

# Hill Country Transit District

the **HOP**



“Central Texas’ Regional Public Transit System”

# 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.





# SERVICE



HCTD has created a culture of excellence through enacting a vision of providing our customers with an excellent public transit system, hiring the right staff, putting people in the right positions, providing training and a comfortable work environment and respecting the funding sources and their requirements and using those requirements as a foundation of excellence.

# SERVICE



84 Urban Drivers

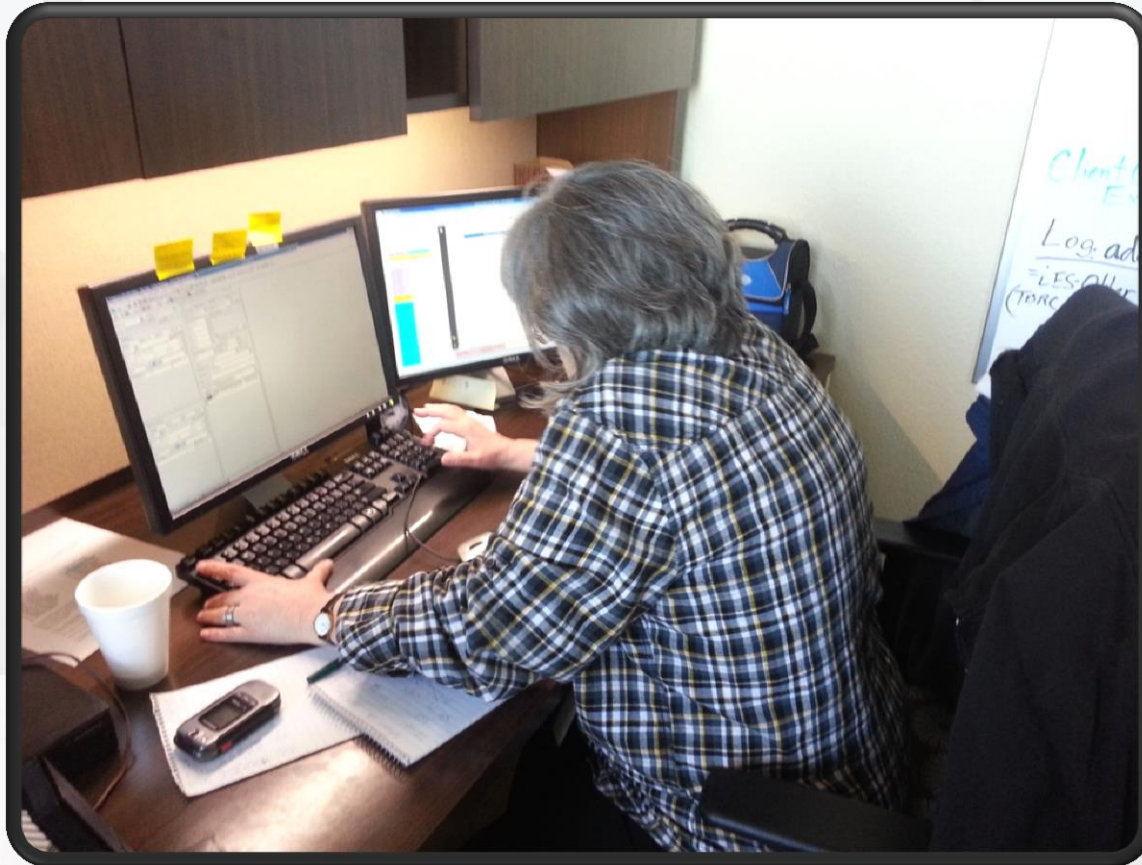
# SERVICE



48 Rural Drivers

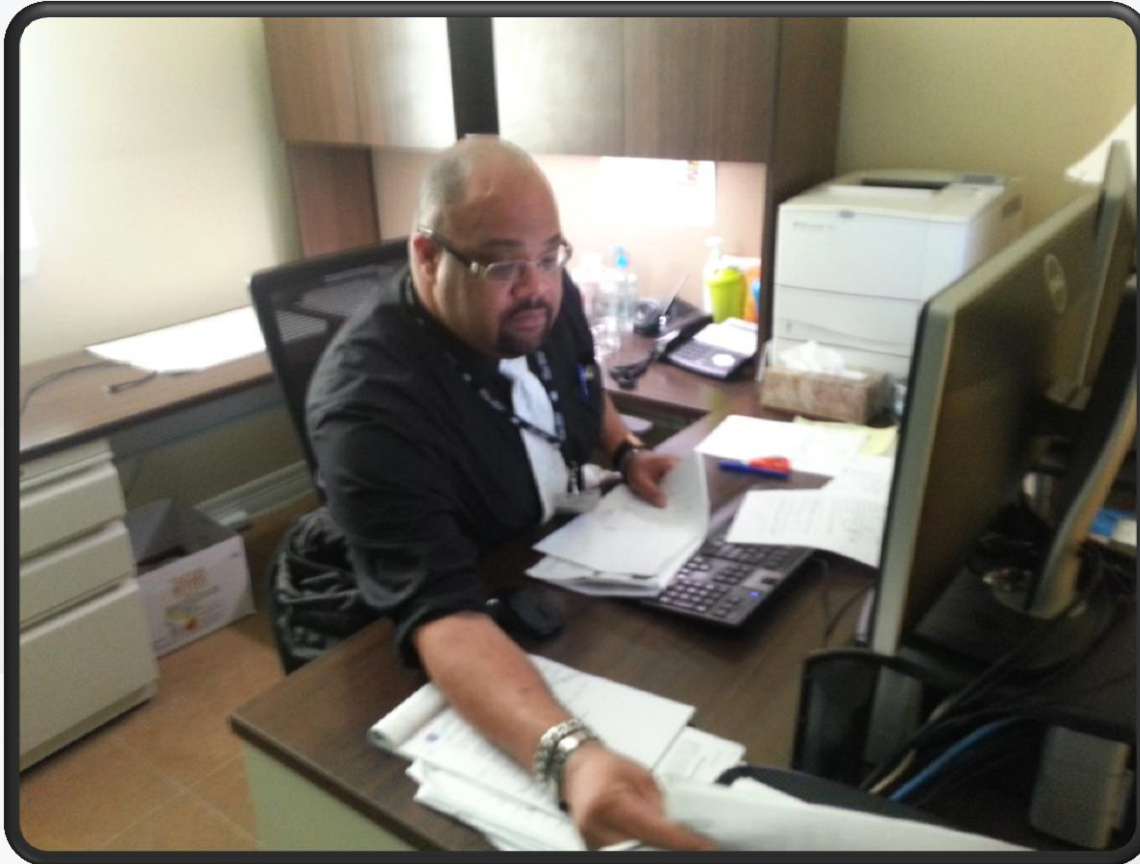


# SERVICE



14 Urban Dispatchers/Schedulers

# SERVICE



6 Rural Dispatchers/Schedulers



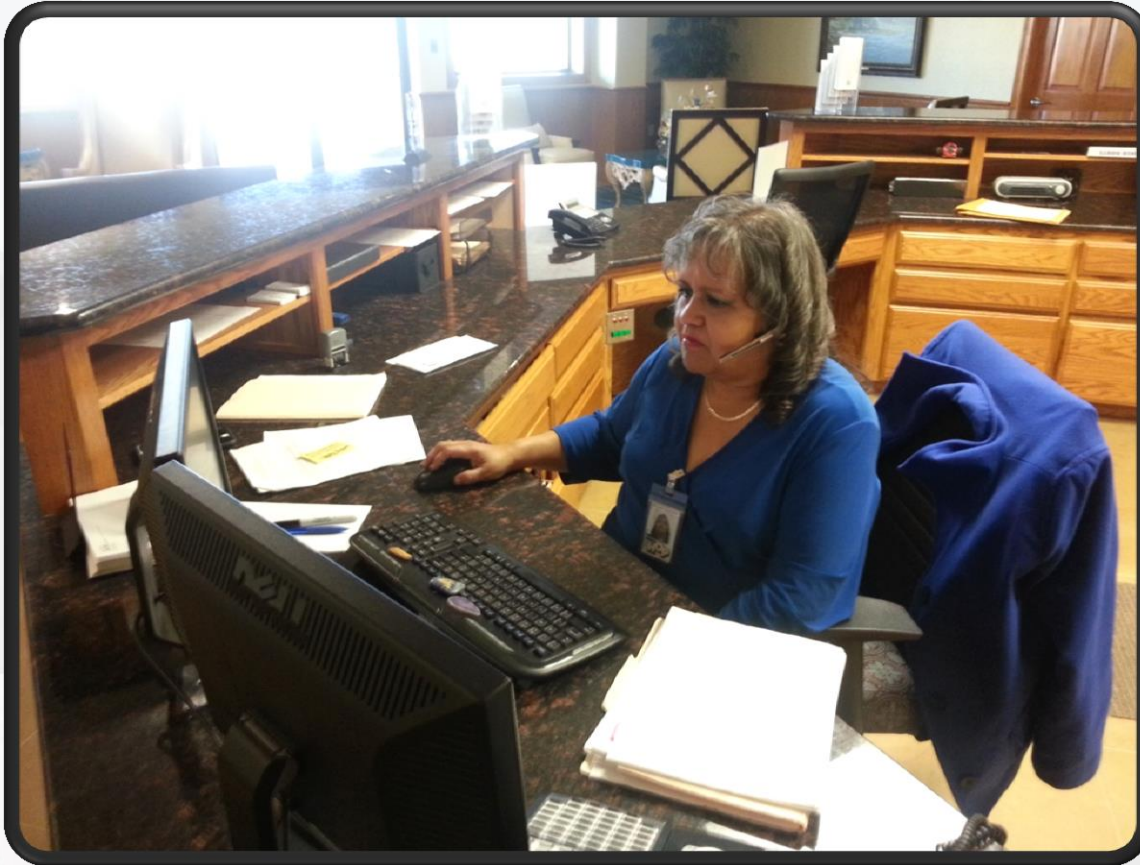
# SERVICE



8 Mechanics

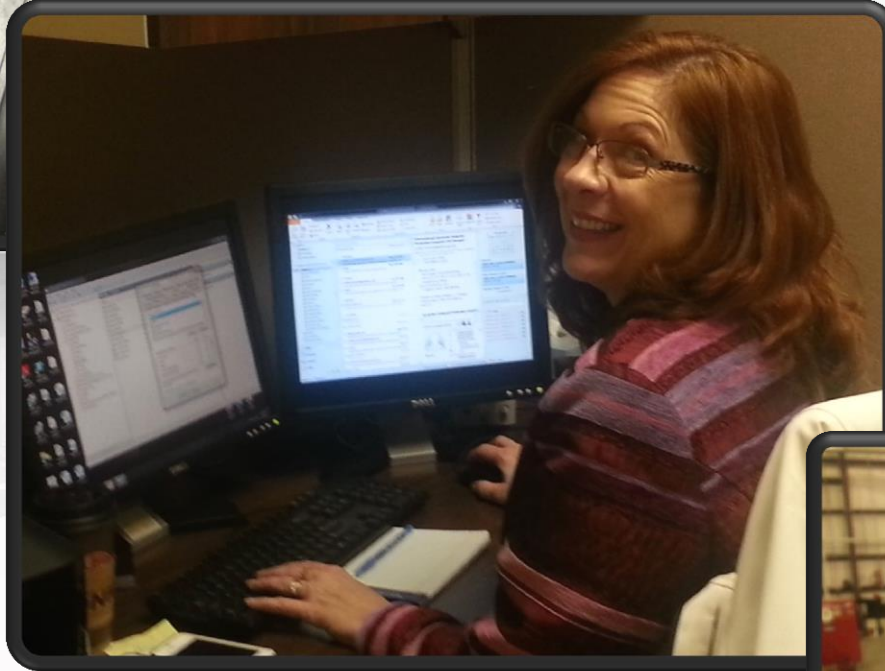
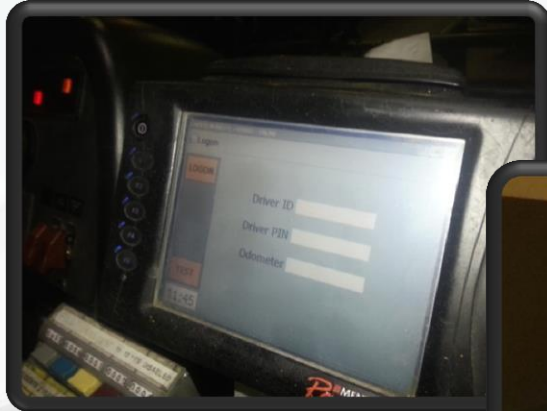


# SERVICE



Customer Service

# SERVICE



Tech Support



# SERVICE



Trainers

# FIXED ROUTE SERVICE



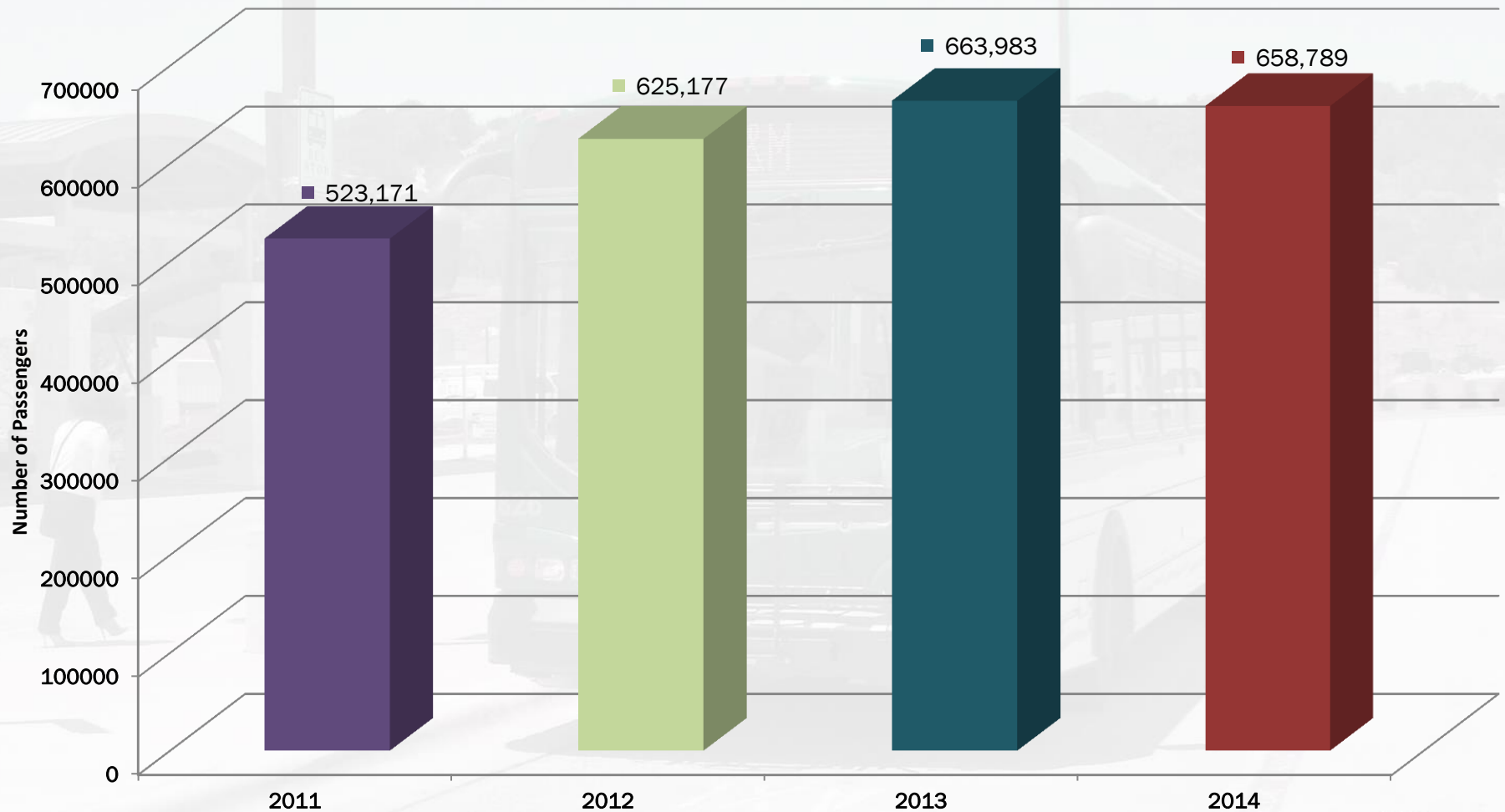
27 Fixed Route Buses





# FIXED ROUTE SERVICE

## Urban FRS Ridership



# FIXED ROUTE SERVICE



Over 40,000 Fixed Route Passengers each month



# SPECIAL TRANSIT SERVICE

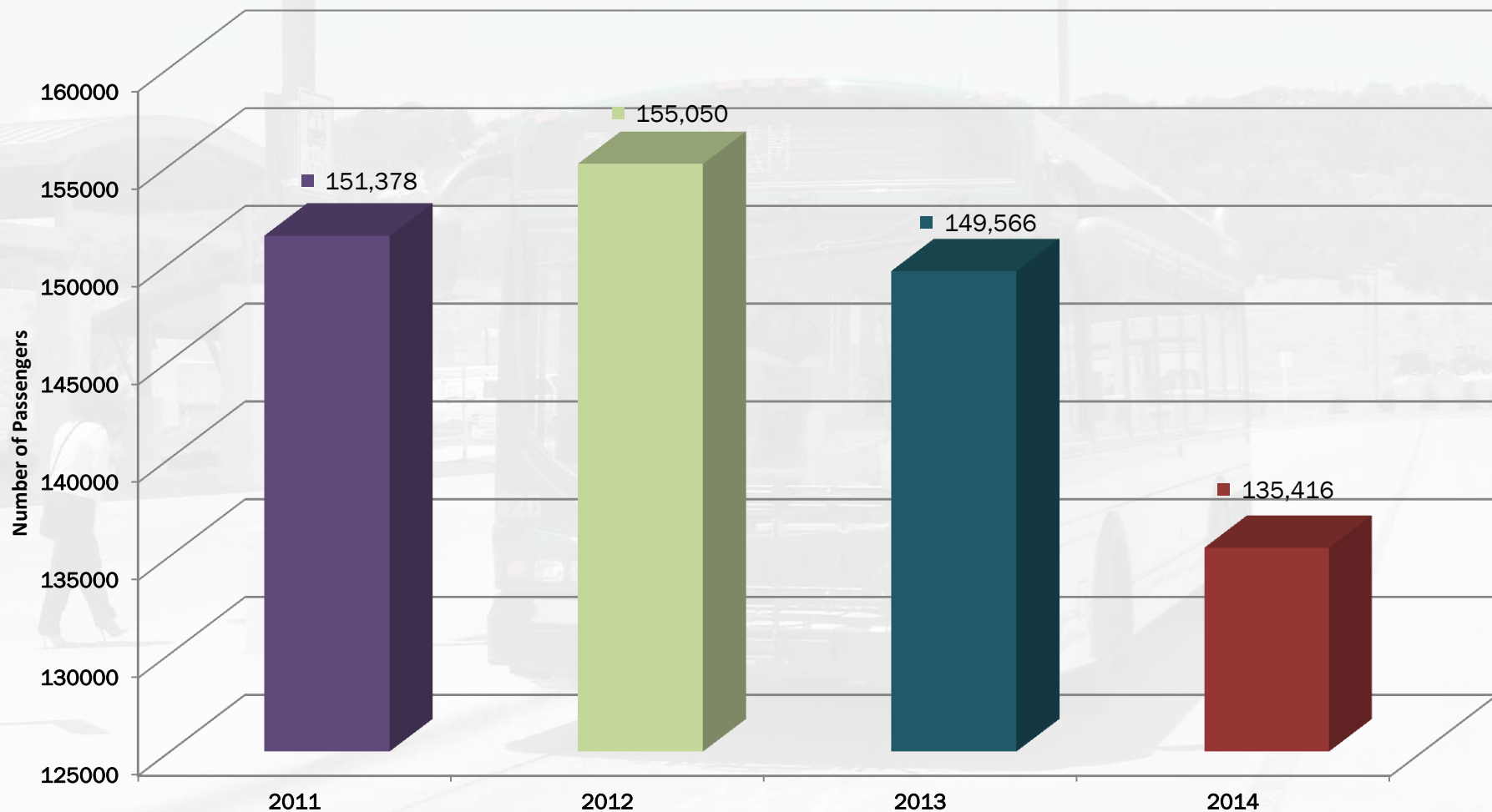


65 Urban STS Vehicles



# SPECIAL TRANSIT SERVICE

## Urban STS Ridership





# SPECIAL TRANSIT SERVICE



Over 10,000 Urban STS Passengers each month



# RURAL SERVICE



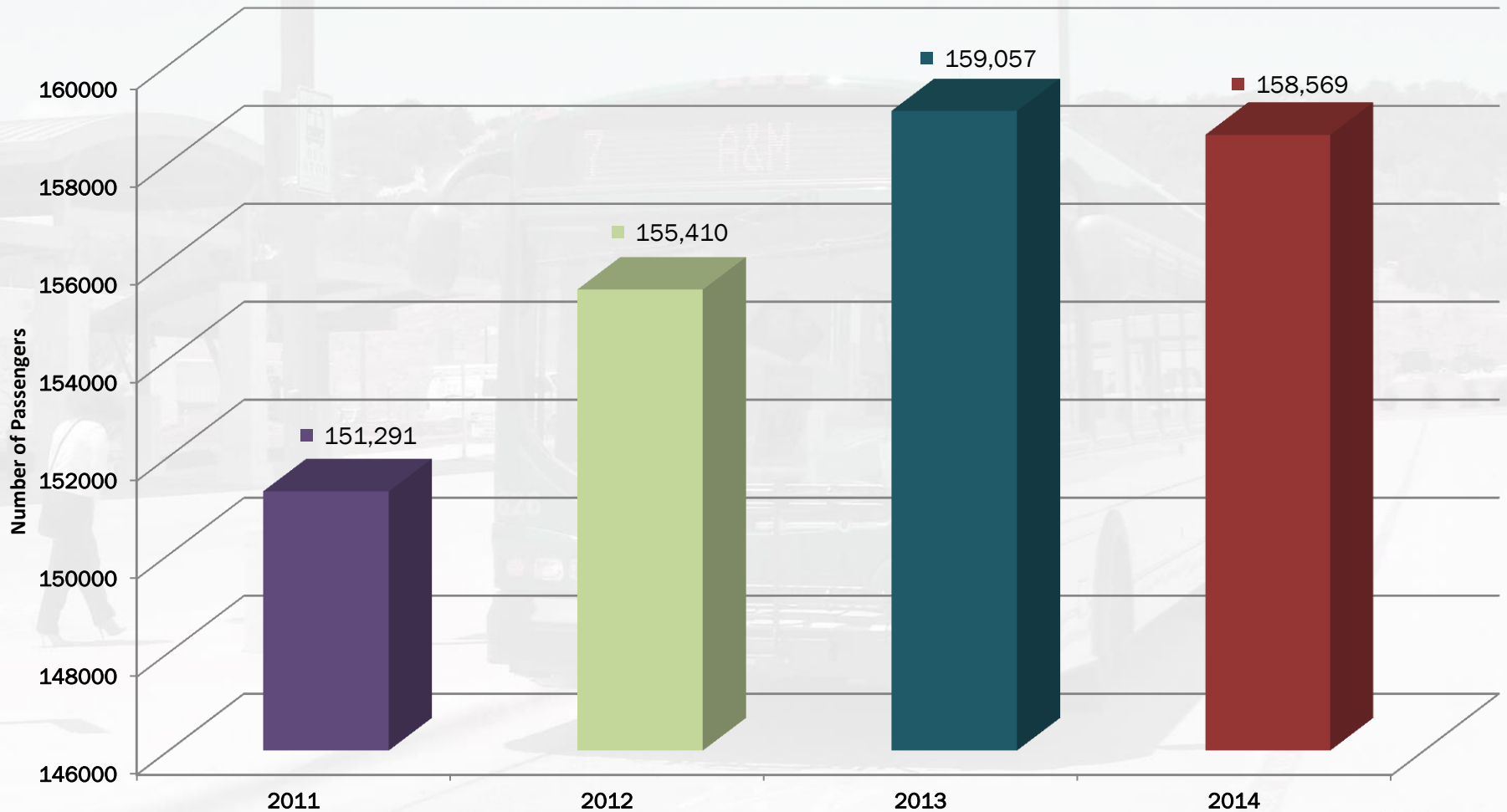
65 Rural Vehicles

the **HOP**



# RURAL SERVICE

Rural Ridership



# RURAL SERVICE



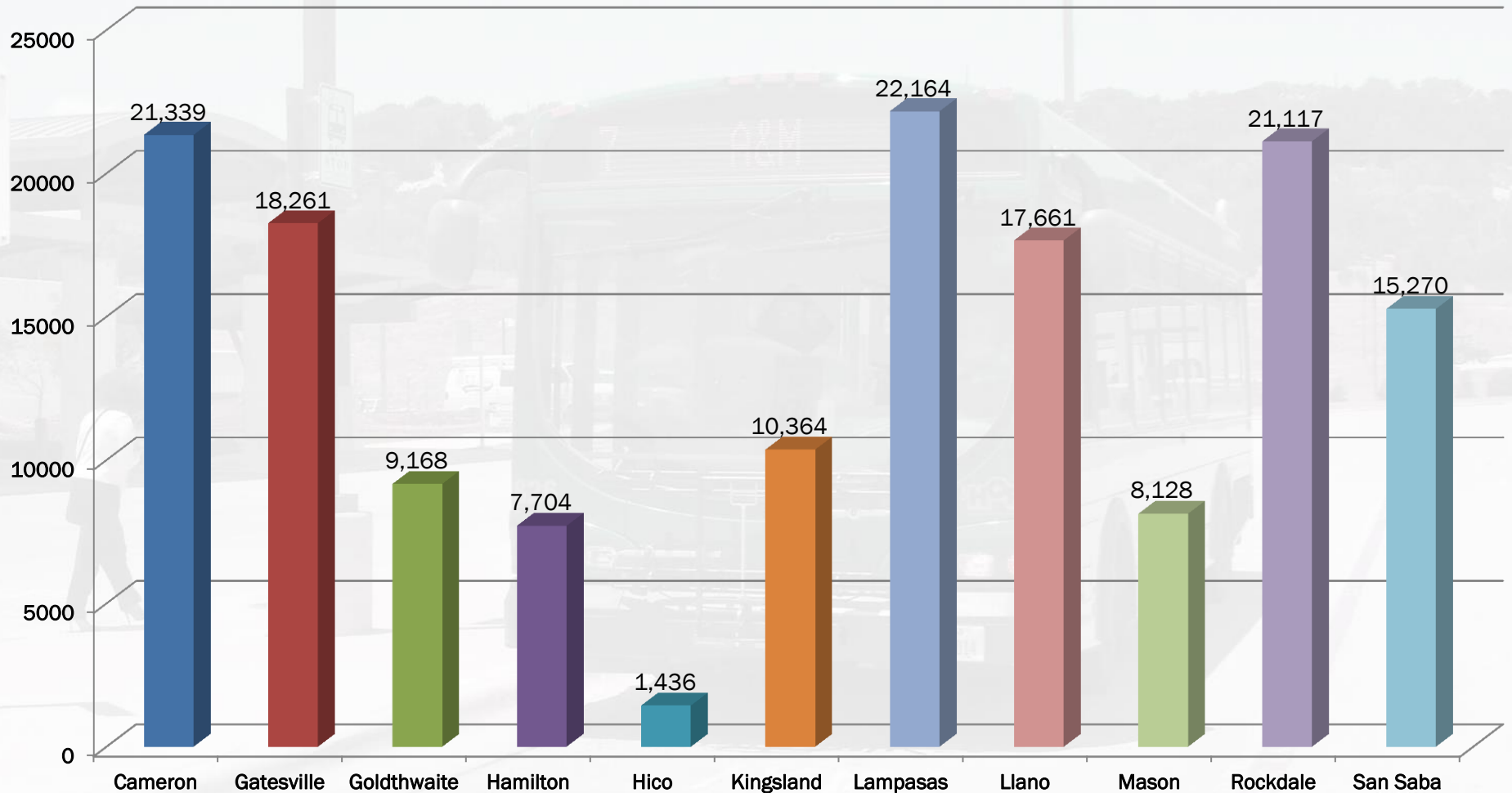
Rural Service for 11 sites in 9 counties

the **HOP**



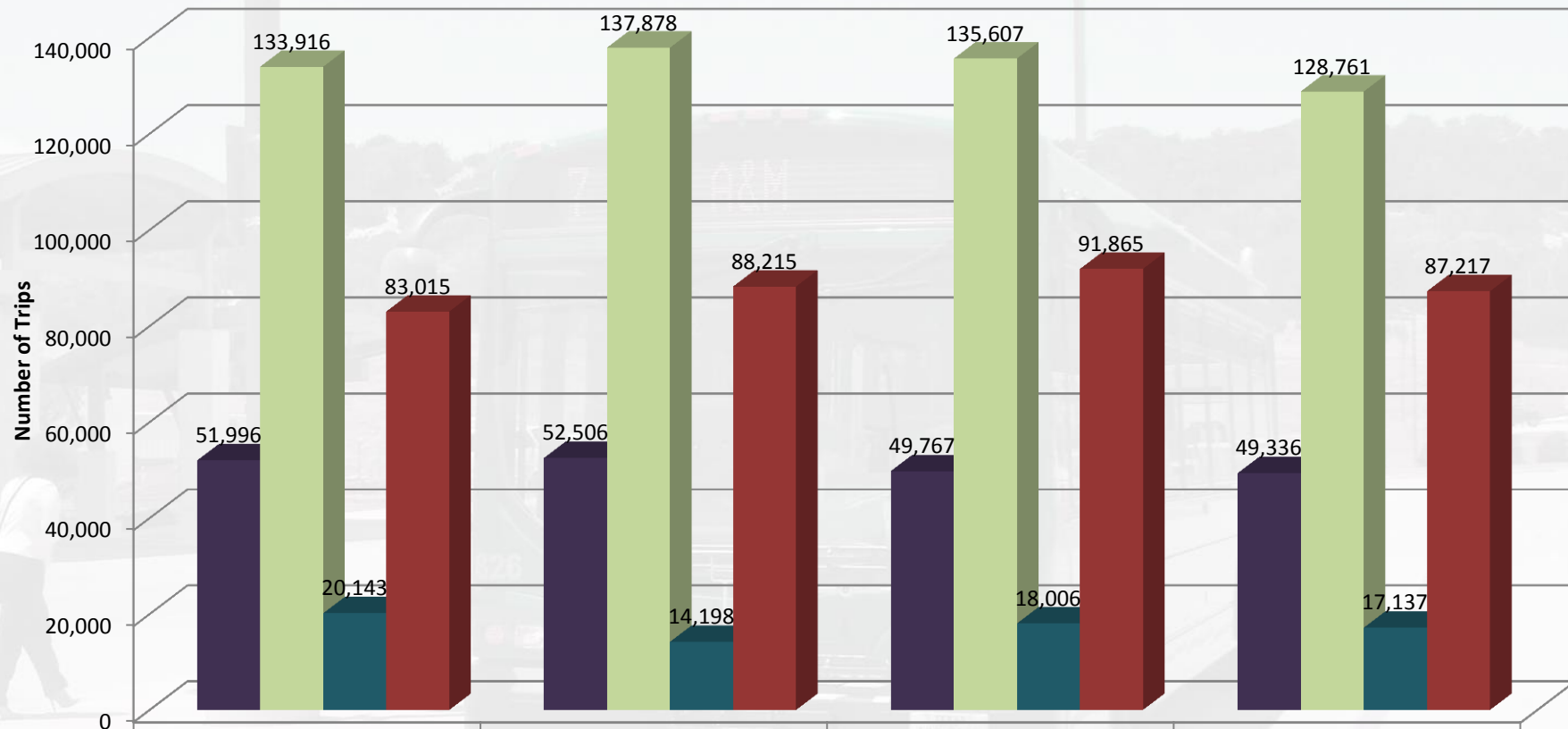
# RURAL SERVICE

2014 Rural Division Ridership



# CONTRACT SERVICE

## Provision of Contract Door to Door Service

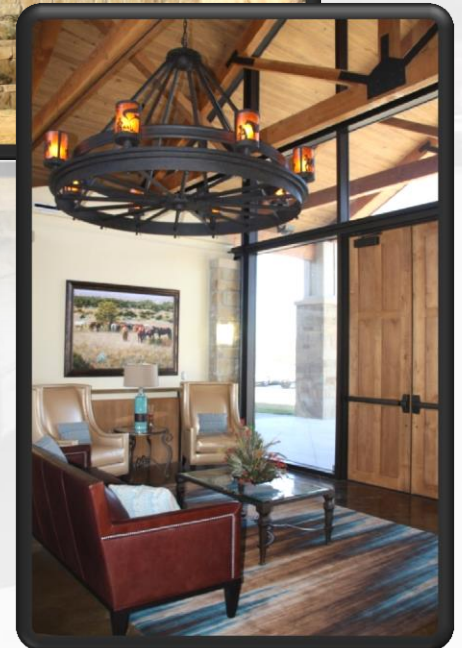
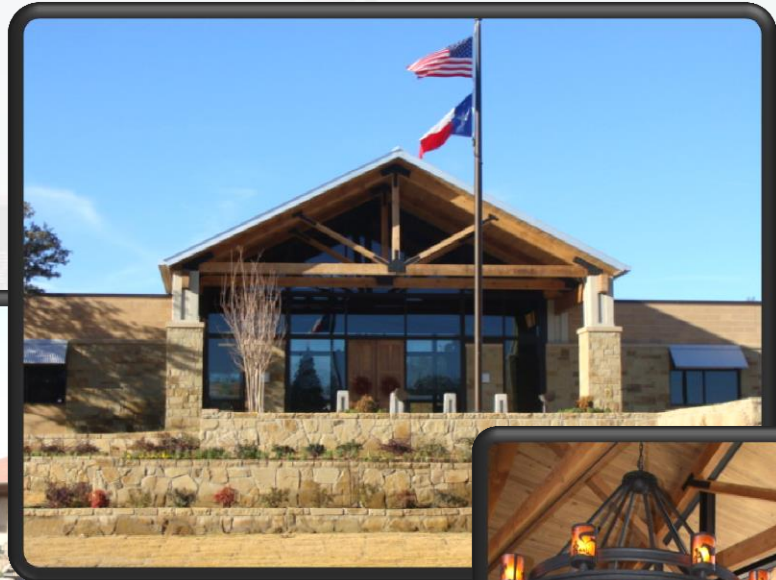


	2011	2012	2013	2014
Urban Contract	51,996	52,506	49,767	49,336
Total Urban STS	133,916	137,878	135,607	128,761
Rural Contract	20,143	14,198	18,006	17,137
Total Rural	83,015	88,215	91,865	87,217



# FACILITY

## Administrative Facility in San Saba



# FACILITY

## Central Operations Facility in Belton





# FACILITY



- Designed for a 25 year service life
- 10,000 square foot administrative and scheduling building
- 12,500 square foot maintenance facility
- 10,000 square foot transportation and fleet service area
- 9 acres for employee and fleet parking
- Six fleet service bays for maintenance
- Bus wash system
- Dedicated training rooms

# FACILITY

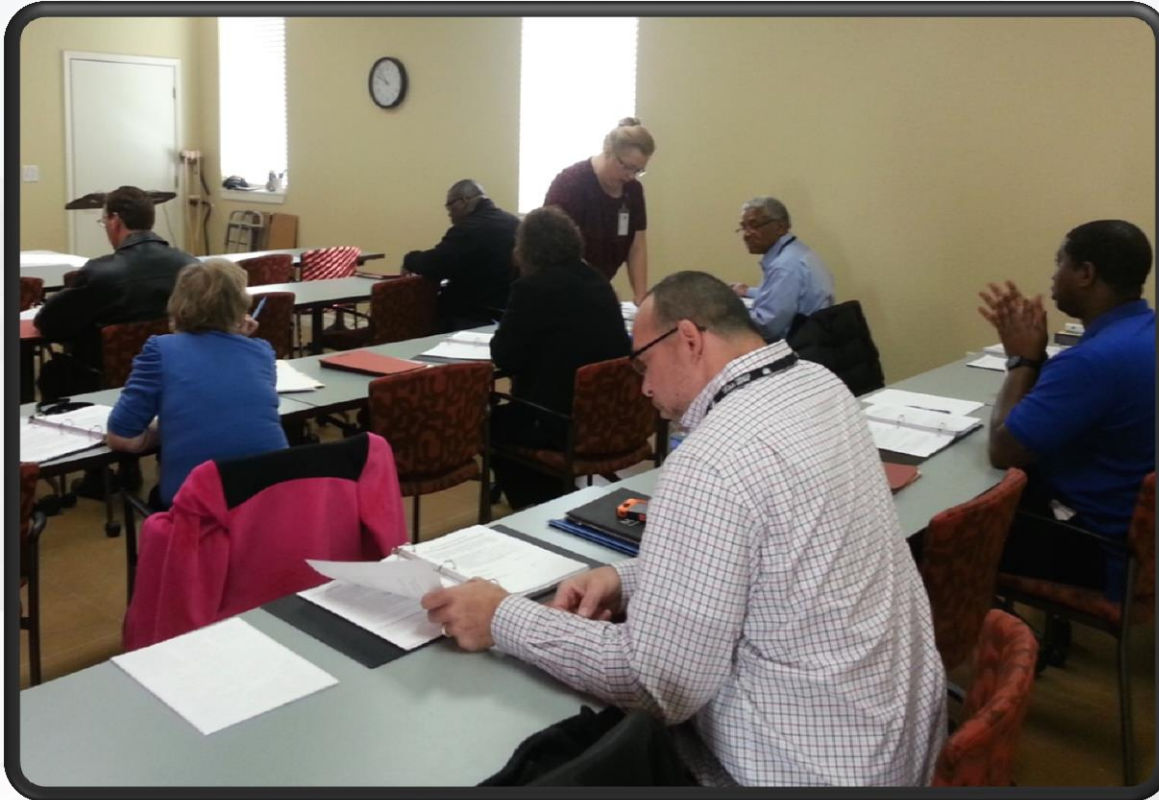
Fleet  
Service  
and  
Repair



the **HOP**



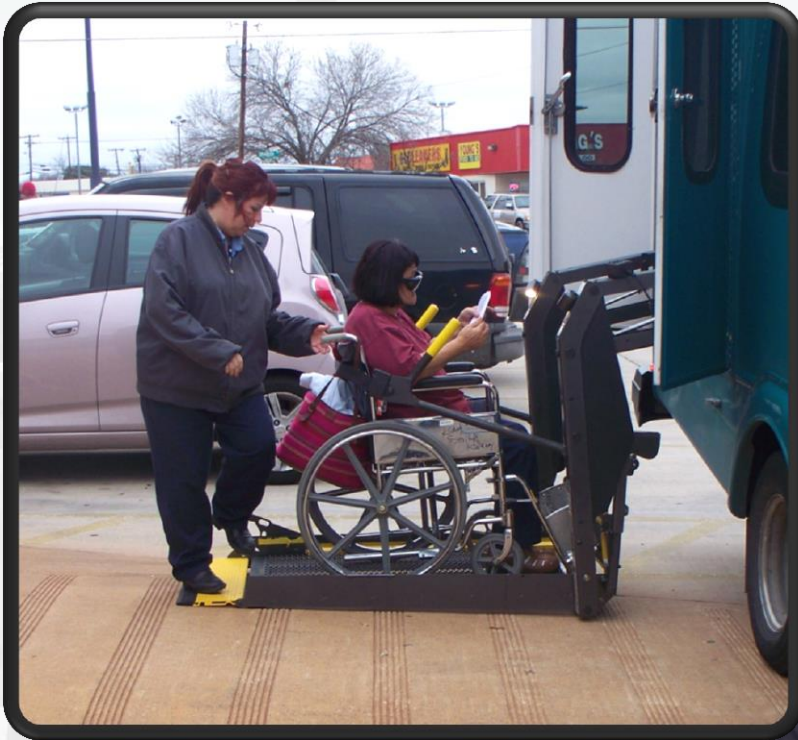
# FACILITY



Classroom Training

# PASSENGER AMENITIES

All Buses Fitted With  
Wheelchair Lifts





# PASSENGER AMENITIES



All Fixed Route Buses  
Fitted with Bicycle  
Racks .

# PASSENGER AMENITIES

489 Total Fixed  
Route Bus Stops

175 Passenger  
Shelters






# Shelter Signs



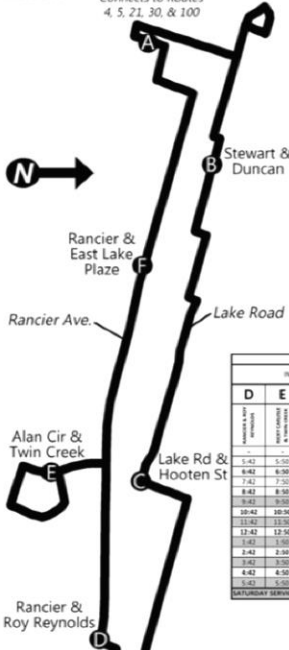
# PASSENGER AMENITIES

## Bus Stop Pole Signs



Downtown Killeen  
(Transfer Station)  
Connects to Routes  
4, 5, 21, 30, & 100

Route **2**




Stewart & Duncan  
Rancier & East Lake Plaza  
Rancier Ave.  
Lake Road  
Alan Cir & Twin Creek  
Lake Rd & Hooten St  
Rancier & Roy Reynolds

INBOUND				OUTBOUND			
D	E	F	A	A	B	C	D
5:42	5:50	6:00	6:15	6:15	6:22	6:35	6:42
6:42	6:50	7:00	7:15	7:15	7:22	7:35	7:42
7:42	7:50	8:00	8:15	8:15	8:22	8:35	8:42
8:42	8:50	9:00	9:15	9:15	9:22	9:35	9:42
9:42	9:50	10:00	10:15	10:15	10:22	10:35	10:42
10:42	10:50	11:00	11:15	11:15	11:22	11:35	11:42
11:42	11:50	12:00	12:15	12:15	12:22	12:35	12:42
1:42	1:50	2:00	2:15	2:15	2:22	2:35	2:42
2:42	2:50	3:00	3:15	3:15	3:22	3:35	3:42
3:42	3:50	4:00	4:15	4:15	4:22	4:35	4:42
4:42	4:50	5:00	5:15	5:15	5:22	5:35	5:42
5:42	5:50						

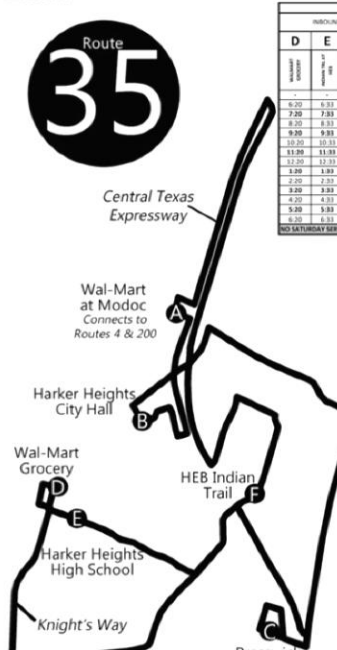
SATURDAY SERVICE

the **HOP**

[www.takethehop.com](http://www.takethehop.com)  
(254) 933-3700



Route **35**




Central Texas Expressway  
Wal-Mart at Modoc  
Connects to Routes 4 & 200  
Harker Heights City Hall  
Wal-Mart Grocery  
HEB Indian Trail  
Harker Heights High School  
Knight's Way  
Presswick Lane

INBOUND				OUTBOUND			
D	E	A	A	B	C	D	D
5:20	5:30	5:45	5:45	5:50	6:00	6:15	6:20
6:20	6:30	6:45	6:45	6:50	7:00	7:15	7:20
7:20	7:30	7:45	7:45	7:50	8:00	8:15	8:20
8:20	8:30	8:45	8:45	8:50	9:00	9:15	9:20
9:20	9:30	9:45	9:45	9:50	10:00	10:15	10:20
10:20	10:30	10:45	10:45	10:50	11:00	11:15	11:20
11:20	11:30	11:45	11:45	11:50	12:00	12:15	12:20
12:20	12:30	12:45	12:45	12:50	1:00	1:15	1:20
1:20	1:30	1:45	1:45	1:50	2:00	2:15	2:20
2:20	2:30	2:45	2:45	2:50	3:00	3:15	3:20
3:20	3:30	3:45	3:45	3:50	4:00	4:15	4:20
4:20	4:30	4:45	4:45	4:50	5:00	5:15	5:20
5:20	5:30	5:45	5:45	5:50	6:00	6:15	6:20
6:20	6:30	6:45	6:45	6:50	7:00	7:15	7:20


SATURDAY SERVICE

the **HOP**

[www.takethehop.com](http://www.takethehop.com)  
(254) 933-3700



Route **520**



I-35 & LP-363  
Loop 363  
Wal-Mart  
31st St. & Avenue R  
1st St.  
Avenue U  
Connects to Routes 200 & 510  
Ave M @ 1st St.  
30th & Avenue N

INBOUND				OUTBOUND			
D	E	F	A	A	B	C	D
5:01	5:10	5:14	5:26	5:27	5:42	5:58	6:01
6:01	6:10	6:14	6:26	6:27	6:42	6:58	7:01
7:01	7:10	7:14	7:26	7:27	7:42	7:58	8:01
8:01	8:10	8:14	8:26	8:27	8:42	8:58	9:01
9:01	9:10	9:14	9:26	9:27	9:42	9:58	10:01
10:01	10:10	10:14	10:26	10:27	10:42	10:58	11:01
11:01	11:10	11:14	11:26	11:27	11:42	11:58	12:01
12:01	12:10	12:14	12:26	12:27	12:42	12:58	1:01
1:01	1:10	1:14	1:26	1:27	1:42	1:58	2:01
2:01	2:10	2:14	2:26	2:27	2:42	2:58	3:01
3:01	3:10	3:14	3:26	3:27	3:42	3:58	4:01
4:01	4:10	4:14	4:26	4:27	4:42	4:58	5:01
5:01	5:10	5:14	5:26	5:27	5:42	5:58	6:01
6:01	6:10	6:14	6:26				

SATURDAY SERVICE

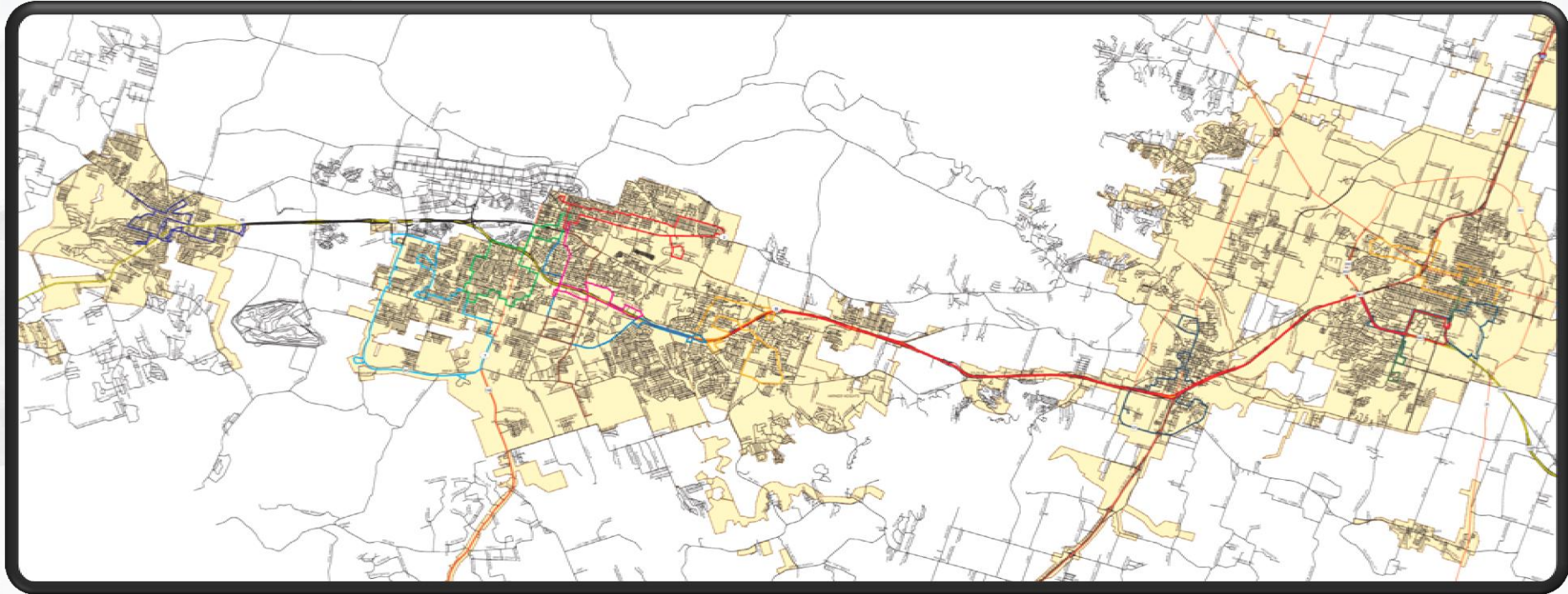
the **HOP**  
January 2015

[www.takethehop.com](http://www.takethehop.com)  
(254) 933-3700

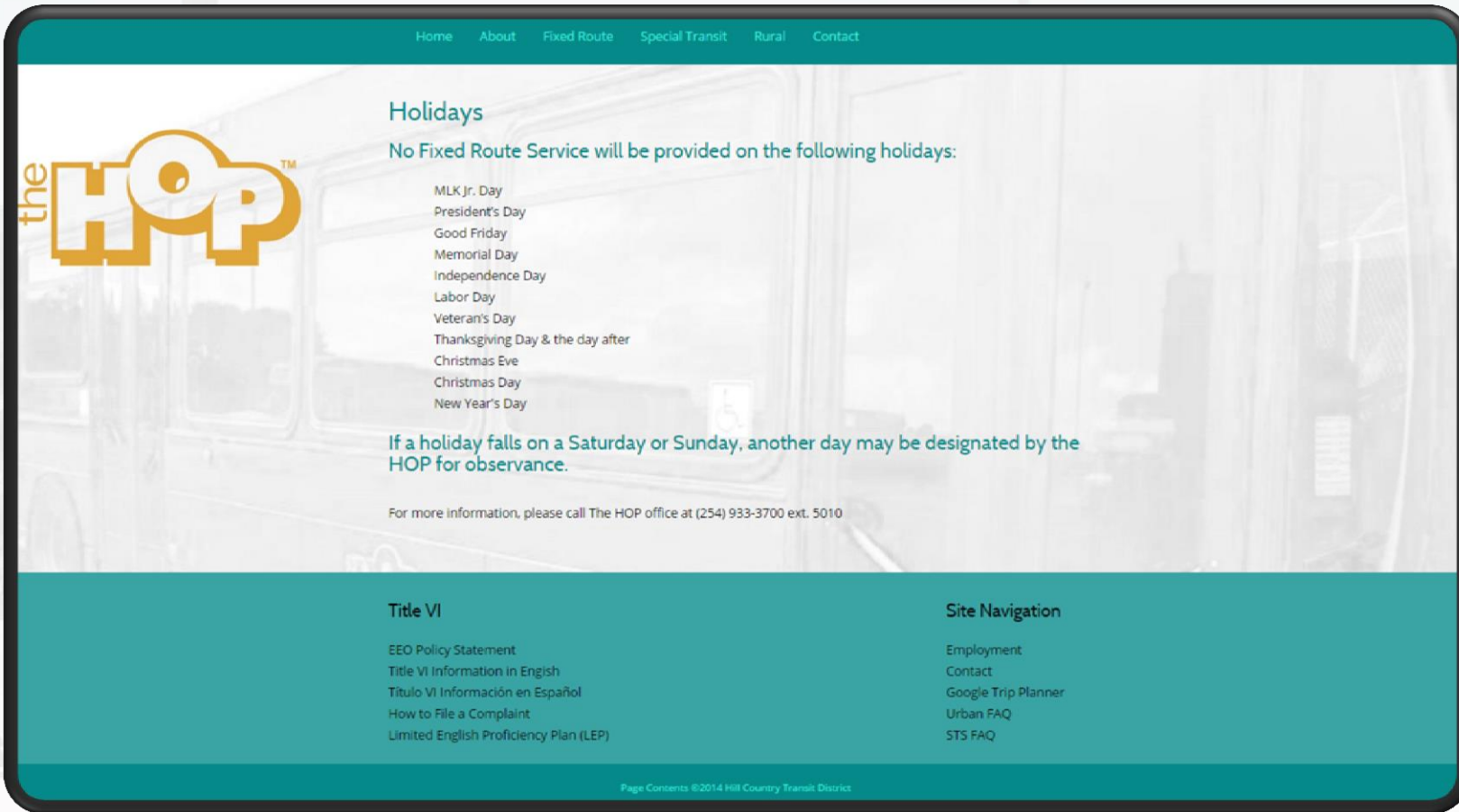


# GENERAL INFORMATION

## 14 Urban Fixed Routes



# GENERAL INFORMATION



The screenshot shows the 'the HOP' website with a teal header containing navigation links: Home, About, Fixed Route, Special Translt, Rural, and Contact. The main content area has a background image of a bus and a person walking. On the left is the 'the HOP' logo. The 'Holidays' section states that no fixed route service will be provided on the following holidays: MLK Jr. Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day & the day after, Christmas Eve, Christmas Day, and New Year's Day. It also notes that if a holiday falls on a Saturday or Sunday, another day may be designated. A contact number is provided: (254) 933-3700 ext. 5010. The footer contains two columns: 'Title VI' with links to EEO Policy Statement, Title VI Information in English, Título VI Información en Español, How to File a Complaint, and Limited English Proficiency Plan (LEP); and 'Site Navigation' with links to Employment, Contact, Google Trip Planner, Urban FAQ, and STS FAQ. A small copyright notice is at the bottom: Page Contents ©2014 Hill Country Transit District.

Home About Fixed Route Special Translt Rural Contact

## the HOP™

### Holidays

No Fixed Route Service will be provided on the following holidays:

- MLK Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day & the day after
- Christmas Eve
- Christmas Day
- New Year's Day

If a holiday falls on a Saturday or Sunday, another day may be designated by the HOP for observance.

For more information, please call The HOP office at (254) 933-3700 ext. 5010

#### Title VI

- EEO Policy Statement
- Title VI Information in English
- Título VI Información en Español
- How to File a Complaint
- Limited English Proficiency Plan (LEP)

#### Site Navigation

- Employment
- Contact
- Google Trip Planner
- Urban FAQ
- STS FAQ

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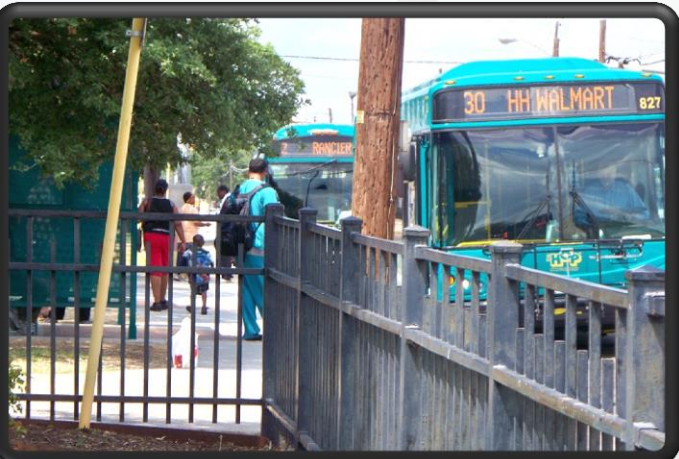
<http://www.takethehop.com>





# GENERAL INFORMATION

## Check us Out on the Web



### Killeen

- 2 - [Texas A&M North / Lake Rd. / Rancier Ave.](#)
- 4 - [Killeen Mall / Wal-Mart / Scott & White Clinic / Wal-Mart Harker Heights](#)
- 5 - [440 Plaza / Willow Springs Rd. / Hereford / Texas Workforce](#)
- 7 - [Robinett Rd. / Texas A&M South / Airport / Metroplex Hospital](#)
- 21 - [Veterans Memorial Blvd. / W.S. Young Dr. / Killeen Civic Center / Killeen Mall / KPD](#)
- 30 - [H-E-B / Stan Schlueter Loop / Lions Club](#)
- 100 - [Metroplex / CTC / Copperas Cove.](#)

### Express Route

- 200 - [Harker Heights / Nolanville / Belton / Temple Connector](#)

### Harker Heights

- 35 - [Harker Heights Loop](#)

### Copperas Cove

- 65 - [Copperas Cove Loop](#)

### Temple

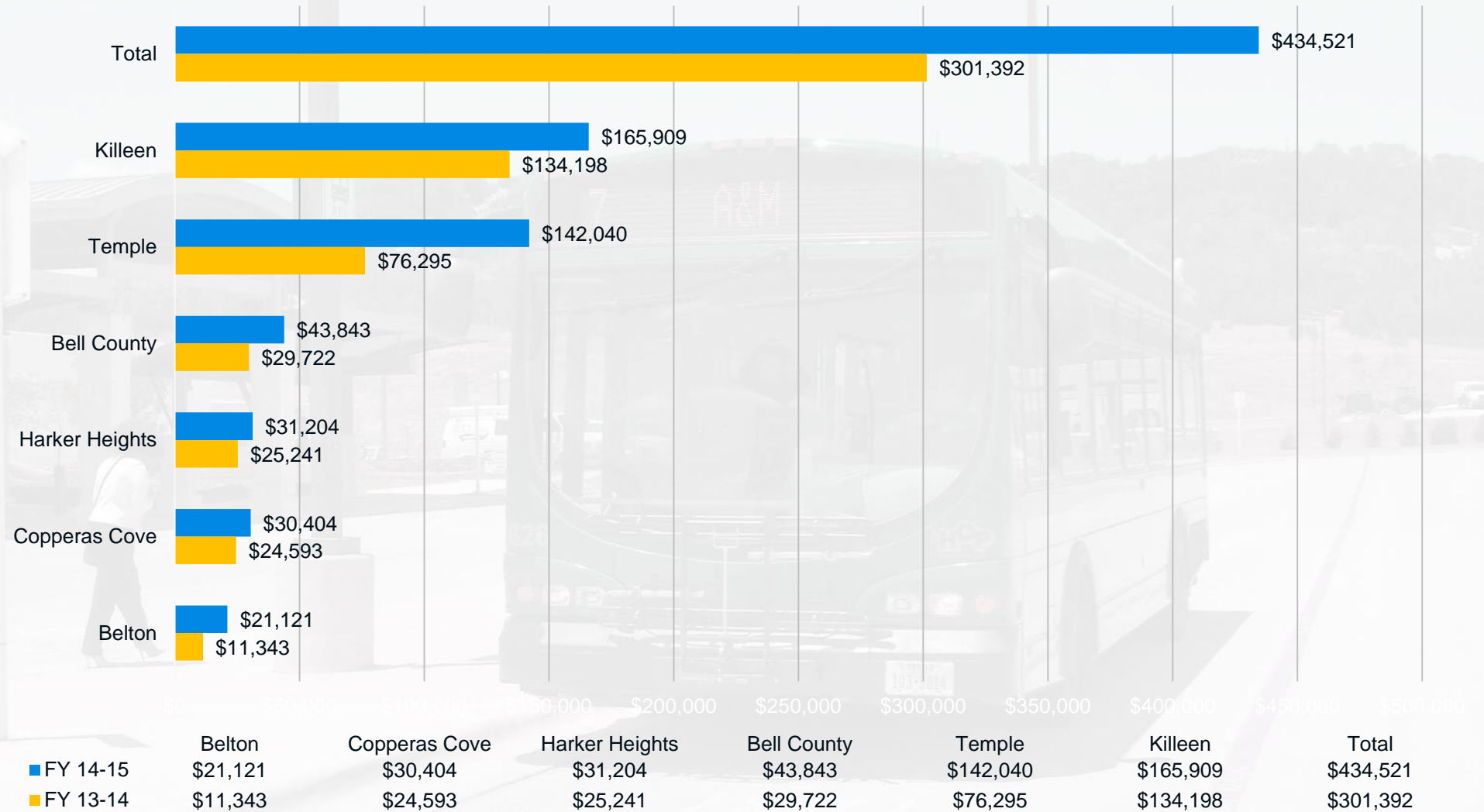
- 510 - [VA Hospital / Temple College / Temple Mall / Wal-Mart](#)
- 520 - [Scott & White Hospital / King's Daughters Clinic / Sam's Club](#)
- 530 - [Adams Ave / Temple HS / Social Security Office](#)

### Belton

- 610 - [Belton Loop](#)



# GENERAL INFORMATION





# GENERAL INFORMATION

## Federal Triennial Review – History of Achievement

### FY2002 Triennial Review (First Review)

Of 23 areas, two deficiencies (Maintenance and Procurement) by end of Review;  
both resolved within 60 days following Review

### FY2005 Triennial Review (Second Review)

Of 23 areas, two deficiencies (Procurement and Suspension/Debarment) by end of Review;  
both resolved immediately following Review



# GENERAL INFORMATION

## Responsibility and Commitment Lead to Excellence

### FY2008 Triennial Review (Third Review)

- Zero deficiencies found in 23 areas
- Robert C. Patrick, Regional Administrator, FTA Region VI – “The FTA congratulates Hill Country Transit for their diligence and dedication to the citizens in the service area.”

### FY2011 Triennial Review (Fourth Review)

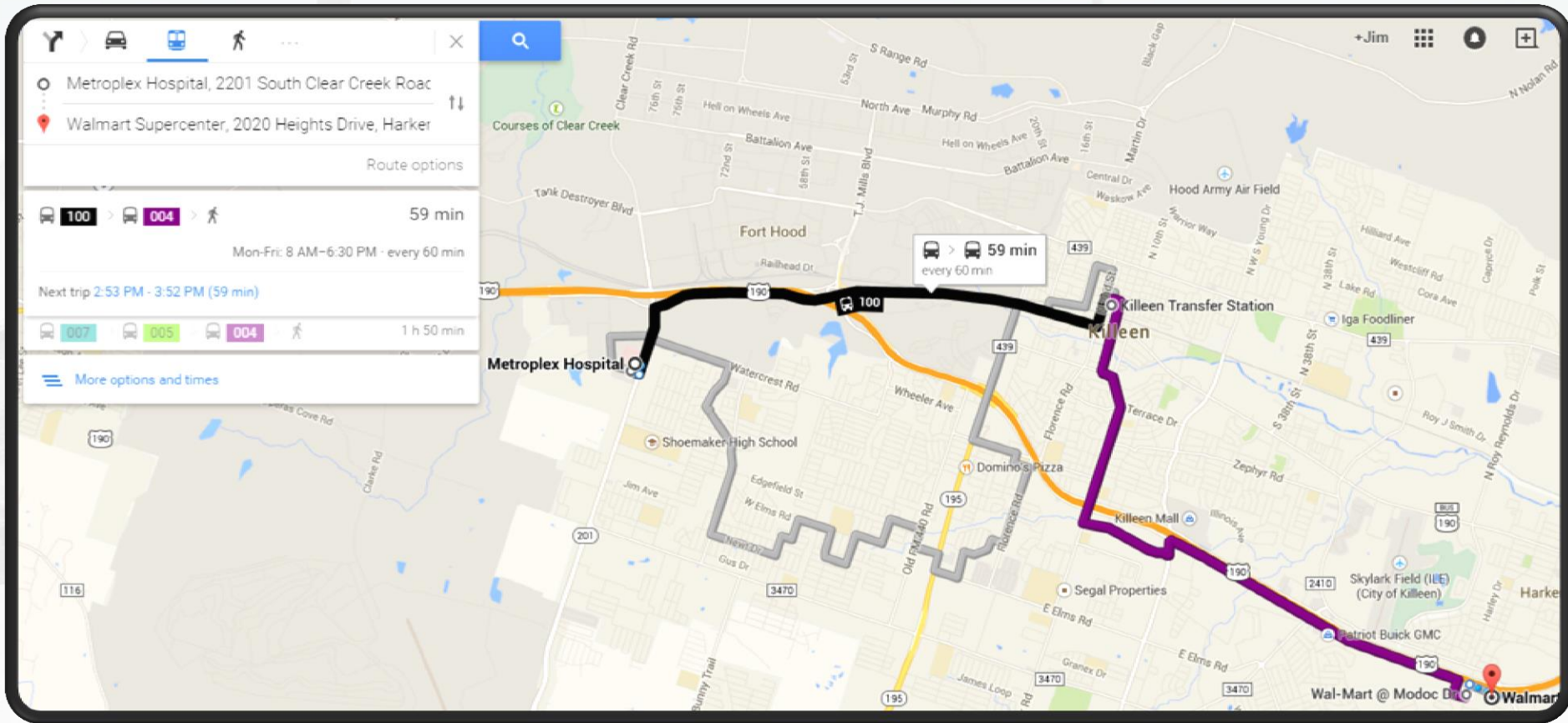
- Zero deficiencies found in 23 areas
- Robert C. Patrick, Regional Administrator, FTA Region VI – “The FTA congratulates the HCTD staff for yet another Triennial review with no deficiencies. Your service to the transit riders in Temple/Killeen area is exceptional and thoroughly appreciated. Thank You.”

### FY2014 Triennial Review (Fifth Review)

- Zero deficiencies found in 23 areas
- Robert C. Patrick, Regional Administrator, FTA Region VI – “The FTA congratulates the HCTD staff for a great Triennial Review!”
- George Pierlott, Pierlott & Assoc. – “It was truly a pleasure working with you and your staff these past two days. I’m sure you are very proud of the commitment and excellence of everyone there. Congratulations to all on a perfect review (once again)!”



# GENERAL INFORMATION



Google Trip Planning

<http://www.google.com/maps>

the HOP

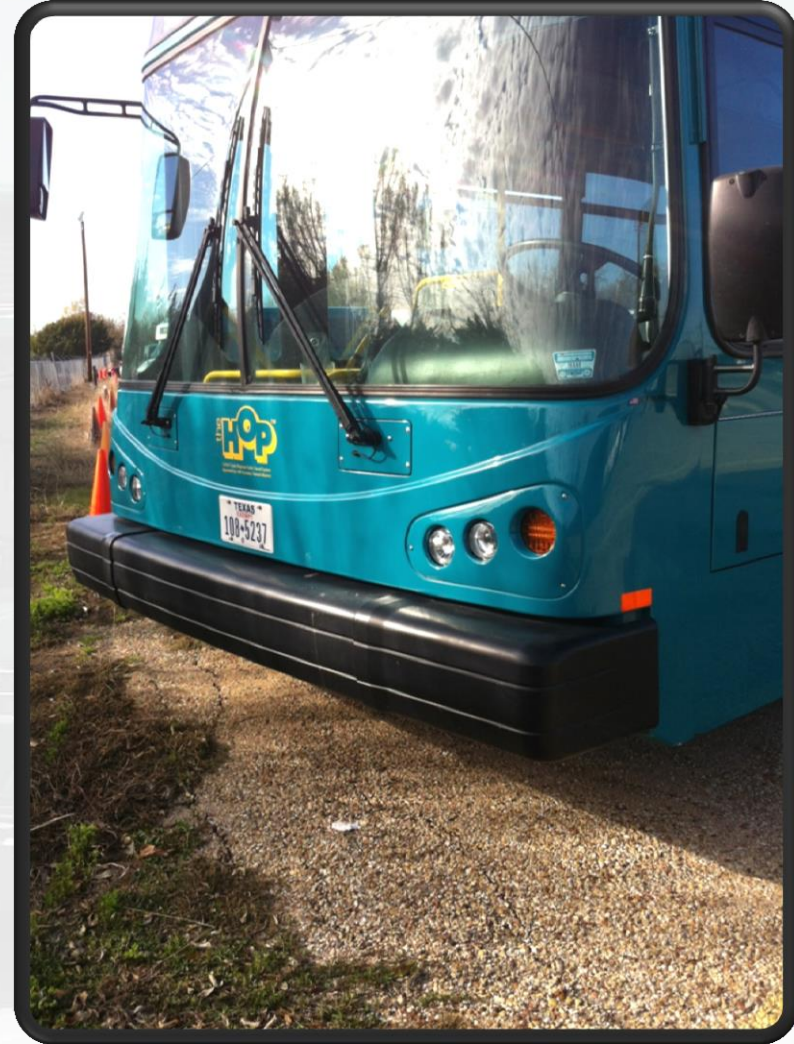


# Hill Country Transit District

## “Central Texas” Regional Public Transit System”

### Service Needs:

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

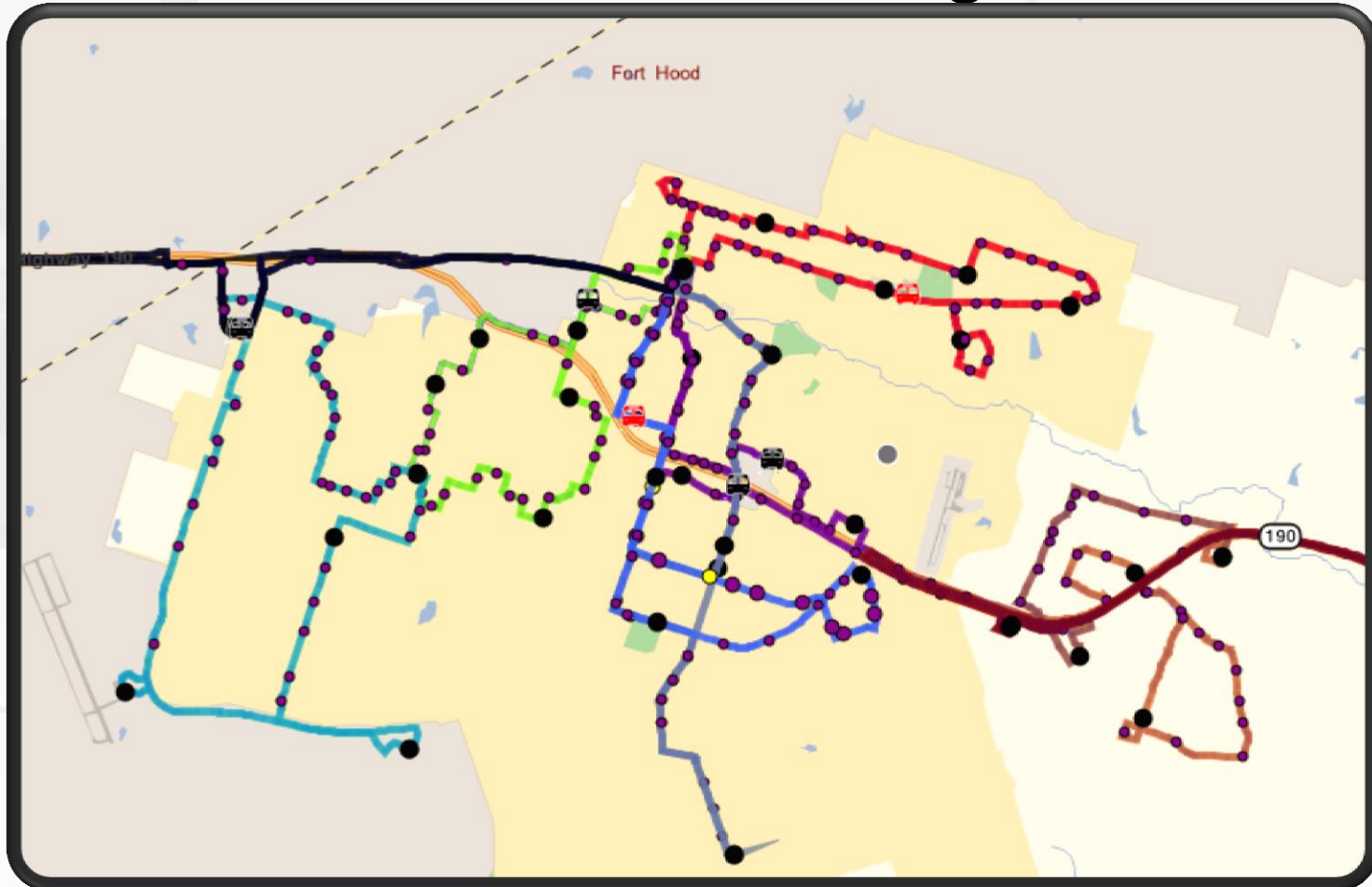




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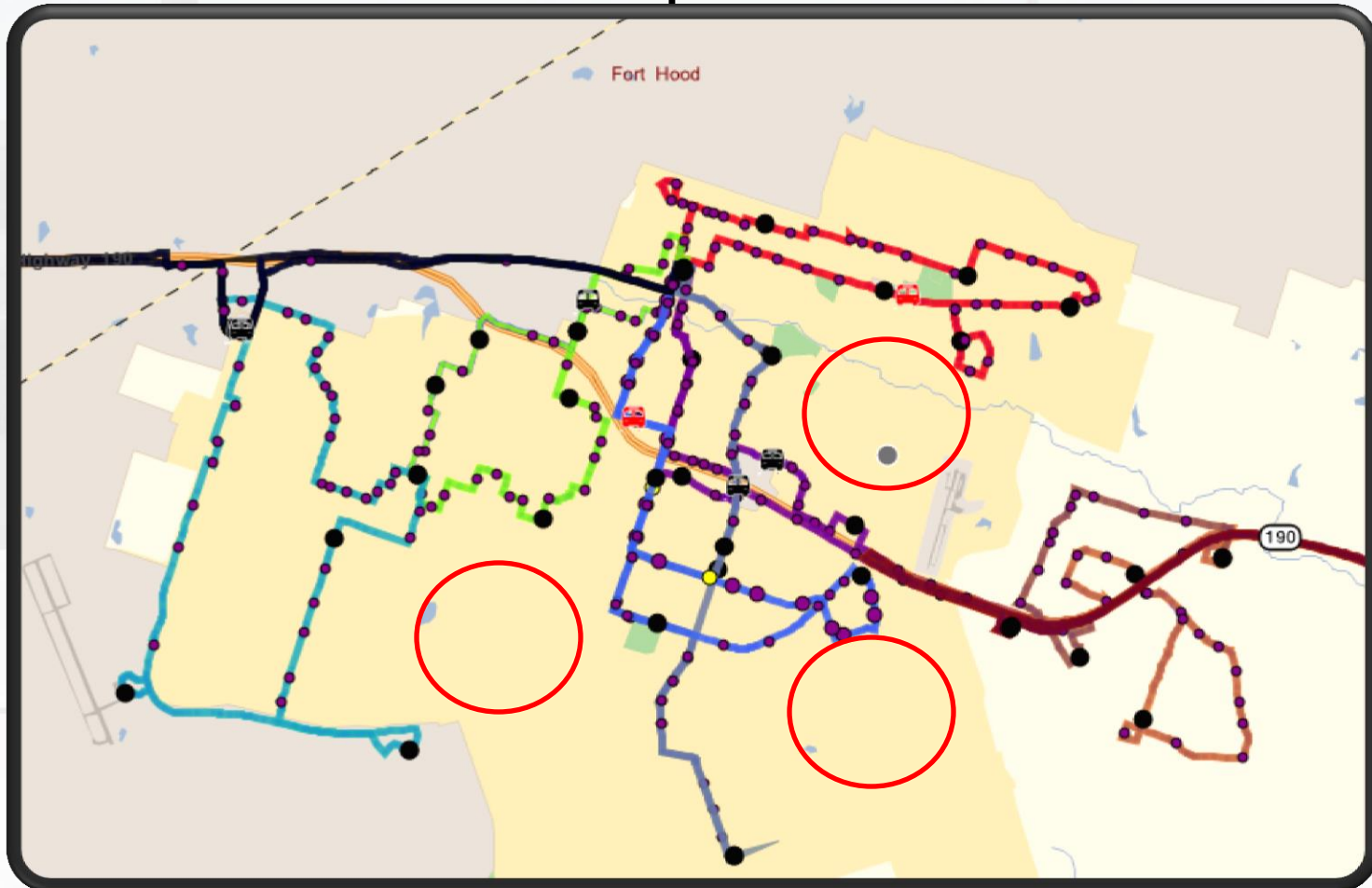
## Current Fixed Route Coverage in Killeen



# Hill Country Transit District

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## Potential Expansion Areas

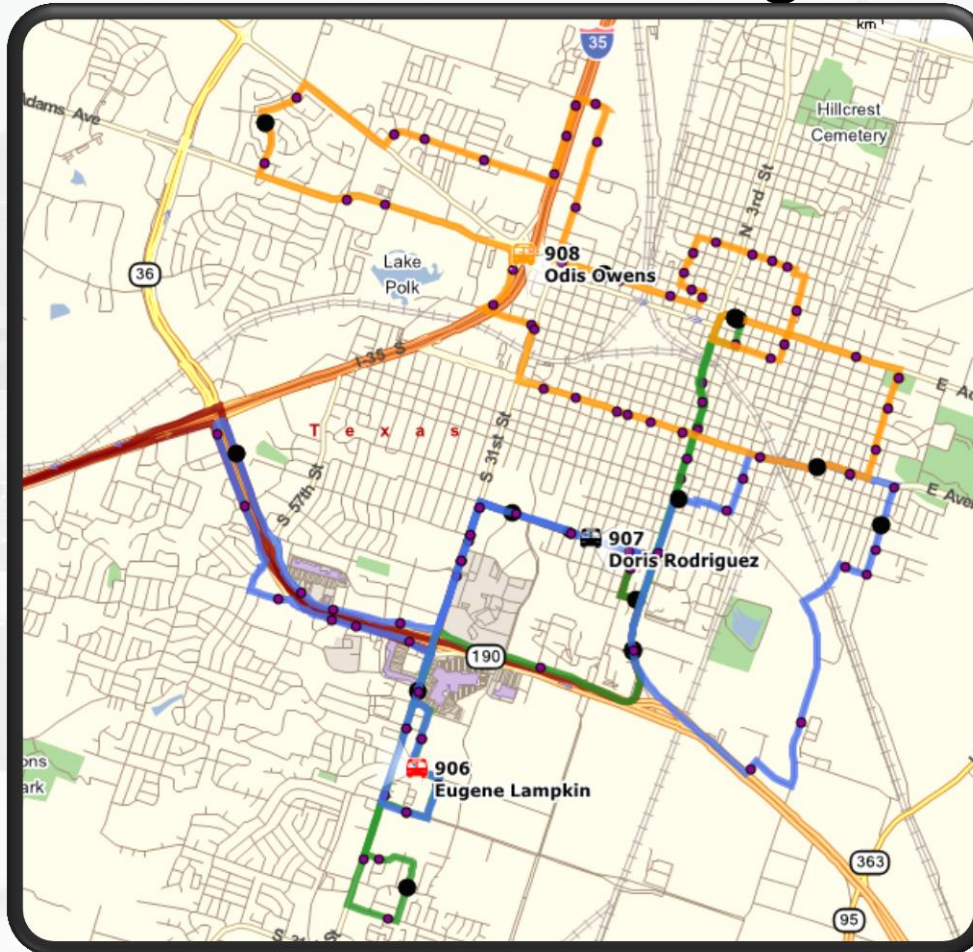




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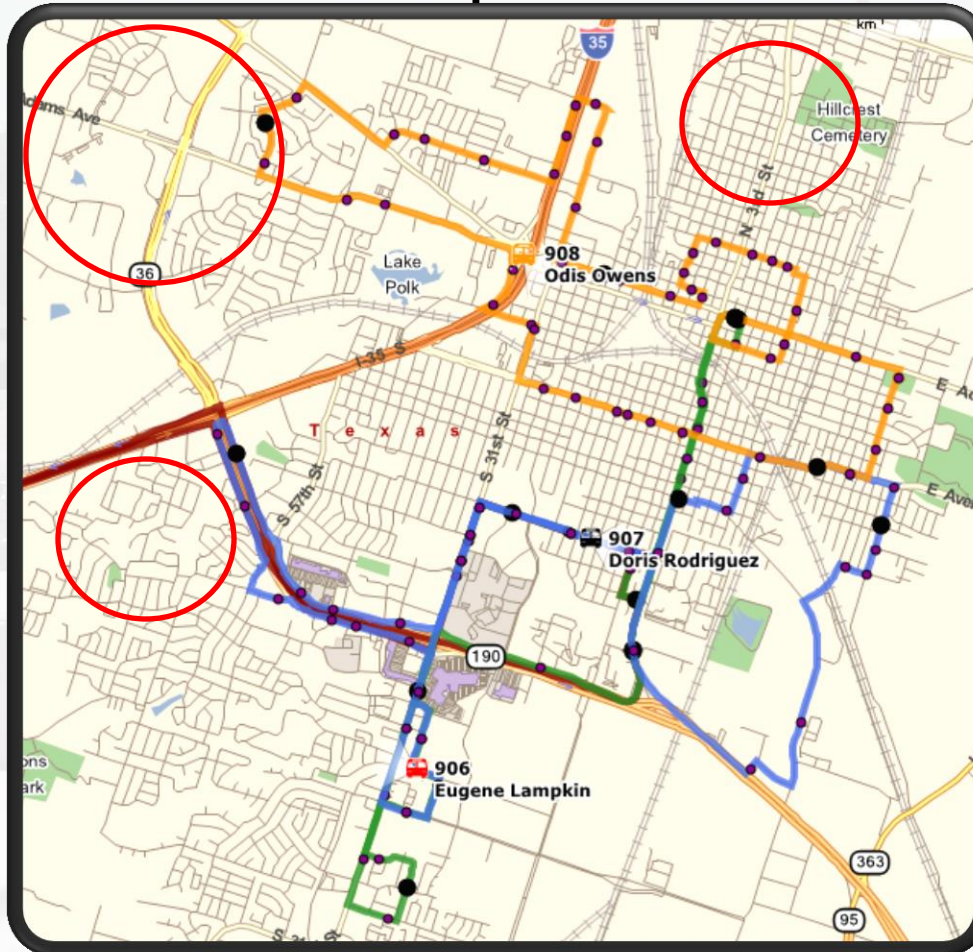
### Current Fixed Route Coverage in Temple



# Hill Country Transit District

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### Potential Expansion Areas



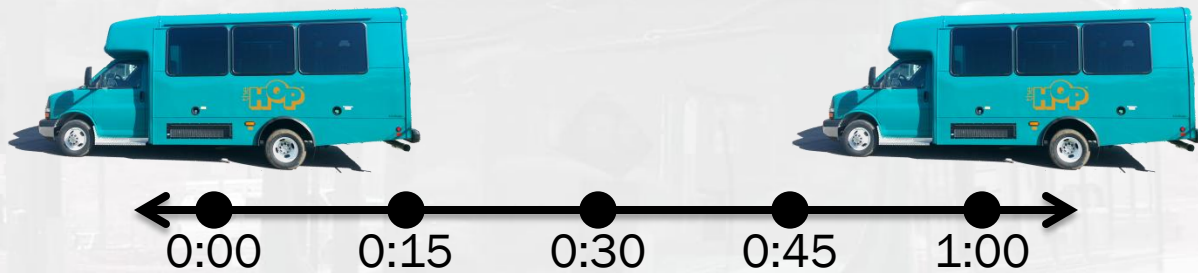


# Hill Country Transit District

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## Service Frequency:

Currently: Once Per Hour



Expansion: Every Fifteen Minutes



# Hill Country Transit District

“Central Texas” Regional Public Transit System”

## Service Hours:

### Currently:

Monday - Friday

5:08am – 6:45pm

Saturday

9:15am – 5:55pm



### Expansion:

Monday – Sunday

5:00am – 11:00pm



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the **HOP**



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