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 53 of the Regional Coordinated Transportation Plan.

Table Name	Goal
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Table 1	2017 Fixed Route Ridership	Ten Passengers per Service Hour
Table 2	2016 Fixed Route Ridership	Ten Passengers per Service Hour
Table 3	Fixed Route Missed Trips	Less than Two Percent
Table 4	2017 Paratransit Ridership	Two Passenger per Service Hour
Table 4*	2017 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
Table 5	2016 Paratransit Ridership	Two Passenger per Service Hour
Table 5*	2016 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
Table 6	Customer Complaints	Less than One Per Hundred Passengers
Table 7	Safety Performance	Less than Four Accidents per Hundred Thousand Miles Traveled
Table 8	Road Calls	Less than Ten Road Calls per Hundred Thousand Miles Traveled
Table 9	Telephone Service Data	Measures to be Determined
Table 10	Travel Training	Participation in No Fewer than Twelve Training Programs per Year
Table 11	Advertising	One Public Advertisement per Year for Each of the Five Cities with Fixed Route Service

^{*}Tables Four and Five contain information about excessive paratransit travel time. This information is highlighted in yellow to make it easier to locate.

											Tab	le 1
	JAN	17	FEB	17	MAF	R 17	APF	R 17	MA	Y 17	JUN	N 17
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO
Route 2	5841	22.2	5980	23.9	5976	19.9	0	0.0	0	0.0	0	0.0
Route 4	6783	23.3	6947	24.9	7890	23.9	0	0.0	0	0.0	0	0.0
Route 5	5762	21.8	5937	23.6	5912	19.6	0	0.0	0	0.0	0	0.0
Route 7	1439	5.7	1670	7.0	1658	5.8	0	0.0	0	0.0	0	0.0
Route 21	2330	7.9	2469	8.8	2642	7.9	0	0.0	0	0.0	0	0.0
Route 30	2624	8.9	2880	10.2	3169	9.5	0	0.0	0	0.0	0	0.0
Route 35	2459	9.3	2677	10.6	2730	9.0	0	0.0	0	0.0	0	0.0
Route 65	3427	14.3	3627	15.9	3889	14.1	0	0.0	0	0.0	0	0.0
Route 100	3379	14.1	4072	17.9	4206	15.2	0	0.0	0	0.0	0	0.0
Connector	2838	11.4	2902	12.3	3213	11.2	0	0.0	0	0.0	0	0.0
Route 510	4722	17.9	4884	19.4	5402	18.1	0	0.0	0	0.0	0	0.0
Route 530	3197	11.2	3406	12.5	3660	11.4	0	0.0	0	0.0	0	0.0
Route 610	1623	6.5	1861	7.8	1988	6.9	0	0.0	0	0.0	0	0.0
TOTAL	46424	13.4	49312	15.0	52335	13.3	0	0.0	0	0.0	0	0.0
		-		-				-			=	<u>=</u>
	JUL		AUG		SEF		OC.			V 17	DEC	
	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
Route 4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 5	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 21	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 30	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 35	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 65	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 100	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Connector	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 510	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 530	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Route 610	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
TOTAL	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0

											Tab	le 2
	JAN	l 16	FEB	16	MAF	R 16	APF	₹ 16	MA'	Y 16	JUN	N 16
	PASS	RATIO										
Route 2	5,640	22.1	6,123	23.3	5,639	19.6	5,633	20.2	5,408	19.7	5,857	20.4
Route 4	7,006	24.4	7,317	25.1	7,386	23.3	7,207	23.0	6,667	21.9	7,209	22.7
Route 5	5,510	21.5	5,694	21.5	5,738	19.8	5,686	20.2	5,495	19.9	5,796	20.0
Route 7	1,527	6.4	1,667	6.7	1,580	5.7	1,652	6.3	1,370	5.2	1,372	5.0
Route 21	2,338	8.1	2,465	8.4	2,387	7.5	2,397	7.6	2,269	7.4	2,364	7.4
Route 30	2,793	9.6	3,057	10.4	3,215	10.0	3,152	10.0	2,918	9.5	2,964	9.3
Route 35	2,861	11.4	2,851	10.8	2,601	8.9	2,499	9.0	2,294	8.2	2,267	7.8
Route 65	3,232	14.2	3,482	14.5	3,271	12.4	3,304	13.1	3,198	12.7	3,400	12.9
Route 100	3,451	15.1	4,220	17.6	3,943	14.9	4,081	16.2	3,533	14.0	3,516	13.3
Connector	2,750	11.7	2,918	11.7	2,910	10.6	3,119	12.0	2,624	10.1	2,972	10.9
Route 510	4,189	16.2	4,617	17.5	4,306	15.0	4,469	15.9	4,105	14.9	4,034	14.1
Route 520	2,720	9.5	3,265	11.2	3,178	10.0	3,269	10.4	2,968	9.7	3,090	9.7
Route 530	2,905	10.5	3,091	11.0	3,094	10.1	3,074	10.2	2,860	9.7	3,171	10.3
Route 610	1,728	7.3	1,916	7.7	1,783	6.5	1,829	7.0	1,813	6.9	1,957	7.1
TOTAL	48,650	13.4	52,683	14.1	51,031	12.5	51,371	12.9	47,522	12.1	49,969	12.2
	JUL	. 16	AUG	16	SEP	16	OC.	Г 16	NO	V 16	DEC	C 16
	PASS	RATIO										
Route 2	5,304	19.9	6,357	21.2	6,364	23.1	6,751	24.2	6,171	24.6	6,428	24.5

_	JUL	. 16	AUG	3 16	SEP	16	OC.	Г 16	NO	/ 16	DEC	: 16
	PASS	RATIO										
Route 2	5,304	19.9	6,357	21.2	6,364	23.1	6,751	24.2	6,171	24.6	6,428	24.5
Route 4	6,604	22.0	7,127	21.6	7,281	23.9	7,414	23.7	7,081	25.4	7,808	26.8
Route 5	5,340	19.9	6,353	21.1	6,521	23.6	6,386	22.7	5,432	21.6	5,809	22.0
Route 7	1,280	5.1	1,585	5.5	1,580	6.0	1,680	6.4	1,519	6.4	1,573	7.0
Route 21	2,240	7.4	2,663	8.0	2,828	9.2	2,957	9.4	2,380	8.5	2,314	8.3
Route 30	2,658	8.8	3,086	9.3	2,893	9.4	3,277	10.4	2,744	9.8	3,064	10.4
Route 35	2,216	8.4	2,343	7.7	2,484	8.9	2,490	8.9	2,430	9.7	2,700	10.2
Route 65	3,143	13.1	3,921	14.2	3,888	15.4	3,519	14.0	3,263	14.3	3,662	15.3
Route 100	3,107	12.9	4,098	14.8	4,549	18.1	4,350	17.3	4,034	17.7	3,590	15.0
Connector	2,683	10.8	2,998	10.5	3,053	11.7	3,133	12.0	2,688	11.4	2,733	11.0
Route 510	4,271	15.8	4,779	16.0	4,244	15.4	4,812	17.1	4,480	17.8	4,702	17.9
Route 520	2,799	9.3	3,219	9.7	3,159	10.4	3,083	9.9	2,810	10.1	3,265	11.2
Route 530	3,046	10.5	3,426	10.7	3,293	11.2	3,226	10.7	3,179	11.8	3,011	10.7
Route 610	1,887	7.5	2,006	7.0	1,950	7.4	2,021	7.7	1,696	7.1	1,817	7.3
TOTAL	46,578	12.3	53,961	12.7	54,087	13.8	55,099	13.9	49,907	14.0	52,476	14.1

MISSED TRIP REPORT - FRS - 2017

	TOTAL TRIPS	TOTAL	% OF TRIPS	
MONTH / YEAR	PROVIDED	MISSED TRIPS	MISSED	STANDARD
January	3,323	22	0.66%	=/< 2%
February	3,167	15	0.47%	=/< 2%
March	3,793	8	0.21%	=/< 2%
April	0	0	#DIV/0!	=/< 2%
May	0	0	#DIV/0!	=/< 2%
June	0	0	#DIV/0!	=/< 2%
July	0	0	#DIV/0!	=/< 2%
August	0	0	#DIV/0!	=/< 2%
September	0	0	#DIV/0!	=/< 2%
October	0	0	#DIV/0!	=/< 2%
November	0	0	#DIV/0!	=/< 2%
December	0	0	#DIV/0!	=/< 2%
YTD	10,283	45	0.44%	=/< 2%

MISSED TRIP REPORT - FRS - 2016

	TOTAL TRIPS	TOTAL	% OF TRIPS	
MONTH / YEAR	PROVIDED	MISSED TRIPS	MISSED	STANDARD
January	3,500	15	0.43%	=/< 2%
February	3,613	11	0.30%	=/< 2%
March	3,952	10	0.25%	=/< 2%
April	3,839	9	0.23%	=/< 2%
May	3,782	5	0.13%	=/< 2%
June	3,952	39	0.99%	=/< 2%
July	3,669	23	0.63%	=/< 2%
August	4,121	16	0.39%	=/< 2%
September	3,782	19	0.50%	=/< 2%
October	3,839	15	0.39%	=/< 2%
November	3,444	6	0.17%	=/< 2%
December	3,669	7	0.19%	=/< 2%
YTD	41,492	168	0.40%	=/< 2%

PARATRANSIT RIDERSHIP REPORT

Killeen Division - 2017 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	8332	8054	9011										25397
TOTAL SERVICE HOURS	4243.3	3911.4	4259.6										12414.3
				#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	
PASSENGERS/HOUR	2.0	2.1	2.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.0
KILLEEN DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	7293	7100	8091	1	l	l		1		1		t	22484
TOTAL TRIPS WITH APPTS	3702	3653	4178]]							11533
NUMBER LATE PICKUPS	2418	2302	971										5691
NUMBER LATE APPTS	690	821	971										2482
				#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	#DIV//01	
ON-TIME PERFORMANCE (PICKUP)	66.8%	67.6%	88.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	74.7%
ON-TIME PERFORMANCE (APPT)	81.4%	77.5%	76.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	78.5%
				•						•	•		
KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
				AFN	IVIAT	JUN	JUL	AUG	SEF	001	NOV	DEC	
TOTAL TRIPS PERFORMED	3830	3087	4888										11805
TOTAL TRIPS WITH APPTS													0
NUMBER LATE PICKUPS													0
NUMBER LATE APPTS													0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
				•	•	•		•				•	
KILL EEN DIVIGION MED. 0040	LANI	FED	MAD	ADD	MAN	ILINI	11.11	ALIC	CED	OCT	NOV	DEC	VTD
KILLEEN DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3091	2245	3076	<u> </u>	L	<u> </u>		<u> </u>		<u> </u>	<u> </u>	<u> </u>	8412
TOTAL TRIPS WITH APPTS					1	1							0
NUMBER LATE PICKUPS													0
					 	 		 		-	-	 	
NUMBER LATE APPTS					ļ	ļ				1	1		0
ON-TIME PERFORMANCE (PICKUP)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (APPT)				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
- : · · · · · · · · · · · · · · · · · ·									, , , ,				, 0 .
			T	emple	Divie	ion - 2	017						
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	5287	5053	5107			l							15447
TOTAL SERVICE HOURS													9402.6
	3154.7	3224.9	3023.0										0.0000
PASSENGERS/HOUR	1.7	1.6	1.7	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.6
TEMPLE DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
				AFN	IVIAT	JUN	JUL	AUG	SEF	001	NOV	DEC	
TOTAL TRIPS PERFORMED	4678	4492	4638										13808
TOTAL TRIPS WITH APPTS	2062	1954	1988										6004
NUMBER LATE PICKUPS	1469	1268	1339										4076
NUMBER LATE APPTS	300	269	263										832
NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	300 68.6%	269 71.8%	263 71.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5%
ON-TIME PERFORMANCE (PICKUP)	68.6%	71.8%	71.1%										70.5%
				#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	68.6% 85.5%	71.8% 86.2%	71.1% 86.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR										70.5% 86.1% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	68.6% 85.5%	71.8% 86.2%	71.1% 86.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764 0
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764 0
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764 0
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764 0
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0! APR #DIV/0!	#DIV/0! MAY #DIV/0!	#DIV/0! JUN #DIV/0!	#DIV/0! JUL #DIV/0!	#DIV/0! AUG #DIV/0!	#DIV/0! SEP #DIV/0!	#DIV/0! OCT #DIV/0!	#DIV/0! NOV #DIV/0!	#DIV/0! DEC #DIV/0!	70.5% 86.1% YTD 6764 0 0 100.0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS	68.6% 85.5% JAN	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70.5% 86.1% YTD 6764 0 0
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	68.6% 85.5% JAN 2368	71.8% 86.2% FEB 1770	71.1% 86.8% MAR 2626	#DIV/0! APR #DIV/0! #DIV/0! #DIV/0!	#DIV/0! MAY #DIV/0! #DIV/0!	#DIV/0! JUN #DIV/0! #DIV/0!	#DIV/0! JUL #DIV/0! #DIV/0!	#DIV/0! AUG #DIV/0! #DIV/0!	#DIV/0! SEP #DIV/0! #DIV/0!	#DIV/0! OCT #DIV/0! #DIV/0!	#DIV/0! NOV #DIV/0! #DIV/0!	#DIV/0! DEC #DIV/0! #DIV/0! #DIV/0!	70.5% 86.1% YTD 6764 0 0 0 100.0% #DIV/0!
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016	68.6% 85.5% JAN 2368	71.8% 86.2% FEB	71.1% 86.8% MAR	#DIV/0! APR #DIV/0!	#DIV/0! MAY #DIV/0!	#DIV/0! JUN #DIV/0!	#DIV/0! JUL #DIV/0!	#DIV/0! AUG #DIV/0!	#DIV/0! SEP #DIV/0!	#DIV/0! OCT #DIV/0!	#DIV/0! NOV #DIV/0!	#DIV/0! DEC #DIV/0!	70.5% 86.1% YTD 6764 0 0 100.0% #DIV/0!
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PARATRANSIT RIDERSHIP REPORT

Killeen Division - 2016 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	6842	7084	7331	7045	6816	6880	6653	7866	7821	7933	7774	7893	87938
TOTAL SERVICE HOURS	3716.5	3723.6	3965.3	3772.4	3757.6	3789.4	3470.3	4145.7	4689.5	4636.7	4059.6	3568.4	47295.0
PASSENGERS/HOUR	1.8	1.9	1.8	1.9	1.8	1.8	1.9	1.9	1.7	1.7	1.9	2.2	1.9
KILLEEN DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	6338	6415	6920	6686	6439	6449	6215	6837	7083	7075	6948	6900	80305
TOTAL TRIPS WITH APPTS	2756	2754	2861	2698	2543	2574	2522	2905	2819	2958	3285	3405	34080
NUMBER LATE PICKUPS	968	1000	931	736	707	655	706	1178	2740	2726	2194	2289	16830
NUMBER LATE APPTS	314	230	227	180	200	153	148	296	504	559	480	473	3764
ON-TIME PERFORMANCE (PICKUP)	84.7%	84.4%	86.5%	89.0%	89.0%	89.8%	88.6%	82.8%	61.3%	61.5%	68.4%	66.8%	79.0%
ON-TIME PERFORMANCE (APPT)	88.6%	91.6%	92.1%	93.3%	92.1%	94.1%	94.1%	89.8%	82.1%	81.1%	85.4%	86.1%	89.0%
KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3303	3679	3965	3814	3731	3717	3545	4110	3028	4150	2990	2823	42855
TOTAL TRIPS WITH APPTS	1331	1432	1595	1501	1396	1411	1336	7110	3020	4100	2550	2020	42000
NUMBER LATE PICKUPS	546	594	551	425	413	390	426						
NUMBER LATE APPTS	105	67	92	59	75	47	50						
ON-TIME PERFORMANCE (PICKUP)	83.5%	83.9%	86.1%	88.9%	88.9%	89.5%	88.0%	100.0%					100.0%
ON-TIME PERFORMANCE (APPT)	92.1%	95.3%	94.2%	96.1%	94.6%	96.7%	96.3%	#DIV/01					#DIV/01
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KILLEEN DIVISION MTP - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	2422	2367	2286	2114	2003	2084	1983	2473	2018	2655	2290	2214	26909
TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	967						
NUMBER LATE PICKUPS	377	348	322	257	231	220	213						
NUMBER LATE APPTS	205	160	134	120	120	101	92						
ON-TIME PERFORMANCE (PICKUP)	84.4%	85.3%	85.9%	87.8%	88.5%	89.4%	89.3%	100.0%					100.0%
ON-TIME PERFORMANCE (APPT)	83.3%	86.6%	88.2%	88.3%	87.9%	90.2%	90.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			T	emple	Divis	ion - 2	016						
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	4579	4859	5043	4766	4656	4797	4595	5162	4987	5179	4998	4947	58568
TOTAL SERVICE HOURS	2672.0	2841.6	2994.4	2879.9	2840.0	2833.1	2649.0	3012	3302.9	3322.5	2772.6	2426.4	34546.4
PASSENGERS/HOUR	1.7	1.7	1.7	1.7	1.6	1.7	1.7	1.7	1.5	1.6	1.8	2.0	1.7
TEMPLE DIVISION TOTAL - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4265	4385	4687	4494	4371	4459	4223	4525	4498	4632	4333	4331	53203
TOTAL TRIPS WITH APPTS	1666	1711	1858	1813	1730	1736	1689	1790	1691	1797	1964	1934	21379
NUMBER LATE PICKUPS	402	459	555	401	217	282	294	507	1407	1622	1176	1299	8621
NUMBER LATE APPTS	92	84	86	86	39	53	43	73	112	171	202	240	1281
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ON-TIME PERFORMANCE (PICKUP)	90.6%	89.5%	88.2%	91.1%	95.0%	93.7%	93.0%	88.8%	68.7%	65.0%	72.9%	70.0%	83.8%
						93.7% 96.9%		88.8% 95.9%	68.7% 93.4%	65.0% 90.5%	72.9% 89.7%	70.0% 87.6%	83.8% 94.0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5%	89.5% 95.1%	88.2% 95.4%	91.1% 95.3%	95.0% 97.7%	96.9%	93.0% 97.5%	95.9%	93.4%	90.5%	89.7%	87.6%	94.0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016	90.6% 94.5% JAN	89.5% 95.1% FEB	88.2% 95.4% MAR	91.1% 95.3% APR	95.0% 97.7% MAY	96.9% JUN	93.0% 97.5% JUL	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED	90.6% 94.5% JAN 1831	89.5% 95.1% FEB 1936	88.2% 95.4% MAR 2012	91.1% 95.3% APR 1978	95.0% 97.7% MAY 1885	96.9% JUN 1935	93.0% 97.5% JUL 1828	95.9%	93.4%	90.5%	89.7%	87.6%	94.0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	90.6% 94.5% JAN 1831 616	89.5% 95.1% FEB 1936 600	88.2% 95.4% MAR 2012 657	91.1% 95.3% APR 1978 669	95.0% 97.7% MAY 1885 641	96.9% JUN 1935 636	93.0% 97.5% JUL 1828 611	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS	90.6% 94.5% JAN 1831 616 163	89.5% 95.1% FEB 1936 600 198	88.2% 95.4% MAR 2012 657 219	91.1% 95.3% APR 1978 669 179	95.0% 97.7% MAY 1885 641 93	96.9% JUN 1935 636 132	93.0% 97.5% JUL 1828 611 118	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS	90.6% 94.5% JAN 1831 616 163 15	89.5% 95.1% FEB 1936 600 198 13	88.2% 95.4% MAR 2012 657 219	91.1% 95.3% APR 1978 669 179 15	95.0% 97.7% MAY 1885 641 93 4	96.9% JUN 1935 636 132 10	93.0% 97.5% JUL 1828 611 118 7	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1%	89.5% 95.1% FEB 1936 600 198 13	88.2% 95.4% MAR 2012 657 219 12 89.1%	91.1% 95.3% APR 1978 669 179 15 91.0%	95.0% 97.7% MAY 1885 641 93 4 95.1%	96.9% JUN 1935 636 132 10 93.2%	93.0% 97.5% JUL 1828 611 118 7 93.5%	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS	90.6% 94.5% JAN 1831 616 163 15	89.5% 95.1% FEB 1936 600 198 13	88.2% 95.4% MAR 2012 657 219	91.1% 95.3% APR 1978 669 179 15	95.0% 97.7% MAY 1885 641 93 4	96.9% JUN 1935 636 132 10	93.0% 97.5% JUL 1828 611 118 7	95.9% AUG	93.4% SEP	90.5% OCT	89.7%	87.6% DEC	94.0% YTD
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4%	96.9% JUN 1935 636 132 10 93.2% 98.4%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9%	95.9% AUG 2304	93.4% SEP 1750	90.5% OCT 2388	89.7% NOV 1693	DEC 1696	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821	95.9% AUG 2304	93.4% SEP 1750	90.5% OCT 2388	89.7% NOV 1693	DEC 1696	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 377 205	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4%	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2%	95.9% AUG 2304	93.4% SEP 1750 SEP	90.5% OCT 2388 OCT	89.7% NOV 1693	DEC 1696 DEC	94.0% YTD 23236
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016	95.9% AUG 2304 AUG 1895	93.4% SEP 1750 SEP 1629	90.5% OCT 2388 OCT 2610	89.7% NOV 1693 NOV 1685	DEC 1696 DEC 1435	94.0% YTD 23236 YTD 23214
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 1229 1229 84.4% 83.3%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% APR	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr	JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL	95.9% AUG 2304 AUG 1895	93.4% SEP 1750 SEP 1629	90.5% OCT 2388 OCT 2610	NOV 1693 NOV 1685	DEC 1435	94.0% YTD 23236 YTD 23214
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373	95.9% AUG 2304 AUG 1895	93.4% SEP 1750 SEP 1629	90.5% OCT 2388 OCT 2610	89.7% NOV 1693 NOV 1685	DEC 1696 DEC 1435	94.0% YTD 23236 YTD 23214
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947	95.9% AUG 2304 AUG 1895	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 4519	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6% FEB 5615	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 258 65 87.2% 93.1% T MAR 5977 2252 0	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 30 94.7% 96.6% DA Tr MAY 5616 2037 0	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% IDN 5652 2047 0	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% O16 JUL 5373 1947 0	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947	95.9% AUG 2304 AUG 1895	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 4519	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 1229 1229 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6% FEB 5615 2032 0	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T MAR 5977 2252 0 %	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% JUN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% O16 JUL 5373 1947 0%	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 89.8 193 63 89.8% 92.6% FEB 5615 2032 0 0%	88.2% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T MAR 5977 2252 0 0%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947 0 0%	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS WITH APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 193 63 89.8% 92.6% FEB 5615 2032 0 0%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 258 65 87.2% 93.1% T MAR 5977 2252 0 0%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947 0 0%	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS PERFORMED TOTAL TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6% FEB 5615 2032 0 0%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 258 65 87.2% 93.1% T MAR 5977 2252 0 0%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135 89.6%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% IDN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% O16 JUL 5373 1947 0 0% 544 99 89.9%	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS WITH APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 193 63 89.8% 92.6% FEB 5615 2032 0 0%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 258 65 87.2% 93.1% T MAR 5977 2252 0 0%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947 0 0%	95.9% AUG 2304 AUG 1895 AUG 6414 0	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
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ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS PERFORMED TOTAL TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6% FEB 5615 2032 0 0%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 258 65 87.2% 93.1% T MAR 5977 2252 0 0%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135 89.6%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% IDN 5652 2047 0 0%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% O16 JUL 5373 1947 0 0% 544 99 89.9%	95.9% AUG 2304 AUG 1895 AUG 6414 0 0%	93.4% SEP 1750 SEP 1629 SEP 4778	90.5% OCT 2388 OCT 2610 OCT 6538 0	NOV 1693 NOV 1685 NOV 4683	DEC 1435 DEC 1435	94.0% YTD 23236 YTD 23214 YTD 66091
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0% 709 220 86.2% 88.7%	89.5% 95.1% FEB 1936 600 198 38.8% 97.8% FEB 848 193 63 89.8% 92.6% FEB 5615 2032 0 0% 792 173 85.9% 91.5%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2015 258 65 87.2% 93.1% T MAR 5977 2252 0 0% 770 146 87.1% 93.5%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135 89.6% 93.8%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0% 506 124 91.0% 93.9%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047 0 0% 522 111 90.8% 94.6%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	95.9% AUG 2304 AUG 1895 AUG 6414 0 0%	93.4% SEP 1750 SEP 1629 SEP 4778 0 0%	90.5% OCT 2388 OCT 2610 OCT 6538 O 0%	NOV 1693 NOV 1685 NOV 4683 1 0%	DEC 1435 DEC 4519 0 0	94.0% YTD 23236 YTD 23214 YTD 66091 1 0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0% 709 220 86.2% 88.7%	89.5% 95.1% FEB 1936 600 198 38.8% 97.8% FEB 848 193 63 89.8% 92.6% FEB 5615 2032 0 0% 792 173 85.9% 91.5%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2015 258 65 87.2% 93.1% T MAR 5977 2252 0 0% 770 146 87.1% 93.5%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135 89.6% 93.8%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0% 506 124 91.0% 93.9%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% ips - 2 JUN 5652 2047 0 0% 522 111 90.8% 94.6%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1821 869 139 33 92.4% 96.2% 016 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	95.9% AUG 2304 AUG 1895 AUG 6414 0 0%	93.4% SEP 1750 SEP 1629 SEP 4778 0 0%	90.5% OCT 2388 OCT 2610 OCT 6538 O 0%	NOV 1693 NOV 1685 NOV 4683 1 0%	DEC 1435 DEC 4519 0 0	94.0% YTD 23236 YTD 23214 YTD 66091 1 0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION ADA - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE PICKUPS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) TEMPLE DIVISION MTP - 2016 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE PICKUPS NUMBER TRIPS DENIED PERCENTAGE DENIED NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	90.6% 94.5% JAN 1831 616 163 15 91.1% 97.6% JAN 2422 1229 377 205 84.4% 83.3% JAN 5134 1947 0 0% 709 220 86.2% 88.7%	89.5% 95.1% FEB 1936 600 198 13 89.8% 97.8% FEB 1898 848 193 63 89.8% 92.6% FEB 5615 2032 0 0% 792 173 85.9% 91.5%	88.2% 95.4% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2014 2015 258 65 87.2% 93.1% T MAR 5977 2252 0 0% 770 146 87.1% 93.5%	91.1% 95.3% APR 1978 669 179 15 91.0% 97.8% APR 1928 916 169 64 91.2% 93.0% Otal A APR 5792 2170 0 0% 604 135 89.6% 93.8%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0% 506 124 91.0% 93.9%	96.9% JUN 1935 636 132 10 93.2% 98.4% JUN 1934 885 113 36 94.2% 95.9% IDN 5652 2047 0 0% 522 111 90.8% 94.6%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL 1829 139 33 92.4% 96.2% O16 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	95.9% AUG 2304 AUG 1895 AUG 6414 0 0%	93.4% SEP 1750 SEP 1629 SEP 4778 0 0%	90.5% OCT 2388 OCT 2610 OCT 6538 O 0%	NOV 1693 NOV 1693 NOV 1685 NOV 4683 1 0%	DEC 1696 DEC 1435 DEC 1435 DEC 0 0 0.0%	94.0% YTD 23236 YTD 23214 YTD 66091 1 0%

CUSTOMER SERVICE REPORT - 2017

	NUMBER	NUMBER	COMPLAINTS/	
MONTH / YEAR	COMPLAINTS	PASSENGERS	100 PASS	STANDARD
January	48	60,043	0.08	=/< 1
February	39	62,419	0.06	=/< 1
March	41	64,956	0.06	=/< 1
April	0	0	#DIV/0!	=/< 1
May	0	0	#DIV/0!	=/< 1
June	0	0	#DIV/0!	=/< 1
July	0	0	#DIV/0!	=/< 1
August	0	0	#DIV/0!	=/< 1
September	0	0	#DIV/0!	=/< 1
October	0	0	#DIV/0!	=/< 1
November	0	0	#DIV/0!	=/< 1
December	0	0	#DIV/0!	=/< 1
YTD	128	187,418	0.07	=/< 1

CUSTOMER SERVICE REPORT - 2016

	NUMBER	NUMBER	COMPLAINTS/	
MONTH / YEAR	COMPLAINTS	PASSENGERS	100 PASS	STANDARD
January	51	60,071	0.08	=/< 1
February	57	64,626	0.09	=/< 1
March	42	63,405	0.07	=/< 1
April	36	63,182	0.06	=/< 1
May	34	58,994	0.06	=/< 1
June	29	61,646	0.05	=/< 1
July	54	57,826	0.09	=/< 1
August	59	66,989	0.09	=/< 1
September	63	66,895	0.09	=/< 1
October	59	68,211	0.09	=/< 1
November	71	62,679	0.11	=/< 1
December	35	65,316	0.05	=/< 1
YTD	555	694,524	0.08	=/< 1

SAFETY PERFORMANCE REPORT - 2017

	# TRAFFIC	# MILES	TRAFFIC ACC /	
MONTH / YEAR	ACCIDENTS	DRIVEN	100,000 MILES	STANDARD
January	3	239,231	1.25	=/< 4
February	5	224,883	2.22	=/< 4
March	5	258,809	1.93	=/< 4
April	0	0	#DIV/0!	=/< 4
May	0	0	#DIV/0!	=/< 4
June	0	0	#DIV/0!	=/< 4
July	0	0	#DIV/0!	=/< 4
August	0	0	#DIV/0!	=/< 4
September	0	0	#DIV/0!	=/< 4
October	0	0	#DIV/0!	=/< 4
November	0	0	#DIV/0!	=/< 4
December	0	0	#DIV/0!	=/< 4
YTD	13	722,923	1.80	=/< 4

SAFETY PERFORMANCE REPORT - 2016

	# TRAFFIC	# MILES	TRAFFIC ACC /	
MONTH / YEAR	ACCIDENTS	DRIVEN	100,000 MILES	STANDARD
January	1	221,355	0.45	=/< 4
February	4	234,134	1.71	=/< 4
March	7	251,809	2.78	=/< 4
April	2	236,947	0.84	=/< 4
May	6	240,732	2.49	=/< 4
June	2	240,749	0.83	=/< 4
July	3	233,470	1.28	=/< 4
August	8	249,660	3.20	=/< 4
September	8	242,234	3.30	=/< 4
October	2	238,470	0.84	=/< 4
November	3	222,683	1.35	=/< 4
December	1	243,480	0.41	=/< 4
YTD	46	2,612,243	1.76	=/< 4

ROAD CALL REPORT - 2016

	# ROAD		CALLS /	
MONTH / YEAR	CALLS	# MILES	100K MILES	STANDARD
January	14	239,231	5.85	=/< 10
February	29	224,883	12.90	=/< 10
March	10	258,809	3.86	=/< 10
April	0	0	#DIV/0!	=/< 10
May	0	0	#DIV/0!	=/< 10
June	0	0	#DIV/0!	=/< 10
July	0	0	#DIV/0!	=/< 10
August	0	0	#DIV/0!	=/< 10
September	0	0	#DIV/0!	=/< 10
October	0	0	#DIV/0!	=/< 10
November	0	0	#DIV/0!	=/< 10
December	0	0	#DIV/0!	=/< 10
YTD	53	722,923	7.33	=/< 10

ROAD CALL REPORT - 2015

	# ROAD		CALLS /	
MONTH / YEAR	CALLS	# MILES	100K MILES	STANDARD
January	21	221,355	9.5	=/< 10
February	25	234,134	10.7	=/< 10
March	9	251,809	3.6	=/< 10
April	10	236,947	4.2	=/< 10
May	15	240,732	6.2	=/< 10
June	12	240,749	5.0	=/< 10
July	17	233,470	7.3	=/< 10
August	10	249,660	4.0	=/< 10
September	16	242,234	6.6	=/< 10
October	11	238,470	4.6	=/< 10
November	7	222,683	3.1	=/< 10
December	8	243,480	3.3	=/< 10
YTD	153	2,612,243	5.9	=/< 10

TELEPHONE PERFORMANCE REPORT

				L I LIVI		IVCL IVE						
URBAN DIVISION - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
STS DISPATCH												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
STS SCHEDULING												
Abandoned calls <10%												
Wait times avg - < 3 minutes												
Talk Times avg < 2 minutes												
CUSTOMER SERVICE												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
* Telephone report system failure.		- -	-				-	5.		,	-	
*New Telephone Reporting Software is	being instal	led and the	se performa	ance measi	ures will be	documente	ed upon cor	npletion.				

URBAN DIVISION - 2016	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
STS DISPATCH												
Abandoned calls <10%												
Wait times avg < 3 minutes												
Talk Times avg < 2 minutes												
Taik Tillies avg < 2 milliates												
STS SCHEDULING Abandoned calls <10%												
STS SCHEDULING												

CUSTOMER SERVICE

Abandoned calls <10%						
Wait times avg < 3 minutes						
Talk Times avg < 2 minutes						

^{*} Telephone report system failure.

TRAVEL TRAINING FY17

AGENCY	LOCATION/ADDRESS	DATE	TIME	HOP REP	COMMENTS
The HOP	Country Lane	10/12/2016	9:00 AM	N. Rodriguez	Showed seniors how to utilize The HOP
The HOP	Temple Community Resource Center	3/1/2017	9:00 AM	ID Czannik	Explained to general public how to utilize The HOP
The HOP	HCTD Belton Facility	3/17/2016	8:00 AM	N. Rodriguez	Invited industry professionals to the facility to learn about The HOP's services
The HOP	HCTD Belton Facility	3/30/2017	8:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services

ADVERTISEMENT REPORT

FY2017

AD DESCRIPTION	City	DATE	MEDIA
Take 5 Magazine	Copperas Cove	11/2/2016	Cove Banner Welcome Guide - 1/8 page spread

FY2016

AD DESCRIPTION	City	DATE	MEDIA
Take 5 Magazine	Copperas Cove	4/11/2016	Cove Banner Welcome Guide - 1/8 page spread
Newcomer Guide	Copperas Cove	6/30/2016	Cove Banner Newcomer Guide
KDH Newcomers Guide	Copperas Cove	7/31/2015	Newcomers Guide for KDH Quarter Page
Senior Expo Guide	Belton	8/5/2016	1/8 Page advert given to senior citizens