

Transit Operations

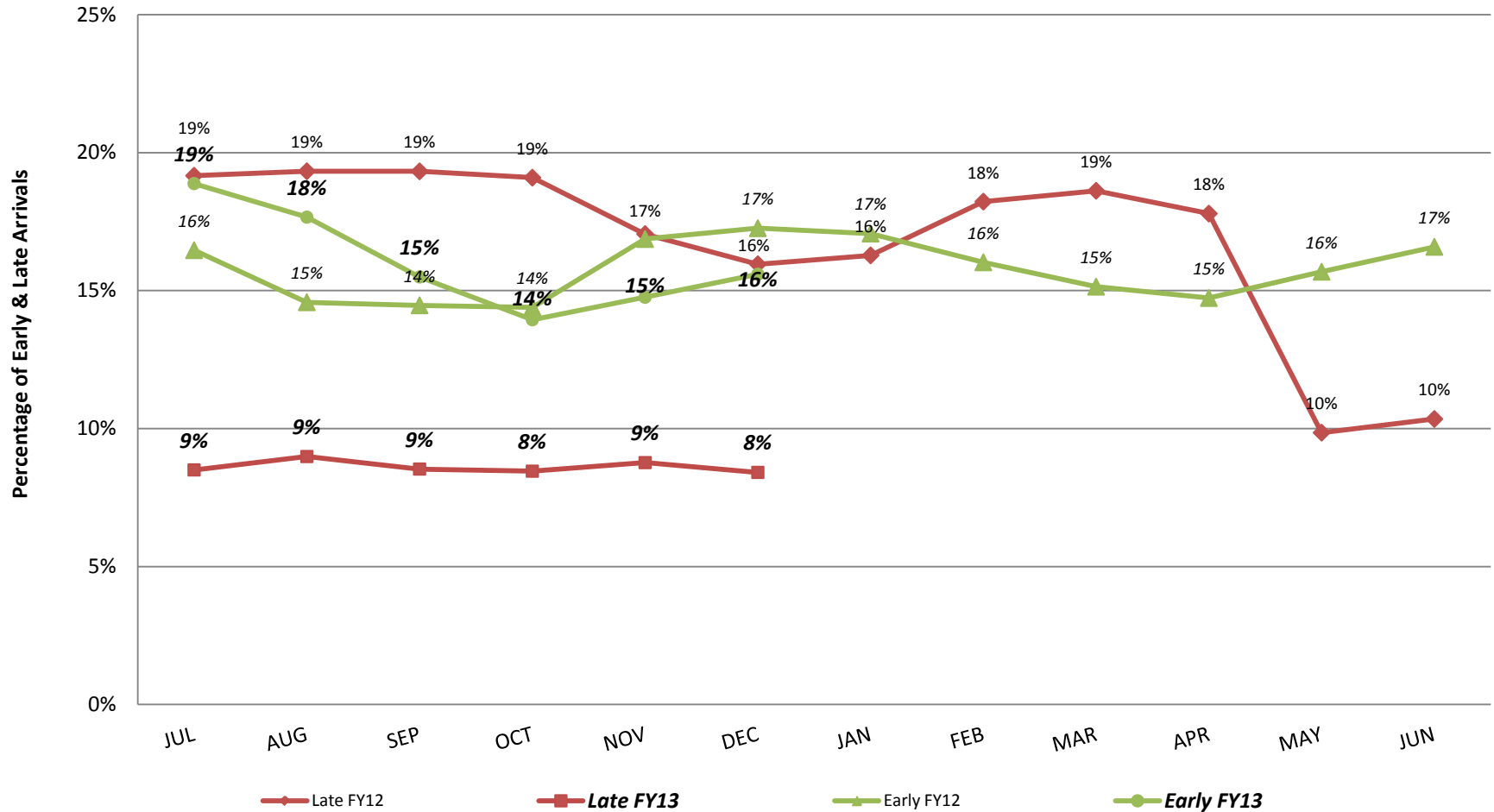
Key Performance Indicator Report

December 2012



HAMPTON ROADS TRANSIT

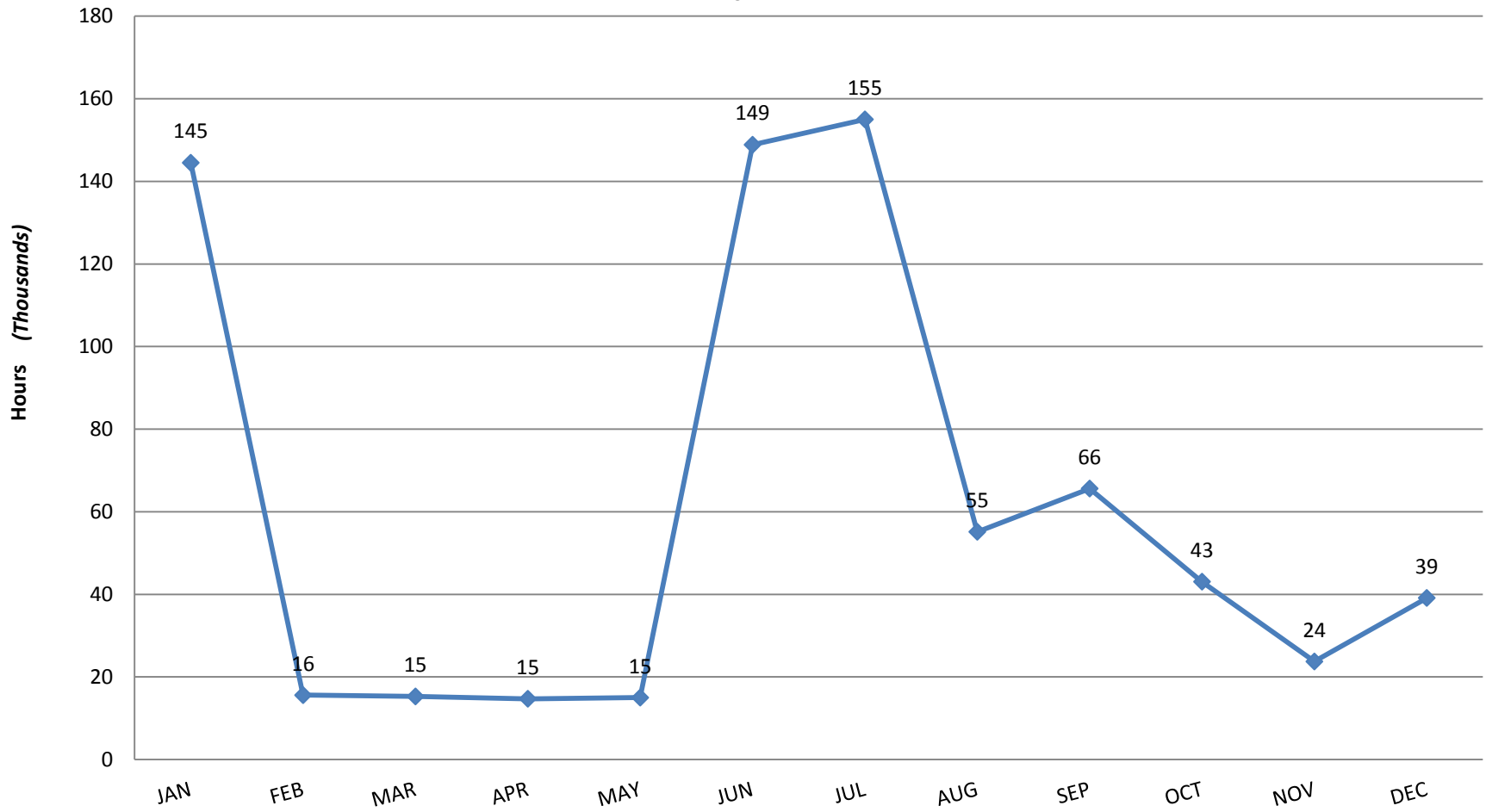
Bus Transportation Percentage of Early & Late Arrivals FY12 / FY13





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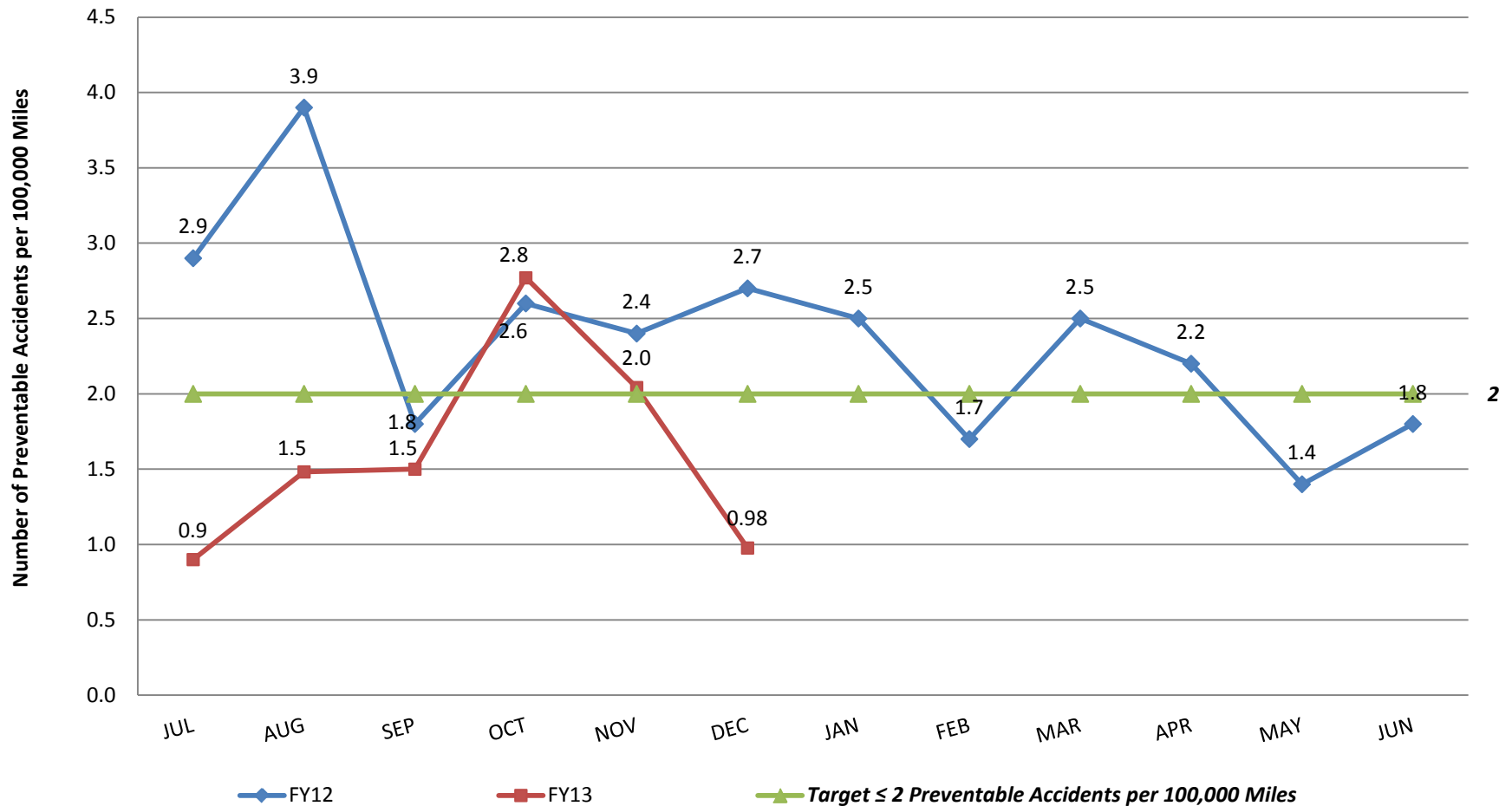
Bus Transportation
Idle Time Hours
2012





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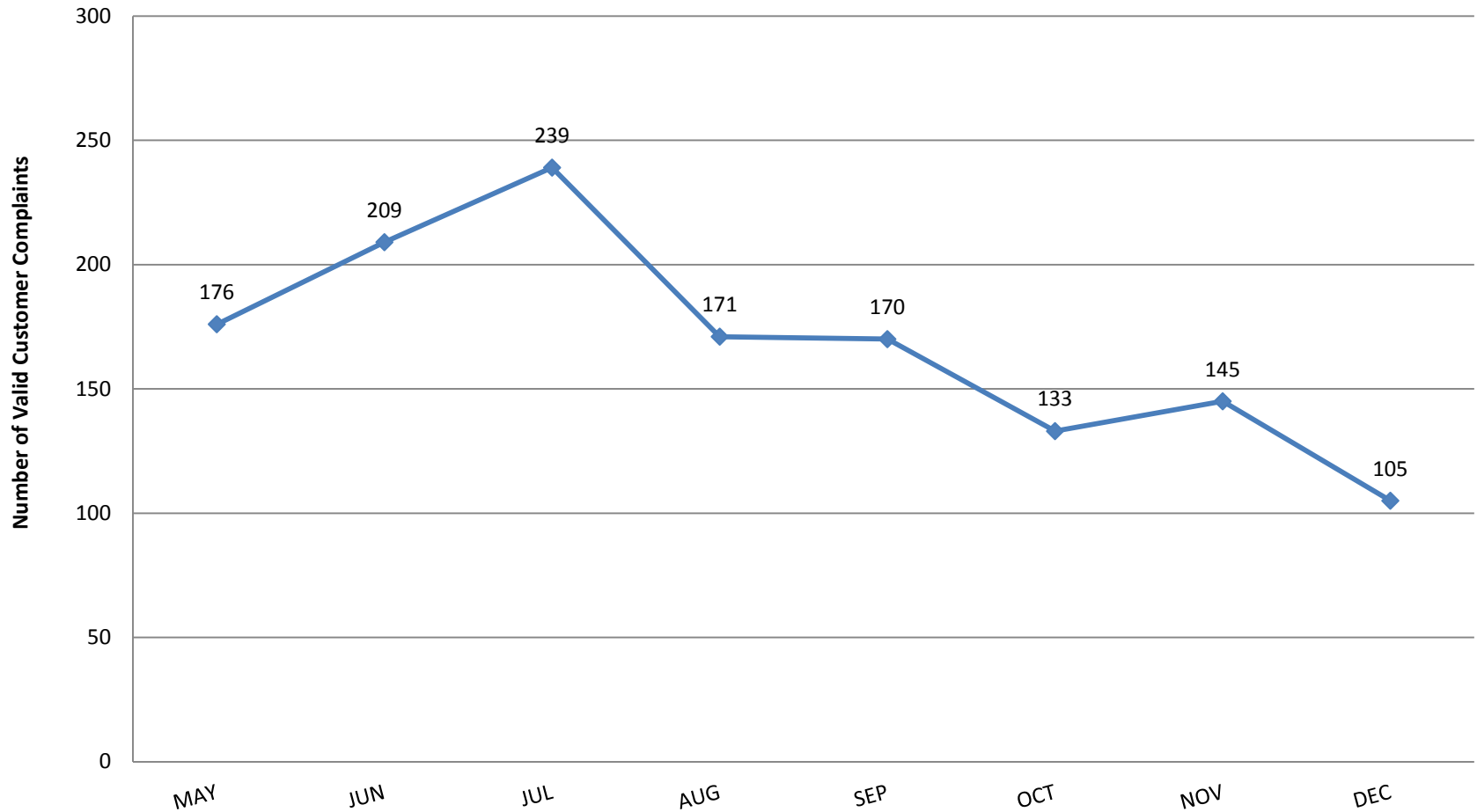
Bus Transportation
Preventable Accidents per 100,000 Miles
FY12 / FY13





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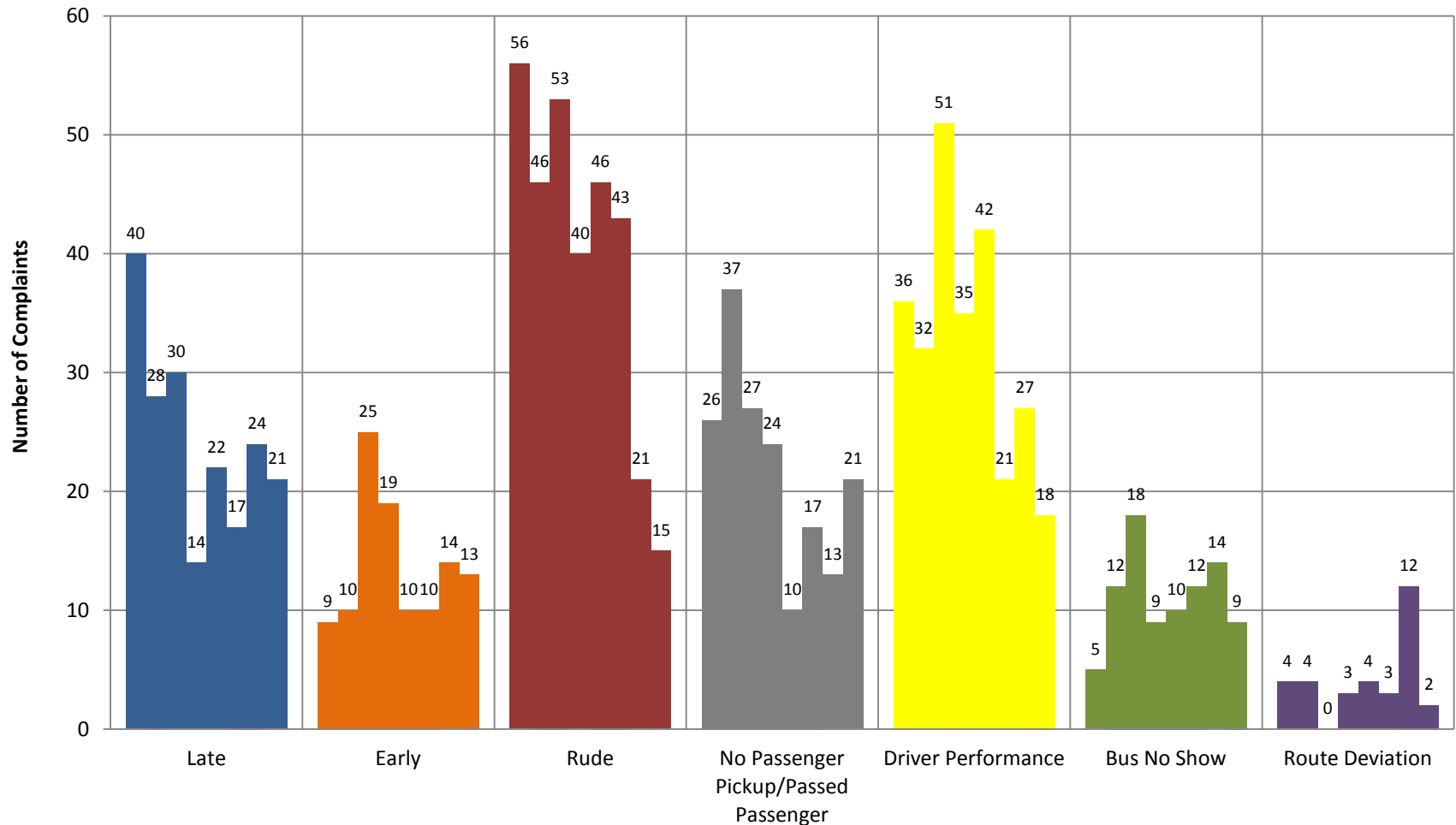
Bus Transportation
Total Valid Customer Complaints
May - December 2012





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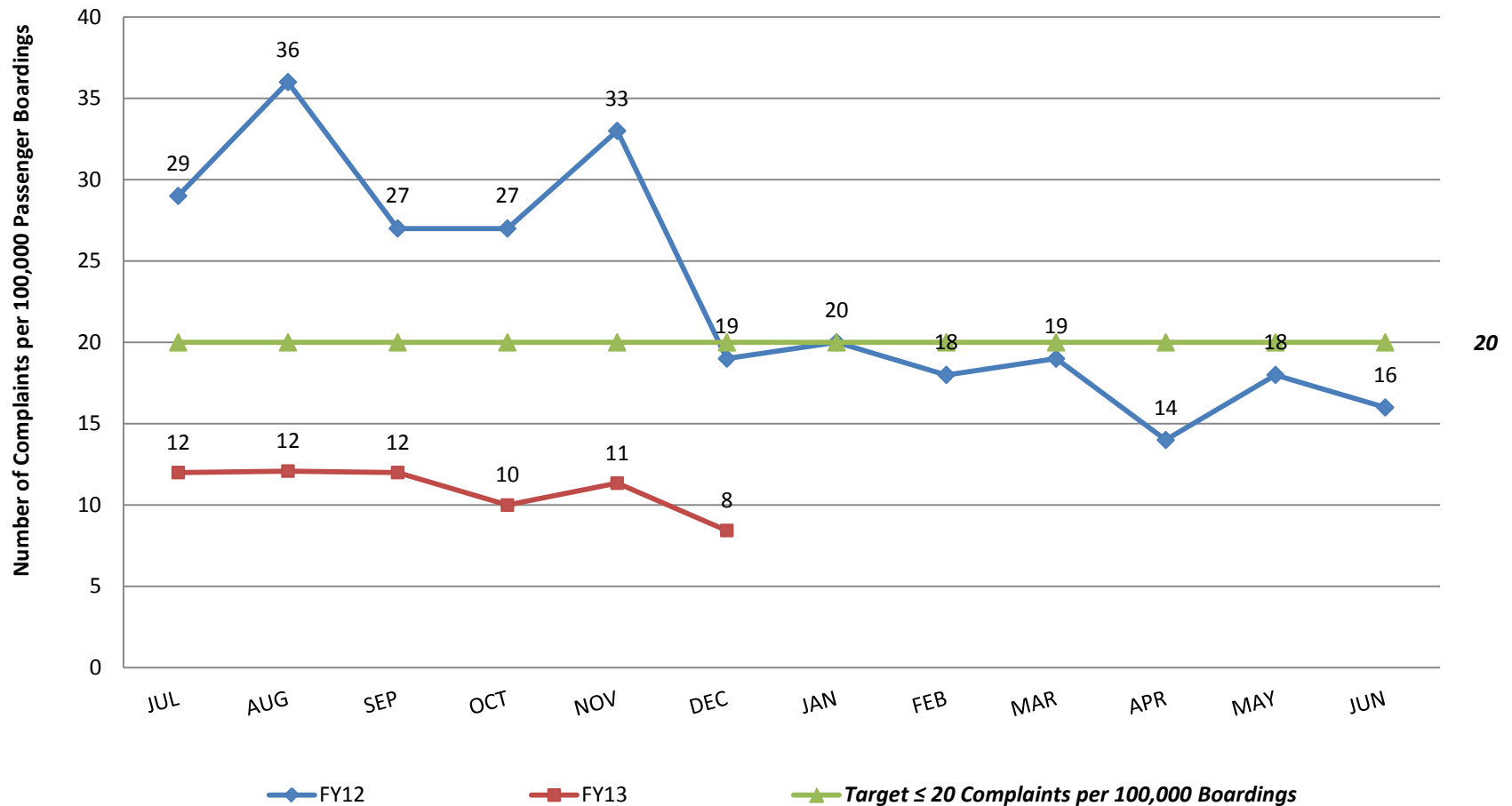
Bus Transportation
Customer Complaints by Type
May - December 2012





HAMPTON ROADS TRANSIT

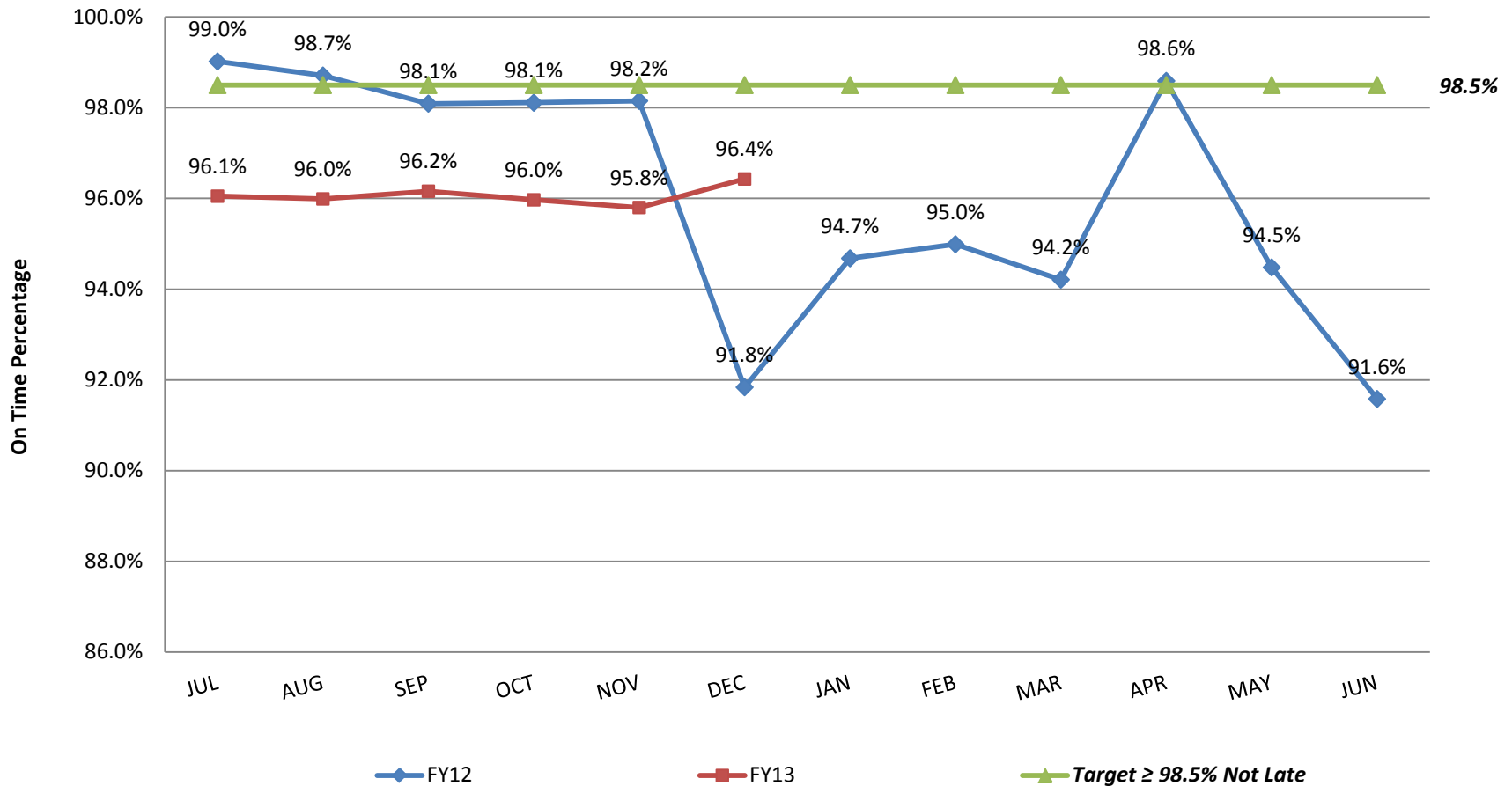
Bus Transportation
Valid Customer Complaints per 100,000 Boardings
FY12 / FY13





HAMPTON ROADS TRANSIT

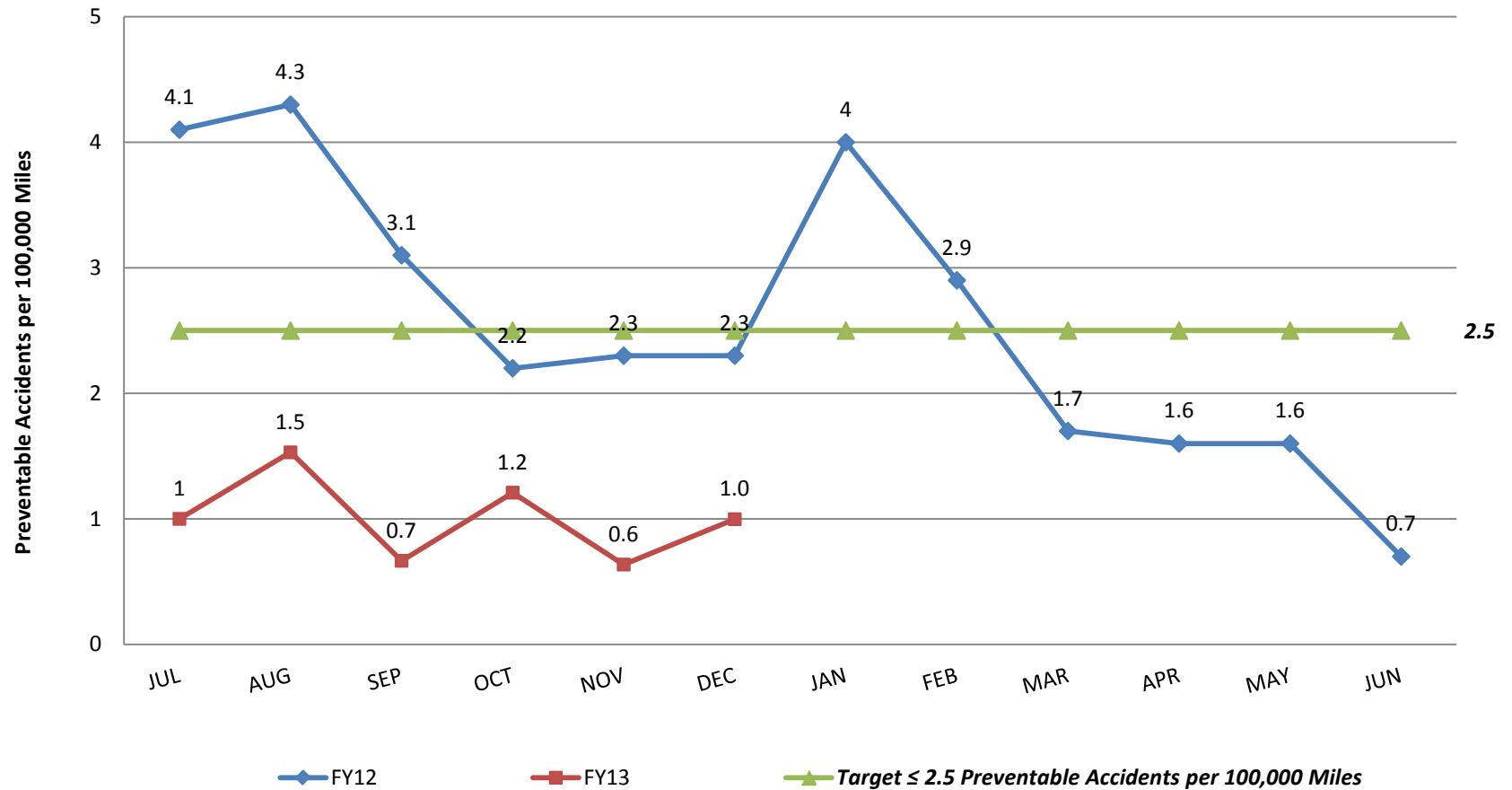
Paratransit On Time Performance FY12 / FY13





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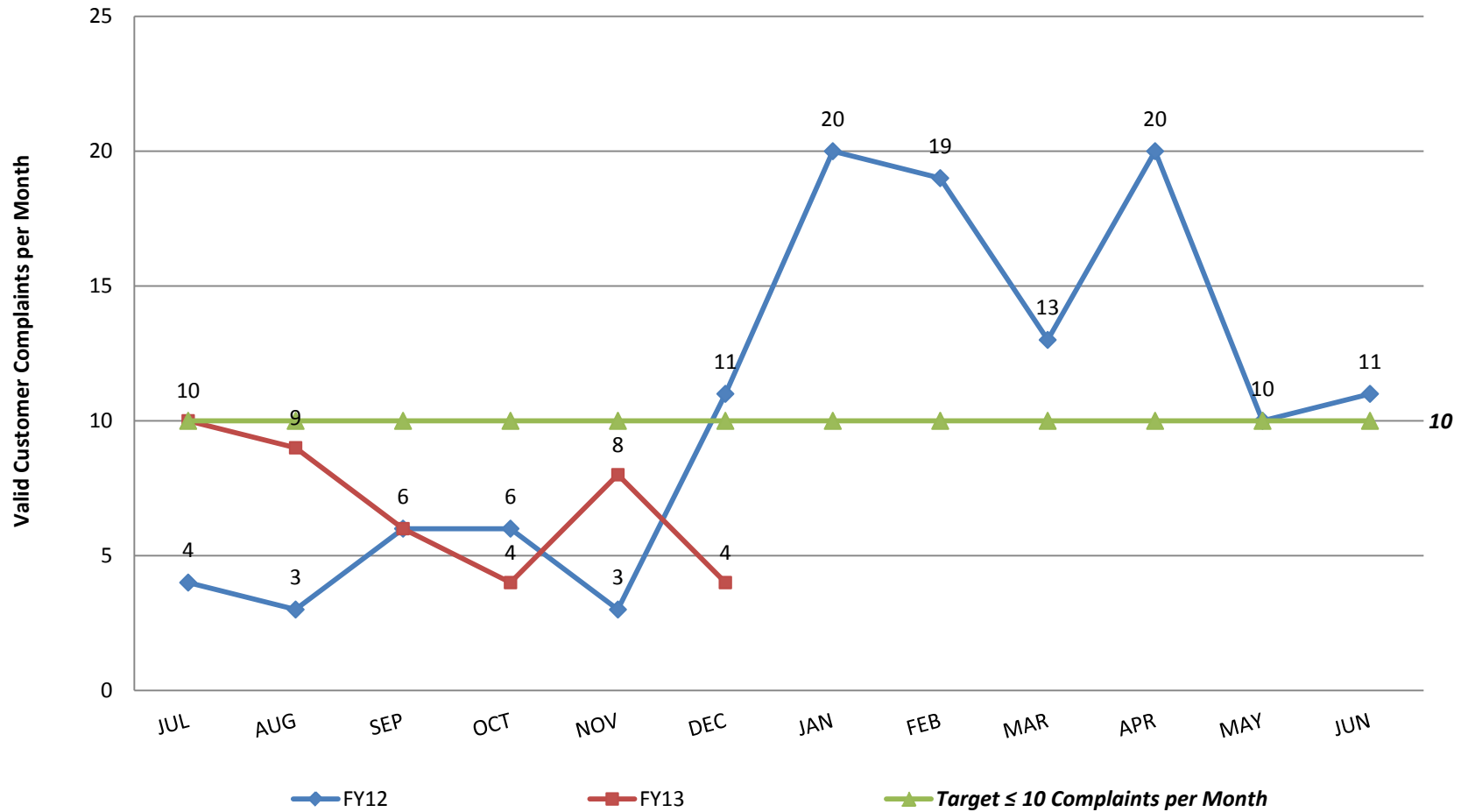
Paratransit
Preventable Accidents per 100,000 Miles
FY12 / FY13





HAMPTON ROADS TRANSIT

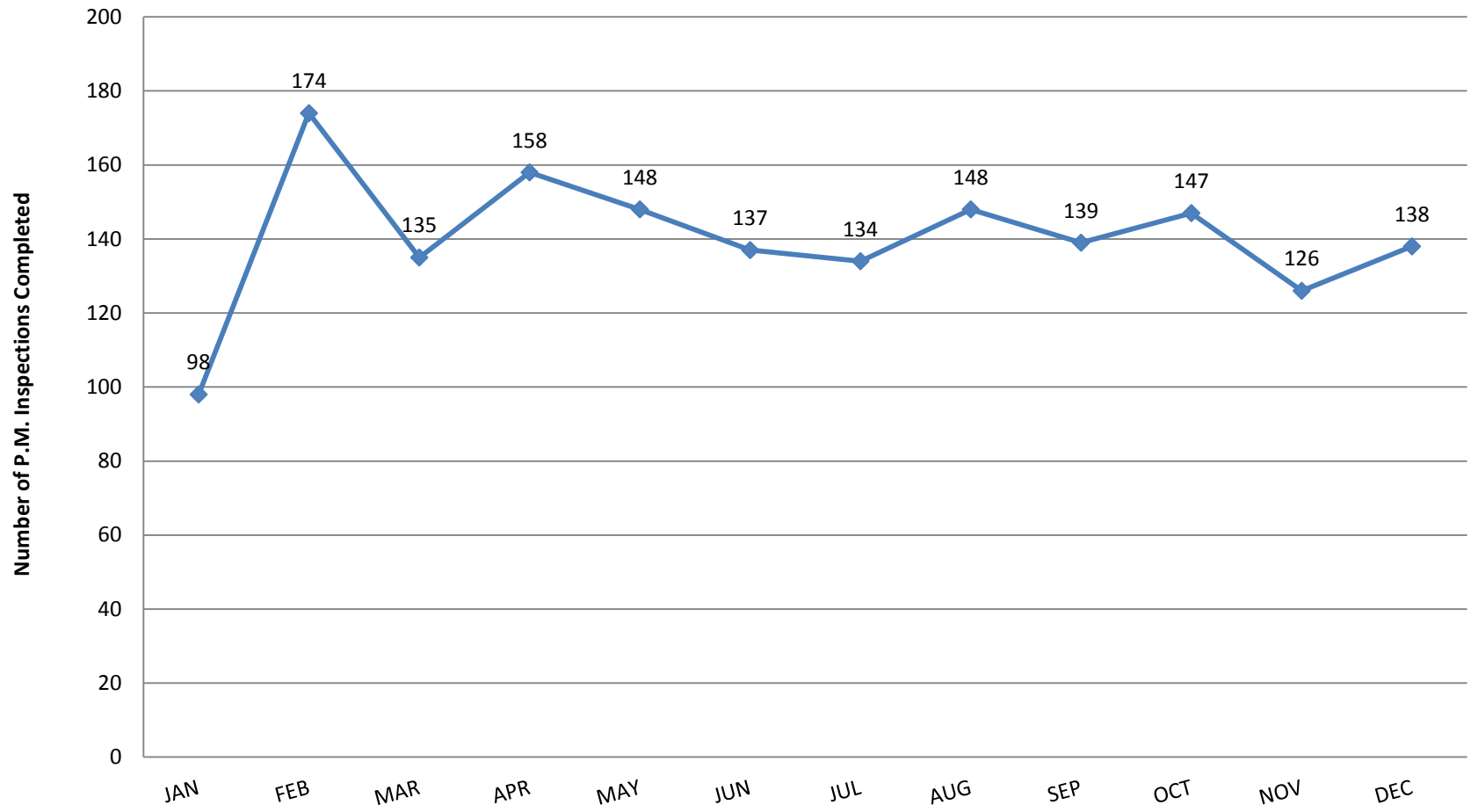
Paratransit
Valid Customer Complaints per Month
FY12 / FY13





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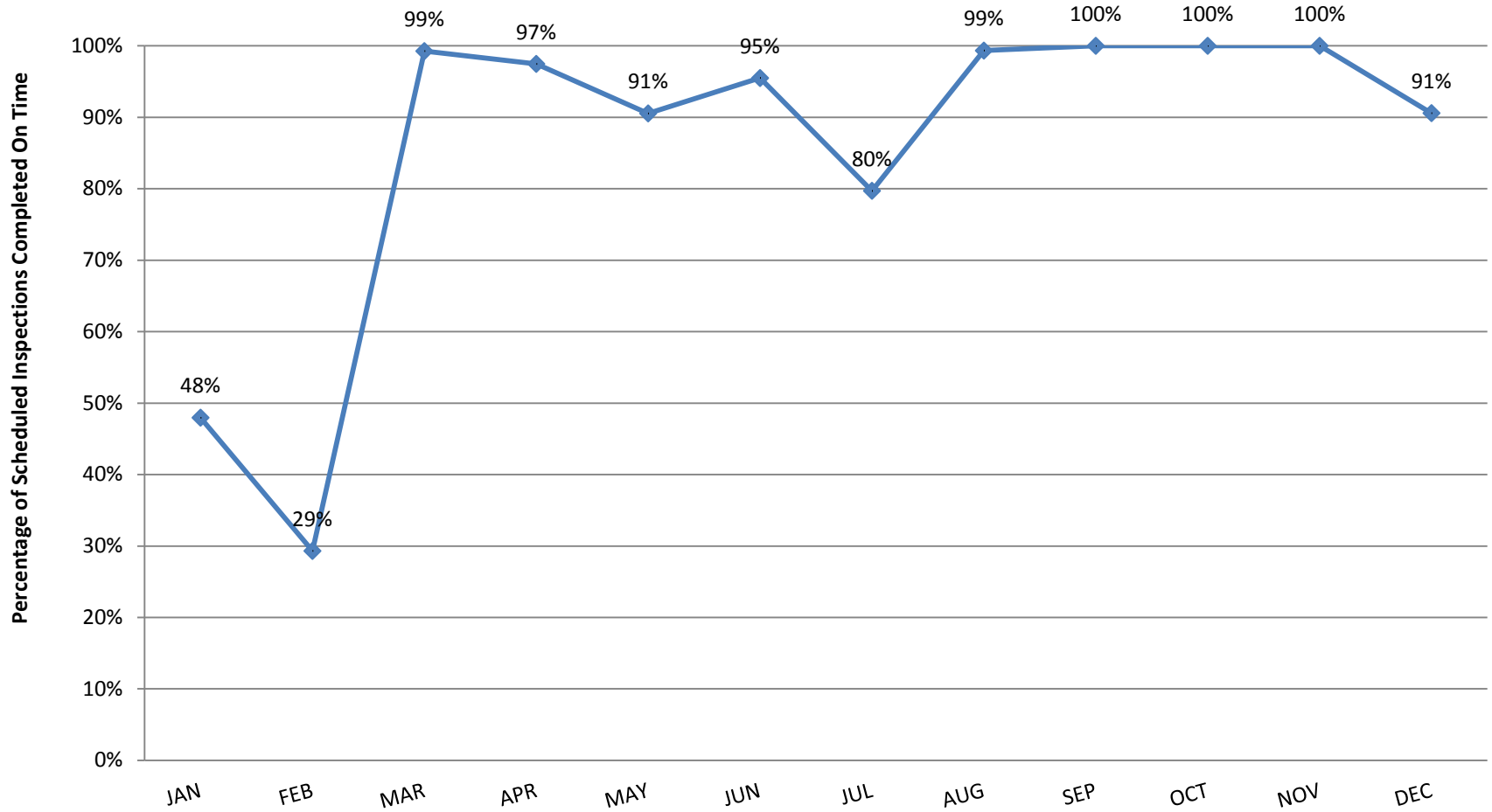
Bus Maintenance Preventive Maintenance Inspections 2012



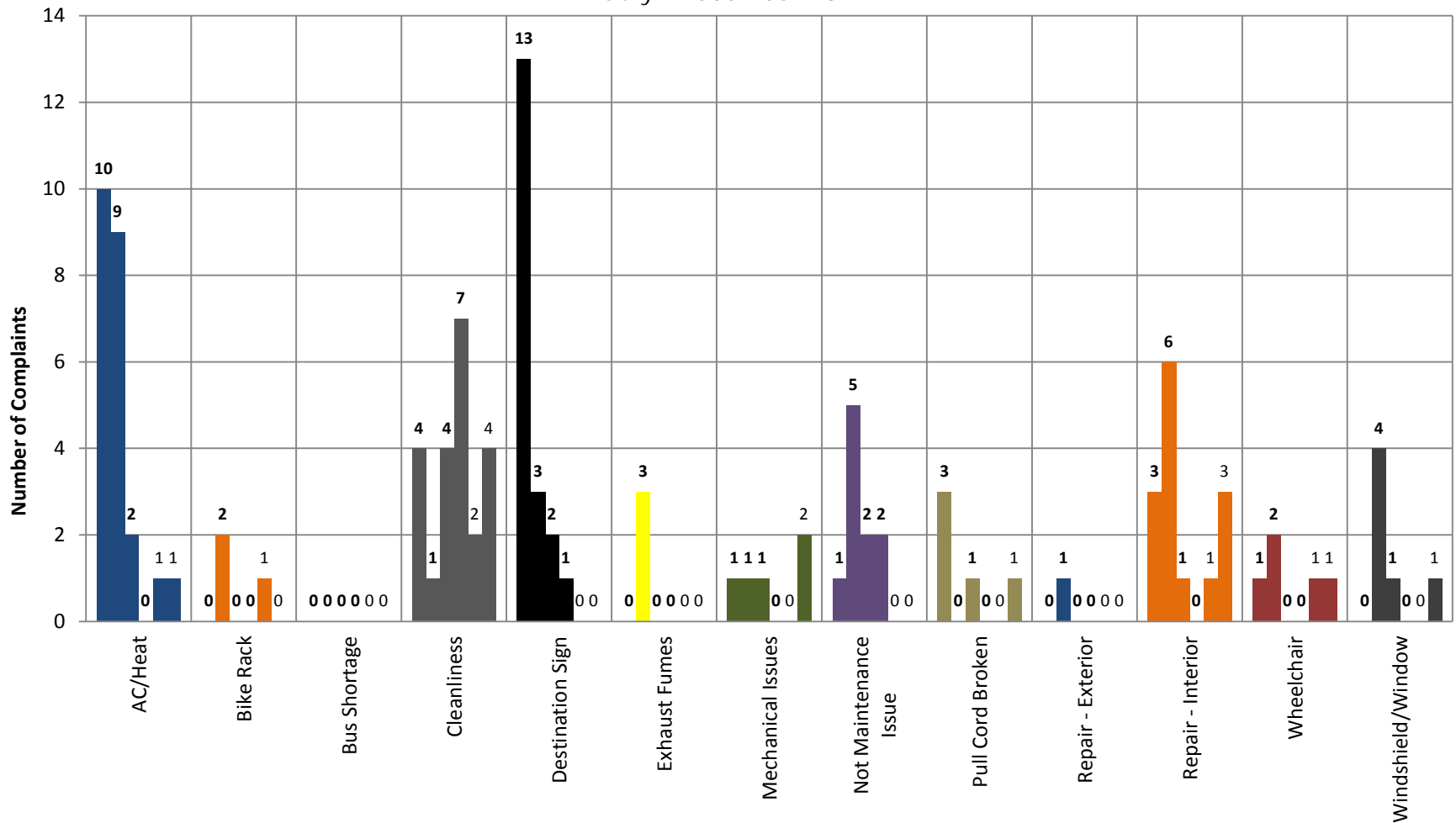


HAMPTON ROADS TRANSIT

Bus Maintenance
On Time Completion Percentage of Scheduled Preventive Maintenance
2012



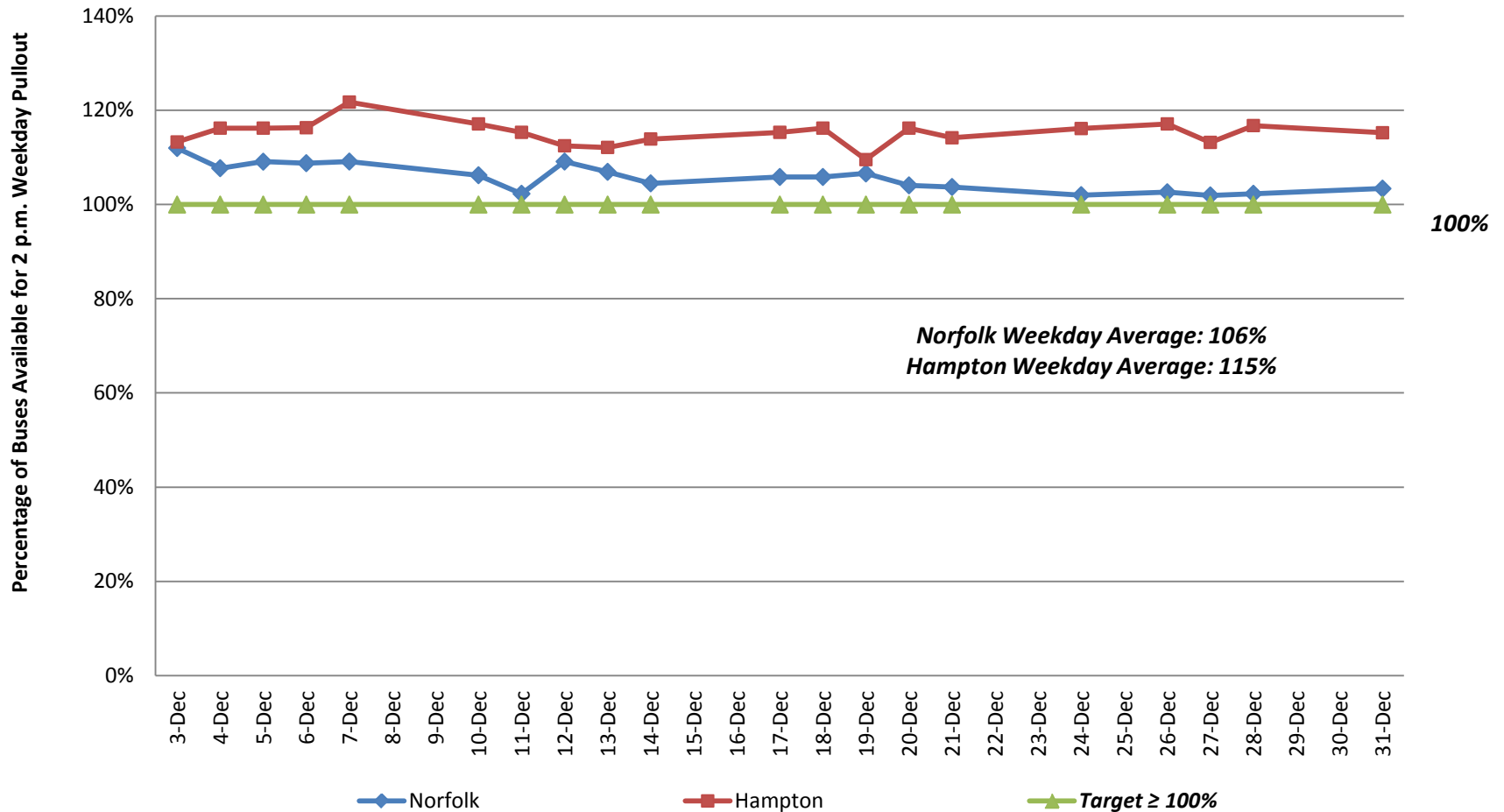
Bus Maintenance
Customer Complaints by Type
July - December 2012





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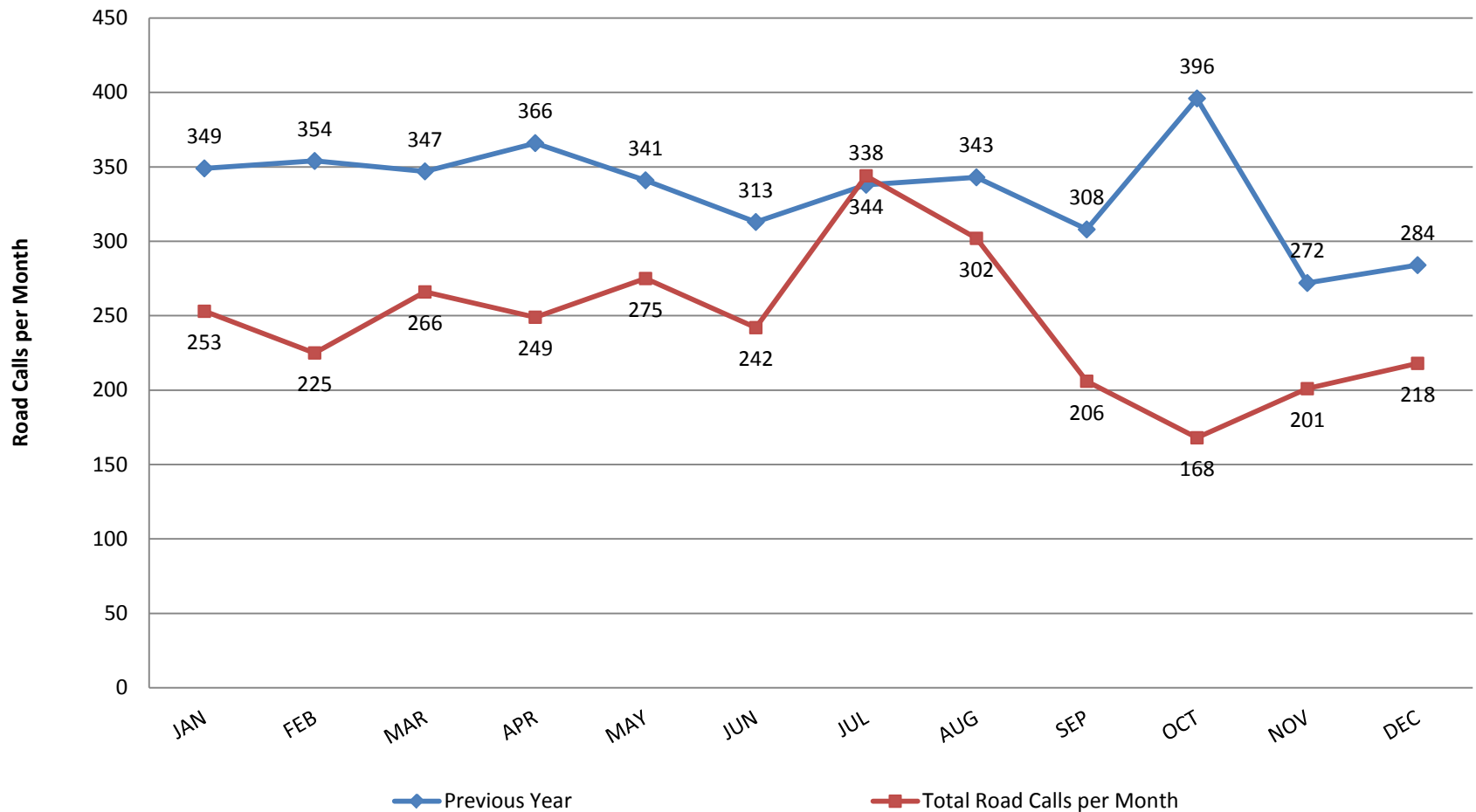
Bus Maintenance
Weekday Pullout (Measures Fleet Readiness at 2 p.m.)
December 2012



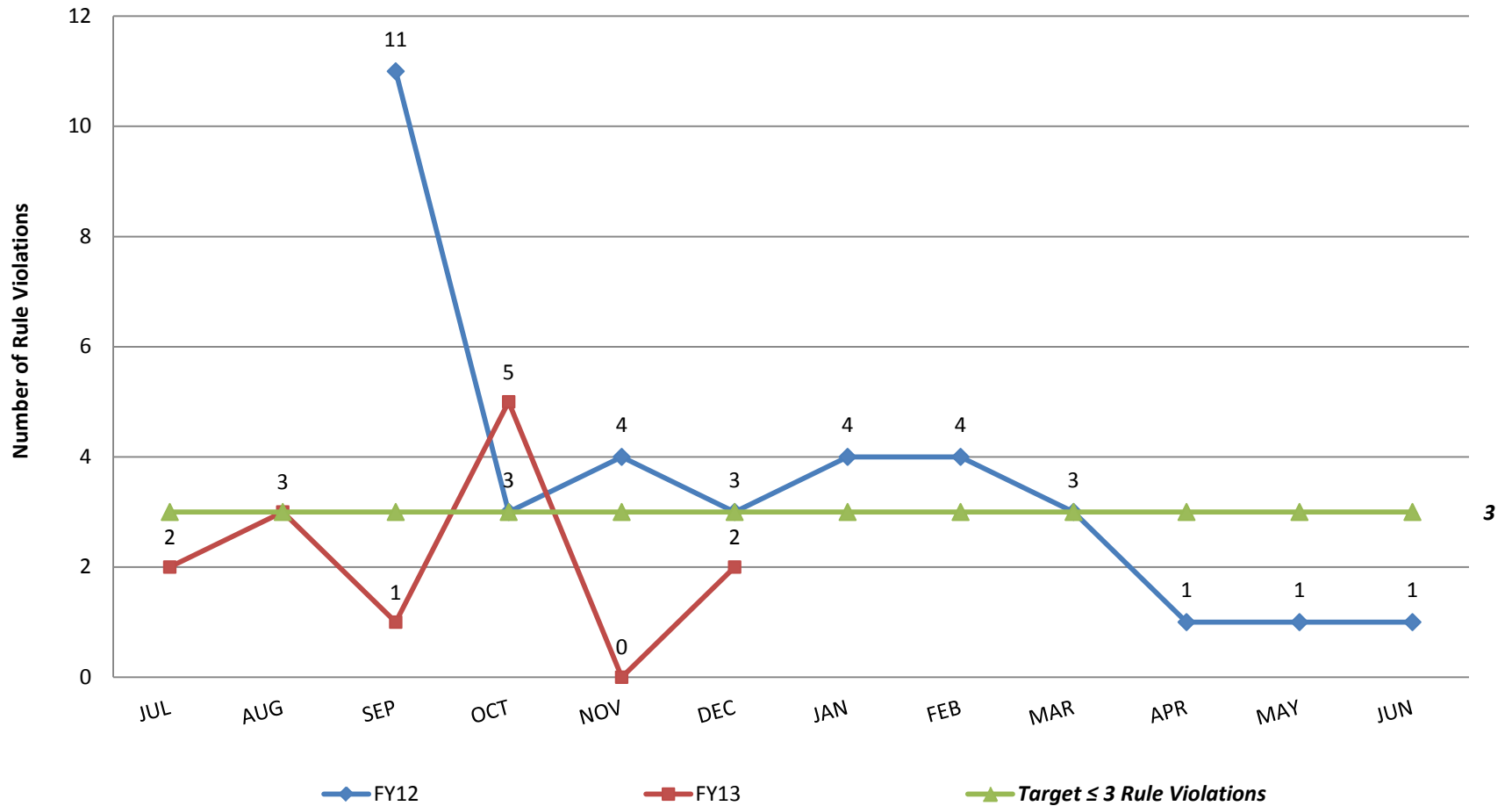


HAMPTON ROADS TRANSIT

Bus Maintenance
Road Call Summary
2011 / 2012



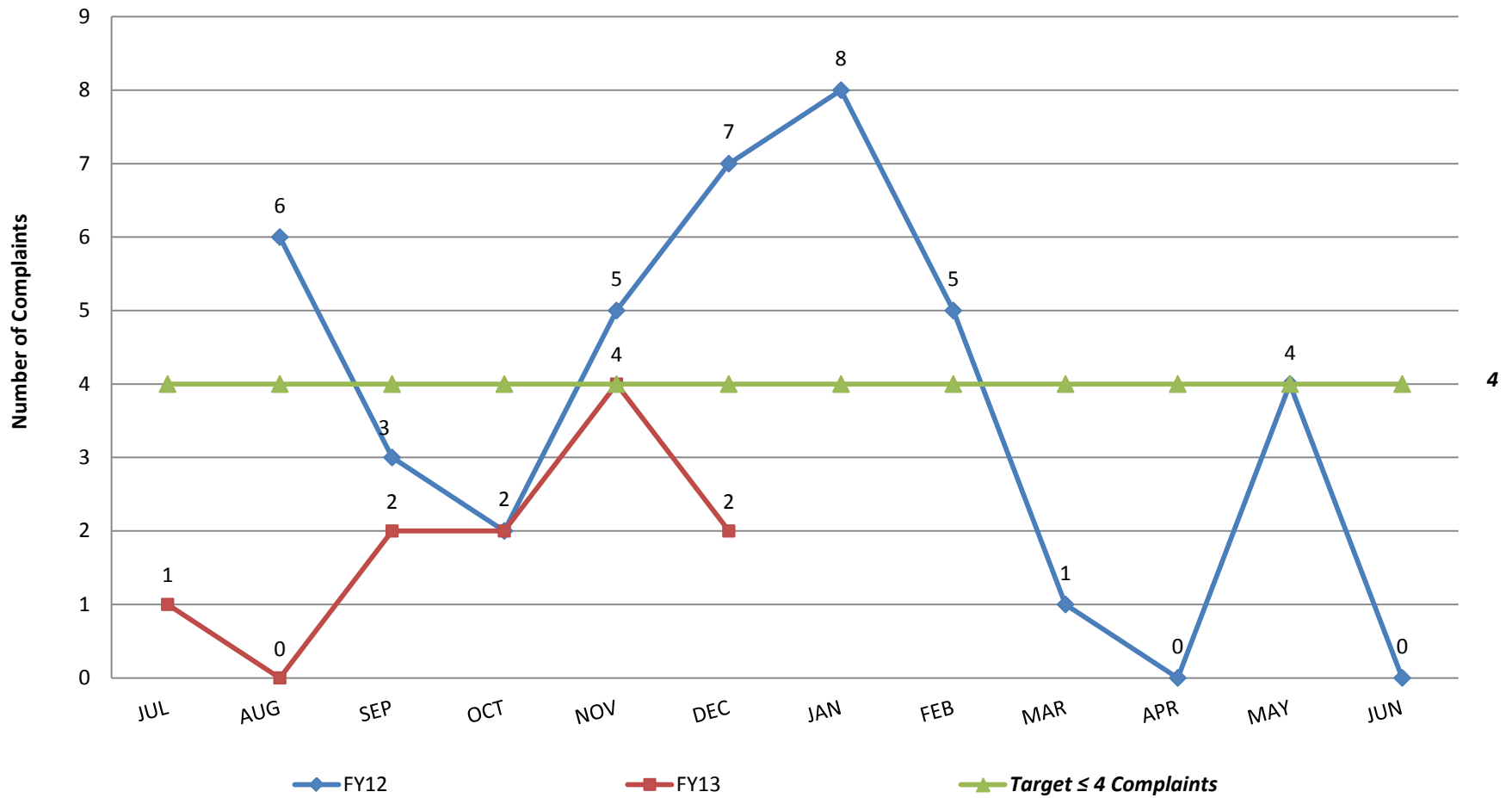
Rail Transportation
Operator Rule Violations
FY12 / FY13





HAMPTON ROADS TRANSIT

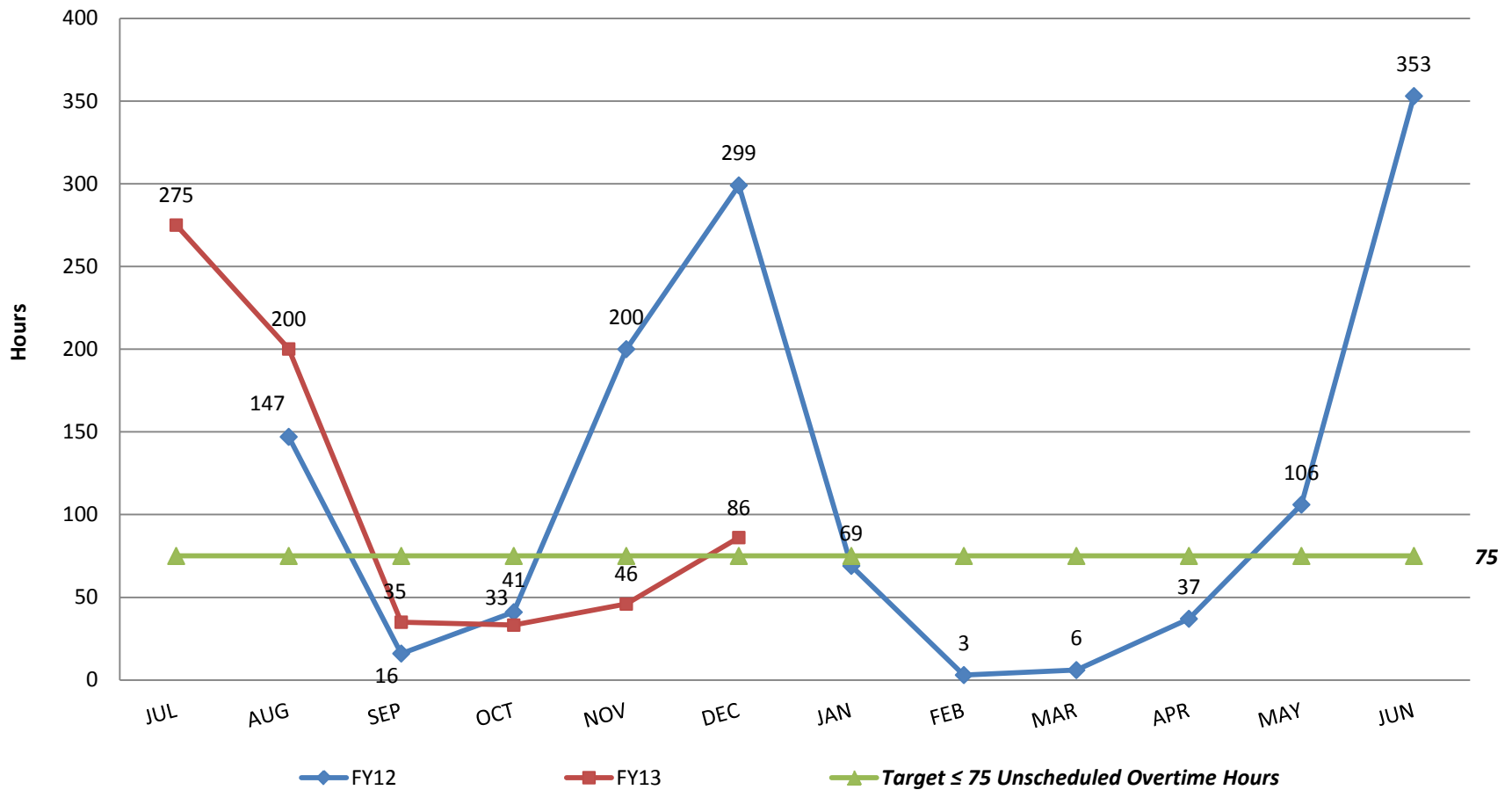
Rail Transportation
Valid Customer Complaints
FY12 / FY13



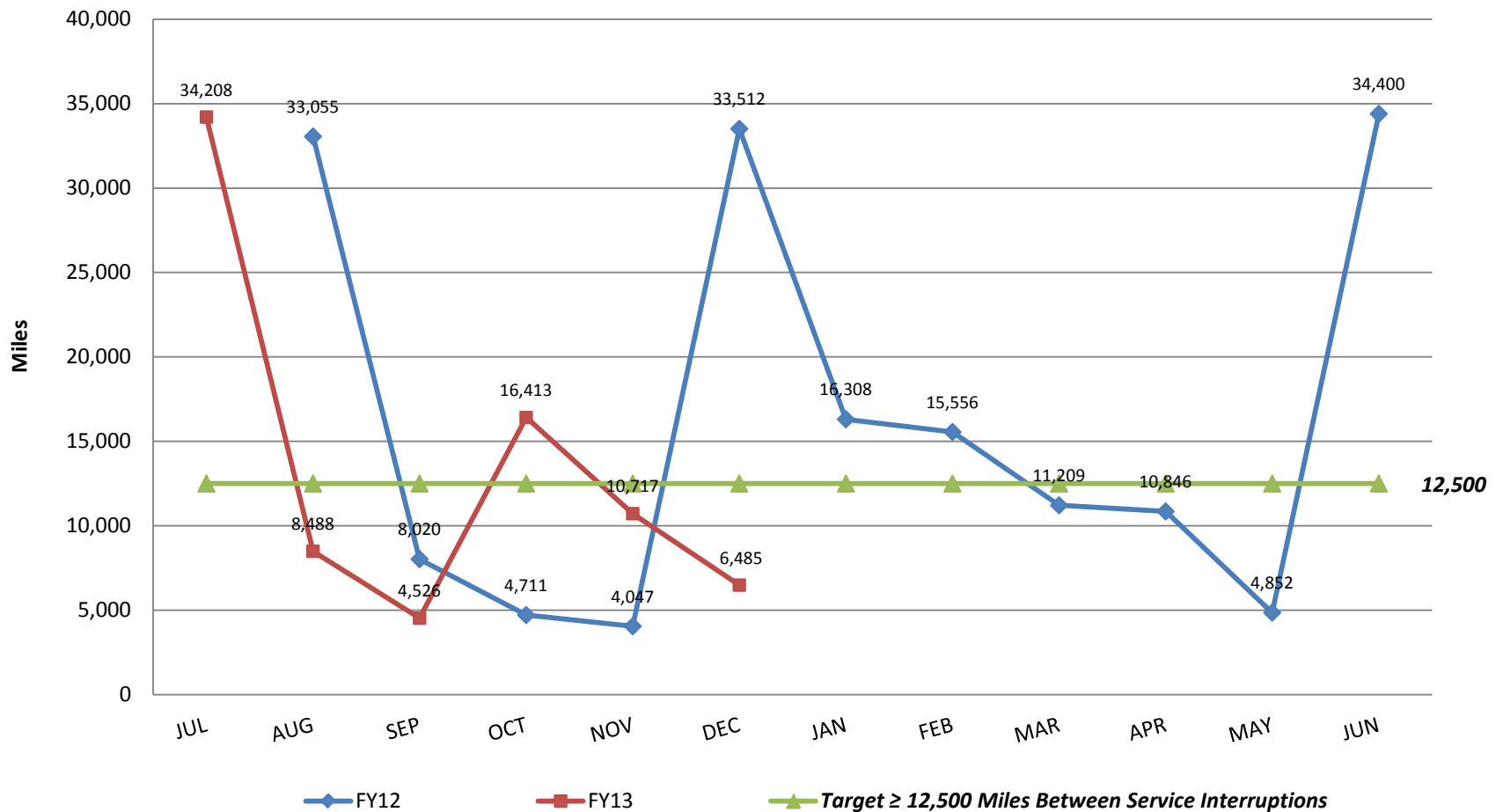


HAMPTON ROADS TRANSIT

Rail Transportation Unscheduled Overtime Hours FY12 / FY13



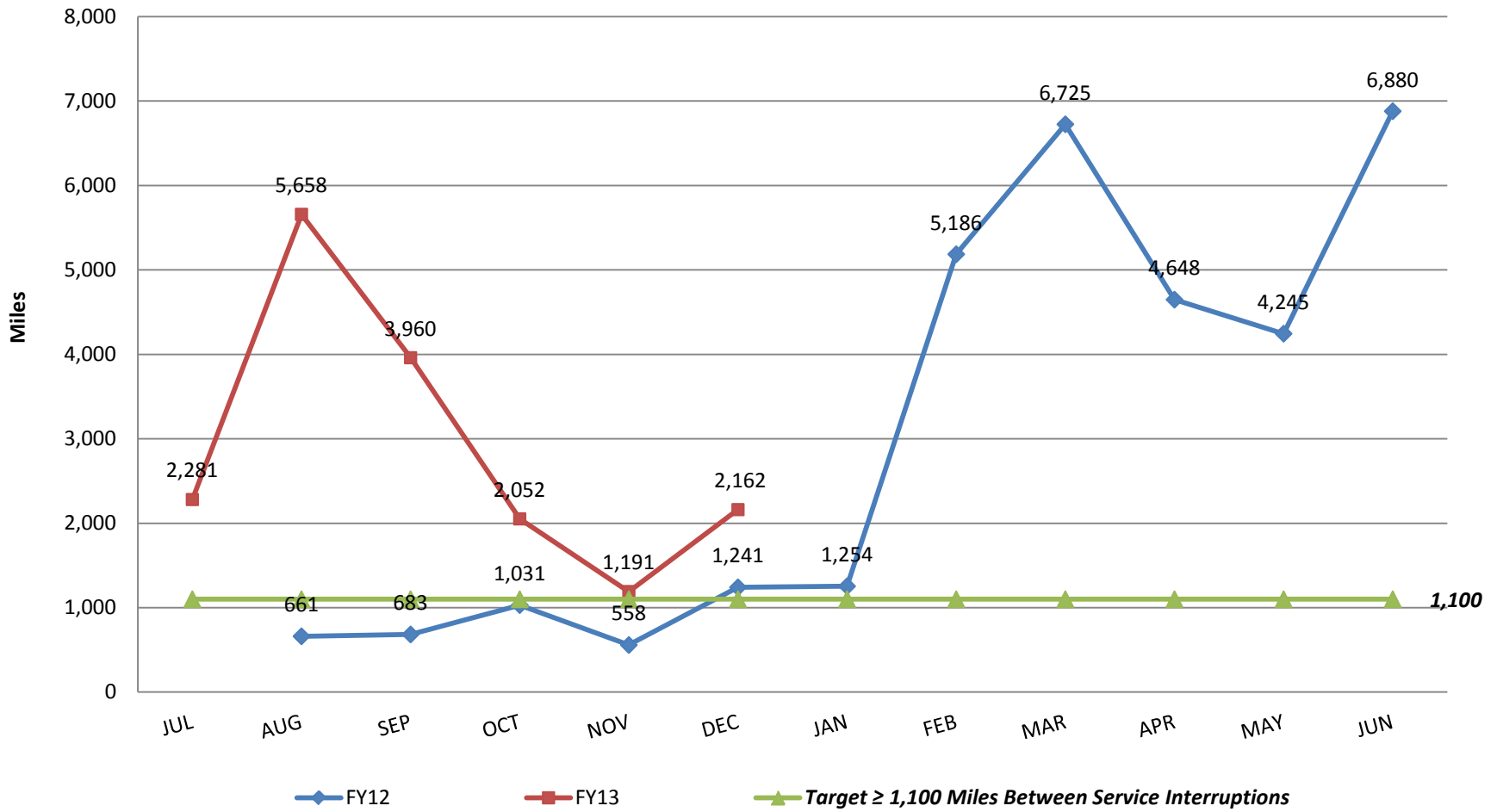
Rail Vehicle Maintenance
Mean Distance Between Service Interruptions
FY12 / FY13





HAMPTON ROADS TRANSIT

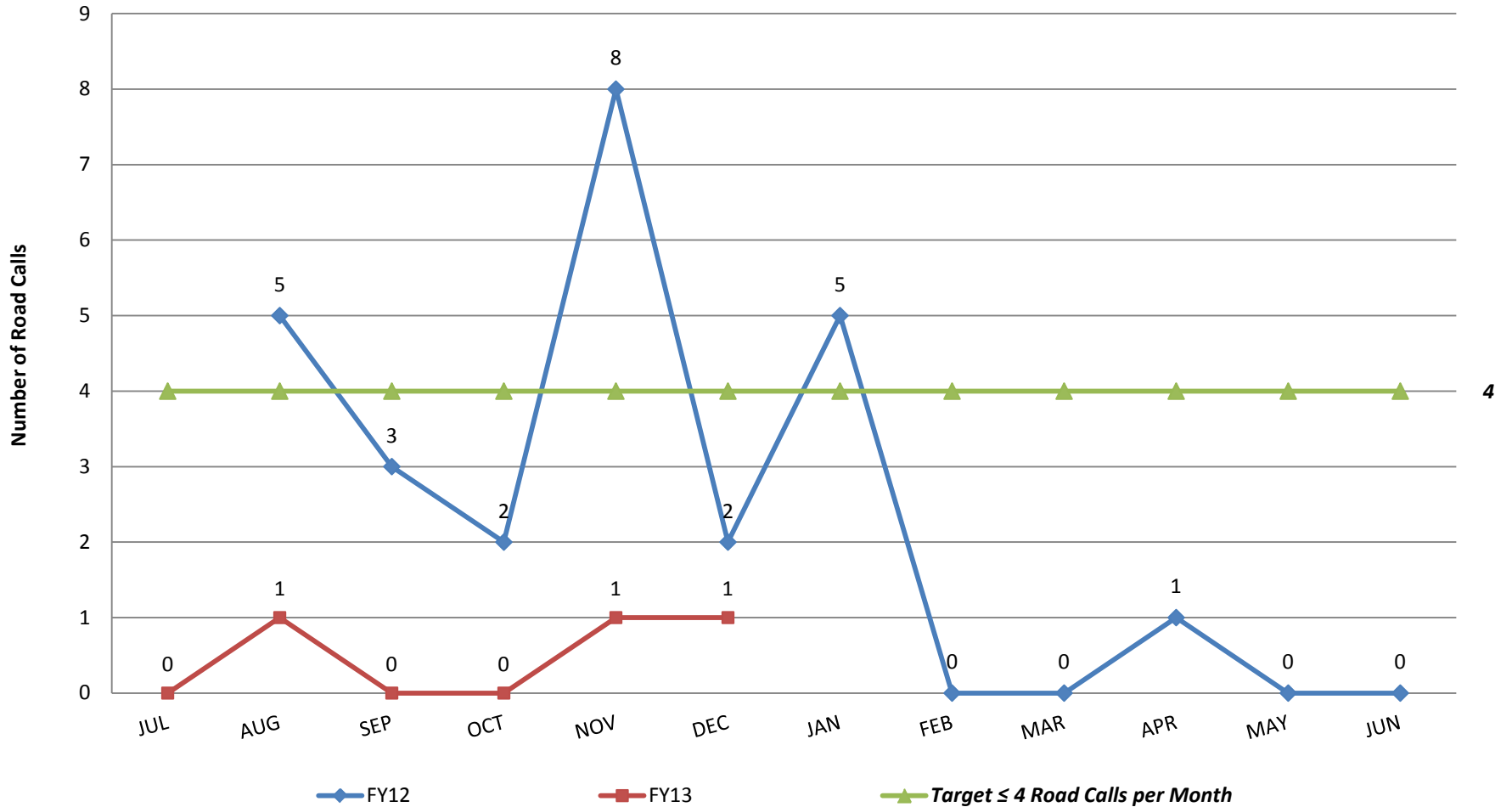
Rail Vehicle Maintenance
Mean Distance Between LRV Subsystem Failures
FY12 / FY13





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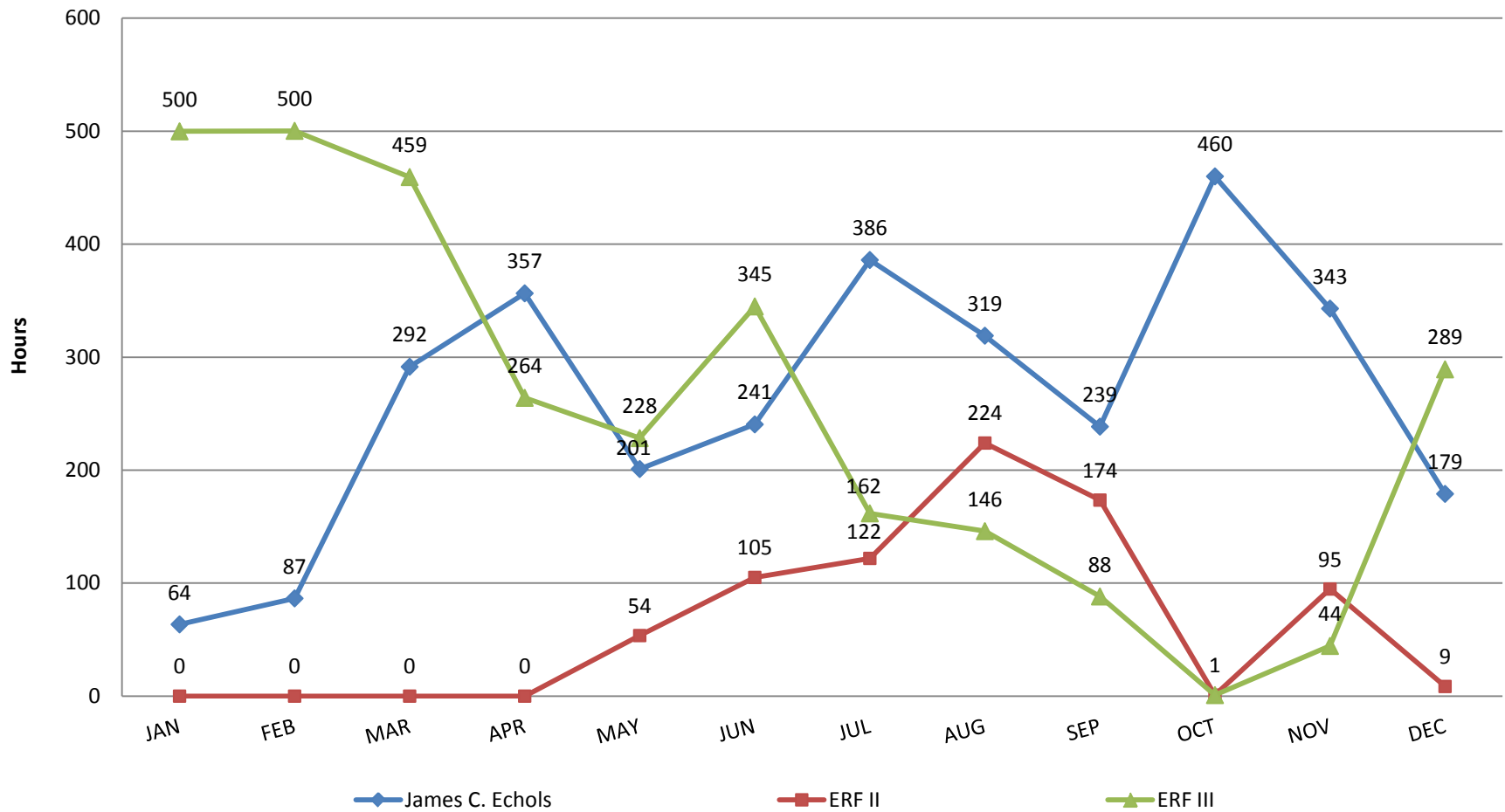
Rail Vehicle Maintenance
Road Calls
FY12 / FY13





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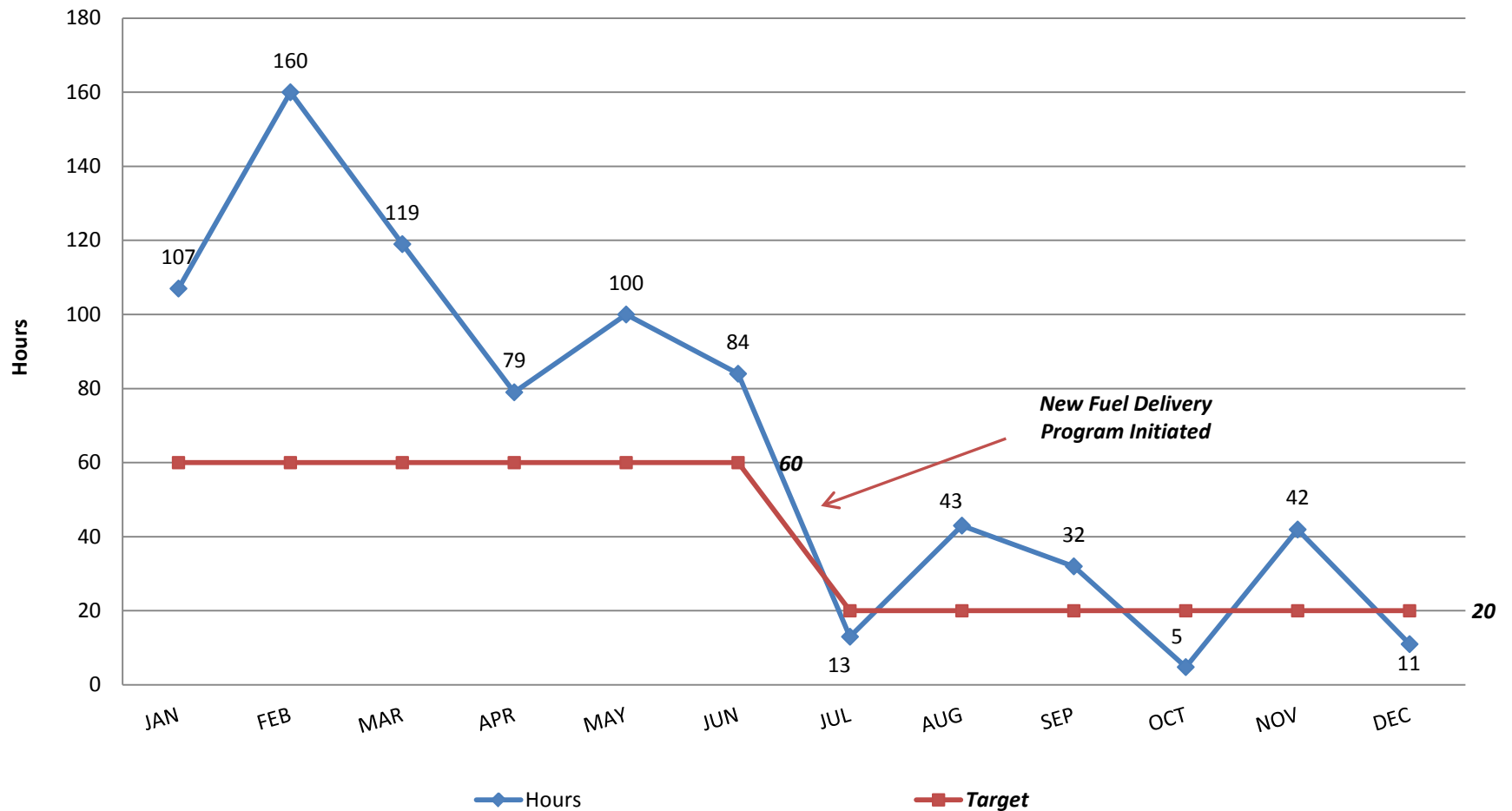
Technical Services
2012 Ferry Boat Service
Engine Hours per Boat





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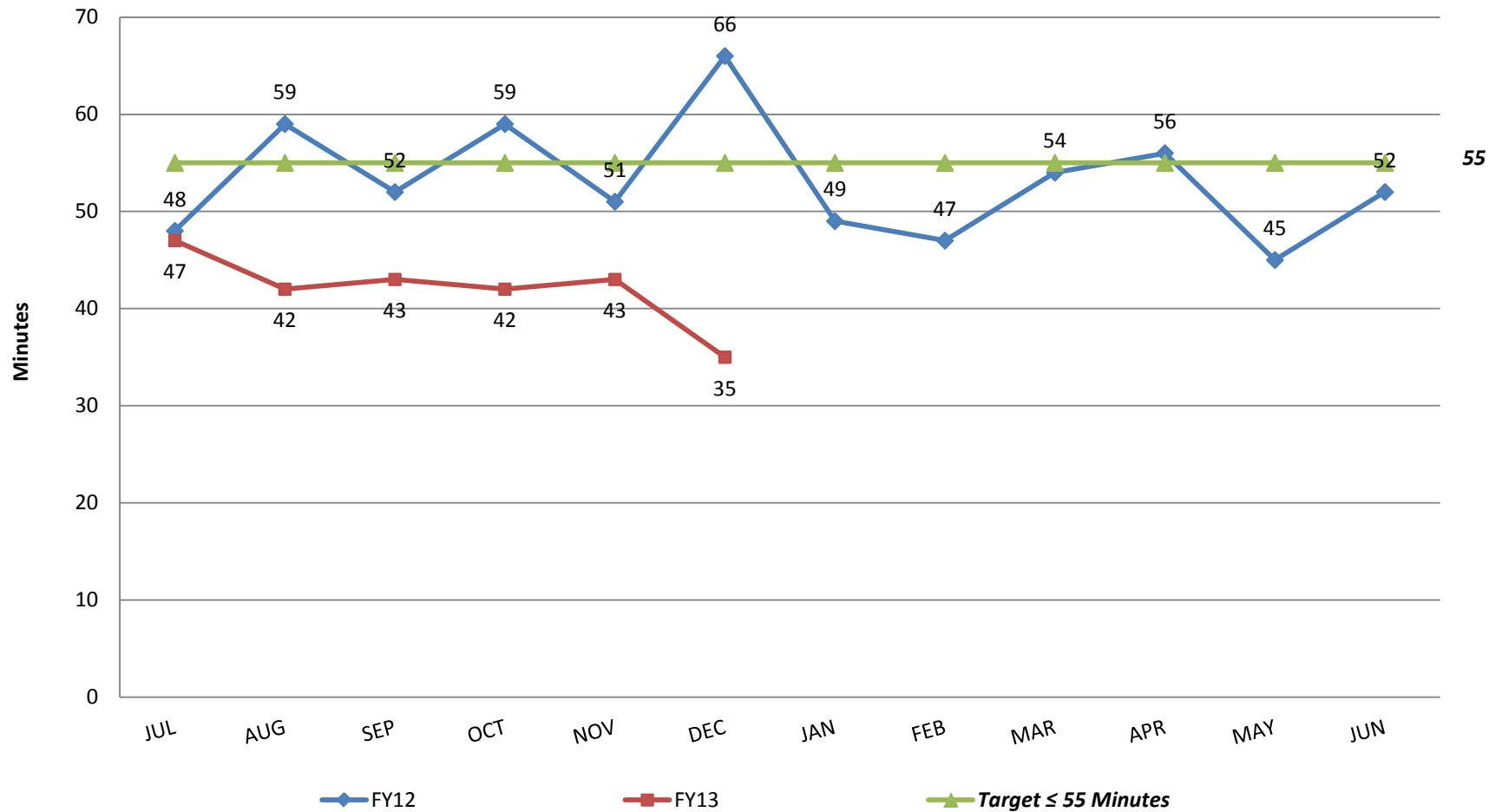
Technical Services
Ferry Boat Deadhead / Idle Time
2012





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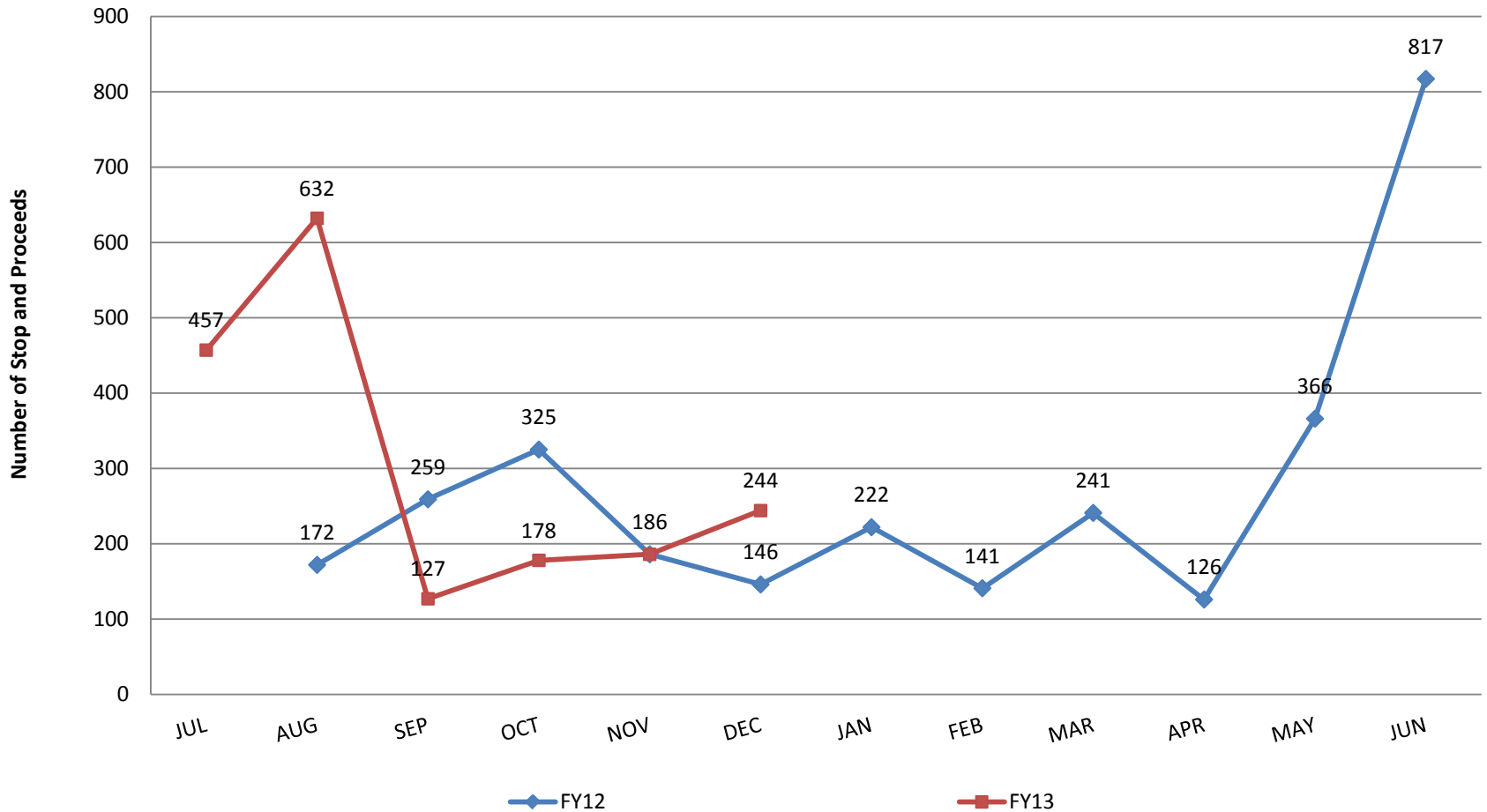
Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





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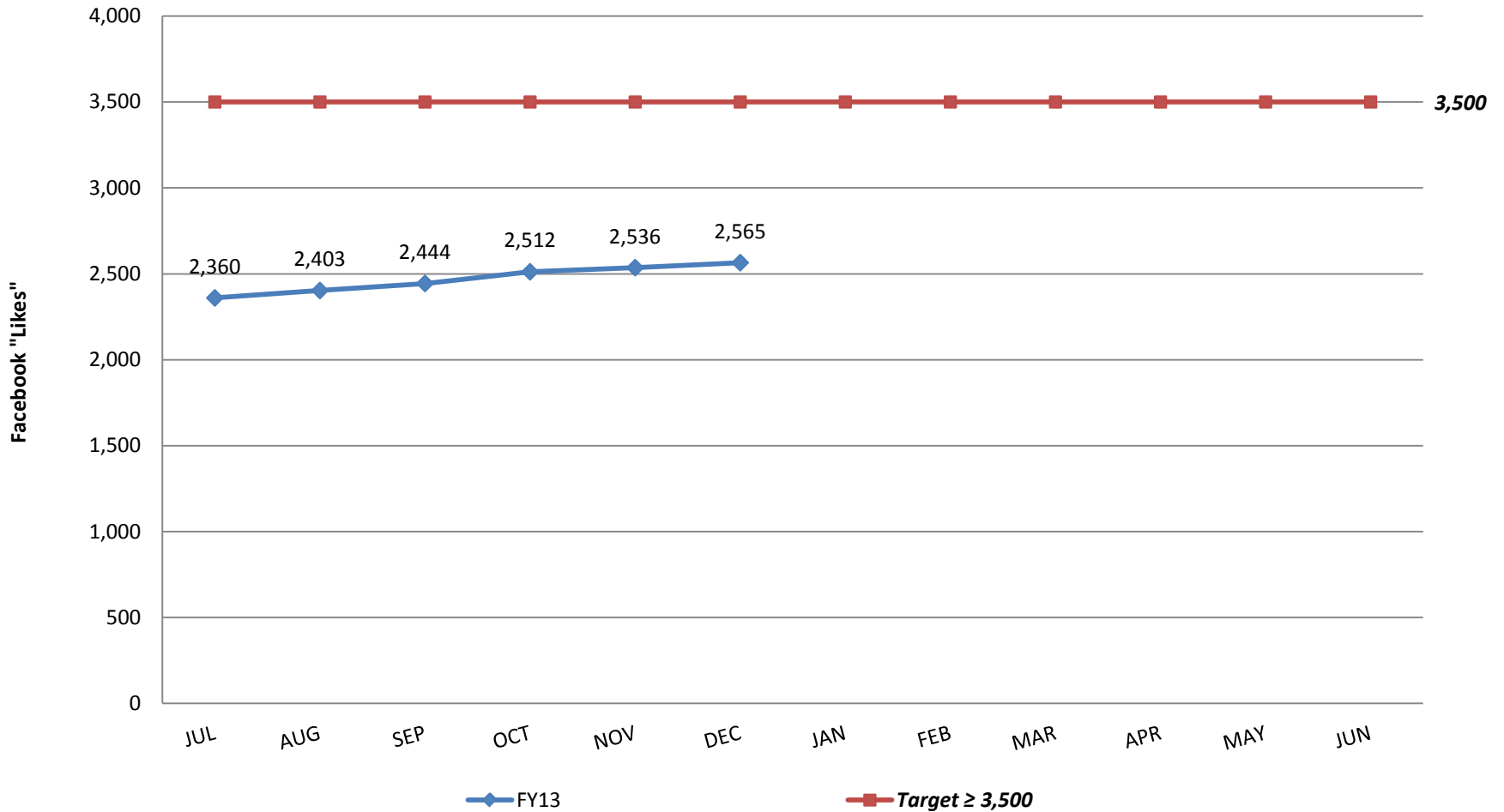
Technical Services
Central Business District Stop and Proceeds
FY12 / FY13





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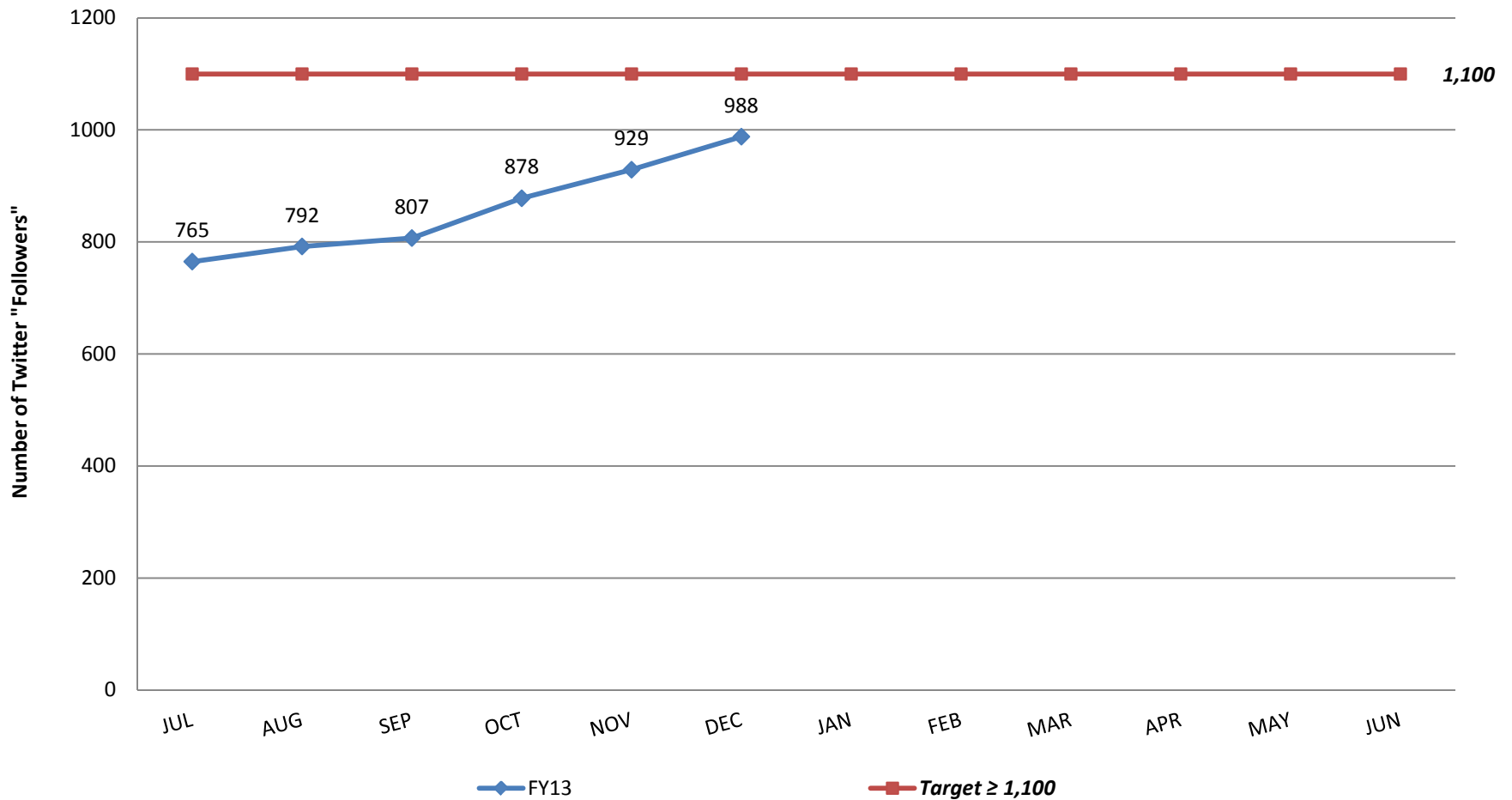
Operations Information
Social Media - Facebook "Likes"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Social Media - Twitter "Followers"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Positive vs. Negative News Articles
2012

