



# **FY 2027 Funding Request**

City of Killeen

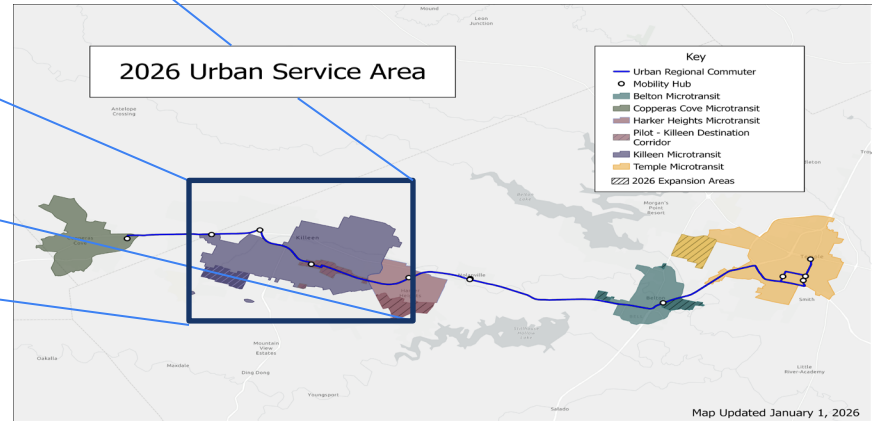
June 2, 2026

# Killeen Current Service Area



HCTD provides public transportation across Killeen and throughout the urban service area

Connects residents to essential services and local businesses





# KILLEEN: 2025 PERFORMANCE REPORT



**TOTAL COMPLETED RIDES**

Microtransit and Urban Regional Commuter Services

| **213,116**



**CUSTOMER SATISFACTION**

| **95%**



**AVERAGE REQUESTS PER RIDER**

Microtransit and Demand Response Only

| **12.14**



**RIDES BOOKED IN MOBILE APP**

Microtransit Only

| **68%**



**AVG. TRAVEL DURATION (MINS)**

Microtransit and Demand Response Only

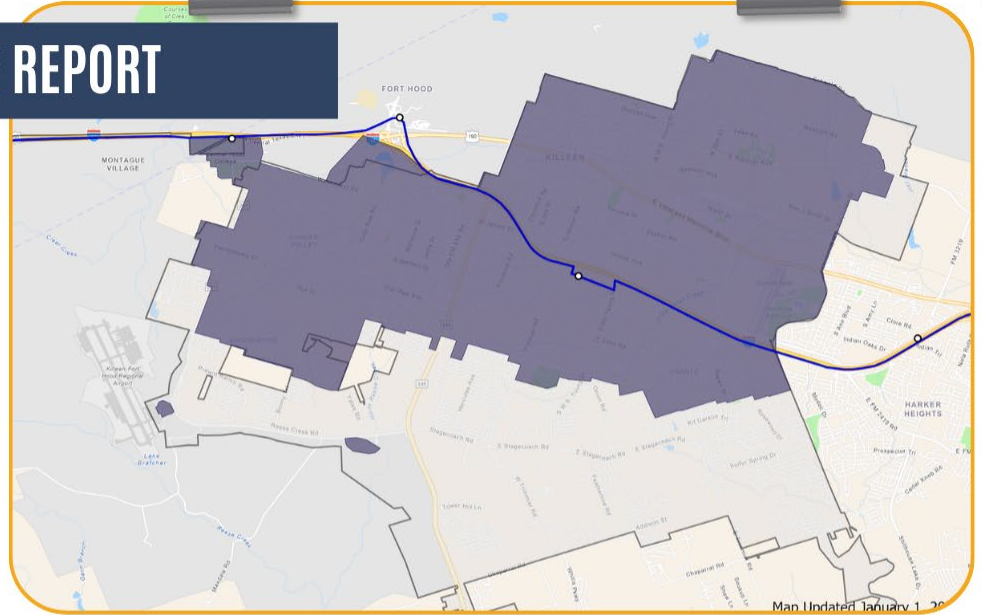
| **15:51**



**AVG. TRAVEL DISTANCE (MILES)**

Microtransit and Demand Response Only

| **4.79**



**MICROTRANSIT | MONDAY - FRIDAY | 6 AM - 8 PM**

**URBAN REGIONAL COMMUTER | MONDAY - FRIDAY | 6:40 AM - 7:40 PM**

REPORTING PERIOD: JANUARY 2025 - DECEMBER 2025 | 254.933.3700 | TAKETHEHOP.COM



# KILLEEN: RIDER BEHAVIORS & IMPACT

**32%** OF RIDERS USE THE HOP DAILY

**68%** OF RIDERS USE THE HOP AT LEAST ONCE A WEEK

**56%** OF RIDERS ARE AGES 18-44

**44%** OF RIDERS ARE AGES 45+



## NEED:

SERVING A WIDE VARIETY OF TRIPS INCLUDING GROCERY STORES, MEDICAL FACILITIES, AND ACCESS TO HUMAN SERVICES



## REACH:

SERVING RIDERS FROM EVERY AGE AND INCOME LEVEL, INCLUDING THOSE WHO RIDE THE SERVICE MORE THAN ONCE A WEEK

## TOP DESTINATIONS

1. LOWES BLVD WALMART + URBAN COMMUTER MOBILITY HUB
2. S FORT HOOD STREET PLAZA
3. CENTRAL TEXAS COLLEGE
4. TELEPERFORMANCE + BLACKBOARD EMPLOYMENT CENTER
5. HEB PLUS (W TRIMMIER BLVD)
6. ADVENT HEALTH HOSPITAL

# Key Takeaways

- The HOP is an **essential public infrastructure** supporting daily life in Killeen
- Transit provides critical access to **jobs, healthcare, education, and food**
- The HOP directly supports Killeen's **workforce, economy, and quality of life**
- Without The HOP, many residents **lose access to basic needs and opportunities**
- Transit investment in Killeen is an **investment in people, equity, and economic growth**

*Maintaining and strengthening The HOP ensures Killeen remains a connected, accessible, and economically resilient city.*

## TRAVEL PURPOSES

28%	SHOPPING/ERRANDS
26%	MEDICAL APPOINTMENTS
25%	WORK/COMMUTE
12%	RECREATION/SOCIAL
9%	EDUCATION/SCHOOL

# Request for fy'27 from Killeen

**Requested Investment: \$650,000**

This is the same amount requested from 2024-2026

HCTD is not requesting any additional funding from stakeholders and will continue to operate within its current funding structure while maintaining existing service levels

In 2028 HCTD will be proposing an increase to this budget request



THANK YOU



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