

Quarterly Report

Regionally Coordinated Transportation Plan

RCTP Workplan



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.

<u>STATUS</u>	<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.

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

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 or 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 16		FEB 16		MAR 16		APR 16		MAY 16		JUN 16	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5640	22	6123	23	5639	20	5633	20	5408	20	5857	20
Route 4	7006	24	7317	25	7386	23	7207	23	6667	22	7209	23
Route 5	5510	22	5694	22	5738	20	5686	20	5495	20	5796	20
Route 7	1527	6	1667	7	1580	6	1652	6	1370	5	1372	5
Route 21	2338	8	2465	8	2387	7	2397	8	2269	7	2364	7
Route 30	2793	10	3057	10	3215	10	3152	10	2918	10	2964	9
Route 35	2861	11	2851	11	2601	9	2499	9	2294	8	2267	8
Route 65	3232	14	3482	15	3271	12	3304	13	3198	13	3400	13
Route 100	3451	15	4220	18	3943	15	4081	16	3533	14	3516	13
Connector	2750	12	2918	12	2910	11	3119	12	2624	10	2972	11
Route 510	4189	16	4617	18	4306	15	4469	16	4105	15	4034	14
Route 520	2720	9	3265	11	3178	10	3269	10	2968	10	3090	10
Route 530	2905	10	3091	11	3094	10	3074	10	2860	10	3171	10
Route 610	1728	7	1916	8	1783	6	1829	7	1813	7	1957	7
TOTAL	48650	13	52683	14	51031	12	51371	13	47522	12	49969	12

	JUL 16		AUG 16		SEP 16		OCT 16		NOV 16		DEC 16	
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	62	0	0	0	0	0	0	0	0	0	0	0
Route 4	0	0	0	0	0	0	0	0	0	0	0	0
Route 5	44	0	0	0	0	0	0	0	0	0	0	0
Route 7	0	0	0	0	0	0	0	0	0	0	0	0
Route 21	0	0	0	0	0	0	0	0	0	0	0	0
Route 30	0	0	0	0	0	0	0	0	0	0	0	0
Route 35	0	0	0	0	0	0	0	0	0	0	0	0
Route 65	0	0	0	0	0	0	0	0	0	0	0	0
Route 100	0	0	0	0	0	0	0	0	0	0	0	0
Connector	0	0	0	0	0	0	0	0	0	0	0	0
Route 510	0	0	0	0	0	0	0	0	0	0	0	0
Route 520	0	0	0	0	0	0	0	0	0	0	0	0
Route 530	0	0	0	0	0	0	0	0	0	0	0	0
Route 610	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	106	0	0	0	0	0	0	0	0	0	0	0

	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
TOTAL	49503	13.1	47566	13.6	51753	13.5	53443	13.7	49332	13.0	54932	13.5

	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
TOTAL	52701	13.5	55413	14.6	57954	14.9	60339	14.8	49165	14.6	52476	14.1

ROAD CALL REPORT - 2016

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
January	21	221,355	9.5	=/< 25
February	25	234,134	10.7	=/< 25
March	9	251,809	3.6	=/< 25
April	10	236,947	4.2	=/< 25
May	15	240,732	6.2	=/< 25
June	12	240,749	5.0	=/< 25
July	0	0	#DIV/0!	=/< 25
August	0	0	#DIV/0!	=/< 25
September	0	0	#DIV/0!	=/< 25
October	0	0	#DIV/0!	=/< 25
November	0	0	#DIV/0!	=/< 25
December	0	0	#DIV/0!	=/< 25
YTD	92	1,425,726	6.5	=/< 25

ROAD CALL REPORT - 2015

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	STANDARD
January	14	225,584	6.21	=/< 25
February	12	207,239	5.79	=/< 25
March	13	208,656	6.23	=/< 25
April	13	226,731	5.73	=/< 25
May	17	225,591	7.54	=/< 25
June	26	227,645	11.42	=/< 25
July	22	245,845	8.95	=/< 25
August	12	240,111	5.00	=/< 25
September	29	252,780	11.47	=/< 25
October	17	262,317	6.48	=/< 25
November	10	220,253	4.54	=/< 25
December	14	246,388	5.68	=/< 25
YTD	199	2,789,140	7.13	=/< 25

CUSTOMER SERVICE REPORT - 2016

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
January	51	60071	0.084899536	=/< 1
February	57	64626	0.088199796	=/< 1
March	42	63405	0.066240833	=/< 1
April	36	63182	0.056978253	=/< 1
May	34	58994	0.05763298	=/< 1
June	29	61646	0.047042793	=/< 1
July	0	0	#DIV/0!	=/< 1
August	0	0	#DIV/0!	=/< 1
September	0	0	#DIV/0!	=/< 1
October	0	0	#DIV/0!	=/< 1
November	0	0	#DIV/0!	=/< 1
December	0	0	#DIV/0!	=/< 1
YTD	249	371924	0.07	=/< 1

CUSTOMER SERVICE REPORT - 2015

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
January	32	58,061	0.06	=/< 1
February	25	58,532	0.04	=/< 1
March	48	63,904	0.08	=/< 1
April	64	65,481	0.10	=/< 1
May	48	60,088	0.08	=/< 1
June	47	66,314	0.07	=/< 1
July	50	64,605	0.08	=/< 1
August	64	67,386	0.09	=/< 1
September	40	70,383	0.06	=/< 1
October	37	72,653	0.05	=/< 1
November	49	59,725	0.08	=/< 1
December	46	63,711	0.07	=/< 1
YTD	550	770,843	0.07	=/< 1

MISSED TRIP REPORT - FRS - 2016

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	STANDARD
January	3,500	15	0.43%	=/< 2%
February	3,613	11	0.30%	=/< 2%
March	3,952	10	0.25%	=/< 2%
April	3,839	9	0.23%	=/< 2%
May	3,782	5	0.13%	=/< 2%
June	3,952	39	0.99%	=/< 2%
July	0	0	#DIV/0!	=/< 2%
August	0	0	#DIV/0!	=/< 2%
September	0	0	#DIV/0!	=/< 2%
October	0	0	#DIV/0!	=/< 2%
November	0	0	#DIV/0!	=/< 2%
December	0	0	#DIV/0!	=/< 2%
YTD	22,637	89	0.39%	=/< 2%

MISSED TRIP REPORT - FRS - 2015

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	STANDARD
January	3,654	16	0.44%	=/< 2%
February	3,374	132	3.91%	=/< 2%
March	3,712	123	3.31%	=/< 2%
April	3,769	8	0.21%	=/< 2%
May	3,654	24	0.66%	=/< 2%
June	3,936	21	0.53%	=/< 2%
July	3,767	17	0.45%	=/< 2%
August	3,654	22	0.60%	=/< 2%
September	3,767	26	0.69%	=/< 2%
October	3,936	20	0.51%	=/< 2%
November	3,261	8	0.25%	=/< 2%

SAFETY PERFORMANCE REPORT - 2016

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	STANDARD
January	1	221,355	0.45	=/< 4
February	4	234,134	1.71	=/< 4
March	7	251,809	2.78	=/< 4
April	2	236,947	0.84	=/< 4
May	6	240,732	2.49	=/< 4
June	2	240,749	0.83	=/< 4
July	0	0	#DIV/0!	=/< 4
August	0	0	#DIV/0!	=/< 4
September	0	0	#DIV/0!	=/< 4
October	0	0	#DIV/0!	=/< 4
November	0	0	#DIV/0!	=/< 4
December	0	0	#DIV/0!	=/< 4
YTD	22	1,425,726	1.54	=/< 4

SAFETY PERFORMANCE REPORT - 2015

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	STANDARD
January	4	225,584	1.77	=/< 4
February	4	207,239	1.93	=/< 4
March	5	208,656	2.40	=/< 4
April	5	226,731	2.21	=/< 4
May	2	225,591	0.89	=/< 4
June	1	227,645	0.44	=/< 4
July	3	245,845	1.22	=/< 4
August	7	240,111	2.92	=/< 4
September	4	252,780	1.58	=/< 4
October	3	262,317	1.14	=/< 4
November	5	220,253	2.27	=/< 4
December	6	246,388	2.44	=/< 4
YTD	49	2,789,140	1.76	=/< 4

Killeen Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6842	7084	7331	7045	6816	6880	0	0	0	0	0	0	41998
TOTAL SERVICE HOURS	3716.5	3723.6	3965.3	3772.4	3757.6	3789.4	0	0	0	0	0	0	22724.8
PASSENGERS/HOUR	1.8	1.9	1.8	1.9	1.8	1.8	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.8

KILLEEN DIVISION TOTAL - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6338	6415	6920	6686	6439	6449	0	0	0	0	0	0	39247
TOTAL TRIPS WITH APPTS	2756	2754	2861	2698	2543	2574	0	0	0	0	0	0	16186
NUMBER LATE PICKUPS	968	1000	931	736	707	655	0	0	0	0	0	0	4997
NUMBER LATE APPTS	314	230	227	180	200	153	0	0	0	0	0	0	1304
ON-TIME PERFORMANCE (PICKUP)	85%	84%	87%	89%	89%	90%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%
ON-TIME PERFORMANCE (APPT)	89%	92%	92%	93%	92%	94%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	92%

KILLEEN DIVISION ADA - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3303	3679	3965	3814	3731	3717	0	0	0	0	0	0	22209
TOTAL TRIPS WITH APPTS	1331	1432	1595	1501	1396	1411	0	0	0	0	0	0	8666
NUMBER LATE PICKUPS	546	594	551	425	413	390	0	0	0	0	0	0	2919
NUMBER LATE APPTS	105	67	92	59	75	47	0	0	0	0	0	0	445
ON-TIME PERFORMANCE (PICKUP)	83%	84%	86%	89%	89%	90%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%
ON-TIME PERFORMANCE (APPT)	92%	95%	94%	96%	95%	97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	95%

KILLEEN DIVISION MTP - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	2367	2286	2114	2003	2084	0	0	0	0	0	0	13276
TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	0	0	0	0	0	0	6604
NUMBER LATE PICKUPS	377	348	322	257	231	220	0	0	0	0	0	0	1755
NUMBER LATE APPTS	205	160	134	120	120	101	0	0	0	0	0	0	840
ON-TIME PERFORMANCE (PICKUP)	84%	85%	86%	88%	88%	89%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%
ON-TIME PERFORMANCE (APPT)	83%	87%	88%	88%	88%	90%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%

Temple Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4579	4859	5043	4766	4656	4797	0	0	0	0	0	0	28700
TOTAL SERVICE HOURS	2672	2841.6	2994.4	2879.9	2840	2833.1	0	0	0	0	0	0	17061
PASSENGERS/HOUR	1.7	1.7	1.7	1.7	1.6	1.7	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.7

TEMPLE DIVISION TOTAL - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4265	4385	4687	4494	4371	4459	0	0	0	0	0	0	26661
TOTAL TRIPS WITH APPTS	1666	1711	1858	1813	1730	1736	0	0	0	0	0	0	10514
NUMBER LATE PICKUPS	402	459	555	401	217	282	0	0	0	0	0	0	2316
NUMBER LATE APPTS	92	84	86	86	39	53	0	0	0	0	0	0	440
ON-TIME PERFORMANCE (PICKUP)	91%	90%	88%	91%	95%	94%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	91%
ON-TIME PERFORMANCE (APPT)	94%	95%	95%	95%	98%	97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	96%

TEMPLE DIVISION ADA - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	1831	1936	2012	1978	1885	1935	0	0	0	0	0	0	11577
TOTAL TRIPS WITH APPTS	616	600	657	669	641	132	0	0	0	0	0	0	3315
NUMBER LATE PICKUPS	163	198	219	179	93	636	0	0	0	0	0	0	1488
NUMBER LATE APPTS	15	13	12	15	4	10	0	0	0	0	0	0	69
ON-TIME PERFORMANCE (PICKUP)	91%	90%	89%	91%	95%	67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%
ON-TIME PERFORMANCE (APPT)	98%	98%	98%	98%	99%	92%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	98%

TEMPLE DIVISION MTP - 2016													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	1898	2011	1928	1946	1934	0	0	0	0	0	0	12139
TOTAL TRIPS WITH APPTS	1229	848	945	916	888	885	0	0	0	0	0	0	5711
NUMBER LATE PICKUPS	377	193	258	169	104	113	0	0	0	0	0	0	1214
NUMBER LATE APPTS	205	63	65	64	30	36	0	0	0	0	0	0	463
ON-TIME PERFORMANCE (PICKUP)	84%	90%	87%	91%	95%	94%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	90%
ON-TIME PERFORMANCE (APPT)	83%	93%	93%	93%	97%	96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	92%

Total ADA Trips - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	5134	5615	5977	5792	5616	5652	0	0	0	0	0	0	33786
TOTAL TRIPS WITH APPTS	1947	2032	2252	2170	2037	1543	0	0	0	0	0	0	11981
NUMBER TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	0	0	0
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%

NUMBER LATE PICKUPS	709	792	770	604	506	1026	0	0	0	0	0	0	4407
NUMBER LATE APPTS	220	173	146	135	124	111	0	0	0	0	0	0	909
ON-TIME PERFORMANCE (PICKUP)	86%	86%	87%	90%	91%	82%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	87%
ON-TIME PERFORMANCE (APPT)	89%	91%	94%	94%	94%	93%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	92%

MISSED TRIPS	5	5	3	1	0	2	0	0	0	0	0	0	16
PERCENTAGE MISSED	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%

TRIPS > 60 MINUTES	201	199	197	165	176	171	0	0	0	0	0	0	1109
PERCENTAGE < 60 MINUTES	96%	96%	97%	97%	97%	97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	97%

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	84633
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	43563.1
PASSENGERS/HOUR	2.0	2.1	2.1	2.1	2.0	2.0	1.9	1.9	1.9	1.8	1.7	1.8	1.9

KILLEEN DIVISION TOTAL - 2015													
	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	75413
TOTAL TRIPS WITH APPTS	2932	2690	2980	3016	2559	2654	2762	2728	3000	2987	2544	2607	33459
NUMBER LATE PICKUPS	1685	1981	2177	2214	1596	1389	1540	1359	1331	1220	741	886	18119
NUMBER LATE APPTS	569	594	669	631	555	407	405	385	447	458	269	232	5621
ON-TIME PERFORMANCE (PICKUP)	73.6%	66.8%	67.1%	66.9%	72.4%	76.5%	75.2%	77.8%	80.6%	82.2%	87.3%	85.8%	76.0%
ON-TIME PERFORMANCE (APPT)	80.6%	77.9%	77.6%	79.1%	78.3%	84.7%	85.3%	85.9%	85.1%	84.7%	89.4%	91.1%	83.2%

KILLEEN DIVISION ADA - 2015													
	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	38810
TOTAL TRIPS WITH APPTS	1302	1254	1396	1496	1236	1309	1314	1208	1333	1343	1136	1169	15496
NUMBER LATE PICKUPS	863	1003	1114	1146	978	768	799	666	761	634	414	479	9625
NUMBER LATE APPTS	190	251	282	261	245	169	161	128	174	139	94	73	2167
ON-TIME PERFORMANCE (PICKUP)	72.4%	67.5%	67.5%	68.2%	68.5%	76.5%	75.8%	77.8%	77.5%	81.8%	85.8%	84.7%	75.2%
ON-TIME PERFORMANCE (APPT)	85.4%	80.0%	79.8%	82.6%	80.2%	87.1%	87.7%	89.4%	86.9%	89.7%	91.7%	93.8%	86.0%

KILLEEN DIVISION MTP - 2015													
	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	29539
TOTAL TRIPS WITH APPTS	1303	1122	1199	1213	1078	1083	1223	1316	1384	1374	1174	1219	14688
NUMBER LATE PICKUPS	643	707	755	777	549	517	632	577	492	486	293	327	6755
NUMBER LATE APPTS	351	304	333	328	287	216	231	245	249	293	168	152	3157
ON-TIME PERFORMANCE (PICKUP)	75.0%	68.7%	68.8%	68.6%	75.1%	76.7%	74.6%	78.6%	82.1%	81.7%	87.3%	86.8%	77.1%
ON-TIME PERFORMANCE (APPT)	73.1%	72.9%	72.2%	73.0%	73.4%	80.1%	81.1%	81.4%	82.0%	78.7%	85.7%	87.5%	78.5%

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	55135
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	31385
PASSENGERS/HOUR	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.7	1.6	1.7	1.8

TEMPLE DIVISION TOTAL - 2015													
	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	50100
TOTAL TRIPS WITH APPTS	1926	1595	1729	1790	1632	1809	1734	1772	1867	1810	1581	1624	20869
NUMBER LATE PICKUPS	1175	1206	1422	1298	949	960	1018	868	867	656	464	509	11392
NUMBER LATE APPTS	341	270	337	302	226	237	202	195	223	175	112	101	2721
ON-TIME PERFORMANCE (PICKUP)	72.1%	67.9%	65.4%	68.1%	75.5%	77.6%	75.9%	79.8%	81.0%	85.5%	88.4%	87.8%	77.3%
ON-TIME PERFORMANCE (APPT)	82.3%	83.1%	80.5%	83.1%	86.2%	86.9%	88.4%	89.0%	88.1%	90.3%	92.9%	93.8%	87.0%

TEMPLE DIVISION ADA - 2015													
	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	23480
TOTAL TRIPS WITH APPTS	678	597	656	715	687	758	722	737	720	725	611	596	8202
NUMBER LATE PICKUPS	501	512	634	594	483	489	509	418	427	294	209	231	5301
NUMBER LATE APPTS	97	87	100	98	69	85	60	61	65	52	20	17	811
ON-TIME PERFORMANCE (PICKUP)	73.4%	70.1%	66.8%	69.2%	75.3%	77.1%	76.4%	80.5%	78.6%	85.6%	88.0%	87.7%	77.4%
ON-TIME PERFORMANCE (APPT)	85.7%	85.4%	84.8%	86.3%	90.0%	88.8%	91.7%	91.7%	91.0%	92.8%	96.7%	97.1%	90.1%

TEMPLE DIVISION MTP - 2015													
	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	20357
TOTAL TRIPS WITH APPTS	984	748	831	812	715	811	777	828	881	821	705	743	9656
NUMBER LATE PICKUPS	480	490	586	508	329	339	336	298	305	271	187	180	4309
NUMBER LATE APPTS	128	146	188	162	130	128	114	107	123	97	69	70	1462
ON-TIME PERFORMANCE (PICKUP)	74.0%	68.0%	66.3%	69.5%	78.2%	80.4%	79.2%	82.5%	84.0%	85.4%	88.6%	88.9%	78.8%
ON-TIME PERFORMANCE (APPT)	87.0%	80.5%	77.4%	80.0%	81.8%	84.2%	85.3%	87.1%	86.0%	88.2%	90.2%	90.6%	84.9%

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	62290
TOTAL TRIPS WITH APPTS	1980	1851	2052	2211	1923	2067	2036	1945	2053	2068	1747	1765	23698
NUMBER TRIPS DENIED	0	0	0	4	3	0	0	0	0	0	0	0	7
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

MISSED TRIPS	6	5	8	3	7	1	1	3	1	3	0	0	38
PERCENTAGE MISSED	0.1%	0.1%	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%

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

URBAN DIVISION - 2016

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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STS DISPATCH

Abandoned calls <10%											
Wait times avg < 3 minutes											
Talk Times avg < 2 minutes											

STS SCHEDULING

Abandoned calls <10%											
Wait times avg - < 3 minutes											
Talk Times avg < 2 minutes											

CUSTOMER SERVICE

Abandoned calls <10%											
Wait times avg < 3 minutes											
Talk Times avg < 2 minutes											

* Telephone report system failure.

URBAN DIVISION - 2015

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

Calls Answered

* Telephone report system failure.

Community Events FY16

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS

Community Participation FY16

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
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	Sab 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	5:00 PM	T. Austin	Food Drive
Central Texas 4C, Inc.	ct4c.org Website	2/19/2016	9:30 AM	Robert Ator	Parent Corner Website
Coryell County	Gatesville Civic Center	3/24/2016	9:30 AM	T. Austin	Gatesville Senior Expo
City of Killeen	Lions Club Park Senior Center	8/12/2016	8:30 AM	J. Valdes	Senior Market Day
KTMO	KTMO Tech Meeting	3/2/2016	8:30 AM	Robert Ator	Planning for Agency
City of Temple	CDBG Enhancements	3/15/2016	9:30 AM	Robert Ator	
KTMO	CTCOG offices - Belton	3/16/2016	8:30 AM	Robert Ator	KTMO Policy Board
Bell County Commissioners Court	Bell County Offices	3/16/2016	9:30 AM	Robert Ator	People with Disabilities Presentation
City of Copperas Cove	Copperas Cove City Hall	3/24/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	KTMO Tech Meeting	4/6/2016	8:30 AM	Robert Ator	Planning for Agency
KTMO	CTCOG offices - Belton	4/20/2016	8:30 AM	Robert Ator	KTMO Policy Board
City of Copperas Cove	Copperas Cove City Hall	4/26/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	CTCOG offices - Belton	5/10/2016	8:30 AM	Robert Ator	BPAC
KTMO	CTCOG offices - Belton	5/18/2016	8:30 AM	Robert Ator	KTMO Policy Board
KTMO	KTMO Tech Meeting	6/1/2016	8:30 AM	Robert Ator	Planning for Agency
City of Copperas Cove	Copperas Cove City Hall	6/6/2016	9:30 AM	Robert Ator	Highway 190 Workgroup
KTMO	CTCOG offices - Belton	6/22/2016	8:30 AM	Robert Ator	KTMO Policy Board
		6/23/2016		Robert Ator	Met with Bicycle Advocates

Community Events FY15					
AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
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 FY15					
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 Unwelling
Hill Country Transit District	Temple City Hall	5/19/2015	9:00 AM	Robert Ator	New Bus Unwelling
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

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

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

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

Fare Media Distribution

CITY	BUSINESS/AGENCY NAME	SOLD	PAYMENT TYPE	STREET ADDRESS
Harker Heights	City of Harker Heights	M-F 8 to5	cash, mo, credit card	305 Millers Crossing 76548
Killeen	United Way	M-F 9-11/1-4	cash, mo only	208 W Ave A, 76541
Temple	City of Temple	M-F 8 to5	cash, mo, credit card	2 North Main Street 76501
Belton	Belton Utility Billing Department	M-F 8 to5	cash, mo, credit card/ 4% card fee	100 South Davis Street PO Box 120 76513

Travel Training Events FY16					
AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
The HOP	Shoemaker High School	2/2/2016	8:00 AM	Noel Rodriguez	
The HOP	Temple VA	3/18/2016	8:00 AM	Noel Rodriguez	

Marketing FY16

DATE	TIME	HOP REP	COMMENTS
10/21/2015	9:00am	T. Austin	TTA Roadeo in Waco
11/3/2015	11:00am	T. Austin	San Saba County Health Fair
11/12/2015	9:00am	J. Valdes	Job Fair
3/10/2016	8:00	T. Austin	Rockdale Bus Unveiling
3/16/2016	8:30am	J. Valdes	Truck Day
4/27/2016	9:00am	K. Sames	Killeen Civic and Conference Center Employment Job Fair
4/28/2016	9:00am	K. Sames	Temple VA Medical Center Employment Job Fair

Marketing FY15

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

						Tab E
Urban Locations	DATE REQUESTED/ DROPPED OFF	Q1	Q2	Q3	Q4	TOTAL AMOUNT DISTRIBUTED
Amtrak Visitors Center	04/28/16	0	175			175
Attorney Generals Office		0	0			0
Belton County Chamber of Commerce	05/06/16	0	40			40
Central Dispatch	06/08/16	1750	1575			3325
Central Texas College	03/28/16	1225	0			1225
Central County Services (Killeen)	04/28/16	0	175			175
Central Texas Workforce (Belton)		0	0			0
Central TX Council of Governors	04/03/16	0	175			175
Central TX Workforce Downtown Temple	04/03/16	0	175			175
City Of Temple	04/22/16	0	175			175
Copper Mountain Library	03/29/16	40	0			40
Comprehensive Care Scott and White Main Hospital	05/03/16	0	175			175
Copperas Cove Chamber of Commerce	03/29/16	175	0			175
Copperas Cove City Hall	05/09/16	40	86			126
Copperas Cove Library	05/09/16	40	88			128
Family Promise of Bell County		0	0			0
Field Supervisors	06/24/16	525	525			1050
Harker Heights City Hall	03/29/16	135	94			229
Harker Heights Goodwill	04/12/16	0	40			40
HOP Customer Service Front Desk	05/05/16	1400	525			1925
Killeen Airport	04/12/16	0	45			45
Killeen Chamber of Commerce	03/29/16	40	0			40
Killeen City Hall	03/29/16	40	0			40
Killeen Convention Center	03/29/16	40	0			40
Killeen Library (Downtown)	03/28/16	32	0			32
Metroplex Hospital Information desk	03/29/16	24	0			24
S&W Social Work		0	0			0
Santa Fe Depot	04/28/16	174	0			174
Temple Public Library	04/28/16	0	175			175
Temple VA Central Texas Veterans Health Care Voluntary Services	04/22/16	175	46			221
Texas A&M Central Campus	04/12/16	0	48			48
Texas Work Force Commission (Killeen)	04/12/16	0	175			175
University of Mary Hardin Baylor		0	0			0
US Department of Veterans Affairs HUD-VASH (Harker Heights)	06/24/16	175	82			257
Utility Building/Belton	04/22/16	0	82			82
		6030	4676	0	0	10706

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 Ridership CY 2015

	<i>Client Tracked</i>	<i>Medicaid In-County</i>	<i>Medicaid Out-Of-County</i>	<i>Nursing Home</i>	<i>Headstart</i>	<i>60+</i>	<i>Other</i>	<i>Total Trips</i>	<i>Total Passengers</i>
Cameron	191	679	1411	0	1369	3400	6637	13687	19361
Gatesville	460	666	1017	0	0	5617	5018	12778	16602
Goldthwaite	0	527	572	0	0	2933	2344	6376	8766
Hamilton	0	106	456	0	0	1486	2647	4695	7100
Hico	0	62	181	0	0	496	74	813	943
Kingsland	98	67	428	0	0	2200	1647	4440	6842
Lampasas	0	2115	1173	1	0	4585	5810	13684	19346
Llano	1066	197	1021	0	2	3141	7213	12640	17162
Mason	493	18	341	0	0	2515	3468	6835	9427
Rockdale	73	998	1238	0	1695	6454	5447	15905	19603
San Saba	0	288	669	0	0	2048	4993	7998	12945
GRAND TOTALS	2381	5723	8507	1	3066	34875	45298	99851	138097

Rural Ridership CY 2014

	<i>Client Tracked</i>	<i>Medicaid In-County</i>	<i>Medicaid Out-Of-County</i>	<i>Nursing Home</i>	<i>Headstart</i>	<i>60+</i>	<i>Other</i>	<i>Total Trips</i>	<i>Total Passengers</i>
Cameron	117	847	1929	0	338	3933	2864	10028	21339
Gatesville	396	811	1353	0	0	6086	4218	12864	18261
Goldthwaite	0	616	533	1	0	2862	1393	5405	9168
Hamilton	0	35	159	0	0	1259	1463	2916	7704
Hico	0	37	176	0	0	876	156	1245	1436
Kingsland	116	205	456	0	0	2772	2131	5680	10364
Lampasas	0	2411	1372	219	0	3926	3854	11782	22164
Llano	1102	245	904	0	0	3152	3031	8434	17661
Mason	408	0	56	0	0	2880	1348	4692	8128
Rockdale	341	1460	1325	3	343	6266	3599	13337	21117
San Saba	0	372	583	0	0	2783	1630	5368	15270
GRAND TOTALS	2480	7039	8846	223	681	36795	25687	81751	152612

Rural Ridership CY 2013

	<i>Client Tracked</i>	<i>Medicaid In-County</i>	<i>Medicaid Out-Of-County</i>	<i>Nursing Home</i>	<i>Headstart</i>	<i>60+</i>	<i>Other</i>	<i>Total Trips</i>	<i>Total Passengers</i>
Cameron	100	975	1453	0	344	5162	2688	10722	23311
Gatesville	196	1042	1375	0	0	5252	4879	12744	17926
Goldthwaite	0	373	812	219	0	3325	1089	5818	9024
Hamilton	0	79	219	0	0	2135	2102	4535	10828
Hico	0	54	167	0	0	1493	400	2114	2555
Kingsland	212	320	374	0	0	2396	2405	5707	10466
Lampasas	0	1828	1574	412	0	3803	3735	11352	22811
Llano	899	331	842	0	0	2767	2985	7824	17085
Mason	392	0	0	0	0	2922	1157	4471	6843
Rockdale	250	1002	1268	0	348	6577	3641	13086	20067
San Saba	197	451	771	6	0	2915	1773	6113	16924
GRAND TOTALS	2246	6455	8855	637	692	38747	26854	84486	157840

Rural Trips to Urban Destinations

	JAN 16		FEB 16		MAR 16		APR 16		MAY 16		JUN 16	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON	89	85	120	114	107	104	92	92	104	103	101	99
GATESVILLE	75	71	66	63	62	61	84	85	78	77	70	71
GOLDTHWAITE	5	5	4	4	5	5	6	6	2	2	7	7
HAMILTON	9	9	6	6	5	5	1	1	14	14	25	23
HICO	0	0	2	2	1	1	2	2	4	4	2	2
KINGSLAND	0	0	0	0	0	0	0	0	0	0	0	0
LAMPASAS	59	69	55	67	58	69	66	77	77	80	99	110
LLANO	1	1	1	1	2	3	4	4	4	4	2	2
MASON	0	0	0	0	0	0	0	0	0	0	0	0
ROCKDALE	81	80	88	87	74	72	60	60	88	82	89	84
SAN SABA	5	4	3	3	1	1	4	4	1	1	8	7
	648		692		636		650		739		808	

	JUL 16		AUG 16		SEP 16		OCT 16		NOV 16		DEC 16	
	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM	TO	FROM
CAMERON												
GATESVILLE												
GOLDTHWAITE												
HAMILTON												
HICO												
KINGSLAND												
LAMPASAS												
LLANO												
MASON												
ROCKDALE												
SAN SABA												
	0		0		0		0		0		0	

	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	