

# Transit Operations

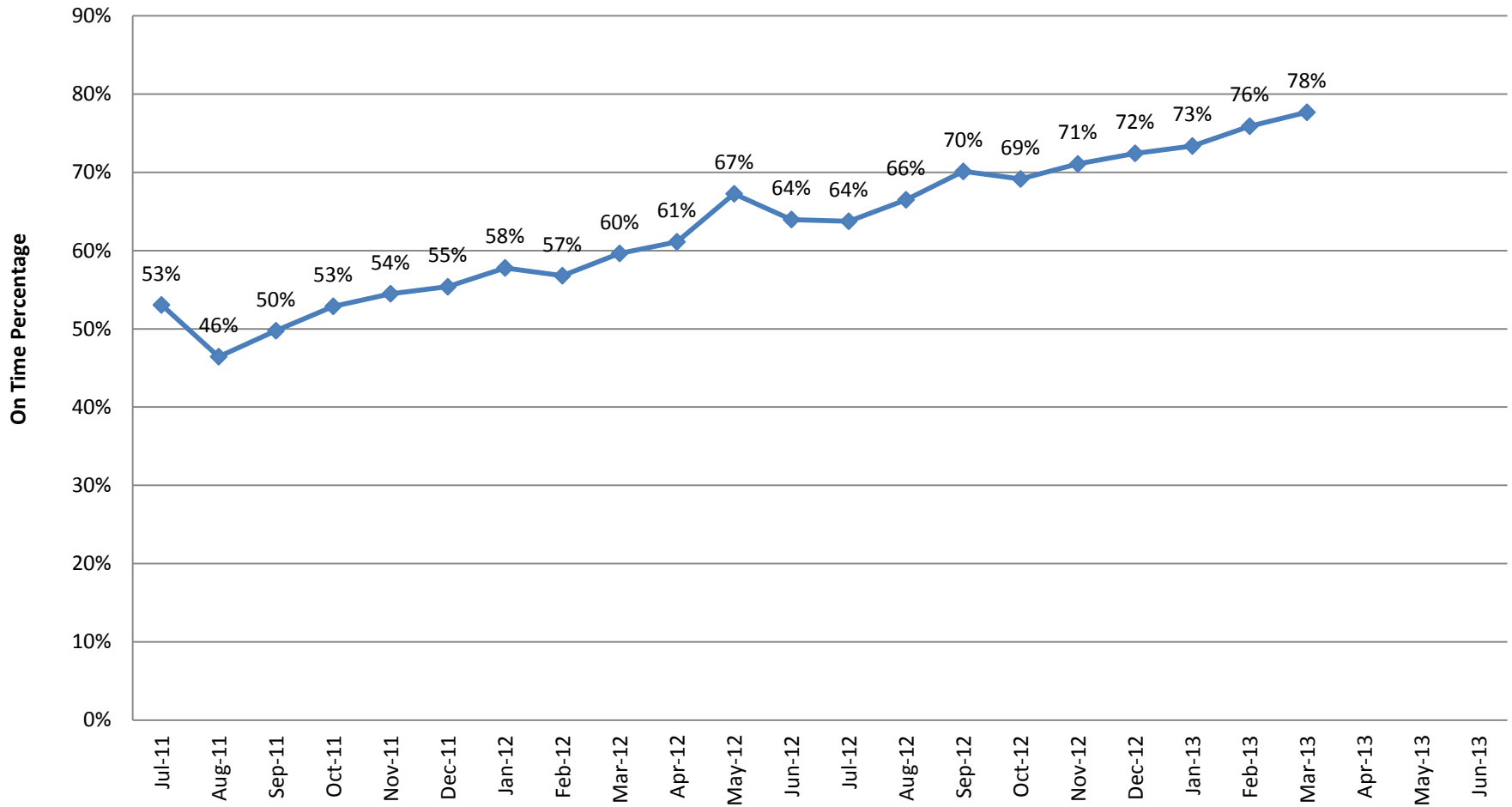
## Key Performance Indicator Report

### March 2013

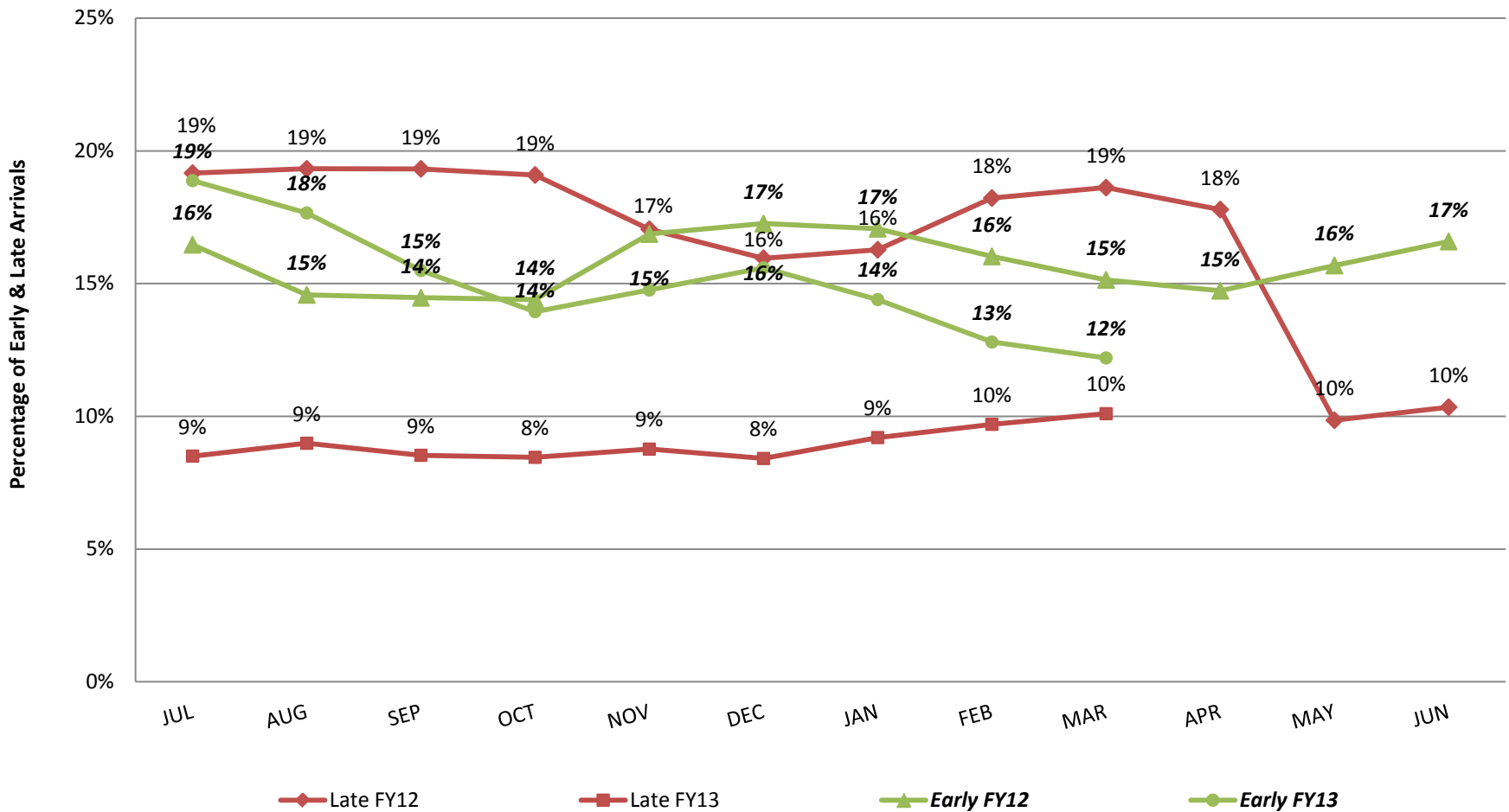


# HAMPTON ROADS TRANSIT

Bus Transportation  
On Time Performance  
FY12 / FY13



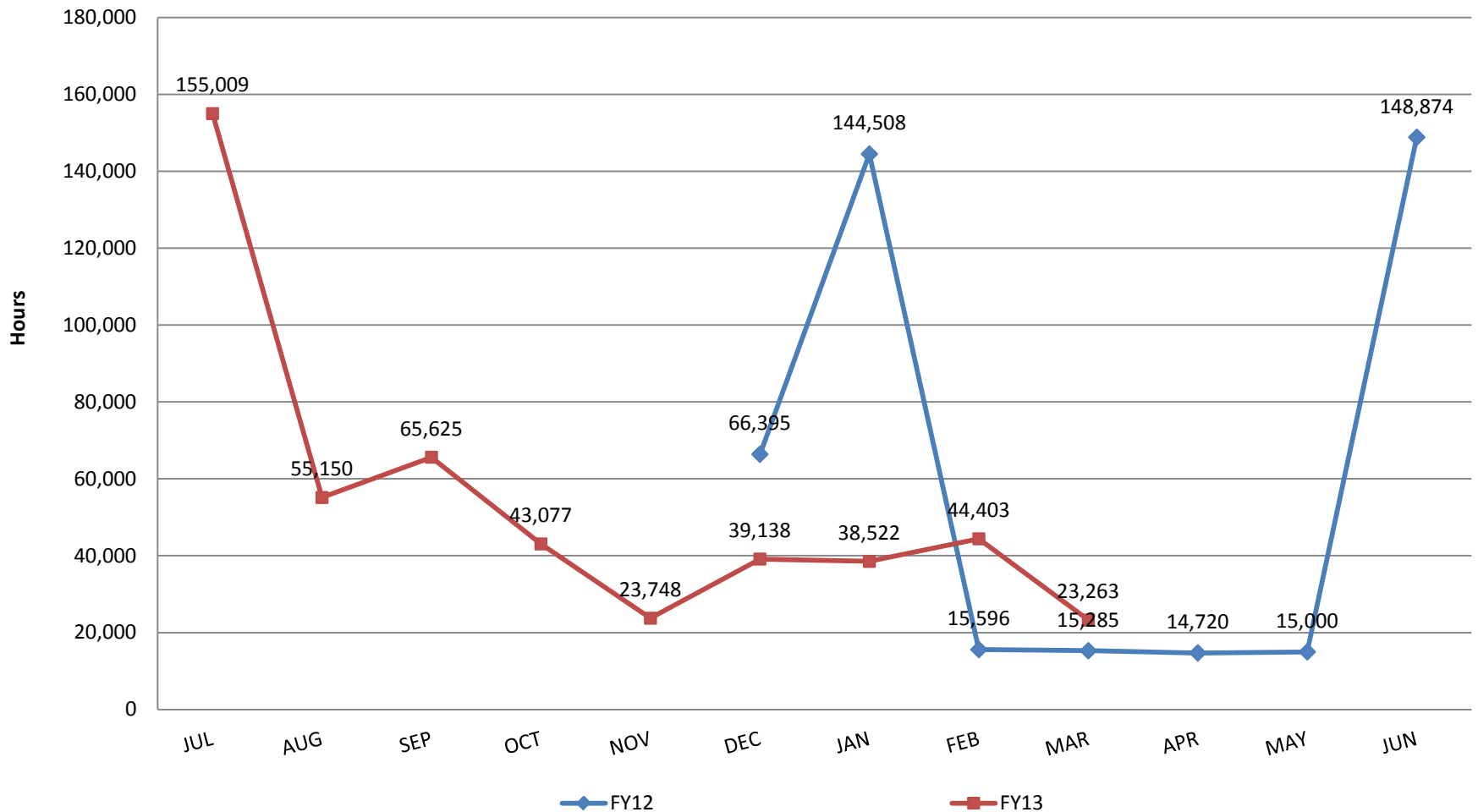
Bus Transportation  
Early & Late Arrivals  
FY12 / FY13





# HAMPTON ROADS TRANSIT

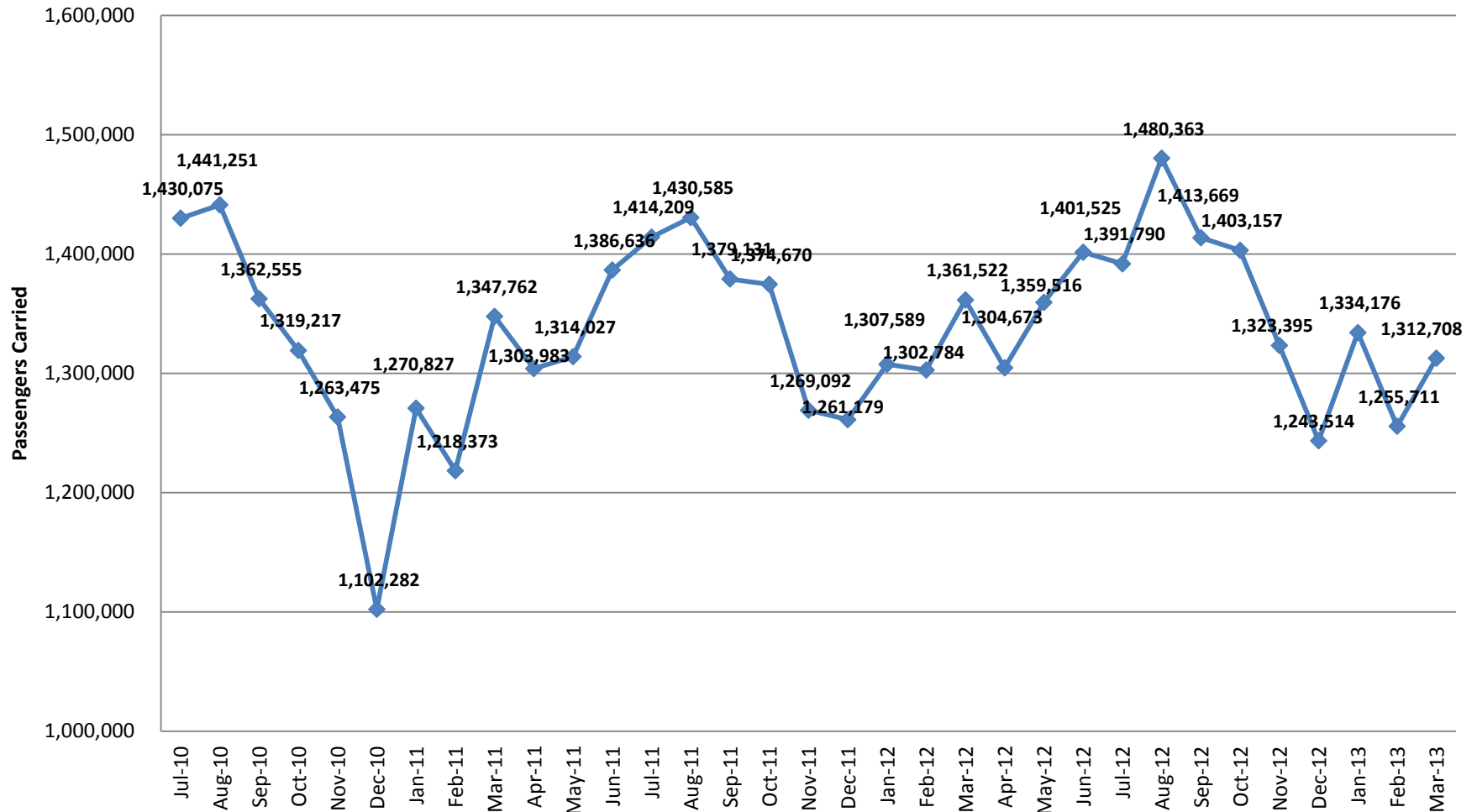
Bus Transportation  
Idle Time Hours  
FY12 / FY13



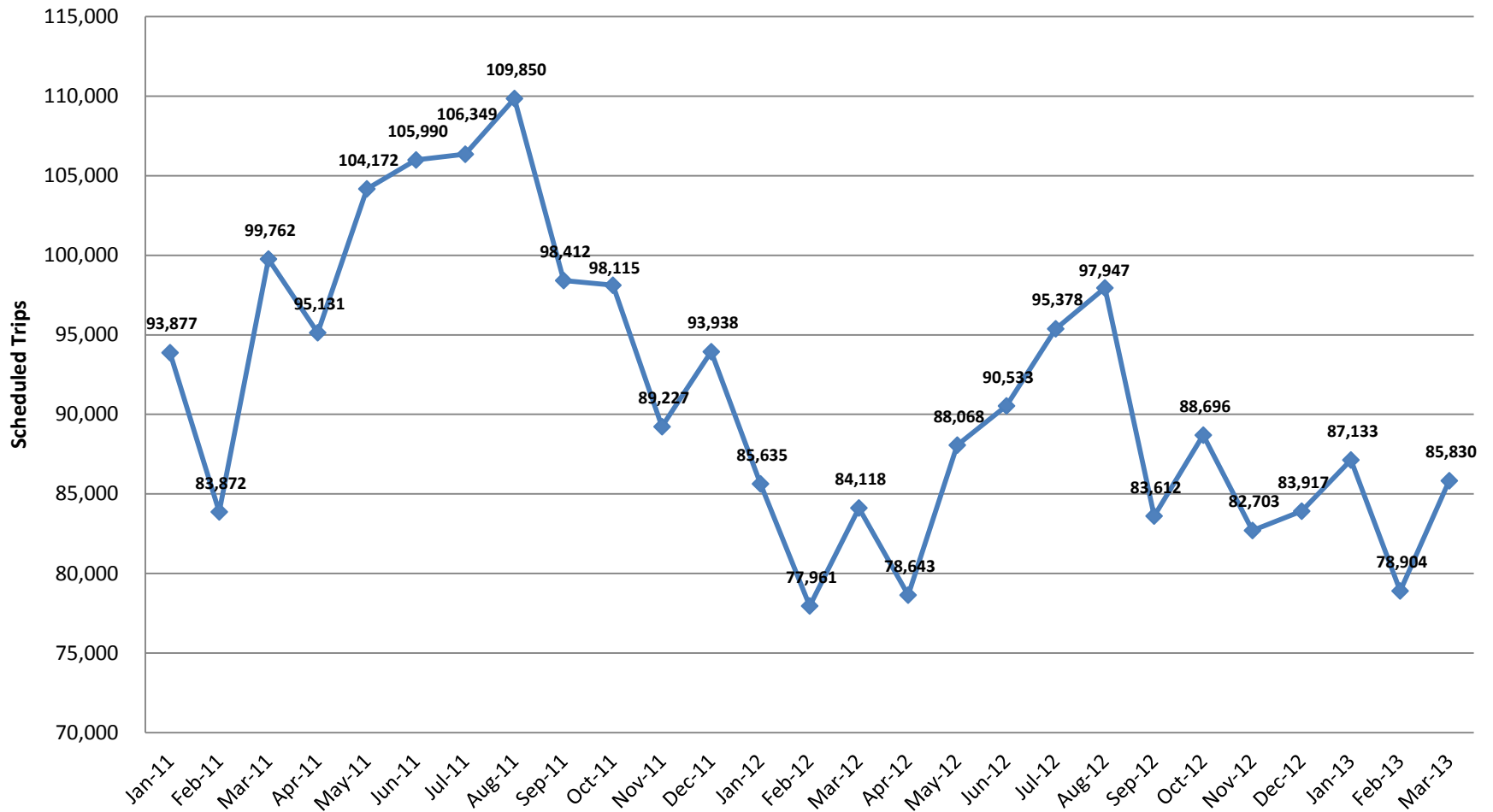


# HAMPTON ROADS TRANSIT

Bus Transportation  
Ridership  
FY11 / FY12 / FY13



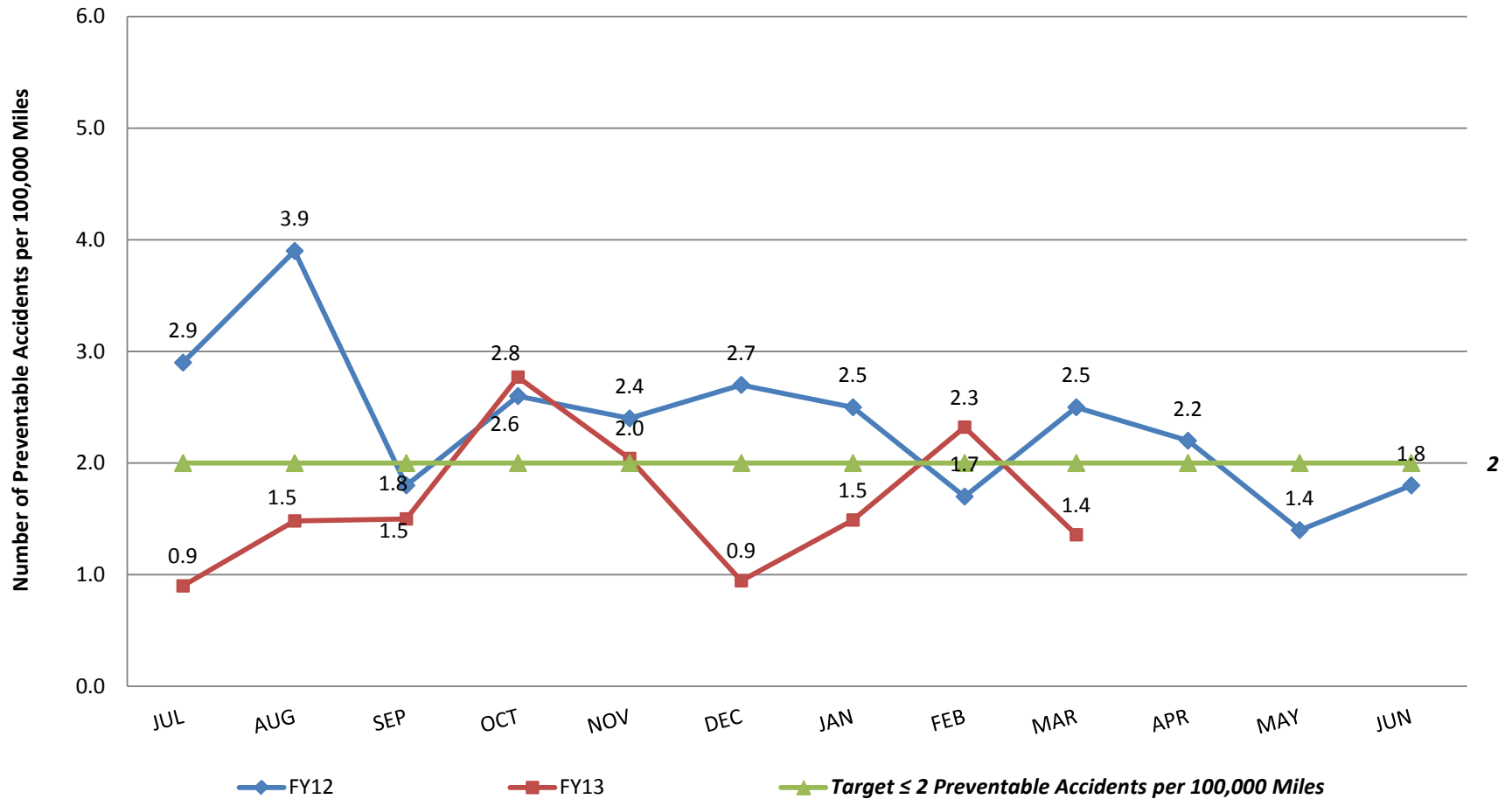
Bus Transportation  
Scheduled Trips  
January 2011 - March 2013





# HAMPTON ROADS TRANSIT

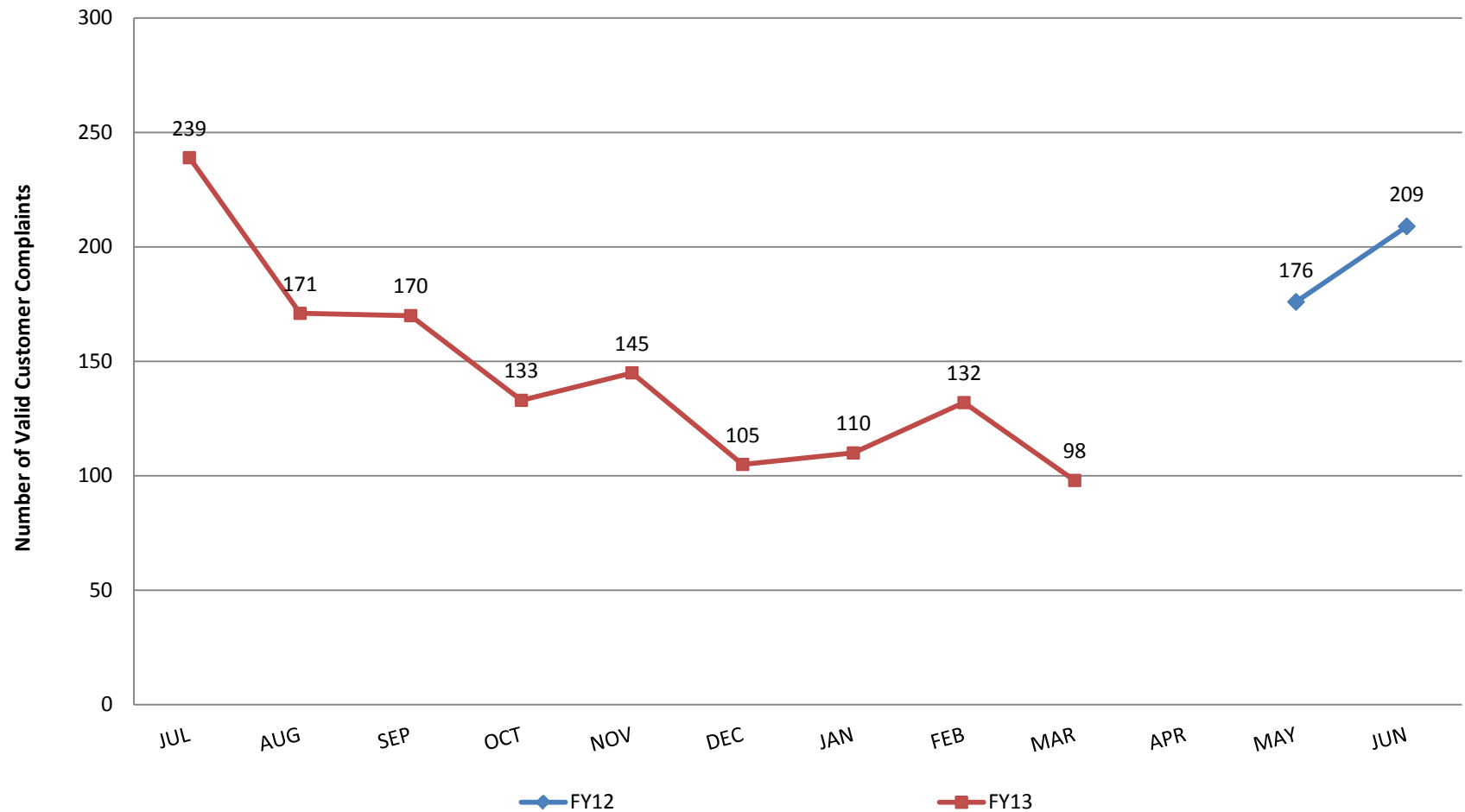
## Bus Transportation Preventable Accidents per 100,000 Miles FY12 / FY13





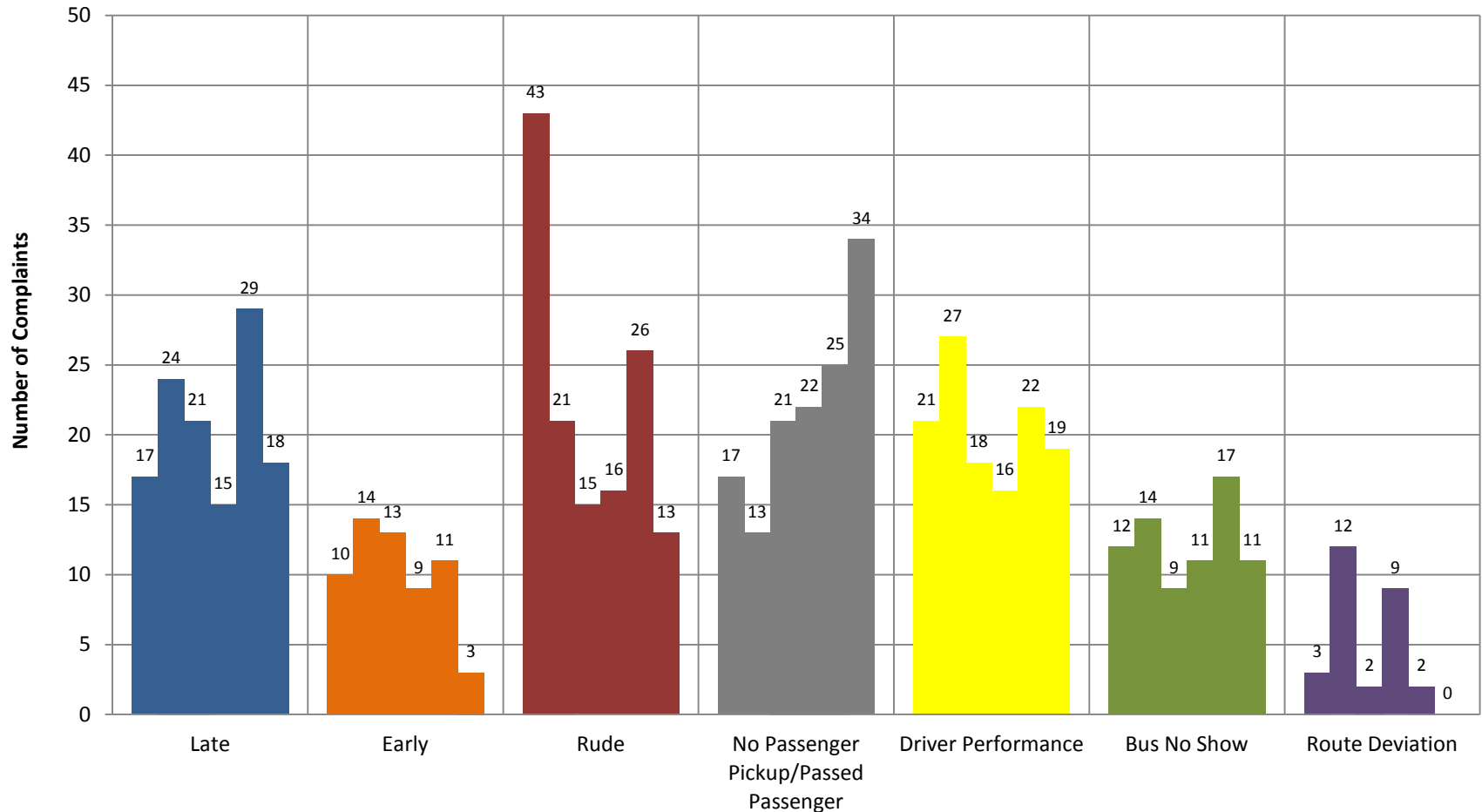
# HAMPTON ROADS TRANSIT

Bus Transportation  
Total Valid Customer Complaints  
FY12 / FY13





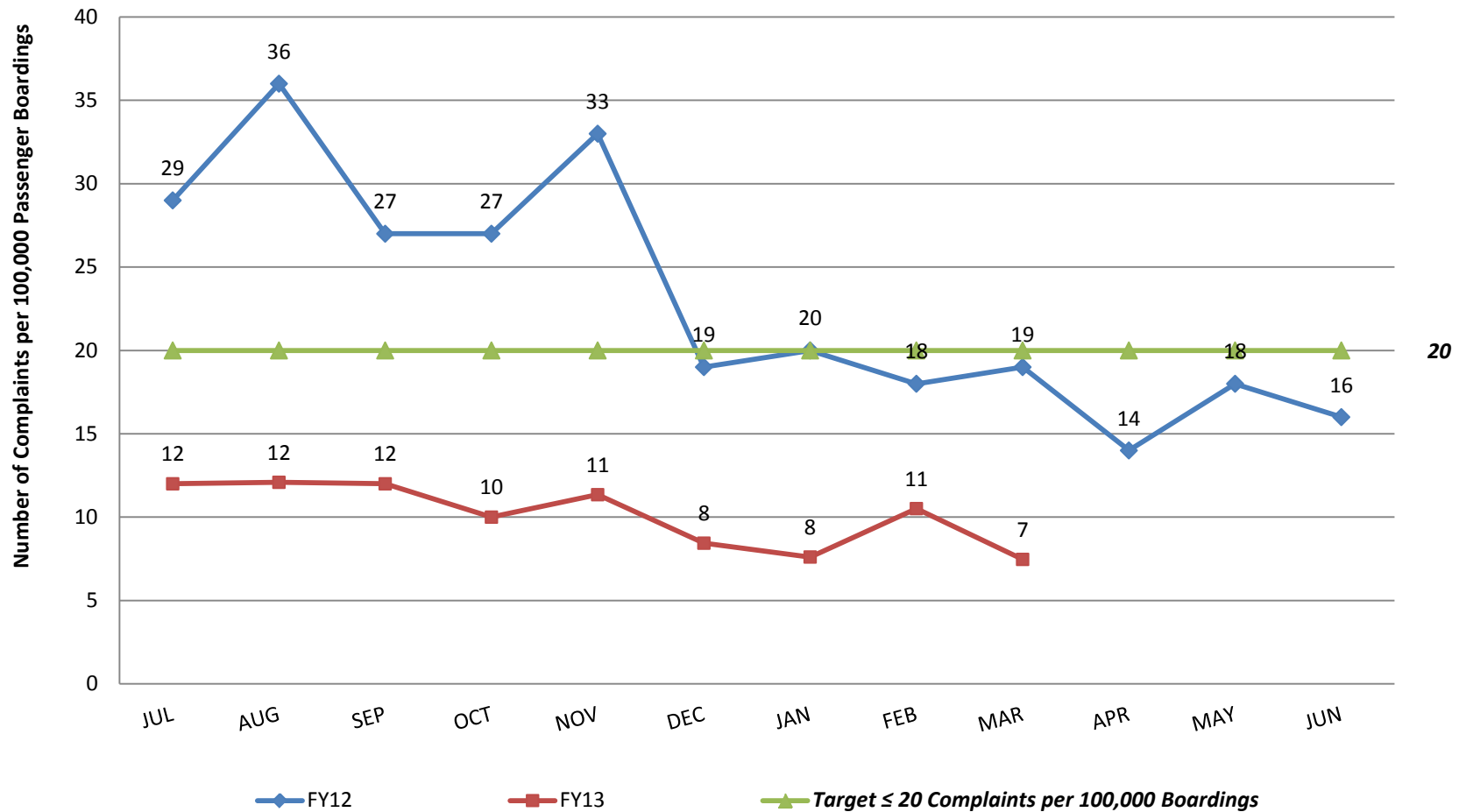
Bus Transportation  
Customer Complaints by Type  
(6 month period ending March 31, 2013)





# HAMPTON ROADS TRANSIT

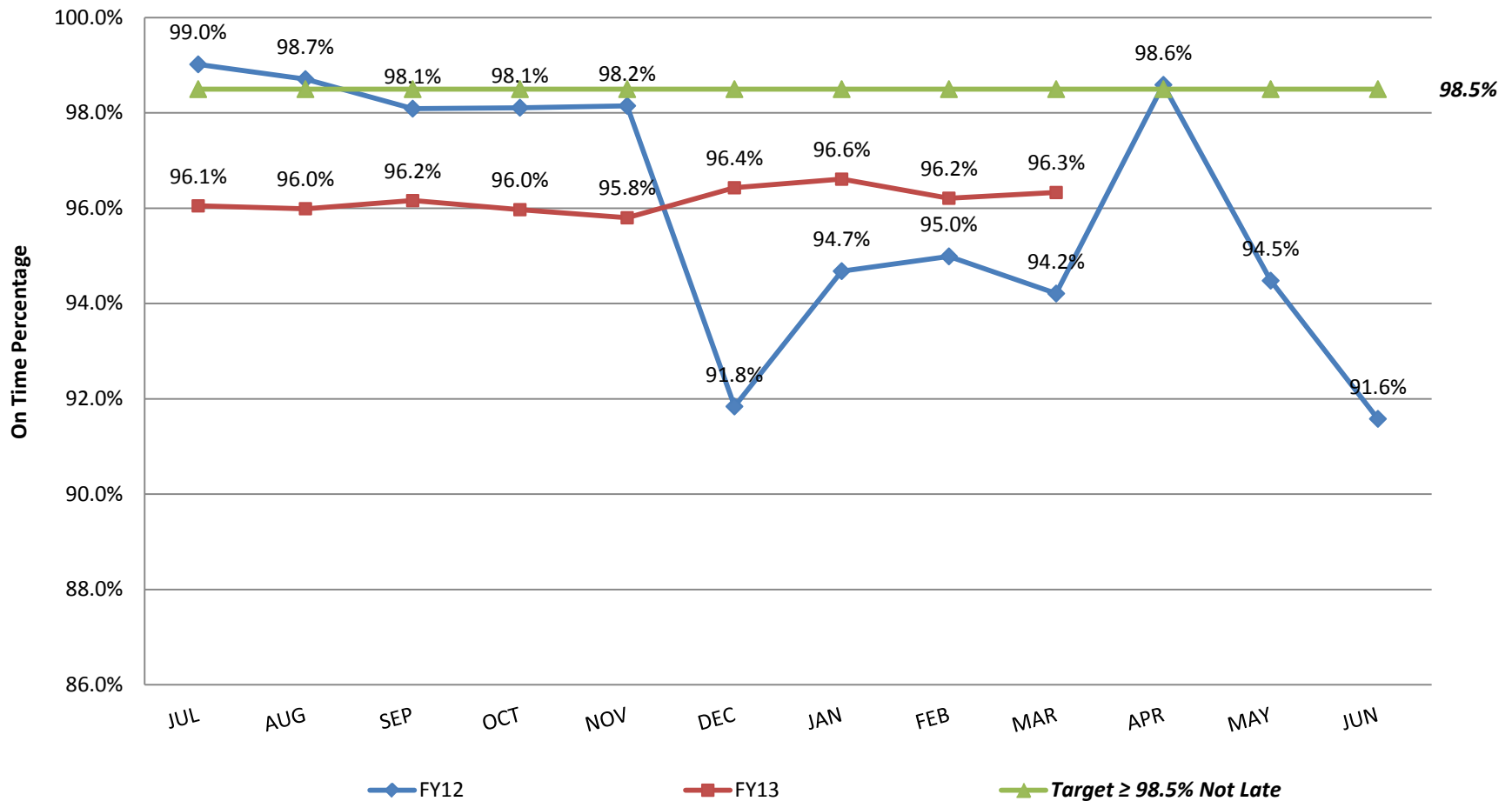
Bus Transportation  
Valid Customer Complaints per 100,000 Boardings  
FY12 / FY13





# HAMPTON ROADS TRANSIT

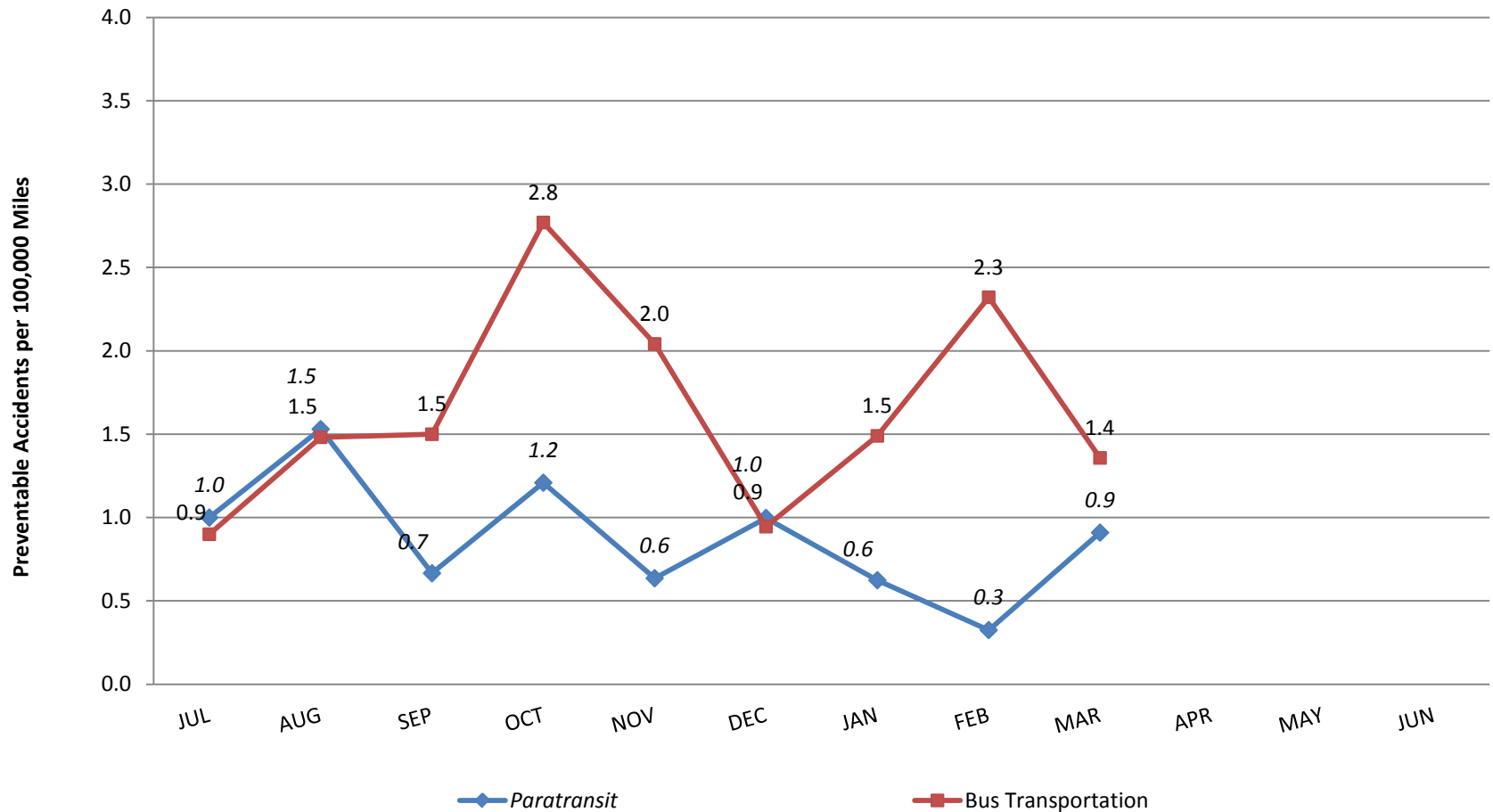
## Paratransit On Time Performance FY12 / FY13





# HAMPTON ROADS TRANSIT

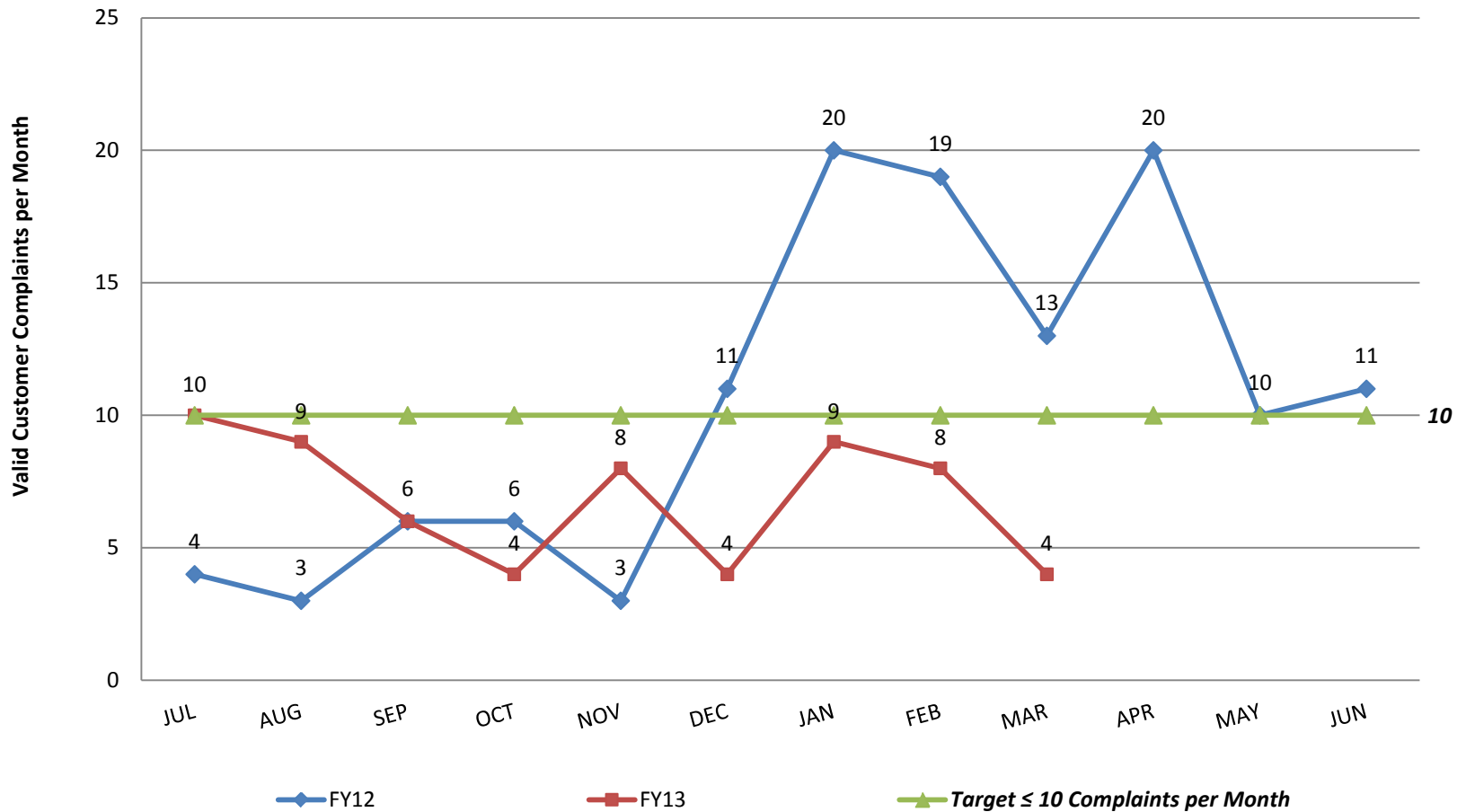
Preventable Accidents per 100,000 Miles  
Bus and Paratransit Transportation Services  
FY13





# HAMPTON ROADS TRANSIT

Paratransit  
Valid Customer Complaints per Month  
FY12 / FY13





# HAMPTON ROADS TRANSIT

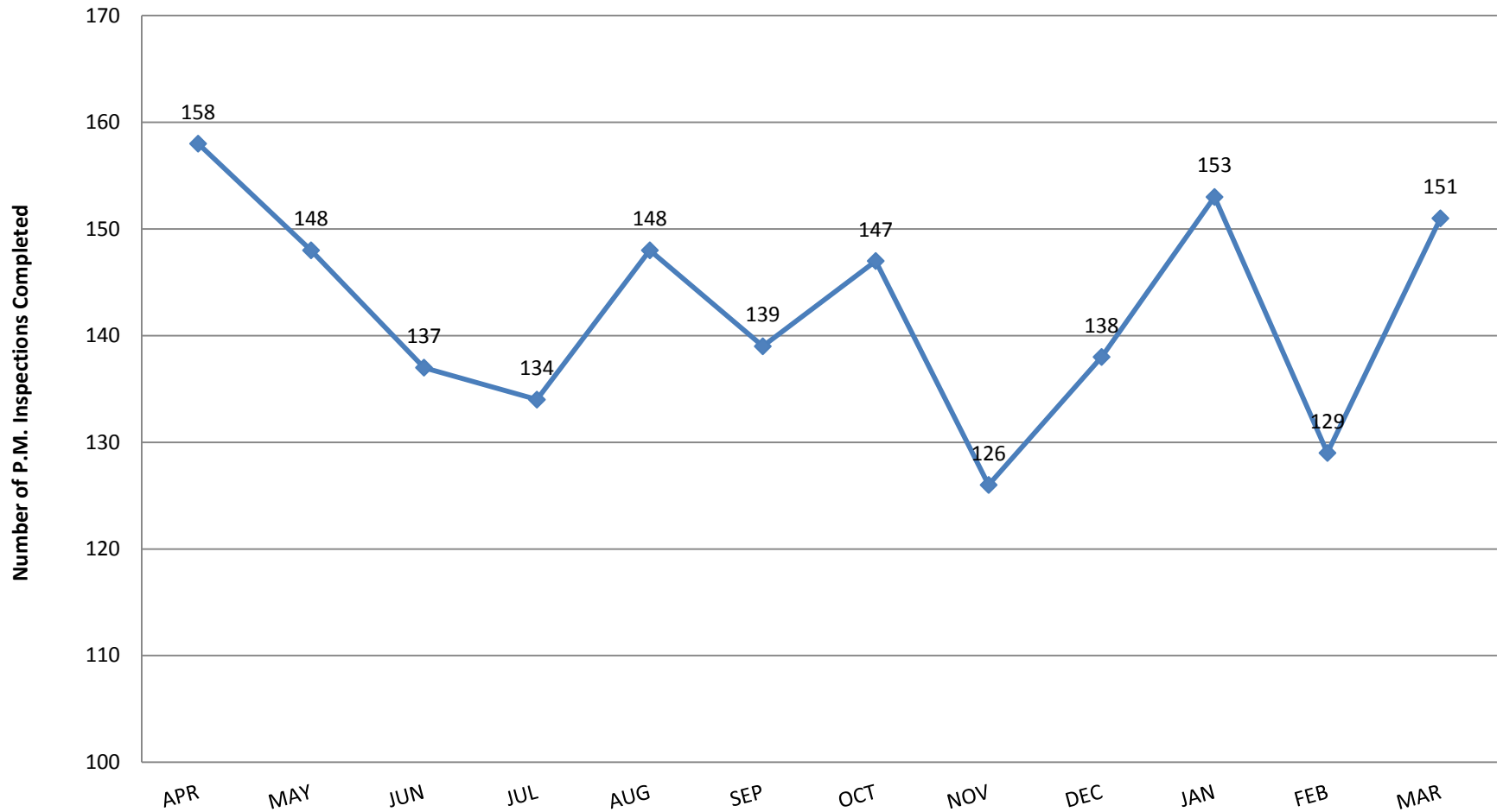
Fleet Fuel Efficiency  
Average Miles per Gallon  
FY13





# HAMPTON ROADS TRANSIT

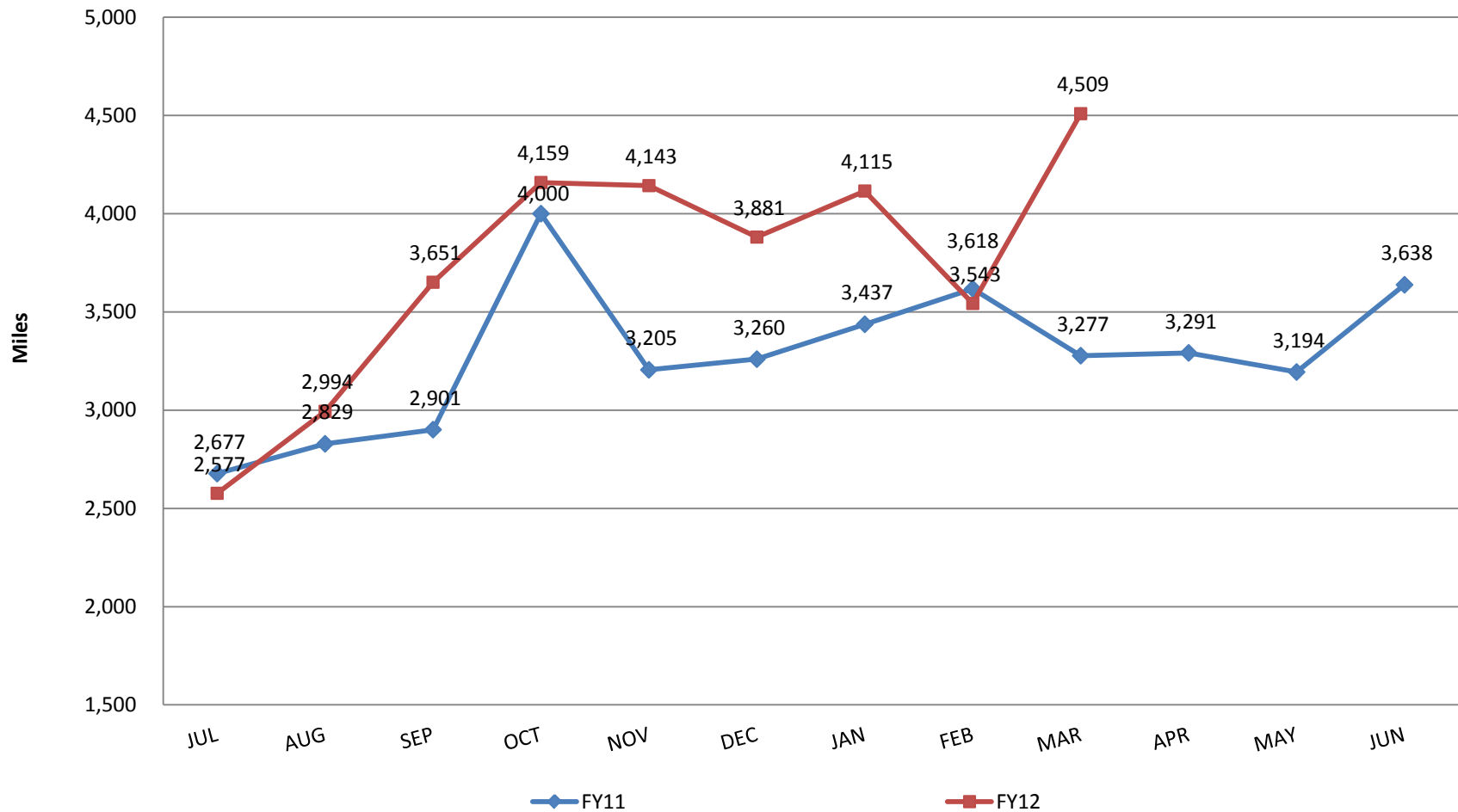
Bus Maintenance  
Preventive Maintenance Inspections  
(most recent 12 month period)





# HAMPTON ROADS TRANSIT

Bus Maintenance  
Mean Distance Between Service Interruptions  
FY11 / FY12

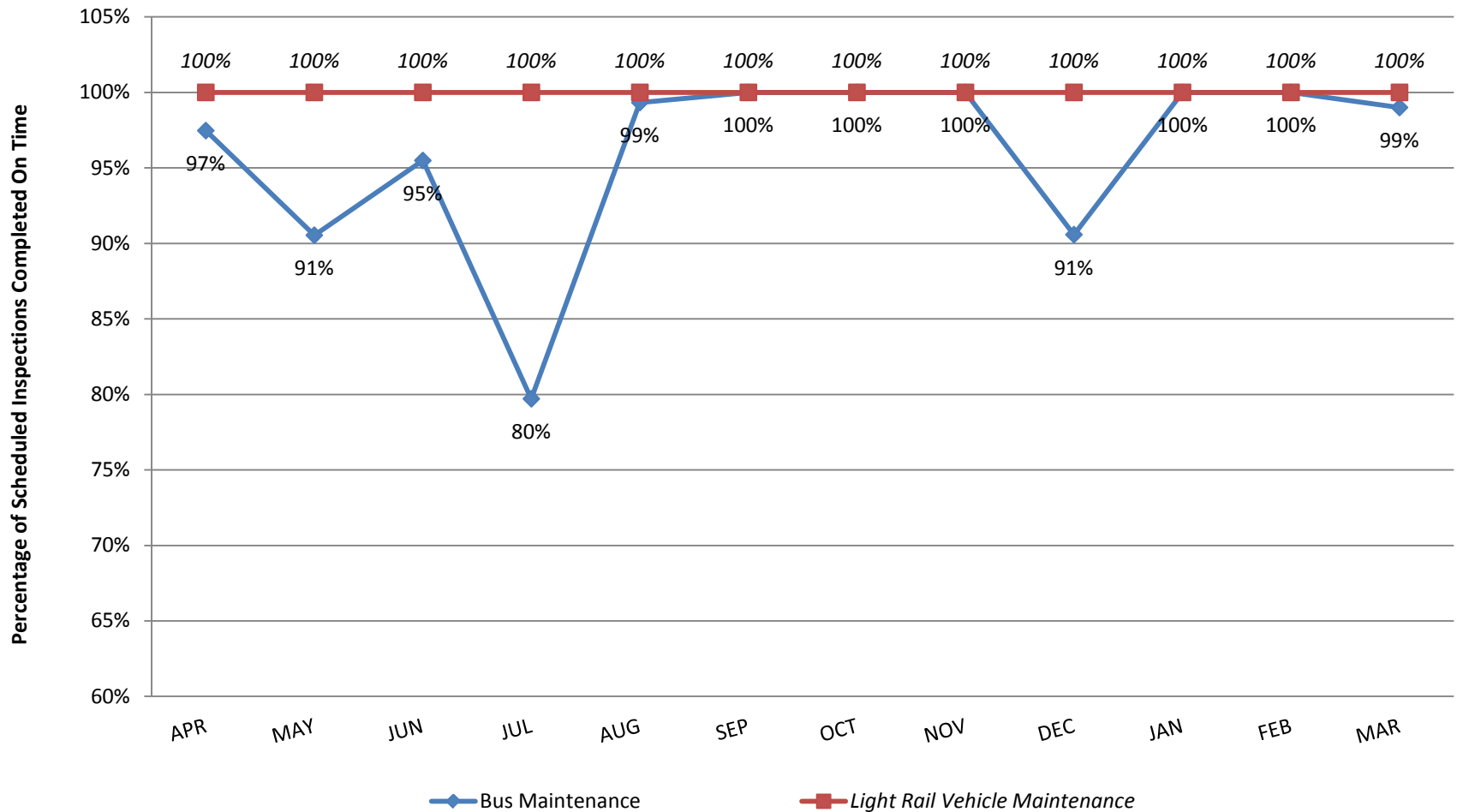




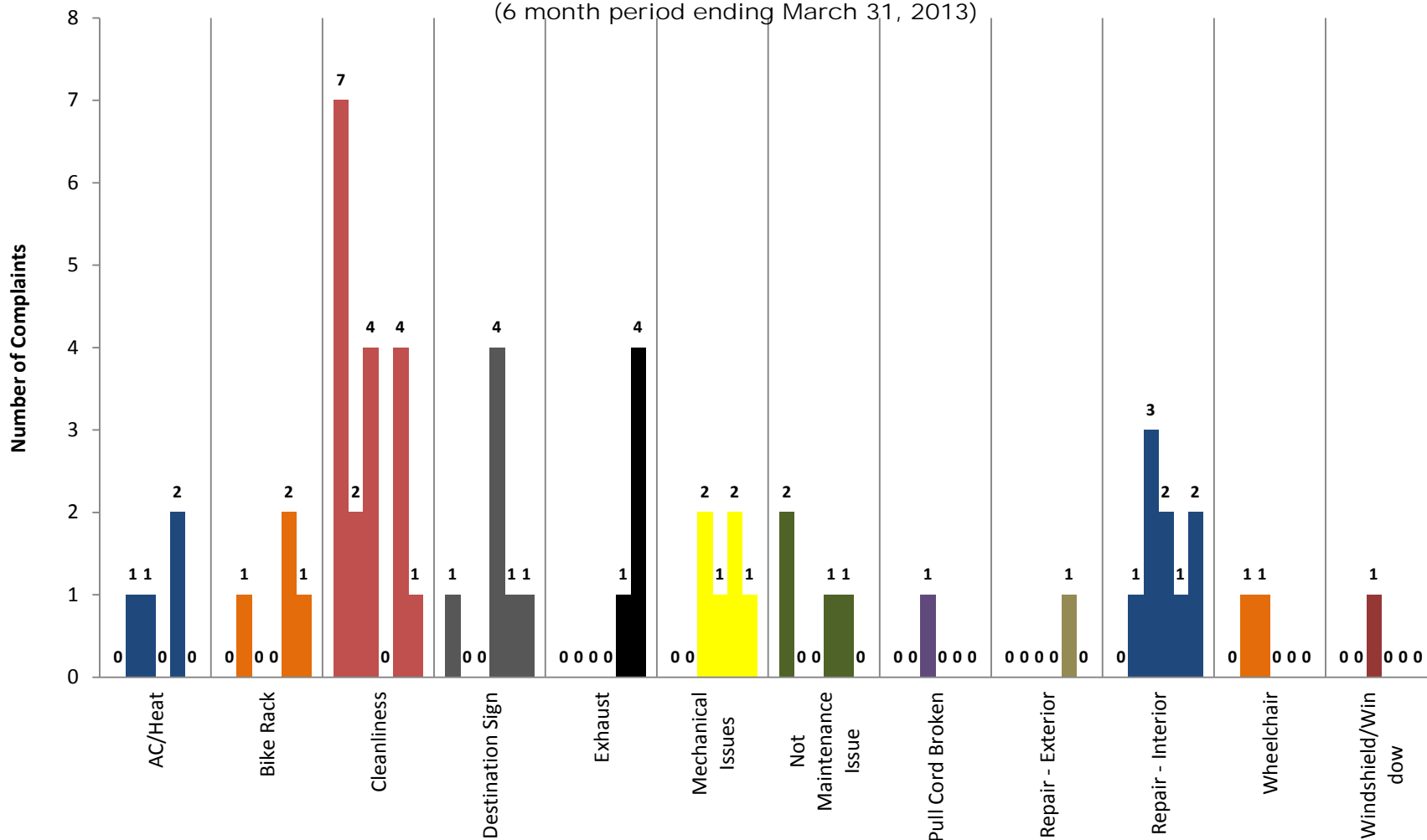


# HAMPTON ROADS TRANSIT

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



Bus Maintenance  
Customer Complaints by Type  
(6 month period ending March 31, 2013)



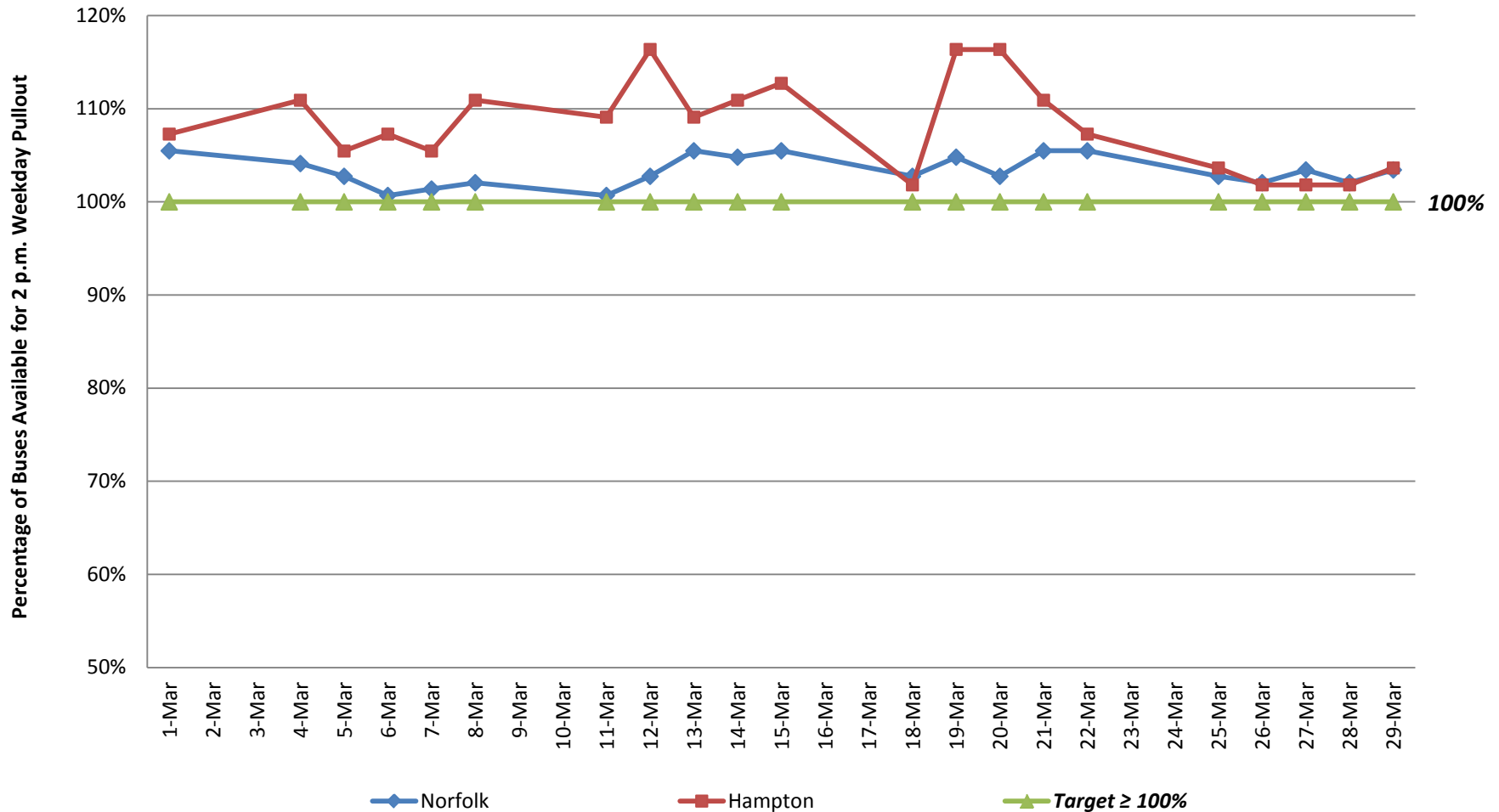


# HAMPTON ROADS TRANSIT

## Bus Maintenance

Weekday Pullout (measures Fleet Readiness at 2 p.m.)

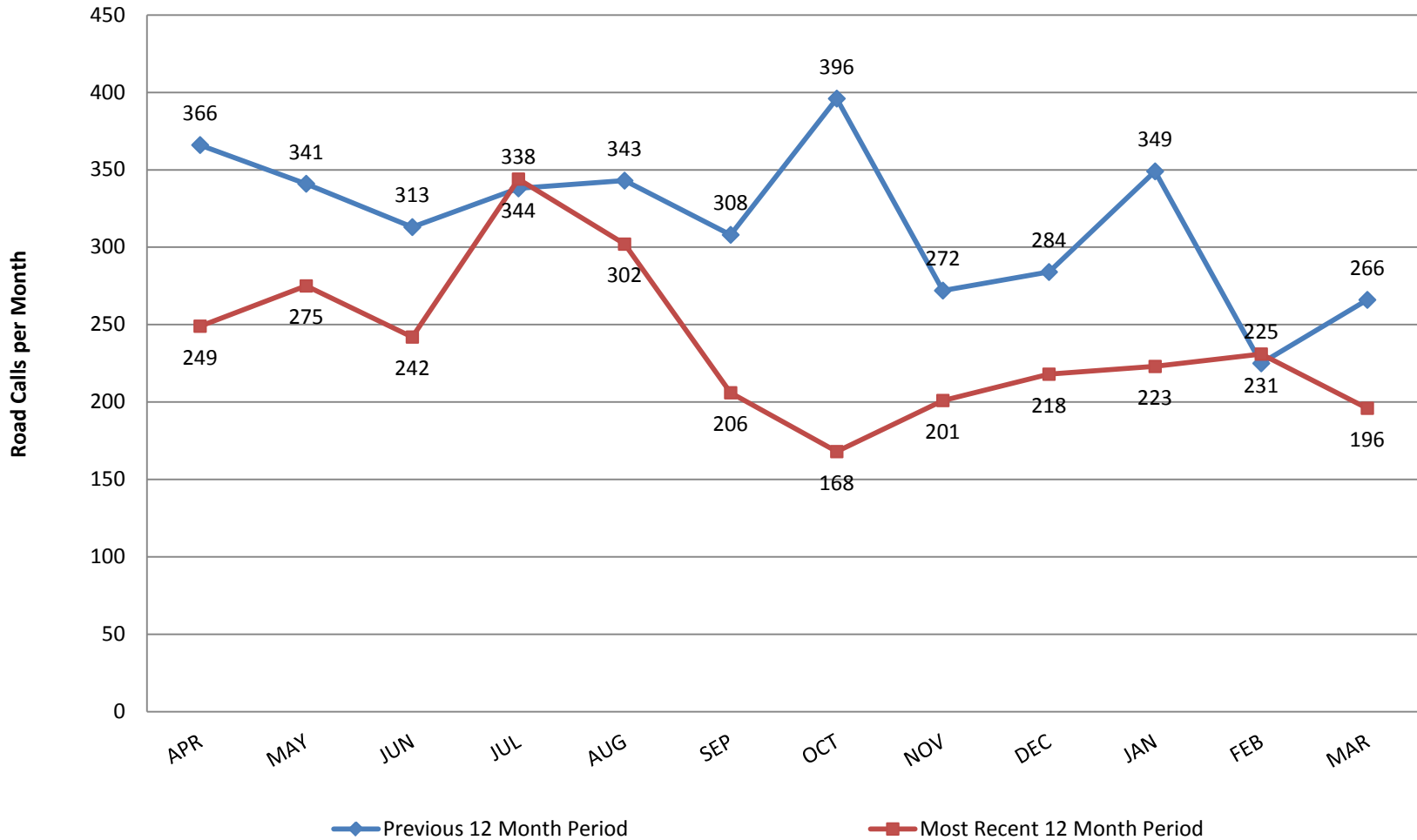
March 2013





# HAMPTON ROADS TRANSIT

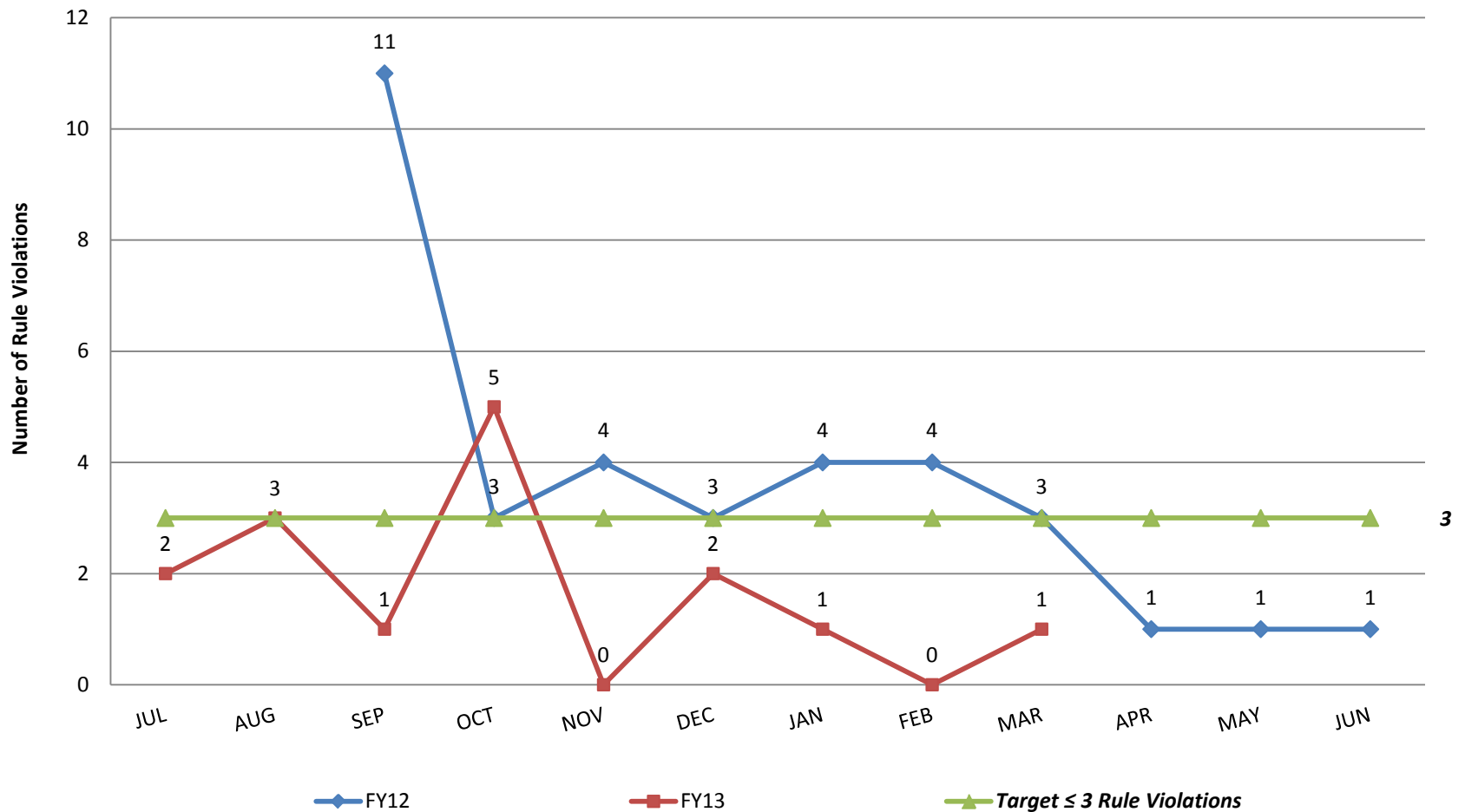
Bus Maintenance  
Road Call Summary  
(most recent 24 month period)





# HAMPTON ROADS TRANSIT

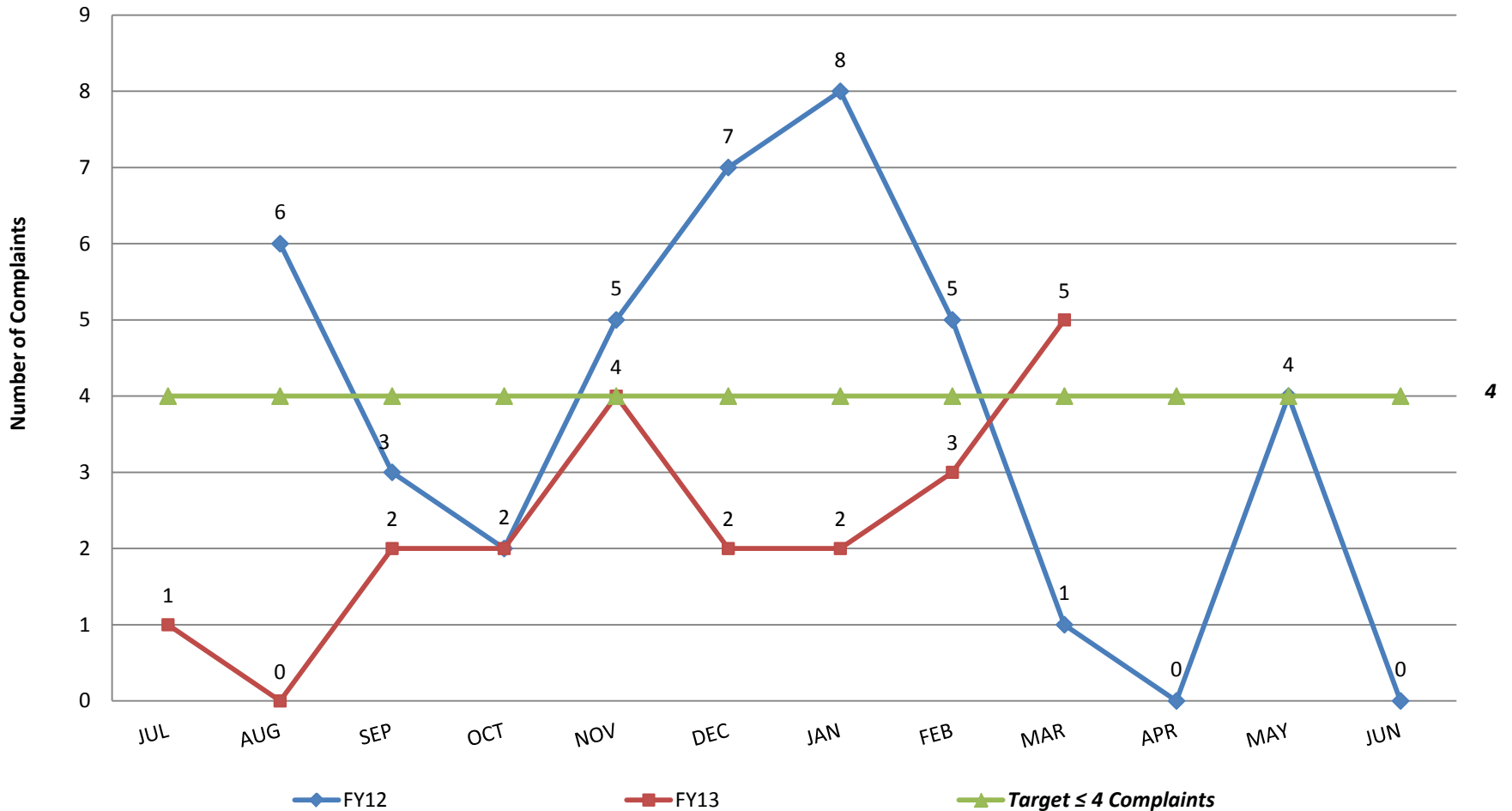
## Rail Transportation Operator Rule Violations FY12 / FY13





# HAMPTON ROADS TRANSIT

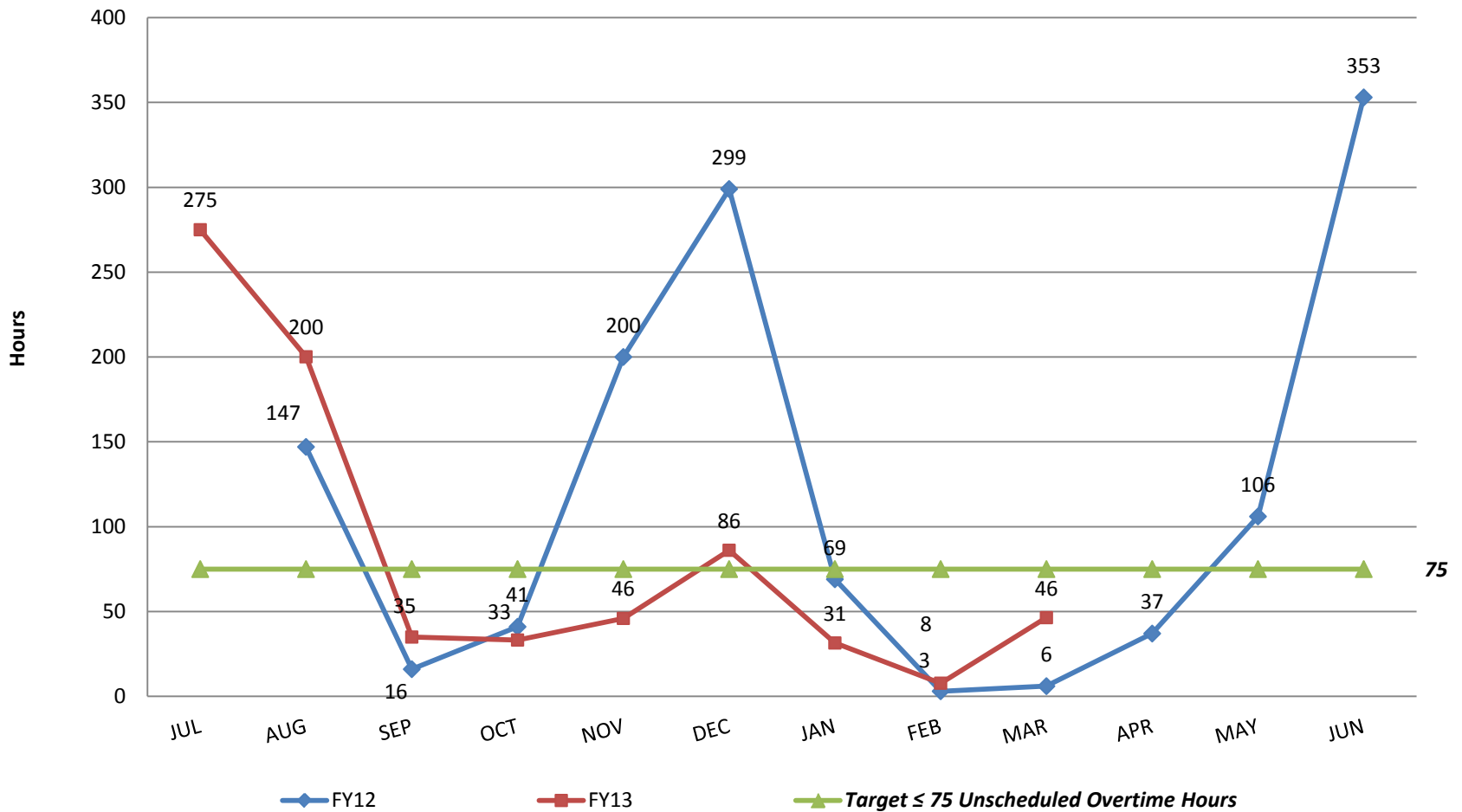
Rail Transportation  
Valid Customer Complaints  
FY12 / FY13





# HAMPTON ROADS TRANSIT

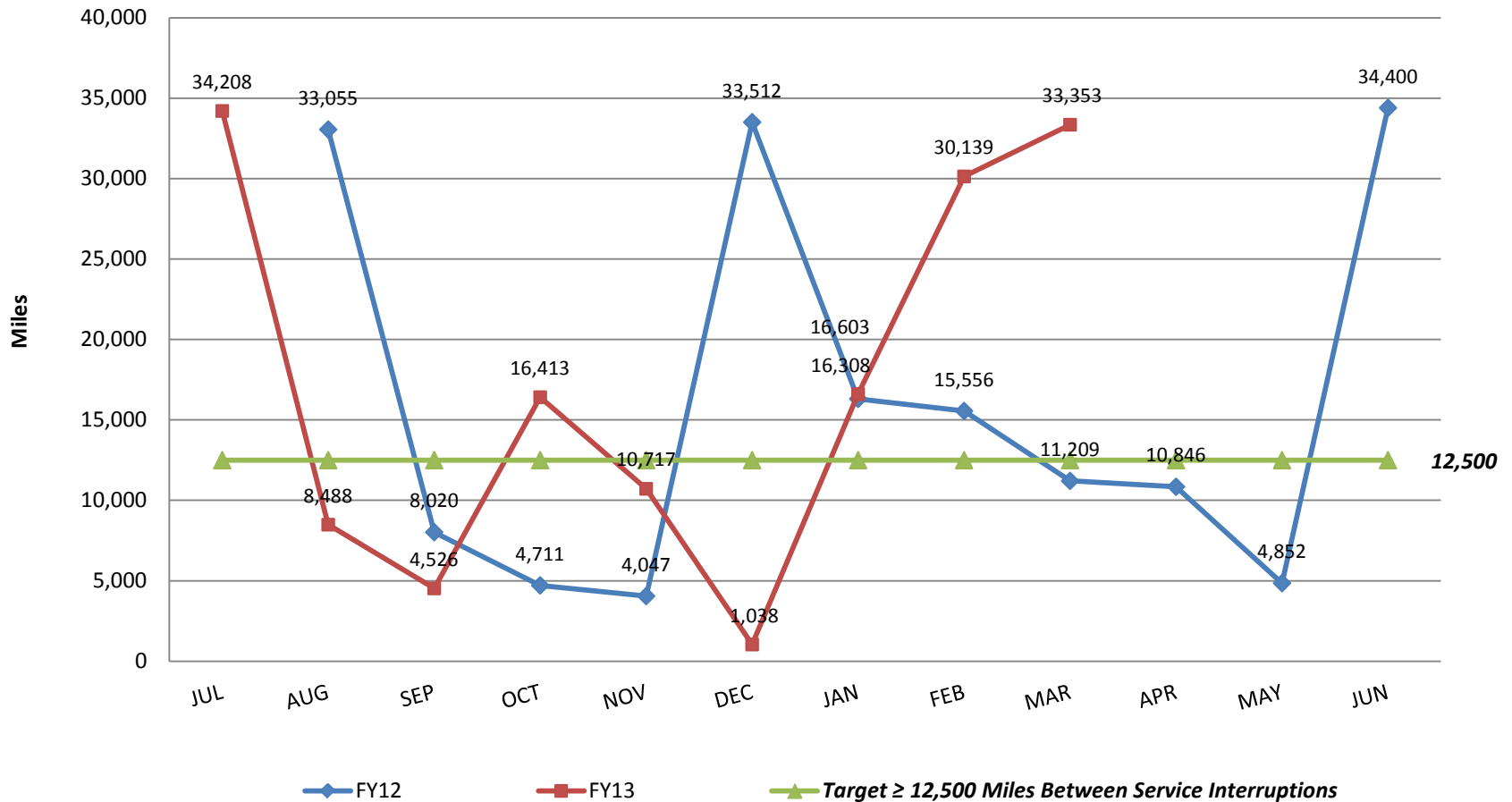
## Rail Transportation Unscheduled Overtime Hours FY12 / FY13





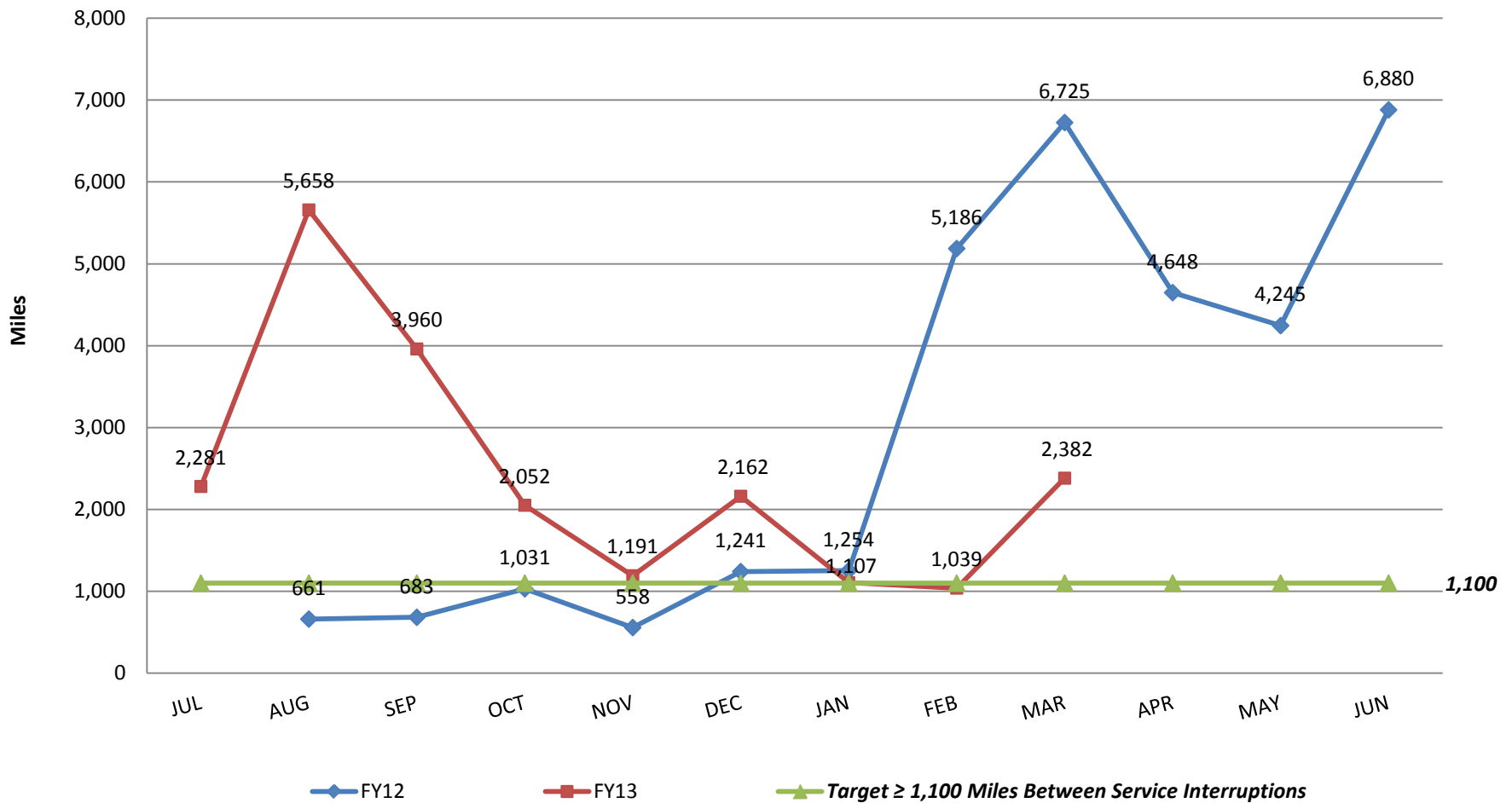
# HAMPTON ROADS TRANSIT

Rail Vehicle Maintenance  
Mean Distance Between Service Interruptions  
FY12 / FY13





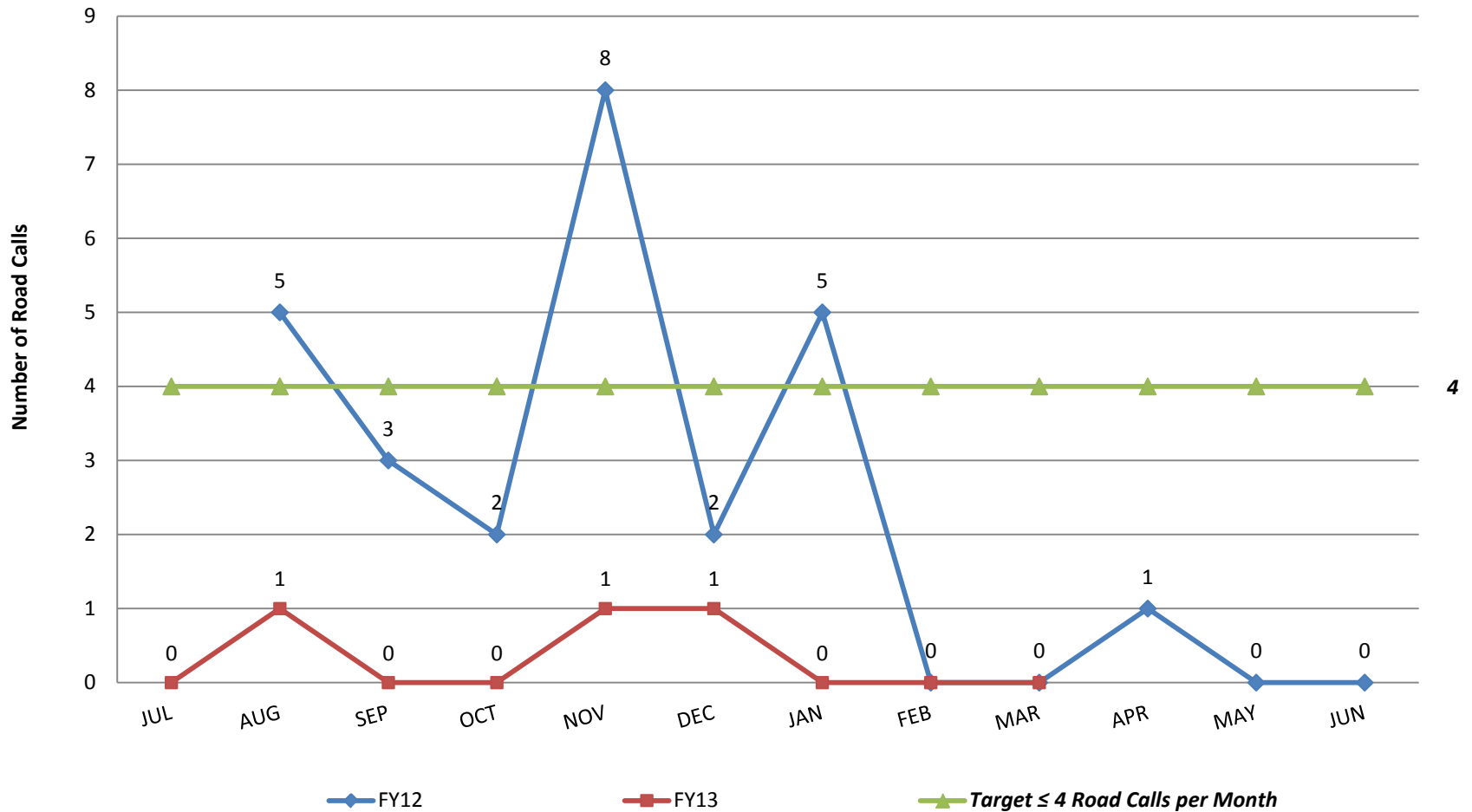
Rail Vehicle Maintenance  
Mean Distance Between LRV Subsystem Failures  
FY12 / FY13





# HAMPTON ROADS TRANSIT

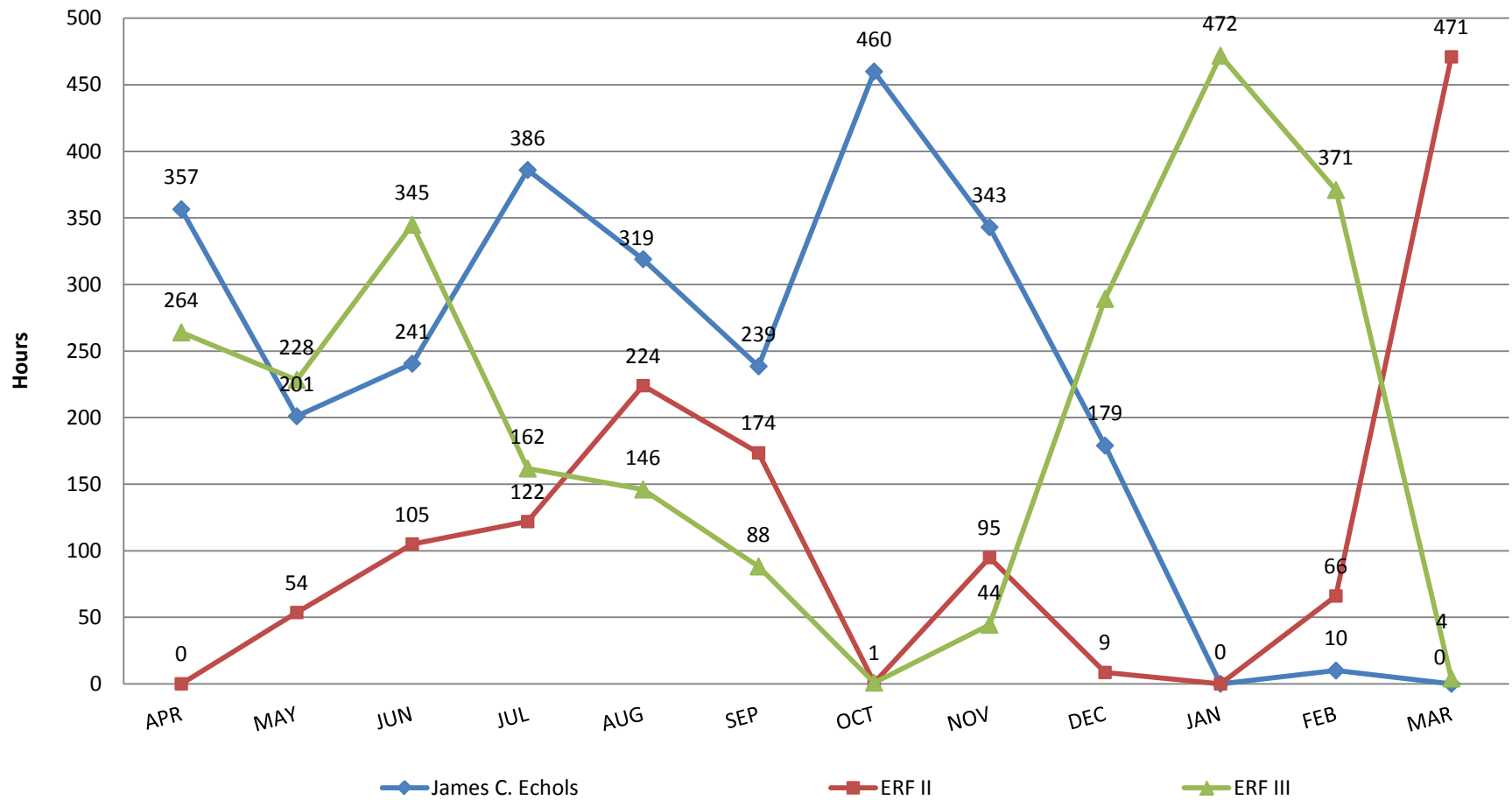
Rail Vehicle Maintenance  
Road Calls  
FY12 / FY13





# HAMPTON ROADS TRANSIT

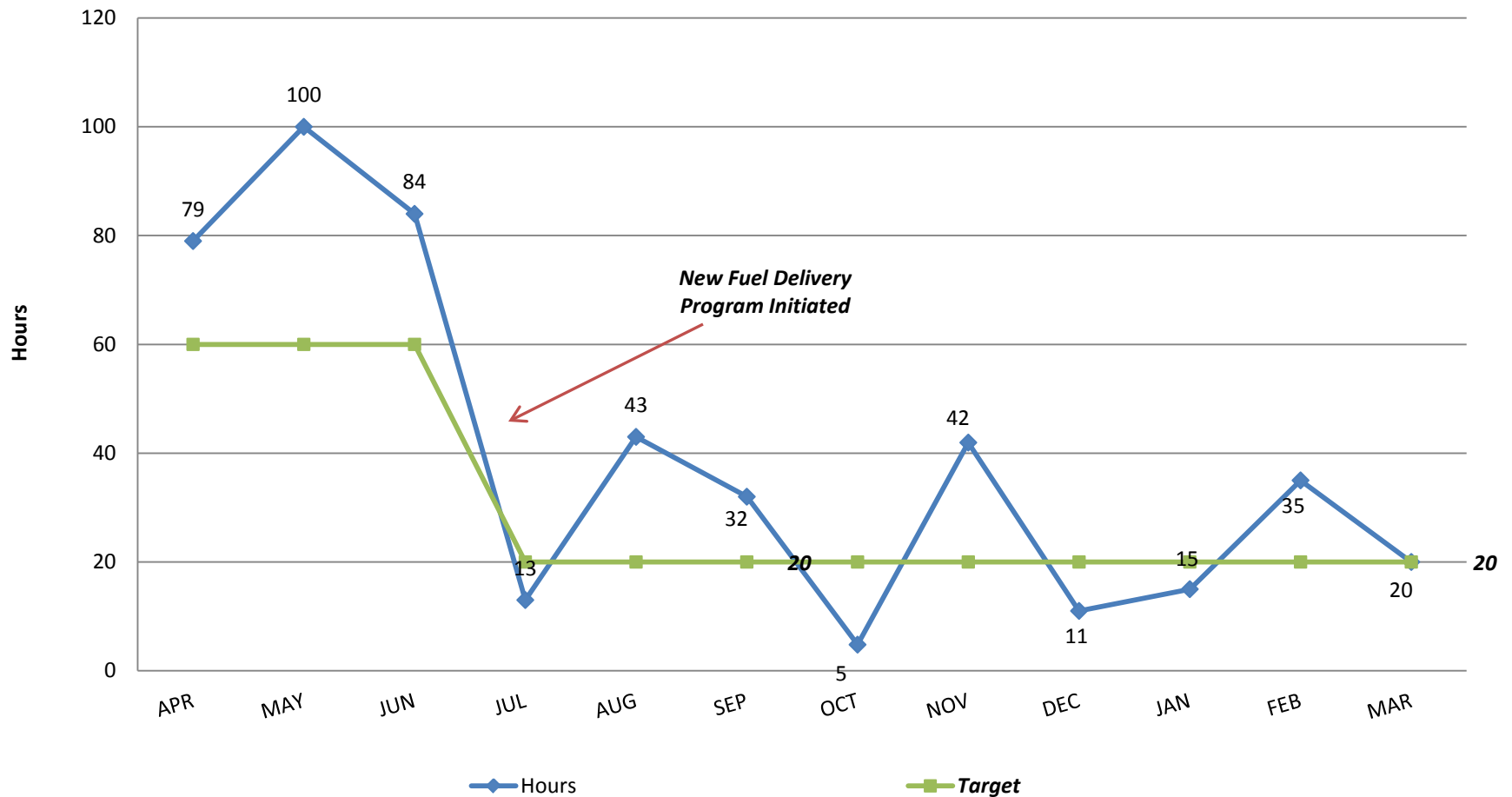
Technical Services  
Ferry Boat Engine Hours  
(most recent 12 month period)





# HAMPTON ROADS TRANSIT

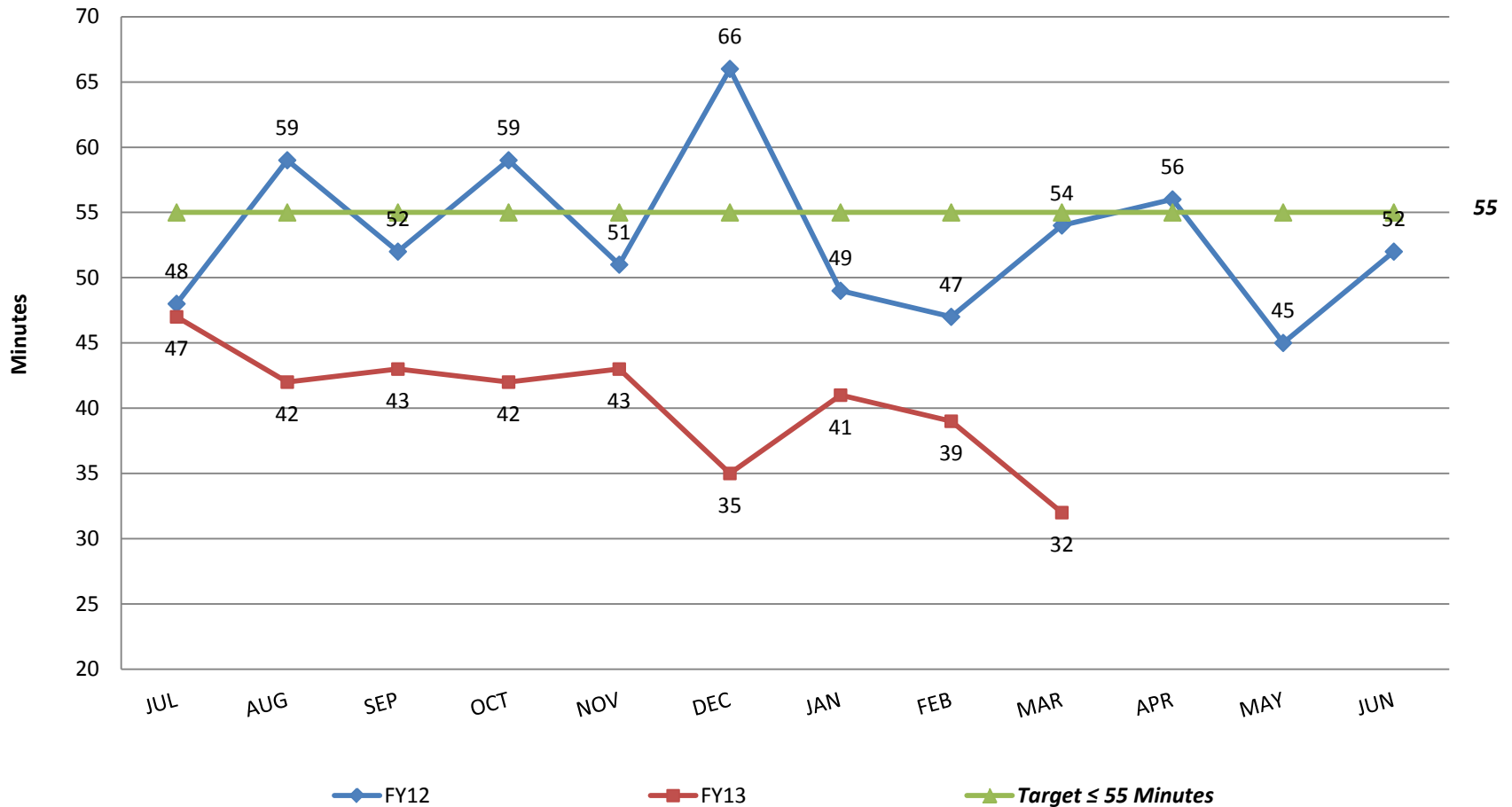
Technical Services  
Ferry Boat Deadhead / Idle Time  
(most recent 12 month period)





# HAMPTON ROADS TRANSIT

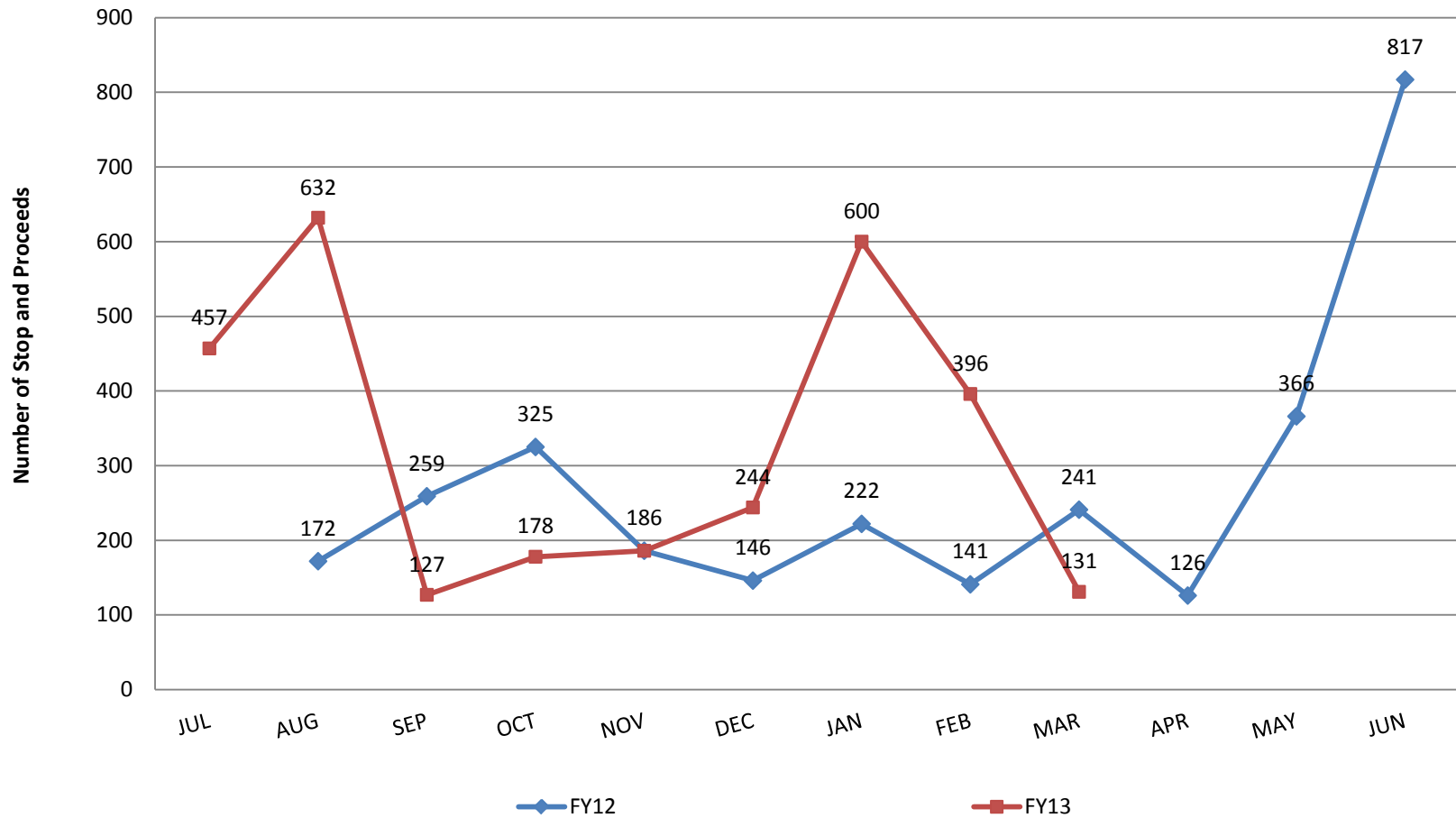
## Technical Services Response Time to Fare Box Malfunctions FY12 / FY13





# HAMPTON ROADS TRANSIT

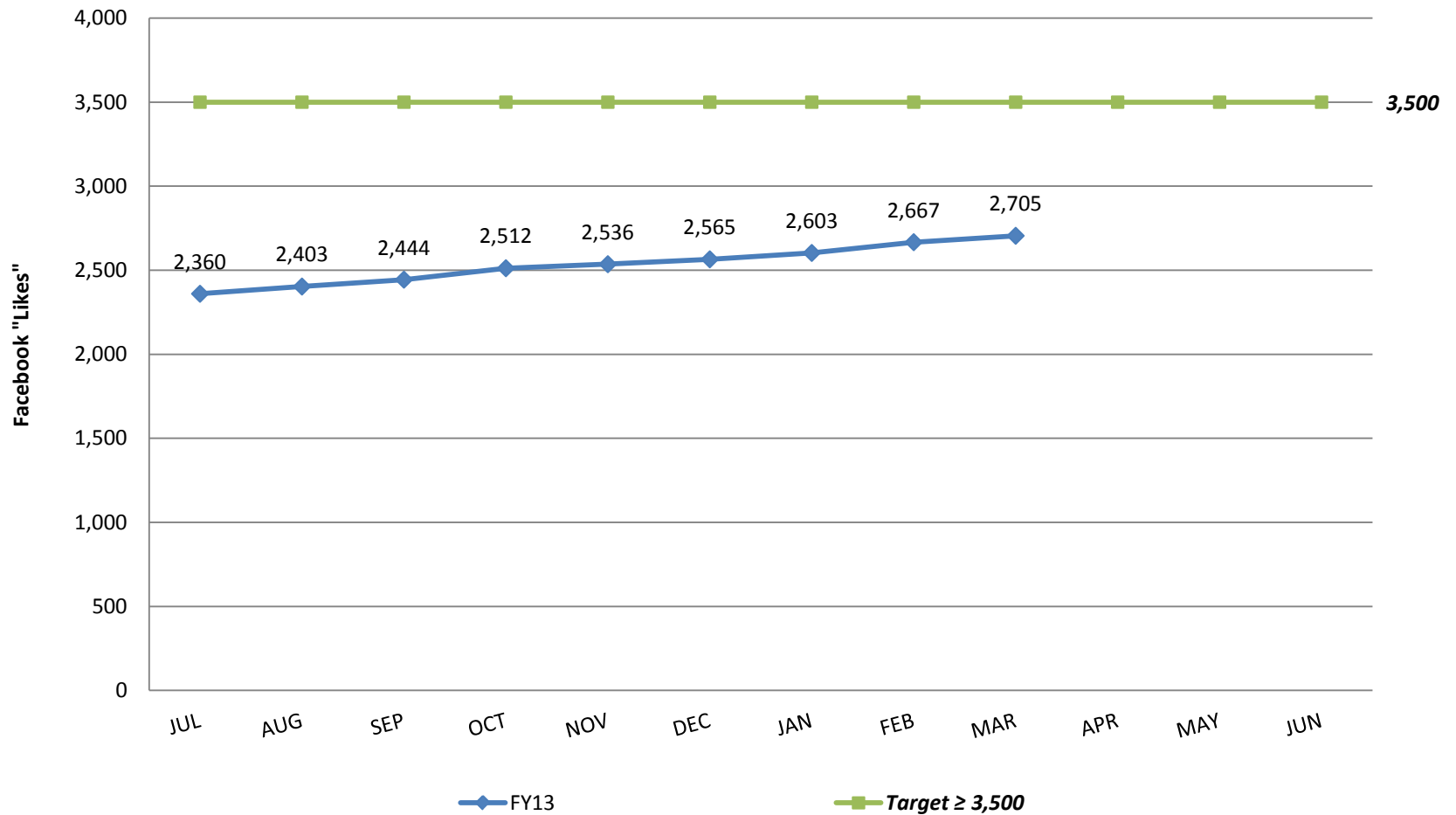
## Technical Services Central Business District Stop and Proceeds FY12 / FY13





# HAMPTON ROADS TRANSIT

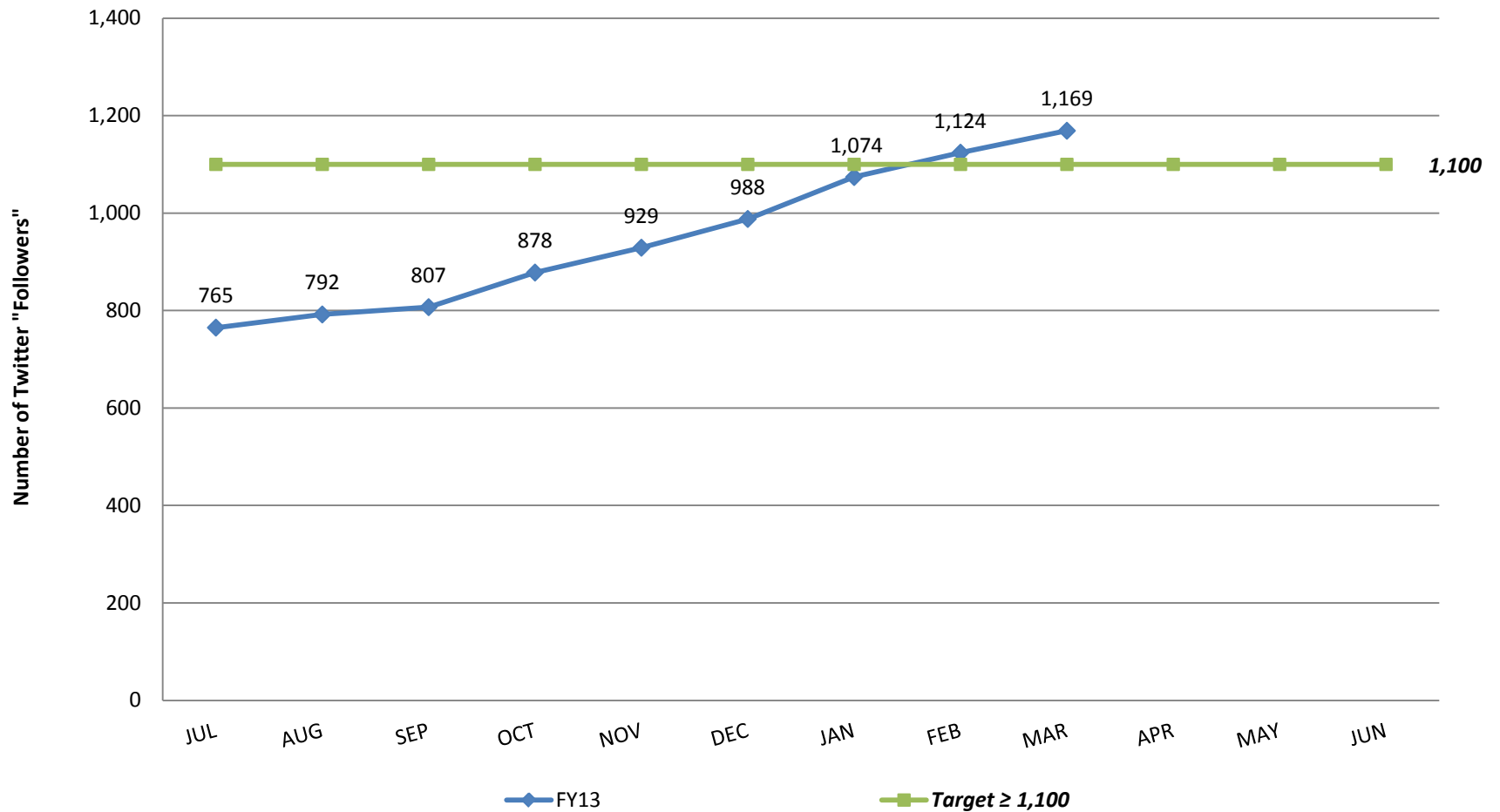
Operations Information  
Social Media - Facebook "Likes"  
FY13





# HAMPTON ROADS TRANSIT

Operations Information  
Social Media - Twitter "Followers"  
FY13

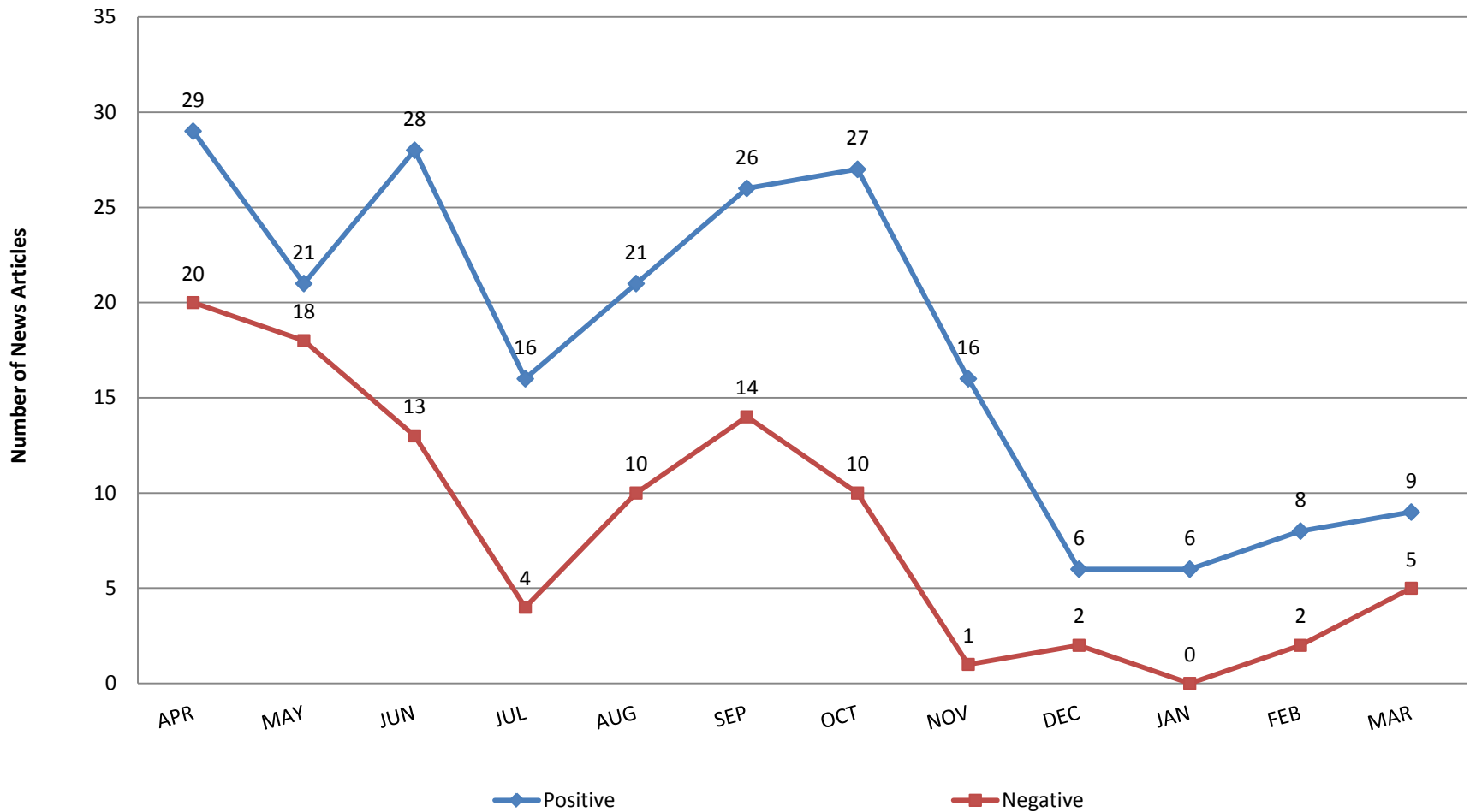






# HAMPTON ROADS TRANSIT

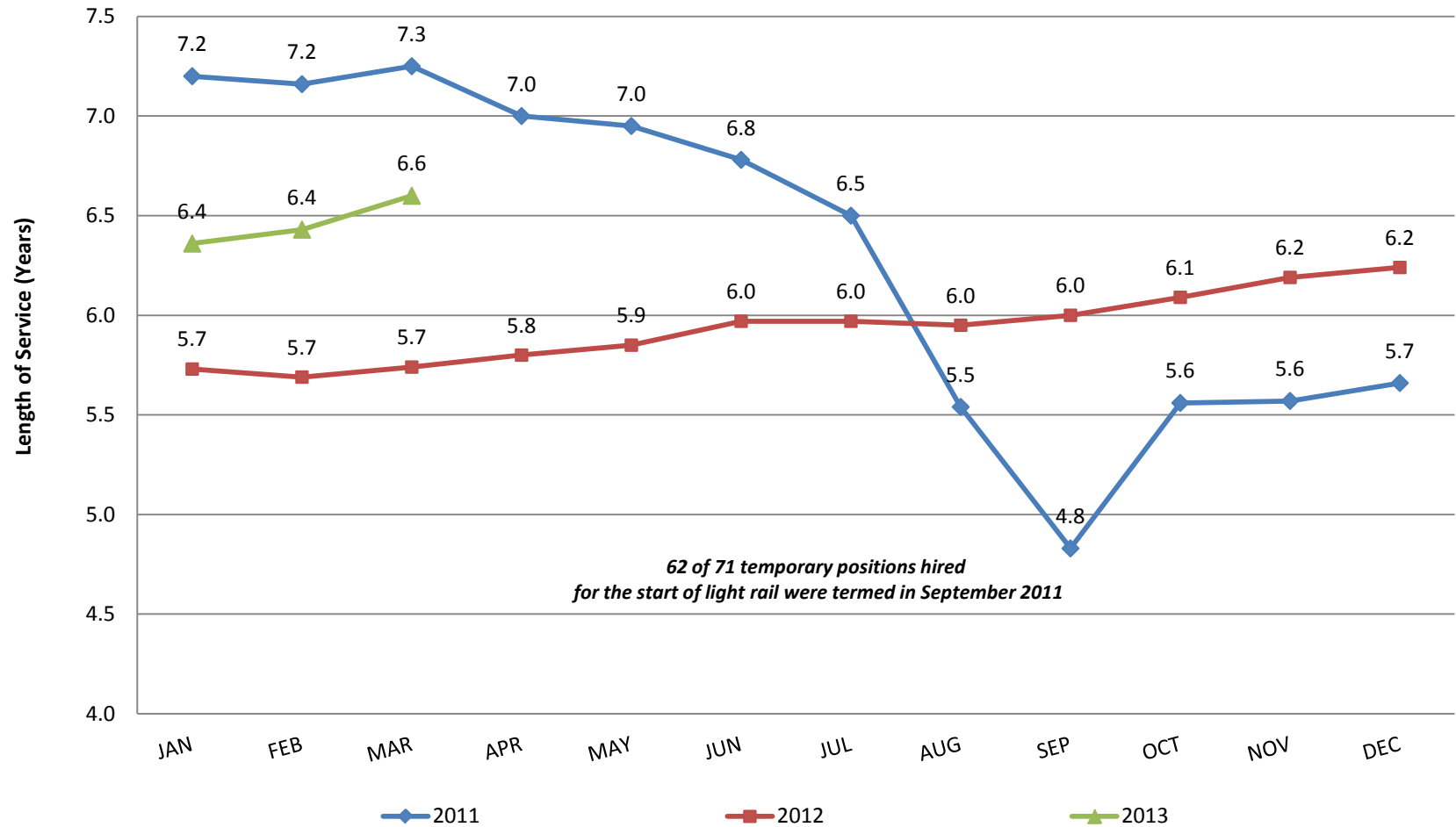
Operations Information  
Positive vs. Negative News Articles  
(most recent 12 month period)





# HAMPTON ROADS TRANSIT

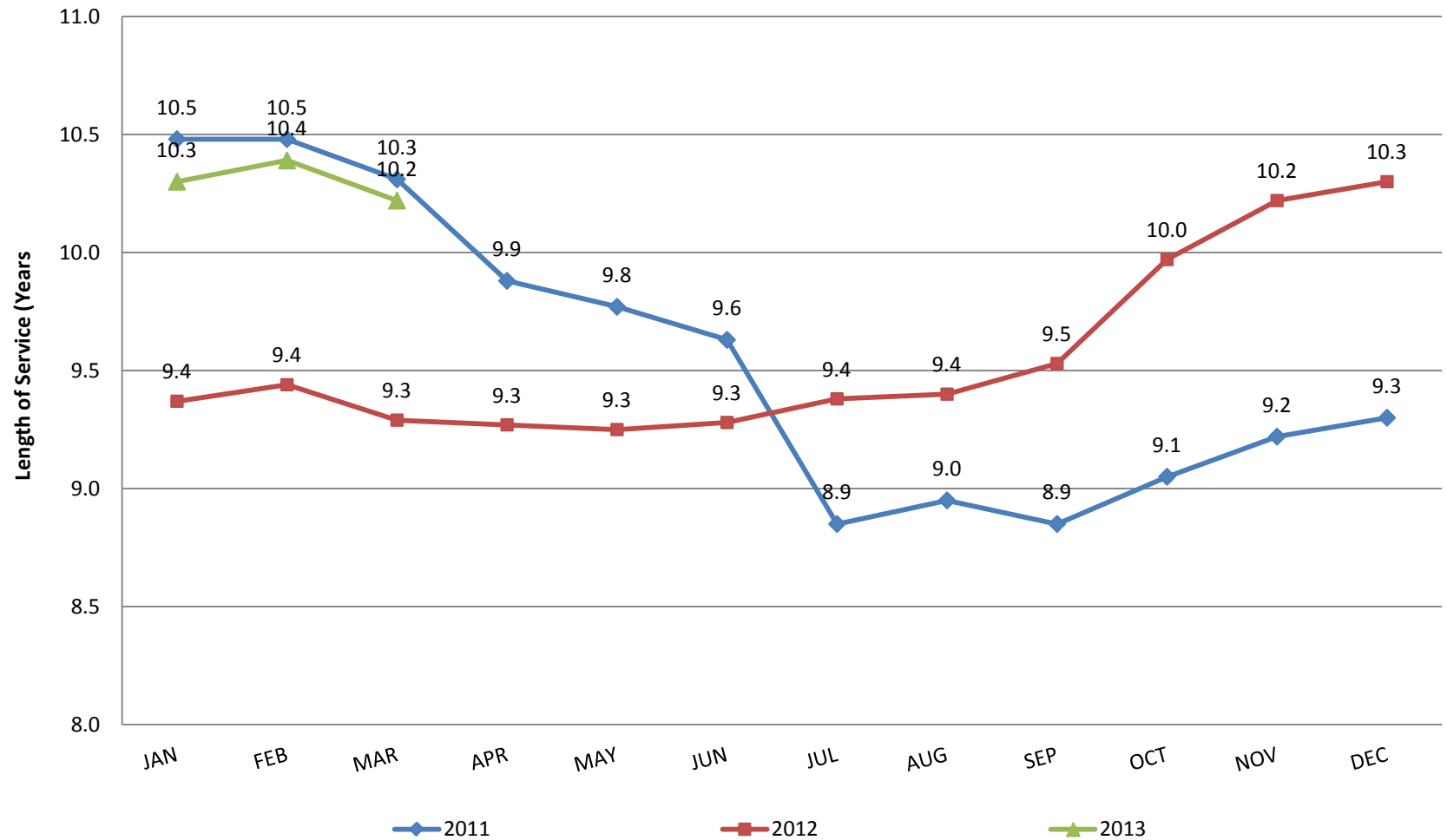
Average Length of Service (Years)  
Administrative Employees





# HAMPTON ROADS TRANSIT

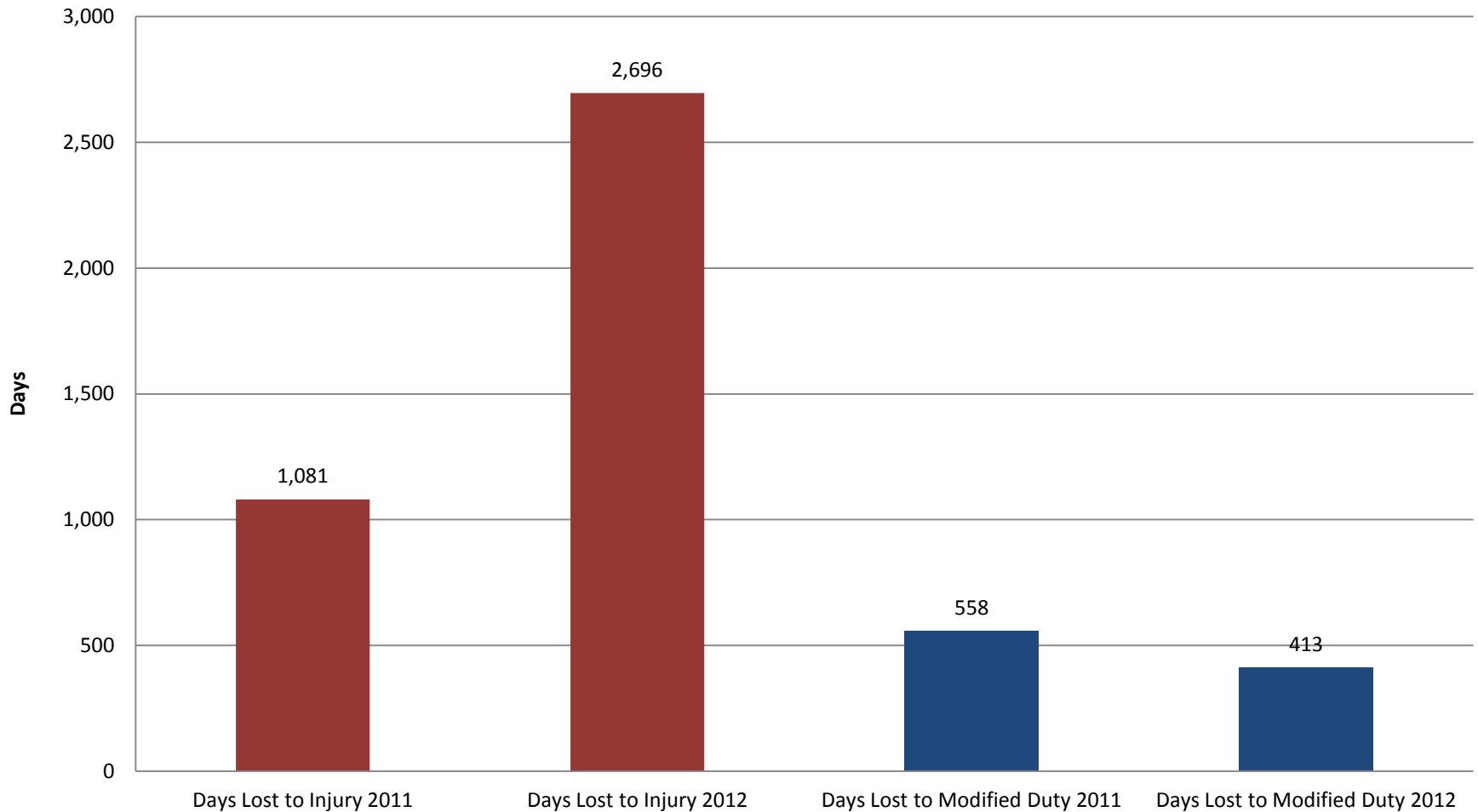
Average Length of Service (Years)  
Union Employees





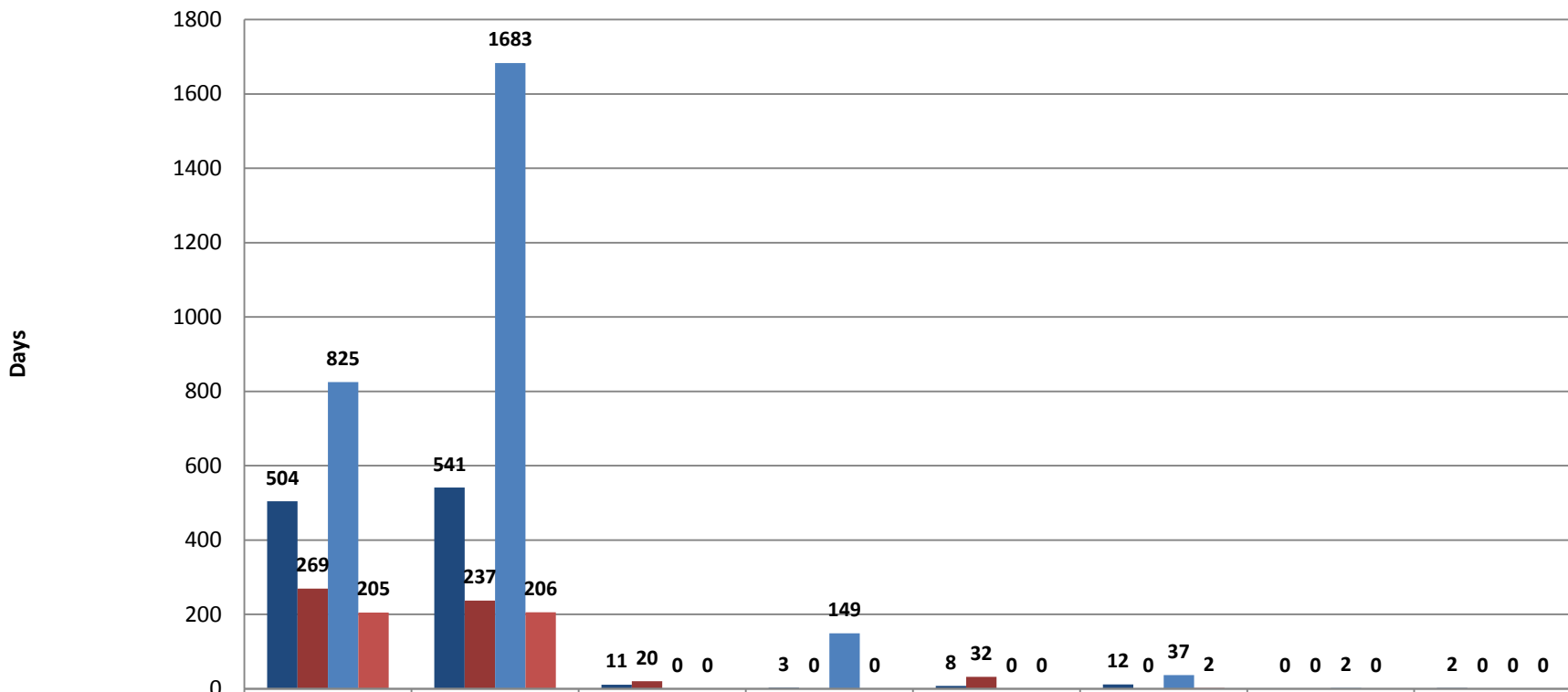
# HAMPTON ROADS TRANSIT

Workers Compensation  
Days Lost to Injury & Modified Duty  
2011 / 2012





Workers Compensation  
Days Lost to Injury - Days Out / Modified Duty  
2011 / 2012



■ 2011 Days Lost	504	541	11	3	8	12	0	2
■ 2011 Modified Duty	269	237	20	0	32	0	0	0
■ 2012 Days Lost	825	1683	0	149	0	37	2	0
■ 2012 Modified Duty	205	206	0	0	0	2	0	0