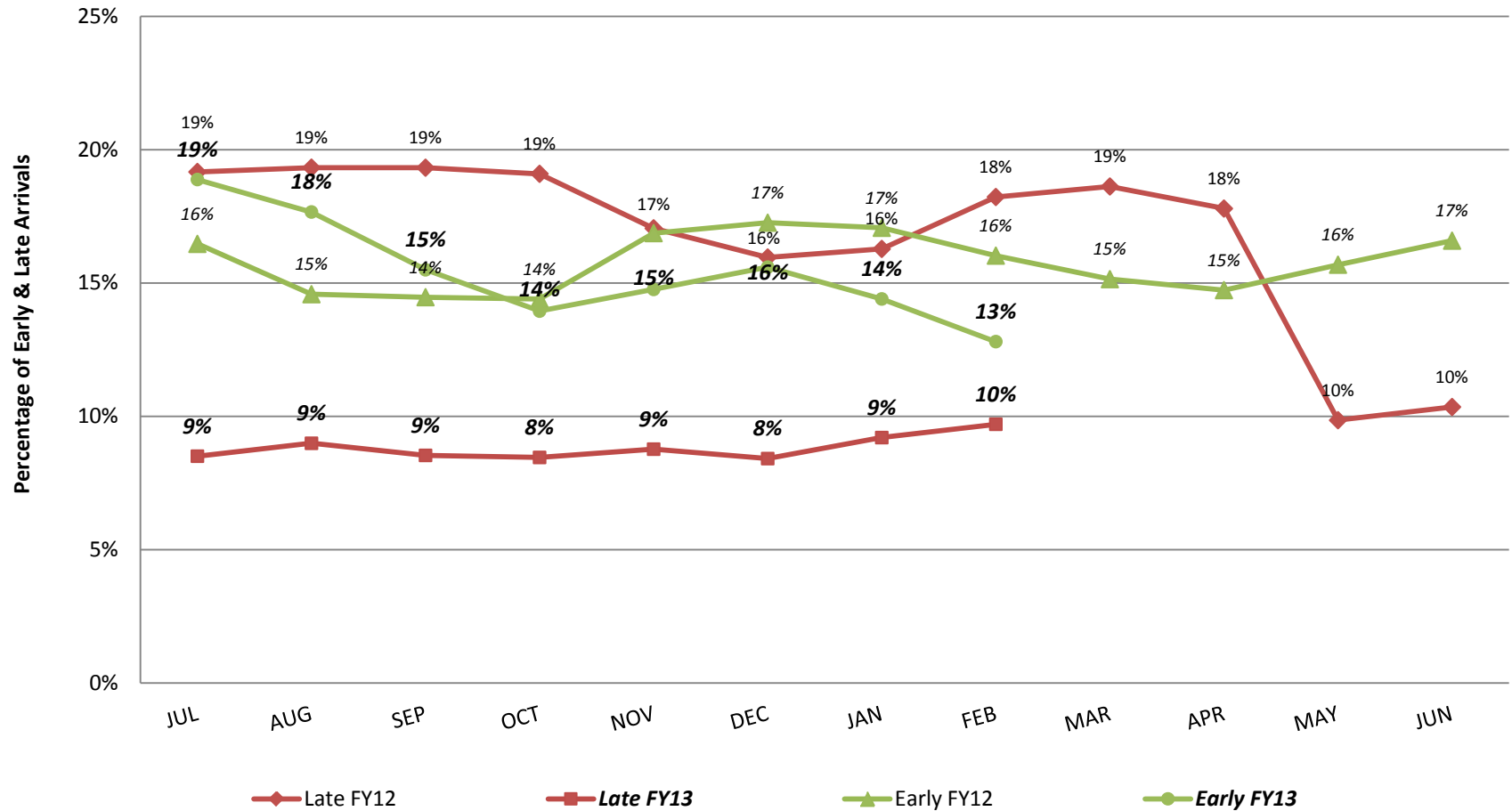


Transit Operations

Key Performance Indicator Report

February 2013

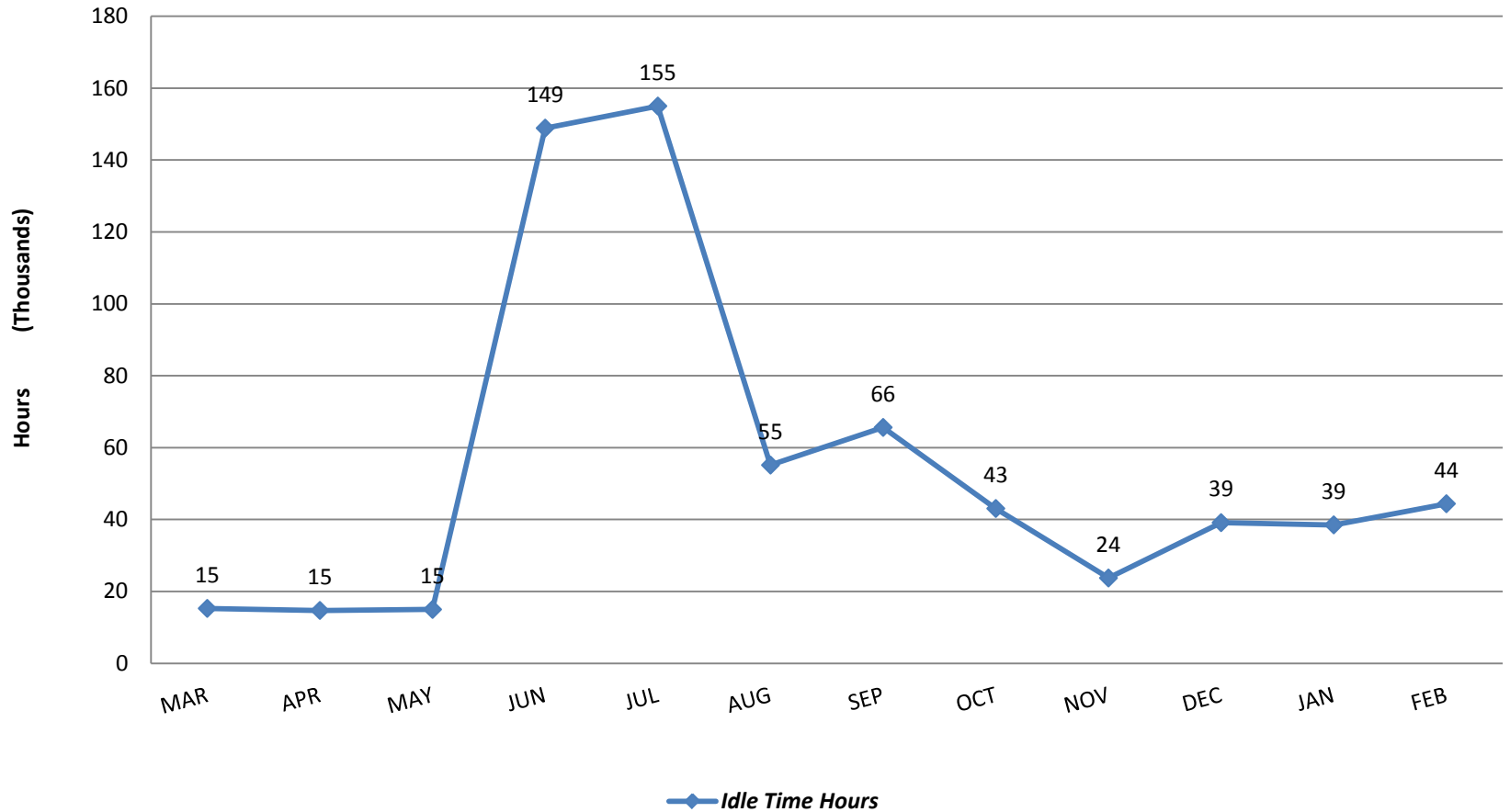
Bus Transportation
Early & Late Arrivals
FY12 / FY13





HAMPTON ROADS TRANSIT

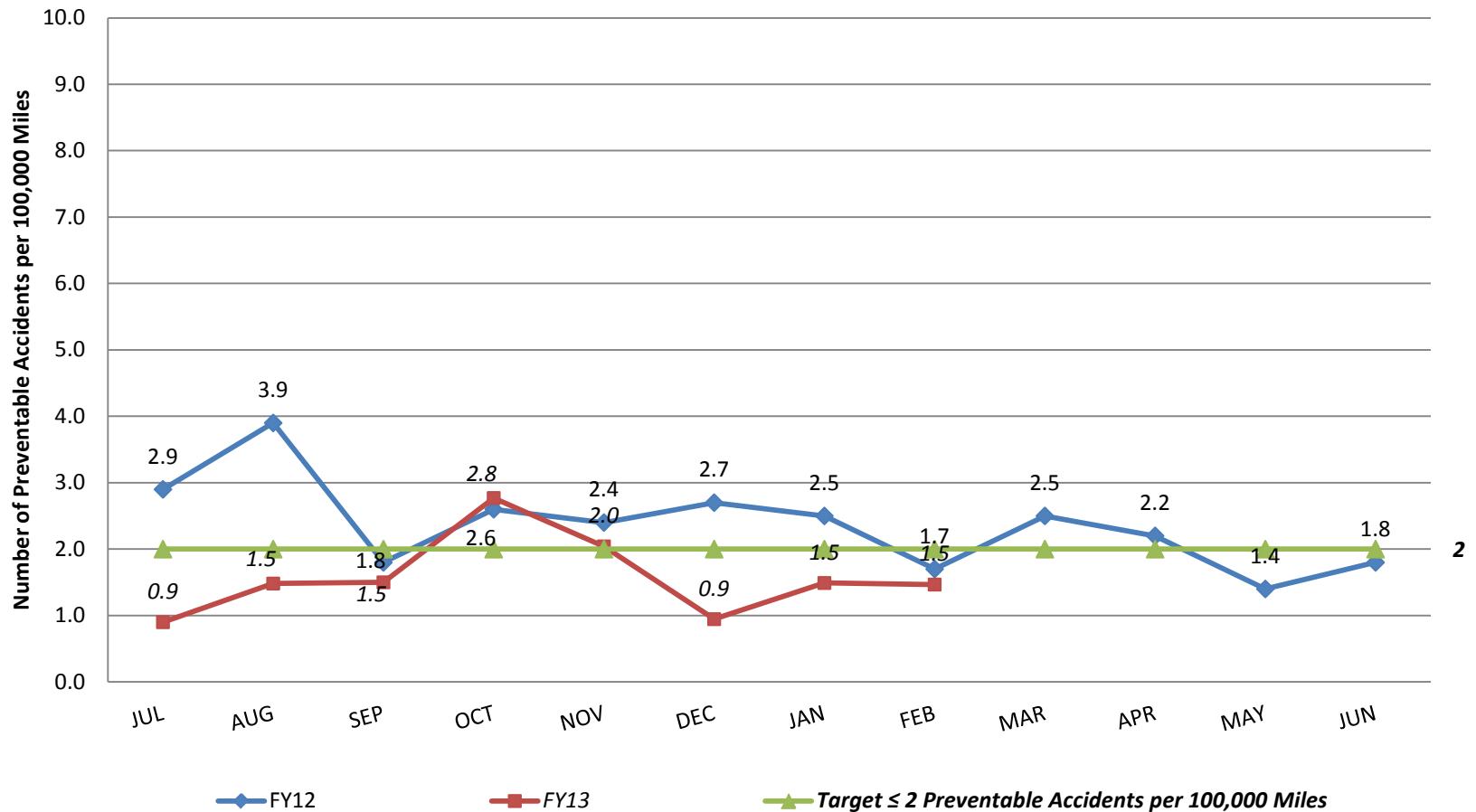
Bus Transportation
Idle Time Hours
Most Recent 12 Month Period





HAMPTON ROADS TRANSIT

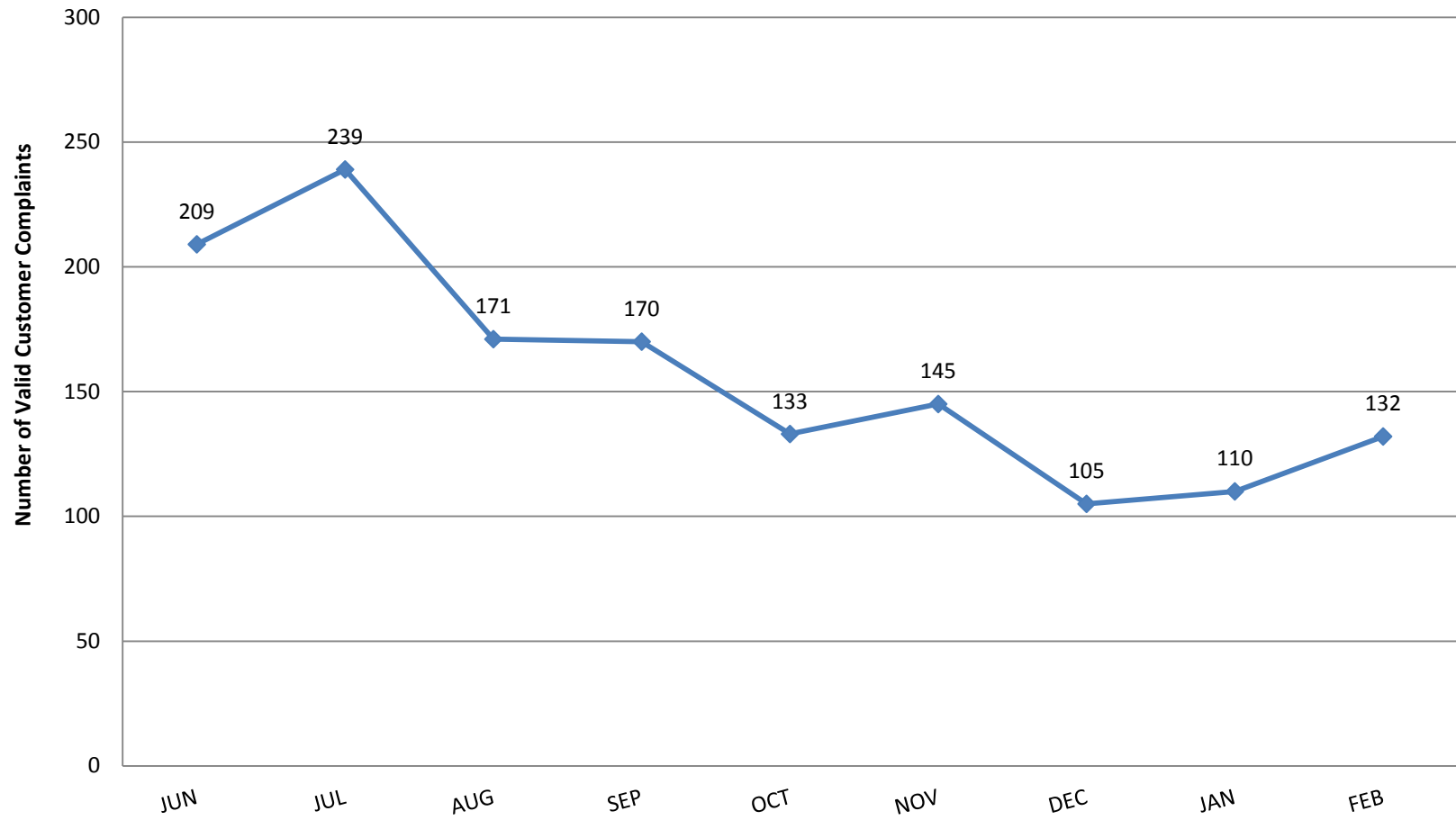
Bus Transportation
Preventable Accidents per 100,000 Miles
FY12 / FY13



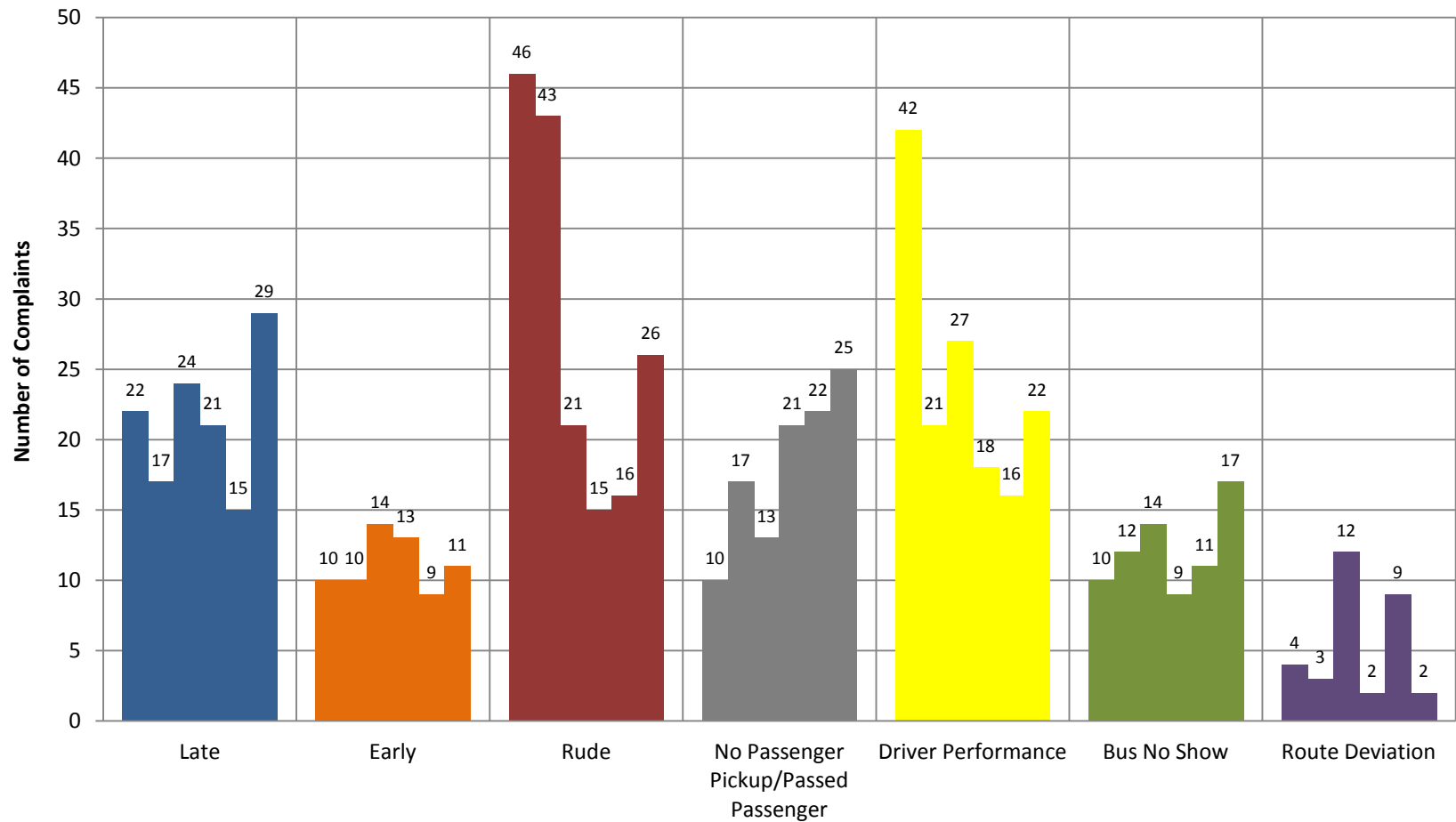


HAMPTON ROADS TRANSIT

Bus Transportation
Total Valid Customer Complaints
(9 Month Period Ending February 28, 2013)



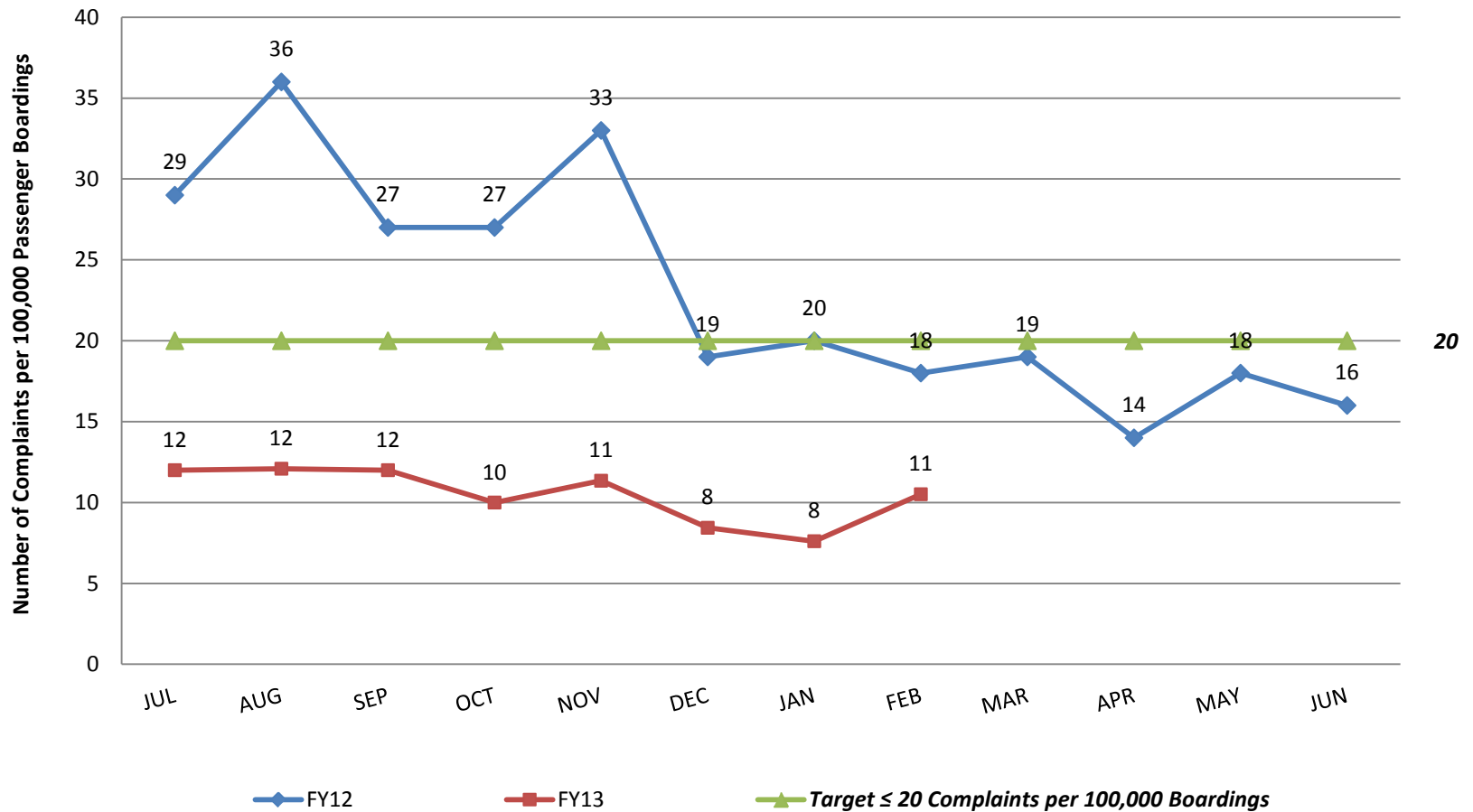
Bus Transportation
Customer Complaints by Type
(6 Month Period Ending February 28, 2013)



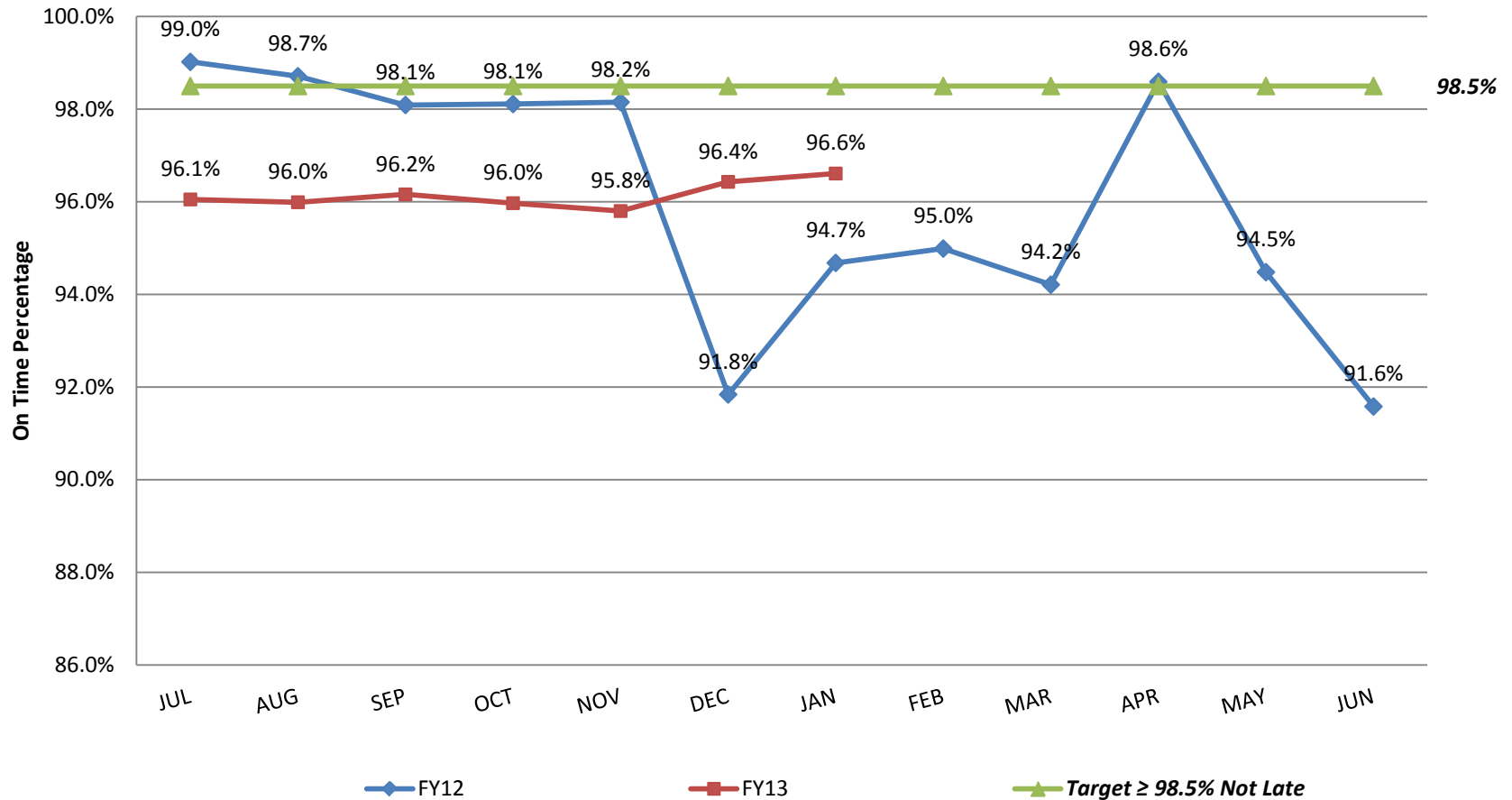


HAMPTON ROADS TRANSIT

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



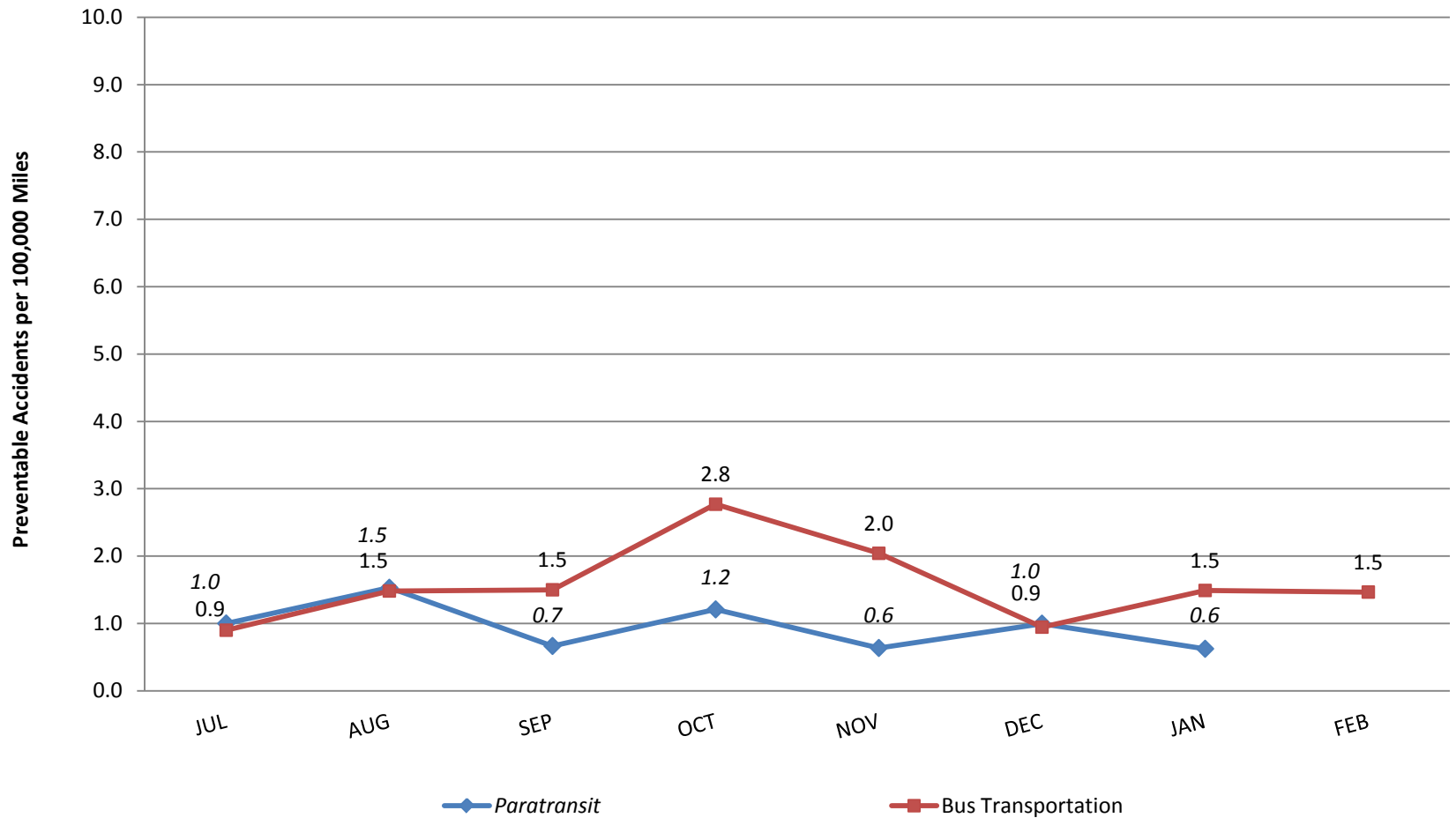
Paratransit
On Time Performance
FY12 / FY13





HAMPTON ROADS TRANSIT

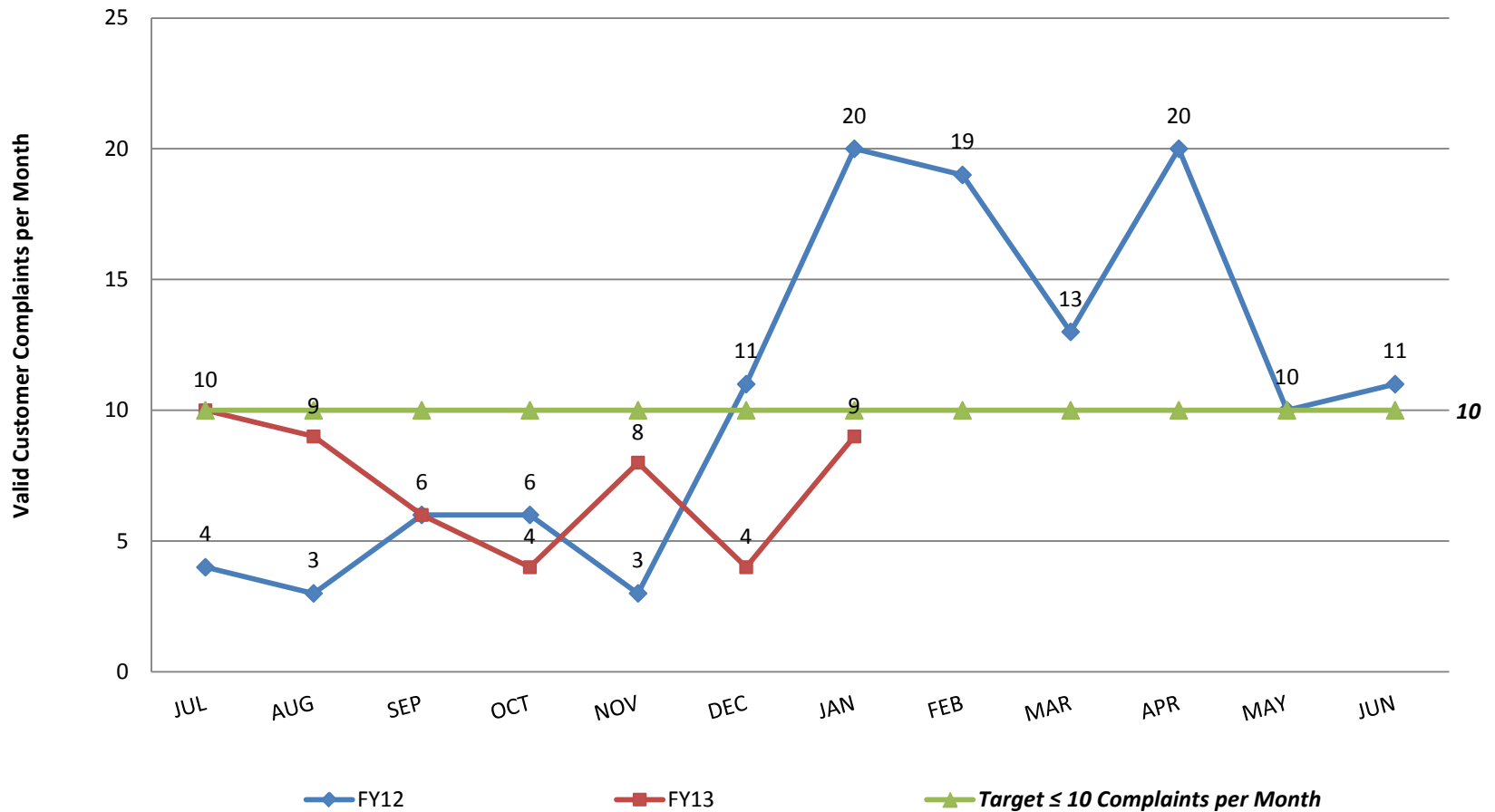
Preventable Accidents per 100,000 Miles
Bus and Paratransit Transportation Services
FY13





HAMPTON ROADS TRANSIT

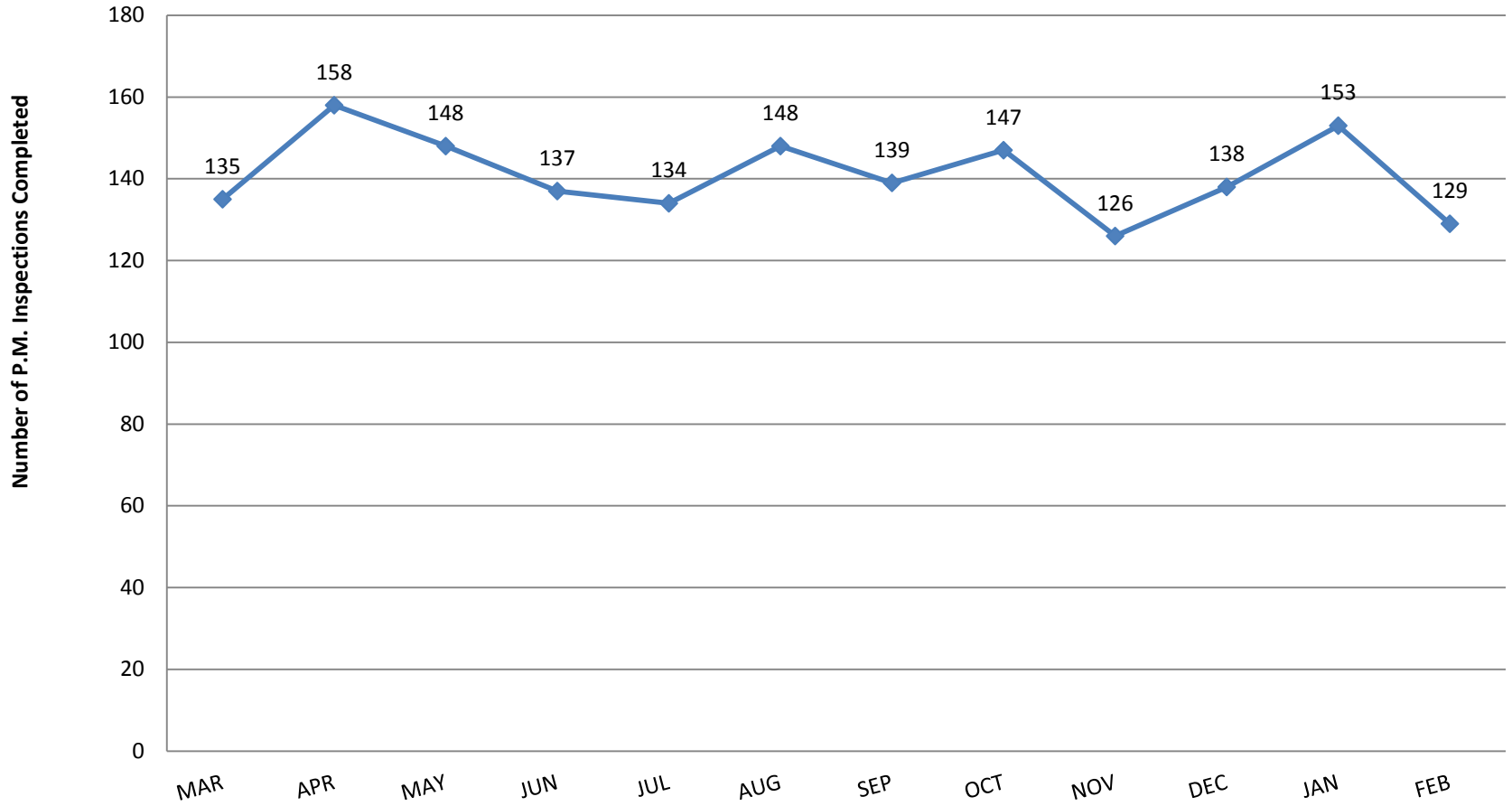
Paratransit
Valid Customer Complaints per Month
FY12 / FY13





HAMPTON ROADS TRANSIT

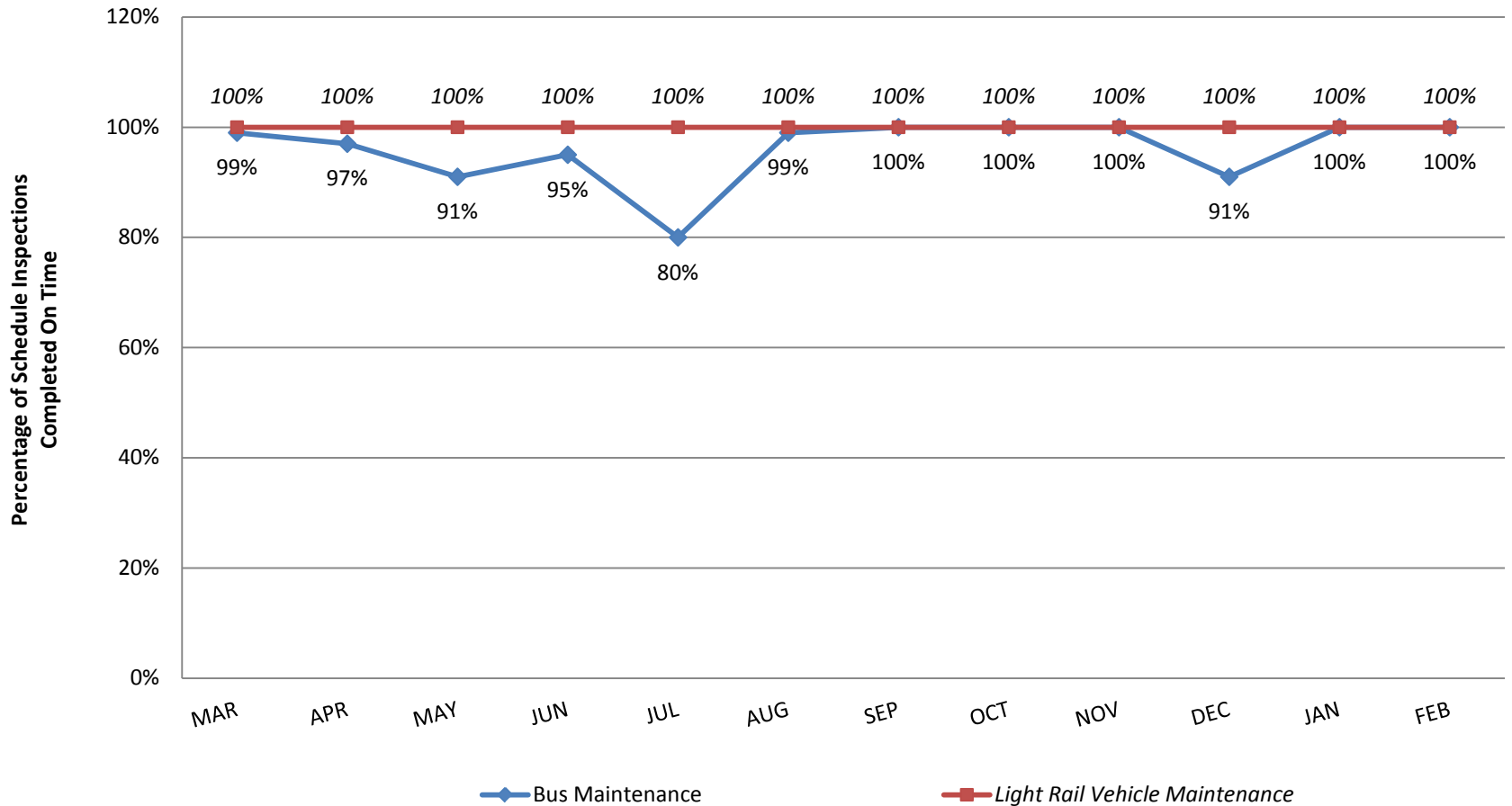
Bus Maintenance
Preventive Maintenance Inspections
(most recent 12 month period)



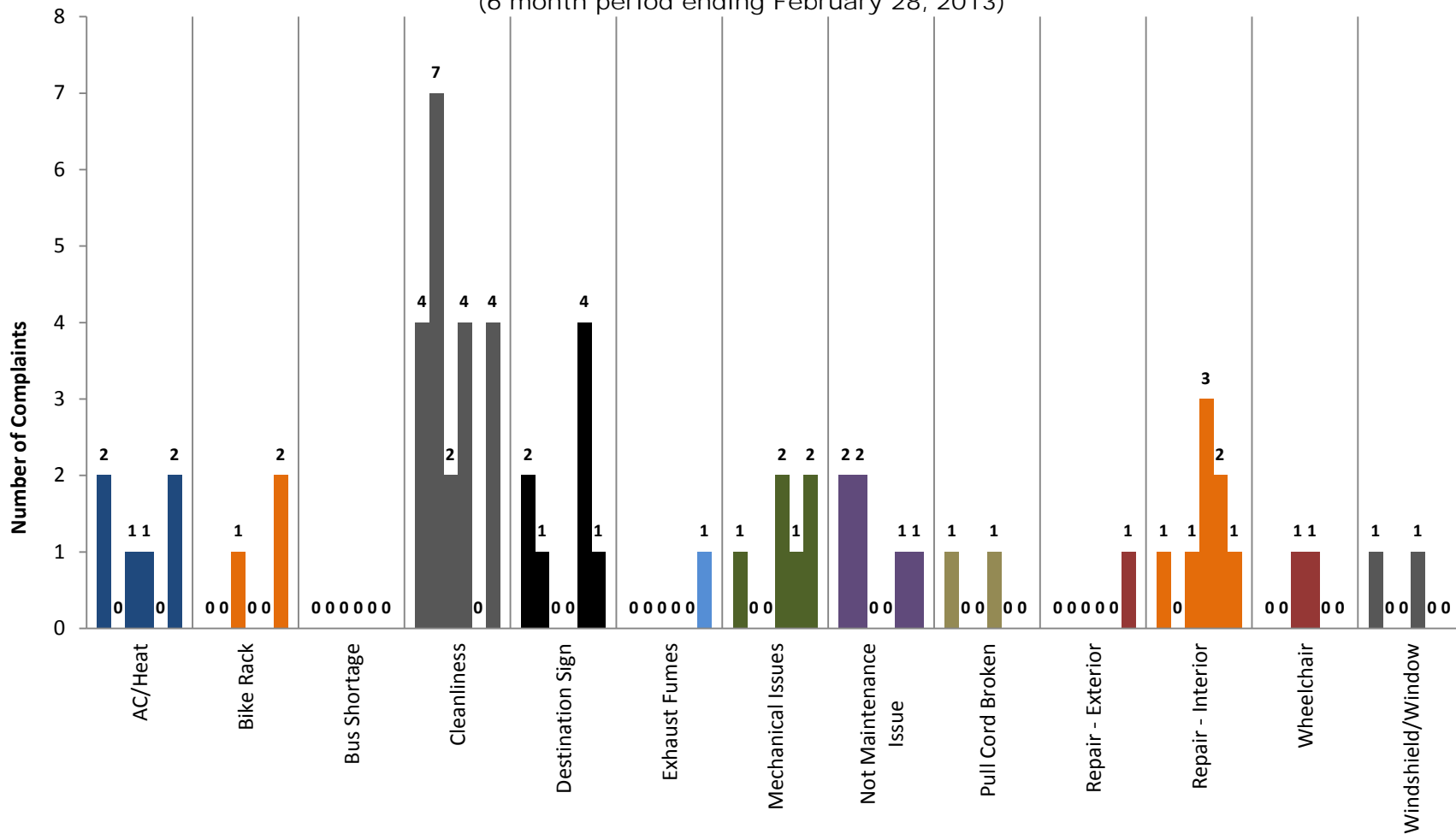


HAMPTON ROADS TRANSIT

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

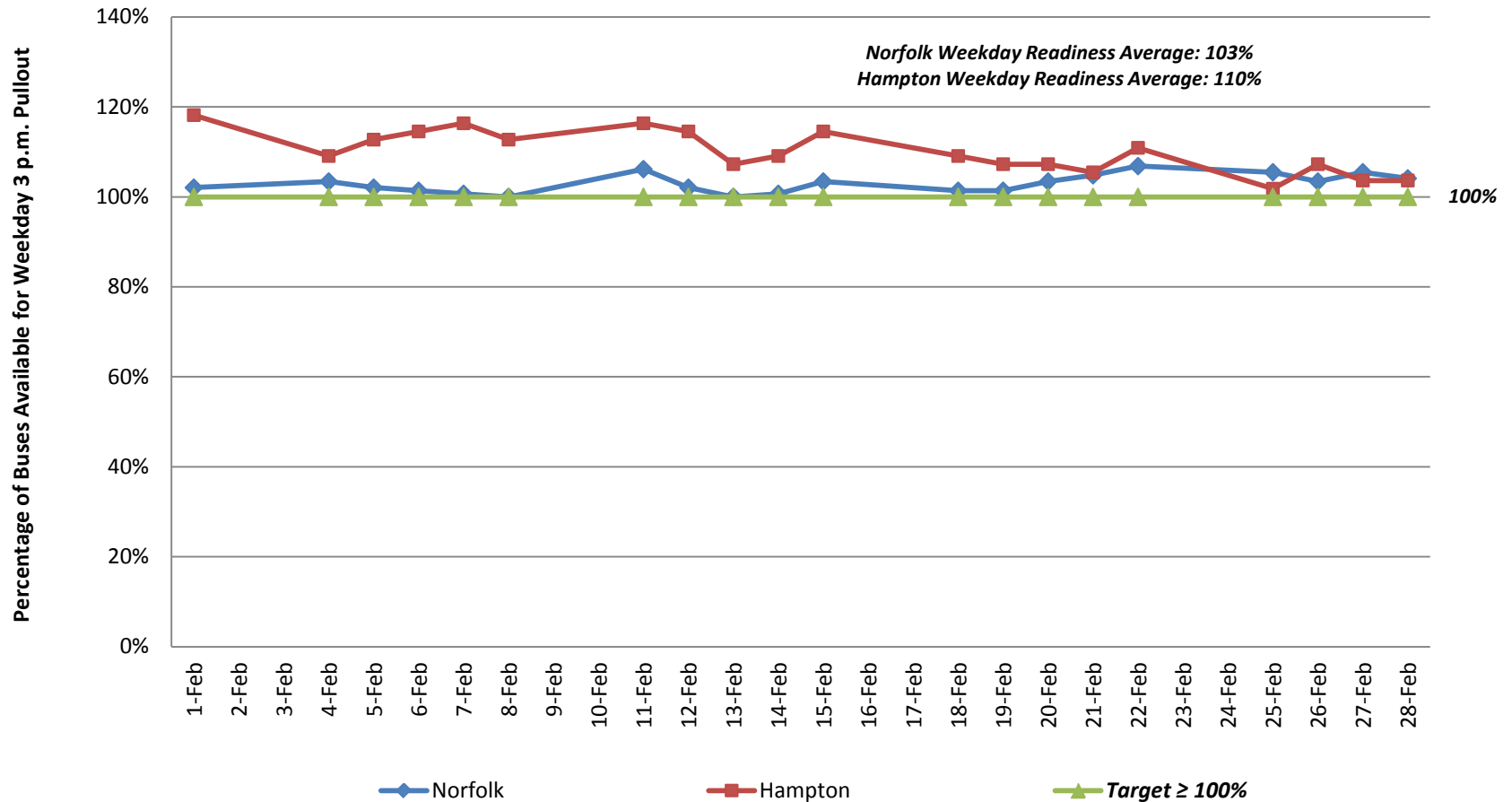


Bus Maintenance
Customer Complaints by Type
(6 month period ending February 28, 2013)





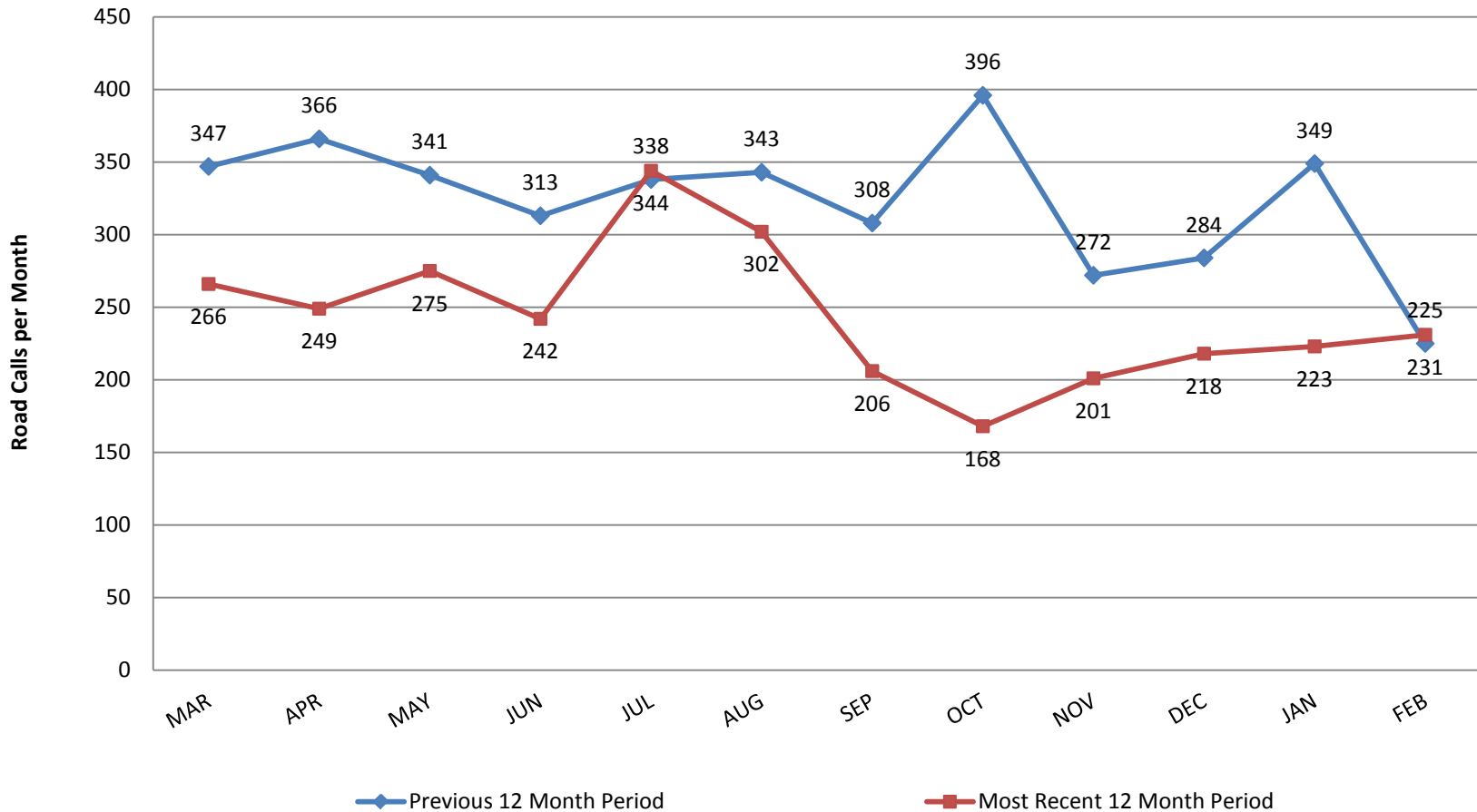
Bus Maintenance
Weekday Pullout (measures Fleet Readiness at 3 p.m.)
February 2013





HAMPTON ROADS TRANSIT

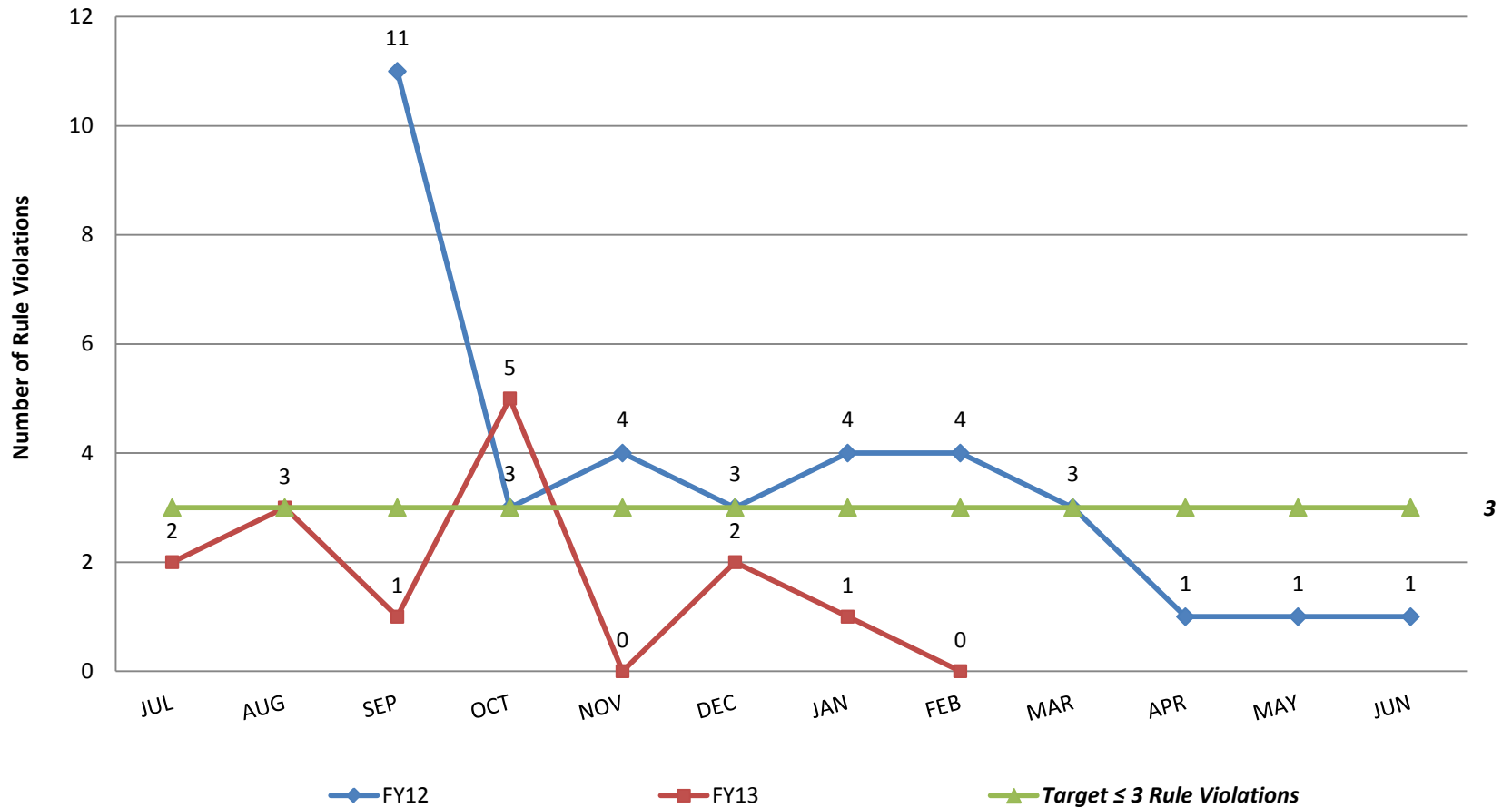
Bus Maintenance
Road Call Summary
(most recent 24 month period)





HAMPTON ROADS TRANSIT

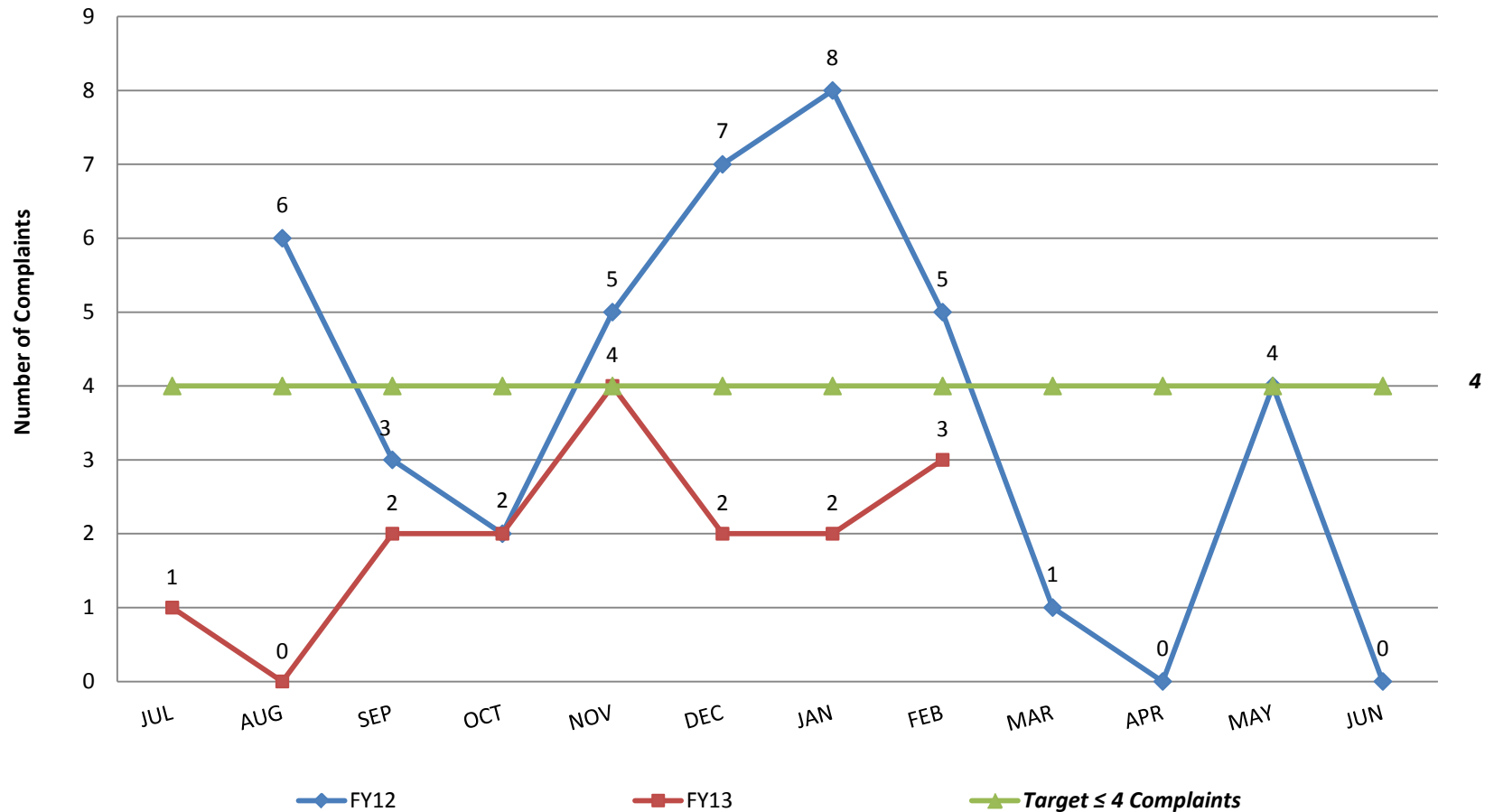
Rail Transportation Operator Rule Violations FY12 / FY13





HAMPTON ROADS TRANSIT

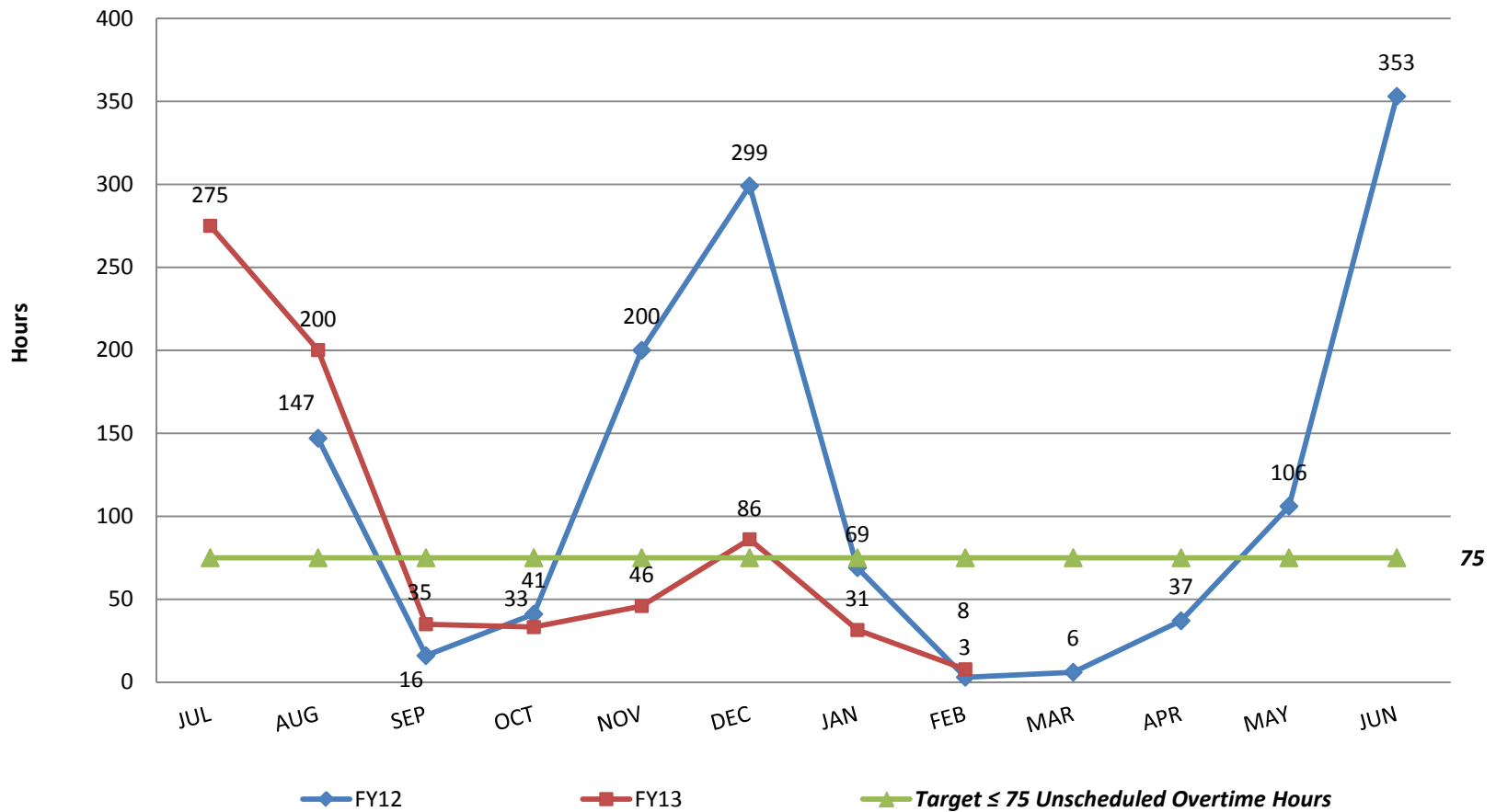
Rail Transportation
Valid Customer Complaints
FY12 / FY13





HAMPTON ROADS TRANSIT

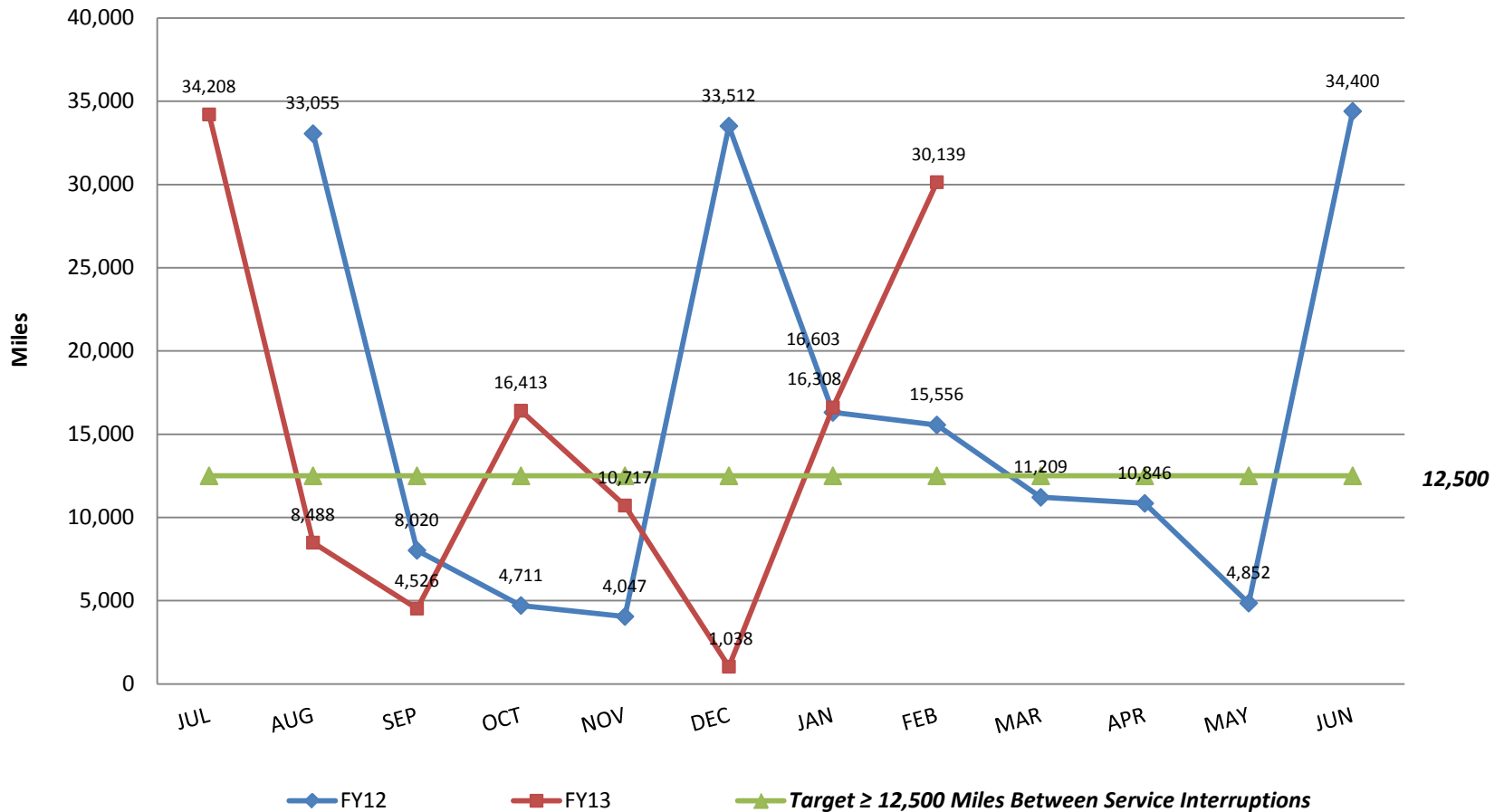
Rail Transportation
Unscheduled Overtime Hours
FY12 / FY13





HAMPTON ROADS TRANSIT

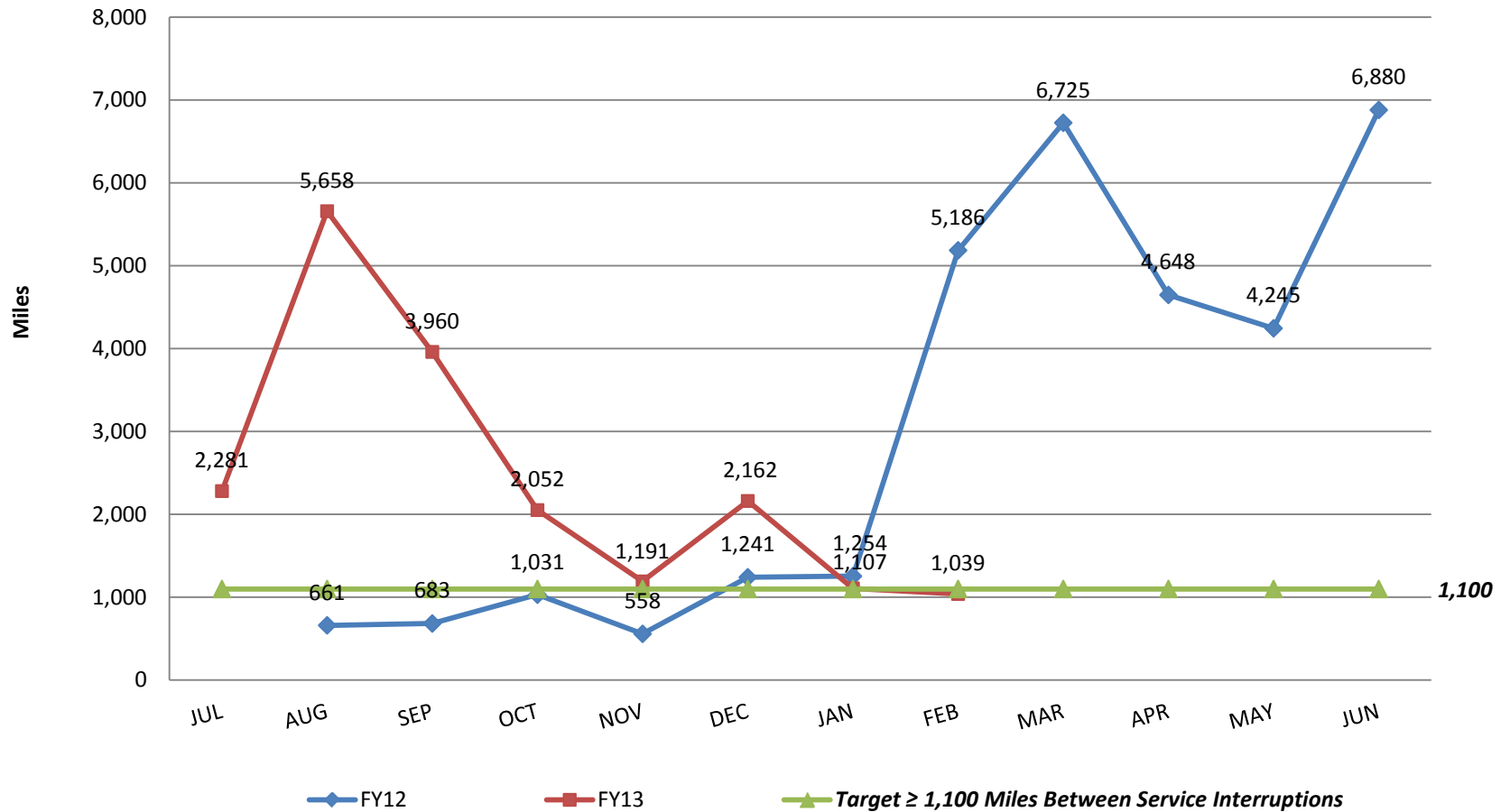
Rail Vehicle Maintenance Mean Distance Between Service Interruptions FY12 / FY13





HAMPTON ROADS TRANSIT

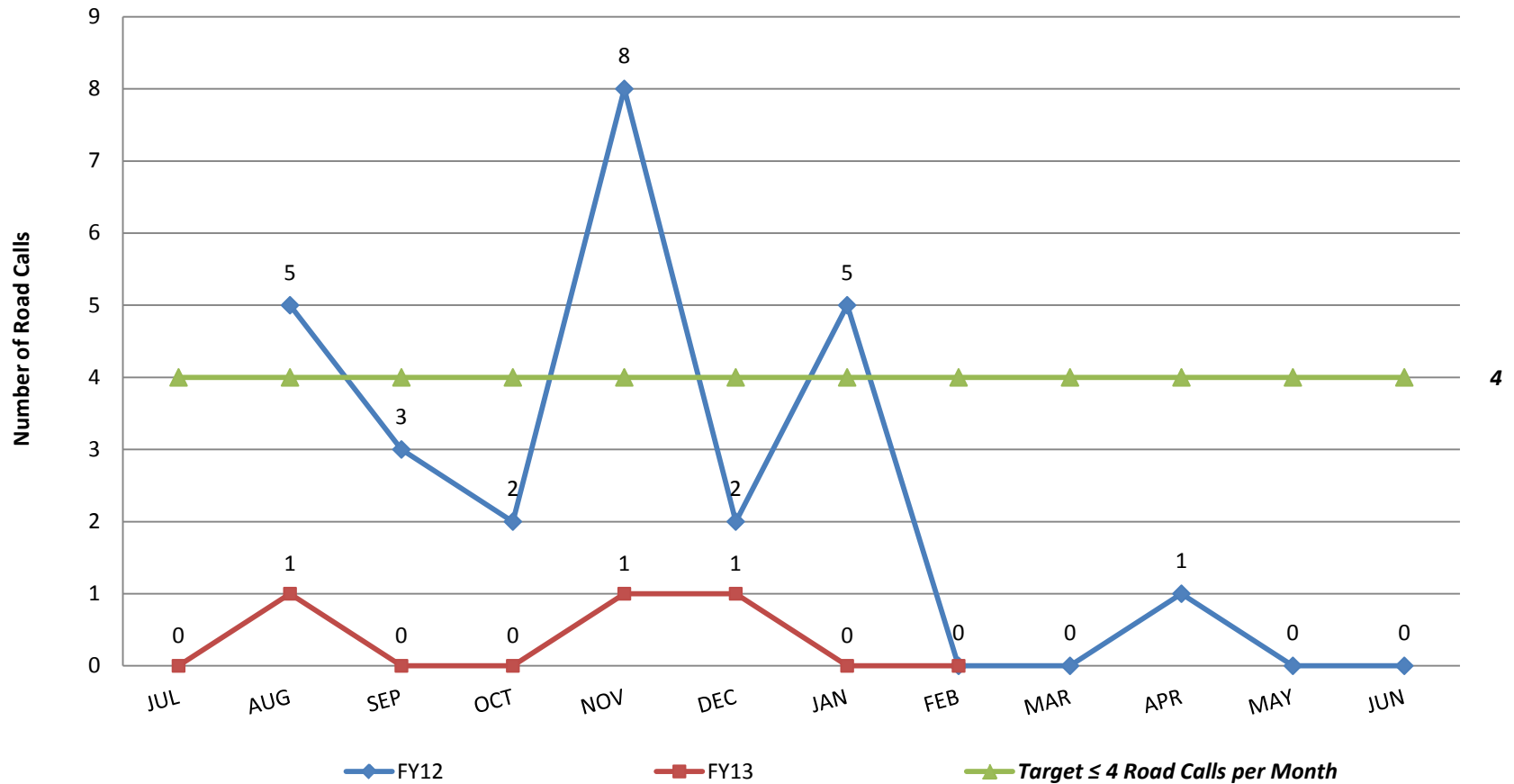
Rail Vehicle Maintenance
Mean Distance Between LRV Subsystem Failures
FY12 / FY13





HAMPTON ROADS TRANSIT

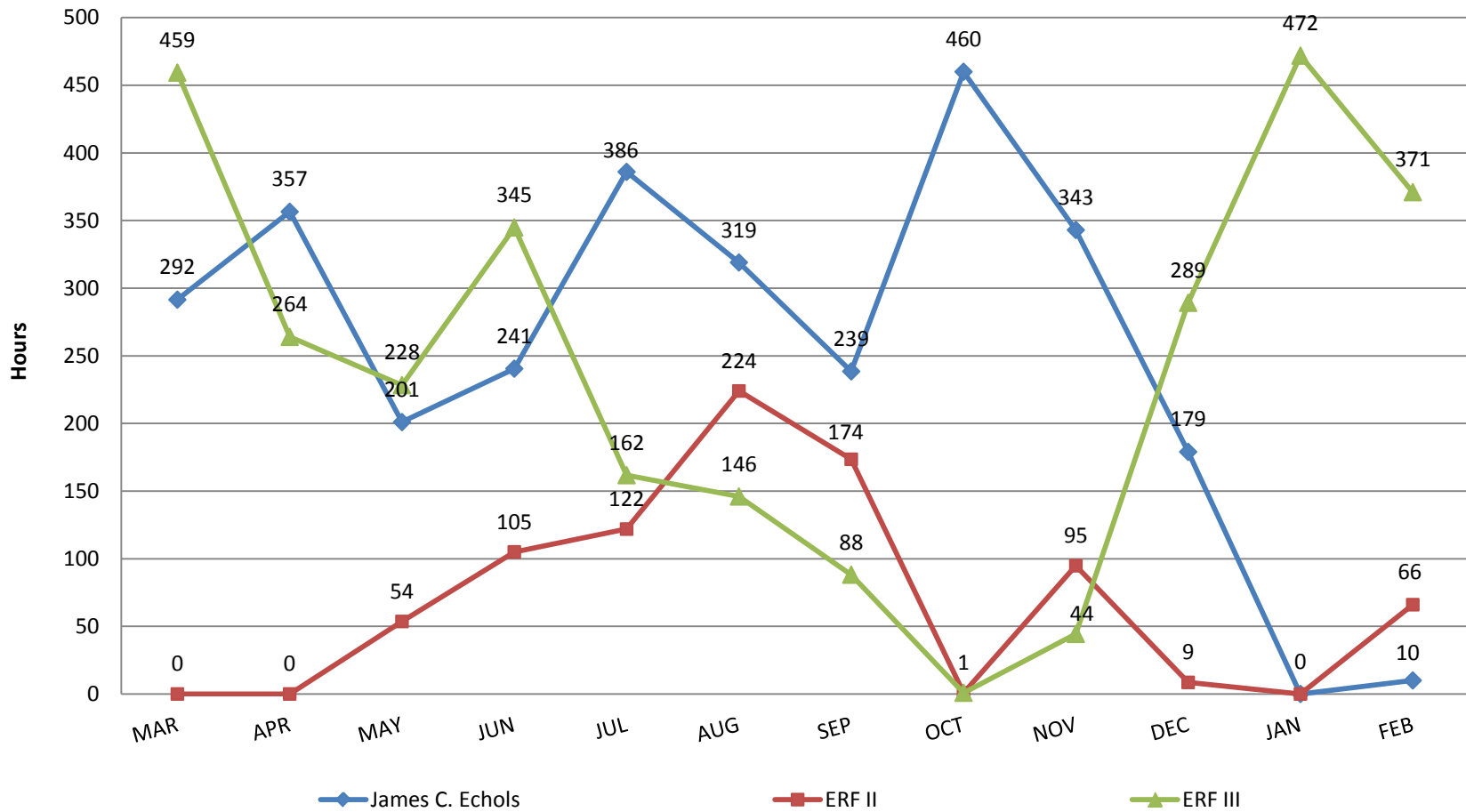
Rail Vehicle Maintenance
Road Calls
FY12 / FY13





HAMPTON ROADS TRANSIT

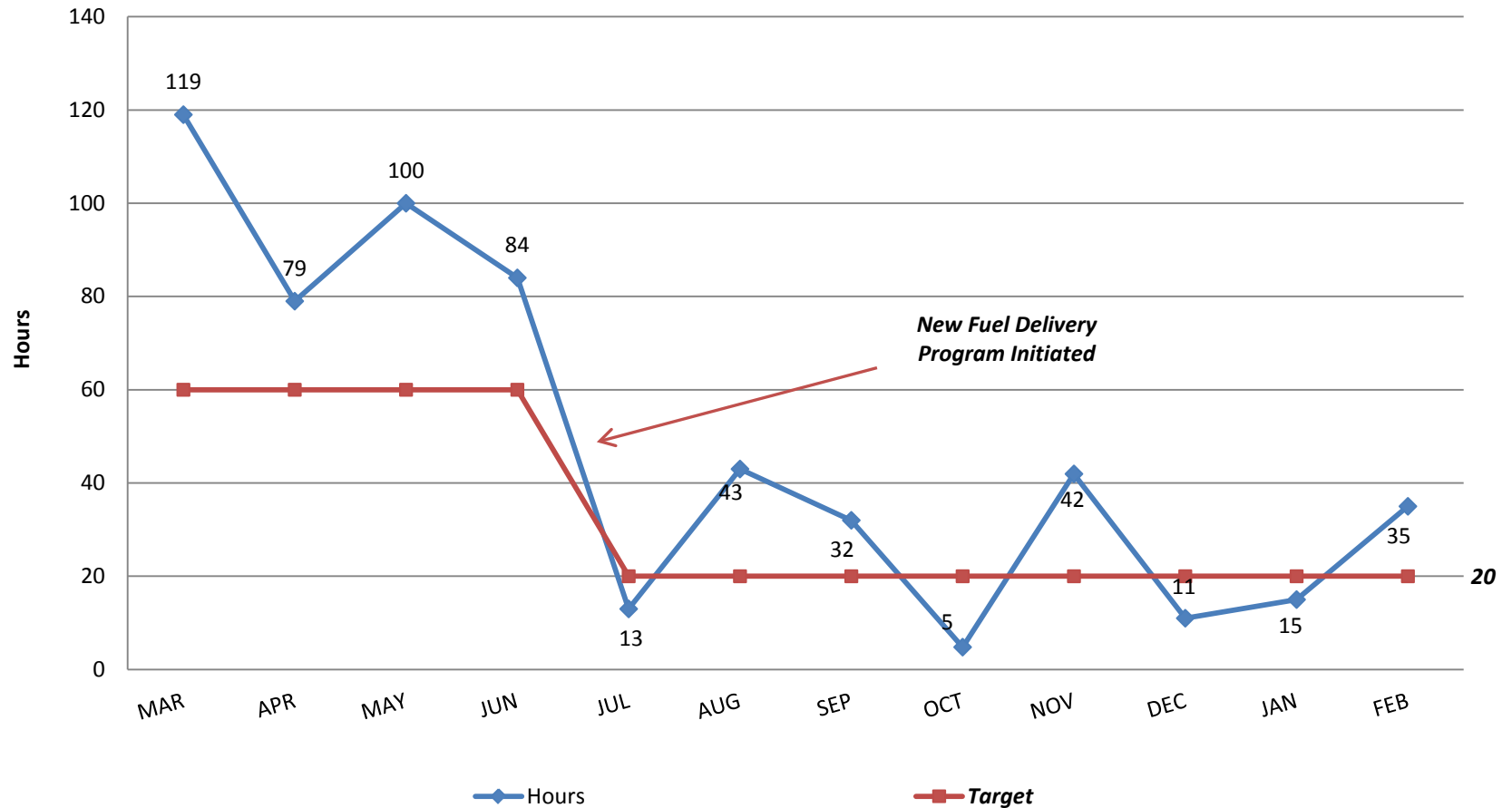
Technical Services
Ferry Boat Engine Hours
(most recent 12 month period)





HAMPTON ROADS TRANSIT

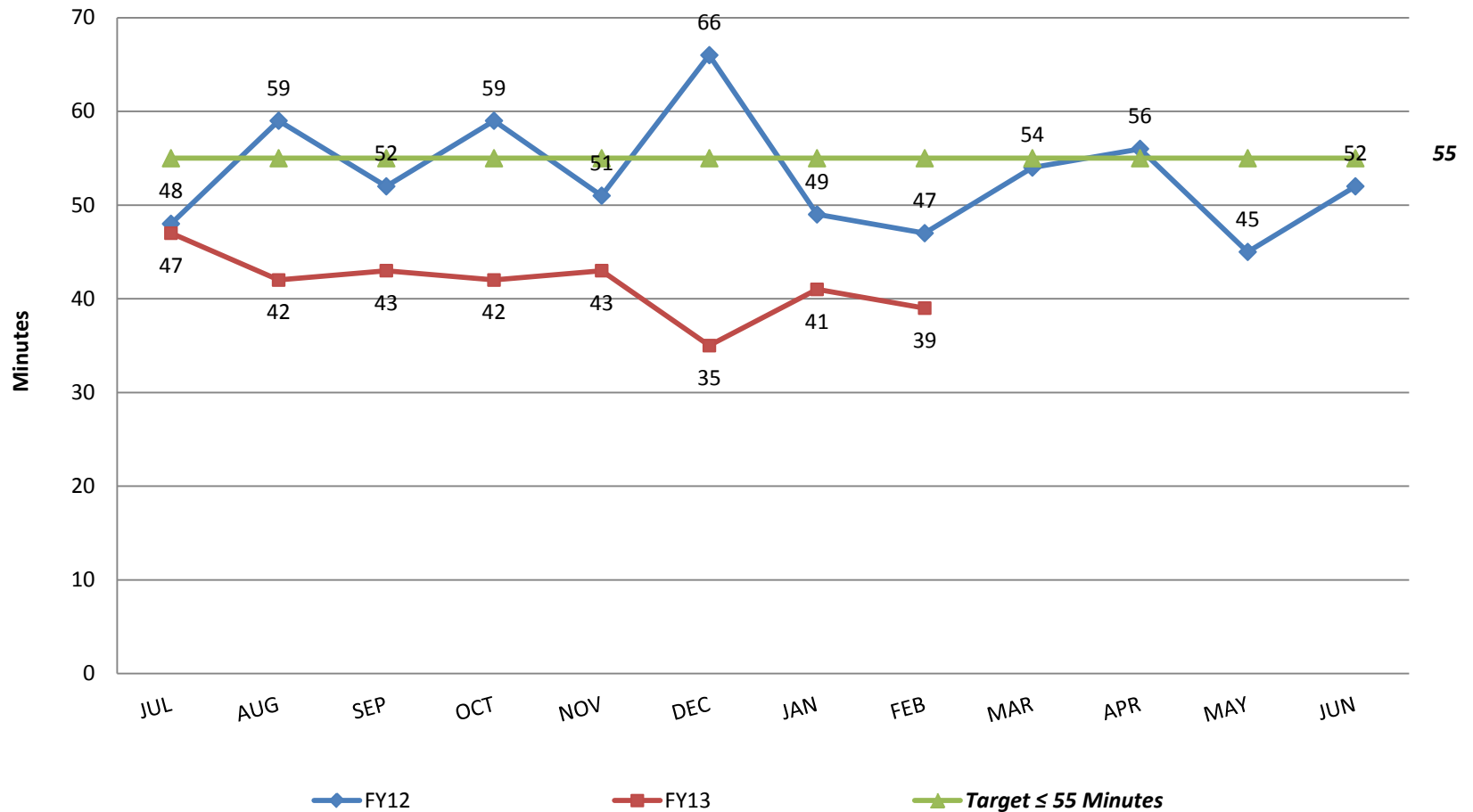
Technical Services
Ferry Boat Deadhead / Idle Time
(most recent 12 month period)





HAMPTON ROADS TRANSIT

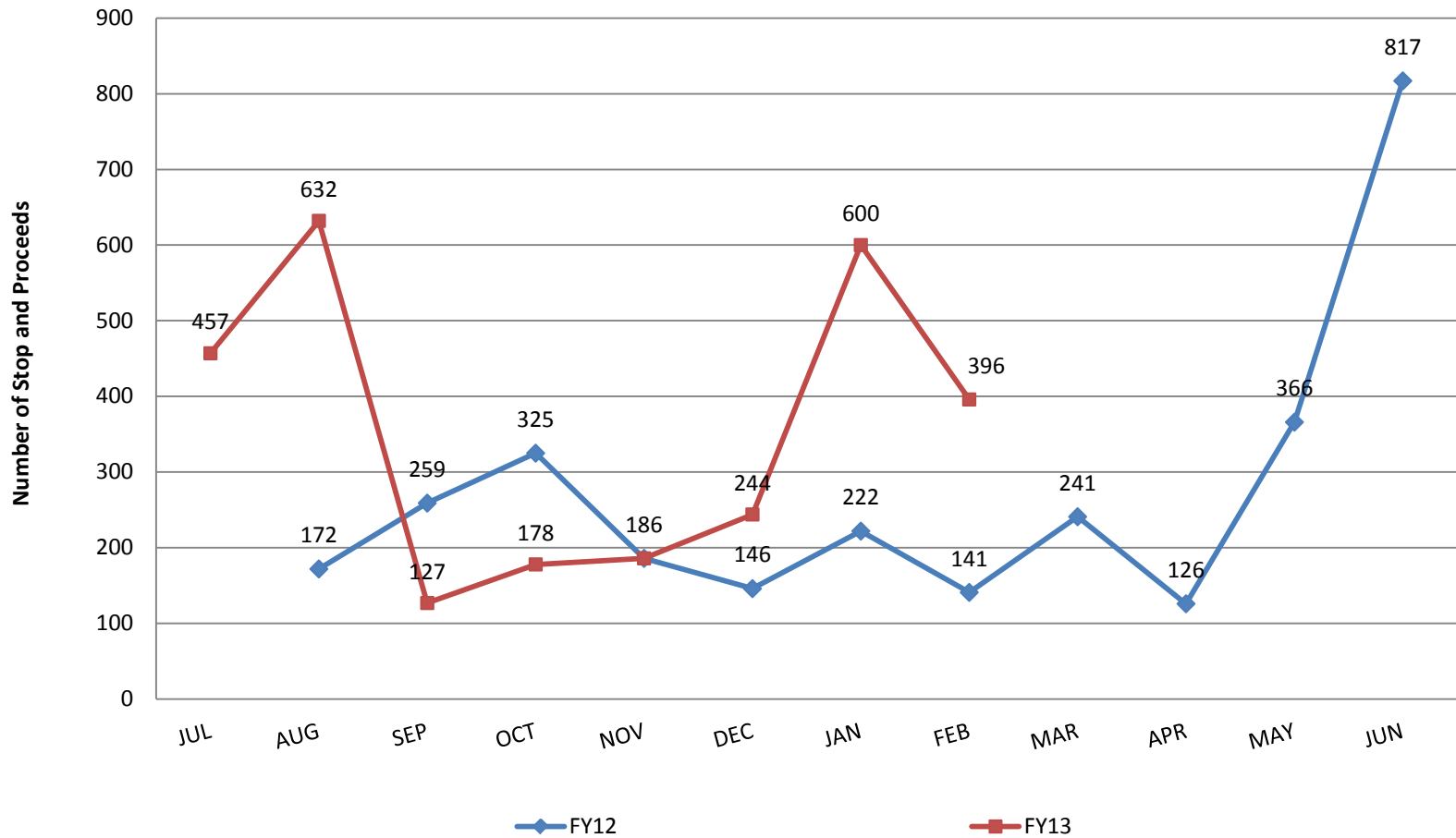
Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





HAMPTON ROADS TRANSIT

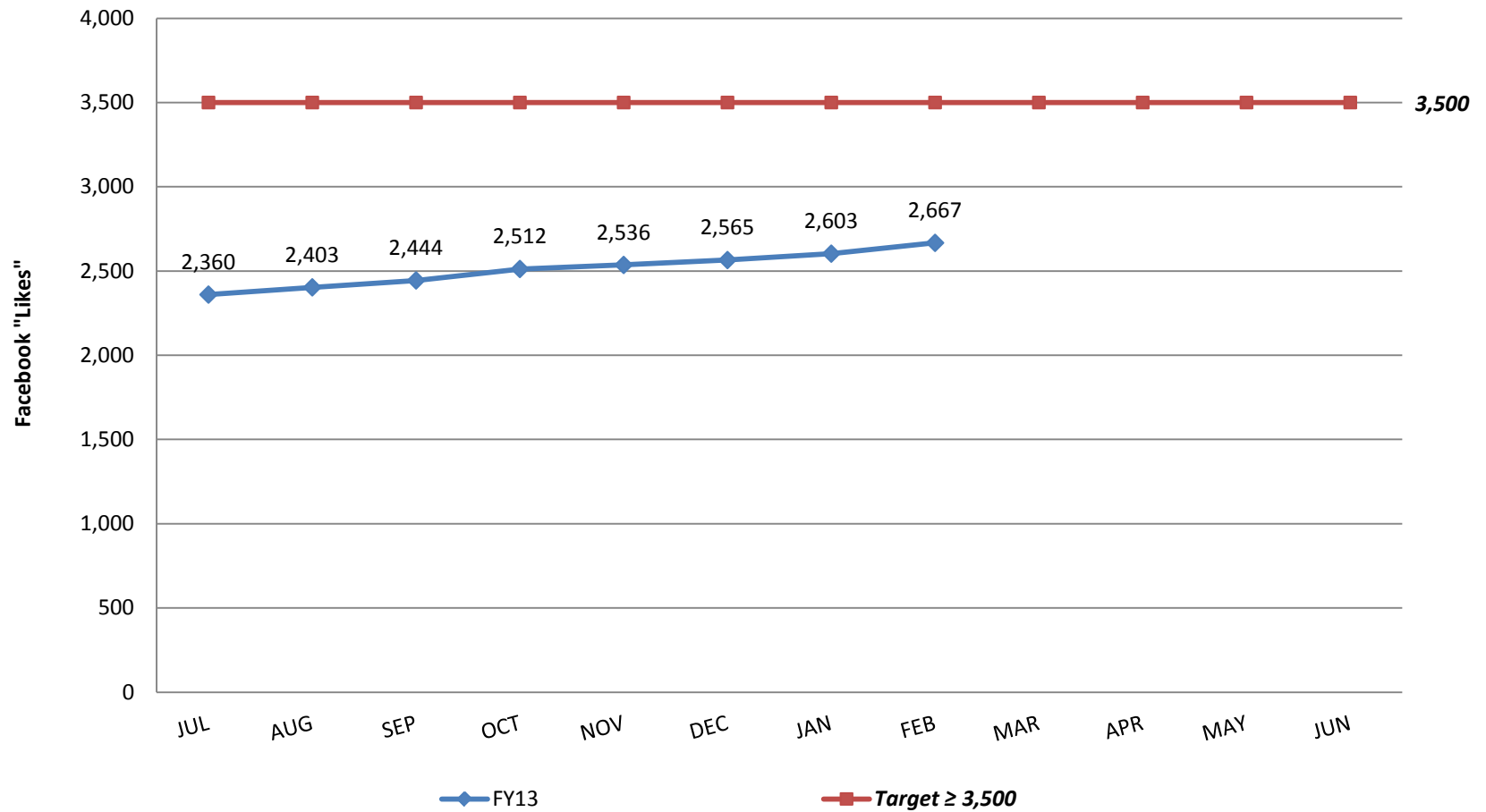
Technical Services
Central Business District Stop and Proceeds
FY12 / FY13





HAMPTON ROADS TRANSIT

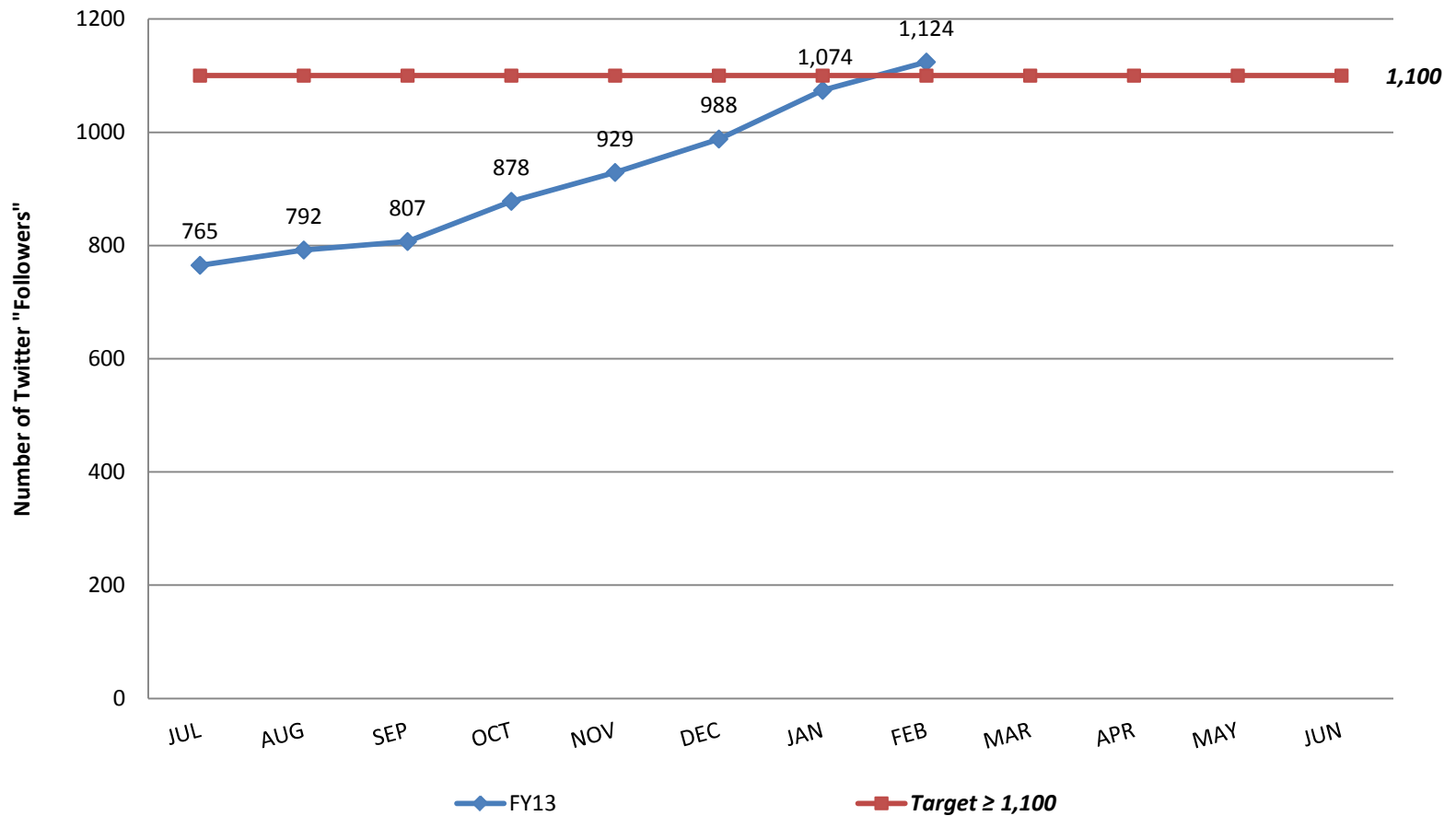
Operations Information
Social Media - Facebook "Likes"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Social Media - Twitter "Followers"
FY13





HAMPTON ROADS TRANSIT

Operations Information
Positive vs. Negative News Articles
(most recent 12 month period)

