

# Transit Operations

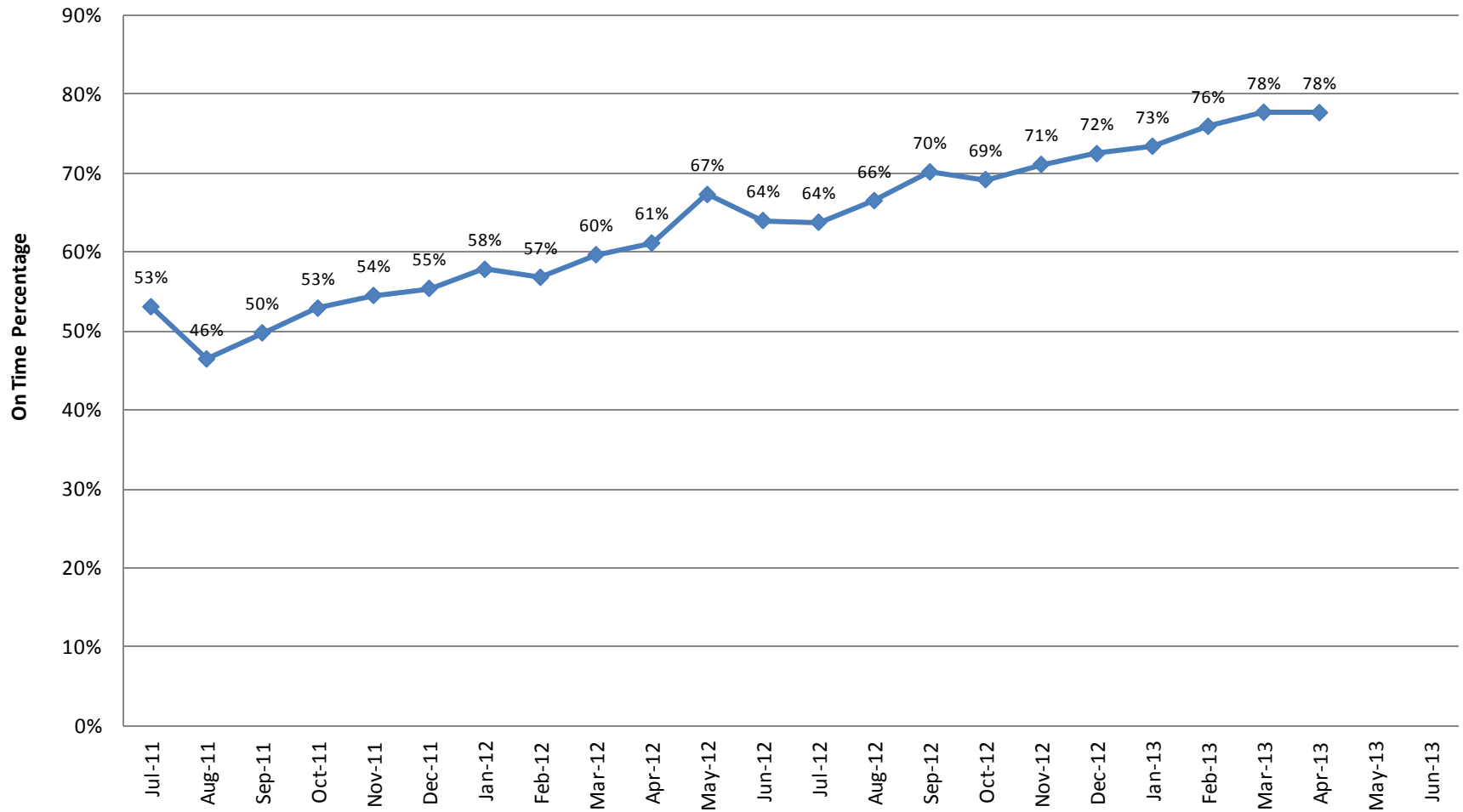
## Key Performance Indicator Report

April 2013



# HAMPTON ROADS TRANSIT

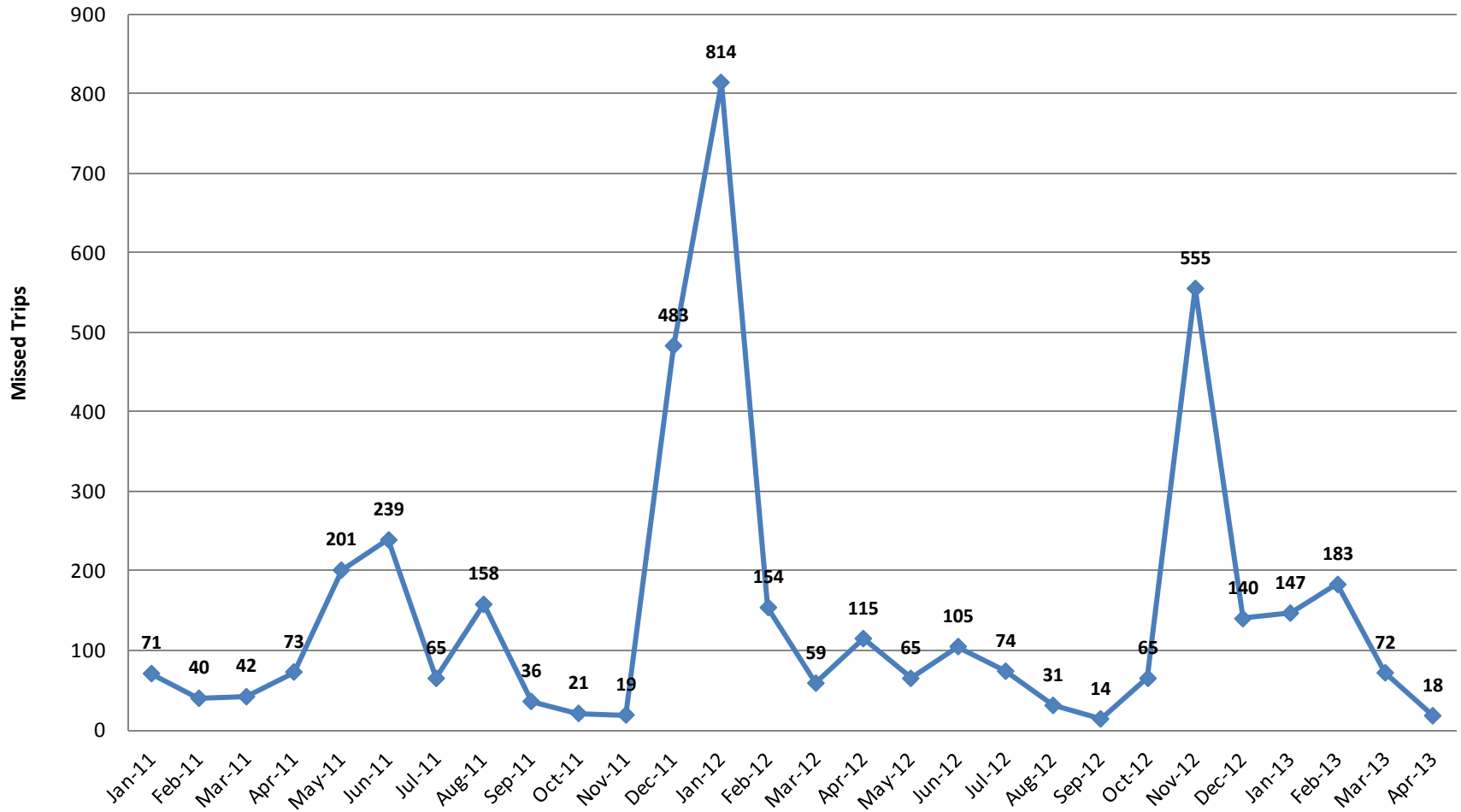
Bus Transportation  
On Time Performance  
FY12 / FY13



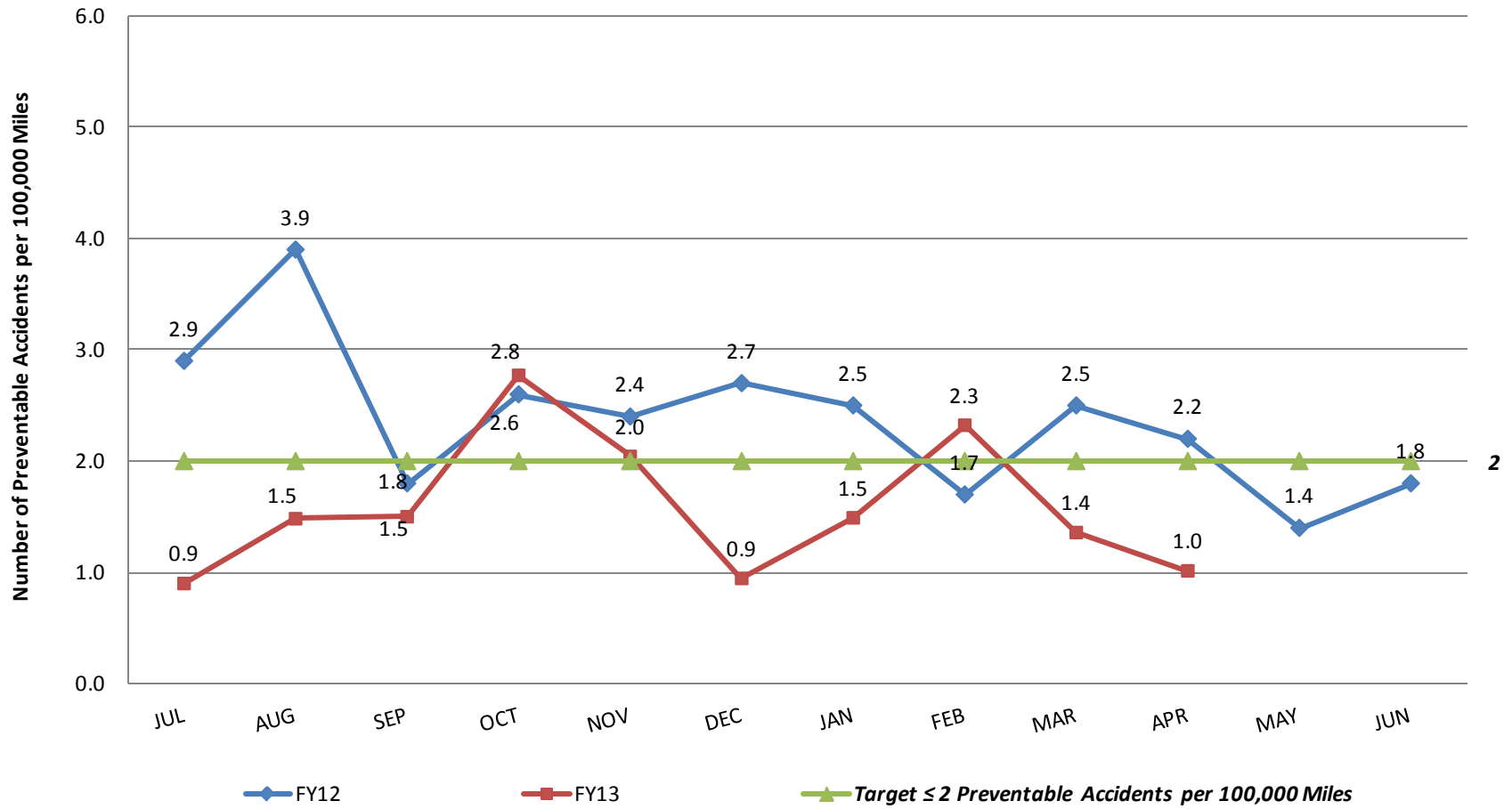


# HAMPTON ROADS TRANSIT

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



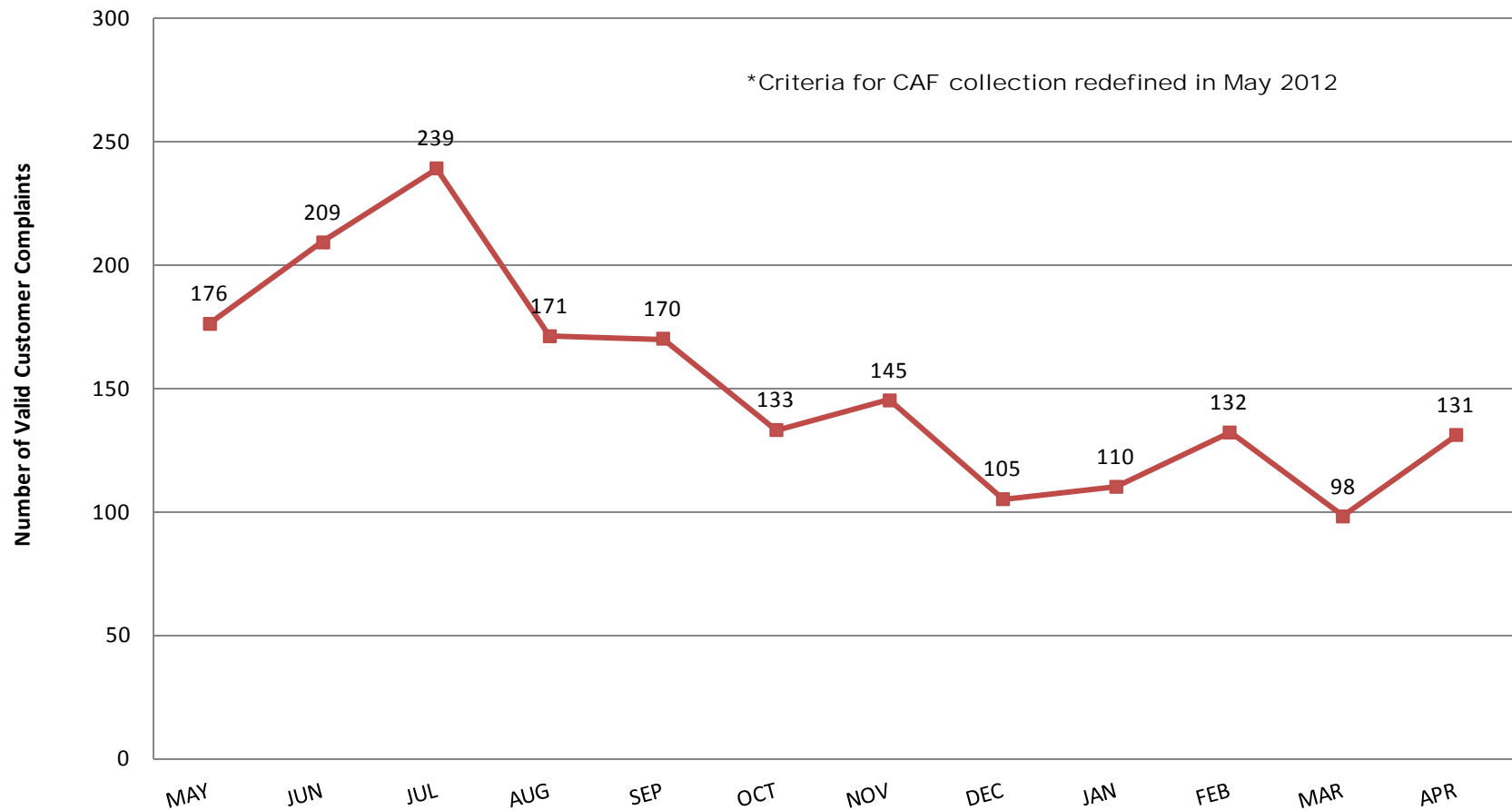
Bus Transportation  
Preventable Accidents per 100,000 Miles  
FY12 / FY13





# HAMPTON ROADS TRANSIT

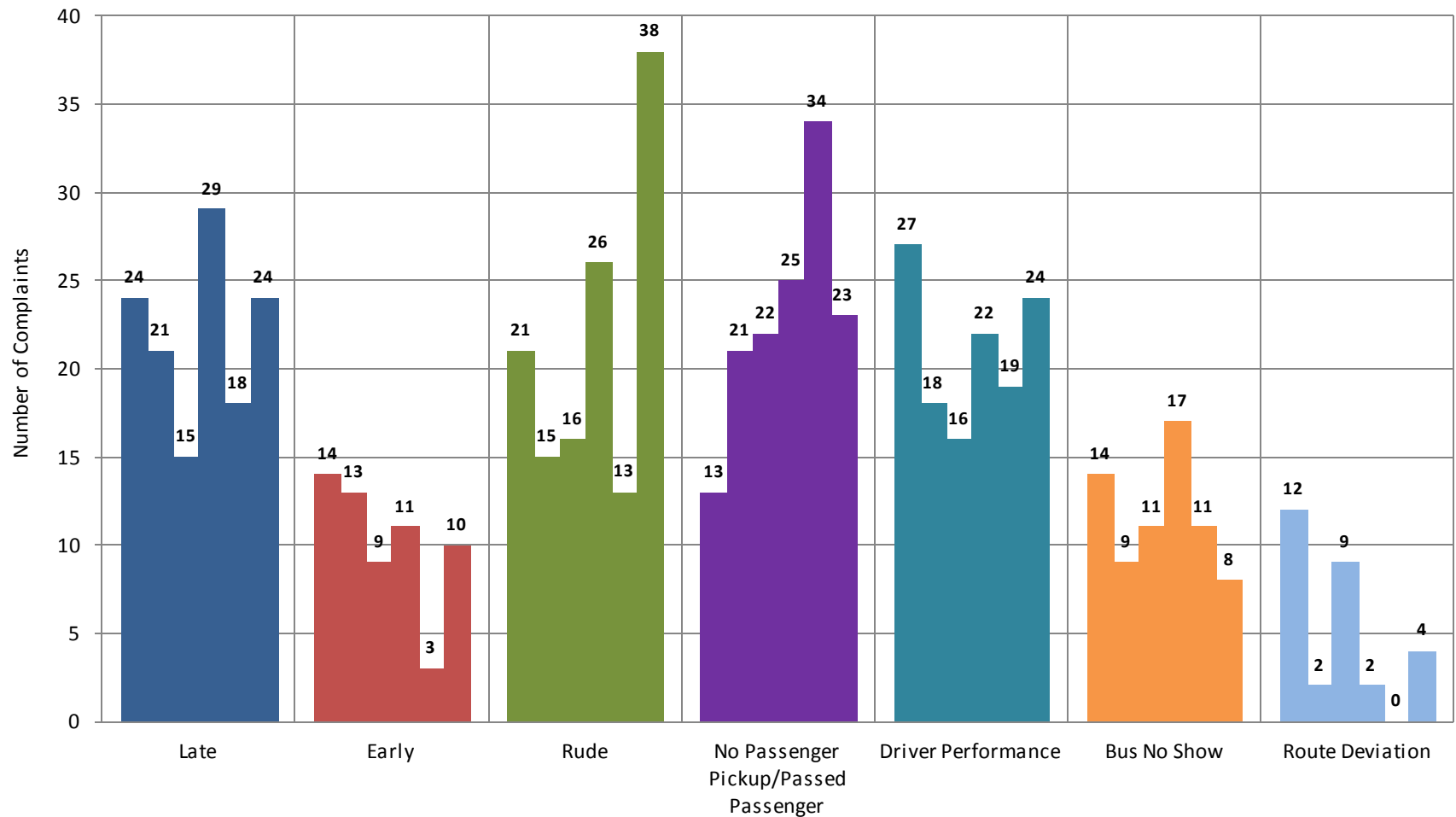
Bus Transportation  
Total Valid Customer Complaints  
May 2012\* - April 2013





# HAMPTON ROADS TRANSIT

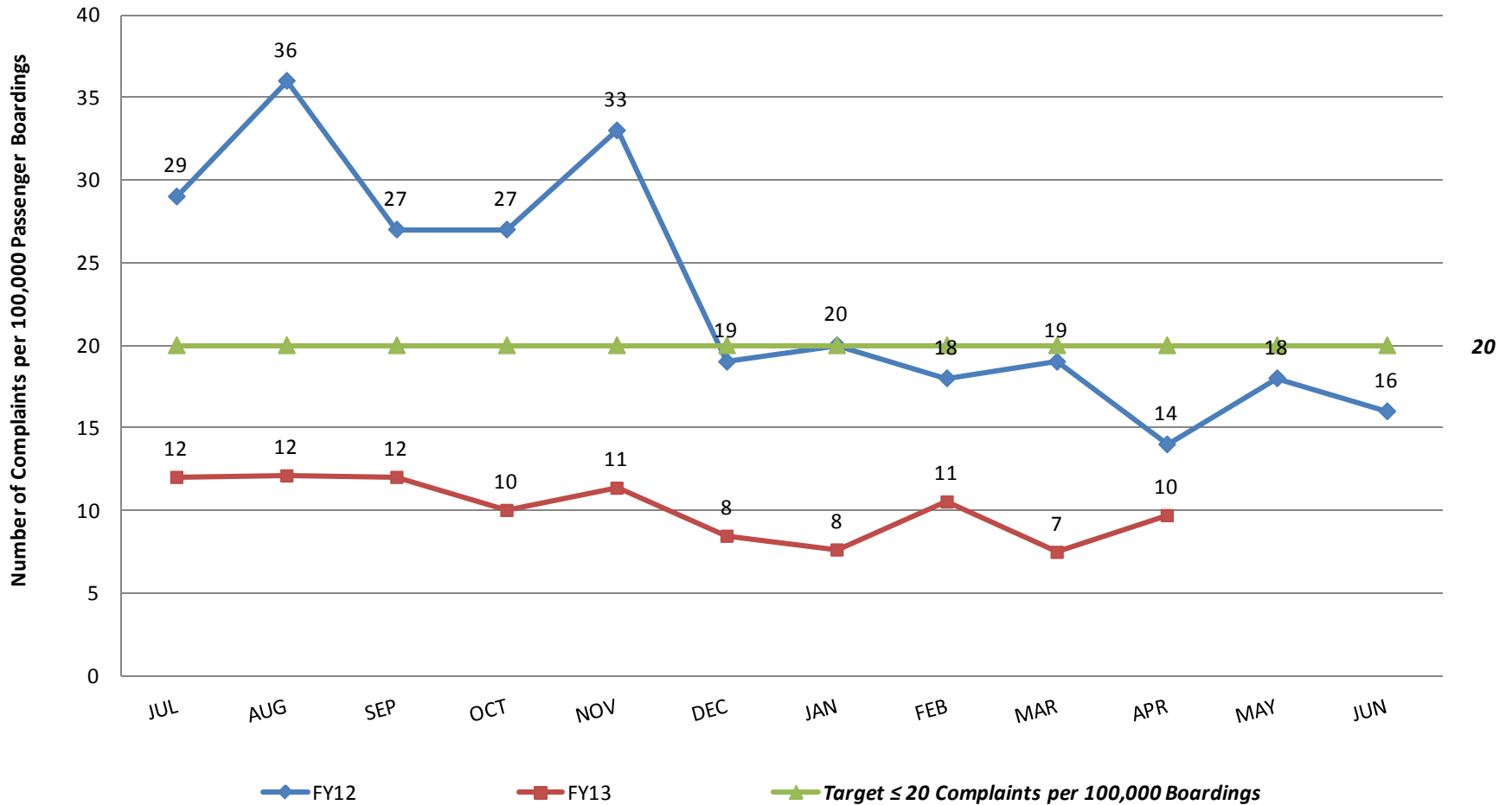
Bus Transportation  
Customer Complaints by Type  
(6 month period ending April 30, 2013)



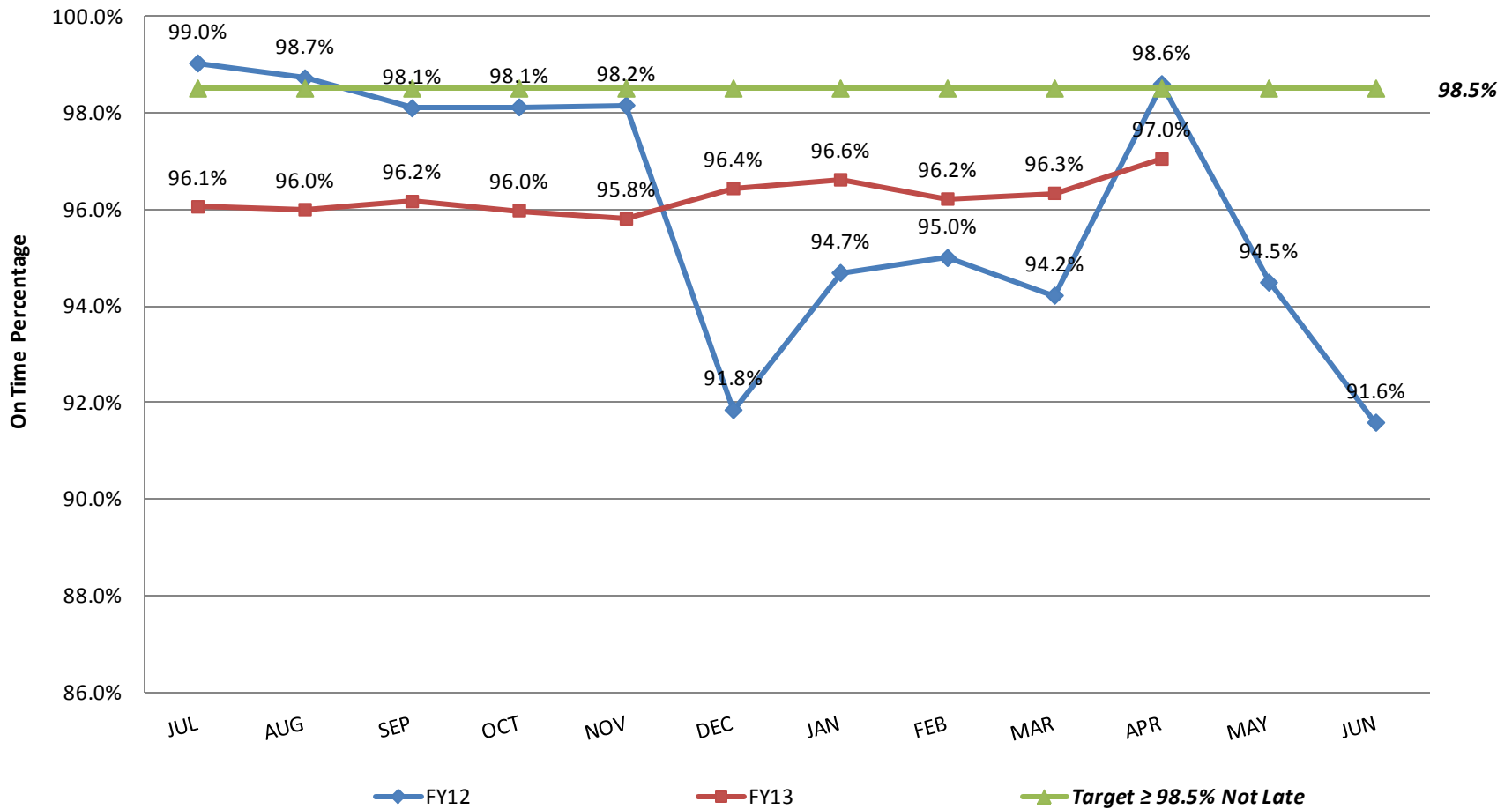


# HAMPTON ROADS TRANSIT

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



Paratransit  
On Time Performance  
FY12 / FY13

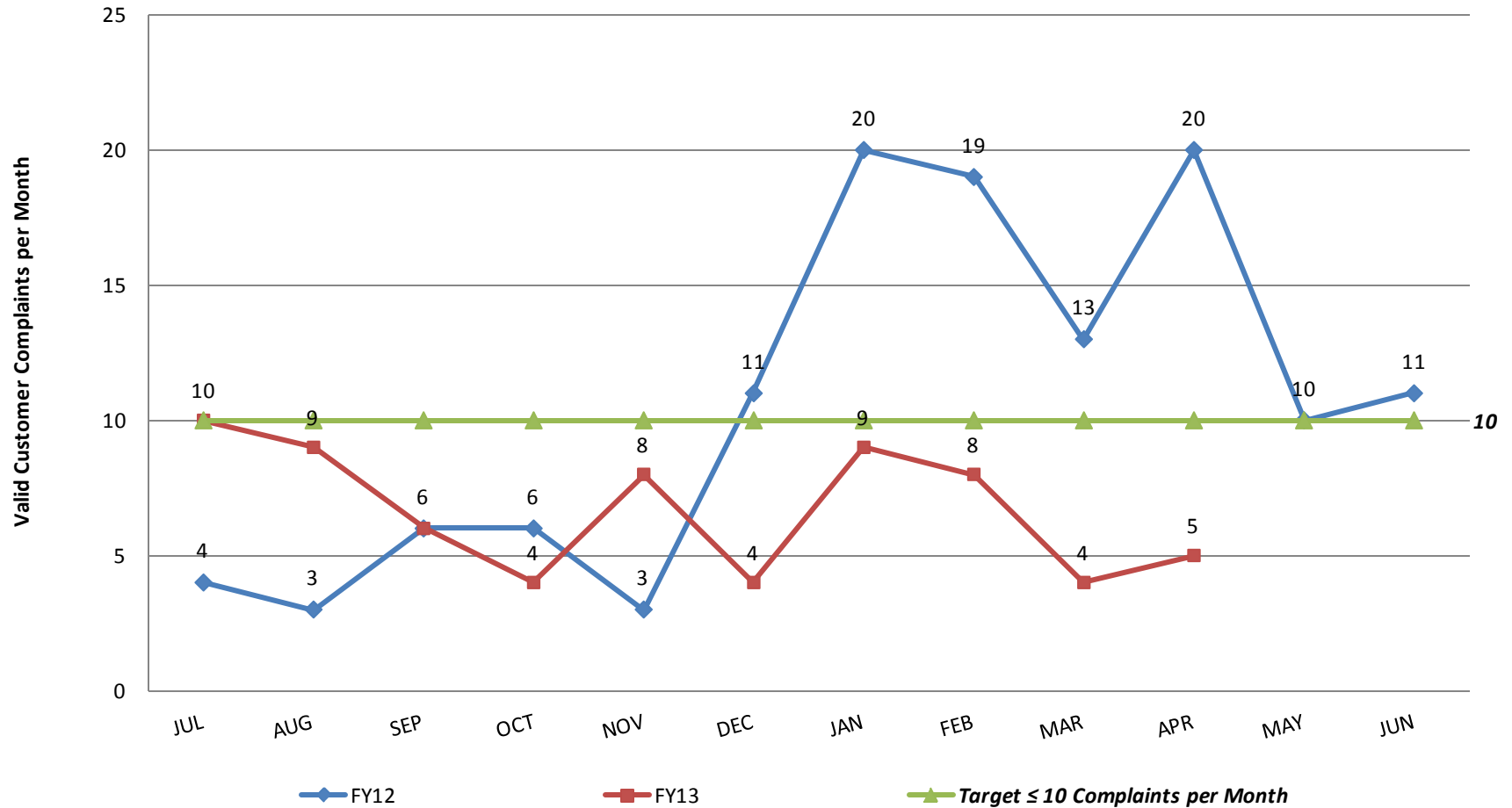






# HAMPTON ROADS TRANSIT

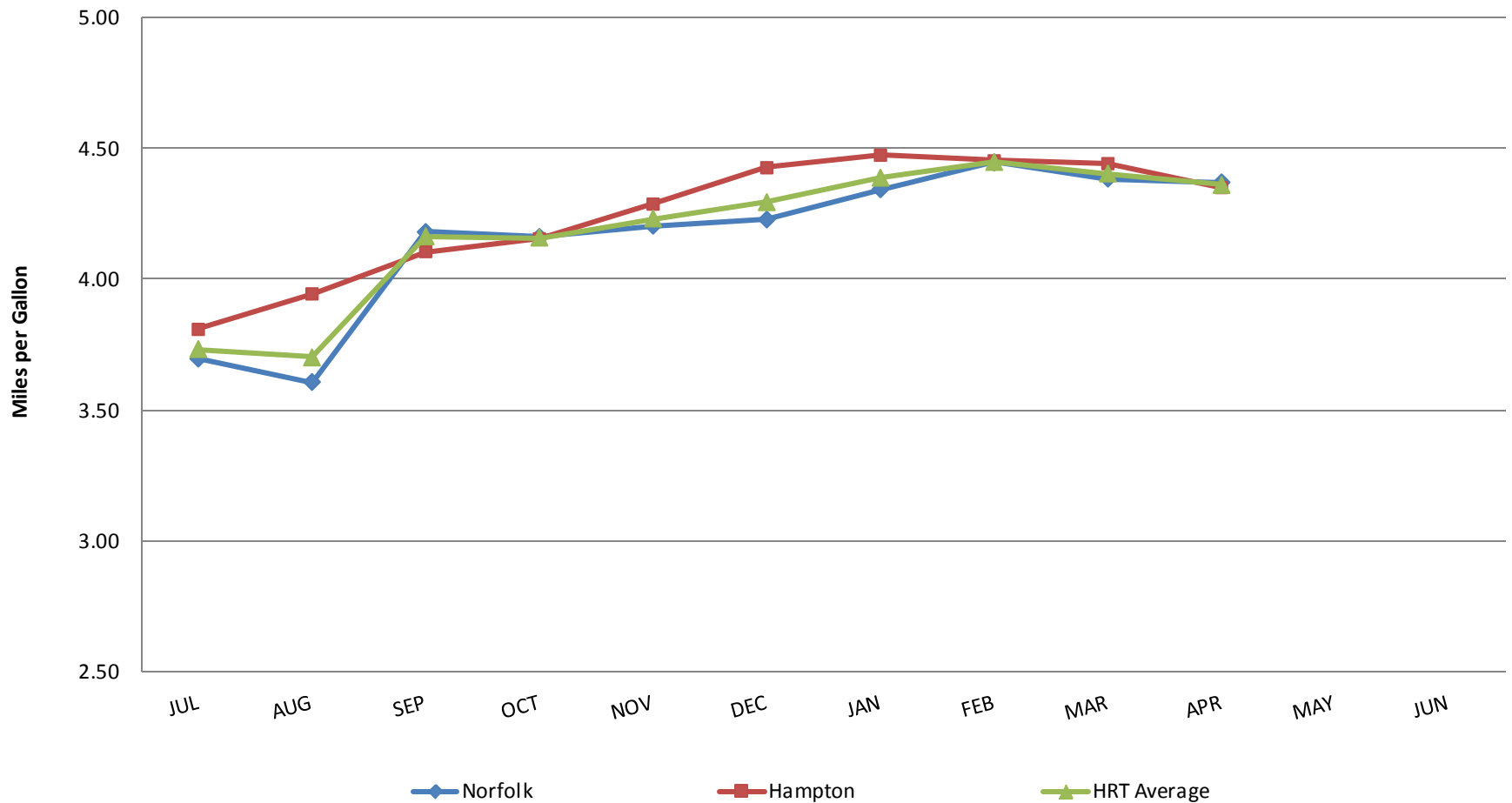
Paratransit  
Valid Customer Complaints per Month  
FY12 / FY13





# HAMPTON ROADS TRANSIT

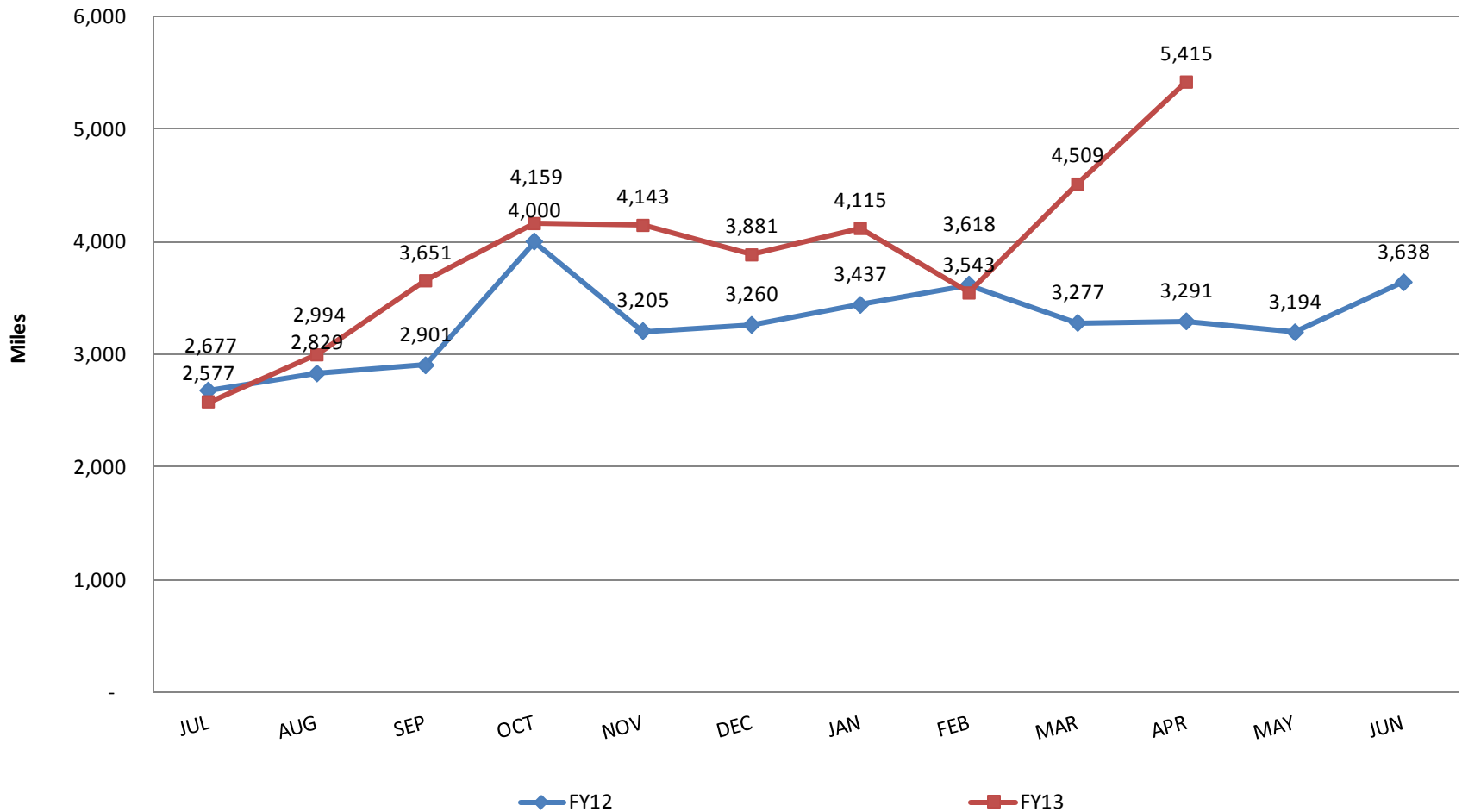
Bus Maintenance  
Fleet Fuel Efficiency - Average Miles per Gallon  
FY13



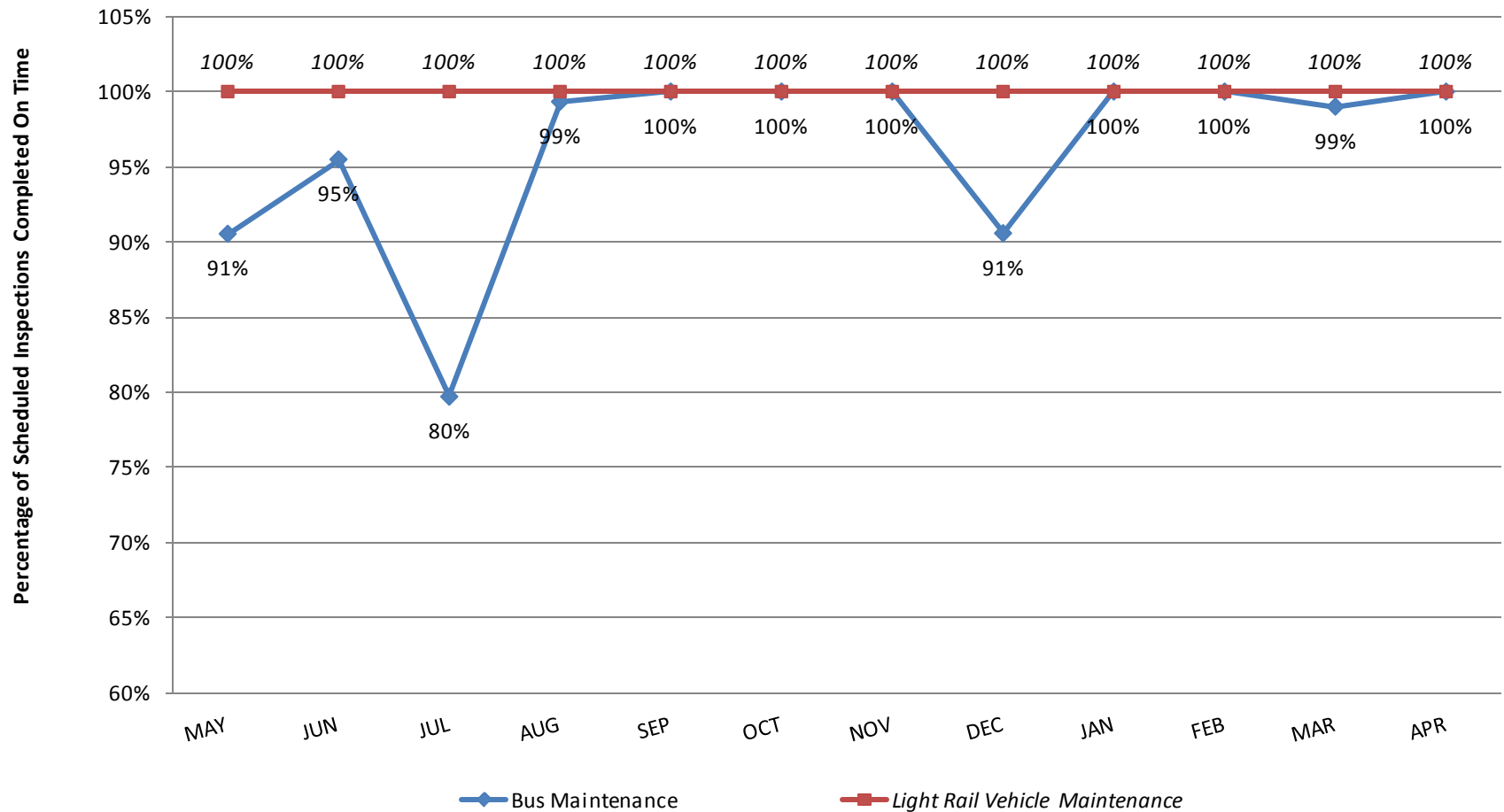


# HAMPTON ROADS TRANSIT

Bus Maintenance  
Mean Distance Between Service Interruptions  
FY12 / FY13



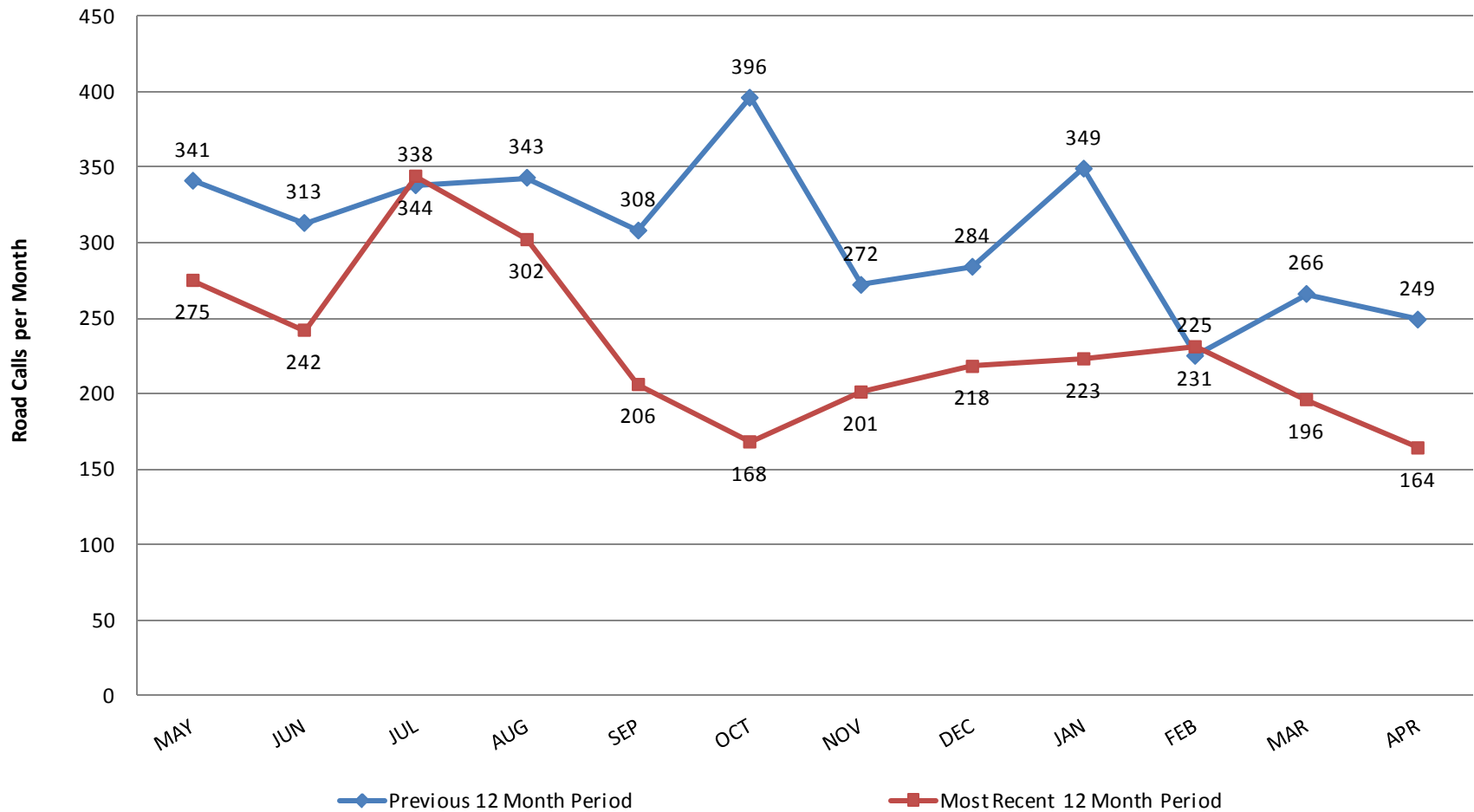
On Time Completion Percentage of Scheduled Preventive Maintenance  
Bus and Light Rail Vehicle Maintenance  
(12 month period ending April 30, 2013)





# HAMPTON ROADS TRANSIT

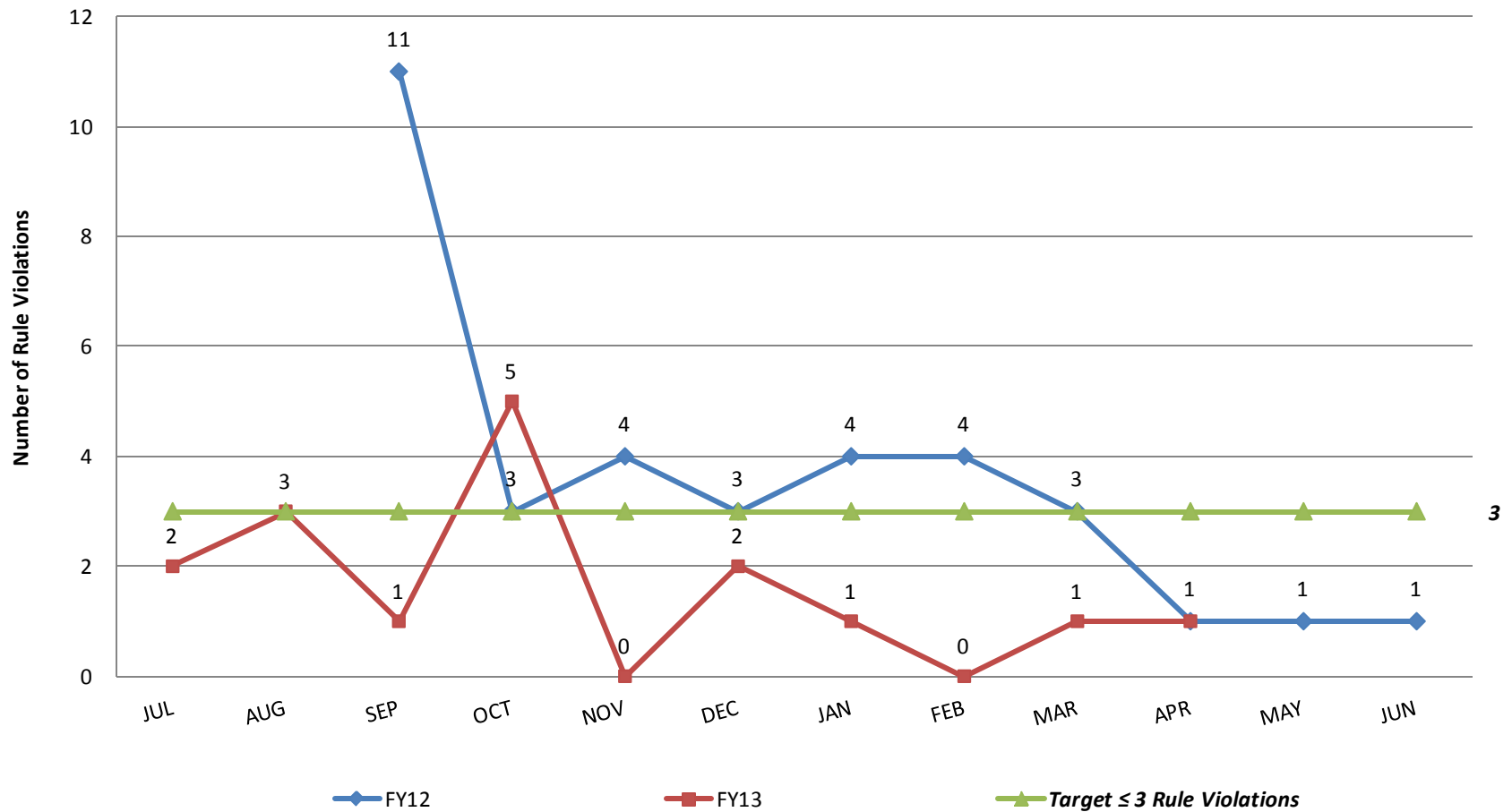
Bus Maintenance  
Road Call Summary  
(24 month period ending April 30, 2013)





# HAMPTON ROADS TRANSIT

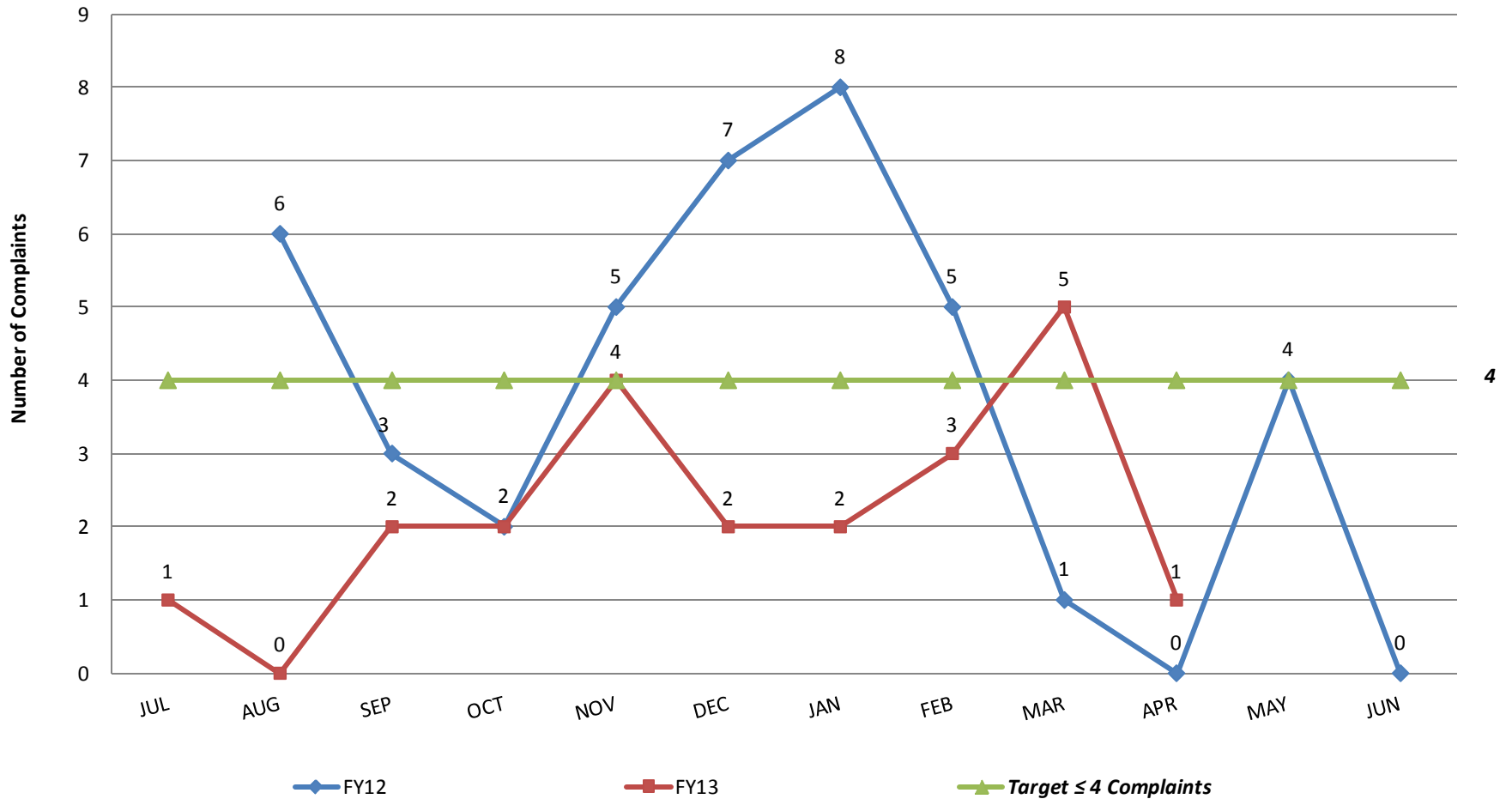
## Rail Transportation Operator Rule Violations FY12 / FY13





# HAMPTON ROADS TRANSIT

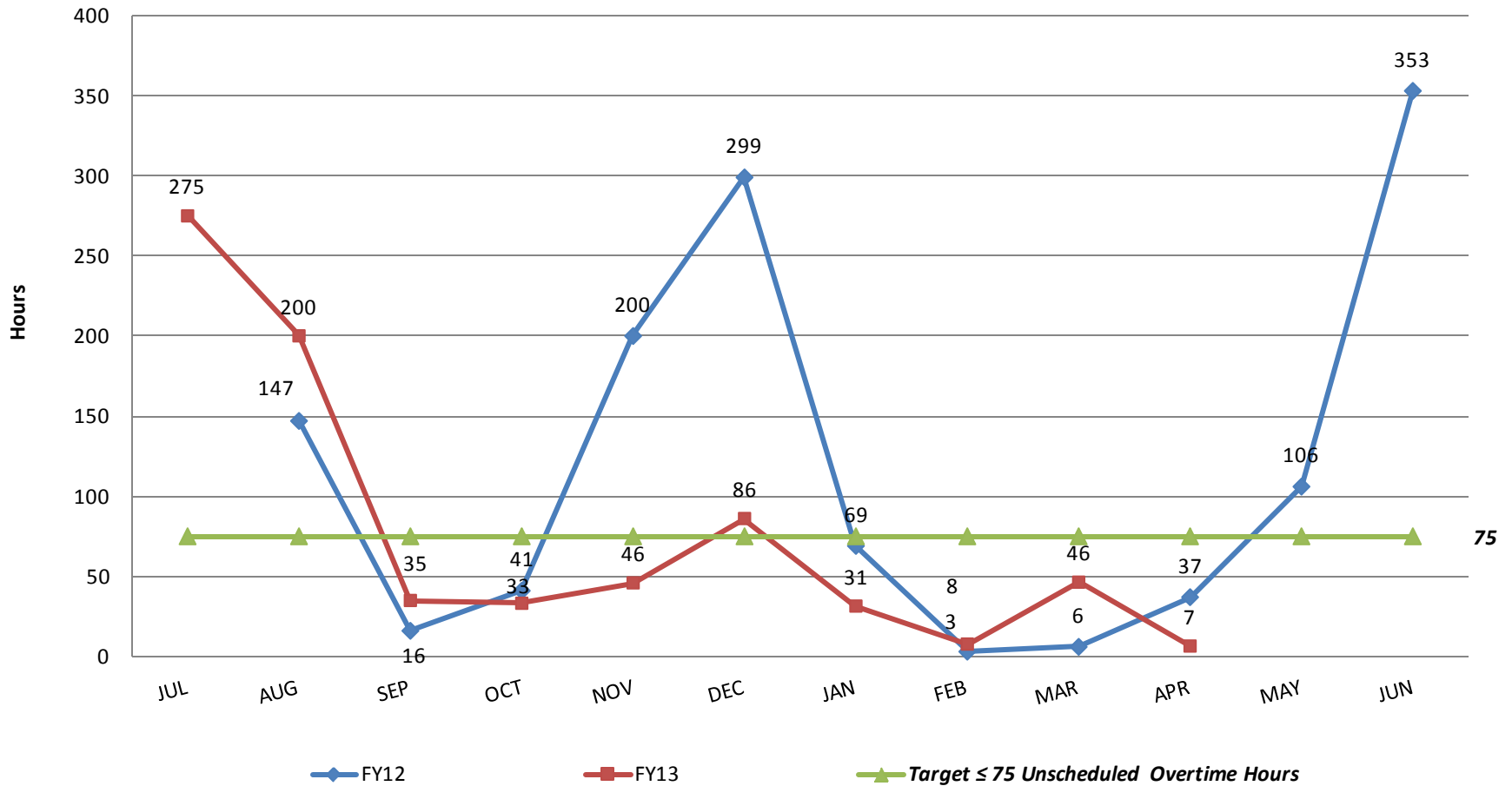
Rail Transportation  
Valid Customer Complaints  
FY12 / FY13





# HAMPTON ROADS TRANSIT

## Rail Transportation Unscheduled Overtime Hours FY12 / FY13

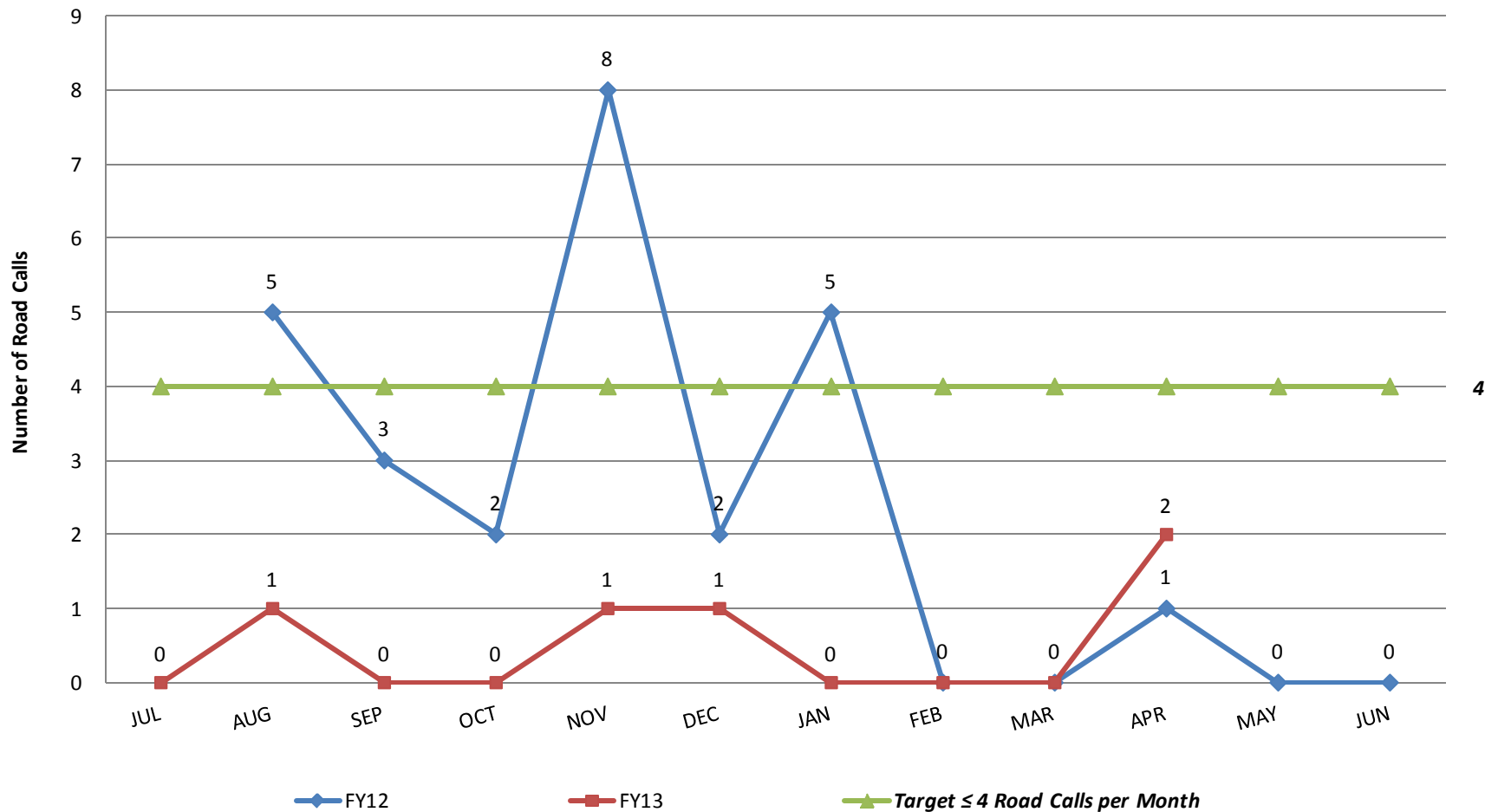






# HAMPTON ROADS TRANSIT

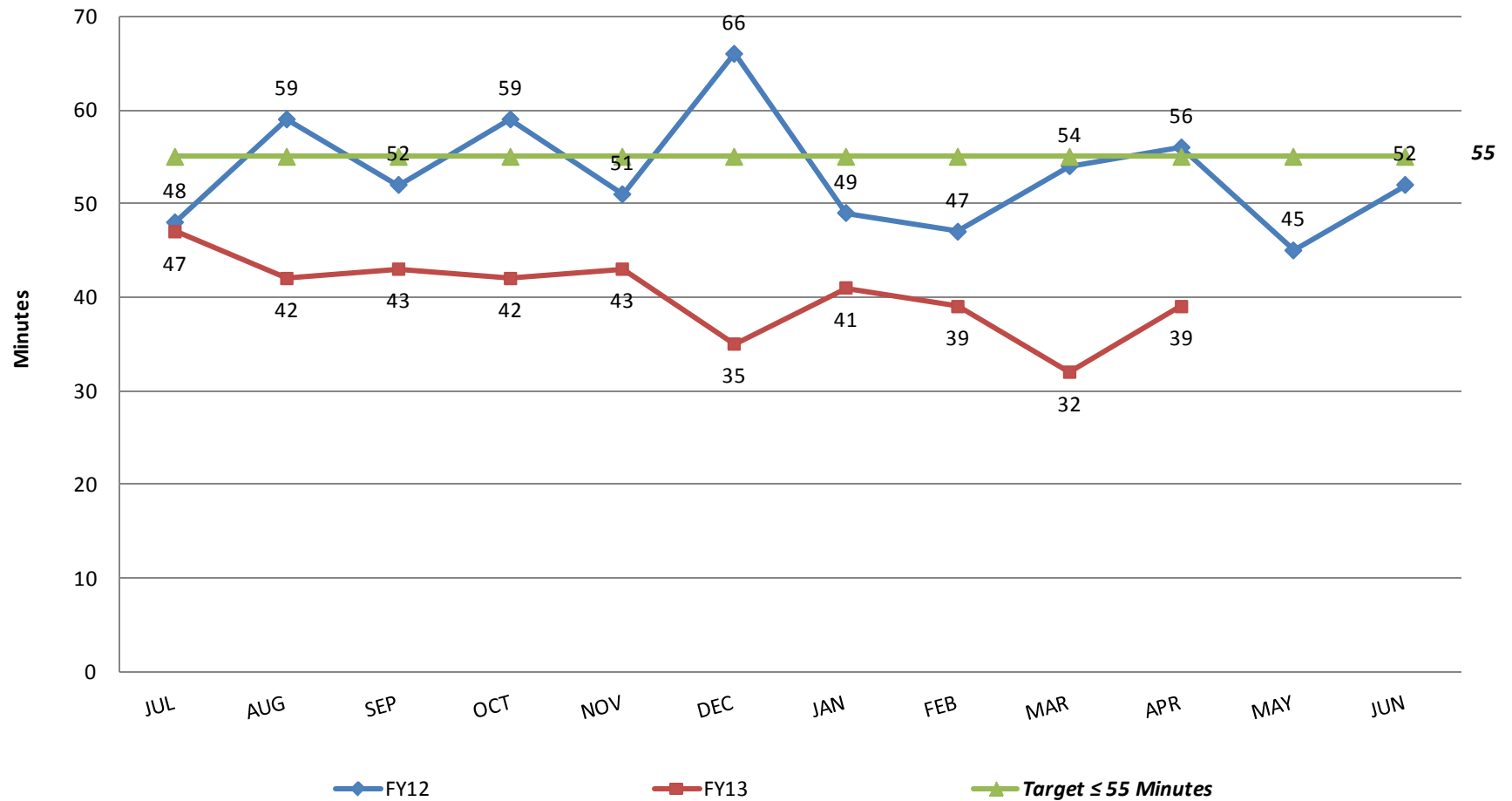
Rail Vehicle Maintenance  
Road Calls  
FY12 / FY13





# HAMPTON ROADS TRANSIT

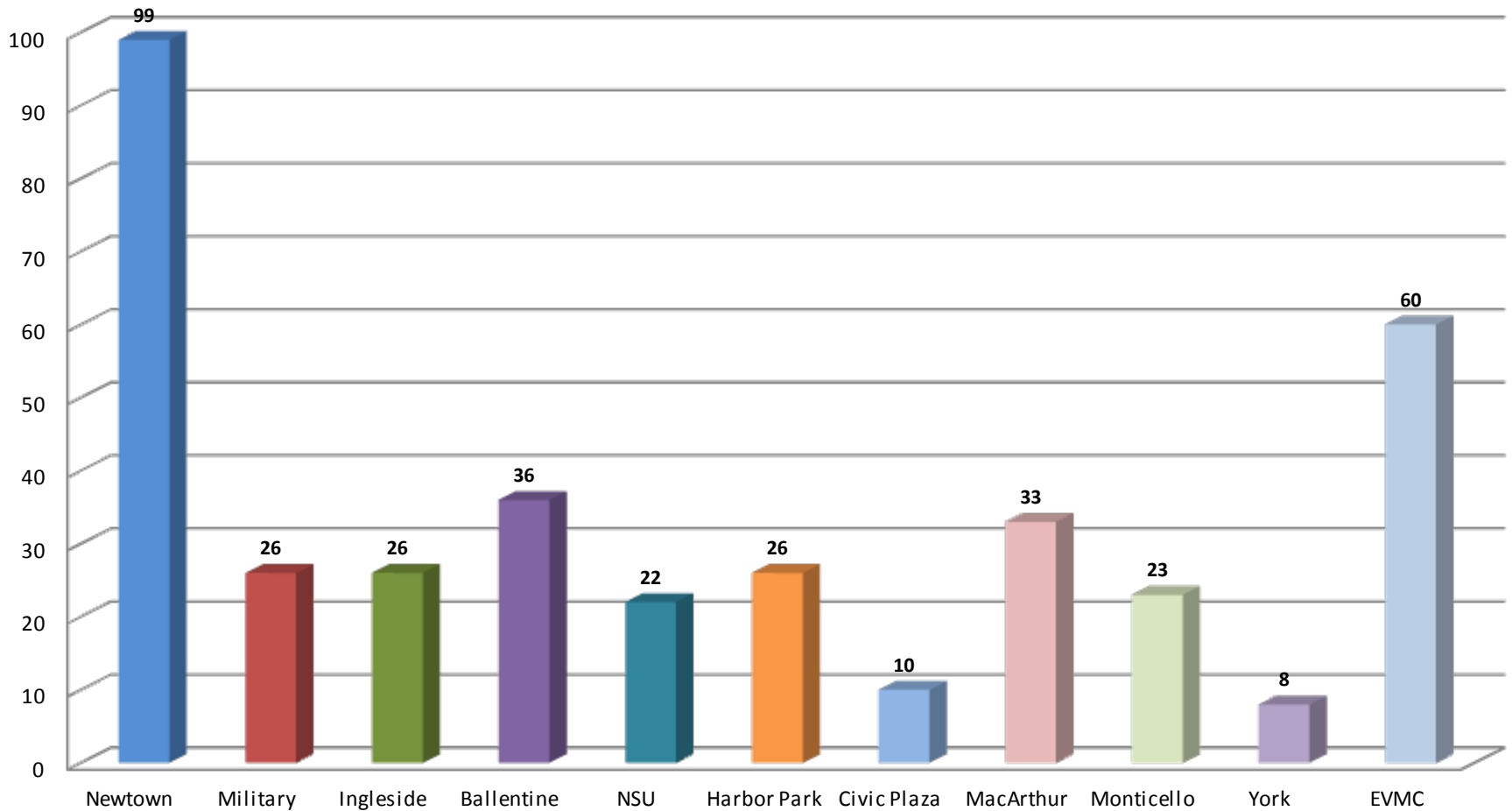
## Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





# HAMPTON ROADS TRANSIT

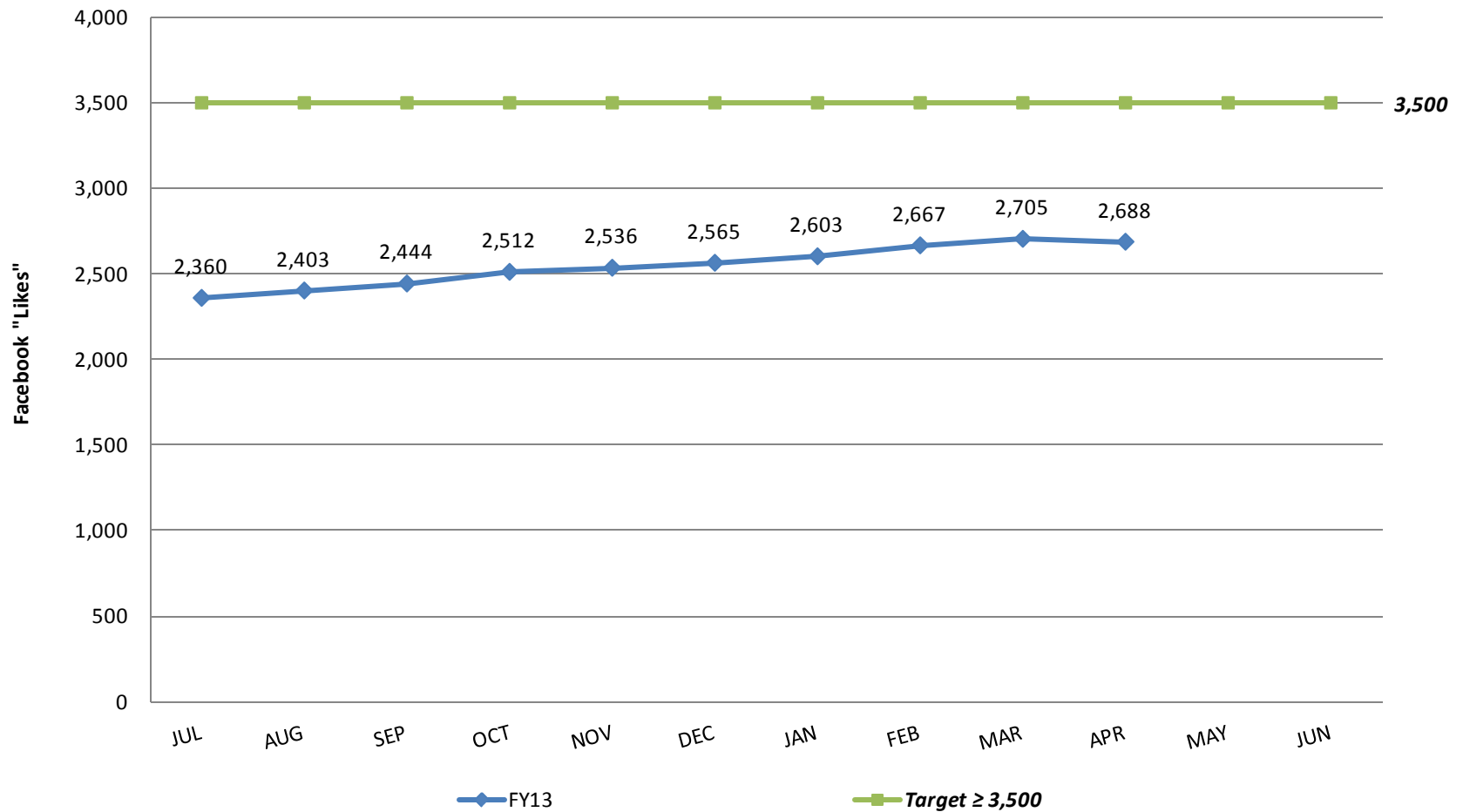
Technical Services  
TVM Failures by Platform Location  
January - April 2013





# HAMPTON ROADS TRANSIT

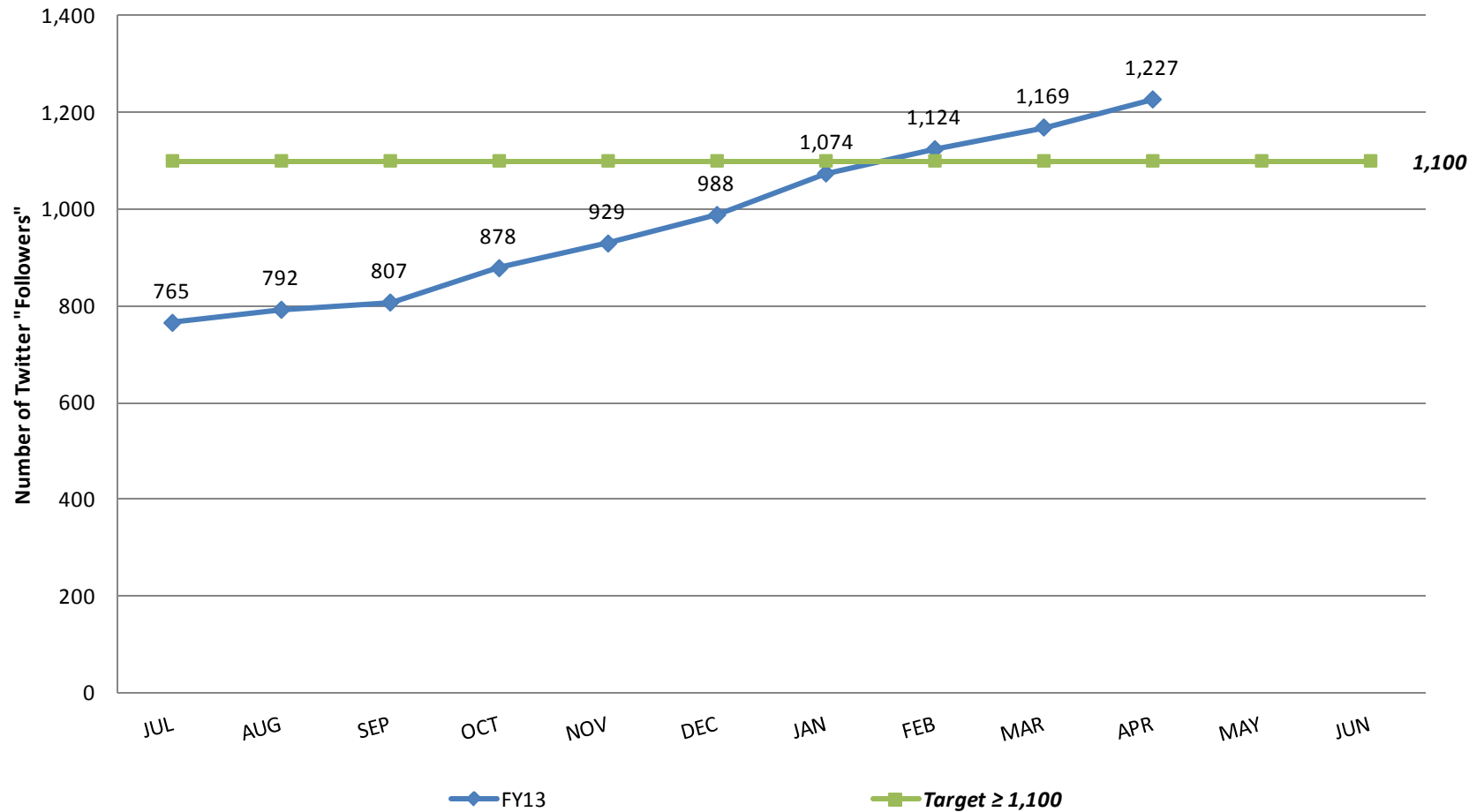
Operations Information  
Social Media - Facebook "Likes"  
FY13





# HAMPTON ROADS TRANSIT

Operations Information  
Social Media - Twitter "Followers"  
FY13





# HAMPTON ROADS TRANSIT

Operations Information  
Positive vs. Negative News Articles  
(12 month period ending April 30, 2013)

