

2017 SERVICE CHANGES – The HOP

In keeping with the HCTD Mission Statement to “build, refine, and operate a safe, dependable, and effective transportation network”, HCTD has established specific performance standards which are included in the 2017 HCTD performance review. These performance standards provide guidance for both fixed route and ADA paratransit services, and are used to refine services to improve service efficiency, cost-effectiveness, and service performance.

Service efficiency standards for fixed routes apply to the number of passengers per service hour, set to consistently meet or exceed 10 passengers per service hour. Through the 2017 performance review, HCTD has identified three fixed routes that do not meet this performance objective. Route 7 currently operates in southwest Killeen, operating along Highway 201 and connecting Central Texas College (CTC) CTC with Texas A&M, Central Texas; this route consistently operates with fewer than 7 passengers per service hour. Route 21 operates from downtown Killeen along the WS Young corridor, then south to Featherline; this route consistently operates with about 8 passengers per service hour, and has not improved in efficiency despite modification enhancements to the route during its operation since 2011. Route 30 operates south along Trimmier, then along Stan Schlueter between Trimmier and Highway 190 to the east; this route consistently operates with fewer than 10 passengers per hour, having reached that standard only five times within the sixteen month period of January 2016 through April 2017. It is neither efficient nor cost-effective to continue operation of these routes, and HCTD must use the performance standards as a basis for planning and modifying services.

As the designated recipient of funding through the Federal Transit Administration (FTA), HCTD must comply with specific service criteria for providing ADA (Americans with Disabilities Act) complementary paratransit service. This is a door-to-door service that must be provided by HCTD for those persons who are unable to use the regular fixed route service based on eligibility criteria. FTA provides that HCTD:

1. *(HCTD) shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area within three-fourths of a mile radius at the ends of each fixed route.*
2. *Within the core service area, (HCTD) also shall provide service to small areas not inside any of the corridors but which are surrounded by corridors.*
3. *ADA complementary paratransit must run during the same hours and days as the corresponding non-commuter fixed-route service.*

Although FTA has provided very specific criteria for establishing the ADA service area, HCTD has extended the service area locally since the service began in 2000, serving all origins and destinations within the city limits served by fixed routes. This extended service area, however, has resulted in door-to-door service extending far beyond service requirements, and far beyond the area served by fixed route service. This extended service area is not efficient or cost-effective, and the service parameters must be re-aligned within $\frac{3}{4}$ mile each side of each fixed route. HCTD, therefore, is adjusting the service area, and adjusting the service hours and days to correspond with fixed route service.

HCTD, in looking to the future, envisions a regional public transit system that covers a greater geographic area with expanded fixed route service, with longer and later service hours, and with more frequency of fixed route service. HCTD also sees that such a geographic expansion of fixed route service would call for

the expansion of the ADA service area as it envelopes the area within $\frac{3}{4}$ mile each side of each fixed route. However, HCTD also recognizes that funding necessary for expanded service is not currently available, and is not forecast to be available in the near future. Through a greater focus on expanded service and the implementation of dedicated funding, (a dedicated sales tax for example), more transit service may be provided in the future. Meanwhile, HCTD must concentrate on the provision of efficient and cost-effective service through the adjustment of the service area and service hours whereby the ADA complementary paratransit service will run in an area based on fixed route corridors, and will operate during hours and days that correspond to fixed route service.

The following routes will be eliminated effective September 1, 2017.

1. Route 7 operating in southwest Killeen will be eliminated;
2. Route 21 operating through central Killeen will be eliminated;
3. Route 30 operating in southeast Killeen will be eliminated.

Also, the following changes to the ADA service will become effective September 1, 2017, ensuring that the ADA service area, service hours and service days correspond with the fixed route service areas, service hours and service days.

1. The ADA complementary paratransit service area will be modified to meet the stricter FTA standards, whereby trips will be limited to those trips in which both the origin and destination fall within $\frac{3}{4}$ mile each side of an established fixed route.
2. If specific core areas of fixed route service are separated (such as the current separation between the Killeen service area and the Temple service area), ADA trips cannot be provided to travel from one service area to another, just as there are no fixed routes operated between these areas.
3. The weekday service area for ADA complementary paratransit service will cover parts of Copperas Cove, Killeen, Harker Heights, Nolanville, Belton, and Temple, designated to cover an area within $\frac{3}{4}$ mile each side of each fixed route. Saturday service area for ADA complementary paratransit service will be smaller than the weekday service area because there are fewer fixed routes operating Saturdays. The smaller Saturday service area will impact Copperas Cove, Harker Heights, Nolanville, and Belton because routes 35, 65, 100, and 610 are not operated on Saturdays.
4. No fixed route service, and correspondingly no ADA complementary paratransit service, will be provided on holidays designated by The HOP.
5. The weekday hours of service for ADA complementary paratransit service will be 5:25 AM until 6:45 PM, corresponding with the weekday fixed route service hours.
6. The Saturday hours of service for ADA complementary paratransit service will become 9:15 AM until 5:55 PM, corresponding with the Saturday fixed route service hours.

These changes will affect some transit users as their trip origins and destinations will no longer be within the service area, and because Saturday service hours are more limited. However, HCTD must rely on the performance standards established in determining fixed route service, and must ensure ADA complementary paratransit service is operated during hours and service areas that correspond with fixed routes.

Although some routes are being eliminated, it is important to note that several fixed routes perform very well.

- Route 530 in Temple operates above 10 passengers per service hour, and route 510 operates with about 18 passengers per service hour.
- Route 65 in Copperas Cove often operates above 14 passengers per service hour.
- Killeen routes 2, 4, and 5 each average more than 20 passengers per service hour.
- Route 100, which operates between Killeen and Copperas Cove, averages more than 15 passengers per service hour.
- The commuter route 200, also referred to as the Connector Route, connects Harker Heights, Belton, and Temple, and averages more than 11 passengers per service hour. Though not considered a fixed route (it is a commuter route) its performance is also measured and monitored.

Changes are scheduled to become effective September 1, 2017. For more information, go to <http://www.takethehop.com>. Public hearings will occur on the following schedule:

- Wednesday, August 2nd, 2017, 5:00 PM to 6:00 PM – Harker Heights Public Library
- Thursday, August 3rd, 2017, 5:00 PM to 6:00 PM – Killeen City Council Chambers
- Tuesday, August 8th, 2017, 5:00 PM to 6:00 PM – Copperas Cove Police Department (Avenue E)
- Wednesday, August 9th, 2017, 5:00 PM to 6:00 PM – Temple Public Library (third floor, board room)
- Thursday, August 10th, 2017, 5:00 PM to 6:00 PM – Harris Community Center (Belton)

ATTACHMENTS:

Two attached maps – Attachment A and Attachment B – represent the service areas in which fixed route and ADA complementary paratransit service are provided. The entire teal-colored shaded area is the area in which ADA complementary paratransit service is provided weekdays (Monday through Friday). Less fixed route service is provided Saturdays than on weekdays, and the ADA complementary paratransit service provided Saturdays therefore covers only a portion of the weekday service area, depicted in the maps by the red outlined area within the shaded teal area. The maps are presented as approximate service areas, and locations for trip origins or destinations will be determined by exact GIS locations using the NOVUS software employed by HCTD for scheduling ADA complementary paratransit service trips.