

CHAPTER 3

Planned Improvements and Modifications



(Page Intentionally Left Blank)

Contents

3. Planned Improvements and Modifications

3.1	Planned Service Improvements	3-1
3.2	Estimated Ridership Due to Improvements	3-214
3.3	Prioritization of Planned Service Improvements	3-218
3.3.1	Prioritization	3-218
3.3.2	Inclusion in Other Plans	3-221
3.4	Service Development	3-221
3.4.1	Operations Planning	3-221
3.4.2	Equity Evaluation	3-225
3.4.3	Paratransit Service Area Evaluation	3-232
3.4.4	Title VI Program Review	3-236
3.4.5	Factors Impacting Service Development	3-236

Tables

Table 3-1:	Estimated Weekday Daily Ridership for Improvements Compared to Existing Ridership	3-214
Table 3-2:	Prioritization	3-219
Table 3-3:	Results of Transfer Facility Analysis	3-220
Table 3-4:	Service Expansion and Reduction by Year	3-221
Table 3-5:	Equity Analysis Results	3-231
Table 3-6:	MAX Equity Analysis Results	3-232
Table 3-7:	HRT FY 2020 - FY 2026 Fleet Replacement Schedule (by Year of Funding)	3-237

Figures

Figure 3-1:	FY 2030 Weekday AM Peak Frequency (Peninsula)	3-210
Figure 3-2:	FY 2030 Weekday Peak Frequency (Southside)	3-211
Figure 3-3:	Service Target Weekday Peak Frequency (Peninsula)	3-212
Figure 3-4:	Service Target Weekday Peak Frequency (Southside)	3-213
Figure 3-5:	Peninsula Geographic Loss of Service	3-227
Figure 3-6:	Southside Geographic Loss of Service	3-228
Figure 3-7:	Peninsula Level of Service Loss	3-229
Figure 3-8:	Southside Level of Service Loss	3-230
Figure 3-9:	Peninsula Paratransit Service Area Gains and Losses	3-234
Figure 3-10:	Southside Paratransit Service Area Gains and Losses	3-235

(Page Intentionally Left Blank)

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**, the analyses and performance assessments in **Chapter 2**, and the work performed during the *Transit Transformation Project*. 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 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

HRT began developing service improvements to its system by planning and evaluating several alternative networks during the *Transit Transformation Project*. This project considered the HRT bus network through the lens of a "blank slate" approach, in the sense that the plan focused on developing a route structure that was not beholden to the agency's existing network. In the new service plan, while most route numbers remain, some existing HRT routes have been reconfigured based on the results of the *Transit Transformation Project* to provide more direct service between origins and destinations that demonstrate the need for connections, while other routes have been maintained with minor changes because they are strong performers and already provide important connections.

As part of the *Transit Transformation Project*, HRT updated its service classifications and assigned service design standards to each classification, as described in **Chapter 1**. These standards guided the route planning process.

The improvements were designed to increase service efficiency and the attractiveness of using the HRT system, while also increasing route directness, which helps to increase overall transit trip speed and service on-time performance. Much consideration was also had towards 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 the *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, which is reflected in the increased level of service on several of the Regional Backbone routes, as well as the increased peak trips being added on existing PCS and MAX express services.

The planned service outlined in this chapter 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 involved an increase in revenue hours by route that was acceptable to each city in terms of the associated increase in cost. The results show that in FY 2030, HRT's bus system would operate approximately 27 percent more revenue hours than it does today and is estimated to achieve a 16 percent increase in annual ridership (**Section 3.2**).

This section contains route profiles that describe the planned service improvements through the ten years of the TSP and beyond. The planned system has 47 local fixed routes and 14 Limited/Express routes, compared to the existing 55 fixed route services and 14 Limited/Express routes; while eight 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. Each route profile contains:

- 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:

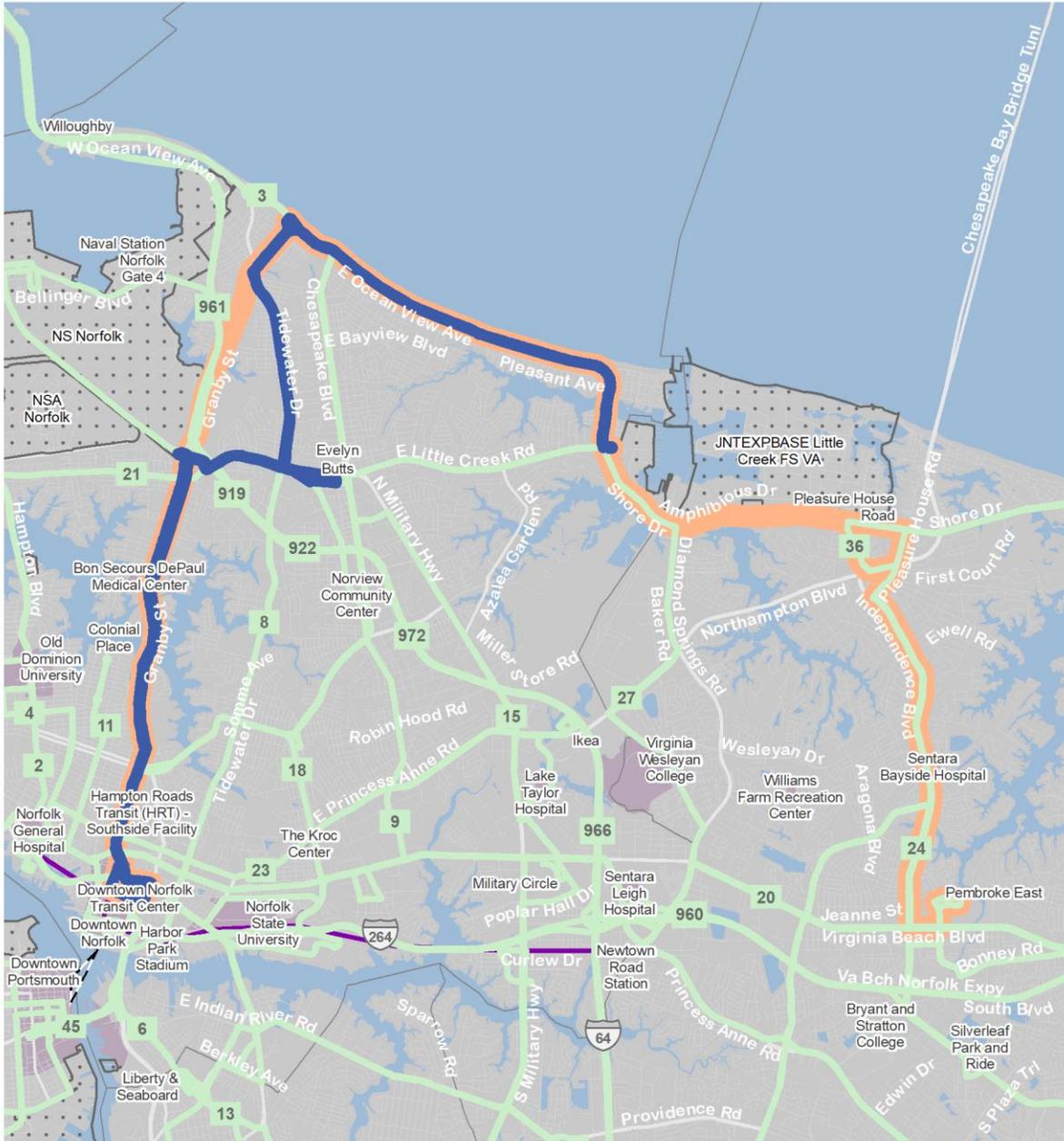
- 
TD Transit demand and underserved areas-based opportunities for improvement identified in **Section 2.2.2**
- 
PB Performance-based opportunities for improvement (passengers per revenue hour, passengers per one-way trip, farebox recovery, subsidy per passenger boarding) as described in **Section 2.3.2**
- 
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 new service classification.
- A table showing the origins and destinations as well as the jurisdictions served, comparing existing service to the planned service.
- A table comparing level of service—span and headway—between the existing service and the service targets¹ 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 AM
 - **AM Peak** - 6:00 AM to 9:00 AM
 - **Midday** - 9:00 AM to 3:00 PM
 - **PM Peak** - 3:00 PM to 6:00 PM
 - **Evening** - 6:00 PM to 11:00 PM
 - **Late Night** - After 11:00 PM
 - On weekends the periods shown are approximately associated with the following times:
 - **Base** - 8:00 AM – 6:00 PM
 - **Non-Base** - 6:00 AM. – 8:00 AM and 6:00 PM – 9:00 PM
 - **Early/Late** - before 6:00 AM and after 9:00 PM
- A table showing the phased implementation across the ten-year period of route alignment changes, span of service changes, and frequency of service changes.
- 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.

Systemwide maps of the improvements are presented following the descriptions of the routes (pages **3-210** to **3-213**).

¹ 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.

Route 1



Route 1



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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, Virginia Beach

Level of Service			
Span			
		Existing	Service Target
Weekday		4:44 AM - 1:30 AM	4:44 AM - 1:30 AM
Saturday		4:40 AM - 1:31 AM	4:40 AM - 1:30 AM
Sunday		5:37 AM - 1:30 AM	4:40 AM - 1:30 AM
Headway			
		Existing	Service Target
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 (DNTPC) and Wards Corner. It will be realigned at Wards Corner and deviate onto Little Creek Boulevard to service Evelyn T. Butts. Route 1 will travel on Tidewater Drive between Little Creek Boulevard and Lenox Avenue, replacing existing service on Granby Street. Between Lennox Avenue and Joint Expeditionary Base (JEB) Little Creek Route 1 will operate along its existing alignment on Ocean View Avenue. Service east of the JEB Little Creek will be discontinued on Route 1; however, much of the service along the discontinued segments will be covered by Routes 27 and 36.
- Eliminate short turns on Route 1 so that all trips operate the full length of the route.
- Weekday span of service remains the same as current Route 1 service. Route 1 will operate with 15-minute service between the AM and PM peak periods. In the early and evening periods service will be provided at half hour intervals. The route will operate hourly after 11:00 PM.
- Saturday service span on Route 1 will be offered between 4:40 AM and 1:30 AM, which matches the current Route 1 service, with 15-minute service through much of the day. Sunday service will be provided at levels that match Saturday service.
- In FY 2024, Route 1 will exceed the service design standards for the Regional Backbone service classification. In FY 2026, weekday midday headway will be increased to 15 minutes, meeting service targets.



Justification

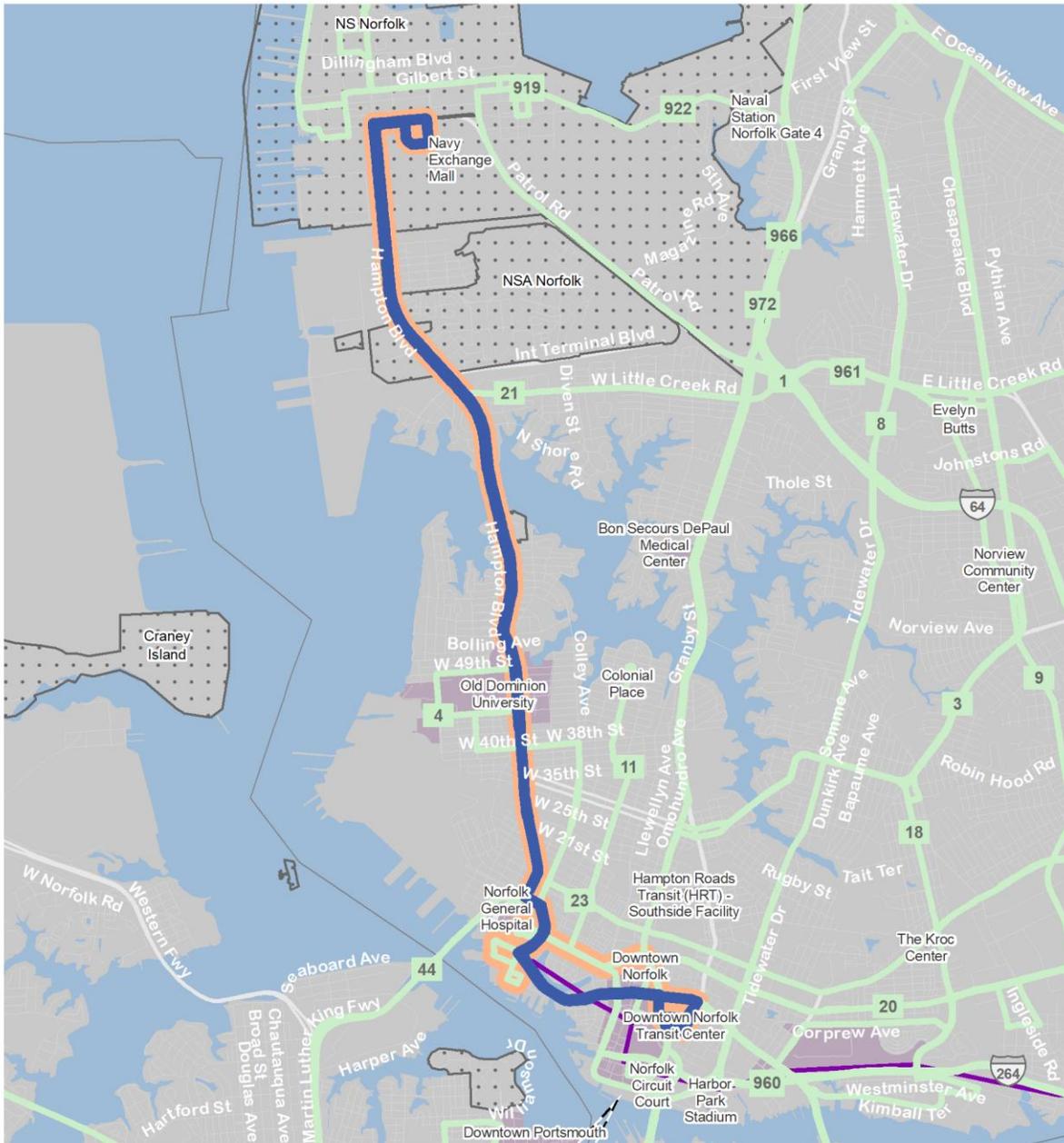
- Simplifying the route by shortening it and eliminating short turns will standardize service levels across the entire route and will create a simpler schedule and map for customers to understand.
- This corridor warrants 15-minute service on weekdays in the peak periods and midday due to the transit market demand and activity centers served along the alignment (Granby Street is a key north-south corridor in Norfolk). 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

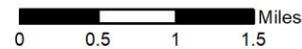
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	<p>Route 1 will operate along its current alignment between the Downtown Norfolk Transit Center (DNTC) and Wards Corner. It will be realigned at Wards Corner and deviate onto Little Creek Boulevard to service Evelyn T. Butts. Route 1 will travel on Tidewater Drive between Little Creek Boulevard and Lenox Avenue, replacing existing service on Granby Street. Between Lennox Avenue and Joint Expeditionary Base (JEB) Little Creek Route 1 will operate along its existing alignment on Ocean View Avenue. Service east of the JEB Little Creek will be discontinued on Route 1; however, much of the service along the discontinued segments will be covered by Routes 27 and 36.</p> <p>Sunday span will be increased to 4:40 am – 1:30 am.</p> <p>Change weekday evening headways to 30 minutes, weekday midday headways to 15 minutes, and Saturday base and Sunday base and non-base headways to 30 minutes.</p>	✓	✓	
2025	No additional changes.			
2026	Change Saturday and Sunday base headways to 15 minutes.			✓
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 2



Route 2



Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 2

Service Classification	
Local Priority	

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	Service Target
Weekday		4:51 AM - 11:42 PM	4:51 AM - 1:00 AM
Saturday		5:11 AM - 1:04 AM	5:11 AM - 1:00 AM
Sunday		5:28 AM - 12:10 AM	5:11 AM - 1:00 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	49	30
	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	60

Note	
Route 2 is classified here as a Local Priority route, with Local Priority levels of service. In the plan shown in Chapter 6, which accounts for new dedicated funding for regional transit, Route 2 is classified as a Regional Backbone route because the additional funding allows for more routes to have high-frequency service.	

Service Changes

- Route 2 will be realigned to travel on Hampton Boulevard, Redgate Avenue, Colley Avenue, and Brambleton Avenue in order to streamline the service through Downtown Norfolk. The realigned Route 2 will be more direct compared to its existing alignment. Route 2 will still operate within a short walking distance of Norfolk General Hospital via Colley Avenue. Route 23 will continue to serve the Fort Norfolk area where Route 2 will no longer serve. Route 2 will no longer service Virginia Beach Boulevard or Olney Road, which will be covered by service on the realigned Route 4.
- Weekday headways remain the same as existing, except evening service is improved to half hour intervals from 6:00 PM to 11:00 PM. Weekday span is increased with service ending at 1:00 AM.
- Weekend service will be provided between 5:11 AM and 1:00 AM and will be offered at half hour intervals through much of the service day.
- With the changes to Route 2 level of service in FY 2025, this route will exceed the service design standards for the Local Priority service classification.



Justification

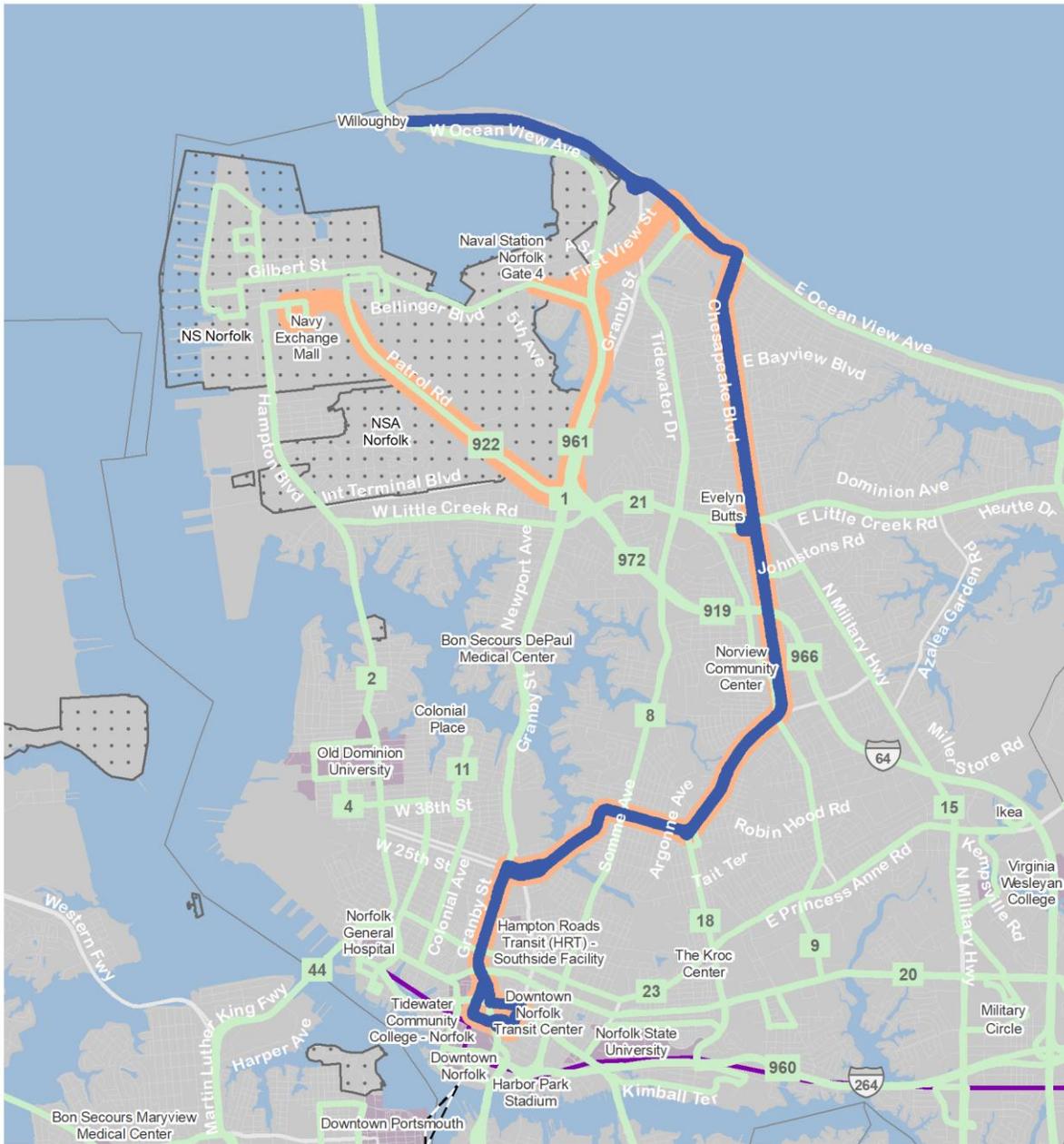
- The multimodal service index analysis from **Chapter 2, Section 2.2.2**, reveals areas served by Route 2 as major activity generators. Providing more direct service and shorter headways will improve this route and could attract more riders.
- The service levels for Route 2 meet the service standards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

Route 2

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	<p>Route 2 will be realigned to travel on Hampton Boulevard, Redgate Avenue, Colley Avenue, and Brambleton Avenue in order to streamline the service through Downtown Norfolk. Route 2 will be a more direct and efficient use of revenue hours than existing Route 2. Route 2 will still operate within short walking distance of Norfolk General Hospital via Colley Avenue. Route 23 will continue to serve the Fort Norfolk area with Route 2 no longer continuing in that area. Route 2 will no longer service Virginia Beach Boulevard or Olney Road.</p> <p>Weekday span will extend to 1:00am, and Sunday span will change to 5:11am – 1:00am.</p> <p>Weekday evening and Saturday and Sunday base headways will change to 30 minutes.</p>	✓	✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 3



Route 3

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 3

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk / Naval Station Norfolk	Downtown Norfolk / Evelyn T. Butts Avenue / Ocean View Avenue
Jurisdictions	Norfolk	Norfolk

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

Service Changes

- The northern end of Route 3 will be realigned to serve Ocean View Avenue to Willoughby (covering a portion of the eliminated Route 5), providing a one-seat ride between Willoughby and Downtown Norfolk. Navy Exchange Mall will no longer be served via Route 3. To reach the Navy Exchange Mall passengers may transfer at Evelyn T. Butts to Route 21.
- On weekdays during the peak periods and midday period service will operate on a short turn between DNTC and Evelyn T. Butts every 15 minutes. During the early and evening time periods the short turn service will operate every half hour half. Hourly service will be offered the full length of the route from Willoughby to DNTC late night. Service to Willoughby will be hourly in the early and evening periods, and during the peak periods and midday it will increase to half hour headways. Route 3 will maintain its existing weekday span.
- Weekend service will operate every 30 minutes between 6:00 AM and 9:00 PM from Willoughby to DNTC. In the non-peak weekend period, service will operate every half hour on the short turn between Evelyn T. Butts and DNTC, and hourly along the full length of the route. In the early/late period hourly service will be offered on the full length of the route. Sunday has the same level of service as Saturday.
- In a future out-year, Route 3 will meet the service design standards for the Regional Backbone service classification once all headway standards are met.



Justification

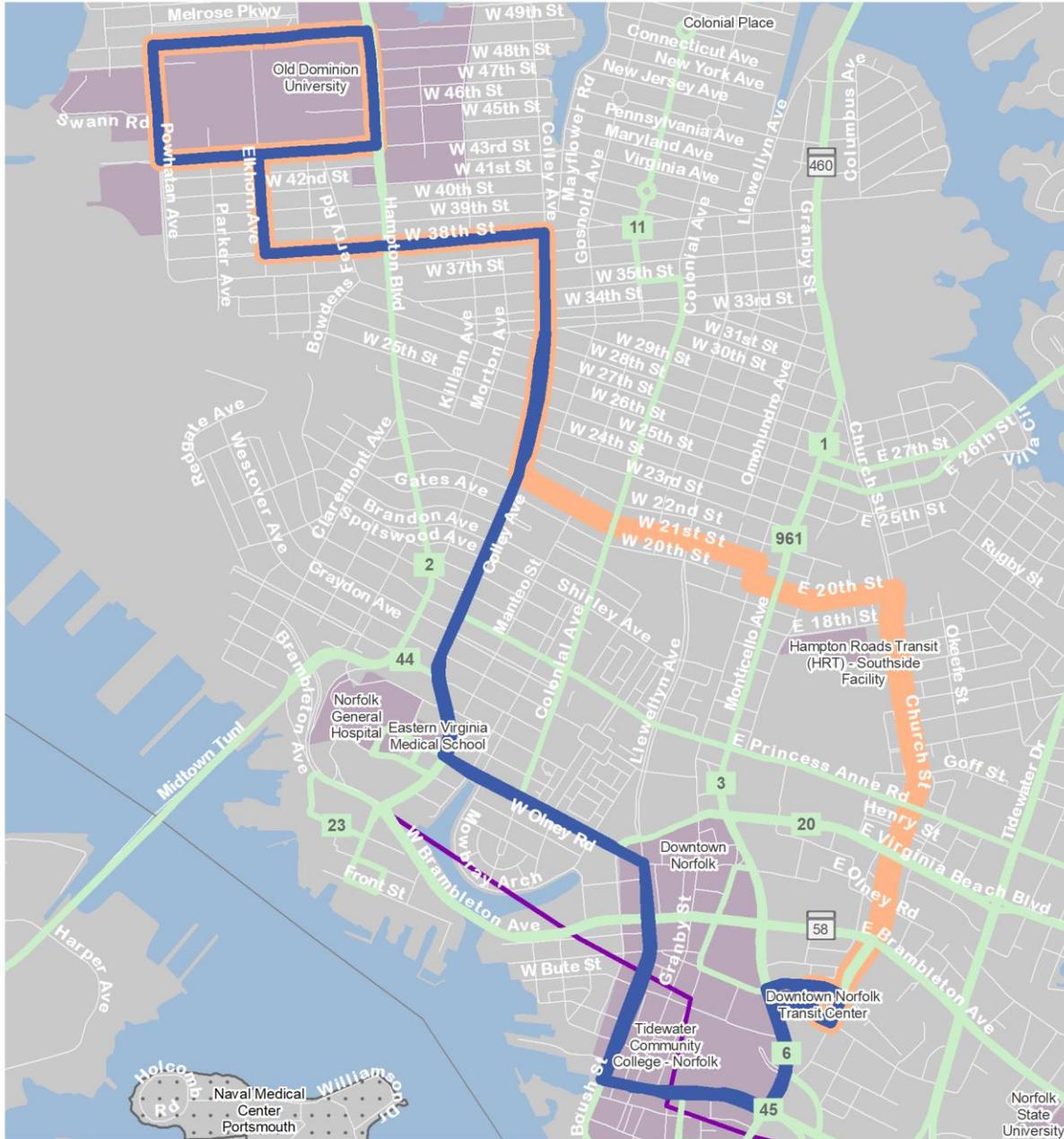
- Route 3's underperformance on On-time Performance warrants a change in service in an effort to make the route operate more efficiently: its On-time Performance is 59 percent, well short of the benchmark of 85 percent.
- Shortening headways on the weekend should encourage additional service usage.
- Service to Willoughby, which is currently offered every hour during weekday periods, will now be offered every half hour during the peak periods, which should help 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Realign the northern end of Route 3 to serve Ocean View Avenue to Willoughby (covering a portion of the eliminated Route 5). Navy Exchange Mall will no longer be served via Route 3. To reach the Navy Exchange Mall passengers may transfer at Evelyn T. Butts to Route 21.	✓	✓	
	Change Sunday span to 5:21am – 1:34am.			
	Change weekday evening headways to effective 30 minutes on the short turn, 60 on long pattern, Sunday base and non-base headways to effective 30 minutes on the short turn, 60 on long pattern.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Change weekday midday headways to effective 15 minutes on the short turn and 30 minutes on the long pattern, Saturday and Sunday base to 30 minutes on the long pattern, removing the short turn on weekend base periods.			✓

Route 4



Route 4



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:00 AM - 10:51 PM	5:00 AM - 10:51 PM
Saturday		7:00 AM - 10:51 PM	7:00 AM - 10:51 PM
Sunday		8:00 AM - 10:49 PM	8:00 AM - 10:49 PM
Headway			
		Existing	Service Target
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	60
Sunday	Base	70	60
	Non-Base	70	60
	Early / Late	-	60

Service Changes

- Route 4 currently operates hourly throughout the day and provides connections between neighborhoods close to Downtown Norfolk and the DNTC. The new Route 4 will provide a more direct service between Old Dominion University and DNTC using Colley Avenue, Olney Avenue, Boush Street, City Hall Avenue, and St. Paul's Boulevard. The route will no longer provide service along 21st Street or Church Street.
- Weekday hourly service will be maintained on Route 4. In FY 2027, Route 4 will meet the service design standards for the Coverage service classification with increases in span.



Justification

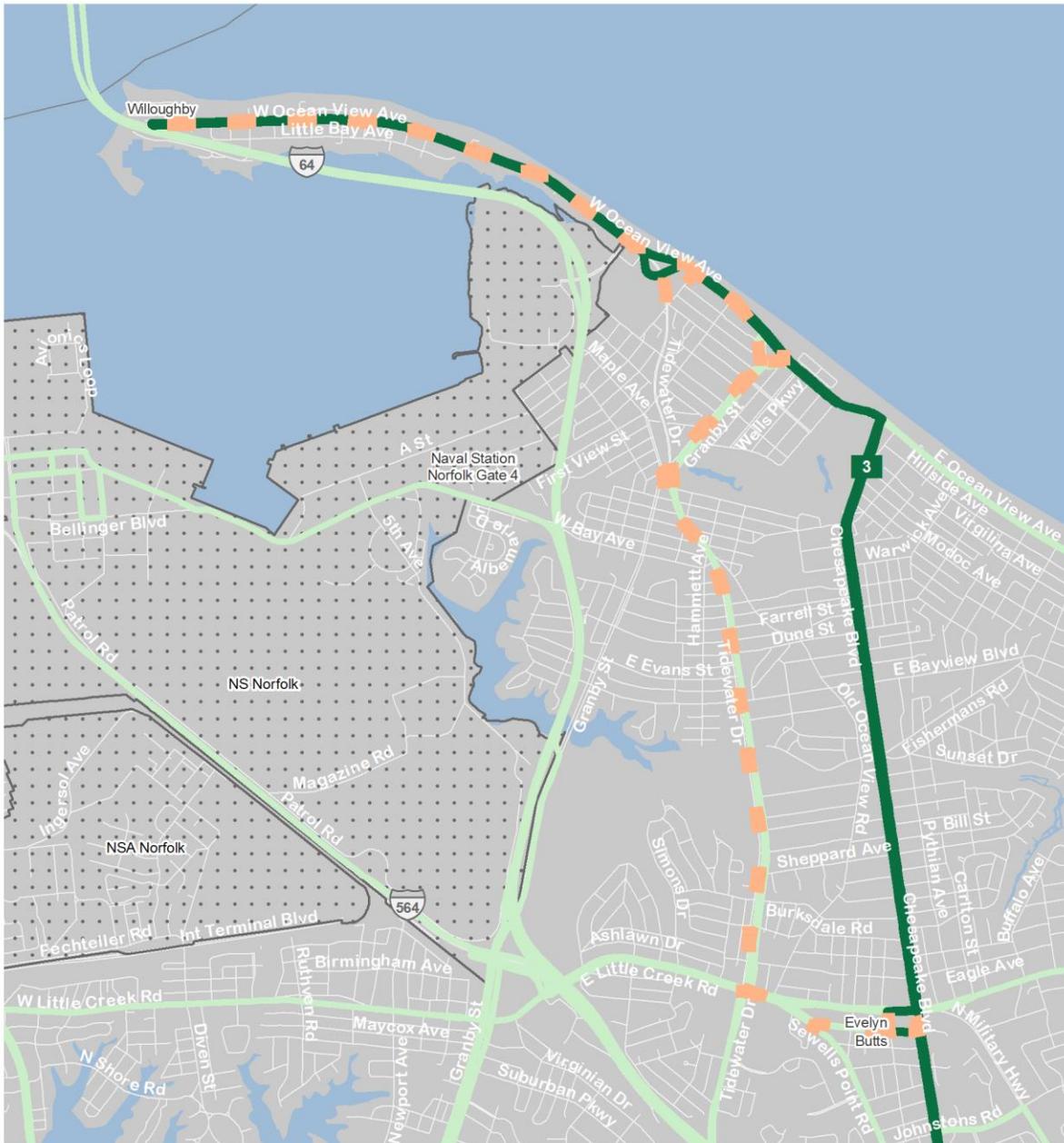
- Streamlining Route 4 will allow for shortened overall trip times and overall route on-time performance, improvements that should help attract ridership. The realignment will also provide a direct connection between Old Dominion University and Downtown Norfolk.
- While service will be removed from Church Street, the Downtown Norfolk Transit Center and several other HRT routes are within close proximity of the corridor. Routes 1, 4, and 11 will provide north-south service in the 21st Street area, even though service along 21st Street will be removed.
- The service levels for Route 4 meet the service standards defined for Coverage routes.

Route 4

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Realign Route 4 to provide a more direct service between Old Dominion University and DNTC using Colley Avenue, Olney Avenue, Boush Street, City Hall Avenue, and St Paul's Boulevard. The route will no longer provide service along 21st Street or Church Street. Change Sunday headways to 60 minutes.	✓		
2026	No additional changes.			
2027	Change weekday span to begin at 5:00 AM.		✓	✓
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 5



Route 5

Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage

- Planned System
- Light Rail
- Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 5

Service Classification	
-	

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

Level of Service		
Span		
	Existing	Service Target
Weekday	6:12 AM - 6:14 PM	-
Saturday	7:17 AM - 6:12 PM	-
Sunday	-	-
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	60
	Midday	60
	PM Peak	60
	Evening	-
	Late Night	-
Saturday	Base	60
	Non-Base	-
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- Route 5 will be eliminated. Service provided by the Route 5 between Ocean View Avenue and Willoughby will be serviced by the extension to Route 3 which will be implemented at the same time. No service will be provided by Route 5 along Tidewater Drive between Little Creek Road and Ocean View Avenue; however, this segment will continue to be served by the realigned Route 1 service.



Justification

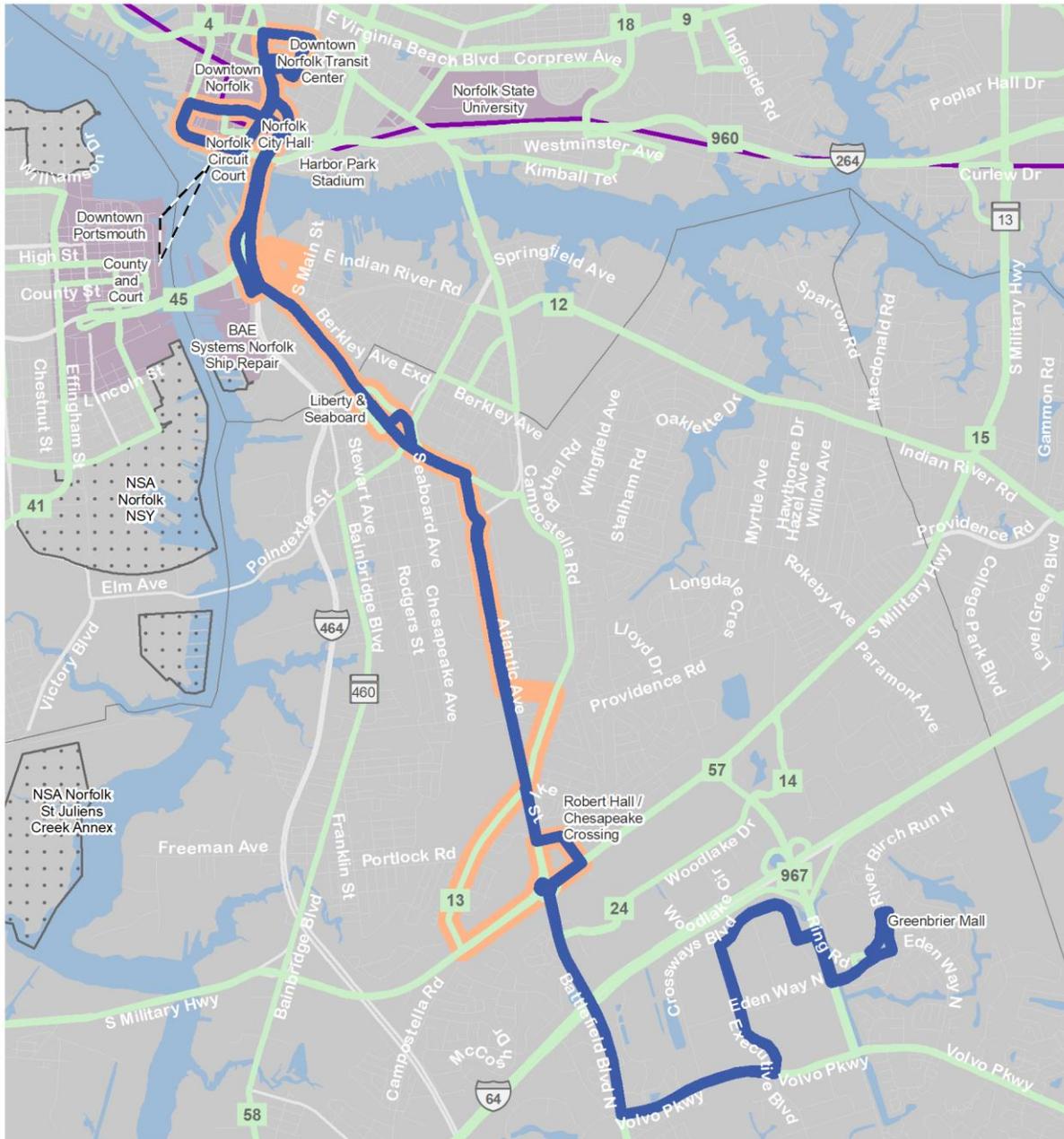
- Route 5 performs well based on the six Key Performance Indicators (results of this analysis are in **Chapter 2, Section 2.3**) and would be further improved by more direct connections provided by the combination with Route 3. The extension of Route 3 will provide service to Willoughby in a similar fashion as the current Route 5 service and will also provide a direct connection from Willoughby into Downtown Norfolk.

Route 5

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Eliminated the route as called for by service target. Most of the Route 5 alignment will be covered by the realigned Route 3.	✓	✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 6



Route 6



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 6

Service Classification
Local Priority

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

Level of Service			
Span			
	Existing	Service Target	
Weekday	5:30 AM - 12:50 AM	5:00 AM - 12:50 AM	
Saturday	5:42 AM - 12:42 AM	5:30 AM - 11:30 PM	
Sunday	5:54 AM - 6:38 PM	5:30 AM - 11:00 PM	
Headway			
	Existing	Service Target	
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

Service Changes

- Route 6 will be extended in Chesapeake to provide a one-seat ride between Greenbrier Mall in Chesapeake, downtown Norfolk, and transfer opportunities at the DNTC. The new alignment will also streamline service by eliminating deviations near Indian River, Broad Street, A Street and Seaboard Avenue, and Campostella Road.
- Route 13 will replace Route 6 service along Campostella Road between Broad Street and Military Highway traveling to Robert Hall, which is currently served by the existing Route 6. Route 13 will also serve Route 6's eliminated deviation to A Street and Seaboard Avenue.
- Route 6 service between Robert Hall and Greenbrier Mall will operate via Military Highway, Battlefield Boulevard, Volvo Parkway, Executive Boulevard, Crossways Boulevard, and Greenbrier Parkway, covering a portion of the eliminated Route 55.
- The current Route 14 service on Battlefield Boulevard between Military Highway and Volvo Parkway will be replaced with the realigned Route 6 service.
- In a future out-year, Route 6 will meet the service design standards for the Local Priority service classification, when it achieves full span and headway standards.



Justification

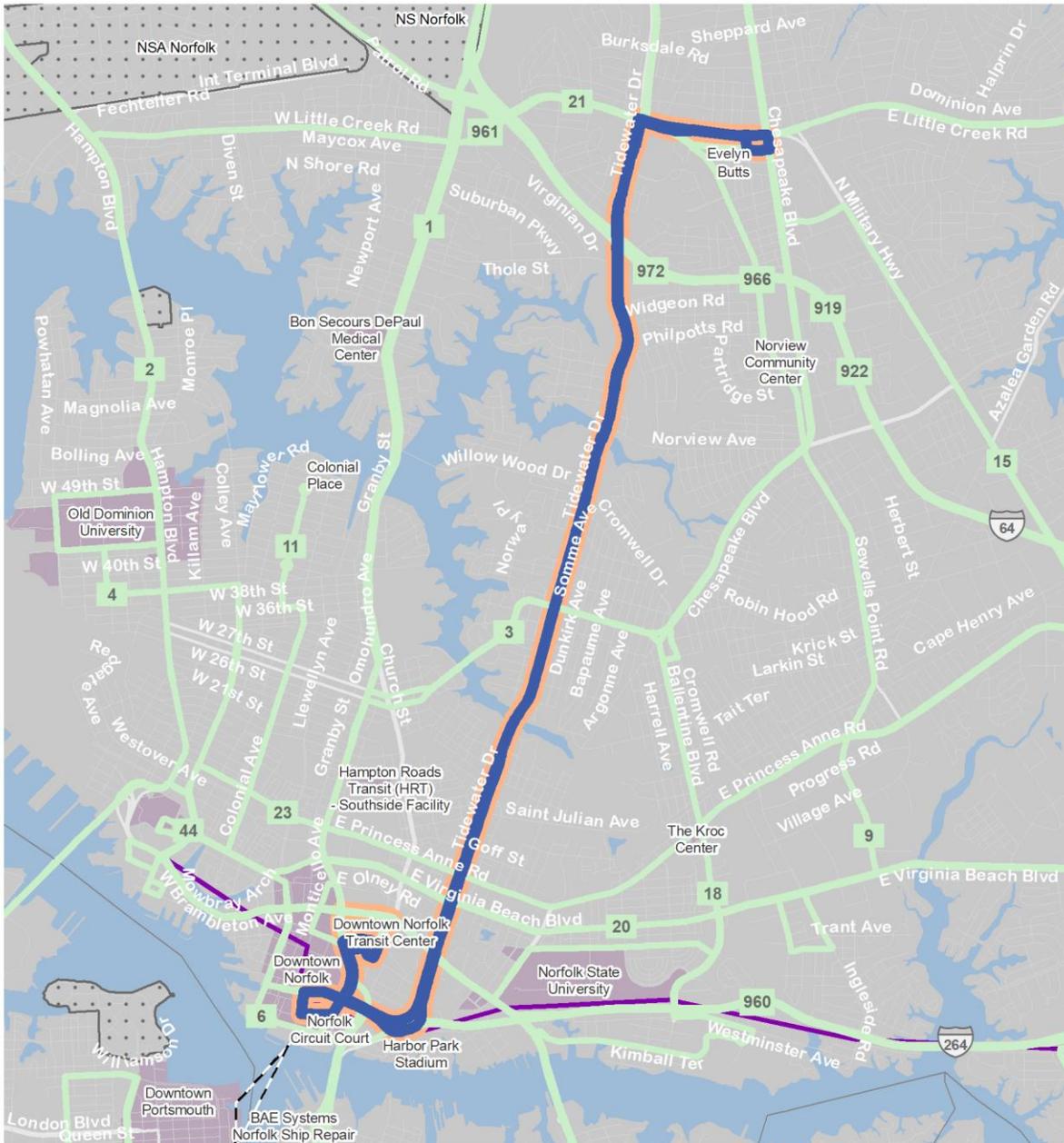
- Route 6 performs in the top half of HRT routes on passengers per revenue hour, in the top quarter for passengers per revenue mile, and in the top half for subsidy per passenger and farebox recovery ratio. This performance warrants increases in service and improved direct connections to induce even higher performance.
- Extending Route 6 service to Greenbrier Mall and increasing the level of service addresses a gap in all-day demand along the existing alignments of Routes 6 and 55. Increased service levels should help induce additional service utilization.
- The service levels for Route 6 meet the service standards defined for Local Priority routes.

Route 6

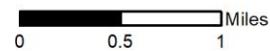
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	<p>Route 6 will be partially realigned. The interim alignment will streamline Route 6 by eliminating the deviation along Indian River and Broad Street, but it will maintain the deviation at Campostella Road, terminating at Robert Hall Boulevard.</p> <p>Change Saturday span to 6:00 AM-11:30 PM and Sunday span to 6:00 AM-7:00 PM.</p> <p>Change weekday evening headways to 60 minutes.</p>			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	<p>Change weekday span to start at 5:00 AM and Saturday and Sunday span starts to 5:30 AM.</p> <p>Change weekday midday headways to 30 minutes.</p>			
2030	No additional changes.			
Out-years	<p>Implement full Route 6 realignment and eliminate interim alignment. Route 6 will be extended in Chesapeake to provide a one-seat ride between Greenbrier Mall in Chesapeake, downtown Norfolk, and transfer opportunities at the DNTC. The new alignment will further streamline service by eliminating the deviation on Campostella Road. Route 13 will replace the service along Campostella Road between Atlantic Avenue and Military Highway traveling to Robert Hall currently served by Route 6. Route 6 service between Robert Hall and Greenbrier Mall will operate via Military Highway, Old Greenbrier Road, Greenbrier Parkway, Crossways Boulevard, Executive Boulevard, and Volvo Parkway (similar to the service provided by the eliminated Route 55). The current Route 14 service on Battlefield Boulevard between Military Highway and Volvo Parkway will be replaced with the extended Route 6 service.</p> <p>Change Sunday span to end at 11:00 PM.</p> <p>Change Saturday and Sunday peak headways to 30 minutes.</p>	✓	✓	✓

Route 8



Route 8



Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 8

Service Classification	
Regional Backbone	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		5:18 AM - 12:15 AM	5:00 AM - 1:00 AM
Saturday		5:42 AM - 12:45 AM	5:40 AM - 12:00 AM
Sunday		6:40 AM - 8:58 PM	5:40 AM - 12:00 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	30
	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

Service Changes

- There are no alignment changes.
- As a Regional Backbone route, on weekdays Route 8 will provide service between 5:00 AM and 1:00 AM and will operate with 15-minute service in the AM and PM peak periods; half hour service in the early, midday, and evening periods; and hourly service in the late-night period.
- On weekends Route 8 will operate between 5:40 AM and 12:00 AM, which is a slight decrease in hours on Saturday but a longer day of service on Sunday. Half hour service will be offered through much of the day, with hourly service being offered during the early and late-night hours.
- In FY 2025, Route 8 will meet the service design standards for the Regional Backbone service classification.



Justification

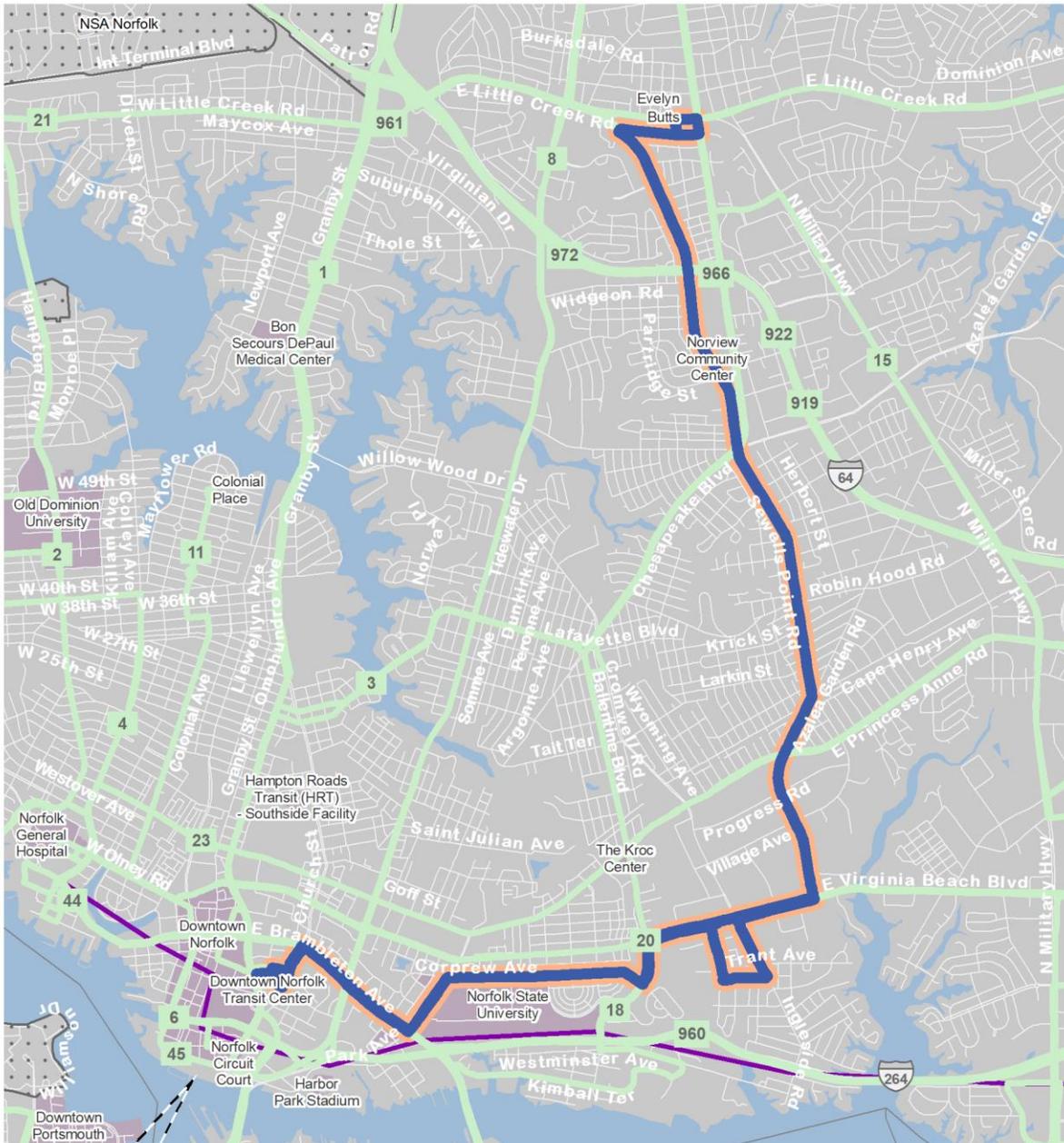
- Overall, Route 8 performs very well based on the six Key Performance Indicators (KPI). Its farebox recovery ratio is over 25 percent and passengers per revenue mile is 22.
- Increasing peak period service to 15-minute headways along the existing alignment should help increase service utilization and will also act as an important connecting service to several other routes.
- 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
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Change weekday peak headways to 15 minutes, weekday evening headways to 30 minutes, and Sunday base headways to 30 minutes. Change weekday span to 5:00 AM – 1:00 AM and Saturday and Sunday spans to 5:40 AM – 12:00 AM.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 9



Route 9

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 9

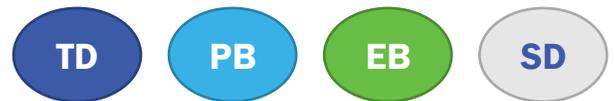
Service Classification	
Coverage	

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	Service Target
Weekday		5:48 AM - 12:11 AM	5:00 AM - 12:11 AM
Saturday		5:32 AM - 12:12 AM	5:32 AM - 12:12 AM
Sunday		-	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	43	30 until 8:00 PM, 60 after
	Late Night	60	60
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 span and headways will remain the same as existing.
- Saturday span will remain the same as existing, with hourly service as in existing. Sunday service will be introduced with hourly service operating from 8:00 AM - 7:00 PM.
- In a future out-year, Route 9 will meet the service design standards for the Coverage service classification when Sunday service is added and the weekday span starts earlier at 5:00 AM.



Justification

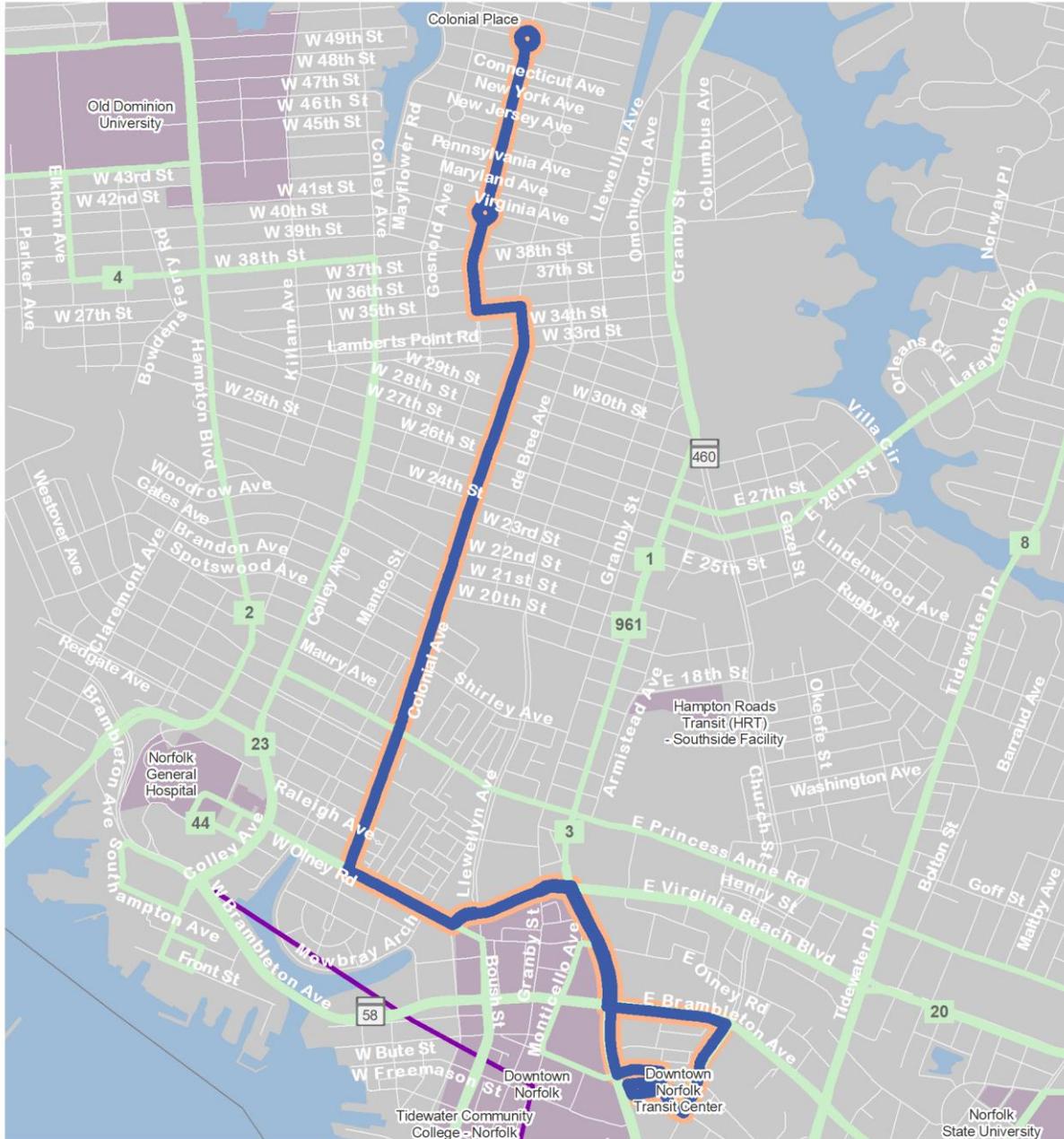
- Route 9's performance is average, yet it provides important connections within Norfolk, therefore the alignment and level of service will be kept as existing for weekdays and Saturdays.
- In order to meet the service design standards, Sunday service should be initiated. The service levels for Route 9 meet the service standards defined for Coverage routes.

Route 9

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Add Sunday service from 8:00 AM – 7:00 PM. Change weekday span to start at 5:00 AM.		✓	✓

Route 11



Route 11



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:07 AM - 6:30 PM	5:00 AM - 7:00 PM
Saturday		6:07 AM - 6:27 PM	6:07 AM - 7:00 PM
Sunday		8:42 AM - 5:38 PM	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment or headways. Span increases are needed in order for this route to reach the service design standards.
- In a future out-year, Route 11 will meet the service design standards for the Coverage service classification when span improvements are made.



Justification

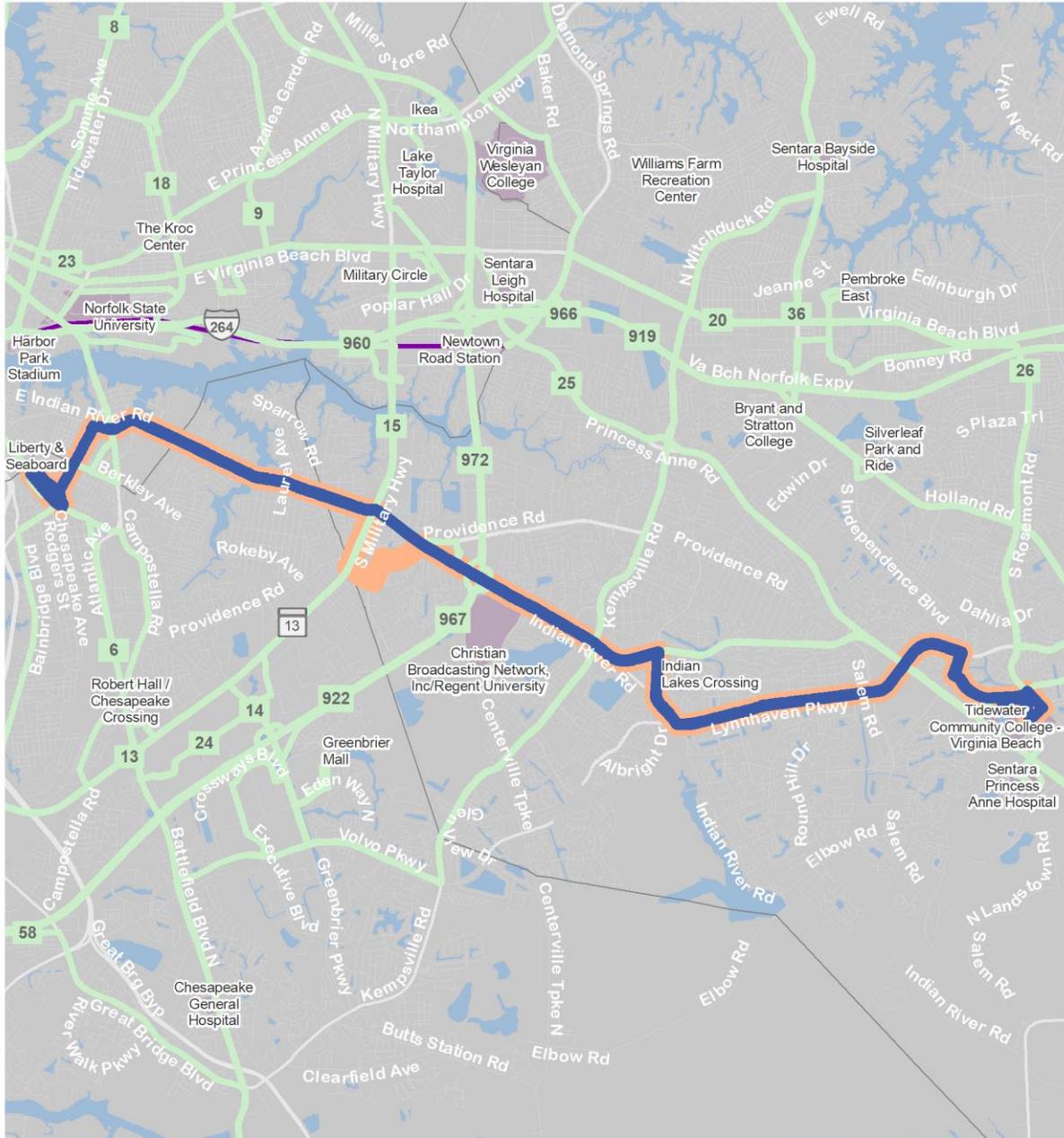
- While Route 11 is a lower performing route, maintaining its current alignment and levels of service will help provide important north-south connections within Norfolk, especially in the 21st Street area.
- The service levels for Route 11 meet the service standards defined for Coverage routes.

Route 11

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Change weekday span to 5:00 AM – 7:00 PM, Saturday span to end at 7:00 PM, and Sunday span to 8:00 AM – 7:00 PM.		✓	✓

Route 12



Route 12



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
	Weekday	5:48 AM - 9:35 PM	5:00 AM - 11:00 PM
	Saturday	5:48 AM - 9:35 PM	5:48 AM - 11:00 PM
	Sunday	-	7:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	60	30
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 PM, 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 will provide more direct service by remaining on Indian River Road and 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 AM and operate every 30-minutes until 8:00 PM, with hourly service after.
- On Saturdays the span of service will extend to 11:00 PM. Sunday service will be added to Route 12, operating from 7:00 AM - 11:00 PM.
- In a future out-year, Route 12 will meet the service design standards for the Local Priority service classification, once Sunday service is added and other span and headway improvements are made.



Justification

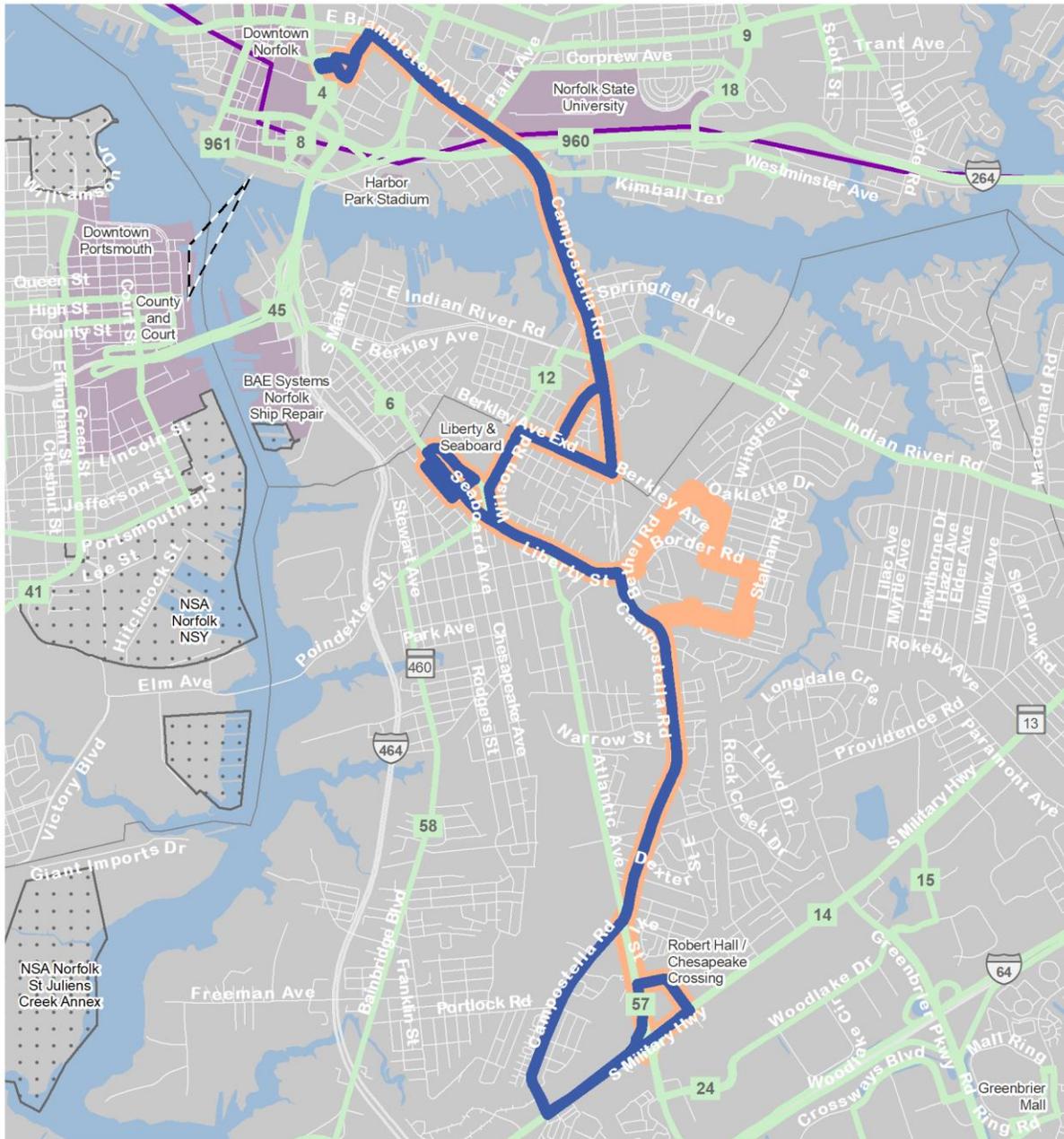
- Route 12 service is one of the higher-performing routes within the HRT system.
- Shortening headways on Route 12 will provide better transfer opportunities between this route and routes which provide north-south connections, enhancing regional connectivity.
- This route improvement addresses an identified 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 meet the service standards defined for Local Priority routes.

Route 12

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Route 12 will be realigned to provide more direct service by remaining on Indian River Road and eliminating the current deviation that operates on Military Highway, Auburn Drive, College Park Boulevard, and Providence Road. Change weekday span to start at 5:00 AM. Change weekday headways to 30 minutes from the early period until 8:00 PM.	✓		
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Change weekday and Saturday spans to end at 11:00 PM and introduce Sunday service from 7:00 AM – 11:00 PM. Increase weekend peak headways to 30 minutes.		✓	✓

Route 13



Route 13



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 13

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		4:48 AM - 12:43 AM	4:48 AM - 12:43 AM
Saturday		5:26 AM - 12:43 AM	5:30 AM - 11:48 PM
Sunday		5:52 AM - 10:36 PM	5:30 AM - 11:48 PM
Headway			
		Existing	Service Target
Weekday	Early	60	30
	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

- Route 13 will provide streamlined service along Campostella Road; the deviation currently operating along Bethel Road and Parkside Drive will be eliminated to help streamline the service.
- Route 13 will replace service lost by Route 6 along Campostella Road between Atlantic Avenue and Military Highway traveling to Robert Hall.
- The current weekday span of service will be maintained with the route beginning service at 4:48 AM and ending at 12:43 AM. Service along the full length of the route from DNTC to Robert Hall will be offered from start of service until 11:00 PM, at which time service will be offered between Liberty and Seaboard and Robert Hall.
- On the weekends the full length of the route will be provided on all trips (DNTC to Robert Hall).
- In a future out-year, Route 13 will meet the service design standards for the Local Priority service classification, once headway improvements are made and the full realignment is implemented.



Justification

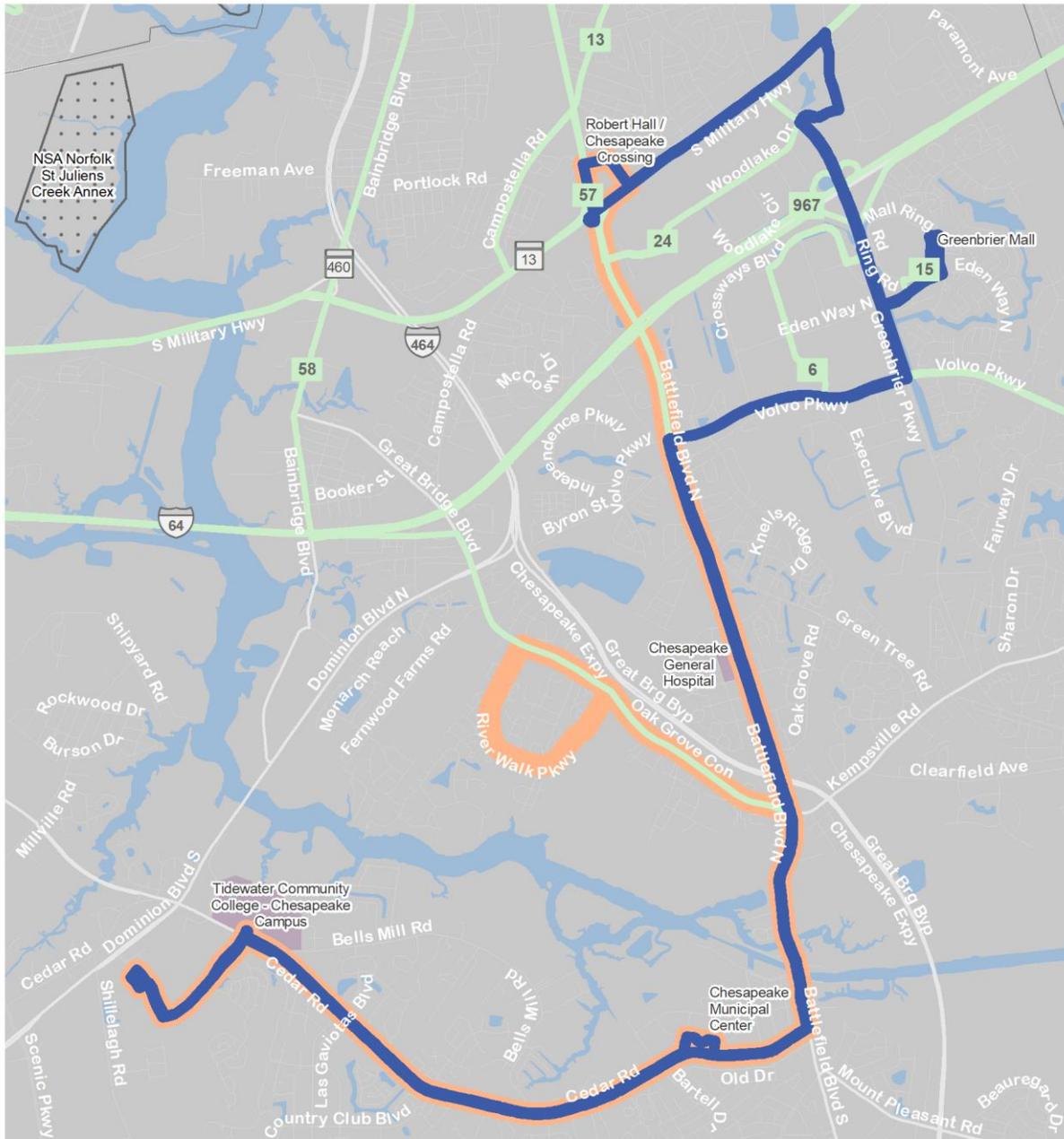
- Route 13 performs well on the six Key Performance Indicators (KPI) and warrants increases of service as a result. Improving headways on weekdays in the midday time period will address an identified gap in all-day transit demand from Indian River in South Norfolk to Chesapeake Crossing.
- The service levels for Route 13 meet the service standards defined for Local Priority routes.

Route 13

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Implement interim alignment. The alignment will match existing, except the deviation to Bethel Road will be eliminated. Change Saturday span to 5:30 AM-11:30 PM and Sunday span to 6:00 AM-10:30 PM. Change weekday evening headways to 60 minutes and run all trips from DNTC to Robert Hall between the AM peak and evening periods.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	Change the span start time of the interim pattern to 4:48 AM and have the short turn operate only between the hours of 11:00 PM and 12:43 AM. Extend the Saturday span to end at 11:48 PM and change the Sunday span to 5:30 AM – 11:48 PM. Increase weekday early headways to 30 minutes on the long pattern.		✓	
2029	No additional changes.			
2030	No additional changes.			
Out-years	Eliminate the interim pattern and implement full planned alignment, which will provide streamlined service along Campostella Road. Change weekday midday, Saturday peak, and Sunday peak headways to 30 minutes.	✓		✓

Route 14



Route 14



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 14

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / TCC Chesapeake	Robert Hall Boulevard / Greenbrier Mall / TCC Chesapeake
Jurisdictions	Chesapeake	Chesapeake

Level of Service			
Span			
		Existing	Service Target
Weekday		6:17 AM - 7:12 PM	5:00 AM - 7:12 PM
Saturday		6:17 AM - 7:12 PM	6:20 AM - 7:00 PM
Sunday		-	6:20 AM - 7:00 PM
Headway			
		Existing	Service Target
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

- Route 14 will be realigned to serve both Robert Hall and Greenbrier Mall.
- The current diversion to River Walk Parkway via Great Bridge Boulevard will be eliminated on Route 14; this area will continue to have service via the realigned Route 58.
- After serving Robert Hall, Route 14 will serve Military Highway, Old Greenbrier Road, Greenbrier Parkway, Greenbrier Mall, Greenbrier Parkway, Volvo Parkway, and Battlefield Boulevard. This covers an eliminated portion of the existing Route 55.
- Route 14 service on Battlefield Boulevard between Robert Hall and Volvo Parkway will be replaced with the extended Route 6 service.
- Weekday service levels will remain consistent with the existing Route 14 service, providing hourly service between 5:00 AM and 7:12 PM.
- Saturday service will be provided at hourly intervals between 6:20 AM and 7:00 PM. Sunday service will be offered to match the levels of service offered on Saturdays.
- In a future out-year, Route 14 will exceed the service design standards for the Coverage service classification once span increases are made and the full realignment is implemented.



Justification

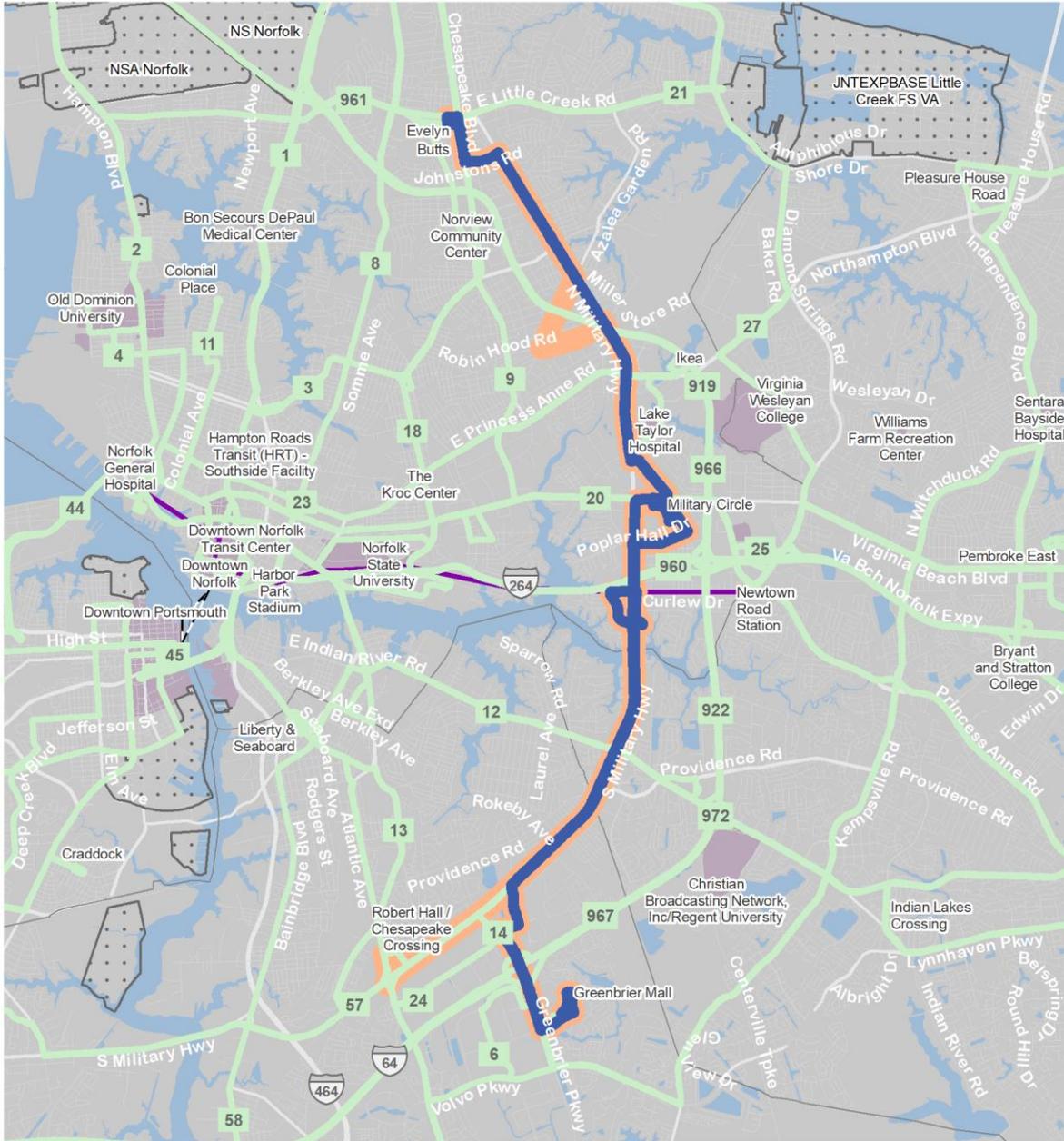
- Route 14 performs in the lower half on most of the six Key Performance Indicators (KPI). The existing service has an average of 11 passengers per revenue hour which is below the Southside average of 15. As a result, Route 14 service will be reconfigured along with Route 58 service; changes on both routes will provide more direct connections and serve destinations throughout Chesapeake.
- The service will be realigned to serve both Robert Hall and Greenbrier Mall in an effort to help to boost performance of the route and provide more transit options to connect to the Chesapeake Municipal Center.
- Additionally, service currently provided on Route 14 along Great Bridge Boulevard will now be offered on the realigned Route 58. This will help to decrease the overall travel time on the Route 14 while also helping to increase its on-time performance, qualities known to help increase service utilization.
- 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement interim alignment. The deviation on Great Bridge Boulevard is eliminated and covered by the realigned Route 58. Route 14 will maintain its existing alignment and continue up Battlefield to terminate at Robert Hall. This pattern will not serve Greenbrier. Change Saturday span to 6:20 AM – 7:00 PM.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Implement service target alignment and eliminate interim alignment. Route 14 will service Greenbrier Mall and Robert hall. Change weekday span to start at 5:00 AM and add Sunday service from 6:20 AM – 7:00 PM.	✓	✓	✓

Route 15



Route 15



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 15

Service Classification	
Regional Backbone	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		4:48 AM - 1:17 AM	5:00 AM - 1:15 AM
Saturday		5:18 AM - 12:45 AM	5:18 AM - 12:00 AM
Sunday		6:46 AM - 12:45 AM	5:18 AM - 12:00 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	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.	

Service Changes

- Route 15 will be streamlined along Military Highway by eliminating the diversion onto Azalea Garden Road and Robin Hood Road. Upon reaching Old Greenbrier Road, it will serve Greenbrier Mall using the route's current alignment.
- The streamlined short turn between Evelyn T. Butts and Curlew Boulevard, serving the Military Highway light rail station, will be maintained for some years until it can be eliminated. The elimination of the short turn will create improved levels of service across the entire route.
- The current service to Chesapeake Crossing via Military Highway will be removed from Route 15 and replaced with service on the realigned Route 57. Route 15 will serve Greenbrier Mall in lieu of Chesapeake Crossing, which will allow Route 15 to provide connections where there is a higher concentration of other HRT routes.
- The current weekday service levels will be maintained, starting service at 5:00 AM and ending at 1:15 AM. AM and PM peak service will be provided at 15-minute intervals; half hour service will be provided during the early morning, midday and evening periods; and hourly service will be provided during the late-night period. While the short turn still exists, the shorter headways will only be offered on the short turn, and double the headway will be offered on the pattern operating between Evelyn Butts and Greenbrier; once the short turn is eliminated, the shorter headways will be offered along the full length of the route.
- Saturday service on Route 15 will be offered between 5:18 AM and midnight at half hour intervals through much of the service day. Sunday service will be offered at the same level as provided on Saturdays.
- In FY 2026, Route 15 will meet the service design standards for the Regional Backbone service classification when the short turn will be eliminated and the service target headways are implemented along the full length of the route.

Route 15



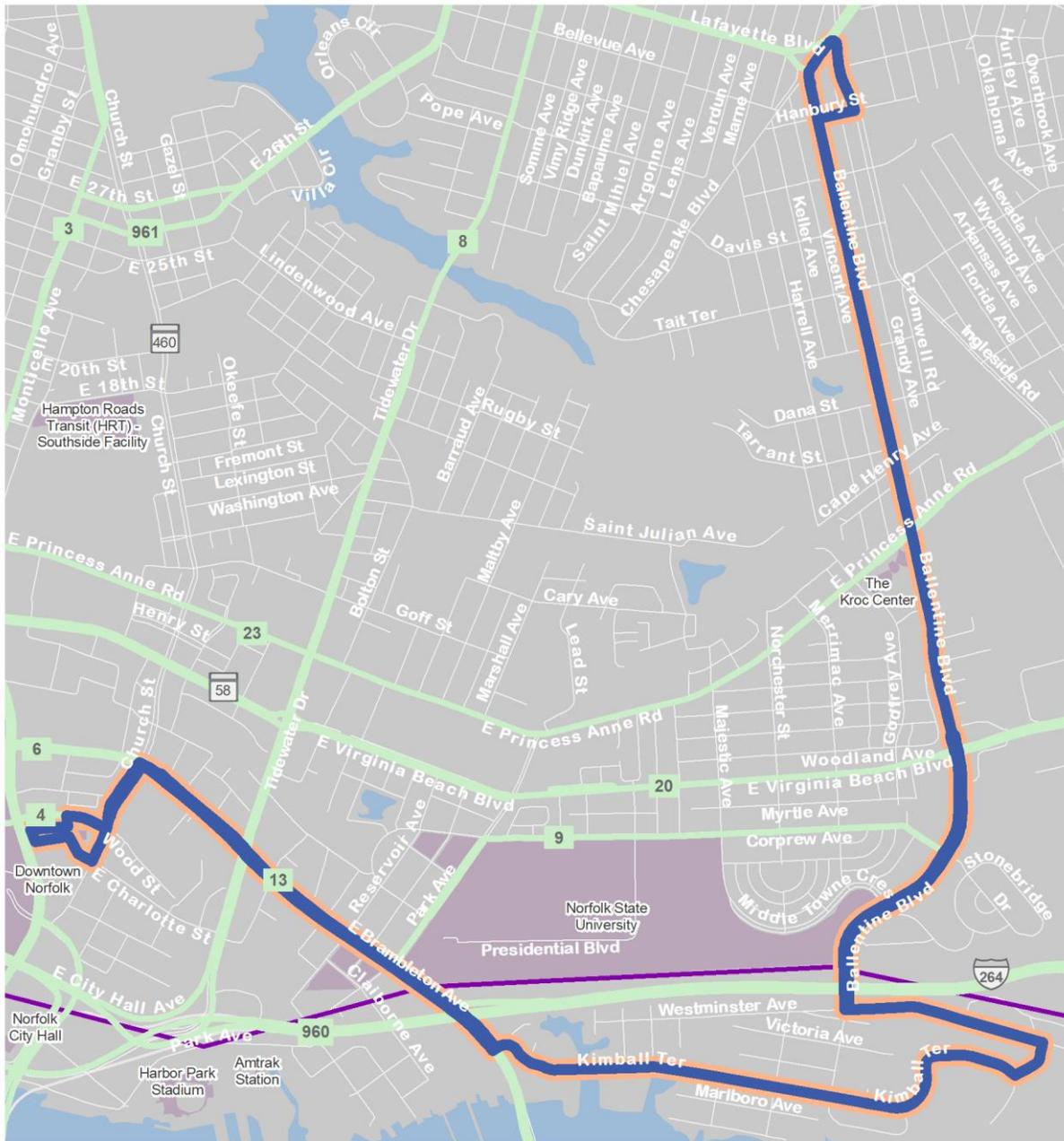
Justification

- 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 changes to Route 15 will help to decrease overall route travel time, improve route directness, and enhance frequent connections between Norfolk and Chesapeake, all factors that will help to increase the attractiveness of this service.
- The service levels for Route 15 meet the service standards defined for Regional Backbone routes.

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Implement service target alignment, streamlining the full pattern and maintaining a short turn operating between Evelyn T. Butts and Curlew Boulevard (serving the Military Highway light rail station). Implement service target span and headways on the short turn. Full pattern service will have double the headways, operating from 6:00 AM – 10:30 PM on weekdays, 6:15 AM – 9:00 PM on Saturdays, and 8:00 AM – 6:15 PM on Sundays.	✓		
2025	Implement service target span on the full pattern. Replace short-turn service with service on the full pattern every 30 minutes during the midday and every 60 minutes during the late night period. Similarly, replace weekend late night short-turn service with 60-minute headways on the full pattern.		✓	
2026	Remove the short turn entirely and implement service target headways on the full alignment.			✓
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 18



Route 18

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 18

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Service Target
	Weekday	5:42 AM - 10:38 PM	5:00 AM - 10:38 PM
	Saturday	6:16 AM - 10:18 PM	6:16 AM - 10:18 PM
	Sunday	-	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment.
- In a future out-year, Route 18 will meet the service design standards for the Coverage service classification when span targets are reached.



Justification

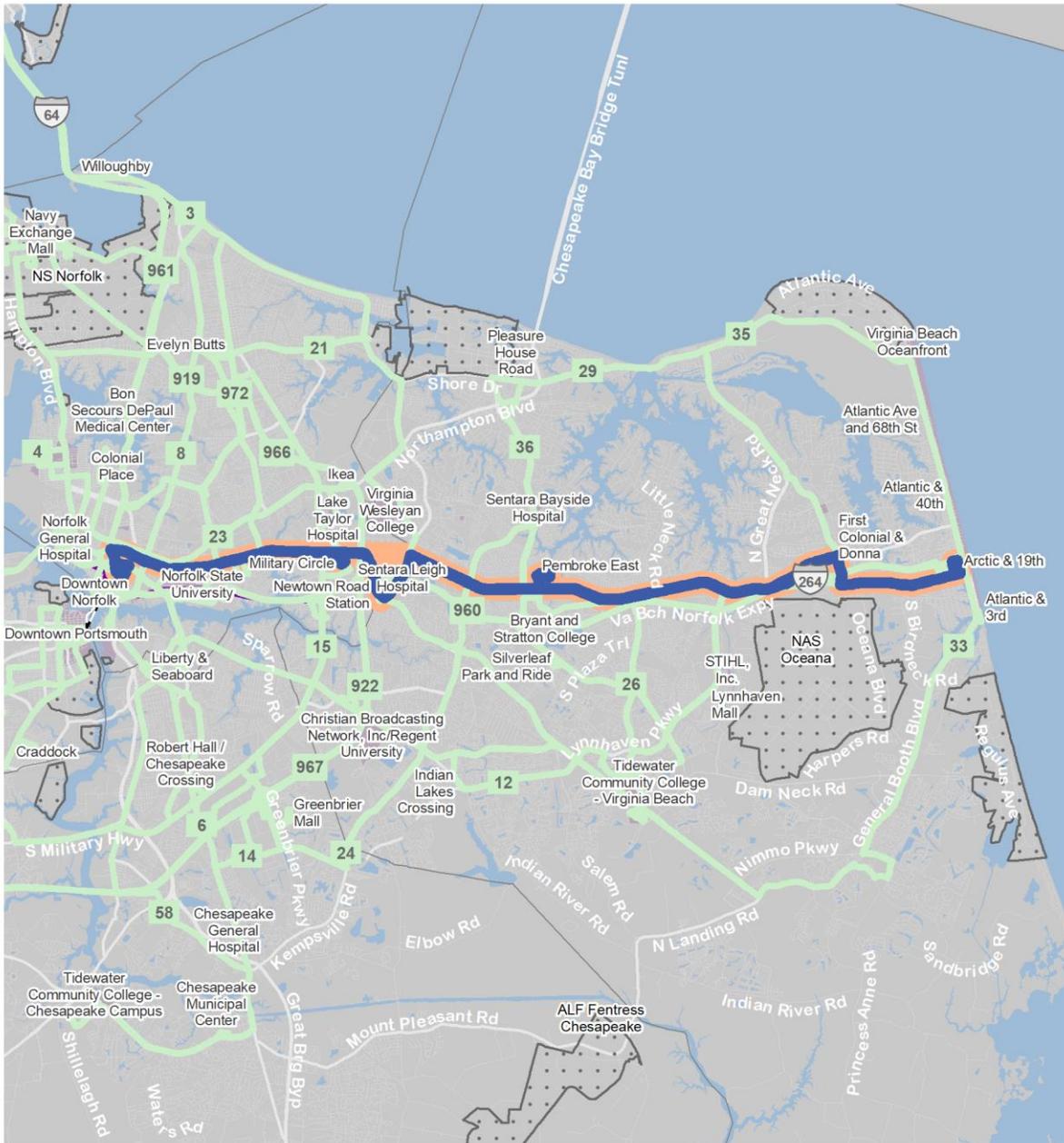
- Route 18's performance is low compared to other routes within the HRT system, but because it provides important connections within Norfolk, the alignment and level of service will be kept as existing for weekdays and Saturdays.
- In order to meet the service design standards, Sunday service should also 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
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Begin weekday service at 5:00 AM. Add Sunday service from 8:00 AM-7:00 PM.		✓	✓

Route 20



Route 20



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target	
Weekday	4:52 AM - 1:15 AM	4:52 AM - 1:15 AM	
Saturday	5:22 AM - 1:14 AM	5:00 AM - 1:14 AM	
Sunday	6:23 AM - 1:13 AM	5:00 AM - 1:14 AM	
Headway			
	Existing	Service Target	
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	46	30 until 7:00 PM, 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

- Route 20 will be realigned to serve the Newtown Road light rail station via Kempsville Road and Newtown Road instead of going up and down Kempsville Road in both directions. Short turns on this route will be eliminated, which will help to provide consistent frequency of service across the entire route's alignment.
- The current weekday span will be maintained, operating between 4:52 AM and 1:15 AM, with service provided every 15 minutes between the AM and PM peak periods across the whole length of the route. During the early morning and evening periods service will be increased to half hour intervals across the whole route, with hourly service being offered in the late-night period.
- Saturday service will be offered between 5:00 AM and 1:14 AM with 15-minute service being offered through much of the day. Sunday service will be increased to match Saturday levels.
- In FY 2028, Route 15 will exceed the service design standards for the Regional Backbone service classification once the weekday evening headways are increased to 30-minutes and weekend span starts earlier at 5:00 AM.



Justification

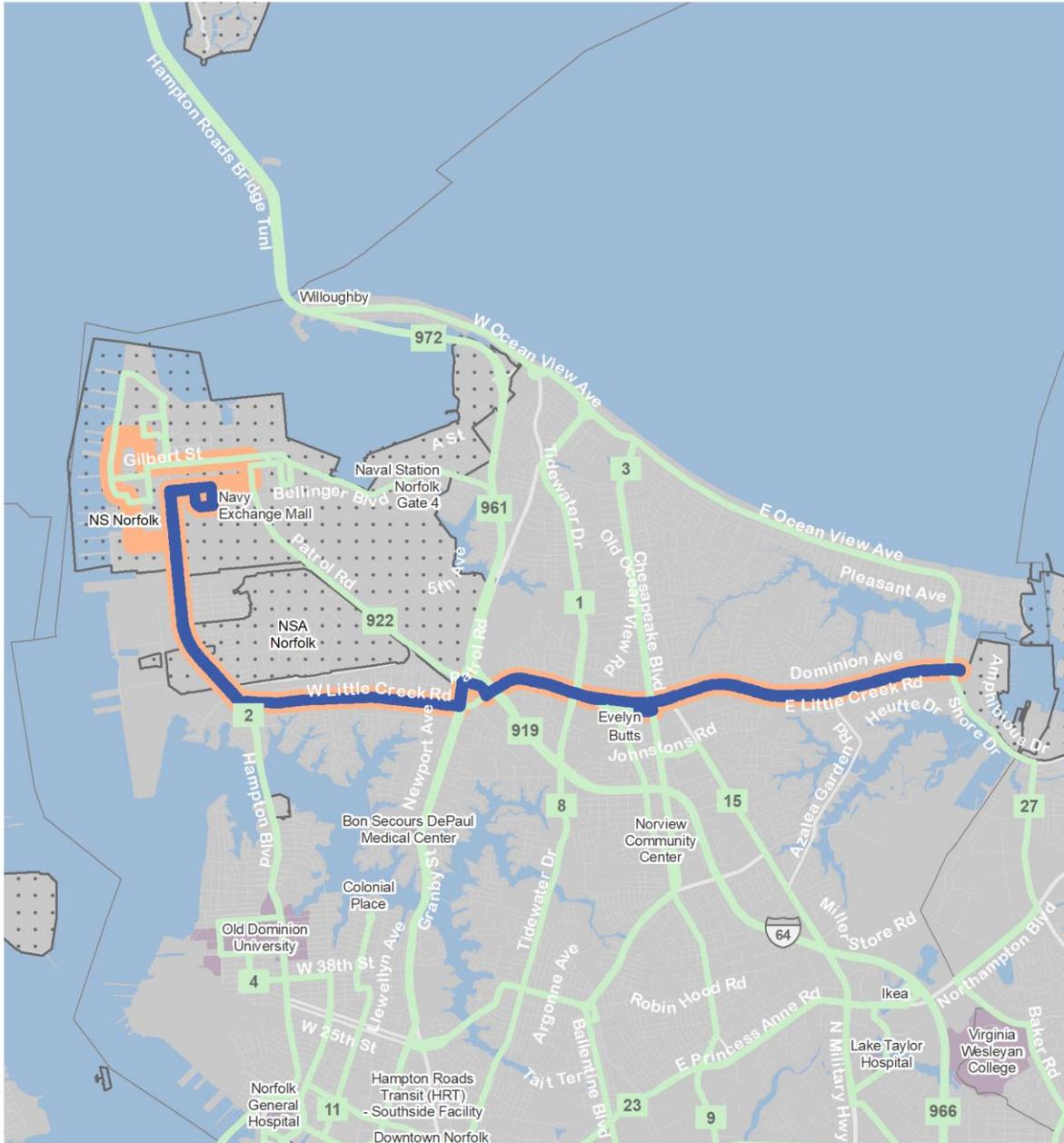
- Route 20 performs well on the six Key Performance Indicators (KPI) and is one of the highest performing routes in the system. Planned improvements will eliminate short turns on this route, providing continuous high-frequency service between Virginia Beach and Norfolk during the peak periods and providing 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
2021	No changes from existing alignment or LOS.			
2022	Implement service target alignment change. Extend 30-minute headways until 7:00 PM, after which the evening period will have 60-minute headways.	✓		
2023	No additional changes.			
2024	No additional changes.			
2025	Increase weekday midday headways to 15 minutes, meeting service targets. Change Sunday off-peak headways to 30 minutes.			
2026	No additional changes.			
2027	No additional changes.			
2028	Begin Saturday and Sunday service at 5:00 AM. Extend weekday evening headways of 30 minutes until 11:00 PM.		✓	
2029	No additional changes.			
2030	Change weekend peak headways to 15 minutes.			✓
Out-years	No additional changes.			

Route 21



Route 21



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 21

Service Classification	
Regional Backbone	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		5:11 AM - 1:17 AM	5:00 AM - 1:00 AM
Saturday		5:12 AM - 1:38 AM	5:00 AM - 1:00 AM
Sunday		6:43 AM - 1:38 AM	5:00 AM - 1:00 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	30
	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

- All trips will go directly to Navy Exchange Mall and not deviate through the naval base, no longer serving the B Avenue and Virginia Avenue stop.
- Route 21 is a Regional Backbone route and service will be increased to every 15 minutes in the peak periods on the weekdays to meet the service classification standard, and evening service will be improved to every half hour.
- Weekday and weekend service will be offered between 5:00 AM and 1:00 AM. On Saturdays there will be half hour service through much of the day, representing an increase over the existing Saturday service. Sunday service will be increased to match Saturday levels.
- In FY 2022, Route 21 will exceed the service design standards for the Regional Backbone service classification.



Justification

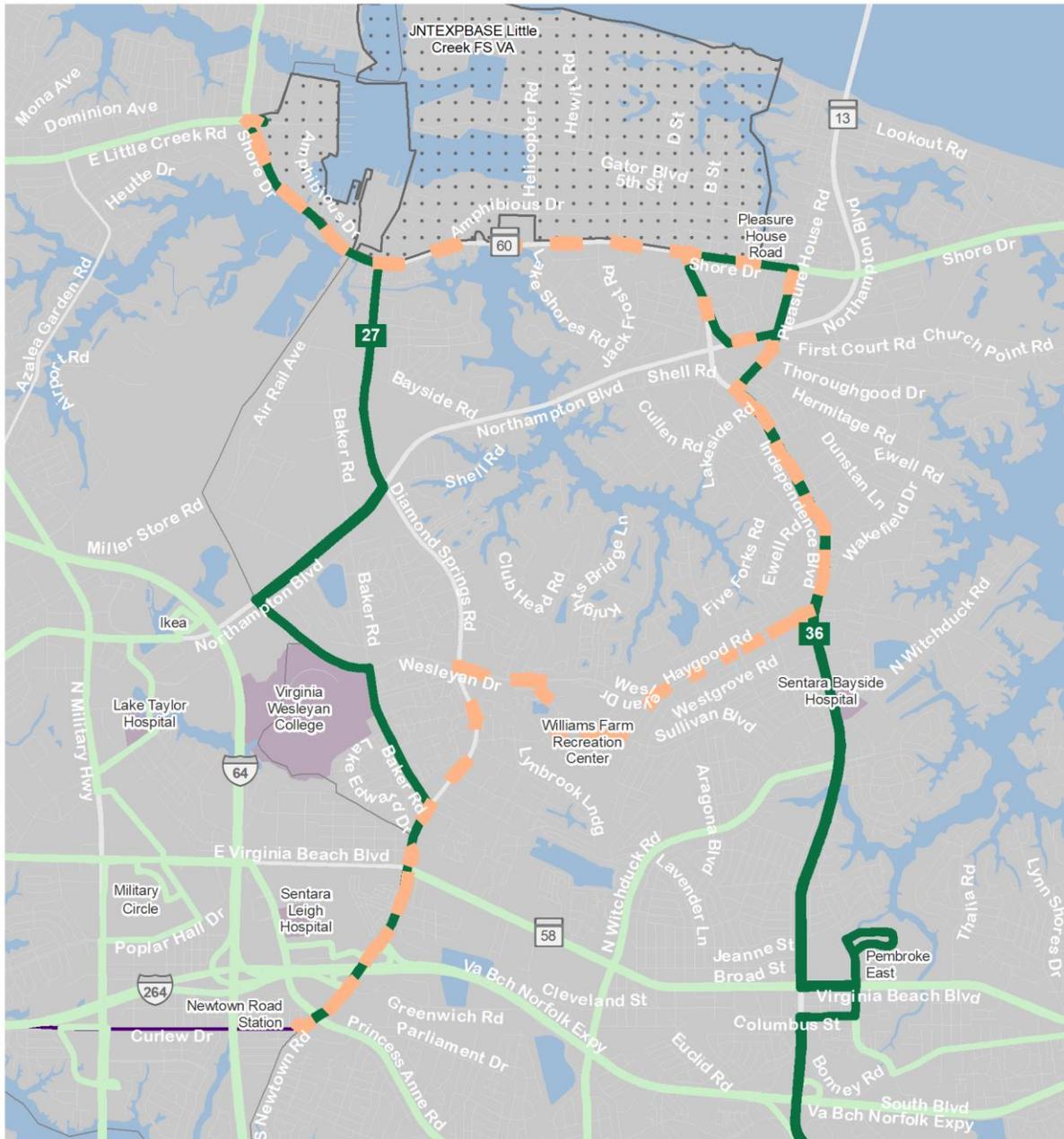
- Route 21 performs well on the six KPIs and will continue providing east-west connections in Norfolk in a similar fashion as currently operated.
- As a Regional Backbone route, Route 21 provides important crosstown connections between Route 1, Route 3, Route 8, and Route 15, the high-frequency services providing north-south trips in Norfolk. Shortening peak period headways on Route 21 addresses a peak coverage demand gap between JEB Little Creek and Naval Station Norfolk.
- The service levels for Route 21 meet the service standards defined for Regional Backbone routes.

Route 21

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes to existing alignment or LOS.			
2022	Implement service target alignment, span, and headways.	✓	✓	✓
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 22



Route 22



Focus Route

- - - Eliminated Route
- Routes Providing Replacement Coverage
- Planned System
- Light Rail
- - - Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 22

Service Classification		
-		

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

Level of Service		
Span		
	Existing	Service Target
Weekday	6:03 AM - 6:56 PM	-
Saturday	6:03 AM - 6:50 PM	-
Sunday	-	-
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	60
	Midday	60
	PM Peak	60
	Evening	60
	Late Night	-
Saturday	Base	60
	Non-Base	60
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- Route 22 will be eliminated and partially covered by the realigned Route 27 and Route 36. Route 27 will cover eliminated Route 22 service from Newtown Road Station to Baker Road and Route 36 will cover eliminated Route 22 service from Pleasure House to Independence and Haygood. Route 22 will also be partially covered by a planned on-demand zone.
- These roads and segments will no longer have transit service: Shore Drive between Diamond Springs Road and Independence Boulevard, Newtown Road/Diamond Springs Road between Baker Road and Wesleyan Drive, Wesleyan Drive between Diamond Springs Road and Broad Meadows Boulevard, Broad Meadows Boulevard between Wesleyan Drive and Newtown Road, Newtown Road between Broad Meadows Boulevard and Haygood Road, and Haygood Road between Newtown Road and Independence Boulevard.



Justification

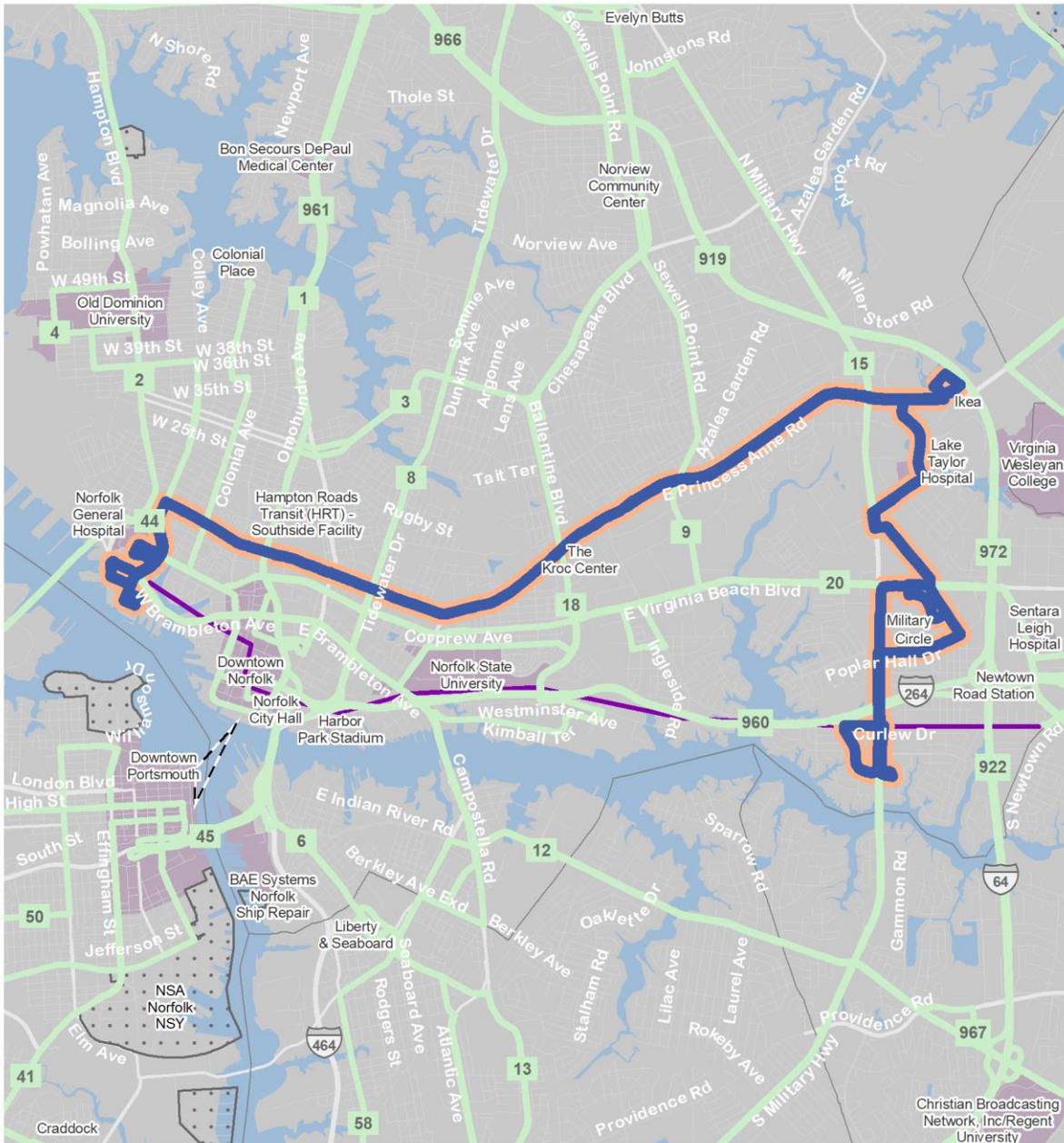
- Route 22 performs in the bottom third or quarter on all six Key Performance Indicators (KPI). Its nine passengers per hour is well below the Southside average of 15. Because the ridership levels on the current Route 22 are quite low, the service will be eliminated.

Route 22

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Route eliminated as called for in service target. Changes to the alignments of Routes 27 and 36 will occur simultaneously so as to provide continuous coverage on certain segments.	✓	✓	✓
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 23



Route 23

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		5:06 AM - 12:56 AM	5:00 AM - 1:29 AM
Saturday		5:02 AM - 1:22 AM	5:00 AM - 12:00 AM
Sunday		6:25 AM - 9:25 PM	5:00 AM - 12:00 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	48	30 until 8:00 PM, 60 after
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- Route 23 will maintain its current alignment, including the newly added service to IKEA.
- Weekday service will be offered between 5:00 AM and 1:29 AM with half hour service from service start until 8:00 PM and hourly service thereafter. This matches the headways of the current Route 23 and represents an increase in span.
- Weekend service will be offered from 5:00 AM to 12:00 AM, with half hour service being provided through much of the service day.
- In FY 2025, Route 23 will exceed the service design standards for the Local Priority service classification.



Justification

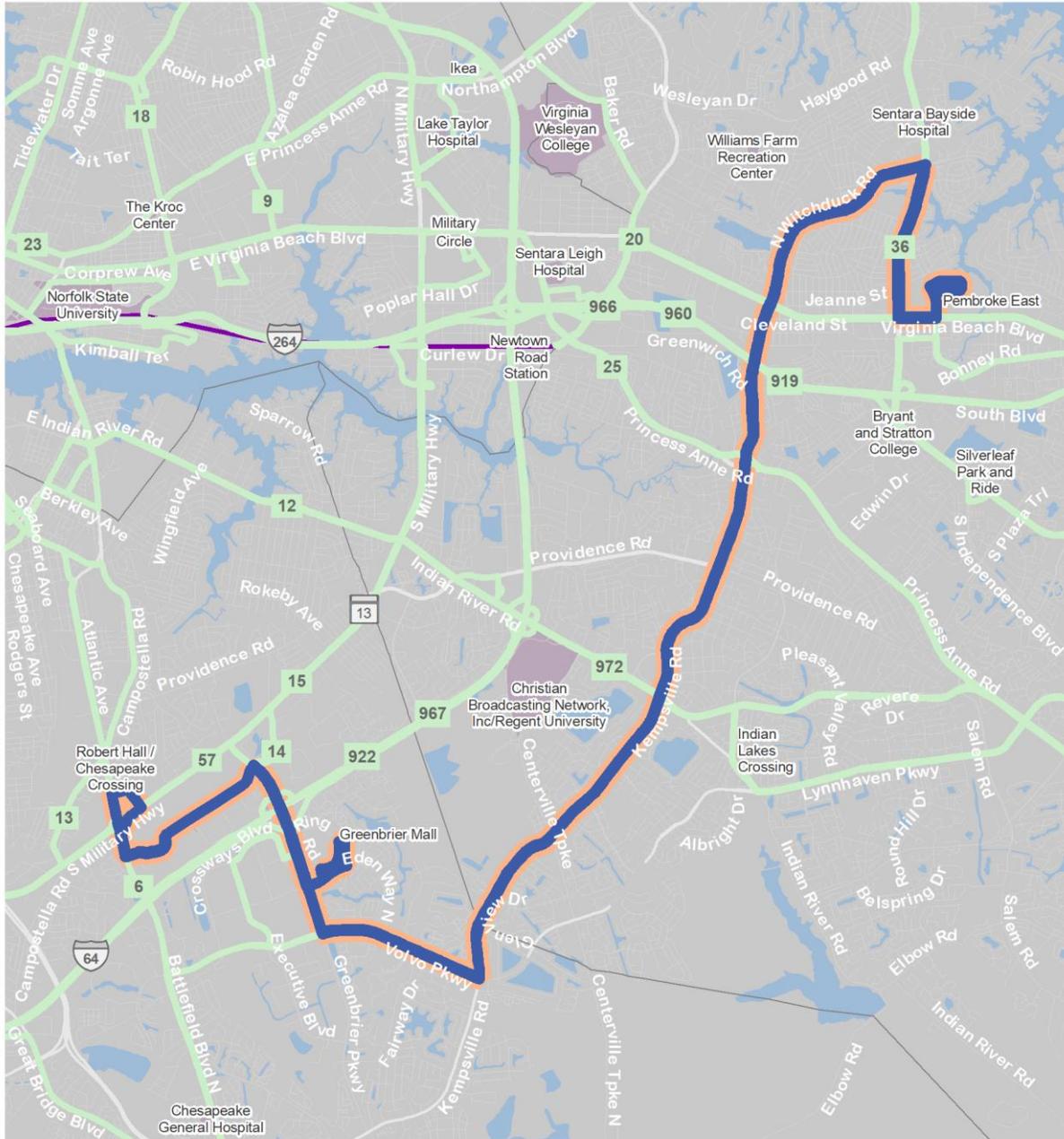
- Route 23 performs average on the six Key Performance Indicators (KPI) and provides an important connection between Military Highway and Downtown Norfolk. As such, no alignment changes are recommended.
- Few passengers are using the existing service past midnight on Saturdays, so the service is recommended to terminate at 12:00 AM. The recommended span for Saturday service will still fall within the service standards for Local Priority routes. Sunday service is recommended to operate until 12:00 AM to meet the service standards.
- The service levels for Route 23 meet the service standards defined for Local Priority routes.

Route 23

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Implement service target span, and headways.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 24



Route 24



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 24

Service Classification	
Coverage	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		7:00 AM -10:19 PM	5:00 AM - 10:19 PM
Saturday		7:00 AM - 10:23 PM	7:00 AM - 10:23 PM
Sunday		8:00 AM - 7:55 PM	8:00 AM - 7:55 PM
Headway			
		Existing	Service Target
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

- Route 24 alignment and level of service will remain same as existing for now, until evaluation of this newly implemented route is complete.
- To meet the service design standards for a Coverage route, weekday service will need be offered between 5:00 AM and 11:00 PM and weekend service will need to be provided between 7:00 AM and 10:00 PM. These span changes are reserved for the out-years for now.
- In a future out-year, Route 24 will exceed the service design standards for the Coverage service classification.



Justification

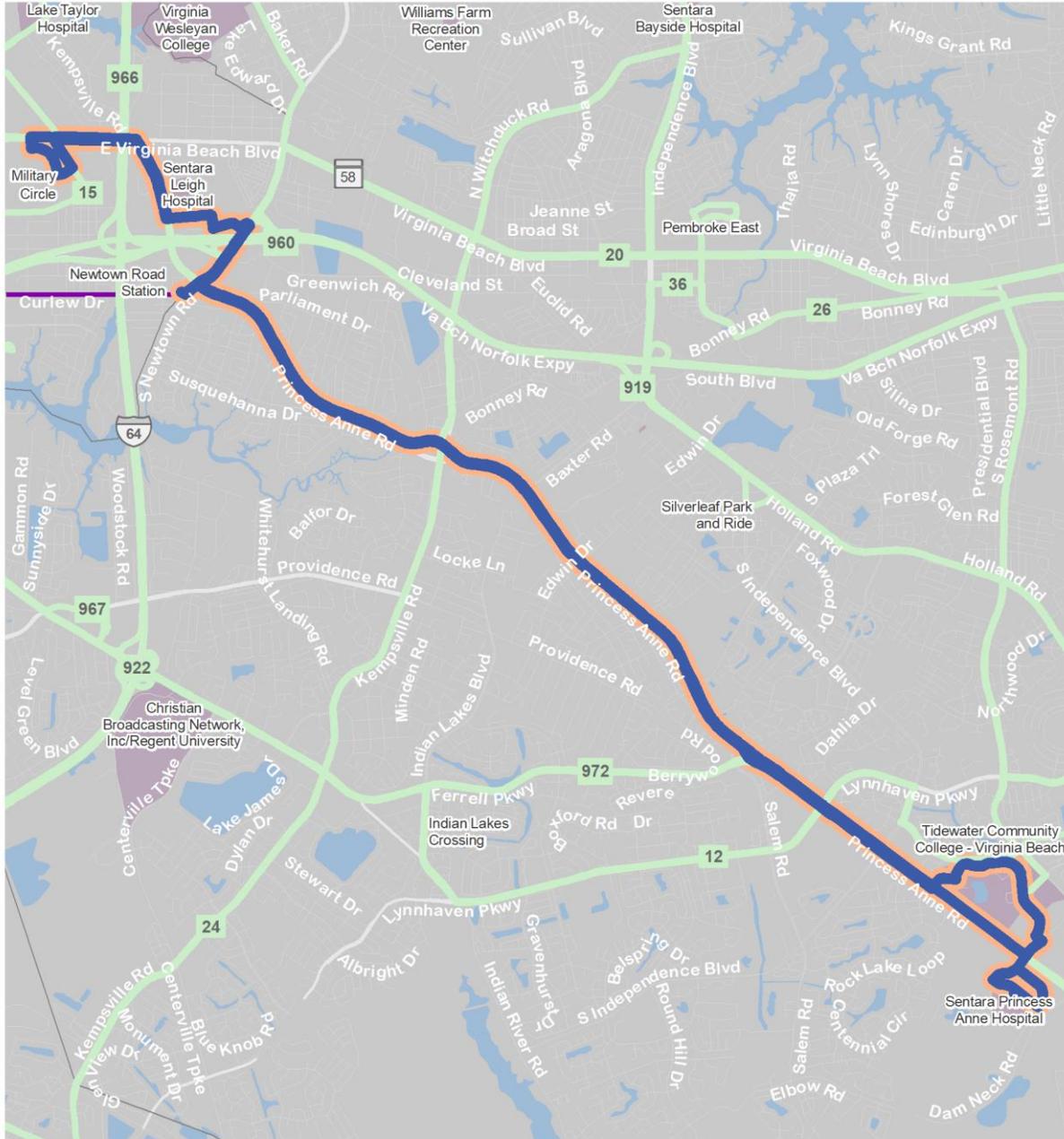
- At present, Route 24 has been operating for less than half a year. Once Route 24 has operated for a long enough time to evaluate its performance (approximately 12 to 18 months should be sufficient), the route will be reevaluated, and the recommendations may change. For now, the recommendations are to keep Route 24 at its current operating levels and to increase span and headway in the out-years to meet the service design standards for Coverage routes.
- 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
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Begin weekday service at 5:00 AM.		✓	✓

Route 25



Route 25



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
	Weekday	6:02 AM - 11:45 PM	5:00 AM - 12:00 AM
	Saturday	6:03 AM - 12:45 AM	6:00 AM - 12:00 AM
	Sunday	-	6:00 AM - 12:00 AM
Headway			
		Existing	Service Target
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

Service Changes

- No changes to existing alignment.
- Weekday service will begin and end earlier than the current Route 25, with hourly service being provided throughout the service day.
- Saturday service will end earlier than the current Route 25, with hourly service being provided throughout the service day.
- Sunday service will be added, operating from 6:00 AM-12:00 AM.
- In FY 2026, Route 25 will exceed the service design standards for the Coverage service classification.



Justification

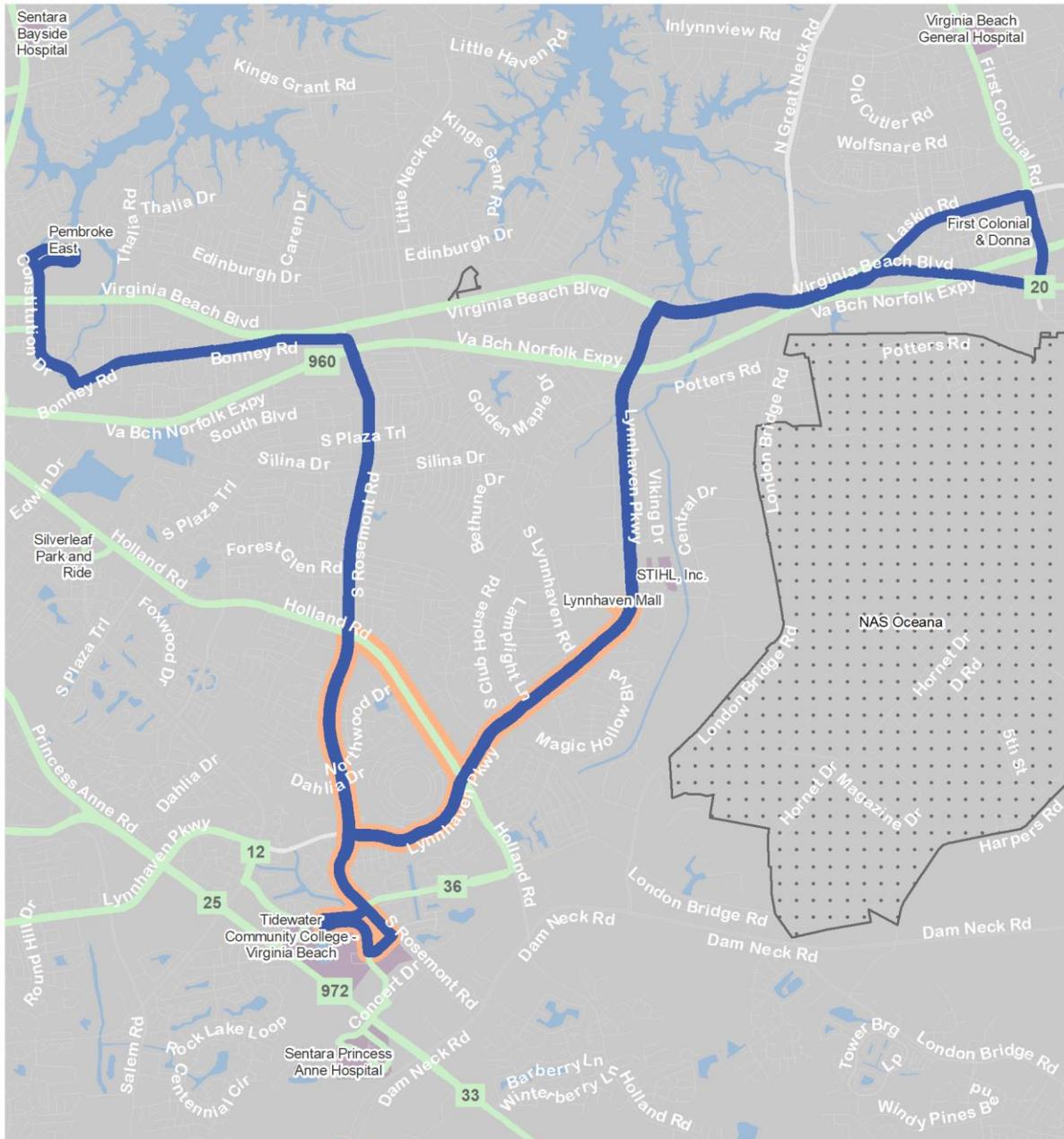
- Route 25 is one of the lower performing routes on the Southside; however, it provides important connections between Norfolk, TCC Virginia Beach, and Sentara Princess Anne Hospital.
- Few passengers use Route 25 at the end of its daily service on Saturdays, so the service changes involve Saturday service ending earlier at 8:00 PM.
- The service levels for Route 25 meet the service standards defined for Coverage routes.

Route 25

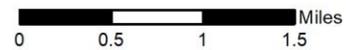
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Change weekday span to 5:00 AM-12:00 AM and Saturday span to 6:00 AM-12:00 AM.			
2026	Add Sunday service from 6:00 AM-12:00 AM. This matches Saturday service and exceeds service design standards.		✓	✓
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 26



Route 26



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:29 AM - 6:45 PM	5:00 AM - 8:00 PM
Saturday		7:32 AM - 6:46 PM	7:00 AM - 8:00 PM
Sunday		-	7:00 AM - 8:00 PM
Headway			
		Existing	Service Target
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 S 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 Boulevard, Virginia Beach Boulevard, and Laskin Road, terminating at First Colonial and Donna. This extension will cover the realigned Route 29 which will no longer operate south of First Colonial and Donna.
- Weekday service will be provided hourly from 5:00 AM until 8:00 PM.
- Saturday service will be offered hourly from 7:00 AM to 8:00 PM, which is an expansion of service hours. Sunday service will be added, matching Saturday levels of service.
- In FY 2029, Route 26 will exceed the service design standards for the Coverage service classification.



Justification

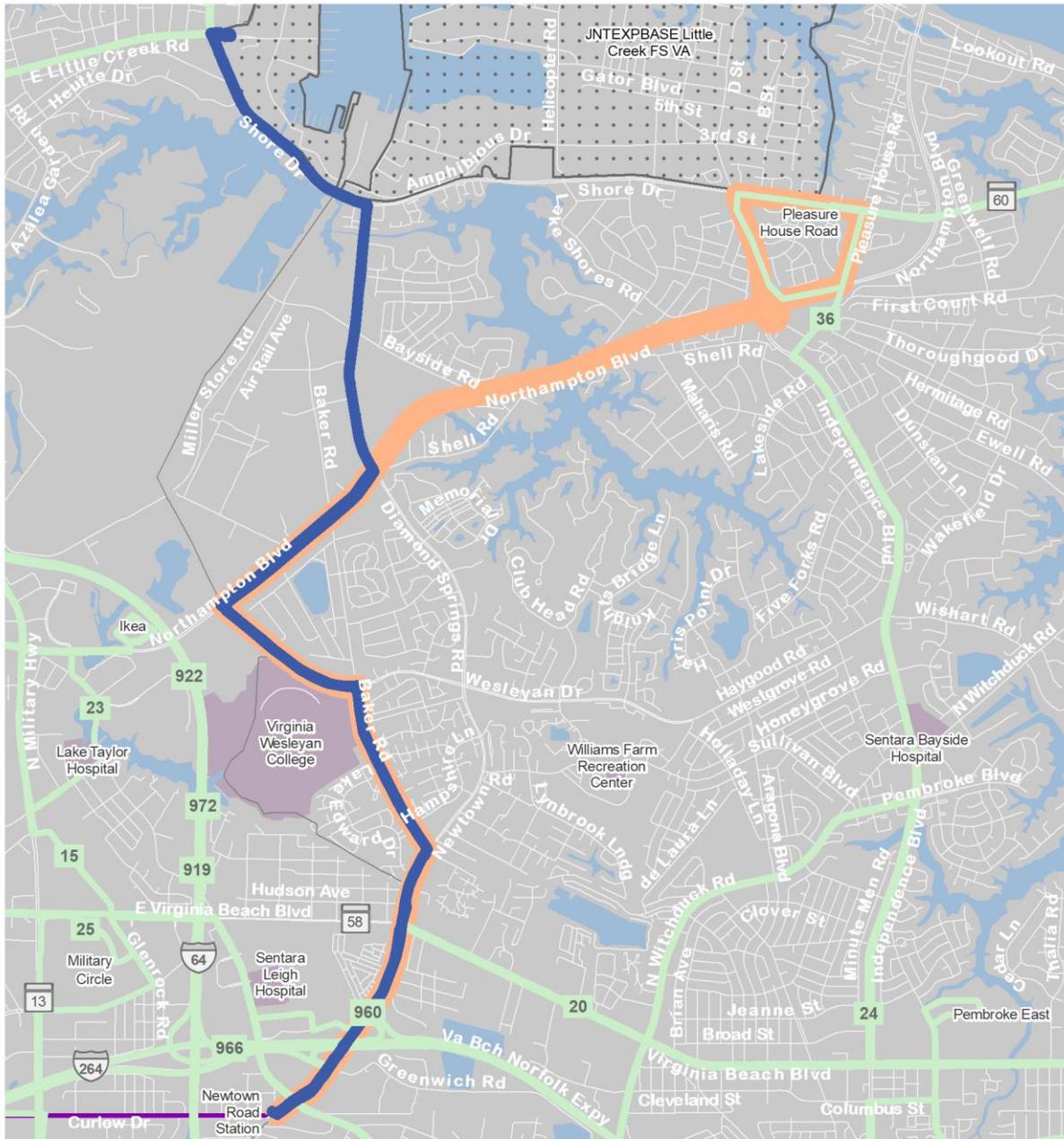
- Reconfiguring Route 26 to serve more destinations and provide more connections throughout Virginia Beach addresses the need to improve the performance and utilization of the route, as it currently displays low performance on the six Key Performance Indicators (KPI). The route falls particularly short on Subsidy per Passenger Boarding at \$9.46.
- 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
2021	No changes to existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment, span and headways on weekdays and Saturday.	✓		
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	Add Sunday service to match Saturday service. This meets service targets and exceeds service design standards.		✓	✓
2030	No additional changes.			
Out-years	No additional changes.			

Route 27



Route 27



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 27

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		5:48 AM - 11:54 PM	5:00 AM - 11:00 PM
Saturday		5:48 AM - 1:03 AM	6:30 AM - 11:00 PM
Sunday		-	7:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	30	60
	AM Peak	30	30
	Midday	60	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

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 21. Service on Northampton Boulevard east of Diamond Springs Road is eliminated. Route 27 covers the eliminated portion of Route 1 on Shore Drive between E Little Creek Road and Diamond Springs Road.
- The weekday service will both start and end slightly earlier than the current Route 27, operating from 5:00 AM to 11:00 PM. Half hour service will be provided during the AM and PM peak periods and midday, while hourly service will be offered in the early morning and evening periods.
- Hourly service will be offered on Saturdays from 6:30 AM to 11:00 PM, which represents a decreased span of service.
- Hourly service will be offered on Sundays from 7:00 AM to 11:00 PM.
- In a future out-year, Route 27 will exceed the service design standards for the Local Priority service classification once weekend base headways are increased to 30 minutes and weekday midday headways are increased to 30 minutes.



Justification

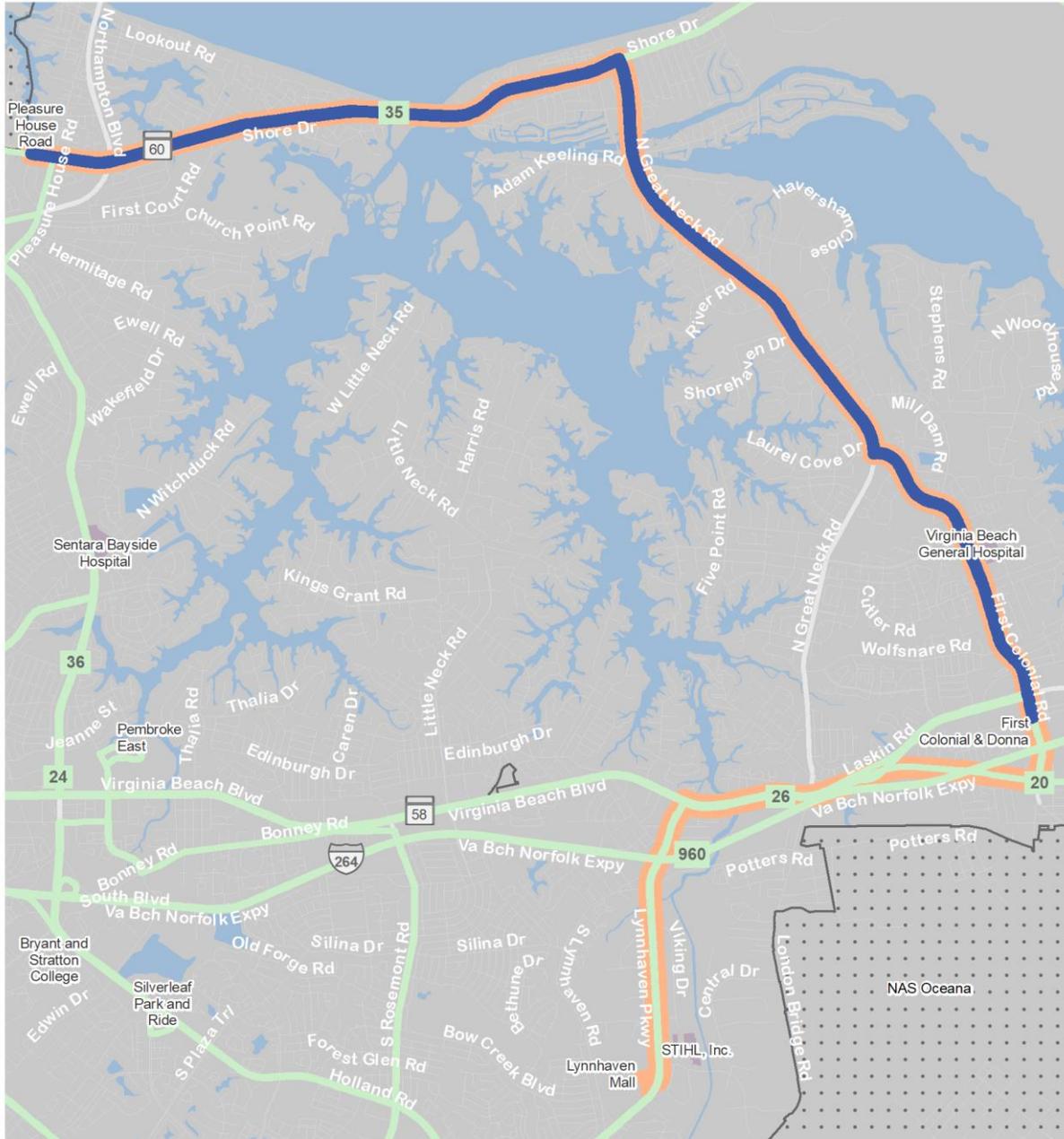
- Route 27 is receiving a significant realignment due to the modest performance of the current route. The new alignment will provide a quick connection between JEB Little Creek and the Newtown Road light rail station via Diamond Springs Road. This streamlined service and new termination point at JEB 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Implement service target alignment and span on weekdays and Saturday. Change the headway during early weekday period to 60 minutes.	✓		
2025	No additional changes.			
2026	No additional changes.			
2027	Introduce Sunday service from 7:00 AM-11:00 PM at a headway of 60 minutes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Increase weekday midday and weekend base headways to 30 minutes.		✓	✓

Route 29



Route 29



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:48 AM - 10:16 PM	5:00 AM - 10:16 PM
Saturday		6:48 AM - 10:22 PM	6:48 AM - 10:22 PM
Sunday		-	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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 will be covered by the realigned Route 26.
- Weekday service will begin slightly early than existing service, operating from 5:00 AM to 10:16 PM. Hourly service will be offered during all periods.
- Saturday service will be offered from 6:48 AM to 10:22 PM, the same as existing service. Sunday service will be added, operating from 8:00 AM to 7:00 PM.



Justification

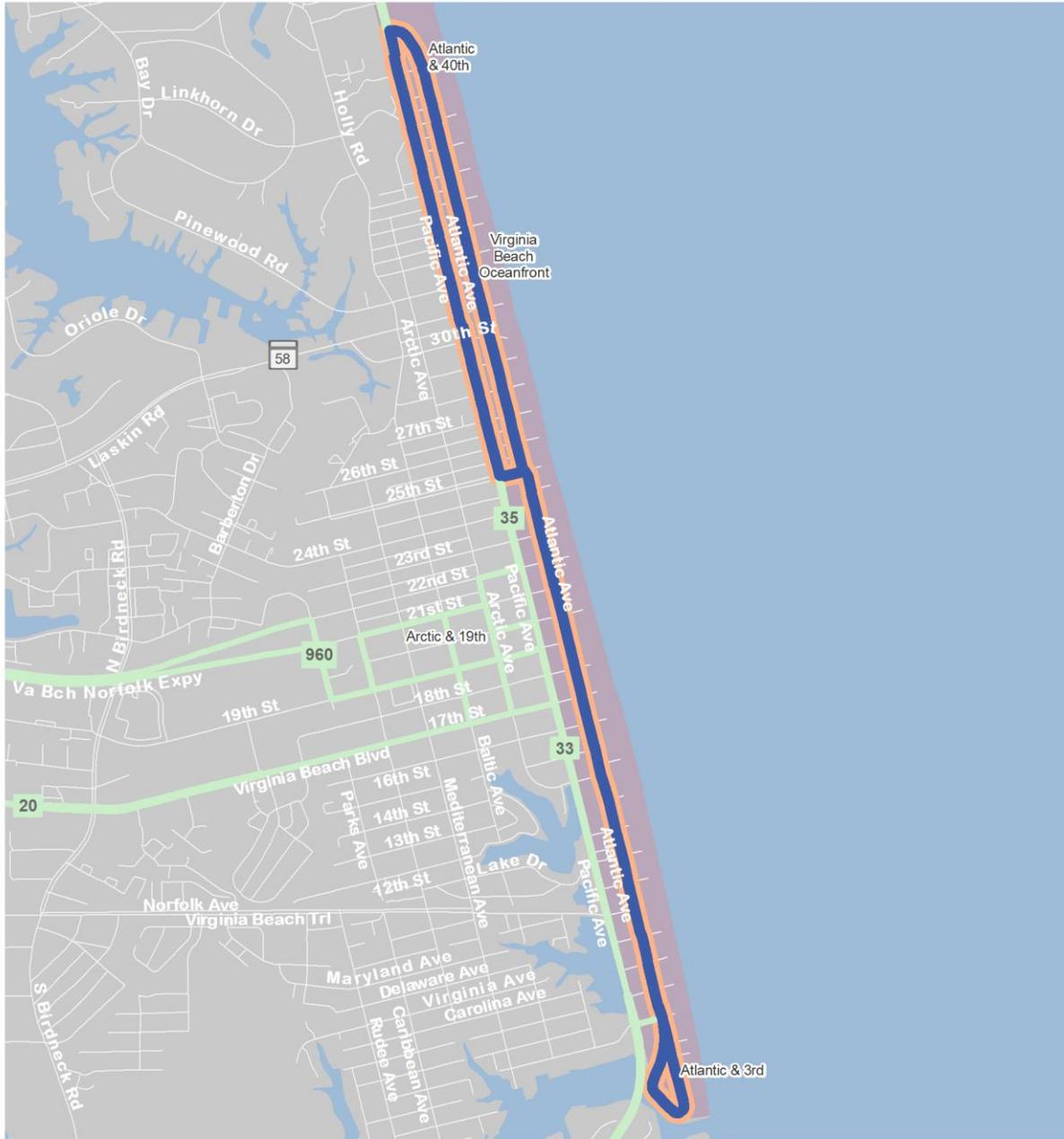
- Route 29 performs in the lowest quarter of routes on the six Key Performance Indicators (KPI) but provides an important connection to Virginia Beach General Hospital. Realigning Route 26 and Route 29 to both truncate at First Colonial and Donna prevents overlapping service between the two of them and provides a better transfer point, with 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
2021	No changes to existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment. Keep existing span and headways.	✓		
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Introduce hourly Sunday service from 8:00 AM-7:00 PM.			
2028	No additional changes.			
2029	Change weekday span to start at 5:00 AM to meet service targets.		✓	✓
2030	No additional changes.			
Out-years	No additional changes.			

Route 30



Route 30



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		8:00 AM - 2:00 AM	8:00 AM - 2:00 AM
Saturday		8:00 AM - 2:00 AM	8:00 AM - 2:00 AM
Sunday		8:00 AM - 2:00 AM	8:00 AM - 2:00 AM
Headway			
		Existing	Service Target
Weekday	Early	-	-
	AM Peak	15	15
	Midday	15	15
	PM Peak	15	15
	Evening	15	15
	Late Night	15	15
Saturday	Base	10-20	10-20
	Non-Base	10	10
	Early / Late	15	15
Sunday	Base	10-20	10-20
	Non-Base	10	10
	Early / Late	15	15

Note
Only operates during summer.

Service Changes

- No alignment or level of service changes are proposed.

Justification

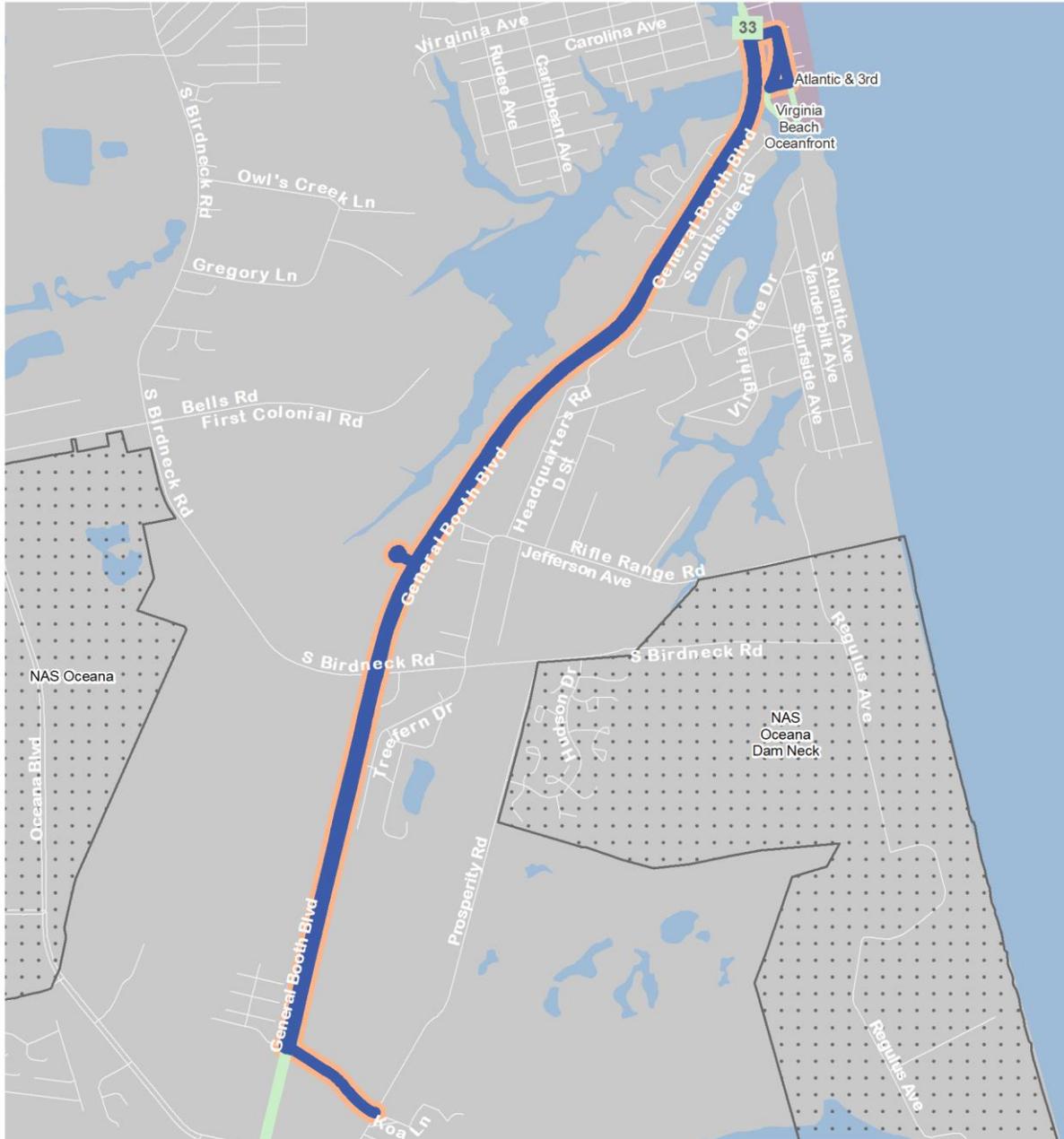
- Route 30 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 30

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 31



Route 31



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday	9:30 AM - 11:10 PM	9:30 AM - 11:10 PM
Saturday	9:30 AM - 11:10 PM	9:30 AM - 11:10 PM
Sunday	9:30 AM - 11:10 PM	9:30 AM - 11:10 PM
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	20
	Midday	20
	PM Peak	20
	Evening	20
	Late Night	20
Saturday	Base	20
	Non-Base	20
	Early / Late	20
Sunday	Base	20
	Non-Base	20
	Early / Late	20

Note
Only operates during summer.

Service Changes

- No alignment or level of service changes are proposed.

Justification

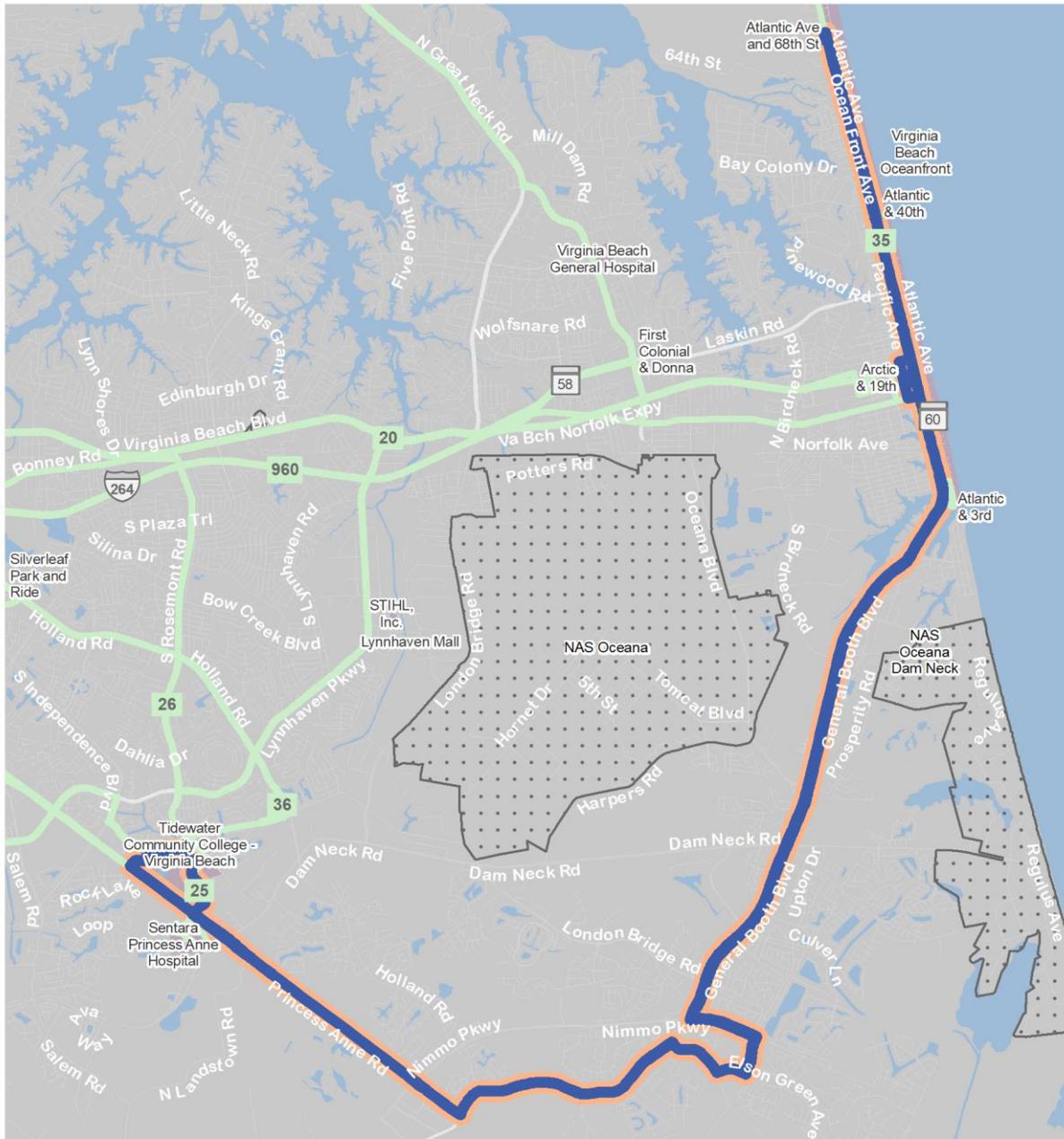
- Route 31 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 31

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 33



Route 33



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:16 AM - 10:58 PM	5:00 AM - 10:58 PM
Saturday		6:26 AM - 10:53 PM	6:30 AM - 10:00 PM
Sunday		6:02 AM - 6:58 PM	6:02 AM - 10:00 PM
Headway			
		Existing	Service Target
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	45	60
	Non-Base	45	60
	Early / Late	-	60

Service Changes

- In FY 2021 Sunday service will be eliminated, but there are no other alignment or level of service changes planned within the ten-year implementation period.
- In a future out-year, Route 33 will meet the service design standards for the Coverage service classification when weekday span is increased to begin at 5:00 AM and Sunday service is reintroduced from 6:02 AM to 10:00 PM along the full length of the route. In a future out-year, Saturday service will be maintained at hour levels between 6:30 AM and 10:00 PM.



Justification

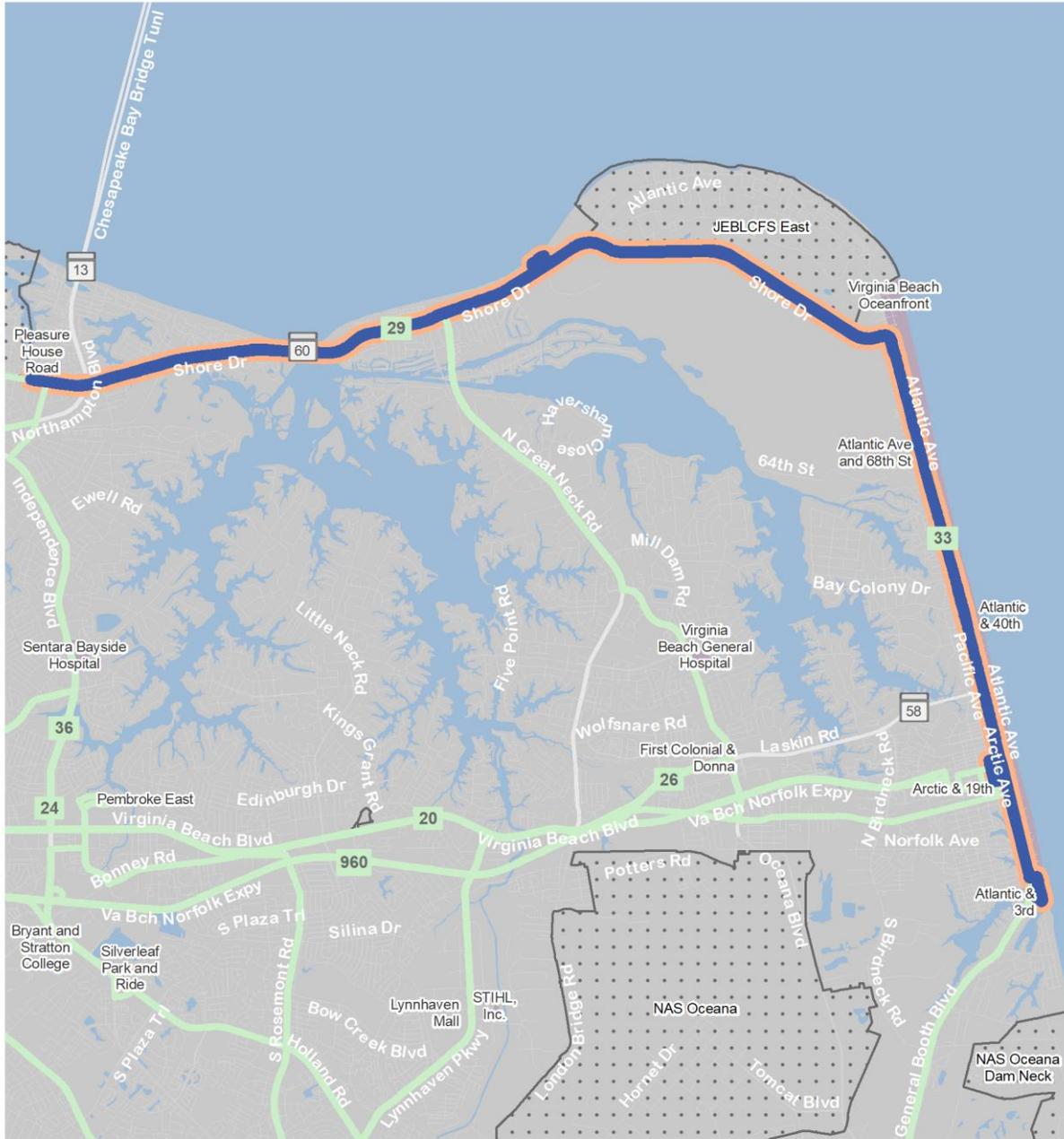
- Route 33 is one of the lowest performing routes on the Southside, but it provides important connections between TCC Virginia Beach, the Virginia Beach Municipal Center, and the Virginia Beach Oceanfront. As such, service will be maintained mostly the same as existing.
- Low ridership on Sundays is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

Route 33

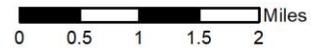
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Sunday service eliminated.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Implement service target weekday and Saturday spans and headways. Re-introduce Sunday service between 6:02 AM – 10:00 PM with 60-minute headways.	✓	✓	✓

Route 35



Route 35



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		8:00 AM - 12:50 AM	8:00 AM - 12:50 AM
Saturday		8:00 AM - 12:50 AM	8:00 AM - 12:50 AM
Sunday		8:00 AM - 12:50 AM	8:00 AM - 12:50 AM
Headway			
		Existing	Service Target
Weekday	Early	-	-
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30	30
	Late Night	30	30
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	30	30
Sunday	Base	30	30
	Non-Base	30	30
	Early / Late	30	30

Note	
Only operates during summer.	

Service Changes

- No changes from existing service.

Justification

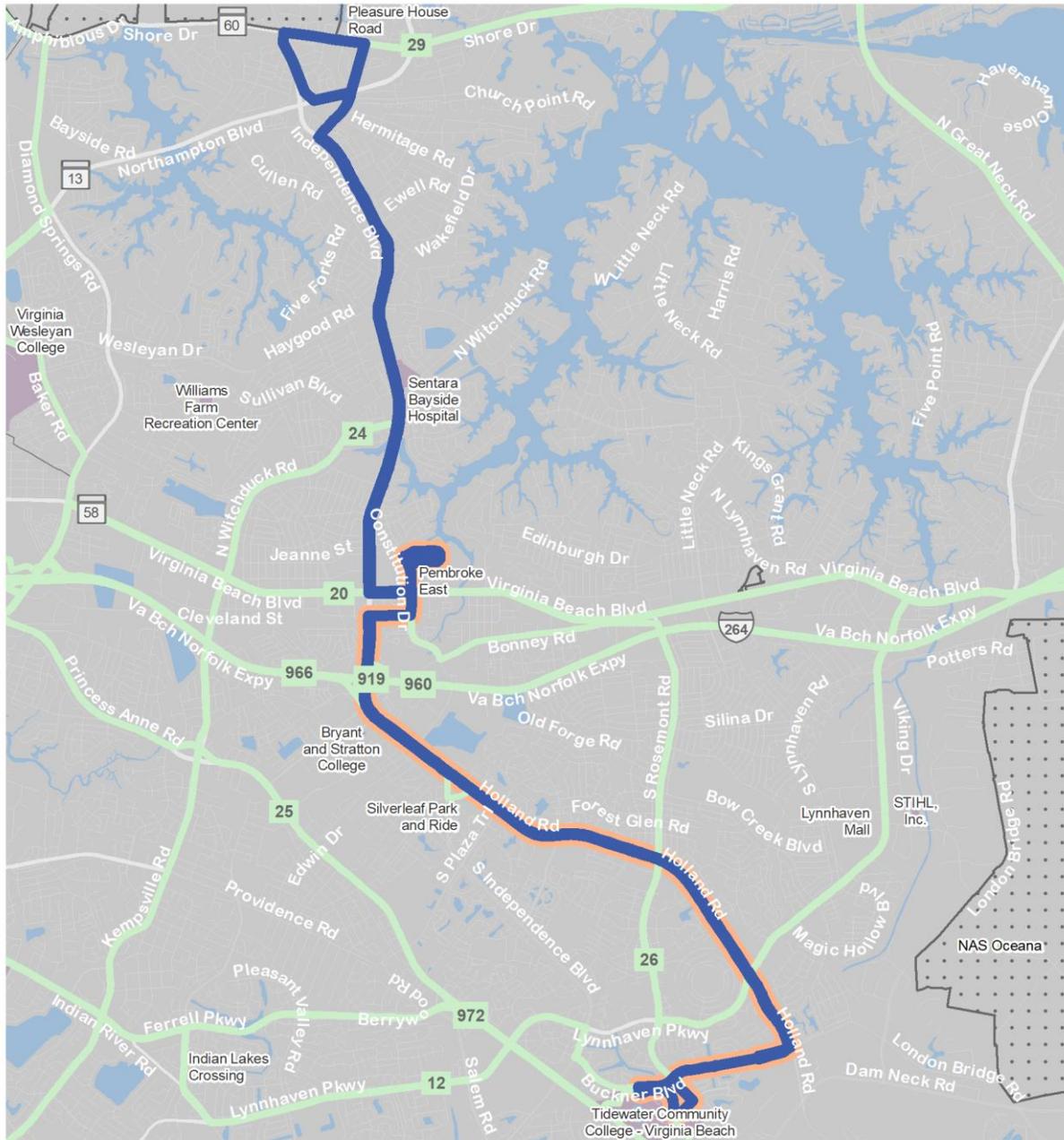
- Route 35 is a seasonal service that operates in Virginia Beach and will remain in service as it is currently operated.

Route 35

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 36



Route 36



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 36

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		5:48 AM - 10:41 PM	5:00 AM - 11:00 PM
Saturday		6:10 AM - 10:43 PM	5:00 AM - 11:00 PM
Sunday		-	5:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	30	60
	AM Peak	30	30
	Midday	60	30
	PM Peak	30	30
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

Note	
Route 36 is classified here as a Local Priority route, with Local Priority levels of service. In the plan shown in Chapter 6, which accounts for new dedicated funding for regional transit, Route 36 is classified as a Regional Backbone route because the additional funding allows for more routes to have high-frequency service.	

Service Changes

- Route 36 will be extended to Pleasure House Road and Shore Drive north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1.
- During the weekday Route 36 service will be offered every half hour between 6:00 AM and 6:00 PM. Hourly service will be provided before and after that on weekdays. Weekday span of service will be extended to operate between 5:00 AM and 11:00 PM.
- On weekends, service will also be offered between 5:00 AM and 11:00 PM with much of the service being offered at half hour intervals.
- In FY 2024, when the alignment, span, and headway changes are made, Route 36 will meet the service design standards for the Local Priority service classification.



Justification

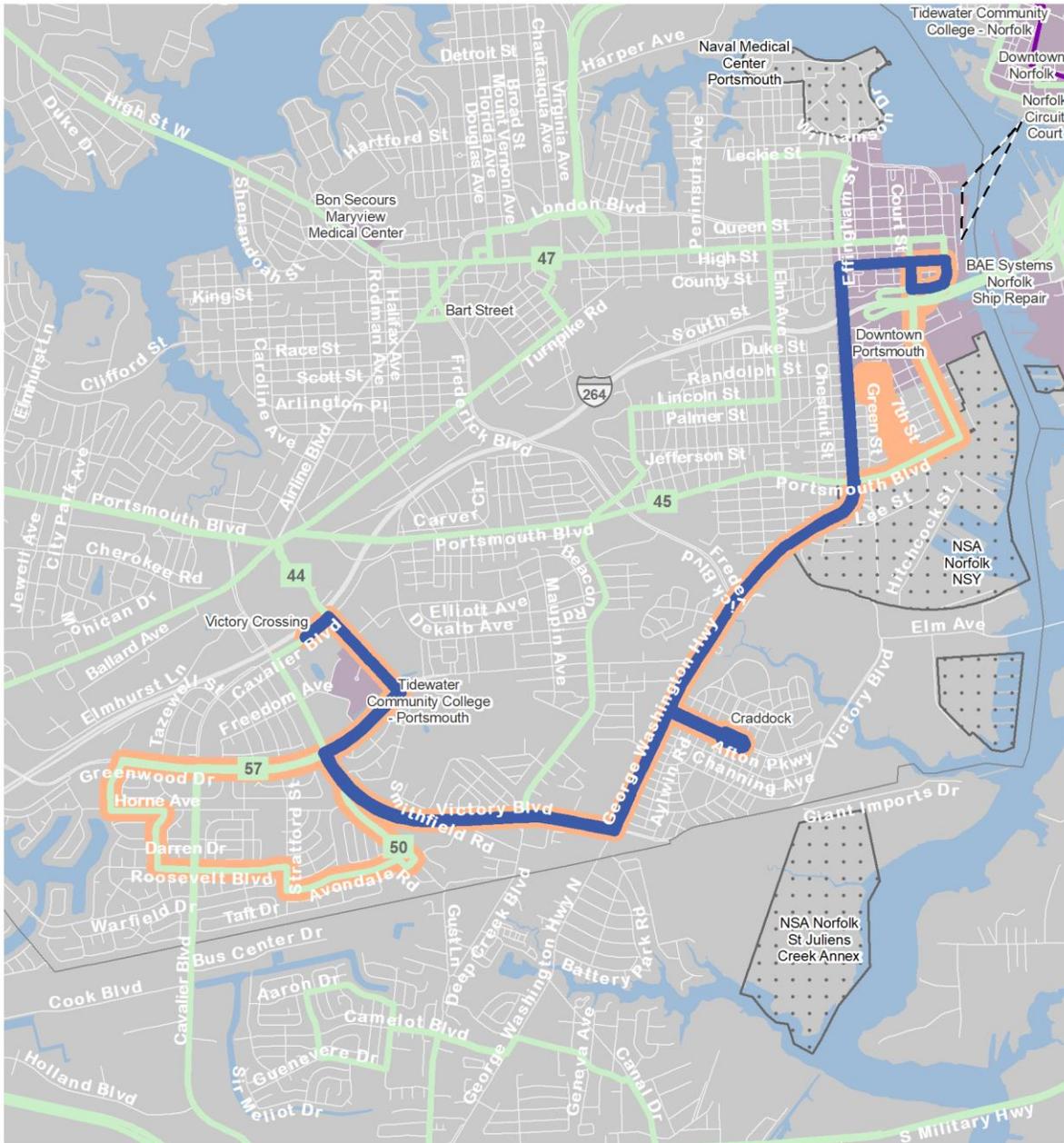
- Route 36 performs above average on most of the six Key Performance Indicators (KPI). The new extension of service on Route 36 connecting high-production areas will further improve the performance of the route.
- The extension of the service to Pleasure House Road will help to allow for the truncating of the current Route 1 to JEB Little Creek by providing the north-south connection between Virginia Beach Avenue and Pleasure House Road in this area. 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. Route 36 will also provide a connection from these two areas to the high-frequency Route 20.
- The service levels for Route 36 meet the service standards defined for Local Priority routes.

Route 36

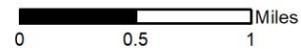
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Implement service target alignment and span.	✓	✓	
2025	No additional changes.			
2026	Implement service target headway.			✓
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 41



Route 41



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		5:56 AM - 6:53 PM	5:00 AM - 11:00 PM
Saturday		6:03 AM - 6:55 PM	6:03 AM - 11:00 PM
Sunday		-	6:03 AM - 11:00 PM
Headway			
		Existing	Service Target
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 will no longer serve Port Centre Parkway, 7th Street, Lincoln Street, 8th Street, and Portsmouth Boulevard east of Effingham Street, but will instead continue straight onto County Street after leaving the Court and County hub, and then turn left on Effingham to continue onto George Washington Highway (following a portion of 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 will no longer be provided along 7th Street and 8th Street in Portsmouth; however, the realigned Route 41 will be a short walk away along Effingham Street.
- Service on weekdays will be extended to operate between 5:00 AM and 11:00 PM, with half hour service through most of the service day.
- Saturday service will be provided hourly between 6:03 AM and 11:00 PM, extending the span in the evening in order to meet the service design standard for Local Priority routes. Sunday service will be introduced at the same levels of Saturday service.
- In a future out-year, Route 41 will exceed the service design standards for the Local Priority service classification once the span and headway improvements are made.

Route 41



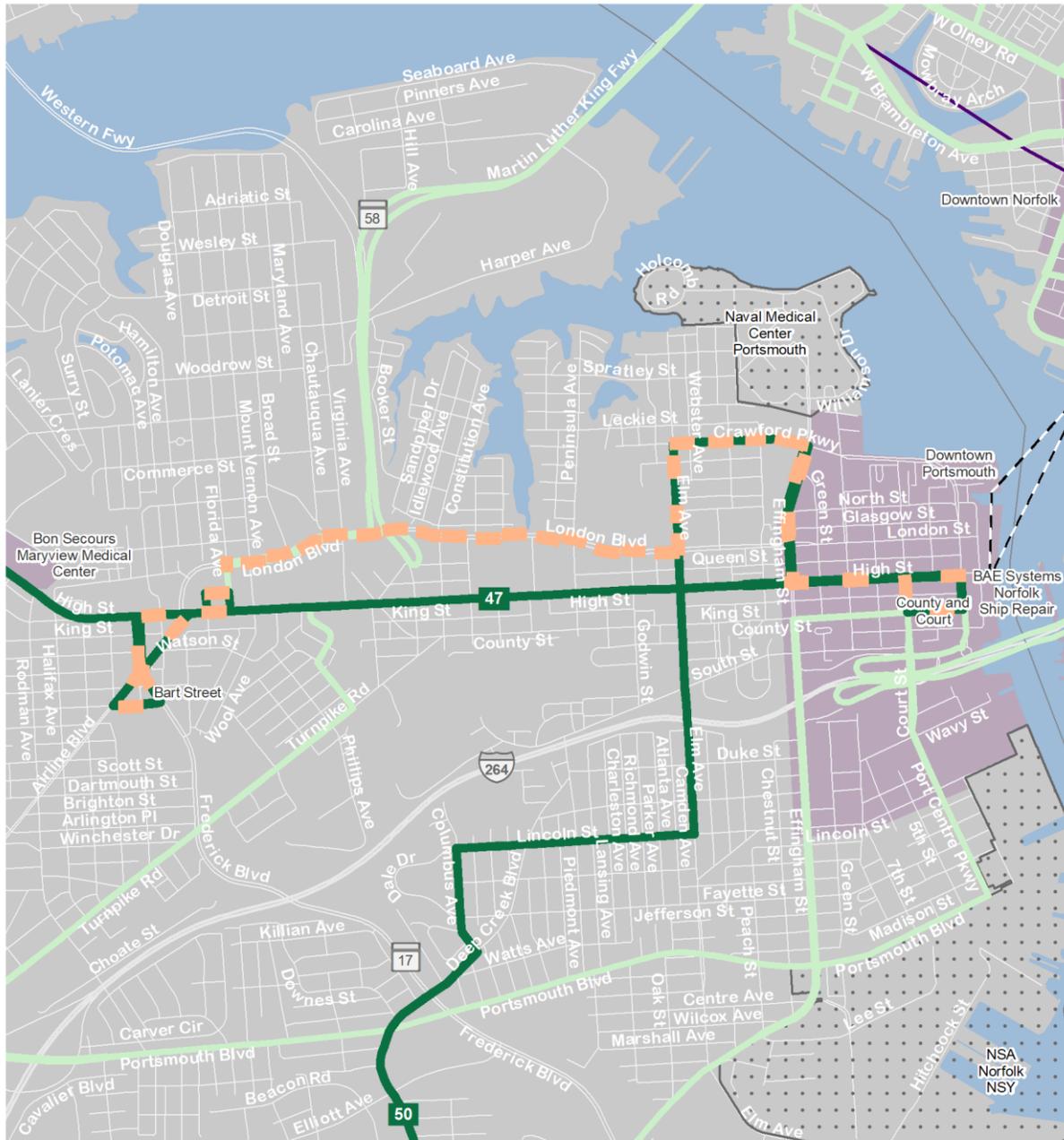
Justification

- 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 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.
- The proposed realignment, with fewer deviations, will provide a more direct and efficient connection from Victory Crossing to Downtown Portsmouth, and the minimized diversions along with greatly improved route directness will help improve the service's performance by attracting more riders while operating across fewer miles.
- The proposed alignment addresses a midday and peak service demand gap between downtown and midtown Portsmouth with a higher level of service than existing.
- The path between midtown Portsmouth and Downtown Portsmouth on Routes 41 and 45 have been "flipped" under the planned service. This service change develops 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment.	✓		
2024	No additional changes.			
2025	Change weekday peak headways to 45 minutes.			
2026	Change weekday peak headways to 60 minutes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Change weekday span to 5:00 AM-11:00 PM and Saturday span to end at 11:00 PM. Increase weekday midday, weekday evening, and Saturday peak headways to 30 minutes. Introduce Sunday service to match Saturday service.		✓	✓

Route 43



Route 43



Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 43

Service Classification	
-	

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

Level of Service			
Span			
		Existing	Service Target
Weekday		6:36 AM - 6:23 PM	-
Saturday		6:50 AM - 6:01 PM	-
Sunday		-	-
Headway			
		Existing	Service Target
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

- In FY 2023 Route 43's service area will be covered by the realigned Route 50 and Route 47. Route 43 service will no longer operate.



Justification

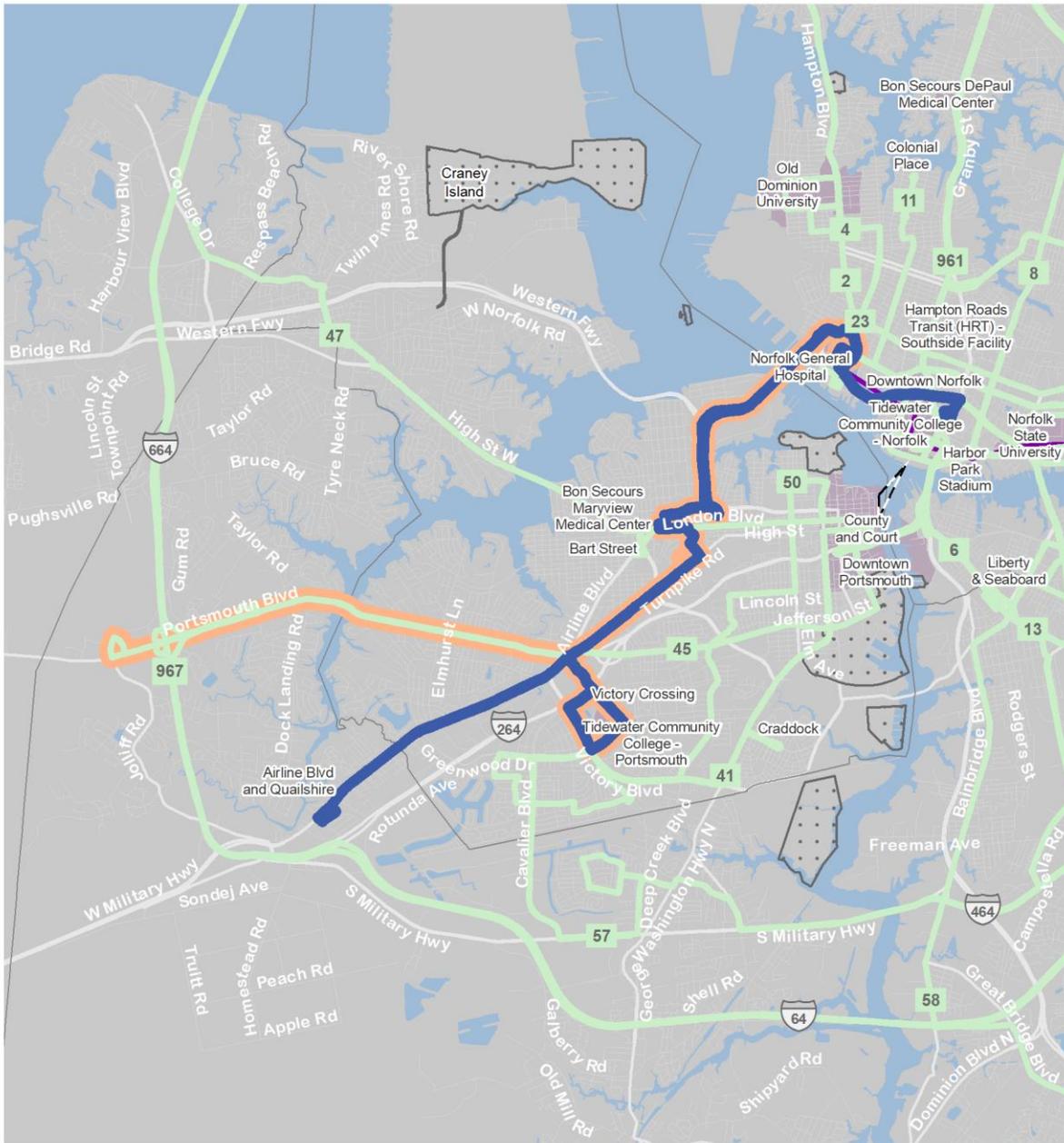
- Route 43 is among the lowest performing routes. It has consistently performed below average in the passenger per hour, farebox recovery and subsidy per passenger metrics.
- Route 43's service from County and Court to Elm Avenue and London Boulevard will be covered by the realigned Route 50, which will 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 AM - 8:00 PM on weekdays, 6:00 AM - 7:00 PM on Saturdays, and 8:00 AM - 7:00 PM on Sundays).
- Service to Bart Street and the Walmart/Frederick Boulevard commercial area will be covered by the realigned Route 47, which will provide hourly service to this area with a significantly longer span of service than Route 43 currently offers (on weekdays it will operate between 5:00 AM and seven days a week (5:00 AM - 11:00 PM on weekdays and 7:00 AM - 11:00 PM on weekends).

Route 43

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Realigned Route 50 and Route 47 will cover most of Route 43's removed service.	✓	✓	✓
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 44



Route 44



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 44

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Norfolk General Hospital / Midtown Portsmouth	Downtown Norfolk Transit Center / Airline Boulevard
Jurisdictions	Chesapeake, Norfolk, Portsmouth	Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Service Target
Weekday		6:05 AM - 10:02 PM	5:00 AM - 10:02 PM
Saturday		6:05 AM - 10:01 PM	6:05 AM - 10:01 PM
Sunday		7:00 AM – 8:00 PM	6:00 AM - 10:00 PM
Headway			
		Existing	Service Target
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

Note	
Route 44 may warrant additional service in the future to better serve new Amazon facilities. During the process of updating the service plan in the next annual update of the TSP, the employment data for these facilities will be examined. Route 44 may warrant more frequent service or additional trips to meet shift-specific demand.	

Service Changes

- In FY 2021 Route 44 will be extended to serve Downtown Norfolk Transit Center via Colley Avenue, Brambleton Avenue, and Fenchurch Street.
- In FY 2023 further alignment changes will be made. 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 41 but will instead be served by the realigned Route 45.
- In FY 2023, Route 44 will operate to Tidewater Community College from 7:00 PM to 10:00 PM on weekdays. Sunday service will be operated from 7:00 AM to 8:00 PM hourly between Norfolk General Hospital and Airline Boulevard.
- Weekday service will begin earlier at 5:00 AM.
- Saturday's existing hourly service between 6:00 AM and 10:00 PM will be maintained as currently offered.
- In a future out-year, Route 44 will exceed the service design standards for the Coverage service classification when Sunday span is increased to operate from 6:00 AM to 10:00 PM on the full length of the route, eliminating the short Sunday service alignment.



Justification

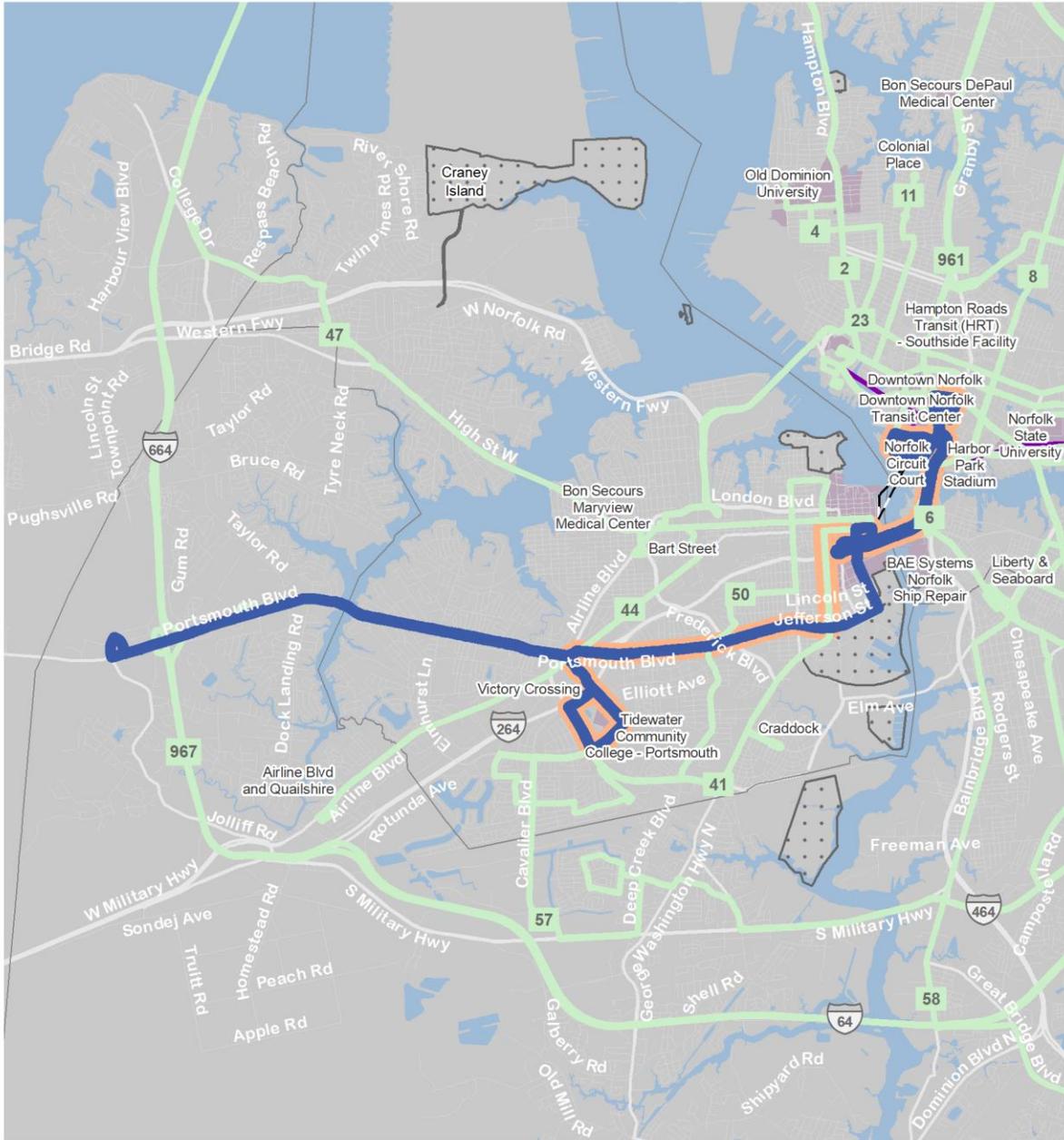
- Route 44 performs around or below average on the six Key Performance Indicators (KPI). Its low On-time Performance of 63 percent, short of the benchmark of 85 percent, will be addressed by the realignment to provide more direct service along Airline Boulevard that will help to improve Route 44's performance. 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 the 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
2021	Service extended to DNTC.			
2022	No additional changes.			
2023	Implement service target alignment on weekdays and Saturdays, with a short turn between Norfolk General Hospital and Airline Boulevard.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	Change weekday span to start at 5:00 AM.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Change Sunday span to 6:00 AM – 10:00 PM and extend Sunday service to Downtown Norfolk Transit Center.	✓	✓	✓

Route 45



Route 45



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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 / Midtown Portsmouth
Jurisdictions	Norfolk, Portsmouth	Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Service Target
Weekday		4:39 AM - 11:54 PM	4:39 AM - 1:00 AM
Saturday		5:10 AM - 12:51 AM	5:10 AM - 12:51 AM
Sunday		6:06 AM - 10:51 PM	5:10 AM - 12:51 AM
Headway			
		Existing	Service Target
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
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	30
	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.
- 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 AM and 1:00 AM 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.
- Throughout the span of service, hourly service will be provided between Norfolk and Starmount Parkway and Joliff Road. After 7:00 PM service will be provided to TCC Portsmouth (College/McLean) and will still serve Starmount Parkway and Joliff Road.
- The Saturday span of service will be maintained from the current Route 45 service levels, beginning at 5:10 AM and ending at 12:51 AM. Half hour service will be offered between Norfolk and Victory Crossing, and hourly service will be offered across the whole length of the route before and after that time period. No Saturday service will be provided to College/McLean.
- Sunday service will be extended to 12:51 AM and will offer the same levels of service as provided on Saturdays. No Sunday service will be provided to College/McLean.
- In a future out-year, Route 45 will meet the service target and exceed the service design standards for the Regional Backbone service classification.



Justification

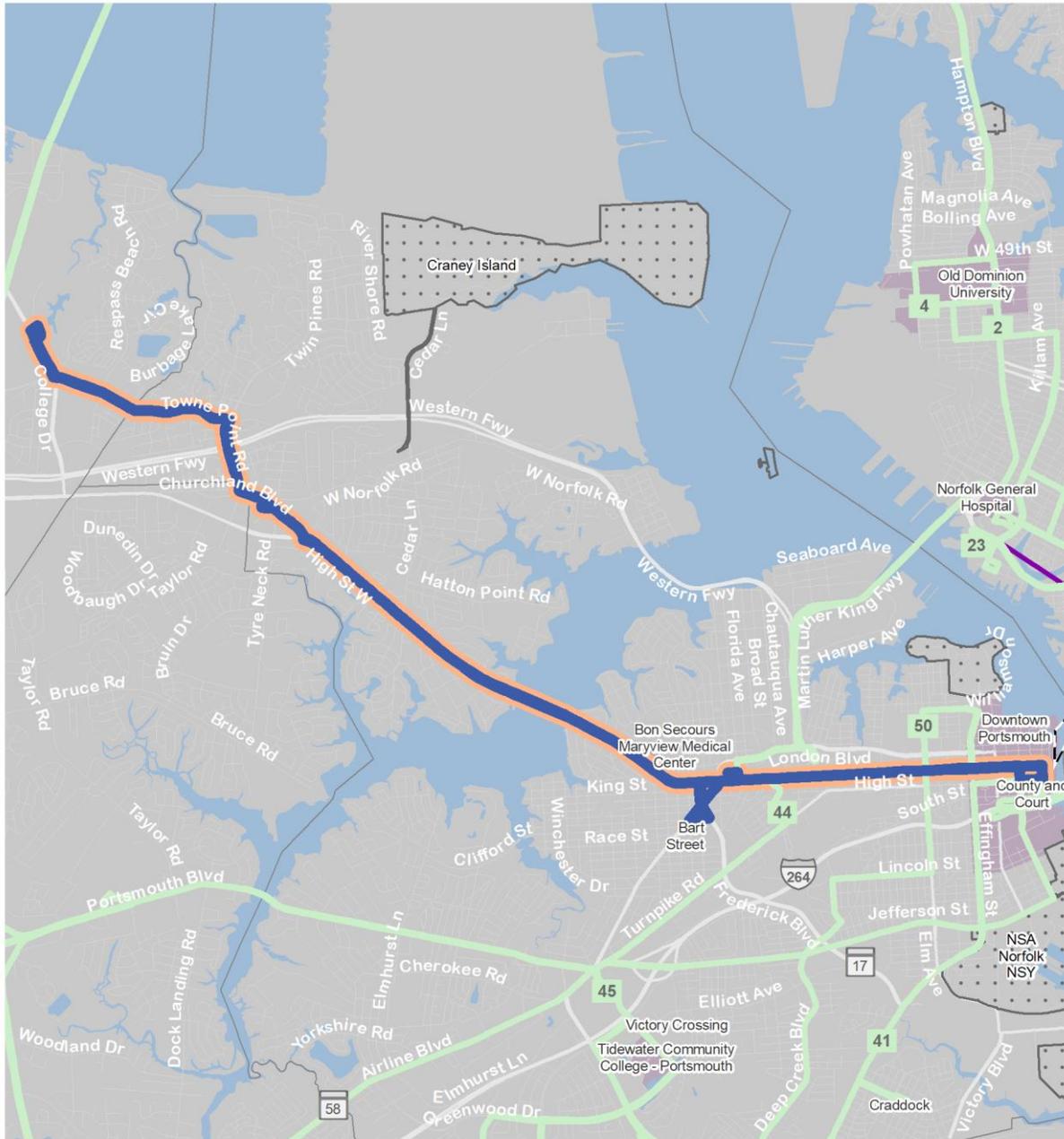
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- The service levels for Route 45 meet the service standards defined for Regional Backbone routes.

Route 45

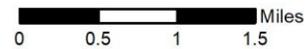
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment. Maintain existing span and headways on weekdays and Saturdays for the short turn between Victory Crossing and Downtown Norfolk. Extend Sunday span to 5:10 AM – 12:51 AM. The extension to Chesapeake will have the same span and headway as the existing Route 44, with added hourly Sunday service from 6:00 AM – 8:00 PM.	✓		
2024	Change Sunday peak headway to 30 minutes on the short turn.			
2025	Change Sunday off-peak headway to 30 minutes on the short turn.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	Change full pattern weekday span to begin at 5:00 AM. End weekday service at 1:00 AM. Change full pattern Saturday and Sunday span to end at 12:51 AM and change the short pattern to end at 9:00 PM.		✓	
2030	No additional changes.			
Out-years	Increase weekday peak, weekday midday, and weekend peak headways to 30 minutes on the full pattern. Adjust short turn headways to maintain 15-minute weekday peak, 30-minute weekday midday, and 30-minute weekend peak service between Victory Crossing and downtown Norfolk.			✓

Route 47



Route 47



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		5:49 AM - 10:30 PM	5:00 AM - 1:00 AM
Saturday		6:03 AM - 10:30 PM	5:00 AM - 12:00 AM
Sunday		6:33 AM - 7:30 PM	5:00 AM - 12:00 AM
Headway			
		Existing	Service Target
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 hourly service between downtown Portsmouth and the Walmart/Frederick Boulevard commercial area; with the elimination of Route 43, Route 47 will continue to provide this connection at an hourly interval and also will provide a longer span of service 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 and 60-minute service from College Drive and Lake View Parkway to County Street and Court Street. During the weekday midday period there will be 30-minute service between Village Street and Churchland Boulevard and County Street and Court Street and 60-minute service from College Drive and Lake View Parkway to County Street and Court Street.
- The span of service is proposed to be extended, with service starting at 5:00 AM and ending at 1:00 AM, meeting Regional Backbone standards. The route will have increased weekday evening service every 30-minutes between Village Street and Churchland Boulevard and County Street and Court Street and extended hourly service to College Drive and Lake View Parkway.
- Early and late-night service should operate every 60-minutes between College Drive and Lake View Parkway and County Street and Court Street.
- During the weekend period, the span will be extended to 5:00 AM to midnight to meet Regional Backbone service design standards, with 30-minute service from 6:00 AM to 9:00 PM on the short-turn and hourly service along the whole length of the route for the full span of service.
- In a future out-year, Route 47 will meet the service targets when the span on the full length of the route is increased and headway improvements are made

Route 47


TD

SD

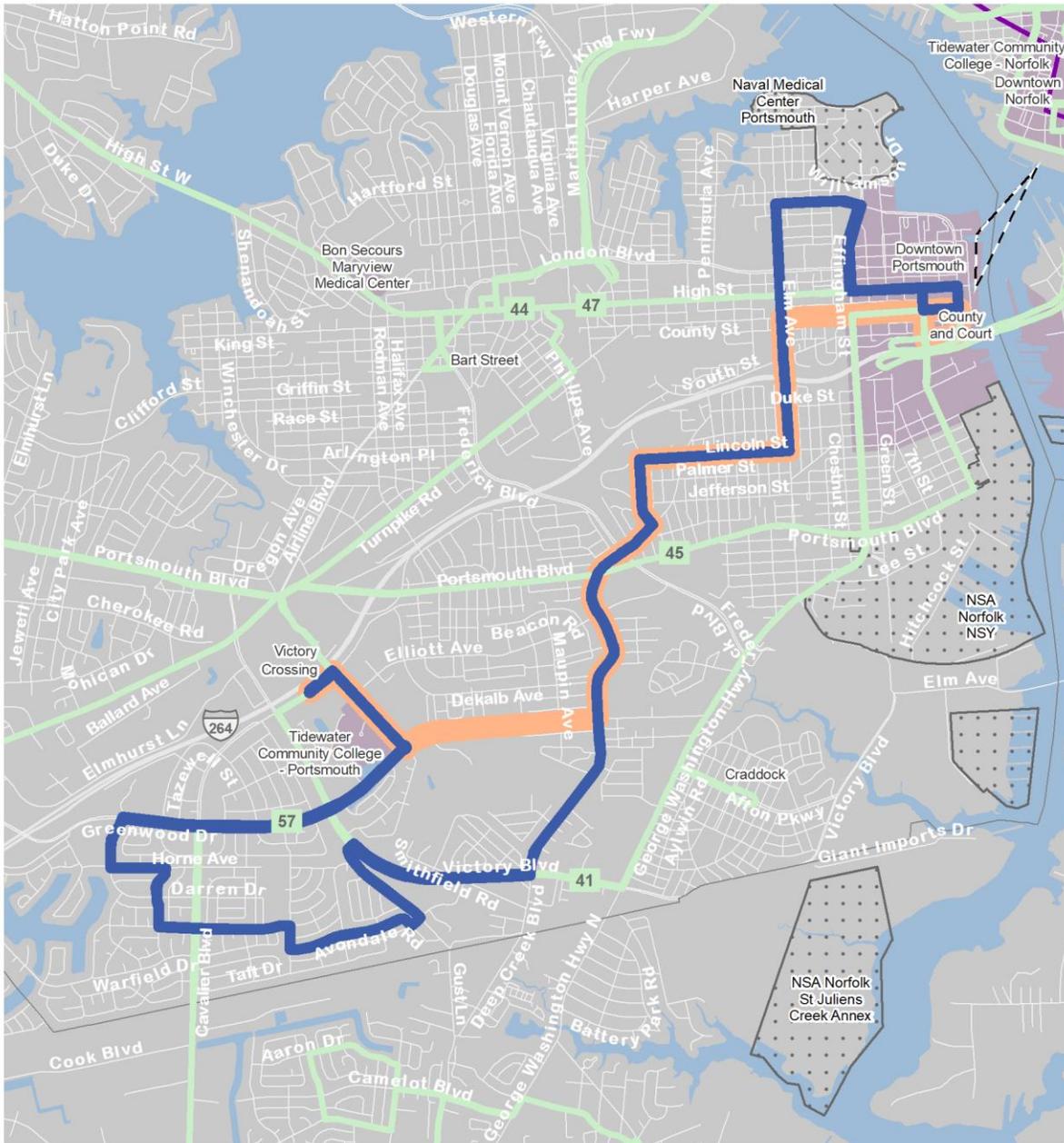
Justification

- Route 47 is a Regional Backbone route and will have service levels that meet the standards set forth for Regional Backbone services.
- 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.

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment. On the short turn, implement service target headways and extend span to 5:00 AM – 12:00 AM on weekdays and 5:00 AM – 11:00 PM on weekends. Change Sunday base headways to 30 minutes. Weekday service to College and Lake View reflects existing service, ending at 7:00 PM. On Saturdays the long pattern to College and Lake View operates 7:00 AM – 6:00 PM.	✓		
2024	No additional changes.			
2025	No additional changes.			
2026	Introduce hourly Sunday service to College and Lake View from 8:00 AM – 6:00 PM.			
2027	Extend weekday span to 1:00 AM on the short turn. Extend Sunday span on the full pattern to start at 7:00 AM.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Extend span on the long pattern to 5:00 AM-11:00 PM on weekdays and 7:00 AM-11:00 PM on weekends. Change weekend span on the short turn to end at 12:00 AM. Provide half hour service on the long pattern during weekday peaks, weekday midday, and weekend base.		✓	✓

Route 50



Route 50

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		6:03 AM - 6:55 PM	5:00 AM - 8:00 PM
Saturday		7:03 AM - 6:29 PM	6:00 AM - 7:00 PM
Sunday		7:00 AM - 6:20 PM	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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 McLean and Deep Creek or on King Street between Elm Avenue and Effingham Street.
- Weekday service will be offered hourly between 5:00 AM and 8:00 PM, 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 AM to 7:00 PM to provide service consistent with existing Saturday service on Routes 41, 43, and 50.
- Sunday service offered hourly from 8:00 AM to 7:00 PM, providing a longer span of service than existing.
- In a future out-year, Route 50 will exceed the service design standards for the Coverage service classification once full span increases are made.



Justification

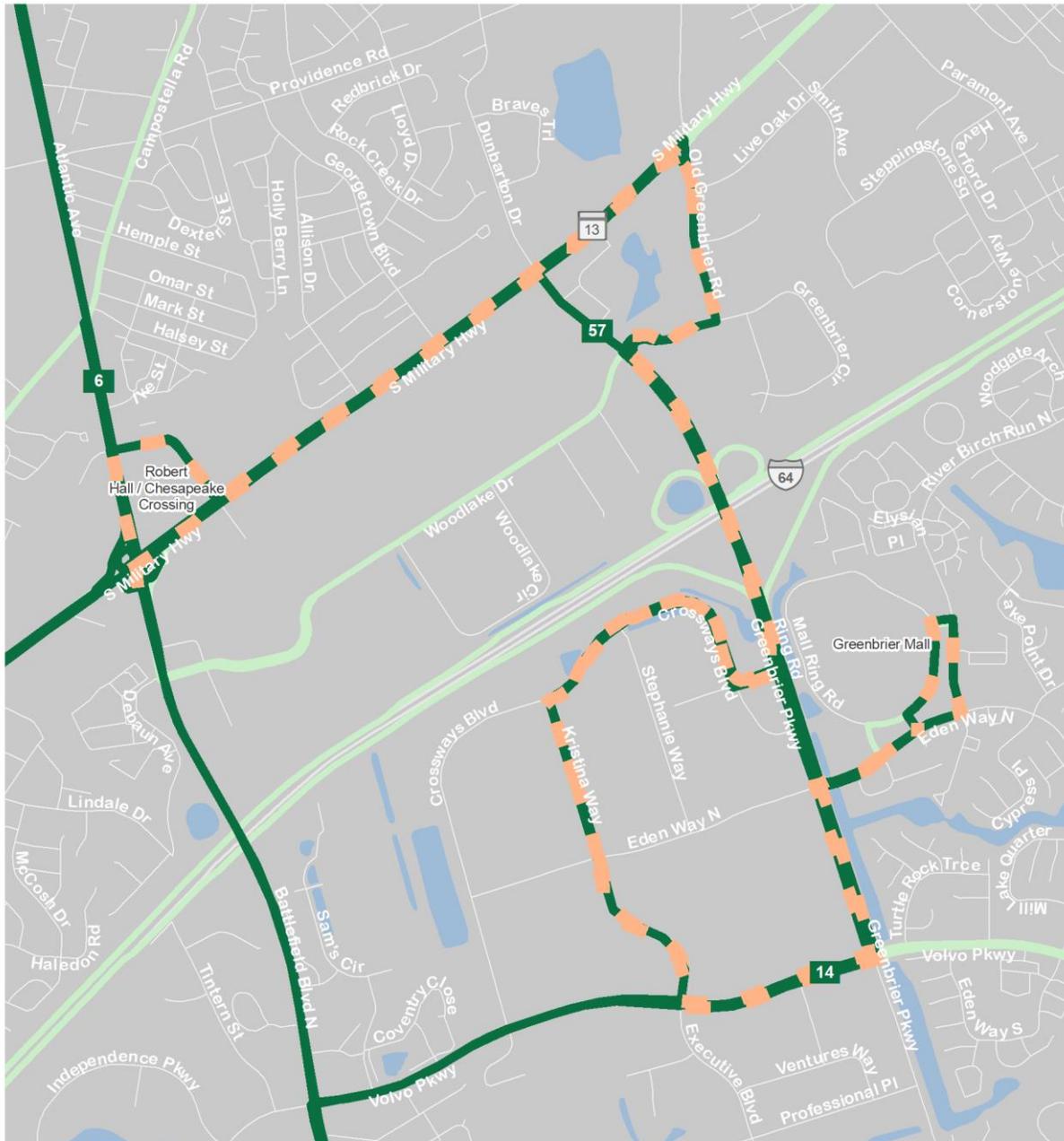
- Route 50 performs around or below average on the six Key Performance Indicators (KPI). The Route 50 realignment will provide Coverage level service to several Portsmouth neighborhoods and will increase service connections through the Naval Medical Center Portsmouth and Downtown Portsmouth (in accordance with the elimination of the current Route 43 service).
- The service change will create a slightly increased 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment. Extend weekday service until 8:00 PM and change weekend span to 8:00 AM – 6:00 PM. Eliminate Sunday service.	✓		
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	Begin weekday service at 5:00 AM.			
2029	No additional changes.			
2030	Implement Sunday service from 8:00 AM to 6:00 PM.			
Out-years	Extend Saturday span to 6:00 AM – 7:00 PM and extend Sunday service to end at 7:00 PM.		✓	✓

Route 55



Route 55



Focus Route

- — — Eliminated Route
- — — Routes Providing Replacement Coverage

- — — Planned System
- — — Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 55

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Greenbrier Circulator	-
Jurisdictions	Chesapeake	-

Level of Service		
Span		
	Existing	Service Target
Weekday	6:30 AM - 7:36 PM	-
Saturday	7:48 AM - 8:12 PM	-
Sunday	-	-
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	60
	Midday	60
	PM Peak	60
	Evening	60
	Late Night	-
Saturday	Base	60
	Non-Base	60
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- Route 55 will be eliminated. Route 6 will be extended to operate between Robert Hall and Greenbrier Mall. Routes 14 and 57 will operate between Robert Hall and Greenbrier, with Route 14 covering the portion of Route 55 from Robert Hall to Military Highway, Old Greenbrier Road, and Greenbrier Parkway.
- The realignments to the other routes will be made concurrent with or before the elimination of Route 55 to prevent loss of coverage.



Justification

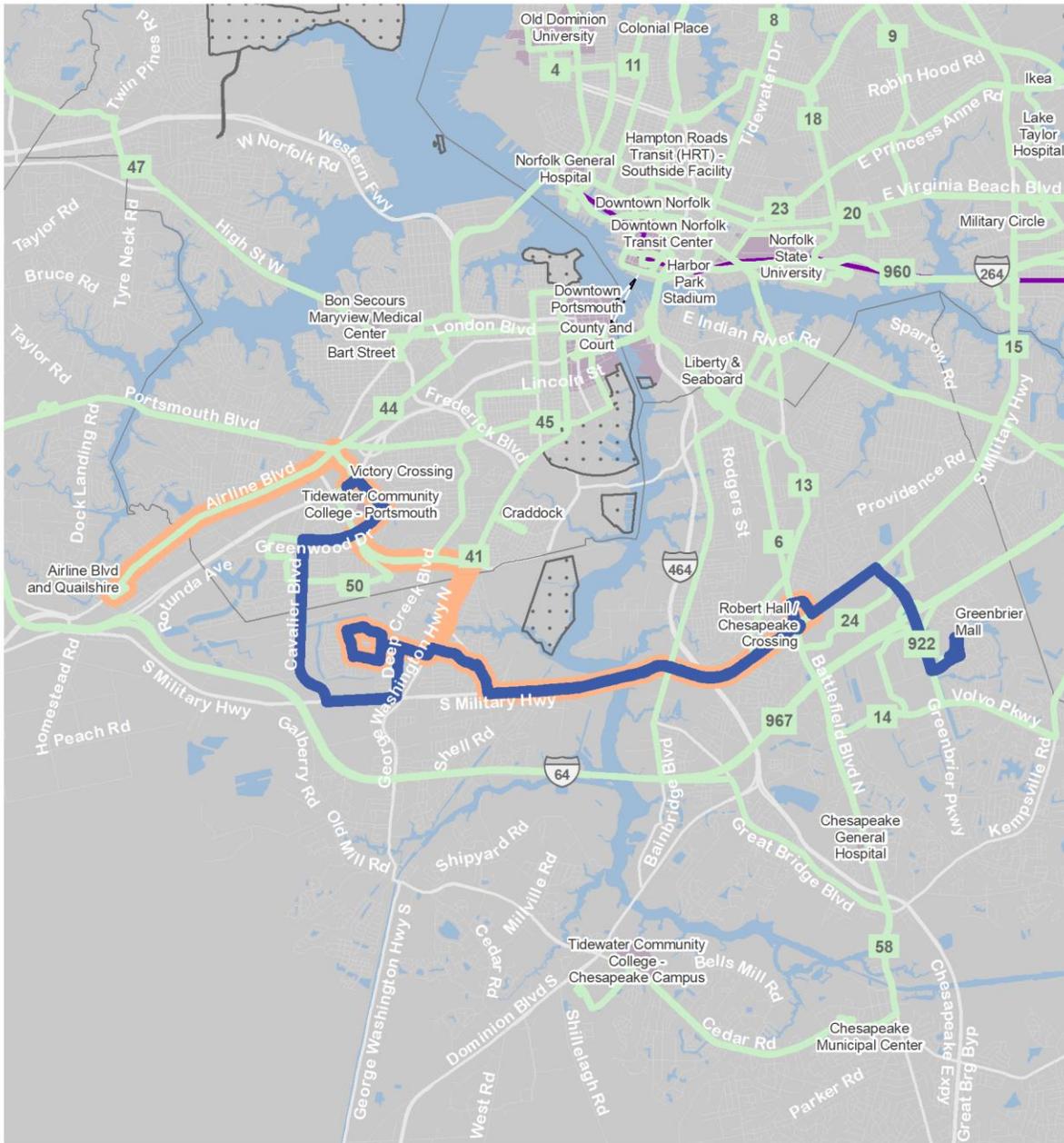
- Route 55 is a low-performing route. The area it serves will receive increased levels of service and more direct connections under the realigned Route 6, Route 14, and Route 57.
- The extended Route 6 will provide more attractive service than the currently separate Route 6 and Route 55 by providing more direct service, more frequent service, and a longer span of service connecting the Greenbrier Mall area to points north in Chesapeake and Norfolk.

Route 55

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Route eliminated as called for by service target, with service replaced by realigned Routes 6, 14, and 57.	✓	✓	✓

Route 57



Route 57



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 57

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Robert Hall Boulevard / Airline Boulevard	Greenbrier Mall / Victory Crossing
Jurisdictions	Chesapeake, Portsmouth	Chesapeake, Portsmouth

Level of Service			
Span			
		Existing	Service Target
Weekday		6:19 AM - 7:20 PM	5:00 AM - 9:30 PM
Saturday		6:18 AM - 7:20 PM	6:18 AM - 7:20 PM
Sunday		-	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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

- Route 57 will be extended from Chesapeake Crossing to Greenbrier Mall. Service will continue to operate on Camelot Boulevard, west of Deep Creek Boulevard, as well as on King Arthur Drive, Aaron Drive, Sir Galahad Drive, and Guinevere Drive, but will be realigned onto Deep Creek Boulevard, Military Highway, and Cavalier Boulevard to serve the industrial park. Route 57 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. Service on Route 57 will be discontinued on High Street and Victory Boulevard, with service on Victory Boulevard being covered by Route 41.
- Weekday service will be offered hourly between 5:00 AM and 9:30 PM, providing an expanded service day to allow for more cross-jurisdictional travel in the evening periods and increased transfer options to Greenbrier Mall, Robert Hall, and Victory Crossing throughout the day.
- Maintain Saturday span and headways as currently offered on the current Route 57.
- Add Sunday service, to operate hourly between 8:00 AM and 7:00 PM.
- In a future out-year, Route 57 will meet the service design standards for the Coverage service classification once Sunday service is added.



Justification

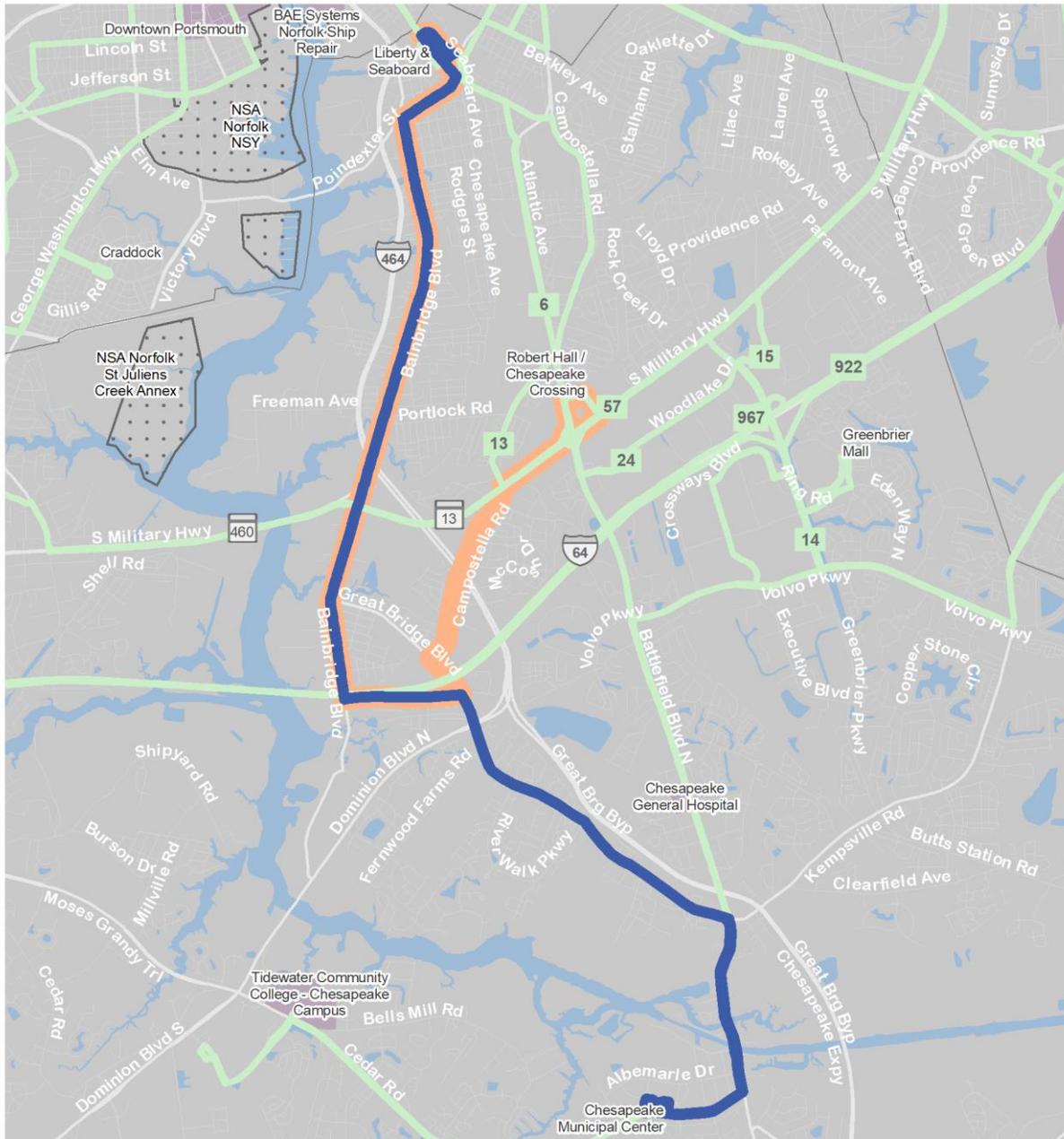
- Route 57 performs around or below average on the six Key Performance Indicators (KPI); however, the existing connection that Route 57 provides between Portsmouth and Chesapeake is vital in providing a cohesive network of transit options. The service changes for Route 57 will help streamline service, 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 service levels for Route 57 meet the service standards defined for Coverage routes.

Route 57

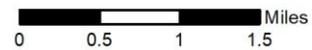
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	Implement service target alignment.	✓		
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	Change weekday span to 5:00 AM – 9:30 PM.			
Out-years	Add Sunday service from 8:00 AM – 7:00 PM.		✓	✓

Route 58



Route 58



Focus Route

- Planned Alignment
- Existing Alignment
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 58

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	South Norfolk / Bainbridge Boulevard	South Norfolk / Chesapeake Municipal Center
Jurisdictions	Chesapeake	Chesapeake

Level of Service			
Span			
		Existing	Service Target
Weekday		5:48 AM - 7:10 PM	5:00 AM - 7:10 PM
Saturday		5:48 AM - 7:10 PM	5:48 AM - 7:10 PM
Sunday		-	8:00 AM - 7:00 PM
Headway			
		Existing	Service Target
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
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Route 58 will continue to serve Liberty Street and Seaboard Avenue but rather than looping back to Robert Hall, Route 58 will instead continue onto Great Bridge Boulevard, serving the area eliminated from the realigned Route 14, and then continue to the Chesapeake municipal center where it will terminate. Route 58 will not deviate onto River Walk Parkway like the current Route 14 does, but a new stop will be added at the western intersection of the two roads to serve the community center adjacent to that intersection.
- Weekday service will begin at 5:00 AM, which is slightly earlier than the current Route 58 service. Hourly service will be maintained throughout the service day.
- Maintain Saturday span and headways as provided by the current Route 58 service.
- Add Sunday service, to operate hourly between 8:00 AM and 7:00 PM.
- In a future out-year, Route 58 will meet the service design standards for the Coverage service classification once Sunday service is added.



Justification

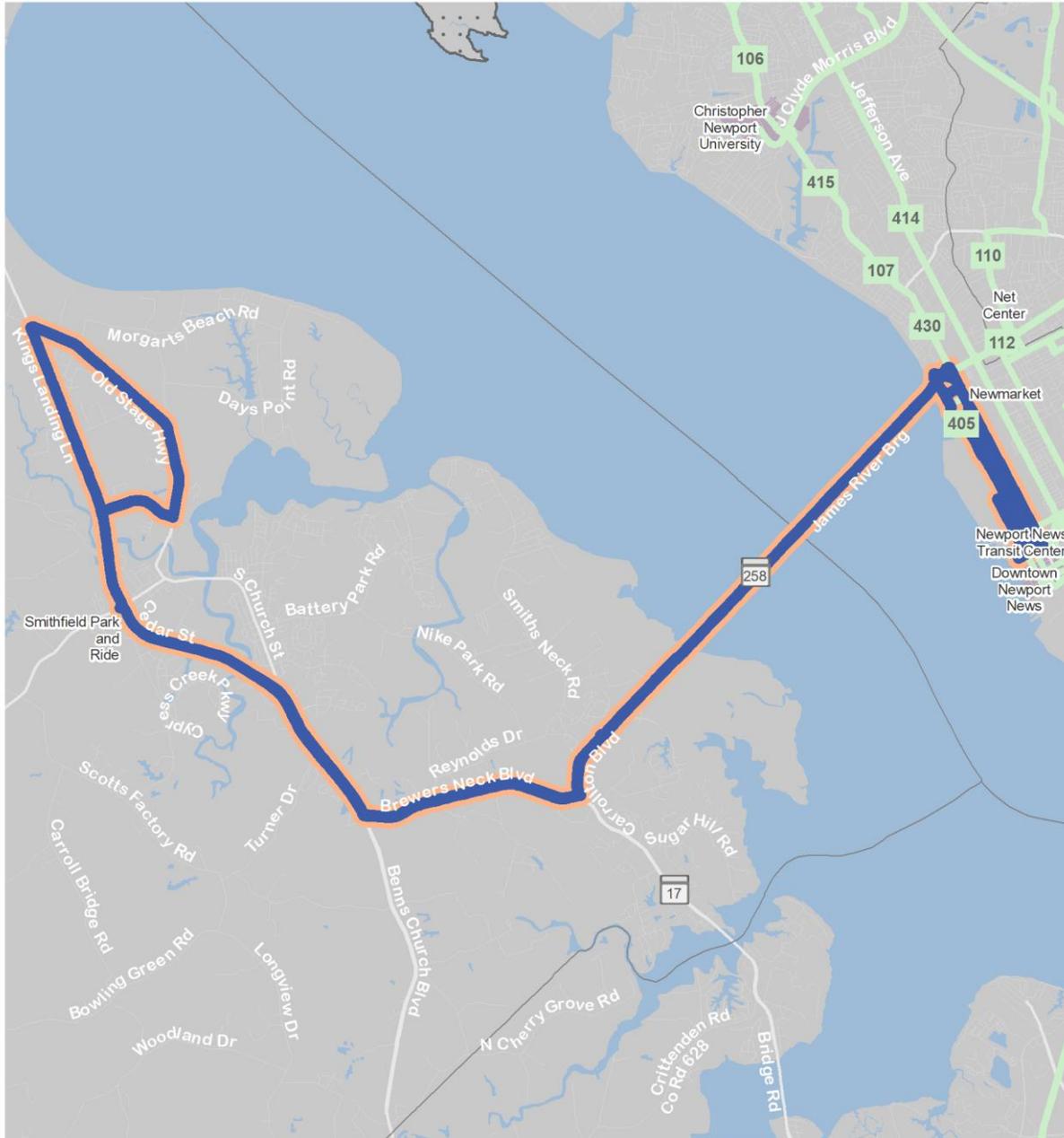
- Route 58 performs worse than average on the six Key Performance Indicators (KPI) and will be realigned in order to provide more direct service that will better serve areas with transit demand, resulting in improved performance.
- The realignment will reduce the circuitry of the existing Route 58 and increase service to the Chesapeake Municipal Center (in concert with the service changes for Route 14).
- Between Routes 14 and 58, the roads losing service will be River Walk Parkway, Battlefield Boulevard between Military Highway and Volvo Parkway (which will be offered by Route 6), and Great Bridge Boulevard and Campostella Road between Military Highway and Libertyville Road.
- 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement service target alignment and span on weekdays and Saturday.	✓		
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Add Sunday service from 8:00 AM – 7:00 PM.		✓	✓

Route 64



Route 64



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 64

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News / Smithfield	Newport News / Smithfield
Jurisdictions	Newport News, Isle of Wight	Newport News, Isle of Wight

Level of Service			
Span			
	Existing	Service Target	
Weekday	4:40 AM - 7:52 AM; 2:10 PM - 5:27 PM	4:40 AM - 7:52 AM; 2:10 PM - 5:27 PM	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Service Target	
Weekday	Early	3 Trips	3 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

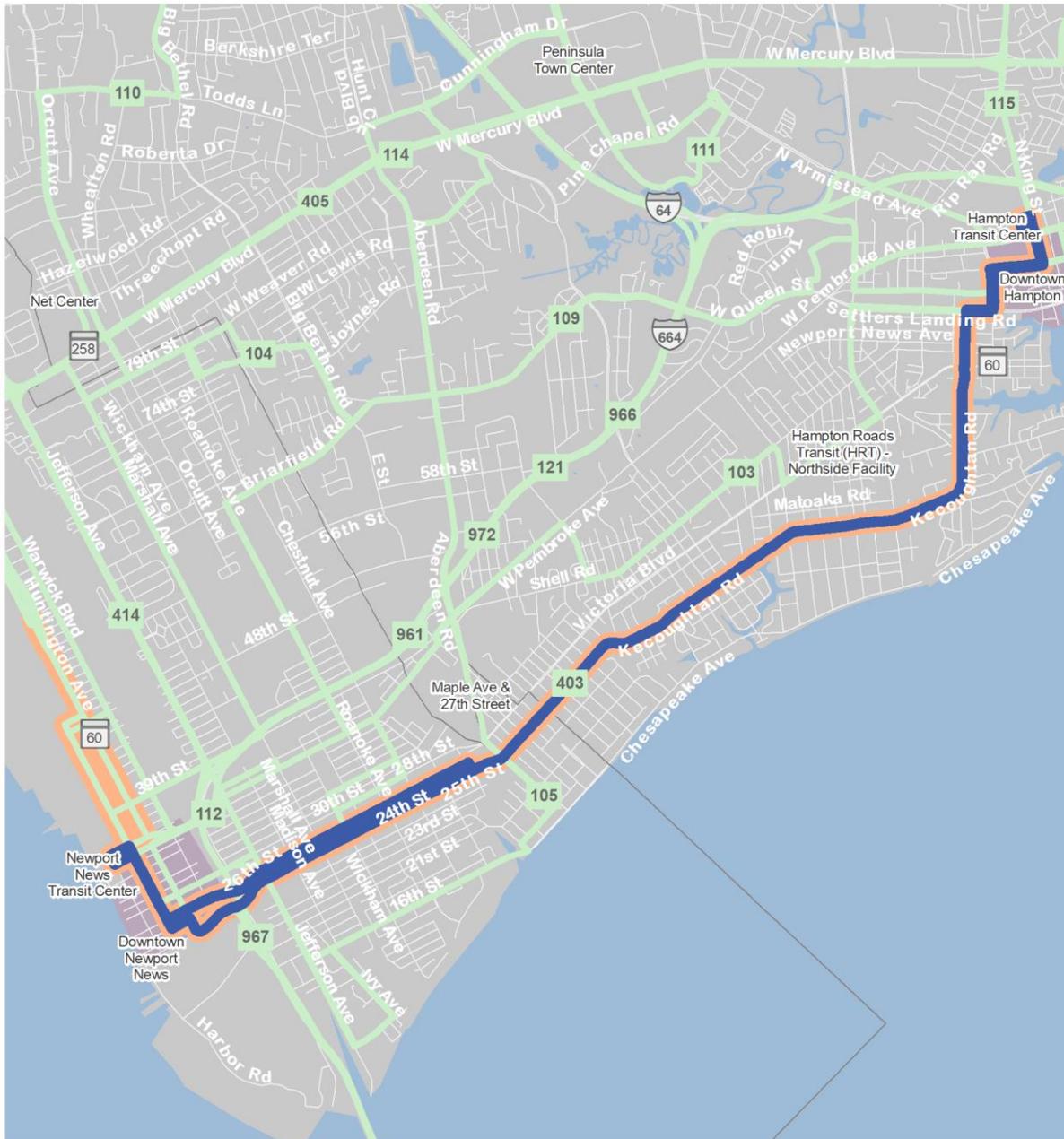
- Route 64 service will remain unchanged from what is currently offered.

Route 64

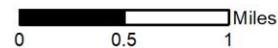
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 101



Route 101



Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 101

Service Classification
Local Priority

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	Service Target	
Weekday	5:15 AM - 12:10 AM	5:00 AM - 1:00 AM	
Saturday	5:15 AM - 12:10 AM	5:15 AM - 12:10 AM	
Sunday	5:45 AM - 7:38 PM	5:15 AM - 12:10 AM	
Headway			
	Existing	Service Target	
Weekday	Early	30	60
	AM Peak	35	30
	Midday	35	30
	PM Peak	35	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	35	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Note
Route 101 is classified here as a Local Priority route, with Local Priority levels of service. In the plan shown in Chapter 6, which accounts for new dedicated funding for regional transit, Route 101 is classified as a Regional Backbone route because the additional funding allows for more routes to have high-frequency service.

Service Changes

- Route 101 will operate between the Newport News Transfer Center (NNTC) and Hampton Transfer Center (HTC), no longer serving Northgate (the current 3:40 PM trip will be provided by an additional trip on Route 403).
- Weekday service will be offered between 5:00 AM and 1:00 AM, which is a slightly later end time than currently offered on the Route 101.
- Service in the AM and PM peak and midday periods will be offered every 30 minutes, with hourly service being offered in the early morning and evening periods.
- On weekends, Sunday service is expanded to match current Saturday levels of service from 5:15 AM to 12:10 AM, with 30-minute headways from 6:00 AM to 9:00 PM and 60-minute headways during other times.
- In a future out-year, Route 101 will exceed the service design standards for the Local Priority service classification once weekend headways are improved.



Justification

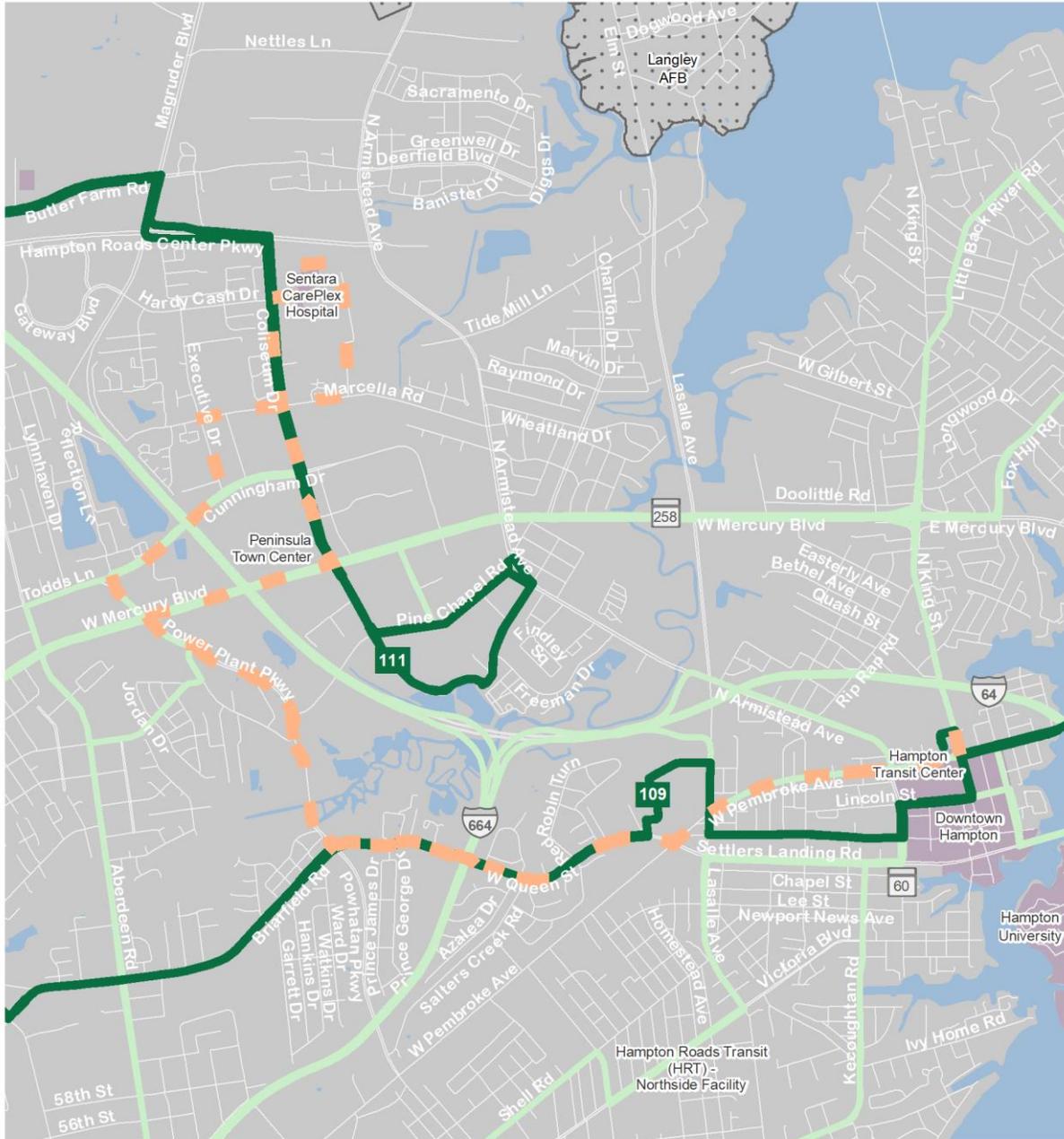
- Route 101 performs well on the six Key Performance Indicators (KPI) and warrants an increase in service.
- The service levels for Route 101 meet the service standards defined for Local Priority routes.

Route 101

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Implement service target alignment and span. Adjust weekday and Saturday headways to meet service targets.	✓	✓	
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Increase Sunday peak headways to 30 minutes.			✓

Route 102



Route 102



Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage
- Planned System
- Light Rail
- - - Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday	6:19 AM - 8:10 PM	-
Saturday	7:19 AM - 7:10 PM	-
Sunday	8:20 AM - 7:08 PM	-
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	60
	Midday	60
	PM Peak	60
	Evening	60
	Late Night	-
Saturday	Base	60
	Non-Base	-
	Early / Late	-
Sunday	Base	60
	Non-Base	-
	Early / Late	-

Service Changes

- Route 102 will be eliminated due to poor performance and the realignment of other nearby routes to cover much of the route's service. Routes 109 and 111 will provide similar connections that the 102 provides, with Route 109 operating on W Queen Street and Route 111 operating on Coliseum Drive. Medical Drive will be serviced via Coliseum Drive, provided by Route 111. Marcella Road and Executive Drive will no longer have service, but service on Routes 111 and 114 are within short walking distance.
- 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

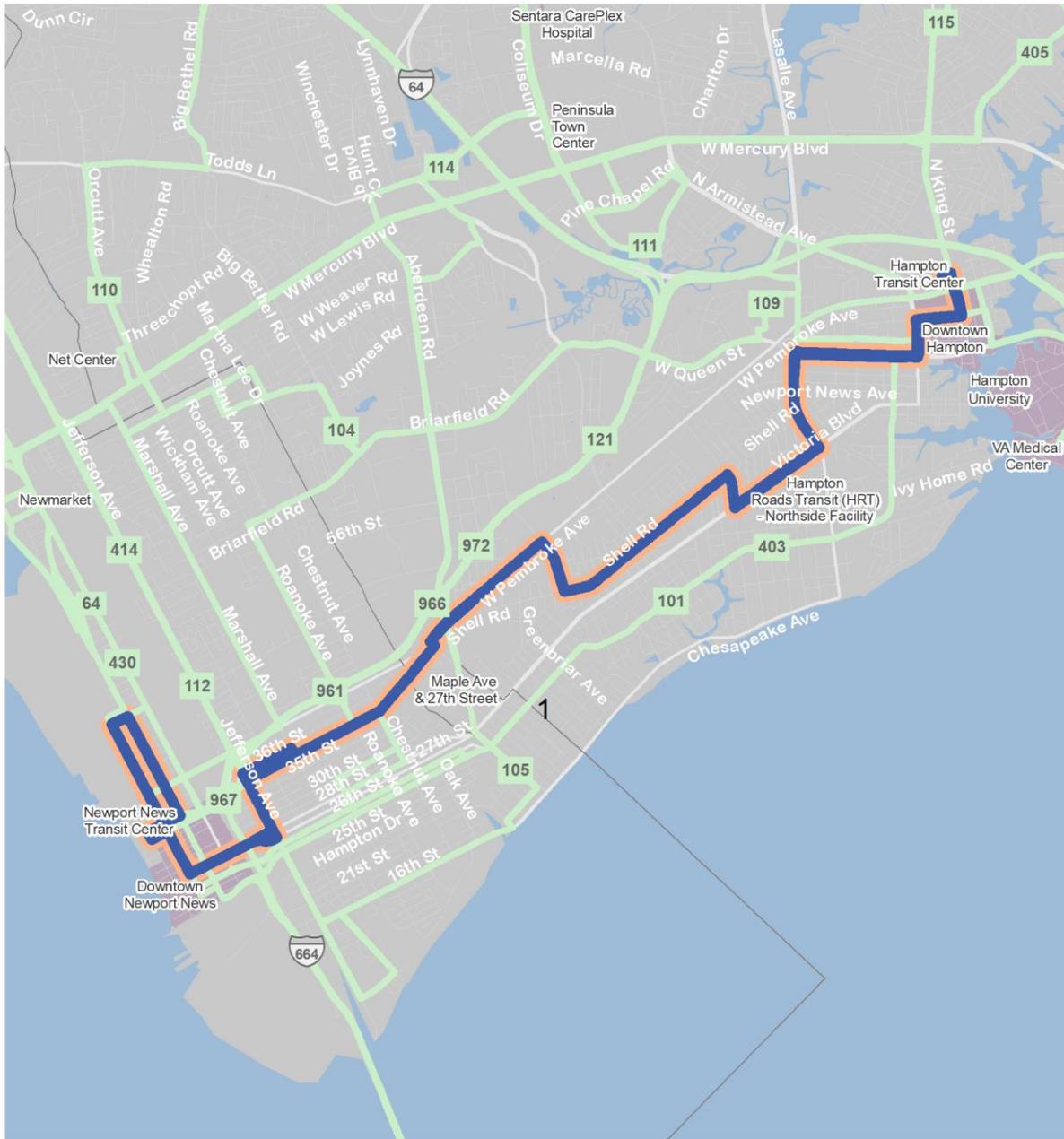
- Route 102 performs within the lowest third of routes on the six Key Performance Indicators (KPI) and as a result will be eliminated, with the resources from this eliminated service being used to further transit development elsewhere in Hampton.

Route 102

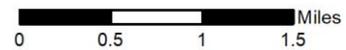
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Sunday service removed.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Route eliminated as called for by service target.	✓	✓	✓
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 103



Route 103



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target	
Weekday	5:15 AM - 11:52 PM	5:00 AM - 11:52 PM	
Saturday	5:15 AM - 11:52 PM	5:15 AM - 11:52 PM	
Sunday	7:30 AM - 8:07 PM	7:00 AM - 11:00 PM	
Headway			
	Existing	Service Target	
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30	30
	Late Night	45	45
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.
- Route 103 will start earlier on weekdays at 5:00 AM and will maintain existing headways.
- Saturday span of service and headways will remain the same as existing.
- Sunday span of service will be increased to 7:00 AM through 11:00 PM, with half hour service offered much of the day.
- In a future out-year, Route 103 will exceed the service design standards for the Local Priority service classification, once the span improvements are made.



Justification

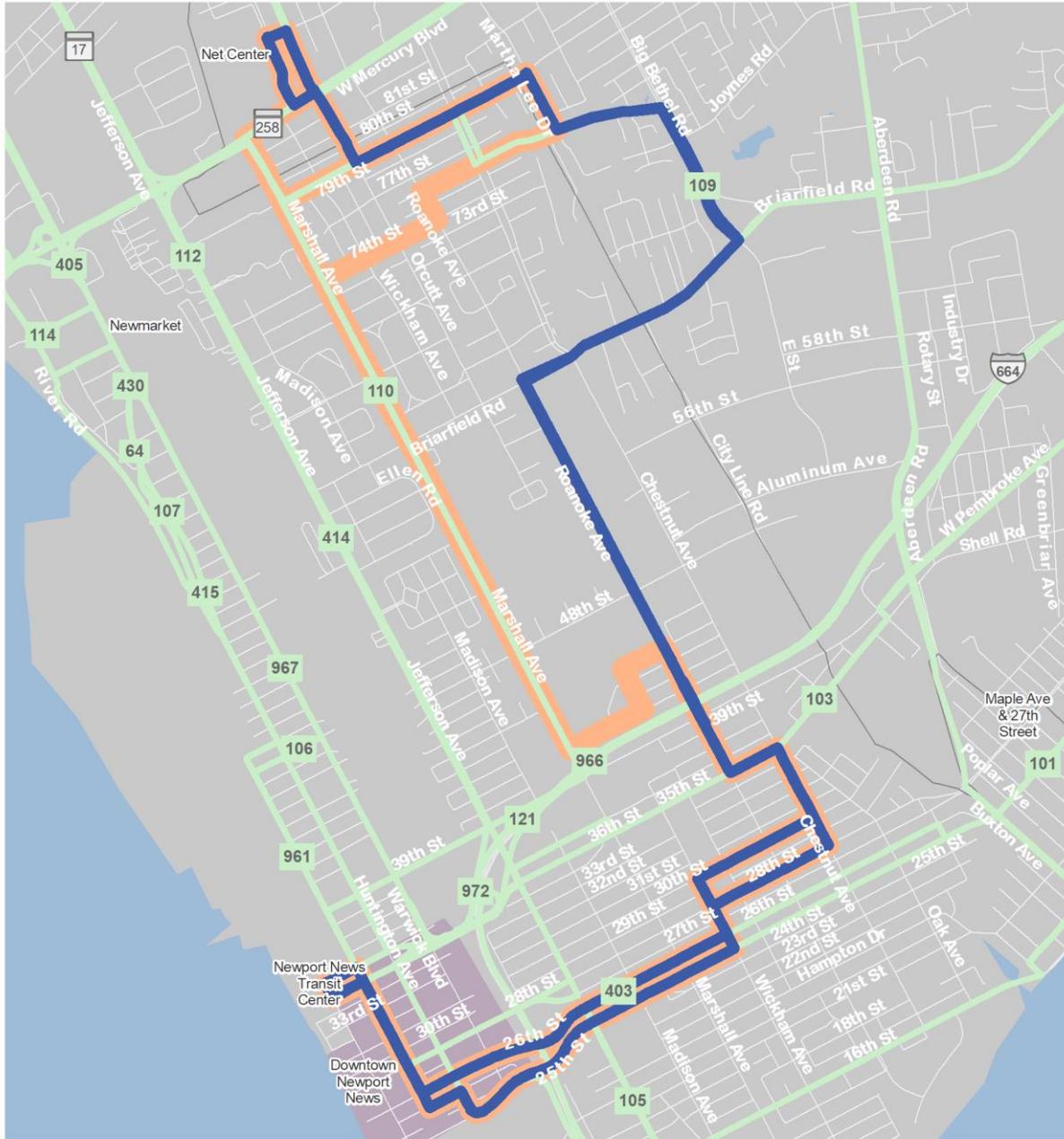
- Route 103 performs around average on the six Key Performance Indicators (KPI). As such, the current Route 103 alignment will be maintained, as will the span of service and the existing headways on weekdays and Saturdays, with shorter headways and a longer span of service being introduced on Sundays.
- For most of its alignment, Route 103 operates within a half mile of Route 101. By increasing service on both routes, service will be enhanced in this corridor.
- 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
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Begin weekday service at 5:00 AM. Increase Sunday span to 7:00 AM – 11:00 PM and change Sunday peak headways to 30 minutes.		✓	✓

Route 104



Route 104



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		5:45 AM - 10:41 PM	5:00 AM - 11:00 PM
Saturday		5:45 AM - 10:41 PM	6:00 AM - 11:00 PM
Sunday		5:45 AM - 7:43 PM	6:00 AM - 11:00 PM
Headway			
		Existing	Service Target
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 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 to serve the Net Center. Route 110 will operate along the segment of Marshall Road currently served by Route 104.
- Weekday service will be offered hourly beginning at 5:00 AM and ending at 11:00 PM. Half hour service will be offered between 6:00 AM and 6:00 PM.
- On weekends, span of service will be adjusted to 6:00 AM to 11:00 PM, with hourly service throughout the day.
- In FY 2027, Route 104 will meet the service targets and service design standards for Coverage routes.



Justification

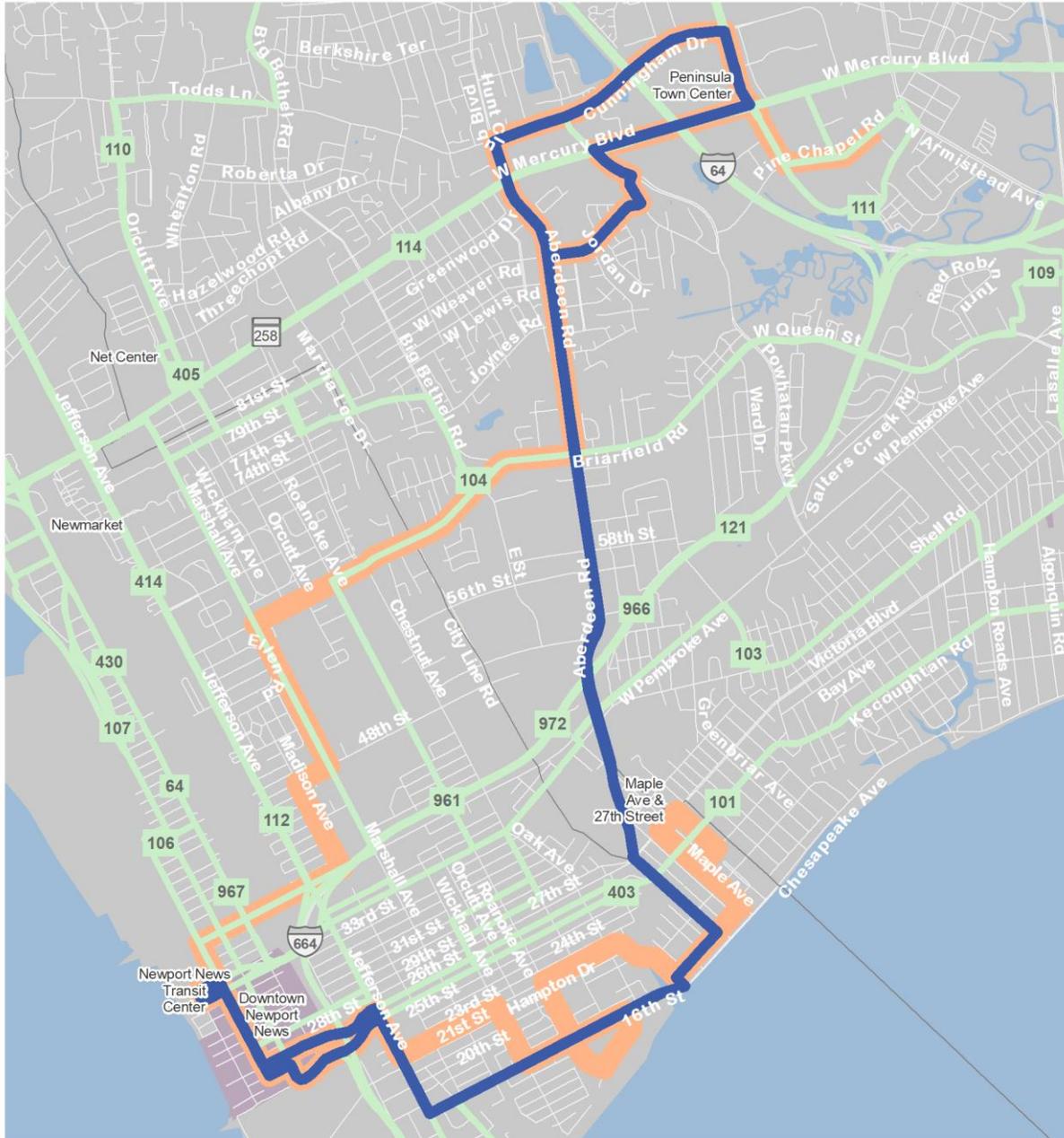
- Route 104 performs around average on the six Key Performance Indicators (KPI). The alignment and level of service changes were designed to improve the route's performance.
- The current Route 104 operates along several different corridors within Newport News. Route 104 will operate along a more streamlined alignment between Net Center 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
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement service target alignment and span. Change weekday early and evening headways to 60 minutes and Saturday headways to 60 minutes.	✓	✓	✓
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 105



Route 105

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:12 AM - 12:13 AM	5:00 AM - 12:13 AM
Saturday		6:15 AM - 12:13 AM	6:15 AM - 12:13 AM
Sunday		8:15 AM - 8:13 PM	6:15 AM - 12:13 AM
Headway			
		Existing	Service Target
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 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.
- The weekday span of service will begin an hour earlier at 5:00 AM to match the standards for Local Priority routes. During the weekday peak periods and weekday midday, service will be offered half hourly, which represents an increase over the hourly service offered on the current Route 105. Service will be offered hourly through the rest of the service day.
- The Saturday span of service will be the same as offered on the current Route 105; however, 30-minute service will be offered through much of the service day, an increase over what is currently offered. The Sunday span and headways will be increased to match what is offered on Saturday.
- In a future out-year, Route 105 will exceed the service design standards for the Local Priority service classification once span and headway updates are complete.

Route 105



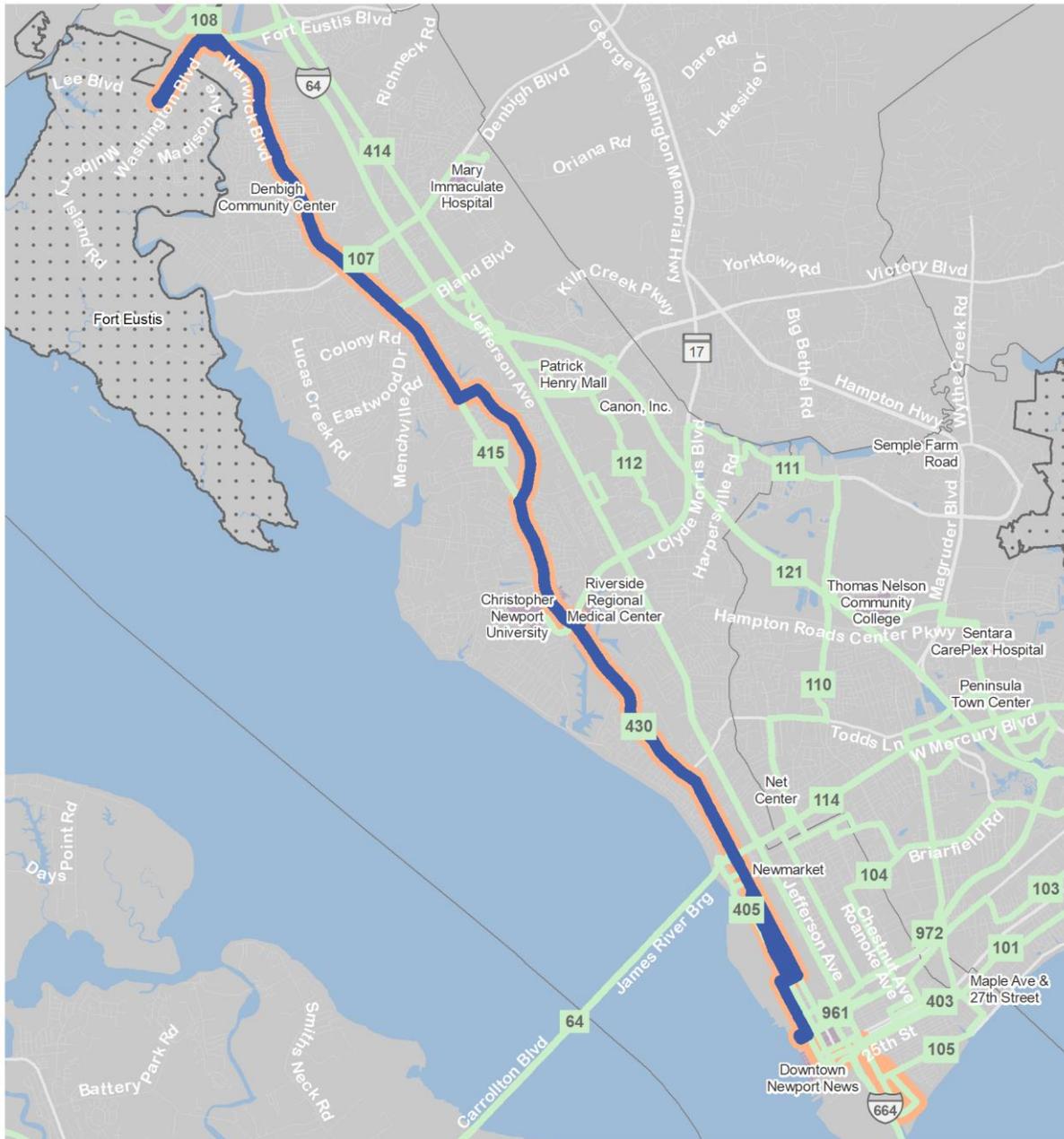
Justification

- Route 105 performs above average on the six Key Performance Indicators (KPI). In order 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.

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement service target alignment.	✓		
2028	Change weekday peak headways to 30 minutes and Saturday and Sunday peak headways to 30 minutes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Begin weekday service at 5:00 AM and increase weekday midday headways to 30 minutes. Extend Sunday span to match Saturday.		✓	✓

Route 106



Route 106



Focus Route

-  Planned Alignment
-  Existing Alignment
-  Planned System
-  Light Rail
-  Ferry
-  Military Bases
-  City Boundary
-  Activity Centers



Route 106

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News / Warwick Boulevard / Denbigh Fort Eustis	Newport News Transit Center / Warwick Boulevard / Denbigh Fort Eustis
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Service Target
Weekday		5:09 AM - 12:42 AM	5:00 AM - 12:42 AM
Saturday		5:09 AM - 12:42 AM	5:09 AM - 12:42 AM
Sunday		5:59 AM - 8:19 PM	5:59 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	20	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	-	60

Service Changes

- Starting in FY 2021, Route 106 service will no longer operate on Ivy Avenue and 6th Street; the area will instead be served via the realigned Route 112.
- The weekday span of service on Route 106 will be maintained, and hourly service will continue to be offered throughout the service day.
- The Saturday span of service on Route 106 will be maintained and half hour service will be offered during the weekend base period.
- The Sunday span of service will be expanded to end at 11:00 PM and half hour service will be offered during the base period.
- In a future out-year, Route 106 and Route 107 effective combined service along Warwick Boulevard will exceed the service design standards for the Local Priority service classification.



Justification

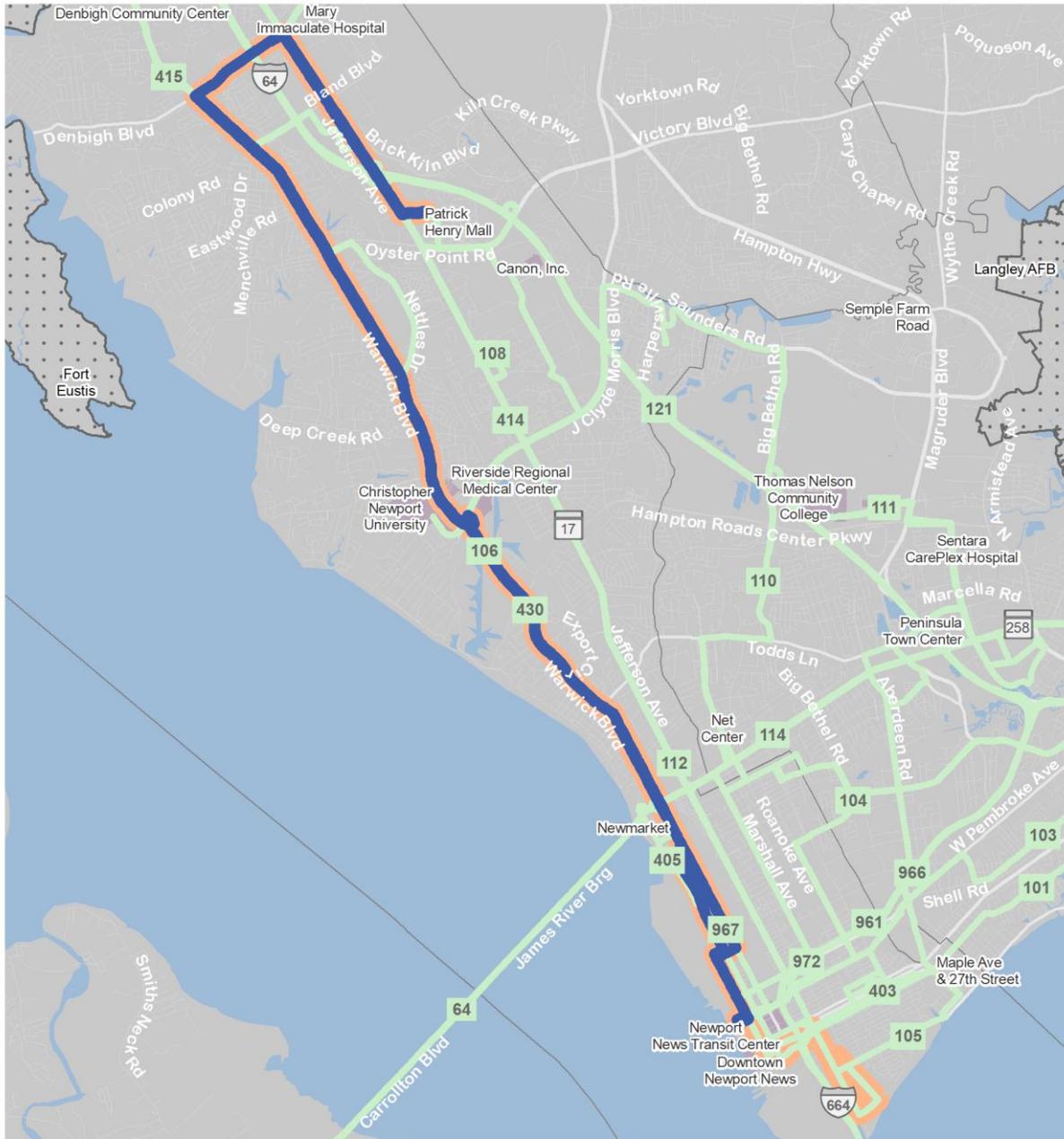
- Route 106 performs around or above average on the six Key Performance Indicators (KPI). The realigned Route 106 will operate similarly as the current Route 106, with the exception of service being removed from Ivy Avenue and 6th Street. This service change will help to streamline the service and improve on-time performance. Service on Ivy Avenue and 6th Street will now be provided by Route 112.
- The span and level of service will also be similar to the existing route, with the exception of later service being offered on Sundays, which will meet the service standards for Local Priority routes.
- In conjunction with Route 107, Route 106 will provide 20- to 30-minute service all day on Warwick Boulevard between Nettles Drive and Newport News Transit Center.

Route 106

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Route 106 will no longer operate on Ivy Avenue and 6th Street; the area will instead be served via the realigned Route 112. No changes from existing LOS.	✓		
2022	Change weekday span to 5:00 AM – 12:42 AM and change Sunday span to end at 9:00 PM. Change weekday early headway to 60 minutes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Change weekday peak headways to 30 minutes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Extend Sunday span end to 11:00 PM. Change weekday midday and weekend peak headways to 30 minutes.		✓	✓

Route 107



Route 107



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 107

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News / Warwick Boulevard / Denbigh	Newport News Transit Center / Warwick Boulevard / Denbigh / Patrick Henry Mall
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Service Target
	Weekday	5:59 AM - 12:07 AM	5:00 AM - 12:07 AM
	Saturday	5:59 AM - 12:07 AM	6:00 AM - 12:07 AM
	Sunday	7:15 AM - 8:27 PM	6:00 AM - 9:00 PM
Headway			
		Existing	Service Target
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	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- Similar to the service changes for Route 106, starting in FY 2021, Route 107 service on Ivy Avenue and 6th Street will be eliminated, and this area will instead be served via the realigned Route 112.
- Weekday service on Route 107 will start an hour earlier at 5:00 AM. Hourly service will continue to be provided throughout the service day.
- Saturday service on Route 107 will be offered from 6:00 AM to 12:07 AM, at hourly intervals, which is the same as provided by the current Route 107.
- The Sunday span of service will be adjusted to operate from 8:00 AM to 7:00 PM.
- In a future out-year, Route 106 and Route 107 effective combined service along Warwick Boulevard will exceed the service design standards for the Local Priority service classification.



Justification

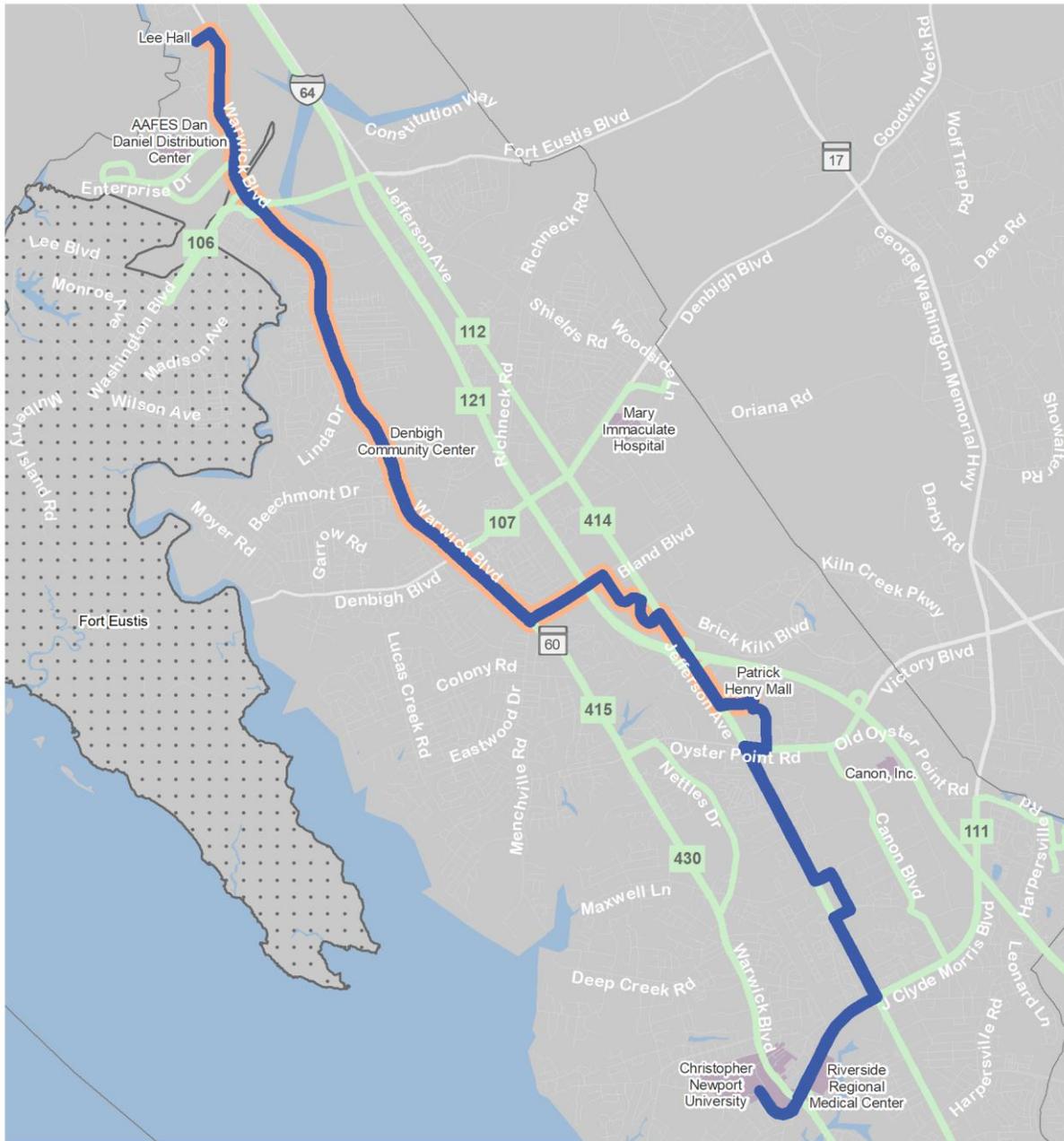
- Route 107 performs around or above average on the six Key Performance Indicators (KPI). Route 107 will operate similarly as the current Route 107, with the exception of service being removed from Ivy Avenue and 6th Street. This service change will help to streamline the service and improve on-time performance. Service on Ivy Avenue and 6th Street will now be provided by Route 112.
- In conjunction with Route 106, Route 107 will provide 20- to 30-minute service all day on Warwick Boulevard between Nettles Drive and Newport News Transit Center, which combined matches the defined service standards for Local Priority routes.

Route 107

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Route 107 will no longer operate on Ivy Avenue and 6 th Street; the area will instead be served via the realigned Route 112. No changes to from existing LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	Begin weekday service at 5:00 AM. Extend Sunday span to 6:00 AM – 9:00 PM.		✓	✓
2030	No additional changes.			
Out-years	No additional changes.			

Route 108



Route 108



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 108

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Patrick Henry Mall / Lee Hall	Boulevard Park / Patrick Henry Mall / Lee Hall
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Service Target
Weekday		5:55 AM - 11:31 PM	5:00 AM - 9:00 PM
Saturday		5:55 AM - 11:31 PM	6:00 AM - 9:00 PM
Sunday		6:35 AM - 7:02 PM	6:00 AM - 9:00 PM
Headway			
		Existing	Service Target
Weekday	Early	-	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	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- Route 108 will be extended from Patrick Henry Mall to Fishing Point, Riverside Regional Medical Center, and Christopher Newport University, providing service to areas along the southern portion of the eliminated Route 116.
- Route 108 will offer hourly weekday service that will begin and end earlier than the current service, starting at 5:00 AM and ending at 9:00 PM.
- Saturday service will be provided hourly beginning at 6:00 AM and ending at 9:00 PM, which represents a decrease in service compared to the current route. Sunday service will be increased to match Saturday service levels.
- In FY 2025, Route 108 will exceed the service design standards for the Coverage service classification.



Justification

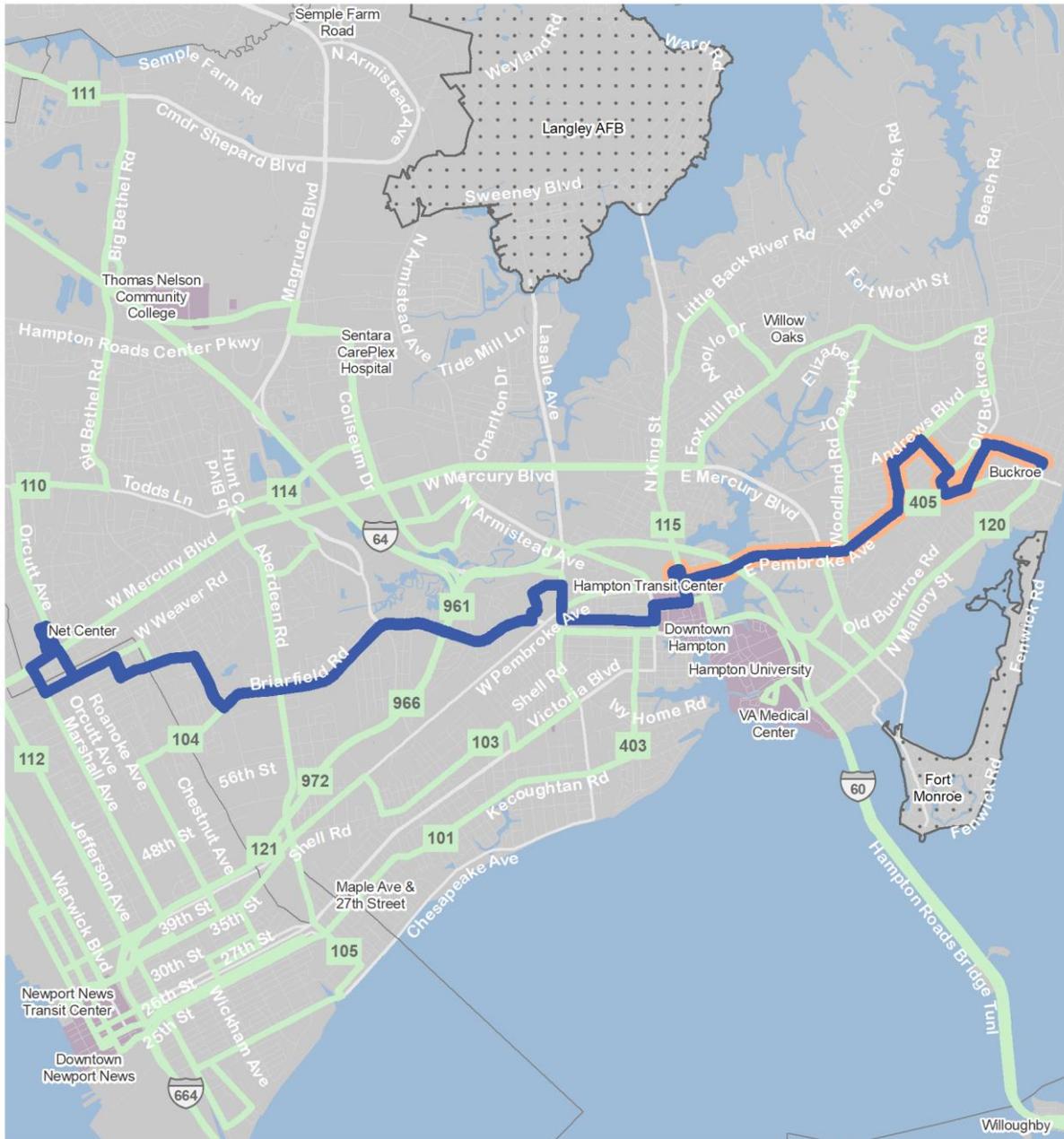
- The realignment of Route 108 will help to cover some of the service lost through the elimination of the current Route 116.
- The adjustments in start and end times during the weekday and weekend service day, and the headways, are reflective of the service standards developed for Coverage routes.

Route 108

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes to existing alignment or LOS.			
2022	Implement service target alignment. Change weekday span to 5:55 AM – 9:00 PM and Saturday span to 6:00 AM – 9:00 PM.	✓		
2023	No additional changes.			
2024	No additional changes.			
2025	Begin weekday service at 5:00 AM. Extend Sunday span to 6:00 AM – 9:00 PM.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 109



Route 109



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 109

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Pembroke) Downtown Hampton / Buckroe	Net Center / Buckroe
Jurisdictions	Hampton	Hampton, Newport News

Level of Service			
Span			
		Existing	Service Target
Weekday		6:51 AM - 10:05 PM	5:00 AM - 11:00 PM
Saturday		7:45 AM - 9:10 PM	6:00 AM - 11:00 PM
Sunday		6:45 AM - 7:10 PM	6:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 PM, 60 after
	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 Net Center via the existing Route 110 alignment, thus providing direct service between Net Center, Hampton Transit Center, and the Mallory/Buckroe area.
- The weekday span of service for Route 109, which will start at 5:00 AM, will see service offered nearly two hours earlier than the current start time; the route end time of 9:00 PM will end one hour earlier than current service. The additional early morning service will be provided hourly, while the AM and PM peak, midday, and most of the evening period will see service offered at half hour intervals.
- Saturday service will be provided between 6:00 AM and 9:00 PM, which offers nearly two hours of additional early morning service. Sunday service will match Saturday service, which offers approximately one hour earlier and one hour later service over what is current provided. All weekend service will be offered hourly.
- In a future out-year, Route 109 will exceed the service design standards for the Local Priority service classification once the span and headway targets are fully reached.



Justification

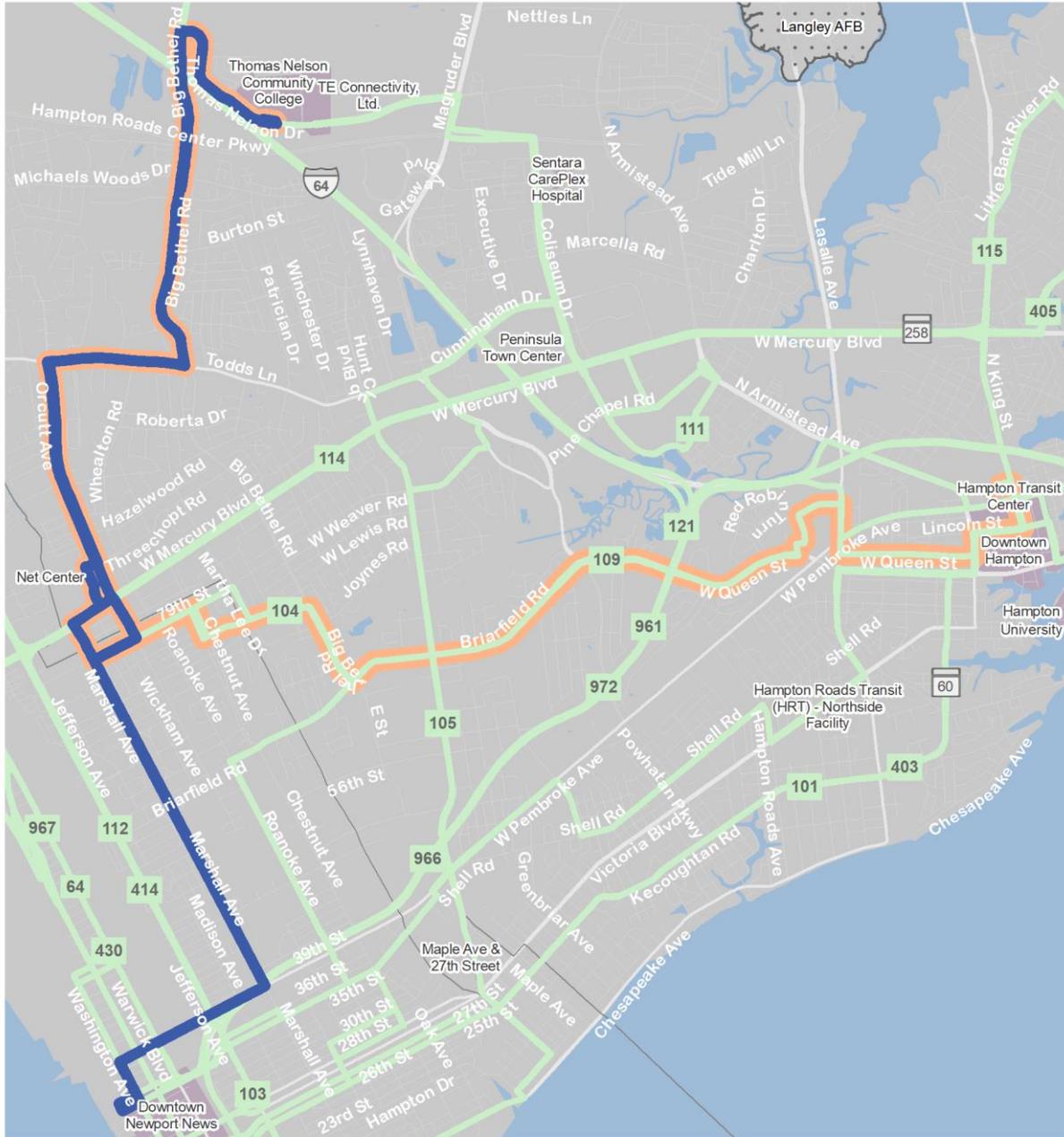
- Route 109 will now function as a comprehensive crosstown service between Net Center in Newport News and Buckroe in Hampton via the Hampton Transit Center. The service change will provide a one seat ride between the two termini, where currently a transfer is needed to complete this trip. Transfers to several other HRT north-south routes will be possible along the new alignment, enhancing transit connectivity throughout the Peninsula.
- The extension of Route 109 will operate via the current alignment of the Route 110 between the Hampton Transit Center and Net Center, which will allow the Route 110 to be realigned and streamlined and will allow service to be more efficient in this area.
- The service levels for Route 109 meet the service standards defined for Local Priority routes.

Route 109

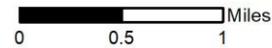
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement service target alignment.	✓		
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Increase span to meet service targets. Change weekday peak, weekday midday, and weekend peak headways to 30 minutes.		✓	✓

Route 110



Route 110



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 110

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Hampton / Thomas Nelson Community College	Downtown Newport News / Thomas Nelson Community College
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Service Target
Weekday		6:00 AM - 10:50 PM	5:00 AM - 11:00 PM
Saturday		7:00 AM - 10:50 PM	7:00 AM - 11:00 PM
Sunday		8:00 AM - 7:48 PM	7:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 8:00 PM, 60 after
	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 Thomas Nelson Community College, Net 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 Net Center to Hampton Transit Center will be covered by the realigned Route 109.
- Weekday service will be offered between 5:00 AM and 11:00 PM, which offers one earlier hour of service when compared to the current route. Half hour service will be offered during the AM and PM peak, midday and evening (through 8:00 PM) periods. Hourly service will be offered during all other times.
- Saturday service will be offered hourly between 7:00 AM and 11:00 PM, which matches the existing service. Sunday service will be increased to match Saturday service, which will provide an additional hour of service in the morning and three hours of additional service in the evening when compared to the current Route 110.
- In a future out-year, Route 110 will exceed the service design standards for the Local Priority service classification once the span and headway targets are fully reached.



Justification

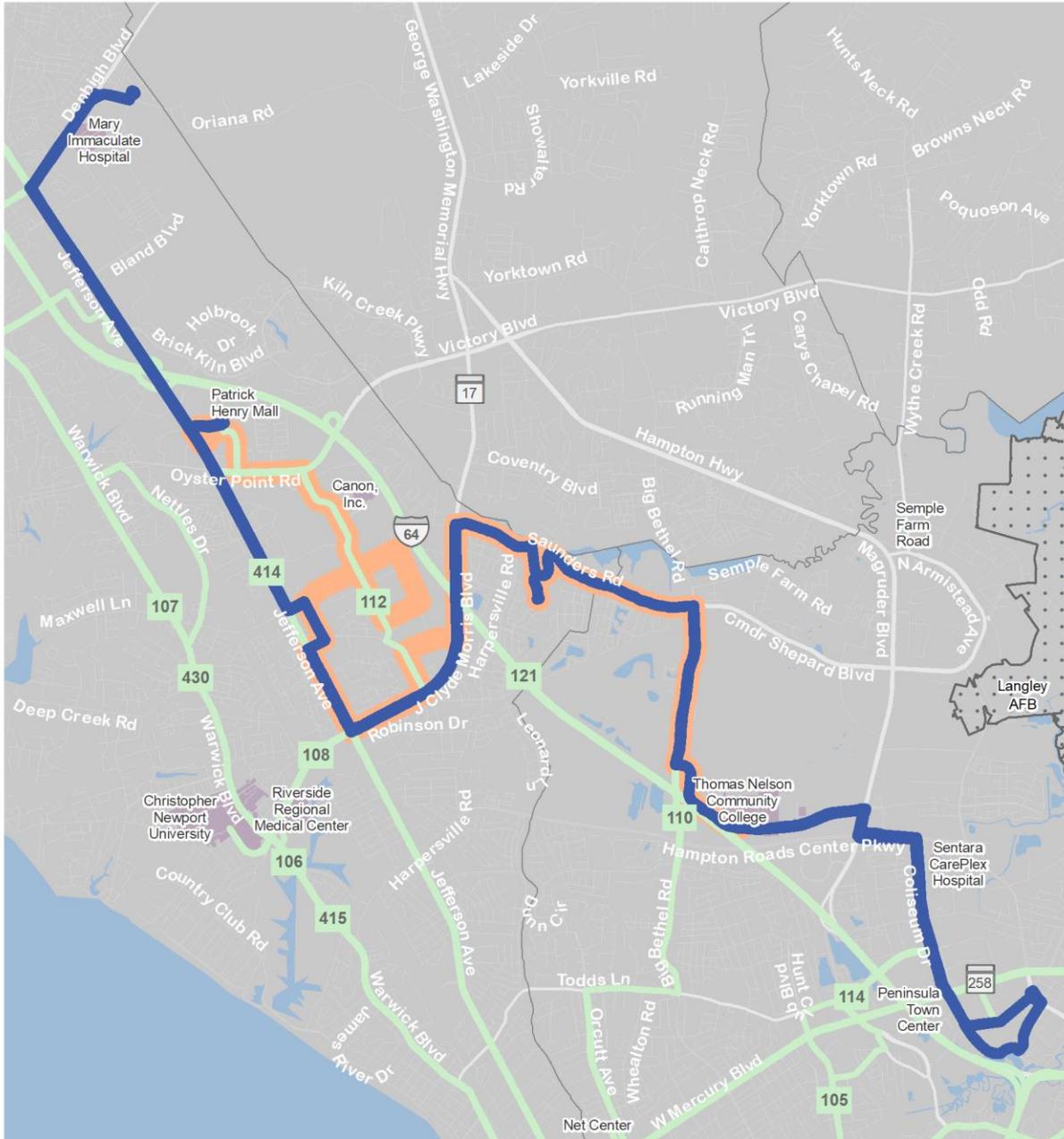
- Route 110 performs around or below average on the six Key Performance Indicators (KPI). The alignment changes to Route 110 were developed in concert with service changes to Route 104 and Route 105 in an effort to improve route directness and on-time performance, and to create routes that are simpler to understand.
- The extension of Route 109 will cover the portion of the existing Route 110 between Net Center and the Hampton Transit Center. This allows for Route 110 to provide a direct connection between Downtown Newport News and the Thomas Nelson Community College.
- The increases to the levels of service are to match the service standards defined for Local Priority routes.

Route 110

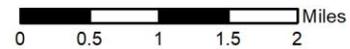
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	Implement service target alignment.	✓		
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Increase span to meet service targets. Change weekday peak, weekday midday, and weekend base headways to 30 minutes and evening headways to 30 minutes before 8:00 PM.		✓	✓

Route 111



Route 111



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 111

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Thomas Nelson Community College / Patrick Henry Lane	Peninsula Town Center / Thomas Nelson Community College / Patrick Henry Mall / Denbigh
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Service Target
	Weekday	6:54 AM - 10:48 PM	5:00 AM - 10:48 PM
	Saturday	7:00 AM - 10:39 PM	7:00 AM - 10:39 PM
	Sunday	7:50 AM - 7:31 PM	7:50 AM - 7:31 PM
Headway			
		Existing	Service Target
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	-	-

Note	
During the process of updating the service plan in the next annual update of the TSP, HRT will explore a potential alteration to the Route 111 alignment in order to more closely serve the Community Resource Center on Medical Drive, potentially via Marcalla Road.	

Service Changes

- Route 111 will be realigned by extending the route beyond Thomas Nelson to connect to Peninsula Town Center, covering a portion of the eliminated Route 118 and providing service to Sentara CarePlex Hospital. Route 111 service will be streamlined on J Clyde Morris Boulevard and Jefferson Avenue to Patrick Henry Mall, and will terminate at Denbigh, covering a portion of the eliminated Route 116.
- Route 111 will no longer deviate into the City Center area. Route 112, a high-frequency route, will provide adequate service in that area.
- On weekdays Route 111 will begin service two hours earlier, starting at 5:00 AM. Service will be provided at hourly intervals, which matches current headways.
- Saturday and Sunday spans will remain the same as existing. All weekend service is provided hourly. Sunday service will not operate in Hampton.
- In a future out-year, Route 111 will exceed the service design standards for the Coverage service classification once the span standard is fully met and Sunday service operates on the full length of the route, between Denbigh and Peninsula Town Center.



Justification

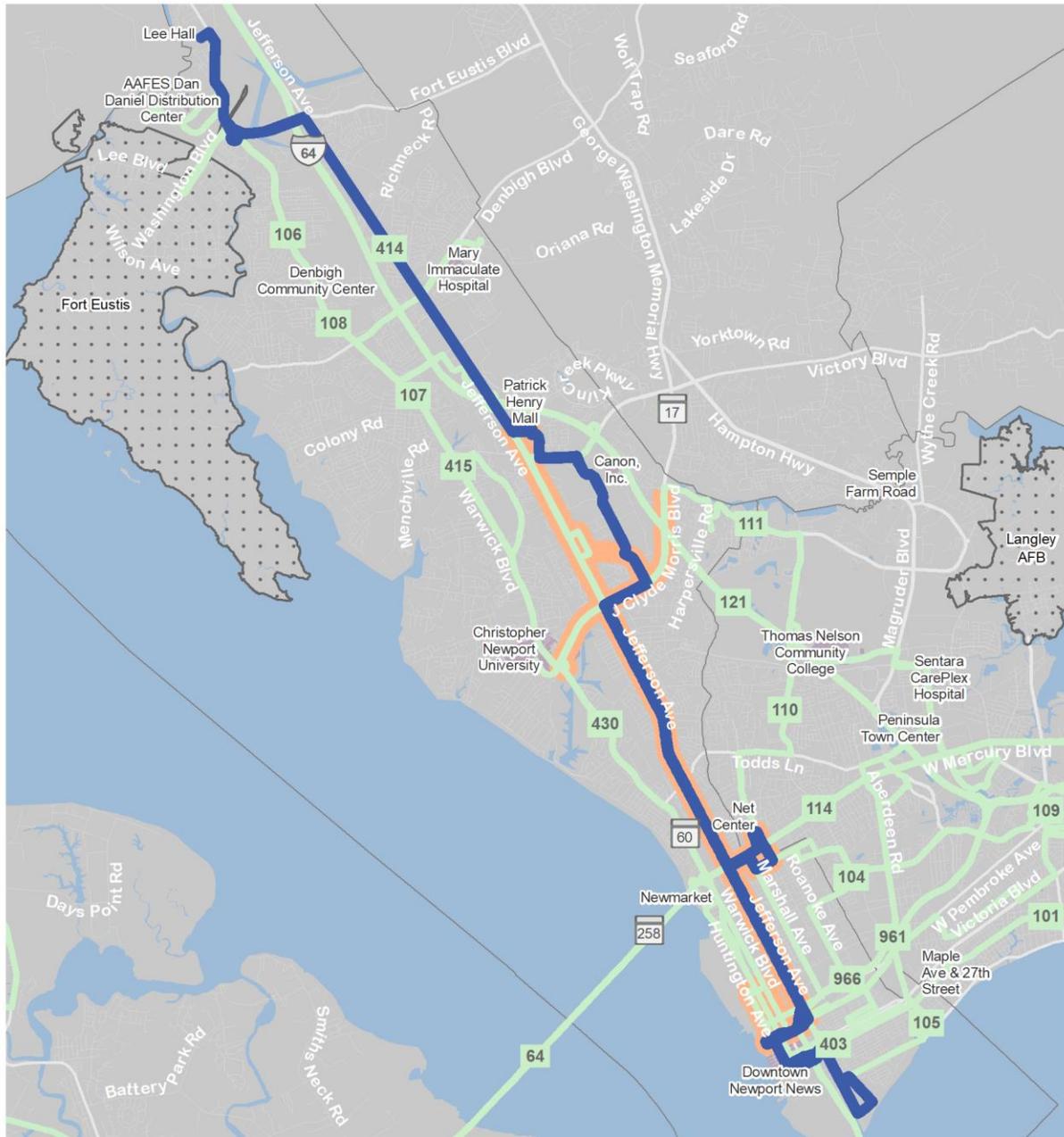
- The realignment of Route 111 will help to cover portions of the eliminated Route 116 and the eliminated Route 118.
- The extended route will provide a one seat ride service between Denbigh, Patrick Henry, and Hampton and will provide transfer connections to several high frequency HRT services.
- The 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
2021	Sunday service to Hampton eliminated.			
2022	Implement service target alignment on weekdays and Saturdays. On Sundays, operate a short turn between Denbigh and Berkley Village.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Begin weekday service at 5:00 AM. Begin Sunday service in Hampton.	✓	✓	✓

Route 112



Route 112



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



Route 112

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Newport News / Patrick Henry Mall	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Service Target
	Weekday	5:15 AM - 12:35 AM	5:00 AM - 1:00 AM
	Saturday	5:15 AM - 12:35 AM	5:15 AM - 12:35 AM
	Sunday	6:15 AM - 8:01 PM	5:15 AM - 12:35 AM
Headway			
		Existing	Service Target
Weekday	Early	30	30 / 60
	AM Peak	30	15 / 30
	Midday	30	15 / 30
	PM Peak	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 planned 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

- Route 112 will operate high-frequency service between NNTC and Patrick Henry Mall, following the alignment as designated in the Peninsula BRT corridor study plan. Select trips will continue north to Lee Hall (covering a portion of the eliminated Route 116) and south to Ivy Avenue and 6th Street (covering service removed from Route 106 and Route 107). Route 112 will be diverted from Jefferson Avenue between J. Clyde Morris Boulevard and Patrick Henry Mall to service City Center. Service along Jefferson Avenue between J Clyde Morris Boulevard and Patrick Henry Mall will be offered via Route 108 and Route 111. Route 108 will also cover service on J Clyde Morris to Riverside.
- On weekdays, Route 112 will begin service at 5:00 AM and operate until 1:00 AM, which represents a small increase in service during the early morning period and an additional half hour of service in the late-night period. Service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall from 6:00 AM to 6:00 PM and every 30 minutes on the extensions to Lee Hall in the north. Before 6:00 AM and between 6:00 PM and 11:00 PM service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly on the extension. After 11:00 PM, service will operate hourly along the entire alignment.
- The existing Saturday span of service will be maintained, starting at 5:15 AM and ending service at 12:35 AM; the Sunday span of service will be increased to match Saturday. The frequency of weekend service will be increased to 15-minute headways between 6th and Ivy and Patrick Henry and 30 minutes on the north extension through much of the service day. Morning and evening service will be offered every 30 minutes between 6th and Ivy and Patrick Henry and hourly on the extension. Throughout the weekend span of service, Route 112 will operate hourly to Lee Hall in the north. Weekend service before 6:00 AM and after 9:00 PM will operate hourly on the full length of the route.
- In an out-year, Route 112 will exceed the service design standards for the Regional Backbone service classification once 15-minute service is offered on the short turn and 30-minute service is offered on the full length of the route during weekday peak, weekday midday, and weekend peak periods.

Route 112



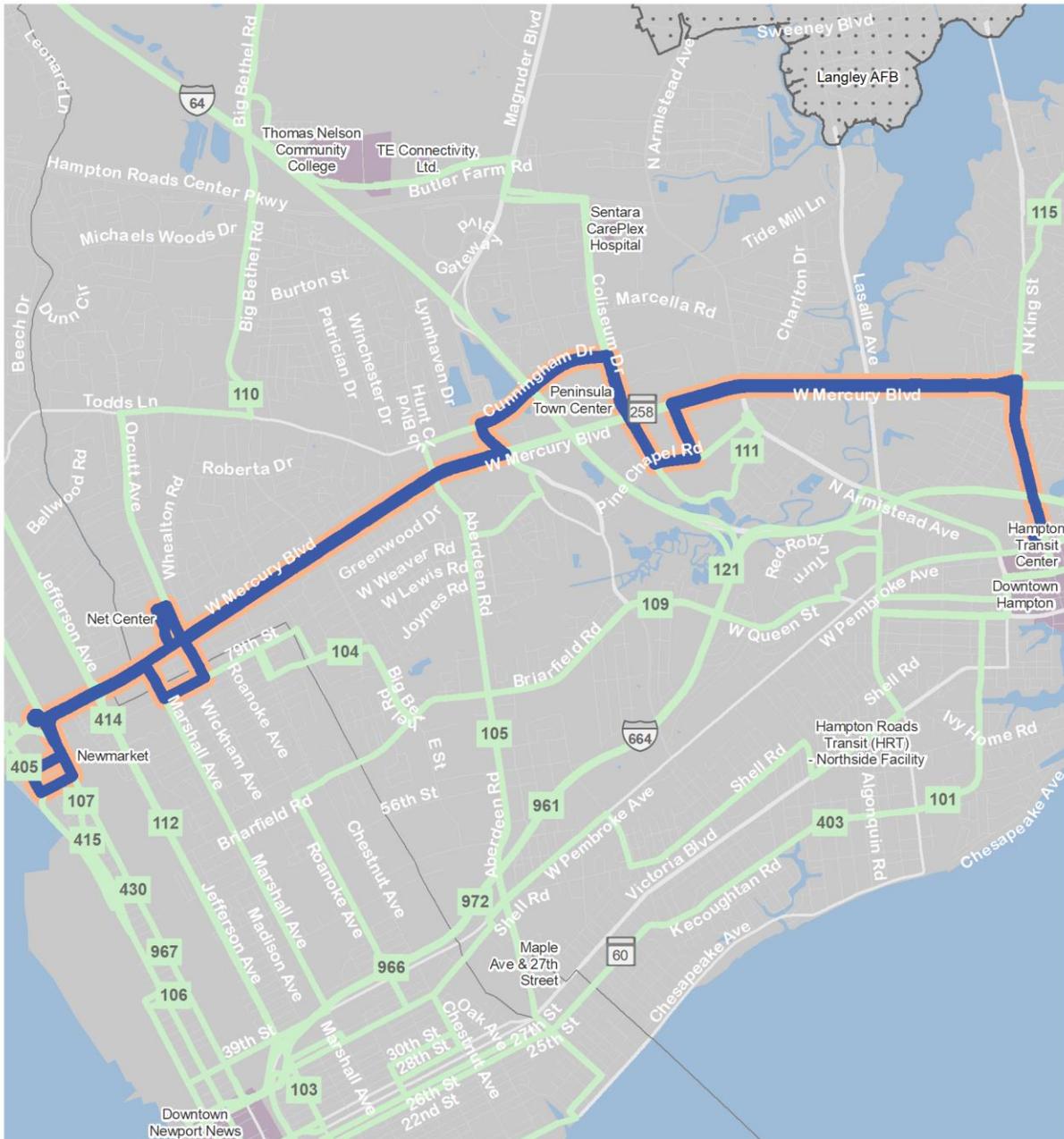
Justification

- 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. The alignment will be streamlined to match the alignment from the Peninsula BRT corridor study plan, and to make service more direct and improve on-time performance. Route 112 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.

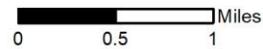
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Extend Route 112 south of NNTC to serve Ivy Avenue and 6 th Street, replacing service from Route 106 and Route 107.			
2022	Implement service target alignment. Change weekday span to 5:00 AM – 1:00 AM and Sunday span to 6:00 AM – 9:00 PM. Implement 60-minute headways on the full route length, with short turn overlays providing more frequent service. Between NNTC and Patrick Henry, implement 15-minute peak headways, 20-minute midday headways, and 30-minute headways during the early, evening, and weekend peak and off-peak periods. South of NNTC, implement 30-minute service to Ivy Avenue and 6 th Street on weekdays from 6:00 AM – 6:00 PM.	✓		
2023	Increase weekday midday headways to 15 minutes between NNTC and Patrick Henry Mall, meeting service targets for this segment. Increase Saturday peak headways to 15 minutes between NNTC and Patrick Henry Mall and 30 minutes on the full length of the route.			
2024	Increase Sunday peak headways to 15 minutes between NNTC and Patrick Henry Mall and 30 minutes on the full length of the route.		✓	
2025	Extend Sunday span to match Saturday, with 60-minute headways on the full route in the early and late periods.			
2026	Eliminate the short turn between NNTC and Patrick Henry. Operate service between Patrick Henry and Ivy Avenue and 6 th Street from 5:00 AM to 11:00 PM on weekdays and 8:00 AM to 6:00 PM on weekends with 15-minute headways during the weekday peak, weekday midday, and weekend peak periods and 30-minute headways during all other periods.			
2027	Increase full pattern headways during the weekday peak and weekday midday to 30 minutes.			✓
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 114



Route 114



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		6:20 AM - 11:38 PM	5:00 AM - 1:00 AM
Saturday		6:45 AM - 11:32 PM	6:00 AM - 12:00 AM
Sunday		6:45 AM - 7:30 PM	6:00 AM - 12:00 AM
Headway			
		Existing	Service Target
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.
- On weekdays, expand the span of service to match the service design guidelines for Regional Backbone, starting at 5:00 AM and ending at 1:00 AM.
- From 6:00 AM to 6:00 PM, the service will operate every 15-minutes. Before 6:00 AM and between 6:00 PM and 11:00 PM, service will operate at half hour intervals. After 11:00 PM, service will be offered hourly.
- On weekends, the span of service will be expanded to match the service design standards for Regional Backbone routes, starting at 6:00 AM and ending at 12:00 AM, with 15-minute service being provided through much of the day.
- In FY 2030, Route 114 will exceed the service design standards for the Regional Backbone service classification once the Sunday peak headways are increased.



Justification

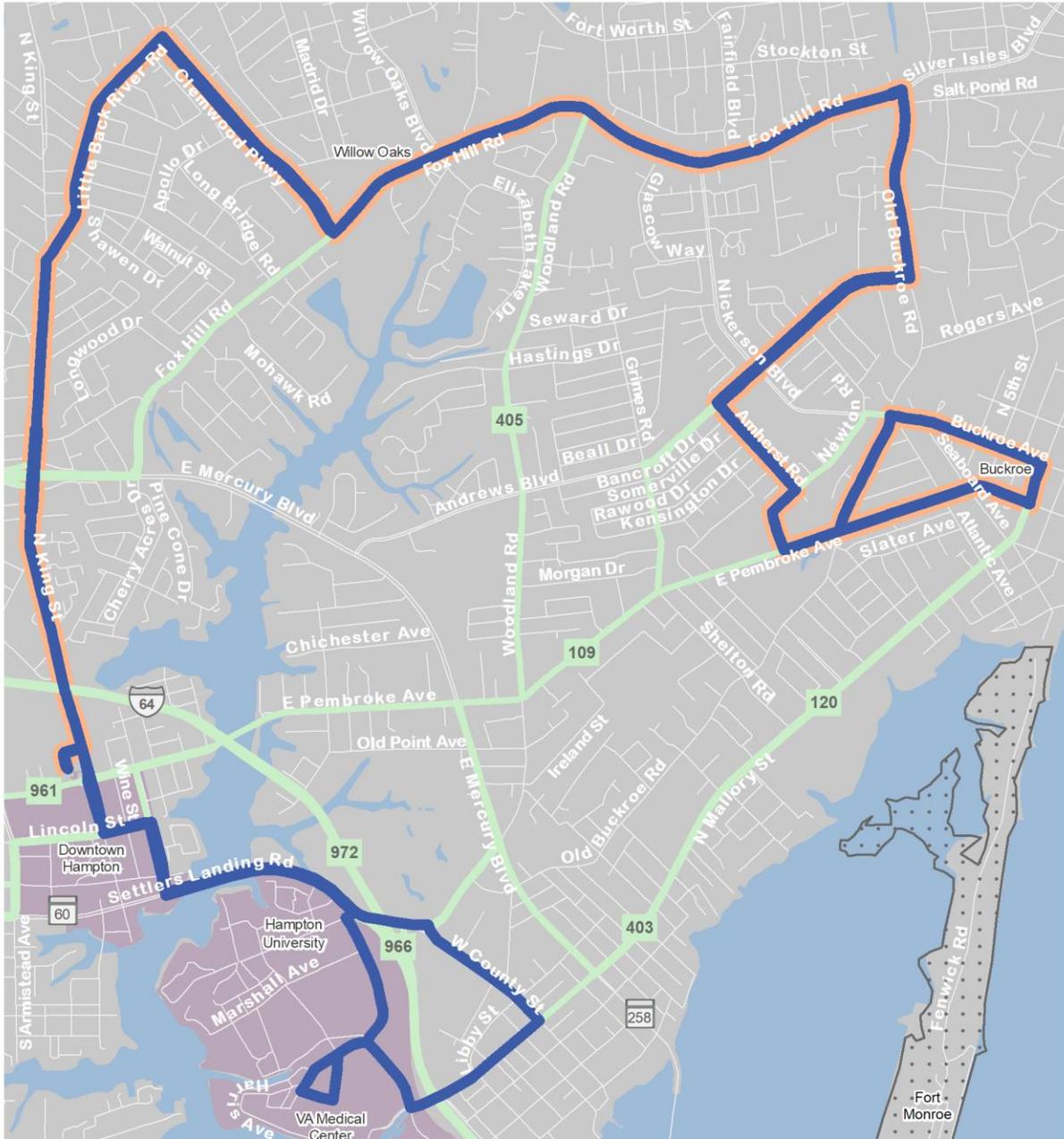
- Route 114 is performing well on the six Key Performance Indicators (KPI). Route 114 is one of the alignments identified in the Peninsula BRT corridor study plan—the planned and existing alignment match that from the corridor plan. Route 114 service will improve in line with the travel demand along 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
2021	No changes to existing alignment or LOS.	✓		
2022	Increase weekday headways to meet service targets.			
2023	Extend Sunday service to 9:00 PM.			
2024	No additional changes.			
2025	Change weekday span to 5:00 AM - 1:00 AM. Change Sunday peak headways to 30 minutes.			
2026	Change weekend off-peak headways to 30 minutes.			
2027	No additional changes.			
2028	No additional changes.			
2029	Extend Saturday and Sunday spans to 6:00 AM-12:00 AM. Change Saturday peak headway to 15 minutes.		✓	
2030	Change Sunday peak headway to 15 minutes.			✓
Out-years	No additional changes.			

Route 115



Route 115



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 115

Service Classification	
Local Priority	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Buckroe / Willow Oaks / Downtown Hampton	Buckroe / Willow Oaks / Downtown Hampton / VA Medical Center
Jurisdictions	Hampton	Hampton

Level of Service			
Span			
		Existing	Service Target
Weekday		5:45 AM - 12:11 AM	5:00 AM - 12:11 AM
Saturday		6:15 AM - 10:08 PM	7:00 AM - 11:00 PM
Sunday		8:15 AM - 7:41 PM	7:00 AM - 11:00 PM
Headway			
		Existing	Service Target
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30 until 7:00 PM, 60 after
	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 alignment, span, or headway until a future out-year.
- In a future year, Route 115 will be realigned to be a combination of two high-performing existing routes: 115 and 117. The new Route 115 will operate between the Mallory/Buckroe area and the Hampton VA Medical Center, passing through Downtown Hampton and serving Hampton University. Route 117 will be eliminated, with the extended Route 115 providing full service where Route 117 previously operated.
- Weekday service, operating from 5:00 AM to 12:11 AM, will provide slightly more early morning service than the current Route 115 (which begins at 5:45 AM), but the service end time will remain consistent.
- On Saturday the start time will be slightly later at 7:00 AM and the end time will also be slightly later at 11:00 PM. The Sunday span of service will be increased to match the Saturday span, which will provide approximately four and a half additional hours of service on Sundays. Weekend base service will be operated every half hour which is an increase of service.
- In a future out-year, Route 115 will meet the design standards for the Local Priority service classification once the full alignment, span, and frequency changes are implemented.



Justification

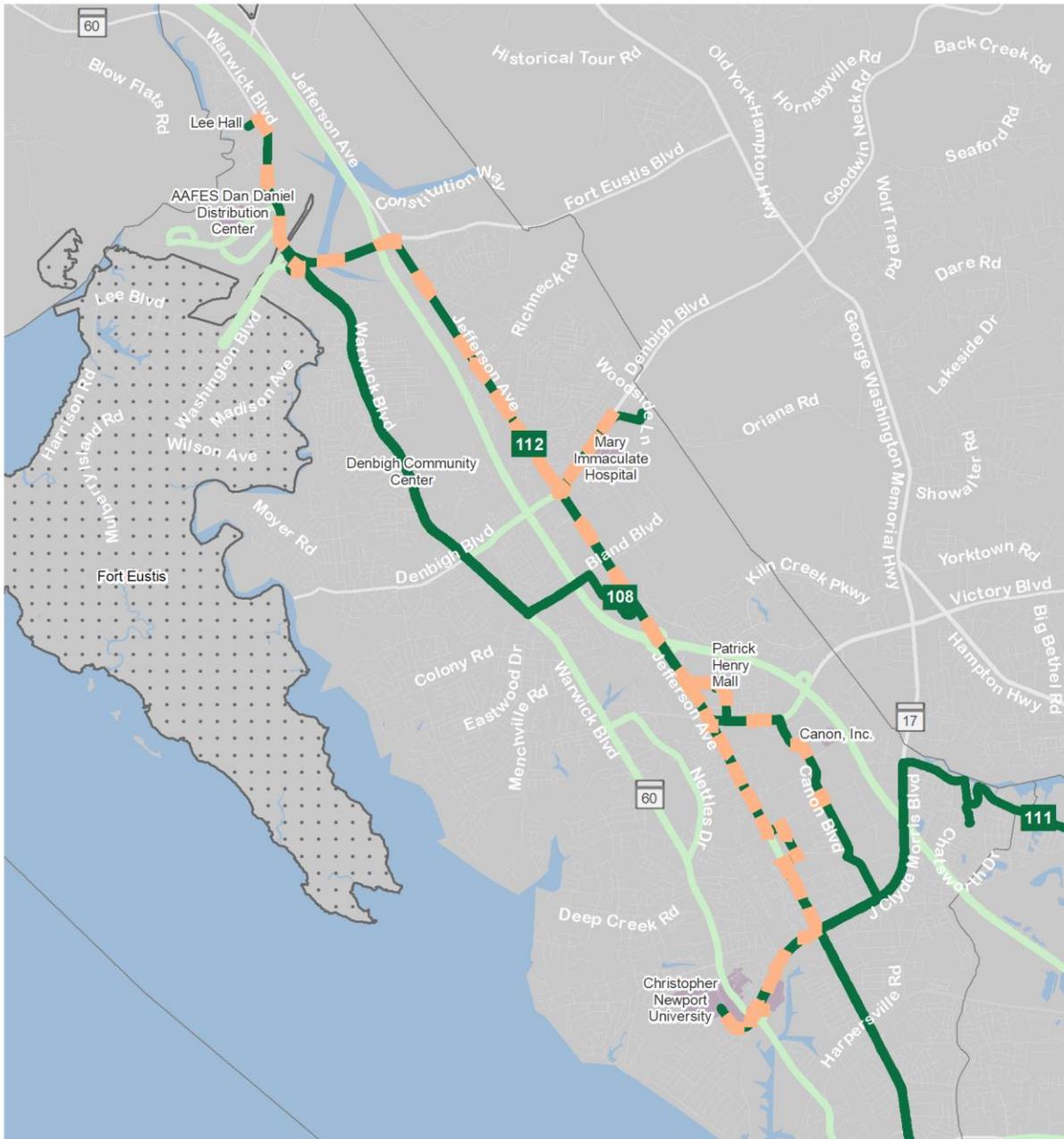
- The service change for Route 115 calls for a service consolidation and an increase of the level of service for two successful routes, Route 115 and Route 117, both of which fall within the top third of HRT routes in terms of passengers per hour. Joining these two services will provide a one-seat ride between the Mallory/Buckroe area and the VA Medical Center.
- 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 and also simplifies the service design by combining the two routes.
- The level of service increases on Route 115 help the service match the standards for Local Priority routes.

Route 115

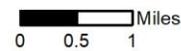
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Implement service target alignment by eliminating Route 117 and extending Route 115. Extend span and headway to meet service targets for all periods.	✓	✓	✓

Route 116



Route 116



Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 116

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Patrick Henry Mall / Lee Hall	-
Jurisdictions	Newport News	-

Level of Service			
Span			
		Existing	Service Target
Weekday		5:45 AM - 12:08 AM	-
Saturday		7:00 AM - 11:47 PM	-
Sunday		7:33 AM - 7:09 PM	-
Headway			
		Existing	Service Target
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	60	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	60	-
Sunday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 116 will be eliminated. Route 108 will connect Patrick Henry, Fishing Point, and Riverside. Service on J Clyde Morris Boulevard west of Jefferson Avenue will also be covered by Route 108. Route 111 will connect Denbigh, Patrick Henry, Fishing Point, and connect to Hampton. Service along Jefferson Avenue to Lee Hall will be covered by Route 112. Route 116 will be eliminated simultaneous to or following the other routes' alignment changes so as to maintain coverage.



Justification

- Route 116 performs poorly based on the six Key Performance Indicators (KPI). In particular, its Subsidy per Passenger Boarding is \$13.71, the worst of the Peninsula routes. Service changes for Route 108, Route 111, and Route 112 will cover service lost by the elimination of Route 116.

Route 116

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	Sunday service eliminated.			
2022	Eliminate route as called for by service target.	✓	✓	✓
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 117

Service Classification	
-	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Phoebus) Hampton University / VA Hospital	-
Jurisdictions	Hampton	-

Level of Service		
Span		
	Existing	Service Target
Weekday	6:15 AM - 7:38 PM	-
Saturday	8:15 AM - 7:38 PM	-
Sunday	8:15 AM - 6:38 PM	-
Headway		
	Existing	Service Target
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

- In a future out-year, Route 117 service will be eliminated, with the service being fully replaced by the realigned Route 115 (Buckroe / Willow Oaks / Downtown Hampton / VA Medical Center). The level of service on the realigned Route 115 will provide higher levels of service than the Route 117 currently provides. The extension of Route 115 to cover Route 117 will occur simultaneously with the elimination of Route 117 to maintain continuous coverage.



Justification

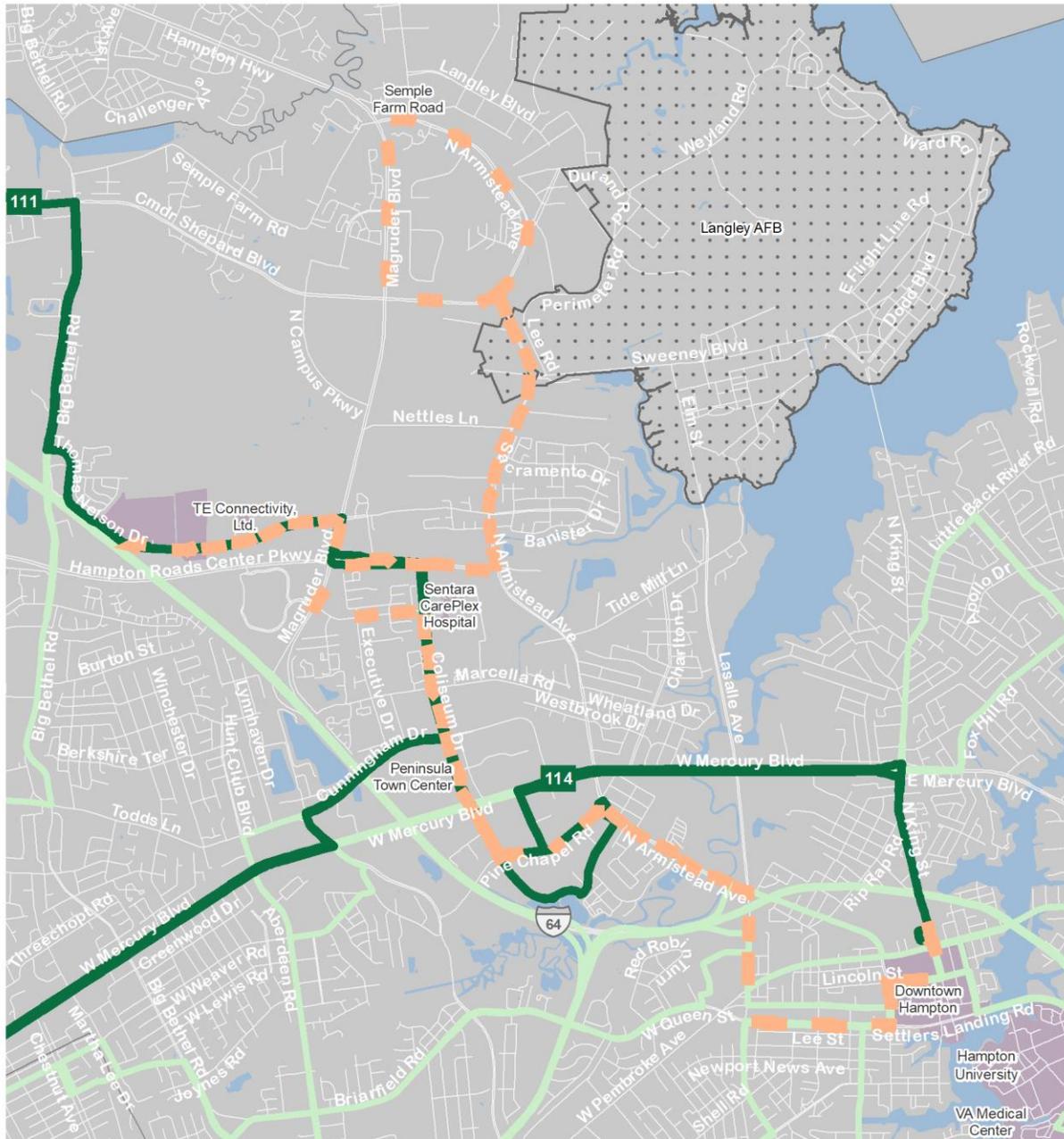
- Overall, Route 117 is performing well based on the six Key Performance Indicators (KPI). The service provided by the new Route 115 will provide increased levels of service on the same alignment of the existing Route 117.
- Route 115 will now operate to Hampton University via the existing Route 117's alignment. This will improve the simplicity of HRT's service in Hampton, in line with the service design standards, while providing greater access for Hampton University students to additional regional destinations. Students and residents around the University will receive a direct connection to Buckroe Beach as well connections to points west.

Route 117

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	Eliminate route as called for by service target.	✓	✓	✓

Route 118



Route 118



Focus Route

- Eliminated Route
- Routes Providing Replacement Coverage
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		6:15 AM - 10:13 PM	-
Saturday		6:15 AM - 10:13 PM	-
Sunday		8:15 AM - 7:13 PM	-
Headway			
		Existing	Service Target
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 Thomas Nelson Community College and points north. The alignment changes to Route 111 will occur before or simultaneous to the elimination of service on Route 118, and no alignment changes are required on Route 114.



Justification

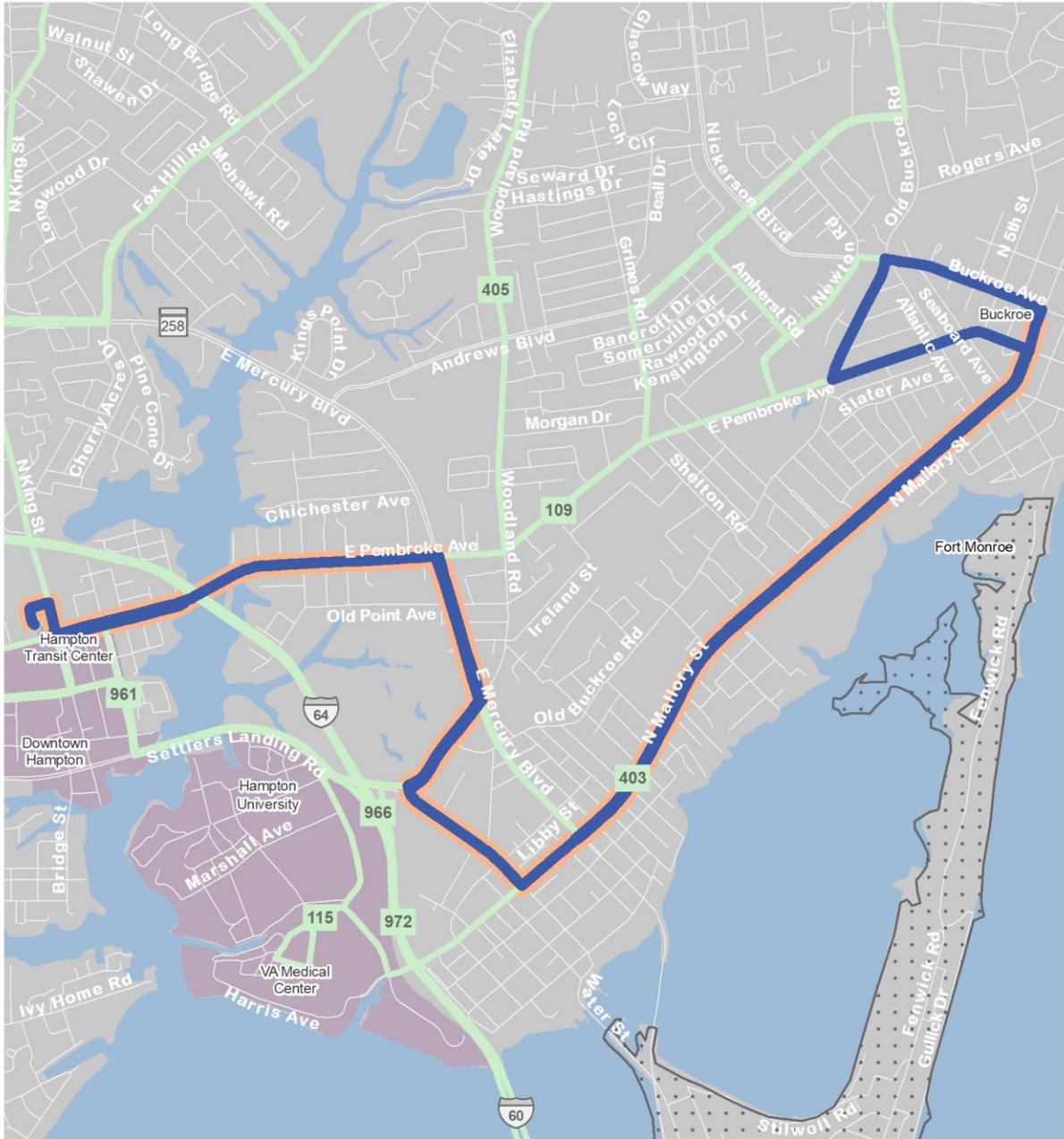
- Route 118 performs around average on the six Key Performance Indicators (KPI) but overall efficiency can be gained by covering parts of this existing route with other realigned routes.

Route 118

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes to existing alignment or LOS.			
2022	Eliminate route as called for by service target.	✓	✓	✓
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 120



Route 120



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 120

Service Classification	
Coverage	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Mallory) Downtown Hampton / Mallory / Buckroe	(Mallory) Downtown Hampton / Mallory / Buckroe
Jurisdictions	Hampton	Hampton

Level of Service			
Span			
		Existing	Service Target
Weekday		7:10 AM - 8:48 PM	5:00 AM - 8:48 PM
Saturday		8:10 AM - 8:48 PM	8:00 AM - 8:48 PM
Sunday		8:10 AM - 6:48 PM	8:00 AM - 8:48 PM
Headway			
		Existing	Service Target
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	60
	Non-Base	-	60
	Early / Late	-	-

Note	
Route 120 performance should be monitored moving forward as it should be considered for increased span and frequency as residential and commercial development in the area continues to flourish.	

Service Changes

- Route 120 will be extended to Buckroe Avenue and Ralph Street to serve new development in this area.
- Route 120 will provide hourly service on weekdays starting at 5:00 AM and ending at 8:48 PM. The 5:00 AM start time provides earlier morning service than the current Route 120.
- Saturday service will continue to provide hourly trips between 8:00 AM and 8:48 PM. Sunday service will be increased to match Saturday levels.
- In FY 2030, Route 120 will meet the service design standards for the Coverage service classification once the standard for weekday service starting at 5:00 AM is met.



Justification

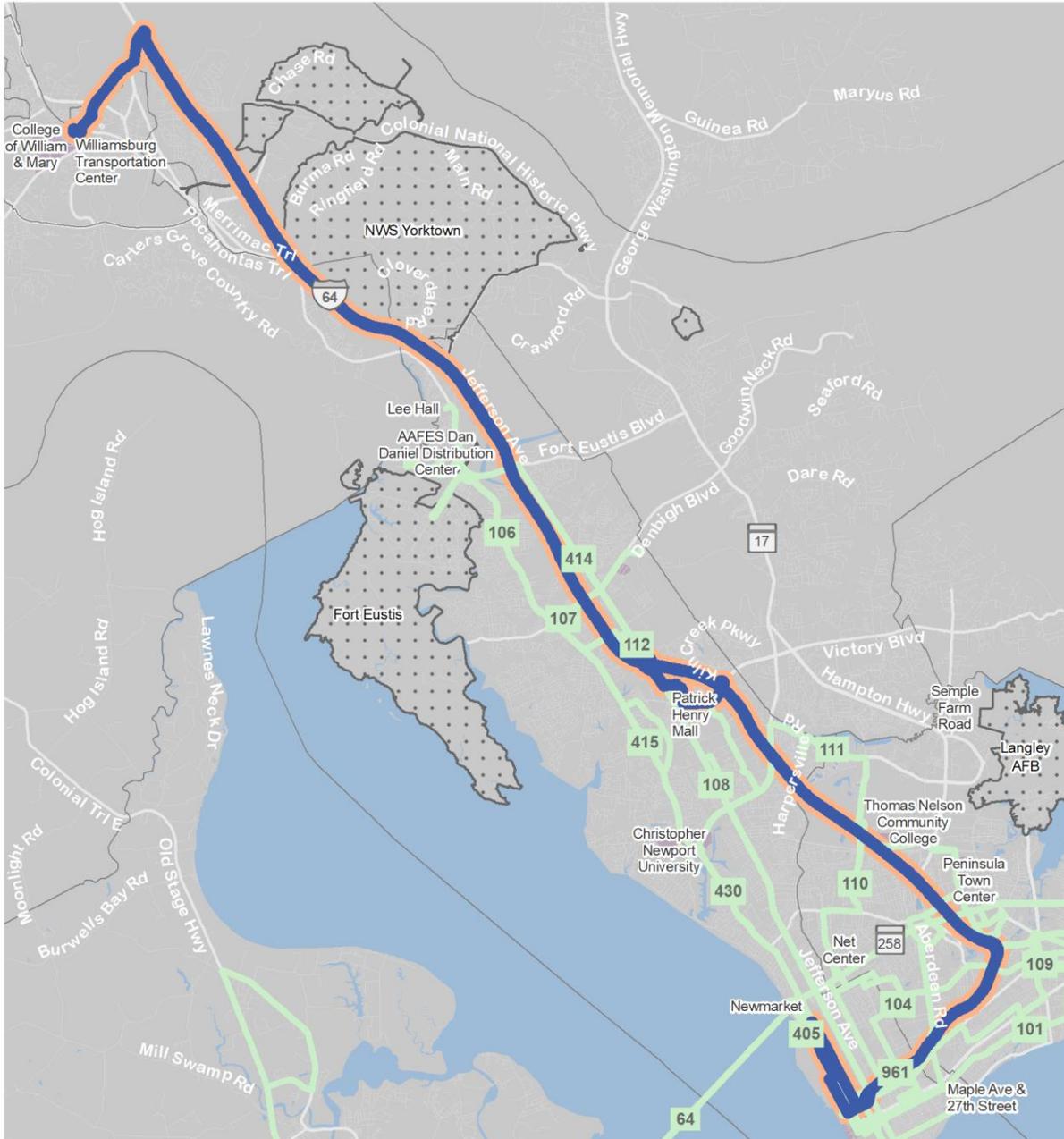
- The extended alignment of the Route 120 service will provide transit service to additional generators in the Buckroe area.
- Trips will be offered earlier in the morning during the weekday and later in the evening during the weekends to better match the needs of area residents and employees. The planned service levels match the standards defined for Coverage routes.

Route 120

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.			
2022	No additional changes.			
2023	No additional changes.			
2024	Implement service target alignment. Extend Sunday span to match Saturday service.	✓		
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	Begin weekday service at 5:00 AM.		✓	✓
Out-years	No additional changes.			

Route 121



Route 121



Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 121

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	Service Target
Weekday		5:30 AM - 7:00 AM; 3:40 PM - 5:50 PM	5:30 AM - 7:00 AM; 3:40 PM - 5:50 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
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

- Route 121 will be re-classified as a MAX route (a limited/express service), as it only has four trips a day.
- No schedule or alignment changes.



Justification

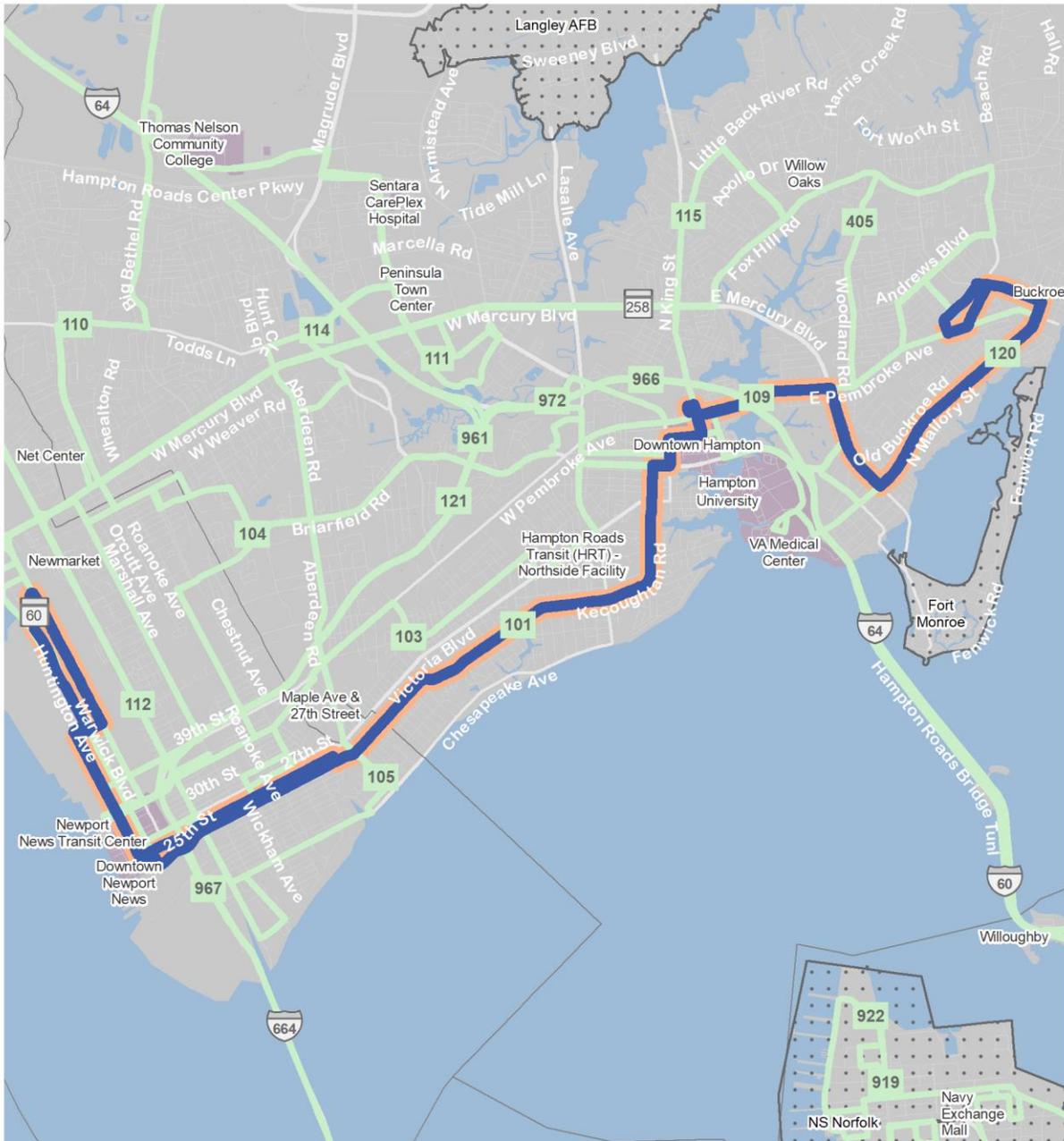
- Route 121 service will remain unchanged from what is currently offered; however, the route will now be classified as a MAX route.

Route 121

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 403



Route 403



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		5:28 AM - 6:18 AM	5:28 AM - 6:18 AM; 3:40 PM - 4:15 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
Weekday	Early	1 Trip	1 Trip
	AM Peak	-	-
	Midday	-	-
	PM Peak	-	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- One trip will be added to Route 403 in the PM peak period at 3:40 PM. The 3:40 PM trip is being transferred from Route 101.



Justification

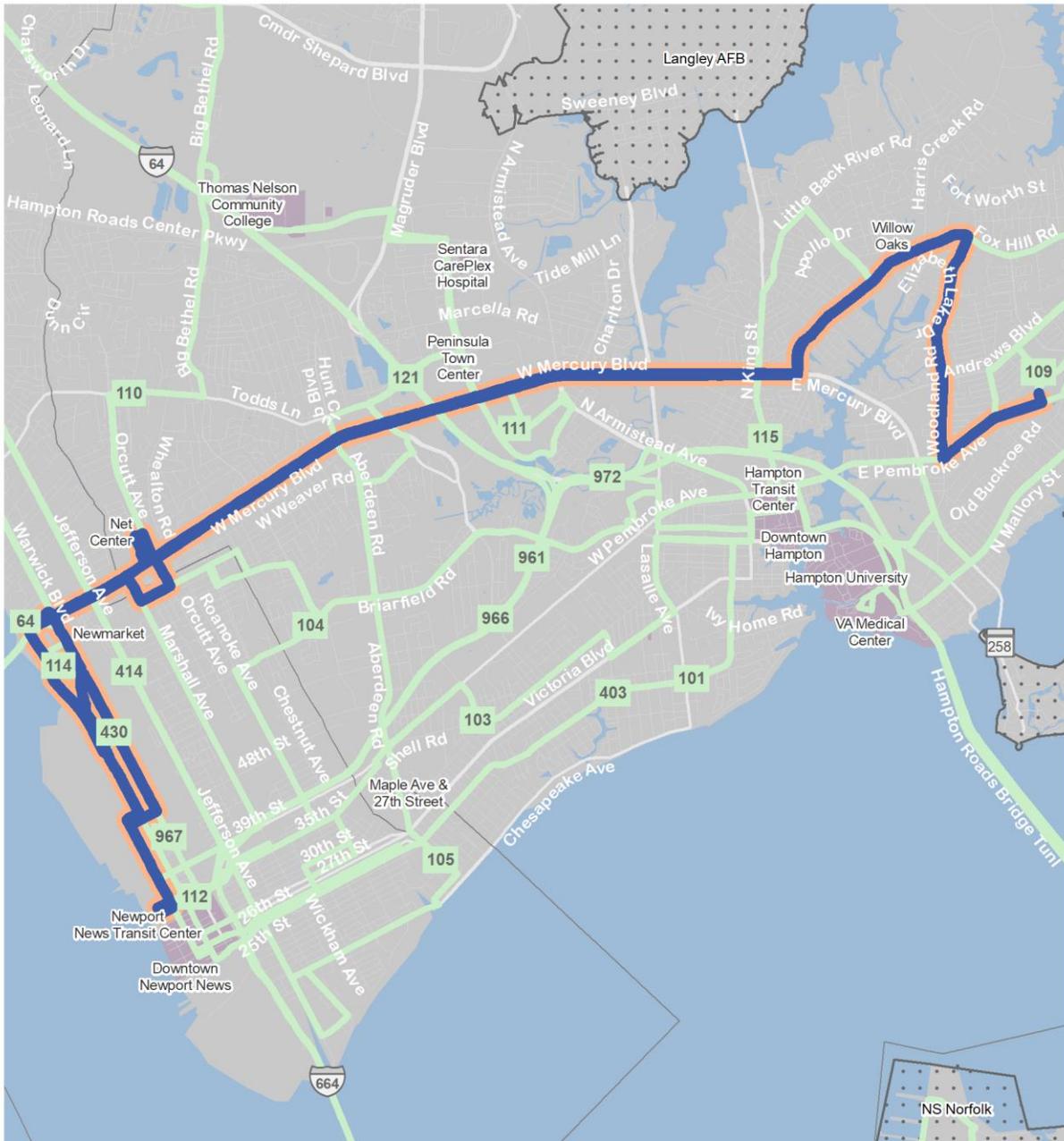
- An additional trip will be added to Route 403 which will replace service removed from Northgate currently being provided by Route 101.

Route 403

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Implement additional trips.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 405



Route 405



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday		5:50 AM - 6:31 AM; 2:40 PM - 3:38 PM	4:50 AM - 6:31 AM; 2:40 PM - 4:38 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
Weekday	Early	1 Trip	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	1 Trip	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Two trips will be added to Route 405, one in the early period at 4:50 AM, and one additional trip in the PM peak period at 3:40 PM.



Justification

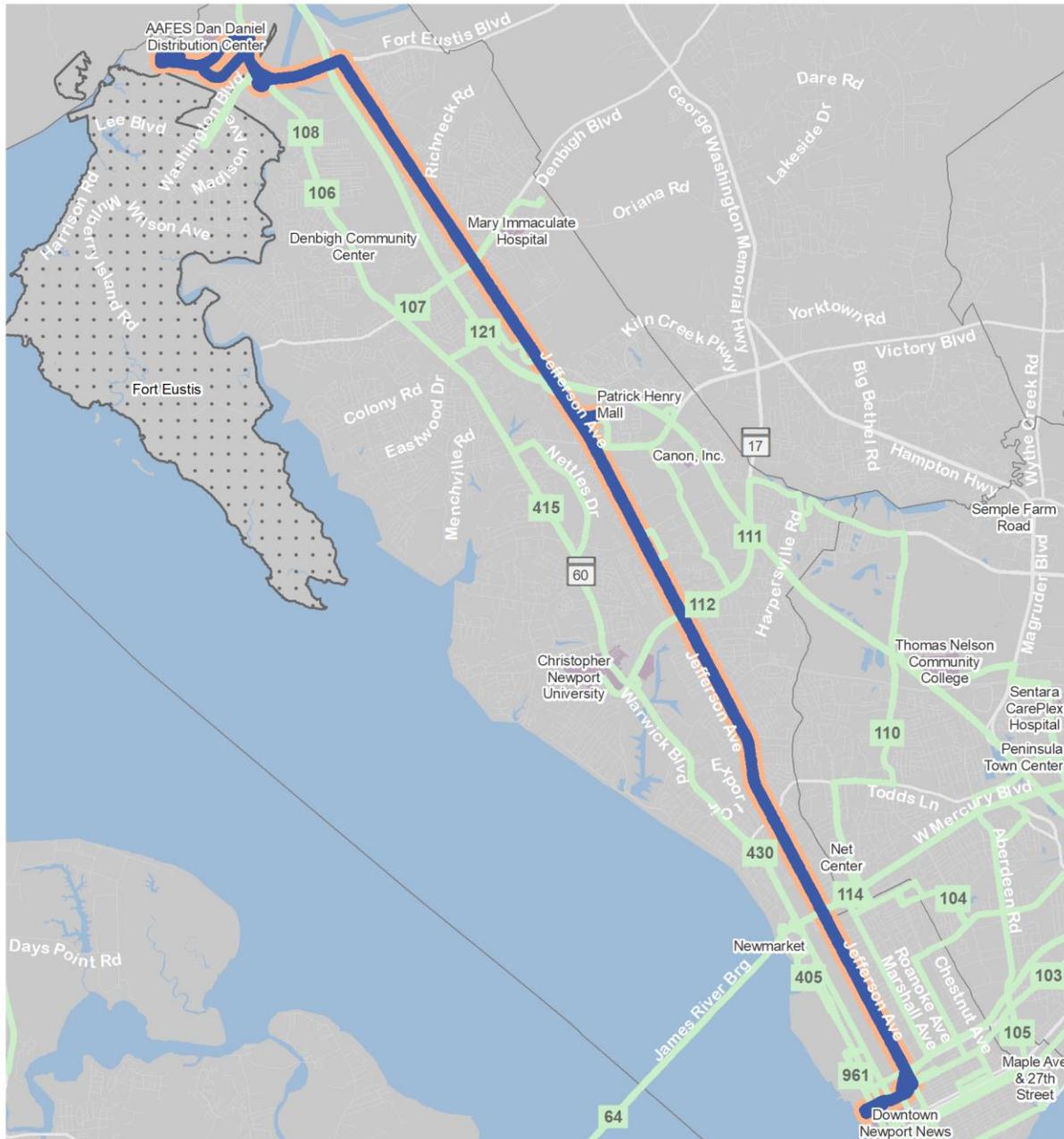
- Additional trips will be added to Route 405 to meet shift-specific demand.

Route 405

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	Implement additional trips.		✓	✓
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 414



Route 414

Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target
Weekday		5:20 AM - 7:49 AM; 4:04 PM - 6:33 PM	5:20 AM - 7:49 AM; 4:04 PM - 6:33 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	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 alignment or level of service changes are proposed.

Justification

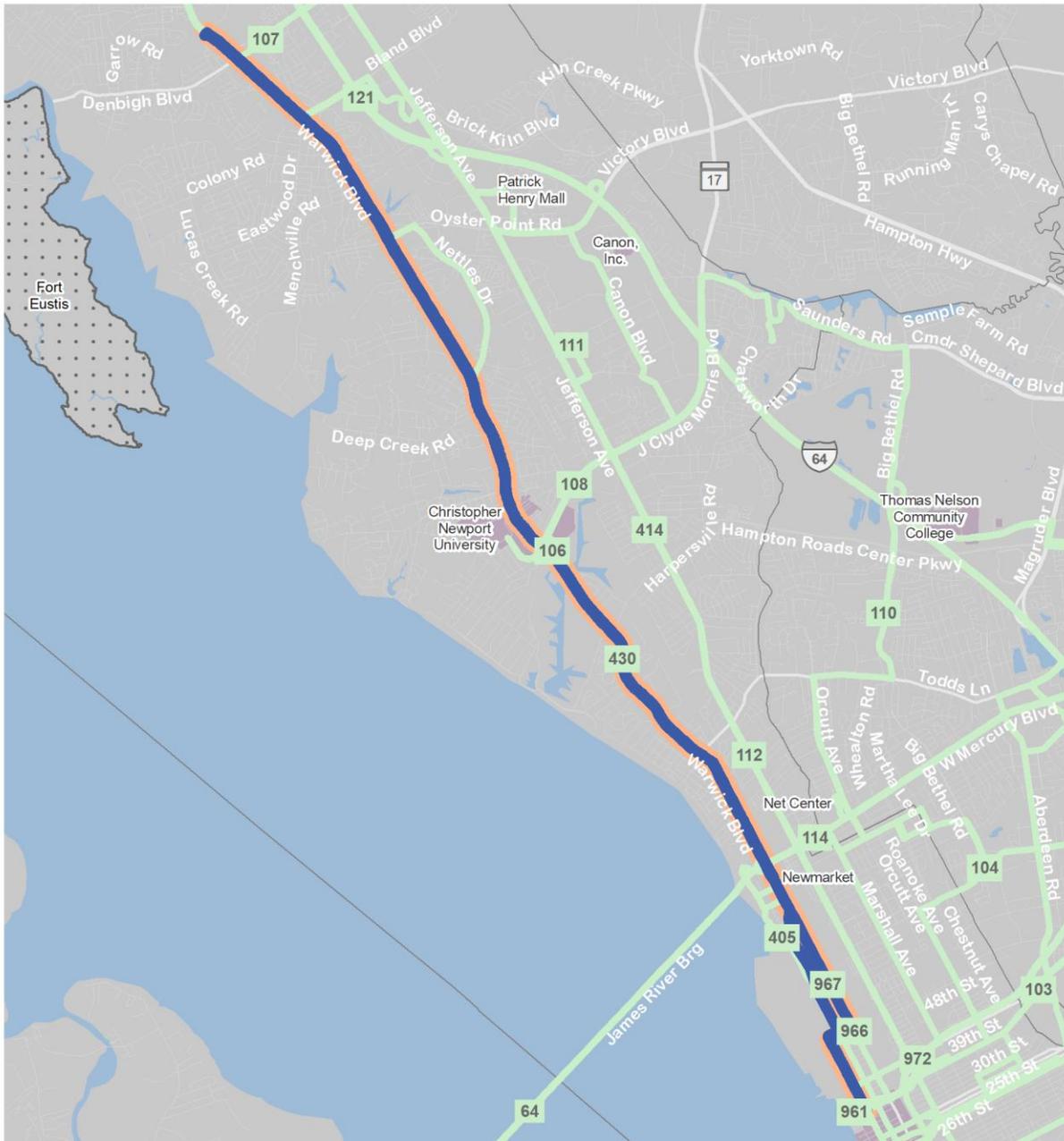
- Route 414 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 414

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 415



Route 415



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target
Weekday	3:45 PM - 4:27 PM	6:00 AM - 6:42 AM; 3:45 PM - 4:27 PM
Saturday	-	-
Sunday	-	-
Headway		
	Existing	Service Target
Weekday	Early	-
	AM Peak	-
	Midday	-
	PM Peak	1 Trip
	Evening	-
	Late Night	-
Saturday	Base	-
	Non-Base	-
	Early / Late	-
Sunday	Base	-
	Non-Base	-
	Early / Late	-

Service Changes

- One trip will be added to Route 415 at 6:00 AM.



Justification

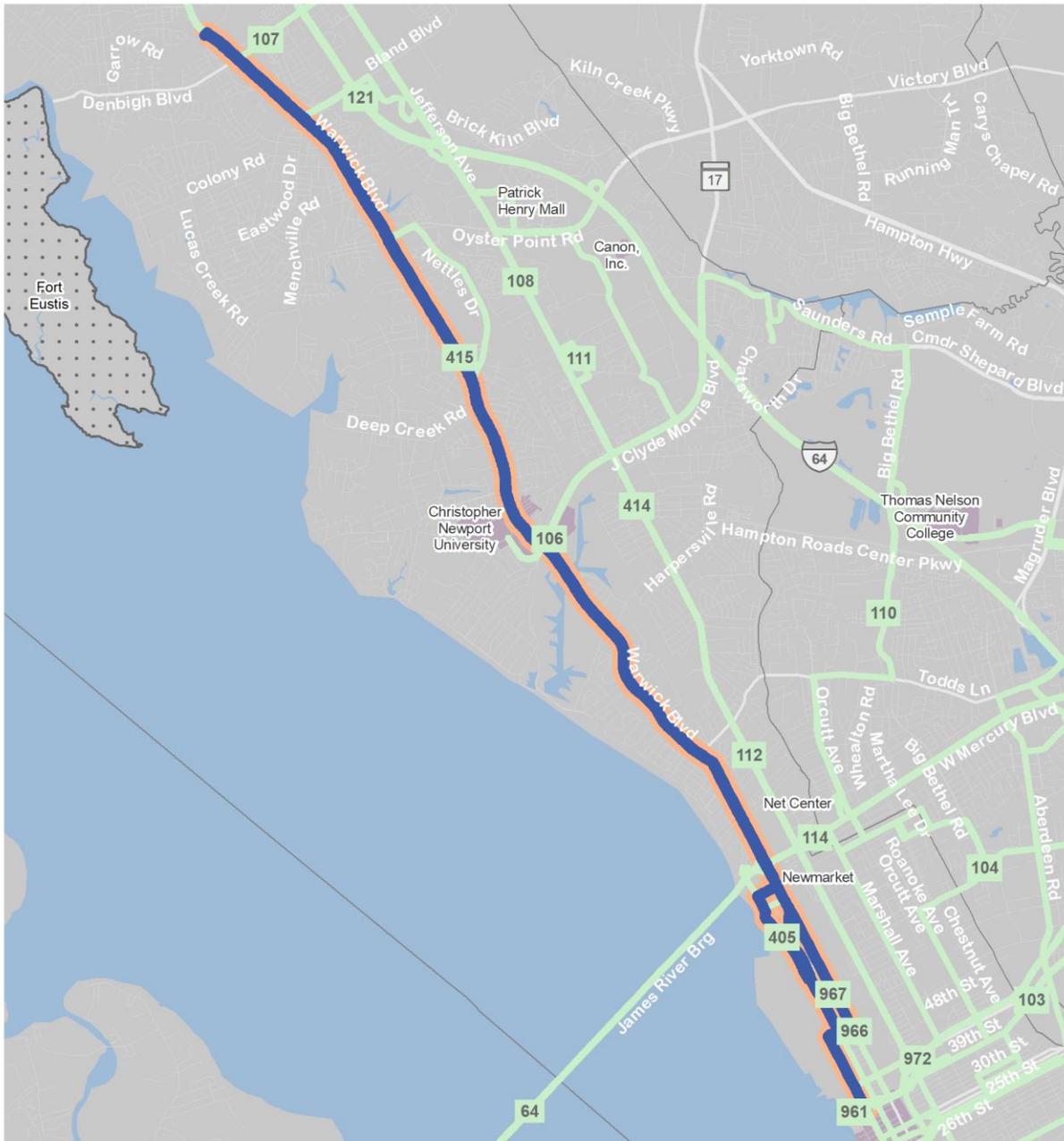
- The additional trip will be added to meet shift-specific demand.

Route 415

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Implement one additional trip.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 430



Route 430



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target	
Weekday	5:35 AM - 6:30 AM; 3:45 PM - 4:29 PM	5:00 AM - 6:30 AM; 3:40 PM - 4:29 PM	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Service Target	
Weekday	Early	2 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	1 Trip	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 AM. Another will be added at 3:40 PM.



Justification

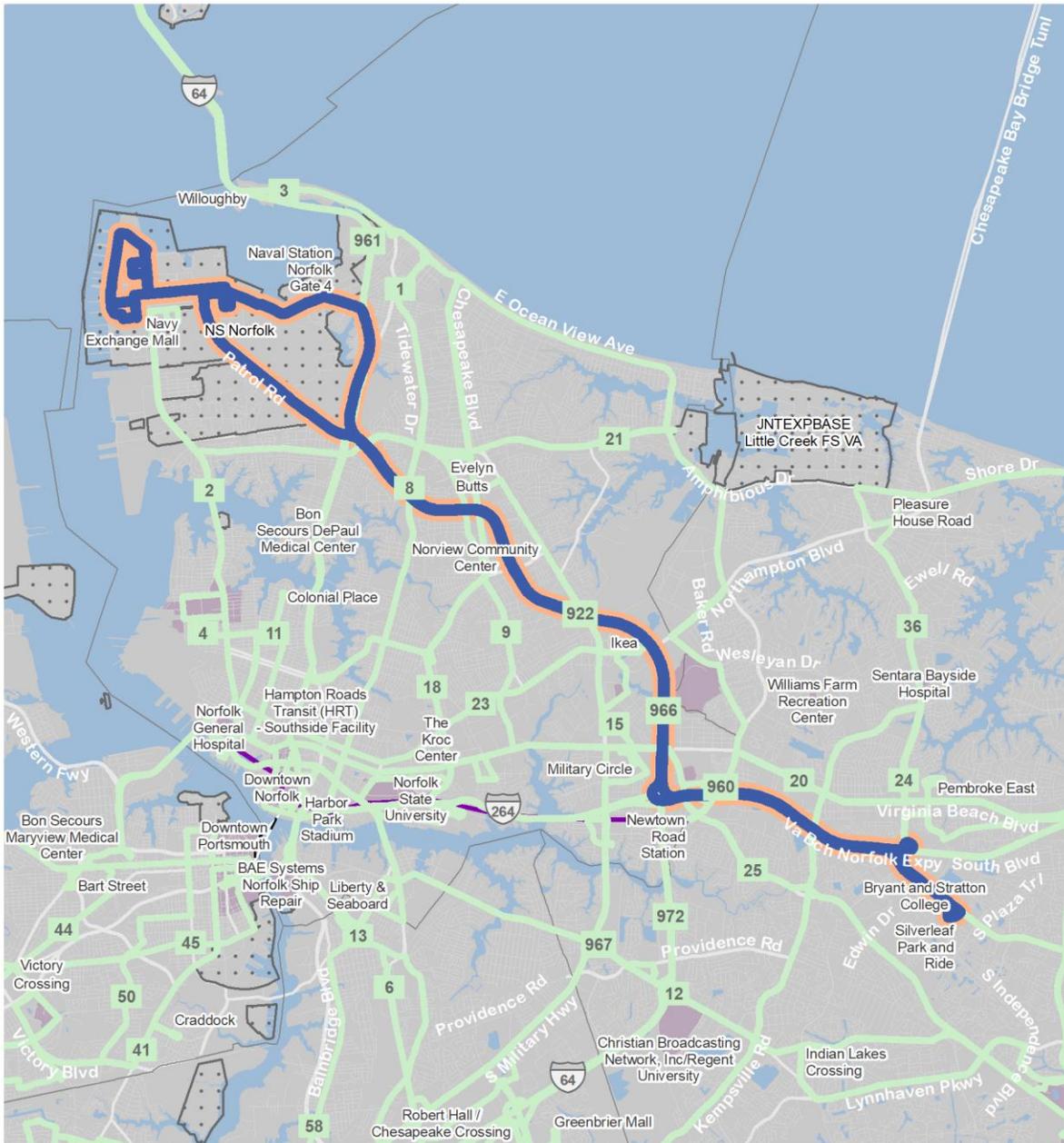
- The additional trips will be added to meet shift-specific demand.

Route 430

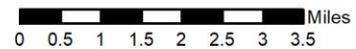
Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	Implement additional trips.		✓	✓
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 919



Route 919



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 919

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Naval Station Norfolk Gate 4	Silverleaf Park & Ride / Naval Station Norfolk Gate 4
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

Level of Service			
Span			
		Existing	Service Target
Weekday		5:10 AM - 7:26 AM; 2:54 PM - 5:03 PM	5:10 AM - 7:26 AM; 2:54 PM - 5:03 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
Weekday	Early	1 Trip	1 Trip
	AM Peak	2 Trips	2 Trips
	Midday	-	-
	PM Peak	4 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- The 3:18 PM trip on Route 919 will be eliminated.



Justification

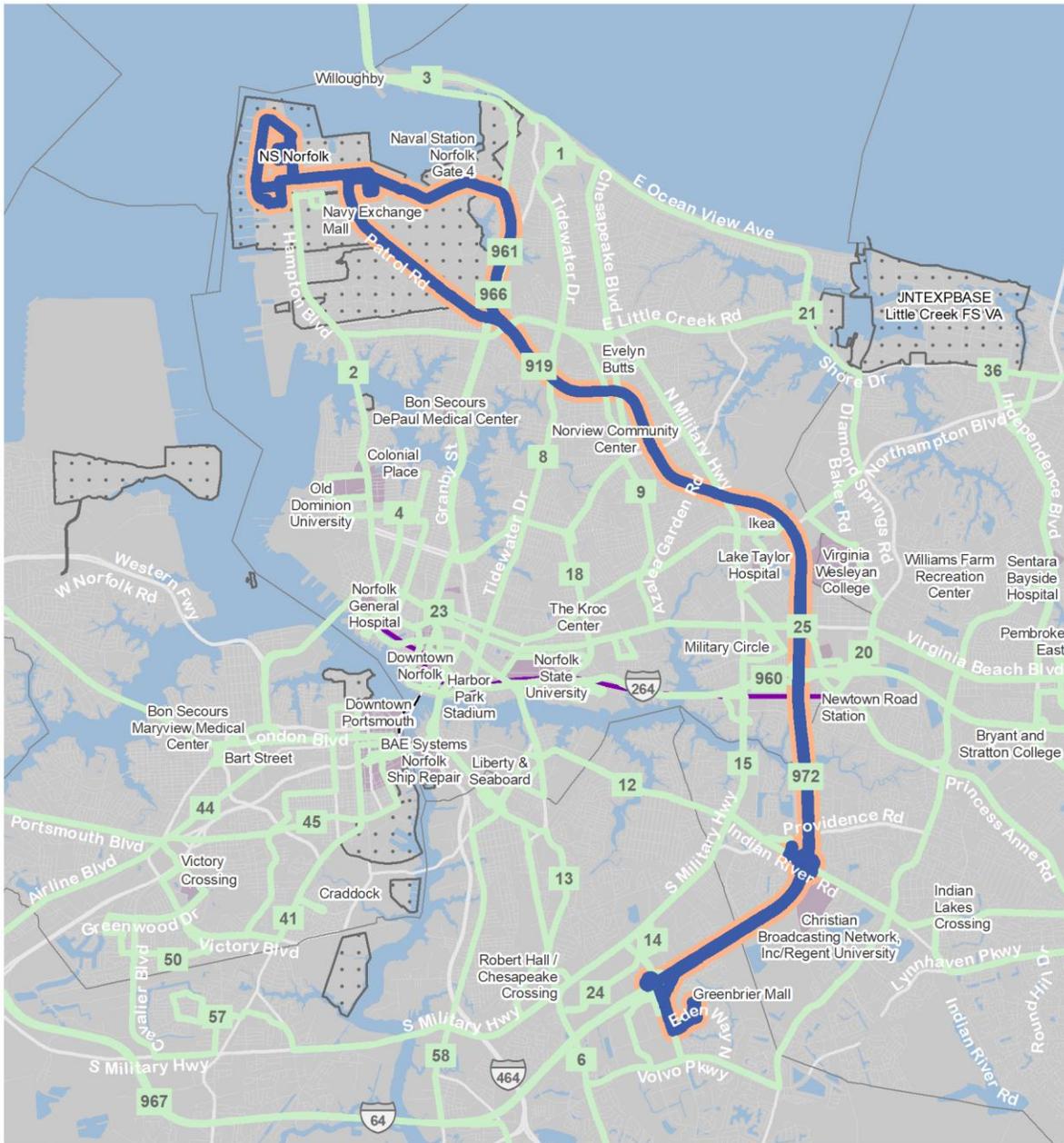
- Few passengers utilize the 3:18 PM trip on the current Route 919 service. The resources from this trip will be used more effectively elsewhere in the system.

Route 919

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	Eliminate one trip.		✓	✓
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 922



Route 922



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 922

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Greenbrier Mall Park & Ride / Naval Station Norfolk Gate 4	Greenbrier Mall Park & Ride / Naval Station Norfolk Gate 4
Jurisdictions	Chesapeake, Norfolk, Virginia Beach	Chesapeake, Norfolk, Virginia Beach

Level of Service			
Span			
	Existing	Service Target	
Weekday	5:00 AM - 7:13 AM; 2:55 PM - 4:42 PM	5:00 AM - 6:52 AM; 2:55 PM - 4:23 PM	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Service Target	
Weekday	Early	3 Trips	3 Trips
	AM Peak	1 Trip	-
	Midday	-	-
	PM Peak	3 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- The 6:10 AM and 3:44 PM trips on Route 922 will be eliminated.



Justification

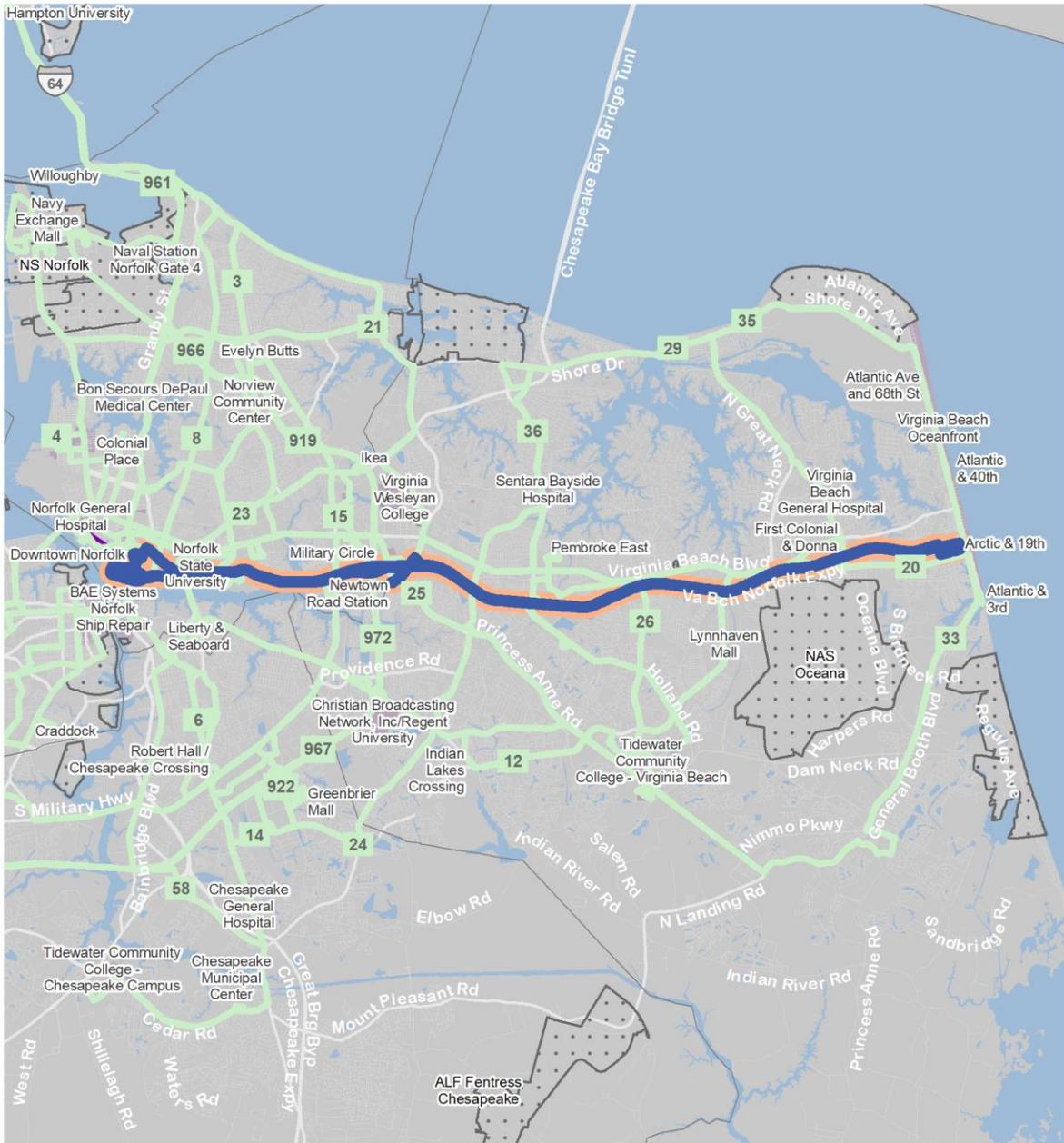
- Few passengers utilize the 6:10 AM and 3:44 PM trips on the current service. The resources from these trips will be used more effectively elsewhere in the system.

Route 922

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓		
2022	No additional changes.			
2023	No additional changes.			
2024	Eliminate select trips.		✓	✓
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 960



Route 960



Focus Route

- Planned Alignment
- Existing Alignment
- Light Rail
- Ferry
- Military Bases
- City Boundary
- Activity Centers



Route 960

Service Classification
Limited/Express

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

Level of Service		
Span		
	Existing	Service Target
Weekday	5:35 AM - 8:27 PM	6:00 AM - 9:00 AM; 3:00 PM – 7:35 PM
Saturday	6:30 AM - 8:19 PM	-
Sunday	7:50 AM - 8:44 PM	-

Headway			
	Existing	Service Target	
Weekday	Early	60	-
	AM Peak	60	3 Trips
	Midday	60	-
	PM Peak	60	3 Trips
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-
Sunday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-

Service Changes

- Six trips in each direction per weekday will be maintained on Route 960: three AM peak and three PM peak in each direction. All other weekday trips will be eliminated.
- All weekend service will be eliminated.



Justification

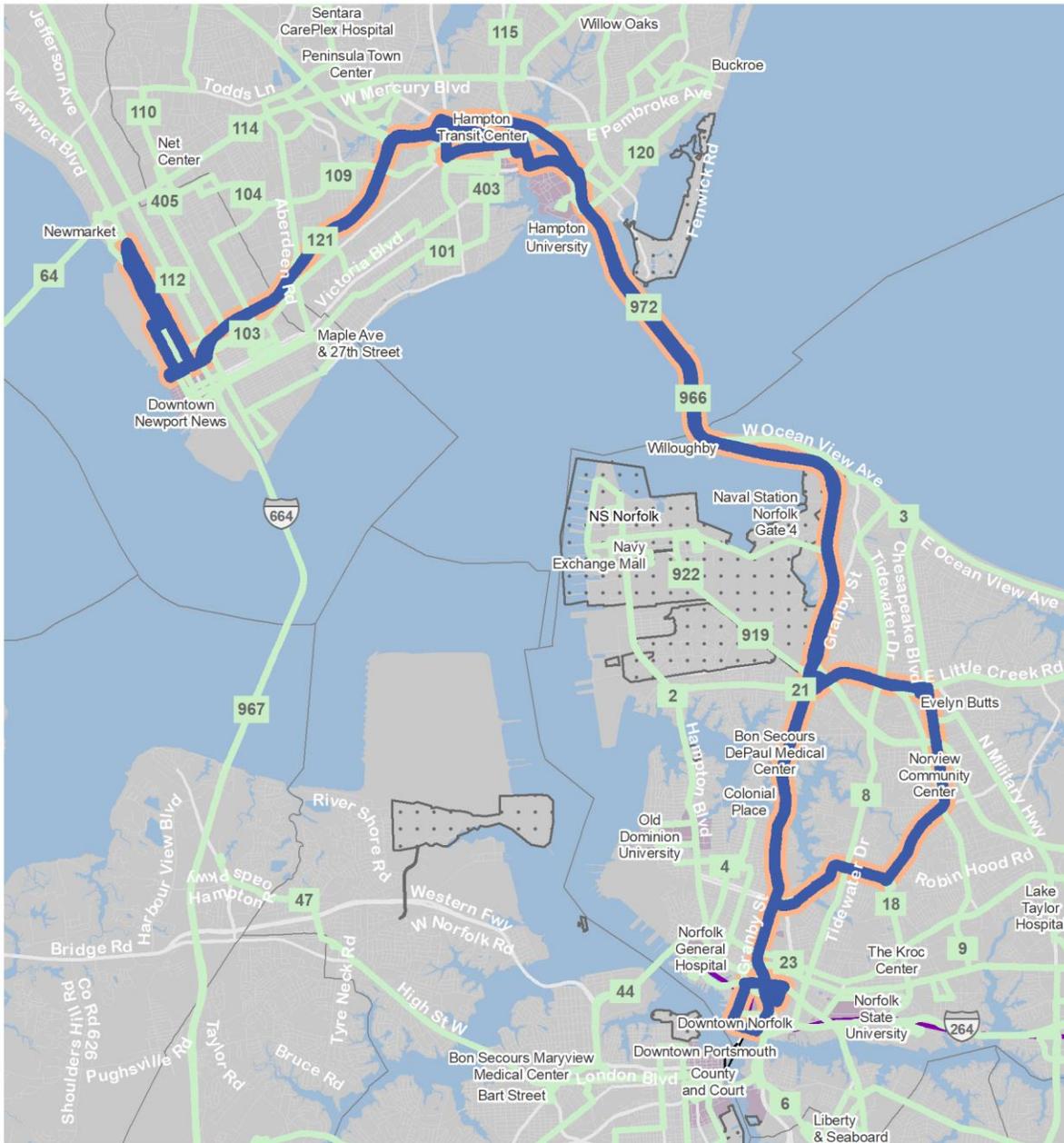
- Service will be reduced on Route 960 as a result of the Route 20 service being increased, providing service between the same key points, and because Route 960 has low performance metrics.

Route 960

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes to existing alignment or LOS.	✓		
2022	Eliminate select trips.		✓	✓
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 961



Route 961

Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 961

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News / Hampton / Norfolk	Newport News / Hampton / Norfolk
Jurisdictions	Norfolk, Hampton, Newport News	Norfolk, Hampton, Newport News

Level of Service			
Span			
	Existing	Service Target	
Weekday	4:55 AM - 11:12 PM	4:55 AM - 11:12 PM	
Saturday	4:58 AM - 10:57 PM	4:58 AM - 10:57 PM	
Sunday	7:00 AM - 8:58 PM	7:00 AM - 8:58 PM	
Headway			
	Existing	Service Target	
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 alignment or level of service changes are proposed.

Justification

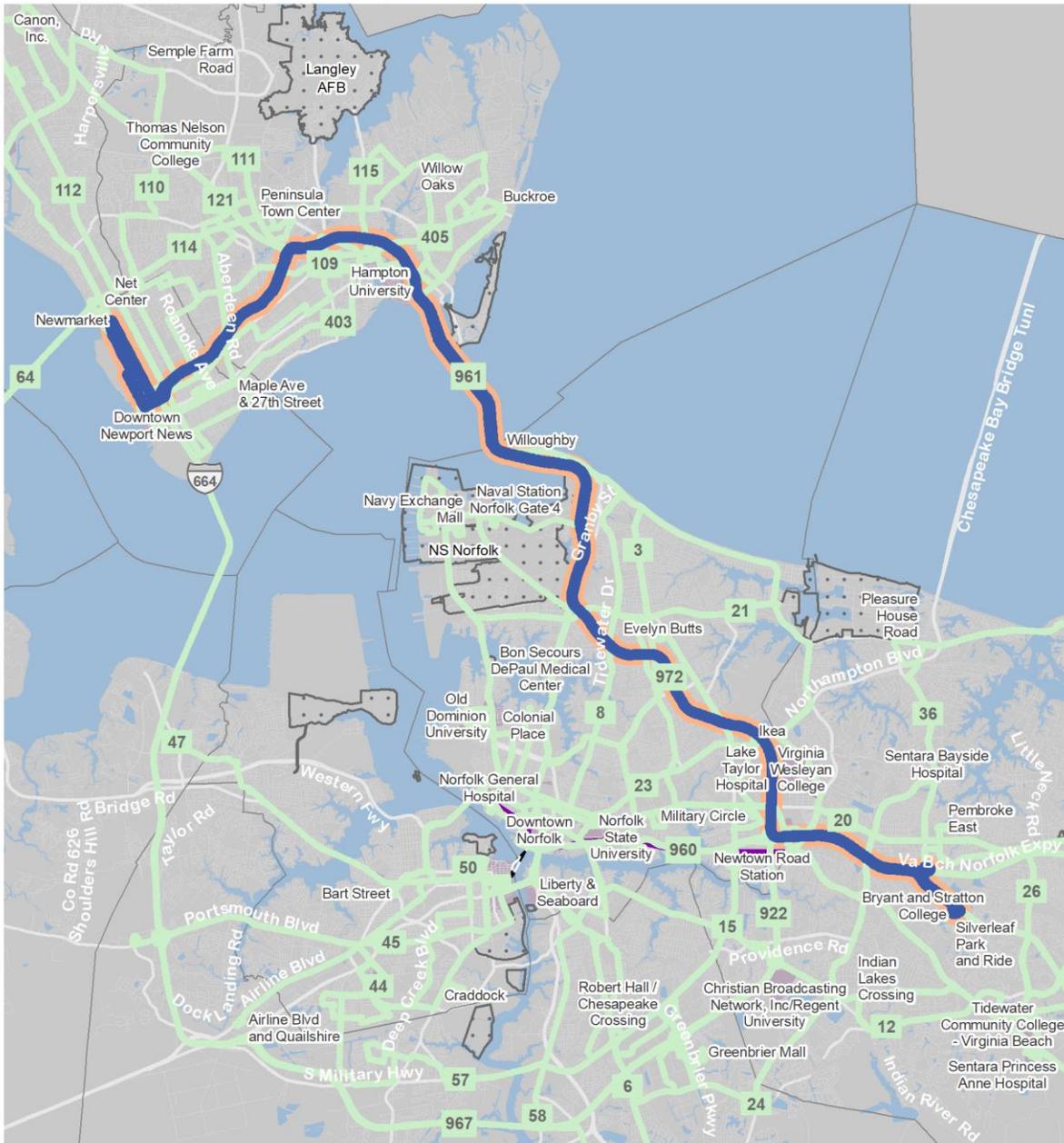
- Route 961 fulfills a need in terms of getting employees to work throughout the day and will remain unchanged.

Route 961

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 966



Route 966



Focus Route

- █ Planned Alignment
- █ Existing Alignment

- █ Planned System
- █ Light Rail
- Ferry

- Military Bases
- City Boundary
- Activity Centers



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	Service Target	
Weekday	5:20 AM - 6:31 AM; 3:40 PM - 5:03 PM	5:20 AM - 6:31 AM; 3:40 PM - 5:03 PM	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Service Target	
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 alignment or level of service changes are proposed.

Justification

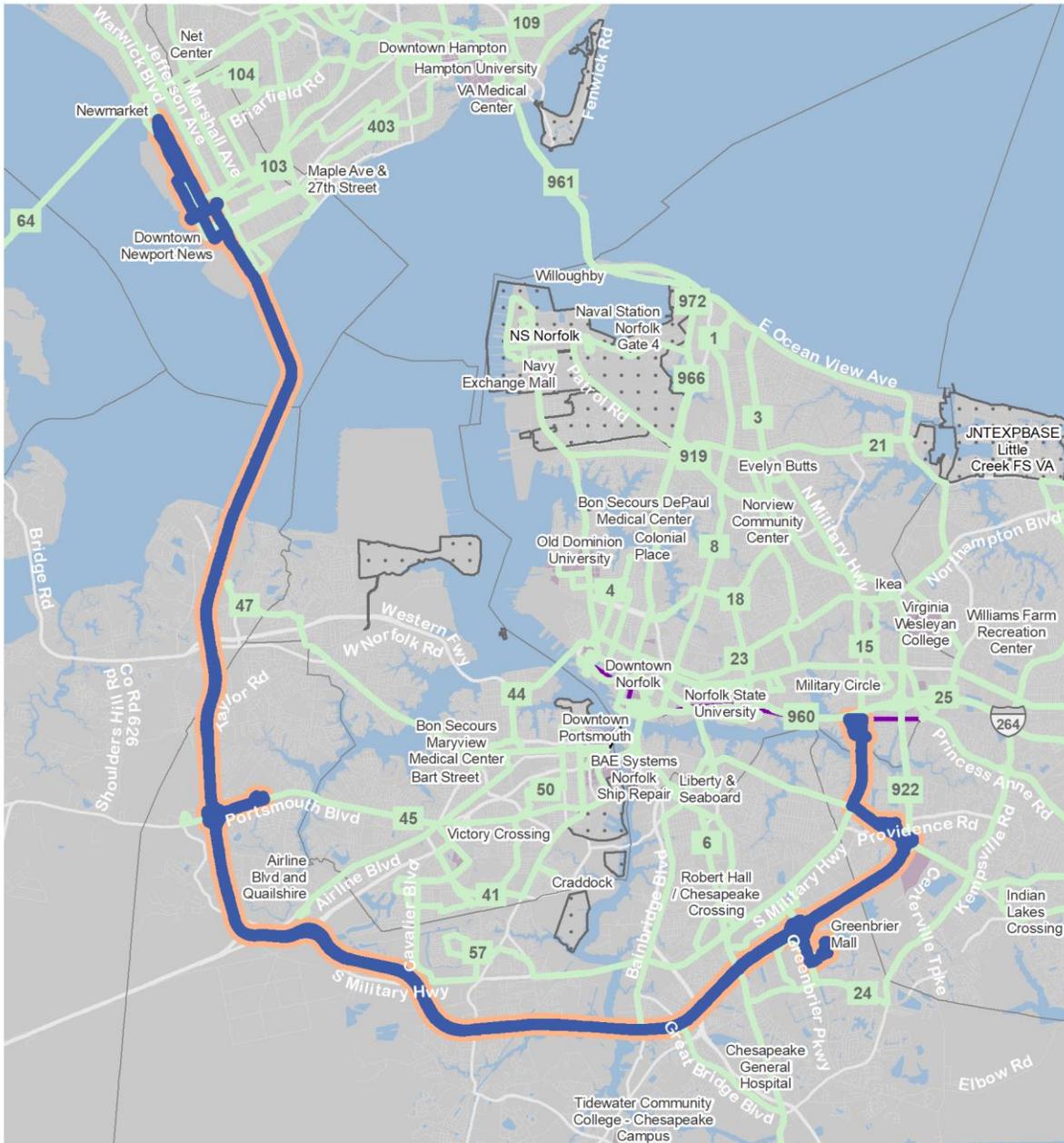
- Route 966 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 966

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 967



Route 967



Focus Route

-  Planned Alignment
-  Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Bases
-  City Boundary
-  Activity Centers



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	Service Target	
Weekday	4:25 AM - 7:14 AM; 3:00 PM - 6:24 PM	4:25 AM - 7:14 AM; 3:00 PM - 6:24 PM	
Saturday	-	-	
Sunday	-	-	
Headway			
	Existing	Service Target	
Weekday	Early	5 Trips	5 Trips
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	6 Trips	6 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No alignment or level of service changes are proposed.

Justification

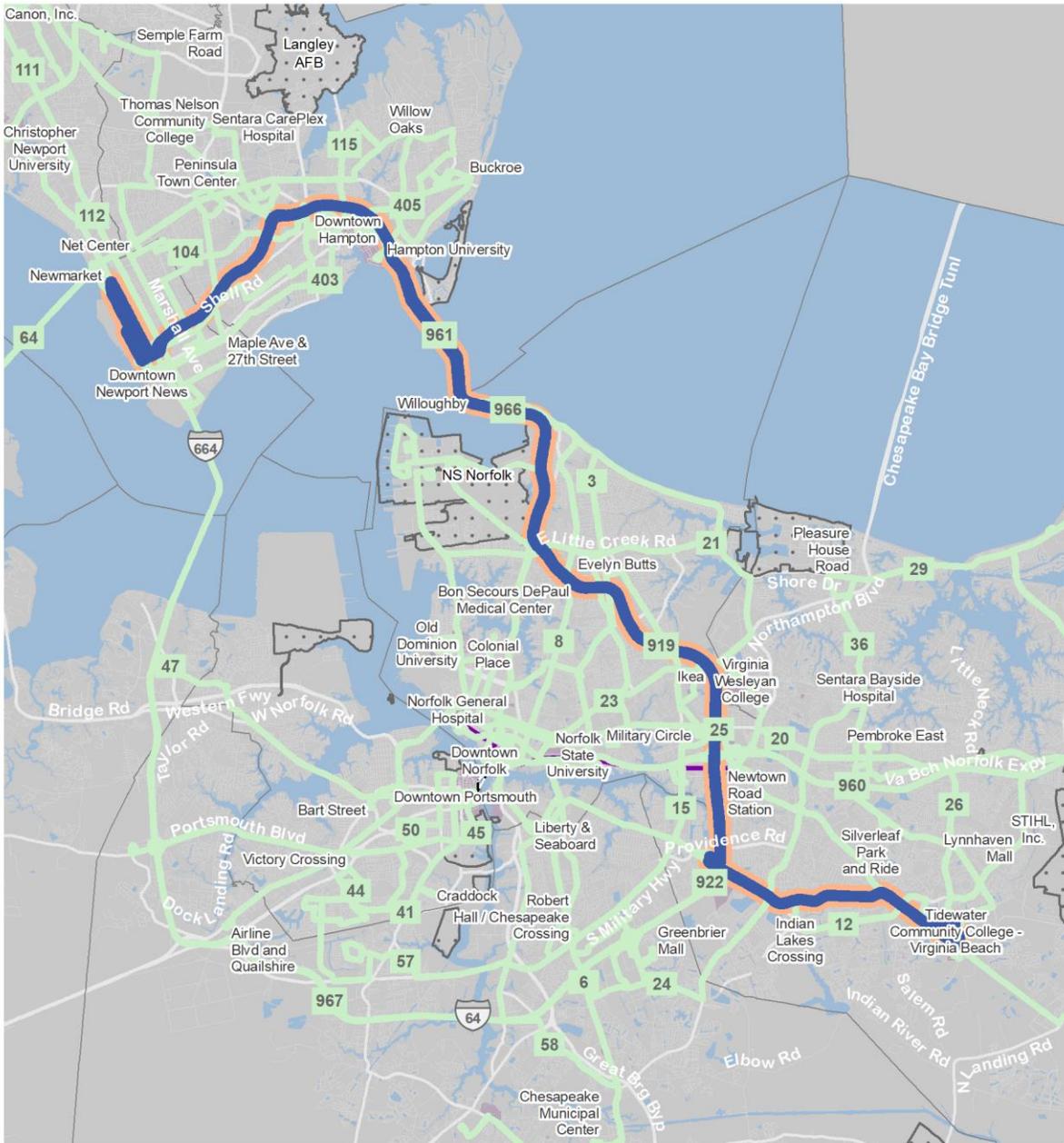
- Route 967 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 967

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Route 972



Route 972



Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- - - Ferry

- Military Bases
- City Boundary
- Activity Centers



Route 972

Service Classification	
Limited/Express	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Virginia Beach / Newport News	Virginia Beach / Newport News
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
		Existing	Service Target
Weekday		5:15 AM - 6:17 AM; 3:40 PM - 4:58 PM	5:15 AM - 6:17 AM; 3:40 PM - 4:58 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Service Target
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 alignment or level of service changes are proposed.

Justification

- Route 972 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 972

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
2021	No changes from existing alignment or LOS.	✓	✓	✓
2022	No additional changes.			
2023	No additional changes.			
2024	No additional changes.			
2025	No additional changes.			
2026	No additional changes.			
2027	No additional changes.			
2028	No additional changes.			
2029	No additional changes.			
2030	No additional changes.			
Out-years	No additional changes.			

Systemwide Maps

Additional maps (including the four above) 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 2030 Weekday AM Peak Frequency (Peninsula)

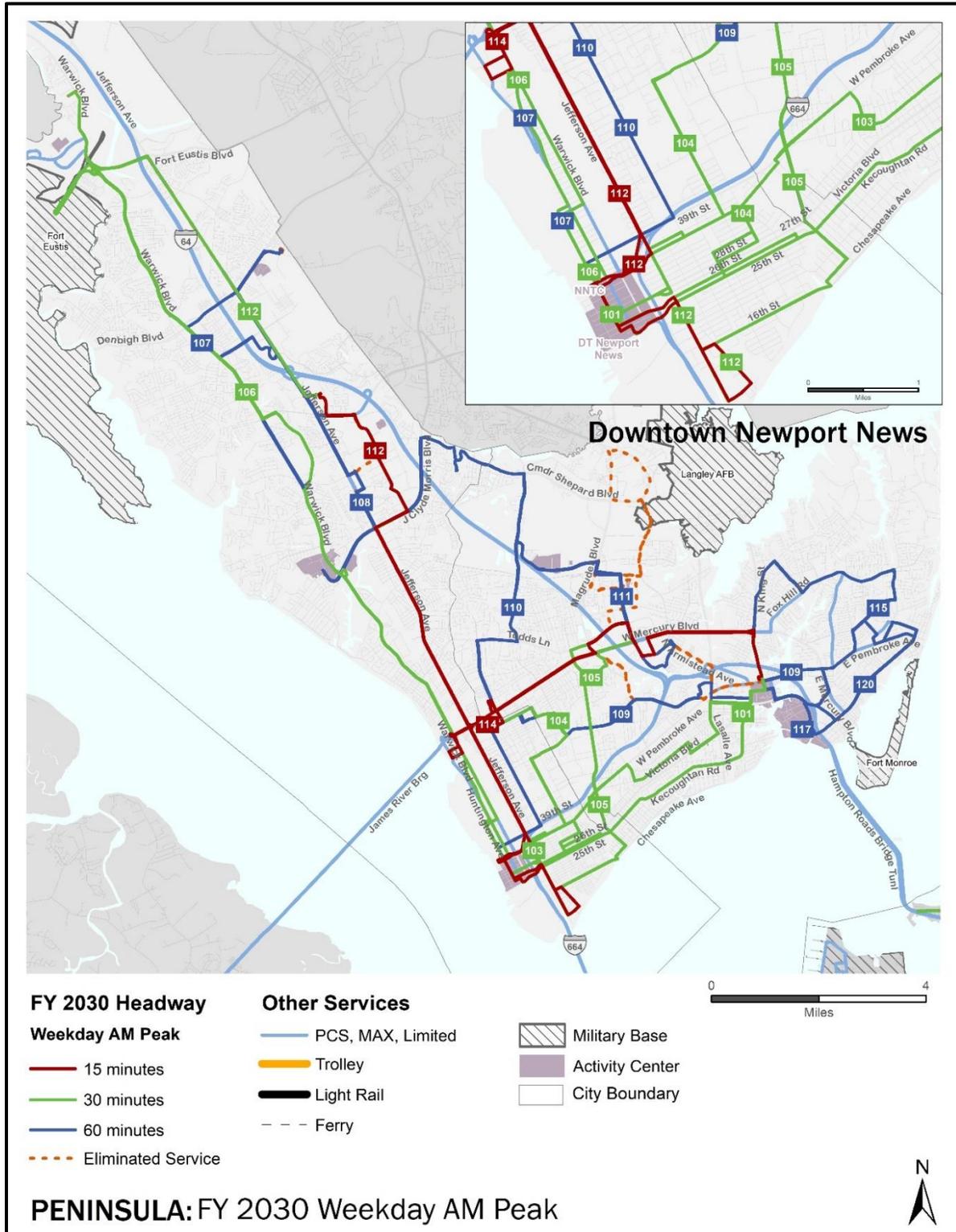


Figure 3-2: FY 2030 Weekday Peak Frequency (Southside)

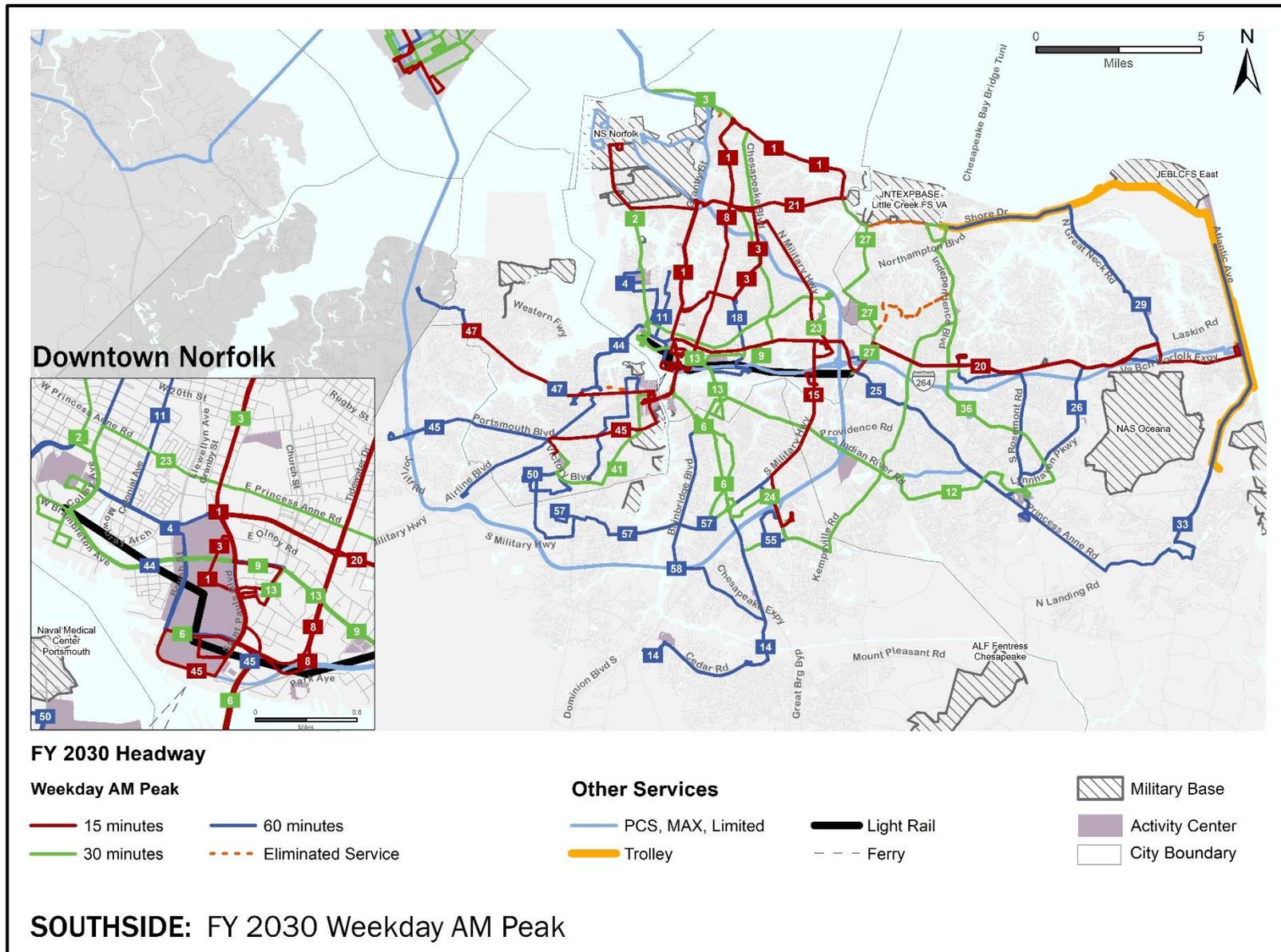


Figure 3-3: Service Target Weekday Peak Frequency (Peninsula)

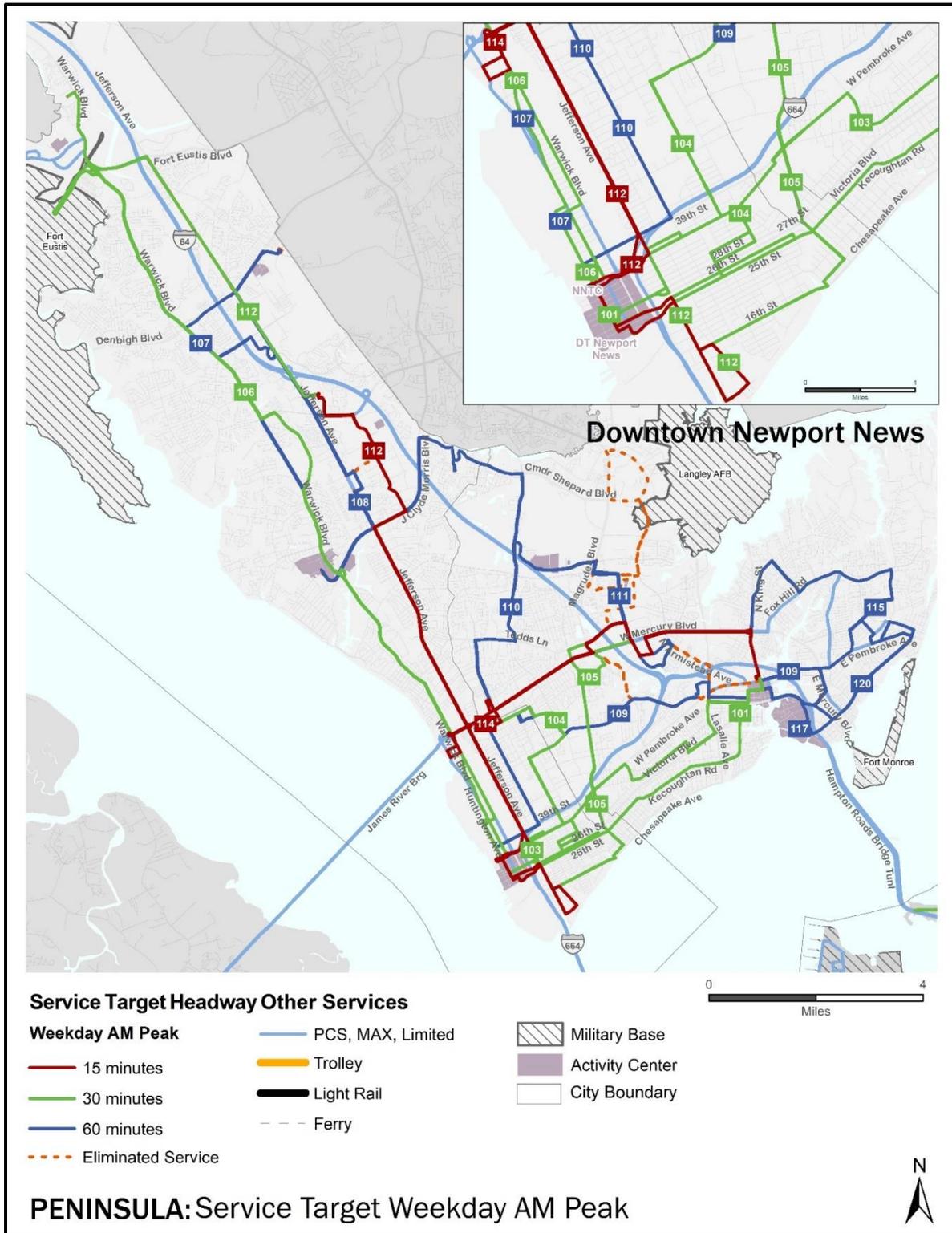
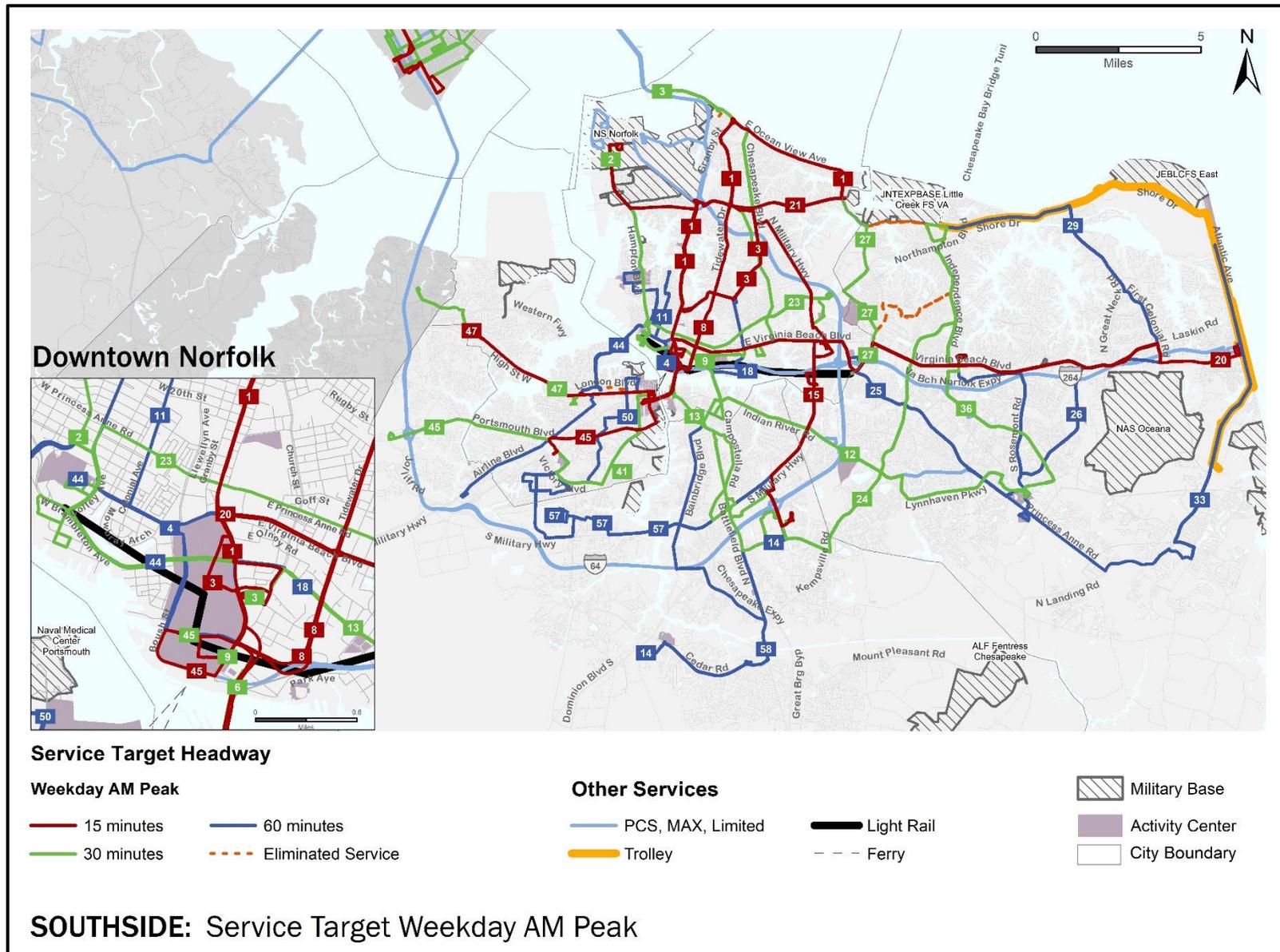


Figure 3-4: Service Target Weekday Peak Frequency (Southside)



3.2 Estimated Ridership Due to Improvements

Table 3-1 shows the estimated weekday daily ridership and estimated passengers per revenue hour based on the planned service improvements as described in the route sheets in **Section 3.1**. Estimated ridership is shown as a percentage change from existing ridership as modeled by the ridership estimation methodology detailed in **Appendix C: Methodology for Estimating Ridership**. The methodology uses observed ridership data and transit demand elasticities to estimate the impact of alignment, span, and headway improvements.

In FY 2030, the daily weekday ridership is projected to increase by 14 percent, not accounting for forecasted increases in population and employment in the Hampton Roads region over the next decade. Weekday ridership on Regional Backbone routes alone (highlighted in gray) is projected to increase by 24 percent. On weekends, systemwide ridership is projected to increase by nine percent on Saturday and 52 percent on Sunday, due in part to new Sunday service being introduced on six routes. Annual ridership is projected to exceed 12.8 million passenger trips in FY 2030, a 16 percent increase over FY 2019. The complete results for weekday, Saturday, and Sunday estimated ridership are presented in **Appendix C: Estimated Ridership Methodology and Results**.

Table 3-1: Estimated Weekday Daily Ridership for Improvements Compared to Existing Ridership

	Route	Existing Weekday Daily Ridership (FY 2019)	Forecasted Weekday Daily Ridership (FY 2030)	Weekday Daily Ridership Percent Change (FY 2019 - FY 2030)
Southside Total		32,001	36,803	15%
Southside Routes	1	3,058	4,425	45%
	2	997	810	-19% ²
	3	2,214	2,035	-8% ³
	4	331	386	17%
	5	279	0	Route Eliminated
	6	823	1,210	47%
	8	1,343	1,931	44%
	9	966	966	0%
	11	213	213	0%
	12	566	753	33%
	13	1,178	1,197	2%
	14	465	379	-19% ⁴
	15	2,543	2,322	-9% ⁵

² Route 2 ridership is estimated to decrease since it will no longer directly serve stops within the Sentara Hospital/Eastern Virginia Medical campus. Route 2 is classified here as a Local Priority route, with Local Priority levels of service. In the plan shown in Chapter 6, which accounts for new dedicated funding for regional transit, Route 2 is classified as a Regional Backbone route because the additional funding allows for more routes to have high-frequency service.

³ Route 3 ridership is estimated to decrease due to its realignment from 1st View St to West Ocean View Ave.

⁴ Route 14 ridership is estimated to decrease after its service on Great Bridge Blvd and River Walk Pkwy is replaced by Route 58.

⁵ Route 15 ridership is estimated to decrease due to the elimination of its service to Robert Hall Blvd.

	Route	Existing Weekday Daily Ridership (FY 2019)	Forecasted Weekday Daily Ridership (FY 2030)	Weekday Daily Ridership Percent Change (FY 2019 - FY 2030)
Southside Routes	18	172	172	0%
	20	4,368	5,314	22%
	21	2,017	2,652	32%
	22	348	0	Route Eliminated
	23	1,441	1,499	4%
	24	107	107	0%
	25	583	618	6%
	26	264	779	195% ⁶
	27	436	403	-7%
	29	394	266	-33% ⁷
	30	551	551	0%
	31	118	118	0%
	33	518	518	0%
	35	64	64	0%
	36	656	1,289	97% ⁸
	41	473	762	61%
	43	159	0	Route Eliminated
	44	515	743	44% ⁹
	45	1,711	1,742	2%
	47	1,044	1,235	18%
50	253	414	64% ¹⁰	
55	179	179	0%	
57	406	465	15%	
58	251	289	15%	

⁶ Route 26 ridership is estimated to nearly triple due to its extended alignment between Pembroke East and First Colonial & Donna.

⁷ Route 29 ridership is estimated to decrease after its service between First Colonial & Donna and Lynnhaven Mall is replaced by Route 26.

⁸ Route 36 ridership is estimated to nearly double due to its extension along Independence Blvd. Route 36 is classified here as a Local Priority route, with Local Priority levels of service, but in Chapter 6, which accounts for new dedicated funding for regional transit, Route 36 is reclassified as a Regional Backbone route.

⁹ Route 44 ridership is estimated to increase due to its extension to the Downtown Norfolk Transit Center.

¹⁰ 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 Blvd neighborhood.

	Route	Existing Weekday Daily Ridership (FY 2019)	Forecasted Weekday Daily Ridership (FY 2030)	Weekday Daily Ridership Percent Change (FY 2019 - FY 2030)
Peninsula Total		13,282	15,231	15%
Peninsula Routes	101	1,045	1,164	11% ¹¹
	102	259	0	Route Eliminated
	103	1,082	1,082	0%
	104	941	795	-15%
	105	769	810	5%
	106	1,351	1,616	20% ¹²
	107	986	879	-11% ¹³
	108	435	680	56%
	109	237	818	245% ¹⁴
	110	591	622	5%
	111	539	847	57%
	112	1,780	2,892	62%
	114	1,309	2,031	55%
	115	414	414	0%
	116	267	0	Route Eliminated
	117	274	274	0%
	118	726	0	Route Eliminated
120	182	214	17%	
64	94	94	0%	

¹¹ Route 101 is classified here as a Local Priority route, with Local Priority levels of service. In the plan shown in Chapter 6, which accounts for new dedicated funding for regional transit, Route 101 is classified as a Regional Backbone route because the additional funding allows for more routes to have high-frequency service.

¹² Route 106 ridership is estimated to increase due to increased levels of service, despite Route 112 replacing its service south of Newport News Transit Center to 6th St & Ivy Ave.

¹³ Route 107 ridership is estimated to decrease after its service south of Newport News Transit Center to 6th St & Ivy Ave is replaced by Route 112.

¹⁴ Route 109 ridership is estimated to more than triple after its extension to replace Route 110 service between the Hampton Transit Center and Net Center.



	Route	Existing Weekday Daily Ridership (FY 2019)	Forecasted Weekday Daily Ridership (FY 2030)	Weekday Daily Ridership Percent Change (FY 2019 - FY 2030)
PCS Total		284	432	52%
PCS Routes	403	25	49	100%
	405	51	102	100%
	414	112	112	0%
	415	26	51	100%
	430	71	118	67%
MAX Total		1,775	1,609	-9%
MAX Routes	121	37	37	0%
	919	153	145	-5%
	922	71	56	-21%
	960	269	126	-53%
	961	859	859	0%
	966	49	49	0%
	967	311	311	0%
	972	26	26	0%
System Total		47,341	54,075	14%

3.3 Prioritization of Planned Service Improvements

3.3.1 Prioritization

The TSP guidelines require that each “project” be assigned a time frame with estimated capital and operating costs. For HRT’s TSP the three required time frames are:

- Short-Term: FY 2021 – FY 2023
- Mid-Term: FY 2024 – FY 2027
- Long-Term: FY 2028 – FY 2030

The prioritization process was based on first implementing the improvements identified in the FY 2021 TSP letters (a different TSP acronym—Transportation Service Plan) in the first year of the plan and starting two pilots of new on-demand service. For the remainder of the ten-year plan, the implementation of service improvements outlined in **Section 3.2** would be phased by year so as to balance the service increases across each jurisdiction and provide manageable increases in operating and capital costs. The service improvements would be implemented incrementally, and not all proposed improvements would occur before FY 2030, leaving additional service changes for implementation in future years.

There are many routes which are being realigned and segments of routes are being taken over by other routes. Because of this, the phasing of the route changes needs 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 in order to maintain a maximum amount of coverage in the system.

During the short-term period, and in addition to the service changes already being planned for FY2021, all HRT routes will be reclassified into the new service classifications outlined in **Chapter 1**, including the introduction of the interjurisdictional, high-frequency Regional Backbone network. In FY 2022 and FY 2023, Regional Backbone routes would begin to be implemented across every jurisdiction, along with realigning local routes throughout the system. The mid-term would involve implementing the remainder of the alignment improvements that occur within the ten-year plan, as well as increasing Regional Backbone levels of service in each jurisdiction. In the long-term, further increases in levels of service to Regional Backbone and other routes would be implemented in every jurisdiction.

Table 3-2 summarizes the phased improvements and notes any operational or capital investments that need to be made for the service improvements to occur. The capital needs considered were peak vehicle need and transfer facility capacity. New vehicle needs are also described in **Table 3-2**. **Table 3-3** shows the results of an analysis of capacity at transfer facilities was conducted to determine whether new capacity would be needed at any of HRT’s most-used facilities in order to implement the plan. The analysis measured the hourly bus capacity at each facility by attributing 60 minutes of availability to each bus bay or equivalent curb space. Then, by estimating the layover duration of each bus arrival in the FY 2030 plan, the total minutes of use at each facility was measured for every hour of the day. Finally, the maximum hourly need (during the busiest hour at each facility) was subtracted from the capacity to find the minimum spare capacity for each transfer facility. Overall, this analysis concluded that all additional trips and vehicles for FY 2030 are within each facility’s capacity.

Table 3-2: Prioritization

Time Frame	Year	Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Short-Term	FY 2021	First Half: Implement service changes in FY2021 Transportation Service Plan Letters. Second Half: Implement two pilot on-demand zones, one in Virginia Beach and one in Newport News.	Changes to service: Routes 33, 44, 102, 106, 107, 111, 112, 116 New service: Pilot On-Demand Microtransit services (see: Appendix D: On-Demand Microtransit Services)	2,000 fewer hours of service (does not include on-demand pilots)	The on-demand pilot program will involve new vehicles; however, it is anticipated that they would be provided through the operating contractor.
	FY 2022	Realign routes in Newport News. Increase Regional Backbone service in Norfolk, Virginia Beach, and the Peninsula.	Changes to service: Routes 20, 21, 106, 108, 111, 112, 114, 960 Eliminated service: Routes 116, 118	21,200 additional hours of service	9 new vehicles needed to meet peak vehicle requirements
	FY 2023	Realign routes on the Southside. Increase Regional Backbone service in Portsmouth, Chesapeake, and the Peninsula.	Changes to service: Routes 26, 29, 41, 43, 44, 45, 47, 50, 57, 111, 112, 114, 405	14,900 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	Short-Term Total			34,100 additional hours of service in short-term phase	9 new vehicles needed in short-term phase
Mid-Term	FY 2024	Realign routes on the Southside. Increase Regional Backbone service on the Southside and in Newport News.	Changes to service: Routes 1, 6, 12, 13, 15, 27, 36, 45, 112, 120, 919, 922 Eliminated service: Route 22	39,800 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2025	Realign routes in Norfolk. Increase Regional Backbone service in all jurisdictions.	Changes to service: Routes 2, 3, 4, 8, 15, 20, 23, 25, 41, 45, 101, 108, 112, 114, 403, 415 Eliminated service: Route 5	25,600 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2026	Increase local service in Norfolk, Virginia Beach, and Portsmouth. Increase Regional Backbone service in all jurisdictions.	Changes to service: Routes 1, 15, 25, 41, 47, 112, 114	19,300 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	FY 2027	Realign routes in Portsmouth, Chesapeake, and the Peninsula. Increase Regional Backbone service in Newport News and Portsmouth.	Changes to service: Routes 4, 14, 27, 29, 36, 47, 58, 104, 105, 106, 109, 110, 112 Eliminated service: Route 102	14,500 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	Mid-Term Total			99,200 additional hours of service in mid-term phase	4 new vehicles needed in mid-term phase

Time Frame	Year	Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Long-Term	FY 2028	Increase local service in Chesapeake, Portsmouth, and the Peninsula. Increase Regional Backbone service on Route 20.	Changes to service: Routes 13, 20, 44, 50, 105	9,900 additional hours of service	1 new vehicle needed to meet peak vehicle requirements
	FY 2029	Increase local service in Chesapeake, Virginia Beach, and Newport News. Increase Regional Backbone service in Portsmouth, Chesapeake, and the Peninsula.	Changes to service: Routes 6, 26, 29, 45, 107, 114	10,000 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY2030	Increase local service in Portsmouth, Chesapeake, and Hampton. Increase Regional Backbone service in Norfolk, Virginia Beach, and the Peninsula.	Changes to service: Routes 20, 50, 57, 114, 120	13,300 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	Long-Term Total			33,200 additional hours of service in long-term phase	1 new vehicle needed in long-term phase
Out-Years		Realign routes in Chesapeake. Increase local and Regional Backbone service to meet all service targets. Most additional service is during off-peak and weekend periods.	Changes to service: Routes 3, 6, 9, 11, 12, 13, 14, 18, 24, 27, 33, 41, 44, 45, 47, 50, 57, 58, 101, 103, 105, 106, 109, 110, 111, 115 Eliminated service: 55, 117	91,476 additional hours of service in out-years	5 new vehicles needed to meet peak vehicle requirements

Table 3-3: Results of Transfer Facility Analysis

Transfer Facility	Bus Bays or Equivalent	Hourly Capacity (minutes)	Existing Maximum Hourly Use (minutes)	FY 2030 Maximum Hourly Use (minutes)	FY 2030 Minimum Spare Hourly Capacity (minutes)
Downtown Norfolk Transit Center	16	960	256	271	689
Newport News Transit Center	10	600	233	302	298
Hampton Transit Center	10	600	114	121	479
Evelyn T. Butts Transfer Center	4	240	166	157	83
Military Circle Mall	3	180	59	63	118
Greenbrier Mall	2	120	70	85	35
Robert Hall Boulevard	4	240	88	79	161

3.3.2 Inclusion in Other Plans

HRT's fiscally constrained Capital Improvement Plan (CIP) calls for the procurement of five expansion buses in FY 2025 and 12 expansion buses in FY 2026. These vehicles will meet the fleet expansion needs outlined in the TSP's locally cost-constrained service plan. In addition to these investments, the CIP allocates funding for the relocation and reconstruction of HRT's Parks Avenue garage in Virginia Beach. The replacement of the 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 Norfolk garage. While work has not begun on the Parks Avenue replacement, the CIP projects that work will be completed by 2026.

Implementation of any recommendations 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.

Table 3-4: Service Expansion and Reduction by Year

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2021	Route 33	Eliminate Sunday service	(600)	-
	Route 44	Realign	4,000	-
	Route 102	Eliminate Sunday service	(500)	-
	Route 106	Realign	(1,700)	-
	Route 107	Realign	(2,300)	-
	Route 111	Eliminate Sunday service	-	-
	Route 112	Partially realign	4,600	-
	Route 116	Eliminate Sunday service	(700)	-
FY 2022	Route 20	Realign and increase frequency	8,000	-
	Route 21	Realign, modify weekday and weekend span, and increase weekday and weekend frequency	7,100	4
	Route 106	Increase weekday and weekend span, and change weekday frequency	2,000	-
	Route 108	Realign, modify weekday and weekend span	(500)	-
	Route 111	Realign, modify weekend span	4,600	-
	Route 112	Realign, modify weekday and weekend span, and change weekday and weekend frequency	21,300	6
	Route 114	Increase weekday frequency	13,600	4
	Route 116	Eliminate route	(15,800)	(3)
	Route 118	Eliminate route	(11,000)	(2)
	Route 960	Eliminate trips	(8,100)	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2023	Route 26	Realign, increase weekday and weekend span, and decrease weekday and weekend frequency	3,100	(1)
	Route 29	Realign	700	(1)
	Route 41	Realign	(3,200)	-
	Route 43	Eliminate route	(3,600)	(1)
	Route 44	Realign	(4,200)	-
	Route 45	Realign and increase weekend span	8,400	1
	Route 47	Realign, increase weekday and weekend span, and increase weekend frequency	3,500	-
	Route 50	Realign, modify weekday and weekend span. Eliminate Sunday service	3,600	1
	Route 57	Realign	100	(3)
	Route 111	Increase weekend span	300	-
	Route 112	Increase weekday and weekend frequency	5,600	-
	Route 114	Increase weekend span	300	-
	Route 405	Implement additional trips	400	1
	FY 2024	Route 1	Realign, increase weekend span, and increase weekday and weekend frequency	17,300
Route 6		Partially realign, increase weekend span, and decrease weekday frequency	2,700	-
Route 12		Realign, increase weekday span, and increase weekday frequency	7,000	2
Route 13		Partially realign, modify weekend span, and change weekday frequency	2,200	-
Route 15		Realign, modify weekday and weekend span, and change weekday and weekend frequency	600	(1)
Route 22		Eliminate route	(7,900)	(2)
Route 27		Realign, modify weekday and weekend span, and change weekday and weekend frequency	100	-
Route 36		Realign, increase weekday and weekend span, add Sunday service, and increase weekend frequency	12,500	1
Route 45		Increase weekend frequency	1,200	-
Route 112		Increase weekend span and frequency	3,100	-
Route 120		Realign, increase weekend span	1,500	-
Route 919		Eliminate one trip	(100)	(1)
Route 922	Eliminate trips	(400)	(1)	
FY 2025	Route 2	Realign, increase weekday and weekend span, and increase weekday and weekend frequency	1,700	(1)
	Route 3	Realign, increase weekend span, and increase weekday and weekend frequency	(2,200)	(1)
	Route 4	Realign and increase weekend frequency	(100)	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
	Route 5	Eliminate route	(3,700)	(1)
	Route 8	Modify weekday and weekend span, increase weekday and weekend frequency	9,000	3
	Route 15	Modify weekday and weekend span, and change weekday and weekend frequency	800	-
	Route 20	Increase weekday and weekend frequency	13,900	-
	Route 23	Modify weekday and weekend span, and change weekday and weekend frequency	500	-
	Route 25	Modify weekday and weekend span	-	-
	Route 41	Increase weekday frequency	800	1
	Route 45	Increase weekend frequency.	600	-
	Route 101	Realign, modify weekday and weekend span, and change weekday and weekend frequency	(700)	-
	Route 108	Increase weekday and weekend span	800	-
	Route 112	Increase weekend span	1,100	-
	Route 114	Increase weekday span	2,400	-
	Route 403	Implement additional trips	300	1
	Route 415	Implement one additional trip	200	-
	Route 430	Implement additional trips	400	1
FY 2026	Route 1	Increase weekend frequency	5,000	-
	Route 15	Change weekday and weekend frequency	6,300	2
	Route 25	Increase weekend span and frequency	2,200	-
	Route 41	Increase weekday frequency	800	-
	Route 47	Add Sunday service on full pattern	600	-
	Route 112	Modify weekday and weekend span, change weekday and weekend frequency	3,000	1
	Route 114	Increase weekend frequency	1,300	-
FY 2027	Route 4	Increase weekday span	300	-
	Route 14	Partially realign and change weekend span	-	(1)
	Route 27	Add Sunday service	1,000	-
	Route 29	Add Sunday service	1,400	-
	Route 36	Increase weekend frequency	1,200	-
	Route 47	Increase weekday and weekend span	400	-
	Route 58	Realign	4,400	1
	Route 102	Eliminate route	(4,300)	(1)
	Route 104	Realign, modify weekday and weekend span, and change weekday and weekend frequency	(4,300)	-
Route 105	Realign	400	-	

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
	Route 106	Increase weekday frequency	4,500	3
	Route 109	Realign	6,300	1
	Route 110	Realign	500	(2)
	Route 112	Increase weekday frequency	3,000	1
FY 2028	Route 13	Modify weekday and weekend span, increase weekday frequency	900	-
	Route 20	Increase weekend span and increase weekday frequency	4,300	-
	Route 44	Increase weekday span	500	-
	Route 50	Increase weekday span	500	-
	Route 105	Increase weekday and weekend frequency	3,700	1
FY 2029	Route 6	Increase weekday and weekend span, increase weekday frequency	2,000	-
	Route 26	Add Sunday service	1,600	-
	Route 29	Increase weekday span	900	-
	Route 45	Increase weekday and weekend span	1,400	-
	Route 107	Increase weekday and weekend span	1,300	-
	Route 114	Increase weekend span and frequency	2,800	-
FY 2030	Route 20	Increase weekend frequency	7,900	-
	Route 50	Add Sunday service	1,200	-
	Route 57	Increase weekday span	1,800	-
	Route 114	Increase weekend frequency	1,900	-
	Route 120	Increase weekday span	500	-

3.4.3 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 2030 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 a route or to a reduction in level of service (hours of service provided). Most areas that will experience reductions in service are either covered by other realigned routes, covered by new fixed-route or on-demand coverage, 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:

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. A buffer of one-quarter mile was used around eliminated segments to demonstrate the approximate area losing service (though it was common for other routes to remain within one-quarter mile of these eliminated segments).
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 2030 (compared to existing service) were identified as undergoing a Major Service Change.¹⁵ A one-quarter mile buffer was used around these existing routes to demonstrate the approximate area with a service reduction.
3. **Overlay low-income and/or minority Census Tracts over the service changes:** HRT’s Title VI Program¹⁶ defines a minority Census Tract as one that had a minority population greater than the regional average of 47.1 percent and a low-income Census Tract as one with more than 20.5 percent at or below the federal poverty line. To determine which of the Minority and Low-Income Census Tracts may be impacted by the planned reductions in service, the identified Census Tracts were overlaid over the geographic areas losing service and routes undergoing Major Service Change buffers.

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 reductions of hours service overlaid with the Minority and Low-Income Census Tracts. **Table 3-5** shows the Minority and Low-Income Census Tracts that intersect with buffers of reductions in service by route.

On the geographic loss of service maps (**Figure 3-5** and **Figure 3-6**), the reductions in service are shown in 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 Census Tract that may be impacted by the loss of geographic coverage. If there is no yellow overlapping a blue area, then that area is not in a Minority and/or Low-Income Tract. These two maps do not take into account levels of service of nearby routes, meaning that even though some areas are identified as losing geographic coverage, these areas could still be served by a nearby route which has the same or a higher level of service. For example, in **Figure 3-5** the loss of coverage being shown near the Hampton Transit Center represents a small segment of Route 102 coverage that is lost when the route is eliminated; however, the realigned Route 109 provides a similar connection and operates two blocks over, plus many other routes still continue to serve the Hampton Transit Center.

In 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 are shown in purple

¹⁵ The threshold of 20 percent was chosen 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.

¹⁶ Hampton Roads Transit, “Title VI Program 2017-2020,” Accessed at <https://gohrt.com/wp-content/uploads/2019/08/Title-VI-2017-Main.pdf>.

and eliminated routes are highlighted in orange to demonstrate that the level of service along those corridors may be reduced. However, many of the Census Tracts intersecting with the eliminated routes will still receive coverage from other changed or new transit service; Census Tracts which do experience losses of service from segments of eliminated routes are shown in the geographic losses of service column in **Table 3-5**.

The ten-year phased plan includes 24 routes with a geographic and/or level of service reduction by FY 2030:

- Six routes will be eliminated: Route 5, Route 22, Route 43, Route 102, Route 116, and Route 118. However, most segments of service on these routes will be covered by service on other realigned or extended fixed routes. While these routes are eliminated, a high level of coverage is maintained across the system.
- Sixteen routes 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 one to 11 Census Tracts, with most routes only impacting a few Census Tracts. Most of these areas are either covered by service on other realigned routes or are within short walking distance of other routes.
- One route will have reduced levels of service but does not undergo a loss of geographic coverage (Route 41). This route is covered by service on other realigned routes that run at an equivalent or higher frequency.
- One route undergoes both a reduction in level of service and a small loss of geographic coverage (Route 104). This route is covered by new realigned routes and is within a quarter-mile walking distance of routes with equivalent or higher frequency.

Details on the specific changes recommended for each route as well as how losses of service are made up for by other routes are included in the route profiles in **Section 3.1**.

Figure 3-5: Peninsula Geographic Loss of Service

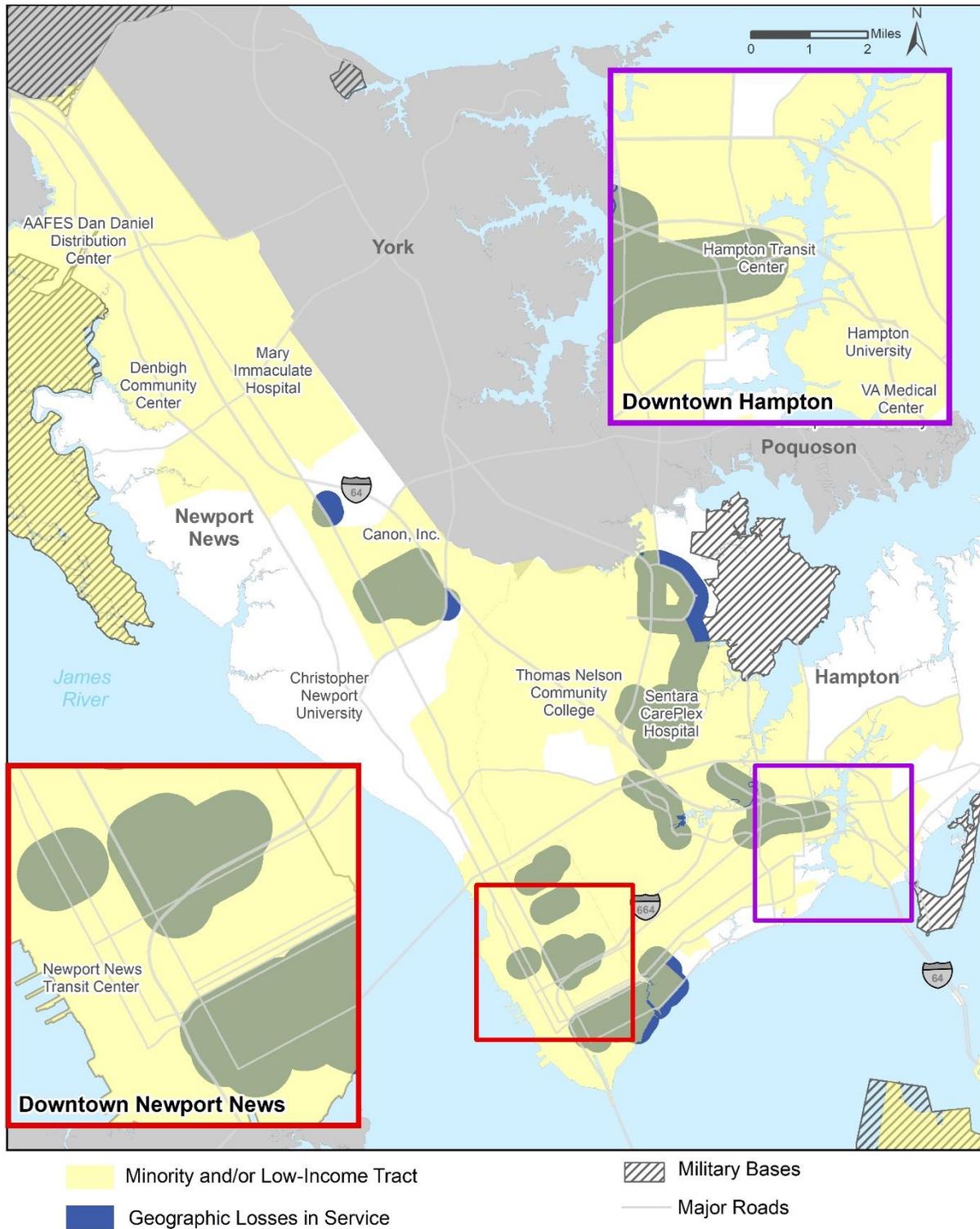


Figure 3-6: Southside Geographic Loss of Service

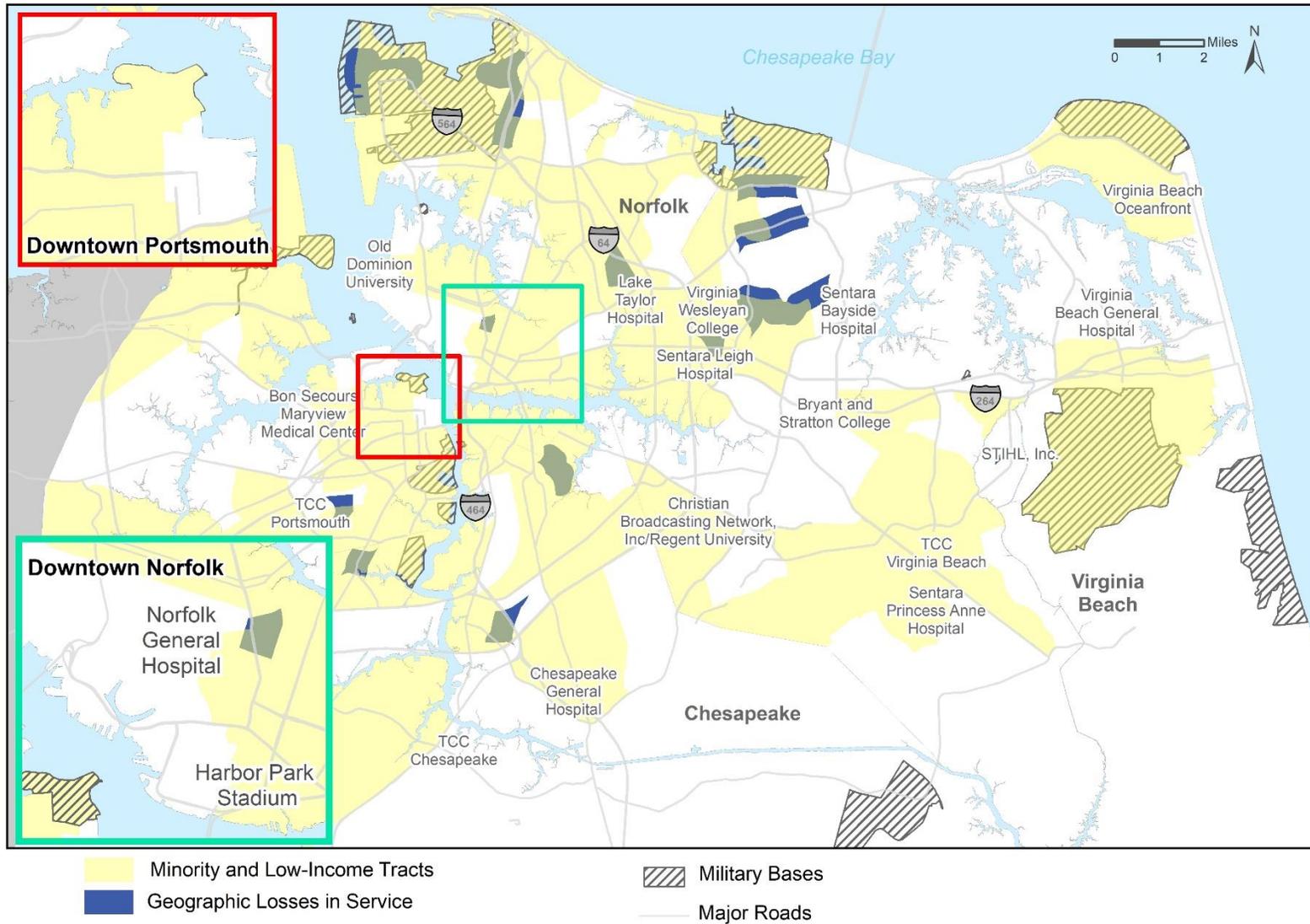


Figure 3-7: Peninsula Level of Service Loss

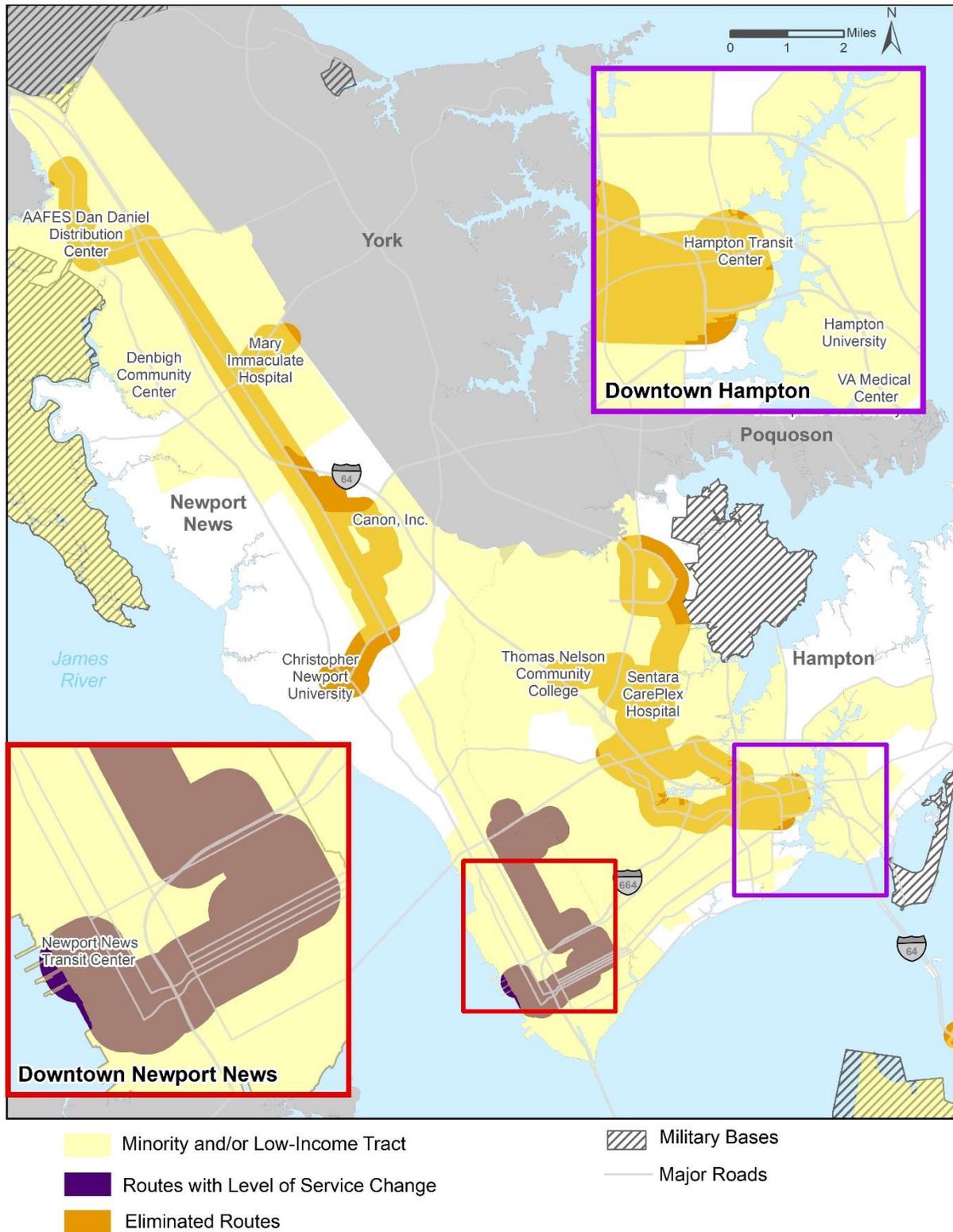


Figure 3-8: Southside Level of Service Loss

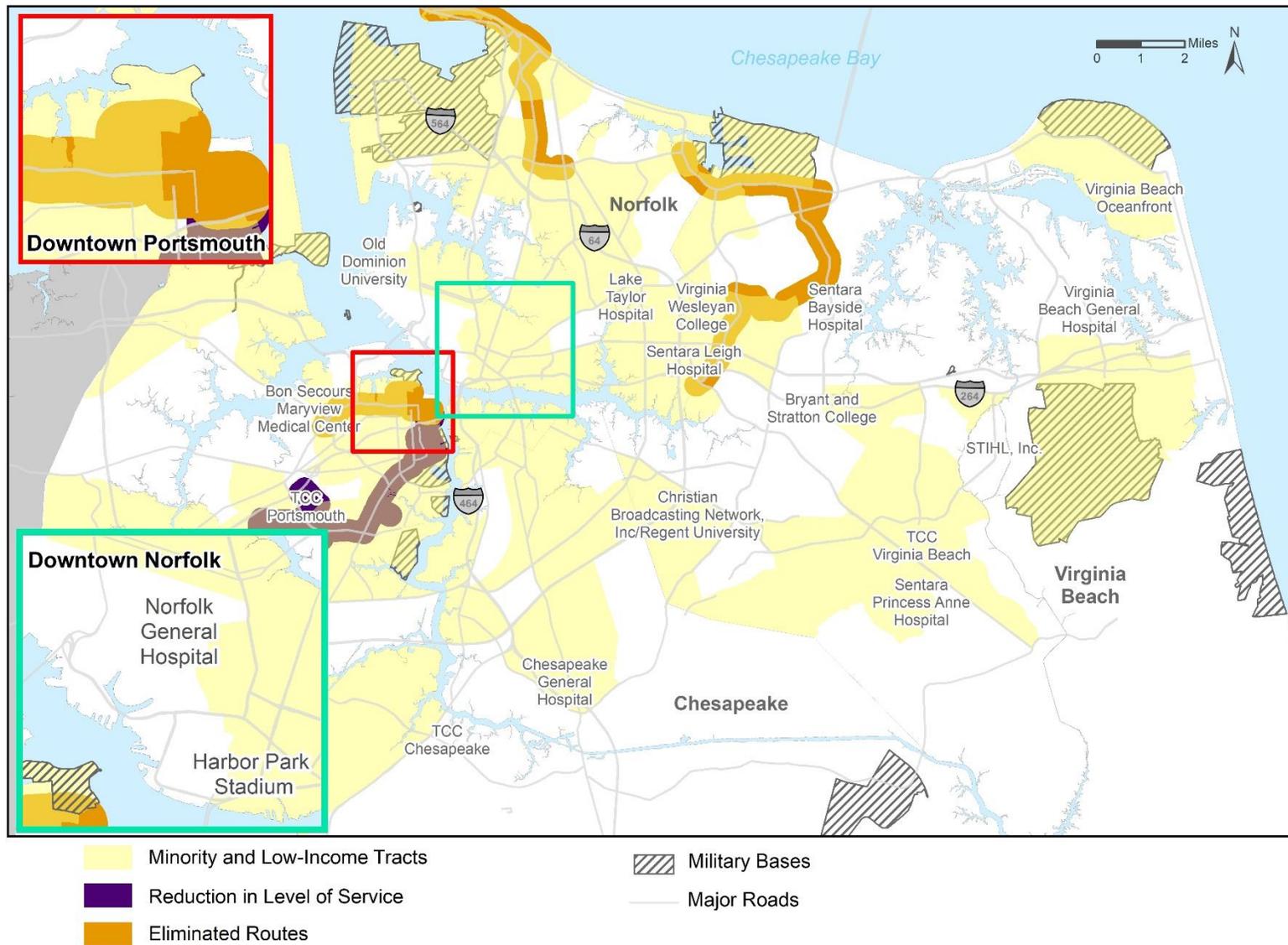


Table 3-5: Equity Analysis Results

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	Yes	Tract 5, 6, 8, 9.02, 55, 400, 404.03	No	-
2	No	-	No	-
3	Yes	Tract 3, 5, 6, 8, 9.02, 55	No	-
4	Yes	Tract 34, 35.01	No	-
5	Yes	Tract 3, 5	<i>Eliminated</i>	-
6	No	-	No	-
9	No	-	No	-
11	No	-	No	-
12	No	-	No	-
13	Yes	Tract 51, 200.02, 201	No	-
14	No	-	No	-
15	Yes	Tract 59.02, 59.03	No	-
18	No	-	No	-
20	Yes	Tract 68, 69.01	No	-
21	Yes	Tract 9.02	No	-
22	Yes	Tract 400, 404.02, 404.03, 406, 408.02	<i>Eliminated</i>	-
23	No	-	No	-
25	No	-	No	-
27	Yes	Tract 404.03	No	-
29	No	-	No	-
33	No	-	No	-
41	No	-	Yes	Tract 2119, 2120, 2121, 2123, 2127.02, 2124, 9801, 2125, 2127.01
43	Yes	Tract 50, 2103, 2105, 2106, 2111, 2114, 2115, 2112, 2132	<i>Eliminated</i>	-
44	No	-	No	-
50	Yes	Tract 2125	No	-
55	No	-	No	-
57	Yes	Tract 214.03, 214.04, 2124	No	-
58	Yes	Tract 209.03	No	-
101	No	-	No	-
102	Yes	Tract 103.06, 103.11, 103.13, 103.14, 104, 105.01, 106.01, 106.02, 118	<i>Eliminated</i>	-
103	No	-	No	-
104 ¹⁷	Yes	Tract 104, 304, 306, 308, 309, 312, 313	Yes	Tract 301, 304, 306, 308, 104, 309, 312, 305, 103.09, 311, 313

¹⁷ For Route 104, the tracts included under the geographic loss of coverage overlap with segments of Route 104 that experience a loss in geographic coverage. The tracts included under reduction in level of service include all tracts that overlap with the entire length of the existing alignment of Route 104.

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
105	Yes	Tract 119, 120, 301, 303, 304, 305, 306, 308, 309, 312, 313	No	-
106	Yes	Tract 301, 303, 304	No	-
107	Yes	Tract 301, 303, 304	No	-
111	Yes	Tract 321.17, 321.26, 321.27, 321.28, 321.29	No	-
112	Yes	Tract 311, 312, 321.27, 321.28	No	-
116	Yes	Tract 321.27, 321.28	<i>Eliminated</i>	-
117	No	-	No	-
118	Yes	Tract 103.04, 103.06, 103.13, 103.14, 105.02, 106.01, 106.02	<i>Eliminated</i>	-

The above analysis focuses on local fixed-route service. For Limited/Express service, two MAX routes, Routes 922, and 960, have planned reductions in levels of service. These routes have limited service with fewer stops, many of which are accessed by park-and-rides, so the impacts of changes to level of service would be felt differently. To determine the impact of level of service changes on the MAX routes, a two-mile buffer was used on each of the route's stops, rather than along the whole alignment. The Minority and Low-Income Census Tracts were then overlaid over the two-mile stop buffers to determine the tracts potentially impacted by changes in level of service on Route 922 and Route 960. The results of this analysis on the MAX routes are shown in **Table 3-6**.¹⁸ Reductions in Route 960 are largely made up for by increases of service on Route 20.

Table 3-6: MAX 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 Reduced Level of Service
922	No	-	Yes	Tract 2.01, 2.02, 2.07, 3, 4, 5, 6, 8, 9.01, 9.02, 11, 13, 14, 15, 16, 55, 69.02, 70.02, 208.05, 208.06, 208.08, 208.09, 460.10, 462.07, 462.03, 462.07, 462.19, 462.20
960	No	-	Yes	Tract 25, 27, 29, 32, 33, 34, 35.01, 41, 42, 43, 44, 45, 46, 47, 48, 50, 51, 64, 68, 69.01, 69.02, 70.01, 70.02, 202, 23, 205, 402, 404.02, 406, 442, 448.05, 448.06, 450, 454.05, 454.14, 456.04, 458.01, 458.06, 458.07, 458.08, 458.09, 458.10, 460.10, 460.12, 460.13, 460.14, 462.14, 2016, 2111, 2118, 2120, 2121, 2132, 9801

3.4.4 Paratransit Service Area Evaluation

The high-level paratransit service area evaluation illustrates where the service plan for FY 2030 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 examined local routes only and does not consider Limited/Express routes.¹⁹

¹⁸ No PCS routes undergo reduction in service.

¹⁹ No alignment changes were implemented on the Limited/Express routes, so these routes are not expected to cause any paratransit service area changes.

Methodology

The following steps were undertaken to complete the high-level paratransit service area analysis:

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. These geographic areas losing transit service are the same geographic areas losing transit service in the high-level equity analysis presented in **Section 3.4.2: Equity Evaluation**.
2. **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.
3. **Create a buffer of three-quarter miles around the new and eliminated geographic areas** from Steps 1 and 2 to demonstrate the approximate paratransit service area impacted by these changes.²⁰
4. **Create a three-quarter mile buffer around the existing system and the planned system.** Remove areas from the Step 3 loss buffer which overlap with the three-quarter mile buffer around the planned system, as those areas will continue to be within the paratransit service area. Remove areas from the Step 3 gain buffer which overlap with the three-quarter mile buffer around the existing system, as those areas already were within the paratransit service area.
5. Find the square mileage of the resulting geographic areas from Step 4, 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 2030. Note that 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. Approximately 11 square miles could be removed from the paratransit service area due to geographic losses in fixed route service. These losses are split between the Southside and the Peninsula, with the Southside losing 6.2 square miles and the Peninsula losing 4.8 square miles. Four square miles (35 percent) of the geographic losses in the paratransit service area are within military bases, which are areas that may or may not be receiving paratransit service 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 realignments on Route 1, Route 3, Route 12, Route 13, Route 14, Route 21, and Route 27 as well as the elimination of Route 22.

Approximately 2.4 square miles will be added to the paratransit service area as a result of geographic gains in coverage in the planned system. All of the geographic gains in the paratransit service area will occur on the Southside. None of the geographic gains in the paratransit service area are within a military base. These gains in service area, which represent only a small percentage of the total paratransit service area, are driven by realignments of Route 23, 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 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.

²⁰ 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.

Figure 3-9: Peninsula Paratransit Service Area Gains and Losses

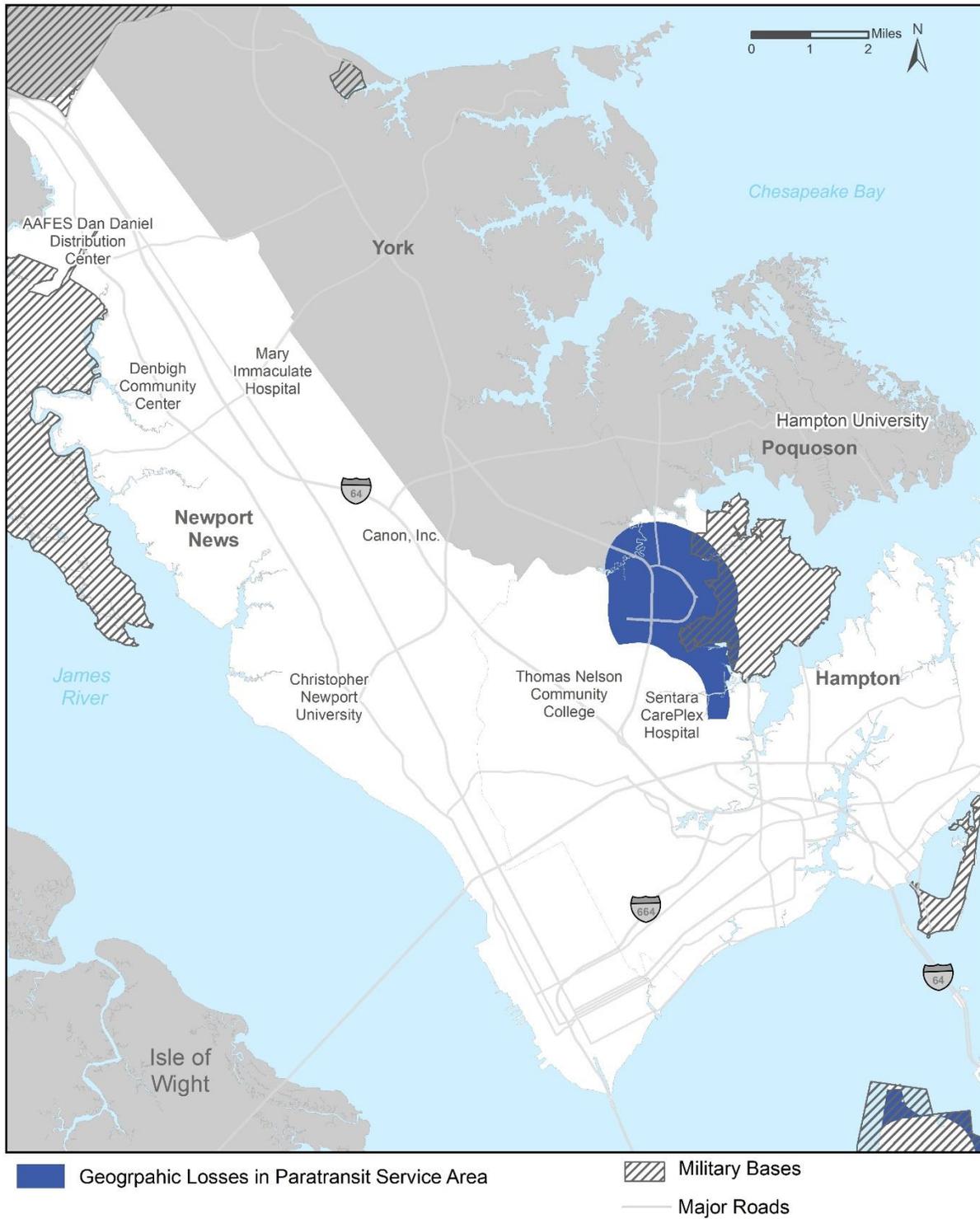
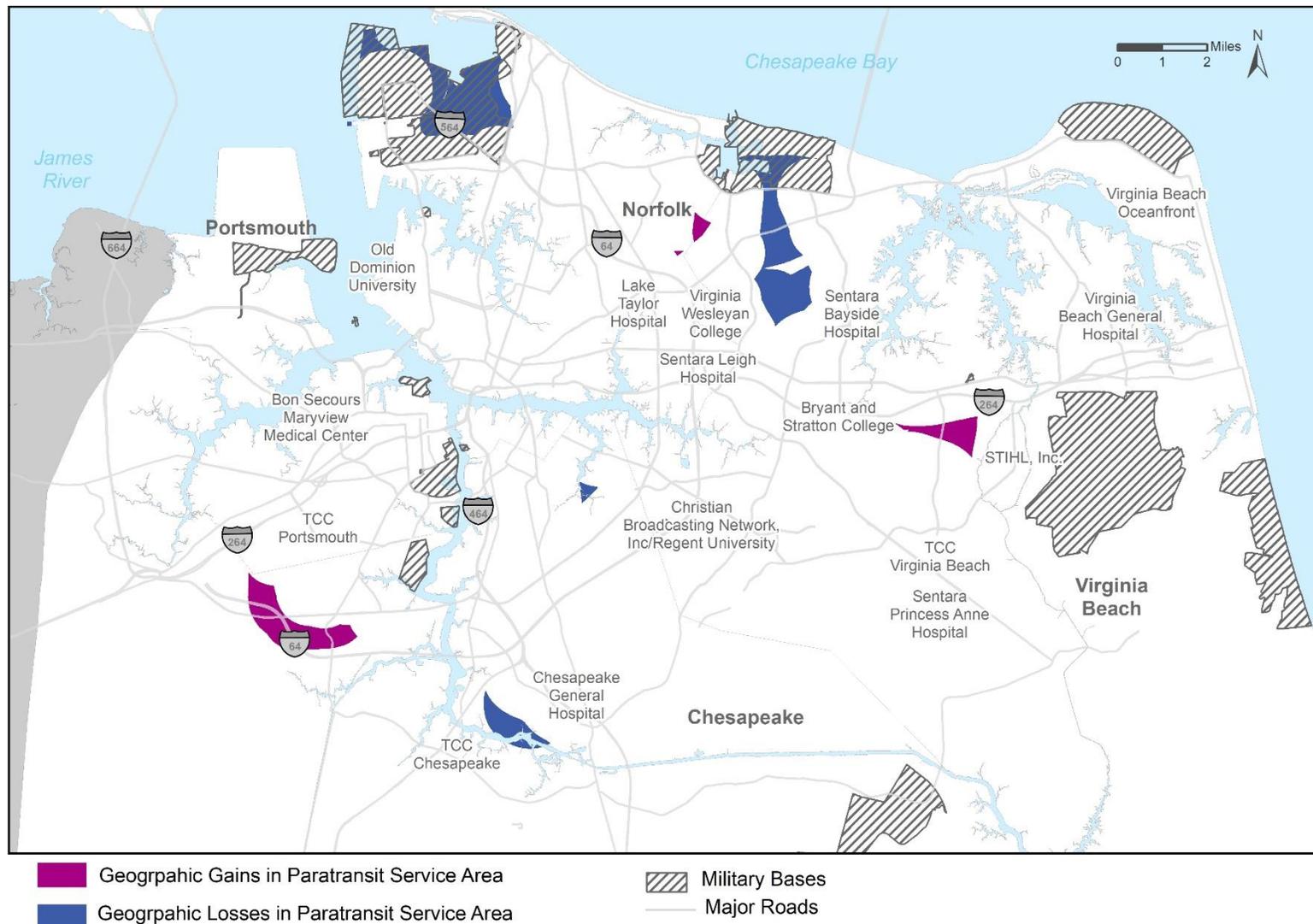


Figure 3-10: Southside Paratransit Service Area Gains and Losses



3.4.5 Title VI Program Review

FTA has found no issues in their most recent reviews of HRT that would require implementation of service changes to correct any deficiencies identified (received by HRT from FTA on August 20, 2018). However, HRT is in the process of updating its Title VI Program, which may impact how service changes are considered in the future. The following topic areas were noted in the federal review as needing attention/updating by HRT, along with the corresponding parts of the TSP which can be used as a reference and resource for updating the Title VI Program:

- Facility site equity analysis (Page 3 of 6 from FTA review; **Chapter 4** in TSP)
- Service standards and policies (Page 4 of 6 from FTA review; **Chapter 1** in TSP)
- Monitoring service standards and policies (Page 5 of 6 from FTA review; **Chapters 1 and 3** in TSP).

3.4.6 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: 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; other planning or development projects that are either ongoing or upcoming; and where further study is needed and funding or capital needs necessary for TSP implementation.

Policy, Planning, Funding and Operating Issues

The policy, planning, funding, and operating issues that should be considered prior to 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 law, the Program is responsible for a core regional network of transit routes and related infrastructure, rolling stock, 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. Senate Bill 1038 and House Bill 1726 establish the Hampton Roads Regional Transit Fund which, among other things, provides operating dollars to support HRT's high frequency Regional Backbone network of bus services. Further information on the Regional Backbone Plan can be found in **Chapter 6**.
- **New Service Design Standards:** Through the TSP process, HRT has developed and will be implementing updated service categories (i.e., Limited/Express, Regional Backbone, Local Priority, Coverage, Demand-Responsive), 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 provide consistent service across the region.
- **Funding for TSP recommendations:** The TSP recommendations could require a revised jurisdictional funding agreement, as the recommendations will vastly change how service is provided throughout HRT's service area. Within the locally cost-constrained plan, the hours of operation will be standardized across each of the jurisdictions based on the type of service offered on each route as dictated by the newly redeveloped service design standards.
- **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, the HRT bus network's footprint and the hours of service operations 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.
- **HRT Fleet Replacement:** HRT has a fleet replacement plan that allows the agency to replace vehicles that have reached the end of their useful lives. The Fleet Plan is updated each year through HRT's Capital Improvement Plan; **Table 3-7** details the fleet replacement schedule for FY 2020 through FY 2026, showing a need for 196 bus replacements, 24 vehicle mid-life rehabilitations, and 98 bus repowers. The replacement schedule is based on year of funding; the lag time between when funding is allocated and when a bus is received means this

timetable below is not the same as the dates for future bus delivery and retirement. The HRT Fleet Replacement plan does not consider the additional vehicles that would need to be ordered as the phased implementation plan for the locally cost-constrained plan is followed.

Table 3-7: HRT FY 2020 - FY 2026 Fleet Replacement Schedule (by Year of Funding)

	FY20 or Earlier	FY21	FY22	FY23	FY24	FY25	FY26
Replace	72	30	27	22	22	15	8
Rehabilitation	7	-	-	-	-	5	12
Repower	14	14	7	34	-	1	28

- **Operator hiring and training:** Hiring and training new operators to provide the additional bandwidth needed to operate the added service for each year of the plan will be an on-going necessity that will take careful consideration of need and an emphasis on employee retention.

Planning and Development Project Considerations

The other planning or development projects that should be considered prior to the implementation of the TSP recommendations include:

- **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. This Plan will provide 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 will include a full redesign of the City’s public transportation system, namely the HRT routes in the City, that will evaluate and recommend important policy related to route structure and stop spacing. The City will examine innovative options to deliver transit service, including microtransit and other on-demand solutions that will best serve the needs of the City. For the first annual update to the Plan, HRT will utilize the recommendation forthcoming from this study to update the TSP.
- **Peninsula Corridor Study:** In 2017 HRT completed the Peninsula Corridor Study, which determined that BRT is the right solution for faster and easier travel around the Peninsula. It identified three possible BRT corridors that serve key destinations. The agency is now in the final stages of a National Environmental Policy Act (NEPA) environmental review process and Documented Categorical Exclusion in case federal funds are used on future phases of the project.
- **Naval Station Norfolk Transit East Corridor Project:** Following the 2015 Naval Station Norfolk Transit Extension Study and the 2017 Norfolk Westside Study, this project, which began in 2019, will focus on evaluating, and ultimately identifying, a reasonable alternative and fixed guideway mode to implement high-capacity transit on the east side of the City that can be advanced as the “Build” Alternative for the DEIS under NEPA.
- **HRT Capital Improvement Plan:** This annual plan that HRT develops includes planned capital improvements for the current fiscal year and six subsequent years, and includes funding for bus replacement and expansion as well as improvements and expansions to transit passenger and operating facilities, both of which are needed to accomplish the recommendations in the TSP.

Additional Studies, Funding, and Capital Requirements

The additional studies and funding and capital requirements that should be considered prior to implementation of the TSP recommendations include:

- **Further Study of the On-Demand Microtransit Services:** Additional information should be sought or planning studies performed to further define the on-demand microtransit services in terms of the type(s) of on-demand microtransit service(s) provided, the parameters of the service(s), and a program that will help implement the

new service type, including the procurement of a service vendor. Additional information regarding the on-demand microtransit services can be found in **Appendix D: On-Demand Microtransit Services**.

- **Further Study of Regional Backbone Capital Investments:** While this plan does provide a high-level priority for transit capital investments and ballpark estimates for necessary capital improvements, additional studies at a more granular level should be undertaken in order to understand how to efficiently use capital dollars to fund the most effective and impactful transit supportive investments possible. 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.
- **Additional Fleet Vehicles:** The Fleet Replacement Plan, which is part of the Capital Improvement Plan, details the need to replace current vehicles; however, in order for the TSP recommendations to be successful, additional vehicles will need to be procured prior to the implementation of the Full Plan. Currently there is funding programmed for expansion vehicles that could support implementation of the locally cost-constrained plan. Procurement planning for the additional vehicle need should begin a couple of years prior to the need for the additional vehicles so that they can be procured in concert with the larger fleet replacement purchases that the agency will be making and so that there is ample time to determine the funding source, purchase the vehicles, and then test them prior to their addition to the active fleet.
- **Marketing and Public Education:** Oftentimes, and despite the best efforts of transit agencies, transit passengers are unaware of upcoming planned service changes until the change actually happens. HRT should make a concerted effort to provide as much information as possible about upcoming TSP-related changes by providing enough funding for a full-scale marketing blitz across several different advertising mediums and a public education plan that will begin to teach the riding public and others of the upcoming service changes starting at least six months prior to the implementation date.