

# Quarterly Report

## Regionally Coordinated Transportation Plan

### RCTP Workplan



## Goals, Objectives, and Performance Measures

*This report has been modified in accordance with table 11 on page 57 and 58 of the  
Regional Coordinated Transportation Plan.*

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**Note:** Tables 3B and 4B contain information about excessive paratransit travel time.

**Table 1 - 2018 Fixed Route Ridership****Goal: Ten Passengers per Service Hour**

	JAN 18		FEB 18		MAR 18		APR 18		MAY 18		JUN 18		
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	CITY
Route 2	5586	21.3	5613	22.4	5475	19.6	5419	19.7	5919	20.6	5380	19.3	Killeen
Route 4	7428	25.5	7596	27.3	8185	26.2	7805	25.7	8820	27.8	8156	26.1	Killeen
Route 5	4878	18.4	4914	19.5	4958	17.7	4906	17.7	5571	19.3	4778	17.0	Killeen
Route 35	2451	9.2	2347	9.3	2600	9.3	2804	10.1	2784	9.6	2331	8.4	HH
Route 65	2700	11.3	2843	12.5	3322	13.2	3351	13.3	3517	13.3	3422	13.6	CC
Route 100	3354	14.0	3486	15.3	3584	14.2	3672	14.6	3310	12.5	2842	11.3	Killeen
Route 200	2503	10.1	2299	9.7	2589	9.9	2575	9.9	2573	9.4	2374	9.1	Connector
Route 510	3945	15.0	4175	16.6	4980	17.7	4807	17.5	4970	17.3	4999	17.7	Temple
Route 530	2623	9.2	2796	10.3	3387	11.1	3039	10.2	3184	10.3	3412	11.2	Temple
Route 610	1701	6.8	1626	6.8	2037	7.8	1703	6.5	1828	6.6	1721	6.6	Belton
<b>TOTAL</b>	<b>37169</b>	<b>14.1</b>	<b>37695</b>	<b>15.0</b>	<b>41117</b>	<b>14.7</b>	<b>40081</b>	<b>14.5</b>	<b>42476</b>	<b>14.7</b>	<b>39415</b>	<b>14.0</b>	

  

	JUL 18		AUG 18		SEP 18		OCT 18		NOV 18		DEC 18		
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	CITY
Route 2	5115	18.6	5933	19.8	5015	19.7	0	0.0	0	0.0	0	0.0	Killeen
Route 4	7182	23.6	8687	26.3	7121	24.8	0	0.0	0	0.0	0	0.0	Killeen
Route 5	4727	17.1	5765	19.1	4801	18.8	0	0.0	0	0.0	0	0.0	Killeen
Route 35	2144	7.7	2621	8.6	2385	9.5	0	0.0	0	0.0	0	0.0	HH
Route 65	3514	13.9	4314	15.6	3248	14.2	0	0.0	0	0.0	0	0.0	CC
Route 100	3064	12.2	3509	12.7	3292	14.4	0	0.0	0	0.0	0	0.0	Killeen
Route 200	2513	9.6	2737	9.6	2303	9.8	0	0.0	0	0.0	0	0.0	Connector
Route 510	4968	18.1	5675	19.0	4515	17.5	0	0.0	0	0.0	0	0.0	Temple
Route 530	3357	11.3	3675	11.4	2934	10.5	0	0.0	0	0.0	0	0.0	Temple
Route 610	1670	6.4	1884	6.6	1464	6.2	0	0.0	0	0.0	0	0.0	Belton
<b>TOTAL</b>	<b>38254</b>	<b>13.8</b>	<b>44800</b>	<b>14.9</b>	<b>37078</b>	<b>14.5</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	

**Table 2 - 2017 Fixed Route Ridership****Goal: Ten Passengers per Service Hour**

	JAN 17		FEB 17		MAR 17		APR 17		MAY 17		JUN 17		
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	CITY
Route 2	5841	22.2	5980	23.9	5976	19.9	5065	19.9	6032	21.0	6082	21.2	Killeen
Route 4	6783	23.3	6947	24.9	7890	23.9	6640	23.1	7598	24.0	6810	21.5	Killeen
Route 5	5762	21.8	5937	23.6	5912	19.6	5112	20.0	6187	21.4	5876	20.3	Killeen
Route 7	1439	5.7	1670	7.0	1658	5.8	1326	5.6	1405	5.1	1444	5.2	Killeen
Route 21	2330	7.9	2469	8.8	2642	7.9	2360	8.2	2451	7.7	2715	8.5	Killeen
Route 30	2624	8.9	2880	10.2	3169	9.5	2761	9.5	3169	9.9	3046	9.5	Killeen
Route 35	2459	9.3	2677	10.6	2730	9.0	2404	9.5	2661	9.1	2516	8.6	HH
Route 65	3427	14.3	3627	15.9	3889	14.1	3276	14.4	3504	13.3	3552	13.5	CC
Route 100	3379	14.1	4072	17.9	4206	15.2	3553	15.6	3332	12.6	3160	12.0	Killeen
Route 200	2838	11.4	2902	12.3	3213	11.2	2663	11.3	3040	11.1	3173	11.6	Connector
Route 510	4722	17.9	4884	19.4	5402	18.1	4859	18.8	5201	18.1	5312	18.5	Temple
Route 530	3197	11.2	3406	12.5	3660	11.4	3238	11.6	3461	11.2	3556	11.5	Temple
Route 610	1623	6.5	1861	7.8	1988	6.9	1405	5.9	1812	6.6	2057	7.5	Temple
<b>TOTAL</b>	<b>46424</b>	<b>13.4</b>	<b>49312</b>	<b>15.0</b>	<b>52335</b>	<b>13.3</b>	<b>44662</b>	<b>13.3</b>	<b>49853</b>	<b>13.2</b>	<b>49299</b>	<b>13.0</b>	

	JUL 17		AUG 17		SEP 17		OCT 17		NOV 17		DEC 17		
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	CITY
Route 2	5770	21.6	6893	23.0	6036	22.6	6412	22.3	5356	21.4	4974	19.5	Killeen
Route 4	6674	22.3	7525	22.8	8656	28.9	9622	30.4	8296	29.8	7808	27.2	Killeen
Route 5	5654	21.1	6151	20.4	5617	20.9	6111	21.1	5070	20.1	4125	16.1	Killeen
Route 7*	1330	5.3	1255	4.4									Killeen
Route 21*	2335	7.7	2145	6.4									Killeen
Route 30*	2676	8.8	2936	8.8									Killeen
Route 35	2149	8.1	2702	8.9	2516	9.5	2748	9.4	2399	9.5	2094	8.3	HH
Route 65	3133	13.1	3669	13.3	3317	13.8	3682	13.9	3154	13.8	2873	12.6	CC
Route 100	2946	12.3	3510	12.7	3685	15.4	3938	14.9	3179	13.9	2625	11.5	Killeen
Route 200	2868	11.5	3023	10.6	2823	11.4	2958	10.8	2429	10.3	2227	9.4	Connector
Route 510	5009	18.6	5447	18.2	5087	18.9	5014	17.5	4489	17.9	4227	16.4	Temple
Route 530	3550	12.2	3468	10.8	3224	11.0	3118	10.1	2839	10.5	2625	9.4	Temple
Route 610	1815	7.3	2068	7.2	1823	7.3	1938	7.0	1618	6.8	1566	6.6	Temple
<b>TOTAL</b>	<b>45909</b>	<b>13.1</b>	<b>50792</b>	<b>12.9</b>	<b>42784</b>	<b>16.0</b>	<b>45541</b>	<b>15.8</b>	<b>38829</b>	<b>15.4</b>	<b>35144</b>	<b>13.7</b>	

*\*Route discontinued September 1st, 2017*

**Table 3A - 2018 Paratransit Ridership Report****Goal: Two Passengers per Service Hour****Killeen Division - 2018**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4900	5198	5568	5694	5641	5215	4735	5631	5169				<b>47751</b>
TOTAL SERVICE HOURS	2240.1	2161.0	2293.3	2305.6	2353.4	2147.4	2036.3	2313.3	2052.3				<b>19902.7</b>
PASSENGERS/HOUR	<b>2.2</b>	<b>2.4</b>	<b>2.4</b>	<b>2.5</b>	<b>2.4</b>	<b>2.4</b>	<b>2.3</b>	<b>2.4</b>	<b>2.5</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>2.4</b>

<b>KILLEEN DIVISION TOTAL - 2017</b>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4900	4808	5141	5215	5196	4744	4386	5115	4666				<b>44171</b>
TOTAL TRIPS WITH APPTS	2499	2484	2516	2451	2478	2303	2199	2539	2410				<b>21879</b>
NUMBER LATE PICKUPS	926	885	902	1091	996	1068	980	1244	1202				<b>9294</b>
NUMBER LATE APPTS	172	180	131	176	131	159	155	185	315				<b>1604</b>
ON-TIME PERFORMANCE (PICKUP)	<b>81.1%</b>	<b>81.6%</b>	<b>82.5%</b>	<b>79.1%</b>	<b>80.8%</b>	<b>77.5%</b>	<b>77.7%</b>	<b>75.7%</b>	<b>74.2%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>79.0%</b>
ON-TIME PERFORMANCE (APPT)	<b>93.1%</b>	<b>92.8%</b>	<b>94.8%</b>	<b>92.8%</b>	<b>94.7%</b>	<b>93.1%</b>	<b>93.0%</b>	<b>92.7%</b>	<b>86.9%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>92.7%</b>

**Temple Division - 2018**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	3375	3331	3712	3498	3680	3482	3470	4048	3394				<b>31990</b>
TOTAL SERVICE HOURS	1696.3	1666.4	1821.8	1744.0	1843.9	1772.0	1748.2	1873.0	1569.8				<b>15735.4</b>
PASSENGERS/HOUR	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.0</b>	<b>2.2</b>	<b>2.2</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>2.0</b>

<b>TEMPLE DIVISION TOTAL - 2017</b>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2990	3024	3375	3118	3337	3163	3140	3695	3116				<b>28958</b>
TOTAL TRIPS WITH APPTS	1556	1521	1683	1590	1664	1547	1632	1993	1764				<b>14950</b>
NUMBER LATE PICKUPS	613	641	711	678	750	773	777	974	816				<b>6733</b>
NUMBER LATE APPTS	81	97	116	108	129	107	143	191	304				<b>1276</b>
ON-TIME PERFORMANCE (PICKUP)	<b>79.5%</b>	<b>78.8%</b>	<b>78.9%</b>	<b>78.3%</b>	<b>77.5%</b>	<b>75.6%</b>	<b>75.3%</b>	<b>73.6%</b>	<b>73.8%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>76.7%</b>
ON-TIME PERFORMANCE (APPT)	<b>94.8%</b>	<b>93.6%</b>	<b>93.1%</b>	<b>93.2%</b>	<b>92.2%</b>	<b>93.1%</b>	<b>91.2%</b>	<b>90.4%</b>	<b>82.8%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>91.5%</b>

**Table 3B - 2018 Total ADA Trips****Goal: Less Than 5% of ADA Trips Over an Hour in Length**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4414	4288	4906	4355	4485	4149	3936	5157	4264				<b>39954</b>
NUMBER TRIPS DENIED	1	3	1	0	1	0	0	0	1				<b>7</b>
PERCENTAGE DENIED	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>0%</b>

MISSED TRIPS	0	0	0	0	0	0	0	0	0				<b>0</b>
PERCENTAGE MISSED	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>0.0%</b>

TRIPS > 60 MINUTES	80	61	103	106	91	91	132	145	320				<b>1129</b>
PERCENTAGE < 60 MINUTES	<b>98.2%</b>	<b>98.6%</b>	<b>97.9%</b>	<b>97.6%</b>	<b>98.0%</b>	<b>97.8%</b>	<b>96.6%</b>	<b>97.2%</b>	<b>92.5%</b>	#DIV/0!	#DIV/0!	#DIV/0!	<b>97.2%</b>

**Table 4A - 2017 Paratransit Ridership Report****Goal: Two Passengers per Service Hour****Killeen Division - 2017**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	8332	8054	9011	7785	8223	7670	6953	6950	5656	5853	5027	4499	<b>84013</b>
TOTAL SERVICE HOURS	4243.3	3911.4	4259.6	3497.1	3648.6	3343.9	3141.5	3335.3	2560.9	2737.1	2436.5	2266.1	<b>39381.3</b>
PASSENGERS/HOUR	<b>2.0</b>	<b>2.1</b>	<b>2.1</b>	<b>2.2</b>	<b>2.3</b>	<b>2.3</b>	<b>2.2</b>	<b>2.1</b>	<b>2.2</b>	<b>2.1</b>	<b>2.1</b>	<b>2.0</b>	<b>2.1</b>

<b>KILLEEN DIVISION TOTAL - 2017</b>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	7293	7100	8091	7058	7425	6955	6263	6071	5062	5328	4596	4276	<b>75518</b>
TOTAL TRIPS WITH APPTS	3702	3653	4178	3513	3746	3495	3141	2979	2621	2822	2413	2128	<b>38391</b>
NUMBER LATE PICKUPS	2418	2302	2608	2211	1705	1960	1705	1997	1046	1128	854	734	<b>20668</b>
NUMBER LATE APPTS	690	821	971	674	495	610	399	487	223	239	112	107	<b>5828</b>
ON-TIME PERFORMANCE (PICKUP)	<b>66.8%</b>	<b>67.6%</b>	<b>67.8%</b>	<b>68.7%</b>	<b>77.0%</b>	<b>71.8%</b>	<b>72.8%</b>	<b>67.1%</b>	<b>79.3%</b>	<b>78.8%</b>	<b>81.4%</b>	<b>82.8%</b>	<b>72.6%</b>
ON-TIME PERFORMANCE (APPT)	<b>81.4%</b>	<b>77.5%</b>	<b>76.8%</b>	<b>80.8%</b>	<b>86.8%</b>	<b>82.5%</b>	<b>87.3%</b>	<b>83.7%</b>	<b>91.5%</b>	<b>91.5%</b>	<b>95.4%</b>	<b>95.0%</b>	<b>84.8%</b>

**Temple Division - 2017**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	5287	5053	5107	4635	4653	4680	4411	5127	3428	3670	3335	2956	<b>52342</b>
TOTAL SERVICE HOURS	3154.7	3224.9	3023.0	2537.0	2586.1	2553.0	2330.8	2495.8	1878.9	2034.1	1946.3	1862.0	<b>29626.6</b>
PASSENGERS/HOUR	<b>1.7</b>	<b>1.6</b>	<b>1.7</b>	<b>1.8</b>	<b>1.8</b>	<b>1.8</b>	<b>1.9</b>	<b>2.1</b>	<b>1.8</b>	<b>1.8</b>	<b>1.7</b>	<b>1.6</b>	<b>1.8</b>

<b>TEMPLE DIVISION TOTAL - 2017</b>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4678	4492	4638	4174	4261	4240	4038	4641	3064	3205	2962	2656	<b>47049</b>
TOTAL TRIPS WITH APPTS	2062	1954	1988	1735	1738	1726	1628	1877	1601	1716	1542	1341	<b>20908</b>
NUMBER LATE PICKUPS	1469	1268	1339	1163	1004	1270	1294	1636	649	567	590	494	<b>12743</b>
NUMBER LATE APPTS	300	269	263	170	112	185	147	234	105	103	97	91	<b>2076</b>
ON-TIME PERFORMANCE (PICKUP)	<b>68.6%</b>	<b>71.8%</b>	<b>71.1%</b>	<b>72.1%</b>	<b>76.4%</b>	<b>70.0%</b>	<b>68.0%</b>	<b>64.7%</b>	<b>78.8%</b>	<b>82.3%</b>	<b>80.1%</b>	<b>81.4%</b>	<b>72.9%</b>
ON-TIME PERFORMANCE (APPT)	<b>85.5%</b>	<b>86.2%</b>	<b>86.8%</b>	<b>90.2%</b>	<b>93.6%</b>	<b>89.3%</b>	<b>91.0%</b>	<b>87.5%</b>	<b>93.4%</b>	<b>94.0%</b>	<b>93.7%</b>	<b>93.2%</b>	<b>90.1%</b>

**Table 4B - 2017 Total ADA Trips****Goal: Less Than 5% of ADA Trips Over an Hour in Length**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6198	4857	7514	7295	5931	5854	6780	6017	4110	4936	4163	5530	<b>69185</b>
TRIPS > 60 MINUTES	158	230	244	581	264	301	148	315	146	119	89	155	<b>2750</b>
PERCENTAGE < 60 MINUTES	<b>97.5%</b>	<b>95.3%</b>	<b>96.8%</b>	<b>92.0%</b>	<b>95.5%</b>	<b>94.9%</b>	<b>97.8%</b>	<b>94.8%</b>	<b>96.4%</b>	<b>97.6%</b>	<b>97.9%</b>	<b>97.2%</b>	<b>96.0%</b>

**Table 5 - Telephone Service Data**
**Goal: See Individual Measures for Performance Goals**
**URBAN DIVISION - 2018**

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

Goals	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
	Wait times avg - < 3 minutes	0:33	0:31	0:28	0:29	0:27	0:28	0:27	0:29	0:28			
	Talk Times avg < 4 minutes	1:00	1:10	1:03	0:53	1:00	1:02	1:00	0:59	1:00			

**STS SCHEDULING**

Goals	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
	Wait times avg - < 3 minutes	0:38	0:35	0:30	0:30	0:30	0:30	0:34	0:30	0:31			
	Talk Times avg < 4 minutes	3:12	3:23	2:50	2:51	2:40	2:27	3:11	2:26	2:39			

**CUSTOMER SERVICE**

Goals	Abandoned calls <10%	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%	0.00%	0.05%	0.00%			
	Wait times avg < 3 minutes	0:46	0:54	0:46	0:39	0:38	0:38	0:38	0:41	0:46			
	Talk Times avg < 4 minutes	1:59	1:51	1:10	1:51	1:54	1:49	1:50	1:41	1:57			

**CENTRAL DISPATCH**

Goals	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%	0.30%	0.00%			
	Wait times avg < 3 minutes	0:47	0:42	0:42	0:40	0:41	0:39	0:37	0:39	0:40			
	Talk Times avg < 4 minutes	1:04	1:16	1:32	1:13	1:14	1:06	1:49	1:27	1:17			

\* Telephone report system failure.

**URBAN DIVISION - 2017**

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

Goals	Abandoned calls <10%								0.00%	0.00%	0.00%	0.00%
	Wait times avg - < 3 minutes								0:32	0:32	0:32	0:32
	Talk Times avg < 4 minutes								0:57	1:13	1:03	1:05

**STS SCHEDULING**

Goals	Abandoned calls <10%								0.00%	0.00%	0.00%	0.00%
	Wait times avg - < 3 minutes								0:36	0:36	0:36	0:36
	Talk Times avg < 4 minutes								3:13	3:10	3:42	3:04

**CUSTOMER SERVICE**

Goals	Abandoned calls <10%								0.10%	0.00%	0.00%	0.00%
	Wait times avg < 3 minutes								0:47	0:47	0:46	0:45
	Talk Times avg < 4 minutes								1:54	1:59	1:16	1:55

**CENTRAL DISPATCH**

Goals	Abandoned calls <10%								0.00%	0.00%	0.00%	0.00%
	Wait times avg < 3 minutes								0:42	0:41	0:46	0:44
	Talk Times avg < 4 minutes								1:01	1:09	1:01	1:22

\* Telephone report system failure.

**Table 6 - FRS Missed Trip Report****Goal: Less Than Two Percent**

## 2018

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>GOAL</b>
January	2,485	16	0.64%	=/< 2%
February	2,367	1	0.04%	=/< 2%
March	3,634	6	0.17%	=/< 2%
April	2,603	6	0.23%	=/< 2%
May	2,721	9	0.33%	=/< 2%
June	2,634	6	0.23%	=/< 2%
July	2,603	3	0.12%	=/< 2%
August	2,839	7	0.25%	=/< 2%
September	2,398	1	0.04%	=/< 2%
October			#DIV/0!	=/< 2%
November			#DIV/0!	=/< 2%
December			#DIV/0!	=/< 2%
<b>YTD</b>	<b>24,285</b>	<b>55</b>	<b>0.23%</b>	<b>=/&lt; 2%</b>

## 2017

<b>MONTH / YEAR</b>	<b>TOTAL TRIPS PROVIDED</b>	<b>TOTAL MISSED TRIPS</b>	<b>% OF TRIPS MISSED</b>	<b>GOAL</b>
January	3,323	22	0.66%	=/< 2%
February	3,167	15	0.47%	=/< 2%
March	3,793	8	0.21%	=/< 2%
April	3,215	10	0.31%	=/< 2%
May	3,636	24	0.66%	=/< 2%
June	3,636	25	0.69%	=/< 2%
July	3,372	18	0.53%	=/< 2%
August	3,793	36	0.95%	=/< 2%
September	2,516	19	0.76%	=/< 2%
October	2,721	8	0.29%	=/< 2%
November	2,367	1	0.04%	=/< 2%
December	2,398	2	0.08%	=/< 2%
<b>YTD</b>	<b>37,939</b>	<b>188</b>	<b>0.50%</b>	<b>=/&lt; 2%</b>



**Table 7 - Customer Service Report****Goal: Less Than One per Hundred Pass**

## 2018

<b>MONTH / YEAR</b>	<b>NUMBER COMPLAINTS</b>	<b>NUMBER PASSENGERS</b>	<b>COMPLAINTS/ 100 PASS</b>	<b>GOAL</b>
January	19	45,444	0.04	=/< 1
February	16	46,224	0.03	=/< 1
March	16	50,397	0.03	=/< 1
April	20	49,273	0.04	=/< 1
May	20	51,797	0.04	=/< 1
June	12	48,112	0.02	=/< 1
July	21	46,459	0.05	=/< 1
August	15	54,479	0.03	=/< 1
September	16	45,641	0.04	=/< 1
October			#DIV/0!	=/< 1
November			#DIV/0!	=/< 1
December			#DIV/0!	=/< 1
<b>YTD</b>	<b>155</b>	<b>437,826</b>	<b>0.04</b>	<b>=/&lt; 1</b>

## 2017

<b>MONTH / YEAR</b>	<b>NUMBER COMPLAINTS</b>	<b>NUMBER PASSENGERS</b>	<b>COMPLAINTS/ 100 PASS</b>	<b>GOAL</b>
January	48	60,043	0.08	=/< 1
February	39	62,419	0.06	=/< 1
March	41	64,956	0.06	=/< 1
April	23	57,082	0.04	=/< 1
May	32	62,729	0.05	=/< 1
June	44	61,649	0.07	=/< 1
July	25	57,273	0.04	=/< 1
August	20	62,869	0.03	=/< 1
September	21	51,868	0.04	=/< 1
October	24	55,064	0.04	=/< 1
November	23	47,191	0.05	=/< 1
December	14	42,599	0.03	=/< 1
<b>YTD</b>	<b>354</b>	<b>685,742</b>	<b>0.05</b>	<b>=/&lt; 1</b>

**Table 8 - Safety Performance Report****Goal: < 4 Accidents per 100,000 Miles**

## 2018

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>GOAL</b>
January	4	167,697	2.39	=/< 4
February	2	152,830	1.31	=/< 4
March	2	161,818	1.24	=/< 4
April	7	154,449	4.53	=/< 4
May	5	166,879	3.00	=/< 4
June	2	155,126	1.29	=/< 4
July	1	153,372	0.65	=/< 4
August	2	162,526	1.23	=/< 4
September	4	141,062	2.84	=/< 4
October			#DIV/0!	=/< 4
November			#DIV/0!	=/< 4
December			#DIV/0!	=/< 4
<b>YTD</b>	<b>29</b>	<b>1,415,759</b>	<b>2.05</b>	<b>=/&lt; 4</b>

## 2017

<b>MONTH / YEAR</b>	<b># TRAFFIC ACCIDENTS</b>	<b># MILES DRIVEN</b>	<b>TRAFFIC ACC / 100,000 MILES</b>	<b>GOAL</b>
January	3	239,231	1.25	=/< 4
February	5	224,883	2.22	=/< 4
March	5	258,809	1.93	=/< 4
April	5	226,901	2.20	=/< 4
May	3	246,585	1.22	=/< 4
June	7	230,463	3.04	=/< 4
July	4	206,454	1.94	=/< 4
August	3	230,071	1.30	=/< 4
September	1	161,139	0.62	=/< 4
October	6	176,176	3.41	=/< 4
November	4	151,428	2.64	=/< 4
December	2	143,481	1.39	=/< 4
<b>YTD</b>	<b>48</b>	<b>2,495,621</b>	<b>1.92</b>	<b>=/&lt; 4</b>

**Table 9 - Road Call Report****Goal: Less Than Ten Road Calls per 100,000 Miles**

## 2018

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>GOAL</b>
January	10	167,697	5.96	=/< 10
February	3	152,830	1.96	=/< 10
March	4	161,818	2.47	=/< 10
April	2	154,449	1.29	=/< 10
May	16	166,879	9.59	=/< 10
June	9	155,126	5.80	=/< 10
July	10	153,372	6.52	=/< 10
August	32	162,526	19.69	=/< 10
September	14	141,062	9.92	=/< 10
October			#DIV/0!	=/< 10
November			#DIV/0!	=/< 10
December			#DIV/0!	=/< 10
<b>YTD</b>	<b>100</b>	<b>1,415,759</b>	<b>7.06</b>	<b>=/&lt; 10</b>

## 2017

<b>MONTH / YEAR</b>	<b># ROAD CALLS</b>	<b># MILES</b>	<b>CALLS / 100K MILES</b>	<b>GOAL</b>
January	14	239,231	5.85	=/< 10
February	29	224,883	12.90	=/< 10
March	10	258,809	3.86	=/< 10
April	5	226,901	2.20	=/< 10
May	18	246,585	7.30	=/< 10
June	17	230,463	7.38	=/< 10
July	10	206,454	4.84	=/< 10
August	14	230,071	6.09	=/< 10
September	6	161,139	3.72	=/< 10
October	2	176,176	1.14	=/< 10
November	5	151,428	3.30	=/< 10
December	2	143,481	1.39	=/< 10
<b>YTD</b>	<b>132</b>	<b>2,495,621</b>	<b>5.29</b>	<b>=/&lt; 10</b>

**Table 10 - Travel Training Report**

Goal: Participation in No Fewer than Twelve Training Programs per Year

**FY 2018**

	AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
1	The HOP	Harker Heights High School	1/25/2018	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
2	The HOP	Harker Heights High School	1/29/2018	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
3	The HOP	HCTD Belton Facility	3/29/2018	9:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
4	Go Team Service Animal Training	HCTD Belton Facility	4/21/2018	8:00 AM	D. Czapnik	Invited service animals and their trainers to learn about utilizing bus services.
5	Central Texas Housing Consortium	Rose Hall	5/22/2018	8:00 AM	O. Akiode	Supplied information regarding ADA services and bus stops to guests
6	Killeen ISD	Timber Ridge Elementary	5/23/2018	6:45 AM	D. Czapnik	Career Fair; showed students how to utilize public transit
7	Lion's Club	Lion's Club Park Senior Center	5/24/2018	10:00 AM	D. Czapnik	Showed seniors how to utilize public transit
8	The HOP	HCTD Belton Facility	6/28/2018	8:30 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
9	Committee for People with Disabilities	Bell County Expo Center	7/18/2018	11:30 AM	D. Czapnik	Showed disabled citizens how to utilize public transit
10	The HOP	CC Senior Center	7/25/2018	6:30 AM	D. Czapnik	Showed seniors how to utilize public transit
11	The HOP	Killeen ISD	7/27/2018	8:00 AM	D. Czapnik	Showed visually impaired students how to utilize public transit.
12	Temple ISD	Temple Park	8/24/2018	8:00 AM	D. Czapnik	"Touch a Truck" event. Demonstrate how to utilize public transit.
13	The HOP	Harker Heights High School	9/27/2018	9:30 AM	D. Czapnik	Showed disabled students how to utilize public transit

**FY 2017**

	AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
1	The HOP	HCTD Belton Facility	3/17/2016	8:00 AM	N. Rodriguez	Invited industry professionals to the facility to learn about The HOP's services
2	The HOP	Country Lane	10/12/2016	9:00 AM	N. Rodriguez	Showed seniors how to utilize The HOP
3	The HOP	Temple Community Resource Center	3/1/2017	9:00 AM	D. Czapnik	Explained to general public how to utilize The HOP
4	The HOP	HCTD Belton Facility	3/30/2017	8:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
5	The HOP	Copperas Cove High School	6/1/2017	8:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
6	The HOP	HCTD Belton Facility	6/29/2017	9:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
7	The HOP	Harker Heights Activity Center	8/2/2017	5:00 PM	R. Ator	Public Hearing - Educated Public Regarding Changes to Routes and Service
8	The HOP	Killeen Cit Council Chambers	8/3/2017	5:00 PM	R. Ator	Public Hearing - Educated Public Regarding Changes to Routes and Service
9	The HOP	Copperas Cove Police Department Training Facility	8/8/2017	5:00 PM	R. Ator	Public Hearing - Educated Public Regarding Changes to Routes and Service
10	The HOP	Temple Public Library	8/9/2017	5:00 PM	R. Ator	Public Hearing - Educated Public Regarding Changes to Routes and Service
11	The HOP	Harris Community Center, Belton	8/10/2017	5:00 PM	R. Ator	Public Hearing - Educated Public Regarding Changes to Routes and Service
12	The HOP	HCTD Belton Facility	9/27/2017	9:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services

**Table 11 - Advertising Report****Goal: An Ad per Year for Each City Served by FRS**

<b>FY 2018</b>			
<b>AD DESCRIPTION</b>	<b>CITY</b>	<b>DATE</b>	<b>MEDIA</b>
KDH Newcomers Guide	Killeen	10/2/2017	Killeen Welcome Guide
Take 5 Magazine	Copperas Cove	11/7/2017	Cove Banner Welcome Guide - 1/8 page spread
KDH Roll of Honor	Killeen	12/4/2017	Killeen Business Listing
Route Maps in Newcomer Bags	Harker Heights	1/10/2018	Route Maps
Belt Buckle City Guide	Belton	2/22/2018	Belton City Guide
2018 Progress Report	Killeen	3/1/2018	Local Business Guide
Central Texas Community Guide	Temple	6/24/2018	Local Business Guide

**Remaining Cities:** None

<b>FY 2017</b>			
<b>AD DESCRIPTION</b>	<b>CITY</b>	<b>DATE</b>	<b>MEDIA</b>
Take 5 Magazine	Copperas Cove	11/2/2016	Cove Banner Welcome Guide - 1/8 page spread
Killeen Progress	Killeen	4/15/2017	Article in 2017 Killeen Progress magazine
Temple Daily Telegram	Temple	7/2/2017	Public Hearing Notice
Killeen Daily Herald	Killeen	7/23/2017	Public Hearing Notice
Harker Heights Map	Harker Heights	9/15/2017	Ad in city Map Guide

**Remaining Cities:** Belton