

# Transit Operations

## Key Performance Indicator Report

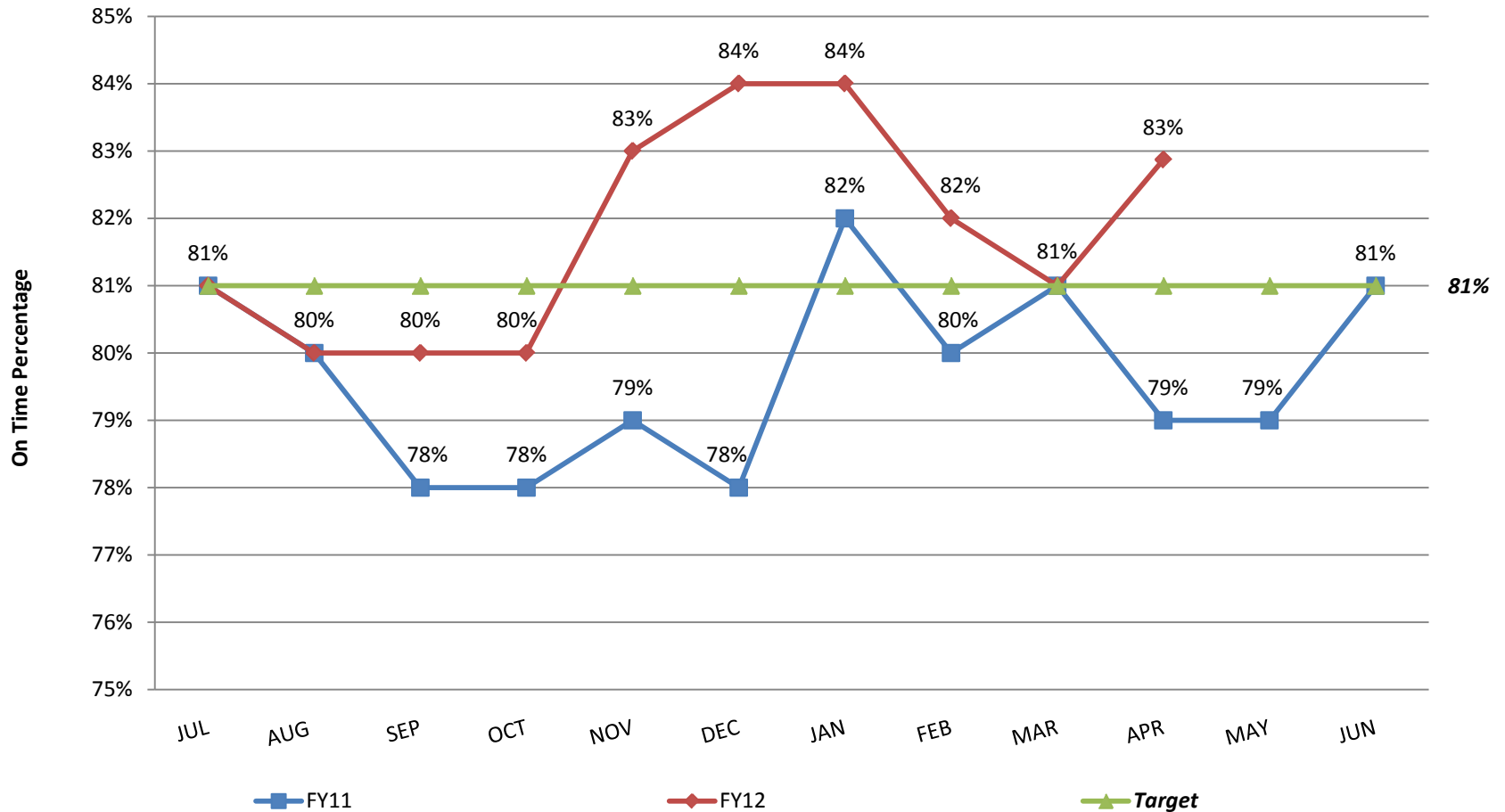
April 2012

## Bus Transportation

### Targeted Areas of Improvement

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

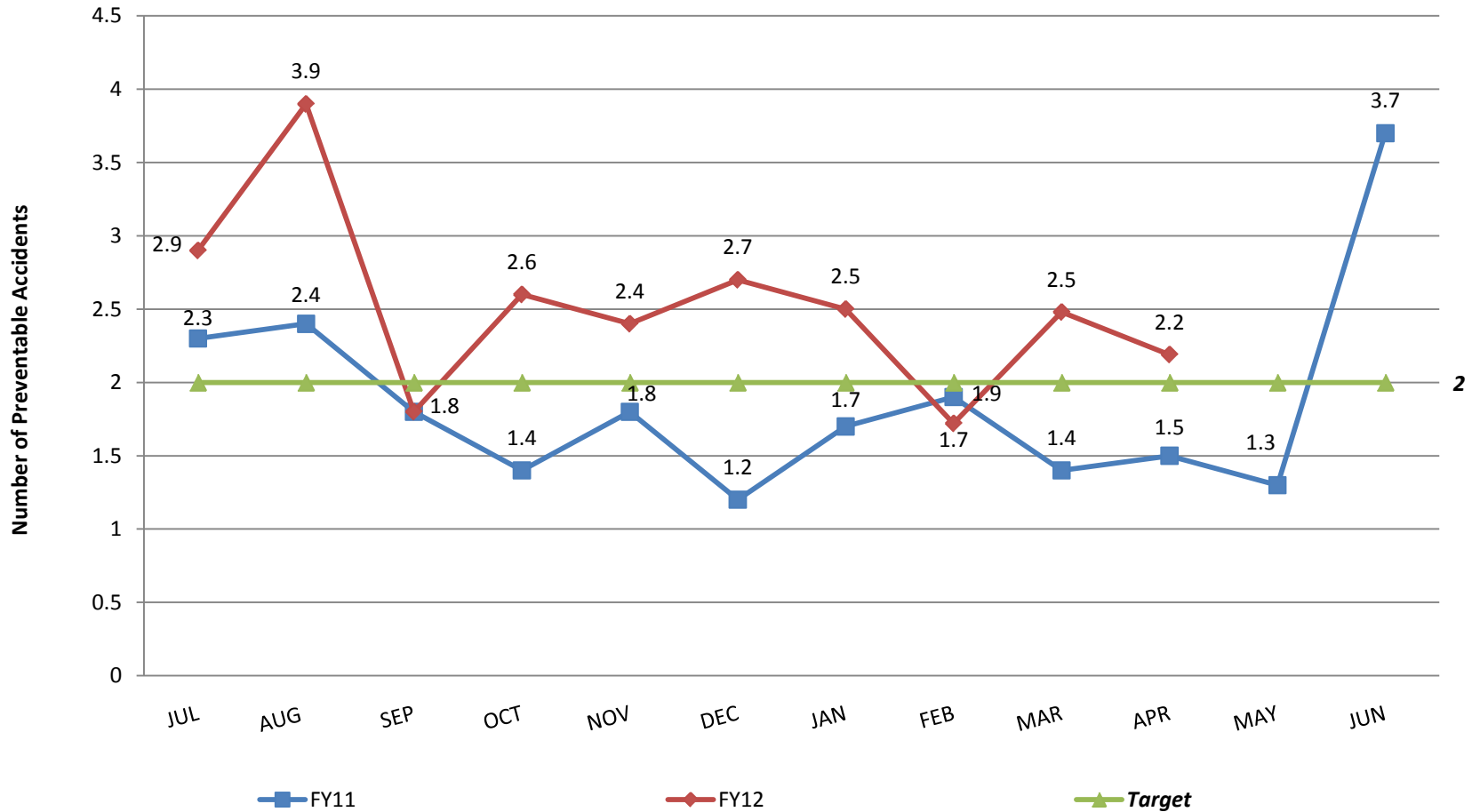
Bus Transportation  
On-Time Performance  
FY 11 / FY12





# HAMPTON ROADS TRANSIT

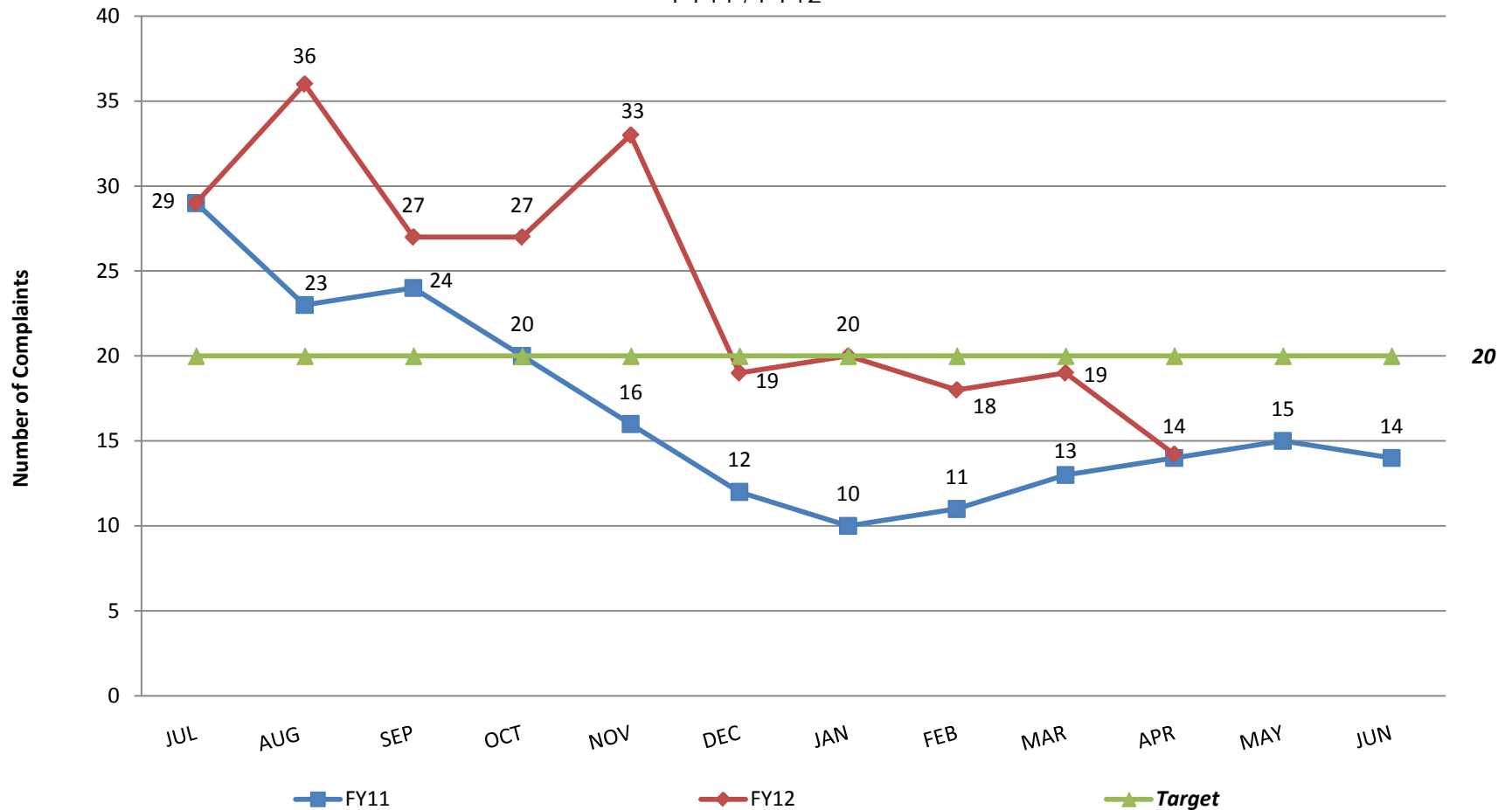
Bus Transportation  
Preventable Accidents per 100,000 Miles  
FY11 / FY12





# HAMPTON ROADS TRANSIT

Bus Transportation  
Valid Customer Complaints per 100,000 Boardings  
FY11 / FY12



## Paratransit

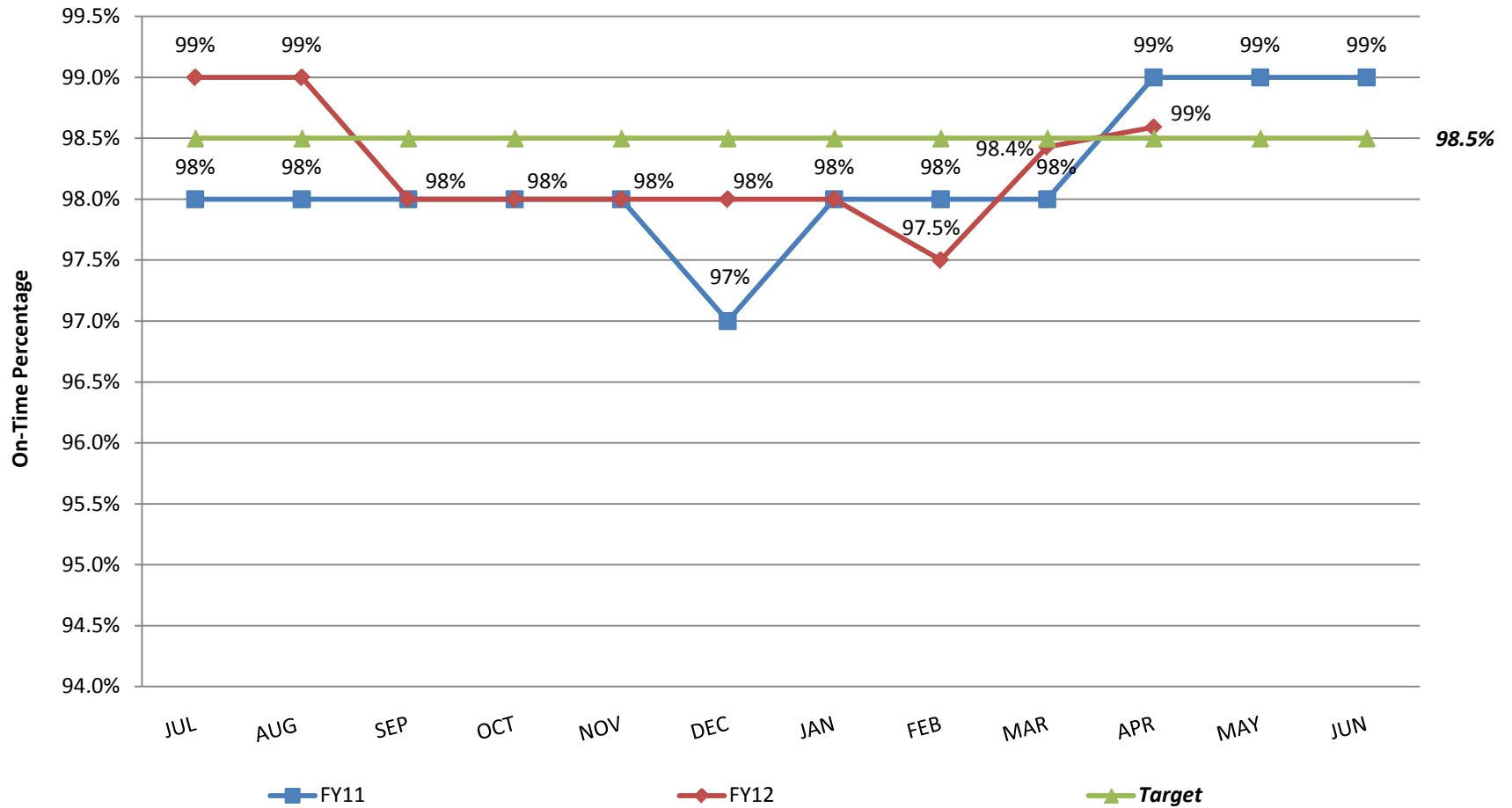
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

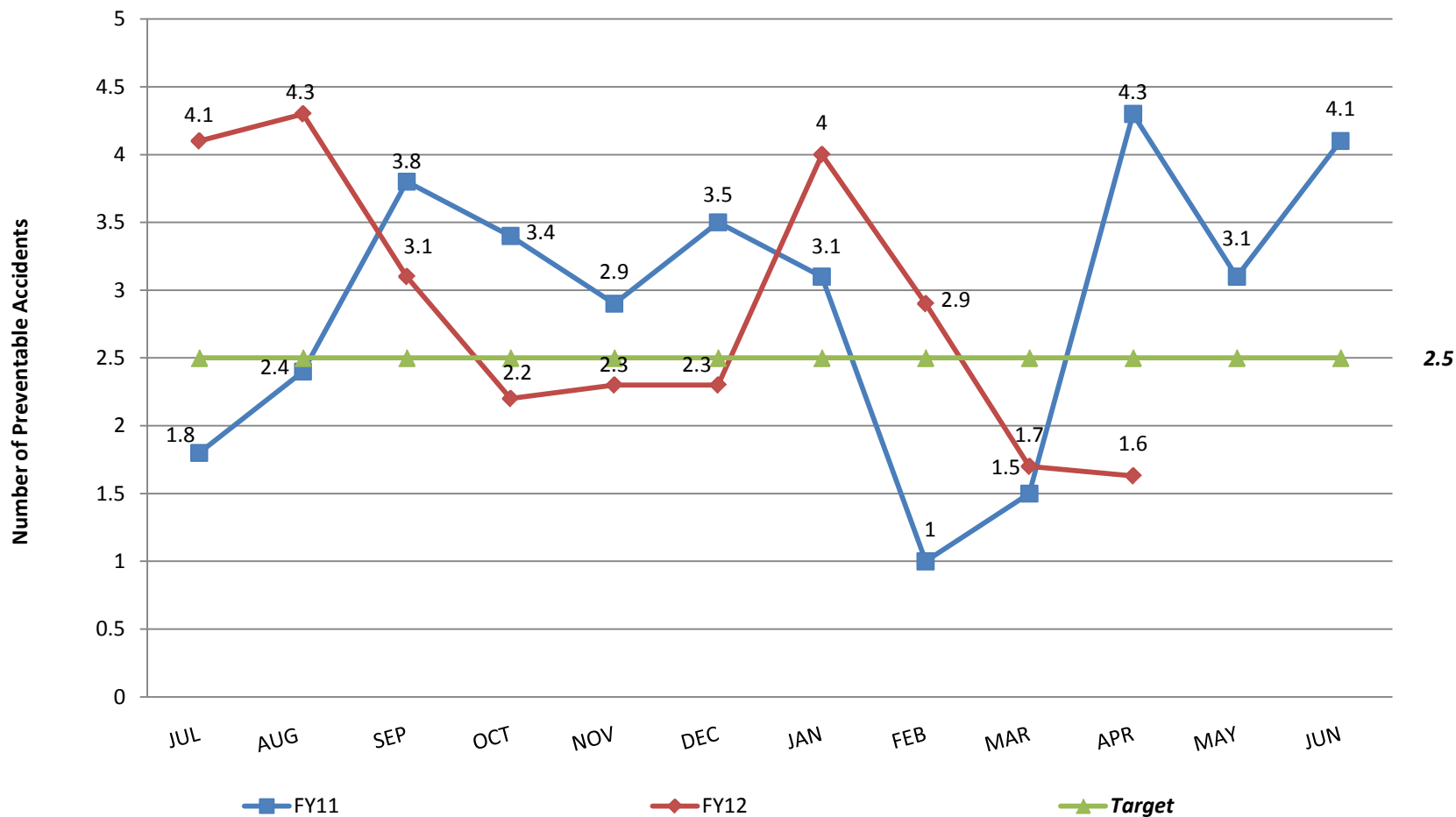
## Paratransit On-Time Performance FY11 / FY12





# HAMPTON ROADS TRANSIT

Paratransit  
Preventable Accidents per 100,000 Miles  
FY11 / FY12

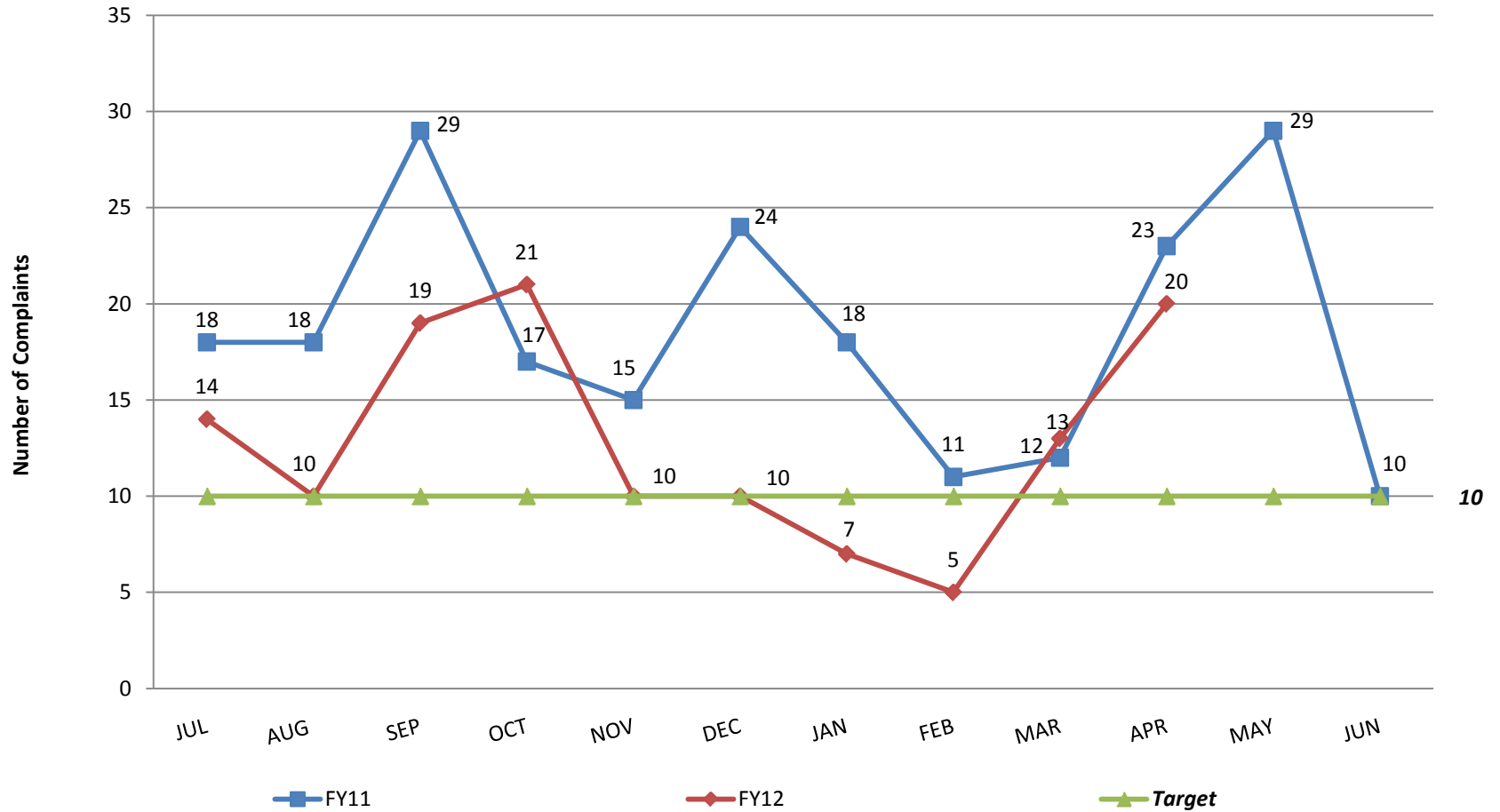






# HAMPTON ROADS TRANSIT

Paratransit  
Valid Customer Complaints per Month  
FY11 / FY12

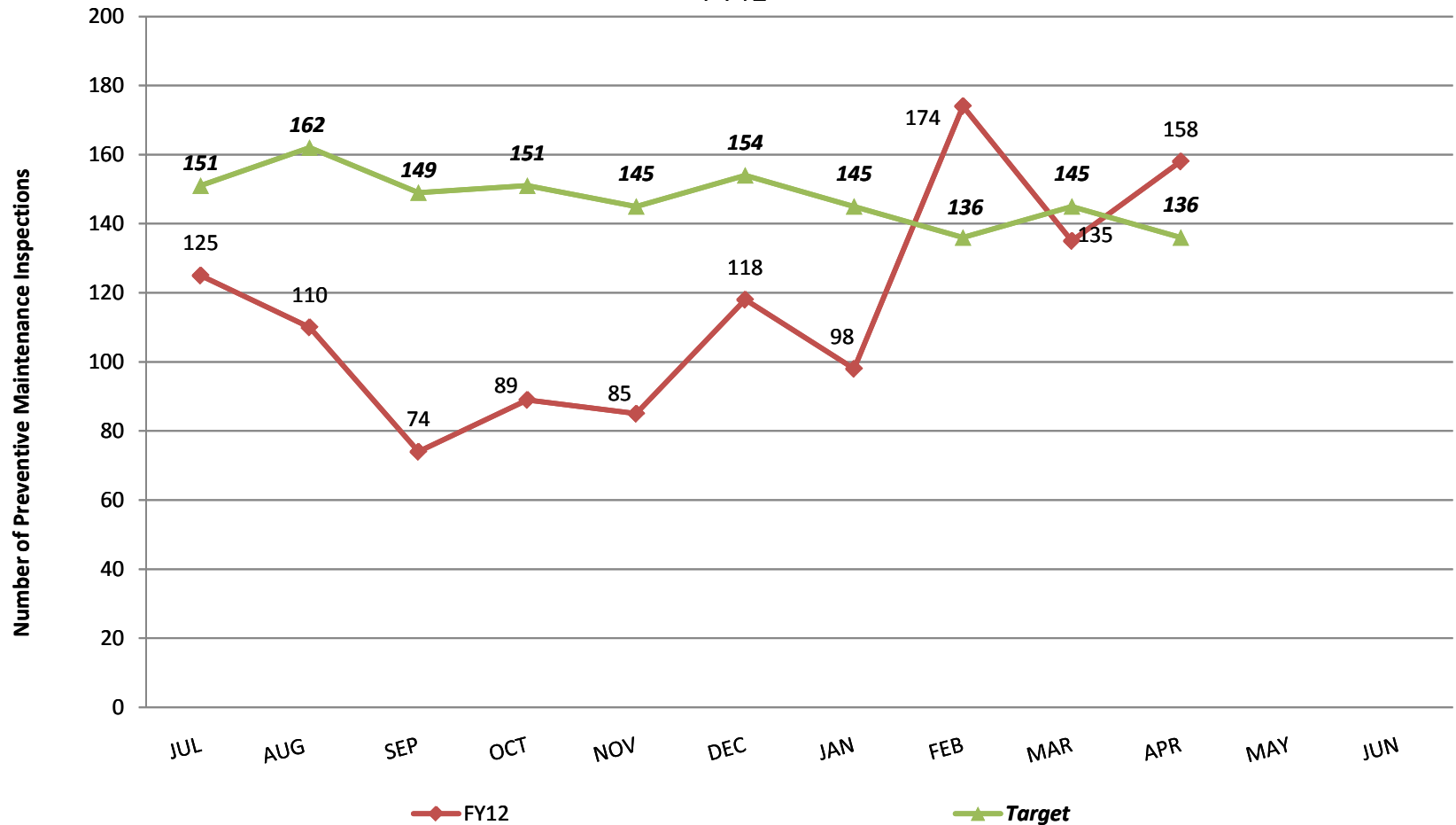


## Bus Maintenance

### Targeted Areas of Improvement

- Preventive Maintenance Completed
- Mean Distance Between Service Interruptions
  - Valid Customer Complaints per Month

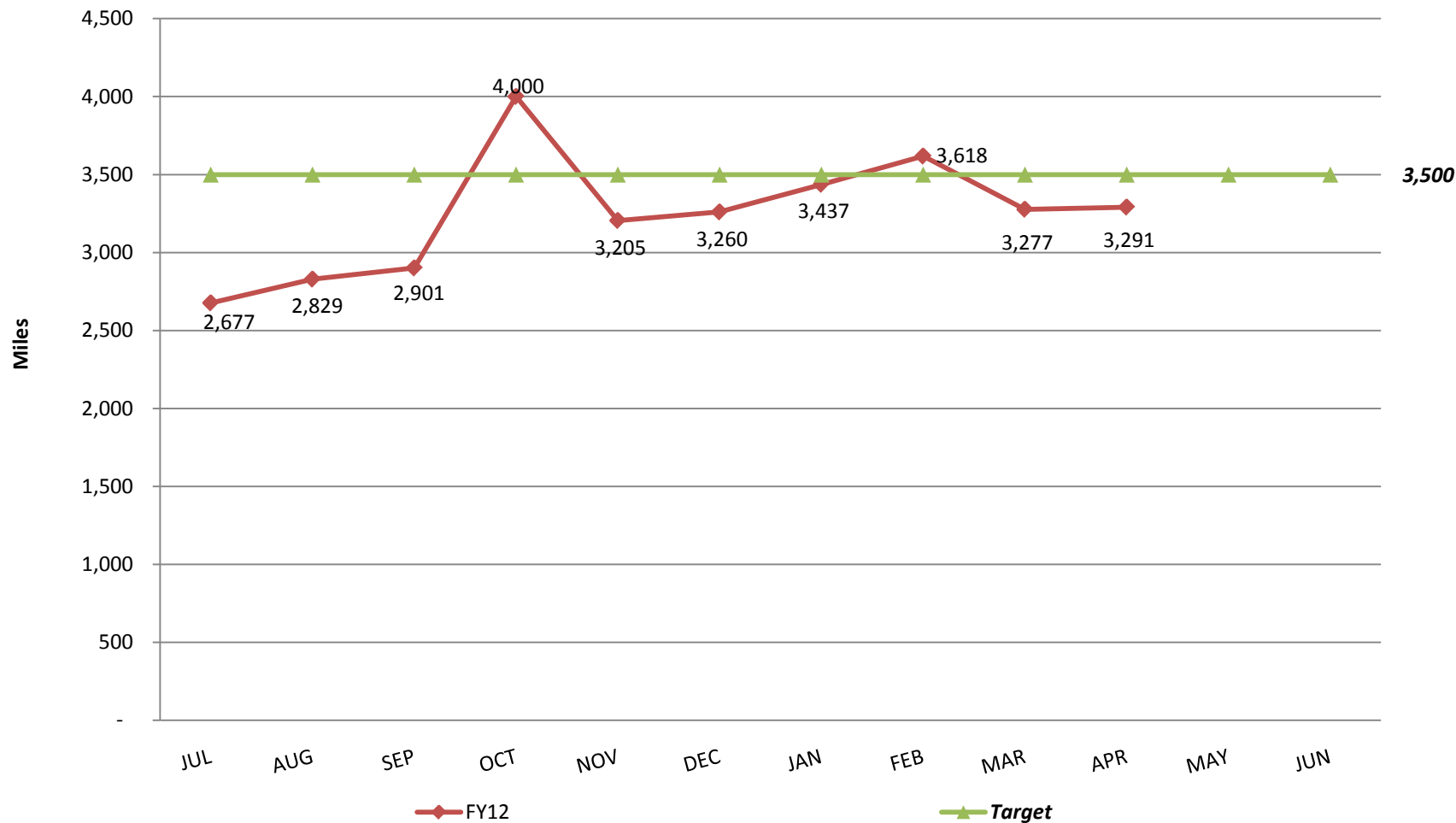
Bus Maintenance  
Preventive Maintenance Completed  
FY12



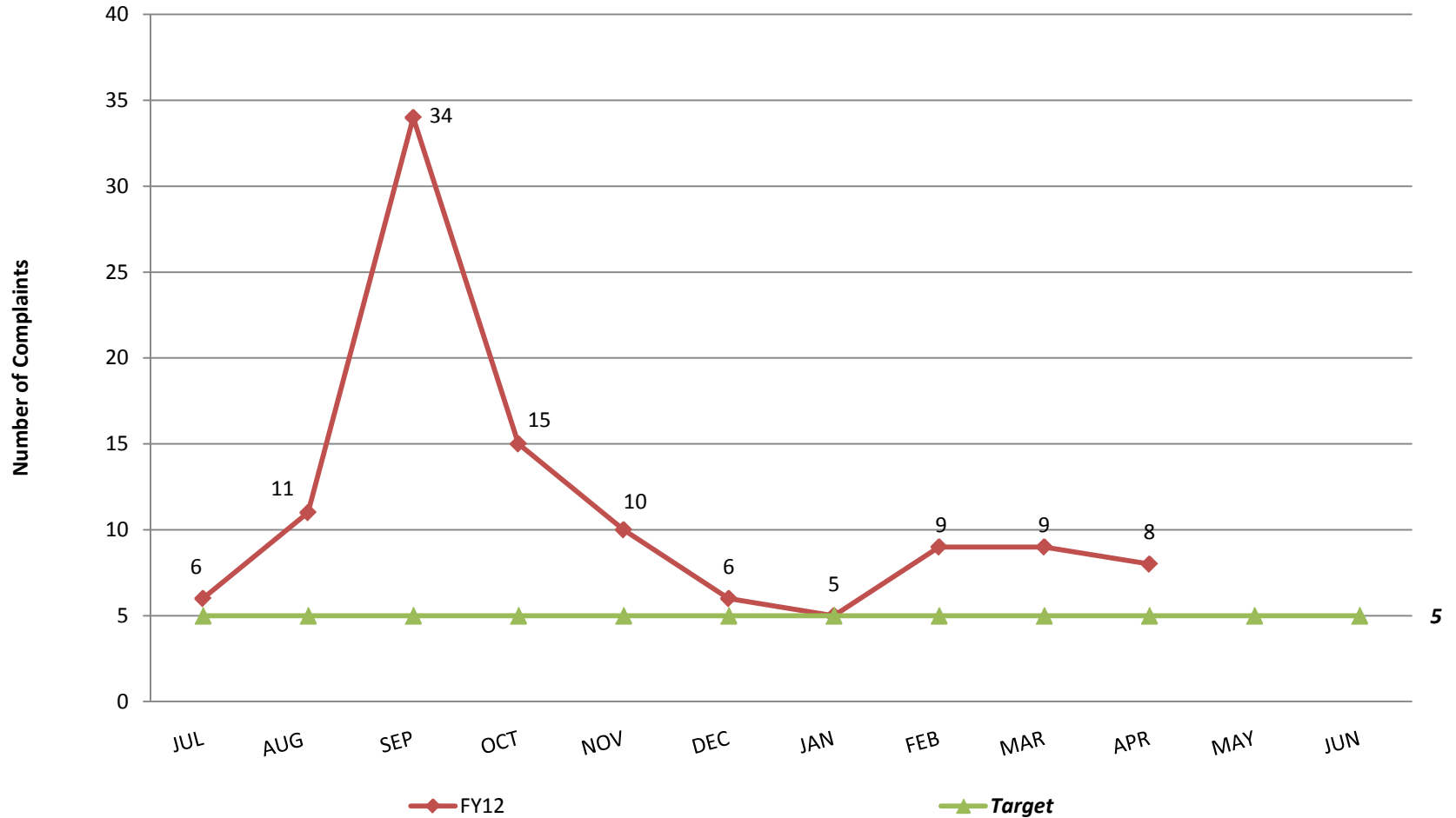


# HAMPTON ROADS TRANSIT

Bus Maintenance  
Mean Distance Between Service Interruptions  
FY12



Bus Maintenance  
Valid Maintenance Related Customer Complaints per Month  
FY12



## Rail Transportation

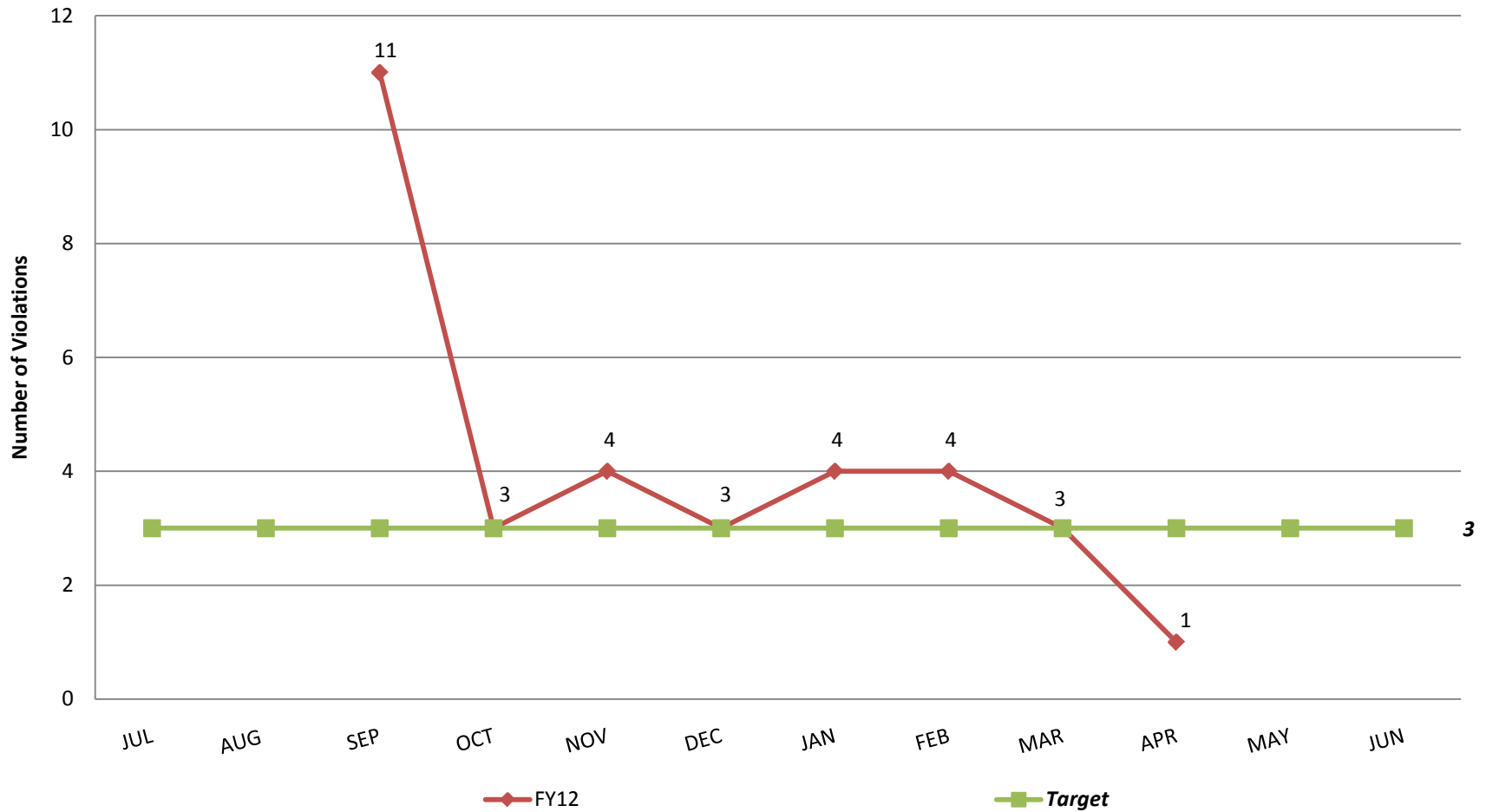
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

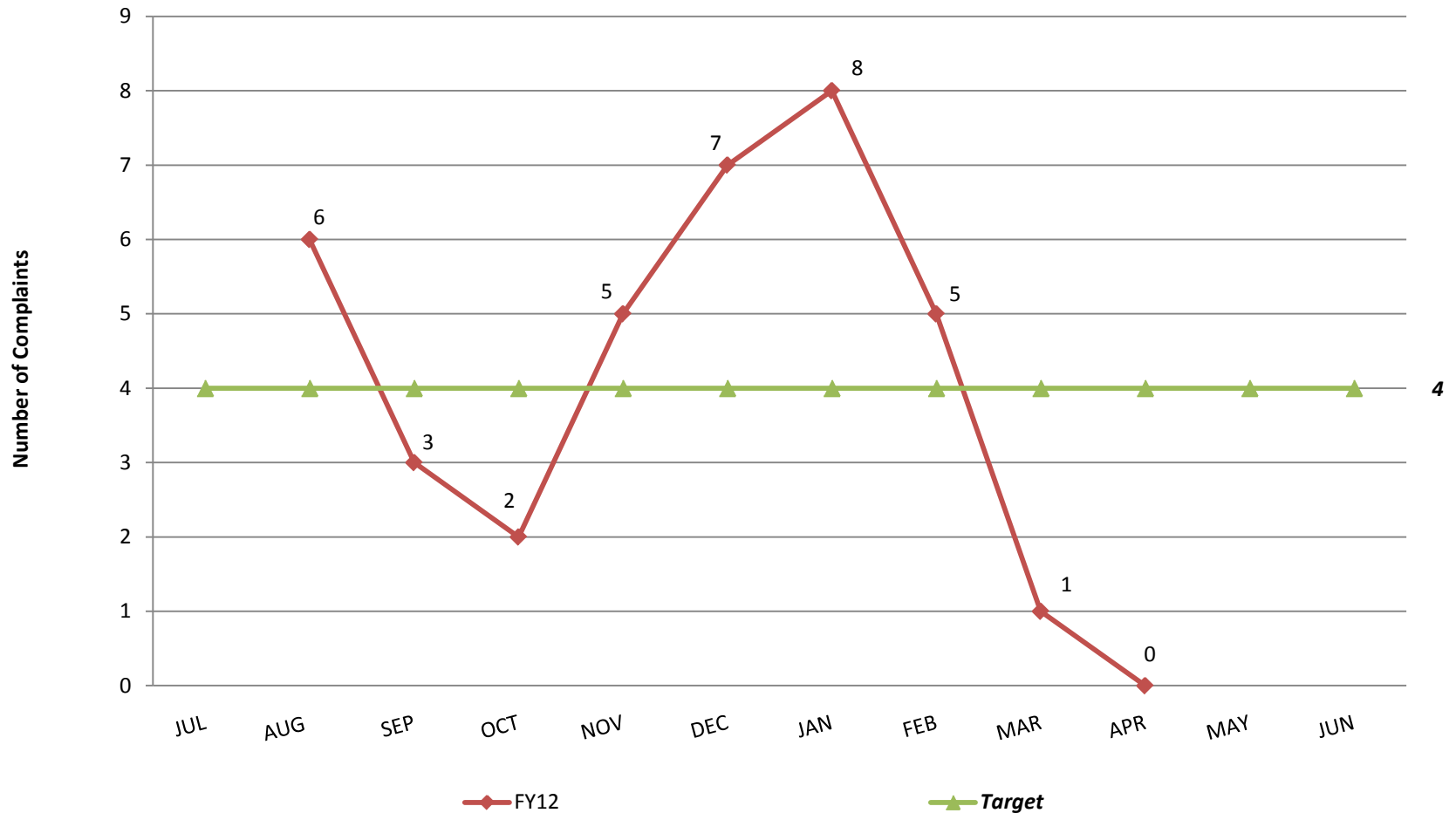
## Rail Transportation Operator Rule Violations FY12





# HAMPTON ROADS TRANSIT

Rail Transportation  
Valid Customer Complaints per 100,000 Boardings  
FY12

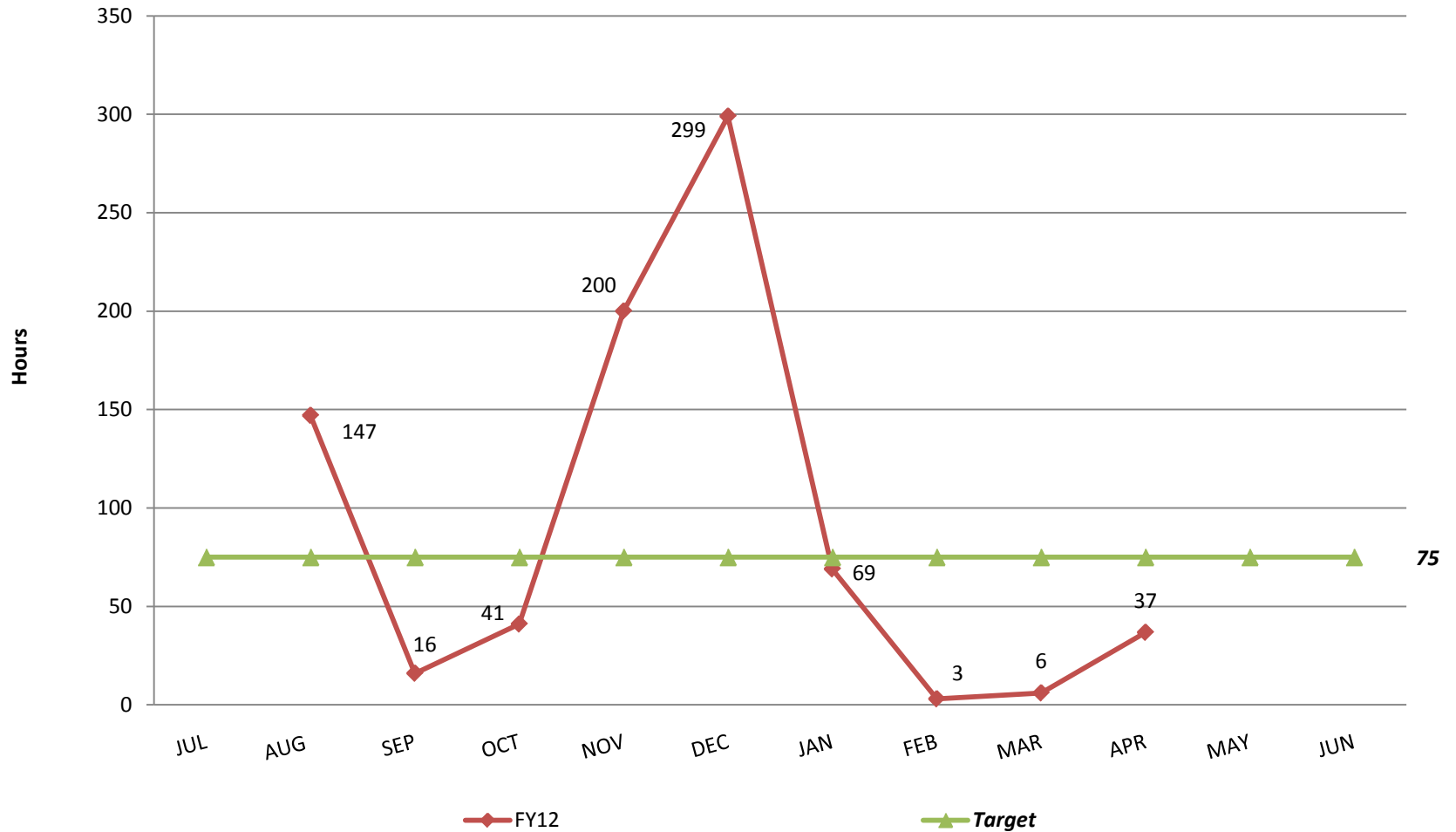






# HAMPTON ROADS TRANSIT

## Rail Transportation Unscheduled Overtime Hours FY12



## Rail Vehicle Maintenance

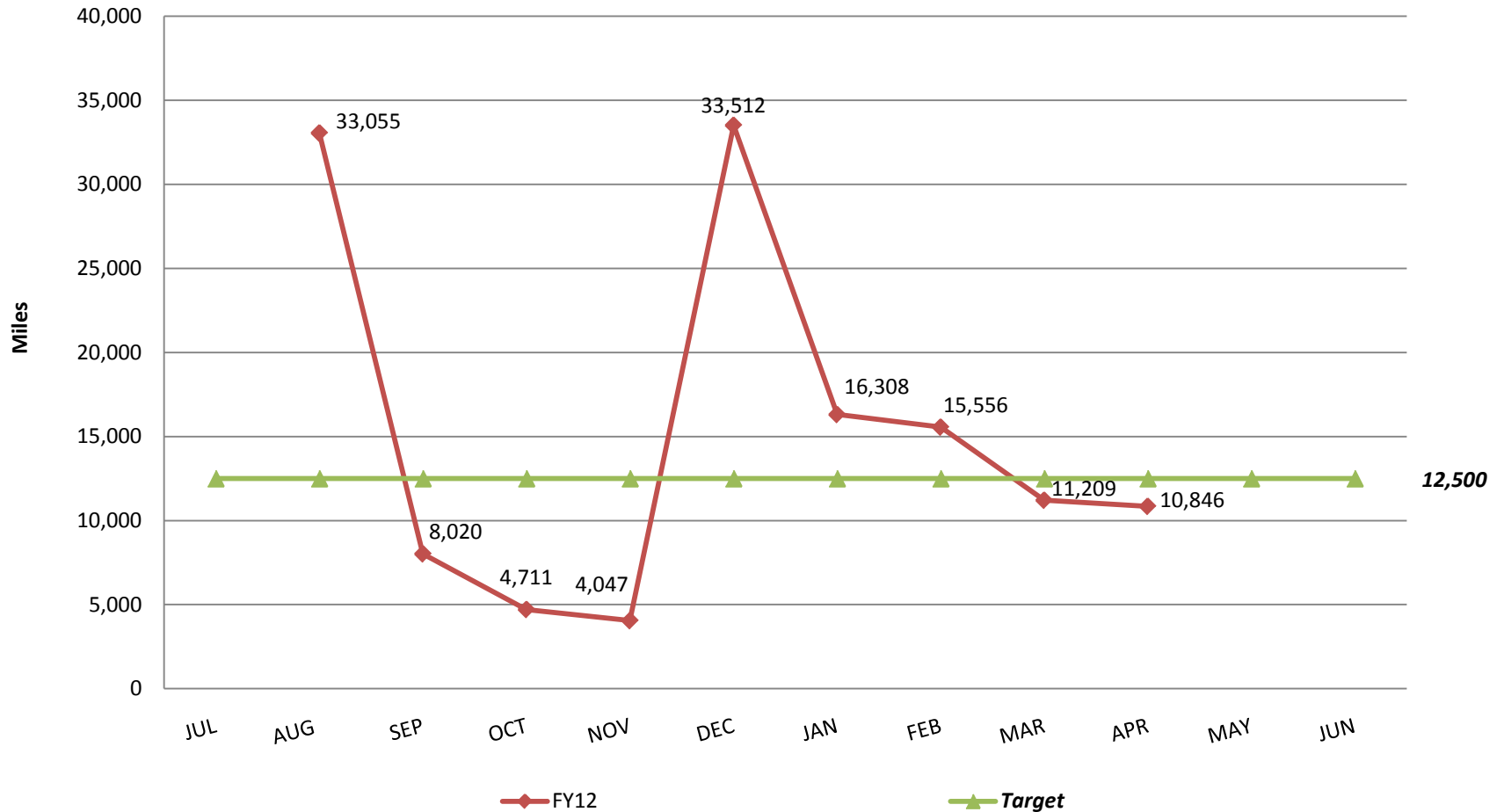
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

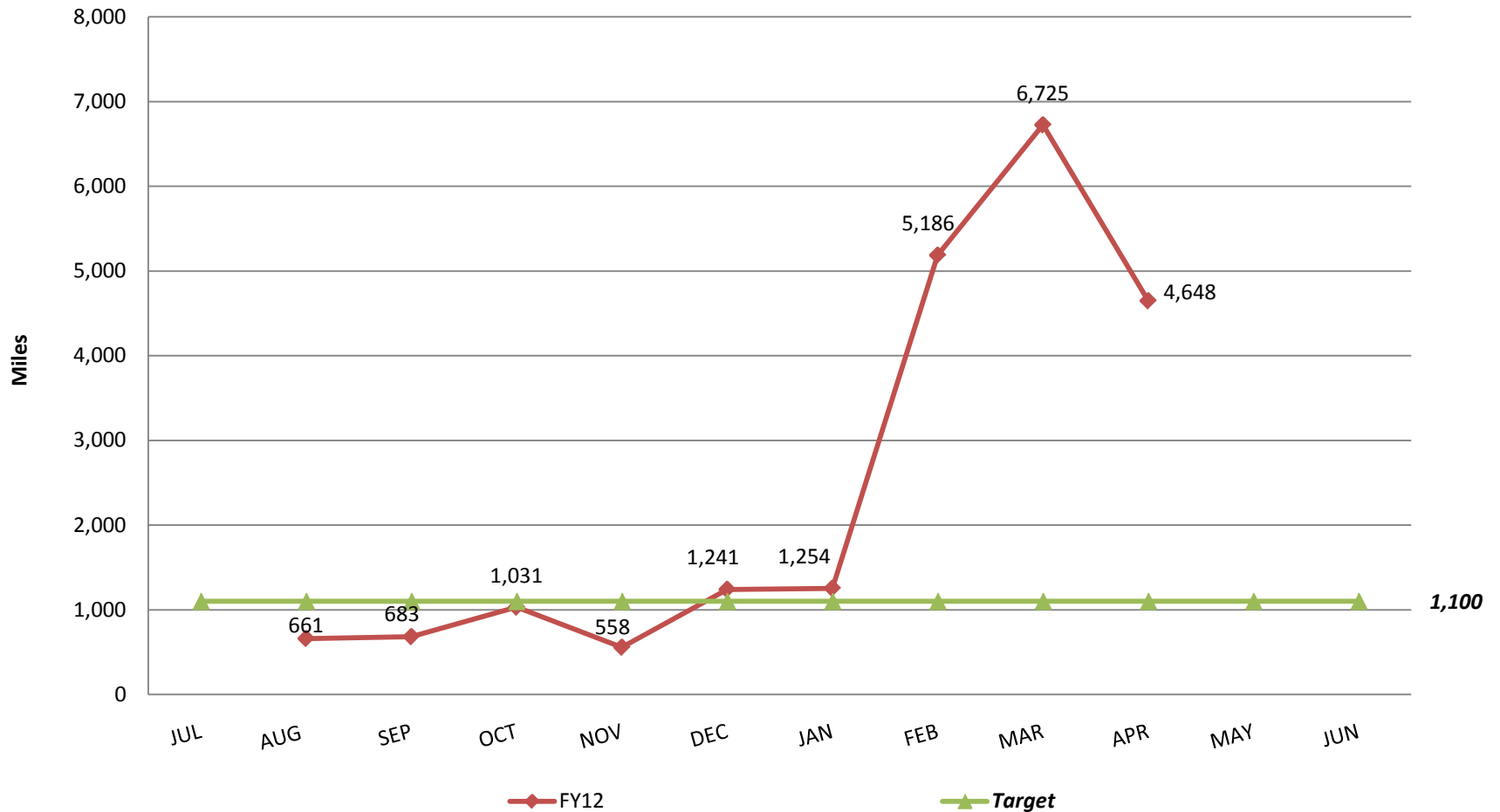
Rail Vehicle Maintenance  
Mean Distance Between Service Interruptions  
FY12



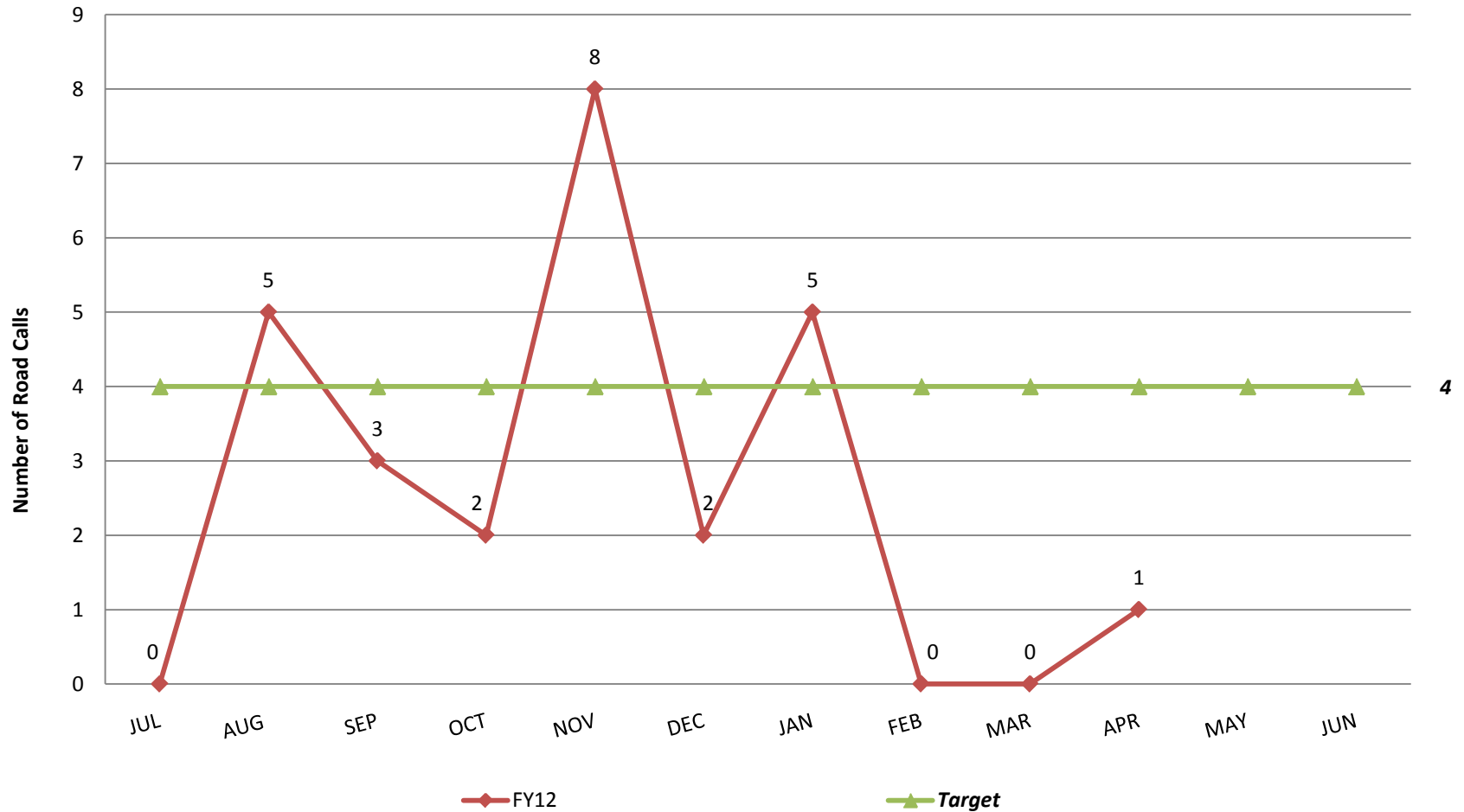


# HAMPTON ROADS TRANSIT

Rail Vehicle Maintenance  
Mean Distance Between Failures  
FY12



Rail Vehicle Maintenance  
Road Calls  
FY12

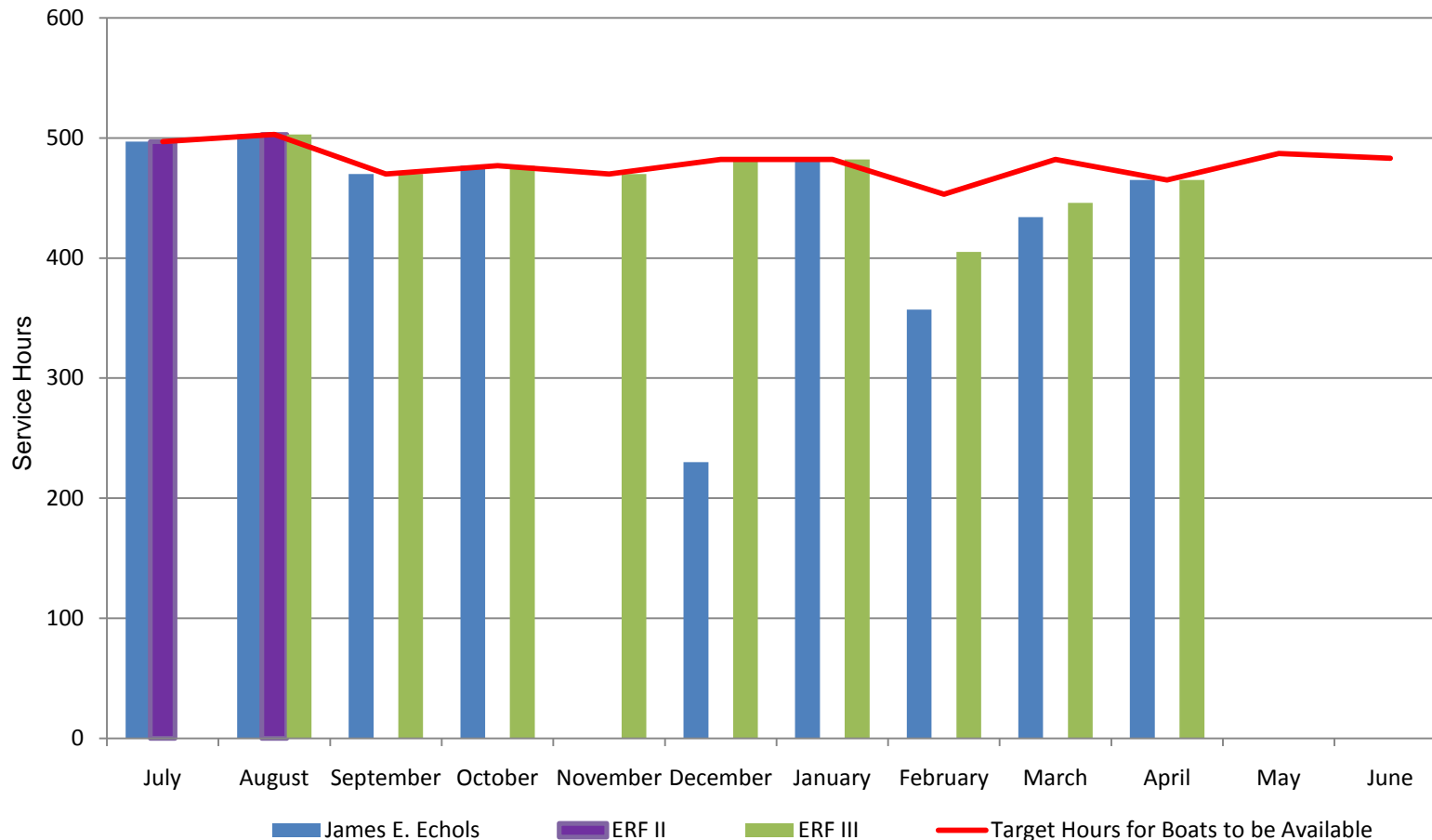


## Technical Services

### Targeted Areas of Improvement

- Ferry Boat Service Hours
- Number of Farebox Transactions Between Service Calls
  - Central Business District Stop and Proceeds

FY - 2012  
Target - Ferry Boat Availability by Hours



Actual Hours Boats were Available

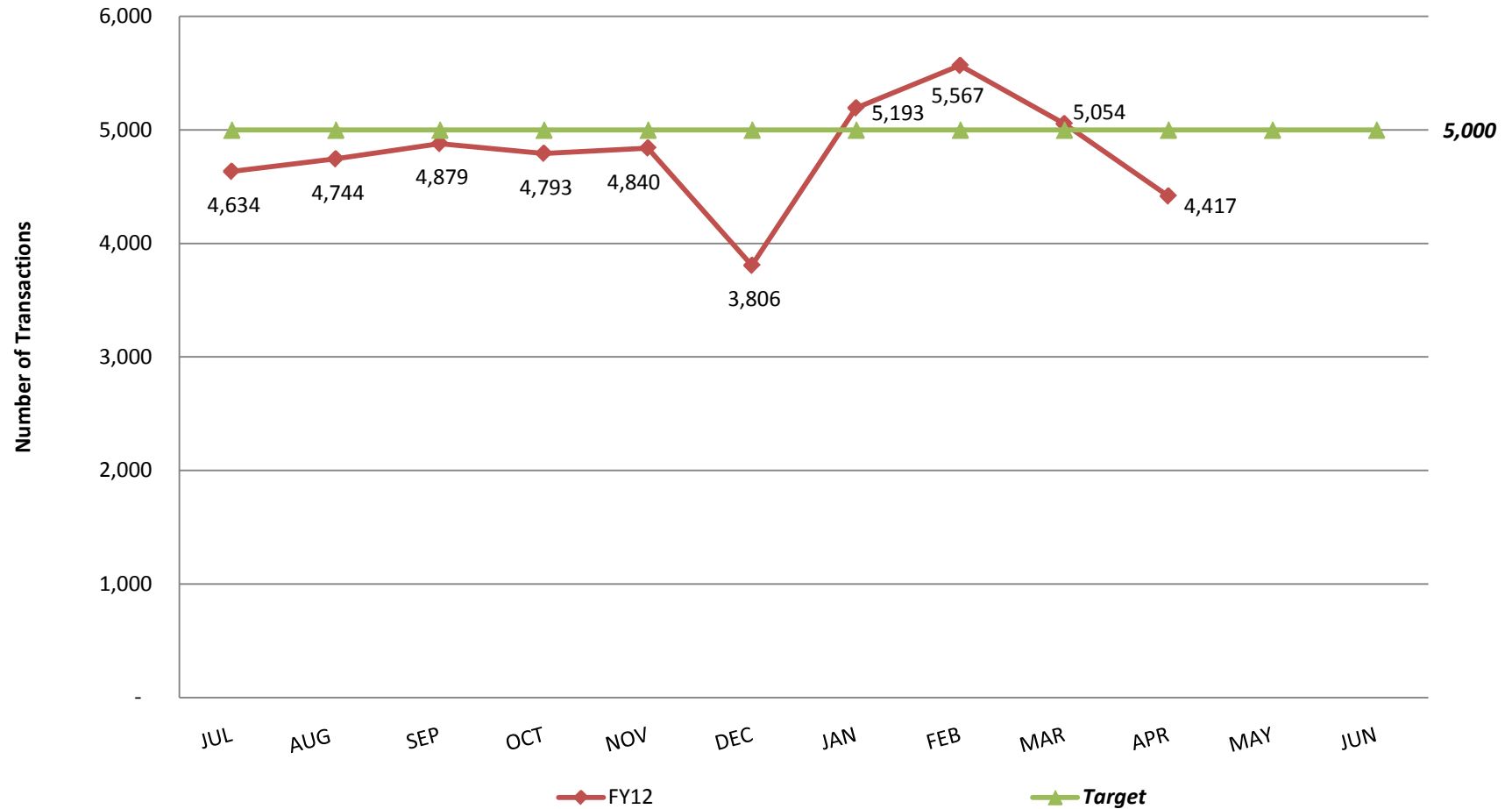
*Hampton Roads Transit requires three boats to be available each day from Memorial Day to Labor Day.*

*Three boats need to be available for off season special events such as Op Sail, Grand Illumination, New Years Eve and Harbor Park events.*



# HAMPTON ROADS TRANSIT

## Technical Services Farebox Transactions Between Service Calls FY12

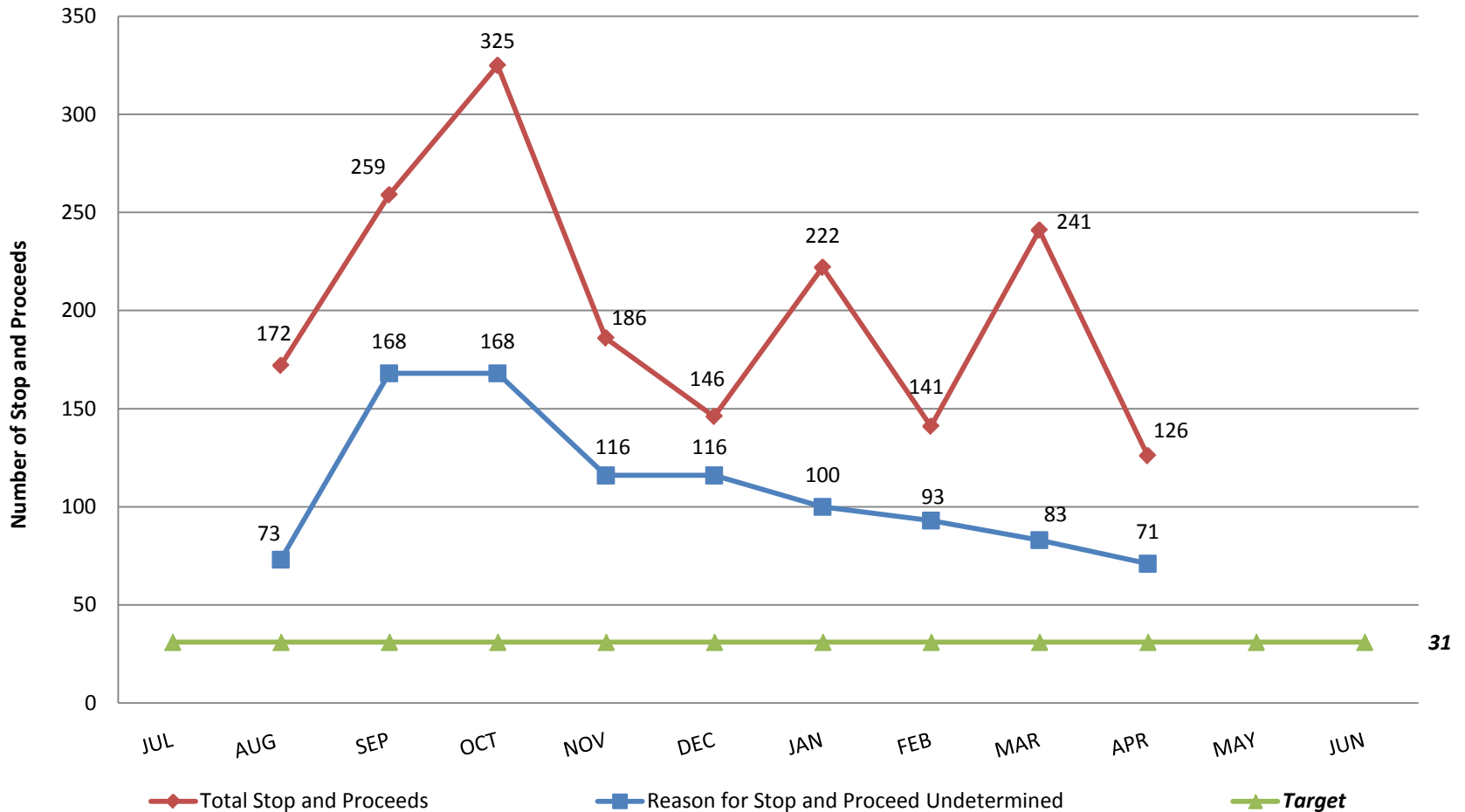






# HAMPTON ROADS TRANSIT

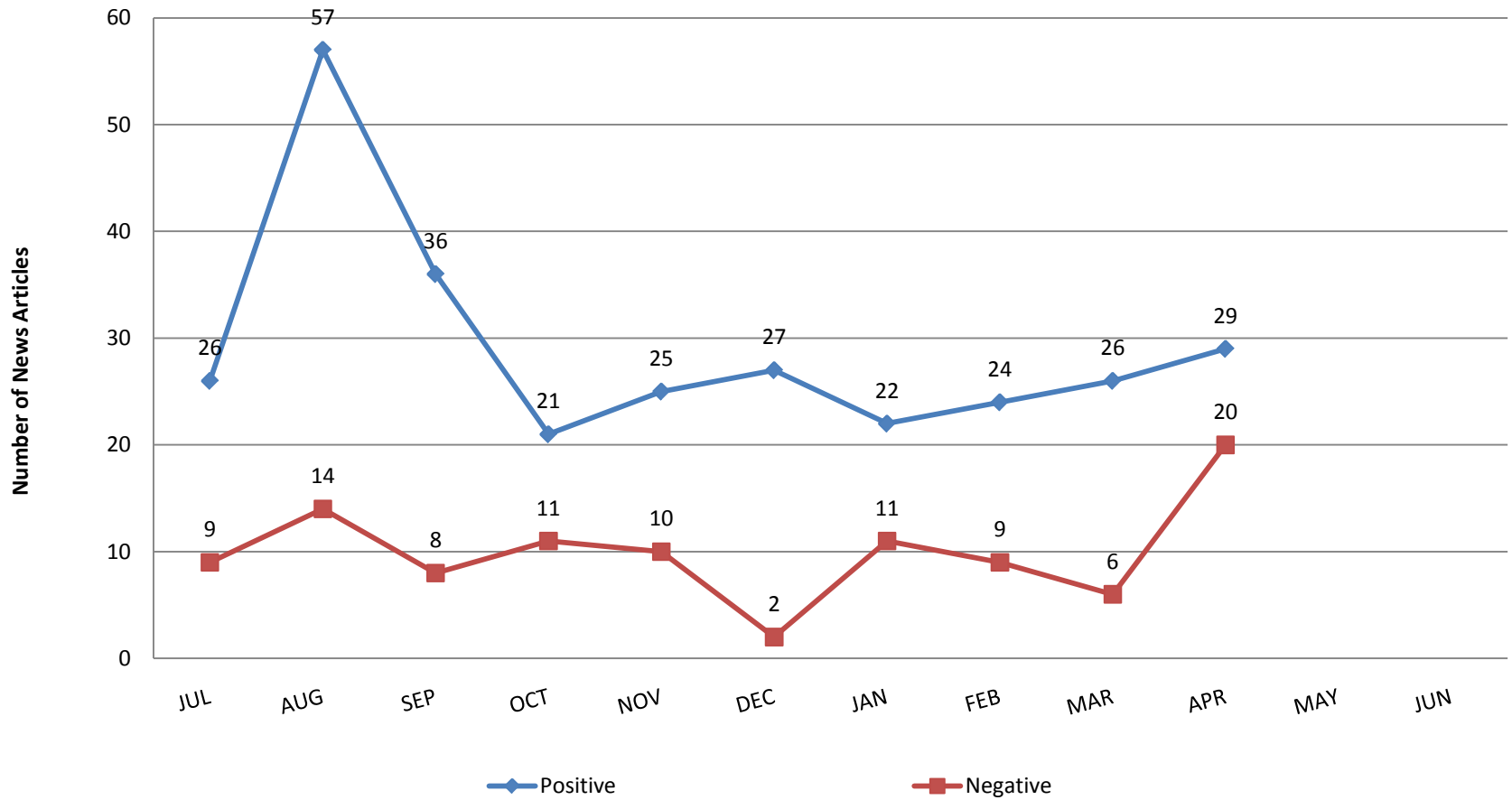
## Technical Services Central Business District Stop and Proceeds FY12



## Operations Information

- Positive vs. Negative News Articles
  - Website Analytics

Operations Information  
Positive v. Negative News Articles  
FY12





# HAMPTON ROADS TRANSIT

Operations Information  
Website Analytics  
April 2012

Google Analytics

http://www.hrtransit.org - http://ww...  
www.gohrt.com [DEFAULT]

Apr 1, 2012 - Apr 30, 2012

## Landing Pages

100.00% of total entrances

Explorer

Site Usage

Visits  
4,000



Visits

**78,315**

% of Total: 100.00% (78,315)

Pages/Visit

**4.32**

Site Avg: 4.32 (0.00%)

Avg. Visit Duration

**00:04:26**

Site Avg: 00:04:26 (0.00%)

% New Visits

**47.06%**

Site Avg: 47.06% (0.00%)

Bounce Rate

**30.98%**

Site Avg: 30.98% (0.00%)

Landing Page	Visits	Pages/Visit	Avg. Visit Duration	% New Visits	Bounce Rate
1. /index.html	38,048	5.15	00:05:07	47.47%	17.82%
2. /route/index.html	5,461	4.56	00:04:14	43.82%	9.80%
3. /services/the-tide/index.html	5,319	4.22	00:03:27	65.73%	35.12%
4. /route/norfolk/index.html	5,259	3.18	00:04:20	31.87%	58.87%
5. /route/virginia-beach/index.html	2,386	3.84	00:03:41	46.06%	49.12%
6. /about/employment/index.html	2,002	2.83	00:04:27	49.35%	46.15%
7. /about/employment	1,865	3.03	00:05:08	67.72%	44.50%
8. /services/paddlewheel-ferry/index.html	1,674	2.72	00:02:23	69.77%	50.30%
9. /route/newport-news/index.html	1,484	3.73	00:04:23	41.64%	51.21%
10. /route/norfolk	1,175	2.21	00:02:25	12.94%	73.36%

Rows 1 - 10 of 701

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# HAMPTON ROADS TRANSIT

Operations Information  
Website Analytics  
April 2012

Google Analytics

<http://www.hrtransit.org> - <http://www.gohrt.com> [DEFAULT]

## Visitors Overview

Apr 1, 2012 - Apr 30, 2012

100.00% of total visits

### Overview

Visits

4,000

2,500

Apr 8

Apr 15

Apr 22

Apr 29

46,136 people visited this site



**Visits: 78,315**



**Unique Visitors: 46,136**



**Pageviews: 338,538**



**Pages/Visit: 4.32**



**Avg. Visit Duration: 00:04:26**



**Bounce Rate: 30.98%**



**% New Visits: 47.06%**



**47.13% New Visitor**

36,911 Visits

**52.87% Returning Visitor**

41,404 Visits

### Language

	Language	Visits	% Visits
1.	en-us	60,396	77.12%
2.	en	16,876	21.55%
3.	en-us	161	0.21%
4.	en-gb	135	0.17%
5.	es	78	0.10%
6.	fr	65	0.08%
7.	de-de	64	0.08%
8.	*30790cc430790a1130790cd430790ca830790b20	40	0.05%
9.	es-es	38	0.05%
10.	ru	32	0.04%

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