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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Table 1 - 2019 Fixed Route Ridership   Goal: Ten Passengers per Service Hour

	JAN 19		FEB 19		MAR 19		APR 19		MAY 19		JUN 19		CITY
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	
Route 2	3730	13.7	3682	14.9	3632	13.3	3823	14.0	3865	13.5	3339	12.8	Killeen
Route 4	7893	28.9	7438	30.1	7589	27.8	7840	28.7	7708	27.0	6904	26.6	Killeen
Route 35	1897	10.0	1916	11.2	1676	8.9	1669	8.8	1668	8.4	1560	8.7	HH
Route 65	2568	11.1	2398	11.5	2298	9.9	2285	9.9	2040	8.4	2066	9.4	CC
Route 100	3141	12.5	2939	12.9	2656	10.5	2934	11.6	2656	10.1	2367	9.9	Killeen
Route 200	2017	7.8	2134	9.2	1989	7.7	2161	8.4	2312	8.6	1927	7.9	Connector
Route 510	3821	15.5	3435	15.4	3694	15.0	3888	15.8	4182	16.2	3903	16.6	Temple
Route 530	2670	10.0	2151	8.9	2424	9.1	2648	9.9	2696	9.7	2530	10.0	Temple
Route 610	1667	6.4	1406	6.0	1361	5.2	1522	5.8	1860	6.8	1555	6.3	Belton
TOTAL	29404	12.9	27499	13.3	27319	11.9	28770	12.6	28987	12.1	26151	12.0	

	JUL 19		AUG 19		SEP 19		OCT 19		NOV 19		DEC 19		CITY
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	
Route 2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Killeen
Route 4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Killeen
Route 35	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	HH
Route 65	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	CC
Route 100	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Killeen
Route 200	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Connector
Route 510	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Temple
Route 530	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Temple
Route 610	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	Belton
TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	

Table 2 - 2018 Fixed Route Ridership

	JAN 18		FEB 18		MAR 18		APR 18		MAY 18		JUN 18		CITY
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	
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 18		AUG 18		SEP 18		OCT 18		NOV 18		DEC 18		CITY
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	
Route 2	5115	18.6	5933	19.8	5015	19.7	3825	12.8	3716	15.0	3393	13.7	Killeen
Route 4	7182	23.6	8687	26.3	7121	24.8	8616	28.8	8806	35.7	7355	29.8	Killeen
Route 5	4727	17.1	5765	19.1	4801	18.8	████						Killeen
Route 35	2144	7.7	2621	8.6	2385	9.5	2320	11.2	2116	12.4	1753	10.3	HH
Route 65	3514	13.9	4314	15.6	3248	14.2	3221	12.7	2561	12.3	2188	10.5	CC
Route 100	3064	12.2	3509	12.7	3292	14.4	3260	11.8	2880	12.6	2376	10.4	Killeen
Route 200	2513	9.6	2737	9.6	2303	9.8	2286	8.1	2141	9.2	2037	8.8	Connector
Route 510	4968	18.1	5675	19.0	4515	17.5	4502	16.7	3981	17.8	3823	17.1	Temple
Route 530	3357	11.3	3675	11.4	2934	10.5	2976	10.2	2664	11.1	2534	10.5	Temple
Route 610	1670	6.4	1884	6.6	1464	6.2	1670	5.8	1530	6.5	1519	6.4	Belton
TOTAL	**38254**	**13.8**	**44800**	**14.9**	**37078**	**14.5**	**32676**	**11.8**	**30395**	**13.3**	**26978**	**11.7**	

Route discontinued October 1st, 2018

Table 3A - 2019 Paratransit Ridership Report

Goal: Two Passengers per Service Hour

Killeen Division - 2019

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4148	3930	3969	3905	4109	3682							**23743**
TOTAL SERVICE HOURS	1864.7	1754.3	1692.0	1839.3	1801.3	1576.2							**10527.8**
PASSENGERS/HOUR	**2.2**	**2.2**	**2.3**	**2.1**	**2.3**	**2.3**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**2.3**

KILLEEN DIVISION TOTAL - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3700	3609	3579	3556	3670	3261							**21375**
TOTAL TRIPS WITH APPTS	2082	2090	1983	1999	2027	1737							**11918**
NUMBER LATE PICKUPS	947	888	889	827	865	775							**5191**
NUMBER LATE APPTS	260	239	184	185	214	123							**1205**
ON-TIME PERFORMANCE (PICKUP)	**74.4%**	**75.4%**	**75.2%**	**76.7%**	**76.4%**	**76.2%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**75.7%**
ON-TIME PERFORMANCE (APPT)	**87.5%**	**88.6%**	**90.7%**	**90.7%**	**89.4%**	**92.9%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**89.9%**

Temple Division - 2019

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	3275	2977	3152	3206	3209	2834							**18653**
TOTAL SERVICE HOURS	1571.4	1382.2	1470.7	1471.7	1452.9	1360.5							**8709.4**
PASSENGERS/HOUR	**2.1**	**2.2**	**2.1**	**2.2**	**2.2**	**2.1**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**2.1**

TEMPLE DIVISION TOTAL - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2944	2713	2845	2864	2933	2614							**16913**
TOTAL TRIPS WITH APPTS	1578	1474	1606	1594	1627	1387							**9266**
NUMBER LATE PICKUPS	680	633	603	632	661	577							**3786**
NUMBER LATE APPTS	126	136	102	79	82	44							**569**
ON-TIME PERFORMANCE (PICKUP)	**76.9%**	**76.7%**	**78.8%**	**77.9%**	**77.5%**	**77.9%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**77.6%**
ON-TIME PERFORMANCE (APPT)	**92.0%**	**90.8%**	**93.6%**	**95.0%**	**95.0%**	**96.8%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**93.9%**

Table 3B - 2019 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	2753	3002	3174	3197	3340	3100							**18566**
NUMBER TRIPS DENIED	0	0	0	0	0	0							**0**
PERCENTAGE DENIED	**0%**	**0%**	**0%**	**0%**	**0%**	**0%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**0%**
MISSED TRIPS	3	4	6	2	3	0							**18**
PERCENTAGE MISSED	**0.1%**	**0.1%**	**0.2%**	**0.1%**	**0.1%**	**0.0%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**0.1%**
TRIPS > 60 MINUTES	36	59	48	47	51	27							**268**
PERCENTAGE < 60 MINUTES	**98.7%**	**98.0%**	**98.5%**	**98.5%**	**98.5%**	**99.1%**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**#DIV/0!**	**98.6%**

Table 4A - 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	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**

KILLEEN DIVISION TOTAL - 2018	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%**

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	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 - 2018	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	**20183**
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 4B - 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	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 5 - Telephone Service Data
Goal: See Individual Measures for Performance Goals

URBAN DIVISION - 2019

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
STS DISPATCH													
Goals	Abandoned calls <10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
	Wait times avg - < 3 minutes	0:28	0:27	0:27	0:29	0:29	0:29						
	Talk Times avg < 4 minutes	1:02	0:59	0:55	0:56	0:56	0:58						
STS SCHEDULING													
Goals	Abandoned calls <10%	0.00%	0.00%	0.00%	0.06%	0.00%	0.00%						
	Wait times avg - < 3 minutes	0:34	0:34	0:34	0:46	0:34	0:34						
	Talk Times avg < 4 minutes	2:36	2:20	2:40	1:56	2:32	2:20						
CUSTOMER SERVICE													
Goals	Abandoned calls <10%	0.00%	0.00%	0.21%	0.06%	0.00%	0.00%						
	Wait times avg < 3 minutes	0:46	0:44	0:56	0:46	0:45	0:44						
	Talk Times avg < 4 minutes	2:00	1:55	1:59	1:56	2:07	2:14						
CENTRAL DISPATCH													
Goals	Abandoned calls <10%	0.25%	0.36%	0.78%	0.00%	0.00%	0.00%						
	Wait times avg < 3 minutes	0:38	0:37	0:35	0:33	0:31	0:31						
	Talk Times avg < 4 minutes	1:06	1:10	1:14	1:03	0:57	1:00						

* Telephone report system failure.

URBAN DIVISION - 2018

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

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

2019

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	GOAL
January	2,120	0	0.00%	=/< 2%
February	1,919	9	0.47%	=/< 2%
March	2,120	1	0.05%	=/< 2%
April	2,120	17	0.80%	=/< 2%
May	2,221	15	0.68%	=/< 2%
June	2,020	7	0.35%	=/< 2%
July			#DIV/0!	=/< 2%
August			#DIV/0!	=/< 2%
September			#DIV/0!	=/< 2%
October			#DIV/0!	=/< 2%
November			#DIV/0!	=/< 2%
December			#DIV/0!	=/< 2%
YTD	**12,521**	**49**	**0.39%**	**=/< 2%**

2018

MONTH / YEAR	TOTAL TRIPS PROVIDED	TOTAL MISSED TRIPS	% OF TRIPS MISSED	GOAL
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%**

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

2019

MONTH / YEAR	NUMBER COMPLAINTS	NUMBER PASSENGERS	COMPLAINTS/ 100 PASS	GOAL
January	12	36,827	0.03	=/< 1
February	17	34,406	0.05	=/< 1
March	17	34,440	0.05	=/< 1
April	15	35,881	0.04	=/< 1
May	14	36,305	0.04	=/< 1
June	16	32,667	0.05	=/< 1
July			#DIV/0!	=/< 1
August			#DIV/0!	=/< 1
September			#DIV/0!	=/< 1
October			#DIV/0!	=/< 1
November			#DIV/0!	=/< 1
December			#DIV/0!	=/< 1
YTD	91	210,526	0.04	=/< 1

2018

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

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

2019

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 100,000 MILES	GOAL
January	1	130,703	0.77	=/< 4
February	4	126,463	3.16	=/< 4
March	0	135,224	0.00	=/< 4
April	1	136,338	0.73	=/< 4
May	2	137,145	1.46	=/< 4
June	1	144,026	0.69	=/< 4
July			#DIV/0!	=/< 4
August			#DIV/0!	=/< 4
September			#DIV/0!	=/< 4
October			#DIV/0!	=/< 4
November			#DIV/0!	=/< 4
December			#DIV/0!	=/< 4
YTD	**9**	**809,899**	**1.11**	**=/< 4**

2018

MONTH / YEAR	# TRAFFIC ACCIDENTS	# MILES DRIVEN	TRAFFIC ACC / 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**

2019

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 100K MILES	GOAL
January	10	130,703	7.65	=/< 10
February	5	126,463	3.95	=/< 10
March	4	135,224	2.96	=/< 10
April	11	136,338	8.07	=/< 10
May	12	137,145	8.75	=/< 10
June	14	144,026	9.72	=/< 10
July			#DIV/0!	=/< 10
August			#DIV/0!	=/< 10
September			#DIV/0!	=/< 10
October			#DIV/0!	=/< 10
November			#DIV/0!	=/< 10
December			#DIV/0!	=/< 10
YTD	**56**	**809,899**	**6.91**	**=/< 10**

2018

MONTH / YEAR	# ROAD CALLS	# MILES	CALLS / 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**

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
3	The HOP	Area Agency on Aging	1/30/2019	10:00 AM	D. Burtner	Showed area seniors how to utilize public transit
4	The HOP	Killeen Career Center	2/22/2019	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
5	Copperas Cove Police Department	Ogletree Gap, Copperas Cove	3/7/2019	9:00 AM	D. Czapnik	Assisted CCPD in training exercises
6	The HOP	Killeen Routes 2 and 4	3/22/2019	3:00 PM	D. Czapnik	One-on-one training with a student
7	The HOP	Shoemaker High School	3/27/2019	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
8	The HOP	The HOP	3/28/2019	8:30 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services
9	The HOP	Ellison High School	4/12/2019	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
10	The HOP	Liberty Middle School	4/17/2019	9:00 AM	D. Czapnik	Showed disabled students how to utilize public transit
11	The HOP	Alice Douse Elementary School	4/26/2019	9:00 AM	D. Czapnik	Career Fair; showed students how to utilize public transit
12	The HOP	Shoemaker High School	5/3/2019	9:00 AM	J. Zeigler	Showed students how to utilize public transit
13	Go Team Therapy Crisis Group	The HOP	5/11/2019	7:30 AM	J. Zeigler	Service animals and their trainers learned how to utilize buses
14	The HOP	The HOP	6/20/2019	8:30 AM	J. Zeigler	Invited industry professionals to the facility to learn about The HOP's services

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
Route Maps in Newcomer Bags	Harker Heights	4/11/2019	Route Maps
Killeen Daily Herald	Killeen	5/18/2019	Newspaper Ad
Temple Daily Telegram	Temple	5/18/2019	Newspaper Ad
Copperas Cove Welcome Guide	Copperas Cove	6/1/2019	1/8 page Welcome Guide Ad

Remaining Cities: Belton

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