

# Transit Operations

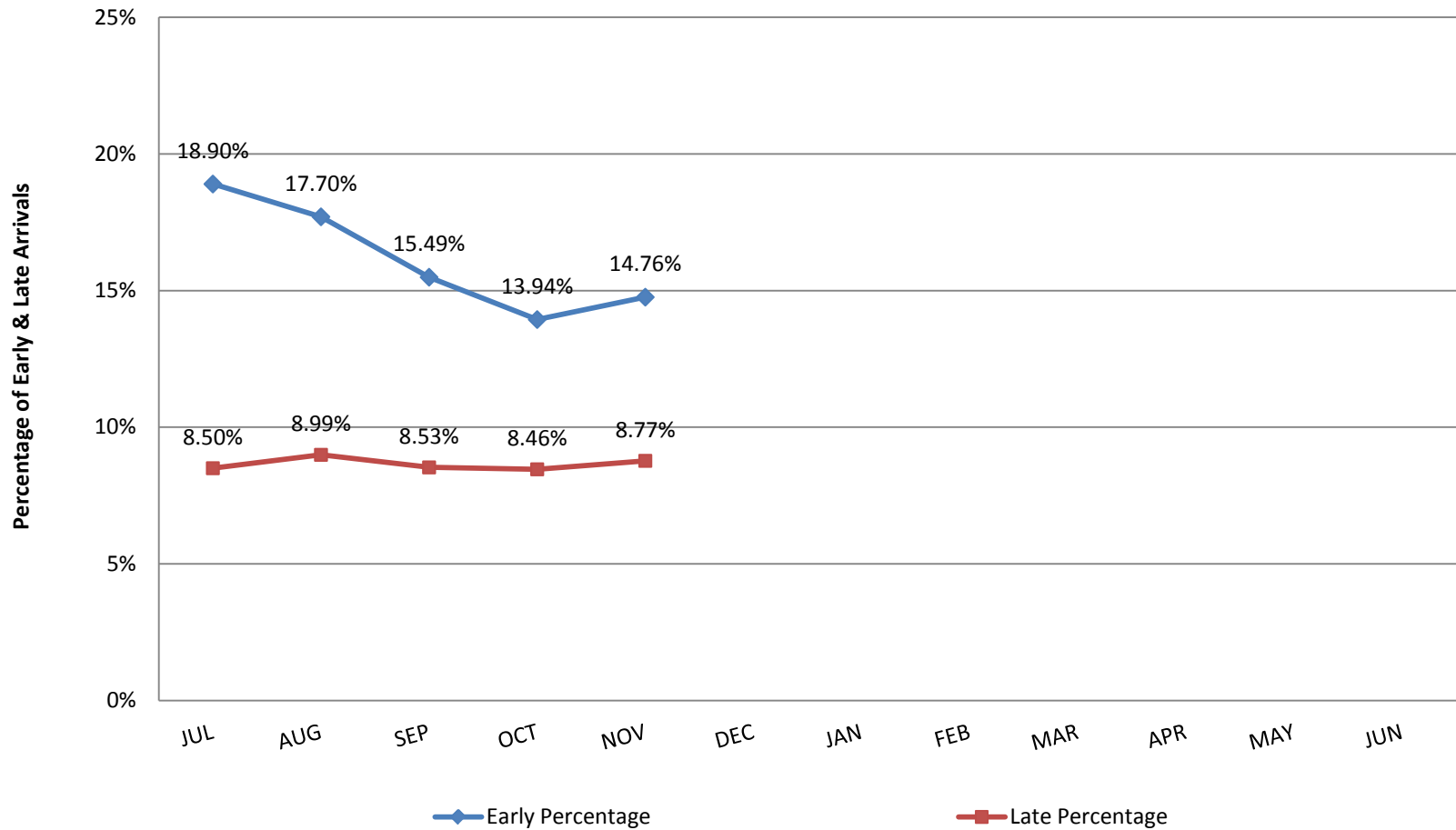
## Key Performance Indicator Report

### November 2012



# HAMPTON ROADS TRANSIT

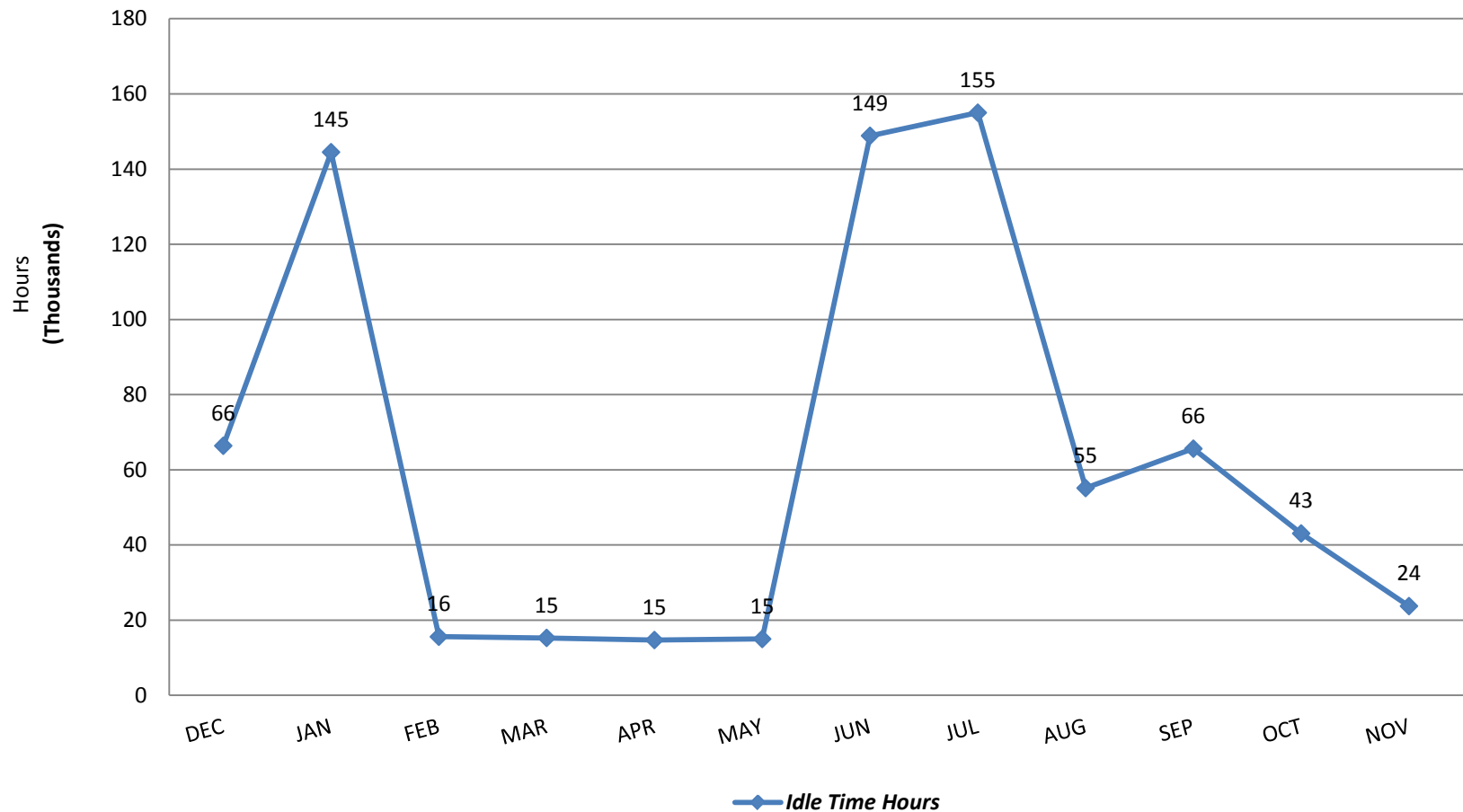
## Bus Transportation Early & Late Bus Arrivals FY12





# HAMPTON ROADS TRANSIT

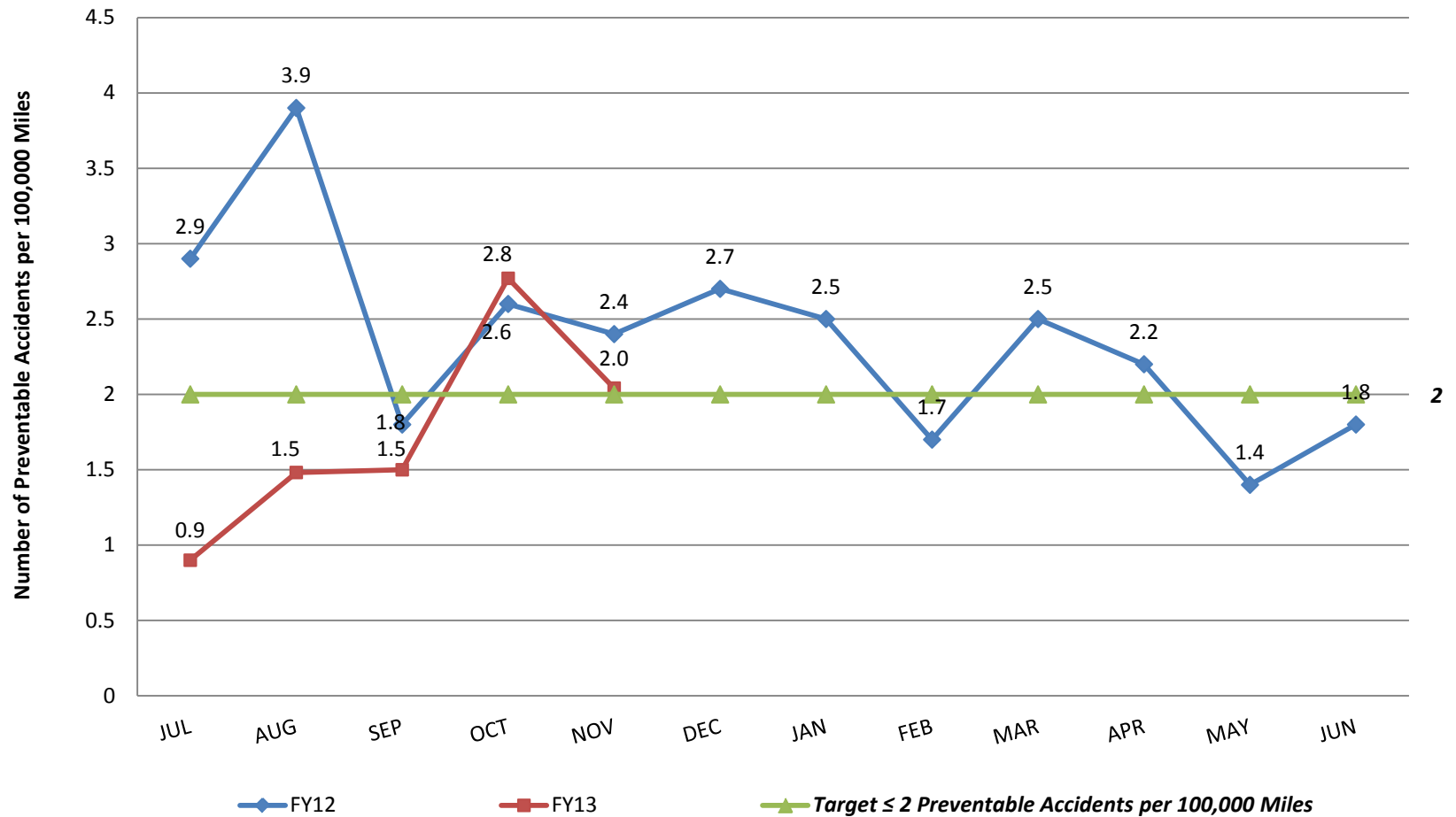
Bus Transportation  
Idle Time Hours  
December 2011 - November 2012





# HAMPTON ROADS TRANSIT

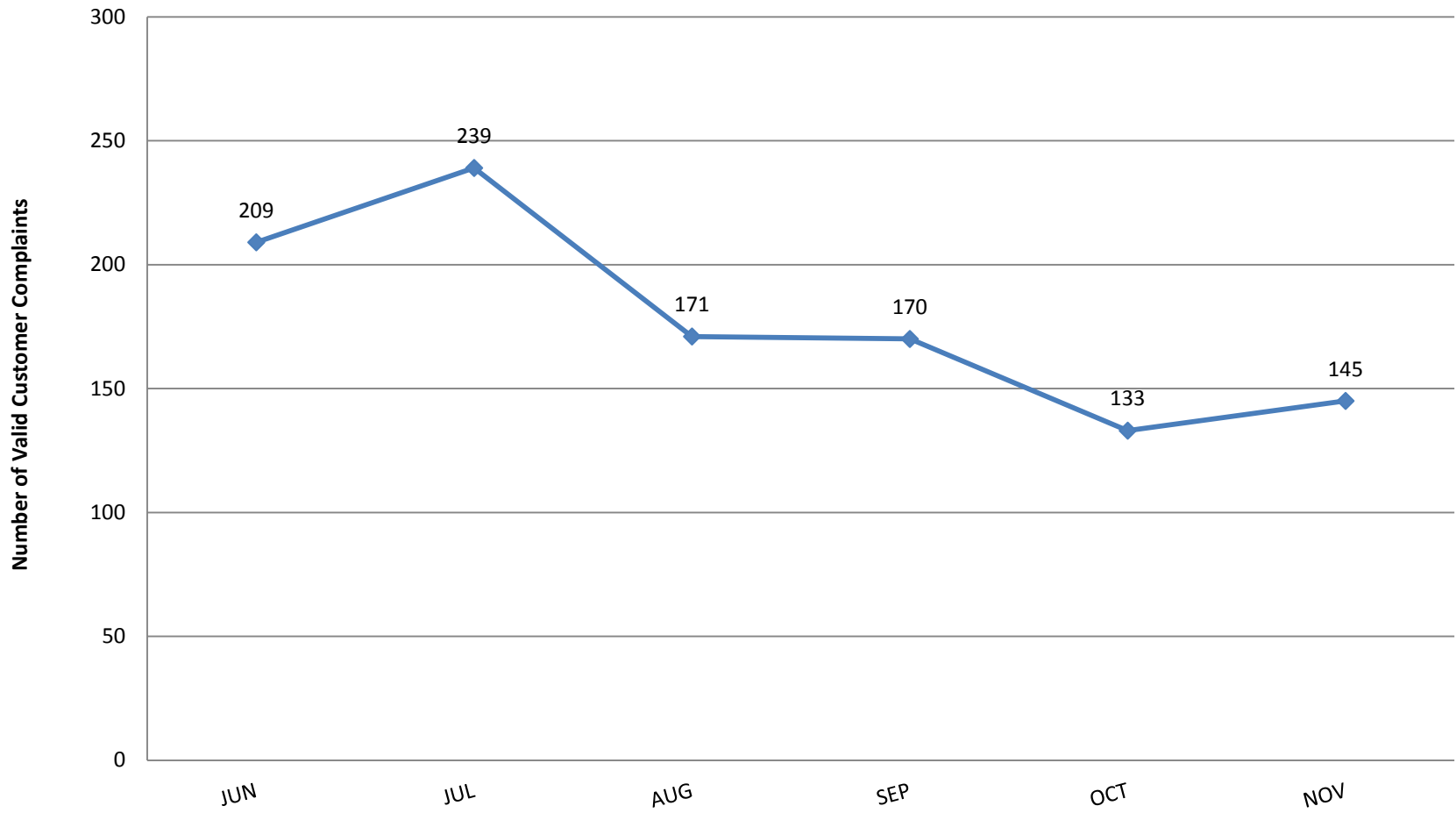
Bus Transportation  
Preventable Accidents per 100,000 Miles  
FY12 / FY13





# HAMPTON ROADS TRANSIT

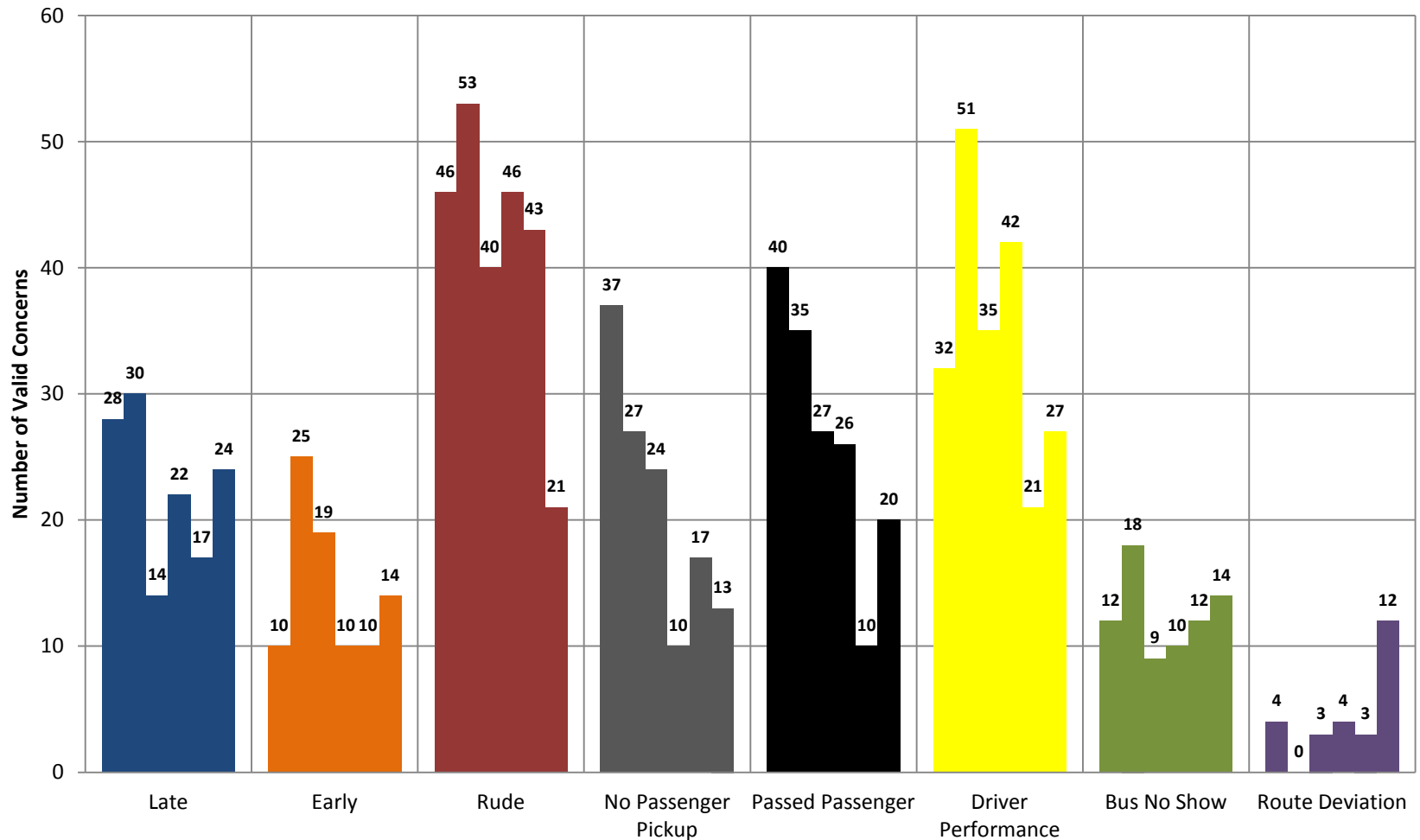
Bus Transportation  
Total Valid Customer Complaints  
June - November 2012



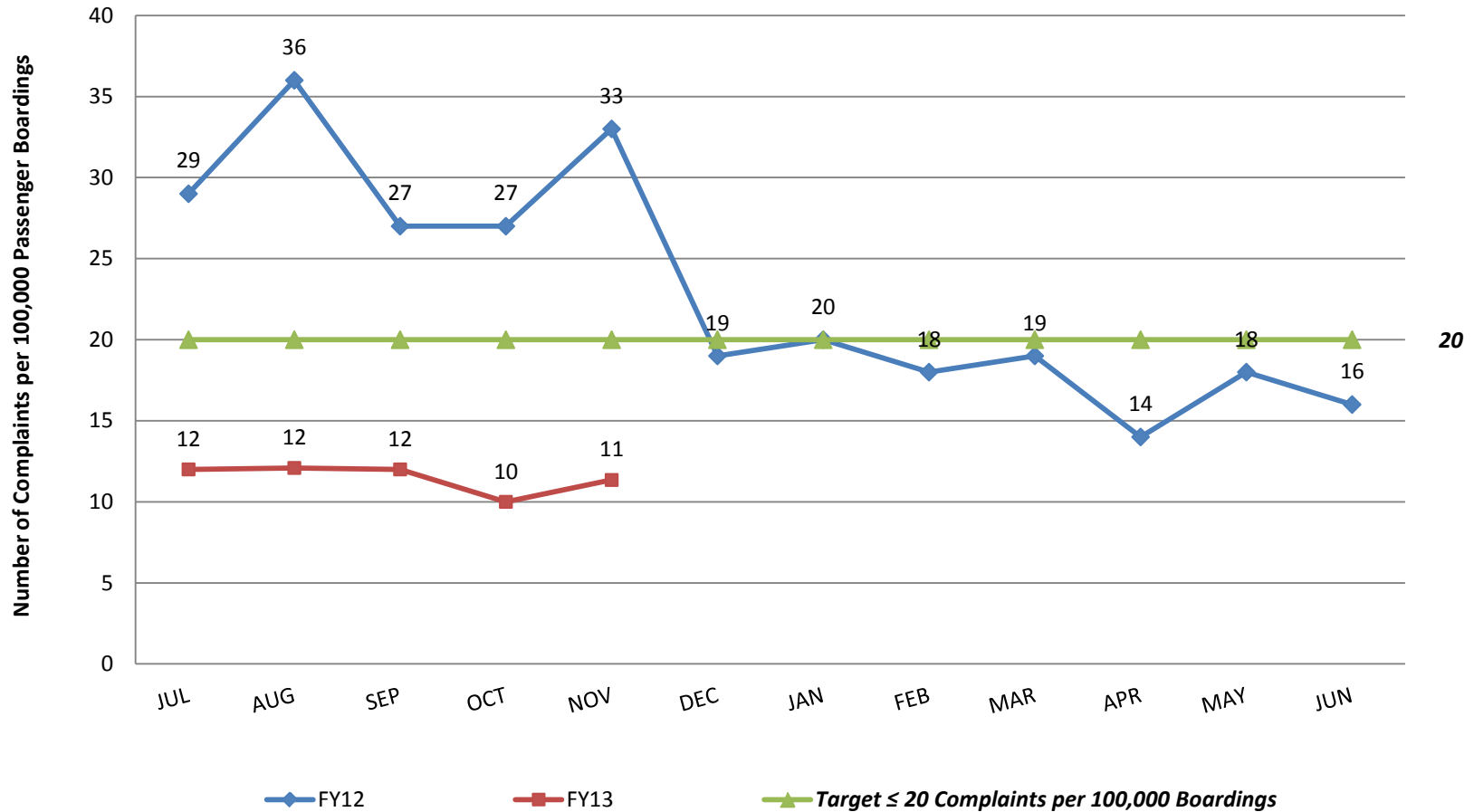


# HAMPTON ROADS TRANSIT

## Bus Transportation Customer Complaints by Type June - November 2012



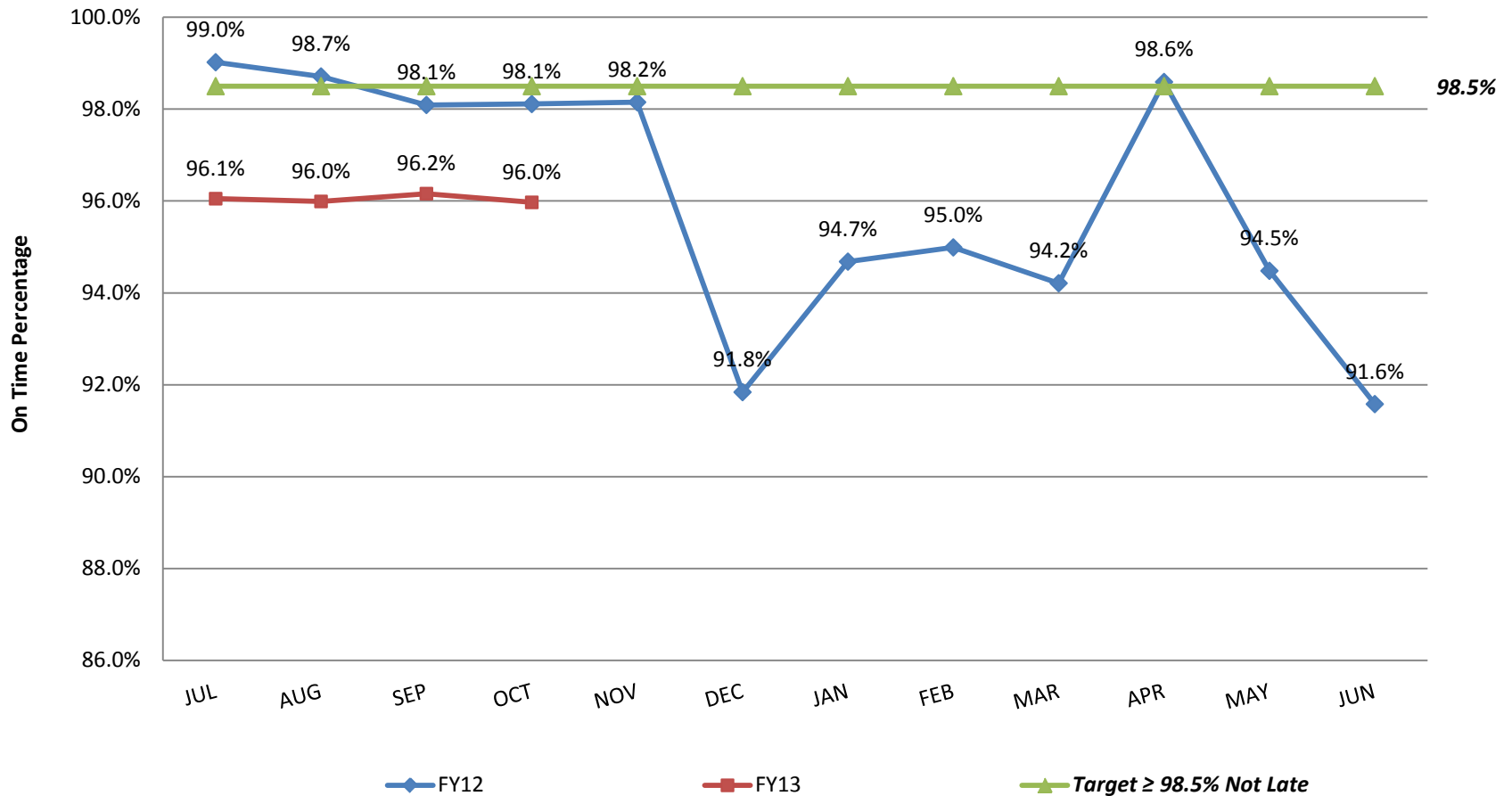
Bus Transportation  
Valid Customer Complaints per 100,000 Boardings  
FY12 / FY13





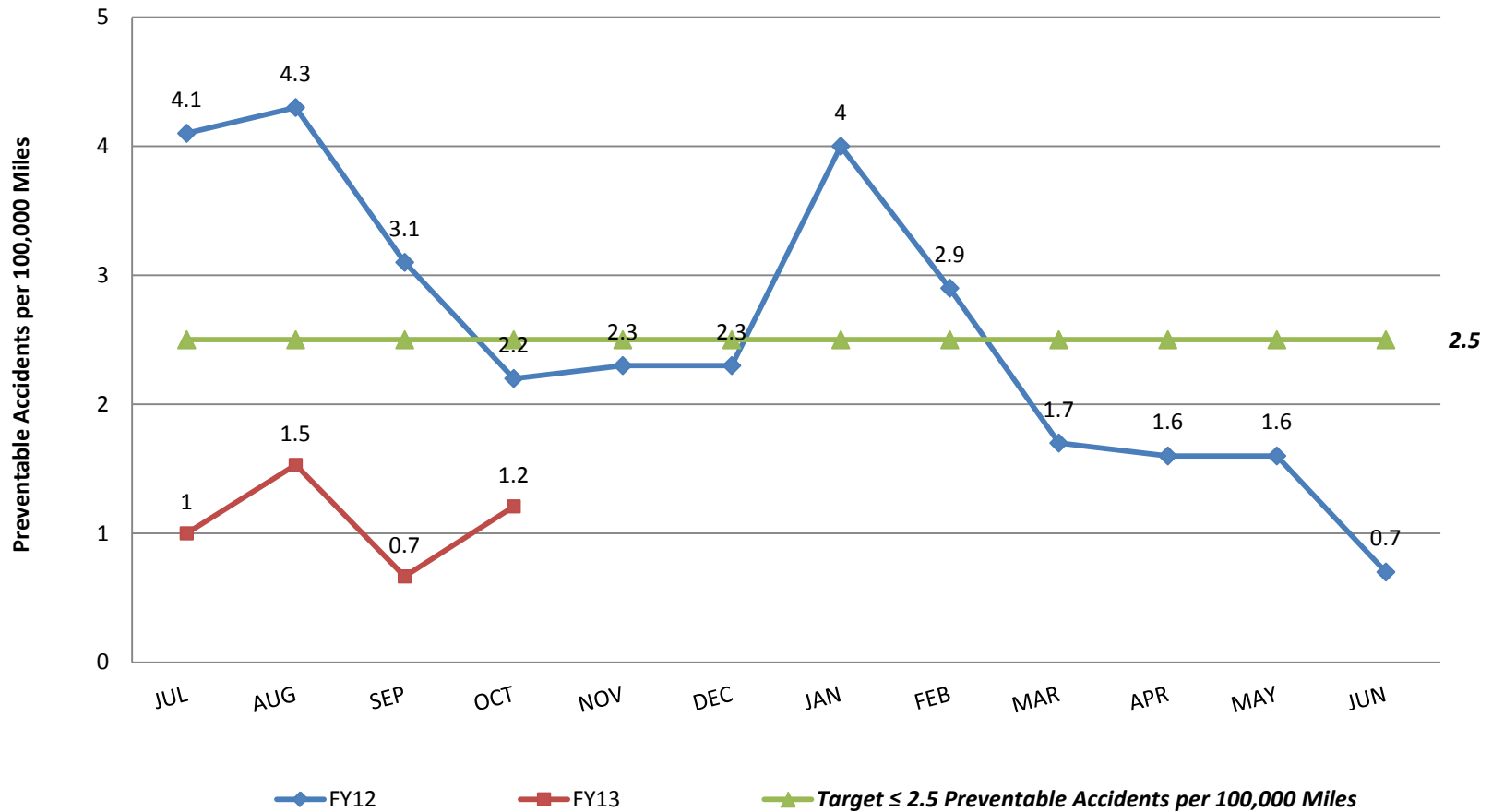
# HAMPTON ROADS TRANSIT

## Paratransit On Time Performance FY12 / FY13





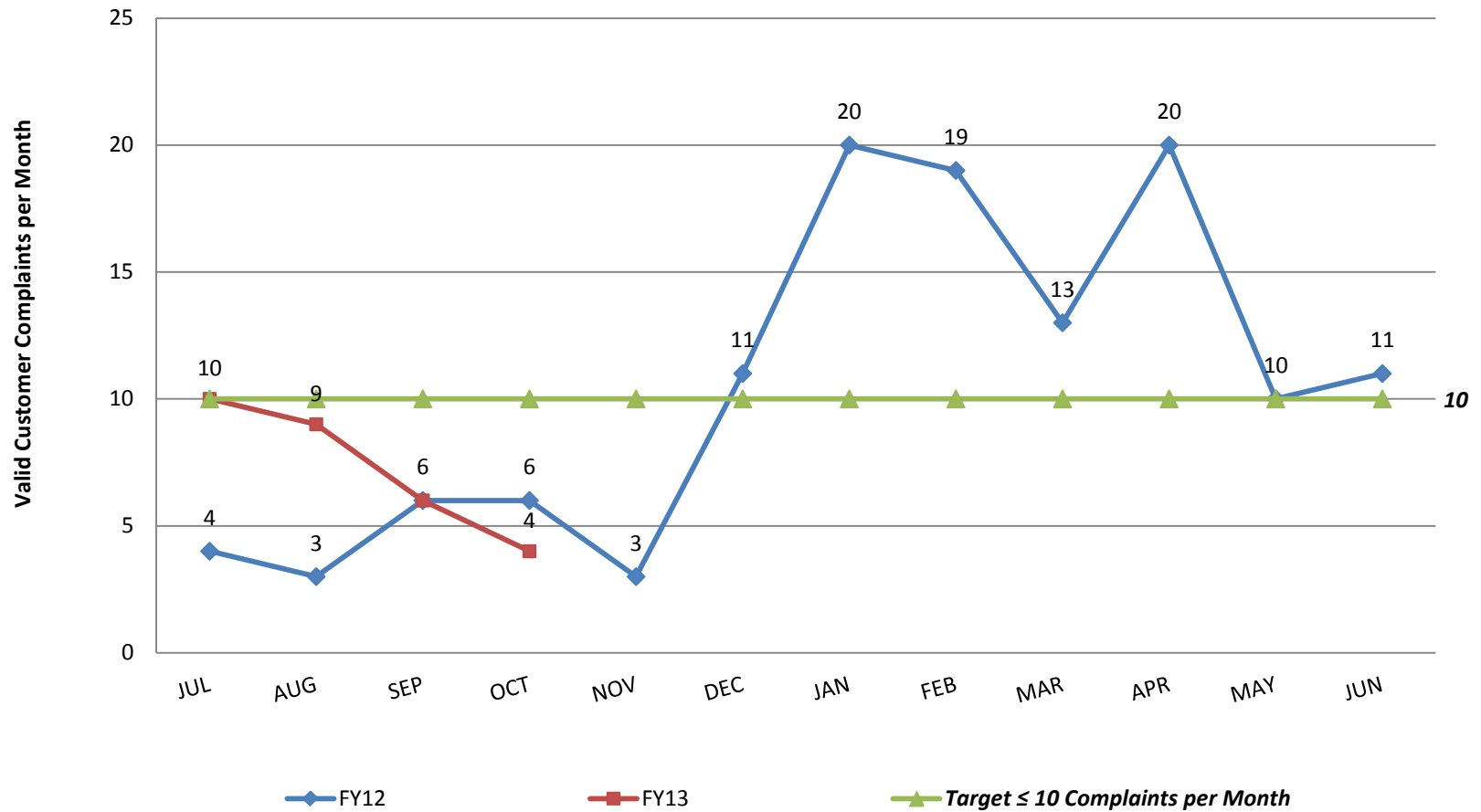
Paratransit  
Preventable Accidents per 100,000 Miles  
FY12 / FY13





# HAMPTON ROADS TRANSIT

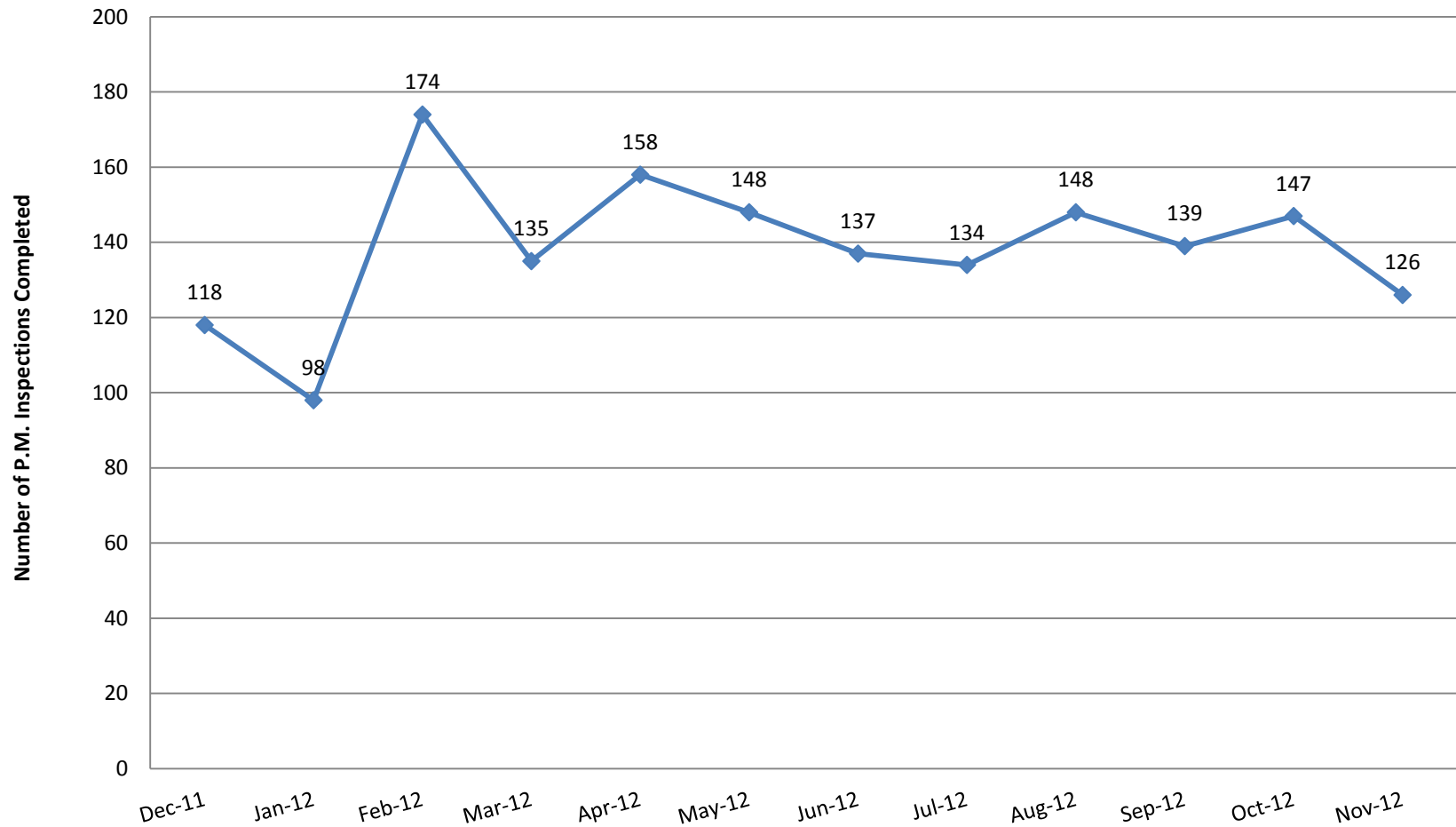
Paratransit  
Valid Customer Complaints per Month  
FY12 / FY13





# HAMPTON ROADS TRANSIT

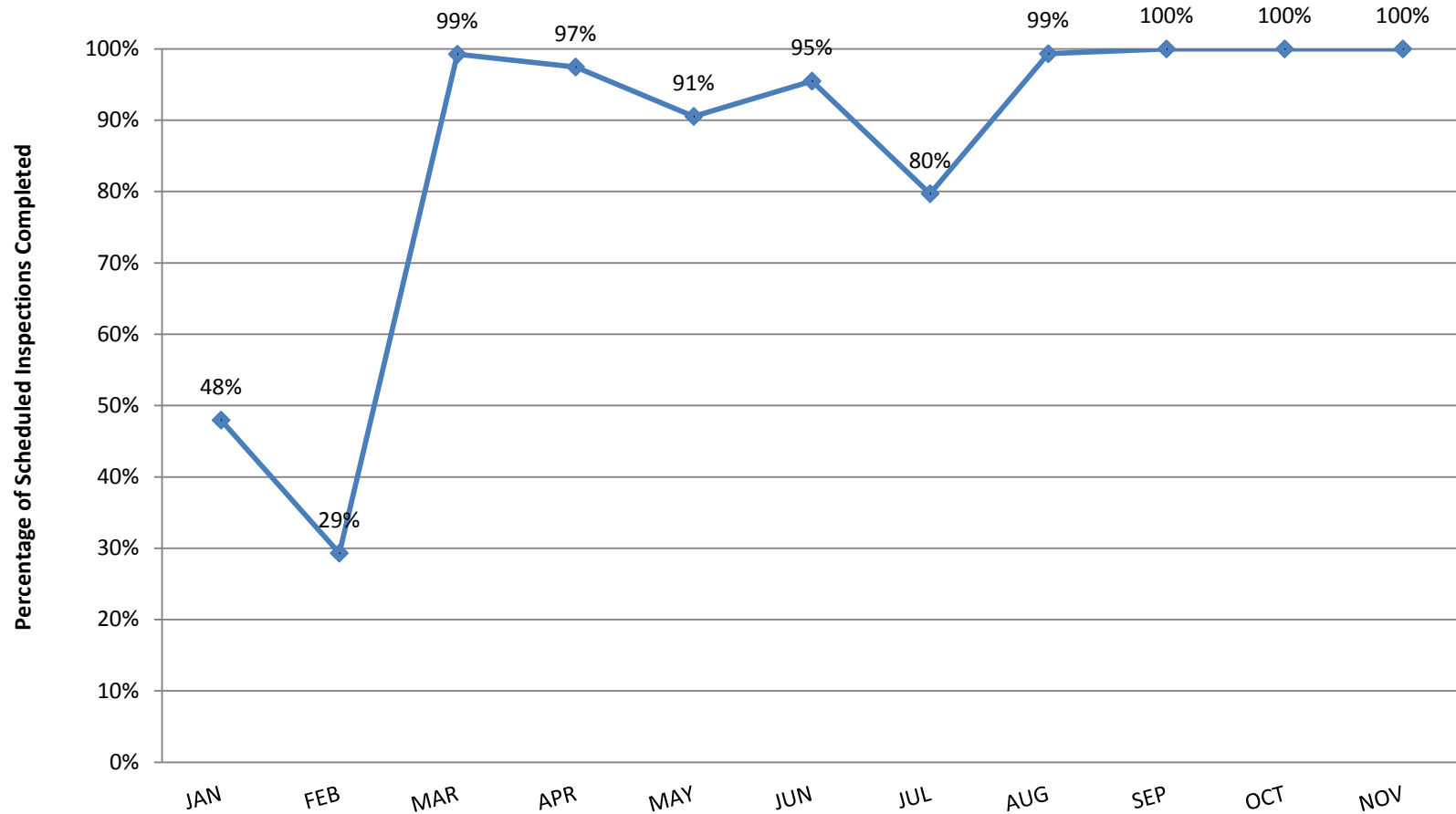
Bus Maintenance  
Preventive Maintenance Inspections  
December 2011 - November 2012



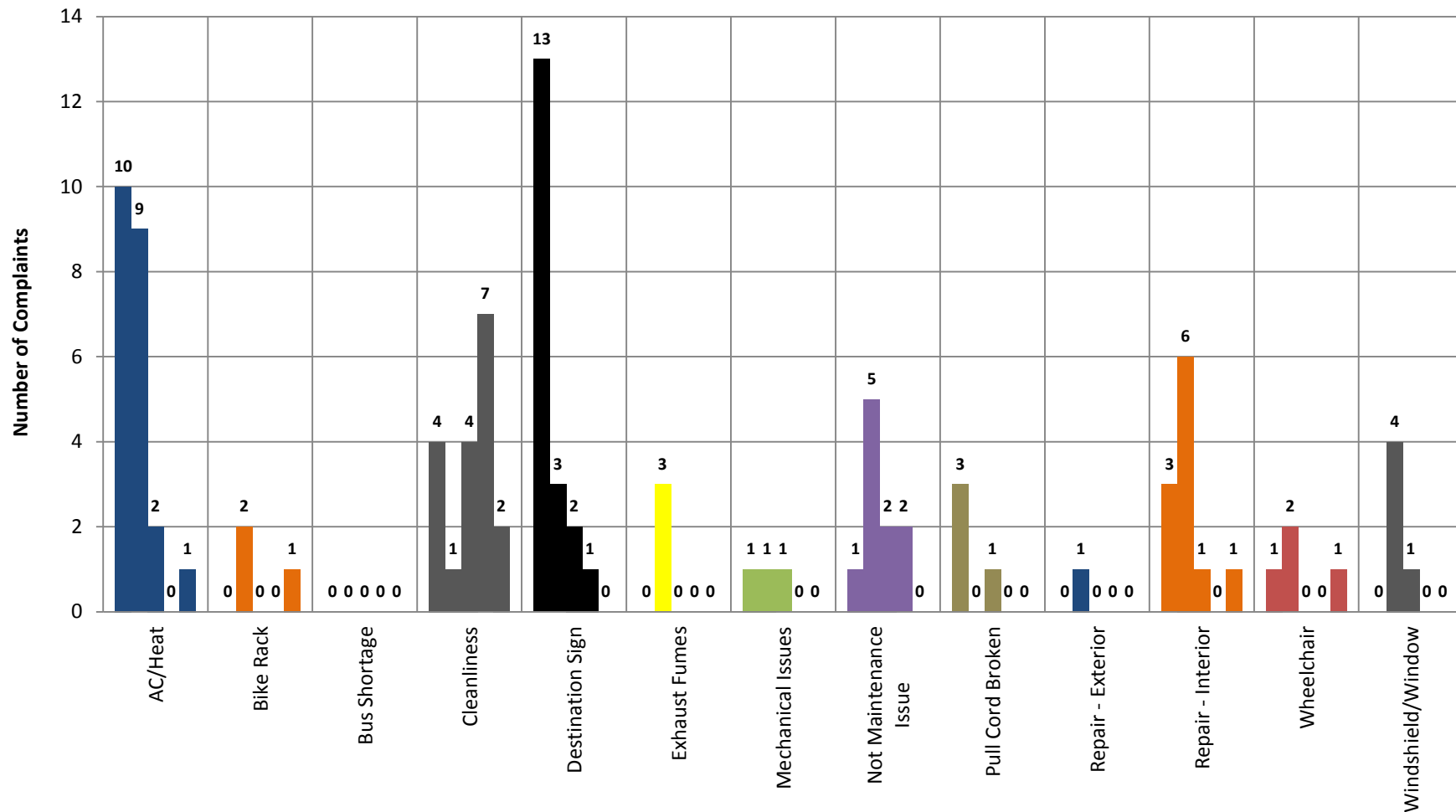


# HAMPTON ROADS TRANSIT

## Bus Maintenance On Time Completion of Scheduled Preventive Maintenance January - November 2012



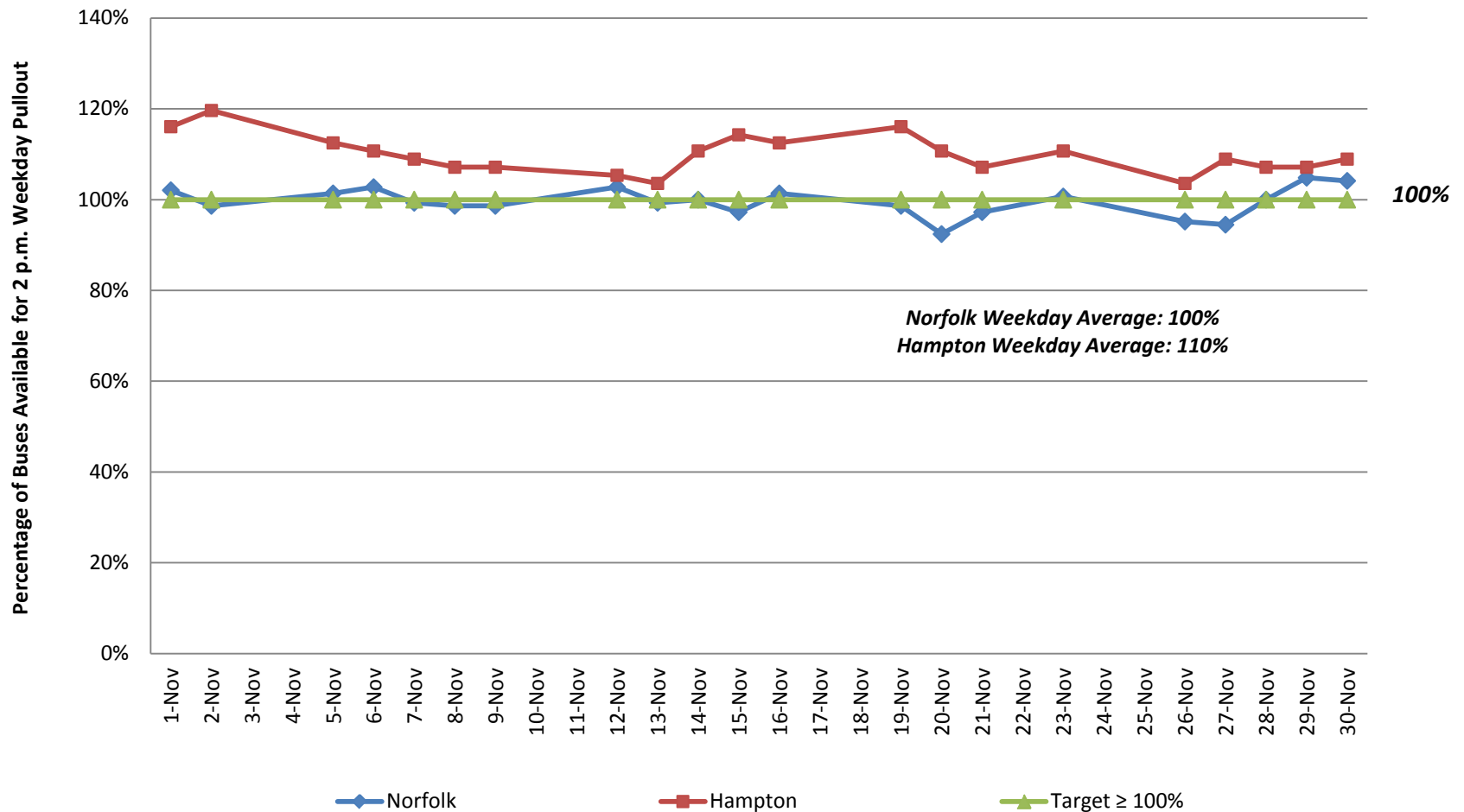
Bus Maintenance  
Customer Complaints by Type  
July - November 2012





# HAMPTON ROADS TRANSIT

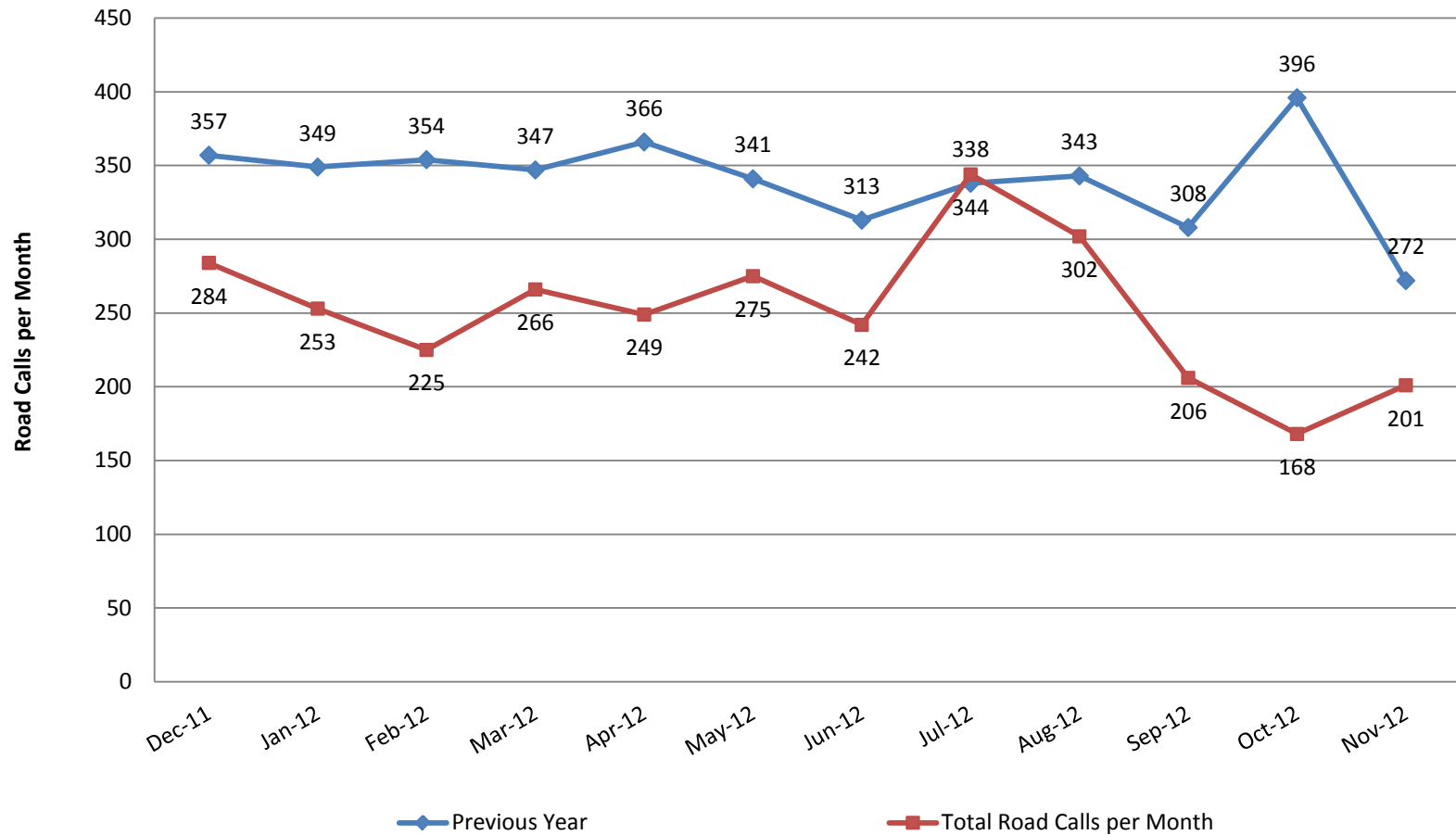
Bus Maintenance  
Weekday Pullout (Measures Fleet Readiness at 2p.m.)  
November 2012





# HAMPTON ROADS TRANSIT

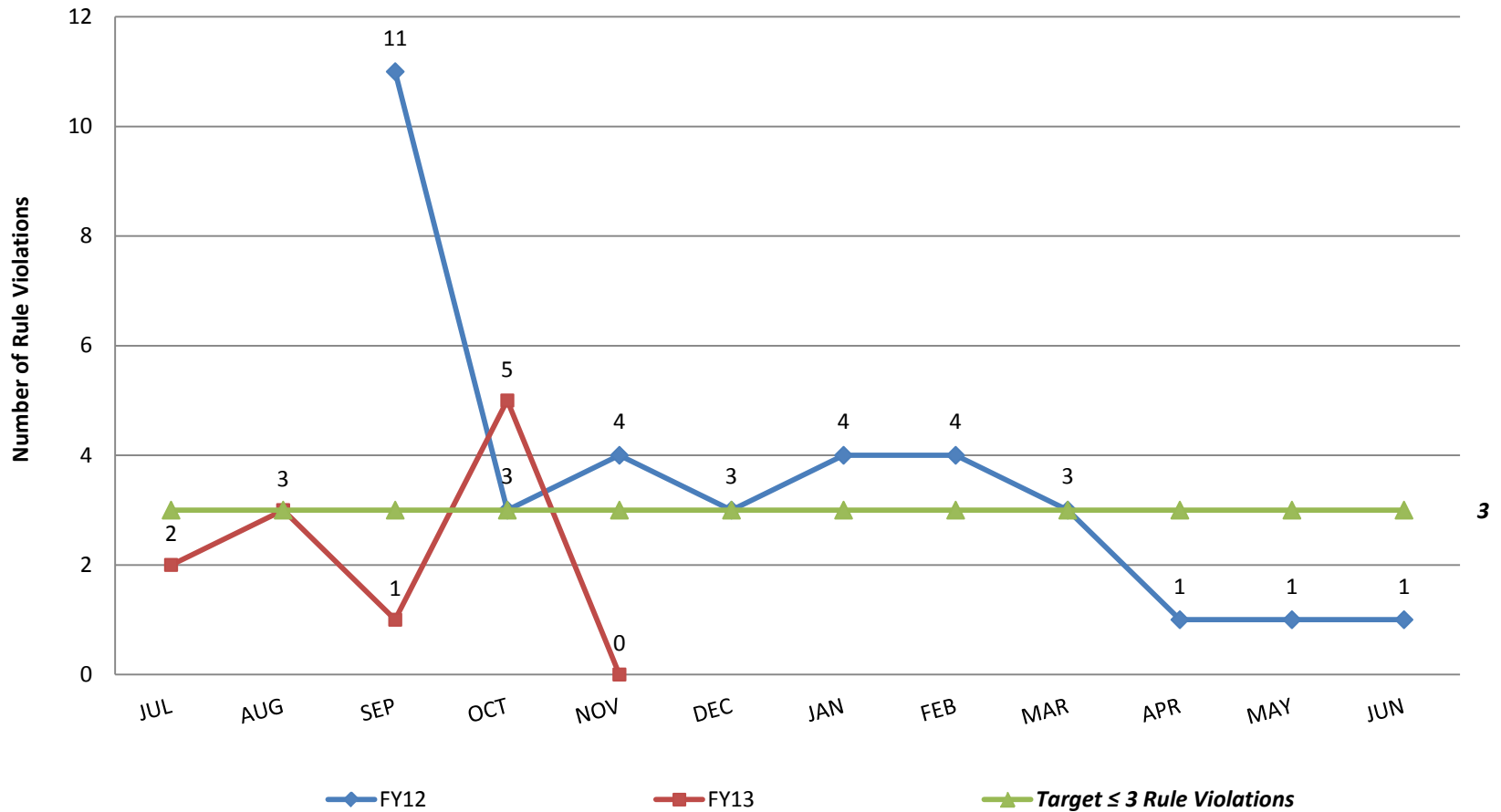
Bus Maintenance  
Road Call Summary  
December 2011 - November 2012





# HAMPTON ROADS TRANSIT

Rail Transportation  
Operator Rule Violations  
FY12 / FY13

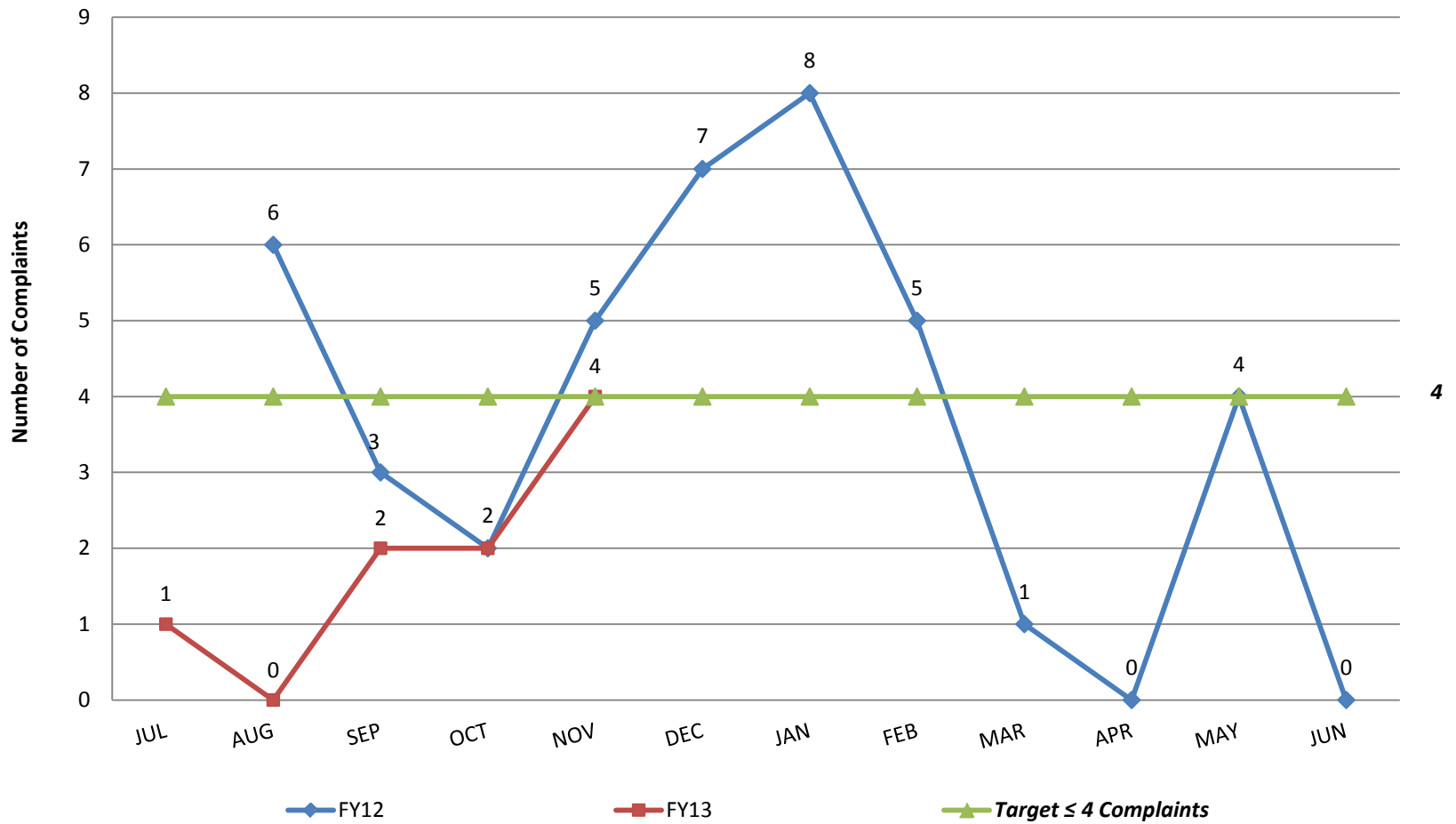






# HAMPTON ROADS TRANSIT

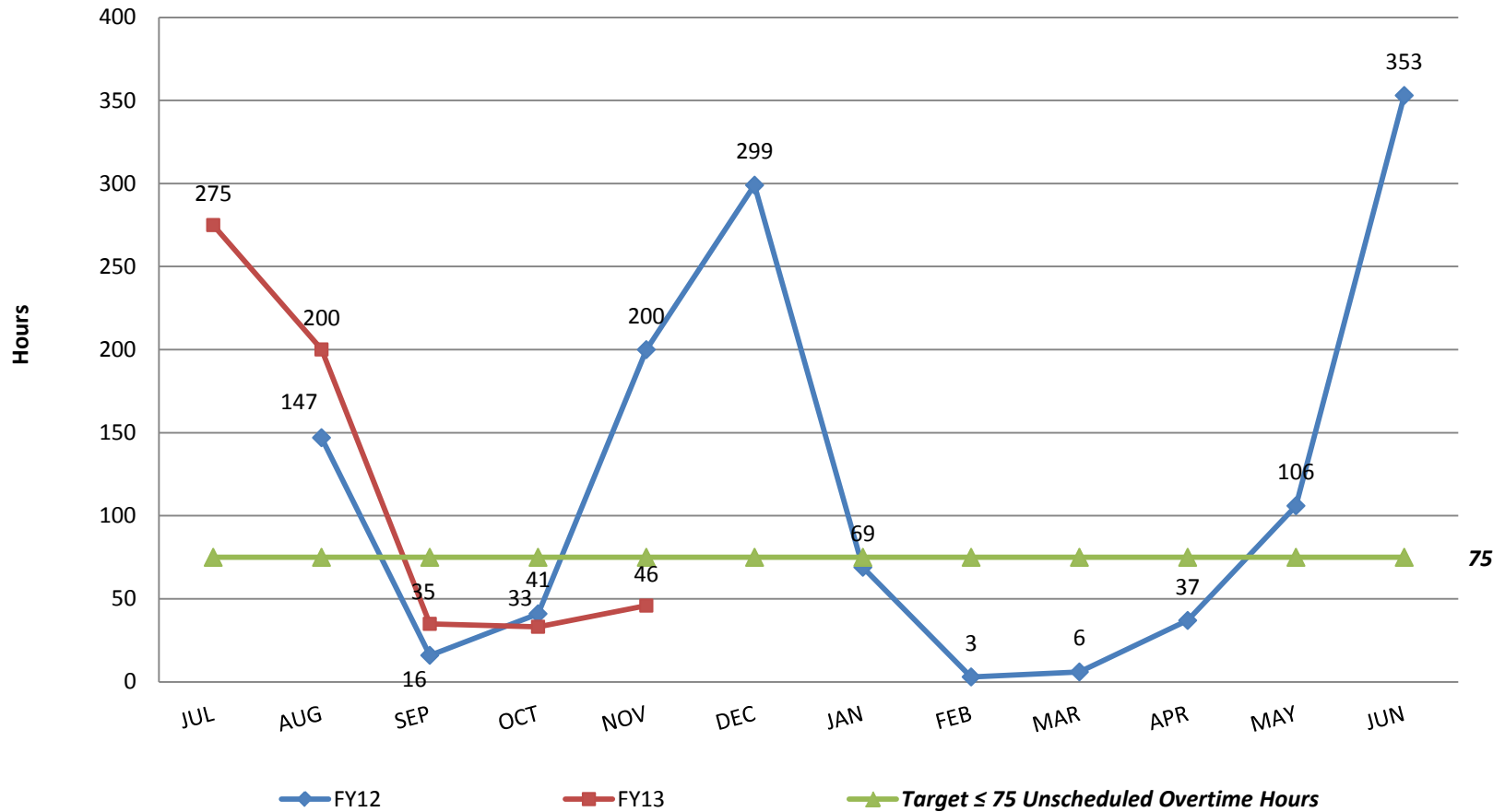
Rail Transportation  
Valid Customer Complaints  
FY12 / FY13





# HAMPTON ROADS TRANSIT

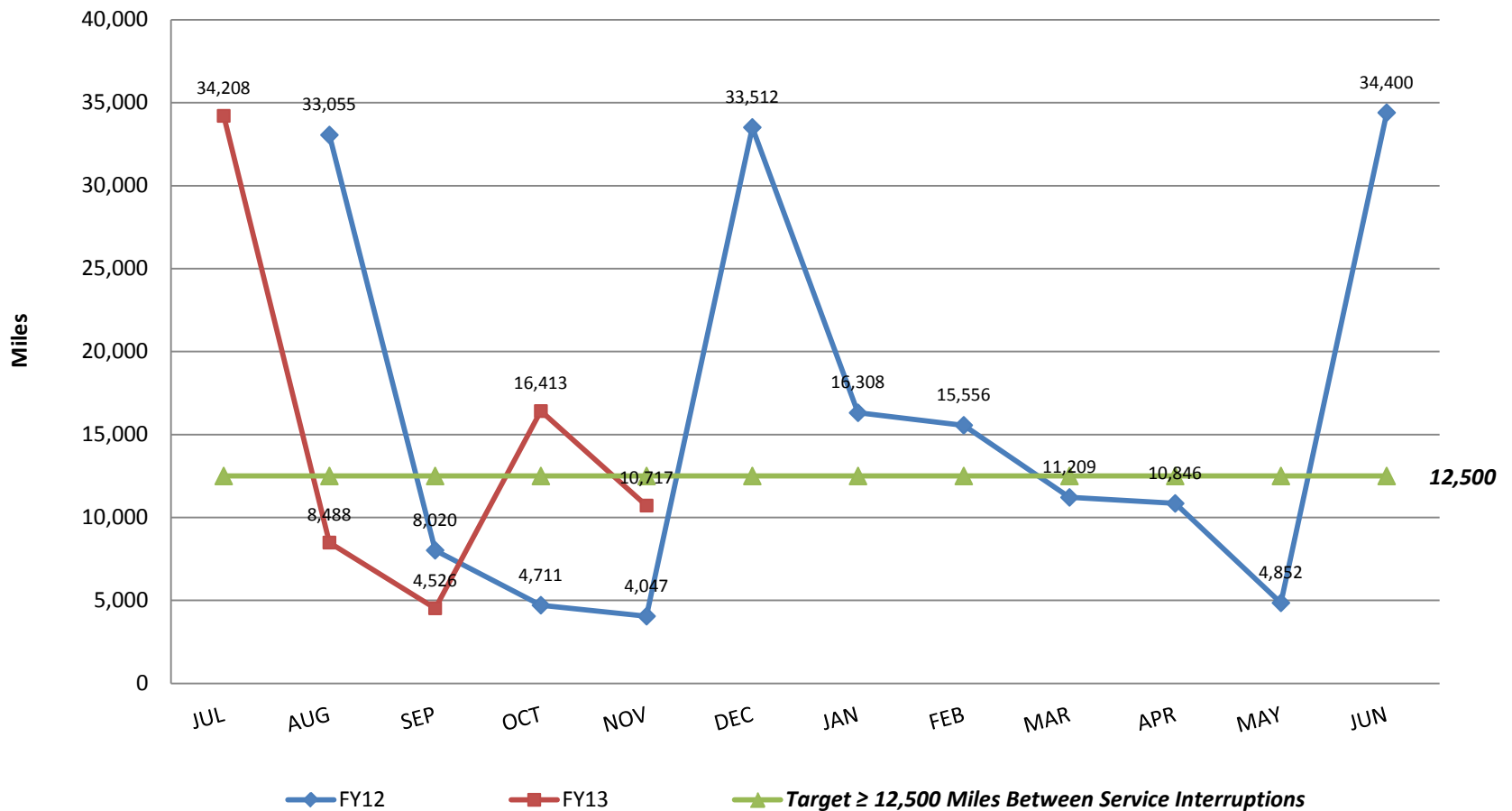
## Rail Transportation Unscheduled Overtime Hours FY12 / FY13





# HAMPTON ROADS TRANSIT

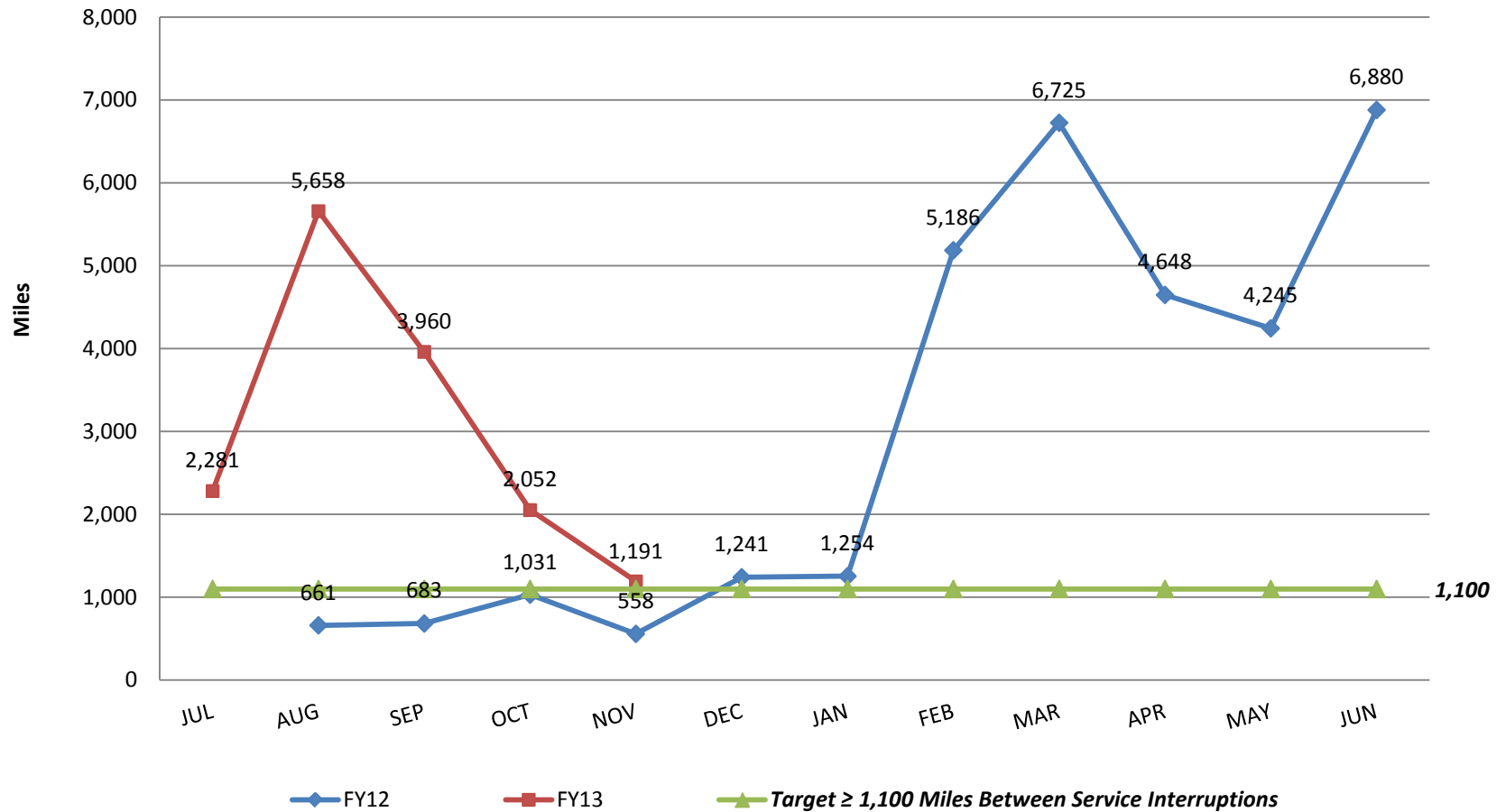
Rail Vehicle Maintenance  
Mean Distance Between Service Interruptions  
FY12 / FY13





# HAMPTON ROADS TRANSIT

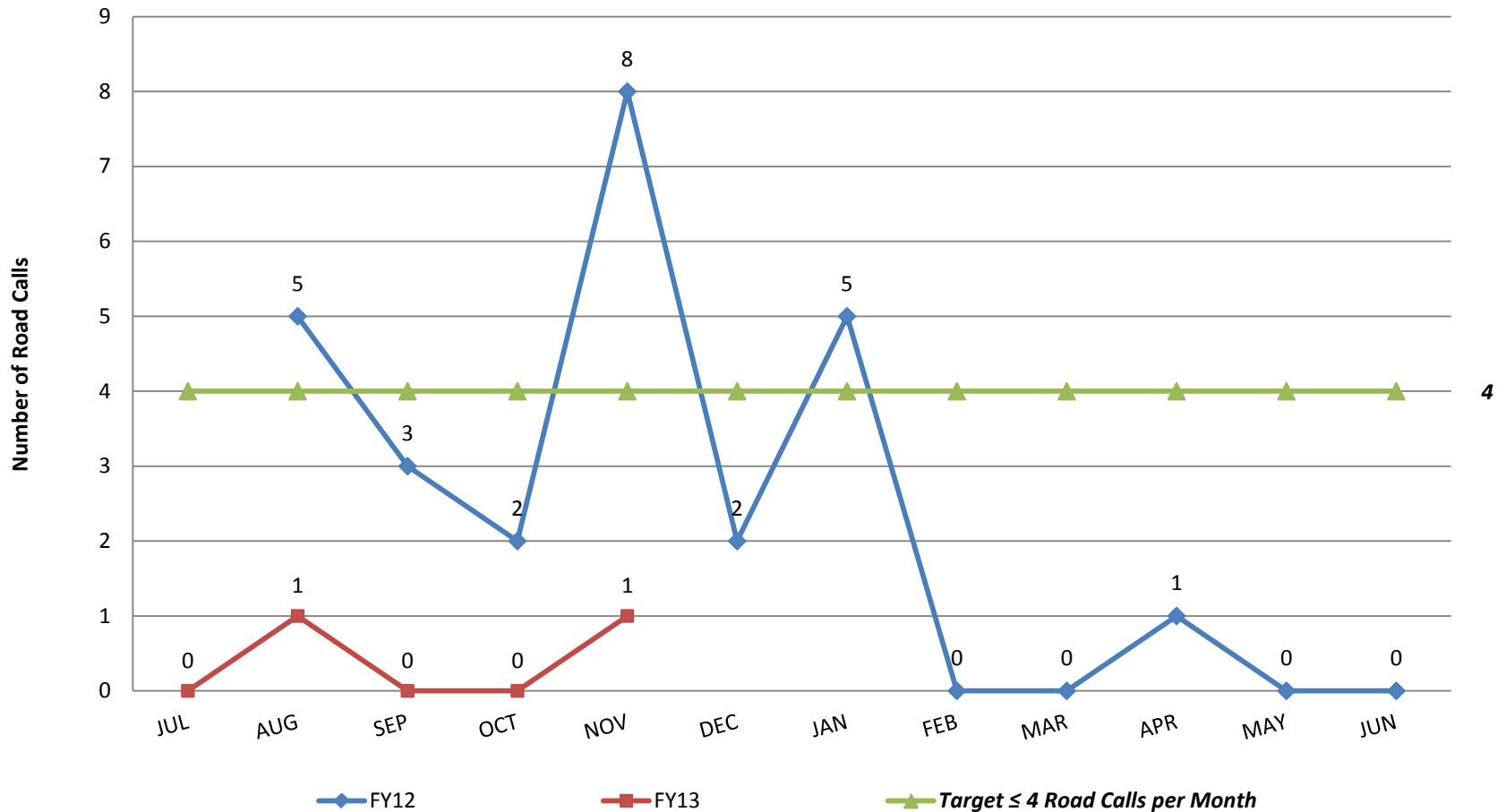
Rail Vehicle Maintenance  
Mean Distance Between LRV Subsystem Failures  
FY12 / FY13





# HAMPTON ROADS TRANSIT

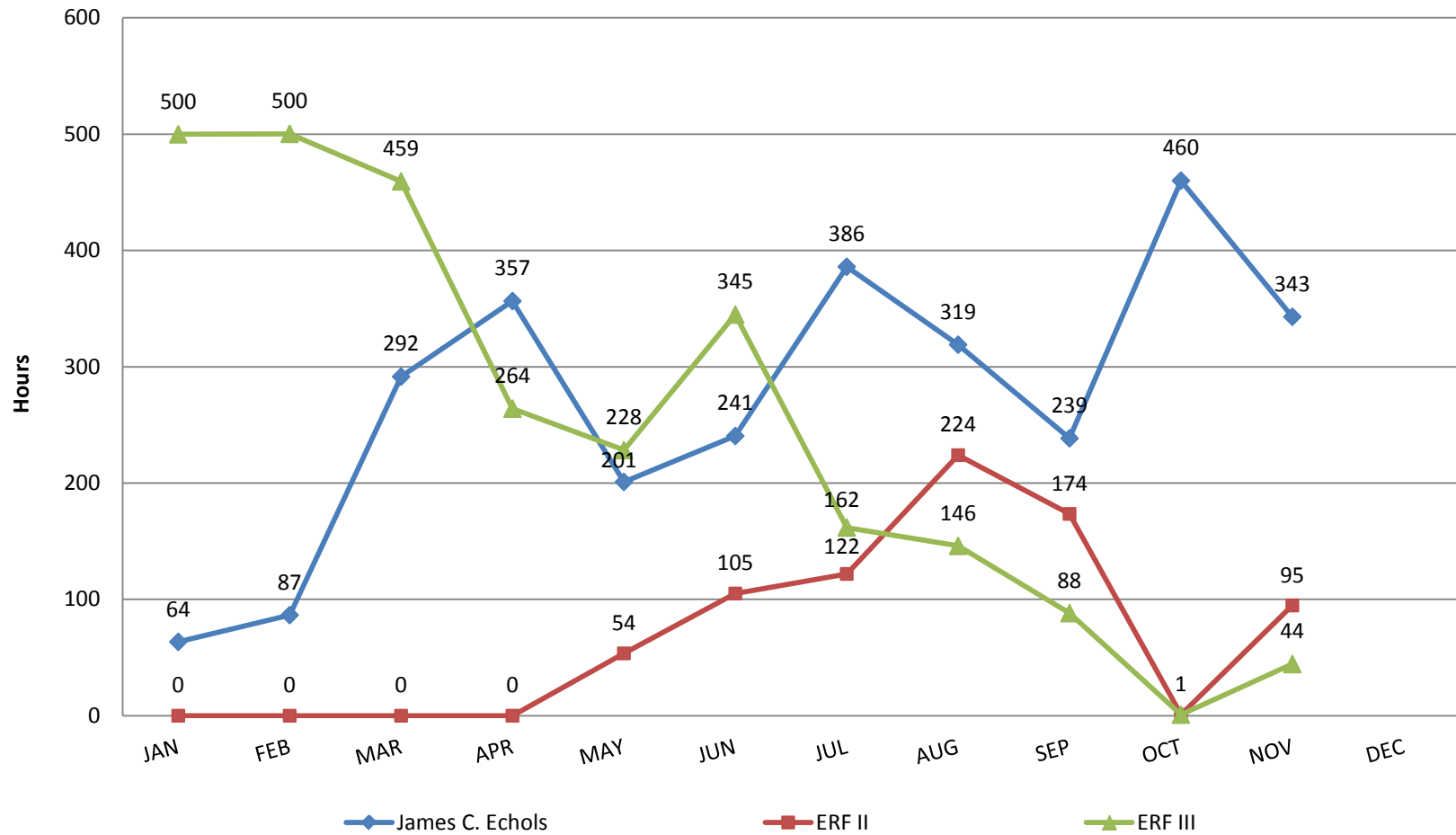
Rail Vehicle Maintenance  
Road Calls  
FY12 / FY13





# HAMPTON ROADS TRANSIT

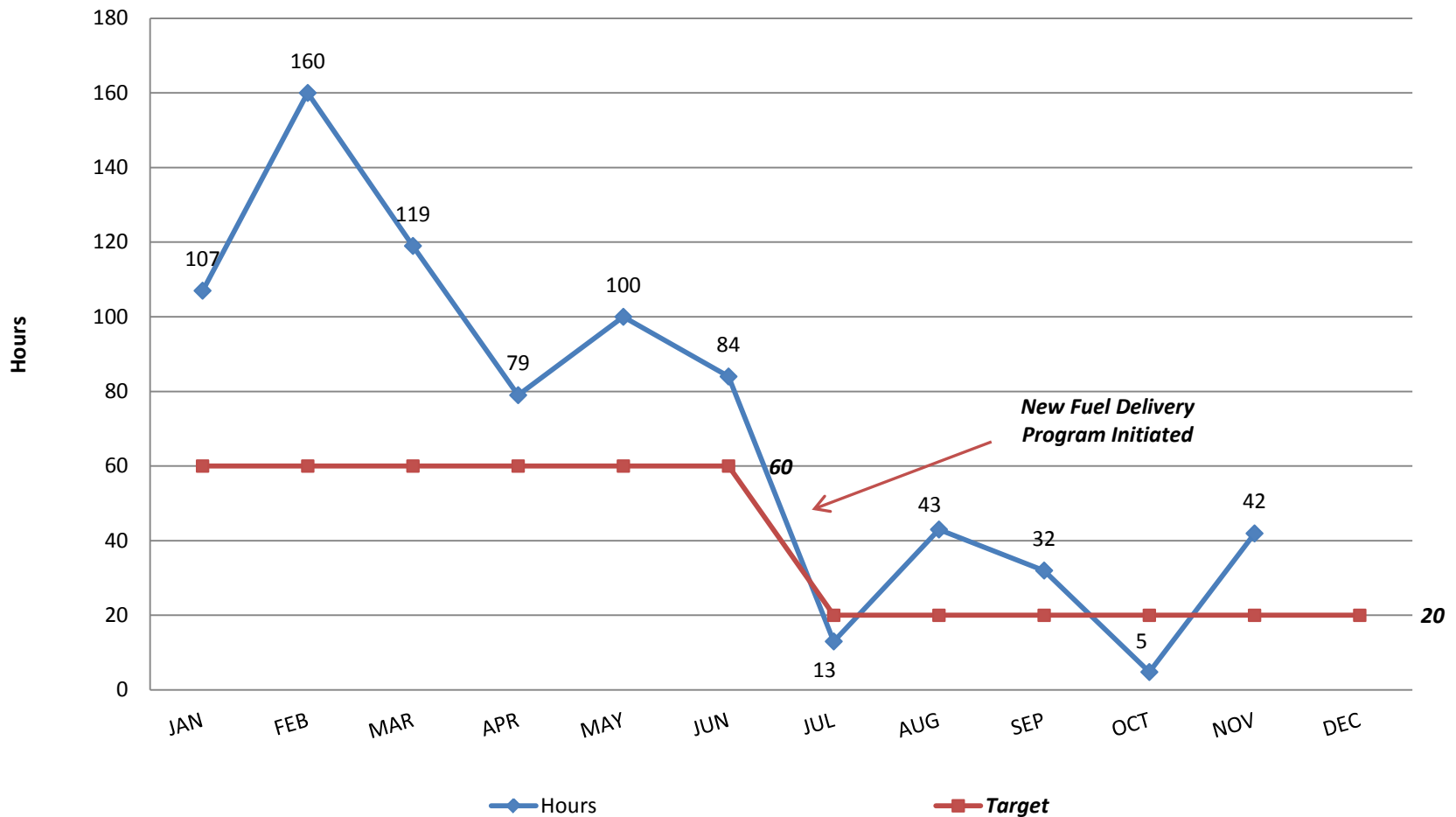
Technical Services  
2012 Ferry Boat Service  
Engine Hours per Boat





# HAMPTON ROADS TRANSIT

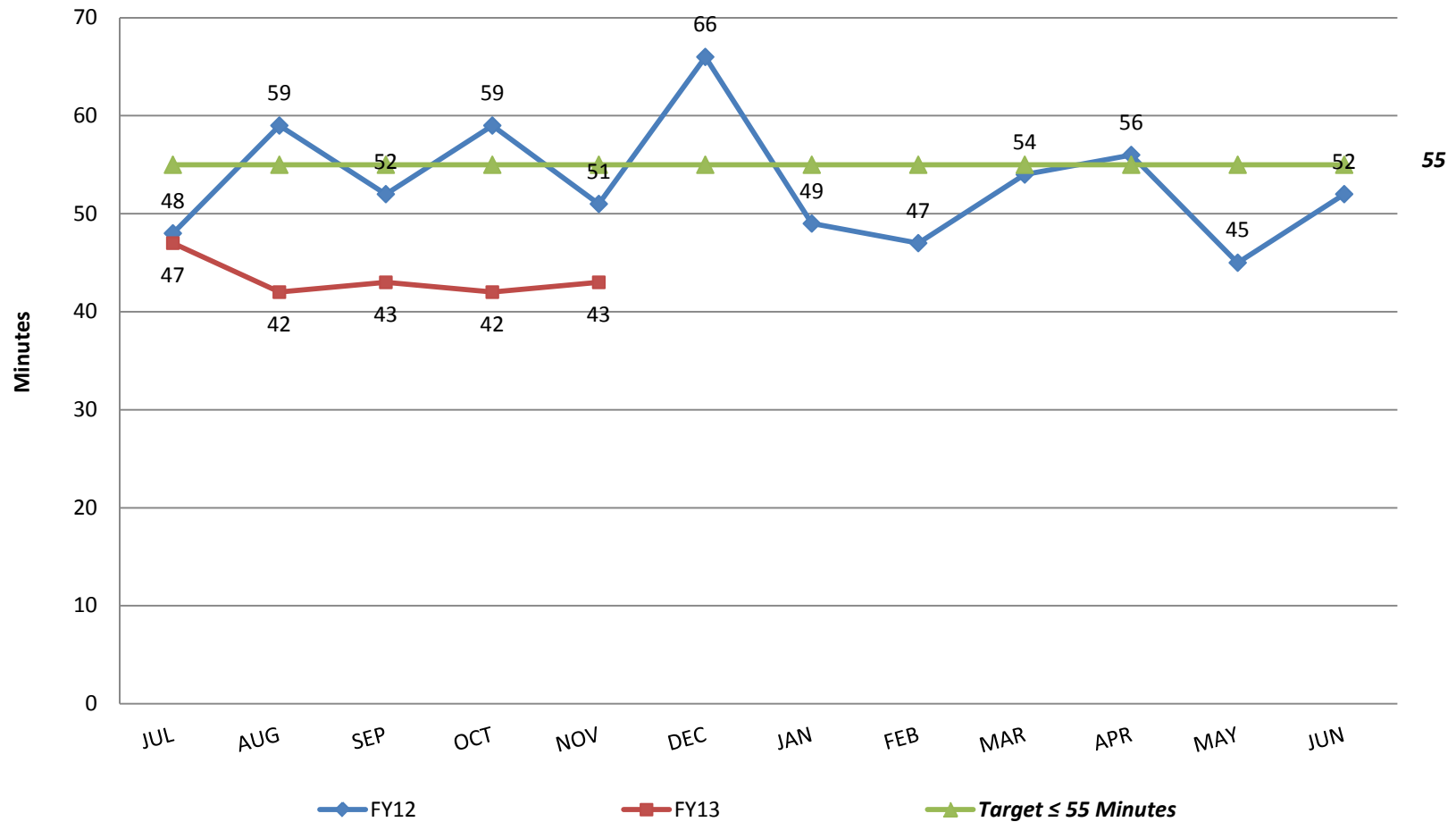
Technical Services  
Ferry Boat Deadhead / Idle Time  
2012





# HAMPTON ROADS TRANSIT

## Technical Services Response Time to Fare Box Malfunctions FY12 / FY13

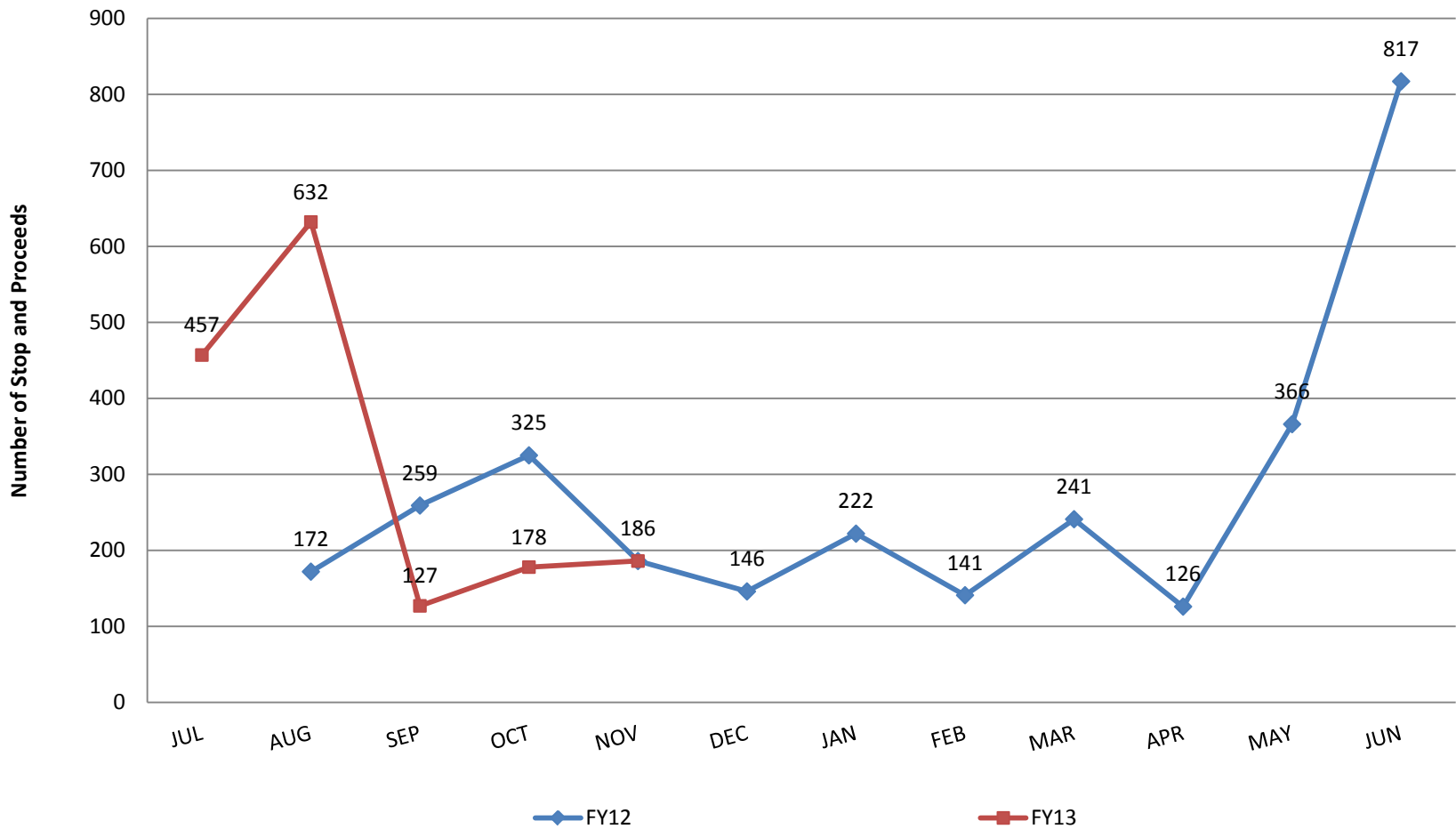






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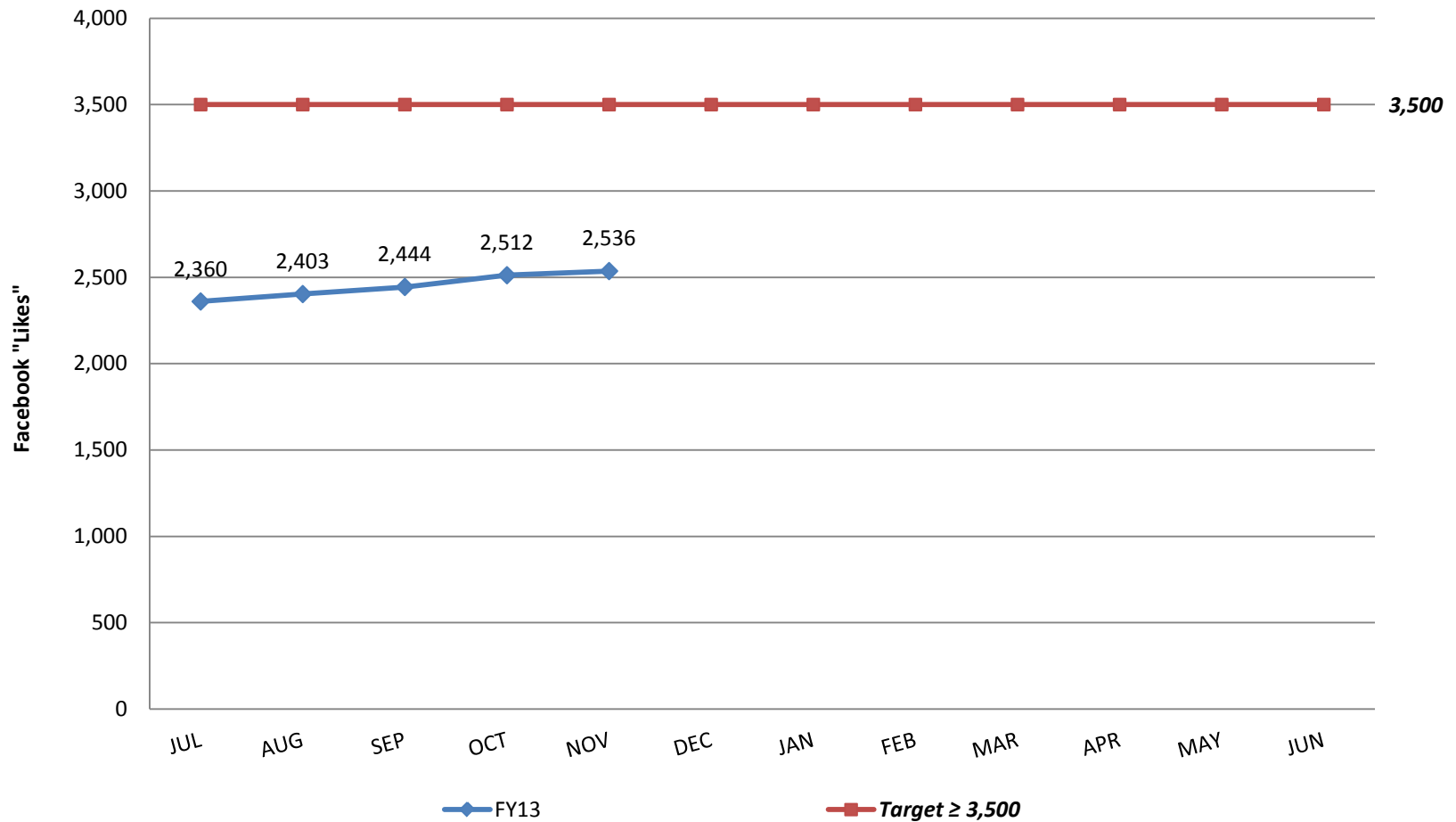
## Technical Services Central Business District Stop and Proceeds FY12 / FY13





# HAMPTON ROADS TRANSIT

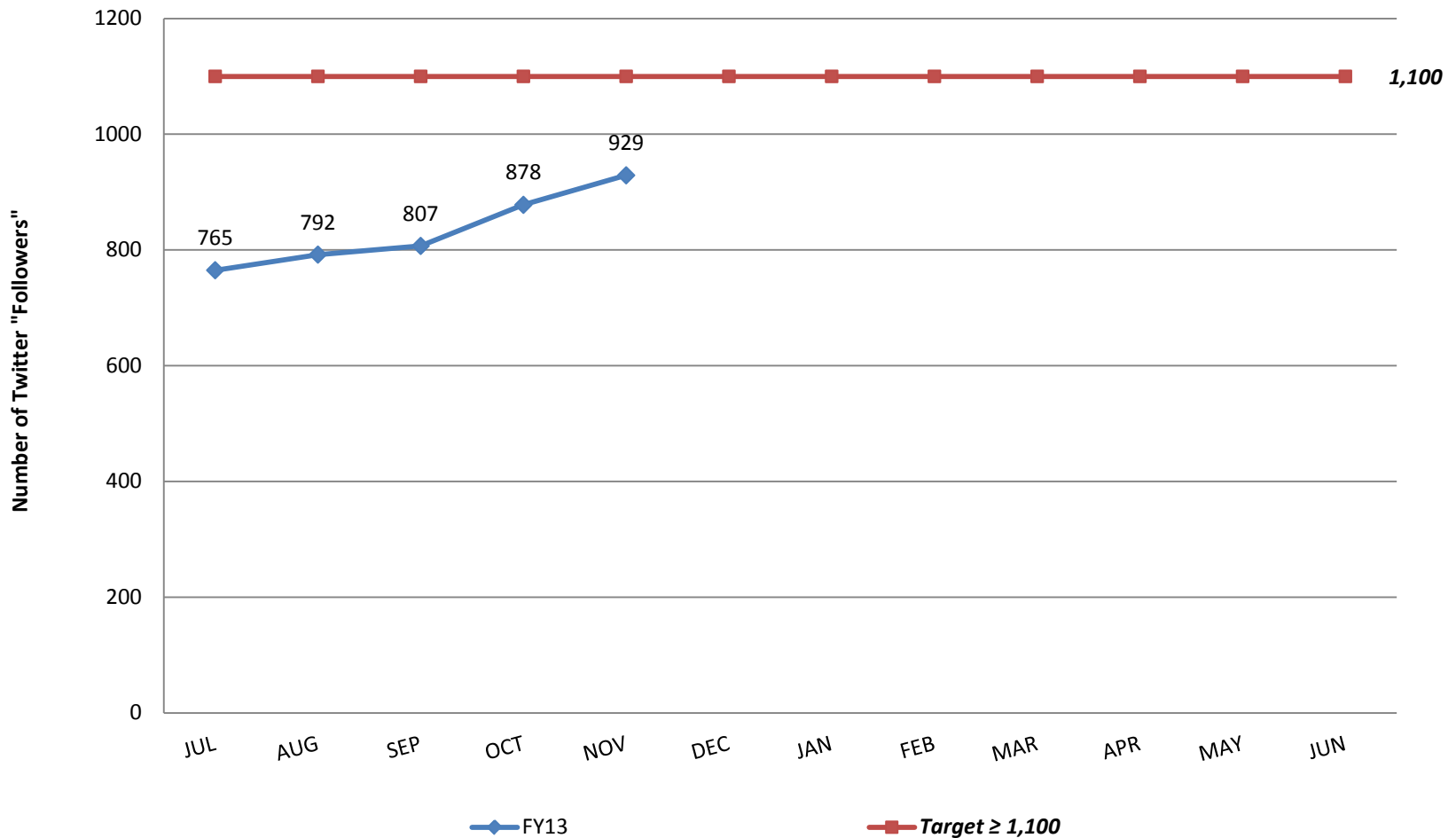
Operations Information  
Social Media - Facebook "Likes"  
FY13





# HAMPTON ROADS TRANSIT

## Operations Information Social Media - Twitter "Followers" FY13





# HAMPTON ROADS TRANSIT

Operations Information  
Positive vs. Negative News Articles  
December 2011 - November 2012

