

Transit Strategic Plan

FY2025 – FY2034



DECEMBER 2023

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Acknowledgements

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KIM WOLCOTT, CHIEF HUMAN RESOURCES OFFICER
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DAWN SCIORTINO, CHIEF SAFETY OFFICER
ALEXIS MAJIED, CHIEF COMMUNICATIONS OFFICER
ROBERT TRAVERS, ATTORNEY
MALIKA BLUME, MANAGER OF INTERNAL AUDIT

Hampton Roads Transit Planning Department

VINCENT JACKSON, DIRECTOR OF SERVICE PLANNING AND SCHEDULING
ANTOINETTE WHITE, ASSISTANT DIRECTOR OF SERVICE PLANNING AND SCHEDULING
SHERRI DAWSON, DIRECTOR OF TRANSIT DEVELOPMENT
RODNEY DAVIS, DIRECTOR OF CUSTOMER RELATIONS
ROBERT LEE, REGIONAL TRANSIT SYSTEM PROGRAM MANAGER
KIM DARDEN, PLANNER

Hampton Roads Finance Department

ANGELA GLASS, DIRECTOR OF BUDGET AND FINANCIAL ANALYSIS
DONNA BRUMBAUGH, DIRECTOR OF FINANCE

Hampton Roads Executive Department

KEISHA BRANCH, DIRECTOR OF CAPITAL PROGRAMS
JENNIFER DOVE, TITLE VI COMPLIANCE OFFICER

Consultant Assistance

LORA BYALA, AICP, PRESIDENT AND CEO, FOURSQUARE ITP
LORI ZELLER, AICP, PROJECT MANAGER AND SENIOR TRANSPORTATION PLANNER, FOURSQUARE ITP
JOSH DIAMOND, VICE PRESIDENT OF SERVICE PLANNING AND PROJECT MANAGER, FOURSQUARE ITP
ANDY ZALEWSKI, AICP, VICE PRESIDENT AND PROJECT MANAGER, FOURSQUARE ITP
JESSICA KLION, PROJECT MANAGER AND SENIOR TRANSPORTATION PLANNER, FOURSQUARE ITP
JACK MCDOWELL, TRANSPORTATION PLANNER AND DATA SCIENTIST, FOURSQUARE ITP
LAURA DUKE, TRANSPORTATION PLANNER, FOURSQUARE ITP
JERRI NORMAN, TRANSPORTATION PLANNER, FOURSQUARE ITP
SIMON MOSBAH, PH.D., DIRECTOR, WSP
JACK GALLAGHER, SENIOR CONSULTANT, WSP
MILO MAGNO, CONSULTANT, WSP

Transit Strategic Plan Overview

The Transit Strategic Plan (TSP) is a “living document.” It serves as the 10-year blueprint for implementing better transit across the region’s core area that is served by Hampton Roads Transit (HRT). It is updated annually and will undergo a major update every five years. HRT’s inaugural TSP was developed between 2019 and 2020 and adopted in June 2020. The first and second minor annual update were adopted in March 2021 and December 2021 respectively. The third minor annual update was adopted in December 2022. These updates are important to support flexibility for HRT and its partners to make the best use of available resources and to continuously improve and adapt to changes in customer demand and in the mobility marketplace.

This is the fourth annual minor TSP update. Since HRT’s inaugural TSP, the COVID-19 pandemic has impacted HRT and the communities it serves. HRT has activated a multi-year strategy beginning with immediate actions, with the help of emergency funding from state and federal partners and the support of its Board, to quickly adapt to new conditions while remaining focused on accomplishing its day-to-day mission and positioning the agency for a safe and sustainable future. HRT has experienced a shortage of operators for the last few years.

From March 31 to June 14, 2020, HRT implemented an Essential Service Plan which provided reduced levels of service in response to the COVID-19 pandemic. Fares were free from March 31 to July 1, 2020. Regular levels of service were operated from June 14, 2020, through May 8, 2021. On May 9, 2021, HRT began the Service Reliability Plan because of reduced operator availability due to the COVID-19 pandemic. The Service Reliability Plan is designed to match the level of service to operator availability so reliable service can be delivered with fewer missed trips. Northside service returned to pre-pandemic service levels in October 2022. While the Service Reliability Plan is still in effect for the four southside cities, HRT has incrementally been returning some service frequencies on some routes to pre-pandemic levels as bus operator workforce levels have been slowly returning to pre-pandemic conditions. HRT will continue to return service frequencies on the southside in an incremental fashion, carefully matching bus operator workforce levels to the route service demands.

The new—and long worked for—accomplishment of regional transit funding for HRT is also a game changer. Former Virginia Governor Ralph S. Northam was joined by lawmakers, mayors, HRT employees and Commissioners, and special guests from across Hampton Roads for a ceremonial bill-signing on Friday, September 18, 2020. For the first time ever, HRT has regional funding to support a core network of routes with consistent and reliable service. Chapter 6, the Hampton Roads Regional Transit Program, documents how investments will be made with this fund (the Hampton Roads Regional Transit Fund) to significantly improve transit along the busiest corridors of HRT’s service area. This TSP update contains the phased services and related capital projects that comprise the Program. Implementation of the improved services will be contingent on operator availability, as HRT is still experiencing a shortage of operators.



The improvements to these corridors listed in the TSP are consistent with the purposes and requirements outlined in the legislation that authorizes the Hampton Roads Regional Transit Program and Fund. The documented Program also aligns with the service planning principles and framework detailed in Chapter 1. This includes top regional priorities of providing more reliable inter-jurisdictional bus service, with priority on more service frequency during hours of the day that most commuters are traveling between work and home, in addition to new investments in technology and customer amenities that will significantly improve the customer experience and the effectiveness of regional transit operations.

Hampton Roads' ability to thrive depends significantly on having a well-performing transportation system, including public transportation. Residents throughout the region deserve access to safe, reliable, and affordable transportation options. Implementing better transit will more effectively connect communities and businesses across the region, improving access to jobs, healthcare, retail and recreation, and education and workforce training opportunities. New connections, better reliability, and more convenient and faster commutes will be achieved as service improvements are made.

It is unmistakable: a new day is dawning for public transportation in Hampton Roads as HRT embarks on its third decade serving the region. The next 10 years will surely be exciting and filled with new challenges and opportunities. As the agency's Mission and Vision make clear, HRT stands ready to serve as *"a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork"* and *"to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable."*

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Glossary

757 Express: “757 Express” is the branded name for the Regional Transit System, which consists of Regional Backbone routes, Metro Area Express, and Peninsula Commuter Service routes.

Bayfront Shuttle: The Bayfront Shuttle is a seasonal route (Route 35) that is part of the VB Wave family of routes and operates in the beachfront community in Virginia Beach.

Capital Improvement Plan: HRT’s Capital Improvement Plan (CIP) is a detailed 10-year plan for capital improvements, which is updated annually.

Coverage Routes: Coverage routes are a service classification for routes that provide communities with lower transit demand, but with still enough demand to warrant fixed-route service. These routes will be connected to Local Priority and Regional Backbone routes and will mostly operate within one jurisdiction but can cross jurisdictional boundaries.

Elizabeth River Ferry: The Elizabeth River Ferry provides public ferry service between Portsmouth, at the North Landing and High Street Landing Ferry Docks, and downtown Norfolk, at the Waterside Landing Ferry Dock. Between April and September, the ferry also provides service to the Harbor Park Ferry Dock for gameday service to Tide baseball games.

Facility Asset Management Plan: HRT’s Facility Asset Management Plan and Passenger Amenities Policy outlines procedures for the installation, maintenance, and replacement of passenger facilities and amenities.

Hampton Roads Regional Transit Fund: The Hampton Roads Regional Transit Fund is the funding tool aligned with the Hampton Roads Regional Transit Program that shall be used for *“the development, maintenance, improvement, and operation of a core and connected regional network of transit routes and related infrastructure, rolling stock, and support facilities, to include the operation of a regional system of inter-jurisdictional high-frequency bus service, in a transportation district in Hampton Roads.”*¹

Hampton Roads Regional Transit Program: The Hampton Roads Regional Transit Program was established to define and supply resources for the development, operating, and capital needs for both expansion and state of good repair of reliable, high frequency regional transit operations.

Hampton Roads Transportation Accountability Commission: The Hampton Roads Transportation Accountability Commission (HRTAC) maintains and administers the Hampton Roads Regional Transit Fund.

Hampton Roads Transportation Planning Organization: The Hampton Roads Transportation Planning Organization (HRTPO) is the body created by the Hampton Roads localities and appropriate state and federal agencies to perform the duties of an MPO under the federal regulations.

Key Performance Indicator: A Key Performance Indicator (KPI) is a quantifiable measure used to evaluate the success of HRT transit services in meeting objectives for performance.

Limited/Express Routes: Limited/Express routes are a service classification for routes that provide bus service with limited stops connecting surrounding communities with downtown areas and other major employment sites or regional destinations, often via the interstates. Some routes will operate during peak-hour commuter service only. Limited/Express routes can operate within a jurisdiction or cross jurisdictional boundaries, providing express commuter connections to major employment destinations regionwide. All of these routes are part of the 757 Express network funded by the HRRT program.

¹ Code of Virginia § 33.2-2600.1 C.

Local Priority Routes: Local Priority routes are a service classification for routes that operate along arterials serving a specific community area with connections to the Regional Backbone network.

Metro Area Express: Metro Area Express (MAX) routes are the Limited/Express services that provide express commuter connections to major employment destinations regionwide. These routes are part of the 757 Express family of routes.

Non-Revenue Fleet: The fleet of HRT vehicles that support the operations and maintenance of in service vehicles and HRT facilities.

On-Demand / Demand Responsive Routes: On-demand or demand responsive services are a service classification that will operate in specified zones, connecting lower-density areas to local destinations and transfer opportunities to fixed-route service. These services can operate within a jurisdiction or cross jurisdictional boundaries. Another term for these service options is Microtransit.

Peak Period: Peak periods are the times of the weekday when HRT operates their maximum level of service. These periods happen on weekdays during the AM rush times, between 6:00 a.m. and 9:00 a.m., and the PM rush times, between 3:00 p.m. and 6:00 p.m.

Peak Vehicles: The number of transit vehicles necessary to operate the published service schedule during the peak period.

Peninsula Commuter Service: Peninsula Commuter Service (PCS) routes are the Limited/Express services that operate throughout the Peninsula and connect to the Newport News Shipyard. These routes are part of the 757 Express family of routes.

Regional Backbone Routes: Regional Backbone routes are a service classification for routes that make up the backbone of the HRT system, providing high-frequency service with longer service spans throughout the region. These routes travel on the highest-demand corridors connecting the most people to the most jobs. Most Regional Backbone routes will cross jurisdictional boundaries.

Regional Transit System: The Regional Transit System is the network of services that define the operating side of the Hampton Roads Regional Transit Program. This network is comprised of the 13 Regional backbone routes along with the MAX and PCR services.

Revenue Fleet: The fleet of HRT service vehicles that operate in service following the published HRT service schedules.

Revenue Hours: The measure of hours of HRT vehicles operating in service following the published HRT service schedules.

Revenue Miles: The measure of miles of HRT vehicles operating in service following the published HRT service schedules.

Service Area: The overall area wherein HRT provides transit service.

The Tide: The Tide is the light rail service operated by HRT between the EVCN/Fort Norfolk Station in Norfolk, and the Newtown Road Station at the boundary with Virginia Beach.

Transit Asset Management Plan: The Transit Asset Management Plan is a guide for HRT to maintain its assets in a state of good repair, as well as developing a timeline and process for replacing those assets that are past their useful lifespans.

Transit Strategic Plan: The Virginia General Assembly and the Virginia Department of Rail and Public Transit (DRPT) require that large public transportation agencies develop a ten-year Transit Strategic Plan (TSP) to ensure that services are planned in a way that meets the mobility needs of communities throughout the state.

Transportation Service Plan: The annual process under the Cost Allocation Agreement to develop the annual service plan and operating budget that HRT undergoes with each of the six member jurisdictions.

VB Wave Trolley: The VB Wave Trolley is a seasonal service operating in the beachfront community in Virginia Beach.

CHAPTER 1

System Overview and Strategic Vision

FY2025 – FY2034



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1. System Overview and Strategic Vision

1.1. System Overview

This chapter provides a high-level overview of Hampton Roads Transit and the agency's strategic priorities.

1.1.1. Services Provided and Areas Served

Hampton Roads Transit (HRT) serves a 438 square-mile area within the Hampton Roads region (**Figure 1-1**). HRT consists of six member cities: Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach, which have a combined population of about 1.15 million.¹ The service area is divided by the James River. The service area south of the river consists of Chesapeake, Norfolk, Portsmouth, and Virginia Beach, commonly referred to as the *Southside*. HRT's service area north of the James River includes the cities of Hampton and Newport News which, together with neighboring communities, are often referred to as the *Peninsula or Northside*.

Hampton Roads is home to numerous federal facilities and United States military installations, including Naval Station Norfolk, Joint Expeditionary Base Little Creek-Fort Story, Naval Air Station Oceana, and Joint Base Langley-Eustis. These installations are a major generator of economic activity, with government spending accounting for 27 percent of gross domestic product in the Virginia Beach-Norfolk-Newport News Metropolitan Statistical Area in 2017.²

This section describes all fixed-route, demand response, ferry, and transportation demand management (TDM) services, as well as the agency's fare system. Additional details about services provided and the areas served are included in **Appendix A**.

Existing Services

Hampton Roads Transit provides five primary services:

- Bus: local, limited-stop, regional express, and seasonal bus (trolley)
- Light rail
- Passenger ferry
- Demand response paratransit
- Transportation demand management vanpools.

Bus, Trolley, and Light Rail Service

HRT operates 34 routes of local fixed-route service—22 routes on the Southside (**Figure 1-2**) and 12 routes on the Peninsula (**Figure 1-3**).³ In addition, HRT operates Peninsula Commuter Service (PCS), a limited stop bus service with five routes that provides service to major employers on the Peninsula. HRT also offers 757 Express service, a regional bus service with 13 routes traveling across jurisdictions, connecting major employment destinations. Ten commuter routes (formerly known as Metro Area Express or MAX) and the five Peninsula Commuter routes also operate under the 757 Express umbrella. HRT operates the distinctly branded Virginia Beach (VB) Wave bus "trolley" service, which is a seasonal service that includes four routes in the Virginia Beach resort area. The agency's fixed-guideway light rail system, "The Tide," operates in the City of Norfolk (**Figure 1-4**).⁴ All HRT-operated bus, trolley, and light rail services are wheelchair accessible. The "Bus Stop Location" policy document (PD – 106) also includes ADA design requirements for passenger boarding areas and new bus stop sites.⁵

Passenger Ferry

HRT contracts to provide wheelchair-accessible daily passenger ferry service on the Elizabeth River between Downtown Norfolk and Downtown Portsmouth, stopping at High Street, North Landing, and Waterside (**Figure 1-**

¹ US Census American Community Survey 2015-2019 5-Year Estimates.

² Bureau of Economic Analysis 2021 GDP by Metropolitan Statistical Area & Industry.

³ The level of service presented in Figure 1-2 and Figure 1-3 represent the level of service that are funded/would be put into place if not for HRT's current operator shortfall. Actual level of service on HRT's local routes may not match what is shown on the map.

⁴ These figures are current as of November 2023.

⁵ "Bus Stop Location" policy document (PD – 106), June 30, 2023.

5). Ferry service is also provided to the Harbor Park baseball stadium between April and September when the Norfolk Tides (minor league baseball team) play home games.

Demand Response Paratransit

HRT contracts with a private vendor to provide demand response paratransit service for persons with disabilities. This service is offered within three-quarters of a mile of any fixed-route bus service during HRT's regular operating hours. All users of HRT's paratransit service must be certified through an eligibility application process. Certified customers can schedule a ride by contacting a reservationist at HRT's Paratransit Call Center from 8:00 a.m.–5:00 p.m. (seven days a week, 365 days a year) or through an online portal. Additionally, as of early August 2020 a new Paratransit app was launched. Through the app on a smart phone, paratransit customers can now book rides in seconds, track the driver's location, see the expected time of their vehicle's arrival, and communicate directly with the driver if need be. Customers can now also view, edit, or cancel future rides and pay for their trips with a credit/debit card on file. All rides must be reserved by 5:00 p.m. the day prior to requested service and can be made up to seven days in advance. Subscription reservation services are offered for customers who have consistently recurring trips.

Transportation Demand Management

HRT facilitates commuters' access to vanpools, carpools, and telework options through TRAFFIX, the region's transportation demand management (TDM) program. Through TRAFFIX, commuters can utilize a van owned by a third-party leasing company. In FY 2023, 212 commuters used vanpooling through TRAFFIX (an increase from 35 commuters in FY 2021, attributable to the COVID-19 pandemic's impact on travel patterns). See **Section A.4.7** in Appendix A for details about TRAFFIX.

Figure 1-1: HRT Service Area

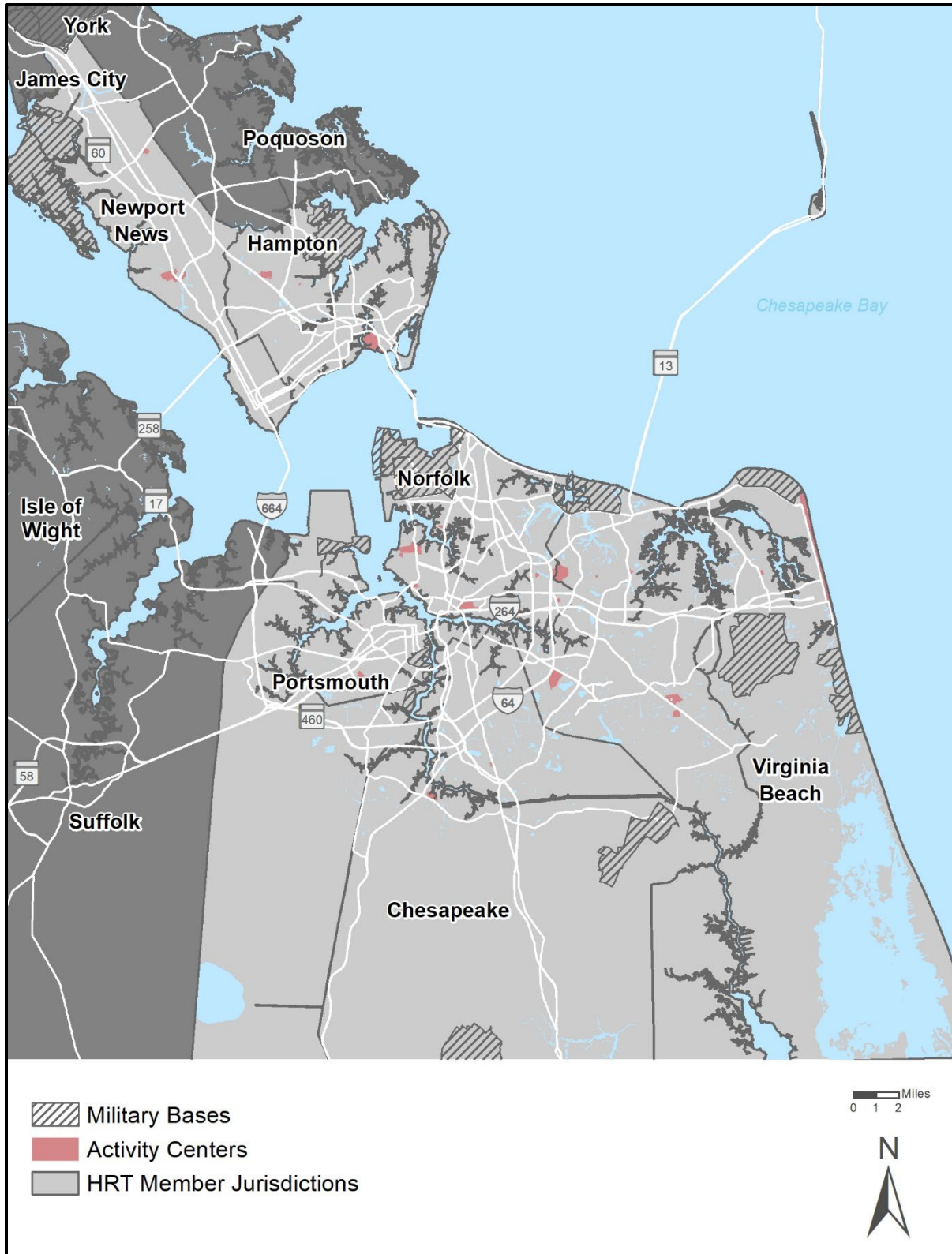
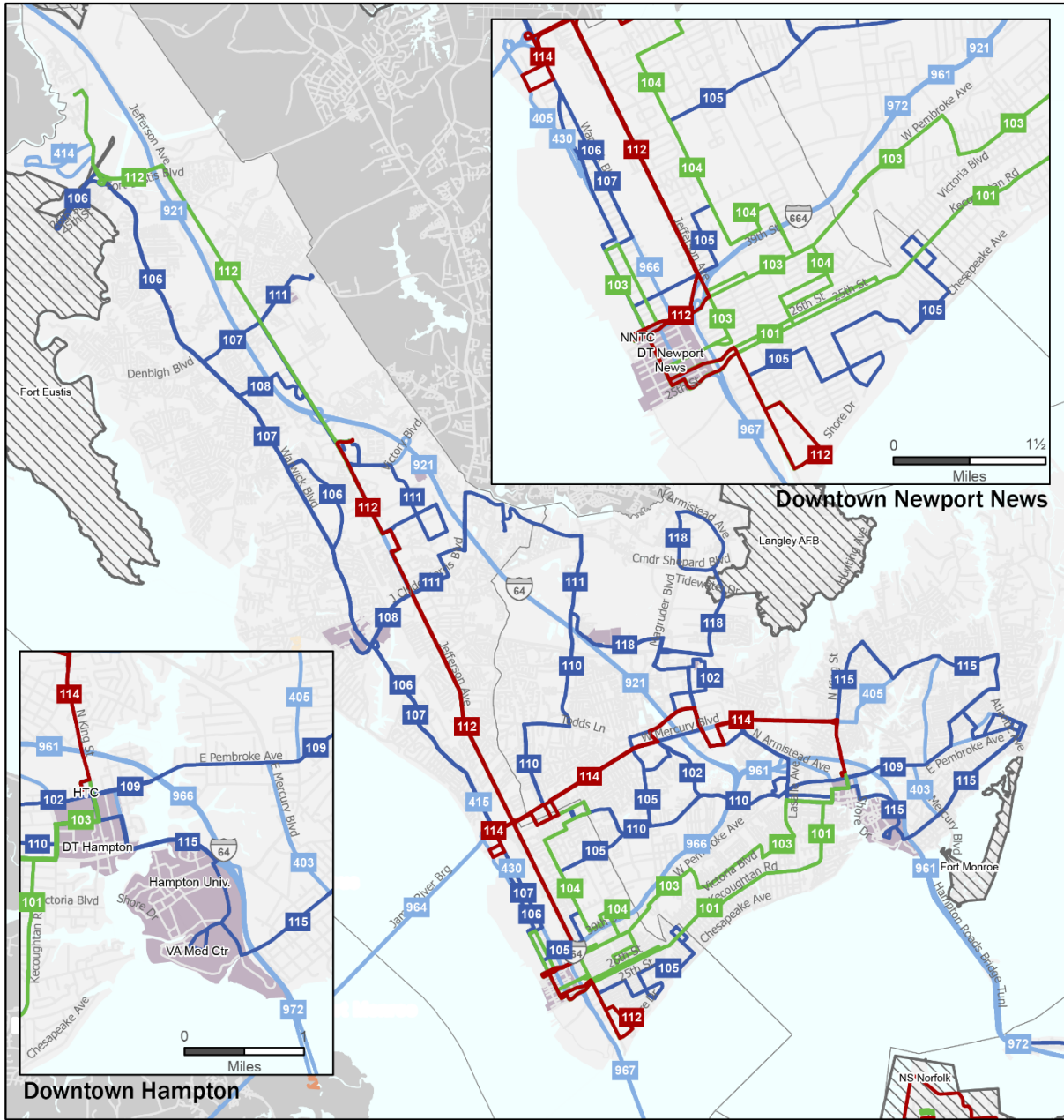


Figure 1-3: Existing Service, FY 2024 (November 2023) – Peninsula



- Headway**
- 15 minutes
 - 30 minutes
 - 60 minutes

- Other Services**
- Limited/Express




-  Military Base
-  Activity Center
-  Regional Backbone Routes



Figure 1-4: Existing Service, FY 2024 (November 2023) – Light Rail

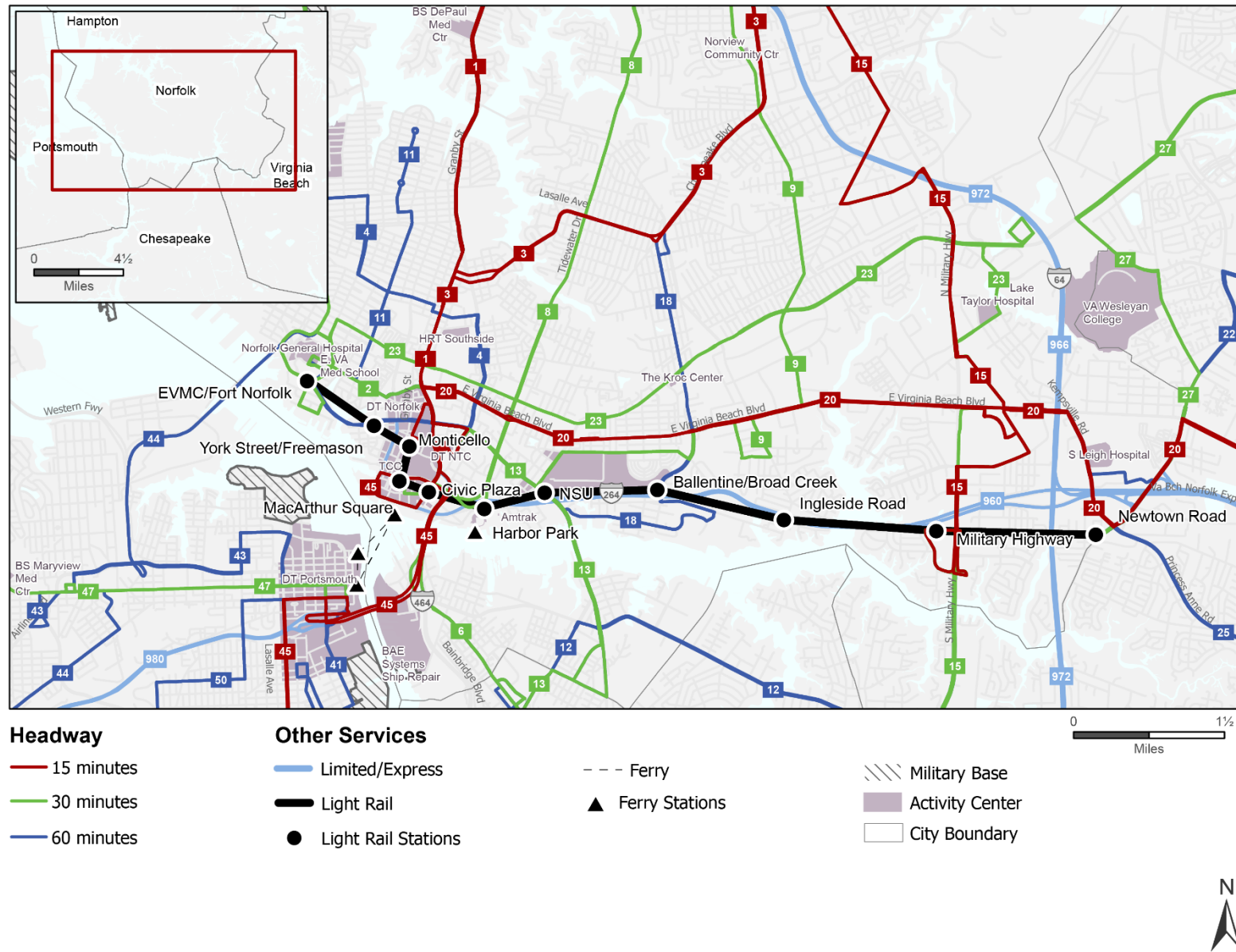
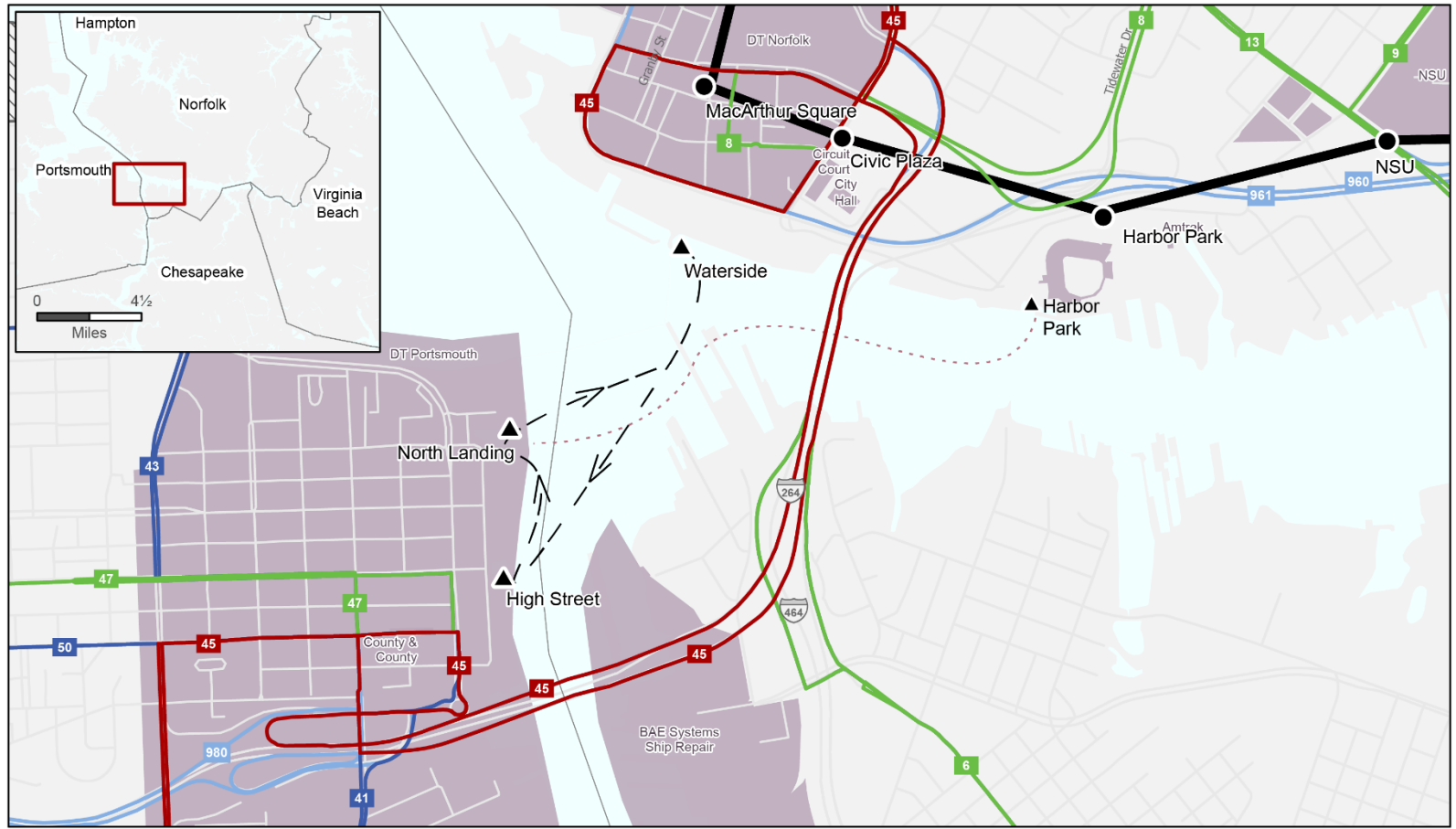


Figure 1-5: Existing Service, FY 2024 (November 2023) – Ferry



Headway

- 15 minutes
- 30 minutes
- 60 minutes

Other Services

- Limited/Express
- Light Rail
- Light Rail Stations

- - - Ferry
- · - · Ferry (Seasonal)
- ▲ Ferry Stations

- ▨ Military Base
- Activity Center
- City Boundary



Existing Fare Structure

Single trip fares and multi-day passes may be used to pay for HRT bus, light rail, and ferry service, as shown in **Table 1-1**. Tickets can be purchased on-board or via ticket vending machines, located at transfer centers and all Tide light rail stations. Several retail outlets also sell HRT fare cards and bulk purchases can be made on the HRT website. Passengers aged 18 and older pay the adult fare; senior citizens and persons with disabilities qualify for reduced fare. Children and youth (passengers under 18) can ride for free when accompanied by a fare paying adult or with a Student Freedom Pass.

In October 2017, HRT’s base fare was raised from \$1.75 to \$2.00. In July 2023, HRT adopted a new fare policy. In line with the implementation of the 757 Express program, HRT eliminated the Premium Fare for all 757 Express (formerly MAX) routes. As a result of this change, all HRT bus and VB Wave services have a base fare of \$2.00.⁶ See **Section A.5** in Appendix A for more details about fares.

Table 1-1: HRT Fares

Ticket/Pass Type	Adult	Discounted Fare
Local Bus, 757 Express (formerly MAX), Light Rail, & Ferry		
Cash	\$2.00	\$1.00
1-Day Pass	\$4.50	\$2.25
1-Day Pass (<i>Bundle of 5</i>)	\$21.00	\$10.50
7-Day Pass	\$22.00	n/a
30-Day Pass	\$70.00	\$40.00
VB Wave		
Cash	\$2.00	\$1.00
1-Day Pass	\$4.50	\$2.25
3-Day Pass	\$8.00	\$4.00
Paratransit⁷		
Clients - Cash	\$3.50	-
Personal Care Attendant ⁸	-	-
Guests - Cash	\$3.50	-

⁶ “Fare Policy” policy document (FIN – 303), updated July 1, 2023.

⁷ Certified paratransit customers are eligible for free fares on HRT fixed route services (bus, light rail, ferry).

⁸ A personal care attendant (PCA) provides personal assistance to disabled passengers and rides on paratransit at no charge. There is no certification process for PCAs, but clients must notify the reservationist if a PCA will accompany them on their trip.

1.1.2. Current/Recent Initiatives

Table 1-2 summarizes HRT’s ongoing and recent initiatives which impact the provision of transit services. Additional details can be found in Appendix A in **Section A.12**.

Table 1-2: Summary of Agency Initiatives

Initiative	Summary
757 Express	<p>In November 2018 HRT initiated the <i>Transit Transformation Project</i> with the goal of conducting a comprehensive review and planning effort to improve the design and performance of HRT bus services. The culmination of that effort was documented in Chapter 6 of the 10-year Transit Strategic Plan (TSP) that was adopted by the TDCHR in June 2020. The work resulted in the identification of 13 Regional Backbone routes that serve destinations across the region. These routes, along with Metro Area Express (MAX) and Peninsula commuter routes, share common characteristics in terms of serving key employment centers, educational institutions, medical facilities, military installations, and other key businesses. The 13 routes will have increased service frequencies and expanded spans of service which will be standardized across the region. Key passenger facilities and amenities, technology investments related to mobile fare payment, real-time passenger information, passenger information displays, and other technology upgrades were also identified in the TSP. Collectively, these investments have been designated as the “757 Express” Program. The 757 Express branding will be utilized on Regional Backbone routes, passenger facilities, and other items funded within the Hampton Roads Regional Transit Program.</p>
Strategic Planning	<p>As part of the Strategic Planning Process (SPP), this year HRT completed several actions identified in SWOT activities; engaged in a strategic retreat with leadership and staff; gathered inputs and identified follow up actions on key organizational and operational topics identified by employees agency-wide through roundtable sessions with the CEO and senior managers; and engaged the Board of Commissioners in strategic work sessions on the Capital Improvement Plan and Transit Strategic Plan. HRT validated its vision, mission, values, goals, and objectives, and implemented the new Balanced Scorecard for tracking and reporting key “Success Factors.”</p>
HRT Transit Strategic Plan	<p>HRT completed and approved its first 10-year Transit Strategic Plan in June 2020. The first minor annual update was adopted in March 2021 and the second minor annual update was adopted in December 2021. The third annual update was adopted in December 2022. The TSP effort involved a review of existing services and the socio-economic setting in which they operate, an assessment of agency structure and policy, and the development of a 10-year action plan for service changes across the region. At the time of this writing, DRPT requires each transit agency to complete a major TSP update every five years, with a minor update being developed annually for anything that has changed from the previous year. HRT expects DRPT will be issuing new TSP Guidelines which will impact current requirements, which HRT will follow accordingly.</p>
Naval Station Norfolk Transit Corridor Project	<p>The Naval Station Norfolk Transit Corridor Project aims to establish high-capacity transit on the east side of the City of Norfolk between the existing Tide Light Rail system and Naval Station Norfolk. As of Fall 2021, two projects have been identified for advancement in a multi-phased expansion of the transit network in the Military Highway Corridor. Phase 1 is an extension of the Tide light rail to the Military Circle redevelopment area. Phase 2 is the development of an innovative Bus Rapid Transit (BRT) to Naval Station Norfolk along Military Highway. HRT will be seeking federal funds through the Capital Investment Grant Program and state funding through the SMART Scale Program. In 2023 the Norfolk City Council will be asked to endorse by resolution the Locally Preferred Alternative to extend the Tide light rail approximately two miles from its current terminus at the Newtown Road Station to the Military Circle Redevelopment Site. This resolution will also acknowledge their share of capital funding needed by the city to construct the two-mile extension. The extension of the Tide would result in HRT realigning some bus service to the new end-of-line station at the Military Circle redevelopment site. The NEPA process for Phase 1, an Environmental Assessment (EA), was formally initiated in August 2022 and is current on pause until the resolution of the Military Circle Mall redevelopment plans are completed.</p>

Initiative	Summary
Peninsula Bus Rapid Transit Documented Categorical Exclusion	This is an ongoing corridor environmental documentation for BRT service between Hampton and Newport News in accordance with NEPA. The Peninsula BRT Documented Categorical Exclusion (DCE) process concluded in early 2023.
Automatic Passenger Counters (APC)	<p>Automatic Passenger Counters (APCs) are installed on each light rail vehicle and have recently been certified by the Federal Transit Administration for NTD reporting purposes. APC's are also installed on over 80 percent of HRT's fixed-route buses.</p> <p>The Hampton Roads Transit (HRT) APC Certification and Maintenance Plan project sought to produce an Automated Passenger Counter (APC) benchmarking report that would allow for APC data from HRT buses to be used for National Transit Database (NTD) reporting. Based on the recommendations, HRT will need to conduct further calibration of its APC devices and TransitMaster system, followed by an additional round of benchmark comparisons. HRT anticipates these calibration efforts will be completed in 2024.</p>
Zero Emissions Transition Plan	In alignment with eligibility requirements under FTA's Low or No Emission Vehicle (LoNo) Program, HRT has completed a plan to support phased transition to full zero-emissions operations. The agency's first major facility and fleet electrification project will be the new Southside operating and maintenance facility, replacing the Parks Avenue facility in Virginia Beach.
Mobile Fare Collection System (MFCS)	HRT's first mobile-ticketing fare payment was introduced on Trolley routes in 2018. In 2019, fare validator equipment that can scan fare barcodes on mobile devices was installed on all Trolley vehicles. During 2019, HRT also worked with the vendor, Moovel, to pilot a Loyalty/Reward program as an opportunity to grow ridership. Utilizing knowledge gained from the mobile ticketing pilot and incorporating emerging fare technologies, HRT is expanding a mobile fare system agency-wide for all services to allow HRT to keep up with changing technology. MFCS is currently in the implementation phase.
Chesapeake High-Capacity Corridor Study	Initiated in the Spring of 2023, the Chesapeake High-Capacity Transit Corridor Study will evaluate the need for high-capacity transit service and determine the best alternative that improves connections within the city of Chesapeake to the greater Hampton Roads area, as well as supports the City's economy and growth plans. At the conclusion of this study a report will be prepared that outlines the study process and identifies high-capacity transit alignments and technology options that can be carried forward into future phases of analysis.
2023 Origin-Destination On-Board Survey	HRT is conducting an on-board customer survey to understand the travel patterns of riders and demographic and attitudinal information. This project was expected to begin in FY 2022 but was delayed due to the reduction in service under the Service Reliability Plan. HRT kicked off the study in the Summer of 2023 and anticipated that it will be completed in Fall 2023.
Regional Transit Planning Process and Regional Transit Advisory Panel	In Planning District 23, Virginia Code (§ 33.2-286 D) requires the transit agencies to develop a regional transit planning process to be coordinated by the Hampton Roads Transportation Planning Organization (HRTPO). The transit agencies this applies to are Williamsburg Area Transit Authority (WATA), Suffolk Transit, and Hampton Roads Transit (HRT). HRTPO established the Regional Transit Advisory Panel (RTAP) composed of representatives of major business and industry groups, employers, shopping destinations, institutions of higher education, military installations, hospitals and health care centers, public transit entities, and any other groups identified as necessary to provide ongoing advice to the regional process and the long-term vision for a multimodal regional public transit network in Hampton Roads. HRTPO convenes RTAP quarterly.

Initiative	Summary
Microtransit Demonstration Grant and Pilot Programs	<p>HRT made a grant application to the Virginia Department of Transportation in February 2020 for two microtransit pilot projects: one in Virginia Beach and one in Newport News. In Summer 2020, HRT was notified of the awarding of \$1.6 million of funding under a “demonstration grant”.</p> <p>HRT recently concluded its six-month pilot program. This original pilot program was funded through the demonstration grant plus matching local funds from both cities as required by the state grant. Service began in July 2022 and operated until February 2023. Following the completion of the original pilot program, HRT applied for and was awarded a second microtransit grant via the TRIP grant program. With these funds, HRT will operate a second on-demand microtransit pilot in Newport News and Virginia Beach for an additional 12 months beginning in Spring 2024.</p> <p>Additionally, HRT is currently working with the City of Hampton to explore regions of the city that may benefit from microtransit service. An initial microtransit zone was discussed with the City of Hampton in January 2021 and a subsequent presentation was made to the Hampton City Council. Until the demonstration pilot programs in Newport News and Virginia Beach are complete and their performance is evaluated, HRT does not anticipate proceeding with any other microtransit projects.</p>
Interstate Operations and Enhancement Program	<p>HRT has been awarded an Interstate Operations and Enhancement Program grant from the Commonwealth to improve service headways on routes that operate on or run parallel to I-64: Routes 106 and 107 and Route 972.</p>
Naval Station Norfolk TRIP Grant	<p>HRT received a TRIP grant⁹ to fund internal service on Naval Station Norfolk as an extension of Route 21, similar to a circulator-type of service. In this TSP update, the plan for Route 21 is modified on its western end to operate two circulator service patterns on the base connecting to key destinations. Service began on December 8, 2022.</p>
Real-Time Arrival Information	<p>In September 2020, HRT launched a beta version of the Real-Time functionality on gohrt.com and fully opened it to public consumption in October 2022. Since its initial availability in 2020, there have been over 100,000 queries to the system for bus information. Because of the success in this initiative, HRT is looking for other ways to integrate these data into other public facing transit information systems (apps, signage, etc.).</p>
Ferry Boats	<p>To support the operation of the Elizabeth River Ferry service, HRT purchased two new ferry boats. These new ferry boats are intended to replace two of the vessels in HRT’s existing ferry fleet. The new ferries can carry approximately 150 passengers and offer electronic controls and navigation, an efficient two-ramp configuration, accessibility features, and improved fuel efficiency. The vessels are traveling up the intercoastal waterway and are expected to reach HRT property in Fall 2023.</p>

⁹ <http://www.drpt.virginia.gov/transit/trip-transit-ridership-incentive-program/>

1.2. Strategic Plan

HRT's strategic vision, goals, objectives, and performance measures reflect the agency's core values and build on past and current initiatives. The *Transit Transformation Project* provided a fresh opportunity to examine HRT's strategic vision, mission, goals, and objectives. This included gathering input from employees, customers, HRT's governing board, and stakeholders through surveys, focus groups, strategic retreats, and other special meetings. As part of its annual Strategic Planning Process (SPP), HRT revisits and reaffirms its vision, mission, values, goals, and objectives, and incorporates any updates as needed.

1.2.1. Mission and Vision Statements

HRT's mission and vision statements were updated as part of the *Transit Transformation Project* and internal strategic planning processes.

- **Mission:** To connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.
- **Vision:** A progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

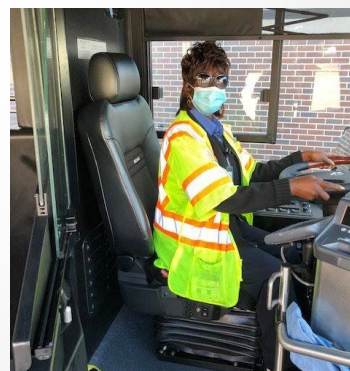
HRT's values are:

- **Safety:** We strive for safety excellence across all areas of our business.
- **Customer Service:** We're committed to professional, courteous, and dependable service.
- **Workforce Success:** We're committed to effective hiring, training, and ongoing success of every team member.
- **Fiscal Responsibility:** We're dedicated to diligent stewardship that is accountable, transparent, and delivers the most value for our customers and funding partners.

RESPONSE, RECOVERY, RESILIENCE: HRT'S COVID-19 STRATEGY

By March 2020 the COVID-19 outbreak led to declared states of emergency at all levels of government in the United States. Efforts to safeguard public health and limit the spread of the virus included widespread travel restrictions and tactics like social distancing, use of Personal Protective Equipment (PPE), and other measures. HRT closely tracked developments and began planning to address impacts in early 2020, as the effects on public transportation became more significant as the pandemic worsened in Hampton Roads and communities across the nation.

HRT activated a multi-year strategy to effectively meet both immediate challenges and ongoing impacts and uncertainty due to COVID-19. With the help of emergency funding from state and federal partners, HRT quickly adapted to new conditions and remains focused on accomplishing its day-to-day mission while positioning the agency for a sustainable future.



In the **Response** phase (Years 1-2), HRT’s immediate efforts were much like those taken elsewhere. They included enhanced cleaning, the distribution and use of Personal Protective Equipment, reducing social interactions, suspending fares, using rear-door boarding and exiting to limit exposure to bus operators, installing protective barriers, and the like. Bus services were briefly curtailed to an **Essential Service Plan** (between March and June 2020). The focus was on quickly adapting to conditions and guidance from public health officials, while supporting our workforce and remaining focused on accomplishing the day-to-day mission. The pandemic revealed, among other things, that public transportation is truly essential.

HRT subsequently adjusted bus service to a **Service Reliability Plan**. This has matched the available workforce to bus service schedules that customers could depend on. Moving in a **Recovery** period (Years 2-3), HRT is seeing incremental increases in ridership as service levels are incrementally increased in tandem with labor availability. Recent bus service changes have included operating 15-minute frequencies for the first time ever on some Peninsula corridors, with double-digit percentage ridership increases. Improvements to passenger shelters, transit centers, new ferries, and new buses have also been made over this period.

Post-pandemic (Years 3 onward), a focus on **Resilience** will help ensure HRT’s long-term sustainability and operational success. Many challenges linger in a post-pandemic world, including inflationary pressures, supply chain concerns, workforce availability, and shifting commuting patterns. Having weathered the unprecedented disruptions of the COVID-19 pandemic, Team HRT remains vigilant and ready for the challenges ahead.

The crisis days of the pandemic are over. And HRT’s mission “to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable” and its vision to be “a progressive mobility agency that promotes prosperity across Hampton Roads through teamwork and collaboration” are enduring. In keeping with its mission and vision, HRT looks forward to working closely with its community partners in the months and years ahead, to include:

- Deploying a viable and sustainable mix of services;
- Embracing and leveraging new technologies that make us more efficient and effective in meeting customers’ needs;
- Optimizing the size, efficiency, and effectiveness of the bus network;
- Continuing to solidify and phase-in increased service levels that fit the evolving marketplace and growth potential;
- Expanding partnerships and innovative models for paratransit and other on-demand services;
- Carefully implementing electrification and other service innovations; and, supporting all of these things,
- Establishing and maintaining fiscal stability and agility to meet future challenges.



1.2.2. Goals and Objectives

HRT's goals and objectives were most recently updated in 2022. There are four agency goals, each with three objectives. Objectives A1 and D2 were updated in 2022 to expressly incorporate diversity, equity, and inclusion.

Agency Goals

A. Provide a high-quality service that is easy to use and enhances people's lives.

1. Provide reliable, safe, equitable, and desirable service, amenities, and information.
2. Serve people where and when they need to travel.
3. Achieve and maintain a high rate of customer satisfaction.

B. Foster regional quality of life and economic vitality.

1. Contribute to regional congestion mitigation and environmental health and sustainability.
2. Maximize access for residents, employees, and visitors to and between regional activity centers, job centers, and workforce development opportunities.
3. Build community trust as a valuable partner in a thriving region.

C. Ensure financial stewardship and cost-effective operations.

1. Provide cost-efficient transit service that leverages all available resources to offer the best value for the investment.
2. Perform asset management that achieves and maintains a state of good repair and sustainability and maximizes investment impacts.
3. Effectively align and manage resources and processes to maximize workplace productivity, achieve agency goals, and demonstrate safe and sustainable business practices to ensure long-term viability.

D. Build a culture for innovation and workforce success to ensure HRT remains relevant to the dynamic needs of the region.

1. Continue to progress and innovate collaboratively with our partners and stakeholders to improve service to customers.
2. Support a diverse and empowered workforce to strengthen core competencies and support an inclusive and productive workplace.
3. Be an employer of choice and inspire and invest in our workforce and develop future leaders.

1.2.3. Service Provision Principles

HRT’s vision, mission, and core values drive the agency’s culture and purpose, which shape the service HRT provides to its customers. HRT also has goals and objectives to help guide the planning, provision, and sustainability of service.

As part of the *Transit Transformation Project* and development of the first major update of the Transit Strategic Plan, the agency sought extensive public and stakeholder input on how it should aim to meet its goals while also acknowledging the inherent tradeoffs that come with having limited resources to invest. Over 1,200 current HRT customers were involved in the planning process through 21 “pop-up” events at transit hubs. Feedback on regional survey questions was received from 2,731 participants. The top six priorities identified through the survey were:

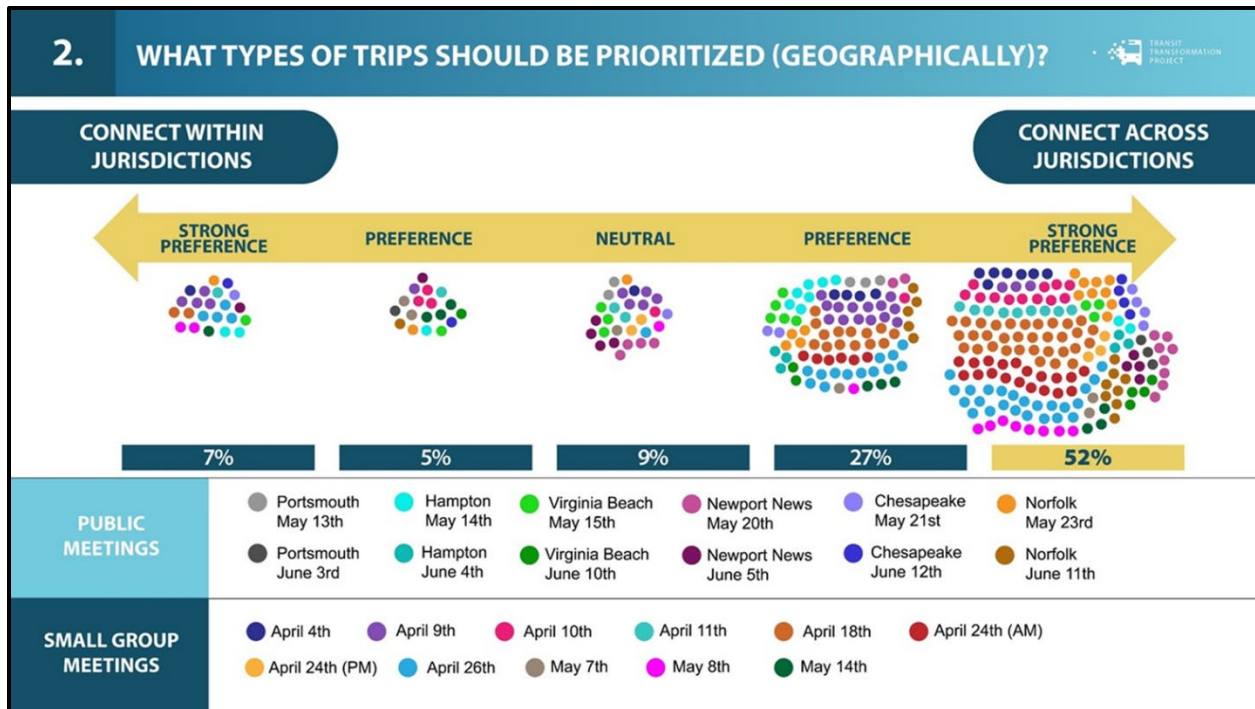
1. More reliable service (on-time arrivals and drop-offs)
2. Frequent service during rush hour (5:00-9:00 a.m. and 3:00-7:00 p.m., Monday-Friday)
3. Real-time bus arrival information
4. Safety and security
5. Mobile ticketing and fare payment options
6. More sheltered stops in my city.

To explore priorities and preferences that should guide plans for improved transit in the HRT service area, HRT posed several trade-off questions (**Table 1-3**) during public meetings and stakeholder workshops that included representatives from healthcare, education, military and federal facilities, economic development, housing, human services, and other sectors. **Figure 1-6** shows the structure of questions asked as well as results from one of the questions. Each question had the same type of scale, with arrows pointing from a strong preference on one side, to neutral, to a strong preference on the other side. Participants placed one dot for each question to indicate what they would prioritize when choosing between different options.

Table 1-3: Tradeoff Questions Asked

Question	Left Side of Arrow	Right Side of Arrow
Where should buses run, and with what frequency?	Bus service everywhere	High-frequency service
What types of trips should be prioritized (geographically)?	Connect within jurisdictions	Connection across jurisdictions
What types of trips should be prioritized (temporally)?	Peak period commute trips	Equal priority across day
Should buses receive priority treatment on roadways?	No preferential treatment for buses	Preferential treatment for buses
Should regional bus service standards be created and applied?	Jurisdictional-level bus service standards	Regional bus service standards

Figure 1-6: Example of Tradeoff Activity from Small Group Meetings



Some highlights from the trade-off activity include:

- Stakeholders showed clear preference for frequent bus service on major corridors over extensive geographic coverage of service (60 percent of participants preferred frequent service).
- A strong preference was indicated for inter-city connectivity, prioritizing regionally connected service more than connections within each jurisdiction.
- Stakeholders prioritized more frequent peak-hour service on weekdays, while also indicating the importance of access to bus service on weekends and weekdays during off-peak hours.
- There was a very strong preference for implementing dedicated bus lanes, signal priority, or other methods to provide buses preferential treatment on roadways.
- There was a very strong preference (75 percent support) for applying regional bus service standards, including hours of service, frequency of passenger pick-ups, and coverage that is consistent across city boundaries.

Based on the input received into the planning process, HRT adopted the following guiding principles to create the recommended service changes that are found in **Chapter 3**:

- Follow regional bus service standards
- Prioritize high-frequency services
- Balance resources between peak hour and all-day service
- Prioritize connections across jurisdictions
- Provide sufficient coverage to ensure access to transit
- Leverage a data-driven approach and factoring of funding and operational constraints to prioritize and phase implementation.

The following sections provide more detail on how these principles were applied in planning for an improved HRT bus network.

Follow Regional Bus Service Standards

Based on overwhelming support for this guiding principal, HRT is placing a new emphasis on regional standards, which are reflected in the service plan in **Chapter 3**, and detailed in **Section 1.2.4** and **Section 1.2.5**. Public and stakeholder feedback indicated a preference for regional service standards to be applied across all of HRT's bus service. This would support more consistency regionwide in terms of span of service and frequency by service type. Riders expressed frustration with the mismatch between different end-of-service times in different jurisdictions. Regional standards received overwhelming preference over jurisdiction-level service standards.

Prioritize High-Frequency Services

HRT will continue to balance providing high-frequency service where and when it is warranted with the need for geographic coverage in areas warranting transit service. When presented with the tradeoff, HRT customers and other stakeholders pointed to higher frequency services as a preference over higher geographic coverage.

One of the preliminary scenarios that was presented as part of the *Transit Transformation Project* consolidated regional bus service around high-frequency routes, resulting in a network with low geographic coverage. This scenario proved an important test for the region, as many people liked the idea of the high-frequency routes but, at the same time, did not see it being feasible or desirable to lose as much geographic coverage as was required to provide the resources for the conceptual high-frequency network. To balance the desire for prioritizing high-frequency services while still providing coverage to connect riders to the high-frequency routes, HRT has recommended an increase in the availability of high-frequency services and the testing of innovative on-demand transit zones to fill geographic coverage gaps.

Many people said they preferred bus-only lanes on selected corridors to help speed up buses and make them more reliable and thus more attractive to use. Since HRT is not the owner or maintainer of the roadways, that is not included as a planning principle; however, the sentiment relates to the desire to provide increased high-frequency services.

Balance Resources Between Peak Hour and All-Day Service

HRT strives to provide service where and when it is needed. Many riders need service during traditional peak hours while others need service throughout the day. Overall, public and stakeholder feedback pointed to a preference for prioritizing service during peak hours over all-day service, but the more frequent a rider is, the more they prioritized all-day service. This points to a need to strike a balance between serving peak period customers with frequent enough service to attract them to ride while still leaving enough resources to provide service throughout the day for people who rely on transit for their trips.

Prioritize Connections Across Jurisdictions

Riders' travel patterns are very often inter-jurisdictional in nature, and HRT strives to provide services that connect customers with where they need to go in the most efficient manner possible. Overwhelming feedback from stakeholders and the public favored prioritizing service across jurisdictions rather than within jurisdictions.

Provide Sufficient Coverage to Ensure Access to Transit

Feedback from the public and stakeholders demonstrates a commitment to providing easy and safe pedestrian access to bus stops across the region. When faced with the tradeoff of having "fewer stops and faster trips" rather than having "more stops and shorter walks," most stakeholders and regular riders preferred "shorter walks." This was especially important to people when considering the needs of the elderly population throughout the region. Less frequent riders of HRT were more interested in faster trips with fewer stops. It is important to strike a balance between these two tradeoffs.

Leverage a data-driven approach and factoring of funding and operational constraints to prioritize and phase implementation

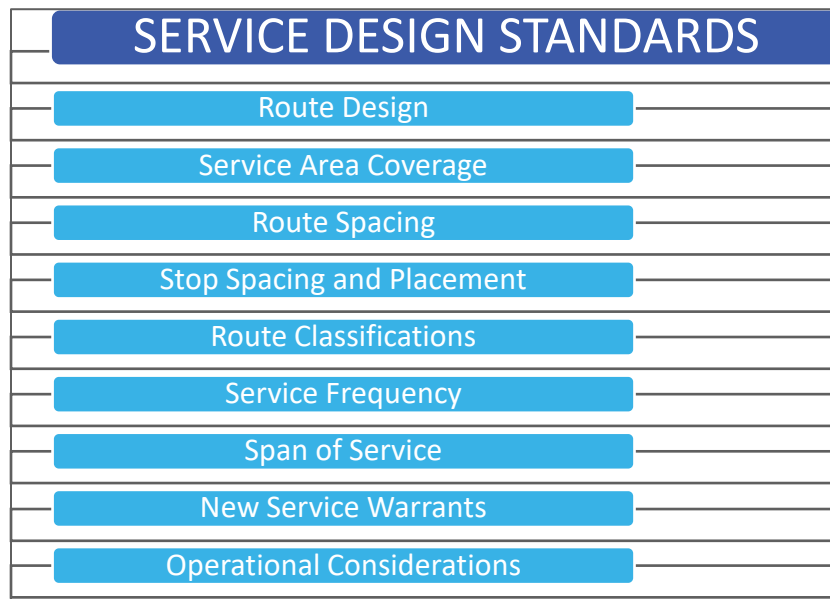
Hampton Roads is a diverse region with unique local needs and priorities for investing in public transportation improvements. The services outlined in **Chapter 3** are based on guiding input from city leaders and staff about local priorities and planning for the best use of limited financial resources to achieve the greatest returns on investment in terms of ridership and serving customer needs.

1.2.4. Service Design Standards

Service design standards define policy level standards that are followed in designing transit service. These standards allow for informed decision making and ensure consistency in how transit is planned across the system in similar operating environments.

Given budget and equipment constraints, it is imperative that HRT has specific standards and guidelines in place to ensure the highest possible quality of service is provided and delivered efficiently and effectively. **Figure 1-7** lists HRT’s service design standards, drawn from HRT’s “Service Standards and Performance” policy document (PD – 112), updated June 30, 2023.

Figure 1-7: Service Design Standards



Route Design

The alignment of each route is a key factor in its ability to successfully serve customers’ mobility needs. “Route design” refers to route directness, connections to key origins and destinations, and how routes interface with other services that comprise the overall network. Route classifications are based upon transit need and define the level of service per route. Key route design principles include:

- HRT routes should be designed to serve origins and destinations via direct pathways, minimizing out-of-direction movements. This provides a faster trip to serve commuters better, attract more riders, and enhance fare revenues while minimizing the cost to provide service.
- Bus routes should serve major mixed-use corridors throughout the service area, avoiding smaller neighborhood streets.
- High-frequency HRT routes should be designed to serve major corridors, offer more direct service, and provide transfer connections either on-street or at major transfer hubs in the urban core.

Deviations

Deviations off the basic alignment of a fixed route should be minimized whenever possible. However, routes may deviate off their primary alignment to serve major activity centers or provide coverage to areas with limited access. The additional time necessary for the deviation should not exceed five minutes, or ten percent of the one-way travel time of the existing route without deviation. Deviations must result in an increase in overall route productivity after one year or the deviation should be eliminated.

Mid-route deviations that cause a route to significantly deviate from the most direct route between major travel generators, should be avoided. In some instances, a deviation is warranted because of potential ridership gains.

When evaluating a proposed deviation, the total additional travel time for all through passengers should not exceed ten minutes for each boarding and alighting along the deviation. This is expressed in the following formula:

$(Pt * T)/Pd \leq 10$ minutes, where:

- **Pt** = Number of through passengers
- **T** = Additional vehicle travel time
- **Pd** = Number of boardings and alightings on the deviation.

Service Area Coverage and Route Spacing

The coverage aspect of service design standards defines how transit services should be provided in the different commuter markets of the HRT service area. This includes defining levels of density that should be served by fixed-route bus and levels that may not support such service, as well as defining the maximum allowable walking distance to transit services given the type of service that is being proposed or provided currently.

Transit routes in the urban core should be ideally no closer than one half-mile from each other to balance good access with service cost effectiveness. This provides customers with one-quarter mile walk access (roughly a five-minute walk) to more frequent service than would be possible with closer spaced routes. Placing routes closer should only occur where regular half-mile spacing is not feasible and/or where market densities support productive service more closely spaced.

Outside of the urban core, route spacing should follow the demand corridors where densities meet minimum requirements for productive service. Areas with fewer than 4,000 residents or jobs per square mile could support productive fixed-route transit service but may be better served by demand-responsive transit zones where fixed-route service would not serve the area well for various reasons. Areas with fewer than 2,000 residents or jobs per square mile within the HRT service area do not have the necessary density to support productive fixed-route transit service and should only receive fixed-route service if a major trip generator is present. Demand-responsive transit zones can provide service in areas where the density of population and jobs warrants transit service but are low enough that regular fixed-route service would be less effective; actual zone design will depend upon the street network and travel patterns within the zone, points of interest and concentrations of residents and commercial activity, as well as availability and placement of connections to fixed-route transit.

Stop Spacing and Placement

When establishing new bus stops or replacing existing bus stops, HRT coordinates with local jurisdictions to locate and identify mutually acceptable locations. Local jurisdictions make the final decisions about bus stop placement or relocation, as bus stops typically have significant interface with public right-of-way and vehicular traffic. HRT considers many elements when locating a bus stop:¹⁰

- Stops should be placed based on population density and/or major passenger generators (i.e., major employment centers, regional shopping centers, hospitals, etc.)
- Distance between bus stops should be a minimum of 1,056 feet (one-fifth mile) and a maximum of 1,320 feet (one-quarter mile) apart or three to four blocks apart
- Presence of sidewalks, marked crosswalks, and curb ramps
- Protected crossings at signalized intersections
- Connection to nearby pedestrian circulation system
- Access for elderly and people with disabilities
- Convenient passenger transfers to other routes
- Effect on adjacent property owners.

Other general elements to consider include traffic and rider safety, bus operations, and bus stop placement. HRT’s “Bus Stop Location” policy document (PD – 106), approved June 30, 2023, provides additional details on these elements.

¹⁰ “Bus Stop Location” policy document (PD – 106), updated June 30, 2023.

Route Classification

The classification of HRT routes establishes the roles routes serve in the transit network and their market functions. Classifying routes allows a balanced approach to the development of service standards where each route’s performance is assessed against routes serving similar functions.

Table 1-4 shows the five classifications of bus service in the HRT system, as developed during the *Transit Transformation Project*. A brief description of each classification is provided, followed by guidelines for criteria for classifying routes (additional details for each respective criterion is described below the table). When establishing new service, the proposed route geography can be evaluated using these three criteria which will influence how the route is classified. Service classification is an important element of the service design standards, as it relates to the recommended span and frequency for routes.

Table 1-4: Route Classification

Route Classification	Description	Criteria		
		Interjurisdictional	Population / Job Density	Route Directness
Regional Backbone	The backbone of bus transit throughout the region, traveling on the highest-demand corridors connecting the most people to the most jobs.	Most will cross jurisdictional boundaries.	Greater than 6,500 people + jobs per square mile, averaged across whole route	1.6 or better
Local Priority	Operate along arterials serving a specific community area with connections to the Regional Backbone network.	Can operate within a jurisdiction or cross jurisdictional boundaries.	Between 5,000-6,500 people + jobs per square mile, averaged across whole route	1.8 or better
Coverage	Communities with lower transit demand than the above two categories, but with still enough demand to warrant fixed-route service, will be connected to Local Priority and Regional Backbone routes via Coverage routes.	Mostly within one jurisdiction but can cross jurisdictional boundaries.	Between 4,000-5,000 people + jobs per square mile, averaged across whole route	2.0 or better
Limited/ Express	Bus service with limited stops connecting surrounding communities with downtown areas and other major employment sites or regional destinations, often via interstates. Some routes will operate during peak-hour commuter service only. Typically accessed via park-and-ride lots at the residential end.	Can operate within a jurisdiction or cross jurisdictional boundaries.	Route serves major trip generators and/or collection points	N/A
On-Demand	On-Demand transit service will operate in specified zones, connecting lower-density areas to local destinations and transfer opportunities to fixed-route service.	Can operate within a jurisdiction or cross jurisdictional boundaries.	Densities warrant transit service but are low enough that regular fixed route service would be less effective	N/A

Criteria and Rationale for Route Classification

Interjurisdictional

A route is interjurisdictional if it serves more than one city that HRT serves. Routes which make up the Regional Backbone of transit service tend to be interjurisdictional because they provide key connections across the region. Local Priority routes may or may not be interjurisdictional depending upon the demand for transit. Coverage routes are often located within one jurisdiction because they connect specific lower-demand areas to higher-frequency services within the same jurisdiction.

Overarching guidance: Connections should be made to address demand between origins and destinations regardless of jurisdictional boundaries.

Population/Job Density

Transit services must be located where there is demand for transit. This demand can be measured by the densities of population and jobs. A transit route which serves areas with many desired origins and destinations will produce more ridership compared to a route serving fewer dense origins and destinations. During the *Transit Transformation Project* and the first major update of the TSP, the density of population and jobs within one-quarter mile of routes was calculated using American Community Survey (ACS) data¹¹ and LEHD data.¹²

Overarching guidance: All fixed-route service should be designed to serve as many people and destinations as possible, with higher thresholds set for route classifications that offer higher frequency service.

Directness

Benefits of direct routes include that they are simpler for customers to understand and they are more efficient, saving travel time and operating costs compared to circuitous routes. A directness calculation is used to evaluate how far a route strays from a straight path. The directness calculation involves finding the ratio of the length of the actual route against the length between the two endpoints – the more direct a route is, the closer its directness ratio will be to one. For example: 1) a route that travels on a very straight arterial road, without making any deviations off the main path, would have a directness score very close to one because its total length traveled between two endpoints will only be slightly longer than the straight-line distance between the two endpoints, while, 2) a route that travels between the same two endpoints as the first example route but deviates heavily into neighborhoods to collect riders may travel twice the mileage as the first example route, and its directness score would therefore be closer to two.

Overarching guidance: All bus routes should be as direct as possible, with lower directness ratio thresholds set for route classifications that offer higher frequency service.

Service Frequency

The frequency impacts how long customers must wait for bus service, with journeys requiring customers to transfer resulting in more than one wait. Higher frequencies result in shorter customer wait times but increase costs by requiring more buses and operators. Thus, providing more frequency requires balancing route and network productivity, i.e., ridership against the cost.

Frequency warrants are subject to cost effectiveness and should be adjusted based on productivity and passenger load as defined in **Section 1.2.5. Table 1-5** illustrates the headway warrants (time between trips) by route classification. Routes should be designed and scheduled to meet the standards, but available budget may prevent routes from fully meeting them. Routes can also exceed the standards based on demand for higher frequency.

Table 1-5: Service Headway by Route Classification

Time Period			Regional Backbone	Local Priority	Coverage	Limited/Express	On-Demand
Weekday	Peak	6:00 a.m. – 9:00 a.m. 3:00 p.m. – 6:00 p.m.	15 min	30 min	60 min	Demand base	n/a
	Midday	9:00 a.m. – 3:00 p.m.	30 min	30 min	60 min	Demand base	n/a
	Evening	6:00 p.m. – 11:00	30 min	60 min	60 min	Demand base	n/a
Weekend	Base	8:00 a.m. – 6:00 p.m.	30 min	30 min	60 min	Demand base	n/a
	Non-base	6:00 a.m. – 8:00 a.m. 6:00 p.m.– 9:00 p.m.	30 min	60 min	60 min	Demand base	n/a

Span of Service

The span of service defines the start and finish of service each day for both specific routes and the network. A longer span of service allows a route to capture more riders throughout the day for a wider variety of trip

¹¹ American Community Survey (ACS) 2016 5-year estimates.

¹² Longitudinal Employer-Household Dynamics (LEHD) 2015.

purposes, but also increases overall costs. It is important that the route spans be coordinated to provide an overall appropriate network to meet time-of-day market needs. **Table 1-6** illustrates the span of service standards by route classification. Routes should be designed and scheduled to meet the standards. Available budget may prevent routes from fully meeting them and routes are evaluated on a case-by-case basis to ensure the span meets the demand for a given route. In some cases, these standards will be applied more so as guidelines. Routes can also exceed the standards based on demand for longer span.

Table 1-6: Span of Service by Route Classification

	Regional Backbone	Local Priority	Coverage	Limited/Express	On-Demand
Weekday	5:00 a.m. – 1:00 a.m.	5:00 a.m. – 11:00 p.m.	5:00 a.m. – 7:00 p.m.	Demand Based	5:00 a.m. – 7:00 p.m.
Weekend	6:00 a.m. – 12:00 a.m.	7:00 a.m. – 11:00 p.m.	8:00 a.m. – 7:00 p.m.	Demand Based	8:00 a.m. – 8:00 p.m.

New Service Warrants

HRT has an adopted policy on how to assess the potential of new services requested by the cities. The purpose of this policy is to plan transit services that will be successful in not only generating additional fare revenue to fund the service, but also in meeting the community’s needs. Five metrics assess the potential for transit service: residential density, employment density, income, home-based work trips to major destinations, and auto availability. Full details of the policy on new service warrants can be found in HRT’s “New Services Request Policy” policy document (PD – 105), approved June 30, 2023.

Operational Considerations

Vehicle Assignment

Passenger vehicles are assigned to routes/blocks of service based on several factors including required vehicle passenger capacity, community or street operating restrictions, operating performance requirements, and special equipment needs. Some routes have special operating restrictions including tight turns or community vehicle size limitations that require smaller vehicle assignments. Higher performing vehicle types may be assigned to blocks of service with more schedule adherence problems. Additionally, certain segments of service may be designated to have buses with special equipment, e.g., branded or wrapped vehicle equipment. After the special vehicle block needs have been addressed, the remaining vehicles are rotated through random assignment to any route/block of service on which the vehicle can travel.

Layover Guidelines

A minimum of ten percent of the round-trip running time is scheduled for layover, while high ridership routes require fifteen percent. All routes will have a minimum of five minutes layover per round trip.

1.2.5. Performance Standards

Service Performance Standards

HRT updated the agency’s Service Performance Standards for route-level evaluation in 2020.¹³ The standards are measured by six Key Performance Indicators (KPI’s) that fall into three distinct groups: service effectiveness, cost efficiency, and service quality. Each route classification has a minimum benchmark used to evaluate the effectiveness of service. Some benchmark standards for future On-Demand routes have not yet been established and, as noted in the tables, will be developed when On-Demand service is closer to implementation (beyond the pilot phase of demonstration projects). **Table 1-7** summarizes the KPI’s and their applicable grouping.

Service performance standards are necessary to ensure that all services are fulfilling their roles in the transit network and contributing to the overall financial sustainability of HRT. Performance is measured regularly to identify changes in performance over time and to allow prompt changes to be implemented if necessary.

¹³ “Service Standards and Performance” policy document (PD – 112), updated June 30, 2023.

Performance standards help ensure that HRT services meet the needs of passengers, while maintaining cost-efficiency for the agency.

Table 1-7: Performance Standard Groups and Key Performance Indicators

Performance Standard Measure	KPI
Service Effectiveness	Passengers per Revenue Hour
	Passengers per One-Way Trip
Cost Efficiency	Farebox Recovery
	Subsidy per Passenger Boarding
Service Quality	On-Time Performance
	Maximum Load Standards

Passengers per Revenue Hour

The passengers per revenue hour KPI (**Table 1-8**) measures the productivity of a given route based on ridership (unlinked boardings) generated for each hour of service operated. This measure does not apply to Limited/Express routes.

Table 1-8: Passengers per Revenue Hour Performance Standard

KPI	Classification	Benchmark
Passengers per Revenue Hour	Regional Backbone	50% of the service classification average on weekdays and weekends.
	Local Priority	
	Coverage	
	Limited/Express	N/A
	On-Demand	TBD

Passengers per One-way Trip

Limited/Express services (PCS and MAX) should not be evaluated on a passenger per hour basis, as there is generally less passenger turnover on these types of routes, leading to fewer passenger boardings overall. Instead, Limited/Express service is evaluated on a passengers per one-way trip basis (**Table 1-9**). This indicator measures the average passenger boardings per one-way trip. It is useful in evaluating express or “point-to-point” services where passengers board at the start of the trip and alight at the end of the trip, with little activity in between. Using this indicator provides a way to gauge how full the bus is during its journey. A typical HRT MAX vehicle has 40 seats, and effective service should generate enough passengers to fill a majority of those seats.

Table 1-9: Passengers per One-Way Trip Performance Standard

KPI	Classification	Benchmark
Passengers per One-Way Trip	Regional Backbone	N/A
	Local Priority	
	Coverage	
	Limited/Express	Min. passengers boardings per one-way trip: 20 on weekdays; 15 on weekends.
	On-Demand	N/A

Farebox Recovery

The farebox recovery ratio (**Table 1-10**) compares a route’s operating revenue to its operating costs. The difference between the cost to operate the service and the farebox revenue on the service results in the subsidy that HRT’s funding partners must cover.

Table 1-10: Farebox Recovery Performance Standard

KPI	Classification	Benchmark
Farebox Recovery	Regional Backbone	50% of the service classification average on weekdays and weekends.
	Local Priority	
	Coverage	
	Limited/Express	
	On-Demand	TBD

Subsidy per Passenger Boarding

A second way of measuring cost efficiency involves evaluating the operating cost per unlinked passenger boarding, less the average passenger fare (**Table 1-11**). This metric is the level of public subsidy necessary to support each passenger trip.

Table 1-11: Subsidy per Passenger Boarding Performance Standard

KPI	Classification	Benchmark
Subsidy per Passenger Boarding	Regional Backbone	Twice the service classification average on weekdays and weekends.
	Local Priority	
	Coverage	
	Limited/Express	
	On-Demand	TBD

On-Time Performance

An on-time performance standard defines a minimum threshold of daily trips by route and for the system that operate on-time (**Table 1-12**). On-time performance reflects both the quality and reliability of service, which can affect whether or not people choose to use transit or continue to use transit. HRT defines “on time” as one minute early to five minutes late at each time-point. This KPI establishes a minimum goal of at least 85 percent of time-points served within this time threshold relative to schedule, at both the route level and system-wide. Making sure that routes meet this standard results in a positive customer experience while at the same time recognizes that there are operating issues beyond the agency’s control.

Table 1-12: On-Time Performance Standard

KPI	Classification	Benchmark
On-Time Performance	Regional Backbone	85% on-time performance at all time-points.
	Local Priority	
	Coverage	
	Limited/Express	
	On-Demand	85% on-time performance of pick-ups and drop-offs.

Maximum Load Standards

Passenger load refers to how many people are on the bus at any given moment compared to its seated capacity (**Table 1-13**). High passenger loads result in overcrowded conditions and unsatisfied customers. Service quality issues with crowding are dependent on the amount of time that customers must stand on the bus. If crowding is a relatively brief phenomenon, it does not justify the expense of adding additional service. On the other hand, if passengers are required to consistently stand while on the bus, more service may be needed to alleviate the crowding. For Limited/Express and On-Demand routes, a benchmark of 100 percent of seated capacity is used, as these vehicles are designed for seated passengers only (with the exception of Limited/Express routes that operate on arterial roads rather than limited-access highways, as noted in the table).

Table 1-13: Maximum Load Performance Standard

Key Performance Indicator	Route Classification	Benchmark
Maximum Load	Regional Backbone	125% of seated capacity for two or more miles.
	Local Priority	
	Coverage	
	Limited/Express	100% of seated capacity for two or more miles; 125% if operated along arterial rather than limited-access roadways.
	On-Demand	100% of seated capacity.

Corrective Action Guidelines

Based on a route’s performance relative to the KPI’s, HRT places each route into one of three categories:

- Low-performing service
- Average-performing service
- High-performing service.

The metrics for determining in which categories the routes fall and remedial actions for each of the three categories of routes are listed in **Table 1-14**. This evaluation process is only performed for the KPI’s related to service effectiveness and cost efficiency. This evaluation methodology allows HRT to quickly identify under-performing service and take necessary steps to improve the service. It also ensures that HRT continues to invest in high-performing service.

Table 1-14: Performance Categories for Service Effectiveness and Cost Efficiency KPIs and Possible Corrective Actions

Category	Metric	Possible Analysis and Corrective Action
Low-performing service	50% of system average and below	Segment-level and operational analyses to identify potential route issues, which could result in: <ul style="list-style-type: none"> ■ Targeted marketing ■ Rider outreach ■ Change in service levels ■ Discontinuation
Average-performing service	Between 51% and 149% of system average	<ul style="list-style-type: none"> ■ Periodic trip-by-trip segment analysis to identify potential route issues
High-performing service	150% of system average or better	<ul style="list-style-type: none"> ■ Increase service levels ■ Upgrade transit operating environment ■ Introduce additional service types

Systemwide Performance Standards

In addition to the route-specific performance standards, HRT is working on implementation of a new “balanced scorecard” for certain performance measures.¹⁴ As shown in **Table 1-15**, the scorecard measures are labeled as “success factors” and are organized under four themes related to organizational and operational success. Each theme—customer-focused operations, regional impact, organizational performance, and workforce success—is derived from each set of objectives that fall under and align to the agency’s overarching goals as outlined in **Section 1.2.2**.

¹⁴ A balanced scorecard is a framework that helps translate a company’s strategic objectives into a coherent set of performance measures. Source: Robert S. Kaplan and David P. Norton, Putting the Balanced Scorecard to Work, Harvard Business Review.

Table 1-15: Balanced Scorecard

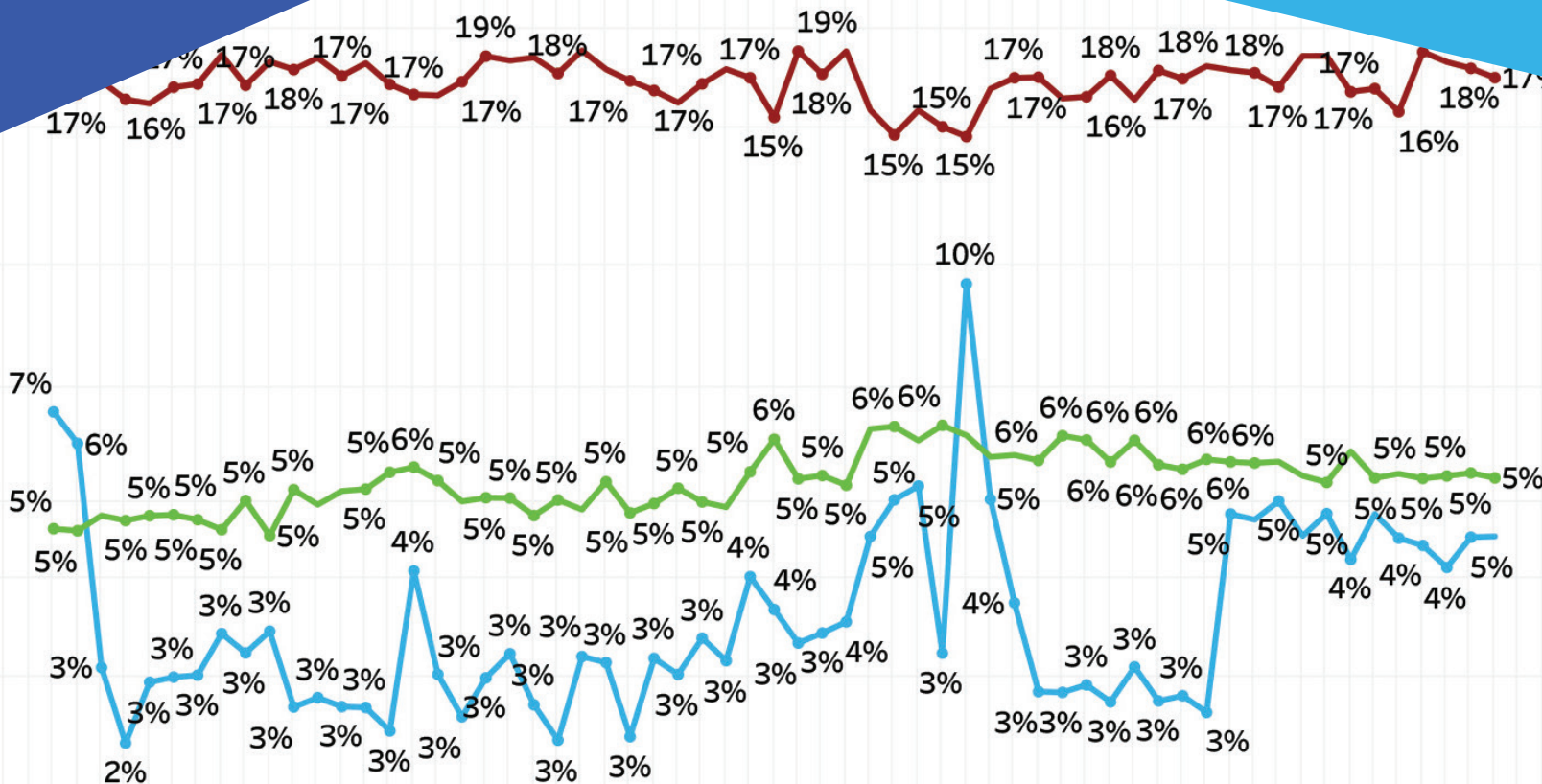
Goals and Objectives	Theme	Success Factor
Goal A - Provide a high-quality service that is easy to use and enhances people's lives.		
<p>A1. Provide reliable, safe, equitable, and desirable service, amenities, and information.</p> <p>A2. Serve people where and when they need to travel.</p> <p>A3. Achieve and maintain a high rate of customer satisfaction.</p>	Customer-Focused Operations	<ul style="list-style-type: none"> ■ On-Time Performance ■ Missed Trips ■ Ridership by Mode (Unlinked Passenger Trips) ■ Adherence to Fleet Preventive Maintenance Schedule ■ Customer Complaints per 100,000 Passenger Boardings ■ Customer Satisfaction Score ■ Marketing Impressions
Goal B - Foster regional quality of life and economic vitality.		
<p>B1. Contribute to regional congestion mitigation and environmental health and sustainability.</p> <p>B2. Maximize access for residents, employees, and visitors to and between regional activity centers, job centers, and workforce development opportunities.</p> <p>B3. Build community trust as a valuable partner in a thriving region.</p>	Regional Impact	<ul style="list-style-type: none"> ■ Population Within ¼ Mile of Bus Stops ■ Low-Income Community Population Within ¼ Mile of Bus Stops ■ Jobs Within ¼ Mile of Bus Stops ■ Number of Corporate Partnerships ■ Number of Access Opportunities to Educational Institutions
Goal C – Ensure financial stewardship and cost-effective operations.		
<p>C1. Provide cost-efficient transit service that leverages all available resources to offer the best value for the investment.</p> <p>C2. Perform asset management that achieves and maintains a state of good repair and sustainability and maximizes investment impacts.</p> <p>C3. Effectively align and manage resources and processes to maximize workplace productivity, achieve agency goals, and demonstrate safe and sustainable business practices to ensure long-term viability.</p>	Organizational Performance	<ul style="list-style-type: none"> ■ Preventable Accidents per 100,000 Vehicle Revenue Miles ■ Actual O&M Costs versus Budgeted ■ Passenger and Parking Facilities Condition Rating ■ Mean Distance Between Service Interruption ■ Administrative and Maintenance Facilities Condition Rating ■ Agency Generated Revenue ■ Total Cost per Total Vehicle Revenue Hour
Goal D – Build a culture for innovation and workforce success to ensure HRT remains relevant to the dynamic needs of the region.		
<p>D1. Continue to progress and innovate collaboratively with our partners and stakeholders to improve service to customers.</p> <p>D2. Support a diverse and empowered workforce to strengthen core competencies and support an inclusive and productive workplace.</p> <p>D3. Be an employer of choice and inspire and invest in our workforce and develop future leaders.</p>	Workforce Success	<ul style="list-style-type: none"> ■ Retention Rate ■ Percentage of Promotions ■ Overall Workforce Diversity (Gender, Race) ■ Completed Administrative Training ■ Completed Safety Training

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CHAPTER 2

System Performance and Operations Analysis

FY2025 – FY2034



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2. System Performance and Operations Analysis

2.1 System and Service Data

Covering the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach, HRT has a service area of approximately 438 square miles and a population of approximately 1.15 million people, with an overall population density of approximately 2,667 people per square mile.¹ A detailed analysis of current and future regional population density is included in **Section 2.2.1**.

The following section summarizes HRT’s existing system and service data. From March 31 to June 14, 2020, HRT implemented an Essential Service Plan which provided reduced levels of service because of the COVID-19 pandemic. Fares were free from March 31 to July 1, 2020. Regular levels of service were operated from June 14, 2020, through May 8, 2021. On May 9, 2021, HRT began the Service Reliability Plan (SRP) because of reduced operator availability due to the COVID-19 pandemic. The Service Reliability Plan is designed to match the level of service to operator availability so reliable service can be delivered with fewer missed trips. As a result of this plan, most Southside routes operated on a Saturday schedule on weekdays and most Peninsula routes operated on a Sunday schedule on weekdays and Saturdays during much of FY 2022. On May 15, 2023, HRT restored all service spans and frequencies on Peninsula routes, while most Southside routes continue to operate on a Saturday schedule. The Essential Service Plan service data are not reflected in the service data in the TSP since it represents a temporary change of service; however, the Service Reliability Plan service data are reflected in some tables in this chapter to highlight the ongoing impacts of the pandemic and operator shortages on HRT’s service.

As of November 2023, HRT’s fixed-route bus service includes 34 local services, including 22 routes on the Southside and 12 on the Peninsula; four seasonal trolley routes in Virginia Beach (VB Wave and Bayfront Shuttle which operate during the summer); and 757 Express service, which includes 13 regional backbone routes, 10 commuter routes (formerly Metro Area Express), and five Peninsula Commuter Service (PCS) routes. HRT also operates a light rail, The Tide, in Norfolk and a ferry across the Elizabeth River to connect Downtown Portsmouth and Downtown Norfolk. HRT’s demand response program is a shared ride paratransit service serving the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach to and from locations within three-quarter miles of existing fixed-route bus, light rail, and ferry service during HRT’s regular operating hours.

As noted above, HRT operated the Essential Service Plan from March 31 to June 14, 2020, and began the SRP in May 2021, which impacted the peak vehicle need for fixed-route bus service. HRT’s October 2020 fleet size, when the agency operated regular service, was 409 revenue vehicles; in November 2023, when the agency continued to operate in the SRP on the Southside, HRT’s fleet size was 352 revenue vehicles. The fleet size and peak vehicle need by mode is shown in **Table 2-1**.

Table 2-1: HRT Revenue Fleet and Peak Vehicle Need, October 2020 and November 2023

Mode	October 2020		November 2023	
	Fleet Size	Peak Vehicle Need	Fleet Size	Peak Vehicle Need ²
Bus	287	234	238 ³	186
Light Rail	9	6	9	6
Ferry	3	2	3	2
Paratransit	110	68 ⁴	102	114 ⁵
Total	409	310	352	308

¹ NTD, 2017. HRT Agency Profile. Accessed at https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2017/30083.pdf.

² Peak vehicle need does not include the 13 vehicles required to operate the seasonal trolley routes; the total peak vehicle need for bus in summer, when the trolleys operate, is 199 vehicles.

³ Total bus fleet size does not include the 35 buses that are currently in HRT’s contingency fleet nor does it include the three Proterra buses that are inactive due to missing parts.

⁴ COVID-19 significantly decreased demand and therefore the peak vehicle requirements for paratransit service.

⁵ Under HRT’s current paratransit operating model, transportation network companies and taxis fill the gap between the paratransit fleet size and the peak vehicle need.

2.1.1 Fixed-Route Bus Service

The following section summarizes fixed-route service information, including level of service, operating costs, vehicles in peak service, ridership, revenue hours, total hours, revenue miles, and directional route mileage. HRT operates fixed-route service seven days a week. Weekday service runs between 4:25 a.m. and 2:00 a.m. The time that service operates varies between the six member jurisdictions, as each city determines how early/late the service runs. Local routes operate on 15- to 60-minute headways during morning and afternoon peak periods. Southside routes include those that operate in Chesapeake, Norfolk, Portsmouth, and Virginia Beach; Peninsula routes operate in Hampton and Newport News.

Table 2-2 and **Table 2-3** summarize span of service and headways by service day and time periods for individual HRT fixed route bus routes in November 2020. This represents a snapshot in time, highlighting a period prior to the SRP, when HRT had a sufficient number of operators to provide full service. HRT time periods are defined as:

- **Early:** before 6:00 a.m.
- **AM Peak:** 6:00 a.m.–9:00 a.m.
- **Base:** 9:00 a.m.–3:00 p.m.
- **PM Peak:** 3:00 p.m.–6:00 p.m.
- **Evening:** 6:00 p.m.–11:00 p.m.
- **Late Night:** after 11:00 p.m.

Table 2-2: Weekday Level of Service, November 2020

Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening	Late Night	
Southside Services								
1	4:44 a.m.–1:30 a.m.	30	15	30	15	40	60	93
2	4:51 a.m.–11:42 p.m.*	30	30	30	30	49	60	67
3	4:51 a.m.–12:35 a.m.*	30	15	30	15	49	60	89
4	6:00 a.m.–10:51 p.m.	—	60	60	60	60	—	34
5	6:12 a.m.–6:14 p.m.	—	60	60	60	60	—	24
6	5:30 a.m.–11:50 p.m.*	30	30	60	30	60	60	52
8	5:18 a.m.–12:14 a.m.*	30	30	30	30	42	60	67
9	5:48 a.m.–11:11 p.m.*	30	30	30	30	43	60	64
11	6:05 a.m.–6:30 p.m.	—	60	60	60	60	—	25
12	5:48 a.m.–9:35 p.m.	60	60	60	60	60	—	31
13	4:48 a.m.–12:43 a.m.	60	30	60	30	60	60	54
14	6:17 a.m.–7:09 p.m.	—	60	60	60	60	—	26
15	4:48 a.m.–1:18 a.m.	30	15	30	15	30	60	96
18	5:42 a.m.–10:38 p.m.	60	60	60	60	60	—	34
20	4:52 a.m.–1:15 a.m.	30	15	30	15	60	60	91
21	5:11 a.m.–1:17 a.m.	30	30	30	30	60	60	69
22	6:03 a.m.–6:56 p.m.	—	60	60	60	60	—	26
23	5:04 a.m.–1:06 a.m.*	30	30	30	30	48	60	69
24	7:00 a.m.–9:40 p.m.	—	30	60	30	60	—	38
25	6:02 a.m.–11:55 p.m.*	—	60	60	60	60	60	37
26	6:29 a.m.–6:45 p.m.	—	30	30	30	30	—	48
27	5:48 a.m.–11:54 p.m.*	30	30	60	30	60	60	47
29	6:48 a.m.–10:15 p.m.	—	60	60	60	60	—	31
33	6:16 a.m.–10:58 p.m.	—	60	60	60	60	—	33

Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening	Late Night	
36	5:48 a.m.–10:41 p.m.	30	30	60	30	60	—	45
41	5:56 a.m.–6:53 p.m.	60	60	60	60	60	—	26
43	6:36 a.m.–6:23 p.m.	—	60	60	60	60	—	24
44	6:14 a.m.–10:04 p.m.	—	60	60	60	60	—	31
45	4:39 a.m.–11:54 p.m.	30	15	30	15	30	60	90
47	5:49 a.m.–10:30 p.m.	30	15	30	15	30	—	77
50	6:03 a.m.–6:55 p.m.	—	60	60	60	60	—	26
55	6:30 a.m.–7:56 p.m.	—	60	60	60	60	—	27
57	6:19 a.m.–7:17 p.m.	—	60	60	60	60	—	25
58	5:48 a.m.–7:10 p.m.	60	60	60	60	60	—	27
Peninsula Services								
101	5:15 a.m.–12:10 a.m.	30	35	35	35	60	60	60
102	6:19 a.m.–8:10 p.m.	—	60	60	60	60	—	28
103	5:15 a.m.–11:52 p.m.	30	30	30	30	30	60	67
104	5:45 a.m. – 10:41 p.m.	30	30	30	30	30	—	62
105	6:12 a.m.–12:13 a.m.	—	60	60	60	60	60	37
106	5:09 a.m.–12:49 a.m.	20	60	60	60	60	60	40
107	6:22 a.m.–12:13 a.m.	60	60	60	60	60	60	34
108	5:55 a.m.–11:31 p.m.	60	60	60	60	60	60	35
109	6:51 a.m.–10:07 p.m.	—	60	60	60	60	—	30
110	6:00 a.m.–10:50 p.m.	—	60	60	60	60	60	33
111	6:54 a.m.–10:48 p.m.	—	60	60	60	60	—	32
112	4:55 a.m.–12:57 a.m.	30	30	30	30	30	60	68
114	6:20 a.m.–11:38 p.m.	—	30	30	30	60	60	60
115	5:45 a.m.–12:07 a.m.	60	60	60	60	60	60	37
116	5:45 a.m.–12:08 a.m.	60	60	60	60	60	60	38
117	6:15 a.m.–7:38 p.m.	—	60	60	60	60	—	28
118	6:15 a.m.–10:13 p.m.	—	60	60	60	60	—	32
120	7:10 a.m.–8:48 p.m.	—	60	60	60	60	—	28
VB Wave and Bayfront Shuttle Services⁶								
30	8:01 a.m.–2:06 a.m.	—	15	15	15	15	15	218
31	9:30 a.m.–11:10 p.m.	—	20	20	20	20	20	82
35	7:50 a.m.–12:47 a.m.	—	30	30	30	30	30	44
Peninsula Commuter Services (PCS)								
403	5:28 a.m.–6:18 a.m.	1 Trip	—	—	—	—	—	1
405	5:50 a.m.–6:31 a.m.; 3:40 p.m.–4:38 p.m.	1 Trip	—	—	1 Trip	—	—	2

⁶ The VB Wave and Bayfront Shuttle services operate seasonally, roughly between May and September. The level of service shown in the table represents the span and headway of these routes when they are in operation.



Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening	Late Night	
414	5:20 a.m.–7:49 a.m.; 3:40 p.m.–6:12 p.m.	2 Trips	—	—	3 Trips	—	—	5
415	3:45 p.m.–4:27 p.m.	—	—	—	1 Trip	—	—	1
430	5:35 a.m.–6:30 a.m.; 3:40 p.m.–4:24 p.m.	2 Trips	—	—	1 Trip	—	—	3
Metro Area Express (MAX) Services								
64	5:00 a.m.–6:32 a.m.; 3:40 p.m.–5:30 p.m.	4 Trips	—	—	4 Trips	—	—	8
121	5:30 a.m.–7:00 a.m.; 3:40 p.m.–5:50 p.m.	1 Trip	1 Trip	—	2 Trips	—	—	4
919	5:10 a.m.–7:26 a.m.; 2:54 p.m.–5:03 p.m.	3 Trips	—	—	4 Trips	—	—	7
922	5:00 a.m.–7:13 a.m.; 2:55 p.m.–4:42 p.m.	4 Trips	—	—	3 Trips	—	—	7
960	5:35 a.m.–8:19 p.m.	60	60	60	60	60	—	30
961	4:55 a.m.–11:12 p.m.	30	30	52	30	60	60	50
966	5:20 a.m.–6:31 a.m.; 3:40 p.m.–5:03 p.m.	2 Trips	—	—	2 Trips	—	—	4
967	4:25 a.m.–7:09 a.m.; 3:00 p.m.–6:24 p.m.	6 Trips	—	—	7 Trips	—	—	13
972	5:15 a.m.–6:17 a.m.; 3:40 p.m.–4:58 p.m.	1 Trip	—	—	1 Trip	—	—	2

Table 2-3: Weekend Level of Service, November 2020

Route	Saturday			Sunday		
	Span	Headway	Number of One-Way Daily Trips	Span	Headway	Number of One-Way Daily Trips
Southside Services						
1	4:40 a.m.–1:31 a.m.	30	68	5:37 a.m.–1:30 a.m.	60	38
2	5:11 a.m.–1:09 a.m.	60	40	5:28 a.m.–12:20 a.m.	60	37
3	5:21 a.m.–1:27 a.m.	30	65	5:59 a.m.–12:31 a.m.	60	36
4	7:00 a.m.–10:51 p.m.	60	32	8:00 a.m.–10:49 p.m.	67	26
5	7:17 a.m.–6:12 p.m.	60	22	—	—	—
6	5:32 a.m.–12:42 a.m.	60	39	5:54 a.m.–6:38 p.m.	60	26
8	5:42 a.m.–12:44 a.m.	30	65	6:40 a.m.–8:57 p.m.	60	28
9	5:32 a.m.–12:12 a.m.	60	37	—	—	—
11	6:05 a.m.–6:27 p.m.	60	25	8:40 a.m.–5:39 p.m.	60	18
12	5:48 a.m.–9:35 p.m.	60	31	—	—	—



Route	Saturday			Sunday		
	Span	Headway	Number of One-Way Daily Trips	Span	Headway	Number of One-Way Daily Trips
13	5:26 a.m.–12:43 a.m.	60	38	5:52 a.m.–10:36 p.m.	60	34
14	6:17 a.m.–7:02 p.m.	60	26	—	—	—
15	5:18 a.m.–12:48 a.m.	30	66	6:46 a.m.–12:42 a.m.	60	36
18	6:16 a.m.–10:18 p.m.	60	32	—	—	—
20	5:22 a.m.–1:14 a.m.	30	65	6:23 a.m.–1:13 a.m.	60	36
21	5:12 a.m.–1:22 a.m.	30	68	6:43 a.m.–1:21 a.m.	60	36
22	6:03 a.m.–6:50 p.m.	60	25	—	—	—
23	5:04 a.m.–1:11 a.m.	30	67	5:53 a.m.–8:58 p.m.	60	30
24	7:00 a.m.–10:23 p.m.	60	30	8:00 a.m.–7:55 p.m.	60	23
25	6:07 a.m.–12:55 a.m.	60	37	—	—	—
26	7:32 a.m.–6:46 p.m.	30	45	—	—	—
27	5:48 a.m.–1:03 a.m.	60	38	—	—	—
29	6:48 a.m.–10:21 p.m.	60	31	—	—	—
33	6:26 a.m.–10:53 p.m.	60	33	—	—	—
36	6:10 a.m.–10:43 p.m.	60	32	—	—	—
41	6:03 a.m.–6:55 p.m.	60	26	—	—	—
43	6:47 a.m.–6:01 p.m.	60	23	—	—	—
44	6:14 a.m.–10:04 p.m.	60	31	7:00 a.m.–7:45 p.m.	60	24
45	5:10 a.m.–12:51 a.m.	30	68	6:06 a.m.–10:51 p.m.	60	32
47	6:03 a.m.–10:30 p.m.	30	58	6:33 a.m.–7:30 p.m.	60	26
50	7:03 a.m.–6:29 p.m.	60	23	7:00 a.m.–6:20 p.m.	60	23
55	7:48 a.m.–8:12 p.m.	60	25	—	—	—
57	6:18 a.m.–7:19 p.m.	60	25	—	—	—
58	5:48 a.m.–7:10 p.m.	60	27	—	—	—
Peninsula Services						
101	5:15 a.m.–12:10 a.m.	35	57	5:45 a.m.–8:08 p.m.	60	29
102	7:19 a.m.–7:10 p.m.	60	24	—	—	—
103	5:15 a.m.–11:52 p.m.	30	67	7:15 a.m.–7:52 p.m.	60	26
104	5:45 a.m.–10:41 p.m.	30	61	5:45 a.m.–7:43 p.m.	60	28
105	6:15 a.m.–12:13 a.m.	60	35	8:15 a.m.–8:13 p.m.	60	22
106	5:09 a.m.–12:49 a.m.	60	39	5:45 a.m.–7:48 p.m.	60	26
107	6:22 a.m.–12:13 a.m.	60	34	7:15 a.m.–8:05 p.m.	60	25
108	5:55 a.m.–11:31 p.m.	60	35	6:35 a.m.–7:02 p.m.	60	24
109	7:47 a.m.–9:10 p.m.	60	27	6:47 a.m.–7:10 p.m.	60	25
110	7:00 a.m.–10:50 p.m.	60	31	8:00 a.m.–7:48 p.m.	60	22
111	7:00 a.m.–10:39 p.m.	60	30	8:01 a.m.–7:31 p.m.	60	22
112	4:55 a.m.–12:57 a.m.	30	66	6:28 a.m.–8:33 p.m.	60	27
114	6:45 a.m.–11:32 p.m.	30	57	6:45 a.m.–7:30 p.m.	60	26

Route	Saturday			Sunday		
	Span	Headway	Number of One-Way Daily Trips	Span	Headway	Number of One-Way Daily Trips
115	6:11 a.m.–10:08 p.m.	60	32	8:11 a.m.–7:37 p.m.	60	23
116	7:00 a.m.–11:37 p.m.	60	35	—	—	—
117	8:15 a.m.–7:38 p.m.	60	24	8:15 a.m.–6:38 p.m.	60	22
118	6:15 a.m.–10:13 p.m.	60	32	8:15 a.m.–7:13 p.m.	60	21
120	8:10 a.m.–8:48 p.m.	60	26	8:10 a.m.–6:48 p.m.	60	22
VB Wave and Bayfront Shuttle Services⁷						
30	8:01 a.m.–2:06 a.m.	15	218	8:01 a.m.–2:06 a.m.	15	218
31	9:30 a.m.–11:10 p.m.	20	82	9:30 a.m.–11:10 p.m.	20	82
35	7:50 a.m.–12:47 a.m.	30	44	7:50 a.m.–12:47 a.m.	30	44
Metro Area Express (MAX) Services						
960	6:30 a.m.–8:19 p.m.	60	28	7:50 a.m.–8:44 p.m.	60	27
961	4:58 a.m.–10:57 p.m.	30	48	7:00 a.m.–8:58 p.m.	60	28

Table 2-4 and **Table 2-5** summarize span of service and headways by service day and time period for individual HRT fixed-route bus routes in November 2023, when HRT continues to operate in the SRP on the Southside due to a lack of available operators. In October 2022, HRT implemented new 757 Express service on Route 112 as well as the new Route 980 to the Amazon facilities in Chesapeake and Suffolk. In May 2023, HRT implemented new 757 Express service on Route 114. Finally, in November 2023, HRT implemented new 757 Express service on Route 20.

Table 2-4: Weekday Level of Service, November 2023

Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening ⁸	Late Night	
Southside Services								
1	4:36 a.m.–1:32 a.m.	60	30	30	30	30/60	60	67
2	5:11 a.m.–1:09 a.m.	60	60	60	60	60	60	40
3	5:33 a.m.–1:31 a.m.	30	30	30	30	60	60	65
4	6:05 a.m.–11:05 p.m.	—	60	60	60	60	—	33
5	6:46 a.m.–6:11 p.m.	—	60	60	60	60	—	23
6	5:45 a.m.–1:17 a.m.	60	60	60	60	60	60	40
8	5:46 a.m.–1:11 a.m.	30	30	30	30	60	60	64
9	5:33 a.m.–12:11 a.m.	60	60	60	60	60	60	38
11	6:05 a.m.–6:27 p.m.	—	60	60	60	60	—	25
12	5:48 a.m.–9:35 p.m.	60	60	60	60	60	—	31
13	5:45 a.m.–12:59 a.m.	60	60	60	60	60	60	38
14	5:25 a.m.–7:25 p.m.	60	60	60	60	60	—	28

⁷ The VB Wave and Bayfront Shuttle services operate seasonally, roughly between May and October (End of Neptune Festival). The level of service shown in the table represents the span and headway of these routes when they are in operation.

⁸ Routes showing two numbers (e.g., 30/60) indicates that the route transitions from 30-minute frequencies to 60-minute frequencies during the Evening period. Most routes transition from 30-minute frequencies to 60-minute frequencies at or around 7:00 p.m.



Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening ⁸	Late Night	
15	5:15 a.m.–12:48 a.m.	30	30	30	30	60	60	66
18	6:16 a.m.–10:18 p.m.	—	60	60	60	60	—	32
20	5:20 a.m.–1:14 a.m.	30	15	30	15	30/60	60	92
21	5:08 a.m.–1:11 a.m.	30	30	30	30	30/60	60	66
22	6:03 a.m.–6:56 p.m.	—	60	60	60	60	—	26
23	5:03 a.m.–1:11 a.m.	60	60	60	60	60	60	39
24	5:55 a.m.–10:19 p.m.	60	60	60	60	60	—	32
25	6:02 a.m.–11:55 p.m.*	—	60	60	60	60	60	37
26	6:15 a.m.–6:45 p.m.	—	30	30	30	30	—	48
27	5:48 a.m.–11:54 p.m.*	60	60	60	60	60	60	38
29	6:48 a.m.–10:15 p.m.	—	60	60	60	60	—	31
33	6:26 a.m.–9:53 p.m.	—	60	60	60	60	—	31
36	6:17 a.m.–10:16 p.m.	—	60	60	60	60	—	32
41	6:03 a.m.–6:57 p.m.	60	60	60	60	60	—	26
43	6:47 a.m.–6:01 p.m.	—	60	60	60	60	—	23
44	5:14 a.m.–10:04 p.m.	—	60	60	60	60	—	33
45	4:40 a.m.–12:52 a.m.	30	30	30	30	30/60	60	69
47	5:49 a.m.–10:24 p.m.	60	60	60	60	60	—	33
50	6:15 a.m.–6:29 p.m.	—	60	60	60	60	—	24
57	5:55 a.m.–6:52 p.m.	—	60	60	60	60	—	26
58	5:48 a.m.–7:30 p.m.	60	60	60	60	60	—	27
Peninsula Services								
101	5:45 a.m.–12:10 a.m.	60	60	60	60	60	60	38
102	6:19 a.m.–8:10 p.m.	—	60	60	60	60	—	28
103	5:15 a.m.–11:52 p.m.	30	30	30	30	30/60	60	67
104	5:45 a.m.–10:52 p.m.	30	30	30	30	30	—	62
105	6:12 a.m.–12:13 a.m.	—	60	60	60	60	60	36
106	5:34 a.m.–12:48 a.m.	60	60	60	60	60	60	38
107	5:15 a.m.–12:06 a.m.	60	60	60	60	60	60	37
108	5:03 a.m.–12:02 a.m.	60	60	60	60	60	60	37
109	6:47 a.m.–10:04 p.m.	—	60	60	60	60	—	31
110	6:00 a.m.–10:48 p.m.	—	60	60	60	60	60	33
111	6:20 a.m.–11:34 p.m.	—	60	60	60	60	—	34
112	4:48 a.m.–1:35 a.m.	30	15	30	15	30/60	60	94
114	5:00 a.m.–1:29 a.m.	30	15	30	15	30/60	60	93
115	5:17 a.m.–12:03 a.m.	60	60	60	60	60	60	38
118	6:15 a.m.–10:13 p.m.	—	60	60	60	60	—	32

Route	Span (* denotes Friday service ends later)	Headway (minutes)						Number of One-Way Daily Trips
		Early	AM Peak	Base	PM Peak	Evening ⁸	Late Night	
VB Wave and Bayfront Shuttle Services⁹								
30	8:01 a.m.–2:09 a.m.	—	15	15	15	15	15	140
31	9:30 a.m.–11:10 p.m.	—	20	20	20	20	20	81
34¹⁰	—	—	—	—	—	—	—	—
35	7:50 a.m.–12:42 a.m.	—	60	60	60	60	60	34
Peninsula Commuter Services (PCS)								
403	5:28 a.m.–6:18 a.m. 3:40 p.m.–4:17 p.m.	1 Trip	—	—	1 Trip	—	—	2
405	5:40 a.m.–6:31 a.m. 3:30 p.m.–4:38 p.m.	2 Trips	—	—	2 Trip	—	—	4
414	5:20 a.m.–7:49 a.m. 3:40 p.m.–6:12 p.m.	2 Trips	—	—	3 Trips	—	—	5
415	5:45 a.m.–6:27 a.m. 3:45 p.m.–4:27 p.m.	1 Trip	—	—	1 Trip	—	—	2
430	5:35 a.m.–6:30 a.m. 3:30 p.m.–4:24 p.m.	2 Trips	—	—	2 Trips	—	—	4
757 Express (formerly Metro Area Express (MAX) Services)¹¹								
921	5:30 a.m.–7:00 a.m. 3:40 p.m.–5:50 p.m.	1 Trip	1 Trip	—	2 Trips	—	—	4
960	5:39 a.m.–8:35 p.m.	60	60	60	60	60	—	29
961	4:55 a.m.–11:13 p.m.	30	30	52	30	60	60	50
964	5:00 a.m.–6:32 a.m. 3:40 p.m.–5:30 p.m.	4 Trips	—	—	4 Trips	—	—	8
966	5:20 a.m.–6:38 a.m. 3:30 p.m.–5:03 p.m.	3 Trips	—	—	3 Trips	—	—	6
967	4:25 a.m.–6:44 a.m. 3:00 p.m.–6:24 p.m.	5 Trips	—	—	7 Trips	—	—	12
972	5:15 a.m.–6:32 a.m. 3:40 p.m.–5:08 p.m.	2 Trips	—	—	2 Trips	—	—	4
980¹²	5:45 a.m.–6:30 a.m. 4:45 p.m.–6:30 p.m.	2 Trips			3 Trips			5

⁹ The VB Wave and Bayfront Shuttle services operate seasonally, roughly between May and October (End of Neptune Festival). The level of service shown in the table represents the span and headway of these routes when they are in operation.

¹⁰ Route 34 operates on weekends only; see Table 2-5.

¹¹ Route 919 and 922 have been suspended due to low ridership since FY 2021. These routes are planned for elimination in FY 2024.

¹² Route 980, serving the new Amazon facilities in Chesapeake and Suffolk, began operating in October 2022.

Table 2-5: Weekend Level of Service, November 2023¹³

Route	Saturday			Sunday		
	Span	Headway ¹⁴	Number of One-Way Daily Trips	Span	Headway	Number of One-Way Daily Trips
Southside Services						
1	4:40 a.m.–1:00 a.m.	30/60	66	5:37 a.m.–1:30 a.m.	60	38
2	5:11 a.m.–1:09 a.m.	60	40	5:28 a.m.–12:20 a.m.	60	37
3	5:33 a.m.–1:31 a.m.	30/60	65	6:47 a.m.–1:04 a.m.	60	36
4	7:05 a.m.–11:05 p.m.	60	32	8:05 a.m.–11:02 p.m.	60	30
5	6:46 a.m.–5:46 p.m.	60	22	—	—	—
6	5:48 a.m.–1:13 a.m.	60	40	5:51 a.m.–6:41 p.m.	60	26
8	5:46 a.m.–1:11 a.m.	30/60	64	6:40 a.m.–8:57 p.m.	60	28
9	5:25 a.m.–12:03 a.m.	60	38	—	—	—
11	6:05 a.m.–6:27 p.m.	60	25	9:05 a.m.–6:04 p.m.	60	18
12	5:48 a.m.–9:35 p.m.	60	31	—	—	—
13	5:26 a.m.–12:58 a.m.	60	39	5:52 a.m.–10:34 p.m.	60	34
14	5:25 a.m.–8:22 p.m.	60	30	—	—	—
15	5:15 a.m.–1:11 a.m.	30/60	66	6:48 a.m.–12:40 a.m.	60	36
18	6:16 a.m.–10:18 p.m.	60	32	—	—	—
20	5:22 a.m.–1:30 a.m.	30/60	65	5:23 a.m.–1:00 a.m.	60	35
21	5:08 a.m.–1:11 a.m.	30/60	66	6:43 a.m.–1:21 a.m.	60	36
22	6:03 a.m.–6:50 p.m.	60	25	—	—	—
23	5:04 a.m.–1:20 a.m.	60	39	5:53 a.m.–8:58 p.m.	60	30
24	7:00 a.m.–10:28 p.m.	60	30	5:55 a.m.–7:51 p.m.	60	23
25	6:07 a.m.–12:55 a.m.	60	37	—	—	—
26	7:32 a.m.–6:46 p.m.	30	45	—	—	—
27	5:48 a.m.–1:03 a.m.	60	38	—	—	—
29	6:48 a.m.–10:21 p.m.	60	31	—	—	—
33	6:26 a.m.–9:53 p.m.	60	31	—	—	—
36	6:17 a.m.–10:16 p.m.	60	32	—	—	—
41	6:03 a.m.–6:57 p.m.	60	26	—	—	—
43	6:47 a.m.–6:01 p.m.	60	23	—	—	—
44	6:14 a.m.–10:04 p.m.	60	31	7:00 a.m.–7:55 p.m.	60	24
45	5:10 a.m.–12:54 a.m.	30/60	68	6:06 a.m.–10:51 p.m.	60	32
47	6:08 a.m.–10:30 p.m.	60	32	6:33 a.m.–7:30 p.m.	60	26
50	7:03 a.m.–6:29 p.m.	60	23	7:00 a.m.–6:20 p.m.	60	23
57	6:00 a.m.–6:52 p.m.	60	26	—	—	—

¹³ Routes that do not offer any weekend service are excluded from the table. This includes all PCS routes and several 757 Express (formerly MAX) routes.

¹⁴ Routes showing two numbers (e.g., 30/60) indicates that the route operates with different headways during the peak and off-peak periods on Saturdays.

Route	Saturday			Sunday		
	Span	Headway ¹⁴	Number of One-Way Daily Trips	Span	Headway	Number of One-Way Daily Trips
58	5:48 a.m.–7:32 p.m.	60	27	—	—	—
Peninsula Services						
101	5:45 a.m.–12:10 a.m.	60	37	5:45 a.m.–8:08 p.m.	60	29
102	7:19 a.m.–7:10 p.m.	60	24	—	—	—
103	5:15 a.m.–11:52 p.m.	30/60	67	7:15 a.m.–7:52 p.m.	60	26
104	5:45 a.m.–10:43 p.m.	30/60	61	5:45 a.m.–7:43 p.m.	60	28
105	6:15 a.m.–12:13 a.m.	60	35	8:15 a.m.–8:13 p.m.	60	22
106	5:34 a.m.–12:48 a.m.	60	38	5:45 a.m.–7:48 p.m.	60	26
107	6:15 a.m.–12:06 a.m.	60	34	6:15 a.m.–9:08 p.m.	60	30
108	6:03 a.m.–11:31 p.m.	60	35	6:43 a.m.–9:09 p.m.	60	29
109	6:47 a.m.–8:34 p.m.	60	27	7:17 a.m.–7:33 p.m.	60	25
110	7:00 a.m.–10:48 p.m.	60	31	8:00 a.m.–7:48 p.m.	60	22
111	7:20 a.m.–11:05 p.m.	60	30	8:00 a.m.–8:00 p.m.	60	22
112	5:03 a.m.–12:48 a.m.	30/60	66	5:15 a.m.–12:31 a.m.	60	38
114	6:15 a.m.–12:35 p.m.	30/60	63	5:45 a.m.–12:30 a.m.	60	37
115	6:17 a.m.–10:01 p.m.	60	32	8:17 a.m.–8:01 p.m.	60	24
118	6:15 a.m.–10:13 p.m.	60	32	8:15 a.m.–7:13 p.m.	60	21
VB Wave and Bayfront Shuttle Services¹⁵						
30	8:01 a.m.–2:09 a.m.	15	140	8:01 a.m.–2:09 a.m.	15	140
31	9:27 a.m.–11:05 p.m.	20	82	9:27 a.m.–11:10 p.m.	20	82
34	8:00 a.m.–12:20 a.m.	15	130	8:00 a.m.–12:20 a.m.	15	130
35	7:50 a.m.–12:42 a.m.	60	34	7:50 a.m.–12:42 a.m.	60	34
757 Express (formerly Metro Area Express (MAX) Services)¹⁶						
960	6:39 a.m.–9:30 p.m.	60	28	7:39 a.m.–8:29 p.m.	60	25
961	5:00 a.m.–10:57 p.m.	30/60	48	7:00 a.m.–8:58 p.m.	60	28
980 ¹⁷	5:45 a.m.–6:30 a.m. 4:45 p.m.–6:30 p.m.	2 a.m. 3 p.m. trips	5	5:45 a.m.–6:30 a.m. 4:45 p.m.–6:30 p.m.	2 a.m. 3 p.m. trips	5

Operating Statistics

Table 2-6 summarizes key operational statistics for HRT’s fixed-route bus service. HRT’s fixed-route services operate out of three garages; the two year-round operating facilities are in Norfolk and in Hampton, with another small seasonal (summer) facility in Virginia Beach.

In FY 2021, the agency had a 234 fixed-route bus peak vehicle need during the summer season and a 221 fixed-route bus peak vehicle need all other times. The SRP, which HRT entered into in May 2021, reduced the peak

¹⁵ The VB Wave and Bayfront Shuttle services operate seasonally, roughly between May and October (End of Neptune Festival). The level of service shown in the table represents the span and headway of these routes when they are in operation.

¹⁶ 757 Express (formerly MAX) routes that do not operate on weekends are excluded from the table.

¹⁷ Route 980, serving the new Amazon facilities in Chesapeake and Suffolk, began operating in October 2022.

vehicle need as well as annual revenue miles and hours for fixed-route bus service. As a result of the SRP, most Southside routes have operated on a Saturday schedule on weekdays since May 2021; most Peninsula routes operated on a Sunday schedule on weekdays and Saturdays from May 2021 through May 2022. By May 15, 2023, spans and headways were restored on all Peninsula routes. As of October 2022, the agency had a 202 fixed-route peak vehicle need during the summer season and a 189 fixed-route peak vehicle need during all other times. In FY 2021, the HRT fixed-route services operated approximately nine million revenue miles and 750,000 revenue hours, and in FY 2023 the HRT fixed-route services operated approximately 8.0 million revenue miles and over 750,000 revenue hours. The majority of this service is operated on the Southside.

Table 2-6: Operating Statistics by Service, FY 2021 and FY 2023

Service	FY 2021			FY 2023		
	Peak Vehicle Need	Annual Revenue Miles	Annual Revenue Hours	Peak Vehicle Need ¹⁸	Annual Revenue Miles	Annual Revenue Hours
Southside Services	147	5,567,443	474,738	102	4,664,114	412,100
Peninsula Services	42	2,624,613	215,764	55	2,550,545	228,892
VB Wave and Bayfront Shuttle Services	13	193,694	23,786	13 ¹⁹	192,517	22,784
Peninsula Commuter Services (PCS)²⁰	2	49,939	2,558	5	60,309	3,515
757 Express (formerly Metro Area Express (MAX) Services)	30	546,202	40,127	27	568,352	35,679
Total	234	8,981,891	756,973	202	8,036,017	756,970

Table 2-7 shows route-level peak vehicle need, average one-way trip route mileage, and annual revenue hours and miles for HRT's fixed-route bus services in FY 2021 and FY 2023. With the implementation of 15-minute peak service on Route 112 in October 2022, Route 112 route has the highest peak vehicle need in October 2022, with 13 vehicles. Route 20 operated the most revenue miles and hours compared to any other route in the system in FY 2021; in FY 2023, Route 112 operated the most revenue miles and hours compared to any other route in the system. In general, PCS and 757 Express services operate longer one-way trips compared to the local fixed-route services.

¹⁸ Peak vehicle need reflects October 2022 (FY 2023) need, after partial implementation of RTS service. The total includes the 13 vehicles required to operate the seasonal trolley routes, which only operate in the summer. The total includes the new Route 980.

¹⁹ Peak vehicle need for VB Wave and Bayfront Shuttle routes are for May 2023 (FY 2023). These routes operate seasonally between May and September.

²⁰ Peak vehicle need is calculated for the PM peak period. The low numbers reflect the fact that there are few Peninsula Commuter Service routes which operate during this period.

Table 2-7: Operating Statistics by Route, FY 2021 and FY 2023

Route	FY 2021				FY 2023			
	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours
Southside								
1	10	23.6	419,828	35,700	7	14.5	354,270	28,087
2	4	10.2	207,102	19,445	2	10.0	151,901	14,237
3	7	17.2	389,491	27,628	5	13.1	303,374	25,300
4	1	4.9	57,783	5,964	1	4.9	56,420	5,809
5	1	6.8	48,919	3,625	1	6.5	45,133	3,424
6	3	8.0	122,403	11,941	2	8.0	105,795	13,066
8	4	8.2	171,450	16,530	5	7.9	104,699	12,552
9	6	9.5	164,840	16,745	2	9.1	107,002	11,117
11	1	3.7	32,158	4,289	1	3.7	32,109	4,319
12	2	14.4	135,044	9,291	2	14.1	132,384	9,362
13	3	9.8	118,650	12,322	3	8.3	127,800	11,565
14	3	9.3	119,062	7,714	2	9.3	90,584	7,707
15	9	15.4	375,656	31,729	5	13.4	307,086	23,695
18	2	5.7	57,220	5,301	1	5.5	55,348	4,956
20	20	23.2	598,880	54,594	12	22.2	489,319	48,352
21	5	13.0	247,413	26,389	4	9.6	140,508	17,414
22	3	12.8	95,298	7,727	1	11.9	95,729	8,031
23	6	11.9	285,187	27,133	4	12.5	176,485	20,317
24	5	18.8	210,317	12,176	3	18.8	192,303	10,498
25	2	12.4	127,286	11,177	3	11.6	127,064	11,776
26	6	5.3	64,800	5,669	6	4.4	65,190	5,203
27	3	7.7	101,759	6,663	6	7.5	99,771	6,692
29	4	14.2	135,604	8,563	2	14.2	135,762	7,734
33	1	19.3	181,040	14,201	2	19.3	183,767	13,070

Route	FY 2021				FY 2023			
	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours
36	4	8.1	100,071	8,478	1	7.6	74,831	6,048
41	2	11.9	93,511	7,802	1	11.7	96,310	7,709
43	1	3.9	28,068	3,610	3	3.8	26,998	3,685
44	3	15.0	128,671	9,678	3	14.7	166,965	16,525
45	7	11.2	284,839	26,852	4	9.9	226,345	23,414
47	12	9.0	174,136	15,626	2	8.2	98,900	10,226
50	1	6.0	48,472	4,281	2	5.4	45,898	4,232
55²¹	1	6.7	53,364	4,034	-	-	-	-
57	4	15.9	117,490	7,633	2	15.2	117,266	8,084
58	1	8.6	71,631	4,228	2	15.2	130,799	7,891
Peninsula Services								
101	3	9.1	152,035	11,077	4	7.6	101,830	9,457
102	1	7.5	51,899	4,327	1	6.2	52,042	4,183
103	3	10.1	189,764	16,820	3	8.6	126,702	13,493
104	3	8.1	161,640	14,426	3	7.1	93,045	7,453
105	2	12.7	147,750	11,774	3	12.1	150,022	12,975
106	3	17.5	237,450	18,698	3	17.8	235,277	19,547
107	2	16.1	192,575	15,328	2	16.3	207,155	13,086
108	2	8.8	105,214	11,056	3	10.7	161,322	13,369
109	1	4.4	45,852	4,207	1	4.4	46,918	4,537
110	2	12.9	140,642	10,998	3	12.8	142,368	11,766
111	2	13.6	142,834	10,923	3	15.9	188,778	18,178
112	5	16.0	348,384	26,933	13	19.2	539,537	54,126
114	4	10.1	194,289	19,190	8	9.7	200,015	22,969
115	1	8.0	98,333	6,115	1	7.9	96,466	6,085

²¹ Route 55 was eliminated in October 2021 (FY 2022).

Route	FY 2021				FY 2023			
	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours
116²²	4	16.7	169,900	15,765	-	-	-	-
117	1	3.1	24,786	2,382	2	2.6	24,932	2,419
118	2	12.6	137,960	10,770	1	12.4	136,844	11,937
120	1	4.9	47,309	3,359	1	4.8	47,291	3,313
VB Wave and Bayfront Shuttle Services²³								
30	7	3.0	78,535	12,883	7	3.0	50,225	9,878
31	2	4.9	32,691	3,007	2	4.9	36,371	3,989
34²⁴	-	-	-	-	-	3.2	2,216	372
35	4	16.2	82,468	7,896	4	16.2	117,153	7,962
Peninsula Commuter Services (PCS)²⁵								
403	0	15.7	3,944	211	0	12.5	5,508	330
405	0	16.1	7,705	480	1	15.4	12,717	839
414	2	20.2	25,336	1,192	3	19.6	24,688	1,446
415	0	12.7	3,159	188	0	12.7	5,276	291
430	0	14.2	9,795	487	1	13.3	12,120	609
757 Express Services (formerly Metro Area Express (MAX) Services)								
919²⁶	4	20.9	38,228	1,494	2	20.9	-	-
921²⁷	1	37.0	35,699	945	1	35.9	36,187	979
922²⁸	3	23.8	43,831	1,733	2	23.8	-	-
960	2	23.4	218,399	10,312	2	23.4	239,642	11,144

²² Route 116 was eliminated in in October 2021 (FY 2022).

²³ Peak vehicle need and route length for VB Wave and Bayfront Shuttle routes are for FY 2023 (May 2023). These routes operate seasonally between May and September.

²⁴ Route 34 is a new service that began operating in May 2022 (FY 2022). In addition, peak vehicle need is calculated for the PM peak period; Route 34 only operates on weekends and thus does not operate during the PM peak period. The route requires two vehicles.

²⁵ Peak vehicle need is calculated for the PM peak period. The low numbers reflect the fact that there are few Peninsula Commuter Service routes which operate during this period.

²⁶ Due to the COVID-19 Pandemic, service on Route 919 was suspended in FY 2023. Route 919 will be eliminated in May 2024 (FY 2024).

²⁷ In FY 2023, Route 64 was reclassified as a 757 Express route and renumbered to Route 964.

²⁸ Due to the COVID-19 Pandemic, service on Route 922 was suspended in FY 2023. Route 919 will be eliminated in May 2024 (FY 2024).

Route	FY 2021				FY 2023			
	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Annual Revenue Miles	Annual Revenue Hours
961	8	29.7	48,421	20,400	5	23.3	338,216	15,420
964²⁹	2	34.8	35,997	1,616	2	21.4	43,673	1,579
966	2	33.2	32,073	1,068	3	31.8	41,772	1,516
967	7	39.4	110,889	3,663	6	37.9	110,158	3,632
972	1	39.2	18,662	512	2	36.7	36,599	592
980³⁰	-	-	-	-	2	19.4	22,105	817
Total	234	-	8,981,891	756,973	202	-	8,036,017	756,970

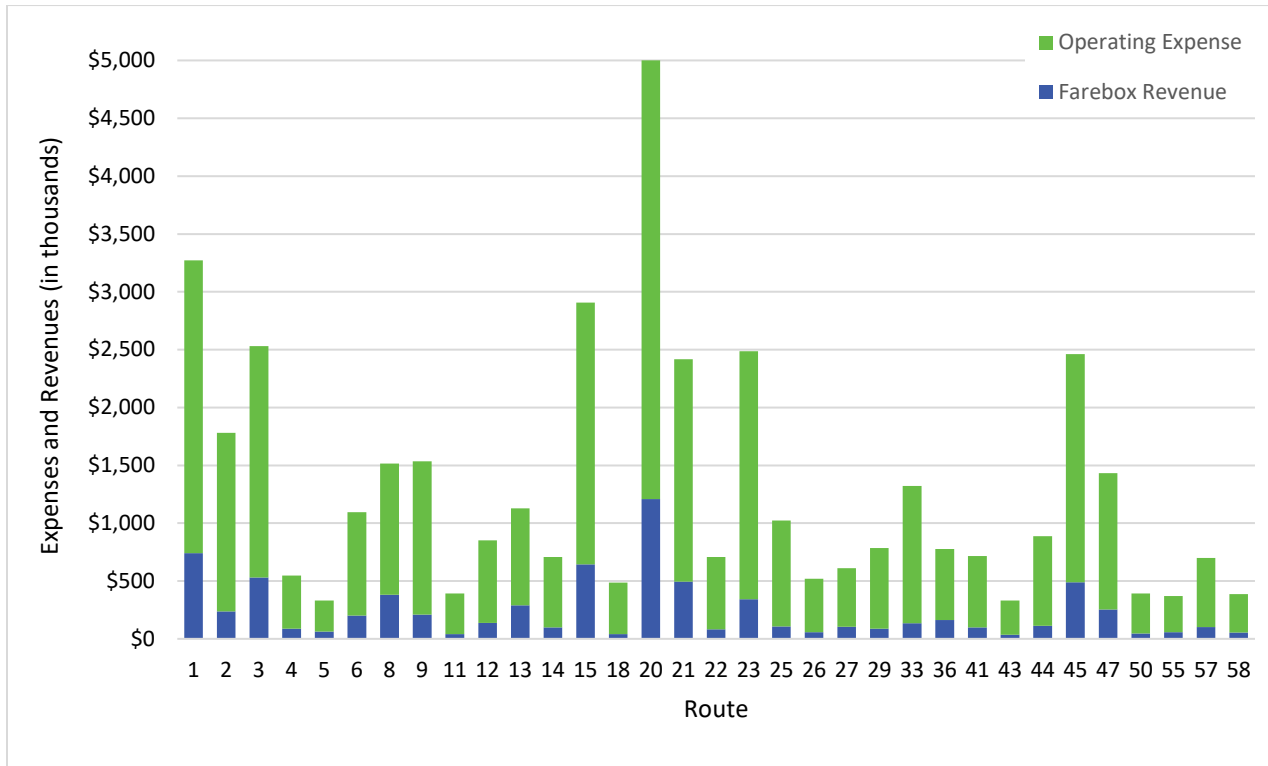
²⁹ In FY 2023, Route 64 was reclassified as a 757 Express route and renumbered to Route 964.

³⁰ Route 980 is a new service that began operating in October 2022 (FY 2023). It did not operate in FY 2021 or FY 2022.

Operating Costs

An analysis of operating expenses and revenues can elicit an understanding of how cost-efficiently HRT services are operating. In FY 2019³¹ fixed-route service operating expenses totaled over \$68 million, with farebox revenue generating just over \$12 million, covering approximately 18 percent of the operating costs. **Figure 2-1** through **Figure 2-4** show operating expenses and revenues by route for FY 2019 for fixed-route bus services.³²

Figure 2-1: Operating Expenses and Revenues by Route for Southside Routes, FY 2019³³



³¹ These data are not being updated in this minor update of the TSP because service since FY 2019 has been reduced due to the COVID-19 pandemic.

³² Data is not available for PCS routes.

³³ Since FY 2019, Route 55 has been eliminated.

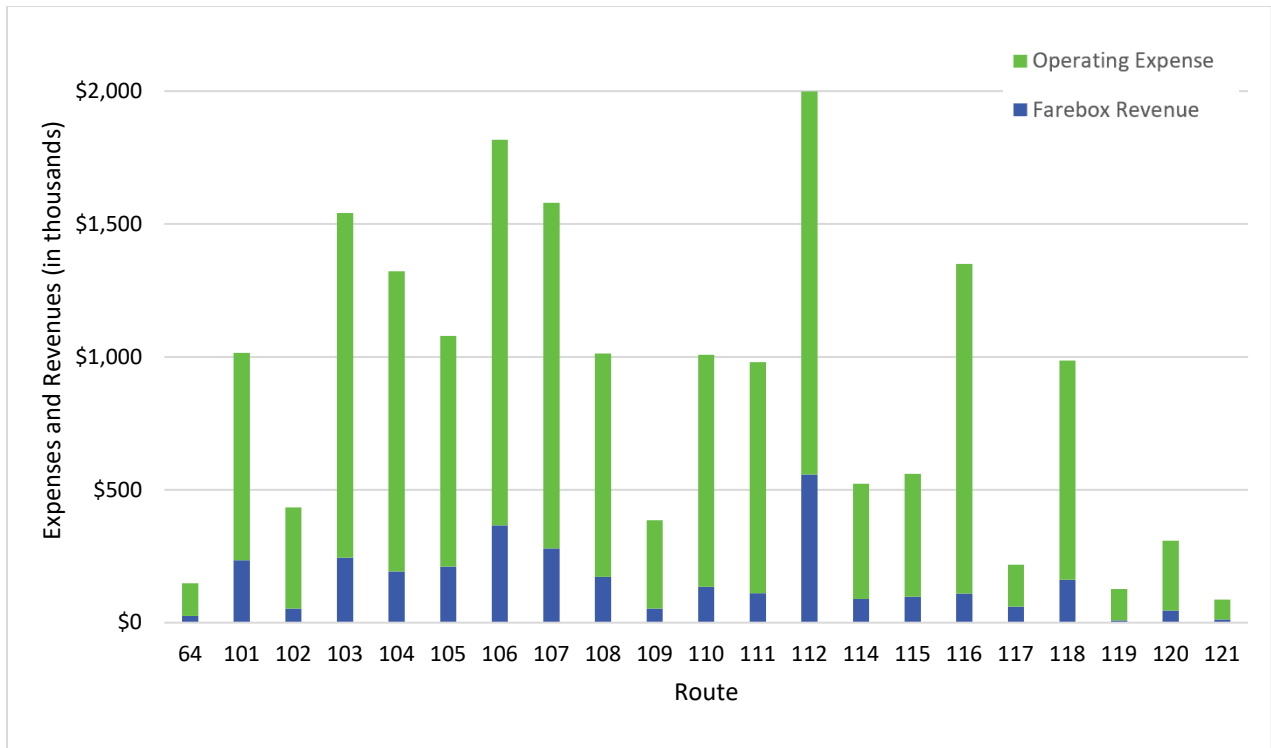
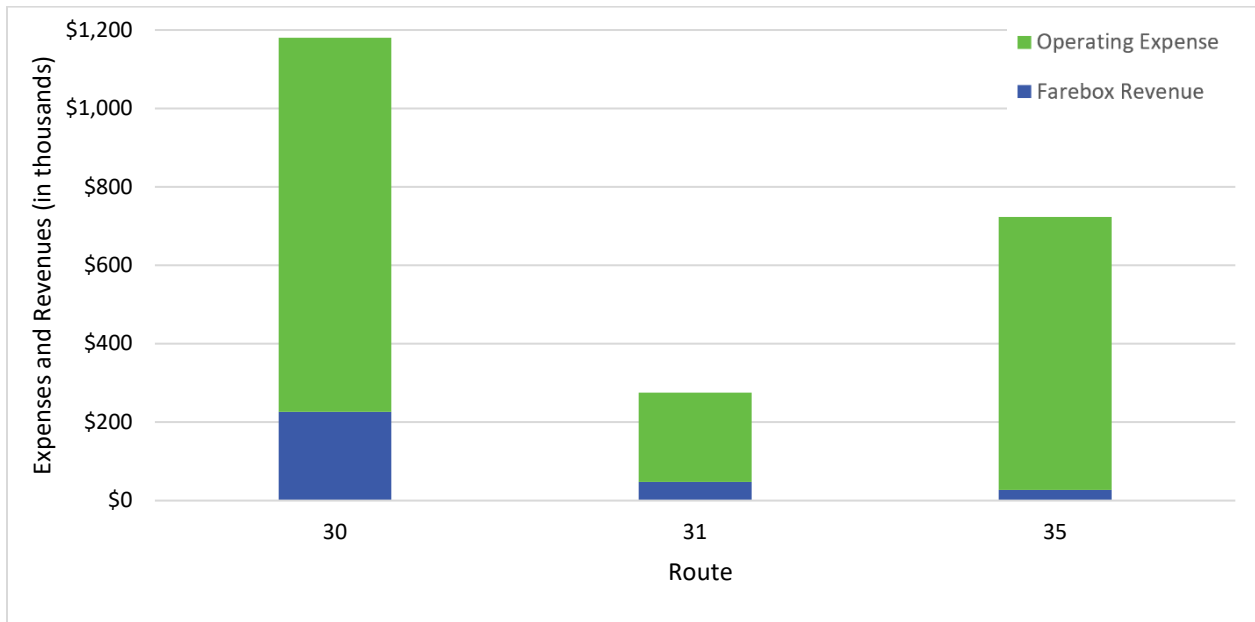
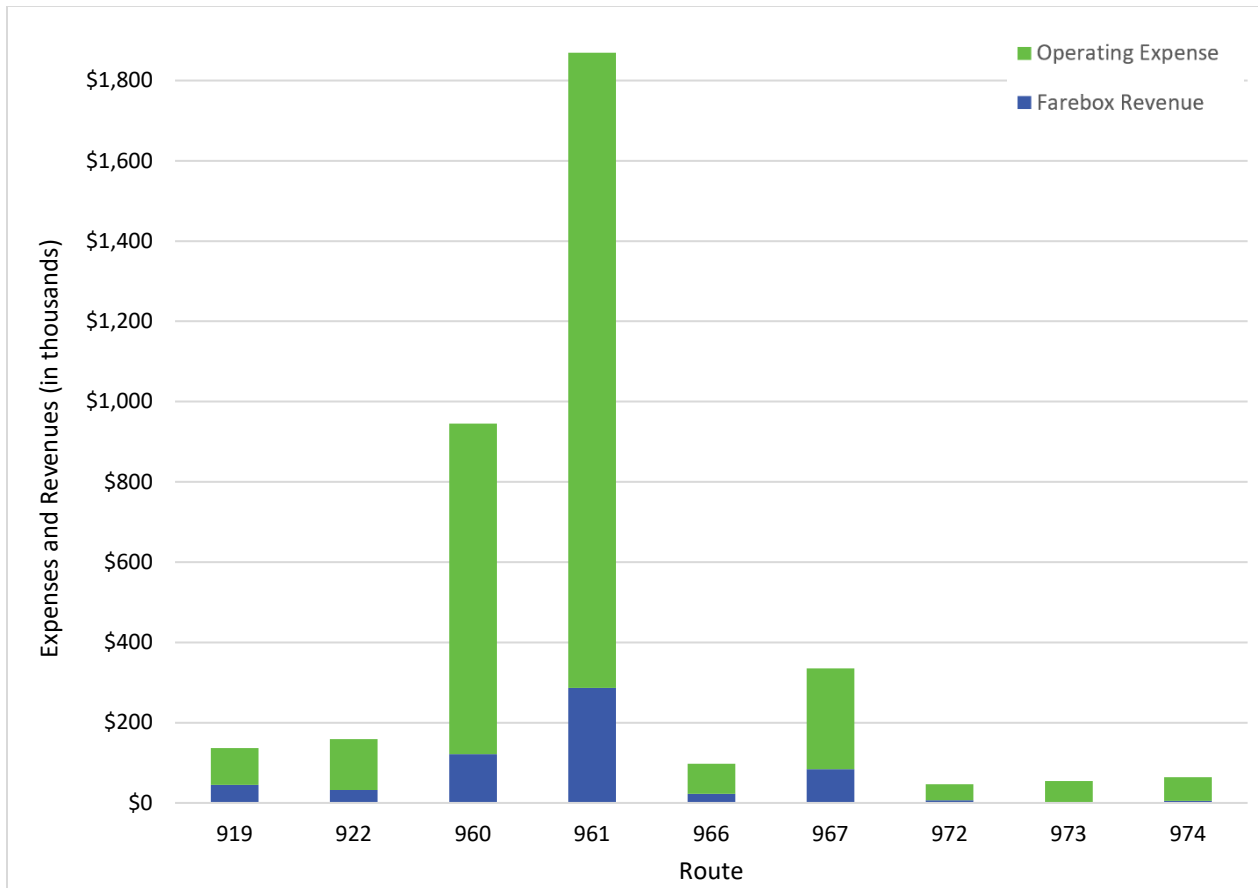
Figure 2-2: Operating Expenses and Revenues by Route for Peninsula Routes, FY 2019³⁴


Figure 2-3: Operating Expenses and Revenues for VB Wave and Bayfront Shuttle Service, FY 2019



³⁴ Since FY 2019 Route 64 and Route 121 have been reclassified as 757 Express routes and Route 116 has been eliminated.

Figure 2-4: Operating Expense and Revenue for 757 Express Routes, FY 2019



Annual Ridership

Ridership data from both FY 2019 and FY 2023 are included below to show ridership both pre-pandemic and more recently. HRT entered into the Service Reliability Plan (SRP) in May 2021. As a result of this plan, most Southside routes operated on a Saturday schedule on weekdays and most Peninsula routes operated on a Sunday schedule on weekdays and Saturdays during much of FY 2022. On May 15, 2023, HRT restored all spans and headways on the Peninsula. Most Southside routes continue to operate on a Saturday schedule. This reduction in level of service has impacted overall ridership on the system.

In FY 2019, prior to the COVID-19 pandemic, HRT’s Southside, Peninsula, PCS, 757 Express (formerly MAX), and VB Wave routes served a combined total of over 11 million riders. FY 2019 ridership was:

- **Southside:** 7,100,293
- **Peninsula:** 3,213,818
- **PCS:** 85,054
- **757 Express:** 423,003
- **VB Wave:** 277,070

In FY 2023, HRT’s Southside, Peninsula, PCS, 757 Express (formerly MAX), and VB Wave routes served a combined total of over five million riders. FY 2023 ridership was:

- **Southside:** 3,607,373
- **Peninsula:** 1,731,967
- **PCS:** 35,148

- **757 Express:** 258,933
- **VB Wave:** 184,708

Route 20 (Downtown Norfolk/Virginia Beach Oceanfront) had the highest overall ridership in FY 2019 with more than one million riders, representing 9.3 percent of all HRT fixed-route bus ridership. Route 20 also had the highest overall ridership in FY 2023, with over 621,000 riders, representing 12 percent of all HRT fixed-route bus ridership. In both FY 2019, Route 20 is followed by Route 1 (Downtown Norfolk/Pembroke East) and Route 15 (Evelyn Butts to Robert Hall / Greenbrier Mall) for the next highest ridership routes; combined, these three routes account for over 20 percent of all HRT fixed-route bus ridership in FY 2019. In FY 2023, Route 20 is followed by Route 112 (6th and Ivy to Patrick Henry Mall and Lee Hall) and Route 15 (Evelyn Butts to Robert Hall); these three routes account for over 25 percent of all HRT fixed-route bus ridership in FY 2023. Ridership and rank for each route is shown in **Table 2-8**.

Table 2-8: Annual Ridership by Route, FY 2019 and FY 2023

Route	FY 2019		FY 2023	
	Annual Ridership	System Rank	Annual Ridership	System Rank
Southside Services				
1	697,288	2	335,373	3
2	214,975	17	87,992	21
3	500,937	4	277,735	5
4	85,562	39	63,977	27
5	62,204	44	34,353	45
6	188,974	21	83,849	23
8	367,093	8	162,963	9
9	193,928	20	84,297	22
11	41,898	54	19,325	54
12	118,540	28	60,341	31
13	265,055	12	128,814	13
14	88,026	38	34,206	46
15	588,446	3	322,381	4
18	37,520	56	16,846	56
20	1,029,17	1	621,977	1
21	470,520	6	188,252	8
22	73,399	42	45,390	39
23	324,459	10	137,445	11
24³⁵	-	-	38,872	41
25	97,330	33	50,666	35
26	48,913	50	21,357	52
27	93,781	35	63,888	28
29	75,153	40	48,772	38
33	107,895	30	56,126	33
36	137,069	26	57,268	32
Peninsula Services				
41	94,363	34	51,572	34
43	39,065	55	26,450	50
44	105,727	31	82,365	24
45	454,224	7	211,881	7
47	235,240	15	90,741	19
50	47,046	53	27,420	49
55³⁶	50,556	49	0	68
57	91,603	36	50,377	37
58	51,985	48	24,102	51
101	233,440	16	105,086	17
102	55,134	47	27,562	48
103	243,204	14	99,793	18
104	181,691	22	50,539	36
105	199,351	19	108,791	16
106	314,878	11	139,090	10
107	254,451	13	134,405	12
108	139,414	25	89,525	20
109	56,172	46	33,514	47
110	134,706	27	60,467	30
111	108,883	29	61,072	29
112	497,207	5	400,609	2
114	336,096	9	232,806	6
115	98,516	32	37,171	42

³⁵ Route 24 began operating in October 2019 (FY 2020); no ridership data is available for this route prior to that date.

³⁶ Route 55 was eliminated in October 2021 (FY 2022).

Route	FY 2019		FY 2023	
	Annual Ridership	System Rank	Annual Ridership	System Rank
116 ³⁷	90,448	37	-	-
117	61,122	45	21,162	53
118	152,853	24	81,001	25
119 ³⁸	8,944	67	-	-
120	47,308	52	35,498	44
VB Wave and Bayfront Shuttle Services				
30	205,588	18	124,948	14
31	47,846	51	41,574	40
34 ³⁹	-	-	785	67
35	23,636	58	17,401	55
Peninsula Commuter Services (PCS)				
403	10,950	66	4,410	64
405	14,957	63	1,955	66
414	22,574	59	13,103	58
415	8,124	68	3,358	65

Route	FY 2019		FY 2023	
	Annual Ridership	System Rank	Annual Ridership	System Rank
430	28,449	57	12,322	59
757 Express (formerly Metro Area Express (MAX)) Services				
919 ⁴⁰	20,275	62	-	-
921 ⁴¹	11,104	65	7,242	62
922 ⁴²	14,551	64	-	-
960	69,252	43	70,170	26
961	180,153	23	116,663	15
964 ⁴³	22,341	60	13,185	57
966	22,206	61	11,161	60
967	73,692	41	35,539	43
972	6,566	69	8,826	61
973 ⁴⁴	814	71	-	-
974 ⁴⁵	2,049	70	-	-
980	-	-	7,400	63

2.1.2 Paratransit Service

HRT's paratransit service operates during the same hours and days as the regularly scheduled fixed-route service. HRT paratransit serves areas within three-quarters of a mile of any fixed route. HRT contracts out both the call center, which takes all the trip requests and creates the daily scheduling, and the daily operations. The service transports passengers using accessible lift vans and sedans that are a combination of owned and leased vehicles.

Operating Statistics

Paratransit services accounts for approximately 25 percent of the revenue hours and miles across all of HRT's modes. **Table 2-9** details the peak vehicle need and revenue miles for HRT's paratransit services in FY 2019 and FY 2023.

Table 2-9: Operational Statistics for Paratransit Services, FY 2019 and FY 2023

Peak Vehicle Need	FY 2019 ⁴⁶		FY 2023		
	Revenue Miles	Total Hours	Peak Vehicle Need	Revenue Miles	Total Hours
103	3,719,272	266,860	114	3,723,079	185,966

³⁷ Route 116 was eliminated in October 2021 (FY 2022).

³⁸ Route 119 was eliminated in FY 2019. The data shown in the table represents four months of service.

³⁹ Route 34 began operating in May 2021 (FY 2022). No ridership data is available prior to that date.

⁴⁰ Route 919 did not operate in FY 2023 as a result of the Service Reliability Plan. Route 919 is planned for elimination in FY 2024.

⁴¹ Route 121 was reclassified as a 757 Express route in FY 2023 and renumbered to Route 921.

⁴² Route 922 did not operate in FY 2023 as a result of the Service Reliability Plan. Route 922 is planned for elimination in FY 2024.

⁴³ Route 64 was reclassified as a 757 Express route in FY 2023 and renumbered to Route 964.

⁴⁴ Route 973 was eliminated in October 2019 (FY 2020).

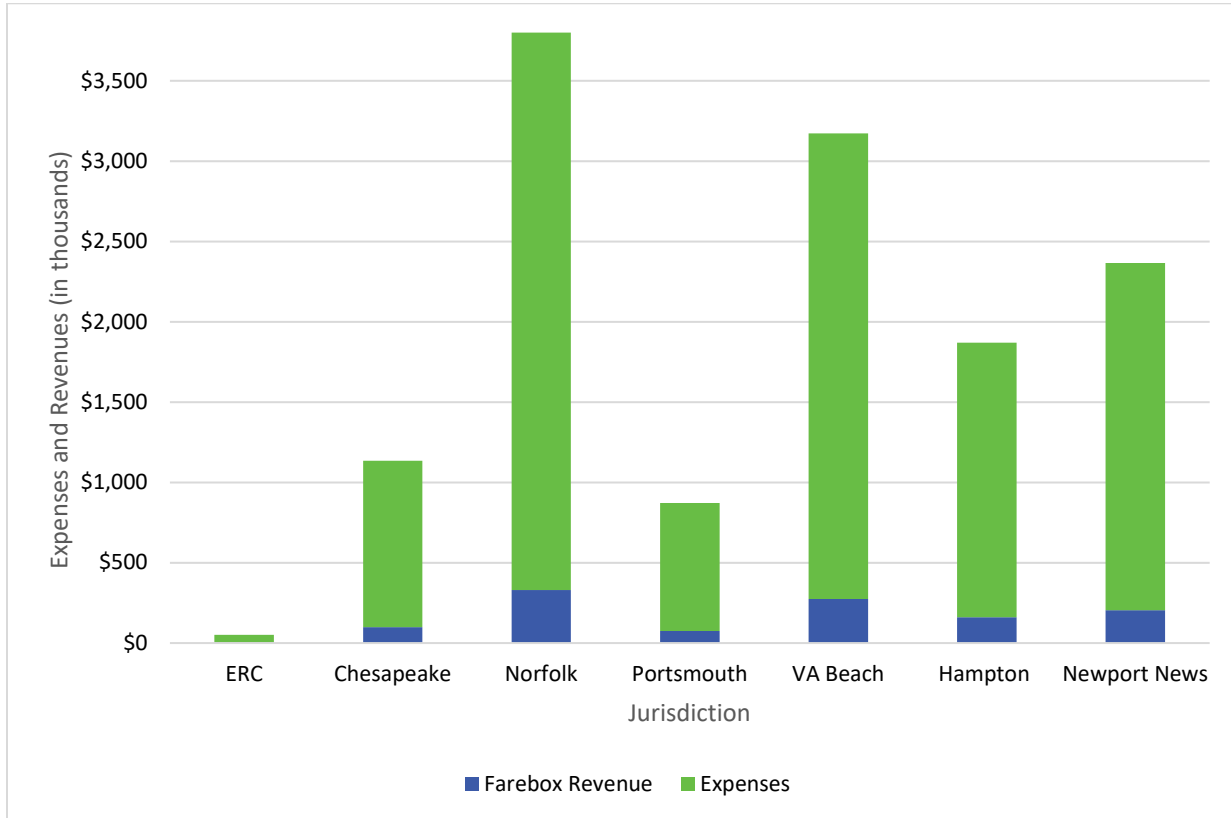
⁴⁵ Route 974 was eliminated in October 2019 (FY 2020).

⁴⁶ As of May 2019.

Operating Costs

In FY 2019, demand response operating expenses totaled \$13,281,517. Operating expenses and revenues for demand response service for each jurisdiction are shown in **Figure 2-5**.⁴⁷

Figure 2-5: Operating Expense and Revenue for Demand Response Service, FY 2019⁴⁸



Annual Ridership

In FY 2019, HRT carried 373,376 passengers on its paratransit service. In FY 2023, HRT carried 356,306 passengers on its paratransit service. Norfolk had the highest paratransit ridership, followed by Virginia Beach and Newport News. Reduced fixed-route bus service in FY 2023 as a result of the SRP as well as the continuing impacts of the COVID-19 pandemic likely contributed to the decline in paratransit ridership between FY 2019 and FY 2023.

Annual ridership for paratransit service by jurisdiction is shown in **Table 2-10**.

⁴⁷ These data are not being updated in this minor update of the TSP because service since FY 2019 has been reduced due to the COVID-19 pandemic.

⁴⁸ An agreement with the Elizabeth River Crossings (ERC) Opco, LLC. was signed in December 2013 in which ERC provides approximately \$2.3 million of financial support annually to HRT for enhanced transit services between Norfolk and Portsmouth that travel through the Downtown Tunnel and Midtown Tunnel. The additional revenue from ERC provides for an increased span of service and frequency of some of the most productive routes traveling between Portsmouth and Norfolk (Routes 44, 45 and 47). Part of ERC's agreement with the Commonwealth of Virginia when they applied for a TIFIA loan was the requirement that ERC would provide financial support to promote the utilization of transit by providing financial assistance on an annual basis to enhance transit services between Portsmouth and Norfolk. ERC farebox revenue totaled \$4,446 and expenses totaled \$51,386 in FY 2019.

Table 2-10: Annual Demand Response Ridership, FY 2019 and FY 2023

Jurisdiction	FY 2019		FY 2023	
	Ridership	System Rank	Ridership	System Rank
Chesapeake	32,109	5	25,666	5
Hampton	52,504	4	45,965	4
Newport News	66,479	3	61,468	3
Norfolk	107,711	1	110,166	1
Portsmouth	24,652	6	25,430	6
Virginia Beach	89,358	2	87,858	2

2.1.3 Ferry Service

HRT contracts with Norfolk-by-Boat to provide service on three 100-passenger ferries on the Elizabeth River between Norfolk and Portsmouth. Ferries operate seven days a week year-round and offer higher frequency during the summer months, as shown in **Table 2-11** and **Table 2-12**. HRT also runs ferry service to Harbor Park when the Norfolk Tides play a home game; ferries run every 30 minutes for one hour before the game begins and run until the game ends.

Table 2-11: Elizabeth River Ferry Summer (Memorial Day–Labor Day) Schedule, FY 2023

Day	Span	Headway (minutes)	Number of Daily Trips
Monday - Thursday	5:30 a.m.–11:45 p.m.	30	37
Friday	5:30 a.m.–4:00 p.m.; 10:00 p.m.–11:45 p.m.	30	48
	4:00 p.m.–10:00 p.m.	15	
Saturday	10:00 a.m.–2:00 p.m.; 8:00 p.m.–11:45 p.m.	30	38
	2:00 p.m.–8:00 p.m.	15	
Sunday	10:00 a.m.–12:00 p.m.; 6:00 p.m.–11:45 p.m.	30	38
	12:00 p.m.–6:00 p.m.	15	

Table 2-12: Elizabeth River Ferry Winter (Labor Day–Memorial Day) Schedule, FY 2023

Day	Span	Headway (minutes)	Number of Daily Trips
Monday - Thursday	5:30 a.m.–9:45 p.m.	30	33
Friday	5:30 a.m.–11:45 p.m.	30	37
Saturday	10:00 a.m.–11:45 p.m.	30	28
Sunday	10:00 a.m.–9:45 p.m.	30	24

Operating Statistics

Ferry services account for less than one percent of the revenue hours and miles across all of HRT’s modes. The Elizabeth River Ferry has three stops—High Street, North Landing, and Waterside—that result in a route 1.5 miles long. Ferry service is also provided to the Harbor Park baseball stadium between April and September when the Norfolk Tides play home games. **Table 2-13** shows key operational statistics for HRT’s ferry services for FY 2019.

Table 2-13: Operating Statistics for Ferry Service, FY 2019 and FY 2023

Peak Vehicle Need ⁴⁹	FY 2019			FY 2023			
	Route Length (miles)	Revenue Miles	Total Hours	Peak Vehicle Need	Route Length (miles)	Revenue Miles	Total Hours
2	1.5	18,734	6,100	2	1.5	18,583	7,003

Operating Costs

For FY 2020, total ferry budgeted expenses equaled \$1,465,478.⁵⁰

Annual Ridership

In FY 2019 ridership on the Elizabeth River Ferry totaled 301,321. In FY 2023 ridership on the Elizabeth River Ferry declined to 229,214. On average, the ferry service carried approximately 730 passengers on weekdays in FY 2019 and 526 passengers on weekdays in FY 2023; 1,330 on Saturdays in FY 2019 and 1,185 on Saturdays in FY 2023; and 770 on Sundays in FY 2019 and 620 on Sundays in FY 2023. Reduced fixed-route bus service in FY 2022 as a result of the SRP as well as the continuing impacts of the COVID-19 pandemic likely contributed to the decline in ridership on the Elizabeth River Ferry between FY 2019 and FY 2023.

2.1.4 Light Rail Service

HRT operates a 7.4-mile light rail transit line called The Tide from the Eastern Virginia Medical Center complex to the Norfolk/Virginia Beach Border at Newtown Road. The Tide is the first light rail transit system in Virginia and operates seven days a week. **Table 2-14** shows The Tide's schedule.

Table 2-14: The Tide Light Rail Schedule, FY 2023

Span	Headway (minutes)	Number of Trips
Weekday		
6:00 a.m.–6:30 a.m.	15	5
6:30 a.m.–9:00 a.m.	10	15
9:00 a.m.–3:30 p.m.	15	27
3:30 p.m.–7:00 p.m.	10	22
7:00 p.m.–10:00 p.m.	15	14
10:00 p.m.–11:00 p.m.	30	4
11:00 p.m.–12:00 a.m. ⁵¹	30	4
Saturday Schedule		
6:00 a.m.–9:00 a.m.	30	8
9:00 a.m.–9:30 p.m.	15	3
9:30 p.m.–12:00 a.m.	30	57
Sunday Schedule		
10:55 a.m.–9:00 p.m.	15	46

Operating Statistics

Light rail services account for approximately three percent of the revenue hours and miles across all of HRT's modes. **Table 2-15** details the peak vehicle needs, revenue hours, and miles for HRT's light rail services.

⁴⁹ As of May 2019.

⁵⁰ Transportation District Commission of Hampton Roads, Hampton Roads, Virginia, Fiscal Year 2020 Budget. <https://gohrt.com/wp-content/uploads/2019/07/FY2020-Budget-Book.pdf>

⁵¹ Service between 11:00 p.m. and 12:00 a.m. only operates on Fridays.

Table 2-15: Light Rail Operating Statistics, FY 2019 and FY 2023

Peak Vehicle Need ⁵²	FY 2019			FY 2023			
	Route Length: Average One-Way Trip (miles)	Revenue Miles	Total Hours	Peak Vehicle Need	Route Length: Average One-Way Trip (miles)	Revenue Miles	Total Hours
6	7.4	385,467	29,797	6	7.4	352,933	28,722

Operating Costs

For FY 2020, total light rail budgeted expenses equaled \$10,624,388.⁵³

Annual Ridership

Annual ridership on light rail totaled 1,397,192 in FY 2019. In FY 2023, annual ridership on the Tide light rail totaled 717,493. Reduced fixed-route bus service in FY 2023 as a result of the SRP as well as the continuing impacts of the COVID-19 pandemic likely contributed to the decline in ridership on light rail between FY 2019 and FY 2023.

2.1.5 Route Design and Schedule Standards

Service design standards are critical planning tools to ensure an objective approach to service provision and modification. HRT's service design standards are fully detailed in **Section 1.2.3: Service Design Standards** and include standards related to route design as well as schedule and performance standards.

Route Design

The alignment of each route is a key factor in its ability to successfully serve customers' mobility needs. "Route design" refers to route directness, connections to key origins and destinations, and how routes interface with other services that comprise the overall network. Key route design principles include:

- HRT routes should be designed to serve origins and destinations via direct pathways, minimizing out-of-direction movements. This provides a faster trip to attract more customers and fare revenue while minimizing the cost to provide service.
- Bus routes should serve major mixed-use corridors throughout the service area, avoiding smaller neighborhood streets.
- High-frequency HRT routes should be designed to serve major corridors, offer more direct service, and provide transfer connections either on-street or at major transfer hubs in the urban core.
- Deviations off the basic alignment of a fixed route should be minimized whenever possible; however, under HRT's standards, routes may deviate off their primary alignment to serve major activity centers or provide coverage to areas with limited access. The time necessary for the deviation should not exceed five minutes, or ten percent of the one-way travel time of the existing route without deviation, and deviations must result in an increase in overall route productivity.

Schedule Standards

HRT's weekday service generally runs between 5:00 a.m. and 1:00 a.m., but some routes end as late as 2:00 a.m. and start as early as 4:44 a.m. Each time period and route type have different service span standards. Weekend service generally runs between 6:00 a.m. and 12:00 a.m. **Table 2-16** shows the standards for headways by service classification and time period.⁵⁴

⁵² As of May 2019

⁵³ Transportation District Commission of Hampton Roads, Hampton Roads, Virginia, Fiscal Year 2020 Budget. <https://gohrt.com/wp-content/uploads/2019/07/FY2020-Budget-Book.pdf>

⁵⁴ Weekday early morning (before 6:00 a.m.) and late-night services (after 9:00 p.m.) do not have defined service standards.

Table 2-16: Service Headway by Route Classification

Time Period		Regional Backbone	Local	Coverage	Limited / Express	On-Demand
Weekday peak	6:00 a.m.–9:00 a.m. 3:00 p.m.–6:00 p.m.	15 min	30 min	60 min	Demand base	n/a
Weekday midday	9:00 a.m.–3:00 p.m.	30 min	30 min	60 min	Demand base	n/a
Weekday evening	6:00 p.m.–9:00 p.m.	30 min	60 min	60 min	Demand base	n/a
Weekend peak	8:00 a.m.–6:00 p.m.	30 min	30 min	60 min	Demand base	n/a
Weekend off-peak	6:00 a.m.–8:00 a.m. 6:00 p.m.–9:00 p.m.	30 min	60 min	60 min	Demand base	n/a

2.1.6 Survey Results

HRT conducted an on-board passenger survey across all modes between August 2016 and February 2017; the results of that study are presented here. In Summer 2023, HRT kicked off a new on-board passenger study. The agency anticipates the study will be complete in Fall 2023. In addition to the origin and destinations of their trip, survey respondents provided demographic information, the type of fare used, and their means of access to the HRT system. The results of the survey are summarized in the following subsections.

Demographics

HRT customers reported the following demographic characteristics:

- Nearly 75 percent identify as a minority, including Black/African American, Hispanic/Latino, Asian, American Indian/Alaskan Native, and Native Hawaiian/Pacific Islander. The remainder identify as White/Non-Hispanic.
- Forty-seven percent live in a household with a total income less than \$25,000 per year, and 80 percent live in a household with an income below \$50,000 per year.
- Fifty-eight percent identify as female.
- Approximately 75 percent are employed either full-time or part-time.
- Five percent reported having a disability.
- Seventy-six percent live in zero- or one-car households.
- Fifty-eight percent are 34 years old or younger, three percent were under the age of 18, and three percent were 65 or older.

Fare Type

According to the on-board survey, a majority of riders use a 1-Day GoPass for their trip (53 percent), followed by a one-trip fare paid with cash (15 percent). **Table 2-17** shows the full fare breakdown of survey respondents.

Table 2-17: Percent Responses by Fare Type

Fare Type	Percentage of People
1-Day GoPass	53%
One-trip fare (cash)	15%
30-Day GoPass	9%
7-Day GoPass	8%
GoPass 365	6%
Other⁵⁵	9%

Few respondents reported that they received a discount on their fare: three percent received a senior discount, two percent received a discount for persons with disabilities, and one percent received a youth discount.

Access Mode

Riders overwhelmingly access transit by walking, as shown in **Table 2-18**. Fewer than eight percent reported being dropped off, biking, driving to transit, or using other means of access.

Table 2-18: Percent Responses by Access Mode

Access Mode	Percentage of People
Walk	92%
Was dropped off by someone	3%
Bike	2%
Drove alone and parked	1%
Drove or rode with others and parked	1%
Other⁵⁶	<1%

Most passengers (63 percent) reported making no transfers to complete their trip. Twenty-nine percent reported making one transfer and eight percent reported making two or more transfers.

Trip Origins and Destinations

Travel to home or work accounts for the majority of trips on HRT services. Other major destination types include shopping and school. Similar patterns can be seen among trip origin types. A full breakdown of trip destinations is shown in **Table 2-19**.

⁵⁵ "Other" includes: VB Wave 1 Day, GoSemester, Student Freedom Pass, VB Wave 3 Day, 1-Day MAX Pass, Try Transit 1-Day, 30-Day MAX Pass, e-Tide Ticket, 2-Ride GoPass, Try Transit 30 day.

⁵⁶ "Other" modes include: Wheelchair or scooter, Skateboard, Transportation Network Company (Uber, Lyft, etc.), Taxi, and school/shuttle bus. Fewer than 0.3 percent of survey respondents used any of these modes.

Table 2-19: Percent Responses by Destination Type

Destination Type	Percentage of People
Home	32%
Work	29%
Shopping	9%
School ⁵⁷	5%
Recreation ⁵⁸	5%
Eating or Dining Out	4%
Medical Appointment or Doctor's Visit	2%
Other ⁵⁹	15%

2.1.7 Support for Transit

The cities of Newport News, Norfolk, and Virginia Beach have included transit-supportive land use policies or strategies in their most recent comprehensive plans. While these policies do not represent current transit design agreements with HRT, they do reflect a regional desire to link land use and transportation, including transit access. HRT and the other service providers in the region, Suffolk Transit and Williamsburg Area Transit Authority (WATA), have begun identifying strategies for interagency coordination and collaboration, as described in **Section 2.5: Analysis of Opportunities to Collaborate with Other Transit Providers**. This move toward collaboration and coordination across agencies demonstrates the municipal level support for well-connected transit service in the region.

In addition to municipal level support for transit in the region, HRT has established practices for gauging and tracking public support for transit. As described in **Section A.11: Public Outreach/Engagement/Involvement**, HRT's "Public Hearings and Meetings" policy details the formal process of scheduling public hearings and meetings relative to major service and fare changes. All other changes in HRT service are subject to "meaningful public engagement methods as appropriate to the nature of the proposed change," as is documented in the agency's Title VI Program Public Participation Plan.

From November 2018 – February 2019 HRT conducted a survey to gather community feedback on how to best prioritize improvements to the HRT bus system as part of the Transit Transformation Project. This survey highlighted, from the user perspective, the system's most pressing needs. Nearly 2,500 people participated in the survey, with about 40 percent of participants self-identifying as HRT bus users. Of potential improvements to the system, surveyed users weighed more reliable and frequent service as well as real-time bus arrival information most heavily.

⁵⁷ "School" includes: K-12 and college or university destinations (for students only).

⁵⁸ "Recreation" includes: recreation/sightseeing and sporting events.

⁵⁹ "Other" destinations include: social visits (friends/relatives), personal business (bank, post office), other business related, pick-up/drop-off someone (daycare, school).

2.2 Evaluation of Transit Market Demand and Underserved Areas

2.2.1 Transit Demand and Underserved Area Evaluation

The following market analysis maps the current density and population of Hampton Roads to determine the demand for different types of transit services throughout HRT’s service area. The market analysis is broken into multiple sub-analyses:

- Transit-Oriented Populations Origin Index
- Activity Destination Index
- Commuter Origin Index
- Population / Employment Trends
- Employment Destination Index
- Regional Travel Flows

Transit Propensity Indices

To determine whether a location is suitable for transit service, this transit strategic plan uses a series of indices that reveal locations with significant clusters of potential transit-oriented users, commuters, jobs, or other non-work activity destinations that could be well-served by transit. Each index is based on a set of demographic, employment, and geographic characteristics which are weighted to reflect the effect of these characteristics on transit demand. Together with other data on the origins and destinations of trips throughout the region, and input from stakeholders, these indices provide a foundation for planning transit service throughout the HRT service area. The transit propensity indices for the Hampton Roads Transit TSP are summarized in **Table 2-20**.

The transit propensity indices that follow are constructed from demographic and employment statistics that are positively correlated with transit ridership. For instance, a location with a high number of zero-car households will be more likely to have potential transit users than a location with more multi-car households, with all other characteristics being equal. For each index, these demographic and employment statistics are weighted based on their relative effect on transit ridership within the Hampton Roads region derived from Hampton Roads Transit’s 2016 *Regional Origin and Destination Study*.

The transit-oriented population and commuter indices draw from the US Census’ 2017 American Community Survey (ACS) five-year estimates, which provide reliable demographic data for small geographic areas (Census block groups). Employment and non-work travel indices are based on the US Census’ 2015 Longitudinal Employer-Household Dynamics (LEHD) survey, which provides estimates of the number and type of jobs in an area (Census block groups).

Table 2-20: Summary of Transit Propensity Indices

	Transit Propensity Index	Demographic and Employment Statistics Used	Locations with Highest Propensity
Trip Producers	Transit-Oriented Population	Population, race/ethnicity, households, age, income, car ownership, disability status	Downtown Norfolk, Downtown Hampton, areas south and east of I-664 in Newport News, and areas immediately north of I-64 in Norfolk.
	Commuter	Labor force, employed persons, commuters	Downtown Norfolk, the Virginia Beach Oceanfront, and residential neighborhoods throughout Virginia Beach.
Trip Attractors	Workplace	Employees	Military facilities, Chesapeake Municipal Center, Lynnhaven Mall, and the downtowns of Norfolk, Newport News, and Hampton.
	Non-Work	Jobs in restaurant and retail, recreation, healthcare and social assistance, education, and government	Downtowns of Hampton, Norfolk, Portsmouth, the Chesapeake Municipal Center, and areas adjacent to the intersection of I-64 and I-264.

Transit-Oriented Population Index

The Transit-Oriented Population Index identifies areas with higher numbers and concentrations of potential transit-oriented customers, to highlight areas throughout the service area that need or demand transit. The index is constructed from various demographic statistics in five categories: population (including race and ethnicity), age, income, vehicle ownership, and disability status. After each block group is scored in these categories, these scores are weighted and combined to create an overall transit-oriented population index, **Table 2-21** details the weights used for each category.

Table 2-21: Transit-Oriented Population Index

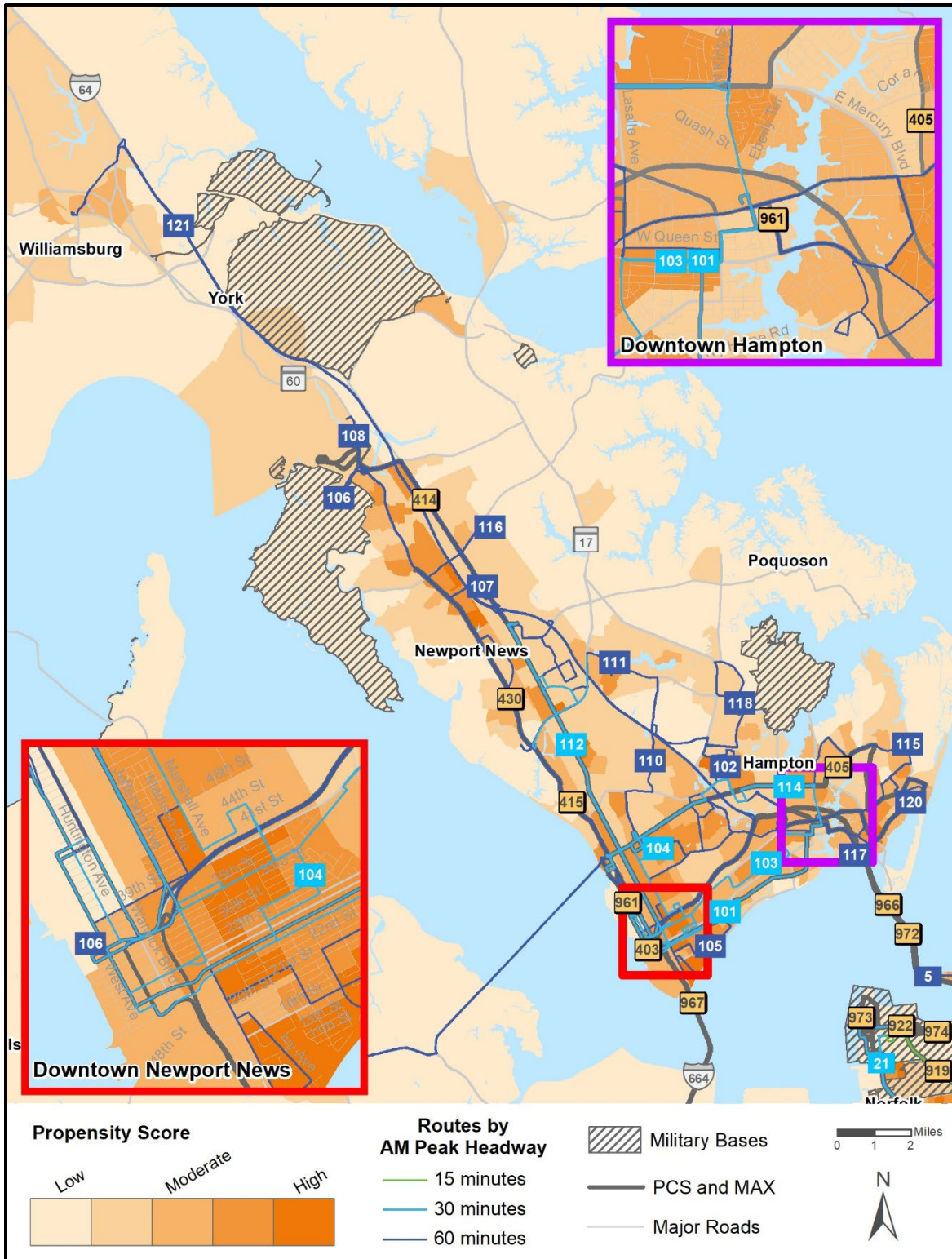
Category	Weight
Population (General / Minority)	30
Age (Youth / Senior)	10
Income (Low)	20
Vehicle Ownership (Zero / One Car)	30
Disability Status (Yes)	10

Across the entire Hampton Roads region, the areas with the most highly transit-oriented populations include neighborhoods in and adjacent to Downtown Norfolk such as Brambleton and Ghent, portions of Downtown and Midtown Portsmouth, Downtown Newport News, Downtown Hampton, and areas south and east of I-664 in Newport News. Other areas of significant transit-oriented populations are scattered throughout the metropolitan area, typically where relatively dense apartment complexes can be found. **Figure 2-6** and **Figure 2-7** show the Transit-Oriented Population Index for the Peninsula and Southside, respectively. Areas with moderate-to-high concentrations typically show significant concentrations of population, zero- and one-car households, low-income individuals, or some combination thereof.

On the Peninsula, moderate-to-high levels of transit-oriented populations can also be found in neighborhoods in and around Downtown Hampton, along the I-64 corridor in Newport News, and along Mercury Boulevard in both Newport News and Hampton. Many of these areas are either in close proximity to a major activity center, transportation corridor, or are relatively dense.

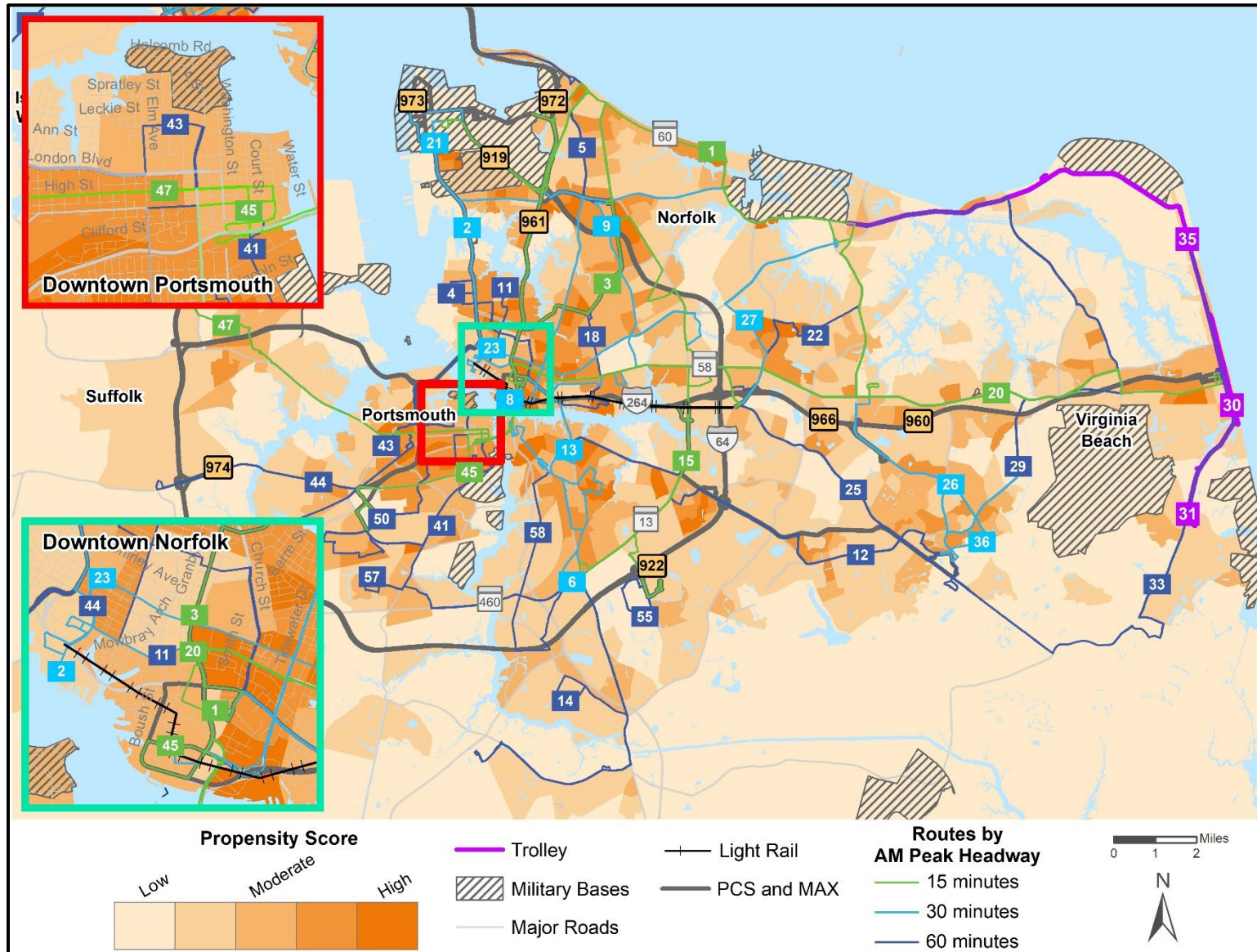
In the southern portion of HRT's service area, moderate-to-high concentrations of transit-oriented populations can also be found near historic downtowns and near major activity centers, such as higher education institutions like Virginia Wesleyan University and the Virginia Beach Convention Center. These locations include Downtown Portsmouth, Downtown Norfolk, along the Chesapeake-Norfolk border north of I-64 to the Elizabeth River, neighborhoods adjacent to Virginia Beach Boulevard such as Newtown and North Virginia Beach, and neighborhoods around Lynnhaven Parkway north of Princess Anne Boulevard.

Figure 2-6: Peninsula – Transit-Oriented Population Index



Source: HRT Routes Fall 2018

Figure 2-7: Southside – Transit-Oriented Population Index



Source: HRT Routes Fall 2018

Commuter Index

The Commuter Index identifies areas with high numbers and concentrations of traditional peak-hour commuters in order to determine how well existing transit service meets commuter demand and to identify potential new markets. The index is constructed from demographic statistics in two categories: labor force and commute mode. Statistics in these categories are designed to correlate with peak-hour trip flows. After each block group is scored in these categories, these scores are weighted and combined to assess an area’s overall Commuter Index score.

Table 2-22 details the weights by category.

Table 2-22: Commuter Index

Category	Weight
Labor Force	90
Commute Mode (Transit)	10

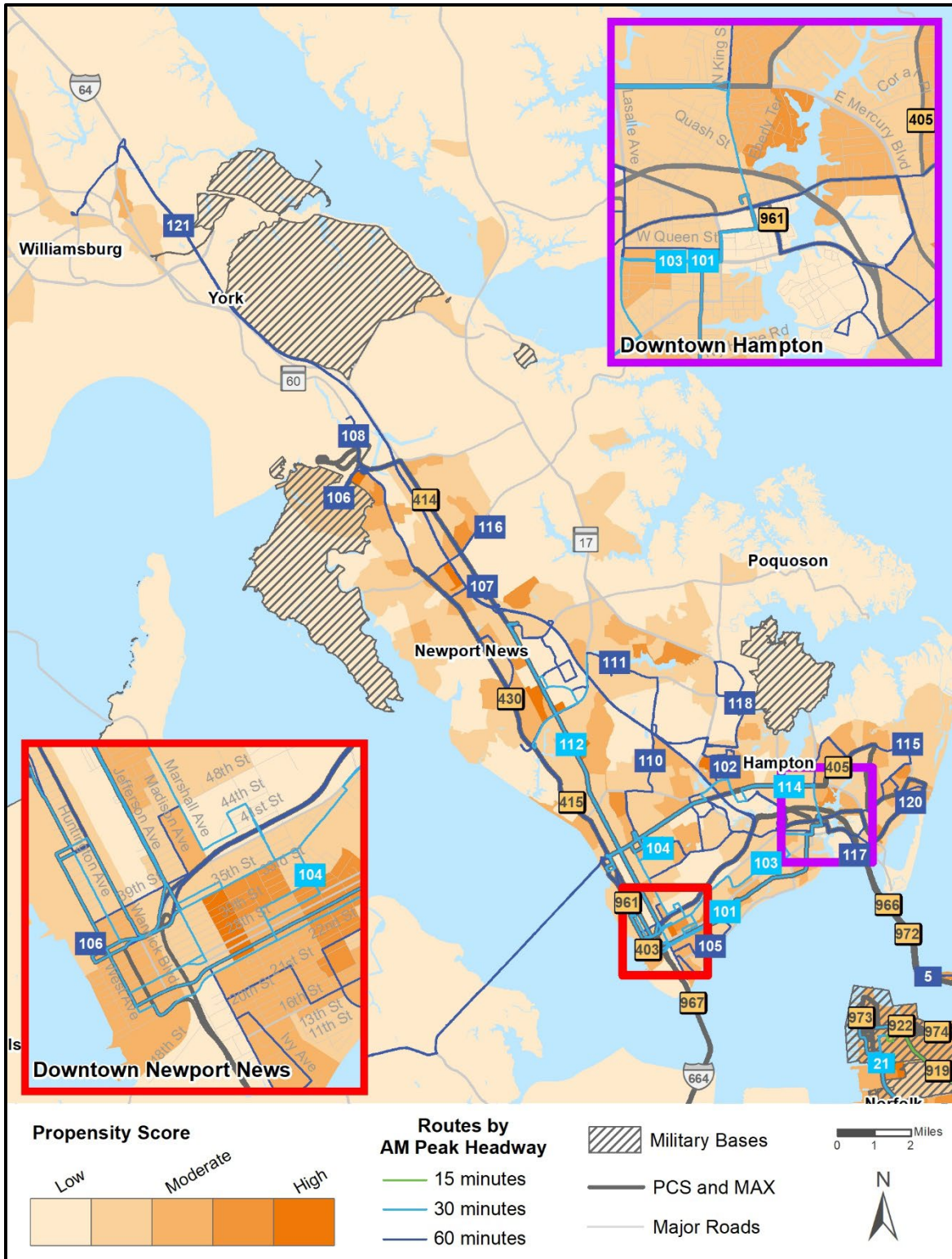
Figure 2-8 and **Figure 2-9** show the Commuter Index for the Peninsula and Southside, respectively. By design, areas with moderate to high Commuter Index scores are those areas with high numbers and densities of persons employed or in the labor force.

Across the entire HRT service area, the areas with the highest Commuter index scores include dense residential neighborhoods adjacent to Downtown Norfolk, the Virginia Beach Oceanfront, and several neighborhoods throughout Virginia Beach.

On the Peninsula, moderate levels of commuters are found along I-64 north of Mercury Boulevard and Warwick Boulevard (US-60) in Newport News. By comparison, the southernmost portions of Newport News and Downtown Hampton show relatively low commuter index values.

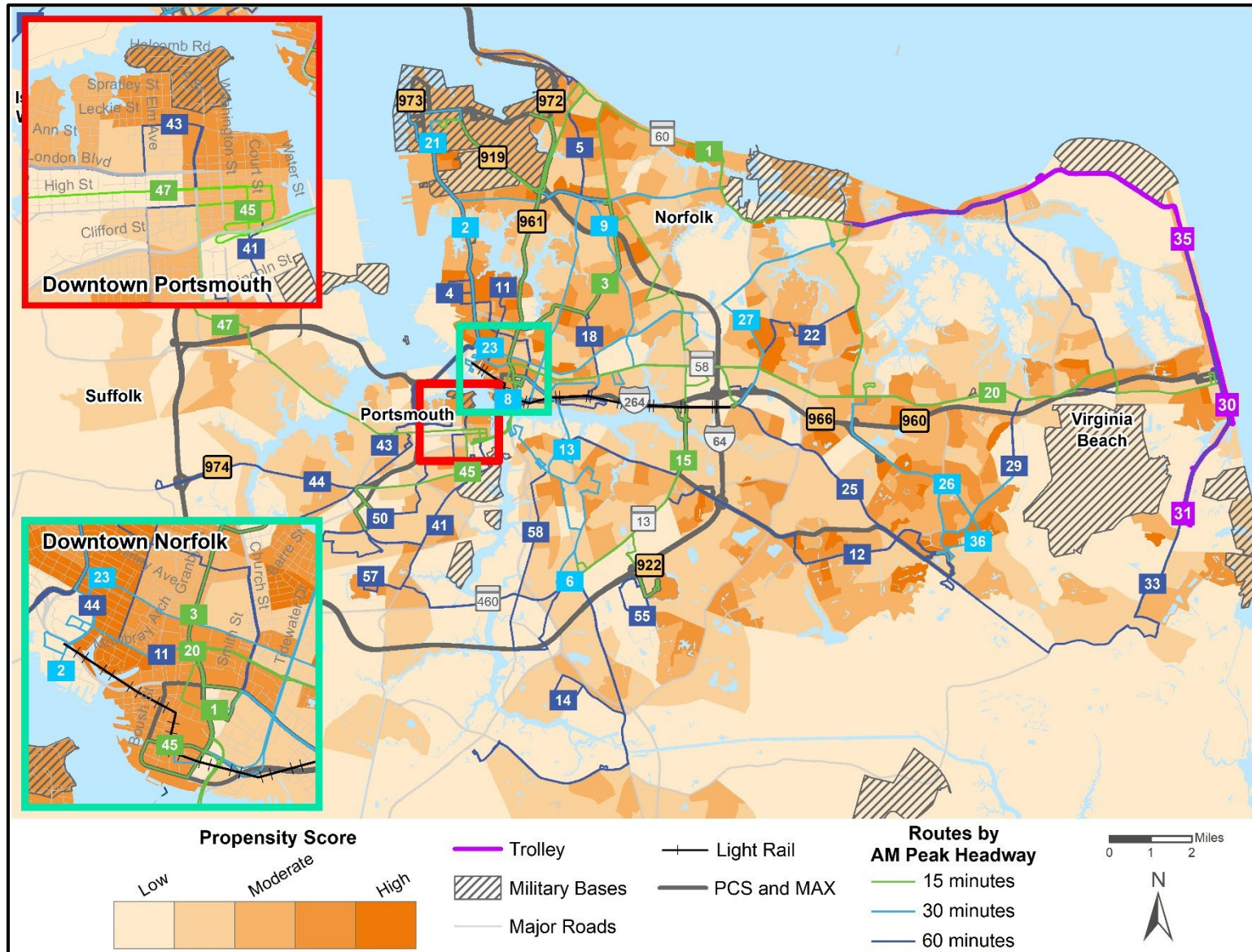
In the southern portion of HRT’s service area, moderate-to-high concentrations of commuters are prevalent in places proximate to freeways and major arterials, primarily outside the region’s urban core. In Chesapeake, medium concentrations are seen north of Military Highway, as well as around Greenbrier Mall and nearby neighborhoods. In Virginia Beach, these concentrations are highest along I-264 at the Virginia Beach Oceanfront, south of I-264 along Lynnhaven Parkway, and north of Virginia Beach Boulevard along Newtown Road.

Figure 2-8: Peninsula – Commuter Index



Source: HRT Routes Fall 2018

Figure 2-9: Southside – Commuter Index



Source: HRT Routes Fall 2018

Workplace Index

The Workplace Index is constructed from the total number of jobs and employment density in an area (**Table 2-23**). Areas with high numbers and densities of jobs are also likely to be locations where traditional peak-hour commuters would travel to for work and are considered major trip attractors. This index relies on Longitudinal Employer-Household Dynamic (LEHD) data on the location of both public and private sector jobs where the job is the primary job held by an individual. However, for block groups with military bases, LEHD figures significantly underestimate the jobs present at the facility. As a result, employment figures from Department of Defense websites and economic development reports are used in lieu of LEHD data for select military base block groups.

Table 2-23: Workplace Index

Category	Weight
Employment (All Jobs)	100

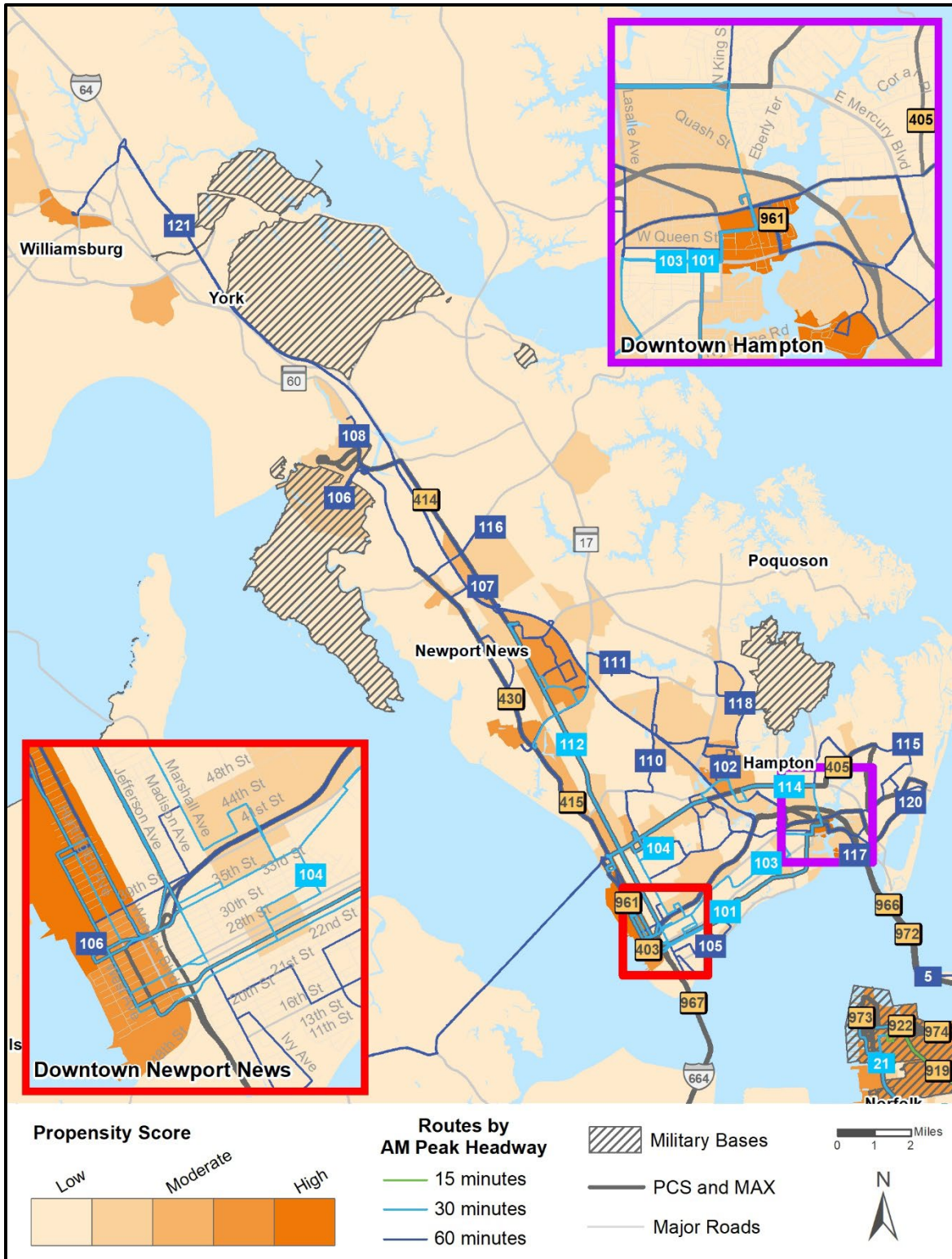
Figure 2-10 and **Figure 2-11** show the Workplace Index for the Peninsula and Southside, respectively. Because employment centers are more strongly concentrated than residential areas, fewer areas in the region receive moderate to high Workplace Index scores. By design, those areas with high levels and densities of jobs receive the highest score.

Across the entire HRT service area, the areas with the highest Workplace index scores include military facilities like Naval Station Norfolk, Naval Support Activity Norfolk, Naval Amphibious Base Little Creek, Norfolk Naval Shipyard, Naval Air Station Oceana, and Newport News Shipbuilding. Non-military locations with high Workplace Index scores include the Chesapeake Municipal Center, Lynnhaven Mall, and the downtowns of Norfolk, Portsmouth, Hampton, and Newport News.

On the Peninsula, moderate-to-high levels of employment are also found near I-64 at Oyster Point Road, in the area where the City Center at Oyster Point, the Marketplace at Tech Center, and Cannon, Inc. are located. Christopher Newport University and Riverside Regional Medical Center form another concentration of employment in that area. In Hampton, the downtown area is another substantial concentration of jobs, as are the VA Medical Center and the Peninsula Town Center.

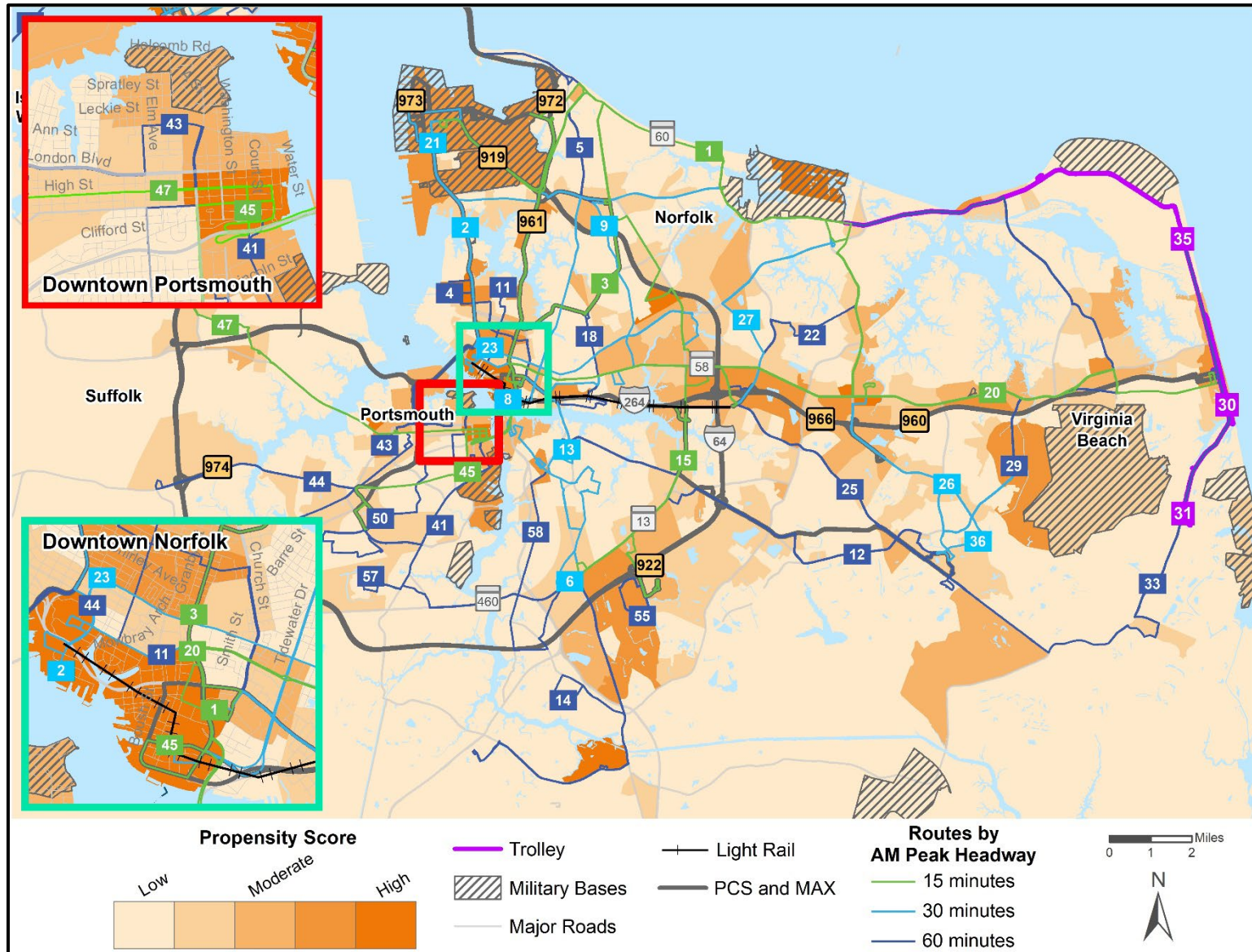
In the southern portion of HRT’s service area, additional concentrations of employment are found clustered around other major activity centers. In Chesapeake, the Greenbrier area forms a significant concentration. In Virginia Beach, the area along I-264 from Military Circle Mall to Virginia Beach Town Center and the Lynnhaven Mall area are other strong concentrations. The Princess Anne area also received a high score due to a number of athletic complexes and recreational facilities. Though the Virginia Beach Oceanfront is less significant as an employment center, this is likely a consequence of available employment data not reflecting seasonal peaks of employment in the area. In Norfolk, additional concentrations of employment are seen at Old Dominion University and in industrial areas near Princess Anne Road towards the city’s eastern edge. Portsmouth’s concentrations of employment fall near High Street where the Maryview Medical Center and a Walmart Super Center can be found.

Figure 2-10: Peninsula – Workplace Index



Source: HRT Routes Fall 2018

Figure 2-11: Southside – Workplace Index



Source: HRT Routes Fall 2018

Non-Work Index

The Non-Work Index shows potential destinations for non-work travel based on the concentration of certain job types in an area. For instance, areas with high numbers and densities of retail and restaurant jobs likely indicate places where transit customers might travel for shopping or dining related trips. Scores across Retail & Restaurant, Recreation, Health Care & Social Assistance, Education, and Government are combined to create an overall Non-Work Index (**Table 2-24**). This index relies on LEHD data on the location of both public and private sector jobs where the job is the primary job held by an individual.

Table 2-24: Non-Work Index

Category	Weight
Retail / Restaurant	20
Recreation	10
Healthcare / Social Assistance	35
Education	25
Government	10

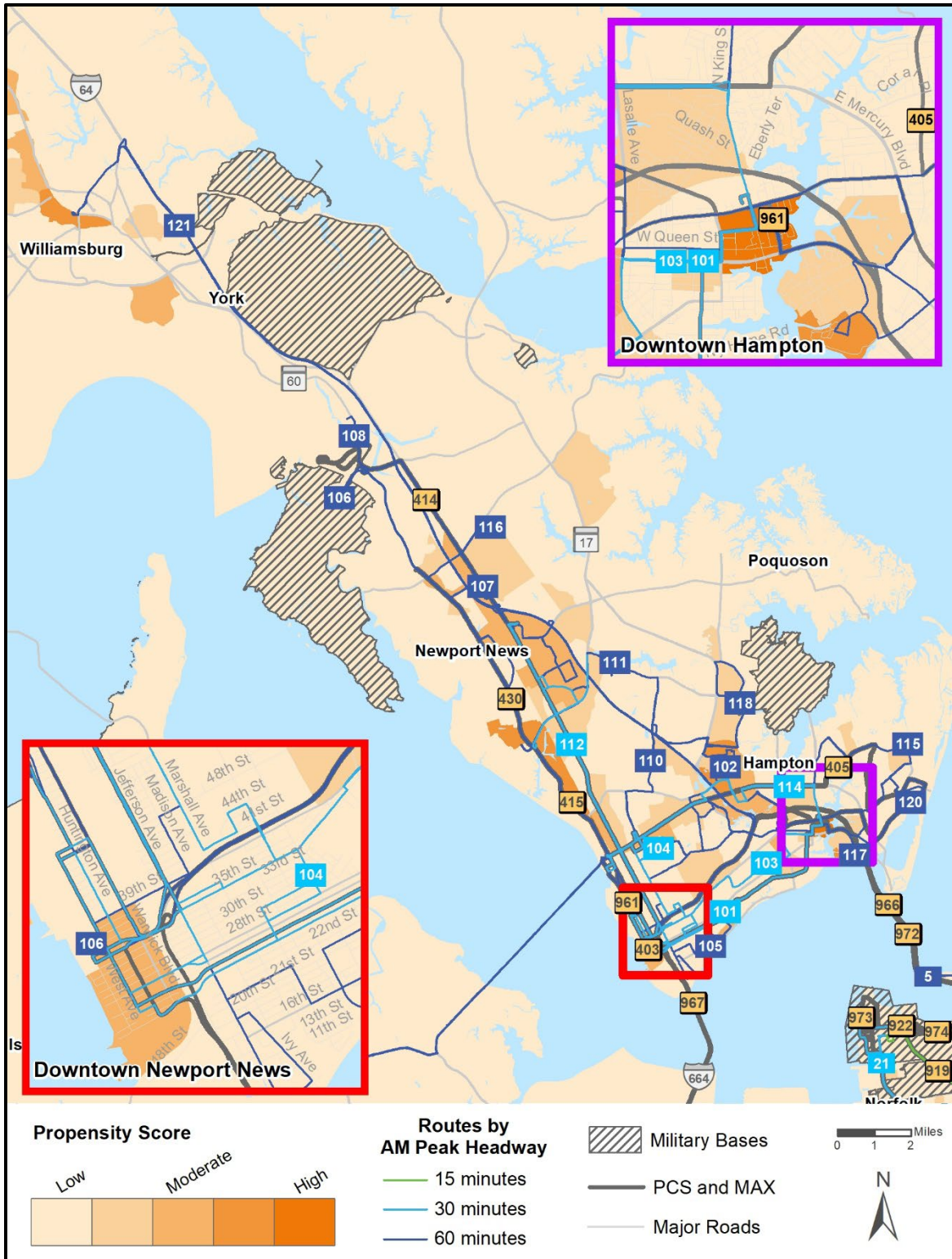
Areas with the highest scores in this index have not only significant numbers of jobs in the employment categories used to construct this index, but also high levels of employment overall. In part, this reflects the significant role that education, military and other government institutions play in the region's economy, all of which are more heavily weighted in the Non-Work Index. Because employment centers are more concentrated than residential areas, far fewer areas show medium to high scores in this index than in the Transit-Oriented Population or Commuter Indices. Because the Non-Work Index is based on employment data, the distribution of scores across block groups is similar to the Workplace Index.

Across the entire HRT service area, the areas with the highest Non-Work Index scores are the downtowns of Hampton, Norfolk, Portsmouth, the Chesapeake Municipal Center, and the areas adjacent to the intersection of I-64 and I-264. In each of these areas, a dense and diverse mix of education, government, health care, retail and recreation jobs indicate strong attractors for trips of various non-work purposes. **Figure 2-12** and **Figure 2-13** show the Non-Work Index for the Peninsula and Southside, respectively.

On the Peninsula, moderate concentrations of non-work destinations are also found near educational institutions, such as Thomas Nelson Community College and Hampton University in Hampton, Christopher Newport University in Newport News, and the College of William & Mary in Williamsburg. Retail destinations in the area, such as those along Mercury Road in Hampton and Jefferson Avenue in Newport News, are other attractors of non-work trips.

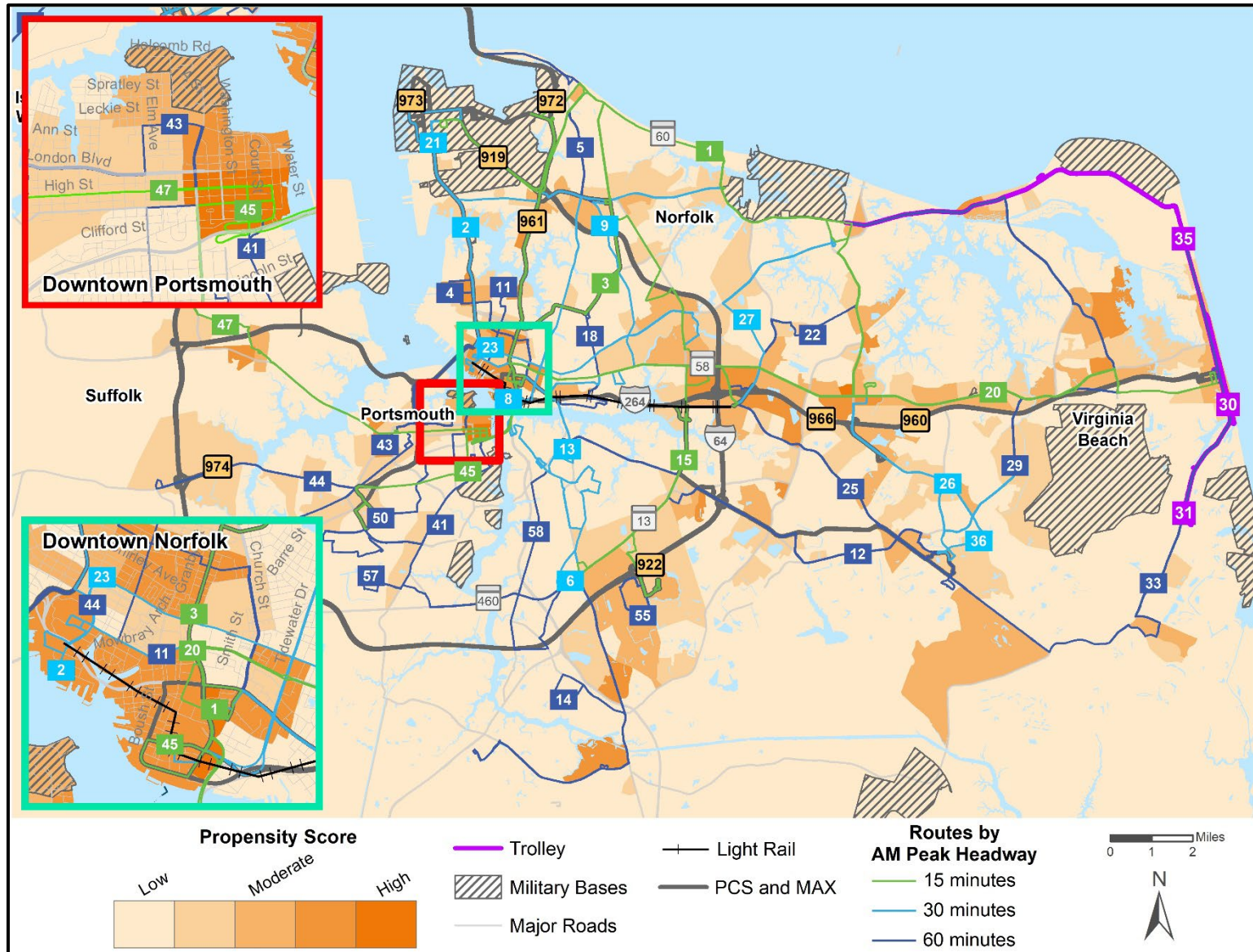
In the southern portion of HRT's service area, the highest Non-Work Index scores are similarly found in areas with strong concentrations in one or more categories. In Norfolk, high index scores are seen for educational institutions like Norfolk State University and Old Dominion University, and medical facilities such as Norfolk General Hospital and Bon Secours DePaul Medical Center. In Portsmouth, commercial and medical facilities along High Street and Airline Boulevard are other notable concentrations of non-work trip destinations. In Chesapeake, the Greenbrier area is notable for non-work trip attractors, as it was in the Workplace Index. In Virginia Beach, the I-264 corridor from Norfolk to the Oceanfront shows consistent levels of non-work trip attraction. Like the Workplace Index, the Princess Anne area of Virginia Beach is notable here for its mix of government, recreation and retail institutions.

Figure 2-12: Peninsula – Non-Work Index



Source: HRT Routes Fall 2018

Figure 2-13: Southside – Non-Work Index



Source: HRT Routes Fall 2018

Population / Employment Trends

As an area's population density or employment density grows, it typically becomes more supportive of transit. For this analysis, population and employment density were calculated based on data from the Hampton Roads Transportation Planning Organization (HRTPO). To calculate percentage changes, HRTPO's 2045 forecasts were compared to 2015 data, the most current year for which data is available.

Population Density

Several areas showed expected 2045 population densities above 15,000 persons per square mile, a density suitable for high-quality transit service. These areas included neighborhoods around Downtown Norfolk, Downtown Portsmouth, and Virginia Beach Town Center. Areas with the lowest population densities include industrial areas along waterfronts, military facilities, and the southernmost rural areas of the City of Virginia Beach, the City of Chesapeake, and portions of York County (currently outside of HRT's service area).

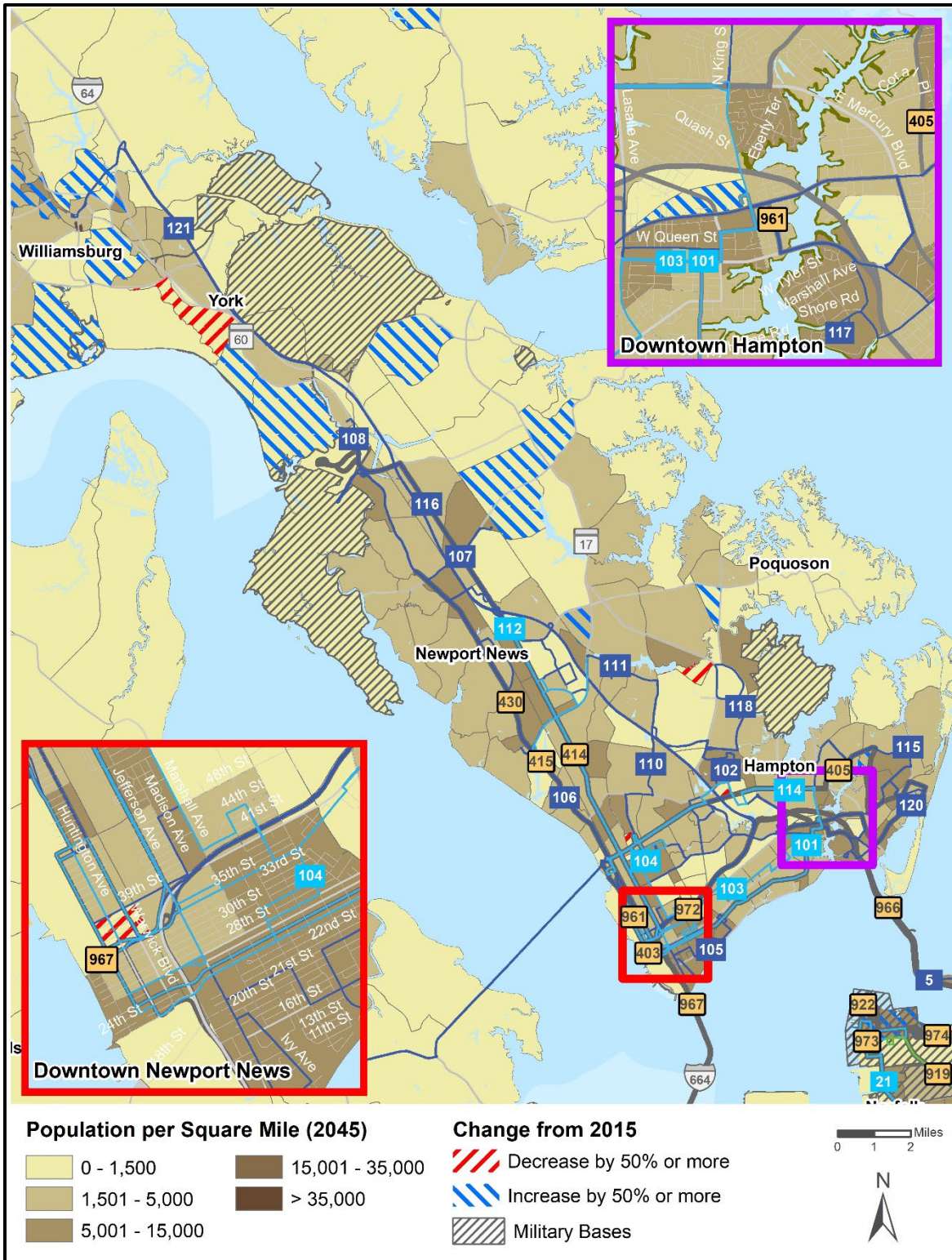
By 2045, the fringes of Portsmouth, and the cities of Chesapeake and Virginia Beach, are expected to grow in population most quickly, albeit from low existing population. Areas in the northern part of the Peninsula, and areas around Downtown Norfolk, Downtown Portsmouth, and the Virginia Beach Town Center are expected to densify much further as well. **Figure 2-14** and **Figure 2-15** show population densities throughout the Hampton Roads region, along with notable changes in densities from 2015 estimates.

Employment Density

Areas with higher employment attract more trips to work by commuters, and higher densities improve the ability of transit to serve those areas. Locations with expected high population densities in 2045 include Downtown Norfolk, Downtown Newport News, and areas along the I-264 corridor from Norfolk to the Virginia Beach Oceanfront. Notably, while military employment is significant in the region, HRTPO excludes many military bases from its 2015 estimates of employment.

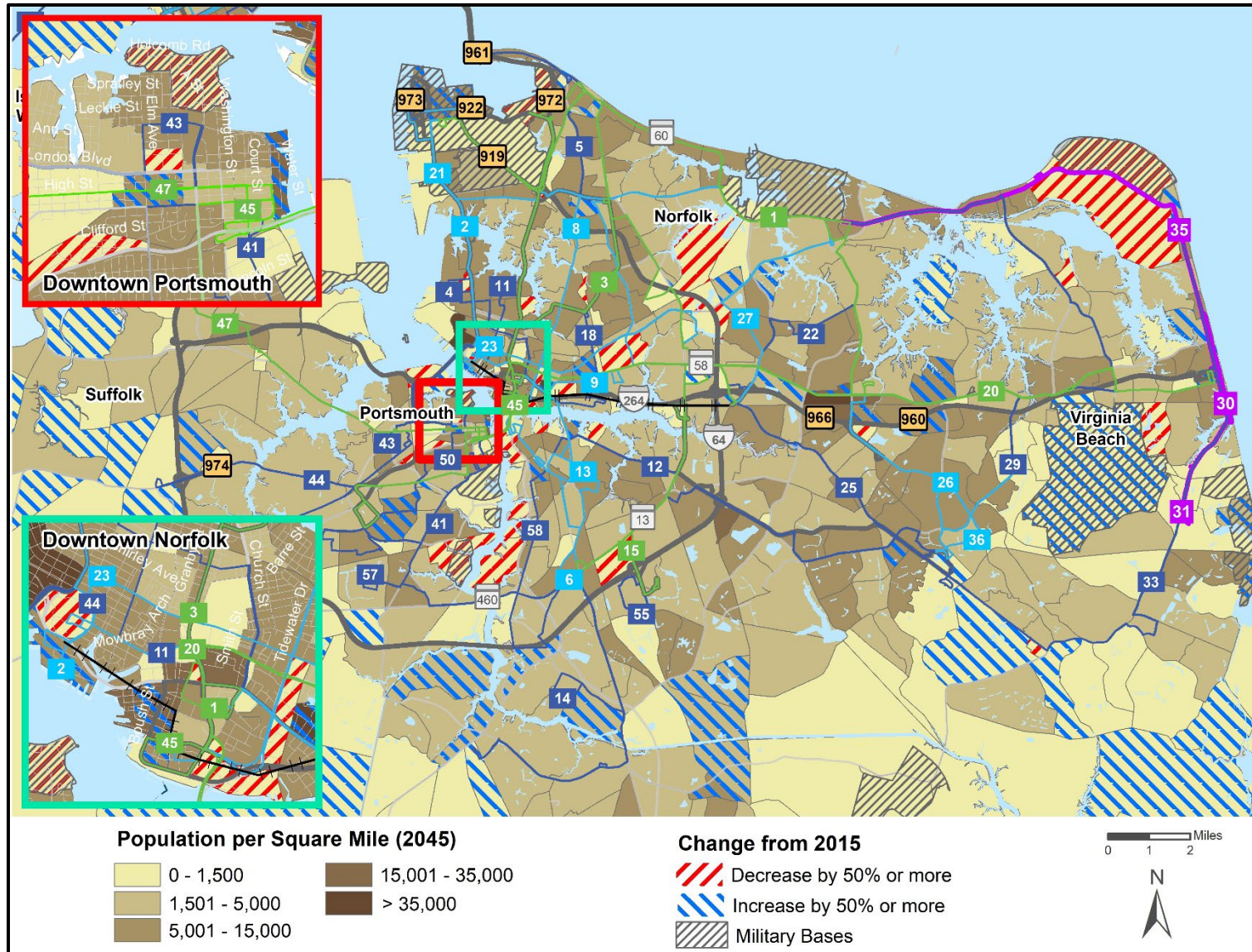
Employment growth through 2045 will be scattered but strongest on the southside of the region, particularly in portions of Norfolk, Portsmouth, and in Chesapeake in the Greenbrier area. Areas along the I-264 corridor from Norfolk to the Virginia Beach Oceanfront are also expected to grow in employment. On the Peninsula, employment in Downtown Hampton is projected to grow as well. Conversely, portions of Virginia Beach along the VA-165 corridor are expected to lose jobs. **Figure 2-16** and **Figure 2-17** show 2045 employment densities throughout the Hampton Roads Transit Service area, along with notable changes in densities from 2015 estimates.

Figure 2-14: Peninsula – Population Density (2045)



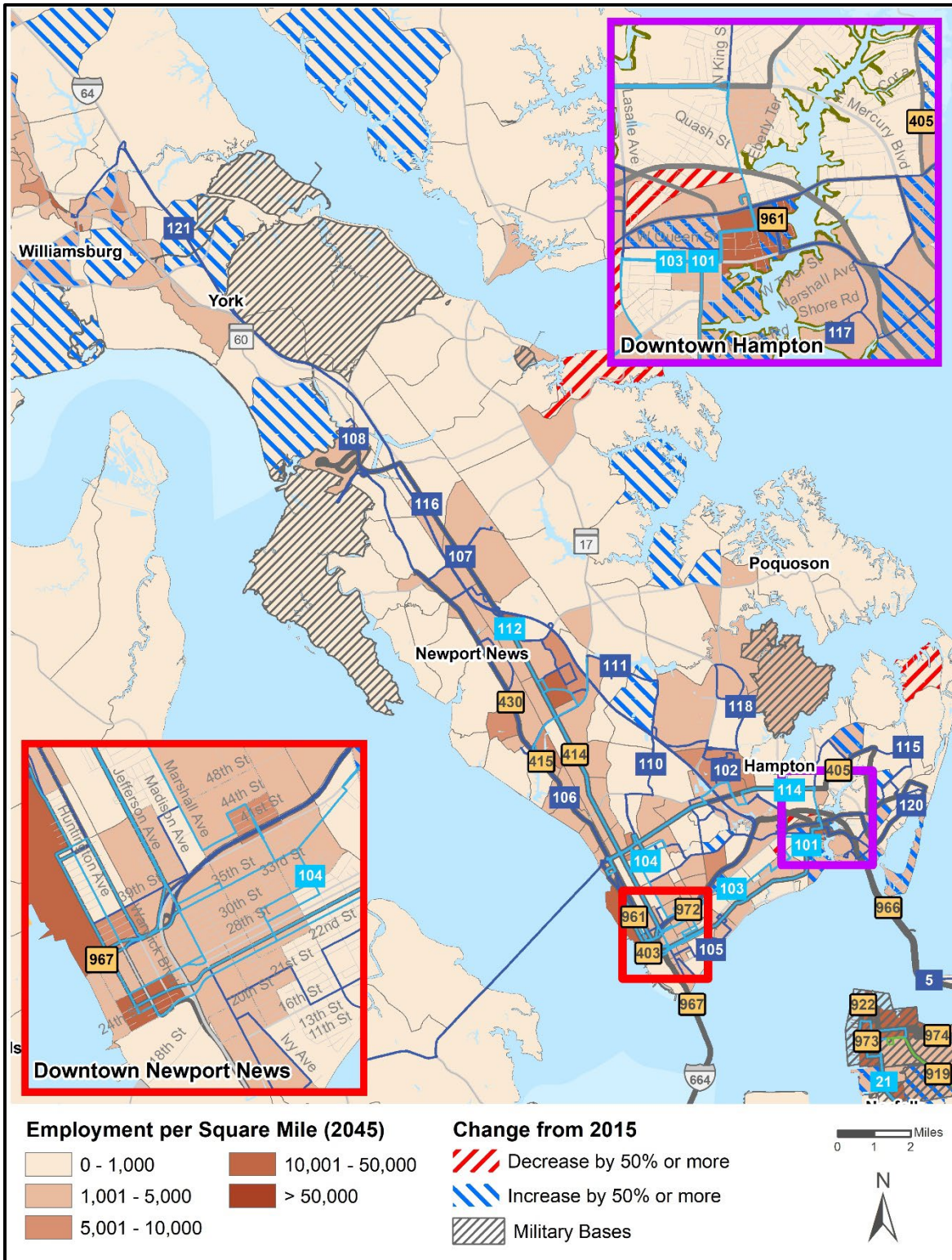
Source: HRT Routes Fall 2018

Figure 2-15: Southside – Population Density (2045)



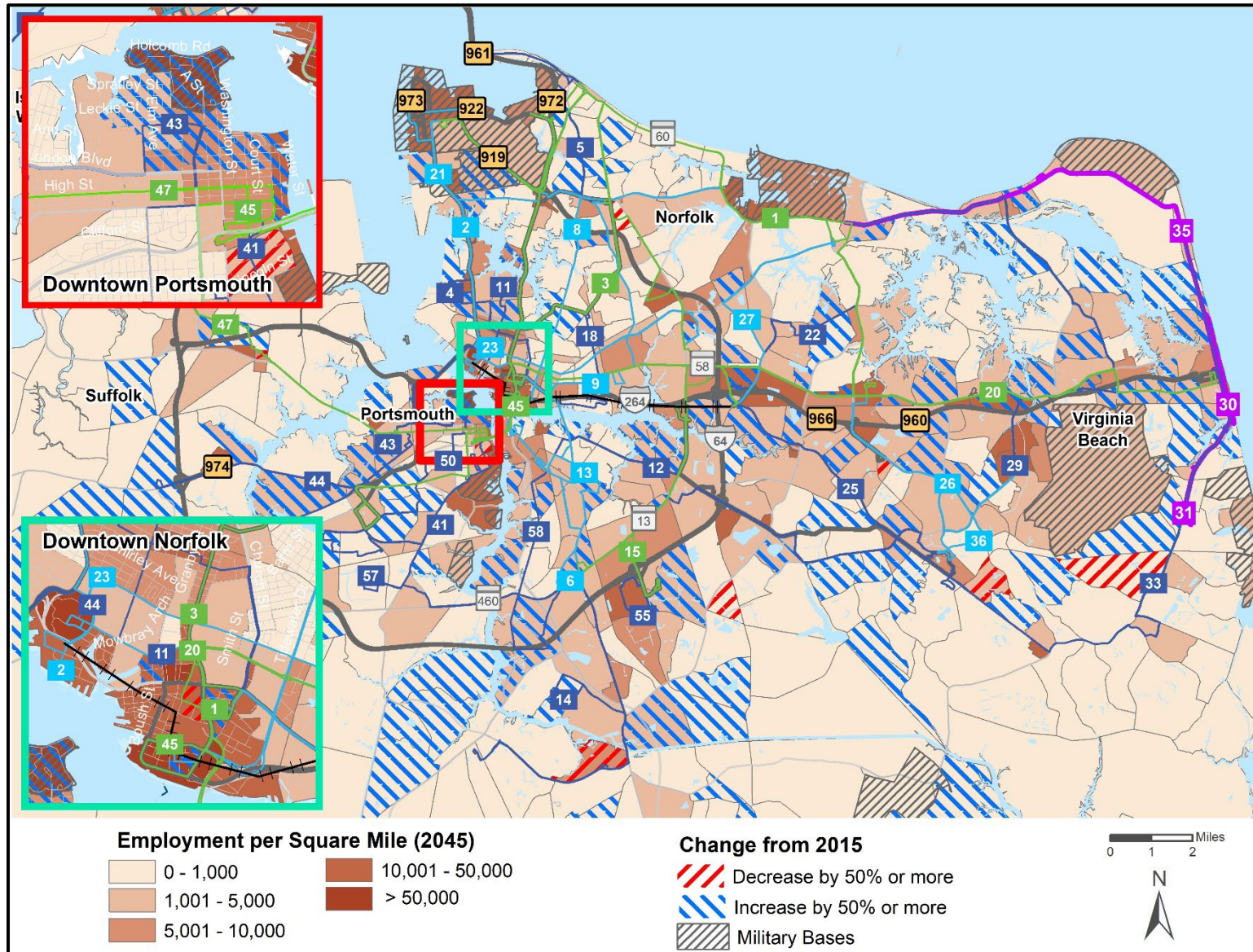
Source: HRT Routes Fall 2018

Figure 2-16: Peninsula – Employment Density (2045)



Source: HRT Routes Fall 2018

Figure 2-17: Southside – Employment Density (2045)



Source: HRT Routes Fall 2018

Travel Flow Analysis

Travel patterns within the HRT service area were determined using the Hampton Roads Transportation Planning Organization (HRTPO) Regional Travel Demand Forecasting Model. The model provides an estimate of unlinked passenger trips between traffic analysis zones (TAZs) for 2009 and 2040. For this analysis, the trips are then aggregated to larger travel districts to better understand general regional travel trends. The model forecasts travel across the cities of Chesapeake, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg and the counties of Gloucester, Isle of Wight, James City, and York. While the focus of the analysis is solely on the HRT service area, the full extent of the model was analyzed to understand the regionwide travel patterns and best create transit options.

For the purpose of this study, three types of trips were analyzed: home based work, home based other, and non-home based during two different time periods: peak and off-peak. **Table 2-25** provides a detailed description of each type of trip and time period.

Table 2-25: Travel Demand Model Classifications

Classification	Description
Home Based Work (HBW)	A direct trip between a person’s home and workplace in either direction.
Home Based Other (HBO)	A direct trip between a person’s home and any non-work location in either direction.
Non-Home Based (NHB)	A trip that does not begin or end at the home. Typically representing the middle part of trip chains; for example: going out to lunch at work or traveling to a second store location while shopping.
Peak	A trip during the morning or afternoon peak periods (6:00 a.m.–9:00 a.m. and 3:00 p.m.–6:00 p.m.)
Off-peak	A trip during the early morning, midday, evening, or late-night periods (9:00 a.m.–3:00 p.m. and 6:00 p.m.–6:00 a.m.)

The following analysis investigated two different types of travel patterns:

- **All-Day Travel:** combines trips from all time periods and purpose to give a full picture of travel throughout the region.
- **Peak Period Travel:** exclusively examines the peak hour home based work trips to understand commuting patterns.

All-Day Travel

Regionwide, the highest density of all-day travel trips originates within Downtown Norfolk and along the I-264 corridor between Norfolk and Virginia Beach. The model shows the highest concentration of trip origins in Downtown Norfolk (96 trips per acre), an area that is made up of high and medium-density housing, retail, and office buildings. The surrounding areas, including northern Norfolk and western Virginia Beach, also showed a high concentration of trips originating from within.

On the Peninsula, trips tend to originate from the low to medium density communities located off I-64 and Jefferson Avenue. Additionally, Downtown Newport News and the community directly west have high densities of trip origins. **Table 2-26** identifies the districts with the highest concentrations of all-day trip origins and **Figure 2-18** shows the density of trip origins throughout the region.

Relative to the trip origins, the trip destinations are more heavily concentrated in Downtown Norfolk, which has a trip density of 521 per acre; the next highest area—Ghent, which is adjacent to Downtown Norfolk—had less than a quarter of that density of trip destinations. Downtown Norfolk is a medium- to high-density mixed-use area that attracts a lot of visitors due to the various attractions including the MacArthur Center, Scope Arena, and Harbor Park Stadium, and government services such as the Norfolk City Hall, Department of Motor Vehicles, and Norfolk Circuit Court. Ghent is a mix of medium density residential and commercial development. The downtown areas of Portsmouth and Virginia Beach have a similar combination of attractions and services as Downtown Norfolk that

form smaller destination hubs, receiving between 40 and 50 trips per acre. On the Peninsula, the Deer Park / Palmer area, which includes the Patrick Henry Mall and Oyster Point in Newport News, had the highest number of trip destinations at 62 trips per acre. This area includes multiple shopping centers and retail destinations which drive all-day travel. The other high-density areas on the Peninsula include the Newport News / Williamsburg International Airport, Downtown Newport News, and the shopping centers in Mercury Central. **Table 2-27** identifies the districts with the highest concentrations of all-day trip destinations and **Figure 2-19** illustrates the density of trip destinations throughout the region.

Table 2-26: Travel Districts with a High Density of All-Day Trip Origins

Area	District Name	Number of Trip Origins	Density (Trips/Acre)
Southside	Downtown Norfolk	30,483	96
	Ghent	84,326	62
	Ocean View Ave	98,224	52
	Lafayette-Winona	47,772	48
	Kensington, Highland Park, Colonial Place	82,394	44
Peninsula	Windsor Great Park, Richneck	105,493	38
	Downtown Newport News	85,785	37
	Denbigh	142,349	32
	Northampton	123,854	31
	Deerfield, Kiln Creek, Bayberry	52,747	31

Table 2-27: Travel Districts with a High Density of All-Day Trip Destinations

	District Name	Activity Centers	Number of Trip Destinations	Density (Trips /Acre)
Southside	Downtown Norfolk	Downtown Norfolk, MacArthur Center, Norfolk Circuit Court, Norfolk City Hall, Tidewater Community College - Norfolk	165,634	521
	Ghent	Downtown Norfolk, Norfolk General Hospital, Children's Health System (CHKD), Eastern Virginia Medical School, US Army Corps of Engineers - Norfolk	167,974	124
	Tanners Creek, Partra	Southern Shopping Center, Norview Community Center, Naval Station Norfolk	89,824	53
	Kings Grant	Virginia Beach Town Center, Loehmann's Plaza	289,735	52
	Brambleton	Norfolk State University, Harbor Park Stadium, Hampton Roads Transit (HRT) - Southside Facility, Amtrak Station	81,483	50
Peninsula	Deer Park / Palmer	City Center at Oyster Point, Patrick Henry Mall, Oyster Point Square, Canon, Inc., Tech Center	188,668	62
	Mercury Central	Coliseum Square Center, Coliseum Crossing Shopping Center, Sentara CarePlex Hospital, Peninsula Town Center, Langley Air Force Base	133,207	53
	Newport News Shipbuilding	Huntington Ingalls Industries, Inc. (Newport News Shipbuilding)	38,594	39
	Downtown Newport News	Downtown Newport News	89,017	38
	Newport News / Williamsburg International Airport	Mary Immaculate Hospital, Jefferson Commons	58,269	33

Figure 2-18: Density of All-Day Trip Origins

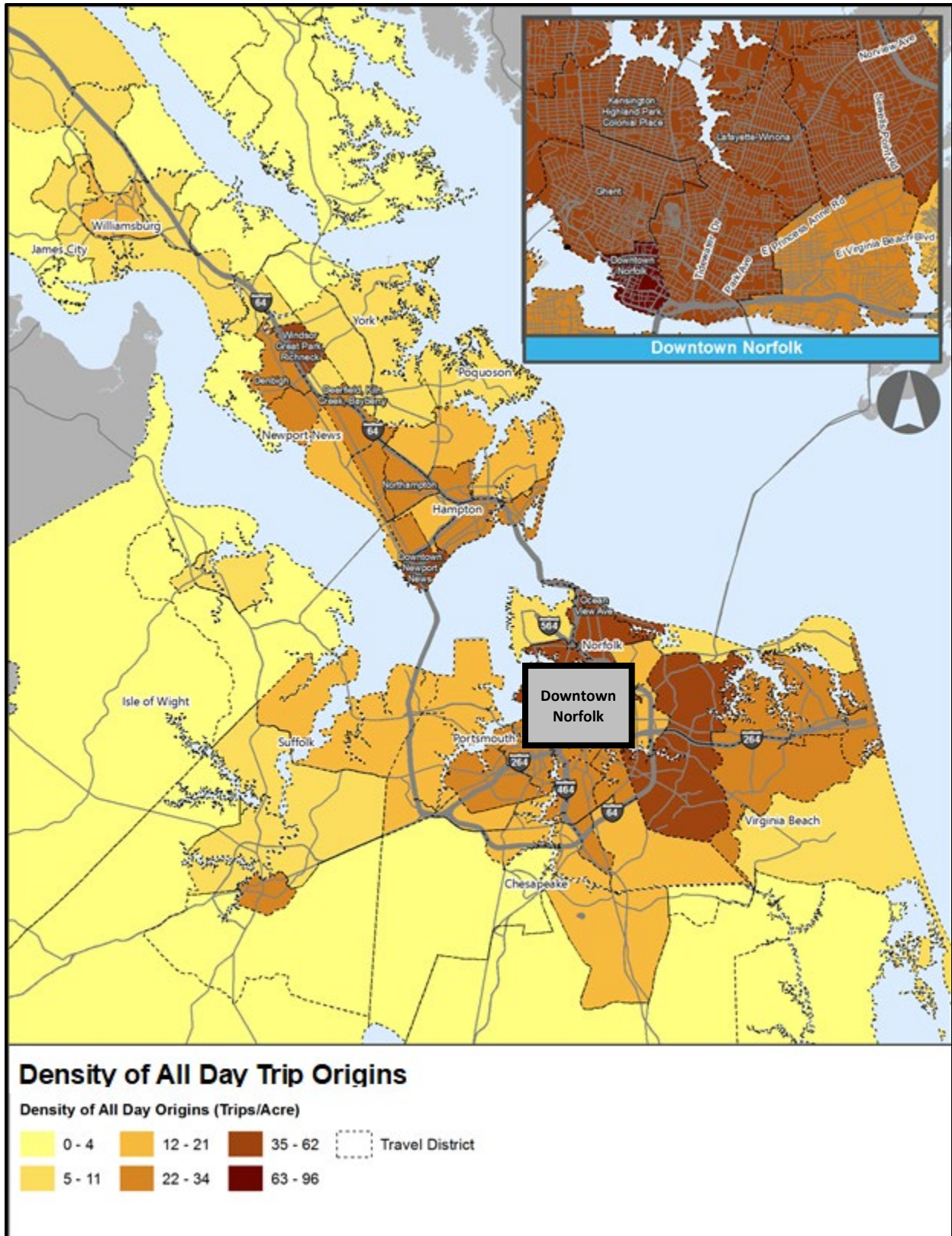
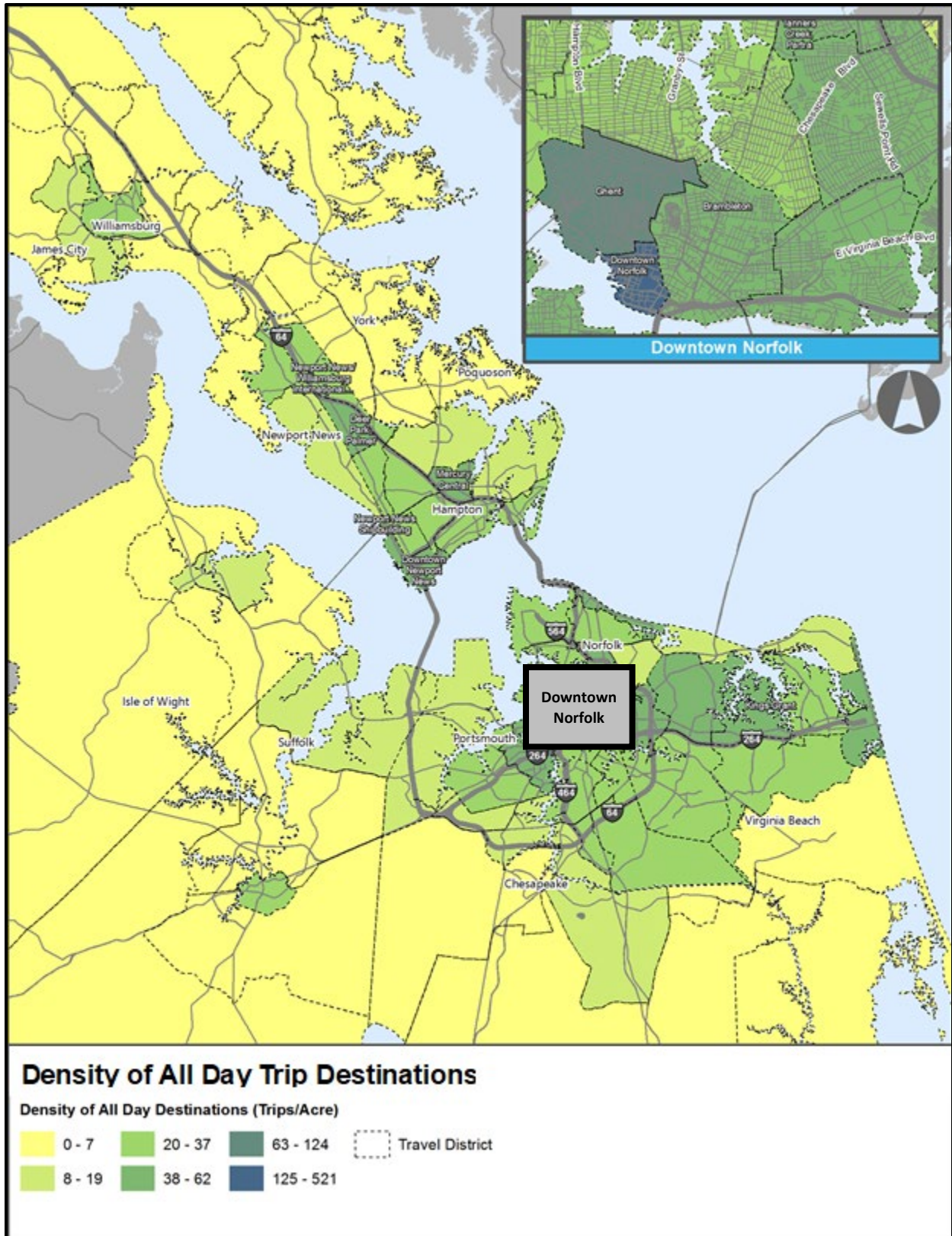


Figure 2-19: Density of All-Day Trip Destinations



Within the HRT service area, the majority of all-day trips are short distance, either traveling internally within the district or connecting to an adjacent district. The districts with the highest internal and external travel flows can be found in **Table 2-28** and **Table 2-29**, respectively. The high concentrations of internal all-day travel flows tend to be in large suburban districts that contain a town center or large shopping center, such as Virginia Beach Town Center, the City Center at Oyster Point, and the Lynnhaven / Naval Base area.

Across the HRT service area and member jurisdictions, people primarily circulate within small groups of districts according to the all-day travel flows. These travel patterns create communities where there are large volumes of flows between adjacent districts and little to no travel to districts outside the group. This is mostly caused by the bodies of water that divide the area but can also occur due to poor roadway connectivity or based on placement of trip generators. People appear to be willing to travel the farthest to reach Downtown Norfolk, with travel flows from as far as southern Virginia Beach. **Figure 2-20** illustrates the pattern of trips between districts. The all-day travel flows can be grouped into the following areas:

- **Hampton and Newport News** – This area is comprised of a continuous web of connected districts that cover the Peninsula. This pattern breaks between Newport News and James City where the Yorktown Naval Weapons Station is located. The Peninsula has lower volumes of travel when compared to the districts on the Southside due to its lower population and employment.
- **Portsmouth, Northern Chesapeake, and Northern Suffolk** – This area is defined by the Nansemond, James, and Elizabeth Rivers. Within the area there are a number of large retail locations including Chesapeake Square Mall, Victory Crossing Shopping Center, and Downtown Portsmouth, which draw people between the different districts.
- **Southern Norfolk and Virginia Beach** – This area consists of a continuous web of highly trafficked districts that cover Virginia Beach and Norfolk south of the Lafayette River. This group is the largest and most active area within the study area. The most active parts of this area tend to be outside I-64 along I-264.
- **Northern Norfolk** – This area makes up the northwest corner of Norfolk and consists of districts that border Little Creek Road. These districts have relatively low trip volume overall when compared to neighboring districts on the Southside. Although districts in this group do have some travel to districts outside this group, people predominantly travel to areas along Little Creek Road.
- **Southern Chesapeake** – This area is located outside of I-64 in southern Chesapeake. These districts are mostly made up of low-density suburban housing with some rural housing in the southern parts of the area. Travel in this community is centered on Greenbrier Mall and the adjacent shopping centers. The area functions as a hub for the area and contains many retail establishment and services.

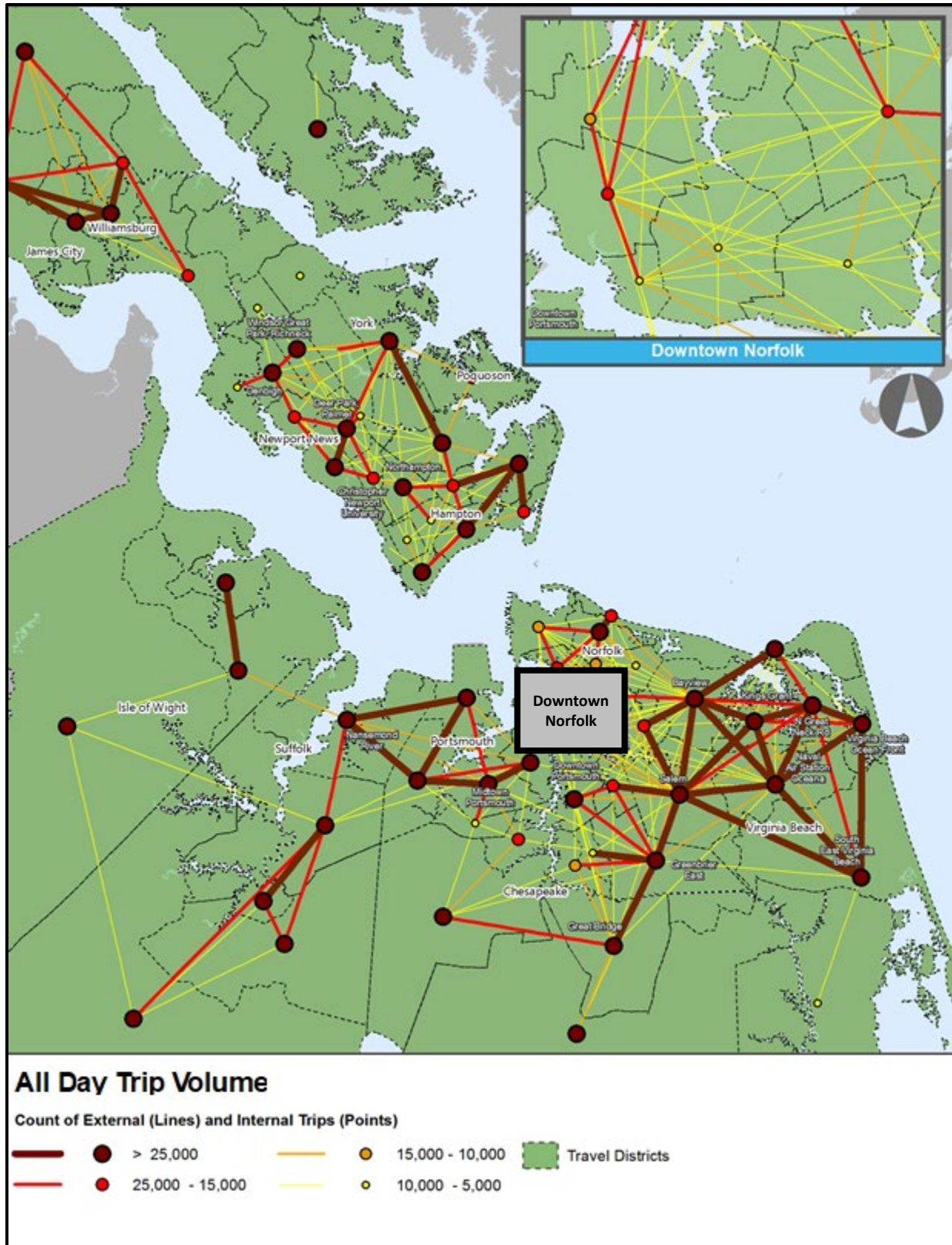
Table 2-28: Highest Internal All-Day Travel Flows within a District

Travel District	Internal Trip Count
Peninsula	
Denbigh	49,546
Christopher Newport University	36,791
Northampton	35,744
Deer Park / Palmer	33,684
Windsor Great Park / Richneck	33,347
Southside	
Salem	206,766
Lynnhaven / Naval Air Station Oceana	183,772
Bayview	180,497
Great Bridge	147,801
Nansemond River	144,980

Table 2-29: Highest External All-Day Travel Flows Between Districts

Origin	Destination	Total Trips
Salem	Lynnhaven/ Naval Air Station Oceana	129,582
Bayview	Kings Grant	79,666
Salem	Bayview	76,698
South East Virginia Beach	Lynnhaven/ Naval Air Station Oceana	74,741
Lynnhaven / Naval Air Station Oceana	Kings Grant	71,334
Midtown Portsmouth	Downtown Portsmouth	70,594
Salem	Greenbrier East	62,051
N Great Neck Rd	Virginia Beach Ocean Front	51,693
Lynnhaven / Naval Air Station Oceana	Bayview	49,732
Great Bridge	Greenbrier East	44,682

Figure 2-20: All-Day Travel Flow Volume Between Districts



Peak Period Travel

Peak period travel examines home based work trips during the peak commuting hours (6:00 a.m.–9:00 a.m. and 3:00 p.m.–6:00 p.m.) to understand commuting patterns.

On the Southside, the density of peak trip origins is centered around Downtown Norfolk, with the highest density area occurring in Downtown Norfolk south of Brambleton Ave. In that area of Downtown Norfolk, there were found to be eight trips per acre during the peak periods. Outside of Downtown Norfolk, the highest volumes of peak period trips occur in large suburban districts outside I-64 in western Virginia Beach. Of these districts the highest trip origin volume is from Salem which had 49,976 trips in the peak period (three trips per acre). The highest density of peak period trip destinations can be found in Downtown Norfolk—an area that also holds the highest density of employment in the region. Districts with large employment centers, including Downtown Portsmouth and Naval Station Norfolk, also saw high density and volume of trips in the peak period.

On the Peninsula, the highest density and volume of trips comes from a collection of districts toward the middle of the Peninsula, including Denbigh, Northampton, and Windsor Great Park/Richneck. The highest density of trip destinations was to the Newport News Shipbuilding district.

Table 2-30 details the districts with the highest density of peak period trip origins and **Figure 2-21** illustrates the density of peak period trip origins throughout the region. The highest density areas of trip destinations on the Peninsula and on the Southside are detailed in **Table 2-31** and **Figure 2-22** illustrates the density of peak trip destinations throughout the region.

Table 2-30: Travel Districts with the Highest Density of Peak Period Trip Origins

Area	District Name	Number of Trip Origins	Density (Trips/Acre)
Southside	Downtown Norfolk	2,408	8
	Ghent	6,078	5
	Ocean View Ave	6,956	4
	Salem	49,976	3
	Lafayette-Winona	3,245	3
Peninsula	Windsor Great Park, Richneck	7,354	3
	Northampton	9,106	2
	Downtown Newport News	5,316	2
	Denbigh	10,084	2
	Deerfield, Kiln Creek, Bayberry	3,805	2



Table 2-31: Travel Districts with a High Density of Peak Period Trip Destinations

Area	District Name	Activity Centers	Number of Trip Destinations	Density (Trips / Acre)
Southside	Downtown Norfolk	Downtown Norfolk, MacArthur Center, Norfolk Circuit Court, Norfolk City Hall, Bank of America, Tidewater Community College - Norfolk	31,460	99
	Ghent	Norfolk General Hospital, Children's Health System (CHKD), Eastern Virginia Medical School, US Army Corps of Engineers	22,658	17
	Downtown Portsmouth	Downtown Portsmouth, Portsmouth Naval Medical Center, Bon Secours Maryview Medical Center, Naval Medical Center Portsmouth, Norfolk Naval Shipyard	33,309	8
	Naval Station Norfolk	Naval Station Norfolk, Naval Support Activity Norfolk	37,109	7
	Military Circle	Lake Taylor Hospital, Sentara Leigh Hospital, Military Circle Mall, Janaf Shopping Center, PRA Group, Inc., Virginia Wesleyan College	20,108	5
Peninsula	Newport News Shipbuilding	Huntington Ingalls Industries, Inc. (Newport News Shipbuilding), Downtown Newport News	10,241	10
	Deer Park / Palmer	City Center at Oyster Point, Patrick Henry Mall, Oyster Point Square, Canon, Inc., Marketplace at Tech Center	18,454	6
	Mercury Central	Coliseum Square Center, Coliseum Crossing Shopping Center, Sentara CarePlex Hospital, Peninsula Town Center, Langley Air Force Base	10,140	4
	Newport News / Williamsburg International Airport	Mary Immaculate Hospital, Jefferson Commons	4,902	3
	Downtown Newport News	Downtown Newport News	5,783	3

Figure 2-21: Density of Peak Period Trip Origins

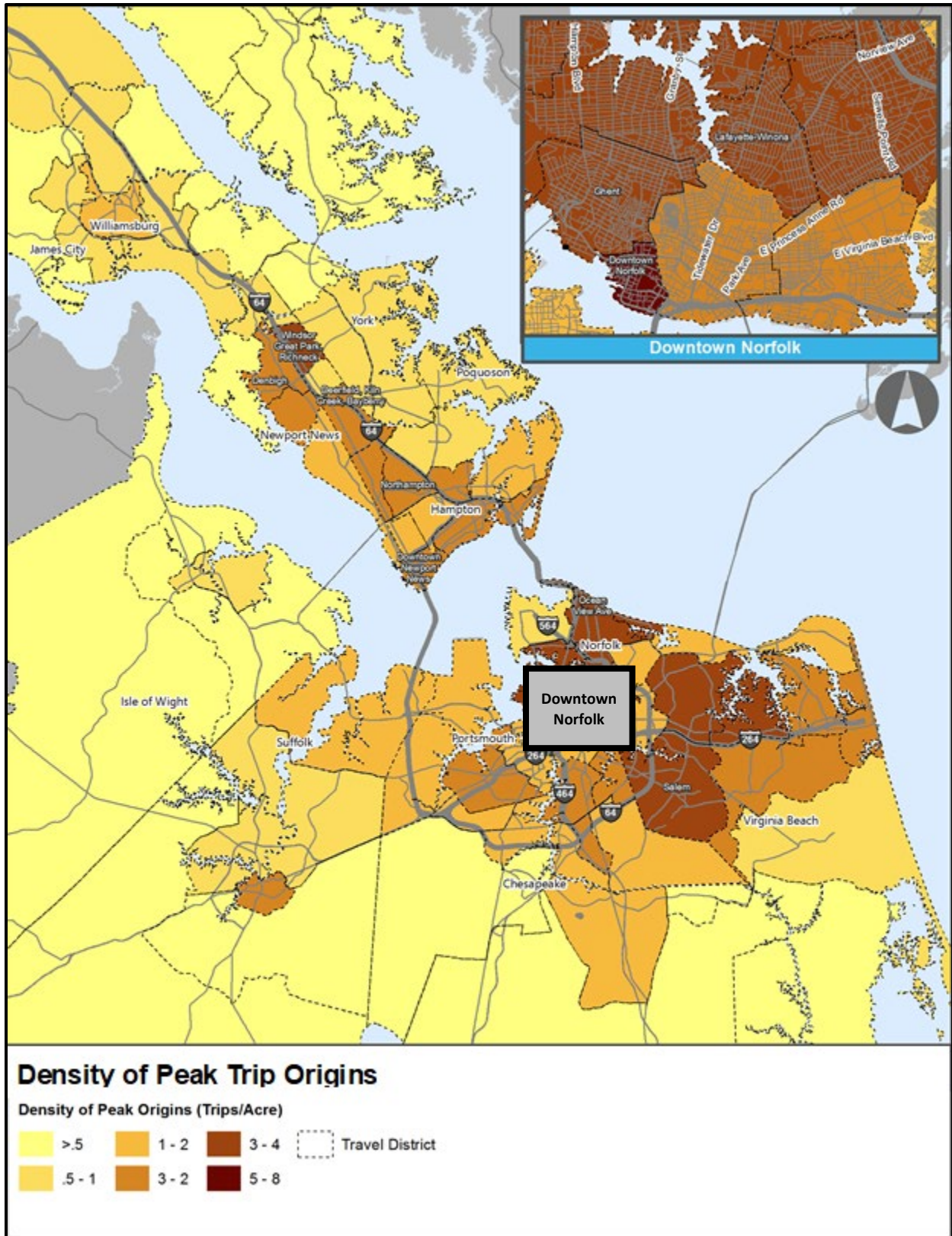
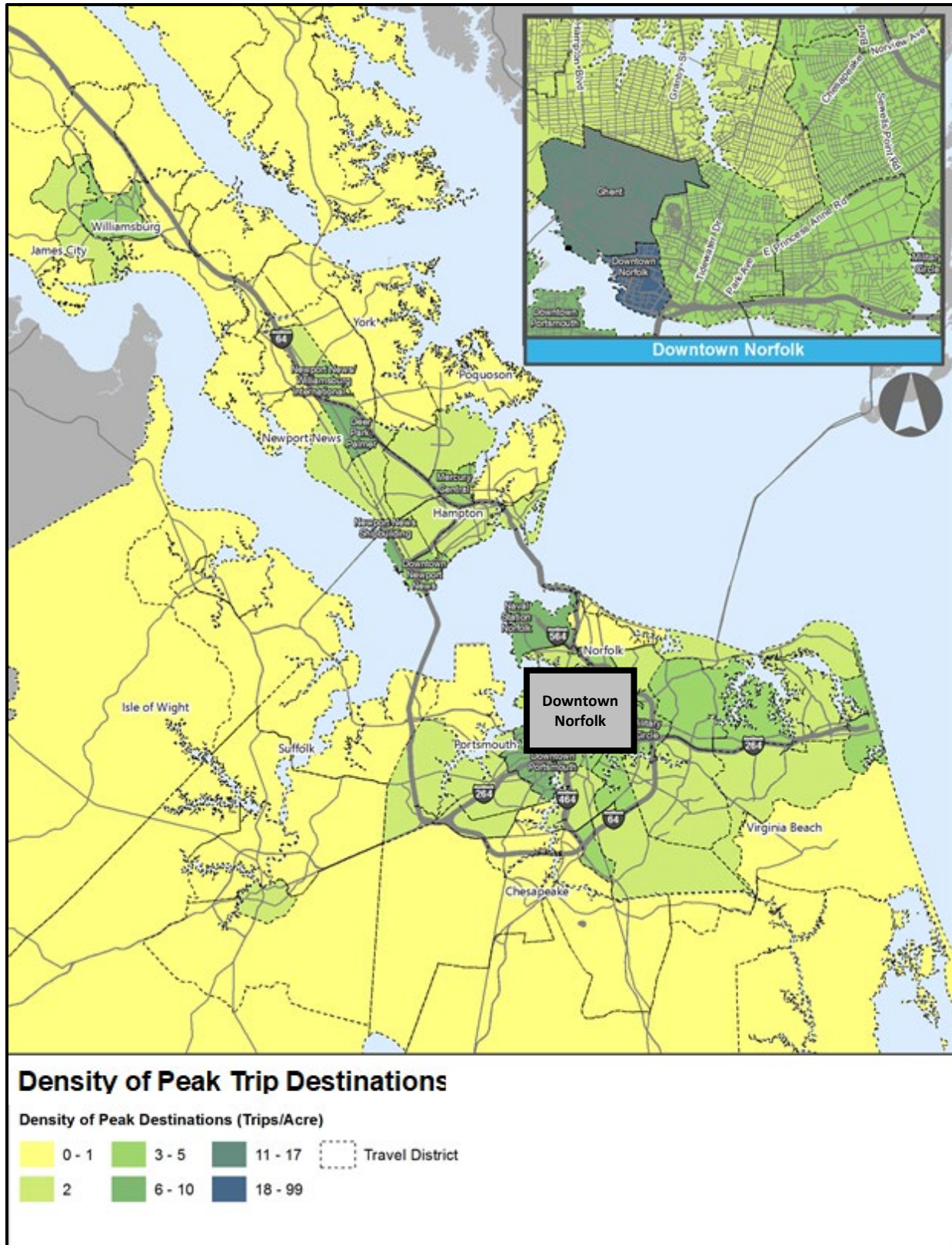


Figure 2-22: Density of Peak Period Trip Destinations



The analysis of peak travel patterns shows that people travel greater distances for work trips during the peak than for non-work trips. Internal district trips make up a much smaller portion of the overall travel during the peaks than all-day; **Table 2-32** and **Table 2-33** show the highest internal and external district travel flows during the peak periods. The highest internal travel flow is 7,580 peak hour trips in the Lynnhaven Mall / Naval Air Station Oceana district. This district contains a large military employer and a large residential area where many of those employees likely live. The highest external flow between districts is 7,255 peak hour trips primarily from the residential area in Salem to Lynnhaven Mall / Naval Air Station Oceana.

Figure 2-23 shows peak period travel patterns within the region. Employment centers are central destinations that draw workers from the surrounding areas. The largest employment centers have notable travel patterns associated with them:

- **Naval Station Norfolk** - This district is located in the northwestern section of Norfolk and attracts employees from every county within the study area. It houses the largest employer in the region, Naval Station Norfolk. The majority of the workforce is spread around along the I-64/264 corridor and the southern portion of I-64.
- **Lynnhaven / Naval Air Station Oceana** - This district is located in central Virginia Beach. Most of the employment within this area comes from the Naval Air Station Oceana, but the district also contains other employment centers such as Lynnhaven Mall and Tidewater Community College. The majority of employees within this district appear to travel from the adjacent districts along the I-264 corridor.
- **Downtown Norfolk** - The downtown houses various public and private employers. People who work in this district primarily commute from Norfolk or northwest Virginia Beach. The remainder commute across the river from Portsmouth and northern Chesapeake.
- **Deer Park / Palmer** - This district contains a collection of employers in the technology sector as well as the Canon Factory Service Center. Employees of this district live in the neighboring areas but a large number appear to commute from southern York.

Table 2-32: Highest Internal Peak Period Travel Flows within a District

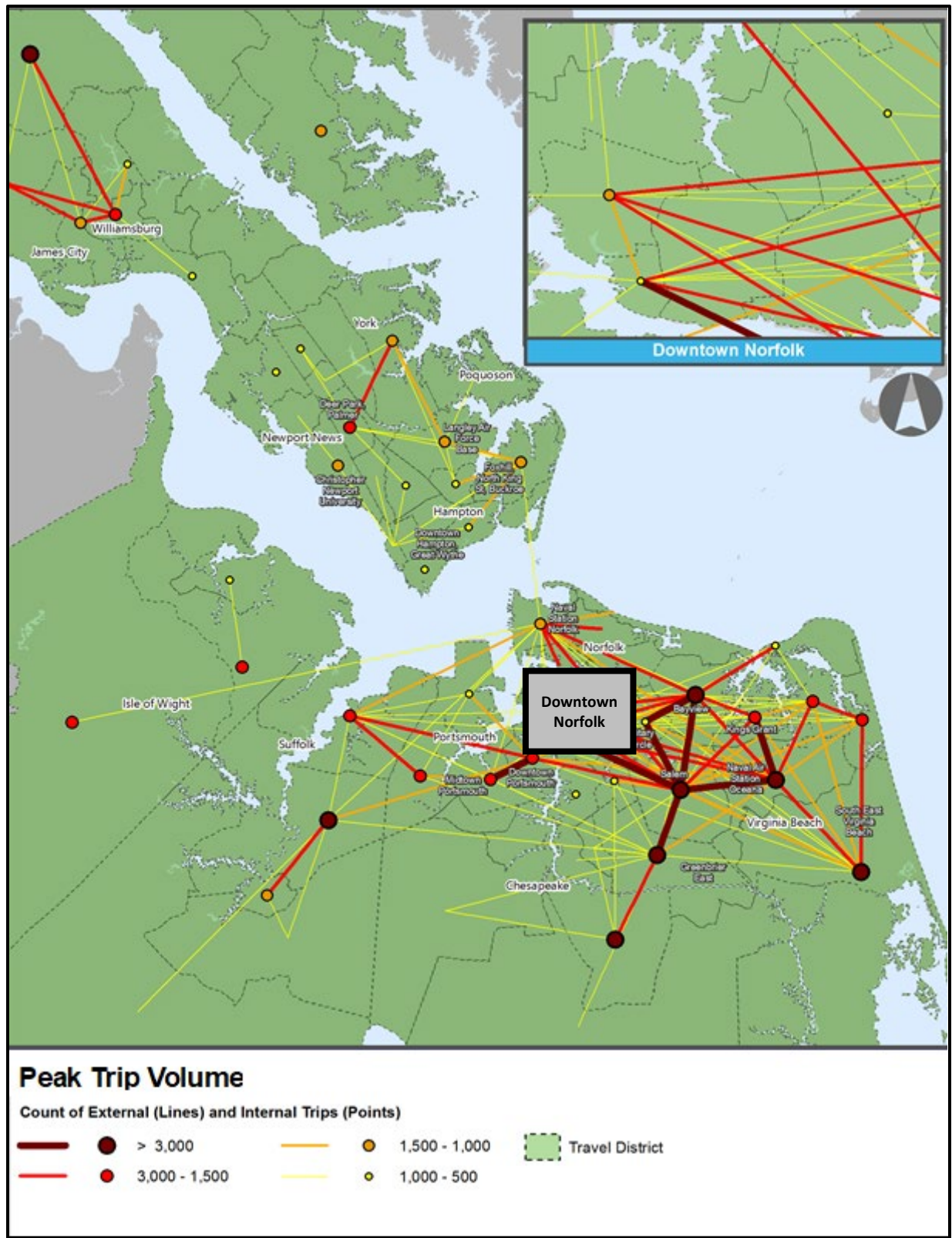
Travel District	Internal Trip Count
Peninsula	
Deer Park / Palmer	1,692
Foxhill / North King St / Buckroe	1,236
Langley Air Force Base	1,108
Christopher Newport University	1,067
South West Hampton	841
Southside	
Lynnhaven / Naval Air Station Oceana	7,580
Bayview	6,871
Salem	5,663
Greenbrier East	4,839
South East Virginia Beach	4,021



Table 2-33: Highest External Peak Period Travel Flows within a District

Origin	Destination	Total Trips
Salem	Naval Air Station Oceana	7,255
Salem	Bayview	5,848
South East Virginia Beach	Naval Air Station Oceana	5,779
Bayview	Kings Grant	5,234
Naval Air Station Oceana	Kings Grant	5,197
Midtown Portsmouth	Downtown Portsmouth	5,059
Salem	Greenbrier East	4,720
Naval Air Station Oceana	Bayview	4,411
Salem	Downtown Norfolk	4,340
Bayview	Military Circle	3,880

Figure 2-23: Volume of Peak Period Travel Between Districts



2.2.2 Transit Demand and Underserved Area Opportunities for Improvement

After determining the market for different types of transit services—in terms of transit propensity for different trip types and general travel flows—a gap analysis was conducted to compare the existing transit service to transit demand to find areas that could benefit from new or increased service.

Two types of service gaps were identified:

- **Level of Service:** where more service could be implemented.
- **Coverage:** where services could be expanded.

This gap analysis sheds light both on how well existing transit services meet current demand, as well as how planned transit services could reach new markets.

Level of Service Analysis

Based on the five transit propensity indices—Transit-Oriented Population, Commuter, Workplace, and Non-Work—and their underlying data, several additional transit propensity indices were developed to aid in identifying the types of transit service potentially suitable for locations within the HRT service area.

All-Day Service Index

The All-Day Service Index identifies locations suitable for all-day transit service by combining the results of the Transit-Oriented Population and Non-Work Indices. At both peak and off-peak hours, locations with significant transit-oriented populations are presumed to require connections to and from jobs or non-work-related trip destinations. This results in a propensity index that identifies major origins or destinations for transit trips that would occur throughout the day.

Areas with high All-Day Service Index scores largely reflect those with high Transit-Oriented Populations, or downtowns, government centers, and medical and educational campuses. On the Peninsula, areas with a higher need for all-day service include neighborhoods along Warwick Boulevard, such as Denbigh and Jenkins, and along Mercury Boulevard, in particular within the Newmarket neighborhood and around the Peninsula Town Center. Downtown Newport News and Downtown Hampton also have higher all-day service needs. On the Southside, the need for all-day service is most prevalent in Downtown Norfolk and Portsmouth, but also along major corridors such as Granby Street and Chesapeake Boulevard in Norfolk, Virginia Beach Boulevard between Norfolk and Virginia Beach, Indian River Road in Virginia Beach, and Portsmouth Boulevard in Portsmouth.

These higher propensity areas for all-day service are opportunities for expanding service during off-peak hours such as midday or later into the evening. **Figure 2-24** and **Figure 2-25** show the All-Day Service Index for the Peninsula and Southside, respectively.

Peak Service Index

The Peak Service Index identifies locations suitable for peak-period service by combining results from the Commuter and Workplace Indices. Locations with significant numbers and densities of commuters are presumed to require connections to and from locations with significant numbers and densities of jobs, especially at peak hours. This results in a propensity index that identifies major origins and destinations for transit trips that would occur during peak hours.

On the Peninsula, areas with a higher propensity or need for peak hour services include along Denbigh Boulevard and J Clyde Morris Boulevard, within the Peninsula Town Center, at the Newport News Shipbuilding, and in Downtown Hampton. On the Southside, major employment centers such as Naval Station Norfolk, the Joint Expeditionary Base – Fort Story, Chesapeake Municipal Center, and the Naval Medical Center Portsmouth have larger needs for peak service, as well as in areas with high volumes of job opportunities such as Downtown Norfolk and along the I-264 corridor to Virginia Beach, and areas with significant concentrations of commuters, such as more suburban portions of Chesapeake, Newport News, and Virginia Beach.

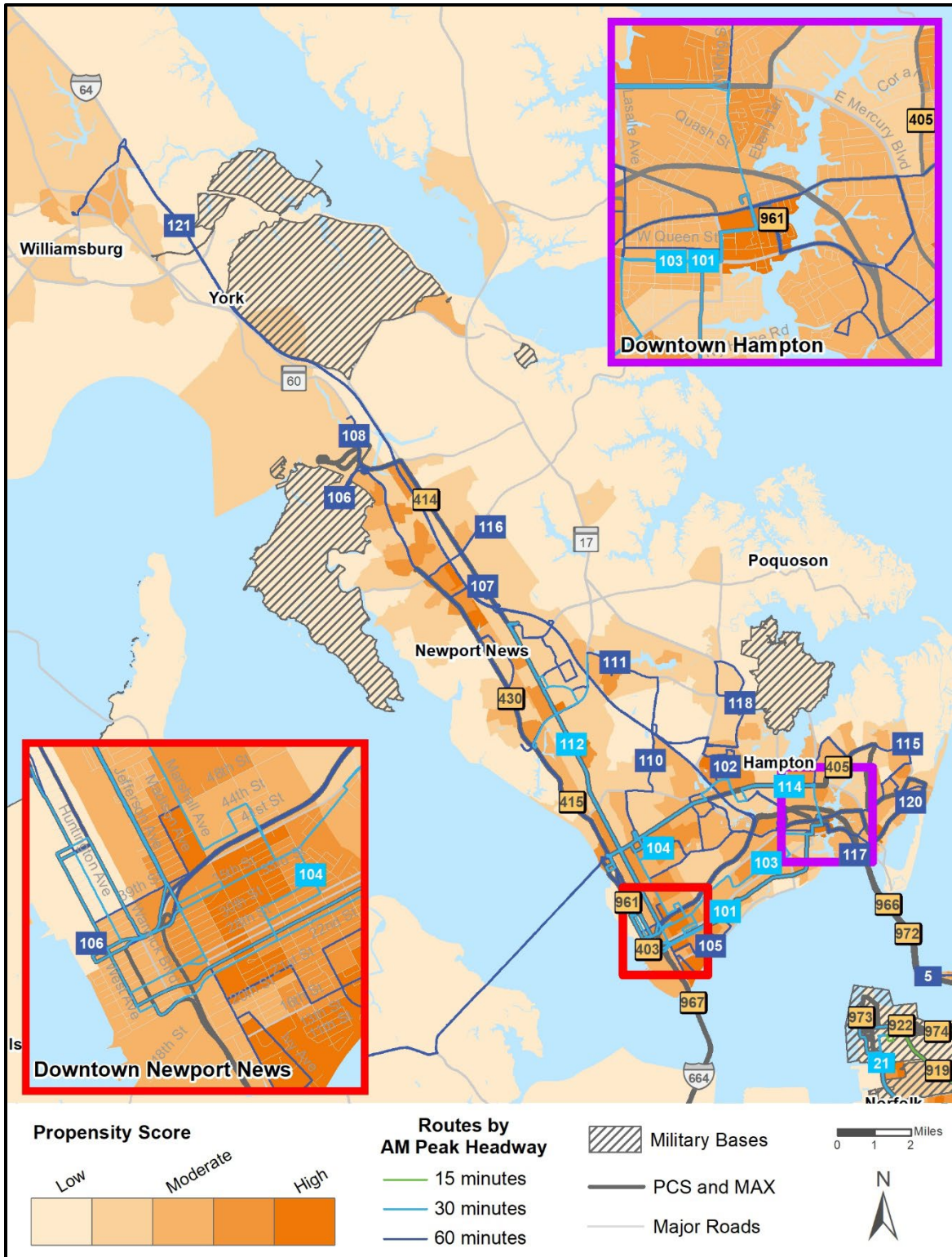
These areas identified as having a high propensity for peak service would benefit from an increased frequency during peak hours to service both higher commuter populations and connecting with larger concentrations of job opportunities. **Figure 2-26** and **Figure 2-27** show the Peak Service Index for the Peninsula and Southside, respectively.

Multimodal Service Index

The Multimodal Service Index identifies origins and destinations that could support high-quality, all-day transit service by combining results from the Transit-Oriented Population, Commuter, Workplace, and Non-Work propensity indices. Locations with significant populations and densities of both transit-oriented populations and commuters are presumed to require connections to and from locations with jobs and non-work destinations. This results in a propensity index that identifies major origins or destinations for high-quality, all-day transit service.

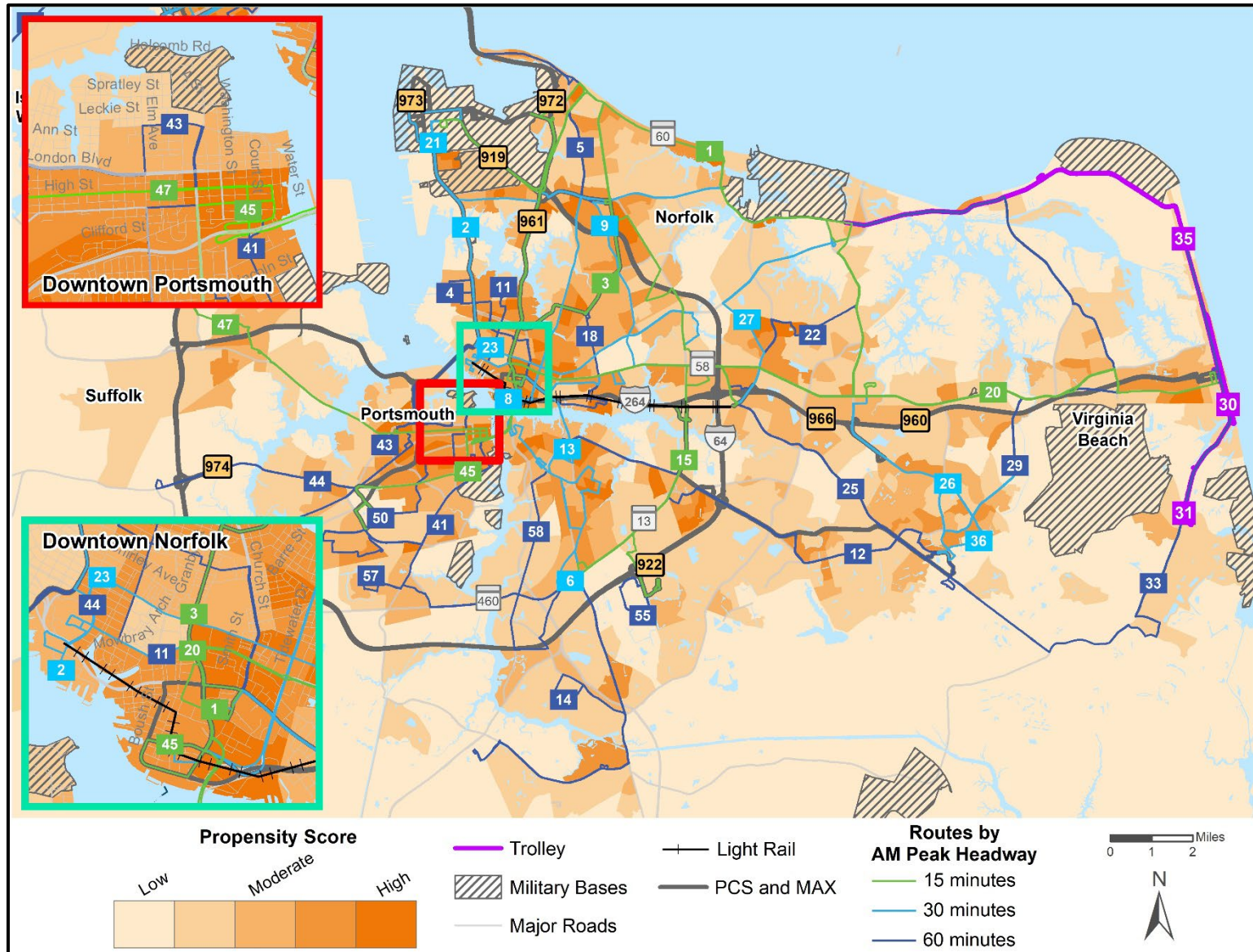
Clusters of areas with moderate-to-high Multimodal Service Index Scores can be seen along the I-264 corridor in Virginia Beach, in the downtown cores of Newport News, Hampton, Norfolk, and Portsmouth, and in clusters along the I-64 corridor between Chesapeake and Naval Station Norfolk. **Figure 2-28** and **Figure 2-29** show the Multimodal Service Index for the Peninsula and Southside, respectively.

Figure 2-24: Peninsula – All-Day Service Index



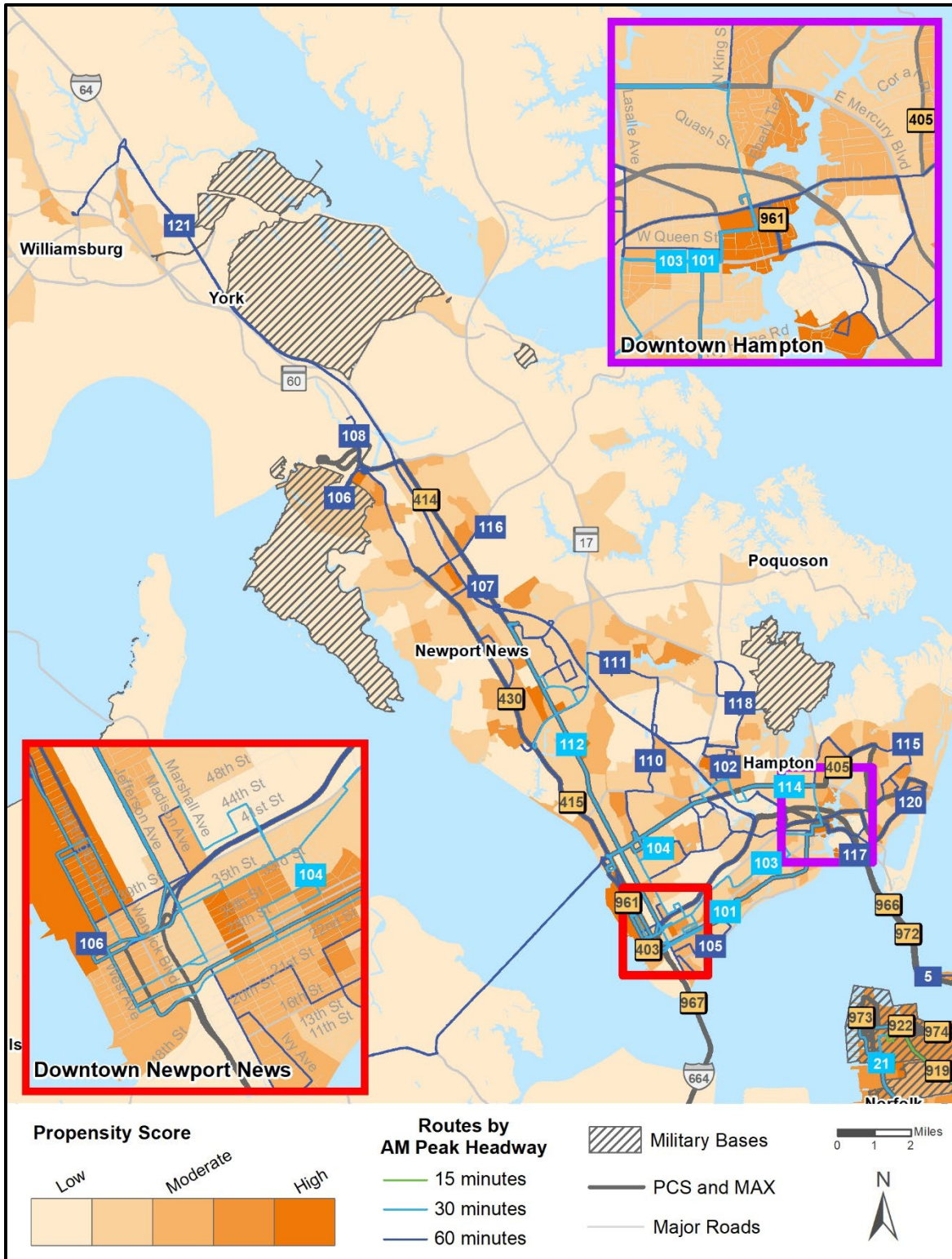
Source: HRT Routes Fall 2018

Figure 2-25: Southside – All-Day Service Index



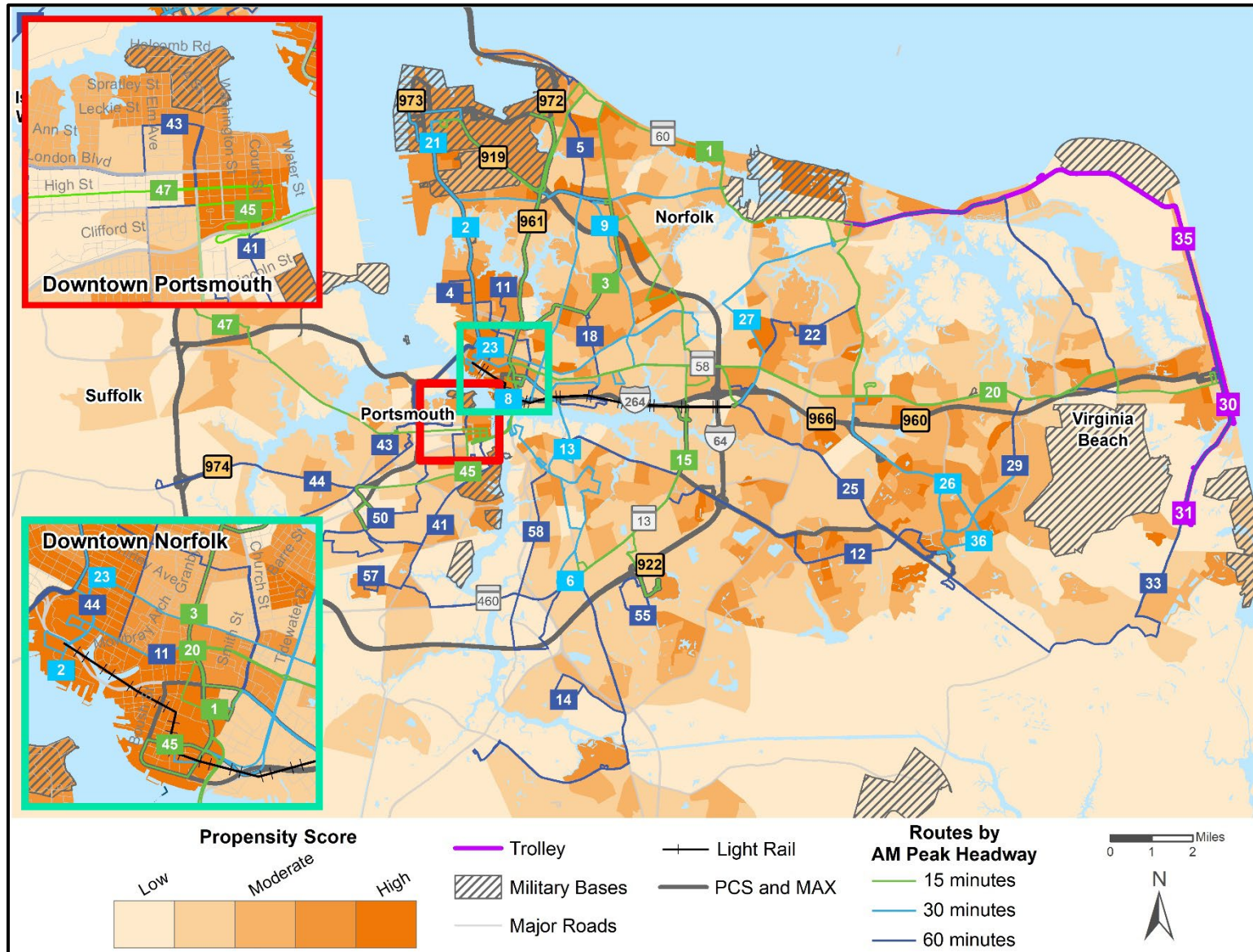
Source: HRT Routes Fall 2018

Figure 2-26: Peninsula – Peak Service Index



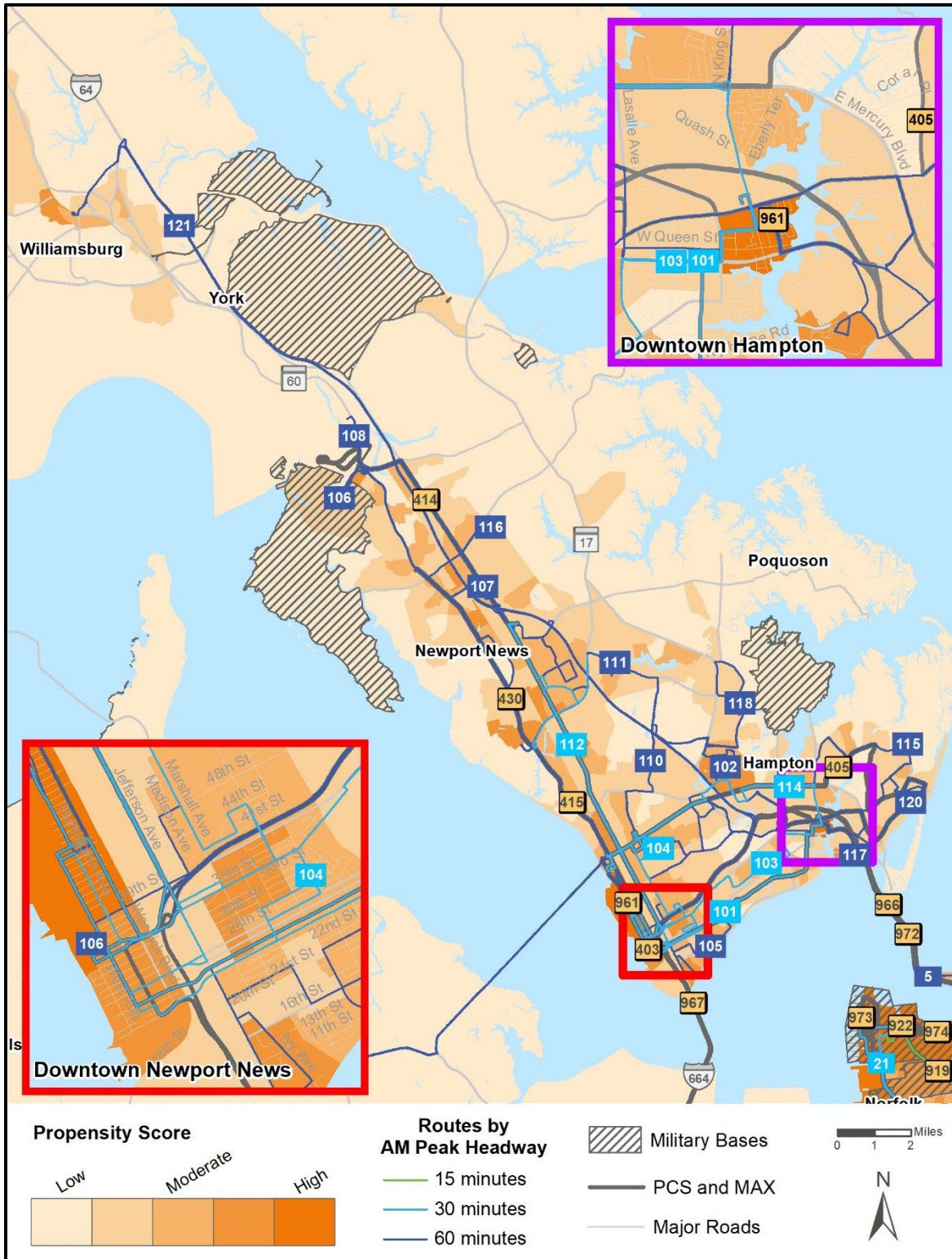
Source: HRT Routes Fall 2018

Figure 2-27: Southside – Peak Service Index



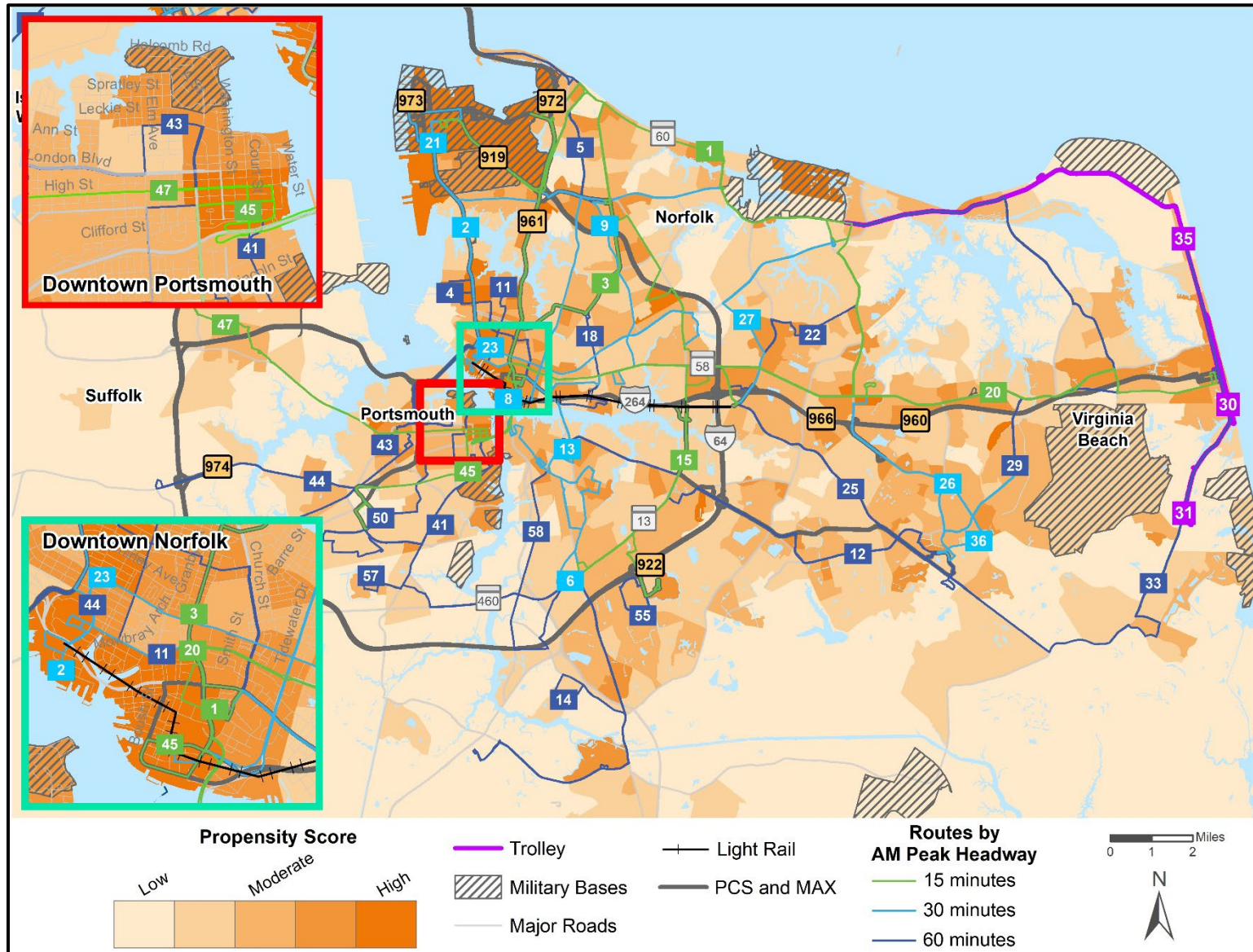
Source: HRT Routes Fall 2018

Figure 2-28: Peninsula – Multimodal Service Index



Source: HRT Routes Fall 2018

Figure 2-29: Southside – Multimodal Service Index



Source: HRT Routes Fall 2018

Coverage / Connection Gap Analysis

HRT provides coverage over much of the areas within the six member jurisdictions identified as needing transit service with local, express, and commuter bus service, along with The Tide light rail, despite a challenging geographic area that is both very large and heavily segmented by the many rivers and limited by the bridges and tunnels that connect the areas.

Looking ahead, as the population and employment of the region changes and the region strives to retain and attract talent for a thriving economy, it becomes necessary to evaluate the existing transit network to ensure there are no gaps in service where current and future demands will not be met. This analysis compares the current transit supply per period to the future travel demands as forecasted through the HRTPO Regional Travel Demand Forecasting Model.

The following analysis uses the travel flows analyzed as the measure of future travel demands. The travel flows were compared against the propensity indices to approximate the demand for transit between districts. All-day trip volumes were adjusted based on the Transit-Oriented Population and Non-Work propensity of their origin and destination districts, while peak trip volumes were adjusted using Commuter and Workplace propensity.

The transit supply, in terms of the number of weekday trips per period, was calculated from HRT's GTFS feed from fall 2016⁶⁰ which contains the schedule, route, and bus stop information for all HRT services. The level of service measure was applied to any areas within a quarter mile of a bus stop.

These measures of transit supply and travel demand were used to identify three types of gaps in transit service.

- **Low Level of Service:** Evaluates if an existing direct connection provides a sufficient number of trips for the travel flow between districts by comparing the number of trips that directly connect travel districts to volume of trips between them.
- **Lacks Direct Connection:** Evaluates person trips within the existing service area that require difficult transfers. In this case, the number of transfer opportunities between routes is used as a measure of difficulty.
- **New Service Area:** Evaluates the total volume of person trips between districts for connections where one or more of the districts does not have access to transit.

All-Day Coverage Gaps

All-day service gaps, or lack of service between popular origin-destination pairs, exist in several locations throughout the service area.

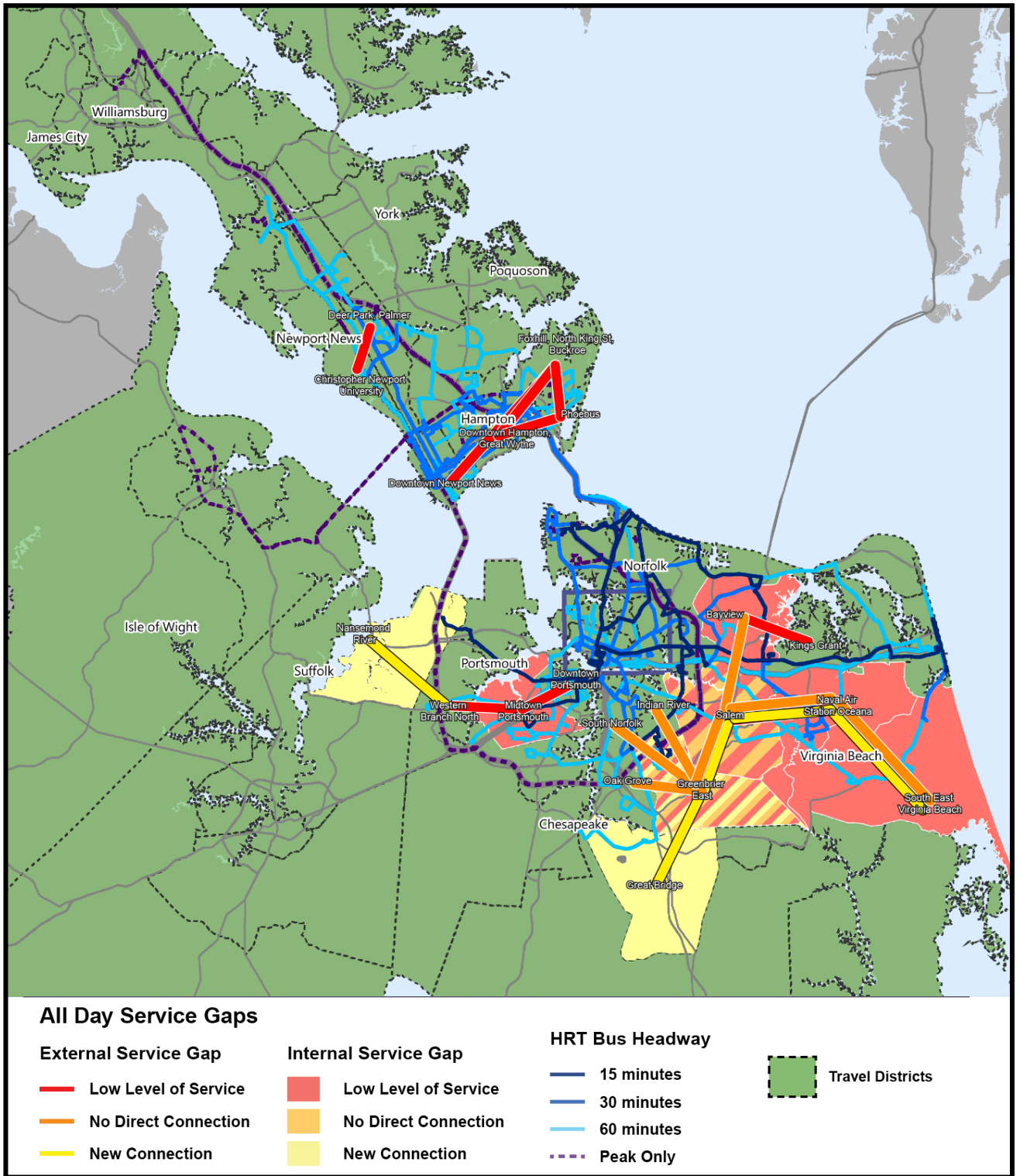
Low levels of all-day service were identified in three general areas: Hampton, Portsmouth, and throughout Virginia Beach. In Hampton, gaps were identified between all three districts on the eastern portion of the city (Downtown Hampton / Greater Wythe, Phoebus, and Foxhill / North King St / Buckroe), suggesting there is a greater need for transit trips that circulate throughout the area. Virginia Beach showed a chain of districts along I-264 that need increased levels of service to Salem. Additionally, there was an isolated gap in Newport News between Christopher Newport University and the Deer Park area.

Gaps in direct connections and new service areas were both identified in one general area, between northeast Chesapeake and central Virginia Beach. Routes extend to this area radially from Downtown Norfolk which currently necessitates multiple transfers in order to cross the region. Additionally, this area has limited coverage within its neighborhoods and presents the largest new market available within the HRT service area and member cities jurisdictions.

The all-day coverage and connection gaps identified through this analysis could be addressed with increased levels of service on routes connecting the various regions, or new services that could include fixed-route or alternative types of services. **Figure 2-30** illustrates the service gaps that were identified through this analysis.

⁶⁰ Analysis from the HRT FY 2018 – FY 2027 Transit Development Plan

Figure 2-30: All-Day Service Gaps

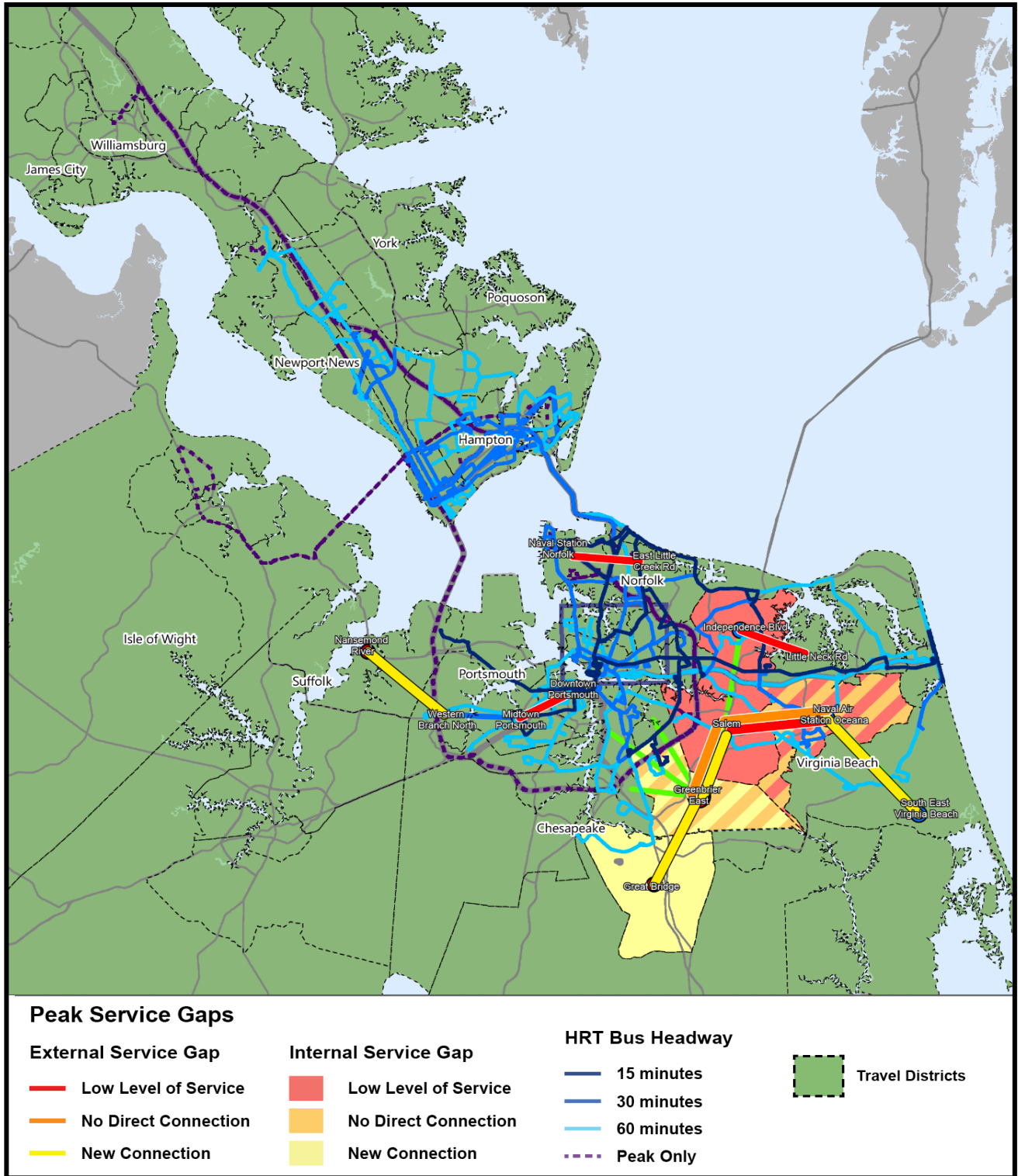


Peak Coverage Gaps

Most of the peak period service gaps that were identified were also identified as all-day service gaps, including those in Virginia Beach and Portsmouth. In addition, there is a gap in peak period level of service in Norfolk on East Little Creek Road between JEB Little Creek and Naval Station Norfolk. Service between these districts is currently provided by Route 21.

The coverage and connection peak gaps identified through this analysis could be addressed with increased peak levels of service on routes connecting the various regions, or new services that could include fixed-route or alternative types of services. **Figure 2-31** illustrates the service gaps that were identified through this analysis.

Figure 2-31: Peak Service Gaps



2.3 Performance Evaluation

2.3.1 Performance Evaluation

Fixed-Route Service Effectiveness

Service effectiveness, which is expressed by showing the number of passengers per revenue hour and passengers per revenue mile, reflects the return that HRT receives on its investment. Each HRT route requires an investment of resources which is quantified by revenue hours and revenue miles. The relative success of each investment is measured by the ridership that each route generates.

Ridership

Passengers per Revenue Hour

Passengers per revenue hour is a comparison of the total passengers carried on a route to the total number of revenue (or service) hours operated by the route. It is used to determine the productivity of a route's average revenue hour. Passengers per revenue hour by route is illustrated in **Figure 2-32**.

Route 120 (Downtown Hampton / Mallory / Buckroe) was the most productive route in FY 2019, with 34 passengers per revenue hour; Route 430 (Denbigh Fringe) and Route 117 (Hampton University / V.A. Hospital) are also productive, with 25 or more passengers per revenue hour.

The average number of passengers per revenue hour across the entire system is 14.8. The average number of passengers per revenue hour for Southside routes is 15.3; for Peninsula routes, 15.1; for PCS/757 Express routes, 10.4; and for VB Wave and Bayfront Shuttle routes, 11.6 passengers per revenue hour.

Passengers per Revenue Mile

Passengers per revenue mile is a comparison of the total passengers carried on a route to the total number of revenue (or service) miles operated by the route. It is used to determine the productivity of a route's average revenue mile. Route level passengers per revenue mile for FY 2019 is shown in **Figure 2-33**.

When measured by passengers per revenue mile, Route 430 (Denbigh Fringe) is the most productive, carrying six passengers per revenue mile, followed by Route 30 (Oceanfront Shuttle), which carries three passengers per revenue mile, and Route 405 (NNTC/Buckroe) which carries 2.5 passengers per revenue mile.

The system wide average number of passengers per revenue mile is 1.0. The Southside and Peninsula routes' average number of passengers per revenue mile are slightly higher than the systemwide average, at 1.2 and 1.1 passengers per revenue mile, respectively. The PCS and 757 Express routes perform lower on average, at 0.4 passengers per revenue mile, while VB Wave and Bayfront Shuttle routes are above average at 1.4 passengers per mile.

Passengers per One-Way Trip

Passengers per trip is a comparison of the total passengers carried on a route to the total number of trips on the route. This is used to determine the productivity of a route on a per trip basis. **Figure 2-34** shows passengers per one-way trip by route for FY 2019.⁶¹

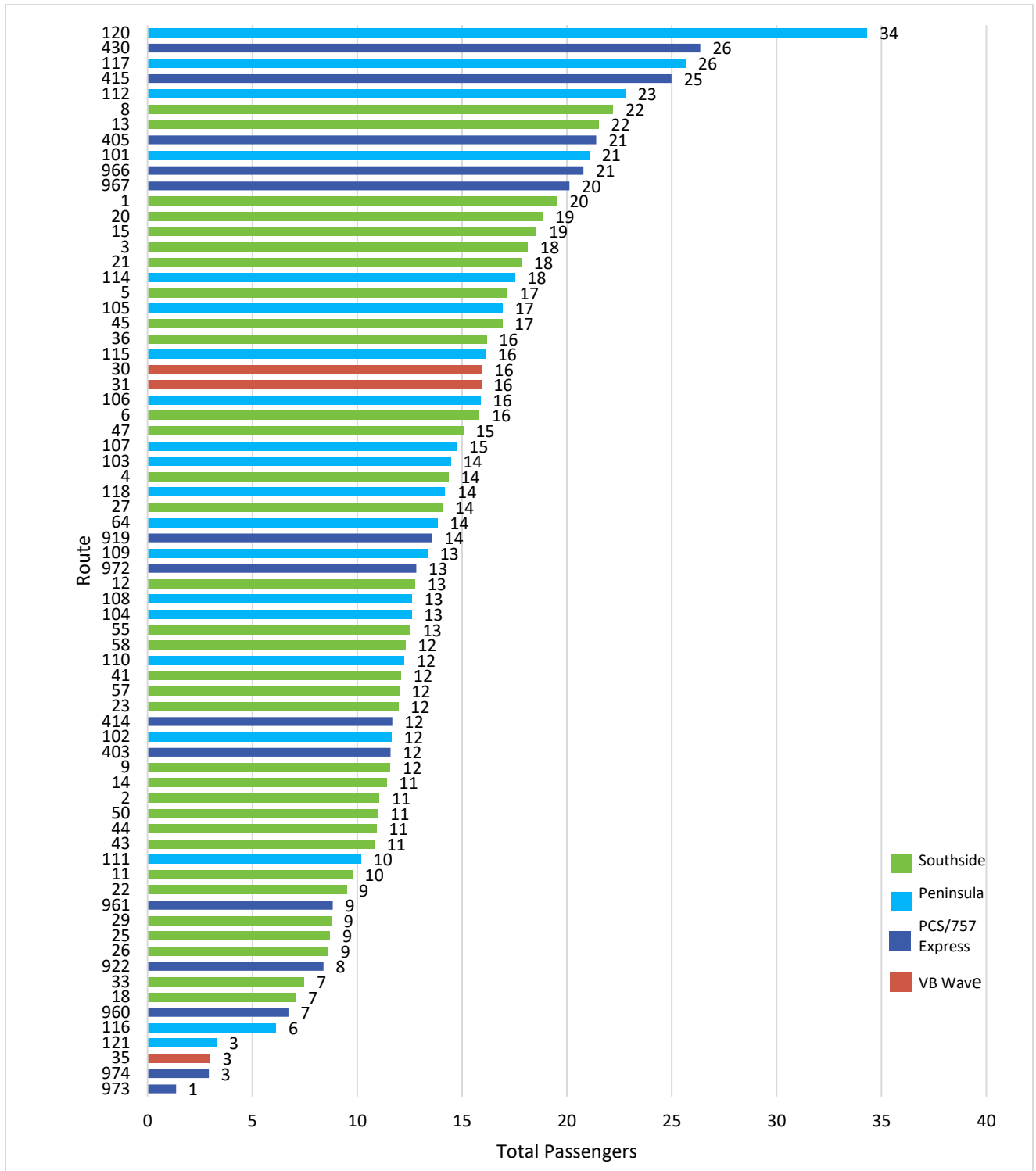
For FY 2019, Route 20 (Downtown Norfolk / Virginia Beach Oceanfront) averaged 56 passengers per one-way trip, the highest in the HRT fixed-route bus system. Other high performers are Route 966 (Silverleaf Park and Ride / Newport News Transit Center), Route 403 (Buckroe Shopping Center), and Route 430 (Denbigh Fringe), which all average more than 36 passengers per trip. The least productive routes were Route 973 (Portsmouth / Naval Station Norfolk), Route 974 (Chesapeake / Naval Station Norfolk), and Route 26 (TCC Virginia Beach / Lynnhaven Mall) with one, two, and three passengers per trip, respectively.

⁶¹ VB Wave routes (Route 30, Route 31, and Route 35) are excluded from this analysis.

Overall, HRT routes carry 13.5 passengers per one-way trip. The average number of passengers per trip for Southside Routes is 14.5; for VB Wave routes, 6.1; for Peninsula routes, 12.5; and for PCS/757 Express routes, 16.1 passengers per trip.



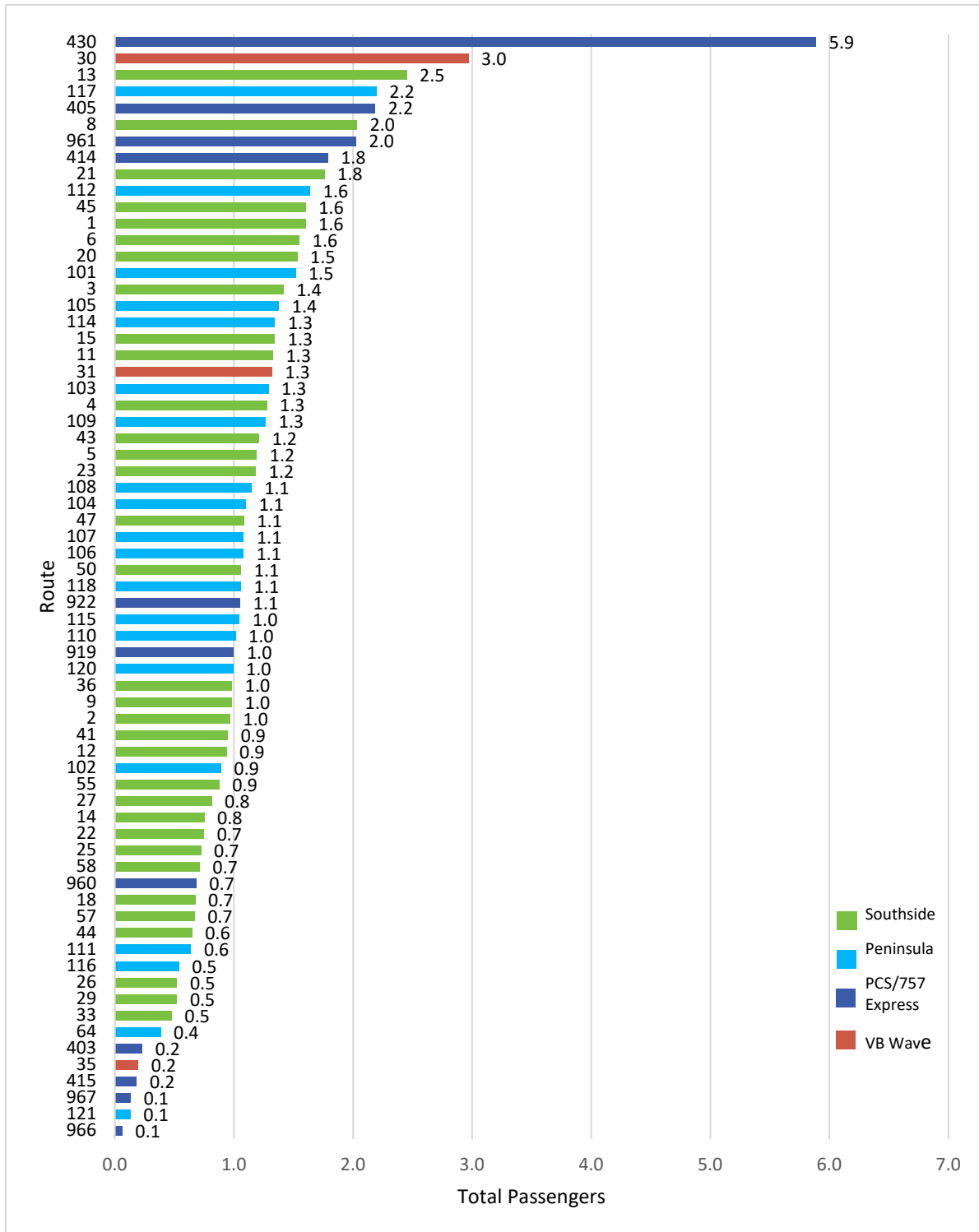
Figure 2-32: Passengers per Revenue Hour, FY 2019⁶²



⁶² Since FY 2019, Route 64 and Route 121 have been reclassified as 757 Express routes and Route 55, Route 116, Route 973, and Route 974 have been eliminated.



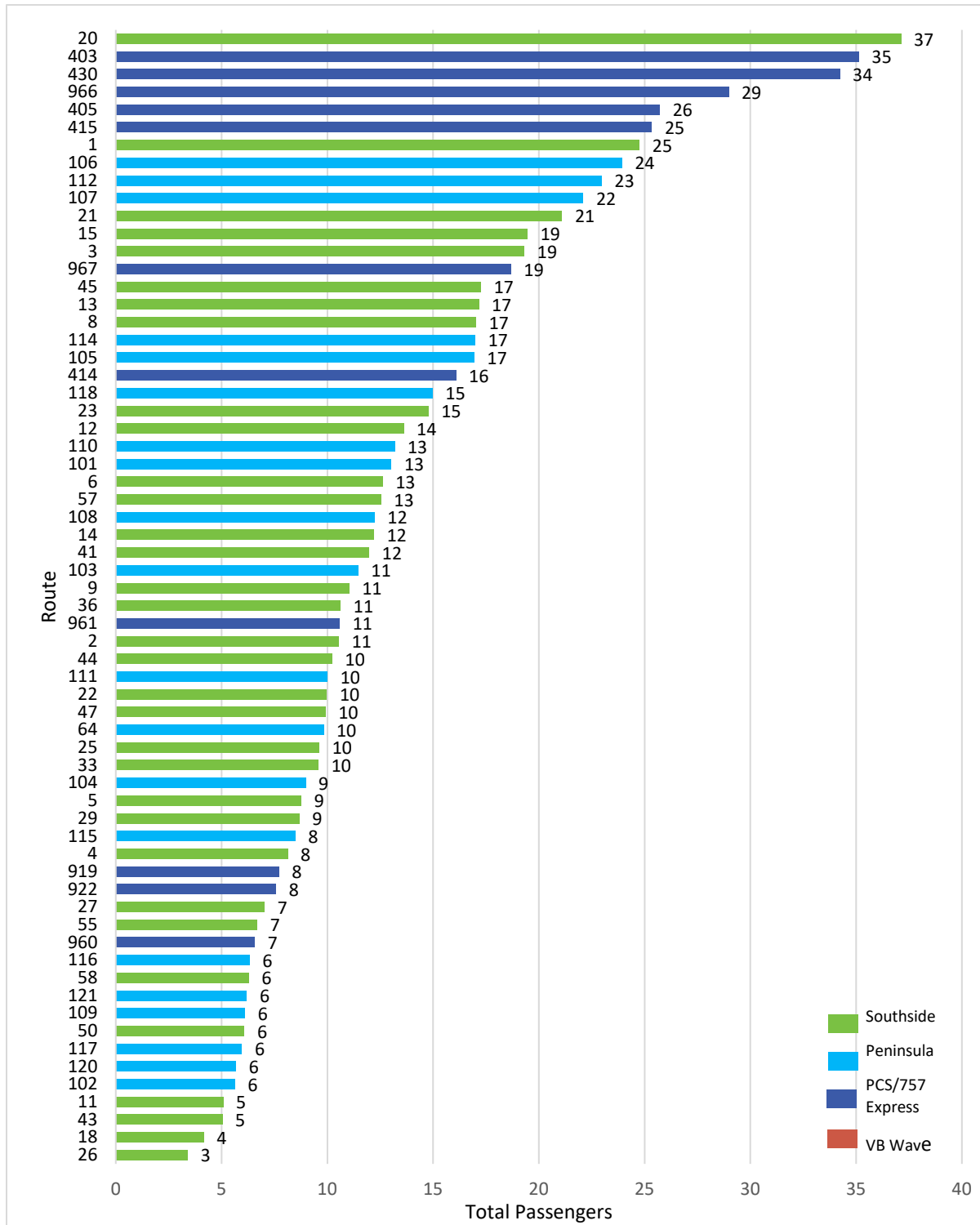
Figure 2-33: Passengers per Revenue Mile, FY 2019⁶³



⁶³ Since FY 2019, Route 64 and Route 121 have been reclassified as 757 Express routes and Route 55, Route 116, Route 973, and Route 974 have been eliminated.



Figure 2-34: Passengers per One-Way Trip, FY 2019⁶⁴



⁶⁴ Since FY 2019, Route 64 and Route 121 have been reclassified as 757 Express routes and Route 55, Route 116, Route 973, and Route 974 have been eliminated.

Cost Efficiency

Farebox Recovery

Farebox recovery measures the percentage of operating costs covered through rider fares; the farebox recovery ratio is a comparison of the total cost to operate a route to the total fare collected by the route. **Figure 2-35** shows the farebox recovery ratio by route for FY 2019.

For FY 2019, Route 430 (Denbigh Fringe) had a farebox recovery ratio of 69.5 percent, the highest in the HRT fixed-route bus system. Other high performers were Route 403 (Buckroe Shopping Center) and Route 415 (NNTC / Denbigh), which both had a farebox recovery ratios above 50 percent. The routes with the lowest farebox recovery ratios were Route 973 (Portsmouth / Naval Station Norfolk), Route 35 (Bayfront Shuttle), and Route 974 (Chesapeake / Naval Station Norfolk), which had farebox recovery ratios of 3.1 percent, 3.8 percent, and 7.4 percent respectively.

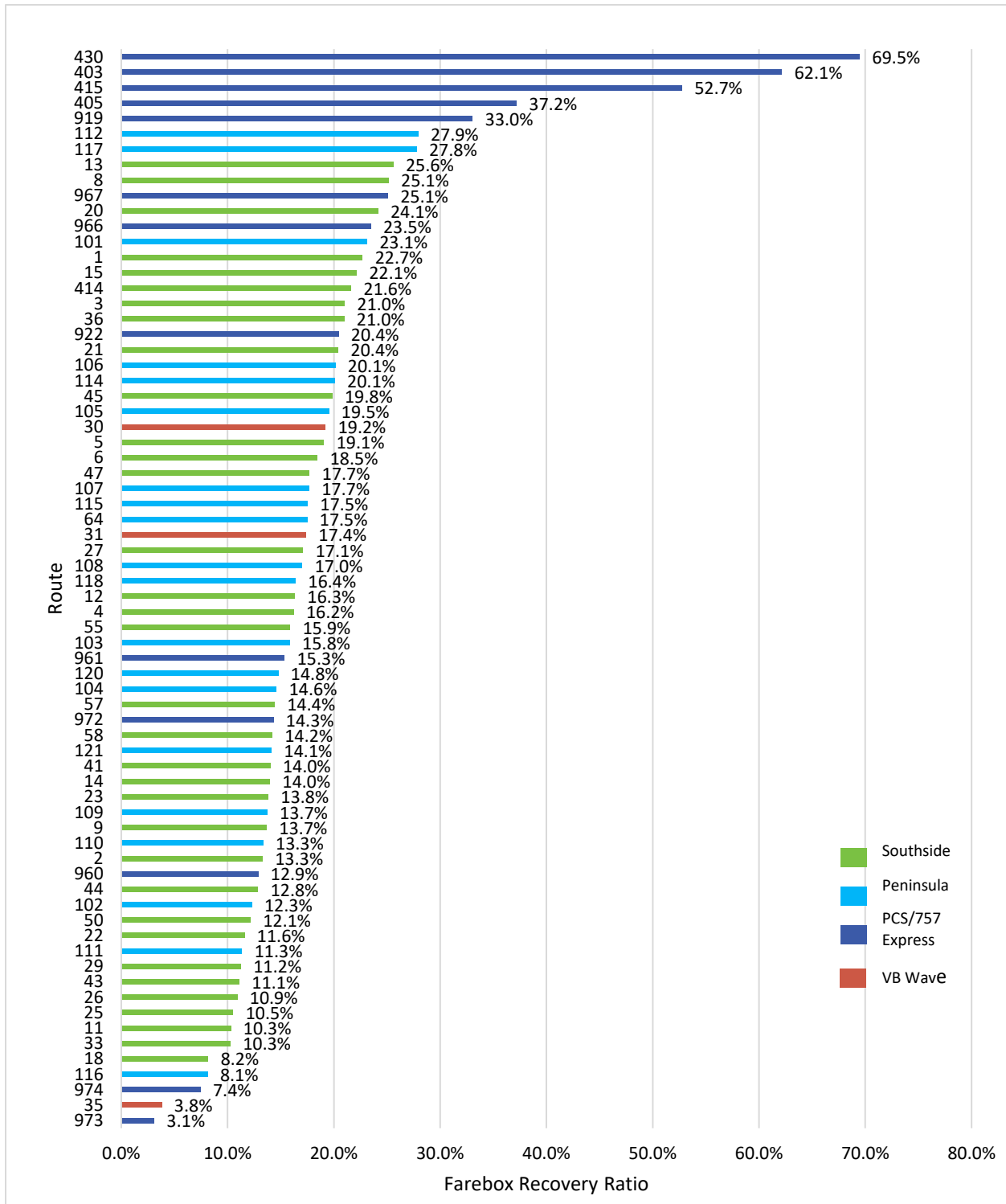
Overall, HRT routes have a farebox recovery ratio of 17.9 percent. The farebox recovery ratio for Southside routes is slightly above average at 18.3 percent and the farebox recovery ratio for Peninsula routes is slightly below average at 17.7 percent. For VB Wave trolley and Bayfront Shuttle routes, the farebox recovery ratio is below average at 13.9 percent, and for PCS and 757 Express routes, it is slightly below average at 17.7 percent.

Net Cost per Passenger

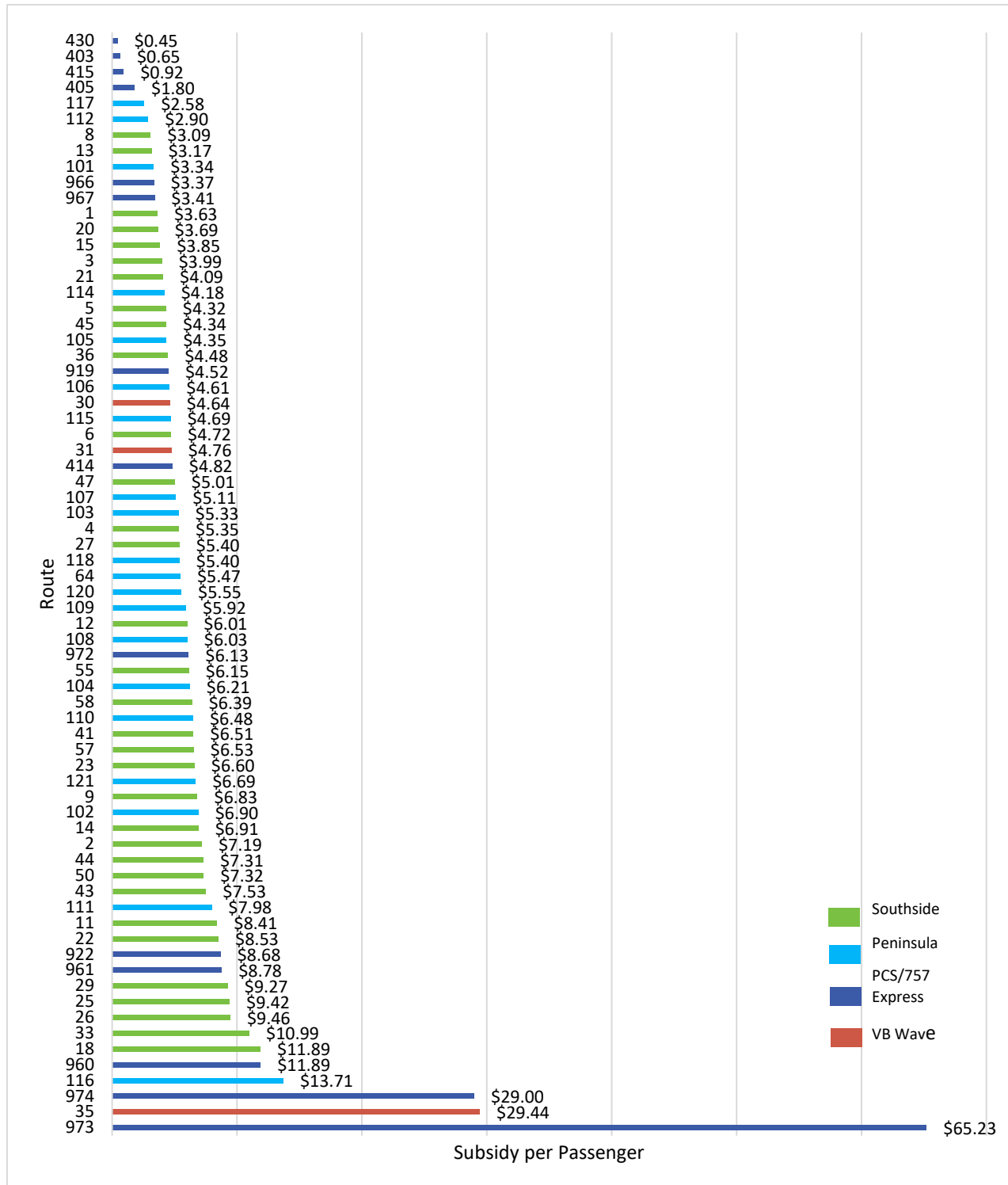
The net cost per passenger is measured as the subsidy per passenger boarding. Subsidy per passenger boarding is a comparison of the total operating subsidy, or cost not covered by fare revenue, of a particular route to the total number of passenger trips operated by the route. In general, it represents the cost of a passenger trip supplemented by additional funding sources. **Figure 2-36** shows subsidy per passenger for each route for FY 2019.

For FY 2019, Route 430 (Denbigh Fringe) had a subsidy per passenger of \$0.45, the lowest in the system. Other routes with low subsidies included Route 403 (Buckroe Shopping Center), Route 415 (NNTC / Denbigh), Route 405 (NNTC / Buckroe), Route 117 (Hampton University / V.A. Hospital), and Route 112 (Downtown Newport News / Patrick Henry Mall), all of which had subsidies per passenger below \$3.00. Route 973 (Portsmouth / Naval Station Norfolk) had the highest subsidy per passenger at \$65.23, followed by Route 35 (Bayfront Shuttle) at \$29.44, and Route 974 (Chesapeake / Naval Station Norfolk) at \$29.00.

Overall, HRT routes have a subsidy per passenger of \$5.05. The subsidy per passenger for Southside and Peninsula routes have an average subsidy per passenger below the systemwide average at \$4.90 and \$4.98 respectively. VB Wave and Bayfront Shuttle and PCS/757 Express routes have an average subsidy per passenger above the systemwide average at \$6.78 and \$6.88 respectively. HRT's systemwide average operating cost per passenger is \$6.27.

Figure 2-35: Farebox Recovery Ratio, FY 2019⁶⁵


⁶⁵ Since FY 2019, Route 64 and Route 121 have been reclassified as 757 Express routes and Route 55, Route 116, Route 973, and Route 974 have been eliminated.

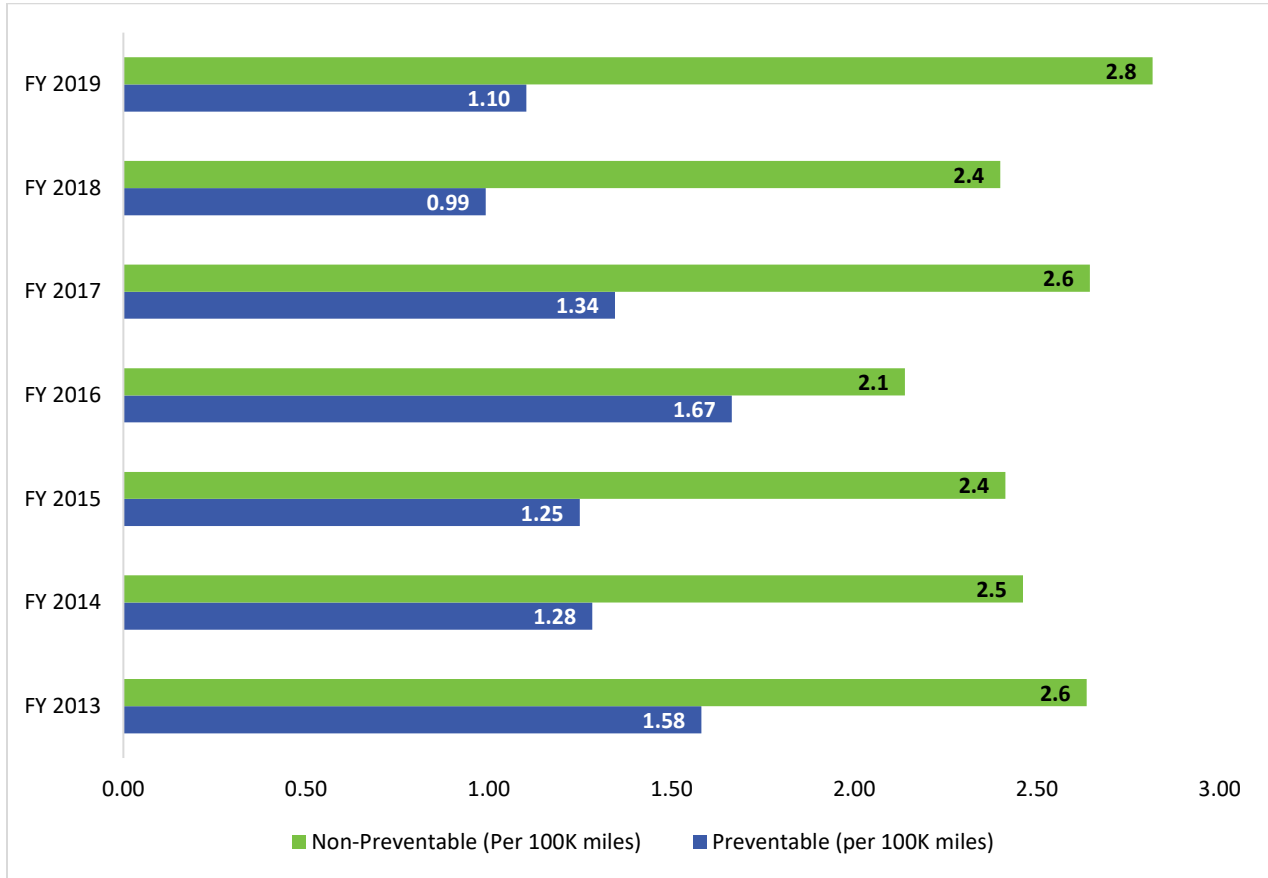
Figure 2-36: Subsidy per Passenger, FY 2019⁶⁶


Safety

Safety is measured as the number of preventable and non-preventable bus accidents by fiscal year. In FY 2019 there were a total of 119 total preventable accidents and 304 non-preventable accidents, a small increase compared to FY 2018, but an overall drop in preventable accidents compared to the seven-year period between FY

2013 and FY 2019. Normalizing by vehicle mileage, there were 1.1 preventable and 2.8 non-preventable accidents per 100,000 miles in FY 2019, as shown in **Figure 2-37**. When normalized by mileage, the number of preventable and non-preventable accidents has remained relatively steady across the time period.

Figure 2-37: Preventable and Non-Preventable Accidents, FY 2013-FY 2019



System Accessibility

System accessibility measures how accessible a transit system is to residents and jobs. Area within walking distance was measured as the area within half of a mile of routes with 15-minute frequencies and a quarter of a mile within all other routes. Population and jobs within the region were estimated based on the American Community Survey 2015 five-year estimates and 2015 Longitudinal Employer-Household Dynamics. HRT’s existing system is accessible to about 64 percent of residents and to 58 percent of jobs in the region, as shown in **Table 2-34**.

Table 2-34: System Accessibility to Population and Jobs

Measure	Area within Walking Distance	Hampton Roads Total	Percentage Covered
Resident Access	734,665	1,140,000	64%
Access to Jobs	417,590	710,769	58%

⁶⁶ Since FY 2019, Route 64 and Route 121 have been reclassified as 757 Express routes and Route 55, Route 116, Route 973, and Route 974 have been eliminated.

Trend Analysis

This trend analysis reports on and assesses HRT’s bus and demand response transit services during the period spanning FY 2012 through FY 2017. Such an evaluation allows for an assessment of transit services over time, and sheds light on how development and changing demographics have impacted transit performance and system growth. The following section reports on the following characteristics for each of these services:

- **Service area characteristics:**
 - Square miles
 - Population
 - Population density
- **Operational metrics:**
 - Vehicles operated in maximum service
 - Vehicle revenue miles
 - Vehicle revenue hours
- **Ridership metrics:**
 - Total ridership
 - Passengers per revenue mile
 - Passengers per revenue hour
- **Revenue and cost metrics:**
 - Total operating expenses
 - Operating expenses per passenger trip
- **Service efficiency:**
 - Fare revenue
 - Farebox recovery ratio
 - Subsidy per passenger

Service Area Characteristics

A review of service area characteristics allows an agency to assess how the scale of its operations and constituency size have evolved along with the service provided.

The square mileage of HRT’s service area decreased by approximately 17 percent from FY 2012 to FY 2017. In January 2012, the City of Suffolk, Virginia withdrew from the Transportation District Commission of Hampton Roads, thereby reducing HRT’s service area size. Although some HRT routes currently operate in the City of Suffolk, most bus service in this city is now provided by Suffolk Transit.

In addition, HRT’s service area population decreased by 21 percent over this period. According to the U.S. Census Five-Year American Community Survey, from 2012 through 2015, the populations of the Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area and Virginia Beach Urban Area each increased over this timeframe. Therefore, HRT’s reduction in service area population can likely also be at least in part attributed to the loss of service in the City of Suffolk.

Lastly, the population density of HRT’s service area dropped by five percent over the five-year period, from 2,795 persons per square mile to 2,667 persons per square mile. **Table 2-35** summarizes how the characteristics of HRT’s service area have changed over the last five fiscal years.

Table 2-35: Service Area Characteristics

Fiscal Year	Square Miles	Population	Population Density
2012	515	1,439,666	2,795
2013	515	1,439,666	2,795
2014	421	1,134,343	2,694
2015	431	1,143,932	2,654
2016	431	1,143,932	2,654
2017	428	1,141,651	2,667
Percent Change	-17%	-21%	-5%

Operational Statistics

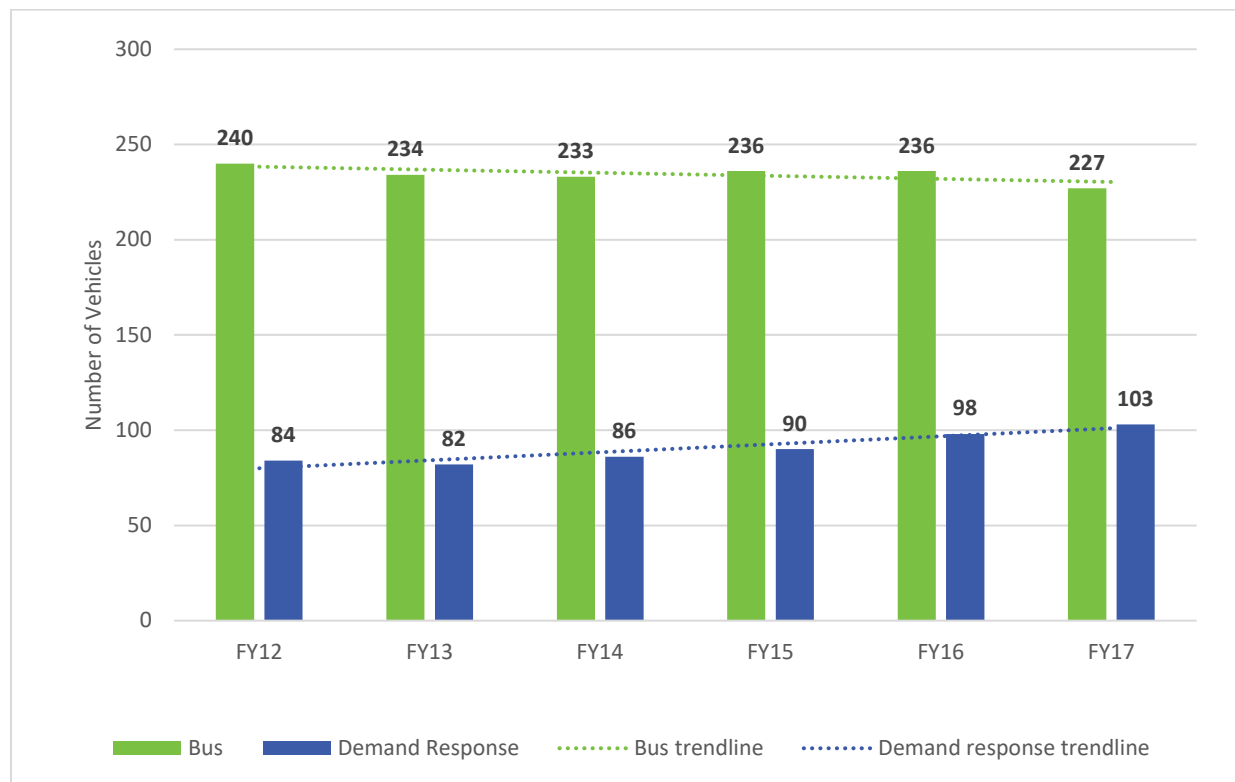
A review of operational statistics describes the level of service HRT has provided over the six years from FY 2012 to FY 2017. The following section analyzes the vehicles operated in maximum service, revenue hour and revenue mile trends within the HRT system.

Vehicles Operated in Maximum Service

Between FY 2012 and FY 2017, the number of fixed-route vehicles in maximum service remained relatively constant, dropping overall by just five percent (from 240 to 227).

In contrast, HRT increased its paratransit fleet operating in maximum service from 84 to 103 vehicles, a 23 percent increase, greatly improving its ability to serve the region’s elderly and disabled populations during peak periods. During FY 2013 and FY 2014, as the demand for paratransit grew, the costs of operating paratransit grew slower than inflation. In FY 2014, HRT capitalized on this trend by replacing its entire paratransit fleet. **Figure 2-38** details the number of vehicles operated in maximum service over the period from FY 2012 through FY 2017.

Figure 2-38: Vehicles Operated in Maximum Service



Vehicle Revenue Miles

Fixed-Route

A vehicle is considered in revenue service when operating on a route and serving passengers, and in non-revenue service when traveling to or from a garage without passengers. Fixed-route revenue miles dropped from FY 2012 to FY 2013, but rose steadily thereafter, resulting in a two percent overall increase from FY 2012 to FY 2017.

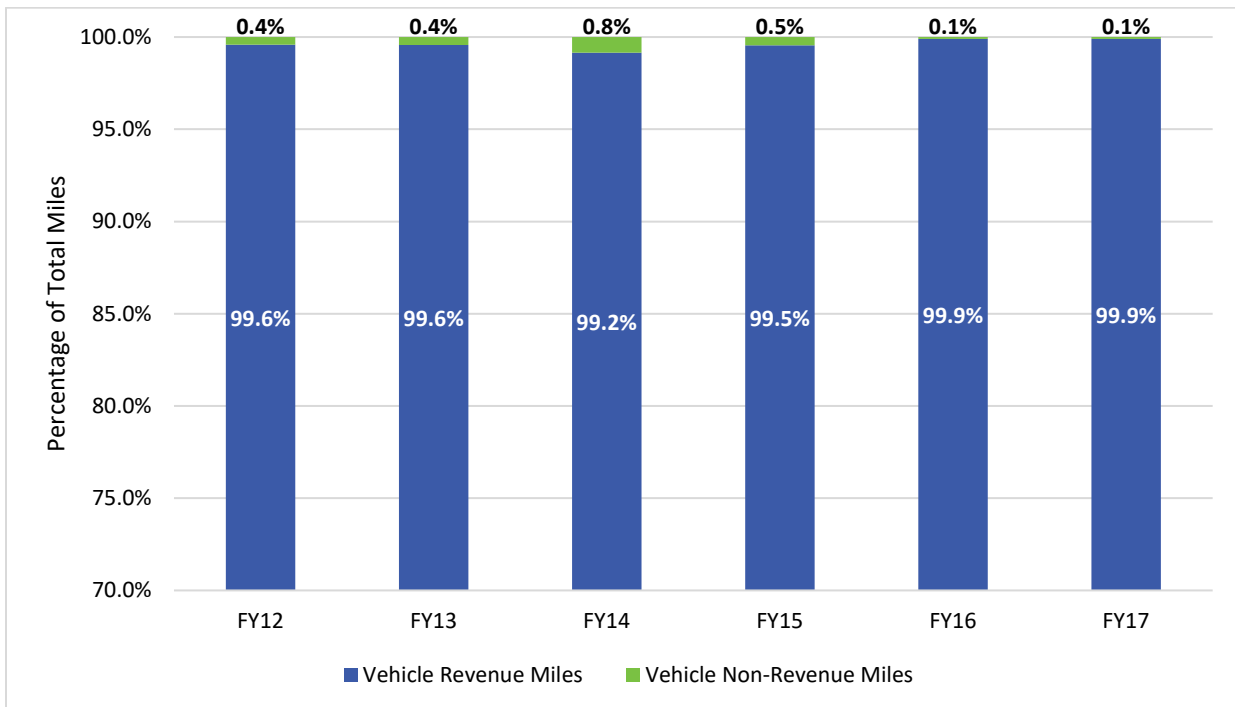
Table 2-36 summarizes the total revenue versus non-revenue miles on HRT fixed-routes during the six-year period.

Table 2-36: Fixed Route: Revenue / Non-Revenue Miles⁶⁷

Fiscal Year	Revenue Miles	Non-Revenue Miles
2012	10,466,059	43,858
2013	9,932,136	43,593
2014	9,794,751	83,543
2015	10,218,494	46,630
2016	10,657,297	11,089
2017	10,624,169	11,051
Percent Change	2%	-75%

The percentage of fixed-route vehicle revenue versus that of non-revenue miles, shown in **Figure 2-39**, reveals that although non-revenue miles fluctuated during the five-year period, HRT's percentage of vehicle revenue miles never fell below 99 percent and barely deviated from 99.6 percent, the value reported in FY 2016.

Figure 2-39: Fixed-Route: Percentage of Vehicle Revenue and Non-Revenue Miles



⁶⁷ Non-revenue miles increased by 92 percent in FY 2014, a direct result of a new scheduling process within Trapeze.

Demand Response

Along with the overall size of its fleet and the demand for paratransit, HRT drastically increased demand response service from FY 2012 to FY 2017; revenue miles surged by a total of 69 percent. As revenue service grew, so did non-revenue miles, by a total of 12 percent.

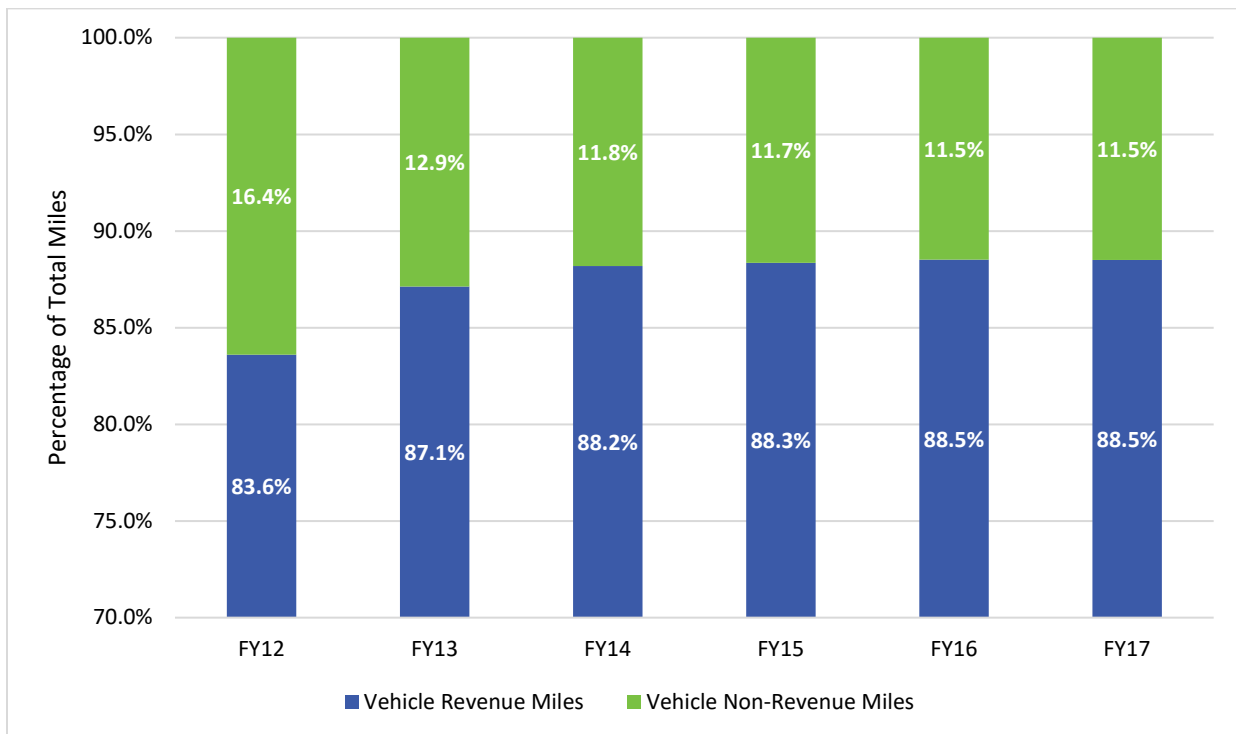
Table 2-37 summarizes the total revenue versus non-revenue miles in HRT demand response vehicles over the five-year period.

Table 2-37: Demand Response: Revenue / Non-Revenue Miles

Fiscal Year	Revenue Miles	Non-Revenue Miles
2012	2,251,183	441,368
2013	3,054,073	451,408
2014	3,259,377	436,238
2015	3,370,172	444,553
2016	3,788,225	491,308
2017	3,804,596	494,151
Percent Change	69%	12%

Figure 2-40 shows the percentage of demand response revenue versus non-revenue miles over the six-year period. While paratransit vehicles spent just 83.6 percent of their mileage in revenue service in FY 2012, by FY 2017, this figure had reached 88.5 percent.

Figure 2-40: Demand Response: Percentage of Vehicle Revenue and Non-Revenue Miles



Vehicle Revenue Hours

Fixed-Route

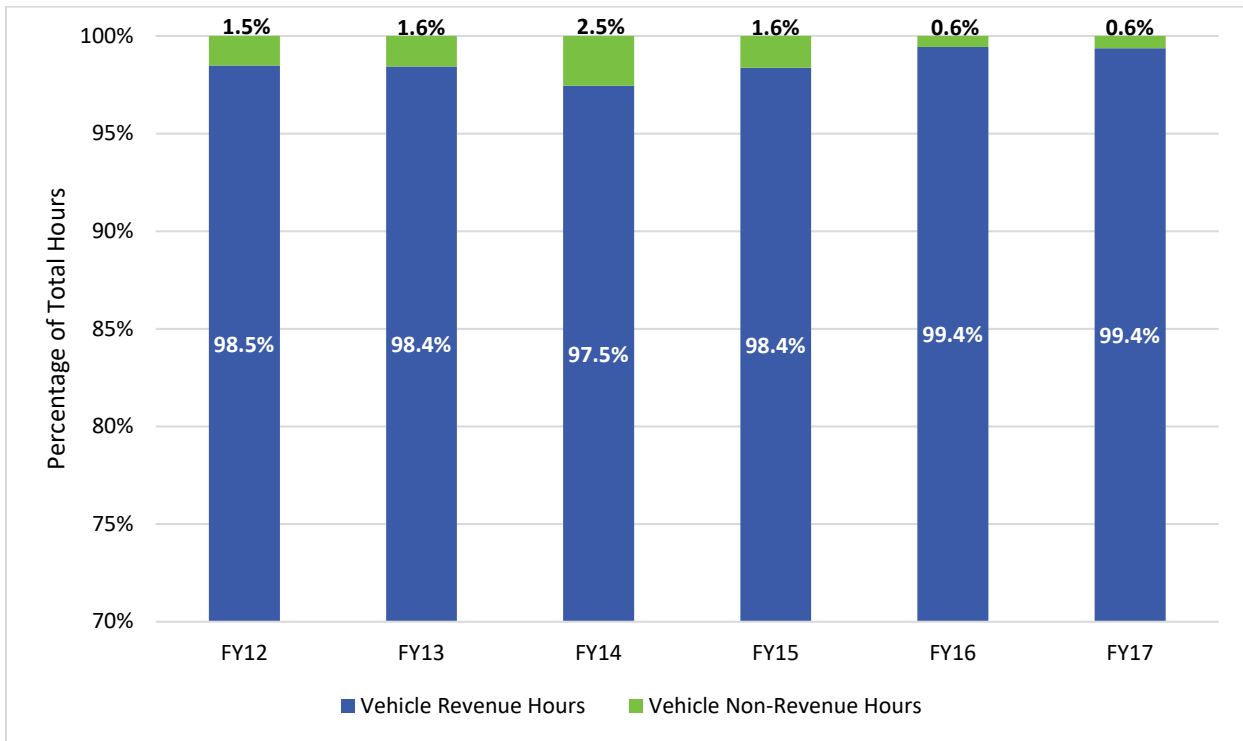
A complement to vehicle revenue miles, an analysis of revenue hours reveals—in terms of total time rather than distance—how efficient an agency is with its vehicles as it aims to spend as much time in service as possible. Over the six-year period, while HRT increased its revenue hours by five percent, non-revenue hours dropped by 57 percent. **Table 2-38** shows revenue versus non-revenue hours on HRT fixed-route services from FY 2012 to FY 2017.

Table 2-38: Fixed Route: Revenue / Non-Revenue Hours

Fiscal Year	Revenue Hours	Non-Revenue Hours
2012	788,917	12,092
2013	781,983	12,386
2014	778,904	20,316
2015	786,442	13,087
2016	823,606	4,710
2017	827,021	5,260
Percent Change	5%	-57%

Figure 2-41 shows the percentage of vehicle revenue versus non-revenue hours on buses. Although the percentage of revenue hours dropped slightly from FY 2012 to FY 2014, this percentage would rise once more until reaching a peak in FY 2017. Over the six-year period, HRT has used its vehicles more efficiently.

Figure 2-41: Fixed Route Percentage of Vehicle Revenue and Non-Revenue Hours



Demand Response

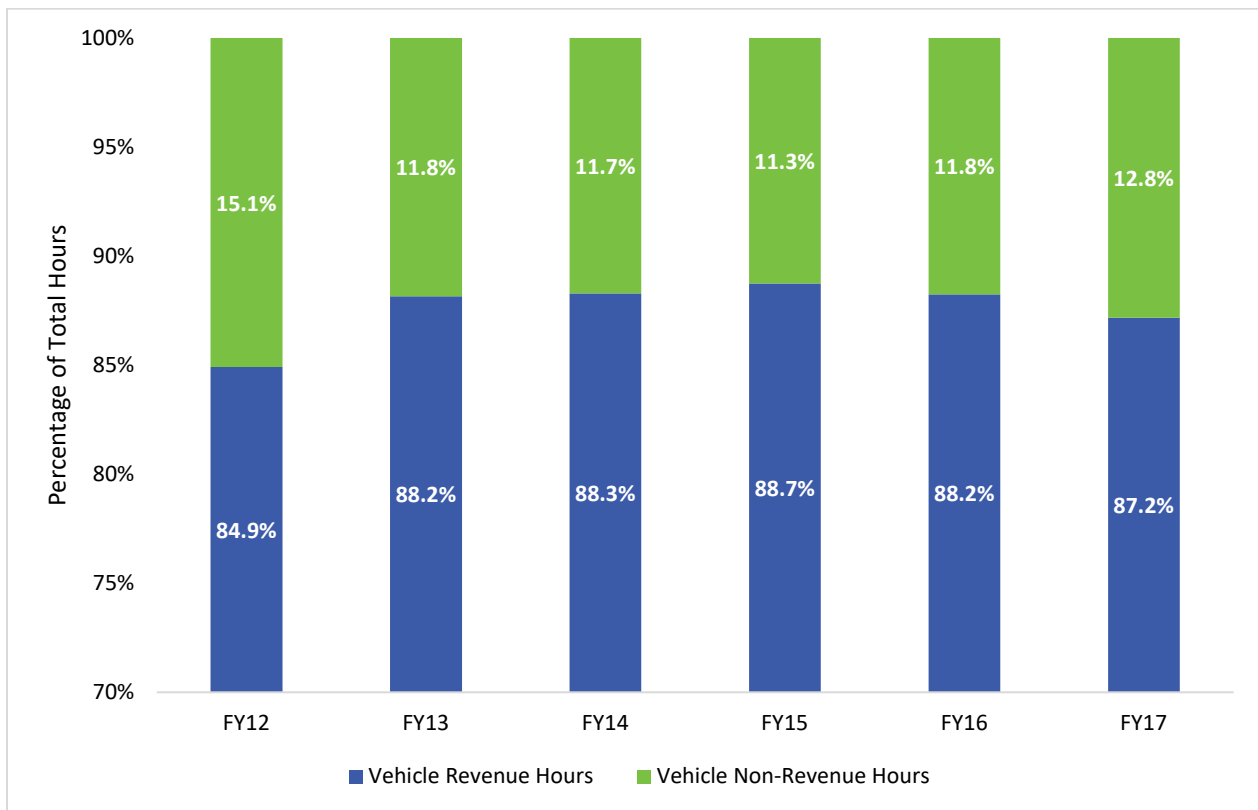
As the demand response service has grown, both revenue and non-revenue demand response hours have increased, respectively by 60 and 32 percent. **Table 2-39** summarizes revenue and non-revenue hours for paratransit service over the six-year period.

Table 2-39: Demand Response: Revenue / Non-Revenue Hours

Fiscal Year	Revenue Hours	Non-Revenue Hours
2012	150,171	26,672
2013	195,576	26,286
2014	201,726	26,761
2015	213,638	27,095
2016	237,016	31,593
2017	239,679	35,282
Percent Change	60%	32%

Despite dipping slightly from FY 2013 to FY 2014 and from FY 2015 to FY 2016, the percentage of demand response revenue hours has risen overall. Thus, as service has grown, HRT has increased the efficiency of its paratransit vehicle operation. **Figure 2-42** shows the percentage of revenue versus non-revenue hours on demand response vehicles. Notably, compared to the previous years, where the proportion of revenue to non-revenue hours remained relatively constant, 2017 saw an increase in the percentage of non-revenue hours as compared to total hours. This indicates that in 2017, demand response service was less efficient than in years past.

Figure 2-42: Demand Response Percentage of Vehicle Revenue and Non-Revenue Hours



Ridership

Total Ridership

An assessment of ridership reveals how the usage of HRT services has changed over the six-year analysis period. This section reviews unlinked passenger trips, or the total number of boardings on vehicles, regardless of how many transfers were made during any single trip.

While bus ridership rose slightly from FY 2012 to FY 2013, the number of unlinked trips dropped each year thereafter, ultimately resulting in an overall 21 percent decrease over the six-year period.

Table 2-40 shows annual total ridership on the bus and demand response services from FY 2012 through FY 2017. Therefore, despite a slight increase in revenue miles and hours, HRT has served fewer bus passengers now than it did six years ago. There are several potential reasons for this drop:

- As mentioned, HRT’s service area square mileage dropped sharply from FY 2013 to FY 2014. Although the population within the service area fluctuated in the ensuing years, it is possible that the loss of the Suffolk service area signified a loss of areas using transit, which in turn led to a gradual drop in ridership.
- In FY 2013, HRT updated the terms of its GoPass365 program, which offers businesses and educational institutions the opportunity to buy transit passes and supplement employees’ and students’ fares. Previously, the program consisted of one flat fee for institutions, which were subsequently passed on to riders in the form of unlimited access. This structure underpriced passes and resulted in lost revenue. Through the current program, institutions may select one of two options: a per pass flat rate based on tier pricing or a per swipe monthly based on accumulative swipes. Institutions now buy passes based on the level of interest; passes are priced higher, and institutions must support a minimum participation threshold to qualify. In addition to fare increases and the fact that several participating educational institutions now pass half of the transit costs on to students, these program restructuring factors contributed to a decline in overall ridership.
- A lengthy federal government shutdown in FY 2013 and a federal sequestration process in FY 2014 temporarily prevented many riders from reporting to work.
- Weather-related events in FY 2014 and FY 2015 temporarily closed the entire HRT system.
- HRT instituted a fare increase in FY 2015, which was complemented with lower gas prices.
- Service changes to routes over the five-year period have eliminated ridership from previously served areas.
- Gas prices decreased by approximately 38 percent between FY 2012 and FY 2016.

In contrast, demand response ridership has increased steadily each year, and by 25 percent overall. During the six-year period, as the costs for paratransit grew slower than those of inflation, HRT completed much work to improve its demand response service. In FY 2014, in addition to replacing its entire paratransit fleet, HRT participated in a symposium to inform a reengineering of the program, completed a peer review of demand response contract specifications, and developed a new Request for Proposals for the program. In addition, the demand for paratransit was perhaps also fueled by a growing senior population. According to the Five-Year American Community Survey, the percentage of residents aged 65 and older in HRT member cities increased from 10.8 percent in 2012 to 11.6 percent in 2015.

Table 2-40: Annual Total Ridership

Fiscal Year	Fixed-Route Bus	Demand Response	Total
2012	16,166,475	293,012	16,459,487
2013	16,217,920	304,004	16,521,924
2014	15,026,924	311,789	15,338,713
2015	14,218,168	324,510	14,542,678
2016	13,241,512	351,654	13,593,166
2017	12,586,719	365,310	12,952,029
Percent Change	-22%	25%	-21%

Passengers per Revenue Mile

Often but not always linked with trends in total ridership, this metric measures the productivity of HRT in transporting its passengers.

While HRT’s passengers per revenue mile on bus service increased initially, as was the case with total ridership, this value decreased steadily through FY 2017, ultimately by 20 percent overall. This drop was likely related to the

aforementioned reasons for decreased annual ridership, and perhaps also to the combined effects of minor route re-routings and schedule changes over the six-year period.

The number of demand response passengers per revenue mile remained steady at 0.1 throughout the analysis period, a figure well below this value for bus service in any analysis year. Although this reported value may appear low, paratransit vehicles are typically significantly smaller than most local or express buses and as a result often transport fewer passengers per mile covered. **Table 2-41** shows passengers per revenue mile for both services over the analysis period.

Table 2-41: Passengers per Revenue Mile

Fiscal Year	Fixed-Route	Demand Response
2012	1.5	0.1
2013	1.6	0.1
2014	1.5	0.1
2015	1.4	0.1
2016	1.2	0.1
2017	1.2	0.1
Percent Change	-20%	0%

Passengers per Revenue Hour

Passengers per revenue hour is another metric used to evaluate how productively HRT vehicles spend their time (rather than distance) in service.

As was the case with other ridership metrics covered in this section, passengers per bus revenue hour increased slightly from FY 2012 to FY 2013 (from 20.5 to 20.7) and decreased thereafter (by 26 percent overall). Demand response passengers per revenue hour also decreased over the six-year period, ultimately by 25 percent overall (from 2.0 to 1.5). **Table 2-42** summarizes passengers per revenue hour by service.

Table 2-42: Passengers per Revenue Hour

Fiscal Year	Fixed-Route	Demand Response
2012	20.5	2.0
2013	20.7	1.6
2014	19.3	1.6
2015	18.1	1.5
2016	16.1	1.5
2017	15.2	1.5
Percent Change	-26%	-25%

Revenue and Cost

Operating Expenses

An analysis of operating expenses over time can elicit an understanding of how much money HRT expends to operate its services each fiscal year. **Table 2-43** relays this information for both bus and demand response services.

While total bus operating expenses decreased from FY 2012 to FY 2013, expenses increased each year thereafter, and overall by 18 percent. However, the percentage by which operating expenses increased also decreased over time, with a slight increase from FY 2016 to FY 2017. From FY 2013 to FY 2014, expenses increased by 12 percent (from \$62.8 million to \$70.3 million); from FY 2014 to FY 2015, expenses increased by eight percent (from \$70.3 million to \$75.8 million); from FY 2015 to FY 2016, expenses only increased by 0.02 percent (from \$75.84 million to \$75.85 million), and from FY 2016 to FY 2017 expenses increased by two percent (\$75.85 million to \$76.05 million). In FY 2015, HRT completed a great deal of work to reduce operating expenses, limiting bus operator unscheduled overtime and absenteeism, reducing paid sick leave for employees, and renegotiating agency insurance premiums.

Demand response total operating expenses fluctuated markedly over the six-year period, initially increasing by 23 percent from FY 2012 to FY 2013 (from \$8.8 million to \$10.8 million), only to fall slightly over the period spanning FY 2013 to FY 2015 (from \$10.8 million to \$9.9 million). Operating expenses rose once again in FY 2016, but only by 0.47 percent (from \$9.9 million to \$10 million). In FY 2017, operating expenses fell compared to FY 2016 by one percent.

Table 2-43: Total Operating Expenses

Fiscal Year	Fixed-Route	Demand Response
2012	\$64,594,584	\$8,812,419
2013	\$62,865,214	\$10,819,386
2014	\$70,334,896	\$10,225,660
2015	\$75,843,693	\$9,986,092
2016	\$75,859,835	\$10,032,847
2017	\$76,045,680	\$9,932,249
Percent Change	18%	13%

Operating Expenses per Passenger Trip

Operating expenses per passenger trip can provide insight into how efficiently an agency is utilizing its operating resources. This analysis can also shed light on whether an agency's cost increases or decreases are correlated with ridership trends.

As total bus operating expenses decreased, operating expenses per trip too dropped from \$4.00 per trip in FY 2012 to \$3.88 per trip in FY 2013. Expenses per trip then steadily rose through FY 2017, increasing overall by 51 percent during the analysis period, this is a direct result of the decreasing ridership.

Demand response operating expenses per trip increased from \$30.08 per trip in FY 2012 to \$35.59 per trip in FY 2013, following the upward trend of overall operating expenses. However, between FY 2013 and FY 2017, expenses per passenger trip decreased. In all, operating expenses per passenger trip decreased to \$27.19 in FY 2017, indicating a 10 percent overall decrease. Thus, as expenses for paratransit climbed during the analysis period, the service was carrying significantly more passengers. This was not the case for bus service.

Figure 2-43 shows operating expenses per passenger trip for bus and demand response from FY 2012 through FY 2017.

Figure 2-43: Operating Expenses per Passenger Trip



Service Efficiency

Cost Recovery Ratio

While all transit agencies seek to earn as much fare revenue as possible, the cost recovery ratio statistic, measures the percentage of operating expenses recovered by fare revenue, determining a service’s cost effectiveness.

Fixed-route fare revenue dropped by ten percent from FY 2012 to FY 2013 (from \$14.7 million to \$13.2 million), then rose by five percent from FY 2013 to FY 2014 (from \$13.2 million to \$13.9 million), only to rise again the following year and remain relatively level between FY 2015 and FY 2016. Between FY 2016 and FY 2017 fare revenue dropped eight percent (from \$14 million to \$12.9 million).

During the six-year period, fixed-route cost recovery dropped steadily six percentage points overall (23 percent in FY 2012 to 17 percent in FY 2017). The rate of the cost recovery ratio decrease was largely correlated with the rate of increase in total operating expenses and decrease in ridership, appearing to level out from FY 2015 to FY 2016, a period during which operating expenses decreased relatively little. **Figure 2-44** shows fare revenue and the cost recovery ratio for fixed-route service from FY 2012 through FY 2016.

Demand response fare revenue increased steadily—by 85 percent overall—from FY 2012 to FY 2017. Moreover, although total operating expenses peaked and valleyed during this timeframe, the farebox recovery ratio increased by a small amount each year, reaching 11 percent in FY 2017. **Figure 2-45** details fare revenue and the cost recovery ratio for demand response service from FY 2012 through FY 2017.

Figure 2-44: Fixed-Route Fare Revenue / Cost-Recovery Ratio

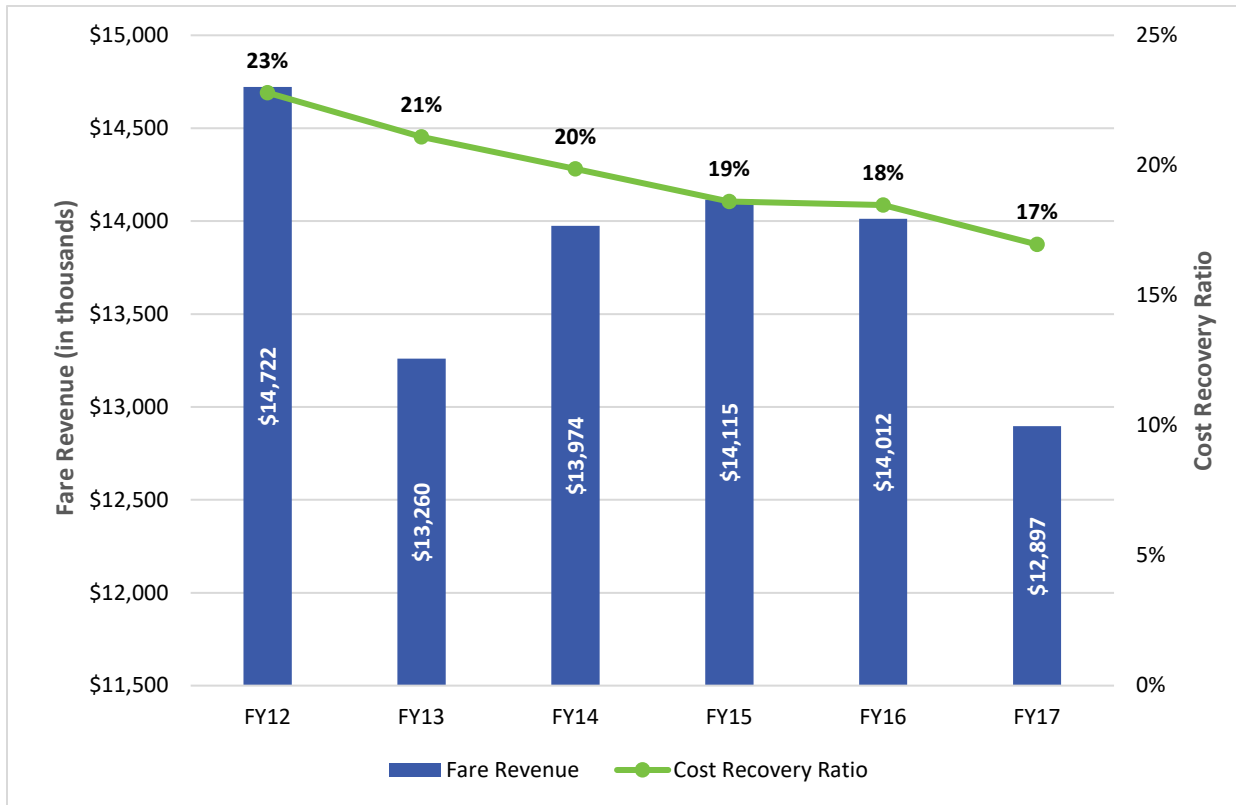
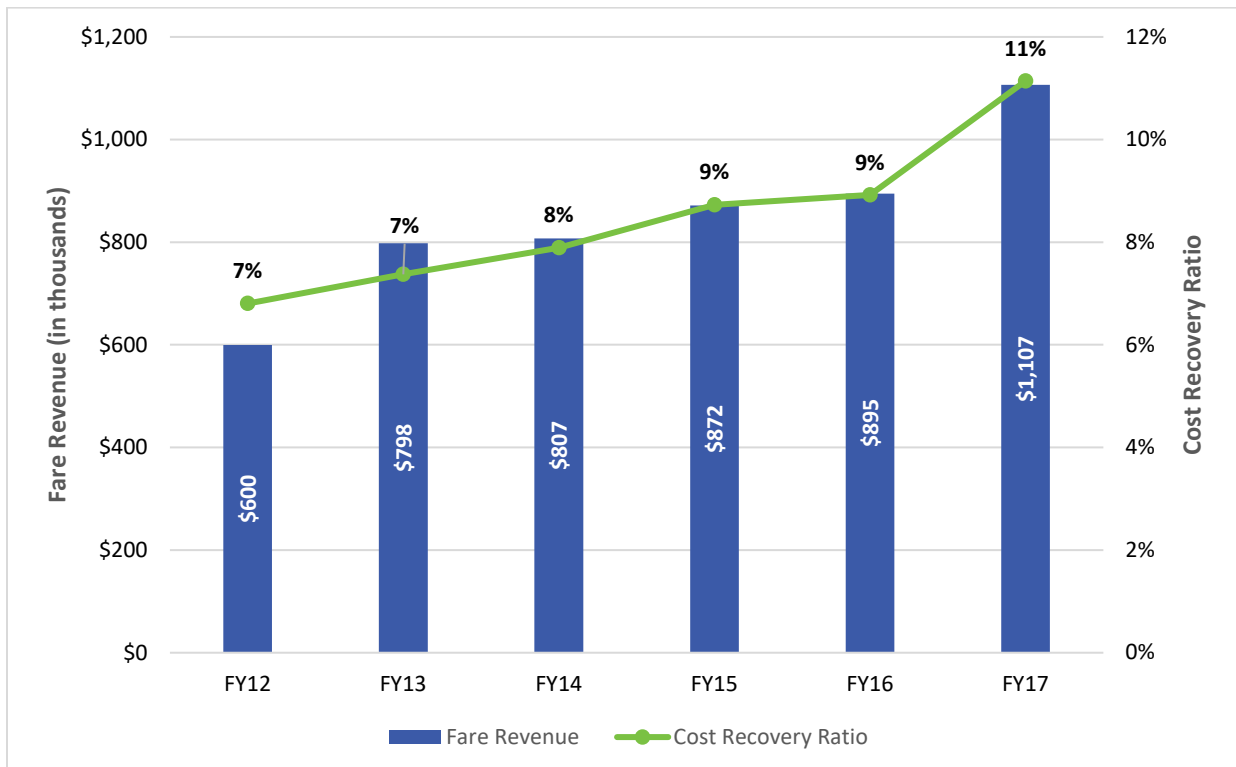


Figure 2-45: Demand Response Fare Revenue / Cost Recovery Ratio



Subsidy per Passenger

A subsidy is the cost incurred by the agency once fare revenue is deducted from the operating expenses. Assessing the average subsidy per passenger is an indication of the cost effectiveness of the service in relation to the local, state, federal or dedicated funding resources being devoted per passenger.

The subsidy per passenger for fixed-route service followed the trend of total operating expenses during this time period, decreasing from FY 2012 to FY 2013 and increasing each year thereafter. Overall, the fixed-route subsidy per passenger increased by 63 percent.

The demand response subsidy per passenger followed a reverse trend, increasing slightly from the first fiscal year to the next and decreasing each year thereafter (by 14 percent overall). In this case, the dollar amount required to subsidize each passenger decreased alongside increases in both fare revenue and the cost recovery ratio. **Table 2-44** shows the subsidy per passenger for bus and demand response services from FY 2012 through FY 2017.

Table 2-44: Subsidy per Passenger

Fiscal Year	Fixed-Route	Demand Response
2012	\$3.08	\$28.03
2013	\$3.06	\$32.97
2014	\$3.75	\$30.21
2015	\$4.34	\$28.09
2016	\$4.67	\$25.99
2017	\$5.02	\$24.16
Percent Change	63%	-14%

Summary and Key Findings

Between FY 2012 and FY 2017, HRT's service area decreased in terms of both square miles and population and has become slightly less dense. From an operational standpoint, HRT operates five percent fewer bus vehicles in maximum service, and 26 percent more demand response vehicles. Although the percentage of hours devoted to paratransit revenue service has increased slightly, the percentages of revenue miles and revenue hours of only demand response has changed significantly.

HRT's total fixed-route ridership has decreased, as have the values for measures regarding how efficiently the agency transports its passengers. While total demand response ridership rose by 25 percent over the six-year period, passengers per revenue hour decreased. Decreases in ridership are likely attributable to several factors, including a shrinking service area, service changes, changes to the GoPass365 program, federal government shutdowns, lower gas prices, extreme weather, and fare increases.

HRT's total operating expenses increased for both modes by similar percentages. However, while expenses per passenger trip rose by 51 percent for fixed-route service, this figure dropped by 10 percent for demand response service, indicating that the latter service is more efficient to operate. Due to several measures, the rate of increase of HRT operating expenses began to plateau toward the end of the six-year period.

Finally, regarding service efficiency, while fixed-route fare revenue dropped slightly, demand response fare revenue increased, in conjunction with increased ridership, by 85 percent. The cost recovery ratios for fixed-route and demand response service respectively dropped and rose slightly. While the operating subsidy for bus service went up by 63 percent, the subsidy for demand response went down by 14 percent. **Table 2-45** summarizes the results of the trend analysis by category, listing the percent change.

Table 2-45: FY 2012 to FY 2017 Trend Analysis Summary

Metric	Percent Change	
	Fixed-Route	Demand Response
Service Area		
Square Miles	-17%	
Population	-21%	
Population Density	-5%	
Operational		
Vehicles Operated in Maximum Service	-5%	23%
Revenue Miles	2%	69%
Revenue Hours	5%	60%
Ridership		
Total Ridership	-22%	25%
Passengers per Revenue Mile	-20%	0%
Passengers per Revenue Hour	-26%	-25%
Revenue and Cost		
Total Operating Expenses	18%	13%
Operating Expenses per Passenger Trip	51%	-10%
Service Efficiency		
Fare Revenue	-12%	85%
Cost Recovery Ratio	-6%	4%
Subsidy per Passenger	63%	-14%

2.3.2 Performance-Based Opportunities for Improvement

While previous sections provide analysis of a range of route-level and system-level metrics, the following section assesses each HRT fixed-route service against the passengers per revenue hour, passengers per one-way trip, farebox recovery and subsidy per passenger boarding key performance indicators (KPI) detailed in **Section 1.2.4: Performance Standards**.⁶⁸ These KPIs assess the performance of routes against the routes within their service classification in order to determine which are underperforming.

Key Performance Indicator: Passengers per Revenue Hour

The passengers per revenue hour metric is key to assessing the productivity of a route. Only local services (Southside, Peninsula, and VB Wave and Bayfront Shuttle Services) were evaluated using this KPI, as passengers per revenue hour is not appropriate for Limited/Express routes (Peninsula Commuters Services, Metro Area Express). For this KPI, any Southside or Peninsula route that fell short of 7.6 passengers per revenue hour and any VB Wave and Bayfront Shuttle Services route that fell short of 5.8 passengers per revenue hour did not meet the benchmark.⁶⁹ Routes that were deficient in this category are:

- **Southside Services:** Routes 18 and 33
- **Peninsula Services:** Routes 116 and 121
- **Bayfront Shuttle:** Route 35

⁶⁸ The service types identified in Chapter 1 – Regional Backbone, Local, and Coverage – are used for defining route recommendations as shown in Chapter 3. For existing HRT routes, all routes that are not Limited/Express are grouped together as a combination of these three service types. When the recommendations are implemented, each new non-Express/Limited route will be assigned one of these three classifications.

⁶⁹ The benchmark is determined by 50 percent of the service classification average on weekdays and weekends.

Key Performance Indicator: Passengers per One-way Trip

The passengers per one-way trip metric is key to assessing the productivity of an express or limited-service route. Only the PCS and 757 Express routes were evaluated using this KPI, as passengers per one-way trip is not an appropriate measure for local services. For this KPI, any route that fell short of 20 passengers per one-way trip did not meet the benchmark.⁷⁰ Routes that were deficient in this category are:

- **PCS:** Route 414
- **757 Express:** Routes 919, 922, 960, 961, 967, 973, and 974

Key Performance Indicator: Farebox Recovery

The farebox recovery ratio is used to assess if a route is operating cost effectively. For all service classifications, the benchmark is 50 percent of the service classification average on weekdays and weekends. For this KPI, any Southside route that fell short of a 9.1 percent farebox recovery ratio, any Peninsula route that fell short of an 8.9 percent farebox recovery ratio, and any VB Wave and Bayfront Shuttle Services route that fell short of a 6.9 percent farebox recovery ratio did not meet the benchmark. Routes that were deficient in this category are:

- **Southside:** Route 18
- **Peninsula Services:** Routes 116
- **Bayfront Shuttle:** Route 35

For PCS and 757 Express routes, any route that fell short of an 8.8 percent farebox recovery ratio did not meet the benchmark. Routes that were deficient in this category are:

- **757 Express:** Routes 973 and 974

Key Performance Indicator: Subsidy per Passenger Boarding

The subsidy per passenger measures how much additional funding outside of the fare revenue an agency has to pay to cover the cost of an individual trip. For all service classifications, the benchmark is twice the service classification average on weekdays and weekends. For this KPI, any Southside route that exceeded a subsidy of \$9.79 per passenger, any Peninsula route that exceeded a subsidy of \$9.95 per passenger, and any VB Wave and Bayfront Shuttle Services route that exceeded a subsidy of \$13.55 per passenger did not meet the benchmark. Routes that were deficient in this category are:

- **Southside:** Routes 18 and 33
- **Peninsula Services:** Routes 116
- **Bayfront Shuttle:** Route 35

For PCS and 757 Express routes, any route that exceeded \$13.76 subsidy per passenger boarding did not meet the benchmark. These are:

- **757 Express:** Routes 973 and 974

2.4 Operating and Network Efficiency Evaluation

2.4.1 Efficiency Evaluation

On-Time Performance

HRT's on-time performance standard defines "on time" as zero minutes early to five minutes late at each time point. HRT also has a minimum goal of 85 percent on-time performance system-wide, at all time-points. On-time performance is a reflection of the reliability of a bus to be there when a passenger is expecting to make a trip.

On-time performance data for FY 2019 was used to analyze HRT's on-time performance at the system level and service type level. In FY 2019, HRT's system wide average on-time performance across all modes was 88 percent, which is above the agency's target of 85 percent. HRT's fixed-route on-time performance was below average in

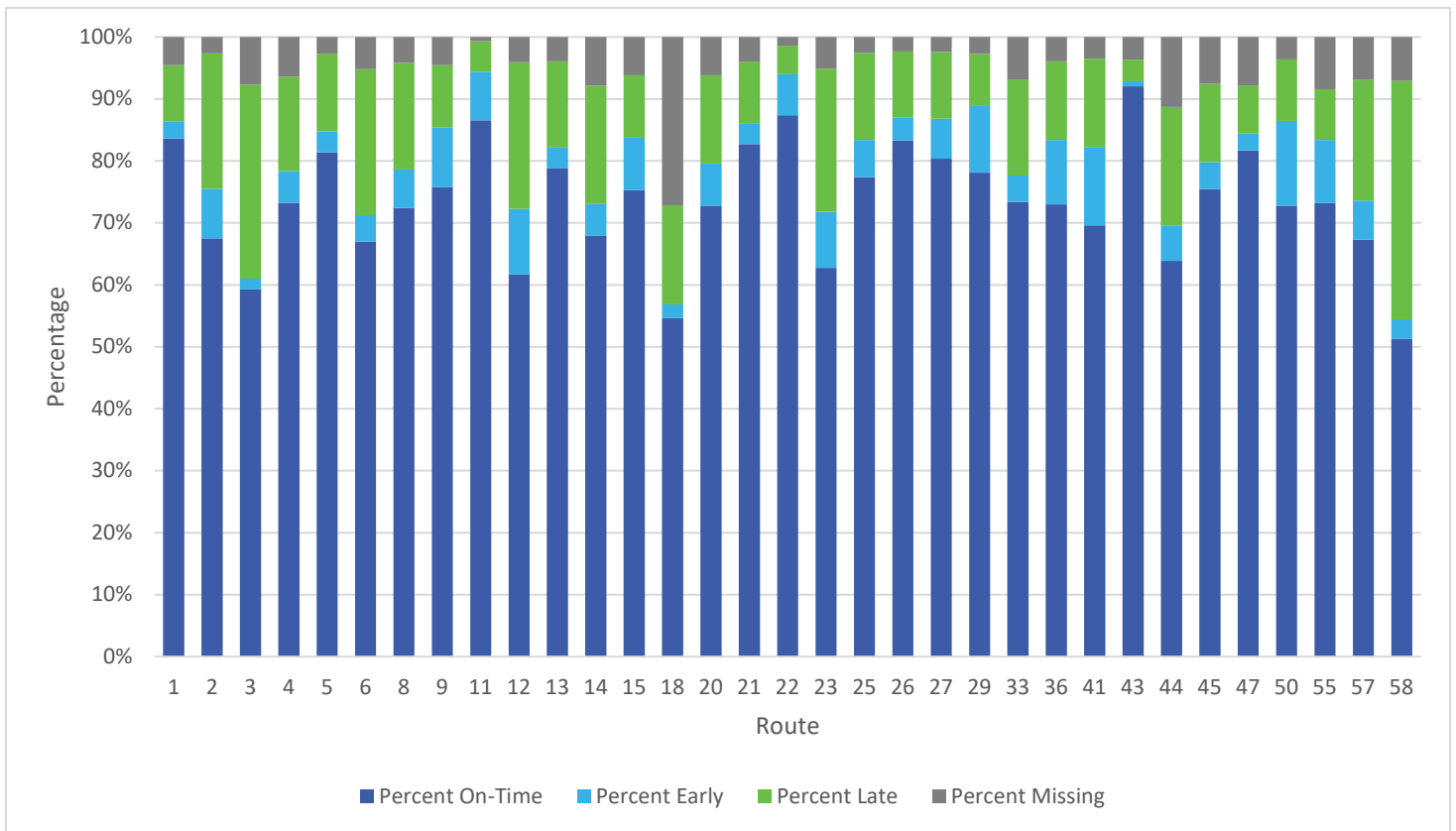
⁷⁰ Minimum passengers boardings per one-way trip is 20 on weekdays and 15 on weekends.

FY 2019 at 79 percent, while paratransit’s on-time performance was above average at 88 percent, and light rail’s on-time performance was above average at 98 percent.

Based on the August 2019 route level data for fixed-route bus service, Route 919 (Silverleaf Park & Ride / Naval Station Norfolk Gate 4), Route 922 (Greenbrier Mall Park & Ride / Naval Station Norfolk Gate 4), Route 973 (Portsmouth / Naval Station Norfolk), and Route 974 (Chesapeake / Naval Station Norfolk) have the highest on-time performance of all routes, at 95 percent; Route 403 (Buckroe Shopping Center) had the lowest on-time performances of all routes, at 42 percent.

The overall on-time percentage for Southside routes is 74 percent; for Peninsula Routes, 71 percent; for PCS routes, 57 percent; and for 757 Express routes, 74 percent. **Figure 2-46** through **Figure 2-50** provide a route level overview of on-time performance.⁷¹

Figure 2-46: On-Time Performance by Southside Route, August 2019⁷²



⁷¹ Route level on-time performance reflects August 2019 data.

⁷² Since August 2019, Route 55 has been eliminated.

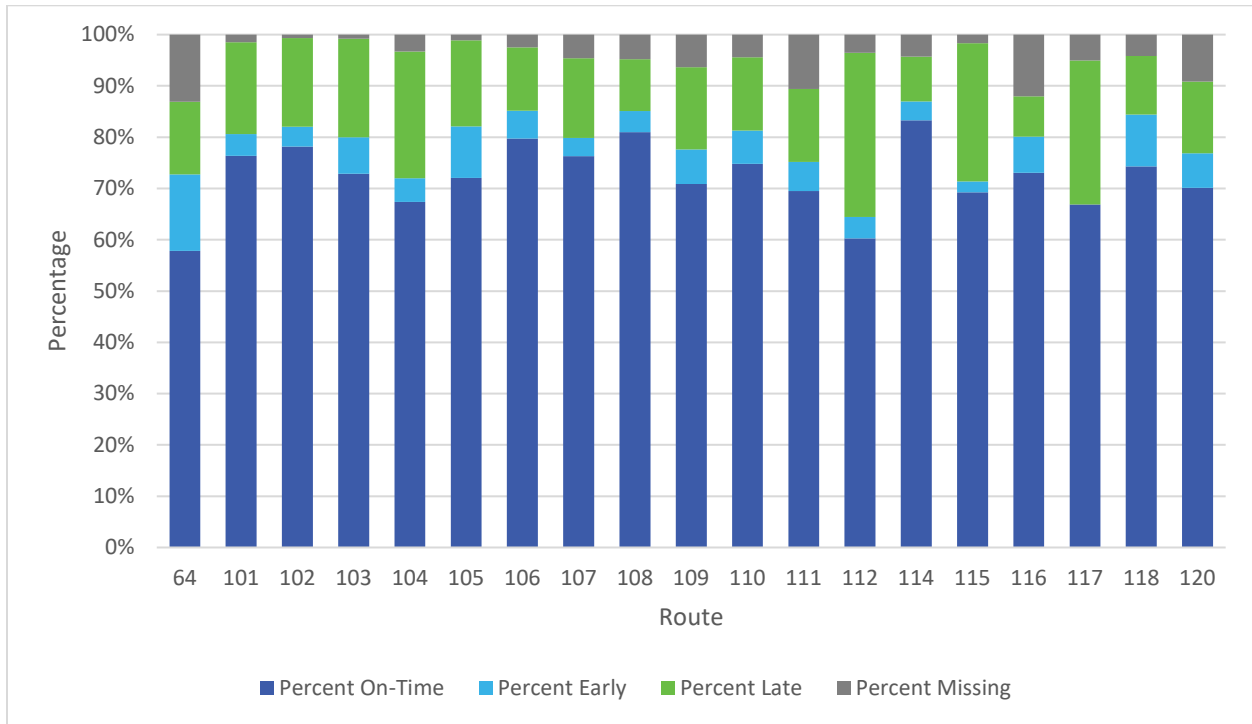
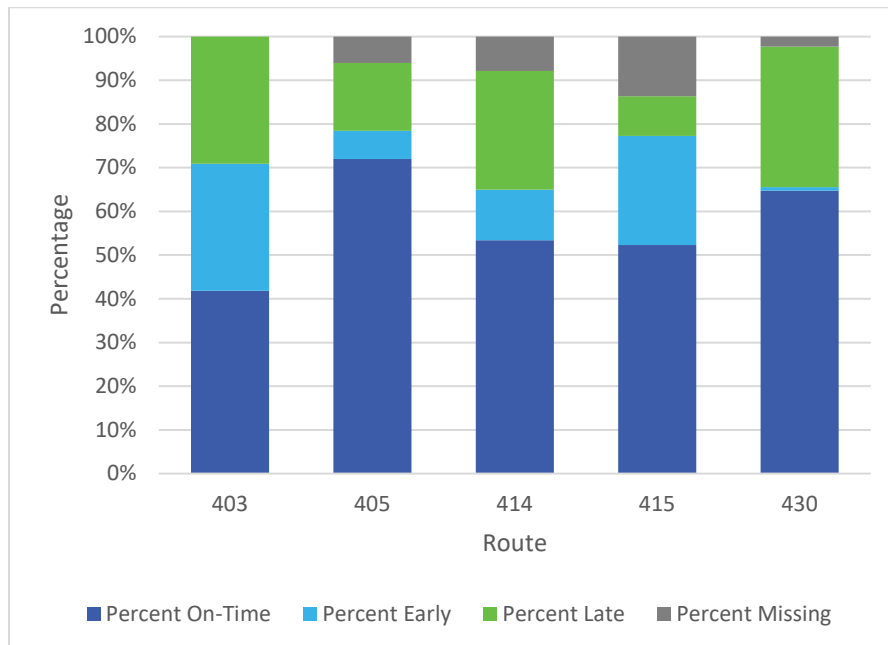
Figure 2-47: On-Time Performance by Peninsula Route, August 2019 ⁷³


Figure 2-48: On-Time Performance by PCS Route, August 2019



⁷³ Since August 2019 Route 64 has been reclassified as a 757 Express route and Route 116 has been eliminated.

Figure 2-49: On-Time Performance by 757 Express (formerly MAX) Route, August 2019

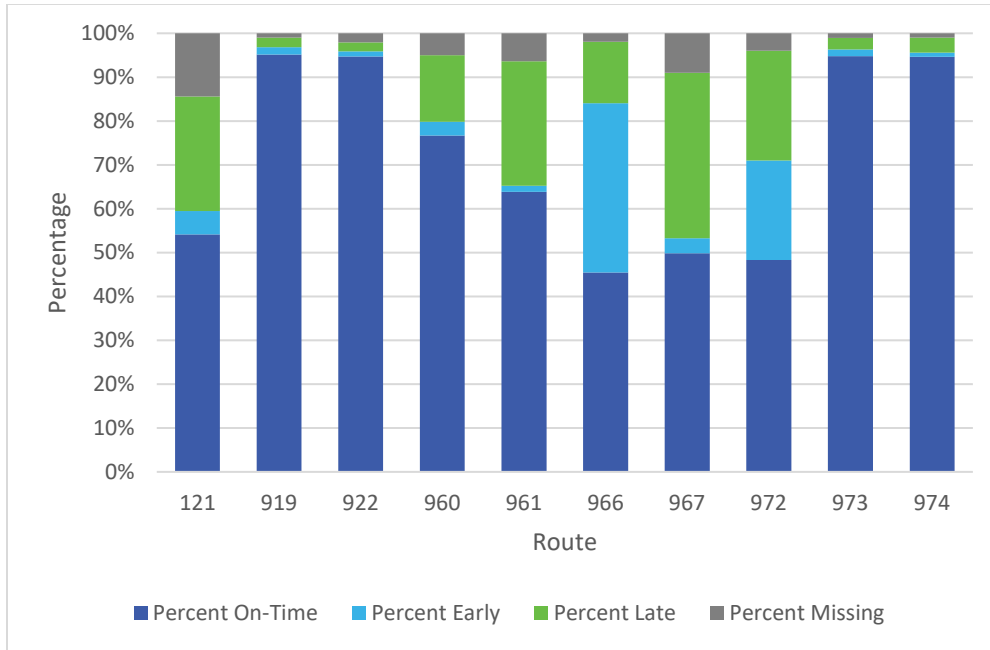
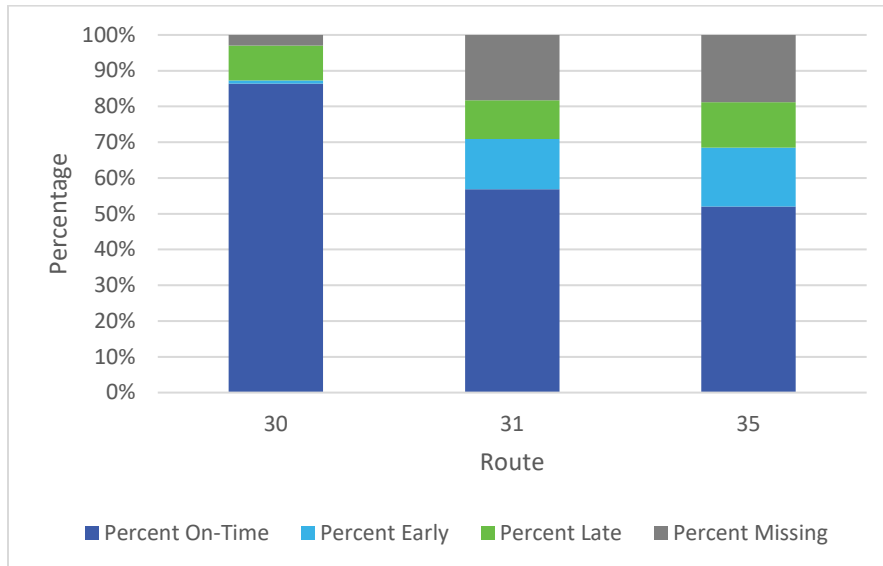


Figure 2-50: On-Time Performance by Trolley Route, August 2019



Passenger Loads

The passenger load assessment measures the comfort and safety of passengers while onboard a vehicle. It identifies how many people are on the bus at any given moment compared to its capacity. High passenger loads result in overcrowded conditions, which may require additional service to address the issue. For local services (Southside routes, Peninsula routes, and VB Wave and Bayfront Shuttle Services) the load standard is 125 percent of seated capacity for two or more miles. For Limited/Express services (PCS and 757 Express routes), the load standard is 100 percent of seated capacity and 125 percent if operated along an arterial road.

To identify routes with potential overcrowding, the weekday average maximum passenger loads on each route⁷⁴ were compared to the seated capacity of the vehicles assigned to each route.⁷⁵ The local load standards were applied to the Southside and Peninsula services, while Limited/Express load standards were applied to PCS and 757 Express services.

HRT's weekday passenger loads range from a low of six passengers on Route 43 (Downtown Portsmouth / Bart Street) to a high of 35 passengers on Route 967 (Virginia Beach - Chesapeake to Newport News). No routes had maximum loads that exceeded the load standard.

The average maximum weekday passenger loads for Southside and Peninsula routes are 18 and 17, respectively; PCS routes have an average maximum weekday passenger load of 20, and 757 Express routes have an average maximum weekday passenger load of 21.

Table 2-46 through **Table 2-49** detail the average maximum load experienced on a route and a load standard, or capacity, that should not be exceeded in order to ensure a safe, comfortable service.

⁷⁴ HRT Ridership Database reports on *Bus Stop Ridership by Route Trip* were used to identify weekday average maximum passenger loads. Southside and Peninsula route data is from March 1 to May 31, 2016; PCS and 757 Express route data is from February 1 to April 30, 2016, due to better sampling for those routes during this time. Route 922 is not included in the data; in both time periods, the sampling rate for the route was below 30 percent. VB Wave data was not available for either of these time periods.

⁷⁵ Capacity by route was determined by identifying HRT's assigned vehicle size by route, then finding the average capacity by vehicle size.

Table 2-46: Southside Max Load, March–May 2016

Route	Trip	Maximum Load	Load Standard
1	5:01 a.m.	29	44
2	7:13 a.m.	18	40
3	5:31 a.m.	26	44
4	6:29 a.m.; 2:04 p.m.; 3:42 p.m.; 4:22 p.m.	12	38
5	7:12 a.m.	12	38
6	6:26 a.m.; 4:21 a.m.	20	40
8	6:48 a.m.	22	40
9	12:58 p.m.; 4:25 p.m.	18	38
11	8:40 a.m.; 1:40 p.m.; 3:05 p.m.; 3:39 p.m.	11	38
12	6:48 p.m.	19	40
13	6:21 a.m.	34	40
14	8:22 a.m.	32	40
15	9:18 a.m.	28	44
18	5:44 p.m.	7	38
20	6:22 a.m.	31	44
21	3:01 p.m.	20	44
22	6:07 p.m.	12	38
23	2:06 p.m.	17	44
25	8:02 a.m.	22	38
26	4:25 p.m.	11	38
27	5:48 a.m.; 7:48 a.m.; 8:48 a.m.	13	38
29	6:48 a.m.	17	38
33	7:48 a.m.	24	40
36	1:48 p.m.	19	38
41	5:56 a.m.; 4:03 p.m.	18	38
43	6:36 a.m.; 7:03 a.m.; 10:38 a.m.; 4:03 p.m.; 5:03 p.m.	6	40
44	12:00 p.m.	14	44
45	6:07 a.m.	28	40
47	5:49 a.m.	18	38
50	6:03 a.m.; 3:33 p.m.	11	38
57	6:19 a.m.; 6:24 p.m.	11	40
58	7:48 a.m.; 4:18 p.m.	9	38

Table 2-47: Peninsula: Max Load, March–May 2016

Route	Trip	Maximum Load	Load Standard
101	7:00 a.m.; 3:45 a.m.	18	40
102	8:19 a.m.; 9:19 a.m.	13	33
103	6:33 a.m.; 4:15 p.m.	20	40
104	6:45 a.m.; 7:15 a.m.; 9:45 a.m.; 3:45 p.m.	14	40
105	8:15 a.m.; 3:15 p.m.	18	40
106	6:02 a.m.	30	49
107	5:59 a.m.; 1:40 p.m.	20	49
108	9:25 a.m.; 2:43 p.m.	15	33
109	6:51 a.m.; 1:45 p.m.	12	40
110	7:00 a.m.	17	40
111	1:50 p.m.; 2:50 p.m.; 3:50 p.m.	12	40
112	10:45 a.m.	24	49
114	1:20 p.m.; 3:45 p.m.; 3:50 p.m.	17	40
115	5:45 a.m.	19	33
116⁷⁶	7:45 a.m.	12	33
117	6:15 a.m.	19	40
118	9:15 a.m.	21	40
120	1:31 p.m.	7	33

Table 2-48: PCS: Max Load, February–April 2016

Route	Trip	Maximum Load	Load Standard
403	5:20 a.m.	21	32
405	3:40 p.m.	23	32
414	5:20 a.m.; 6:55 a.m.	18	32
415	3:45 p.m.	23	39
430	5:55 a.m.	29	39

Table 2-49: 757 Express: Max Load, February–April 2016

Route	Trip	Maximum Load	Load Standard
64	5:35 a.m.	18	40
121	5:05 p.m.	11	33
918	3:30 p.m.	12	35
919	2:54 p.m.	18	38
922	5:00 a.m.	14	
960	7:45 a.m.	29	38
961	3:40 p.m.	30	38
967	3:30 p.m.	35	38

⁷⁶ Route 116 was eliminated in FY 2022.

2.4.2 Efficiency Based Opportunities for Improvement

Key Performance Indicator: On-time Performance

On-time performance is important to ensuring a reliable mode of travel for passengers, when routes are unreliable it discourages use of the system by existing passengers and even future passengers. For all service classifications, the benchmark is 85 percent on-time performance at all timepoints. HRT defines “on-time” as zero minutes early to five minutes late. Routes that fell short of 85 percent on-time performance did not meet the benchmark. Routes that were deficient in this category are:

- **Southside Services:** Routes 1, 2, 3, 4, 5, 6, 8, 9, 12, 13, 14, 15, 18, 20, 21, 23, 25, 26, 27, 29, 33, 36, 41, 44, 45, 47, 50, 57, and 58
- **Peninsula Services:** Routes 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 114, 115, 117, 118, and 120
- **VB Wave and Bayfront Shuttle Services:** Routes 31 and 35
- **PCS:** Routes 403, 405, 414, 415, and 430
- **757 Express:** Routes 64, 121, 960, 961, 966, 967, and 972

Key Performance Indicator: Maximum Load

The Maximum Load KPI is important in an important measure for comfort and safety. For local services (Southside, Peninsula, and VB Wave and Bayfront Shuttle Services), the benchmark is 125 percent of seated capacity for two or more miles. No Southside or Peninsula routes exceeded these maximum load capacities, as measured in February-April 2016. No load data is available for Southside Services Route 55 or VB Wave and Bayfront Shuttle Services Routes 30, 31, or 35.

For PCS and 757 Express routes, the benchmark is 100 percent of seated capacity for two or more miles (125 percent if operated along arterial rather than limited-access roadways). No PCS or 757 Express routes exceeded these maximum load capacities, as measured in February-April 2016. No load data is available for 757 Express Routes 922, 972, 973, or 974.

2.5 Analysis of Opportunities to Collaborate with Other Transit Providers

2.5.1 Overview of Collaboration Opportunities

Two other transit providers, Suffolk Transit and the Williamsburg Area Transit Authority (WATA), operate adjacent to the HRT service area. HRT routes currently connect with two Suffolk Transit routes and seven WATA routes. HRT works with Suffolk Transit and WATA as needed to coordinate the details of connecting services, such as stop location and schedule.

The City of Suffolk, located west of HRT’s Southside communities, operates Suffolk Transit, which provides fixed-route and paratransit service in and around Suffolk’s downtown core. Suffolk Transit began service in January 2012 following the city’s withdrawal from the Transportation District Commission of Hampton Roads (TDCHR) in 2011, contracting with Virginia Regional Transit to operate six fixed routes (Green, Orange, Yellow, Red, Purple, and Pink).⁷⁷ The Purple route currently connects with HRT Route 47 at the Walmart in Suffolk and the Pink Route connects with HRT Routes 44 and 967 at the Chesapeake Square Mall. Suffolk Transit has received SMART SCALE funding for FY 2026 to provide new commuter service between Suffolk’s industrial park and Victory Crossing in Portsmouth.⁷⁸

WATA’s 14-route system operates north and west of the HRT service area, serving the City of Williamsburg as well as parts of James City County, Surry County, and York County. Six WATA routes (Route 1: Lee Hall, Route 2: Richmond Rd, Route 3: Merrimac Trail, Route 5: Monticello, Route 6: Jamestown, Route 7: Mooretown) serve the Williamsburg Transportation Center, which connects to HRT Route 121. HRT Route 108 and Route 112 also connect with WATA Route 1: Lee Hall at Lee Hall in Newport News. WATA is planning a Lower York County three-year

⁷⁷ Suffolk Transit, Accessed at <http://www.suffolkva.us/429/Suffolk-Transit>

⁷⁸ <https://www.suffolknewsherald.com/2022/05/10/orange-and-blue-more-direct-bus-routes-proposed-for-you/>; <https://www.hrtpo.org/news/article/august/10/2021/smart-scale-round-4-%26ndash%3B-project-selection-and-funding-allocations>

demonstration route along US-17; its southern terminus will be the Walmart off Victory Boulevard, which is within a few blocks of the border of the City of Newport News.⁷⁹

The Hampton Roads Transportation Planning Organization (HRTPO), the region’s metropolitan planning organization (MPO), provides opportunities for HRT to coordinate with other jurisdictions and agencies throughout the region. The HRTPO Board has members from all six HRT member jurisdictions as well as the Cities of Franklin, Poquoson, Suffolk, and Williamsburg, and the Counties of Gloucester, Isle of Wight, James City, Southampton, and York. Representatives from HRT and WATA also serve on the board.⁸⁰ HRTPO manages its Rail and Public Transportation Task Force and the Transportation Technical Advisory Committee (TTAC). The TTAC has a subcommittee, Hampton Roads Transportation Operations (HRTTO), which focuses on improving transportation operations in the region. HRT, its six member jurisdictions, the City of Suffolk, and WATA all serve on the Task Force, TTAC, and HRTTO.⁸¹

In Planning District 23, Virginia Code (§ 33.2-286 D) requires the transit agencies to develop a regional transit planning process to be coordinated by the Hampton Roads Transportation Planning Organization (HRTPO). The transit agencies this applies to are Williamsburg Area Transit Authority (WATA), Suffolk Transit, and Hampton Roads Transit (HRT). The TSP Guidelines issued by DRPT reiterate the regional transit planning process requirement placed upon WATA, Suffolk Transit, and HRT.

Between 2018 and 2020 transit agency and HRTPO representatives met several times to discuss and work on issues related to their joint responsibility and to develop the regional transit planning process and its supporting policies and procedures that are now in place. It was determined that the Transit Strategic Plans adopted by each agency’s governing body shall serve as the foundation for regional transit planning, with ongoing special attention to this section of the TSP (**2.5 Analysis of Opportunities to Collaborate with Other Transit Providers**) to assist WATA, Suffolk Transit, and HRT in prioritizing activities and joint undertakings to promote ongoing inter-agency coordination and collaboration. It was also determined that updates may be made from time to time as the transit agencies collectively deem necessary, and for both the development of and revisions to the regional transit planning process, updates will require the unanimous consent and approval of all three agencies.

The HRTPO has coordinated the regional process since its inception. Concurrent with implementing the regional transit planning process through the TSP and TDP guidance, the HRTPO also established the Regional Transit Advisory Panel (RTAP) in late 2020, which is required by Virginia Code (§ 33.2-286), to focus on the long-term vision for a multimodal regional public transit network in Hampton Roads. The General Assembly enacted the following provision creating the RTAP:

That the Hampton Roads Transportation Planning Organization shall establish a regional transit advisory panel composed of representatives of major business and industry groups, employers, shopping destinations, institutions of higher education, military installations, hospitals and health care centers, public transit entities, and any other groups identified as necessary to provide ongoing advice to the regional planning process required pursuant to §33.2-286 of the Code of Virginia on the long-term vision for a multimodal regional public transit network in Hampton Roads.

The RTAP is composed of representatives of major business and industry groups, employers, shopping destinations, institutions of higher education, military installations, hospitals and health care centers, public transit entities, and other groups identified as necessary to provide ongoing advice to the regional planning process. HRT has been and plans to continue to be an active participant in RTAP meetings. RTAP’s nine work groups and their recommended priorities are listed below:

■ **Transit Advocacy/Ambassadors Work Group**

- Develop a transit advocacy group to promote the importance of transit in the Hampton Roads region.
- Meet with state legislators and local elected officials to discuss the importance of transit to the region.
- Develop an education campaign on the importance of transit.
- Create a transit awareness event in Richmond for all Hampton Roads transit agencies.

⁷⁹ WATA Demonstration Route, Accessed at <https://www.yorkcounty.gov/DocumentCenter/View/35117/WATA---Lower-York-Route-2021>

⁸⁰ HRTPO Board, Accessed at <https://www.hrtpo.org/page/hrtpo-board/>

⁸¹ Hampton Roads Transportation Operations, Accessed at [https://www.hrtpo.org/page/hampton-roads-transportation-operations-\(hrtto\)/](https://www.hrtpo.org/page/hampton-roads-transportation-operations-(hrtto)/)

- **Affordable Housing Work Group**
 - Assemble a team of stakeholders such as urban planners, human services organizations, and realtors to develop resources and checklists for city and county planning departments.
 - Consider approaches such as inclusionary zoning, incentive approaches, density/transit-oriented development.
 - Become a go-to resource for the regional community.
 - Explore opportunities for workforce housing near regional backbone routes.
 - Educate stakeholders and the public on transit access to affordable housing and how it relates to a living wage.
- **Bus Stop Amenities Work Group**
 - Engage private sector businesses and community partners to *Adopt-A-Stop*.
 - Investigate the real-time bus app called *Transit*.
 - Place display tablets at bus shelters and stops that allow passenger to use mobile devices to determine next bus arrivals.
 - Coordinate efforts between transit agencies and localities to develop multi-year plans to improve sidewalk accessibility to bus stops.
 - Determine the level of smart phone ownership among regular users of transit.
 - Display route maps at bus shelters.
 - Enhance transit agency website information related to *Adopt-A-Stop* programs.
 - Establish a transit agency marketing team to engage sponsorships for *Adopt-A-Stop*.
 - Utilize locality webpages to advertise *Adopt-A-Stop* opportunities.
 - WATA specific:
 - WATA – investigate Simme Seat/Eco Seat bus stops.
- **Transit and the Military Work Group**
 - Consider implementing an internal base circulator at Naval Station Norfolk as a pilot project (pursue funding as a potential pilot project).
 - Survey personnel at Naval Station Norfolk to determine level of interest from base personnel, including military spouses, for using public transit.
 - Develop more Park and Ride facilities that serve military installations.
 - Consider partnerships with Uber and Lyft to defray costs and challenges for our military personnel.
- **Serving Major Employment Centers Work Group**
 - Add more Park and Ride facilities along 13 regional backbone routes, potentially using parking lots of big-box commercial establishments.
 - Collaborate with Virginia Peninsula and Hampton Roads Chambers to convene a roundtable with property representatives to explore Park and Ride opportunities.
 - Consider transit connections to International Airports in Hampton Roads.
 - Provide enhanced transit service to the region’s emerging epicenter for healthcare (Eastern Virginia Medical School/Children’s Hospital of The King’s Daughters/Sentra and Old Dominion University Health Care Center in Norfolk).
 - Initiate discussions with Virginia Ship Repair Association to explore transit for shipyard employees to address parking challenges at Southside shipyards.
 - Engage in additional discussions with Newport News Shipbuilding to explore approaches to encourage increased transit usage.
- **Technology Work Group**
 - Develop a combined regional transit app.
 - Provide live GPS data into existing real-time apps.
 - Create an app for fare payment and mobile ticketing for all three transit providers.
 - Expand app capabilities with additional services like traffic conditions and last mile availability.

- HRT specific:
 - Expand capabilities of existing HRT app to include real-time data, fare payment, and mobile ticketing.
- **Transit for the Williamsburg/Virginia Beach Tourism Corridor Work Group**
 - Expand routes to accommodate workforce tourism and hospitality jobs.
 - Focus on immediate and ongoing needs of hospitality and tourism employment.
 - Explore opportunity for Tourism Transit Corridor between regional tourism sites (e.g., Williamsburg to Oceanfront connector).
 - Connect job seekers and job providers through dialogue.
 - Identify a pilot project and related funding that will address workforce deficits.
 - Identify funding partners for improvements to service.
 - HRT specific:
 - Implement 757 Express service improvements to Route 121 and Route 960.
 - WATA specific:
 - Consider peak period frequencies to Lee Hall and Coordinate with HRT to match route frequencies and span of service.
 - Consider service frequency changes for routes serving Historic Triangle
 - HRT and WATA Specific:
 - Build Park and Ride facilities at shopping centers, government buildings, and schools.
- **Transit Oriented Development (TOD) Work Group**
 - Study other regions with similar sized markets that have successfully implemented TOD policies and strategies.
 - Consider microtransit connections to regional backbone routes.
 - Evaluate options to provide public transportation at no cost to Hampton Roads residents.
 - Create and implement a public relations campaign to expand the ridership base.
 - Expand transit access for workers during peak hours.
 - Incentivize developers to develop transit-oriented centers near regional backbone routes.
- **Universities/Colleges Work Group**
 - Enhance transit service to colleges/universities with improved direct connections.
 - Encourage HRT to apply for TRIP Program funds for zero-fares for the Tide and annual passes.
 - Better integrate micromobility services like electric scooters and electric bikes with transit services.
 - Collaborate with campuses to promote transit to student bases (i.e., student orientation).
 - Develop options for autonomous transit vehicles and implement a pilot project on a college campus or along Granby Street between Brambleton Avenue and Main Street.

Further collaboration among transit providers and other agencies in the region will benefit both transit users and transit providers. Users could benefit from more connected and streamlined services; by connecting and collaborating, transit providers could gain a wider base of potential riders and gain access to new technology and funding opportunities, leading to cost savings for both providers and users. Specific opportunities for collaboration fall into two broad categories: communication and service coordination. These opportunities are described in the following sections.

2.5.2 Collaboration Updates

Regional Transit Coordination Working Group

The HRTPO established a committee called the Regional Transit Coordination Working Group, which has held meetings on these dates: September 15, 2020; December 3, 2020; April 27, 2021; October 26, 2021; February 9, 2022; May 11, 2022; August 10, 2022; February 8, 2023; and August 9, 2023. This achieved one of the opportunities for improvement previously shared in **Table 2-50**, to “establish a regional transit technical committee that meets regularly and is facilitated by the HRTPO.” This committee was formed to discuss regional priorities for transit and potential joint funding and purchasing opportunities; opportunities for inter-agency

collaboration, including coordination of relevant portions of Transit Strategic Plans; and coordination of capital planning and programming. Recent coordination has focused on coordinating service to the new Amazon facility in Suffolk as well as general discussions about bus stop amenities and multimodal connectivity. The group also regularly collaborates on the legislative agendas for upcoming General Assembly sessions as they relate to transit funding.

RTAP

The RTAP held its first meeting on November 18, 2020 and met eight times between November 2020 and November 2021. RTAP has continued to hold meetings throughout 2021, 2022, and 2023. RTAP held a Transit Advocacy Day at the Virginia General Assembly in Richmond on February 3, 2022. On May 4, 2023, RTAP held a Transit Advocacy Day in Norfolk.

2.5.3 Collaboration Based Opportunities for Improvement

This section provides an overview of opportunities for collaboration which could benefit HRT and other transit providers in the region. These strategies have low barriers to implementation and would most benefit from interagency collaboration.

Communication, Funding, and Procurement

There is an opportunity to improve communication between transit providers and between the providers and the public. The improved communication, especially among HRT, Suffolk Transit, and WATA, would help facilitate improved coordination of service as well as other opportunities for collaboration, such as joint purchasing. These communication opportunities are listed in **Table 2-50**.

Table 2-50: Communication Collaboration Opportunities

Opportunity	Description
Joint marketing and rider information tool	Development of a regional transit map, schedules, and brochures
	Establishment of a regional trip planning website

Service Coordination

Another avenue for expanding collaboration among the service providers in the area is through service coordination. Service coordination allows for riders to transfer more seamlessly between systems and helps ensure that HRT, Suffolk Transit, and WATA are running complementary service. Specific service coordination opportunities are listed in **Table 2-51**.

Table 2-51: Service Coordination Collaboration Opportunities

Opportunity	Description
Coordinated scheduling and service	Establishment of regional transit priority corridors across systems.
	Alignment of schedules and operations, especially at transfer locations.
	There are new Amazon facilities in Chesapeake and Suffolk. HRT is beginning to serve both facilities in Fall 2022 via the new Route 980 and in the future Route 45 may also serve them. Suffolk Transit will be offering limited service to the facilities: <ul style="list-style-type: none"> ■ Suffolk Transit’s Pink Route provides service along Northgate Commerce Parkway. ■ To the Suffolk Amazon facility, riders will be able to request the stop. On the way home, riders would need to walk to the Pink Route stop located across from American Assemblies. ■ To the Chesapeake Amazon facility, riders would need to request to get off on Nansemond Parkway and walk to the facility. To get home, they would need to walk back out to Nansemond Parkway and flag the bus down. HRT and Suffolk Transit can further coordinate service to the Amazon facilities.
	Suffolk Transit has received SMART SCALE funding for FY 2026 to provide new commuter service between Suffolk’s industrial park and Victory Crossing in Portsmouth.
	WATA’s planned demonstration route on US-17 will provide service close to the HRT service area—within blocks of Newport News. HRT and WATA can explore connecting nearby services to each other, which would provide a new connection point between the systems.
On-demand microtransit service	Exploration of new on-demand transit service to serve lower-density areas and exploration of jointly developing these services. HRT completed an initial pilot of two on-demand transit zones in Newport News and Virginia Beach in February 2023. HRT will begin a second, 12-month pilot of the Newport news and Virginia Beach zones in Spring 2024. Upon completion of pilot service on, HRT will begin the evaluation phase of the second microtransit pilots and share findings with all stakeholders when performance evaluation is completed.
Fare system integration	Development of common fares among service providers and shared transfer policies.
	Establishment of a single fare payment mechanism (requires technology upgrades).
Shared technology	Exploration of trip planning apps that integrates all the service providers.
Regional paratransit service	Designation of a regional paratransit service operator across jurisdictions.

Continuing collaboration actions for HRT and its regional partners are to meet regularly and collaborate on a variety of initiatives and to develop and proceed with action plans to further the opportunities identified above, along with any new opportunities that might be discovered. Fare system integration is high on the list of priorities for collaboration and was discussed at the December 2020 committee meeting.

2.6 Supplemental “Essential” Route Analysis

This analysis assesses the “essentialness” of HRT routes in terms of ridership retained during the COVID-19 pandemic and the characteristics of the population they serve; routes which maintained ridership during the height of the pandemic and routes which serve locations with higher proportions of transit-oriented populations may be considered “essential” elements of HRT’s network. This analysis is based on three measures of demand: pre-pandemic to pandemic-era ridership retention, the transit-oriented population index score, and pandemic-era ridership. HRT may consult this analysis in the future when prioritizing routes for service increases or when evaluating how to implement reduction in service. The methodology may also be used as a reference for constructing other route performance analyses in the future.

2.6.1 Methodology

Essentialness was evaluated for all local fixed routes, except for the VB Wave Trolley routes, which are seasonal and do not share the same service characteristics as the other fixed routes. Limited/Express routes were not included in this analysis; these are commuter-focused routes and most only operate a few trips a day. Route 24 did not start operating until the October 2019 so for the purpose of this analysis there were no pre-pandemic ridership data available; this route was not included in the analysis due to limited data.

To calculate ridership retention rates for each fixed-route service and the system, route-level ridership data from July and August 2019 (FY 2020, pre-pandemic) when regular service operated were compared to route-level ridership data from July and August 2021 (FY 2022, during the pandemic) when the Service Reliability Plan was in place, in which most Southside routes shifted to a Saturday schedule on weekdays and most Peninsula routes shifted to a Sunday schedule on weekdays. For both periods, the total ridership from July and August was evaluated. Retention was measured as a ratio of pandemic-era ridership to pre-pandemic ridership. As such, a ridership retention rate of 30 percent indicates that a route retained 30 percent of its pre-pandemic ridership as measured in pandemic-era. In Summer 2021, ridership levels were impacted by reduced demand caused by both pandemic-era travel conditions and reduced service levels due to the Service Reliability Plan. Overall, approximately 48 percent of ridership was retained systemwide in summer 2021 compared to summer 2019: 50 percent of Southside routes’ ridership and 44 percent of Peninsula routes’ ridership was retained.

The second measure is the relative share of transit-oriented populations within each route’s service area. This was calculated using the transit-oriented population index, which identifies areas with higher numbers and concentrations of potential transit-oriented customers (people who have higher likelihood to use transit or be dependent on transit for travel needs). The index is constructed from various demographic statistics in five categories: population (including race and ethnicity), age, income, vehicle ownership, and disability status. After each block group was scored in these categories, the scores were weighted and combined to create an overall transit-oriented population index. Each route was assigned a score from zero to 100 based on the index scores of the block groups that the routes travel through. Additional details on the transit-oriented population index are available in **Section 2.2.1**. Systemwide, HRT’s average transit-oriented population score is 75. On the Southside this score is slightly below the system average at 72, and the Peninsula score is 80. Southside routes and Peninsula routes were scored separately from one another due to their geographic separation (no local fixed-route service operates in both areas) and because of the differences in their land use and development patterns—were they to be combined, the Peninsula scores would be suppressed due to overall higher average densities on the Southside.

The third measure is pandemic-era ridership, represented by total ridership in July and August 2021. In contrast to ridership retention, which measures pandemic-era ridership relative to a route’s own pre-pandemic ridership, this metric compares ridership levels between all routes to evaluate each route’s transit demand relative to the rest of the system.

2.6.2 Findings

The results of the analysis are displayed separately for the Southside (**Figure 2-51** and **Table 2-52**) and the Peninsula (**Figure 2-52** and **Table 2-53**). The charts are divided into four quadrants based on the averages on each axis. The routes which fall above average for both measures would be considered the most “essential routes” because they retained the most ridership and serve areas with relatively higher amounts of transit-oriented populations (represented in the top-right corner in bright yellow and labeled as Q1). Routes that fall above the

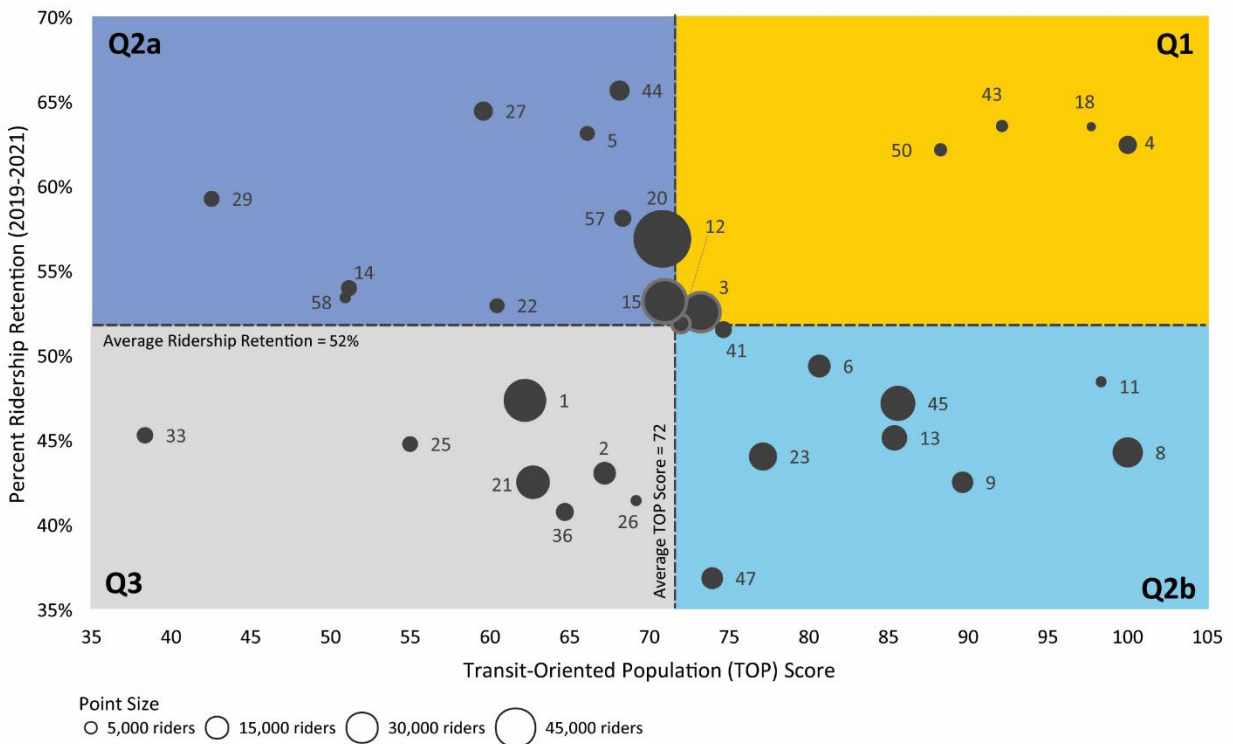
average for ridership retention, but below the transit-oriented population average are shown in the top-left corner (Q2a) in dark blue. Routes that fall below the ridership retention average but above the transit-oriented population average are shown in the bottom-right corner (Q2b) in bright blue. Routes that fall below both averages are shown in the bottom-left corner (Q3) in grey. Pandemic-era ridership for each route is represented by the size of each route’s point.

Overall, ridership conditions have shifted throughout the pandemic. Last year’s TSP analyzed ridership retention between 2019 and 2020; compared to 2019, systemwide ridership retention in July and August was lower in 2021 than in 2020, falling from 56 percent to 48 percent. This change was limited on the Southside, where retention fell from 54 percent to 50 percent, and more pronounced on the Peninsula, where retention fell from 59 percent to 44 percent. The discrepancy may be due to the Peninsula experiencing more significant reductions in service under the Service Reliability Plan compared to the Southside (see **System and Service Data** for more information about the Service Reliability Plan). For the entire region, the reduced ridership in 2021 relative to 2020 may also be due to a greater number of COVID-19 cases in July and August 2021 in the Hampton Roads region compared to July and August 2020.⁸²

Southside Results

On the Southside, six routes fell into Q1: Routes 3, 4, 12, 18, 43, and 50. Routes 4, 18, 43, and 50 had some of the highest propensity scores on the Southside, indicating that these routes are essential for providing service to transit-oriented populations. Despite having a smaller base of ridership (indicated by point size in **Figure 2-51**), these four routes had ridership retention rates exceeding 60 percent, maintaining the majority of their pre-pandemic ridership. These routes connect denser neighborhoods to key destinations including downtown Norfolk, downtown Portsmouth, shopping centers, and universities. Route 12 and Route 3, the latter of which is one of the highest ridership routes in the system, were slightly above average in both propensity and ridership retention on the Southside, placing them in Q1.

Figure 2-51: Essentialness Analysis Results – Southside



⁸² The delta variant of COVID-19 resulted in consistently high cases across Virginia and the United States in the summer and fall of 2021, including July and August.

Ten routes (Routes 5, 14, 15, 20, 22, 27, 29, 44, 57, and 58) had above average ridership retention but a below-average transit-oriented population score relative to the rest of the Southside routes, falling into Q2a. Routes 15 and 20, the two highest-ridership routes in the system which each serve long, dense corridors across multiple jurisdictions, had the highest propensity scores in this quadrant, scoring slightly below the Southside average. Route 44 had the highest ridership retention on the Southside at 66 percent, indicating a sustained demand for transit along the route during the pandemic. The ridership retained on the routes in this quadrant is evidence that demand has remained relatively high for them, likely driven by factors besides transit-oriented populations, such as essential destinations (for example, Routes 14, 20, 29, and 44 each serve a hospital).

Nine routes (Routes 6, 8, 9, 11, 13, 23, 41, 45, and 47) fall within Q2b, with above average transit-oriented population scores and below average ridership retention rates. These routes operate in areas where transit-oriented populations live, but where transit demand decreased relative to other areas in the Southside. Route 8 had the highest propensity score on the Southside but experienced lower ridership retention than other routes in Norfolk, such as Route 3, which serves many of the same destinations. Many of the routes in this quadrant have high absolute ridership, which may be reflective of the transit-oriented populations who live along these routes. Route 47 falls into this quadrant with the lowest ridership retention on the Southside, with only 37 percent of its pre-pandemic ridership retained.

Finally, seven routes (Routes 1, 2, 21, 25, 26, 33, and 36) were in Q3, falling below both the ridership retention and transit propensity averages for the Southside. Routes 25, 26, 33, and 36 all serve Virginia Beach south of I-264, an area which may have experienced an overall reduction in transit demand during the pandemic. Routes 1, 2, and 21 have high ridership overall but serve military bases and universities, which likely generated less travel demand during the pandemic.

Table 2-52: Route-Level Essentialness Analysis Results – Southside Routes

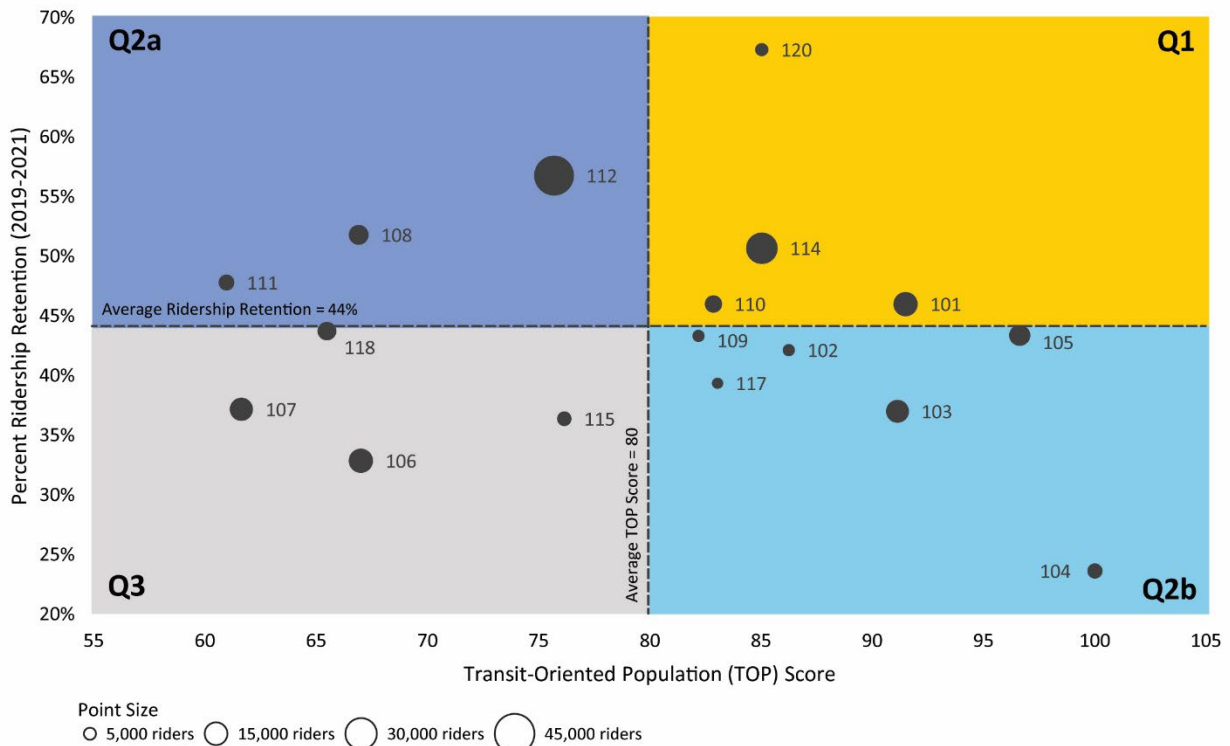
Route	Transit-Oriented Population (TOP) Propensity	Ridership Retention (2019-2021)	July-August 2021 Ridership
1	62	47%	52,090
2	67	43%	14,566
3	73	53%	42,645
4	100	63%	9,503
5	66	63%	6,452
6	81	49%	14,576
8	100	44%	25,902
9	90	43%	13,070
11	98	49%	3,410
12	72	52%	9,110
13	85	45%	18,442
14	51	54%	7,426
15	71	53%	52,954
18	98	64%	2,445
20	71	57%	94,953
21	63	43%	31,972
22	60	53%	6,433
23	77	44%	22,381
25	55	45%	7,151
26	69	42%	3,406
27	60	65%	10,354

Route	Transit-Oriented Population (TOP) Propensity	Ridership Retention (2019-2021)	July-August 2021 Ridership
29	43	59%	7,072
33	38	45%	7,527
36	65	41%	9,050
41	75	52%	8,086
43	92	64%	4,208
44	68	66%	11,613
45	86	47%	34,931
47	74	37%	13,332
50	88	62%	4,827
57	68	58%	8,288
58	51	53%	3,747

Peninsula Results

On the Peninsula, four routes fall into Q1: Routes 101, 110, 114, and 120. Route 120 retained more than two thirds of its pre-pandemic ridership, the highest retention of any route for this period, likely due to above average transit-oriented propensity as well as providing essential connections between Buckroe and downtown Hampton. Above-average ridership retention on Routes 101, 110, and 114 indicates sustained demand for east-west travel in western Hampton and between Hampton and Newport News.

Figure 2-52: Essentialness Analysis Results – Peninsula Routes



Three routes (Routes 108, 111, and 112) are within Q2a with above average ridership and below average transit-oriented population score. All three of these routes provide north-south connections within Newport News, and between them they serve destinations like universities, commercial districts, residential communities, employment centers, and downtown Newport News, all of which could have contributed to higher ridership retention. On

average, the areas served along these routes are not as dense compared to the more densely populated southern portion of the Peninsula, resulting in these routes having lower propensity scores.

Six routes (Routes 102, 103, 104, 105, 109 and 117) had an above average transit-oriented population score, but a below average ridership retention rate (Q2b). Despite having the highest propensity score on the Peninsula, Route 104 had the lowest ridership retention systemwide, retaining less than a quarter of its pre-pandemic ridership. This may be due to the residential nature of areas served by the route. The remaining routes in this quadrant had near-average ridership retention, likely related to the relatively high propensity scores of the areas served by these routes, which are almost entirely in Hampton.

Finally, four routes (Routes 106, 107, 115, and 118) landed in Q3 with below average ridership retention and transit-oriented population scores. Routes 106 and 107 provide north-south connections in Newport News, resulting in lower propensity scores compared to routes serving denser portions of the Peninsula. In addition, the lower ridership retention on these routes may be due to preference for Route 112, which provides a parallel service with greater frequency. Route 115 experienced similar ridership retention to Routes 109 and 117, which also serve eastern Hampton, but serves areas with lower transit-dependency. Despite a relatively low propensity score, ridership retention on Route 118 was nearly average, indicating that transit demand in northern Hampton followed similar patterns to other parts of the Peninsula during the pandemic.

Table 2-53: Route-Level Essentialness Analysis Results - Peninsula

Route	Transit-Oriented Population (TOP) Propensity	Ridership Retention (2019-2021)	July-August 2021 Ridership
101	91	46%	16,975
102	86	42%	4,232
103	91	37%	15,189
104	100	24%	6,682
105	97	43%	12,869
106	67	33%	17,078
107	62	37%	15,566
108	67	52%	11,390
109	82	43%	4,194
110	83	46%	8,696
111	61	48%	7,327
112	76	57%	46,239
114	85	51%	28,769
115	76	36%	6,124
117	83	39%	3,573
118	65	44%	10,108
120	85	67%	4,984

2.6.1 Analysis Limitations

While this analysis provides valuable information, it is not without its limitations:

- The ridership retention in this analysis is specific to a snapshot in time during the COVID-19 pandemic. Impacts to elements of the economy were a result of the nature of the pandemic, which resulted in changes to how people traveled on a daily basis. While some people were made to or opted to remain at home, others were required to travel into work for essential jobs or for jobs that had no at-home option. This analysis sheds light on which routes lost the least amount of ridership during this pandemic, but other analyses of ridership

retention conducted at different points in time may follow different patterns as a result of other economic or social shifts.

- The FY 2022 service during the Service Reliability Plan was focused on providing service to essential origins and destinations such as hospitals, housing for low-income residents, and senior facilities (as was the focus of the Essential Service Plan, which is not included in this analysis). The presence of essential origins and destinations and their relative importance is difficult to represent in this quantitative analysis, but they can be (and were) considered as non-quantitative elements when doing actual service planning.
- There are many different measures of transit demand that could be applied to the vertical axis of this analysis. While ridership retention represents how transit demand has changed due to the pandemic, measures such as service productivity or passenger miles could be used to evaluate transit demand relative to the levels of service provided. Alternatively, data from on-board surveys could be used to measure demand for essential trips according to trip purpose.
- Similarly, there are many different measures of land use that could be applied to the horizontal axis of this analysis. The transit-oriented population measure was used because it identifies residents who are likely to use or depend on transit, and in the context of trying to determine which routes provide essential service, this was an important consideration. However, other measures of land use would create different results, such as taking into consideration destination-based land use like employment or shopping.
- The quadrants used in this method provide a tactile way to visualize how the routes compare to each other and to the averages. The routes in Q1 can be interpreted as providing essential service within the scope of this analysis. The results should not be interpreted to mean that some routes are not essential if they did not make it into Q1. While some routes scored higher than others, or scored above the averages, these results should be interpreted within the specific context of this analysis and should not be generalized beyond it.

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CHAPTER 3

Planned Improvements and Modifications

FY2025 – FY2034



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3. Planned Improvements and Modifications

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3. Planned Improvements and Modifications

This chapter includes the planned service improvements that were created based upon the service design standards outlined in **Chapter 1** and the analyses and performance assessments in **Chapter 2**. The planned service improvements build upon the enhancements that were documented in last year's Transit Strategic Plan. This chapter describes the planned service changes and the phasing plan, which groups the service changes into short-term, mid-term, and long-term implementation phases. The operational needs are presented in terms of annual service hours, which relates to bus operator and other agency hiring needs, and peak vehicle requirements. Additional analyses were performed to measure service equity and the impact to HRT's paratransit network. Lastly, other factors that may impact the ability to implement the planned improvements have been identified and listed for consideration.

3.1 Planned Service Improvements

The improvements outlined in this section are designed to increase service efficiency and the attractiveness of using the HRT system, while also increasing route directness, which helps to improve overall transit trip speed and on-time performance. Much consideration was also given toward improving the ability to transfer between services at convenient locations in order to increase system-wide accessibility.

Based on public and stakeholder input received during HRT's *Transit Transformation Project*, more high-frequency service and more consistent hours of service across jurisdictions will be provided. Additionally, focus was placed on increasing frequency of service during the peak periods. A couple of new routes and several more trips on existing routes have also been planned to increase service offerings for HRT's Limited/Express options. The improvements to service on the Regional Backbone and Limited/Express routes, which are also documented in **Chapter 6**, are being made possible by the Hampton Roads Regional Transit Program and Fund (HRRTP and HRRTF). The program is also referred to as the Region Transit System (RTS).

The planned service outlined in this chapter through FY 2034 represents a locally cost-constrained plan, meaning that the service plans are constrained to what HRT's funding partners have identified as acceptable. To quantify the cost of operating the service plan, a service planning calculator was developed to estimate annual revenue hours, annual revenue miles, and peak vehicles, ensuring that each year of the plan involves an increase in revenue hours that was acceptable to each city in terms of the associated increase in cost. With the increased funding provided by the HRRTF and some additional funding provided by the cities, by FY 2034, HRT's bus system would operate approximately 35 percent more revenue hours than it does today and is estimated to achieve a 32 percent increase in annual ridership over 2019 (**Section 3.2**). More than three-quarters of the additional revenue hours would be funded through the Hampton Roads Regional Transit Fund.

This section contains route profiles that describe the planned service improvements through the 10 years of the TSP and beyond. The planned system has 31 local fixed routes, 13 regional backbone routes, four Virginia Beach trolley routes, 15 Limited/Express routes compared to the existing 34 local fixed routes, 13 regional backbone routes, four Virginia Beach trolley routes, and 15 Limited/Express routes. While three local fixed routes and two 757 Express routes are recommended for elimination, the majority of those areas will have an HRT service still within a convenient walking distance. No service adjustments are included for The Tide Light Rail or the ferry within this 10-year period. Following the route descriptions are systemwide maps, starting on page **3-210**.





3.1.1 What's New

This minor update of the TSP for FY 2025-FY 2034 reflects updates that have been made since the first major update of the TSP (FY 2021-FY 2030) and the first (FY 2022-FY 2031), second (FY 2023-FY 2032), and third (FY 2024-FY 2033) minor updates were finalized. Since the last TSP, HRT continued to restore pre-pandemic levels of service on Peninsula and Southside routes and is continuing the implementation of the 757 Express services. In Fall 2023, Route 117 and Route 120 were eliminated in accordance with recommendations in the previous TSP; their route profiles do not appear in Chapter 3 nor in this update's existing service maps.

3.1.2 Route Profile Contents

The route profiles which follow contain:

- A description of the service changes.
- The justifications for the service changes, including:
 - Key Performance Indicators, which are measures of a route’s performance, are discussed when relevant to a service change (full performance analysis data can be found in **Chapter 2, Section 2.3**).
 - Some justifications also include reference to analyses that were part of the analysis of transit demand and underserved area opportunities for improvement from **Chapter 2, Section 2.2.2**.
 - For each of the justifications, icons provide quick reference as to the types of justifications:

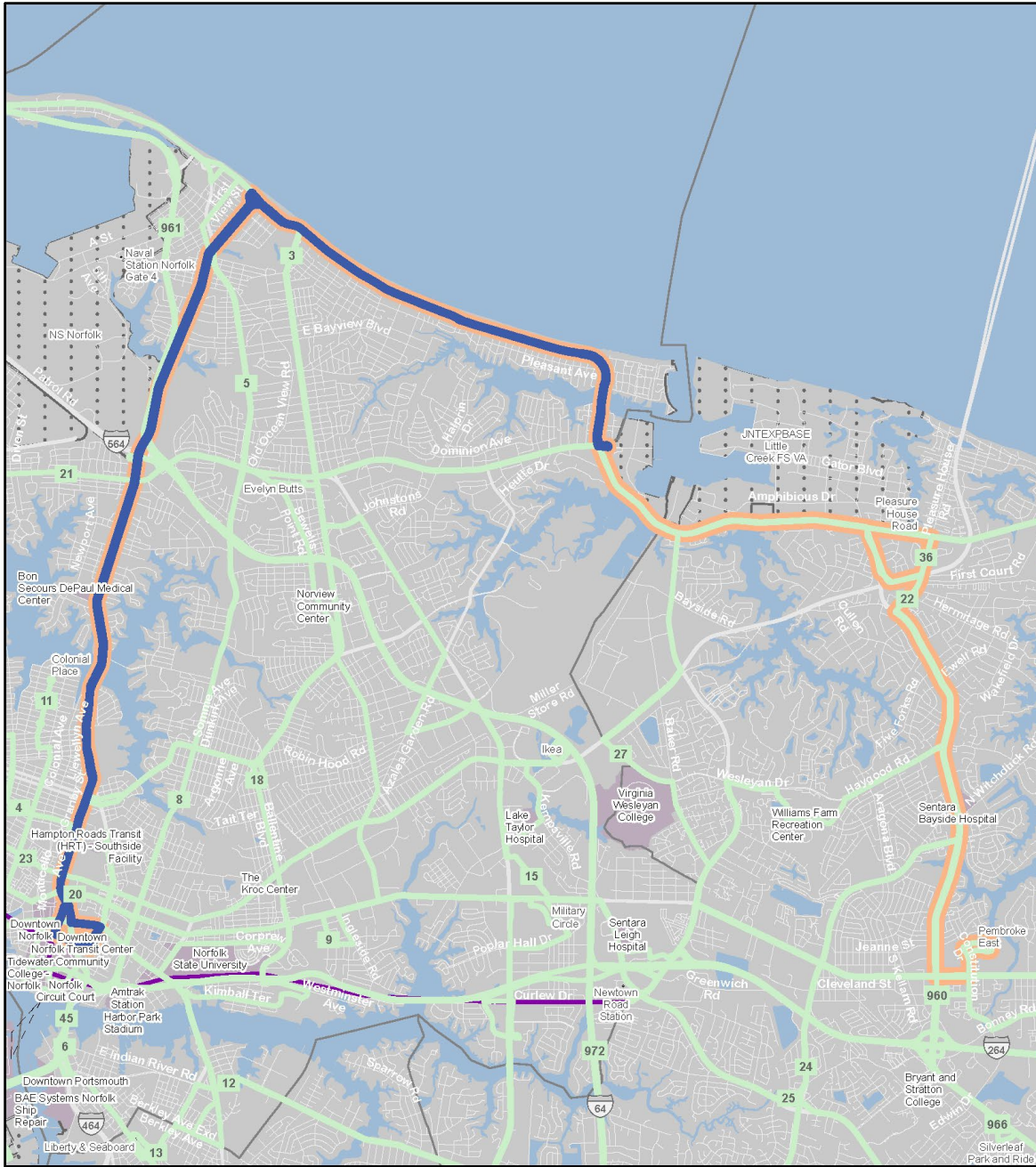
- 
TD Transit demand and underserved areas-based opportunities for improvement identified in Section 2.2.2
- 
PB Performance-based opportunities for improvement (passengers per revenue hour, passengers per one-way trip, farebox recovery, subsidy per passenger boarding) as described in Section 2.3.2
- 
EB Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in Section 2.4.2
- 
SD Improvements to meet the service design standards and goals as described in Chapter 1

- A table showing the route’s service classification, origins and destinations, and jurisdictions served, comparing existing service to planned service. It also compares level of service—span and headway—between the existing service and the service targets for the route.¹
 - On weekdays the periods shown are approximately associated with the following times, but would vary based on demand:
 - **Early** - Before 6:00 a.m.
 - **AM Peak** - 6:00 a.m. to 9:00 a.m.
 - **Midday** - 9:00 a.m. to 3:00 p.m.
 - **PM Peak** - 3:00 p.m. to 6:00 p.m.
 - **Evening** - 6:00 p.m. to 11:00 p.m.
 - **Late Night** - After 11:00 p.m.
 - On weekends the periods shown are approximately associated with the following times:
 - **Base** - 8:00 a.m. to 6:00 p.m.
 - **Non-Base** - 6:00 a.m. to 8:00 a.m. and 6:00 p.m. to 9:00 p.m.
 - **Early/Late** - before 6:00 a.m. and after 9:00 p.m.
 - Existing level of service in the table represents the level of service funded by the six HRT member cities that would be in place if not for HRT’s operator shortfall.
- A table showing the phased implementation across the ten-year period of route alignment changes, span of service changes, and frequency of service changes.²
- A place for any special notes that apply to the route.
- A map showing the route, other related routes, eliminated sections of the route (if applicable), and other relevant transportation information.

¹ The service targets describe the span and frequency a route would need to achieve to fulfill the service design standards for its service classification. Not all routes’ service targets are met due to individual cost constraints of each of the jurisdictions.



² Service changes scheduled for May 2024 (FY 2024) are displayed in the FY 2025 Fall Service board row of the table.

Route 1



Route 1

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 1

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Pembroke East	Downtown Norfolk Transit Center / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk, Virginia Beach	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:36 a.m. - 1:32 a.m.	4:40 a.m. - 1:30 a.m.
Saturday		4:40 a.m. - 1:31 a.m.	4:40 a.m. - 1:30 a.m.
Sunday		5:37 a.m. - 1:30 a.m.	4:40 a.m. - 1:30 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	40	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	60	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.	

Service Changes

- Route 1 will operate along its current alignment between the Downtown Norfolk Transit Center (DNTC) and the Joint Expeditionary Base Little Creek (JEB). The realigned Route 27 will provide coverage between JEB and Newtown Road Station; the realigned Route 36 will provide coverage between Pleasure House and Pembroke (with extended service to Tidewater Community College (TCC) Virginia Beach); and the existing Route 22 will provide coverage between JEB and Pleasure House, with some coverage on Independence Blvd.
- Existing short turns on Route 1 will be eliminated so that all trips operate the full length of the route.
- Weekday span of service remains the same as current Route 1 service. On weekdays Route 1 will operate with 15-minute service during the AM peak, midday, and PM peak periods. In the early and evening periods on weekdays, service will be provided at half hour headways. The route will operate hourly after 11:00 p.m. on weekdays.
- On Saturdays, 15-minute service will be provided from 8:00 a.m. to 6:00 p.m. Sunday span of service and headways will be improved to match the increase of service on Saturdays.



Justification

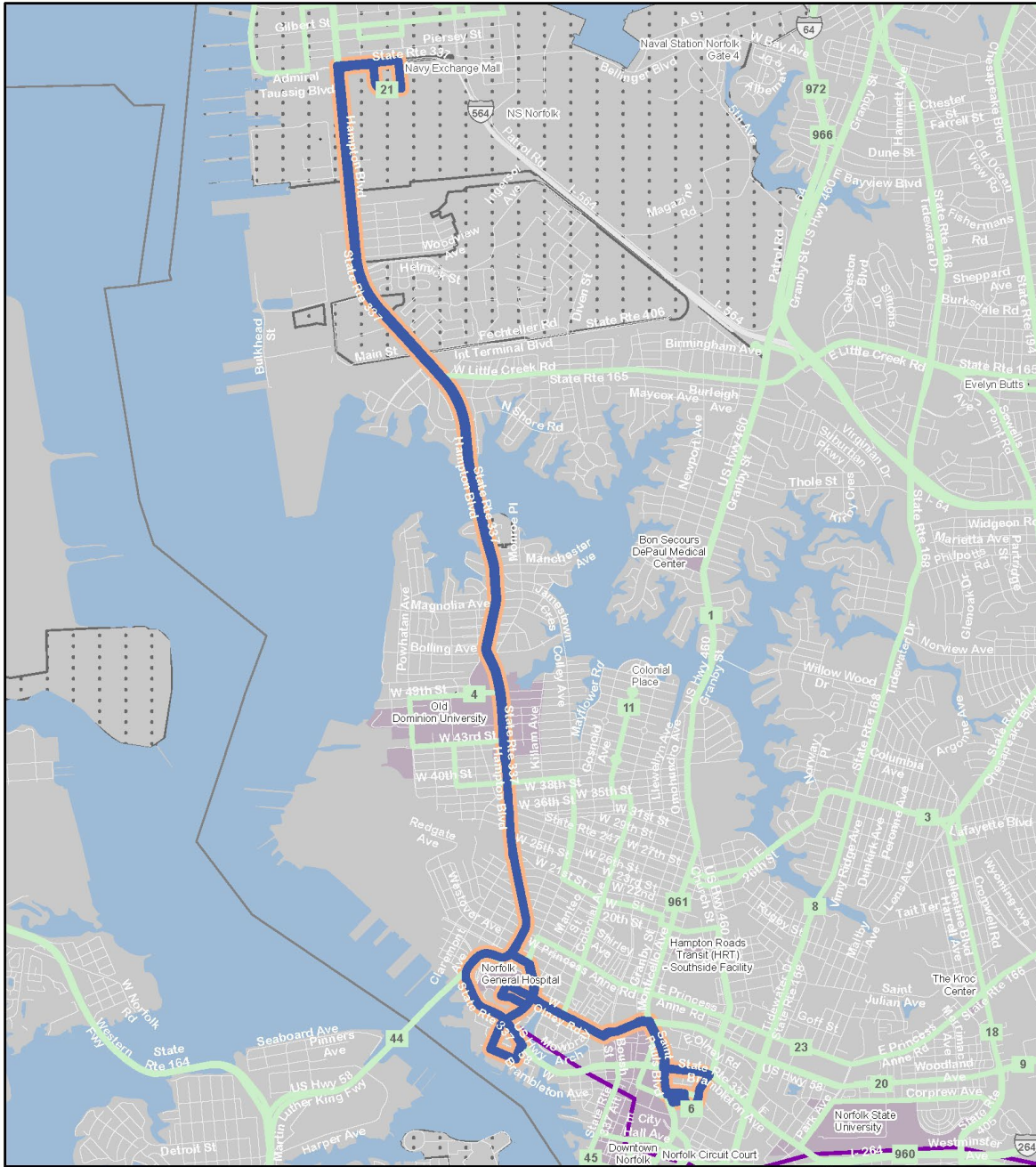
- Simplifying the route by shortening it and eliminating short turns will standardize service levels across the entire route and will create a simpler schedule and map for customers to understand.
- This corridor warrants 15-minute service on weekdays in the peak periods and midday due to the transit market demand and activity centers served along the alignment (Granby Street is a key north-south corridor in Norfolk south of Little Creek Road). This corridor has a high concentration of areas with opportunities for improvement of service according to the multimodal service index analysis from **Chapter 2, Section 2.2.2**.
- The service levels for Route 1 meet the service standards defined for Regional Backbone routes.

Route 1

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Route 1 is realigned to terminate at JEB. The realigned Route 27 will provide coverage between JEB and Newtown Road Station; the realigned Route 36 will provide coverage between Pleasure House and Pembroke (with extended service to TCC Virginia Beach); and the existing Route 22 will provide coverage between JEB and Pleasure House, with some coverage on Independence Blvd. Restore weekday peak headway to 15 minutes along the full length of the route.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Improve Sunday span to 4:40 a.m. to 1:30 a.m. Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve Sunday non-base headways to 30 minutes.		✓	✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 2



Route 2

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 2

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Navy Exchange Mall / Downtown Norfolk Transit Center	Navy Exchange Mall / Downtown Norfolk Transit Center
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:51 a.m. - 11:42 p.m.	4:51 a.m. - 1:00 a.m.
Saturday		5:11 a.m. - 1:09 a.m.	5:11 a.m. - 1:00 a.m.
Sunday		5:28 a.m. - 12:20 a.m.	5:11 a.m. - 1:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	49	30
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Note	
Existing Friday service ends later.	

Service Changes

- No changes from existing service alignment.
- The weekday span will be improved to end at 1:00 a.m. Weekday headways will be improved to 15 minutes during the peak periods and midday period and to 30 minutes during the evening period.
- Weekend service will be provided between 5:11 a.m. and 1:00 a.m. on both weekend days and will be offered at half hour intervals through much of the service day.



Justification

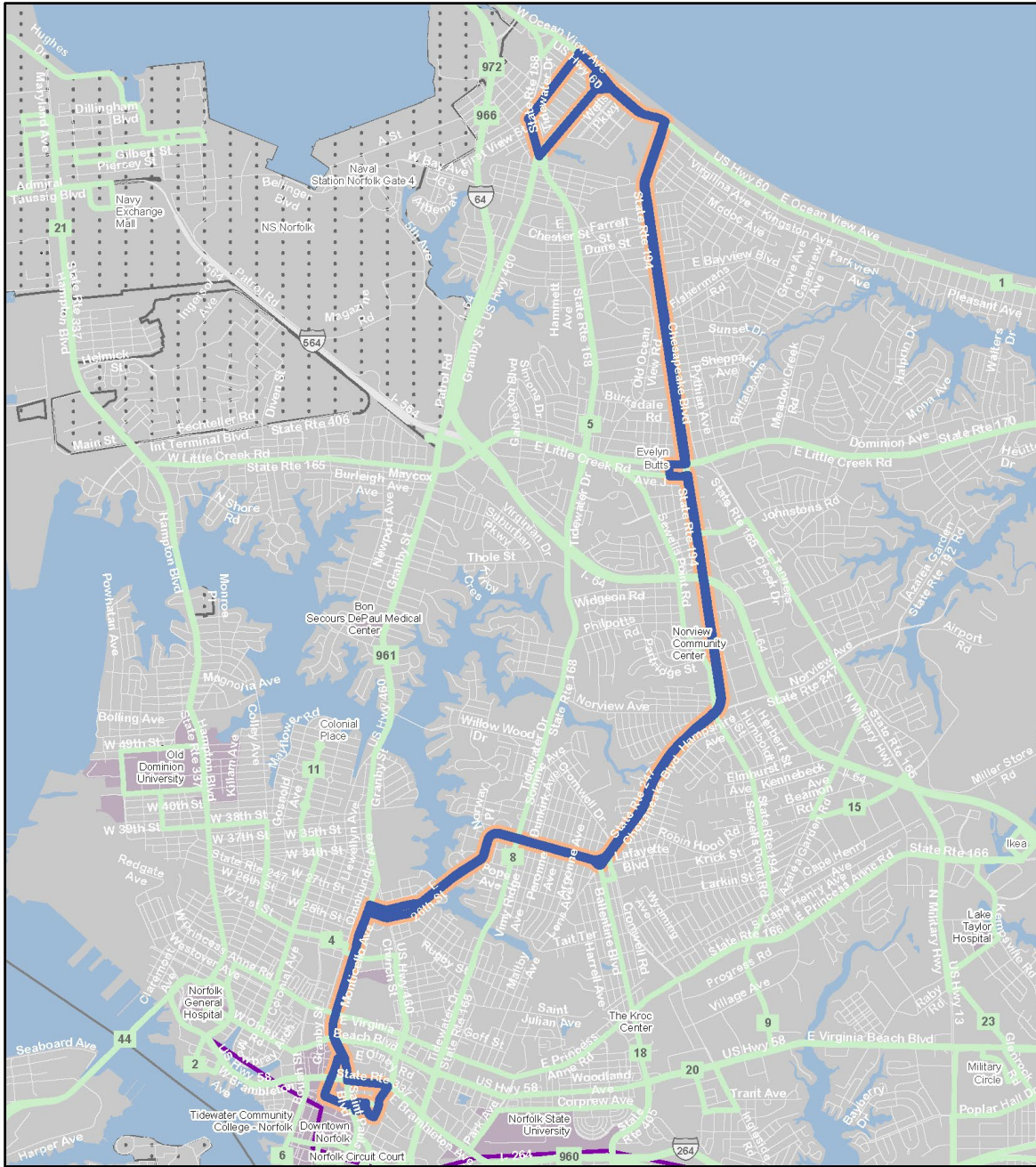
- The multimodal service index analysis from **Chapter 2, Section 2.2.2**, reveals areas served by Route 2 as major activity generators. Providing shorter headways will improve this route and could attract more riders.
- The service levels for Route 2 meet the service standards defined for Regional Backbone routes.

Route 2

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Restore headways to 30 minutes from 4:51 a.m. to 7:00 p.m. on weekdays and 5:11 a.m. to 7:00 p.m. on Saturdays.			
FY 2027	Improve weekday span to end at 1:00 a.m.; improve Sunday span to 5:11 a.m. to 1:00 a.m.; and change Saturday span to end at 1:00 a.m. Improve weekday peak headways to 15 minutes.		✓	
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	Improve weekday midday headway to 15 minutes. Improve weekday evening, Saturday base, Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2034	No changes.			
Out Years	No changes.			

Route 3



Route 3

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 3

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Ocean View Avenue and Granby Street	Downtown Norfolk / Ocean View Avenue and Granby Street
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:51 a.m. - 1:27 a.m.	4:51 a.m. - 1:27 a.m.
Saturday		5:21 a.m. - 1:27 a.m.	5:21 a.m. - 1:34 a.m.
Sunday		5:59 a.m. - 12:31 p.m.	5:21 a.m. - 1:34 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	49	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Service Changes

- No changes to existing service alignment (Route 3 was realigned in November 2023).
- Weekday headways will be improved to 15 minutes during the peak and midday periods and to 30 minutes during the evening period.
- Weekend service will be provided between 5:21 a.m. and 1:34 a.m. on Saturdays and Sundays and will be offered at 30-minute intervals through much of the service day.



Justification

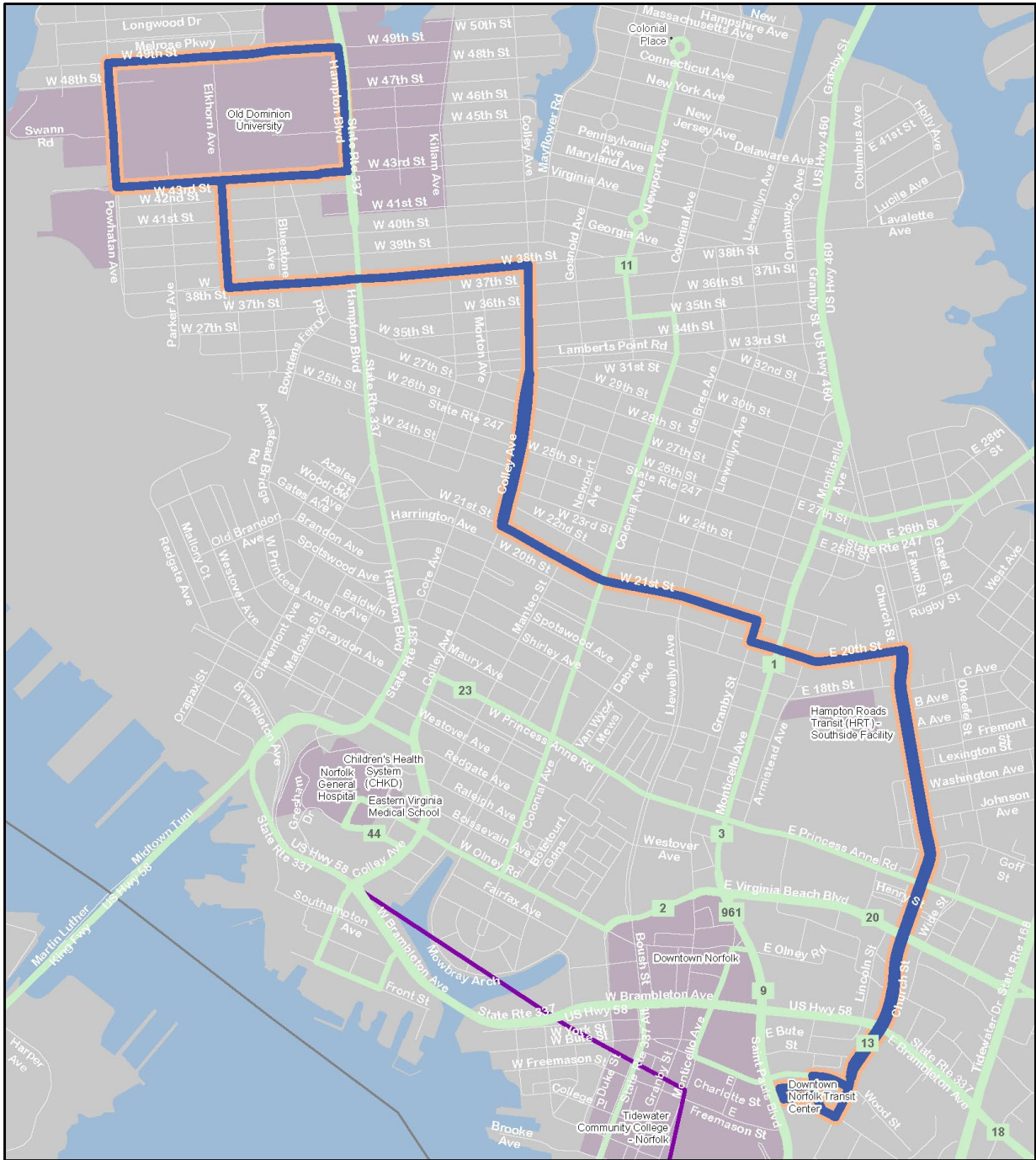
- Route 3's underperformance on on-time performance warrants a change in service in an effort to make the route operate more efficiently: its on-time performance is 59 percent, well short of the benchmark of 85 percent.
- Shortening headways on the weekend should encourage additional service usage.
- The service levels for Route 3 meet the service standards defined for Regional Backbone routes.

Route 3

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Restore weekday peak headways to 15 minutes.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve Saturday span to end at 1:34 a.m. and improve Sunday span to 5:21 a.m. to 1:34 a.m. Improve weekday midday headway to 15 minutes. Improve weekday evening, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			




Route 4



Route 4

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 4

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Old Dominion University	Downtown Norfolk / Old Dominion University
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		6:15 a.m. - 10:51 p.m.	6:15 a.m. - 10:51 p.m.
Saturday		7:00 a.m. - 10:51 p.m.	7:00 a.m. - 10:51 p.m.
Sunday		8:00 a.m. - 10:49 p.m.	8:00 a.m. - 10:49 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60

Service Changes

- No changes to service alignment or level of service.



Justification

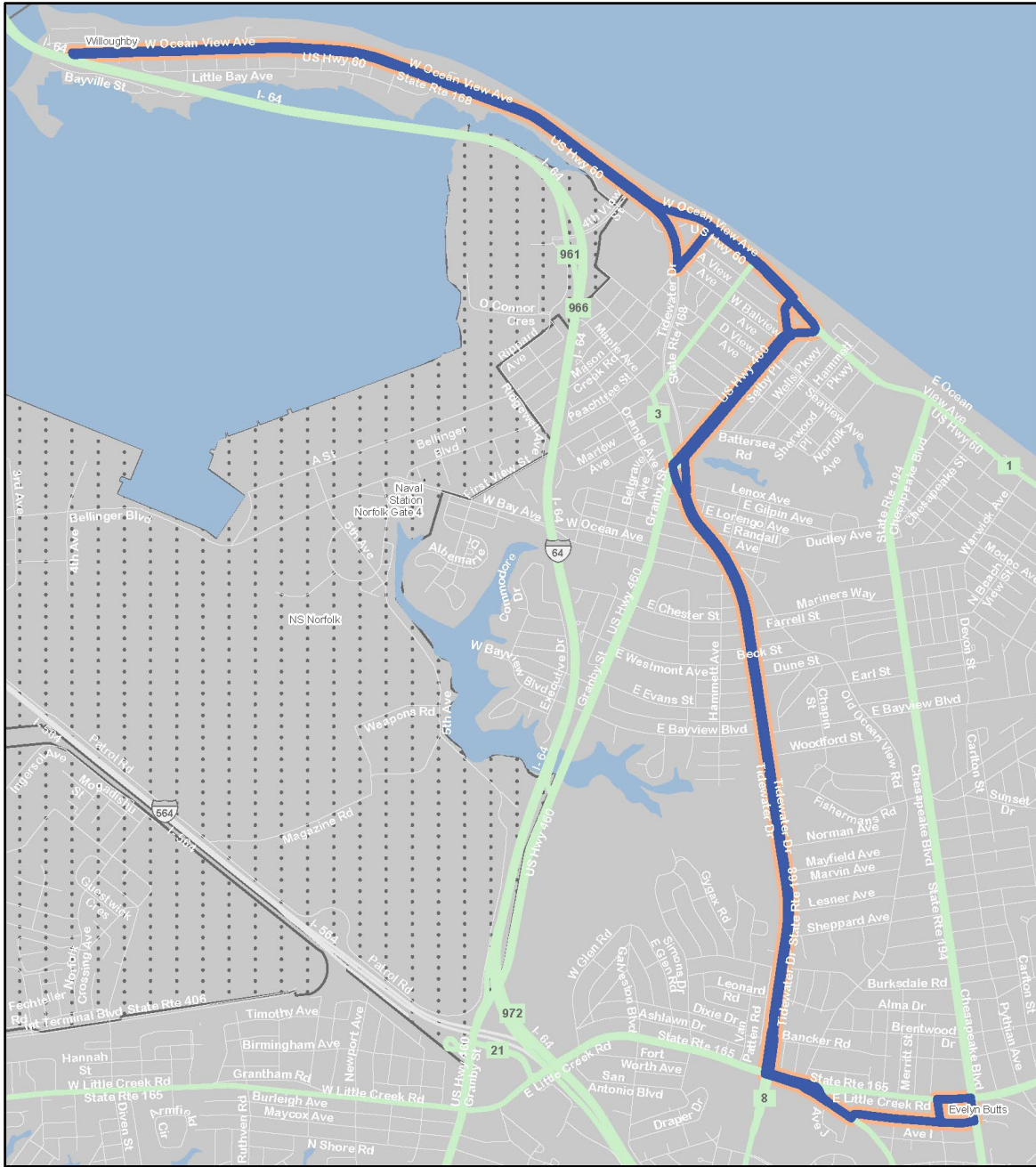
- The service levels for Route 4 meet the service standards defined for Coverage routes, where warranted.
- Route 4 will be examined for service improvements in HRT's next Transit Strategic Plan.

Route 4

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 5



Route 5

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 5

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Willoughby / Evelyn T. Butts Avenue	Willoughby / Evelyn T. Butts Avenue
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
	Existing	Planned	
Weekday	6:30 a.m. - 6:12 p.m.	6:30 a.m. - 6:12 p.m.	
Saturday	7:17 a.m. - 6:12 p.m.	7:17 a.m. - 6:12 p.m.	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	-	-
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing service alignment or level of service.



Justification

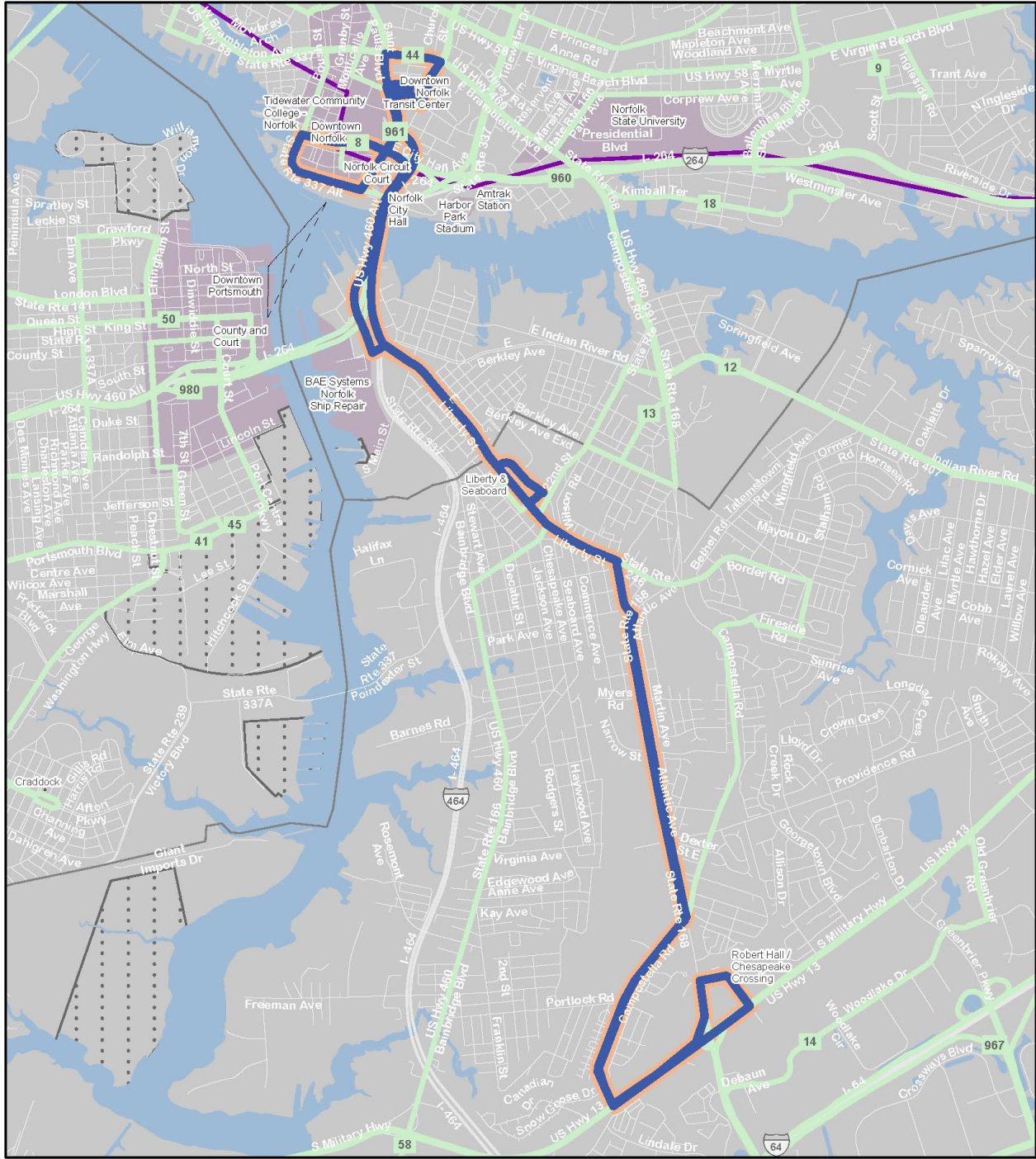
- Route 5 performs well based on the six Key Performance Indicators (results of this analysis are in **Chapter 2, Section 2.3**) but its service area would be better served by more direct connections.
- Route 5 will be examined for service improvements in HRT's next Transit Strategic Plan.

Route 5

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 6



Route 6

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 6

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / South Norfolk / Robert Hall Boulevard / Summit Pointe	Downtown Norfolk / South Norfolk / Robert Hall Boulevard
Jurisdictions	Chesapeake, Norfolk	Chesapeake, Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		5:30 a.m. - 11:50 p.m.	5:00 a.m. - 12:45 a.m.
Saturday		5:32 a.m. - 12:42 a.m.	5:32 a.m. - 12:45 a.m.
Sunday		5:54 a.m. - 6:38 p.m.	7:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	30
	Midday	60	30
	PM Peak	30	30
	Evening	53	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	-	60
	Early / Late	-	60

Note	
Existing Friday service ends later. This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.	

Service Changes

- No changes from existing service alignment (Route 6 was realigned in November 2023).
- Improved levels of service will be offered within Chesapeake. Sunday service will be introduced in Chesapeake from 7:00 a.m. to 7:00 p.m., operated hourly. On weekdays, service will operate from 5:00 a.m. to 9:00 p.m. every 30 minutes during peak periods and hourly in other periods. Saturday service will be offered hourly between 5:32 a.m. and 8:00 p.m.



Justification

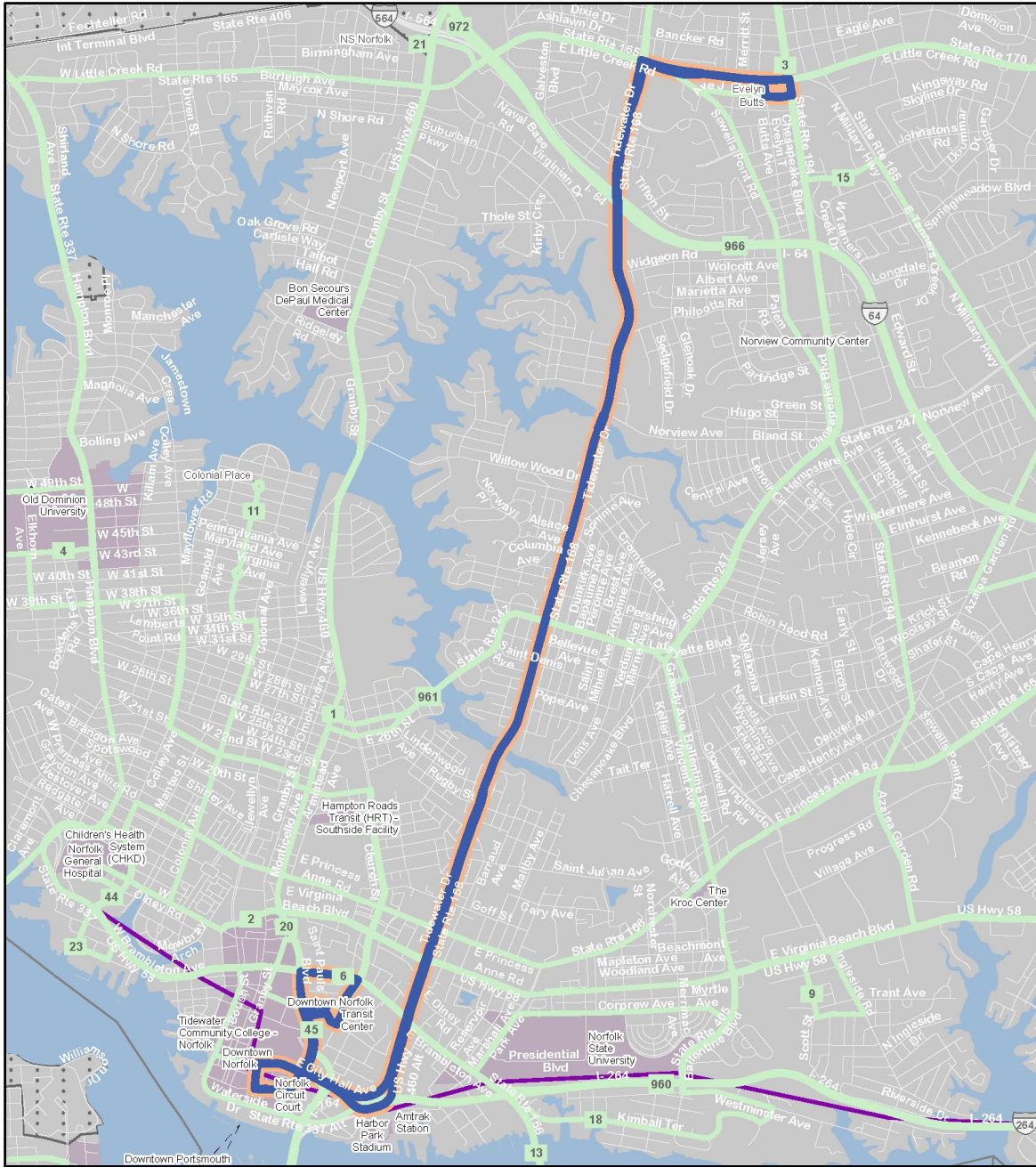
- Route 6 performs in the top half of HRT routes on passengers per revenue hour, in the top quarter for passengers per revenue mile, and in the top half for subsidy per passenger and farebox recovery ratio. This performance warrants increases in service and improved direct connections to induce even higher performance.
- The service levels for Route 6 within Norfolk will meet the service standards defined for Local Priority routes. However, the service levels within Chesapeake will not meet the service standards until further span and headway improvements are made outside the ten years of the plan (see table on next page).

Route 6

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to start at 5:00 a.m. and improve Saturday span to start at 5:32 a.m. Restore weekday peak headways to 30 minutes on the short turn.			
FY 2027	On Sundays, Route 6 operates along the full length of the route from DNTC to Robert Hall.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Improve weekday span to end at 9:00 p.m. on the full length of the route. Maintain late night service on the short turn.			
FY 2031	Eliminate the short turn in peak periods, so the full length of the route has 30-minute service.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Improve weekday, Saturday, and Sunday span to end at 11:00 p.m. on the full length of the route. Improve weekday early, weekday midday, Saturday base, and Sunday base headways to 30 minutes. Maintain late night service on the short turn.			✓
Out Years	Eliminate the short turn, so the full length of the pattern operates on weekdays until 12:45 a.m. and on Saturdays until 12:42 a.m.	✓	✓	

Route 8



Route 8

Focus Route

-  Planned Alignment
-  Existing Alignment

 Planned System

 Light Rail

 Ferry

 Military Base

 Activity Center

 City Boundary



Route 8

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		5:18 a.m. - 12:14 a.m.	5:00 a.m. - 1:00 a.m.
Saturday		5:42 a.m. - 12:44 a.m.	5:40 a.m. - 12:00 a.m.
Sunday		6:40 a.m. - 8:57 p.m.	5:40 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	42	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	-	30
	Early / Late	-	60

Note	
Existing Friday service ends later.	

Service Changes

- No changes from existing service alignment.
- As a Regional Backbone route, on weekdays Route 8 will provide service between 5:00 a.m. and 1:00 a.m. and will operate with 15-minute service in the AM and PM peak periods and midday; half hour service in the early and evening periods; and hourly service in the late-night period.
- Route 8 will operate on weekends from 5:40 a.m. to 12:00 a.m. On weekends, half hour service will be offered through much of the day.



Justification

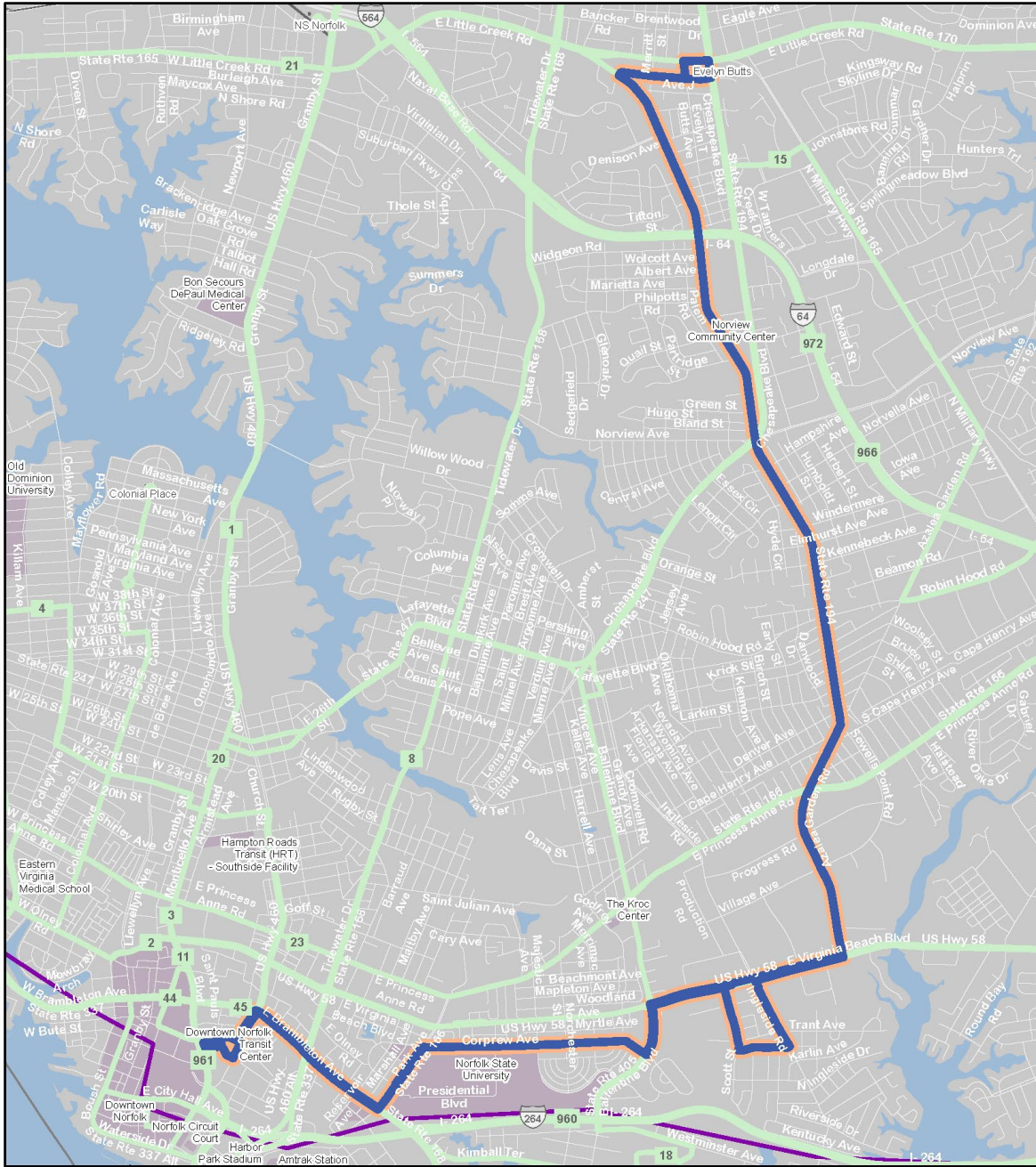
- Overall, Route 8 performs very well based on the six Key Performance Indicators (KPI). Its farebox recovery ratio is over 25 percent and passengers per revenue mile is 22.
- Increasing weekday peak period and midday service to 15-minute headways and extending the route to cover more connections should help increase service utilization.
- The service levels for Route 8 meet the service standards defined for Regional Backbone routes.

Route 8

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to 5:00 a.m. to 1:00 a.m. Change Saturday span and improve Sunday span to 5:40 a.m. to 12:00 a.m. Improve weekday peak headways to 15 minutes. Improve Sunday base headway to 30 minutes.		✓	
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	Improve weekday midday headway to 15 minutes. Improve weekday evening and Sunday non-base headways to 30 minutes.			✓
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 9



Route 9

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 9

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Sewells Point Road	Downtown Norfolk / Sewells Point Road
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		5:21 a.m. - 11:11 p.m.	5:21 a.m. - 11:11 p.m.
Saturday		5:32 a.m. - 12:12 a.m.	5:32 a.m. - 12:12 a.m.
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30 until 7:00 p.m., 60 after	30 until 7:00 p.m., 60 after
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Note	
Existing Friday service ends later.	

Service Changes

- No changes from existing service alignment or level of service.



Justification

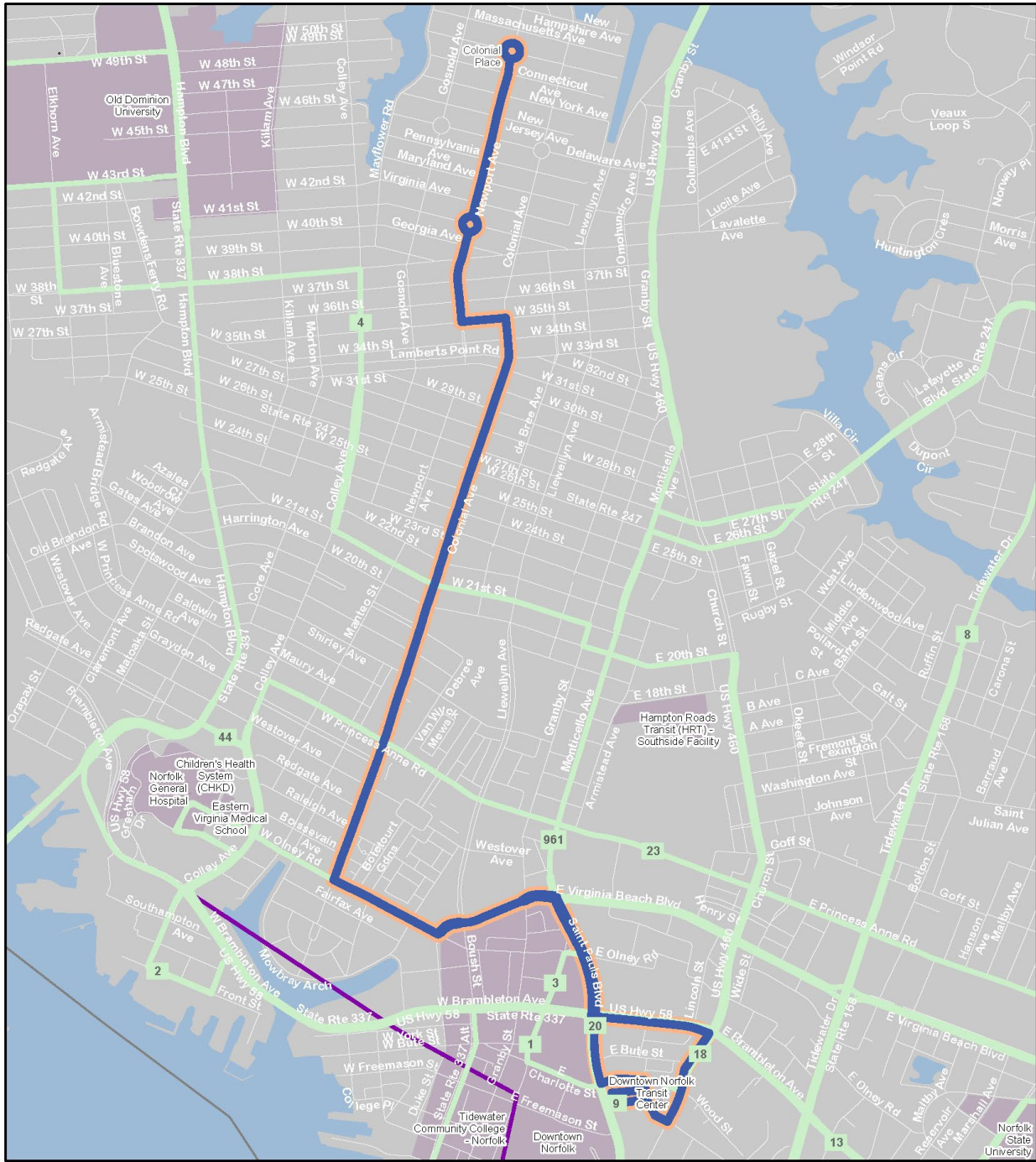
- Route 9's performance is average, yet it provides important connections within Norfolk, therefore the alignment and level of service will be kept as existing for weekdays and Saturdays.
- Route 9 will be examined for service improvements in HRT's next Transit Strategic Plan.

Route 9

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	Restore weekday and Saturday headways to 30 minutes from 5:30 a.m. until 7:00 p.m.			✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 11



Route 11

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 11

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Colonial Place	Downtown Norfolk / Colonial Place
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		6:05 a.m. - 6:27 p.m.	6:05 a.m. - 6:27 p.m.
Saturday		6:05 a.m. - 6:27 p.m.	6:05 a.m. - 6:27 p.m.
Sunday		8:40 a.m. - 5:39 p.m.	8:40 a.m. - 5:39 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes from existing service alignment or level of service.



Justification

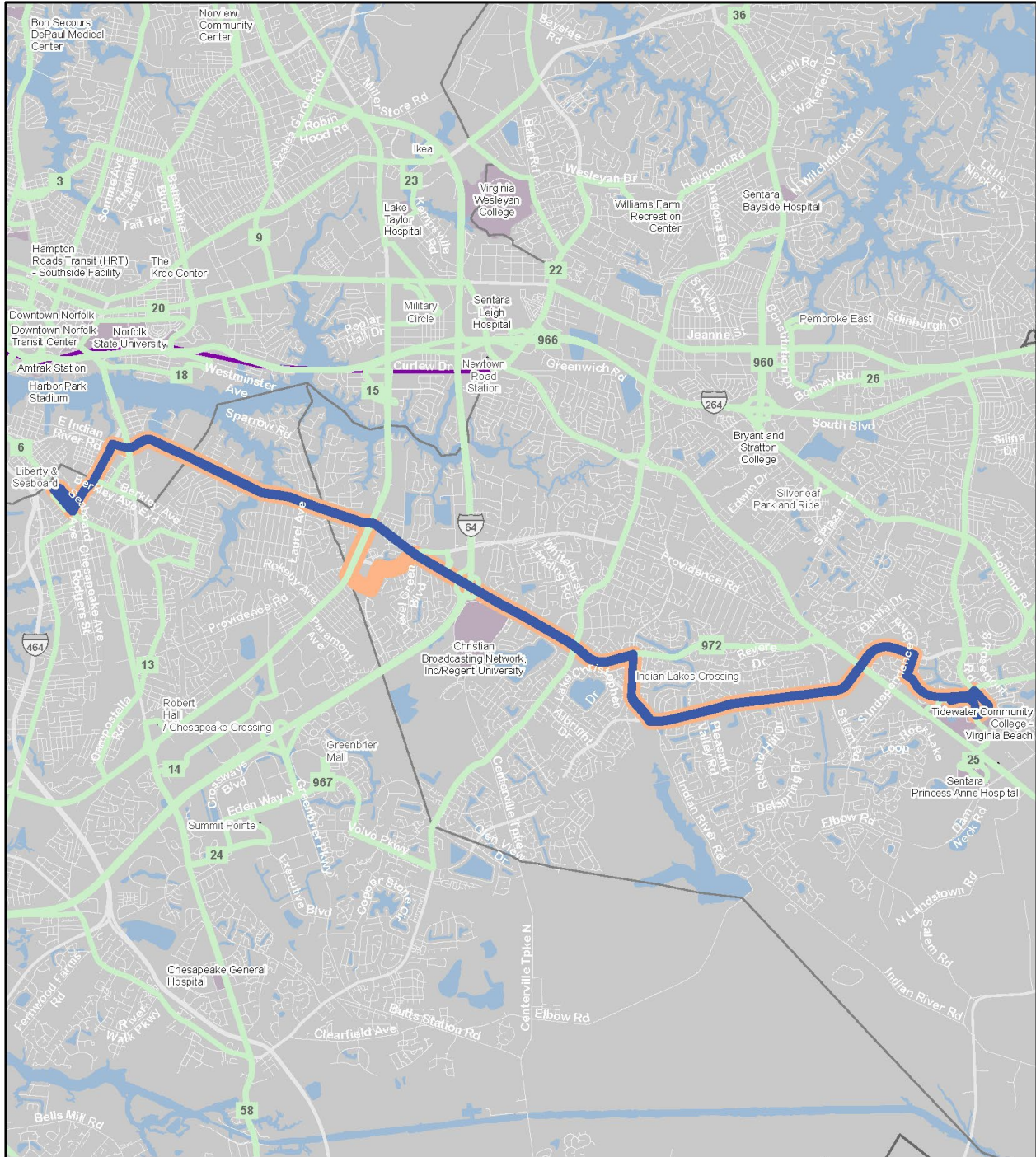
- While Route 11 is a lower performing route, maintaining its current alignment and levels of service will help provide important north-south connections within Norfolk, especially in the 21st Street area.
- Route 11 will be examined for service improvements for HRT's next Transit Strategic Plan.

Route 11

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 12



Route 12

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 12

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	South Norfolk / TCC Virginia Beach	South Norfolk / TCC Virginia Beach
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	Chesapeake, Norfolk, Virginia Beach

Level of Service		
Span		
	Existing	Planned
Weekday	5:48 a.m. - 9:35 p.m.	5:00 a.m. - 11:00 p.m.
Saturday	5:48 a.m. - 9:35 p.m.	5:48 a.m. - 11:00 p.m.
Sunday	-	7:00 a.m. - 11:00 p.m.

Headway			
	Existing	Planned	
Weekday	Early	60	30
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 p.m., 60 after
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 12 is realigned to remain on Indian River Road, eliminating the current deviation that operates on Military Highway, Auburn Drive, College Park Boulevard, and Providence Road.
- On weekdays service will start earlier at 5:00 a.m. and operate every 30-minutes from 5:00 a.m. to 8:00 p.m., with hourly service after.
- Saturday span will be extended to 11:00 p.m. with 30-minute service for much of the day.
- Sunday service will be introduced operating between 7:00 a.m. and 11:00 p.m. with 30-minute service through much of the day.



Justification

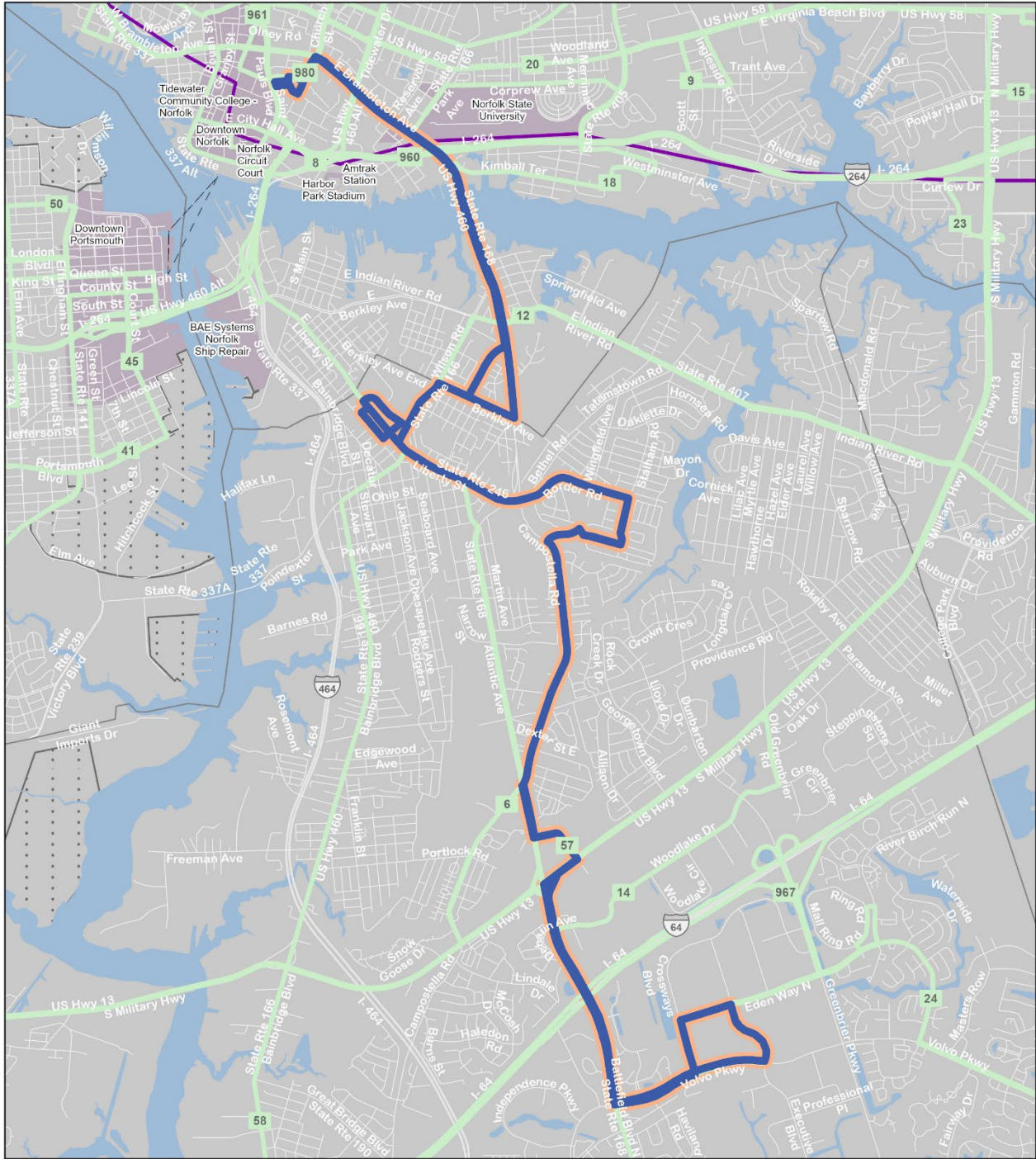
- Route 12 is one of the higher-performing routes within the HRT system. Shortening headways on Route 12 will provide better transfer opportunities between this route and routes which provide north-south connections, enhancing regional connectivity.
- This route improvement addresses an identified gap in all-day transit demand between Virginia Beach, South Norfolk, and Chesapeake with higher levels of midday service than these areas currently experience. This also addresses a gap in peak service coverage with higher levels of service in the peak periods.
- Removing the slight deviation and allowing the service to remain on Indian River Road will improve the route directness, which will help to improve on time performance and shorten overall trip times, which are two attractive transit features that will help to attract additional riders.
- The service levels for Route 12 will meet the service standards defined for Local Priority routes once the span and headway improvements are made, which will not occur within the ten years of the plan (see table on next page).

Route 12

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 12 is realigned to remain on Indian River Road, eliminating the current deviation that operates on Military Highway, Auburn Drive, College Park Boulevard, and Providence Road. Improve weekday span to start at 5:00 a.m.	✓		
FY 2027	Introduce Sunday service from 8:00 a.m. to 6:00 p.m., operating hourly.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Improve weekday peak headways to 30 minutes.			
FY 2031	No changes.			
FY 2032	Improve weekday midday headway to 30 minutes.			
FY 2033	No changes.			
FY 2034	Improve weekday and Saturday span to end at 11:00 p.m. Improve Sunday span to 7:00 a.m. to 11:00 p.m. Improve weekday early, Saturday base, and Sunday base headways to 30 minutes. Improve weekday evening headway to 30 minutes until 8:00 p.m.		✓	✓
Out Years	No changes.			

Route 13



Route 13

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 13

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Robert Hall Boulevard / Summit Pointe	Downtown Norfolk / Robert Hall Boulevard / Summit Pointe
Jurisdictions	Chesapeake, Norfolk	Chesapeake, Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:48 a.m. - 12:43 a.m.	4:48 a.m. - 12:43 a.m.
Saturday		5:26 a.m. - 12:43 a.m.	5:26 a.m. - 12:43 a.m.
Sunday		5:52 a.m. - 10:36 p.m.	5:30 a.m. - 10:36 p.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	30	30
	Midday	60	30
	PM Peak	30	30
	Evening	52	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.	

Service Changes

- No changes from existing service alignment (Route 13 was realigned in November 2023).
- Service will be operated with a longer span within Chesapeake, with weekday service operating until 9:00 p.m. and Saturday service operating until 8:00 p.m. Sunday service in Chesapeake is introduced from 8:00 a.m. to 7:00 p.m., operated hourly.
- All service on Route 13 will be hourly.



Justification

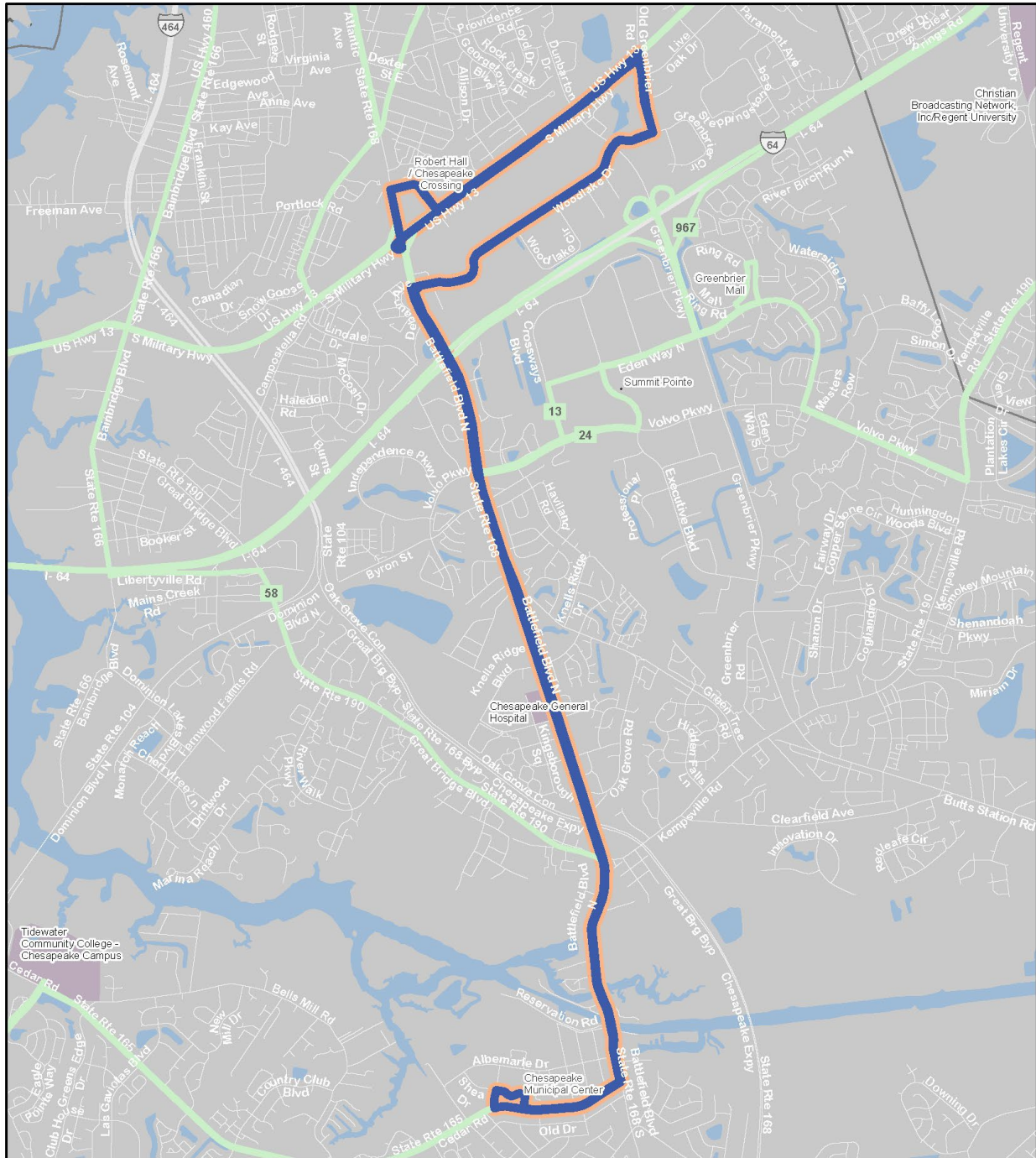
- Route 13 performs well on the six Key Performance Indicators (KPI) and warrants increases of service as a result. This will be achieved by the realignment of Route 1 to cover a portion of Route 13 that is being removed. Route 1 will provide increased service frequencies and spans as a Regional Backbone route.
- Improved spans and introduction of Sunday service are meant to boost usage of this route within Chesapeake as a result of its existing good performance.
- The service levels for Route 13 meet the service standards defined for Coverage routes.

Route 13

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 13 will operate on the full length of the route on Sunday between 7:00 a.m. and 7:00 p.m.	✓		
FY 2025 (Spring 2025)	Restore weekday peak headways to 30 minutes on the short turn (DNTC to Liberty and Seaboard).			
FY 2026	No changes.			
FY 2027	Improve weekday span to 8:02 p.m. and Saturday span to 8:00 p.m. on the full length of the route. Maintain late night service on the short turn on weekdays and Saturdays.			
FY 2028	Improve weekday span to 9:00 p.m. on the full length of the route. Maintain late night service on the short turn.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	On the full length of the route: improve weekday span to 10:00 p.m.; improve Saturday span to 10:00 p.m.; improve Sunday span from 5:30 a.m. to 8:00 p.m.; improve headways to 30 minutes in the weekday peak, weekday midday, and weekend base periods. Maintain late night service on the short turn.		✓	✓

Route 14



Route 14

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 14

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Municipal Center	Robert Hall Boulevard / Municipal Center
Jurisdictions	Chesapeake	Chesapeake

Level of Service			
Span			
		Existing	Planned
Weekday		6:17 a.m. - 7:09 p.m.	5:00 a.m. - 10:00 p.m.
Saturday		6:17 a.m. - 7:12 p.m.	6:17 p.m. - 10:00 p.m.
Sunday		-	7:00 a.m. - 7:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment.
- The weekday span of service will be extended to operate from 5:00 a.m. to 10:00 p.m.
- The Saturday span of service will be extended to operate between 6:17 a.m. and 10:00 p.m. Sunday service will be introduced between 7:00 a.m. and 7:00 p.m.
- All service on Route 14 will be hourly.



Justification

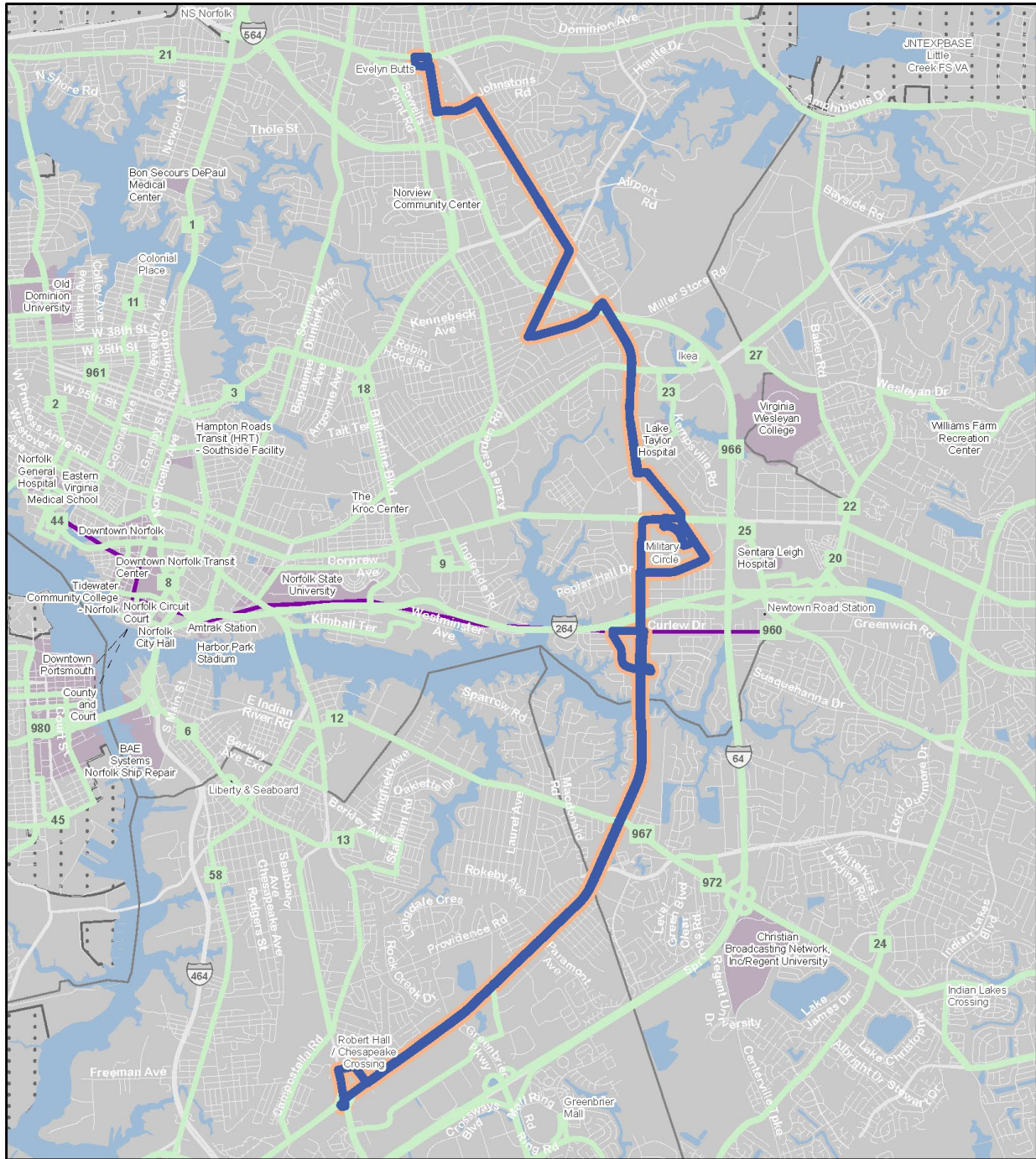
- The new VA Clinic will be a regional attractor and many of the visitors are expected to use transit. Route 14 will provide an important transit connection to the facility.
- The service levels for Route 14 meet the service standards defined for Coverage routes.

Route 14

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, improve weekday and Saturday span to 10:00 p.m. Introduce Sunday service from 7:00 a.m. to 7:00 p.m.	✓		✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to start at 5:00 a.m.		✓	
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 15



Route 15

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 15

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Evelyn T. Butts Avenue	Robert Hall Boulevard / Evelyn T. Butts Avenue
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	Chesapeake, Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		4:48 a.m. - 1:18 a.m.	5:00 a.m. - 1:15 a.m.
Saturday		5:18 a.m. - 12:48 a.m.	5:18 a.m. - 12:00 a.m.
Sunday		6:46 a.m. - 12:42 a.m.	5:18 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15 / 30
	PM Peak	15	15
	Evening	30	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- No changes from existing service alignment.
- During most service periods, short turn service will be eliminated on Route 15 so that the target headways can be provided across the whole length of the route. There will be a short turn in effect during the weekday midday period to provide new 15-minute midday service within the city of Norfolk between Evelyn T. Butts and the Military Highway light rail station.
- Sunday service will begin earlier, at 5:18 a.m., to match Saturday service. On the weekends 30-minute headways will be offered from 6:00 a.m. to 9:00 p.m. both days along the full length of the route.



Justification

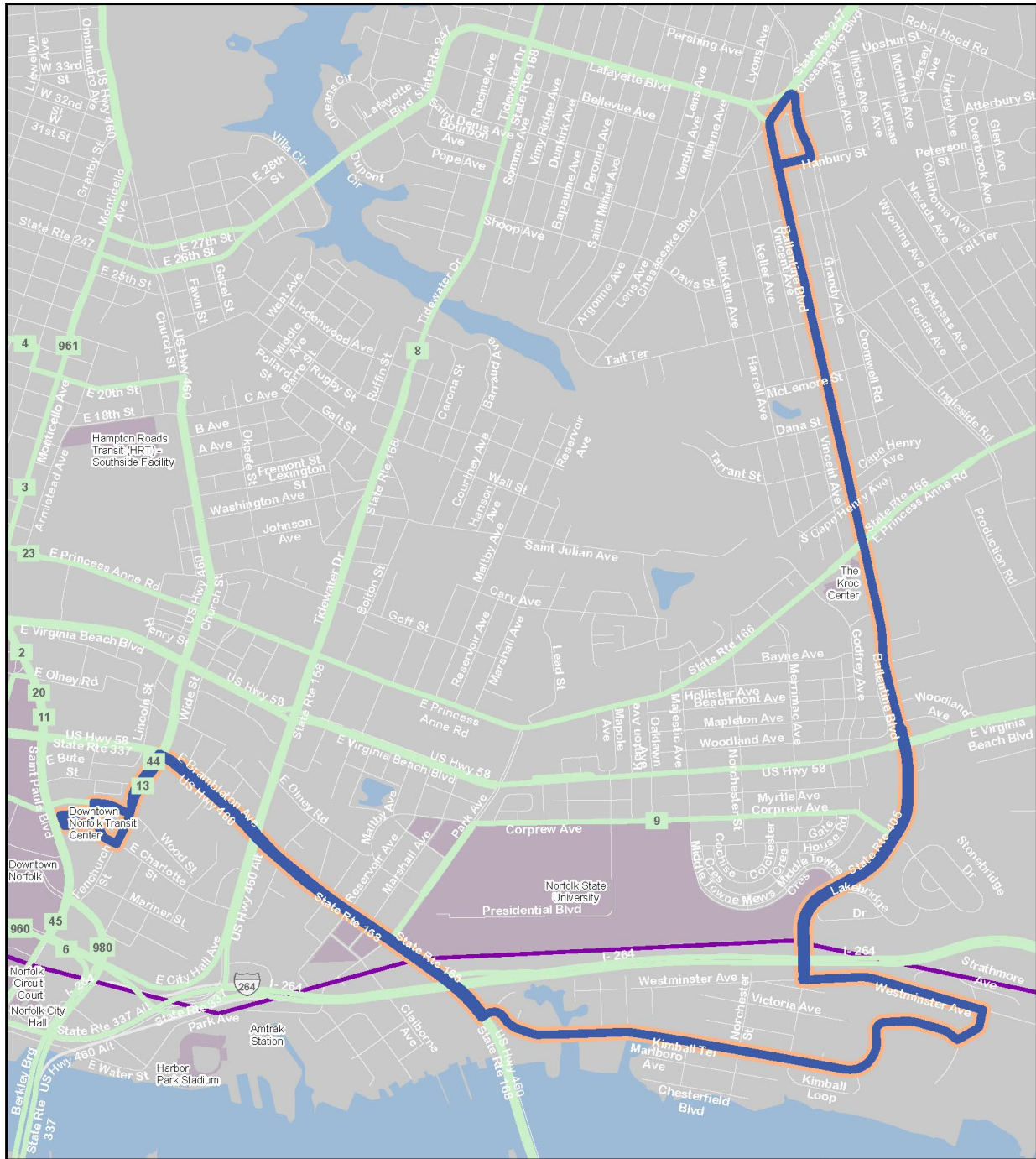
- Route 15 performs well on the six Key Performance Indicators (results of this analysis are in **Chapter 2, Section 2.3**), especially the passengers per hour measures—19, well above the Southside average of 14. Farebox recovery ratio and subsidy per passenger are within the top quarter of all routes. Route 15's performance indicates a demand for this service and warrants increases in service.
- The improvements will enhance frequent connections between Norfolk and Chesapeake and increase the attractiveness of this service.
- The service levels for Route 15 meet the service standards defined for Regional Backbone routes.

Route 15

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, short turn service is eliminated. Improve Sunday span to start at 5:18 a.m. Improve peak headways to 15 minutes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Re-introduce short turn between Evelyn T. Butts and the Military Highway light rail station during the weekday midday period, operated every 15 minutes. Improve Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 18



Route 18

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 18

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Ballentine Boulevard	Downtown Norfolk / Gatling Avenue
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
	Weekday	5:42 a.m. - 10:38 p.m.	5:00 a.m. – 1:00 a.m.
	Saturday	6:16 a.m. - 10:18 p.m.	6:00 a.m. – 1:00 a.m.
	Sunday	-	6:00 a.m. – 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- No changes from existing service alignment.
- Weekday service will begin earlier at 5:00 a.m. and end later at 1:00 a.m.
- Saturday service will be extended to begin at 6:00 a.m. and end at 1:00 a.m.
- Sunday service will be introduced from 6:00 a.m. to 12:00 a.m., operated hourly.



Justification

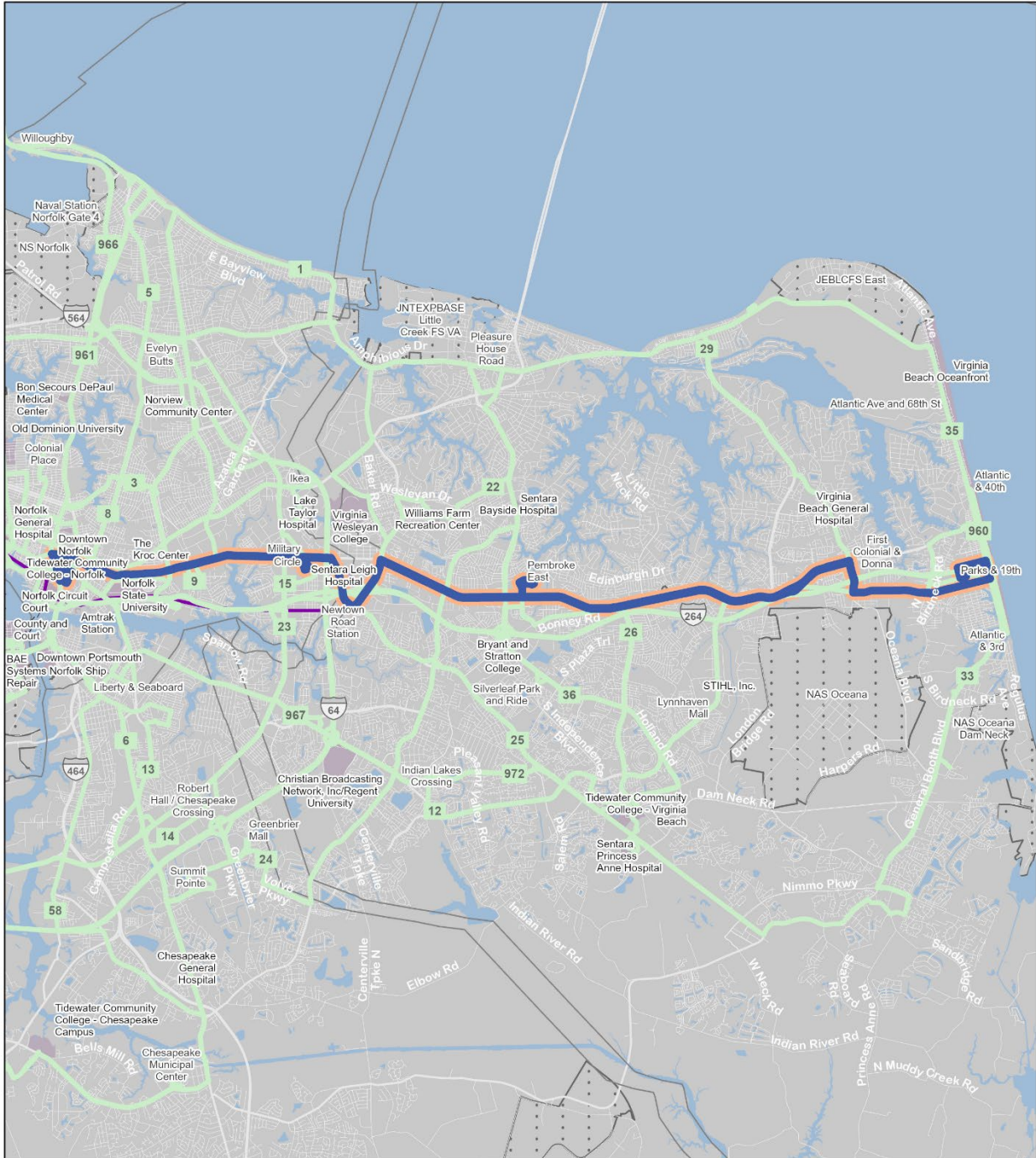
- Route 18's performance is low compared to other routes within the HRT system, but because it provides important connections within Norfolk, the alignment and level of service will be kept mostly the same as existing for weekdays and Saturdays.
- To meet the service design standards, Sunday service will be added.
- The service levels for Route 18 meet the service standards defined for Coverage routes.

Route 18

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday span to 5:00 a.m. Introduce Sunday service, operating hourly between 8:00 a.m. and 7:00 p.m.			✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Improve weekday span to 5:00 a.m. to 1:00 a.m.; improve Saturday span to 6:00 a.m. to 1:00 a.m.; and improve Sunday span to 6:00 a.m. to 12:00 a.m.		✓	
Out Years	No changes.			

Route 20



Route 20

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 20

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Virginia Beach Oceanfront	Downtown Norfolk / Virginia Beach Oceanfront
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		4:52 a.m. - 1:15 a.m.	4:52 a.m. - 1:15 a.m.
Saturday		5:22 a.m. - 1:14 a.m.	5:00 a.m. - 1:14 a.m.
Sunday		6:23 a.m. - 1:13 a.m.	5:00 a.m. - 1:14 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	46	30 until 7:00 p.m., 60 after
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	30	15
	Non-Base	60	30
	Early / Late	60	60

Note
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.

Service Changes

- No changes from existing service alignment.
- The current weekday span will be maintained, operating between 4:52 a.m. and 1:15 a.m., with service provided every 15 minutes during the AM peak, midday, and PM peak periods across the whole length of the route. Service will be offered every half hour during the evening period until 7:00 p.m., with hourly service for the rest of the night.
- Saturday service will be offered between 5:00 a.m. and 1:14 a.m. with 15-minute service being offered from 8:00 a.m. to 6:00 p.m. Sunday service will be increased to match Saturday levels of service for both span and frequency.



Justification

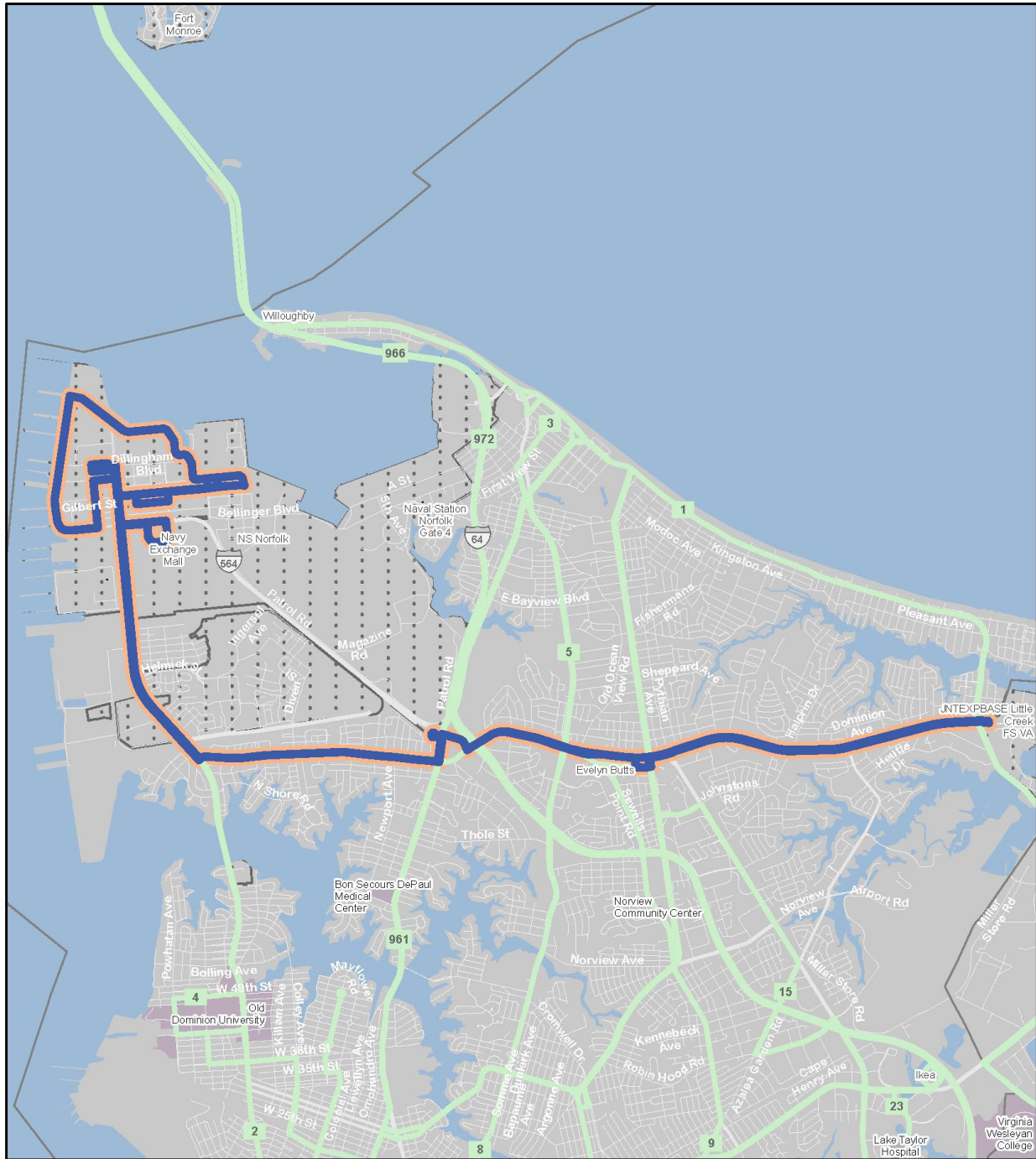
- Route 20 performs well on the six Key Performance Indicators (KPI) and is one of the highest performing routes in the system. Planned improvements will eliminate short turns on this route, providing continuous high-frequency service between Virginia Beach and Norfolk during the peak periods and providing consistent service across the whole length of the route in the other periods.
- This high-frequency Regional Backbone service will provide an enhanced regional connection between Downtown Norfolk and Virginia Beach, addressing a peak coverage demand gap in Virginia Beach.
- The service levels for Route 20 meet the service standards defined for Regional Backbone routes.

Route 20

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve Sunday non-base headway to 30 minutes.			✓
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 21



Route 21

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 21

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Navy Exchange Mall / Joint Expeditionary Base Little Creek	Naval Station Norfolk / Navy Exchange Mall / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
	Weekday	5:11 a.m. - 1:17 a.m.	5:00 a.m. - 1:00 a.m.
	Saturday	5:12 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.
	Sunday	6:43 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	43	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Service Changes

- Route 21 will operate its main alignment along its current alignment between Navy Exchange Mall and Joint Expeditionary Base (JEB) Little Creek.
- Weekday and weekend service will be offered between 5:00 a.m. and 1:00 a.m. on the main alignment.
- On weekdays on the main alignment, service will be increased to every 15 minutes in the peak periods and during the midday and evening service will be improved to every half hour.
- On weekends there will be half hour service through much of the day on the main alignment.
- Two new patterns of Route 21 operate as a circulator inside Naval Station Norfolk. The Gold Route circulates on Hammond Avenue, Admiral Taussig Boulevard, Maryland Avenue, Gilbert Street, Morris Street, Bainbridge Avenue, Dillingham Boulevard, and Mall Drive. The Gold Route operates on weekdays between 6:00 a.m. and 6:00 p.m. and weekends between 9:00 a.m. and 6:00 p.m. with 30-minute headways. The Blue Route circulates on Gilbert Street, Tow Way Drive, Moffett Avenue, Massey Hughes Drive, Decatur Drive, Powhatan Street, and Maryland Avenue. The Blue Route operates on weekdays between 6:00 a.m. and 6:00 p.m. with 15-minute headways.

Route 21



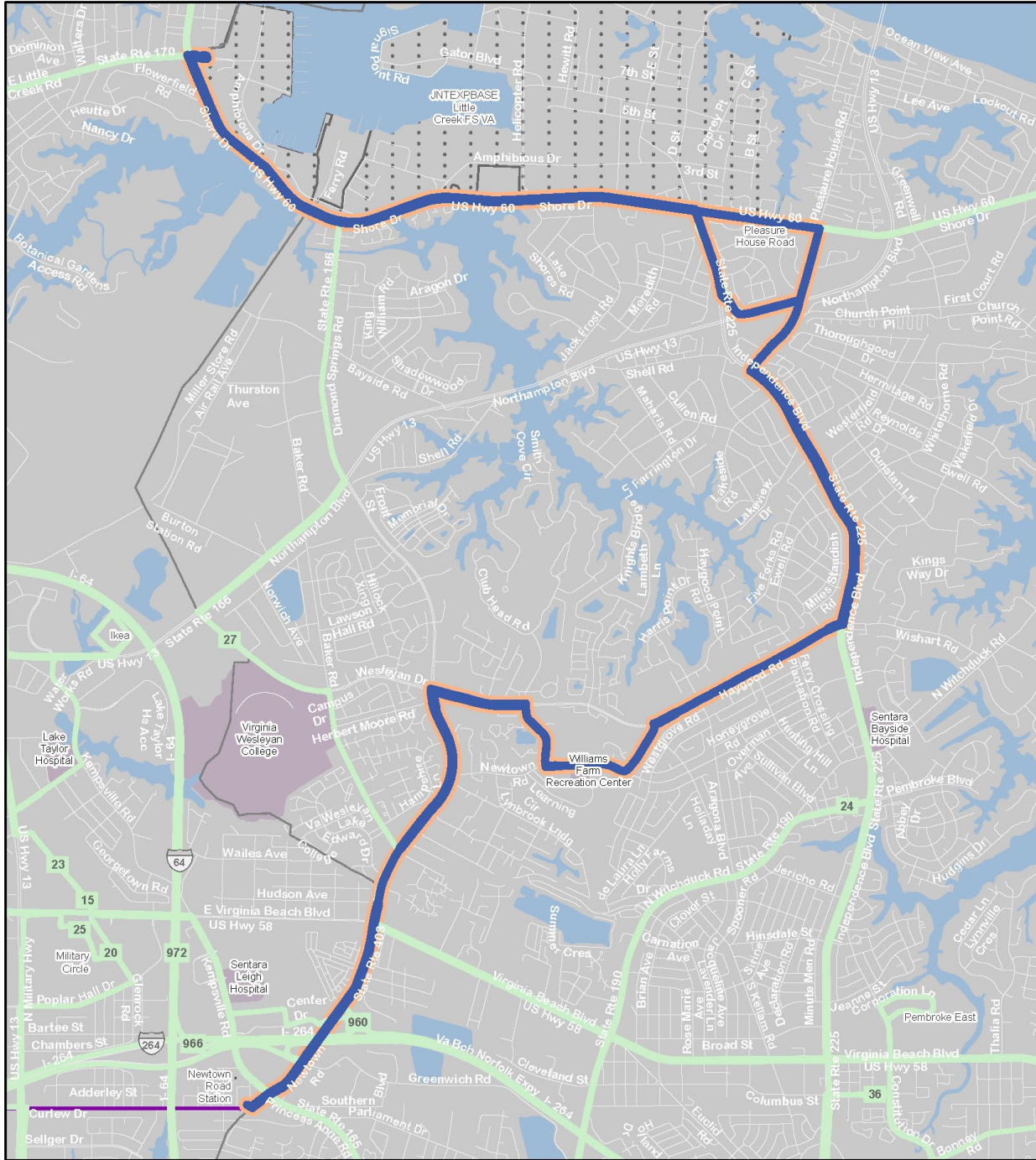
Justification

- Route 21 performs well on the six KPIs and will continue providing east-west connections in Norfolk in a similar fashion as currently operated.
- As a Regional Backbone route, Route 21 provides important crosstown connections. Shortening peak period headways on Route 21 addresses a peak coverage demand gap between JEB Little Creek and Navy Exchange Mall.
- Naval Station Norfolk (NSN) employs over 60,000 military personnel, contractors, and civilians and is the top employer in the Hampton Roads region. Automobile access to NSN depends on highly congested routes such as I-64 and I-564. The circulator service has the potential to improve regional accessibility, congestion, and air quality. The service will provide last-mile accessibility for employees who wish to arrive at the base on foot, bicycle, scooter, or transit, or by parking in the Exchange area outside the gate. This improvement in accessibility via the circulator has the potential to reduce congestion at security gates, which in turn could reduce traffic and congestion on local streets and the region’s highways. This last-mile connection would reduce dependency on automobile travel within the base while also helping to limit parking turnover, which in turn has equity benefits by making NSN jobs more accessible to the region’s residents who lack access to automobiles.
- The service levels for Route 21 meet the service standards defined for Regional Backbone routes.

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	Improve weekday peak headway to 15 minutes on the main alignment.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	On the Route 21 main alignment, improve weekday, Saturday, and Sunday span to 5:00 a.m. to 1:00 a.m. Also on the main alignment, improve weekday midday headways to 15 minutes, and weekday evening, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 22



Route 22

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 22

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newtown Road Station / Joint Expeditionary Base Little Creek	Newtown Road Station / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		6:03 a.m. - 6:56 p.m.	5:00 a.m. - 7:00 p.m.
Saturday		6:03 a.m. - 6:50 p.m.	5:00 a.m. - 7:00 p.m.
Sunday		-	6:00 a.m. - 7:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No change in service alignment.
- Weekday and Saturday span of service will be expanded to operate between 5:00 a.m. and 7:00 p.m.
- Sunday service will be introduced, operating from 6:00 a.m. to 7:00 p.m.
- All service on Route 22 is hourly.



Justification

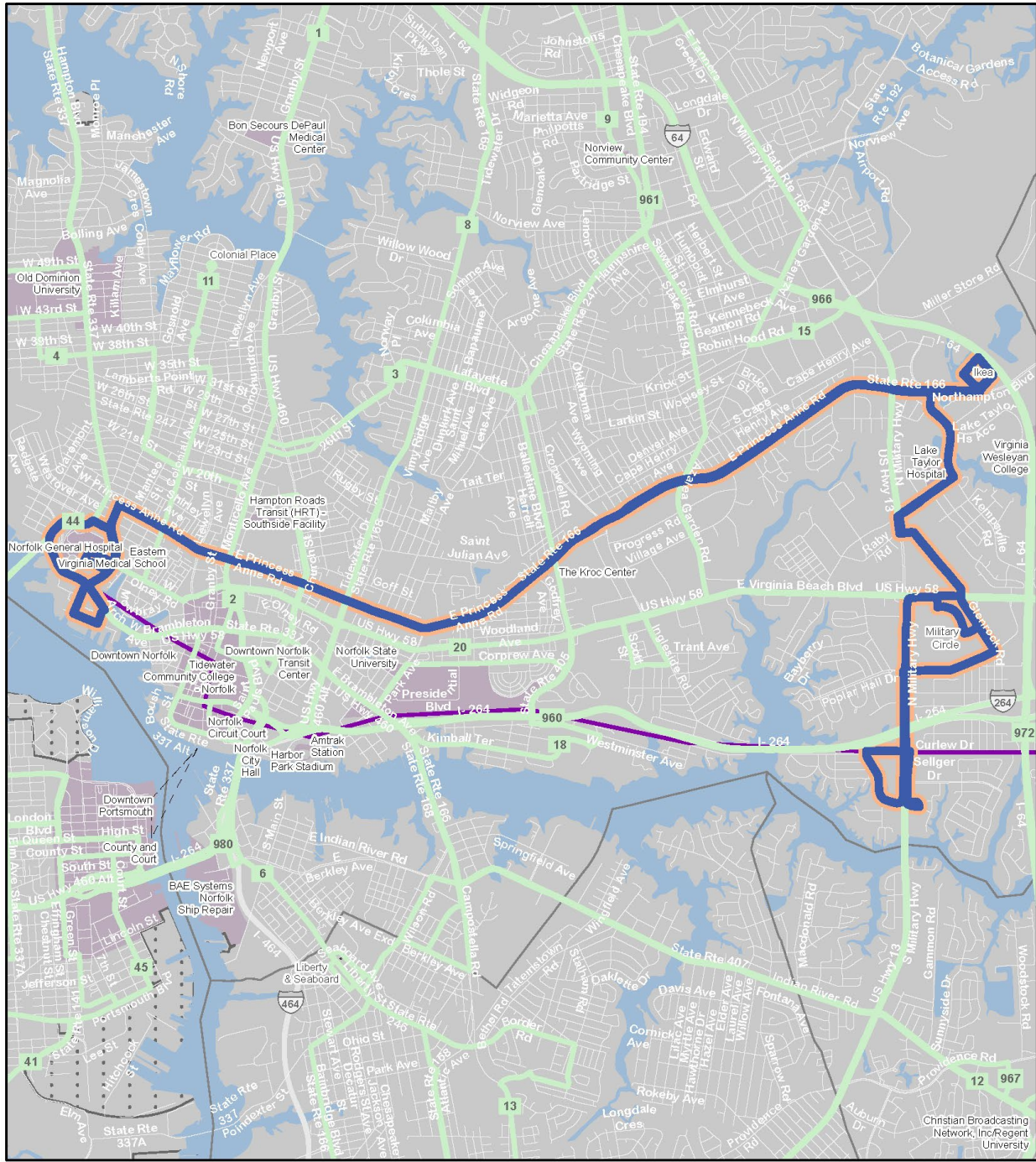
- Route 22 performs in the bottom third or quarter on all six Key Performance Indicators (KPI). Maintaining the existing service while bringing Route 22 up to service standards helps connect key Regional Backbone routes in Virginia Beach and Norfolk (Routes 21, 36, and 20) and the Tide light rail.
- The service levels for Route 22 meet the service standards defined for Coverage routes.

Route 22

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday and Saturday span to 5:00 a.m. to 7:00 p.m.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Introduce Sunday service from 6:00 a.m. to 7:00 p.m., operated hourly.		✓	✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			




Route 23



Route 23

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 23

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Norfolk General Hospital / JANAF / Military Circle	Norfolk General Hospital / JANAF / Military Circle
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		5:04 a.m. - 1:06 a.m.	5:04 a.m. - 1:06 a.m.
Saturday		5:04 a.m. - 1:11 a.m.	5:04 a.m. - 1:11 a.m.
Sunday		5:53 a.m. - 8:58 p.m.	5:53 a.m. - 8:58 p.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	48	30 until 7:00 p.m., 60 after
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Note	
Existing Friday service ends later.	

Service Changes

- No changes from existing service alignment or level of service.



Justification

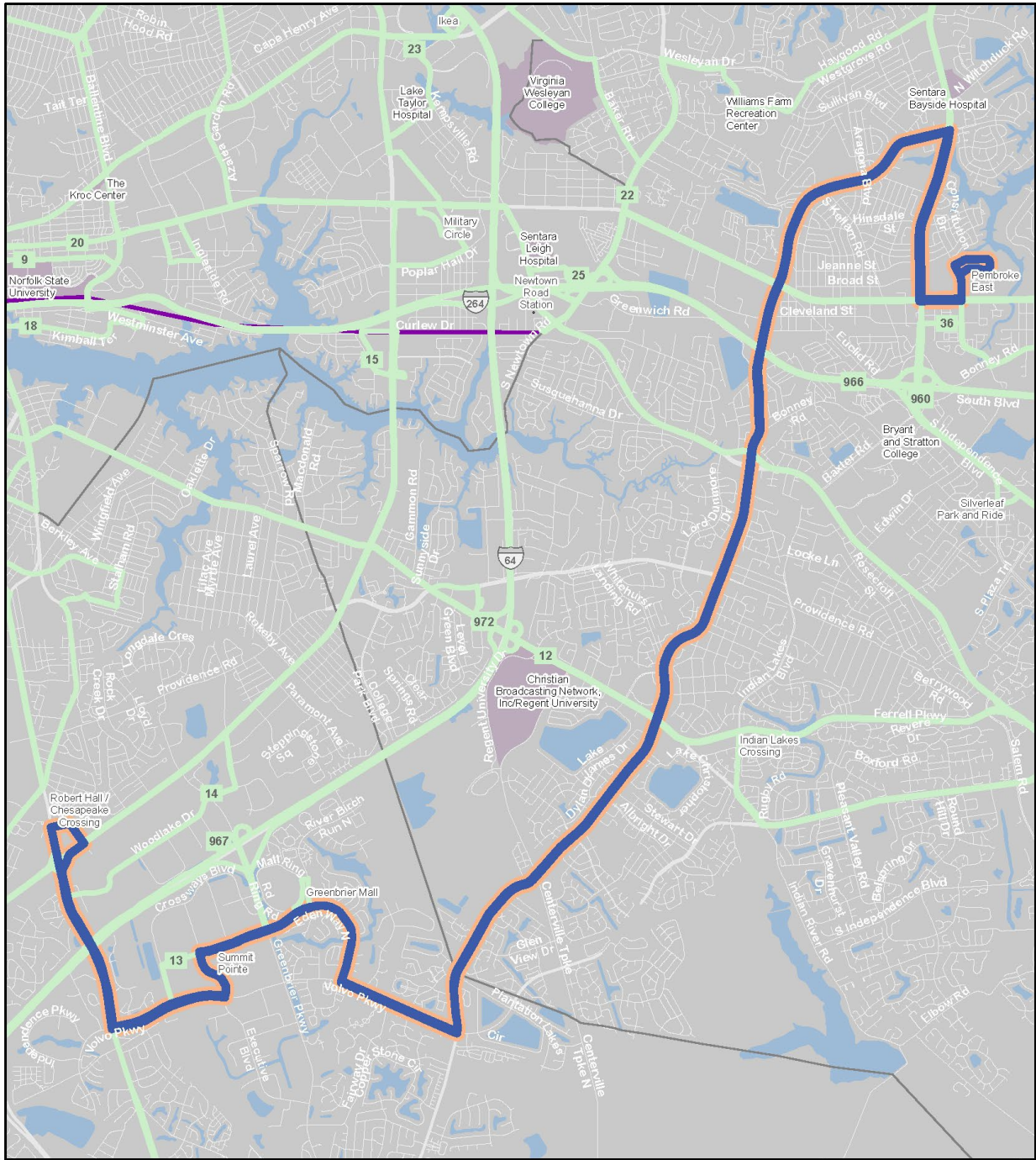
- Route 23 performs average on the six Key Performance Indicators (KPI) and provides an important connection between Military Highway and Downtown Norfolk. As such, no alignment changes are recommended.
- Route 23 will be examined for service improvements in HRT's next Transit Strategic Plan.

Route 23

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Restore weekday and Saturday headways to 30 minutes from 5:00 a.m. until 7:00 p.m.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 24



Route 24

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 24

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Pembroke East	Robert Hall Boulevard / Pembroke East
Jurisdictions	Chesapeake, Virginia Beach	Chesapeake, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		7:00 a.m. - 9:40 p.m.	5:00 a.m. - 10:19 p.m.
Saturday		7:00 a.m. - 10:23 p.m.	7:00 a.m. - 10:23 p.m.
Sunday		8:00 a.m. - 7:55 p.m.	8:00 a.m. - 7:55 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	30	30
	Midday	60	60
	PM Peak	30	30
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment (Route 24 was realigned in November 2023).
- Weekday span on Route 24 will be extended from 5:00 a.m. to 10:19 p.m. Weekend span will remain the same as existing.
- Weekday and weekend headways will remain the same as existing.



Justification

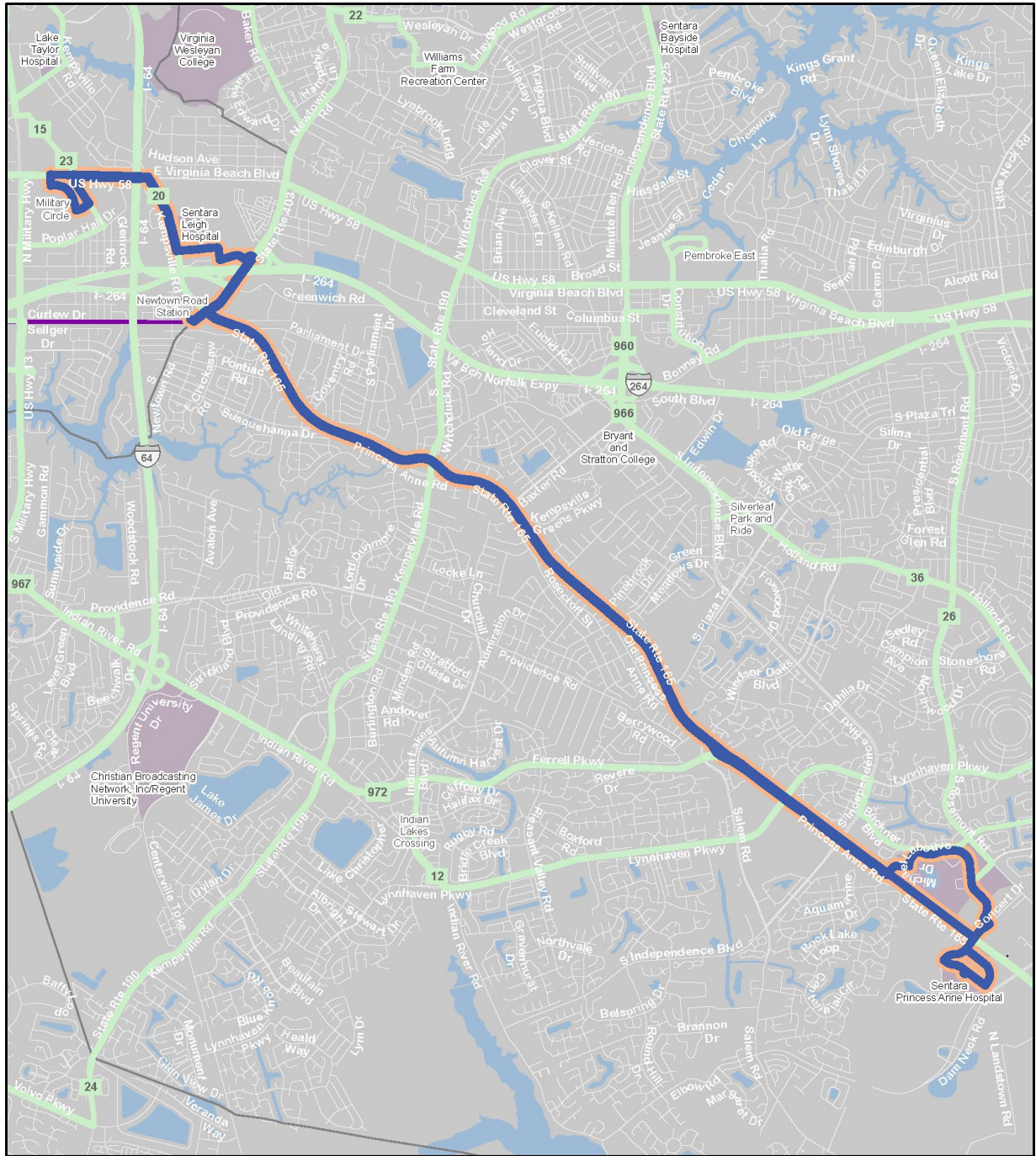
- Route 24 has mostly operated only during the COVID-19 pandemic; only around six months of service occurred before the pandemic began. Once Route 24 has operated for a long enough time in a more normal operating environment (approximately 12 to 18 months should be sufficient), the route will be reevaluated, and the recommendations in the TSP may change in a future update.
- The service levels for Route 24 meet the service standards defined for Coverage routes.

Route 24

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Restore weekday peak headways to 30 minutes.			✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Improve weekday span to 5:00 a.m. to 10:19 p.m.		✓	
Out Years	No changes.			

Route 25



Route 25

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 25

Service Classification
Coverage

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Military Circle / TCC Virginia Beach / Sentara Princess Anne Hospital	Military Circle / TCC Virginia Beach / Sentara Princess Anne Hospital
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
	Weekday	6:02 a.m. - 11:55 p.m.	5:00 a.m. - 12:00 a.m.
	Saturday	6:07 a.m. - 12:55 a.m.	6:00 a.m. - 1:00 a.m.
	Sunday	-	6:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	60

Note
Existing Friday service ends later.

Service Changes

- No changes to existing alignment.
- Weekday span will be improved to begin at 5:00 a.m.
- Sunday service will be introduced, operating from 6:00 a.m. to 12:00 a.m.
- All headways for Route 25 are hourly.



Justification

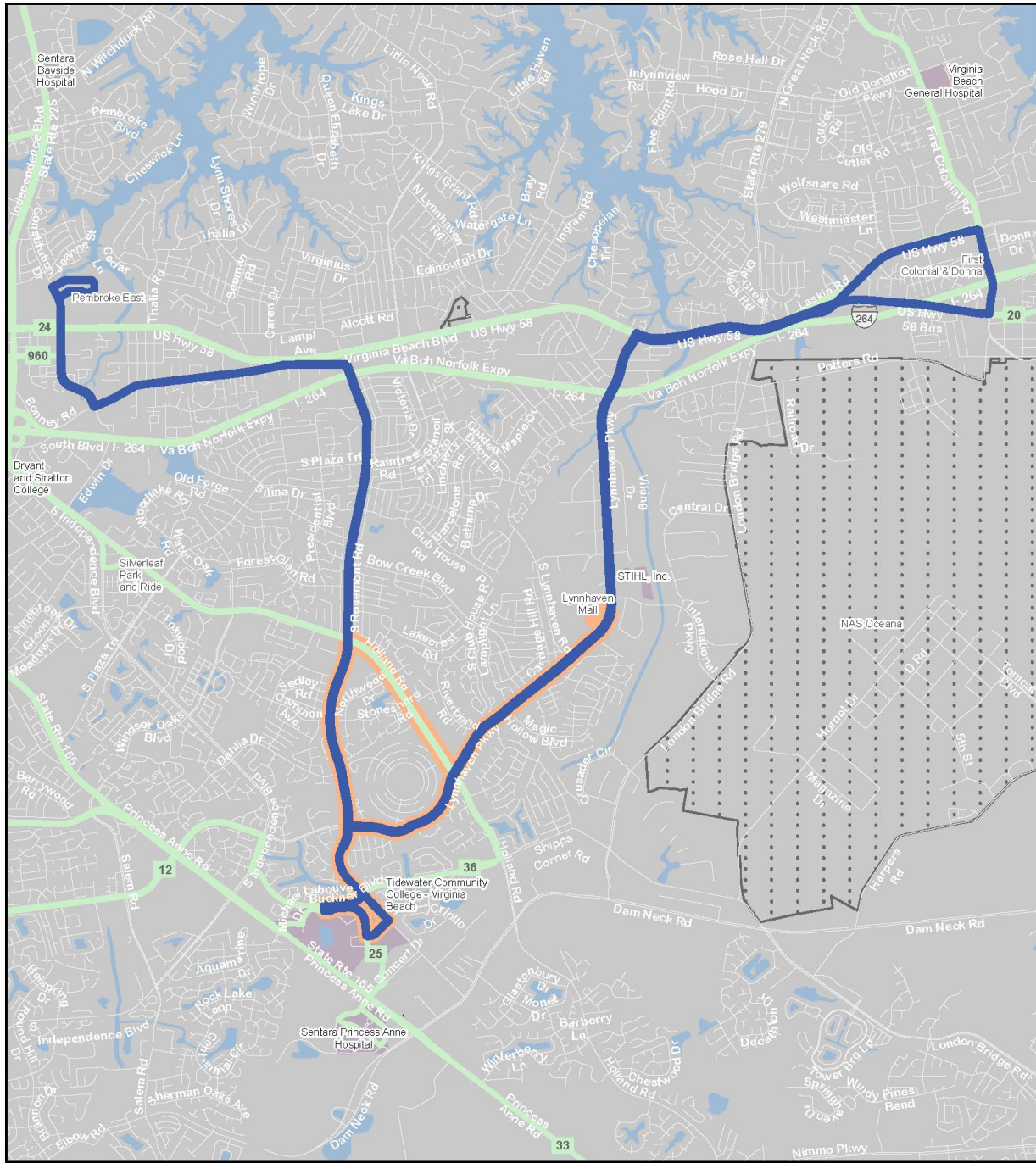
- Route 25 is one of the lower performing routes on the Southside; however, it provides important connections between Norfolk, TCC Virginia Beach, and Sentara Princess Anne Hospital.
- The service levels for Route 25 meet the service standards defined for Coverage routes.

Route 25

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday span to 5:00 a.m. to 12:00 a.m. and Saturday span to 6:00 a.m. to 1:00 a.m. Introduce Sunday service from 6:00 a.m. to 7:00 p.m., operated hourly.			✓
FY 2028	Improve Sunday span to end at 12:00 a.m.		✓	
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 26



Route 26

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 26

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	TCC Virginia Beach / Lynnhaven Mall	Pembroke East / TCC Virginia Beach / First Colonial Road & Donna Drive
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		6:29 a.m. - 6:45 p.m.	5:00 a.m. - 8:00 p.m.
Saturday		7:32 a.m. - 6:46 p.m.	6:48 a.m. - 8:00 p.m.
Sunday		-	7:00 a.m. - 8:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	30	60
	Midday	30	60
	PM Peak	30	60
	Evening	30	60
	Late Night	-	-
Saturday	Base	30	60
	Non-Base	-	60
	Early / Late	-	-
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.	

Service Changes

- Route 26 will continue providing a connection between Lynnhaven Mall and Tidewater Community College (TCC) Virginia Beach. North of South Rosemont Road and Holland Road, service will be extended to Bonney Road and Pembroke East. North of Lynnhaven Mall, Route 26 will extend service to operate on Lynnhaven Parkway, Virginia Beach Boulevard, and Laskin Road, terminating at First Colonial and Donna Drive. This extension will cover the realigned Route 29 which will no longer operate south of First Colonial and Donna Drive.
- Weekday service will be provided hourly from 5:00 a.m. until 8:00 p.m.
- Saturday service will be offered hourly from 6:48 a.m. to 8:00 p.m. Sunday service will be introduced, operating hourly from 7:00 a.m. to 8:00 p.m.



Justification

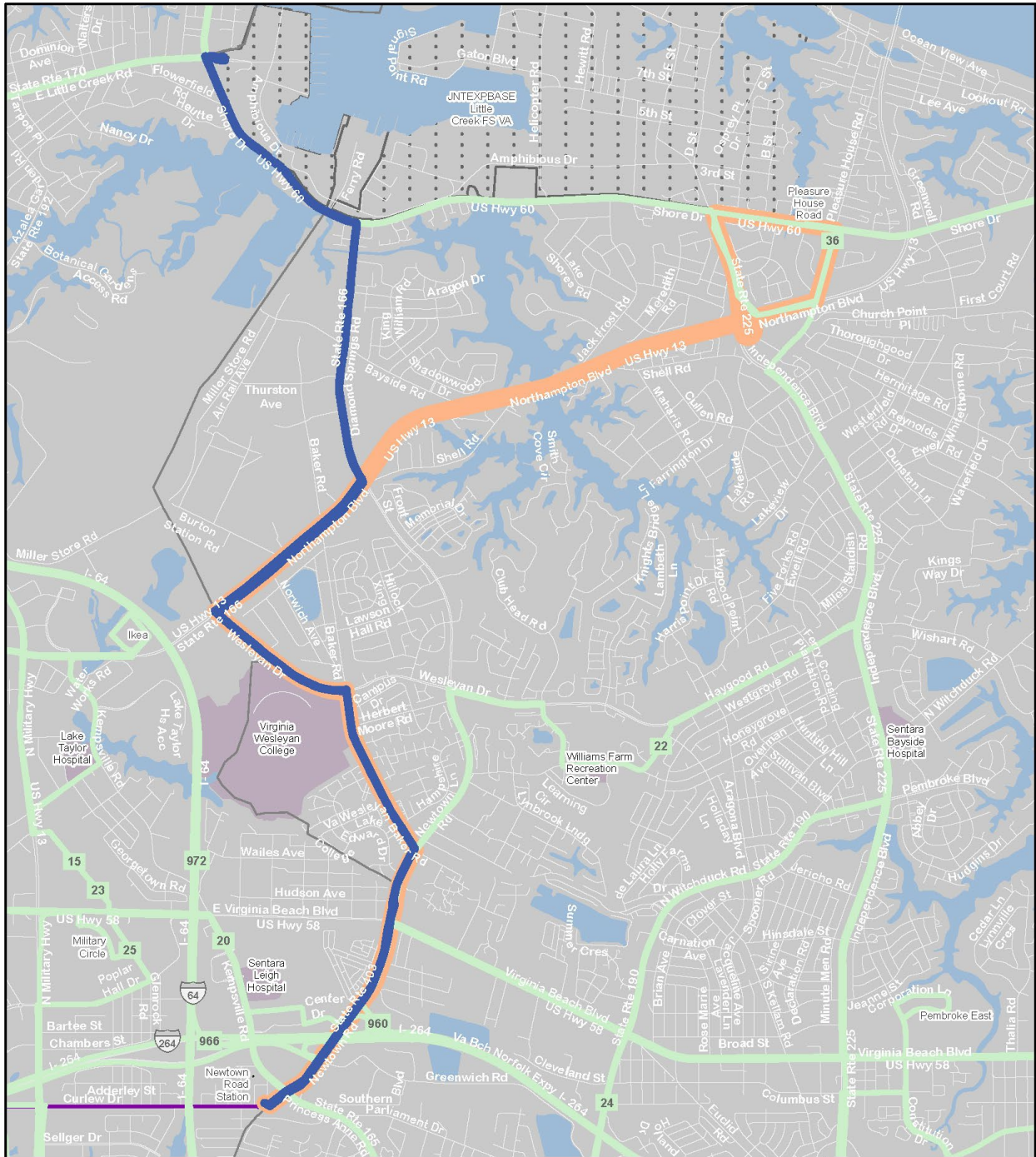
- Reconfiguring Route 26 to serve more destinations and provide more connections throughout Virginia Beach addresses the need to improve the performance and utilization of the route, as it currently has low performance on the six Key Performance Indicators (KPI).
- The service levels for Route 26 meet the service standards defined for Coverage routes.

Route 26

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 26 is realigned. Route 26 will continue providing a connection between Lynnhaven Mall and Tidewater Community College (TCC) Virginia Beach. North of South Rosemont Road and Holland Road, service will be extended to Bonney Road and Pembroke East. North of Lynnhaven Mall, Route 26 will operate on Lynnhaven Parkway, Virginia Beach Boulevard, and Laskin Road, terminating at First Colonial and Donna Drive. This extension will cover the realigned Route 29 which will no longer operate south of First Colonial and Donna Drive. Service will operate hourly. Improve Saturday span to start at 6:48 a.m.	✓		
FY 2027	No changes.			
FY 2028	Improve weekday span to start at 5:00 a.m. Introduce Sunday service from 8:00 a.m. to 6:00 p.m., operating hourly.			✓
FY 2029	Improve weekday and Saturday span to end at 8:00 p.m. and improve Sunday span to 7:00 a.m. to 8:00 p.m.		✓	
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			



Route 27



Route 27

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 27

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newtown Road Station / Pleasure House Road	Newtown Road Station / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		5:48 a.m. - 11:54 p.m.	5:00 a.m. - 11:54 p.m.
Saturday		5:48 a.m. - 1:03 a.m.	5:48 a.m. - 1:03 a.m.
Sunday		-	7:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	30	60
	AM Peak	30	30
	Midday	60	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

Note	
Existing Friday service ends later.	

Service Changes

- Route 27 will be reconfigured to operate between JEB Little Creek and the Newtown Road light rail station, no longer serving Pleasure House Road, and providing a new transfer connection to Regional Backbone Route 8 and Route 21. Service on Northampton Boulevard east of Diamond Springs Road will be eliminated. Route 27 covers the eliminated portion of Route 1 on Shore Drive between E Little Creek Road and Diamond Springs Road.
- Weekday service will start earlier at 5:00 a.m. Weekday service will operate every half hour during the AM and PM peak periods and midday, with hourly service in the early, evening, and late-night periods.
- Saturday span of service will remain the same as existing. Service in the base period will have better headways, with service every half hour.
- Sunday service will be introduced from 7:00 a.m. to 11:00 p.m. During the base period service will operate every half hour.



Justification

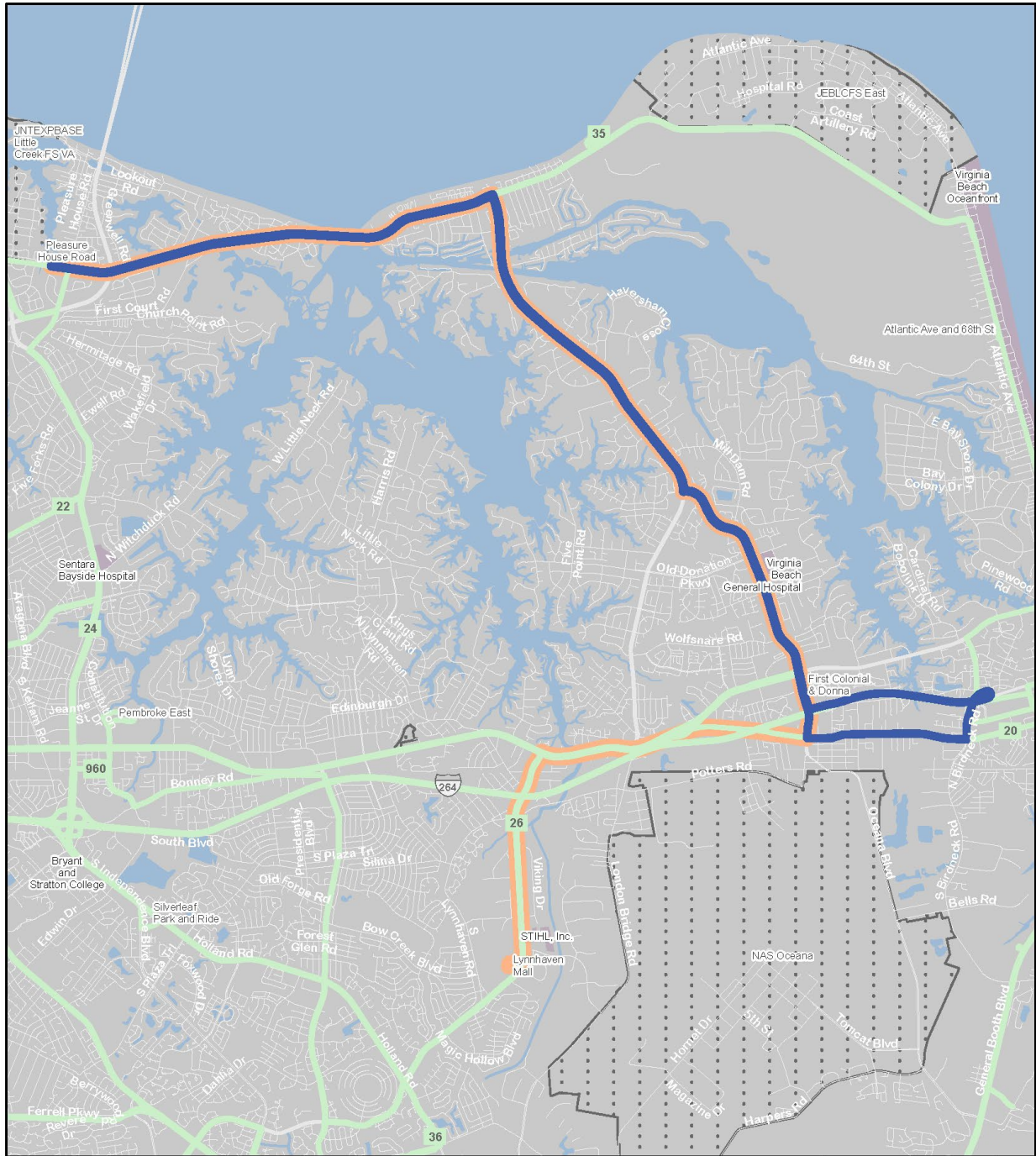
- Route 27 is being realigned due to the modest performance of the current route. The new alignment will provide a quick connection between JEB Little Creek and the Newtown Road light rail station via Diamond Springs Road. This streamlined service and new termination point at JEB Little Creek (with connections to several other HRT services) will provide a more attractive service which will help to grow service utilization.
- The service levels for Route 27 meet the service standards defined for Local Priority routes.

Route 27

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Route 27 is realigned to operate between JEB Little Creek and the Newtown Road Light Rail station, no longer serving Pleasure House Road. Improve weekday span to start at 5:00 a.m. Change weekday early headway to 60 minutes. Introduce Sunday service from 7:00 a.m. to 7:00 p.m., operated hourly.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday and Saturday base headways to 30 minutes.			
FY 2030	Improve Sunday span to end at 11:00 p.m. Improve Sunday base headway to 30 minutes.		✓	✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 29



Route 29

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 29

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Pleasure House Road / Lynnhaven Parkway	Pleasure House Road / First Colonial Road & Donna Drive
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		6:48 a.m. - 10:15 p.m.	5:00 a.m. – 10:16 p.m.
Saturday		6:48 a.m. - 10:21 p.m.	6:48 a.m. -10:22 p.m.
Sunday		-	7:00 a.m. – 8:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Route 29 will operate between Pleasure House Road and First Colonial Road and Donna Drive, where it will connect with Route 20 and the extended Route 26. Service south of First Colonial and Donna Drive will be covered by the realigned Route 26.
- Weekday service will begin almost two hours earlier than existing service, beginning at 5:00 a.m. Hourly service will be offered during all periods.
- Sunday service will be introduced, operating from 7:00 a.m. to 8:00 p.m.



Justification

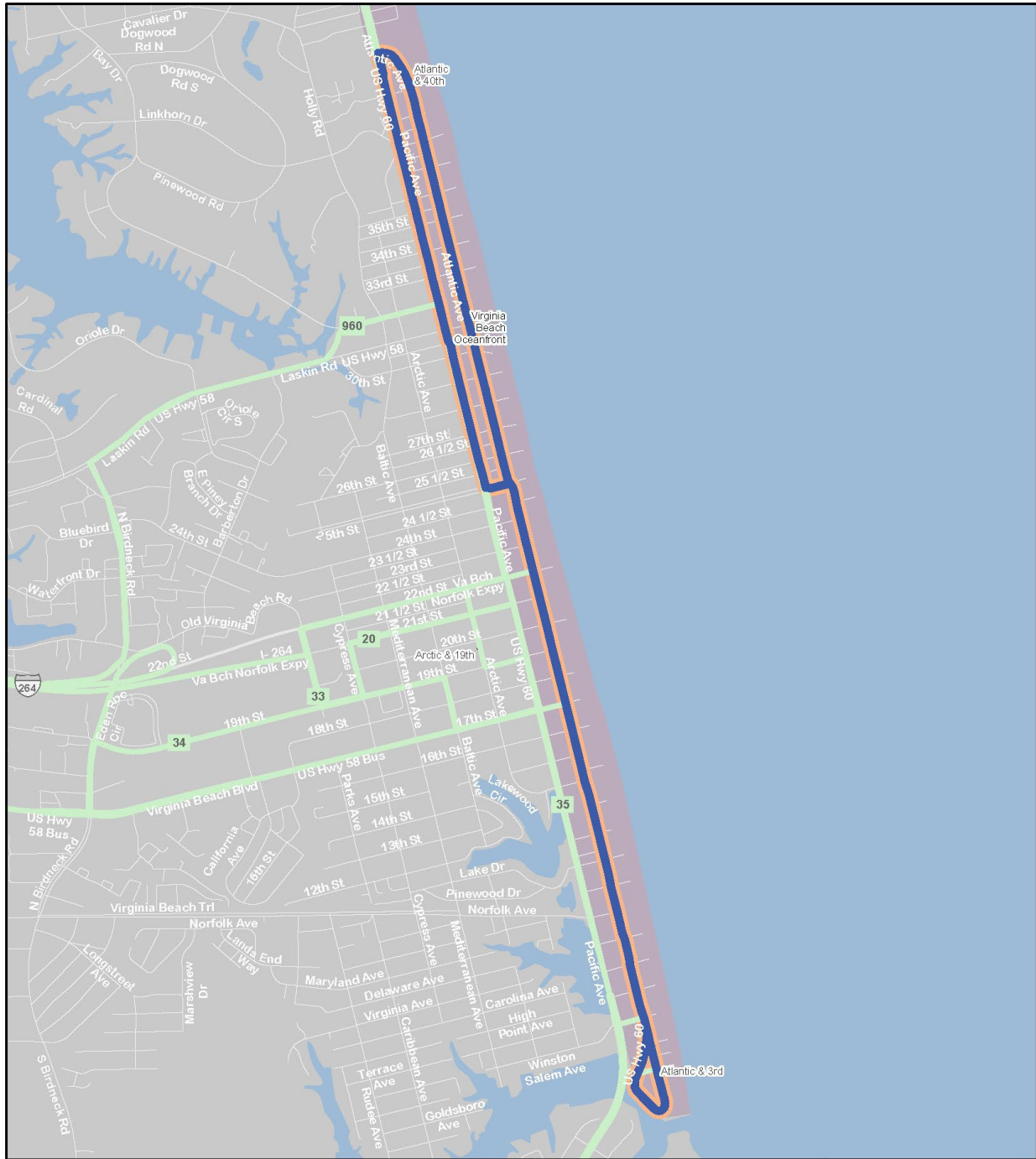
- Route 29 performs in the lowest quarter of routes on the six Key Performance Indicators (KPI) but provides an important connection to Virginia Beach General Hospital. Realigning Route 26 and Route 29 to both truncate at First Colonial and Donna prevents overlapping service between the two of them and provides a better common transfer point. Transferring at First Colonial and Donna also provides the opportunity to connect with the high-frequency service of the Regional Backbone Route 20, which should induce further utilization of these routes.
- The service levels for Route 29 meet the service standards defined for Coverage routes.

Route 29

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 29 is realigned to operate between Pleasure House Road and First Colonial Road and Donna Drive, where it will connect with Route 20 and the extended Route 26. Service south of First Colonial and Donna Drive will be covered by the realigned Route 26. Improve weekday span to start at 6:29 a.m.	✓		
FY 2027	No changes.			
FY 2028	Improve weekday span to start at 5:00 a.m. Introduce Sunday service from 8:00 a.m. to 6:00 p.m., operating hourly.			✓
FY 2029	Improve Sunday span to 7:00 a.m. to 8:00 p.m.		✓	
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 30



Route 30

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 30

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Atlantic Avenue Trolley	Atlantic Avenue Trolley
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		8:07 a.m. - 2:01 a.m.	8:07 a.m. - 2:01 a.m.
Saturday		8:07 a.m. - 2:01 a.m.	8:07 a.m. - 2:01 a.m.
Sunday		8:07 a.m. - 2:01 a.m.	8:07 a.m. - 2:01 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	10-20	10-20
	Midday	10-20	10-20
	PM Peak	10-20	10-20
	Evening	10-20	10-20
	Late Night	10-20	10-20
Saturday	Base	10-20	10-20
	Non-Base	10-20	10-20
	Early / Late	10-20	10-20
Sunday	Base	10-20	10-20
	Non-Base	10-20	10-20
	Early / Late	10-20	10-20

Note	
This route only operates during summer.	

Service Changes

- No alignment or level of service changes are proposed.

Justification

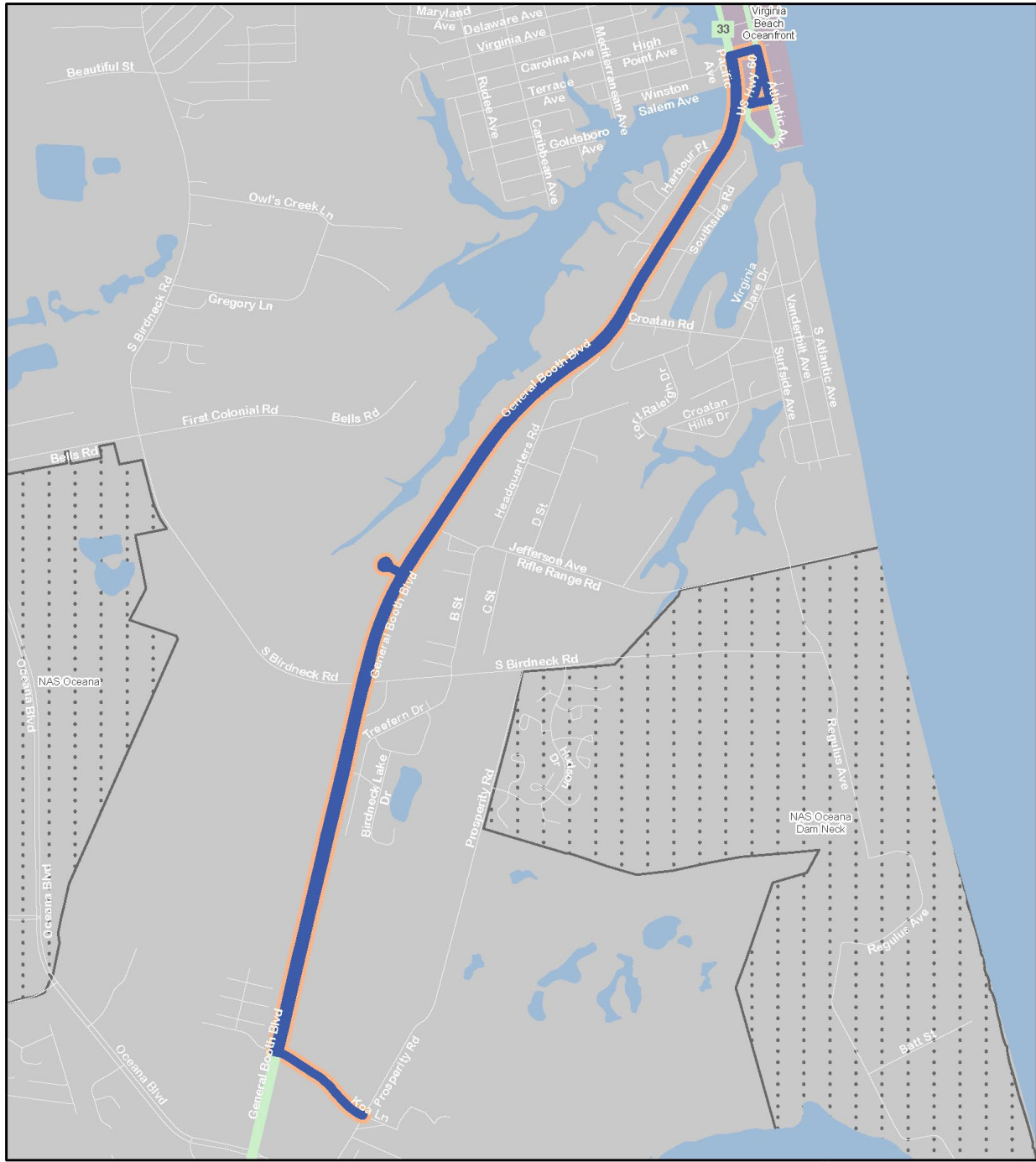
- Route 30 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 30

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 31



Route 31

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 31

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Aquarium and Campground Trolley	Aquarium and Campground Trolley
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		9:30 a.m. - 11:13 p.m.	9:30 a.m. - 11:13 p.m.
Saturday		9:30 a.m. - 11:08 p.m.	9:30 a.m. - 11:08 p.m.
Sunday		9:30 a.m. - 11:13 p.m.	9:30 a.m. - 11:13 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	20	20
	Midday	20	20
	PM Peak	20	20
	Evening	20	20
	Late Night	20	20
Saturday	Base	20	20
	Non-Base	20	20
	Early / Late	20	20
Sunday	Base	20	20
	Non-Base	20	20
	Early / Late	20	20

Note	
This route only operates during summer.	

Service Changes

- No alignment or level of service changes are proposed.

Justification

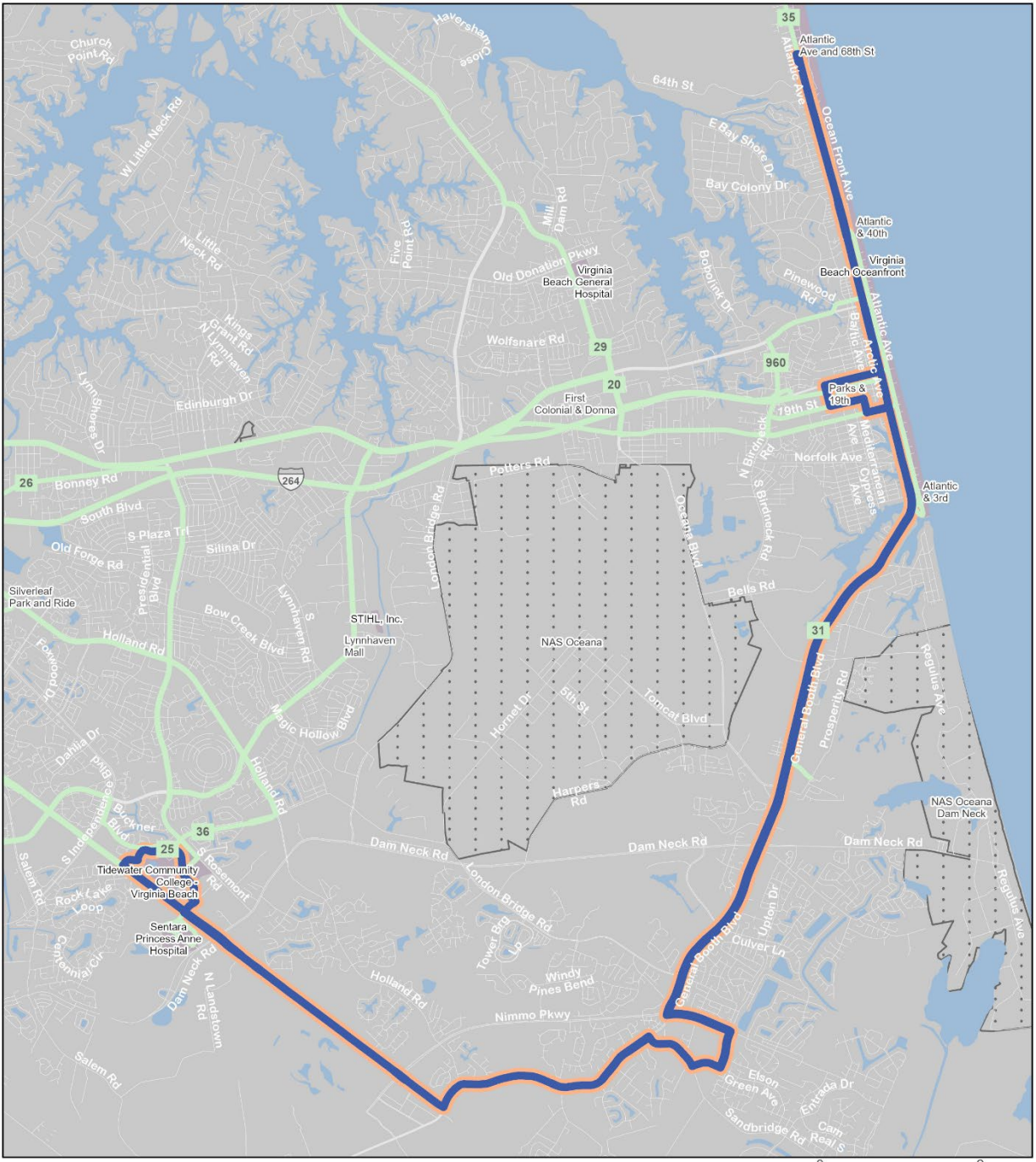
- Route 31 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 31

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			




Route 33




Route 33

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 33

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	TCC Virginia Beach / Atlantic Avenue / 68th Street	TCC Virginia Beach / Atlantic Avenue / 68th Street
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	6:16 a.m. - 10:58 p.m.	5:00 a.m. - 10:58 p.m.	
Saturday	6:26 a.m. - 10:53 p.m.	6:30 a.m. - 10:00 p.m.	
Sunday	-	8:00 a.m. - 7:00 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Service to Arctic Avenue & 19th Street was eliminated. The new terminal point at the Oceanfront will be on Parks Avenue and 19th Street.
- Weekday span is increased to begin at 5:00 a.m. Saturday span is changed to begin at 6:30 a.m. and end at 10:00 p.m.
- Currently there is no Sunday service on Route 33 but eventually it will be reintroduced from 8:00 a.m. to 7:00 p.m. along the full length of the route, operating hourly.



Justification

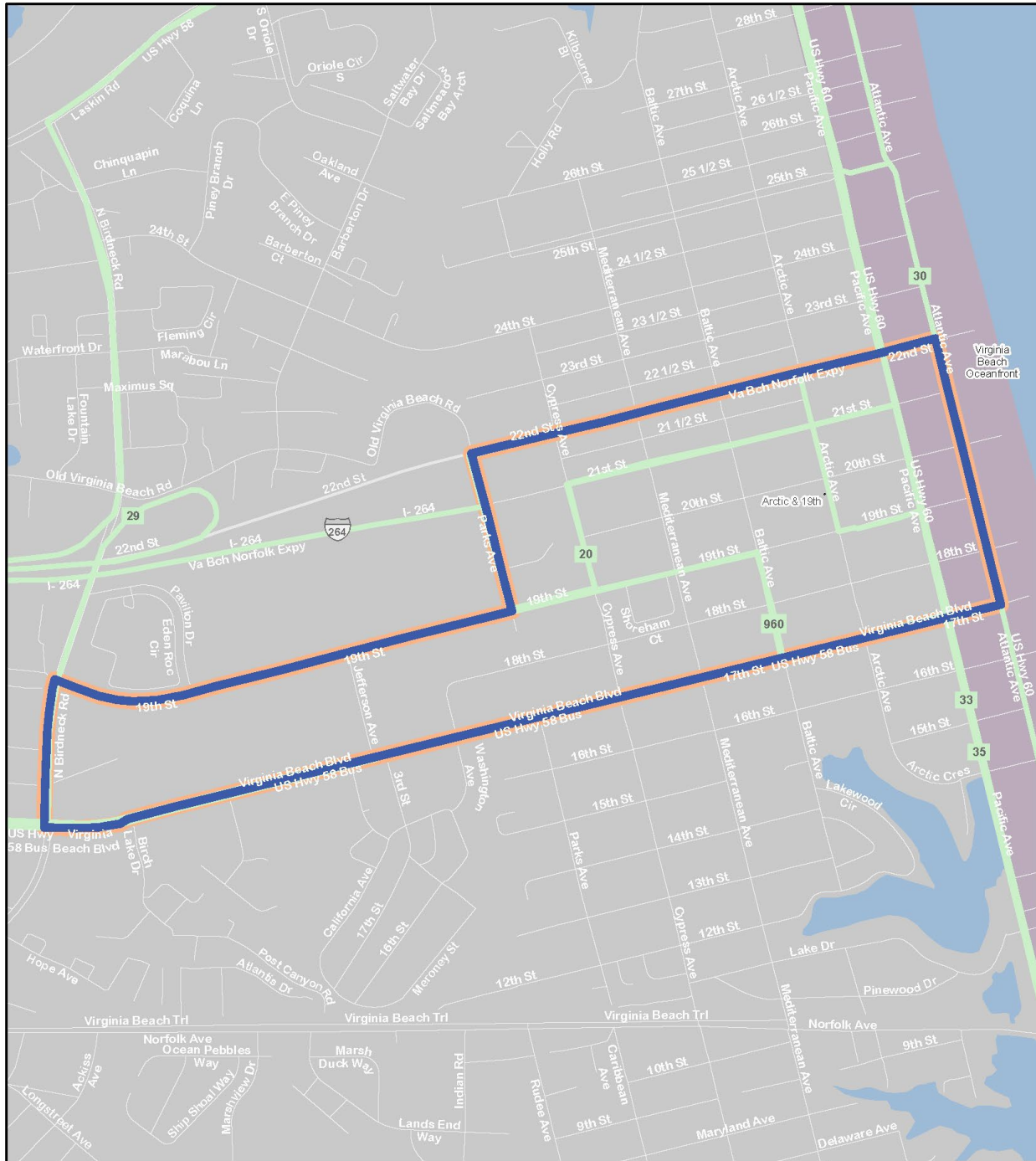
- Route 33 is one of the lowest performing routes on the Southside, but it provides important connections between TCC Virginia Beach, the Virginia Beach Municipal Center, and the Virginia Beach Oceanfront. As such, service will be maintained mostly the same as existing.
- Low ridership on Sundays prompted the removal of Sunday service in FY 2021. To meet service design standards, Sunday service will be reintroduced.
- The service levels for Route 33 meet the service standards defined for Coverage routes.

Route 33

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, change Saturday span to 6:30 a.m. to 10:00 p.m.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday span to start at 5:00 a.m.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Re-introduce Sunday service from 8:00 a.m. to 7:00 p.m., operated hourly.		✓	✓
Out Years	No changes.			

Route 34



Route 34

Focus Route

- ▬ Planned Alignment
- ▬ Existing Alignment

- ▬ Planned System
- ▬ Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 34

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Summer Shuttle Trolley	Summer Shuttle Trolley
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	-	-	
Saturday	8:00 a.m. - 12:20 a.m.	8:00 a.m. - 12:20 a.m.	
Sunday	8:00 a.m. - 12:20 a.m.	8:00 a.m. - 12:20 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	-	-
	Midday	-	-
	PM Peak	-	-
	Evening	-	-
	Late Night	-	-
Saturday	Base	15	15
	Non-Base	15	15
	Early / Late	15	15
Sunday	Base	15	15
	Non-Base	15	15
	Early / Late	15	15

Note
This route only operates during summer and only on weekends.

Service Changes

- No changes to existing alignment or level of service.

Justification

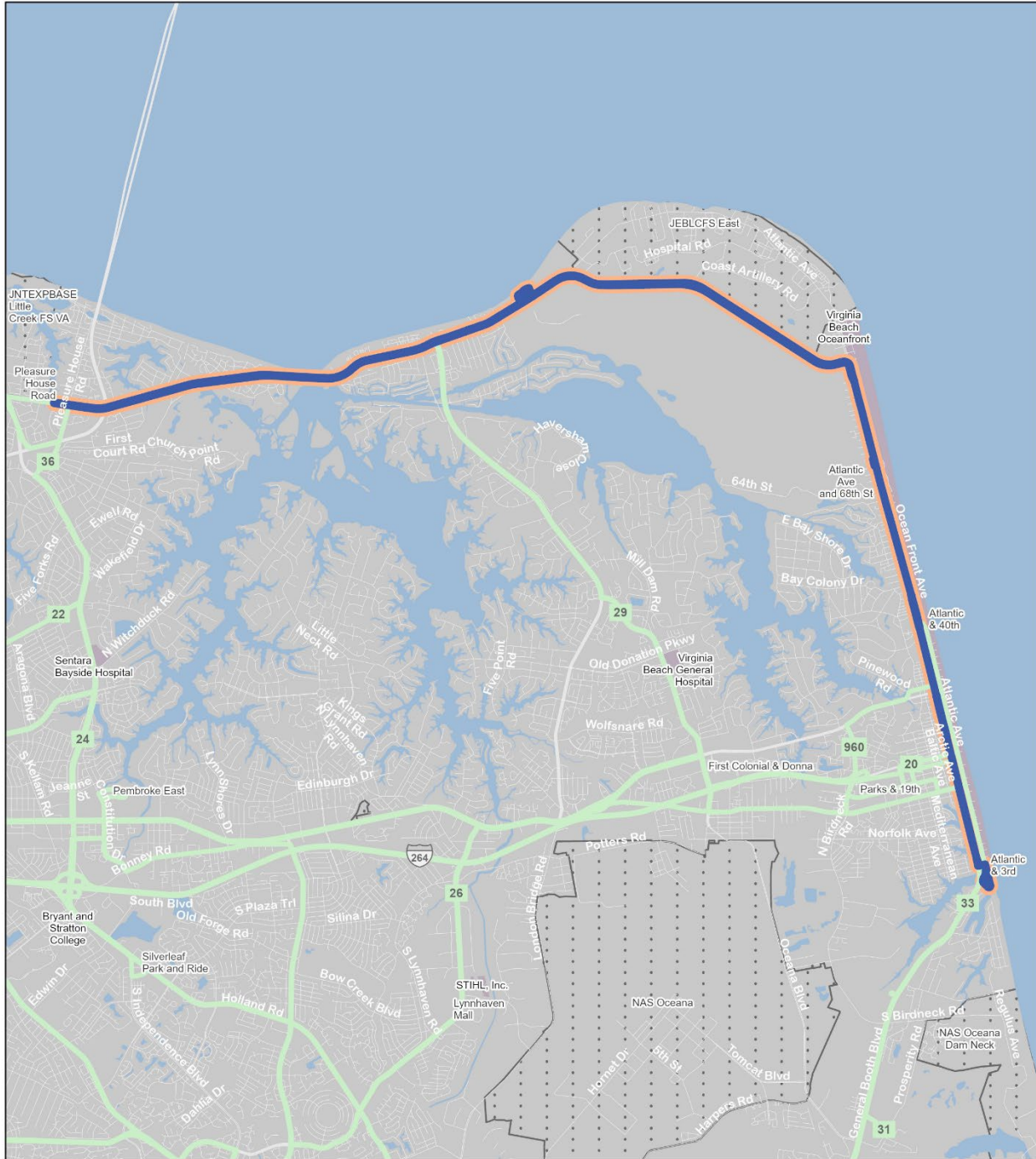
- Route 34 is a seasonal weekend-only service that operates in Virginia Beach and will remain in service as it is currently operated, providing connections from parking at the Convention Center to the Oceanfront.

Route 34

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			




Route 35



Route 35

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 35

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Bayfront Shuttle	Bayfront Shuttle
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		7:50 a.m. - 12:42 a.m.	7:50 a.m. - 12:42 a.m.
Saturday		7:50 a.m. - 12:42 a.m.	7:50 a.m. - 12:42 a.m.
Sunday		7:50 a.m. - 12:42 a.m.	7:50 a.m. - 12:42 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60

Note	
This route only operates during summer.	

Service Changes

- No changes to existing alignment or level of service.

Justification

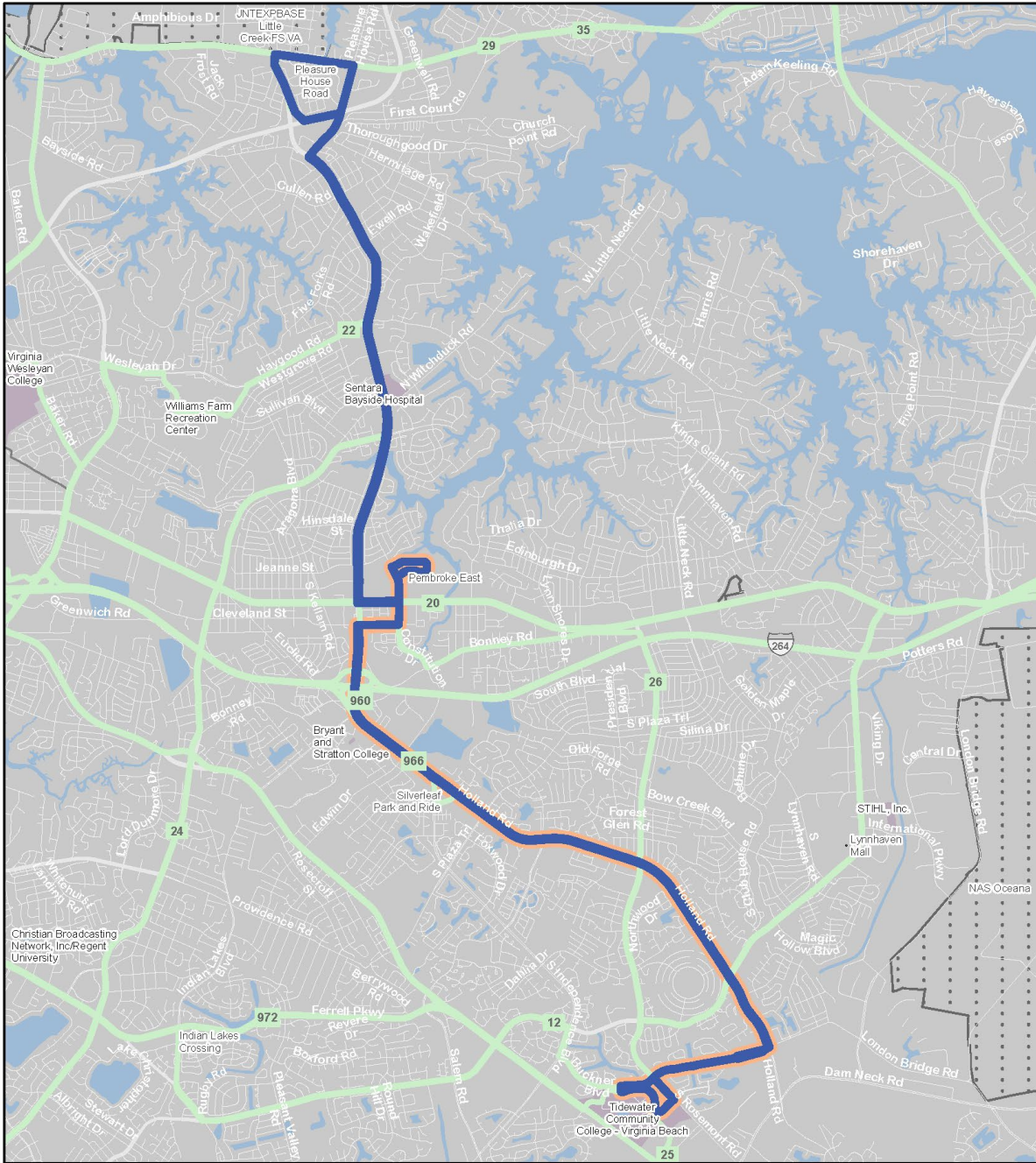
- Route 35 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 35

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 36



Route 36

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 36

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Pembroke East / TCC Virginia Beach	Shore Drive / Pleasure House Road / Pembroke East / TCC Virginia Beach
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
		Existing	Planned
	Weekday	5:48 a.m. - 10:41 p.m.	5:00 a.m. - 1:00 a.m.
	Saturday	6:10 a.m. - 10:43 p.m.	5:00 a.m. - 12:00 a.m.
	Sunday	-	5:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	60	30
	PM Peak	30	15
	Evening	60	30
	Late Night	-	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	30 minutes before 6:00 a.m.; 60 minutes after 9:00 p.m.
Sunday	Base	-	30
	Non-Base	-	30
	Early / Late	-	60

Service Changes

- Route 36 will be extended to Shore Drive and Pleasure House Road north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1.
- On weekdays Route 36 will provide 15-minute service during the peak periods and 30-minute service during the early, midday, and evening periods. Hourly service will be provided from 9:00 p.m. to 12:00 a.m. Weekday span of service will be extended to operate between 5:00 a.m. and 1:00 a.m.
- Sunday service will be introduced. On weekends, the span of service for both weekend days will be from 5:00 a.m. to midnight. Route 36 will operate with 30-minute headways throughout much of the weekend service day.



Justification

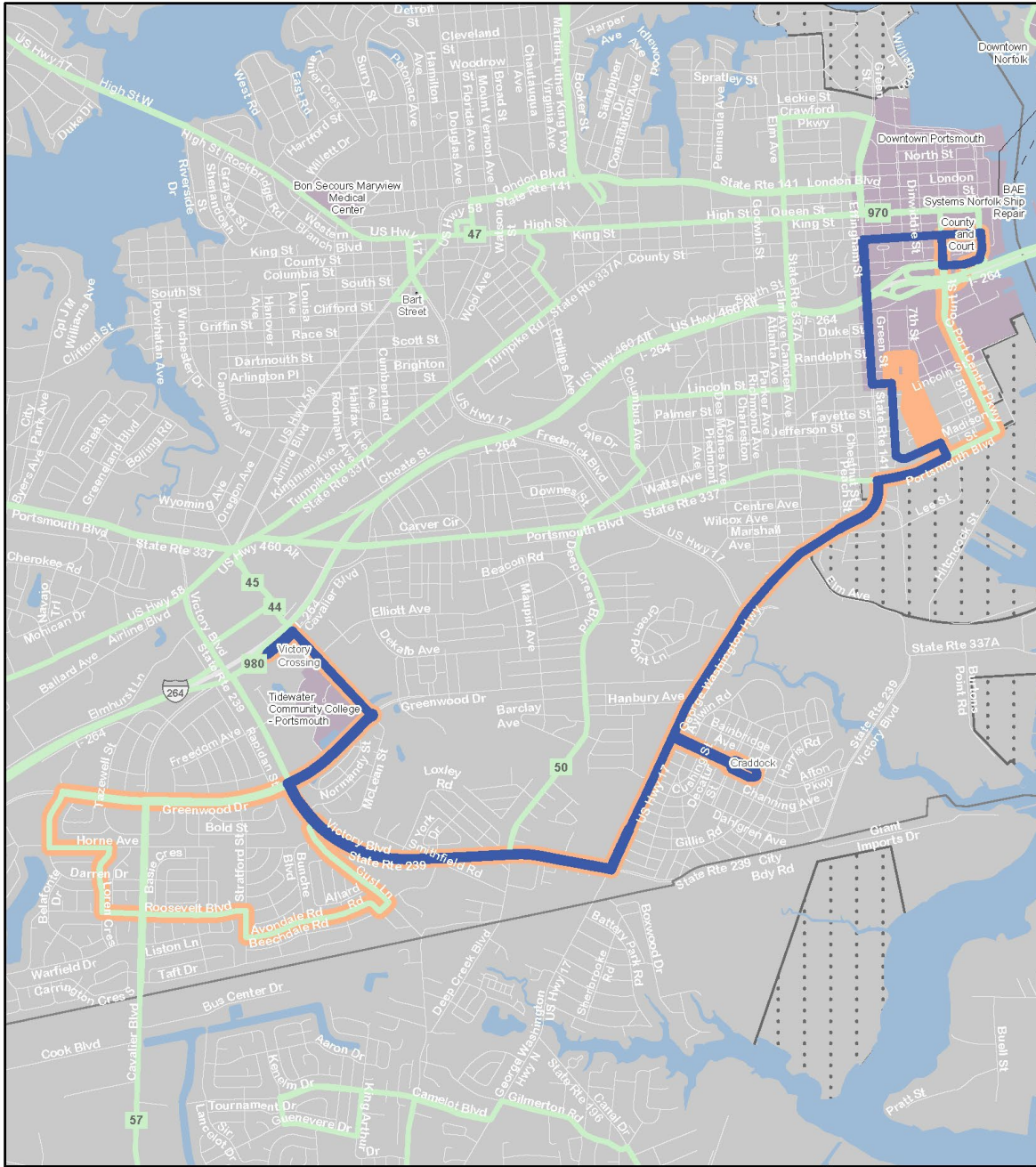
- Route 36 performs above average on most of the six Key Performance Indicators (KPI). The new extension of service on Route 36 connecting high-production areas will further improve the performance of the route.
- The extension of the service to Pleasure House Road will provide a north-south connection between Virginia Beach Avenue and Pleasure House Road. This new connection via the extended Route 36 addresses a gap in all-day transit demand and provides a higher level of service to the area. Route 36 will provide a cross-regional connection between Shore Drive and TCC Virginia Beach, which previously required a transfer.
- The service levels for Route 36 meet the service standards defined for Regional Backbone routes.

Route 36

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, restore weekday peak headways to 30 minutes. In Fall 2024, Route 36 is extended to Shore Drive and Pleasure House Road north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1. Improve weekday span to 5:00 a.m. to 1:00 a.m. Improve Saturday span to 5:00 a.m. to 12:00 a.m. Introduce Sunday service from 5:00 a.m. to 12:00 a.m., operating hourly. Improve weekday early, midday, weekday evening (until 7:00 p.m.), Saturday base, and Saturday non-base (until 7:00 p.m.) headways to 30 minutes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday peak headway to 15 minutes and improve weekday evening headway to 30 minutes for the full evening period.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	Improve Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2034	No changes.			
Out Years	No changes.			

Route 41



Route 41

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 41

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Craddock	Downtown Portsmouth / Victory Crossing
Jurisdictions	Portsmouth	Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		5:56 a.m. - 6:53 p.m.	5:00 a.m. - 11:00 p.m.
Saturday		6:03 a.m. - 6:55 p.m.	6:03 a.m. - 11:00 p.m.
Sunday		-	6:03 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 41 is streamlined from downtown Portsmouth to Victory Crossing, with Route 45 and Route 50 covering some of the service removed from Route 41. Leaving the County and Court hub, Route 41 will continue straight on County Street, and then turn left on Effingham Street to Lincoln Street. The route will then turn left on Lincoln Street, then right on Green Street, then left on Madison Street, and Right on 7th Street before continuing Right onto Portsmouth Boulevard and then George Washington Highway (following a portion of the existing Route 45). The route will bypass the existing deviation on Gust Lane, Avondale Road, Roosevelt Boulevard, and Greenwood Drive, and continue straight on Victory Boulevard and turn right onto Greenwood Drive. The service will then follow the existing route to Victory Crossing. Service on Gust Lane, Avondale Road, Roosevelt Boulevard, and Greenwood Drive will be replaced by the realigned Route 50, and service along Portsmouth Boulevard and Port Centre Parkway will be replaced with the realigned Route 45.
- Service on weekdays will be extended to operate between 5:00 a.m. and 11:00 p.m., with half hour service through most of the service day.
- Saturday service will be extended to end at 11:00 p.m. and with 30-minute service in the base period to meet the service design standards for Local Priority routes. Sunday service will be introduced at the same levels of Saturday service for span and frequency.

Route 41



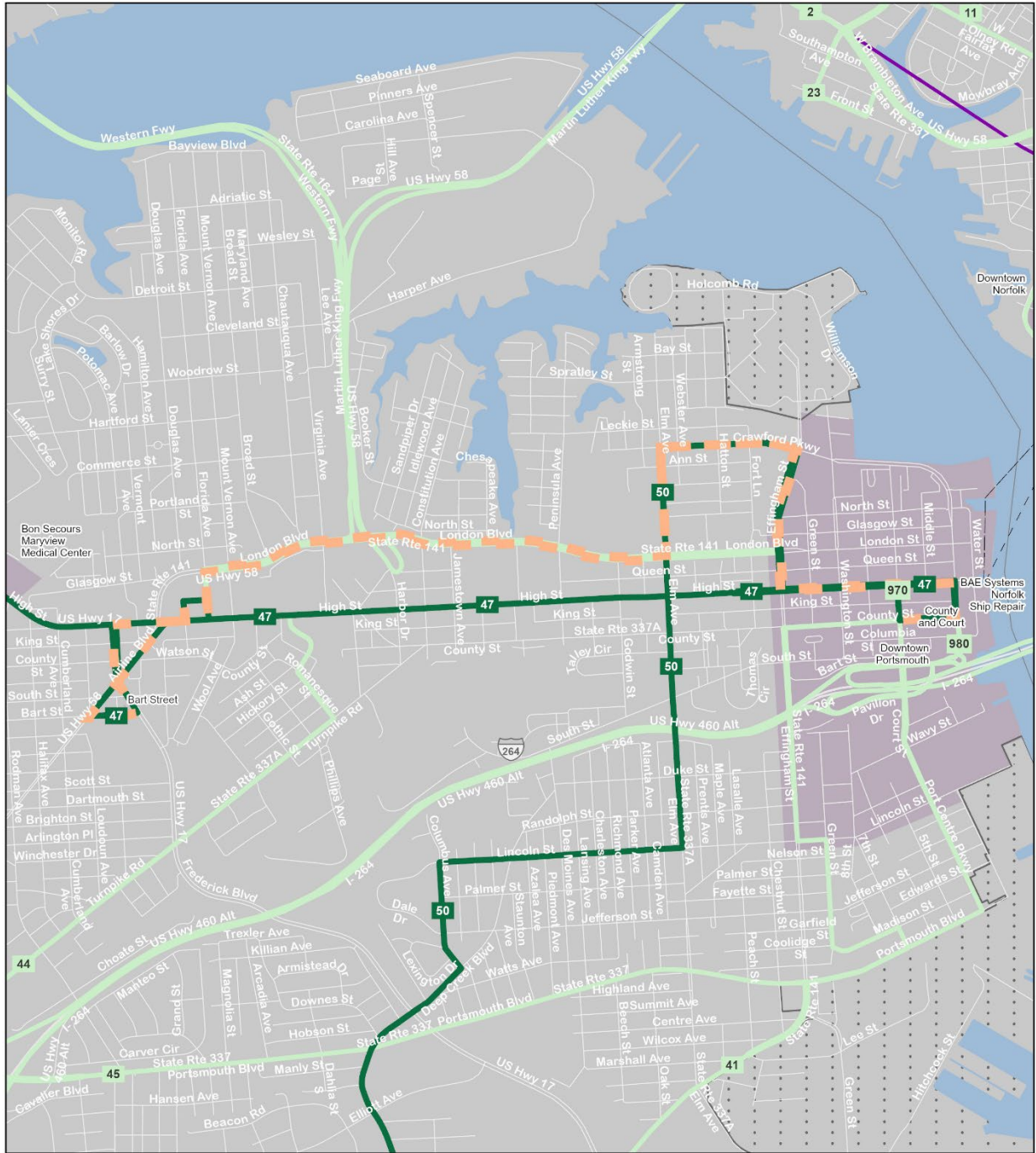
Justification

- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help improve on-time performance for each route and will simplify service patterns; these are characteristics which will help to improve service utilization.
- The realignment will have fewer deviations and will provide a more direct connection from Victory Crossing to Downtown Portsmouth. The minimized diversions and greatly improved route directness will attract more riders while operating across fewer miles.
- The proposed alignment addresses a midday and peak service demand gap between downtown and midtown Portsmouth.
- The path between midtown Portsmouth and Downtown Portsmouth on Routes 41 and 45 have been “flipped” under the planned service, developing two separate and more direct corridors approaching Downtown Portsmouth, one via the George Washington Parkway / Effingham Street (Route 41) and the second via Portsmouth Boulevard (Route 45).
- The service levels for Route 41 meet the service standards defined for Local Priority routes.

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 41 is realigned, streamlining service from downtown Portsmouth to Victory Crossing, with Route 45 and Route 50 covering some of the service removed from Route 41. Improve weekday span to 5:00 a.m. to 10:00 p.m. and Saturday span to end at 9:00 p.m. Introduce Sunday service from 8:00 a.m. to 8:00 p.m. with 30-minute headways during the base period and 60-minute headways during the non-base period. Improve weekday peak, weekday midday, weekday evening, and Saturday base headways to 30 minutes. In Fall 2024, there are no changes.	✓		✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday and Saturday span to end at 11:00 p.m. Improve Sunday span to 6:03 a.m. to 11:00 p.m., to match Saturday service.		✓	
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 43



Route 43

Focus Route

-  Eliminated Route
-  Routes Providing Replacement Coverage

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 43

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Bart Street	-
Jurisdictions	Portsmouth	-

Level of Service			
Span			
		Existing	Planned
Weekday		6:36 a.m. - 6:23 p.m.	-
Saturday		6:47 a.m. - 6:01 p.m.	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 43's service area will be covered by the realigned Route 50 and Route 47. Route 43 service will no longer operate.



Justification

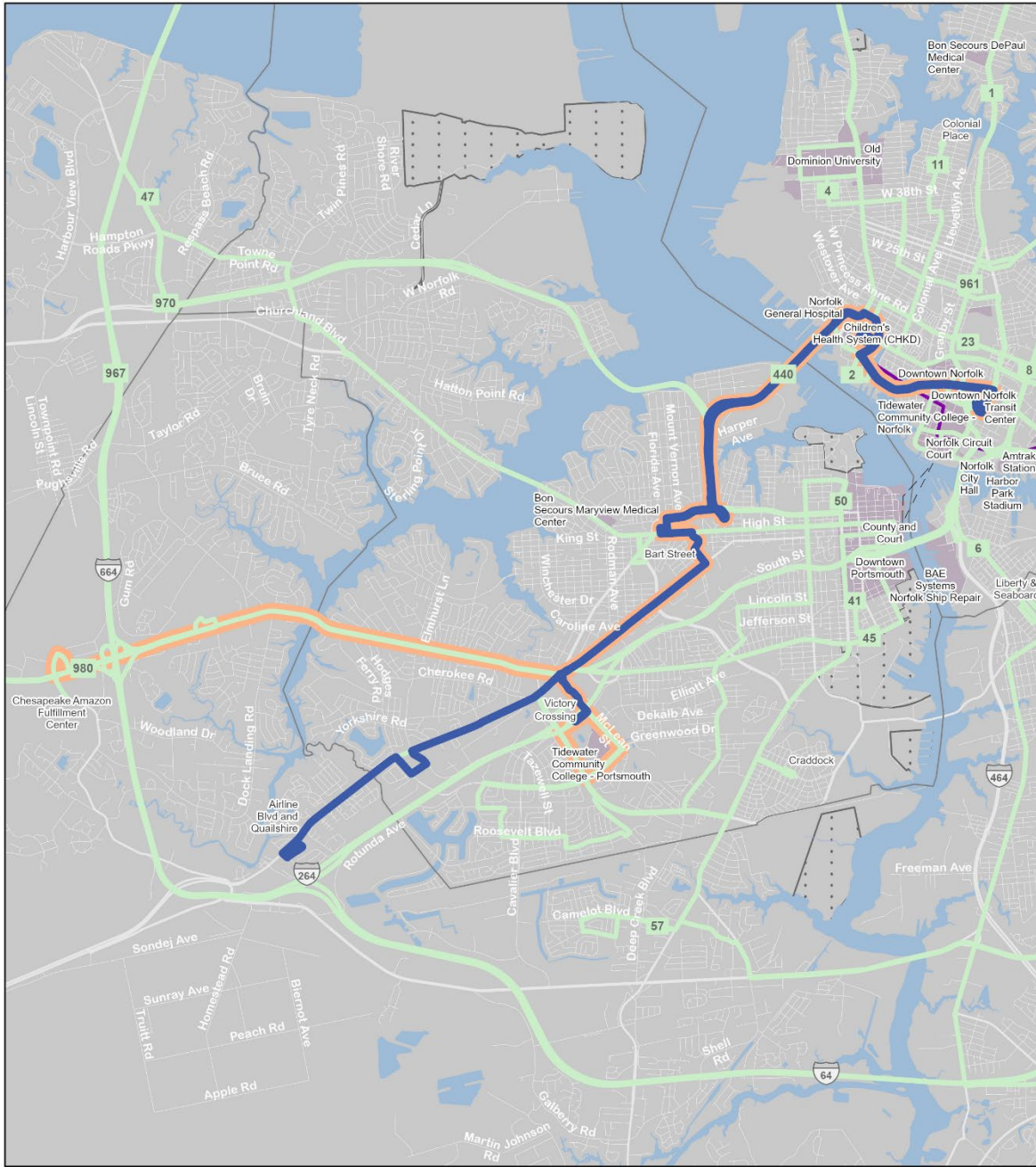
- Route 43 is among the lowest performing routes. It has consistently performed below average in the passenger per hour, farebox recovery and subsidy per passenger metrics.
- Route 43's service from County and Court to Elm Avenue and London Boulevard will be covered by the realigned Route 50, which will then extend southward towards Victory Crossing and TCC Portsmouth. This new service connection will help to provide additional one seat ride options into Downtown Portsmouth. Service on Route 50 will offer an improved span of service compared to what is currently offered on Route 43: 5:00 a.m. - 8:00 p.m. on weekdays, 6:00 a.m. - 7:00 p.m. on Saturdays, and 8:00 a.m. - 7:00 p.m. on Sundays.
- Service to Bart Street and the Walmart/Frederick Boulevard commercial area will be covered by the realigned Route 47, which will provide a significantly longer span of service than Route 43 currently offers (on weekdays it will operate between 5:00 a.m. and 1:00 a.m. and on weekends it will operate between 5:00 a.m. and midnight). Service will be offered every half hour between downtown Portsmouth and the Walmart/Frederick Boulevard commercial area during the weekday peaks, weekday midday, and weekend base periods.

Route 43

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 43 is eliminated, with its service covered by the realigned Route 50 and realigned Route 47.	✓	✓	✓
FY 2025 (Spring 2025)	-			
FY 2026	-			
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 44



Route 44

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary



Route 44

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Midtown Portsmouth	Downtown Norfolk Transit Center / Airline Boulevard
Jurisdictions	Chesapeake, Norfolk, Portsmouth	Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		6:14 a.m. - 10:04 p.m.	5:00 a.m. - 10:04 p.m.
Saturday		6:14 a.m. - 10:04 p.m.	6:05 a.m. - 10:04 p.m.
Sunday		7:00 a.m. - 7:45 p.m.	6:00 a.m. - 10:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- West of Victory Crossing, Route 44 will operate on Airline Boulevard until Sunkist Road, taking over a portion of the existing Route 57 (which is being realigned to no longer serve Airline Boulevard). Service on Portsmouth Boulevard west of Turnpike Road will no longer be offered via Route 44 but will instead be served by the realigned Route 45. Service to TCC-Portsmouth will no longer be offered on Route 44.
- Route 44 will provide new service along Elmhurst Lan between Airline Boulevard and Garwood Avenue to serve the Shared Hospital Services facility.
- Weekday service will begin earlier at 5:00 a.m.
- Saturday service will operate hourly from 6:05 a.m. to 10:04 p.m.
- Route 44 will be extended to serve DNTC on Sundays, as it currently does the other days of the week. The span of service on Sunday will be increased to operate from 6:00 a.m. to 10:00 p.m.



Justification

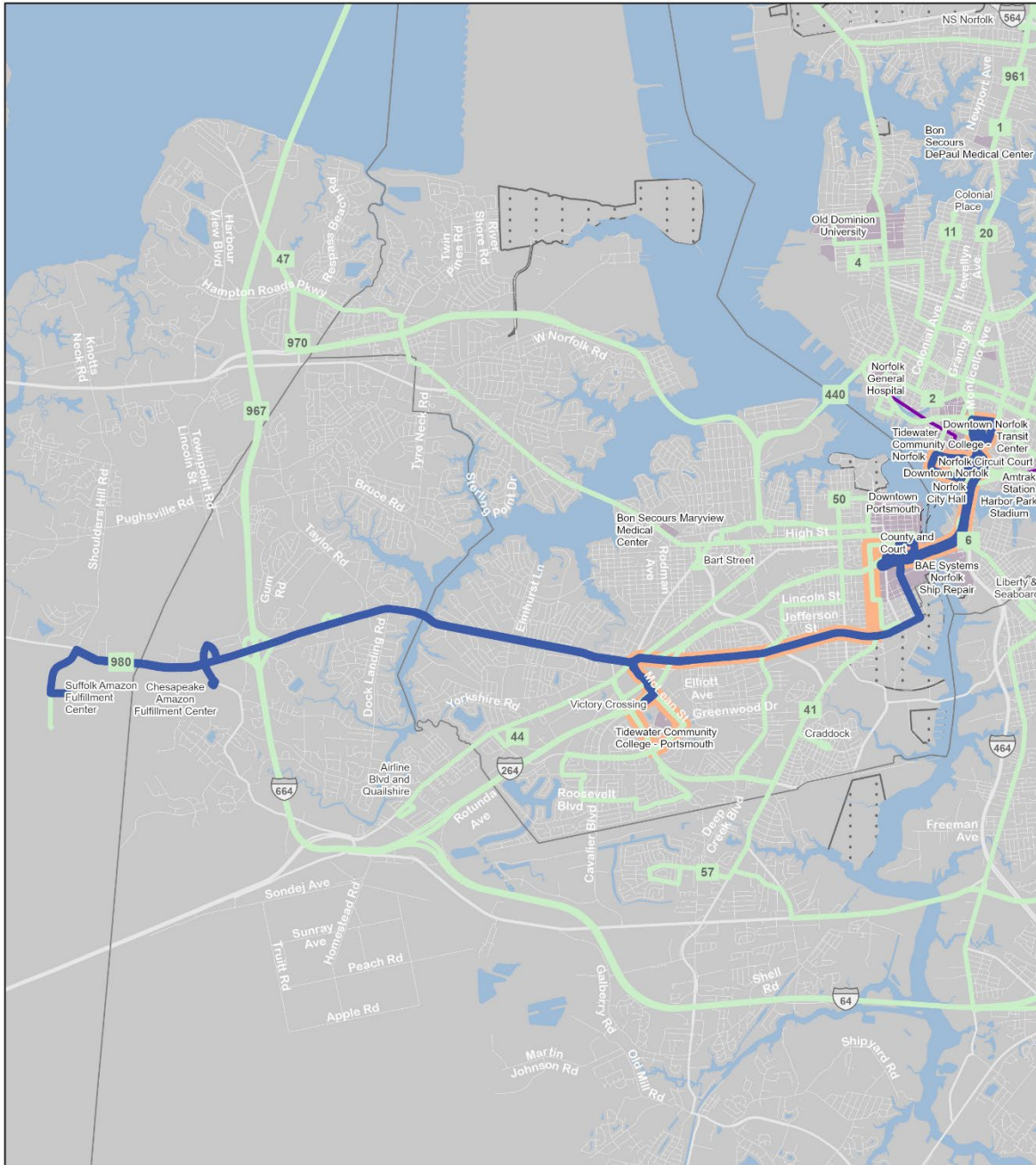
- Route 44 performs around or below average on the six Key Performance Indicators (KPI). Its low on-time performance of 63 percent, short of the benchmark of 85 percent, will be addressed by the realignment to provide more direct service along Airline Boulevard that will help to improve Route 44's performance. This alignment addresses an all-day service and peak demand gap by providing a higher level of midday and peak service in this area than is currently provided by Route 57.
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- High ridership on the current Route 44's early morning trips suggest Sunday service will be successful if offered earlier than the service design standards in the morning.
- The service levels for Route 44 meet or exceed the service standards defined for Coverage routes.

Route 44

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 44 is realigned. West of Victory Crossing, Route 44 will operate on Airline Boulevard until Sunkist Road, taking over a portion of the existing Route 57 (which is being realigned to no longer serve Airline Boulevard). Service on Portsmouth Boulevard west of Turnpike Road will no longer be offered via Route 44 but will instead be served by the realigned Route 45. Improve Saturday span to start at 6:05 a.m. In Fall 2024, there are no changes.	✓		✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve Sunday span to start at 6:00 a.m.			
FY 2027	Improve Sunday span to end at 10:00 p.m.		✓	
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 45



Route 45

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 45

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Victory Crossing	Downtown Norfolk Transit Center / Victory Crossing / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth	Suffolk, Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		4:39 a.m. - 11:54 p.m.	4:39 a.m. - 1:00 a.m.
Saturday		5:10 a.m. - 12:51 a.m.	5:10 a.m. - 12:51 a.m.
Sunday		6:06 a.m. - 10:51 p.m.	5:10 a.m. - 12:51 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	60	60
Saturday	Base	30	30 / 60
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	30 / 60
	Non-Base	60	30 / 60
	Early / Late	60	60

Note

This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.

Service Changes

- Route 45 will be extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Route 45 will no longer serve TCC-Portsmouth; rather it will remain at Victory Crossing after 7:00 p.m. on weekdays. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Blvd/Nansemond Parkway.
- In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41). Transferring the service onto Port Centre Parkway will improve route directness and decrease travel time.
- Route 45 is a Regional Backbone service that will operate on weekdays between 4:39 a.m. and 1:00 a.m. between Victory Crossing, Downtown Portsmouth, and Norfolk. Route 45 will provide 15-minute service between Victory Crossing and Downtown Norfolk during AM and PM peak periods, with non-peak period (except late night) service being offered at half hour intervals within Portsmouth and to Norfolk.
- The existing Saturday span of service will be maintained and service will be offered every half hour between Downtown Norfolk and Victory Crossing between 6:00 a.m. and 9:00 p.m. Saturday service will be offered every half hour across the whole route from 8:00 a.m. to 6:00 p.m.—before and after that it will be hourly.
- Sunday span will be extended to match Saturday and headways will be improved to match Saturday.



Justification

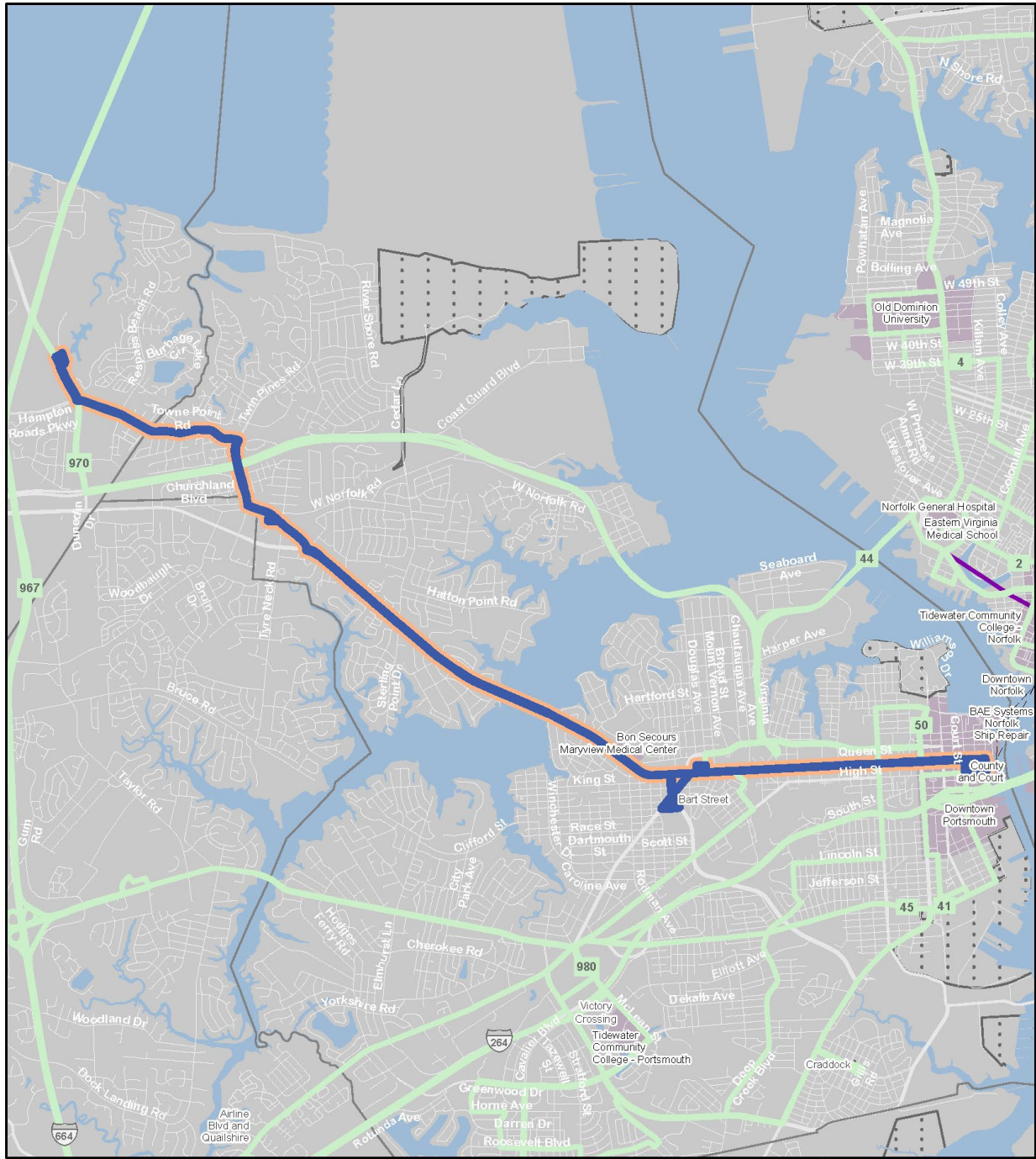
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- Serving the new Amazon facilities with Route 45 will connect workers from across the region to thousands of new jobs via transit. The extension to the new Amazon facilities will be evaluated in HRT's next Transit Strategic Plan.

Route 45

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 45 is extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Boulevard and Nansemond Parkway. In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41). Improve weekday span to end at 1:00 a.m. Improve Sunday span to 5:10 a.m. to 12:51 a.m. Restore weekday peak headways to 15 minutes between DNTC and Victory Crossing. Improve Sunday base and non-base headways on the short turn to 30 minutes. In Fall 2024, there are no changes.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 47



Route 47

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 47

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Churchland	Downtown Portsmouth / Churchland
Jurisdictions	Suffolk, Portsmouth	Suffolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		5:49 a.m. - 10:30 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:03 a.m. - 10:30 p.m.	5:00 a.m. - 12:00 a.m.
Sunday		6:33 a.m. - 7:30 p.m.	5:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	-	60
Saturday	Base	30	30
	Non-Base	60	30 / 60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	60	30 / 60
	Early / Late	-	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- The alignment for Route 47 will remain predominantly the same as existing, with the addition of providing service every half hour between downtown Portsmouth and the Walmart/Frederick Boulevard commercial area during the weekday peaks, weekday midday, and weekend base periods; with the elimination of Route 43, Route 47 will continue to provide this connection with a longer span of service and better headways between Downtown Portsmouth and the commercial area.
- Weekday peak period service and midday service is to remain the same as existing: during weekday peak periods there will be 15-minute high-frequency service between Village Street and Churchland Boulevard and County Street and Court Street (the short turn) and 30-minute service from College Drive and Lake View Parkway to County Street and Court Street (the full length of the route). During the weekday midday period there will be 30-minute service along the full length of the route. Early and evening service will operate every 30 minutes between Village Street and Churchland Boulevard and County Street and Court Street and every 60 minutes along the full length of the route. Late night service will operate hourly along the full length of the route.
- The weekday span of service is increased to operate from 5:00 a.m. to 1:00 a.m.
- Weekend service will begin earlier at 5:00 a.m. and end later at midnight, providing service all day to College and Lakeview. On weekends there will be 30-minute service along the full length of the route during the base period, 30-minute service along the short turn and 60-minute service along the full length of the route in the non-base period, and hourly service in the early/late period.



Justification

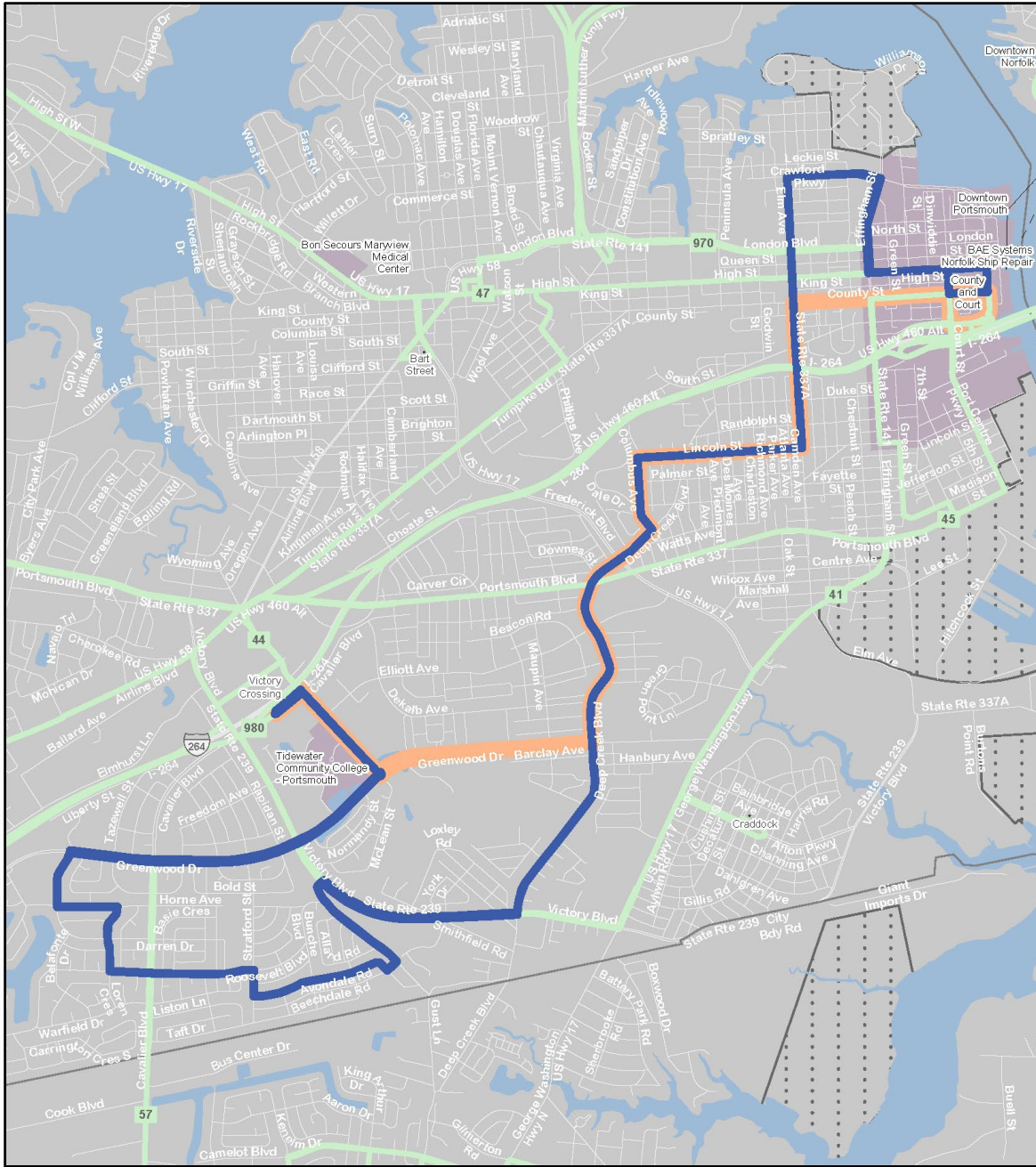
- The current Route 47 service offers an important connection between Downtown Portsmouth and the neighboring City of Suffolk, enabling a direct connection to the Suffolk Transit bus system.
- The service levels for Route 47 meet the service standards defined for Regional Backbone routes.

Route 47

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 47 is realigned to serve the Walmart/Frederick Boulevard commercial area, covering a portion of the eliminated Route 43. Improve weekday span to 5:00 a.m. to 1:00 a.m. and weekend span to 5:00 a.m. to 12:00 a.m. Restore weekday peak and midday headways to 30 minutes along the full length of the route. Restore weekday early and evening headways to 30 minutes on the short turn (between Village Street and Churchland Boulevard and County Street and Court Street). On both weekend days Route 47 will serve College and Lakeview (the full length of the route) every 30 minutes from 8:00 a.m. to 6:00 p.m. and hourly for the rest of the span of service. During the weekend non-base period, service is offered every 30 minutes on the short turn. In Fall 2024, there are no changes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Improve weekday peak headway to 15 minutes on the short turn.			✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 50



Route 50

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 50

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Victory Crossing	Downtown Portsmouth / Victory Crossing
Jurisdictions	Portsmouth	Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		6:03 a.m. - 6:55 p.m.	5:00 a.m. - 8:00 p.m.
Saturday		7:03 a.m. - 6:29 p.m.	6:00 a.m. - 7:00 p.m.
Sunday		7:00 a.m. - 6:20 p.m.	8:00 a.m. - 7:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	-	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Route 50 will be realigned to cover the eliminated portion of Route 43 in the Parkview area and an eliminated portion of Route 41 serving Roosevelt Boulevard and Vaughn Court. As a Coverage route, Route 50 will provide hourly service connecting neighborhoods in Portsmouth, freeing up other routes to provide more direct and frequent service between Portsmouth and Norfolk. There will no longer be service on Greenwood Drive between Missy Elliot Boulevard and Deep Creek or on County Street between Elm Avenue and Effingham Street.
- Weekday service will be offered hourly between 5:00 a.m. and 8:00 p.m., which provides one earlier hour of service in the morning and one later hour of service in the evening than existing.
- Saturday service will be offered hourly from 6:00 a.m. to 7:00 p.m. to provide service consistent with existing Saturday service on Routes 41 and 50.
- Sunday service will be offered hourly from 8:00 a.m. to 7:00 p.m.



Justification

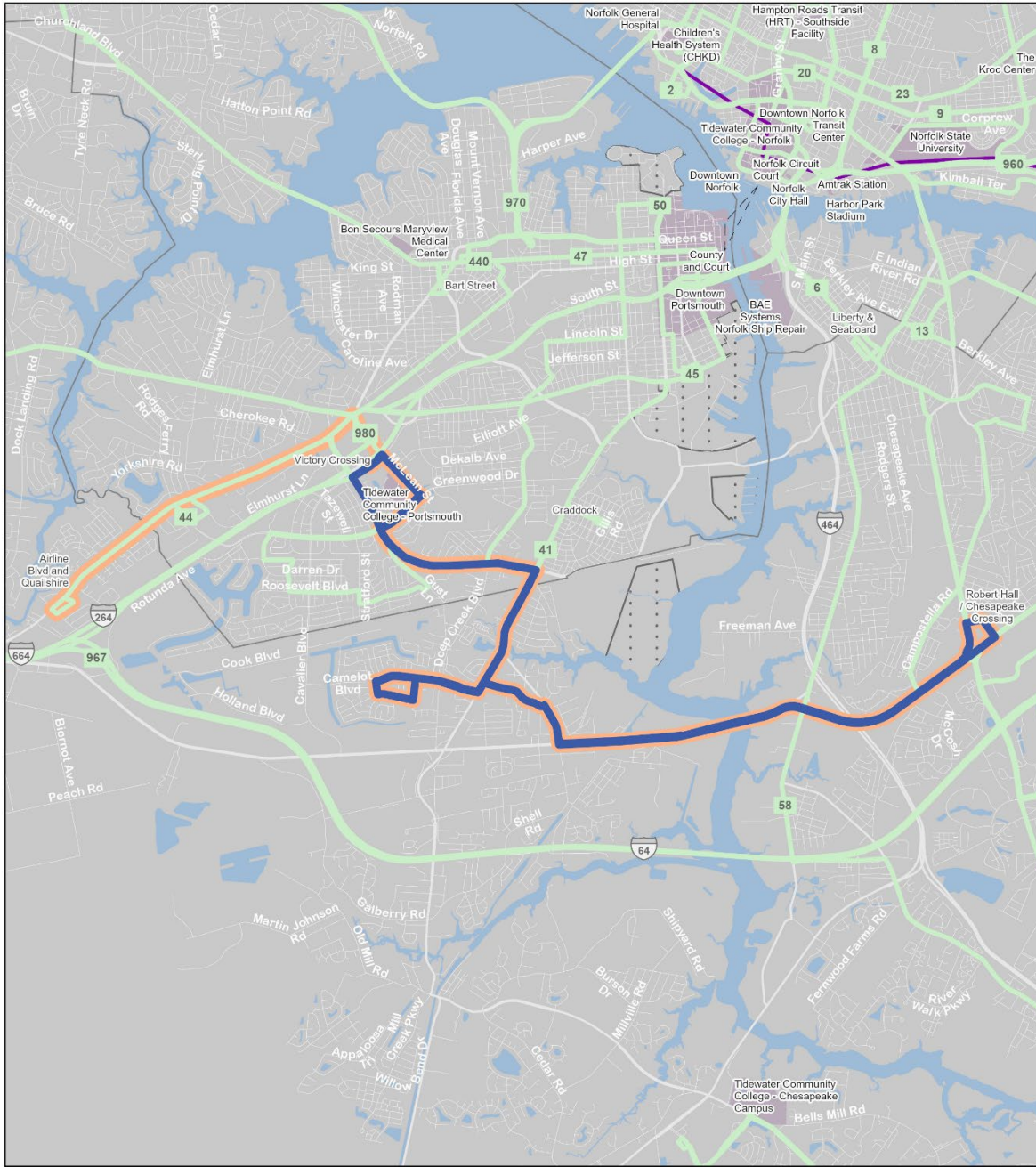
- Route 50 performs around or below average on the six Key Performance Indicators (KPI). The Route 50 realignment will provide Coverage level service to several Portsmouth neighborhoods and will increase service connections through the Naval Medical Center Portsmouth and Downtown Portsmouth (in accordance with the elimination of the current Route 43 service).
- The service changes will increase span of service, which will help to grow route utilization by providing earlier and later service options, an attractive feature to potential passengers.
- The service levels for Route 50 meet the service standards defined for Coverage routes.

Route 50

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 50 is realigned to cover the eliminated portion of Route 43 in the Parkview area and an eliminated portion of Route 41 serving Roosevelt Boulevard and Vaughn Court. As a Coverage route, Route 50 will provide hourly service connecting neighborhoods in Portsmouth, freeing up other routes to provide more direct and frequent service between Portsmouth and Norfolk. There will no longer be service on Greenwood Drive between Missy Elliot Boulevard and Deep Creek or on County Street between Elm Avenue and Effingham Street. Improve Saturday span to 6:00 a.m. to 7:00 p.m. Change Sunday span to start at 8:00 a.m. In Fall 2024, there are no changes.	✓		✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to 5:00 a.m. to 8:00 p.m. Improve Sunday span to end at 7:00 p.m.		✓	
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 57





Route 57

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 57

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Airline Boulevard	Robert Hall Boulevard / Victory Crossing
Jurisdictions	Chesapeake, Portsmouth	Chesapeake, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		6:19 a.m. - 7:17 p.m.	5:00 a.m. - 9:30 p.m.
Saturday		6:18 a.m. - 7:19 p.m.	6:18 a.m. - 7:19 p.m.
Sunday		-	8:00 a.m. - 7:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Service will continue to operate in the Camelot area and then will then continue north and terminate at Victory Crossing, providing transfer opportunities to many other routes. Service on Route 57 will be discontinued on Airline Boulevard between Victory Boulevard and Sunkist Road, replaced by the realigned Route 44.
- Weekday service will be offered hourly between 5:00 a.m. and 9:30 p.m., providing an expanded service day to allow for more cross-jurisdictional travel in the evening.
- On weekends, Sunday service will be introduced offered hourly between 8:00 a.m. and 7:00 p.m.



Justification

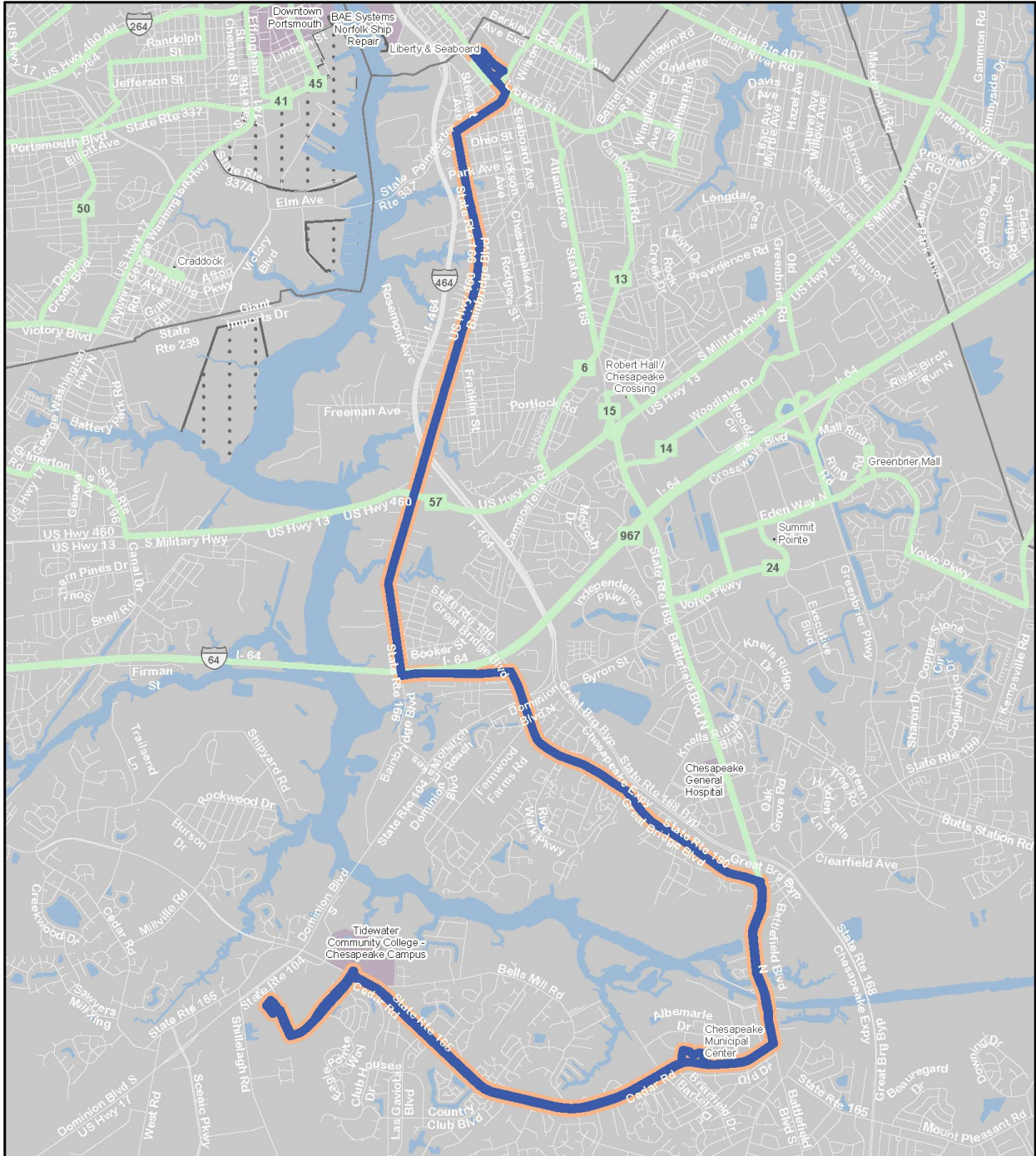
- Route 57 performs around or below average on the six Key Performance Indicators (KPI); however, the existing connection that Route 57 provides between Portsmouth and Chesapeake is vital in providing a cohesive network of transit options. The service changes for Route 57 will help streamline service, providing shorter overall travel times and improved on-time performance. These changes will improve the attractiveness of the route which will help to increase service utilization.
- The realignment of Route 57 will be evaluated in HRT's next Transit Strategic Plan.
- The service levels for Route 57 will meet the service standards defined for Coverage.

Route 57

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, service continues to operate in the Camelot area, but it is streamlined to no longer serve Aaron Drive or Sir Galahad Drive north of Camelot Boulevard. Route 57 will then continue north and terminate at Victory Crossing, providing transfer opportunities to many other routes. Service on Route 57 is discontinued on Airline Boulevard between Victory Boulevard and Sunkist Road, replaced by the realigned Route 44.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to start at 5:00 a.m.			
FY 2027	No changes.			
FY 2028	Improve weekday span to end at 8:00 p.m.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Improve weekday span to end at 9:30 p.m. Introduce Sunday service from 8:00 a.m. to 7:00 p.m., operated hourly.		✓	✓
Out Years	No changes.			

Route 58



Route 58

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 58

Service Classification
Coverage

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	South Norfolk / Bainbridge Boulevard / Chesapeake Municipal Center / TCC Chesapeake	South Norfolk / Bainbridge Boulevard / Chesapeake Municipal Center / TCC Chesapeake
Jurisdictions	Chesapeake	Chesapeake

Level of Service			
Span			
	Existing	Planned	
Weekday	5:48 a.m. - 7:10 p.m.	5:00 a.m. - 7:10 p.m.	
Saturday	5:48 a.m. - 7:10 p.m.	5:48 a.m. - 7:10 p.m.	
Sunday	-	8:00 a.m. - 7:00 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment.
- Weekday service will begin earlier at 5:00 a.m. with hourly service.
- Sunday service will be introduced operated hourly between 8:00 a.m. and 7:00 p.m.



Justification

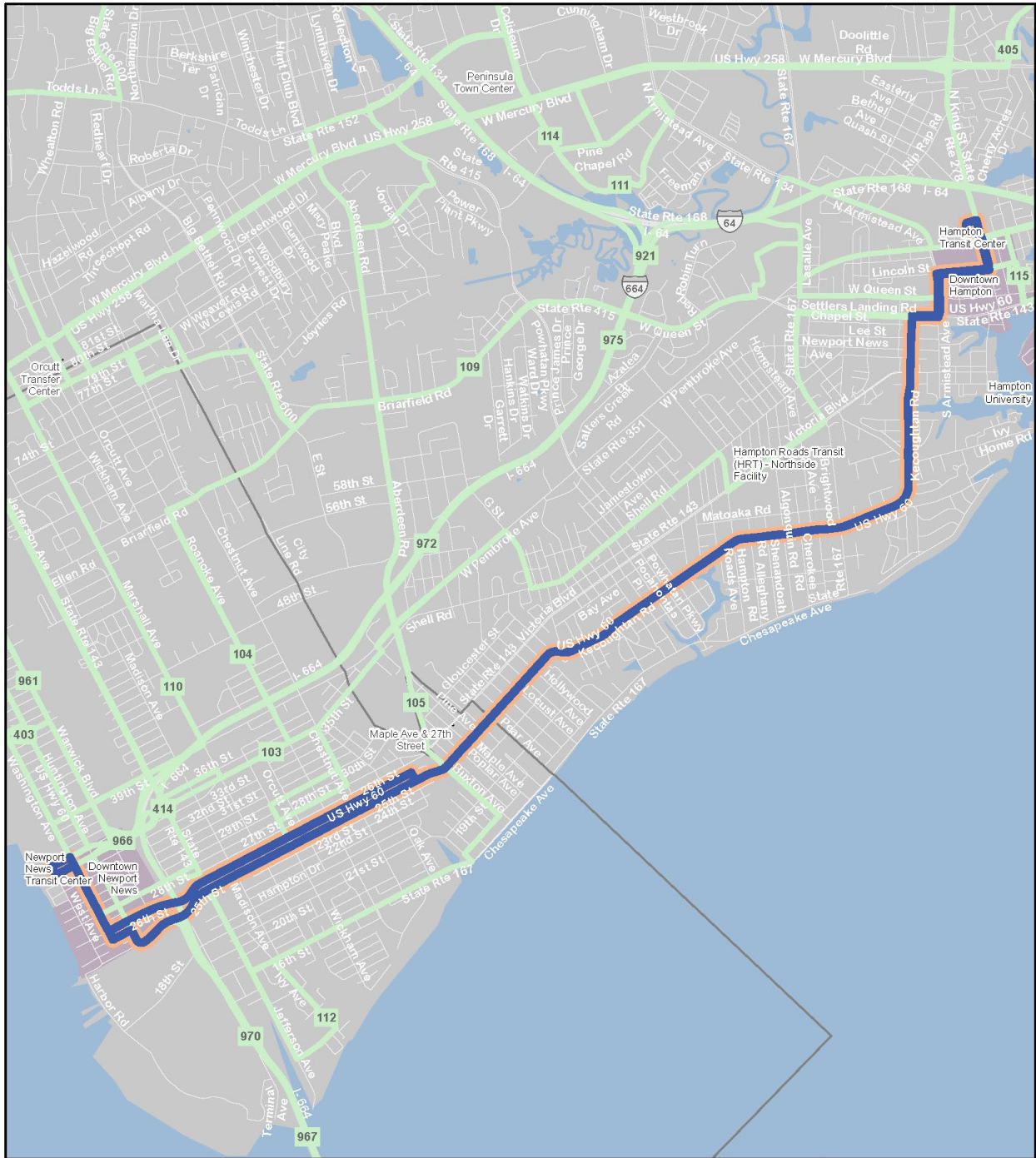
- The service levels for Route 58 meet the service standards defined for Coverage routes.

Route 58

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to start at 5:00 a.m.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Introduce Sunday service from 8:00 a.m. to 7:00 p.m., operated hourly.		✓	✓
Out Years	No changes.			

Route 101



Route 101

Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 101

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Kecoughtan) Downtown Newport News / Downtown Hampton	(Kecoughtan) Downtown Newport News / Downtown Hampton
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
	Existing	Planned	
Weekday	5:15 a.m. - 12:10 a.m.	5:00 a.m. - 1:00 a.m.	
Saturday	5:15 a.m. - 12:10 a.m.	5:15 a.m. - 12:10 a.m.	
Sunday	5:45 a.m. - 8:08 p.m.	5:15 a.m. - 12:10 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	35	15
	Midday	35	30
	PM Peak	35	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	35	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- No changes from existing service alignment.
- Weekday service will be offered between 5:00 a.m. and 1:00 a.m.
- Service during the weekday peak periods will be offered every 15 minutes. During the weekday early, midday, and evening periods, service will be offered every 30 minutes, and hourly service will be offered in the late-night period.
- On weekends, Sunday service is expanded to match current Saturday levels of service from 5:15 a.m. to 12:10 a.m., with 30-minute headways from 6:00 a.m. to 9:00 p.m. and 60-minute headways during other times.



Justification

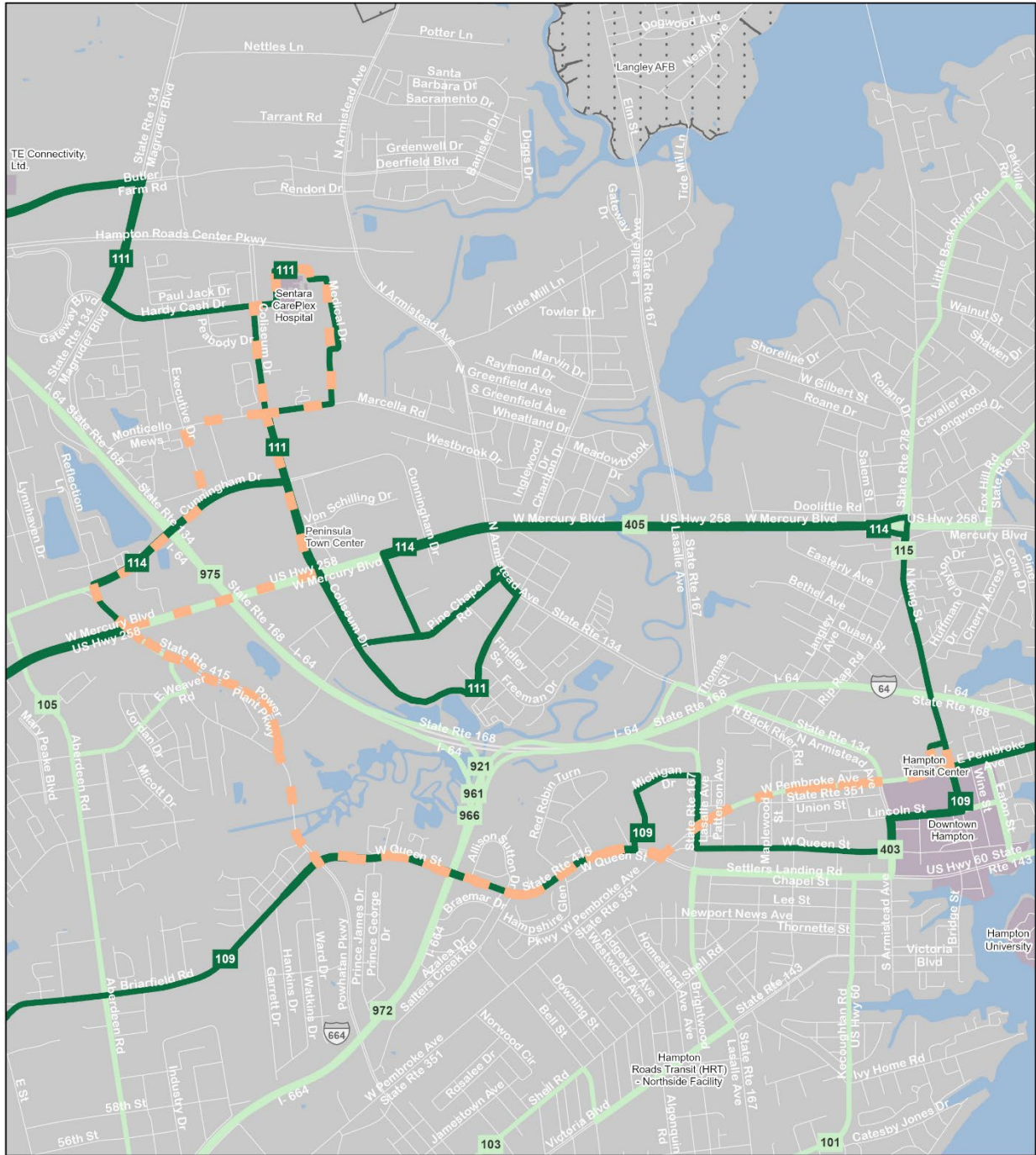
- Route 101 performs well on the six Key Performance Indicators (KPI) and warrants an increase in service.
- The service levels for Route 101 meet the service standards defined for Regional Backbone routes.

Route 101

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes			
FY 2027	Restore weekday early headway to 30 minutes and weekday peak, weekday midday, and Saturday base headways to 35 minutes.			
FY 2028	Improve weekday span to 5:00 a.m. to 1:00 a.m. and improve Sunday span to 5:15 a.m. to 12:10 a.m. Improve weekday peak headways to 15 minutes and weekday midday, weekday evening, Saturday base, Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 102



Route 102

Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 102

Service Classification		
-		

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Coliseum) Peninsula Town Center / Downtown Hampton	-
Jurisdictions	Hampton	-

Level of Service			
Span			
		Existing	Planned
Weekday		6:19 a.m. - 8:10 p.m.	-
Saturday		7:19 a.m. - 7:10 p.m.	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 102 will be eliminated due to poor performance, and the realignment of other nearby routes will cover much of the route's service. Routes 109 and 111 will provide similar connections that Route 102 provides, with Route 109 operating on W Queen Street and Route 111 operating on Coliseum Drive and into the Sentara CarePlex facility. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd.
- Executive Dr between Marcella Rd and Cunningham Dr will lose service, but service will be available nearby on Route 114 on Cunningham Dr.
- Segments of Power Plant Parkway and Pembroke Avenue losing service have low transit demand and are also within a half mile of other routes.



Justification

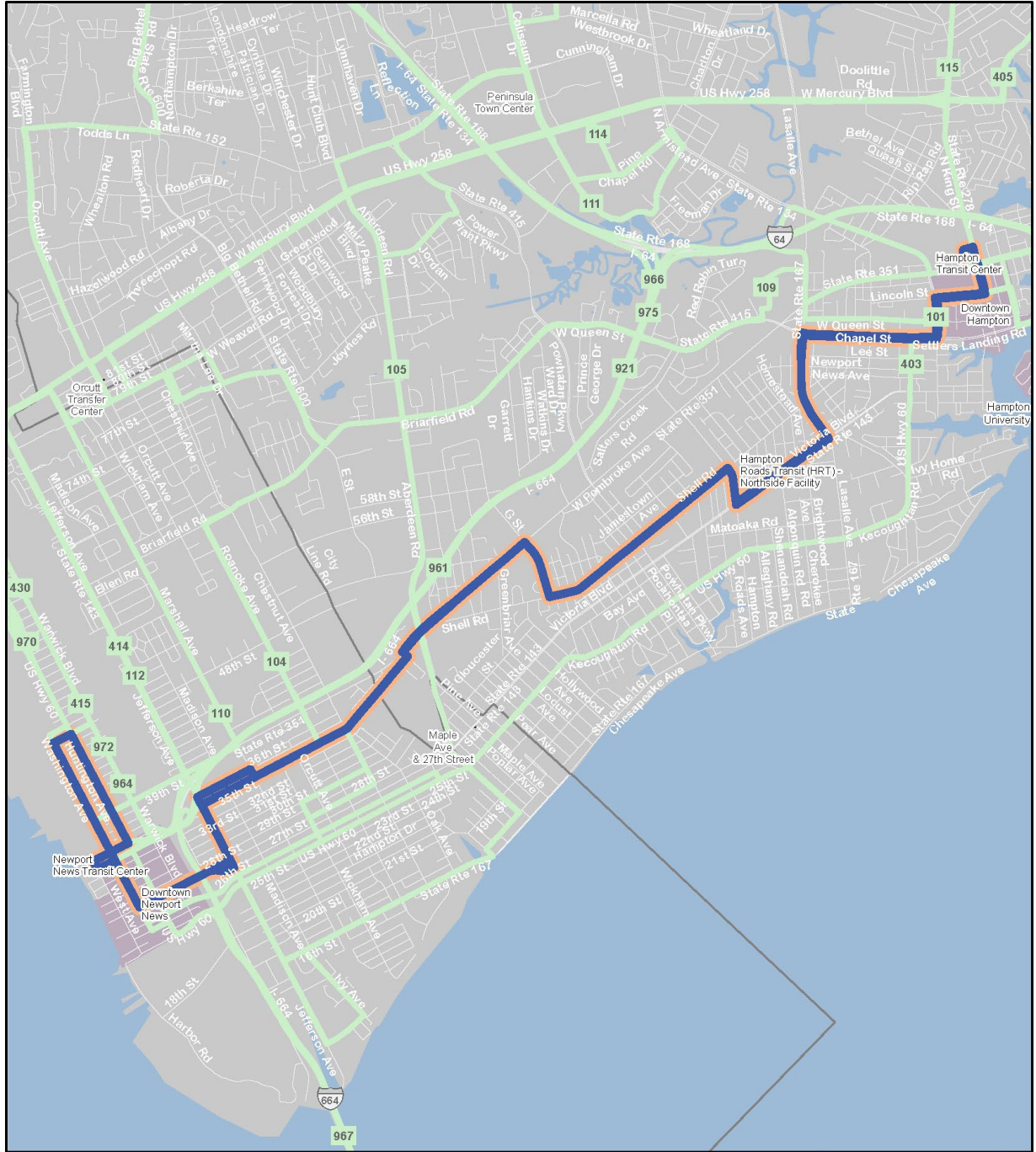
- Route 102 performs within the lowest third of routes on the six Key Performance Indicators (KPI) and as a result will be eliminated, with the resources from this eliminated service being used to further transit development elsewhere in Hampton.

Route 102

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 102 is eliminated. Routes 109 and 111 will provide similar connections that Route 102 provides, with Route 109 operating on West Queen Street and Route 111 serving the Sentara CarePlex Hospital complex. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd.	✓	✓	✓
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			




Route 103



Route 103

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 103

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Hampton / Downtown Newport News	Downtown Hampton / Downtown Newport News
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
	Existing	Planned	
Weekday	5:15 a.m. - 11:52 p.m.	5:00 a.m. - 11:52 p.m.	
Saturday	5:15 a.m. - 11:52 p.m.	5:15 a.m. - 11:52 p.m.	
Sunday	7:15 a.m. - 7:52 p.m.	7:00 a.m. - 11:00 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- No change to existing service alignment.
- Weekday span will be improved to start at 5:00 a.m.
Sunday span will be improved to 7:00 a.m. to 11:00 p.m.
Sunday base headways will be improved to 30 minutes.



Justification

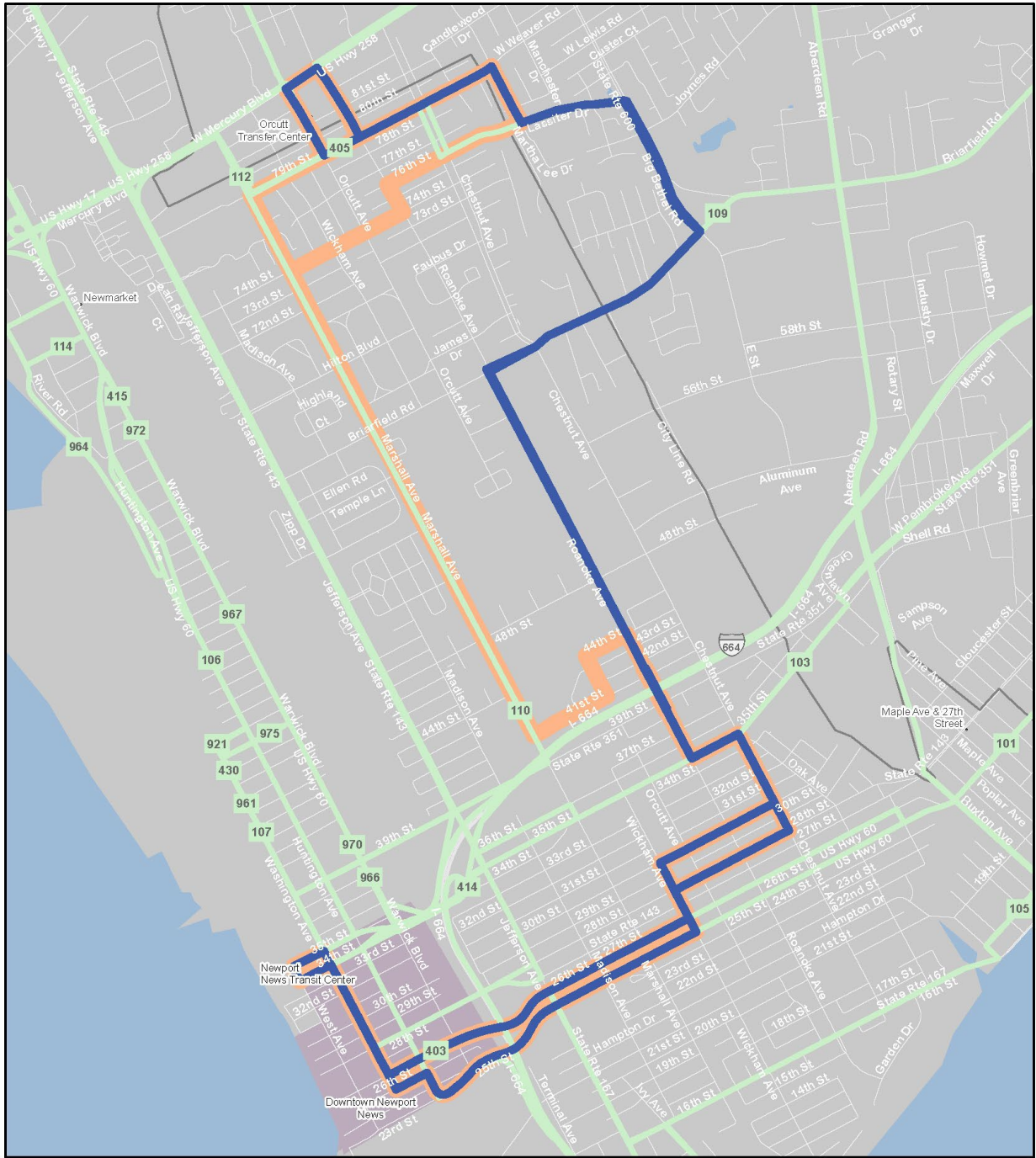
- Route 103 performs around average on the six Key Performance Indicators (KPI); service spans and headways will be improved to meet standards.
- The service levels for Route 103 meet the service standards defined for Local Priority routes.

Route 103

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Improve weekday span to start at 5:00 a.m. and improve Sunday span to 7:00 a.m. to 11:00 p.m. Improve Sunday base headway to 30 minutes.		✓	✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 104



Route 104

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 104

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Marshall) Downtown Newport News / Newmarket	(Roanoke) Downtown Newport News / Newmarket
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:45 a.m. - 10:41 p.m.	5:00 a.m. - 11:00 p.m.
Saturday		5:45 a.m. - 10:41 p.m.	6:00 a.m. - 11:00 p.m.
Sunday		5:45 a.m. - 7:43 p.m.	6:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	30	60
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30	60
	Late Night	-	-
Saturday	Base	30	60
	Non-Base	30	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60

Service Changes

- Route 104 will be realigned from serving 41st Street and Marshall Avenue to Roanoke Avenue instead. It will then travel east on Briarfield Road, north on Big Bethel Road, west on Lassiter Drive, north on Martha Lee Drive, west on 79th Street, and north on Orcutt Avenue. Route 110 will operate along the segment of Marshall Road currently served by Route 104.
- Weekday service will be offered from 5:00 a.m. to 11:00 p.m. and service will be offered every half hour between 6:00 a.m. and 6:00 p.m., with hourly service otherwise.
- On weekends, the span of service will be adjusted to 6:00 a.m. to 11:00 p.m., with hourly service throughout the day.



Justification

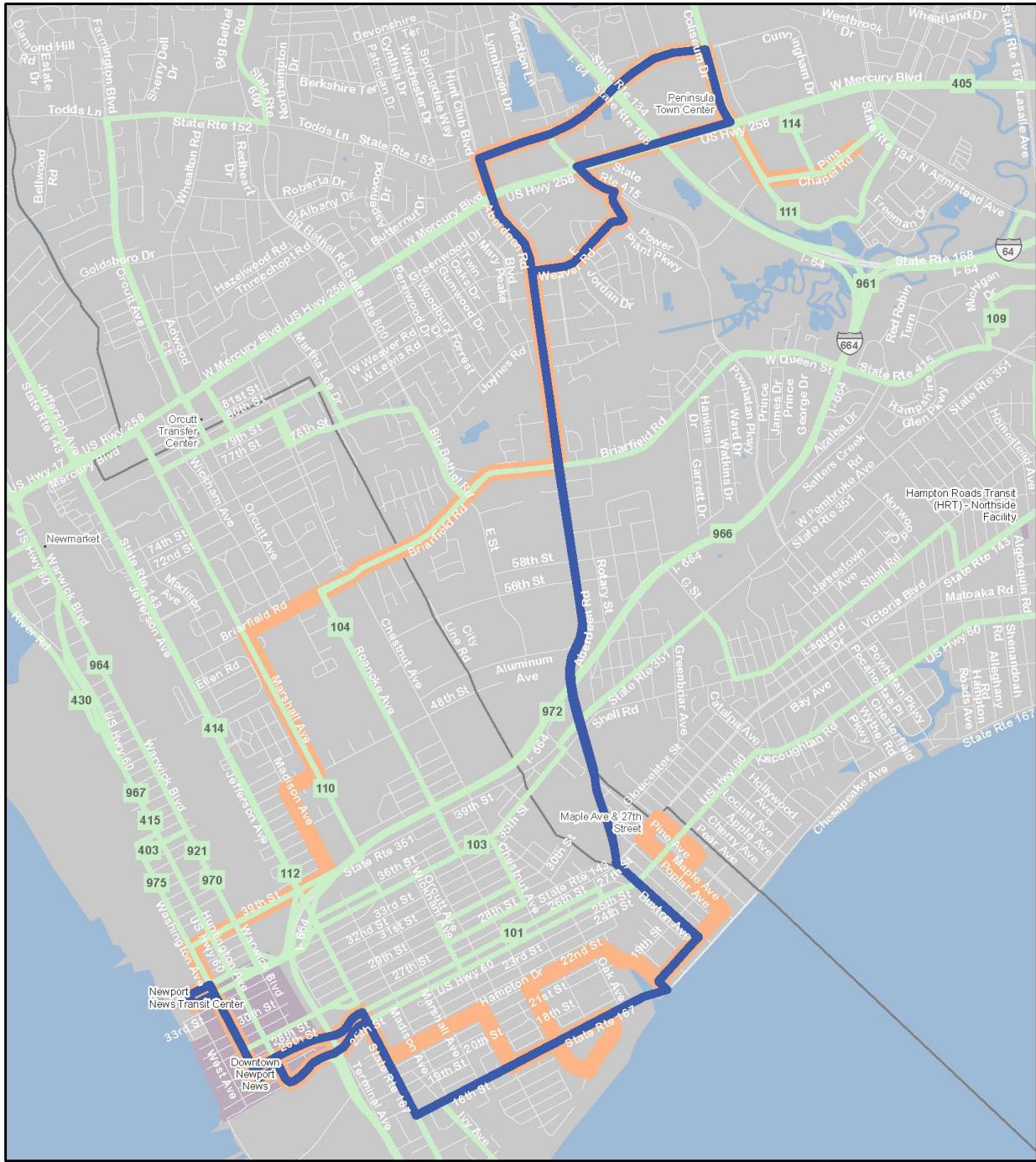
- Route 104 performs around average on the six Key Performance Indicators (KPI). The alignment and level of service changes were designed to improve the route's performance.
- The current Route 104 operates along several different corridors within Newport News. Route 104 will operate along a more streamlined alignment between Orcutt and the Newport News Transit Center, offering fewer turns and a simplified alignment which will help make the route easier to understand for all users and make the operations more efficient.
- The alignment changes to Route 104 were developed in concert with service changes to Route 105 and Route 110 to improve route directness and on-time performance, and to create routes that are simpler to understand.
- The service levels for Route 104 meet the service standards defined for Coverage routes.

Route 104

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 104 is realigned from serving 41st Street and Marshall Avenue to continue on Roanoke Avenue, then travel east on Briarfield Road, north on Big Bethel Road, west on Lassiter Drive, north on Martha Lee Drive, west on 79th Street, and north on Orcutt Avenue. Route 110 will operate along the segment of Marshall Road currently served by Route 104. Improve weekday span to 5:00 a.m. to 11:00 p.m. Change Saturday and Sunday span to 6:00 a.m. to 11:00 p.m. Change weekday early, weekday evening, Saturday base and Saturday non-base headways to 60 minutes.	✓	✓	✓
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 105



Route 105

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 105

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Maple Avenue & 27th Street / Peninsula Town Center	Downtown Newport News / Peninsula Town Center
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
	Weekday	6:12 a.m. - 12:13 a.m.	5:00 a.m. - 12:13 a.m.
	Saturday	6:15 a.m. - 12:13 a.m.	6:15 a.m. - 12:13 a.m.
	Sunday	8:15 a.m. - 8:13 p.m.	6:15 a.m. - 12:13 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 105 will travel via a more direct path between the Peninsula Town Center / Riverdale Plaza Shopping Center and NNTC. Where the existing route currently travels onto Briarfield Road from Aberdeen Road, the service will remain on Aberdeen Road / Buxton Avenue, will then travel on Blair Avenue and 16th Street, then end at NNTC.
- Service along Maple Avenue, Hampton Avenue, and Garden Drive will be eliminated. The realigned Route 110 will provide service along Marshall Avenue. The realigned Route 104 will operate on Briarfield Road between Roanoke Avenue and Big Bethel Road. Other portions of Briarfield Road will lose service from Route 105 but will be mostly covered by the realigned Routes 104 and 109.
- The existing Route 105 tripper from Pine Chapel and Barrack will be eliminated.
- Weekday service will begin at 5:00 a.m. During the weekday peak periods and weekday midday, service will be offered every half hour. Service will be offered hourly through the rest of the service day.
- The Saturday span of service will remain the same and 30-minute service will be offered during the base period. Sunday levels of service will be increased to match Saturday service.



Justification

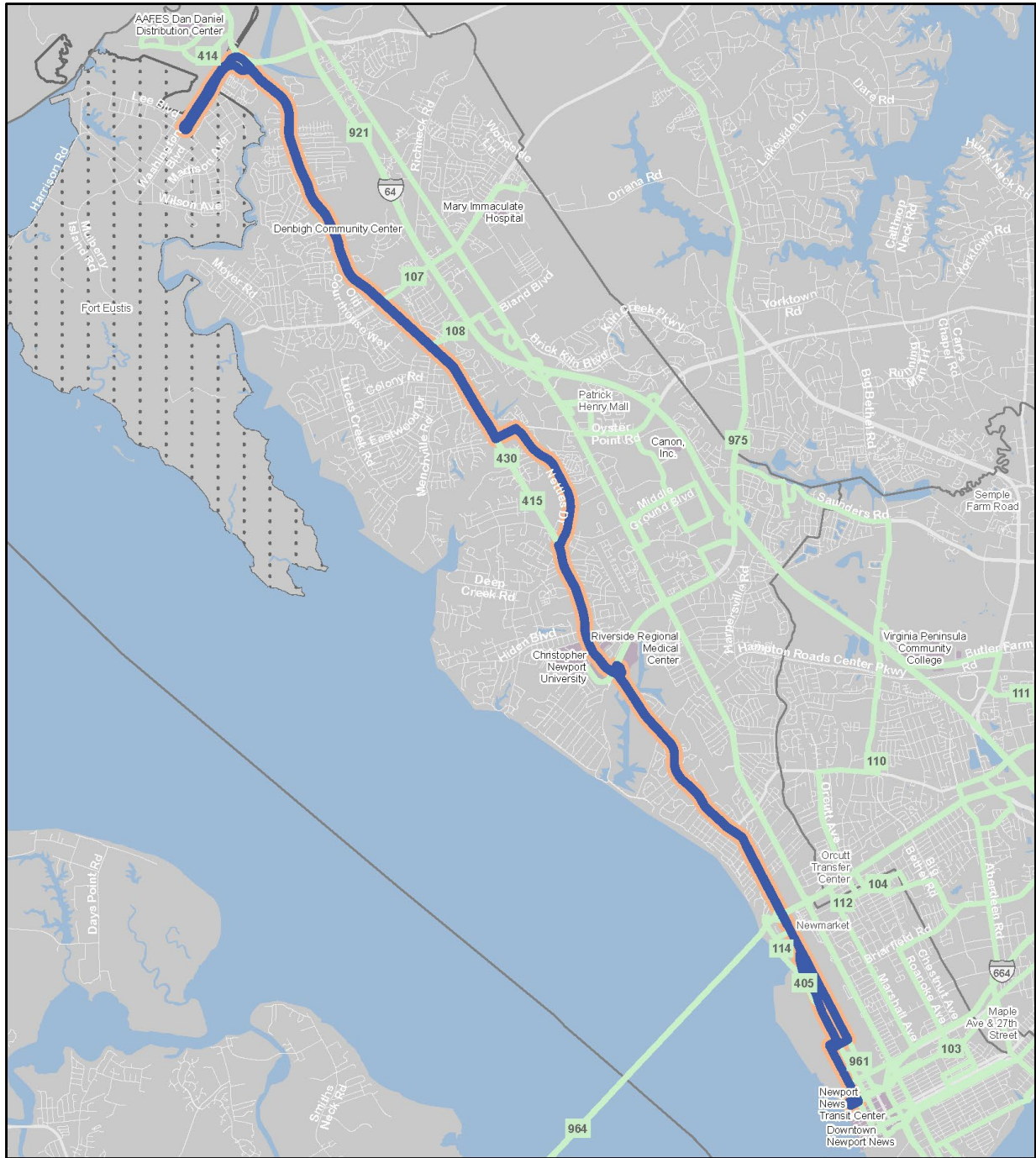
- Route 105 performs above average on the six KPIs. To increase ridership on an already well-performing route, its level of service will be increased, and the realignment will provide more direct and efficient service.
- Route 105's realignment provides more direct service between Peninsula Town Center and Downtown Newport News via Aberdeen Road, compared to its existing circuitous route pattern. Adjustments to Route 104 and Route 110 will provide coverage through much of the areas no longer served by Route 105, allowing for more efficient service in these areas. A more simplified routing through the Wilson, Magruder, Reed, and Marshall communities is also planned, which may require short walks to access the service, but which will help to provide shorter overall trip times and improved on time performance.
- The alignment changes to Route 105 were developed in concert with service changes to Route 104 and Route 110 to improve route directness and on-time performance, and to create routes that are simpler to understand.
- The service levels for Route 105 meet the service standards defined for Local Priority routes.

Route 105

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 105 is realigned to travel via a more direct path between the Peninsula Town Center / Riverdale Plaza Shopping Center and the Newport News Transit Center (NNTC). Where the existing route currently travels onto Briarfield Road from Aberdeen Road, the service will remain on Aberdeen Road / Buxton Avenue, and will then travel on Blair Avenue and 16th Street, then finish the trip to NNTC. Service along Maple Avenue, Hampton Avenue and Garden Drive will be eliminated. The realigned Route 110 will provide service from along Marshall Avenue. The realigned Route 104 will operate on Briarfield Road between Roanoke Avenue and Big Bethel Road. Other portions of Briarfield Road will lose service from Route 105 but will be mostly covered by the realigned Routes 104 and 109. The existing Route 105 tripper from Pine Chapel and Barrack will be eliminated. Improve weekday span to start at 5:00 a.m. and improve Sunday span to 6:15 a.m. to 10:00 p.m. Improve weekday peak and midday headways to 30 minutes.	✓		
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve Sunday span to end 12:13 a.m. Improve Saturday base headway to 30 minutes.		✓	
FY 2030	Improve Sunday base headway to 30 minutes.			✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 106



Route 106

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 106

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Warwick Boulevard / Denbigh Fort Eustis	Newport News Transit Center / Warwick Boulevard / Denbigh Fort Eustis
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:09 a.m. - 12:49 a.m.	5:00 a.m. - 12:49 a.m.
Saturday		5:09 a.m. - 12:49 a.m.	5:09 a.m. - 12:49 a.m.
Sunday		5:45 a.m. - 7:48 p.m.	5:45 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	20	30
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- There are no alignment changes planned for Route 106.
- Weekday service will be offered from 5:00 a.m. to 12:49 a.m. Service will be offered every half hour from 5:00 a.m. to 6:00 p.m., with hourly service otherwise.
- On Saturdays the existing span will be maintained, and service will be offered every half hour during the base period.
- The Sunday span of service will be expanded to end at 11:00 p.m. and service will be offered every half hour during the base period.



Justification

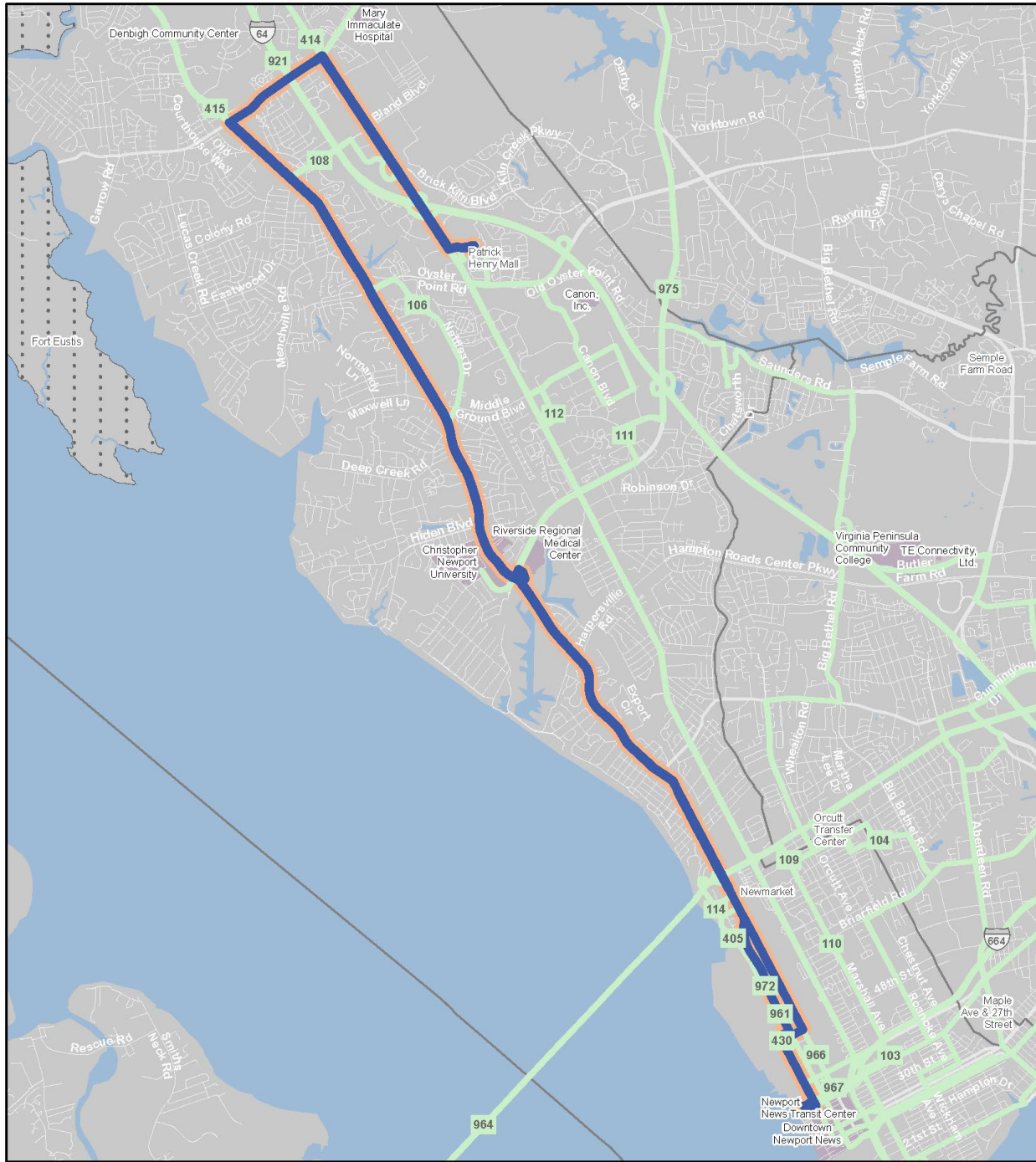
- Route 106 performs around or above average on the six Key Performance Indicators (KPI).
- Combined service between Route 106 and Route 107 will provide better than 30-minute service all day on Warwick Boulevard between Nettles Drive and Newport News Transit Center, which combined matches or exceeds the defined service standards for Local Priority routes.
- HRT was awarded a grant from the Commonwealth called the Interstate Operations and Enhancement Program to improve service on routes that operate on or run parallel to I-64: Routes 106, 107, and 757 Express Route 972. Improvements to Route 106 will be partially paid for by this grant.
- The City of Newport News is developing the 32-acre Sherwood Shopping Center site along Warwick Boulevard between Eastwood Drive and Tabbs Lane. This area will become a “civic hub” where residents and visitors can shop, work, live, and play, anchored by a new library and other municipal services. Other potential uses include residential, retail, and flexible workspaces. Improving the span and headways on Route 106 will allow HRT customers to access the site’s amenities more easily and conveniently.

Route 106

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to 5:00 a.m. to 12:49 a.m. and improve Sunday span to end at 11:00 p.m. Improve weekday early and peak headways to 30 minutes.		✓	
FY 2027	No changes.			
FY 2028	Improve weekday midday headway to 30 minutes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve Saturday and Sunday base headways to 30 minutes.			✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 107



Route 107

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 107

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Warwick Boulevard / Denbigh / Patrick Henry Mall	Newport News Transit Center / Warwick Boulevard / Denbigh / Patrick Henry Mall
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
	Existing	Planned	
Weekday	5:00 a.m. - 12:13 a.m.	5:00 a.m. - 12:07 a.m.	
Saturday	6:22 a.m. - 12:13 a.m.	6:00 a.m. - 12:13 a.m.	
Sunday	6:00 a.m. - 9:00 p.m.	6:00 a.m. - 9:00 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- There are no alignment changes for Route 107.
- Service during the weekday peak periods will be improved to operate every 30 minutes.
- Saturday service will begin earlier at 6:00 a.m.



Justification

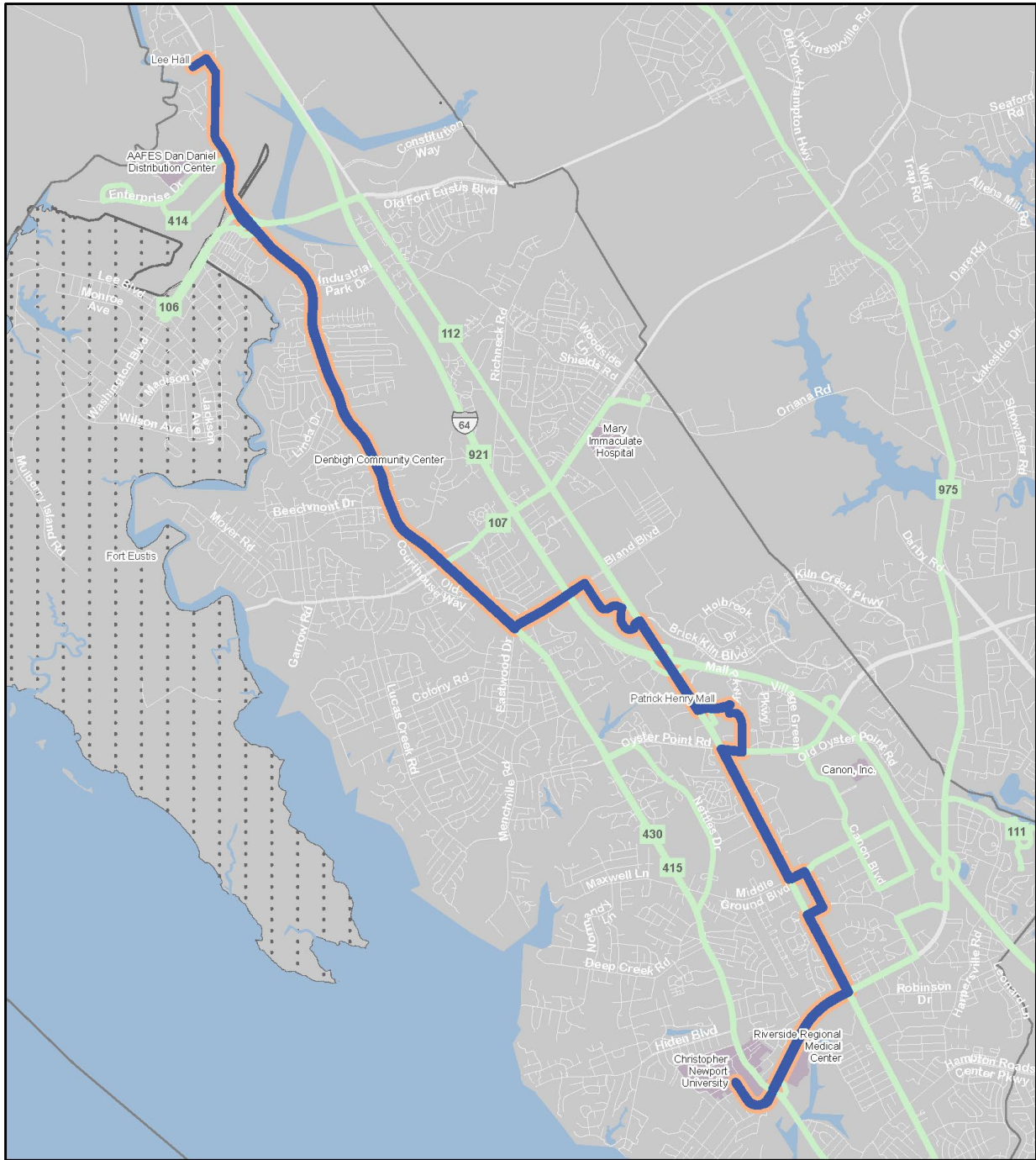
- Route 107 performs around or above average on the six Key Performance Indicators (KPI).
- Combined service between Route 106 and Route 107 will provide better than 30-minute service all day on Warwick Boulevard between Nettles Drive and Newport News Transit Center, which combined matches or exceeds the defined service standards for Local Priority routes.
- HRT was awarded a grant from the Commonwealth called the Interstate Operations and Enhancement Program to improve service on routes that operate on or run parallel to I-64: Routes 106, 107, and 757 Express Route 972. Improvements to Route 107 will be partially paid for by this grant.
- The City of Newport News is developing the 32-acre Sherwood Shopping Center site along Warwick Boulevard between Eastwood Drive and Tabbs Lane. This area will become a “civic hub” where residents and visitors can shop, work, live, and play, anchored by a new library and other municipal services. Other potential uses include residential, retail, and flexible workspaces. Increasing the span and improving the headways on Route 107 will allow HRT customers to access the site’s amenities more easily and conveniently.

Route 107

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve Saturday span to begin at 6:00 a.m. Improve weekday peak headways to 30 minutes.		✓	
FY 2027	No changes.			
FY 2028	Improve weekday midday headway to 30 minutes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve Saturday and Sunday base headways to 30 minutes.			✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 108



Route 108

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 108

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Boulevard Park / Patrick Henry Mall / Lee Hall	Boulevard Park / Patrick Henry Mall / Lee Hall
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:00 a.m. - 11:31 p.m.	5:00 a.m. - 11:31 p.m.
Saturday		5:55 a.m. - 11:31 p.m.	5:55 a.m. - 11:31 p.m.
Sunday		6:00 a.m. - 9:00 p.m.	6:00 a.m. - 9:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- On weekends, Route 108 service will operate the full length of the route, extended from Patrick Henry Mall to Fishing Point, Riverside Regional Medical Center, and Christopher Newport University (the alignment was updated in November 2021 to extend service from Patrick Henry Mall to Fishing Point, Christopher Newport University, and Riverside Regional Medical Center).
- All spans and headways will remain the same as existing.



Justification

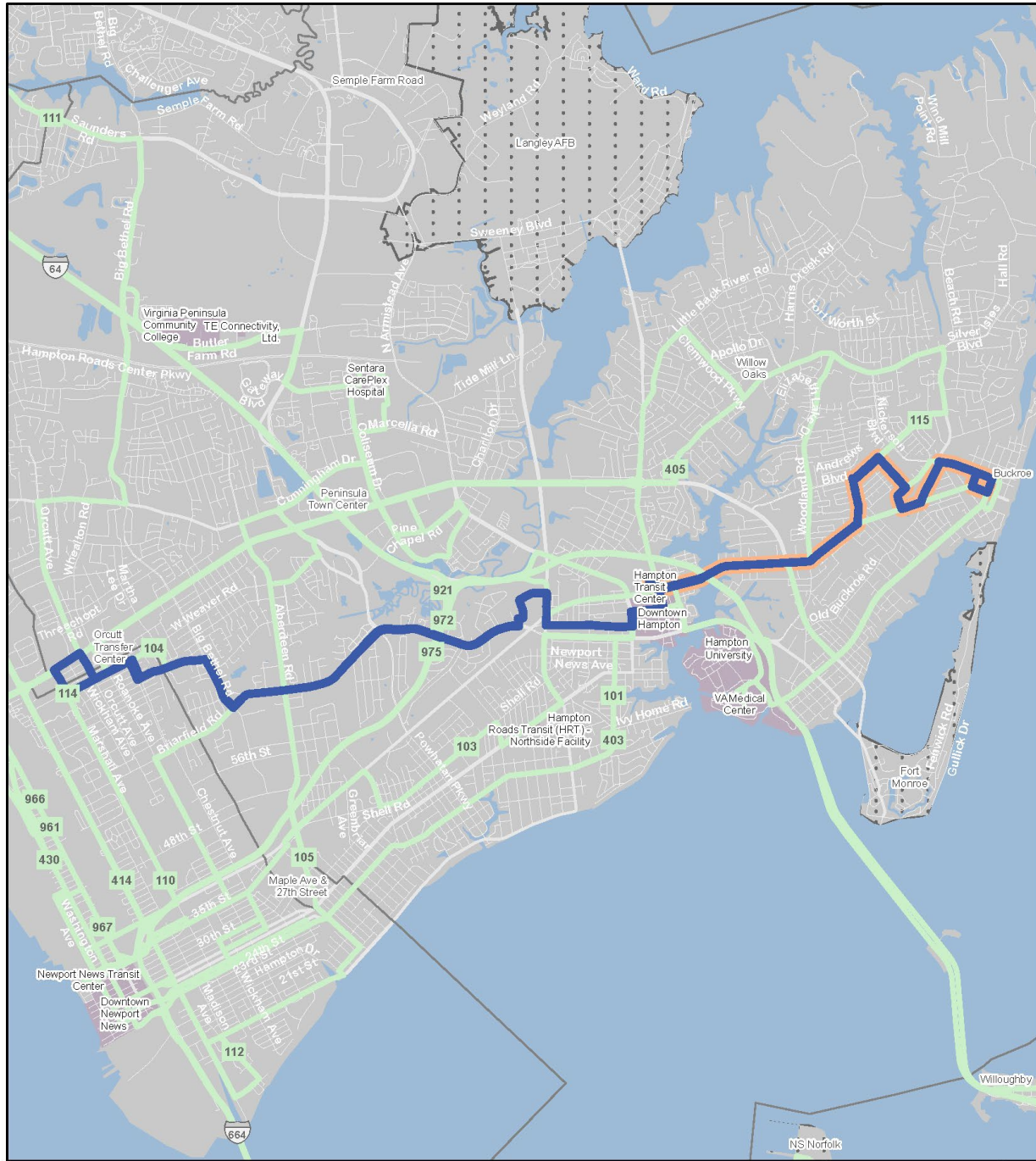
- Service along the whole length of the route seven days a week will allow for better regional connectivity to key educational, medical, and commercial centers of activity.
- The City of Newport News is developing the 32-acre Sherwood Shopping Center site along Warwick Boulevard between Eastwood Drive and Tabbs Lane. This area will become a “civic hub” where residents and visitors can shop, work, live, and play, anchored by a new library and other municipal services. Other potential uses include residential, retail, and flexible workspaces. Extending Route 108 to other key regional destinations seven days a week will allow HRT customers to access the site’s amenities more easily and conveniently.
- The service levels for Route 108 meet the service standards defined for Coverage routes.

Route 108

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, seven days a week Route 108 will operate along the full length of the route, between Lee Hall and Christopher Newport.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 109



Route 109

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 109

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Pembroke) Downtown Hampton / Buckroe	Orcutt Avenue / Buckroe
Jurisdictions	Hampton	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
	Weekday	6:51 a.m. - 10:07 p.m.	5:00 a.m. - 11:00 p.m.
	Saturday	7:47 a.m. - 9:10 p.m.	6:00 a.m. - 11:00 p.m.
	Sunday	6:47 a.m. - 7:10 p.m.	6:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 p.m., then 60
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- Route 109 service will be extended from its current terminus at the Hampton Transit Center to Orcutt Transfer Center via the existing Route 110 alignment, thus providing direct service between Orcutt Transfer Center, Hampton Transit Center, and the Mallory/Buckroe area.
- Weekday span of service will be improved to 5:00 a.m. to 11:00 p.m. On weekdays during the AM peak, midday, and PM peak periods headways will be offered every half hour. Hourly service will be offered all other times on the weekdays.
- Saturday span will be improved to 6:00 a.m. to 11:00 p.m., with 30-minute headways during the base period.
- Sunday span will be improved to 6:00 a.m. to 11:00 p.m. Service will remain hourly.



Justification

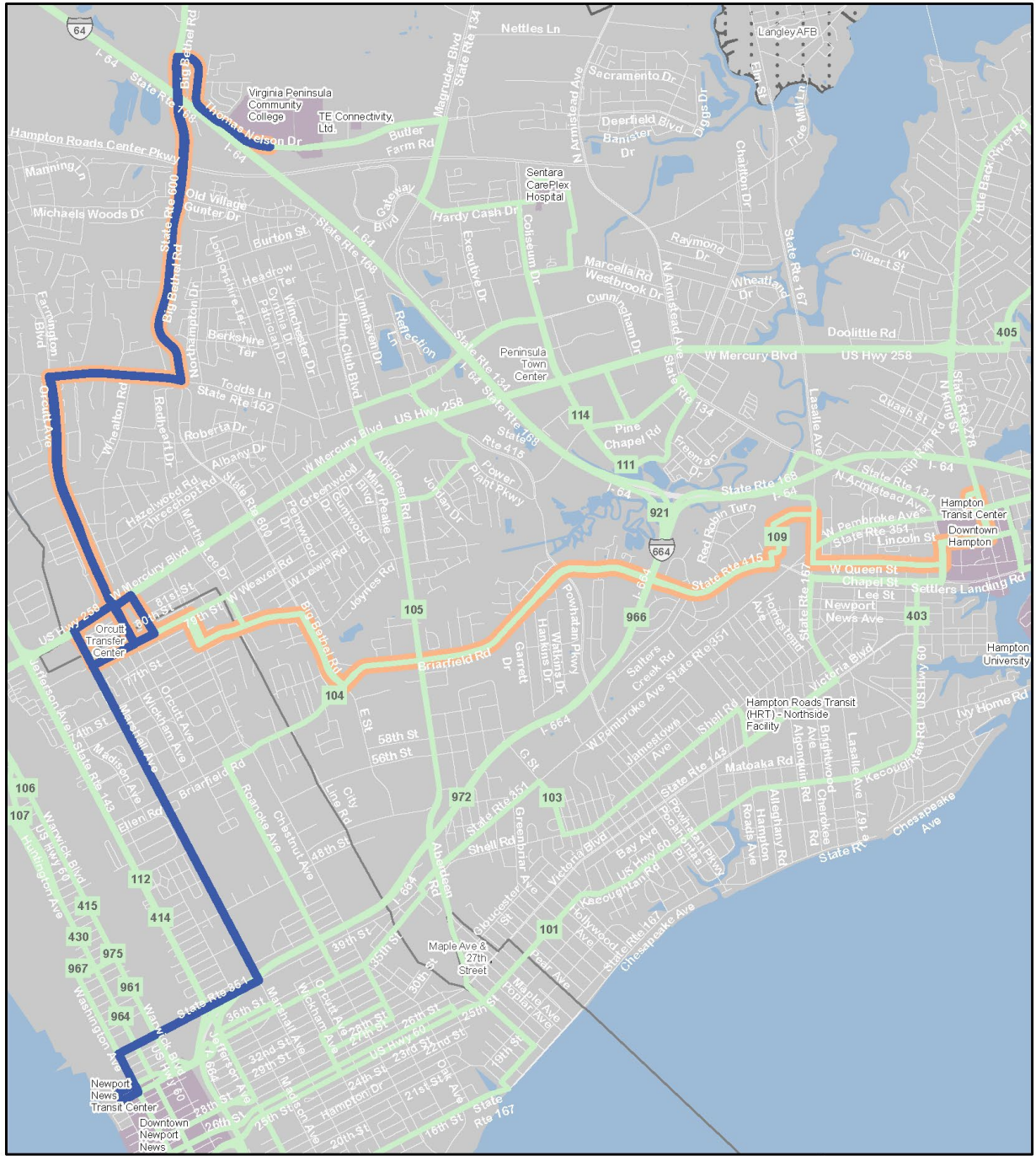
- Route 109 will function as a comprehensive crosstown service between Orcutt Transfer Center and Buckroe via the Hampton Transit Center. The service change will provide a one seat ride between the two termini, where currently a transfer is needed to complete this trip. Transfers to several other HRT north-south routes will be possible along the new alignment, enhancing transit connectivity throughout the Peninsula.
- Having Route 109 cover some of the existing Route 110's service in a more efficient manner allows for Route 110's realignment to be streamline for further efficiency gains.
- The service levels for Route 109 will meet the service standards defined for Local Priority routes once further headway improvements can be made which do not fit into the ten years of the plan (see the table on the next page).

Route 109

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 109 service is extended from its current terminus at the Hampton Transit Center to Orcutt via the existing Route 110 alignment, thus providing direct service between Orcutt, Hampton Transit Center, and the Mallory/Buckroe area. Improve weekday span to 5:00 a.m. to 11:00 p.m.	✓		
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve Saturday span to 6:00 a.m. to 11:00 p.m. Improve Sunday span to 6:00 a.m. to 9:00 p.m.			
FY 2030	Improve Sunday span to end at 11:00 p.m.		✓	
FY 2031	Improve weekday peak headways to 30 minutes.			
FY 2032	Improve Saturday base headway to 30 minutes.			
FY 2033	Improve weekday midday headway to 30 minutes.			
FY 2034	Improve weekday evening headway to 30 minutes until 8:00 p.m. and improve Sunday base headway to 30 minutes.			✓
Out Years	No changes.			

Route 110



Route 110

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 110

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Hampton / Virginia Peninsula Community College	Downtown Newport News / Virginia Peninsula Community College
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		6:00 a.m. - 10:50 p.m.	5:00 a.m. - 11:00 p.m.
Saturday		7:00 a.m. - 10:50 p.m.	7:00 a.m. - 11:00 p.m.
Sunday		8:00 a.m. - 7:48 p.m.	7:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 p.m., then 60
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 110 will provide a new direct connection between Virginia Peninsula Community College, Orcutt Transfer Center, and Newport News Transit Center. It will operate on Marshall Avenue, replacing existing Marshall Avenue service provided by Routes 104 and 105.
- The existing Route 110 alignment from Orcutt Transfer Center to Hampton Transit Center will be covered by the realigned Route 109.
- Weekday service will be offered between 5:00 a.m. and 11:00 p.m. Weekday service will be offered every half hour during the AM and PM peak and evening (until 8:00 p.m.) periods. Hourly service will be offered during all other times on weekdays.
- Weekend service will be offered hourly between 7:00 a.m. and 11:00 p.m. On weekends during the base period, 30-minute headways will be offered with hourly service otherwise.



Justification

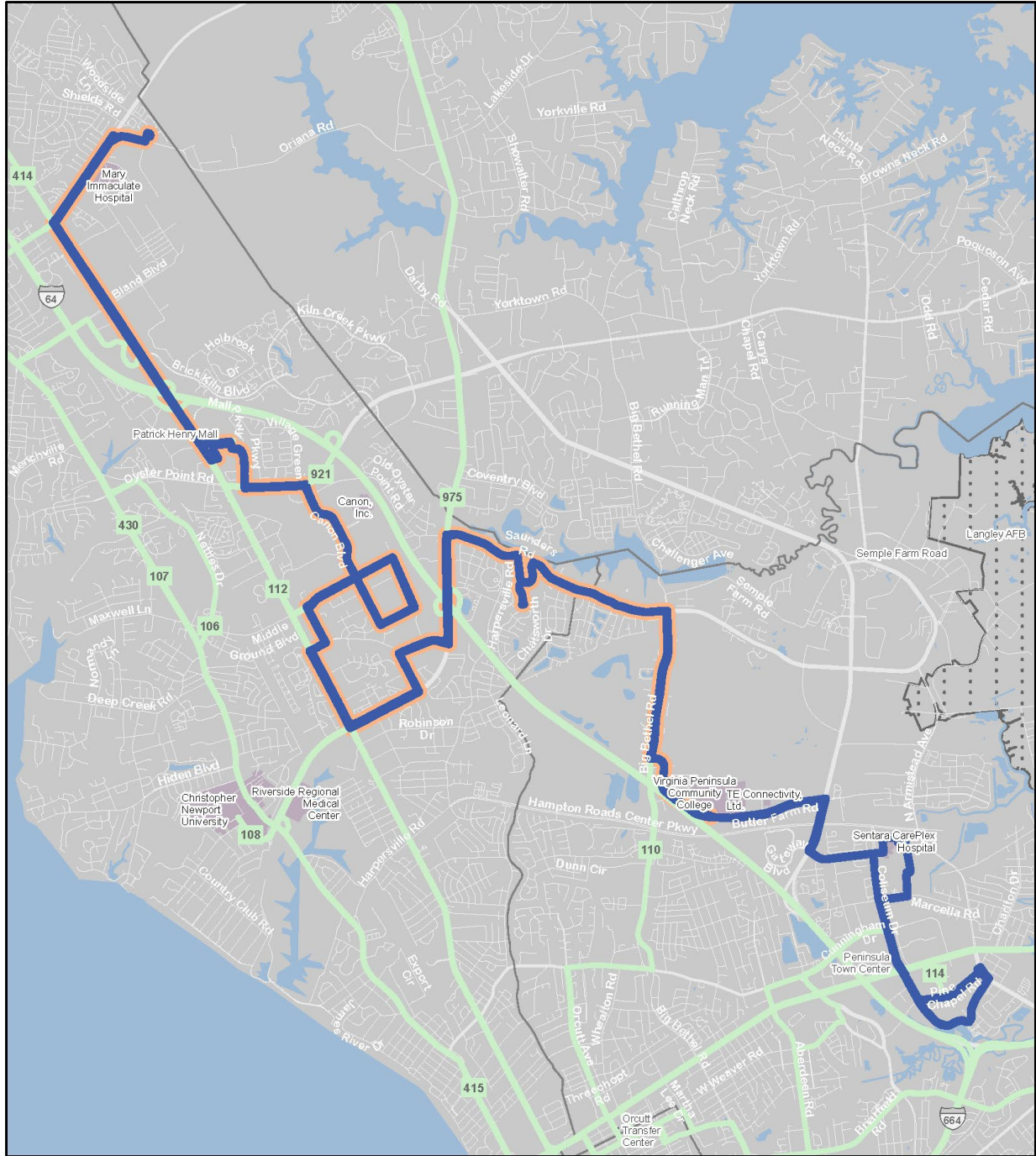
- Route 110 performs around or below average on the six Key Performance Indicators (KPI). The alignment changes to Route 110 were developed in concert with service changes to Route 104 and Route 105 in an effort to improve route directness and on-time performance, and to create routes that are simpler to understand.
- The extension of Route 109 will cover the portion of the existing Route 110 between Orcutt Transfer Center and the Hampton Transit Center. This allows for Route 110 to provide a direct connection between Downtown Newport News and Virginia Peninsula Community College.
- The increases to the levels of service are to match the service standards defined for Local Priority routes.

Route 110

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 110 is realigned to provide a new direct connection between Virginia Peninsula Community College, Orcutt Transfer Center, and Newport News Transit Center. It will operate on Marshall Avenue, replacing existing Marshall Avenue service provided by Routes 104 and 105. The existing Route 110 alignment from Orcutt Transfer Center to Hampton Transit Center will be covered by the realigned Route 109. Improve weekday span to start at 5:00 a.m. and end at 11:00 p.m.; improve Saturday span to end at 11:00 p.m.; and improve Sunday span to 7:00 a.m. to 11:00 p.m. Improve weekday peak headways to 30 minutes.	✓	✓	
FY 2027	No changes.			
FY 2028	Improve Saturday and Sunday base headways to 30 minutes and improve weekday evening headway to 30 minutes until 8:00 p.m.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	Improve weekday midday headway to 30 minutes.			✓
Out Years	No changes.			

Route 111



Route 111

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 111

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Virginia Peninsula Community College / Patrick Henry Mall / Denbigh	Peninsula Town Center / Virginia Peninsula Community College / Patrick Henry Mall / Denbigh
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
	Weekday	6:54 a.m. - 10:48 p.m.	5:00 a.m. - 10:48 p.m.
	Saturday	7:00 a.m. - 10:39 p.m.	7:00 a.m. - 10:39 p.m.
	Sunday	8:01 a.m. - 7:31 p.m.	7:00 a.m. - 7:31 p.m.
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- The southern terminus of Route 111 will be extended beyond Virginia Peninsula Community College to connect to Peninsula Town Center, covering a portion of the eliminated Route 118 and providing service to Sentara CarePlex Hospital to cover a portion of the eliminated Route 102.
- On weekdays Route 111 will begin service two hours earlier, starting at 5:00 a.m. Service will be provided at hourly intervals, which matches current headways.
- The Sunday span of service will be extended to begin at 7:00 a.m. All weekend service is provided hourly. Sunday service will not operate in Hampton (it will operate the short turn between Denbigh/Woodside Lane and Berkley Village).



Justification

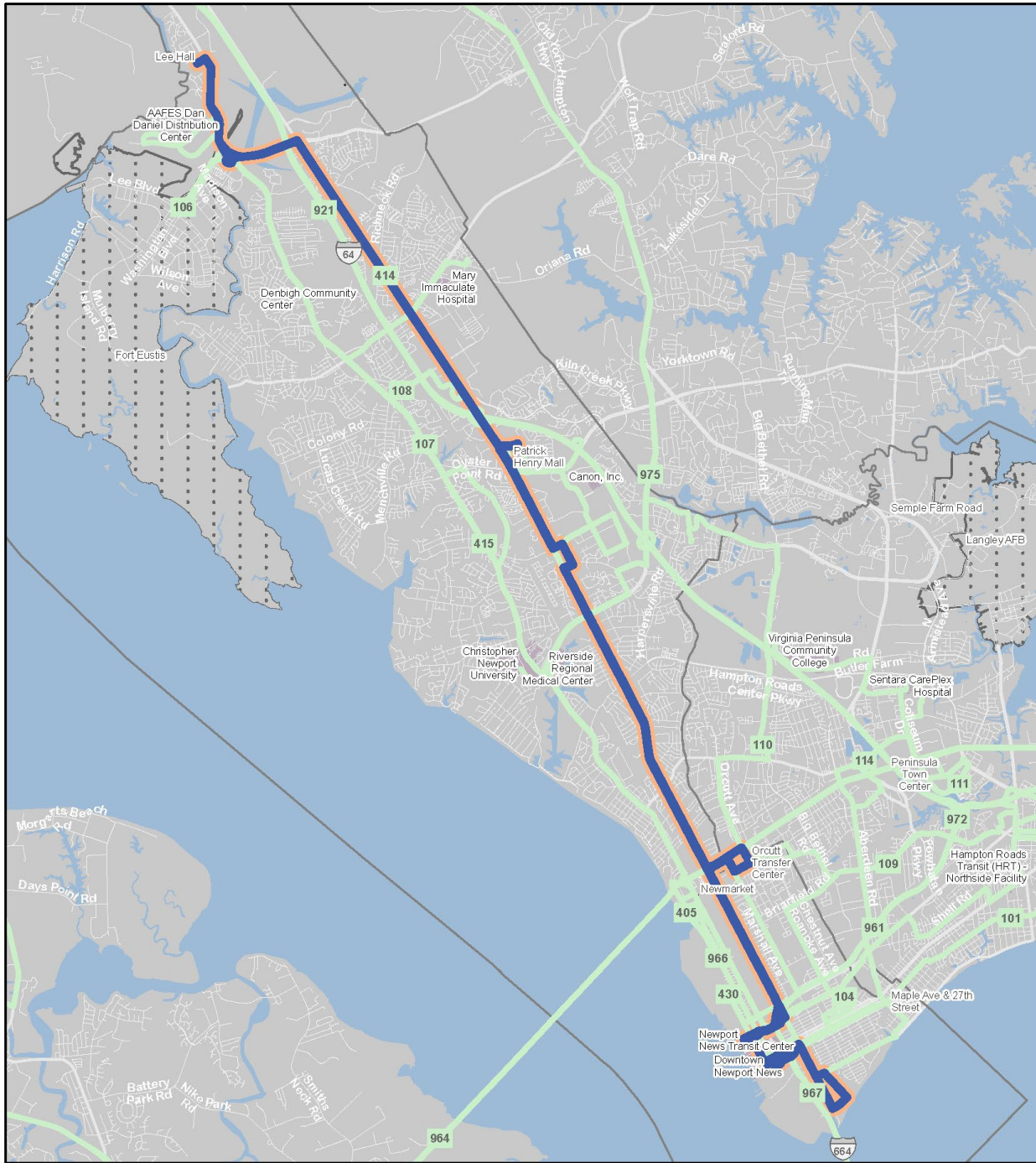
- The realignment of Route 111 will help to cover portions of the eliminated Route 102 and Route 118.
- The extended route will provide a one seat ride between Denbigh, Patrick Henry, and Downtown Hampton, providing transfer connections to several high-frequency HRT services.
- The levels of service for the Route 111 meet the service standards defined for Coverage routes.

Route 111

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	The southern terminus of Route 111 will be extended beyond Virginia Peninsula Community College to connect to Peninsula Town Center, covering a portion of the eliminated Route 118 and providing service to Sentara CarePlex Hospital to cover a portion of the eliminated Route 102. Improve weekday span to start at 6:15 a.m. Route 111 will not serve on Hampton on Sundays.			
FY 2027	Improve weekday span to start at 5:00 a.m. and Sunday span to start at 7:00 a.m.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	On Sunday, service will continue into Hampton.	✓	✓	✓
Out Years	No changes.			

Route 112



Route 112

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 112

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:00 a.m. - 1:00 a.m.	4:55 a.m. - 1:00 a.m.
Saturday		4:55 a.m. - 12:57 a.m.	4:55 a.m. - 12:57 a.m.
Sunday		5:15 a.m. - 12:30 a.m.	5:15 a.m. - 12:35 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15 / 30	15 / 30
	Midday	30	15 / 30
	PM Peak	15 / 30	15 / 30
	Evening	30	30 / 60
	Late Night	30	60
Saturday	Base	30	15 / 30
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	15 / 30
	Non-Base	60	30 / 60
	Early / Late	-	60

Note	
This route's service operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- No change to existing alignment.
- On weekdays, service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall from 6:00 a.m. to 6:00 p.m. and every 30 minutes to Lee Hall. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m. service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly on the extension to Lee Hall. After 11:00 p.m., service will operate hourly along the whole length of the route.
- During the weekend base period, service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall and every 30 minutes to Lee Hall. During the weekend non-base period, service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly to Lee Hall. During the weekend early/late period service will operate hourly along the whole length of the route.



Justification

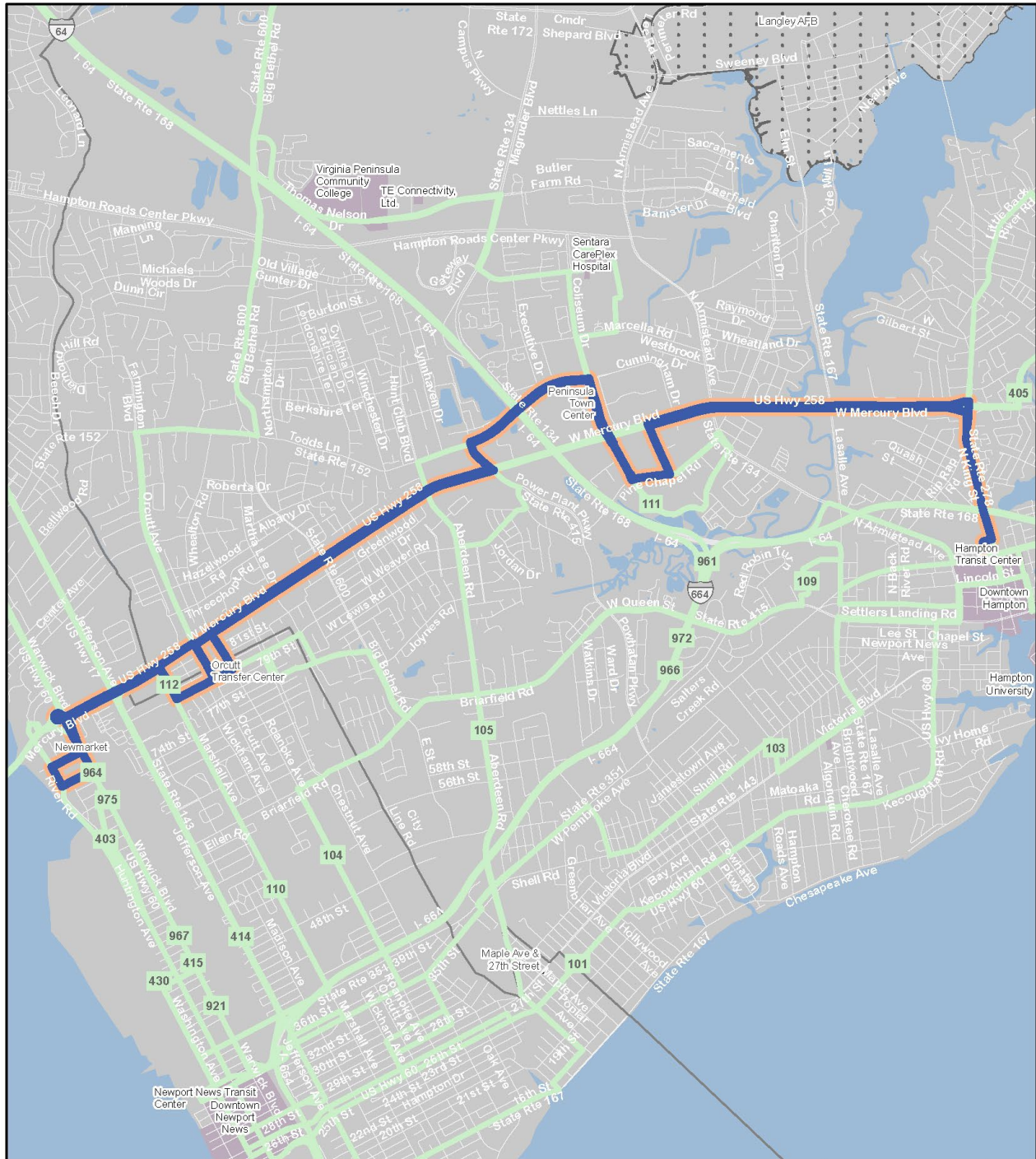
- Route 112 is performing well based on the six Key Performance Indicators (KPI). Route 112 is one of the alignments identified in the Peninsula BRT corridor study plan. Service will be increased, in line with the travel demand along the route and the BRT study plan.
- These service changes address an all-day service gap in Newport News.
- The levels of service for Route 112 meet the service standards defined for Regional Backbone routes.

Route 112

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes on the short turn. On Sundays, improve non-base headways to 30 minutes on the short turn and provide service on the full length of the route all day with 30-minute service during the base period and hourly service at all other times.			✓
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 114



Route 114

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 114

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newmarket / Downtown Hampton	Newmarket / Downtown Hampton
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		6:20 a.m. - 11:38 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:45 a.m. - 11:32 p.m.	6:00 a.m. - 12:00 a.m.
Sunday		6:45 a.m. - 7:30 p.m.	6:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- No change to existing alignment.
- Route 114 span of service will be improved to operate from 5:00 a.m. to 1:00 a.m. on weekdays and from 6:00 a.m. to 12:00 a.m. on weekends.
- On weekdays from 6:00 a.m. to 6:00 p.m., Route 114 will operate every 15-minutes. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m., service will operate at half hour intervals. After 11:00 p.m., service will be offered hourly.
- On weekends, 15-minute service will be provided during the base period, 30-minute service will be provided during the non-base period, and hourly service will operate otherwise.



Justification

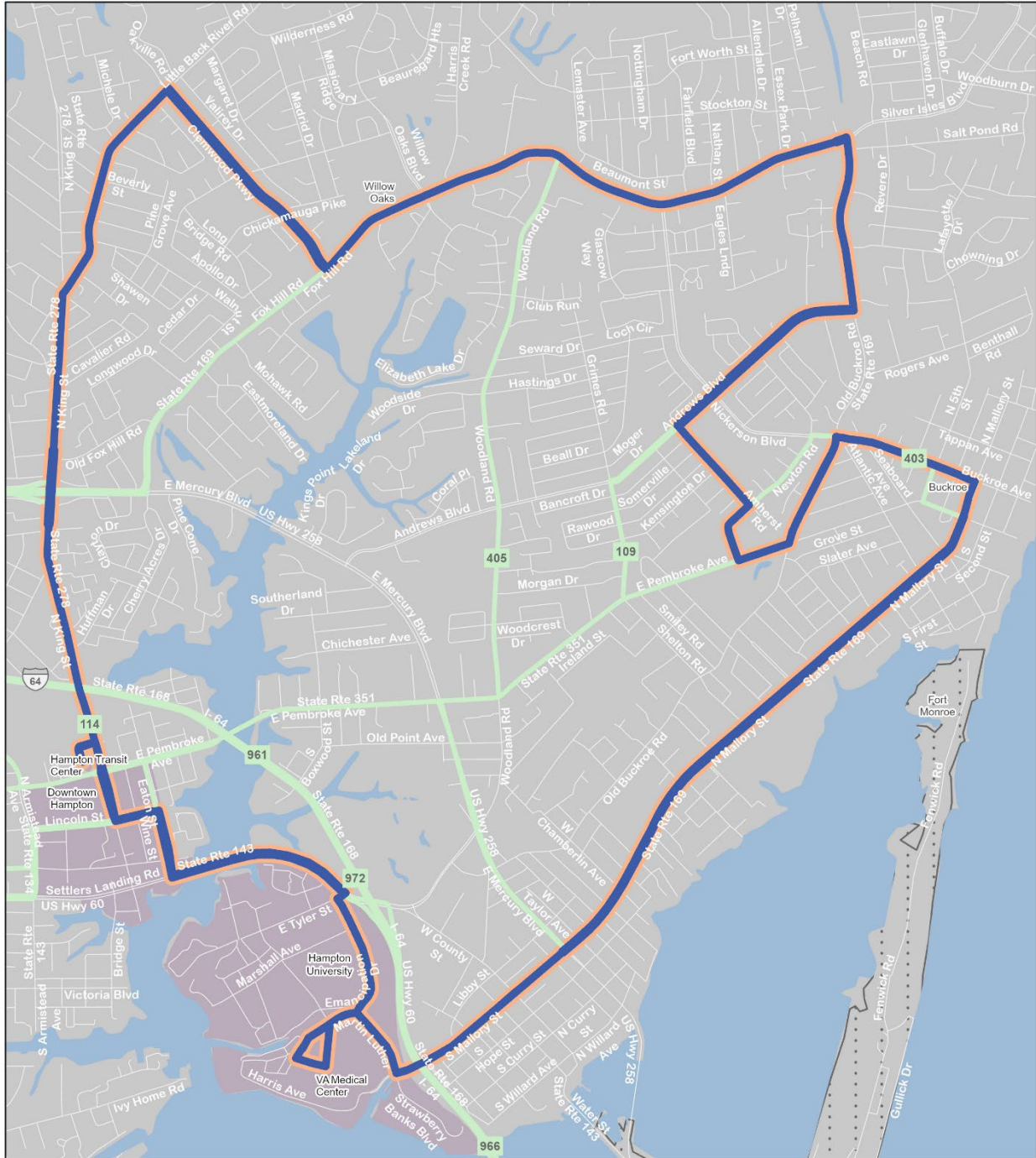
- Route 114 is performing well on the six Key Performance Indicators (KPI). Route 114 is one of the alignments identified in the Peninsula BRT corridor study plan—the planned and existing alignment match that from the corridor plan. Route 114 service will improve in line with the travel demand along the route and the BRT study plan.
- These service changes address an all-day service gap between Newport News and Hampton by increasing midday service in this area.
- The levels of service for Route 114 meet the service standards defined for Regional Backbone routes.

Route 114

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve weekday evening, Saturday non-base, and Sunday non-base headways to 30 minutes.			✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 115



Route 115

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 115

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Buckroe / Willow Oaks / Downtown Hampton	Downtown Hampton / Buckroe / Mallory / VA Medical Center / Hampton University / Downtown Hampton
Jurisdictions	Hampton	Hampton

Level of Service			
Span			
		Existing	Planned
	Weekday	5:45 a.m. - 12:07 a.m.	5:00 a.m. - 12:07 a.m.
	Saturday	6:11 a.m. - 10:08 p.m.	6:11 a.m. - 11:00 p.m.
	Sunday	8:11 a.m. - 7:37 p.m.	7:00 a.m. - 11:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- No changes to existing service alignment (Route 115 was realigned in November 2023).
- Weekday span will be improved to start at 5:00 a.m. From 6:00 a.m. to 11:00 p.m. service will be offered every half hour, with hourly service before and after.
- Saturday service will operate from 6:11 a.m. to 11:00 p.m. and Sunday service will operate from 7:00 a.m. to 11:00 p.m. During the weekend base period, service will operate every half hour, with hourly service during the other service periods.



Justification

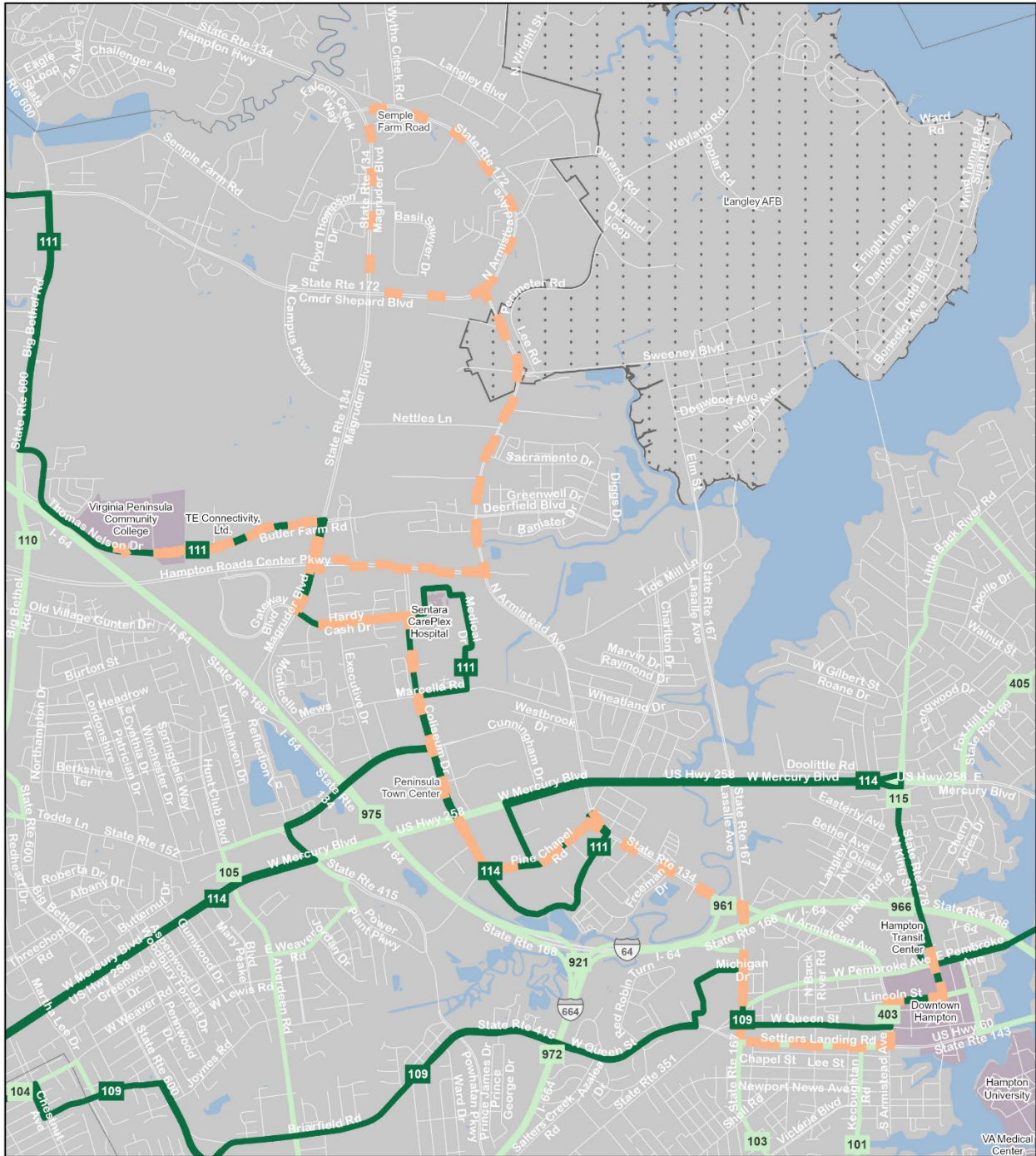
- The service change for Route 115 calls for a service consolidation and an increase of the level of service for two successful routes, Route 115 and Route 117, both of which fall within the top third of HRT routes in terms of passengers per hour. Joining these two services will provide a one-seat ride between the Mallory/Buckroe area and the VA Medical Center. Joining these two services with Route 120 completes a loop of key destinations within Hampton, all accessible to each other with a one-seat ride and with improved frequencies over what is offered today.
- This service change addresses an all-day service gap in the area with increased midday service along the full route from 60-minute to 30-minute headways.
- The level of service increases on Route 115 meet the standards for Local Priority routes.

Route 115

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	Improve weekday span to start at 5:00 a.m. Improve weekday peak headways to 30 minutes.			
FY 2026	No changes.			
FY 2027	Improve Sunday span to 7:00 a.m. to 11:00 p.m. Improve weekday midday, weekday evening, Saturday base, and Sunday base headways to 30 minutes.		✓	✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 118



Route 118

Focus Route

-  Eliminated Route
-  Routes Providing Replacement Coverage

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 118

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Magruder) Langley / Semple Farm Road	-
Jurisdictions	Hampton	-

Level of Service			
Span			
		Existing	Planned
Weekday		6:15 a.m. - 10:13 p.m.	-
Saturday		6:15 a.m. - 10:13 p.m.	-
Sunday		8:15 a.m. - 7:13 p.m.	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-
Sunday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 118 will be eliminated. Route 114 will provide direct and more frequent service between Hampton Transit Center and Peninsula Town Center than Route 118 currently offers. The realigned Route 111 will connect Peninsula Town Center to Virginia Peninsula Community College and points north and will cover eliminated service on Hardy Cash Drive. Service on Route 118 north of Hampton Roads Center Parkway will be eliminated. Route 111 southbound service will operate on Coliseum Drive between Hardy Cash Drive and Marcella Road; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Road. Service on Lasalle Avenue will be covered by the realigned Route 109.



Justification

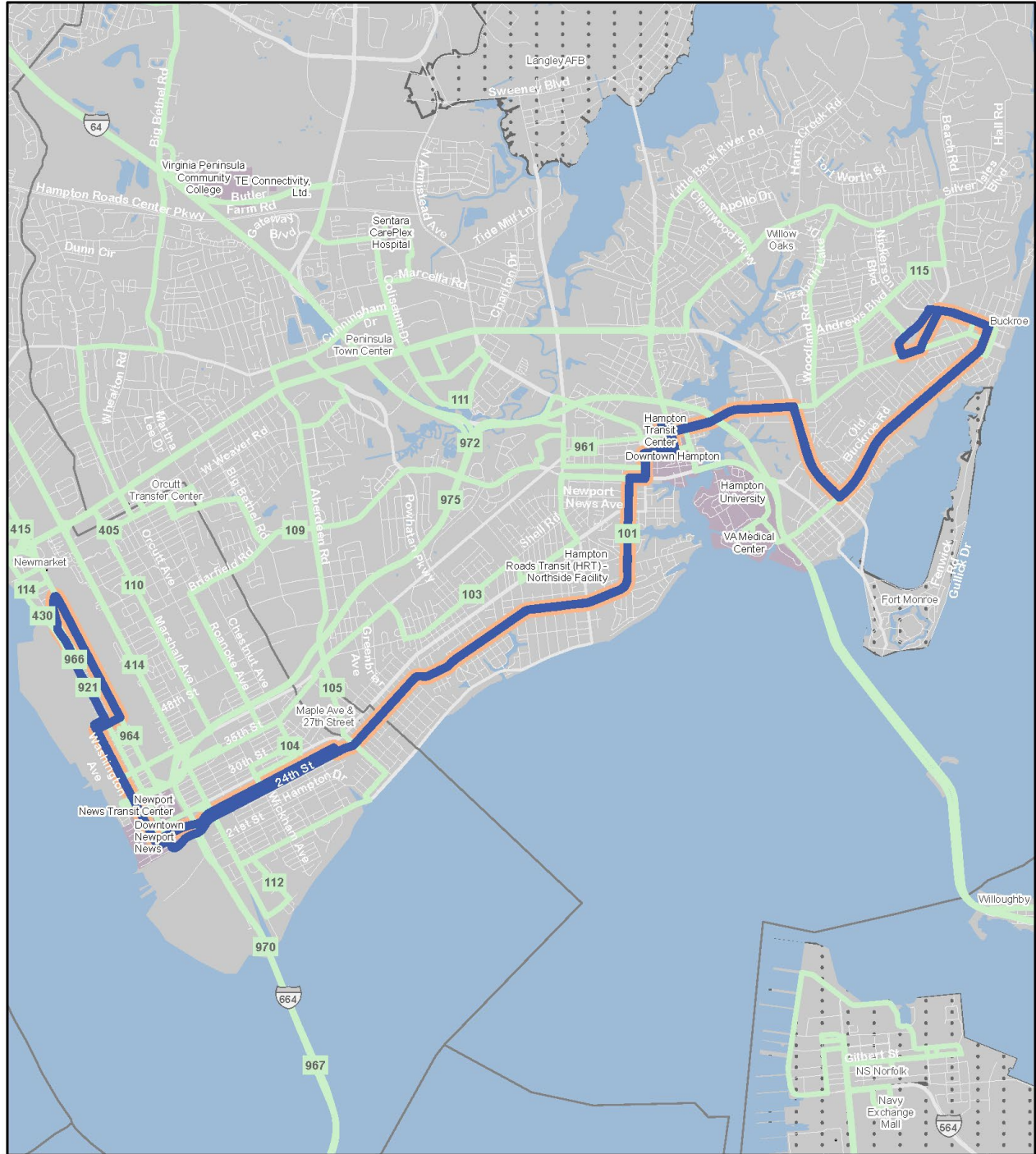
- Route 118 performs around average on the six Key Performance Indicators (KPI) but overall efficiency can be gained by covering parts of this existing route with other realigned routes.
- The City of Hampton is exploring demand response transit service to cover a portion of the eliminated Route 118 service area. HRT is currently working with the City of Hampton to explore regions of the city that may benefit from microtransit service. An initial microtransit zone was discussed with the City of Hampton in January 2021 and a subsequent presentation was made to the Hampton City Council. HRT does not anticipate proceeding with any other microtransit projects until further studies are completed.

Route 118

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.			
FY 2025 (Spring 2025)	No changes.			
FY 2026	Route 118 is eliminated. Route 114 will provide direct and more frequent service between Hampton Transit Center and Peninsula Town Center than Route 118 currently offers. The realigned Route 111 will connect Peninsula Town Center to Virginia Peninsula Community College and points north and will cover eliminated service on Hardy Cash Drive. Service north of Hampton Roads Center Parkway will be eliminated. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bidirectional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd. Service on Lasalle Ave will be covered by the realigned Route 109.	✓	✓	✓
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 403



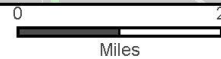
Route 403

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 403

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Buckroe Shopping Center	Buckroe Shopping Center
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:28 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.	5:28 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	-	-
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

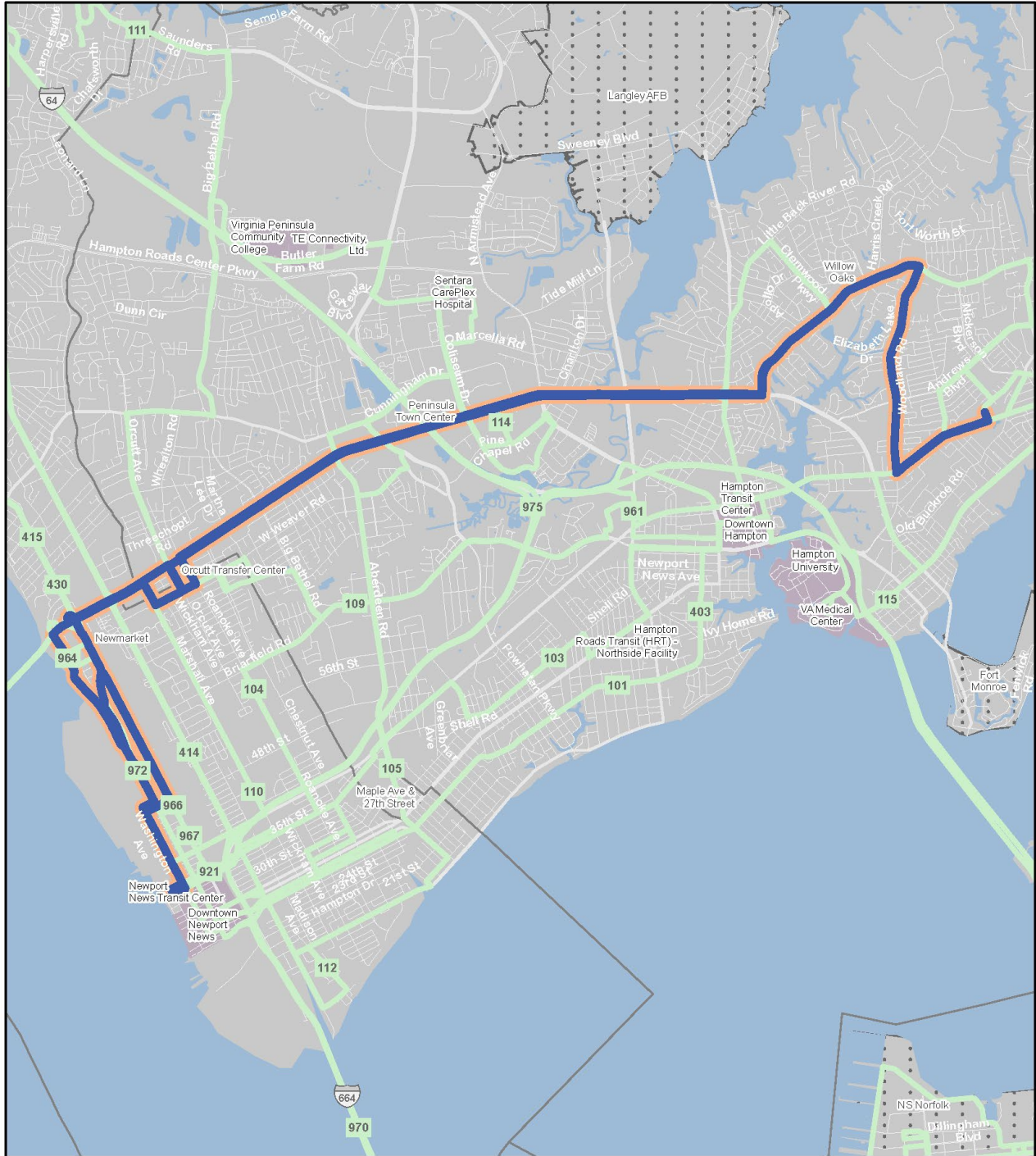
- Route 403 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 403

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 405



Route 405

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 405

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Buckroe	Newport News Transit Center / Buckroe
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		4:50 a.m. - 5:50 a.m.;	4:50 a.m. - 5:50 a.m.;
		2:40 p.m. - 4:38 p.m.	2:40 p.m. - 4:38 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

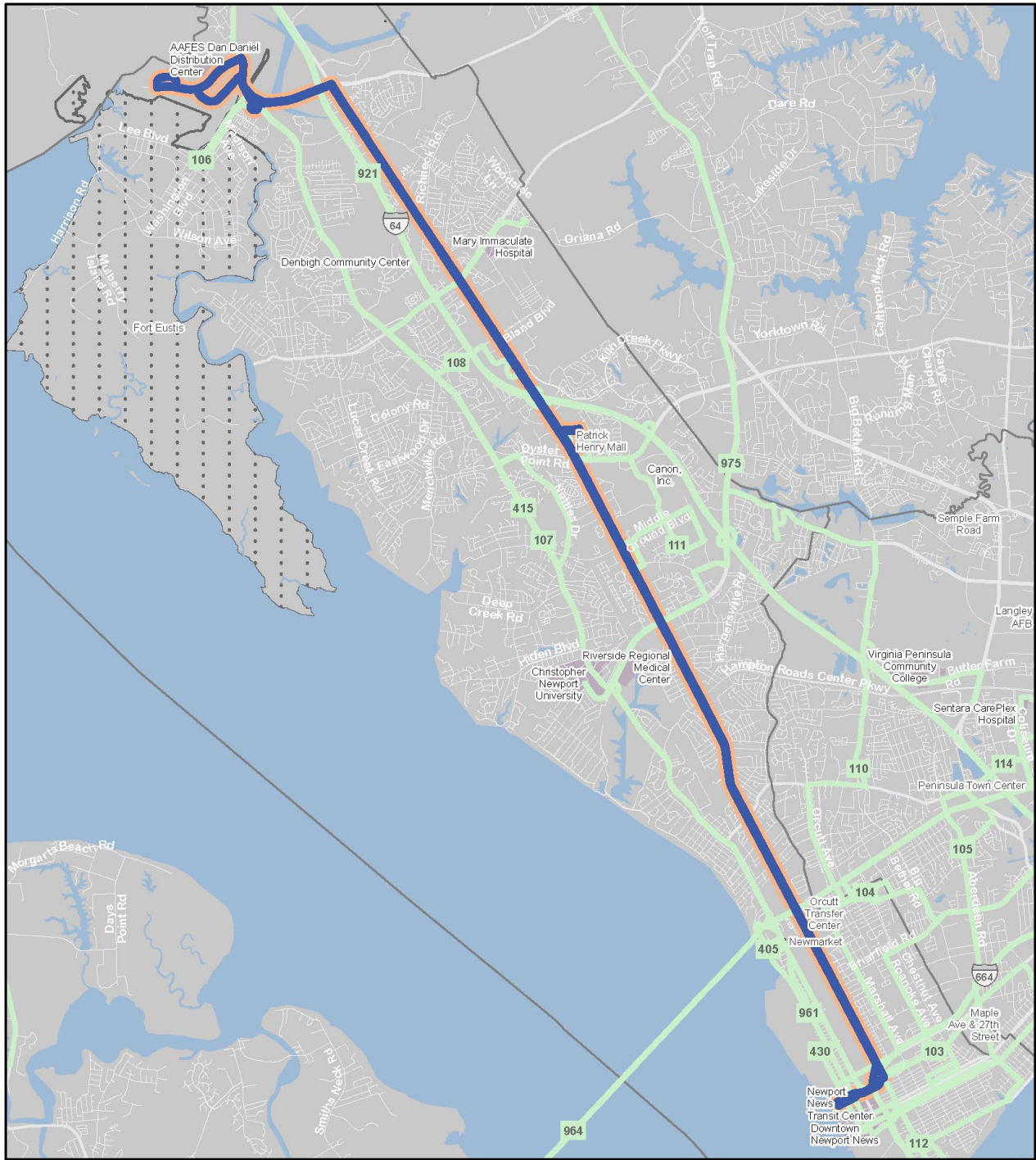
- Route 405 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 405

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 414



Route 414

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 414

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Jefferson / Oakland	Newport News Transit Center / Jefferson / Oakland
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:20 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.	5:20 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

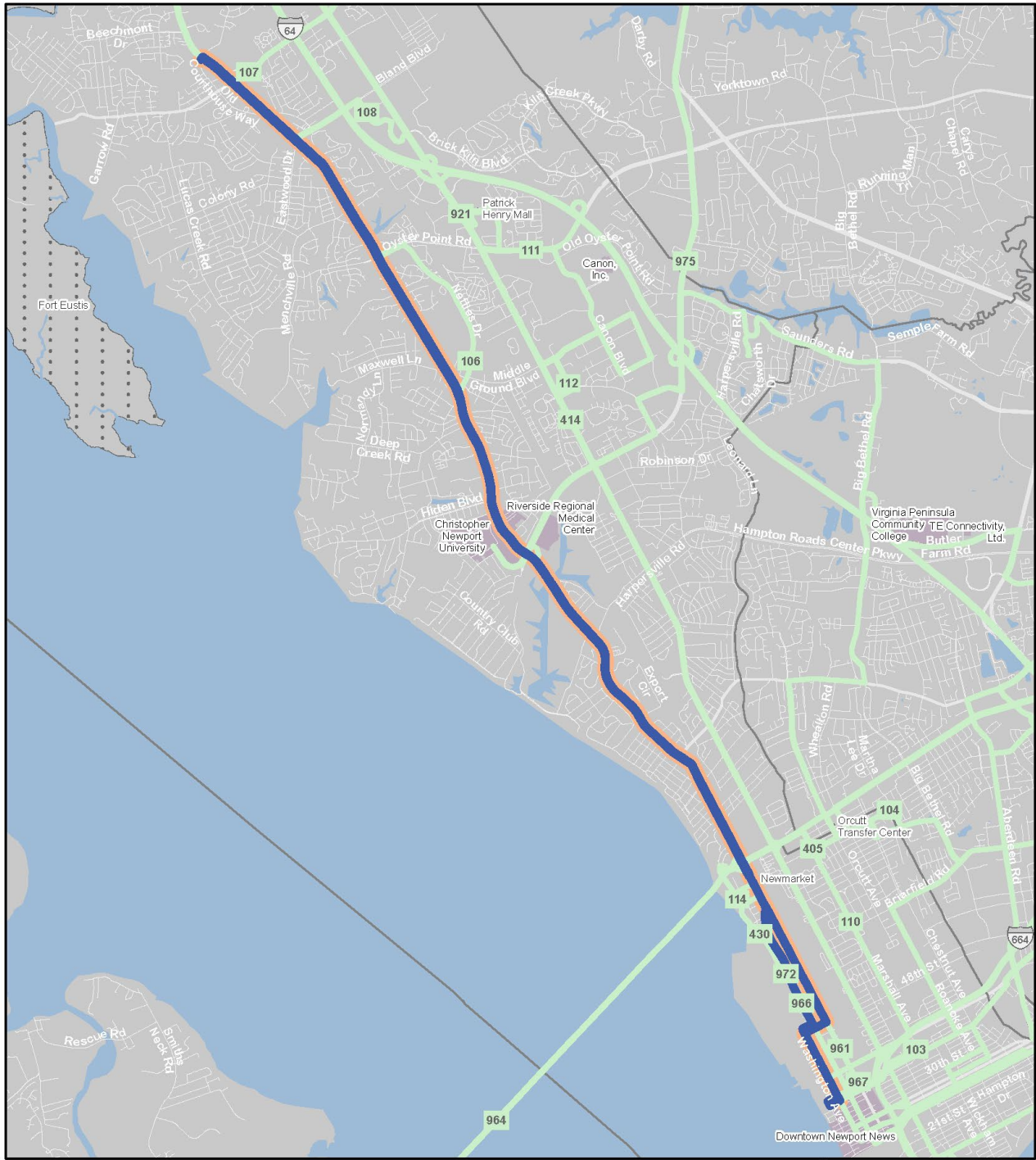
- Route 414 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 414

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 415



Route 415

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 415

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Denbigh	Newport News Transit Center / Denbigh
Jurisdictions	Newport News	Newport News

Level of Service		
Span		
	Existing	Planned
Weekday	6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.	6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.
Saturday	-	-
Sunday	-	-

Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

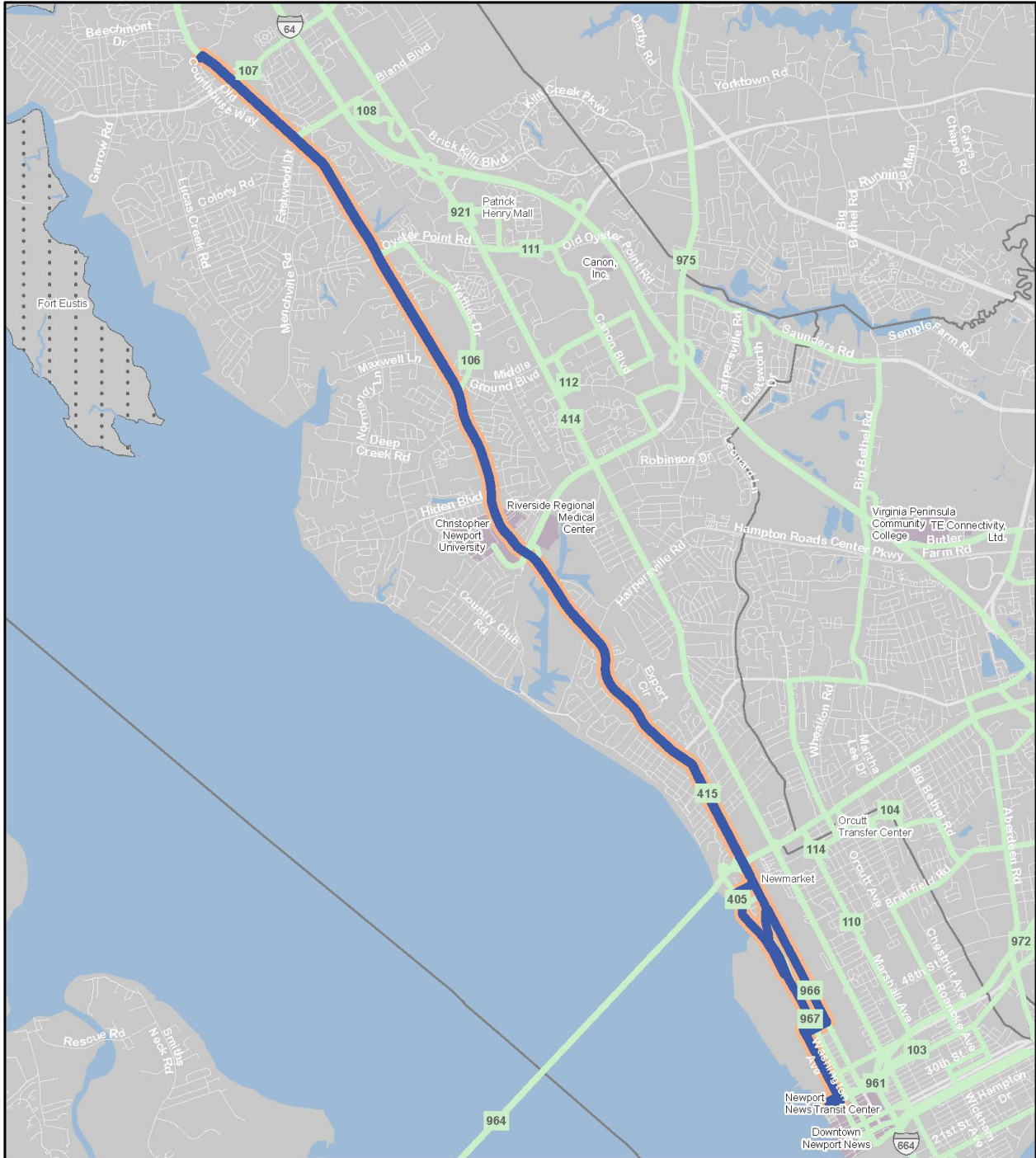
- Route 415 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 415

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 430



Route 430

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 430

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Denbigh Fringe	Denbigh Fringe
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:35 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.	5:00 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- One trip will be added to Route 430 at 5:00 a.m.



Justification

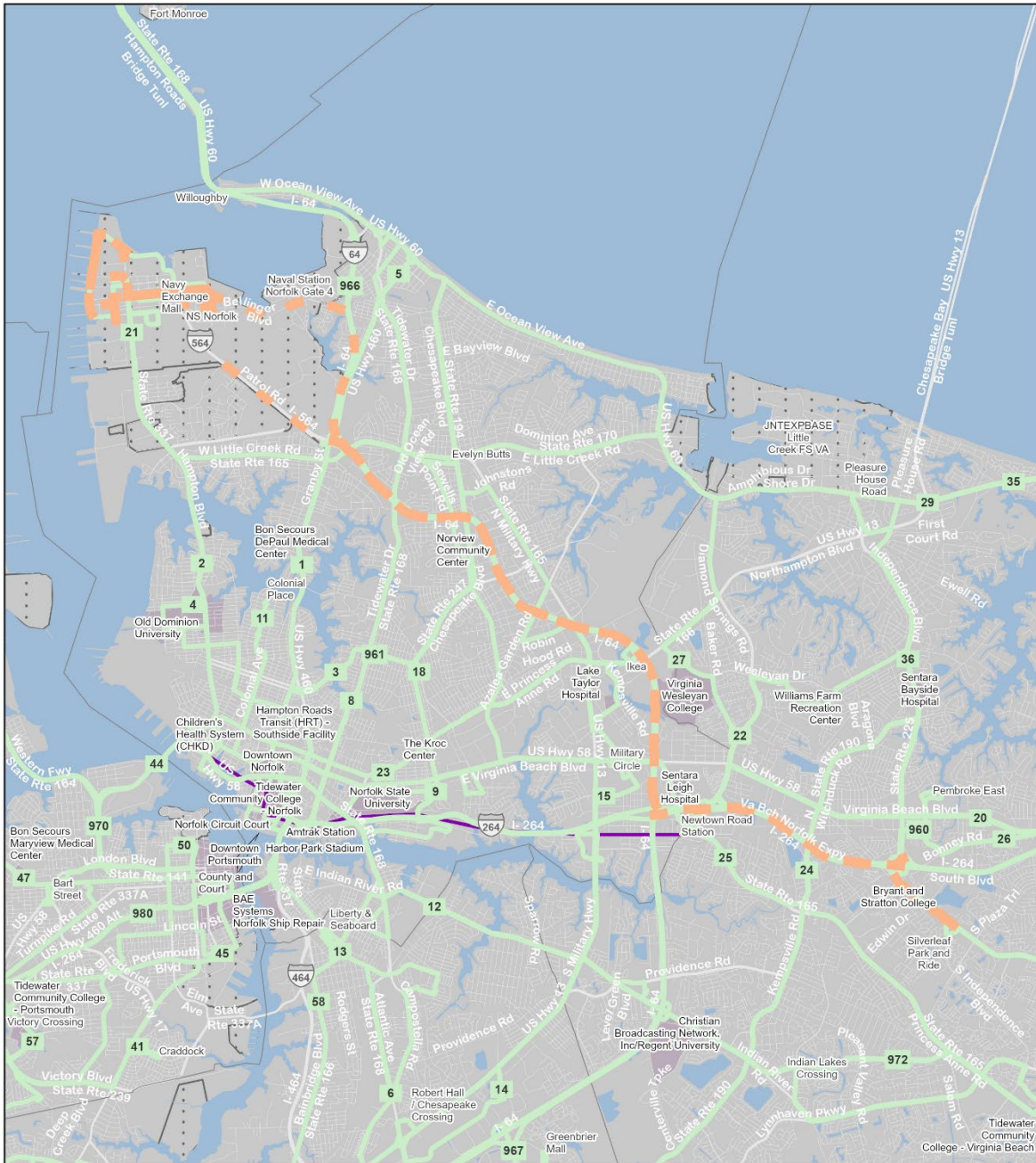
- The additional trip will be added to meet shift-specific demand.

Route 430

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	One trip is added in the early period.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			







Route 919



Route 919

Focus Route

-  Eliminated Route
-  Routes Providing Replacement Coverage

-  Planned System
-  Light Rail
-  Ferry
-  Military Base
-  Activity Center
-  City Boundary



Route 919

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Naval Station Norfolk Gate 4	-
Jurisdictions	Norfolk, Virginia Beach	-

Level of Service			
Span			
		Existing	Planned
Weekday		5:10 a.m. - 7:26 a.m.; 2:54 p.m. - 4:13 p.m.	-
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	-
	AM Peak	2 Trips	-
	Midday	-	-
	PM Peak	3 Trips	-
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 119 will be eliminated.



Justification

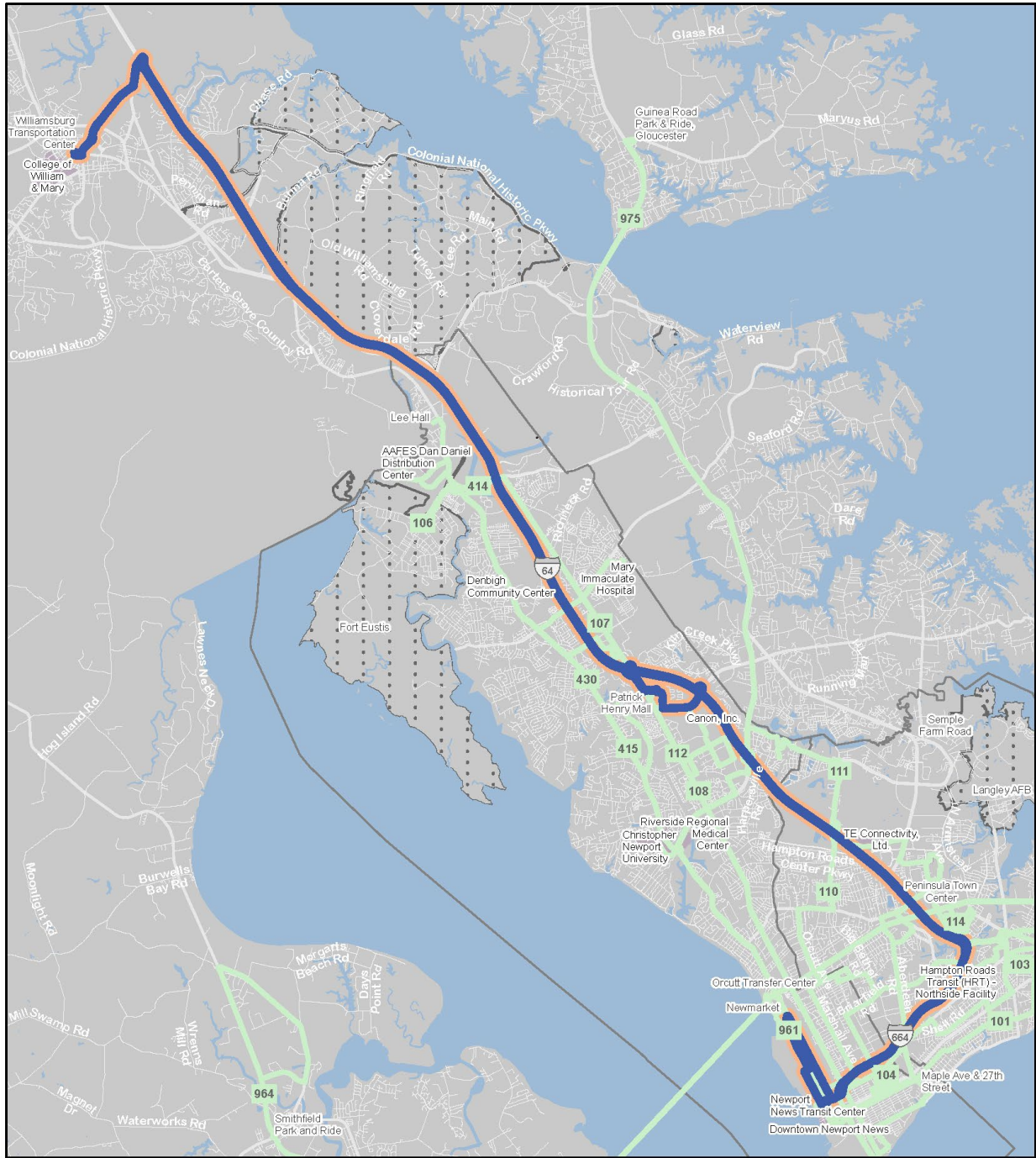
- Demand remains low for this route as ridership has not recovered as a result of the pandemic.

Route 919

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 919 is eliminated.	✓	✓	✓
FY 2025 (Spring 2025)	-			
FY 2026	-			
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 921



Route 921

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- * Military Base
- Activity Center
- City Boundary



Route 921

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Williamsburg Transportation Center	Newport News Transit Center / Williamsburg Transportation Center
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:30 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.	5:30 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

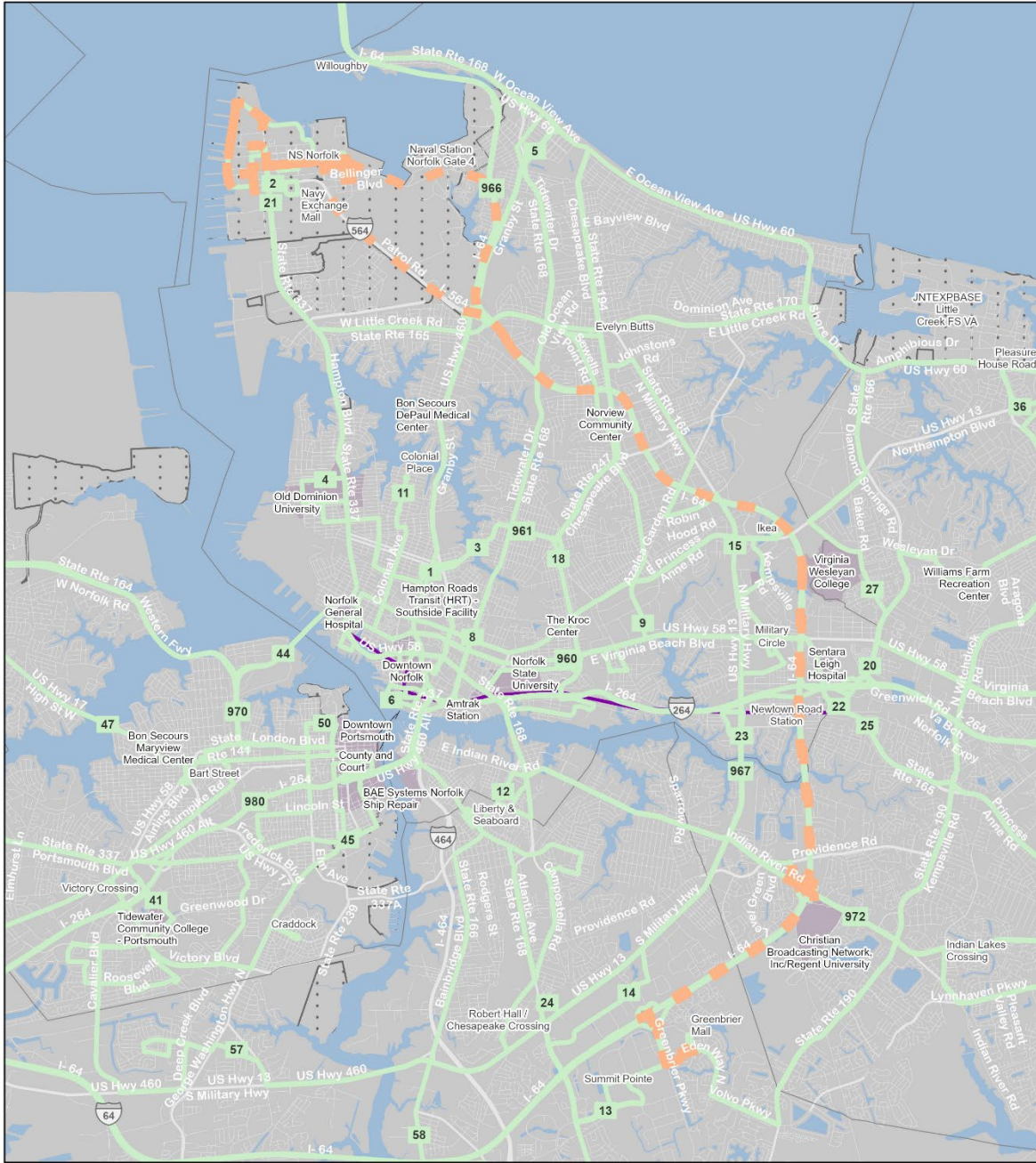
- Route 921 service will remain unchanged from what is currently offered.

Route 921

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 922



Route 922

Focus Route

Eliminated Route

Routes Providing Replacement Coverage

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 922

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Greenbrier Mall Park & Ride / Naval Station Norfolk Gate 4	-
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	-

Level of Service			
Span			
	Existing	Planned	
Weekday	5:00 a.m. - 6:10 a.m.; 2:55 p.m. - 3:45 p.m.	-	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	3 Trips	-
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	-
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Service on this route will be eliminated.



Justification

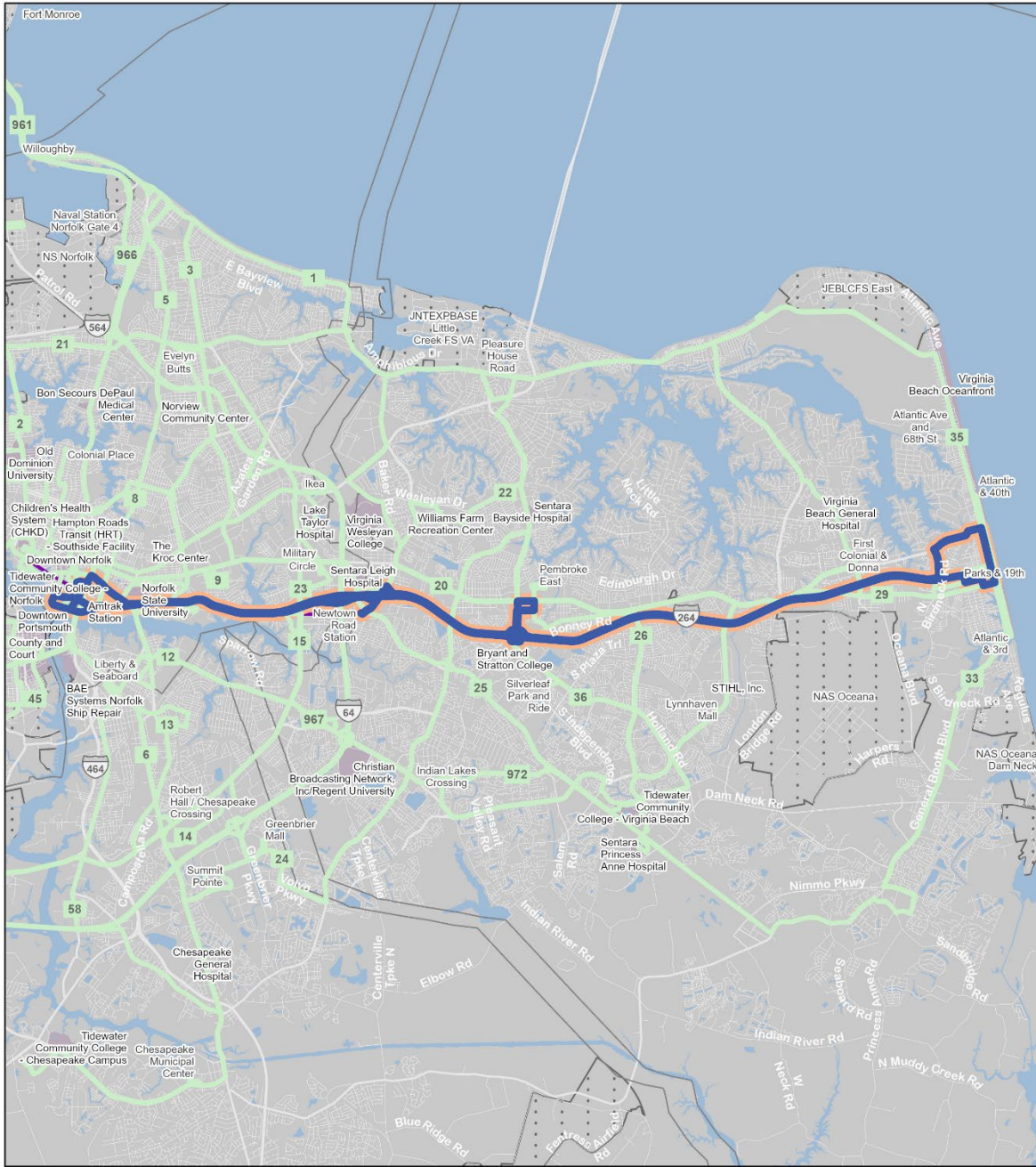
- Demand remains low for this route as ridership has not recovered as a result of the pandemic.

Route 922

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 922 is eliminated.	✓	✓	✓
FY 2025 (Spring 2025)	-			
FY 2026	-			
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 960



Route 960

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary



Route 960

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Virginia Beach Oceanfront	Downtown Norfolk Transit Center / Virginia Beach Oceanfront
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
	Weekday	5:35 a.m. - 8:19 p.m.	5:00 a.m. - 9:00 p.m.
	Saturday	6:30 a.m. - 8:19 p.m.	5:00 a.m. - 9:00 p.m.
	Sunday	7:50 a.m. - 8:44 p.m.	5:00 a.m. - 9:00 p.m.
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No changes to existing alignment.
- On weekdays and weekends, span will be improved to operate from 5:00 a.m. to 9:00 p.m.



Justification

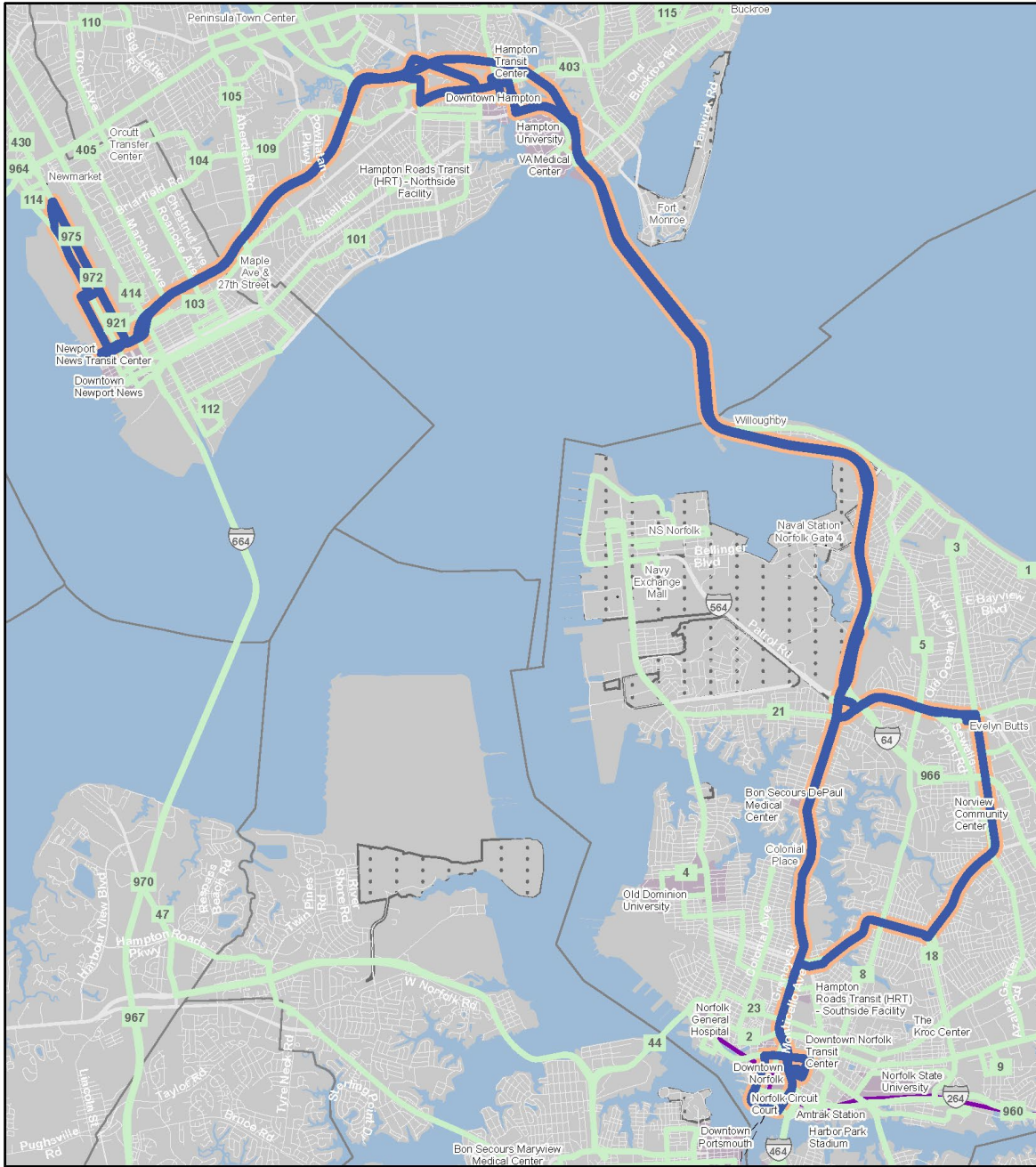
- Now that Route 960's fare has been lowered to that of regular fixed-route service (as of November 2021), it will become more attractive for riders, and the span increase is warranted. The performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 960

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, improve weekday, Saturday, and Sunday span to 5:00 a.m. to 9:00 p.m.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 961



Route 961

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 961

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Newport News / Downtown Hampton / Downtown Norfolk	Downtown Newport News / Downtown Hampton / Downtown Norfolk
Jurisdictions	Norfolk, Hampton, Newport News	Norfolk, Hampton, Newport News

Level of Service			
Span			
	Existing	Planned	
Weekday	4:55 a.m. - 11:12 p.m.	4:55 a.m. - 11:12 p.m.	
Saturday	4:58 a.m. - 10:57 p.m.	4:58 a.m. - 10:57 p.m.	
Sunday	7:00 a.m. - 8:58 p.m.	7:00 a.m. - 8:58 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	40	40
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

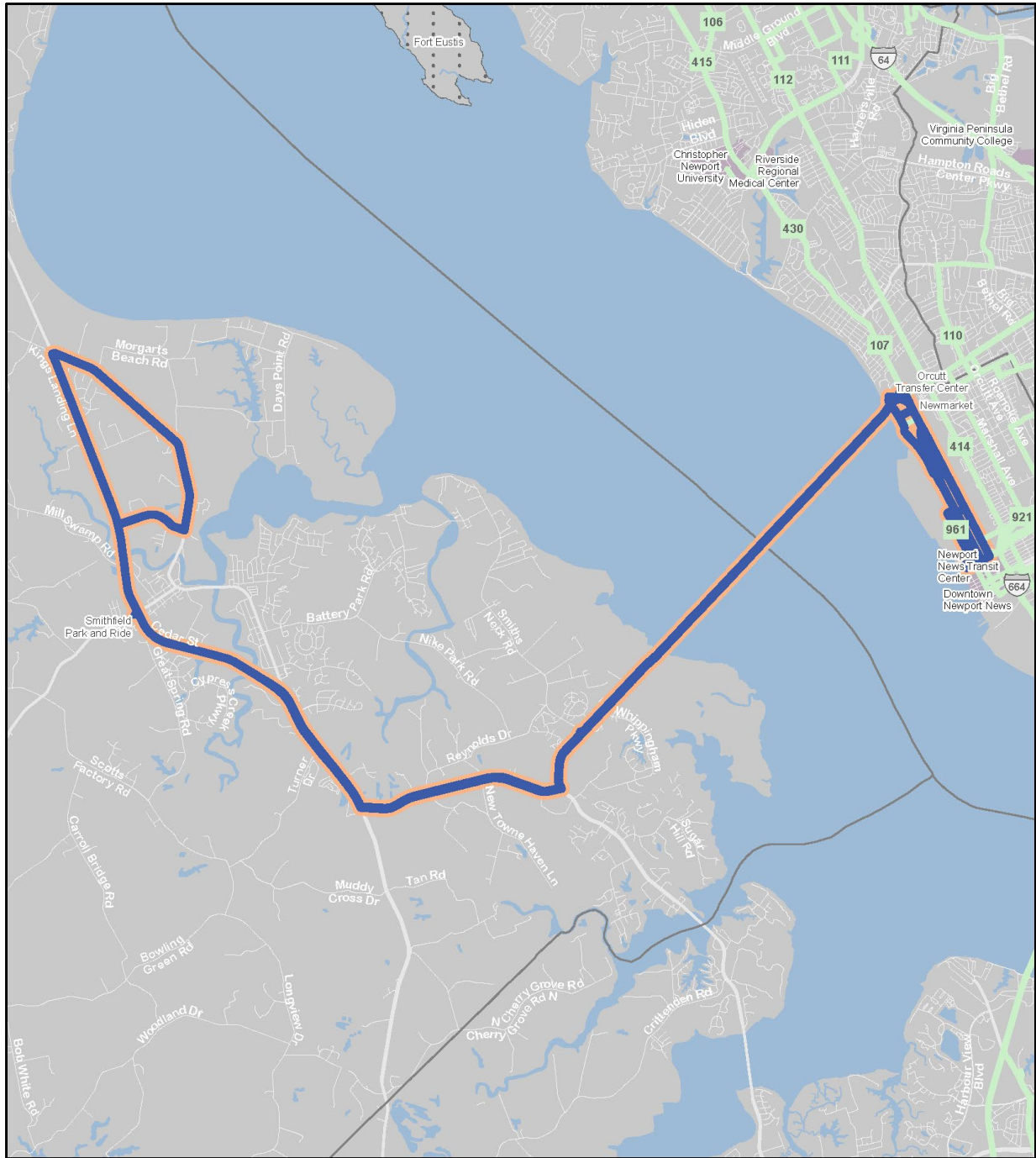
- Route 961 service fulfills a need in terms of getting employees to work throughout the day and the service provided will remain unchanged. With the recent lowering of Route 961 fare to that of regular fixed-route service (as of November 2021), the performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 961

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 964



Route 964

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 964

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Newport News / Smithfield	Downtown Newport News / Smithfield
Jurisdictions	Newport News, Isle of Wight	Newport News, Isle of Wight

Level of Service			
Span			
	Existing	Planned	
Weekday	5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.	5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	4 Trips	4 Trips
	AM Peak		-
	Midday		-
	PM Peak	4 Trips	4 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No schedule or alignment changes.

Justification

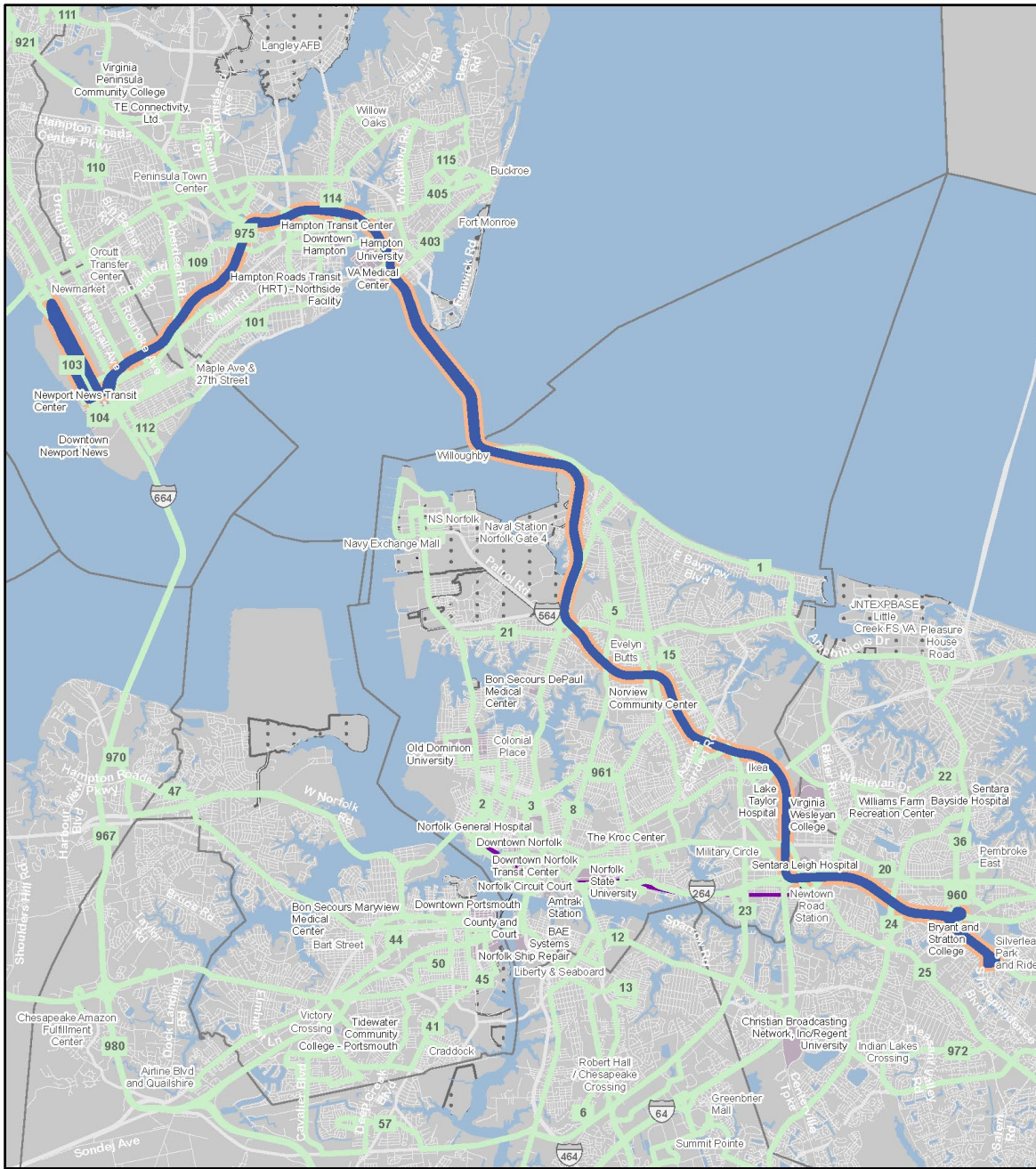
- Route 964 service will remain unchanged from what is currently offered.

Route 964

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 966



Route 966

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 966

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Newport News Transit Center	Silverleaf Park & Ride / Newport News Transit Center
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	5:20 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.	5:20 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	3 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

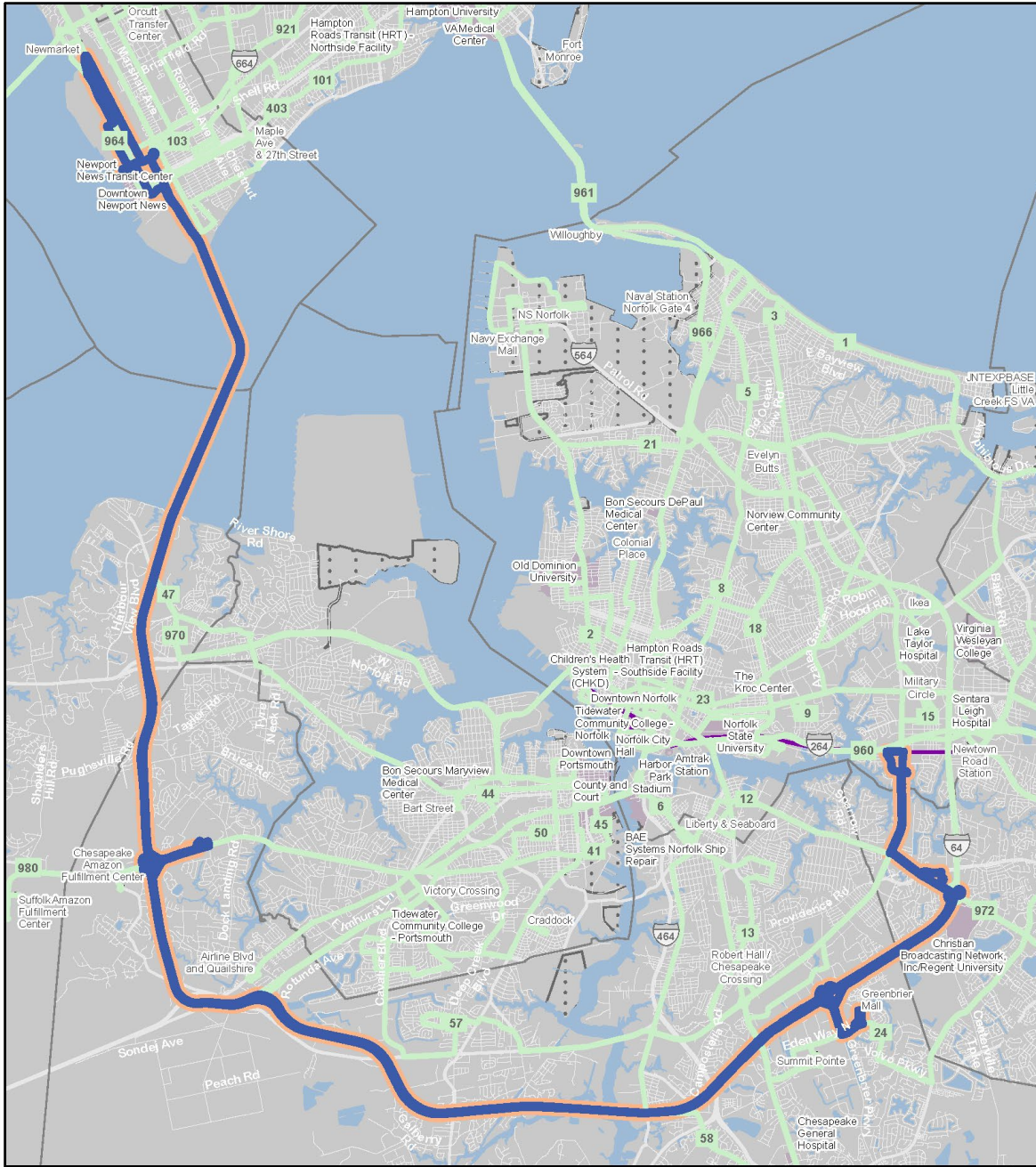
- Route 966 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 966

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 967



Route 967

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary



Route 967

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Virginia Beach / Chesapeake / Newport News	Virginia Beach / Chesapeake / Newport News
Jurisdictions	Chesapeake, Newport News, Norfolk, Virginia Beach	Chesapeake, Newport News, Norfolk, Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	4:25 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.	4:25 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	6 Trips	6 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	7 Trips	7 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

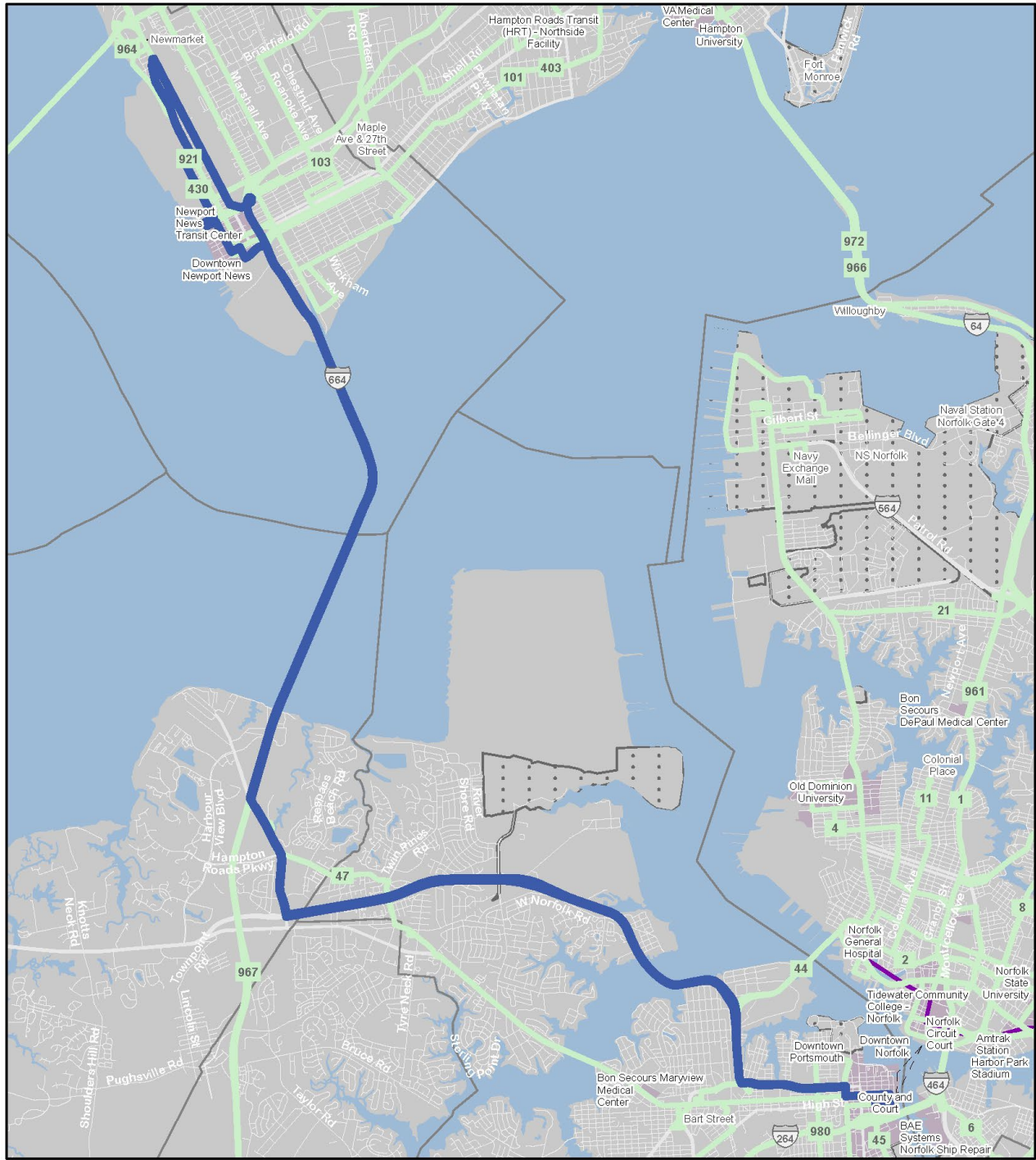
- Route 967 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 967

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 970



Route 970

Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 970

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Portsmouth / Newport News
Jurisdictions	-	Portsmouth, Newport News

Level of Service		
Span		
	Existing	Planned
Weekday	-	6:00 a.m. - 6:00 p.m.
Saturday	-	-
Sunday	-	-
Headway		
	Existing	Planned
Weekday	Early	-
	AM Peak	-
	Midday	-
	PM Peak	-
	Evening	-
	Late Night	-
Saturday	Base	-
	Non-Base	-
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- New Route 970 will be implemented in FY 2027 providing express service between Downtown Portsmouth and Downtown Newport News with a stop at the Park & Sail lot at the intersection of Court Street and Bart Street.
- Route 970 will operate Monday through Friday, with four trips operating during the morning and afternoon peak periods. Two trips will be provided in each direction.
- Route 970 is one option for future expansion of Limited/Express service.



Justification

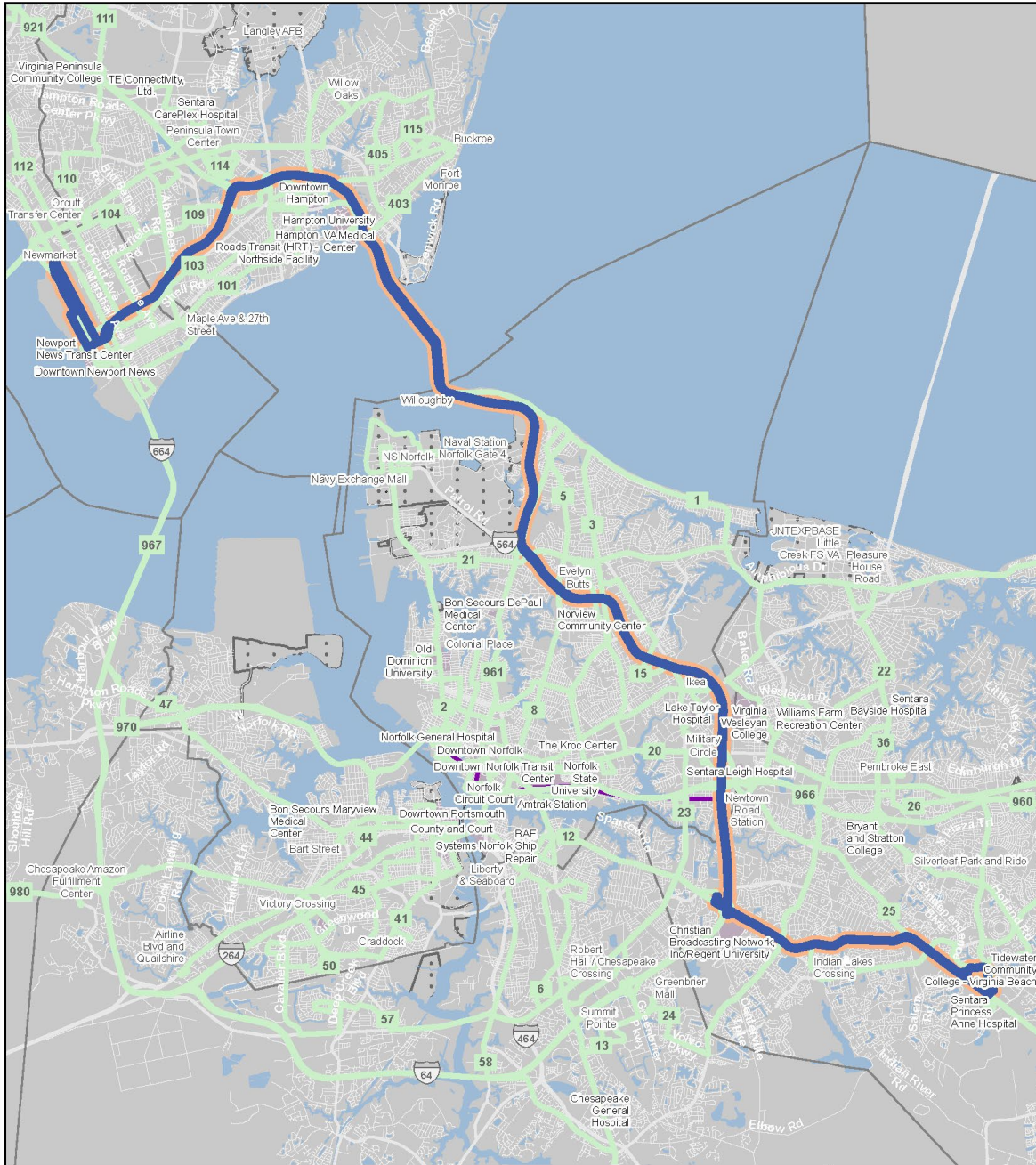
- Route 970 will serve a need for a new peak hour service between Downtown Portsmouth and Newport News Transit Center and Shipyard.

Route 970

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Service not yet implemented.			
FY 2025 (Spring 2025)	Service not yet implemented.			
FY 2026	Service not yet implemented.			
FY 2027	Service on 757 Express Route 970 begins, operating between downtown Portsmouth and downtown Newport News with a stop at Newport News Shipyard. Service will operate Monday through Friday with two AM peak trips and two PM peak trips in each direction.	✓	✓	✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 972



Route 972

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 972

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	TCC Virginia Beach / Newport News	TCC Virginia Beach / Newport News
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.	5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

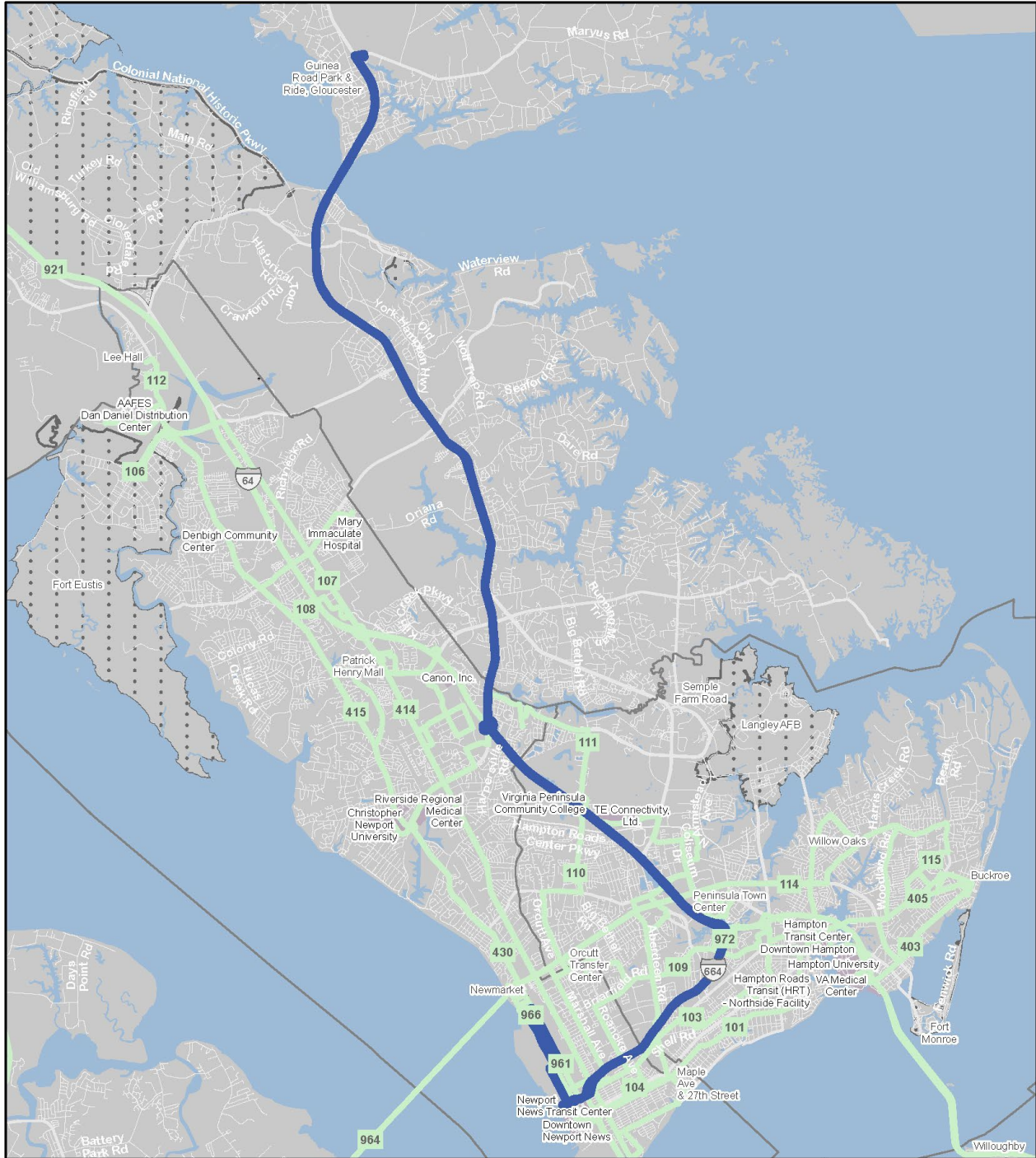
- Route 972 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.
- HRT was awarded a grant from the Commonwealth called the Interstate Operations and Enhancement Program to improve service on routes that operate on or run parallel to I-64: Routes 106, 107, and Route 972. Recent improvements to Route 972 have been partially paid for by this grant.

Route 972

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 975



Route 975

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 975

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Gloucester / Newport News
Jurisdictions	-	Newport News, Gloucester

Level of Service		
Span		
	Existing	Planned
Weekday	-	7:00 a.m. - 8:00 a.m.; 3:00 p.m. - 4:00 p.m.
Saturday	-	-
Sunday	-	-
Headway		
	Existing	Planned
Weekday	Early	-
	AM Peak	-
	Midday	-
	PM Peak	-
	Evening	-
	Late Night	-
Saturday	Base	-
	Non-Base	-
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- Route 975 will provide new peak period directional commuter express service between Gloucester (VDOT Park & Ride at the intersection of Route 216-Guinea Rd and York Crossing) and the Newport News Shipyard via US-17 and I-64. The route will operate three trips in the AM peak and three trips in the PM peak.



Justification

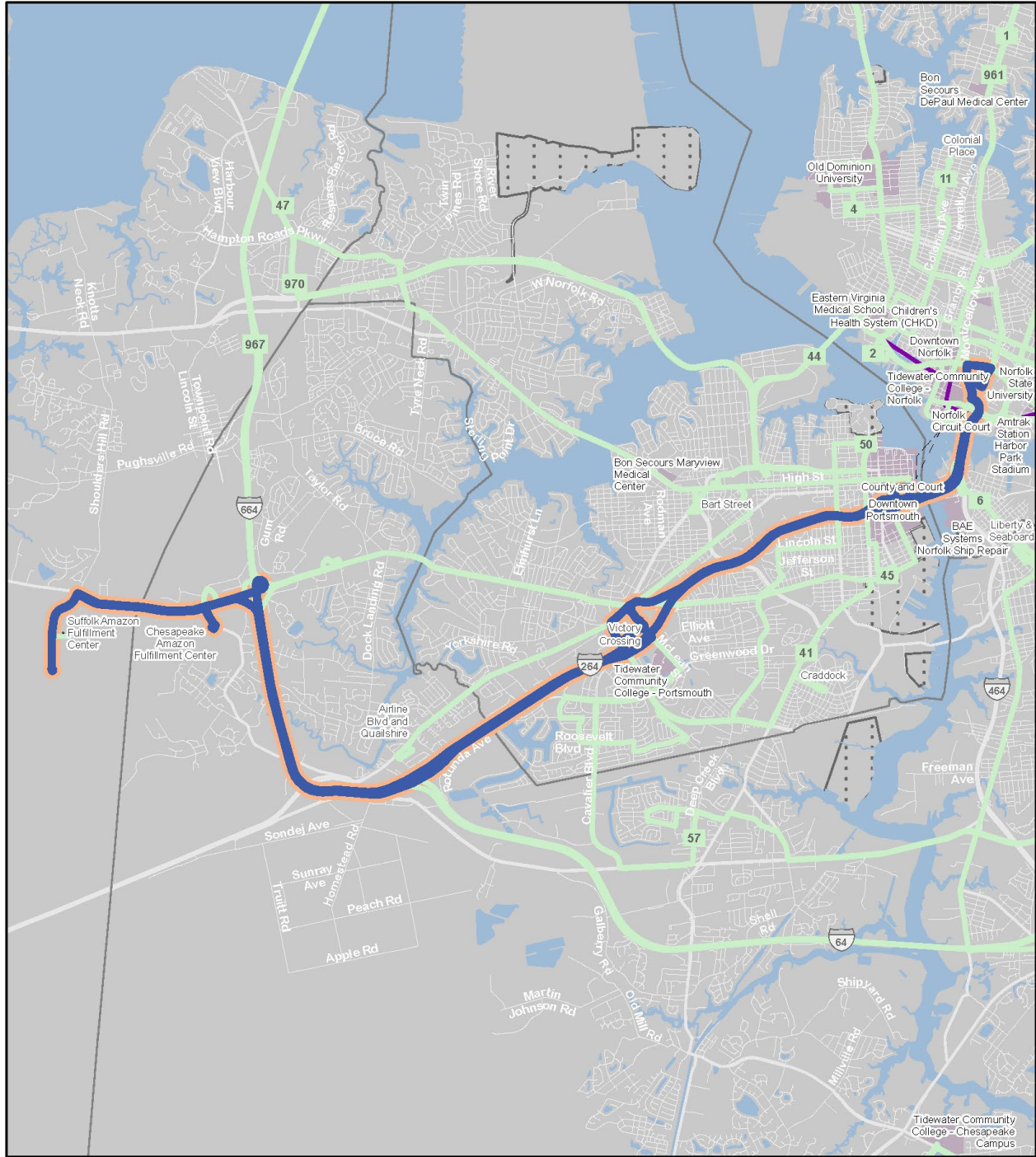
- The efficient movement of personnel to the Shipyard is critical to support national military readiness as well as for achieving the economic development goals of greater Hampton Roads. Commuter bus service via this new bus route can provide an alternative to automobile travel and a way for employees to avoid daily congestion and the Coleman Bridge toll.
- HRT was awarded a SMART SCALE grant from VDOT to support the purchase of two new buses for this route.

Route 975

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Service not yet implemented.			
FY 2025 (Spring 2025)	Service not yet implemented.			
FY 2026	Weekday 757 Express service from Gloucester begins operation with peak period directional service. The route will operate three AM peak trips and three PM peak trips.	✓	✓	✓
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 980



Route 980

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 980

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth, Chesapeake, Suffolk	Norfolk, Portsmouth, Chesapeake, Suffolk

Level of Service		
Span		
	Existing	Planned
Weekday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.
Saturday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.
Sunday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.

Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	2 Trips	2 Trips
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

- Amazon is bringing thousands of new jobs to Hampton Roads. This newly established route will help connect workers to jobs from across the region via the express Route 980 and eventually via the extended Route 45 as well. This will provide economic benefit to the region. Route 980 will be monitored for performance.

Route 980

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Systemwide Maps

Additional maps (including the four below) depicting systemwide service in the peak periods for the ten years of the plan can be found in **Appendix B: Phased System Maps for Locally Cost-Constrained Plan**.

Figure 3-1: FY 2034 Weekday AM Peak Frequency (Peninsula)

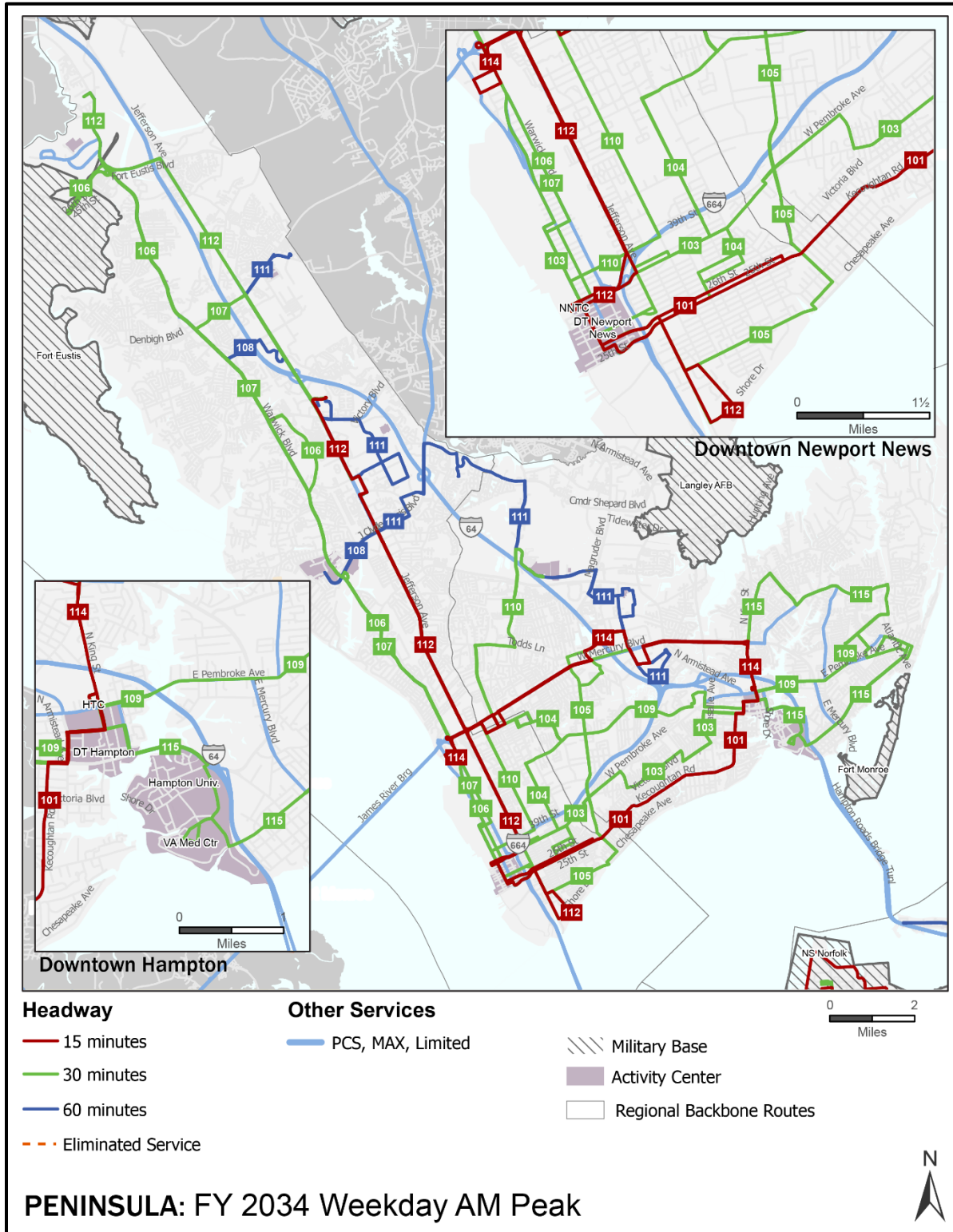


Figure 3-2: FY 2034 Weekday Peak Frequency (Southside)

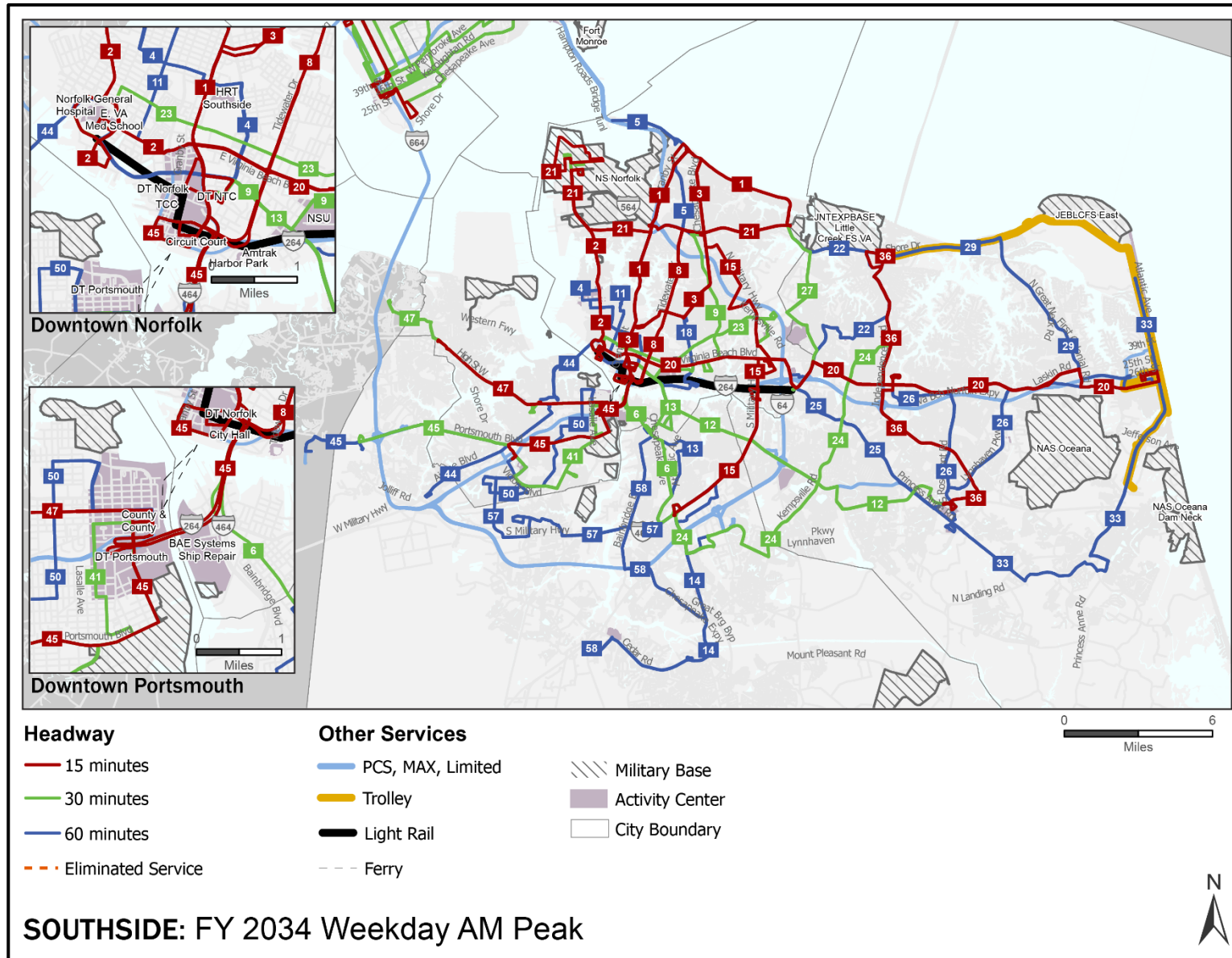


Figure 3-3: Service Target Weekday Peak Frequency (Peninsula)

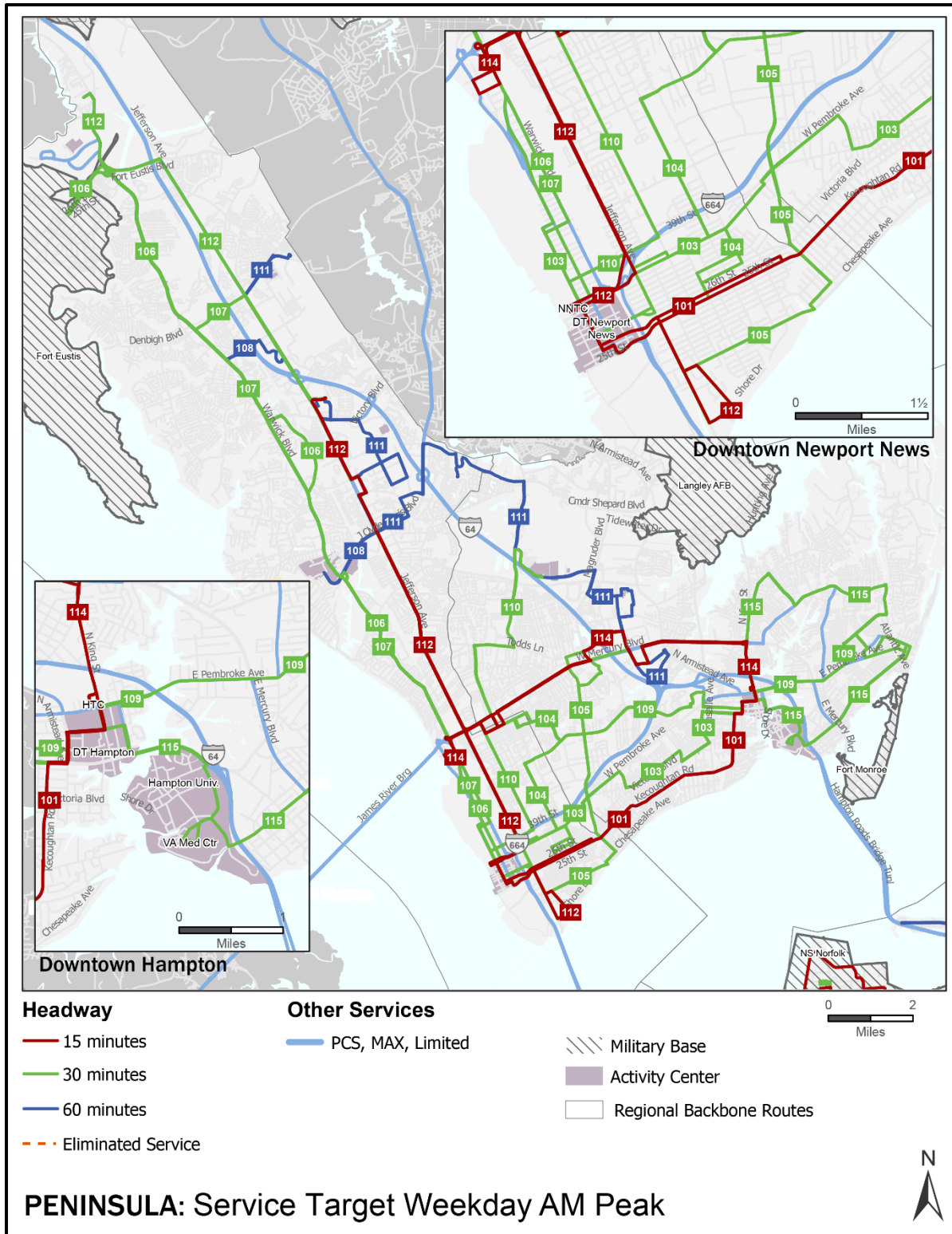
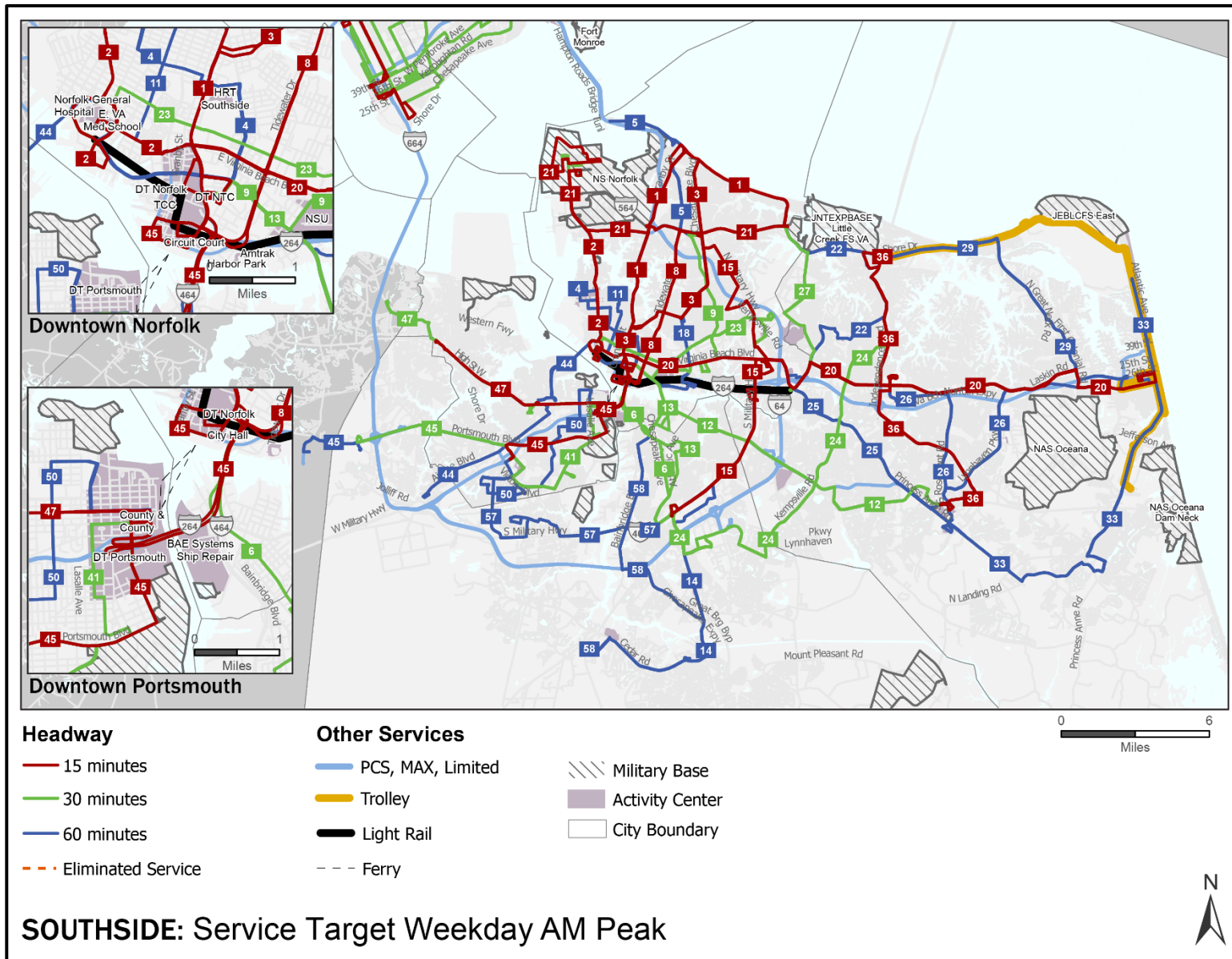


Figure 3-4: Service Target Weekday Peak Frequency (Southside)



3.2 Estimated Ridership Due to Improvements

Table 3-1 shows the estimated weekday daily ridership based on the planned service improvements as described in the route sheets in **Section 3.1**. The timing of implementation is directly affected by bus operator workforce levels. Estimated ridership is shown as a percentage change from calendar year 2019 ridership (representing pre-pandemic levels of demand) as modeled by the ridership estimation methodology detailed in **Appendix C: Estimated Ridership Methodology and Results**. The methodology uses observed ridership data and transit demand elasticities to estimate the impact of alignment, span, and headway improvements. This methodology does not account for the COVID-19 pandemic’s impact on transit ridership; in the near-term, ridership is expected to be lower than pre-pandemic and it is unknown at what rate ridership will return to more “normal” levels. The methodology also does not account for forecasted increases in population and employment in the Hampton Roads region over the next decade.

For local fixed-route service, footnotes explain any estimated decreases in ridership and any estimated increases in ridership greater than 50 percent. New trips for Limited/Express routes were assumed to generate the average ridership per trip for that route, therefore significant changes in ridership for Limited/Express routes are a direct result of trips being added or removed.

Based on the improvements to fixed-route service, including the Regional Backbone services, annual ridership is projected to exceed 14.1 million passenger trips in FY 2034, a 33 percent increase over calendar year 2019 (the most recent year of pre-pandemic HRT bus service prior to the implementation of the improvements related to the RTS). By FY 2034, the daily weekday ridership is projected to increase by 32 percent. Weekday ridership on Regional Backbone routes alone (highlighted in light gray in **Table 3-1**) is projected to increase by 47 percent. On weekends, systemwide ridership in FY 2034 is projected to be 22 percent higher on Saturday and 61 percent higher on Sunday, due in part to new Sunday service being introduced on 12 routes. The complete results for weekday, Saturday, and Sunday estimated ridership are presented in **Appendix C**.

Table 3-1: Estimated Weekday Daily Ridership for Improvements Compared to 2019 Ridership

Route		Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2034)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2034)
Southside Total³		29,837	38,110	28%
Southside Routes	1	2,735	3,417	25%
	2	841	1,247	48%
	3	1,745	2,576	48%
	4	347	347	0%
	5	238	238	0%
	6	667	938	41%
	8	1,288	1,853	44%
	9	809	809	0%
	11	173	173	0%
	12	433	634	46%
	13	951	1,103	16%

³ Southside total ridership for CY 2019 includes Route 55, which was eliminated in FY 2022 and is not included in this TSP.

Route		Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2034)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2034)
Southside Routes	14	357	285	-20% ⁴
	15	2,219	3,096	40%
	18	131	151	15%
	20	3,687	5,011	36%
	21	1,720	2,341	36%
	22	322	374	16%
	23	1,227	1,277	0%
	24	146	260	78% ⁵
	25	485	514	6%
	26	193	354	83% ⁶
	27	382	659	72% ⁷
	29	315	221	-30% ⁸
	30	1,986	1,986	0%
	31	397	397	0%
	33	457	485	6%
	34	0	0	0% ⁹
	35	633	633	0%
	36	530	1,391	162% ¹⁰
	41	374	928	148% ¹¹
43	174	0	Route Eliminated	
44	423	419	-1% ¹²	

⁴ Route 14 ridership is estimated to decrease after its service on Great Bridge Boulevard, River Walk Parkway, and Cedar Road to Tidewater Community College was replaced by Route 58 in FY 2022.

⁵ Route 24 ridership is estimated to increase due to the elimination of Route 55 between Volvo Parkway and Robert Hall Boulevard in FY 2022.

⁶ Route 26 ridership is estimated to increase due to its extensions to Pembroke East and First Colonial Road & Donna Drive, including new segments on Rosemont Road and Bonney Road.

⁷ Route 27 ridership is estimated to increase after its realignment to terminate at Joint Expeditionary Base Little Creek, including new stops on Diamond Springs Road, as well as midday headway improvements.

⁸ Route 29 Ridership is estimated to decrease after its service between First Colonial Road & Donna Drive and Lynnhaven Mall is replaced by Route 26.

⁹ VB Wave Route 34 does not operate on weekdays. Weekend ridership estimates for Route 34 could not be estimated using existing data sources and would require a specialized ridership estimation approach due to its unique service characteristics as a seasonal, weekend-only shuttle.

¹⁰ Route 36 ridership is estimated to increase more than 150 percent due to its extension along Independence Boulevard and reclassification as a Regional Backbone route with improved span and headways.

¹¹ Route 41 ridership is estimated to increase after replacing a segment of Route 45 with high ridership along Effingham Street.

¹² Route 44 ridership is estimated to slightly decrease after swapping with Route 45 to serve Airline Boulevard instead of Portsmouth Boulevard.

Route		Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2034)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2034)
Southside Routes	45	1,598	1,816	14%
	47	932	1,240	33%
	50	199	339	71% ¹³
	57	360	454	26%
	58	175	197	12%
Peninsula Total¹⁴		11,801	16,731	42%
Peninsula Routes	101	829	1,707	106% ¹⁵
	102	223	0	Route Eliminated
	103	882	1,033	17%
	104	680	594	-13% ¹⁶
	105	661	859	30%
	106	1,130	1,335	18%
	107	949	1,259	33%
	108	541	585	8%
	109	211	1,327	530% ¹⁷
	110	480	911	90% ¹⁸
	111	402	738	84% ¹⁹
	112	1,771	3,287	86% ²⁰
	114	1,284	2,182	70% ²¹
	115	358	915	155% ²²

¹³ Route 50 ridership is estimated to increase due to its extended alignment which replaces Route 43 service through downtown Portsmouth and Route 41 service in the Roosevelt Boulevard neighborhood.

¹⁴ Peninsula total ridership for CY 2019 includes Route 116, which was eliminated in FY 2022, Route 117, which was eliminated in FY 2024, and Route 120, which was eliminated in FY 2024 and are not included in this TSP.

¹⁵ Route 101 ridership is forecast to more than double due to its reclassification as a Regional Backbone Route with improved span and headways.

¹⁶ Route 104 ridership is estimated to decrease due to its realignment from Marshall Avenue to provide new service along Roanoke Avenue.

¹⁷ Route 109 ridership is forecast to increase approximately 6 times due to its extension to replace Route 110 service between the Hampton Transit Center and Orcutt Transfer Center, combined with improved span and headways.

¹⁸ Route 110 ridership is estimated to increase due to its realignment to Newport News Transit Center along Marshall Avenue and improved headways.

¹⁹ Route 111 ridership is estimated to increase after its extensions south to Peninsula Town Center and north to Woodside Lane & Old Denbigh Boulevard.

²⁰ Route 112 ridership is estimated to increase after its extensions south to 6th Street & Ivy Avenue, which occurred in FY 2021 and is not reflected in the 2019 ridership data, and north to Lee Hall, combined with improved headways.

²¹ Route 114 ridership is estimated to increase due to improved span and headways.

²² Route 115 ridership is forecast to increase by nearly 150 percent due to its extension to replace Route 117 and Route 120 service, combined with improved headways.

Route		Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2034)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2034)
	118	550	0	Route Eliminated
PCS Total		312	468	50%
PCS Routes	403	30	60	101%
	405	50	99	97%
	414	110	110	0%
	415	32	62	94%
	430	90	137	52%
757 Express (formerly MAX) Total		1,687	1,872	11%
757 Express (formerly MAX) Routes	919	81	0	Route Eliminated
	921	48	48	0%
	922	64	0	Route Eliminated
	960	275	294	7%
	961	732	732	0%
	964	74	74	0%
	966	93	138	50%
	967	276	276	0%
	970	0	104	New Route
	972	44	89	100%
	975	0	78	New Route
	980	0	52	New Route ²³
Weekday System Total²⁴		43,638	57,181	31%

²³ 757 Express Route 980 was introduced in Fall 2022, after ridership data was available. For the purposes of the ridership estimation analysis, Route 980 was treated as a new route.

²⁴ System total ridership for CY 2019 includes Routes 55, 116, 117, and 120 which were eliminated in FY 2022-FY 2023 and are not included in this TSP.

3.3 Prioritization of Planned Service Improvements

3.3.1 Prioritization

The TSP guidelines require that each “project” be assigned a timeframe with estimated capital and operating costs. For this annual update of the TSP, the three timeframes are:

- Short-Term: FY 2025 – FY 2027
- Mid-Term: FY 2028 – FY 2031
- Long-Term: FY 2032 – FY 2034

The prioritization process was designed to build upon HRT’s FY 2024 service, based on last year’s minor annual TSP update as well as the FY 2024 TSP annual budget letters (a different TSP acronym—Transportation Service Plan). The first year of this plan update, FY 2025, was built around delivering improvements to regional backbone routes on the Southside, where resources permitted. For the remainder of the ten-year plan, the implementation of service improvements outlined in **Section 3.1** would balance the annual service increases across each jurisdiction and provide manageable annual increases in operating and capital costs. The service improvements would be implemented incrementally, and not all proposed improvements would be able to occur by FY 2034, leaving additional service changes for implementation in future years.

There are many routes that are being realigned and segments of routes are being taken over by other routes. Because of this, the phasing of the route changes needed to consider how some routes’ realignments are dependent upon others. For this reason, the routes were all placed into “buckets” that group together routes whose alignment changes must happen simultaneously to maintain a maximum amount of coverage in the system. A number of different factors went into deciding which buckets of routes should be prioritized to support the phased implementation of routes supported by the Hampton Roads Regional Transit Program and Fund. These factors include purchasing the needed in-service and support vehicles, hiring and training operators, designing and building capital improvements, installing new or updated bus signs, as well as many other considerations. Additionally, the limitations provided by the geographic features of the region heavily influenced the ultimate bucket groupings and the phasing of implementation.

The Regional Backbone and Limited/Express routes supported by the Hampton Roads Regional Transit Program and Fund were prioritized for implementation. HRT is taking a phased approach to implementation of the RTS network. The Covid-19 pandemic and subsequent challenges around operator hiring and retention have limited HRT’s ability to implement the RTS network as quickly as originally intended. HRT’s currently using a “one at a time” approach, prioritizing service on routes with the highest ridership.

Implementation of improvements to spans and peak headways on Regional Backbone routes began in FY 2023 and will continue through FY 2028. Originally, the plan had been to implement all changes (alignment and level of service) simultaneously when route is implemented, but due to the current shortage of operator availability, implementation of improvements will happen gradually. When a route is implemented, its alignment changes are the first priority, followed by weekday span and weekday peak headway improvements that can be afforded based on operator availability, followed by all other span and headway improvements. As a result, the non-weekday and non-peak improvements for some routes will occur after FY 2028 and will be completed for all Regional Backbone routes by FY 2033.

Table 3-2 summarizes the phased improvements and notes operational investments (i.e., additional revenue hours) and capital investments (i.e., additional vehicles) needed for the service improvements to occur. Estimated operational needs account for implementation during the fall of each fiscal year, or eight months of service in the current fiscal year (with the exception of FY 2025, for which some service changes will occur in the spring); any additions to peak vehicle need are noted in the table.

Table 3-2: Prioritized Improvements by Time Period

Time Frame	Year	Key Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Short-Term	FY 2025	Implement high-frequency service on Routes 1, 3, and 21. Restore pre-pandemic levels of service on some routes in Norfolk. Realign routes in Virginia Beach. Improve spans and headways on some routes in Virginia Beach and Hampton.	Changes to service: Routes 1, 3, 9, 13, 21, 23, 27, 36, 115	43,100 additional hours of service	1 new vehicle needed to meet peak vehicle requirements
	FY 2026	Implement high-frequency service on Route 8. Realign routes on the Peninsula and in Virginia Beach. Improve spans and headways in Portsmouth, Chesapeake, and Newport News. Restore pre-pandemic levels of service on some routes in Norfolk. Introduce 757 Express route 975.	Changes to service: Routes 2, 6, 8, 12, 14, 26, 29, 41, 44, 50, 57, 58, 104, 105, 106, 107, 109, 110, 111 Eliminated service: Routes 102, 118 New service: Route 975	30,400 additional hours of service	7 new vehicles needed to meet peak vehicle requirements
	FY 2027	Implement high-frequency service on Routes 2 and 36. Improve spans and headways on some routes. Introduce 757 Express route 970.	Changes to service: Routes 2, 6, 12, 13, 18, 22, 25, 33, 36, 44, 101, 111, 115 New service: Route 970	29,400 additional hours of service	12 new vehicles needed to meet peak vehicle requirements
	Short-Term Total			102,900 additional hours of service	20 new vehicles needed
Mid-Term	FY 2028	Implement high-frequency service on Routes 47 and 101. Improve spans and headways on some routes. Restore pre-pandemic levels of service on some routes.	Changes to service: Routes 13, 24, 25, 26, 29, 47, 57, 101, 106, 107, 110	28,700 additional hours of service	3 new vehicles needed to meet peak vehicle requirements
	FY 2029	Complete RTS improvements on Routes 20 and 112. Improve spans and headways on some routes.	Changes to service: Routes 20, 26, 27, 29, 105, 109, 112	33,000 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2030	Complete RTS improvements on Routes 1 and 15. Improve spans and headways on some routes.	Changes to service: Routes 1, 6, 12, 15, 22, 27, 103, 105, 109	31,800 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	FY 2031	Complete RTS improvements on Routes 3 and 114. Improve spans and headways on the Peninsula and in Chesapeake.	Changes to service: Routes 3, 6, 106, 107, 109, 114	29,800 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	Mid-Term Total			123,300 additional hours of service	7 new vehicles needed

Time Frame	Year	Key Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Long-Term	FY 2032	Complete RTS improvements on Routes 8 and 21. Improve headways in Hampton and Virginia Beach.	Changes to service: Routes 8, 12, 21, 109	22,500 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2033	Complete RTS improvements on Routes 2 and 36. Improve headways in Hampton.	Changes to service: Routes 2, 36, 109	15,600 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2034	Improve spans and headways on some routes.	Changes to service: Routes 6, 12, 18, 24, 33, 57, 58, 109, 110, 111	18,100 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	Long-Term Total			56,200 additional hours of service in long-term phase	No new vehicles needed in long-term phase
Out-Years		Improve spans and headways in Chesapeake.	Changes to service: Routes 6, 13	15,500 additional hours of service in out-years	2 new vehicles needed to meet peak vehicle requirements

Table 3-3 shows the results of a capital investment analysis that utilizes the capacity of transfer facilities to determine whether new capacity would be needed at any of HRT’s most-used facilities to implement the plan. The analysis was based on an hourly facility capacity of 60 minutes per bus bay or equivalent curb space (e.g., a location with three bus bays and one curb space has 240 minutes of capacity per hour). First, the layover duration for every bus arrival in the FY 2034 service plan was estimated, according to existing layover data, minimum layover requirements, and a conservative assumption of five minutes for buses that are passing through the facility without a layover. Then, the sum of each route’s layover time for each hour of the day was rounded up to the nearest multiple of 30 minutes, to approximate full or partial bus bay usage. For example, a route with 45 minutes of layover in an hour would require a full bus bay, so its time was rounded to 60 minutes; whereas a route with 20 minutes of layover in an hour could share a bus bay with another route, so its time was rounded to 30 minutes. Finally, the total minutes of use at each facility was measured for every hour of the day and the maximum hourly need (during the busiest hour at each facility, or “peak of the peak”) was divided by the capacity to find the maximum percent of capacity used for each transfer facility. The TCRP Transit Capacity and Quality of Service Manual advises that at 70 percent of capacity and above, additional capacity may be required to avoid bus interference effects due to schedule deviations and buses pulling in and out of the facility.

Overall, this analysis concluded that the additional trips and vehicles for FY 2034 are within the capacity of all facilities, however, capacity will exceed or approach 70 percent at most facilities. The major transit hubs of Downtown Norfolk Transit Center and Newport News Transit Center may encounter vehicle flow issues, particularly at Downtown Norfolk Transit Center, where planned construction and development nearby may constrict the facility’s access roads. Some locations, such as Military Circle Mall and Victory Crossing Transfer Center, are unlikely to face such issues, due to their linear design and flexible curb space. Summit Pointe, which consists of a single on-street bus stop, may require additional curb space. At Evelyn T. Butts and Robert Hall Boulevard, which will reach 93 percent and 83 percent of capacity by 2034, respectively, HRT’s Capital Improvement Plan calls for new facilities before capacity issues arise.

Table 3-3: Results of Transfer Facility Analysis

Transfer Facility	Bus Bays or Equivalent	Hourly Capacity (minutes)	FY 2034 Maximum Hourly Arrivals	FY 2034 Maximum Hourly Use (minutes)	FY 2034 Minimum Hourly Use (percent)
Downtown Norfolk Transit Center	16	960	38	855	89%
Hampton Transit Center	14	840	21	345	41%
Newport News Transit Center	13	780	40	705	90%
Wards Corner Transfer Center	8	480	18	135	28%
Evelyn T. Butts Transfer Center	7	420	25	390	93%
Victory Crossing Transfer Center	6	360	14	255	71%
Robert Hall Boulevard	6	360	12	300	83%
Military Circle Mall	5	300	19	180	60%
Summit Pointe (Executive Boulevard & Eden Way)	1	60	3	60	100%

3.3.2 Inclusion in Other Plans

The TSP was developed in close coordination with HRT’s Capital Improvement Plan (CIP). The CIP includes the expansion in bus, paratransit, and non-revenue vehicles necessary to support the TSP’s service recommendations. HRT applied for funding in FY 2023 for 12 new buses and plans to apply for another 12 new buses between FY 2024 and FY 2026 for RTS implementation (for more information see **Chapter 6**). These buses are in addition to the 24 buses that were already allocated funding in the first half of FY 2022. The CIP programs bus grant requests based on when vehicles are needed to support implementation of the RTS network; on average there is a two-year lag in procurement time.

In addition to these vehicle investments, the CIP allocates funding for the relocation and construction of a new garage in Virginia Beach to accommodate the service expansion outlined in the TSP’s ten-year plan, replacing the old Parks Avenue facility. HRT has already secured funding for land acquisition, planning/environmental clearance, design, and engineering. Additional funds for the project are programmed in FY 2025 and FY 2026 to fully fund construction, electric vehicle charging infrastructure, and the purchase of battery electric buses. Replacement of the current garage with a new facility will give the agency additional bus operating capacity and improve the efficiency of existing Virginia Beach operations by reducing the need to deadhead to the agency’s 18th Street garage in the City of Norfolk.

In accordance with the planned service and to enhance the experience of riders, the CIP also allocates funding for the replacement and/or renovation of the on-street Robert Hall Transfer Center (funds programmed in FY 2025 and FY 2026) and the on-street Evelyn T. Butts Transfer Center (funds programmed in FY 2025), as well as the installation of new shelters, benches, trash cans, and lighting at over 600 bus stops across the system (funds programmed in FY 2025 through FY 2027). Finally, the CIP allocates funding for the maintenance of a range of passenger-facing and back-end technology investments that HRT is in the process of implementing with funds allocated in FY 2025 through FY 2034.

Implementation of any recommendation related to expansion of HRT service is predicated on the system sustaining a state of good repair. The agency’s CIP is largely focused on maintaining or replacing existing assets at the end of their useful life, including vehicles, buildings, equipment, and technology. Ongoing investments in technology infrastructure such as the replacement of servers, improvements in network security, and increases in fiber optic bandwidth will be important for future technology improvements.

3.4 Service Development

3.4.1 Operations Planning

Table 3-4 details the operational changes and needs by year and by route for implementing the service changes described in **Table 3-2** and in the route profiles. Changes to revenue hours by year by route are displayed and represent a change in hours from that route in the previous year. Additional peak vehicles needed by route are also included in this table.

Service changes are planned to take effect in the fall of each fiscal year, approximately four months after the start of the fiscal year. Since the implementation of service changes does not align with the fiscal calendar, the estimated revenue hours for each route are prorated in the year of implementation such that the first four months account for the current service, while the next eight months account for the updates to the route. In **Table 3-4**, the approximate change in revenue hours for each service change represents the first eight months of increased or decreased operational needs. The gray shaded row in each year accounts for the difference between the eight months of service for any new or changed route operated in the prior year and the full twelve months of service it will regularly offer. In FY 2024, some changes will occur nine months into the fiscal year; the descriptions for those changes are shown in *italics*.

Table 3-4: Service Expansion and Reduction by Year

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2025	Route 1	Alignment change, weekday headway restoration	1,800	(1)
	Route 3	Weekday headway restoration	500	-
	Route 9	Weekday and Saturday headway restoration	-	-
	Route 13	<i>New Sunday service in Chesapeake, weekday headway restoration</i>	(1,100)	-
	Route 14	<i>Weekday and Saturday span improvements, new Sunday service</i>	(2,200)	-
	Route 15	<i>Weekday headway improvements, Sunday span improvements</i>	9,700	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2025	Route 21	Weekday headway improvements	700	4
	Route 23	Weekday and Saturday headway restoration	-	-
	Route 27	Alignment change, weekday span improvements, new Sunday service	900	-
	Route 33	<i>Saturday span change</i>	2,900	-
	Route 36	<i>Weekday headway restoration</i> , alignment change, weekday and Saturday span improvements, new Sunday service, weekday and weekend headway improvements	9,600	1
	Route 41	<i>Alignment change, weekday and Saturday span improvements, new Sunday service, weekday and Saturday headway improvements</i>	2,500	-
	Route 43	<i>Eliminated</i>	(3,000)	-
	Route 44	<i>Alignment change, Sunday span improvements</i>	(4,800)	(1)
	Route 45	<i>Alignment change, weekday and Sunday span improvements, weekday and Sunday headway improvements</i>	15,200	-
	Route 47	<i>Alignment change, weekday and weekend span improvements, weekday and weekend headway improvements</i>	1,700	-
	Route 50	<i>Alignment change, Saturday span improvement, Sunday span change</i>	3,900	-
	Route 57	<i>Alignment change</i>	1,000	-
	Route 108	Sunday alignment change	600	-
	Route 115	Weekday span and headway improvements	1,200	1
	Route 430	<i>One trip added</i>	100	-
	Route 919	<i>Eliminated</i>	-	-
	Route 922	<i>Eliminated</i>	-	-
	Route 960	<i>Weekday and weekend span improvements</i>	-	-
Other Routes	Prorated hours from previous year's service changes	2,800	-	
FY 2026	Route 2	Weekday and Saturday headway restoration	-	-
	Route 6	Weekday and Saturday span improvements, weekday headway restoration	(500)	-
	Route 8	Weekday and Sunday span improvements, weekday and weekend headway improvements	5,300	3
	Route 12	Alignment change, weekday span improvements	500	-
	Route 14	Weekday span improvements	400	-
	Route 26	Alignment change, Saturday span improvements	1,600	-
	Route 29	Alignment change, weekday span improvements	1,200	(3)
	Route 41	Weekday and weekend span improvements	600	-
	Route 44	Sunday span improvement	100	-
	Route 50	Weekday and Sunday span improvements	800	-
	Route 57	Weekday span improvements	400	-
	Route 58	Weekday span improvements	300	-
	Route 102	Eliminated	(2,800)	(1)

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2026	Route 104	Alignment change, Weekday span improvements, weekend span change, weekday and weekend headway improvements	(400)	-
	Route 105	Alignment change, weekday and Sunday span improvements, weekday headway improvements	3,000	1
	Route 106	Weekday and Sunday span improvements, weekday headway improvements	4,700	3
	Route 107	Saturday span improvements, weekday headway improvements	4,500	2
	Route 109	Alignment change, weekday span improvements	4,500	1
	Route 110	Alignment change, weekday and weekend span improvements, weekday headway improvements	(500)	-
	Route 111	Alignment change, weekday span improvements	-	-
	Route 118	Eliminated	(7,300)	(2)
	Route 975	New route	1,200	3
	Other Routes	Prorated hours from previous year's service changes	12,700	-
FY 2027	Route 2	Weekday and Sunday span improvements, weekday headway improvements	5,100	4
	Route 6	Introduce Sunday service in Chesapeake	200	-
	Route 12	New Sunday service	1,000	-
	Route 13	Weekday and Saturday span improvements	100	-
	Route 18	Weekday span improvements, new Sunday service	500	-
	Route 22	Weekday and Saturday span improvements	600	-
	Route 25	Weekday and Saturday span improvements, new Sunday service	1,400	-
	Route 33	Weekday span improvements	600	-
	Route 36	Weekday headway improvements	5,800	4
	Route 44	Sunday span improvements	200	-
	Route 101	Weekday and Saturday headway restoration	(400)	-
	Route 111	Weekday and Sunday span improvements	700	-
	Route 115	Sunday span improvements, weekday and weekend headway improvements	3,700	-
	Route 970	New route	1,200	4
Other Routes	Prorated hours from previous year's service changes	8,700	-	
FY 2028	Route 13	Weekday span improvements	200	-
	Route 24	Weekday headway restoration	2,000	2
	Route 25	Sunday span improvements	1,100	-
	Route 26	Weekday span improvements, new Sunday service	1,400	-
	Route 29	Weekday span improvements, new Sunday service	1,000	-
	Route 47	Weekday headway improvements	2,000	-
	Route 57	Weekday span improvements	200	-
	Route 101	Weekday and Sunday span improvements, weekday and weekend headway improvements	3,800	1
	Route 106	Weekday headway improvements	3,000	-
	Route 107	Weekday headway improvements	2,000	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2028	Route 110	Weekday and weekend headway improvements	2,200	-
	Other Routes	Prorated hours from previous year's service changes	9,800	-
FY 2029	Route 20	Weekday and weekend span improvements	15,800	-
	Route 26	Weekday and weekend span improvements	1,200	-
	Route 27	weekday and Saturday headway improvements	1,400	-
	Route 29	Sunday span improvements	900	-
	Route 105	Sunday span improvements, Saturday headway improvements	900	-
	Route 109	Weekend span improvements	500	-
	Route 112	Weekday and weekend headway improvements	4,300	-
	Other Routes	Prorated hours from previous year's service changes	8,000	-
FY 2030	Route 1	Sunday span improvements, weekday and weekend headway improvements	8,200	-
	Route 6	Weekday span improvements	200	-
	Route 12	Weekday headway improvements	1,500	2
	Route 15	Weekday and weekend headway improvements	5,900	-
	Route 22	New Sunday service	900	-
	Route 27	Sunday span and headway improvements	1,200	-
	Route 103	Weekday and Sunday span improvements, Sunday headway improvements	1,900	-
	Route 105	Sunday headway improvements	1,200	-
	Route 109	Sunday span improvements	400	-
	Other Routes	Prorated hours from previous year's service changes	10,500	-
FY 2031	Route 3	Saturday and Sunday span improvements, Weekday and Sunday headway improvements	5,600	-
	Route 6	Weekday headway improvements	100	-
	Route 106	Weekend headway improvements	2,200	-
	Route 107	Weekend headway improvements	1,500	-
	Route 109	Weekday headway improvements	2,100	2
	Route 114	Weekday and weekend headway improvements	8,600	-
	Other Routes	Prorated hours from previous year's service changes	9,900	-
FY 2032	Route 8	Weekday and Sunday headway improvements	3,700	-
	Route 12	Weekday headway improvements	2,000	-
	Route 21	Weekday and weekend span and headway improvements	6,100	-
	Route 109	Saturday headway improvements	1,800	-
	Other Routes	Prorated hours from previous year's service changes	8,900	-
FY 2033	Route 2	Weekday and weekend headway improvements	6,000	-
	Route 36	Weekend headway improvements	1,300	-
	Route 109	Weekday headway improvements	2,400	-
	Other Routes	Prorated hours from previous year's service changes	5,900	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2034	Route 6	Weekday and weekend span and headway improvements	3,500	-
	Route 12	Weekday and weekend span and headway improvements	2,700	-
	Route 18	Weekday and weekend span improvements	800	-
	Route 24	Weekday span improvements	300	-
	Route 33	Re-introduce Sunday service	1,200	-
	Route 57	Weekday span improvements, new Sunday service	1,300	-
	Route 58	New Sunday service	800	-
	Route 109	Weekday and Sunday headway improvements	2,600	-
	Route 110	Weekday headway improvements	1,000	-
	Route 111	Sunday alignment change	400	-
	Other Routes	Prorated hours from previous year's service changes	3,600	-

3.4.2 Equity Evaluation

This high-level equity evaluation illustrates where service reductions may impact minority and low-income communities. This equity evaluation is NOT a Title VI Service Equity Analysis but rather a high-level “gut-check” of whether and how the plan might impact these communities. Additionally, this analysis was conducted on the full implementation of the plan in FY 2034 and does not address any interim impacts at other points during plan implementation. For this analysis, reduced service refers both to geographic losses in service due to the elimination or realignment of routes or to a reduction in level of service (hours of service provided). Most areas in the region retain service coverage either by other realigned routes, by new fixed-route service, or have improved levels of service on nearby routes, or a combination of these.

Methodology

The following steps were undertaken to complete a high-level equity evaluation that shows which Census Tracts with high percentages of low-income and/or minority residents may be impacted by service reductions.

Step 1: Determine the geographic areas losing transit service.

Segments losing service either through route elimination or realignment were identified. This analysis was performed systemwide and not on a route-by-route basis; for example, if an existing route segment was replaced by service on another route, there would be no impact to geographic coverage.²⁵ A buffer of one-quarter mile was used around eliminated segments to demonstrate the approximate area losing service by FY 2034. In instances where this buffer overlapped with a one-quarter mile buffer around service that will exist in FY 2034, the overlapping area was removed (i.e., considered to still have service coverage).

Step 2: Determine which routes' changes in levels of service count as a “Major Service Change.”

Routes which are estimated to have their revenue hours reduced by 20 percent or more by FY 2034 (compared to existing service) as well as routes that will be eliminated by FY 2034 were identified as qualifying as a Major Service Change for the purpose of this analysis.²⁶ A one-quarter mile buffer was used around these existing routes to demonstrate the approximate areas with service reduction.

²⁵ For the purpose of the high-level equity analysis, existing service is November 2023 (FY 2024).

²⁶ Hampton Roads Transit, “Title VI Program 2020-2023,” Accessed at <https://gohrt.com/wp-content/uploads/2020/09/HRT-Title-VI-Program-Plan-2020-to-2023.pdf>. The threshold of 20 percent was chosen for this analysis based on the methodology in HRT’s Title VI Program for determining a “Major Service Change” which states a 25 percent threshold. For this high-level analysis, 20 percent was chosen so that this analysis would err on the side of including more service changes rather than less. This equity evaluation is NOT a Title VI Service Equity Analysis.

Step 3: Overlay low-income and/or minority Census Tracts over the service changes.

HRT's Title VI Program defines a minority Census Tract as one that had a minority population greater than the regional average of 44.7 percent and a low-income Census Tract as one with more than 19.3 percent at or below 150 percent of the federal poverty line.²⁷ To determine which of the Minority and Low-Income Census Tracts may be impacted by the planned reductions in service, the Census Tracts that meet those thresholds were overlaid over the geographic areas losing service and routes undergoing Major Service Changes.

Findings

Figure 3-5 and **Figure 3-6** show the geographic loss of coverage overlaid with the Minority and Low-Income Census Tracts. **Figure 3-7** and **Figure 3-8** show routes with reductions in hours of service of greater than 20 percent and eliminated routes overlaid with the Minority and Low-Income Census Tracts. **Table 3-5** details the Minority and Low-Income Census Tracts that intersect with buffers of reductions in service by route. Details on the specific changes for each route are included in the route profiles in **Section 3.1**.

On the geographic loss of service maps (**Figure 3-5** and **Figure 3-6**), the reductions in service are shown in dark blue and the Minority and Low-Income Census Tracts are shown in transparent yellow overlaid on the blue. Wherever the transparent yellow and dark blue intersect, the subsequent green color represents a Minority or Low-Income Census Tract that may be negatively impacted by the loss of geographic coverage (the Census Tracts are identified in **Table 3-5: Equity Analysis Results**). If there is no yellow overlapping a blue area, then that area is not in a Minority and/or Low-Income Tract.

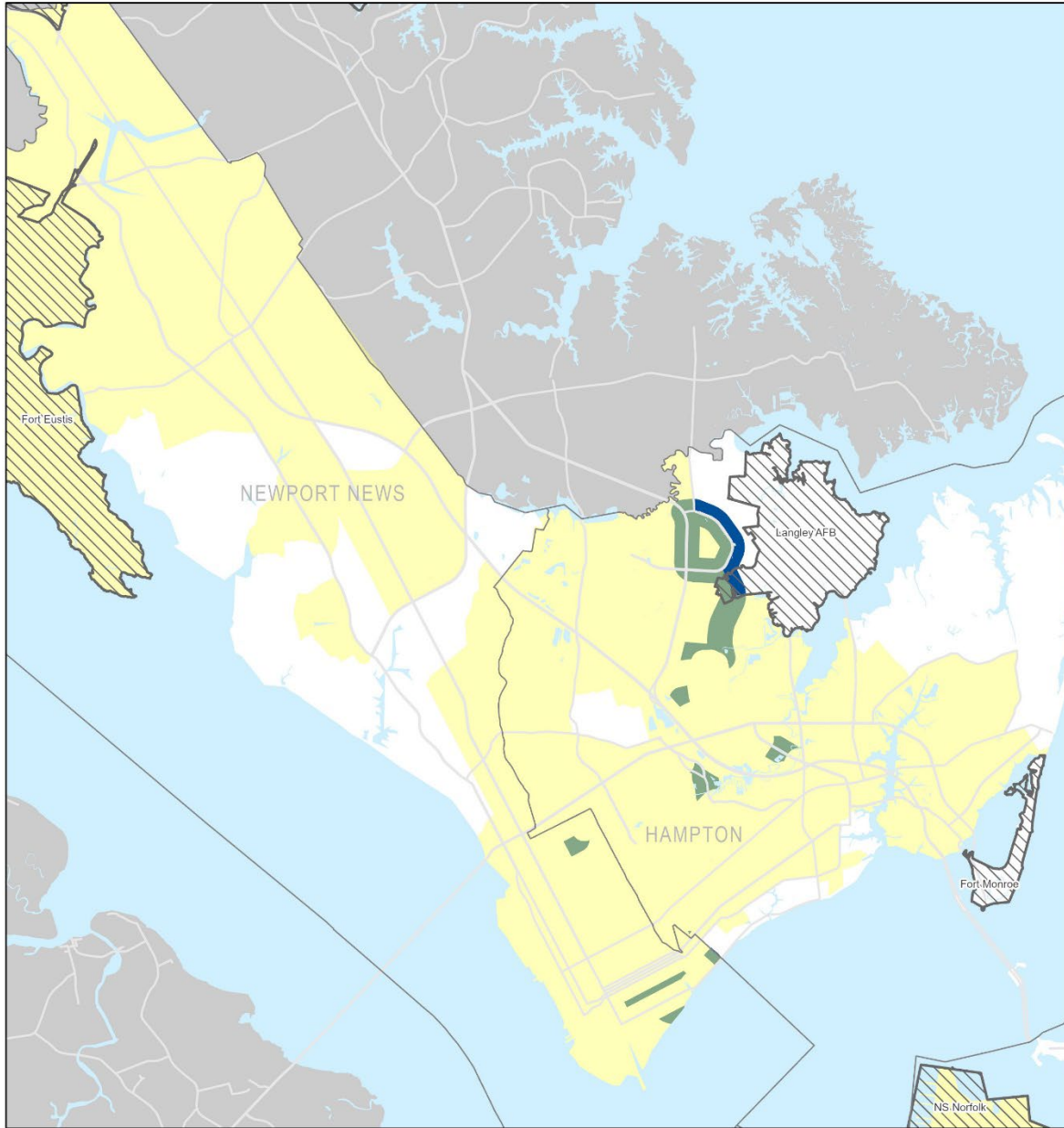
On the reductions in level of service maps (**Figure 3-7** and **Figure 3-8**), the transparent yellow layer again symbolizes the Minority and Low-Income Census Tracts; routes planned for a reduction in level of service constituting a "Major Service Change" are shown in purple and eliminated routes are highlighted in orange to demonstrate that the level of service along those corridors may be reduced. Wherever the transparent yellow intersects with the purple or orange, this represents a Minority or Low-Income Census Tract that may be negatively impacted by a reduction in level of service (the Census Tracts are identified in **Table 3-5**). Many of the Census Tracts intersecting with the eliminated routes will still receive coverage from other realigned routes, which are not considered in this analysis (this was deliberately done for the purpose of this analysis in order to identify a wider range of potential impacts). In some instances, eliminated routes will result in segments losing geographic coverage; these segments are visible in **Figure 3-5** and **Figure 3-6**, including segments from the eliminated Route 118.

The ten-year phased plan includes 10 routes with a geographic and/or level of service reduction by FY 2034:

- Three routes will be eliminated: Route 43, Route 102, and Route 118. However, most segments of service on these routes will be covered by service on other realigned or extended fixed routes.
 - Route 43's service area will be mostly covered by the realigned Route 50; the geographic coverage analysis shows service still available within ¼ mile, but there are stops being removed in Minority and Low-Income Census Tracts. Route 44 and Route 47 also provide nearby coverage and replacement coverage.
 - Route 102 and Route 118 have segments that will lose geographic coverage due to elimination, potentially impacting five Minority and Low-Income Census Tracts along each route. The City of Hampton is currently exploring demand responsive service to serve some of these areas.
- Six routes (Route 12, Route 27, Route 50, Route 57, Route 104, Route 105) lose segments of geographic coverage due to realignment but do not undergo reductions in level of service. Each of these alignment changes impact anywhere from zero to three Minority and Low-Income Census Tracts per route. The Route 27 alignment does not impact any Minority and Low-Income Census Tracts.
- Route 44 is projected to have a reduction in level of service of 27 percent due to a realignment; however, there is no geographic loss of service. The realigned Route 45 will cover the loss of service on Route 44.

²⁷ Ibid. These minority and low-income thresholds were chosen based on HRT's Title VI Program. This equity evaluation is NOT a Title VI Service Equity Analysis.

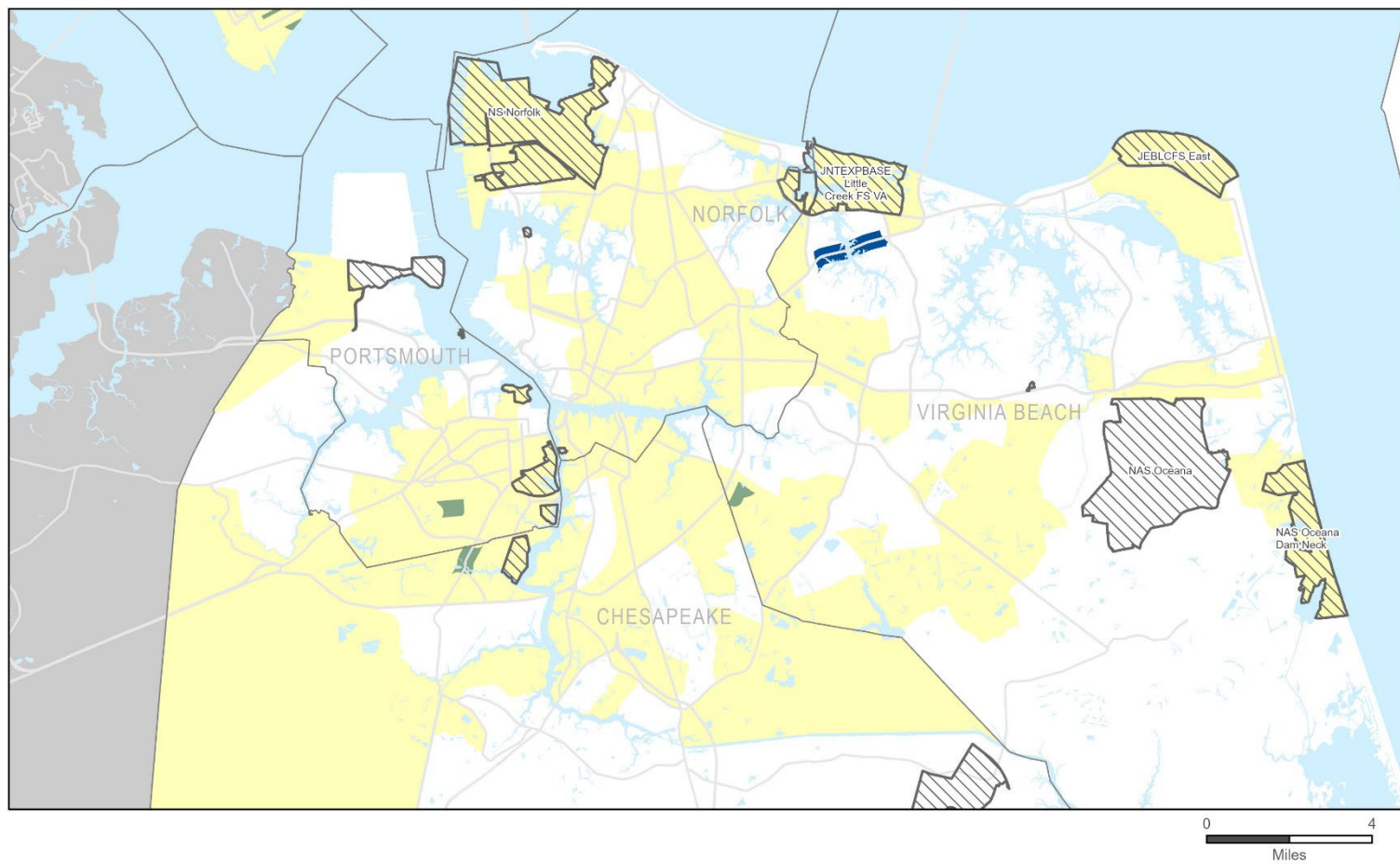
Figure 3-5: Peninsula Geographic Loss of Service



- Minority and Low-Income Tracts
- Geographic Loss - Overlapping with Minority and Low-Income Tracts
- Geographic Loss - Not Overlapping with Minority and Low-Income Tracts
- Military Base
- City Boundary



Figure 3-6: Southside Geographic Loss of Service

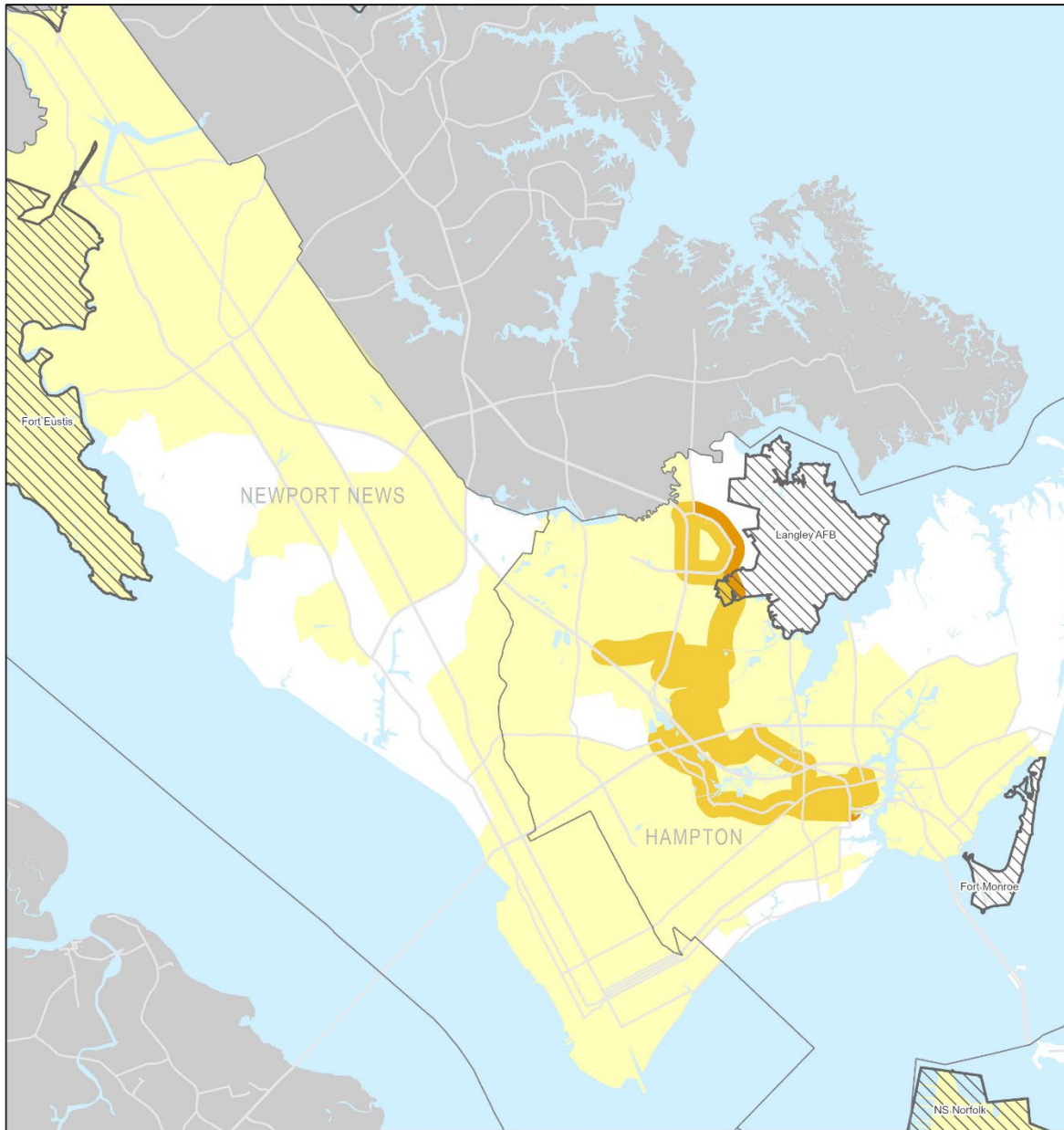


- Minority and Low-Income Tracts
- Geographic Loss - Overlapping with Minority and Low-Income Tracts
- Geographic Loss - Not overlapping with Minority and Low-Income Tracts

- Military Base
- City Boundary



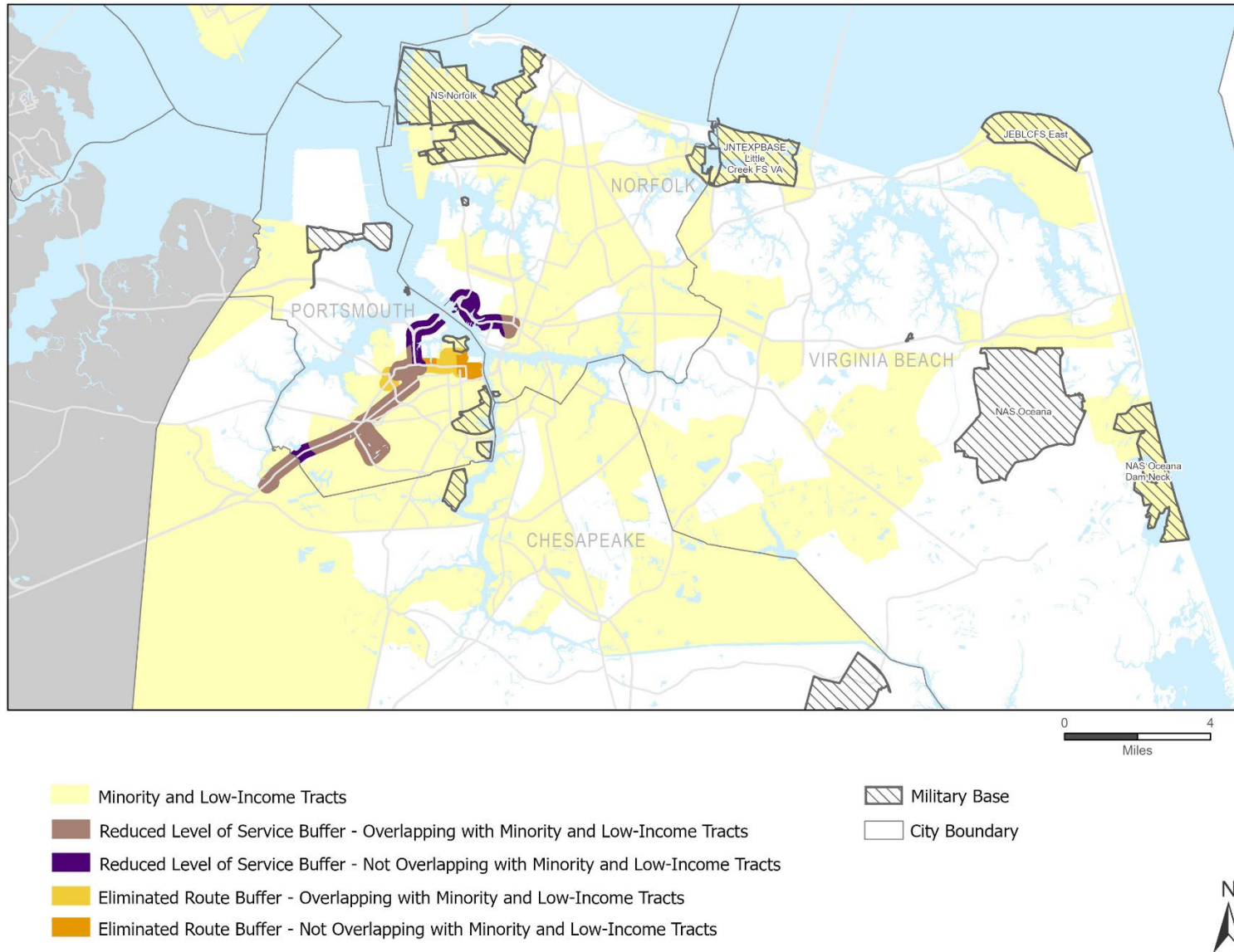
Figure 3-7: Peninsula Level of Service Loss



- Minority and Low-Income Tracts
- Eliminated Route Buffer - Overlapping with Minority and Low-Income Tracts
- Eliminated Route Buffer - Not Overlapping with Minority and Low-Income Tracts
- Military Base
- City Boundary



Figure 3-8: Southside Level of Service Loss



In **Table 3-5**, the Minority and Low-Income Census Tracts that may be impacted by either a loss of geographic coverage and/or reduced level of service are listed for each route. Census Tracts that may be impacted by these changes but that do not fall under the Minority and Low-Income Census Tract designation are not listed in this table.

Table 3-5: Equity Analysis Results

Route	Loss of Geographic Coverage	Minority or Low-Income Census Tracts Impacted by Loss of Geographic Coverage	Reduced Level of Service	Minority or Low-Income Census Tracts Impacted by Reduced Level of Service
1	No	-	No	-
2	No	-	No	-
3	No	-	No	-
4	No	-	No	-
5	No	-	No	-
6	No	-	No	-
8	No	-	No	-
9	No	-	No	-
11	No	-	No	-
12	Yes	Tracts 208.09, 462.20	No	-
13	No	-	No	-
14	No	-	No	-
15	No	-	No	-
18	No	-	No	-
20	No	-	No	-
21	No	-	No	-
22	No	-	No	-
23	No	-	No	-
24	No	-	No	-
25	No	-	No	-
26	No	-	No	-
27	Yes	None	No	-
29	No	-	No	-
30	No	-	No	-
31	No	-	No	-
33	No	-	No	-
34	No	-	No	-
35	No	-	No	-
36	No	-	No	-
41	No	-	No	-
43	No	-	Eliminated	Tracts 2105, 2111, 2114, 2115, 2121, 2132
44	No	-	Yes	Tracts 41, 42, 48, 214.07, 215.06, 215.07, 2105, 2111, 2115, 2116, 2117, 2125, 2126, 2127.01, 2127.02, 2128.01

Route	Loss of Geographic Coverage	Minority or Low-Income Census Tracts Impacted by Loss of Geographic Coverage	Reduced Level of Service	Minority or Low-Income Census Tracts Impacted by Reduced Level of Service
45	No	-	No	-
47	No	-	No	-
50	Yes	Tracts 2125, 2126	No	-
57	Yes	Tracts 214.03, 214.05, 2124	No	-
58	No	-	No	-
101	No	-	No	-
102	Yes	Tracts 103.15, 103.16, 104, 105.02, 105.04	<i>Eliminated</i>	Tracts 103.06, 103.11, 103.14, 103.15, 103.16, 104, 105.02, 105.04, 106.01, 106.02, 118
103	No	-	No	-
104	Yes	Tract 313	No	-
105	Yes	Tracts 120, 303, 304	No	-
106	No	-	No	-
107	No	-	No	-
108	No	-	No	-
109	No	-	No	-
110	No	-	No	-
111	No	-	No	-
112	No	-	No	-
114	No	-	No	-
115	No	-	No	-
118	Yes	Tracts 103.04, 103.06, 103.14, 105.02, 106.02	<i>Eliminated</i>	Tracts 103.04, 103.06, 103.11, 103.14, 103.15, 103.16, 105.02, 106.01, 106.02, 108, 118

HRT’s Title VI Program considers a “Major Service Change” on Limited/Express service to be a reduction of 50 percent of route miles or hours.²⁸ Two planned changes to Limited/Express service qualify for further analysis under the methodology for the high-level equity evaluation. Routes 919 and 922 are eliminated in FY 2024; however, these routes are currently suspended due to low ridership during the COVID-19 pandemic.

3.4.3 Paratransit Service Area Evaluation

The high-level paratransit service area evaluation illustrates where the service plan for FY 2034 would result in gains and losses of geographic coverage, potentially impacting the provision of paratransit. This is a high-level “gut-check” and not a full analysis of the paratransit service area. This high-level evaluation examines only local fixed-route service (Regional Backbone, Local Priority, and Coverage route classifications) as well as two Limited/Express routes which provide all-day headway-based service—Route 960 and Route 961.

²⁸ Hampton Roads Transit, “Title VI Program 2020-2023,” Accessed at <https://gohrt.com/wp-content/uploads/2020/09/HRT-Title-VI-Program-Plan-2020-to-2023.pdf>. This equity evaluation is NOT a Title VI Service Equity Analysis.

Methodology

The following steps were undertaken to complete the high-level paratransit service area analysis.

Step 1. Determine the geographic area of the existing and planned paratransit service area.

A three-quarter mile buffer was drawn around the existing system and the planned system to represent the current paratransit service area and the paratransit service area in FY 2034.²⁹ These areas will be compared to buffers in Step 2 and Step 3 to determine the areas losing and gaining paratransit service.

Step 2: Determine the geographic areas losing transit service.

Segments losing service either through route elimination or realignment were identified. This analysis was performed systemwide and not on a route-by-route basis; for example, if an existing route segment was replaced by service on another route, there would be no impact to geographic coverage. A buffer of three-quarter miles was used around eliminated segments to demonstrate the approximate area losing service by FY 2034. In instances where this buffer overlapped with a three-quarter mile buffer around service that will exist in FY 2034, the overlapping area was removed (i.e., considered to still have service coverage).

Step 3: Determine the geographic areas gaining transit service.

Segments gaining service through route realignment were identified. This analysis was also performed systemwide and not on a route-by-route basis. Only segments that serve completely new geographic areas are included as areas gaining transit service. A buffer of three-quarter miles was used around new segments to demonstrate the approximate area gaining service by FY 2034. In instances where this buffer overlapped with a three-quarter mile buffer around existing service, the overlapping area was removed (i.e., the area has existing coverage).

Step 4: Determine resulting areas.

Find the square mileage of the resulting geographic areas from Step 2 and Step 3, representing the square mileage of area being added to the paratransit service area and being taken away from it.

Findings

Figure 3-9 and **Figure 3-10** display the areas where the paratransit service area would be reduced and expanded by FY 2034 on the Peninsula and Southside, respectively. These maps illustrate the changes in the paratransit service area; they do not show the full extent of the area served by paratransit. On the maps, the blue areas represent geographic losses in the paratransit service area and the purple areas show geographic gains in the paratransit service area.

The proposed realignments and eliminations do not lead to significant changes in the paratransit service area; in general, eliminated and realigned routes were covered by the realignments of other routes. The analysis shows that the paratransit service area could be reduced by approximately 4.6 square miles due to geographic losses in fixed route service: 0.6 square miles on the Southside and 4.0 square miles on the Peninsula. Approximately 0.5 square miles (on the Peninsula) of the calculated geographic losses in the paratransit service area are within a military base, where paratransit service may not actually be operating currently. On the Peninsula, the loss in the service area is driven by the elimination of Route 118. On the Southside, the geographic losses are driven by the realignment of Route 27.

Approximately 1.0 square mile is calculated to be added to the paratransit service area due to geographic gains in coverage in the planned system. All the geographic gains in the paratransit service area would occur on the Southside. These gains in service area, which represent only a small percentage of the total paratransit service area, are driven by the realignments of Route 26, Route 27, and Route 57.

As a result of this plan, HRT’s paratransit service area may undergo minimal changes. In accordance with the guidance from the ADA, the new areas on the Southside now within three-quarter miles of fixed route transit service would become eligible for paratransit service. The areas on the Peninsula and Southside losing

²⁹ The three-quarter mile buffer was selected based on the Americans With Disabilities Act of 1990 (ADA), which stipulates that an agency’s paratransit service area be “a corridor surrounding the routes $\frac{3}{4}$ of a mile on either side, or for rail, a series of circles of radius $\frac{3}{4}$ mile centered on each station.” The three-quarter mile buffer is also consistent with HRT’s existing paratransit policy. HRT’s existing paratransit service area does not include commuter routes that only operate in one direction during peak periods; as such, the only Limited/Express routes included in the paratransit service area are Routes 960 and 961.

geographic coverage could continue to be included within the paratransit service area to ensure customers currently using the service will not lose access. Because the paratransit service area losses represent only a small percentage of the total paratransit service area, the cost to continue to operate paratransit in these geographies is expected to be modest.

Figure 3-9: Peninsula Paratransit Service Area Gains and Losses

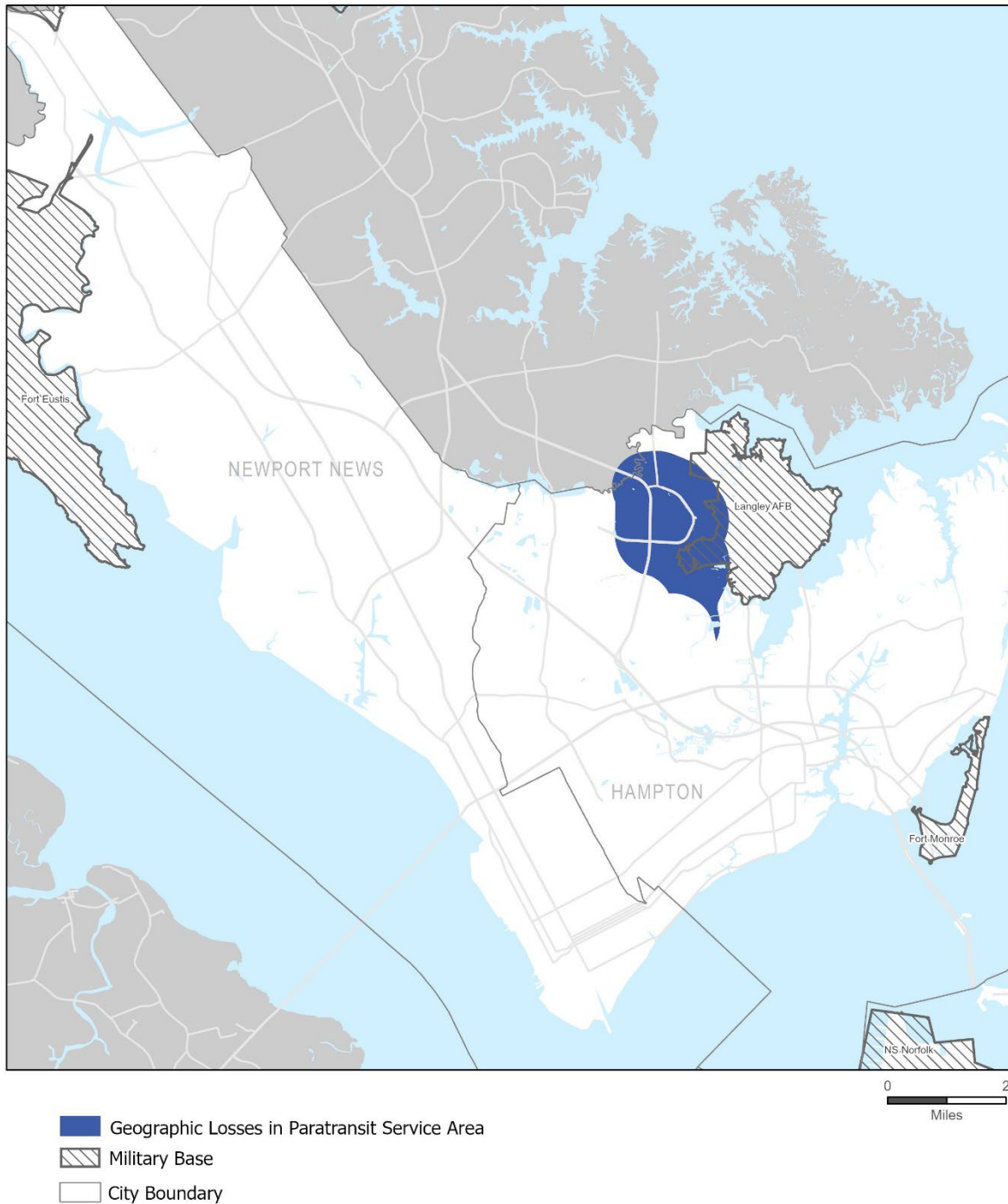
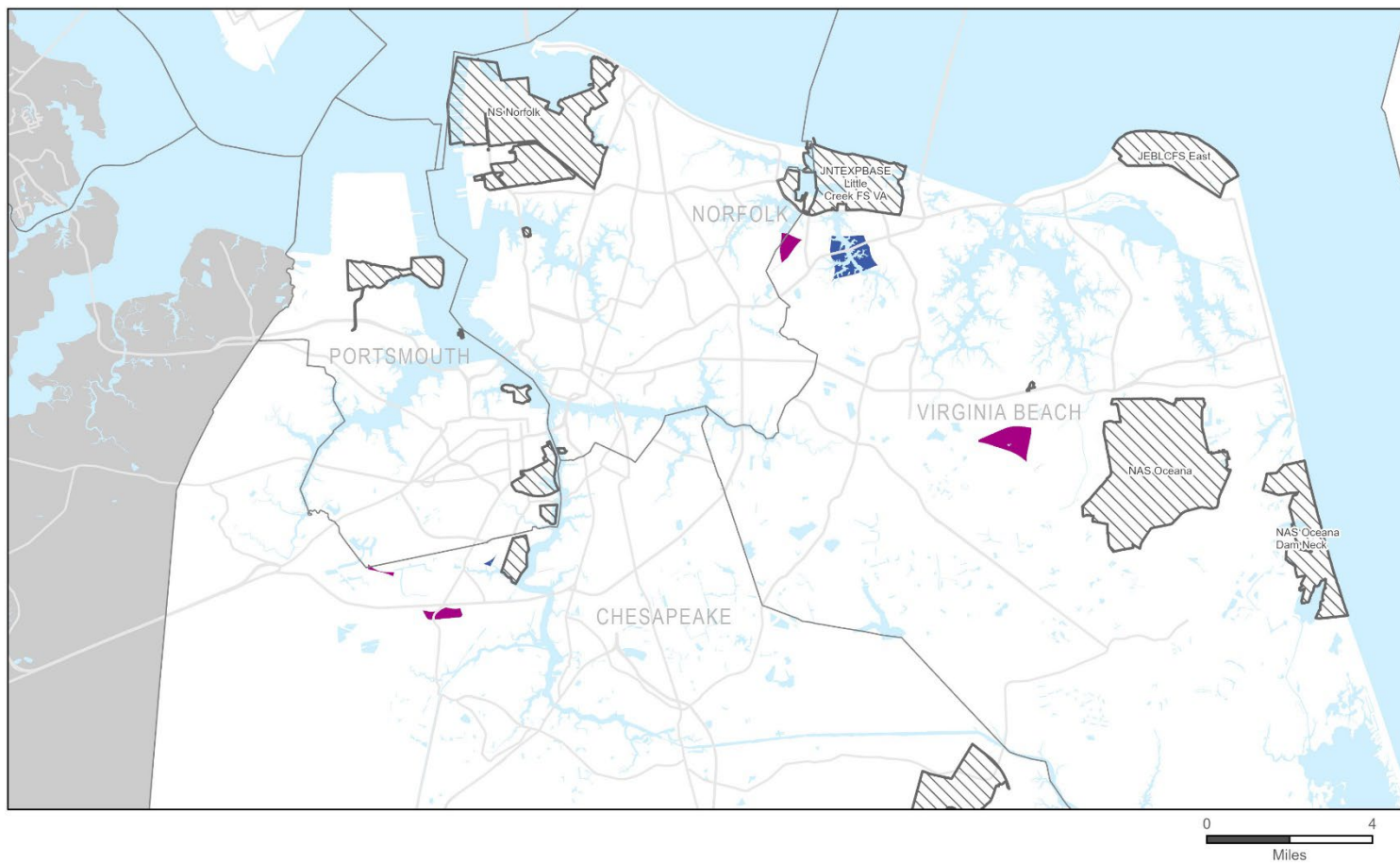






Figure 3-10: Southside Paratransit Service Area Gains and Losses



-  Geographic Gains in Paratransit Service Area
-  Geographic Losses in Paratransit Service Area

-  Military Base
-  City Boundary



3.4.4 Title VI Program Review

FTA has found no issues in its most recent reviews of HRT that would require implementation of service changes to correct any deficiencies identified. HRT has updated its Title VI Program for the 2020-2023 program period (accepted by FTA in November 2020 with a status of Concur); this update should not impact how service changes are considered during the program period. The next Title VI Program update covering the program period of 2023-2026 was submitted to FTA by February 1, 2023.

3.4.5 Factors Impacting Service Development

A number of different factors could impact the ability to implement the services planned through this project. These factors have been divided into three groupings: 1) factors that address additional, current, or anticipated policy, planning, funding, or operating issues that may affect the operations of the existing or planned transit system; 2) other planning or development projects that are either ongoing or upcoming; and 3) where further study is needed and funding or capital needs are necessary for TSP implementation.

Policy, Planning, Funding, and Operating Issues

The policy, planning, funding, and operating issues that should be considered with the implementation of any of the recommendations include:

- **Funding for Regional Backbone Services:** The 2020 Virginia General Assembly passed legislation requiring establishment of the Hampton Roads Regional Transit Program (the Program) to define and supply resources for the development, operating, and capital needs for both expansion and state of good repair of reliable regional transit operations. Pursuant to the legislation, the Program is for a core regional network of transit routes and related infrastructure, rolling stock, passenger amenities, technology upgrades, and support facilities. The express goal of the Program is to provide a modern, safe, and efficient core network of transit services across the Hampton Roads region. In addition to authorizing the Program, the new Code of Virginia Section § 33.2-2600.1 also established the Hampton Roads Regional Transit Fund which will provide capital and operating funding necessary to support HRT's high frequency Regional Backbone network of bus services. More information on the Hampton Roads Regional Transit Program can be found in **Chapter 6**.
- **New Service Design Standards:** Through the TSP process, HRT has developed and is implementing updated service categories (Limited/Express, Regional Backbone, Local Priority, Coverage, Demand Response), each with its own service design standards. Each new service type has a standardized start and end time and a frequency minimum per daily service period (i.e., early morning, AM peak, midday, PM peak, evening, late night). These standards will help to create a network of transit service that is consistent across the region. The service plan in this chapter describes how routes will be brought up to their new standards over the course of the 10 years of the TSP (which is also subject to operator availability).
- **ADA Paratransit Service Coverage:** With many of the routes recommended for alignment changes and nearly all HRT's routes being proposed for some sort of service level change, HRT's bus network footprint and the operational hours of service have been altered. This change will impact the HRT ADA paratransit coverage area, as well as the hours of operation for the complementary service. HRT will review and update its ADA paratransit policies to assess how changes to the system will impact currently certified paratransit customers. Analysis on the potential impact to paratransit service can be found in **Section 3.4.3: Paratransit Service Area Evaluation**.
- **HRT Fleet Replacement:** HRT is in the midst of a major fleet overhaul. The agency has a fleet replacement plan that it updates annually based on vehicle age, condition, procurement timetables, and available funding. Over the next decade, HRT plans to purchase 176 replacement buses and conduct mid-life repowers for an additional 262 buses (some in the existing fleet and some in the expansion fleet). Starting in FY 2025, some diesel vehicles will be replaced with battery electric buses to help HRT reach its goal of an all-electric fleet by 2045. Over the course of the next decade, HRT will procure over 70 electric vehicles, the majority of which will replace diesel buses. In conjunction with vehicle replacements, HRT is also investing in the infrastructure to support bus charging at its operating facilities. The agency is also in the process of expanding its fleet by 48 buses to support implementation of the 757 Express service. HRT began procurement of buses to support this service in FY 2021 and will continue expanding the fleet through FY 2026.

- **Table 3-6** outlines HRT’s planned fleet investment schedule. The table reflects the year vehicle investments will be funded, not delivered. Due to the lead time for vehicle procurement, HRT typically receives new buses about 24 months after initiating the investment. See **Chapter 4** for more information on bus procurement and asset management policies.

Table 3-6: FY 2025- FY 2034 Fleet Replacement Schedule (by Year of Funding)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Replace	29	3	-	12	28	10	15	22	3	6
Battery Electric Buses Replacements³⁰	-	-	3	21	14	-	-	19	2	10
Expansion	2	4	-	-	-	-	-	-	-	-
Battery Electric Bus Expansion	2		-	-	-	-	-	-	-	-
Repower (Existing Fleet)	-	23	9	10	40	23	19	22	2	-
Repower (Expansion Fleet)	-	-	-	19	18	-	4	2	4	-

- **Operator hiring and training:** Hiring and training new operators to provide the added bus services for each year of the plan will be an ongoing necessity. This underscores the importance of ongoing recruitment, hiring, training, and retention. Hiring and retaining operators has been challenging during the COVID-19 pandemic. The number of applications for bus operator positions decreased by more than 50 percent during the height of the pandemic from an average of 86 per month to 41 per month; however, the number of applications received each month is slowly starting to increase. Beginning in 2022, the number of applications each month has increased to an average of 63 per month, a decline of almost 27 percent compared to pre-pandemic levels. Most applicants do not have a Commercial Driver’s License (CDL) or permit; applicants must have at least a CDL permit and pass a background check, drug test, and Department of Transportation physical in order to begin training. During the pandemic access to Department of Motor Vehicles and medical facilities for testing and physicals has been more limited, especially earlier on. The time it takes to onboard bus operator applicants is four to six weeks. Once hired, bus operator trainees are in training for approximately nine weeks before graduating and ready for revenue service. Absences during the COVID-19 pandemic rose to 26 percent of the total operators; current absences are trending at 18 percent of total operators. Mandatory overtime requirements for bus operators were needed to cover service, which has resulted in an increase in turnover. See **Chapter 6** for more details about hiring and training in relation to the routes supported by the Hampton Roads Regional Transit Program.
- **Facilities:** HRT is working with the City of Norfolk to construct a new transfer facility to replace the existing Evelyn T. Butts transfer facility. In addition, HRT is working with the City of Chesapeake for a new site for the Robert Hall transfer facility. These facilities, with their expanded room for more vehicles and added passenger amenities, are important for the implementation of the 757 Express program which will result in more buses servicing these crucial transfer points.
- **TRIP Grants:** HRT received a TRIP grant³¹ to fund internal service in Naval Station Norfolk as an extension of Route 21, similar to a circulator-type of service. In this TSP update, the plan for Route 21 is modified on its western end to operate two circulator service patterns on the base connecting to key destinations. In addition, HRT also received a TRIP grant to fund an additional 12 months of microtransit service in the two demonstration pilot zones in Newport News and Virginia Beach that operated in late 2022 and early 2023. The second microtransit pilot in Newport News and Virginia Beach is expected to begin in Spring 2024.

Planning and Development Project Considerations

The other planning or development projects that should be considered with the implementation of the TSP recommendations include:

³⁰ HRT plans to replace 60 diesel buses with battery electric buses between FY 2024 and FY 2033. Battery Electric Bus Replacements are planned in conjunction with facility electrification plans.

³¹ Transit Ridership Incentives Program, <https://www.drpt.virginia.gov/ongoing-grant-programs/trip/>

- **City of Norfolk Multimodal Transportation Master Plan:** The City of Norfolk is currently developing a Multimodal Transportation Master Plan (Multimodal Norfolk) to help define the direction that the City’s transportation system will take over the coming years.³² A draft version of this plan was published in October 2021. This Plan provides the framework for both large and small transportation decisions about projects, priorities, and coordinated planning with respect to land use decisions, public/private initiatives, other infrastructure projects, and more. Multimodal Norfolk includes a full redesign of the City’s public transportation system, namely the HRT routes in the City, that evaluates and recommends important policy related to route structure and stop spacing. The City examined innovative options to deliver transit service, including microtransit and other on-demand solutions that will best serve the needs of the City. HRT utilized the recommendations from Norfolk’s bus network redesign study in this annual update of the Transit Strategic Plan, following approval from Norfolk’s City Council.
- **Peninsula Corridor Study:** In 2016 and into 2017, the Peninsula Corridor Study defined potential high-capacity transit connections between existing and future activity centers in Hampton and Newport News.³³ The study identified two bus rapid transit (BRT) corridors—the Jefferson and Mercury corridors—as the most feasible and cost-effective alternatives, representing the Peninsula’s best opportunity to meet the high-capacity transit needs of the community and effectively compete for FTA funding. These corridors provide the best mobility and community benefits with the least impacts to the existing environment. The Peninsula BRT project will address a number of key opportunities including using transit to connect activity centers and decreasing transit travel times. HRT will evaluate and document the project’s effects on the natural, cultural, and human environment; potential property impacts; and transit-oriented development (TOD) opportunities. The Peninsula BRT Documented Categorical Exclusion (DCE) process is expected to conclude in early 2023.
- **Naval Station Norfolk Transit Corridor Project:** The Naval Station Norfolk Transit Corridor Project aims to establish high-capacity transit on the east side of the City of Norfolk between the existing Tide Light Rail system and Naval Station Norfolk. As of Fall 2021, two projects have been identified for advancement in a multi-phased expansion of the transit network in the Military Highway Corridor. Phase 1 is an extension of the Tide light rail to the Military Circle redevelopment area. Phase 2 is the development of an innovative Bus Rapid Transit (BRT) to Naval Station Norfolk along Military Highway. HRT will be seeking federal funds through the Capital Investment Grant Program and state funding through the SMART Scale Program. In 2023 the Norfolk City Council will be asked to endorse by resolution the Locally Preferred Alternative to extend the Tide light rail approximately two miles from its current terminus at the Newtown Road Station to the Military Circle Redevelopment Site. This resolution will also acknowledge their share of capital funding needed by the city to construct the two-mile extension. The extension of the Tide would result in HRT realigning some bus service to the new end-of-line station at the Military Circle redevelopment site. The NEPA process for Phase 1, an Environmental Assessment (EA), was formally initiated in August 2022 and is current on pause until the resolution of the Military Circle Mall redevelopment plans are completed.
- **Chesapeake High-Capacity Corridor Study:** Initiated in the Spring of 2023, the Chesapeake High-Capacity Transit Corridor Study will evaluate the need for high-capacity transit service and determine the best alternative that improves connections within the city of Chesapeake to the greater Hampton Roads area, as well as supports the City’s economy and growth plans. At the conclusion of this study a report will be prepared that outlines the study process and identifies high-capacity transit alignments and technology options that can be carried forward into future phases of analysis.
- **HRT Capital Improvement Plan:** The annual Capital Improvement Plan (CIP) that HRT develops includes planned capital improvements for the current fiscal year and nine subsequent years. The funding for bus replacement and expansion, as well as improvements and expansions to transit passenger and operating facilities—all of which are needed to accomplish the recommendations in the TSP—are included in the CIP and fully fold into the Hampton Roads Regional Transit funds and projects.

³² <https://www.norfolk.gov/4785/Multimodal-Transportation-Master-Plan>

³³ <https://www.peninsulabrt.com/>

Additional Studies, Funding, and Capital Requirements

The additional studies and funding and capital requirements that should be considered with the implementation of the TSP recommendations include:

- **Further Study of the On-Demand Microtransit Services:** HRT conducted a microtransit demonstration pilot in Newport News and Virginia Beach called Hampton Roads Transit OnDemand in late 2022 and early 2023. The pilot programs were funded through a Virginia Department of Transportation “demonstration grant” of \$1.6 million plus matching local funds from both cities as required by the state grant. Service began in July 2022 and operated until February 2023, followed by an evaluation. HRT was awarded a TRIP grant for an additional 12 months of service in the two demonstration pilot zones. Service is expected to begin again in the Newport News and Virginia Beach microtransit zones in Spring 2024. Additionally, HRT is currently working with the City of Hampton to explore regions of the city that may benefit from microtransit service. An initial microtransit zone was discussed with the City of Hampton in January 2021 and a subsequent presentation was made to the Hampton City Council. Building on the momentum of the microtransit pilots, HRT is currently conducting a study to determine the feasibility of additional on-demand microtransit service in the region. The study will analyze where microtransit could be feasible as well as the most effective model for operating this service. Additional information regarding the on-demand microtransit services can be found in **Appendix D: On-Demand Microtransit Services**.
- **Future Evaluation of Capital Investments to Enhance Regional Transit Operations:** Additional studies at a more granular level should be undertaken in the future to analyze additional positive impacts of regional transit. For example, transit signal priority and other capital investments that help to increase the speed of the Regional Backbone services should be further studied in terms of where to place such investments and the likely impact of each element.
- **Consideration of Alternative Fuels:** With the benefit of learning from the current Electric Bus Pilot Project, additional studies should be conducted to determine how alternative fuel vehicles and transit infrastructure could be part of HRT’s long-term, sustainable future.
- **Marketing and Public Education:** Despite the best efforts of transit agencies, many times current transit passengers and potential riders are unaware of upcoming planned service changes until these changes actually happen. To overcome this and promote ridership and overall success when implementing TSP recommendations, HRT will implement a comprehensive and integrated multi-media communications plan. As part of this, promotional campaigns and outreach teams will engage businesses and target markets in communities across Hampton Roads to promote utilization of the enhanced regional transit system. HRT will use both contracted and in-house services to complete its communications and marketing tasks.
- **Transit Equity Studies:** During the 2021 General Assembly Special Session in 2021, HJ 542 was passed and required the Department of Rail and Public Transportation (VDRPT) to conduct a “Transit Equity and Modernization Study” that aims to study transit equity and modernization across the Commonwealth. After the passing of HJ 542, VDRPT initiated this two-year study to conduct a needs assessment on topics such as transit, accessibility, technology, electrification, safety, engagement, representation, and infrastructure. The study will also have a specific focus on service and engagement opportunities for underserved and underrepresented communities. HRT will also conduct its own Transit Equity study to create an assessment of current conditions, identify opportunities, and develop an action plan to advance the equitable delivery and modernization of transit services in the Hampton Roads Service district.
- **Portsmouth Park & Sail:** The City of Portsmouth has been awarded a Smart Scale grant from the Commonwealth to fund a new multimodal transit station at the Park & Sail site. There will be eight bus bays, new shelters, 74 improved commuter parking spaces, bicycle racks, and drop-off/pick-up for taxi and rideshare. Delivery is expected no earlier than 2028. Once the facility is ready, HRT and the City of Portsmouth will coordinate to realign routes to serve this new facility as the main downtown transfer hub.

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CHAPTER 4

Implementation Plan

FY2025 – FY2034



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4. Implementation Plan

4.1. Asset Management

HRT is a Tier 1 agency in the Commonwealth and maintains a Transit Asset Management (TAM) Plan in compliance with the Federal Transit Administration (FTA) requirement. HRT completed an update to its TAM Plan in August 2023. The updated TAM Plan is based on HRT's asset inventory and condition assessments through June 2023. The TAM Plan's overarching purpose is to guide HRT in maintaining its assets in a state of good repair as well as developing a timeline and process for replacing those assets that are past their useful lifespans. The elements of the TAM Plan are established by the FTA and must include an asset inventory, a condition assessment of each of those assets, an analytic decision process or tool to prioritize and estimate capital needs, transit asset management and state-of-good-repair policies, an implementation plan, a list of activities that occur in each year of the plan's horizon timeline, a list of resources required to carry out the TAM Plan, and a description of how the TAM Plan will be monitored and updated over time.¹ HRT's TAM Plan will be reviewed and updated at least every four years to ensure that the asset inventory is accurate and that an attainable asset replacement schedule is being achieved. In addition to the TAM Plan, HRT maintains specific state-of-good-repair plans for different classes of assets, such as light rail, facilities, and fleet. The TAM Plan development is coordinated with these asset specific plans.

According to the 2023 TAM Plan, HRT has over 7,000 individual assets valued at approximately \$809.5 million (in 2021 dollars). An asset is defined as being a revenue vehicle; a non-revenue vehicle or a support vehicle worth \$50,000 or more in acquisition value; a facility or facility component, including integral facility equipment worth more than \$10,000; or bus, light rail, and/or ferry passenger amenities.

HRT has implemented a new agency-wide Enterprise Asset Management (EAM) system called Trapeze EAM. The EAM system went live in early 2022 and helps the agency better understand and track the lifecycles of its assets. In Phase 1 deployment of Trapeze EAM, the facility and station inventories were incorporated into the software. In later phases of deployment, asset inventories from across the agency will be incorporated.

4.1.1. Fleet Policies

HRT's revenue fleet includes buses, light rail vehicles, ferries, and paratransit vehicles. Fleet needs and condition are assessed based on HRT's fleet inventory by comparing fleet age and mileage to FTA's existing useful life benchmarks.

Revenue Fleet

As outlined in the agency's Fleet Plan from the FY 2025-FY 2034 Capital Improvement Plan (CIP), HRT aims to replace its 29-foot buses after 12 years of service and larger buses after 14 years of service. Due to the lead time associated with procurement, this means HRT needs to initiate procurement at 10 or 12 years respectively. The agency conducts mid-life repowers between five and seven years into a vehicle's life to improve vehicle reliability in the second half of its useful life.

HRT updates its fleet plan each year as part of the agency's CIP, which includes a replacement and rehabilitation schedule. Following this plan will lower the average age of the revenue fleet over time, prolong the life of the vehicles through the repower program, and improve service reliability. HRT targets a 20 percent spare ratio for its bus fleet.

HRT strives to achieve an optimum fleet mix based on ridership and the required number of vehicles and vehicle size for each route, and regularly reassesses needs based on changes to service and demand. HRT assesses the appropriate vehicle size by route by determining the number of seats that are available on each route and the number of passengers that utilize them. The vehicle size is determined by the percentage of seats to passengers.

¹ 49 CFR 625.25 Parts C and D.

HRT aims to replace the paratransit vehicles it directly owns after four years of service or 150,000 miles. Due to the very high utilization of its paratransit vehicles, the agency is working to expand the paratransit fleet to keep it in line with growing demand for paratransit service.

HRT’s light rail and ferry boat fleet have useful lives beyond the timeframe of the Transit Strategic Plan (TSP). Starting in FY 2023, HRT initiated mid-life overhauls of light rail trains. The overhaul process will be spread over nine years to ensure HRT has suitable light rail fleet availability. Ferries also undergo major overhauls during their life; however, HRT recently purchased two new ferry vessels, so there is no need for major ferry overhauls during the timeframe of this TSP. HRT initiated minor state-of-good repair investments to the ferry boats in FY 2024; HRT plans to continue these minor state-of-good repair investments in FY 2025.

Non-Revenue Fleet

HRT’s Fleet Plan from the FY 2025-FY 2034 CIP uses a useful life benchmark for non-revenue fleet vehicles of 100,000 miles. The agency has several vehicles beyond their useful life and the CIP outlines a schedule for replacing non-revenue vehicles over the next 10 years. In replacing non-revenue vehicles, HRT prioritizes replacing any vehicles critical for service delivery, such as vehicles for field supervisors and bus maintenance. Note that some specialized vehicles (e.g., warehouse fork trucks) are replaced on an as-needed basis as their use patterns result in a useful life that far exceeds 10 years.

4.1.2. Facilities

HRT has developed a Facility Asset Management Plan and maintains a set of Facilities Maintenance Policies and Procedures for achieving a state of good repair on its facility assets. The mission of Facility Maintenance is to “affect a high-quality agency-wide infrastructure that is safe, functional, attractive, clean, sustainable, and sensitive to the needs of [HRT’s] customers.” These policies outline procedures for:

- Reporting and managing facility maintenance work orders
- Centralizing and coordinating the acquisition of all furniture and the modification of HRT facilities
- Conducting required preventive maintenance in accordance with the manufacturer’s recommendations and other regulatory requirements on facility assets.

Since 2016 the agency has been conducting annual condition assessments on all HRT facility assets. The primary purpose of these assessments is to identify existing and expected asset deficiencies that need to be addressed and funded, notably over the next 10 years. For longer-term needs, HRT relies on a spreadsheet-based tool that can be populated with data extracted from the new EAM to forecast facility investment needs over a 20-year timeframe.

Condition data for inventoried assets is stored and updated in the agency’s EAM system. HRT currently relies on reports leveraged from the EAM to forecast long-term facility reinvestment needs and priorities. The rehabilitation and replacement of facility assets is regularly assessed based on observed physical asset conditions. The useful life of HRT’s asset categories are outlined in **Table 4-1**. The Transit Asset Management (TAM) Plan provides additional detail by asset type and component, including replacement values and cycles, condition assessment methodologies, and unconstrained reinvestment needs.

Table 4-1: Useful Life by Asset Type Category

Asset Type	Useful Life
Facilities	10-50 years
Stations	5-20 years
Systems	5-10 years
Guideway Elements	10-50 years
Vehicles	6-30 years

Administrative and Operating Facilities

HRT owns 10 operations, administrative, and maintenance facilities, along with two operator restrooms.² Of these facilities, only one maintenance facility, the Virginia Beach Trolley Base (Parks Avenue facility), had a condition assessment score of two or less, indicating the facility is due for refurbishment or replacement. HRT is planning to relocate and replace this facility with a new Southside Operating Facility.

HRT utilizes a Microsoft Excel-based decision support tool as well as its Trapeze EAM system to identify state-of-good repair needs. Trapeze EAM was launched in 2022 and is still being rolled out across the agency.

HRT's Facility Asset Management Plan details the useful life of facility assets. HRT's useful life benchmarks for buildings is between 40 and 50 years, however many individual components within the interior and exterior of buildings have shorter useful lives. Major rehabilitation projects for buildings should be planned every 10 to 15 years to ensure fixtures, flooring, walls, ceilings, and mechanical systems are in a state of good repair.

Passenger Facilities, Infrastructure, and Amenities Policies

HRT's TAM Plan lists three park and ride lots, four transit centers, four ferry docks, 11 light rail stations, and five light rail bridges in the asset inventory, along with individual passenger amenity bus stops. All these facilities have a current condition rating of three or better (as of June 2022), indicating the assets are in good condition and not yet in need of refurbishment or replacement.

HRT's Facility Asset Management Plan and Passenger Amenities Policy outlines procedures for the installation, maintenance, and replacement of passenger facilities and amenities. Maintenance procedures and useful life benchmarks for components of transit centers mirror that of HRT's operations and administrative facilities. Passenger facilities such as light rail stations and bus transfer stations are subject to different useful life benchmarks based on the assets that exist at specific locations. For example, light rail stations have a benchmark of 40-50 years for major components like platforms, elevators, and stair towers. Other station components such as shelters and benches require more frequent replacement.

HRT determines the appropriate level of investment in passenger amenities based on a location's daily boardings; service type (e.g., fixed guideway); and the number of routes serviced. Transit stops with greater than 25 boardings a day are candidates for enhanced amenities such as benches and trash cans. Bus shelters are prioritized for locations with 40 or more boardings a day. Transfer centers are locations with between five and nine connecting routes and are often located off the public right-of-way. Transfer centers are candidates for restrooms, landscaping, lighting, and signage in addition to bus stop amenities like shelters and seating. Transit centers are implemented only at locations with 10 or more connecting routes and may feature fully enclosed spaces with indoor seating, air conditioning, passenger information areas, and restrooms, among other features.

HRT has alternate standards for bus stops within the Regional Transit System (RTS), branded as 757 Express service. To maximize the potential ridership of the 757 Express service, flexibility in the level of amenities is allowed. 757 Express stops may include freestanding benches, shelters, and/or bicycle racks regardless of the level of anticipated ridership. 757 Express passenger facilities should be located on HRT property or on property otherwise controlled by HRT and/or in partnership with municipal governments.

4.1.3. Non-Facility Assets Policies

HRT plans to refurbish and replace non-facility assets based on the useful life of these assets as well as their condition. Non-facility assets are defined in the TAM Plan as those assets that were not included in the onsite facility inspections conducted during the development of the TAM Plan. These include facilities-related equipment, storage yards, guideway, structures, communications, electrification, and revenue collection systems.

4.1.4. Technology and ITS Policies

HRT aims to replace its ITS and technology assets when they are no longer supported by the vendor, they come to the end of their useful life, and/or the technology no longer integrates with other related systems. HRT's most recent TAM Plan does not include a full inventory of technology assets. Compared to other asset classes like

² In addition to these facilities, HRT leases one facility.

vehicles and facilities, technology assets need more frequent replacement. Technology obsolescence, changing requirements, lack of vendor support, and wear and tear all impact the frequency of replacement. Much of the hardware and software HRT relies on requires replacement every four to six years.

4.2. Capital Improvement Plan

4.2.1. Background

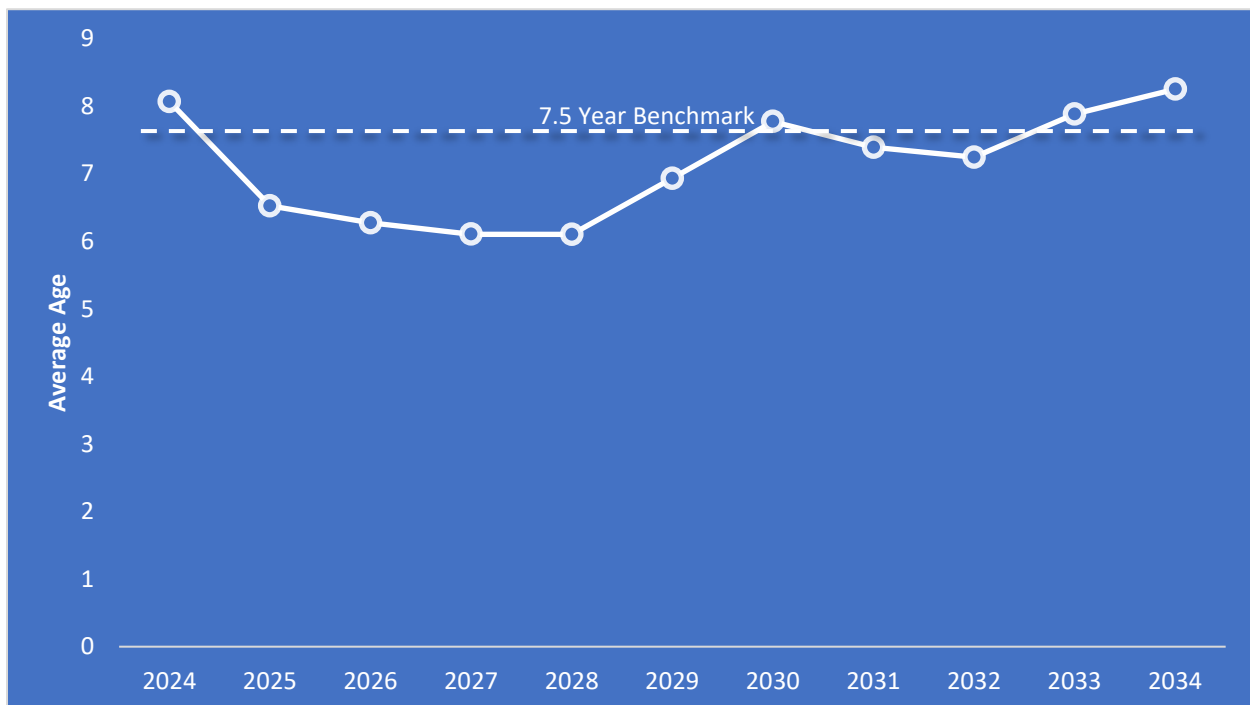
From buses and buildings to technology and transit centers, HRT relies on a wide range of capital assets to support daily operations. To help plan for and prioritize capital needs, every year the agency prepares a 10-year Capital Improvement Plan (CIP). HRT is currently preparing its FY 2025-FY 2034 CIP, which will go to the Transportation District Commission of Hampton Roads (TDCHR) for adoption in December 2023. The CIP is fiscally constrained and developed collaboratively across the agency’s departments. Capital needs are prioritized based on metrics falling into four criteria: service delivery, operational efficiency, state of good repair, and risk reduction. The FY 2025-FY 2034 CIP was developed in close coordination with this minor TSP update and reflects the needs associated with the service improvements included in **Chapter 3** and **Chapter 6**.

The availability of funding through the Hampton Roads Regional Transit Fund (HRRTF) will allow HRT to invest in a range of capital improvements associated with service expansion, including new vehicles, passenger facilities, operating facilities, and technology. Many projects in the CIP are directly related to the service improvements included in **Chapter 6**. Even the ones which do not have a direct relation are still indirectly needed to support service expansion, as they are necessary for maintaining HRT’s assets in a state of good repair.

4.2.2. Revenue Fleet

HRT’s revenue fleet has an average age of 8.1 years in FY 2024, shown in **Figure 4-1**. The agency is currently in the midst of a major bus fleet overhaul. The average age of HRT’s fleet will decline from FY 2024 through FY 2028. In 2029, the average fleet age begins to rise, falling again in FY 2031. While HRT forecasts a small uptick in average fleet age between FY 2032 and FY 2034, fleet age should decline again beyond the ten-year plan timeframe due to significant vehicle procurements in FY2034.

Figure 4-1: Average Bus Age



Over the course of the 10-year CIP, HRT plans to initiate replacement of 176 buses, conduct mid-life repowers on an additional 262,³ and expand the fleet by 21 buses (**Table 4-2**).⁴ HRT over the last few years has been replacing a large share of its fleet and expects fleet replacement needs to decline after in the coming years. In accordance with HRT’s fleet electrification goals, HRT will begin replacing diesel buses with battery electric buses starting in FY 2025. Over the course of the 10-year CIP, HRT will procure over 70 electric vehicles, the majority of which will replace diesel buses.

Additional vehicles are needed to realize the 757 Express service, as outlined in **Chapter 6**. HRT already completed procurement on 36 expansion buses to implement the RTS network, with plans to apply for HRRTF funds for another 12 buses between FY 2024 and FY 2026. The agency will also need to build a new operating base in Virginia Beach to replace its Parks Avenue facility to accommodate the expanded fleet and electric vehicle charging.

Table 4-2: Number of Planned Replacement, Expansion and Repowers by Year of Grant Request

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Diesel Replacement Buses	29	3	-	12	28	10	15	22	3	6
Battery Electric Replacement Buses⁵	-	-	3	21	14	-	-	19	2	10
Diesel Expansion	2	4	-	-	-	-	-	-	-	-
Battery Electric Bus Expansion	2		-	-	-	-	-	-	-	-
Repower (Existing Fleet)	-	23	9	10	40	23	19	22	2	-
Repower (Expansion Fleet)	-	-	-	19	18	-	4	2	4	-

In addition to buses, HRT will need to procure 240 replacement and 18 expansion paratransit vehicles over the next 10 years (**Table 4-3**). These replacements are intended to keep the fleet in a state of good repair while the expansion vehicles support additional paratransit service requirements related to the implementation of the 757 Express service expansion outlined in **Chapter 6**.

Table 4-3: Paratransit Replacement Schedule by Year of Grant Request

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Replacement (Existing Fleet)	49	13	1	21	-	49	13	1	21	0
Expansion	-	6	12	-	-	-	-	-	-	-
Replacement (Expansion Fleet)	-	-	-	-	33	-	6	12	-	33

4.2.3. Non-Revenue Fleet

HRT’s non-revenue fleet consists of the support vehicles necessary for keeping the transit system running. HRT has a diverse fleet of non-revenue vehicles, including passenger cars, pick-up trucks, vans, flat-bed trucks, and special purpose medium and heavy-duty vehicles. HRT expects to replace 121 non-revenue vehicles in the next 10 years.

Table 4-4: Non-Revenue Fleet Replacement Needs

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Non-Revenue Replacements	5	8	5	6	4	1	1	21	3	64
Non-Revenue Expansion	4	-	-	-	-	-	-	-	-	-

³ Includes repowering of proposed expansion vehicles in the 10-year timeframe.

⁴ Between FY 2024 and FY 2034, HRT will expand the fleet with 12 buses to support the implementation of the Regional Transit Network, two buses funded by a SMART SCALE grant to support new 757 Express Service between Newport News and Gloucester, and seven buses funded by the Interstate Operations and Enhancement program to implement improved service on the Peninsula.

⁵ HRT plans to purchase 71 diesel buses with battery electric buses between FY 2025 and FY 2034. Battery Electric Bus Replacements are planned in conjunction with facility electrification plans.

4.2.4. Operations and Maintenance Facilities

Funded Investments

HRT has identified funding in the constrained CIP for seven operating and maintenance facility projects over the next 10 years. The new Southside Operating Facility is the only project tied to the service recommendations in **Chapter 6** but would still be a priority for HRT even without any service expansion due to the deficiencies of the existing Parks Avenue facility. All the operations and maintenance facilities projects, with the exception of the Northside and 18th Street Facility Electrification, will be initiated in the next two years.

- **New Southside Operating Facility:** This project will relocate and replace Virginia Beach's Parks Avenue operating base, which is critical to meet both existing operating needs and 757 Express service needs. The existing facility has several deficiencies: it is past its useful life, lacks space for additional vehicles, cannot accommodate most bus maintenance functions, and lacks the facilities to operate outside the peak summer season. The new Southside Operation Division will address state-of-good-repair issues and expansion needs that support RTS implementation, as well as enhance operational efficiency by drastically reducing deadhead miles. The new facility will accommodate year-round operations and be large enough to support the storage, maintenance, and operation of RTS service on the Southside in addition to trolley operations.

In addition, HRT has conducted an electrification study that considers the agency-wide transition to battery-electric buses. The new Southside Operating Division plays a crucial role in the agency's transition to zero-emission vehicles. Battery electric buses are zero-emission vehicles that enable bus fleet operators to eliminate the dependency on fossil fuels and to reduce operating costs while delivering clean, quiet transportation to the community. Upon completion, the new Southside Operating Division will incorporate electric bus charging and maintenance in support of a fleet of over 100 electric buses and 16 trolleys. The building is anticipated to be Net Zero Energy Ready. The agency is pursuing state, federal formula, federal discretionary, and HRRTF funds to fully fund construction. In FY 2024, HRT was awarded a \$25 million discretionary grant from the Federal Transit Administration to support construction of the facility. Additional grant opportunities are being pursued to prepare the facility for bus fleet electrification. The facility targeting completion by FY 2028.⁶

- **Hampton Facility Renovation:** HRT will be undertaking the final phase of renovations—upgrading the administrative and maintenance spaces—at its 3400 Victoria Boulevard facility in Hampton. The project is funded with RSTP and CMAQ funds allocated between FY 2025 and FY 2027. HRT would like to accelerate work if funding becomes available. In addition to the final phase of renovations at this facility, the CIP also programs funds in FY 2026 to implement safety improvements in the parking lot.
- **18th Street Bus Wash Rehabilitation:** This project will rehabilitate the bus wash facility at the 18th Street operating facility. The facility operates in a wet and chemically corrosive environment that reduces its overall useful life compared to other operating facilities. Funds are programmed in FY 2025.
- **Hampton Facility Electrification:** This project will provide the electrical infrastructure necessary to support a fully electrified revenue bus fleet at the Hampton facility. This project will provide the necessary electrical infrastructure to charge a revenue fleet of 100 buses. Under HRT's current plans for electrification of the revenue fleet, the Hampton Facility will be electrified after the New Southside Operating Facility. Funding for this facility is programmed in FY 2030 through FY 2033, with subsequent phases of the project unfunded in HRT's CIP. Prior to fully electrifying the Hampton facility, HRT plans to conduct a non-revenue electric vehicle pilot in Hampton; funding is programmed for this pilot in FY 2025.
- **18th Street Facility Electrification:** This project will provide the electrical infrastructure necessary to support a fully electrified revenue bus fleet at the 18th Street Facility in Norfolk. This project will provide the necessary electrical infrastructure to charge a revenue fleet of 144 buses and trolleys. Other than preliminary design, the project remains unfunded in the CIP.
- **HRT Facilities Signage:** This project will provide funds to replace signage across HRT's facilities that are outdated or in poor condition. Funds are programmed in FY 2026.

⁶ Completion of the New Southside Operating Facility is contingent upon funding availability. HRT will adjust the project's timeline depending on available funding.

- **Hampton Non-Revenue Vehicle EV Pilot:** This project will construct infrastructure for electric vehicle (EV) charging at the Hampton operating division. The infrastructure will serve future battery-electric vehicles in HRT's non-revenue fleet. The agency is exploring the feasibility of constructing the facility in a manner that will also make it publicly accessible.

4.2.5. Passenger Facilities, Infrastructure, and Amenities

The implementation of the 757 Express service will necessitate the replacement or renovation of several transfer centers across the HRT service area. The agency plans to use HRRTF funds to replace/relocate three transfer centers.⁷ HRT also plans to more than double the number of stops in the system with bus shelters and implement upgraded bus amenities on 757 Express corridors. Finally, HRT has programmed funds for state-of-good-repair renovations at several transit centers.

- **Newport News and Hampton Transit Centers:** These two facilities are the main hubs for transit service on HRT's Northside. HRT recently completed exterior work on the facilities and funding for interior renovations is programmed in FY 2025 through FY 2026.
- **Robert Hall Transfer Center Replacement:** This project would replace the on-street Robert Hall Transfer with a new off-street facility that will function as a hub for bus service in Chesapeake. Funding is programmed in FY 2025 and FY 2026 for the project. Final timing and cost are still being finalized as a site has not been identified yet for the facility. This project is tied to the implementation of HRRTF funded 757 Express service.
- **Evelyn T. Butts Transfer Center:** Evelyn T. Butts is one of HRT's busiest transfer locations, however the current on-street facility is poorly located and has limited passenger amenities. Funding is programmed in FY 2024 and FY 2025 for relocating and replacing this transfer center. This project is tied to the implementation of HRRTF funded 757 Express service.
- **Orcutt Transfer Center:** In FY 2022 HRT moved its transfer facility from Net Center to Orcutt Avenue between 81st Street and 82nd Street. This project funds sidewalk and ADA improvements, installs bus shelters, and constructs concrete bus pull-offs. Funds are programmed in FY 2025.
- **RTS Bus Stop Amenity Program:** This project would program funds between FY 2025 and FY 2027 for new shelters and other bus stop passenger amenities. By the end of calendar year 2023, over 500 shelters will be installed at bus stops as a result of this program. This project is tied to the implementation of HRRTF funded 757 Express service.
- **Bus Stop Amenity Program:** This project would program funds in FY 2025 and FY 2026 for new shelters and other bus stop passenger amenities at bus stops not tied to the implementation of HRRTF funded 757 Express service.
- **Wards Corner Transfer Center Restroom and Paving Renovation:** HRT plans to make state-of-good-repair investments to the Wards Corner Transfer Center's restroom and paved surfaces. Funding for this work is programmed in FY 2025.
- **HRT Systemwide Signage:** This project funds the replacement of approximately 100 transit signs at light rail platforms and transfer centers, in addition to enforcement signage required aboard revenue vehicles and brick and mortar sits, stops, stations, docks, and other patron-facing areas. Funds are programmed in FY 2026.
- **Newtown Road Bus Transfer ADA Improvements:** This project addresses tripping hazards and pavement markings at the Newtown Road bus transfer station. Funds are programmed in FY 2026 and will bring the ADA amenities, sidewalks, and the pavement markings into a state of good repair.
- **DNTC Restrooms and Operator Lounge Spaces.** This project funds the preliminary design concept to reconfigure interior spaces at DNTC to create a new operator breakroom area and restroom. Funds are programmed in FY 2026.

HRT has several capital projects related to the maintenance of the Tide light rail right-of-way and stations. These projects are scheduled to be funded and completed based on asset condition and recommended useful life.

⁷ HRT used HRRTF funds to relocate from Net Center to Orcutt Avenue in FY 2022. In FY 2025 HRT will use HRRTF funds to enhance the Orcutt Avenue Transfer Center. The Evelyn T Butts and Robert Hall Transfer Centers will use HRRTF funds for their replacements, programmed in FY 2024, FY 2025, and FY 2026.

4.2.6. Technology and ITS

HRT has several ITS investments planned, including upgrades to passenger-facing and back-end technology. Most of these investments are needed independent of the TSP recommendations but are critical in supporting the implementation of new services. Most of the major ITS investments are slated to occur in the latter half of the 10 years of this TSP. Short- and mid-term investments are focused on upgrading and replacing existing software and hardware systems as they reach the end of their useful life. The only investments directly tied to the implementation of HRRTF-funded service is the implementation of a range of passenger-facing and backend investments to support expanded service, including the procurement of passenger information displays for key transfer locations on the 757 Express network.

- HRT has programmed funding in FY 2025 for a range of technology projects that will maintain aging systems, improve cyber security at the agency, and support the roll-out of 757 Express service:
 - State-of-good-repair investments in Client Technology System, Enterprise Video Surveillance System, Large Technology Infrastructure, Fixed-Side CAD/AVL System, Passenger Information System, and surveillance systems
 - Replace farebox equipment no longer supported by the manufacturer.
 - Initiate upgrades to enhance functionality of HRT’s Financial Software System (FSS)
- HRT has several technology investments planned after FY 2024, including:
 - Ongoing client technology systems upgrades (FY 2025-FY 2034)
 - Ongoing large technology infrastructure upgrades (FY 2025-FY 2034)
 - Replacement of HASTUS scheduling software (FY 2027 and FY 2032)
 - Replacement of passenger information displays at transit centers initially implemented in FY 2023 as part of the HRRTF funded 757 Express network (FY 2029)
 - Replacement of the Human Resources Management Software (FY 2028)
 - Replaced of fixed-side CAD/AVL systems (FY 2025 and FY 2030)
 - Replacement of INIT Light Rail APC System fixed side equipment (FY 2028 and FY 2033)
 - ICS cyber security and IT security systems maintenance (FY 2028).

4.2.7. Light Rail Infrastructure

HRT has planned investments for the Tide light rail in each of the next 10 years. These investments will maintain the Tide in a state of good repair. None of these investments are tied to the TSP recommendations in **Chapter 3** or **Chapter 6**. Planned investments include:

- Ongoing annual state-of-good-repair investments for light rail right-of-way and vehicles. Note that based on the age of light rail trains (LRT) infrastructure, HRT expects to initiate major track upgrades starting in FY 2030.
- Continue mid-life overhaul of light rail vehicles from FY 2025 through FY 2031
- Light rail station renovations and park-and-ride maintenance (FY 2025-FY 2034)
- Tide Supervisory Control and Data Acquisition (SCADA) maintenance (FY 2026, FY 2028, FY 2031, and FY 2033)
- Maintenance and repair of light rail aerial structures (FY 2025, FY 2027, FY 2028, FY 2031, FY 2033, and FY 2034)
- Initiation of the Tide Light Rail Resiliency Study to understand and mitigate the impacts of sea level rise and climate change in FY 2026
- Ongoing annual state-of-good-repair investments in the light rail fare collection system from FY 2026 through FY 2033.

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CHAPTER 5

Financial Plan

FY2025 – FY2034



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5. Financial Plan & Outlook

This financial plan covers Fiscal Years (FY) 2025 to 2034, for operations and capital investments of the agency. It reflects a conservative plan for transit services and capital investments the agency has developed with local partners. It is not a budget document. Rather, it reflects a financial “snapshot in time.” As the Transit Strategic Plan (TSP) undergoes annual updates, the information contained in this chapter will change year-to-year based on dynamic needs and the most current conditions.

5.1 Operating

This section describes the operating financial outlook for the ten-year plan. It includes known sources of funds, operating expenditures, as well as potential additional sources of funds to fill any potential funding shortfalls. As a reminder, HRT does not maintain any reserve funds.

5.1.1. Operating Sources of Funds

Table 5-1 summarizes HRT’s operating sources of funds for the ten years of the plan. Estimates include fare revenues, non-operating revenues, federal funds, state funds, regional funds (HRRTF), and local funds.

Table 5-1: Operating Sources of Funds (YOES\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Fare Revenues	9.3	9.5	9.7	9.9	10.1	10.3	10.5	10.7	10.9	11.2
Non-Operating Revenues	3.6	3.7	3.7	3.8	3.9	3.9	4.0	4.0	4.1	4.2
Federal Funds (PM, ADA, CCC)	19.5	19.3	19.2	19.6	20.1	20.5	21.0	21.5	22.0	22.5
Non-Traditional Federal Funds (ARP, ARPA)	24.7	30.2	28.7	-	-	-	-	-	-	-
State Funds	26.6	24.5	23.5	23.7	24.0	24.2	24.5	24.7	24.9	25.2
HRRTF	24.2	29.2	32.2	35.4	40.0	45.5	51.0	56.3	59.8	39.4
Local Funds	49.9	52.2	54.5	57.0	59.5	62.2	65.0	67.9	71.0	74.2
Total Operating Sources of Funds	157.9	168.6	171.4	149.4	157.5	166.7	176.0	185.2	192.7	176.6

Note: (1) Numbers may not add due to rounding. (2) Year over year projected reductions in Total Operating Sources of Funds between FY27 and FY28 are due to the projected end of federal COVID funding and between FY33 and FY34 to HRRTF funding availability.

Fare Revenue

HRT collects fare revenue from its bus, light rail (The Tide), ferry, and paratransit services, but does not collect fare revenue for vanpool service. Bus, The Tide, and ferry all have a \$2.00 base fare; the base fare for paratransit is \$3.50. Note that HRT has decided to postpone future fare increases.

Non-Operating Revenues

Non-operating revenues in **Table 5-1** include Elizabeth River Crossing (ERC) operating assistance, advertising revenue, and non-transportation revenue.

ERC operating assistance is expected to grow with the consumer price index (CPI) annually (2.1 percent). CPI was determined based on the FY 2012 to FY 2022 compounded annual growth rate (CAGR) based on the Bureau of Labor Statistics series “All items in South urban, all urban consumers”. The remaining non-operating revenues are assumed to be constant throughout the period.

Federal Sources of Funds

Federal sources of funds shown in **Table 5-1** include the Federal Transit Administration’s (FTA) Urbanized Area Formula Program (Section 5307) and the State of Good Repair Program (Section 5337). These programs are intended for capital expenses but can be used to fund eligible preventive maintenance (PM) expenses, paratransit service (Americans with Disabilities Act – ADA), and capital cost of contracting (CCC). Over the TSP period, HRT currently plans for shares of federal funds flexed to cover PM expenses to be 65 percent of Section 5307 funds and 34.5 percent of Section 5337 funds; these percentages are reviewed and updated annually. Non-traditional Federal Funds include federal aid provided by the American Rescue Plan Act (ARPA).

State Sources of Funds

State sources of funds include state operating assistance and non-recurring state grants. The plan assumes that HRT’s state operating assistance will be \$23.0 million in FY 2025 and will grow by one percent annually from FY 2026 to FY 2034. Non-recurring state grants include:

- Interstate Operations and Enhancement Program (IOEP) grant funding from FY 2024 to FY 2026 for three bus routes (972, 106 and 107)
- Transit Ridership Incentive Program (TRIP) grant funding until FY25 for the Navy Base Circulator as well as Microtransit service in Virginia Beach and Newport News.

Regional Sources of Funds

The plan assumes that HRRTF revenues will accrue to HRT following the FY 2024-2029 Commonwealth Transportation Fund (CTF) six-year financial plan by the Virginia Department of Transportation, extended to FY 2034 (**Table 5-2**).

Table 5-2: HRRTF Revenues (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Total HRRTF	41.3	37.7	38.2	38.8	39.3	39.5	39.5	39.5	39.5	39.5

Note: Numbers may not add due to rounding.

Local Sources of Funds

HRT receives local operating assistance from its six member cities. Each city’s share of the total local operating assistance is determined based on the Cost Allocation Agreement. The total local operating assistance is determined net of federal funding, state funding, fare revenues, and other sources.

Local operating assistance is assumed to grow 4.5 percent per year from FY 2025 to FY 2034.

5.1.2. Operating Uses of Funds

Table 5-3 summarizes operating uses of funds by mode. Operating uses of funds for each mode include expenses associated with operations, maintenance, non-vehicle maintenance, and administration.

The baseline escalation for all operating expenses is 2.1 percent or CPI. Escalation assumptions are higher for expense categories such as salaries, fringe, healthcare, and fuel, and may sometimes vary by mode or between operations, maintenance, non-vehicle maintenance, and administrative expenses.

In addition to escalation, bus operating costs reflect a net increase in service during the TSP period as a result of implementing the service plan outlined in **Chapter 3**. The operating expenses shown in **Table 5-3** represent a conservative estimate of what it would cost to deliver this service plan.

Table 5-3: Operating Uses of Funds by Mode (YOES Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Local Bus Operating Expenses	89.3	93.8	99.9	106.9	114.4	120.8	127.8	134.7	141.6	151.1
757 Express: formerly MAX Operating Expenses	5.7	6.1	6.6	7.0	7.3	7.7	8.0	8.4	8.8	9.2
757 Express: Regional Backbone and PCS Operating Expenses	12.0	16.2	18.9	21.3	25.7	30.7	35.6	40.1	44.2	47.0
LRT Operating Expenses	14.2	14.7	15.3	15.9	16.6	17.3	18.0	18.7	19.5	20.3
Paratransit Operating Expenses	26.5	27.5	28.7	29.8	31.0	32.2	33.5	34.9	36.3	37.7
Ferry Operating Expenses	1.8	1.8	1.9	1.9	2.0	2.0	2.1	2.1	2.2	2.2
RTS Program Costs	8.4	8.3	8.1	8.6	8.5	8.8	9.1	9.5	9.5	10.3
Total Operating Uses of Funds	157.9	168.6	179.4	191.4	205.5	219.4	234.0	248.4	262.0	277.8

Note: Numbers may not add due to rounding.

Regional Priorities and Policies

One of HRT's main priorities during the TSP period is to implement a regional backbone of bus service connecting cities with high-frequency service on 13 routes. The current service plan in **Chapter 3** lays out service frequencies for all bus routes in the HRT service network and proposed service improvements. **Chapter 6** lays out the existing and proposed service frequencies for the routes funded by HRRTF funds.

Labor and Service Agreements

HRT's current labor agreement expires at the end of June 2024; labor costs are subject to variation based on contract renegotiation. HRT uses third party service providers for operating paratransit and ferry services. The current paratransit contract ends June 2024, by which time HRT intends to operate through a new service contract, while the current ferry service contract, with all options years included, is scheduled to end in July 2028. Service contract costs are subject to variation based on any contract terms and conditions.

5.1.3. Potential Sources of Funds for Unfunded Operating Needs

The amounts shown in **Table 5-4** are projections indicating where additional funding or cost savings are needed in future years. Based on current known sources of funds, potential deficits could occur starting FY 2027 based on the current planning model. Annual operating deficits are driven by costs growing faster than revenues. Nationwide, transit operators have historically observed that transit cost inflation has outpaced the growth in available revenues to support transit. This applies to HRT as well. The impacts of high transit cost inflation are compounded by planned increases in service over the 10-year period. The revenue assumptions incorporated in the plan are conservative, including a current uncertainty regarding farebox revenue recovery post-pandemic.

Year to year, it is important to emphasize that HRT actively manages transit operations and annual budgets to ensure revenues and expenses are balanced. **As a practical matter, in no year will HRT management bring forward an agency operating budget that is not balanced. Through the next major Transit Strategic Plan update and complementary initiatives, HRT will be collaborating closely with its intergovernmental partners to mitigate revenue and cost concerns to optimize the productivity and long-term sustainability of regional transit services.**

Table 5-4: Potential Funding/Cost Savings to be Identified (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Additional Funding / Cost Savings to be Identified	-	-	8.0	42.1	48.0	52.7	58.0	63.1	69.3	101.3

5.2. Capital

5.2.1. Capital Sources of Funds

The capital sources of funds are separated between active and new capital projects. Active capital projects are in progress and use funds pledged in the latest Capital Improvement Plan (CIP) and grant applications to the state and/or the FTA. New projects are programmed but have not yet formally secured funding. Both active projects and new capital projects are funded through a combination of federal funds (formula and discretionary), state funds, local funds (Advanced Capital Contribution or ACC) and, for projects that are part of the Regional Program in **Chapter 6**, HRRTF funds.

In **Table 5-5**, “federal funds” for active capital projects include both federal formula programs and federal discretionary programs as both are already pledged for active capital projects. For new capital projects, a distinction is made between federal formula funds and federal discretionary funds, the latter being included in “other funds.” Note that no discretionary funds are assumed outside of what is programmed in HRT’s current CIP. Other funds are covered in more detail in **Section 3.1.5**.

Table 5-5: Capital Sources of Funds Active and New Projects (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Federal Funds	22.3	19.2	8.5	0.3	0.3	-	-	-	-	-
State Funds	19.4	25.5	3.9	0.1	-	-	-	-	-	-
HRRTF	3.6	1.0	1.0	-	-	-	-	-	-	-
Local Funds (ACC)	2.0	1.6	0.3	0.1	0.1	-	-	-	-	-
Total Active Capital Projects Sources of Funds	47.2	47.3	13.6	0.5	0.4	-	-	-	-	-
Federal Formula Funds	14.1	12.8	5.6	13.3	13.0	10.2	9.2	14.6	11.1	10.2
State Funds	26.1	24.0	15.1	38.3	34.7	24.3	25.9	39.5	28.2	24.8
State Discretionary Funds	5.3	3.5	-	-	-	-	-	-	-	-
HRRTF	30.3	10.4	1.8	0.1	0.1	-	0.0	0.0	0.1	-
Other Funds (incl. Discretionary)	13.2	5.5	5.2	16.1	9.5	-	3.4	30.0	5.6	6.0
ACC Funds	1.6	2.0	1.5	4.6	3.2	1.1	1.6	4.0	2.2	1.5
Total New Capital Projects Sources of Funds	90.6	58.3	29.2	72.4	60.6	35.6	40.1	88.1	47.2	42.5
Total Capital Sources of Funds	137.8	105.5	42.9	72.9	61.0	35.6	40.1	88.1	47.2	42.5

Note: (1) Numbers may not add due to rounding. (2) Total New Capital Projects Sources of Funds reflects projects planned as part of latest the CIP. (3) Projected ACC spending higher than \$2 million per year reflects the use of existing ACC balances from previous years.

Federal Formula Funds

Federal capital funding sources include the following formula grant programs: Section 5307, Section 5337, and the Bus and Bus Facilities Program (Section 5339). By FY 2026, under federal eligibility guidelines the agency currently targets Section 5307 funds uses to be: 25 percent for capital, 10 percent for ADA, and 65 percent for PM. Similarly, by FY 2026, the agency aims for amount of Section 5337 funds used for capital and eligible PM expenses to be distributed 65.5 percent for capital and 34.5 percent for PM. Section 5339 funds can only be used for capital expenses related to bus service.

State Funds

The amount of state capital funds varies annually depending on several factors such as the mix of projects (State of Good Repair, Minor Enhancement, or Major Expansion) as well as the availability of federal and local funding to be leveraged with state funds. The planned state funds are summarized in **Table 5-6**.

Table 5-6: State Funds for Capital Projects (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Total New Capital Projects Uses of Funds	90.6	58.3	29.2	72.4	60.6	35.6	40.1	88.1	47.2	42.5
State Funds	26.1	24.0	15.1	38.3	34.7	24.3	25.9	39.5	28.2	24.8
State Discretionary Funds	5.3	3.5	-	-	-	-	-	-	-	-
State Share of New Projects (%)	35%	47%	52%	53%	57%	68%	65%	45%	60%	58%

Note: State share percentages of new projects displayed in this table include state discretionary funds in calculating shares.

HRRTF Funds

HRRTF funds are used to support capital projects included in the regional Program documented in **Chapter 6**, such as the procurement of new buses, building new customer amenities, and relocating and replacing the current Parks Avenue facility. HRT and HRTAC, which administers HRRTF funds, coordinate on the draw down and use of HRRTF funds.

Local Funds

The local funds summarized above in **Table 5-5** are provided by the six local jurisdictions served by HRT to support ongoing capital needs. This funding is largely used to match state and federal grants with the required local dollars.

Other Funds

Other funds include federal, state, and regional discretionary funds such as the Congestion Mitigation and Air Quality (CMAQ), the Surface Transportation Program (STP), the Carbon Reduction Program, the Transit Ridership Incentive Program (TRIP), and the Transportation Alternatives Program (TAP). In November of 2021, President Biden signed into law the Bipartisan Infrastructure Law (BIL) which reauthorized existing federal transportation infrastructure programs and introduced additional federal funding opportunities through both formula-based and discretionary programs. Additional competitive grants at the federal level could help support HRT's capital funding needs including for ongoing state-of-good-repair, include the Bus and Bus Facilities Grant program, Low or No Emission Vehicle Program (LoNo), and the Rebuilding American Infrastructure with Sustainability and Equity (RAISE). HRT will pursue additional funding opportunities in all areas for which the agency may be eligible and competitive. This will be especially important to the incremental electrification of fleet and facilities infrastructure in the coming years.

5.2.2. Capital Uses of Funds

Capital uses of funds are summarized in **Table 5-7**, separated by active capital projects and new capital projects. Active capital projects are in progress and use funds within the overall constraints of the current CIP and associated grant applications to the state and/or the FTA, whereas new projects are programmed but do not have future funding secured yet. New project information for the TSP period is incorporated through the annual CIP update cycle. The detail on investments required to support the RTS are contained in **Chapter 6**.

Table 5-7: Capital Uses of Funds (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Active Capital Projects Uses of Funds	47.2	47.3	13.6	0.5	0.4	-	-	-	-	-
New Capital Projects Uses of Funds	90.6	58.3	29.2	72.4	60.6	35.6	40.1	88.1	47.2	42.5
Total Capital Uses of Funds	137.8	105.5	42.9	72.9	61.0	35.6	40.1	88.1	47.2	42.5

Note: Numbers may not add due to rounding.

Competitive Demands on Funding

In any given 10-year plan, the agency has various capital needs that compete for and may exceed the limit of existing resources. This requires the agency to create a prioritization of capital projects as documented in HRT’s CIP.

5.2.3. Unfunded Capital Needs

All capital needs are funded in FY 2025 based on HRT’s draft FY25-34 Capital Improvement Plan (CIP). **Table 5-8** summarizes unfunded capital needs. Needs currently exceed the agency’s anticipated funding by \$255 million over the CIP’s ten-year horizon. Most of these unfunded needs, \$223 million, are associated with the projects that would achieve electrification of the existing operating and maintenance facilities at 3400 Victoria Boulevard (Hampton) and 18th Street (Norfolk). While portions of both projects are funded, the fiscally constrained 10-year capital plan only supports potential construction of up to 20 bus electric chargers at the Hampton facility and preliminary design for expanded electrification at the Norfolk facility. All needs not included in the fiscally constrained CIP for both Hampton and Norfolk electrification projects are reflected in FY 2034. Additionally, years that do include allocations to these projects (starting in FY 2031) rely significantly on future awards of competitive, discretionary federal funding.

Remaining unfunded needs are distributed across a range of projects and years. Several of the projects are related to unfunded future technology upgrades or maintenance that are at least five years into the future. While these needs are forecasted based on recommended technology upgrade intervals, the actual timing and costs are likely to shift based on changing internal needs and advancing technologies.

Year to year, it is important to emphasize that HRT actively manages its capital budget. HRT uses a zero-based budget approach to update its CIP annually to ensure operating needs can be prioritized and capital needs also addressed appropriately, within regulatory frameworks and overall agency priorities.

Table 5-8: Unfunded Capital Needs (YOE\$ Millions)

	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Additional Funding/Cost Savings to be Identified	-	3.2	5.2	2.0	3.4	1.8	1.6	4.9	8.2	225.0

CHAPTER 6

Hampton Roads Regional Transit Program

FY2025 – FY2034



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6. Hampton Roads Regional Transit Program

6.1. Background

In 2020, the Virginia General Assembly passed legislation requiring the establishment of the Hampton Roads Regional Transit Program (the Program) and the related Hampton Roads Regional Transit Fund (the Fund). In doing so, the legislature emphasized the importance of having effective multimodal transportation, which is essential for the region's economic growth, vitality, and competitiveness.

To this end, the Hampton Roads Regional Transit Program was established to define and supply resources for the development, operating, and capital needs for both expansion and state of good repair of reliable regional transit operations.

The Program must be documented in the Transit Strategic Plan of the Transportation District Commission of Hampton Roads (TDCHR).¹ The Hampton Roads Regional Transit Program encompasses regional transit capital and operating costs that are eligible to be funded by the Hampton Roads Regional Transit Fund.²

6.2. Purpose and Requirements

Pursuant to law, the Program is explicitly for *“a core regional network of transit routes and related infrastructure, rolling stock, and support facilities.”*³ The goal of the Program is *“to provide a modern, safe, and efficient core network of transit services across the Hampton Roads region.”*⁴ The Fund is administered through the Hampton Roads Transportation Accountability Commission (HRTAC) and is specifically for *“the development, maintenance, improvement, and operation of a core and connected regional network of transit routes and related infrastructure, rolling stock, and support facilities, to include the operation of a regional system of inter-jurisdictional high-frequency bus service, in a transportation district in Hampton Roads.”*⁵ Additionally, per statutory guidance, expenditures of the Fund:

- Should be positively linked to factors related to “economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life.”
- Must be used solely in the transportation district (i.e., the Transportation District of Hampton Roads, comprised of the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach), which is governed by the TDCHR and does business as Hampton Roads Transit.⁶
- Should give priority, when possible, to the most cost-effective and sustainable investments *“to reduce or eliminate reliance upon diesel fuels.”*
- Must be consistent with the regional transit planning process that is jointly developed by HRT, WATA [Williamsburg Area Transit Authority], and Suffolk Transit and coordinated by the HRTPO, pursuant to subsection D of § 33.2-286.
- Cannot be used *“to support the expansion of light rail”* beyond the boundaries of the City of Norfolk.

¹ See Chapters 1241 and 1281 of the Acts of the Assembly, passed April 22, 2020, Code of Virginia § 33.2-2600.1 A. (pursuant to HB1726 and SB1038, respectively), accessible at <https://lis.virginia.gov/cgi-bin/legp604.exe?201+ful+CHAP1281>.

² Ibid.

³ Code of Virginia § 33.2-2600.1 C.

⁴ Ibid.

⁵ Ibid.

⁶ In correspondence date May 22, 2020, Senator Lucas (chief patron of Senate Bill 1038) explained the intent of the law establishing the Hampton Road Regional Transit Program and Fund; “Our intent is to provide funding for Hampton Roads Transit (HRT), through its governing body (Transportation District Commission of Hampton Road - TDCHR) to design, build and operate a regional high frequency bus network across the six TDCHR cities, independent of the need for individual local government approval or additional local government funding. This is intended to be a single regional fund for this single regional project within the TDCHR footprint with money flowing directly to the single regional transit operator, which is the TDCHR and subsequently, HRT”.





6.3. Framework and Justification

The Hampton Roads Regional Transit Program (HRRTP) is documented herein consistent with the purposes and requirements outlined in the law related to the Program and use of the Hampton Roads Regional Transit Fund (HRRTF). Currently, operating and capital costs (for expansion and for ongoing state of good repair) for two classifications of bus routes fit within the Program and will be funded using moneys from the Fund. These two classifications are Regional Backbone routes and Limited/Express routes, as described in **Section 6.4**. Details about these routes can be found in **Section 6.6: Route Profiles**. The Program of improvements and their phased implementation are positively linked to factors cited in the Code of Virginia (§ 33.2-2600.1). These include:

- To improve economic development potential.
- To increase employment opportunities.
- To grow overall area mobility.
- To support environmental sustainability.
- To enhance quality of life within the region.

The Program is also aligned with the service planning principles and service design framework detailed in **Section 1.2.3** and **Section 1.2.4** of this TSP. This includes top regional priorities of providing more reliable inter-jurisdictional bus service and prioritizing additional service frequency during hours of the day that most commuters are traveling between work and home. Finally, within the network of Program routes themselves, specific service improvements are warranted based on different justifications and can be paid for by the Fund. These justifications are identified for each route and also described in **Section 6.6: Route Profiles**. They include:

- Key Performance Indicators which detail each route’s performance, are discussed when relevant to a service change (full performance analysis data can be found in **Chapter 2, Section 2.3**).
- Justifications including reference to the assessment of transit demand and underserved area opportunities for improvement from **Chapter 2, Section 2.2.2**. Justifications include icons for quick reference:

- 
TD Transit demand and underserved areas-based opportunities for improvement from **Section 2.2.2**
- 
PB Performance-based opportunities for improvement (passengers per revenue hour, passengers per one-way trip, farebox recovery, subsidy per passenger boarding) as described in **Section 2.3.2**
- 
EB Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in **Section 2.4.2**
- 
SD Improvements to meet the service design standards and goals as described in **Chapter 1**

In addition to Regional Backbone and Limited/Express routes, HRT is examining the potential to incorporate new on-demand service into the 757 Express Program. On-demand service operates in specified zones, connecting lower-density areas to local destinations and transfer opportunities to fixed-route service. In line with the overall goals of the Program, on-demand service aims to grow mobility in the Hampton Roads region and enhance quality of life for Hampton Roads residents. In some instances, on-demand service may provide first- and last-mile connections to Regional Backbone and Limited/Express routes, expanding the reach of HRT’s fixed-route bus network. For additional details about the future of on-demand transit service, see **Appendix D**.

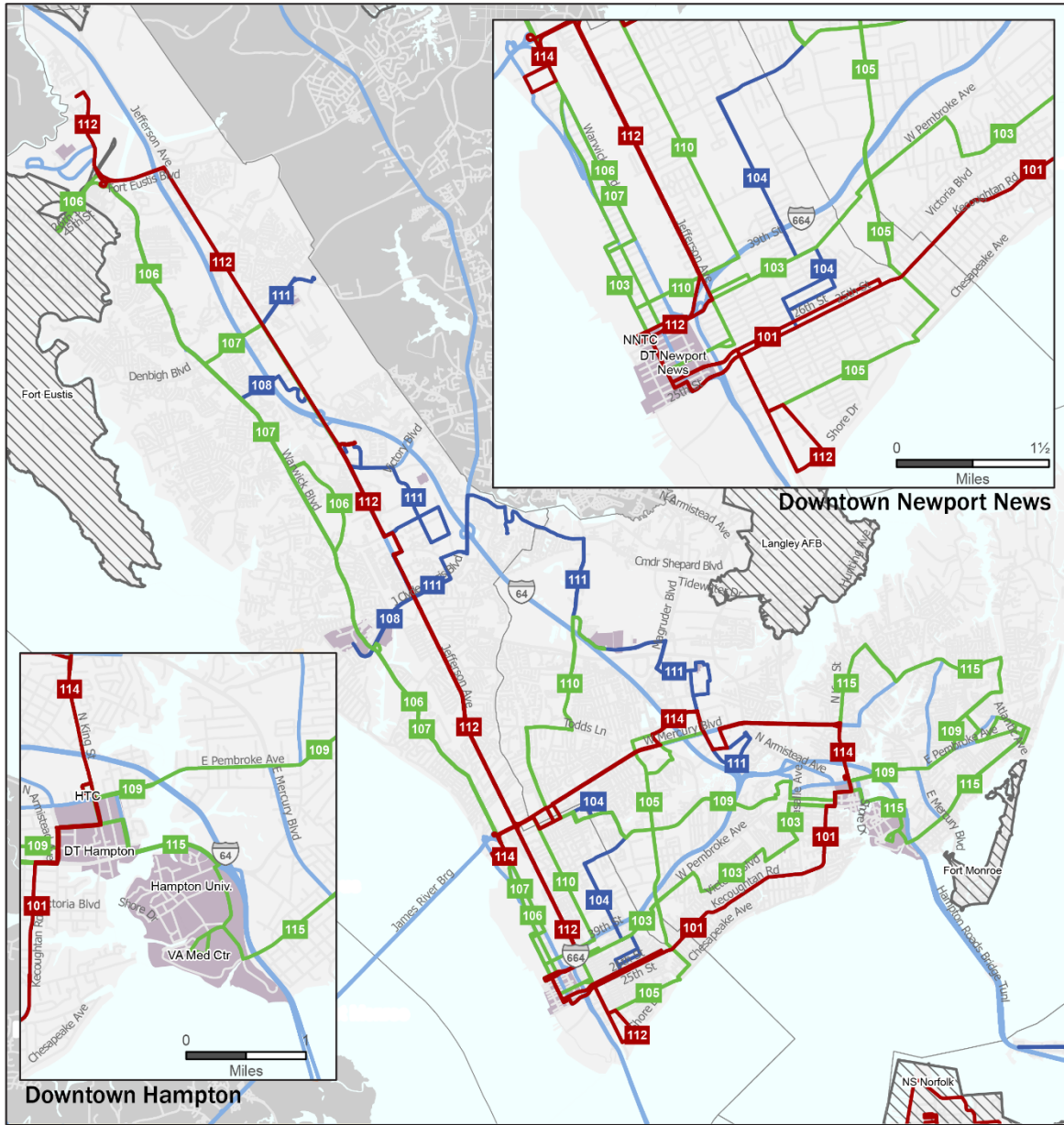
6.4. Program

This section documents the improvements that comprise the Hampton Roads Regional Transit Program within the six cities of the Transportation District of Hampton Roads. The Program is also referred to as the Regional Transit System (RTS) and HRT will implement the RTS with new branding and marketing as “757 Express.”




Figure 6-1 and **Figure 6-2** show route classifications and delineate the two route types currently eligible within the Program on both the Peninsula and Southside. Specifically, routes shown in red provide high-frequency service on the “Regional Backbone” network and routes shown in light blue are “Limited/Express” routes. The rest of the HRT local bus network, which consists of “Local Priority” and “Coverage” services, is shown on these maps to depict the supporting services that feed into the “*core and connected regional network.*”⁷ Program routes are described in more detail in **Section 6.4.1** and **Section 6.4.2**.

⁷ Code of Virginia § 33.2-2600.1 C.

Figure 6-1: Regional Transit Program Route Classifications - Peninsula



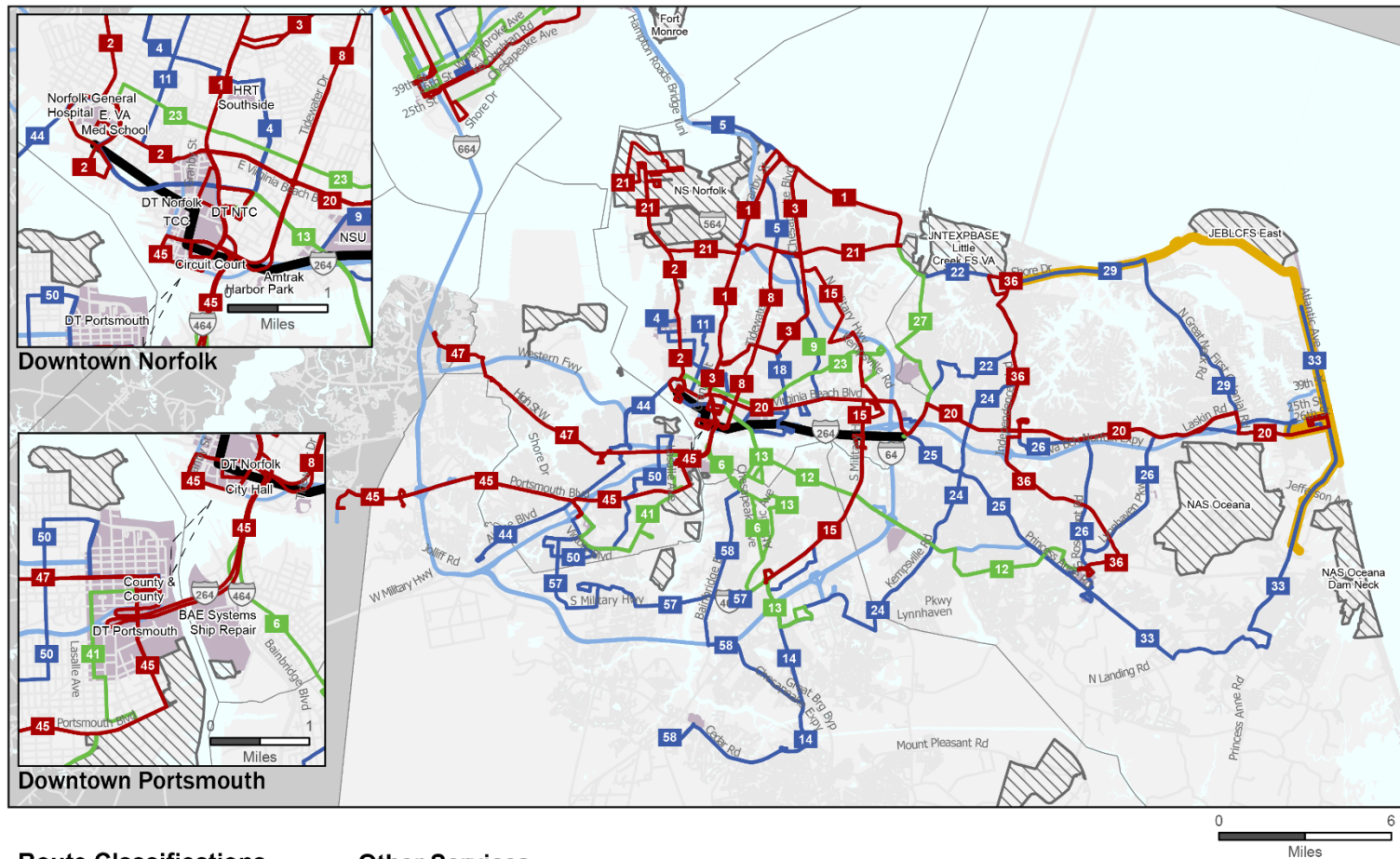
Route Classifications

- Regional Backbone
- Limited/Express
- Local Priority
- Coverage
-  Military Base
-  Activity Center
-  City Boundary

PENINSULA: Hampton Roads Regional Transit Program Route Classifications



Figure 6-2: Regional Transit Program Route Classifications - Southside



SOUTHSIDE: Hampton Roads Regional Transit Program Route Classifications



6.4.1. Regional Backbone

The core of the Program or Regional Transit System (RTS) is the Regional Backbone (shown in **Figure 6-3** and **Figure 6-4**), which comprises 13 routes that traverse major commuting corridors that connect the highest densities of people and jobs in the region. They also feature more direct service (a directness ratio of 1.6 or better) than other route classifications, which contributes to making these routes simple to understand and more efficient, saving travel time and operating costs compared to more circuitous routes (**Table 6-1**).

Table 6-1: Regional Backbone Route Characteristics

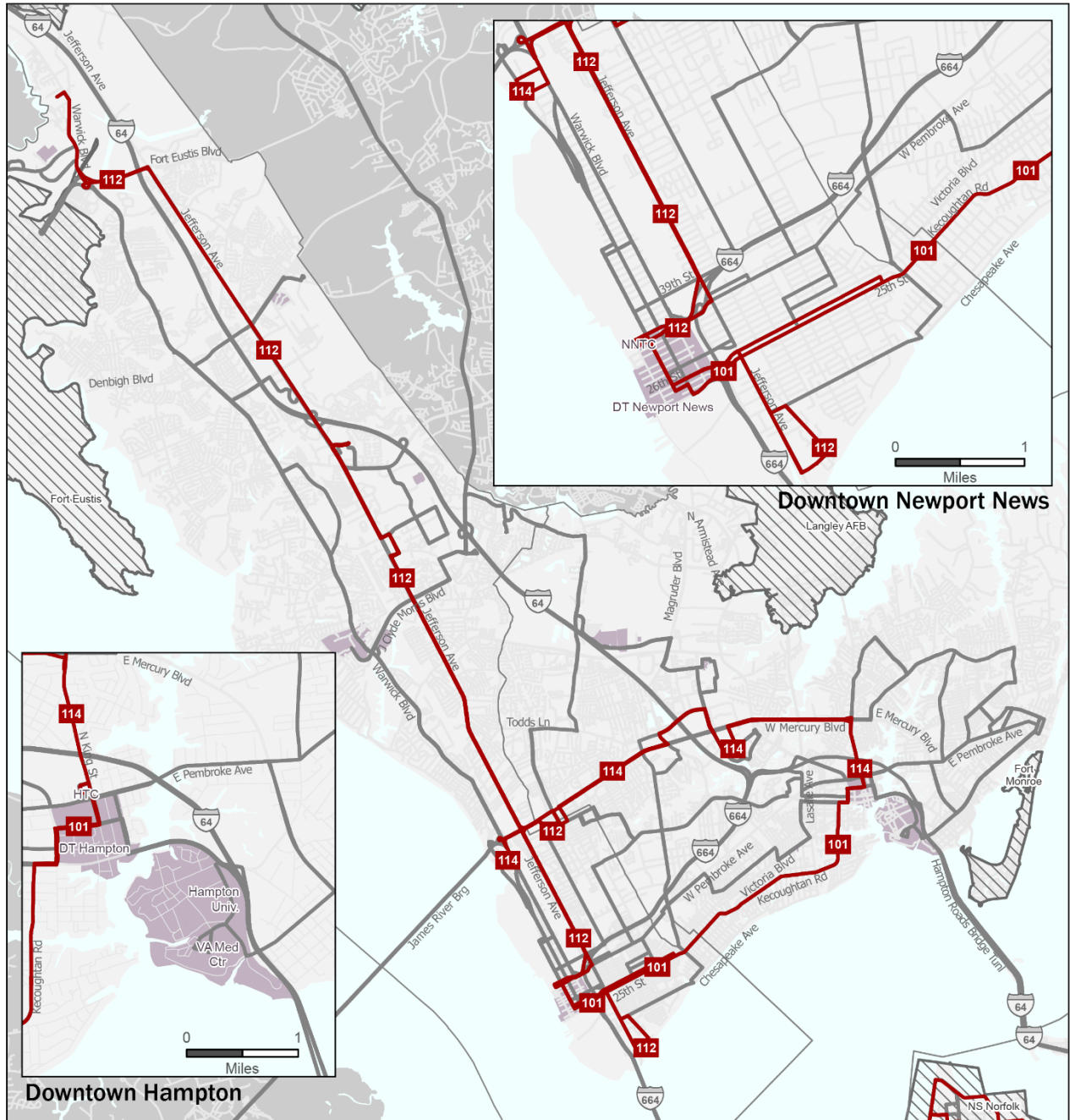
Description	Criteria		
	Interjurisdictional	Population / Job Density	Route Directness
The backbone of bus transit throughout the region, traveling on the highest-demand corridors connecting the most people to the most jobs.	Most will cross jurisdictional boundaries.	Greater than 6,500 people + jobs per square mile, averaged across whole route	1.6 or better

The Regional Backbone services will feature high-frequency, inter-jurisdictional connections with standardized levels of service across jurisdictional boundaries and operate for extended hours, seven days a week (**Table 6-2**). These routes feature the highest overall levels of fixed-route bus service HRT will offer.

Table 6-2: Regional Backbone Service Design Standards

Service Headway				Span of Service
Weekday	Peak	6:00 a.m. – 9:00 a.m. 3:00 p.m. – 6:00 p.m.	15 minutes	5:00 a.m. – 1:00 a.m.
	Midday	9:00 a.m. – 3:00 p.m.	30 minutes	
	Evening	6:00 p.m. – 9:00 p.m.	30 minutes	
Weekend	Base	8:00 a.m. – 6:00 p.m.	30 minutes	6:00 a.m. – 12:00 a.m.
	Non-base	6:00 a.m. – 8:00 a.m. 6:00 p.m. – 9:00 p.m.	30 minutes	

Figure 6-3: Regional Transit Program Regional Backbone Routes - Peninsula

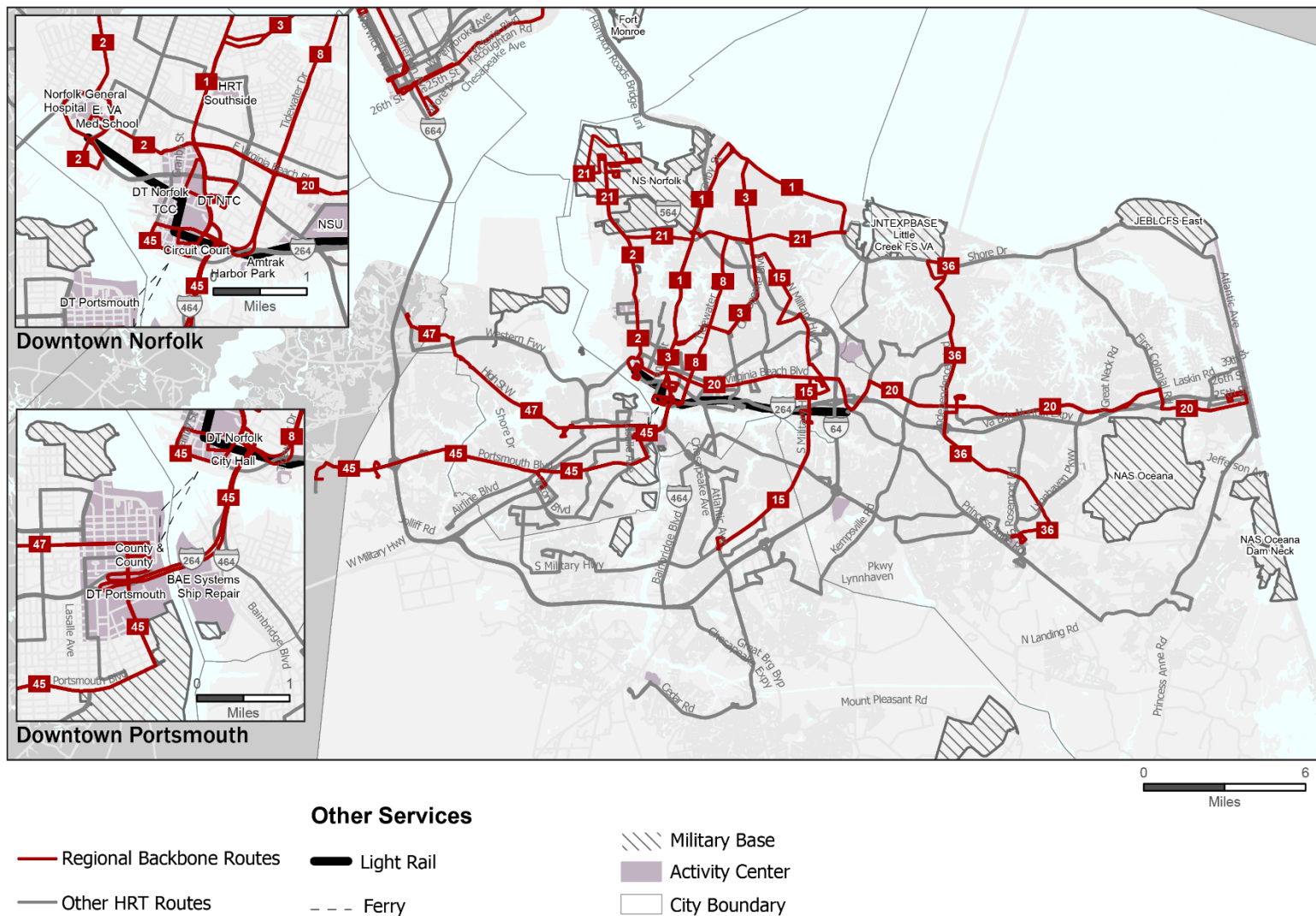


- Regional Backbone
- Other HRT Routes
-  Military Base
-  Activity Center
-  City Boundary

PENINSULA: Hampton Roads Regional Transit Program Regional Backbone Routes



Figure 6-4: Regional Transit Program Regional Backbone Routes - Southside



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Regional Backbone Routes



6.4.2. Limited/Express

Limited/Express routes, including Peninsula Commuter Service (PCS) and 757 Express routes (formerly classified as Metro Area Express, or MAX) are shown in **Figure 6-5** and **Figure 6-6**. There are 15 existing Limited/Express routes (ten 757 Express routes and five PCS routes) which fall within the Limited/Express route classification that provide interjurisdictional connections, offering limited stop and direct service to major employment centers (**Table 6-3**). Since these routes offer limited stop service designed to serve commuters traveling to and from work, the service design standards for service headway and span of service are based upon the demand and shift times of the employment centers.

There are two new Limited/Express routes being recommended for implementation over the next several years:

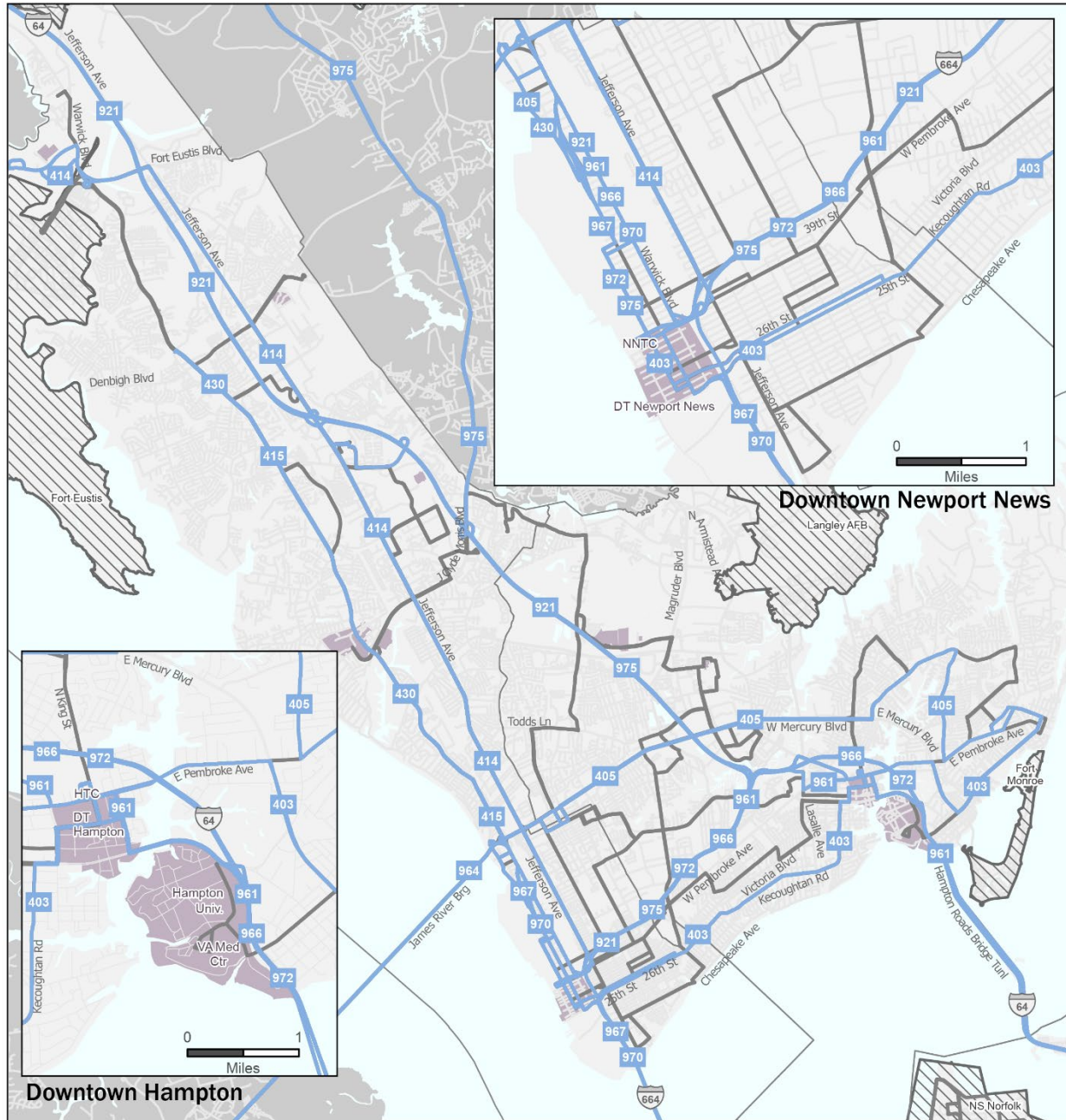
- **Route 970:** Commuter service between Newport News and Portsmouth will be implemented in FY 2027.
- **Route 975:** Commuter service between Newport News and Gloucester will be implemented in FY 2026.


This brings the total number of Limited/Express routes involved with the Program to 17. Additionally, other new potential Limited/Express routes are still being considered. In the next annual TSP update, such potential new Limited/Express routes will be explored, including service to Norfolk Naval Shipyard (Portsmouth).

Table 6-3: Limited/Express Route Characteristics

Description	Criteria		
	Interjurisdictional	Population / Job Density	Route Directness
Bus service with limited stops connecting surrounding communities with downtown areas and other major employment sites or regional destinations, often via interstates. Some routes will operate as peak-period commuter service only. Typically accessed via park-and-ride lots at the residential end.	Can operate within a jurisdiction or cross jurisdictional boundaries.	Route serves major trip generators and/or collection points.	N/A

Figure 6-5: Regional Transit Program Limited/Express Routes - Peninsula

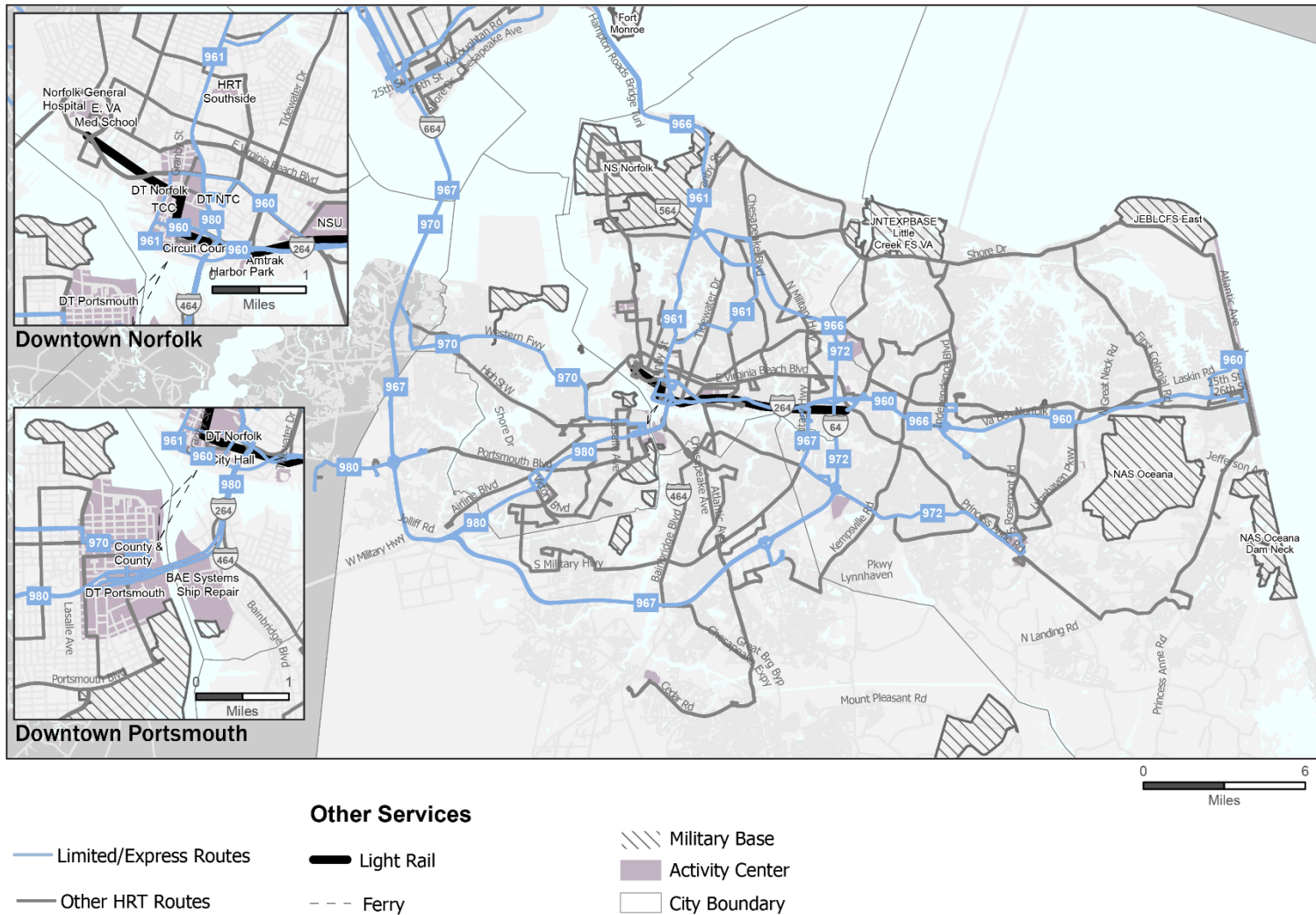


- Limited/Express
- Other HRT Routes
-  Military Base
-  Activity Center
-  City Boundary

PENINSULA: Hampton Roads Regional Transit Program Limited/Express Routes



Figure 6-6: Regional Transit Program Limited/Express Routes - Southside



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Regional Backbone Routes 

6.5. Benefits and Outcomes

As outlined in this section, the Hampton Roads Regional Transit Program will:

- Improve access to and from job sites and workforce development sites across the region, increasing employment opportunities and improving economic opportunity for residents.
- Improve mobility options for residents across the region.
- Provide frequent, consistent, and reliable transit options across the region.
- Improve the rider experience by limiting time spent at bus stops, enabling faster transfers, shortening end-to-end trip time, and allowing riders to make trips without relying on schedules.
- Enhance connections and transfers throughout the entire HRT system through high-frequency service on the Regional Backbone network.

These outcomes are consistent with the recommendations of the Regional Advisory Panel of HRT's *Transit Transformation Project* and the Guiding Principles unanimously approved by the TDCHR for improving a regional transit system. These principles include following regional standards to achieve a more effective bus network, prioritizing high-frequency services on a regional backbone system, and prioritizing connections across jurisdictions.

6.5.1. Regional Connectivity and Level of Service

Table 6-4 shows the jurisdictional connections and major destinations for each of the Regional Backbone routes, accounting for planned realignments where applicable. **Table 6-5** shows the same for 757 Express and PCS routes. More details about these routes can be found in **Section 6.6: Route Profiles**. The tables display the level of service for each route in terms of service hours: current service hours (FY 2024), anticipated FY 2025 service hours, and the estimated service hours under a full implementation according to the service design standards, wherein each route will meet or exceed those standards (FY 2034).⁸

Table 6-4: Regional Backbone Major Destinations and Service Hours

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2024 Service Hours	Estimated FY 2025 Service Hours	Estimated Service Hours for Program Implementation
Route 1	Norfolk <ul style="list-style-type: none"> ■ Downtown Norfolk Transit Center ■ Ocean View (Duffys Lane) ■ Joint Expeditionary Base Little Creek 	32,568	34,393	47,532
Route 2	Norfolk <ul style="list-style-type: none"> ■ Navy Exchange Mall ■ Old Dominion University ■ Norfolk General Hospital ■ Downtown Norfolk Transit Center 	19,730	19,730	36,443
Route 3	Norfolk <ul style="list-style-type: none"> ■ Downtown Norfolk Transit Center ■ Evelyn T. Butts Avenue ■ Ocean View (Duffys Lane) 	24,378	24,837	33,420
Route 8	Norfolk <ul style="list-style-type: none"> ■ Downtown Norfolk ■ Evelyn T. Butts Avenue 	16,806	16,806	24,638
Route 15	Chesapeake, Norfolk, and Virginia Beach <ul style="list-style-type: none"> ■ Robert Hall ■ Military Highway Light Rail Station ■ Evelyn T. Butts Avenue 	28,013	37,696	46,514

⁸ Most regional backbone and limited/express routes will be fully implemented prior to FY 2034.

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2024 Service Hours	Estimated FY 2025 Service Hours	Estimated Service Hours for Program Implementation
Route 20	Norfolk and Virginia Beach <ul style="list-style-type: none"> ■ Downtown Norfolk ■ Newtown Road Light Rail Station ■ Pembroke East ■ Virginia Beach Oceanfront 	61,996	66,671	90,327
Route 21	Norfolk and Virginia Beach <ul style="list-style-type: none"> ■ Navy Exchange Mall ■ Evelyn T. Butts Avenue ■ Joint Expeditionary Base Little Creek 	36,960	37,641	50,171
Route 36	Virginia Beach <ul style="list-style-type: none"> ■ Shore Drive / Pleasure House Road ■ Pembroke East ■ TCC Virginia Beach 	8,757	18,367	33,688
Route 45	Chesapeake, Norfolk, Portsmouth, and Suffolk <ul style="list-style-type: none"> ■ Downtown Norfolk Transit Center ■ Downtown Portsmouth ■ Victory Crossing 	29,621	44,862	44,862
Route 47	Portsmouth and Suffolk <ul style="list-style-type: none"> ■ Downtown Portsmouth ■ Churchland 	20,014	21,725	24,773
Route 101	Hampton and Newport News <ul style="list-style-type: none"> ■ Downtown Newport News ■ Downtown Hampton 	11,096	11,096	16,465
Route 112	Hampton and Newport News <ul style="list-style-type: none"> ■ Ivy Avenue & 6th Street ■ Downtown Newport News ■ Newmarket ■ Patrick Henry Mall ■ Lee Hall 	51,841	51,841	58,218
Route 114	Hampton and Newport News <ul style="list-style-type: none"> ■ Newmarket ■ Peninsula Town Center ■ Downtown Hampton 	27,806	27,806	40,667

Table 6-5: Limited/Express Major Destinations and Service Hours

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2024 Service Hours	Estimated FY 2025 Service Hours	Estimated Service Hours for Program Implementation
Route 403	Hampton and Newport News <ul style="list-style-type: none"> ■ Buckroe Shopping Center ■ Newport News Shipbuilding ■ Newport News Transit Center 	364	364	364
Route 405	Hampton and Newport News <ul style="list-style-type: none"> ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Buckroe Shopping Center 	879	879	879

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2024 Service Hours	Estimated FY 2025 Service Hours	Estimated Service Hours for Program Implementation
Route 414	Hampton and Newport News <ul style="list-style-type: none"> ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Jefferson/Oakland 	1,443	1,443	1,443
Route 415	Hampton and Newport News <ul style="list-style-type: none"> ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Denbigh 	351	351	351
Route 430	Hampton and Newport News <ul style="list-style-type: none"> ■ Denbigh Fringe ■ Newport News Transit Center ■ Newport News Shipbuilding 	739	881	881
Route 921	Newport News, Williamsburg <ul style="list-style-type: none"> ■ Newport News Transit Center ■ Williamsburg Transportation Center 	961	961	961
Route 960	Norfolk and Virginia Beach <ul style="list-style-type: none"> ■ Downtown Norfolk ■ Virginia Beach Town Center ■ Virginia Beach Oceanfront 	15,456	15,456	15,456
Route 961	Hampton, Newport News, and Norfolk <ul style="list-style-type: none"> ■ Downtown Norfolk ■ Downtown Hampton ■ Downtown Newport News 	20,433	20,433	20,433
Route 964	Newport News and Isle of Wight County <ul style="list-style-type: none"> ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Carrollton ■ Smithfield 	1,564	1,564	1,564
Route 966	Newport News and Virginia Beach <ul style="list-style-type: none"> ■ Silverleaf Park and Ride ■ Newport News Transit Center ■ Newport News Shipbuilding 	1,644	1,644	1,644
Route 967	Chesapeake, Newport News, Norfolk, and Virginia Beach <ul style="list-style-type: none"> ■ Downtown Newport News ■ Indian River Park and Ride ■ Greenbrier Mall ■ Military Highway Light Rail Station ■ Newport News Shipbuilding 	3,484	3,484	3,484
Route 970 (service begins FY 2027)	Newport News and Portsmouth <ul style="list-style-type: none"> ■ Newport News Shipbuilding ■ Downtown Portsmouth 	-	-	1,744
Route 972	Virginia Beach and Newport News <ul style="list-style-type: none"> ■ Downtown Newport News ■ Indian River Park and Ride ■ Newport News Shipbuilding ■ TCC Virginia Beach 	1,172	1,172	1,172
Route 975 (service begins FY 2026)	Newport News and Gloucester <ul style="list-style-type: none"> ■ Newport News Shipbuilding ■ Gloucester 	-	-	1,827

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2024 Service Hours	Estimated FY 2025 Service Hours	Estimated Service Hours for Program Implementation
Route 980	Norfolk, Chesapeake, Portsmouth, and Suffolk <ul style="list-style-type: none"> ■ Downtown Norfolk ■ Downtown Portsmouth ■ Amazon facility in Chesapeake ■ Amazon facility in Suffolk 	1,036	1,036	1,036

6.5.2. Program Factors, Objectives, and Metrics

This section further documents positive linkages of Program investments to factors prescribed in the Virginia Code (§ 33.2-2600.1): economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life metrics. **Table 6-6** links the five factors specified in the law, with each factor associated with related objectives and metrics. The objectives represent the outcome that can be anticipated upon full Program implementation.

Table 6-6: Program Investment Factors, Objectives, and Metrics

Factor	Objective	Metrics
Economic Development Potential	Support businesses and support future economic development at local level.	<ul style="list-style-type: none"> ■ Integration with and support for local comprehensive plans, transportation plans, and local or regional economic development strategies. ■ Number of economically distressed areas served.
Employment Opportunities	Provide access to and from jobs and workforce development sites.	<ul style="list-style-type: none"> ■ Number of jobs with access to transit.
Mobility	Provide consistent and reliable transit options across the region.	<ul style="list-style-type: none"> ■ Number of residents with access to transit. ■ Number of jobs and residents with access to high-frequency service with 15-minute headways in the peak period. ■ Access to multi-modal transit options.
Environmental Sustainability	Contribute to improved air quality and reduction of energy use.	<ul style="list-style-type: none"> ■ Equivalent VMT reduction (based on avg. trip length) to Fleet Capacity (multiplied by existing system efficiency of passengers per revenue hour). ■ Reduction in greenhouse gas emissions through transition of the diesel fleet to an electric fleet.
Quality of Life	Improve transit travel time and average wait for transit; Provide increased access to transit for disadvantaged populations (low-income, minority, or limited English proficiency).	<ul style="list-style-type: none"> ■ Transit travel time. ■ Average wait for transit. ■ Transit coverage and access to high-frequency service for disadvantaged populations (low-income, minority, or limited English proficiency).

6.5.3. Baseline Analyses

The Regional Backbone and Limited/Express routes are measured against a subset of the metrics in **Table 6-6**.

Employment Access to Transit

Access to **Employment Opportunities** is a primary consideration for HRT when considering where to place transit service. The Regional Backbone and Limited/Express route improvements will improve access to and from job sites and workforce development sites across the region, increasing employment opportunities and improving economic opportunity for residents. Employment access to transit measures the number of jobs located within walking distance of the Regional Backbone routes and within two miles of the Limited/Express routes' stops.

Employment data used in this analysis is from the 2019 Census Longitudinal Employer-Household Dynamics dataset (LEHD). Employment data for Naval Station Norfolk and Newport News Shipbuilding were adjusted in the respective block groups in the underlying LEHD dataset to account for employment that is not fully captured by LEHD.

For Regional Backbone routes (**Table 6-7**), employment was measured within one-half mile of segments with high-frequency service in the peak periods (15-minute headways).⁹ For the routes that operate with a short turn during the peak periods (Routes 45, 47, and 112), 15-minute service is offered on the short turn and 30-minute service is offered along the rest of the route. The segments that have 30-minute service were analyzed with a one-quarter mile buffer along that segment, while the short turn segments were analyzed with a one-half mile buffer, as riders are more willing to walk slightly further for higher frequency service. Additional jobs representing full build-out of the two new Amazon facilities in Chesapeake and Suffolk were added onto Route 45’s results, as these facilities opened in 2022, and they are not yet captured in the LEHD dataset; the assumption is that a rider would have access to all those jobs.¹⁰ The Regional Backbone routes which provide access to the highest number of jobs are, in order, Route 20, Route 2, and Route 21.

Table 6-7: Employment Access to Regional Backbone Routes

Route	Employment Within 1/4 Mile (for segments that have 30-minute service)	Employment Within 1/2 Mile	Employment at Amazon	Total Employment Access to Regional Backbone Routes
Route 1	-	45,457	-	45,457
Route 2	-	70,434	-	70,434
Route 3	-	29,368	-	29,368
Route 8	-	32,569	-	32,569
Route 15	-	36,777	-	36,777
Route 20	-	79,938	-	79,938
Route 21	-	55,308	-	55,308
Route 36	-	27,634	-	27,634
Route 45	1,683	43,918	3,000	48,601
Route 47	1,097	15,966	-	17,063
Route 101	-	18,294	-	18,294
Route 112	4,204	30,664	-	34,869
Route 114	-	19,352	-	19,352

For Limited/Express routes (**Table 6-8**), the analysis was conducted at the stop-level rather than along the full alignment, as these routes make few stops and travel greater distances than local routes. A two-mile buffer was used to capture the average distance a commuter would be willing to travel to their workplace via other modes once disembarking from the Limited/Express route. Additional jobs representing full build-out of the two new Amazon facilities in Chesapeake and Suffolk were added onto Route 980’s results, as these facilities opened in 2022, and they are not yet captured in the LEHD dataset; the assumption is that a rider would have access to all

⁹ As with other metrics in Table 6-6, this methodology is consistent with Virginia’s MERIT (Making Efficient and Responsible Investments in Transit) program when evaluating capital projects for funding; HRT is adapting MERIT metrics where applicable for use with Hampton Roads Regional Transit Program.

¹⁰ While service to the Amazon facilities is hourly on Route 45, it was important to capture the Amazon jobs for this analysis to show Route 45’s access to employment.

those jobs. The Limited/Express routes which provide access to the highest number of jobs are, in order, Route 961, Route 960, and Route 967.

Table 6-8: Employment Access to Limited/Express Routes

Route	Employment Within Two Miles of Stops	Employment at Amazon	Total Employment Access to Limited/Express Routes
Route 403	68,304	-	68,304
Route 405	44,123	-	44,123
Route 414	112,599	-	112,599
Route 415	90,134	-	90,134
Route 430	91,821	-	91,821
Route 921	81,255	-	81,255
Route 960	151,541	-	151,541
Route 961	183,274	-	183,274
Route 964	41,778	-	41,778
Route 966	67,910	-	67,910
Route 967	126,155	-	126,155
Route 970	111,162	-	111,162
Route 972	74,677	-	74,677
Route 975	36,963	-	36,963
Route 980	102,394	3,000	105,394

Residential Access to Transit

Mobility is another primary consideration for increased and improved transit service. The objective here is to provide consistent and reliable transit options to many people across the region. The measure of this factor is the number of residents with access to transit.

The Regional Backbone and Limited/Express route improvements will improve mobility options for residents across the region. Residential access to transit measures the number of people living within walking distance of the Regional Backbone routes and within two miles of the Limited/Express routes' stops. Population data for this analysis is from the American Community Survey (ACS) 2020 Five-Year estimates.

Following a similar method to the analysis for employment, for Regional Backbone routes (**Table 6-9**), population was measured within one-half mile of segments with high-frequency service in the peak periods (15-minute headways). For the routes that operate with a short turn during the peak periods (Routes 45, 47, and 112), 15-minute service is offered on the short turn and 30-minute service is offered along the rest of the route. The segments that have 30-minute service were analyzed with a one-quarter mile buffer along that segment, while the short turn segments were analyzed with a one-half mile buffer, as riders are more willing to walk slightly further for higher frequency service. Regional Backbone routes which provide access to the highest number of residents are, in order, Route 20, Route 1, and Route 3.

Table 6-9: Population Access to Regional Backbone Routes

Route	Population Within 1/4 Mile	Population Within 1/2 Mile	Total Population Access to Regional Backbone Routes
Route 1	-	67,804	67,804
Route 2	-	40,950	40,950
Route 3	-	58,677	58,677
Route 8	-	34,704	34,704
Route 15	-	39,575	39,575
Route 20	-	75,345	75,345
Route 21	-	42,361	42,361
Route 36	-	50,957	50,957
Route 45	5,051	24,975	30,026
Route 47	4,029	17,343	21,373
Route 101	-	26,918	26,918
Route 112	7,521	40,829	48,350
Route 114	-	25,720	25,720

For Limited/Express routes (**Table 6-10**), the analysis was conducted around the stops rather than along the full alignment as these routes make few stops and travel greater distances than local routes. A two-mile buffer was used to capture the average distance a commuter would be willing to travel from their home to board a commuter bus, usually at a park-and-ride lot. For Regional Backbone routes, total population was utilized, while for Limited/Express routes, employed population was utilized. The market for commuter trips on Limited/Express routes is a subset of the whole population (e.g., commuters who are traveling to and from work), whereas trips on the Regional Backbone network serve all kinds of destinations throughout the day and week and therefore have a much broader market. The Limited/Express routes which provide access to the highest number of employed residents are, in order, Route 961, Route 960, and Route 414.

Table 6-10: Employed Population Access to Limited/Express Routes

Route	Employed Population Within Two Miles of Limited/Express Routes
Route 403	59,736
Route 405	40,375
Route 414	97,748
Route 415	66,260
Route 430	69,197
Route 921	41,814
Route 960	111,900
Route 961	131,284
Route 964	22,090
Route 966	54,655
Route 967	81,623
Route 970	40,349
Route 972	75,687
Route 975	16,211
Route 980	63,618

Access to High-Frequency Transit

With **Mobility** as a primary consideration with the objective of providing consistent and reliable transit options across the region, another important metric is the combined number of jobs and residents with access to high-frequency services. High-frequency service is defined as service having 15-minute headways in the peak period. This was another area targeted for improved regional transit service as part of HRT's *Transit Transformation Project* and within the Transit Strategic Plan.

The high-frequency service offered by the Regional Backbone routes will provide consistent and reliable transit options across the region and improve mobility. Access to high-frequency transit was determined based on the residents and jobs within a half-mile of Regional Backbone routes as described in the **Employment Access to Transit** section and the **Residential Access to Transit** section. The results of this analysis are shown in **Table 6-11**. The routes with the highest combined population and employment access to high-frequency transit are Route 20, Route 1, and Route 2; all three serve over 100,000 people and jobs. Route 20 serves both a larger population than the other Regional Backbone routes with high-frequency service and the greatest number of jobs with high-frequency service.

Table 6-11: Regional Backbone Routes - Population and Employment Access to High-Frequency Transit Within a Half-Mile

Route	Population	Employment	Combined Population & Employment
Route 1	67,804	45,457	113,261
Route 2	40,950	70,434	111,385
Route 3	58,677	29,368	88,044
Route 8	34,704	32,569	67,273
Route 15	39,575	36,777	76,352
Route 20	75,345	79,938	155,283
Route 21	42,361	55,308	97,669
Route 36	50,957	27,634	78,591
Route 45	24,975	43,918	68,893
Route 47	17,343	15,966	33,310
Route 101	26,918	18,294	45,213
Route 112	40,829	30,664	71,493
Route 114	25,720	19,352	45,072

Note: Numbers may not add due to rounding.

Multi-Modal Transit Connections

Access to multi-modal transit options is another primary consideration for the implementation of improved and increased transit services. Implementing the high-frequency network will not only increase levels of service but will enhance connections throughout the entire HRT system. The increased frequency plus the standardization of spans across the region will result in more consistent and reliable transfer opportunities for all.

Table 6-12 shows the transit connections each Regional Backbone route provides. The results are broken down into different types of HRT service classifications, as well as other non-HRT services. Route 20, Route 101, and Route 112 have the highest number of connections to all types of HRT routes. Routes 2, 8, 15, 20, and 45 connect to The Tide light rail system. Routes 45, 47, and 112 connect to neighboring transit systems.

Table 6-12: Multi-Modal Transit Connections

Route	Number of Connections to Limited/Express Routes	Number of Connections to Other Regional Backbone Routes	Number of Connections to Local Priority and Coverage Routes	Total Number of Connections to Other HRT Routes	Connection to Light Rail	Connection to Other Systems
Route 1	3	6	10	19	-	-
Route 2	3	6	8	17	Yes	-
Route 3	3	7	8	18	-	-
Route 8	3	7	8	18	Yes	-
Route 15	3	4	9	16	Yes	-
Route 20	3	7	15	25	Yes	-
Route 21	3	5	3	11	-	-
Route 36	3	1	7	11	-	-
Route 45	5	6	10	21	Yes	Suffolk
Route 47	2	1	3	6	-	Suffolk
Route 101	13	2	8	23	-	-
Route 112	13	2	10	25	-	WATA
Route 114	11	2	9	22	-	-

Average Wait for Transit

Time is a valuable commodity for Hampton Roads commuters. The stated objective for the **Quality of Life** factor is to improve transit travel time and average wait times for transit, and to provide increased access to transit for disadvantaged populations (low-income, minority, or limited English proficiency). Average wait for transit is a useful metric for this factor.

Reducing wait time on the Regional Backbone routes will improve quality of life for HRT riders by limiting time spent at outdoor bus stops, enabling faster transfers, shortening end-to-end trip time, and allowing riders to make trips without relying on schedules. The average wait time for transit is measured as half the time in between bus arrivals, or half the headway, for each route. **Table 6-13** shows the current and planned average wait time for the peak, midday, and evening weekday periods. For routes with short turn service where effective headways are shorter, the average wait time for the short turn segment is shown. Under the planned service in the Program, many routes would have wait times cut in half, with all Regional Backbone average wait times at 7.5 minutes during peak periods, either 7.5 or 15 minutes during the midday, and 15 minutes during the evening.

Table 6-13: Regional Backbone Average Wait Time

Route	Weekday Peak		Weekday Midday		Weekday Evening	
	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)
Route 1	7.5	7.5	15.0	7.5	15.0	15.0
Route 2	15.0	7.5	15.0	7.5	15.0	15.0
Route 3	15.0	7.5	15.0	7.5	30.0	15.0
Route 8	15.0	7.5	15.0	7.5	15.0	15.0
Route 15	7.5	7.5	15.0	7.5	15.0	15.0
Route 20	7.5	7.5	15.0	7.5	15.0	15.0
Route 21	15.0	7.5	15.0	7.5	15.0	15.0

Route	Weekday Peak		Weekday Midday		Weekday Evening	
	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)
Route 36	15.0	7.5	30.0	15.0	30.0	15.0
Route 45	7.5	7.5	15.0	15.0	15.0	15.0
Route 47	7.5	7.5	15.0	15.0	15.0	15.0
Route 101	17.5	7.5	17.5	15.0	30.0	15.0
Route 112	7.5	7.5	15.0	7.5	15.0	15.0
Route 114	15.0	7.5	15.0	7.5	30.0	15.0

HRT will carefully track performance and build upon this baseline assessment of program factors, objectives, and metrics used for the Hampton Roads Regional Transit Program as it is implemented.

6.6. Route Profiles

The route profiles which follow contain:

- A description of the service changes.
- The justifications for the service changes, including:
 - Key Performance Indicators, which are measures of a route’s performance, are discussed when relevant to a service change (full performance analysis data can be found in **Chapter 2, Section 2.3**).
 - Some justifications also include reference to analyses that were part of the analysis of transit demand and underserved area opportunities for improvement from **Chapter 2, Section 2.2.2**.
 - For each of the justifications, icons provide quick reference as to the types of justifications included for each route:



Transit demand and underserved areas-based opportunities for improvement identified in **Section 2.2.2**



Performance-based opportunities for improvement (passengers per revenue hour, passengers per one-way trip, farebox recovery, subsidy per passenger boarding) as described in **Section 2.3.2**



Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in **Section 2.4.2**



Improvements to meet the service design standards and goals as described in **Chapter 1**

- A table showing the route’s service classification, origins and destinations, and jurisdictions served, comparing existing service to the planned service. It also compares level of service—span and headway—between the existing service and the service targets¹¹ for the route:
 - On weekdays the periods shown are approximately associated with the following times, but would vary based on demand:
 - **Early** - Before 6:00 a.m.
 - **AM Peak** - 6:00 a.m. to 9:00 a.m.
 - **Midday** - 9:00 a.m. to 3:00 p.m.
 - **PM Peak** - 3:00 p.m. to 6:00 p.m.
 - **Evening** - 6:00 p.m. to 11:00 p.m.
 - **Late Night** - After 11:00 p.m.
 - On weekends the periods shown are approximately associated with the following times:
 - **Base** - 8:00 a.m. – 6:00 p.m.
 - **Non-Base** - 6:00 a.m. – 8:00 a.m. and 6:00 p.m. – 9:00 p.m.
 - **Early/Late** - before 6:00 a.m. and after 9:00 p.m.
 - Existing level of service in the table represents the level of service funded by the six HRT member cities that would be in place if not for HRT’s operator shortfall.
- A table showing the phased implementation across the ten-year period of route alignment changes, span of service changes, and frequency of service changes.¹²
- A place for any special notes that apply to the route.
- A map showing the route, other related routes, eliminated sections of the route (if applicable), and other relevant transportation information.

¹¹ The service targets describe the span and frequency a route would need to achieve in order to fulfill the service design standards for its service classification. Not all routes’ service targets are met due to individual cost constraints of each of the jurisdictions.

¹² Service changes scheduled for May 2024 (FY 2024) are displayed in the FY 2025 Fall Service board row of the table.


Route 1



Route 1

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 1

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Pembroke East	Downtown Norfolk Transit Center / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk, Virginia Beach	Norfolk

Level of Service			
Span			
	Existing	Planned	
Weekday	4:36 a.m. - 1:32 a.m.	4:40 a.m. - 1:30 a.m.	
Saturday	4:40 a.m. - 1:31 a.m.	4:40 a.m. - 1:30 a.m.	
Sunday	5:37 a.m. - 1:30 a.m.	4:40 a.m. - 1:30 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	40	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	60	60

Note
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.

Service Changes

- Route 1 will operate along its current alignment between the Downtown Norfolk Transit Center (DNTC) and JEB. The realigned Route 27 will provide coverage between JEB and Newtown Road Station; the realigned Route 36 will provide coverage between Pleasure House and Pembroke (with extended service to TCC Virginia Beach); and the existing Route 22 will provide coverage between JEB and Pleasure House, with some coverage on Independence Blvd.
- Existing short turns on Route 1 will be eliminated so that all trips operate the full length of the route.
- Weekday span of service remains the same as current Route 1 service. On weekdays Route 1 will operate with 15-minute service during the AM peak, midday, and PM peak periods. In the early and evening periods on weekdays, service will be provided at half hour headways. The route will operate hourly after 11:00 p.m. on weekdays.
- On Saturdays, 15-minute service will be provided from 8:00 a.m. to 6:00 p.m. Sunday span of service and headways will be improved to match the increase of service on Saturdays.



Justification

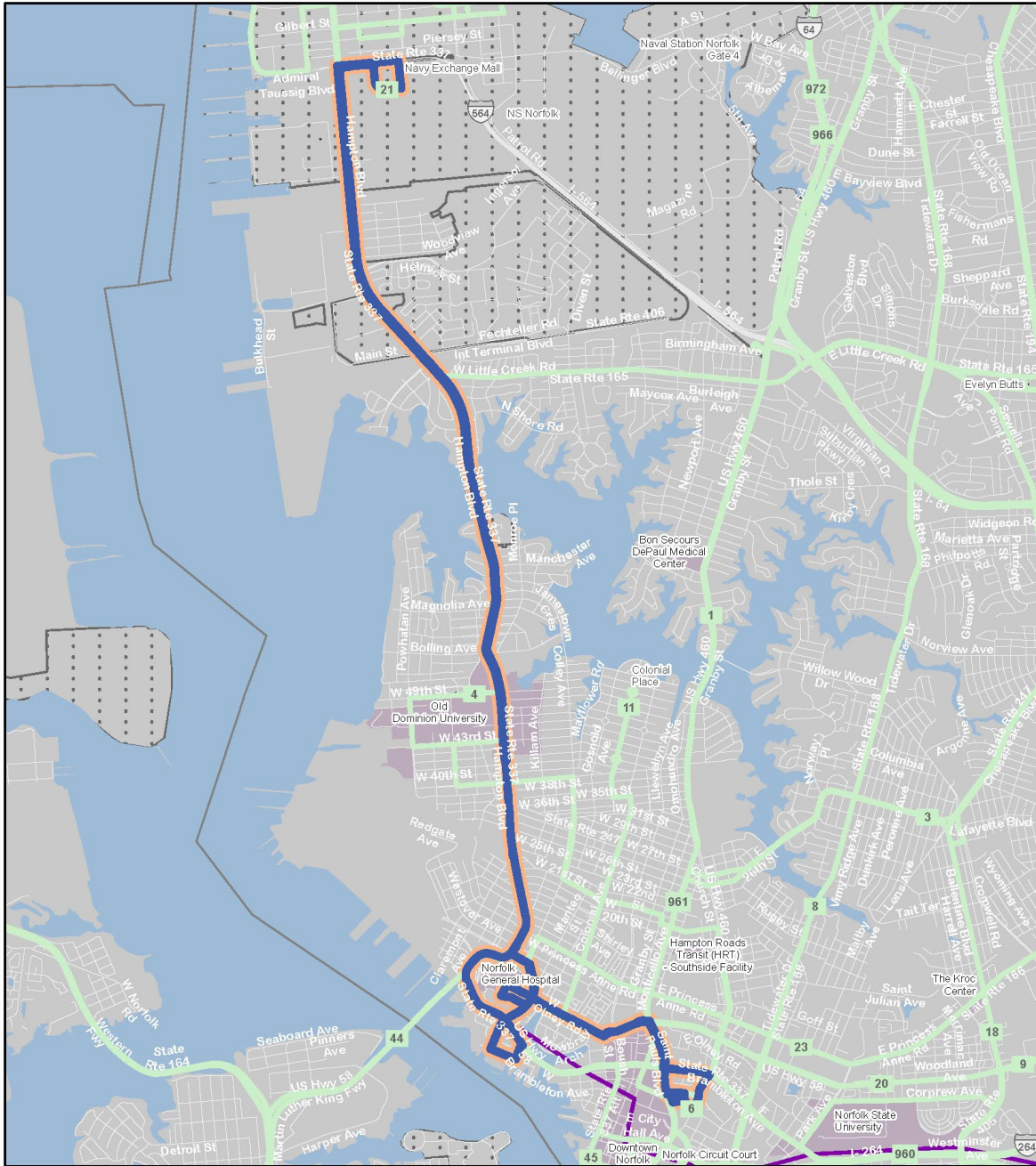
- Simplifying the route by shortening it and eliminating short turns will standardize service levels across the entire route and will create a simpler schedule and map for customers to understand.
- This corridor warrants 15-minute service on weekdays in the peak periods and midday due to the transit market demand and activity centers served along the alignment (Granby Street is a key north-south corridor in Norfolk south of Little Creek Road). This corridor has a high concentration of areas with opportunities for improvement of service according to the multimodal service index analysis from **Chapter 2, Section 2.2.2**.
- The service levels for Route 1 meet the service standards defined for Regional Backbone routes.

Route 1

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Route 1 is realigned to terminate at JEB. The realigned Route 27 will provide coverage between JEB and Newtown Road Station; the realigned Route 36 will provide coverage between Pleasure House and Pembroke (with extended service to TCC Virginia Beach); and the existing Route 22 will provide coverage between JEB and Pleasure House, with some coverage on Independence Blvd. Restore weekday peak headway to 15 minutes along the full length of the route.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Improve Sunday span to 4:40 a.m. to 1:30 a.m. Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve Sunday non-base headways to 30 minutes.		✓	✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 2



Route 2

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 2

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Navy Exchange Mall / Downtown Norfolk Transit Center	Navy Exchange Mall / Downtown Norfolk Transit Center
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
	Existing	Planned	
Weekday	4:51 a.m. - 11:42 p.m.	4:51 a.m. - 1:00 a.m.	
Saturday	5:11 a.m. - 1:09 a.m.	5:11 a.m. - 1:00 a.m.	
Sunday	5:28 a.m. - 12:20 a.m.	5:11 a.m. - 1:00 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	49	30
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Note
Existing Friday service ends later.

Service Changes

- No changes from existing service alignment.
- The weekday span will be improved to end at 1:00 a.m. Weekday headways will be improved to 15 minutes during the peak periods and midday period and to 30 minutes during the evening period.
- Weekend service will be provided between 5:11 a.m. and 1:00 a.m. on both weekend days and will be offered at half hour intervals through much of the service day.



Justification

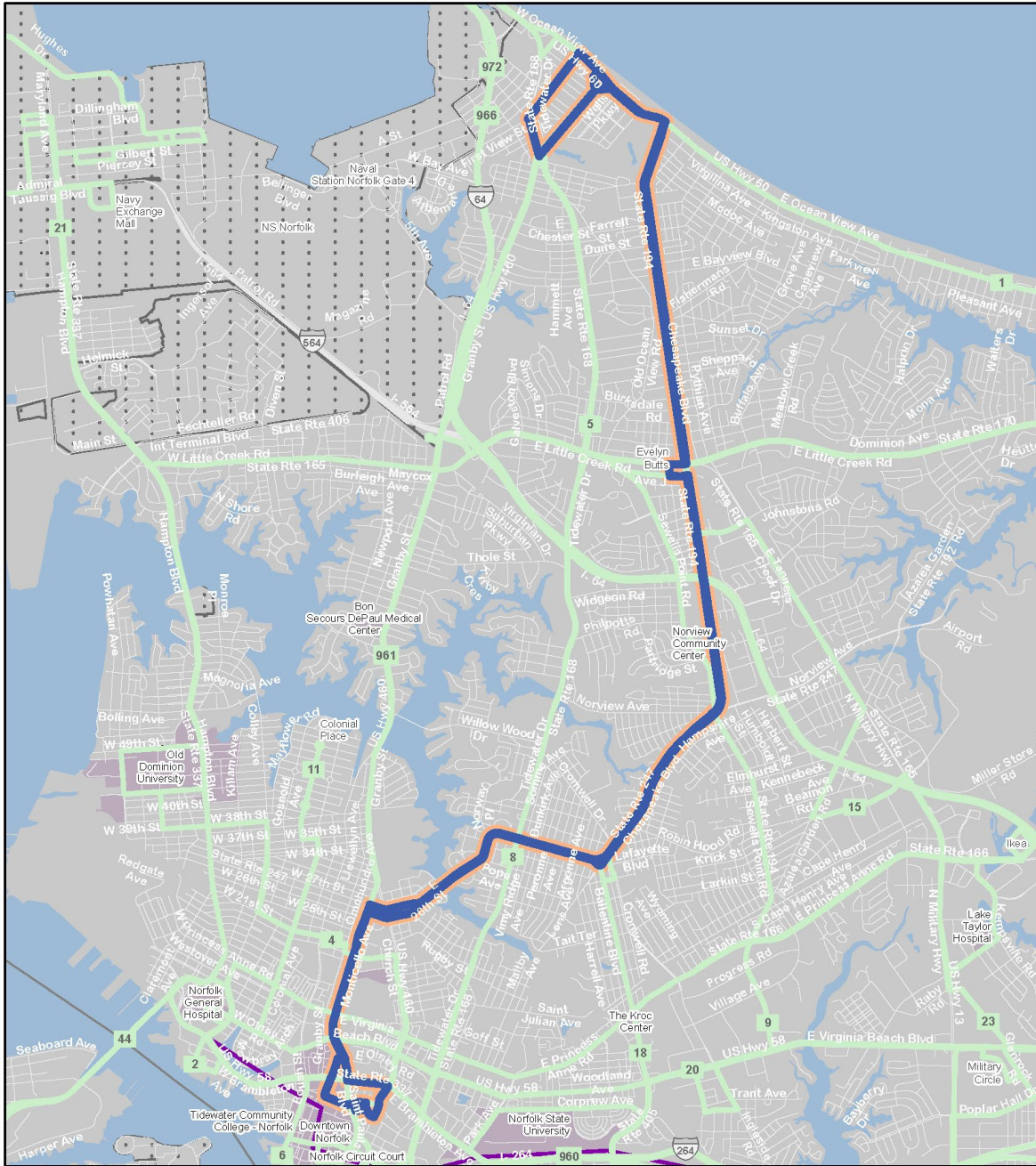
- The multimodal service index analysis from **Chapter 2, Section 2.2.2**, reveals areas served by Route 2 as major activity generators. Providing shorter headways will improve this route and could attract more riders.
- The service levels for Route 2 meet the service standards defined for Regional Backbone routes.

Route 2

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Restore headways to 30 minutes from 4:51 a.m. to 7:00 p.m. on weekdays and 5:11 a.m. to 7:00 p.m. on Saturdays.			
FY 2027	Improve weekday span to end at 1:00 a.m.; improve Sunday span to 5:11 a.m. to 1:00 a.m.; and change Saturday span to end at 1:00 a.m. Improve weekday peak headways to 15 minutes.		✓	
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	Improve weekday midday headway to 15 minutes. Improve weekday evening, Saturday base, Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2034	No changes.			
Out Years	No changes.			

Route 3



Route 3

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 3

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Ocean View Avenue and Granby Street	Downtown Norfolk / Ocean View Avenue and Granby Street
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:51 a.m. - 1:27 a.m.	4:51 a.m. - 1:27 a.m.
Saturday		5:21 a.m. - 1:27 a.m.	5:21 a.m. - 1:34 a.m.
Sunday		5:59 a.m. - 12:31 p.m.	5:21 a.m. - 1:34 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	49	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Service Changes

- No changes to existing service alignment (Route 3 was realigned in November 2023).
- Weekday headways will be improved to 15 minutes during the peak and midday periods and to 30 minutes during the evening period.
- Weekend service will be provided between 5:21 a.m. and 1:34 a.m. on Saturdays and Sundays and will be offered at 30-minute intervals through much of the service day.



Justification

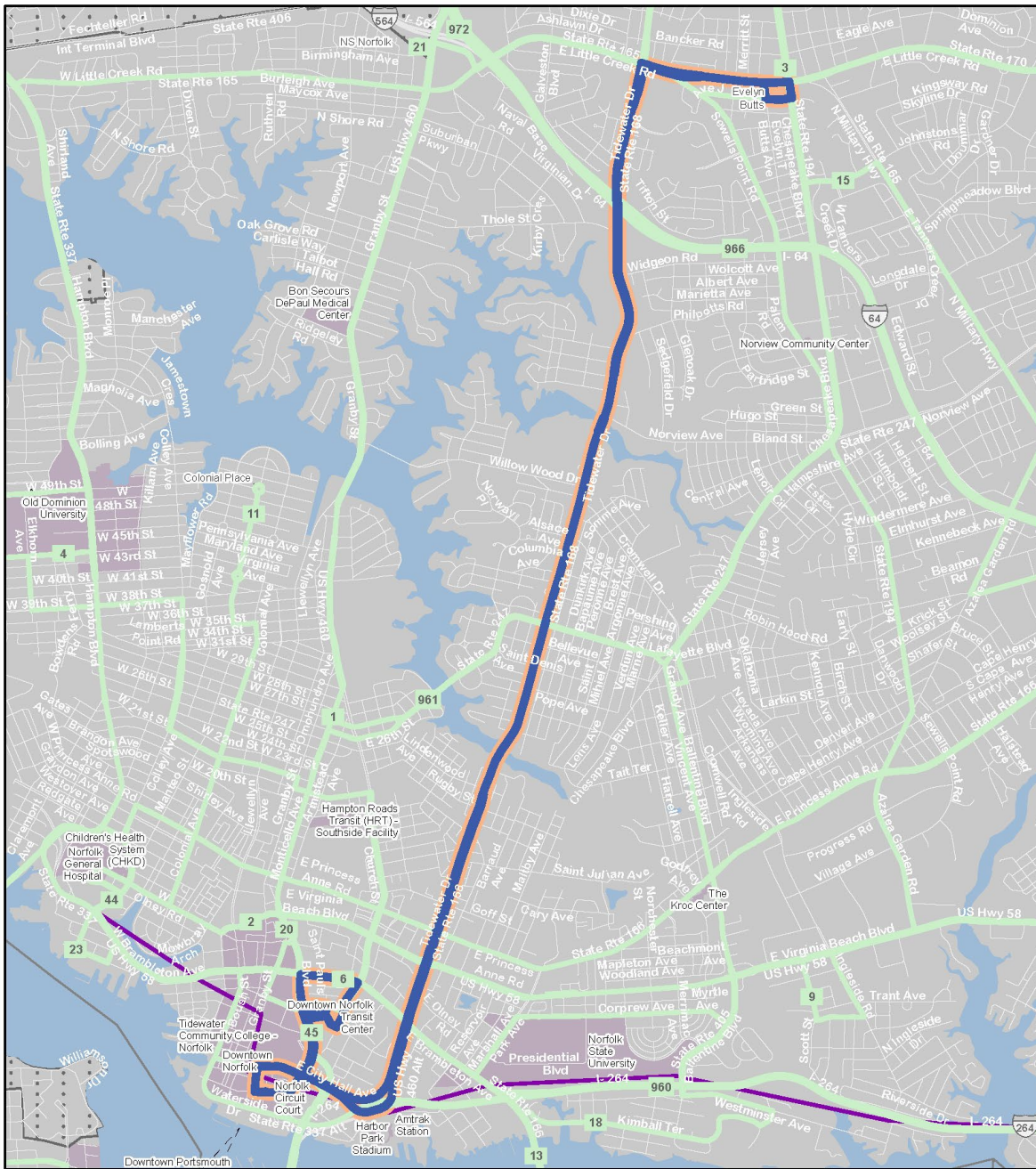
- Route 3's underperformance on on-time performance warrants a change in service in an effort to make the route operate more efficiently: its on-time performance is 59 percent, well short of the benchmark of 85 percent.
- Shortening headways on the weekend should encourage additional service usage.
- The service levels for Route 3 meet the service standards defined for Regional Backbone routes.

Route 3

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Restore weekday peak headways to 15 minutes.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve Saturday span to end at 1:34 a.m. and improve Sunday span to 5:21 a.m. to 1:34 a.m. Improve weekday midday headway to 15 minutes. Improve weekday evening, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 8



Route 8

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 8

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
	Existing	Planned	
Weekday	5:18 a.m. - 12:14 a.m.	5:00 a.m. - 1:00 a.m.	
Saturday	5:42 a.m. - 12:44 a.m.	5:40 a.m. - 12:00 a.m.	
Sunday	6:40 a.m. - 8:57 p.m.	5:40 a.m. - 12:00 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	42	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	-	30
	Early / Late	-	60

Note
Existing Friday service ends later.

Service Changes

- No changes from existing service alignment.
- As a Regional Backbone route, on weekdays Route 8 will provide service between 5:00 a.m. and 1:00 a.m. and will operate with 15-minute service in the AM and PM peak periods and midday; half hour service in the early and evening periods; and hourly service in the late-night period.
- Route 8 will operate on weekends from 5:40 a.m. to 12:00 a.m. On weekends, half hour service will be offered through much of the day.



Justification

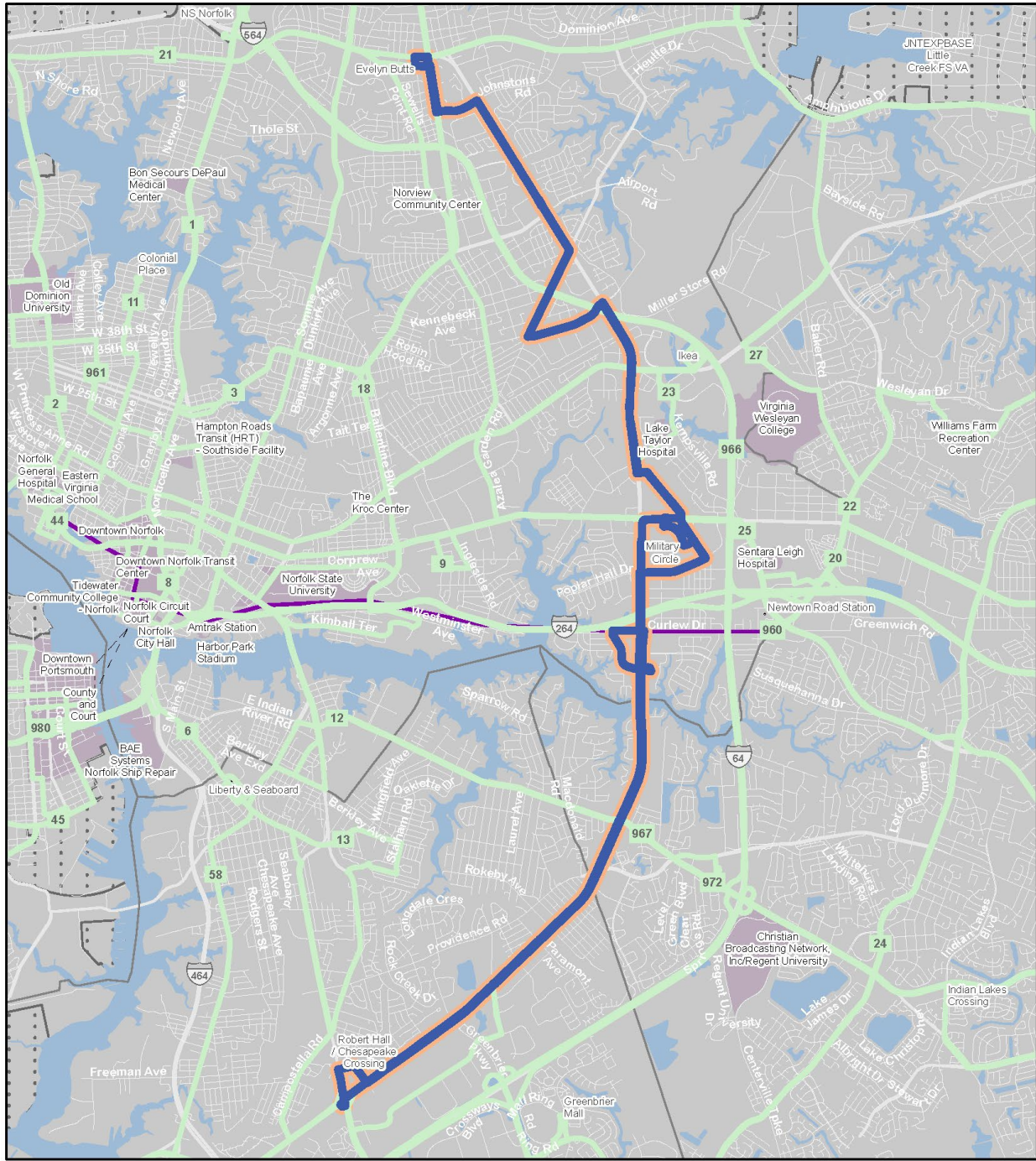
- Overall, Route 8 performs very well based on the six Key Performance Indicators (KPI). Its farebox recovery ratio is over 25 percent and passengers per revenue mile is 22.
- Increasing weekday peak period and midday service to 15-minute headways and extending the route to cover more connections should help increase service utilization.
- The service levels for Route 8 meet the service standards defined for Regional Backbone routes.

Route 8

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	Improve weekday span to 5:00 a.m. to 1:00 a.m. Change Saturday span and improve Sunday span to 5:40 a.m. to 12:00 a.m. Improve weekday peak headways to 15 minutes. Improve Sunday base headway to 30 minutes.		✓	
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	Improve weekday midday headway to 15 minutes. Improve weekday evening and Sunday non-base headways to 30 minutes.			✓
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 15



Route 15

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 15

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Evelyn T. Butts Avenue	Robert Hall Boulevard / Evelyn T. Butts Avenue
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	Chesapeake, Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		4:48 a.m. - 1:18 a.m.	5:00 a.m. - 1:15 a.m.
Saturday		5:18 a.m. - 12:48 a.m.	5:18 a.m. - 12:00 a.m.
Sunday		6:46 a.m. - 12:42 a.m.	5:18 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15 / 30
	PM Peak	15	15
	Evening	30	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- No changes from existing service alignment.
- During most service periods, short turn service will be eliminated on Route 15 so that the target headways can be provided across the whole length of the route. There will be a short turn in effect during the weekday midday period to provide new 15-minute midday service within the city of Norfolk between Evelyn T. Butts and the Military Highway light rail station.
- Sunday service will begin earlier, at 5:18 a.m., to match Saturday service. On the weekends half hour headways will be offered from 6:00 a.m. to 9:00 p.m. both days along the full length of the route.



Justification

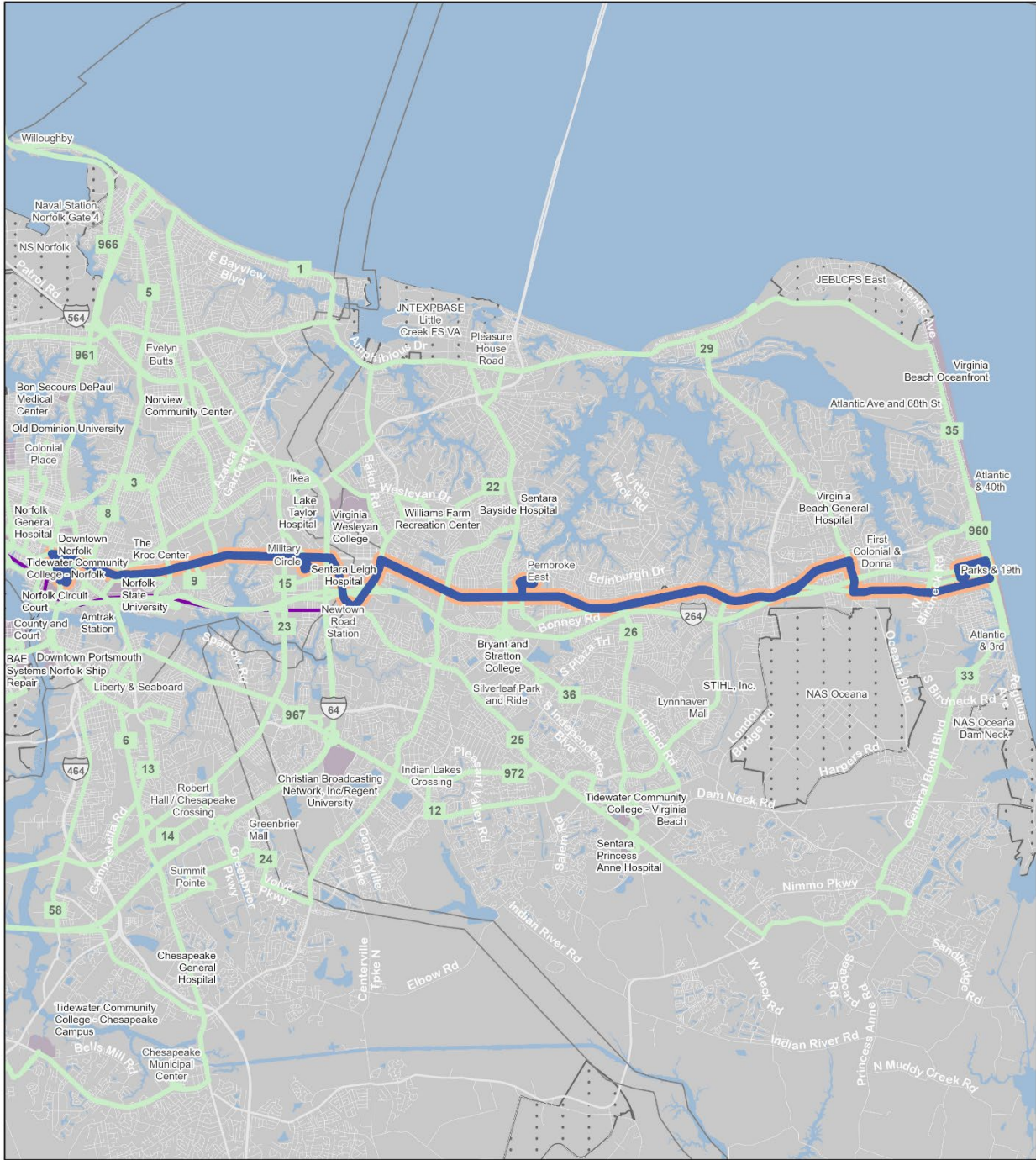
- Route 15 performs well on the six Key Performance Indicators (results of this analysis are in **Chapter 2, Section 2.3**), especially the passengers per hour measures—19, well above the Southside average of 14. Farebox recovery ratio and subsidy per passenger are within the top quarter of all routes. Route 15's performance indicates a demand for this service and warrants increases in service.
- The improvements will enhance frequent connections between Norfolk and Chesapeake and increase the attractiveness of this service.
- The service levels for Route 15 meet the service standards defined for Regional Backbone routes.

Route 15

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, short turn service is eliminated. Improve Sunday span to start at 5:18 a.m. Improve peak headways to 15 minutes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Re-introduce short turn between Evelyn T. Butts and the Military Highway light rail station during the weekday midday period, operated every 15 minutes. Improve Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 20



Route 20

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 20

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Virginia Beach Oceanfront	Downtown Norfolk / Virginia Beach Oceanfront
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		4:52 a.m. - 1:15 a.m.	4:52 a.m. - 1:15 a.m.
Saturday		5:22 a.m. - 1:14 a.m.	5:00 a.m. - 1:14 a.m.
Sunday		6:23 a.m. - 1:13 a.m.	5:00 a.m. - 1:14 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	46	30 until 7:00 p.m., 60 after
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	30	15
	Non-Base	60	30
	Early / Late	60	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route.	

Service Changes

- No changes from existing service alignment.
- The current weekday span will be maintained, operating between 4:52 a.m. and 1:15 a.m., with service provided every 15 minutes during the AM peak, midday, and PM peak periods across the whole length of the route. Service will be offered every half hour during the evening period until 7:00 p.m., with hourly service for the rest of the night.
- Saturday service will be offered between 5:00 a.m. and 1:14 a.m. with 15-minute service being offered from 8:00 a.m. to 6:00 p.m. Sunday service will be increased to match Saturday levels of service for both span and frequency.



Justification

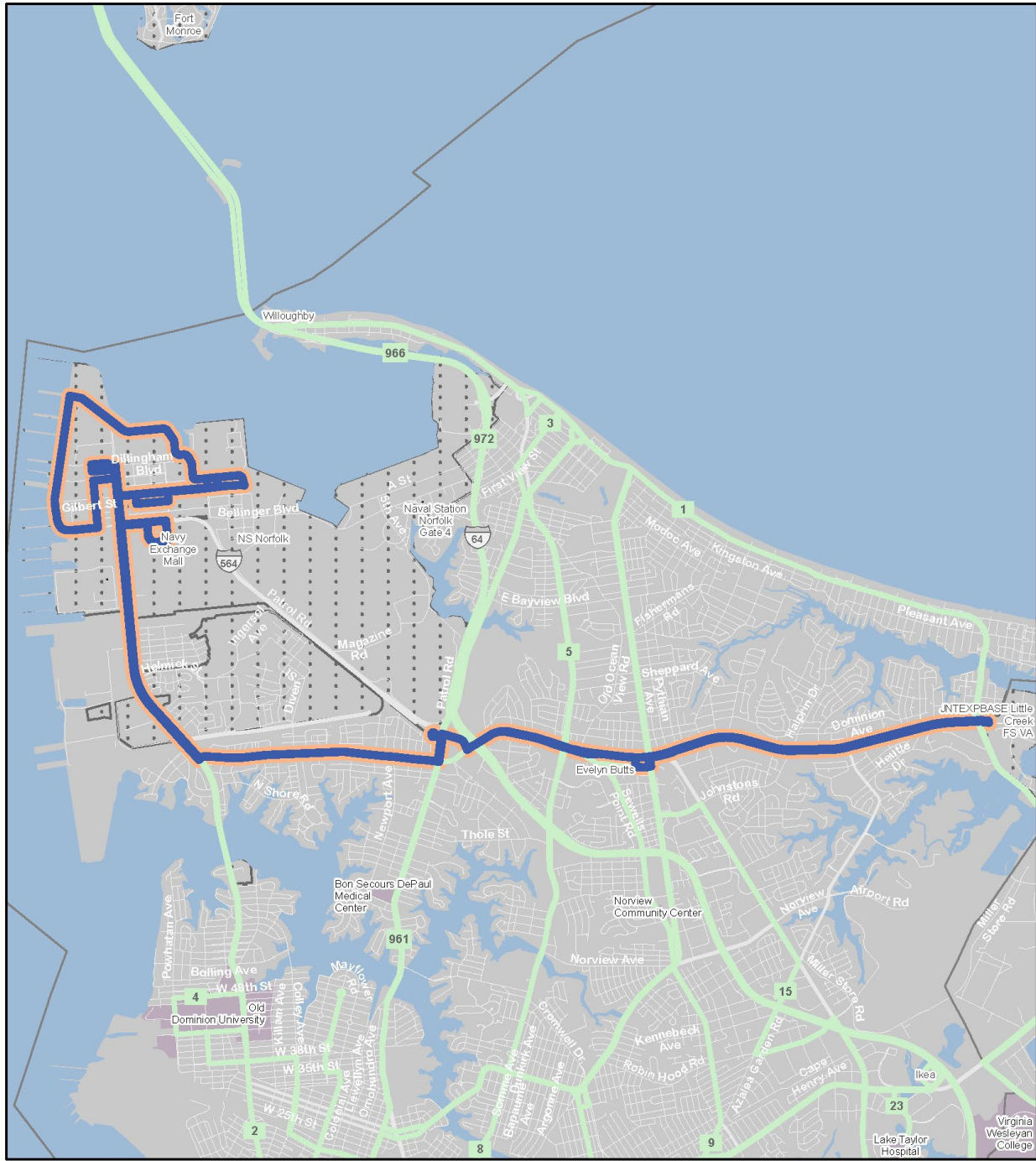
- Route 20 performs well on the six Key Performance Indicators (KPI) and is one of the highest performing routes in the system. Planned improvements will eliminate short turns on this route, providing continuous high-frequency service between Virginia Beach and Norfolk during the peak periods and providing consistent service across the whole length of the route in the other periods.
- This high-frequency Regional Backbone service will provide an enhanced regional connection between Downtown Norfolk and Virginia Beach, addressing a peak coverage demand gap in Virginia Beach.
- The service levels for Route 20 meet the service standards defined for Regional Backbone routes.

Route 20

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve Sunday non-base headway to 30 minutes.			✓
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 21



Route 21

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 21

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Navy Exchange Mall / Joint Expeditionary Base Little Creek	Naval Station Norfolk / Navy Exchange Mall / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk	Norfolk

Level of Service			
Span			
	Existing	Planned	
Weekday	5:11 a.m. - 1:17 a.m.	5:00 a.m. - 1:00 a.m.	
Saturday	5:12 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.	
Sunday	6:43 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	43	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Service Changes

- Route 21 will operate its main alignment along its current alignment between Navy Exchange Mall and Joint Expeditionary Base (JEB) Little Creek.
- Weekday and weekend service will be offered between 5:00 a.m. and 1:00 a.m. on the main alignment.
- On weekdays on the main alignment, service will be increased to every 15 minutes in the peak periods and during the midday and evening service will be improved to every half hour.
- On weekends there will be half hour service through much of the day on the main alignment.
- Two new patterns of Route 21 operate as a circulator inside Naval Station Norfolk. The Gold Route circulates on Hammond Avenue, Admiral Taussig Boulevard, Maryland Avenue, Gilbert Street, Morris Street, Bainbridge Avenue, Dillingham Boulevard, and Mall Drive. The Gold Route operates on weekdays between 6:00 a.m. and 6:00 p.m. and weekends between 9:00 a.m. and 6:00 p.m. with 30-minute headways. The Blue Route circulates on Gilbert Street, Tow Way Drive, Moffett Avenue, Massey Hughes Drive, Decatur Drive, Powhatan Street, and Maryland Avenue. The Blue Route operates on weekdays between 6:00 a.m. and 6:00 p.m. with 15-minute headways.

Route 21



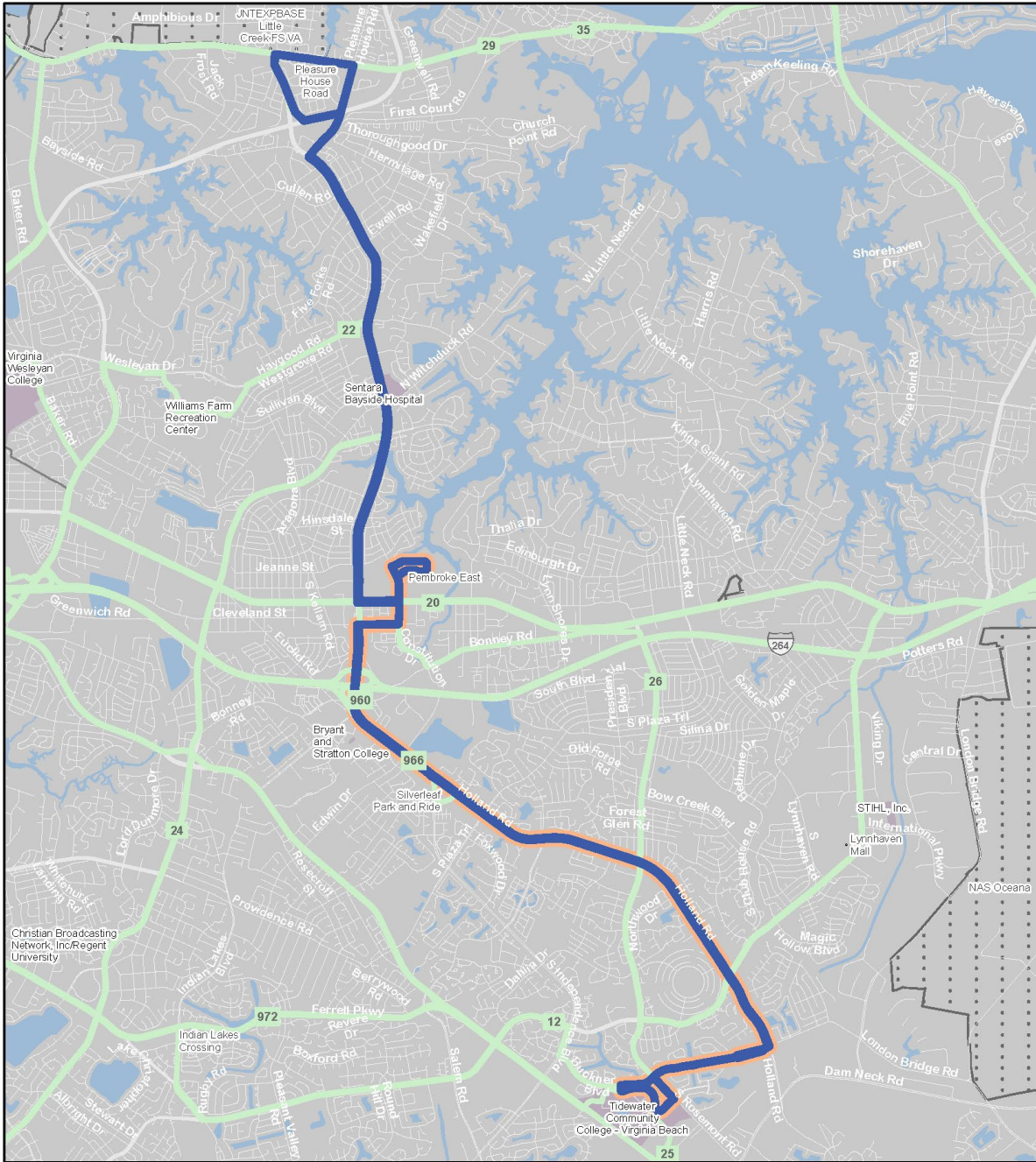
Justification

- Route 21 performs well on the six KPIs and will continue providing east-west connections in Norfolk in a similar fashion as currently operated.
- As a Regional Backbone route, Route 21 provides important crosstown connections. Shortening peak period headways on Route 21 addresses a peak coverage demand gap between JEB Little Creek and Navy Exchange Mall.
- Naval Station Norfolk (NSN) employs over 60,000 military personnel, contractors, and civilians and is the top employer in the Hampton Roads region. Automobile access to NSN depends on highly congested routes such as I-64 and I-564. The circulator service has the potential to improve regional accessibility, congestion, and air quality. The service will provide last-mile accessibility for employees who wish to arrive at the base on foot, bicycle, scooter, or transit, or by parking in the Exchange area outside the gate. This improvement in accessibility via the circulator has the potential to reduce congestion at security gates, which in turn could reduce traffic and congestion on local streets and the region's highways. This last-mile connection would reduce dependency on automobile travel within the base while also helping to limit parking turnover, which in turn has equity benefits by making NSN jobs more accessible to the region's residents who lack access to automobiles.
- The service levels for Route 21 meet the service standards defined for Regional Backbone routes.

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	Improve weekday peak headway to 15 minutes on the main alignment.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	On the Route 21 main alignment, improve weekday, Saturday, and Sunday span to 5:00 a.m. to 1:00 a.m. Also on the main alignment, improve weekday midday headways to 15 minutes, and weekday evening, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 36



Route 36

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 36

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Pembroke East / TCC Virginia Beach	Shore Drive / Pleasure House Road / Pembroke East / TCC Virginia Beach
Jurisdictions	Virginia Beach	Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	5:48 a.m. - 10:41 p.m.	5:00 a.m. - 1:00 a.m.	
Saturday	6:10 a.m. - 10:43 p.m.	5:00 a.m. - 12:00 a.m.	
Sunday	-	5:00 a.m. - 12:00 a.m.	
Headway			
	Existing	Planned	
Weekday	Early	30	30
	AM Peak	30	15
	Midday	60	30
	PM Peak	30	15
	Evening	60	30
	Late Night	-	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	30 minutes before 6:00 a.m.; 60 minutes after 9:00 p.m.
Sunday	Base	-	30
	Non-Base	-	30
	Early / Late	-	60

Service Changes

- Route 36 will be extended to Shore Drive and Pleasure House Road north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1.
- On weekdays Route 36 will provide 15-minute service during the peak periods and 30-minute service during the early, midday, and evening periods. Hourly service will be provided from 9:00 p.m. to 12:00 a.m. Weekday span of service will be extended to operate between 5:00 a.m. and 1:00 a.m.
- Sunday service will be introduced. On weekends, the span of service for both weekend days will be from 5:00 a.m. to midnight. Route 36 will operate with 30-minute headways throughout much of the weekend service day.



Justification

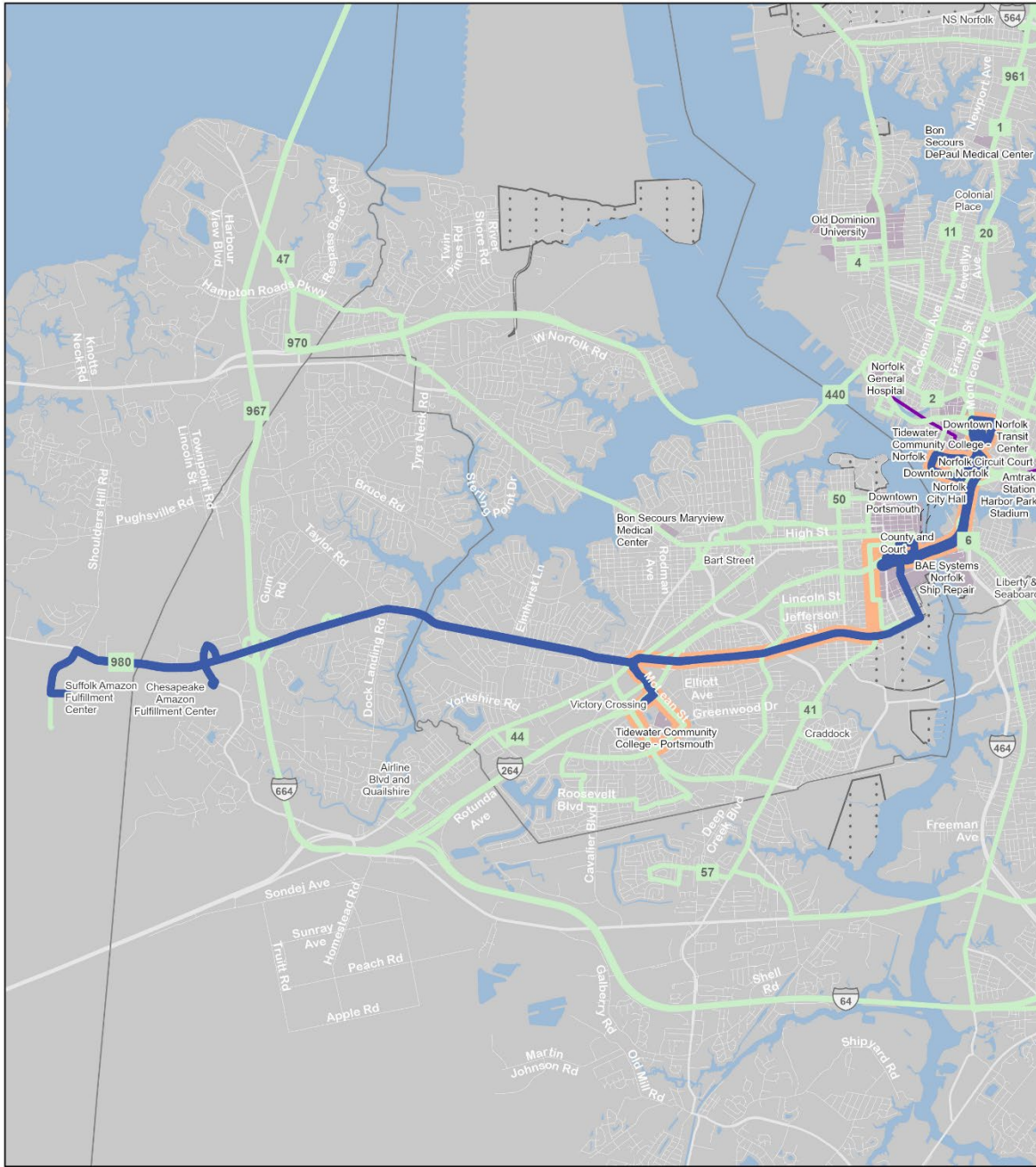
- Route 36 performs above average on most of the six Key Performance Indicators (KPI). The new extension of service on Route 36 connecting high-production areas will further improve the performance of the route.
- The extension of the service to Pleasure House Road will provide a north-south connection between Virginia Beach Avenue and Pleasure House Road. This new connection via the extended Route 36 addresses a gap in all-day transit demand and provides a higher level of service to the area. Route 36 will provide a cross-regional connection between Shore Drive and TCC Virginia Beach, which previously required a transfer.
- The service levels for Route 36 meet the service standards defined for Regional Backbone routes.

Route 36

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, restore weekday peak headways to 30 minutes. In Fall 2024, Route 36 is extended to Shore Drive and Pleasure House Road north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1. Improve weekday span to 5:00 a.m. to 1:00 a.m. Improve Saturday span to 5:00 a.m. to 12:00 a.m. Introduce Sunday service from 5:00 a.m. to 12:00 a.m., operating hourly. Improve weekday early, midday, weekday evening (until 7:00 p.m.), Saturday base, and Saturday non-base (until 7:00 p.m.) headways to 30 minutes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	Improve weekday peak headway to 15 minutes and improve weekday evening headway to 30 minutes for the full evening period.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	Improve Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.			✓
FY 2034	No changes.			
Out Years	No changes.			

Route 45



Route 45

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 45

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Victory Crossing	Downtown Norfolk Transit Center / Victory Crossing / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth	Suffolk, Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		4:39 a.m. - 11:54 p.m.	4:39 a.m. - 1:00 a.m.
Saturday		5:10 a.m. - 12:51 a.m.	5:10 a.m. - 12:51 a.m.
Sunday		6:06 a.m. - 10:51 p.m.	5:10 a.m. - 12:51 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	60	60
Saturday	Base	30	30 / 60
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	30 / 60
	Non-Base	60	30 / 60
	Early / Late	60	60

Note

This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.

Service Changes

- Route 45 will be extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Route 45 will no longer serve TCC-Portsmouth; rather it will remain at Victory Crossing after 7:00 p.m. on weekdays. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Blvd/Nansemond Parkway.
- In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41). Transferring the service onto Port Centre Parkway will improve route directness and decrease travel time.
- Route 45 is a Regional Backbone service that will operate on weekdays between 4:39 a.m. and 1:00 a.m. between Victory Crossing, Downtown Portsmouth, and Norfolk. Route 45 will provide 15-minute service between Victory Crossing and Downtown Norfolk during AM and PM peak periods, with non-peak period (except late night) service being offered at half hour intervals within Portsmouth and to Norfolk.
- The existing Saturday span of service will be maintained and service will be offered every half hour between Downtown Norfolk and Victory Crossing between 6:00 a.m. and 9:00 p.m. Saturday service will be offered every half hour across the whole route from 8:00 a.m. to 6:00 p.m.—before and after that it will be hourly.
- Sunday span will be extended to match Saturday and headways will be improved to match Saturday.



Justification

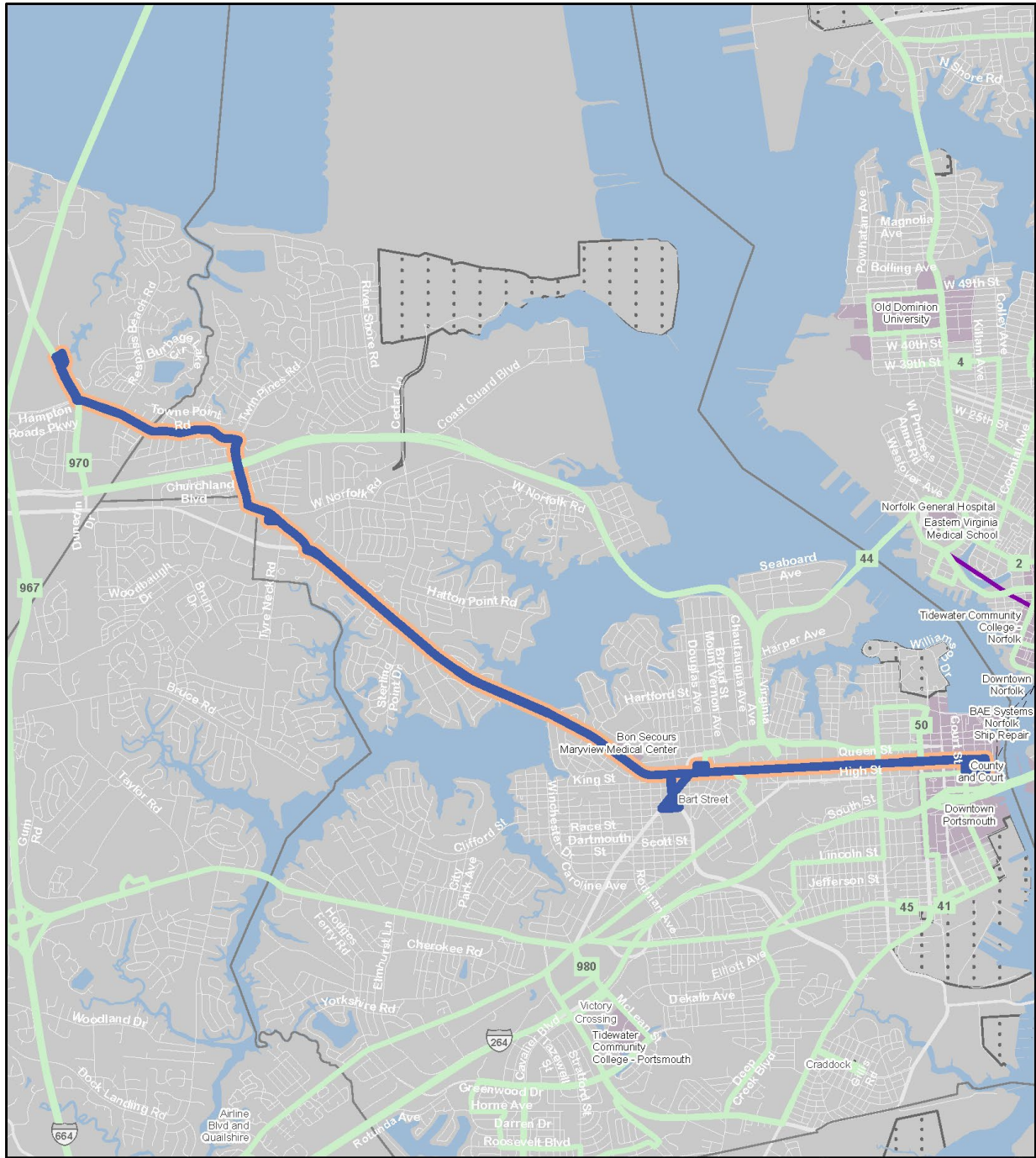
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- Serving the new Amazon facilities with Route 45 will connect workers from across the region to thousands of new jobs via transit. The extension to the new Amazon facilities will be evaluated in HRT's next Transit Strategic Plan.

Route 45

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 45 is extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Boulevard and Nansemond Parkway. In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41). Improve weekday span to end at 1:00 a.m. Improve Sunday span to 5:10 a.m. to 12:51 a.m. Restore weekday peak headways to 15 minutes between DNTC and Victory Crossing. Improve Sunday base and non-base headways on the short turn to 30 minutes. In Fall 2024, there are no changes.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 47



Route 47

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 47

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Churchland	Downtown Portsmouth / Churchland
Jurisdictions	Suffolk, Portsmouth	Suffolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
	Weekday	5:49 a.m. - 10:30 p.m.	5:00 a.m. - 1:00 a.m.
	Saturday	6:03 a.m. - 10:30 p.m.	5:00 a.m. - 12:00 a.m.
	Sunday	6:33 a.m. - 7:30 p.m.	5:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	-	60
Saturday	Base	30	30
	Non-Base	60	30 / 60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	60	30 / 60
	Early / Late	-	60

Note	
This route's existing service operates with regular short turns. The existing headways that are listed in this table may not necessarily apply to the full length of the existing route. This route's planned service also operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- The alignment for Route 47 will remain predominantly the same as existing, with the addition of providing service every half hour between downtown Portsmouth and the Walmart/Frederick Boulevard commercial area during the weekday peaks, weekday midday, and weekend base periods; with the elimination of Route 43, Route 47 will continue to provide this connection with a longer span of service and better headways between Downtown Portsmouth and the commercial area.
- Weekday peak period service and midday service is to remain the same as existing: during weekday peak periods there will be 15-minute high-frequency service between Village Street and Churchland Boulevard and County Street and Court Street (the short turn) and 30-minute service from College Drive and Lake View Parkway to County Street and Court Street (the full length of the route). During the weekday midday period there will be 30-minute service along the full length of the route. Early and evening service will operate every 30 minutes between Village Street and Churchland Boulevard and County Street and Court Street and every 60 minutes along the full length of the route. Late night service will operate hourly along the full length of the route.
- The weekday span of service is increased to operate from 5:00 a.m. to 1:00 a.m.
- Weekend service will begin earlier at 5:00 a.m. and end later at midnight, providing service all day to College and Lakeview. On weekends there will be 30-minute service along the full length of the route during the base period, 30-minute service along the short turn and 60-minute service along the full length of the route in the non-base period, and hourly service in the early/late period.



Justification

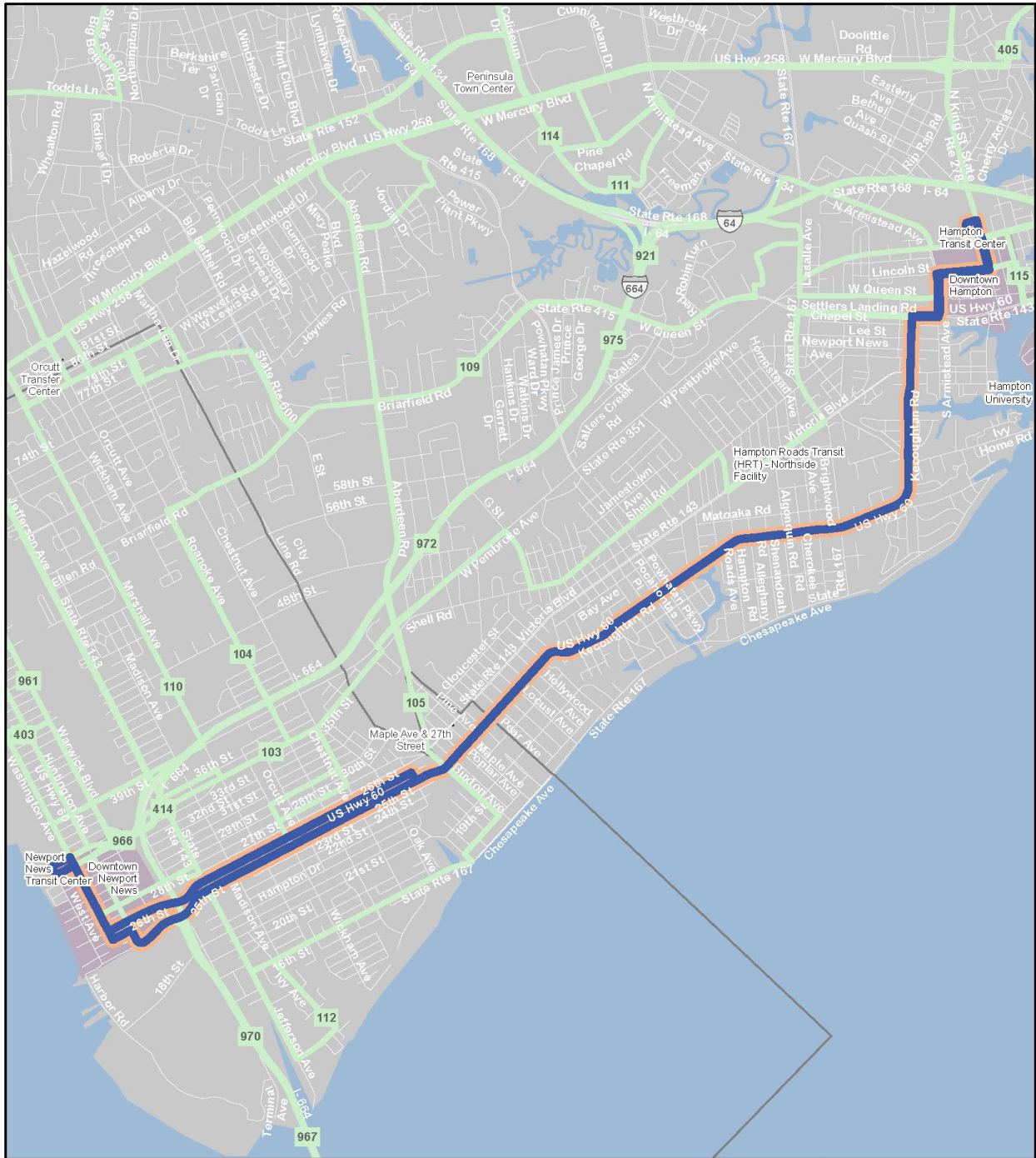
- The current Route 47 service offers an important connection between Downtown Portsmouth and the neighboring City of Suffolk, enabling a direct connection to the Suffolk Transit bus system.
- The service levels for Route 47 meet the service standards defined for Regional Backbone routes.

Route 47

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 47 is realigned to serve the Walmart/Frederick Boulevard commercial area, covering a portion of the eliminated Route 43. Improve weekday span to 5:00 a.m. to 1:00 a.m. and weekend span to 5:00 a.m. to 12:00 a.m. Restore weekday peak and midday headways to 30 minutes along the full length of the route. Restore weekday early and evening headways to 30 minutes on the short turn (between Village Street and Churchland Boulevard and County Street and Court Street). On both weekend days Route 47 will serve College and Lakeview (the full length of the route) every 30 minutes from 8:00 a.m. to 6:00 p.m. and hourly for the rest of the span of service. During the weekend non-base period, service is offered every 30 minutes on the short turn. In Fall 2024, there are no changes.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Improve weekday peak headway to 15 minutes on the short turn.			✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 101



Route 101

Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 101

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Kecoughtan) Downtown Newport News / Downtown Hampton	(Kecoughtan) Downtown Newport News / Downtown Hampton
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:15 a.m. - 12:10 a.m.	5:00 a.m. - 1:00 a.m.
Saturday		5:15 a.m. - 12:10 a.m.	5:15 a.m. - 12:10 a.m.
Sunday		5:45 a.m. - 8:08 p.m.	5:15 a.m. - 12:10 a.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	35	15
	Midday	35	30
	PM Peak	35	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	35	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- No changes from existing service alignment.
- Weekday service will be offered between 5:00 a.m. and 1:00 a.m.
- Service during the weekday peak periods will be offered every 15 minutes. During the weekday early, midday, and evening periods, service will be offered every 30 minutes, and hourly service will be offered in the late-night period.
- On weekends, Sunday service is expanded to match current Saturday levels of service from 5:15 a.m. to 12:10 a.m., with 30-minute headways from 6:00 a.m. to 9:00 p.m. and 60-minute headways during other times.



Justification

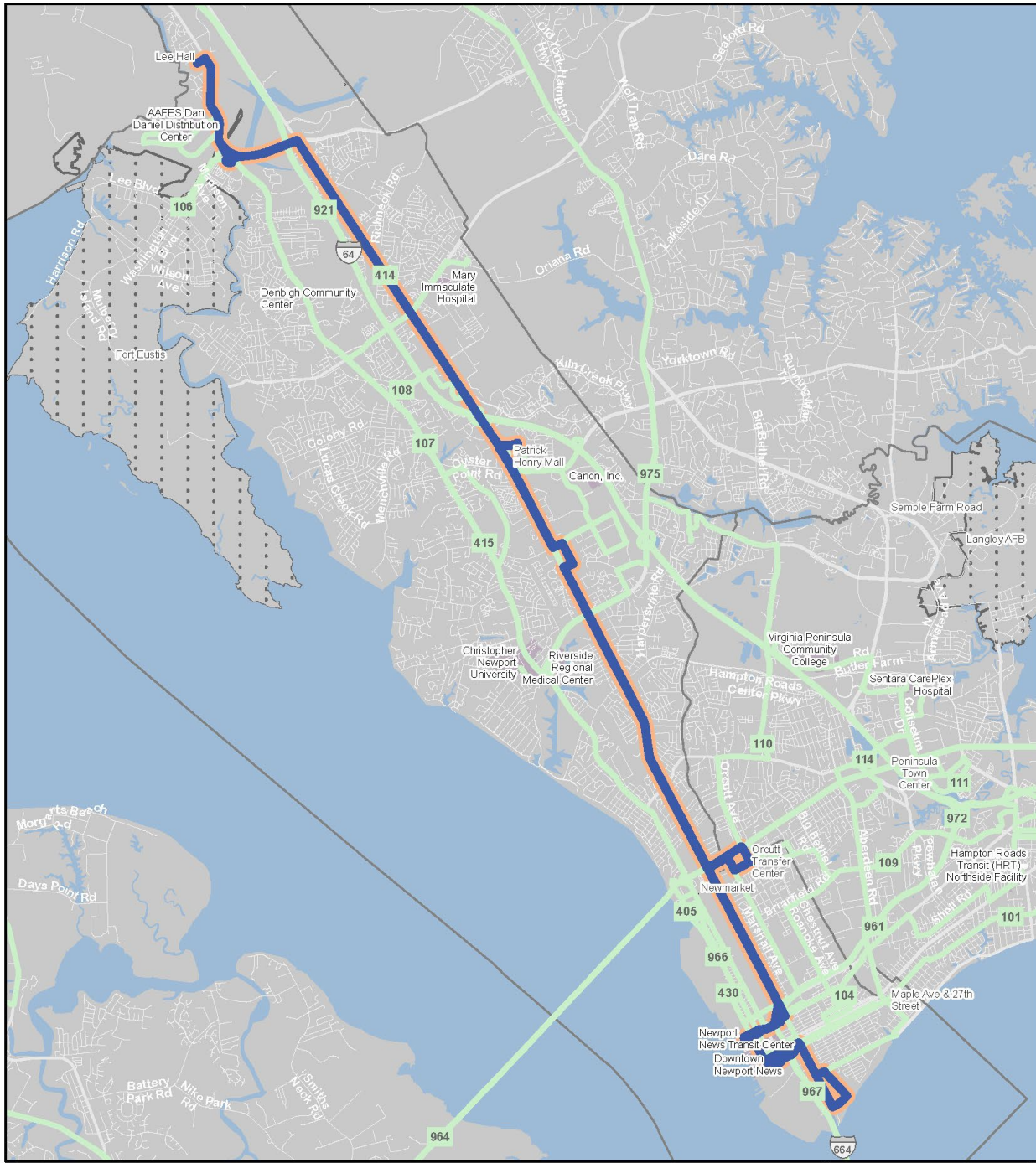
- Route 101 performs well on the six Key Performance Indicators (KPI) and warrants an increase in service.
- The service levels for Route 101 meet the service standards defined for Regional Backbone routes.

Route 101

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓		
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes			
FY 2027	Restore weekday early headway to 30 minutes and weekday peak, weekday midday, and Saturday base headways to 35 minutes.			
FY 2028	Improve weekday span to 5:00 a.m. to 1:00 a.m. and improve Sunday span to 5:15 a.m. to 12:10 a.m. Improve weekday peak headways to 15 minutes and weekday midday, weekday evening, Saturday base, Saturday non-base, Sunday base, and Sunday non-base headways to 30 minutes.		✓	✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 112



Route 112

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 112

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service		
Span		
	Existing	Planned
Weekday	5:00 a.m. - 1:00 a.m.	4:55 a.m. - 1:00 a.m.
Saturday	4:55 a.m. - 12:57 a.m.	4:55 a.m. - 12:57 a.m.
Sunday	5:15 a.m. - 12:30 a.m.	5:15 a.m. - 12:35 a.m.

Headway			
		Existing	Planned
Weekday	Early	30	30 / 60
	AM Peak	15 / 30	15 / 30
	Midday	30	15 / 30
	PM Peak	15 / 30	15 / 30
	Evening	30	30 / 60
	Late Night	30	60
Saturday	Base	30	15 / 30
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	15 / 30
	Non-Base	60	30 / 60
	Early / Late	-	60

Note	
This route's service operates with short turns. The two numbers listed in the table show the headways for the portions of the route with and without the short turn. To see where the short turn operates, please refer to the route description in the Service Changes bullets.	

Service Changes

- No change to existing alignment.
- On weekdays, service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall from 6:00 a.m. to 6:00 p.m. and every 30 minutes to Lee Hall. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m. service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly on the extension to Lee Hall. After 11:00 p.m., service will operate hourly along the whole length of the route.
- During the weekend base period, service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall and every 30 minutes to Lee Hall. During the weekend non-base period, service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly to Lee Hall. During the weekend early/late period service will operate hourly along the whole length of the route.



Justification

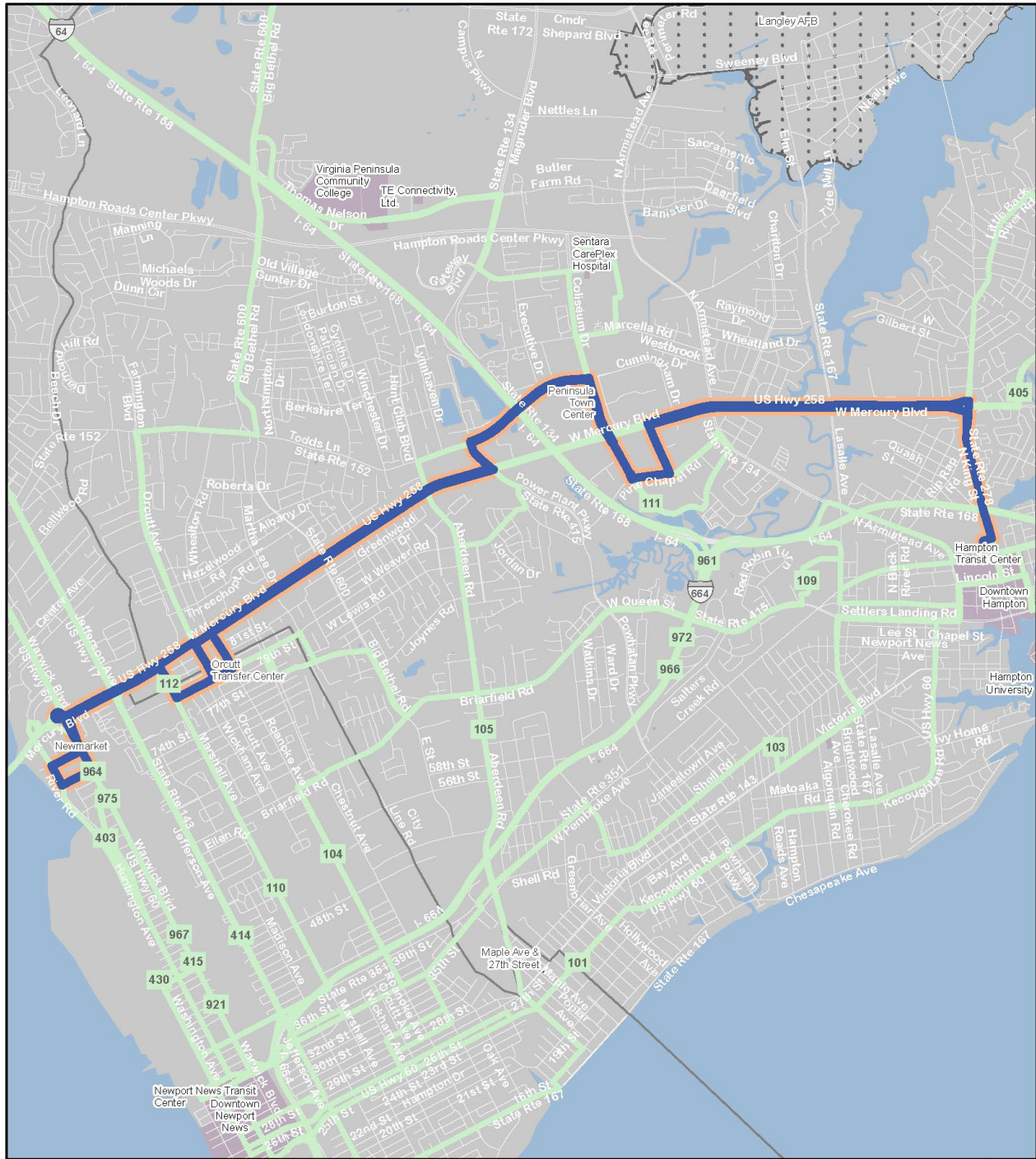
- Route 112 is performing well based on the six Key Performance Indicators (KPI). Route 112 is one of the alignments identified in the Peninsula BRT corridor study plan. Service will be increased, in line with the travel demand along the route and the BRT study plan.
- These service changes address an all-day service gap in Newport News.
- The levels of service for Route 112 meet the service standards defined for Regional Backbone routes.

Route 112

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes on the short turn. On Sundays, improve non-base headways to 30 minutes on the short turn and provide service on the full length of the route all day with 30-minute service during the base period and hourly service at all other times.			✓
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 114



Route 114

Focus Route

-  Planned Alignment
-  Existing Alignment

 Planned System

 Light Rail

 Ferry

 Military Base

 Activity Center

 City Boundary



Route 114

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newmarket / Downtown Hampton	Newmarket / Downtown Hampton
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		6:20 a.m. - 11:38 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:45 a.m. - 11:32 p.m.	6:00 a.m. - 12:00 a.m.
Sunday		6:45 a.m. - 7:30 p.m.	6:00 a.m. - 12:00 a.m.
Headway			
		Existing	Planned
Weekday	Early	-	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- No change to existing alignment.
- Route 114 span of service will be improved to operate from 5:00 a.m. to 1:00 a.m. on weekdays and from 6:00 a.m. to 12:00 a.m. on weekends.
- On weekdays from 6:00 a.m. to 6:00 p.m., Route 114 will operate every 15-minutes. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m., service will operate at half hour intervals. After 11:00 p.m., service will be offered hourly.
- On weekends, 15-minute service will be provided during the base period, 30-minute service will be provided during the non-base period, and hourly service will operate otherwise.



Justification

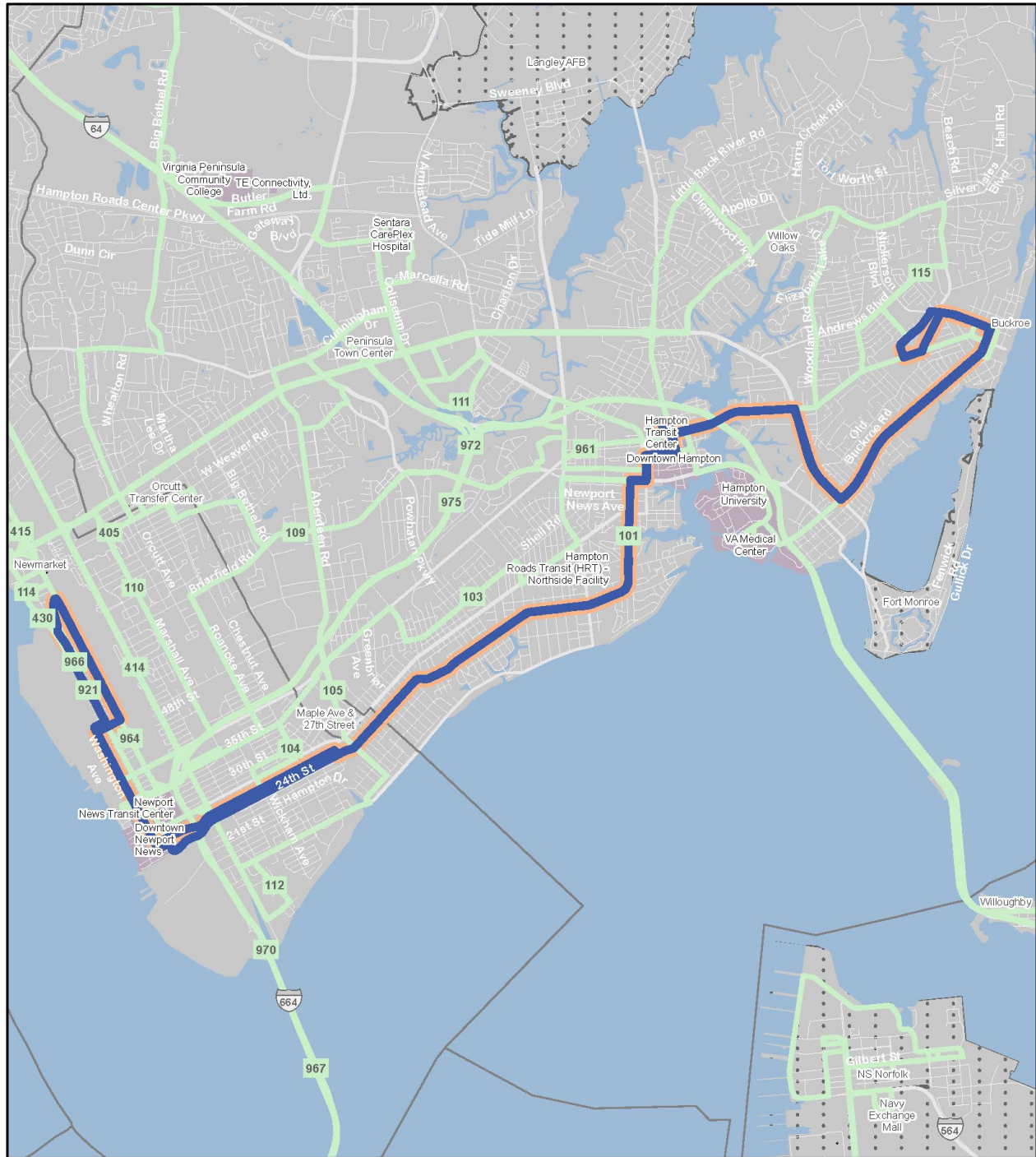
- Route 114 is performing well on the six Key Performance Indicators (KPI). Route 114 is one of the alignments identified in the Peninsula BRT corridor study plan—the planned and existing alignment match that from the corridor plan. Route 114 service will improve in line with the travel demand along the route and the BRT study plan.
- These service changes address an all-day service gap between Newport News and Hampton by increasing midday service in this area.
- The levels of service for Route 114 meet the service standards defined for Regional Backbone routes.

Route 114

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Improve weekday midday, Saturday base, and Sunday base headways to 15 minutes. Improve weekday evening, Saturday non-base, and Sunday non-base headways to 30 minutes.			✓
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 403



Route 403

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 403

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Buckroe Shopping Center	Buckroe Shopping Center
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:28 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.	5:28 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	-	-
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

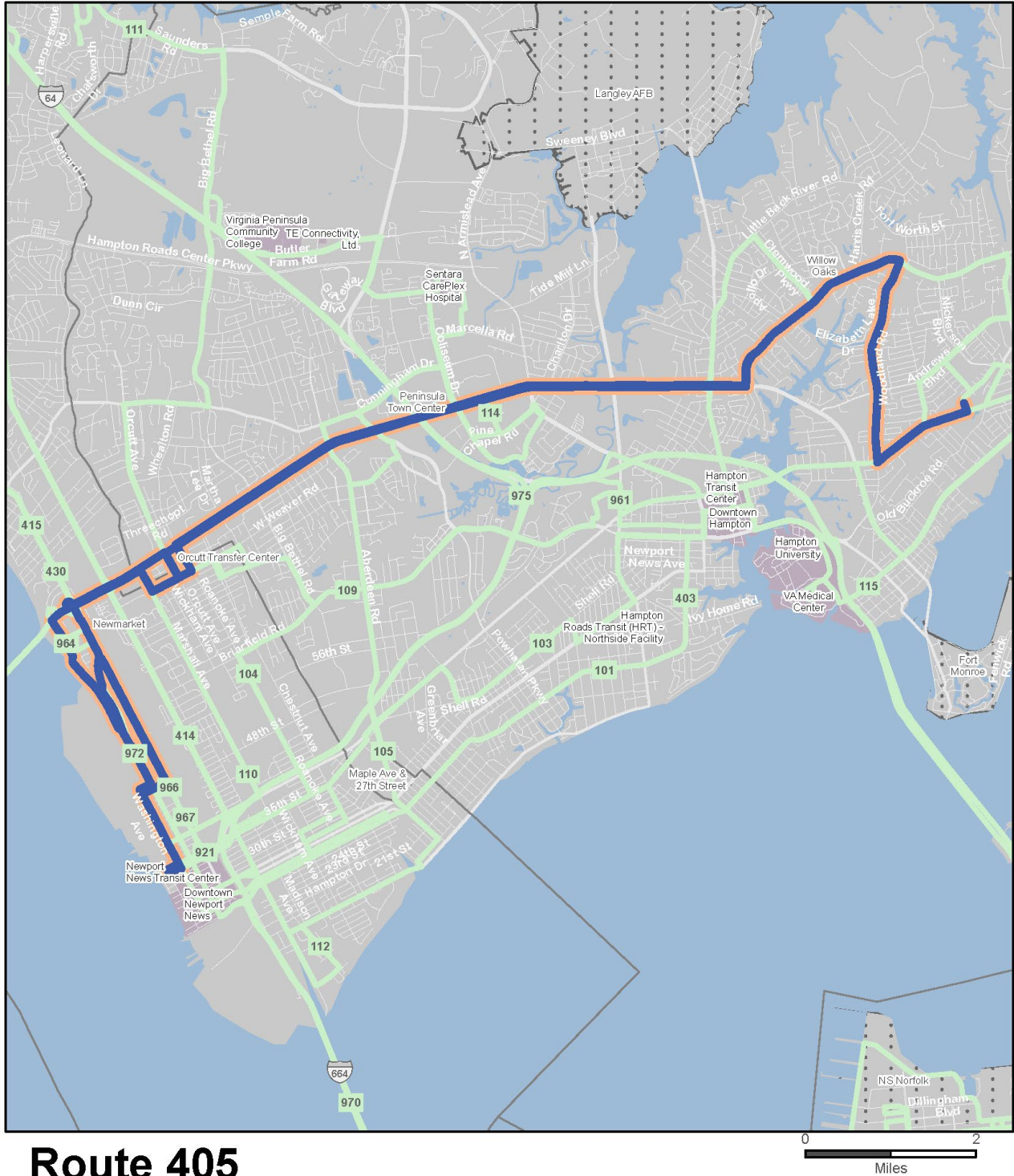
- Route 403 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 403

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 405



Route 405

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 405

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Buckroe	Newport News Transit Center / Buckroe
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		4:50 a.m. - 5:50 a.m.; 2:40 p.m. - 4:38 p.m.	4:50 a.m. - 5:50 a.m.; 2:40 p.m. - 4:38 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

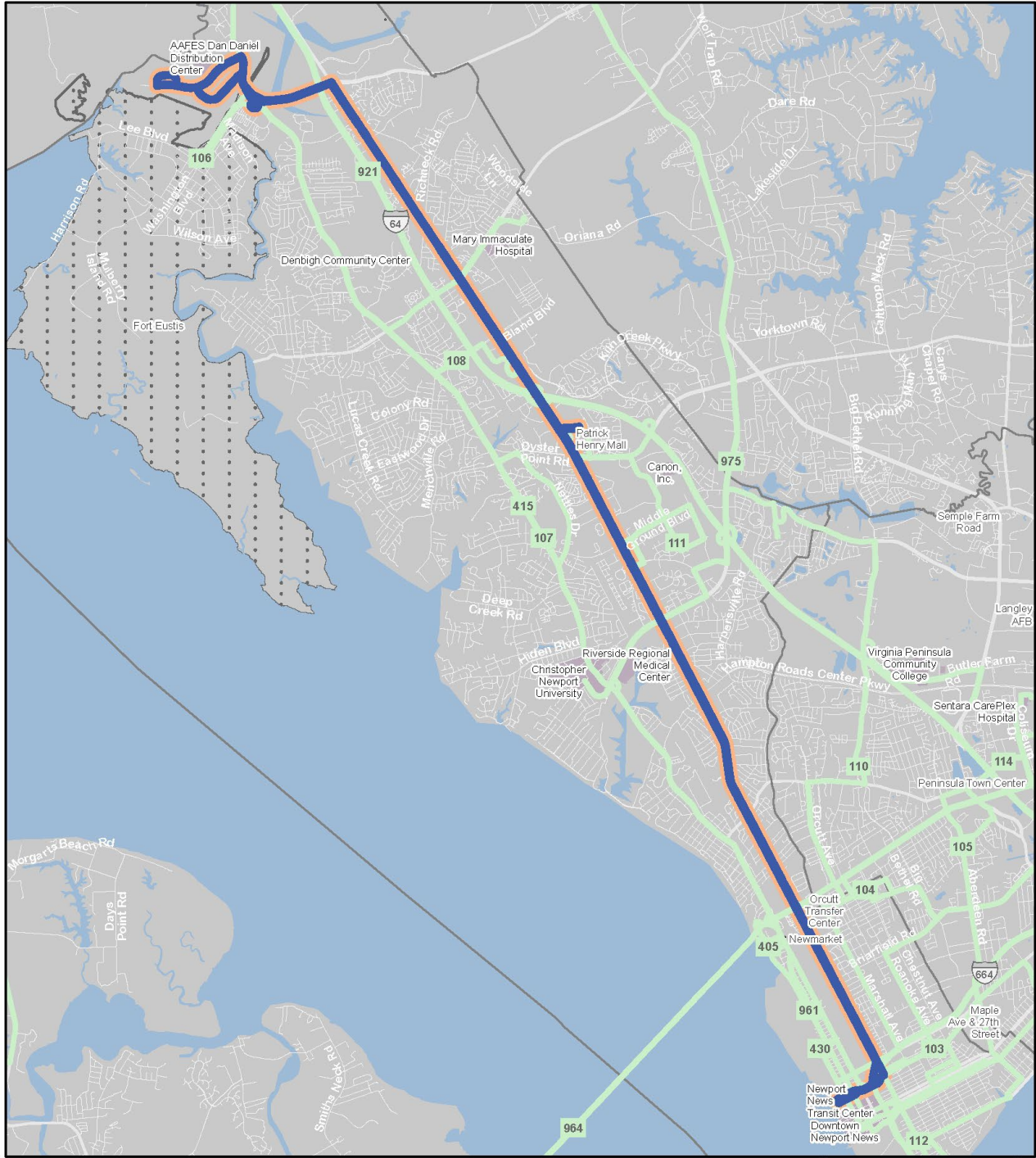
- Route 405 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 405

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 414



Route 414

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 414

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Jefferson / Oakland	Newport News Transit Center / Jefferson / Oakland
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:20 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.	5:20 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

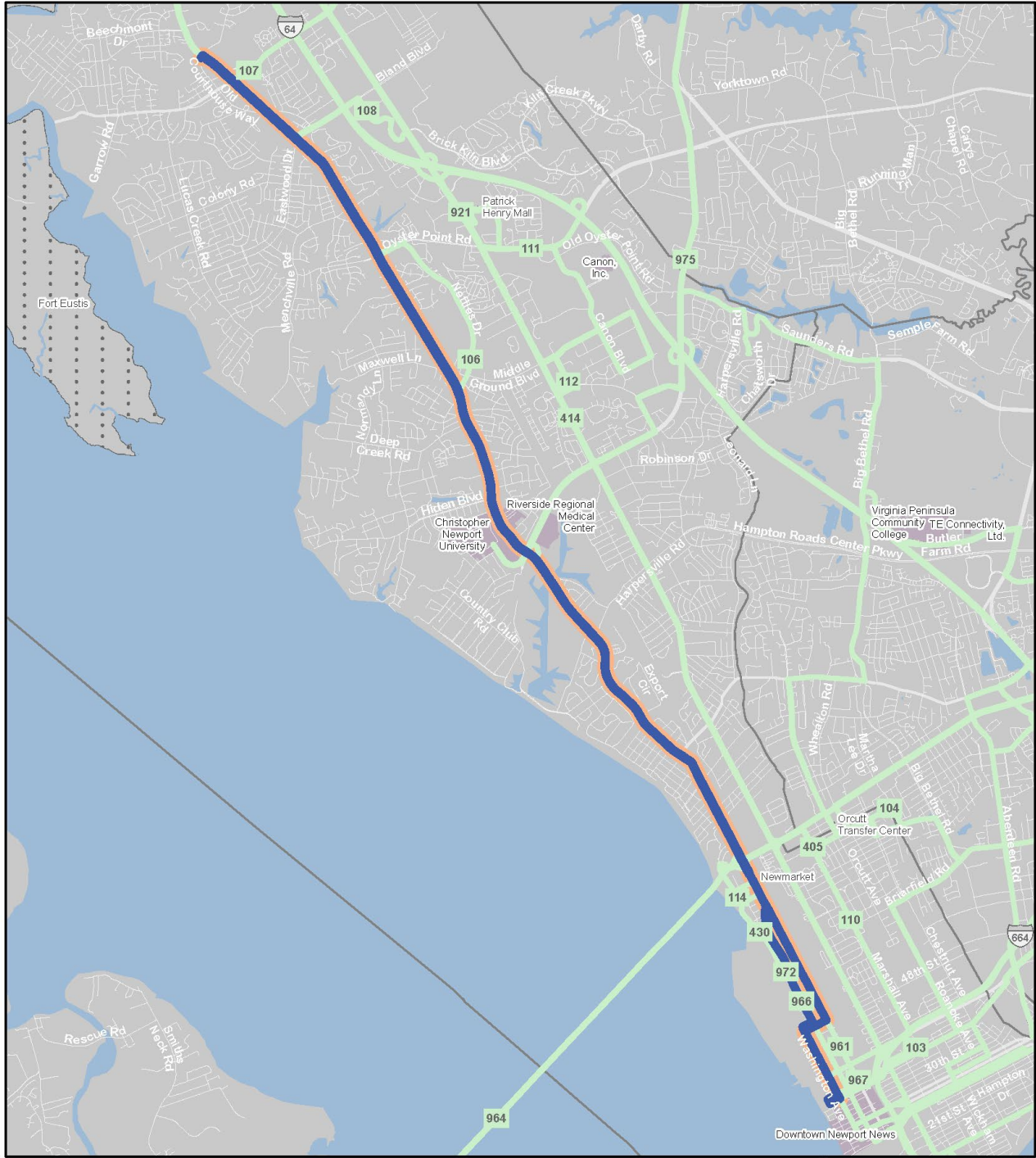
- Route 414 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 414

Improvements by Year


Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 415



Route 415

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 415

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Denbigh	Newport News Transit Center / Denbigh
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
	Existing	Planned	
Weekday	6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.	6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

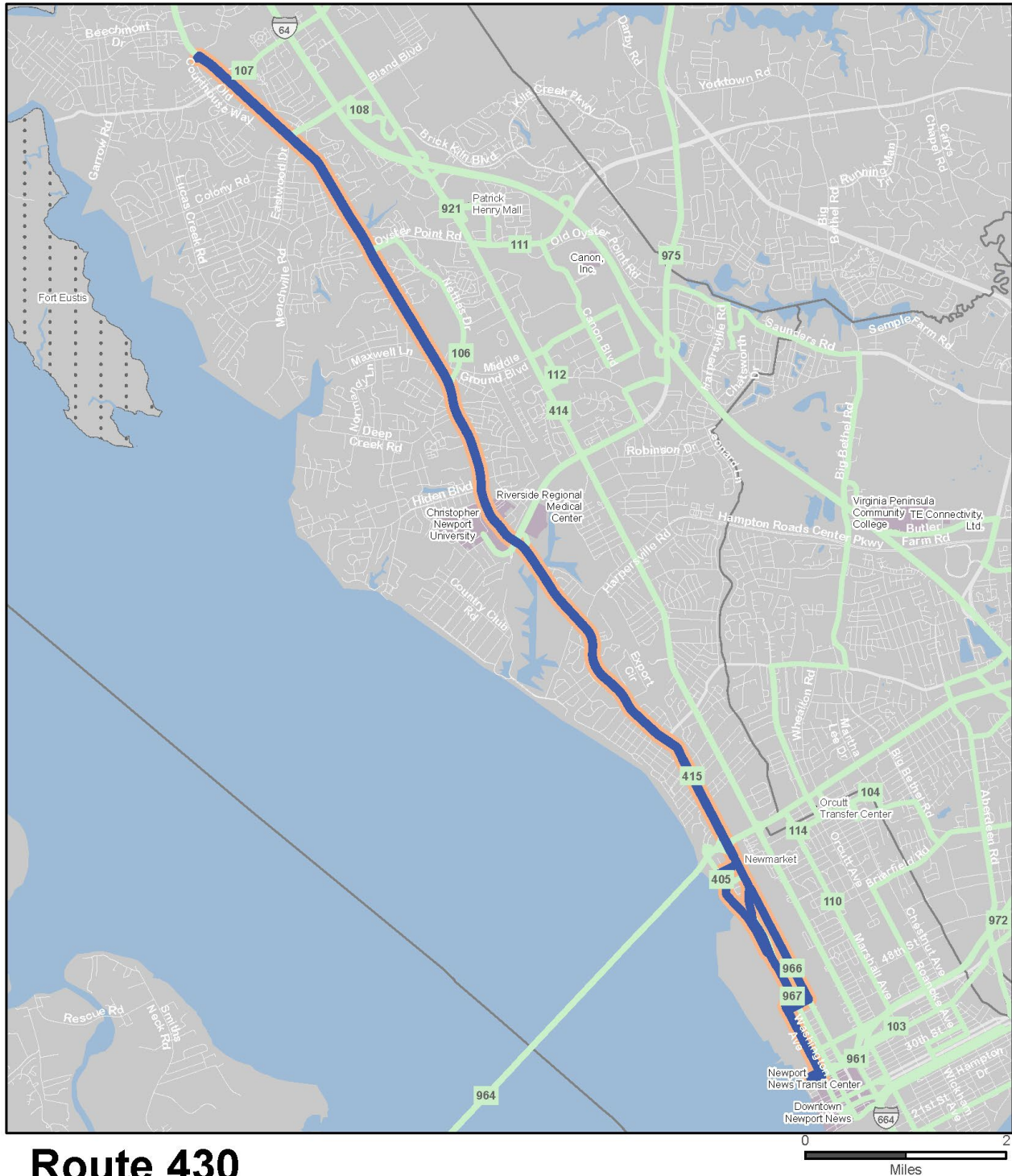
- Route 415 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 415

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 430



Route 430

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary

Route 430

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Denbigh Fringe	Denbigh Fringe
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:35 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.	5:00 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- One trip will be added to Route 430 at 5:00 a.m.



Justification

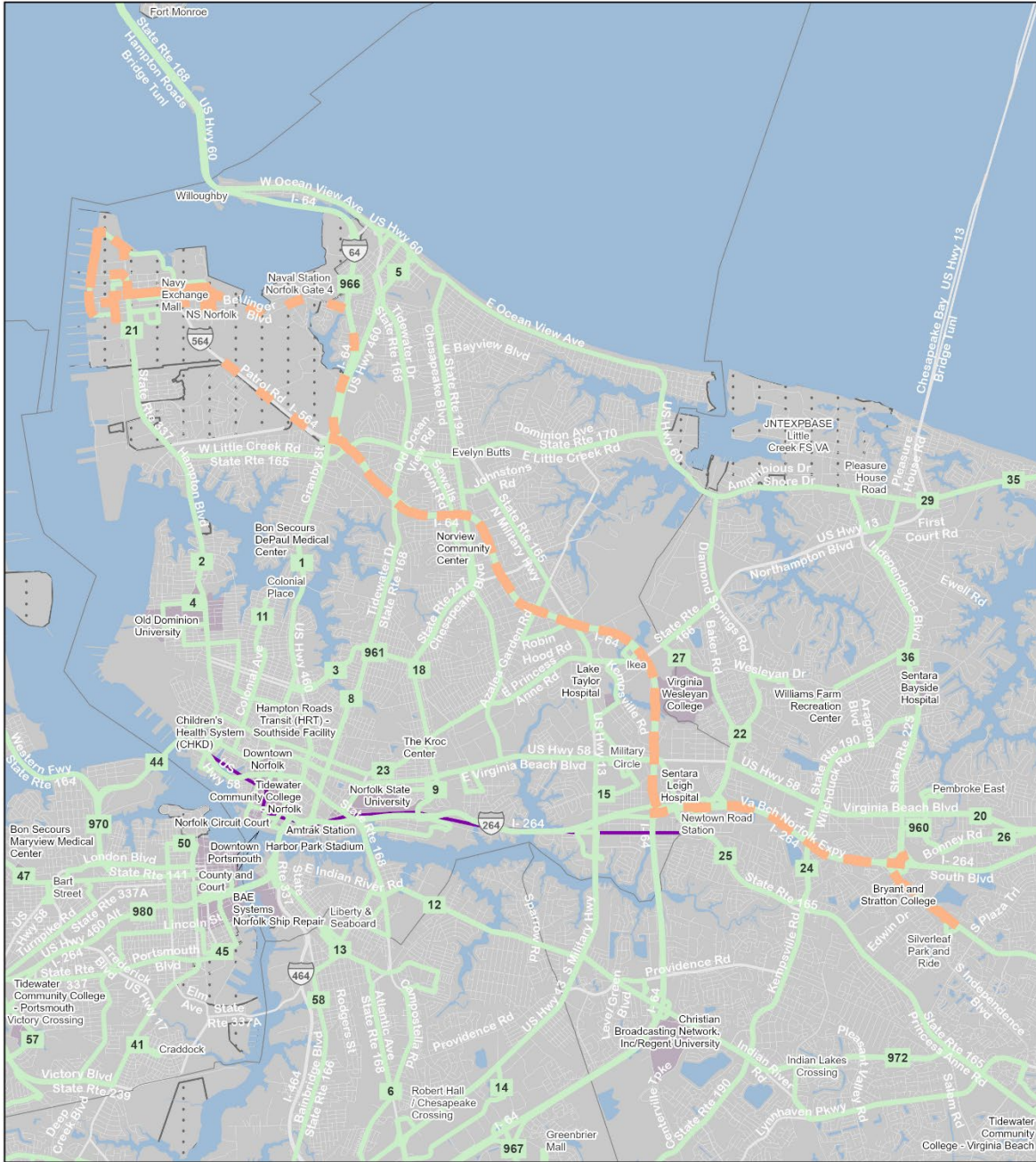
- The additional trip will be added to meet shift-specific demand.

Route 430

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	One trip is added in the early period.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 919



Route 919

Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 919

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Naval Station Norfolk Gate 4	-
Jurisdictions	Norfolk, Virginia Beach	-

Level of Service			
Span			
		Existing	Planned
Weekday		5:10 a.m. - 7:26 a.m.; 2:54 p.m. - 4:13 p.m.	-
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	-
	AM Peak	2 Trips	-
	Midday	-	-
	PM Peak	3 Trips	-
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 119 will be eliminated.



Justification

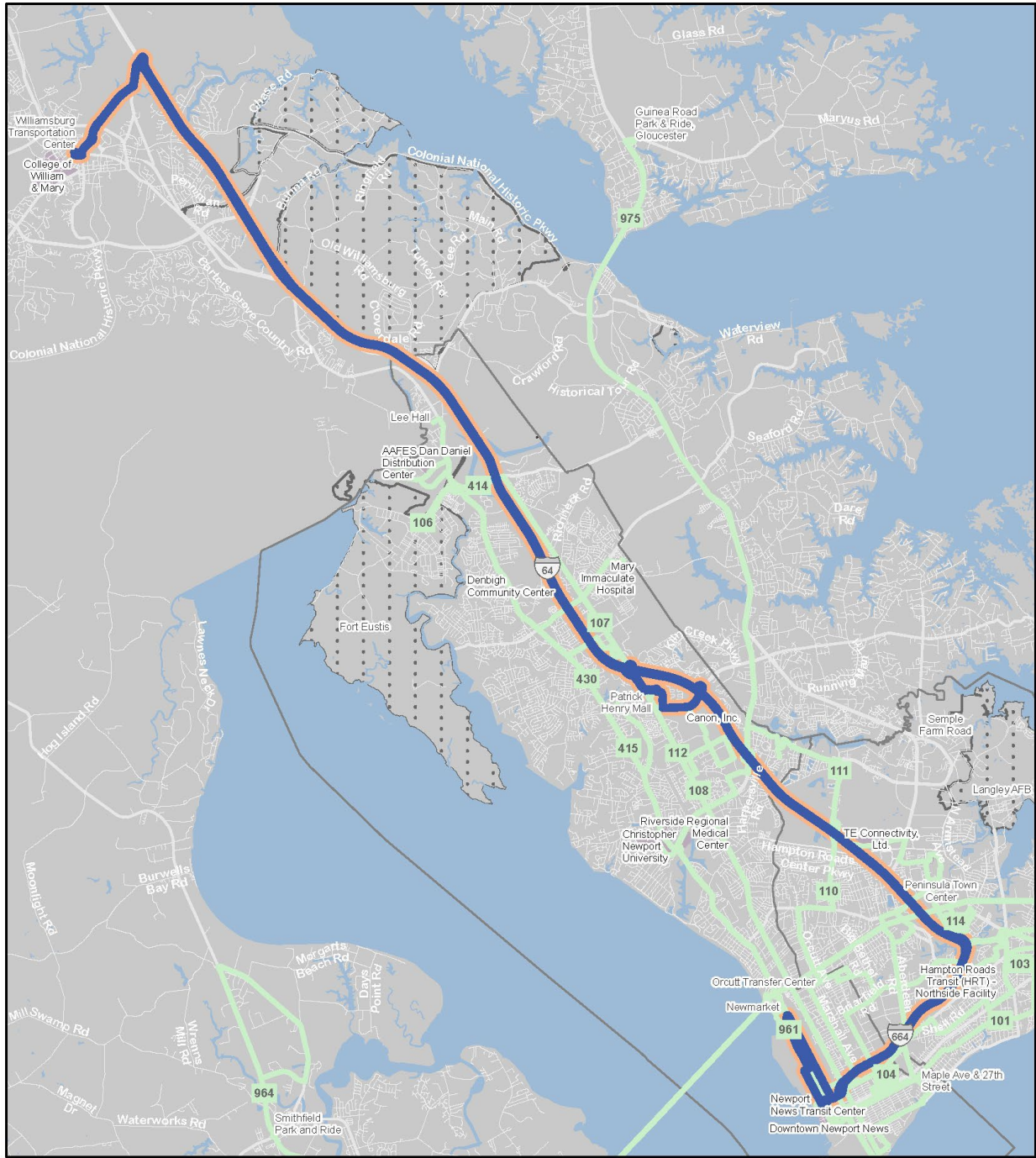
- Demand remains low for this route as ridership has not recovered as a result of the pandemic.

Route 919

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 919 is eliminated.	✓	✓	✓
FY 2025 (Spring 2025)	-			
FY 2026	-			
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 921



Route 921

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 921

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Williamsburg Transportation Center	Newport News Transit Center / Williamsburg Transportation Center
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:30 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.	5:30 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

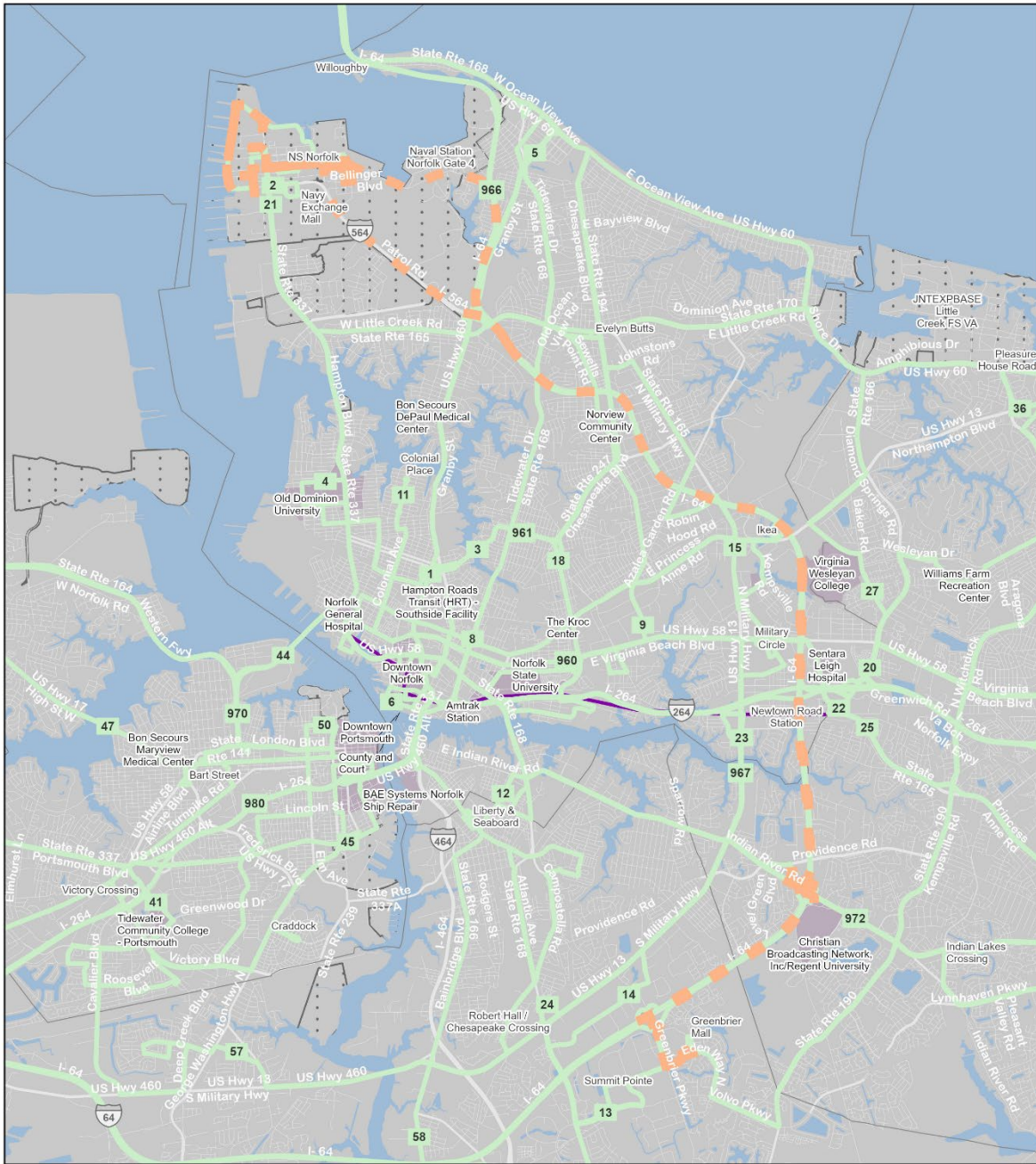
- Route 921 service will remain unchanged from what is currently offered.

Route 921

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 922



Route 922

Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 922

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Greenbrier Mall Park & Ride / Naval Station Norfolk Gate 4	-
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	-

Level of Service			
Span			
		Existing	Planned
Weekday		5:00 a.m. - 6:10 a.m.; 2:55 p.m. - 3:45 p.m.	-
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	3 Trips	-
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	-
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Service on this route will be eliminated.



Justification

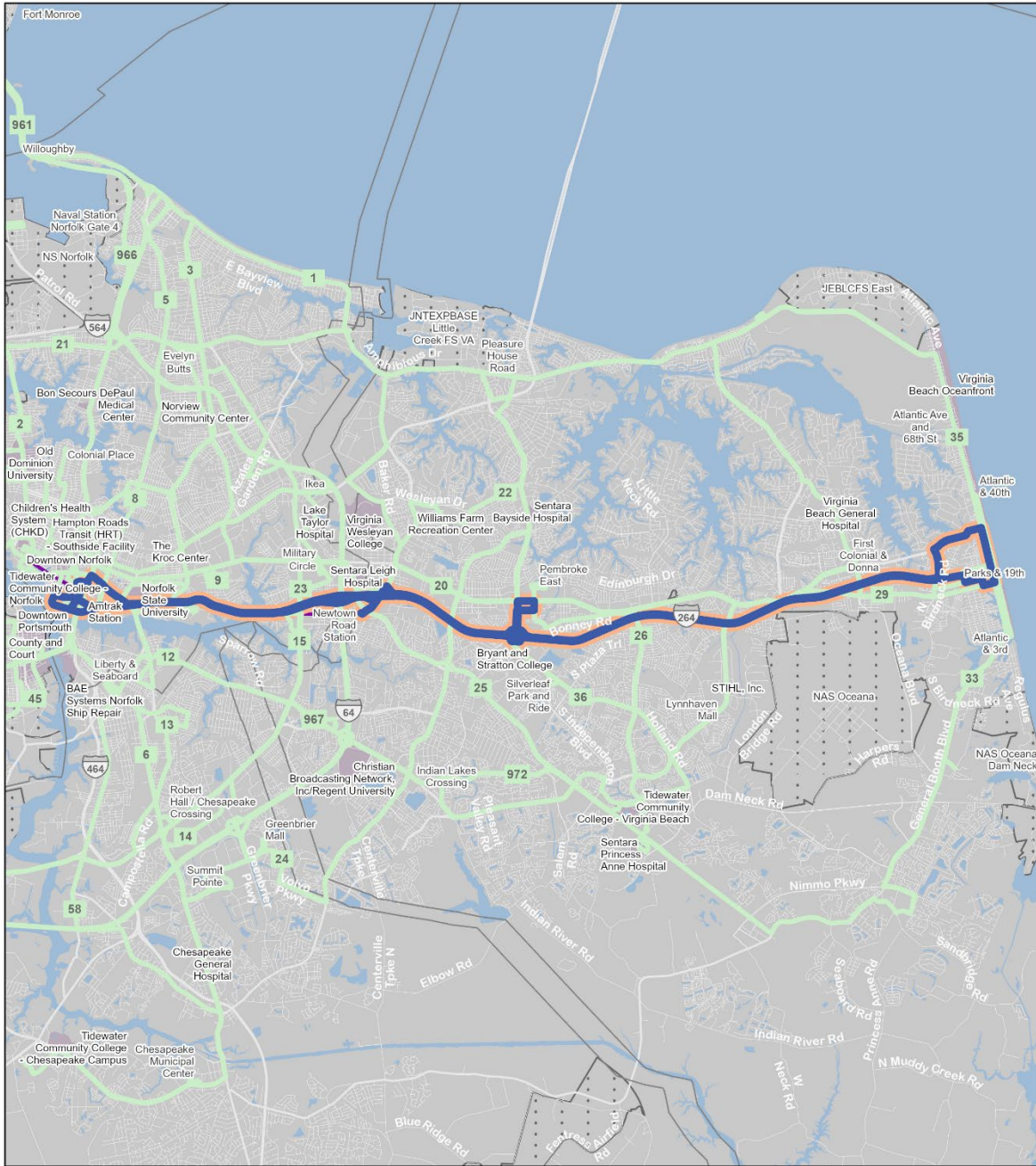
- Demand remains low for this route as ridership has not recovered as a result of the pandemic.

Route 922

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, Route 922 is eliminated.	✓	✓	✓
FY 2025 (Spring 2025)	-			
FY 2026	-			
FY 2027	-			
FY 2028	-			
FY 2029	-			
FY 2030	-			
FY 2031	-			
FY 2032	-			
FY 2033	-			
FY 2034	-			
Out Years	-			

Route 960



Route 960

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 960

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Virginia Beach Oceanfront	Downtown Norfolk Transit Center / Virginia Beach Oceanfront
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	5:35 a.m. - 8:19 p.m.	5:35 a.m. - 8:19 p.m.	
Saturday	6:30 a.m. - 8:19 p.m.	6:30 a.m. - 8:19 p.m.	
Sunday	7:50 a.m. - 8:44 p.m.	7:50 a.m. - 8:44 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No changes to existing alignment.
- On weekdays and weekends, span will be improved to operate from 5:00 a.m. to 9:00 p.m.



Justification

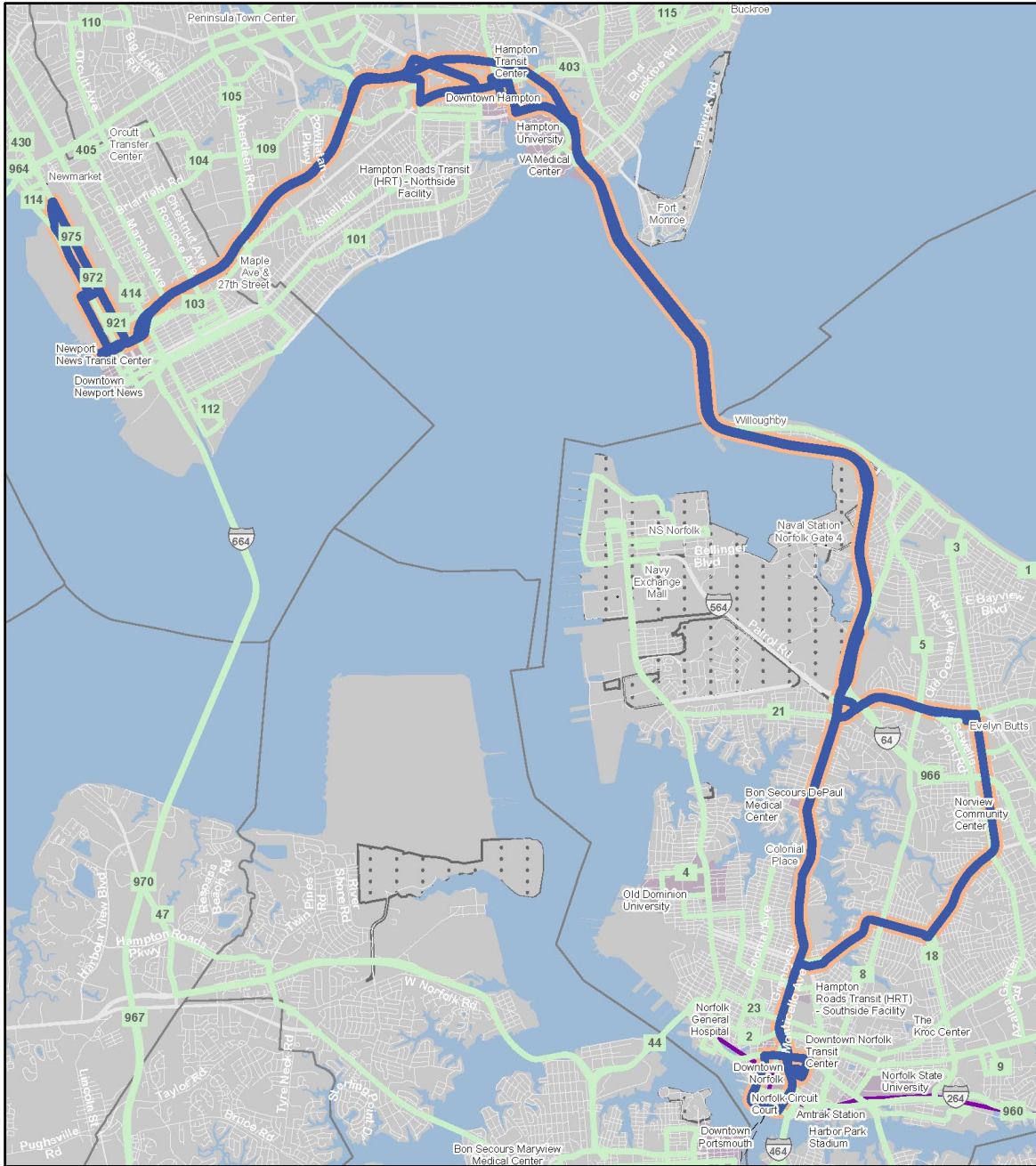
- Now that Route 960's fare has been lowered to that of regular fixed-route service (as of November 2021), it will become more attractive for riders, and the span increase is warranted. The performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 960

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	In May 2024, improve weekday, Saturday, and Sunday span to 5:00 a.m. to 9:00 p.m.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 961



Route 961

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 961

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Newport News / Downtown Hampton / Downtown Norfolk	Downtown Newport News / Downtown Hampton / Downtown Norfolk
Jurisdictions	Norfolk, Hampton, Newport News	Norfolk, Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		4:55 a.m. - 11:12 p.m.	4:55 a.m. - 11:12 p.m.
Saturday		4:58 a.m. - 10:57 p.m.	4:58 a.m. - 10:57 p.m.
Sunday		7:00 a.m. - 8:58 p.m.	7:00 a.m. - 8:58 p.m.
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	40	40
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

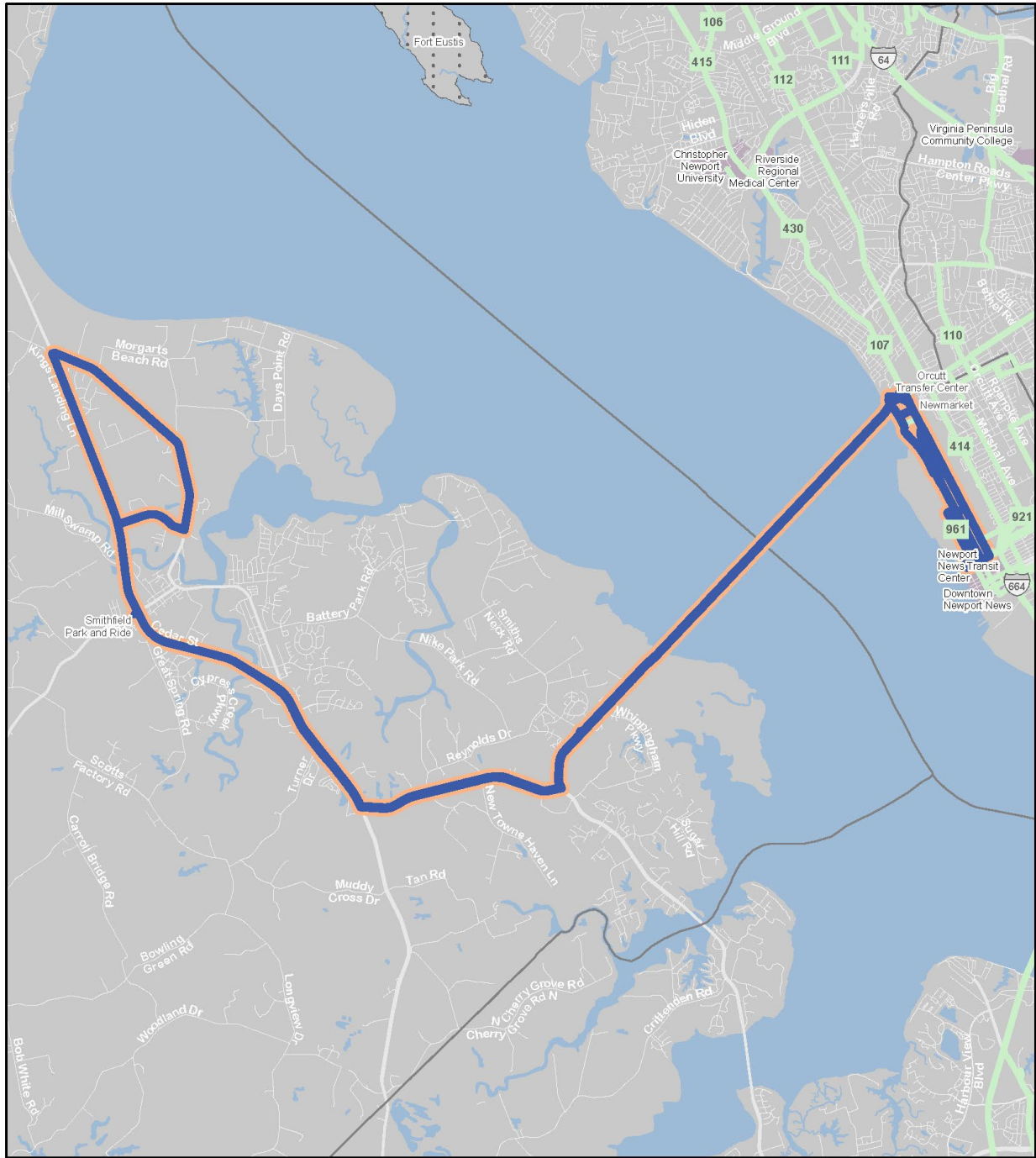
- Route 961 service fulfills a need in terms of getting employees to work throughout the day and the service provided will remain unchanged. With the recent lowering of 757 Express Route 961 fare to that of regular fixed-route service (as of November 2021), the performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 961

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 964



Route 964

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 964

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Newport News / Smithfield	Downtown Newport News / Smithfield
Jurisdictions	Newport News, Isle of Wight	Newport News, Isle of Wight

Level of Service			
Span			
		Existing	Planned
Weekday	5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.		5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.
Saturday	-		-
Sunday	-		-
Headway			
		Existing	Planned
Weekday	Early	4 Trips	4 Trips
	AM Peak		-
	Midday		-
	PM Peak	4 Trips	4 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No schedule or alignment changes.

Justification

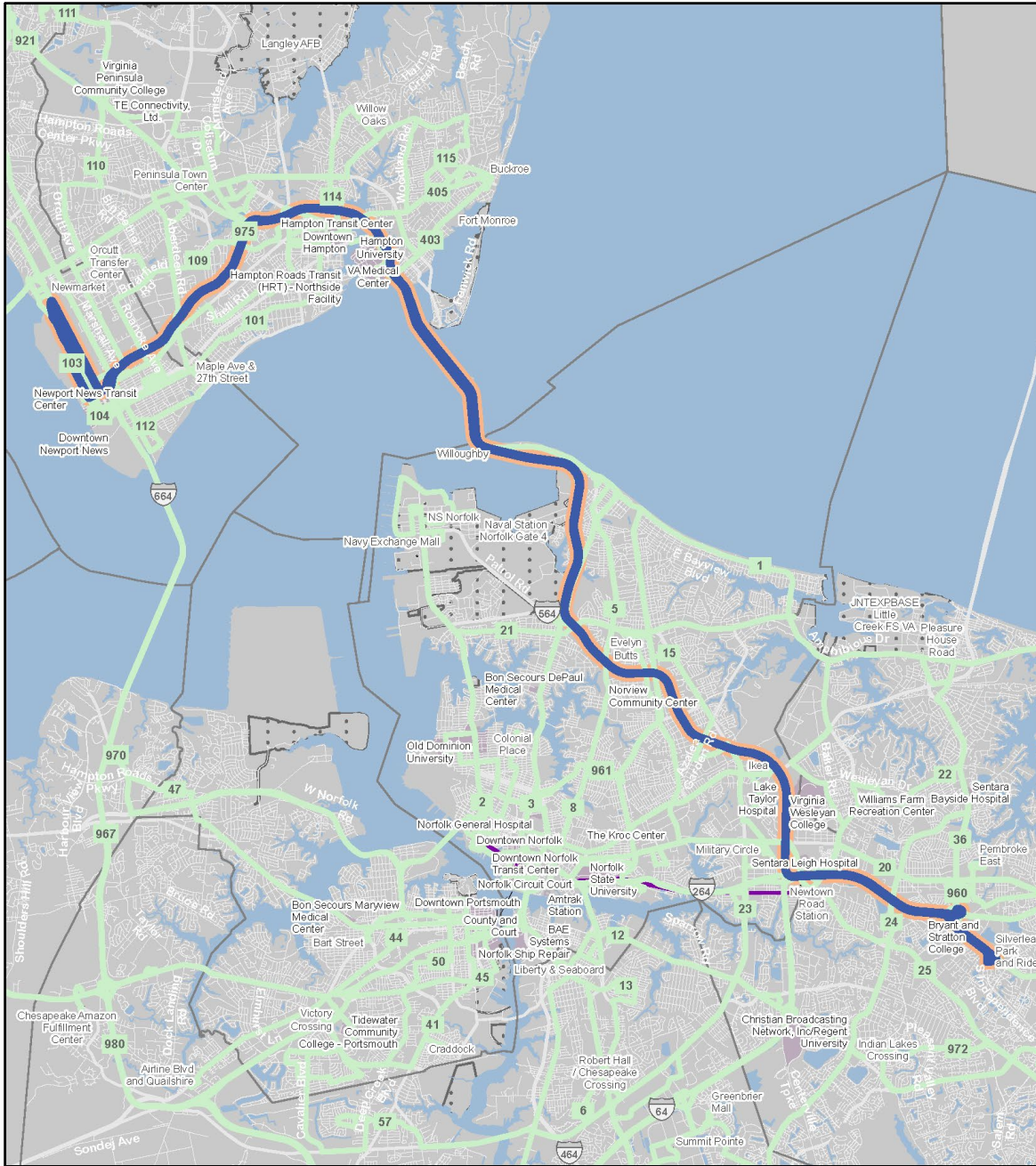
- Route 964 service will remain unchanged from what is currently offered.

Route 964

Improvements by Year



Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			


Route 966



Route 966

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base
-  Activity Center
-  City Boundary



Route 966

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Newport News Transit Center	Silverleaf Park & Ride / Newport News Transit Center
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		5:20 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.	5:20 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	3 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

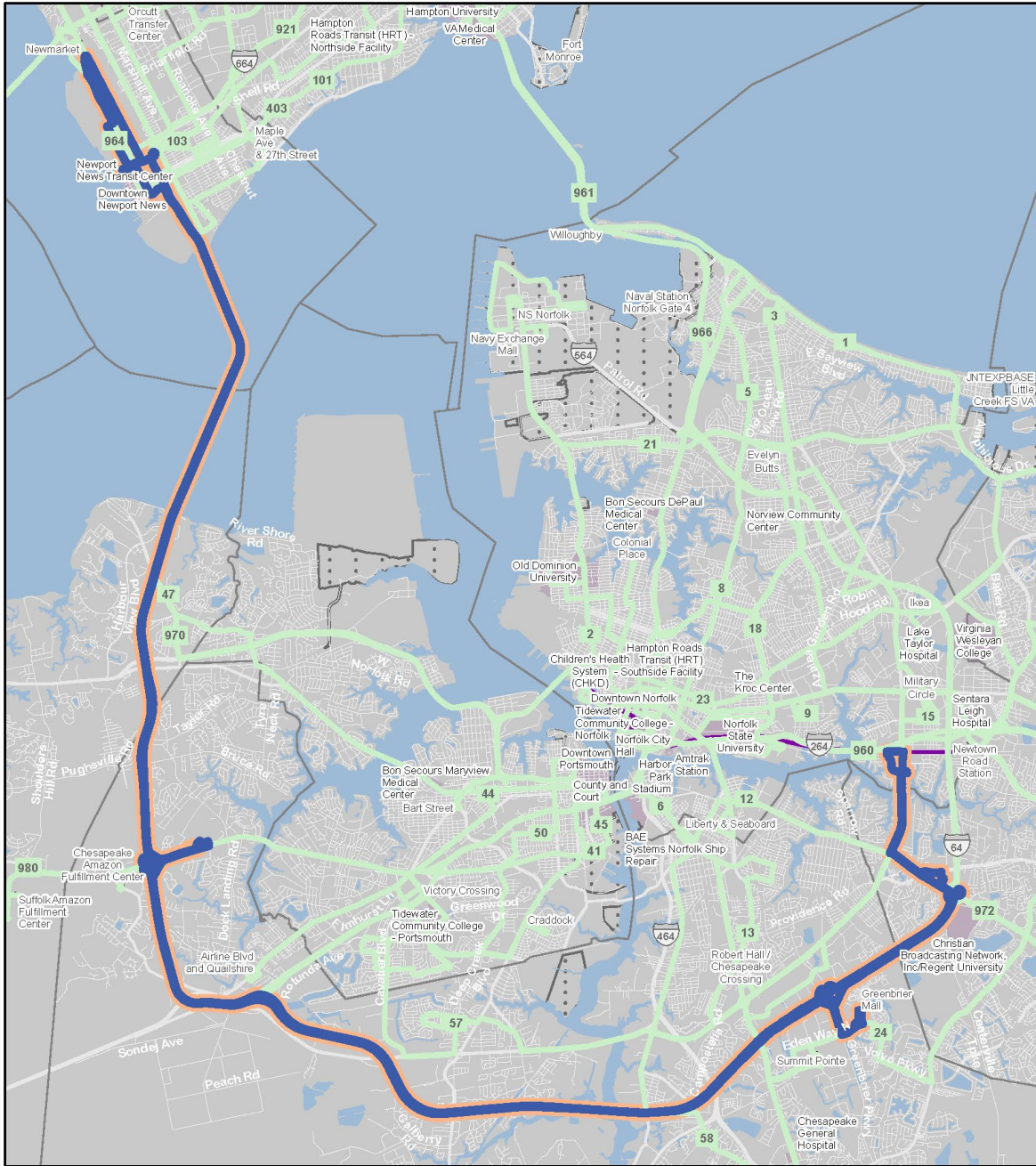
- Route 966 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 966

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 967



Route 967

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 967

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Virginia Beach / Chesapeake / Newport News	Virginia Beach / Chesapeake / Newport News
Jurisdictions	Chesapeake, Newport News, Norfolk, Virginia Beach	Chesapeake, Newport News, Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		4:25 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.	4:25 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	6 Trips	6 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	7 Trips	7 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

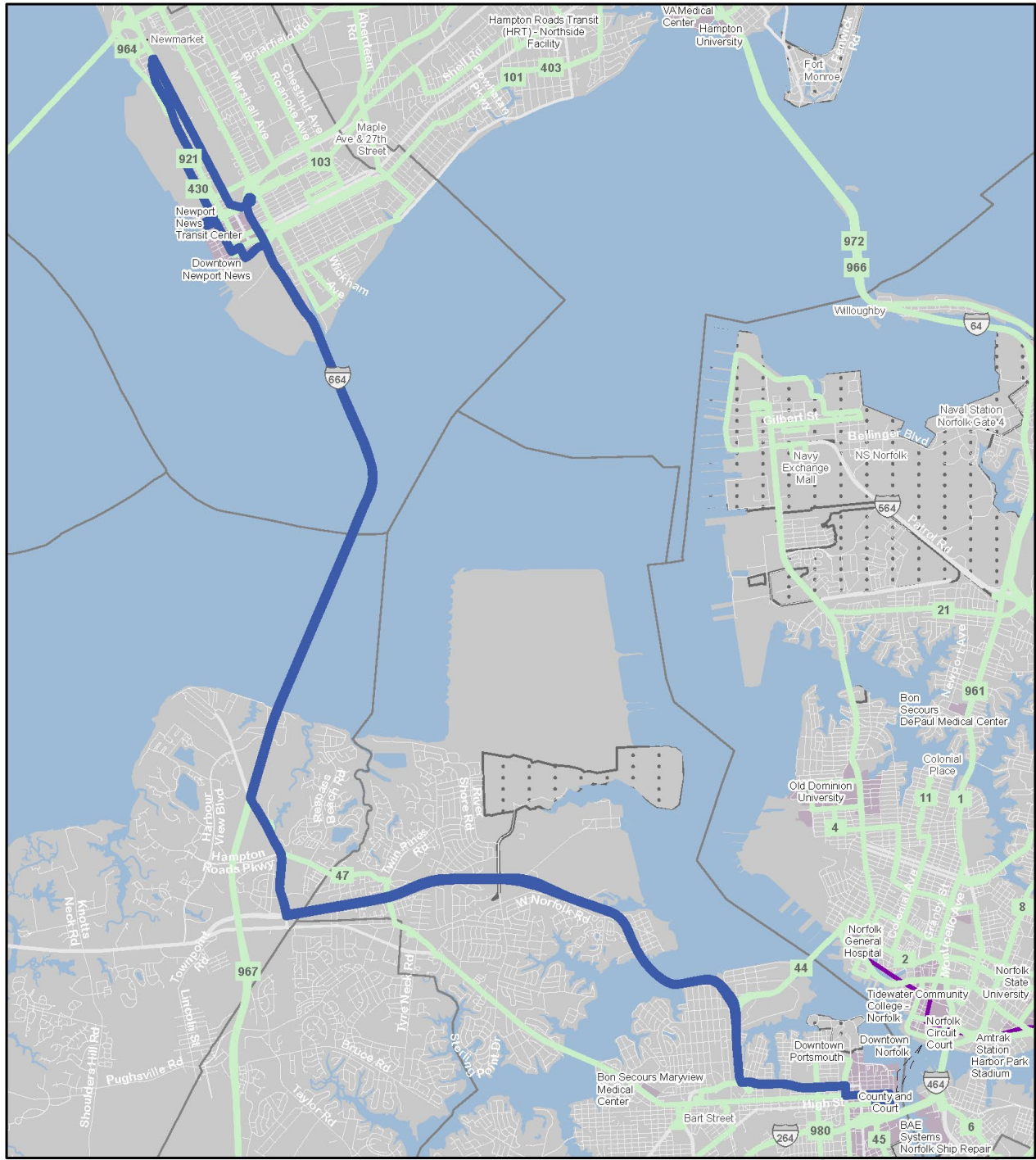
- Route 967 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 967

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 970



Route 970

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Base
- Activity Center
- City Boundary



Route 970

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Portsmouth / Newport News
Jurisdictions	-	Portsmouth, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		-	6:00 a.m. - 6:00 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	4 Trips
	Midday	-	-
	PM Peak	-	4 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- New Route 970 will be implemented in FY 2027 providing express service between Downtown Portsmouth and Downtown Newport News with a stop at the Park & Sail lot at the intersection of Court Street and Bart Street.
- Route 970 will operate Monday through Friday, with four trips operating during the morning and afternoon peak periods. Two trips will be provided in each direction.
- Route 970 is one option for future expansion of Limited/Express service.



Justification

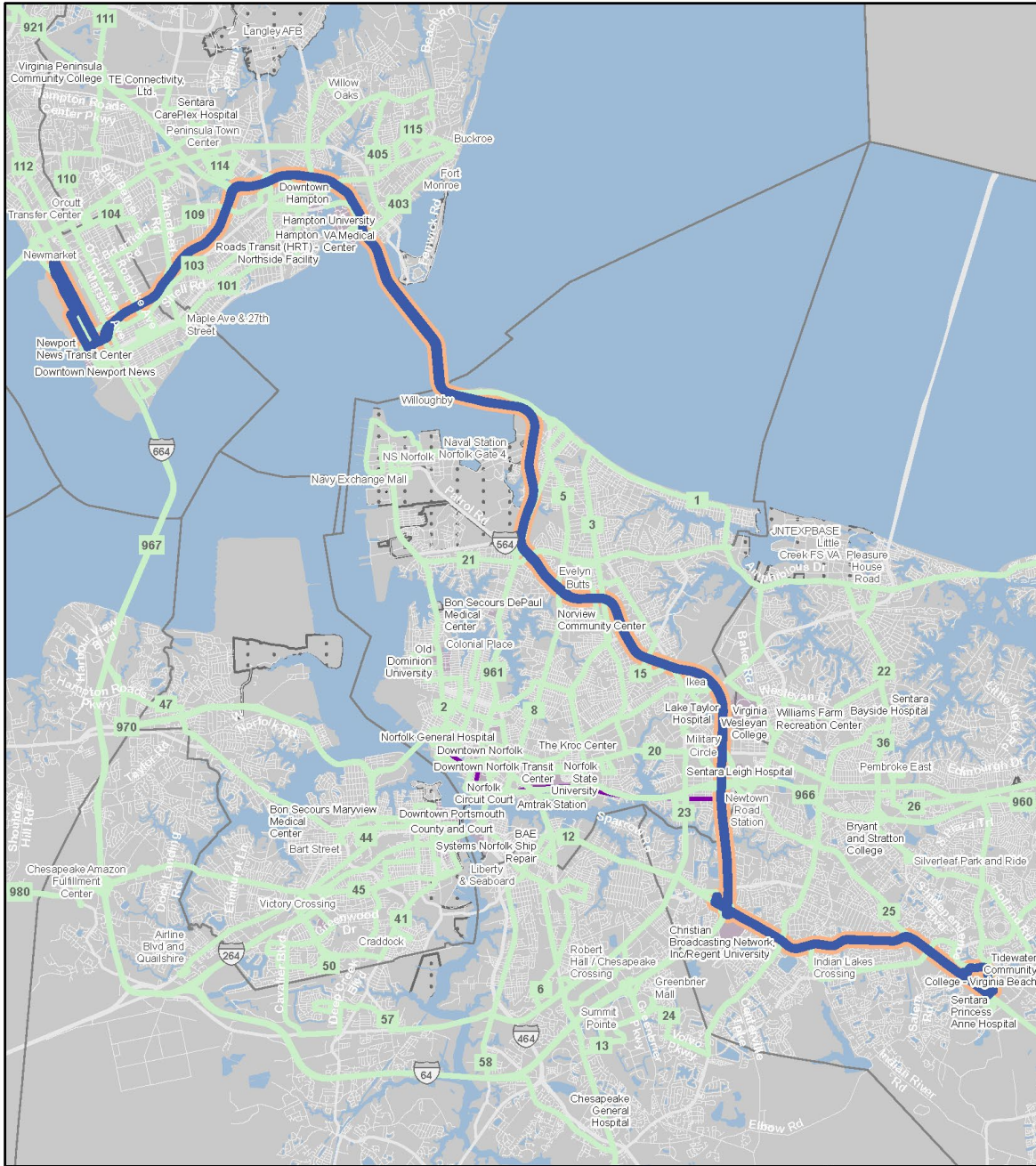
- Route 970 will serve a need for a new peak hour service between Downtown Portsmouth and Newport News Transit Center and Shipyard.

Route 970

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Service not yet implemented.			
FY 2025 (Spring 2025)	Service not yet implemented.			
FY 2026	Service not yet implemented.			
FY 2027	Service on 757 Express Route 970 begins, operating between downtown Portsmouth and downtown Newport News with a stop at Newport News Shipyard. Service will operate Monday through Friday with two AM peak trips and two PM peak trips in each direction.	✓	✓	✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 972



Route 972

Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- - - Light Rail
- - - Ferry

- █ Military Base
- █ Activity Center
- █ City Boundary



Route 972

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	TCC Virginia Beach / Newport News	TCC Virginia Beach / Newport News
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
	Existing	Planned	
Weekday	5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.	5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Planned	
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

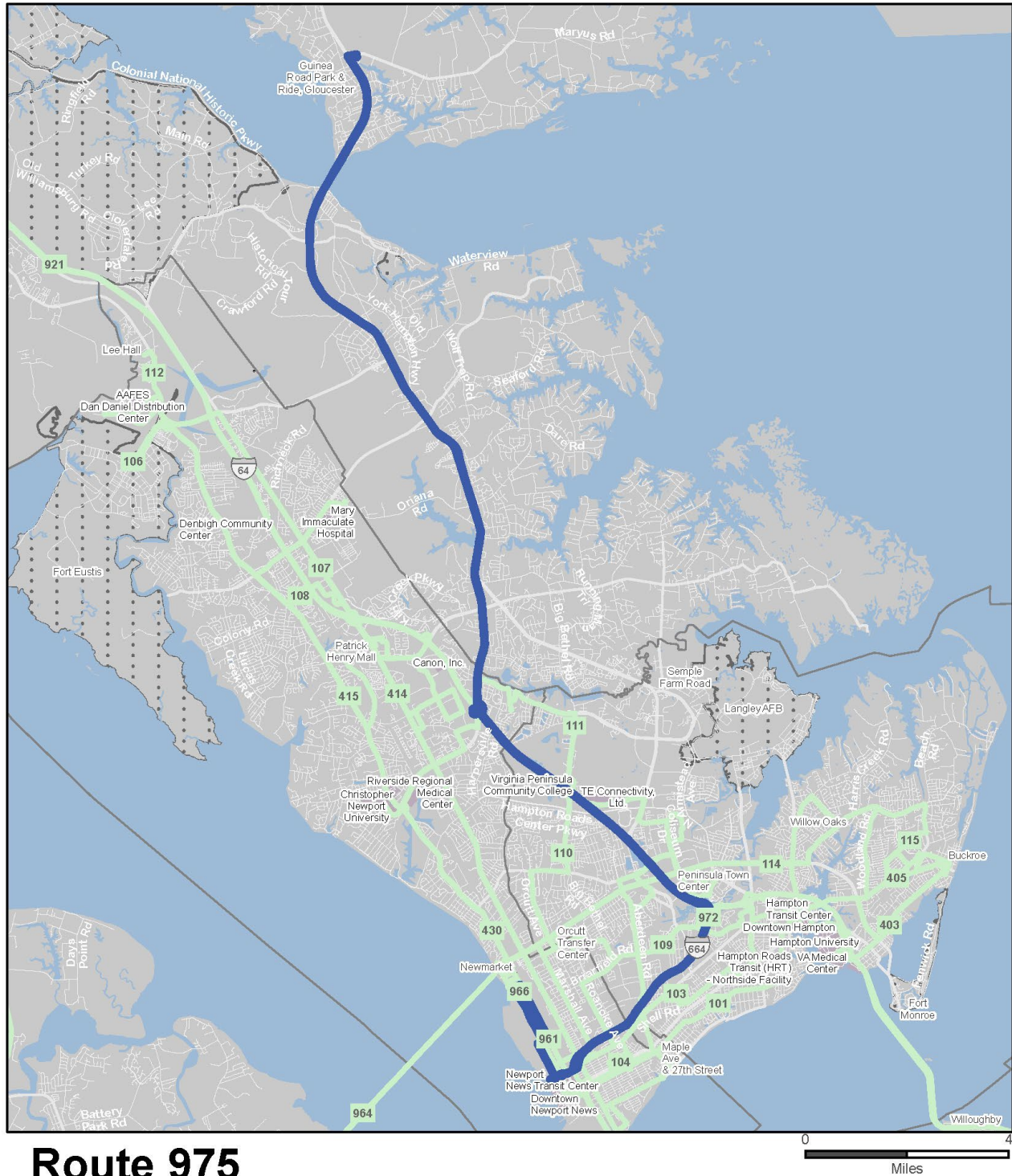
- Route 972 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.
- HRT was awarded a grant from the Commonwealth called the Interstate Operations and Enhancement Program to improve service on routes that operate on or run parallel to I-64: Routes 106, 107, and Route 972. Recent improvements to Route 972 have been partially paid for by this grant.

Route 972

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 975



Route 975

Focus Route

-  Planned Alignment
-  Existing Alignment

 Planned System

 Light Rail

 Ferry

 Military Base

 Activity Center

 City Boundary



Route 975

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Gloucester / Newport News
Jurisdictions	-	Newport News, Gloucester

Level of Service			
Span			
		Existing	Planned
Weekday		-	7:00 a.m. - 8:00 a.m.; 3:00 p.m. - 4:00 p.m.
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	3 Trips
	Midday	-	-
	PM Peak	-	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 975 will provide new peak period directional commuter express service between Gloucester (VDOT Park & Ride at the intersection of Route 216-Guinea Rd and York Crossing) and the Newport News Shipyard via US-17 and I-64. The route will operate three trips in the AM peak and three trips in the PM peak.



Justification

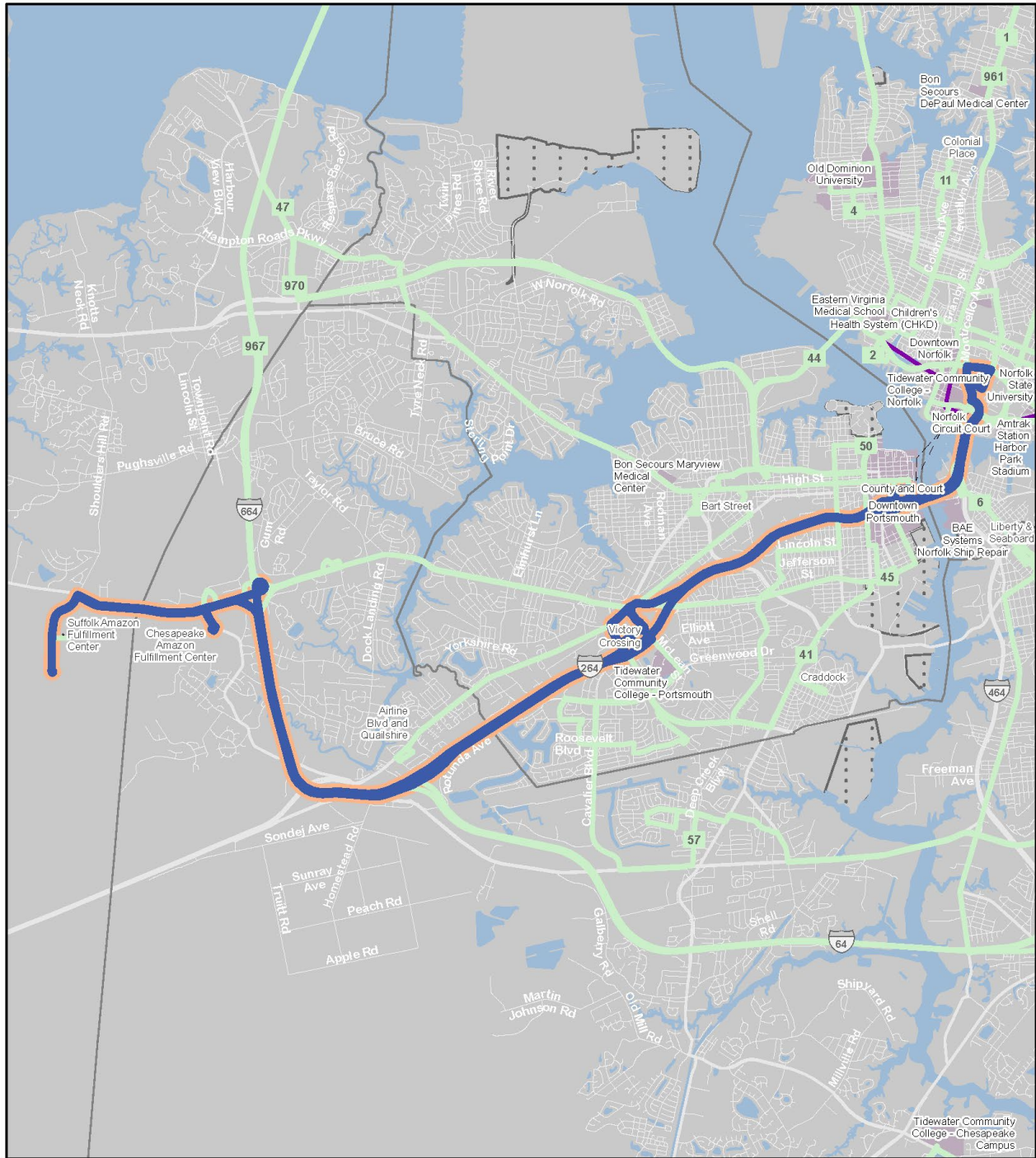
- The efficient movement of personnel to the Shipyard is critical to support national military readiness as well as for achieving the economic development goals of greater Hampton Roads. Commuter bus service via this new bus route can provide an alternative to automobile travel and a way for employees to avoid daily congestion and the Coleman Bridge toll.
- HRT was awarded a SMART SCALE grant from VDOT to support the purchase of two new buses for this route.

Route 975

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	Service not yet implemented.			
FY 2025 (Spring 2025)	Service not yet implemented.			
FY 2026	Weekday 757 Express service from Gloucester begins operation with peak period directional service. The route will operate three AM peak trips and three PM peak trips.	✓	✓	✓
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

Route 980



Route 980

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 980

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth, Chesapeake, Suffolk	Norfolk, Portsmouth, Chesapeake, Suffolk

Level of Service			
Span			
	Existing	Planned	
Weekday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	
Saturday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	
Sunday	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	
Headway			
	Existing	Planned	
Weekday	Early	-	-
	AM Peak	2 Trips	2 Trips
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

- Amazon is bringing thousands of new jobs to Hampton Roads. This newly established route will help connect workers to jobs from across the region via the express Route 980 and eventually via the extended Route 45 as well. This will provide economic benefit to the region. Route 980 will be monitored for performance.

Route 980

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2025 (Fall 2024)	No changes to existing alignment or level of service.	✓	✓	✓
FY 2025 (Spring 2025)	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
FY 2032	No changes.			
FY 2033	No changes.			
FY 2034	No changes.			
Out Years	No changes.			

6.7. RTS Implementation

Regional Backbone and Limited/Express routes will provide access to high-quality transit throughout the region as discussed above. This section outlines phasing of the RTS Program implementation and its component parts. HRT will implement the RTS with new branding and marketing as the “757 Express.” There are many component parts and several factors that influence the phasing and implementation of the RTS.

6.7.1. Service Grouping

HRT is taking a phased approach to implementation of the RTS network. The initial grouping and phasing of Regional Backbone services was organized around three groups (A, B, and C). The Covid-19 pandemic and challenges around operator staffing levels, however, have impacted HRT’s system-wide service levels and the capacity to implement the RTS network as initially planned.

HRT has adapted to a data-driven approach to incrementally prioritize and implement RTS route improvements. This approach is linked to operator availability and is targeted on growing ridership and providing reliable services throughout the service area (for both RTS and non-RTS routes), focusing on the implementation of individual routes rather than the original groupings (A, B, and C).

The updated approach HRT is now implementing also segments the kind of improvements being made for each route (alignment and level of service). Under the initial groupings (A, B, and C), HRT planned to implement all changes concurrently. Under the updated approach, alignment changes are the first priority when a route is being adjusted, followed by weekday span and weekday peak headway improvements that can be achieved based on operator availability. Finally, all other span and headway improvements are considered. For more detail about the current implementation phasing for each route, see the implementation tables in **Section 6.6: Route Profiles**. The proposed implementation timeline for RTS implementation is listed in **Table 6-14**. The phasing for peak service on regional backbone routes and service improvements on Limited/Express routes are shown in **Figure 6-7** and **Figure 6-8**. These figures also highlight non-regional backbone routes with service improvements tied to the service improvements on regional backbone routes. The Service Changes bullets in Route Profiles (**Section 6.6: Route Profiles**) highlight how routes are related.

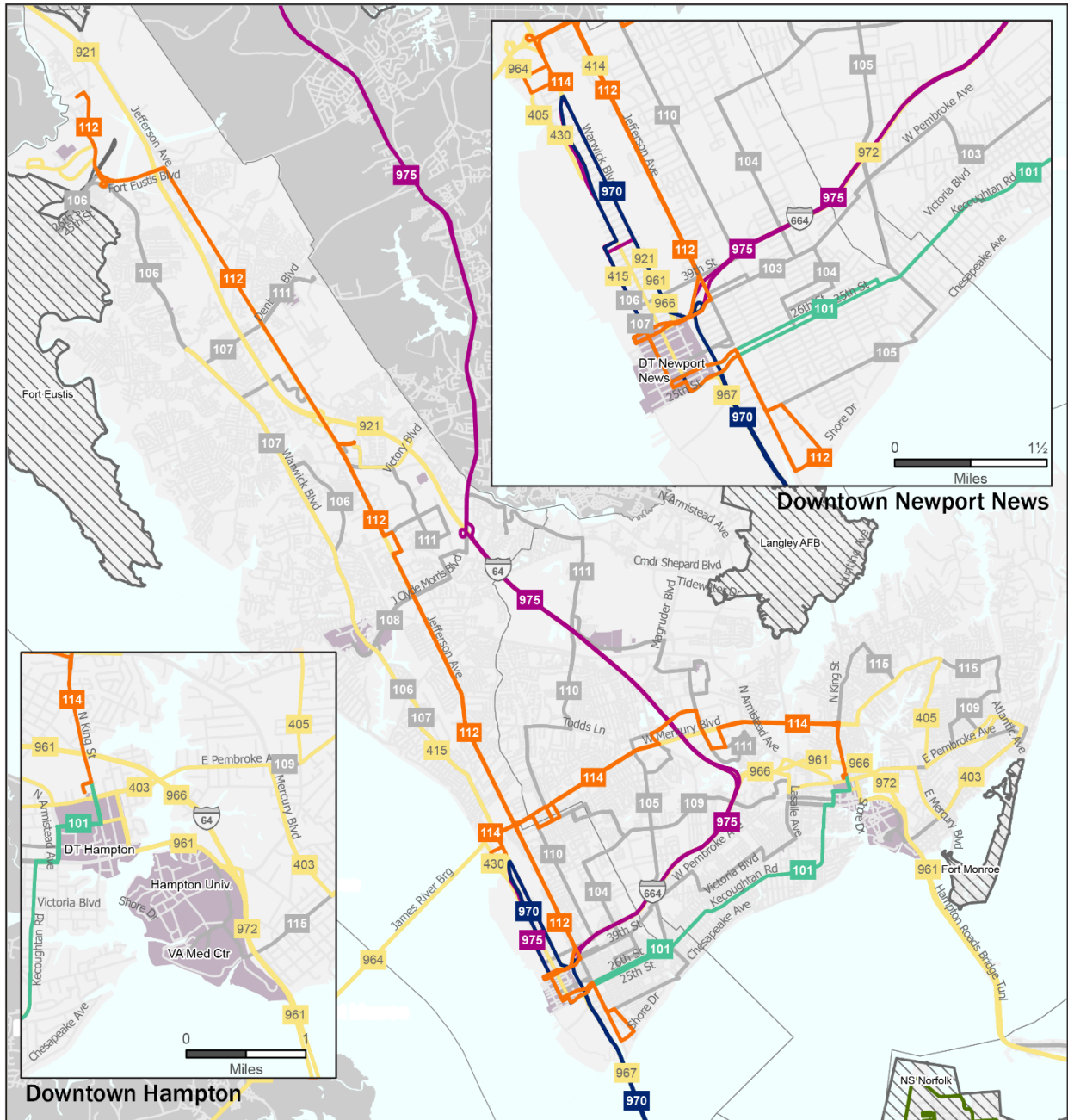


Table 6-14: Phasing Groups

	Implementation Year											
	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	
Route 1			○ ×					◇				
Route 2					×						◇	
Route 3			×						◇			
Route 8				×						◇		
Route 15		×						◇				
Route 20		×					◇					
Route 21			×							◇		
Route 36			○		×						◇	
Route 45		○ ◇										
Route 47		○					◇					
Route 101							◇					
Route 112	×						◇					
Route 114	×								◇			
Route 403	◇											
Route 405	◇											
Route 414	◇											
Route 415	◇											
Route 430	◇											
Route 921	◇											
Route 960	◇											
Route 961	◇											
Route 964	◇											
Route 966	◇											
Route 967	◇											
Route 970						◇						
Route 972	◇											
Route 975					◇							
Route 980	◇											

○: adjusted alignment implemented; ×: peak service improvements implemented; ◇: full service improvements implemented

Figure 6-7: Service Implementation - Peninsula



FY 2023

- Regional Backbone Routes
- Limited/Express Routes

FY 2026

- Limited/Express Routes

FY 2027

- Limited/Express Routes

FY 2028

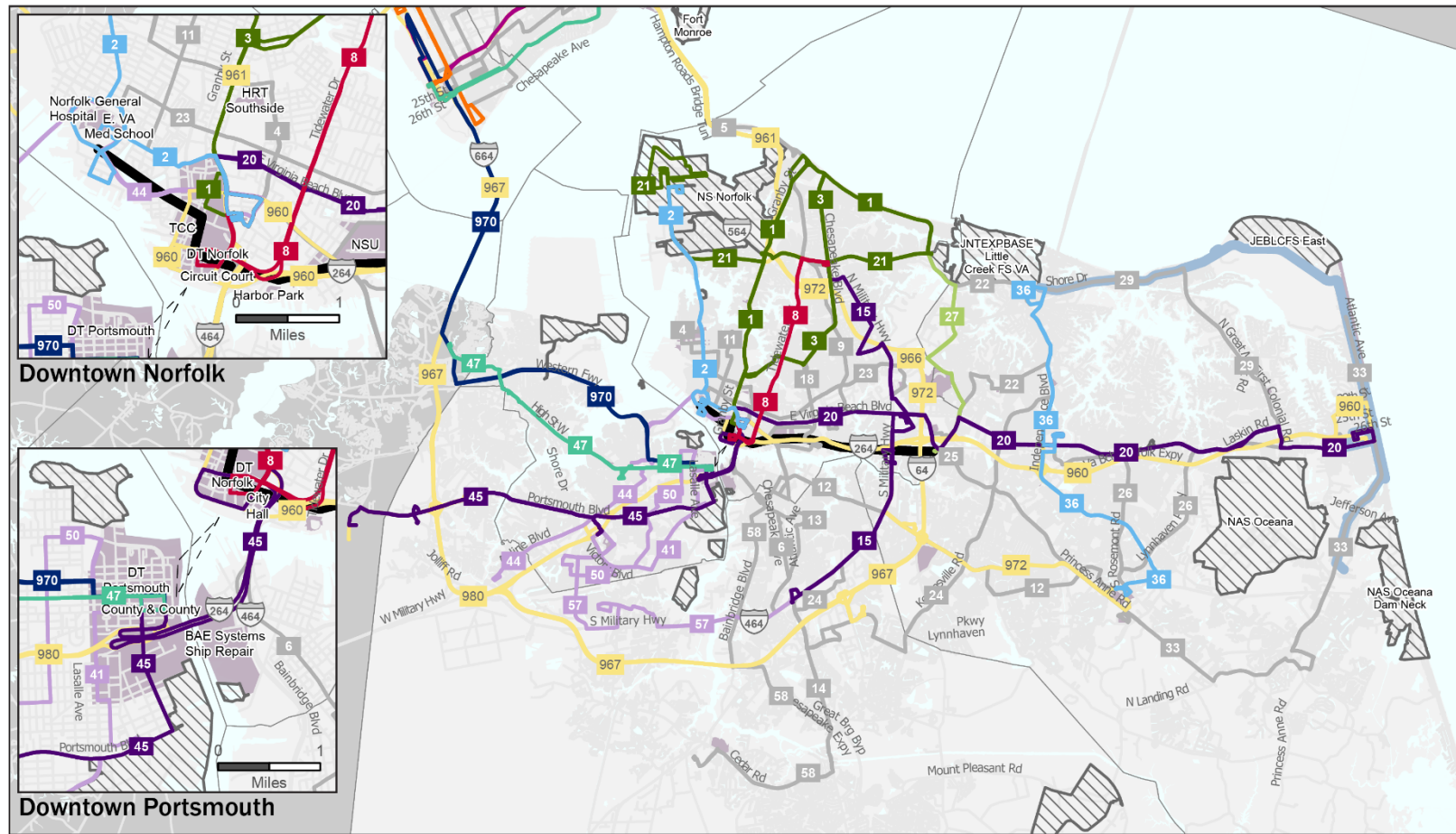
- Regional Backbone Routes

- Other HRT Routes

PENINSULA: Hampton Roads Regional Transit Program Grouping



Figure 6-8: Service Implementation - Southside



- | | | | |
|----------------------------|----------------------------|----------------------------|-----------------------|
| FY 2023 | FY 2025 | FY 2027 | Other Services |
| — Limited/Express Routes | — Regional Backbone Routes | — Regional Backbone Routes | — Other HRT Routes |
| FY 2024 | — Other Related Routes | — Limited/Express Routes | — Trolley |
| — Regional Backbone Routes | FY 2026 | FY 2028 | — Light Rail |
| — Other Related Routes | — Regional Backbone Routes | — Regional Backbone Routes | — Ferry |



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Grouping



6.7.2. Additional Phasing Factors

Other factors that influence phasing and implementation of the Program include:

- Schedule of availability of Hampton Roads Regional Transit Fund moneys and other requisite funding.
- Implementation feasibility based on vehicle procurement schedules, staffing, and other operational action plans, policies, and investments for successful marketing and roll-out of service improvements.
- Environmental or market conditions that are outside HRT’s control, for example impacts on supply chains that could impact the delivery of bus orders on time or contract services.
- Bus operator availability. Recruitment and retention of bus operators needed to emerge from the Service Reliability Plan and meet the RTS staffing needs outlined in **Table 6-15** will directly influence Program implementation.

6.7.3. Timing and Components for Start-Up and Ongoing Operation

The timeframe for the start-up of revenue service is distinct for each route as noted in **Section 6.7.1**. Service began on Route 112 and Route 114 in FY 2023—due to operator availability, all of the improvements were not made at once. Service on Route 20 is scheduled to begin in November 2023 with additional service on Route 15 and Route 45 in May 2024. Service on the remaining RTS routes will continue over the next several years, depending upon bus operator availability.

This means the RTS Program will be implemented across the next several years of the Transit Strategic Plan. This also requires that different activities will take place concurrently to support the phased start-up and ongoing operation of the service expansion.

Implementing the entire RTS Program is a major undertaking with many component parts. HRT will initiate and complete activities in several categories that are discussed in more detail below, with the goal of being able to successfully support the phased implementation of the RTS. These activities include (but are not limited to):

- New bus purchases
- Manufacturing and installation of bus shelters
- Upgrades to technology infrastructure
- Installation of new bus stop signage
- Real-time passenger information displays at transit centers
- Completing the replacement of facilities, each with distinct planning, engineering, and construction needs.

As mentioned in **Section 6.4**, the Program will be referred to as the “757 Express” (**Figure 6-9**). RTS implementation includes both capital projects and operating and maintenance. Capital projects are made up of investments in physical assets. This includes items like acquisition of rolling stock (for revenue service as well as non-revenue support vehicles), the purchase and installation of passenger amenities (e.g., shelters, benches, and trash receptacles), construction of new bus operating facilities, and investments in technology infrastructure so that passengers have the ability to access real time information and enhanced fare systems. In addition to being documented in this Transit Strategic Plan, all RTS capital projects are reflected in HRT’s FY 2025-2034 Capital Improvement Plan (CIP).

Figure 6-9: Current 757 Express Logo



Operating and maintenance (O&M) expenses are investments that support day-to-day operations, including items such as bus operators, mechanics, fuel, and cleaning. Below is a representative list of the types of O&M costs involved with RTS implementation:

- Facility landscaping, janitorial services, HVAC maintenance, and ongoing utility costs.
- Bus stop and bus shelter cleaning and trash pick-up.
- Bus stop signage maintenance and replacement.
- On-board technology equipment maintenance, yearly software upgrades, farebox maintenance.
- Safety and Security certifications.
- Threat and vulnerability assessments per state and federal regulations.
- Fire & Life Safety and Security code and regulation compliance assessments.
- Safety and Security Management Plan (SSMP).
- Conducting hazard analyses for new bus routes and changes in existing routes, including the placement of new bus shelters.
- Website rebranding and update.
- Integrating Info Web (GTFS Real Time) into GoHRT.com.
- Printing of customer schedules and system maps.
- Market research and outreach.
- Rebranding of buses for Regional Backbone routes.
- Maintenance of Ticket Vending Machine (TVMs) at new passenger facilities.
- Maintenance of real time passenger information displays at Transit Centers.
- Pavement maintenance at all bus loops and park-and-rides at transit centers.
- Maintaining bus infrastructure such as security cameras, WiFi, Automatic Passenger Counters, Automated Vehicle Location, etc.
- IT software and hardware upgrades.

The components necessary for successful RTS start-up and ongoing operations generally fall into these categories: **Operations, Human Resources, Technology, Facilities, Safety and Risk, and Marketing and Communication.**



Operations

Purchasing **New Buses** to support the 757 Express is essential for success of the Program. The Program requires a total of 48 additional buses. Implementing RTS service on Peninsula routes (Route 101, 112, and 114) requires 24 buses (20 for operation, 4 spares). Implementing RTS service on the Southside (Route 1, 2, 3, 8, 15, 20, 21, 36, 45, and 47) requires an additional 24 buses (20 for operation, 4 spares). Buses for Peninsula operations arrived on HRT property at the end of FY 2022 and were placed into revenue service in FY 2023. The Commonwealth Transportation Board (CTB) subsequently approved state funding and HRTAC approved HRRTF funding for the next 12 buses, for Southside operations. Funding and procurement of the final 12 RTS buses is linked to the most up-to-date RTS service phasing plan, starting with funding for four additional buses in FY2024. This remaining funding and procurement schedule is defined to ensure that buses are available when services are targeted for implementation. In addition, six additional paratransit vehicles, with a five-year replacement cycle, are also part of the RTS. These vehicles were delivered to HRT in FY 2023 and entered revenue service. Funding for these paratransit vehicles was requested by HRT in the second half of FY 2022.

The typical time span from the placement of a new bus order to delivery and getting the bus ready to deploy is approximately 24 months. The estimated useful life for a new 40-foot diesel bus is 12 years or 500,000 miles, whichever comes first.

Non-Revenue Support Vehicles are also part of the RTS. These are service trucks, vans, and sedans (29 in total) that will be utilized by bus supervisors, security personnel, mechanics, and facility maintenance personnel serving out in the field to support operations. All vehicles were ordered between the second and third quarters of FY 2023 and the first quarter of FY 2024. Thus far nine vehicles have been delivered and readied for service.

Figure 6-10: Mock-Up of RTS Livery



Another important piece of implementing the RTS is enhancing **Security and Preparedness**. In support of the agency goal of “safe and secure transportation for all customers” HRT will focus security related RTS efforts on growing the ability to deploy transit security resources as well as expand security personnel and facility security programs. RTS expansions will allow HRT to hire additional specialized Transit Security Officers, who supplement local and private uniformed partners. RTS enhancements also provide access to funding for specialized security technologies such as surveillance tools, and emergency alert and crisis communications equipment. Additionally, RTS improvements bring opportunities to hire specialists focused on the development and administration of transit security and emergency preparedness at HRT. These efforts build organizational resilience, improve local partnerships, and work to protect transit’s soft targets.



Human Resources

Hiring, training, and retention of a viable workforce is paramount to the success of the 757 Express. Indeed, this is the most mission-critical RTS component and **Workforce Success** is an agency core value: *HRT is committed to the effective hiring, training, and ongoing success of every team member.*

Similar to the phased approach for new bus purchases to ensure they are on-site and ready to go when needed, a phased approach is also part of meeting the **Human Resources** needs of the RTS Program. Only positions directly related and essential to RTS implementation are part of the Program. **Table 6-15** presents Program positions hired in FY 2022 and FY 2023 and HRT’s hiring plan for FY 2023 through FY 2026.

The biggest need is for **Bus Operators**, approximately 133 in total to support full implementation of RTS service. As with other positions, these will be filled incrementally to match operating needs. Positions that support start-up hiring, promotion, or specific projects (i.e., a Talent Acquisition Specialist, RTS Technology Project Manager, Outreach Coordinators and Facility Mechanics) will be temporary. There are additional recruitment costs such as job fairs, job board postings, background checks, DOT physicals, and drug tests.

Figure 6-11: Transit Operators



Table 6-15: Hiring Plan for RTS Implementation

Department	Position ¹³	# of Staff					
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	TOTAL ¹⁴
Operations Staff							
Operations	Bus Operators	0	37	37	31	28	133
	Mechanics/Service/Cleaners	0	12	0	0	0	12
	Operations Supervisors - Bus/Maintenance	0	8	0	0	0	8
	Asst. Manager of Bus Operations	1	0	0	0	0	1
	Bus Training Instructor	1	0	0	0	0	1
	Operations Admin/Payroll Technician	0	1	0	0	0	1
	Associate Project Manager	0	1	0	0	0	1
	Operations Facilities Technician	0	0	0	0	0	0
	Facility Mechanics*	0	3	0	0	0	3
Total Operations Staff		2	62	37	31	28	160
Administrative Support Staff							
Customer Relations	Customer Service - Reps/Leads/Liaison	0	0	0	0	5	5
Engineering & Facilities	Passenger Amenities Support Techs	0	6	0	0	0	6
Finance	Staff Account/Budget Analyst/Procure Admin	0	0	1	2	0	3
Human Resources	HR Assistant/Specialists	2	2	1	0	0	5
Marketing & Communications	Outreach Coordinators	0	0	2	0	0	2
OPPE	Management Analyst	1	0	0	0	0	1
Planning & Scheduling	Scheduler	0	1	0	0	0	1
	RTS Program Manager**	1	0	0	0	0	1
Safety	Safety Specialist/Admin Support Tech	0	2	0	0	0	2
Security	Security - Asst. Manager/Specialist	0	2	1	0	0	3
	Transit Security Officer	0	2	0	2	0	4

¹³ With the exception of temporary positions, all positions hired for the Program will be maintained to support the implementation and ongoing operation of the Program.

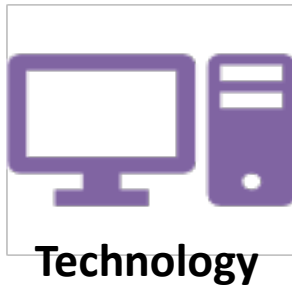
¹⁴ For positions showing 0 total staff, HRT has not hired any staff for those positions in FY 2022 or FY 2023 and does not have plans to hire for this position from FY 2024 to FY 2026. HRT plans to hire for these positions in the future, beyond FY 2026.

Department	Position ¹³	# of Staff					
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	TOTAL ¹⁴
Technology	ITS Cyber Security Manager	0	1	0	0	0	1
	Client Technology Specialist	0	1	0	0	0	1
	Technology Helpdesk	0	1	0	0	0	1
	RTS Technology Project Manager	0	0	1	0	0	1
	ERP Technical Services Manager	0	1	0	0	0	1
	ERP Technical Support Analyst	0	1	0	0	0	1
Total Administrative Support Staff		4	20	6	4	5	39
Temporary Staff							
Engineering & Facilities	Facility Mechanics - Temp***	0	0	0	0	0	0
Human Resources	Talent Acquisition Specialist - Temp***	0	0	0	0	0	0
Marketing & Communications	Outreach Coordinators - Temp***	0	0	0	0	0	0
Technology	RTS Technology Project Manager - Temp***	0	0	0	0	0	0
Total Temporary Staff		0	0	0	0	0	0
TOTAL STAFF		6	82	43	35	33	199

*Moved position from Engineering & Facilities to Operations department.

**Moved position from OPPE to Planning and Scheduling department.

***Changed from temporary position to regular due to difficulty in hiring.



Technology is a critically important category of the RTS Program. These activities and tools directly impact customers, and include items such as the purchase, installation, and maintenance of digital displays for bus arrival information and system alerts; building and extending next-generation network initiatives; transit Wi-Fi amenity services; enhanced fare systems; security system enhancements; back-end systems expansions and enhancements that promote the “Connect Anytime and Anywhere” initiative; enhanced configuration and reporting of the financial systems with services for analysis, development, testing, and ongoing support to segregate, track, and report; and necessary infrastructure investments and services needed to support RTS customer-facing systems and the RTS program as a whole.

Mobile-based technology makes public transit more responsive to the needs of riders and enhances the level of service they receive through innovative experiences and regularized transit operations. This includes real-time information technologies and transit Wi-Fi amenity services that provide free and open internet connectivity service while riding on HRT vehicles or connecting at transit centers. Passenger Information Displays (PIDs) (**Figure 6-12**) will deliver scheduled and real-time route information, schedule changes, and safety or customer alerts and announcements to passengers utilizing a segmented and secured network environment. Among the earliest RTS technology projects is to deploy new PIDs at the Hampton, Newport News, Silverleaf, and Downtown Norfolk Transit Centers, which is well under way. The physical installation and wiring are complete at all four transit centers. The software installation, configuration, and testing are ongoing. Customers will benefit from a redesigned and more customer-friendly website that highlights new RTS services and functionality.

Additional investments will be made to enhance customer security through the installation of new, integrated access control and video surveillance systems as well as customer-facing security screens that remind patrons about ongoing monitoring activities. These improvements require a sustained investment into network infrastructure, and computer hardware and software to provide sustainable, scalable benefits.

There are other components that are typically behind-the-scenes and less visible, but just as important for the operational success of the RTS Program. This includes items like facility-specific investments in structured cabling; enterprise-wide investments into carriers; diverse and redundant connectivity; and hardware and services investment into core infrastructure needed to support customer-facing applications like network equipment, telephony, call center management, server infrastructure, computers, printers, end-point devices, cloud services, and licensing.

As HRT’s technology footprint expands, cybersecurity coverage breadth and depth will also need to increase to protect funded assets and the safety of HRT’s personnel and data. HRT’s cybersecurity will increase the acquisition and expansion of services to protect cloud and on-premises server and workstation systems, including advanced anti-virus and emergency detection response, advanced identity protection and multi-factor authentication, real-time incident response protections, and increased vulnerability management.

Figure 6-12: On-Board Vehicle Display





Facilities

arrival at key locations is also included in the amenity program. HRT intends to maximize the number of amenities at each stop while working within given right of way constraints at each location. The amenity program also includes more frequent cleaning and maintenance of bus stops by both contractors and HRT staff. This initiative includes newly formed rapid response HRT cleaning and maintenance crews.

The facilities category of the RTS Program also includes investments in several of HRT's existing and future **Major Transfer Hubs** where multiple routes intersect. As part of the RTS Program, the current on-street bus transfers at Evelyn T. Butts Transfer Center (Norfolk), Robert Hall Transfer Center (Chesapeake), the transfer at Orcutt Avenue (Hampton), and Tidewater Community College (Virginia Beach) will be replaced with new facilities that may be constructed or leased. As part of the RTS Program, HRT is currently negotiating a land purchase for a site suitable for the replacement of the Evelyn T. Butts Transfer Center. Based on the currently proposed site, HRT anticipates to construct, operate, and maintain a site with at least six bus bays. Once HRT identifies a reasonable site for the Robert Hall Transfer Center, HRT anticipates similar activities as for the Evelyn T. Butts site. Future transfer sites may be identified in the future to serve the RTS Program. These transit hubs will include enhanced amenities to effectively support the RTS Program. In addition, transfer facilities in other cities are at various phases of development, especially in Portsmouth, Norfolk, and Virginia Beach (see below). As new facilities advance in the planning process, the impacts to the RTS Program will be evaluated. Similar to new bus purchases, these facilities projects may utilize a combination of federal, state, and Hampton Roads Regional Transit Fund resources. Additionally, improvements to Hampton Transit Center (HTC) and Newport News Transit Center (NNTC) are also included as part of the Program.

- The City of Portsmouth will be closing the on-street bus transfer operation at County and Court Street within the next few years due to redevelopment of the County Street Municipal Garage. Portsmouth has been awarded a SMART Scale grant to relocate the bus transfer operation to the Park and Sail lot at Court and Bart Streets. This transfer facility will be an improvement over the current on-street operation and will also have park-and-ride accommodations. HRT will evaluate how this future facility can be accommodated within the RTS Program in the next annual update if the project has progressed by then.
- The City of Norfolk is developing the areas immediately adjacent to the Downtown Norfolk Transit Center (DNTC). Due to these improvements and changes to the traffic flow, HRT may be required to make improvements to the parking and bus areas at DNTC. This transfer center will see much heavier bus traffic as part of the RTS Program.

Facilities is a category of the RTS Program, like Technology, that includes both customer-facing and behind-the-scenes components. One of the key customer-facing components is a new **Bus Stop Amenity Program**. When fully implemented, the program includes more than 600 new amenities across the system including new shelters (**Figure 6-13**), benches, trash receptacles, and solar lighting. As part of the amenity program, HRT may make improvements in the public right of way across six cities, acquire easements and property rights, and improve existing infrastructure to enhance compliance with the Americans with Disabilities Act. The amenity program may also include the installation of new bus stops, transfer locations, bus pull off areas and other improvements needed to serve the enhanced bus service as part of the RTS program. In addition, informational and wayfinding signage including real-time bus

Figure 6-13: Updated Passenger Waiting Facility with Solar-Powered Lights



- The City of Virginia Beach requested that HRT move the on-street transfer facility located at Arctic and 19th due to nearby development activity. As a result, the on-street transfer facility was relocated to Parks Avenue and 19th Street, near the Virginia Beach Convention Center.

One of the largest regional investments to be made as part of the RTS Program is the new **Southside Bus Operating Division (Figure 6-14)** that will relocate maintenance activities that are currently housed at the Parks Avenue facility in Virginia Beach. With this Project, HRT is addressing the requirement to prioritize investments in the Program to **reduce or eliminate reliance upon diesel fuels**. HRT has completed a formal zero-emission transition plan that meets FTA requirements. The new Southside Operating Division plays a crucial role in the agency's transition to zero-emission vehicles. Battery electric buses (BEBs) are zero-emission vehicles that enable the agency to eliminate dependency on fossil fuels and to reduce operating costs while delivering clean, quiet transportation to the community. Upon completion, the new Southside Operating Division will incorporate electric bus charging and maintenance in support of a fleet of over 100 electric buses and 16 trolleys. The facility will have the capacity to operate and maintain a mixed fleet of diesel and electric buses with the ability to handle a fully electric fleet in the future. The building is anticipated to be Net Zero Energy Ready. Along with the ability to operate and maintain a fully electric fleet of buses, the facility will utilize various green energy technologies to achieve net zero. The new Southside Operating Division will address state of good repair requirements and expansion needs that support RTS service, as well as enhance operational efficiency by significantly reducing deadhead miles. The new facility will accommodate year-round operations and be large enough to support the storage, maintenance, and operation of buses added to the fleet in addition to trolley operations. The Parks Avenue facility seasonally houses trolley operations during the summer months. Once the new division is operational, HRT will repurpose the Parks Avenue site.

The new **Southside Operating Division** project, in addition to HRTF, is leveraging significant state and federal funding, including competitive federal discretionary awards of \$30 million to date. A phased transition for electric buses, support vehicles, and supporting infrastructure, starting with the new Southside facility, has been included in HRT's Capital Improvement Plan (CIP) and, where applicable, the regional Program. The next incremental expansion of electric buses included in the Program is the purchase of two (2) BEBs, currently programmed for funding in FY 2025.

Figure 6-14: Rendering of the New Southside Operating Division





Safety and Risk

Safety and Risk elements of the RTS Program are based on the multiple functions required of Safety and Risk Management by regulatory statute for upgrades, expansions, modernization, or construction of new systems and facilities and the subsequent need to operate and maintain new systems within this new environment. This includes a Safety and Security Certification, the process of verifying that safety and security requirements are included during the planning phase and through the life cycle of a project. Hazard analysis techniques are utilized for systems or equipment with safety critical or vital functions based on industry requirements and regulations for design, specification development, construction, testing and commissioning, and operation and maintenance; hazards are identified, assigned a risk rating and mitigations are applied to minimize potential risks to an acceptable level. This analysis will be conducted on a number of projects supported by the RTS Program, including the addition of new bus shelters and amenities, as well as new buses and the new charging infrastructure planned for HRT’s facilities.

With the planned increase in service and personnel, a Risk Exposure Analysis will be utilized to determine the probability of potential loss occurring, including liability issues, employee injuries, property damage for projects and new assets. As a result of adding new assets, systems, personnel, fixed facilities, and the planned acquisition of land, insurance coverage must be assessed due to the ever-changing insurance market, which could potentially increase premiums or require new policies.

In addition, to support the agency’s goal of “safe and secure transportation for all customers” as it relates to the RTS, HRT will need to enhance safety through the continued operation of safety technology and the implementation of a safety and risk management programs and trainings. Training will provide critical safety information, best practices, and regulatory guidance to HRT staff to ensure that all HRT employees possess the core competencies to operate and maintain new and expanding systems. Additionally, HRT staff plan to conduct Operating Hazard Analyses throughout the lifecycle of new and enhanced operating equipment or systems. Safety training, inspections, and risk reduction programs are supported by critical safety technology and software that enhance safety programs and help ensure that HRT is providing a safe environment for passengers, employees, and communities.



Marketing and Communications

Marketing and Communications (Marcom) components of the RTS Program extend from supporting early start-up activities all the way through to full implementation and ongoing operational support. A communications and marketing plan has been established to guide the activities moving forward.

HRT’s Marketing and Communications team is embarking on the second year of its bus operator and mechanic recruitment advertising campaign. The theme has been “My Hampton Roads Transit,” and features current HRT bus operators and mechanics describing what they like most about their jobs (**Figure 6-15**). The campaign uses traditional media, including interstate billboards, television, newspaper, and radio, as well as digital media, including social media, Spotify, Hulu, and YouTube. Recruitment advertising is a sustained effort to allow time to attract, hire, and train the workforce needed to operate the RTS.

Figure 6-15: Example of a Bus Operator Ad



Concurrent with the launch of the 757 Express in October 2022, new branding and marketing included traditional and digital media in addition to bus wraps and new signage at bus stops and transit centers. Public outreach teams have engaged businesses and current and potential customers in communities across Hampton Roads to promote utilization of the enhanced regional transit system. Marcom also produces a public affairs show called *On the Move*, which showcases transit from an executive level, and is another way to raise awareness and excitement. Social media continues to be used to reach the public and engage HRT employees. Finally, the team continues to develop, print, and post online schedules and other information for customers and the public-at-large.

6.8. RTS Resource Allocation

The allocation of funding (both capital and operating) and overall implementation of the RTS will be continuously guided by the following principles:

- Demonstrated fit of Program investments to the key factors and administrative requirements outlined in the legislation.
- Delivering results on-time and on-budget.
- Adherence to strategic bundling of services to support phased implementation.
- Adapting to feasibility of procurement schedules, staffing, and other operational action plans for successful marketing and roll-out of service improvements.
- Ensuring upkeep and the maintenance of a state of good repair over time.
- Using project delivery methods that most efficiently connect communities across the region with transit infrastructure and services.
- Protecting and enhancing the statutory flexibility and diversity of funding sources, financing, and procurement options to leverage resources and maximize the value of each available dollar.
- Ensuring balanced and equitable investments, including Title VI compliance, across the HRT service area.
- Fostering innovation and adhering to data-driven decision making, incorporating new technologies, and using robust methods to evaluate performance and ongoing service changes.
- Close collaboration with city partners for integration of Program investment strategies and related projects with local land-use policies, plans, and projects that expand access to safe and reliable transit for more segments of the Hampton Roads region and can support auxiliary private investments and economic activity.
- Connecting more workers to jobs, customers to businesses, and access to educational, retail, medical, recreational, and other opportunities that support quality of life and thriving local and regional economies.
- Support the 757 Recovery and Resilience Plan designed to reinvigorate the regional economy after the impacts of the COVID-19 pandemic.

Additionally, in authorizing the Hampton Roads Regional Transit Program and Fund, the Code of Virginia requires that Hampton Roads Regional Transit Fund disbursements shall be approved by HRTAC “*consistent with the regional transit planning process developed pursuant to subsection D of § 33.2-286.*” This is planning process is jointly defined by HRT, WATA, and Suffolk Transit and includes the development and implementation of a regional subsidy allocation model and the distribution of funds for transit administered through HRTAC (though the use of the Fund applies only to Hampton Roads Transit).

In keeping with this regional transit planning process as it pertains to the development and implementation of a regional subsidy allocation model:

- Regional subsidy allocations will only apply to projects and services located in a transportation district in Hampton Roads created pursuant to § 33.2-1903.
- Regional subsidy allocations may not be used toward any projects or services not contained in the Hampton Roads Regional Transit Program as incorporated in this Transit Strategic Plan (TSP).
- For eligible projects and services, the maximum regional subsidy funding available and necessary to implement the Program may be utilized.

- Regional subsidy funding may be used toward eligible capital and operating expenses. A capital project is an investment in a physical asset like a bus, facility, bus shelters, benches, or property (leased or purchased) in support of the construction of other physical assets. Operating expenses are investments to support day-to-day operations, such as bus operators and mechanics, or fuel and cleaning.
- Regional subsidy funding may be used for state of good repair and for expansion of services and related capital projects. SGR projects typically deal with rehabilitating or replacing existing assets, for example purchasing a new bus to replace an old bus that is beyond its useful life. Expansion projects, on the other hand, add new capacity to the transit system, for example, increasing the number of bus shelters or building a new facility to operate and maintain expanded services.
- Regional subsidy funding may be used at 100 percent share of costs or may be used to match and leverage other funding. If used to match state funding, regional subsidy funding shall be counted toward meeting local match requirements. A mix of funding is not required.
- Allocations of regional subsidy funding are meant to enhance not reduce other funding used to support transit infrastructure and services across the transportation district. As regional subsidy funding is applied, it is prohibited for local funding for public transportation purposes to be reduced to an amount less than what was appropriated on July 1, 2019.
- The regional subsidy model was implemented beginning in FY 2021.

In keeping with the regional transit planning process as it pertains to the distribution of funds for transit administered through HRTAC:

- Distribution of funds shall be consistent with the regional transit planning policy and shall only be for core and connected regional services contained in the Program approved by the governing board of the transportation district.
- Such funds may not be used for other public transportation services (for example, local bus routes).
- Disbursement of regional funds shall not diminish the right of the eligible applicant to determine and utilize the most beneficial type of funding for each type of eligible project or service.
- Distributions of regional funding will not be used to reduce or replace total local funding that has been utilized for public transportation as of July 1, 2019.
- Distributions of regional funding shall not impinge upon the right of the eligible applicant to use regional funding to participate in competitive state and federal grant programs, when appropriate, to effectively deliver projects and draw additional dollars into the region that would not otherwise be accessible.

6.8.1. Capital

RTS capital projects will utilize HRRTF funding and match this funding with federal and state sources, when feasible, to optimize the use of all available funding. Projects are reflected in the HRT FY 2025-2034 Capital Improvement Plan (CIP) and are also listed in **Table 6-16**. As HRT will be applying for more competitive grants to match HRRTF funds, these opportunities could change the make-up of how the projects noted in **Table 6-16** are funded in the future.

It is important to emphasize this is a *plan* for investing in RTS capital projects and not a budget; as real-world conditions influence projects, HRT will adapt RTS capital investment strategies. This is especially important in regard to the RTS facility projects (New Southside Bus Operating Division, Robert Hall Transfer Center, Evelyn T. Butts, Orcutt Transfer Center, Bus Stop Amenity Program). Factors such as land costs, site constraints, and evolving technology needs will impact the cost of these projects. Major investments, such as the New Southside Operating Division, require financial commitments from both federal and state partners.

Table 6-16: RTS Program Capital Expenses and Funding

Item	Expenses (YOES\$ Millions)										
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
New Bus Operating Division - Southside	63.3	32.1	18.3	-	-	-	-	-	-	-	-
Transit Bus Expansion	2.8	4.4	3.0	-	2.7	2.6	-	0.6	0.3	0.7	-
Transit Bus Mid-life Repower	-	-	3.1	1.2	1.4	5.8	3.4	2.9	3.5	0.3	-
Robert Hall Transfer Center Replacement	-	0.5	7.25	-	-	-	-	-	-	-	-
Paratransit Fleet Expansion	-	-	-	-	0.9	-	-	-	-	1.1	-
Orcutt Transfer Center	-	0.5	-	-	-	-	-	-	-	-	-
RTS Technology	-	-	-	-	-	0.3	-	-	-	-	-
Non-Revenue Fleet Expansion and SGR	-	0.1	-	-	-	-	-	-	0.2	1.8	-
Evelyn T. Butts Transfer Center Replacement	4.5	4.0	-	-	-	-	-	-	-	-	-
Bus Stop Amenity Program	-	2.8	3.5	1.8	-	-	-	-	-	-	-
Total Planned Capital Expenditures	70.6	44.3	35.1	3.0	5.0	8.7	3.4	3.5	4.0	3.8	0.0

Item	Funding (YOES\$ Millions)										
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
Federal 5307	11.2	5.6	7.6		1.4	2.4	1.0	1.0	1.1	1.1	-
Federal 5339			0.9	0.3							-
Federal Discretionary*	30.0		2.0								-
State	10.6	6.5	12.2	0.8	3.4	5.9	2.3	2.4	2.7	2.6	-
State Discretionary**		2.0	2.0								-
HRRTF	18.8	30.3	10.4	1.8	0.1	0.1		0.0	0.0	0.1	-
ACC			0.1	0.1	0.1	0.2	0.1	0.1	0.1	0.0	-
Total Planned Capital Funding	70.6	44.3	35.1	3.0	5.0	8.7	3.4	3.5	4.0	3.8	0.0

*Awarded federal earmark in FY 2024 and potential awards in FY 2026.

**Potential awards in FY 2025 and FY 2026

Note: Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.

6.8.2. Operations and Maintenance

Table 6-17 reflects preliminary costs and revenues for RTS Program Operations and Maintenance (O&M) over the current 10-year planning horizon. This includes costs based on hours of service, as the RTS operations are phased in over time, as well as additional costs each year for specific Operations and Maintenance categories as discussed in **Section 6.7.3**. HRT will apply to HRTAC for additional funding to cover any negative end-of-year variance(s), should they occur, due to expenses or farebox revenues being different. In the case of any positive end-of-year variance, HRT will apply to HRTAC for remaining funds to be credited toward the following year's RTS bus operations expenses.

A summary for the FY 2025 HRRTF Program items and costs is shown in **Table 6-18**. This depicts Program items for which HRT plans to utilize Fund moneys, in the estimated amounts shown, to support Operations and Maintenance expenses over this period up to June 30, 2025. The total cost of direct RTS program staffing for FY 2025 planned hires that will be filled is \$3.2 million. The salaries for additional RTS-related positions that were filled before FY 2025 are not included in this table. The \$17.1 million of HRRTF Program funds for RTS bus operations is net of the following revenues: fares and the Transit Ridership Incentive Program (TRIP) grant supporting the extension of Route 21 for circulator service in Naval Station Norfolk,¹⁵ which together total \$2.0 million in revenue.

¹⁵ The circulator-type service of the Regional Backbone Route 21 will operate two alignments: Blue and Gold. The Blue Route will operate weekdays between 6:00 a.m. and 6:00 p.m. with 15-minute headways. The Gold Route will operate weekdays between 6:00 a.m. and 6:00 p.m. with 30-minute frequencies and on weekends between 9:00 a.m. and 6:00 p.m. with 30-minute frequencies.

Table 6-17: Planned RTS Program Operations Costs and Revenues

Item	Expenses (YOES\$ Millions)										
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
757 Express: formerly MAX Operating Expenses	5.9	5.7	6.1	6.6	7.0	7.3	7.7	8.0	8.4	8.8	9.2
757 Express: Regional Backbone + PCS Operating Expenses	5.4	12.0	16.2	18.9	21.3	25.7	30.7	35.6	40.1	44.2	47.0
Total RTS Bus O&M Costs	11.2	17.7	22.4	25.5	28.3	33.0	38.3	43.6	48.5	53.0	56.2
RTS Program Costs*	11.4	8.4	8.3	8.1	8.6	8.5	8.8	9.1	9.5	9.5	10.3
Total RTS O&M Expenses	22.6	26.1	30.7	33.7	36.9	41.6	47.1	52.6	58.0	62.5	66.5

Item	Funding (YOES\$ Millions)										
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
Fare Revenues	1.4	1.4	1.5	1.5	1.5	1.5	1.6	1.6	1.6	1.7	1.7
IOEP Grants - Route 972	0.2	-	-	-	-	-	-	-	-	-	-
TRIP GRANT - Navy Circulator Service	0.9	0.5	-	-	-	-	-	-	-	-	-
HRRTF	20.1	24.2	29.2	32.2	35.4	40.0	45.5	51.0	56.3	59.8	39.4
Total Funding Support RTS O&M	22.6	26.1	30.7	33.7	36.9	41.6	47.1	52.6	58.0	61.4	41.1

Note: Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals. For FY 2024, 757 Express (formerly MAX), Regional Backbone, and PCS operating costs reflect the most recent version of cost allocation information available at the time of the TSP update. For the purpose of Chapter 5, these expenses are estimated by the CIP model which includes more conservative assumptions.

*RTS Program Costs include setup costs. The breakdown of RTS Program Costs can be found in **Table 6-19**.

Table 6-18: FY 2025 RTS Program Operations and Maintenance Expenses

Item	Description	Expenses (YOE\$ Millions)
RTS Bus Operations	139,163 total service hours on: <ul style="list-style-type: none"> ■ Limited/Express routes: PCS 403, PCS 405, PCS 414, PCS 415, PCS 430, 921, 960, 961, 964, 966, 967, 972, 980, ■ Regional Backbone routes: Route 1, Route 3, Route 15, Route 20, Route 21, Route 45, Route 112, Route 114 (See route profiles in Section 6.6 for more service information)	17.1
Facilities	Contracted cleaning; Shelter maintenance and material	2.3
Human Resources	Direct RTS Program staffing (see positions listed in Table 6-15)	3.2
Safety and Risk	Insurance; Facility safety and security certification; Compliance with 26 CFR part 1910 and 1926 audit; Inspection and training programs	0.2
Security	Enhanced security personnel; Transit security officer program gear	0.3
Technology	CCTV; Client technology software and hardware; Communication services; Datacenter hardware and software; Endpoint protection; Google Maps call increase; Microsoft Dynamics 365 Finance and Operations; Microsoft licenses; PaaS; Networking; Printing capacity expansion; Real-time displays; Training; Telephony software; Transit Wi-Fi; Website re-branding; Cell phone services	1.2
Marketing and Communications	Recruitment advertising; Promo media buys; Collateral development/printing; Contract services; Outreach software licensing	0.5
Planning	RTS Program annual update (Transit Strategic Plan); 10-year RTS Capital Program update	0.5
HRTAC Administrative Fee	Fees that HRTAC will occur in monitoring the HRRTP program.	0.3
TOTAL		26.1

Note: Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.

A further breakdown of the additional RTS Operations and Maintenance Program costs shown in **Table 6-17** is provided in **Table 6-19**. This includes estimated HRTAC administrative expenses associated with managing the Hampton Roads Regional Transit Fund (HRRTF).

Table 6-20 provides an overall view of planned uses of the HRRTF to implement the RTS Program documented in this chapter. Table 6-20 reflects a plan, not a budget. HRRTF revenue forecasts are based on Virginia Department of Taxation estimates. Table 6-20 does not include any funding assumptions associated with additional formula or discretionary HRT may receive, for example, as a result of new federal transportation authorization or appropriations bills. In developing this information, HRT has used conservative assumptions related to RTS staffing, system ridership, and farebox revenues. HRT will pro-actively manage and update the Hampton Roads Regional Transit Program and this Transit Strategic Plan (TSP) in a manner that ensures ongoing fiscal sustainability of regional transit operations.

Table 6-19: Planned RTS Operations & Maintenance Program Costs

Item	Expenses (YOES Millions)										
	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
Planning	0.3	0.4	0.4	0.4	0.6	0.4	0.4	0.4	0.6	0.4	0.4
Human Resources	6.8	3.2	3.3	3.4	3.5	3.6	3.7	3.9	4.0	4.1	4.3
Marketing and Communications	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Technology	1.3	1.2	0.9	0.8	0.8	0.8	0.9	0.9	1.0	1.0	1.5
Facilities	1.8	2.3	2.1	2.2	2.3	2.3	2.4	2.5	2.5	2.6	2.7
Safety & Security	0.1	0.2	0.5	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
HRTAC Administrative Fee	0.3	0.3	0.3	0.3	0.4	0.4	0.4	0.4	0.4	0.5	0.5
RTS Program Costs	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3

Note: Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.

Table 6-20: Planned HRRTF Revenues and Expenditures

HRRTF Balance (YOES Millions)	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034
Beginning Balance	63.7	65.1	48.2	46.8	51.6	55.4	54.7	48.7	37.1	20.3	0.0*
HRRTF Projected Revenues	41.3	37.7	38.2	38.8	39.3	39.5	39.5	39.5	39.5	39.5	39.5
HRRTF Planned Capital Spending	19.9	30.3	10.4	1.8	0.1	0.1	0.0	0.0	0.0	0.1	0.0
HRRTF Planned O&M Spending	20.1	24.2	29.2	32.2	35.4	40.0	45.5	51.0	56.3	59.8	39.4
Cumulative Balance	65.1	48.2	46.8	51.6	55.4	54.7	48.7	37.1	20.3	0.0*	0.0*

*Values rounded to 0.0 for consistency

Notes: (1) Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals. (2) Funding projections do not reflect additional discretionary and relief funds. (3) HRRTF Projected Revenues include investment revenues. (4) O&M cost projections reflect full staffing levels. (5) As a practical matter, in no year will HRT management bring forward any budgets that are not balanced.

6.9. Measuring Performance

When adjusting a route or introducing new service it is important to allow for a period of growth of at least 18 to 24 months to build awareness and normalize a market before measuring performance and recommending changes. Given the current COVID-19 pandemic and its impacts on ridership, route improvements supported by the Fund will be allotted at least 18 months of post-pandemic service (defined as when ridership is no longer being impacted by the pandemic, there are no service reductions due to operator shortfalls, and starting from when a phasing group is fully implemented, see **Table 6-14**) before they are evaluated as described in this section. After this period, the performance of the Regional Backbone and Limited/Express services supported by the Fund will be monitored annually and adjusted as necessary to ensure the on-going success of the Program.

The performance of these routes will be evaluated on a rolling basis in accordance with DRPT guidance as outlined in the Transit Strategic Plan Guidelines.¹⁶ These guidelines indicate that the performance of a bus service should be measured against several metrics, such as:

- **Ridership:** passengers per mile, passengers per hour, total passenger miles, etc.
- **Cost efficiency:** cost per mile, cost per hour, cost per trip, farebox recovery, etc.
- **Safety:** accidents, injuries, etc.
- **System accessibility:** residential access to the system, jobs accessible to the system, etc.

The above measures will be important to assess on an annual basis in order to best understand the usage and performance of each Regional Backbone and Limited/Express service and to identify where adjustments could be made to improve operations (e.g., route alignment, scheduling, blocking, run-cutting, etc.). Additionally, the TSP Guidelines call for an efficiency evaluation assessing reliability and on-time performance, two qualities that are essential for understanding and maintaining 15-minute headways as reflected in the Program. These measures should also be assessed annually.

Additional measures may be included that address other agency goals and objectives. HRT will measure the performance of Program services based on factors cited by the relevant legislation which indicates that investments should be positively linked to factors of “*economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life.*” The metrics outlined in **Section 6.5.2: Program Factors, Objectives, and Metrics** will be evaluated and improved upon annually in an effort to understand the impact of the Program on the community.

Routes that perform as well as or better than expected should be considered for additional resource investment, while routes that perform below expectations should be put under performance review with remedial service change actions. Any remedial actions toward Regional Backbone routes will also follow existing HRT Service Standards policy.

¹⁶ See http://www.drpt.virginia.gov/media/2526/transit-strategic-plan-guidelines-draft_clean_082918.pdf.



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