

Transit Operations

Key Performance Indicator Report

October 2012

Bus Transportation

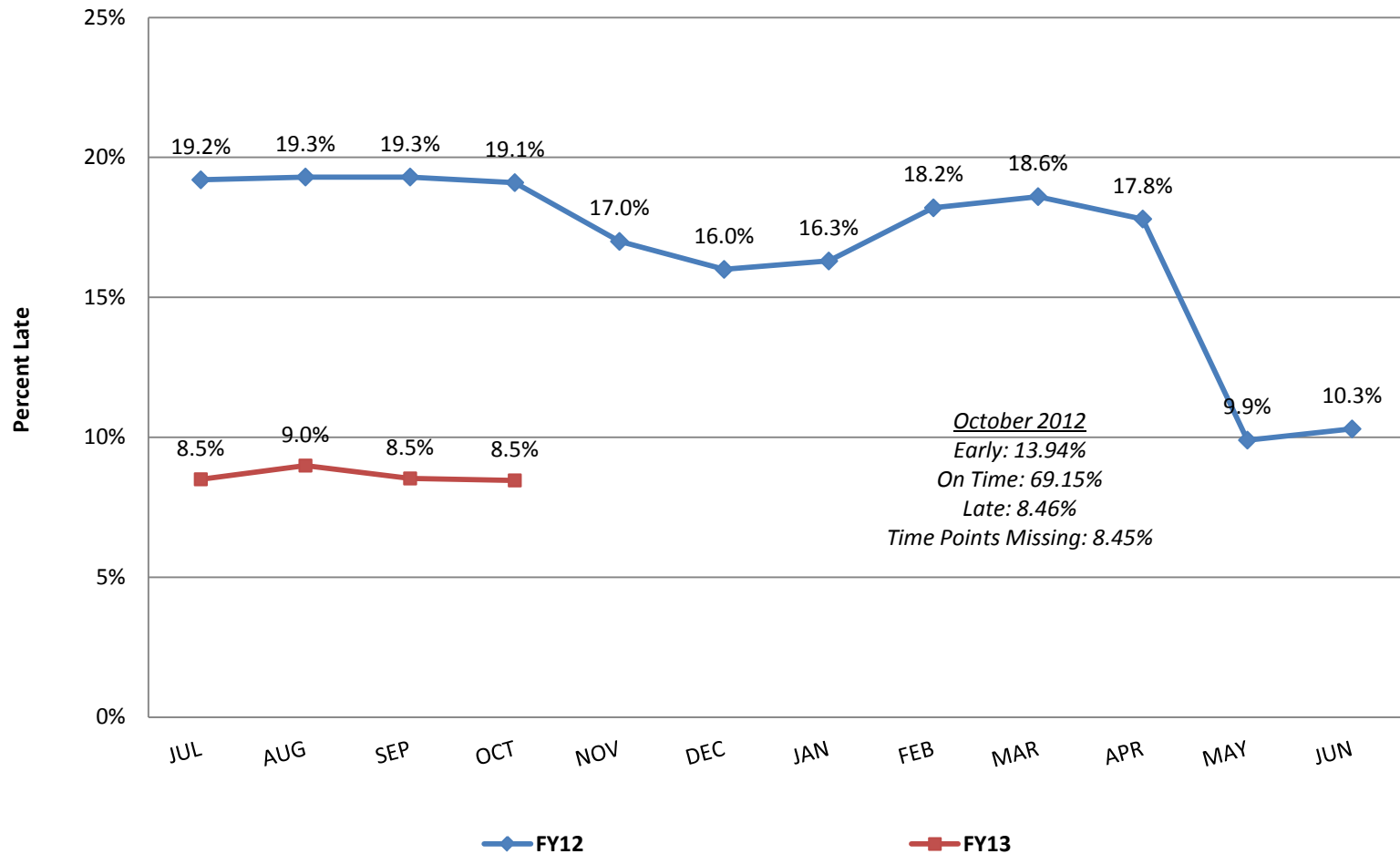
Targeted Areas of Improvement

- Late Percentage
 - Fleet Idle Time Hours
- Preventable Accidents per 100,000 Miles
 - Valid Customer Complaints by Type
- Valid Customer Complaints per 100,000 Boardings



HAMPTON ROADS TRANSIT

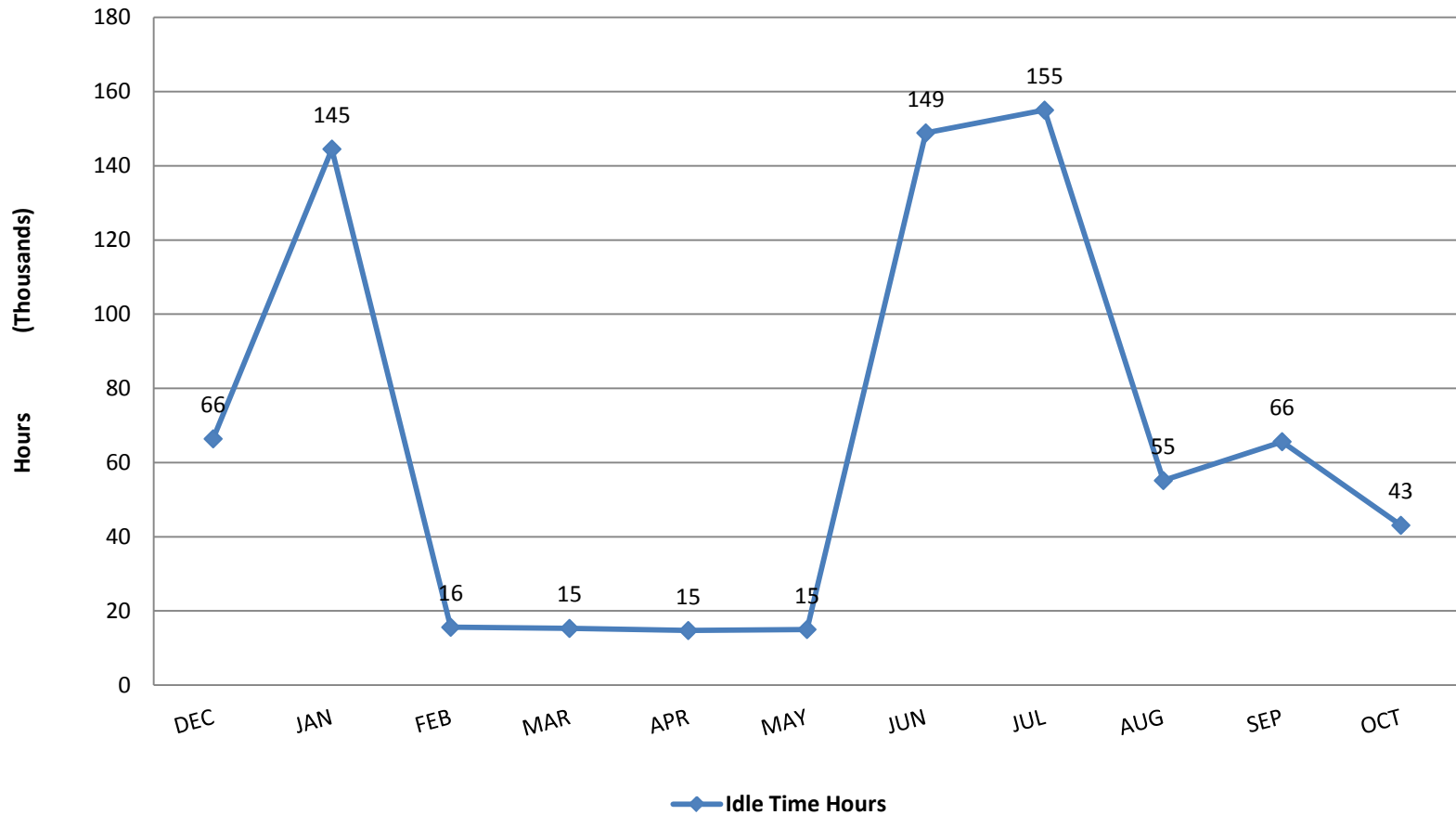
Bus Transportation
Late Percentage
FY12 / FY13





HAMPTON ROADS TRANSIT

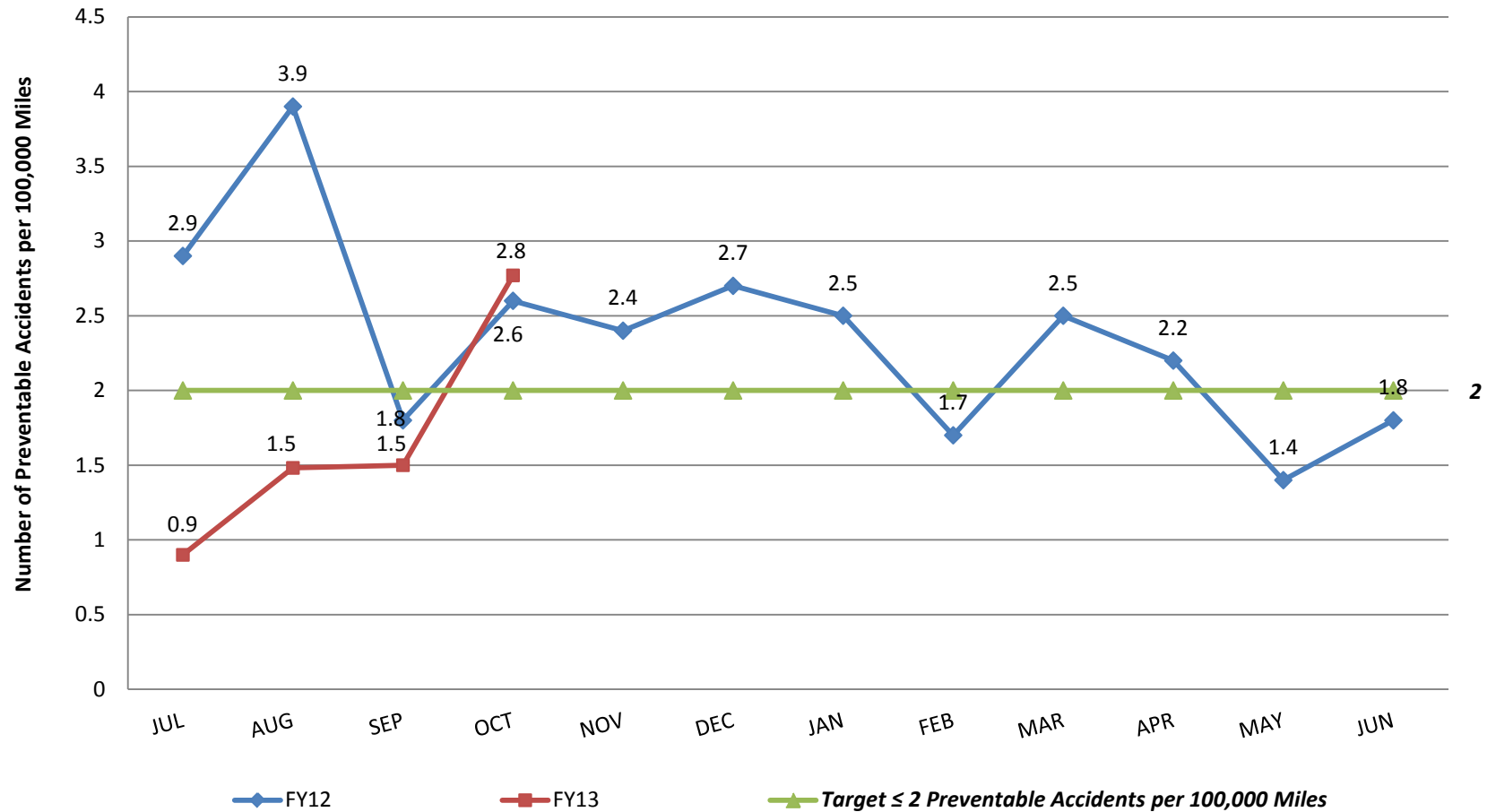
Bus Transportation
Idle Time Hours
December 2011 - October 2012





HAMPTON ROADS TRANSIT

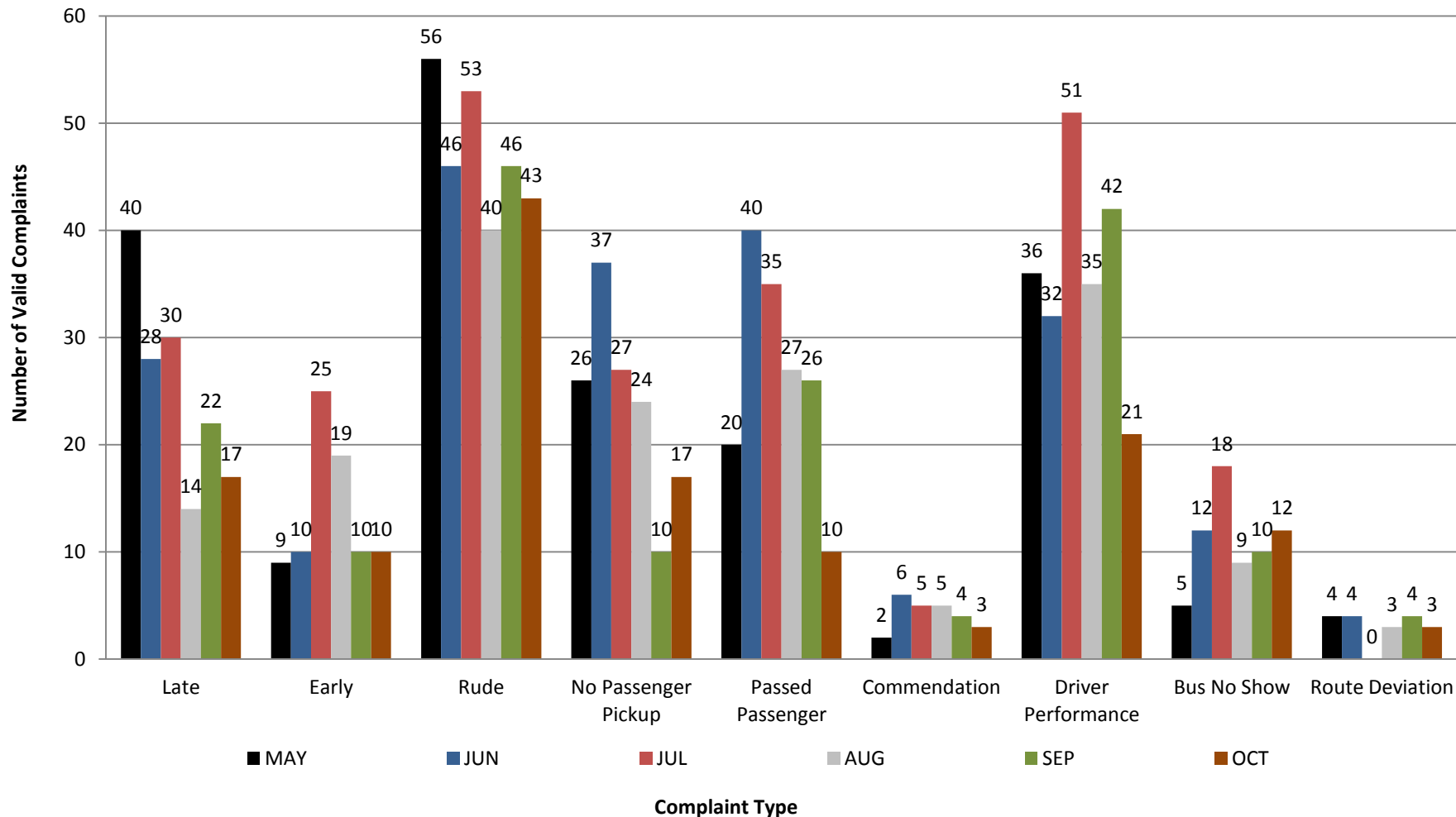
Bus Transportation
Preventable Accidents per 100,000 Miles
FY12 / FY13



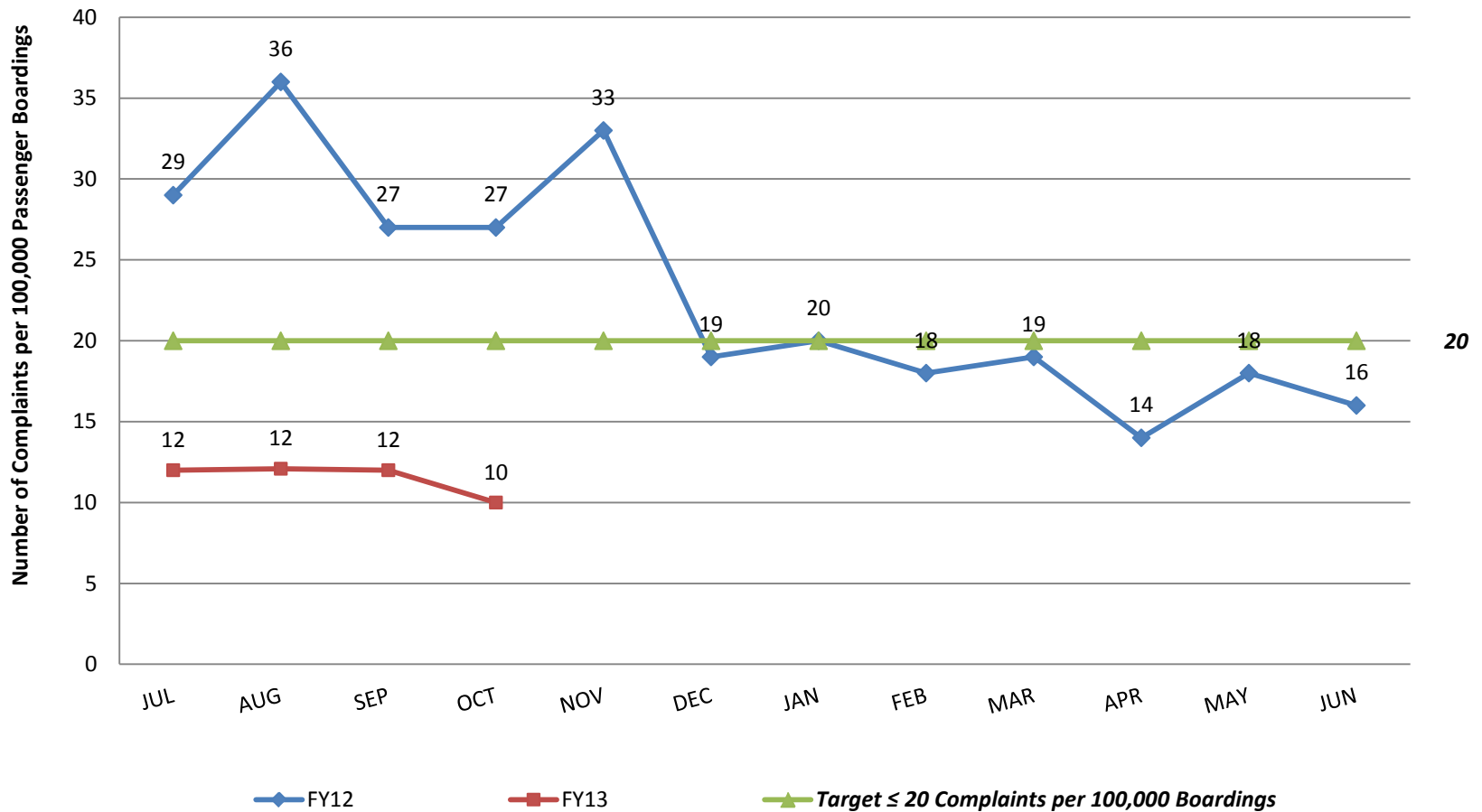


HAMPTON ROADS TRANSIT

Bus Transportation
Valid Customer Complaints by Type
May - October 2012



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

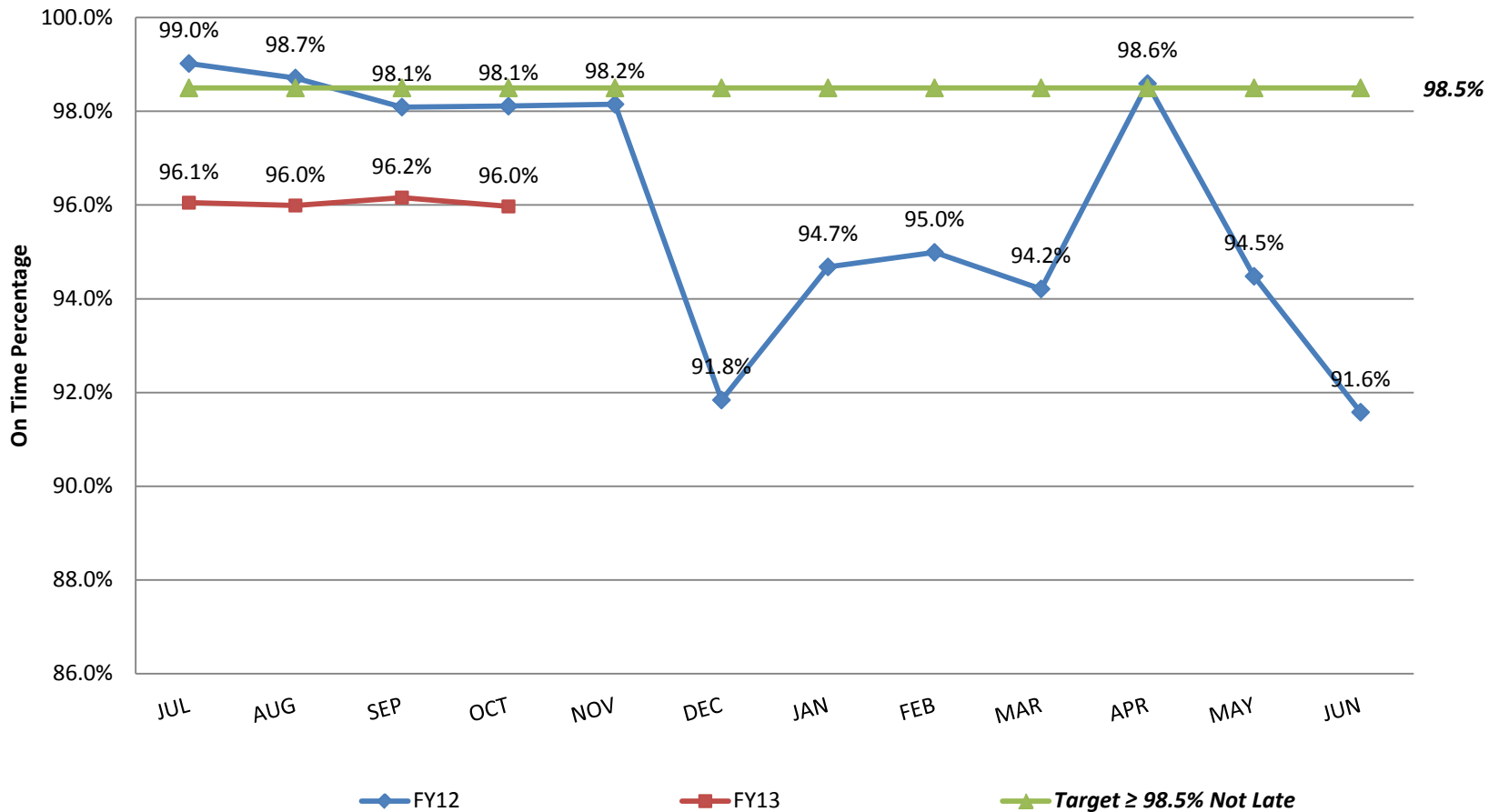


Paratransit

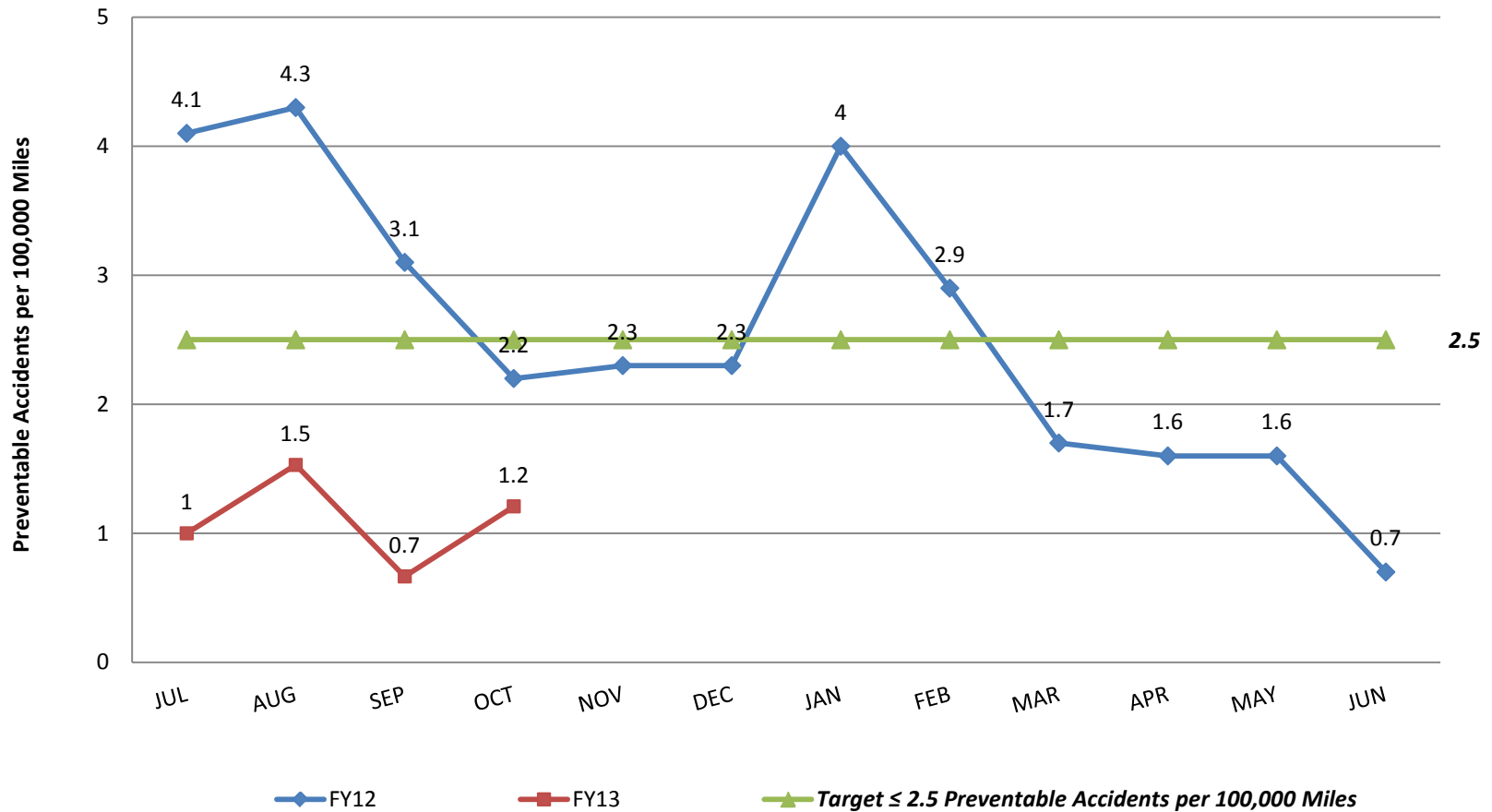
Targeted Areas of Improvement

- On-Time Performance
- Preventable Accidents per 100,000 Miles
- Valid Customer Complaints per Month

Paratransit
On Time Performance
FY12 / FY13



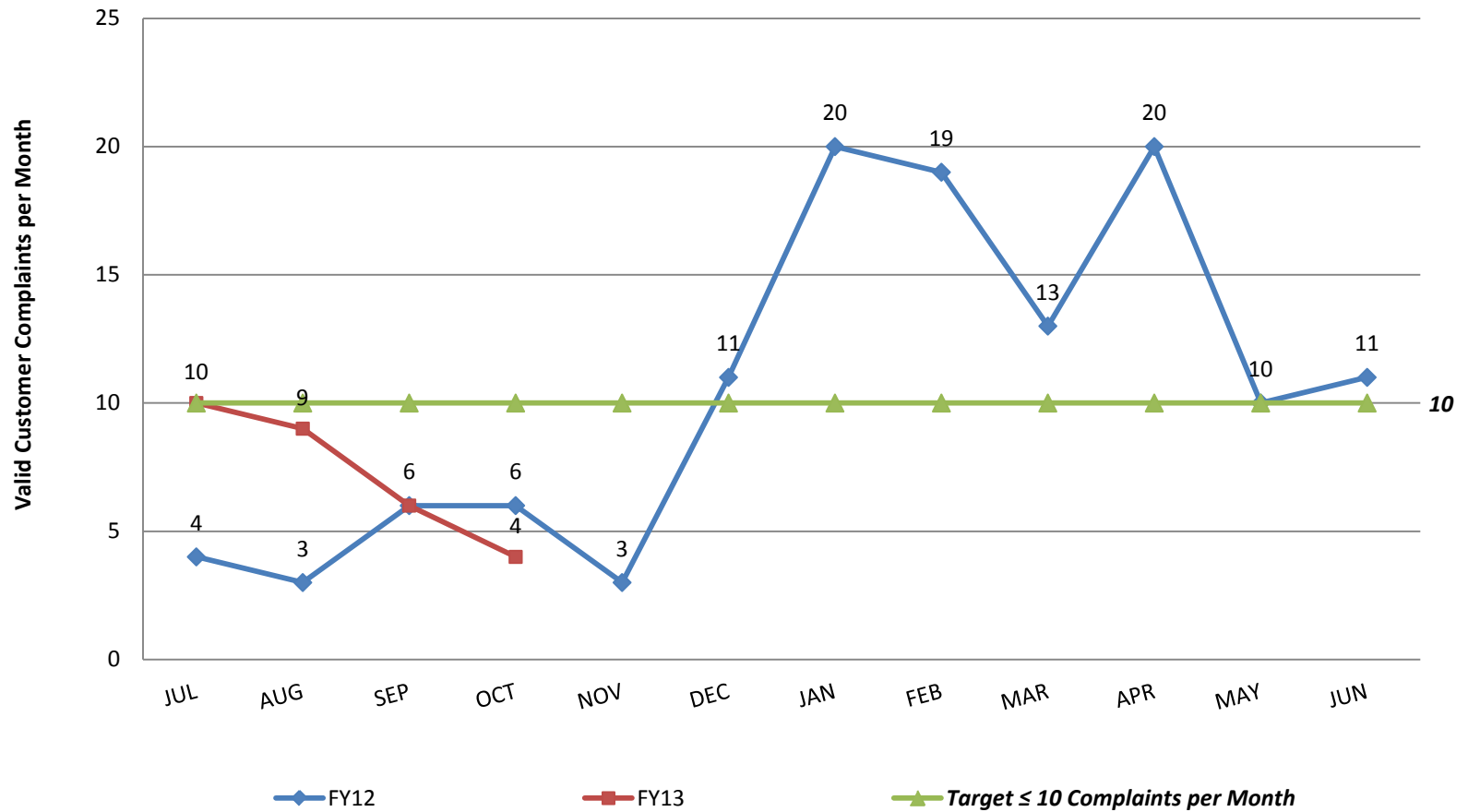
Paratransit
Preventable Accidents per 100,000 Miles
FY12 / FY13





HAMPTON ROADS TRANSIT

Paratransit
Valid Customer Complaints per Month
FY12 / FY13



Bus Maintenance

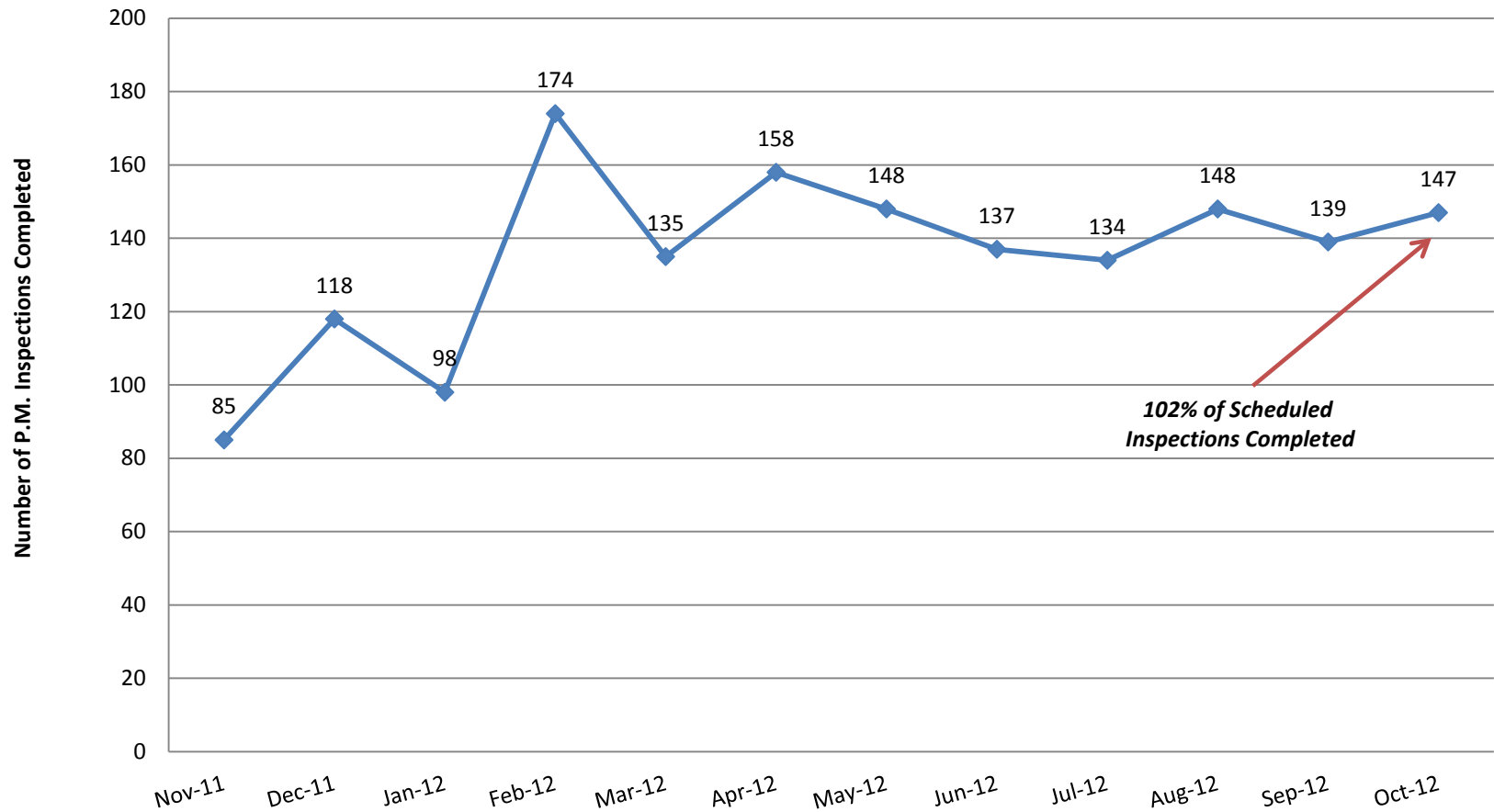
Targeted Areas of Improvement

- Preventive Maintenance Inspections Completed
 - Customer Complaints by Type
 - Weekday Pullout
 - Road Call Summary

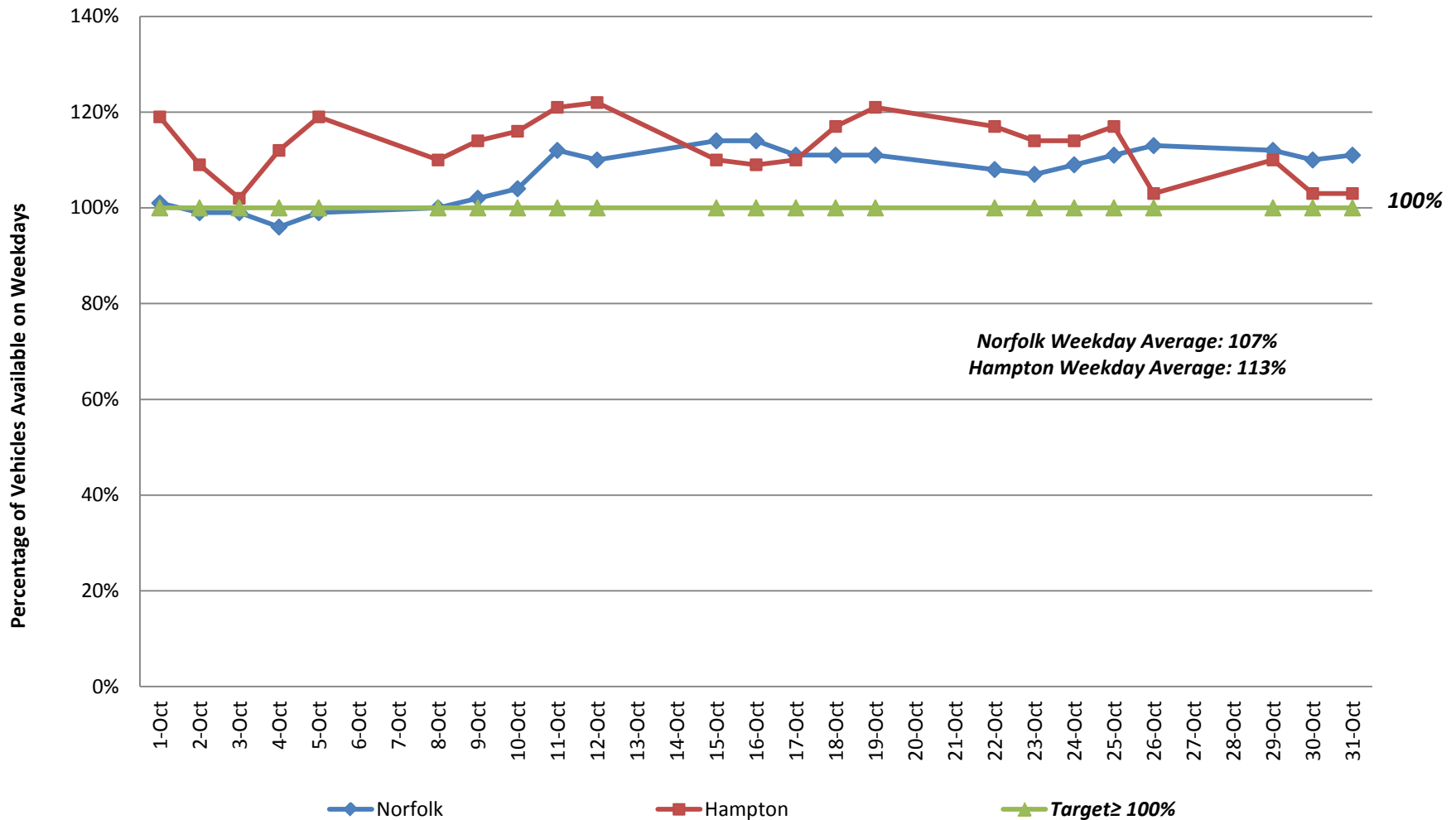


HAMPTON ROADS TRANSIT

Bus Maintenance
Preventive Maintenance Inspections
November 2011 - October 2012



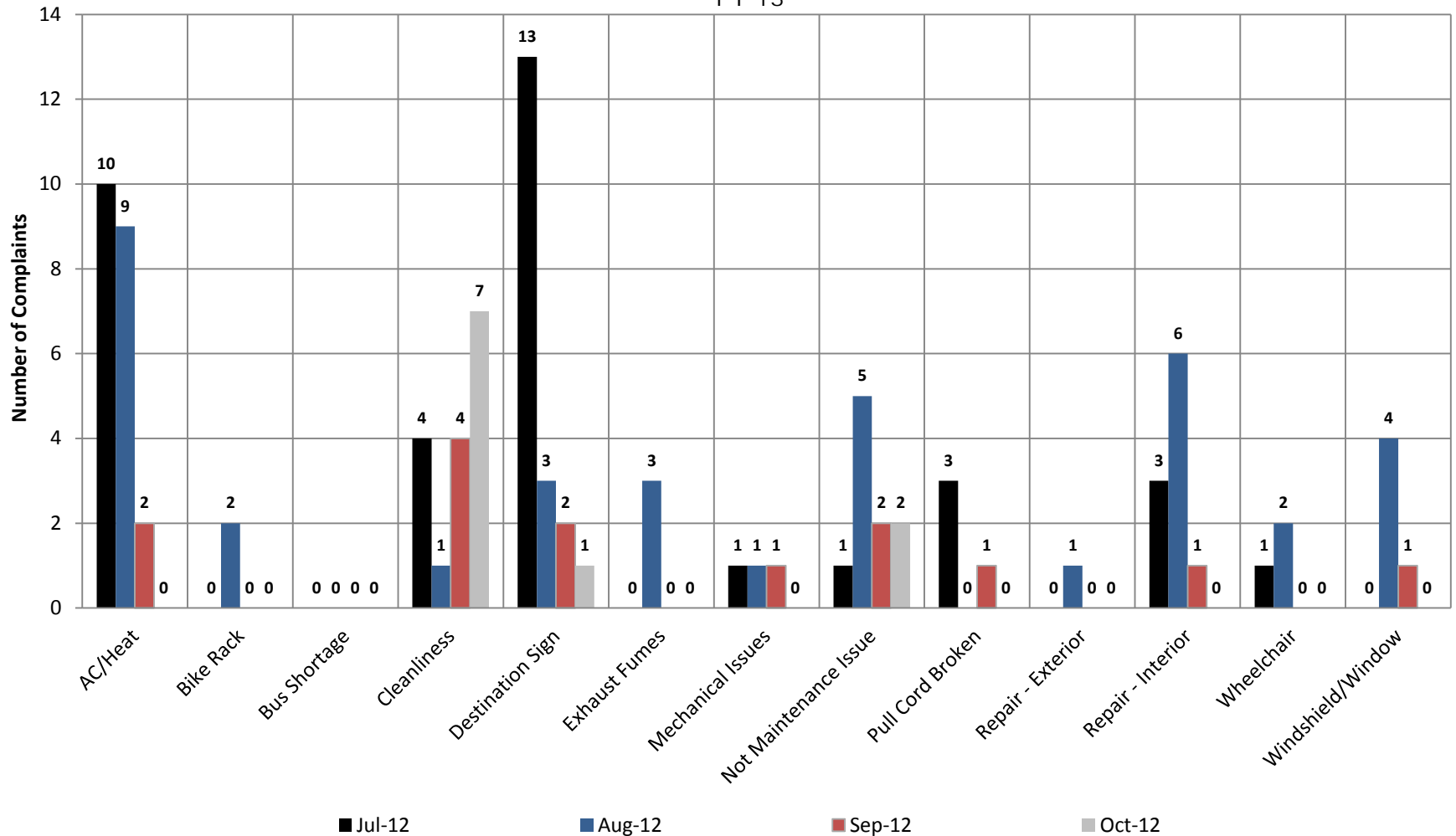
Weekday Pullout (Measures Fleet Readiness @ 2 p.m.)
October 2012





HAMPTON ROADS TRANSIT

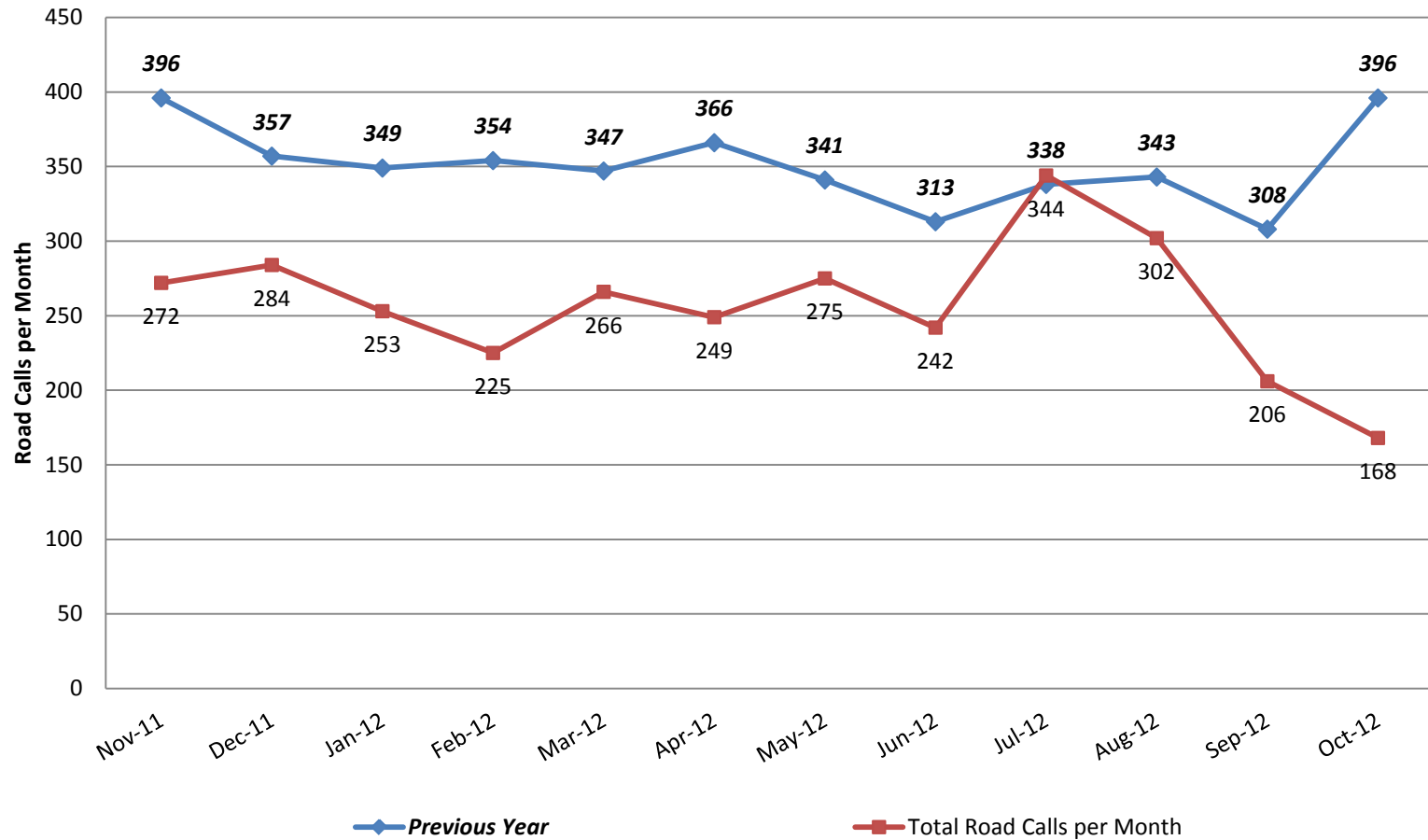
Bus Maintenance
Customer Complaints by Type
FY 13





HAMPTON ROADS TRANSIT

Bus Maintenance
Road Call Summary
November 2011 - October 2012



Rail Transportation

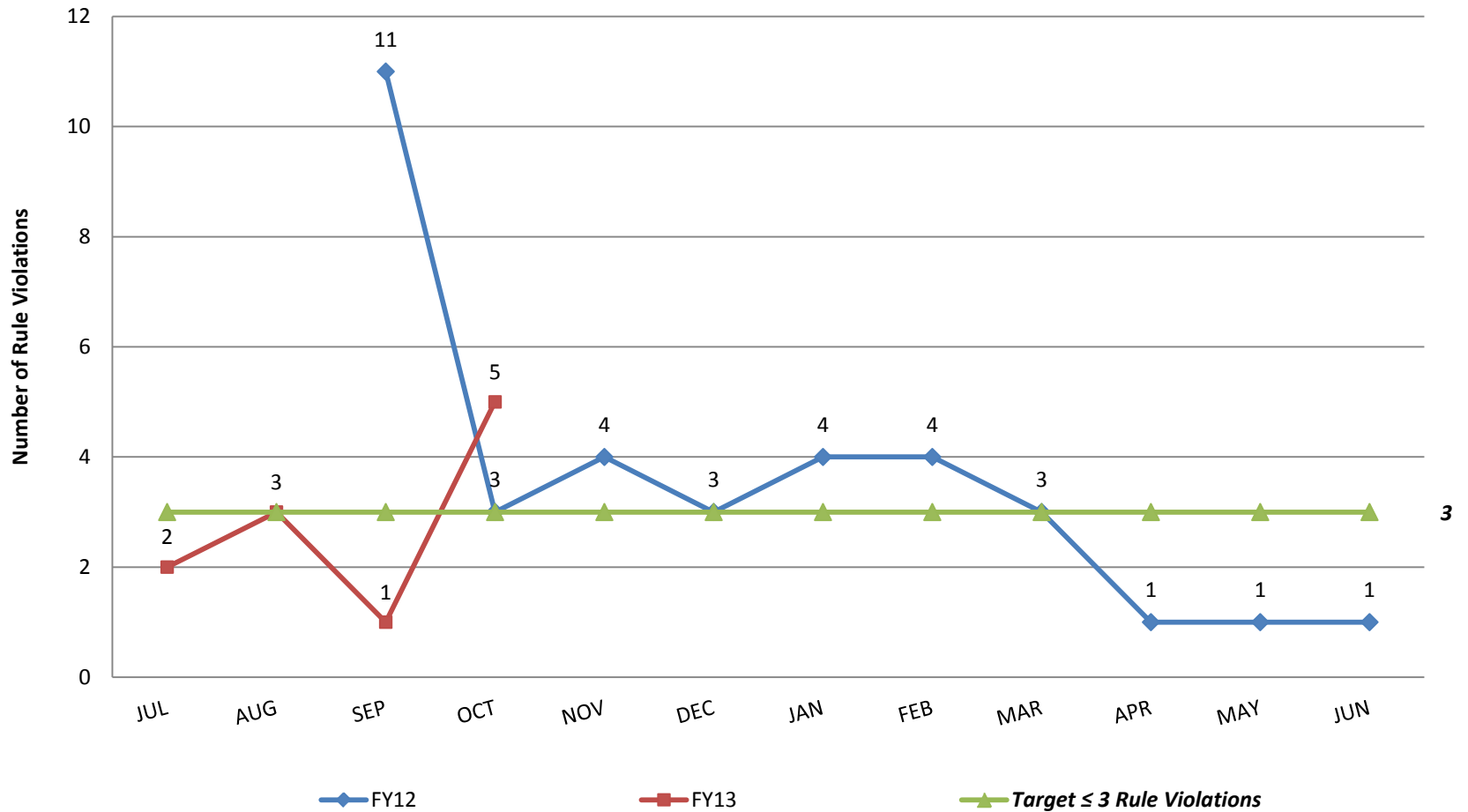
Targeted Areas of Improvement

- Operator Rule Violations
- Valid Customer Complaints per 100,000 Boardings
 - Unscheduled Overtime Hours



HAMPTON ROADS TRANSIT

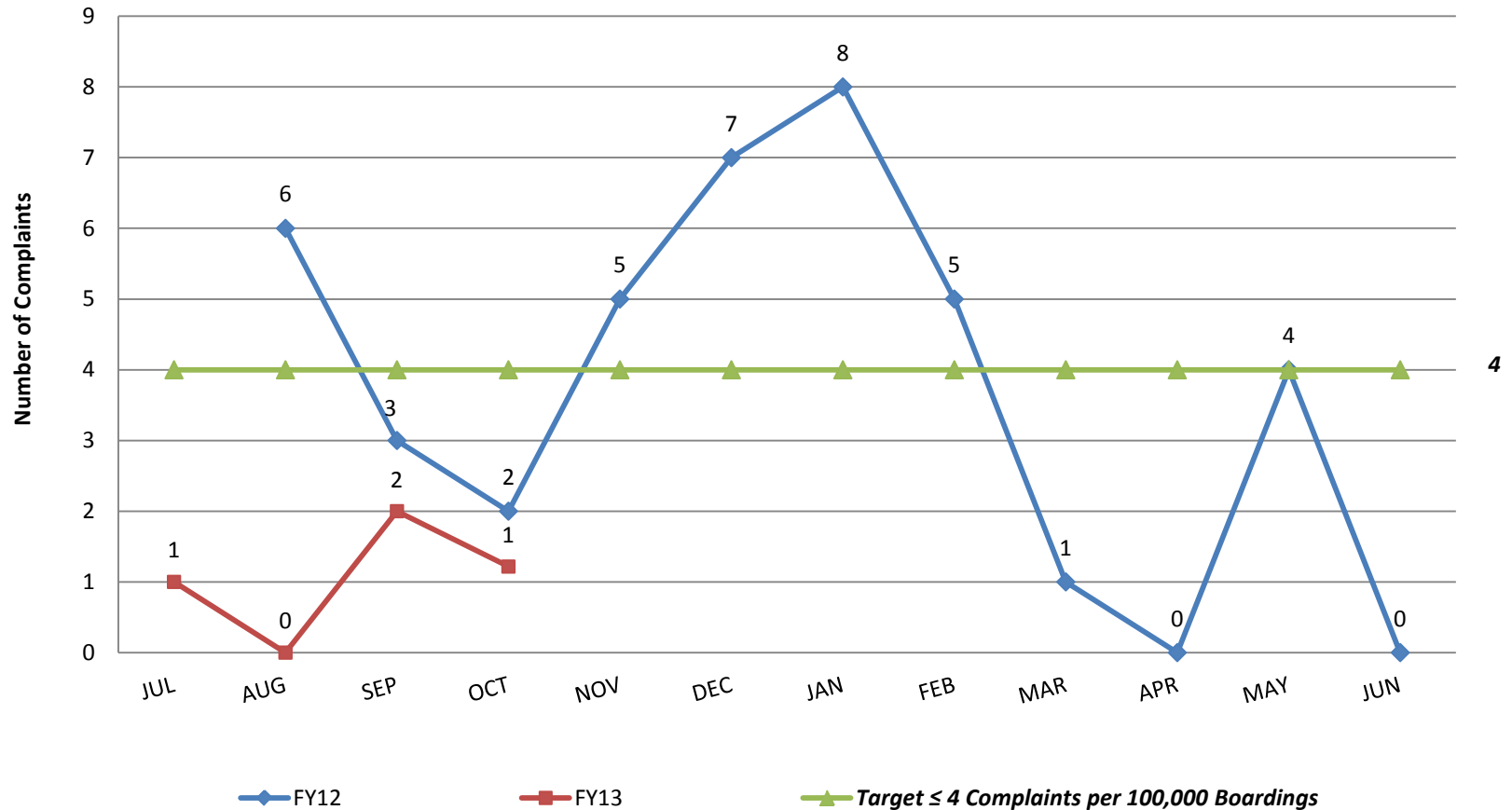
Rail Transportation Operator Rule Violations FY12 / FY13





HAMPTON ROADS TRANSIT

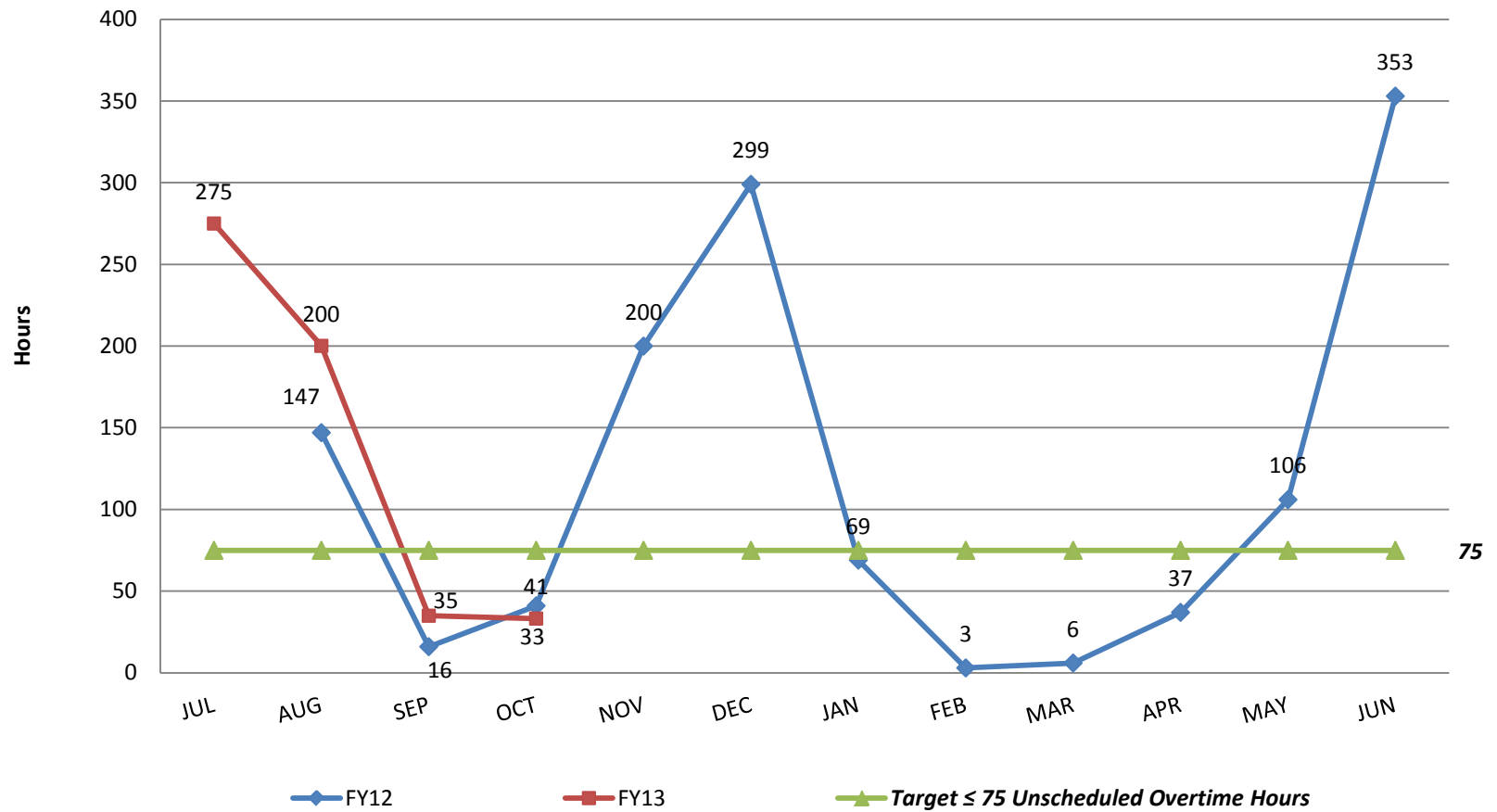
Rail Transportation
Valid Customer Complaints per 100,000 Boardings
FY12 / FY13





HAMPTON ROADS TRANSIT

Rail Transportation Unscheduled Overtime Hours FY12 / FY13



Rail Vehicle Maintenance

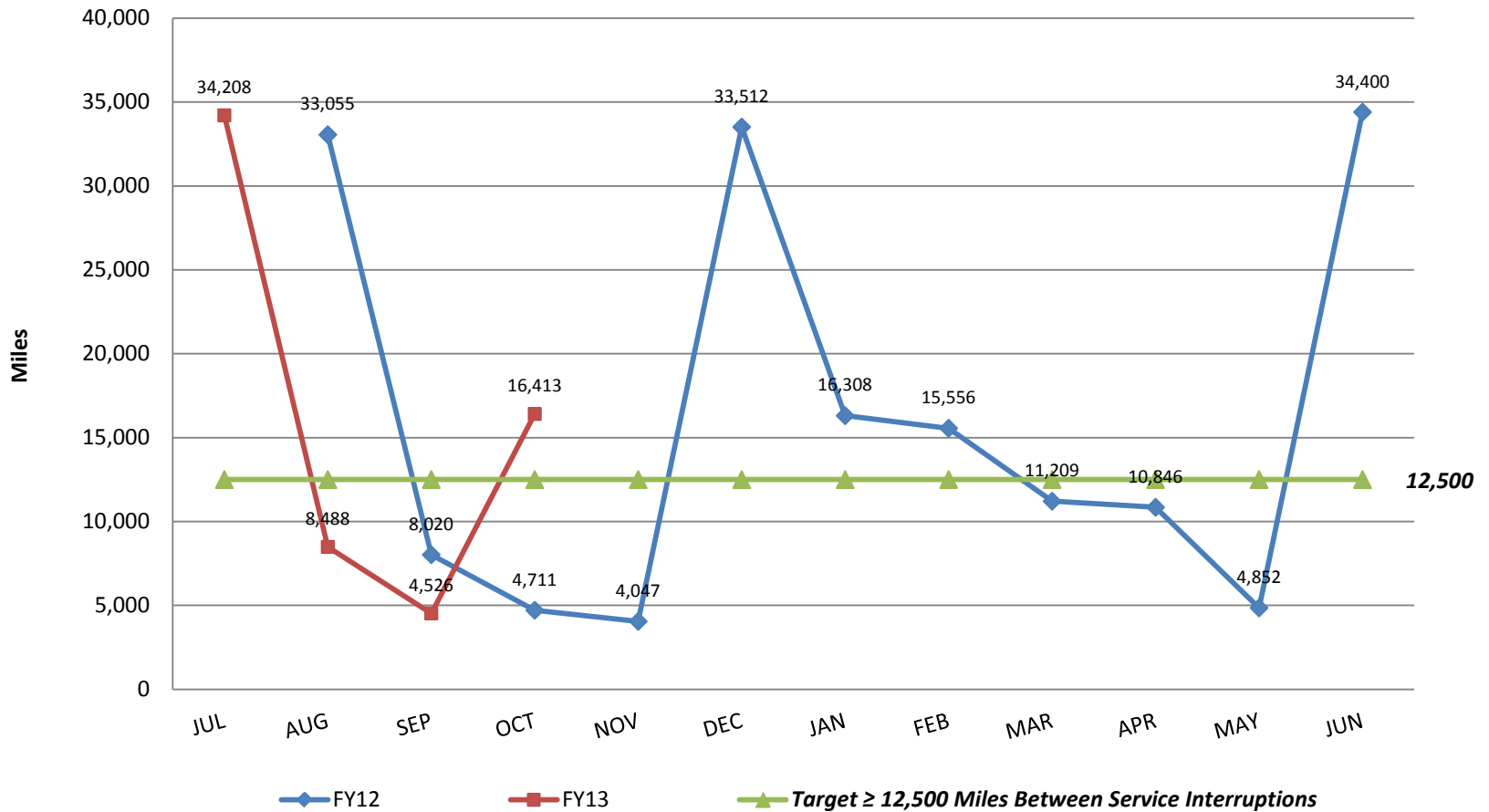
Targeted Areas of Improvement

- Mean Distance Between Service Interruptions
 - Mean Distance Between Failures
 - Road Calls

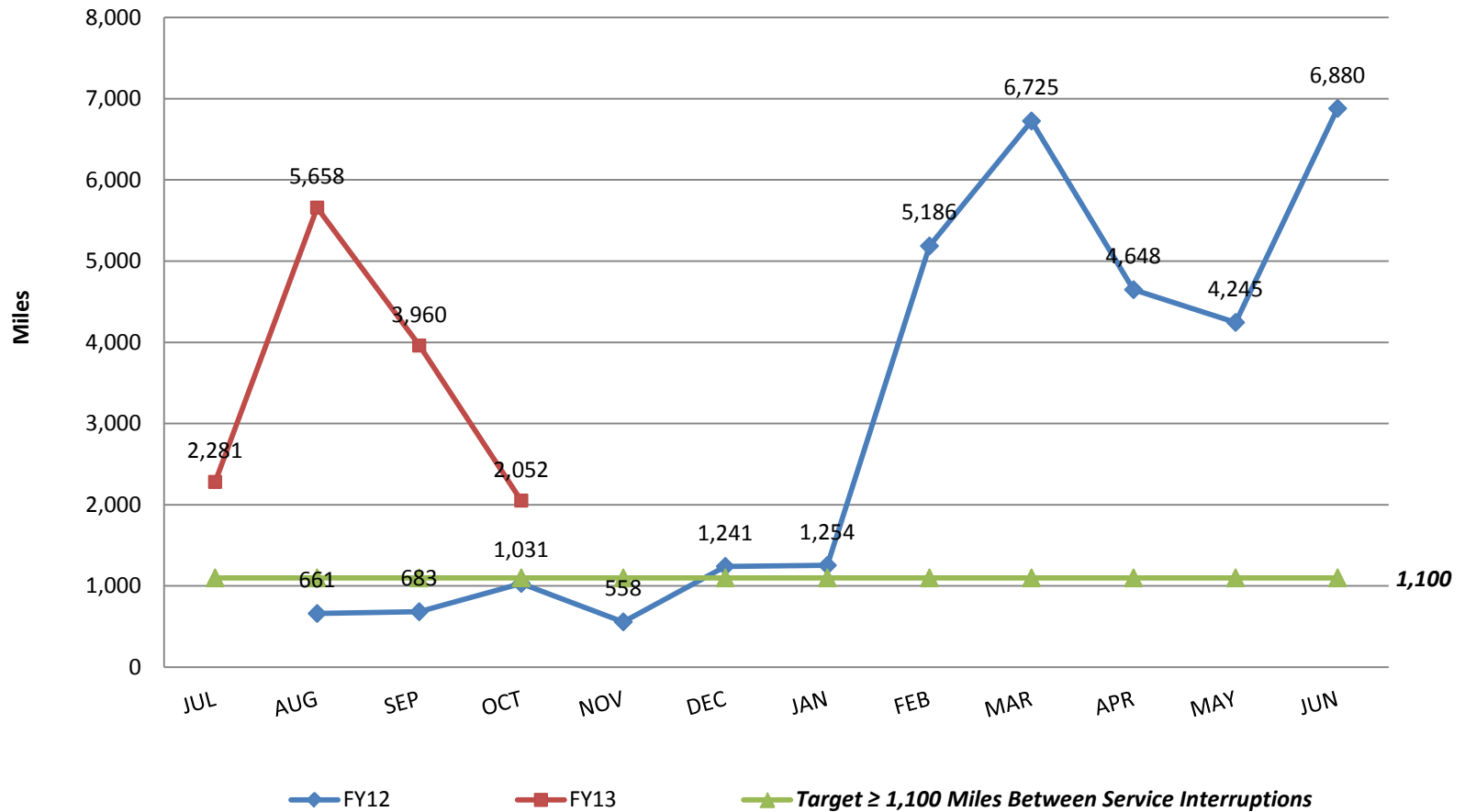


HAMPTON ROADS TRANSIT

Rail Vehicle Maintenance
Mean Distance Between Service Interruptions
FY12 / FY13



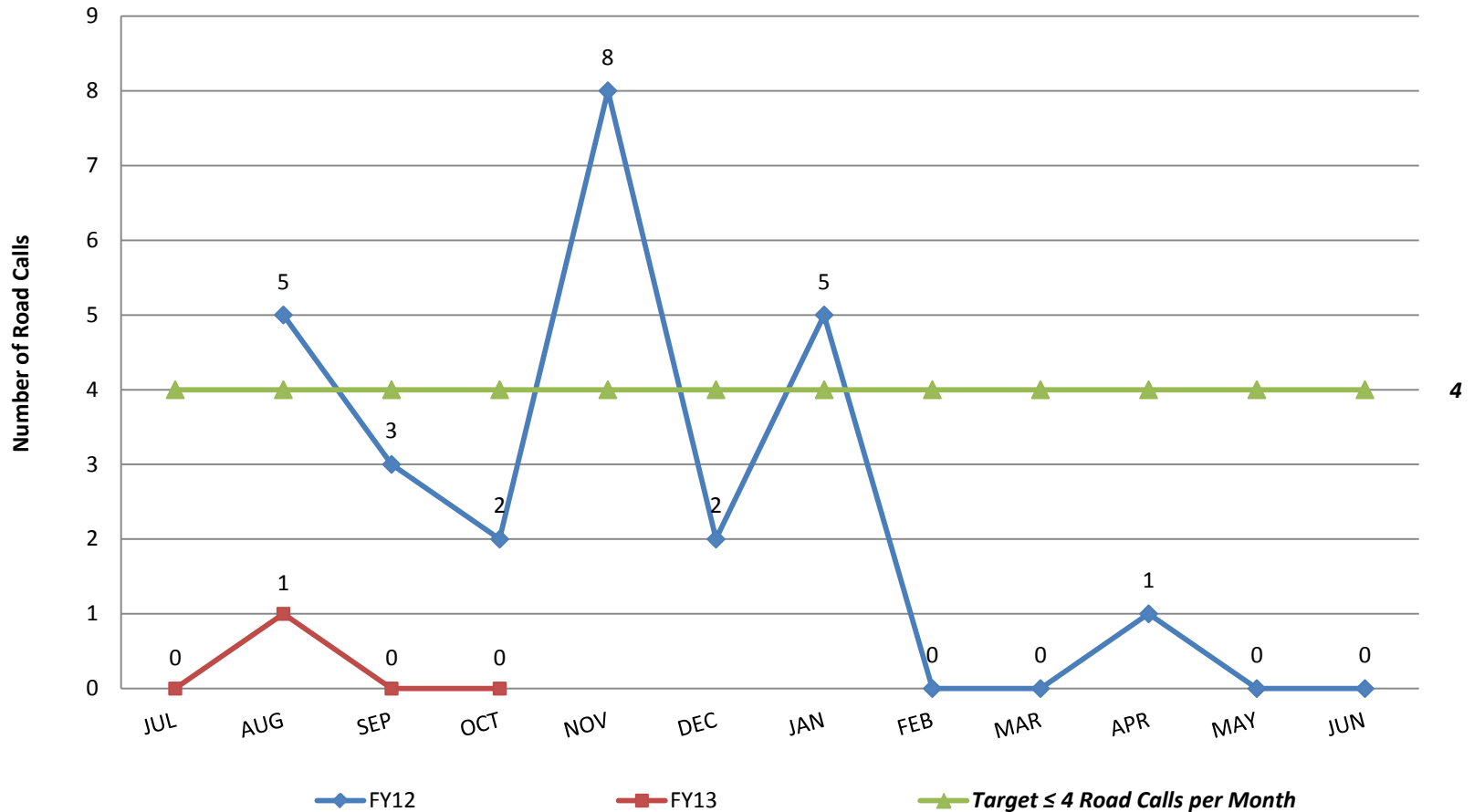
Rail Vehicle Maintenance
Mean Distance Between LRV Subsystem Failures
FY12 / FY13





HAMPTON ROADS TRANSIT

Rail Vehicle Maintenance
Road Calls
FY12 / FY13



Technical Services

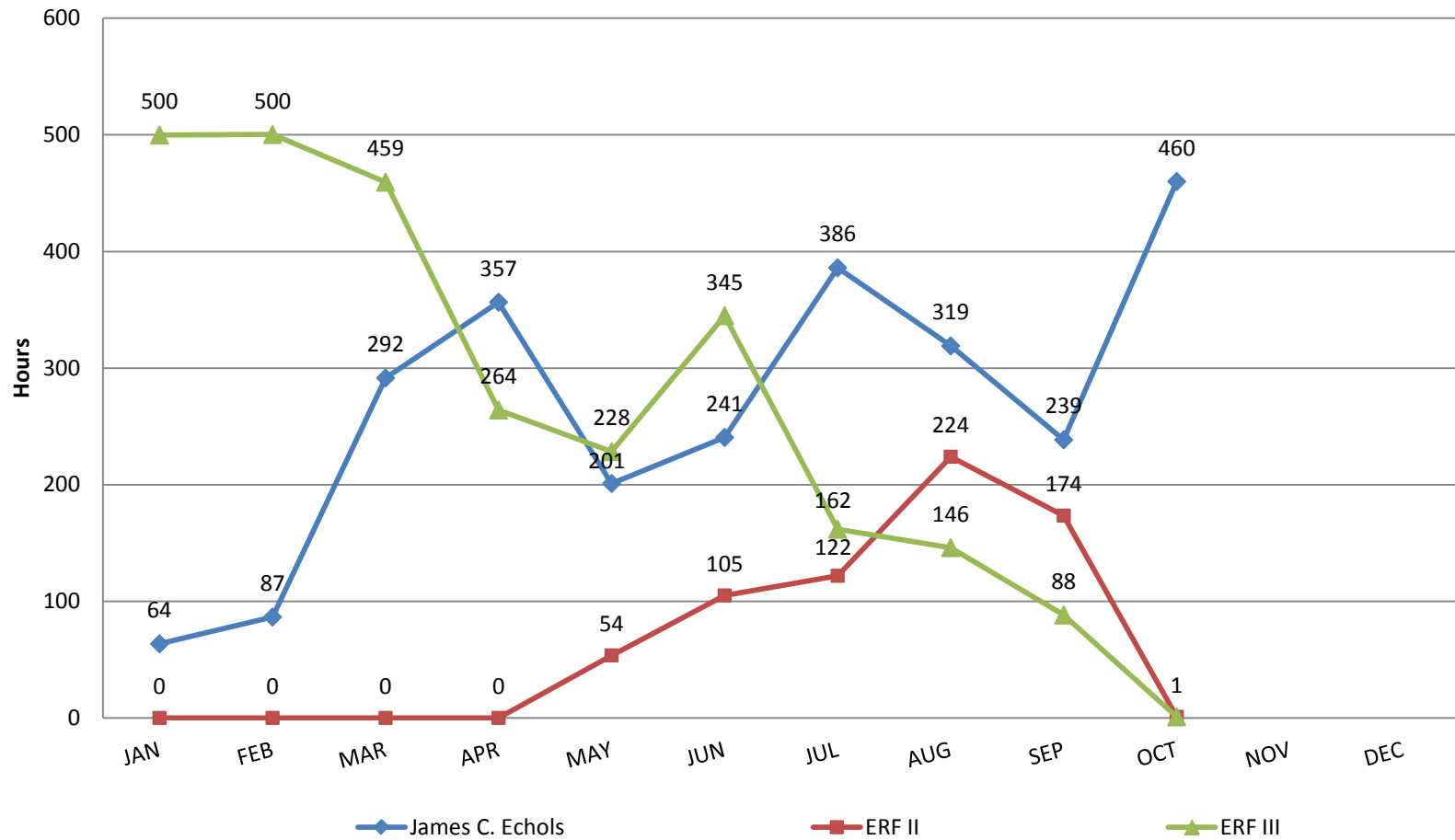
Targeted Areas of Improvement

- Ferry Boat Service Hours
- Ferry Boat Deadhead/Idle Time
- Fare Box Malfunction Response Time
- Central Business District Stop and Proceeds



HAMPTON ROADS TRANSIT

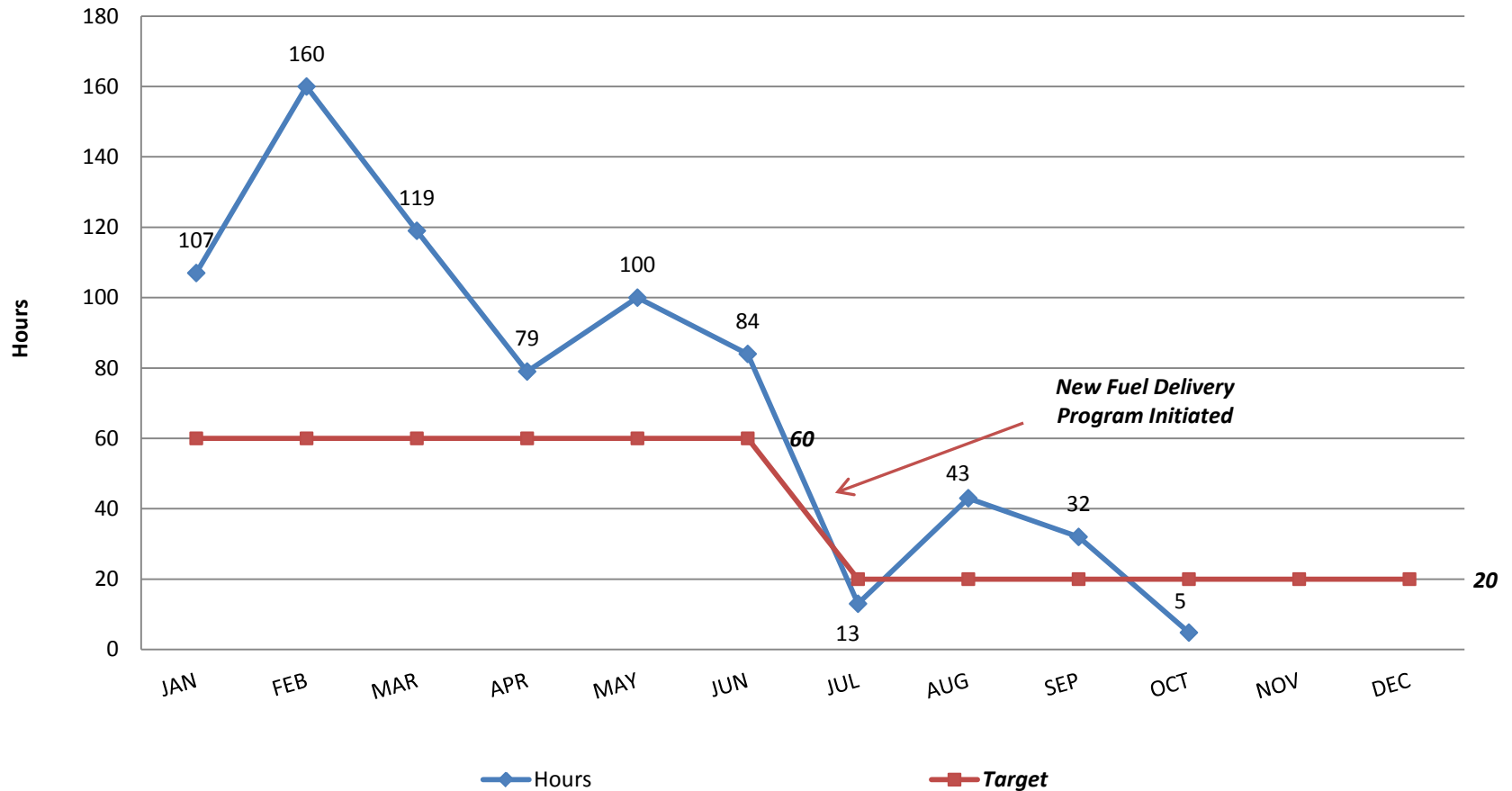
Technical Services
2012 Ferry Boat Service
Engine Hours per Boat





HAMPTON ROADS TRANSIT

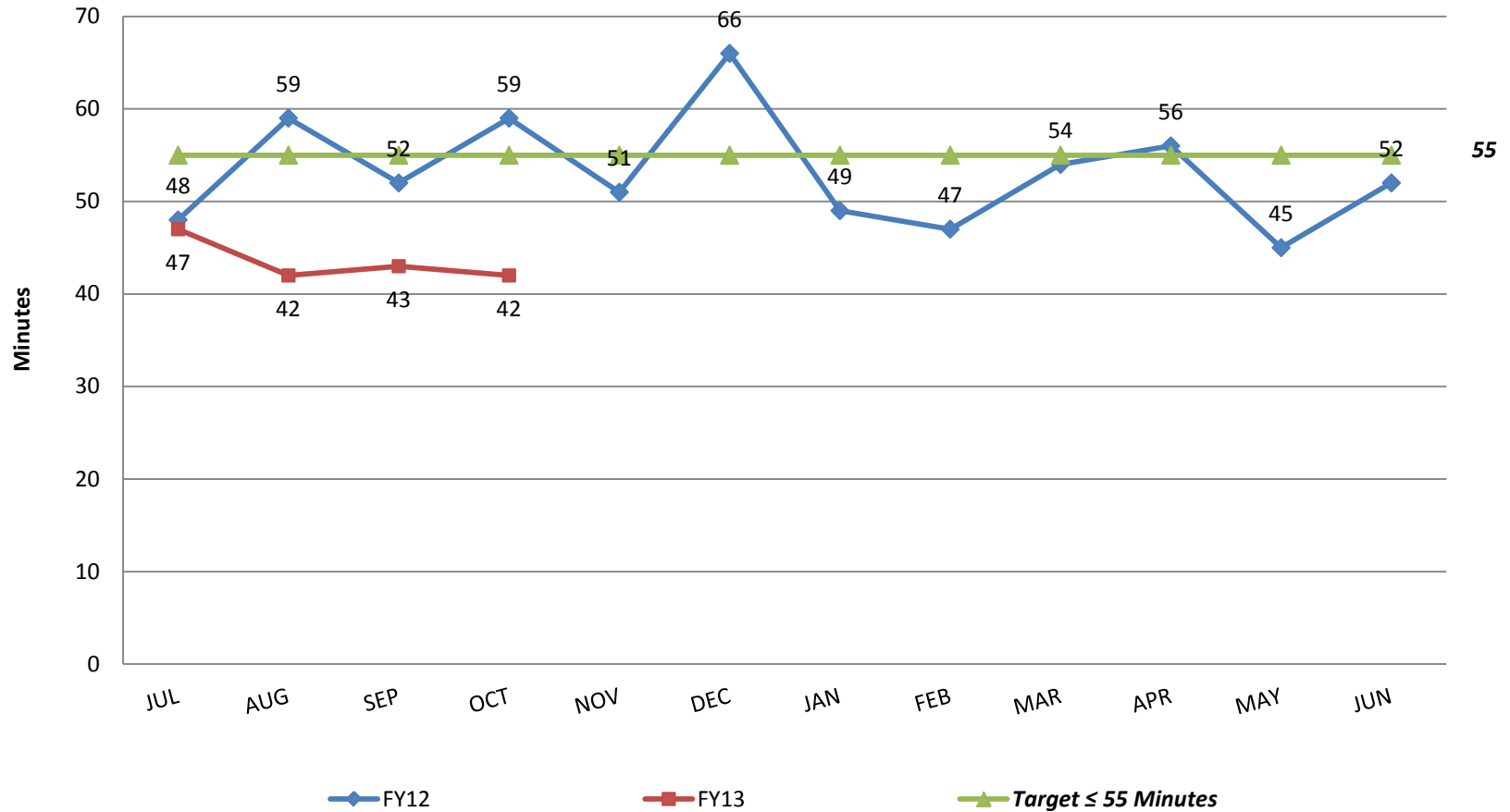
Technical Services
Ferry Boat Deadhead / Idle Time
2012





HAMPTON ROADS TRANSIT

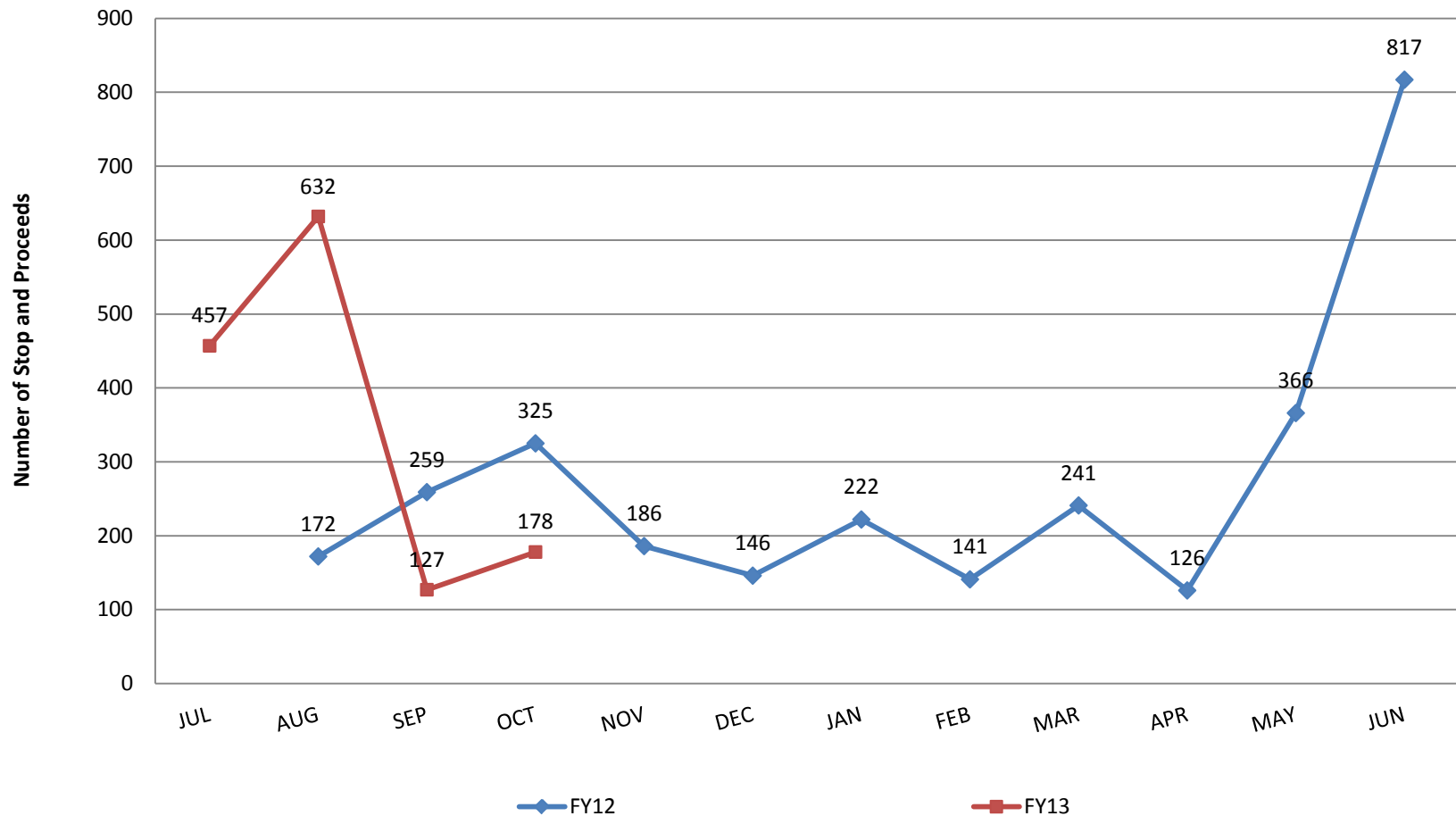
Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





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Technical Services Central Business District Stop and Proceeds FY12 / FY13



Operations Information

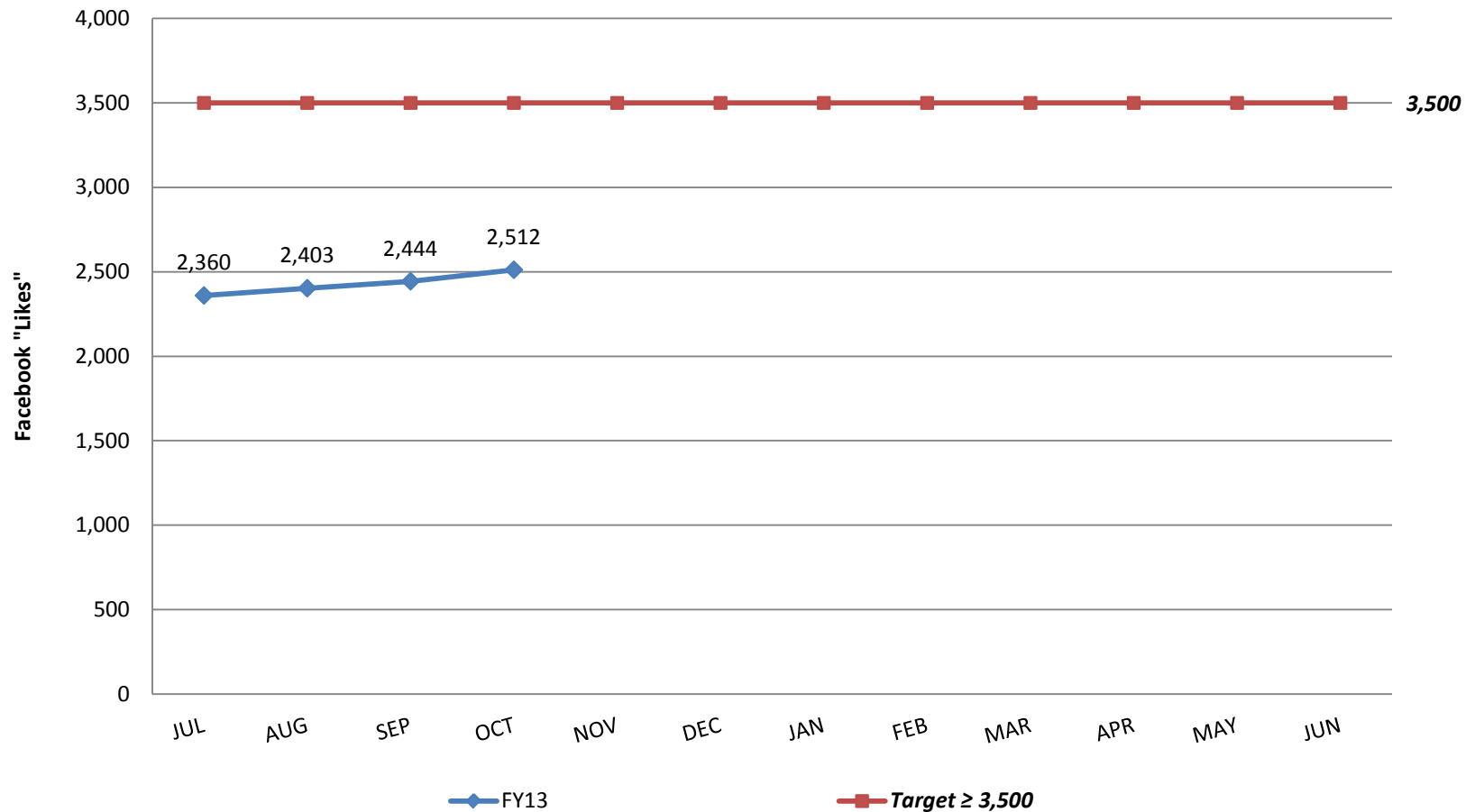
Targeted Areas of Improvement

- Social Media – Facebook “Likes”
- Social Media – Twitter “Followers”
- Positive vs. Negative News Articles



HAMPTON ROADS TRANSIT

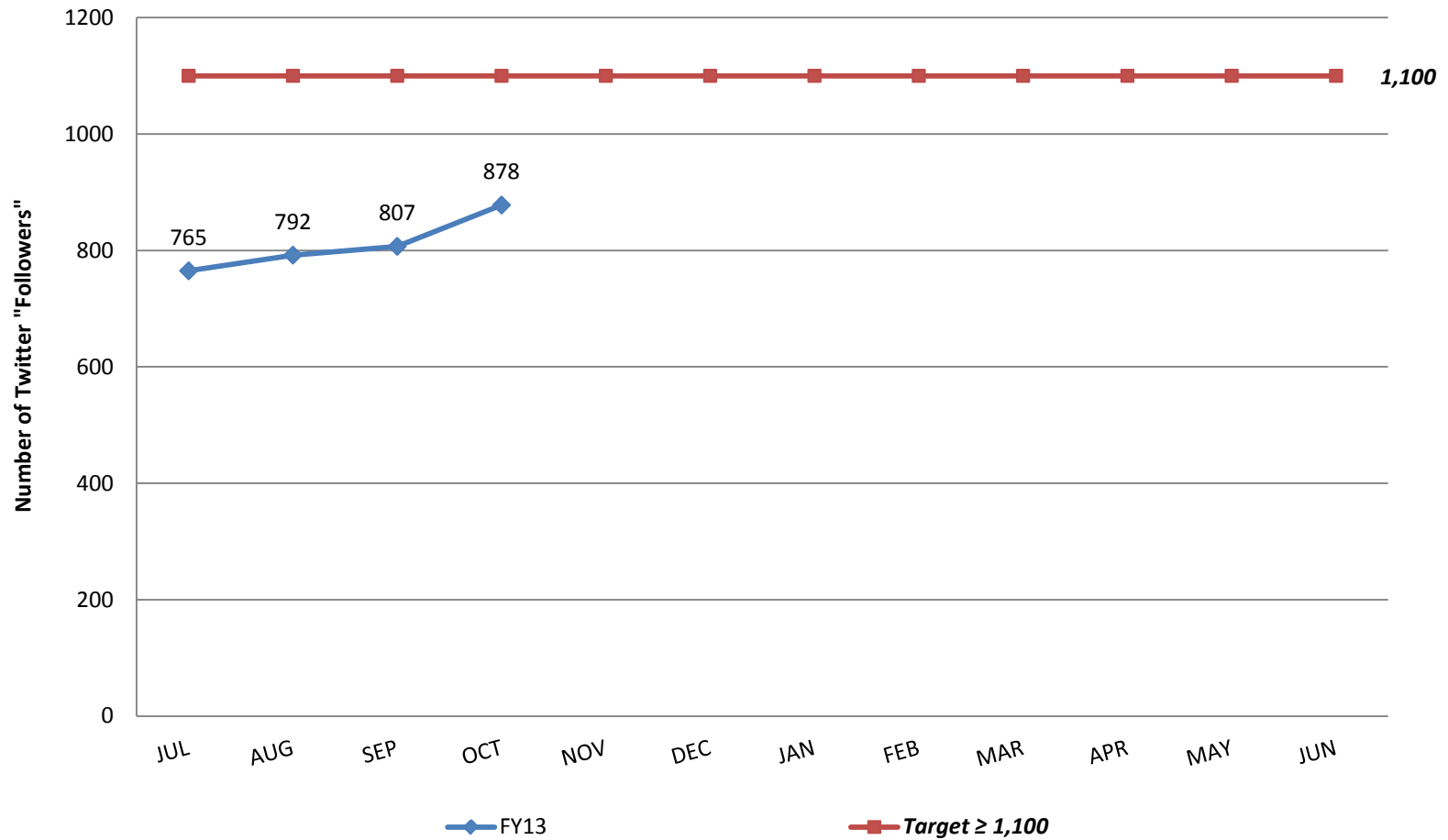
Operations Information
Social Media - Facebook "Likes"
FY13





HAMPTON ROADS TRANSIT

Operations Information Social Media - Twitter "Followers" FY13





HAMPTON ROADS TRANSIT

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

