

Transit Operations

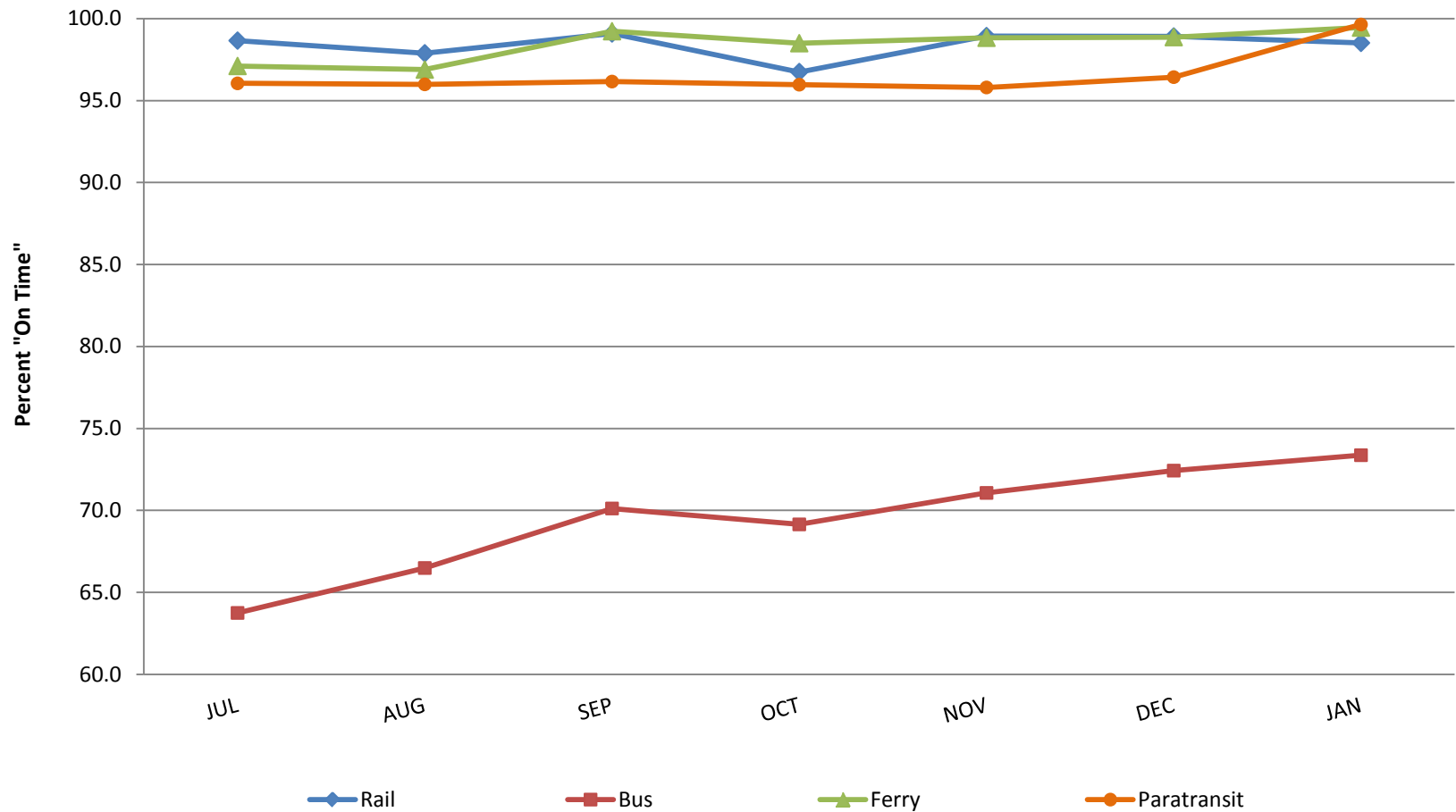
Key Performance Indicator Report

January 2013



HAMPTON ROADS TRANSIT

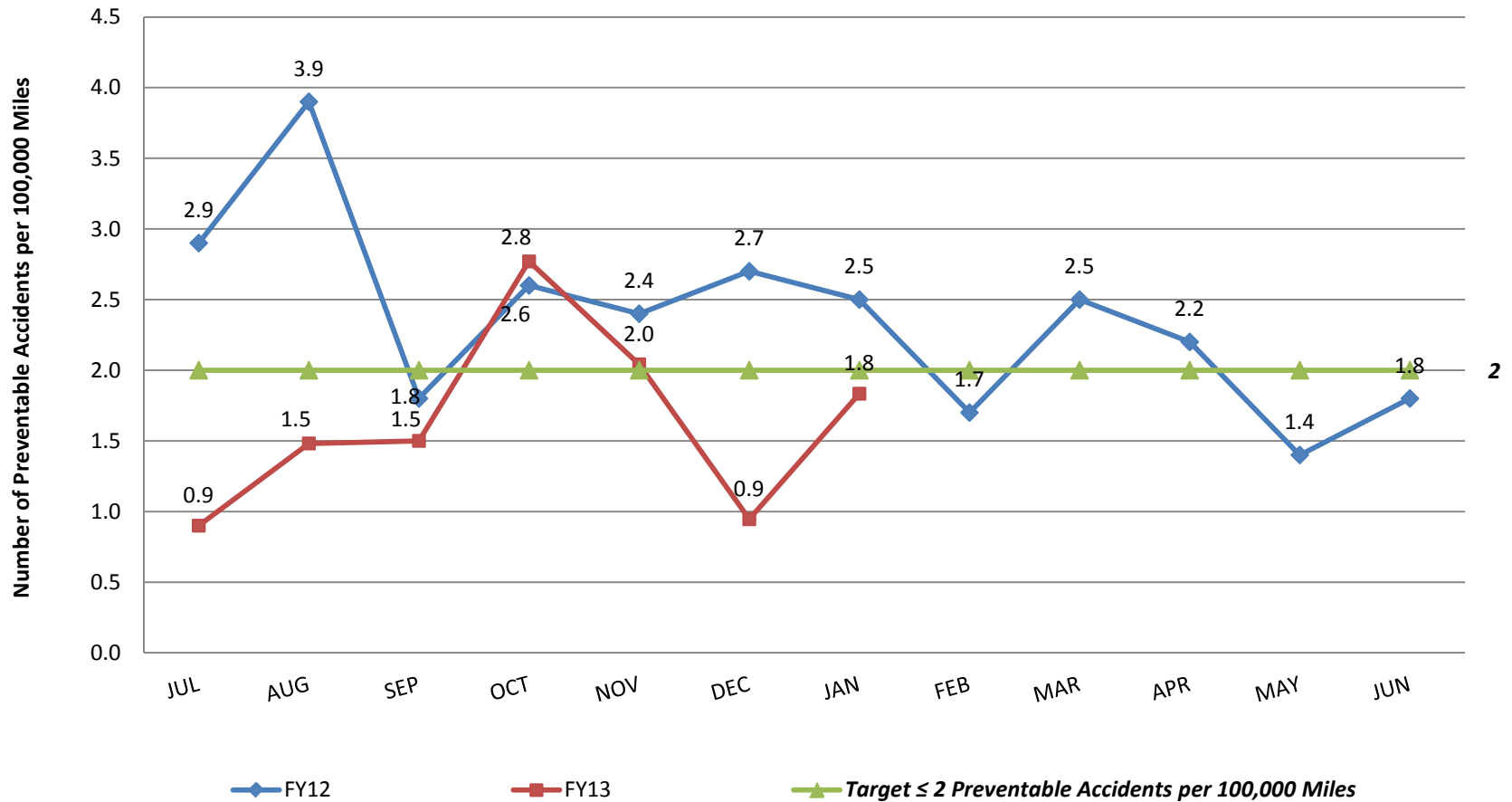
On Time Performance Percentage by Transportation Mode
FY13





HAMPTON ROADS TRANSIT

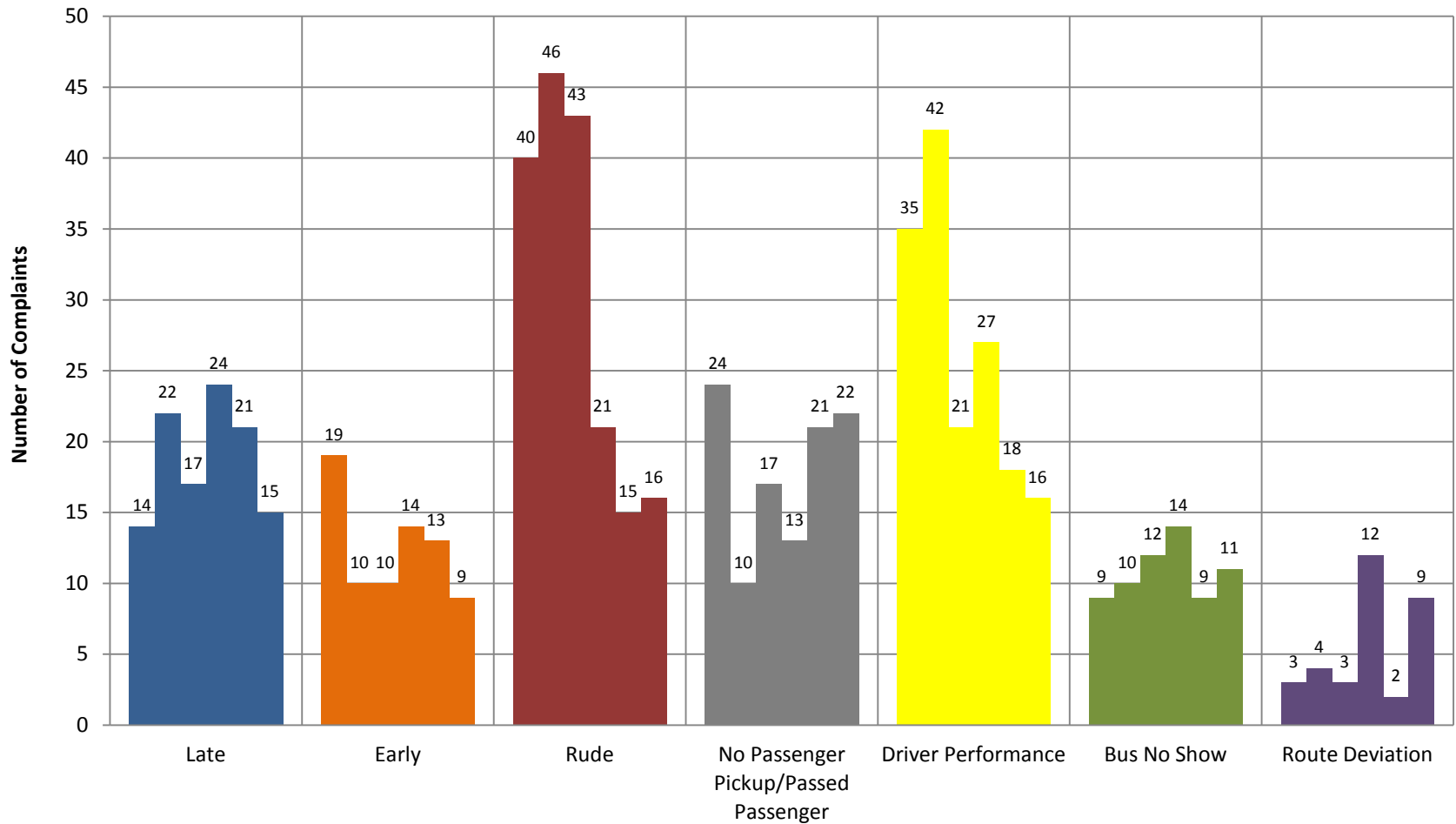
Bus Transportation
Preventable Accidents per 100,000 Miles
FY12 / FY13





HAMPTON ROADS TRANSIT

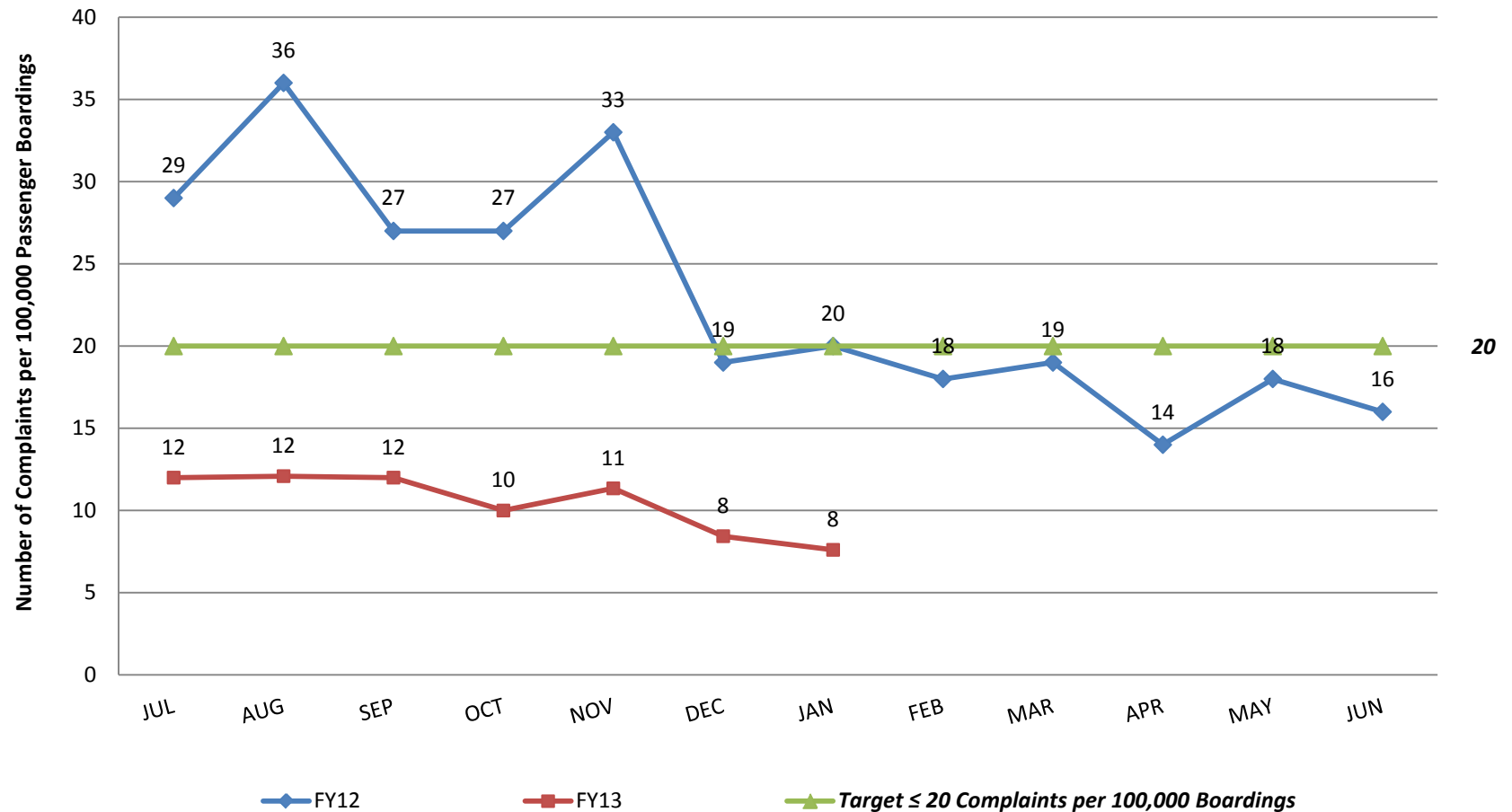
Bus Transportation
Customer Complaints by Type
(6 Month Period Ending January 31, 2013)





HAMPTON ROADS TRANSIT

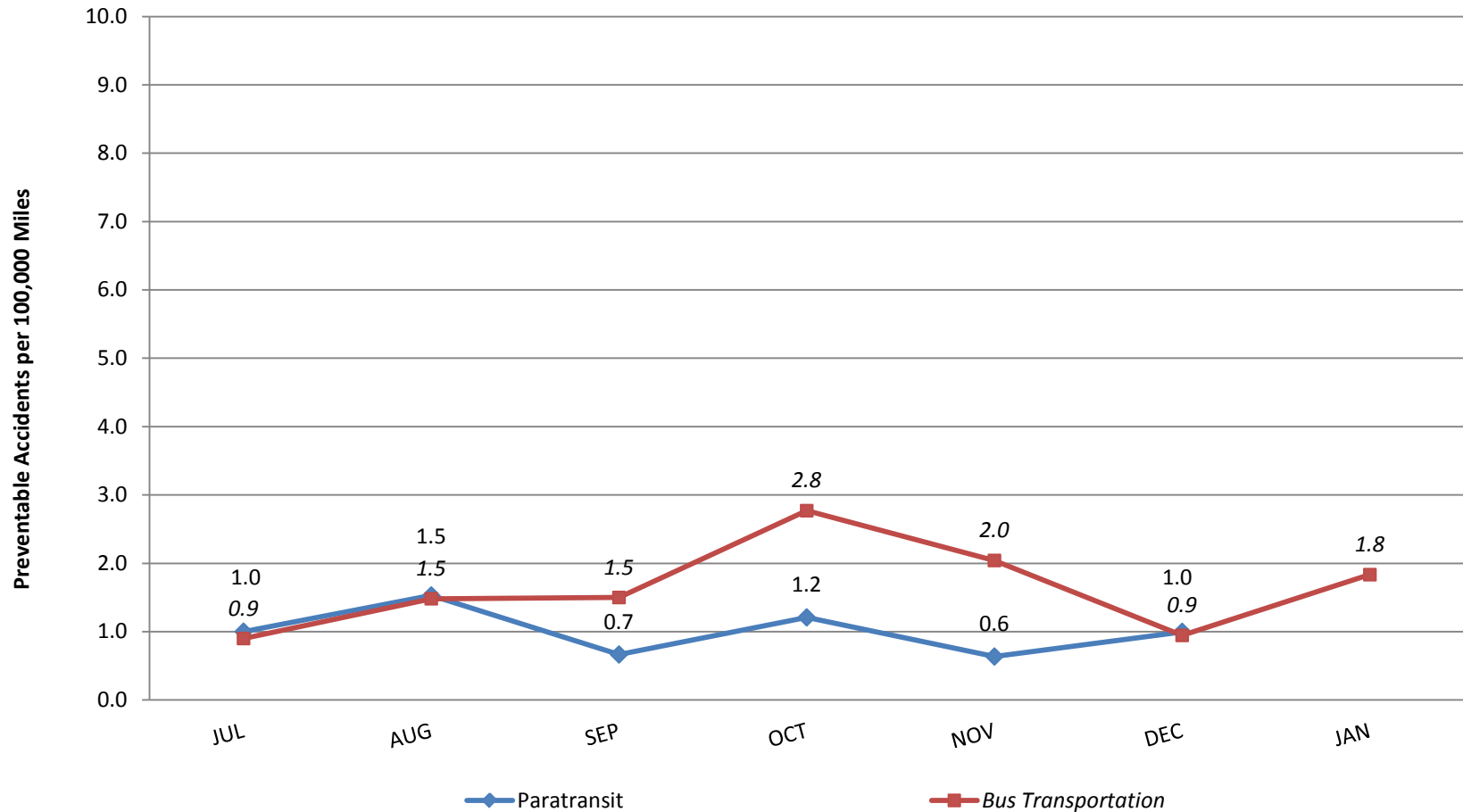
Bus Transportation
Valid Customer Complaints per 100,000 Boardings
FY12 / FY13



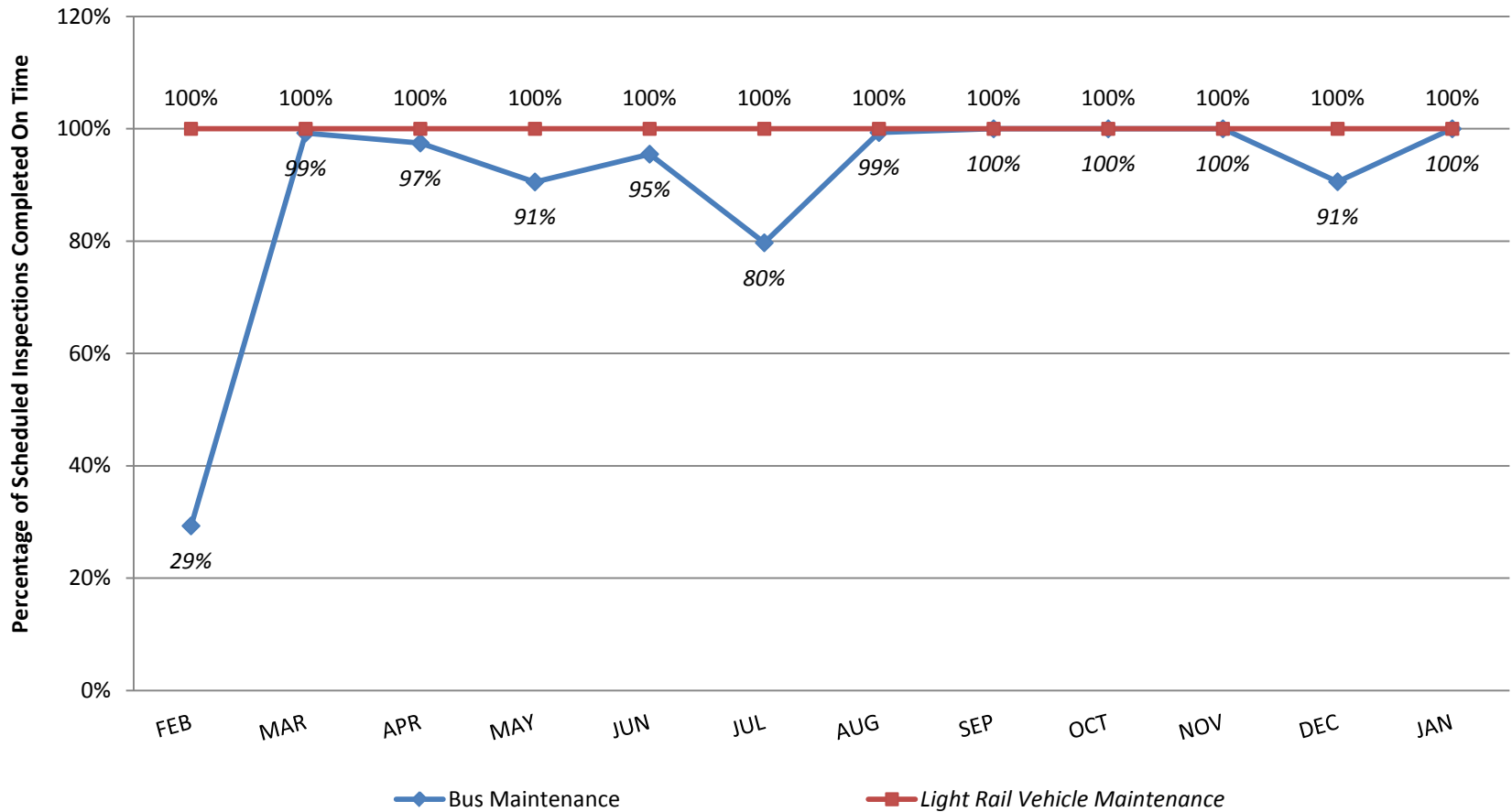


HAMPTON ROADS TRANSIT

Preventable Accidents per 100,000 Miles
Bus Transportation & Paratransit Service
FY13



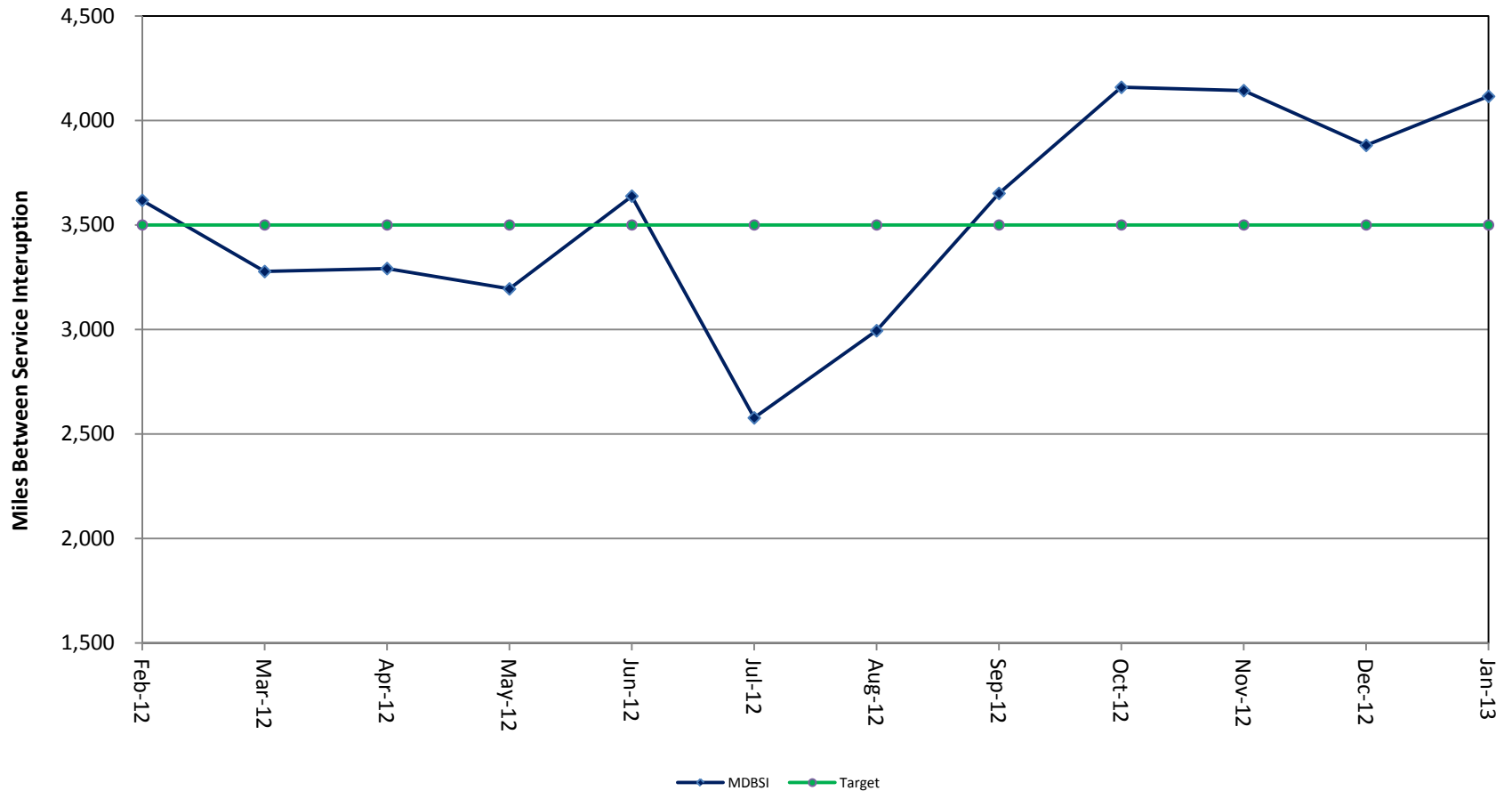
On Time Completion Percentage of Scheduled Preventive Maintenance
Bus & Light Rail Vehicle Maintenance
(most recent 12 month period)





HAMPTON ROADS TRANSIT

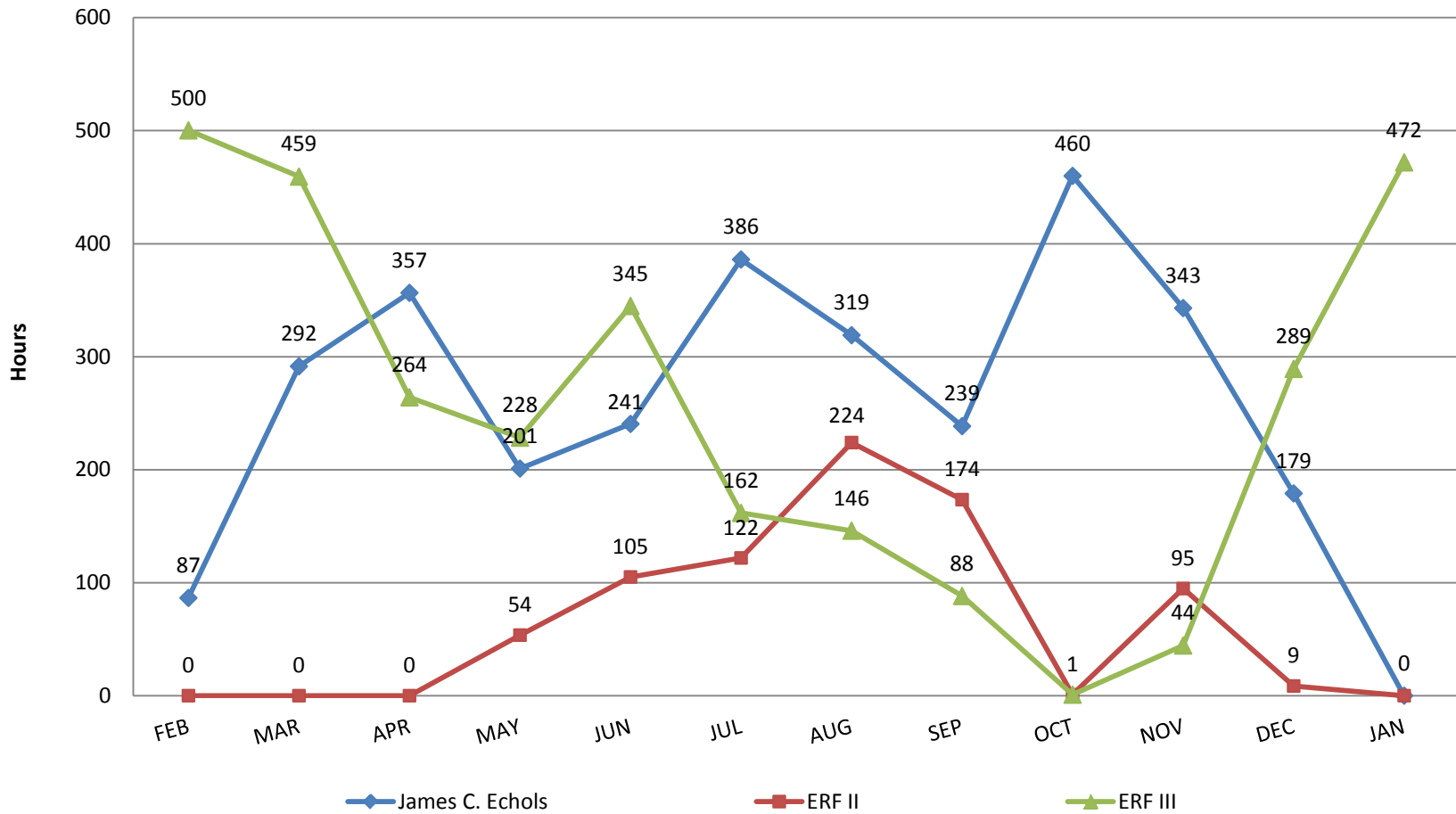
Mean Distance Between Service Interruption (BUS) Floating 1 Year Period





HAMPTON ROADS TRANSIT

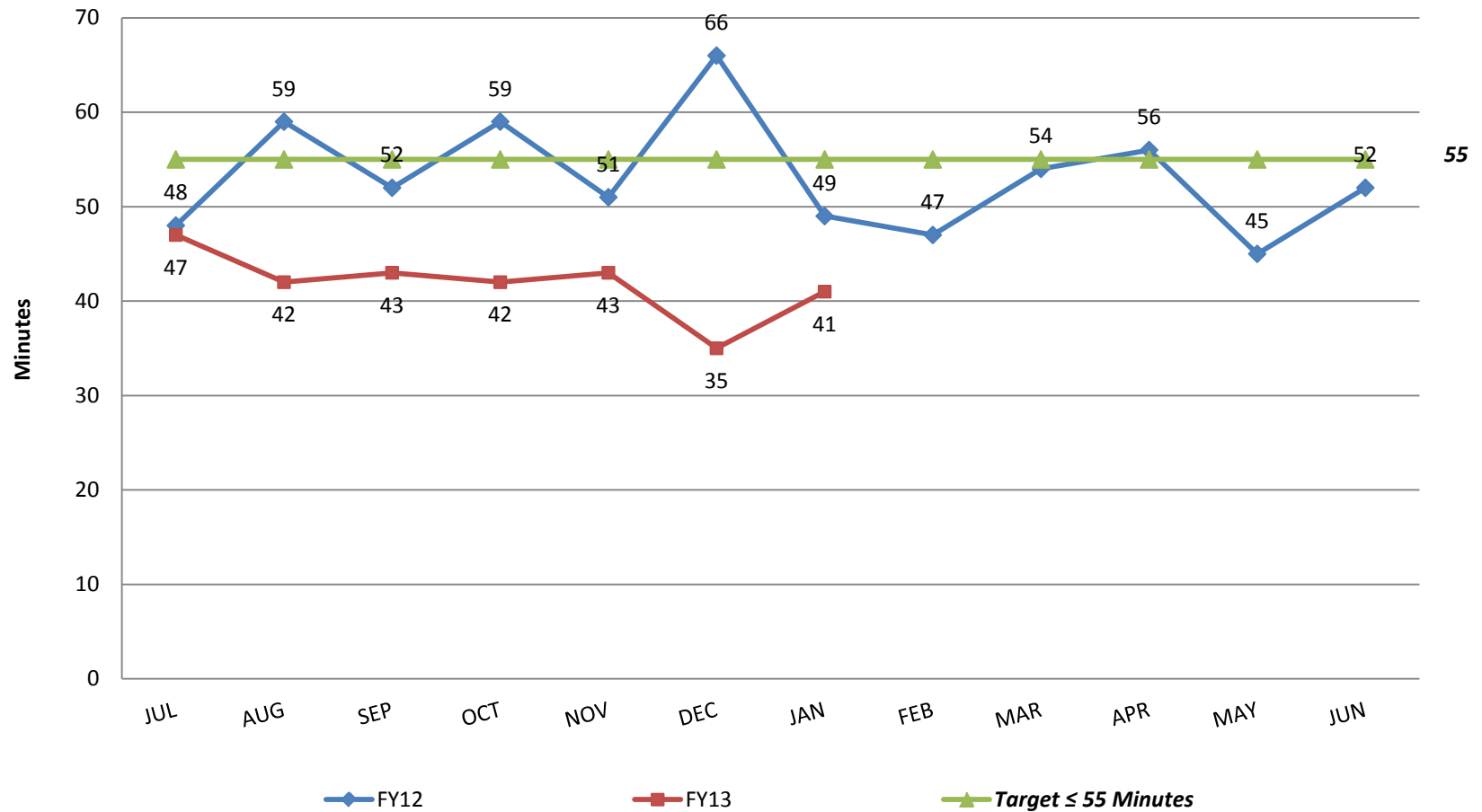
Technical Services
Ferry Boat Engine Hours
(most recent 12 month Period)





HAMPTON ROADS TRANSIT

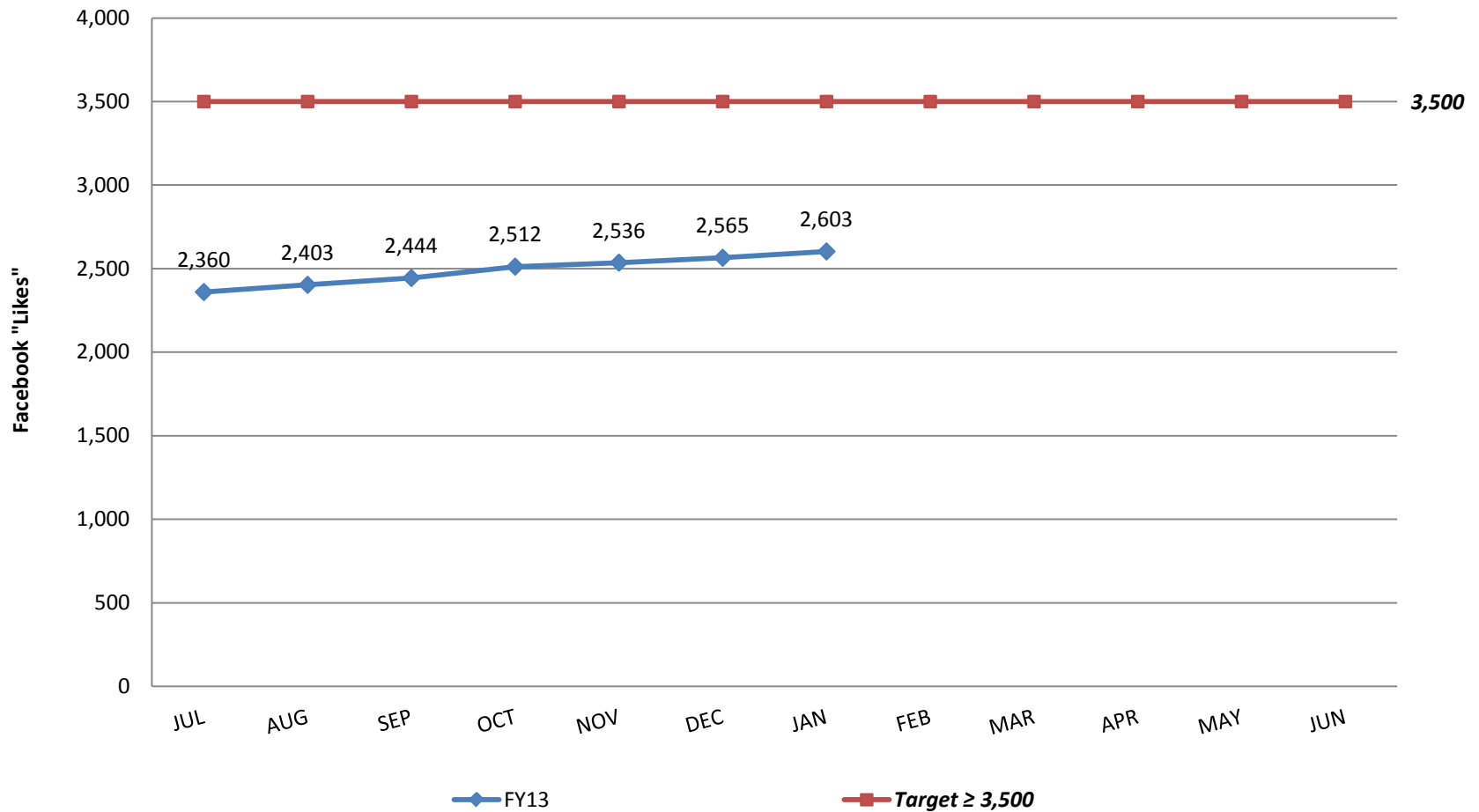
Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





HAMPTON ROADS TRANSIT

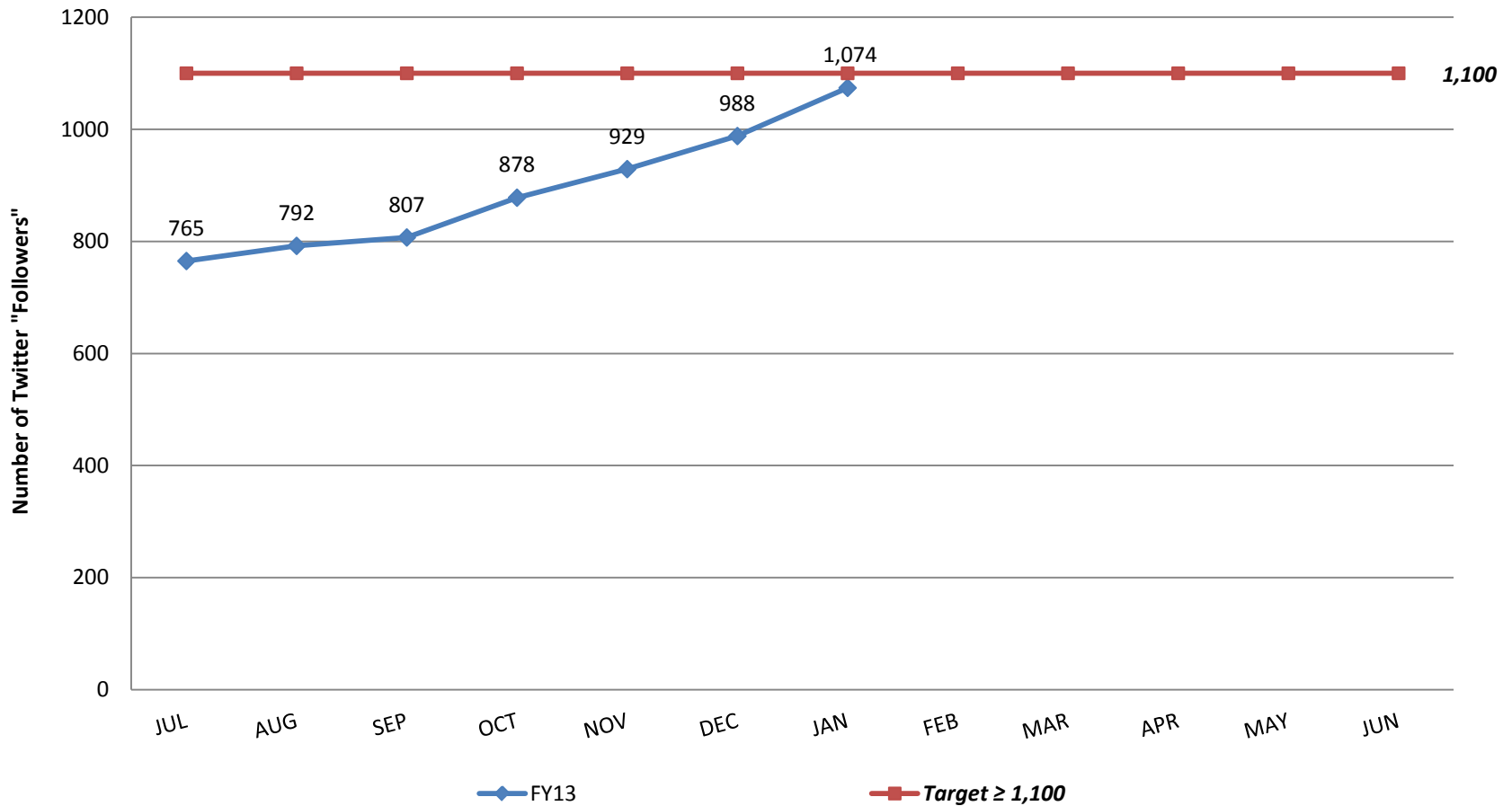
Operations Information
Social Media - Facebook "Likes"
FY13





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)

