Hill Country Transit District — the HOP

Request for Public Feedback

Solicited 6/18 to 7/18

Service Types & Definitions

Microtransit: An Origin-to-Destination OnDemand Service within a single city

Demand Response: An OnDemand Origin-to-Destination Service in the Rural Counties

Urban Regional Commuter: A Walk-On Commuter Service from Copperas Cove to Temple

Rural Regional Commuter: An Advance Booking Commuter Service from one county to the next

Mobility Hub: A designated stop on a Regional Commuter Route

One-Seat Rider: A journey that includes zero transfers from Origin to Destination

50% Discounts: Discounts are available for Age 60+, Children Under 12 Years, Students, Military, Medicare, Person(s) with Disabilities, and Personal Care Attendants
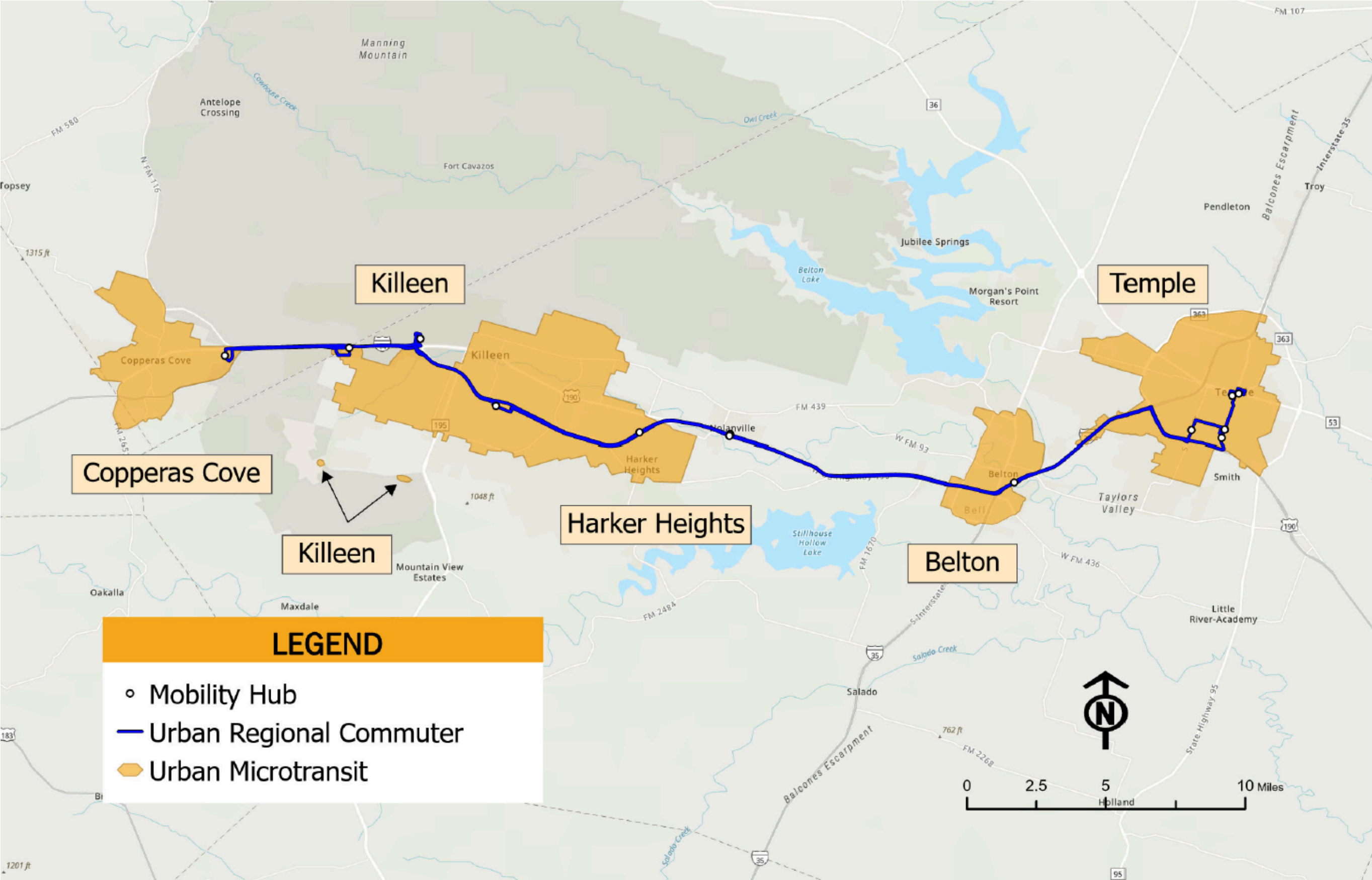
Current Urban Services

Microtransit

- OnDemand, Same Day
- Wait Times Range 8-45min
- Book via Rider App or Calling
- $2.00/rider
- 50% Discounts Available
- One-Seat in Single City Rides

Urban Regional Commuter

- WalkOn, No Scheduling Required
- Frequency Times 20-30min
- Times Available via Rider App or Website
- $2.00-$4.00/rider (City-to-City Dependant)
- 50% Discounts Available
- 13 Mobility Hubs from Copperas Cove to Temple

Current Urban Services

LEGEND
- ○ Mobility Hub
- — Urban Regional Commuter
- ⬡ Urban Microtransit

Killeen

Temple

Copperas Cove

Harker Heights

Belton

Killeen

Urban Regional Commuter Ridership

Currently, HCTD operates six vehicles on the Urban Regional Commuter with 30 minute headways.

Less Demand Than Forecasted
With current ridership the service is less efficient than anticipated and could be performing with higher efficiency in regards to seating capacity

Reduce Vehicles from 6 to 4
A reduction in vehicles will have a direct, positive impact to the efficiency of the service

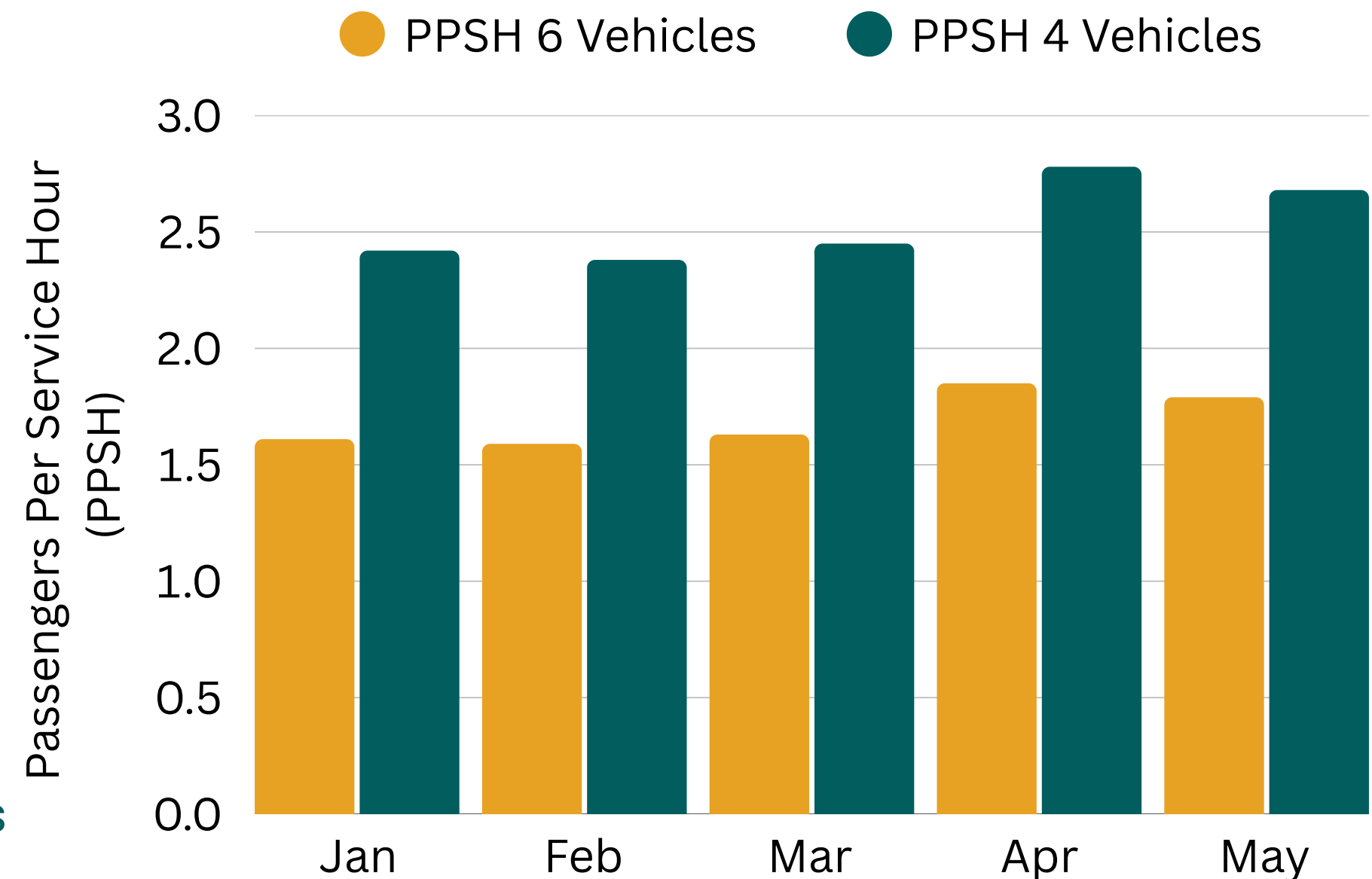**Adjust Timetables with Low Impact**
Timetables will be redesigned to allow for minimal impact to rider's commutes with 40 min headways

Same Mobility Hubs, Same Hours
Locations of Mobility Hubs and Service Hours from 6:30am to 7:30pm will remain unchanged

Urban Regional Commuter Ridership

● PPSH 6 Vehicles ● PPSH 4 Vehicles

Passengers Per Service Hour (PPSH)

Service Changes for Urban Services

Reduce Urban Commuter

- Reduce the number of vehicles from the Urban Commuter
- Adjust Timetables for minimal impact to Wait Times
- Maintain Mobility Hub locations and Service Hours

Current Rural Services

Microtransit

- OnDemand, Same Day
- Wait Times Range 8-45min
- Book via Rider App or Calling
- $2.00/rider
- 50% Discounts Available
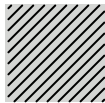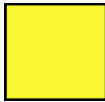- One-Seat in Single City Rides

Demand Response

- OnDemand, Same Day
- Wait Times Vary
- Book by Calling
- $4.00/rider
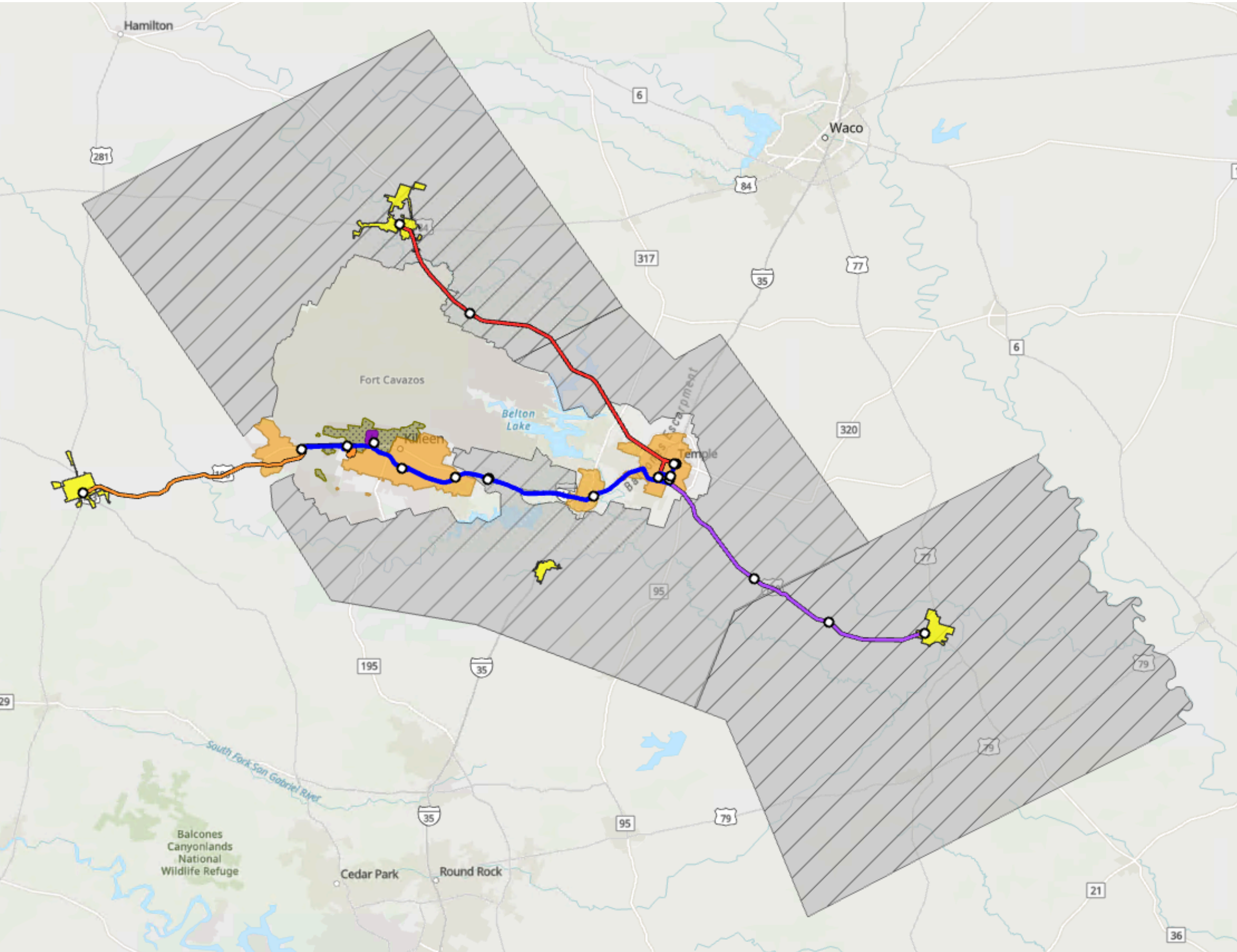- No Discounts Available
- Does not cross county lines

Rural Regional Commuter

- 24hr Advance Booking Required
- Frequency Times 2 hours, Set Schedule
- Book by Calling
- $6.00/rider
- No Discounts Available
- Connects Bell County to neighboring counties and vice versa

Current Rural Services

Rural Regional Commuter Ridership

Currently, HCTD operates three routes on the Rural Regional Commuter which connects into the Urban system.

✓ Challenges Faced: Transfers & Cost
Ridership has been impacted by required transfers and an increased cost

✓ 6-Month Pilot Program
Changes will be launched as a 6-Month Pilot Program by federal regulations before becoming permanent

✓ Replace Commuters, Reduce Transfers
Trips will be scheduled as a One-Seat* journey into the Urban System on the Demand Response** and must be booked by calling 24hrs in advance

✓ Reduced Cost & Discounts
These trips will be $4.00 instead of $6.00 and will include the same discounts available in the Microtransit Service

*Transfers may be required in the Urban System
**In Lampasas the Microtransit Service will perform these trips

Current Cost & Transfers for a One-Way Journey

● Min. # of Transfers   ● Max. # of Transfers

● Fare Cost in $

Bar chart showing values 10, 8, and scale 0-10. Categories: Coryell Co to Temple (2, 3, 10), Milam Co to Temple (2, 3, 10), Lampasas City to Killeen (2, 3, 8).

Rockdale Ridership

Currently, Rockdale riders must use the Demand Response Service which includes higher fares and lower availability.

✓ **Rockdale Ridership in Milam Co.**
From March to May 93% of ridership on the Demand Response Service has been in Rockdale

✓ **6-Month Pilot Program**
Changes will be launched as a 6-Month Pilot Program by federal regulations before becoming permanent
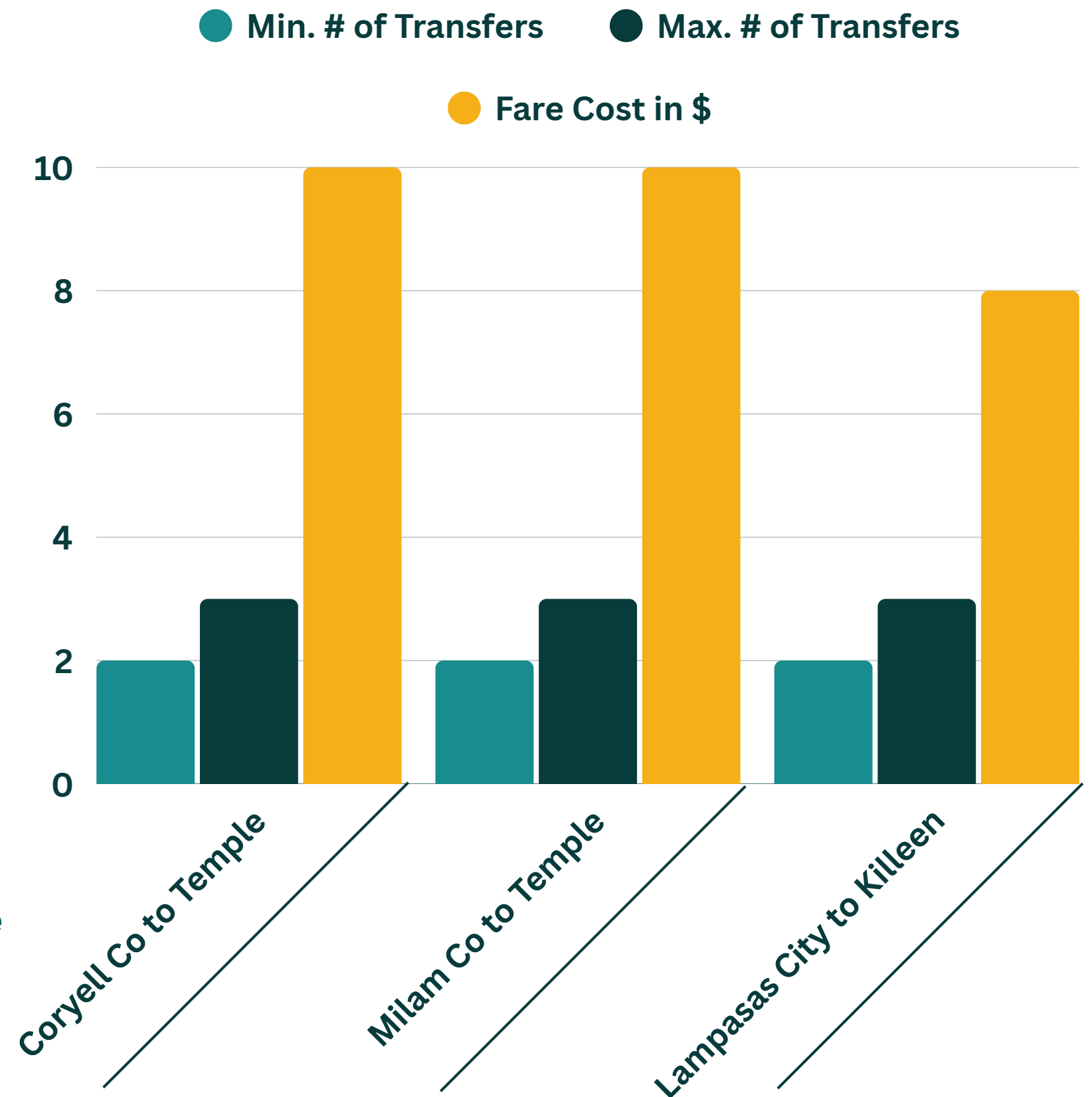
✓ **Microtransit Service in Rockdale**
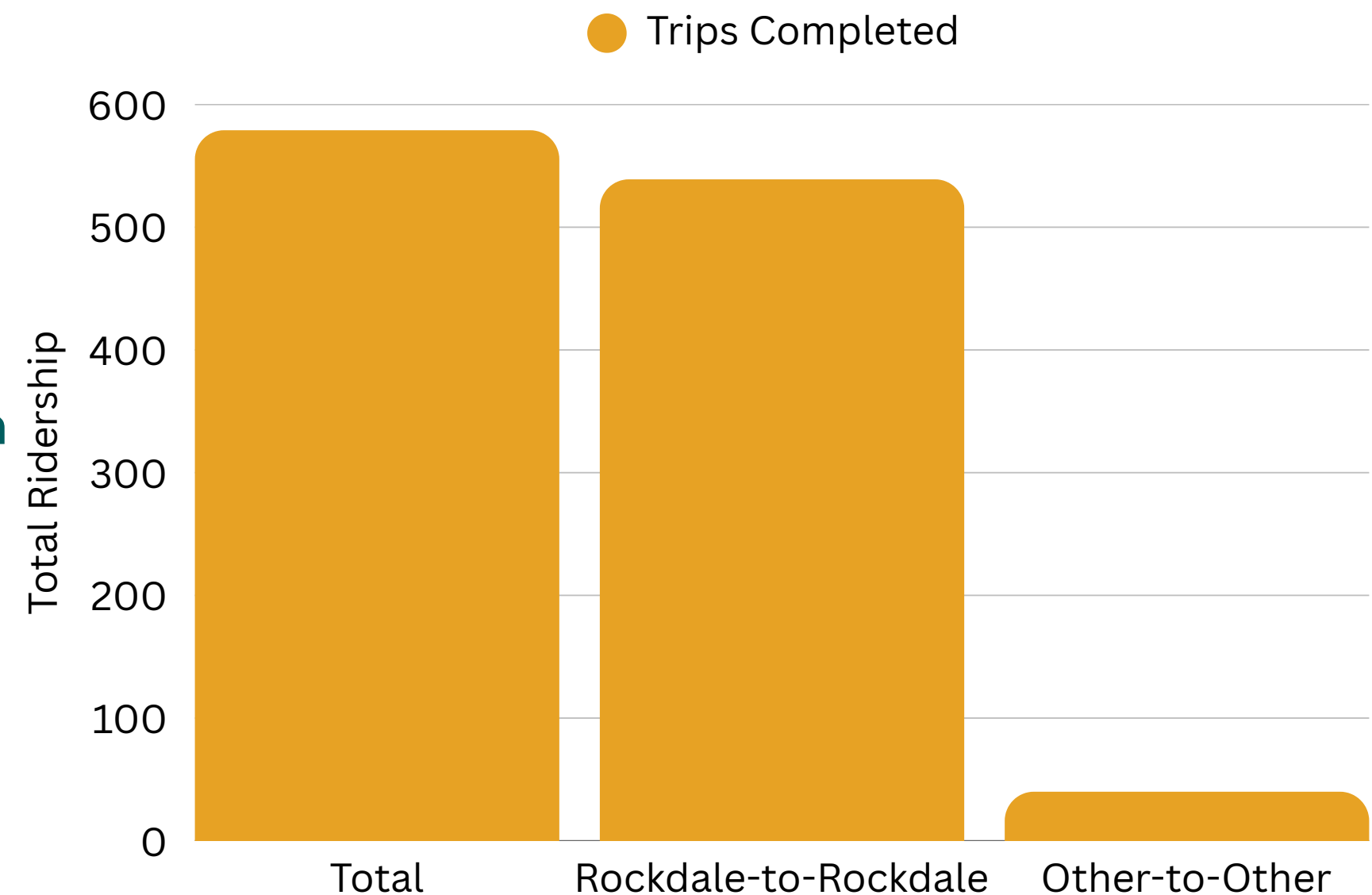Establish a Microtransit Service in the City of Rockdale to match other Microtransit Services

✓ **Fares, Hours, & Booking Methods**
Rockdale Microtransit will have similar fares, services hours, and booking methods as Cameron

Milam Co. Demand Response Ridership 3 Months

Bar chart legend: ● Trips Completed. Y-axis: Total Ridership (0 to 600). Categories: Total (~580), Rockdale-to-Rockdale (~540), Other-to-Other (~40).

Service Changes and 6-Month Pilot

Replace Rural Commuters

- Remove the Timetables
- Replace Rural Commuters with an improved Demand Response service

Demand Response County-to-County

- Schedule trips from County-to-County
- County-to-County trips 24hr Advance Booking
- One-Seat rides into the Urban system

Rockdale Microtransit

- Rockdale-to-Rockdale Trips Only
- Microtransit Fare Cost with Discounts
- Rider App Compatible

Note: Transfers may be required in Urban system

Service Changes and 6-Month Pilot Cont.

Rural Commuter Fare Policy Change

- Remove Rural Regional Commuter $6.00 Fare

Demand Response Fare Policy Change

- Establish Discounted Fares in Demand Response

Summary of Service Changes

Changes to Take Effect Immediately

- Reduce the Urban Commuter Frequency from 30 minute to 40 minute headways

Changes as part of a 6-Month Pilot Program

- Replace Rural Regional Commuter Routes with Improved Demand Response Service

- Add 50% Discounts to the Rural Demand Response Services

- Begin scheduling trips County-to-County on the Rural Demand Response Services

- Establish a Rockdale Microtransit Service

We Want Your Feedback!

Attend a Public Hearing
The best way to have your voice heard is in person. Attend one of our Public Hearings and give us your feedback in person. Click here for dates.

Complete the Online Form
Unable to attend in person? Complete the online form instead. Click here for the online form.

Fill out a Comment Card
Come and visit us at one of our many community events to fill out a brief comment card. Click here for dates.

Send an Email
Have more to say than can fit in a form or comment card? Send us an email!
Subject Line Must Be: **July 2025 Public Comment**
Send an Email To: **info@takethehop.com**