

Transit Operations

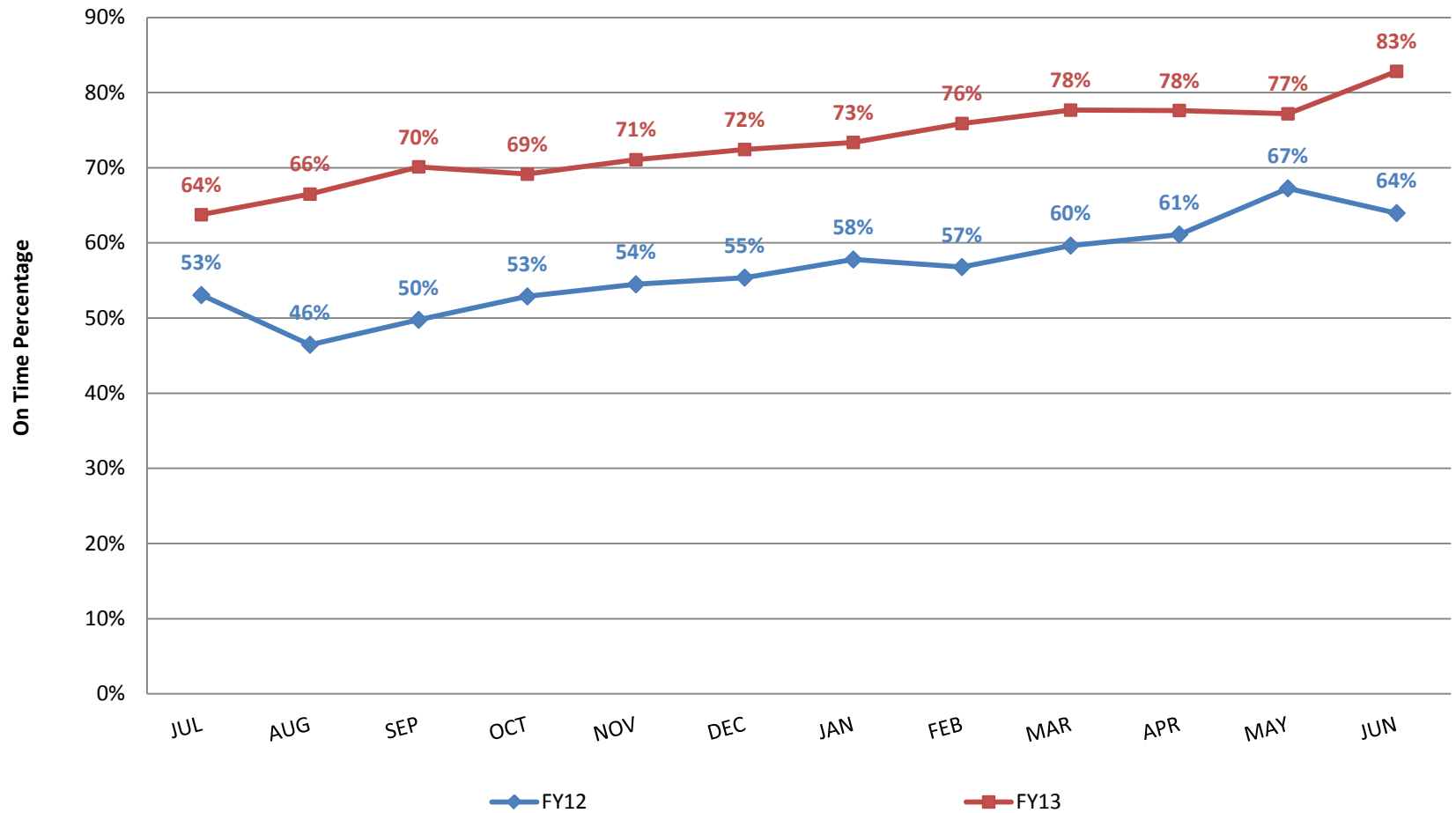
Key Performance Indicator Report

June 2013

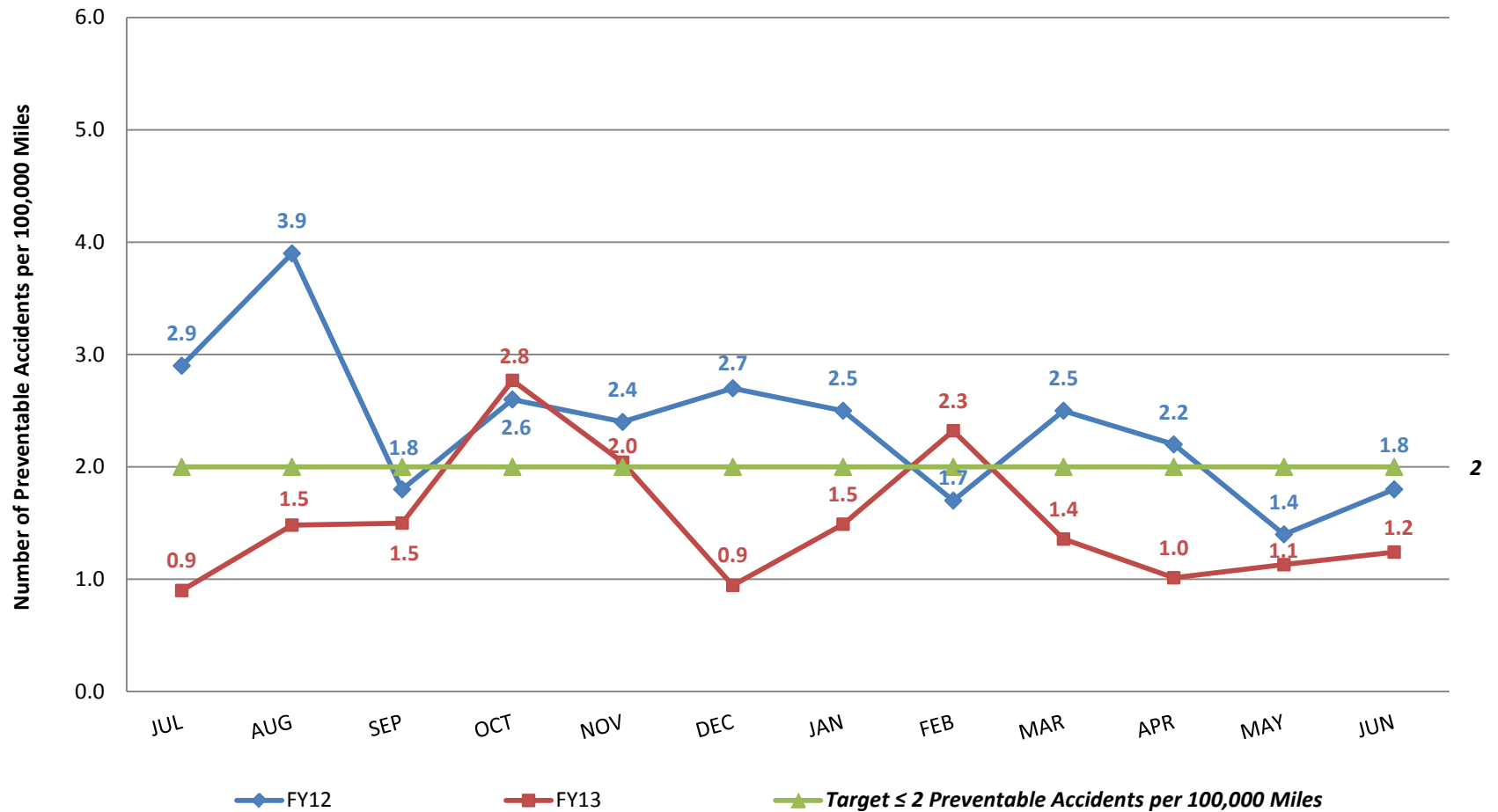


HAMPTON ROADS TRANSIT

Bus Transportation
On Time Performance
FY12 / FY13



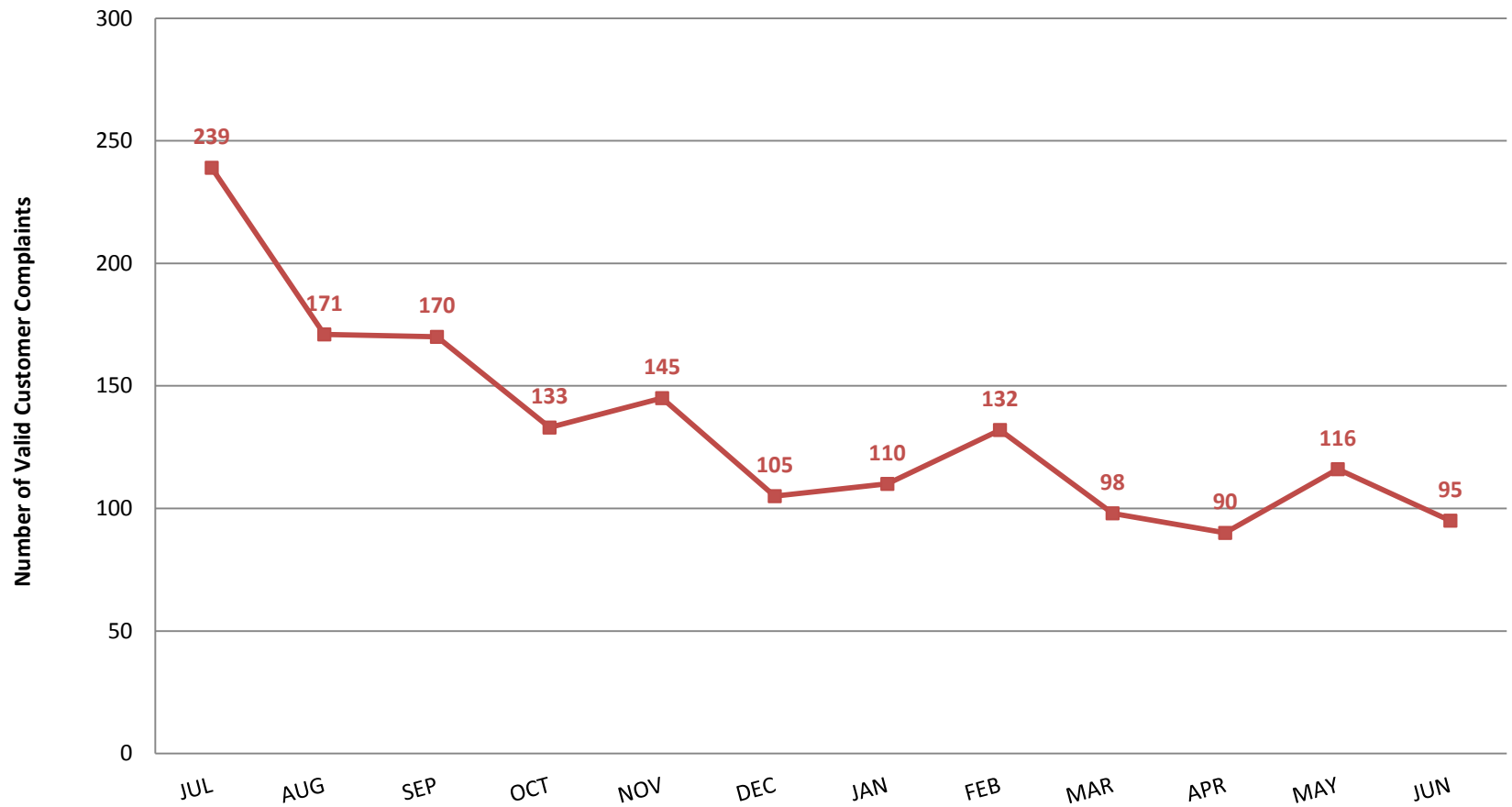
Bus Transportation
Preventable Accidents per 100,000 Miles
FY12 / FY13



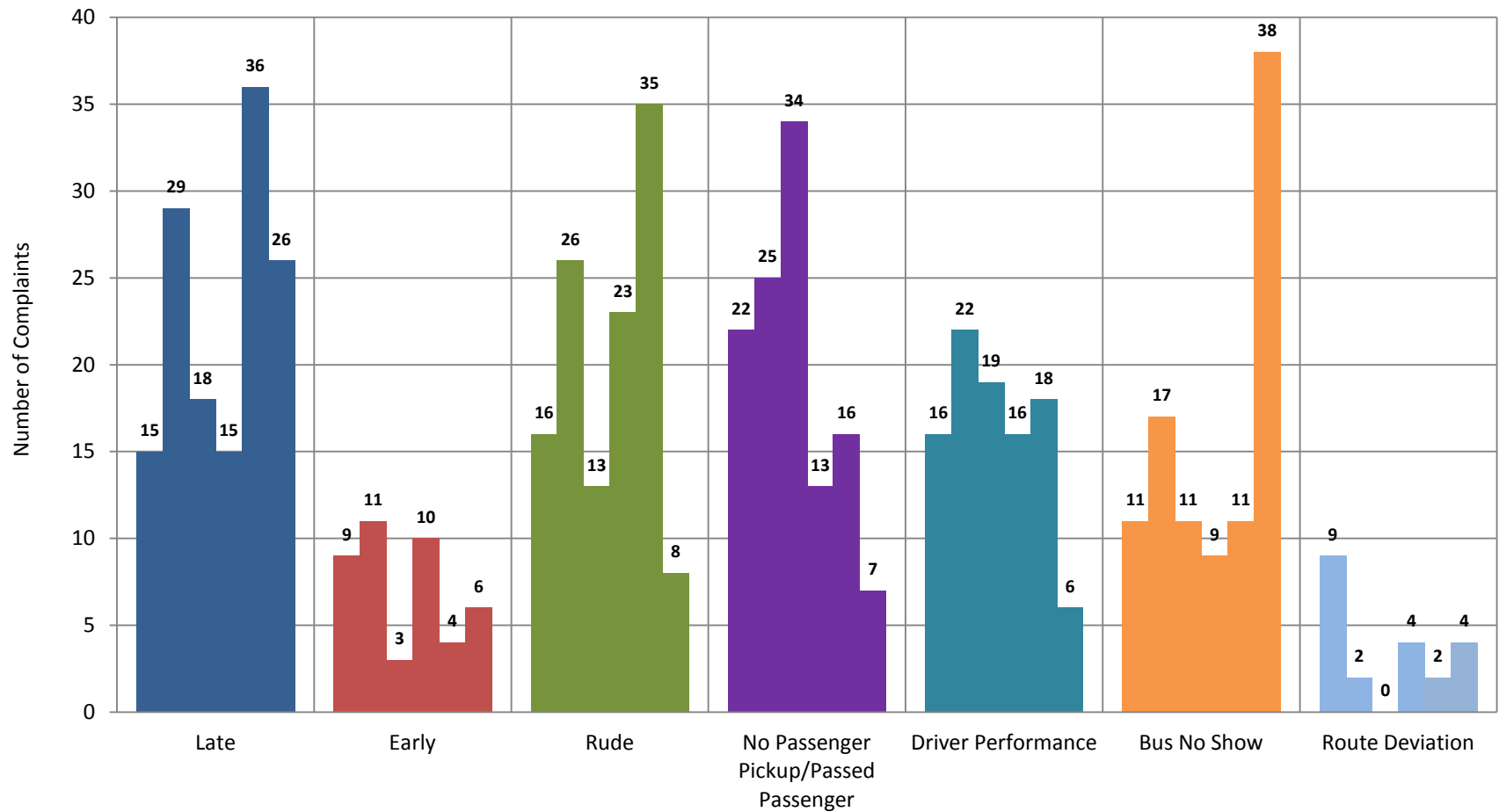


HAMPTON ROADS TRANSIT

Bus Transportation
Total Valid Customer Complaints
FY13



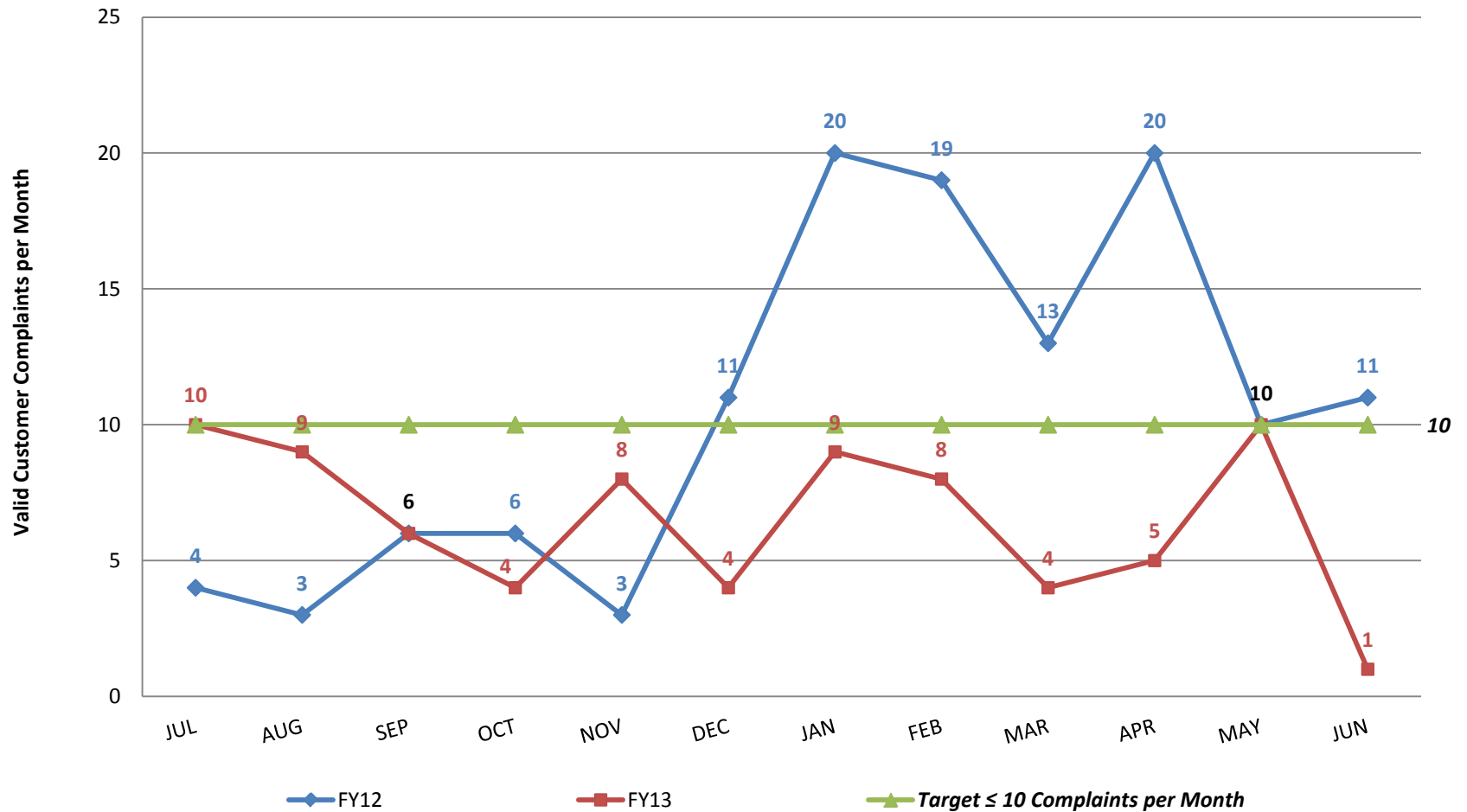
Bus Transportation
Customer Complaints by Type
(most recent 6 month period ending June 30, 2013)





HAMPTON ROADS TRANSIT

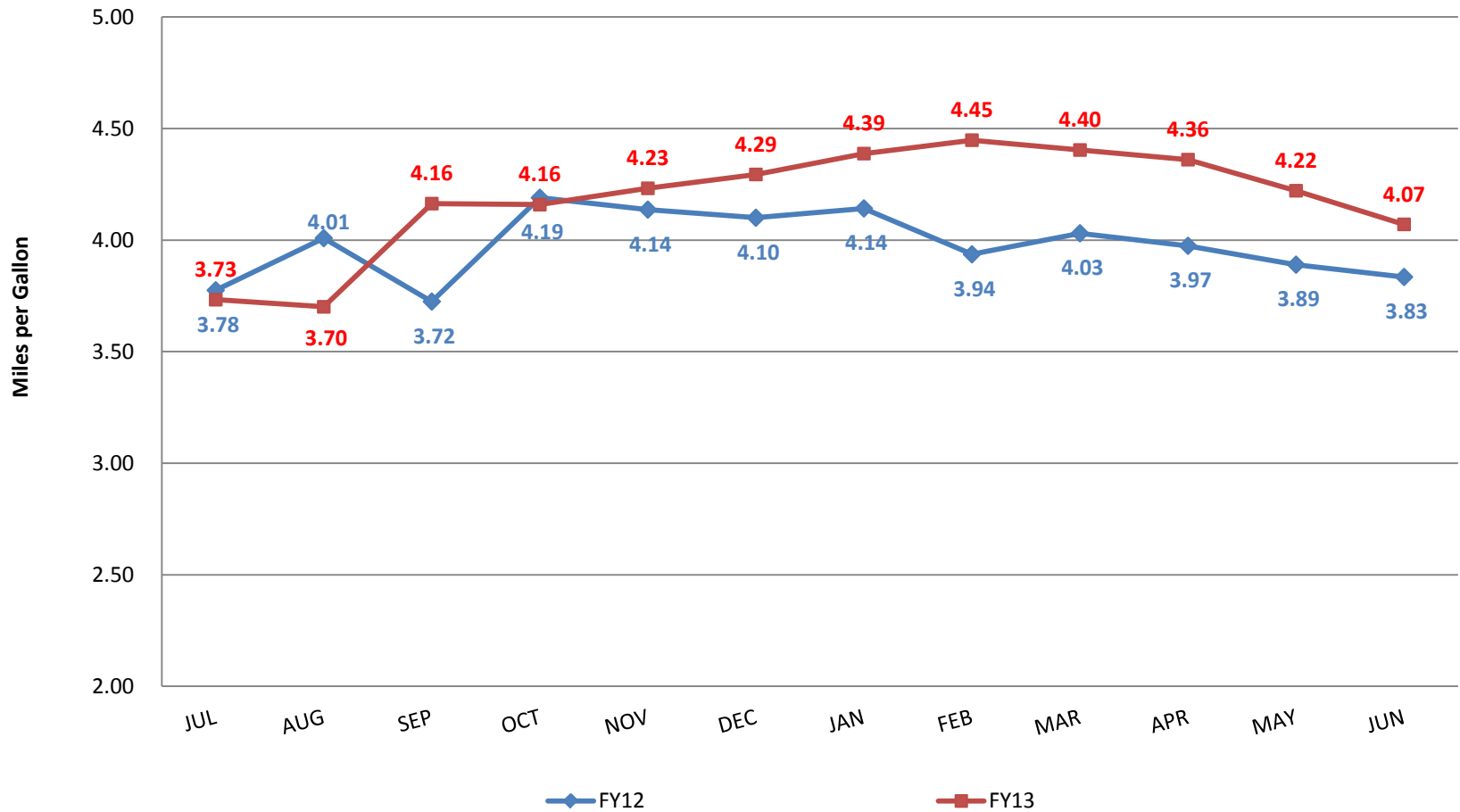
Paratransit
Valid Customer Complaints per Month
FY12 / FY13





HAMPTON ROADS TRANSIT

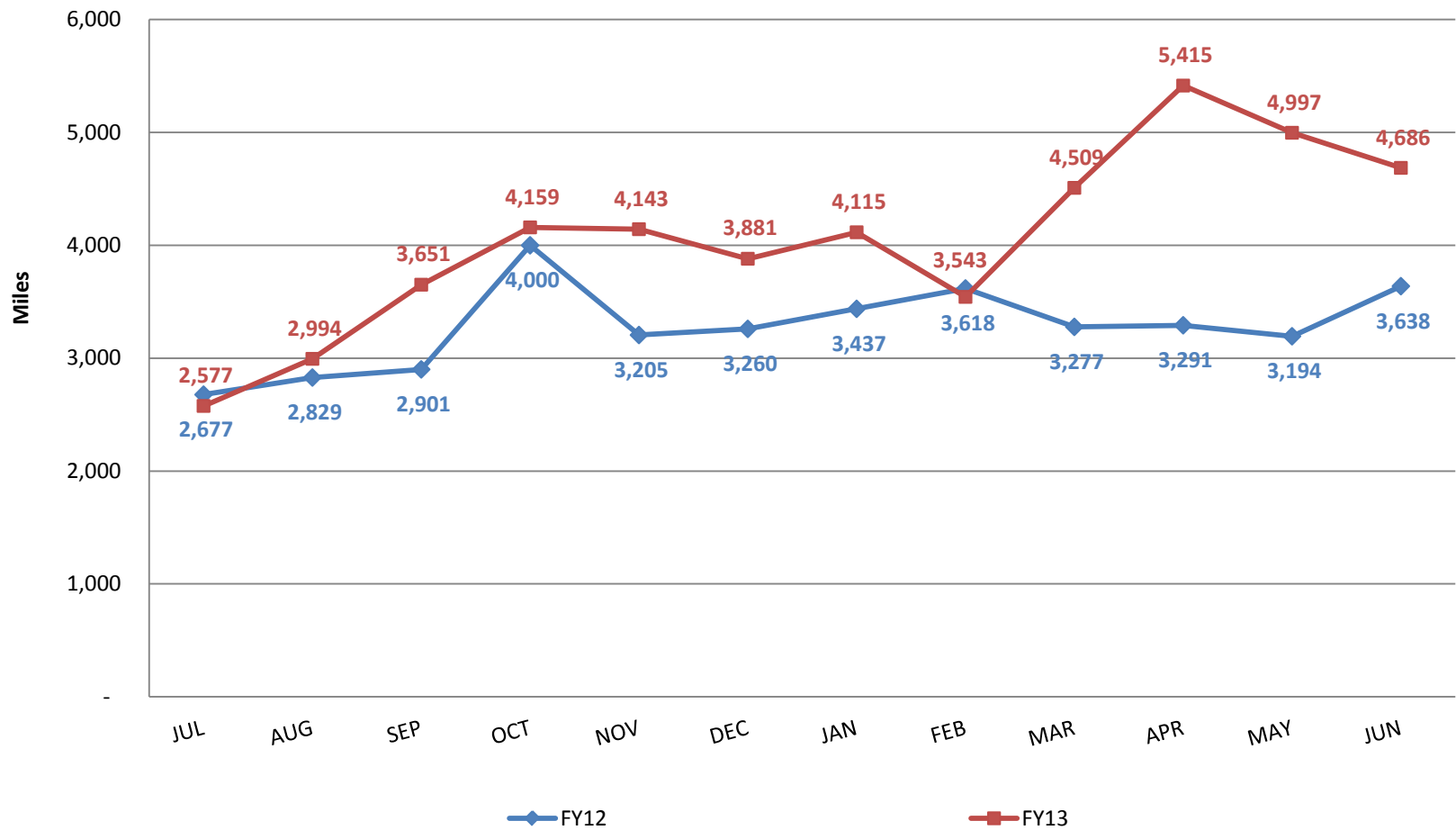
Bus Maintenance
Fleet Fuel Efficiency (MPG)
FY12 / FY13



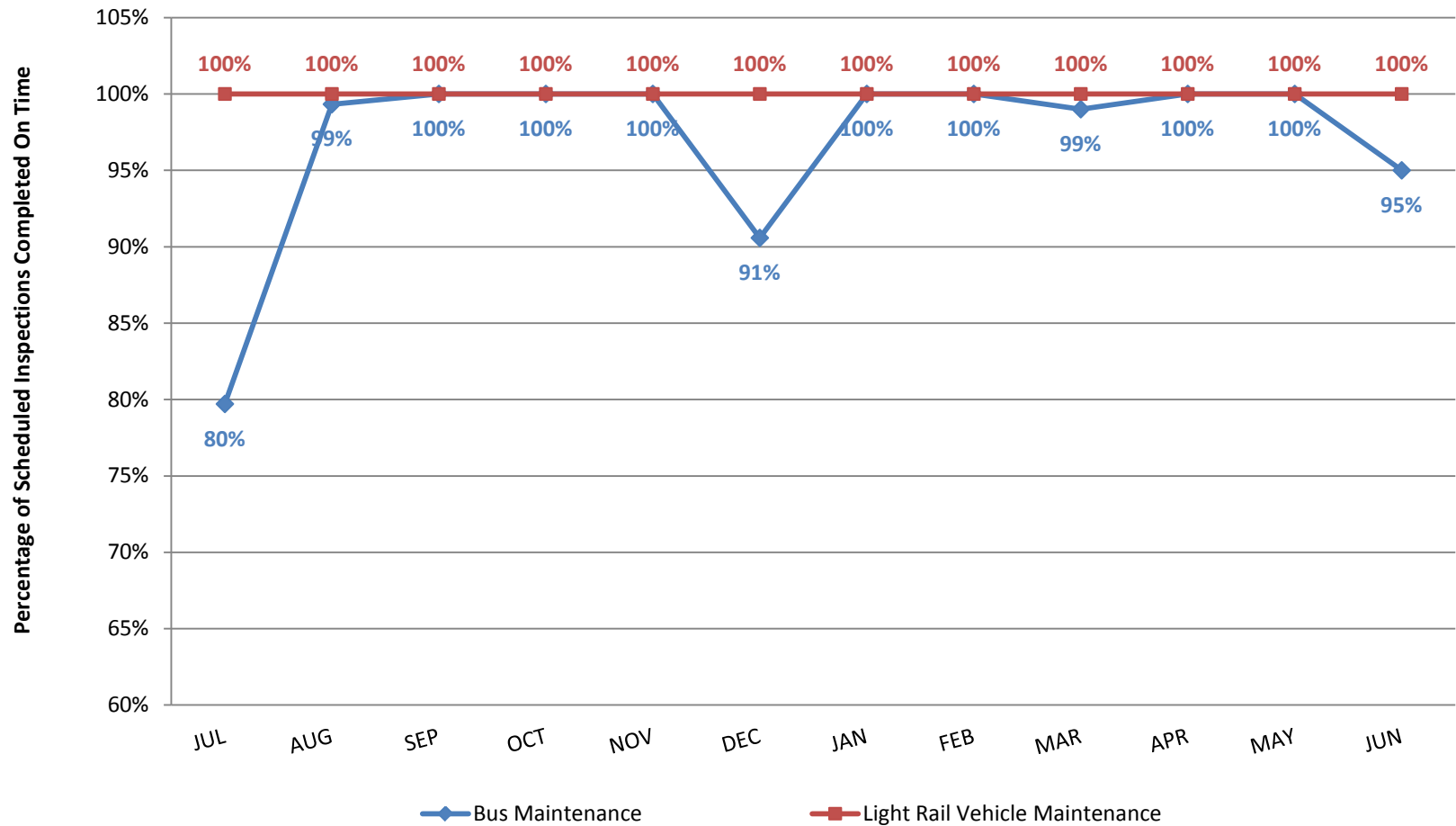


HAMPTON ROADS TRANSIT

Bus Maintenance
Mean Distance Between Service Interruptions
FY12 / FY13



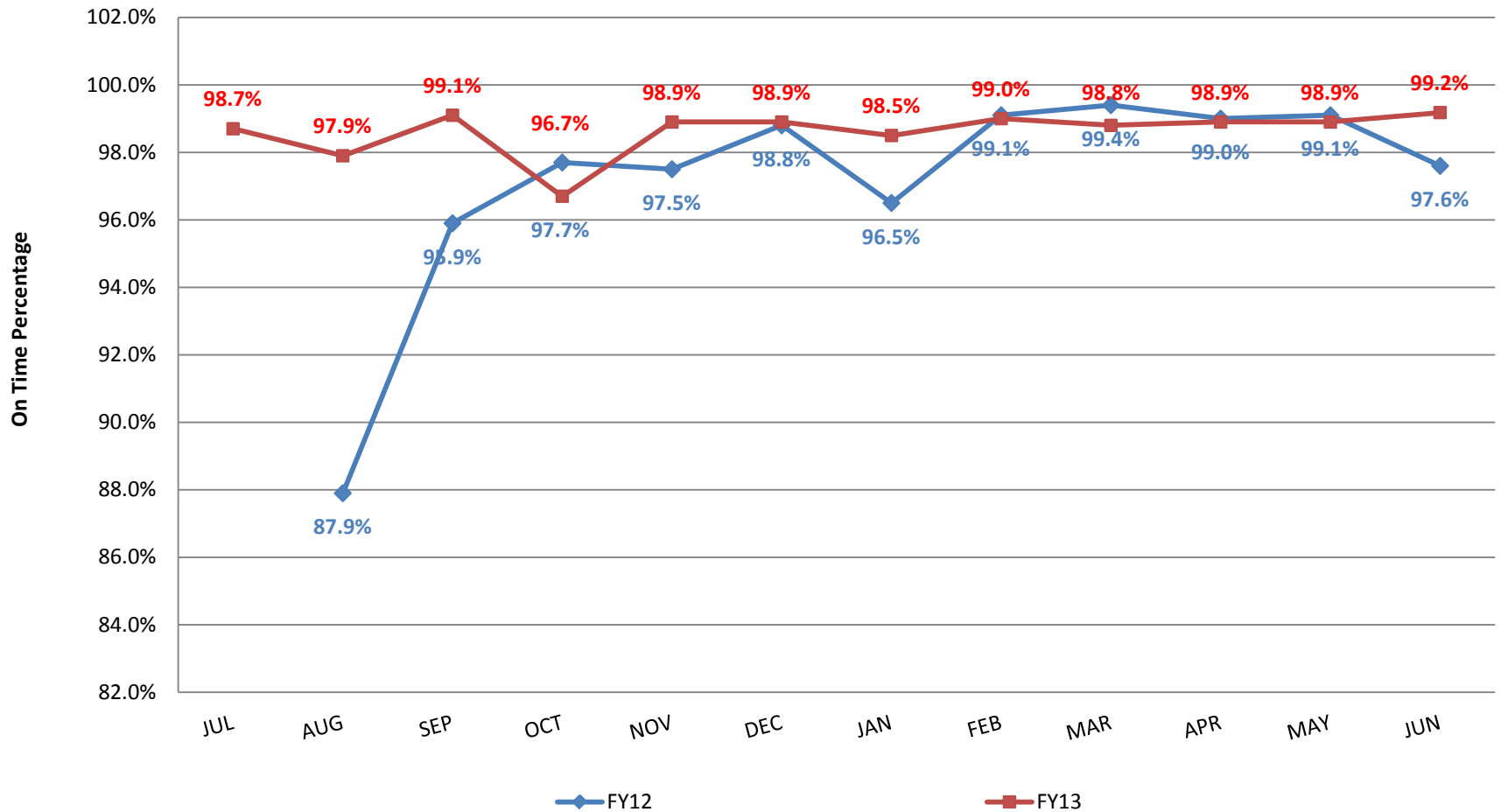
On Time Completion Percentage of Scheduled Preventive Maintenance
Bus and Light Rail Vehicle Maintenance
FY13





HAMPTON ROADS TRANSIT

Rail Transportation On Time Performance FY12 / FY13





HAMPTON ROADS TRANSIT

Technical Services

Central Business District Stop and Proceeds

Number of *Days per Month with One or No* "Stop and Proceed" Order Issued

June 2012 - June 2013

