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
Table 1	2017 Fixed Route Ridership	Ten Passengers per Service Hour
Table 2	2016 Fixed Route Ridership	Ten Passengers per Service Hour
Table 3	2017 Paratransit Ridership	Two Passenger per Service Hour
Table 3*	2017 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
Table 4	2016 Paratransit Ridership	Two Passenger per Service Hour
Table 4*	2016 Paratransit Ridership	Less than Five Percent of Paratransit Trips Over an Hour
Table 5	Fixed Route Missed Trips	Less than Two Percent
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 Three and Four contain information about excessive paratransit travel time.

											Tab	le 1
	JAN	17	FEB	3 17	MAF	R 17	APF	R 17	MA'	Y 17	JUN	N 17
	PASS	RATIO										
Route 2	5841	22.2	5980	23.9	5976	19.9	5065	19.9	6032	21.0	6082	21.2
Route 4	6783	23.3	6947	24.9	7890	23.9	6640	23.1	7598	24.0	6810	21.5
Route 5	5762	21.8	5937	23.6	5912	19.6	5112	20.0	6187	21.4	5876	20.3
Route 7	1439	5.7	1670	7.0	1658	5.8	1326	5.6	1405	5.1	1444	5.2
Route 21	2330	7.9	2469	8.8	2642	7.9	2360	8.2	2451	7.7	2715	8.5
Route 30	2624	8.9	2880	10.2	3169	9.5	2761	9.5	3169	9.9	3046	9.5
Route 35	2459	9.3	2677	10.6	2730	9.0	2404	9.5	2661	9.1	2516	8.6
Route 65	3427	14.3	3627	15.9	3889	14.1	3276	14.4	3504	13.3	3552	13.5
Route 100	3379	14.1	4072	17.9	4206	15.2	3553	15.6	3332	12.6	3160	12.0
Connector	2838	11.4	2902	12.3	3213	11.2	2663	11.3	3040	11.1	3173	11.6
Route 510	4722	17.9	4884	19.4	5402	18.1	4859	18.8	5201	18.1	5312	18.5
Route 530	3197	11.2	3406	12.5	3660	11.4	3238	11.6	3461	11.2	3556	11.5
Route 610	1623	6.5	1861	7.8	1988	6.9	1405	5.9	1812	6.6	2057	7.5
TOTAL	46424	13.4	49312	15.0	52335	13.3	44662	13.3	49853	13.2	49299	13.0
		-		-				-			=	-
	JUL		AUG		SEP			T 17		V 17	DEC	
	PASS	RATIO										
Route 2	51	0.2	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	43	0.2	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	94	0.0		0.0	Ū	0.0	U	0.0		0.0		0.0

	JAN	16	FEB	16	MAF	R 16	APF	R 16	MA	Y 16	JUN	N 16
	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	PASS	RATIO	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		AUG	G 16	SEF	16	oc ⁻	Γ 16	NO	V 16	DEC	C 16
	JUL PASS	16 RATIO	PASS	16 RATIO	SEF PASS	16 RATIO	OC ⁻	Γ 16 RATIO	NO ¹ PASS	V 16 RATIO	DE(C 16 RATIO
Route 2	PASS 5,304	RATIO 19.9	PASS 6,357		PASS 6,364	RATIO 23.1	PASS 6,751	RATIO 24.2		RATIO 24.6	PASS 6,428	RATIO 24.5
Route 2 Route 4	PASS	RATIO	PASS	RATIO	PASS 6,364 7,281	RATIO	PASS	24.2 23.7	PASS	24.6 25.4	PASS	24.5 26.8
	PASS 5,304	RATIO 19.9	PASS 6,357	21.2 21.6 21.1	PASS 6,364	RATIO 23.1	PASS 6,751	24.2 23.7 22.7	PASS 6,171	RATIO 24.6	PASS 6,428	RATIO 24.5
Route 4	PASS 5,304 6,604	19.9 22.0	PASS 6,357 7,127	21.2 21.6	PASS 6,364 7,281	23.1 23.9	PASS 6,751 7,414	24.2 23.7	PASS 6,171 7,081	24.6 25.4	PASS 6,428 7,808	24.5 26.8
Route 4 Route 5	PASS 5,304 6,604 5,340	19.9 22.0 19.9	PASS 6,357 7,127 6,353	21.2 21.6 21.1 5.5 8.0	9455 6,364 7,281 6,521	23.1 23.9 23.6	PASS 6,751 7,414 6,386	24.2 23.7 22.7	PASS 6,171 7,081 5,432	24.6 25.4 21.6	PASS 6,428 7,808 5,809	24.5 26.8 22.0
Route 4 Route 5 Route 7	PASS 5,304 6,604 5,340 1,280 2,240 2,658	19.9 22.0 19.9 5.1 7.4 8.8	PASS 6,357 7,127 6,353 1,585	21.2 21.6 21.1 5.5 8.0 9.3	PASS 6,364 7,281 6,521 1,580 2,828 2,893	23.1 23.9 23.6 6.0	PASS 6,751 7,414 6,386 1,680 2,957 3,277	24.2 23.7 22.7 6.4 9.4 10.4	PASS 6,171 7,081 5,432 1,519	24.6 25.4 21.6 6.4 8.5 9.8	PASS 6,428 7,808 5,809 1,573 2,314 3,064	24.5 26.8 22.0 7.0 8.3 10.4
Route 4 Route 5 Route 7 Route 21	5,304 6,604 5,340 1,280 2,240	19.9 22.0 19.9 5.1 7.4	PASS 6,357 7,127 6,353 1,585 2,663	21.2 21.6 21.1 5.5 8.0	PASS 6,364 7,281 6,521 1,580 2,828	23.1 23.9 23.6 6.0 9.2	PASS 6,751 7,414 6,386 1,680 2,957	24.2 23.7 22.7 6.4 9.4	PASS 6,171 7,081 5,432 1,519 2,380	24.6 25.4 21.6 6.4 8.5	PASS 6,428 7,808 5,809 1,573 2,314	24.5 26.8 22.0 7.0 8.3
Route 4 Route 5 Route 7 Route 21 Route 30	PASS 5,304 6,604 5,340 1,280 2,240 2,658	19.9 22.0 19.9 5.1 7.4 8.8	PASS 6,357 7,127 6,353 1,585 2,663 3,086	21.2 21.6 21.1 5.5 8.0 9.3	PASS 6,364 7,281 6,521 1,580 2,828 2,893	23.1 23.9 23.6 6.0 9.2 9.4	PASS 6,751 7,414 6,386 1,680 2,957 3,277	24.2 23.7 22.7 6.4 9.4 10.4 8.9 14.0	PASS 6,171 7,081 5,432 1,519 2,380 2,744	24.6 25.4 21.6 6.4 8.5 9.8 9.7 14.3	PASS 6,428 7,808 5,809 1,573 2,314 3,064	24.5 26.8 22.0 7.0 8.3 10.4
Route 4 Route 5 Route 7 Route 21 Route 30 Route 35	5,304 6,604 5,340 1,280 2,240 2,658 2,216	19.9 22.0 19.9 5.1 7.4 8.8 8.4	9 PASS 6,357 7,127 6,353 1,585 2,663 3,086 2,343	21.2 21.6 21.1 5.5 8.0 9.3 7.7	PASS 6,364 7,281 6,521 1,580 2,828 2,893 2,484	23.1 23.9 23.6 6.0 9.2 9.4 8.9	PASS 6,751 7,414 6,386 1,680 2,957 3,277 2,490	24.2 23.7 22.7 6.4 9.4 10.4 8.9	PASS 6,171 7,081 5,432 1,519 2,380 2,744 2,430	24.6 25.4 21.6 6.4 8.5 9.8 9.7	PASS 6,428 7,808 5,809 1,573 2,314 3,064 2,700	RATIO 24.5 26.8 22.0 7.0 8.3 10.4 10.2
Route 4 Route 5 Route 7 Route 21 Route 30 Route 35 Route 65	5,304 6,604 5,340 1,280 2,240 2,658 2,216 3,143 3,107 2,683	RATIO 19.9 22.0 19.9 5.1 7.4 8.8 8.4 13.1 12.9 10.8	PASS 6,357 7,127 6,353 1,585 2,663 3,086 2,343 3,921 4,098 2,998	21.2 21.6 21.1 5.5 8.0 9.3 7.7 14.2 14.8 10.5	PASS 6,364 7,281 6,521 1,580 2,828 2,893 2,484 3,888 4,549 3,053	23.1 23.9 23.6 6.0 9.2 9.4 8.9 15.4 18.1	PASS 6,751 7,414 6,386 1,680 2,957 3,277 2,490 3,519 4,350 3,133	RATIO 24.2 23.7 22.7 6.4 9.4 10.4 8.9 14.0 17.3 12.0	PASS 6,171 7,081 5,432 1,519 2,380 2,744 2,430 3,263	RATIO 24.6 25.4 21.6 6.4 8.5 9.8 9.7 14.3 17.7 11.4	PASS 6,428 7,808 5,809 1,573 2,314 3,064 2,700 3,662 3,590 2,733	RATIO 24.5 26.8 22.0 7.0 8.3 10.4 10.2 15.3 15.0 11.0
Route 4 Route 5 Route 7 Route 21 Route 30 Route 35 Route 65 Route 100	5,304 6,604 5,340 1,280 2,240 2,658 2,216 3,143 3,107	RATIO 19.9 22.0 19.9 5.1 7.4 8.8 8.4 13.1 12.9 10.8 15.8	PASS 6,357 7,127 6,353 1,585 2,663 3,086 2,343 3,921 4,098 2,998 4,779	21.2 21.6 21.1 5.5 8.0 9.3 7.7 14.2 14.8 10.5 16.0	PASS 6,364 7,281 6,521 1,580 2,828 2,893 2,484 3,888 4,549 3,053 4,244	23.1 23.9 23.6 6.0 9.2 9.4 8.9 15.4 18.1	PASS 6,751 7,414 6,386 1,680 2,957 3,277 2,490 3,519 4,350 3,133 4,812	RATIO 24.2 23.7 22.7 6.4 9.4 10.4 8.9 14.0 17.3 12.0 17.1	PASS 6,171 7,081 5,432 1,519 2,380 2,744 2,430 3,263 4,034 2,688 4,480	24.6 25.4 21.6 6.4 8.5 9.8 9.7 14.3	PASS 6,428 7,808 5,809 1,573 2,314 3,064 2,700 3,662 3,590 2,733 4,702	RATIO 24.5 26.8 22.0 7.0 8.3 10.4 10.2 15.3 15.0 11.0 17.9
Route 4 Route 5 Route 7 Route 21 Route 30 Route 35 Route 65 Route 100 Connector Route 510 Route 520	5,304 6,604 5,340 1,280 2,240 2,658 2,216 3,143 3,107 2,683	RATIO 19.9 22.0 19.9 5.1 7.4 8.8 8.4 13.1 12.9 10.8	PASS 6,357 7,127 6,353 1,585 2,663 3,086 2,343 3,921 4,098 2,998	21.2 21.6 21.1 5.5 8.0 9.3 7.7 14.2 14.8 10.5	PASS 6,364 7,281 6,521 1,580 2,828 2,893 2,484 3,888 4,549 3,053	23.1 23.9 23.6 6.0 9.2 9.4 8.9 15.4 18.1	PASS 6,751 7,414 6,386 1,680 2,957 3,277 2,490 3,519 4,350 3,133	RATIO 24.2 23.7 22.7 6.4 9.4 10.4 8.9 14.0 17.3 12.0	PASS 6,171 7,081 5,432 1,519 2,380 2,744 2,430 3,263 4,034 2,688	RATIO 24.6 25.4 21.6 6.4 8.5 9.8 9.7 14.3 17.7 11.4	PASS 6,428 7,808 5,809 1,573 2,314 3,064 2,700 3,662 3,590 2,733	RATIO 24.5 26.8 22.0 7.0 8.3 10.4 10.2 15.3 15.0 11.0
Route 4 Route 5 Route 7 Route 21 Route 30 Route 35 Route 65 Route 100 Connector Route 510	5,304 6,604 5,340 1,280 2,240 2,658 2,216 3,143 3,107 2,683 4,271	RATIO 19.9 22.0 19.9 5.1 7.4 8.8 8.4 13.1 12.9 10.8 15.8	PASS 6,357 7,127 6,353 1,585 2,663 3,086 2,343 3,921 4,098 2,998 4,779	21.2 21.6 21.1 5.5 8.0 9.3 7.7 14.2 14.8 10.5 16.0	PASS 6,364 7,281 6,521 1,580 2,828 2,893 2,484 3,888 4,549 3,053 4,244	23.1 23.9 23.6 6.0 9.2 9.4 8.9 15.4 18.1 11.7	PASS 6,751 7,414 6,386 1,680 2,957 3,277 2,490 3,519 4,350 3,133 4,812	RATIO 24.2 23.7 22.7 6.4 9.4 10.4 8.9 14.0 17.3 12.0 17.1	PASS 6,171 7,081 5,432 1,519 2,380 2,744 2,430 3,263 4,034 2,688 4,480	RATIO 24.6 25.4 21.6 6.4 8.5 9.8 9.7 14.3 17.7 11.4 17.8	PASS 6,428 7,808 5,809 1,573 2,314 3,064 2,700 3,662 3,590 2,733 4,702	RATIO 24.5 26.8 22.0 7.0 8.3 10.4 10.2 15.3 15.0 11.0 17.9

13.8

55,099

TOTAL

46,578

12.3

53,961

12.7

54,087

13.9

49,907

14.0

52,476

14.1

Table 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	7785	8223	7670							49075
TOTAL SERVICE HOURS	4243.3	3911.4	4259.6	3497.1	3648.6	3343.9							22903.9
PASSENGERS/HOUR	2.0	2.1	2.1	2.2	2.3	2.3	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.1
1/11 FEN BR/(SIGN) TOTAL 0047	LANI		MAD	ADD	1441/	11.161		1 4110	OED	OOT	NOV/	DEO	YTD
KILLEEN DIVISION TOTAL - 2017 TOTAL TRIPS PERFORMED	JAN 7293	FEB 7100	MAR 8091	APR 7058	MAY 7425	JUN 6955	JUL	AUG	SEP	OCT	NOV	DEC	43922
TOTAL TRIPS WITH APPTS	3702	3653	4178	3513	3746	3495							22287
NUMBER LATE PICKUPS	2418	2302	2608	2211	1705	1960							13204
NUMBER LATE APPTS	690	821	971	674	495	610							4261
ON-TIME PERFORMANCE (PICKUP)	66.8%	67.6%	67.8%	68.7%	77.0%	71.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	69.9%
ON-TIME PERFORMANCE (APPT)	81.4%	77.5%	76.8%	80.8%	86.8%	82.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	80.9%
													00.070
KILLEEN DIVISION ADA - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3830	3087	4888	4988	3820	3659							24272
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!	100.0%
ON-TIME PERFORMANCE (APPT)							#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
KILLEEN DIVISION MTP - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	3091	2245	3076	1950	1799	1760							13921
TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS													0
													0
NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)							#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)							#DIV/0! #DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0!
ON-TIME PERFORMANCE (APP I)							#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
			_	·	D: :	:	047						
			10	emple	DIVIS	ion - 2	201 <i>1</i>						
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL PASSENGERS	5287	5053	5107	4635	4653	4680							29415
TOTAL SERVICE HOURS	3154.7	3224.9	3023.0	2537.0	2586.1	2553.0							17078.7
PASSENGERS/HOUR	1.7	1.6	1.7	1.8	1.8	1.8	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.7
								,			,	,	
TEMPLE DIVISION TOTAL - 2017	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL TRIPS PERFORMED	4678	4492	4638	4174	4261	4240							26483
TOTAL TRIPS WITH APPTS	2062	1954	1988	1735	1738	1726							11203
NUMBER LATE PICKUPS	1469	1268	1339	1163	1004	1270							7513
NUMBER LATE APPTS	300	269	263	170	112	185	#DI\//01	#DI\//01	#DI\//01	#DIV/01	#DI\//01	#DI\//01	1299
ON-TIME PERFORMANCE (PICKUP)	68.6% 85.5%	71.8% 86.2%	71.1% 86.8%	72.1% 90.2%	76.4% 93.6%	70.0% 89.3%	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	71.6%
ON-TIME PERFORMANCE (APPT)	03.3%	00.276	00.0%	90.2%	93.0%	09.3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	88.4%
						JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TEMPI E DIVISION ADA - 2017	ΙΔΝ	FFR	MAR	ΔPR	MAY	0014				001	1101	DLO	110
TEMPLE DIVISION ADA - 2017	JAN 2368	FEB	MAR 2626	APR 2307	MAY 2111	2195	JUL	7.00					13377
TOTAL TRIPS PERFORMED	JAN 2368	FEB 1770	MAR 2626	APR 2307	MAY 2111	2195	JOL	7100					13377 0
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS						2195	JOL	7.00					0
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS						2195	JOL	nee					
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS						2195	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS						2195				#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	0 0 0
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)						2195	#DIV/0!	#DIV/0!	#DIV/0!				0 0 0 100.0%
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2017	2368 JAN	1770 FEB	2626 MAR	2307 APR	2111 MAY	JUN	#DIV/0!	#DIV/0!	#DIV/0!				0 0 0 100.0% #DIV/0!
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TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2017 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED PERCENTAGE DENIED NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP)	JAN 2129 JAN 6198 3 0%	FEB 1653 FEB 4857 4 0%	MAR 2260 MAR 7514 0 0%	2307 APR 1236 Otal A APR 7295 0 0%	MAY 1093 DA Tr MAY 5931 0	JUN 1189 ips - 2 JUN 5854 0 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! AUG 0 0 #DIV/0!	#DIV/0! #DIV/0! SEP #DIV/0! #DIV/0! SEP 0 0 #DIV/0!	#DIV/0! OCT #DIV/0! #DIV/0! OCT O O #DIV/0!	#DIV/0! #DIV/0! #DIV/0! #DIV/0! NOV 0 #DIV/0!	#DIV/0! #DIV/0! #DIV/0! #DIV/0! DEC 0 0 #DIV/0!	0 0 0 100.0% #DIV/0! YTD 9560 0 0 100.0% #DIV/0! YTD 37649 0 7 0%
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TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TEMPLE DIVISION MTP - 2017 TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE PICKUPS NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (APPT) TOTAL TRIPS WITH APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT)	JAN 2129 JAN 6198 3 0%	FEB 4857 4 0%	MAR 2260 T MAR 7514 0 0%	2307 APR 1236 Otal A APR 7295 0 0%	MAY 1093 DA Tr MAY 5931 0 0%	JUN 1189 ips - 2 JUN 5854 0 0%	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	#DIV/0! #DIV/0! AUG #DIV/0! #DIV/0! AUG 0 0 #DIV/0! #DIV/0! #DIV/0! #DIV/0!	#DIV/0! #DIV/0! SEP #DIV/0! SEP 0 0 #DIV/0! #DIV/0! #DIV/0! #DIV/0!	#DIV/0! #DIV/0! #DIV/0! #DIV/0! OCT 0 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! DEC 0 0 #DIV/0! #DIV/0! #DIV/0!	0 0 0 100.0% #DIV/0! YTD 9560 0 0 100.0% #DIV/0! YTD 37649 0 7 0%

PARATRANSIT RIDERSHIP REPORT

Killeen Division - 2016

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
WILLEEN DIVISION TOTAL COAC	LANI	FED	MAD	A DD	I MANA	JUN	11.11	ALIC	CED	OCT	NOV	DEC	VTD
KILLEEN DIVISION TOTAL - 2016 TOTAL TRIPS PERFORMED	JAN 6338	FEB 6415	MAR 6920	APR 6686	MAY 6439	6449	JUL 6215	AUG 6837	SEP 7083	OCT 7075	6948	6900	YTD 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%
		FED	1445	4.00	1 14437			4110	055	0.07	NOV	DEO	VTD
KILLEEN DIVISION ADA - 2016	JAN	FEB	MAR	APR	MAY	JUN 3717	JUL 3545	AUG 4110	SEP	OCT	NOV 2990	DEC 2823	YTD
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	3303 1331	3679 1432	3965 1595	3814 1501	3731 1396	1411	1336	4110	3028	4150	2990	2823	42855
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/0!	#DIV/0!	#DIV/01	#DIV/0!	#DIV/01	#DIV/01
KILLEEN DIVISION MTP - 2016 TOTAL TRIPS PERFORMED	JAN 2422	FEB 2367	MAR 2286	APR 2114	MAY 2003	JUN 2084	JUL 1983	AUG 2473	SEP 2018	OCT 2655	NOV 2290	DEC 2214	YTD 26909
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	1229	1193	1135	1027	990	1030	967	24/3	2010	2000	2290	2214	20909
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/01	#DIV/01	#DIV/01	#DIV/0!	#DIV/01
			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
TEMPI E DIVIDIONI TOTAL	LANI	l cco	MAD	ADD	1 1441/	II II IN I		A110	OFD	OOT	NOV	DEO	VTD
TEMPLE DIVISION TOTAL - 2016 TOTAL TRIPS PERFORMED	JAN 4265	FEB	MAR 4687	APR 4494	MAY 4371	JUN 4459	JUL 4223	AUG 4525	SEP 4498	OCT 4632	NOV 4333	DEC 4331	YTD 53203
TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS	1666	4385 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
HOMBER EXTENSION O	.02		000							ļ		00	002.
NUMBER LATE APPTS	92	84	86	86	39	53	43	73	112	171	202	240	1281
NUMBER LATE APPTS ON-TIME PERFORMANCE (PICKUP)	92 90.6%	84 89.5%	86 88.2%	86 91.1%	39 95.0%	53 93.7 %	43 93.0 %	73 88.8%	112 68.7 %	171 65.0 %	202 72.9%	240 70.0%	1281 83.8%
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%	93.7% 96.9%	93.0% 97.5%	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) 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	93.7% 96.9% JUN	93.0% 97.5% JUL	88.8% 95.9% AUG	68.7% 93.4% SEP	65.0% 90.5% OCT	72.9% 89.7% NOV	70.0% 87.6% DEC	83.8% 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	93.7% 96.9% JUN 1935	93.0% 97.5% JUL 1828	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) 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	93.7% 96.9% JUN 1935 636	93.0% 97.5% JUL 1828 611	88.8% 95.9% AUG	68.7% 93.4% SEP	65.0% 90.5% OCT	72.9% 89.7% NOV	70.0% 87.6% DEC	83.8% 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	93.7% 96.9% JUN 1935	93.0% 97.5% JUL 1828	88.8% 95.9% AUG	68.7% 93.4% SEP	65.0% 90.5% OCT	72.9% 89.7% NOV	70.0% 87.6% DEC	83.8% 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	93.7% 96.9% JUN 1935 636 132	93.0% 97.5% JUL 1828 611 118	88.8% 95.9% AUG	68.7% 93.4% SEP	65.0% 90.5% OCT	72.9% 89.7% NOV	70.0% 87.6% DEC	83.8% 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	88.2% 95.4% MAR 2012 657 219 12	91.1% 95.3% APR 1978 669 179 15	95.0% 97.7% MAY 1885 641 93 4	93.7% 96.9% JUN 1935 636 132	93.0% 97.5% JUL 1828 611 118 7	88.8% 95.9% AUG	68.7% 93.4% SEP	65.0% 90.5% OCT	72.9% 89.7% NOV	70.0% 87.6% DEC	83.8% 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%	93.7% 96.9% JUN 1935 636 132 10 93.2% 98.4%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9%	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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%	93.7% 96.9% JUN 1935 636 132 10 93.2% 98.4%	93.0% 97.5% JUL 1828 611 118 7 93.5% 98.9% JUL	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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	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	93.7% 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	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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% MAY 1946 888	93.7% 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	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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	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	93.7% 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	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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	93.7% 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	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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	93.7% 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	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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%	93.7% 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%	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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%	93.7% 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% 96.2%	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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%	93.7% 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%	88.8% 95.9% AUG 2304	68.7% 93.4% SEP 1750	65.0% 90.5% OCT 2388	72.9% 89.7% NOV 1693	70.0% 87.6% 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 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%	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 888 104 30 94.7% 96.6% DA Tr	93.7% 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	88.8% 95.9% AUG 2304 AUG 1895	93.4% 93.4% SEP 1750 SEP 1629	65.0% 90.5% OCT 2388 OCT 2610	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% 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 PERFORMED NUMBER LATE APPTS 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% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T MAR 5977 2252	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	93.7% 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	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 DEC 1435	93.8% 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 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 2032 0	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 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	93.7% 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	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	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 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 PERFORMED NUMBER LATE APPTS 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% 95.4% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 65 87.2% 93.1% T MAR 5977 2252	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	93.7% 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	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 DEC 1435	93.8% 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 (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH 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%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 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 848 193 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%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 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 (APPT) TOTAL TRIPS PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH 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%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 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 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	95.0% 97.7% MAY 1885 641 93 4 95.1% 99.4% MAY 1946 104 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895	SEP 1629 SEP 4778	90.5% 90.5% OCT 2388 OCT 2610 OCT 6538	72.9% 89.7% NOV 1693 NOV 1685	70.0% 87.6% DEC 1696 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 PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS NUMBER TRIPS DENIED PERCENTAGE DENIED NUMBER LATE APPTS 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% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 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%	93.7% 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% O16 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	88.8% 95.9% AUG 2304 AUG 1895 AUG 6414 0	SEP 1629 SEP 4778 0 0%	05.0% 90.5% OCT 2388 OCT 2610 OCT 6538 0	72.9% 89.7% NOV 1693 NOV 1685 NOV 4683	70.0% 87.6% DEC 1696 DEC 1435 DEC 4519 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 APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (APPT) TOTAL TRIPS DENIED PERCENTAGE DENIED 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 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 2011 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%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895 AUG 6414 0	SEP 1629 SEP 4778 0 3	0 0 0 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	72.9% 89.7% NOV 1693 NOV 1685 NOV 4683	70.0% 87.6% DEC 1696 DEC 1435 DEC 4519 0	93.8% 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 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 APPTS 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% MAR 2012 657 219 12 89.1% 98.2% MAR 2011 945 258 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%	93.7% 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% O16 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	88.8% 95.9% AUG 2304 AUG 1895 AUG 6414 0	SEP 1629 SEP 4778 0 0%	05.0% 90.5% OCT 2388 OCT 2610 OCT 6538 0	72.9% 89.7% NOV 1693 NOV 1685 NOV 4683	70.0% 87.6% DEC 1696 DEC 1435 DEC 4519 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 PICKUPS NUMBER LATE APPTS 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 2011 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 64 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 30 94.7% 96.6% DA Tr MAY 5616 2037 0 0% 506 124 91.0% 93.9%	93.7% 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% O16 JUL 5373 1947 0 0% 544 99 89.9% 94.9%	88.8% 95.9% AUG 2304 AUG 1895 AUG 6414 0 0%	SEP 1629 SEP 4778 0 0%	0 0.0%	72.9% 89.7% NOV 1693 NOV 1685 NOV 4683 1 0%	70.0% 87.6% DEC 1696 DEC 1435 DEC 4519 0 0%	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 APPTS ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (PICKUP) ON-TIME PERFORMANCE (APPT) TOTAL TRIPS PERFORMED TOTAL TRIPS WITH APPTS NUMBER LATE APPTS ON-TIME PERFORMANCE (APPT) TOTAL TRIPS DENIED PERCENTAGE DENIED 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 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 2011 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%	93.7% 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%	88.8% 95.9% AUG 2304 AUG 1895 AUG 6414 0	SEP 1629 SEP 4778 0 3	0 0 0 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	72.9% 89.7% NOV 1693 NOV 1685 NOV 4683	70.0% 87.6% DEC 1696 DEC 1435 DEC 4519 0	93.8% 94.0% YTD 23236 YTD 23214 YTD 66091 1 0%

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	3,215	10	0.31%	=/< 2%
May	3,636	24	0.66%	=/< 2%
June	3,636	25	0.69%	=/< 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	20,771	104	0.50%	=/< 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%

CUSTOMER SERVICE REPORT - 2017

MONTH / YEAR	NUMBER COMPLAINTS	NUMBER PASSENGERS	COMPLAINTS/ 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	23	57,082	0.04	=/< 1
May	32	62,729	0.05	=/< 1
June	44	61,649	0.07	=/< 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	227	368,878	0.06	=/< 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	5	226,901	2.20	=/< 4
May	3	246,585	1.22	=/< 4
June	7	230,463	3.04	=/< 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	28	1,426,872	1.96	=/< 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	5	226,901	2.20	=/< 10
May	18	246,585	7.30	=/< 10
June	17	230,463	7.38	=/< 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	93	1,426,872	6.52	=/< 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

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.		•	-							-		

^{*}New Telephone Reporting Software is being installed and these performance measures will be documented upon completion.

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												
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.

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	II) (ˈʔannık	Explained to general public how to utilize The HOP
The HOP	HCTD Belton Facility	3/17/2016	8:00 AM		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
The HOP	HCTD Belton Facility	6/29/2017	9:00 AM	D. Czapnik	Invited industry professionals to the facility to learn about The HOP's services

ADVERTISEMENT REPORT

FY2017

AD DESCRIPTION	City	DATE	MEDIA
Take 5 Magazine	Copperas Cove	11/2/2016	Cove Banner Welcome Guide -
Take 5 Iviagazille	Copperas Cove	11/2/2016	1/8 page spread
Killeen Progress	Killeen	4/15/2017	Article in 2017 Killeen Progress
Killeeli Plogress	Killeell	4/15/2017	magazine

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