

# 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 - 2020 Fixed Route Ridership**
**Goal: Ten Passengers per Service Hour**

|              | JAN 20       |             | FEB 20       |             | MAR 20       |            | APR 20   |            | MAY 20   |            | JUN 20   |            | CITY        |
|--------------|--------------|-------------|--------------|-------------|--------------|------------|----------|------------|----------|------------|----------|------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO      | PASS     | RATIO      | PASS     | RATIO      | PASS     | RATIO      |             |
| Route 2      | 3780         | 13.8        | 3217         | 13.0        | 2863         | 10.0       | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Killeen     |
| Route 4      | 7635         | 28.0        | 6592         | 26.7        | 5631         | 19.7       | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Killeen     |
| Route 35     | 1915         | 10.1        | 1613         | 9.4         | 1236         | 6.2        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | HH          |
| Route 65     | 2079         | 9.0         | 1841         | 8.8         | 1540         | 6.4        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | CC          |
| Route 100    | 2321         | 9.2         | 2147         | 9.4         | 1704         | 6.5        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Killeen     |
| Route 200    | 2317         | 9.0         | 1933         | 8.3         | 1619         | 6.0        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Connector   |
| Route 510    | 3743         | 15.2        | 3183         | 14.3        | 3011         | 11.6       | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Temple      |
| Route 530    | 2868         | 10.8        | 2401         | 10.0        | 2290         | 8.2        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Temple      |
| Route 610    | 1567         | 6.0         | 1339         | 5.7         | 1093         | 4.0        | 0        | 0.0        | 0        | 0.0        | 0        | 0.0        | Belton      |
| Killeen FRS  | 18889        | 14.0        | 16377        | 13.4        | 13784        | 9.8        | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | Killeen UZA |
| Temple FRS   | 9337         | 10.3        | 7890         | 9.7         | 7204         | 7.6        | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | Temple UZA  |
| <b>TOTAL</b> | <b>28225</b> | <b>12.3</b> | <b>24266</b> | <b>11.7</b> | <b>20987</b> | <b>8.7</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> |             |

  

|              | JUL 20   |            | AUG 20   |            | SEP 20   |            | OCT 20   |            | NOV 20   |            | DEC 20   |            | 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      |
| Killeen FRS  | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | Killeen UZA |
| Temple FRS   | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | 0        | #DIV/0!    | Temple UZA  |
| <b>TOTAL</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> | <b>0</b> | <b>0.0</b> |             |

**Table 2 - 2019 Fixed Route Ridership**
**Goal: Ten Passengers per Service Hour**

|              | JAN 19       |             | FEB 19       |             | MAR 19       |             | APR 19       |             | MAY 19       |             | JUN 19       |             |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | CITY        |
| 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      |
| Killeen FRS  | 20238        | 15.0        | 19440        | 16.0        | 18846        | 14.0        | 19632        | 14.6        | 19093        | 13.5        | 17200        | 13.4        | Killeen UZA |
| Temple FRS   | 9167         | 10.2        | 8059         | 9.9         | 8474         | 9.4         | 9139         | 10.1        | 9894         | 10.5        | 8952         | 10.4        | Temple UZA  |
| <b>TOTAL</b> | <b>29404</b> | <b>12.9</b> | <b>27499</b> | <b>13.3</b> | <b>27319</b> | <b>11.9</b> | <b>28770</b> | <b>12.6</b> | <b>28987</b> | <b>12.1</b> | <b>26151</b> | <b>12.0</b> |             |

  

|              | JUL 19       |             | AUG 19       |             | SEP 19       |             | OCT 19       |             | NOV 19       |             | DEC 19       |             |             |
|--------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|-------------|
|              | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | PASS         | RATIO       | CITY        |
| Route 2      | 3686         | 12.9        | 4197         | 14.7        | 4119         | 15.8        | 4078         | 13.6        | 3351         | 14.3        | 3785         | 14.6        | Killeen     |
| Route 4      | 7653         | 26.8        | 8739         | 30.6        | 8719         | 33.5        | 8722         | 29.2        | 6995         | 29.9        | 7581         | 29.2        | Killeen     |
| Route 35     | 1831         | 9.2         | 2113         | 10.7        | 2012         | 11.2        | 2106         | 10.2        | 1704         | 10.5        | 1719         | 9.6         | HH          |
| Route 65     | 2484         | 10.3        | 2622         | 10.8        | 2560         | 11.6        | 2615         | 10.3        | 1959         | 9.9         | 2030         | 9.2         | CC          |
| Route 100    | 2718         | 10.3        | 3042         | 11.5        | 3253         | 13.6        | 3316         | 12.0        | 2478         | 11.5        | 2572         | 10.7        | Killeen     |
| Route 200    | 2087         | 7.7         | 2370         | 8.8         | 2409         | 9.8         | 2509         | 8.9         | 1818         | 8.2         | 1903         | 7.8         | Connector   |
| Route 510    | 4248         | 16.4        | 4474         | 17.3        | 4084         | 17.4        | 4219         | 15.6        | 3252         | 15.4        | 3640         | 15.5        | Temple      |
| Route 530    | 2909         | 10.4        | 3323         | 11.9        | 3149         | 12.4        | 3382         | 11.6        | 2634         | 11.5        | 2774         | 10.9        | Temple      |
| Route 610    | 1653         | 6.0         | 1633         | 6.0         | 1512         | 6.1         | 1715         | 6.0         | 1239         | 5.5         | 1281         | 5.2         | Belton      |
| Killeen FRS  | 19416        | 13.8        | 21898        | 15.5        | 21868        | 17.1        | 22092        | 15.0        | 17396        | 15.1        | 18639        | 14.5        | Killeen UZA |
| Temple FRS   | 9854         | 10.4        | 10615        | 11.2        | 9950         | 11.6        | 10571        | 10.7        | 8034         | 10.4        | 8647         | 10.1        | Temple UZA  |
| <b>TOTAL</b> | <b>29269</b> | <b>12.2</b> | <b>32513</b> | <b>13.6</b> | <b>31817</b> | <b>14.6</b> | <b>32662</b> | <b>13.1</b> | <b>25430</b> | <b>13.0</b> | <b>27285</b> | <b>12.5</b> |             |

**Table 3A - 2020 Paratransit Ridership Report****Goal: Two Passengers per Service Hour****Killeen Division - 2020**

|                     | JAN    | FEB    | MAR    | APR     | MAY     | JUN     | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | YTD    |
|---------------------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| TOTAL PASSENGERS    | 3519   | 3369   | 2988   |         |         |         |         |         |         |         |         |         | 9876   |
| TOTAL SERVICE HOURS | 1825.5 | 1714.9 | 1593.7 |         |         |         |         |         |         |         |         |         | 5134.1 |
| PASSENGERS/HOUR     | 1.9    | 2.0    | 1.9    | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 1.9    |

|                              | JAN   | FEB   | MAR   | APR     | MAY     | JUN     | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | YTD   |
|------------------------------|-------|-------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| TOTAL TRIPS PERFORMED        | 3186  | 3032  | 2738  |         |         |         |         |         |         |         |         |         | 8956  |
| TOTAL TRIPS WITH APPTS       | 1564  | 1515  | 1489  |         |         |         |         |         |         |         |         |         | 4568  |
| NUMBER LATE PICKUPS          | 786   | 660   | 481   |         |         |         |         |         |         |         |         |         | 1927  |
| NUMBER LATE APPTS            | 122   | 98    | 84    |         |         |         |         |         |         |         |         |         | 304   |
| ON-TIME PERFORMANCE (PICKUP) | 75.3% | 78.2% | 82.4% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 78.5% |
| ON-TIME PERFORMANCE (APPT)   | 92.2% | 93.5% | 94.4% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 93.3% |

**Temple Division - 2020**

|                     | JAN    | FEB    | MAR    | APR     | MAY     | JUN     | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | YTD    |
|---------------------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|
| TOTAL PASSENGERS    | 2769   | 2510   | 2304   |         |         |         |         |         |         |         |         |         | 7583   |
| TOTAL SERVICE HOURS | 1455.2 | 1315.7 | 1241.5 |         |         |         |         |         |         |         |         |         | 4012.4 |
| PASSENGERS/HOUR     | 1.9    | 1.9    | 1.9    | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 1.9    |

|                              | JAN   | FEB   | MAR   | APR     | MAY     | JUN     | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | YTD   |
|------------------------------|-------|-------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| TOTAL TRIPS PERFORMED        | 2505  | 2262  | 2063  |         |         |         |         |         |         |         |         |         | 6830  |
| TOTAL TRIPS WITH APPTS       | 1292  | 1094  | 1048  |         |         |         |         |         |         |         |         |         | 3434  |
| NUMBER LATE PICKUPS          | 477   | 401   | 336   |         |         |         |         |         |         |         |         |         | 1214  |
| NUMBER LATE APPTS            | 55    | 42    | 31    |         |         |         |         |         |         |         |         |         | 128   |
| ON-TIME PERFORMANCE (PICKUP) | 81.0% | 82.3% | 83.7% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 82.2% |
| ON-TIME PERFORMANCE (APPT)   | 95.7% | 96.2% | 97.0% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 96.3% |

**Table 3B - 2020 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 | 3061 | 2962 | 2550 |         |         |         |         |         |         |         |         |         | 8573 |
| NUMBER TRIPS DENIED   | 75   | 59   | 19   |         |         |         |         |         |         |         |         |         | 153  |
| PERCENTAGE DENIED     | 2.5% | 2.0% | 0.7% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 1.8% |

|                   |      |      |      |         |         |         |         |         |         |         |         |         |      |
|-------------------|------|------|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------|
| MISSED TRIPS      | 3    | 5    | 6    |         |         |         |         |         |         |         |         |         | 14   |
| PERCENTAGE MISSED | 0.1% | 0.2% | 0.2% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 0.2% |

|                         |       |       |       |         |         |         |         |         |         |         |         |         |       |
|-------------------------|-------|-------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| TRIPS > 60 MINUTES      | 21    | 25    | 10    |         |         |         |         |         |         |         |         |         | 56    |
| PERCENTAGE < 60 MINUTES | 99.3% | 99.2% | 99.6% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 99.3% |

**Table 4A - 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       | 3829       | 4040       | 3661       | 4173       | 3409       | 3435       | <b>46290</b>   |
| TOTAL SERVICE HOURS | 1864.7     | 1754.3     | 1692.0     | 1839.3     | 1801.3     | 1576.2     | 1702.0     | 1705.7     | 1534.0     | 1707.8     | 1490.6     | 1642.1     | <b>20310.0</b> |
| PASSENGERS/HOUR     | <b>2.2</b> | <b>2.2</b> | <b>2.3</b> | <b>2.1</b> | <b>2.3</b> | <b>2.3</b> | <b>2.2</b> | <b>2.4</b> | <b>2.4</b> | <b>2.4</b> | <b>2.3</b> | <b>2.1</b> | <b>2.3</b>     |

|                              | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED        | 3700         | 3609         | 3579         | 3556         | 3670         | 3261         | 3502         | 3657         | 3356         | 3798         | 3111         | 3075         | <b>41874</b> |
| TOTAL TRIPS WITH APPTS       | 2082         | 2090         | 1983         | 1999         | 2027         | 1737         | 1928         | 1910         | 1719         | 1923         | 1659         | 1563         | <b>22620</b> |
| NUMBER LATE PICKUPS          | 947          | 888          | 889          | 827          | 865          | 775          | 742          | 889          | 962          | 1137         | 743          | 744          | <b>10408</b> |
| NUMBER LATE APPTS            | 260          | 239          | 184          | 185          | 214          | 123          | 139          | 187          | 250          | 279          | 156          | 139          | <b>2355</b>  |
| ON-TIME PERFORMANCE (PICKUP) | <b>74.4%</b> | <b>75.4%</b> | <b>75.2%</b> | <b>76.7%</b> | <b>76.4%</b> | <b>76.2%</b> | <b>78.8%</b> | <b>75.7%</b> | <b>71.3%</b> | <b>70.1%</b> | <b>76.1%</b> | <b>75.8%</b> | <b>75.1%</b> |
| ON-TIME PERFORMANCE (APPT)   | <b>87.5%</b> | <b>88.6%</b> | <b>90.7%</b> | <b>90.7%</b> | <b>89.4%</b> | <b>92.9%</b> | <b>92.8%</b> | <b>90.2%</b> | <b>85.5%</b> | <b>85.5%</b> | <b>90.6%</b> | <b>91.1%</b> | <b>89.6%</b> |

**Temple Division - 2019**

|                     | JAN        | FEB        | MAR        | APR        | MAY        | JUN        | JUL        | AUG        | SEP        | OCT        | NOV        | DEC        | YTD            |
|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------|
| TOTAL PASSENGERS    | 3275       | 2977       | 3152       | 3206       | 3209       | 2834       | 2951       | 3163       | 2971       | 3359       | 2533       | 2722       | <b>36352</b>   |
| TOTAL SERVICE HOURS | 1571.4     | 1382.2     | 1470.7     | 1471.7     | 1452.9     | 1360.5     | 1447.6     | 1527.9     | 1352.2     | 1495.0     | 1236.9     | 1352.1     | <b>17121.1</b> |
| PASSENGERS/HOUR     | <b>2.1</b> | <b>2.2</b> | <b>2.1</b> | <b>2.2</b> | <b>2.2</b> | <b>2.1</b> | <b>2.0</b> | <b>2.1</b> | <b>2.2</b> | <b>2.2</b> | <b>2.0</b> | <b>2.0</b> | <b>2.1</b>     |

|                              | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | YTD          |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TOTAL TRIPS PERFORMED        | 2944         | 2713         | 2845         | 2864         | 2933         | 2614         | 2706         | 2932         | 2715         | 3060         | 2317         | 2471         | <b>33114</b> |
| TOTAL TRIPS WITH APPTS       | 1578         | 1474         | 1606         | 1594         | 1627         | 1387         | 1407         | 1498         | 1469         | 1604         | 1208         | 1178         | <b>17630</b> |
| NUMBER LATE PICKUPS          | 680          | 633          | 603          | 632          | 661          | 577          | 542          | 640          | 674          | 792          | 493          | 507          | <b>7434</b>  |
| NUMBER LATE APPTS            | 126          | 136          | 102          | 79           | 82           | 44           | 60           | 59           | 138          | 161          | 60           | 76           | <b>1123</b>  |
| ON-TIME PERFORMANCE (PICKUP) | <b>76.9%</b> | <b>76.7%</b> | <b>78.8%</b> | <b>77.9%</b> | <b>77.5%</b> | <b>77.9%</b> | <b>80.0%</b> | <b>78.2%</b> | <b>75.2%</b> | <b>74.1%</b> | <b>78.7%</b> | <b>79.5%</b> | <b>77.6%</b> |
| ON-TIME PERFORMANCE (APPT)   | <b>92.0%</b> | <b>90.8%</b> | <b>93.6%</b> | <b>95.0%</b> | <b>95.0%</b> | <b>96.8%</b> | <b>95.7%</b> | <b>96.1%</b> | <b>90.6%</b> | <b>90.0%</b> | <b>95.0%</b> | <b>93.5%</b> | <b>93.6%</b> |

**Table 4B - 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      | 3467      | 3689      | 3345      | 3817      | 2809      | 3027      | <b>38720</b> |
| NUMBER TRIPS DENIED   | 0         | 0         | 0         | 0         | 0         | 0         | 6         | 20        | 38        | 48        | 18        | 9         | <b>139</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>1%</b> | <b>1%</b> | <b>1%</b> | <b>1%</b> | <b>0%</b> | <b>0%</b>    |

|                   |             |             |             |             |             |             |             |             |             |             |             |             |             |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| MISSED TRIPS      | 3           | 4           | 6           | 2           | 3           | 0           | 2           | 3           | 10          | 8           | 6           | 3           | <b>50</b>   |
| PERCENTAGE MISSED | <b>0.1%</b> | <b>0.1%</b> | <b>0.2%</b> | <b>0.1%</b> | <b>0.1%</b> | <b>0.0%</b> | <b>0.1%</b> | <b>0.1%</b> | <b>0.3%</b> | <b>0.2%</b> | <b>0.2%</b> | <b>0.1%</b> | <b>0.1%</b> |

|                         |              |              |              |              |              |              |              |              |              |              |              |              |              |
|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| TRIPS > 60 MINUTES      | 36           | 59           | 48           | 47           | 51           | 27           | 29           | 62           | 65           | 84           | 42           | 45           | <b>595</b>   |
| PERCENTAGE < 60 MINUTES | <b>98.7%</b> | <b>98.0%</b> | <b>98.5%</b> | <b>98.5%</b> | <b>98.5%</b> | <b>99.1%</b> | <b>99.2%</b> | <b>98.3%</b> | <b>98.1%</b> | <b>97.8%</b> | <b>98.5%</b> | <b>98.5%</b> | <b>98.5%</b> |

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

| <b>URBAN DIVISION - 2020</b> |                              | <b>JAN</b> | <b>FEB</b> | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>DEC</b> | <b>YTD</b>   |
|------------------------------|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| <b>STS DISPATCH</b>          |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.18%      | 0.00%      | 0.00%      |            |            |            |            |            |            |            |            |            | <b>0.06%</b> |
|                              | Wait times avg - < 3 minutes | 0:32       | 0:32       | 0:30       |            |            |            |            |            |            |            |            |            | <b>0:31</b>  |
|                              | Talk Times avg < 4 minutes   | 0:56       | 0:54       | 1:07       |            |            |            |            |            |            |            |            |            | <b>0:59</b>  |
| <b>STS SCHEDULING</b>        |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.00%      | 0.00%      | 0.00%      |            |            |            |            |            |            |            |            |            | <b>0.00%</b> |
|                              | Wait times avg - < 3 minutes | 0:34       | 0:34       | 0:33       |            |            |            |            |            |            |            |            |            | <b>0:33</b>  |
|                              | Talk Times avg < 4 minutes   | 2:18       | 2:15       | 2:06       |            |            |            |            |            |            |            |            |            | <b>2:13</b>  |
| <b>CUSTOMER SERVICE</b>      |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.00%      | 0.00%      | 0.00%      |            |            |            |            |            |            |            |            |            | <b>0.00%</b> |
|                              | Wait times avg < 3 minutes   | 0:46       | 0:43       | 0:43       |            |            |            |            |            |            |            |            |            | <b>0:44</b>  |
|                              | Talk Times avg < 4 minutes   | 2:06       | 2:00       | 1:55       |            |            |            |            |            |            |            |            |            | <b>2:00</b>  |
| <b>CENTRAL DISPATCH</b>      |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.00%      | 0.00%      | 0.00%      |            |            |            |            |            |            |            |            |            | <b>0.00%</b> |
|                              | Wait times avg < 3 minutes   | 0:33       | 0:29       | 0:34       |            |            |            |            |            |            |            |            |            | <b>0:32</b>  |
|                              | Talk Times avg < 4 minutes   | 0:59       | 0:55       | 0:50       |            |            |            |            |            |            |            |            |            | <b>0:54</b>  |
| <b>URBAN DIVISION - 2019</b> |                              | <b>JAN</b> | <b>FEB</b> | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>DEC</b> | <b>YTD</b>   |
| <b>STS DISPATCH</b>          |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| 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%      | <b>0.00%</b> |
|                              | Wait times avg - < 3 minutes | 0:28       | 0:27       | 0:27       | 0:29       | 0:29       | 0:29       | 0:30       | 0:29       | 0:29       | 0:29       | 0:29       | 0:31       | <b>0:28</b>  |
|                              | Talk Times avg < 4 minutes   | 1:02       | 0:59       | 0:55       | 0:56       | 0:56       | 0:58       | 0:55       | 0:58       | 1:00       | 0:57       | 1:03       | 0:56       | <b>0:57</b>  |
| <b>STS SCHEDULING</b>        |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.00%      | 0.00%      | 0.00%      | 0.06%      | 0.00%      | 0.00%      | 0.06%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | <b>0.01%</b> |
|                              | Wait times avg - < 3 minutes | 0:34       | 0:34       | 0:34       | 0:46       | 0:34       | 0:34       | 0:35       | 0:34       | 0:35       | 0:35       | 0:34       | 0:34       | <b>0:35</b>  |
|                              | Talk Times avg < 4 minutes   | 2:36       | 2:20       | 2:40       | 1:56       | 2:32       | 2:20       | 2:46       | 2:39       | 2:30       | 2:20       | 2:16       | 2:15       | <b>2:25</b>  |
| <b>CUSTOMER SERVICE</b>      |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.00%      | 0.00%      | 0.21%      | 0.06%      | 0.00%      | 0.00%      | 0.00%      | 0.12%      | 0.07%      | 0.06%      | 0.00%      | 0.28%      | <b>0.07%</b> |
|                              | Wait times avg < 3 minutes   | 0:46       | 0:44       | 0:56       | 0:46       | 0:45       | 0:44       | 0:43       | 0:46       | 0:46       | 0:46       | 0:42       | 0:44       | <b>0:45</b>  |
|                              | Talk Times avg < 4 minutes   | 2:00       | 1:55       | 1:59       | 1:56       | 2:07       | 2:14       | 2:06       | 2:28       | 2:14       | 2:03       | 2:00       | 1:55       | <b>2:04</b>  |
| <b>CENTRAL DISPATCH</b>      |                              |            |            |            |            |            |            |            |            |            |            |            |            |              |
| Goals                        | Abandoned calls <10%         | 0.25%      | 0.36%      | 0.78%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%      | <b>0.12%</b> |
|                              | Wait times avg < 3 minutes   | 0:38       | 0:37       | 0:35       | 0:33       | 0:31       | 0:31       | 0:35       | 0:35       | 0:35       | 0:31       | 0:32       | 0:30       | <b>0:33</b>  |
|                              | Talk Times avg < 4 minutes   | 1:06       | 1:10       | 1:14       | 1:03       | 0:57       | 1:00       | 1:07       | 1:17       | 1:09       | 1:00       | 0:56       | 0:57       | <b>1:04</b>  |

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

## 2020

| MONTH / YEAR | TOTAL TRIPS<br>PROVIDED | TOTAL<br>MISSED TRIPS | % OF TRIPS<br>MISSED | GOAL             |
|--------------|-------------------------|-----------------------|----------------------|------------------|
| January      | 2,120                   | 4                     | 0.19%                | =/< 2%           |
| February     | 1,919                   | 1                     | 0.05%                | =/< 2%           |
| March        | 2,221                   | 1                     | 0.05%                | =/< 2%           |
| April        |                         |                       | #DIV/0!              | =/< 2%           |
| May          |                         |                       | #DIV/0!              | =/< 2%           |
| June         |                         |                       | #DIV/0!              | =/< 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%           |
| <b>YTD</b>   | <b>6,260</b>            | <b>6</b>              | <b>0.10%</b>         | <b>=/&lt; 2%</b> |

## 2019

| MONTH / YEAR | TOTAL TRIPS<br>PROVIDED | TOTAL<br>MISSED TRIPS | % OF TRIPS<br>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         | 2,121                   | 3                     | 0.14%                | =/< 2%           |
| August       | 2,221                   | 3                     | 0.14%                | =/< 2%           |
| September    | 2,020                   | 16                    | 0.79%                | =/< 2%           |
| October      | 2,322                   | 3                     | 0.13%                | =/< 2%           |
| November     | 1,818                   | 0                     | 0.00%                | =/< 2%           |
| December     | 2,020                   | 2                     | 0.10%                | =/< 2%           |
| <b>YTD</b>   | <b>25,042</b>           | <b>76</b>             | <b>0.30%</b>         | <b>=/&lt; 2%</b> |



**Table 7 - Customer Service Report****Goal: Less Than One per Hundred Pass****2020**

| <b>MONTH / YEAR</b> | <b>NUMBER<br/>COMPLAINTS</b> | <b>NUMBER<br/>PASSENGERS</b> | <b>COMPLAINTS/<br/>100 PASS</b> | <b>GOAL</b>     |
|---------------------|------------------------------|------------------------------|---------------------------------|-----------------|
| January             | 17                           | 34,513                       | 0.05                            | =/< 1           |
| February            | 7                            | 30,145                       | 0.02                            | =/< 1           |
| March               | 4                            | 26,279                       | 0.02                            | =/< 1           |
| April               |                              |                              | #DIV/0!                         | =/< 1           |
| May                 |                              |                              | #DIV/0!                         | =/< 1           |
| June                |                              |                              | #DIV/0!                         | =/< 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           |
| <b>YTD</b>          | <b>28</b>                    | <b>90,937</b>                | <b>0.03</b>                     | <b>=/&lt; 1</b> |

**2019**

| <b>MONTH / YEAR</b> | <b>NUMBER<br/>COMPLAINTS</b> | <b>NUMBER<br/>PASSENGERS</b> | <b>COMPLAINTS/<br/>100 PASS</b> | <b>GOAL</b>     |
|---------------------|------------------------------|------------------------------|---------------------------------|-----------------|
| 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                | 13                           | 36,049                       | 0.04                            | =/< 1           |
| August              | 21                           | 39,716                       | 0.05                            | =/< 1           |
| September           | 14                           | 38,449                       | 0.04                            | =/< 1           |
| October             | 26                           | 40,194                       | 0.06                            | =/< 1           |
| November            | 15                           | 31,372                       | 0.05                            | =/< 1           |
| December            | 8                            | 33,442                       | 0.02                            | =/< 1           |
| <b>YTD</b>          | <b>188</b>                   | <b>429,748</b>               | <b>0.04</b>                     | <b>=/&lt; 1</b> |

**Table 8 - Safety Performance Report****Goal: < 4 Accidents per 100,000 Miles****2020**

| <b>MONTH / YEAR</b> | <b># TRAFFIC ACCIDENTS</b> | <b># MILES DRIVEN</b> | <b>TRAFFIC ACC / 100,000 MILES</b> | <b>GOAL</b>     |
|---------------------|----------------------------|-----------------------|------------------------------------|-----------------|
| January             | 3                          | 129,880               | 2.31                               | =/< 4           |
| February            | 2                          | 122,330               | 1.63                               | =/< 4           |
| March               | 1                          | 124,574               | 0.80                               | =/< 4           |
| April               |                            |                       | #DIV/0!                            | =/< 4           |
| May                 |                            |                       | #DIV/0!                            | =/< 4           |
| June                |                            |                       | #DIV/0!                            | =/< 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           |
| <b>YTD</b>          | <b>6</b>                   | <b>376,784</b>        | <b>1.59</b>                        | <b>=/&lt; 4</b> |

**2019**

| <b>MONTH / YEAR</b> | <b># TRAFFIC ACCIDENTS</b> | <b># MILES DRIVEN</b> | <b>TRAFFIC ACC / 100,000 MILES</b> | <b>GOAL</b>     |
|---------------------|----------------------------|-----------------------|------------------------------------|-----------------|
| 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                          | 124,055               | 0.81                               | =/< 4           |
| July                | 6                          | 134,697               | 4.45                               | =/< 4           |
| August              | 2                          | 138,172               | 1.45                               | =/< 4           |
| September           | 5                          | 125,234               | 3.99                               | =/< 4           |
| October             | 5                          | 142,659               | 3.50                               | =/< 4           |
| November            | 4                          | 116,381               | 3.44                               | =/< 4           |
| December            | 0                          | 126,628               | 0.00                               | =/< 4           |
| <b>YTD</b>          | <b>31</b>                  | <b>1,573,699</b>      | <b>1.97</b>                        | <b>=/&lt; 4</b> |

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

## 2020

| <b>MONTH / YEAR</b> | <b># ROAD<br/>CALLS</b> | <b># MILES</b> | <b>CALLS /<br/>100K MILES</b> | <b>GOAL</b>      |
|---------------------|-------------------------|----------------|-------------------------------|------------------|
| January             | 16                      | 129,880        | 12.32                         | =/< 10           |
| February            | 9                       | 122,330        | 7.36                          | =/< 10           |
| March               | 10                      | 124,574        | 8.03                          | =/< 10           |
| April               |                         |                | #DIV/0!                       | =/< 10           |
| May                 |                         |                | #DIV/0!                       | =/< 10           |
| June                |                         |                | #DIV/0!                       | =/< 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           |
| <b>YTD</b>          | <b>35</b>               | <b>376,784</b> | <b>9.29</b>                   | <b>=/&lt; 10</b> |

## 2019

| <b>MONTH / YEAR</b> | <b># ROAD<br/>CALLS</b> | <b># MILES</b>   | <b>CALLS /<br/>100K MILES</b> | <b>GOAL</b>      |
|---------------------|-------------------------|------------------|-------------------------------|------------------|
| 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                      | 124,055          | 11.29                         | =/< 10           |
| July                | 13                      | 134,697          | 9.65                          | =/< 10           |
| August              | 5                       | 138,172          | 3.62                          | =/< 10           |
| September           | 11                      | 125,234          | 8.78                          | =/< 10           |
| October             | 11                      | 142,659          | 7.71                          | =/< 10           |
| November            | 5                       | 116,381          | 4.30                          | =/< 10           |
| December            | 7                       | 126,628          | 5.53                          | =/< 10           |
| <b>YTD</b>          | <b>108</b>              | <b>1,573,699</b> | <b>6.86</b>                   | <b>=/&lt; 10</b> |

**Table 10 - Travel Training Report****Goal:** Participation in No Fewer than Twelve Training Programs per Year**FY 2020**

|   | AGENCY                       | LOCATION/ADDRESS      | DATE       | TIME    | HOP REP    | COMMENTS  |
|---|------------------------------|-----------------------|------------|---------|------------|---|
| 1 | KISD                         | Liberty Middle School | 10/15/2019 | 9:45 AM | J. Zeigler | Showed disabled students how to utilize public transit          |
| 2 | City of Temple               | Temple Public Library | 10/19/2019 | 1:00 PM | J. Zeigler | "Come Walk in My Shoes"   |
| 3 | Imagine Crestview            | Crestview Temple      | 11/16/2019 | 9:00 AM | J. Zeigler | Economic Development in South Temple                            |
| 4 | Go Team Therapy Crisis Group | The HOP               | 11/16/2019 | 8:00 AM | G. Smith   | Service animals and their trainers learned how to utilize buses |

**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 |
| 15 | Temple College                  | Temple College                | 8/19/2019  | 8:30 AM  | T. Akiode  | New Student Orientation  |
| 16 | City of Temple                  | Marin Luther King Festival    | 8/24/2019  | 7:00 AM  | J. Zeigler | Touch a Truck Event  |

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

| <b>FY 2020</b>        |               |             |                   |
|-----------------------|---------------|-------------|-------------------|
| <b>AD DESCRIPTION</b> | <b>CITY</b>   | <b>DATE</b> | <b>MEDIA</b>      |
| KWTX Appearance       | Killeen       | 11/22/2019  | Television News   |
| KWTX Appearance       | Temple        | 12/3/2019   | Television News   |
| KWTX Appearance       | Belton        | 12/7/2019   | Television News   |
| Newspaper Appearance  | Copperas Cove | 12/9/2019   | Newspaper Article |
|                       |               |             |                   |

**Remaining Cities:** *Harker Heights*

| <b>FY 2019</b>              |                |             |                           |
|-----------------------------|----------------|-------------|---------------------------|
| <b>AD DESCRIPTION</b>       | <b>CITY</b>    | <b>DATE</b> | <b>MEDIA</b>              |
| 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*