

# 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.

<b><u>STATUS</u></b>	<b><u>TOTAL ULSD</u></b>	<b><u>TOTAL FLEET</u></b>	<b><u>% ULSD</u></b>
	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 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	5,640	22.1	6,123	23.3	5,639	19.6	5,633	20.2	5,408	19.7	5,857	20.4
Route 4	7,006	24.4	7,317	25.1	7,386	23.3	7,207	23.0	6,667	21.9	7,209	22.7
Route 5	5,510	21.5	5,694	21.5	5,738	19.8	5,686	20.2	5,495	19.9	5,796	20.0
Route 7	1,527	6.4	1,667	6.7	1,580	5.7	1,652	6.3	1,370	5.2	1,372	5.0
Route 21	2,338	8.1	2,465	8.4	2,387	7.5	2,397	7.6	2,269	7.4	2,364	7.4
Route 30	2,793	9.6	3,057	10.4	3,215	10.0	3,152	10.0	2,918	9.5	2,964	9.3
Route 35	2,861	11.4	2,851	10.8	2,601	8.9	2,499	9.0	2,294	8.2	2,267	7.8
Route 65	3,232	14.2	3,482	14.5	3,271	12.4	3,304	13.1	3,198	12.7	3,400	12.9
Route 100	3,451	15.1	4,220	17.6	3,943	14.9	4,081	16.2	3,533	14.0	3,516	13.3
Connector	2,750	11.7	2,918	11.7	2,910	10.6	3,119	12.0	2,624	10.1	2,972	10.9
Route 510	4,189	16.2	4,617	17.5	4,306	15.0	4,469	15.9	4,105	14.9	4,034	14.1
Route 520	2,720	9.5	3,265	11.2	3,178	10.0	3,269	10.4	2,968	9.7	3,090	9.7
Route 530	2,905	10.5	3,091	11.0	3,094	10.1	3,074	10.2	2,860	9.7	3,171	10.3
Route 610	1,728	7.3	1,916	7.7	1,783	6.5	1,829	7.0	1,813	6.9	1,957	7.1
<b>TOTAL</b>	<b>48,650</b>	<b>13.4</b>	<b>52,683</b>	<b>14.1</b>	<b>51,031</b>	<b>12.5</b>	<b>51,371</b>	<b>12.9</b>	<b>47,522</b>	<b>12.1</b>	<b>49,969</b>	<b>12.2</b>

	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	5,304	19.9	6,357	21.2	6,364	23.1	53	0.2	0	0.0	0	0.0
Route 4	6,604	22.0	7,127	21.6	7,281	23.9	0	0.0	0	0.0	0	0.0
Route 5	5,340	19.9	6,353	21.1	6,521	23.6	52	0.2	0	0.0	0	0.0
Route 7	1,280	5.1	1,585	5.5	1,580	6.0	0	0.0	0	0.0	0	0.0
Route 21	2,240	7.4	2,663	8.0	2,828	9.2	0	0.0	0	0.0	0	0.0
Route 30	2,658	8.8	3,086	9.3	2,893	9.4	0	0.0	0	0.0	0	0.0
Route 35	2,216	8.4	2,343	7.7	2,484	8.9	0	0.0	0	0.0	0	0.0
Route 65	3,143	13.1	3,921	14.2	3,888	15.4	0	0.0	0	0.0	0	0.0
Route 100	3,107	12.9	4,098	14.8	4,549	18.1	0	0.0	0	0.0	0	0.0
Connector	2,683	10.8	2,998	10.5	3,053	11.7	0	0.0	0	0.0	0	0.0
Route 510	4,271	15.8	4,779	16.0	4,244	15.4	0	0.0	0	0.0	0	0.0
Route 520	2,799	9.3	3,219	9.7	3,159	10.4	0	0.0	0	0.0	0	0.0
Route 530	3,046	10.5	3,426	10.7	3,293	11.2	0	0.0	0	0.0	0	0.0
Route 610	1,887	7.5	2,006	7.0	1,950	7.4	0	0.0	0	0.0	0	0.0
<b>TOTAL</b>	<b>46,578</b>	<b>12.3</b>	<b>53,961</b>	<b>12.7</b>	<b>54,087</b>	<b>13.8</b>	<b>105</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>

	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	6,063	22.7	5,583	22.7	5,882	21.7	6,016	21.9	5,707	21.4	6,691	23.3
Route 4	7,219	24.1	6,984	25.5	7,781	26.0	8,130	26.7	7,302	24.3	7,460	23.5
Route 5	5,486	20.4	5,498	22.2	5,905	21.7	5,934	21.4	5,602	20.9	6,459	22.3
Route 7	1,206	4.8	1,288	5.5	1,423	5.5	1,575	6.0	1,253	5.0	1,657	6.0
Route 21	2,108	7.3	2,148	8.2	2,273	7.9	2,596	8.9	2,423	8.4	2,575	8.4
Route 30	2,887	9.5	2,525	9.1	2,781	9.2	2,899	9.4	2,793	9.2	2,975	9.3
Route 35	2,400	9.1	2,377	9.6	2,664	9.7	2,695	9.7	2,540	9.6	2,889	9.9
Route 65	3,540	14.8	3,241	14.4	3,649	14.7	3,527	14.0	3,243	13.5	3,519	13.3
Route 100	4,085	17.0	4,468	19.9	4,588	18.5	5,124	20.3	4,009	16.7	4,029	15.3
Connector	2,386	9.6	2,480	10.7	2,547	9.9	2,642	10.1	2,362	9.5	2,878	10.5
Route 510	4,399	16.3	4,036	16.3	4,390	16.2	4,457	16.2	4,232	15.7	4,803	16.8
Route 520	2,918	9.7	2,517	9.2	2,973	9.9	2,989	9.8	3,057	10.2	3,099	9.8
Route 530	3,336	11.5	2,950	11.1	3,380	11.6	3,387	11.5	3,274	11.3	4,064	13.2
Route 610	1,470	5.9	1,471	6.3	1,517	5.9	1,472	5.6	1,535	6.1	1,834	6.7
<b>TOTAL</b>	<b>49,503</b>	<b>13.1</b>	<b>47,566</b>	<b>13.6</b>	<b>51,753</b>	<b>13.5</b>	<b>53,443</b>	<b>13.7</b>	<b>49,332</b>	<b>13.0</b>	<b>54,932</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	6,483	23.6	6,889	25.8	6,856	24.9	6,856	23.9	5,971	25.1	6,428	24.5
Route 4	7,787	25.6	7,953	26.5	7,790	25.6	8,396	26.5	6,885	25.9	7,808	26.8
Route 5	6,302	22.8	6,281	23.4	6,383	23.1	7,016	24.3	5,768	24.1	5,809	22.0
Route 7	1,584	6.0	1,538	6.1	1,825	6.9	1,833	6.7	1,588	7.0	1,573	7.0
Route 21	2,383	8.1	2,517	8.8	2,653	9.1	2,802	9.2	2,264	8.9	2,314	8.3
Route 30	3,017	9.8	3,109	10.3	3,319	10.8	3,643	11.4	2,914	10.9	3,064	10.4
Route 35	2,638	9.5	2,705	10.2	2,905	10.4	2,937	10.1	2,605	10.9	2,700	10.2
Route 65	3,328	13.2	3,549	14.8	3,807	15.1	3,873	14.7	3,243	15.0	3,662	15.3
Route 100	3,857	15.3	4,094	17.1	5,203	20.6	5,186	19.6	4,100	19.0	3,590	15.0
Connector	2,782	10.7	2,908	11.7	3,211	12.3	3,366	12.3	2,659	11.9	2,733	11.0
Route 510	4,284	15.6	5,159	19.1	5,339	19.4	5,495	19.2	4,126	17.2	4,702	17.9
Route 520	3,013	9.9	3,179	10.6	3,330	10.9	3,334	10.5	2,641	9.9	3,265	11.2
Route 530	3,546	12.0	3,681	12.7	3,467	11.8	3,655	11.9	2,752	10.7	3,011	10.7
Route 610	1,697	6.5	1,851	7.4	1,866	7.1	1,947	7.1	1,649	7.3	1,817	7.3
<b>TOTAL</b>	<b>52,701</b>	<b>13.5</b>	<b>55,413</b>	<b>14.6</b>	<b>57,954</b>	<b>14.9</b>	<b>60,339</b>	<b>14.8</b>	<b>49,165</b>	<b>14.6</b>	<b>52,476</b>	<b>14.1</b>

**ROAD CALL REPORT - 2016**

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>STANDARD</b>
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	17	233,470	7.3	=/< 25
August	10	249,660	4.0	=/< 25
September	16	242,234	6.6	=/< 25
October	0	0	#DIV/0!	=/< 25
November	0	0	#DIV/0!	=/< 25
December	0	0	#DIV/0!	=/< 25
<b>YTD</b>	<b>135</b>	<b>2,151,090</b>	<b>6.3</b>	<b>=/&lt; 25</b>

**ROAD CALL REPORT - 2015**

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>STANDARD</b>
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
<b>YTD</b>	<b>199</b>	<b>2,789,140</b>	<b>7.13</b>	<b>=/&lt; 25</b>



**CUSTOMER SERVICE REPORT - 2016**

MONTH / YEAR	NUMBER	NUMBER	COMPLAINTS/	STANDARD
	COMPLAINTS	PASSENGERS	100 PASS	
January	51	60,071	0.08	=/< 1
February	57	64,626	0.09	=/< 1
March	42	63,405	0.07	=/< 1
April	36	63,182	0.06	=/< 1
May	34	58,994	0.06	=/< 1
June	29	61,646	0.05	=/< 1
July	54	57,826	0.09	=/< 1
August	59	66,989	0.09	=/< 1
September	63	66,895	0.09	=/< 1
October	0	0	#DIV/0!	=/< 1
November	0	0	#DIV/0!	=/< 1
December	0	0	#DIV/0!	=/< 1
<b>YTD</b>	<b>425</b>	<b>563,634</b>	<b>0.08</b>	<b>=/&lt; 1</b>

**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
<b>YTD</b>	<b>550</b>	<b>770,843</b>	<b>0.07</b>	<b>=/&lt; 1</b>

### 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	3,669	23	0.63%	=/< 2%
August	4,121	16	0.39%	=/< 2%
September	3,782	19	0.50%	=/< 2%
October	0	0	#DIV/0!	=/< 2%
November	0	0	#DIV/0!	=/< 2%
December	0	0	#DIV/0!	=/< 2%
<b>YTD</b>	<b>34,210</b>	<b>147</b>	<b>0.43%</b>	<b>=/&lt; 2%</b>

### 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%
December	3,573	4	0.11%	=/< 2%
<b>YTD</b>	<b>44,059</b>	<b>421</b>	<b>0.96%</b>	<b>=/&lt; 2%</b>

**SAFETY PERFORMANCE REPORT - 2016**

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>STANDARD</b>
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	3	233,470	1.28	=/< 4
August	8	249,660	3.20	=/< 4
September	8	242,234	3.30	=/< 4
October	0	0	#DIV/0!	=/< 4
November	0	0	#DIV/0!	=/< 4
December	0	0	#DIV/0!	=/< 4
<b>YTD</b>	<b>41</b>	<b>2,151,090</b>	<b>1.91</b>	<b>=/&lt; 4</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>
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
<b>YTD</b>	<b>49</b>	<b>2,789,140</b>	<b>1.76</b>	<b>=/&lt; 4</b>

### Killeen Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6842	7084	7331	7045	6816	6880	6653	7866	7821	0	0	0	64338
TOTAL SERVICE HOURS	3716.5	3723.6	3965.3	3772.4	3757.6	3789.4	3470.3	4145.7	4689.5	0	0	0	35030.3
PASSENGERS/HOUR	1.8	1.9	1.8	1.9	1.8	1.8	1.9	1.9	1.7	#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	6215	6837	7083	0	0	0	59382
TOTAL TRIPS WITH APPTS	2756	2754	2861	2698	2543	2574	2522	2905	2819	0	0	0	24432
NUMBER LATE PICKUPS	968	1000	931	736	707	655	706	1178	2740	0	0	0	9621
NUMBER LATE APPTS	314	230	227	180	200	153	148	296	504	0	0	0	2252
ON-TIME PERFORMANCE (PICKUP)	85%	84%	87%	89%	89%	90%	89%	83%	61%	#DIV/0!	#DIV/0!	#DIV/0!	84%
ON-TIME PERFORMANCE (APPT)	89%	92%	92%	93%	92%	94%	94%	90%	82%	#DIV/0!	#DIV/0!	#DIV/0!	91%

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	3545	4110	3028	0	0	0	32892
TOTAL TRIPS WITH APPTS	1331	1432	1595	1501	1396	1411	1336			0	0	0	10002
NUMBER LATE PICKUPS	546	594	551	425	413	390	426			0	0	0	3345
NUMBER LATE APPTS	105	67	92	59	75	47	50			0	0	0	495
ON-TIME PERFORMANCE (PICKUP)	83%	84%	86%	89%	89%	90%	88%			#DIV/0!	#DIV/0!	#DIV/0!	90%
ON-TIME PERFORMANCE (APPT)	92%	95%	94%	96%	95%	97%	96%			#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	1983	2473	2018	0	0	0	19750
TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	967			0	0	0	7571
NUMBER LATE PICKUPS	377	348	322	257	231	220	213			0	0	0	1968
NUMBER LATE APPTS	205	160	134	120	120	101	92			0	0	0	932
ON-TIME PERFORMANCE (PICKUP)	84%	85%	86%	88%	88%	89%	89%			#DIV/0!	#DIV/0!	#DIV/0!	90%
ON-TIME PERFORMANCE (APPT)	83%	87%	88%	88%	88%	90%	90%			#DIV/0!	#DIV/0!	#DIV/0!	88%

### Temple Division - 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4579	4859	5043	4766	4656	4797	4595	5162	4987	0	0	0	43444
TOTAL SERVICE HOURS	2672	2841.6	2994.4	2879.9	2840	2833.1	2649	3012	3302.9	0	0	0	26024.9
PASSENGERS/HOUR	1.7	1.7	1.7	1.7	1.6	1.7	1.7	1.7	1.5	#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	4223	4525	4498	0	0	0	39907
TOTAL TRIPS WITH APPTS	1666	1711	1858	1813	1730	1736	1689	1790	1691	0	0	0	15684
NUMBER LATE PICKUPS	402	459	555	401	217	282	294	507	1407	0	0	0	4524
NUMBER LATE APPTS	92	84	86	86	39	53	43	73	112	0	0	0	668
ON-TIME PERFORMANCE (PICKUP)	91%	90%	88%	91%	95%	94%	93%	89%	69%	#DIV/0!	#DIV/0!	#DIV/0!	89%
ON-TIME PERFORMANCE (APPT)	94%	95%	95%	95%	98%	97%	97%	96%	93%	#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	1828	2304	1750	0	0	0	17459
TOTAL TRIPS WITH APPTS	616	600	657	669	641	636	611			0	0	0	4430
NUMBER LATE PICKUPS	163	198	219	179	93	132	118			0	0	0	1102
NUMBER LATE APPTS	15	13	12	15	4	10	7			0	0	0	76
ON-TIME PERFORMANCE (PICKUP)	91%	90%	89%	91%	95%	93%	94%			#DIV/0!	#DIV/0!	#DIV/0!	94%
ON-TIME PERFORMANCE (APPT)	98%	98%	98%	98%	99%	98%	99%			#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	1821	1895	1629	0	0	0	17484
TOTAL TRIPS WITH APPTS	1229	848	945	916	888	885	869			0	0	0	6580
NUMBER LATE PICKUPS	377	193	258	169	104	113	139			0	0	0	1353
NUMBER LATE APPTS	205	63	65	64	30	36	33			0	0	0	496
ON-TIME PERFORMANCE (PICKUP)	84%	90%	87%	91%	95%	94%	92%			#DIV/0!	#DIV/0!	#DIV/0!	92%
ON-TIME PERFORMANCE (APPT)	83%	93%	93%	93%	97%	96%	96%			#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	5373	6414	4778	0	0	0	50351
TOTAL TRIPS WITH APPTS	1947	2032	2252	2170	2037	2047	1947			0	0	0	14432
NUMBER TRIPS DENIED	0	0	0	0	0	0	0	0	0	0	0	0	0
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%			#DIV/0!	#DIV/0!	#DIV/0!	0%

NUMBER LATE PICKUPS	709	792	770	604	506	522	544			0	0	0	4447
NUMBER LATE APPTS	220	173	146	135	124	111	99			0	0	0	1008
ON-TIME PERFORMANCE (PICKUP)	86%	86%	87%	90%	91%	91%	90%			#DIV/0!	#DIV/0!	#DIV/0!	91%
ON-TIME PERFORMANCE (APPT)	89%	91%	94%	94%	94%	95%	95%			#DIV/0!	#DIV/0!	#DIV/0!	93%

MISSED TRIPS	5	5	3	1	0	2	5	0	3	0	0	0	24
PERCENTAGE MISSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%

TRIPS > 60 MINUTES	201	199	197	165	176	171	159	207	281	0	0	0	1756
PERCENTAGE < 60 MINUTES	96%	96%	97%	97%	97%	97%	97%	97%	94%	#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
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

**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
KTMO	Temple Library	10/8/2016	1:00 PM	B. Leon	Walk in My Shoes

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
KTMO	CTCOG offices - Belton	6/23/2016	9:00 AM	Robert Ator	Met with Bicycle Advocates
City of Belton	West MLK Jr. Avenue - Belton	7/12/2016	1:30 PM	Robert Ator	West MLK Jr. Avenue Extension Project Dedication Ceremony

<b>Community Events FY15</b>					
<b>AGENCY</b>	<b>LOCATION/ADDRESS</b>	<b>DATE</b>	<b>TIME</b>	<b>HOP REP</b>	<b>COMMENTS</b>
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

<b>Community Participation FY15</b>					
<b>AGENCY</b>	<b>LOCATION/ADDRESS</b>	<b>DATE</b>	<b>TIME</b>	<b>HOP REP</b>	<b>COMMENTS</b>
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



<b>Route 2</b>	Texas A&M Central Texas North Campus West Ward Elementary Peebles Elementary Central Texas Youth Services East Ward Elementary School Long Branch Park
<b>Route 4</b>	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
<b>Route 5</b>	Maxdale Elementary School Palo Alto Middle School Bellaire Elementary School Texas Workforce Commision
<b>Route 7</b>	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
<b>Route 21</b>	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

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

<b>Route 520</b>	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
<b>Route 530</b>	Ferguson Park Wildcat Stadium Temple High School Temple Kidney Center
<b>Route 610</b>	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**

<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 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

<b>Travel Training Events FY16</b>					
<b>AGENCY</b>	<b>LOCATION/ADDRESS</b>	<b>DATE</b>	<b>TIME</b>	<b>HOP REP</b>	<b>COMMENTS</b>
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	8:00am	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
7/28/2016	9:00am	K. Sames	VA 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	0		175
Attorney Generals Office		0	0	0		0
Belton County Chamber of Commerce	05/06/16	0	40	0		40
Central Dispatch	09/13/16	1,750	1,575	1,050		4,375
Central Texas College	03/28/16	1,225	0	0		1,225
Central County Services (Killeen)	04/28/16	0	175	0		175
Central Texas Workforce (Belton)		0	0	0		0
Central TX Council of Governors	04/03/16	0	175	0		175
Central TX Workforce Downtown Temple	04/03/16	0	175	0		175
City Of Temple	04/22/16	0	175	0		175
Copper Mountain Libray	03/29/16	40	0	0		40
Comprehesive Care Scott and White Main Hospital	05/03/16	0	175	0		175
Copperas Cove Chamber of Commerce	03/29/16	175	0	0		175
Copperas Cove City Hall	05/09/16	40	86	0		126
Copperas Cove Library	05/09/16	40	88	0		128
Family Promise of Bell County		0	0	0		0
Field Supervisors	09/01/16	525	525	350		1,400
Harker Heights City Hall	03/29/16	135	94	0		229
Harker Heights Goodwill	04/12/16	0	40	0		40
Health Care Administrators Association	08/05/16	0	0	175		175
HOP Customer Service Front Desk	07/28/16	1,400	525	700		2,625
Killeen Airport	04/12/16	0	45	0		45
Killeen Chamber of Commerce	03/29/16	40	0	0		40
Killeen City Hall	03/29/16	40	0	0		40
Killeen Convention Center	03/29/16	40	0	0		40
Killeen Library (Downtown)	09/02/16	32	0	175		207
Metroplex Hospital Information desk	03/29/16	24	0	82		106
S&W Social Work		0	0	0		0
Santa Fe Depot	04/28/16	174	0	0		174
Temple Public Library	04/28/16	0	175	0		175
Temple VA Central Texas Veterans Heath Care Voluntary Services	04/22/16	175	46	0		221
Temple Visitor's Center	08/05/16	0	0	525		525
Texas A&M Central Campus	04/12/16	0	48	0		48
Texas Work Force Commission (Killeen)	04/12/16	0	175	0		175
Universtity of Mary Hardin Baylor		0	0	0		0
US Department of Veterans Affairs HUD-VASH (Harker Heights)	06/24/16	175	82	0		257
Utility Building/Belton	04/22/16	0	82	0		82
		6,030	4,676	3,057	0	13,763



## **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	1,411	0	1,369	3,400	6,637	13,687	19,361
Gatesville	460	666	1,017	0	0	5,617	5,018	12,778	16,602
Goldthwaite	0	527	572	0	0	2,933	2,344	6,376	8,766
Hamilton	0	106	456	0	0	1,486	2,647	4,695	7,100
Hico	0	62	181	0	0	496	74	813	943
Kingsland	98	67	428	0	0	2,200	1,647	4,440	6,842
Lampasas	0	2,115	1,173	1	0	4,585	5,810	13,684	19,346
Llano	1,066	197	1,021	0	2	3,141	7,213	12,640	17,162
Mason	493	18	341	0	0	2,515	3,468	6,835	9,427
Rockdale	73	998	1,238	0	1,695	6,454	5,447	15,905	19,603
San Saba	0	288	669	0	0	2,048	4,993	7,998	12,945
<b>GRAND TOTALS</b>	<b>2,381</b>	<b>5,723</b>	<b>8,507</b>	<b>1</b>	<b>3,066</b>	<b>34,875</b>	<b>45,298</b>	<b>99,851</b>	<b>138,097</b>

### 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	1,929	0	338	3,933	2,864	10,028	21,339
Gatesville	396	811	1,353	0	0	6,086	4,218	12,864	18,261
Goldthwaite	0	616	533	1	0	2,862	1,393	5,405	9,168
Hamilton	0	35	159	0	0	1,259	1,463	2,916	7,704
Hico	0	37	176	0	0	876	156	1,245	1,436
Kingsland	116	205	456	0	0	2,772	2,131	5,680	10,364
Lampasas	0	2,411	1,372	219	0	3,926	3,854	11,782	22,164
Llano	1,102	245	904	0	0	3,152	3,031	8,434	17,661
Mason	408	0	56	0	0	2,880	1,348	4,692	8,128
Rockdale	341	1,460	1,325	3	343	6,266	3,599	13,337	21,117
San Saba	0	372	583	0	0	2,783	1,630	5,368	15,270
<b>GRAND TOTALS</b>	<b>2,480</b>	<b>7,039</b>	<b>8,846</b>	<b>223</b>	<b>681</b>	<b>36,795</b>	<b>25,687</b>	<b>81,751</b>	<b>152,612</b>

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	103	101	118	112	112	111						
GATESVILLE	64	62	83	80	76	74						
GOLDTHWAITE	6	5	3	3	9	9						
HAMILTON	24	24	21	22	20	18						
HICO	1	1	3	3	0	1						
KINGSLAND	0	0	0	0	0	0						
LAMPASAS	69	76	81	86	73	79						
LLANO	2	2	2	2	2	2						
MASON	0	0	0	0	0	0						
ROCKDALE	81	75	76	77	64	64						
SAN SABA	7	7	9	9	5	5						
	710		790		724		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	