost:** Low-Medium (staff time; negotiated cost-sharing) **Funding:** Employer/agency contributions (used as local match)	High

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
	- Identify candidate employers and social-service partners (FY2027); - Negotiate cost-sharing agreements (FY2027-2028); - Document non-federal public-private partnership examples for CTCOG (FY2027).	**Timeline:** FY2027-2028		
FP-3	**Coordinated Grant Pursuit and Local Match Program** Coordinate pursuit of, and local match for, available federal and state funding (FTA 5310/5311, ICAM, IMI, HHS Texas RFA) across CTRTAG members to reduce duplicated grant-writing effort and strengthen applications. **Unmet need:** Funding and implementation constraints (regionwide) **Action steps:** - Monitor open federal and state funding cycles, including ICAM, IMI, 5310, 5311, and 5311(f) (ongoing) - Prepare and submit applications with transit providers, as well as City and County staff (ongoing) - Track award status and local match commitments (ongoing)	**Lead:** Participating transportation providers (including CTRTD) and local jurisdictions **Support:** CTCOG **Staff:** All parties **Timeline:** Ongoing, FY2027-2031	**Cost:** Staff time; varies by grant **Funding:** FTA 5310/5311; ICAM; IMI; HHS Texas RFA; TxDOT transportation development credits	High
FP-4	**Local Funding Contributions and Transportation Development Credit (TDC) Utilization** Expand use of TxDOT transportation development credits as local match for capital projects, and formalize agency sponsor revenue-sharing as match for FTA Section 5307/5311 funding. As of 2026, all seven counties in the region are now contributing local funding; existing interlocal agreement (ILA) fare-sponsorship models with the Area Agency on Aging, Texas Veterans Commission, City of Killeen, and Milam County should be used as templates to sustain and expand county/city contributions. CTRTD's 50/50 local match structure for its operating assistance (see 7.3.10) is a comparable example of sustained local funding commitment. **Unmet need:** Funding and implementation constraints (regionwide) **Action steps:** - Sustain existing nine-county local funding contribution agreements (ongoing); - Replicate ILA fare-sponsorship models (Area Agency on Aging, TVC, City of Killeen, Milam County) with additional sponsors (FY2027-2028) - Expand use of TxDOT transportation development credits as local match (ongoing)	**Lead:** HCTD, CTCOG **Staff:** CTCOG/HCTD finance staff **Timeline:** Ongoing	**Cost:** Staff time **Funding:** TxDOT transportation development credits; agency sponsor revenue	High – Ongoing

7.3.3. Rural Connectivity (RC)

Rural connectivity tied for second most urgent but was rated as harder to act on near-term due to resource requirements. The dominant rural trip type is single-seat non-emergency medical journeys. The most actionable near-term project is formalizing NEMT partnerships for essential services destinations (pharmacies, groceries, and primary care) which aligns with HHS Texas RFA Section 2.3.1(E) as a potential funding pathway (RC-1). The rural Regional Connector pilots (FY25) showed limited demand for fixed-route intercounty service. A better model may be on-demand within counties with advanced-reservation intercounty trips (RC-2). The van pool program for rural clinics (RC-3) addresses volunteer transportation and resource-sharing. Food desert connectivity (RC-4) in north Killeen and east Temple is a carry-forward high-priority project with Development District of Central Texas (DDCT) now being engaged.

Goal alignment: Goal 2 | **Tier:** Middle Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
RC-1	**Non-Emergency Medical Transportation (NEMT) to Essential Services** Formalize partnerships with NEMT providers to improve access to pharmacies (medication adherence), grocery stores (food security), and primary/preventive healthcare appointments, aligned with HHS Texas RFA Section 2.3.1(E). CTCOG will provide regional coordination, stakeholder convening, and partnership development support to facilitate collaboration among healthcare providers, transportation providers, and community organizations. **Unmet need:** Rural and small community gaps; healthcare and employment access **Action steps:** - Formalize NEMT partnership agreements with Ride N' Safe and/or CTRTD and healthcare facilities (FY2027) - Confirm eligibility and funding pathway under HHS Texas RFA Section 2.3.1(E) (FY2027) - Launch coordinated pharmacy, grocery, and primary-care trip access (FY2028)	**Lead:** Ride N' Safe and/or CTRTD; **Support:** Regional NEMT providers, healthcare facilities, participating transit providers **Staff:** Ride N' Safe **Timeline:** FY2027-2028	**Contract:** Ride N' Safe and/or CTRTD, Lonestar Medical Transportation (NEMT service providers) **Assets:** NEMT vehicles (existing, provider-owned) **Cost:** Medium **Funding:** HHS Texas RFA; FTA Section 5310	High
RC-2	**Rural Demand-Response Service Expansion** Expand the on-demand, curb-to-curb microtransit model already used in Bell, Coryell, and Milam counties to additional rural and small-community areas identified in the Transit Needs Index. CTRTD's role in rural mobility connections and service coordination in areas will play a critical role in expanding overall areas served. **Unmet need:** Rural and small community gaps (spatial coverage) **Action steps:** - Identify additional rural/small-community coverage areas via the Transit Needs Index (FY2028) - Expand microtransit service area based on demand (FY2028-2029) - Evaluate ridership outcomes and adjust coverage (FY2029-2030)	**Lead:** CTRTD and HCTD **Staff:** Operations staff **Timeline:** FY2028-2030	**Contract:** none new (uses existing microtransit service contract) **Assets:** existing demand-response vehicles, expanded as needed **Cost:** Medium-High **Funding:** FTA Section 5311; local match	Medium
RC-3	**Vanpool Program for Rural Clinics and Nonprofits** HOP leases vehicles to rural health clinics and nonprofits that self-staff with volunteer drivers, with HOP subsidizing fuel costs; a pilot is being discussed with Enterprise. Rural seniors' access to medical care is the primary driver for this program.	**Lead:** HCTD **Staff:** HCTD/HCCA program coordinator	**Contract:** Enterprise (vehicle lease pilot) **Assets:** leased vans	Medium

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
	Unmet need: Rural and small community gaps; healthcare and employment access **Action steps:** - Finalize vehicle-lease pilot terms with Enterprise (FY2028) - Recruit clinic and nonprofit volunteer-driver partners (FY2028-2029) - Expand to additional rural clinics based on pilot results (FY2029-2030)	**Timeline:** FY2028-2030	**Volunteer:** volunteer drivers, self-staffed by participating clinics/nonprofits. **Cost:** Medium **Funding:** FTA Section 5310/5311; local match	
RC-4	**Food Desert and Grocery Connectivity** Extend NEMT-model coordination (RC-1) specifically to address food-access gaps identified in rural areas without nearby grocery stores or food banks. **Unmet need:** Rural and small community gaps; affordability barriers **Action steps:** - Re-engage DDCT and grocery partners (e.g., HEB) on fare-subsidy conversations (FY2028) - Confirm coverage gaps in North Killeen and East Temple (FY2028) - Formalize grocery-access partnerships (FY2028-2029)	**Lead:** CTRTD **Staff:** HCTD/social-service coordinator **Timeline:** FY2028 and beyond	**Assets:** uses existing microtransit fleet **Cost:** Low-Medium **Funding:** HHS Texas RFA; local partners	High

7.3.4. Senior & Disability Transportation (SD)

Senior and disability transportation ranked among the top urgent priorities, tying for first place in urgency most frequently during the ranking exercise. A key insight from Workshop 1 is that many seniors are unaware of overlapping funding sources (Medicare, AAA) that could pay for transportation. This finding supports targeted outreach (SD-1), which can improve access without new capital investment. The TVC data partnership (SD-2) is a proven model: the HOP-TVC partnership improved cost-per-client data, informed funding decisions, and transitioned ~50% of ridership to client-pay. CTCOG was already awarded a TVC grant for the VetRide bus pass program. ADA improvements (SD-3) are well-advanced with microtransit, but the ongoing focus should be pedestrian/stop access and maintaining the regional vehicle replacement schedule. CTRTD's mobility management program (see 7.3.10) provides complementary coordination, outreach, and education support for older adults and individuals with disabilities across its service area.

Goal alignment: Goal 2 | **Tier:** Middle Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	ID
SD-1	**Senior Outreach and Benefits Awareness Campaign** Targeted outreach to help seniors identify overlapping funding sources (Medicare, Area Agency on Aging, etc.) that can pay for transportation, reducing unmet need without new service investment. **Unmet need:** Information and awareness gaps; senior and disability transportation **Action steps:** - Develop outreach materials on overlapping Medicare/AAA funding sources (FY2027) - Distribute via Area Agency on Aging, HCTD, and CTRTD touchpoints (FY2027) - Track awareness and utilization outcomes (FY2027-2028)	**Lead:** Area Agency on Aging **Staff:** Area Agency on Aging **Timeline:** FY2027	**Assets:** outreach and marketing materials; **Cost:** Low **Funding:** FTA Section 5310 (administrative); local funds	SD-1
SD-2	**Texas Veterans Commission (TVC) Data Partnership Expansion** Rebuild the HOP-TVC data partnership and VetRide bus pass program, which previously produced improved cost-per-client data and transitioned approximately 50 percent of ridership to client-pay arrangements before the award lapsed due to capacity constraints. This strategy re-establishes the partnership foundation and pursues renewed TVC funding to support coordinated veteran transportation and inform future funder decisions. **Unmet need:** Information and awareness gaps; military/veteran mobility **Action steps:** - Reassess program requirements and re-engage TVC to pursue renewed grant funding for the VetRide bus pass program (FY2027) - Rebuild cost-per-client data sharing infrastructure with TVC (FY2027) - Establish dedicated staff capacity to sustain program momentum (FY2027) - Leverage renewed VetRide funding to inform future funder decisions (FY2027-2028) - Report outcomes to CTRTAG (FY2028)	**Lead:** HCTD **Support:** CTCOG administering grant requirements **Staff:** CTCOG coordinating **Timeline:** FY2027-2028	**Cost:** Low **Funding:** Local funds; FTA Section 5310 (administrative)	SD-2

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	ID
SD-3	**ADA and First-/Last-Mile Accessibility Improvements** Improve sidewalks, crossings, and pedestrian connections near transit stops and facilities to reduce first-/last-mile barriers for older adults and individuals with disabilities. This effort will be coordinated with KTMPO's active transportation planning process to align transit-adjacent sidewalk and crossing needs with the MPO's Transportation Alternatives Program (TAP) prioritization and regional bike/pedestrian plan, ensuring transit-served corridors are represented in KTMPO's project pipeline. **Unmet need:** First-/last-mile connectivity and network coverage **Action steps:** - Inventory priority stops and facilities needing ADA improvements (FY2028) - Share inventory findings with KTMPO to inform TAP call-for-projects prioritization and regional active transportation plan updates (FY2028) - Coordinate capital funding requests with municipalities and KTMPO (FY2028–2029) - Construct priority improvements and maintain the regional vehicle replacement schedule (FY2029–2031)	**Lead:** Municipalities working with transit providers **Staff:** HCTD/municipal engineering staff **Timeline:** FY2028-2031	**Contract:** Interlocal Agreement (HCTD–municipalities); competitive bid or JOC for construction; TxDOT AFA if TxDOT funds used **Assets:** sidewalks, crossings, transfer stations (capital) **Cost:** Medium-High (capital) **Funding:** FTA Section 5310; TxDOT; TAP (via KTMPO; local match	SD-3

7.3.5. Healthcare & Employment Access (HE)

Participants at Workshop 1 directly linked transportation access to healthcare outcomes, employment participation, and regional economic activity. Healthcare and employment access ranked highest for regional impact despite lower urgency scores, reflecting their foundational role in economic and community health. Healthcare facility access partnerships (HE-1) with BSW, VA, and others are **ongoing** and should be maintained and expanded.

Goal alignment: Goal 2 | **Tier:** Middle Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
HE-1	**Healthcare Facility Transportation Partnerships** Formalize scheduling and trip-sharing partnerships between HCTD and regional hospitals, clinics, and mental health agencies to reduce missed and delayed medical appointments. **Unmet need:** Healthcare and employment access; reliability and convenience gaps **Action steps:** - Expand public-private partnership talks with the Scott & White Faith Community Health Program (FY2027) - Formalize scheduling and trip-sharing agreements with BSW, VA, CTVHCS, Temple College, and UMHB (FY2027-2028) - Monitor missed/delayed appointment metrics (ongoing).	**Lead:** HCTD, regional healthcare facilities **Staff:** HCTD partnerships coordinator; **Timeline:** FY2027-2028	**Assets:** none new (uses existing microtransit fleet) **Cost:** Medium **Funding:** FTA Section 5310; HHS Texas RFA	Medium

7.3.6. Technology & Mobility Management (TM)

Technology ranked highly for supporting other coordination efforts. HCTD confirmed at Workshop 1 that the HOP's enterprise platform is largely enabled now (the platform can integrate third-party vendors, broker multi-leg trips, and coordinate across fleets). Barriers exist within policies and processes, not core technology. Transportation network Company (TNC), i.e., Uber or Lyft, integration (TM-1) to fill off-peak service gaps is already in progress via Spare Labs. Expanding the app to integrate 2-1-1 and NEMT providers (TM-2) is a mid-term priority that directly addresses the information and awareness gaps documented in the rider survey. CTRTD's mobility managers (see 7.3.10) provide the staffed coordination and outreach component that complements this technology, particularly for older adults and individuals with disabilities.

Goal alignment: Goal 5 | **Workshop 1 tier:** Foundation Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
TM-1	**TNC Integration and Extended-Hours Mobility** Integrate third-party transportation network companies (e.g., Uber, Lyft) into the regional brokerage platform (SC-1) to extend service availability into evenings and weekends. **Unmet need:** Temporal access gaps (service hours) **Action steps:**	**Lead:** HCTD **Staff:** HCTD technology coordinator **Timeline:** FY2027-2028	**Contract:** Uber, Lyft (existing TNC agreements), existing platform vendor (Spare Labs) **Assets:** Trip planning software (Spare Labs - existing)	Medium

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
	- Formalize an equitable TNC access policy framework (FY2027) - Expand the subsidy program to cover off-peak service gaps (FY2027-2028) - Monitor usage and cost per trip (ongoing)		**Cost:** Low (software integration; per-trip cost) **Funding:** Local funds; FTA Section 5310 (mobility management)	
TM-2	**Integrated Trip Planning / One-Call One-Click Expansion** Expand one-call/one-click trip planning tools so riders and caseworkers across the region can identify and book the appropriate service from a single point of contact, integrating CTRTD service information and trip-planning capabilities alongside HCTD's. **Unmet need:** Information and awareness gaps **Action steps:** - Integrate 2-1-1 and NEMT provider data into the trip planning app (FY2028) - Expand rider and caseworker onboarding/awareness (FY2028-2029) - Track booking-share growth against the current baseline (ongoing)	**Lead:** HCTD **Support:** CTRTD integration; CTCOG providing planning and coordination support **Staff:** HCTD technology coordinator; CTRTD coordinator; CTCOG providing planning and coordination support **Timeline:** FY2028-2029	**Contract:** Trip planning software (Spare Labs - existing) **Assets:** Trip planning software (Spare Labs - existing) **Cost:** Medium **Funding:** FTA Section 5310 (mobility management)	Medium

7.3.7. Transit Awareness & Education (TA)

The rider survey and provider outreach consistently identified information and awareness as a significant barrier (many residents are unaware of available services, eligibility requirements, or how to access transportation). The regional awareness campaign (TA-1) encompasses social media (Key Performance Indicators (KPIs) steadily improving), the quarterly newsletter (160+ subscribers), bi-lingual materials per TxDOT SPEG guidance, and HOP Travel Training events (63+ events in the past year). The Annual Transportation Summit (TA-2) was completed in 2023 and 2024 and should continue in FY27–31.

Goal alignment: Goal 5 | **Tier:** Foundation Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
TA-1	**Regional Transit Awareness Campaign** Develop and distribute rider education materials covering service eligibility, scheduling, and trip-planning resources to address the information and awareness gaps identified through the rider survey. **Unmet need:** Information and awareness gaps **Action steps:** - Continue bi-lingual materials per TxDOT SPEG guidance (ongoing) - Grow newsletter subscribership beyond the current 160+ (ongoing) - Expand HOP Travel Training events beyond the current 63+ per year (ongoing)	**Lead:** CTCOG, HCTD, CTRTD **Staff:** CTCOG/HCTD/CTRTD communications staff **Timeline:** FY2027	**Assets:** newsletter, social media, bi-lingual materials (existing) **Cost:** Low **Funding:** FTA Section 5310 (administrative); local funds	Medium
TA-2	**Annual Regional Transportation Summit** Convene CTRTAG members, providers, and the public annually to review coordination progress, share updates, and sustain engagement between five-year plan cycles. The Summit was completed in 2023 (50 attendees) and 2024 (expanded, with panels on NEMT, workforce transportation, and volunteer programs); post-summit quarterly surveys are distributed to attendees. **Unmet need:** Information and awareness gaps; regional coordination **Action steps:** - Confirm annual Summit date and venue (annually) - Coordinate NEMT, workforce transportation, and volunteer-program panel topics (annually) - Distribute post-summit quarterly surveys (ongoing)	**Lead:** CTCOG **Staff:** United Way of Central Texas/CTCOG event coordinator **Timeline:** Annually beginning FY2027	**Cost:** Low **Funding:** Local funds	Medium – Ongoing

7.3.8. Regional Coordination Infrastructure (CI)

These foundational coordination investments support all other project categories. CTRTAG communications (CI-1) and the transportation resource inventory (CI-2) are **ongoing** and must be sustained. Transit affordability programs (CI-4) build on successful Interlocal Agreement (ILA) models with Area Agency on Aging (AAA), TVC, City of Killeen, and Milam County. The volunteer driver program (CI-3) was not started in the prior plan and should be continued as a long-term effort in rural areas where demand-response has coverage gaps.

Goal alignment: Goals 1 & 3 | **Tier:** Foundation Tier

ID	Project / Strategy & Unmet Need	Lead Agency / Timeline	Cost / Funding Sources	Priority
CI-1	**CTRTAG Communications and Leadership Engagement** Sustain and grow CTRTAG membership toward full authorization (21 voting seats; 15 currently filled) and maintain the quorum and engagement achieved over the last four meetings. CTRTD's continued participation in CTRTAG is an important contributor to this engagement and should continue to be highlighted in regional coordination updates. **Unmet need:** Regional coordination infrastructure (regionwide) **Action steps:** - Continue the Local Agency Update item at every CTRTAG meeting (ongoing) - Distribute the CTCOG newsletter (ongoing) - Grow CTRTAG membership toward full authorization of 21 voting seats, from 15 currently filled (ongoing)	**Lead:** CTCOG **Staff:** CTCOG coordinator **Timeline:** FY2027 and ongoing	**Cost:** Low **Funding:** Local funds	High
CI-2	**Regional Resource and Asset Inventory** Maintain a shared inventory of vehicles, facilities, and technology across regional providers — including vehicles, facilities, technology, and service data —to support coordination, consolidation, and joint-procurement opportunities. **Unmet need:** Service duplication; regional coordination **Action steps:** - Update vehicle fleet, ADA status, and use-schedule data (ongoing) - Share the inventory to support grant applications and coordination planning (ongoing)	**Lead:** HCTD, CTRTD **Staff:** HCTD and CTRTD coordinators **Timeline:** FY2027-2028	**Assets:** Central Texas Public Transportation Resources document (existing, maintained) **Cost:** Low **Funding:** Local funds; FTA Section 5310 (administrative)	Medium
CI-3	**Volunteer Driver Program Development** Explore a coordinated volunteer driver program with faith-based and nonprofit partners to supplement scheduled service, particularly for medical trips in rural areas.	**Lead:** Area Agency on Aging, faith-based and nonprofit partners	**Volunteer:** volunteer drivers recruited via faith-based and nonprofit partners – core to this strategy.	Low

	Unmet need: Rural and small community gaps; healthcare and employment access **Action steps:** - Map and inventory existing volunteer transportation programs (FY2028) - Seed new volunteer programs in underserved rural areas (FY2028-2029) - Recruit and train volunteer drivers (FY2029)	**Support:** HCTD and/or CTRTD **Staff:** Area Agency on Aging coordinator **Timeline:** FY2028-2029	**Cost:** Low-Medium **Funding:** FTA Section 5310; volunteer support	
CI-4	**Transit Affordability and Fare Assistance Programs** Expand fare assistance and reduced-fare programs to address affordability barriers identified for low-income households. CTRTD's 50/50 local match operating assistance for seniors and individuals with disabilities (see 7.3.10) is a parallel example of sustaining affordable service for vulnerable riders. **Unmet need:** Affordability barriers **Action steps:** - Expand sponsorship agreements beyond the existing TVC, Area Agency on Aging, City of Killeen, and Milam County models (FY2028) - Use 2-1-1 data to prioritize the identified bus fare/indigent gap (FY2028-2029) - Monitor discount program utilization (ongoing)	**Lead:** HCTD and/or CTRTD, social-service agencies **Staff:** HCTD/CTRTD/social-service coordinator **Timeline:** FY2028-2030	**Cost:** Medium **Funding:** FTA Section 5310; HHS Texas RFA; local funds	Medium

7.3.9. Capital and Infrastructure Projects for HCTD

The ten capital and infrastructure projects below were submitted directly by HCTD through the KTMPO Project Submission Packet process and are incorporated here to maintain consistency between this Plan and the KTMPO 2050 Metropolitan Transportation Plan (MTP). HCTD ranked these project from highest to lowest priority (1 being highest, 10 being lowest), reflected below (final cost estimates and KTMPO scoring remain pending TxDOT funding notices).

ID	Project	Lead Agency / Timeline	Funding Sources
CP-1	**Fleet Replacement** Replacement of aging revenue vehicles identified in HCTD's Transit Asset Management Plan / State of Good Repair analysis.	**Lead:** HCTD **Partners:** TxDOT (TDC/state contract) **Timeline:** Short-Term / Ongoing (FY2027-2031) **Priority:** HIGH – Immediate (HCTD Local Priority 1 of 10)	**Funding:** FTA Section 5339/5311; TxDOT; local match
CP-2	**Transit-Oriented Development (TOD) Facility** Development of a transit-oriented facility to support ridership growth and coordinated service near Belton.	**Lead:** HCTD **Partners:** CTRTD, TxDOT, City of Belton, Bell County, retail vendor(s) **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM (HCTD Local Priority 2 of 10)	**Funding:** FTA capital funds; TxDOT; local match
CP-3	**Park and Ride** New park-and-ride facility to support regional commuting and vanpool/employment-access strategies (see FP-1, HE-2).	**Lead:** HCTD **Partners:** Cities of Copperas Cove, Killeen, Harker Heights, Belton, and Temple **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM (HCTD Local Priority 3 of 10)	**Funding:** FTA capital funds; TxDOT; local match
CP-4	**Vanpools** Vanpool vehicle acquisition supporting the regional employment-access vanpool strategies (coordinates with FP-1, FP-2, HE-2, RC-3).	**Lead:** HCTD **Partners:** Enterprise Commute, regional employers, Temple Industrial Park **Timeline:** Short-Term (FY2027) **Priority:** HIGH (HCTD Local Priority 4 of 10)	**Funding:** FTA Section 5307/5310; TxDOT; local/employer match
CP-5	**Cove/VA Terminal Facility** Terminal facility improvements serving the Copperas Cove/VA corridor.	**Lead:** HCTD **Partners:** City of Copperas Cove, VA Hospital **Timeline:** Mid-Term / Long-Term (FY2029) **Priority:** MEDIUM (HCTD Local Priority 5 of 10)	**Funding:** FTA capital funds; TxDOT; local match
CP-6	**Temple Santa Fe Terminal Facility** Terminal facility improvements at the Temple Santa Fe site.	**Lead:** HCTD **Partners:** City of Temple **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM (HCTD Local Priority 6 of 10)	**Funding:** FTA capital funds; TxDOT; local match
CP-7	**Bus Wash** Bus wash facility to support fleet maintenance and state-of-good-repair goals.	**Lead:** HCTD **Partners:** TxDOT (TDC/state contract) **Timeline:** Short-Term (FY2027-2028) **Priority:** HIGH (HCTD Local Priority 7 of 10)	**Funding:** FTA capital funds; TxDOT; local match
CP-8	**Fuel Tanks** Fuel storage infrastructure supporting fleet operations.	**Lead:** HCTD **Partners:** TxDOT (TDC/state contract), TCEQ **Timeline:** Short-Term (FY2027-2028)	**Funding:** FTA capital funds; TxDOT; local match

ID	Project	Lead Agency / Timeline	Funding Sources
		Priority: HIGH (HCTD Local Priority 8 of 10)	
CP-9	**Intercity Bus Program** Intercity bus service coordination and capital support under FTA Section 5311(f) (coordinates with FP-3, RC-2).	**Lead:** HCTD **Partners:** Bell, Coryell, and Milam Counties; regional intercity carriers **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM (HCTD Local Priority 9 of 10)	**Funding:** FTA Section 5311(f); TxDOT; local match
CP-10	**Temple Trolley** Local circulator/trolley service in Temple.	**Lead:** HCTD; Partners: City of Temple **Timeline:** Long-Term (FY2029-2031) **Priority:** LOW (HCTD Local Priority 10 of 10)	**Funding:** FTA capital/operating funds; TxDOT; local match

7.3.10. Capital and Infrastructure Projects for CTRTD

CP-11 through CP-14 reflect CTRTD's fleet preventive maintenance, vehicle replacement, vehicle expansion, and safety/security/technology capital needs, submitted directly by CTRTD. CP-16 reflect CTRTD's independent interest, as a co-sponsor, in a Transit-Oriented Development (TOD) facility — the same physical projects listed under CP-2 in Section 7.3.9. These are listed separately here to document CTRTD's standing as an interested co-sponsor alongside HCTD.

ID	Project	Lead Agency / Timeline	Funding Sources
CP -11	**Preventive Maintenance** Funding to maintain and improve fleet condition and extend the useful life of CTRTD's current vehicles.	**Lead:** CTRTD **Partners:** None **Timeline:** Ongoing (FY2027-2031) **Priority:** HIGH	**Funding:** FTA Section 5310/5311; local match
CP -12	**Vehicle Replacement** Replacement of CTRTD's aging fleet vehicles that have exceeded state-required useful life.	**Lead:** CTRTD **Partners:** None **Timeline:** Short-Term (FY2027-2028) **Priority:** HIGH	**Funding:** FTA Section 5310/5311; TxDOT; local match
CP -13	**Vehicle Expansion** Additional vehicles to expand CTRTD's service capacity for the region's growing aging population.	**Lead:** CTRTD **Partners:** None **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM	**Funding:** FTA Section 5310/5311; local match
CP -14	**Safety, Security, and Technology Capital** Capital items related to safety, security, and technology systems supporting CTRTD vehicles and facilities.	**Lead:** CTRTD **Partners:** None **Timeline:** Short-Term (FY2027-2028) **Priority:** MEDIUM	**Funding:** FTA Section 5310/5311; local match
CP-15	**Bus Wash** Bus wash facility to support fleet maintenance and state-of-good-repair goals.	**Lead:** CTRTD **Partners:** TxDOT (TDC/state contract) **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM	**Funding:** FTA capital funds; TxDOT; local match

ID	Project	Lead Agency / Timeline	Funding Sources
CP-16	**Transit-Oriented Development (TOD) Facility** (same facility as CP-2; CTRTD co-sponsor interest.	**Lead:** HCTD (HOP) **Partners:** CTRTD, TxDOT, City of Belton, Bell County, retail vendor(s) **Timeline:** Mid-Term (FY2028-2029) **Priority:** MEDIUM	**Funding:** FTA capital funds; TxDOT; local match

7.4. Addressing Coordination Obstacles

As these strategies move into implementation, the lead coordination agency should anticipate and plan for common coordination obstacles. These include:

- **Regulatory or funding limitations that constrain how trips can be comingled or billed across sponsoring agencies.** SC-3 (Inter-Agency Billing and Reimbursement Policy Documentation) is the strategy built to identify and resolve these constraints, with HCTD documenting the exact reimbursement rules currently preventing inter-district trip sharing, including barriers specific to CTRTD as a cross-district partner.
- **Differing insurance and liability requirements among participating agencies.** This will be a key consideration as RC-1 (Rural NEMT to Essential Services) formalizes partnerships between Ride N' Safe and/or CTRTD and additional NEMT providers, and as RC-3 (Vanpool Program for Rural Clinics and Nonprofits) brings volunteer drivers into a leased-vehicle arrangement with HOP.
- **Perceived loss of control when purchasing service from another agency.** SC-1 (Regional Trip Brokerage Platform) and SC-2 (Provider/Vendor Opt-In Workshops) address this directly by building service-quality standards into the interlocal agreements and opt-in mechanics negotiated with providers — including CTRTD — and the platform vendor, rather than leaving quality expectations undefined.
- **Behavioral or scheduling incompatibilities among riders with differing needs.** Relevant to SC-1's trip brokerage scheduling logic and to SD-3 (ADA and First-/Last-Mile Accessibility Improvements), where accommodating riders with intellectual, developmental, or mobility-related needs on shared vehicles requires either scheduling-system parameters or manual coordination by HOP dispatch staff.
- **The need to prepare current riders for service changes during a transition to a coordinated model.** Applicable across SC-1, TM-1 (TNC Integration), and TM-2 (Integrated Trip Planning) — the latter of which explicitly integrates CTRTD service information alongside HCTD's — all of which change how riders access or book service; customer communication and transition support should be built into each rollout rather than treated as an afterthought.
- **Realistic expectations that cost savings from coordination may take time to materialize.** This applies directly to FP-1 (Three-Way Matched Regional Employment Transportation Program) and FP-3 (Coordinated Grant Pursuit) — the latter of which includes CTRTD among the participating providers pursuing coordinated grant funding — where matched funding and grant timelines mean near-term costs may precede measurable savings. HCTD leadership should set this expectation early with funders and local governments.
- **Vehicle capacity, accessibility, and availability constraints during peak periods.** Directly relevant to CP-1 (Fleet Replacement) and CP-4 (Vanpools) on the HCTD side, and to CP-12 (Vehicle Replacement) and CP-13 (Vehicle Expansion) on the CTRTD side, where state-of-good-repair gaps and fleet expansion needs both affect how much capacity is actually available to support comingled trips.
- **Differences in service policies and parameters (e.g., maximum on-board travel time) among partner agencies.** This is a specific documentation item under SC-3, and will also need

to be resolved between HCTD and CTRTD as trip brokerage under SC-1 expands across district lines.

CHAPTER 9

PLAN APPROVAL

9. Plan Approvals

This FY 2027-31 Regional Public Transportation Coordination Plan (the Plan) has been developed in accordance with 49 U.S.C. § 5310 and related Federal Transit Administration (FTA) requirements for locally developed coordinated public transit-human services transportation plans. These requirements support a coordinated planning process that identifies the transportation needs of older adults, individuals with disabilities, Veterans, and individuals with low incomes; establishes strategies for addressing those needs; and prioritizes transportation projects and services for implementation.

Staff reviewed and updated the RPTCP to reflect current demographic trends, transportation needs, service gaps, regional priorities, stakeholder feedback, and applicable federal and state guidance. The Plan was developed in coordination with Kimley-Horn, Hill Country Transit District, Central Texas Rural Transit District, human service agencies, local governments, older adults, individuals with disabilities, low-income populations, and other interested stakeholders throughout the Central Texas Council of Governments (CTCOG) Planning Region.

Consistent with applicable federal coordinated planning requirements and the Public Involvement Plan established by the CTCOG, public outreach and stakeholder engagement activities were conducted throughout the development of the Plan. Feedback received from transportation providers, partner agencies, stakeholders, and members of the public was considered in the preparation of the final Plan and is documented within the Plan or its appendices.

9.1. Draft Plan Review and Public Comment Period

Following CTRTAG review, the draft Plan was distributed to all CTRTAG members, including TxDOT's regional public transportation coordinator, and to all transportation provider survey respondents for review and comment. The draft Plan was also provided to TxDOT's coordination program manager for posting on TxDOT's Regional Public Transportation Coordination Planning website for public comment. CTCOG notified municipalities and human-service agencies throughout the region of the availability of the draft Plan, how to submit comments, and the comment deadline.

Consistent with TxDOT guidance, the public comment period remained open for no less than one month. CTCOG targeted release of the draft Plan for public review around Rural Transit Day (July 20, 2026) to maximize stakeholder awareness ahead of the comment period.

9.2. Stakeholder Participation in Plan Development and Adoption

The individuals and organizations below participated in the CTRTAG workshops that shaped this Plan's goals, strategies, projects, and priorities, and are documented here to satisfy the requirement that individuals adopting the Plan be involved in the planning process. This list is in addition to the full CTRTAG voting membership and committee structure documented in Chapter 1.

- Anita Janke (CTCOG)
- Raymond Suarez (HCTD)
- Tony Austin (HCTD)

- Ben Lopez (Workforce Solutions of Central Texas)
- George Losoya (Area Agency on Aging)
- Rhonda Kelton (CTRTD)
- Walter Murphy (TAMUCT)
- Alisha Alvarez (TxDOT)
- Christopher Egizio (Seton Medical Center Harker Heights)
- Stephanie Dozier (Hill Country Community Action)

Per Section 5310 requirements and Texas Transportation Code Chapter 461, plan adoption must also include representation from seniors, individuals with disabilities, and members of the general public. This representation is documented through the CTRTAG voting member categories in Section 1.4 (including the Aging and Disability Organization representative and the Transit User representatives) and through the public comment period described above.

9.3. Disposition of Public and Stakeholder Comments

Following the close of the comment period, CTCOG documented all comments received, the requested changes associated with each comment, and the actions taken in response. This documentation was added to the table below prior to final adoption.

Comment Summary	Commenter / Organization	Disposition	Action Taken
To be completed following the public comment period.			

9.4. Adoption Process

Plan adoption followed the steps below, consistent with TxDOT's Coordination Plan Guidebook:

- Draft Plan comment period, including outreach to stakeholder organizations (Section 9.1).
- Documentation by CTCOG of all comments, requested changes, and actions taken (Section 9.3).
- Development of the final draft Plan incorporating comment disposition.
- Documentation of any final revisions following public notice and the opportunity to comment on the final draft Plan.
- CTRTAG review of the final draft Plan.
- Public CTRTAG meeting for Plan adoption.
- CTRTAG and CTCOG signatures and documentation of adoption participation (Section 9.5).

The Central Texas Regional Transportation (CTRTAG or Advisory Group) reviewed the final Plan and recommended its adoption on October 6, 2026. The Plan for the CTCOG Planning Region was subsequently adopted by the Central Texas Council of Governments Executive Committee on October 22, 2026, and serves as the region's official coordinated transportation planning document for identifying mobility needs, strategies, and transportation priorities.

9.5. Advisory Group and Stakeholder Participation Acknowledgement

The undersigned members of the Advisory Group and participating stakeholders acknowledge that they participated in the development, review, and adoption of the FY 2027-31 Regional Public Transportation Coordination Plan. By signing below, each participant affirms that:

1. They were provided with an opportunity to review and comment on the Draft FY 2027-31 Regional Public Transportation Coordination Plan.
2. The planning process included representation from public transportation providers, human service organizations, older adults, individuals with disabilities, members of the general public, and other interested stakeholders.
3. Participants were provided opportunities to identify unmet transportation needs, mobility gaps, barriers to service, and recommended strategies for consideration within the Plan.
4. The final Plan was reviewed and considered during a publicly noticed meeting of the Advisory Group.
5. Participation in the development and review of the Plan does not constitute endorsement of every recommendation, project, or strategy contained therein. Signatories acknowledge the collaborative planning process and the consideration of regional transportation needs.
6. Inclusion of a project, strategy, or recommendation in the Plan does not guarantee funding, implementation, or future programming. All future actions remain subject to applicable funding availability, agency approvals, and statutory requirements

Important Notice

Signing this document signifies participation in and support for the coordinated planning process. It does not commit the signatory organization to funding, implementing, or sponsoring any specific project, strategy, or recommendation contained in the Plan.

9.6. Advisory Group and Participating Stakeholder Signatures

By signing below, the Advisory Group acknowledge their involvement in the coordinated planning process and support the continued regional collaboration necessary to address identified transportation needs and mobility challenges.

Organization	Interest	Title	Name	Signature	Date

9.7. Lead Agency Certification

I acknowledge that the planning process for this Plan was conducted in accordance with applicable Federal Transit Administration and Texas Department of Transportation guidance and that the individuals identified herein participated in the review and adoption process.

Lead Agency: Central Texas Council of Governments (CTCOG)

Representative Name: _____

Title: _____

Signature: _____

Date: _____

9.8. Annual Review and Amendment Process

Rather than scheduling a separate, standalone annual review meeting, CTCOG will use the **Annual Central Texas Public Transportation Summit (TA-2)** (already an established, ongoing CTRTAG event completed in 2023 and 2024) as the venue for the annual Plan review TxDOT recommends. This approach builds the review into an existing forum with proven attendance and stakeholder engagement rather than adding a new, unscheduled obligation. At each Summit, the lead coordination agency and CTRTAG will determine whether:

- Geographic and demographic characteristics (Chapters 3-4) remain accurate or require updating.
- Service profiles (Chapter 5) remain accurate or require updating, or new service profiles need to be added.
- Transportation needs and gaps (Chapter 6) have changed due to new or expanded services and programs.
- The status of goals, strategies, and projects (Chapters 7-8) remains accurate or requires updating.

Findings from this review will feed into the post-Summit quarterly survey process already used to gather stakeholder feedback, ensuring continuity between the Plan's annual review and CTRTAG's existing engagement cadence.

Minor updates (e.g., changes to geographic/demographic data, service policy descriptions, or timelines) may be incorporated at CTCOG's discretion, with CTRTAG concurrence, without a formal amendment process. More significant changes, such as the addition of transportation providers or services, completion of a goal, or elimination of an unmet need, should be documented as a formal Plan amendment, including a summary of the change, its rationale, and its impact on unmet needs, followed by a CTRTAG vote and resubmission of the amended Plan to TxDOT.

ITEM #8

Recognition and Introduction of New Advisory Group Member Appointments.

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 8**

Introduction of New Member Appointments

Background

According to the CTRTAG Bylaws, representatives of transit districts, municipalities, and counties are appointed to the Advisory Group through a written designation from the applicable transit district, mayor, county judge, or their authorized designee.

Bell County
Kylie Brooks, MPA, SHRM-CP
Director of Administrative Services, Bell County
101 E. Central Ave, Belton, TX 76513

Hill Country Transit District
Raymond Suarez
General Manager
Hill Country Transit District
4515 W.US 190
Belton, Texas 76513

Because these appointments are made pursuant to the bylaws, they do not require Advisory Group approval or formal action.

Action Needed: No action needed, for discussion only.

From: David Blackburn <David.Blackburn@bellcounty.texas.gov>
Sent: Tuesday, September 29, 2026 10:13 AM
To: Kendra Coufal <kendra.coufal@ctcog.org>
Cc: Uryan Nelson <uryan.nelson@ctcog.org>; Kylie Brooks <Kylie.Brooks@bellcounty.texas.gov>
Subject: RE: <EXTERNAL> Bell County's appointment to the Central Texas Regional Transportation Advisory Group (CTRTAG)

Kylie Brooks, our Director of Administrative Services, will be our representative to the CTRTAG. Is this an appointment that our Commissioners Court needs to make or is my designation of her sufficient? If it requires Commissioners Court action, our next meeting is after your October 6 meeting.

D. Blackburn

County Judge

Phone: 254.933.5100

Historic Courthouse

101 E. Central Avenue

Belton, TX 76513

From: Raymond Suarez <rsuarez@takethehop.com>
Sent: Wednesday, September 30, 2026 5:33 PM
To: Anita Janke <anita.janke@ctcog.org>
Cc: Tony Austin <taustin@takethehop.com>; Derek Czapnik <dczapnik@takethehop.com>; Kendra Coufal <kendra.coufal@ctcog.org>
Subject: Re: CTRTAG Letter of Appointment & Proxy Request

Anita,

I accept the invitation to join as the HCTD representative with Tony as my backup. I look forward to participating and adding value wherever I can.

Thanks,

Raymond

ITEM #9

Coordination and Implementation of the FY26 Regional Public Transportation Coordination Plan

October 6, 2026

Central Texas Regional Transportation Advisory Group Agenda Item # 9

Coordination and Implementation of the FY26 Regional Public Transportation Coordination Plan

October 6, 2026

Central Texas Regional Transportation Advisory Group Agenda Item # 9

Coordination and Implementation of the FY26 Regional Public Transportation Coordination Plan

Development of the Implementation Table will remain a primary focus during the final year of the FY22-26 RPTCP planning cycle. Staff will continue refining strategies related to communication, stakeholder engagement, public participation, partnerships, and funding opportunities to support successful implementation of the Plan.

9a. Implementation Activities

Section 1a Pursue Grants

Beginning in January 2027, grant-related discussions will transition from the Staff Update and be incorporated into the Coordination and Implementation of the FY26 RPTCP agenda item. This change will better align funding opportunities with implementation strategies, partnership development, and action items identified through the Regional Public Transportation Coordination Plan.

Section 1b Improve Coordination with Local Leaders

Incorporate a rotating Community Transportation Spotlight into CTRTAG meeting agendas to feature rider experiences, community success stories, and stakeholder testimonials that highlight the role of public transportation in connecting people to jobs, healthcare, education, and essential services. This initiative will serve as a communication tool that helps amplify local community voices, showcase transportation successes, and share stories that matter to residents. Featured stories may also be highlighted in the regional transportation newsletter to increase public awareness, strengthen stakeholder engagement, promote transportation accessibility, and support local efforts to communicate the value of public transportation throughout the region.

Section 1c Implementation Lead Discussion

During the review of the Implementation Table, staff identified the need to distinguish between the organization responsible for advancing a strategy and the individual staff members supporting its implementation. Because the RPTCP is intended to be a regional and collaborative effort, implementation responsibility should be assigned to the appropriate stakeholder.

As the regional coordinator and convener of the planning process, CTCOG's role is to facilitate communication, support coordination efforts, track progress, and encourage partner participation. However, many strategies will require shared commitment and action from transit providers, local

governments, human service agencies, community organizations, and other stakeholders. Staff will continue refining the Implementation Table to ensure implementation leads and supporting partners accurately reflect the organizations responsible for advancing each strategy and achieving desired outcomes.

Section 7c Improve Community Awareness of Public Transit
Staff continues to actively engage with municipalities, counties, transit providers, and community partners throughout the region to increase awareness of available transportation services and mobility resources. These efforts focus on strengthening relationships, facilitating information sharing, and supporting local initiatives that educate residents about transportation options and regional service connections.

9b. Transportation Newsletter
Since tracking newsletter performance metrics began in February 2025, the Central Texas Transportation Grants, Resources, and Updates Newsletter has demonstrated steady growth in both distribution and stakeholder engagement.

Due to a technical issue with the newsletter platform, CTCOG was unable to access the system and distribute newsletters between February and August 2026. Consequently, no performance metrics are available for that period.

To maintain consistency, newsletter performance is evaluated using a rolling 12-month period. During that time, distribution increased from 252 subscribers in August 2025 to 299 subscribers in August 2026, reflecting continued growth of CTCOG's transportation stakeholder network and expanding outreach to local governments, transit providers, community organizations, and regional partners.

Engagement levels vary, with open rates ranging from 25% to 61%. The highest open rate was recorded on January 30, 2026 (61%), followed by January 5, 2026 (59%) and September 8, 2025 (57%). The most recent newsletter, distributed on August 25, 2026, achieved a 56% open rate, generating 127 opens and 104 clicks. These results indicate sustained stakeholder interest in transportation funding opportunities, regional initiatives, mobility resources, and partnership activities throughout Central Texas.

9c. Public Comment Log
No new developments to report.

Action Needed: No action needed; for discussion only.

RPTCP - Quarterly Progress Index

Revision Date: 10/5/2026

Need Statement	#	Recommendation	Priority Level	Timeframe	Implementation Lead	Partners	Cost Level	Staff Effort	Measures of Progress	First Steps	Status	Progress Update
1. Regional transportation and health & human service providers need increased funding to provide certain services desired by citizens.	1a	**Pursue new grants, such as Innovative Coordinated Access and Mobility (ICAM), Integrated Mobility Innovation (IMI), and others**	Medium Priority	Short-Term	CTCOG Staff	Dependent upon projects, but likely would include HCTD, CTCOG, KTMPO, and City and County staff	$		- Number of grant applications submitted - Value of grants awarded	- Develop brief conceptual outlines of projects that could be funded, including project partners, needed capital, anticipated impacts, and any committed match funding. - Set up account on grants.gov website and enable notifications for target grants to receive information about when applications open.	ONGOING	**10/5/2026 Grant opportunities and funding announcements are currently provided as part of the Staff Update. Beginning in January 2027, grant-related discussions will be incorporated into the Coordination and Implementation of the RPTCP FY26 agenda item to better align funding opportunities with the implementation strategies, partnerships, and action items identified through the Regional Public Transportation Coordination Plan. This approach will allow the Advisory Group to consider potential funding sources within the broader context of advancing regional coordination and implementing RPTCP priorities.**
	1b	**Improve coordination with local leaders and elected officials**	High Priority	Short-Term	CTCOG Staff	CTRTAG members, City and County staff	$		**- Instances of CTCOG participation in community outreach events, pop-ups, health fairs, stakeholder meetings, and presentations; number of partnerships developed with municipalities, EDCs, chambers, community organizations, and transit providers; and number of community stories or testimonials shared to promote awareness of public transportation services and accessibility.**	**- Identify relevant points of contact from each city and county in the CTCOG region that should receive public transportation information and requests.** **- Incorporate a rotating Community Transportation Spotlight into CTRTAG meeting agendas to share human-interest stories and stakeholder testimonials demonstrating the value and impact of public transportation. Stories may be highlighted in the regional transportation newsletter to support public awareness, stakeholder engagement, and transportation accessibility education efforts.**	ONGOING	**10/5/2026 Staff continues to cultivate relationships with counties, municipalities, Economic Development Corporations (EDCs), chambers of commerce, and planning departments throughout the region to strengthen communication and increase awareness of public transportation resources. These efforts are intended to create meaningful connections that encourage stakeholder participation in CTRTAG meetings, facilitate information sharing within local communities, identify opportunities for collaboration on transportation-related initiatives and outreach activities, and support efforts to educate community members about available public transportation services, accessibility options, and mobility resources available throughout the region.**
	1c	**Secure increased local contributions for needs that elected officials and citizens resonate with most**	High Priority	Short -Term	**CTCOG Staff cannot be the Implementation Lead**	HCTD, KTMPO, City and County staff	$		- Total local funding contribution for services - Quantity of programs or services funded in part through local contribution	- Arrange meetings with elected officials from throughout the CTCOG region to identify each official's needs and priorities related to public transportation. - When meeting with local officials to discuss funding agreements for new or expanded services, prepare to discuss multiple service level options to increase the likelihood that compromise can be achieved on funding.	ONGOING	The HOP completed major restructuring activities, transitioning 6 counties out of the HCTD's operating authority (Lampasas, Mills, Hamilton, San Saba, Mason, Llano) to focus on the growth center and to align local funding committments with board particiaption and service levels delivered to each member. Begining FY2028 HCTD will be working with members to forcast local funidng needs through 2031 to ensure sustainable match funding is available to maximize Federal and State funding. 7/22/2026 Update - HCTD is in the process of securing local match funding from all local entities.
	2a	**Adjust or add service to connect residents to grocery stores in order to address food desert issues in north Killeen and east Temple**	High Priority	Short-Term	HCTD Staff	Killeen City Staff, Temple City Staff, Grocery Store Representatives, Bell County Indigent Health Services	$$$		- Ridership, vehicle-hours/miles, and operating expense data - Boarding and alighting data at grocery stores	- Define food desert boundaries in both cities to create target locations for potential fixed-route service. - Revive conversations with private business representatives to explore appetite for funding transit services.	ONGOING	4/2026 - Updated: CTRTAG is inviting the Development District of Central Texas (DDCT) to the table to support coordinated strategies addressing food deserts through improved transit access, community development, and economic planning.HCTD, with the depolyment of Microtransit and On-demand service provided to rural areas, the transit district can be used to access to grocery stores in the operating service area Monday - Friday from 7AM to 8PM. 07/28/2026 - Update: through the implementation of Microtransit starting in FY2025 and additional expansions fo the service areas in the two UZA's residents are connected to all major grocery outlets, retail stores, healtcare, educational institutions, and employers. This greatly enanhences quality of life, sustainability and resiliancy.
	2b	**Provide new service to Industrial Blvd./Wendland Rd. industrial corridor in northern Temple**	High Priority	Mid-Term	HCTD Staff	Temple City Staff, Temple Chamber of Commerce, Industry Representatives, Workforce Solutions of Central Texas	$$$		- Ridership, vehicle-hours/miles, and operating expense data - Boarding and alighting data at industrial corridor	- Meet with business owners in northern Temple industrial corridor to better understand home-to-work trip origin data and travel mode preference data for current and prospective employees. - Based on user feedback, develop public transportation scenarios that include fixed-route transit service, carpool and vanpool, and private shuttle service program options.	ONGOING	HCTD met with Temple Chamber to discuss idea of fixed route to Industrial Park, met with several companies, will start up talks again. Businesses appear interested in day to day service for employees, potential for them to subsidize cost of creation of new route as well as bulk purchase for passes at a discount. Plans for future Transit Management Association (TMA) in Temple Industrial area. Microtransit zone serves this area for workers. 2024 Central Texas Public Transportation Summit had panel discussing workforce transportation with Movability, a TMA in Austin, and CapMetro's employer van pool program to serve as potential models for our region. March 2025 HCTD will initiate a van pool program by leasing vans from Enterprise and sharing these with a TMA formed in partnership with businesses in the Temple Industrial Park area to provide for workers commuting to the park. 10/22/2025 Update - The implementation of the current Microtransit service model has allowed for partial service in the Industrial Park in Temple. However, due to the nature of the shiftwork requirements the utilization has been minimal. Heat maps created by the Spare microtransit software show that while there is service in the industrial park, pickups and dropoffs are infrequent. While HCTD will continue to monitor the situation

Need Statement	#	Recommendation	Priority Level	Timeframe	Implementation Lead	Partners	Cost Level	Staff Effort	Measures of Progress	First Steps	Status	Progress Update
2. New fixed routes and other improved services are needed in the region to connect citizens to their destinations.	2c	**Support the imporvement of public transportation service to other key destinations including regional medical facilities and universities**	Low Priority	Long-Term	CTCOG Staff	Baylor Scott & White Health, Other Medical Service Providers, Local Universities, HCTD	$$		- Ridership, vehicle-hours/miles, and operating expense data - Boarding and alighting data at key destinations	- Meet with medical facility and university representatives to identify existing transit service shortcomings, such as unserved portions of large campuses or instances of transit-dependent users needing extended service hours. - Adjust service to reflect the needs of large transit trip generators. Implement service improvements as funding allows.	ONGOING	Day, week, and month passes available to students for transportation when available during service hours. Need funds to expand the hours, universities could potentially provide ~$50/student as a local match to provide additional service for students. Plans for microtransit zones city wide across urban areas. Lonestar Medical Transportation and Ride N' Safe non-emergency medical transportation providers serve region alongside HOP Medicaid contract service. VetRide Program funds veterans and their families to access medical facilities as well as other needs through CTCOG covering cost of their HOP bus pass in microtransit zones or subsidizing cost for rural transportation. Plans for a HOP van pool program to loan leased vans to medical clinics and non-profits that these entities staff with volunteers to serve clients/patients. 10/22/2025 Update - Through the provision of Microtransit, HCTD has ensured that key destinations such as CTC, UMHB, Temple College, Scott & White, and the VA Hospital all have access to transportation services not just to their primary facilities, but to many of their outside campuses and clinics.
	2d	**Improve fixed-route bus frequencies to 30 minutes on higher ridership routes**	Low Priority	Mid-Term	HCTD Staff	CTRTAG members, City and County staff	$$$		- Ridership, vehicle-hours/miles, and operating expense data	- Prepare operating and capital cost estimates and identify potential interested funding partners for each route for which improved service is considered. - Implement service improvements as funding allows.	COMPLETE ✓	Attempted in Route 550, but ridership was low even after service area was doubled, so back down to hour. Plans to have two buses travel fixed feeder routes in opposite direction to reduce wait times. Intercity bus routes and regional connector route from Copperas Cove to Temple will have 4-6 buses running providing 30 minute headways. Microtransit zones will have 15 minute wait times. 10/22/2025 Update - Through the discontinuation of the Fixed Route system and the creation of the new Microtransit service, service frequency has become a non-issue for most transportation in the Killeen and Temple region. Rather than expecting buses at fixed times (once per hour), the coordination of The HOP's Microtransit fleet and the Transportation Network Companies (TNCs such as Uber) has made it so that a passenger can simply schedule a trip over the phone or on a smartphone app at their convenience. The marketed goal was to keep trip wait times under 45 minutes. Currently, average wait times are under twenty minutes, however this wait time is increasing as more residents choose to utilize the service. HCTD will continue to monitor the situation to ensure that wait times do not become excessive. For passengers crossing between the Killeen UZA and Temple UZA, the Regional Connector (formerly Route 200) has been greatly expanded by operating six vehicles on this extended route. In monitoring the ridership of the Regional Connector, it was found that load ratios were very low, so the Regional Connector has been reduced to a fleet of four vehicles operating at any giveen time. This still ensures that wait times are no longer than thirty minutes. 07/22/2026 ridership continues to grow. HCTD has expanded the service area in all number
	2e	**Expand service hours to accommodate non-traditional work schedules**	Medium Priority	Long-Term	HCTD Staff	CTRTAG members, City and County staff	$$$		- Ridership, vehicle-hours/miles, and operating expense data - Fixed-route missed trips and percent on-time trips	- Prepare operating and capital cost estimates and identify potential interested funding partners for each route for which extended-hours service is considered. - Implement service improvements as funding allows.	ONGOING	Day, week, and month passes available to workers for transportation when available during service hours. Need funds to expand the hours. Microtransit will be supplemented by HOP contracts with Transportation Network Carriers (TNCs) such as Uber or Lyft who provide service outside of HOP operational hours. TNC fares would be subsidized by the HOP to improve affordability. 10/22/2025 Update - In September of 2024, along with the many changes in HCTDs operation of The HOP, operating hours were shifted so that transportation is available Monday through Friday from 6:00 AM to 8:00 PM. This change has been found to be greatly accepted by residents in the expanded service areas. HCTD still continues to research ways to fund services for earlier and later in the day to accomodate more non-traditional work schedules.
	2f	**Provide weekend services on higher ridership routes, such as Route 4 and Route 53**	Remove	Long-Term	HCTD Staff	CTRTAG members, City and County staff	$$		- Ridership, vehicle-hours/miles, and operating expense data	- Prepare operating and capital cost estimates and identify potential interested funding partners for each route for which weekend service is considered. - Implement service improvements as funding allows.	ONGOING	10/22/2025 Upate - Again, Fixed Routes no longer exist. HCTD continues to provide service through the Microtransit model and may reinstate weekend operations if funding becomes available. This Item should be taken off the list since we don't have fixed route bus service any longer and don't have plans to implement fixed route bus service and complementary paratransit services since ADA service is part of the microtransit service being delivered.
	2g	**Deploy a flex-route service at targeted times of day and geographic areas to accommodate the first- and last-mile transportation needs of seniors and students**	High Priority	Short-Term	HCTD Staff	CTRTAG members, City and County staff	$$$		- Ridership, vehicle-hours/miles, and operating expense data	- Prepare operating and capital cost estimates and identify potential funding partners for each flex-route zone. - Implement service improvements as funding allows.	COMPLETE ✓	Route 550 was a new flex route in Killeen for seniors (including disabled residents and seniors in Nolanville) which ran at 60 minute intervals, bringing them to senior centers, shopping centers, and medical facilities in Temple and Belton. It merged with the HOP's Killeen-wide on-demand service that is reserved 24-48 hours in advance for any destination in Killeen City limits in 2023. Currently microtransit zones are being implemented in Killeen, Temple, Belton, Copperas Cove, and Harker Heights for on demand rideshare service with 15 minute headways. Dodge Promasters were procured from two cities for microtransit vans. 25 more vehicles have been procured while HOP is auctioning off older vehicles. These microtransit zones serve all populations, including seniors and students by working around their schedules (within a range of operation times) and be supplemented by Transportation Network Carriers (TNCs) such as Uber or Lyft outside of those hours. 10/22/2025 Update - In September 2024, the microtransit zones mentioned in the previous update were implemented, alleviating the need for targeted flex routes. The HOP now provides service for a much larger service area, and with no qualification requirements, everyone is eligible to ride. As of this update, this has been found to be a resounding success that surpassed the abilities of previous Flex Routes.07/22/2026 ridership continues to grow, HCTD has expanded the service area in all number cities,average waitimes are under 20minutes across the service area, and customer satisfaction is consitently over 94%

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3. The region needs to explore and utilize creative partnerships where possible to fill funding and service gaps.	3a	**Explore public-private partnerships (P3s) and employer-subsidized transportation opportunities by engaging with representatives from the northern Temple industrial area, hospitals, universities, Fort Hood, grocery stores, and other partners for which documented service gaps exist**	High Priority	Short-Term	HCTD Staff	Local chambers of commerce, local business representatives, private sector transportation providers	$		- Number of representatives engaged - Number of P3 partnerships established - Total funding contribution from private entities	- Conduct a review of desired public transportation service improvements to identify those which would directly or indirectly benefit regional partners, such as business owners or large campus institutions, including Fort Hood. - Meet with regional partners to gauge interest in their supporting public transportation investments. Identify opportunities for direct funding, other resource sharing, or strategic partnership on grant applications.	ONGOING	HCTD has looked into Public Private Partnerships with Scott and White, can start up talks again, HEB and United Way Central Texas are also potential partners. Scott and White's Faith Community Health Program is one potential avenue for partnership. Employer subsidized passes at discount prices can be negotiated with the HOP. HCTD and CTCOG looking to create Transit Management Associations in industrial zones to have employers fund transportation options. 10/22/2025 Update - As of this update, there has been some success in this initiative. Fort Hood funded a dedicated service to operate on base that is open to the public, but targets soldiers and their families living on and off base. This was a resounding success, and the service model was used as a pilot to provide Microtransit throughout the region. The County of Milam has funded service, but through a partnership with a local private entity, has also made it so that all fares in the county are paid for. In addition, HCTD has entered into ILAs with agencies such as the Area Agency on Aging and the City of Killeen to sponsor trips for low-income seniors. These successes have all proved that the model for P3s is still a valid one, and HCTD continues to research and reach out to agencies to provide service and/or fare payment methods for passengers.
	3b	**Partner with faith-based groups, medical organizations, universities, cities, and other entities to share resources, especially underutilized buses or vans**	Medium Priority	Short-Term	CTRTAG Staff	HCTD, Local shuttle companies, CTVHCS, Local faith-based groups, City and County staff, University staff	$		- Number of agencies represented in resource inventory - Frequency of resource inventory maintenance - Number of calls to dispatch for resource coordination	- Build upon and maintain the resource inventory conducted as part of this RCTP update by creating and actively maintaining a database of agencies, vehicle fleets, asset management information, and use schedules. This activity could be conducted by a newly formed subcommittee of the CTRTAG. - Similar to the existing 2-1-1 services dispatch, create a centralized dispatching service for resource scheduling among the region's agencies and non-profits. United Way of Central Texas could incorporate this capability as part of its existing role as 2-1-1 dispatcher.	ONGOING	As part of the Central Texas Public Transportation Resources document, an inventory of public and private transportation providers and their resources exists and is regularly updated and maintained. HOP has plans for a van pool program in the future where they will rent or lease vehicles from another entity to be loaned to health care providers or other service organizations to use. HOP would subsidize fuel costs and organization would provide volunteer drivers. 10/22/2025 Update - The possibility of a Van Pool Program that would benefit rural clinics and their customers.is still being considered. 07/28/2026 Update - HCTD's software platform can serve as the basis for regional trip coordination and trip booking. This will need to be coordinated carefully with the software provider to enable all functionality and to determine timeline if there is additional software development and or configuration along with policy enhancements and interlocal agreements that would need to be worked out before moving forward in the mid-term.
	3c	**Support and publicize volunteer driving programs, and seek to increase the quantity and geographic diversity of these services**	Low Priority	Long-Term	CTCOG Staff	CTRTAG members, City and County staff, local faith-based groups, local business representatives	$		- Number of volunteer driving programs seeded - Combined geographic coverage of programs - Number of trips provided	- Reach out to city and county contacts from throughout the CTCOG Region to assemble a list and map of existing community-based volunteer driving programs. - Conduct outreach with volunteer coordinators to learn about how existing programs are managed and how to seed new programs in locations that do not currently have them.	Not Started	
4. More regular	4a	**Establish regular communications between cities, counties, chambers of commerce, CTCOG, KTMPO, The HOP, City and Rural Rides, Workforce Solutions, Fort Hood, and other regional stakeholders**	High Priority	Short-Term	CTCOG Staff	CTRTAG members, City and County staff	$		- Number of partners engaged - Frequency of partner communications	**- Utilize the Central Texas Transportation Grants, Resources, and Updates Newsletter as a tool to build and strengthen meaningful relationships with local governments, community organizations, transit providers, and regional stakeholders while promoting public transportation awareness, stakeholder participation, and regional collaboration.**	ONGOING	. Staff continues to engage in regular communication with advisory group members to ensure quorum requirements are met. For meeting minutes, staff uses a format that clearly identifies who led each conversation, what was discussed, and how it connects to the grant's progress. Including names helps create a sense of ownership and accountability among stakeholders.
	4b	**Hold an annual Transportation Summit, similar to the one in 2019, to identify issues and find solutions related to regional transportation needs**	High Priority	Mid-Term	United Way of Central Texas Leadership	CTRTAG members, City and County staff	$		- Annual summit attendance - Number of stakeholders represented	- Identify a recurring time of year and meeting space that can accommodate desired Transportation Summit activities. Develop a comprehensive list of stakeholders to invite (see Recommendation 4a). - As part of each summit, dedicate time to review progress on regional priorities related to public transportation, including those in this table.	COMPLETE ✓	The first Summit was held Apr.26, 2023 with a Bell County panel and presentation from the HOP on microtransit. There were 50 attendees. Minutes and proposed solutions and next steps for public transportation isses and challenges were compiled and sent to attendees, as well as a document with descriptions and contact information of all Summit attendees, and a Central Texas Public Transportation Resources document with transportation entities, tools such as Transportation Reinvestment Zones and Transit Management Associations, and funding sources. Staff sent out survey to attendees to track new transportation needs, partnerships, and projects. This will continue to be sent out every quarter. The 2024 Summit was held October 30, 2024 with panels on NEMT in rural areas, workforce transportation, and volunteer transportation programs. The HOP presented on the impact of microtransit and plans for future projects. Activities identified successes and challenges and attendees developed ideas for solutions and new partnerships. Post-Summit survey, minutes, resource spreadsheet, proposed next steps, and contact information distributed to all attendees.
	4c	**Continue to provide virtual engagement options for coordination meetings to accommodate those unable to attend in person**	High Priority	Short-Term	CTCOG Staff	CTRTAG members, City and County staff	$		- Percent of meetings held with virtual engagement option	- Maintain a virtual video-in or call-in option for all public transportation coordination meetings.	ONGOING	**10/5/2026 Providing Virtual Meeting attendance has been part of our meeting experience.**

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regional coordination is needed to provide improved transportation services.	4d	Provide newsletter summaries of coordination activities via email or other media to share outcomes with those who were not present	Medium Priority	Short-Term	CTCOG Staff	CTRTAG members, City and County staff	$		'- Number of partners engaged	- Develop a brief summary of outcomes following each CTRTAG meeting and a newsletter-style summary following each annual transportation summit. Send summaries to all invited stakeholders as well as local elected officials. Provide a point of contact for those with questions about included information.	ONGOING	The September 2025 edition featured an updated design and layout that included a date displayed at the top opposite the title. A "Share to Facebook" button and a "Share Via Email" button were also added to boost subscriber growth and expand audience reach. • The number of subscribers who opened the newsletter decreased from 162 (June 2025) and 165 (August 2025) to 142 (September 2025). • In August, staff identified 10 email bounces and promptly removed them to ensure the list was properly maintained. September only reflected 2 bounces, both due to out-of-office replies. • Since the addition of the Subscribe button in June, two new subscribers have been added. •The most-clicked feature in our September newsletter was the newly added Vet Ride program section, which included a direct link to apply for service. Staff sends pre- and post-meeting updates via email and coordinate closely with the Chair and Vice Chair. In the email follow-up email is a link to the powerpoint presentation and YouTube link.
	4e	Regularly seek input as part of advisory group meetings and surveys from public transportation service users (and non-users), especially those in priority populations	Medium Priority	Short-Term	CTCOG Staff	CTRTAG members, City and County staff, CTCOG, KTMPO, HCTD	$$		- Number of outreach events regionwide - Number of unique citizen engagements, regionwide	- Review findings and recommendations from KTMPO public engagement methods study once it is completed. Modify or enhance public outreach methods based on relevant study findings and recommendations.	ONGOING	Staff created quarterly survey for transportation stakeholders who attended the 2023 Central Texas Public Transportation Summit. This summit gauges new transportation needs, projects, and partnerships. A survey can be made for HOP riders.
	4f	Create a Transit Advisory Committee to improve communication and coordination between local entities and the Hill Country Transit District Board	High Priority	Short-Term	HCTD Staff	CTRTAG members, City and County staff, CTCOG, KTMPO	$		- Attendance records of committee meetings - Frequency of committee meetings	- Establish a Transit Advisory Committee (or committees, if separate ones are created for urban and rural HOP services) that includes representation from city and county staff from throughout The HOP's service area.	COMPLETE ✓	HCTD has created Urban and Rural transit advisory committees. 10/22/2025 Update - A Transit Advisory Committee was developed and has since been disbanded due to a change in needs resulting from the restructuring of HCTD's member entities 07/28/2026 Update: HCTD GM and Planning Team meet regularly with all cities and counties during an annual planning and budgeting process which includes quarterly performance reports, customer feedback, city/county staff input and feedback, and planning intake and feedback from city council representatives This is an ongoing effort
	4g	Deploy a Smart Phone application for The HOP that allows for digital fare payment, real-time location and schedule information, scheduling of demand response service, and integration with other transit and micromobility services	High Priority	Short-Term	HCTD Staff	Private sector transportation providers	$$		- Number of application downloads - Number of instances of app use across different functions (such as fare payment or scheduling of services)	- Finalize the agreement under development with The HOP's selected smart phone application provider. - Deploy the smart phone application and roll out a publicity campaign to encourage transit users to download and use the app when using The HOP services.	COMPLETE ✓	HCTD has procured Spare Labs as its mobile trip planning app. There will be 15 minute wait times for microtransit vehicles through the app, and it will track how many riders are in each vehicle at any given time and will divert vehicles to high demand areas/medical appointments where needed. 10/22/2025 Update - HCTD launched the Spare Labs mobile app for Fort Hood in March of 2024. With the resounding success of the app, its usage was increased to include Urban service in September of 2024, and Rural service soon afterward. In September of 2025, 74.37% of all of The HOP's trips were booked via the Spare app. The balance of the bookings come through HCTD's customer service phone number and web-site..
5. Priority populations experience greater barriers to transportation access in the region and need accommodations to	5a	Identify and pursue grant opportunities, such as ITS4US, that support transportation needs of priority populations	Medium Priority	Mid-Term	CTCOG Staff	Dependent upon projects, but likely would include HCTD, CTCOG, KTMPO, and City and County staff	$		- Number of grant applications submitted - Value of grants awarded	- Develop brief conceptual outlines of projects that could be funded, including project partners, needed capital, anticipated impacts, and any committed match funding - Set up account on grants.gov website and enable notifications for target grants to receive information about when applications open	ONGOING	Staff is consistently monitoring grants for those that COGs, MPOs, and RTDs can utilize to improve public transportation. CTCOG/KTMPO successfully applied for and was awarded a $1,870,803 Safe Streets for All grant for developing an Action Plan to address roadway safety in the CTCOG region. HCTD applied for $29.9 million Bus and Bus Facilities/ Low No Emission grant for hybrid buses in 2022, was not awarded. Staff applied for Texas Veterans Commission General Assistance Grant application to create bus pass program for veterans and are coordinating with the HOP to potentially apply for FY 24 Coordinated Call for Projects grants such as 5311 Rural Discretionary and 5311(f) Intercity Bus programs. CTCOG Aging, Disability, and Veteran Resource Center was awarded TVC grant to administer Veteran Bus Pass Program.
	5b	Reestablish universal ADA Paratransit services in the region	High Priority	Long-Term	HCTD Staff	CTCOG, KTMPO, City and County staff	$$$		- ADA Paratransit ridership, vehicle-hours/miles, and operating expense data - ADA trip duration	- Prepare operating and capital cost estimates and identify potential interested funding partners (including cities and counties) for restoring ADA paratransit services. - Reestablish service as funding allows.	COMPLETE ✓	All HOP fixed routes include ADA paratransit services 3/4 miles on either side. 40-60 Ford Transits for microtransit were recalled; HOP has procured Dodge Promasters from two city vendors instead. Many of these microtransit vans are able to serve ADA passengers. All ADA service comingled into microtransit zones. 10/22/2025 Update - With the implementation of Microtransit in September 2024, the service area has been greatly expanded and any passenger in the entire service area can specify the need of a wheel chair accessable vehicle at the time while booking their trip. No request for ADA accomodation has been denied.
	5c	Retrofit or procure new fleet vehicles to be more ADA-friendly	Low Priority	Long-Term	HCTD Staff	CTRTAG members, City and County staff	$$$		- Percent of vehicle fleet that is ADA compliant, by agency and by region	- As part of developing the regional transportation resource database (see Recommendation 3b), note ADA-accessibility status of each vehicle in inventory. Identify non-accessible vehicles and replacement dates scheduled for each vehicle. From this data, build a regional asset replacement schedule that includes annual estimated expenditures for fleet replacement. - Use database and asset replacement schedule information to support grant applications for TxDOT Flex Funding and FTA Grants for Buses and Bus Facilities Program.	ONGOING	HCTD applied for $29.9 million Bus and Bus Facilities/ Low No Emission grant for hybrid buses-did not receive. Procured Dodge Promasters will include ADA accessible vehicles. 25 more vehicles procured while HOP auctioned off older vehicles. 10/22/2025 Update - With the implementation of Microtransit Service in September 2024, the ratio of ADA-compliant vehicles to standard vehicles has been lowered, however, by way of specifying the need for ADA accomodations at the time of booking (over the phone or on the app), the current fleet is able to be dynamically allocated as needed for all passengers. No request for ADA accomodation has been denied.

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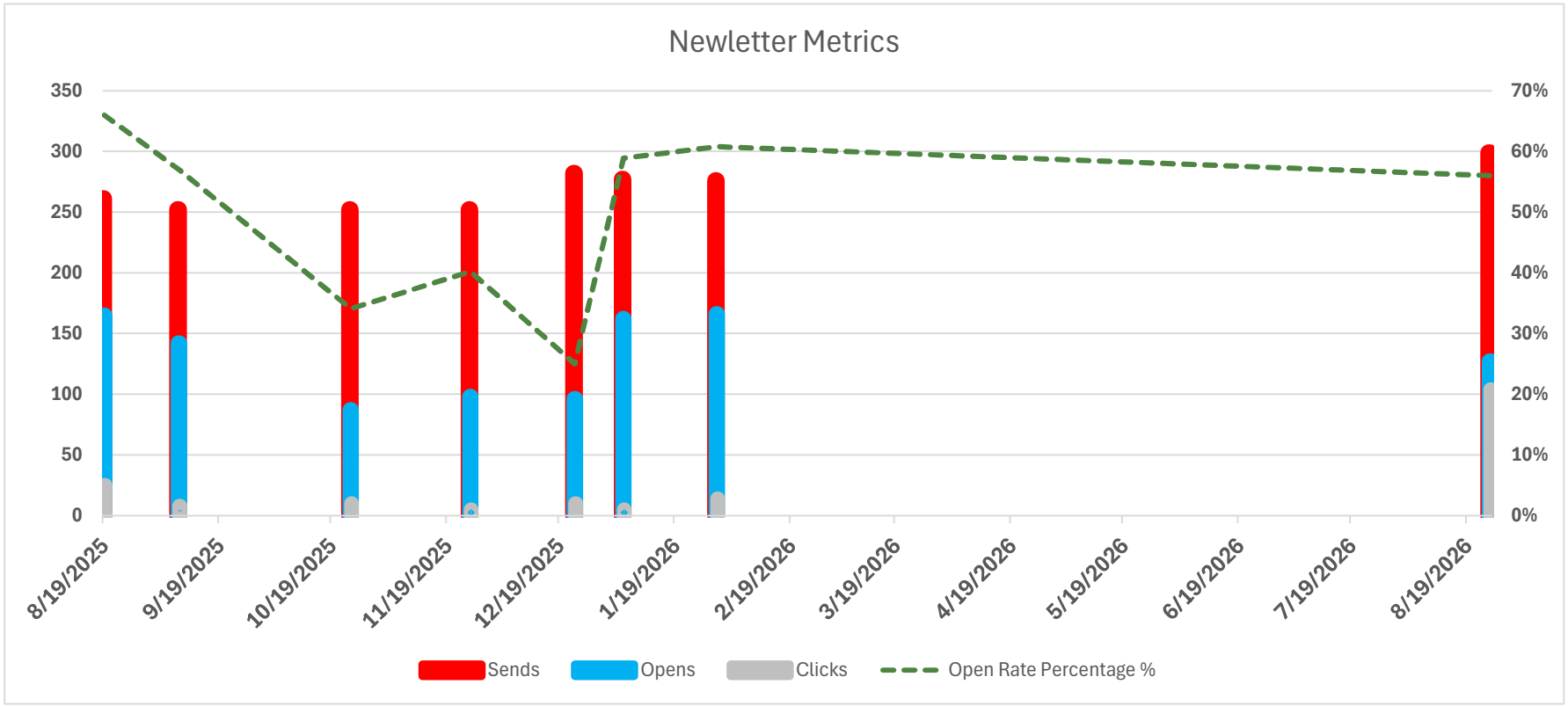
overcome those barriers.	5d	**Coordinate with cities to plan safe and accessible facilities that support multi-modal connections to transit stops**	High Priority	Short-Term	HCTD Staff	CTCOG, KTMPO, City and County staff	$$		- Percent of fixed route transit stops that are ADA compliant - Percent of fixed route transit stops with amenities	- Conduct or update a safety and accessibility assessment of all HCTD fixed-route transit stops. Develop a list of low-scoring transit stop locations. - Meet with city and regional staff to identify existing or potential last-mile and micromobility programs that could interface with transit services.	ONGOING	HCTD has met with 90% of city managers in every County they serve, met with County administrations as well. Park N' Ride virtual mobility hubs will pair with HOP regional feeder route to promote intermodal connections to transit and microtransit. 10/22/2025 Update - Microtransit is a origin to destination service anywhere within the specified service area. The need for physical facilites has been greatley reduced. HCTD does continue to maintain certain trasfer stations and mobility hubs where needed.
	5e	**Encourage regional entities to hold community meetings at transit-accessible locations and encourage attendees to use transit**	Low Priority	Short-Term	CTCOG Staff	KTMPO, HCTD, City and County staff	$		- Percent of community meetings held in transit-accessible settings (including location and time)	- Review HCTD fixed-route service to identify public meeting places and other community spaces in Bell County communities that are served by existing transit. - Share list of places and spaces, as well as transit service operating hours, with agency contacts that are responsible for coordinating public outreach.	ONGOING	CTCOG staff have been utizing the Hop to connect with riders in completing surveys for KTMPO amendments.
	5f	**Explore programs to make transit more affordable for low-income households**	Medium Priority	Mid-Term	HCTD Staff	CTRTAG members, HCTD, Bell County Indigent Health Services	$$		- Ridership feedback data from low-income households - Quantity of subsidized low-income fares issued	- Conduct a financial impact analysis of providing full-fare transit subsidies for several different income thresholds. Present findings to regional boards to gauge political feasibility of fare subsidies.	ONGOING	Fare free rural ridership pilot program through September 2023. Potential for subsidized ridership when Uber/Lyft are used to supplement HOP microtransit service. CTCOG and AAA are collaborating to provide bus passes to low income veterans and their families. Additionally, there are 50% dicounts for urban service for seniors, military, Medicare users, children under 12, the disabled, and students. Children under 2 are free. 10/22/2025 Update - After the implementation of Microtransit service, HCTD continues to offer and honor discounts based on age, military status, student status, and other factors. HCTD has also engaged in sponsorship programs with agencies such as TVC, AAA, the City of Killeen, and the County of Milam where passengers utilizing these programs ride for free with the fare being reimbursed to The HOP by their sponsors. In addition, by way of feedback from passengers through the Spare rider app, HCTD has monitored ridership trends and complaints to ascertain the cost of riding The HOP, and after hosting many public hearings, revised their fare structure to make ridership more affordable for low-income households.
6. Citizens living in rural areas need better access to the regional transportation system.	6a	**Explore new/improved transportation services between major towns and counties, especially between Bell, Coryell, and Milam counties**	Low Priority	Long-Term	HCTD Staff	CTCOG, KTMPO, City and County staff	$$		- Rural transit service ridership, vehicle-hours/miles, and operating expense data	- Review existing HCTD Rural District ridership data to identify general geographic patterns in intercity and interregional ridership. Prepare scenarios for establishing occasional scheduled, fixed-route intraregional service between destinations with high existing ridership. - Implement service improvements as funding allows.	COMPLETE ✓	The HOP has launched a rural transportation survey to better understand the reasons behind low rural ridership 10/22/2025 Update - At the time of the Rural Microtransit service launch in March of 2025, HCTD implemented Rural Regional Connector services. These services were similar to the Urban Regional Connector services in that they connected cities together. This allowed ease of ridership between the counties of Bell, Coryell, Milam, and Lampasas. Through ridership studies, surveys, and Public Hearings, it was determined that the need for these services was greatly overestimated. From March until September when the routes were discontinued, the Coryell and Lampasas county commuters had a total ridership in the single-digits. Ridership on the Milam County commuter was much higher, but upon further evaluation, it was found that nearly all of these trips were between Cameron and Rockdale. With this new knowledge, it was decided to discontinue the Rural commuters, and to provide additional demand-response within the counties while still providing intercounty trips with advanced reservations only.
	6b	**Provide access to regional transportation services, such as airport shuttle companies, Greyhound stations, and Amtrak stations**	High Priority	Mid-Term	HCTD Staff	CTCOG, KTMPO, City and County staff, regional transportation service providers	$$		- Boarding and alighting data at regional transportation hubs	- Review existing HCTD Rural District ridership data to identify general demand patterns for connecting to regional bus and train stations, and airports. Identify opportunities to augment existing services to reduce costs and other barriers for residents of rural portions of the region to connect to these services.	ONGOING	HOP has spoken with Roque Aguon at Killeen-Ft. Hood Regional Airport, but HOP buses saw little demand from users arriving from the airport and buses have difficulty accessing airport. Potential for offering flex route service to airport but buses don't have luggage space. Previous route with access to airport saw no ridership, but future microtransit options and possible vehicles with luggage racks may see ridership. 10/22/2025 Update - With the inception of the Microtransit service model, the service area was greatly expanded and now includes the Killeen-Ft. Hood Regional Airport. In addition, with Microtransit providing service within their cities with no transfers required, HCTD has made it much easier for passengers to gain access to the area train and bus stations. HCTD continues to research ways that The HOP can provide better access to other transportation opportunities within the region.
	7a	**Target ads and info to priority populations, including bi-lingual materials**	Medium Priority	Mid-Term	CTCOG Staff	CTRTAG members, City and County staff, KTMPO	$$		- Number of advertising campaigns targeting priority groups - Percent of advertising budget targeting priority groups	- Review existing advertising materials and informational handouts and create separate document versions in Spanish if not yet available. Consider creating versions in other languages as needed. - Include funding in agency budgets for advertising and outreach material that is specifically geared towards priority populations.	ONGOING	**Change from COMPLETE to ONGOING:** CTCOG staff are utilizing TxDOT's Strategic Public Engagement Guidance (SPEG) to enhance outreach to Spanish-speaking communities. By applying culturally relevant strategies and language-access tools, we aim to ensure inclusive engagement in regional transportation planning and decision-making.
	7b	**Increase activity on website, apps, and radio**	High Priority	Mid-Term	CTCOG Staff	CTRTAG members, City and County staff, KTMPO	$		- Number of campaigns or posts on new media platforms - Number of interactions on new media platforms	- Identify opportunities to expand agency presence on social media outlets and apps, including through both advertising and agency posts.	ONGOING	KPIs are steadily improving. Staff creates social media posts with detailed meeting information and uploads the meeting recordings to YouTube for easy access.

Need Statement	#	Recommendation	Priority Level	Timeframe	Implementation Lead	Partners	Cost Level	Staff Effort	Measures of Progress	First Steps	Status	Progress Update
7. Citizens in the region need improved awareness of their transportation options and resources.	7c	**Encourage partner cities to educate their citizens on available transportation options and how they integrate with one another**	Medium Priority	Short-Term	CTCOG Staff	City and County staff, HCTD	$		- Number of education events hosted - Number of unique citizen engagements at events	- Work with city and county staff to prepare agency-specific handouts that detail available community transportation options. These handouts can be made available both at facilities within the community and at regional facilities that serve multiple communities, such as Workforce Solutions of Central Texas, HCTD offices, or regional transportation hubs.	ONGOING	**10/5/2026 CTCOG staff is actively seeking opportunities to engage with municipalities, counties, transit providers, and community partners to increase awareness of available transportation options and encourage local efforts to educate residents on regional mobility resources and service connections.**
	7d	**Explore partnership between The HOP and other regional service providers to integrate additional transportation services (2-1-1, NEMT, etc.) into its trip planning mobile app and other platforms**	High Priority	Mid-Term	HCTD Staff	CTRTAG members, private sector transportation providers	$$		- Number of transportation services integrated into mobile platform, into website platforms - Number of uses of mobile platform or interactive website trip planning tools	- Analyze which public and private transportation service providers in the region have existing technological capabilities that would allow for potential app integration. Compile a list of desired integration features from this analysis. - Meet with HCTD's trip planning mobile app provider and website maintainer to identify and prioritize opportunities for integration of other services and public transportation information sources. Implement as funding and staff capacity	ONGOING	Transportation Network Carriers (TNCs) may be integrated into Spare Labs app ride scheduling by supplementing HOP microtransit service when it is outside of its operating hours. 10/22/2025 Update - HCTD continues to monitor and research opportunities for The HOP to partner with other service providers. With the advent of its Microtransit service model, The HOP now works alongside TNCs to provide transportation for the traveling public. The infrastructure supporting this partnership allows for further coordination as opportunities present themselves.


Newletter Metrics
350
300
250
200
150
100
50
0
70%
60%
50%
40%
30%
20%
10%
0%
8/19/2025
9/19/2025
10/19/2025
11/19/2025
12/19/2025
1/19/2026
2/19/2026
3/19/2026
4/19/2026
5/19/2026
6/19/2026
7/19/2026
8/19/2026
Sends
Opens
Clicks
Open Rate Percentage %

ITEM #10

Quarterly update from Central Texas Rural Transit District

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 10**

Quarterly Update from Central Texas Rural Transit District (CTRTD)

Rhonda Kelton, CTRTD, will provide a quarterly update from the Central Texas Rural Transit District.

Action Needed: No action needed; for discussion only.

ITEM #11

Quarterly update from Hill Country Transit District (HCTD)

CTCOG
CENTRAL TEXAS COUNCIL OF GOVERNMENTS

October 6, 2026

Central Texas Regional Transportation Advisory Group **Agenda Item # 11**

Quarterly Update from Hill Country Transit District (HCTD)

Tony Austin, HCTD, will provide a quarterly update from the Hill Country Transit District.

Action Needed: No action needed; for discussion only.

Quarterly Report

Regionally Coordinated Transportation Plan

CT-RTAG Report

2nd Quarter FY2026

Latest Quarter	Latest Month	Unmet Goals

Executive Summary

HCTD Performance Measures

2nd Qtr. FY2026 (April, May, and June 2026)

Measure	***2nd QTR FY2026 Performance***
Urban Ridership *Launched September 3rd, 2024	Microtransit – 116,510 Regional Connector – 11,064
Ft. Hood Ridership *Launched February 1st, 2024	Microtransit – 58,424 Circulator – *Discontinued October 1st, 2025*
Rural Ridership *Launched March 3rd, 2025	Microtransit – 3,268 Demand Response – 1,634 Regional Connectors - *Discontinued October 1st, 2025* Lampasas Service – *Discontinued March 1st, 2026*
On-Time Performance	91.1% of all Demand Response and Microtransit Trips on time
Mean Wait Time	13 minutes and 47 seconds
Customer Reviews	96% of riders found their trips to be satisfactory
Trip Length Ridership	0.08% of Microtransit Trips Over an Hour (96 Trips Over an Hour)
Telephone Service Data	1:29 Average Wait Time 2:58 Average Talk Time
Customer Complaints	14.1 Complaints per Hundred Thousand Passengers (27 Complaints and 190,900 Passengers)
Safety Performance	2.72 Accidents per Hundred Thousand Miles Traveled (11 Accidents and 407,641 Miles Traveled)
Travel Training	30 Events for FY2026.

2026 HCTD Ridership Report

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Urban Commuter Pass	2,995	3,247	3,925	3,930	3,471	3,663							**21,231**
Belton MT	2,186	2,180	2,482	2,366	2,415	2,321							**13,950**
Copperas Cove MT	3,415	3,526	3,831	3,782	3,497	3,431							**21,482**
Harker Heights MT	1,592	1,656	1,845	1,805	2,046	2,404							**11,348**
Killeen MT	13,900	15,093	17,041	17,433	16,746	17,559							**97,772**
Temple MT	12,147	13,688	14,467	13,854	13,222	13,629							**81,007**
Urban MT Passengers	33,240	36,143	39,666	39,240	37,926	39,344	-	-	-	-	-	-	**225,559**
Urban Microtransit Pass/Hr	3.9	3.7	3.7	3.7	3.7	3.7							**3.7**
Total Urban Ridership	36,235	39,390	43,591	43,170	41,397	43,007	-	-	-	-	-	-	**246,790**
Cavazos Connector Ridership	16,430	16,098	19,594	18,549	19,228	20,647							**110,546**
Milam DR	222	248	309	289	258	261							**1587**
Lampasas MT	294	306											**600**
Gatesville MT	255	341	386	429	353	412							**2176**
Cameron MT	255	249	363	398	421	442							**2128**
Rockdale MT	228	224	247	255	222	336							**1512**
Bell County DR	90	147	135	192	174	167							**905**
Coryell County DR	69	81	87	102	73	118							**530**
Total Rural Ridership	1413	1596	1527	1665	1501	1736	0	0	0	0	0	0	**9438**
Total System Ridership	54,078	57,084	64,712	63,384	62,126	65,390	-	-	-	-	-	-	366,774
Average Review	95%	96%	97%	96%	96%	95%							**96%**
On-Time Performance	87.4%	93.5%	91.5%	91.0%	91.0%	91.5%							**91.0%**
Mean Wait Time (Minutes)	13.29	13.74	13.66	13.6	13.97	13.78							**13.67**
Trips Over 1 Hour	40	24	24	42	20	34							**184**
Percentage Over 1 Hour	0.12%	0.07%	0.06%	0.11%	0.05%	0.09%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	**0.08%**
Requested Boardings	48,207	50,285	53,984	53,697	52,166	53,398							**311,737**
Cancellation Percentage	31.05%	28.12%	26.52%	26.92%	27.30%	26.32%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	**27.64%**
Miles Travelled	128,699	136,349	147,880	138,692	131,163	137,786							**820,569**
Vehicle Accidents	3	2	4	0	5	6							**20**
Accidents/100k Miles	2.33	1.47	2.70	0.00	3.81	4.35	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	**2.44**
Road Calls	1	5	1	1	2	2							**12**
Road Calls/100k Miles	0.8	3.7	0.7	0.7	1.5	1.5	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	**1.5**
Customer Complaints	13	17	26	12	7	8							**83**
Complaints/100k Passengers	**24.0**	**29.8**	**40.2**	**18.9**	**11.3**	**12.2**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**22.6**
Average Call Length	2:55	2:52	2:44	2:59	2:51	3:04							**2:54**
Average Call Wait Time	1:26	1:28	1:20	1:35	1:24	1:30							**1:27**
Travel Training Events	1	4	4	4	5	3	4	3	1	1	0	0	**30**

2025 HCTD Ridership Report

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Urban Commuter Pass	2,584	2,574	2,883	3,273	3,160	3,224	3,727	3,884	3,938	4,157	3,153	3,221	**39,778**
Belton MT	1,856	1,713	1,743	1,998	2,169	2,107	2,351	2,367	2,523	2,667	2,244	2,378	**26,116**
Copperas Cove MT	2,852	2,918	3,360	3,599	3,663	3,903	4,520	4,534	4,277	5,024	3,390	4,161	**46,201**
Harker Heights MT	1,438	1,451	1,607	1,910	1,968	1,755	1,940	2,041	1,795	1,998	1,459	1,822	**21,184**
Killeen MT	14,241	14,650	15,559	17,754	18,614	17,540	19,979	20,573	17,079	16,278	12,319	14,816	**199,402**
Temple MT	8,416	9,120	10,241	10,718	10,980	10,979	12,742	12,810	13,223	13,717	11,488	13,613	**138,047**
Urban MT Passengers	28,803	29,852	32,510	35,979	37,394	36,284	41,532	42,325	38,897	39,684	30,900	36,790	**430,950**
Urban Microtransit Pass/Hr	4.3	4.5	4.5	4.7	4.8	3.6	3.7	3.6	3.7	3.7	3.4	3.5	**4.0**
Total Urban Ridership	31,387	32,426	35,393	39,252	40,554	39,508	45,259	46,209	42,835	43,841	34,053	40,011	**470,728**
NEMT Perf	7	49	63	59	44	20							**242**
Ft. Hood MT	17,186	16,895	18,144	17,061	17,213	17,050	17,754	17,842	17,787	19,514	17,169	17,708	**211,323**
Ft. Hood Circulator	107	103	162	157	126	90	89	71	67				**972**
Total Cavazos Connector Ridership	17,293	16,998	18,306	17,218	17,339	17,140	17,843	17,913	17,854	19,514	17,169	17,708	**212,295**
Milam DR			129	227	223	199	250	323	282	288	227	272	**2420**
Lampasas MT			231	281	305	283	285	401	429	434	335	357	**3341**
Gatesville MT			318	388	309	385	426	408	412	598	419	394	**4057**
Salado MT			6	6	9	19	15	14	9	6	1	0	**85**
Cameron MT			187	244	230	226	251	373	424	323	225	271	**2754**
Rockdale MT										328	234	253	**815**
Bell County DR			81	102	126	135	99	121	109	127	114	116	**1130**
Coryell County DR			100	87	79	77	89	102	89	105	101	119	**948**
Coryell County ConX			2	1	0	0	2	0	0				**5**
Lampasas County ConX			0	1	0	1	0	0	2				**4**
Milam County ConX			118	123	135	130	133	169	189				**997**
Rural Demand Response			310	416	428	411	438	546	480	520	442	507	**4498**
Rural MicroTransit			742	919	853	913	977	1196	1274	1689	1214	1275	**11052**
Rural Connectors			120	125	135	131	135	169	191				**1006**
Total Rural Ridership			1172	1460	1416	1455	1550	1911	1945	2209	1656	1782	**16556**
Total System Ridership	48,680	49,424	54,871	57,930	59,309	58,103	64,652	66,033	62,634	65,564	52,878	59,501	**699,579**
Average Review	95%	94%	95%	96%	96%	96%	96%	96%	95%	96%	97%	96%	**96%**
On-Time Performance	87.3%	85.4%	83.5%	81.4%	80.7%	83.3%	87.7%	86.9%	83.3%	89.4%	90.0%	88.8%	**86%**
Mean Wait Time (Minutes)	13.12	13.42	13.68	13.68	11.83	11.44	14.52	14.46	13.24	13.38	12.49	14.39	**13.30**
Trips Over 1 Hour	106	140	148	153	121	49	65	73	63	76	48	70	**1112**
Percentage Over 1 Hour	0.22%	0.28%	0.27%	0.43%	0.32%	0.14%	0.16%	0.17%	0.16%	0.19%	0.16%	0.19%	**0.26%**
Requested Boardings	40,223	41,284	44,740	49,813	51,448	50,007	84,738	85,004	83,147	86,058	69,268	80,205	**765,935**
Cancellation Percentage	28.39%	27.69%	27.34%	27.77%	27.32%	27.44%	23.70%	22.32%	24.67%	23.81%	23.66%	25.81%	**43.74%**
Miles Travelled*	167,813	161,448	169,171	173,415	185,973	170,598	188,823	179,326	171,745	181,366	131,494	161,709	**2,042,881**
Vehicle Accidents	2	3	3	1	5	2	5	3	1	2	2	0	**29**
Accidents/100k Miles	1.19	1.86	1.77	0.58	2.69	1.17	2.65	1.67	0.58	1.10	1.52	0.00	**1.42**
Road Calls	4	6	1	6	10	9	4	1	5	6	4	2	**58**
Road Calls/100k Miles	2.4	3.7	0.6	3.5	5.4	5.3	2.1	0.6	2.9	3.3	3.0	1.2	**2.8**
Customer Complaints	20	13	30	30	25	26	24	28	29	27	13	18	**283**
Complaints/100k Passengers	**41.1**	**26.3**	**54.7**	**51.8**	**42.2**	**44.7**	**37.1**	**42.4**	**46.3**	**41.2**	**24.6**	**30.3**	**40.5**
Average Call Length	2:04	2:02	2:27	2:32	2:27	2:39	2:42	2:50	2:54	2:47	2:47	2:53	**2:35**
Average Call Wait Time			1:04	1:00	0:58	1:02	1:19	1:30	1:34	1:42	1:37	1:32	**10:13**
Travel Training Events	4	8	4	2	5	4	12	4	7	8	5	3	**66**

**Rural mileage added to total system mileage starting June, 2025*

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Belton	Microtransit	**Completed Rides**	2186	2180	2482	2366	2415	2321							**13950**
		Customer Satisfaction	94%	92%	97%	97%	99%	95%							**96%**
		Average # of Requests Per Rider	9.85	7.52	10.43	10.15	9.01	9.21							**9.36**
		% of Rides Booked Via Mobile App	94%	59%	62%	62%	64%	65%							**68%**
		Average Travel Duration (mins)	13:12	12:30	11:17	10:48	10:34	10:38							**11:29**
		Average Travel Distance (mi)	3.68	3.73	3.42	3.31	3.29	3.46							**3.48**
	Commuter	**Completed Rides**	115	196	246	237	221	216							**1231**

	Microtransit	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
		Completed Rides	1856	1713	1743	1998	2169	2107	2351	2367	2523	2667	2244	2378	**26116**
		Customer Satisfaction	97%	98%	97%	96%	97%	98%	96%	97%	97%	95%	95%	95%	**97%**
		Average # of Requests Per Rider	11.25	9.02	9.27	9.69	9.73	11.03	9.92	9.7	11.21	11.4	10.29	10.81	**10.28**
		% of Rides Booked Via Mobile App	63%	60%	62%	59%	60%	61%	61%	61%	64%	66%	70%	68%	**63%**
		Average Travel Duration (mins)	10:30	10:40	10:00	10:35	11:00	10:40	10:25	11:05	10:45	10:45	11:00	11:10	**10:42**
		Average Travel Distance (mi)	2.8	2.85	2.75	2.9	3.07	3.07	2.95	3.06	3.01	2.94	3.01	3.02	**2.95**
	Commuter	**Completed Rides**	149	180	131	139	127	125	96	162	134	92	64	132	**1531**

Top Destinations + % of Each

Liberty Park (& Mobility Hub)	15.93%
Walmart	8.72%
Belton Housing Authority Office + Homes	4.48%
Montrose Place Apartments	3.29%
HEB	2.38%
Downtown Belton (16 block area)	3.25%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Copperas Cove	Microtransit	**Completed Rides**	3415	3526	3831	3782	3497	3431							**21482**
		Customer Satisfaction	93%	96%	94%	96%	95%	99%							**96%**
		Average # of Requests Per Rider	10.64	8.78	11.61	11.57	11.32	10.56							**10.75**
		% of Rides Booked Via Mobile App	70%	65%	70%	73%	78%	80%							**73%**
		Average Travel Duration (mins)	11:45	12:27	11:03	10:47	11:15	9:42							**11:09**
		Average Travel Distance (mi)	3.19	3.61	3.4	3.28	3.41	3.18							**3.35**
	Commuter	**Completed Rides**	626	317	379	379	320	319							**2340**

	Microtransit	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
		Completed Rides	2852	2918	3360	3599	3663	3903	4520	4534	4277	5024	3390	4161	**46201**
		Customer Satisfaction	97%	96%	96%	97%	96%	98%	97%	97%	95%	97%	96%	94%	**96%**
		Average # of Requests Per Rider	11.98	12.97	13.6	13.9	12.21	13.99	15.07	13.66	13.32	15	11.34	13.51	**13.38**
		% of Rides Booked Via Mobile App	66%	67%	68%	69%	70%	66%	64%	67%	69%	71%	72%	74%	**69%**
		Average Travel Duration (mins)	11:54	11:14	11:19	11:34	11:50	11:19	11:31	11:30	11:30	10:33	10:54	11:13	**11:21**
		Average Travel Distance (mi)	3.13	2.96	2.94	2.99	3.18	3.01	3.15	3.14	3.06	2.92	3.01	3	**3.04**
	Commuter	**Completed Rides**	741	635	629	750	655	644	771	1104	873	832	634	724	**8992**

Top Destinations + % of Each

Copperas Cove Walmart (& Mobility Hub)	15.24%
HEB	4.09%
Towne Square Plaza	4.58%
Housing Authority Apartments	2.17%
Colonial Plaza Apartments	1.47%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Harker Heights	Microtransit	**Completed Rides**	1592	1656	1845	1805	2046	2404							**11348**
		Customer Satisfaction	96%	97%	98%	98%	97%	95%							**97%**
		Average # of Requests Per Rider	7.51	6.37	8.02	8.72	8.49	9.89							**8.17**
		% of Rides Booked Via Mobile App	59%	52%	59%	60%	62%	57%							**58%**
		Average Travel Duration (mins)	12:47	11:50	10:18	9:48	9:26	9:48							**10:39**
		Average Travel Distance (mi)	4.01	4.18	3.81	3.81	3.72	3.65							**3.86**
	Commuter	**Completed Rides**	239	149	183	181	187	224							**1163**

	Microtransit	**Stats**	**Jan '25**	**Feb '25**	**Mar '25**	**Apr '25**	**May '25**	**Jun '25**	**Jul '25**	**Aug ' 25**	**Sep '25**	**Oct '25**	**Nov'25**	**Dec '25**	**YTD**
		Completed Rides	1438	1451	1607	1910	1968	1755	1940	2041	1795	1998	1459	1822	**21184**
		Customer Satisfaction	97%	98%	97%	98%	99%	99%	98%	97%	99%	97%	99%	98%	**98%**
		Average # of Requests Per Rider	6.36	6.48	6.48	7.67	7.48	6.78	6.42	6.76	6.7	7.96	6.75	7.35	**6.93**
		% of Rides Booked Via Mobile App	61%	60%	66%	71%	70%	68%	67%	65%	64%	63%	58%	64%	**65%**
		Average Travel Duration (mins)	12:37	12:08	11:55	11:27	10:45	10:36	10:45	10:55	11:35	11:34	11:20	11:16	**11:24**
		Average Travel Distance (mi)	3.84	3.77	3.72	3.57	3.47	3.32	3.53	3.42	3.6	3.53	3.46	3.43	**3.56**
	Commuter	**Completed Rides**	145	235	213	300	258	311	242	336	347	371	297	291	**3346**

Top Destinations + % of Each

HEB (& Mobility Hub)	7.86%
Seton Medical Center	3.62%
Biolife Plasma Center	2.84%
Harker Heights High School	2.73%
Harker Heights Plaza	6.02%
Killeen Lowes Blvd Area (Walmart & HEB)	6.57%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Killeen	Microtransit	**Completed Rides**	13900	15093	17041	17433	16746	17559							**97772**
		Customer Satisfaction	95%	96%	97%	95%	96%	95%							**96%**
		Average # of Requests Per Rider	11.15	8.58	13.62	14.01	13.28	12.9							**12.26**
		% of Rides Booked Via Mobile App	68%	61%	68%	71%	71%	72%							**68%**
		Average Travel Duration (mins)	14:35	14:12	12:38	12:12	12:11	12:24							**13:02**
		Average Travel Distance (mi)	4.64	4.86	4.42	4.41	4.35	4.5							**4.53**
	Commuter	**Completed Rides**	998	1356	1686	1746	1533	1635							**8954**

	Microtransit	**Stats**	**Jan '25**	**Feb '25**	**Mar '25**	**Apr '25**	**May '25**	**Jun '25**	**Jul '25**	**Aug ' 25**	**Sep '25**	**Oct '25**	**Nov'25**	**Dec '25**	**YTD**
		Completed Rides	14241	14650	15,559	17754	18614	17540	19979	20573	17079	16278	12319	14816	**199402**
		Customer Satisfaction	93%	91%	93%	95%	96%	96%	95%	96%	95%	94%	96%	95%	**95%**
		Average # of Requests Per Rider	12	11.6	12.02	13.29	13.12	12.83	13.67	13.07	11.56	11.33	9.84	11.38	**12.14**
		% of Rides Booked Via Mobile App	68%	68%	68%	68%	71%	71%	71%	71%	69%	65%	65%	67%	**68%**
		Average Travel Duration (mins)	17:17	17:07	16:40	16:31	15:37	14:26	14:35	14:30	15:35	16:36	15:54	15:35	**15:51**
		Average Travel Distance (mi)	5.12	5.07	4.97	4.93	4.66	4.51	4.54	4.46	4.7	4.97	4.82	4.72	**4.79**
	Commuter	**Completed Rides**	858	762	1010	1072	1057	1038	1524	1317	1399	1513	1142	1022	**13714**

Top Destinations + % of Each

Lowes Blvd (Walmart Only %) (& Mobility Hub)	8.01%
S Fort Hood St Plaza (Both sides of the street)	2.74%
Advent Health Hospital	1.49%
CTC	2.73%
Lions Club	1.36%
Seton Hospital	1.40%
Teleperformance + Blackboard (Employment Center)	1.80%
HEB Plus, W Trimmier BLVD	1.53%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Temple	Microtransit	**Completed Rides**	12147	13688	14467	13854	13222	13629							**81007**
		Customer Satisfaction	95%	97%	97%	96%	96%	95%							**96%**
		Average # of Requests Per Rider	12.37	9.59	14.53	13.06	12.25	12.86							**12.44**
		% of Rides Booked Via Mobile App	70%	60%	68%	67%	67%	67%							**67%**
		Average Travel Duration (mins)	13:04	12:24	9:44	10:57	11:32	10:21							**11:20**
		Average Travel Distance (mi)	3.98	4.06	3.49	3.75	3.87	3.63							**3.80**
	Commuter	**Completed Rides**	786	1230	1432	1388	1210	1269							**7315**

	Microtransit	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
		Completed Rides	8416	9120	10241	10718	10980	10979	12742	12810	13223	13717	11488	13613	**138047**
		Customer Satisfaction	94%	94%	96%	96%	95%	95%	95%	95%	93%	95%	96%	97%	**95%**
		Average # of Requests Per Rider	11.54	10.95	12.5	12.22	12.31	12.05	12.99	12.8	12.71	13.25	12.45	13.79	**12.46**
		% of Rides Booked Via Mobile App	62%	61%	59%	58%	60%	62%	61%	63%	64%	64%	67%	67%	**62%**
		Average Travel Duration (mins)	16:35	16:22	16:03	16:00	15:34	14:32	14:21	13:27	13:50	13:35	13:20	13:00	**14:43**
		Average Travel Distance (mi)	4.36	4.36	4.26	4.31	4.17	4.09	4.04	3.82	3.99	3.96	3.88	3.84	**4.09**
	Commuter	**Completed Rides**	552	539	696	810	814	900	933	788	909	1144	863	906	**9854**

Top Destinations + % of Each	
Walmart Supercenter + Sams Club	3.93%
Baylor Scott & White Hospital (& Mobility Hub)	5.04%
Renata Square Apartments	1.85%
HEB, S Adams Ave	1.91%
HEB Plaza S 31st St	2.27%
South Loop Plaza	1.68%
Baylor Scott & White Dialysis	1.52%
Temple College (& Mobility Hub)	1.89%
Temple VA Center (& Mobility Hub)	1.50%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Bell County	Demand Response	**Completed Rides**	90	147	135	192	174	167							**905**
		Customer Satisfaction	100%	100%	100%	100%	100%	100%							**100%**
		Average # of Requests Per Rider	4.74	5.65	7.11	8.73	8.7	6.19							**6.85**
		% of Rides Booked Via Mobile App	0%	0%	0%	0%	1%	0%							**0%**
		Average Travel Duration (mins)	24:23	23:53	20:44	15:18	14:38	18:48							**19:37**
		Average Travel Distance (mi)	15.88	17.2	14.7	9.31	9.4	12.81							**13.22**
	Urban Commuter	**Completed Rides**	2995	3247	3925	3930	3471	3663							**21231**

	Demand Response	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
	**Different system Jan - Fe*	**Completed Rides**	233	204	81	102	126	135	99	121	109	133	115	116	**1574**
		Customer Satisfaction	N/A	N/A	0%	100%	100%	100%	100%	100%	100%	67%	100%	100%	**87%**
		Average # of Requests Per Rider	N/A	N/A	6.23	5.37	6.3	6.75	5.57	6.72	6.41	7.47	7.13	4.46	**6.24**
		% of Rides Booked Via Mobile App	N/A	N/A	0%	0%	0%	0%	0%	0%	0%	0	0	0	**0%**
		Average Travel Duration (mins)	33:00	36:00	20:50	23:36	23:17	21:30	22:25	22:55	19:35	22%	22%	22%	**19:54**
		Average Travel Distance (mi)	13.26	16.11	12.41	14.52	14.07	12.56	12.83	14.99	11.95	13.83	13.38	13.43	**13.61**
	Urban Commuter	**Completed Rides**	2584	2574	2883	3273	3160	3224	3727	3884	3938	4157	3153	3221	**39778**

Top Destinations + % of Each	
Thornton Dialysis, Temple TX	17%
Liberty Park	22%
Baylor Scott & White Hospital, Temple	7%
Salado Plaza, Salado TX	8%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Coryell County	Demand Response	**Completed Rides**	69	81	87	102	73	118							**530**
		Customer Satisfaction	100%	100%	100%	100%	100%	100%							**100%**
		Average # of Requests Per Rider	5.75	9	6.21	5.67	5.21	6.56							**6.40**
		% of Rides Booked Via Mobile App	0%	0%	0%	0%	0%	0%							**0%**
		Average Travel Duration (mins)	25.57	23:50	24:39	21:46	23:03	18:56							**7.078090278**
		Average Travel Distance (mi)	11.13	12.44	12.12	10.43	13.05	10.09							**11.54**

	Demand Response	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
	**Different system Jan - Fe*	**Completed Rides**	473	485	102	88	79	77	91	102	89	105	101	119	**1911**
		Customer Satisfaction	N/A	N/A	100%	100%	100%	100%	93%	100%	100%	100%	100%	100%	**99%**
		Average # of Requests Per Rider	N/A	N/A	6.25	7.25	5.64	6.67	7.2	7.29	11.13	6.56	6.31	7	**7.13**
		% of Rides Booked Via Mobile App	N/A	N/A	8%	0%	0%	0%	0%	0%	0%	0%	0%	1%	**1%**
		Average Travel Duration (mins)	17:00	16:00	20:26	21:16	19:55	22:38	20:50	22:45	20:35	20.84	20.93	17.57	**13:47**
		Average Travel Distance (mi)	4.14	4.68	9.59	9.7	8.81	9.39	9.09	9.68	8.75	8.72	8.97	7.29	**8.23**
	Connector	**Completed Rides**	N/A	N/A	2	1	0	0	2	0	0	N/A	N/A	N/A	**5**

Top Destinations + % of Each	
Dialysis	25%
Walmart	5%
HEB	5%
Shoe Department	5%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Milam County	Demand Response	**Completed Rides**	222	248	309	289	258	261							**1587**
		Customer Satisfaction	100%	100%	100%	100%	100%	100%							**100%**
		Average # of Requests Per Rider	9.25	8	11.44	10.7	9.21	10.04							**9.77**
		% of Rides Booked Via Mobile App	0%	0%	0%	0%	0%	0%							**0%**
		Average Travel Duration (mins)	39:43	34:44	30:59	33:24	34:43	28:44							**35:05**
		Average Travel Distance (mi)	29.02	28.73	26.22	27.34	27.77	25.23							**27.39**

		Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
	Demand Response *Different system Jan - Feb	**Completed Rides**	614	590	247	350	358	329	383	492	471	288	227	273	**4622**
		Customer Satisfaction	N/A	N/A	0%	0%	100%	100%	0%	100%	100%	0%	100%	0%	**50%**
		Average # of Requests Per Rider	N/A	N/A	7.59	10.81	11.15	8.36	9.97	8.97	7.42	9.29	7.32	9.1	**9.00**
		% of Rides Booked Via Mobile App	N/A	N/A	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**0%**
		Average Travel Duration (mins)	17:00	15:00	10:55	10:27	11:09	12:00	13:30	11:35	12:35	41.48	39.24	39.7	**10:21**
		Average Travel Distance (mi)	13.77	11.08	3.11	3.4	3.92	4.15	5.1	3.96	5.03	25.06	26.3	27.09	**11.00**
	Connector	**Completed Rides**	N/A	N/A	118	123	135	130	133	169	189	N/A	N/A	N/A	**997**

Top Destinations + % of Each	
Cameron Brookshire Brothers	40%
Temple Thornton Dialysis	27%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Cameron	Microtransit	**Completed Rides**	255	249	363	398	421	442							**2128**
		Customer Satisfaction	100%	100%	100%	100%	100%	100%							**100%**
		Average # of Requests Per Rider	7.97	11.81	9.81	11.37	11.69	11.33							**10.66**
		% of Rides Booked Via Mobile App	18%	8%	5%	17%	29%	31%							**18%**
		Average Travel Duration (mins)	7:08	12:18	6:18	6:39	6:48	5:11							**7:23**
		Average Travel Distance (mi)	1.54	4.19	1.55	1.49	1.54	1.32							**1.94**

	Microtransit **Different system Jan - Feb*	**Stats**	**Jan '25**	**Feb '25**	**Mar '25**	**Apr '25**	**May '25**	**Jun '25**	**Jul '25**	**Aug ' 25**	**Sep '25**	**Oct '25**	**Nov'25**	**Dec '25**	**YTD**
		Completed Rides	N/A	N/A	193	244	230	226	320	373	424	323	225	271	**2829**
		Customer Satisfaction	N/A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**100%**
		Average # of Requests Per Rider	N/A	N/A	8.13	8.71	9.58	9.04	10	11.66	11.78	10.09	8.65	7.13	**9.48**
		% of Rides Booked Via Mobile App	N/A	N/A	2%	1.50%	3.50%	1%	1.50%	9%	8%	15%	23%	12%	**8%**
		Average Travel Duration (mins)	N/A	N/A	8:55	7:35	7:35	6:45	6:50	5:45	6:35	6.58	6.04	7.63	**5:36**
		Average Travel Distance (mi)	N/A	N/A	1.48	1.38	1.3	1.33	1.27	1.29	1.34	1.38	1.28	1.52	**1.36**

Top Destinations + % of Each

Brookshire Brothers Plaza	25%
Bea's Kitchen	6%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Gatesville	Microtransit	**Completed Rides**	255	341	386	429	353	412							**2176**
		Customer Satisfaction	100%	100%	94%	100%	100%	100%							**99%**
		Average # of Requests Per Rider	6.22	7.26	8.39	8.94	8.21	8.58							**7.93**
		% of Rides Booked Via Mobile App	26%	24%	28%	26%	33%	32%							**28%**
		Average Travel Duration (mins)	10:40	8:04	8:33	8:26	7:21	8:33							**8:36**
		Average Travel Distance (mi)	2.9	2.73	2.91	2.64	2.46	2.98							**2.77**

	Microtransit **Different system Jan - Feb*	**Stats**	**Jan '25**	**Feb '25**	**Mar '25**	**Apr '25**	**May '25**	**Jun '25**	**Jul '25**	**Aug ' 25**	**Sep '25**	**Oct '25**	**Nov'25**	**Dec '25**	**YTD**
		Completed Rides	N/A	N/A	318	388	309	385	426	408	412	598	419	394	**4057**
		Customer Satisfaction	N/A	N/A	100%	100%	100%	100%	96%	100%	100%	100%	97%	100%	**99%**
		Average # of Requests Per Rider	N/A	N/A	7.57	9.7	7.73	9.63	11	8.16	7.77	9.34	7.91	7.88	**8.67**
		% of Rides Booked Via Mobile App	N/A	N/A	23%	27%	18%	24%	33%	24%	21%	35%	29%	21%	**26%**
		Average Travel Duration (mins)	N/A	N/A	10:02	8:46	8:44	8:50	9:29	10:21	10:02	10:41	10:44	10:31	**9:49**
		Average Travel Distance (mi)	N/A	N/A	2.64	2.42	2.29	2.24	2.38	2.5	2.58	2.7	2.65	2.66	**2.51**

Top Destinations + % of Each	
Walmart Supercenter	10%
HEB	10%
Coryell Memorial Hospital	8%
Coryell Health Clinic	6%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Lampasas	Microtransit	**Completed Rides**	294	306											**600**
		Customer Satisfaction	100%	96%											**98%**
		Average # of Requests Per Rider	10.14	10.93											**10.54**
		% of Rides Booked Via Mobile App	9%	6%											**7%**
		Average Travel Duration (mins)	9:10	8:38											**8:54**
		Average Travel Distance (mi)	1.77	1.54											**1.66**

	Microtransit **Different system Jan - Feb*	**Stats**	**Jan '25**	**Feb '25**	**Mar '25**	**Apr '25**	**May '25**	**Jun '25**	**Jul '25**	**Aug ' 25**	**Sep '25**	**Oct '25**	**Nov'25**	**Dec '25**	**YTD**
		Completed Rides	N/A	N/A	231	281	305	283	384	401	429	434	335	357	**3440**
		Customer Satisfaction	N/A	N/A	96%	100%	100%	100%	100%	94%	95%	100%	94%	100%	**98%**
		Average # of Requests Per Rider	N/A	N/A	8.88	9.37	10.52	9.61	10.38	10.84	11.92	11.42	10.47	12.31	**10.57**
		% of Rides Booked Via Mobile App	N/A	N/A	17%	6%	5%	9%	8.50%	16%	10%	14%	9%	11%	**11%**
		Average Travel Duration (mins)	N/A	N/A	8:25	8:19	8:18	8:55	9:30	8:13	8:30	8.56	8.1	8.66	**18:47**
		Average Travel Distance (mi)	N/A	N/A	1.57	1.55	1.5	1.68	1.83	1.6	1.65	1.68	1.59	1.69	**1.63**
	Connector	**Completed Rides**	N/A	N/A	0	0	0	0	0	0	2	N/A	N/A	N/A	**2**

Top Destinations + % of Each

Lampasas Senior Center	10%
Lampasas Walmart	9%
Lampases HEB	4%

City / County	Service(s)	Stats	Jan '26	Feb '26	Mar '26	Apr '26	May '26	Jun '26	Jul '26	Aug ' 26	Sep '26	Oct '26	Nov'26	Dec '26	YTD
Rockdale	Microtransit	**Completed Rides**	228	224	247	255	222	336							**1512**
		Customer Satisfaction	100%	100%	95%	95%	100%	100%							**98%**
		Average # of Requests Per Rider	7.86	7.47	8.82	8.23	6.53	9.08							**8.00**
		% of Rides Booked Via Mobile App	26%	16%	19%	15%	14%	27%							**20%**
		Average Travel Duration (mins)	7:01	6:24	6:23	6:24	6:03	5:50							**6:20**
		Average Travel Distance (mi)	2.03	2.07	2.02	1.96	1.76	1.74							**1.93**

	Microtransit	Stats	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug ' 25	Sep '25	Oct '25	Nov'25	Dec '25	YTD
	Microtransit est. Oct.	**Completed Rides**	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	328	234	253	**815**
		Customer Satisfaction	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	**100%**
		Average # of Requests Per Rider	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10.58	7.31	7.23	**8.37**
		% of Rides Booked Via Mobile App	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11%	27%	28%	**22%**
		Average Travel Duration (mins)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8.94	9.55	7.32	**14:28**
		Average Travel Distance (mi)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2.05	2.28	1.99	**2.11**

Top Destinations + % of Each	
Rockdale High School	10%
Walmart	10%
Rockdal Elementary School	3%

ITEM #12

Staff Update

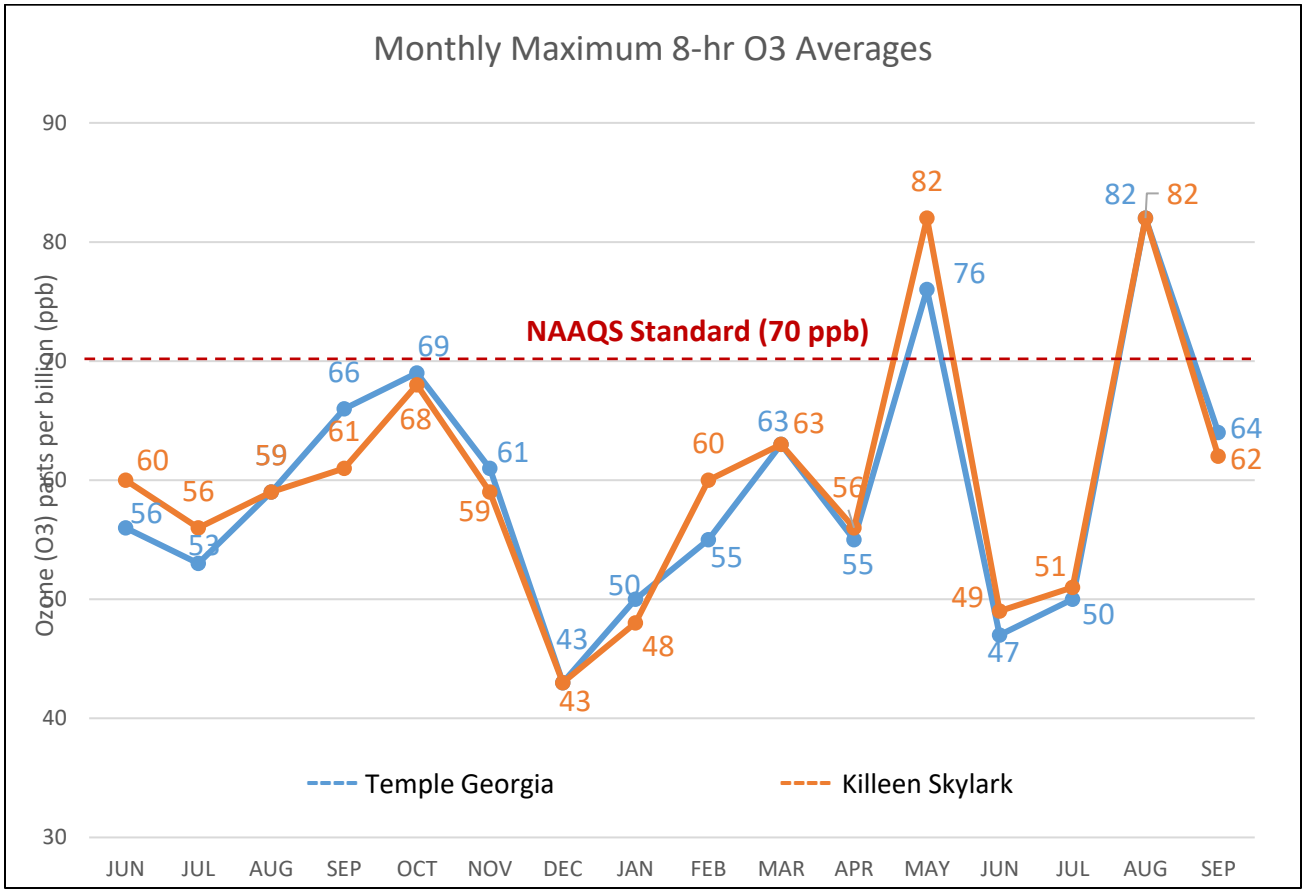
Staff Update

a. Federal Transit Administration Update

The FY 2027 Budget requests $14.9 billion for FTA's core transit programs through the Transit Formula Grants account. This investment in the Nation's transit systems supports capital and planning projects, operating support, research, technical assistance, and data collection. Funding will support public transportation systems' efforts to sustain or increase service levels, maintain a state of good repair, and increase ridership. FTA will also continue to promote the demonstration and deployment of innovative technologies and practices that improve the safety and operational performance of the Nation's public transportation network, including innovative business models and private-sector technological tools and solutions for enhanced accessibility options for all travelers.

Funding Opportunity	Official Link	Current Status
PROTECT Competitive Grant Program	Grants.gov – PROTECT FY 2024–2026	🟢 Open — Oct. 9, 2026
Prioritization Process Pilot Program (PPPP)	FHWA – PPPP Program Information	🟢 Open — Oct. 30, 2026
Wildlife Crossings Pilot Program	FHWA – Wildlife Crossings Pilot Program	🟢 Open — Nov. 16, 2026
Section 5311 – Rural Area Formula Program	TxDOT – Rural Public Transportation	🔴 Closed—monitor next Call for Project
Section 5310 – Enhanced Mobility	TxDOT – Enhanced Mobility / 5310	🔴 Closed—monitor next Call for Project
Rural Discretionary Program	TxDOT – Public Transportation Grants	🔴 Closed—monitor next Call for Project
Rural Transportation Assistance Program (RTAP)	TxDOT – Public Transportation Grants	🔴 Closed—monitor next Call for Project
Statewide Planning Assistance – 5304	TxDOT – Public Transportation Planning & Research	🔴 Closed—monitor next Call for Project
Grants for Buses and Bus Facilites Program	FTA – Bus Program	🔴 Closed – deadline was September 21

b. Meeting Schedule
c. Other Updates
d. Air Quality



2026

Compliance with EPA Ozone Standard:
4th Highest Annual Value

3-year average
(Calculated on October 1, 2026)

	2024	2025	2026*	
mple	61	68	71	67
een	71	71	64	69

Action Needed: No action needed; for discussion only.

ITEM #13

Member Updates/Discussions

CTRTAG Attendance

Central Texas Regional Transportation Advisory Group
Voting Members Attendance

No.	Interest	Entity	Name	Letter of Interest	2/20/2025	5/14/2025	7/1/2025	10/7/2025	1/6/2026	4/7/2026	7/7/2026	10/6/2026
1	Transit District	HOP	Darrell Burnter Vice Chairperson (1/6/2026)		-	M & P	M & P	M & P	M & P	M & P	M & P	
2	Transit District	CARR	J.R. Salazar		N/A	N/A	P	P	P	P	P	
3	Workforce Agency	Workforce Solutions	Ben Lopez Chairperson (1/6/2026)		M	M	M	M	M	M	M	
4	Health & Human Services	Hill Country Community Action	Stephanie Dozier		M	M	O*	M	O*	M	M	
5	Aging & Disability	Heart of Central Texas Independent Living	Melissa Ingriola		M	P	P	M	M	P	M	
6	Military & Veteran Organization	Bring Everyone in the Zone	Terry Mustapher		O*	M	-	-	M	O*	-	
7	Youth & Family Organization	Central Texas 4C Head Start	Janell Frazier		-	M	M	-	-	P	-	
8	Medical Facility	Seton Medical Center	Christopher Egizio		-	M	O*	O*	M	P	O*	
9	County Government	Bell County Indigent Health Services	Ebony Jackson		-	O*	-	-	-	-	-	
10	Transit User	Representing individual w/disability	Felicia Holland		-	M	M	M	M	M	-	
11	Nonemergency Medical Transportation	Ride N Safe	Cliff Montemayor		M	P	P	M	M	M	O	
12	Educational Facility	Temple College	Clarissa Martinez		-	P	-	O	-	O	-	
13	Educational Facility	Texas A&M	Walter Murphy		M	P	P	M	M	-	M	
14	Medical Facility	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
15	Fort Hood	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
16	Other Rep (Potentially complementing or overlapping interests)	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
17	County Government	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
18	Municipality	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
19	Municipality	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
20	Nonemergency Medical Transportation	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
21	Transit User from Priority Population	VACANT	VACANT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Non-Voting Members

TxDOT Waco District	Alisha Alvarez					O	O	O	O	O	
TxDOT Waco District	Greg Davis					-	-	-	-	-	

Attendance Legend		
Member		M
Proxy		P
Online - No Camera		O
Online with Camera On		O*
Provided Advanced Notice		-
Not Present		-

Update 7/7/2026 LAJ

Quorum 50% + 1 = 7

Next Meeting:

January 5, 2027, at 9:30 AM

End of Packet