



Performance Summary

Quarterly Reporting Schedule: January, April, July, October

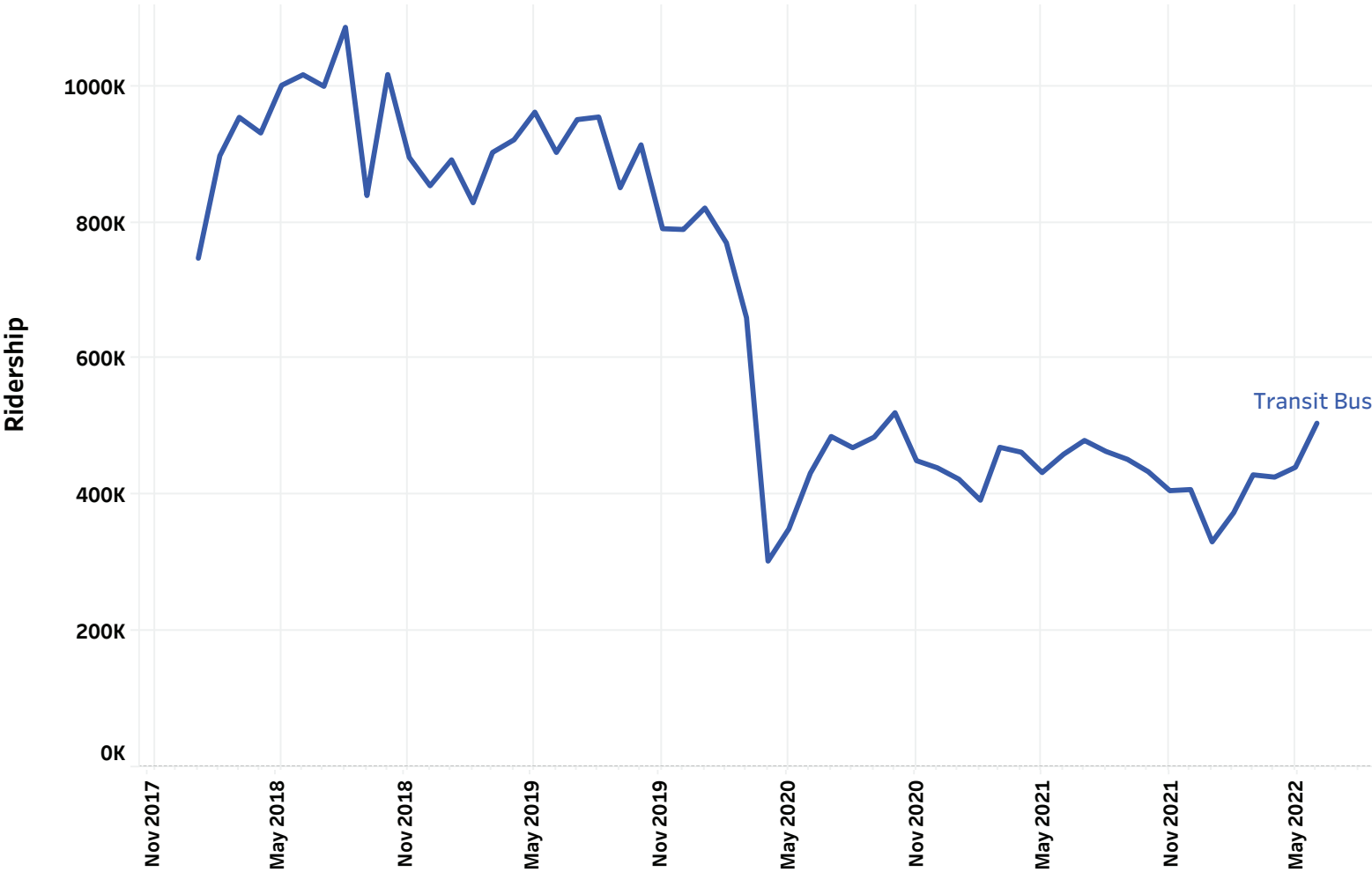
RIDERSHIP – ALL MODES

*Data reflects the impacts of the COVID-19 pandemic on Hampton Roads Transit.

		Total	Ferry	Light Rail	Paratransit	Transit Bus
2022	June	642,146	37,592	70,467	28,850	505,237
	May	558,535	24,278	64,282	29,381	440,594
	April	540,611	18,607	67,101	28,787	426,116
	March	530,665	11,866	58,886	30,429	429,484
	February	456,624	7,568	49,977	25,159	373,920
	January	400,282	4,989	42,384	21,784	331,125
2021	December	497,141	9,479	54,016	25,774	407,872
	November	496,161	9,587	54,580	25,734	406,260
	October	539,642	16,273	62,887	26,436	434,046
	September	560,991	21,019	61,788	25,965	452,219
	August	568,045	22,023	56,728	25,442	463,852
	July	593,689	30,928	58,375	24,430	479,956
	June	558,424	22,480	51,570	24,616	459,758
	May	524,800	20,650	47,226	24,095	432,829
	April	549,003	15,519	46,888	23,905	462,691
	March	551,402	11,441	46,767	23,319	469,875
	February	456,245	4,840	39,991	19,164	392,250
	January	487,997	5,470	39,857	19,590	423,080
2020	December	505,421	6,111	38,431	21,081	439,798
	November	524,625	9,127	44,684	20,538	450,276
	October	605,009	11,916	49,220	23,179	520,694
	September	570,255	14,342	49,735	21,327	484,851
	August	549,047	14,838	44,384	20,483	469,342
	July	569,121	15,084	46,506	21,750	485,781
	June	510,384	14,055	42,159	22,206	431,964
	May	405,716	8,331	29,464	17,778	350,143
	April	346,757	3,579	25,617	14,667	302,894
	March	772,868	8,688	79,342	24,747	660,091
	February	906,490	9,672	96,596	30,190	770,032
	January	970,867	12,320	104,168	33,184	821,195
2019	December	930,297	13,003	96,592	30,989	789,713
	November	938,263	14,201	101,651	31,546	790,865
	October	1,093,122	21,049	123,047	35,051	913,975
	September	1,020,779	25,409	113,730	30,648	850,992
	August	1,143,078	35,786	119,334	33,161	954,797
	July	1,137,540	42,245	112,302	31,986	951,007
	June	1,091,424	46,332	112,132	30,164	902,796
	May	1,143,728	33,208	114,917	33,652	961,951
	April	1,097,987	22,960	121,162	32,474	921,391
	March	1,065,254	16,882	112,539	32,992	902,841
	February	973,193	10,257	104,346	29,603	828,987
	January	1,062,569	31,296	107,385	31,926	891,962

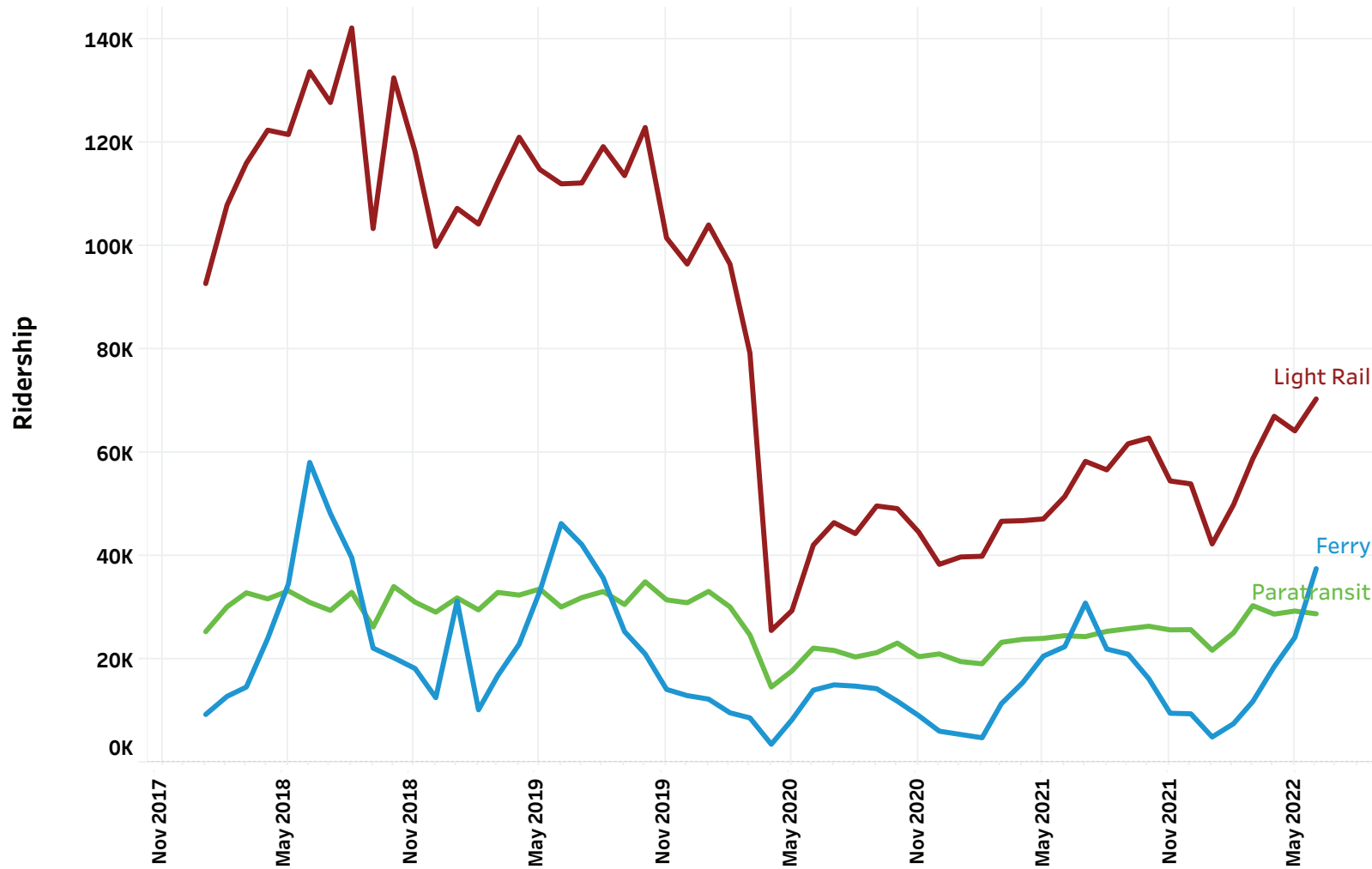
RIDERSHIP – BUS

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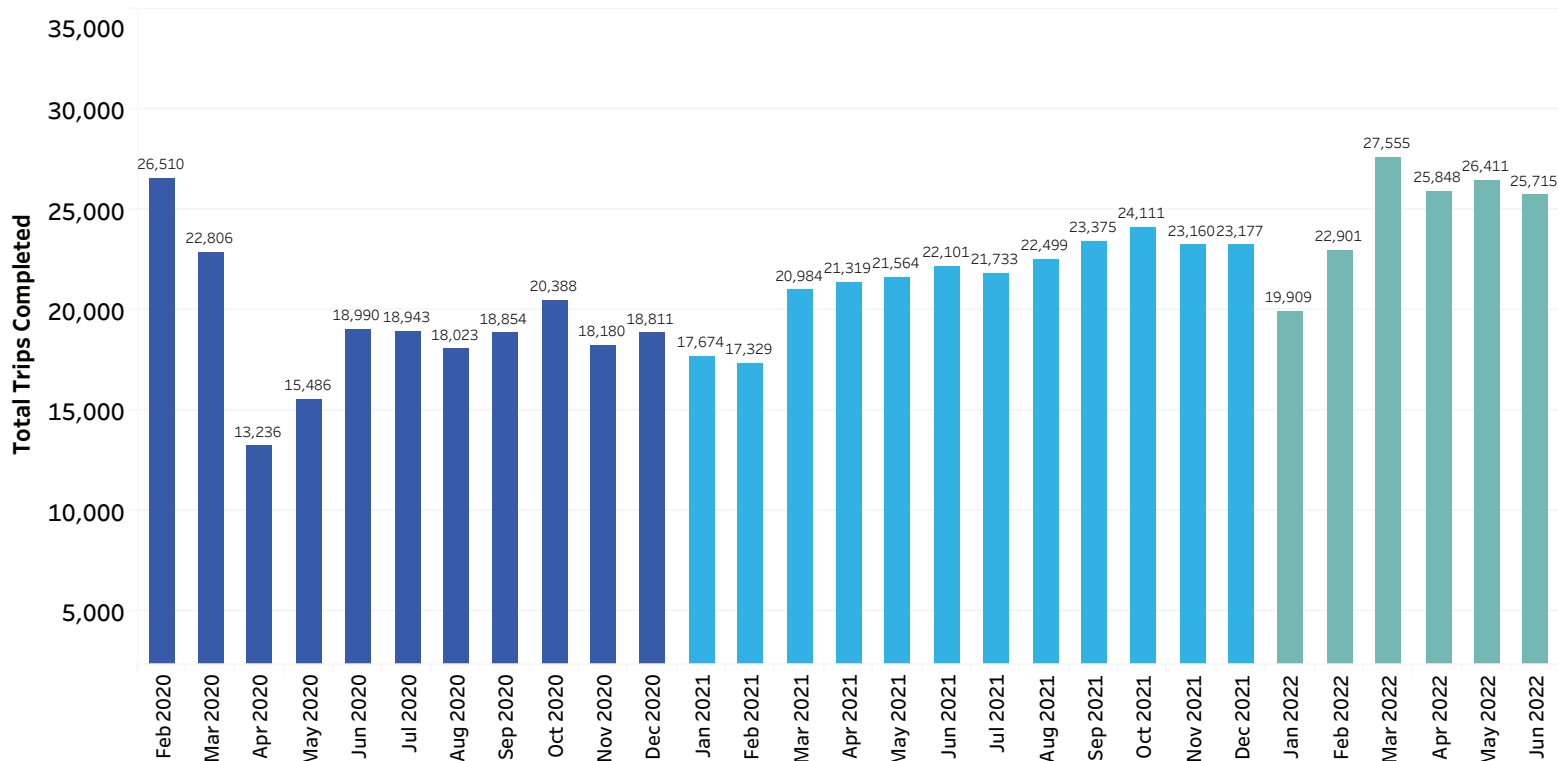
RIDERSHIP – LIGHT RAIL, FERRY, PARATRANSIT

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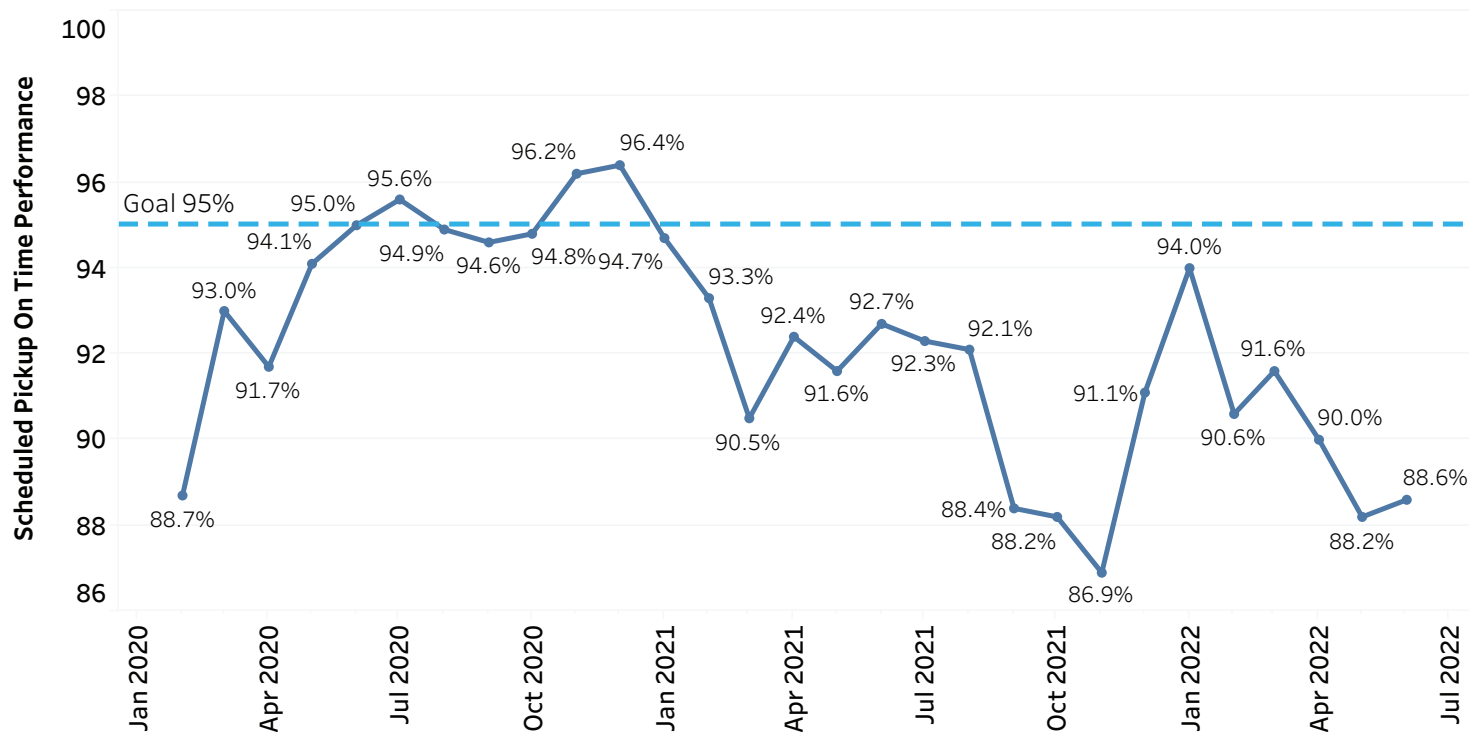
PARATRANSIT TOTAL TRIPS

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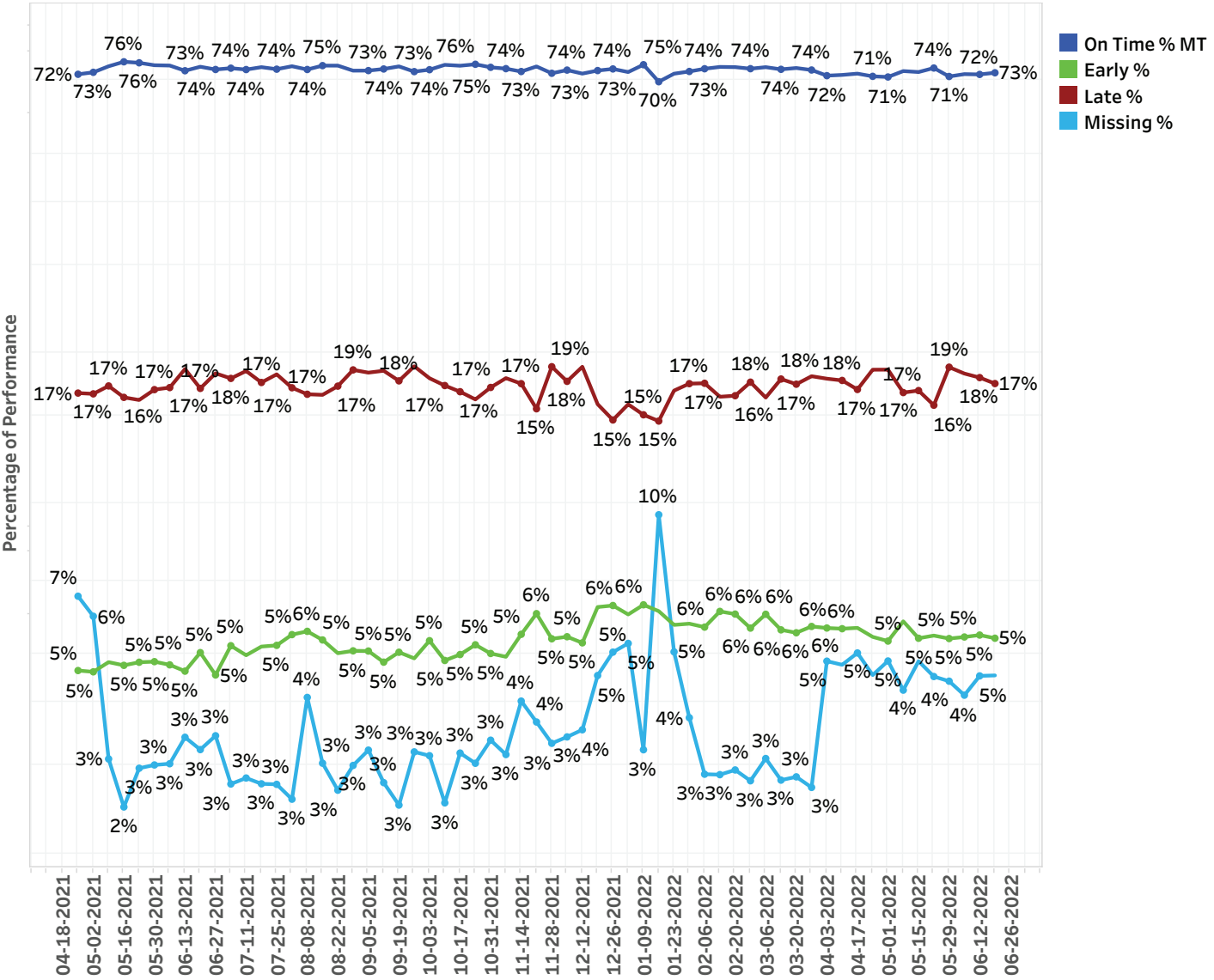
PARATRANSIT PICK-UP ON TIME PERFORMANCE

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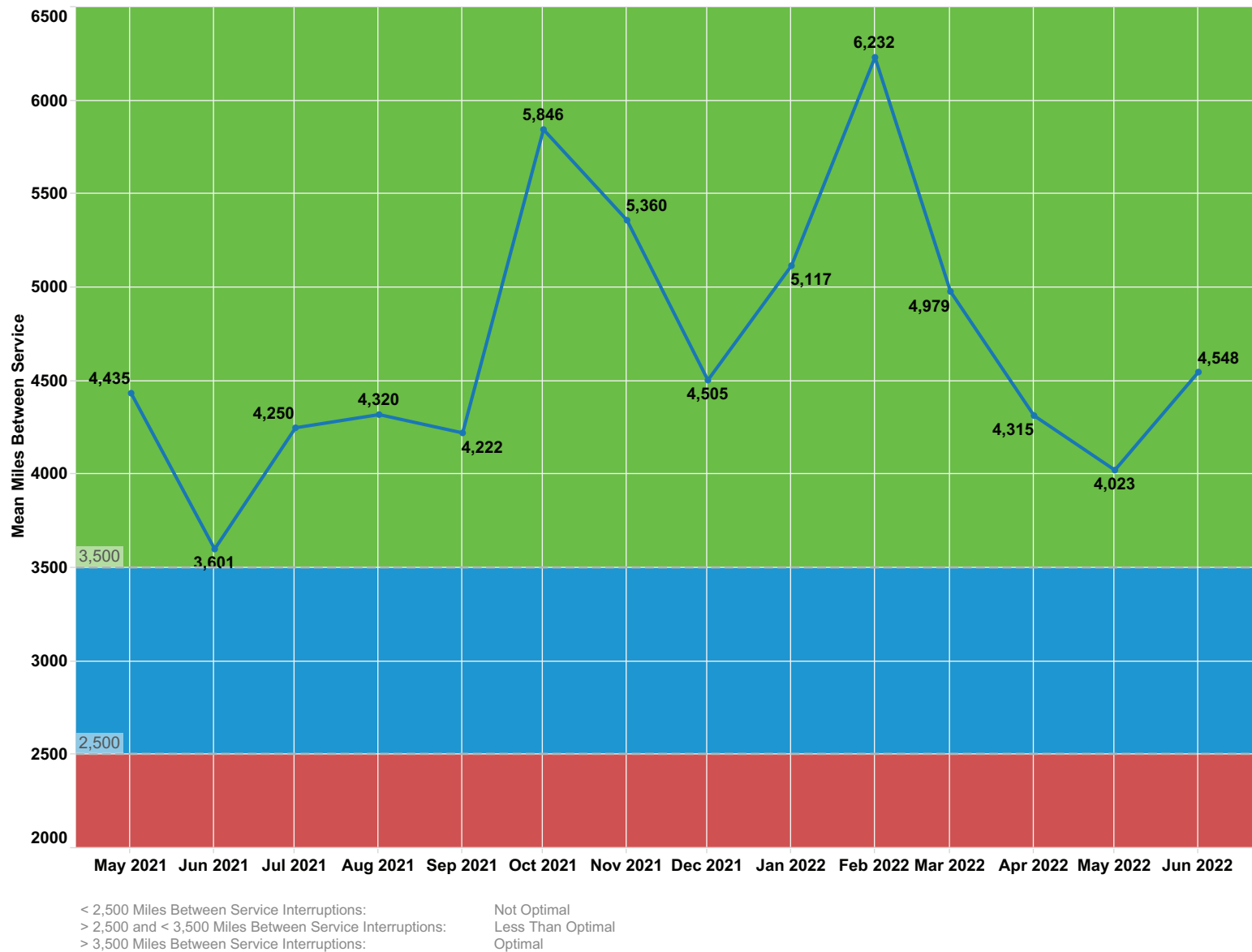
BUS ON-TIME PERFORMANCE

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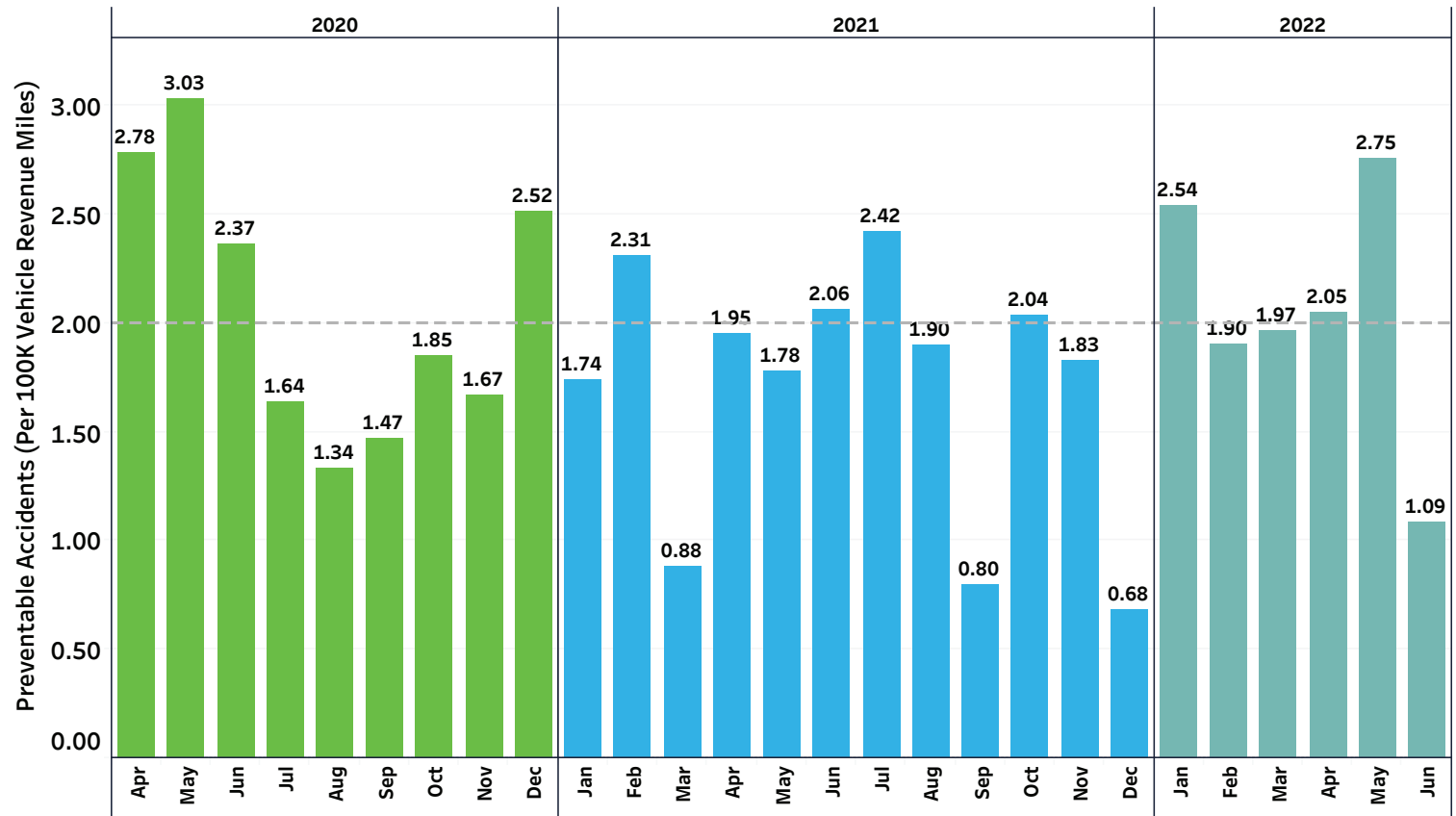
MEAN DISTANCE BETWEEN SERVICE INTERRUPTIONS

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BUS PREVENTABLE ACCIDENTS – LAST 2 FULL YEARS

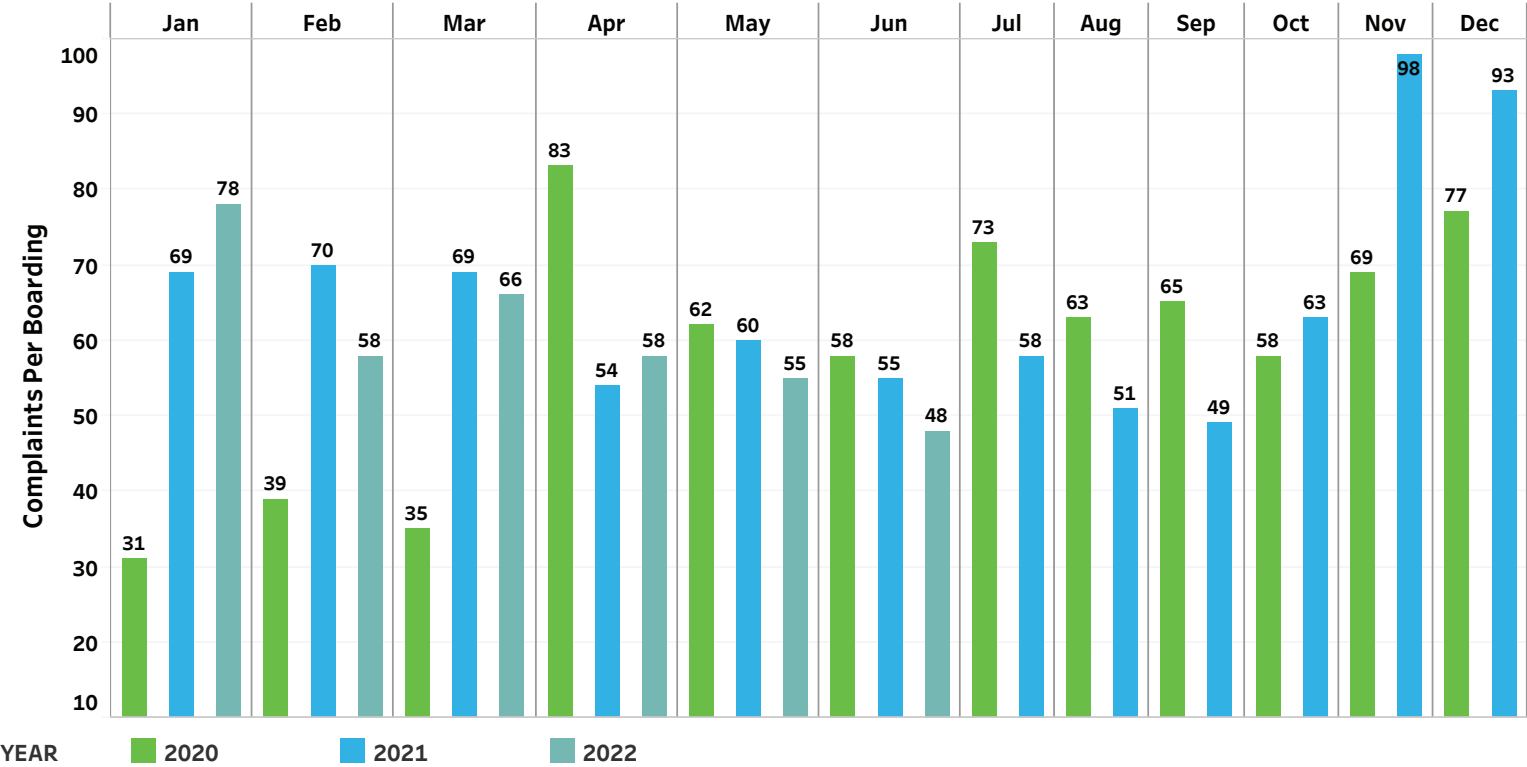
*Note: target line represents 2 preventable accidents per 100k vehicle revenue miles.



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COMPLAINTS PER 100K BOARDINGS FOR LAST 24 MONTHS



COMPARISON OF CAFS CREATED FOR THE QUARTER FOR BUS OPERATIONS

APRIL 1, 2022 – JUNE 30, 2022

Top Customers Concerns	April	May	June
1. Late	30	39	35
2. Unprofessional Behavior	34	23	22
3. Driver Performance (aggressive driving, violations, speeding)	30	24	13
4. Pass by Passenger including Wheelchair Passengers	24	20	14
5. No Passenger Pickup	14	14	10
6. Bus No Show	10	14	10
Total	142	134	104

