

# Transit Operations

## Key Performance Indicator Report

### September 2012

## Bus Transportation

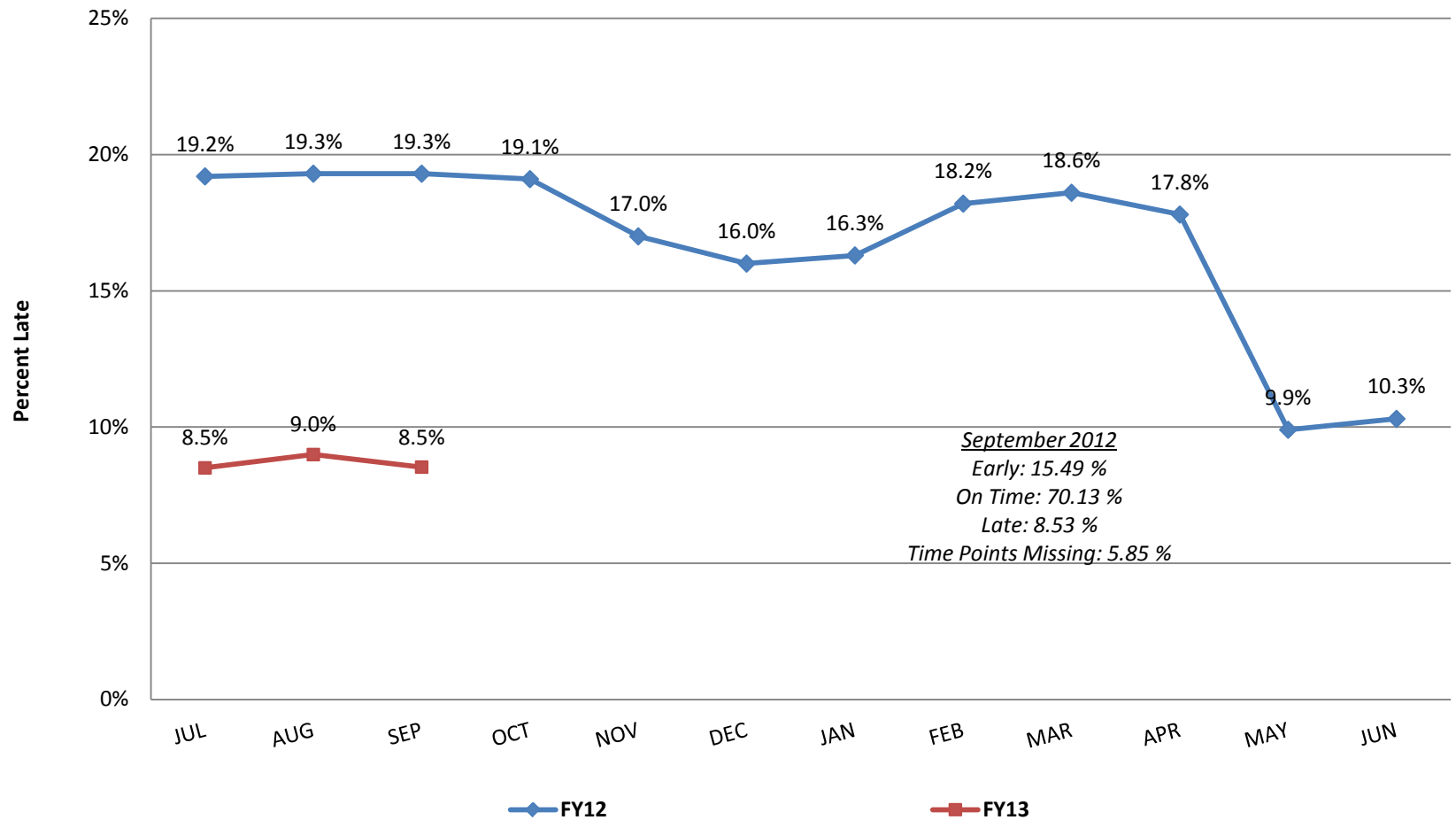
### Targeted Areas of Improvement

- 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

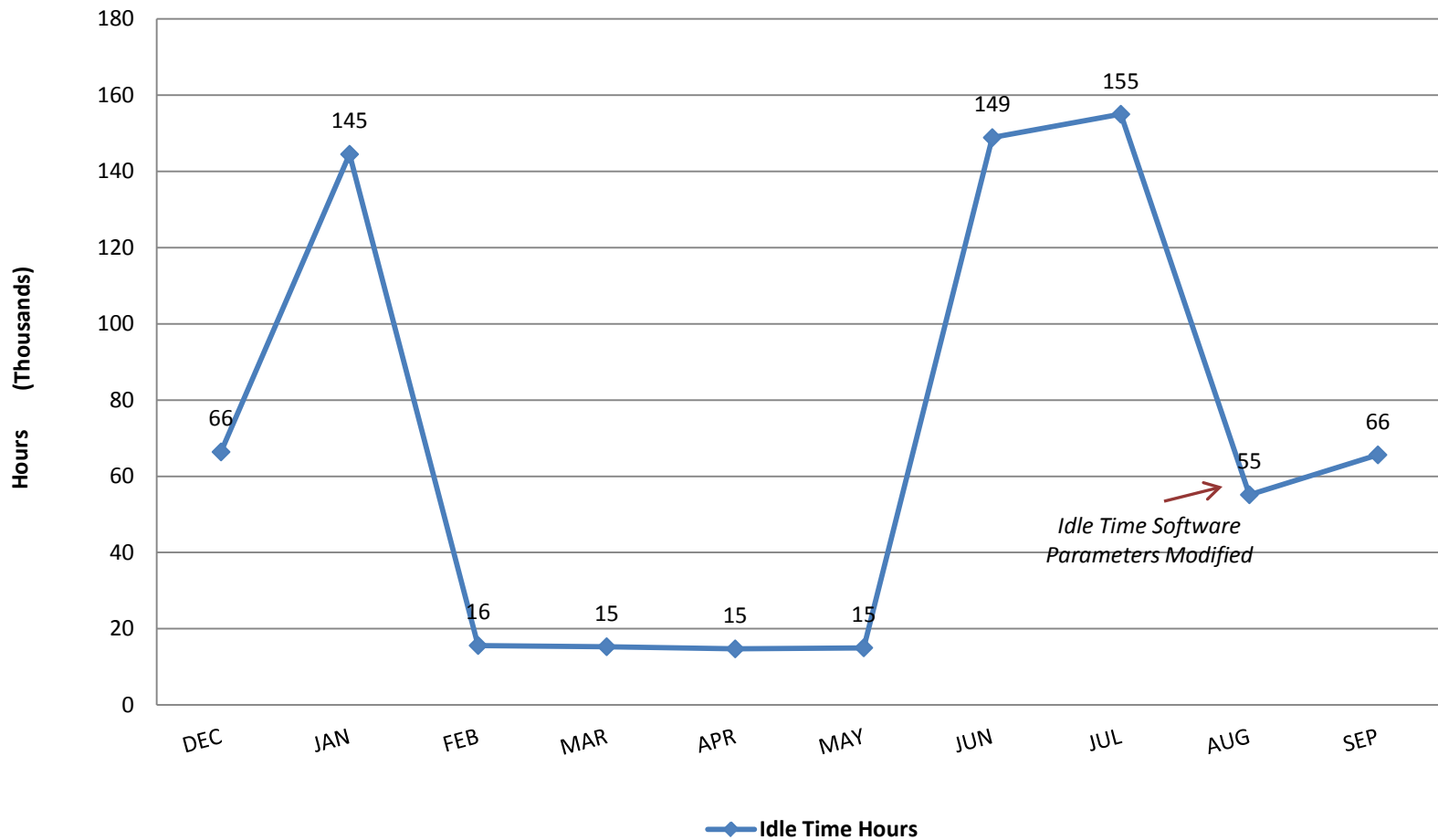
Bus Transportation  
Late Percentage  
FY12 / FY13





# HAMPTON ROADS TRANSIT

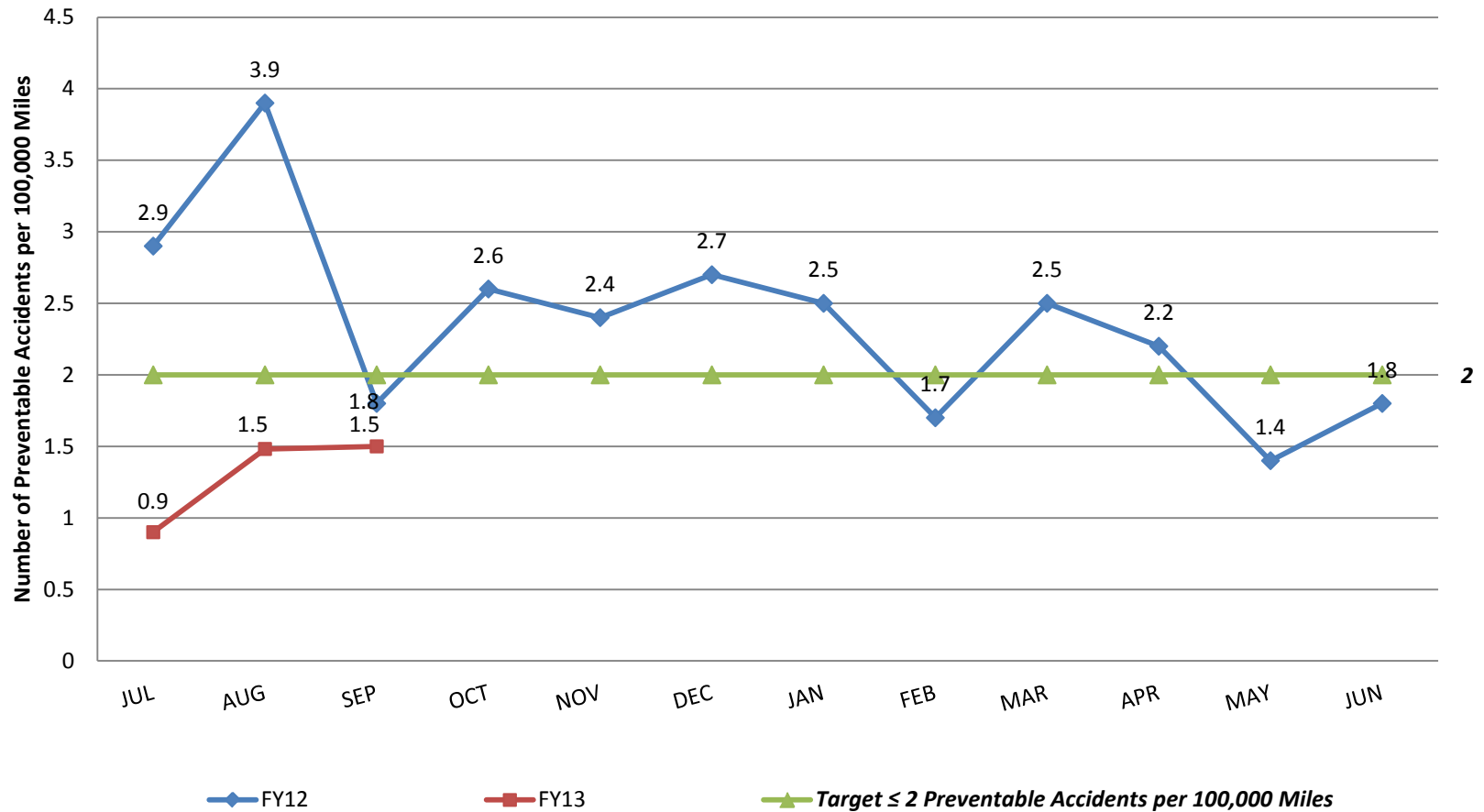
Bus Transportation  
Idle Time Hours  
December 2011 - September 2012



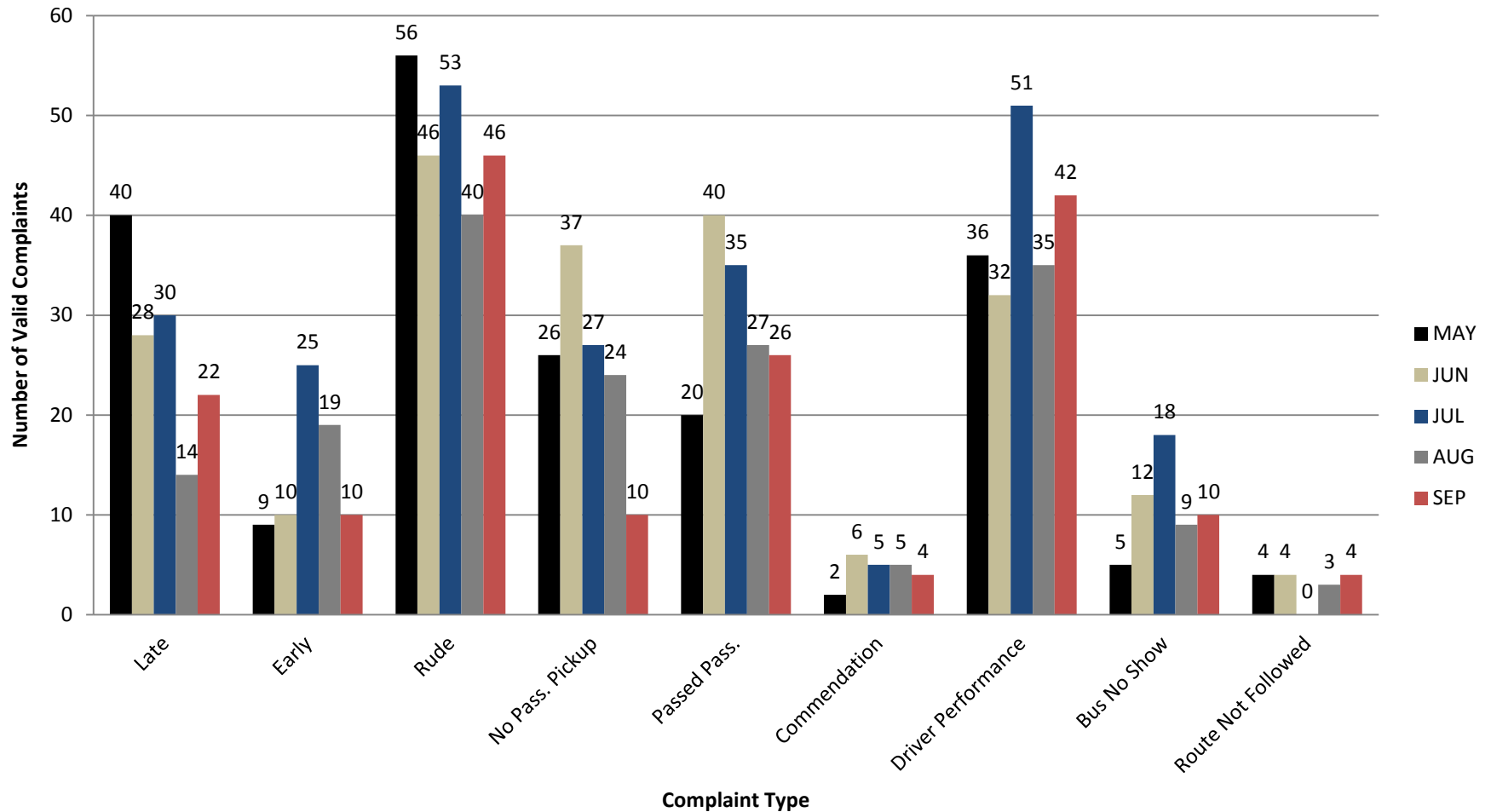


# HAMPTON ROADS TRANSIT

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



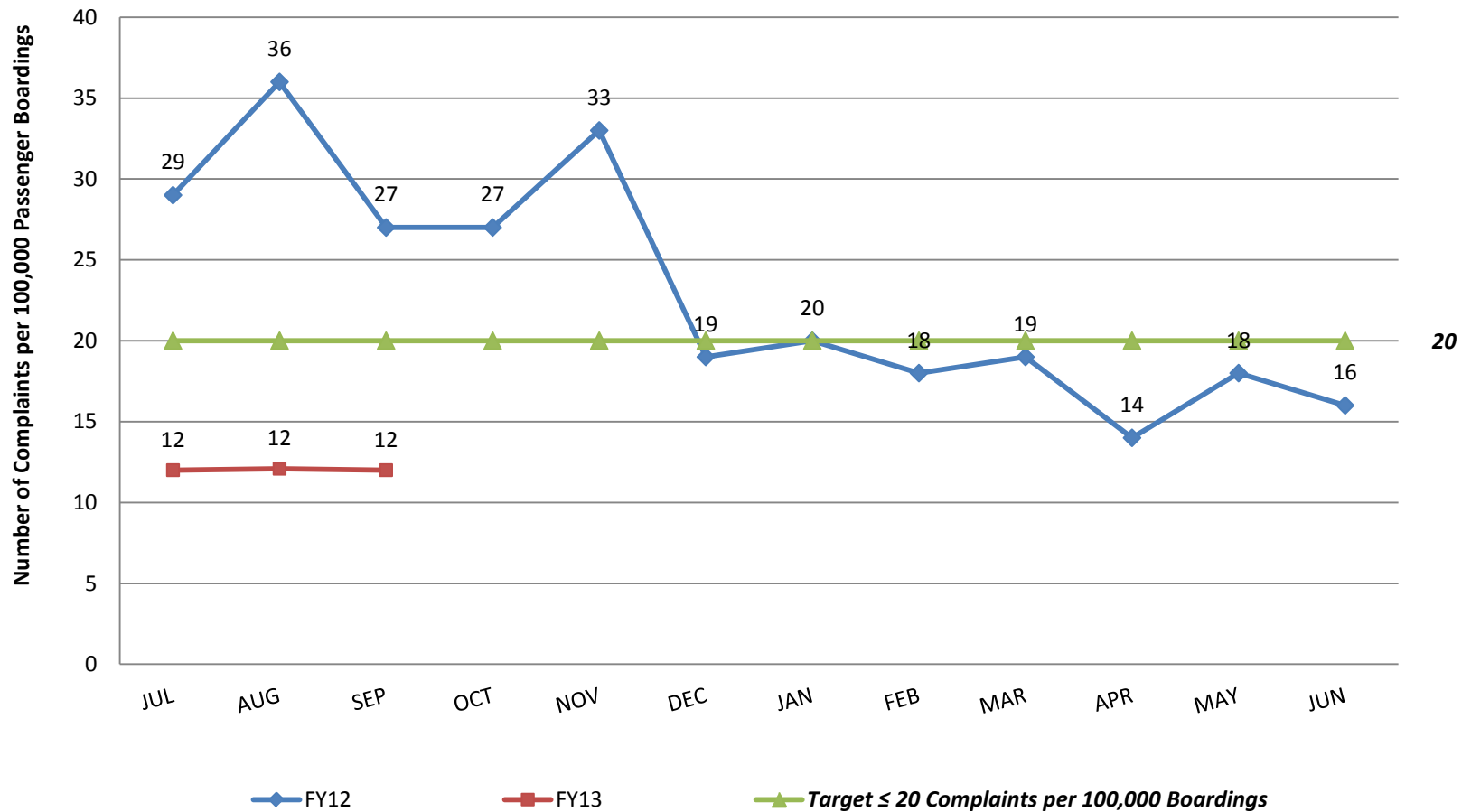
Bus Transportation  
Valid Customer Complaints by Type  
May - September 2012





# HAMPTON ROADS TRANSIT

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



## Paratransit

### Targeted Areas of Improvement

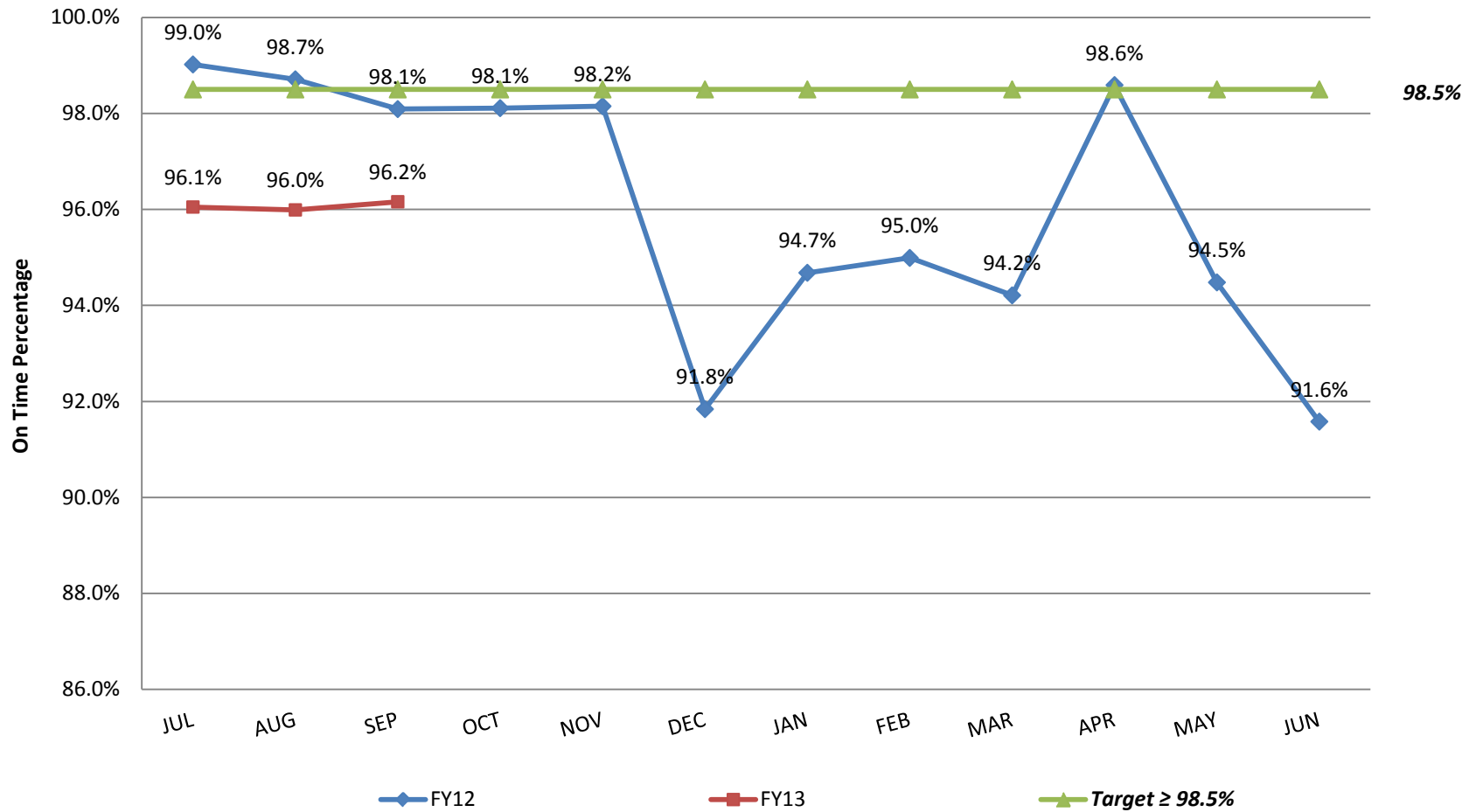
- On-Time Performance
- Preventable Accidents per 100,000 Miles
- Valid Customer Complaints per Month





# HAMPTON ROADS TRANSIT

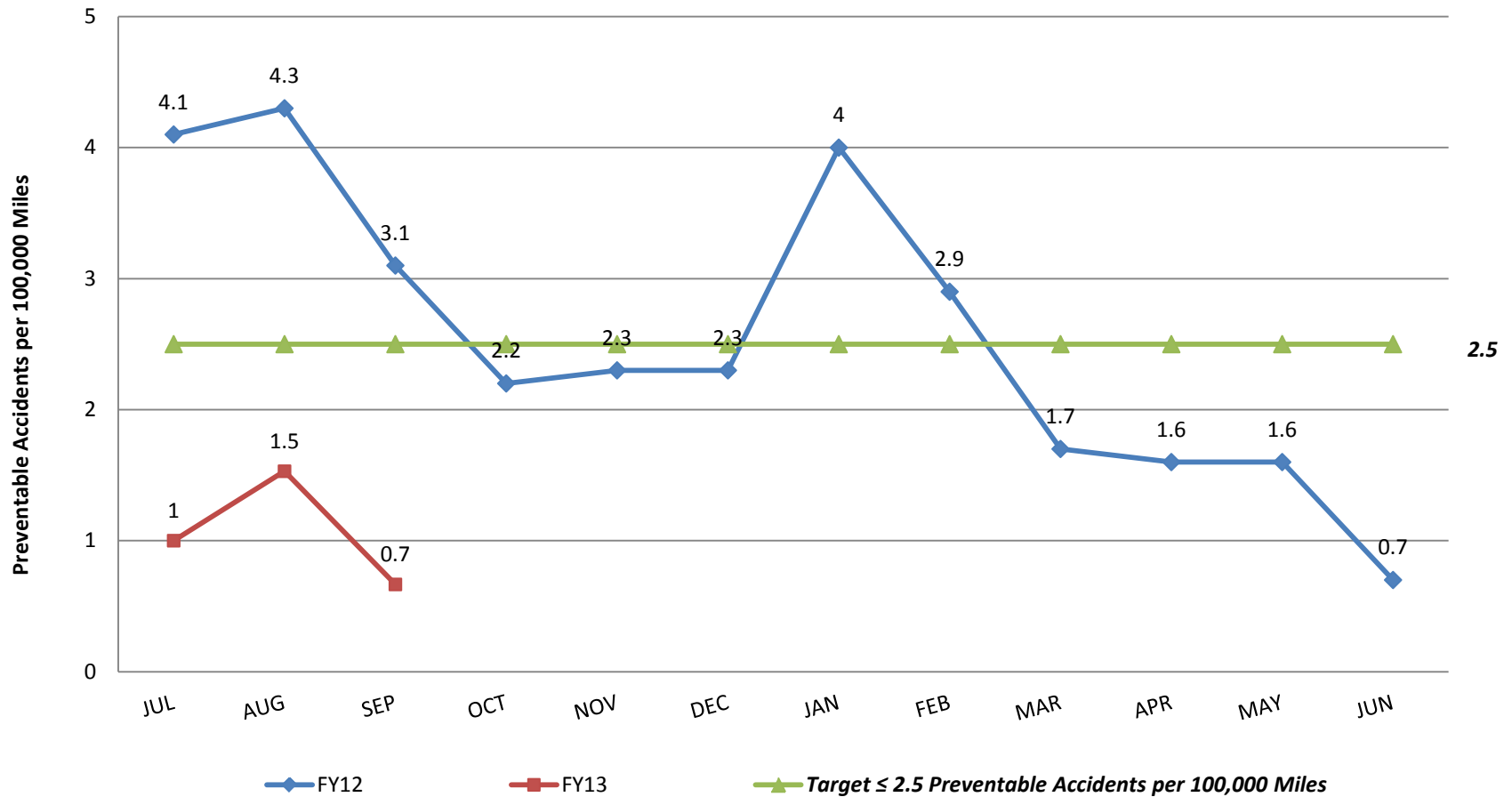
## Paratransit On Time Performance FY12 / FY13





# HAMPTON ROADS TRANSIT

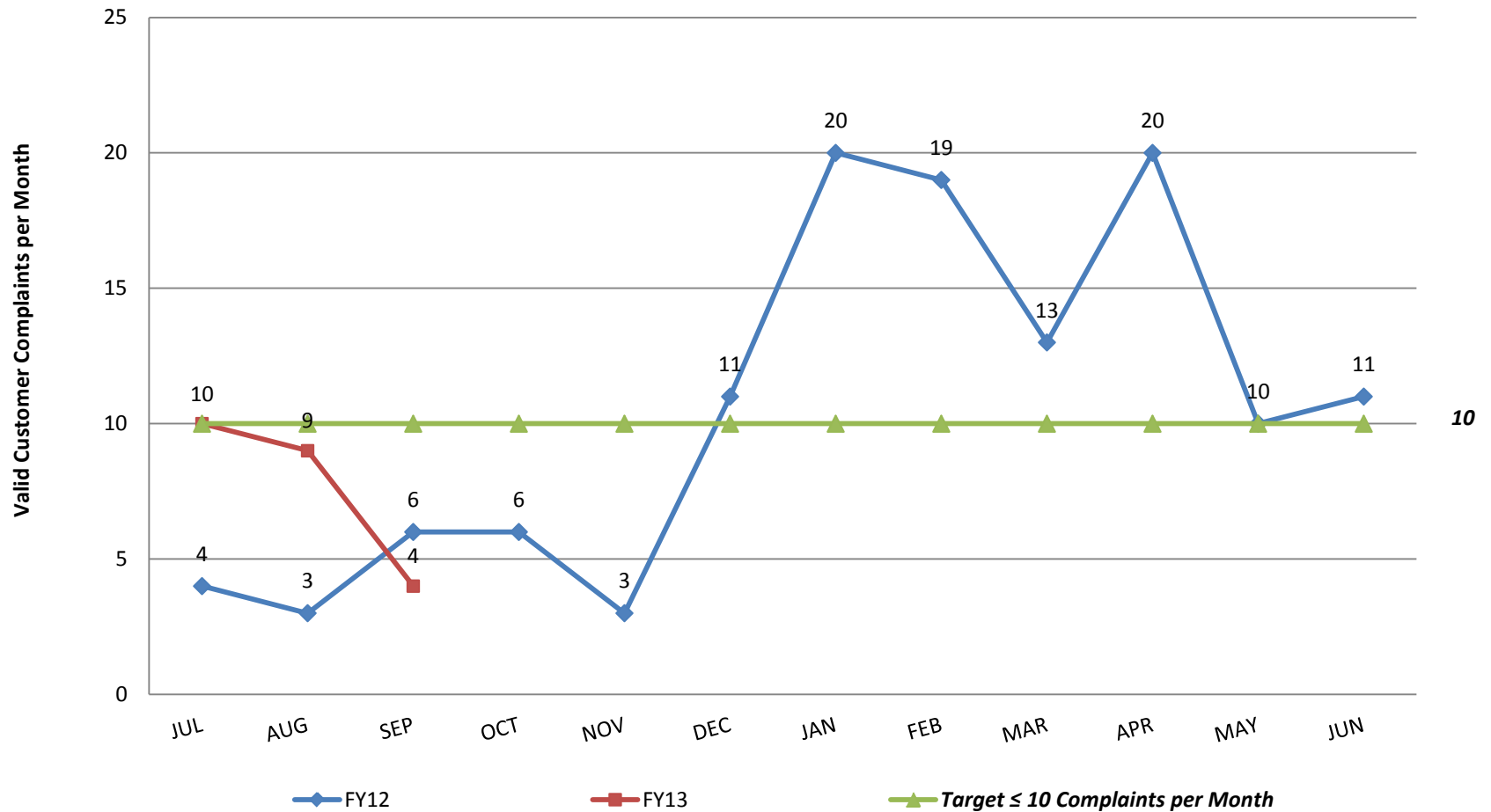
Paratransit  
Preventable Accidents per 100,000 Miles  
FY12 / FY13





# HAMPTON ROADS TRANSIT

## Paratransit Valid Customer Complaints per Month FY12 / FY13



## Bus Maintenance

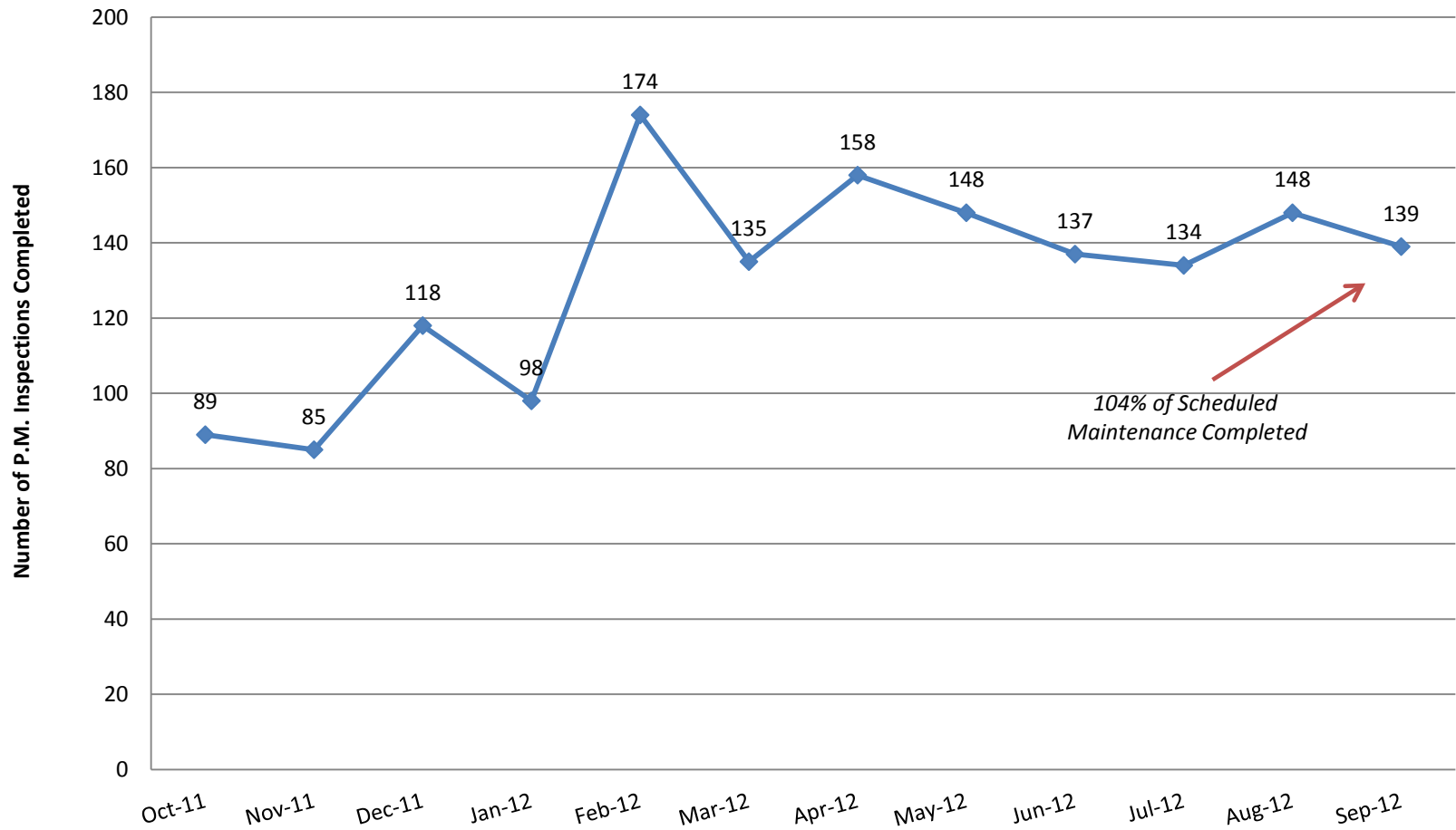
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

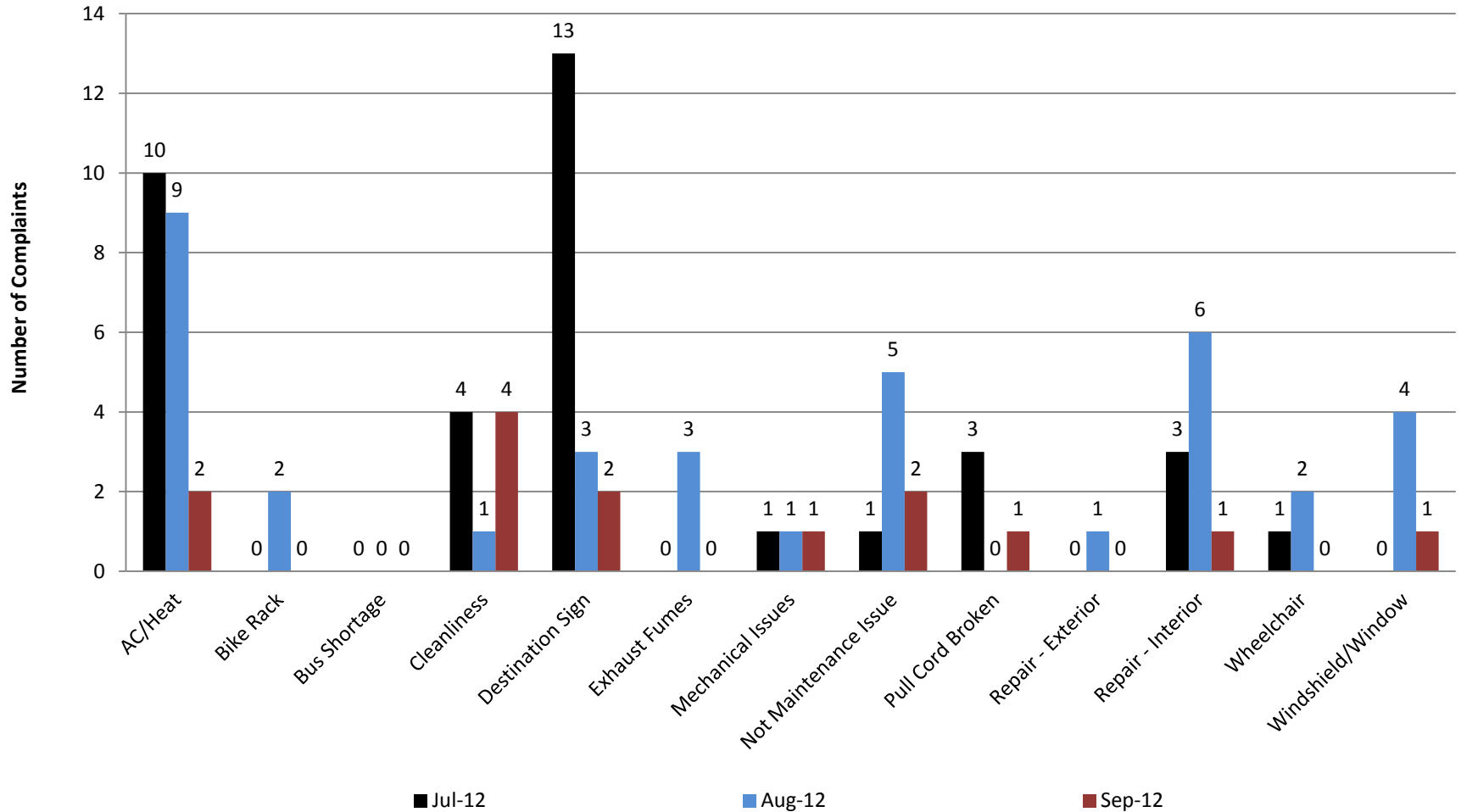
Bus Maintenance  
Preventive Maintenance Inspections  
October 2011 - September 2012





# HAMPTON ROADS TRANSIT

Bus Maintenance  
Customer Complaints by Type  
FY 13

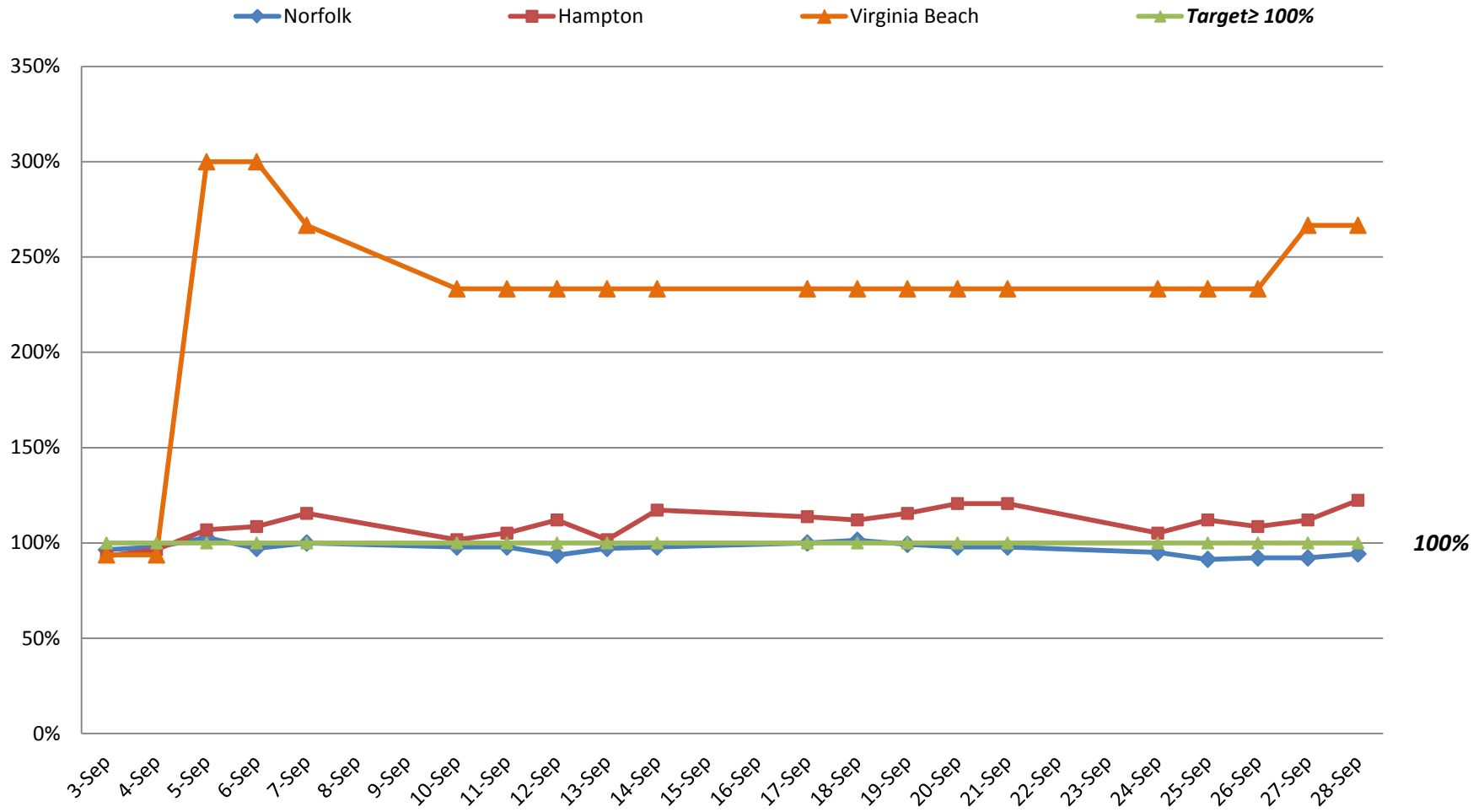




# HAMPTON ROADS TRANSIT

Weekday Pullout (Measures Readiness @ 2 p.m.)

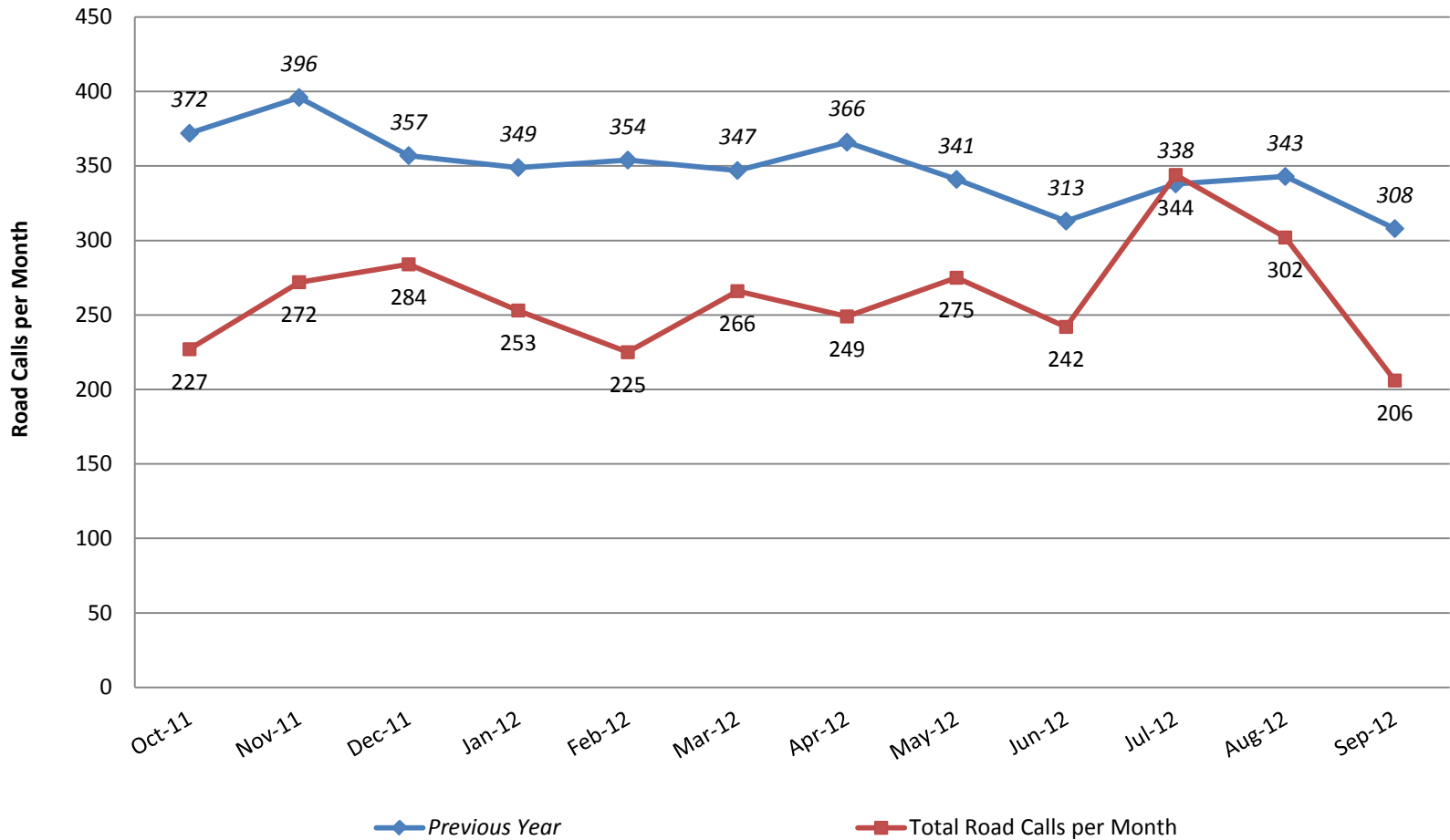
September 2012





# HAMPTON ROADS TRANSIT

Bus Maintenance  
Road Call Summary  
October 2011 - September 2012





## Rail Transportation

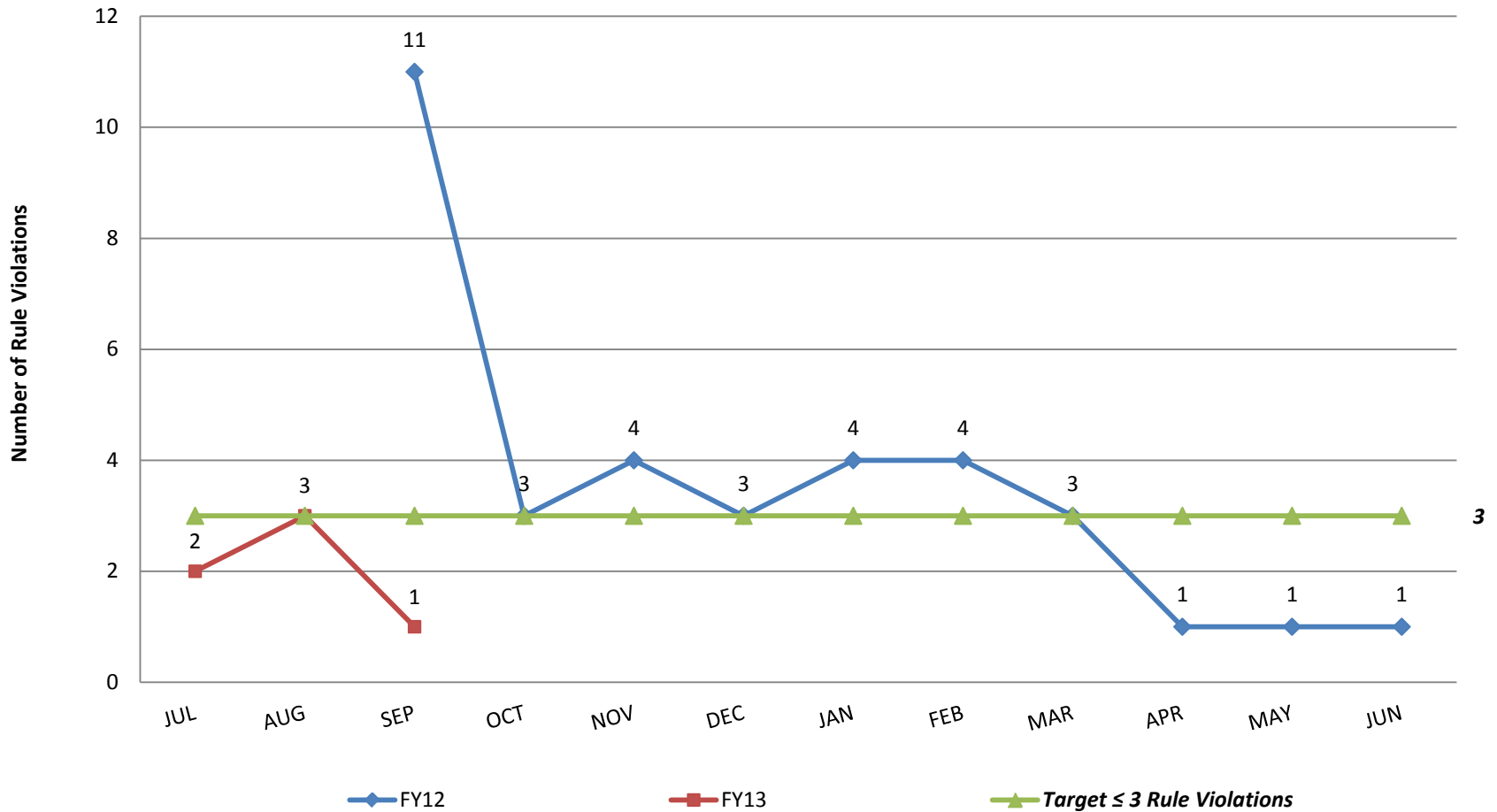
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

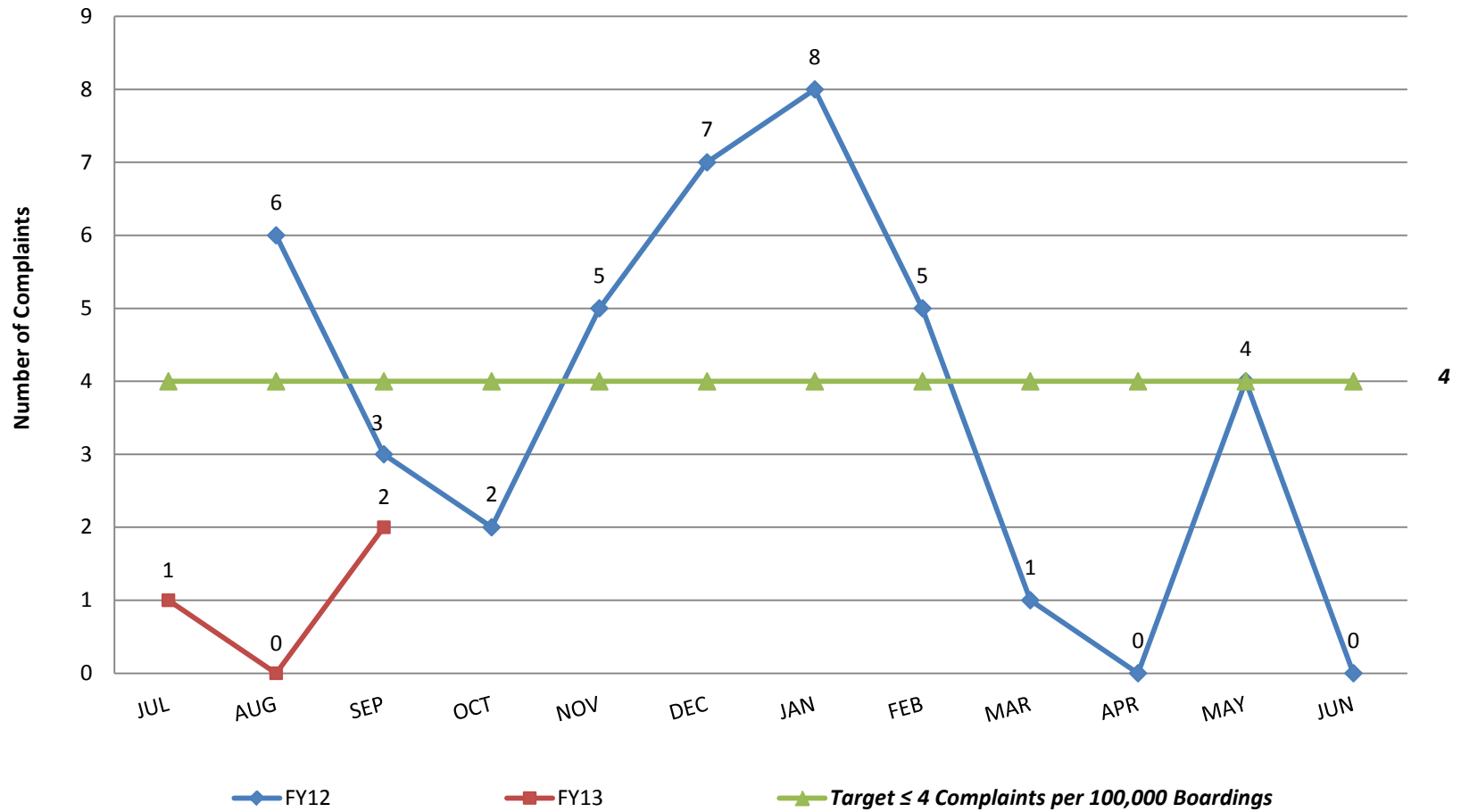
## Rail Transportation Operator Rule Violations FY12 / FY13





# HAMPTON ROADS TRANSIT

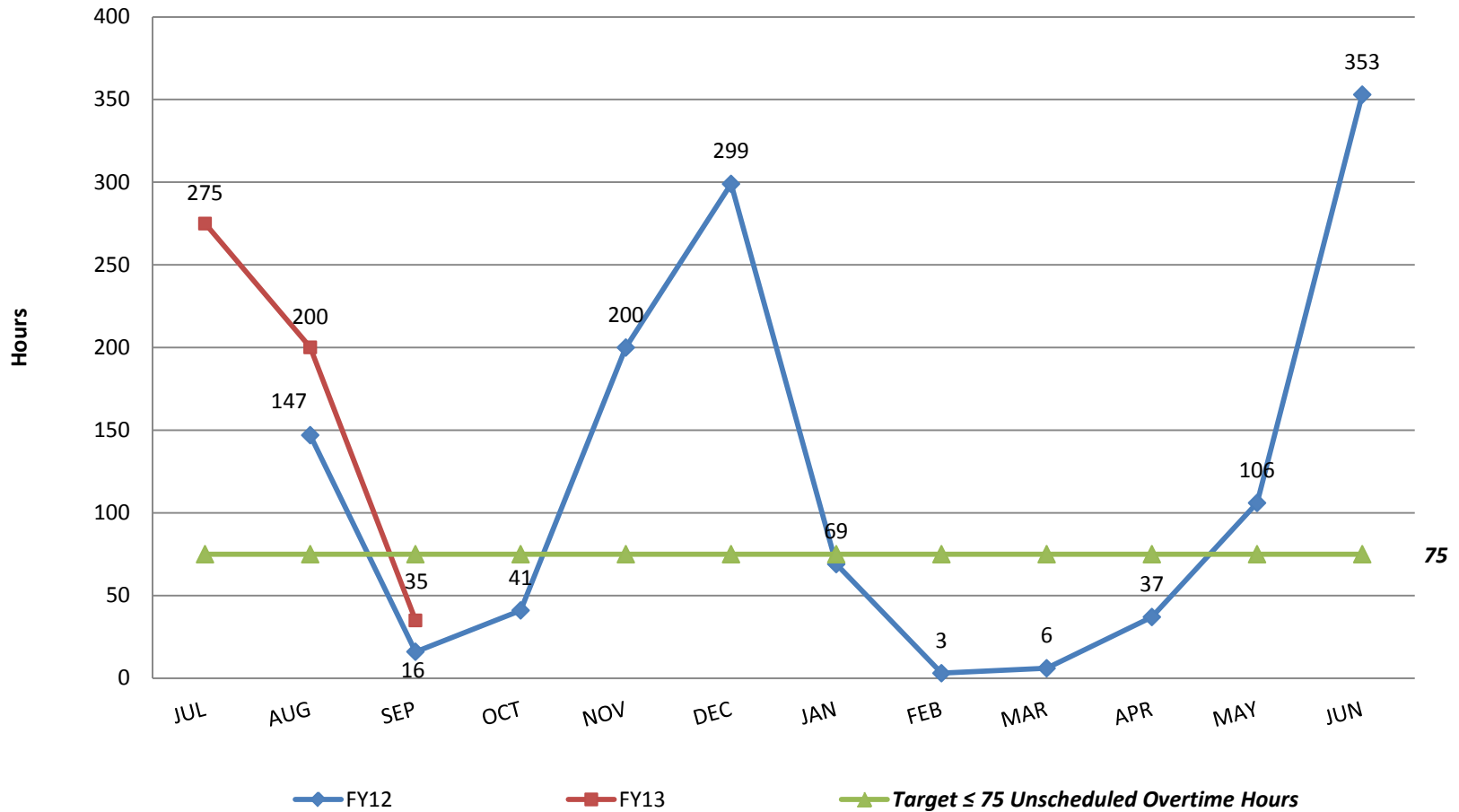
Rail Transportation  
Valid Customer Complaints per 100,000 Boardings  
FY12 / FY13





# HAMPTON ROADS TRANSIT

Rail Transportation  
Unscheduled Overtime Hours  
FY12 / FY13



## Rail Vehicle Maintenance

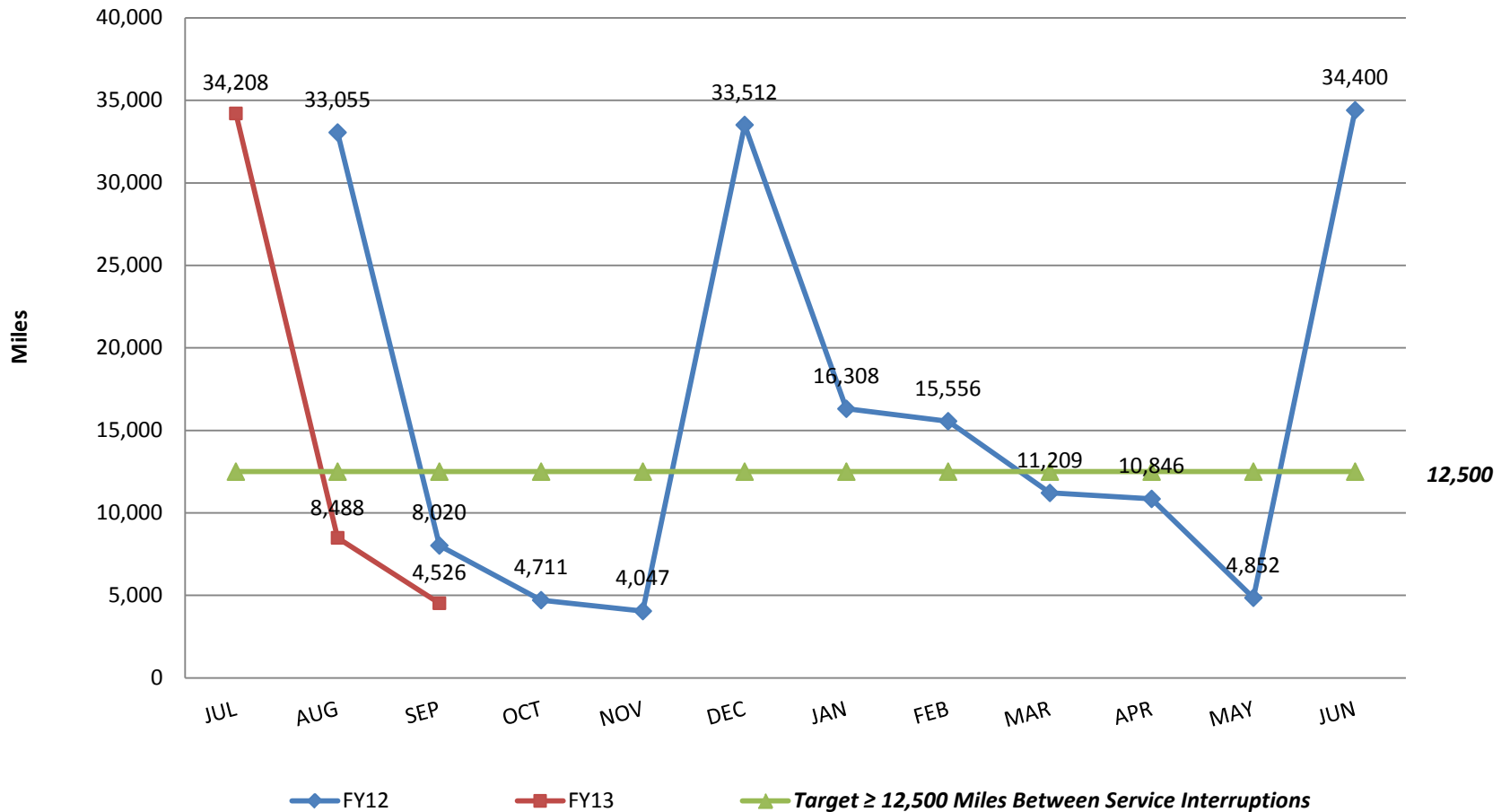
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

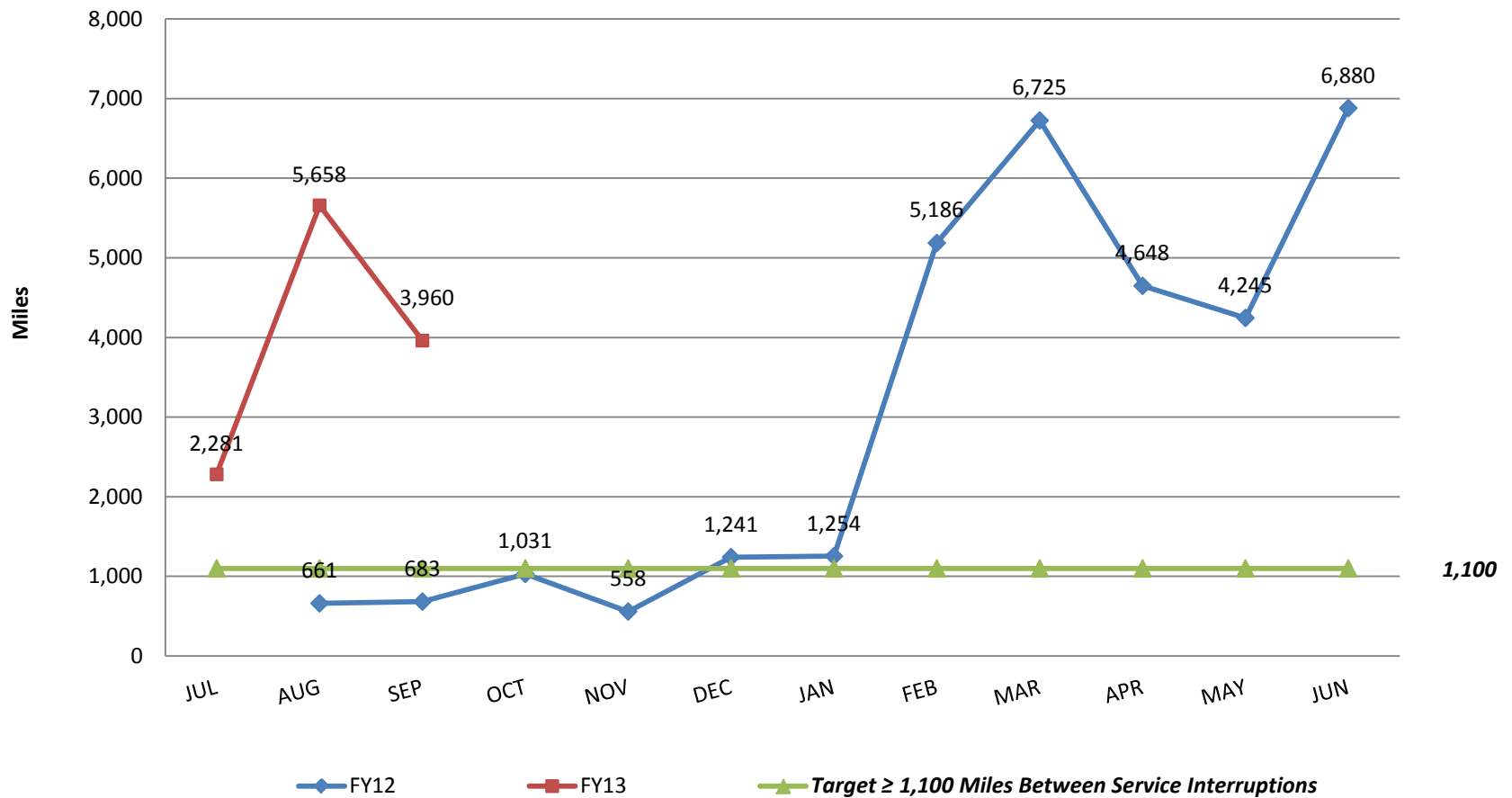
Rail Vehicle Maintenance  
Mean Distance Between Service Interruptions  
FY12 / FY13





# HAMPTON ROADS TRANSIT

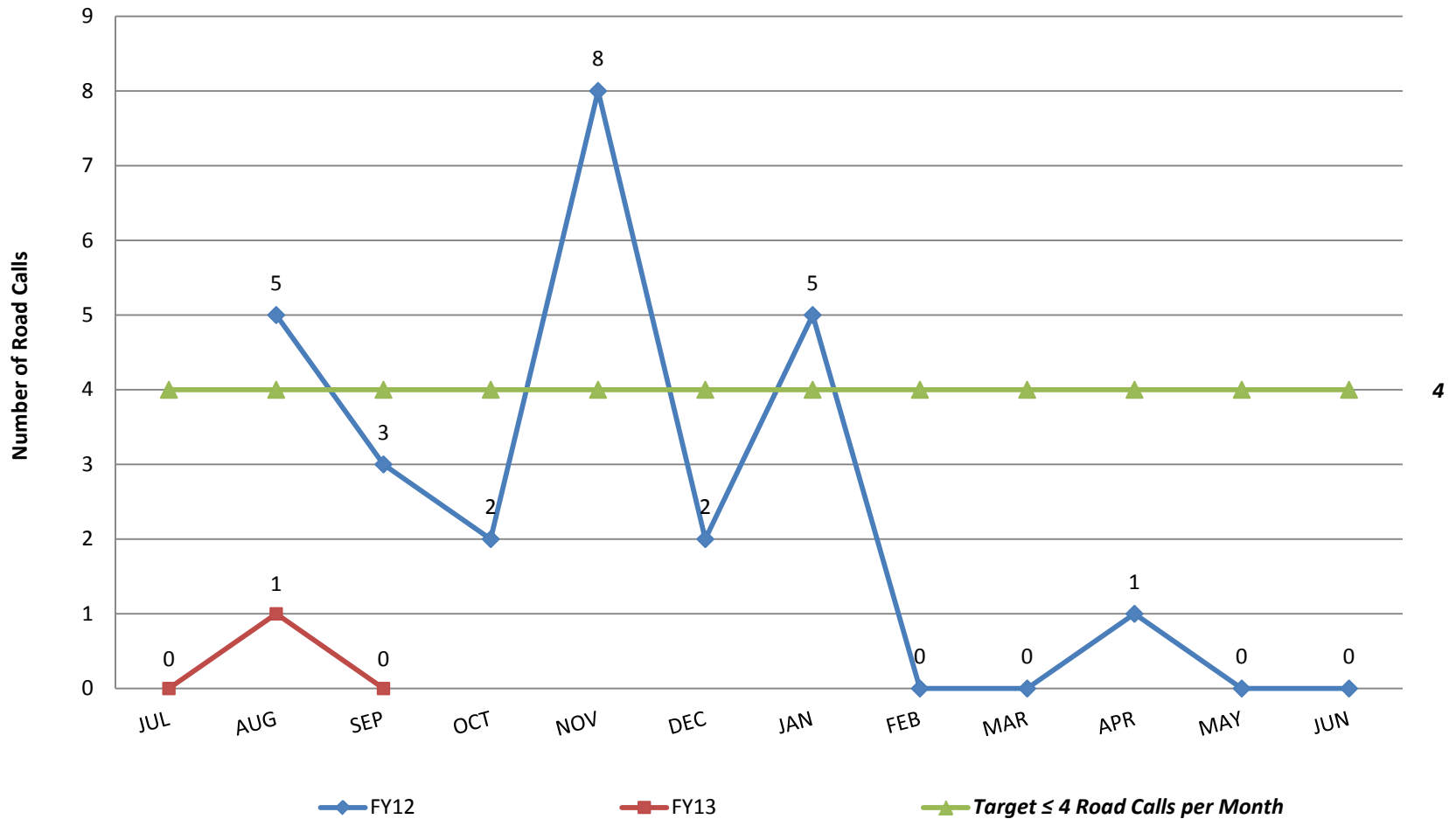
## Rail Vehicle Maintenance Mean Distance Between LRV Subsystem Failures FY12 / FY13





# HAMPTON ROADS TRANSIT

Rail Vehicle Maintenance  
Road Calls  
FY12 / FY13





## Technical Services

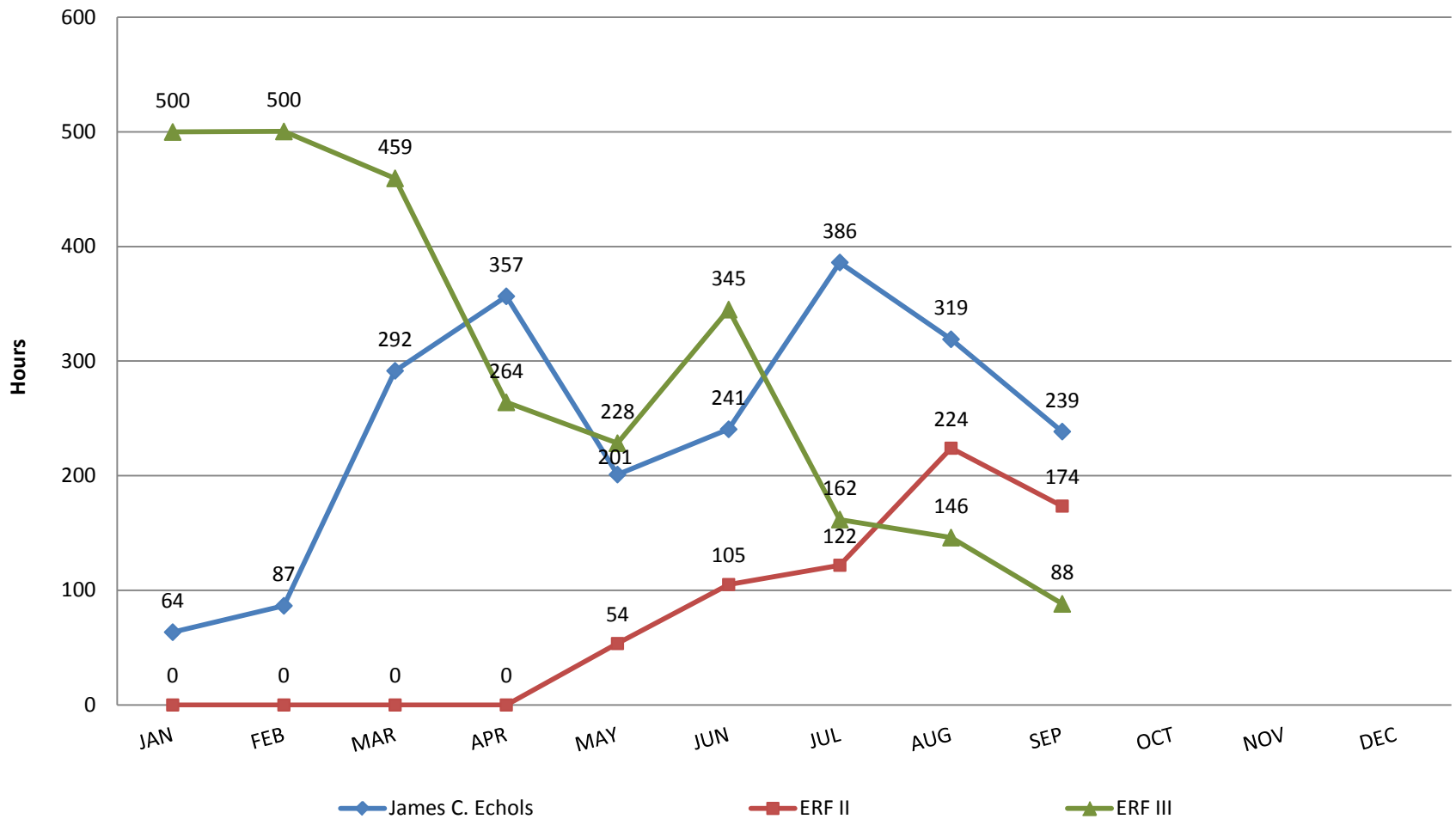
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

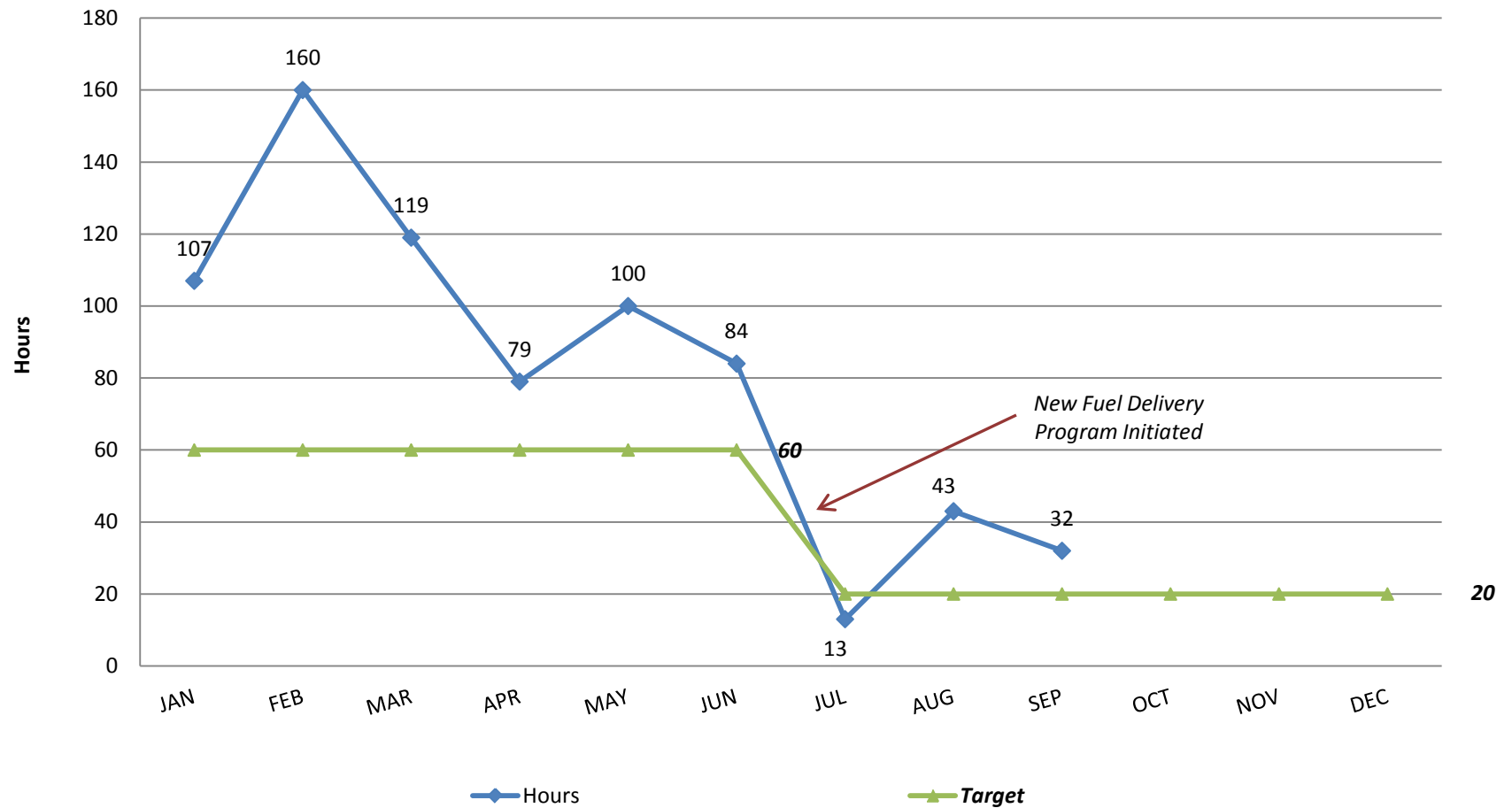
Technical Services  
2012 Ferry Boat Service  
Engine Hours per Boat





# HAMPTON ROADS TRANSIT

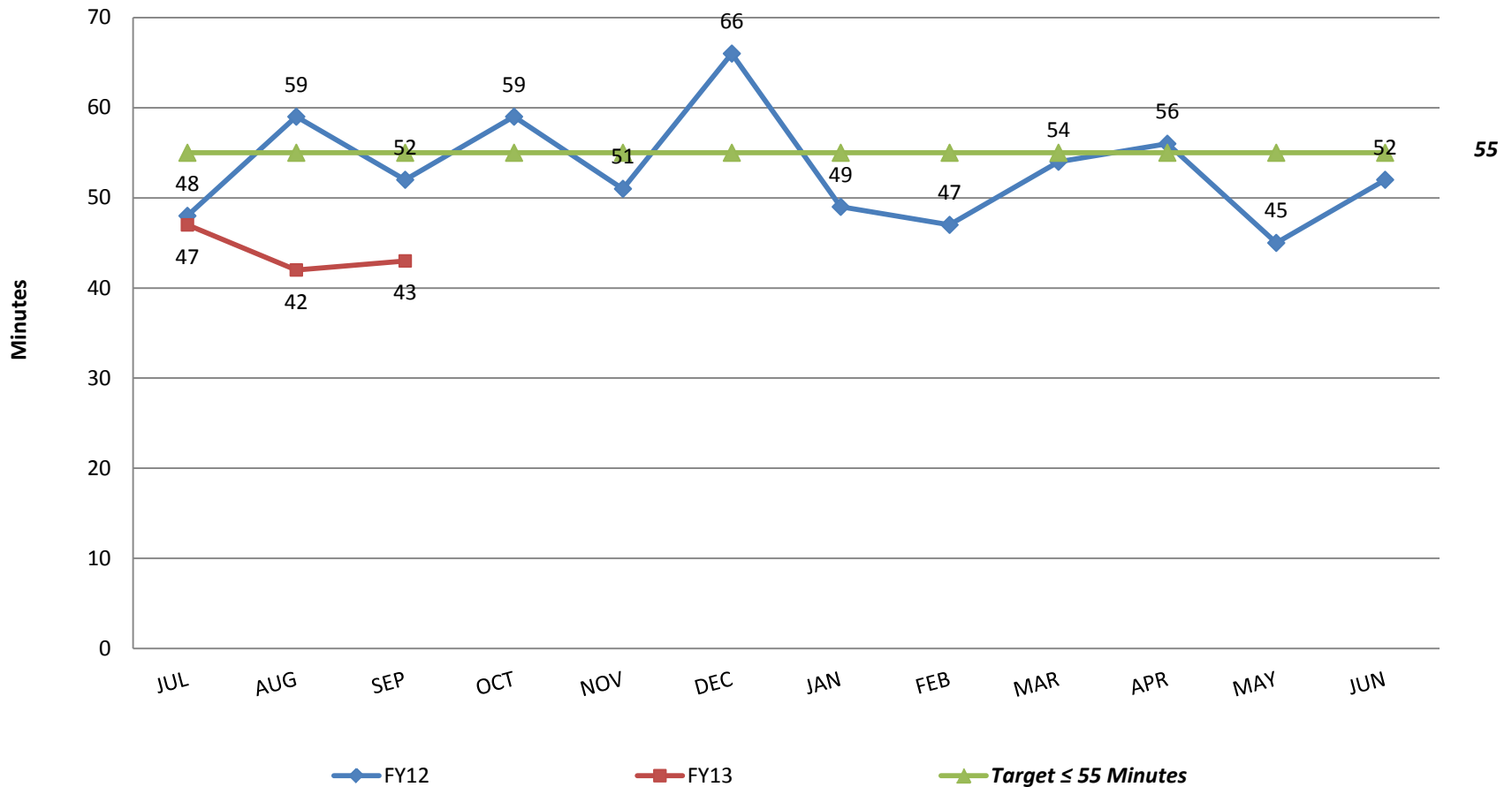
Technical Services  
Ferry Boat Deadhead / Idle Time  
2012





# HAMPTON ROADS TRANSIT

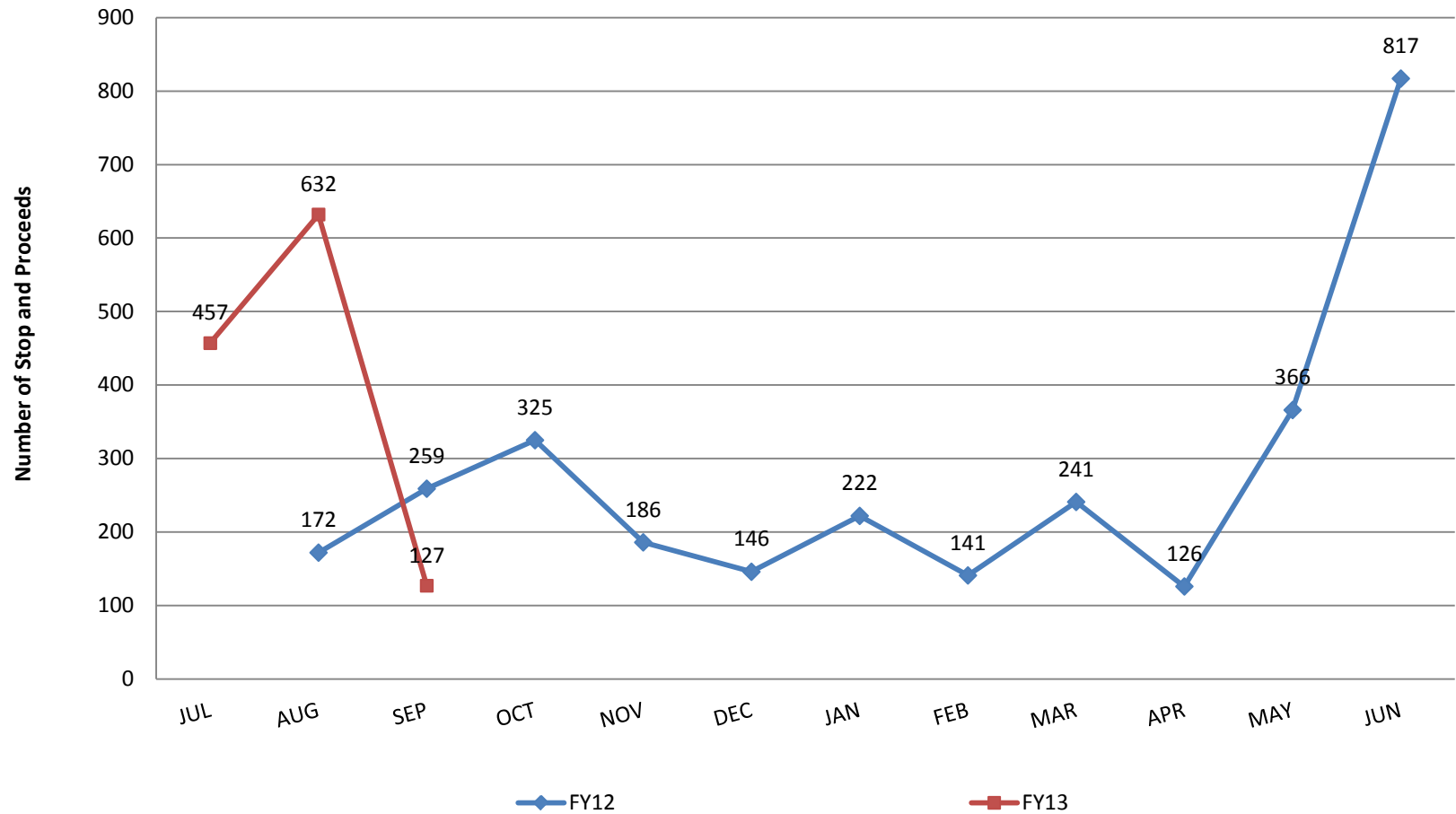
## Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





# HAMPTON ROADS TRANSIT

Technical Services  
Central Business District Stop and Proceeds  
FY12 / FY13



## Operations Information

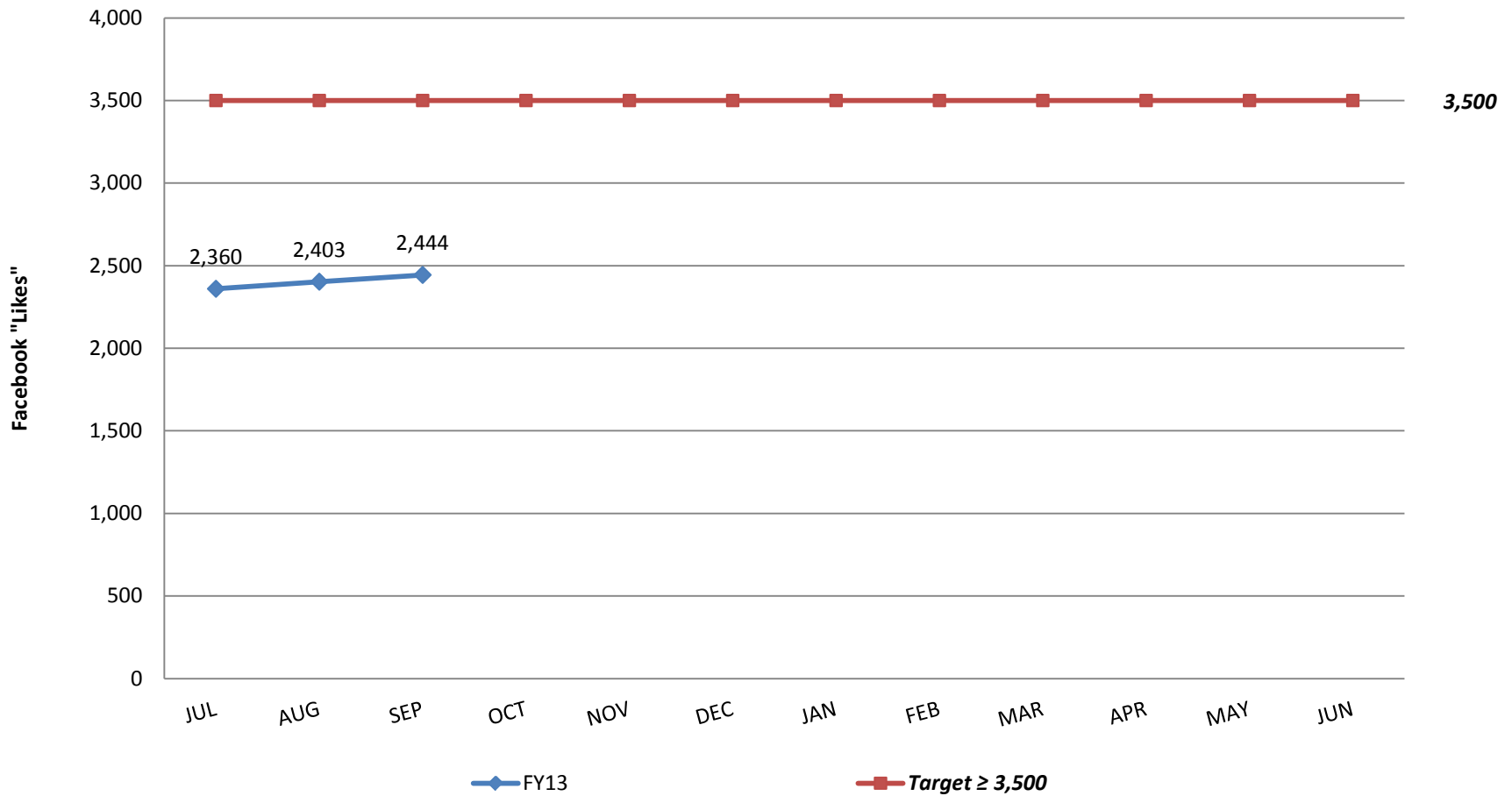
### Targeted Areas of Improvement

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



# HAMPTON ROADS TRANSIT

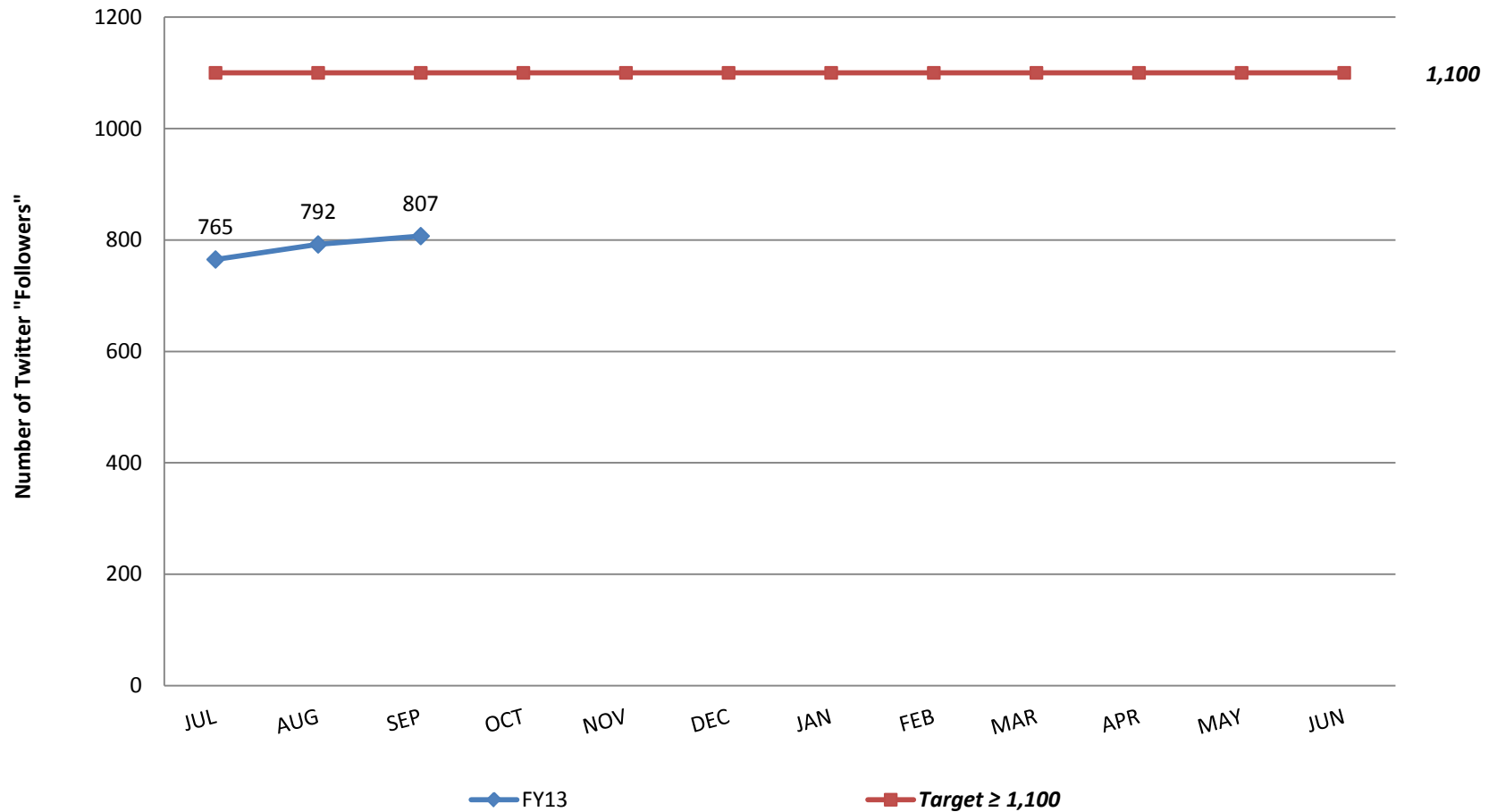
Operations Information  
Social Media - Facebook "Likes"  
FY13





# HAMPTON ROADS TRANSIT

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







# HAMPTON ROADS TRANSIT

Operations Information  
Positive vs. Negative News Articles  
FY12 / FY13

