

# Transit Operations

(Bus, Light Rail, Paratransit & Ferry)

## JANUARY MONTHLY REPORT

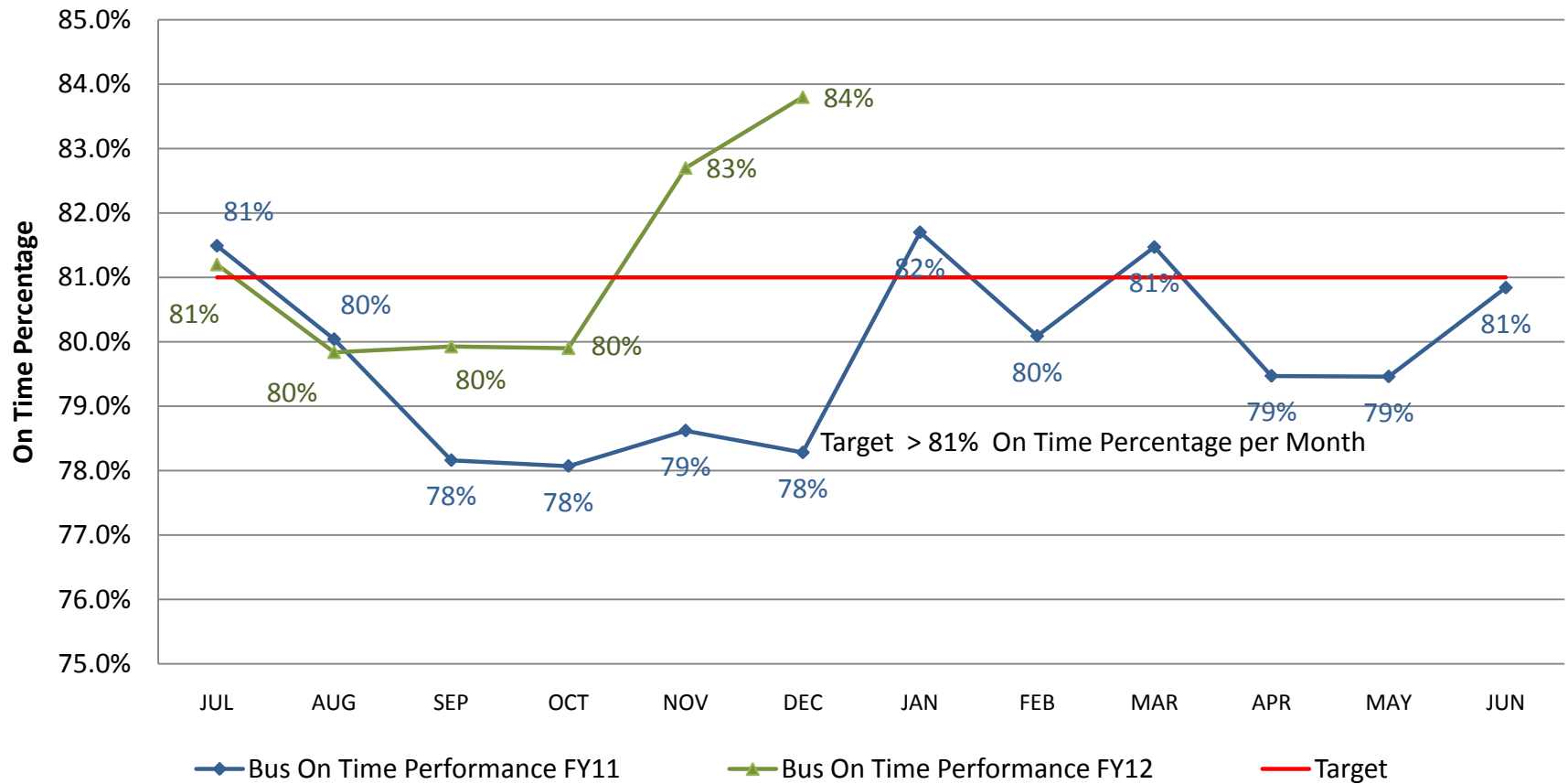


# Bus Transportation

## Targeted Areas of Improvement

On-Time Performance  
Preventable Accidents  
Valid Customer Complaints

## Bus Transportation On Time Percentage FY11 to Current

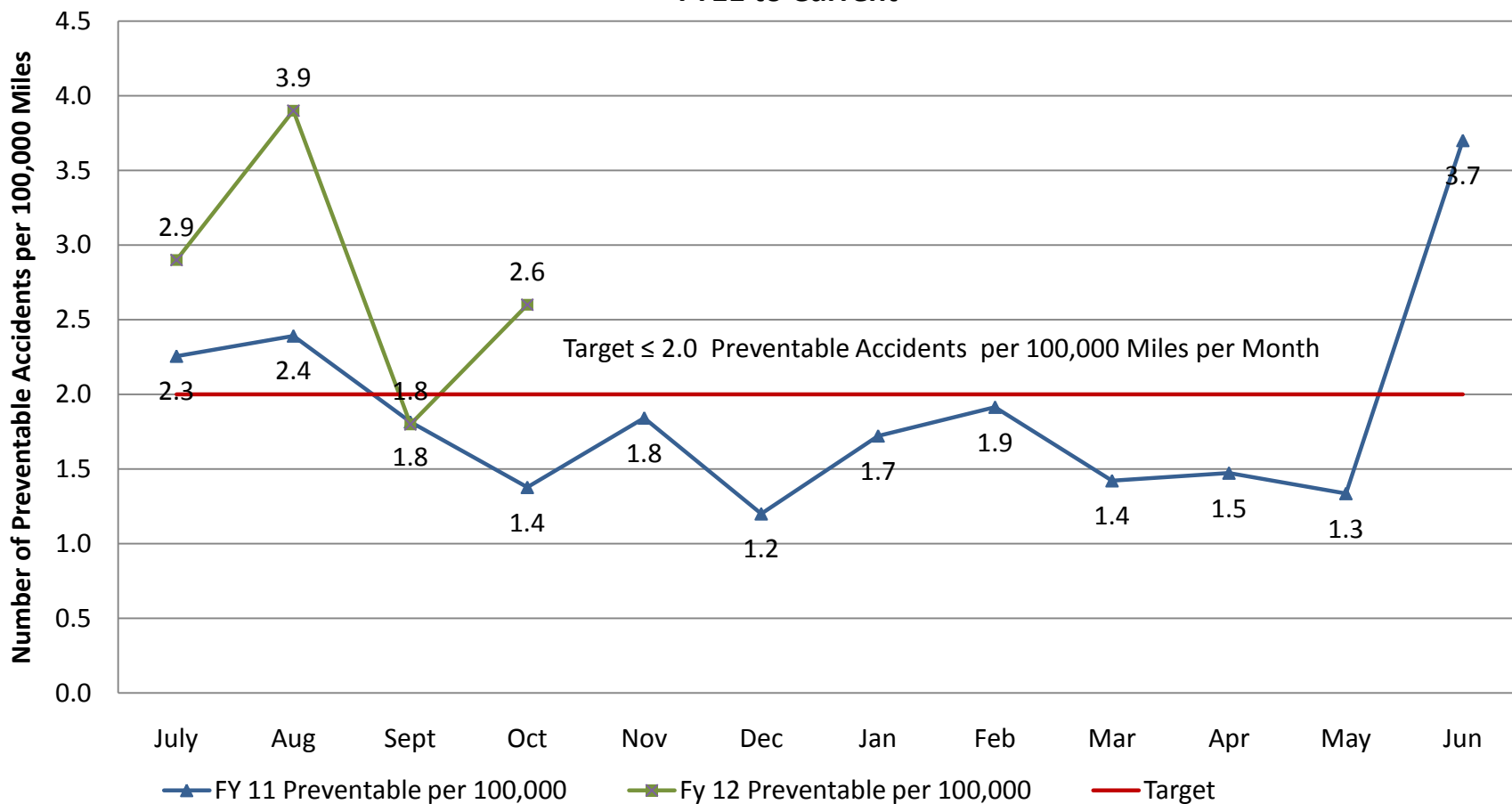


**The FY 12 target is 81%. For the month of December we achieved an OTP of 83.8%**

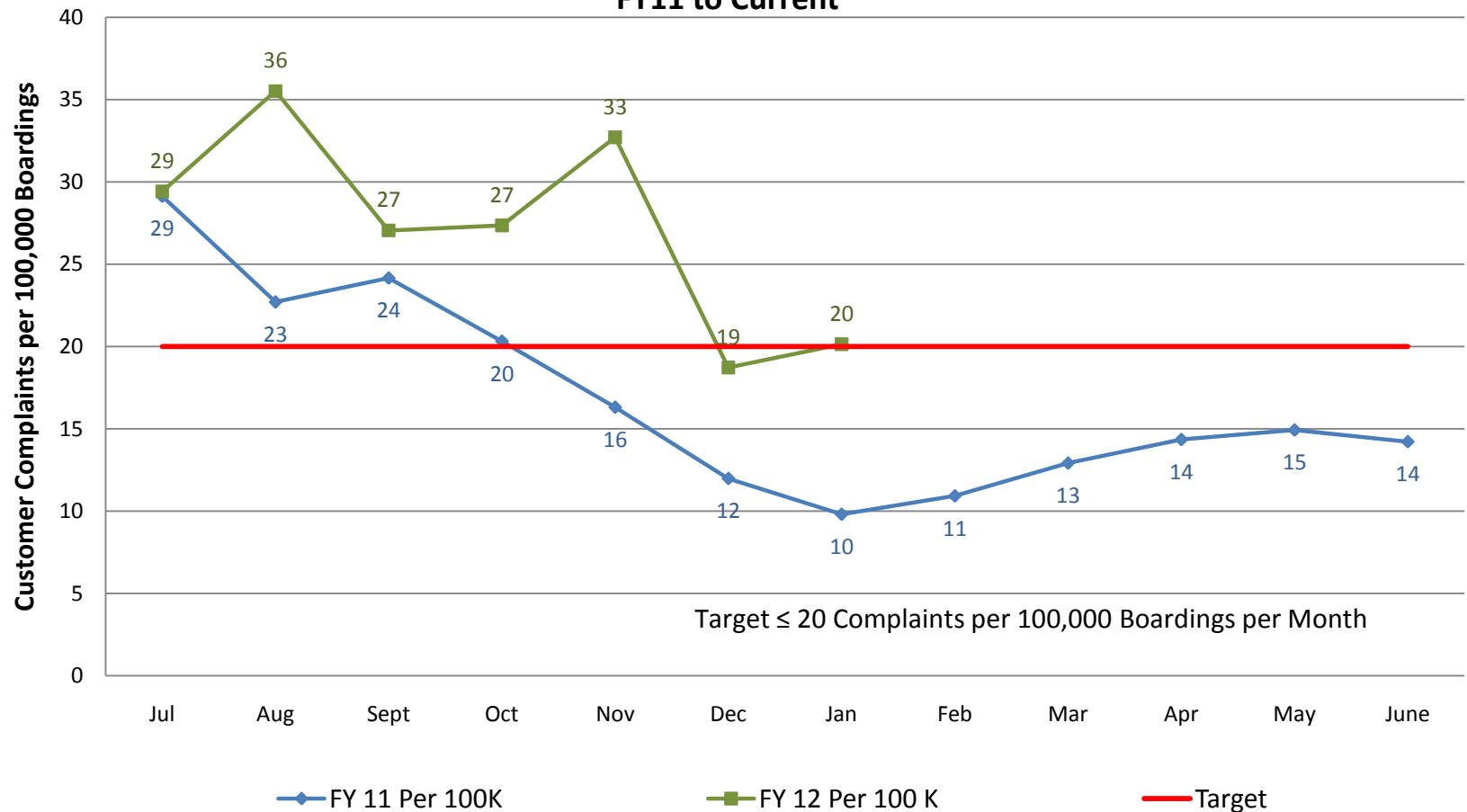


# HAMPTON ROADS TRANSIT

**Bus Transportation Preventable Accidents Per 100,000 Miles  
FY11 to Current**



## Valid Bus Transportation Customer Complaints per 100,000 Boardings FY11 to Current



# Paratransit Services

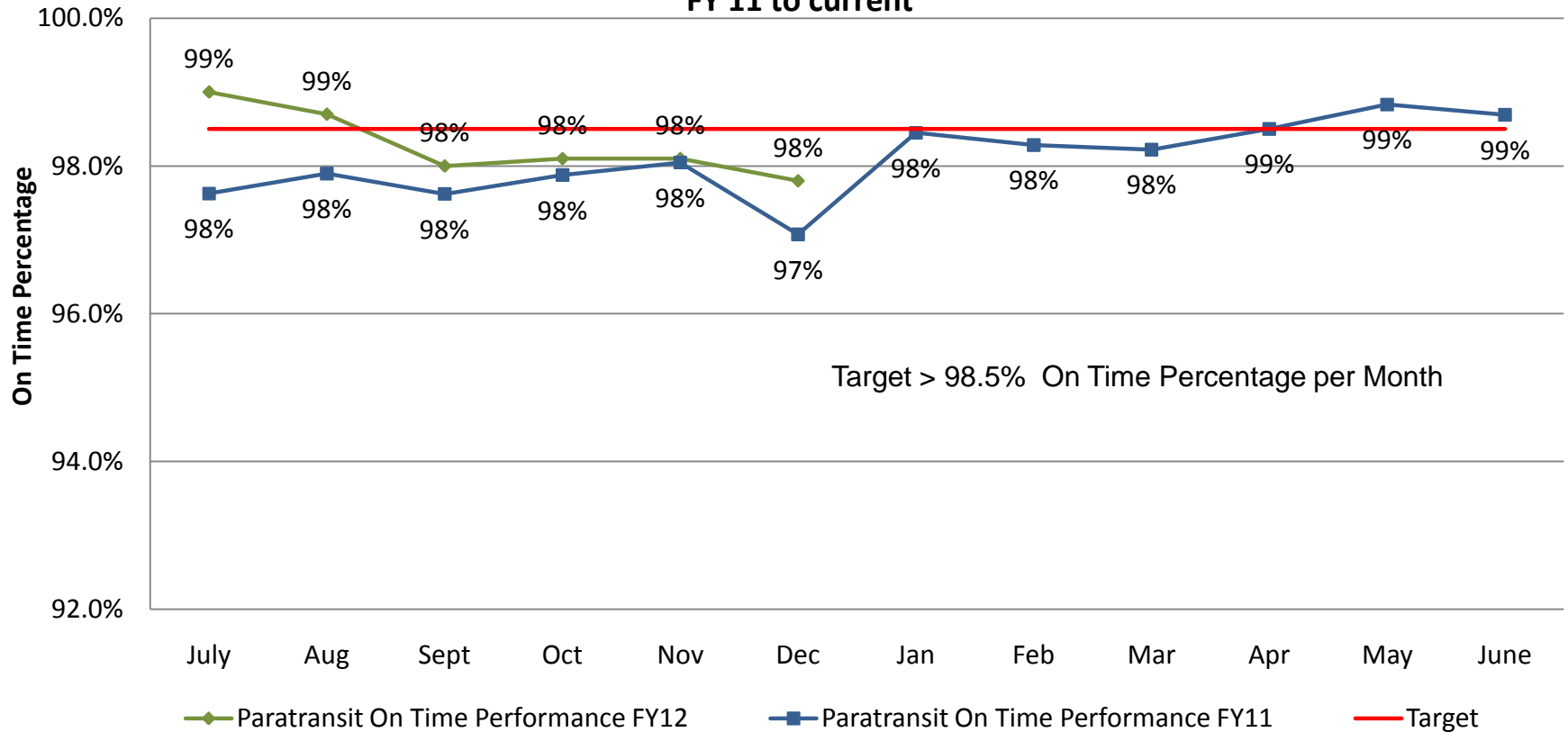
## Targeted Areas of Improvement

On-Time Performance  
Preventable Accidents  
Valid Customer Complaints

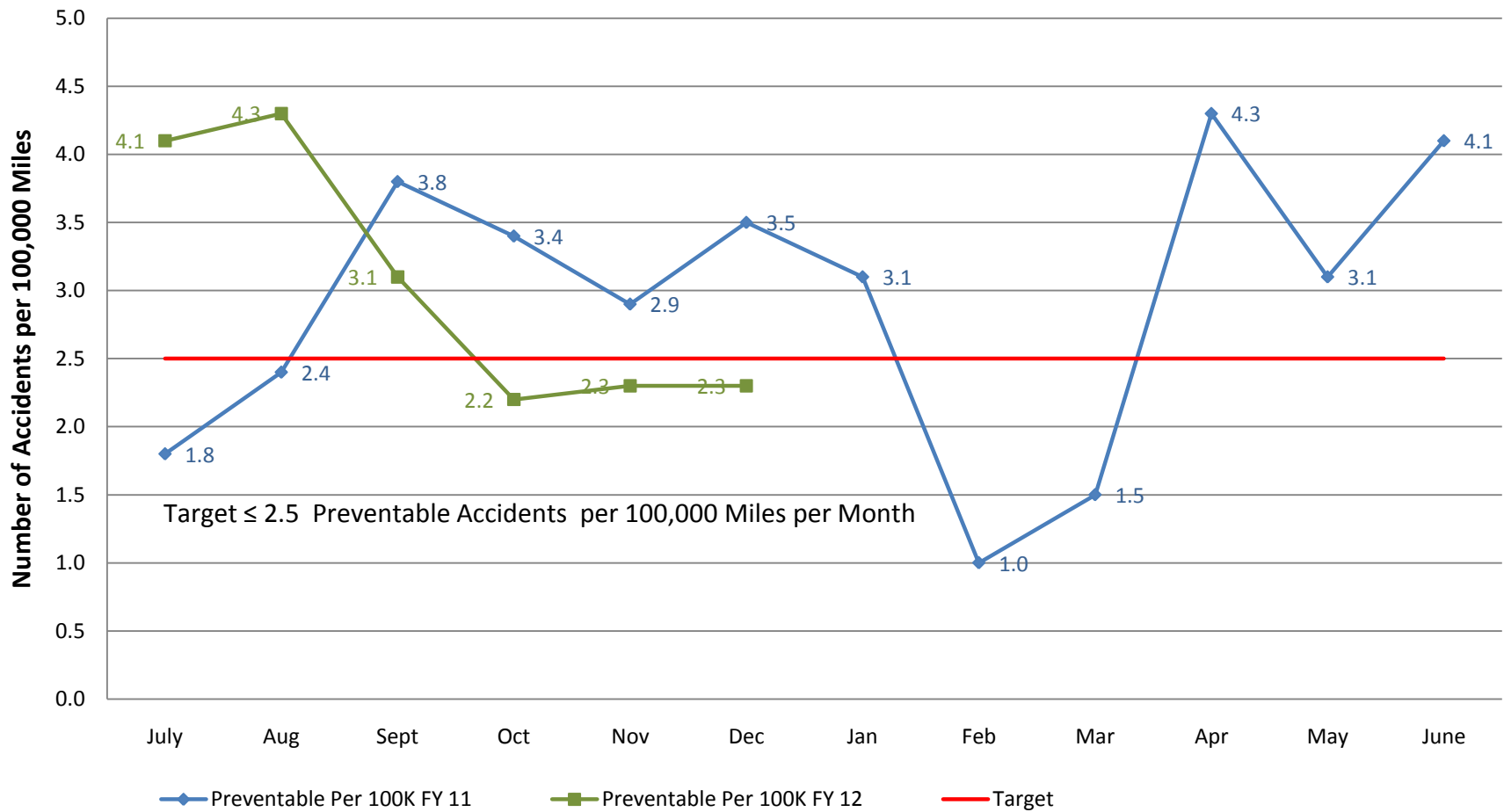


# HAMPTON ROADS TRANSIT

## Paratransit On Time Percentage FY 11 to current



## Paratransit Preventable Accidents per 100,000 Miles FY 2011 to current

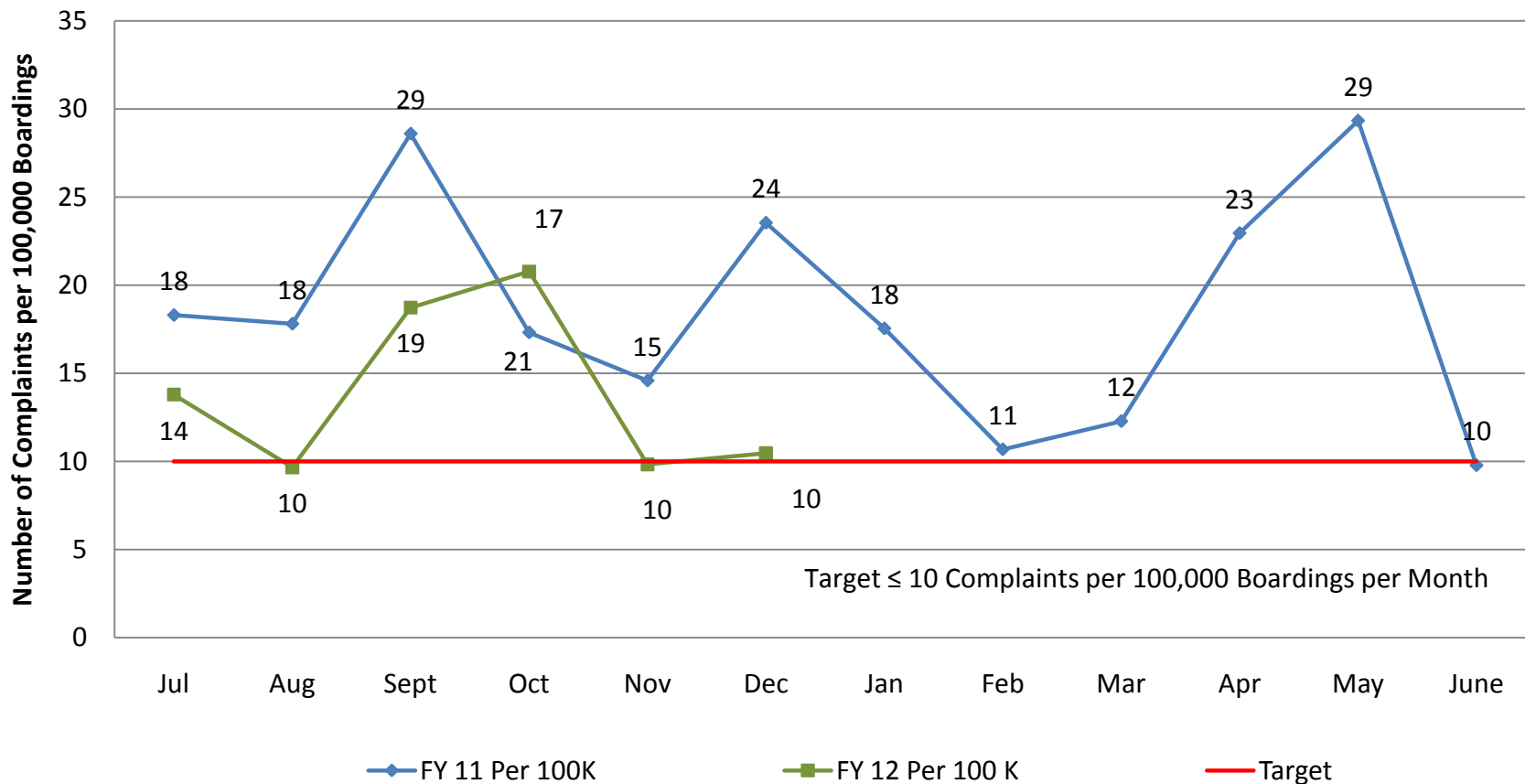






# HAMPTON ROADS TRANSIT

## Valid Paratransit Customer Complaints per 100,000 Boardings FY 11 to current



## Bus Maintenance

### Targeted Areas of Improvement

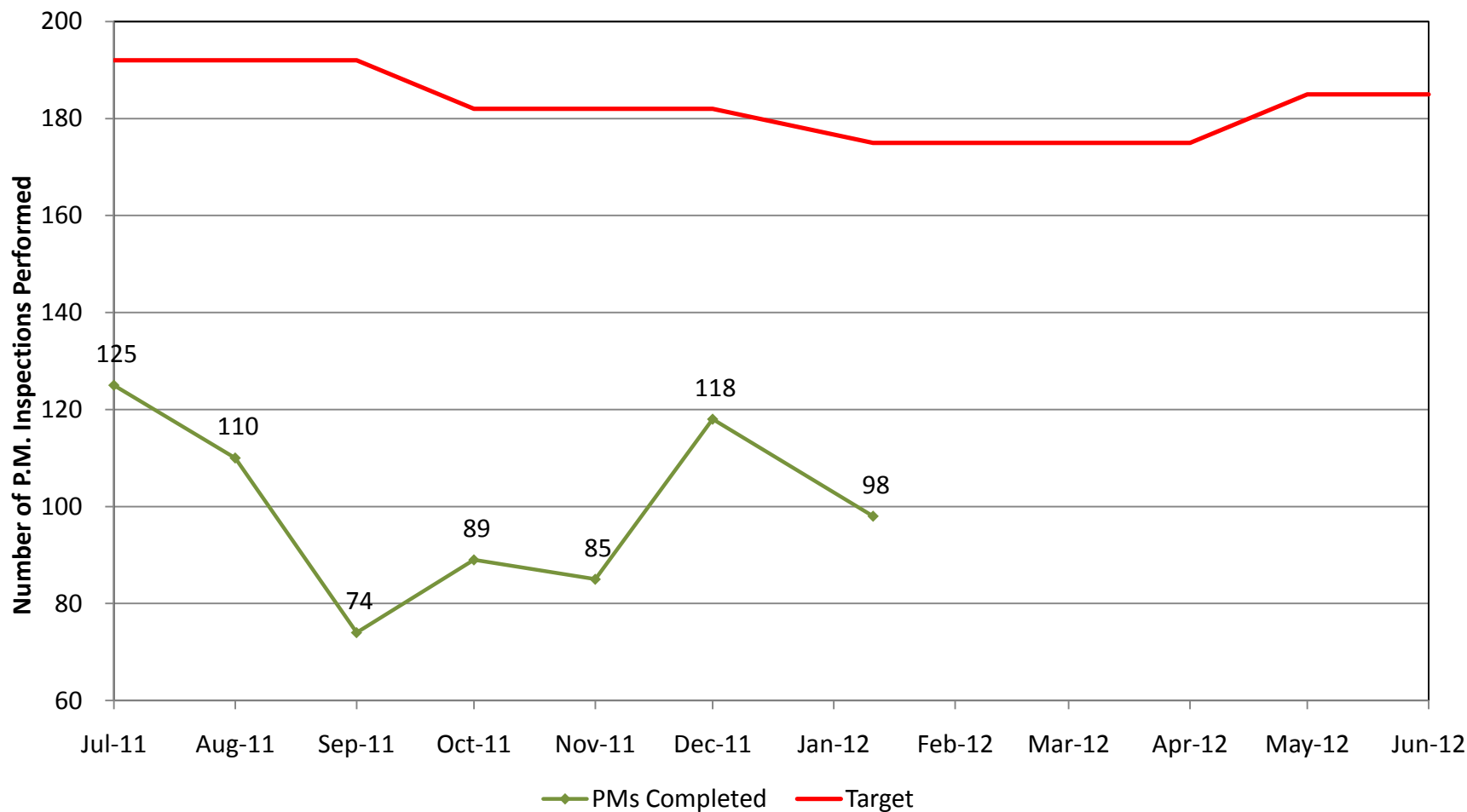
On-Time Preventive Maintenance  
Mean Distance Between Service Interruption  
Valid Customer Complaints - Maintenance



# HAMPTON ROADS TRANSIT

## Preventive Maintenance Performance (BUS)

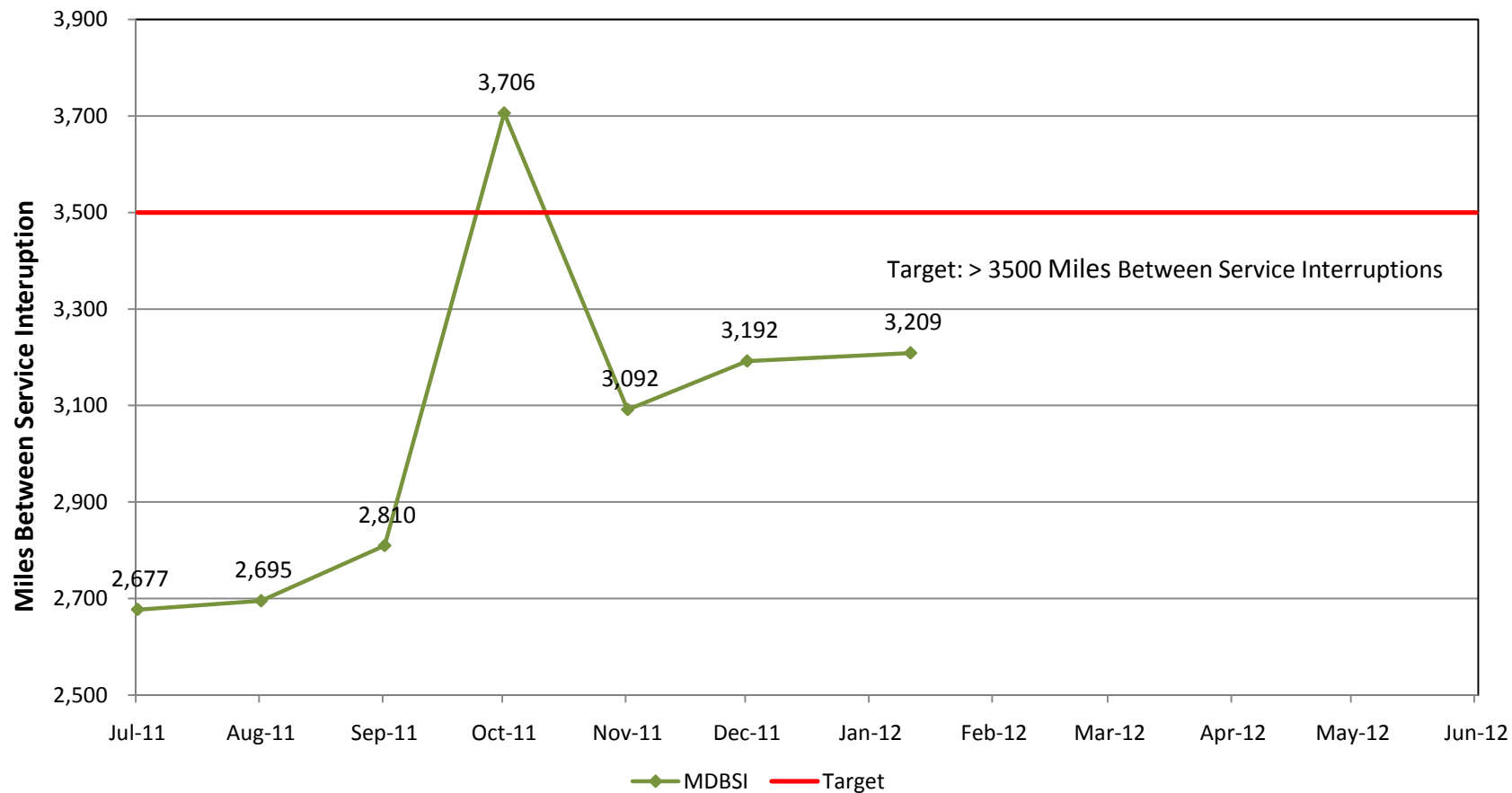
FY-2012 YTD





# HAMPTON ROADS TRANSIT

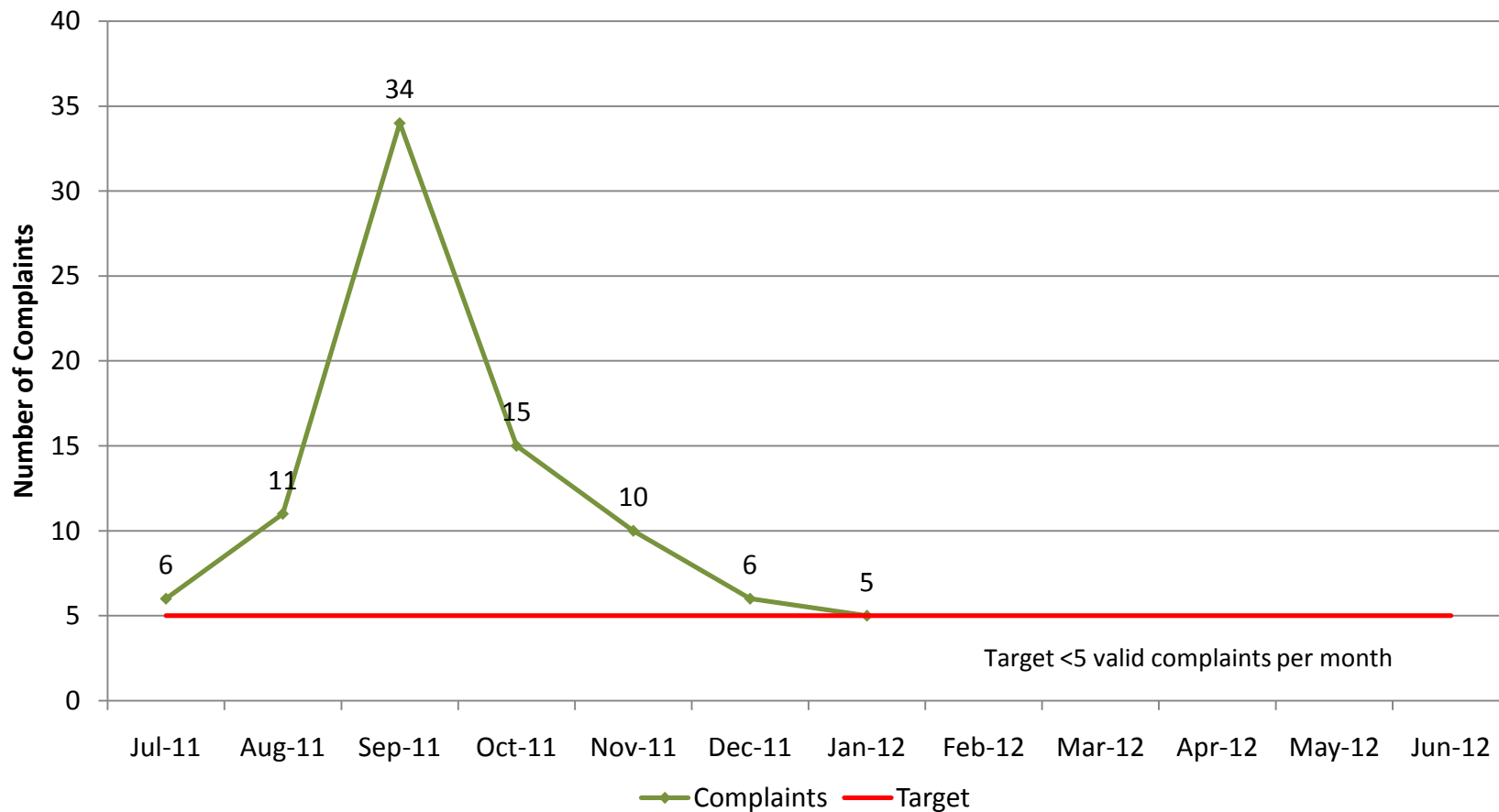
## Mean Distance Between Service Interruption (BUS) FY-2012 YTD





# HAMPTON ROADS TRANSIT

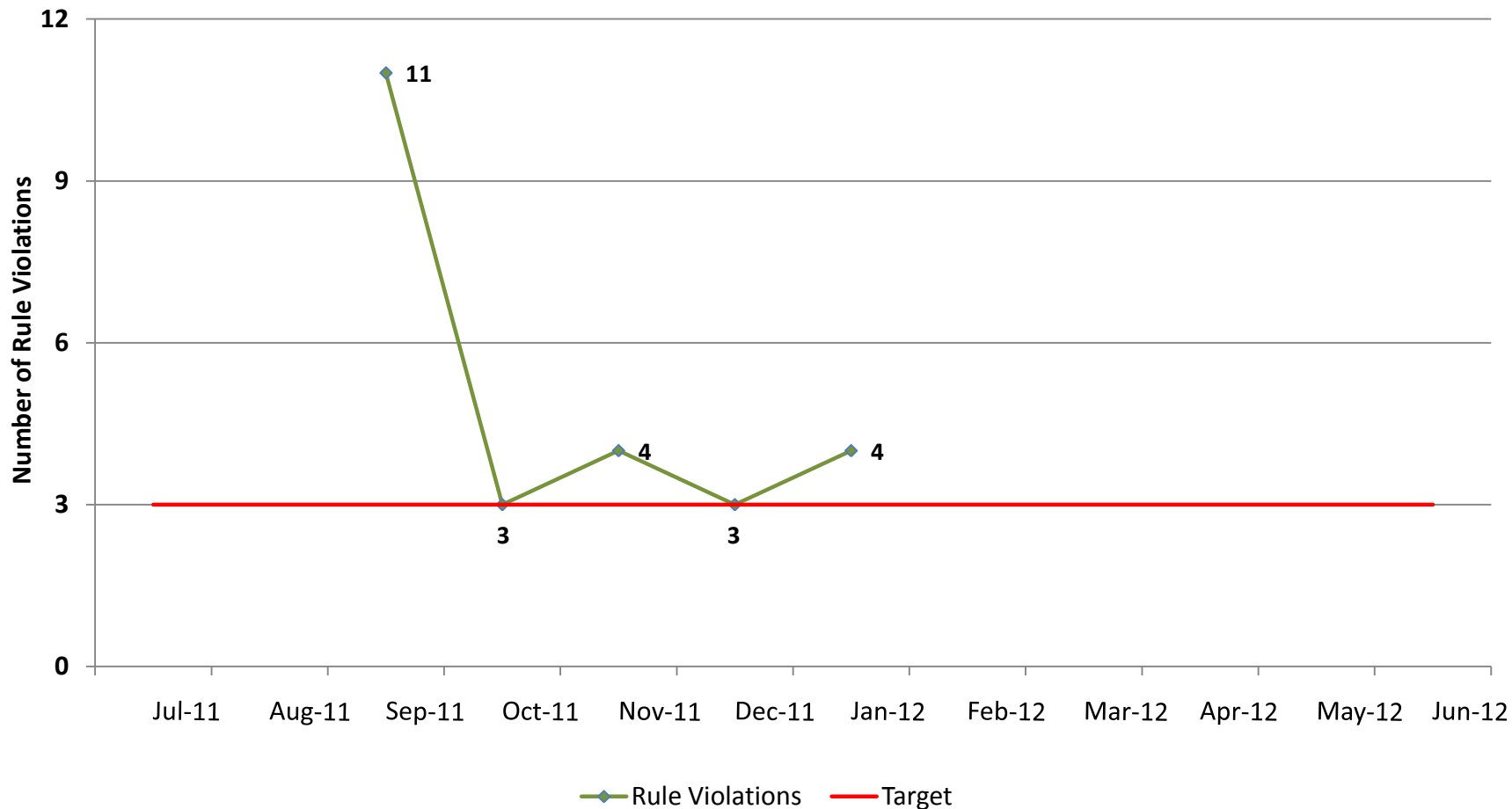
## Valid Bus Maintenance Related Customer Complaints FY-2012 YTD



## Light Rail Transportation Targeted Areas of Improvement

Operator Rule Violations  
Valid Customer Complaints  
Unscheduled Overtime

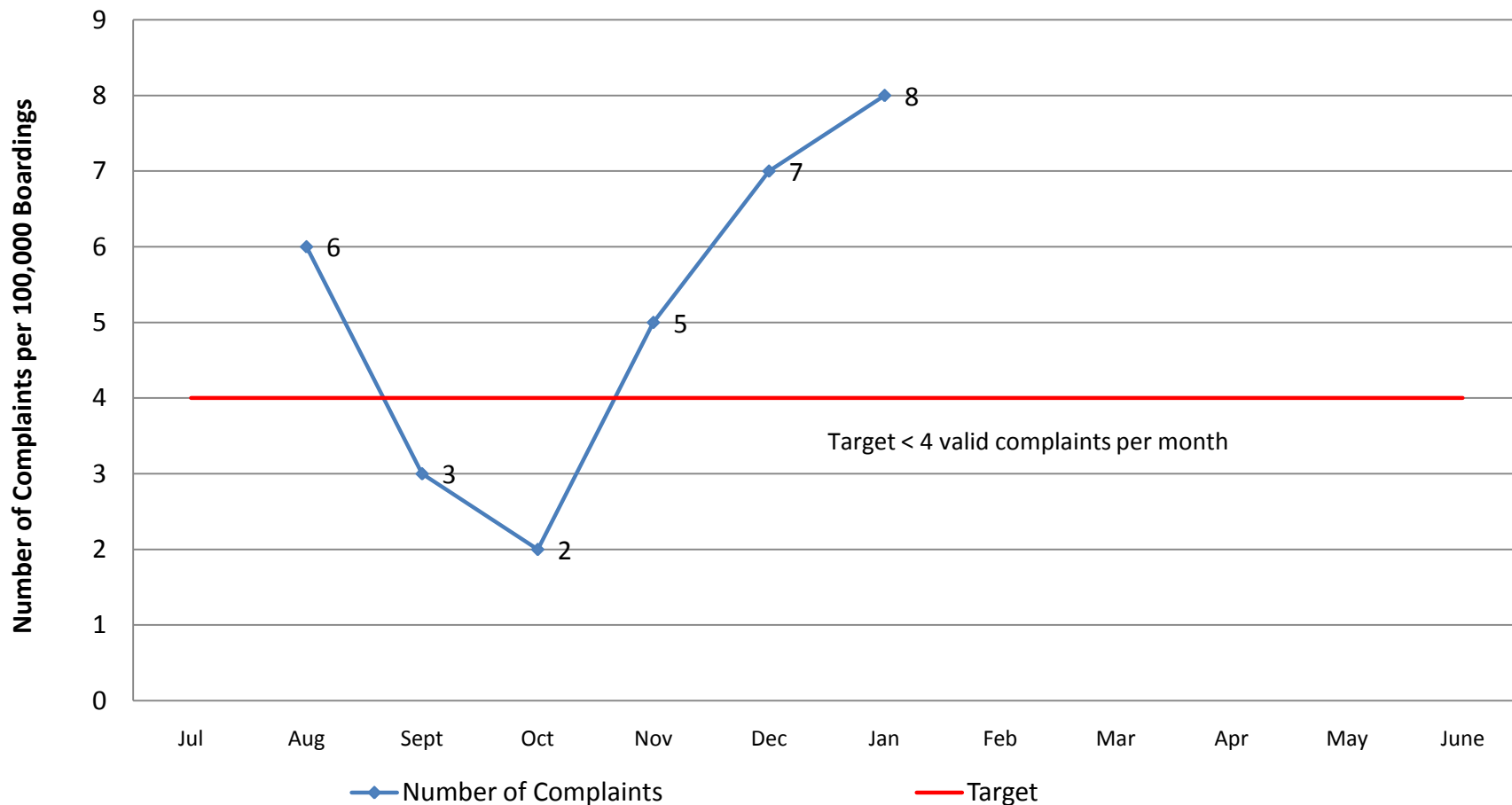
## Rail Transportation Operator Rule Violations FY-2012





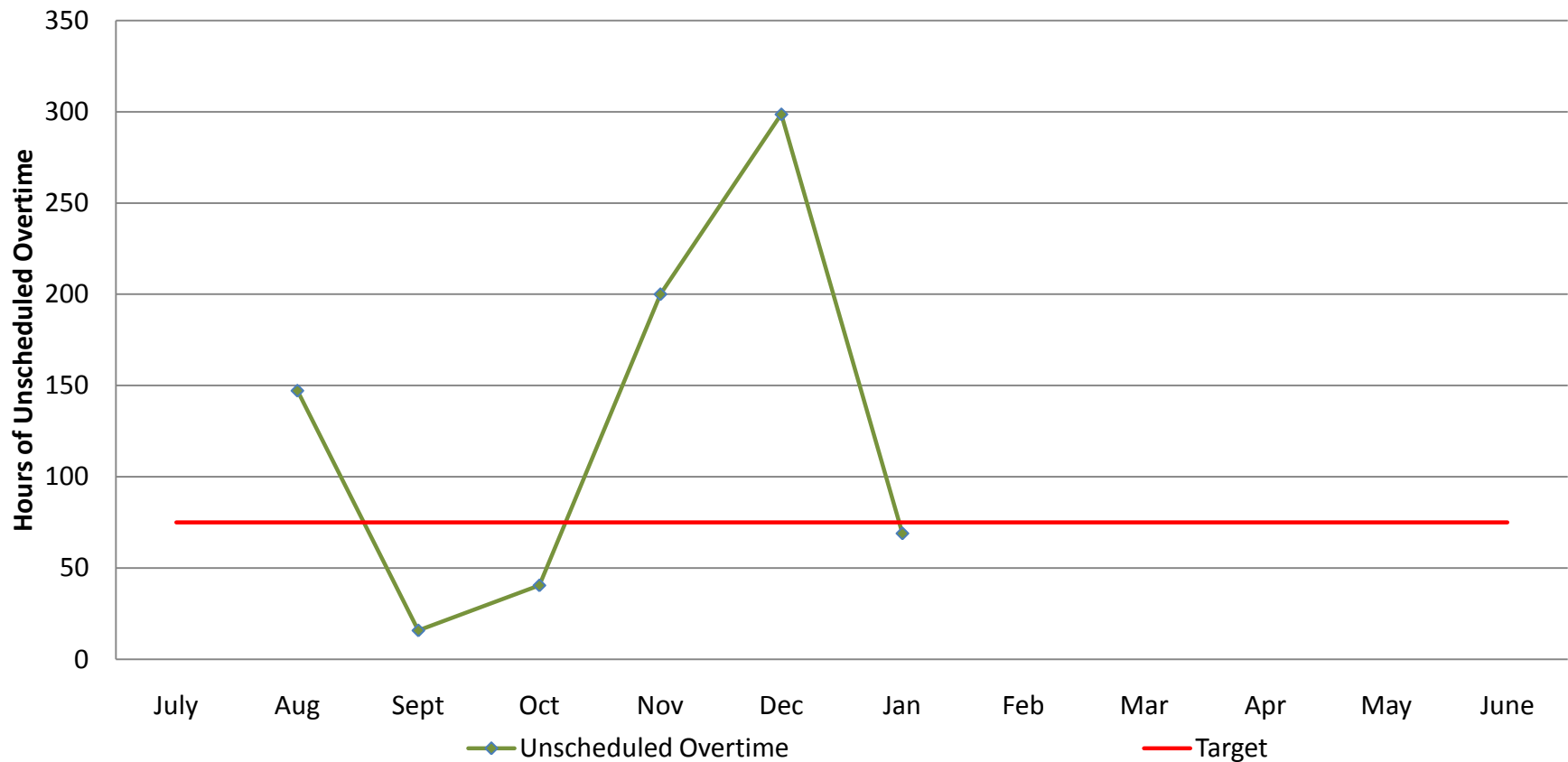
# HAMPTON ROADS TRANSIT

**Valid Light Rail Customer Complaints per 100,000 Boardings  
FY-2012**





**Tide Light Rail**  
***Unscheduled Overtime (Rail Transportation)***  
**FY-2012**



# Light Rail Maintenance

## Targeted Areas of Improvement

Mean Distance Between Service Interruptions

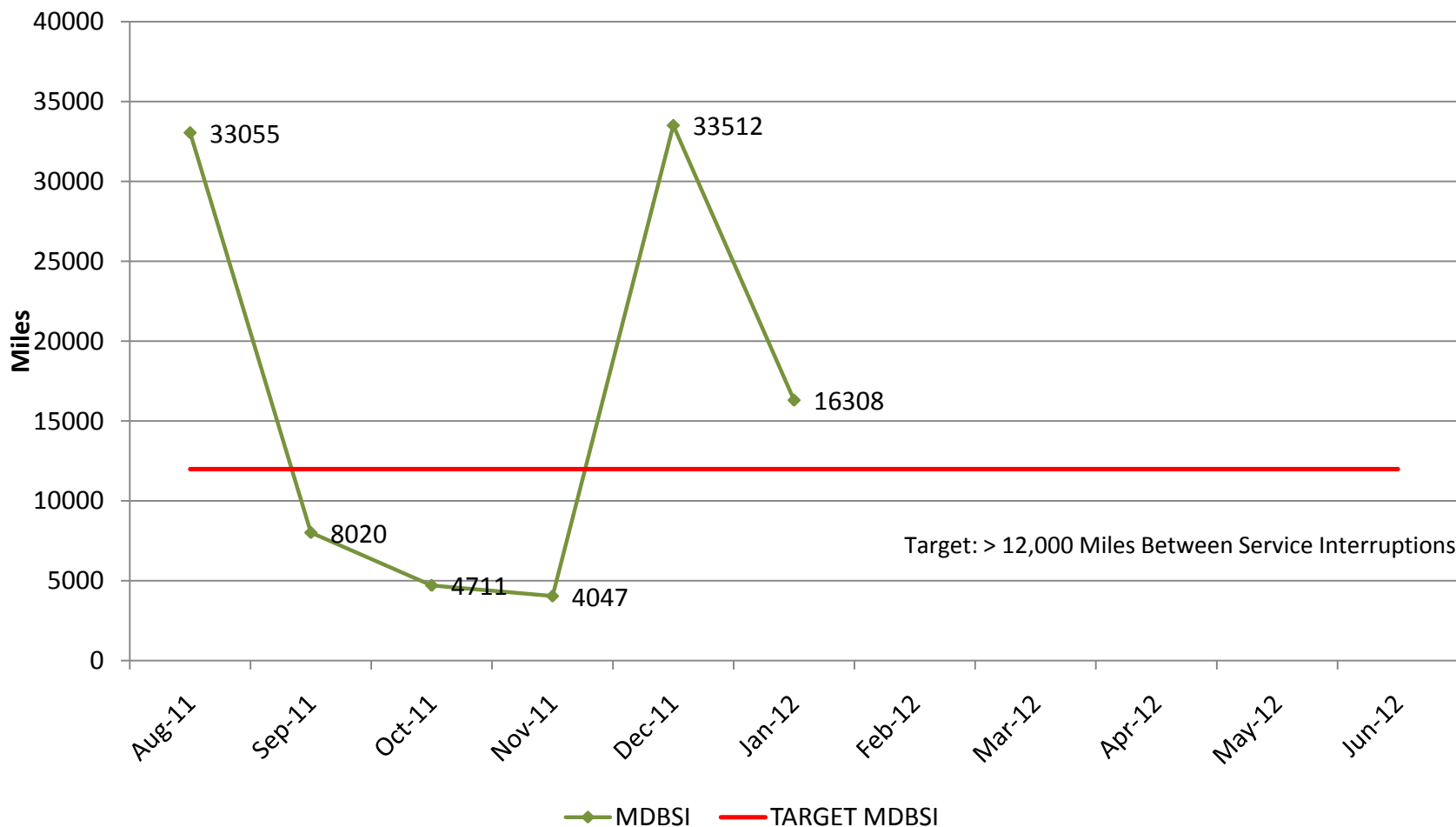
Road Calls

Mean Distance Between Failures



# HAMPTON ROADS TRANSIT

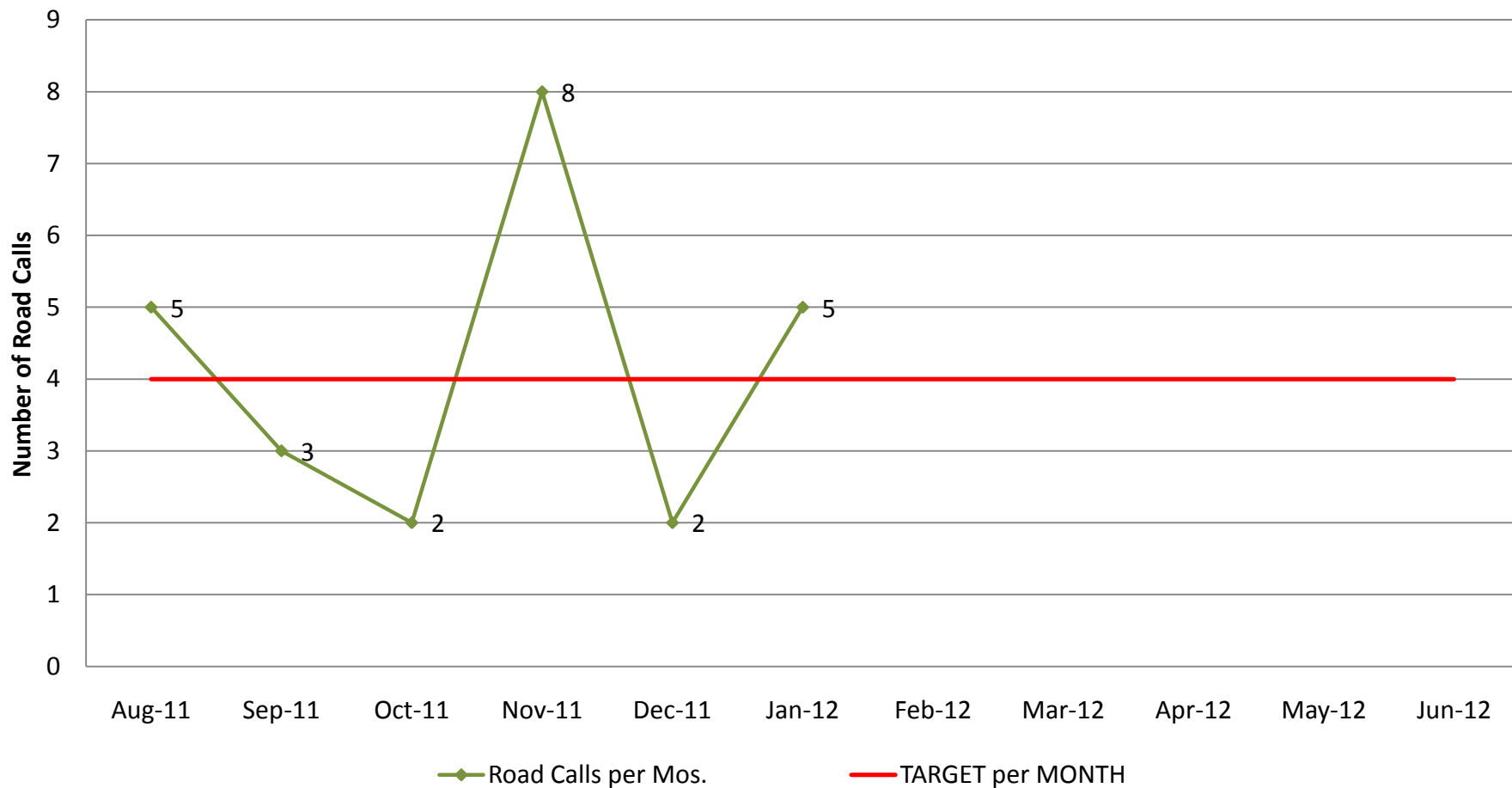
## Mean Distance Between Service Interruption (LRV) FY-2012 YTD





# HAMPTON ROADS TRANSIT

Road Calls (LRV)  
FY-2012 YTD

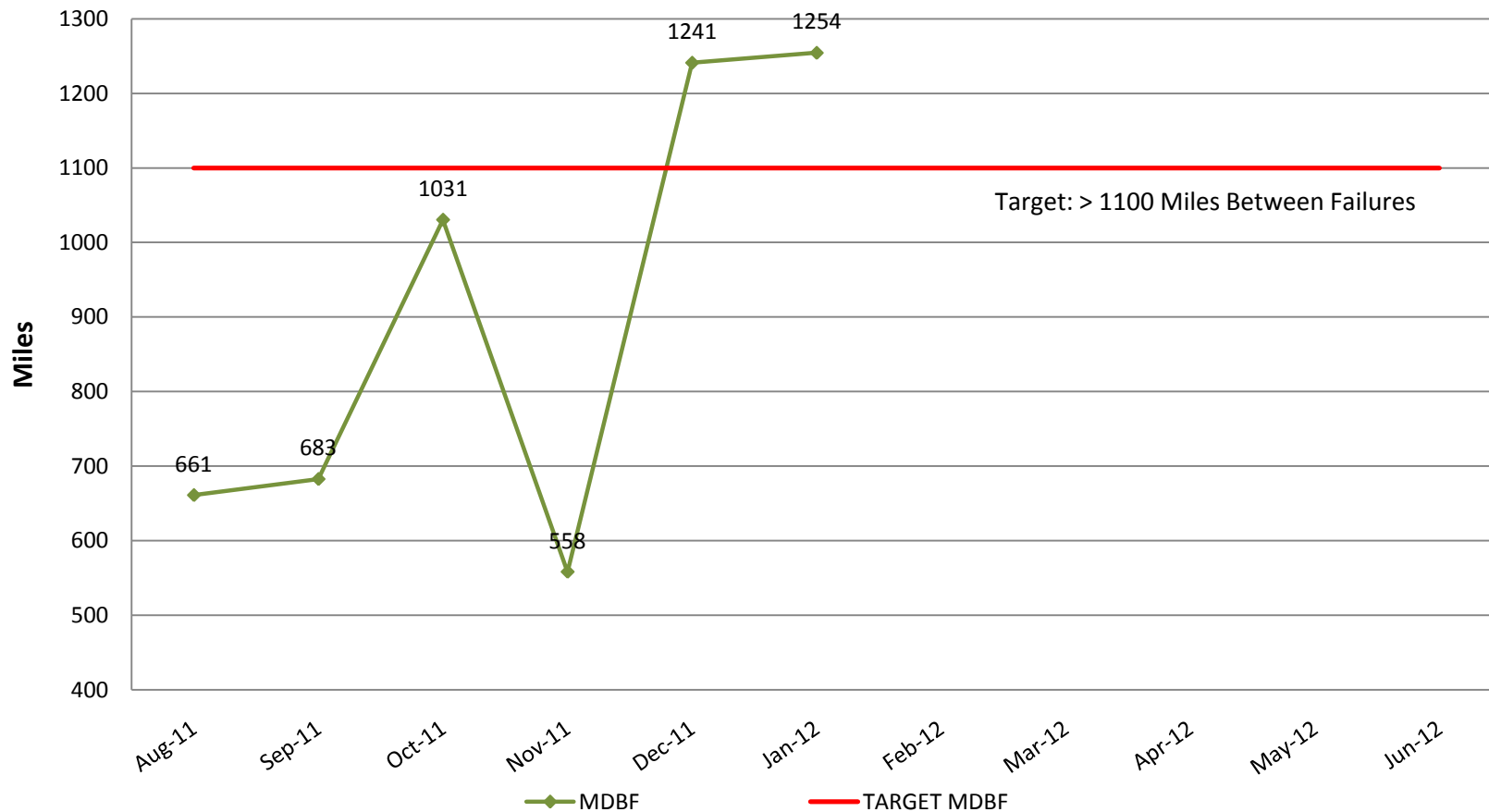




# HAMPTON ROADS TRANSIT

## Mean Distance Between Failures (LRV )

FY-2012 YTD



## Technical Services

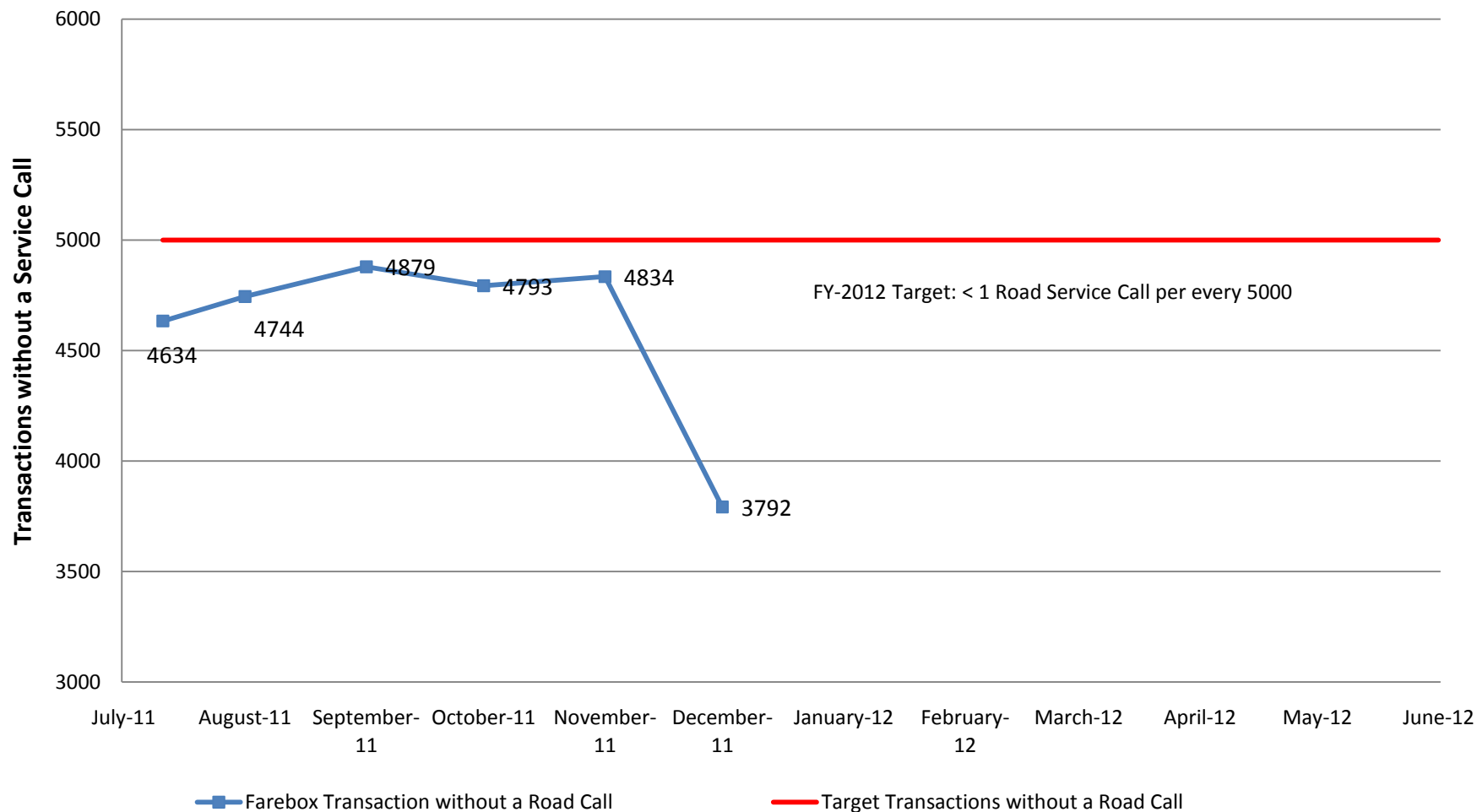
### Targeted Areas of Improvement

Farebox Transactions Between Service Calls  
Traffic Management System – CBD Stop & Proceed  
Ferry Boat Hours of Service



# HAMPTON ROADS TRANSIT

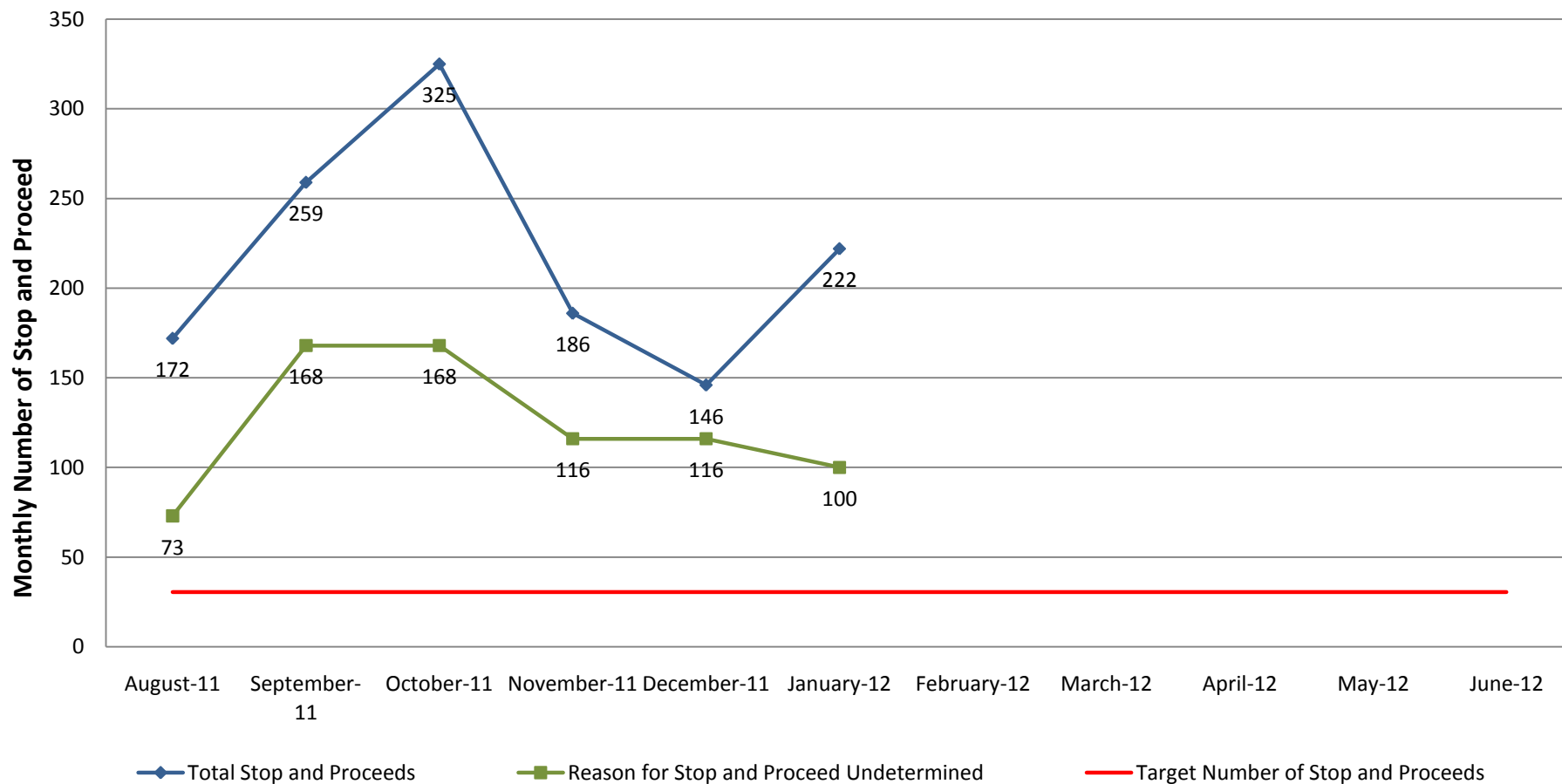
## Farebox Transactions without a Service Call FY 2012





# HAMPTON ROADS TRANSIT

## Central Business District Stop and Proceed FY 2012





## Target - Ferry Boat Operating Hours FY - 2012

