

# FHWA/KTMPO LIVABILITY WORKSHOP

Hill Country Transit District

the **HOP**



“Central Texas’ Regional Public Transit System”

March 5, 2018

# OUTLINE / TALKING POINTS

- Who is The HOP?
- What is The HOP's role in the Livability Mission?
- Services Provided and Not Provided by The HOP
- Performance Measures
- Can The HOP Improve Livability?
- How Can The HOP Improve Livability?

30 Minutes:  
Speed through first 5  
points & spend remaining  
time on the few slides





# WHO IS THE HOP?



MISSION STATEMENT: Hill Country Transit District, a political subdivision of the State of Texas, is a regional public transit system whose mission is to build, refine, and operate a safe, dependable, and effective transportation network that provides mobility, improves the quality of life, and stimulates economic development through the provision of rural, urban fixed route, and ADA complementary paratransit service for citizens and visitors of the Central Texas area.



# THE HOP'S ROLE IN LIVABILITY





# OUR SERVICES – WHAT WE ARE NOT

We are not a Charter Service, Uber Service, or Taxi Service



Transit services are designed for mass transit and must serve the public through shared rides



# OUR SERVICES – WHAT THEY ARE

Fixed Route Service (FRS) (backbone)



Special Transit Service (ADA)



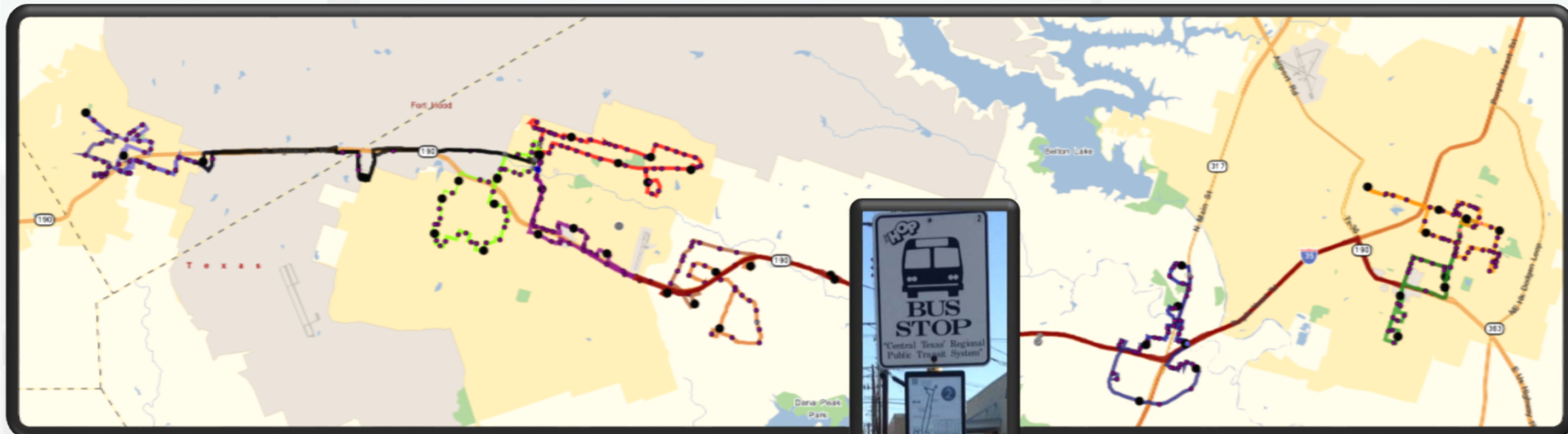
Rural Transit Service



All are designed for mass transportation and are shared rides open to the public



# FIXED ROUTE SERVICES (FRS)

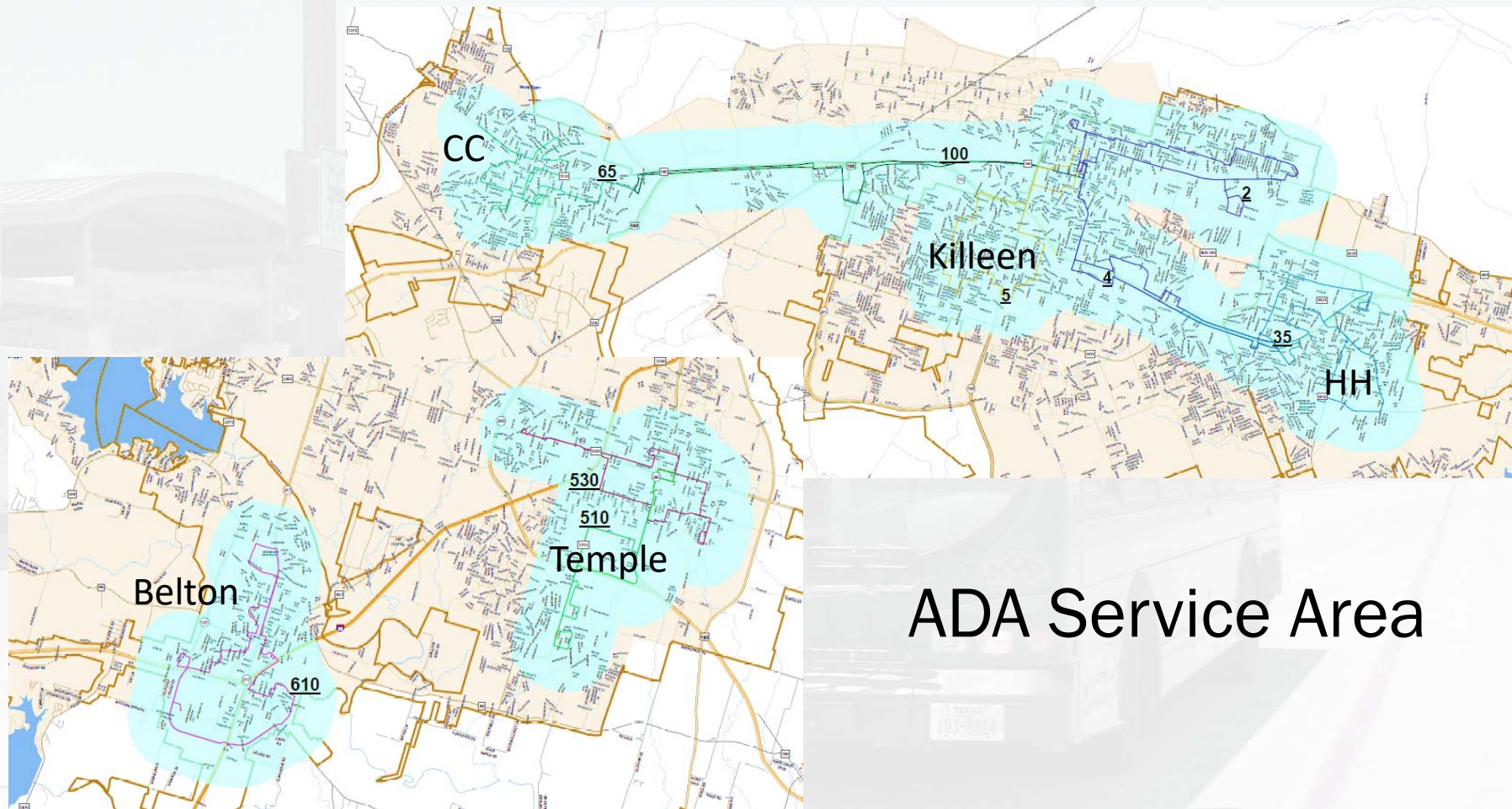


10 Urban Fixed Routes  
21 FRS Buses  
483 Total Fixed Route Bus Stops  
194 Passenger Shelters  
Route Information at Each Stop and Shelter  
Over 45,907 Passengers per Month (2017 Avg.)  
(550,884 FRS Passengers Last Year...backbone)



the **HOP**

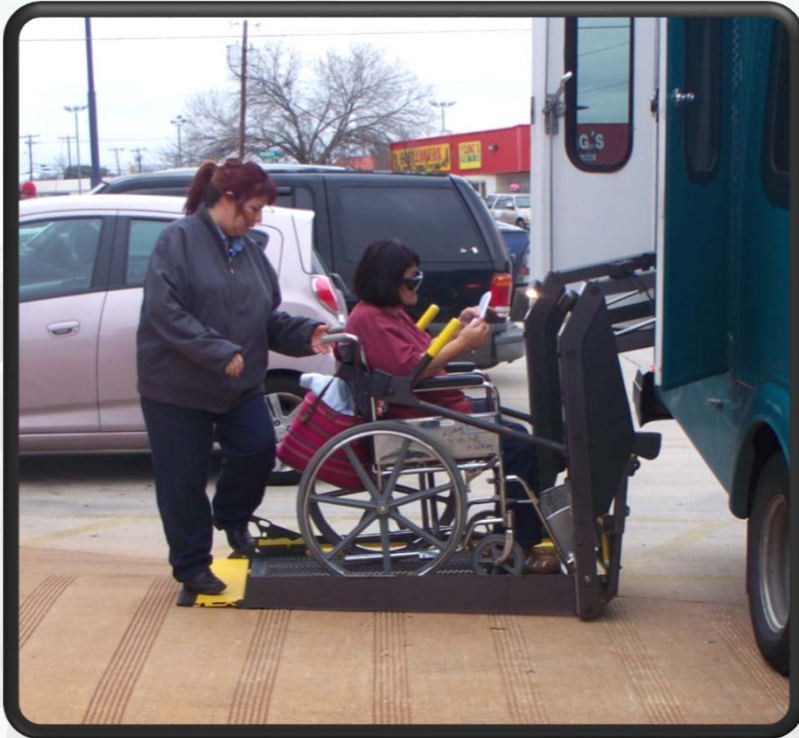
# URBAN SPECIAL TRANSIT SERVICES (ADA)



ADA Service Area

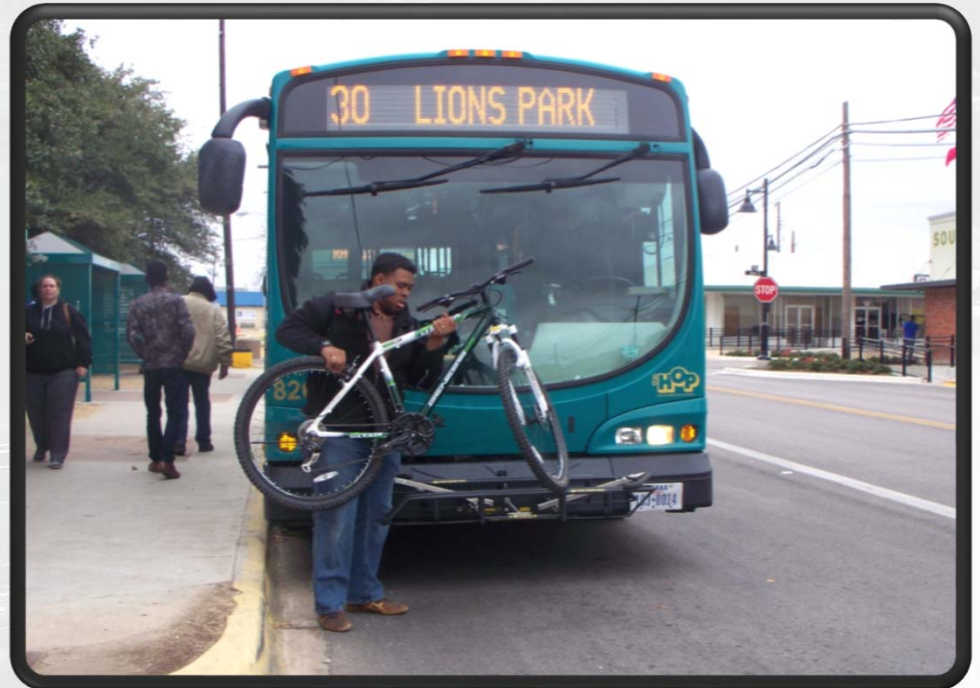


# STS Buses & FRS Buses



54 Paratransit (STS) Buses

21 Fixed Route Buses, All  
Fitted with Bicycle Racks



All buses (FRS & STS) are fitted with Wheelchair Lifts and Ramps

# RURAL SERVICES



11 Sites in 9 counties (over 9,000 square miles)

64 Rural Vehicles

46 Rural Drivers

Over 125,000 Passengers Per Year

the **HOP**



# TOTAL RIDERSHIP

Division	Calendar Year 2017	Calendar Year 2016
Fixed Route	550,884	606,542
Special Transit	163,355	146,506
Rural	133,531	129,472
Totals	847,770	882,520



# FACILITIES / ASSETS



- Belton Facility Built in 2013 and designed for 25 year service life
- 10,000 square foot management and scheduling building
- 12,500 square foot maintenance facility (8 bays)
- 10,000 square foot transportation and fleet service area (Central Dispatch & Locker Rooms)
- 9 acres for employee and fleet parking
- Bus wash system
- Dedicated training rooms
- 6,500 sq. ft. San Saba Administrative Offices

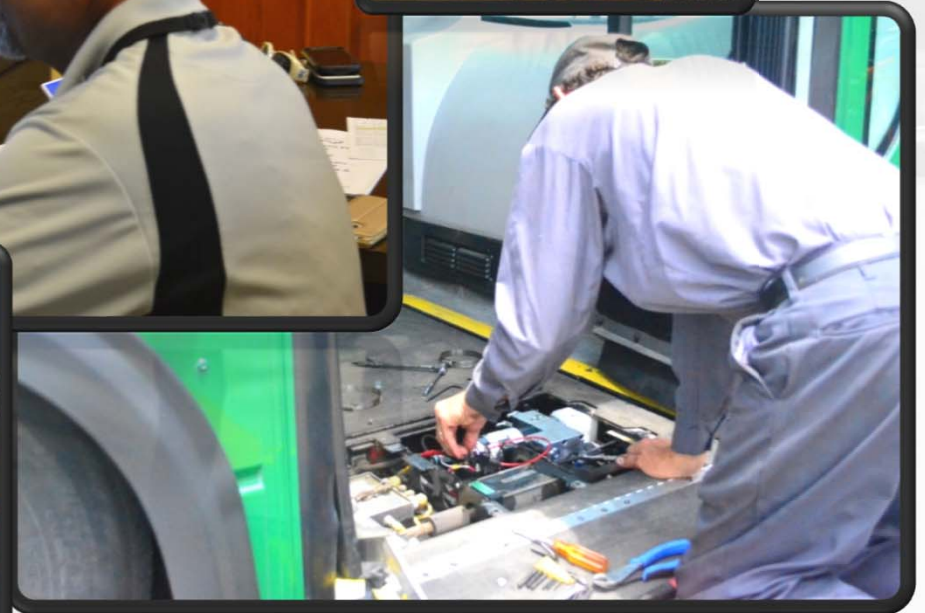
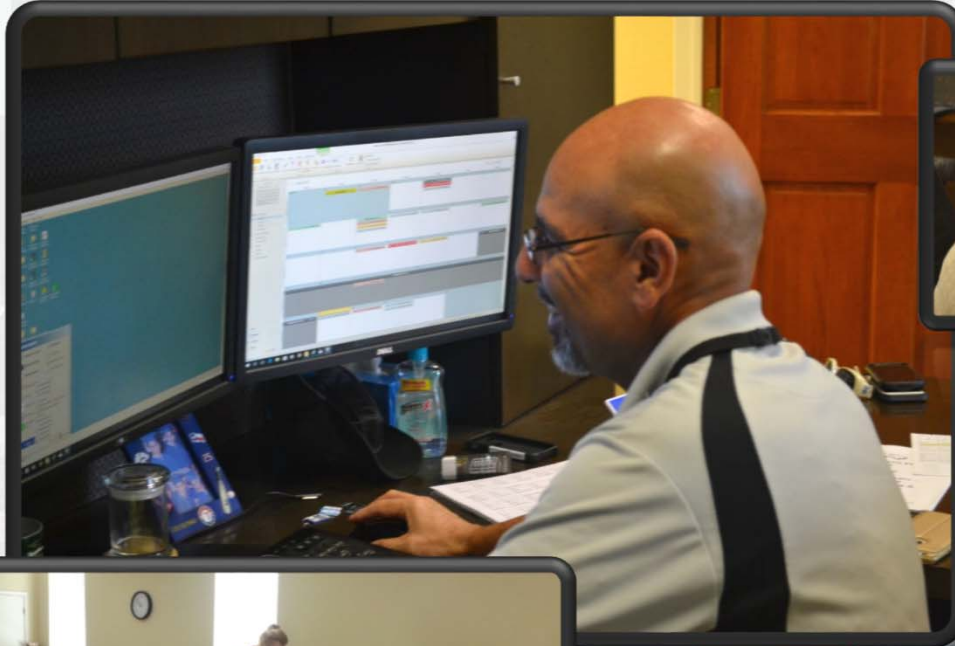




# TALENTED AND HIGHLY SKILLED STAFF

- Drivers
- Mechanics
- Schedulers
- Dispatchers
- Customer Service Reps.
- Admin. Assts.
- Trainers
- Field Supvs.
- IT Personnel
- Managers

Appx. 175 employees



# 2017 PERFORMANCE MEASURES



Measure	2017 Performance	Goal	
Fixed Route Ridership	14.0 Passengers/ Service Hour	10.0 Passengers/ Service Hour	✓
Paratransit Ridership	2.0 Passengers/ Service Hour	2.0 Passengers/ Service Hour	✓
ADA Ride Length	4% of ADA Trips Over an Hour in Length	Less than 5% of ADA Trips Over an Hour in Length	✓
Missed FRS Trips	0.5% of Trips Missed	2.0% of Trips Missed	✓
Customer Complaints	0.05 Complaints/100 Passengers	1.00 Complaints/100 Passengers	✓
Safety Performance	1.92 Accidents/100k Miles	4 Accidents/100k Miles	✓
Maintenance Road Calls	5.29 Road Calls/100k Miles	10 Road Calls/100k Miles	✓
Customer Service Telephones	46 Second Wait Time	Wait Times Under Two Minutes	✓
Travel Training	Twelve Training Programs in 2017	No Fewer Than Twelve Training Programs per Year	✓



# WHERE CAN WE IMPROVE LIVABILITY?

## Service Needs:

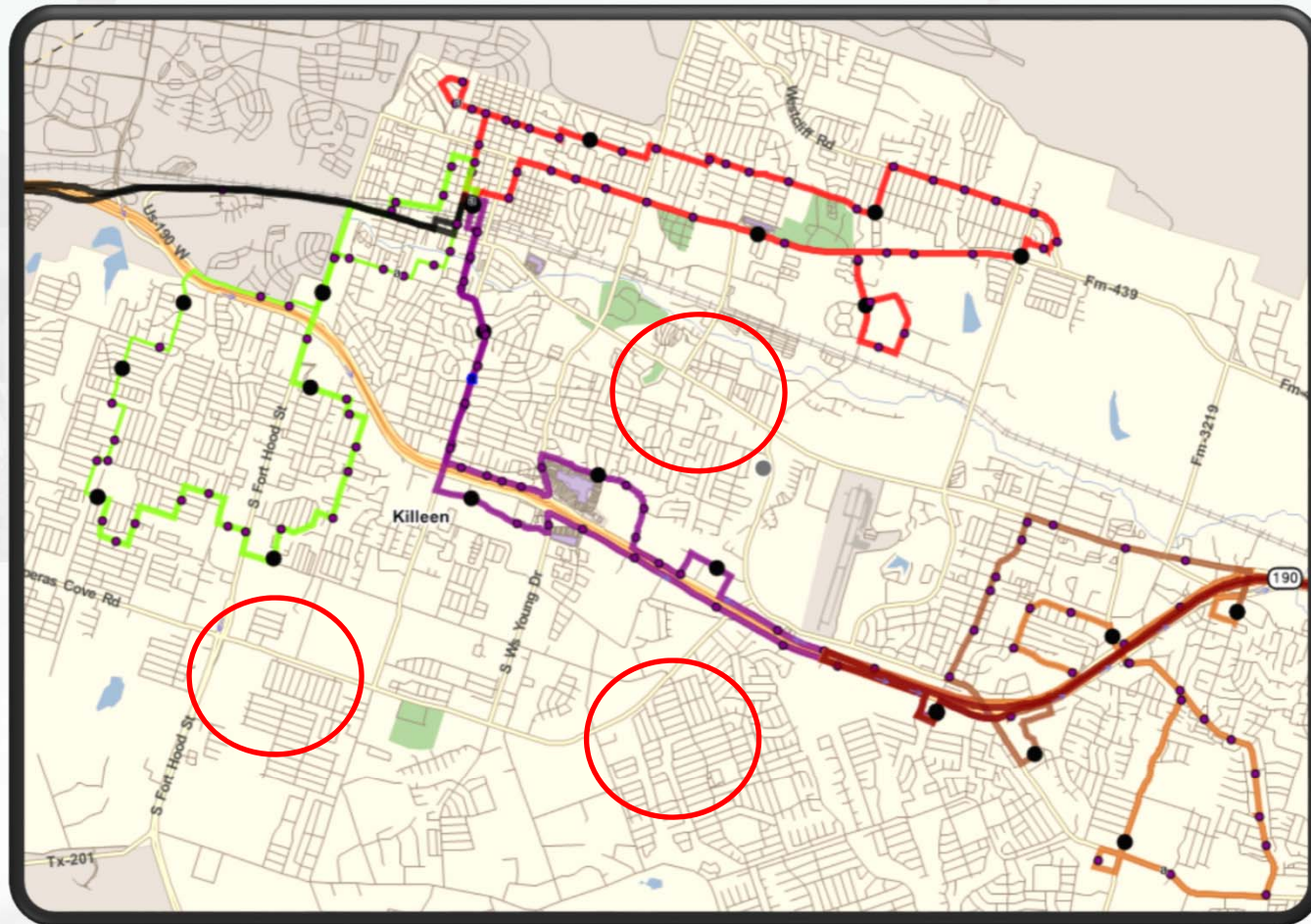
- Expand geographic coverage.
- Expand service hours.
- Increase frequency of fixed route trips.



Identified through two independent studies 5-years apart, the most recent in 2016 by Texas A&M, Central Texas

# WHERE CAN WE ADVANCE LIVABILITY

## Killeen Potential Expansion Areas





# WHERE CAN WE ADVANCE LIVABILITY

## Temple Potential Expansion Areas

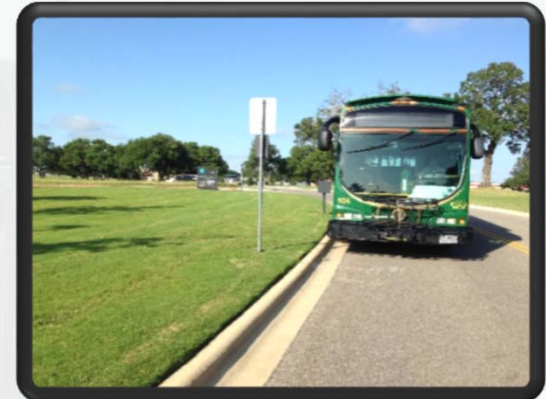


# WHERE CAN WE ADVANCE LIVABILITY

## Service Frequency:



Currently:  
Once Per Hour



Expansion:  
Every Fifteen Minutes for Peak Times  
Every Thirty Minutes for Slow Periods



# WHERE CAN WE ADVANCE LIVABILITY

## Service Hours:

### Currently:

Monday - Friday  
5:08am – 6:45pm

Saturday  
9:15am – 5:55pm

### Expansion:

Monday – Sunday  
5:00am – 11:00pm

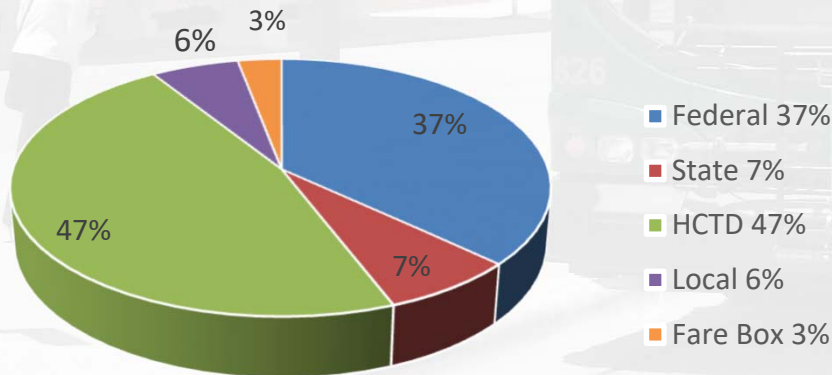


# HOW CAN WE IMPROVE LIVABILITY?

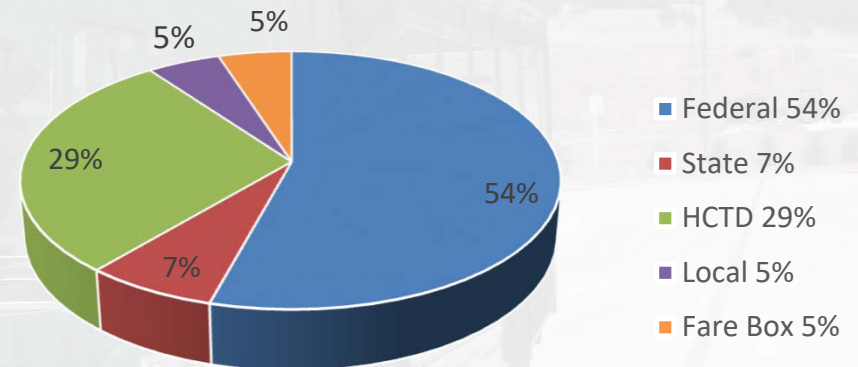
## Expansion Is Dependent On Funding

### Funding Sources & Percentages for FY17

Temple Div. Contribution



Killeen Div. Contribution



All funding sources are maximized



# HOW CAN WE IMPROVE LIVABILITY?

Disclaimer - Informational purposes only: HCTD has been asked by local and state elected officials to provide information related to methods for funding public transit systems. HCTD does not promote or recommend any specific action or source of transit funding.

## DEDICATED FUNDING FOR PUBLIC TRANSIT

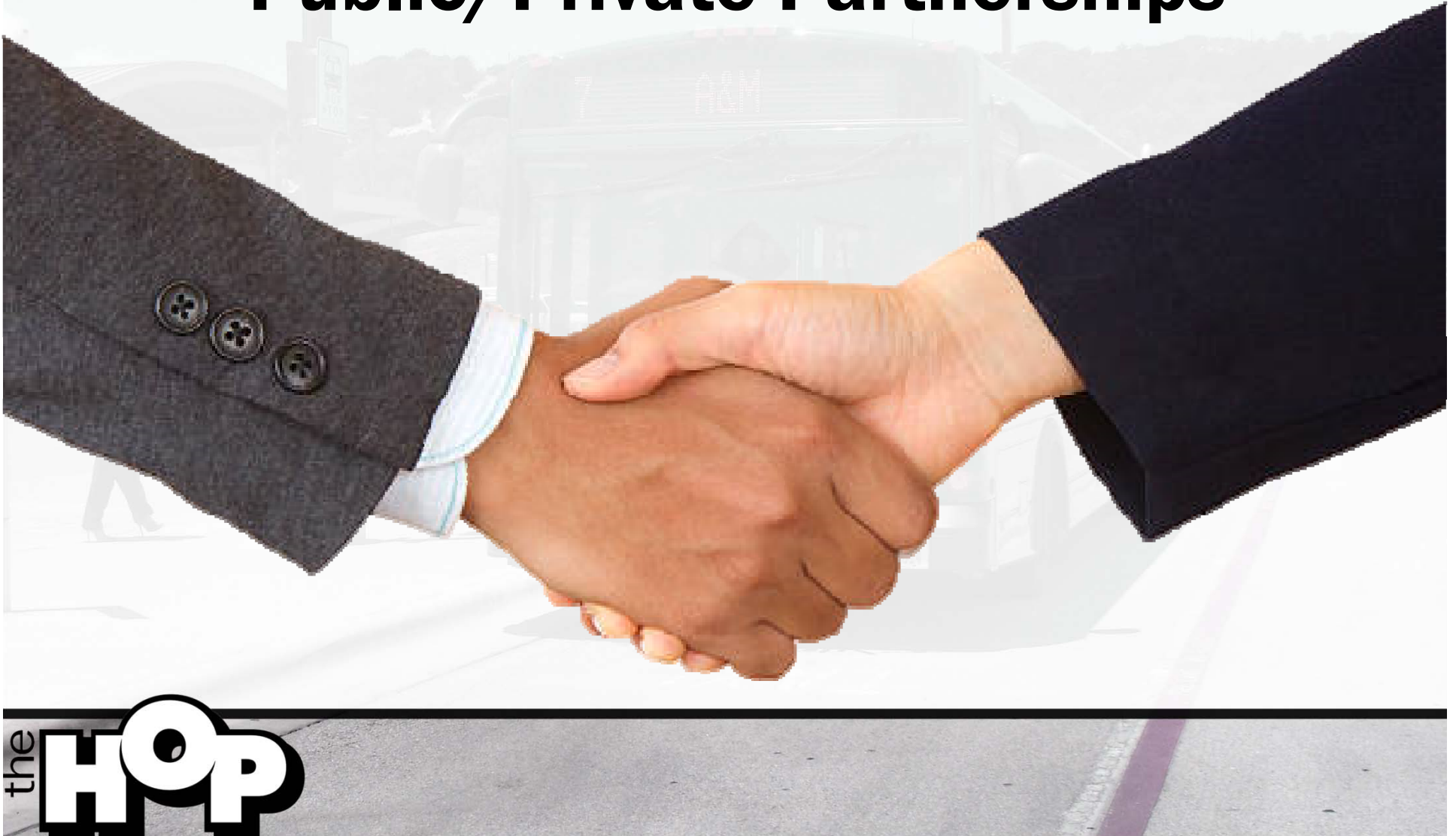
Transit District	Metropolitan Transit Authority (MTA)
Org. for Federal, State, Local, Fair-box Funding	Org. under state law with authority to levy dedicated tax
54 Districts in Texas (17 Urban, 28 Rural, 9 Urban & Rural)	8 MTAs (Austin, Corpus Christi, Dallas, Denton County, El Paso, Ft. Worth, Houston, San Antonio)
Size "Criteria" (usually < 200,000) ( <i>Trans. Mgmt. Area – FTA</i> )	Criteria (always > 200,000) Killeen UZA qualifies
Funded via Local General Funds – varies by budget cycle – difficult predictability and sustainability	Funded by Dedicated Funding / Tax (Mobility Tax) – specific to movement of people – greatest revenue yield - stable
Case Study – Hill Country Transit District	Case Study – Corpus Christi
Can be organized locally	Creation of MTA Requires Voter Referendum
HCTD Oversight – elected officials formulate Transit Board	Similar Oversight – Transit Board

**Would allow expansion of The HOP service, providing more service in more areas to more people (Livability). Requires solid commitment, local support, patience, and time.**



# HOW CAN WE IMPROVE LIVABILITY?

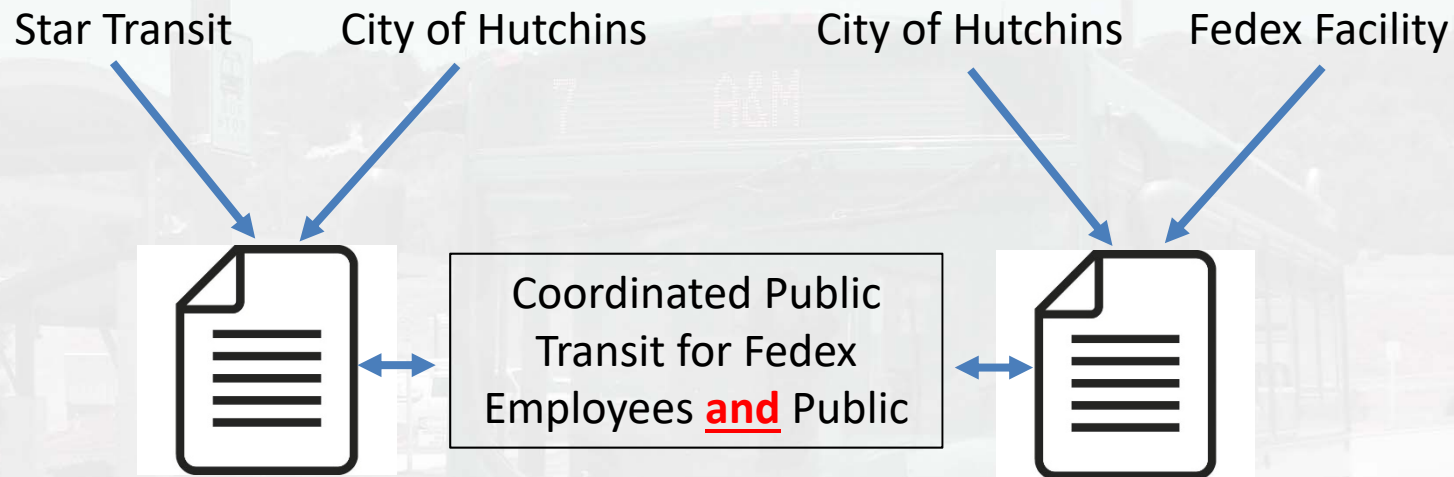
## Public/Private Partnerships





# HOW CAN WE IMPROVE LIVABILITY?

## Public/Private Partnership Case Study



### Interlocal Cooperative Agreement

- City request Star to provide job access services to Fedex Facility.
- Services to be coordinated with Fedex
- Based on avg. service hour cost and public / shared- ride concept ✓

### Bi-lateral Agreement

- Fedex request City to provide job access services to Fedex Facility.
- Services to be coordinated with Star
- Based on avg. service hour cost and public / shared ride concept ✓

# QUESTIONS AND ANSWERS

Hill Country Transit District

the **HOP**



“Central Texas’ Regional Public Transit System”

**THANK YOU FOR YOUR TIME**