

Transit Operations

Key Performance Indicator Report

February 2012

Bus Transportation

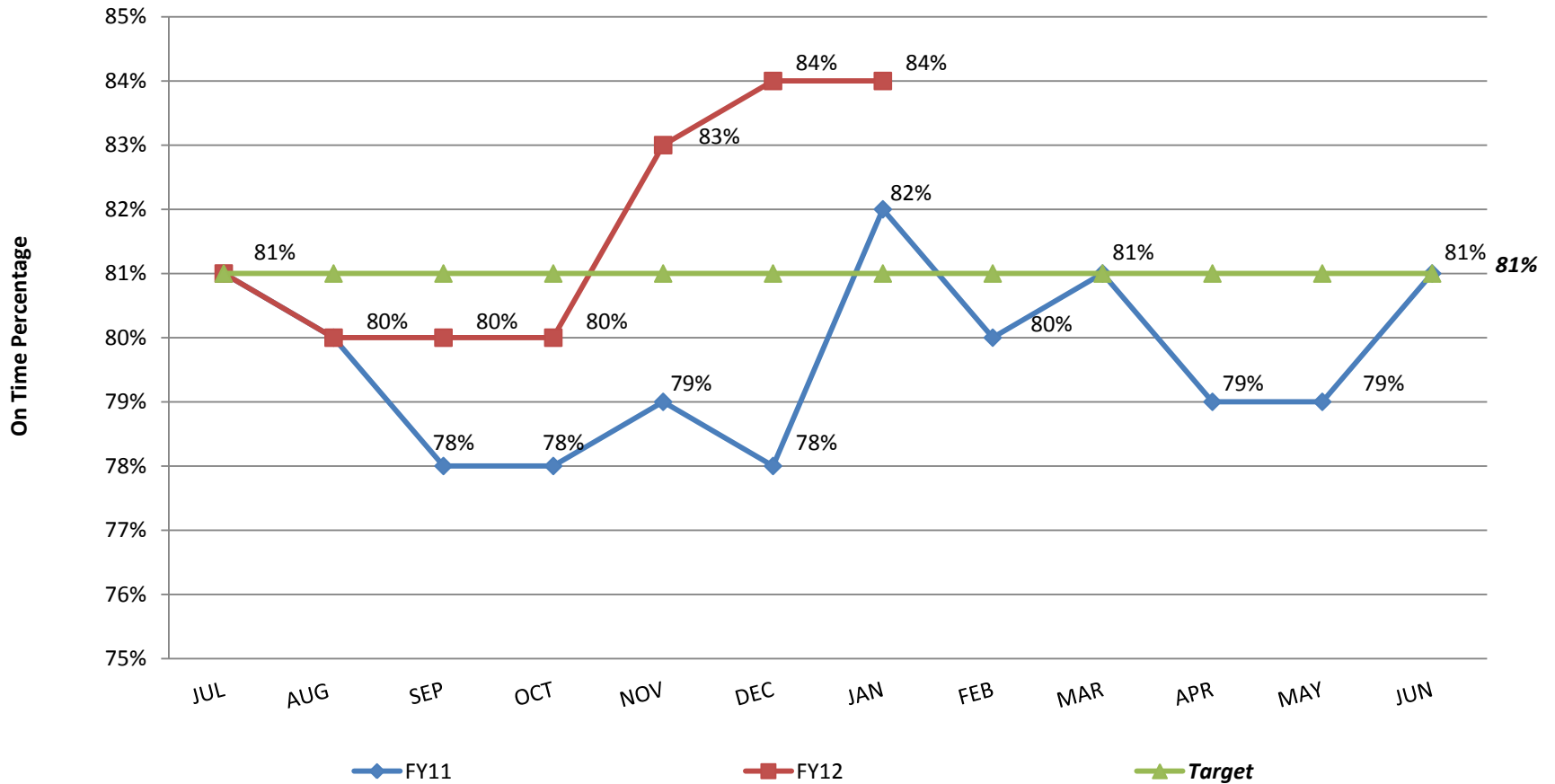
Targeted Areas of Improvement

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

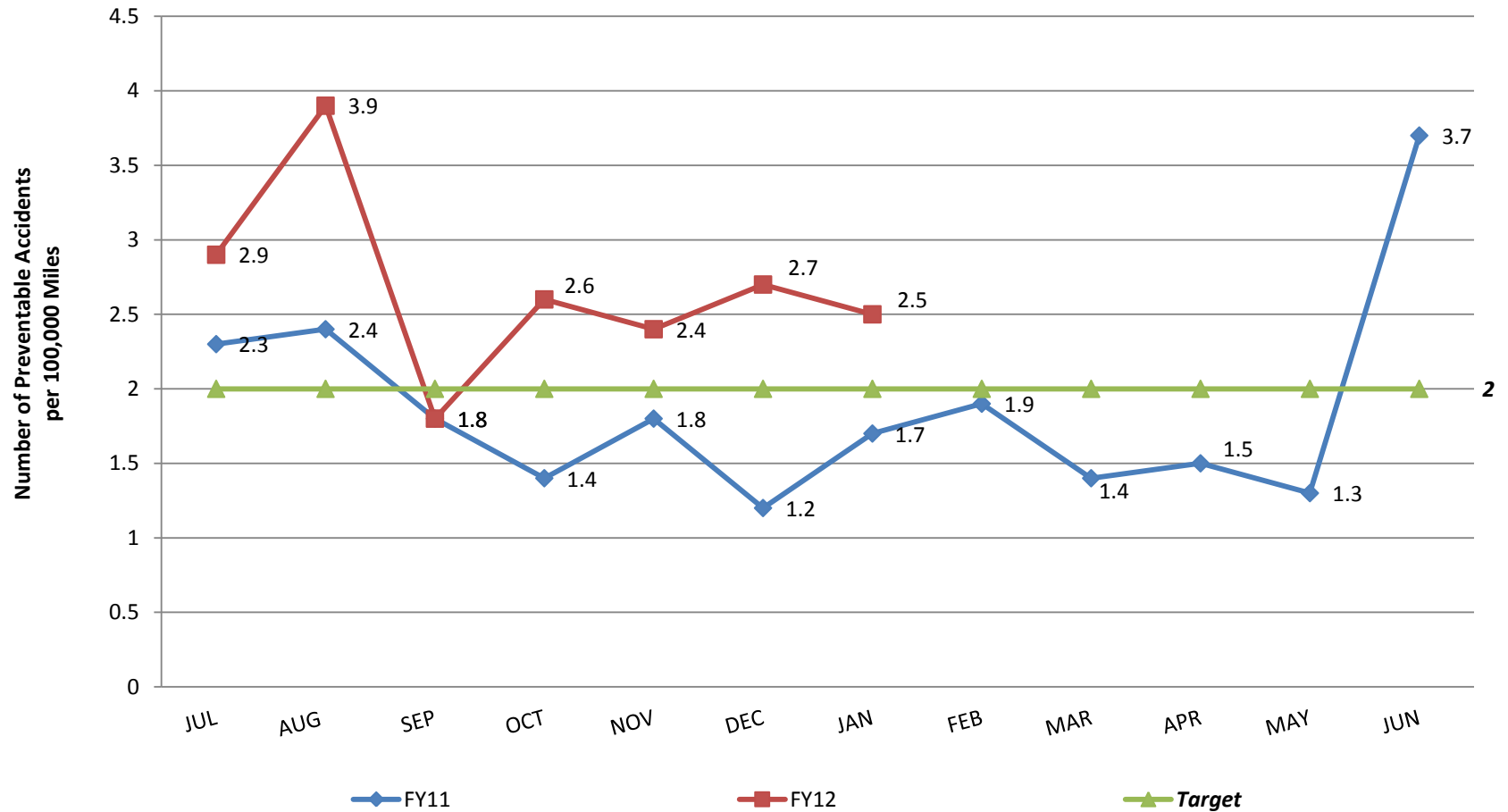


HAMPTON ROADS TRANSIT

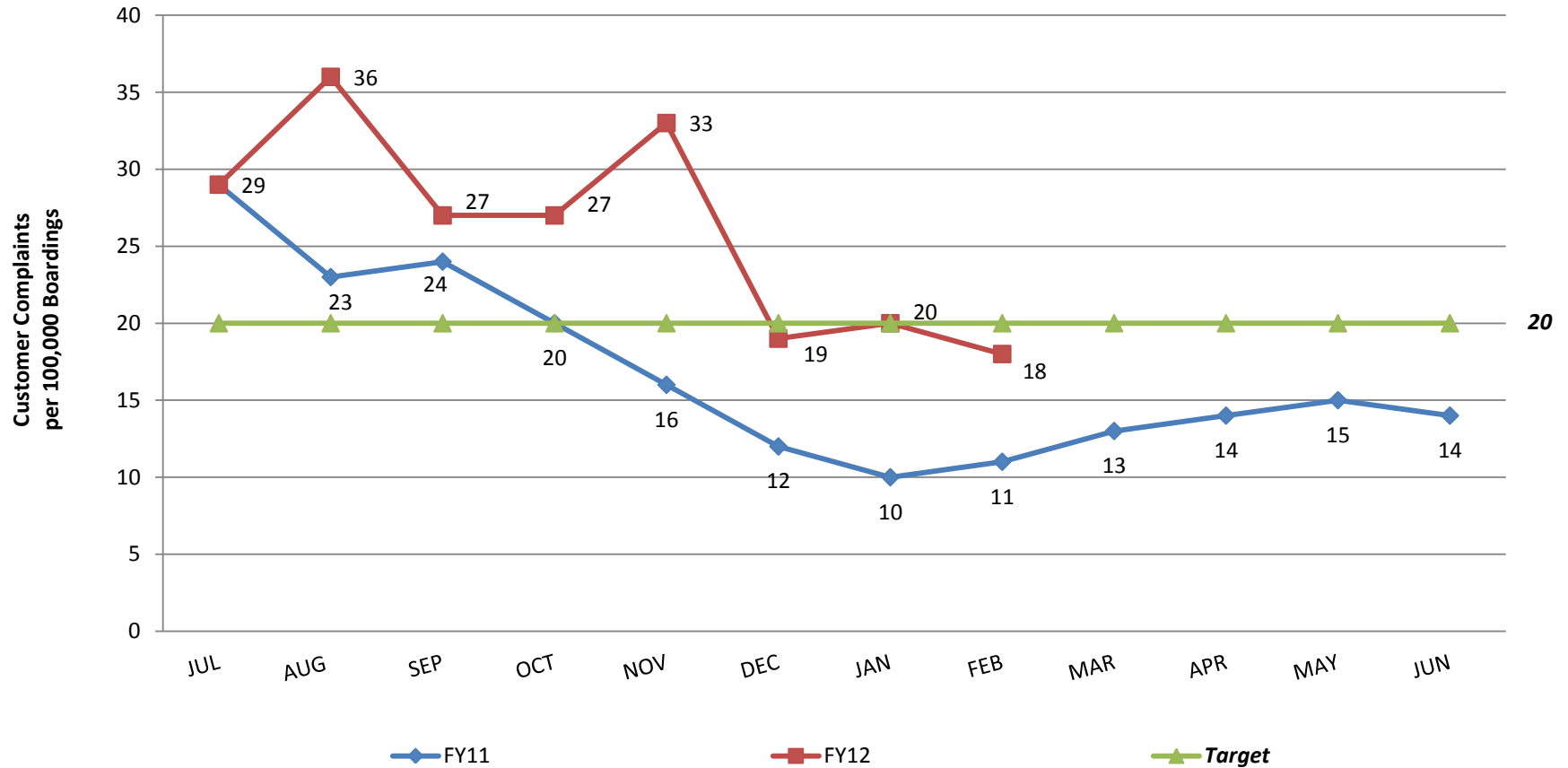
Bus Transportation On-Time Performance FY 11 / FY12



Bus Transportation
Preventable Accidents per 100,000 Miles
FY11 / FY12



Bus Transportation
Valid Customer Complaints per 100,000 Boardings
FY11 / FY12

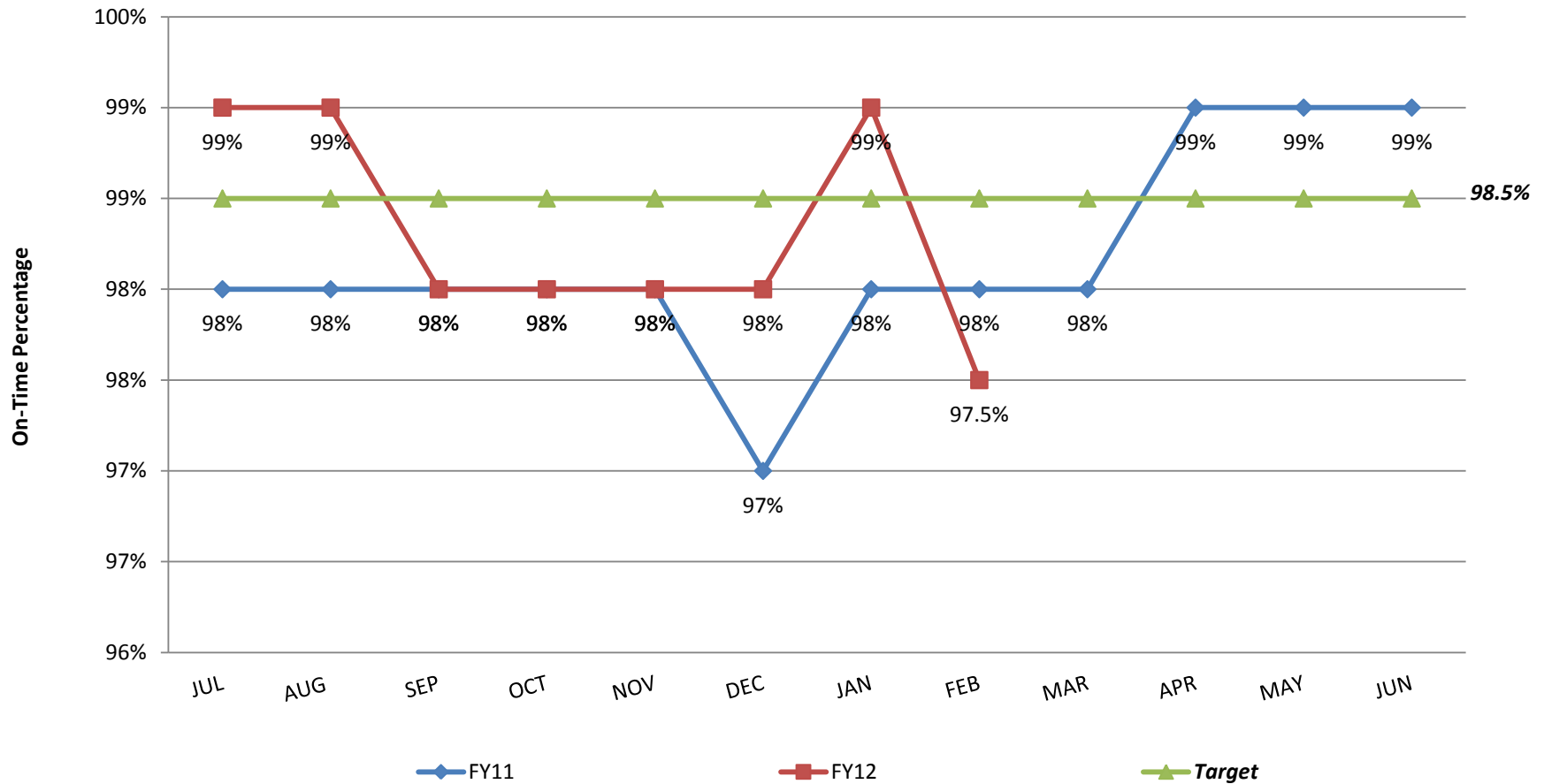


Paratransit

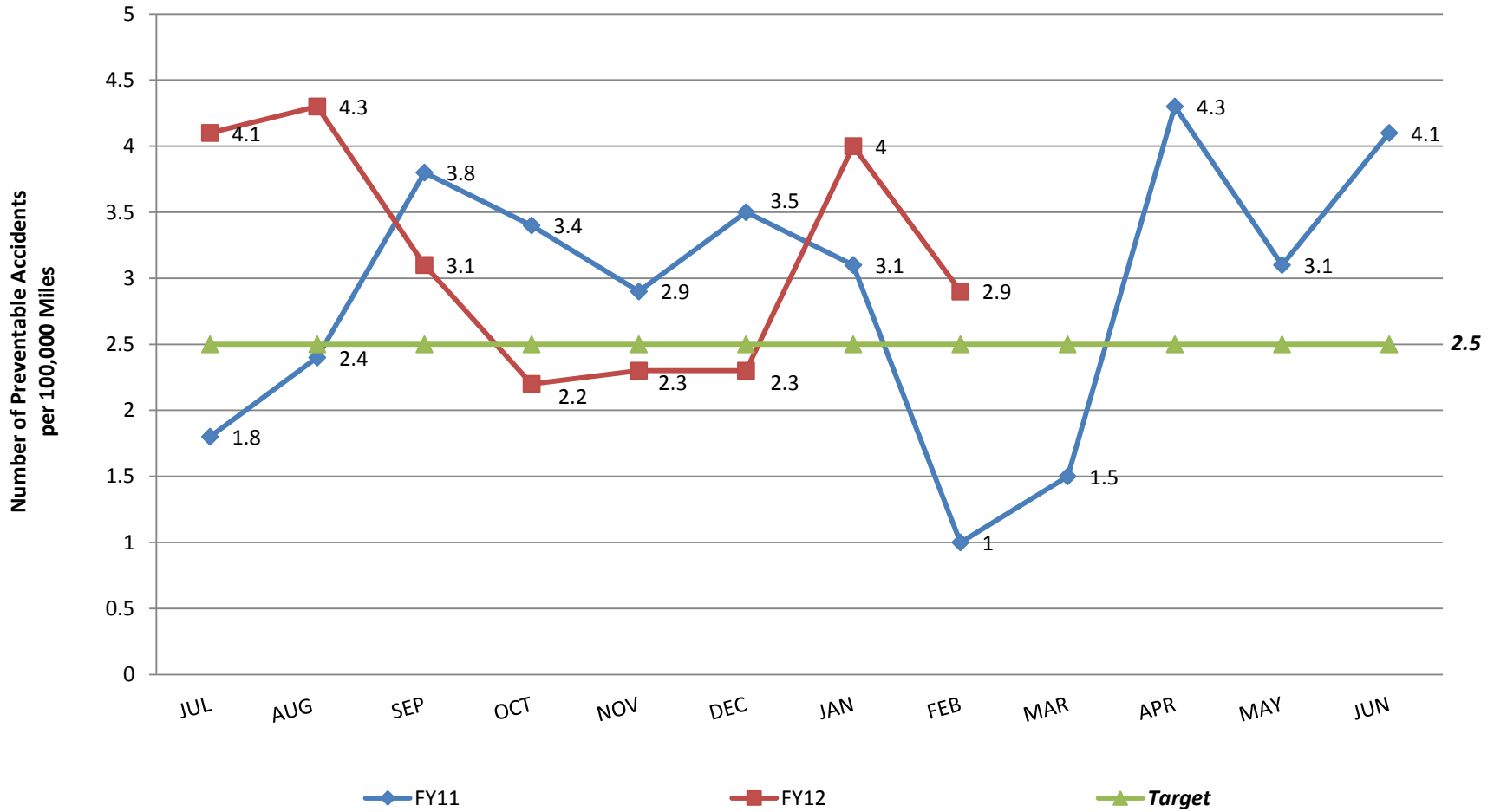
Targeted Areas of Improvement

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

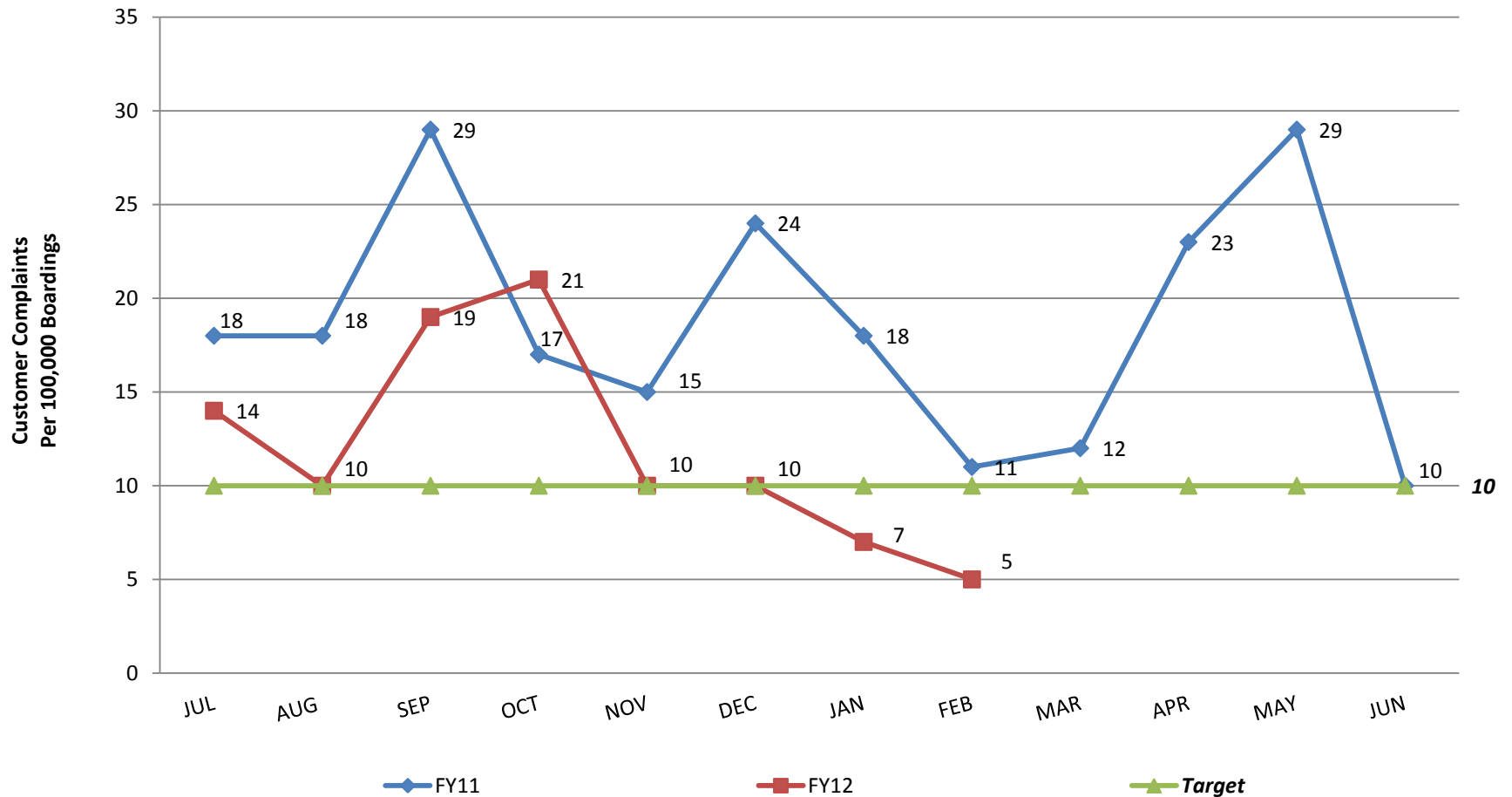
Paratransit On-Time Performance FY11 / FY12



Paratransit
Preventable Accidents per 100,000 Miles
FY11 / FY12



Paratransit
Valid Customer Complaints per 100,000 Boardings
FY11 / FY12

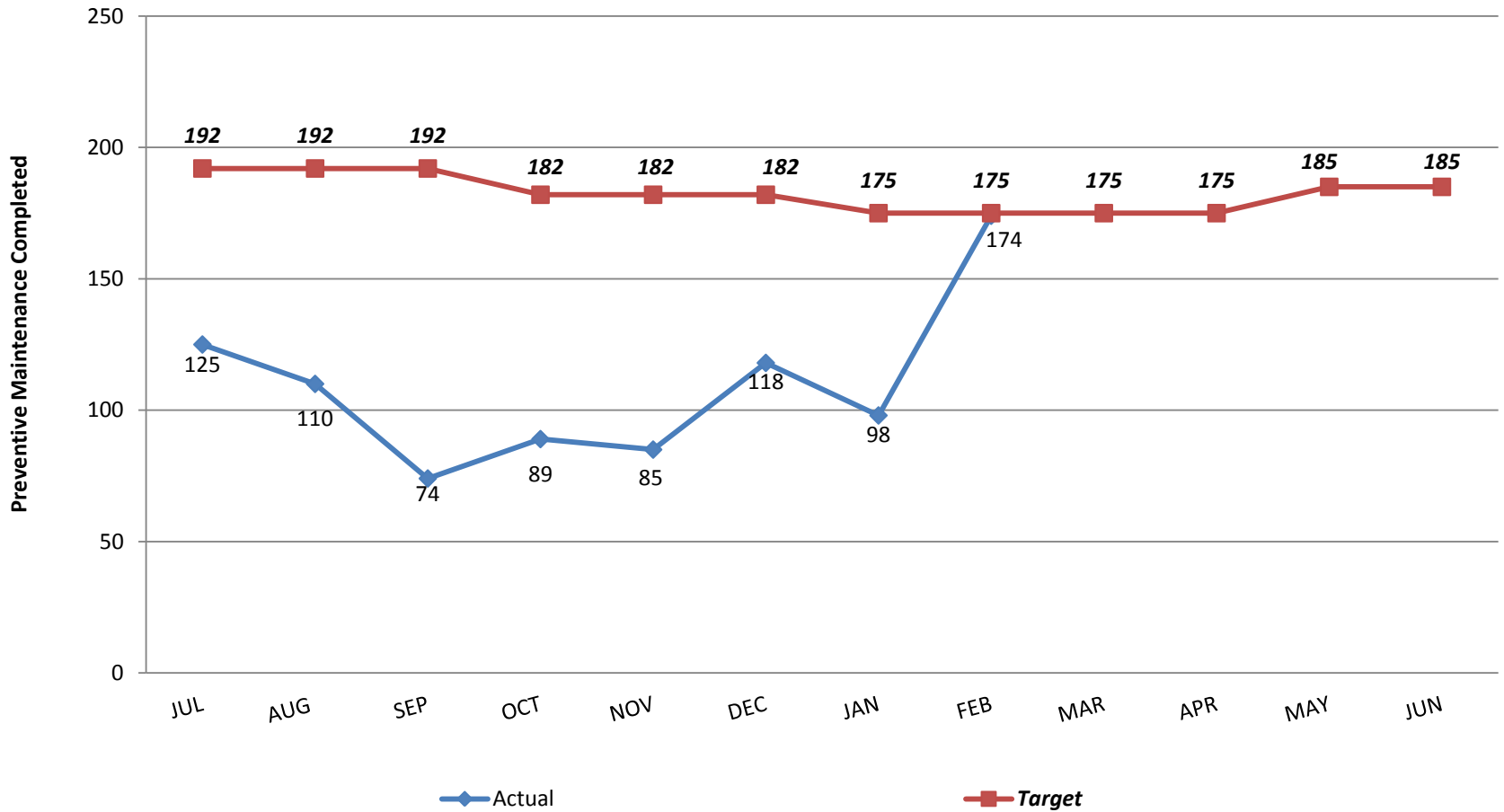


Bus Maintenance

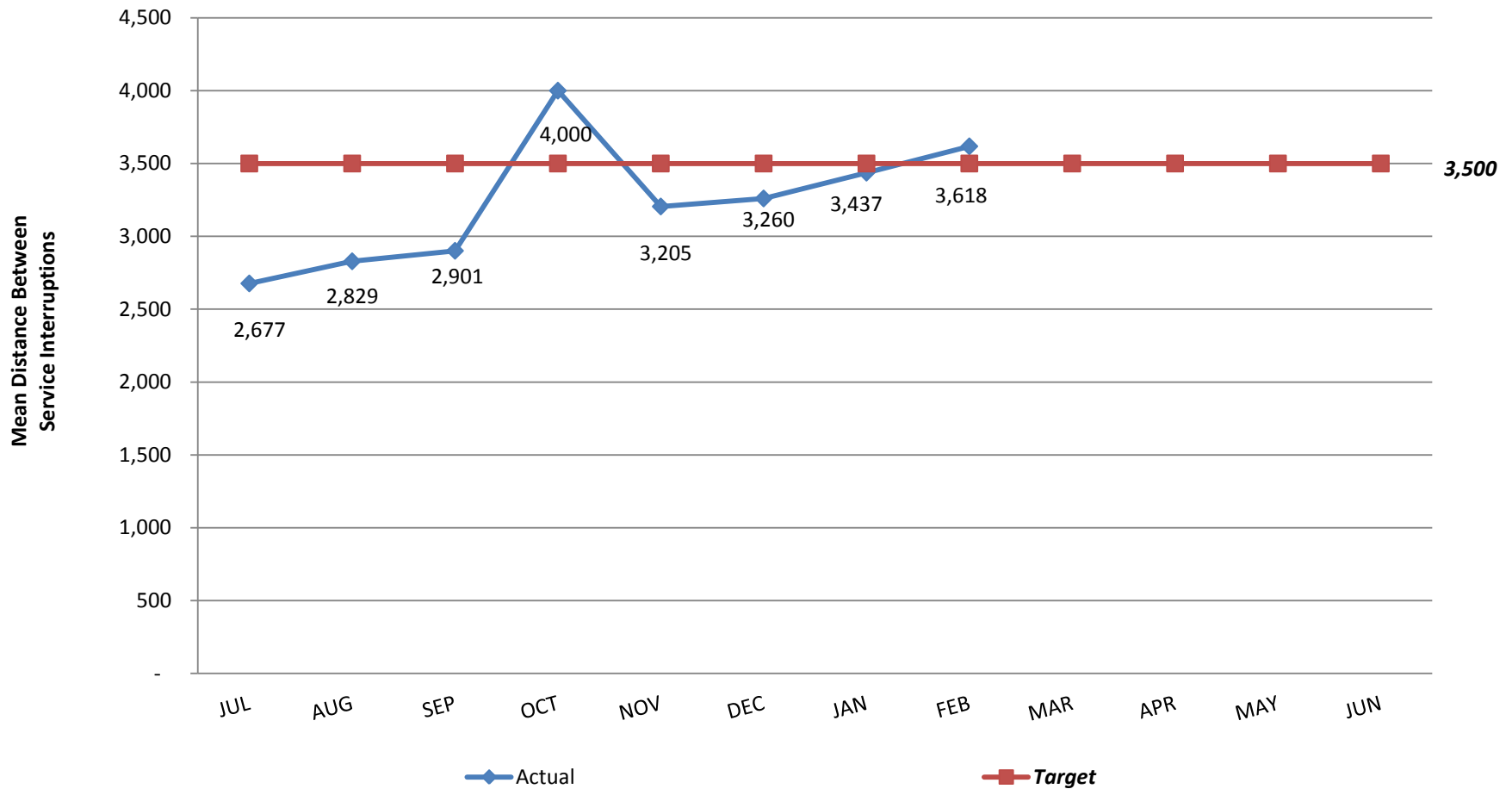
Targeted Areas of Improvement

- Preventive Maintenance Completed
- Mean Distance Between Service Interruptions
- Valid Customer Complaints per 100,000 Boardings

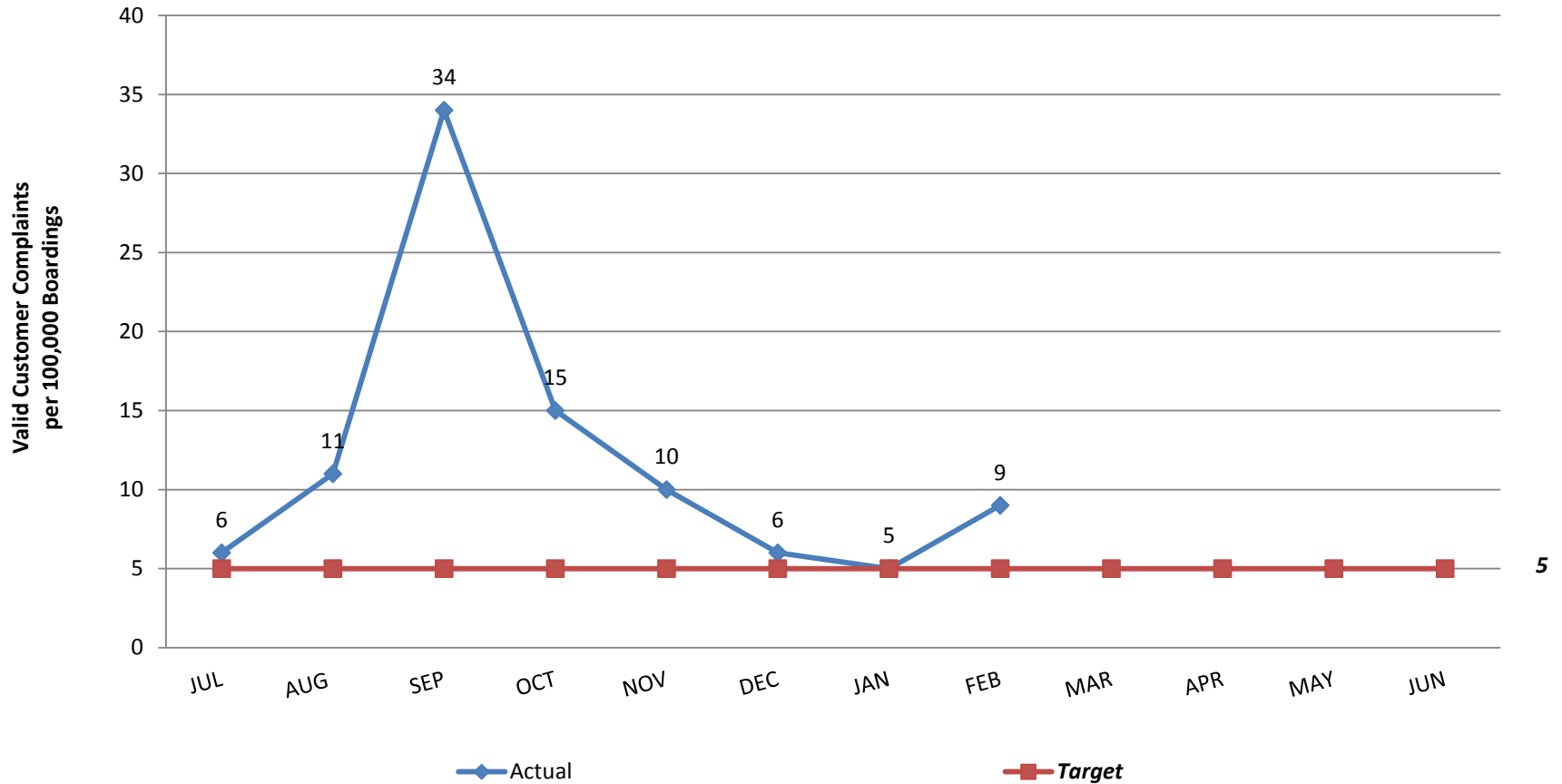
Bus Maintenance
Preventive Maintenance Completed
FY12



Bus Maintenance
Mean Distance Between Service Interruptions
FY12



Bus Maintenance
Valid Customer Complaints per 100,000 Boardings
FY12

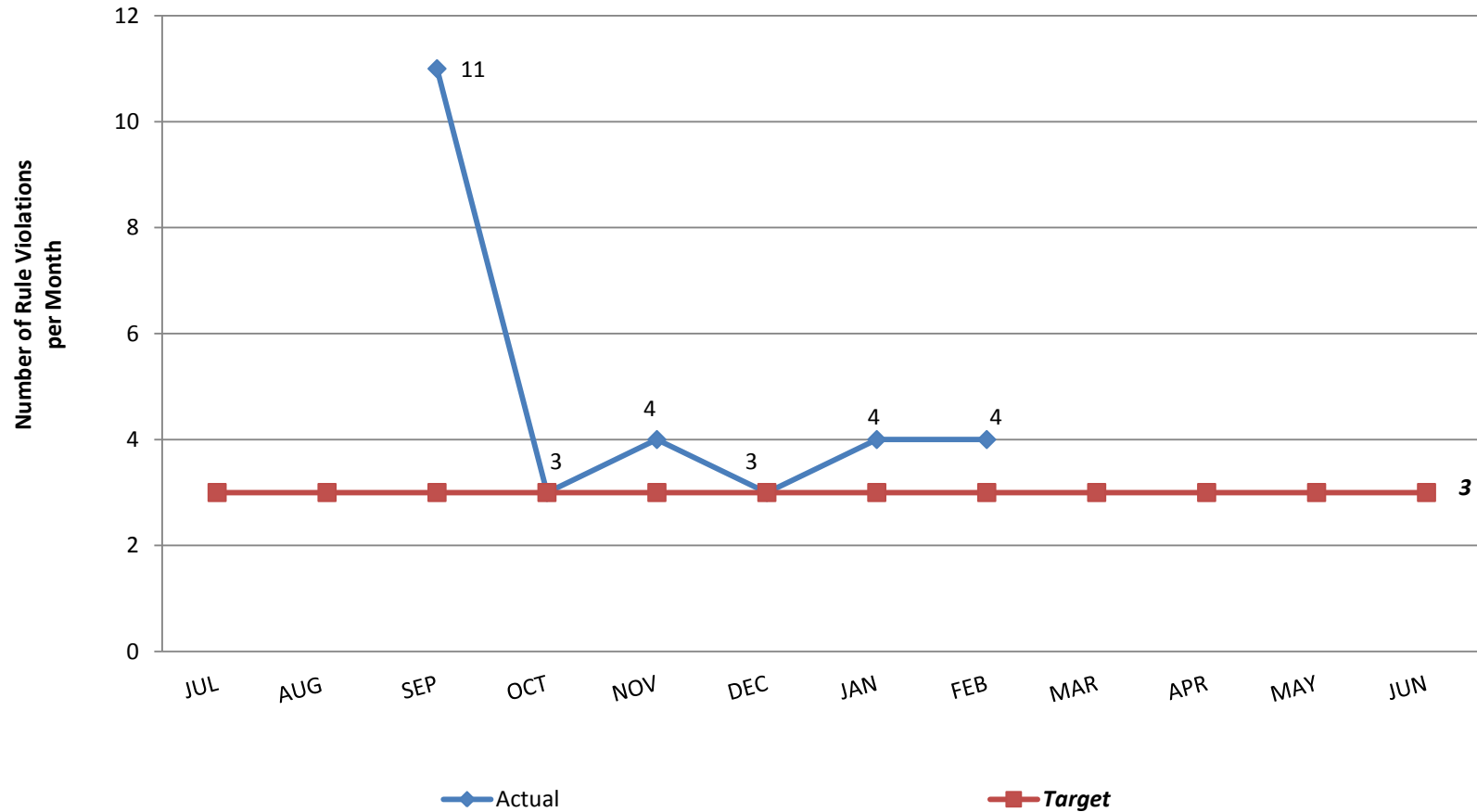


Rail Transportation

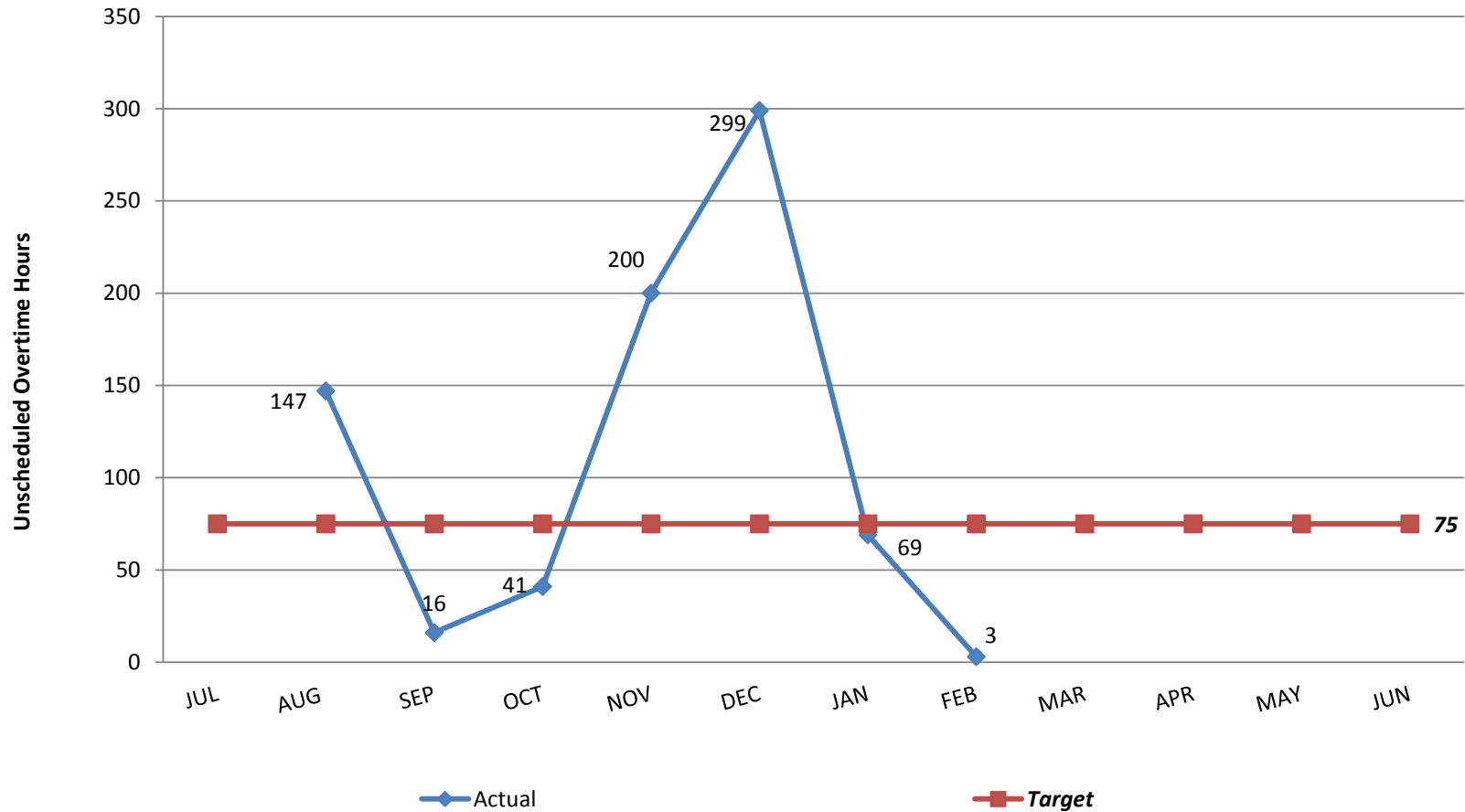
Targeted Areas of Improvement

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

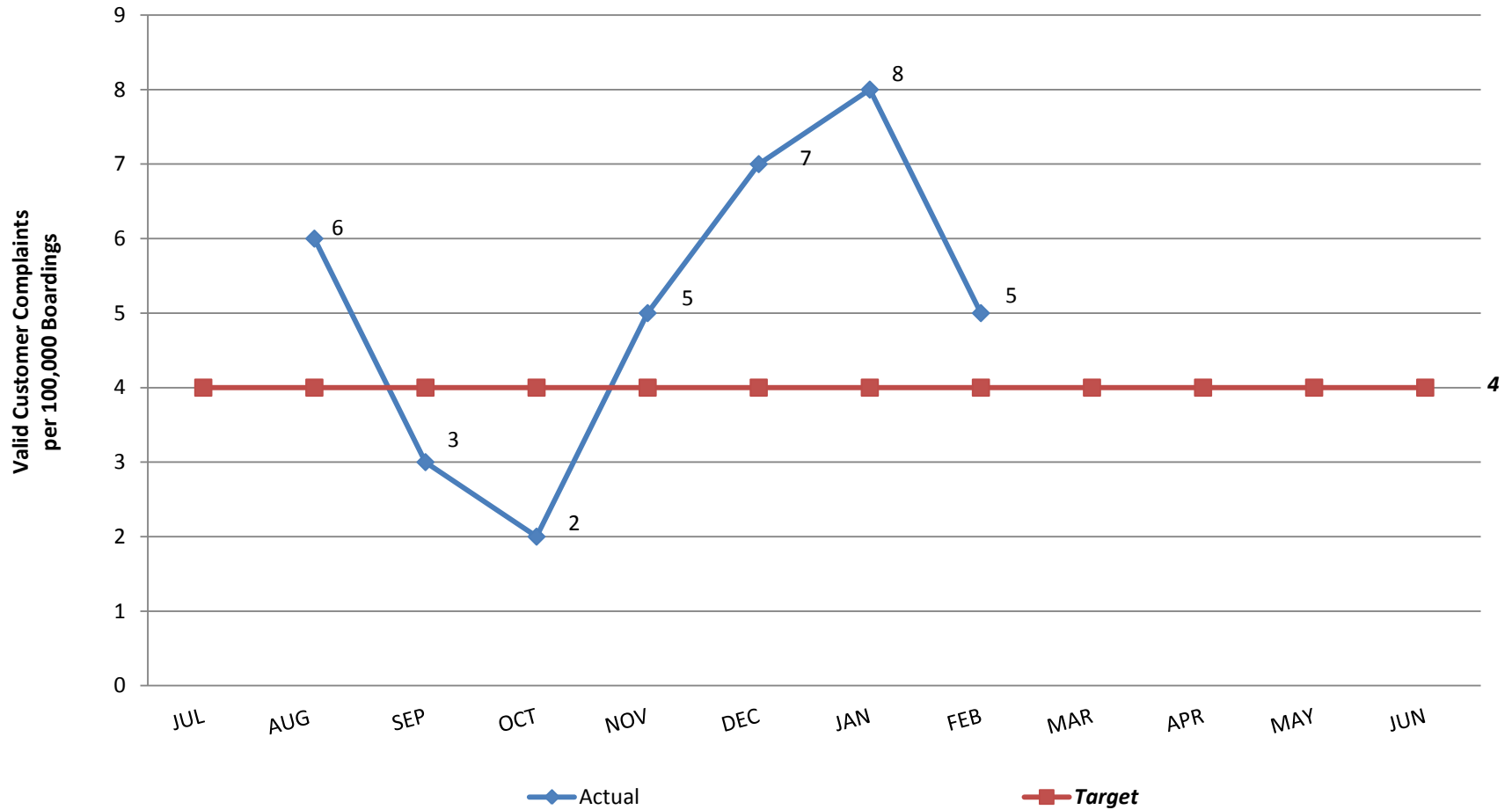
**Rail Transportation
Operator Rule Violations
FY12**



**Rail Transportation
Hours of Unscheduled Overtime
FY12**



Rail Transportation
Valid Customer Complaints per 100,000 Boardings
FY12

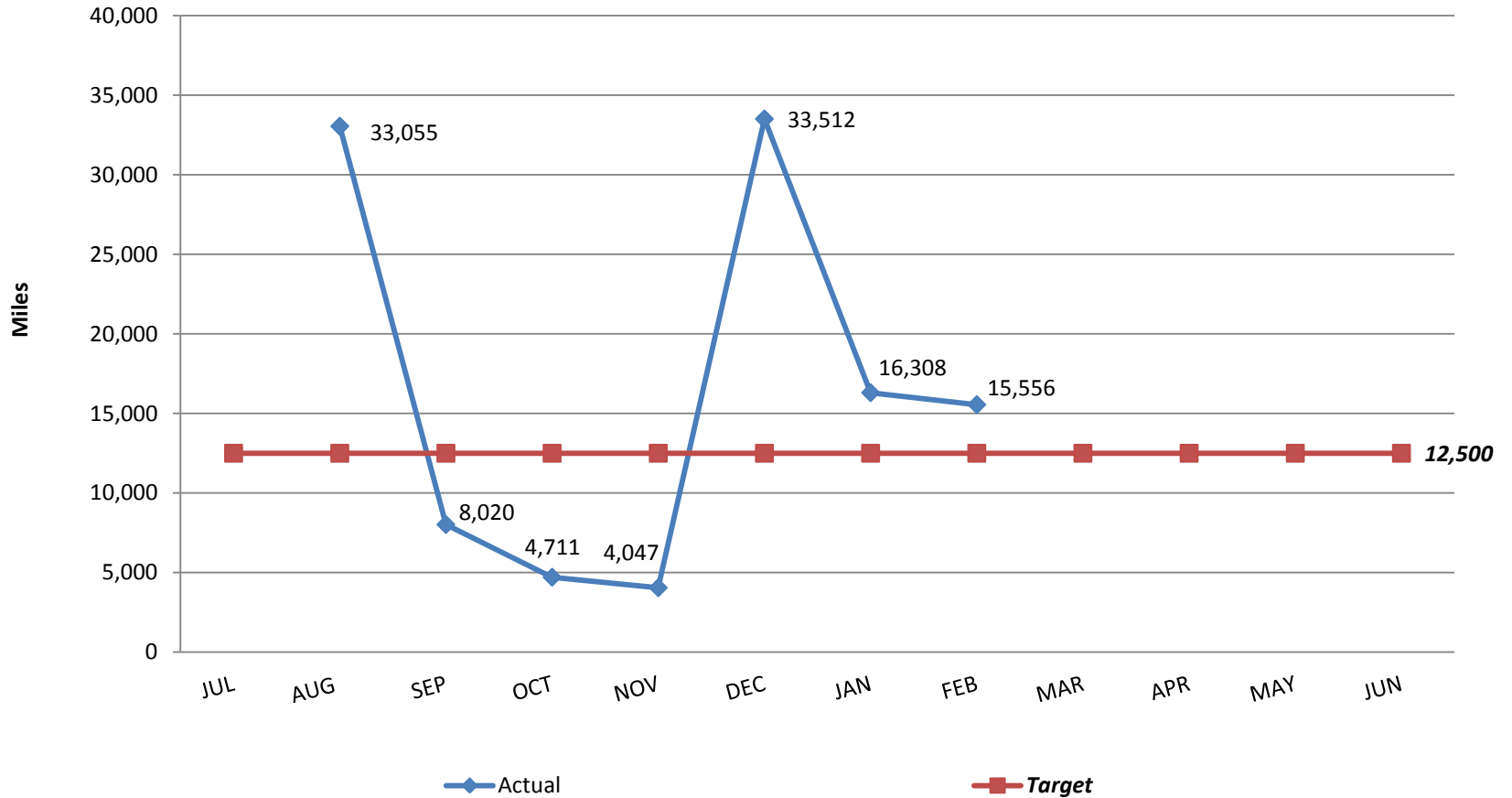


Rail Vehicle Maintenance

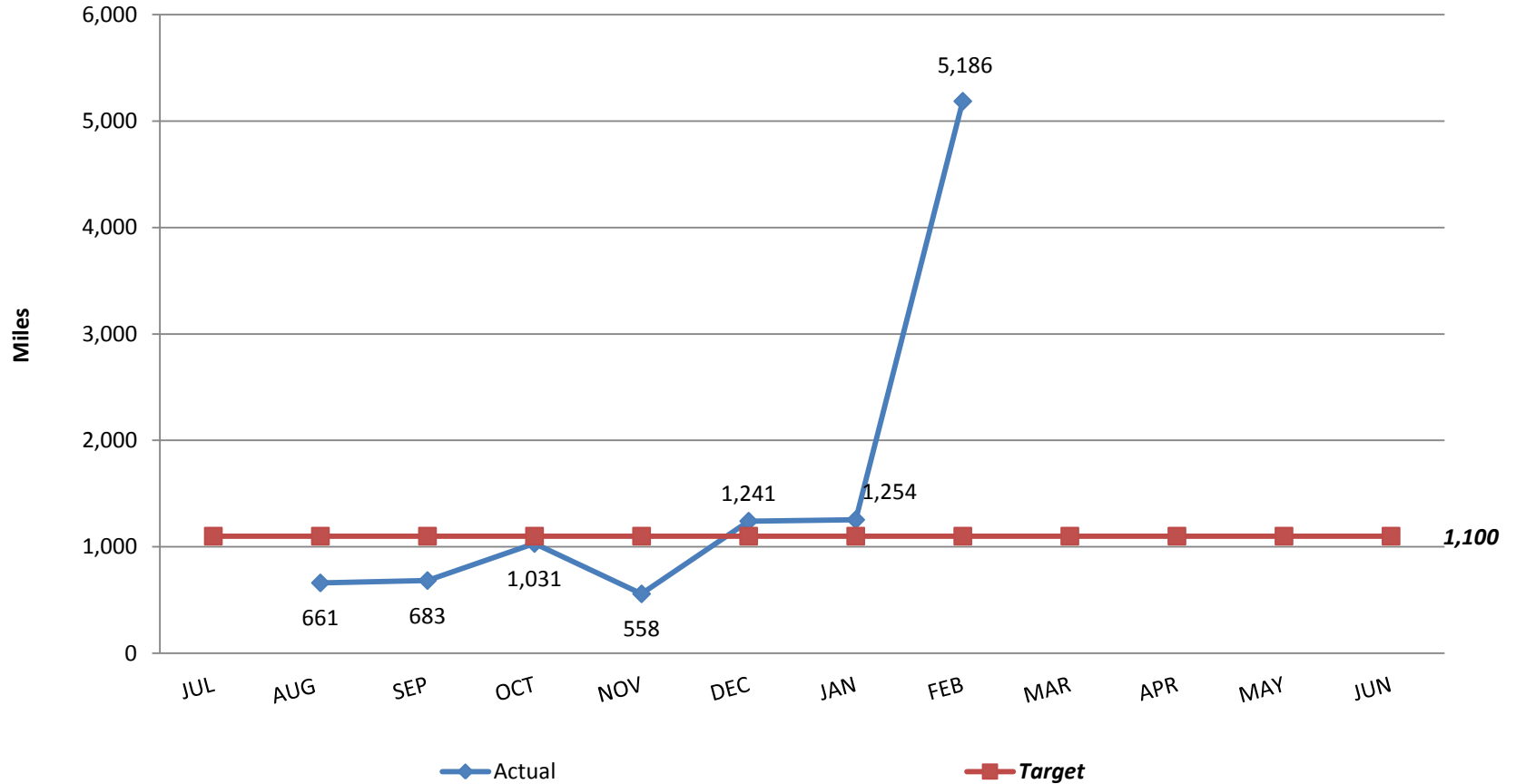
Targeted Areas of Improvement

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

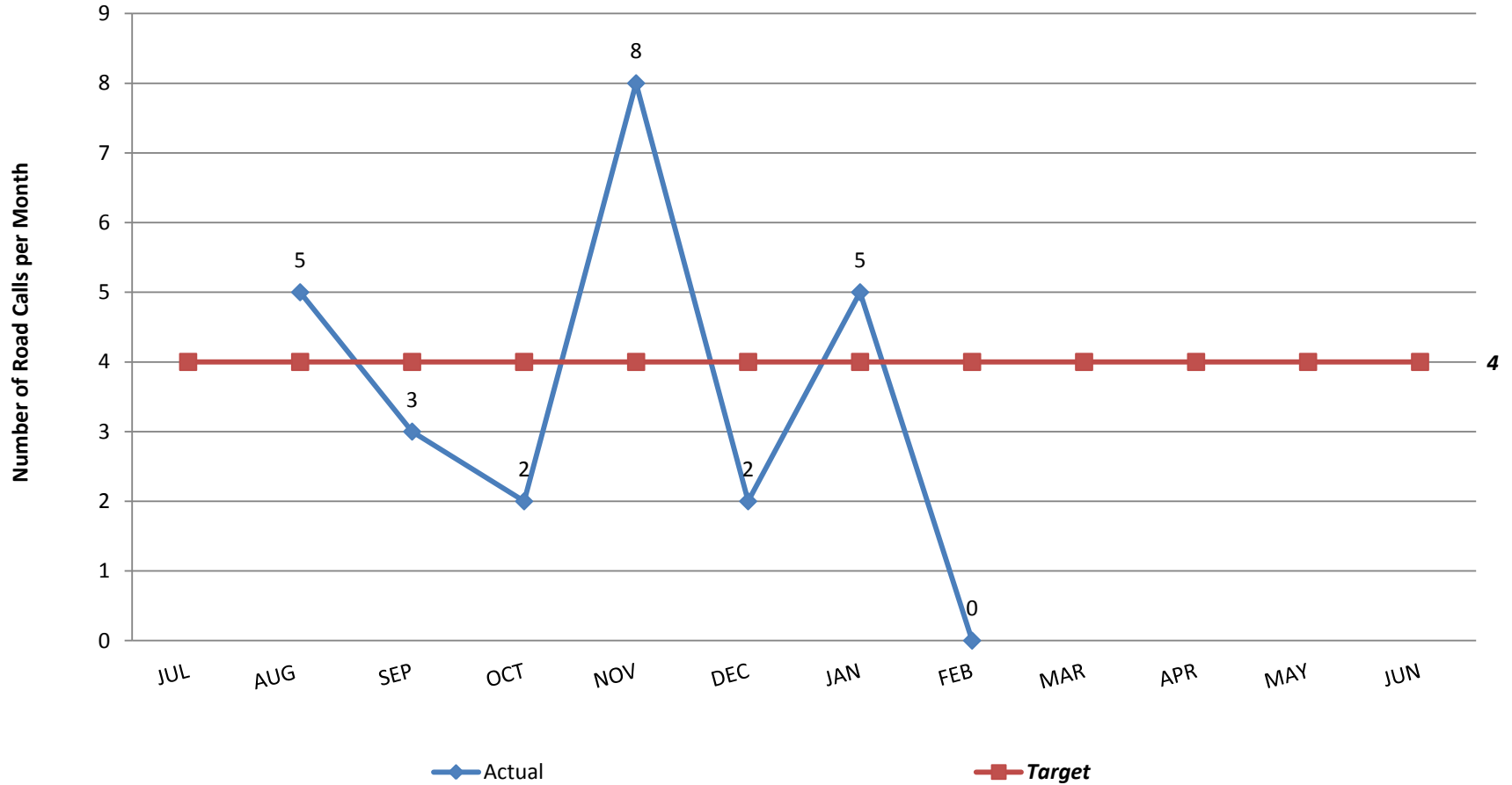
Rail Vehicle Maintenance
Mean Distance Between Service Interruptions
FY12



**Rail Vehicle Maintenance
Mean Distance Between Failures
FY12**



**Rail Vehicle Maintenance
Road Calls
FY12**

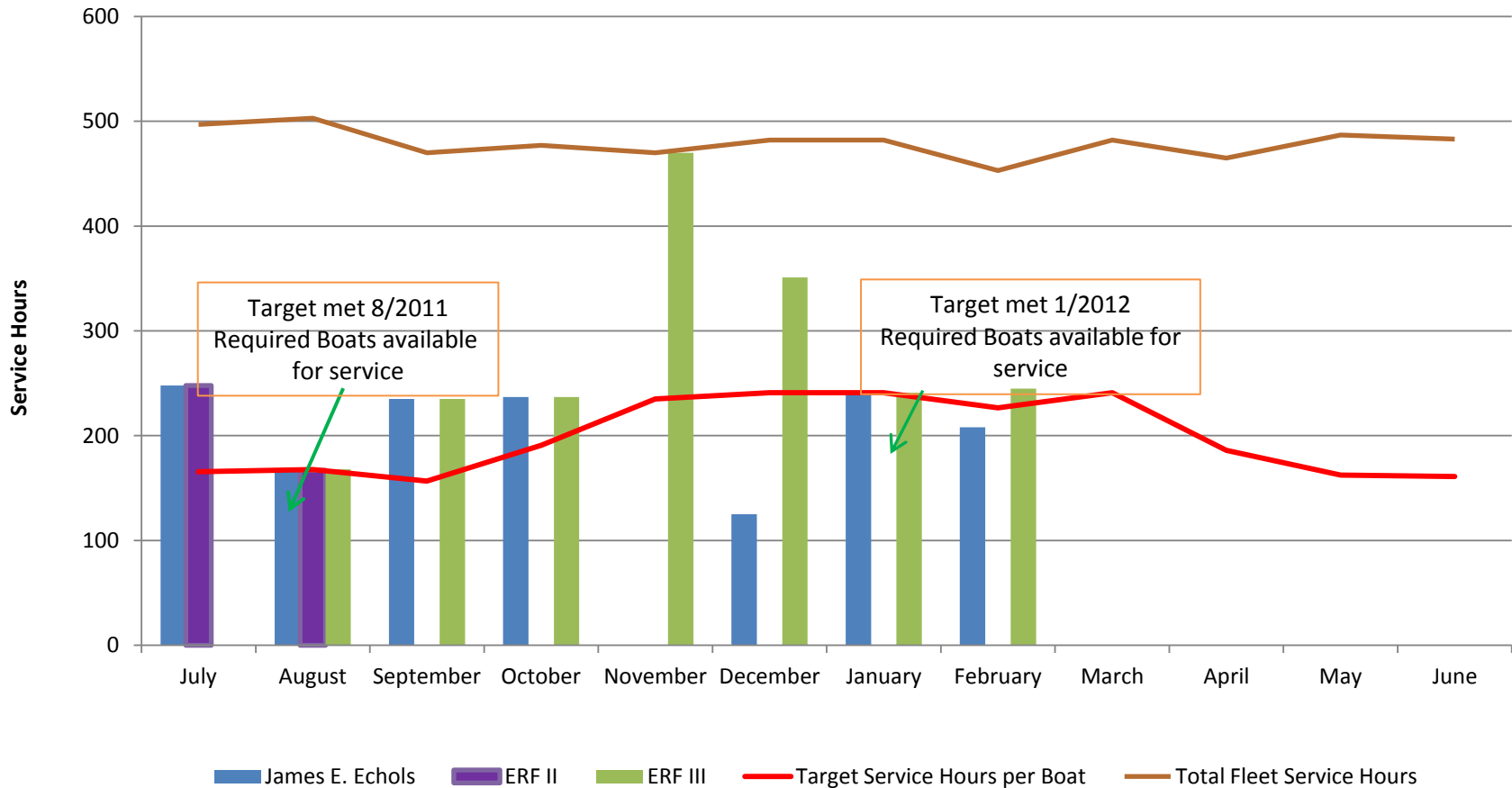


Technical Services

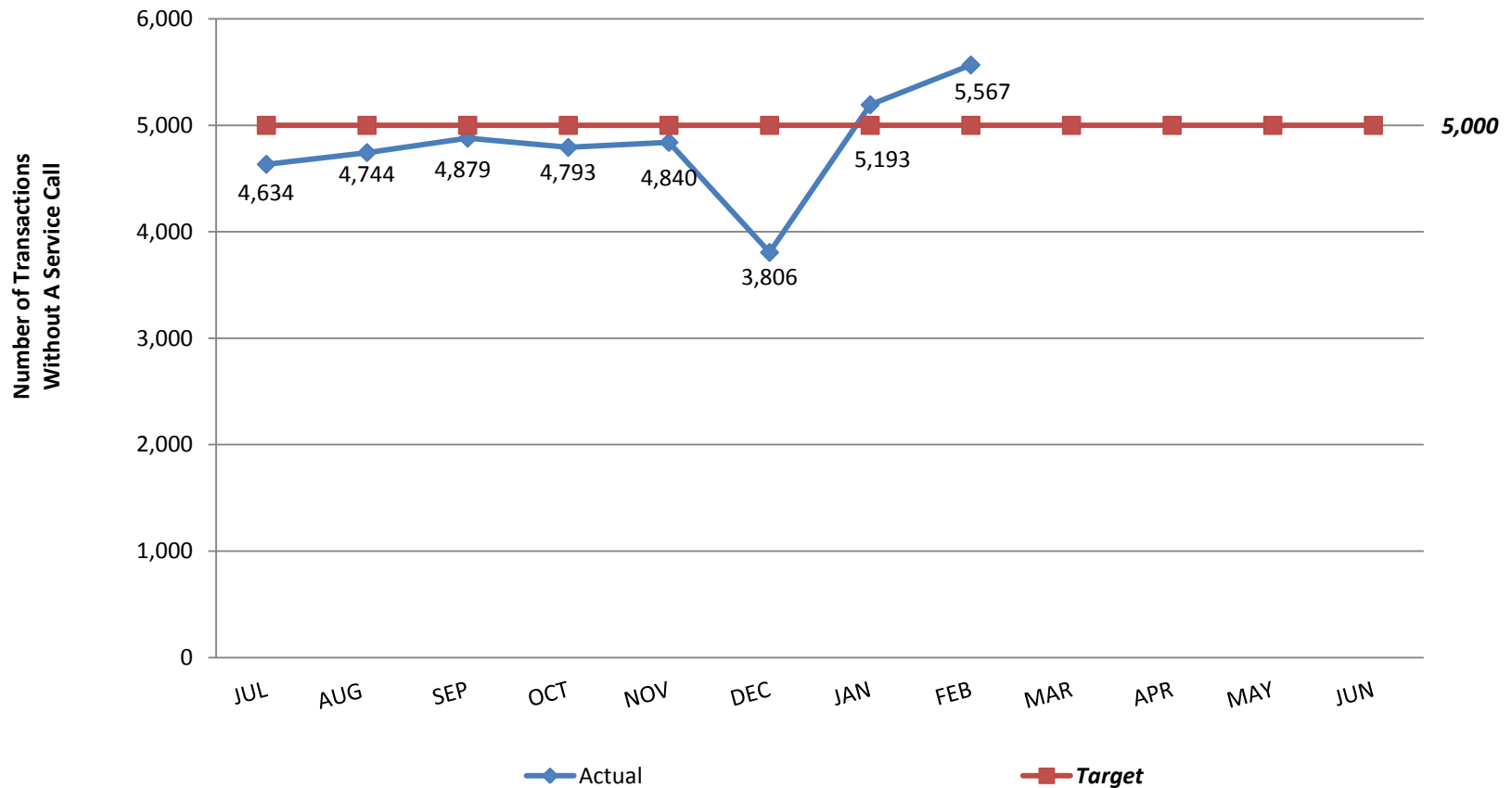
Targeted Areas of Improvement

- Ferry Boat Service Hours
- Number of Farebox Transactions Between Service Calls
 - Central Business District Stop and Proceeds

Ferry Boat Services Hours of Operation FY12



Technical Services
Fare Box Transactions Without A Service Call
FY12



Technical Services Central Business District Stop and Proceeds FY12

