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.

	Table Name	Goal	Page
Table 1	2018 Fixed Route Ridership	Ten Passengers per Service Hour	3
Table 2	2017 Fixed Route Ridership	Ten Passengers per Service Hour	4
Table 3A	2018 Paratransit Ridership	Two Passenger per Service Hour	5
Table 3B	2018 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour	5
Table 4A	2017 Paratransit Ridership	Two Passenger per Service Hour	6
Table 4B	2017 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour	6
Table 5	Telephone Service Data	Measures to be Determined	7
Table 6	Fixed Route Missed Trips	Less than Two Percent	8
Table 7	Customer Complaints	Less than One Per Hundred Passengers	9
Table 8	Safety Performance	Less than Four Accidents per Hundred Thousand Miles Traveled	10
Table 9	Road Calls	Less than Ten Road Calls per Hundred Thousand Miles Traveled	11
Table 10	Travel Training	Participation in No Fewer than Twelve Training Programs per Year	12
Table 11	Advertising	One Public Advertisement per Year for Each of the Five Cities with Fixed Route Service	13

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

	•	1 10		<i>-</i> 10	1417 (. 10	/ \l ·	` 10	IVIA			1 10	
	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
TOTAL	37169	14.1	37695	15.0	41117	14.7	40081	14.5	42476	14.7	39415	14.0	
•													=
	JUL	L 18	AUG	G 18	SEI	P 18	OC.	T 18	NO	V 18	DE	C 18	
	JUI PASS	L 18 RATIO	AUC PASS	3 18 RATIO	SEI PASS	P 18 RATIO	OC [*]	T 18 RATIO	NO' PASS	V 18 RATIO	PASS	C 18 RATIO	CITY
Route 2													CITY Killeen
Route 2 Route 4	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	
	PASS 5115	RATIO 18.6	PASS 5933	RATIO 19.8	PASS 5015	RATIO 19.7	PASS 3825	RATIO 12.8	PASS 3716	RATIO 15.0	PASS 3393	RATIO 13.7	Killeen
Route 4	PASS 5115 7182	18.6 23.6	PASS 5933 8687	19.8 26.3	PASS 5015 7121	19.7 24.8	PASS 3825	RATIO 12.8	PASS 3716	RATIO 15.0	PASS 3393	RATIO 13.7	Killeen Killeen
Route 4 Route 5*	PASS 5115 7182 4727	18.6 23.6 17.1	PASS 5933 8687 5765	19.8 26.3 19.1	PASS 5015 7121 4801	19.7 24.8 18.8	PASS 3825 8616	12.8 28.8	PASS 3716 8806	15.0 35.7	PASS 3393 7355	13.7 29.8	Killeen Killeen Killeen
Route 4 Route 5* Route 35	PASS 5115 7182 4727 2144	18.6 23.6 17.1 7.7	PASS 5933 8687 5765 2621	19.8 26.3 19.1 8.6	PASS 5015 7121 4801 2385	19.7 24.8 18.8 9.5	9ASS 3825 8616 2320	12.8 28.8 11.2	PASS 3716 8806 2116	15.0 35.7	PASS 3393 7355 1753	13.7 29.8 10.3	Killeen Killeen Killeen HH
Route 4 Route 5* Route 35 Route 65	PASS 5115 7182 4727 2144 3514	18.6 23.6 17.1 7.7 13.9	PASS 5933 8687 5765 2621 4314	19.8 26.3 19.1 8.6 15.6	PASS 5015 7121 4801 2385 3248	19.7 24.8 18.8 9.5 14.2	PASS 3825 8616 2320 3221	12.8 28.8 11.2 12.7	PASS 3716 8806 2116 2561	15.0 35.7 12.4 12.3	PASS 3393 7355 1753 2188	13.7 29.8 10.3 10.5	Killeen Killeen Killeen HH CC
Route 4 Route 5* Route 35 Route 65 Route 100	PASS 5115 7182 4727 2144 3514 3064	RATIO 18.6 23.6 17.1 7.7 13.9 12.2	PASS 5933 8687 5765 2621 4314 3509	RATIO 19.8 26.3 19.1 8.6 15.6	PASS 5015 7121 4801 2385 3248 3292	19.7 24.8 18.8 9.5 14.2 14.4	PASS 3825 8616 2320 3221 3260	12.8 28.8 11.2 12.7 11.8	PASS 3716 8806 2116 2561 2880	15.0 35.7 12.4 12.3 12.6	PASS 3393 7355 1753 2188 2376	13.7 29.8 10.3 10.5 10.4	Killeen Killeen Killeen HH CC Killeen
Route 4 Route 5* Route 35 Route 65 Route 100 Route 200	PASS 5115 7182 4727 2144 3514 3064 2513	RATIO 18.6 23.6 17.1 7.7 13.9 12.2 9.6	PASS 5933 8687 5765 2621 4314 3509 2737	RATIO 19.8 26.3 19.1 8.6 15.6 12.7 9.6	PASS 5015 7121 4801 2385 3248 3292 2303	19.7 24.8 18.8 9.5 14.2 14.4 9.8	PASS 3825 8616 2320 3221 3260 2286	12.8 28.8 11.2 12.7 11.8 8.1	PASS 3716 8806 2116 2561 2880 2141	15.0 35.7 12.4 12.3 12.6 9.2	PASS 3393 7355 1753 2188 2376 2037	13.7 29.8 10.3 10.5 10.4 8.8	Killeen Killeen Killeen HH CC Killeen Connector
Route 4 Route 5* Route 35 Route 65 Route 100 Route 200 Route 510	PASS 5115 7182 4727 2144 3514 3064 2513 4968	RATIO 18.6 23.6 17.1 7.7 13.9 12.2 9.6 18.1	PASS 5933 8687 5765 2621 4314 3509 2737 5675	RATIO 19.8 26.3 19.1 8.6 15.6 12.7 9.6 19.0	PASS 5015 7121 4801 2385 3248 3292 2303 4515	19.7 24.8 18.8 9.5 14.2 14.4 9.8 17.5	PASS 3825 8616 2320 3221 3260 2286 4502	12.8 28.8 11.2 12.7 11.8 8.1 16.7	PASS 3716 8806 2116 2561 2880 2141 3981	15.0 35.7 12.4 12.3 12.6 9.2 17.8	PASS 3393 7355 1753 2188 2376 2037 3823	13.7 29.8 10.3 10.5 10.4 8.8 17.1	Killeen Killeen Killeen HH CC Killeen Connector Temple
Route 4 Route 5* Route 35 Route 65 Route 100 Route 200 Route 510 Route 530	PASS 5115 7182 4727 2144 3514 3064 2513 4968 3357	RATIO 18.6 23.6 17.1 7.7 13.9 12.2 9.6 18.1 11.3	PASS 5933 8687 5765 2621 4314 3509 2737 5675 3675	RATIO 19.8 26.3 19.1 8.6 15.6 12.7 9.6 19.0 11.4	PASS 5015 7121 4801 2385 3248 3292 2303 4515 2934	RATIO 19.7 24.8 18.8 9.5 14.2 14.4 9.8 17.5	PASS 3825 8616 2320 3221 3260 2286 4502 2976	12.8 28.8 11.2 12.7 11.8 8.1 16.7 10.2	PASS 3716 8806 2116 2561 2880 2141 3981 2664	15.0 35.7 12.4 12.3 12.6 9.2 17.8 11.1	PASS 3393 7355 1753 2188 2376 2037 3823 2534	13.7 29.8 10.3 10.5 10.4 8.8 17.1 10.5	Killeen Killeen Killeen HH CC Killeen Connector Temple Temple

APR 18

MAR 18

Table 1 - 2018 Fixed Route Ridership

*Route discontinued October 1st, 2018

JAN 18

FEB 18

MAY 18

Goal: Ten Passengers per Service Hour

JUN 18

Table 2 -	- 2017 Fi	ixed Rou	ite Ride	rship						Goal:	Ten Passen	gers per S	ervice Houi
	JAI	N 17	FE	3 17	MA	R 17	APF	₹ 17	MA	Y 17	JUN	l 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
									100	•	•	4	
TOTAL	46424	13.4	49312	15.0	52335	13.3	44662	13.3	49853	13.2	49299	13.0]
]
	JUI	_ 17	AUG	G 17	SEI	P 17	OC.	Г 17	NO	V 17	DEC	C 17	CITY
TOTAL	JUI PASS	_ 17 RATIO	AU(PASS	G 17 RATIO	SEI PASS	P 17 RATIO	OC [*]	T 17 RATIO	NO'	V 17 RATIO	DE(C 17 RATIO	CITY
TOTAL Route 2	JUI PASS 5770	- 17 RATIO 21.6	AU0 PASS 6893	3 17 RATIO 23.0	SEI PASS 6036	P 17 RATIO 22.6	OC ⁻ PASS 6412	T 17 RATIO 22.3	NO ¹ PASS 5356	V 17 RATIO 21.4	DEC PASS 4974	C 17 RATIO 19.5	Killeen
TOTAL Route 2 Route 4	JUI PASS 5770 6674	21.6 22.3	AUG PASS 6893 7525	3 17 RATIO 23.0 22.8	SEI PASS 6036 8656	P 17 RATIO 22.6 28.9	OC** PASS 6412 9622	T 17 RATIO 22.3 30.4	NO PASS 5356 8296	V 17 RATIO 21.4 29.8	PASS 4974 7808	RATIO 19.5 27.2	Killeen Killeen
TOTAL Route 2 Route 4 Route 5	JUI PASS 5770 6674 5654	21.6 22.3 21.1	AUG PASS 6893 7525 6151	23.0 22.8 20.4	SEI PASS 6036	P 17 RATIO 22.6	OC ⁻ PASS 6412	T 17 RATIO 22.3	NO ¹ PASS 5356	V 17 RATIO 21.4	DEC PASS 4974	C 17 RATIO 19.5	Killeen Killeen Killeen
TOTAL Route 2 Route 4 Route 5 Route 7*	JUI PASS 5770 6674 5654 1330	- 17 RATIO 21.6 22.3 21.1 5.3	AUG PASS 6893 7525 6151 1255	G 17 RATIO 23.0 22.8 20.4 4.4	SEI PASS 6036 8656	P 17 RATIO 22.6 28.9	OC** PASS 6412 9622	T 17 RATIO 22.3 30.4	NO PASS 5356 8296	V 17 RATIO 21.4 29.8	PASS 4974 7808	RATIO 19.5 27.2	Killeen Killeen Killeen Killeen
Route 2 Route 4 Route 5 Route 7* Route 21*	JUI PASS 5770 6674 5654 1330 2335	21.6 22.3 21.1 5.3 7.7	AUG PASS 6893 7525 6151 1255 2145	23.0 22.8 20.4 4.4 6.4	SEI PASS 6036 8656	P 17 RATIO 22.6 28.9	OC** PASS 6412 9622	T 17 RATIO 22.3 30.4	NO PASS 5356 8296	V 17 RATIO 21.4 29.8	PASS 4974 7808	RATIO 19.5 27.2	Killeen Killeen Killeen Killeen
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30*	JUI PASS 5770 6674 5654 1330 2335 2676	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8	AUC PASS 6893 7525 6151 1255 2145 2936	23.0 22.8 20.4 4.4 6.4 8.8	SEI PASS 6036 8656 5617	P 17 RATIO 22.6 28.9 20.9	OC** PASS 6412 9622 6111	T 17 RATIO 22.3 30.4 21.1	NO ¹ PASS 5356 8296 5070	V 17 RATIO 21.4 29.8 20.1	PASS 4974 7808 4125	217 RATIO 19.5 27.2 16.1	Killeen Killeen Killeen Killeen Killeen Killeen
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30* Route 35	JUI PASS 5770 6674 5654 1330 2335 2676 2149	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1	AUC PASS 6893 7525 6151 1255 2145 2936 2702	3.0 22.8 20.4 4.4 6.4 8.8 8.9	SEI PASS 6036 8656 5617	P 17 RATIO 22.6 28.9 20.9	OC* PASS 6412 9622 6111	T 17 RATIO 22.3 30.4 21.1	NO' PASS 5356 8296 5070	V 17 RATIO 21.4 29.8 20.1	PASS 4974 7808 4125	217 RATIO 19.5 27.2 16.1	Killeen Killeen Killeen Killeen Killeen Killeen Killeen HH
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30* Route 35 Route 65	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669	RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9	SEI PASS 6036 8656 5617 2516 3317	P 17 RATIO 22.6 28.9 20.9 9.5 13.8	OC* PASS 6412 9622 6111 2748 3682	T 17 RATIO 22.3 30.4 21.1 9.4 13.9	NO' PASS 5356 8296 5070 2399 3154	V 17 RATIO 21.4 29.8 20.1 9.5 13.8	PASS 4974 7808 4125 2094 2873	RATIO 19.5 27.2 16.1 8.3 12.6	Killeen Killeen Killeen Killeen Killeen Killeen HH CC
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30* Route 35 Route 65 Route 100	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133 2946	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1 12.3	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669 3510	3 17 RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9 13.3 12.7	SEI PASS 6036 8656 5617 2516 3317 3685	P 17 RATIO 22.6 28.9 20.9 9.5 13.8 15.4	OC* PASS 6412 9622 6111 2748 3682 3938	T 17 RATIO 22.3 30.4 21.1 9.4 13.9 14.9	NO' PASS 5356 8296 5070 2399 3154 3179	V 17 RATIO 21.4 29.8 20.1 9.5 13.8 13.9	PASS 4974 7808 4125 2094 2873 2625	RATIO 19.5 27.2 16.1 8.3 12.6 11.5	Killeen
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30* Route 35 Route 65 Route 100 Route 200	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133 2946 2868	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1 12.3 11.5	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669 3510 3023	3 17 RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9 13.3 12.7 10.6	SEI PASS 6036 8656 5617 2516 3317 3685 2823	P 17 RATIO 22.6 28.9 20.9 9.5 13.8 15.4 11.4	PASS 6412 9622 6111 2748 3682 3938 2958	T 17 RATIO 22.3 30.4 21.1 9.4 13.9 14.9 10.8	NO' PASS 5356 8296 5070 2399 3154 3179 2429	V 17 RATIO 21.4 29.8 20.1 9.5 13.8 13.9 10.3	PASS 4974 7808 4125 2094 2873 2625 2227	RATIO 19.5 27.2 16.1 8.3 12.6 11.5 9.4	Killeen Killeen Killeen Killeen Killeen Killeen Killeen Killeen CC Killeen Connector
Route 2 Route 4 Route 5 Route 7* Route 21* Route 30* Route 35 Route 65 Route 100 Route 200 Route 510	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133 2946 2868 5009	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1 12.3 11.5 18.6	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669 3510 3023 5447	RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9 13.3 12.7 10.6 18.2	SEI PASS 6036 8656 5617 2516 3317 3685 2823 5087	9.5 13.8 15.4 18.9	PASS 6412 9622 6111 2748 3682 3938 2958 5014	F 17 RATIO 22.3 30.4 21.1 9.4 13.9 14.9 10.8 17.5	NO' PASS 5356 8296 5070 2399 3154 3179 2429 4489	9.5 13.8 10.3 17.9	PASS 4974 7808 4125 2094 2873 2625 2227 4227	8.3 12.6 11.5 9.4 16.4	Killeen Killeen Killeen Killeen Killeen Killeen Killeen Killeen CC Killeen Connector Temple
Route 2 Route 4 Route 5 Route 21* Route 30* Route 35 Route 65 Route 100 Route 200 Route 510 Route 530	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133 2946 2868 5009 3550	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1 12.3 11.5 18.6 12.2	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669 3510 3023 5447 3468	3 17 RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9 13.3 12.7 10.6 18.2 10.8	SEI PASS 6036 8656 5617 2516 3317 3685 2823 5087 3224	9.5 13.8 15.4 11.4 18.9 11.0	OC* PASS 6412 9622 6111 2748 3682 3938 2958 5014 3118	9.4 13.9 10.8 17.5 10.1	NO' PASS 5356 8296 5070 2399 3154 3179 2429 4489 2839	9.5 13.8 10.3 17.9 10.5	PASS 4974 7808 4125 2094 2873 2625 2227 4227 2625	8.3 12.6 11.5 9.4 9.4	Killeen Killeen Killeen Killeen Killeen Killeen Killeen Killeen CC Killeen Connector Temple Temple
	JUI PASS 5770 6674 5654 1330 2335 2676 2149 3133 2946 2868 5009	- 17 RATIO 21.6 22.3 21.1 5.3 7.7 8.8 8.1 13.1 12.3 11.5 18.6	AUC PASS 6893 7525 6151 1255 2145 2936 2702 3669 3510 3023 5447	RATIO 23.0 22.8 20.4 4.4 6.4 8.8 8.9 13.3 12.7 10.6 18.2	SEI PASS 6036 8656 5617 2516 3317 3685 2823 5087	9.5 13.8 15.4 18.9	PASS 6412 9622 6111 2748 3682 3938 2958 5014	F 17 RATIO 22.3 30.4 21.1 9.4 13.9 14.9 10.8 17.5	NO' PASS 5356 8296 5070 2399 3154 3179 2429 4489	9.5 13.8 10.3 17.9	PASS 4974 7808 4125 2094 2873 2625 2227 4227	8.3 12.6 11.5 9.4 16.4	Killeen Killeen Killeen Killeen Killeen Killeen Killeen Killeen CC Killeen Connector Temple

Table 3A - 2018 Paratra	nsit Ri	dershi	p Repo	rt					Goa	al: Two Pa	assenger	s per Ser	vice Hour
		•	K	illeen	Divisi	on - 2	018					-	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4900	5198	5568	5694	5641	5215	4735	5631	5169	5126	3936	3415	60228
TOTAL SERVICE HOURS	2240.1	2161.0	2293.3	2305.6	2353.4	2147.4	2036.3	2313.3	2052.3	2055.2	1763.9	1625.3	25347.1
PASSENGERS/HOUR	2.2	2.4	2.4	2.5	2.4	2.4	2.3	2.4	2.5	2.5	2.2	2.1	2.4
		<u>L</u>	•			•		<u> </u>	<u>L</u>		•	•	
KILLEEN DIVISION TOTAL - 2017	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	4616	3505	3093	55385
TOTAL TRIPS WITH APPTS	2499	2484	2516	2451	2478	2303	2199	2539	2410	2503	1882	1725	27989
NUMBER LATE PICKUPS	926	885	902	1091	996	1068	980	1244	1202	1158	1027	743	12222
NUMBER LATE APPTS	172	180	131	176	131	159	155	185	315	369	259	174	2406
ON-TIME PERFORMANCE (PICKUP)	81.1%	81.6%	82.5%	79.1%	80.8%	77.5%	77.7%	75.7%	74.2%	74.9%	70.7%	76.0%	77.9%
ON-TIME PERFORMANCE (APPT)	93.1%	92.8%	94.8%	92.8%	94.7%	93.1%	93.0%	92.7%	86.9%	85.3%	86.2%	89.9%	91.4%
			Te	emple	Divis	ion - 2	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	3773	3146	2830	41739
TOTAL SERVICE HOURS	1696.3	1666.4	1821.8	1744.0	1843.9	1772.0	1748.2	1873.0	1569.8	1693.5	1459.2	1422.1	20310.2
PASSENGERS/HOUR	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.2	2.2	2.2	2.2	2.0	2.1
TEMPLE DIVISION TOTAL - 2017	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	3450	2856	3093	38357
TOTAL TRIPS WITH APPTS	1556	1521	1683	1590	1664	1547	1632	1993	1764	1914	1584	1725	20173
NUMBER LATE PICKUPS	613	641	711	678	750	773	777	974	816	975	793	743	9244
NUMBER LATE APPTS	81	97	116	108	129	107	143	191	304	323	211	174	1984
ON-TIME PERFORMANCE (PICKUP)	79.5%	78.8%	78.9%	78.3%	77.5%	75.6%	75.3%	73.6%	73.8%	71.7%	72.2%	76.0%	75.9%
ON-TIME PERFORMANCE (APPT)	94.8%	93.6%	93.1%	93.2%	92.2%	93.1%	91.2%	90.4%	82.8%	83.1%	86.7%	89.9%	90.2%
Table 3B - 2018 Total Al	DA Tris)S					Go	al: Less	Than 5%	of ADA T	rips 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	4391	3086	2704	50135
NUMBER TRIPS DENIED	1	3	1	0	1	0	0	0	1	0	0	0	7
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
MISSED TRIPS	0	0	0	0	0	0	0	0	0	5	5	9	19
PERCENTAGE MISSED	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.3%	0.0%
											_		
TRIPS > 60 MINUTES	80	61	103	106	91	91	132	145	320	102	52	32	1315
PERCENTAGE < 60 MINUTES	98.2%	98.6%	97.9%	97.6%	98.0%	97.8%	96.6%	97.2%	92.5%	97.7%	98.3%	98.8%	97.4%

Table 4A - 2017 Paratra	nsit Ri	dershi	p Repo	ort					Go	al: Two P	assenger	s per Ser	vice Hou
			K	illeen	Divis	ion - 2	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	84013
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	39381.3
PASSENGERS/HOUR	2.0	2.1	2.1	2.2	2.3	2.3	2.2	2.1	2.2	2.1	2.1	2.0	2.1
KILLEEN DIVISION TOTAL 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	YTD
KILLEEN DIVISION TOTAL - 2017		7100	8091	7058		6955	6263	6071	5062	5328	4596	4276	75518
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	7293 3702	3653	4178	3513	7425 3746	3495	3141	2979	2621	2822	2413	2128	38391
NUMBER LATE PICKUPS	2418	2302	2608	2211	1705	1960	1705	1997	1046	1128	854	734	20668
		821	971			610	399		223	239		107	5828
NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	690 66.8%	67.6%	67.8%	674 68.7%	495 77.0%	71.8%	72.8%	487 67.1%	79.3%	78.8%	112	82.8%	72.6%
ON-TIME PERFORMANCE (PICKOP) ON-TIME PERFORMANCE (APPT)	81.4%	77.5%	76.8%	80.8%	86.8%	82.5%	87.3%	83.7%	91.5%	91.5%	81.4% 95.4%	95.0%	84.8%
ON-THINE PERFORMANCE (APPT)	01.470	11.5%	70.0%	00.076	00.076	02.5%	07.3%	03.1 76	91.3%	91.3%	93.476	95.0%	04.0%
	JAN	FEB	MAR	empie apr	MAY	ion - 2	2 01 /	AUG	SEP	ОСТ	NOV	DEC	YTD
TOTAL DACCENCEDO	5287	5053	5107			4680		5127		3670	3335	2956	
TOTAL PASSENGERS TOTAL SERVICE HOURS	3154.7	3224.9	3023.0	4635 2537.0	4653 2586.1	2553.0	4411 2330.8	2495.8	3428 1878.9	2034.1	1946.3	1862.0	52342 29626.6
PASSENGERS/HOUR	3154.7 1.7	3224.9 1.6	3023.0 1.7	2537.0 1.8	2386.1	2553.0 1.8	2330.8 1.9	2495.8 2.1	1.8	2034.1 1.8	1946.3	1.6	1.8
PASSENGERS/HOUR	1.7	1.0	1.7	1.0	1.0	1.0	1.9	Z. I	1.0	1.0	1.7	1.0	1.0
TEMPLE DIVISION TOTAL - 2017	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	47049
TOTAL TRIPS WITH APPTS	2062	1954	1988	1735	1738	1726	1628	1877	1601	1716	1542	1341	20908
NUMBER LATE PICKUPS	1469	1268	1339	1163	1004	1270	1294	1636	649	567	590	494	12743
NUMBER LATE APPTS	300	269	263	170	112	185	147	234	105	103	97	91	2076
ON-TIME PERFORMANCE (PICKUP)	68.6%	71.8%	71.1%	72.1%	76.4%	70.0%	68.0%	64.7%	78.8%	82.3%	80.1%	81.4%	72.9%
ON-TIME PERFORMANCE (APPT)	85.5%	86.2%	86.8%	90.2%	93.6%	89.3%	91.0%	87.5%	93.4%	94.0%	93.7%	93.2%	90.1%
Table 4B - 2017 Total A	DA Trip	os					Go	al: Less	Than 5%	of ADA T	rips Over	an Hour	in Lengtl
	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	69185
NUMBER TRIPS DENIED	3	4	0	0	0	0	0	0	0	0	0	0	7
PERCENTAGE DENIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
MISSED TRIPS	0	0	0	0	0	0	0	0	0	1	1 1	0	2
PERCENTAGE MISSED	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
. ENGLISTAGE MIGOLD	0.0 /0	0.070	0.070	0.070	0.0 /0	0.0 /0	0.070	0.070	0.070	0.070	0.0 /0	0.070	0.070
TRIPS > 60 MINUTES	158	230	244	581	264	301	148	315	146	119	89	155	2750
DEDCEMENCE . COMMUNICO	07 F0/	05 00/	00.00/	00.00/	05 50/	04.00/	07.00/	04.00/	00 40/	07.00/	07.00/	07.00/	00.00/

95.5%

92.0%

94.9%

97.8%

94.8%

96.4%

97.6%

96.8%

95.3%

97.5%

PERCENTAGE < 60 MINUTES

97.2%

96.0%

97.9%

Table 5 - Te	lephone	Service Data
--------------	---------	---------------------

Goal: See Individual Measures for Performance Goals

	URBAN DIVISION - 2018	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC
	STS DISPATCH	07 1					00.1		7.00				
	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
als	Wait times avg - < 3 minutes	0:33	0:31	0:28	0:29	0:27	0:28	0:27	0:29	0:28	0:38	0:27	0:29
Goals	Talk Times avg < 4 minutes	1:00	1:10	1:03	0:53	1:00	1:02	1:00	0:59	1:00	1:29	1:03	0:56
	STS SCHEDULING												
١	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Goals	Wait times avg - < 3 minutes	0:38	0:35	0:30	0:30	0:30	0:30	0:34	0:30	0:31	0:34	0:34	0:34
Ğ	Talk Times avg < 4 minutes	3:12	3:23	2:50	2:51	2:40	2:27	3:11	2:26	2:39	3:00	2:48	2:38
	CUSTOMER SERVICE												
	Abandoned calls <10%	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%
Goals	Wait times avg < 3 minutes	0:46	0:54	0:46	0:39	0:38	0:38	0:38	0:41	0:46	0:41	0:45	0:43
Go	Talk Times avg < 4 minutes	1:59	1:51	1:10	1:51	1:54	1:49	1:50	1:41	1:57	1:55	1:57	1:56
	CENTRAL DISPATCH												
	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%	0.30%	0.00%	0.00%	0.90%	0.00%
Goals	Wait times avg < 3 minutes	0:47	0:42	0:42	0:40	0:41	0:39	0:37	0:39	0:40	0:34	0:36	0:35
Ö	Talk Times avg < 4 minutes	1:04	1:16	1:32	1:13	1:14	1:06	1:49	1:27	1:17	1:28	1:11	1:03
	* Telephone report system failure.												
			1			T					T		
	URBAN DIVISION - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	STS DISPATCH	-											
	Abandoned calls <10%									0.00%	0.00%	0.00%	0.00%
als	Wait times avg - < 3 minutes									0:32	0:32	0:32	0:32
Goals										0:32 0:57	0:32 1:13		0:32 1:05
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes											0:32	
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING									0:57	1:13	0:32 1:03	1:05
	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10%									0:57	1:13	0:32 1:03	1:05
	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes									0:57 0.00% 0:36	1:13 0.00% 0:36	0:32 1:03 0.00% 0:36	1:05 0.00% 0:36
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10%									0:57	1:13	0:32 1:03	1:05
	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes									0:57 0.00% 0:36 3:13	0.00% 0:36 3:10	0:32 1:03 0.00% 0:36 3:42	0.00% 0:36 3:04
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls < 10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls < 10%									0:57 0.00% 0:36 3:13	0.00% 0:36 3:10	0:32 1:03 0.00% 0:36 3:42	1:05 0.00% 0:36 3:04
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls <10% Wait times avg < 3 minutes									0:57 0.00% 0:36 3:13 0.10% 0:47	0.00% 0:36 3:10 0.00% 0:47	0:32 1:03 0.00% 0:36 3:42 0.00% 0:46	1:05 0.00% 0:36 3:04 0.00% 0:45
	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls < 10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls < 10%									0:57 0.00% 0:36 3:13	0.00% 0:36 3:10	0:32 1:03 0.00% 0:36 3:42	1:05 0.00% 0:36 3:04
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls <10% Wait times avg < 3 minutes									0:57 0.00% 0:36 3:13 0.10% 0:47	0.00% 0:36 3:10 0.00% 0:47	0:32 1:03 0.00% 0:36 3:42 0.00% 0:46	1:05 0.00% 0:36 3:04 0.00% 0:45
Goals Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls <10% Wait times avg < 3 minutes Talk Times avg < 4 minutes									0:57 0.00% 0:36 3:13 0.10% 0:47	0.00% 0:36 3:10 0.00% 0:47	0:32 1:03 0.00% 0:36 3:42 0.00% 0:46	1:05 0.00% 0:36 3:04 0.00% 0:45
Goals Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls <10% Wait times avg < 3 minutes Talk Times avg < 4 minutes CENTRAL DISPATCH Abandoned calls <10%									0:57 0.00% 0:36 3:13 0.10% 0:47 1:54	0.00% 0:36 3:10 0.00% 0:47 1:59	0:32 1:03 0.00% 0:36 3:42 0.00% 0:46 1:16	0.00% 0:36 3:04 0.00% 0:45 1:55
Goals	Wait times avg - < 3 minutes Talk Times avg < 4 minutes STS SCHEDULING Abandoned calls <10% Wait times avg - < 3 minutes Talk Times avg < 4 minutes CUSTOMER SERVICE Abandoned calls <10% Wait times avg < 3 minutes Talk Times avg < 4 minutes CENTRAL DISPATCH									0.57 0.00% 0:36 3:13 0.10% 0:47 1:54	0.00% 0:36 3:10 0.00% 0.47 1:59	0:32 1:03 0.00% 0:36 3:42 0.00% 0:46 1:16	0.00% 0:36 3:04 0.00% 0:45 1:55

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	GOAL
WONTH / YEAR		1		
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	2,322	2	0.09%	=/< 2%
November	1,919	5	0.26%	=/< 2%
December	1,919	6	0.31%	=/< 2%
YTD	30,445	68	0.22%	=/< 2%

	TOTAL TRIPS	TOTAL	% OF TRIPS	
MONTH / YEAR	PROVIDED	MISSED TRIPS	MISSED	GOAL
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%
YTD	37,939	188	0.50%	=/< 2%

MONTH / YEAR	NUMBER COMPLAINTS	NUMBER PASSENGERS	COMPLAINTS/ 100 PASS	GOAL
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	23	41,575	0.06	=/< 1
November	16	37,477	0.04	=/< 1
December	9	33,223	0.03	=/< 1
YTD	203	550,101	0.04	=/< 1

	NUMBER	NUMBER	COMPLAINTS/	
MONTH / YEAR	COMPLAINTS	PASSENGERS	100 PASS	GOAL
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
YTD	354	685,742	0.05	=/< 1

	# TRAFFIC	# MILES	TRAFFIC ACC /	
MONTH / YEAR	ACCIDENTS	DRIVEN	100,000 MILES	GOAL
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	4	147,766	2.71	=/< 4
November	3	129,448	2.32	=/< 4
December	2	122,438	1.63	=/< 4
YTD	38	1,815,411	2.09	=/< 4

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	GOAL
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
YTD	48	2,495,621	1.92	=/< 4

	# ROAD		CALLS /	
MONTH / YEAR	CALLS	# MILES	100K MILES	GOAL
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	7	147,766	4.74	=/< 10
November	6	129,448	4.64	=/< 10
December	3	122,438	2.45	=/< 10
YTD	116	1,815,411	6.39	=/< 10

	# ROAD		CALLS /	
MONTH / YEAR	CALLS	# MILES	100K MILES	GOAL
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
YTD	132	2,495,621	5.29	=/< 10

FY 2019

	AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
1	The HOP	The HOP	10/25/2018	8:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
2	The HOP	Shoemaker High School	11/9/2018	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit

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

Table 11 - Advertising Report

Goal: An Ad per Year for Each City Served by FRS

FY 2019					
AD DESCRIPTION	CITY	DATE	MEDIA		
KWTX Appearance	Temple	11/16/2018	Television News		

Remaining Cities: Belton, Copperas Cove, Harker Heights & Killeen

FY 2018						
AD DESCRIPTION	CITY	DATE	MEDIA			
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