

# Quarterly Report

# Regionally Coordinated Transportation Plan

# (RCTP) Workplan



*Killeen-Temple*



METROPOLITAN PLANNING ORGANIZATION



central texas council of governments



**Attachment A**  
**2011 Regionally Coordinated Transportation Plan-- State Planning Region 23**  
**Process and Outcome Measures to Evaluate Updated Plan.**

- 1) Number of passengers carried per service hour.

PM: Performance factor for FRS of 10 or more passengers per service hour for total service.

**STATUS**            See Tab A

PM: Performance factor for STS of 2.0 passengers per service hour for total service.

**STATUS**            See Tab A

- 2) Road calls per miles traveled.

PM: Road calls with objective of less than 25 per 100,000 miles traveled.

**STATUS**            See Tab A

- 3) Complaints per passengers carried.

PM: Complaints with objective of less than 1 per 100 passengers carried.

**STATUS**            See Tab A

- 4) Traffic accidents per miles traveled.

PM: Traffic accidents with objective of less than 4 per 100,000 miles traveled.

**STATUS**            See Tab A

- 5) Missed fixed route trips.

PM: Missed fixed route trips with an objective of less than 2% of total trips scheduled.

**STATUS**            See Tab A

## Attachment B

### 2011 Regionally Coordinated Transportation Plan-- State Planning Region 23 Goals, Objectives, and Performance Measures

#### Goal 1: Eliminate waste and inefficiencies

- 1) Improve ability of transit provider to perform fleet service and maintenance, reducing maintenance cost, and improving reliability.

PM: (Updated August 2015) The operations facility in Belton has been completed and occupied since February of 2013. Looking to the future, improvements may include improving the 3+ acres at the south end of the property, expanding the fleet maintenance service area, possibly adding a paint and body shop, increasing the size of the drivers' ready room, improving office space for supervisors and dispatchers, and modifying parking area to increase capacity. The facility was designed and built to serve for 25 years, with expectation of need for improvement to accommodate employee and fleet growth.

**STATUS** Objective reached; relocation completed February 2013.

- 2) Review routes, passenger use and modify as needed for maximum efficiencies

PM: Report on routes that have been reviewed and statistics regarding passenger use.

**STATUS** Ridership, on time performance, and route design are reviewed on an on-going basis, with a focus at least monthly regarding ridership. Most recent route changes included: Route 4 and Route 30 were modified whereby Route 30 took over service to Modoc in HH; Route 21 modified to better Elms Road; Route 7 modified to serve new Wal-Mart on Bunny Trail; Route 35 to serve new sheltered stop at Neighborhood Wal-Mart; Route 65 to serve Five Hills area.

- 3) Work with the general public and target groups to include local agencies, disability groups, aging population, special interest groups, etc. to encourage use of fixed route system for travel needs.

PM: Document meetings with general public, local agencies, disability groups, aging population, special interest groups, etc. to achieve this objective. Such meeti ngs

include active participation with one or more HCTD staff on a regular basis, to include senior activities and events; student activities and events, VA events; job fairs; and similar events.

**STATUS** See Tab B

- 4) Use central dispatch and scheduling systems that provide greater use of personnel and vehicle resources while simultaneously maintaining high level of quality customer service.

PM: Report on progress to implement electronic scheduling and reporting system.

**STATUS** Through use of commercial applications such as Trapeze and Streets, and through use of developed worksheets, electronic scheduling and reporting is in place and very effective; Will continue to refine for greatest efficiencies. Currently, awaiting installation and update for both hardware and software for these applications.

**Goal 2: Generate efficiencies that will permit increased levels of service.**

- 1) Modify fixed routes, targeting increased ridership.

PM: Report on fixed routes that have been modified to increase ridership.

**STATUS** In FY 2015, modified route 21 for service to Wal-Mart; route 35 to serve new Neighborhood Wal-Mart.

- 2) Eliminate or merge routes with low use.

PM: Report on routes that have been eliminated or merged due to low use.

**STATUS** None this FY.

- 3) Feed neighborhood routes into routes that serve centers of activity.

PM: Report on route connectivity to link neighborhood routes with activity

centers.

**STATUS**

See Tab C

- 5) Ensure easy access to medical facilities, educational facilities, and recreational facilities.

PM: Report on routes that include medical, educational, and recreational facilities.

**STATUS**

See Tab C

- 6) Work with cities, agencies, businesses, and non-profit organizations in improving transit amenities, such as shelters and benches, to better attract and retain transit users.

PM: Document interaction with cities, agencies, businesses, and non-profit organizations to improve transit amenities; report on achievements in this regard.

**STATUS**

See Tab B

- 7) Work with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service.

PM: Document interaction with cities, agencies, businesses, and non-profit organizations to promote awareness and benefits of public transit service; report on achievements in this regard.

**STATUS**

See Tab B

**Goal 3: Further the state's efforts to reduce air pollution**

- 1) Use of Ultra Low Sulfur Diesel (ULSD) in all the service fleet that uses diesel fuel.

PM: Report on percentage of service fleet using ULSD fuel.

**STATUS**

| <u>TOTAL ULSD</u> | <u>TOTAL FLEET</u> | <u>% ULSD</u> |
|-------------------|--------------------|---------------|
| 110               | 174                | 63.2%         |

- 2) Coordination of trips to use the Connector service route to minimize the number of vehicles needed for service.

PM: Report on ridership using connector service route to meet or exceed the industry standard of 10.0 passengers per service hour.

**STATUS**                      See Tab A

- 3) Established goal and monitoring achievements to maximize the number of passengers per hour using the service, thereby minimizing the fuel used for trips.

PM: Report on the number of passengers per hour using the bus service.

**STATUS**                      See Tab A

**Goal 4: Ensure maximum coverage of the service area.**

1) Ensure coverage includes rural areas.

PM: Report number of "in service" vehicles at each HCTD rural location.

|                      |              |           |
|----------------------|--------------|-----------|
| <b><u>STATUS</u></b> | Cameron      | 10        |
|                      | Gatesville   | 7         |
|                      | Goldthwaite  | 5         |
|                      | Hamilton     | 4         |
|                      | Hico         | 1         |
|                      | Kingsland    | 2         |
|                      | Lampasas     | 9         |
|                      | Llano        | 7         |
|                      | Mason        | 3         |
|                      | Rockdale     | 11        |
|                      | San Saba     | 6         |
|                      | <b>Total</b> | <b>65</b> |

2) Ensure rural service feeds into urban service.

PM: Report on rural sites that provide service into Temple and Killeen and the frequency.

**STATUS** See Tab F

3) Ensure connectivity between urban centers.

PM: Refer to performance/ridership reports provided as part of the urban reports. This connectivity is reflected through performance of Route 100 and Route 200.

**STATUS** See Tab A

**Goal 5: To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their agents.**

- 1) Encourage users, agencies, and other entities to use the fixed route element whenever possible.

PM: Document measures taken to promote use of fixed route system.

**STATUS**                      See Tab B

- 2) Provide easy means for agencies to purchase tokens, multi-ride tickets, and monthly passes for their clients for use on fixed route service.

PM: Document methods for providing easy access to bus fare media.

**STATUS**                      See Tab D

- 2) Provide travel training for agencies, groups and individuals.

PM: Document travel training events provided for agencies, groups, and individuals.

**STATUS**                      See Tab D

- 3) Rely on existing transportation provider (HCTD) to continue to serve the area, merging rural and urban service.

PM: Report on number of one-way passenger trips provided in each of the three HCTD Divisions - Rural, Killeen, and Temple.

**STATUS**                      See Tab A



## Attachment C

### 2011 Regionally Coordinated Transportation Plan-- State Planning Region 23 CTRTAG Recommended Actions

- 1) HCTD will seek out funding mechanisms/opportunities to develop multi-media marketing HCTD will seek funding mechanisms/opportunities to develop multi-media marketing strategies and implementation.

**STATUS** Opportunity for advertising is monitored on a monthly basis. Regular opportunities, such as “Newcomers’ Guides” are used for marketing.

- 2) For coordinated transportation to be a sustained effort, as stated in HB 3588 and SAFETEA-LU, it must be part of the transportation planning process of the MPO and COG. Public transportation must be viewed as much of an integral part of planning as highway and street projects. Public transportation amenities and services should also be a major part of each municipality's economic development and planning efforts.

**STATUS** HCTD is a voting member of the KTMPO Technical Committee and Policy Board and works closely with other members to develop sustained financial support of the transit system. These include applications for Category 7 Funding for fleet replacement (successful), project proposals for MTP 2040 (pending), and project proposals for Category 9 funding (pending).

- 3) CTRTAG must continue to meet and maintain the interaction and momentum that has occurred over the past year. This group is very representative of the clients in the Central Texas Planning Region and, through continued efforts, will have a positive impact on the transportation services in the region.

**STATUS**

N/A to HCTD

- 4) HCTD will continue to explore staff training and other resources that are mutually beneficial to other transit suppliers.

**STATUS**

Each department within HCTD must be well trained; recent activities include training in fleet maintenance, including related software for troubleshooting, service, and repair. When new buses or other equipment is received, users and service technicians receive specialized training. Supervisors, drivers, mechanics, and other staff receive on-going training as well as target specific training on a regular basis.

- 5) CTRTAG will continue to work with TxDOT and other agencies/entities as applicable to address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services.

**STATUS**

N/A to HCTD

- 6) CTRTAG will conduct a comprehensive regional needs assessment survey to identify transportation inefficiencies and service gaps.

**STATUS**

N/A to HCTD

**Attachment D**  
**2013 Recommendations to 2011 RCTP**

1) HCTD should strive to increase awareness of services through marketing and partnerships as identified below:

- Update The HOP website;

**STATUS**

- a) Changed background.
- b) Added Google Maps Trip Planner.
- c) Complete overhaul in 2014-15.
- d) Mobile compatible achieved.
- e) Contains variety of notices and messages of interest such as job vacancies, legal notices, training opportunities.
- f) Used to notify riders in the event of service changes, such as stoppage during inclement weather.

- Market public transportation (The HOP) using regional media, PSAs, etc.;

**STATUS**

See Tab E

- Place maps with routes, times, days and any other information that might be of interest to riders and potential riders on buses
- Place maps at a variety of outlets, such as businesses and area agencies;
- Installed framed inserts at each non-sheltered bus stop containing route maps and timetables, and other related information.
- Installed route maps inserts on each shelter that contain maps, timetables, and related transit information.
- Installed signs with bus stop numbers presented in raised letters and in Braille.

**STATUS**

See Tab E

- Place maps, routes and pamphlets at agencies with large numbers of potential riders;

**STATUS**

See Tab E

- Clarify information regarding Rural Service;

**STATUS**

See Tab F

- Seek partnerships with Fort Hood, educational institutions, cities, governmental agencies, etc. Promote awareness of services and facilitate expansion of services.

**STATUS**

Ongoing.

2) HCTD should consider expansion of services when practical and financially feasible.

- Provide weekend services, extend service hours to 11:00 p.m., and provide more bus stops on existing routes and add more routes.

**STATUS** HCTD recognizes the need for, and has heard the request for an expansion of service. This is a long term project, but cannot be achieved without a source of sustainable funding.

- Expand services on Fort Hood for military families.

**STATUS** HCTD will work to develop a relationship with Fort Hood to consider service expansions.

3) HCTD should continue coordinating with agencies to streamline their ability to obtain bus fare (tickets, tokens, passes, etc.) for their clients.

**STATUS** On going.

|              | JAN 15       |             | FEB 15       |             | MAR 15       |             | APR 15       |             | MAY 15       |             | JUN 15       |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       |
| Route 2      | 6063         | 22.7        | 5583         | 22.7        | 5882         | 21.7        | 6016         | 21.9        | 5707         | 21.4        | 6691         | 23.3        |
| Route 4      | 7219         | 24.1        | 6984         | 25.5        | 7781         | 26.0        | 8130         | 26.7        | 7302         | 24.3        | 7460         | 23.5        |
| Route 5      | 5486         | 20.4        | 5498         | 22.2        | 5905         | 21.7        | 5934         | 21.4        | 5602         | 20.9        | 6459         | 22.3        |
| Route 7      | 1206         | 4.8         | 1288         | 5.5         | 1423         | 5.5         | 1575         | 6.0         | 1253         | 5.0         | 1657         | 6.0         |
| Route 21     | 2108         | 7.3         | 2148         | 8.2         | 2273         | 7.9         | 2596         | 8.9         | 2423         | 8.4         | 2575         | 8.4         |
| Route 30     | 2887         | 9.5         | 2525         | 9.1         | 2781         | 9.2         | 2899         | 9.4         | 2793         | 9.2         | 2975         | 9.3         |
| Route 35     | 2400         | 9.1         | 2377         | 9.6         | 2664         | 9.7         | 2695         | 9.7         | 2540         | 9.6         | 2889         | 9.9         |
| Route 65     | 3540         | 14.8        | 3241         | 14.4        | 3649         | 14.7        | 3527         | 14.0        | 3243         | 13.5        | 3519         | 13.3        |
| Route 100    | 4085         | 17.0        | 4468         | 19.9        | 4588         | 18.5        | 5124         | 20.3        | 4009         | 16.7        | 4029         | 15.3        |
| Connector    | 2386         | 9.6         | 2480         | 10.7        | 2547         | 9.9         | 2642         | 10.1        | 2362         | 9.5         | 2878         | 10.5        |
| Route 510    | 4399         | 16.3        | 4036         | 16.3        | 4390         | 16.2        | 4457         | 16.2        | 4232         | 15.7        | 4803         | 16.8        |
| Route 520    | 2918         | 9.7         | 2517         | 9.2         | 2973         | 9.9         | 2989         | 9.8         | 3057         | 10.2        | 3099         | 9.8         |
| Route 530    | 3336         | 11.5        | 2950         | 11.1        | 3380         | 11.6        | 3387         | 11.5        | 3274         | 11.3        | 4064         | 13.2        |
| Route 610    | 1470         | 5.9         | 1471         | 6.3         | 1517         | 5.9         | 1472         | 5.6         | 1535         | 6.1         | 1834         | 6.7         |
| <b>TOTAL</b> | <b>49503</b> | <b>13.1</b> | <b>47566</b> | <b>13.6</b> | <b>51753</b> | <b>13.5</b> | <b>53443</b> | <b>13.7</b> | <b>49332</b> | <b>13.0</b> | <b>54932</b> | <b>13.5</b> |

|              | JUL 15       |             | AUG 15       |             | SEP 15       |             | OCT 15       |             | NOV 15       |             | DEC 15       |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       |
| Route 2      | 6483         | 23.6        | 6889         | 25.8        | 6856         | 24.9        | 6856         | 23.9        | 5971         | 25.1        | 6428         | 24.5        |
| Route 4      | 7787         | 25.6        | 7953         | 26.5        | 7790         | 25.6        | 8396         | 26.5        | 6885         | 25.9        | 7808         | 26.8        |
| Route 5      | 6302         | 22.8        | 6281         | 23.4        | 6383         | 23.1        | 7016         | 24.3        | 5768         | 24.1        | 5809         | 22.0        |
| Route 7      | 1584         | 6.0         | 1538         | 6.1         | 1825         | 6.9         | 1833         | 6.7         | 1588         | 7.0         | 1573         | 7.0         |
| Route 21     | 2383         | 8.1         | 2517         | 8.8         | 2653         | 9.1         | 2802         | 9.2         | 2264         | 8.9         | 2314         | 8.3         |
| Route 30     | 3017         | 9.8         | 3109         | 10.3        | 3319         | 10.8        | 3643         | 11.4        | 2914         | 10.9        | 3064         | 10.4        |
| Route 35     | 2638         | 9.5         | 2705         | 10.2        | 2905         | 10.4        | 2937         | 10.1        | 2605         | 10.9        | 2700         | 10.2        |
| Route 65     | 3328         | 13.2        | 3549         | 14.8        | 3807         | 15.1        | 3873         | 14.7        | 3243         | 15.0        | 3662         | 15.3        |
| Route 100    | 3857         | 15.3        | 4094         | 17.1        | 5203         | 20.6        | 5186         | 19.6        | 4100         | 19.0        | 3590         | 15.0        |
| Connector    | 2782         | 10.7        | 2908         | 11.7        | 3211         | 12.3        | 3366         | 12.3        | 2659         | 11.9        | 2733         | 11.0        |
| Route 510    | 4284         | 15.6        | 5159         | 19.1        | 5339         | 19.4        | 5495         | 19.2        | 4126         | 17.2        | 4702         | 17.9        |
| Route 520    | 3013         | 9.9         | 3179         | 10.6        | 3330         | 10.9        | 3334         | 10.5        | 2641         | 9.9         | 3265         | 11.2        |
| Route 530    | 3546         | 12.0        | 3681         | 12.7        | 3467         | 11.8        | 3655         | 11.9        | 2752         | 10.7        | 3011         | 10.7        |
| Route 610    | 1697         | 6.5         | 1851         | 7.4         | 1866         | 7.1         | 1947         | 7.1         | 1649         | 7.3         | 1817         | 7.3         |
| <b>TOTAL</b> | <b>52701</b> | <b>13.5</b> | <b>55413</b> | <b>14.6</b> | <b>57954</b> | <b>14.9</b> | <b>60339</b> | <b>14.8</b> | <b>49165</b> | <b>14.6</b> | <b>52476</b> | <b>14.1</b> |



|              | JAN 14       |             | FEB 14       |             | MAR 14       |             | APR 14       |             | MAY 14       |             | JUN 14       |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       |
| Route 2      | 5590         | 21.6        | 5239         | 20.9        | 5341         | 19.1        | 6203         | 22.6        | 6073         | 21.7        | 6591         | 24.0        |
| Route 4      | 4426         | 15.3        | 4174         | 14.9        | 4613         | 14.6        | 4652         | 15.2        | 4672         | 14.8        | 5088         | 16.6        |
| Route 5      | 5756         | 22.1        | 5445         | 21.6        | 5639         | 20.1        | 5957         | 21.5        | 6174         | 22.0        | 6129         | 22.1        |
| Route 7      | 1143         | 4.6         | 1155         | 4.9         | 1303         | 5.0         | 1430         | 5.4         | 1441         | 5.5         | 1383         | 5.3         |
| Route 21     | 1982         | 7.1         | 2061         | 7.6         | 2188         | 7.2         | 2370         | 8.0         | 2533         | 8.4         | 2011         | 6.8         |
| Route 30     | 5699         | 19.7        | 5968         | 21.2        | 6134         | 19.4        | 6887         | 22.4        | 6845         | 21.7        | 6980         | 22.7        |
| Route 35     | 2550         | 9.7         | 2674         | 10.6        | 2670         | 9.6         | 2888         | 10.4        | 2813         | 10.1        | 2863         | 10.3        |
| Route 65     | 3496         | 14.8        | 3099         | 13.6        | 3392         | 13.5        | 3648         | 14.5        | 3816         | 15.1        | 3663         | 14.5        |
| Route 100    | 4645         | 19.6        | 4461         | 19.6        | 3854         | 15.3        | 4933         | 19.6        | 5447         | 21.6        | 4304         | 17.1        |
| Connector    | 2761         | 11.6        | 2774         | 12.2        | 2493         | 9.9         | 2895         | 11.5        | 2833         | 11.2        | 3089         | 12.3        |
| Route 510    | 4700         | 18.1        | 4370         | 17.4        | 4475         | 15.9        | 4958         | 18.0        | 4875         | 17.3        | 4593         | 16.7        |
| Route 520    | 3244         | 11.3        | 2753         | 9.9         | 2719         | 8.7         | 2862         | 9.4         | 3306         | 10.6        | 2965         | 9.7         |
| Route 530    | 3377         | 12.2        | 3138         | 11.7        | 3159         | 10.5        | 3356         | 11.4        | 3642         | 12.1        | 3593         | 12.2        |
| Route 610    | 1460         | 5.9         | 1571         | 6.6         | 1353         | 5.2         | 1434         | 5.5         | 1450         | 5.5         | 1551         | 5.9         |
| <b>TOTAL</b> | <b>50829</b> | <b>13.8</b> | <b>48882</b> | <b>13.8</b> | <b>49333</b> | <b>12.4</b> | <b>54473</b> | <b>14.0</b> | <b>55920</b> | <b>14.1</b> | <b>54803</b> | <b>14.0</b> |

|              | JUL 14       |             | AUG 14       |             | SEP 14       |             | OCT 14       |             | NOV 14       |             | DEC 14       |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       |
| Route 2      | 6864         | 23.9        | 7397         | 26.5        | 7442         | 27.1        | 7836         | 26.2        | 5551         | 24.1        | 6465         | 23.5        |
| Route 4      | 5158         | 16.1        | 5094         | 16.2        | 5170         | 16.9        | 5948         | 17.9        | 4355         | 16.6        | 5079         | 16.6        |
| Route 5      | 6213         | 21.5        | 6448         | 23.0        | 7176         | 25.9        | 7550         | 25.0        | 5286         | 22.9        | 5369         | 19.4        |
| Route 7      | 1453         | 5.3         | 1298         | 4.9         | 1703         | 6.5         | 1785         | 6.2         | 1240         | 5.8         | 1255         | 5.3         |
| Route 21     | 2118         | 6.9         | 2374         | 7.8         | 2408         | 8.2         | 2550         | 8.0         | 2088         | 8.3         | 2254         | 7.7         |
| Route 30     | 6972         | 21.8        | 7497         | 23.8        | 7499         | 24.4        | 8038         | 24.1        | 5504         | 20.9        | 6196         | 20.2        |
| Route 35     | 2664         | 9.1         | 2828         | 10.2        | 2820         | 10.1        | 3084         | 10.1        | 2025         | 9.0         | 2588         | 9.3         |
| Route 65     | 4100         | 15.5        | 4225         | 16.8        | 4221         | 16.8        | 4467         | 16.2        | 3261         | 16.0        | 4114         | 16.3        |
| Route 100    | 4620         | 17.5        | 4541         | 18.0        | 6189         | 24.6        | 6140         | 22.2        | 4398         | 21.6        | 4171         | 16.6        |
| Connector    | 3051         | 11.6        | 3200         | 12.7        | 3351         | 13.3        | 3384         | 12.3        | 2460         | 12.1        | 2820         | 11.2        |
| Route 510    | 4978         | 17.4        | 5465         | 19.4        | 5392         | 19.6        | 5444         | 18.2        | 4004         | 17.1        | 4697         | 17.1        |
| Route 520    | 3243         | 10.2        | 3387         | 10.8        | 3258         | 10.7        | 3547         | 10.7        | 2799         | 10.7        | 3120         | 10.2        |
| Route 530    | 3567         | 11.6        | 3979         | 13.2        | 4076         | 13.8        | 4187         | 13.1        | 3099         | 12.3        | 3587         | 12.2        |
| Route 610    | 1673         | 6.1         | 1805         | 6.9         | 1491         | 5.7         | 1758         | 6.1         | 1105         | 5.2         | 1533         | 5.8         |
| <b>TOTAL</b> | <b>56674</b> | <b>13.9</b> | <b>59538</b> | <b>15.0</b> | <b>62196</b> | <b>16.0</b> | <b>65718</b> | <b>15.5</b> | <b>47175</b> | <b>14.5</b> | <b>53248</b> | <b>13.7</b> |

## ROAD CALL REPORT - 2015

| MONTH / YEAR | # ROAD<br>CALLS | # MILES          | CALLS /<br>100K MILES | STANDARD         |
|--------------|-----------------|------------------|-----------------------|------------------|
| JAN 2015     | 14              | 225,584          | 6.21                  | =/< 25           |
| FEB 2015     | 12              | 207,239          | 5.79                  | =/< 25           |
| MAR 2015     | 13              | 208,656          | 6.23                  | =/< 25           |
| APR 2015     | 13              | 226,731          | 5.73                  | =/< 25           |
| MAY 2015     | 17              | 225,591          | 7.54                  | =/< 25           |
| JUN 2015     | 26              | 227,645          | 11.42                 | =/< 25           |
| JUL 2015     | 22              | 245,845          | 8.95                  | =/< 25           |
| AUG 2015     | 12              | 240,111          | 5.00                  | =/< 25           |
| SEP 2015     | 29              | 252,780          | 11.47                 | =/< 25           |
| OCT 2015     | 17              | 262,317          | 6.48                  | =/< 25           |
| NOV 2015     | 10              | 220,253          | 4.54                  | =/< 25           |
| DEC 2015     | 14              | 246,388          | 5.68                  | =/< 25           |
| <b>YTD</b>   | <b>199</b>      | <b>2,789,140</b> | <b>7.13</b>           | <b>=/&lt; 25</b> |

## ROAD CALL REPORT - 2014

| MONTH / YEAR | # ROAD<br>CALLS | # MILES          | CALLS /<br>100K MILES | STANDARD         |
|--------------|-----------------|------------------|-----------------------|------------------|
| JAN 2014     | 19              | 223,788          | 8.49                  | =/< 25           |
| FEB 2014     | 5               | 204,081          | 2.45                  | =/< 25           |
| MAR 2014     | 12              | 221,575          | 5.42                  | =/< 25           |
| APR 2014     | 15              | 231,263          | 6.49                  | =/< 25           |
| MAY 2014     | 8               | 219,418          | 3.65                  | =/< 25           |
| JUN 2014     | 13              | 219,656          | 5.92                  | =/< 25           |
| JUL 2014     | 12              | 230,398          | 5.21                  | =/< 25           |
| AUG 2014     | 13              | 219,323          | 5.93                  | =/< 25           |
| SEP 2014     | 7               | 241,910          | 2.89                  | =/< 25           |
| OCT 2014     | 19              | 244,741          | 7.76                  | =/< 25           |
| NOV 2014     | 8               | 201,248          | 3.98                  | =/< 25           |
| DEC 2014     | 1               | 229,563          | 0.44                  | =/< 25           |
| <b>YTD</b>   | <b>132</b>      | <b>2,686,964</b> | <b>4.91</b>           | <b>=/&lt; 25</b> |

**CUSTOMER SERVICE REPORT - 2015**

| MONTH / YEAR | NUMBER     | NUMBER         | COMPLAINTS/ | STANDARD        |
|--------------|------------|----------------|-------------|-----------------|
|              | COMPLAINTS | PASSENGERS     | 100 PASS    |                 |
| JAN 2015     | 32         | 58,061         | 0.06        | =/< 1           |
| FEB 2015     | 25         | 58,532         | 0.04        | =/< 1           |
| MAR 2015     | 48         | 63,904         | 0.08        | =/< 1           |
| APR 2015     | 64         | 65,481         | 0.10        | =/< 1           |
| MAY 2015     | 48         | 60,088         | 0.08        | =/< 1           |
| JUN 2015     | 47         | 66,314         | 0.07        | =/< 1           |
| JUL 2015     | 50         | 64,605         | 0.08        | =/< 1           |
| AUG 2015     | 64         | 67,386         | 0.09        | =/< 1           |
| SEP 2015     | 40         | 70,383         | 0.06        | =/< 1           |
| OCT 2015     | 37         | 72,653         | 0.05        | =/< 1           |
| NOV 2015     | 49         | 59,725         | 0.08        | =/< 1           |
| DEC 2015     | 46         | 63,711         | 0.07        | =/< 1           |
| <b>YTD</b>   | <b>550</b> | <b>770,843</b> | <b>0.07</b> | <b>=/&lt; 1</b> |

**CUSTOMER SERVICE REPORT - 2014**

| MONTH / YEAR | NUMBER     | NUMBER         | COMPLAINTS/ | STANDARD        |
|--------------|------------|----------------|-------------|-----------------|
|              | COMPLAINTS | PASSENGERS     | 100 PASS    |                 |
| JAN 2014     | 1          | 62,794         | 0.00        | =/< 1           |
| FEB 2014     | 1          | 59,759         | 0.00        | =/< 1           |
| MAR 2014     | 18         | 61,159         | 0.03        | =/< 1           |
| APR 2014     | 12         | 67,192         | 0.02        | =/< 1           |
| MAY 2014     | 3          | 68,078         | 0.00        | =/< 1           |
| JUN 2014     | 6          | 66,390         | 0.01        | =/< 1           |
| JUL 2014     | 14         | 69,174         | 0.02        | =/< 1           |
| AUG 2014     | 15         | 71,585         | 0.02        | =/< 1           |
| SEP 2014     | 44         | 74,124         | 0.06        | =/< 1           |
| OCT 2014     | 145        | 78,532         | 0.18        | =/< 1           |
| NOV 2014     | 15         | 57,667         | 0.03        | =/< 1           |
| DEC 2014     | 6          | 64,667         | 0.01        | =/< 1           |
| <b>YTD</b>   | <b>280</b> | <b>801,121</b> | <b>0.03</b> | <b>=/&lt; 1</b> |

### MISSED TRIP REPORT - FRS - 2015

| MONTH / YEAR | TOTAL TRIPS PROVIDED | TOTAL MISSED TRIPS | % OF TRIPS MISSED | STANDARD         |
|--------------|----------------------|--------------------|-------------------|------------------|
| JAN 2015     | 3,654                | 16                 | 0.44%             | =/< 2%           |
| FEB 2015     | 3,374                | 132                | 3.91%             | =/< 2%           |
| MAR 2015     | 3,712                | 123                | 3.31%             | =/< 2%           |
| APR 2015     | 3,769                | 8                  | 0.21%             | =/< 2%           |
| MAY 2015     | 3,654                | 24                 | 0.66%             | =/< 2%           |
| JUN 2015     | 3,936                | 21                 | 0.53%             | =/< 2%           |
| JUL 2015     | 3,767                | 17                 | 0.45%             | =/< 2%           |
| AUG 2015     | 3,654                | 22                 | 0.60%             | =/< 2%           |
| SEP 2015     | 3,767                | 26                 | 0.69%             | =/< 2%           |
| OCT 2015     | 3,936                | 20                 | 0.51%             | =/< 2%           |
| NOV 2015     | 3,261                | 8                  | 0.25%             | =/< 2%           |
| DEC 2015     | 3,573                | 4                  | 0.11%             | =/< 2%           |
| <b>YTD</b>   | <b>44,059</b>        | <b>421</b>         | <b>0.96%</b>      | <b>=/&lt; 2%</b> |

### MISSED TRIP REPORT - FRS - 2014

| MONTH / YEAR | TOTAL TRIPS PROVIDED | TOTAL MISSED TRIPS | % OF TRIPS MISSED | STANDARD         |
|--------------|----------------------|--------------------|-------------------|------------------|
| JAN 2014     | 3,561                | 234                | 6.57%             | =/< 2%           |
| FEB 2014     | 3,544                | 8                  | 0.23%             | =/< 2%           |
| MAR 2014     | 3,824                | 10                 | 0.26%             | =/< 2%           |
| APR 2014     | 3,768                | 8                  | 0.21%             | =/< 2%           |
| MAY 2014     | 3,824                | 12                 | 0.31%             | =/< 2%           |
| JUN 2014     | 3,768                | 11                 | 0.29%             | =/< 2%           |
| JUL 2014     | 3,937                | 13                 | 0.33%             | =/< 2%           |
| AUG 2014     | 3,824                | 16                 | 0.42%             | =/< 2%           |
| SEP 2014     | 3,768                | 19                 | 0.50%             | =/< 2%           |
| OCT 2014     | 4,106                | 14                 | 0.34%             | =/< 2%           |
| NOV 2014     | 3,148                | 16                 | 0.51%             | =/< 2%           |
| DEC 2014     | 3,743                | 5                  | 0.13%             | =/< 2%           |
| <b>YTD</b>   | <b>44,816</b>        | <b>366</b>         | <b>0.82%</b>      | <b>=/&lt; 2%</b> |

**SAFETY PERFORMANCE REPORT - 2015**

| <b>MONTH / YEAR</b> | <b># TRAFFIC ACCIDENTS</b> | <b># MILES DRIVEN</b> | <b>TRAFFIC ACC / 100,000 MILES</b> | <b>STANDARD</b> |
|---------------------|----------------------------|-----------------------|------------------------------------|-----------------|
| JAN 2015            | 4                          | 225,584               | 1.77                               | =/< 4           |
| FEB 2015            | 4                          | 207,239               | 1.93                               | =/< 4           |
| MAR 2015            | 5                          | 208,656               | 2.40                               | =/< 4           |
| APR 2015            | 5                          | 226,731               | 2.21                               | =/< 4           |
| MAY 2015            | 2                          | 225,591               | 0.89                               | =/< 4           |
| JUN 2015            | 1                          | 227,645               | 0.44                               | =/< 4           |
| JUL 2015            | 3                          | 245,845               | 1.22                               | =/< 4           |
| AUG 2015            | 7                          | 240,111               | 2.92                               | =/< 4           |
| SEP 2015            | 4                          | 252,780               | 1.58                               | =/< 4           |
| OCT 2015            | 3                          | 262,317               | 1.14                               | =/< 4           |
| NOV 2015            | 5                          | 220,253               | 2.27                               | =/< 4           |
| DEC 2015            | 6                          | 246,388               | 2.44                               | =/< 4           |
| <b>YTD</b>          | <b>49</b>                  | <b>2,789,140</b>      | <b>1.76</b>                        | <b>=/&lt; 4</b> |

**SAFETY PERFORMANCE REPORT - 2014**

| <b>MONTH / YEAR</b> | <b># TRAFFIC ACCIDENTS</b> | <b># MILES DRIVEN</b> | <b>TRAFFIC ACC / 100,000 MILES</b> | <b>STANDARD</b> |
|---------------------|----------------------------|-----------------------|------------------------------------|-----------------|
| JAN 2014            | 11                         | 223,788               | 4.92                               | =/< 4           |
| FEB 2014            | 5                          | 204,081               | 2.45                               | =/< 4           |
| MAR 2014            | 7                          | 221,575               | 3.16                               | =/< 4           |
| APR 2014            | 7                          | 231,263               | 3.03                               | =/< 4           |
| MAY 2014            | 3                          | 219,418               | 1.37                               | =/< 4           |
| JUN 2014            | 4                          | 219,656               | 1.82                               | =/< 4           |
| JUL 2014            | 4                          | 230,398               | 1.74                               | =/< 4           |
| AUG 2014            | 5                          | 219,323               | 2.28                               | =/< 4           |
| SEP 2014            | 10                         | 241,910               | 4.13                               | =/< 4           |
| OCT 2014            | 4                          | 244,741               | 1.63                               | =/< 4           |
| NOV 2014            | 8                          | 201,248               | 3.98                               | =/< 4           |
| DEC 2014            | 1                          | 229,563               | 0.44                               | =/< 4           |
| <b>YTD</b>          | <b>69</b>                  | <b>2,686,964</b>      | <b>2.57</b>                        | <b>=/&lt; 4</b> |

**PARATRANSIT SERVICE REPORT**

**Killeen Division - 2015**

|                        | JAN        | FEB        | MAR        | APR        | MAY        | JUN        | JUL        | AUG        | SEP        | OCT        | NOV        | DEC        | YTD            |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------|
| TOTAL PASSENGERS       | 7383       | 6788       | 7586       | 7554       | 6507       | 6618       | 7138       | 7122       | 7473       | 7398       | 6328       | 6738       | <b>84633</b>   |
| TOTAL SERVICE HOURS    | 3606.3     | 3271.1     | 3548       | 3590.5     | 3230.6     | 3321.1     | 3701.8     | 3735.3     | 4002.6     | 4074.5     | 3638.1     | 3843.2     | <b>43563.1</b> |
| <b>PASSENGERS/HOUR</b> | <b>2.0</b> | <b>2.1</b> | <b>2.1</b> | <b>2.1</b> | <b>2.0</b> | <b>2.0</b> | <b>1.9</b> | <b>1.9</b> | <b>1.9</b> | <b>1.8</b> | <b>1.7</b> | <b>1.8</b> | <b>1.9</b>     |

| <b>KILLEEN DIVISION TOTAL - 2015</b> | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED                | 6372         | 5960         | 6618         | 6686         | 5787         | 5911         | 6201         | 6111         | 6872         | 6837         | 5839         | 6219         | <b>75413</b> |
| TOTAL TRIPS WITH APPTS               | 2932         | 2690         | 2980         | 3016         | 2559         | 2654         | 2762         | 2728         | 3000         | 2987         | 2544         | 2607         | <b>33459</b> |
| NUMBER LATE PICKUPS                  | 1685         | 1981         | 2177         | 2214         | 1596         | 1389         | 1540         | 1359         | 1331         | 1220         | 741          | 886          | <b>18119</b> |
| NUMBER LATE APPTS                    | 569          | 594          | 669          | 631          | 555          | 407          | 405          | 385          | 447          | 458          | 269          | 232          | <b>5621</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b>  | <b>73.6%</b> | <b>66.8%</b> | <b>67.1%</b> | <b>66.9%</b> | <b>72.4%</b> | <b>76.5%</b> | <b>75.2%</b> | <b>77.8%</b> | <b>80.6%</b> | <b>82.2%</b> | <b>87.3%</b> | <b>85.8%</b> | <b>76.0%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>    | <b>80.6%</b> | <b>77.9%</b> | <b>77.6%</b> | <b>79.1%</b> | <b>78.3%</b> | <b>84.7%</b> | <b>85.3%</b> | <b>85.9%</b> | <b>85.1%</b> | <b>84.7%</b> | <b>89.4%</b> | <b>91.1%</b> | <b>83.2%</b> |

| <b>KILLEEN DIVISION ADA - 2015</b>  | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED               | 3129         | 3084         | 3425         | 3599         | 3107         | 3263         | 3296         | 3004         | 3388         | 3474         | 2919         | 3122         | <b>38810</b> |
| TOTAL TRIPS WITH APPTS              | 1302         | 1254         | 1396         | 1496         | 1236         | 1309         | 1314         | 1208         | 1333         | 1343         | 1136         | 1169         | <b>15496</b> |
| NUMBER LATE PICKUPS                 | 863          | 1003         | 1114         | 1146         | 978          | 768          | 799          | 666          | 761          | 634          | 414          | 479          | <b>9625</b>  |
| NUMBER LATE APPTS                   | 190          | 251          | 282          | 261          | 245          | 169          | 161          | 128          | 174          | 139          | 94           | 73           | <b>2167</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>72.4%</b> | <b>67.5%</b> | <b>67.5%</b> | <b>68.2%</b> | <b>68.5%</b> | <b>76.5%</b> | <b>75.8%</b> | <b>77.8%</b> | <b>77.5%</b> | <b>81.8%</b> | <b>85.8%</b> | <b>84.7%</b> | <b>75.2%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>85.4%</b> | <b>80.0%</b> | <b>79.8%</b> | <b>82.6%</b> | <b>80.2%</b> | <b>87.1%</b> | <b>87.7%</b> | <b>89.4%</b> | <b>86.9%</b> | <b>89.7%</b> | <b>91.7%</b> | <b>93.8%</b> | <b>86.0%</b> |

| <b>KILLEEN DIVISION MTP - 2015</b>  | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED               | 2576         | 2261         | 2416         | 2476         | 2209         | 2219         | 2490         | 2696         | 2746         | 2661         | 2307         | 2482         | <b>29539</b> |
| TOTAL TRIPS WITH APPTS              | 1303         | 1122         | 1199         | 1213         | 1078         | 1083         | 1223         | 1316         | 1384         | 1374         | 1174         | 1219         | <b>14688</b> |
| NUMBER LATE PICKUPS                 | 643          | 707          | 755          | 777          | 549          | 517          | 632          | 577          | 492          | 486          | 293          | 327          | <b>6755</b>  |
| NUMBER LATE APPTS                   | 351          | 304          | 333          | 328          | 287          | 216          | 231          | 245          | 249          | 293          | 168          | 152          | <b>3157</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>75.0%</b> | <b>68.7%</b> | <b>68.8%</b> | <b>68.6%</b> | <b>75.1%</b> | <b>76.7%</b> | <b>74.6%</b> | <b>78.6%</b> | <b>82.1%</b> | <b>81.7%</b> | <b>87.3%</b> | <b>86.8%</b> | <b>77.1%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>73.1%</b> | <b>72.9%</b> | <b>72.2%</b> | <b>73.0%</b> | <b>73.4%</b> | <b>80.1%</b> | <b>81.1%</b> | <b>81.4%</b> | <b>82.0%</b> | <b>78.7%</b> | <b>85.7%</b> | <b>87.5%</b> | <b>78.5%</b> |

**Temple Division - 2015**

|                        | JAN        | FEB        | MAR        | APR        | MAY        | JUN        | JUL        | AUG        | SEP        | OCT        | NOV        | DEC        | YTD          |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| TOTAL PASSENGERS       | 4677       | 4178       | 4565       | 4484       | 4249       | 4764       | 4766       | 4851       | 4956       | 4916       | 4232       | 4497       | <b>55135</b> |
| TOTAL SERVICE HOURS    | 2586.7     | 2271.7     | 2497.6     | 2469.6     | 2418.7     | 2676.8     | 2600.7     | 2663.8     | 2826       | 2968.8     | 2726.4     | 2678.2     | <b>31385</b> |
| <b>PASSENGERS/HOUR</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.8</b> | <b>1.7</b> | <b>1.6</b> | <b>1.7</b> | <b>1.8</b>   |

| <b>TEMPLE DIVISION TOTAL - 2015</b> | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED               | 4212         | 3757         | 4113         | 4072         | 3867         | 4292         | 4219         | 4304         | 4563         | 4525         | 3996         | 4180         | <b>50100</b> |
| TOTAL TRIPS WITH APPTS              | 1926         | 1595         | 1729         | 1790         | 1632         | 1809         | 1734         | 1772         | 1867         | 1810         | 1581         | 1624         | <b>20869</b> |
| NUMBER LATE PICKUPS                 | 1175         | 1206         | 1422         | 1298         | 949          | 960          | 1018         | 868          | 867          | 656          | 464          | 509          | <b>11392</b> |
| NUMBER LATE APPTS                   | 341          | 270          | 337          | 302          | 226          | 237          | 202          | 195          | 223          | 175          | 112          | 101          | <b>2721</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>72.1%</b> | <b>67.9%</b> | <b>65.4%</b> | <b>68.1%</b> | <b>75.5%</b> | <b>77.6%</b> | <b>75.9%</b> | <b>79.8%</b> | <b>81.0%</b> | <b>85.5%</b> | <b>88.4%</b> | <b>87.8%</b> | <b>77.3%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>82.3%</b> | <b>83.1%</b> | <b>80.5%</b> | <b>83.1%</b> | <b>86.2%</b> | <b>86.9%</b> | <b>88.4%</b> | <b>89.0%</b> | <b>88.1%</b> | <b>90.3%</b> | <b>92.9%</b> | <b>93.8%</b> | <b>87.0%</b> |

| <b>TEMPLE DIVISION ADA - 2015</b>   | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED               | 1883         | 1715         | 1908         | 1929         | 1958         | 2133         | 2157         | 2141         | 1998         | 2046         | 1735         | 1877         | <b>23480</b> |
| TOTAL TRIPS WITH APPTS              | 678          | 597          | 656          | 715          | 687          | 758          | 722          | 737          | 720          | 725          | 611          | 596          | <b>8202</b>  |
| NUMBER LATE PICKUPS                 | 501          | 512          | 634          | 594          | 483          | 489          | 509          | 418          | 427          | 294          | 209          | 231          | <b>5301</b>  |
| NUMBER LATE APPTS                   | 97           | 87           | 100          | 98           | 69           | 85           | 60           | 61           | 65           | 52           | 20           | 17           | <b>811</b>   |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>73.4%</b> | <b>70.1%</b> | <b>66.8%</b> | <b>69.2%</b> | <b>75.3%</b> | <b>77.1%</b> | <b>76.4%</b> | <b>80.5%</b> | <b>78.6%</b> | <b>85.6%</b> | <b>88.0%</b> | <b>87.7%</b> | <b>77.4%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>85.7%</b> | <b>85.4%</b> | <b>84.8%</b> | <b>86.3%</b> | <b>90.0%</b> | <b>88.8%</b> | <b>91.7%</b> | <b>91.7%</b> | <b>91.0%</b> | <b>92.8%</b> | <b>96.7%</b> | <b>97.1%</b> | <b>90.1%</b> |

| <b>TEMPLE DIVISION MTP - 2015</b>   | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED               | 1846         | 1533         | 1738         | 1663         | 1510         | 1731         | 1619         | 1704         | 1902         | 1857         | 1634         | 1620         | <b>20357</b> |
| TOTAL TRIPS WITH APPTS              | 984          | 748          | 831          | 812          | 715          | 811          | 777          | 828          | 881          | 821          | 705          | 743          | <b>9656</b>  |
| NUMBER LATE PICKUPS                 | 480          | 490          | 586          | 508          | 329          | 339          | 336          | 298          | 305          | 271          | 187          | 180          | <b>4309</b>  |
| NUMBER LATE APPTS                   | 128          | 146          | 188          | 162          | 130          | 128          | 114          | 107          | 123          | 97           | 69           | 70           | <b>1462</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>74.0%</b> | <b>68.0%</b> | <b>66.3%</b> | <b>69.5%</b> | <b>78.2%</b> | <b>80.4%</b> | <b>79.2%</b> | <b>82.5%</b> | <b>84.0%</b> | <b>85.4%</b> | <b>88.6%</b> | <b>88.9%</b> | <b>78.8%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>87.0%</b> | <b>80.5%</b> | <b>77.4%</b> | <b>80.0%</b> | <b>81.8%</b> | <b>84.2%</b> | <b>85.3%</b> | <b>87.1%</b> | <b>86.0%</b> | <b>88.2%</b> | <b>90.2%</b> | <b>90.6%</b> | <b>84.9%</b> |

**Total ADA Trips - 2015**

|                          | JAN       | FEB       | MAR       | APR       | MAY       | JUN       | JUL       | AUG       | SEP       | OCT       | NOV       | DEC       | YTD          |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| TOTAL TRIPS PERFORMED    | 5012      | 4799      | 5333      | 5528      | 5065      | 5396      | 5453      | 5145      | 5386      | 5520      | 4654      | 4999      | <b>62290</b> |
| TOTAL TRIPS WITH APPTS   | 1980      | 1851      | 2052      | 2211      | 1923      | 2067      | 2036      | 1945      | 2053      | 2068      | 1747      | 1765      | <b>23698</b> |
| NUMBER TRIPS DENIED      | 0         | 0         | 0         | 4         | 3         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | <b>7</b>     |
| <b>PERCENTAGE DENIED</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b> | <b>0%</b>    |

|                                     |              |              |              |              |              |              |              |              |              |              |              |              |              |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| NUMBER LATE PICKUPS                 | 1364         | 1515         | 1748         | 1740         | 1461         | 1257         | 1308         | 1084         | 1188         | 928          | 623          | 710          | <b>14926</b> |
| NUMBER LATE APPTS                   | 448          | 391          | 433          | 426          | 356          | 301          | 291          | 306          | 314          | 345          | 188          | 169          | <b>3968</b>  |
| <b>ON-TIME PERFORMANCE (PICKUP)</b> | <b>72.8%</b> | <b>68.4%</b> | <b>67.2%</b> | <b>68.5%</b> | <b>71.2%</b> | <b>76.7%</b> | <b>76.0%</b> | <b>78.9%</b> | <b>77.9%</b> | <b>83.2%</b> | <b>86.6%</b> | <b>85.8%</b> | <b>76.0%</b> |
| <b>ON-TIME PERFORMANCE (APPT)</b>   | <b>77.4%</b> | <b>78.9%</b> | <b>78.9%</b> | <b>80.7%</b> | <b>81.5%</b> | <b>85.4%</b> | <b>85.7%</b> | <b>84.3%</b> | <b>84.7%</b> | <b>83.3%</b> | <b>89.2%</b> | <b>90.4%</b> | <b>83.3%</b> |

|                          |             |             |             |             |             |             |             |             |             |             |             |             |             |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| MISSED TRIPS             | 6           | 5           | 8           | 3           | 7           | 1           | 1           | 3           | 1           | 3           | 0           | 0           | <b>38</b>   |
| <b>PERCENTAGE MISSED</b> | <b>0.1%</b> | <b>0.1%</b> | <b>0.2%</b> | <b>0.1%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.0%</b> | <b>0.1%</b> |

|                                   |              |              |              |              |              |              |              |              |              |              |              |              |              |
|-----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TRIPS > 60 MINUTES                | 275          | 261          | 342          | 300          | 297          | 294          | 252          | 248          | 258          | 258          | 165          | 198          | <b>3148</b>  |
| <b>PERCENTAGE &lt; 60 MINUTES</b> | <b>94.5%</b> | <b>94.6%</b> | <b>93.6%</b> | <b>94.6%</b> | <b>94.1%</b> | <b>94.6%</b> | <b>95.4%</b> | <b>95.2%</b> | <b>95.2%</b> | <b>95.3%</b> | <b>96.5%</b> | <b>96.0%</b> | <b>94.9%</b> |



**PARATRANSIT SERVICE REPORT**

**Killeen Division - 2014**

|                     | JAN    | FEB  | MAR    | APR    | MAY    | JUN    | JUL    | AUG    | SEP    | OCT    | NOV    | DEC    | YTD            |
|---------------------|--------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|
| TOTAL PASSENGERS    | 6898   | 6199 | 6740   | 7109   | 6852   | 6758   | 7138   | 6843   | 6821   | 7760   | 6284   | 6916   | <b>75402</b>   |
| TOTAL SERVICE HOURS | 3287.5 | 3072 | 3236.3 | 3433.4 | 3291.5 | 3311.7 | 3374.1 | 3255.9 | 3434.3 | 3882.7 | 3222.6 | 3700.1 | <b>40253.3</b> |
| PASSENGERS/HOUR     | 2.1    | 2.0  | 2.1    | 2.1    | 2.1    | 2.0    | 2.1    | 2.1    | 2.0    | 2.0    | 1.9    | 1.9    | 1.9            |

| <b>KILLEEN DIVISION TOTAL - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|--------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED                | 6136  | 5607  | 6054  | 6413  | 6197  | 6070  | 6390  | 6084  | 6253  | 7000  | 5584  | 6111  | <b>73899</b> |
| TOTAL TRIPS WITH APPTS               | 2795  | 2464  | 2720  | 2901  | 2788  | 2695  | 2744  | 2597  | 2903  | 3396  | 2858  | 3064  | <b>33925</b> |
| NUMBER LATE PICKUPS                  | 1403  | 1032  | 1381  | 1548  | 1238  | 1046  | 1165  | 1155  | 1322  | 1544  | 1273  | 1357  | <b>15464</b> |
| NUMBER LATE APPTS                    | 345   | 214   | 339   | 343   | 322   | 252   | 325   | 288   | 402   | 553   | 443   | 453   | <b>4279</b>  |
| ON-TIME PERFORMANCE (PICKUP)         | 77.1% | 81.6% | 77.2% | 75.9% | 80.0% | 82.8% | 81.8% | 81.0% | 78.9% | 77.9% | 77.2% | 77.8% | 79.1%        |
| ON-TIME PERFORMANCE (APPT)           | 87.7% | 91.3% | 87.5% | 88.2% | 88.5% | 90.6% | 88.2% | 88.9% | 86.2% | 83.7% | 84.5% | 85.2% | 87.4%        |

| <b>KILLEEN DIVISION ADA - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED              | 3099  | 3148  | 3221  | 3376  | 3267  | 3079  | 3156  | 3133  | 3388  | 3611  | 2864  | 3072  | <b>38414</b> |
| TOTAL TRIPS WITH APPTS             | 1248  | 1205  | 1268  | 1369  | 1335  | 1203  | 1226  | 1183  | 1368  | 1419  | 1161  | 1212  | <b>15197</b> |
| NUMBER LATE PICKUPS                | 766   | 605   | 749   | 849   | 750   | 620   | 657   | 681   | 850   | 923   | 736   | 782   | <b>8968</b>  |
| NUMBER LATE APPTS                  | 178   | 126   | 186   | 210   | 172   | 132   | 182   | 157   | 172   | 210   | 160   | 178   | <b>2063</b>  |
| ON-TIME PERFORMANCE (PICKUP)       | 75.3% | 80.8% | 76.7% | 74.9% | 77.0% | 79.9% | 79.2% | 78.3% | 74.9% | 74.4% | 74.3% | 74.5% | 76.7%        |
| ON-TIME PERFORMANCE (APPT)         | 85.7% | 89.5% | 85.3% | 84.7% | 87.1% | 89.0% | 85.2% | 86.7% | 87.4% | 85.2% | 86.2% | 85.3% | 86.4%        |

| <b>KILLEEN DIVISION MTP - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED              | 2453  | 1901  | 2183  | 2305  | 2192  | 2366  | 2531  | 2376  | 2149  | 2515  | 2140  | 2281  | <b>27392</b> |
| TOTAL TRIPS WITH APPTS             | 1223  | 941   | 1071  | 1128  | 1077  | 1146  | 1217  | 1140  | 1221  | 1533  | 1378  | 1496  | <b>14571</b> |
| NUMBER LATE PICKUPS                | 532   | 311   | 431   | 458   | 385   | 355   | 418   | 374   | 354   | 509   | 459   | 462   | <b>5048</b>  |
| NUMBER LATE APPTS                  | 145   | 83    | 145   | 114   | 130   | 107   | 130   | 114   | 204   | 321   | 268   | 266   | <b>2027</b>  |
| ON-TIME PERFORMANCE (PICKUP)       | 78.3% | 83.6% | 80.3% | 80.1% | 82.4% | 85.0% | 83.5% | 84.3% | 83.5% | 79.8% | 78.6% | 79.7% | 81.6%        |
| ON-TIME PERFORMANCE (APPT)         | 88.1% | 91.2% | 86.5% | 89.9% | 87.9% | 90.7% | 89.3% | 90.0% | 83.3% | 79.1% | 80.6% | 82.2% | 86.1%        |

**Temple Division - 2014**

|                     | JAN    | FEB    | MAR    | APR    | MAY    | JUN    | JUL    | AUG    | SEP  | OCT    | NOV    | DEC    | YTD            |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|------|--------|--------|--------|----------------|
| TOTAL PASSENGERS    | 5067   | 4678   | 5086   | 5610   | 5306   | 4829   | 5362   | 5204   | 5107 | 5054   | 4208   | 4503   | <b>60014</b>   |
| TOTAL SERVICE HOURS | 2681.2 | 2508.3 | 2751.8 | 2896.1 | 2627.6 | 2536.7 | 2638.2 | 2554.6 | 2683 | 2907.8 | 2633.8 | 2944.4 | <b>32363.5</b> |
| PASSENGERS/HOUR     | 1.9    | 1.9    | 1.8    | 1.9    | 2.0    | 1.9    | 2.0    | 2.0    | 1.9  | 1.7    | 1.6    | 1.5    | 1.9            |

| <b>TEMPLE DIVISION TOTAL - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|-------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED               | 4554  | 4247  | 4622  | 5036  | 4791  | 4365  | 4827  | 4710  | 4638  | 4637  | 3824  | 4126  | <b>54377</b> |
| TOTAL TRIPS WITH APPTS              | 1729  | 1659  | 1838  | 1979  | 1880  | 1695  | 1998  | 1882  | 2126  | 2049  | 1773  | 1900  | <b>22508</b> |
| NUMBER LATE PICKUPS                 | 769   | 646   | 722   | 795   | 721   | 728   | 871   | 898   | 1187  | 932   | 499   | 616   | <b>9384</b>  |
| NUMBER LATE APPTS                   | 192   | 151   | 204   | 183   | 183   | 174   | 224   | 254   | 481   | 308   | 182   | 188   | <b>2724</b>  |
| ON-TIME PERFORMANCE (PICKUP)        | 83.1% | 84.8% | 84.4% | 84.2% | 85.0% | 83.3% | 82.0% | 80.9% | 74.4% | 79.9% | 87.0% | 85.1% | 82.7%        |
| ON-TIME PERFORMANCE (APPT)          | 88.9% | 90.9% | 88.9% | 90.8% | 90.3% | 89.7% | 88.8% | 86.5% | 77.4% | 85.0% | 89.7% | 90.1% | 87.9%        |

| <b>TEMPLE DIVISION ADA - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|-----------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED             | 2114  | 2064  | 2239  | 2417  | 2353  | 2054  | 2188  | 2035  | 1957  | 2043  | 1701  | 1888  | <b>25053</b> |
| TOTAL TRIPS WITH APPTS            | 632   | 648   | 730   | 778   | 736   | 661   | 762   | 667   | 668   | 660   | 595   | 639   | <b>8176</b>  |
| NUMBER LATE PICKUPS               | 328   | 305   | 328   | 359   | 353   | 345   | 379   | 380   | 506   | 447   | 214   | 261   | <b>4205</b>  |
| NUMBER LATE APPTS                 | 62    | 43    | 79    | 73    | 72    | 61    | 86    | 100   | 118   | 86    | 56    | 48    | <b>884</b>   |
| ON-TIME PERFORMANCE (PICKUP)      | 84.5% | 85.2% | 85.4% | 85.1% | 85.0% | 83.2% | 82.7% | 81.3% | 74.1% | 78.1% | 87.4% | 86.2% | 83.2%        |
| ON-TIME PERFORMANCE (APPT)        | 90.2% | 93.4% | 89.2% | 90.6% | 90.2% | 90.8% | 88.7% | 85.0% | 82.3% | 87.0% | 90.6% | 92.5% | 89.2%        |

| <b>TEMPLE DIVISION MTP - 2014</b> | JAN   | FEB   | MAR   | APR   | MAY   | JUN   | JUL   | AUG   | SEP   | OCT   | NOV   | DEC   | YTD          |
|-----------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| TOTAL TRIPS PERFORMED             | 1938  | 1662  | 1811  | 1954  | 1772  | 1656  | 1905  | 1926  | 2083  | 1919  | 1565  | 1753  | <b>21944</b> |
| TOTAL TRIPS WITH APPTS            | 869   | 782   | 869   | 915   | 827   | 755   | 920   | 896   | 1164  | 1124  | 954   | 1042  | <b>11117</b> |
| NUMBER LATE PICKUPS               | 346   | 248   | 303   | 323   | 258   | 276   | 340   | 344   | 472   | 355   | 208   | 266   | <b>3739</b>  |
| NUMBER LATE APPTS                 | 104   | 83    | 101   | 81    | 78    | 81    | 110   | 97    | 295   | 183   | 111   | 128   | <b>1452</b>  |
| ON-TIME PERFORMANCE (PICKUP)      | 82.1% | 85.1% | 83.3% | 83.5% | 85.4% | 83.3% | 82.2% | 82.1% | 77.3% | 81.5% | 86.7% | 84.8% | 83.0%        |
| ON-TIME PERFORMANCE (APPT)        | 88.0% | 89.4% | 88.4% | 91.1% | 90.6% | 89.3% | 88.0% | 89.2% | 74.7% | 83.7% | 88.4% | 87.7% | 86.9%        |

**Total ADA Trips - 2014**

|                        | JAN  | FEB  | MAR  | APR  | MAY  | JUN  | JUL  | AUG  | SEP  | OCT  | NOV  | DEC  | YTD          |
|------------------------|------|------|------|------|------|------|------|------|------|------|------|------|--------------|
| TOTAL TRIPS PERFORMED  | 5213 | 5212 | 5460 | 5793 | 5620 | 5133 | 5344 | 5168 | 5345 | 5654 | 4565 | 4960 | <b>63467</b> |
| TOTAL TRIPS WITH APPTS | 2361 | 2307 | 2568 | 2757 | 2616 | 2356 | 2760 | 2549 | 2794 | 2709 | 2368 | 2539 | <b>30684</b> |
| NUMBER TRIPS DENIED    | 0    | 0    | 0    | 0    | 0    | 1    | 4    | 0    | 0    | 0    | 0    | 0    | <b>5</b>     |
| PERCENTAGE DENIED      | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%           |

|                              |       |       |       |       |       |       |       |       |       |       |       |       |              |
|------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| NUMBER LATE PICKUPS          | 1094  | 910   | 1077  | 1208  | 1103  | 965   | 1036  | 1061  | 1356  | 1370  | 950   | 1043  | <b>13173</b> |
| NUMBER LATE APPTS            | 240   | 169   | 265   | 283   | 244   | 193   | 268   | 257   | 290   | 296   | 216   | 226   | <b>2947</b>  |
| ON-TIME PERFORMANCE (PICKUP) | 79.0% | 82.5% | 80.3% | 79.1% | 80.4% | 81.2% | 80.6% | 79.5% | 74.6% | 75.8% | 79.2% | 79.0% | 79.2%        |
| ON-TIME PERFORMANCE (APPT)   | 89.8% | 92.7% | 89.7% | 89.7% | 90.7% | 91.8% | 90.3% | 89.9% | 89.6% | 89.1% | 90.9% | 91.1% | 90.4%        |

|                   |  |  |  |  |      |      |      |      |      |      |      |      |           |
|-------------------|--|--|--|--|------|------|------|------|------|------|------|------|-----------|
| MISSED TRIPS      |  |  |  |  | 5    | 0    | 16   | 5    | 12   | 5    | 0    | 0    | <b>43</b> |
| PERCENTAGE MISSED |  |  |  |  | 0.1% | 0.0% | 0.3% | 0.1% | 0.2% | 0.1% | 0.0% | 0.0% | 0.1%      |

|                         |       |       |       |       |       |       |       |       |       |       |       |       |             |
|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------------|
| TRIPS > 60 MINUTES      | 266   | 200   | 246   | 239   | 240   | 230   | 270   | 290   | 257   | 295   | 185   | 201   | <b>2919</b> |
| PERCENTAGE < 60 MINUTES | 94.9% | 96.2% | 95.5% | 95.9% | 95.7% | 95.5% | 94.9% | 94.4% | 95.2% | 94.8% | 95.9% | 95.9% | 95.4%       |

## Telephone Performance

### URBAN DIVISION - 2015

|  | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

#### STS DISPATCH

|                            |       |  |       |       |  |  |  |  |  |  |  |  |
|----------------------------|-------|--|-------|-------|--|--|--|--|--|--|--|--|
| Abandoned calls <10%       | 7.80% |  | 7.50% | 4.90% |  |  |  |  |  |  |  |  |
| Wait times avg < 3 minutes | 0:56  |  | 0:43  | 0:15  |  |  |  |  |  |  |  |  |
| Talk Times avg < 2 minutes | 0:35  |  | 0:35  | 0:30  |  |  |  |  |  |  |  |  |

#### STS SCHEDULING

|                              |       |  |       |       |  |  |  |  |  |  |  |  |
|------------------------------|-------|--|-------|-------|--|--|--|--|--|--|--|--|
| Abandoned calls <10%         | 3.50% |  | 5.30% | 5.10% |  |  |  |  |  |  |  |  |
| Wait times avg - < 3 minutes | 0:34  |  | 0:49  | 0:50  |  |  |  |  |  |  |  |  |
| Talk Times avg < 2 minutes   | 1:09  |  | 1:24  | 1:19  |  |  |  |  |  |  |  |  |

#### CUSTOMER SERVICE

|                            |        |  |        |        |  |  |  |  |  |  |  |  |
|----------------------------|--------|--|--------|--------|--|--|--|--|--|--|--|--|
| Abandoned calls <10%       | 12.50% |  | 11.50% | 15.80% |  |  |  |  |  |  |  |  |
| Wait times avg < 3 minutes | 0:49   |  | 0:46   | 1:19   |  |  |  |  |  |  |  |  |
| Talk Times avg < 2 minutes | 0:47   |  | 1:26   | 0:46   |  |  |  |  |  |  |  |  |

\* Telephone report system failure.

### URBAN DIVISION - 2014

|  | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

#### STS DISPATCH

|                            |       |  |       |       |  |       |       |       |        |       |       |        |
|----------------------------|-------|--|-------|-------|--|-------|-------|-------|--------|-------|-------|--------|
| Abandoned calls <10%       | 8.10% |  | 5.70% | 6.00% |  | 5.50% | 5.40% | 7.50% | 10.90% | 7.30% | 9.50% | 11.10% |
| Wait times avg < 3 minutes | 0:31  |  | 0:30  | 0:31  |  | 0:28  | 0:34  | 0:42  | 0:50   | 0:53  | 0:58  | 1:00   |
| Talk Times avg < 2 minutes | 0:29  |  | 0:33  | 0:28  |  | 0:35  | 0:36  | 0:36  | 0:37   | 0:34  | 0:38  | 0:38   |

#### STS SCHEDULING

|                              |       |  |       |       |  |       |       |       |       |       |       |       |
|------------------------------|-------|--|-------|-------|--|-------|-------|-------|-------|-------|-------|-------|
| Abandoned calls <10%         | 9.30% |  | 6.10% | 6.40% |  | 5.30% | 5.20% | 6.20% | 5.60% | 4.00% | 5.70% | 5.10% |
| Wait times avg - < 3 minutes | 0:31  |  | 0:40  | 0:28  |  | 1:03  | 0:43  | 1:46  | 0:50  | 0:35  | 1:08  | 0:43  |
| Talk Times avg < 2 minutes   | 1:13  |  | 2:13  | 1:31  |  | 1:33  | 1:28  | 1:06  | 1:06  | 1:01  | 0:46  | 1:31  |

#### CUSTOMER SERVICE

|                            |  |  |       |        |  |        |       |        |        |        |       |       |
|----------------------------|--|--|-------|--------|--|--------|-------|--------|--------|--------|-------|-------|
| Abandoned calls <10%       |  |  | 8.60% | 10.40% |  | 13.60% | 9.90% | 10.80% | 19.20% | 14.30% | 9.50% | 9.30% |
| Wait times avg < 3 minutes |  |  | 0:36  | 0:44   |  | 0:49   | 0:43  | 0:45   | 1:03   | 0:56   | 0:46  | 0:36  |
| Talk Times avg < 2 minutes |  |  | 0:37  | 0:29   |  | 1:36   | 2:55  | 1:27   | 0:50   | 0:43   | 0:39  | 2:49  |

Incoming Calls

Calls Answered

\* Telephone report system failure.

### Community Events

| AGENCY            | LOCATION/ADDRESS           | DATE           | TIME     | HOP REP    | COMMENTS                |
|-------------------|----------------------------|----------------|----------|------------|-------------------------|
| KISD              | Clear Creek Elementary     | 5/28/2014      | 10:00 AM | J. Valdes  | Career Day              |
| City of Belton    | Belton, TX                 | 7/4/2014       | 10:00 AM | J. Wickham | Independence Day Parade |
| Food For Families | The HOP Urban Service Area | 11-13 to 11-21 |          | J. Valdes  | Food drive              |
| NAACP             | Corinth Church of Temple   | 6/27/2015      | 9:00 AM  | J. Valdes  | Community in Unity      |

### Community Participation

| AGENCY                            | LOCATION/ADDRESS                               | DATE       | TIME     | HOP REP     | COMMENTS   |
|-----------------------------------|--|------------|----------|-------------|--|
| Bell County Network               | Killeen offices on 2nd Street                  | 2/20/2015  | 11:30 AM | Robert Ator | Network with various agencies                      |
| KISD                              | Ellision High School - Killeen, TX             | 3/13/2015  | 8:00 AM  | J. Valdes   | Transition Meeting                                 |
| KISD                              | Ellision High School - Killeen, TX             | 3/26/2015  | 10:00 AM | J. Valdes   | Transition Meeting for Students and Parents        |
| City of Killeen                   | Fort Hood                                      | 4/10/2015  | 10:00 AM | J. Valdes   | Transition Meeting for Students and Parents        |
| Hill Country Transit District     | Killeen Regional Airport                       | 5/18/2015  | 9:00 AM  | Robert Ator | New Bus Unveiling                                  |
| Hill Country Transit District     | Temple City Hall                               | 5/19/2015  | 9:00 AM  | Robert Ator | New Bus Unveiling                                  |
| Hill Country Transit District     | Charles Borromeo Church - Kingsland, TX        | 6/8/2015   | 11:30 AM | T. Austin   | Promotion of Services                              |
| Hill Country Transit District     | Charles Borromeo Church - Kingsland, TX        | 6/11/2015  | 6:30 PM  | T. Austin   | Promotion of Services                              |
| Leadership Central Texas          | The HOP Offices - Belton                       | 6/18/2015  | 9:00 AM  | Robert Ator | Network with various agencies                      |
| City of Temple                    | Temple City Hall                               | 7/2/2015   | 8:00 AM  | Robert Ator | Temple Medical Education District Planning Meeting |
| Temple College                    | Temple College                                 | 7/16/2015  | 7:00 PM  | K. Sames    | Annual Open House                                  |
| City of Killeen                   | Killeen City Hall                              | 7/20/2015  | 9:00 AM  | Robert Ator | Town Hall Meeting                                  |
| City of Copperas Cove             | Copperas Cove Rotary Club                      | 7/21/2015  | 9:30 AM  | Robert Ator | Highway 190 Business Plan                          |
| City of Belton                    | Belton City Hall                               | 7/27/2015  | 8:00 AM  | Robert Ator | P & Z Meeting                                      |
| City of Temple                    | Temple City Hall                               | 7/27/2015  | 9:30 AM  | Robert Ator | Community Development Meeting                      |
| Cedar Crest Rehabilitation        | Cedar Crest Hospital                           | 7/27/2015  | 11:00 AM | Robert Ator | Transportation Planning                            |
| City of Killeen                   | Killeen City Hall                              | 7/28/2015  | 11:00 AM | Robert Ator | Transit Funding                                    |
| City of Copperas Cove             | Copperas Cove Rotary Club                      | 7/28/2015  | 11:00 AM | Robert Ator | Transit Funding                                    |
| Harker Heights Library            | Harker Heights Library                         | 8/12/2015  | 8:30 AM  | J. Valdes   | Children's Day Event                               |
| City of Killeen                   | Lions Club Park Senior Center                  | 8/14/2015  | 8:30 AM  | J. Valdes   | Senior Market Day                                  |
| Llano County Library              | TAC Meeting                                    | 8/17/2015  | 2:00 PM  | T. Austin   | Discuss Transit Issues                             |
| Texas Veterans Commission         | Texas National Guard Armory                    | 8/26/2015  | 9:00 AM  | K. Sames    | Veterans Hiring Event                              |
| Veterans Coalition of Bell County | Belton Goodwill Learning Center                | 9/11/2015  | 10:00 AM | Robert Ator | Planning for Agency                                |
| VFW                               | Llano VFW                                      | 9/14/2015  | 11:30 AM | T. Austin   | VFW Ladies Auxiliary Luncheon                      |
| Belton Economic Development       | CTCOG offices - Belton                         | 9/16/2015  | 11:30 AM | K. Sames    | "Hiring Our Heroes"                                |
| Area Agency on Aging              | Belton County Expo Center                      | 9/22/2015  | 8:30 AM  | J. Valdes   | Belton's Senior Expo                               |
| Killeen Daily Herald              | Killeen Convention Center                      | 9/30/2015  | 8:30 AM  | J. Valdes   | Job Fair   |
| KTMO                              | KTMO Tech Meeting                              | 10/6/2015  | 8:30 AM  | Robert Ator | Planning for Agency                                |
|                                   | Bell County Expo Center                        | 10/13/2015 | 8:30 AM  | Robert Ator | "Rusty Awards"                                     |
| VIP Support Group                 | Temple Public Library                          | 10/10/2015 | 1:00 PM  | J. Valdes   | Come Walk in My Shoes                              |
| City Council                      | Temple City Hall                               | 10/15/2015 | 8:30 AM  | Robert Ator | City Council Meeting                               |
| KTMO                              | CTCOG offices - Belton                         | 10/21/2015 | 8:30 AM  | Robert Ator | KTMO Policy Board                                  |
| Wallace Creek Extension Club      | San Saba Civic Center                          | 11/3/2015  | 11:00 AM | T. Austin   | San Saba County Health Fair                        |
| SFAC                              | Fort Hood, TX                                  | 11/3/2015  | 11:00 AM | J. Valdes   | Wounded Warrior Resource Fair                      |
| Horseshoe Bay Business Alliance   | Rosanne Davis Designs Building - Horseshoe Bay | 11/17/2015 | 5:00pm   | T. Austin   | Food Drive   |

|                 |   |
|-----------------|---|
| <b>Route 2</b>  | Texas A&M Central Texas North Campus<br>West Ward Elementary<br>Peebles Elementary<br>Central Texas Youth Services<br>East Ward Elementary School<br>Long Branch Park   |
| <b>Route 4</b>  | Fowler Elementary School<br>Clifton Park Elementary School<br>Scott and White Clinic<br>Scott and White Pharmacy<br>Scott and White Dialysis (East)<br>Scott and White Dialysis (West)<br>Killeen Mall                                      |
| <b>Route 5</b>  | Maxdale Elementary School<br>Palo Alto Middle School<br>Bellaire Elementary School<br>Texas Workforce Commision   |
| <b>Route 7</b>  | Metroplex Hospital<br>Scott and White Hemmingway Bldg<br>Central Texas College<br>Live Oak Ridge Middle School<br>Palo Alto Middle School<br>Texas A&M Central Texas<br>Killeen-Fort Hood Regional Airport<br>Shoemaker High School         |
| <b>Route 21</b> | Manor Middle School<br>Killeen Mall<br>H.O.T. Fairgrounds<br>Killeen Special Events Center<br>Killeen Civic Center<br>Ellison High School<br>Lions Club Park<br>Killeen Police Dept. Headquarters<br>Conder Park<br>Copper Mountain Library |

|                  |   |
|------------------|---|
| <b>Route 30</b>  | Nolan Middle School<br>Clifton Park Elementary School<br>Ellison High School<br>Lions Club Park<br>Metroplex MRI  |
| <b>Route 35</b>  | Metroplex MRI<br>Scott and White Urgent Care Clinic<br>Seton Hospital<br>Medical Pavillion<br>Millers Crossing Park<br>Harker Heights Elementary School<br>Harker Heights High School |
| <b>Route 65</b>  | Bulldawg Stadium<br>Copperas Cove Library<br>Copperas Cove Civic Center<br>Hettie Halstead Elementary<br>Copperas Cove High School<br>Fairview/Miss Jewell Elementary                 |
| <b>Route 100</b> | Metroplex Hospital<br>Scott and White Hemmingway Bldg<br>Central Texas College  |
| <b>Route 200</b> | Confederate Park<br>Scott and White Hospital - Temple<br>VA Hospital - Temple   |
| <b>Route 510</b> | VA Hospital - Temple<br>Temple College<br>Temple Mall<br>Scott and White Hospital<br>Scott and White Pain Pavillion<br>Scott and White Center for Diagnostic Medicine                 |

|                  |  |
|------------------|--|
| <b>Route 520</b> | Scott and White Dialysis Center<br>Kings Daughters Hospital<br>Temple Mall<br>Scott and White Hospital<br>Scott and White Pain Pavillion<br>Scott and White Center for Diagnostic Medicine<br>VA Hospital - Temple<br>Temple College |
| <b>Route 530</b> | Ferguson Park<br>Wildcat Stadium<br>Temple High School<br>Temple Kidney Center   |
| <b>Route 610</b> | Confederate Park<br>Scott and White Clinic<br>University of Mary Hardin Baylor<br>Bell County Justice Center<br>Bell County Expo Center<br>Miller Heights Elementary School  |



**Fare Media Distribution**

| <b>CITY</b>    | <b>BUSINESS/AGENCY NAME</b>          | <b>SOLD</b>  | <b>PAYMENT TYPE</b>                   | <b>STREET ADDRESS</b>                      |
|----------------|--------------------------------------|--------------|---------------------------------------|--|
| Harker Heights | City of Harker Heights               | M-F 8 to5    | cash, mo, credit card                 | 305 Millers Crossing<br>76548              |
| Killeen        | United Way                           | M-F 9-11/1-4 | cash, mo only                         | 208 W Ave A                                |
| Temple         | City of Temple                       | M-F 8 to5    | cash, mo, credit card                 | 2 North Main Street<br>76501               |
| Temple         | Temple Visitors Center               | M-Sat 10 to5 | cash, mo only                         | 120 W. Central 76501                       |
| Belton         | Belton Utility Billing<br>Department | M-F 8 to5    | cash, mo, credit card/<br>4% card fee | 100 South Davis Street<br>PO Box 120 76513 |

## Travel Training Events

| AGENCY  | LOCATION/ADDRESS   | DATE      | TIME    | HOP REP        | COMMENTS                |
|---------|--------------------|-----------|---------|----------------|-------------------------|
| BISD    | Belton High School | 5/19/2014 | 9:00 AM | Noel Rodriguez |                         |
| The HOP | Belton HOP Offices | 6/26/2014 | 8:00 AM | Noel Rodriguez | Class hosted by The HOP |
| The HOP | Belton HOP Offices | 8/26/2014 | 8:00 AM | Noel Rodriguez | Class hosted by The HOP |
| The HOP | Belton HOP Offices | 9/23/2014 | 8:00 AM | Noel Rodriguez | Class hosted by The HOP |
| The HOP | Belton HOP Offices | 1/27/2015 | 8:00 AM | Noel Rodriguez | Class hosted by The HOP |
| The HOP | Goodwill, Temple   | 1/29/2015 | 8:00 AM | Noel Rodriguez |                         |
| The HOP | Belton HOP Offices | 8/25/2015 | 8:00 AM | Noel Rodriguez | Class hosted by The HOP |
|         |                    |           |         |                |                         |
|         |                    |           |         |                |                         |
|         |                    |           |         |                |                         |

*Marketing*

| DATE       | TIME    | HOP REP   | COMMENTS   |
|------------|---------|-----------|--|
| 1/27/2015  | 8:30am  | K. Sames  | Job Fair   |
| 3/18/2015  | 8:30am  | J. Valdes | Truck Day  |
| 3/25/2015  | 10:00am | K. Sames  | Job Fair   |
| 4/15/2015  | 10:00am | K. Sames  | Job Fair   |
| 4/28/2015  | 10:00am | K. Sames  | Job Fair   |
| 5/1/2015   | All Day | T. Austin | Sunglasses given to all children riding rural school runs. |
| 5/5/2015   | 2:00pm  | T. Austin | Fort Worth Job Fair  |
| 7/28/2015  | 9:00am  | K. Sames  | VA Job Fair  |
| 10/21/2015 | 9:00am  | T. Austin | TTA Rodeo in Waco  |
| 11/3/2015  | 11:00am | T. Austin | San Saba County Health Fair                                |
| 11/12/2015 | 9:00am  | J. Valdes | Job Fair   |

Tab E

| Urban Locations                             | DATE REQUESTED/<br>DROPPED OFF | Q1  | Q2 | Q3  | Q4  | TOTAL AMOUNT<br>DISTRIBUTED |
|---|--------------------------------|-----|----|-----|-----|-----------------------------|
| Aegis Communications Group                  | 1/9/2015                       | 2   | 0  | 0   | 2   | 4                           |
| Adult Services 1507 Bundant Dr # 1 Killeen  | 9/25/2015                      | 1   | 2  | 2   | 5   | 10                          |
| Amtrak Visitors Center                      | 10/1/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Attorney Generals Office                    | 1/7/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Belton County Chamber of Commerce           | 1/12/2015                      | 1   | 0  | 0   | 1   | 2                           |
| Bell County Juvenile Services               | 1/12/2015                      | 1   | 0  | 0   | 1   | 2                           |
| Central Dispatch                            | 9/16/2015                      | 108 | 36 | 36  | 180 | 360                         |
| Central Texas College                       | 9/16/2015                      | 12  | 24 | 24  | 60  | 120                         |
| Central County Services (Killeen)           | 1/12/2015                      | 2   | 0  | 0   | 2   | 4                           |
| Central Texas Workforce (Belton)            | 1/12/2015                      | 1   | 0  | 0   | 1   | 2                           |
| Central TX Council of Governors             | 1/12/2015                      | 1   | 0  | 0   | 1   | 2                           |
| Central TX WorkforceDowntown Temple         | 10/5/2015                      | 4   | 0  | 0   | 4   | 8                           |
| City Of Temple                              | 10/1/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Copper Mountain Libray                      | 9/16/2015                      | 1   | 2  | 2   | 5   | 10                          |
| Copperas Cove Chamber of Commerce           | 5/11/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Copperas Cove City Hall                     | 1/12/2015                      | 1   | 0  | 0   | 1   | 2                           |
| Copperas Cove Library                       | 9/17/2015                      | 1   | 1  | 2   | 4   | 8                           |
| Field Supervisors                           | 6/16/2015                      | 6   | 2  | 0   | 8   | 16                          |
| Front Desk                                  | 11/2/2015                      | 24  | 0  | 3   | 27  | 54                          |
| Harker Heights City Hall                    | 11/2/2015                      | 1   | 2  | 2   | 5   | 10                          |
| Harker Heights Goodwill                     | 9/25/2015                      | 1   | 0  | 2   | 3   | 6                           |
| Help Center                                 | 9/8/2015                       | 0   | 12 | 36  | 48  | 96                          |
| Killeen Airport                             | 1/8/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Killeen Chamber of Commerce                 | 1/7/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Killeen City Hall                           | 1/7/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Killeen Convention Center                   | 9/25/2015                      | 1   | 0  | 2   | 3   | 6                           |
| Killeen Library (Downtown)                  | 1/8/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Metroplex Hospital Information desk         | 5/11/2015                      | 3   | 2  | 0   | 5   | 10                          |
| S&W Social Work                             |                                | 0   | 0  | 0   | 0   | 0                           |
| Santa Fe Depot                              | 10/1/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Temple Chamber of Commerce                  | 10/1/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Temple College                              |                                | 0   | 0  | 0   | 0   | 0                           |
| Temple High School                          | 1/7/2015                       | 1   | 0  | 0   | 1   | 2                           |
| Temple Public Library                       | 5/21/2015                      | 1   | 2  | 0   | 3   | 6                           |
| Temple VA Central Texas Veterans Heath Care | 1/30/2015                      | 4   | 0  | 0   | 4   | 8                           |
| Texas A&M Central Campus                    | 9/16/2015                      | 1   | 0  | 2   | 3   | 6                           |
| Texas Work Force Commission (Killeen)       | 10/5/2015                      | 1   | 0  | 0   | 1   | 2                           |
| United Way (Killeen)                        | 9/17/2015                      | 1   | 0  | 2   | 3   | 6                           |
| Universtity of Mary Hardin Baylor           |                                | 0   | 0  | 0   | 0   | 0                           |
| US Department of Veterans Affairs HUD-VASH  | 1/29/2015                      | 2   | 0  | 0   | 2   | 4                           |
| Utility Building/Belton                     | 10/1/2015                      | 1   | 2  | 0   | 3   | 6                           |
|   |                                | 194 | 97 | 115 | 406 | 812                         |

## **Rural Information**

For information on transportation services contact the nearest location listed below. Fares apply to certain rides.

**Belton** – Elderly & disabled transportation only. (No General Public Transportation provided in rural Bell County.) Call: (254) 791-9601  
**Cameron** – Call: 1-(800) 791-9601  
**Gatesville** – Call: (254) 791-9601  
**Goldthwaite** – Call: 1-(800) 791-9601  
**Hamilton** – Call: 1-(800) 791-9601  
**Hico** – Call: 1-(800) 791-9601  
**Kingsland** – Call: 1-(800) 791-9601  
**Lampasas** – Call: 1-(800) 791-9601  
**Llano** – Call: 1-(800) 791-9601  
**Mason** – Call: 1-(800) 791-9601  
**Rockdale** – Call: 1-(800) 791-9601  
**San Saba** – Call: 1-(800) 791-9601

Passengers can be taken to and from non-emergency medical and health care appointments, to health and human service agencies, to meals programs, senior center activities, to personal business, shopping, education, employment, training, recreational activities and to other needed community functions and activities.

### ***“Central Texas’ Regional Public Transit System”***

#### **Rural Division Services**

Hill Country Transit District serves the Central Texas counties of Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Transportation services are provided in this 9,000 square mile area by three divisions: the Killeen Urban Division, the Temple Urban Division, and the Rural Division.

#### **Vehicles**

Hill Country Transit District provides vehicles that are accessible for passengers with special needs.

#### **Funding**

Funding for Hill Country Transit District is provided by the Federal Transit Administration, The Texas Department of Transportation, The Texas Department on Aging, Health & Human Services Commission, various sources of local funds, contributions, and fares.

**Medicaid Clients** who desire non-emergency medical transportation should call (well in advance, minimum of 48 hours) **1-877-633-8747** to schedule a medical trip (Except Mason County). Medical transportation may be provided on holidays except for Thanksgiving Day, Christmas Day, and New Years Day.

#### **Holidays**

Hill Country Transit District will observe the following holidays: New Year’s Day, MLK Day, President’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve. If the holiday falls on a Saturday or Sunday, another day may be designated for observance.

### **Rules for Passenger Conduct**

1. Rules of conduct on Hill Country Transit District vehicles are the same as the laws governing conduct in public places. The driver may refuse to transport or may eject any persons violating the provisions contained below.
2. Keep arms & legs and all personal items such as two-wheeled grocery carts, strollers, handbags, etc., out of the aisle.
3. Shirts and shoes are required to be worn while riding HCTD vehicles.
4. All children under the age of two must be restrained by an infant car seat that is age and weight appropriate, provided by the parent or guardian, excluding fixed route buses. All children between the ages of two and four must be restrained by the seat belt provided in the vehicle or an age-appropriate booster seat provided by the parent or guardian. All passengers above the age of four will be required to wear seat belts.
5. HCTD operated vehicles may not be used as a forum for religious, political, or personal beliefs; and no printed materials, other than that specifically provided by or authorized by HCTD, may be distributed on board.
6. HCTD does not pick up at or deliver passengers to locations that may present an unfavorable image to the community. Examples of such locations are: bars, nightclubs, liquor stores, etc.
7. Please have exact fare, ticket, or pass ready when boarding the vehicle.

**No person shall, while a passenger on any vehicle that is operated by Hill Country Transit District as a public conveyance, do any of the following:**

1. Smoke or possess any lighted or smoldering pipe, cigar, cigarette, or any other tobacco product;
2. Consume any beverage, food, or alcohol. Open containers of food or drink are not permitted on the vehicle (dialysis patients may be allowed to have minimal food or beverage as necessary);
3. Intentionally deface, damage, write upon, soil, spit, urinate, or defecate in or upon any part of the vehicle;
4. Throw, deposit or place paper, bottles, cans or any other garbage or soiled waste in or upon a vehicle;
5. Throw any object of any kind within a vehicle or out any door or window of a vehicle;
6. Play audio or video devices unless played through headphones so that it is inaudible to other passengers and the driver;
7. Bring any pet or animal onto a vehicle other than a service animal accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
8. Stand or walk around in a vehicle while it is in motion;
9. Possess any explosives or carry any corrosive acid or flammable liquid, gasoline or a gasoline container or any type of hazardous material while riding on any HCTD vehicle (respirators and portable oxygen supplies are permitted to be carried and used on board by a person requiring them for health reasons);
10. Possess firearms, with the exception of law enforcement officers, while riding on HCTD vehicles;
11. Bring any laundry on board a vehicle unless it is in an enclosed bag or container;
12. Intentionally interfere with the driver's operation of the vehicle;
13. Conduct any unnecessary conversation with the driver, or in any way divert the driver's attention from the safe operation of the vehicle;
14. Use profane or abusive language toward the driver or other riders, or act in a hostile or threatening manner on board HCTD vehicles;
15. Bring on board the vehicle any baggage or articles which, due to their size, would restrict free movement of passengers;
16. Leave children in strollers. Children must be removed from strollers and strollers folded prior to boarding the vehicle. Strollers must be out and away from the aisle and not reopened until completely out of the vehicle.

Rural Trips to Urban Destinations

|             | JAN 15 |      | FEB 15 |      | MAR 15 |      | APR 15 |      | MAY 15 |      | JUN 15 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM |
| CAMERON     | 121    | 117  | 110    | 109  | 108    | 94   | 120    | 115  | 108    | 94   | 82     | 78   |
| GATESVILLE  | 81     | 79   | 80     | 81   | 90     | 89   | 104    | 98   | 93     | 94   | 85     | 86   |
| GOLDTHWAITE | 1      | 1    | 5      | 5    | 2      | 2    | 2      | 2    | 8      | 8    | 3      | 3    |
| HAMILTON    | 3      | 3    | 2      | 2    | 2      | 3    | 5      | 5    | 3      | 3    | 1      | 1    |
| HICO        | 0      | 0    | 0      | 0    | 1      | 1    | 0      | 0    | 0      | 0    | 0      | 0    |
| KINGSLAND   | 1      | 1    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| LAMPASAS    | 54     | 72   | 53     | 66   | 78     | 92   | 75     | 86   | 76     | 87   | 65     | 75   |
| LLANO       | 3      | 2    | 0      | 0    | 0      | 0    | 2      | 2    | 0      | 0    | 2      | 1    |
| MASON       | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| ROCKDALE    | 95     | 94   | 87     | 81   | 93     | 94   | 91     | 91   | 97     | 104  | 89     | 90   |
| SAN SABA    | 4      | 4    | 4      | 4    | 13     | 13   | 9      | 9    | 7      | 7    | 11     | 12   |
|             | 736    |      | 689    |      | 775    |      | 816    |      | 789    |      | 684    |      |

|             | JUL 15 |      | AUG 15 |      | SEP 15 |      | OCT 15 |      | NOV 15 |      | DEC 15 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM |
| CAMERON     | 106    | 108  | 99     | 104  | 94     | 91   | 82     | 78   | 59     | 65   | 97     | 100  |
| GATESVILLE  | 107    | 107  | 92     | 93   | 105    | 102  | 84     | 82   | 71     | 69   | 71     | 69   |
| GOLDTHWAITE | 9      | 9    | 5      | 5    | 5      | 6    | 1      | 1    | 4      | 4    | 2      | 2    |
| HAMILTON    | 9      | 8    | 7      | 7    | 7      | 8    | 10     | 11   | 7      | 7    | 6      | 6    |
| HICO        | 0      | 0    | 2      | 2    | 1      | 1    | 2      | 2    | 1      | 1    | 2      | 2    |
| KINGSLAND   | 1      | 1    | 3      | 3    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| LAMPASAS    | 104    | 113  | 103    | 118  | 100    | 108  | 84     | 91   | 70     | 76   | 55     | 66   |
| LLANO       | 2      | 2    | 4      | 3    | 4      | 4    | 6      | 6    | 9      | 9    | 4      | 4    |
| MASON       | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| ROCKDALE    | 100    | 102  | 123    | 121  | 117    | 119  | 89     | 93   | 76     | 70   | 66     | 64   |
| SAN SABA    | 14     | 15   | 14     | 16   | 6      | 7    | 5      | 5    | 2      | 2    | 4      | 4    |
|             | 917    |      | 924    |      | 885    |      | 732    |      | 602    |      | 624    |      |

|             | JAN 14 |      | FEB 14 |      | MAR 14 |      | APR 14 |      | MAY 14 |      | JUN 14 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM |
| CAMERON     | 127    | 127  | 116    | 104  | 149    | 142  | 144    | 132  | 126    | 117  | 114    | 105  |
| GATESVILLE  | 100    | 100  | 73     | 75   | 79     | 73   | 92     | 96   | 85     | 81   | 95     | 95   |
| GOLDTHWAITE | 2      | 2    | 2      | 2    | 5      | 5    | 3      | 2    | 2      | 2    | 6      | 6    |
| HAMILTON    | 1      | 1    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 1      | 2    |
| HICO        | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| KINGSLAND   | 0      | 0    | 2      | 2    | 1      | 1    | 0      | 0    | 0      | 0    | 0      | 0    |
| LAMPASAS    | 116    | 109  | 84     | 80   | 95     | 89   | 102    | 100  | 92     | 93   | 95     | 99   |
| LLANO       | 6      | 6    | 2      | 2    | 2      | 2    | 4      | 4    | 1      | 1    | 3      | 4    |
| MASON       | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| ROCKDALE    | 156    | 152  | 119    | 122  | 126    | 128  | 102    | 101  | 117    | 121  | 104    | 118  |
| SAN SABA    | 22     | 21   | 8      | 7    | 21     | 21   | 20     | 19   | 14     | 13   | 3      | 3    |
|             | 1048   |      | 800    |      | 939    |      | 921    |      | 865    |      | 853    |      |

|             | JUL 14 |      | AUG 14 |      | SEP 14 |      | OCT 14 |      | NOV 14 |      | DEC 14 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM |
| CAMERON     | 97     | 90   | 118    | 114  | 120    | 111  | 138    | 128  | 107    | 97   | 117    | 110  |
| GATESVILLE  | 123    | 119  | 104    | 101  | 88     | 86   | 115    | 110  | 102    | 101  | 83     | 79   |
| GOLDTHWAITE | 3      | 3    | 5      | 4    | 7      | 7    | 2      | 2    | 0      | 0    | 2      | 2    |
| HAMILTON    | 4      | 4    | 2      | 1    | 1      | 1    | 3      | 3    | 1      | 1    | 3      | 3    |
| HICO        | 0      | 0    | 0      | 0    | 1      | 1    | 0      | 0    | 1      | 1    | 0      | 0    |
| KINGSLAND   | 0      | 0    | 1      | 1    | 0      | 0    | 0      | 0    | 1      | 1    | 1      | 1    |
| LAMPASAS    | 119    | 119  | 84     | 93   | 116    | 118  | 116    | 124  | 88     | 93   | 70     | 75   |
| LLANO       | 3      | 2    | 2      | 2    | 0      | 0    | 2      | 3    | 0      | 0    | 3      | 4    |
| MASON       | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| ROCKDALE    | 127    | 125  | 113    | 109  | 106    | 104  | 101    | 117  | 83     | 83   | 101    | 103  |
| SAN SABA    | 5      | 5    | 6      | 6    | 7      | 7    | 28     | 27   | 11     | 11   | 8      | 8    |
|             | 948    |      | 866    |      | 881    |      | 1019   |      | 782    |      | 773    |      |

|             | JAN 13 |      | FEB 13 |      | MAR 13 |      | APR 13 |      | MAY 13 |      | JUN13 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|-------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO    | FROM |
| CAMERON     |        |      |        |      |        |      |        |      |        |      |       |      |
| GATESVILLE  |        |      |        |      |        |      |        |      |        |      |       |      |
| GOLDTHWAITE |        |      |        |      |        |      |        |      |        |      |       |      |
| HAMILTON    |        |      |        |      |        |      |        |      |        |      |       |      |
| HICO        |        |      |        |      |        |      |        |      |        |      |       |      |
| KINGSLAND   |        |      |        |      |        |      |        |      |        |      |       |      |
| LAMPASAS    |        |      |        |      |        |      |        |      |        |      |       |      |
| LLANO       |        |      |        |      |        |      |        |      |        |      |       |      |
| MASON       |        |      |        |      |        |      |        |      |        |      |       |      |
| ROCKDALE    |        |      |        |      |        |      |        |      |        |      |       |      |
| SAN SABA    |        |      |        |      |        |      |        |      |        |      |       |      |
|             |        |      |        |      |        |      |        |      |        |      |       |      |

|             | JUL 13 |      | AUG 13 |      | SEP 13 |      | OCT 13 |      | NOV 13 |      | DEC 13 |      |
|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
|             | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM | TO     | FROM |
| CAMERON     |        |      |        |      | 135    | 122  | 133    | 129  | 115    | 110  | 133    | 128  |
| GATESVILLE  |        |      |        |      | 122    | 115  | 122    | 119  | 89     | 86   | 105    | 105  |
| GOLDTHWAITE |        |      |        |      | 3      | 3    | 11     | 10   | 4      | 5    | 2      | 2    |
| HAMILTON    |        |      |        |      | 5      | 5    | 9      | 9    | 0      | 0    | 2      | 2    |
| HICO        |        |      |        |      | 0      | 0    | 1      | 1    | 0      | 0    | 0      | 0    |
| KINGSLAND   |        |      |        |      | 1      | 1    | 0      | 0    | 1      | 1    | 0      | 0    |
| LAMPASAS    |        |      |        |      | 113    | 108  | 126    | 118  | 118    | 109  | 91     | 92   |
| LLANO       |        |      |        |      | 4      | 4    | 6      | 9    | 7      | 8    | 5      | 5    |
| MASON       |        |      |        |      | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    |
| ROCKDALE    |        |      |        |      | 117    | 122  | 126    | 127  | 138    | 118  | 120    | 123  |
| SAN SABA    |        |      |        |      | 23     | 23   | 42     | 42   | 23     | 23   | 31     | 29   |
|             |        |      |        |      | 1026   |      | 1140   |      | 955    |      | 975    |      |