

Transit Operations

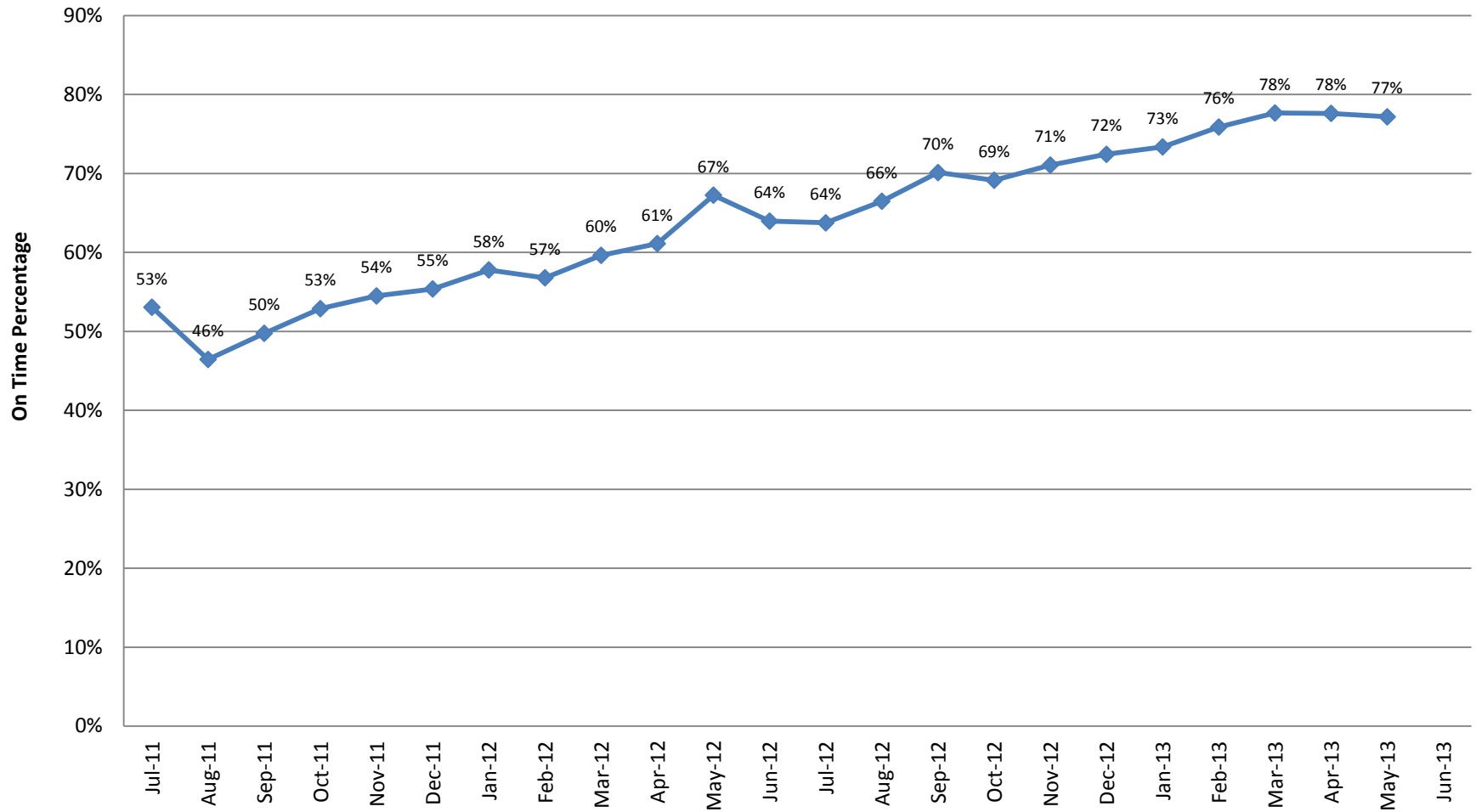
Key Performance Indicator Report

May 2013

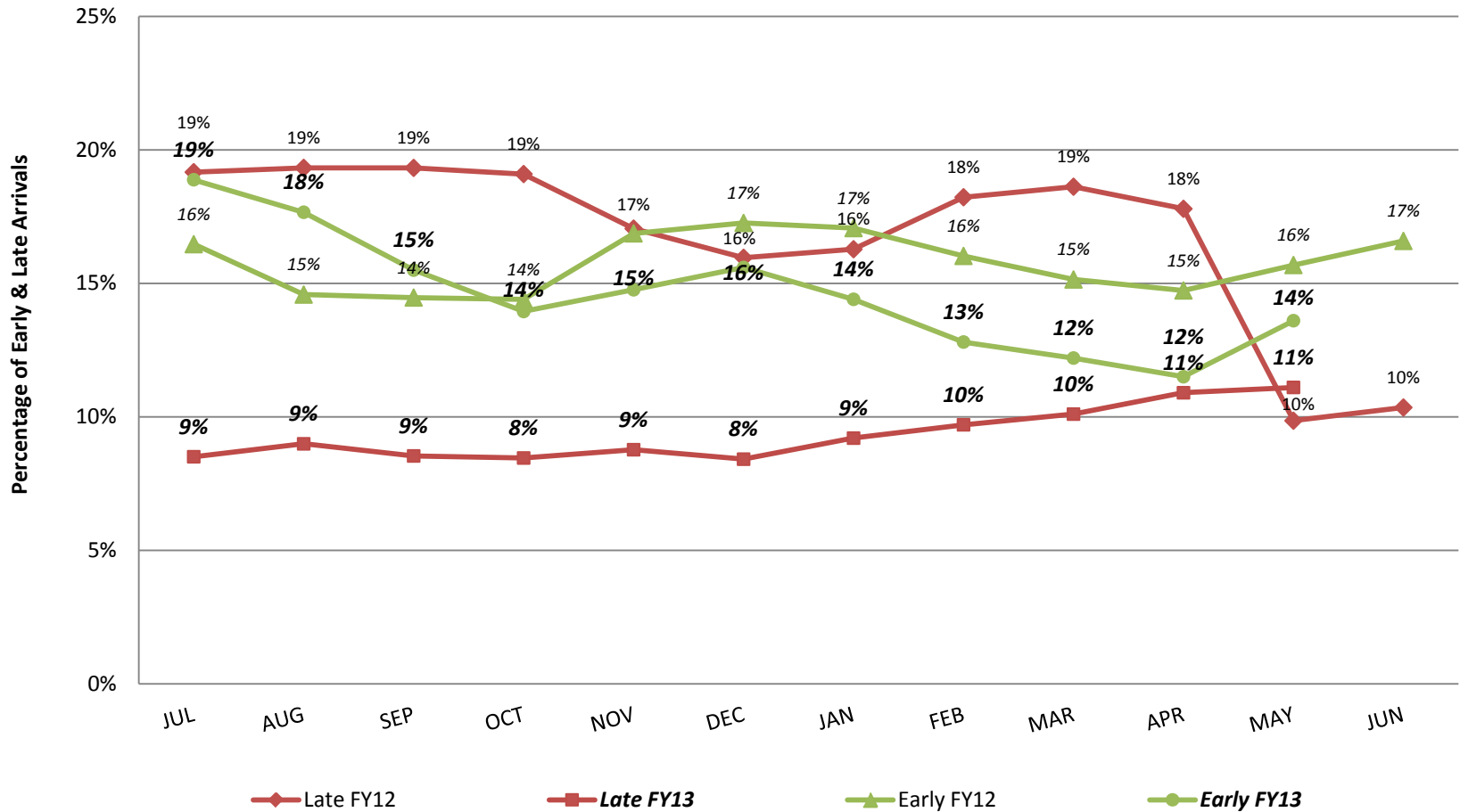


HAMPTON ROADS TRANSIT

Bus Transportation
On Time Performance
FY12 / FY13



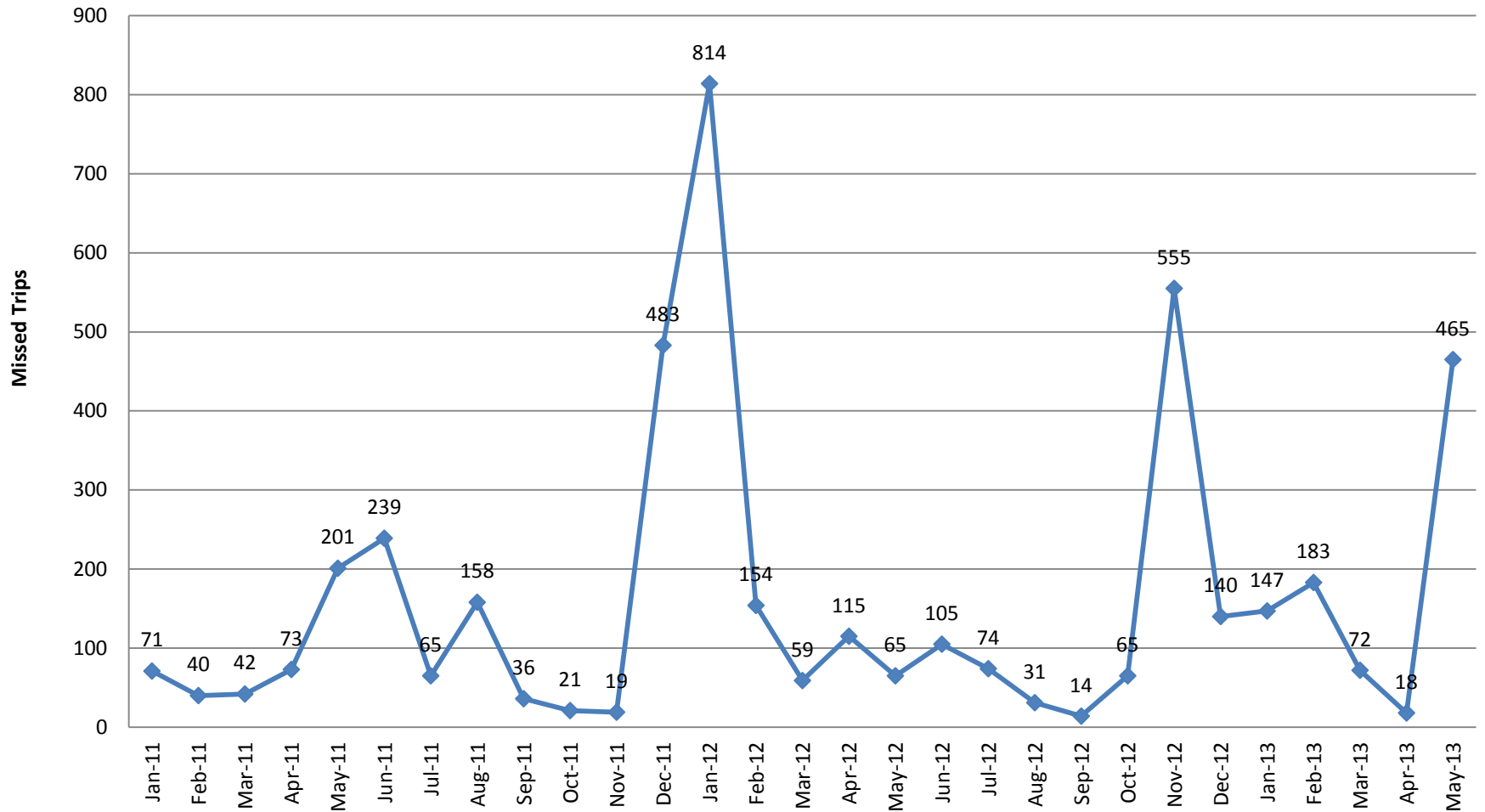
Bus Transportation
Early & Late Arrivals
FY12 / FY13





HAMPTON ROADS TRANSIT

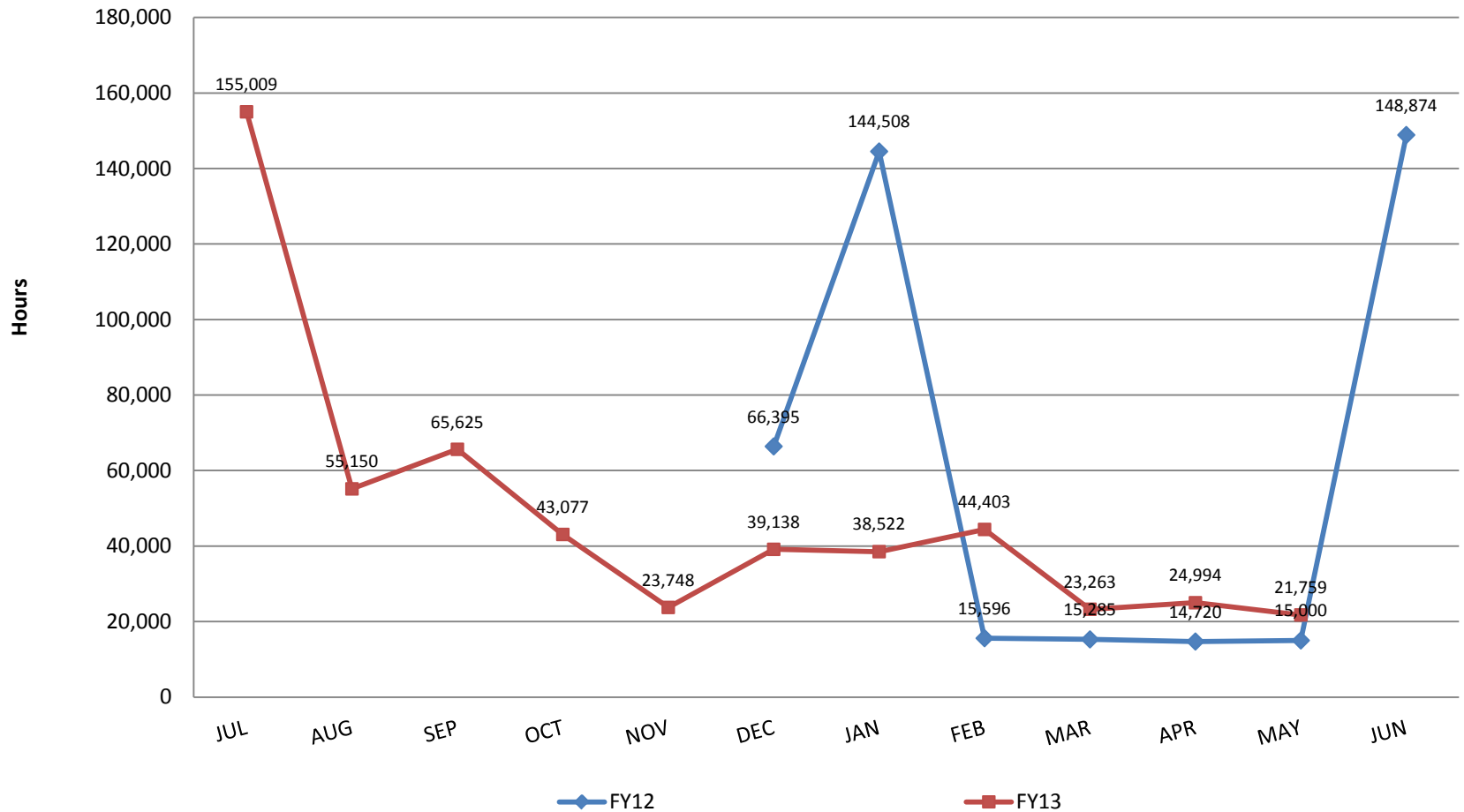
Bus Transportation
Total HASTUS Reported Cancelled (Missed) Trips
January 2011 - May 2013





HAMPTON ROADS TRANSIT

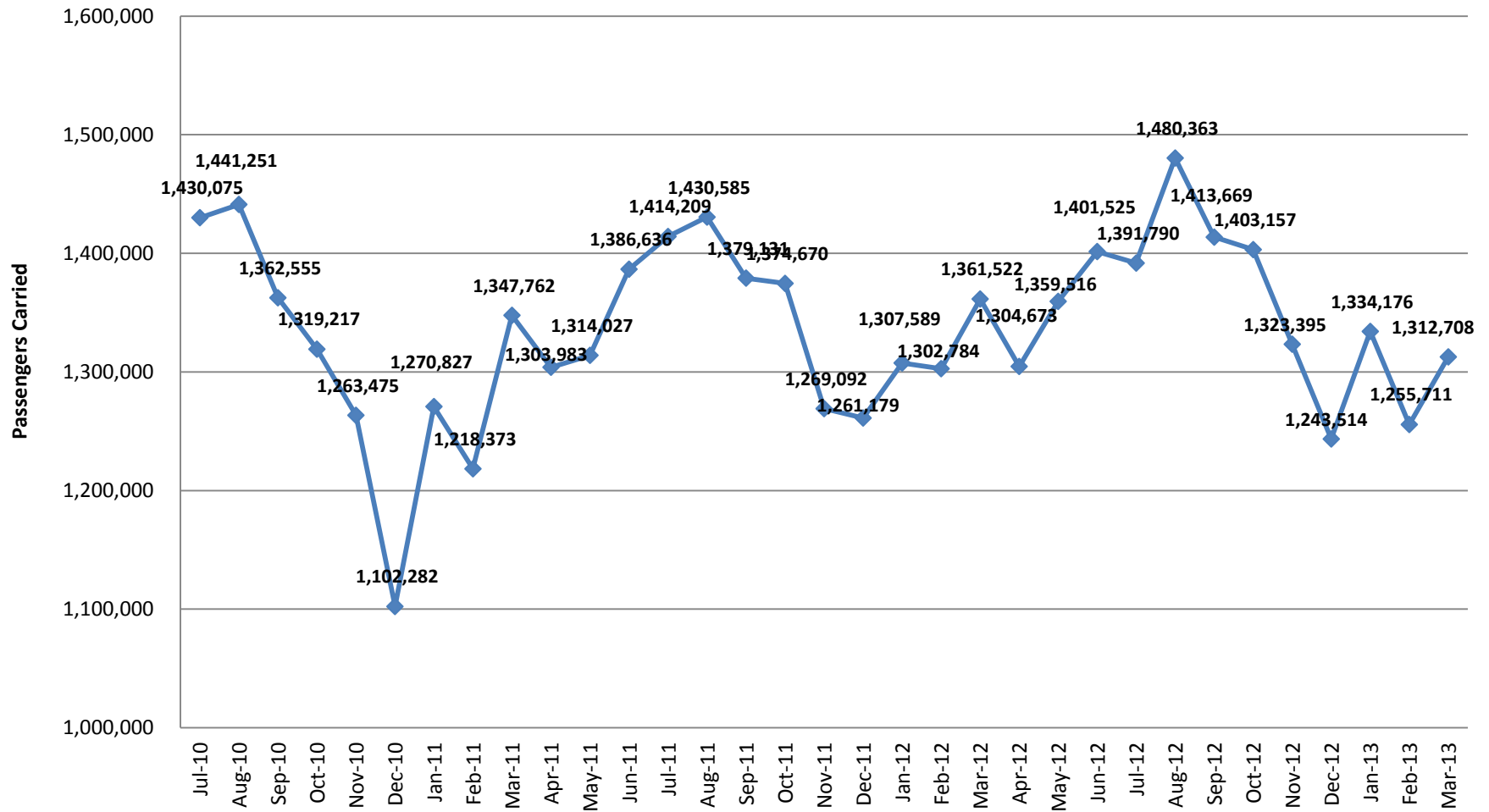
Bus Transportation
Idle Time Hours
FY12 / FY13





HAMPTON ROADS TRANSIT

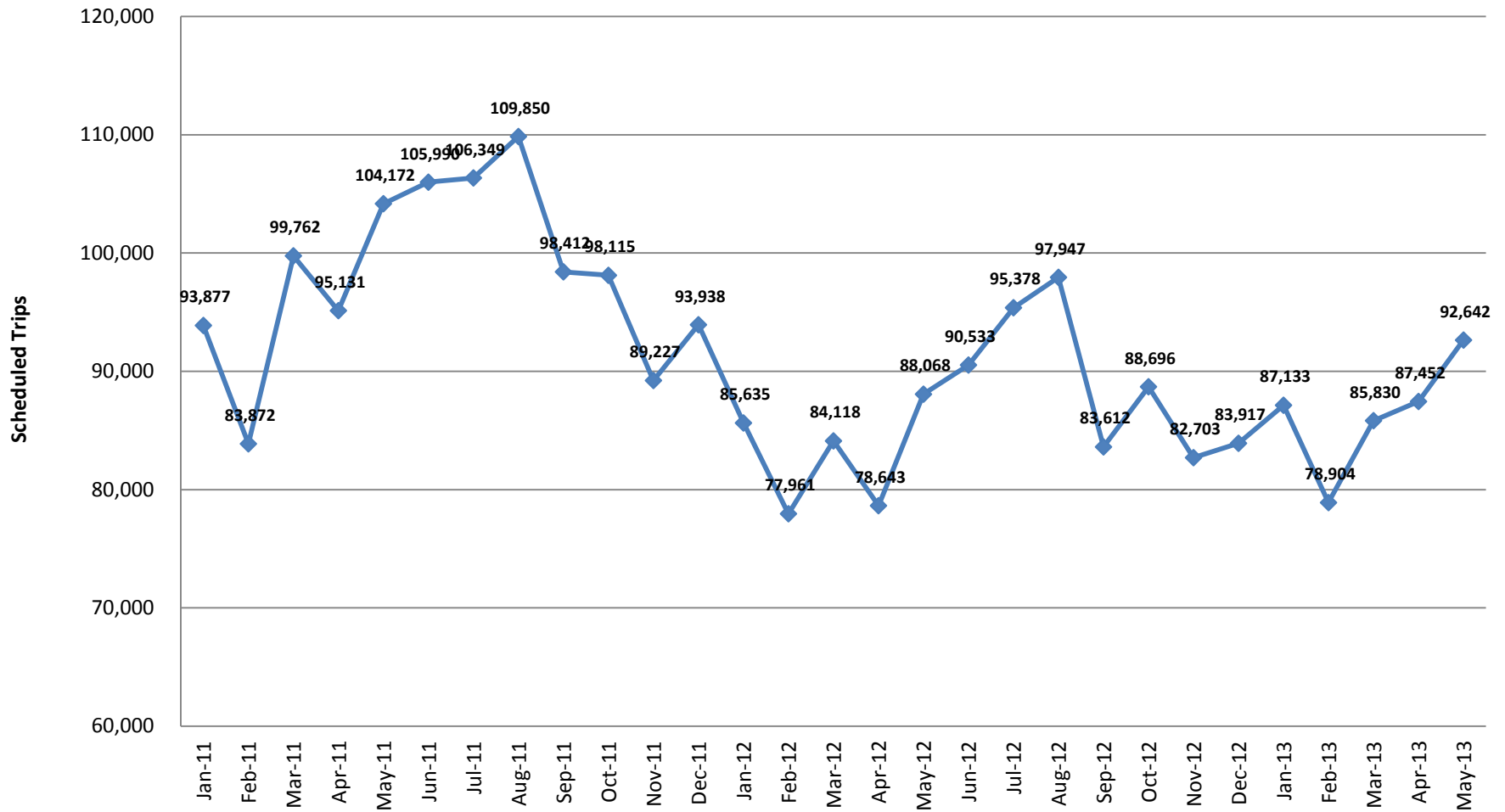
Bus Transportation
Ridership
FY11 / FY12 / FY13





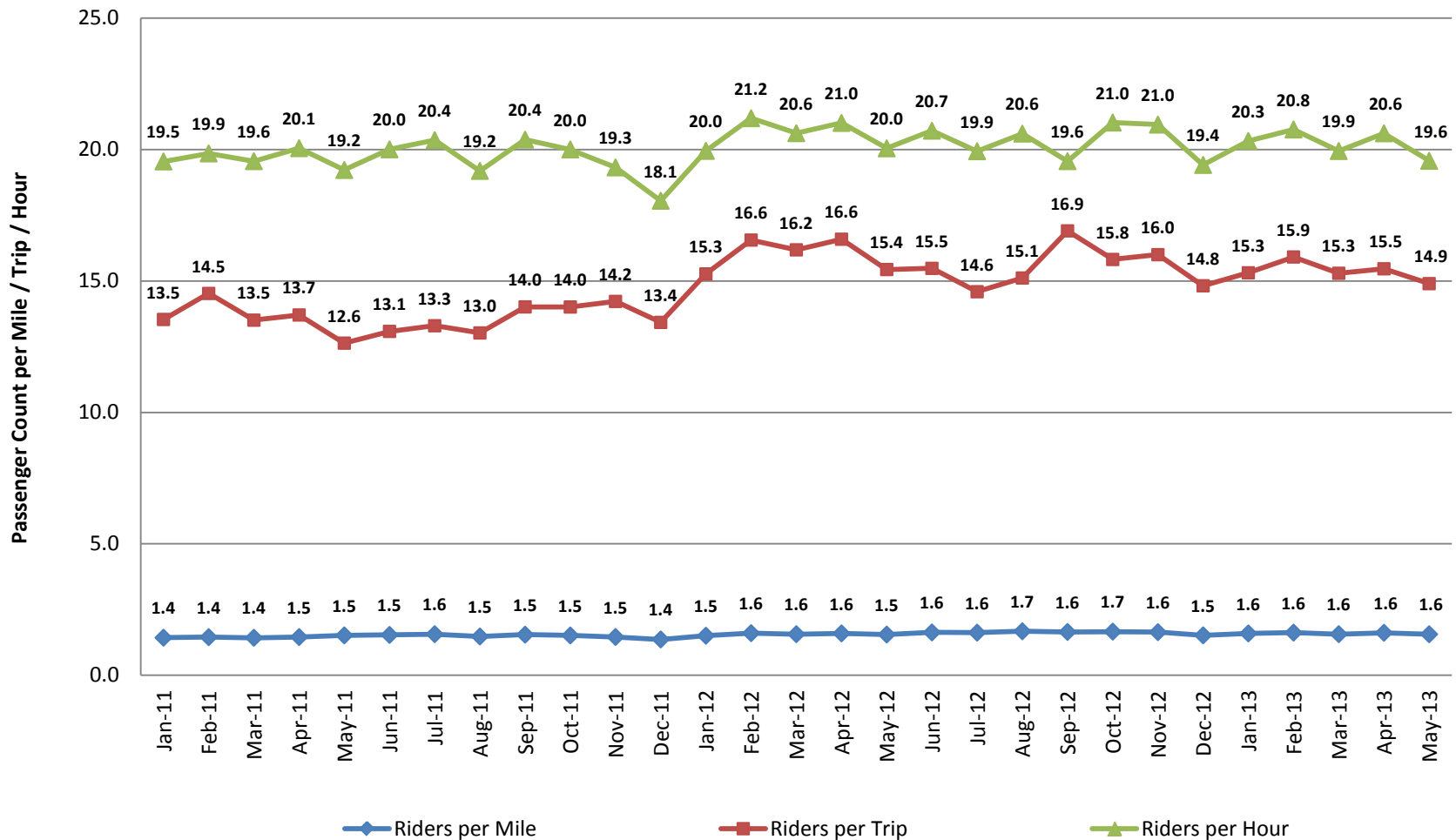
HAMPTON ROADS TRANSIT

Bus Transportation
Scheduled Trips
January 2011 - May 2013



Bus Transportation

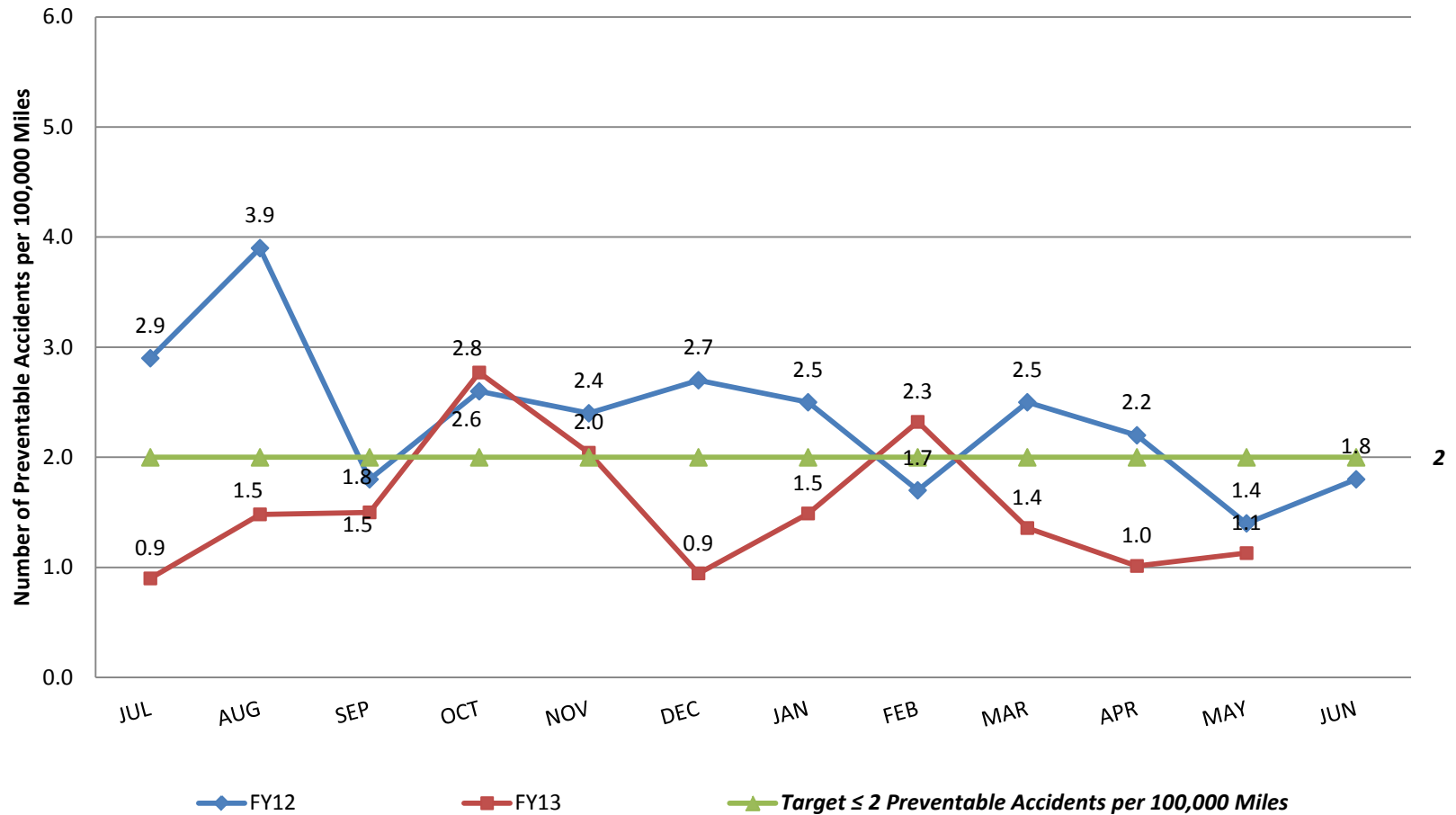
Ridership per Service Mile / Scheduled Trip / Scheduled Service Hour





HAMPTON ROADS TRANSIT

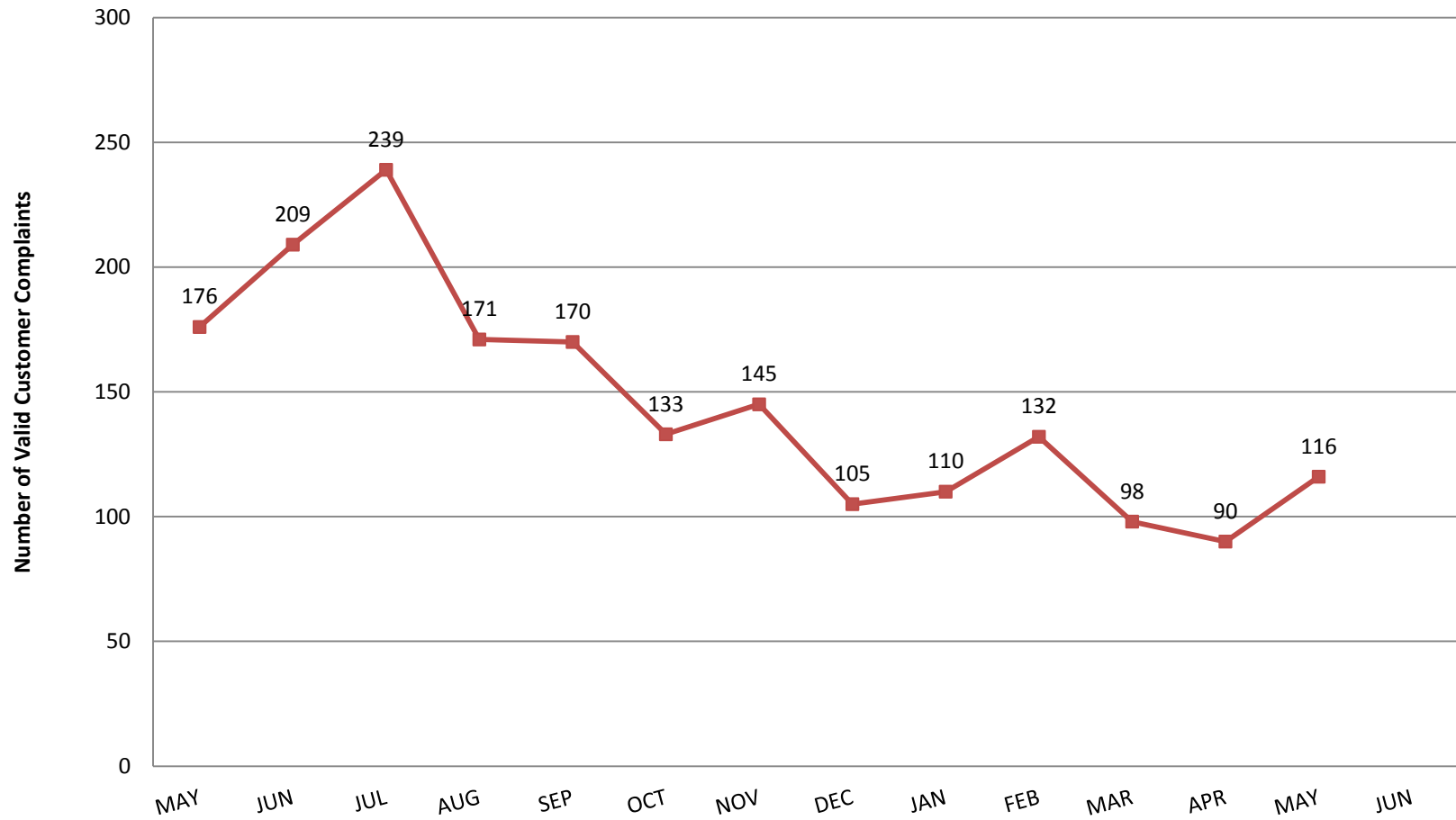
Bus Transportation Preventable Accidents per 100,000 Miles FY12 / FY13





HAMPTON ROADS TRANSIT

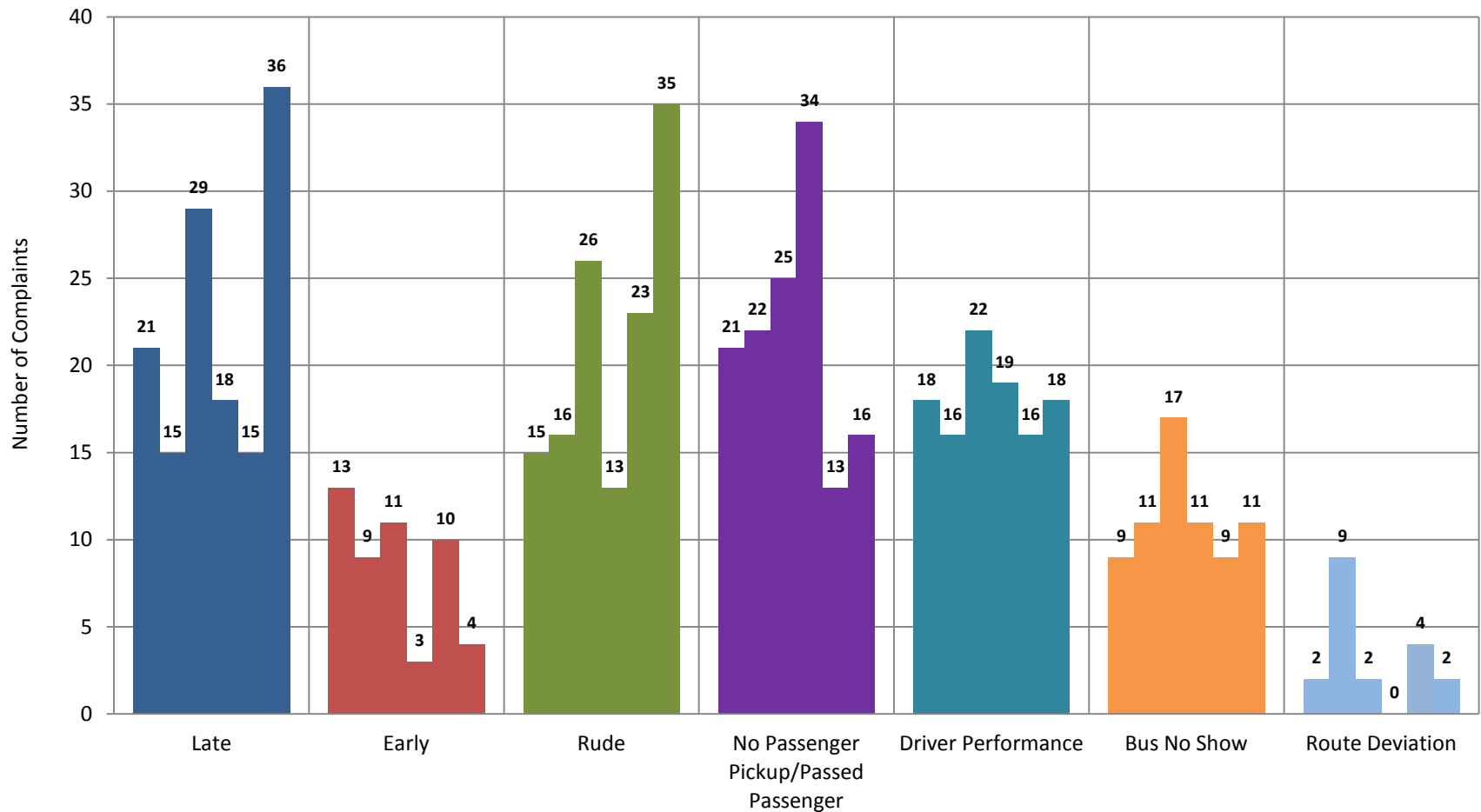
Bus Transportation
Total Valid Customer Complaints
FY13





HAMPTON ROADS TRANSIT

Bus Transportation
Customer Complaints by Type
(most recent 6 month period ending May 31, 2013)

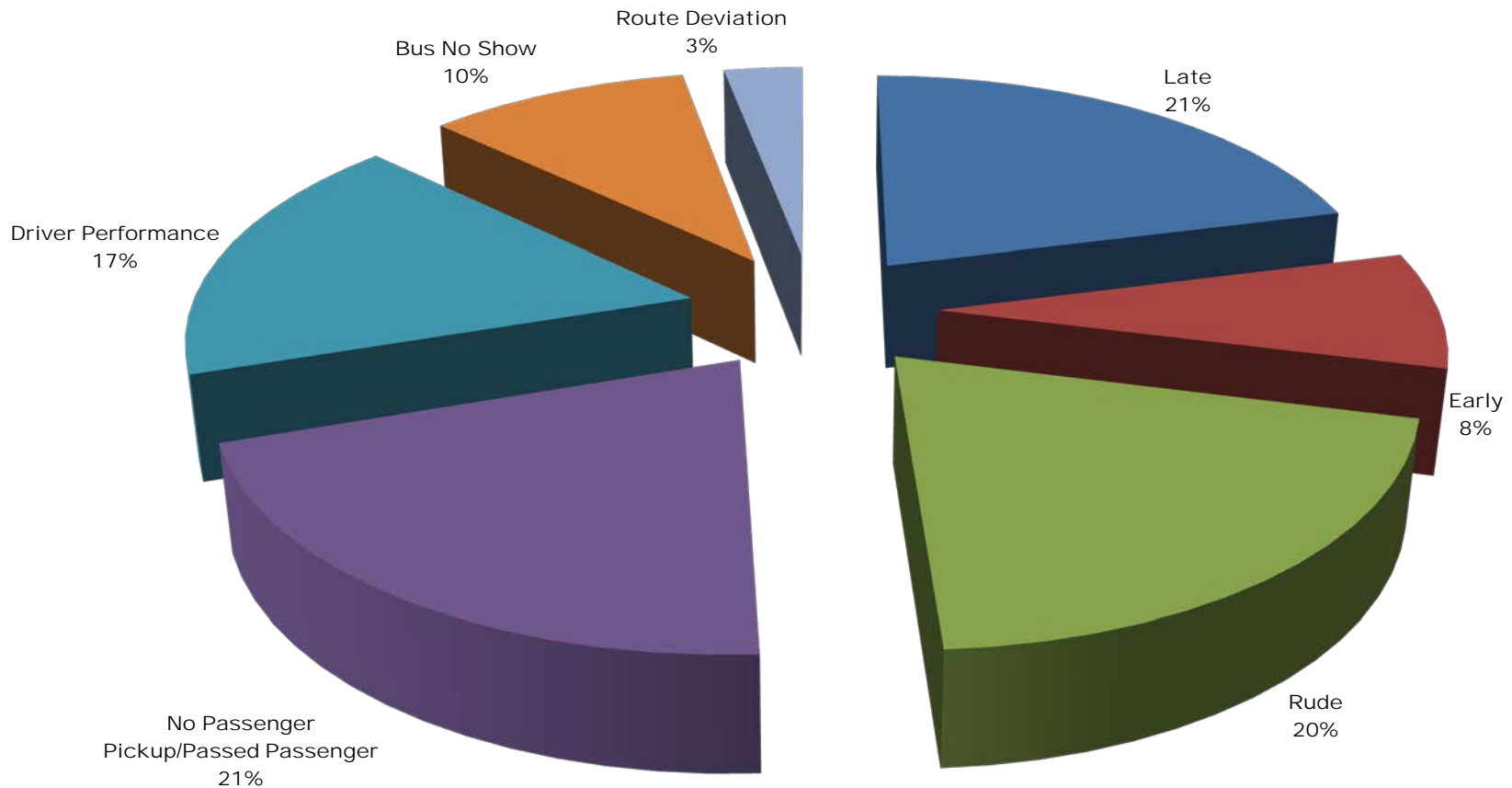




HAMPTON ROADS TRANSIT

*633 Valid Service related complaints
from November - April*

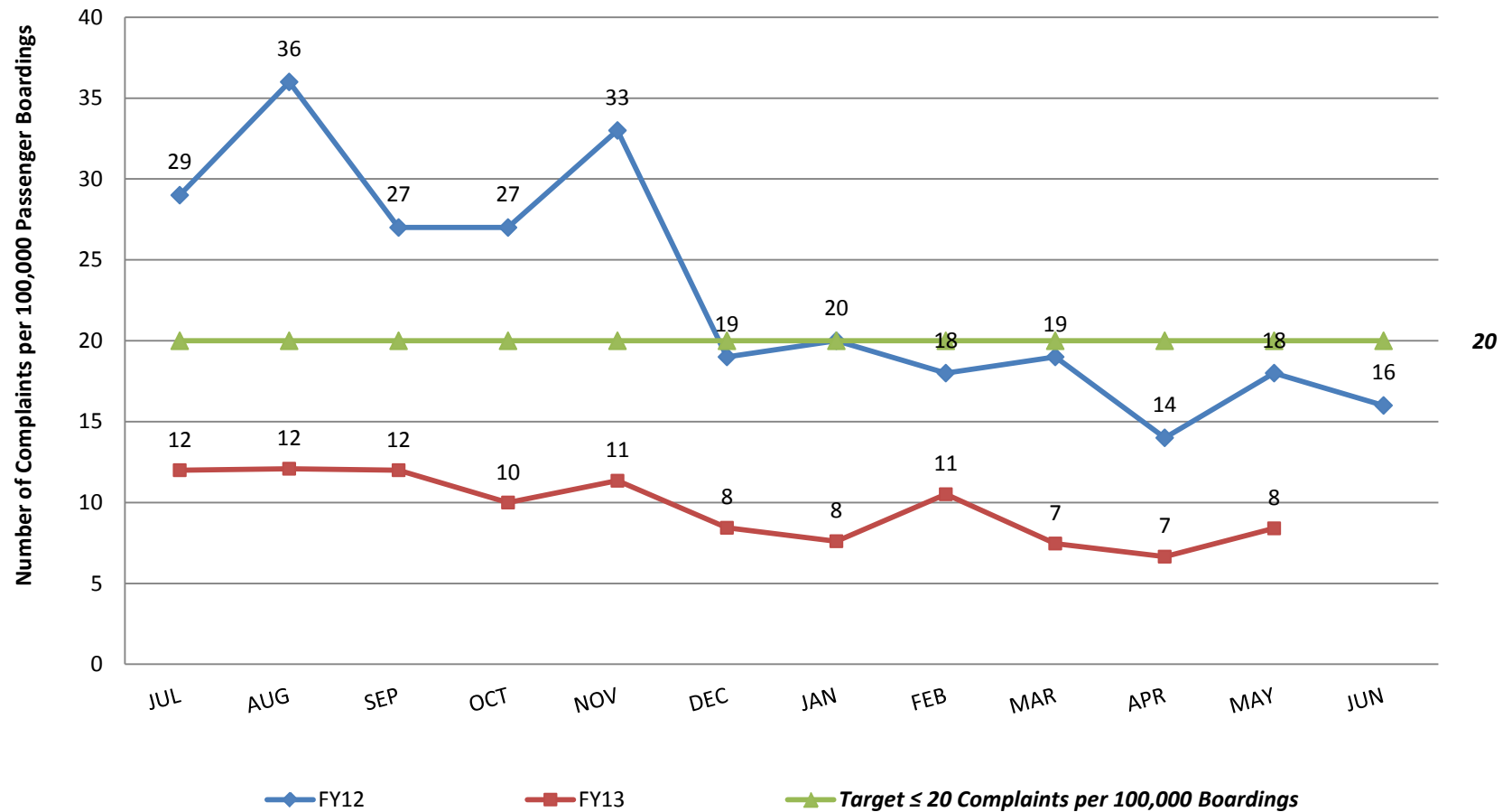
Bus Transportation
Customer Complaints by Type
(most recent 6 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

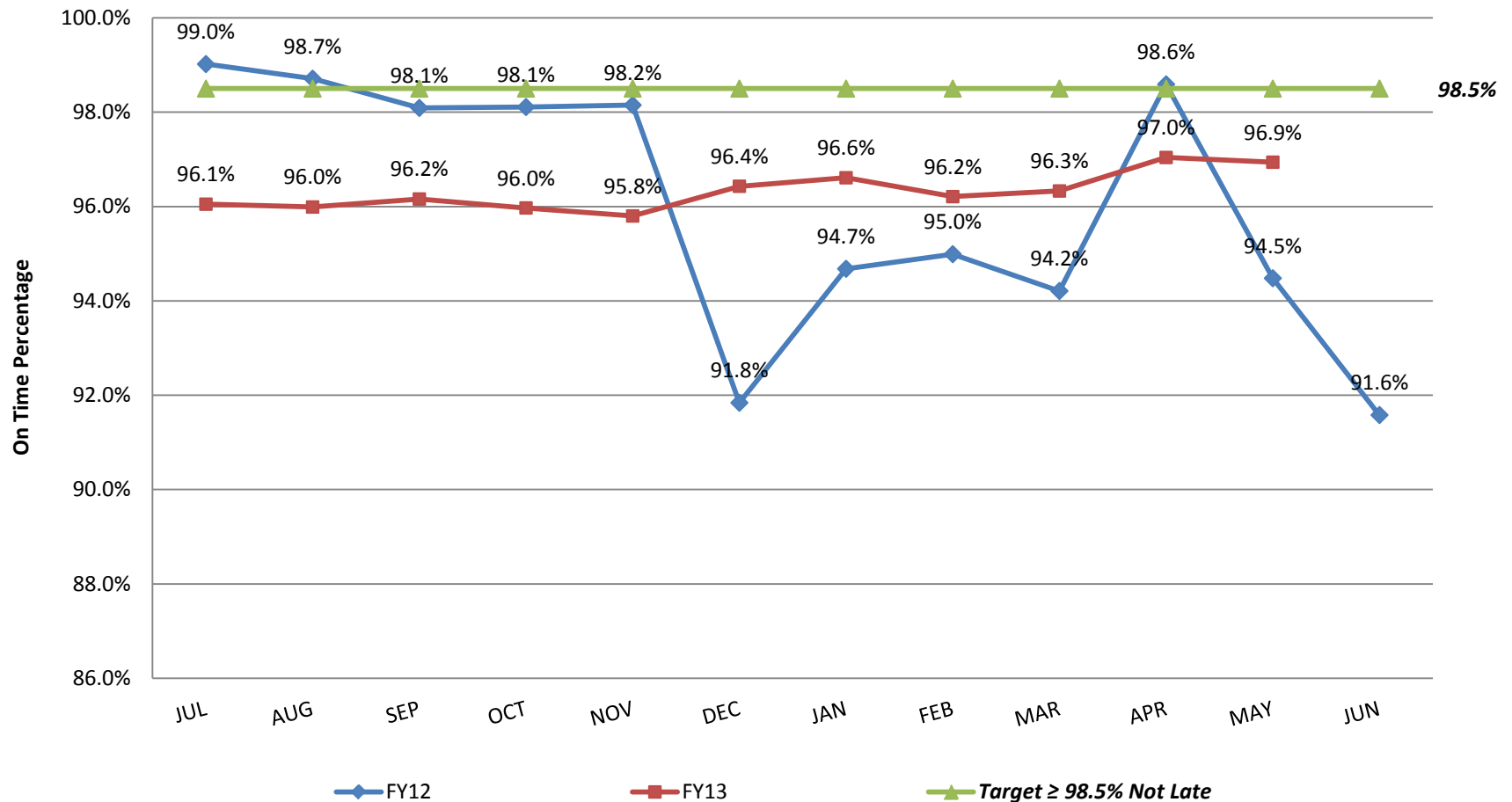
Bus Transportation
Valid Customer Complaints per 100,000 Boardings
FY12 / FY13





HAMPTON ROADS TRANSIT

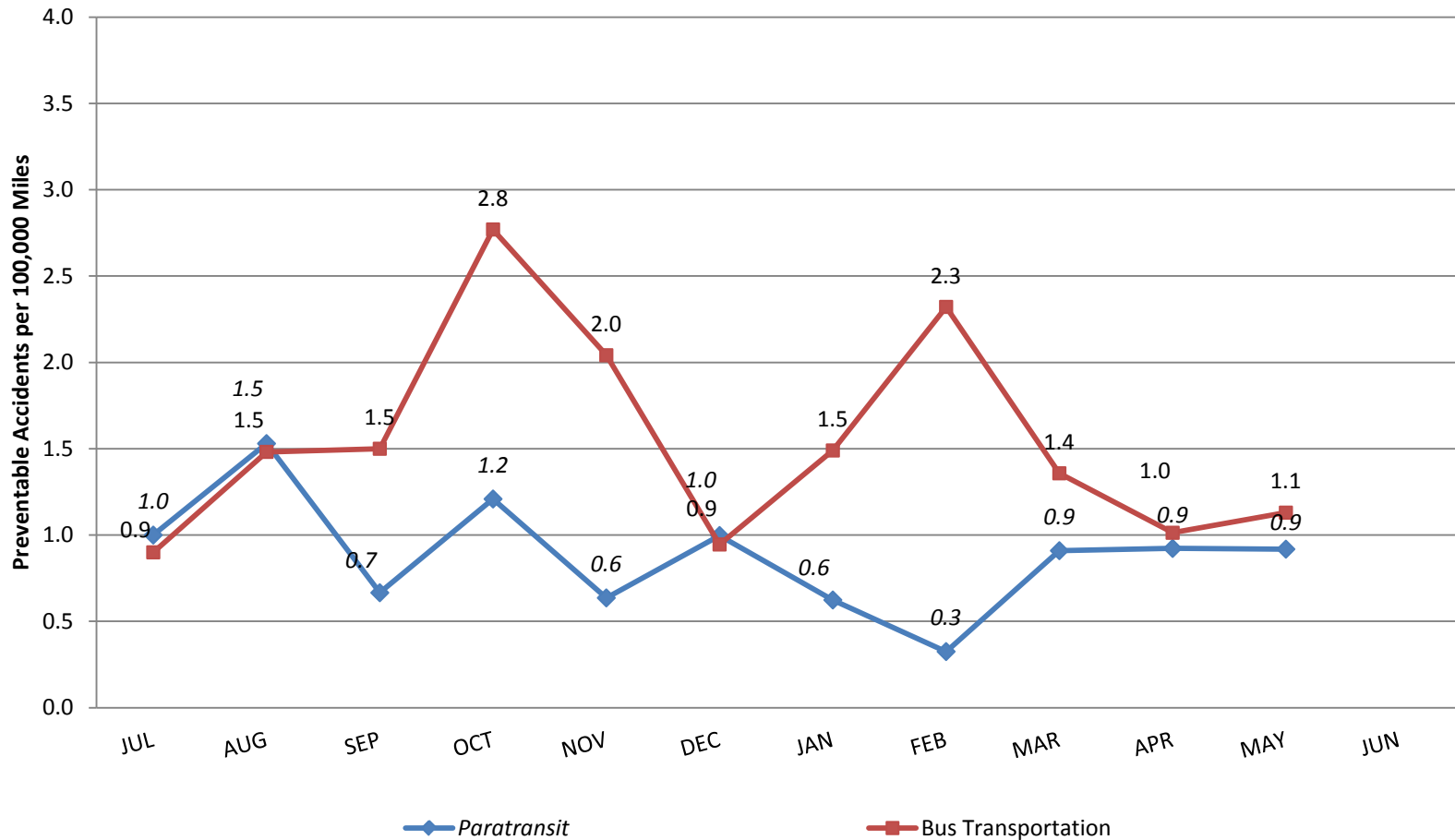
Paratransit On Time Performance FY12 / FY13





HAMPTON ROADS TRANSIT

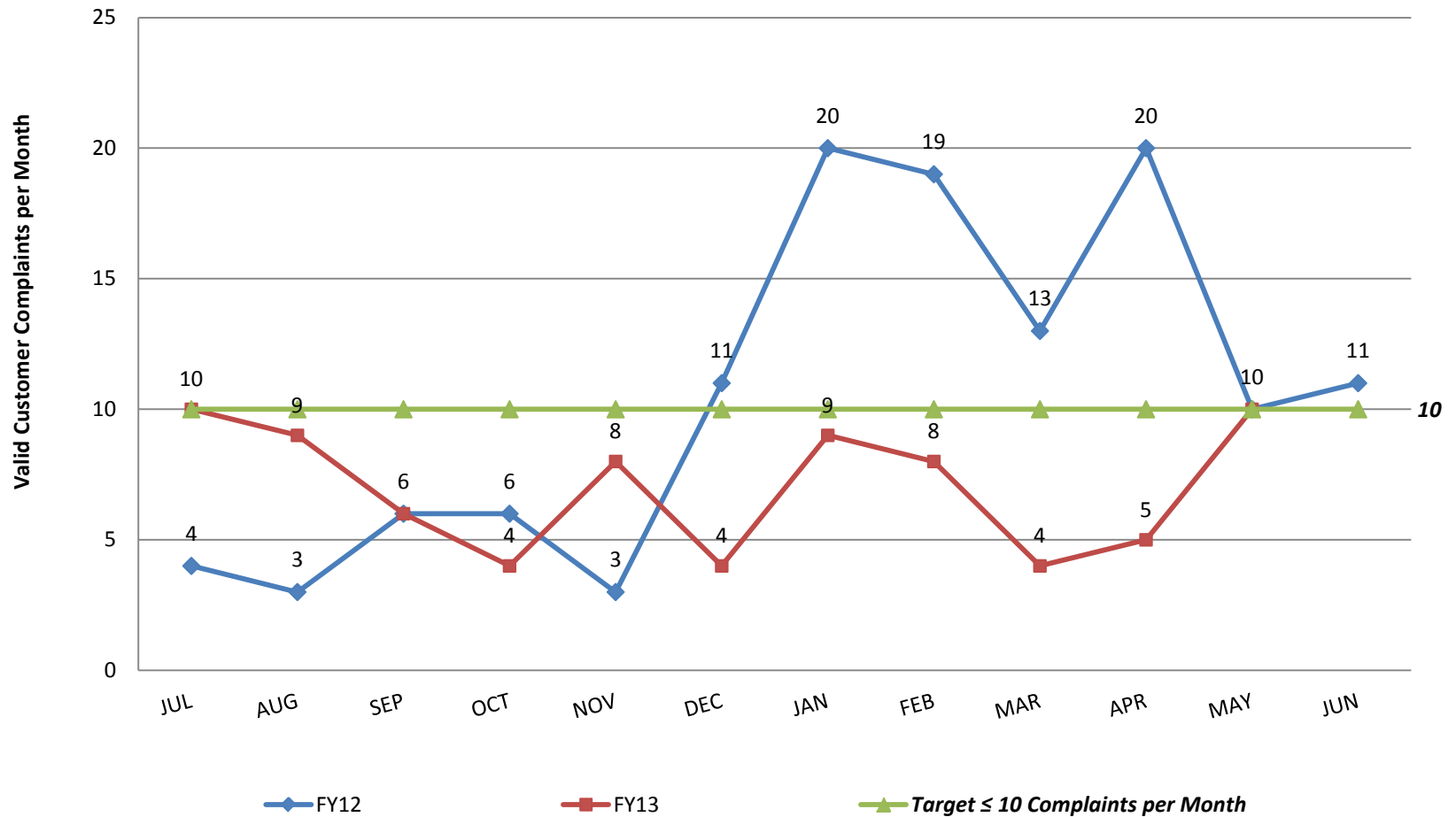
Preventable Accidents per 100,000 Miles
Bus and Paratransit Transportation Services
FY13





HAMPTON ROADS TRANSIT

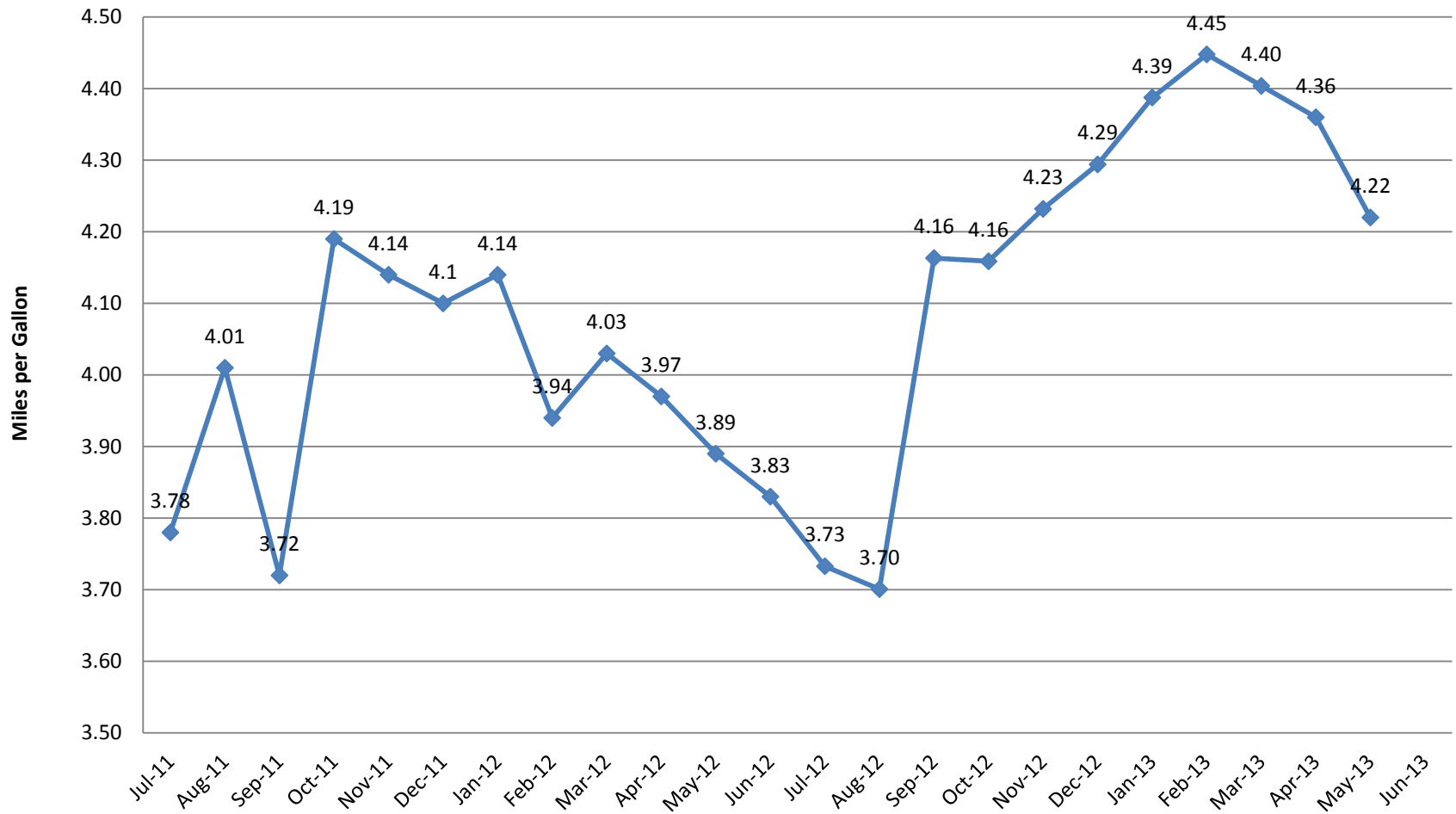
Paratransit
Valid Customer Complaints per Month
FY12 / FY13





HAMPTON ROADS TRANSIT

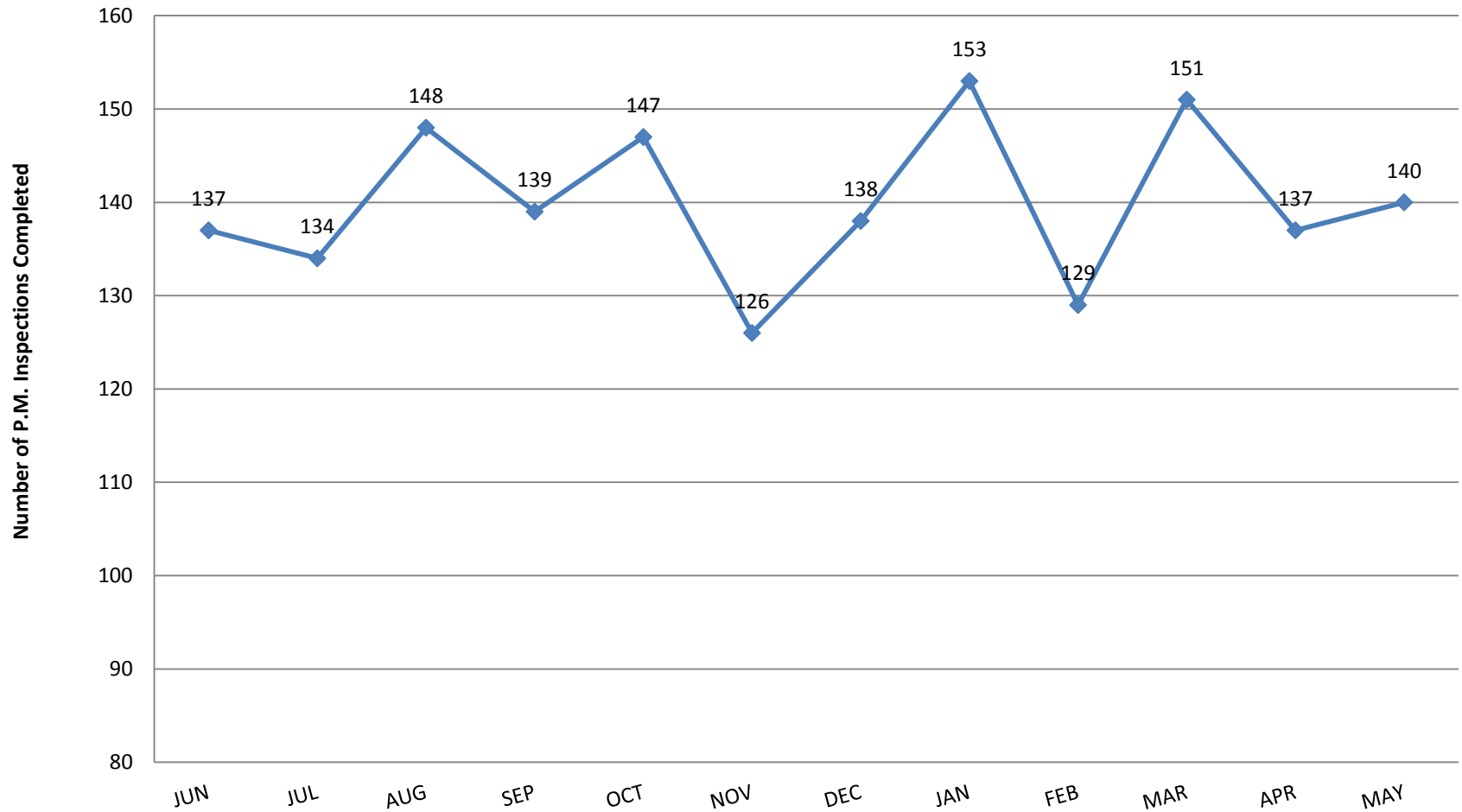
Bus Maintenance
Fleet Fuel Efficiency (MPG)
FY12 / FY13





HAMPTON ROADS TRANSIT

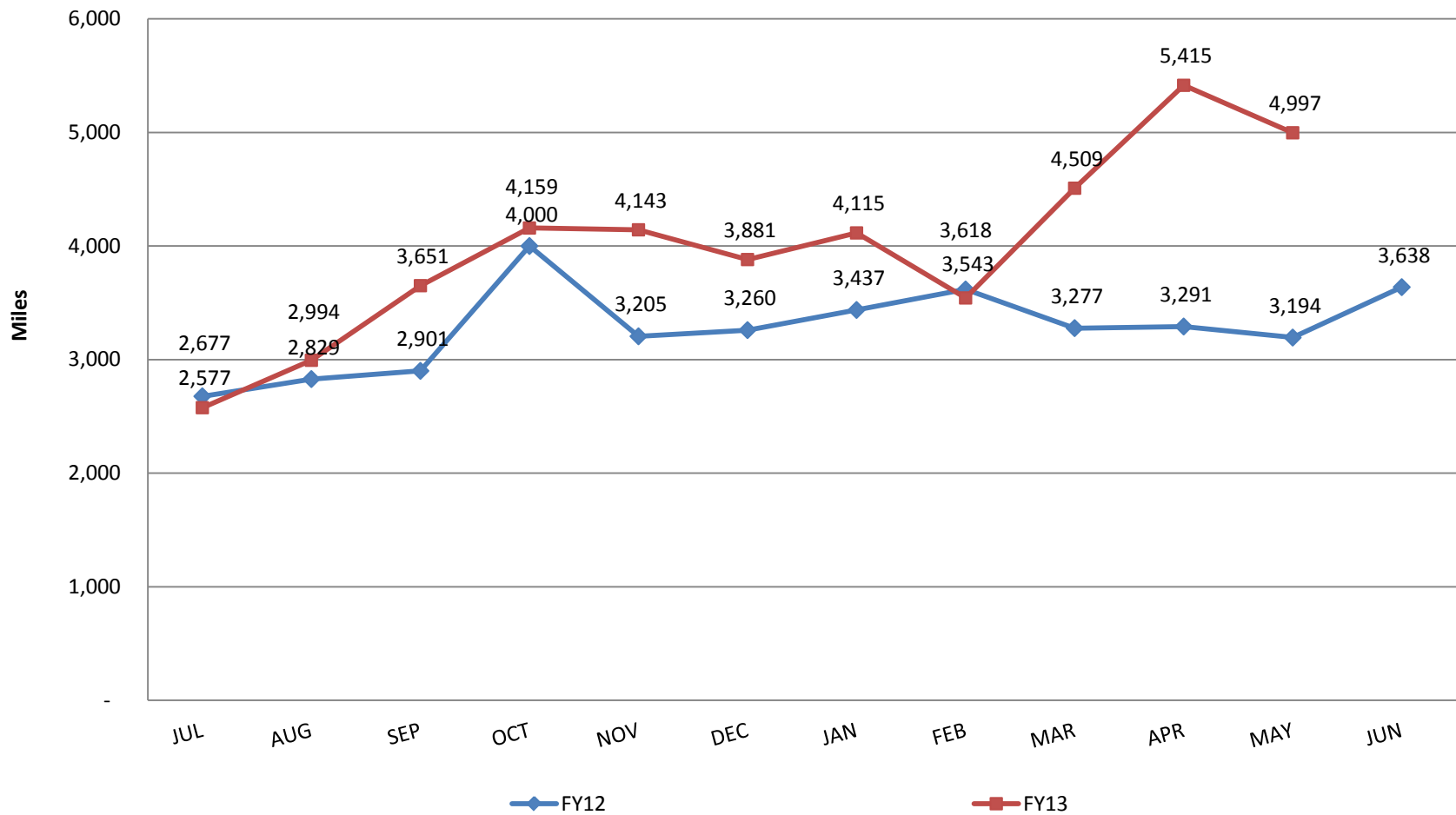
Bus Maintenance
Preventive Maintenance Inspections
(12 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

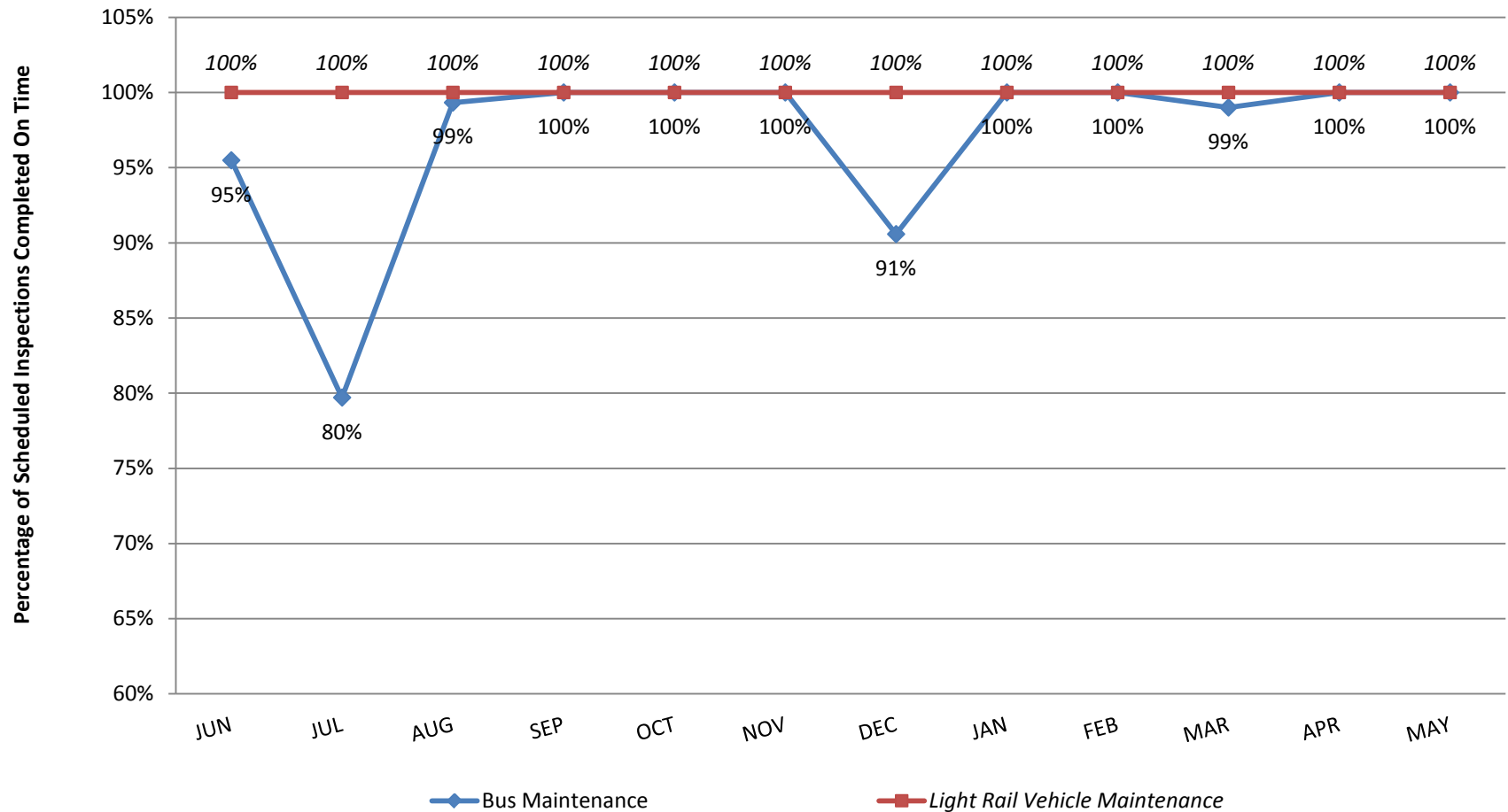
Bus Maintenance
Mean Distance Between Service Interruptions
FY12 / FY13





HAMPTON ROADS TRANSIT

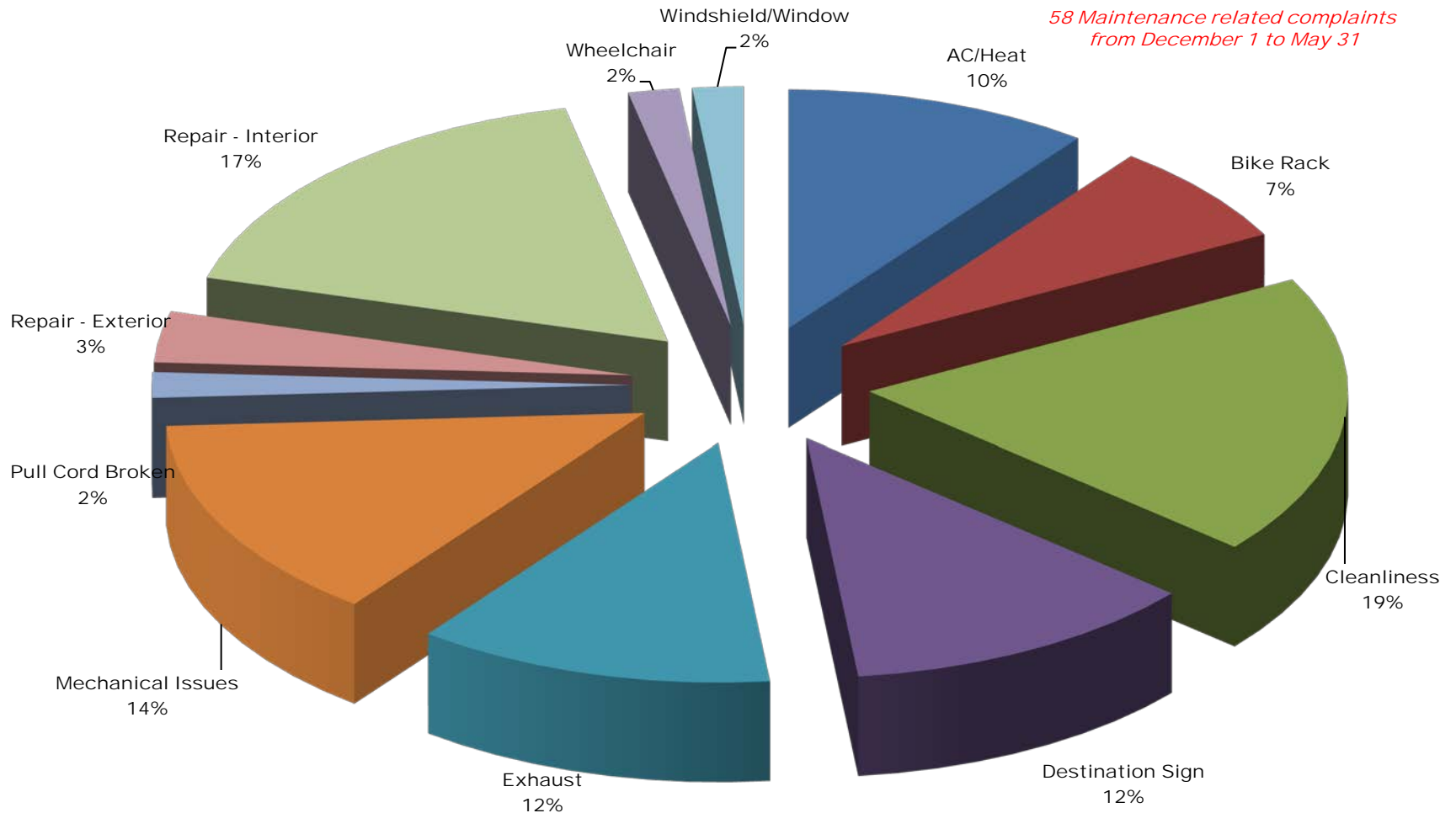
On Time Completion Percentage of Scheduled Preventive Maintenance
Bus and Light Rail Vehicle Maintenance
(most recent 12 month period)





HAMPTON ROADS TRANSIT

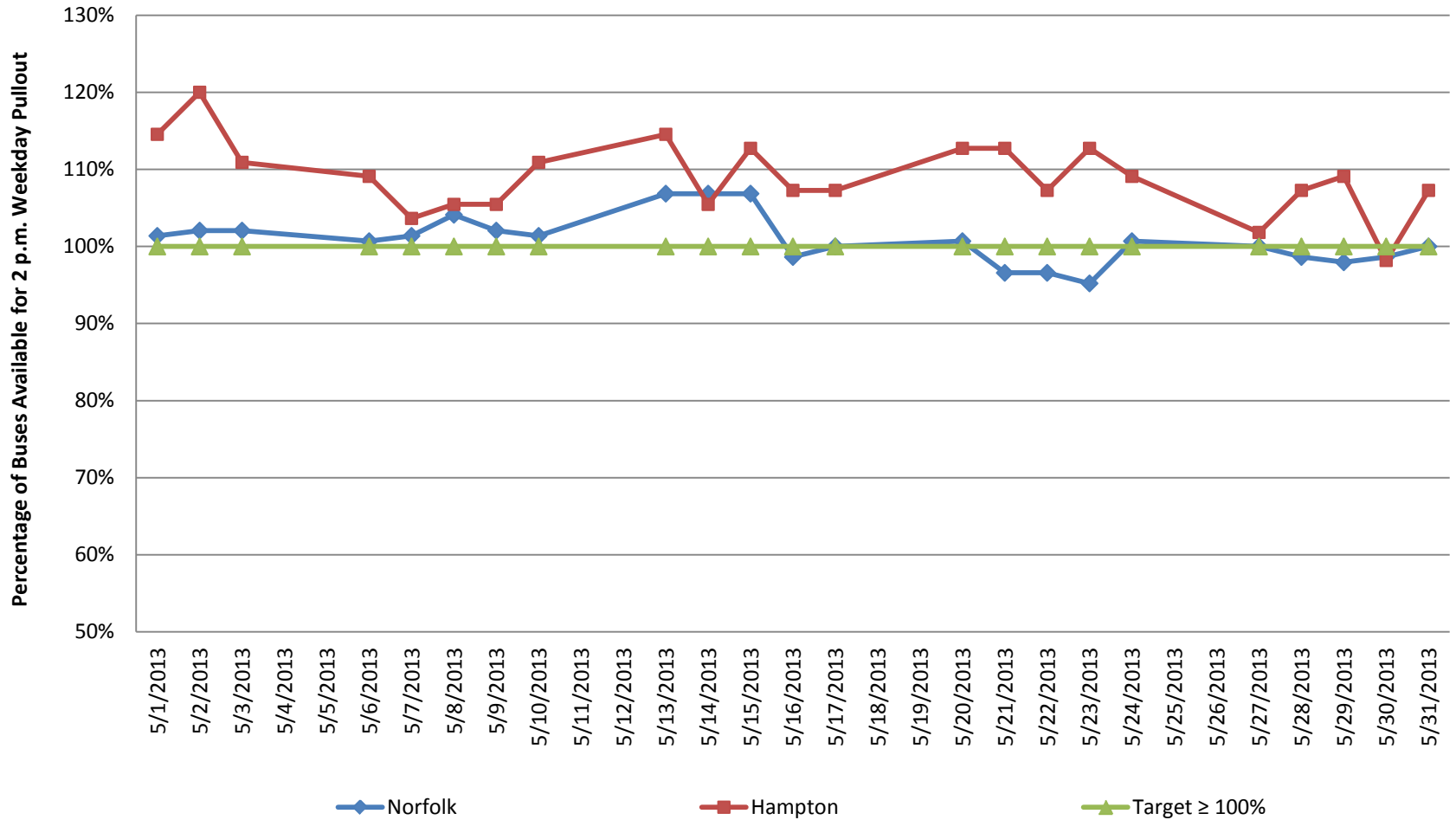
Bus Maintenance
Customer Complaints by Type
(most recent 6 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

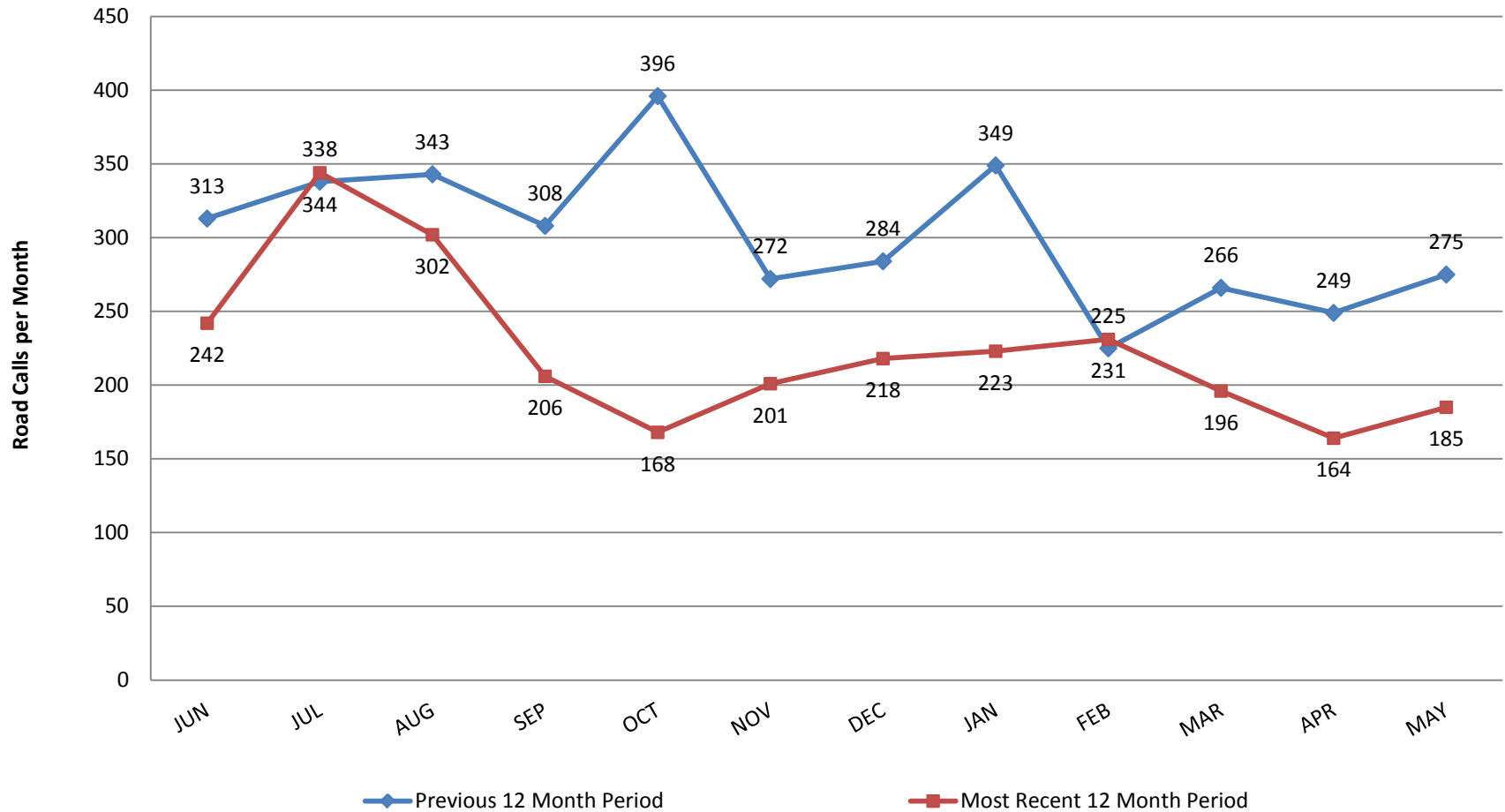
Bus Maintenance
Weekday Pullout (measures Fleet Readiness at 2 p.m.)
May 2013





HAMPTON ROADS TRANSIT

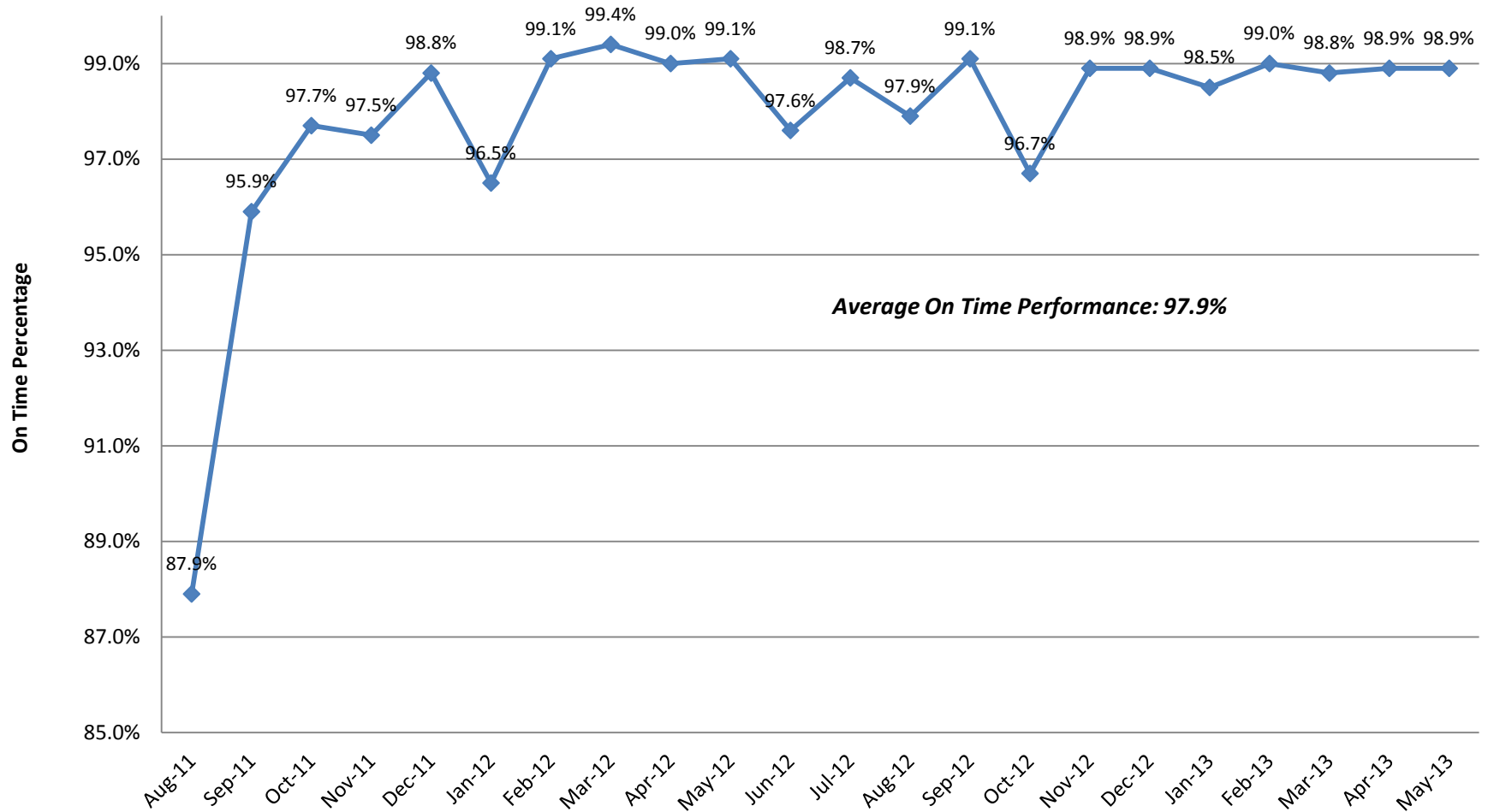
Bus Maintenance
Road Call Summary
(24 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

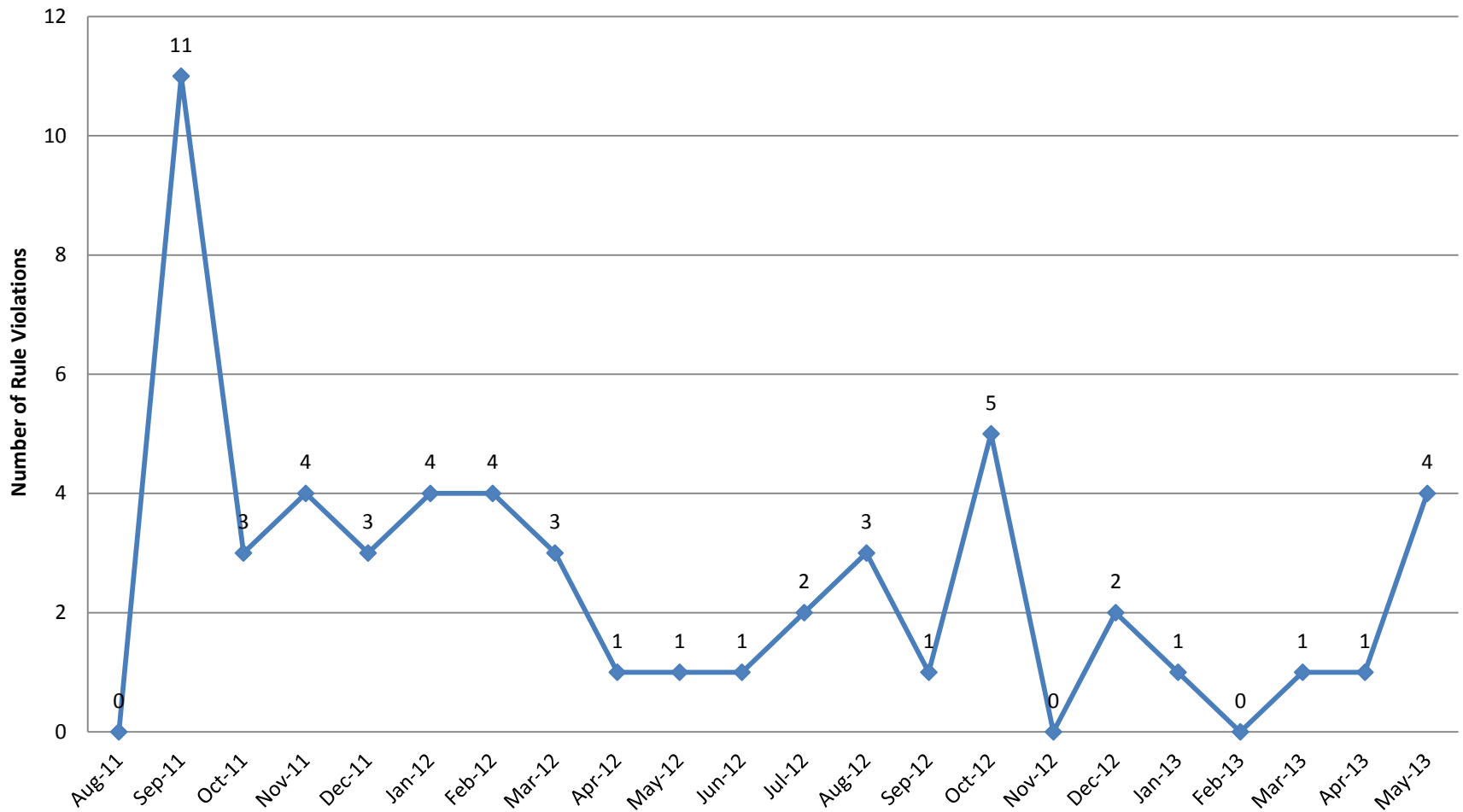
Rail Transportation
On Time Performance
August 2011 - May 2013





HAMPTON ROADS TRANSIT

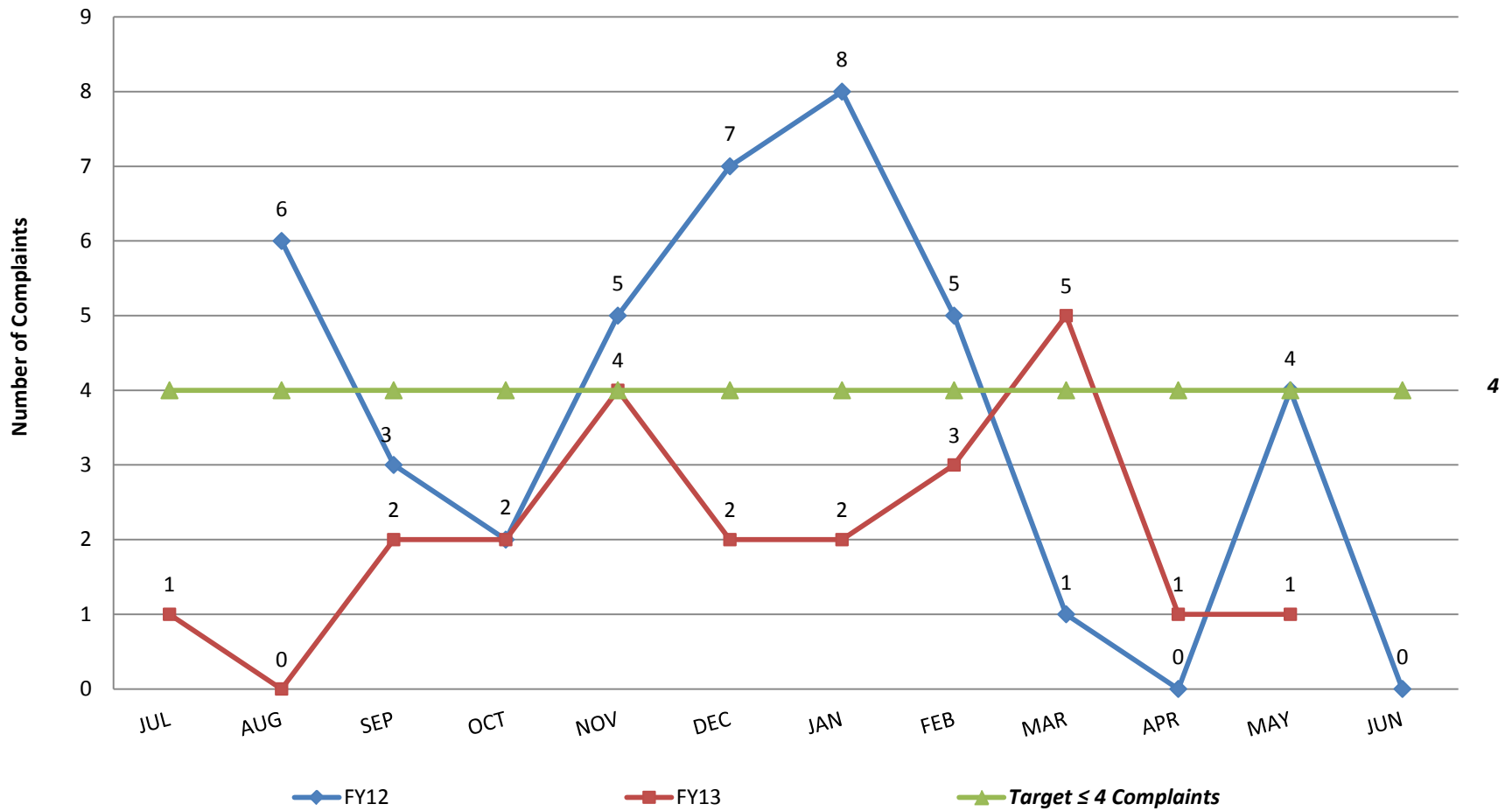
Rail Transportation
Operator Rule Violations
August 2011 - May 2013





HAMPTON ROADS TRANSIT

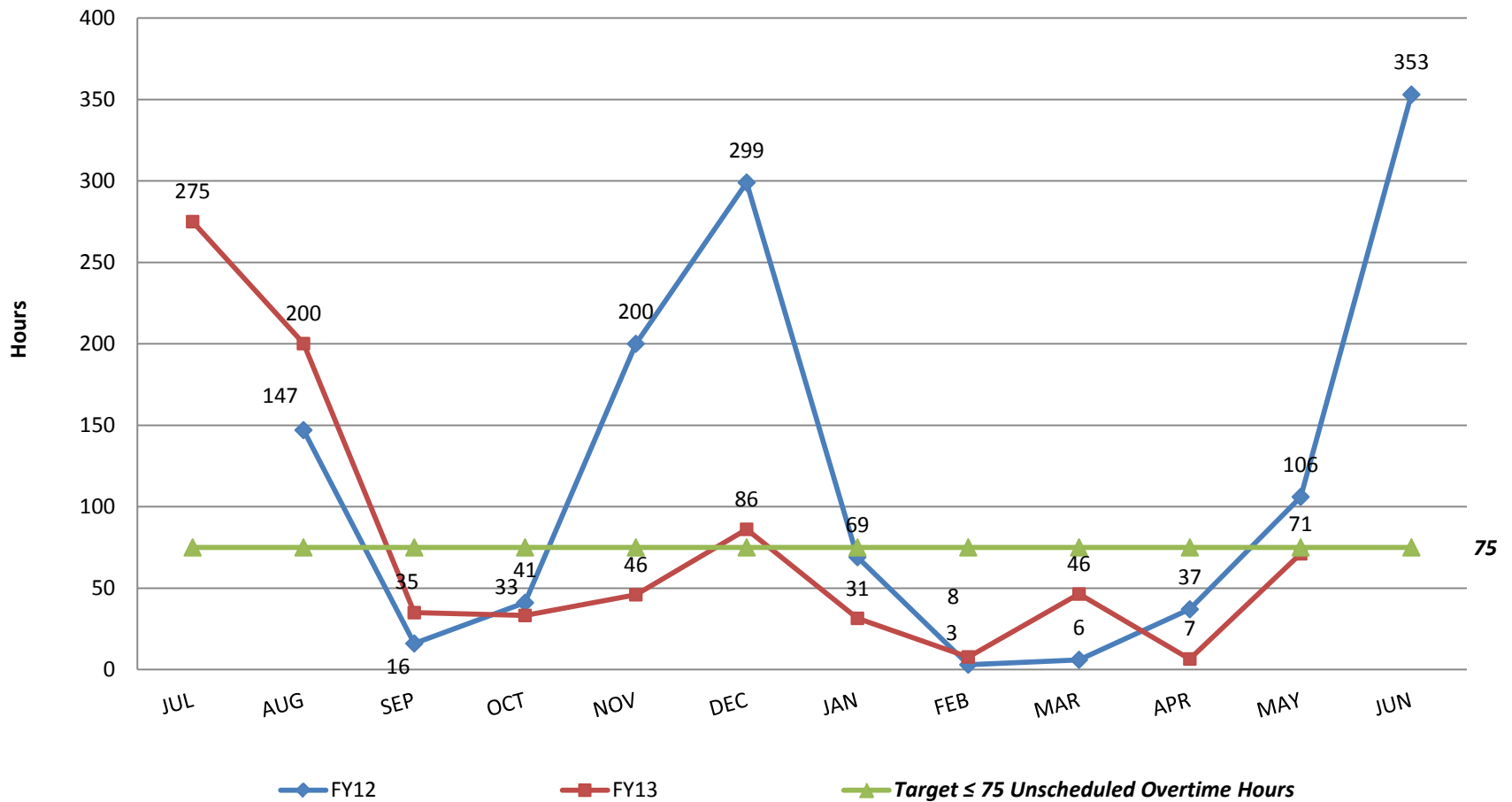
Rail Transportation
Valid Customer Complaints
FY12 / FY13





HAMPTON ROADS TRANSIT

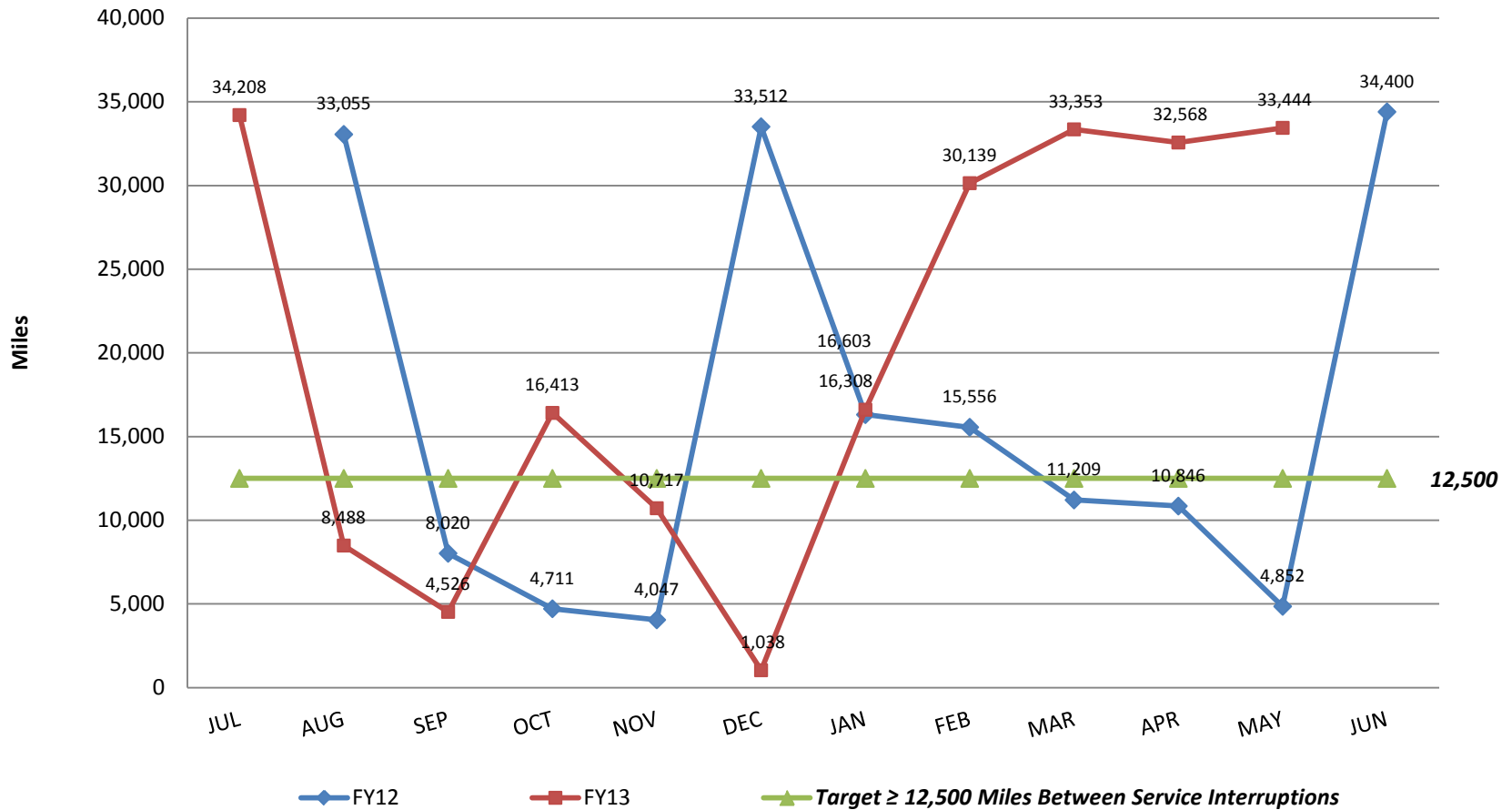
Rail Transportation
Unscheduled Overtime Hours
FY12 / FY13





HAMPTON ROADS TRANSIT

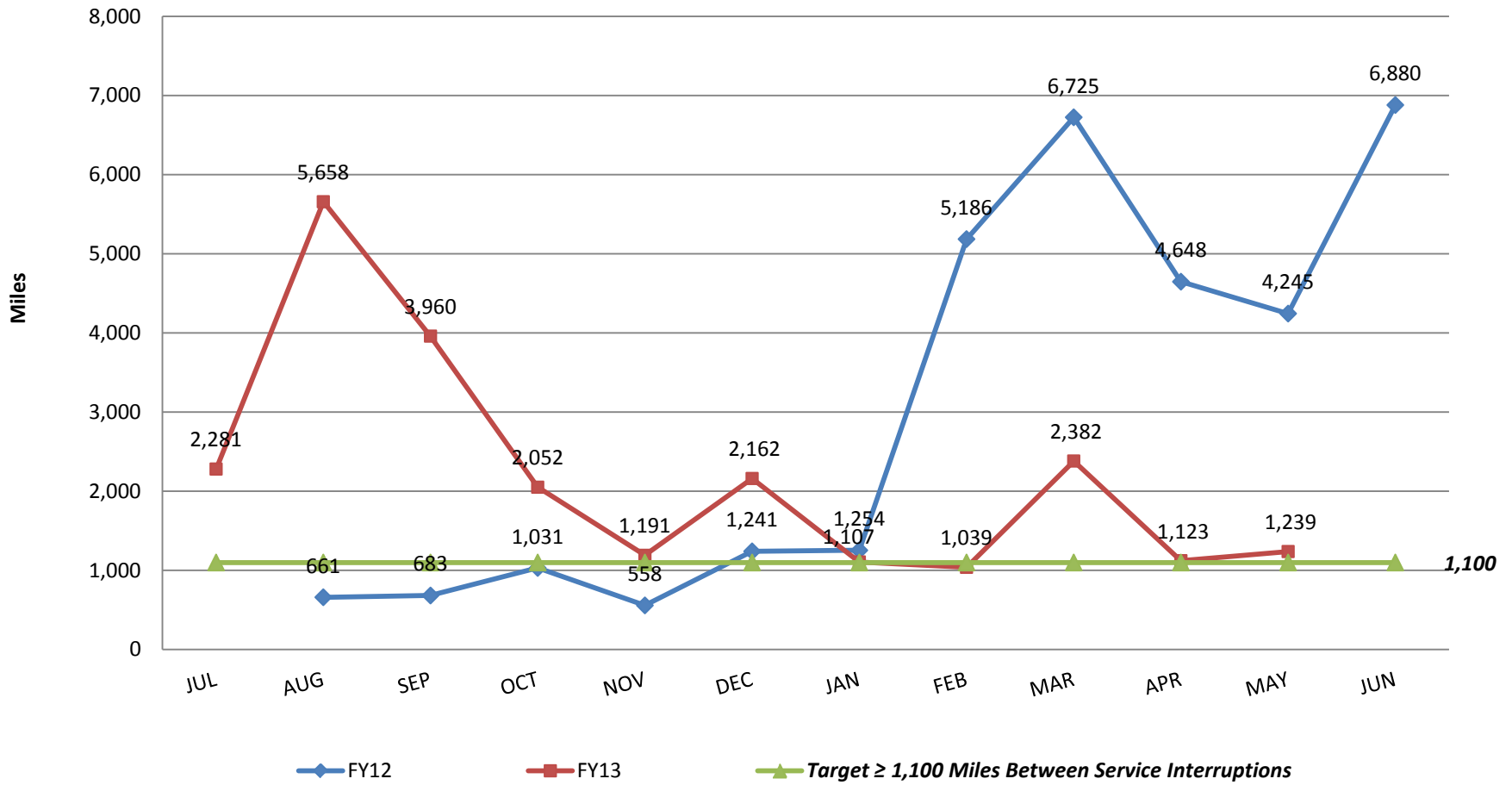
Rail Vehicle Maintenance Mean Distance Between Service Interruptions FY12 / FY13





HAMPTON ROADS TRANSIT

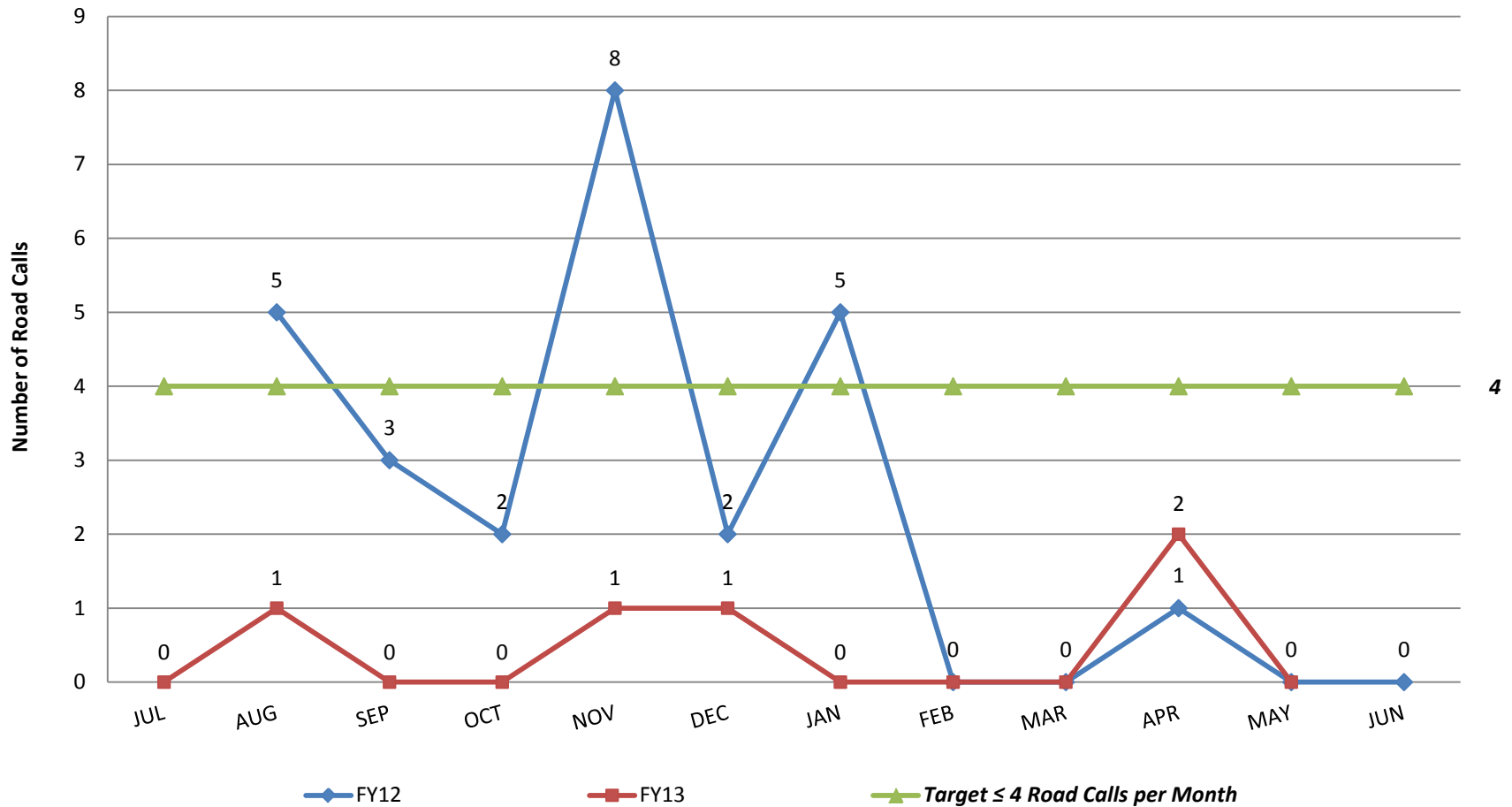
Rail Vehicle Maintenance
Mean Distance Between LRV Subsystem Failures
FY12 / FY13





HAMPTON ROADS TRANSIT

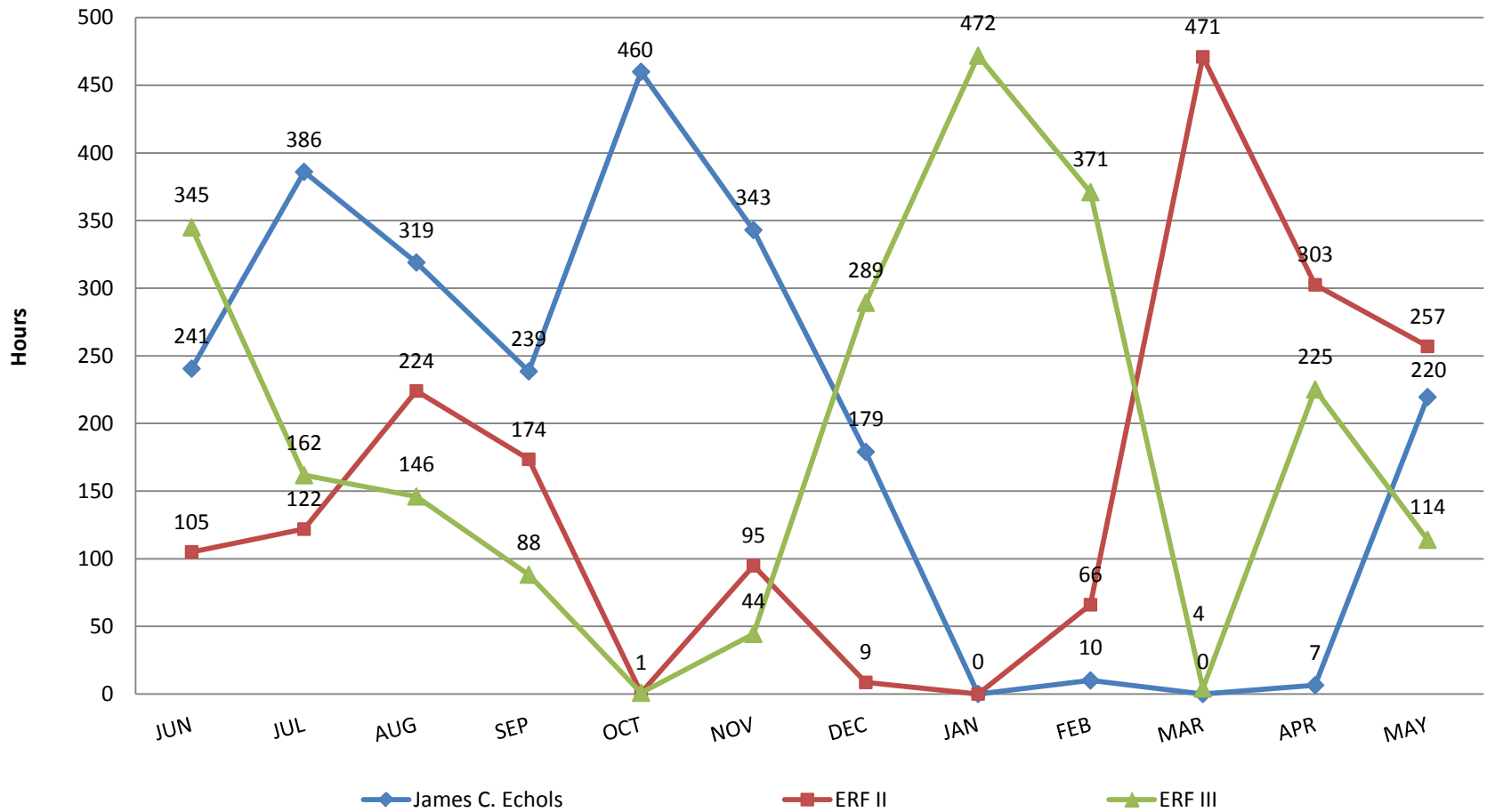
Rail Vehicle Maintenance
Road Calls
FY12 / FY13





HAMPTON ROADS TRANSIT

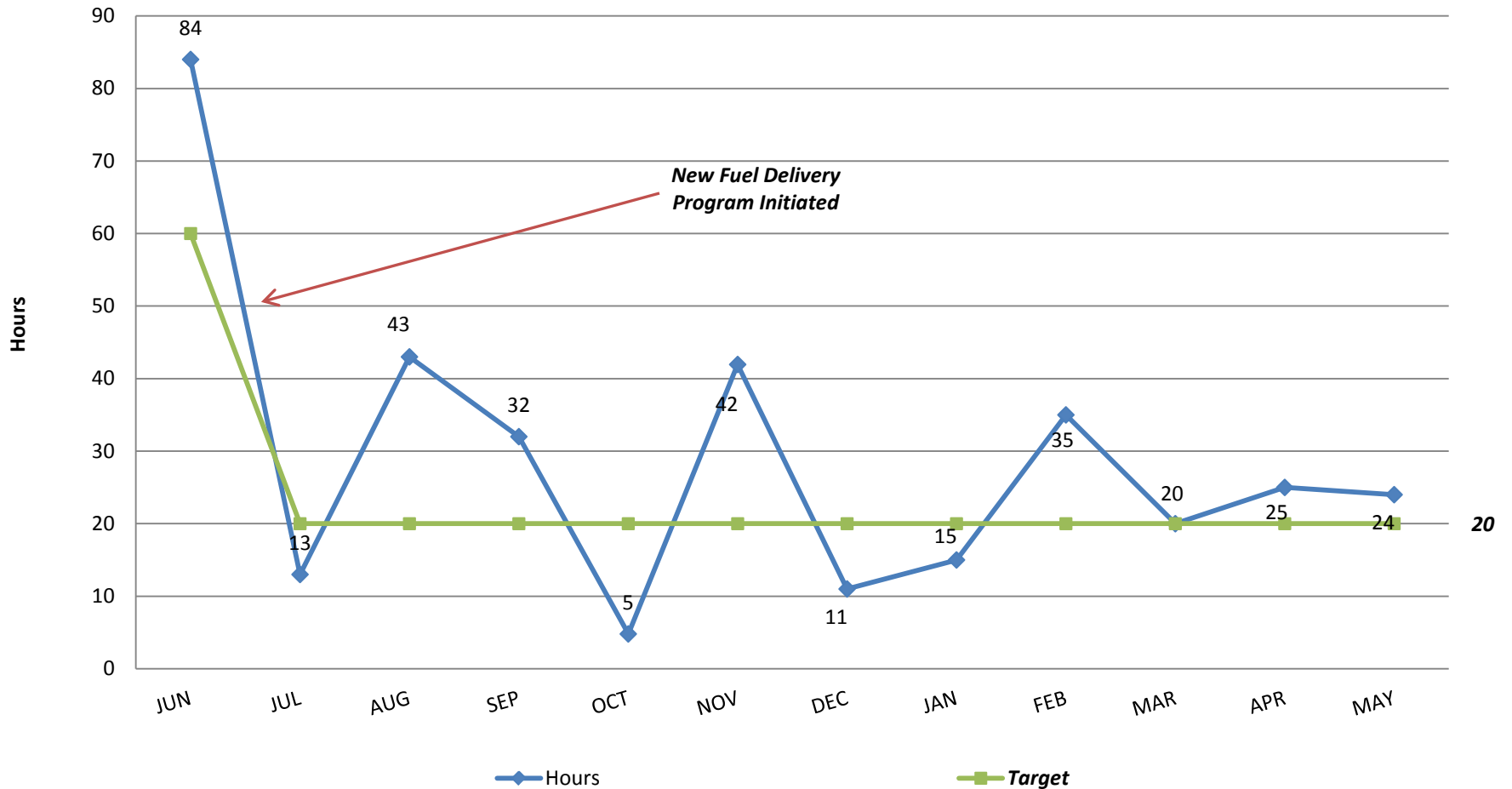
Technical Services
Ferry Boat Engine Hours
(12 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

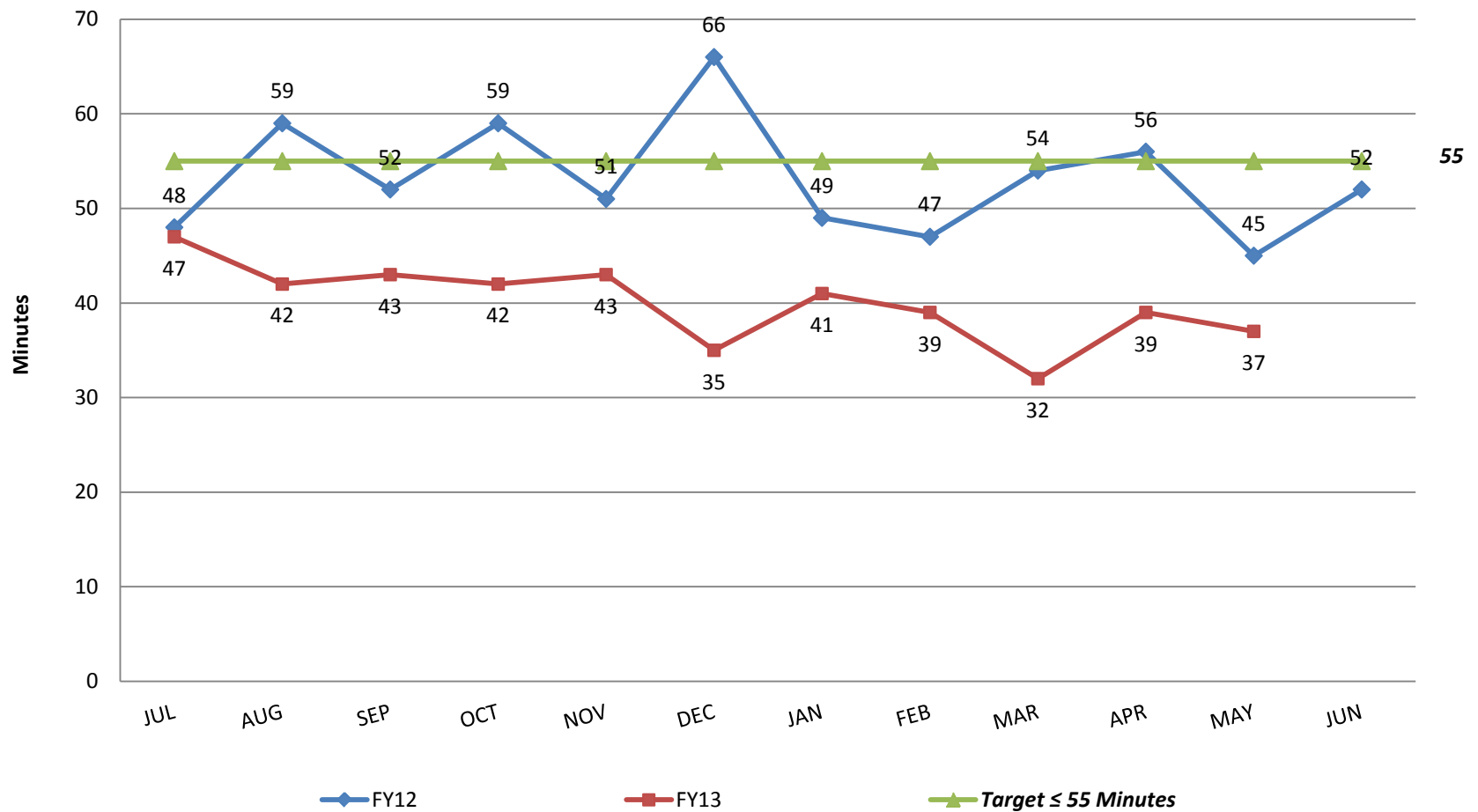
Technical Services
Ferry Boat Deadhead / Idle Time
(12 month period ending May 31, 2013)





HAMPTON ROADS TRANSIT

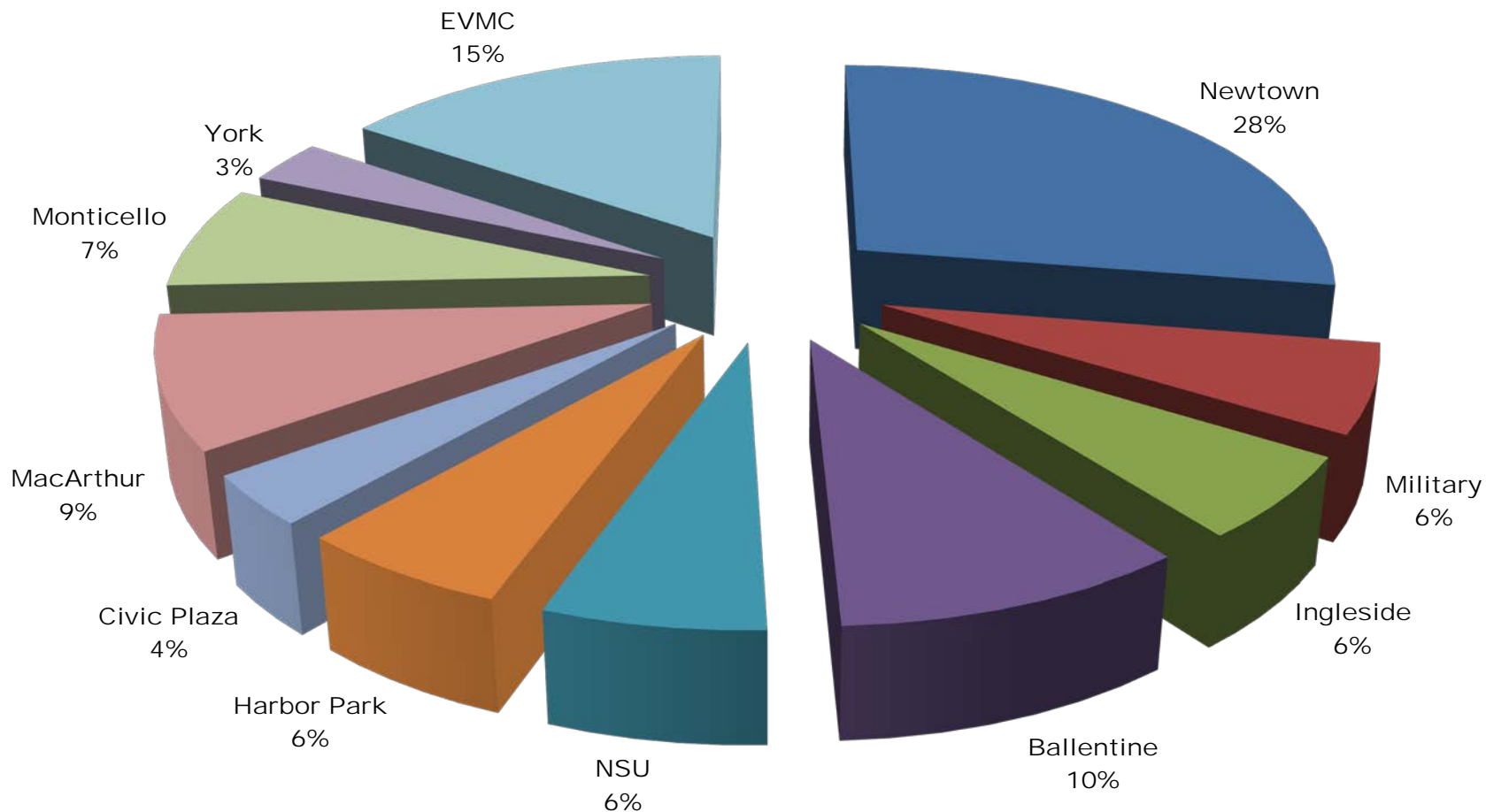
Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





HAMPTON ROADS TRANSIT

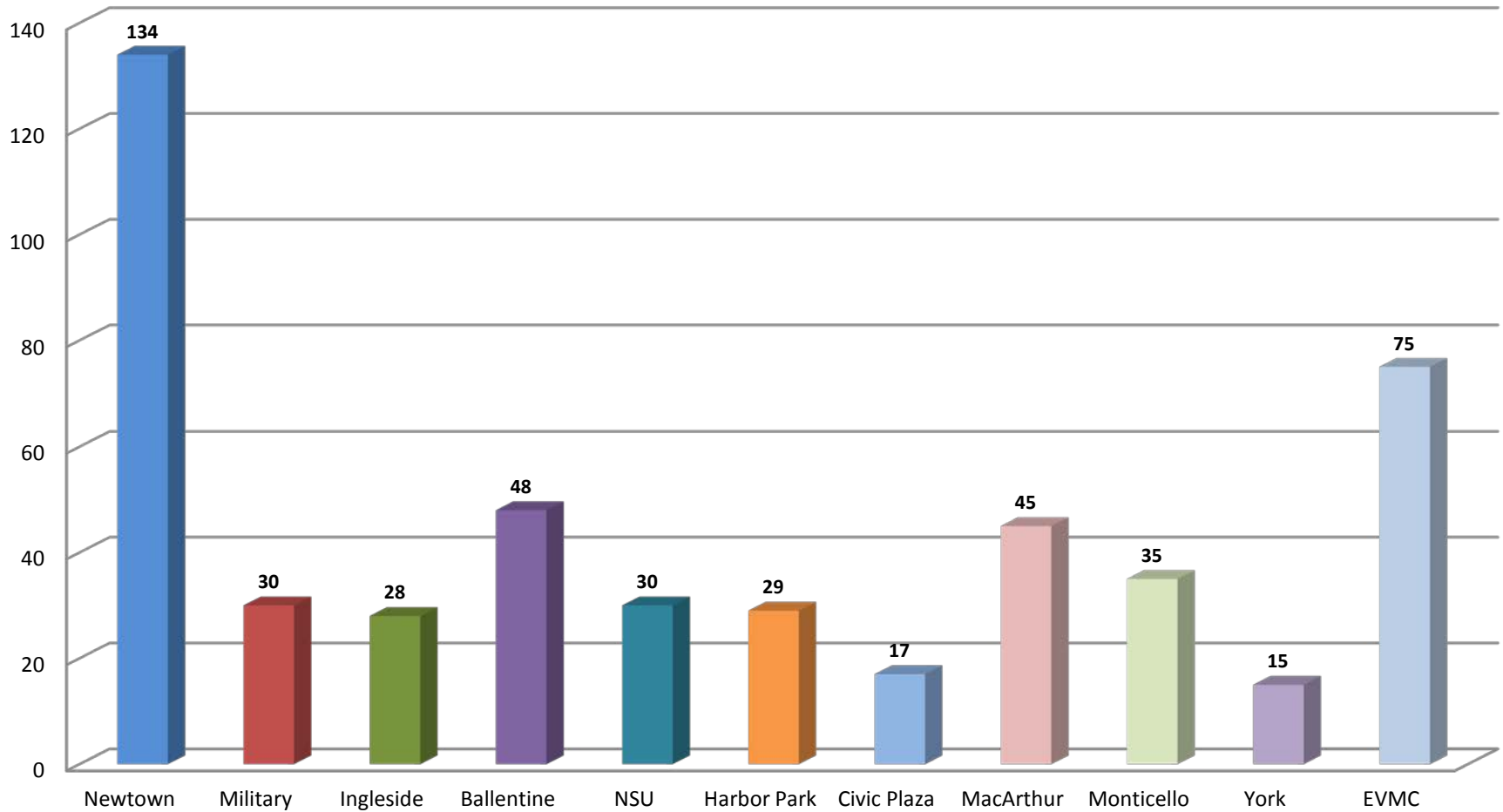
Technical Services
TVM Failures by Platform Location
January - May 2013





HAMPTON ROADS TRANSIT

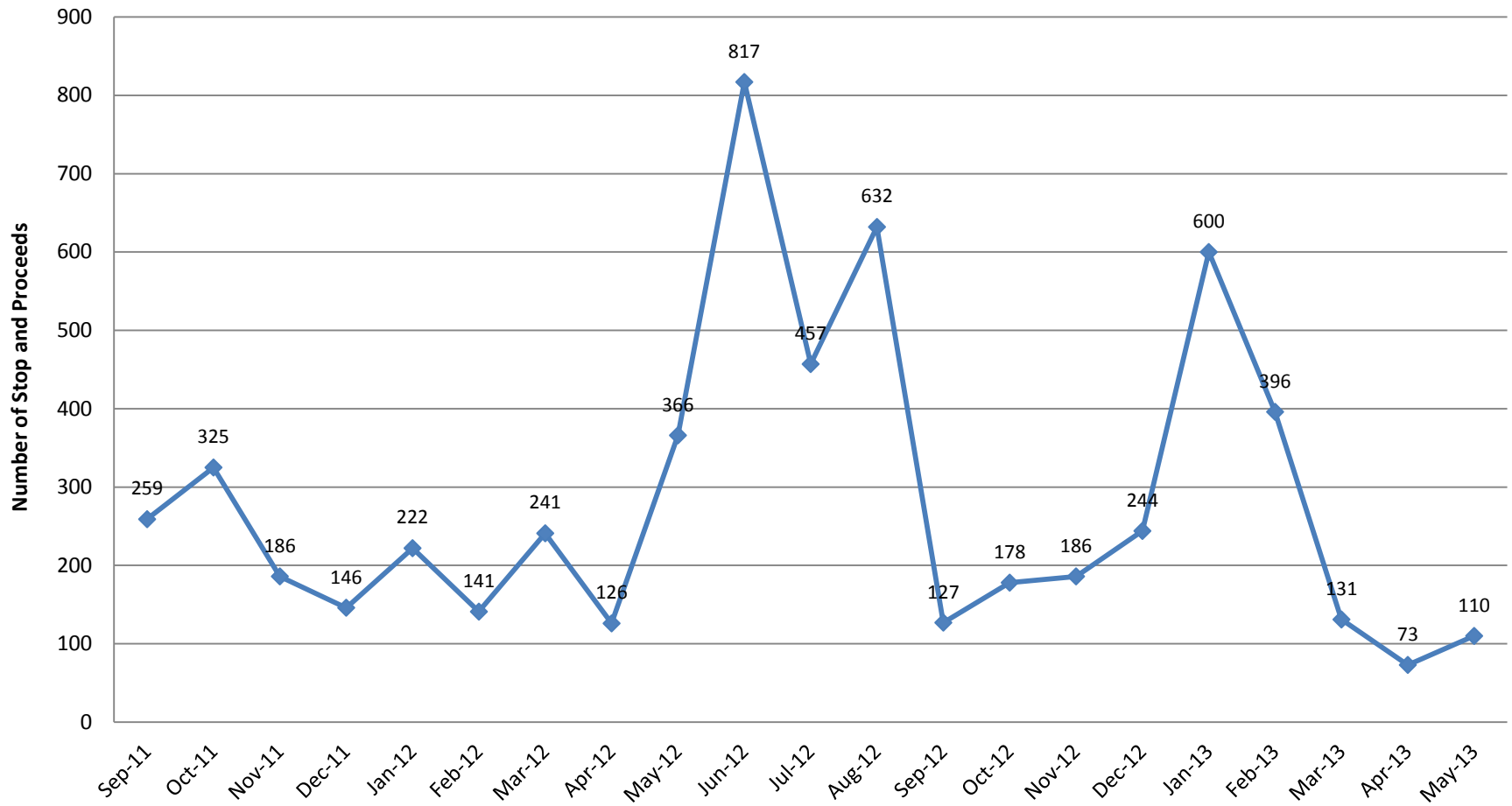
Technical Services
TVM Failures by Platform Location
January - May 2013





HAMPTON ROADS TRANSIT

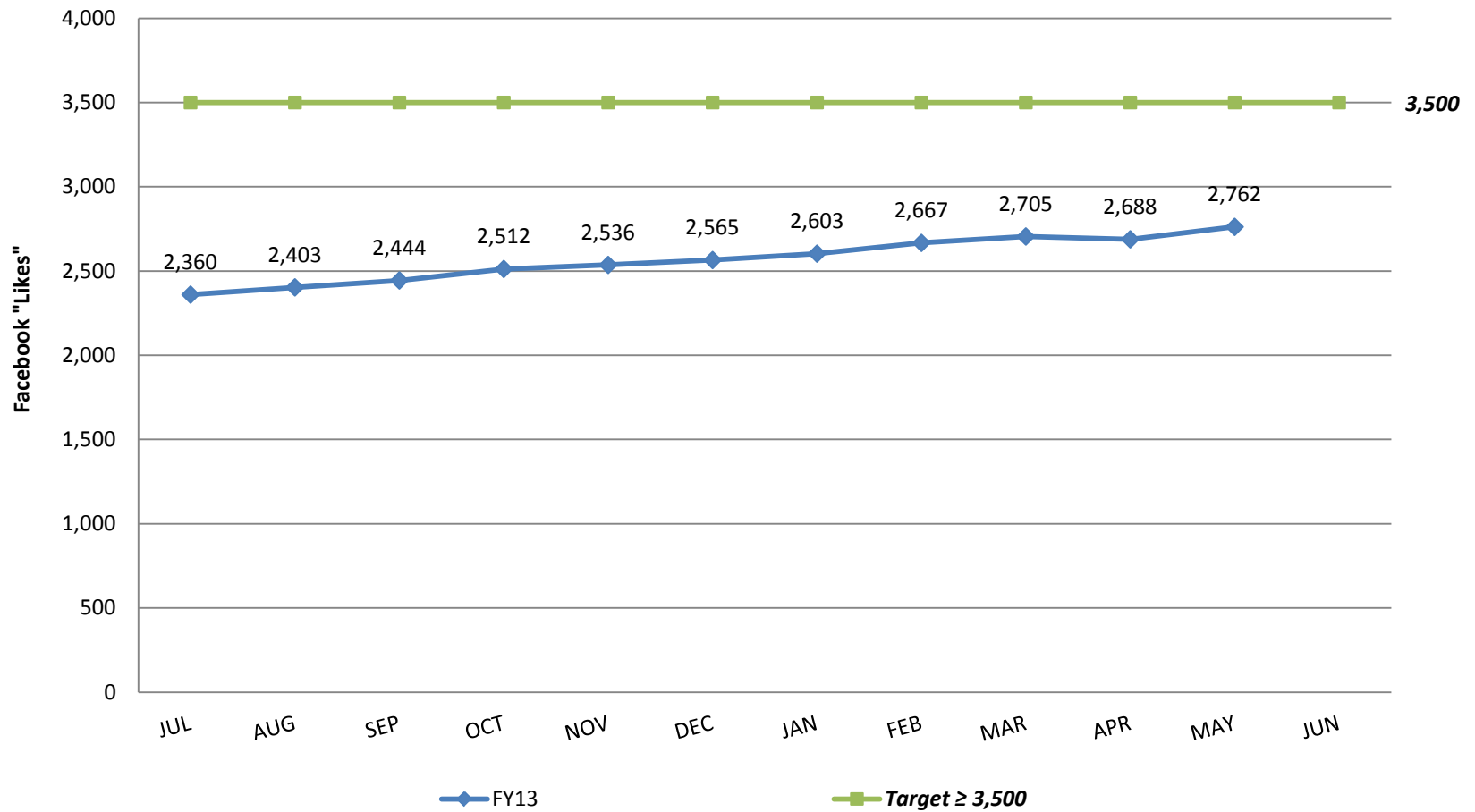
Technical Services
Central Business District Stop and Proceeds
August 2011 - May 2013





HAMPTON ROADS TRANSIT

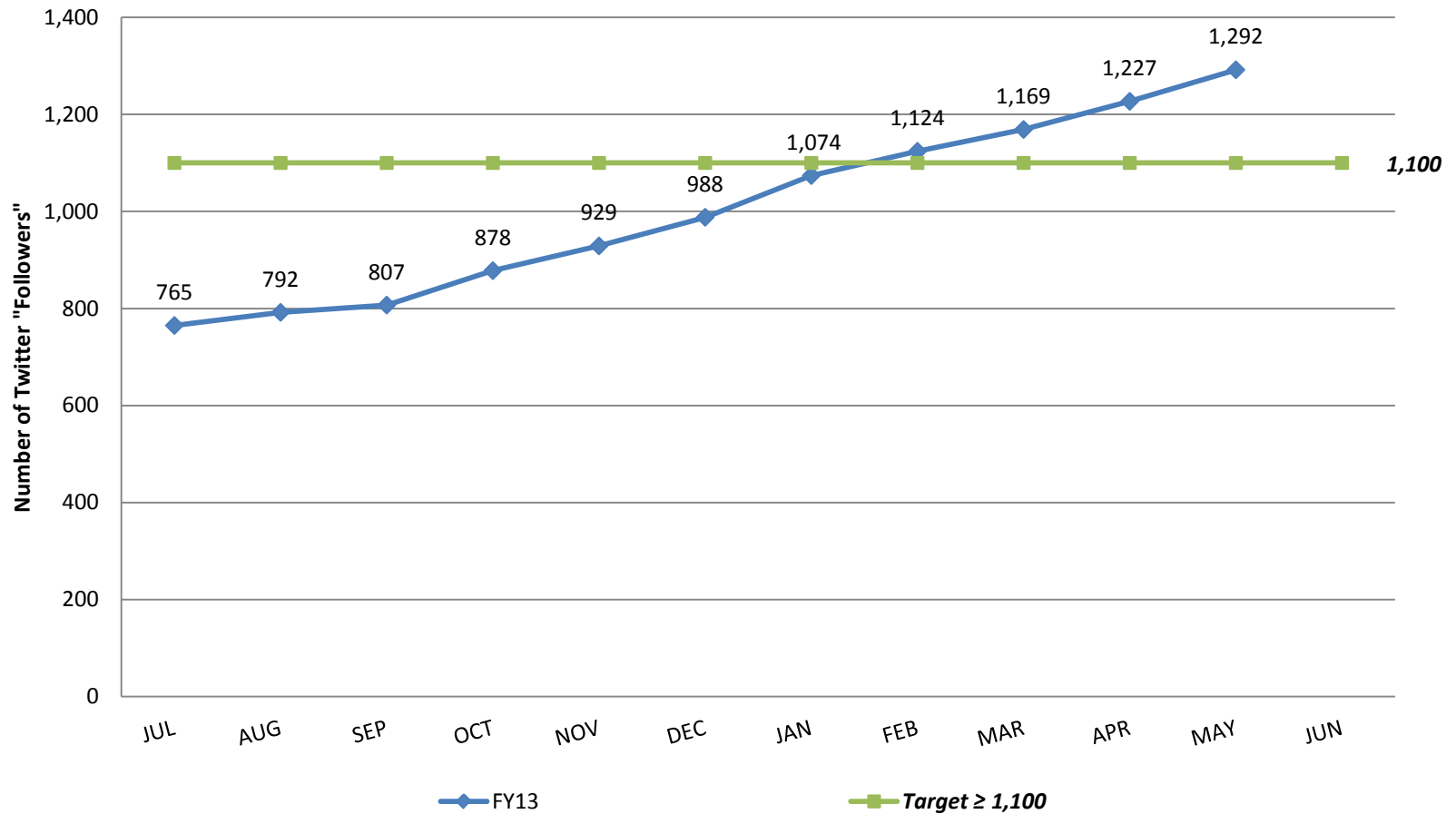
Operations Information
Social Media - Facebook "Likes"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Social Media - Twitter "Followers"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Positive vs. Negative News Articles
(12 month period ending May 31, 2013)

