

CHAPTER 3

Planned Improvements and Modifications

FY 2022 - FY 2031





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3. Planned Improvements and Modifications

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

3.1 Planned Service Improvements

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

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

The 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 involves an increase in revenue hours that was acceptable to each city in terms of the associated increase in cost. With the increased funding provided by the HRRTF and some additional funding provided by the cities, by FY 2031, HRT's bus system would operate approximately 40 percent more revenue hours than it does today and is estimated to achieve a 31 percent increase in annual ridership over 2019 (**Section 3.2**). More than two-thirds of the additional revenue hours would be funded through the Hampton Roads Regional Transit Fund.

This section contains route profiles that describe the planned service improvements through the ten years of the TSP and beyond. The planned system has 48 local fixed routes¹ and 17 Limited/Express routes compared to the existing 56 local fixed routes² and 14 Limited/Express routes; while eight local fixed 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**.

¹ Including Virginia Beach (VB) Wave bus "trolley" service.

² Ibid.

- For each of the justifications, icons provide quick reference as to the types of justifications included for each route:



Transit demand and underserved areas-based opportunities for improvement identified in **Section 2.2.2**



Performance-based opportunities for improvement (passengers per revenue hour, passengers per one-way trip, farebox recovery, subsidy per passenger boarding) as described in **Section 2.3.2**



Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in **Section 2.4.2**



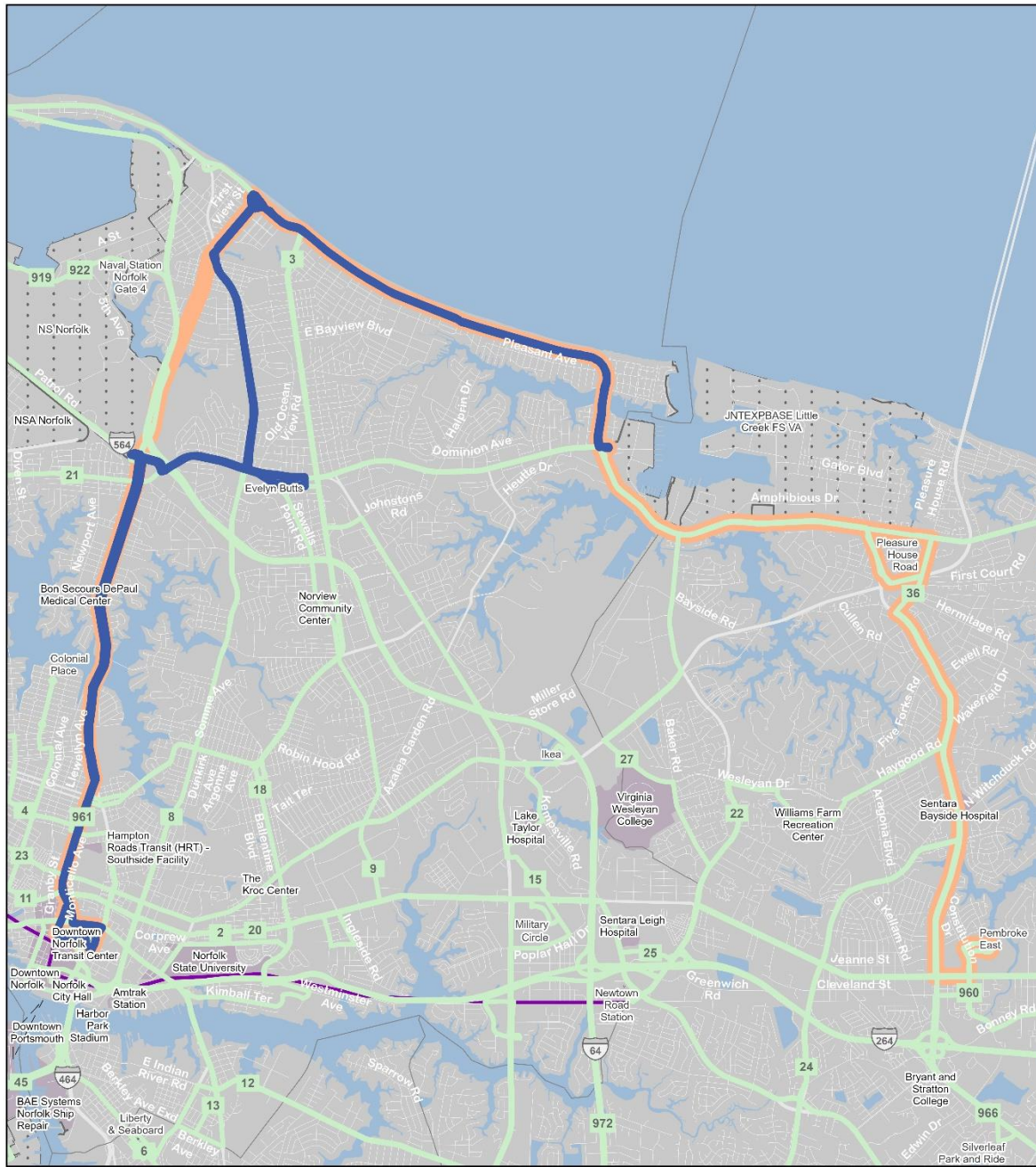
Improvements to meet the service design standards and goals as described in **Chapter 1**

- A table showing the route's service classification.
- 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 targets³ 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.

Following the route descriptions are systemwide maps, starting on page **3-219**.

³ 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 Base
- Activity Center
- City Boundary

0 2
Miles



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	Norfolk

Level of Service			
Span			
		Existing	Planned
Weekday		4:44 AM - 1:30 AM	4:44 AM - 1:30 AM
Saturday		4:40 AM - 1:31 AM	4:40 AM - 1:31 AM
Sunday		5:37 AM - 1:30 AM	4:40 AM - 1:30 AM
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	40	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	60	60

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

Service Changes

- Route 1 will operate along its current alignment between the Downtown Norfolk Transit Center (DNTC) and Wards Corner. It will be realigned at Wards Corner and turn 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 the realigned Routes 27 and 36.
- Existing short turns on Route 1 will be eliminated so that all trips operate the full length of the route.
- Weekday span of service remains the same as current Route 1 service. Route 1 will operate with 15-minute service between the AM and PM peak periods. In the early and evening periods on weekdays service will be provided at half hour headways. The route will operate hourly after 11:00 PM on weekdays.
- Saturday service span will not change and 15-minute service will be provided from 8:00 AM to 6:00 PM. Sunday span of service and headways will be improved to match the increase of service on Saturdays.



Justification

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

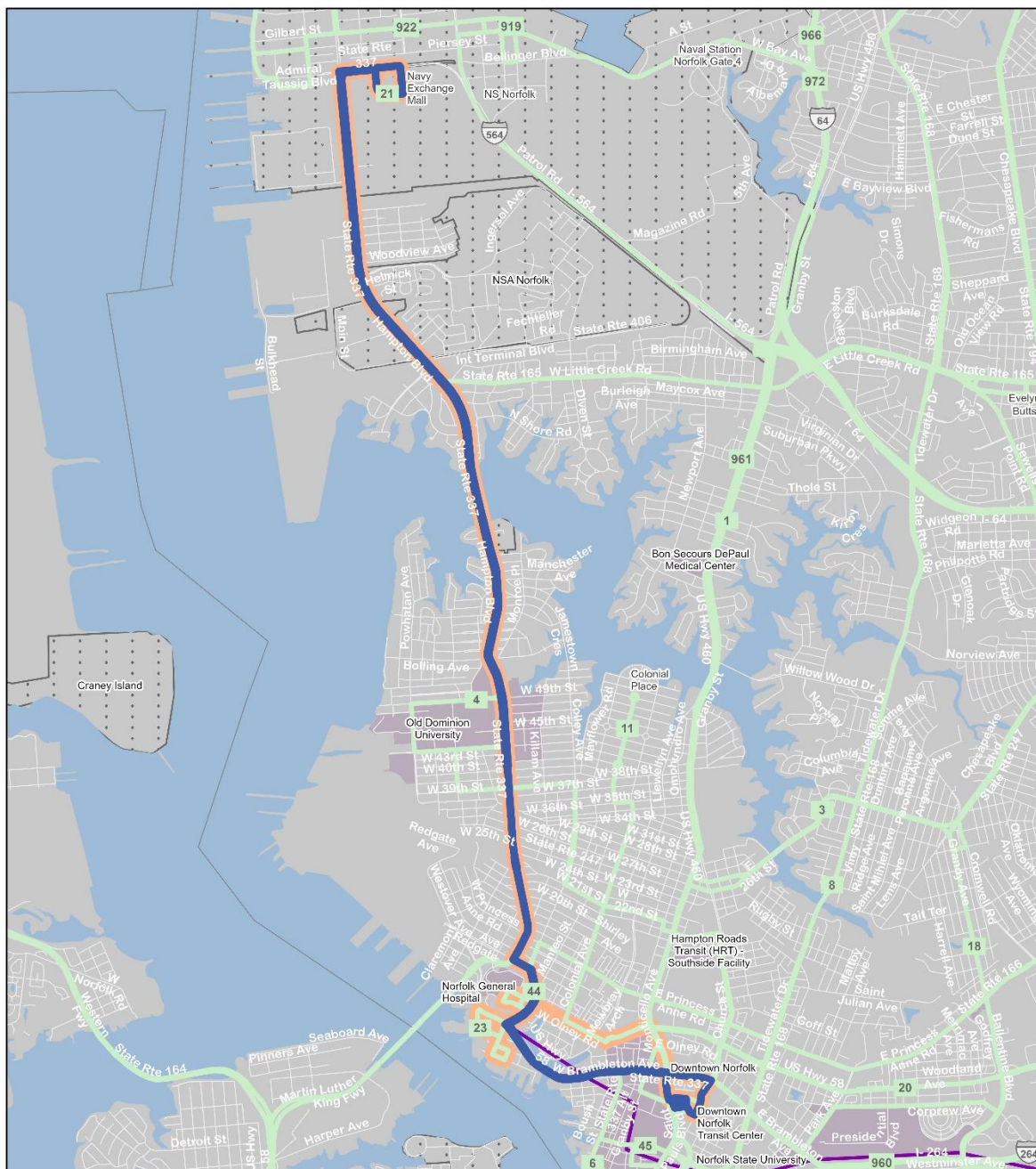


Route 1

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 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 turn 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 the realigned Routes 27 and 36.</p> <p>Existing short turns on Route 1 will be eliminated so that all trips operate the full length of the route.</p> <p>Sunday span will be increased to 4:40 AM - 1:30 AM.</p> <p>Headway changes: weekday evening headways to 30 minutes, weekday midday headways to 15 minutes, Saturday and Sunday base headways to 15 minutes, and Sunday non-base headways to 30 minutes.</p>	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 2



Route 2

Focus Route

- Planned Alignment
- Existing Alignment

— Planned System

— Light Rail

--- Ferry

Military Base

Activity Center

City Boundary



Route 2

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
Weekday		4:51 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	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	49	30
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

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 (covered by Route 11) or Olney Road (two low-performing stops will lose service, each serving approximately two riders per day).
- Headways will be improved to 15 minutes during the weekday peak periods and midday and to 30 minutes during weekday evening, Saturday base and non-base, and Sunday base and non-base periods.
- 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.



Justification

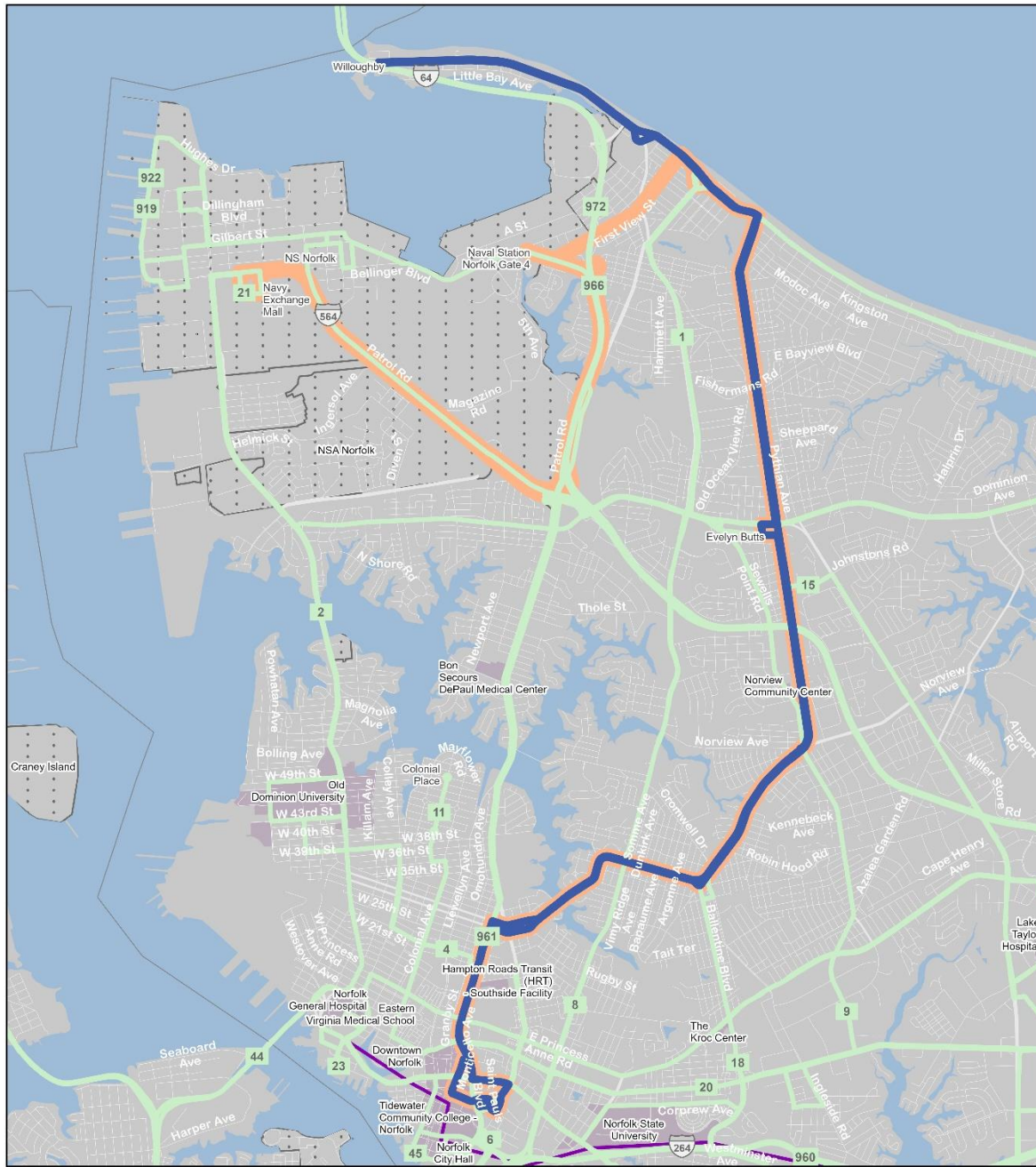
- The multimodal service index analysis from **Chapter 2, Section 2.2.2**, reveals areas served by Route 2 as major activity generators. Providing more direct service and shorter headways will improve this route and could attract more riders.
- The service levels for Route 2 meet the service standards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

Route 2

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	No changes.			
FY 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. 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 (covered by Route 11) or Olney Road (two low-performing stops will lose service, each serving approximately two riders per day).</p> <p>Spans will be improved: weekday span to 4:51 AM - 1:00 AM and Saturday and Sunday span to 5:11 AM - 1:00 AM.</p> <p>Headways will be improved: 15 minutes during weekday peak period; 30 minutes during weekday evening, Saturday base and non-base, and Sunday base and non-base periods.</p>	✓	✓	
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Improve weekday midday headway to 15 minutes.			✓
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 3



Route 3

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 2
Miles



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	Planned
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	Planned
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. Hourly service will be offered the full length of the route from Willoughby to DNTC during the late night period. 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 half hour between 6:00 AM and 9:00 PM from Willoughby to DNTC. In the non-base 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. Span of service on Sunday will be expanded to match Saturday.



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.



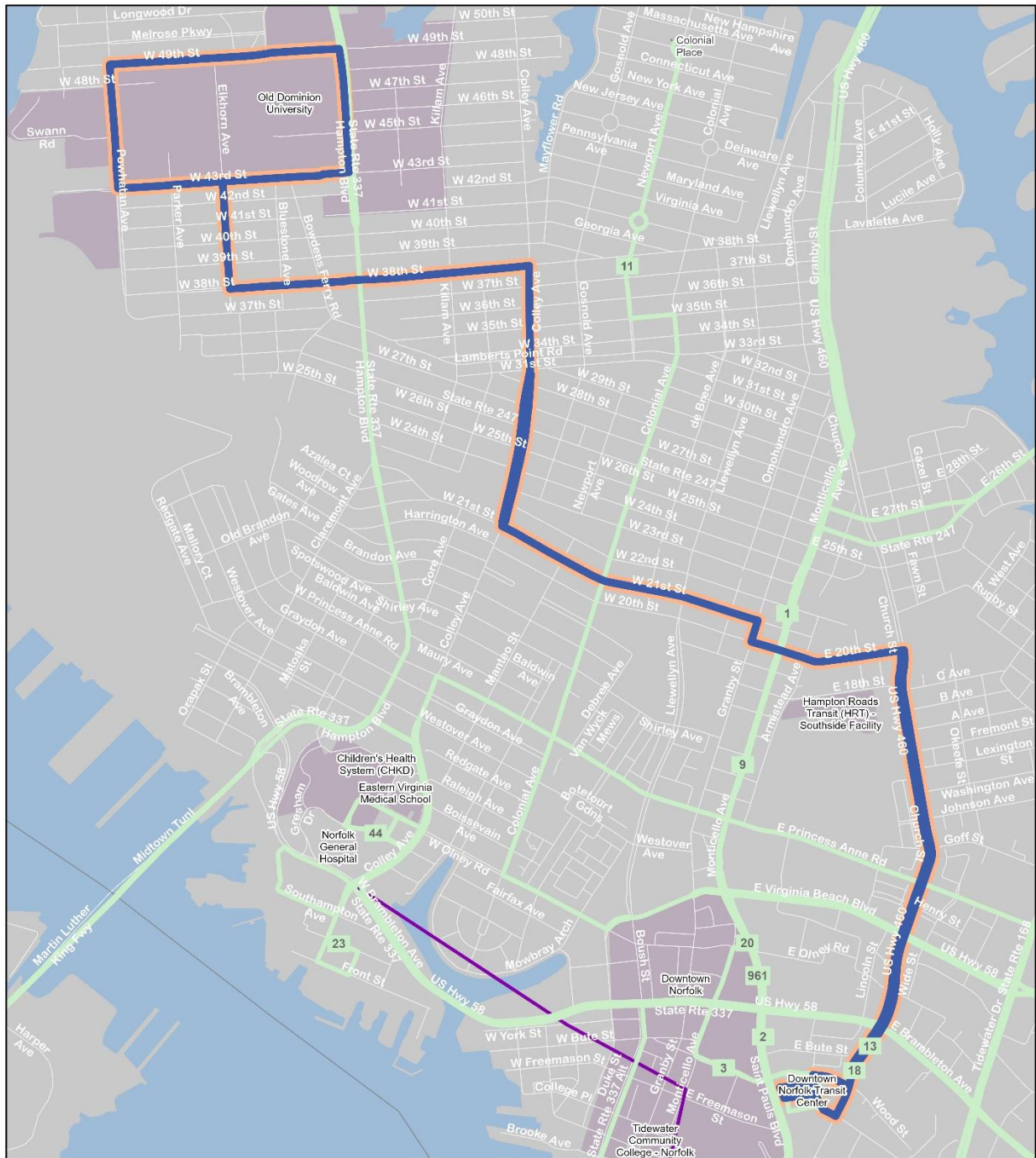
Route 3

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	<p>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.</p> <p>Sunday span is improved to 5:21 AM - 1:34 AM, to match Saturday span. Headways are improved to 15 minutes on the short turn during the weekday midday period. Weekday evening headways are improved to 30 minutes on the short turn during the entire period. On Sunday, base headways are improved to 30 minutes on the full route and non-base headways are improved to 30 minutes on the short turn.</p>	✓	✓	✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 4



Route 4

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 4

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:00 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	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	70	60
	Non-Base	70	60
	Early / Late	-	60

Service Changes

- No changes to service alignment.
- Route 4 span will be improved to begin at 5:00 AM on weekdays.
- Route 4 Sunday headways will be improved to 60-minute service instead of 70-minute service.



Justification

- The service levels for Route 4 meet the service standards defined for Coverage routes.

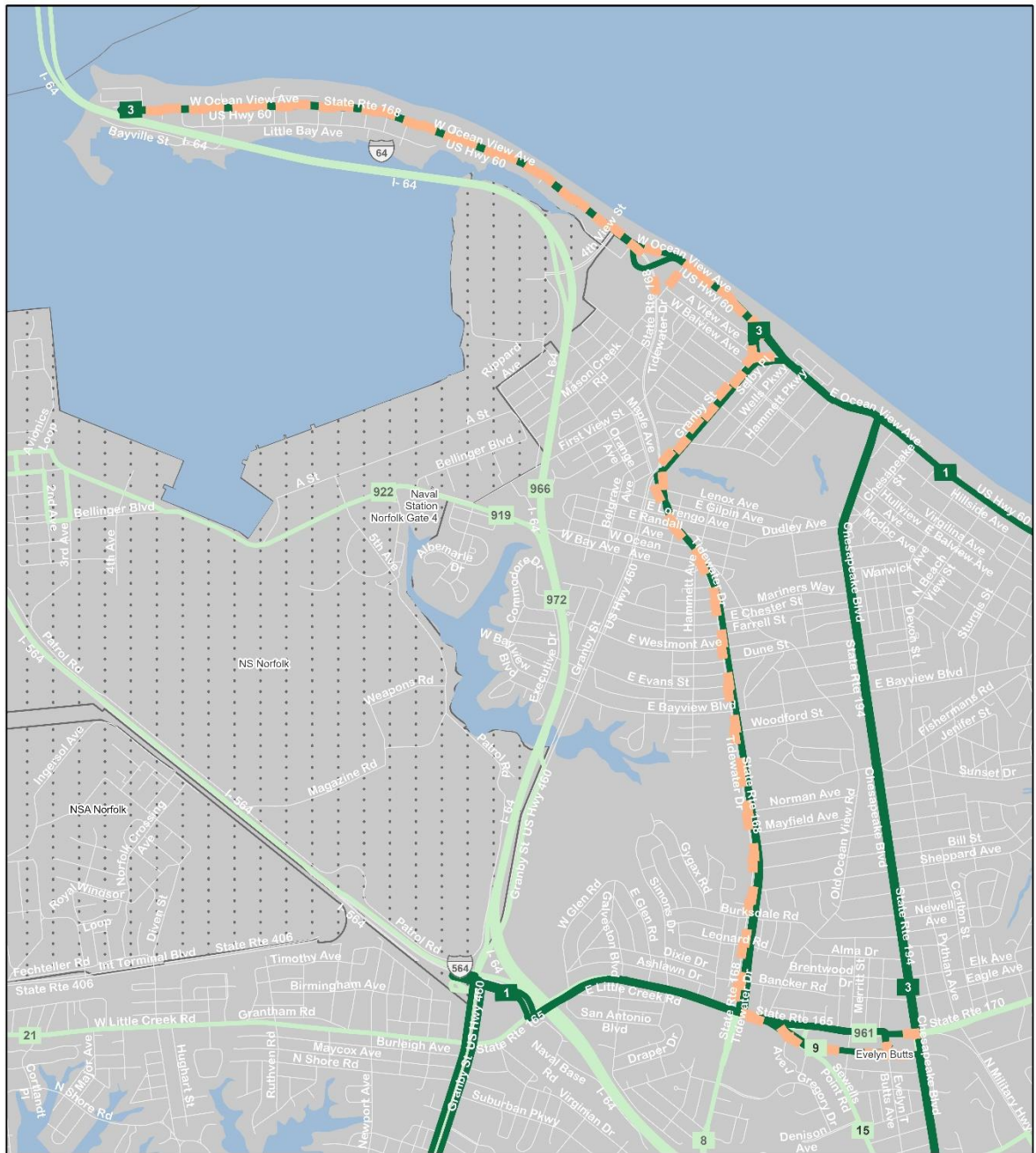
Route 4

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Improve weekday span to begin at 5:00 AM. Improve Sunday headways to 60 minutes.		✓	✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 5



Route 5

Focus Route

Eliminated Route

Routes providing replacement coverage

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary





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	Planned
Weekday		6:12 AM - 6:14 PM	-
Saturday		7:17 AM - 6:12 PM	-
Sunday		-	-
Headway			
		Existing	Planned
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. The realigned Route 1 will provide service along Tidewater Drive between Little Creek Road and Ocean View Avenue.



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. Placing the Tidewater Dr segment onto Route 1 will improve connections and frequency of service available in that corridor.

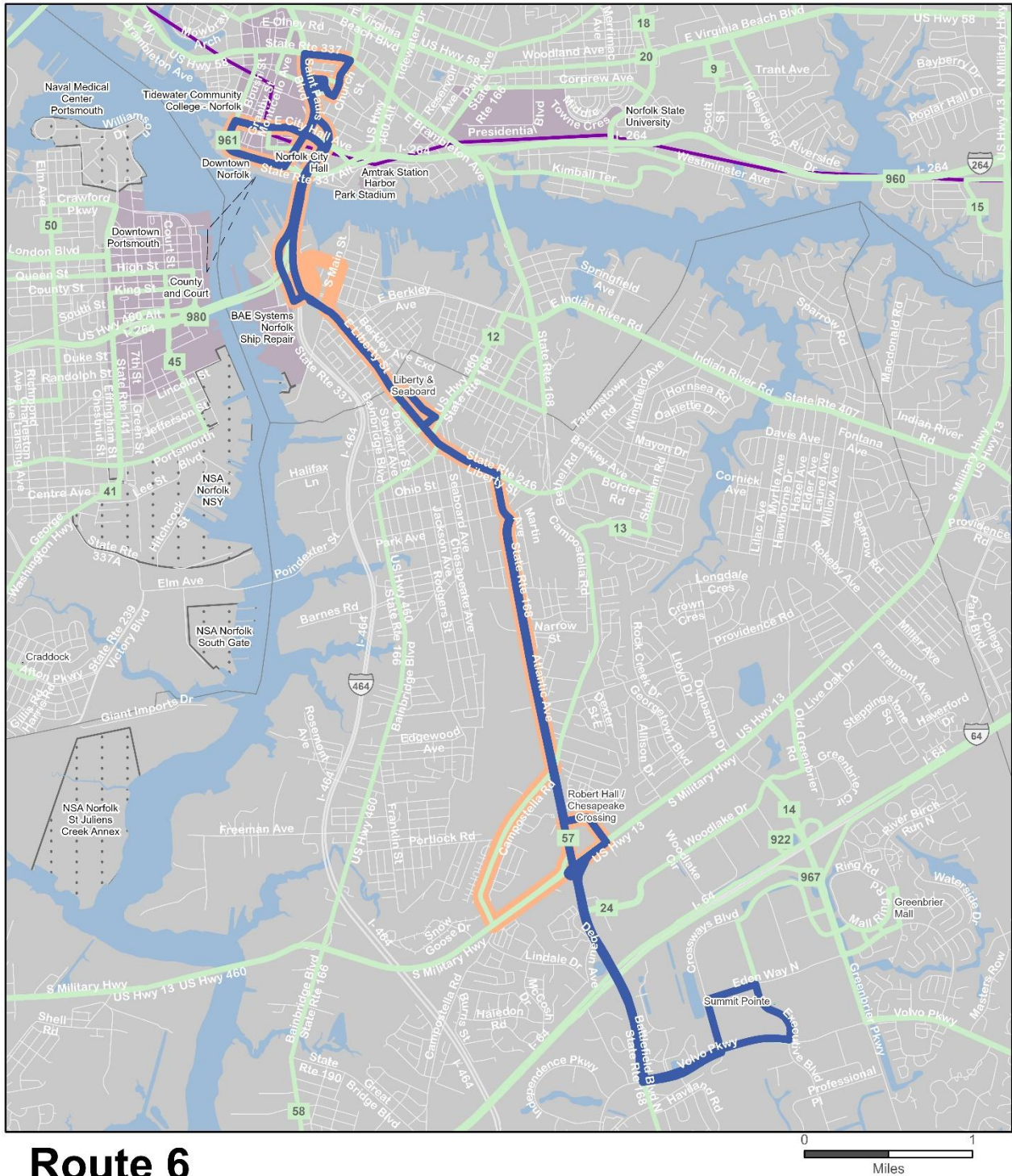
Route 5

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	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. The realigned Route 1 will provide service along Tidewater Drive between Little Creek Road and Ocean View Avenue.	✓	✓	✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 6



Route 6

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

Route 6

Service Classification		
Local Priority		

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

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

Service Changes

- Route 6 will be extended in Chesapeake to provide a one-seat ride between Summit Pointe in Chesapeake, downtown Norfolk, and transfer opportunities at the DNTC.
- Route 6 will no longer deviate onto State Street, W Indian River Road, and Main Street, and will instead provide a more streamlined service via Liberty Street.
- 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. After serving Robert Hall Route 6 will continue down Battlefield Blvd and terminate at Executive Boulevard and Eden Way (Summit Pointe).
- The weekday and Saturday spans of service will be maintained, although there will be more hours during which service is offered in Chesapeake south of Liberty & Seaboard (see phasing table on next page for details). The Sunday span of service will be increased to last from 5:30 AM to 11:00 PM.
- Half-hour service will be provided on the short turn (between DNTC and Liberty & Seaboard) during the weekday peak periods and weekday midday period, and on weekends during the base and non-base periods. Hourly service will be offered along the full length of the route between DNTC and Summit Pointe.



Justification

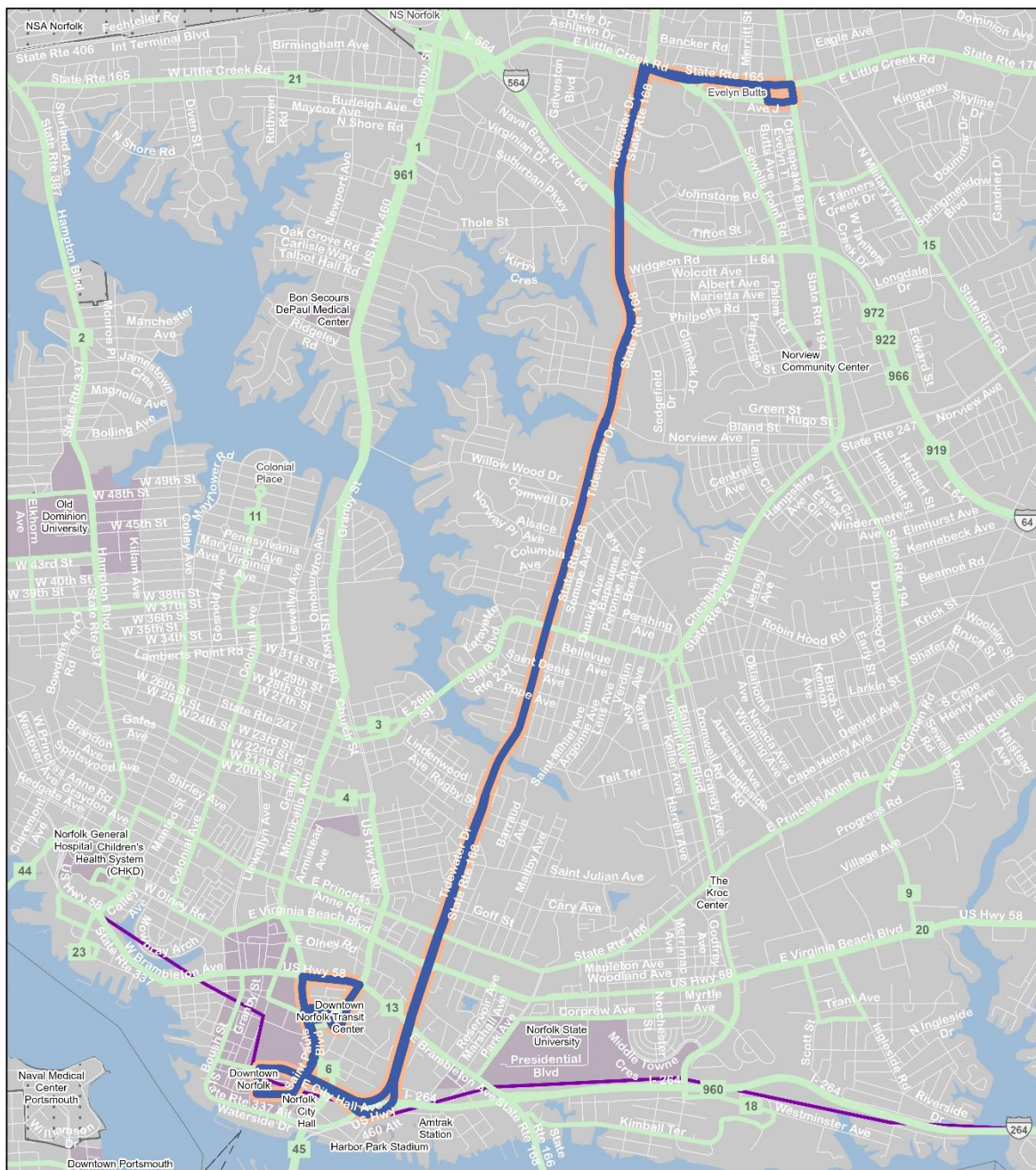
- Route 6 performs in the top half of HRT routes on passengers per revenue hour, in the top quarter for passengers per revenue mile, and in the top half for subsidy per passenger and farebox recovery ratio. This performance warrants increases in service and improved direct connections to induce even higher performance.
- Extending Route 6 service to Summit Pointe 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
FY 2022	Route 6 service will be realigned to serve Berkley, via 22nd St, then provide service to Robert Hall, without deviating onto Campostella (will be covered by Route 13) and continuing down Battlefield to terminate at Summit Pointe. Route 6 will no longer deviate onto State Street, W Indian River Road, and Main Street, and will instead provide a more streamlined service via Liberty Street. Maintain existing span and headways.	✓		
FY 2023	Weekday span improved to start at 5:00 AM on the full pattern (DNTC to Summit Pointe). The span of service on Sunday is expanded from 5:30 AM - 11:00 PM (which only operates on the short turn from DNTC to Liberty & Seaboard). Headways improved to 30 minutes on the short turn during weekday midday, Saturday base, and Sunday base periods.			
FY 2024	No changes.			
FY 2025	Introduce hourly Sunday service in Chesapeake along the full length of the route (DNTC to Summit Pointe), operating 8:00 AM - 7:15 PM.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	Extend span on the full pattern to end at 10:00 PM on weekdays and Saturdays and end at 8:00 PM on Sundays. Improve headways to 30 minutes on the full pattern during weekday peak, weekday midday, and Saturday and Sunday base periods. Maintain service on the short turn in the late-night periods daily, and on Sundays in the early period.		✓	✓

Route 8



Route 8

Focus Route

- Planned Alignment
- Existing Alignment

— Planned System

— Light Rail

--- Ferry

Military Base

Activity Center

City Boundary



Route 8

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	42	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	-	30
	Early / Late	-	60

Service Changes

- No changes from existing service alignment.
- 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 and midday; half hour service in the early 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 periods.



Justification

- Overall, Route 8 performs very well based on the six Key Performance Indicators (KPI). Its farebox recovery ratio is over 25 percent and passengers per revenue mile is 22.
- Increasing weekday peak period and midday service to 15-minute headways 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.

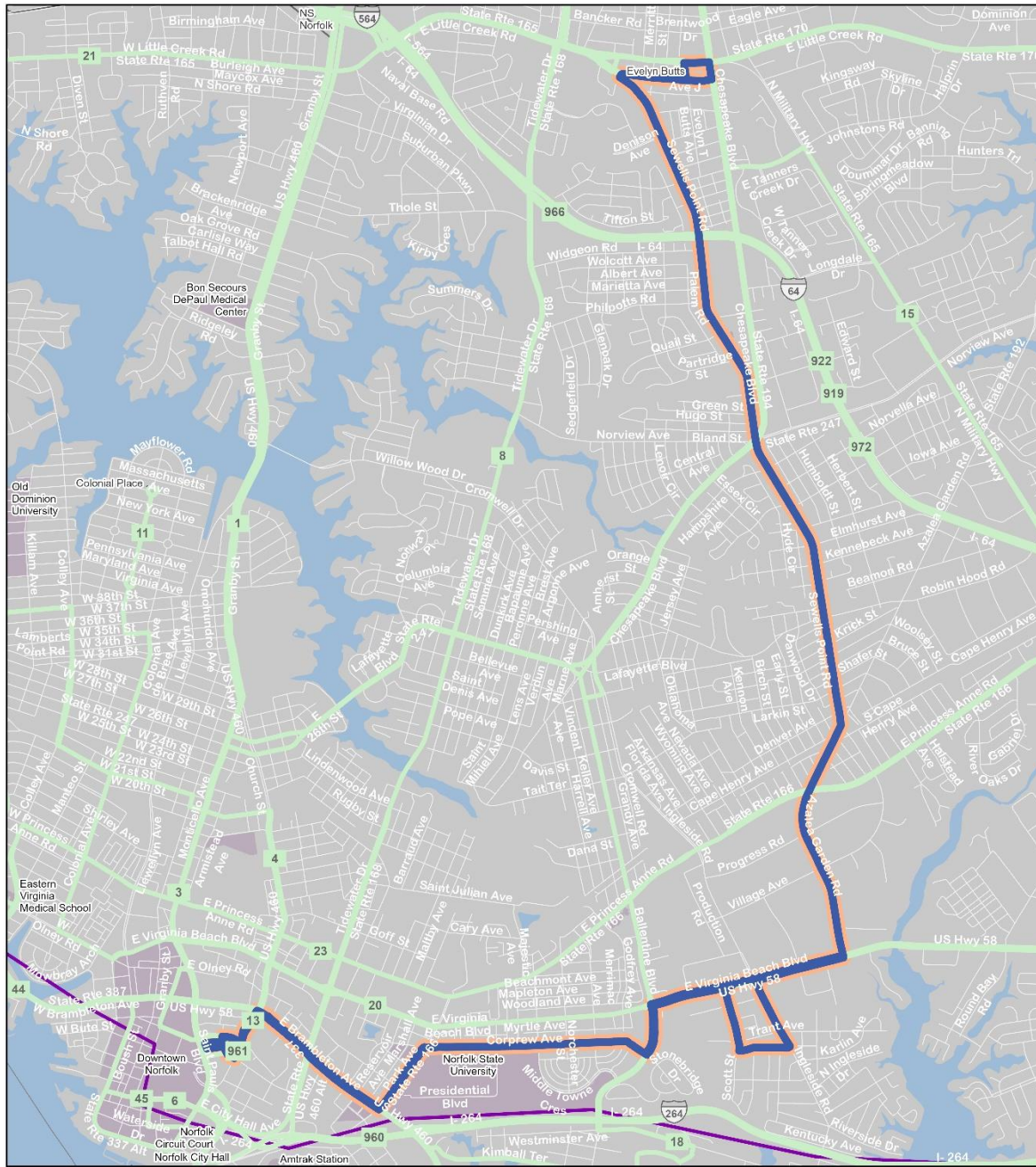
Route 8

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Improve weekday span to 5:00 AM - 1:00 AM; change Saturday span to 5:40 AM - 12:00 AM; improve Sunday span to 5:40 AM - 12:00 AM. Improve weekday peak headway to 15 minutes. Improve headways to 30 minutes during weekday evening, and on Sundays in the base and non-base periods.	✓	✓	
FY 2026	Improve weekday midday headway to 15 minutes.			✓
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 9



Route 9

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 9

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:48 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	Planned
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 will start earlier at 5:00 AM. Service on weekdays will operate with existing headways.
- 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.



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 (slight change of weekday span beginning at 5:00 AM in order to meet standards).
- 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.



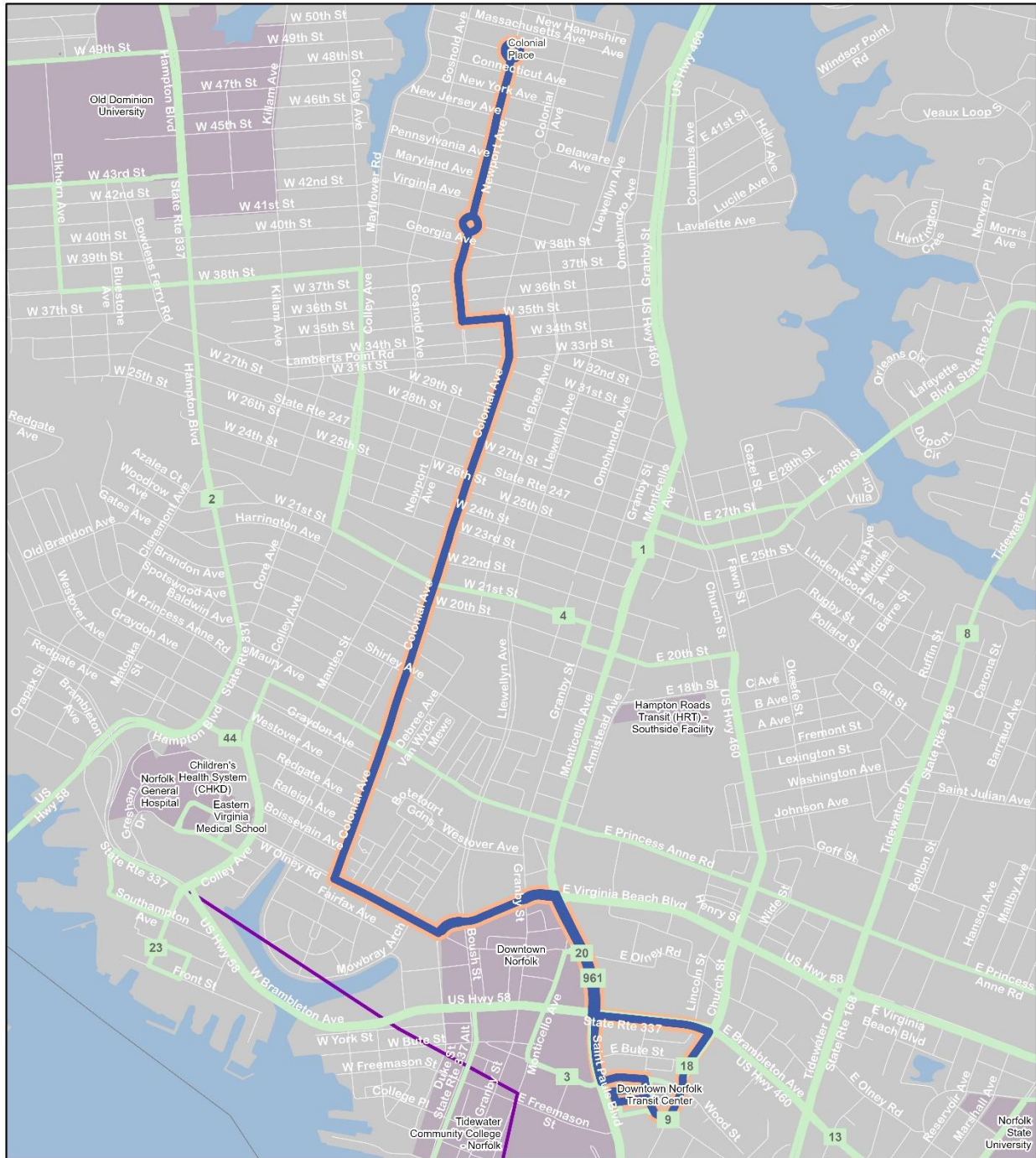
Route 9

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	No changes.			
FY 2024	Weekday span improved to begin at 5:00 AM. Sunday service introduced from 8:00 AM - 7:00 PM with 60-minute headways.		✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 11



Route 11

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 11

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:07 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	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	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: weekday span will be increased to 5:00 AM to 7:00 PM, Saturday span will be increased to end at 7:00 PM, and Sunday span will be increased from 8:00 AM to 7:00 PM.



Justification

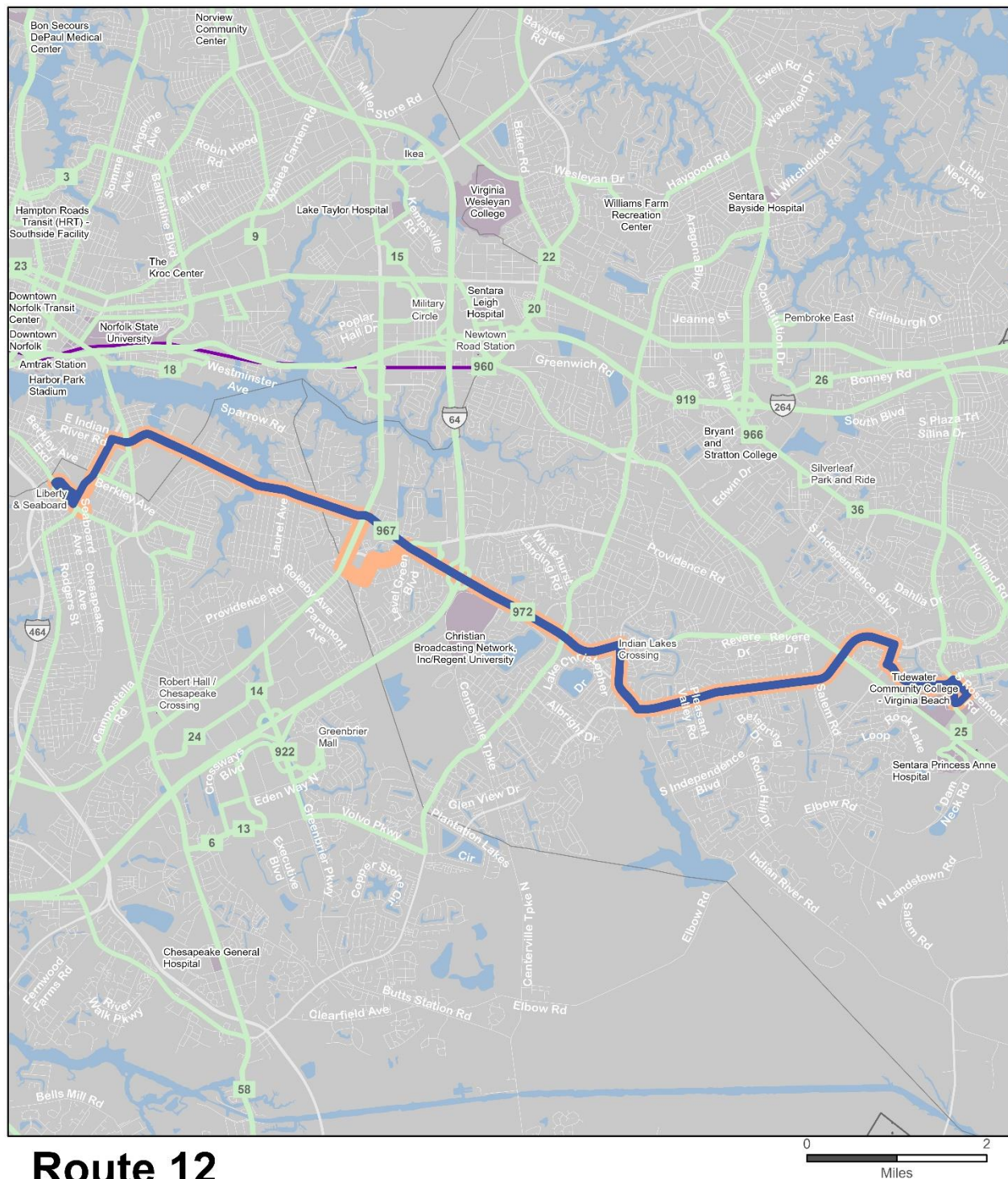
- While Route 11 is a lower performing route, maintaining its current alignment and levels of service will help provide important north-south connections within Norfolk, especially in the 21st Street area.
- The service levels for Route 11 meet the service standards defined for Coverage routes.

Route 11

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Change weekday span to 5:00 AM - 7:00 PM, Saturday span to 6:07 AM - 7:00 PM, and Sunday span to 8:00 AM - 7:00 PM.		✓	
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 12



Route 12

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:48 AM - 9:35 PM	5:00 AM - 9:35 PM
Saturday		5:48 AM - 9:35 PM	5:48 AM - 9:35 PM
Sunday		-	8:00 AM - 6:00 PM
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	60
	Non-Base	-	-
	Early / Late	-	-

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 from 6:00 AM to 6:00 PM, with hourly service before and after.
- Saturday service will remain the same as existing.
- Sunday service will be introduced to operate from 8:00 AM to 6:00 PM.



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 will meet the service standards defined for Local Priority routes once the span and headway improvements are made, which will not occur until the out years (see table on next page).

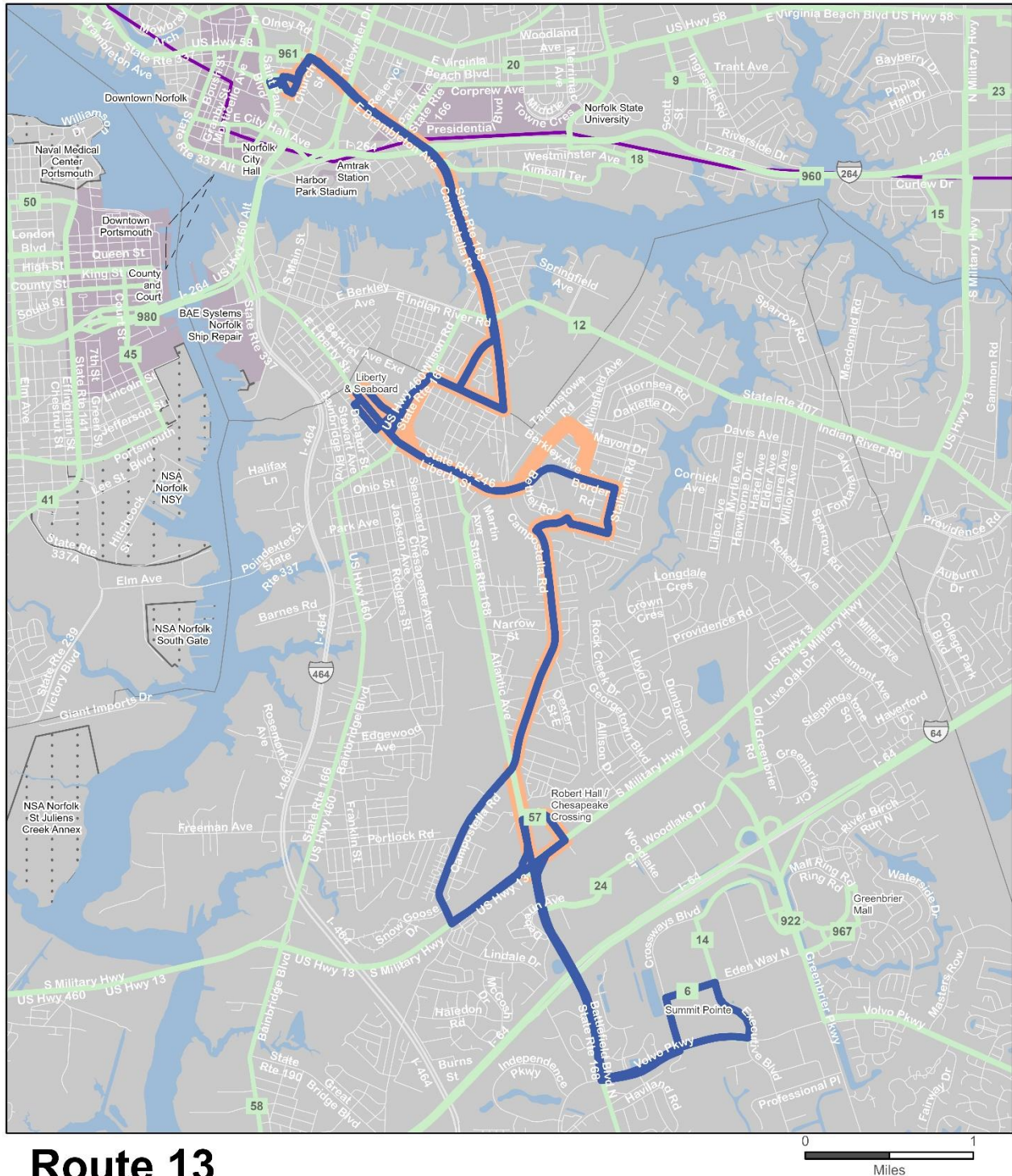
Route 12

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Slight alignment change in Chesapeake: service removed from Wilson Rd, moved to 22nd St.			
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Route is realigned to remain on Indian River Road, eliminating the current deviation that operates on Military Highway, Auburn Drive, College Park Boulevard, and Providence Road. Weekday span improved to begin at 5:00 AM.	✓		
FY 2026	Sunday service is introduced, operating hourly from 8:00 AM to 6:00 PM.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	Weekday peak period and midday headways improved to 30 minutes.			
FY 2031	No changes.			
Out Years	Weekday and Saturday span improved to end at 11:00pm; Sunday span improved to begin at 7:00am and end at 11:00pm; Weekday early period headway improved to 30 minutes; Weekday evening headway improved to 30 minutes until 8:00pm; Headways improved to 30 minutes on Saturday and Sunday in base period.		✓	✓



Route 13



Route 13

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 13

Service Classification		
Local Priority		

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

Level of Service			
Span			
		Existing	Planned
Weekday		4:48 AM - 12:43 AM	4:48 AM - 12:43 AM
Saturday		5:26 AM - 12:43 AM	5:26 AM - 12:43 AM
Sunday		5:52 AM - 10:36 PM	5:30 AM - 11:48 PM
Headway			
		Existing	Planned
Weekday	Early	60	30
	AM Peak	30	30 / 60
	Midday	60	30 / 60
	PM Peak	30	30 / 60
	Evening	52	60
	Late Night	60	60
Saturday	Base	60	30 / 60
	Non-Base	60	30 / 60
	Early / Late	60	60
Sunday	Base	60	30 / 60
	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 be realigned to operate via Liberty Street to Border Road to Stalham Road to Fireside Drive to Wingfield Avenue to Parkside Drive to Campostella Road to Robert Hall. After serving Robert Hall Route 13 will continue south on Battlefield Boulevard and terminate at Executive Boulevard and Eden Way (Summit Pointe).
- Service along Bethel Road, Harling Drive, Mayon Drive and Wingfield Avenue will be eliminated to provide more streamlined service on Border Road.
- 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. Service along the full length of the route from DNTC to Summit Pointe will be offered from start of service until 8:00 PM, at which time service will be offered only between Liberty and Seaboard and Robert Hall.
- On weekdays additional service will be offered midday to achieve 30-minute headways on the short turn between DNTC and Liberty & Seaboard. This same increase of service will be provided on the weekends during the base period and on Saturday during the non-base period.
- The Saturday span of service will remain the same as existing. The Sunday span of service will be extended to operate between 5:30 AM to 11:48 PM.



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.

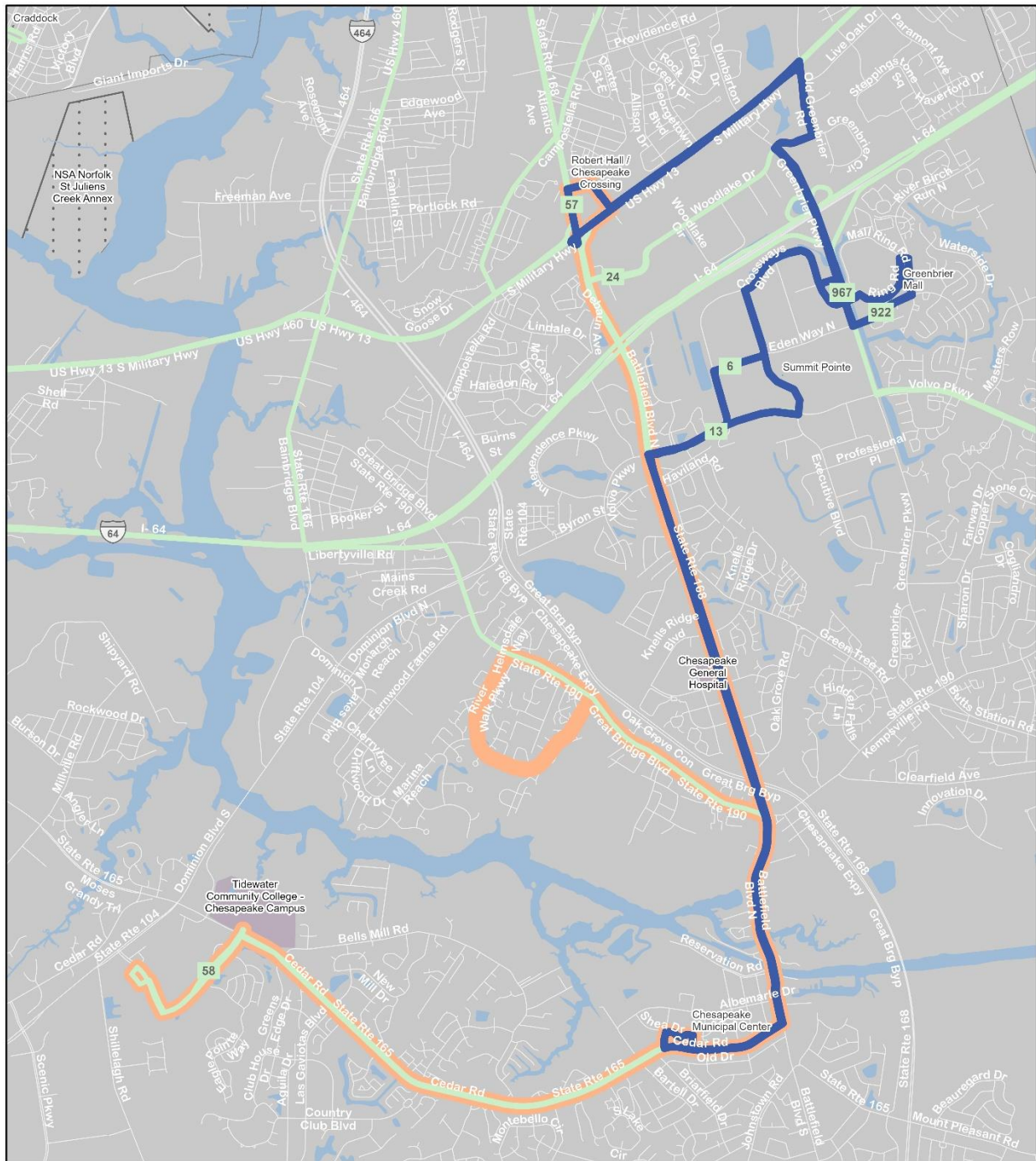
Route 13

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 13 will be realigned to streamline service in Chesapeake and extend service to Summit Pointe. The levels of service will remain the same as existing.	✓		
FY 2023	Service along the full alignment (DNTC to Summit Pointe) will begin earlier on weekdays, at 4:48 AM. This will provide 30-minute service along the whole length of the route during the weekday early period.			
FY 2024	On weekdays improve midday service to achieve 30-minute headways on the short turn between DNTC and Liberty & Seaboard. This same increase of service will be provided on the weekends during the base period. Extend Sunday span to 5:30 AM - 11:48 PM (which only operates on the short turn).			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Introduce hourly Sunday service on the full length of the route (DNTC to Summit Pointe) from 8:00 AM to 6:00 PM (previously service on Sunday did not go south of Liberty & Seaboard).			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	On the full route (DNTC to Summit Pointe), improve headways to 30 minutes during weekday peak, weekday midday, Saturday base, and Sunday base periods. Extend full route span to 10:00 PM on weekdays and Saturdays, and to 5:30 AM - 8:00 PM on Sundays. Maintain late night service on the short turn.		✓	✓



Route 14



Route 14

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 14

Service Classification		
Coverage		

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:17 AM - 7:02 PM	5:00 AM - 7:30 PM
Saturday		6:17 AM - 7:12 PM	6:17 AM - 8:12 PM
Sunday		-	6:20 AM - 7:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Route 14 will be realigned to cover the eliminated Route 55. Route 14 will serve Robert Hall, Greenbrier Mall, Summit Pointe, and the Chesapeake Municipal Center.
- The current diversion to River Walk Parkway via Great Bridge Boulevard will be eliminated on Route 14. Great Bridge Boulevard will continue to have service via the realigned Route 58.
- Route 14 service on Battlefield Boulevard between Robert Hall and Volvo Parkway will be replaced with the extended Route 6 and Route 13 service.
- On the southern end, Route 14 service will terminate at the Chesapeake Municipal Center; service to TCC Chesapeake and Walmart will be provided on the realigned Route 58.
- The weekday span of service will be extended to operate from 5:00 AM to 7:30 PM.
- One additional hour of service will be added to the Saturday span, in order for Route 14 to cover Route 55's existing span.
- Sunday service will be introduced, operating from 6:20 AM to 7:00 PM.
- All service on Route 14 will be hourly.



Justification

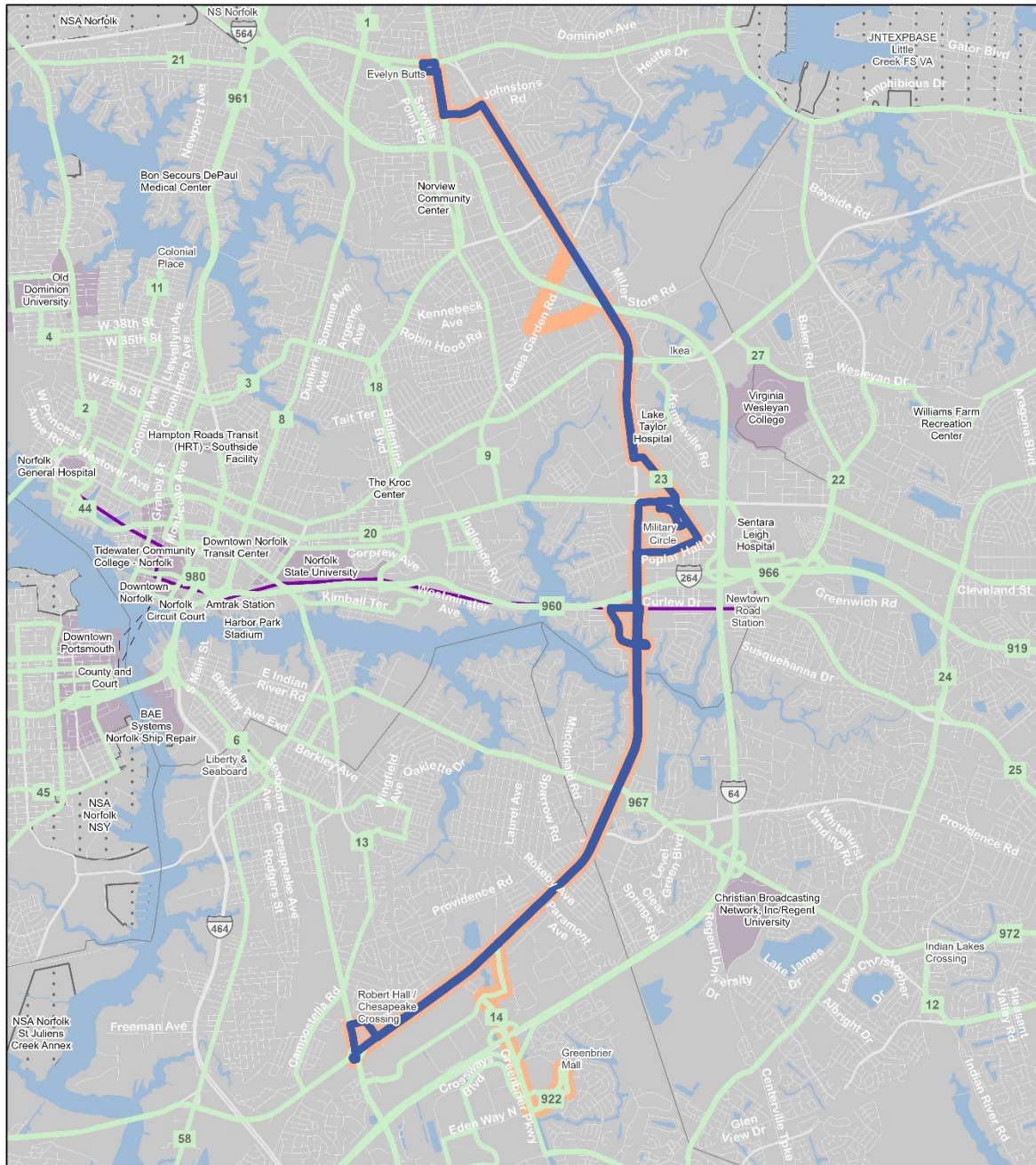
- Route 14 performs in the lower half on most of the six Key Performance Indicators (KPI). The existing service has an average of 11 passengers per revenue hour which is below the Southside average of 15. As a result, Route 14 service will be reconfigured along with Route 58 service; changes on both routes will provide more direct connections and serve destinations throughout Chesapeake.
- The service will be realigned to serve both Robert Hall and Summit Pointe 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
FY 2022	Route 14 will be realigned to cover the eliminated Route 55. Route 14 will serve Robert Hall, Greenbrier Mall, Summit Pointe, and the Chesapeake Municipal Center. Extend Saturday service until 8:12 PM to cover the existing Route 55 span.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Begin weekday service at 5:00 AM.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Sunday service introduced from 6:20 AM to 7:00 PM.		✓	✓
Out Years	No changes.			

Route 15



Route 15

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 15

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
Weekday		4:48 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	Planned
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15 / 30
	PM Peak	15	15
	Evening	30	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Note

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

Service Changes

- Route 15 will be streamlined along Military Highway by eliminating the diversion onto Azalea Garden Road and Robin Hood Road.
- Route 15 will no longer serve Greenbrier Mall; all trips to Chesapeake will terminate at Robert Hall, allowing for a higher number of connections for passengers on this Regional Backbone route, where there is a higher concentration of other HRT routes.
- Short turn service will be eliminated on Route 15 so that the target headways can be provided across the whole length of the route (a short turn will be in effect during the weekday midday period in order to provide new 15-minute midday service within the city of Norfolk between Evelyn T. Butts and the Military Highway light rail station).
- Weekend span will be shortened to end at 12:00 AM. Sunday service will begin earlier, at 5:18 AM, to match Saturday service. On the weekends half hour headways will be offered from 6:00 AM to 9:00 PM both days, which is an improvement over hourly service during most of those times.



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.

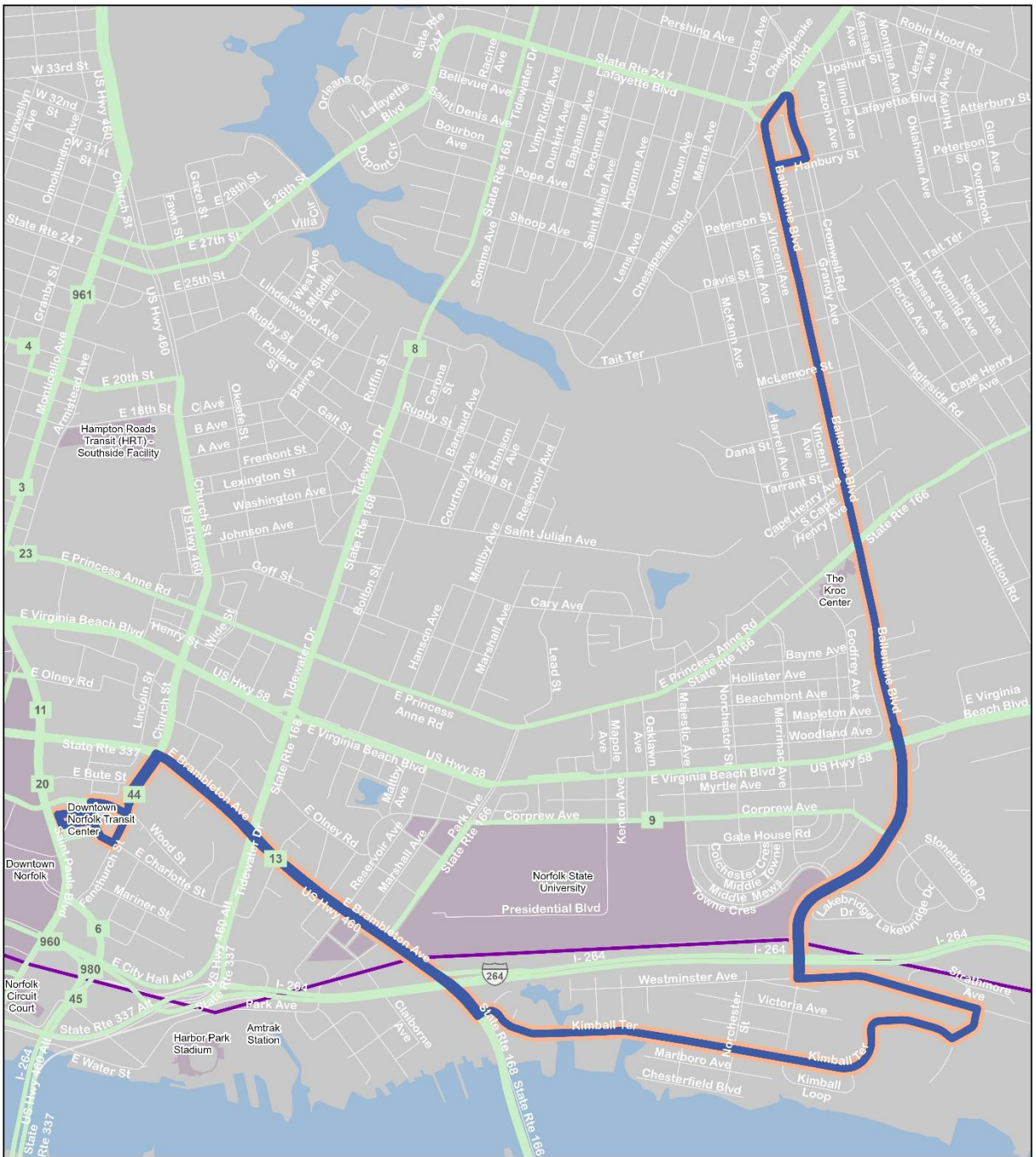
Route 15

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 15 operates with the same level of service as today. All trips to Chesapeake now serve Robert Hall only; Route 15 will no longer serve Greenbrier Mall. In Norfolk Route 15 will be streamlined along Military Highway by eliminating the diversion onto Azalea Garden Road and Robin Hood Road.			
FY 2023	No changes.			
FY 2024	The short turn is eliminated, with full span and headways along the entire route. Weekday service levels will remain the same as what is currently offered on the existing short turn. Saturday and Sunday service operate from 5:18 AM - 12:00 AM with 30 minute headways in the base and non-base periods.	✓	✓	
FY 2025	Improve weekday midday headway to 15 minutes on the short turn within the city of Norfolk.			✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 18



Route 18

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 18

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- No changes from existing service alignment.
- Weekday service will begin earlier at 5:00 AM and operate hourly.
- Saturday service will remain the same as existing.
- Sunday service will be introduced to operate from 8:00 AM to 7:00 PM, hourly.



Justification

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

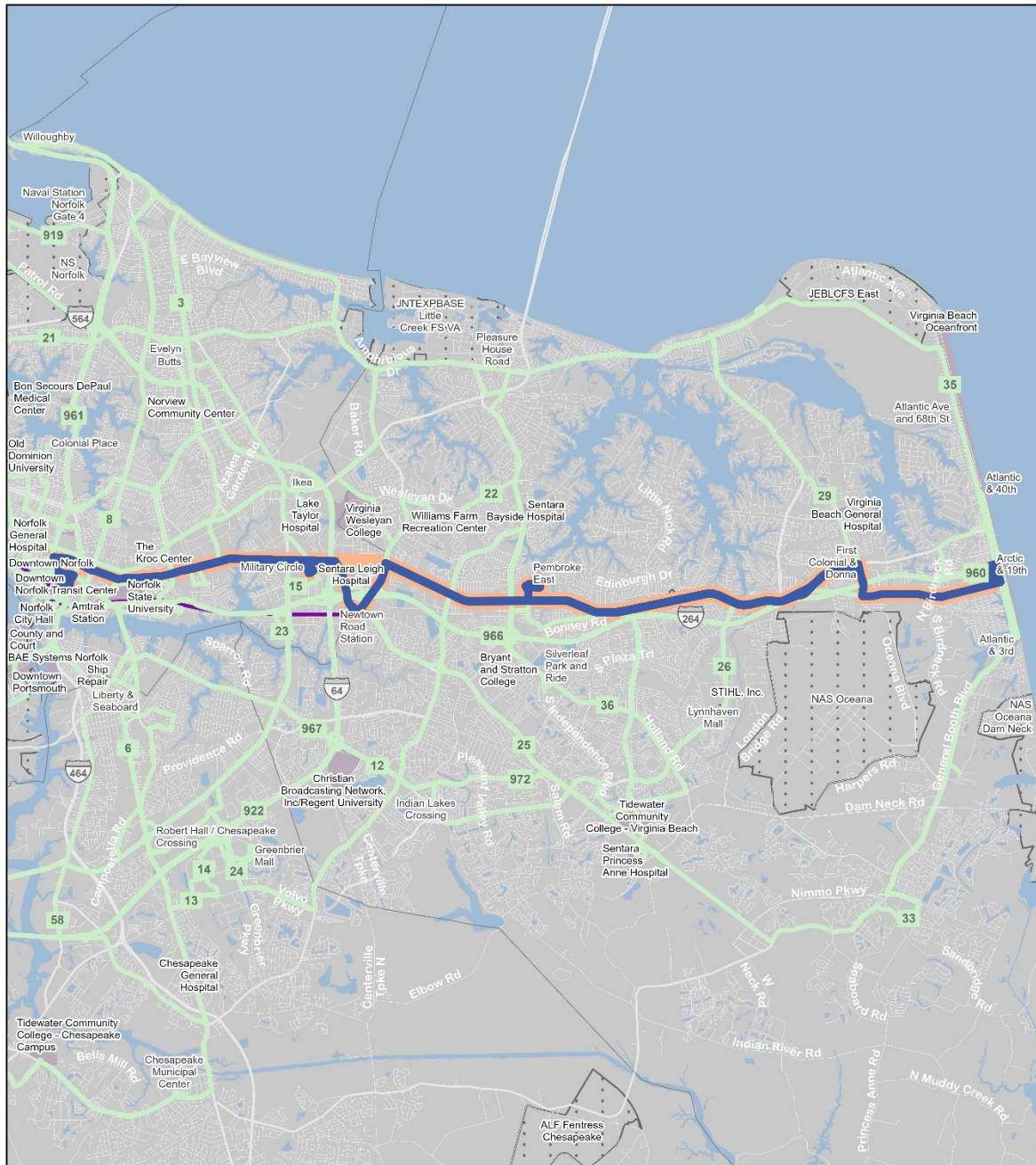
Route 18

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Weekday span improved to begin at 5:00 AM. Sunday service introduced from 8:00 AM to 7:00 PM.		✓	✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 20



Route 20

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary

0 4
Miles



Route 20

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
Weekday		4:52 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	Planned
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.
- Saturday service will be offered between 5:00 AM and 1:14 AM with 15-minute service being offered from 8:00 AM to 6:00 PM. Sunday service will be increased to match Saturday levels.



Justification

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



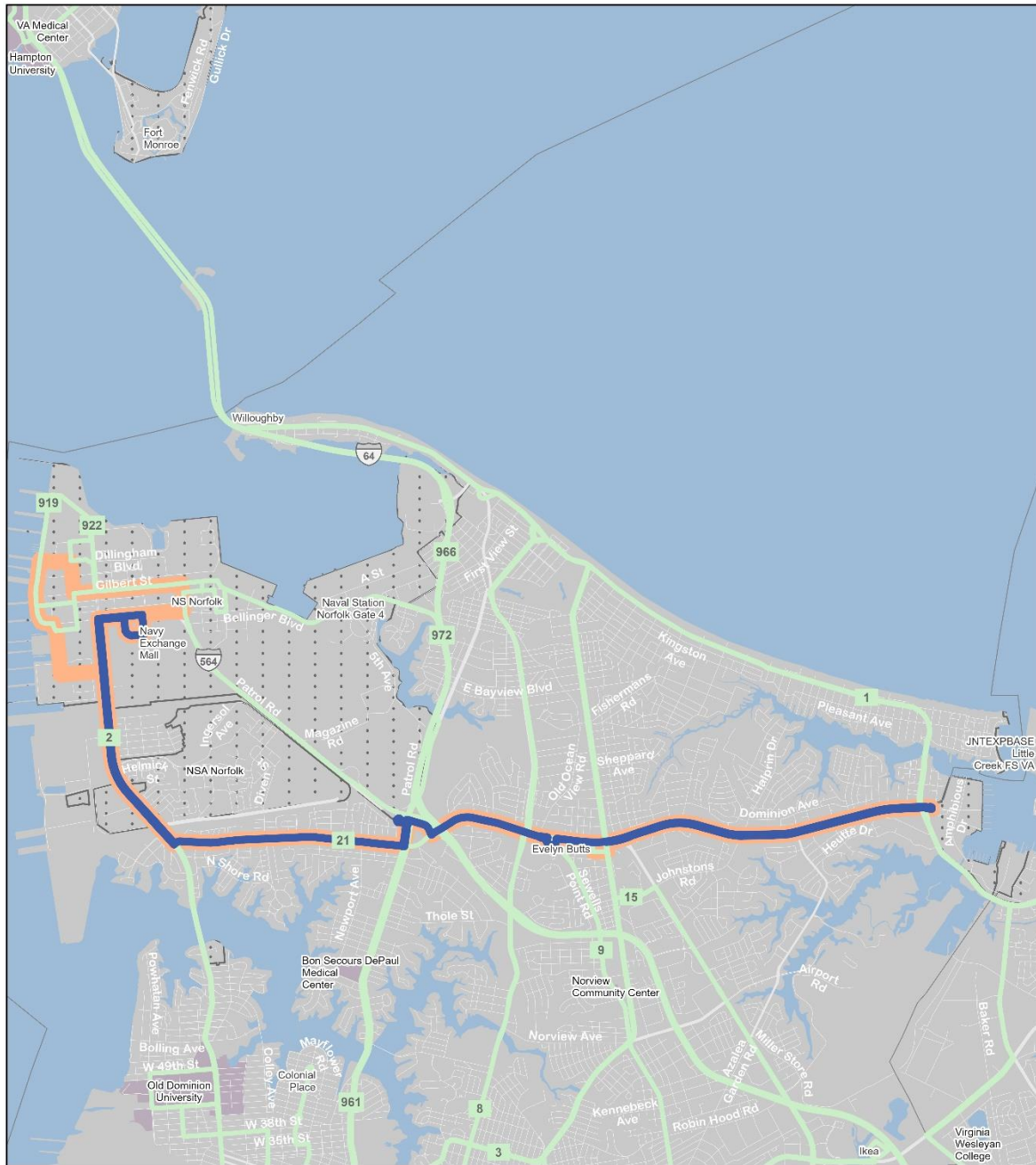
Route 20

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 20 will be realigned to serve Newtown Road light rail station via Kempsville Road and Newtown Road instead of going up and down Kempsville Road in both directions. No level of service changes.			
FY 2023	No changes.			
FY 2024	Saturday and Sunday span improved to begin at 5:00 AM. Headways improved to 15 minutes during weekday midday and Saturday and Sunday base periods; headways improved to 30 minutes during the Sunday non-base period. Short turns on Route 20 are eliminated, offering full service along the entire length of the route.	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 21



Route 21

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 21

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	43	30
	Late Night	60	60
Saturday	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60

Service Changes

- 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.
- On weekdays service will be increased to every 15 minutes in the peak periods and during the midday and evening service will be improved to every half hour.
- 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. Sunday service will be increased to match Saturday levels.



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 2, 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.

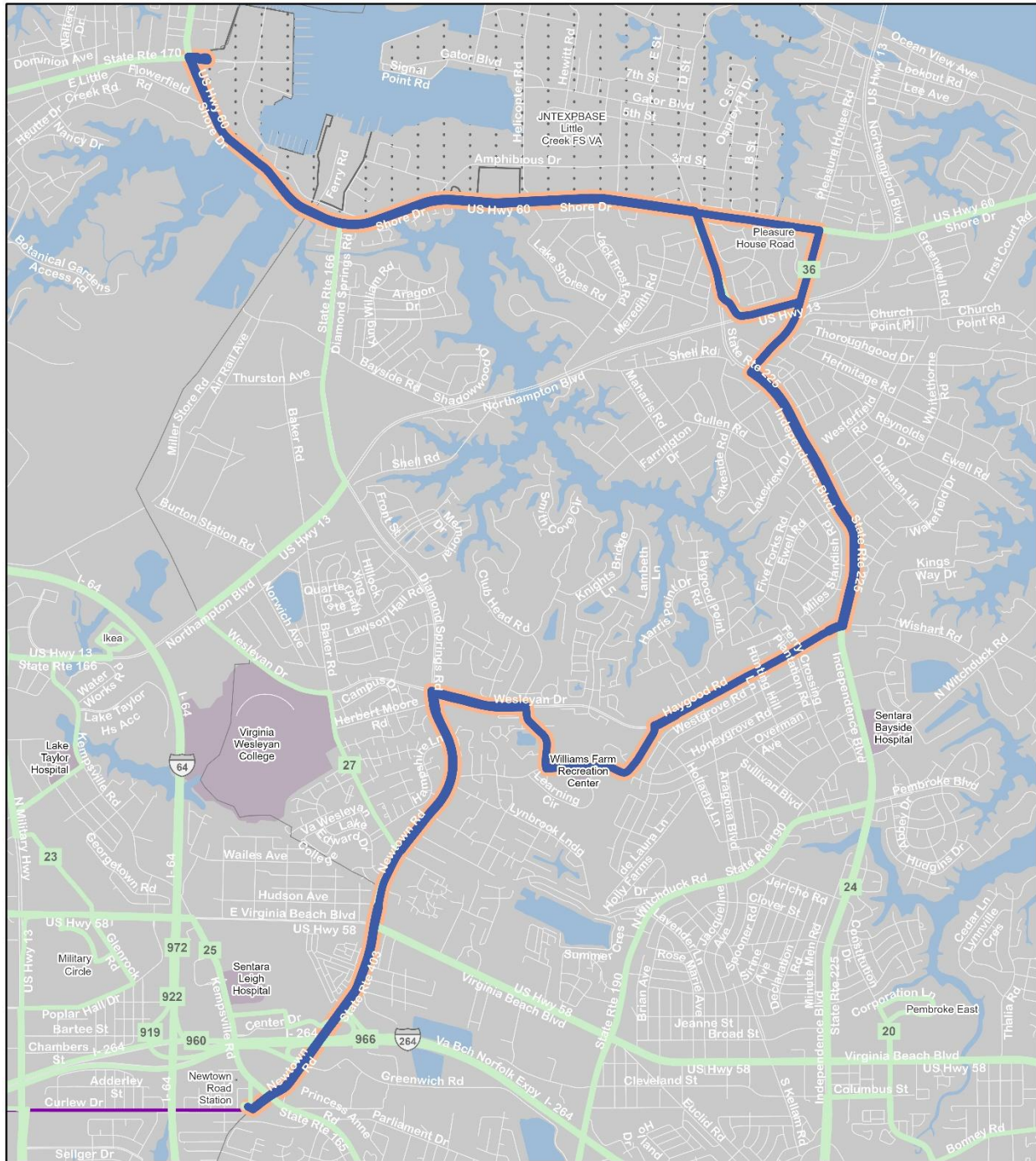
Route 21

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	All trips along Route 21 will go directly to Navy Exchange Mall and not deviate through Norfolk Naval Base. No changes in level of service.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Change weekday, Saturday, and Sunday span to 5:00 AM - 1:00 AM. Improve headways to 15 minutes during weekday peak and 30 minutes during weekday evening. Improve Sunday headways during base and non-base periods to 30 minutes.		✓	
FY 2026	No changes.			
FY 2027	Improve weekday midday headway to 15 minutes.			✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 22



Route 22

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 22

Service Classification	
Coverage	

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

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

Service Changes

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



Justification

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

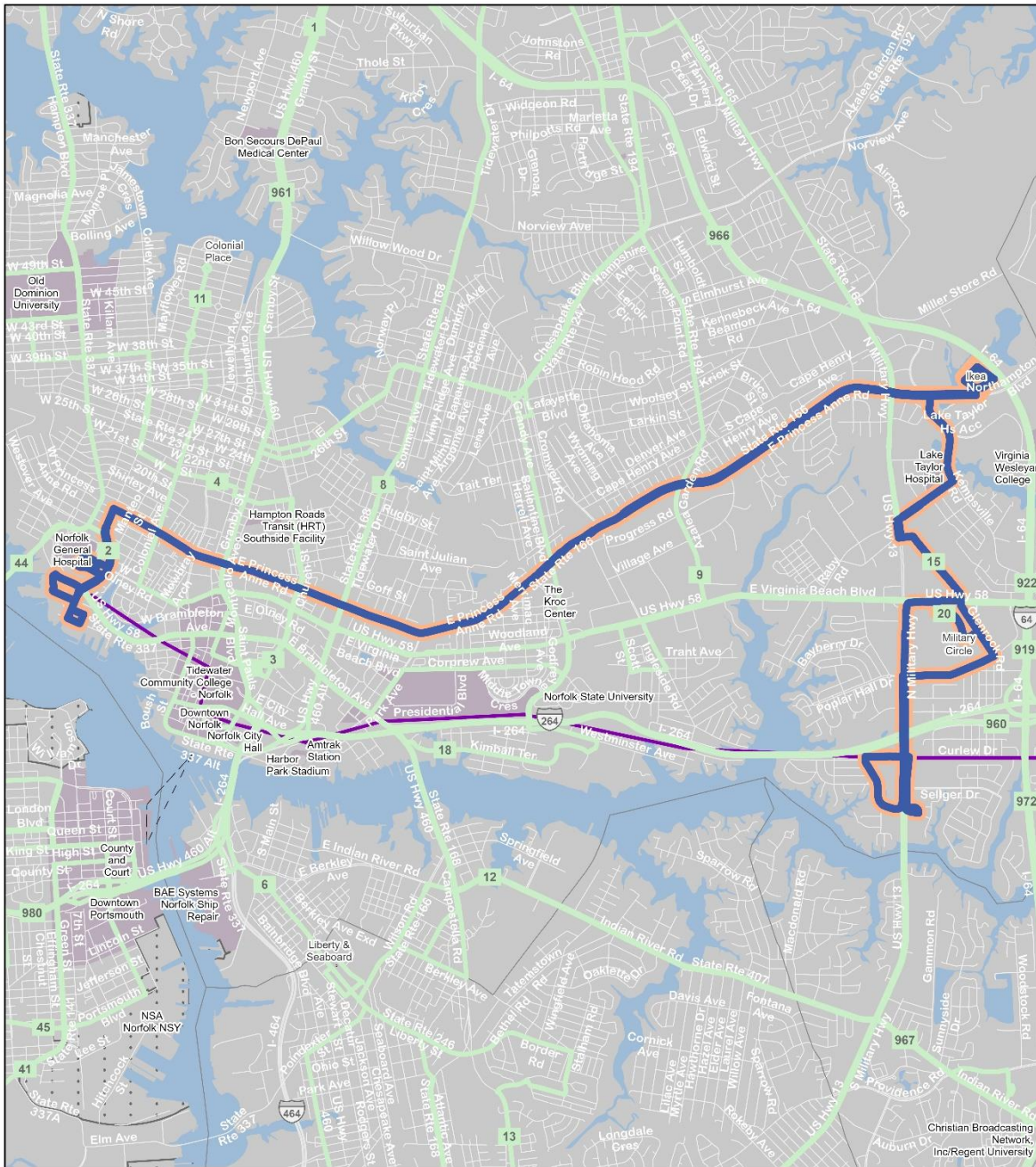
Route 22

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	Span improved to begin at 5:00am on weekdays and Saturdays.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	Sunday service is introduced, operating 6:00am-7:00pm		✓	✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 23



Route 23

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 1
Miles



Route 23

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:06 AM - 12:56 AM	5:06 AM - 1:29 AM
Saturday		5:02 AM - 1:22 AM	5:02 AM - 1:22 AM
Sunday		6:25 AM - 9:25 PM	5:00 AM - 12:00 AM
Headway			
		Existing	Planned
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	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- Route 23 will maintain its current alignment.
- 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.
- Saturday service will remain the same as existing.
- Sunday span will be increased to operate between 5:00 AM and midnight. Service will be offered every half hour during the base period and hourly otherwise.



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.
- The service levels for Route 23 meet the service standards defined for Local Priority routes.

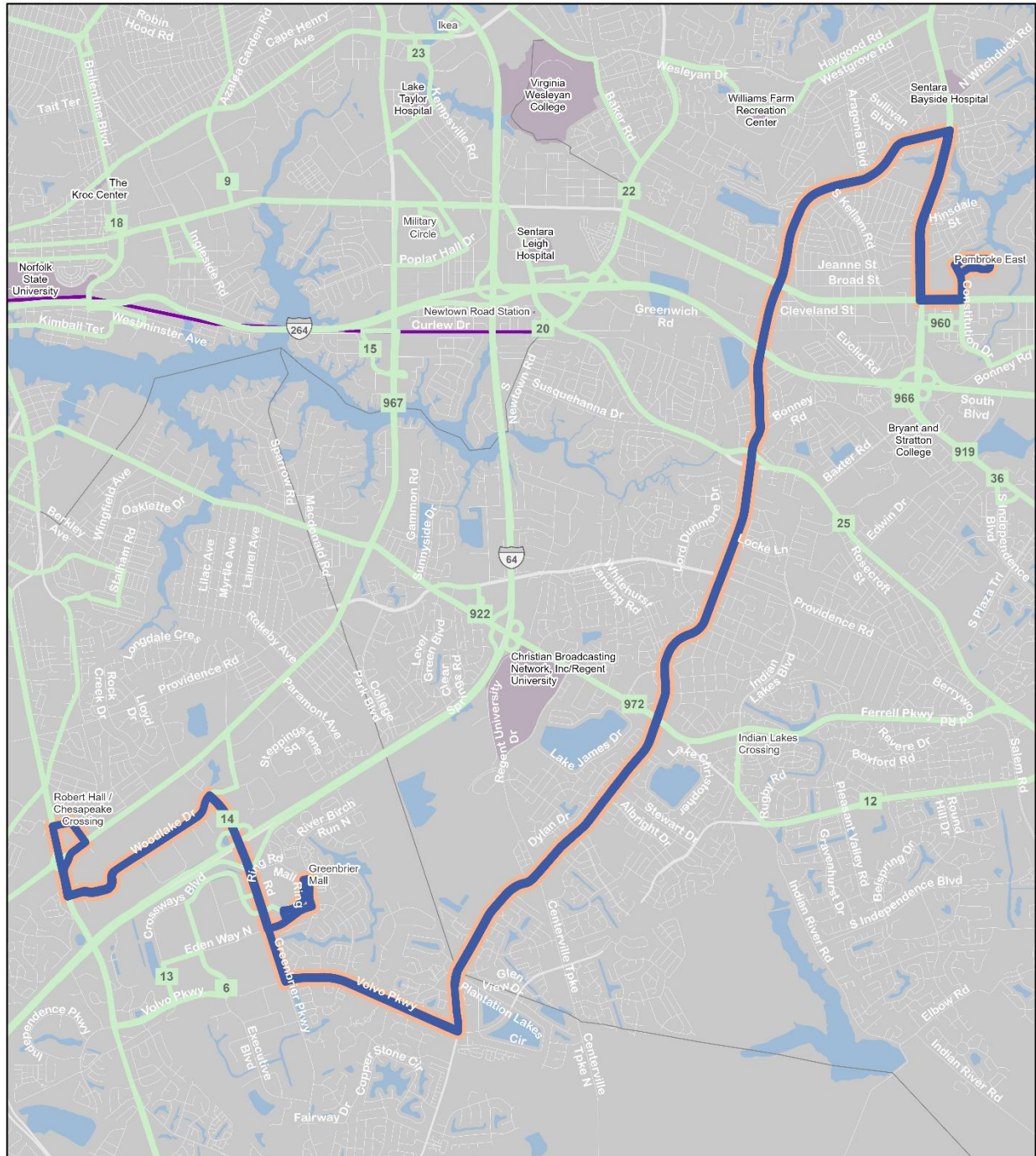
Route 23

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	Improve weekday span to end at 1:29 AM and Sunday span to 5:00 AM - 12:00 AM. Improve Sunday base headway to 30 minutes.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 24



Route 24

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 24

Service Classification
Coverage

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

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

Service Changes

- Route 24 alignment and level of service will remain same as existing for now, until evaluation of this newly implemented route is complete.



Justification

- At present, Route 24 has been operating for only about a year, and much of its operation has occurred during the Covid-19 pandemic. Once Route 24 has operated for a long enough time in a more normal operating environment (approximately 12 to 18 months should be sufficient), the route will be reevaluated, and the recommendations may change.
- To meet the service design standards for a Coverage route, weekday service will need to begin at 5:00 AM, which is reflected in the out years in the table on the following page.



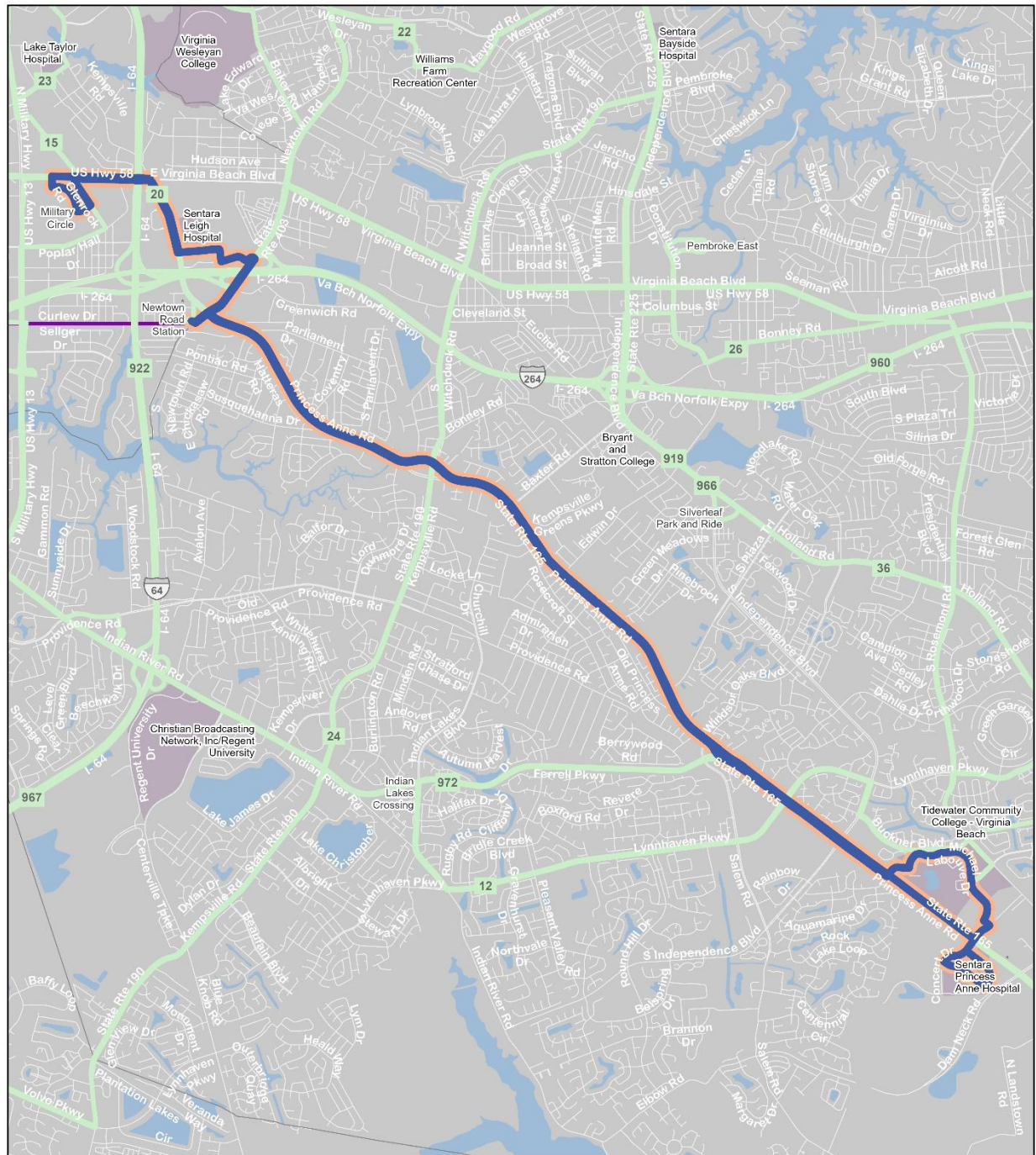
Route 24

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	Weekday span improved to begin at 5:00am		✓	



Route 25



Route 25

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 25

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:02 AM - 11:45 PM	5:00 AM - 12:00 AM
Saturday		6:03 AM - 12:45 AM	6:00 AM - 1:00 AM
Sunday		-	6:00 AM - 12:00 AM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- No changes to existing alignment.
- Weekday span will be improved to begin at 5:00 AM. End times of weekday and Saturday service will remain similar to today.
- Sunday service will be introduced, operating from 6:00 AM-12:00 AM.
- All headways for Route 25 are hourly.



Justification

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



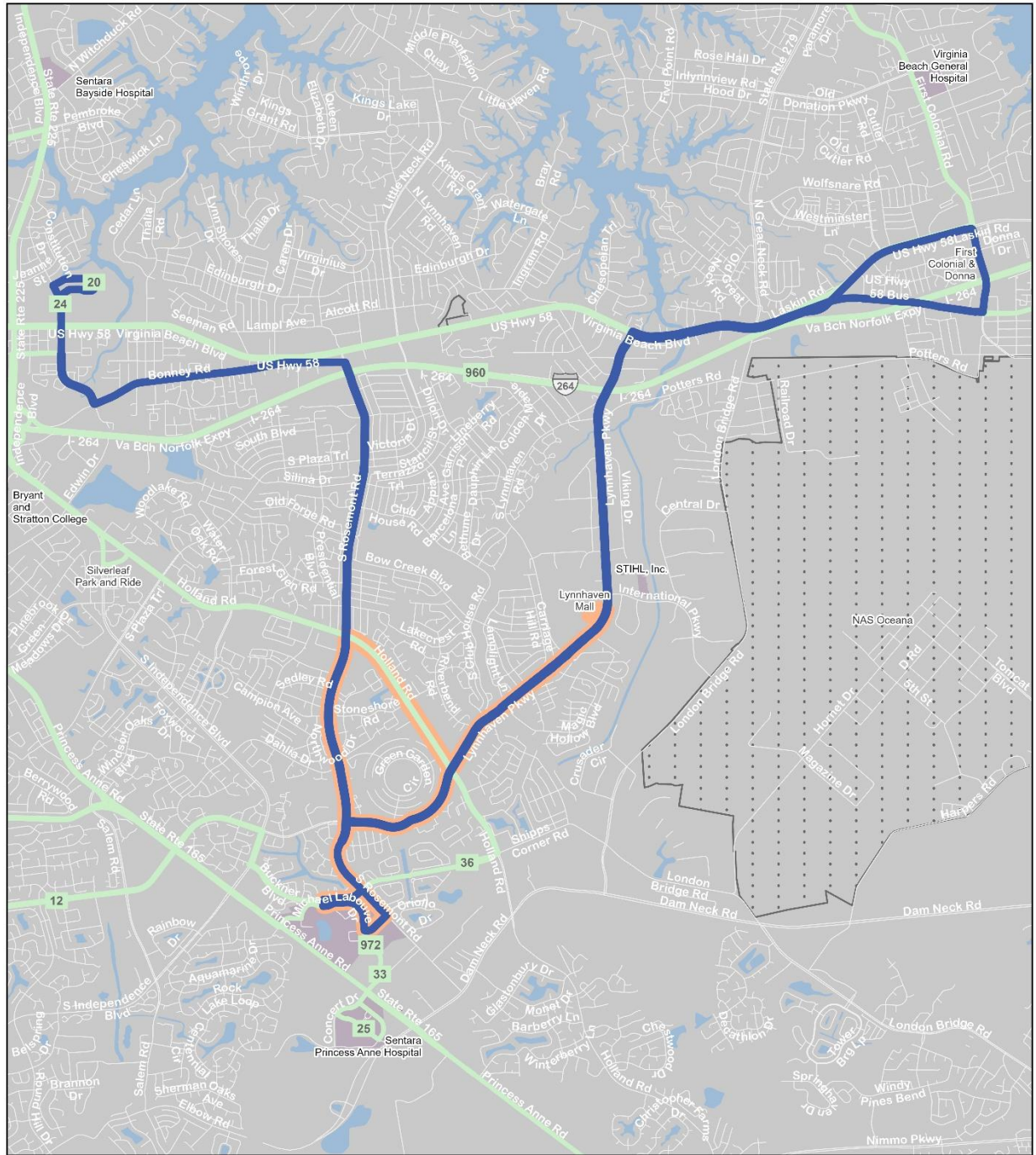
Route 25

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	Improve weekday span to 5:00 AM - 12:00 AM and Saturday span to 6:00 AM - 1:00 AM. Introduce Sunday service from 6:00 AM - 12:00 AM.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 26



Route 26

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 26

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:29 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	Planned
Weekday	Early	-	60
	AM Peak	30	60
	Midday	30	60
	PM Peak	30	60
	Evening	30	60
	Late Night	-	-
Saturday	Base	30	60
	Non-Base	-	60
	Early / Late	-	-
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Note

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

Service Changes

- Route 26 will continue providing a connection between Lynnhaven Mall and Tidewater Community College (TCC) Virginia Beach. North of 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. Sunday service will be added, matching Saturday levels of service.



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 service levels for Route 26 meet the service standards defined for Coverage routes.



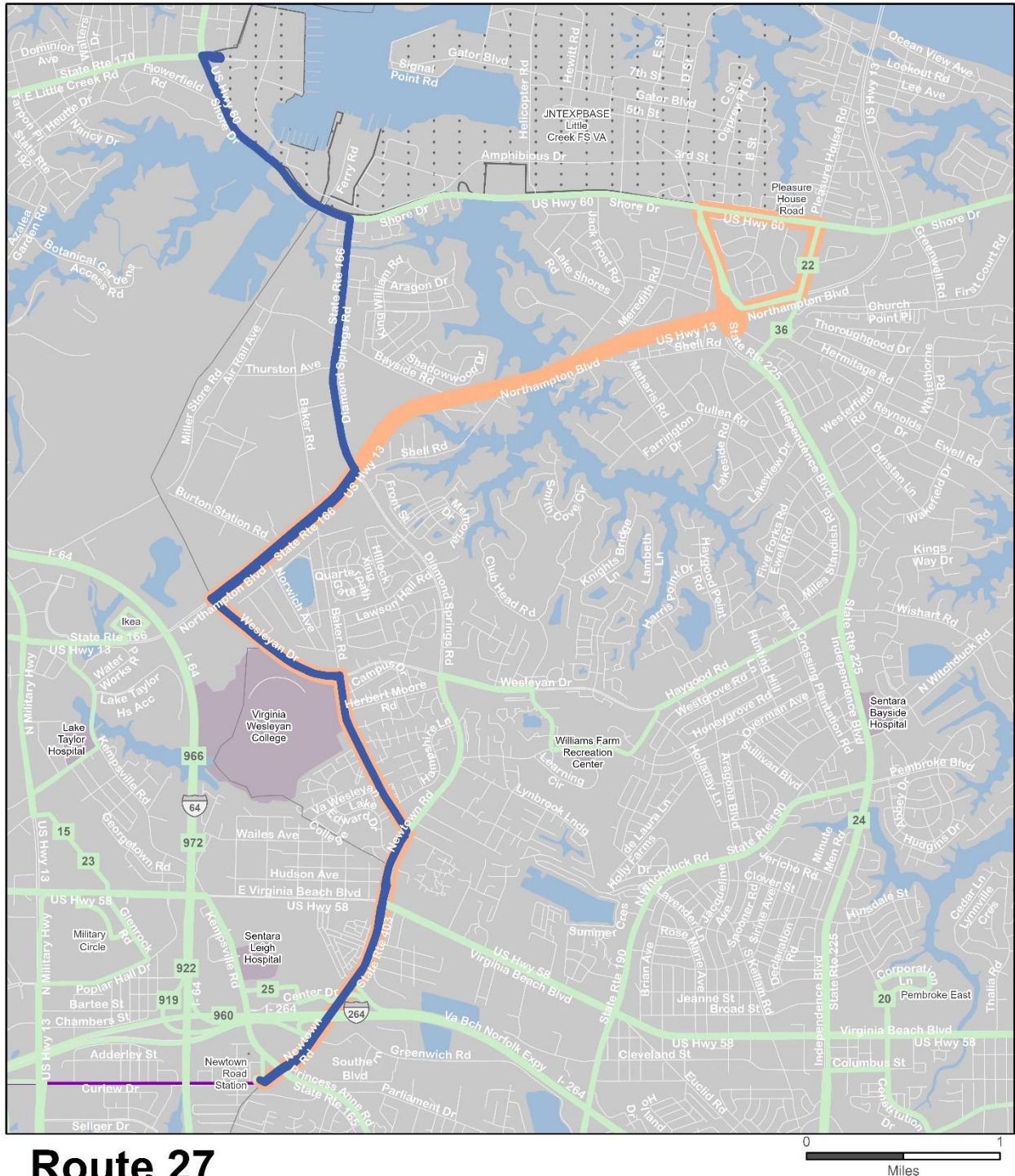
Route 26

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Route is realigned. 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. Existing span is maintained; service will operate hourly.	✓		
FY 2025	Improve weekday span to 5:00 AM - 8:00 PM. Introduce Sunday service from 7:32 AM - 6:46 PM, matching Saturday span.			✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Improve Saturday and Sunday span to operate from 7:00 AM - 8:00 PM.		✓	
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 27





Route 27

Service Classification	
Local Priority	

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

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

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.
- Weekday service will start earlier at 5:00 AM. Service will operate every half hour during the AM and PM peak periods and midday, with hourly service in the early, evening, and late night periods.
- Saturday span of service will remain the same as existing. Service in the base period will have better headways, with service every half hour.
- Sunday service will be introduced from 7:00 AM to 11:00 PM. During the base period service will operate every half hour.



Justification

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



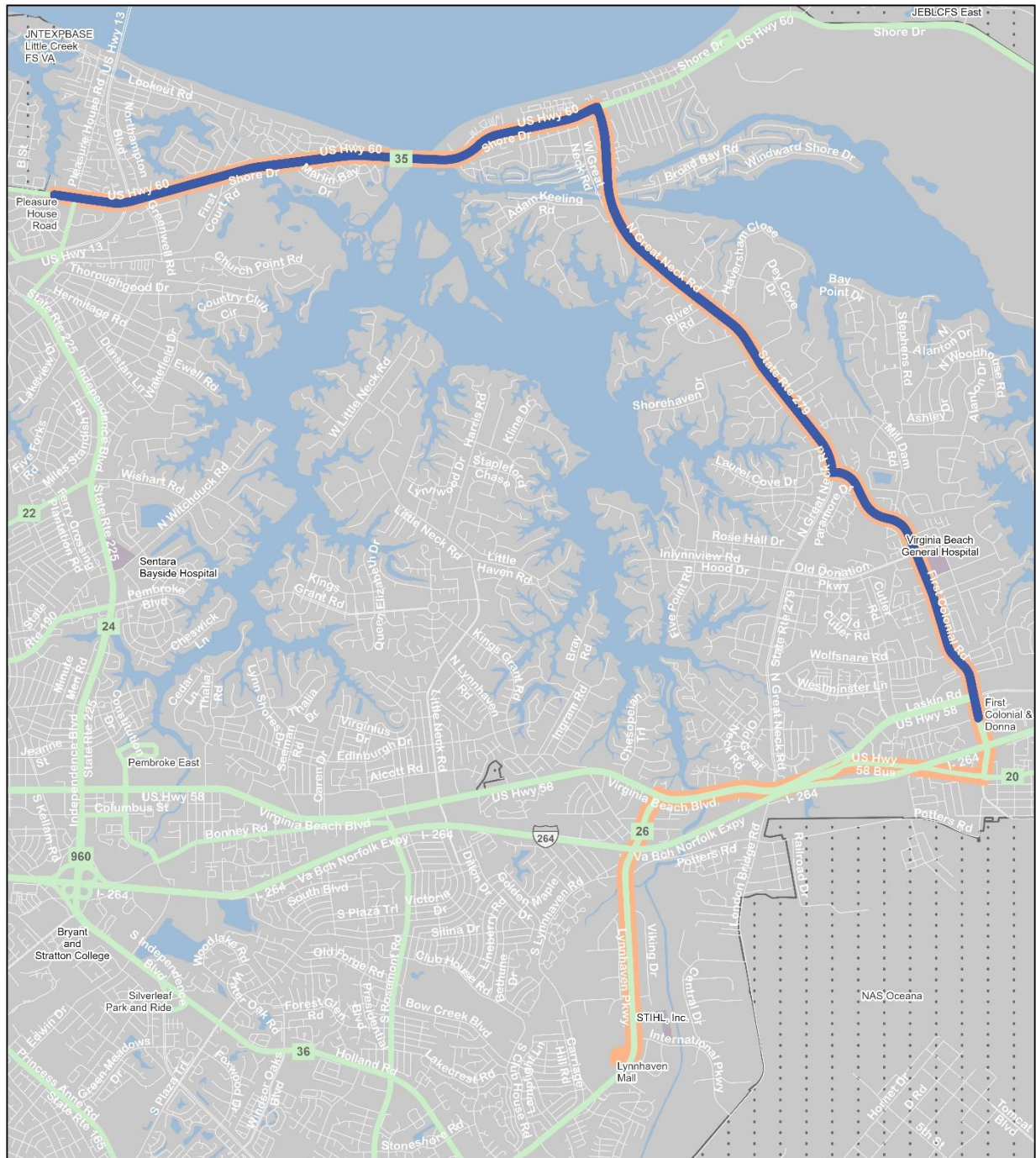
Route 27

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Route 27 is realigned to operate between JEB Little Creek and the Newtown Road light rail station, no longer serving Pleasure House Road. Maintain existing levels of service.	✓		
FY 2025	Improve weekday span to begin at 5:00 AM and change early headway to 60 minutes. Introduce hourly Sunday service between 8:00 AM and 8:00 PM.			
FY 2026	Weekday midday headway improved to 30 minutes.			
FY 2027	Sunday span improved to begin at 7:00 AM.			
FY 2028	Sunday span improved to end at 11:00pm. Saturday and Sunday base period headway improved to 30 minutes.		✓	✓
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 29



Route 29

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 29

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:48 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	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Route 29 will operate between Pleasure House Road and First Colonial Road and Donna Drive, where it will connect with Route 20 and the extended Route 26. Service south of First Colonial and Donna will be covered by the realigned Route 26.
- Weekday service will begin almost two hours earlier 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 common transfer point. Transferring at First Colonial and Donna also provides the opportunity to connect with the high-frequency service of the Regional Backbone Route 20, which should induce further utilization of these routes.
- The service levels for Route 29 meet the service standards defined for Coverage routes.

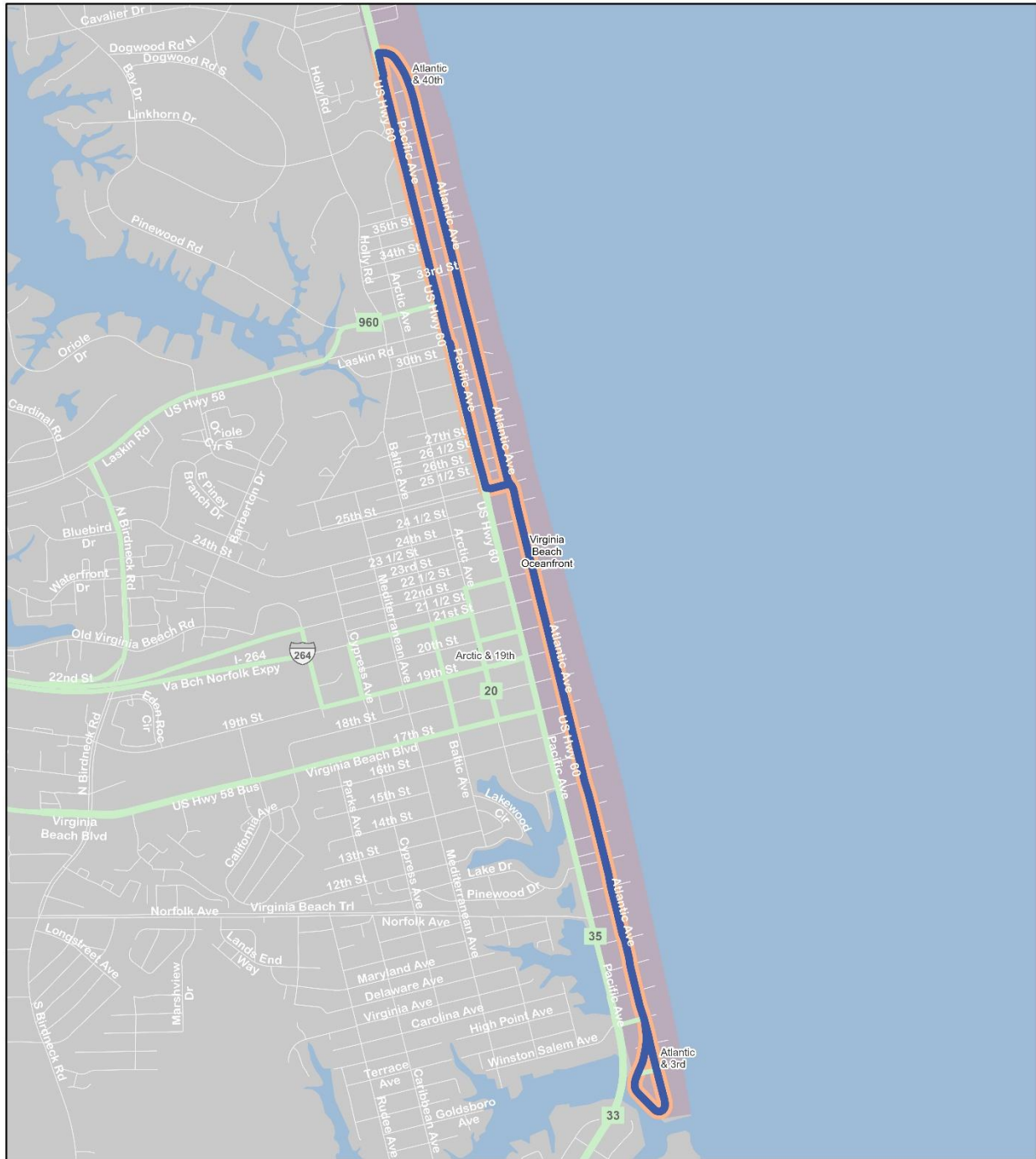
Route 29

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Route 29 is realigned to operate between Pleasure House Road and First Colonial Road and Donna Drive, where it will connect with Route 20 and the extended Route 26. Service south of First Colonial and Donna will be covered by the realigned Route 26. Route 29 will maintain its existing span and headway.	✓		
FY 2025	Weekday span improved to begin at 5:00am			
FY 2026	No changes.			
FY 2027	Sunday service is introduced, operating 8:00am-7:00pm		✓	✓
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 30



Route 30

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 30

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		8:00 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	Planned
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

This route only operates during summer. In the summer of 2020 it did not operate due to the Covid-19 pandemic reductions in service.

Service Changes

- No alignment or level of service changes are proposed.

Justification

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



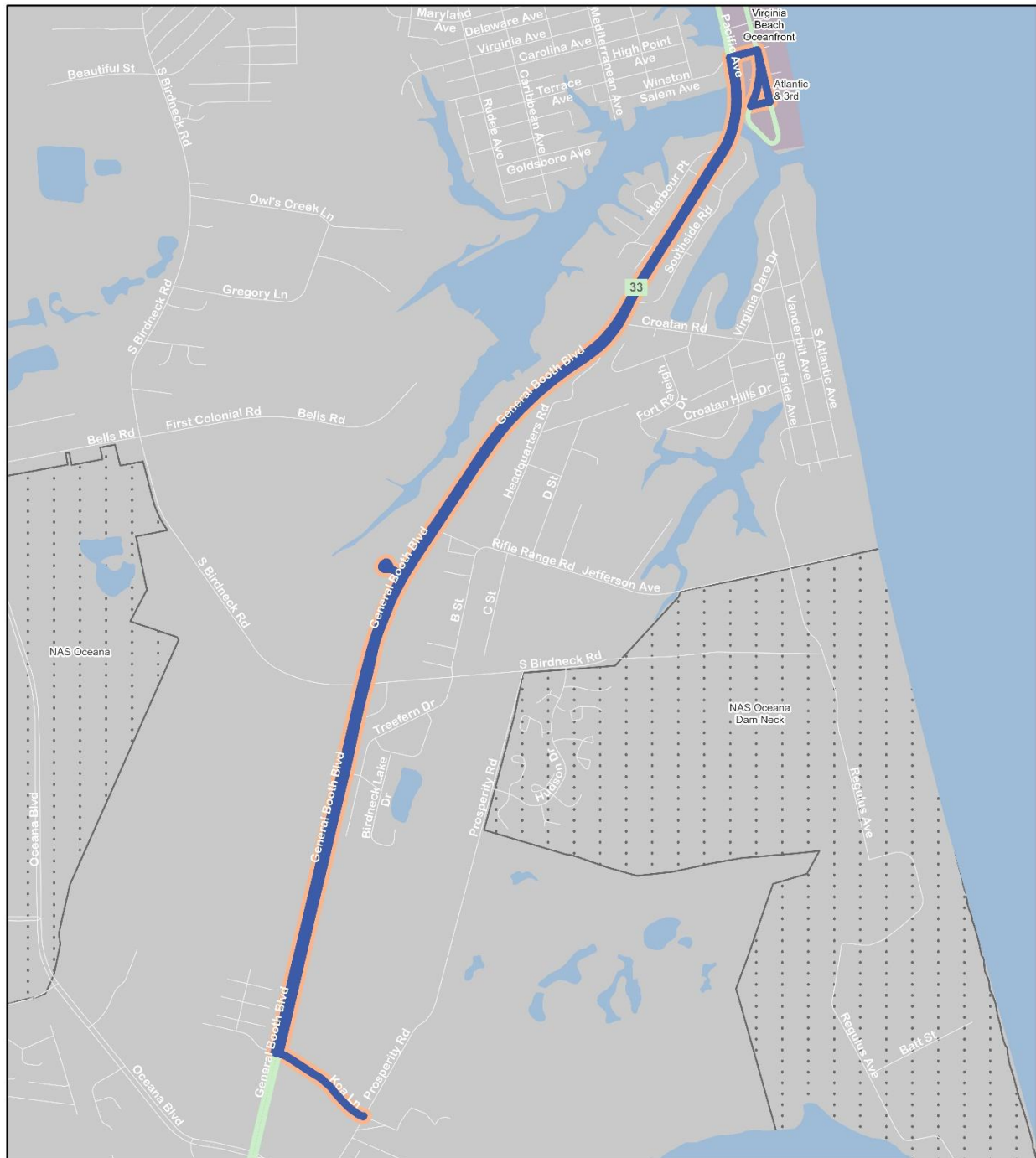
Route 30

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 31



Route 31

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 31

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		9:30 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	Planned
Weekday	Early	-	-
	AM Peak	20	20
	Midday	20	20
	PM Peak	20	20
	Evening	20	20
	Late Night	20	20
Saturday	Base	20	20
	Non-Base	20	20
	Early / Late	20	20
Sunday	Base	20	20
	Non-Base	20	20
	Early / Late	20	20

Note
This route only operates during summer. In the summer of 2020 it did not operate due to the Covid-19 pandemic reductions in service.

Service Changes

- No alignment or level of service changes are proposed.

Justification

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

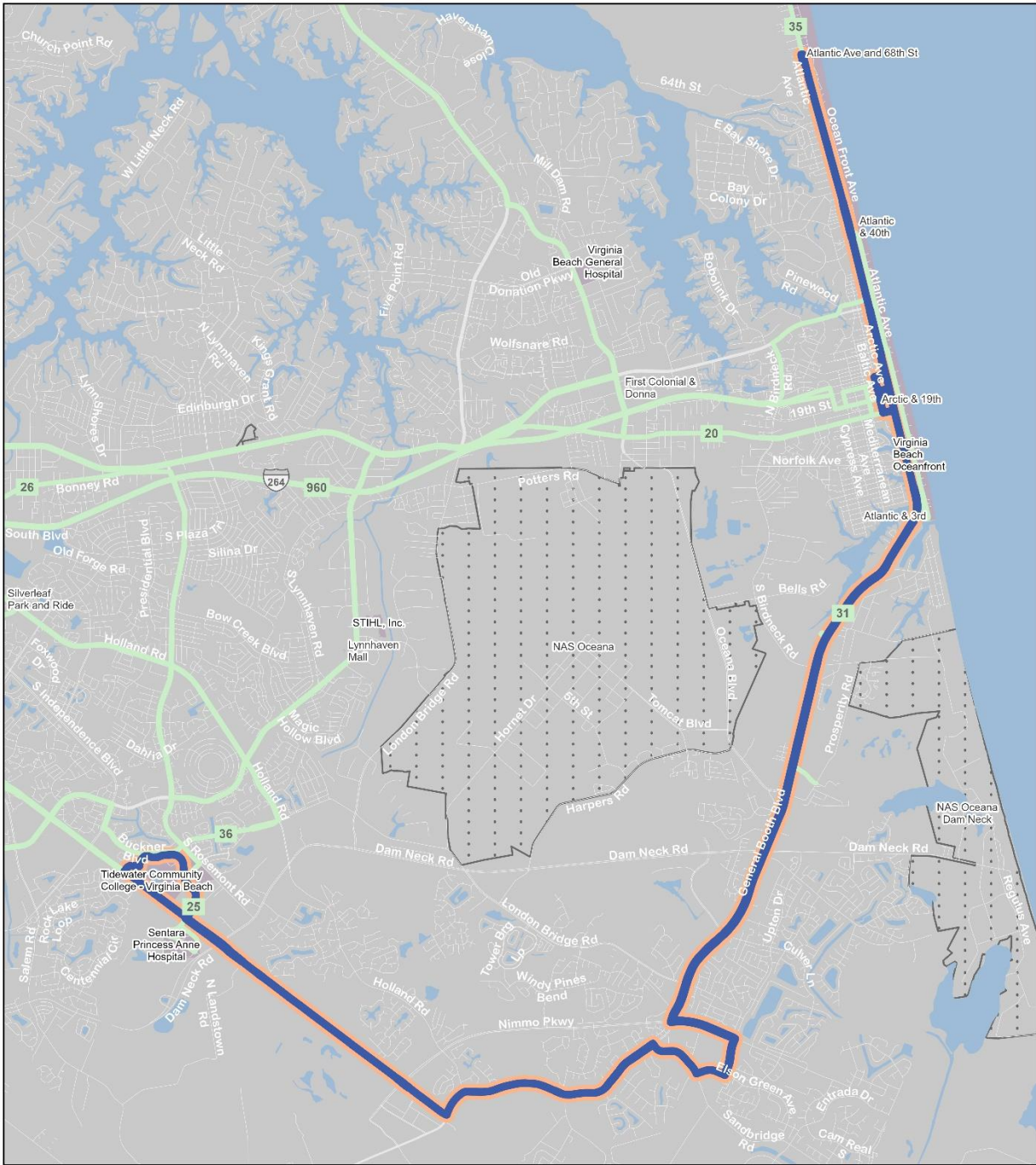
Route 31

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 33



Route 33

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 33

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:16 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 - 10:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- No changes to service alignment.
- Weekday span is increased to begin at 5:00 AM. Saturday span is changed to begin at 6:30 AM and end at 10:00 PM.
- Currently there is no Sunday service on Route 33 but eventually it will be reintroduced from 6:02 AM to 10:00 PM along the full length of the route.



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. To meet service design standards, Sunday service will be reintroduced.
- The service levels for Route 33 meet the service standards defined for Coverage routes.

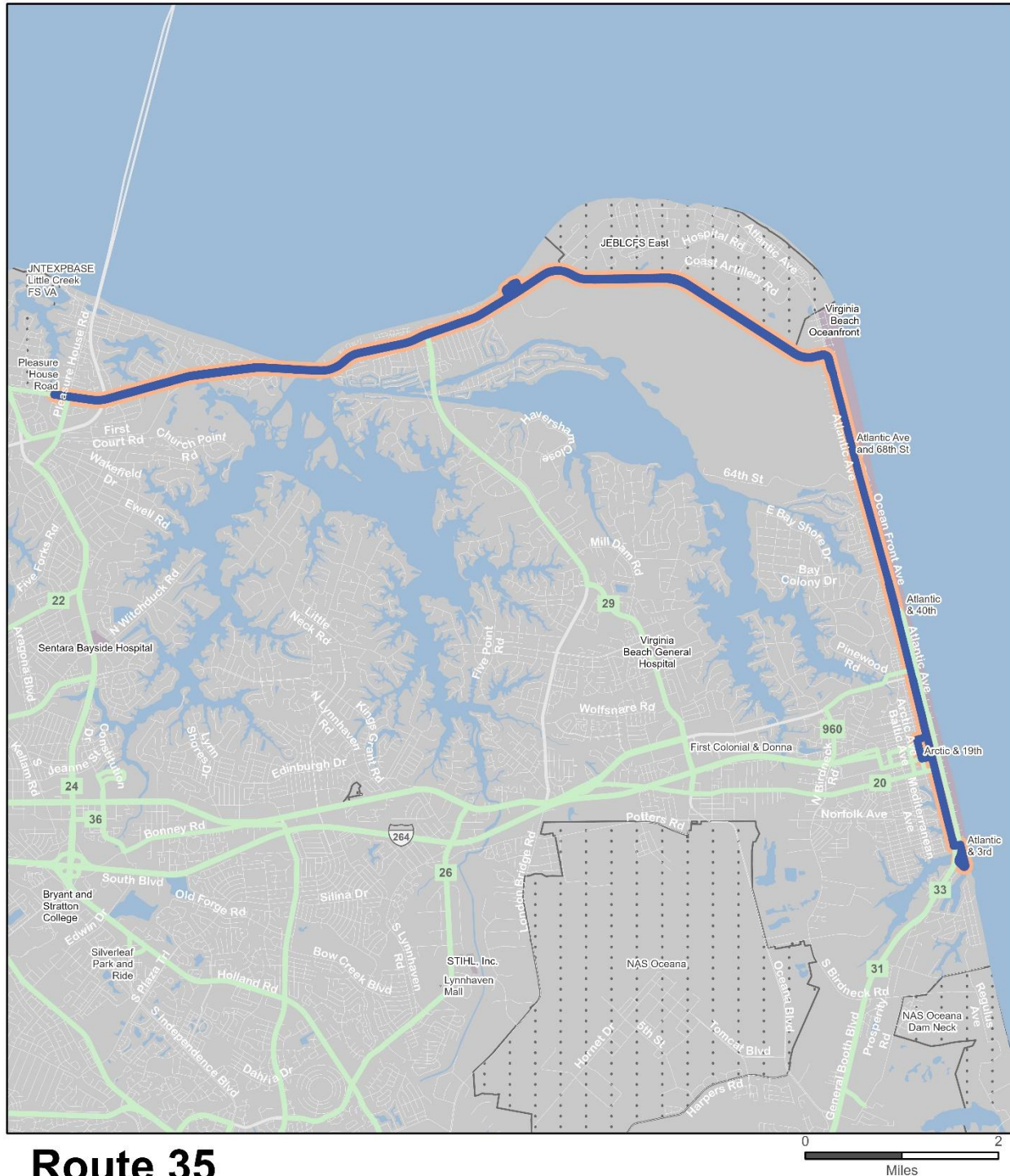
Route 33

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Weekday span improved to begin at 5:00am; Saturday span shifted to begin at 6:30am and end at 10:00pm.			
FY 2030	No changes.			
FY 2031	Re-introduce hourly Sunday service from 6:02 AM to 10:00 PM.		✓	✓
Out Years	No changes.			



Route 35



Route 35

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 35

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		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	Planned
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

This route only operates during summer. In the summer of 2020 it did not operate due to the Covid-19 pandemic reductions in service.

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.

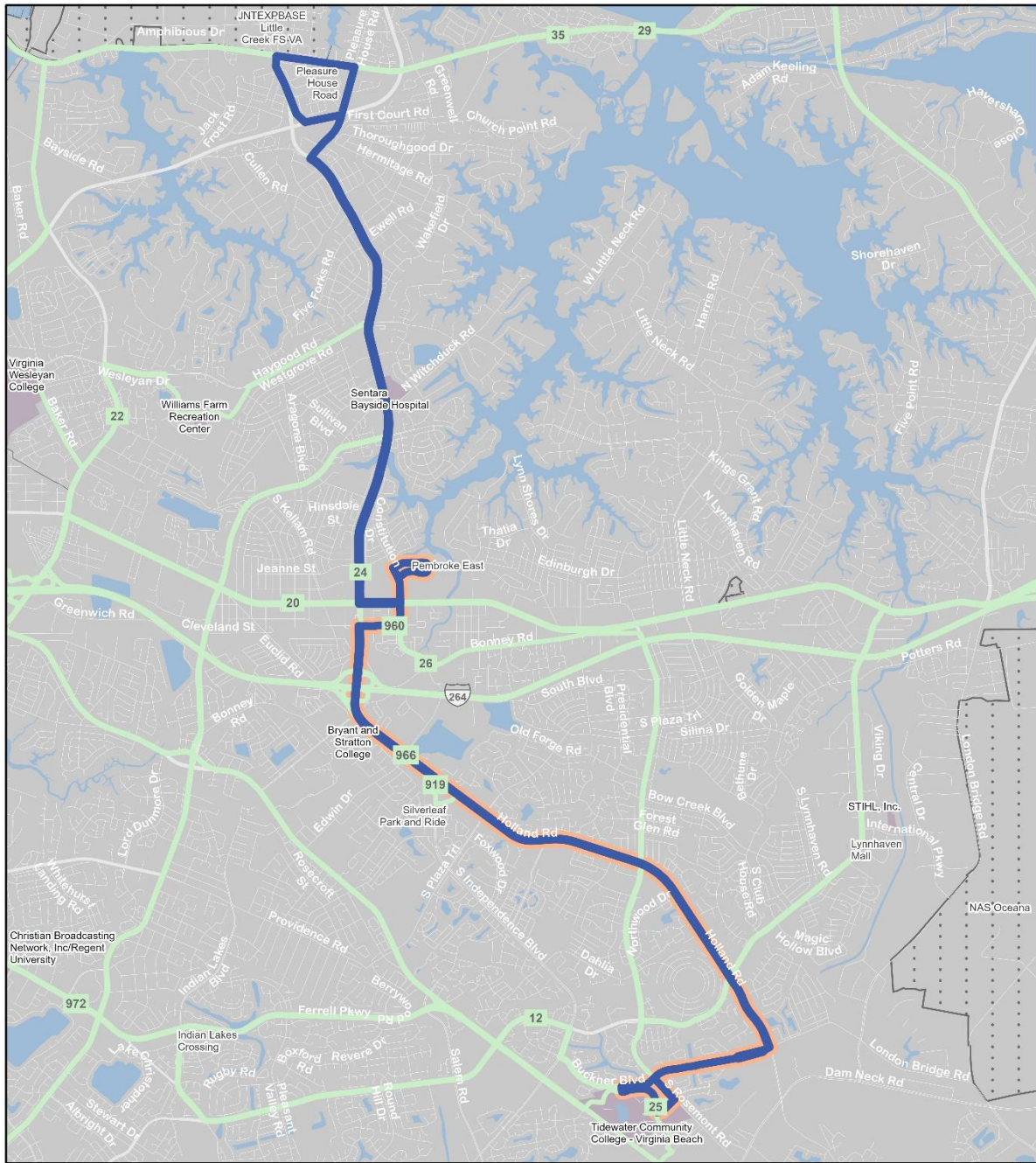


Route 35

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 36



Route 36

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 36

Service Classification		
Regional Backbone		

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:48 AM - 10:41 PM	5:00 AM – 1:00 AM
Saturday		6:10 AM - 10:43 PM	5:00 AM – 12:00 AM
Sunday		-	5:00 AM – 12:00 AM
Headway			
		Existing	Planned
Weekday	Early	30	30
	AM Peak	30	15
	Midday	60	30
	PM Peak	30	15
	Evening	60	30
	Late Night	-	60
Saturday	Base	60	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	-	30
	Non-Base	-	30
	Early / Late	-	60

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.
- On weekdays Route 36 will provide 15-minute service during the peak periods and 30-minute service during the early, midday, and evening periods. Hourly service will be provided from 9:00 PM to 12:00 AM. Weekday span of service will be extended to operate between 5:00 AM and 1:00 AM.
- On weekends, Sunday service will be added and the span of service for both weekend days will be from 5:00 AM to midnight. Route 36 will operate with 30-minute headways throughout much of the weekend service day.



Justification

- Route 36 performs above average on most of the six Key Performance Indicators (KPI). The new extension of service on Route 36 connecting high-production areas will further improve the performance of the route.
- The extension of the service to Pleasure House Road will 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.
- The service levels for Route 36 meet the service standards defined for Regional Backbone routes.



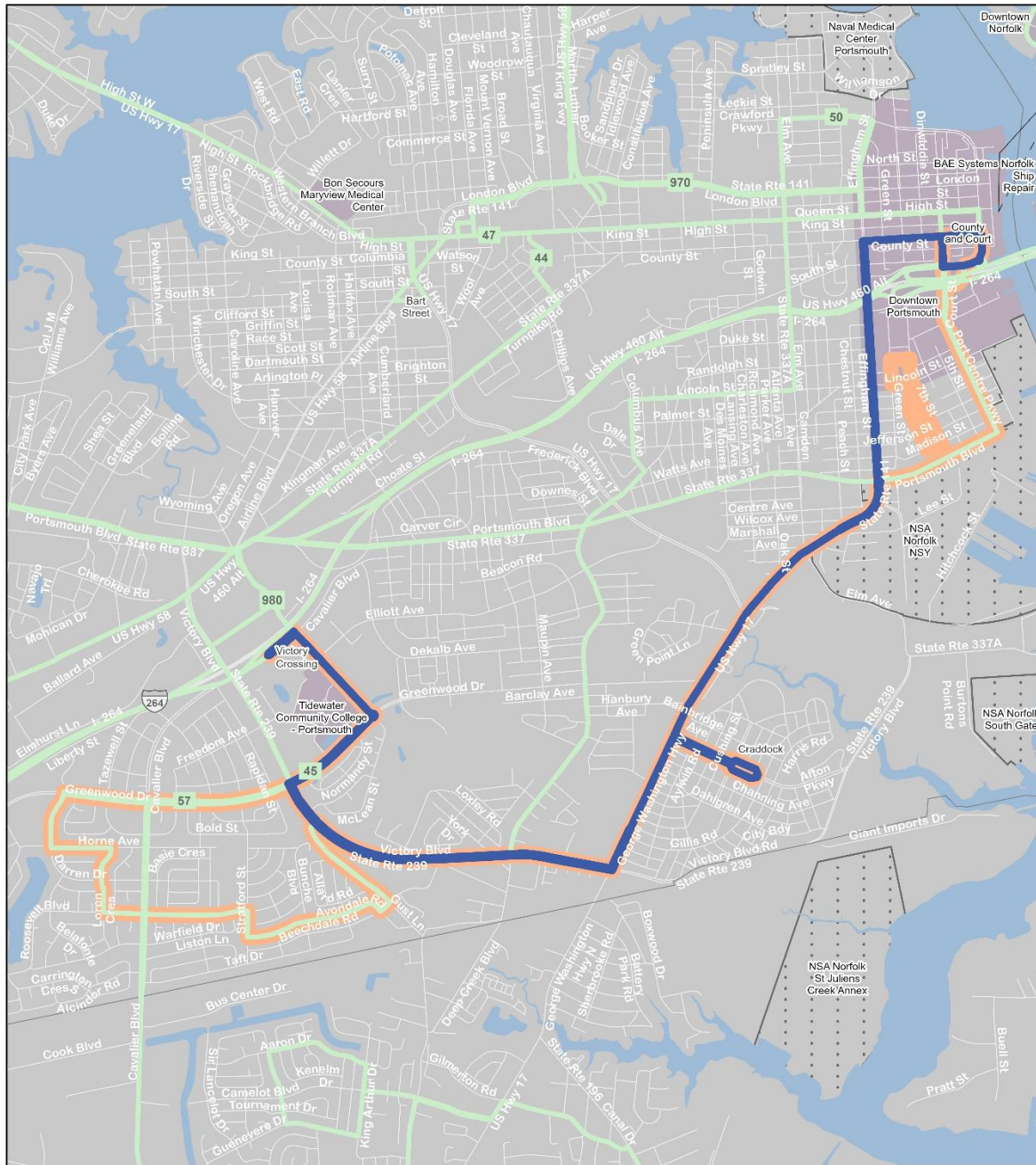
Route 36

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	<p>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.</p> <p>Weekday span improved to 5:00 AM - 1:00 AM; Saturday and Sunday span improved to 5:00 AM - 12:00 AM. Headways are improved to 15 minutes during weekday peak periods and 30 minutes during weekday midday, weekday evening, and Saturday and Sunday base and non-base periods.</p>	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 41



Route 41

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 41

Service Classification		
Local Priority		

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:56 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	Planned
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30
	Late Night	-	-
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	-	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 41 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 to meet the service design standard for Local Priority routes. Sunday service will be introduced at the same levels of Saturday service.

Route 41



Justification

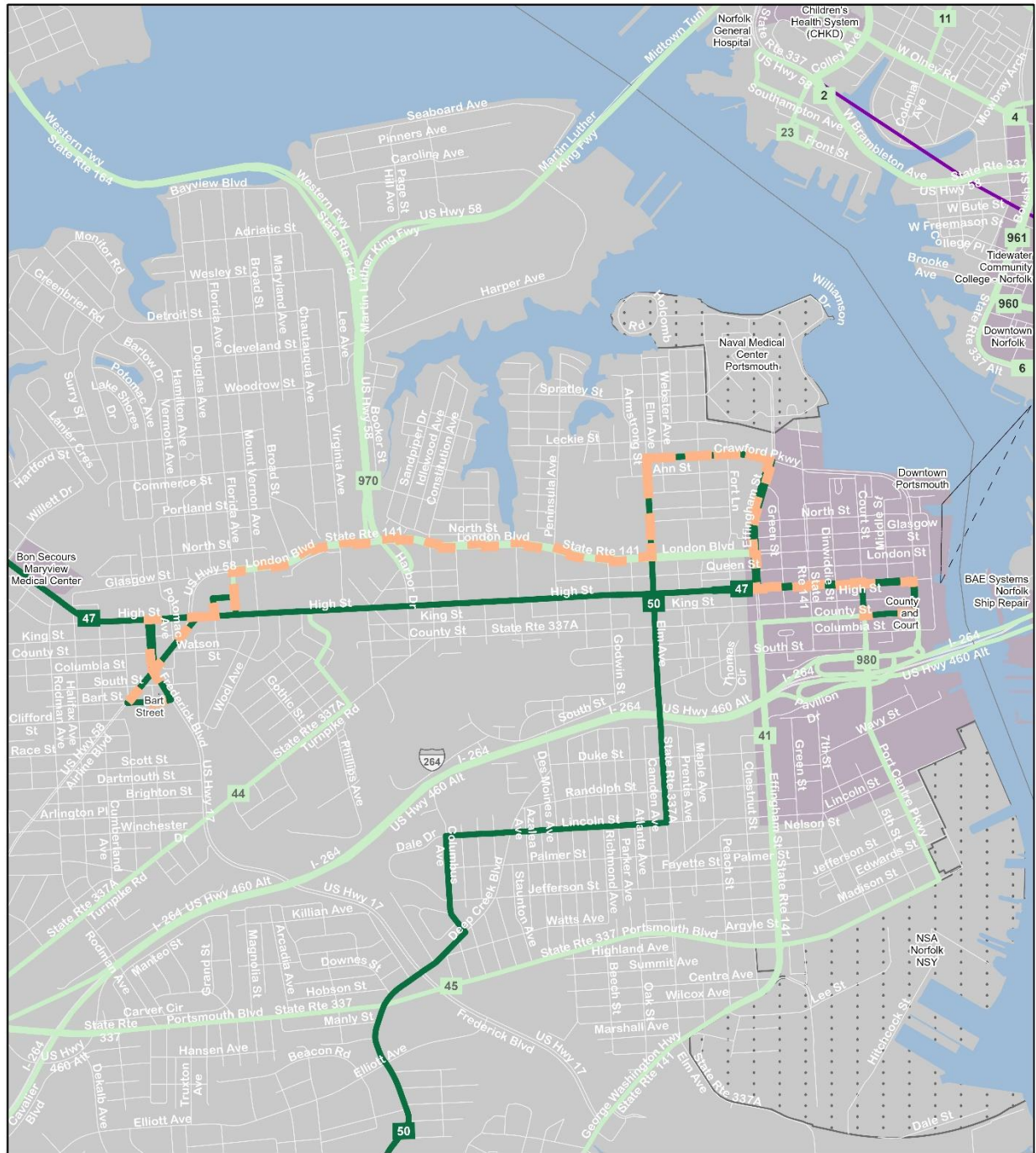
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- The realignment will have fewer deviations and will provide a more direct and efficient connection from Victory Crossing to Downtown Portsmouth. 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
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Realign Route 41, streamlining service from downtown Portsmouth to Victory Crossing, with Route 45 and Route 50 covering some of the service removed from Route 41. Extend weekday span to 5:00 AM - 9:00 PM, Saturday span from 6:03 AM - 9:00 PM. Introduce Sunday service from 8:00 AM - 8:00 PM. Improve headways to 30 minutes during weekday peak, weekday midday, and Saturday base periods.	✓		
FY 2025	Improve weekday span to end at 10:00 PM. Improve weekday evening headway to 30 minutes.			
FY 2026	Improve weekday span to end at 11:00 PM. Improve Sunday base headway to 30 minutes.			✓
FY 2027	Improve Saturday span to end at 11:00 PM. Extend Sunday span to 6:03 AM - 11:00 PM.		✓	
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 43



Route 43

Focus Route

- Eliminated Route
- Routes providing replacement coverage

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 43

Service Classification
-

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:36 AM - 6:23 PM	-
Saturday		6:50 AM - 6:01 PM	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

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



Justification

- Route 43 is among the lowest performing routes. It has consistently performed below average in the passenger per hour, farebox recovery and subsidy per passenger metrics.
- Route 43's service from County and Court to Elm Avenue and London Boulevard will be covered by the realigned Route 50, which will then extend southward towards Victory Crossing and TCC Portsmouth. This new service connection will help to provide additional one seat ride options into Downtown Portsmouth. Service on Route 50 will offer an improved span of service compared to what is currently offered on Route 43 (5:00 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 1:00 AM and on weekends it will operate between 5:00 AM and midnight).

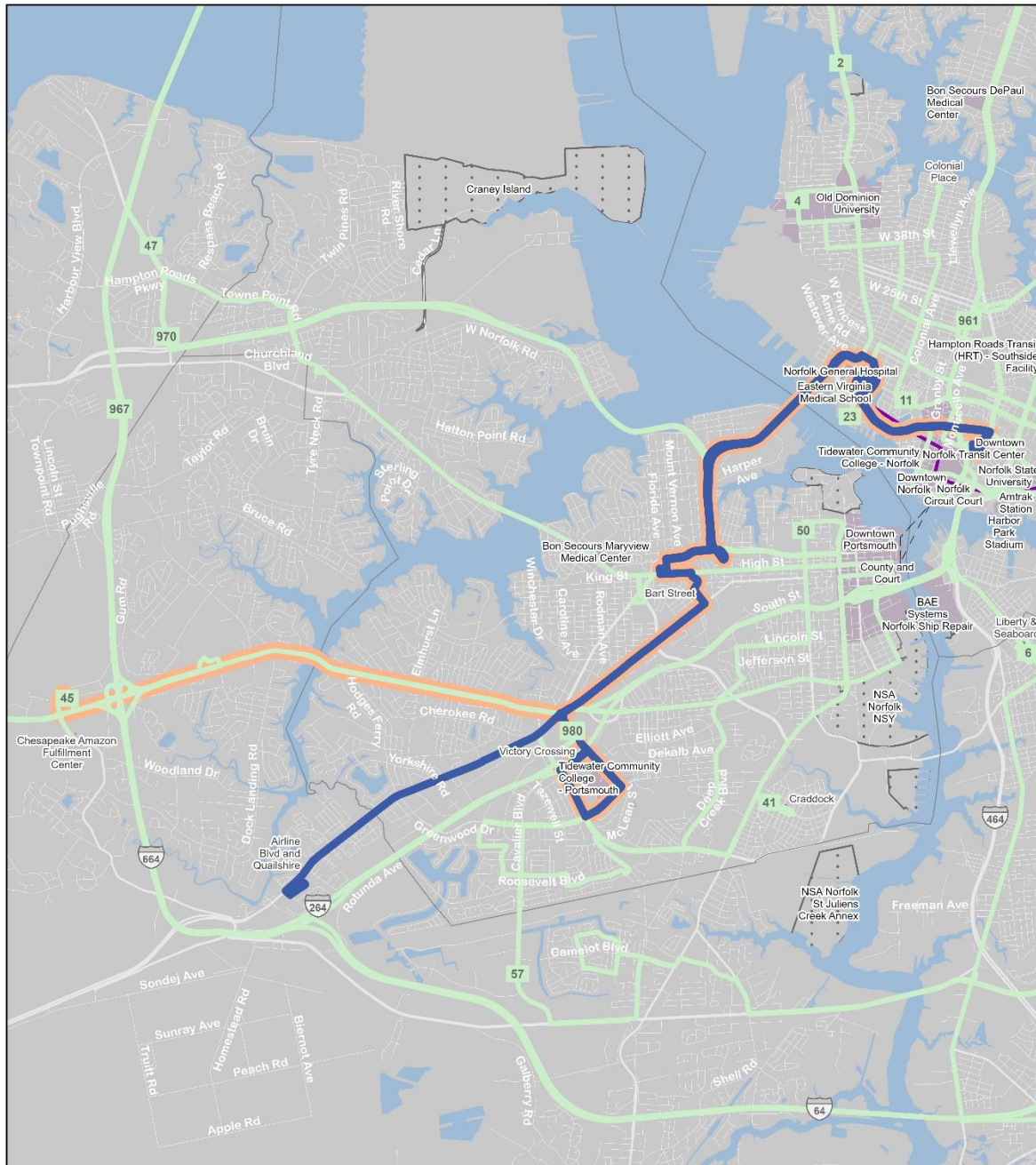


Route 43

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Route 43 is eliminated, with its service covered by the realigned Route 50 and realigned Route 47.	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 44



Route 44

Focus Route

- Planned Alignment
- Existing Alignment

— Planned System

— Light Rail

--- Ferry

 Military Base

 Activity Center

 City Boundary



Route 44

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- West of Victory Crossing, Route 44 will operate on Airline Boulevard until Sunkist Road, taking over a portion of the existing Route 57 (which is being realigned to no longer serve Airline Boulevard). Service on Portsmouth Boulevard west of Turnpike Road will no longer be offered via Route 44 but will instead be served by the realigned Route 45.
- Route 44 will operate to Tidewater Community College from 7:00 PM to 10:00 PM on weekdays.
- 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.
- Route 44 will be extended to serve DNTC on Sundays, as it currently does the other days of the week and the span of service on Sunday will be increased to operate from 6:00 AM to 10:00 PM.



Justification

- Route 44 performs around or below average on the six Key Performance Indicators (KPI). Its low on-time performance of 63 percent, short of the benchmark of 85 percent, will be addressed by the realignment to provide more direct service along Airline Boulevard that will help to improve Route 44's performance. This alignment addresses an all-day service and peak demand gap by providing a higher level of midday and peak service in this area than is currently provided by Route 57.
- The service changes for Routes 41, 44, and 45 work in tandem to help improve route directness for each of the routes by providing efficient services that operate along single corridors for longer distances with fewer turns. These changes will help to improve on-time performance for each of these routes and will simplify service patterns; these are characteristics which will help to improve service utilization.
- High ridership on the current Route 44's early morning trips suggest Sunday service will be successful if offered earlier than the service design standards in the morning.
- The service levels for Route 44 meet or exceed the service standards defined for Coverage routes.

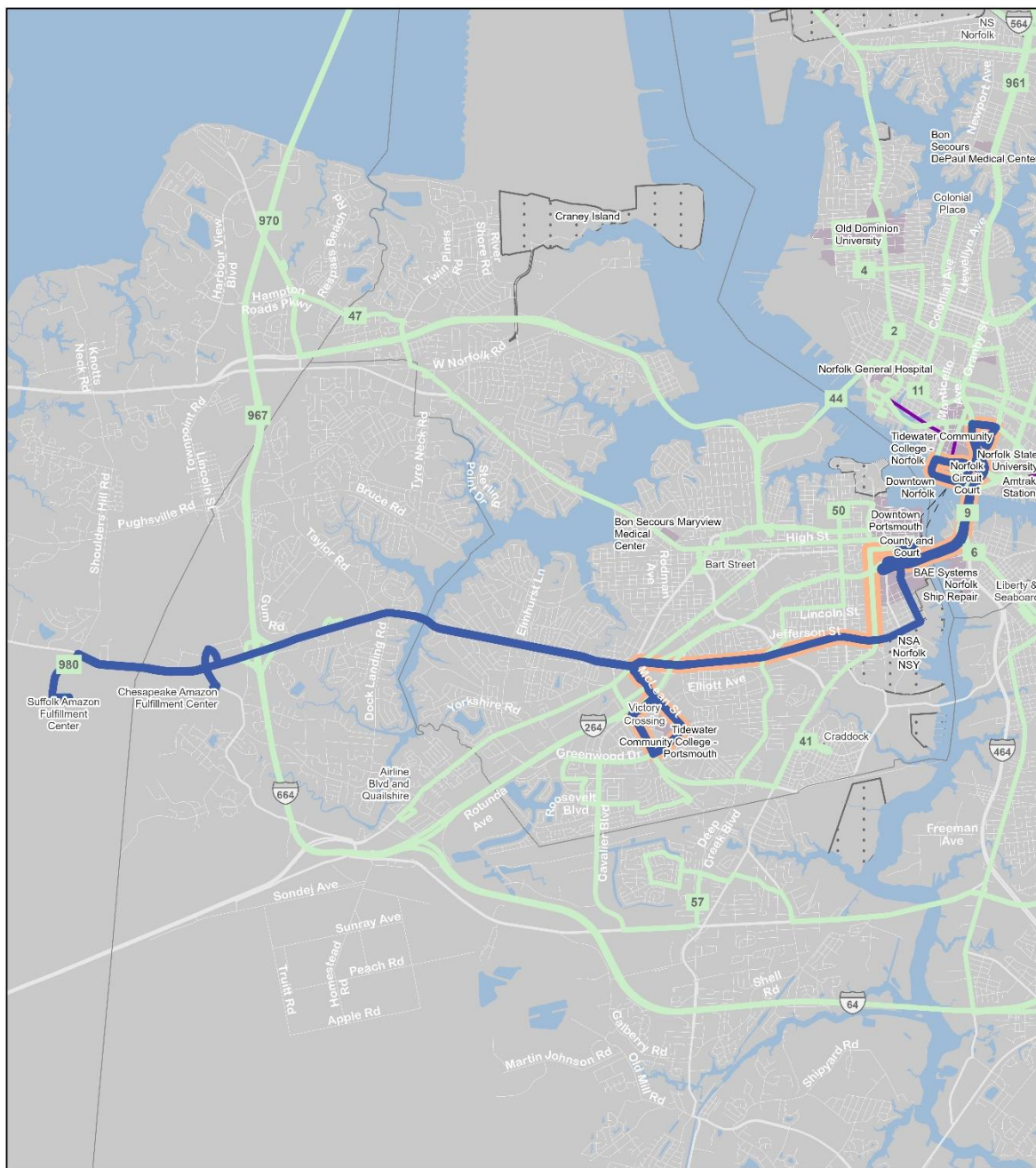
Route 44

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			✓
FY 2023	On Sundays Route 44 is extended to serve DNTC. Weekday span improved to begin at 5:00 AM.			
FY 2024	Route 44 will be realigned. West of Victory Crossing, Route 44 will operate on Airline Boulevard until Sunkist Road, taking over a portion of the existing Route 57 (which is being realigned to no longer serve Airline Boulevard). Service on Portsmouth Boulevard west of Turnpike Road will no longer be offered via Route 44 but will instead be served by the realigned Route 45. No changes to Route 44 span and headways.	✓		
FY 2025	No changes.			
FY 2026	Sunday span improved to begin at 6:00 AM.			
FY 2027	Sunday span improved to end at 10:00 PM.		✓	
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 45



Route 45

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 45

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Norfolk Transit Center / Victory Crossing	Downtown Norfolk Transit Center / Midtown Portsmouth
Jurisdictions	Norfolk, Portsmouth	Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	60	60
Saturday	Base	30	30
	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. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Blvd/Nansemond Parkway.
- In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41). Transferring the service onto Port Centre Parkway will improve route directness and decrease travel time.
- Route 45 is a Regional Backbone service that will operate on weekdays between 4:39 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. After 7:00 PM service will be provided to TCC Portsmouth (College/McLean).
- The existing Saturday span of service will be maintained and service will be offered every half hour between Norfolk and Victory Crossing between 6:00 AM and 9:00 PM. Service will be offered every half hour across the whole route from 8:00 AM to 6:00 PM—before and after that it will be hourly. No Saturday service will be provided to College/McLean.
- Sunday span will be extended to match Saturday and headways will be improved to match Saturday. No Sunday service will be provided to College/McLean.



Justification

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

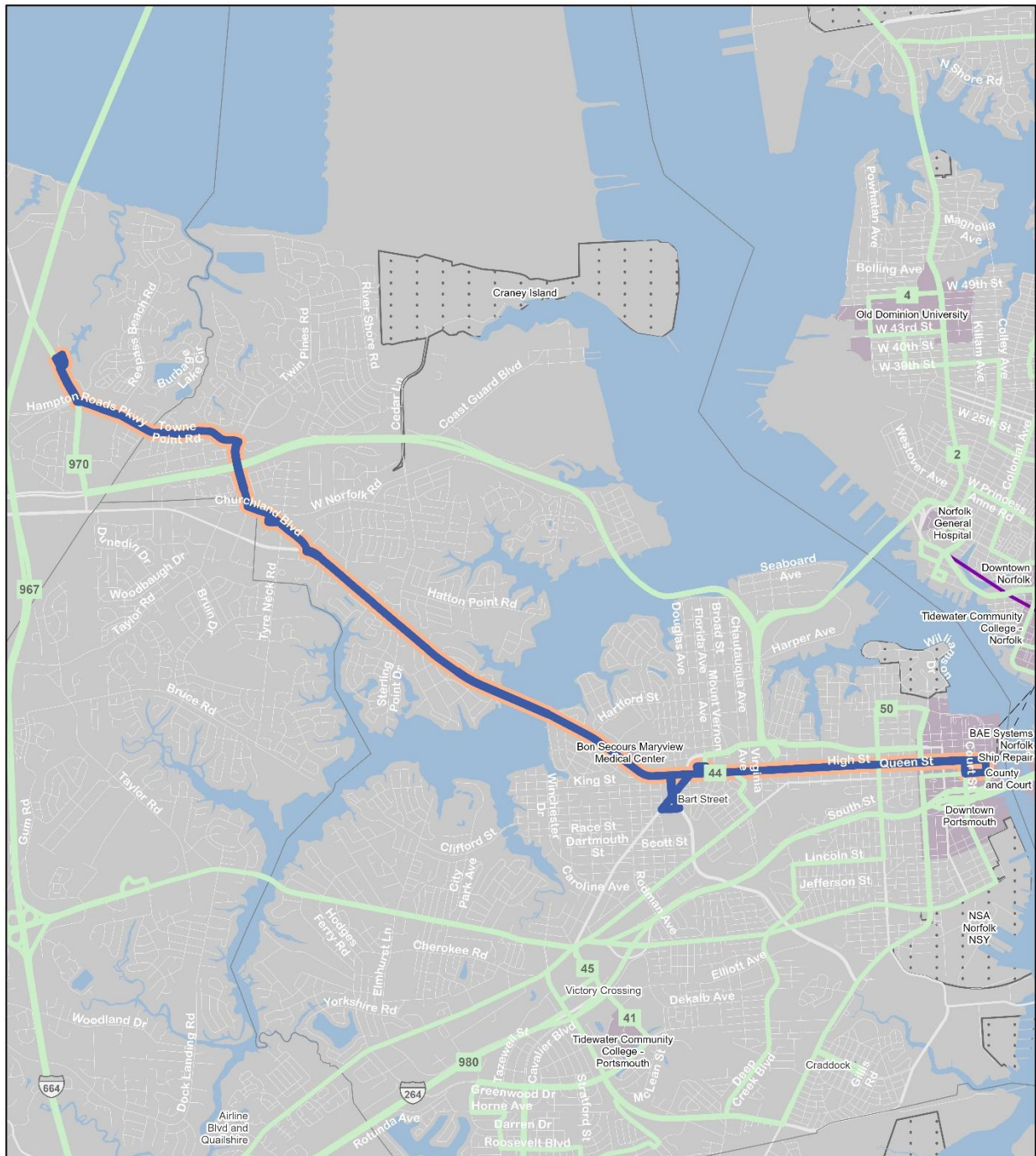
Route 45

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	<p>Route 45 will be extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Seven days a week, select trips (three in the morning, three in the evening) will continue to the Amazon facilities in the Western Branch and Suffolk, along Portsmouth Blvd/Nansemond Parkway. In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41).</p> <p>Weekday span is improved to end at 1:00am. Sunday span is improved to begin at 5:10am and end at 12:51am (matching Saturday span). Existing headways are maintained including more frequent service on the short turn between County & Court and Victory Crossing, except service on Sunday will be improved to 30-minute service on the short turn between 6:00am-9:00pm.</p>	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 47



Route 47

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 47

Service Classification	
Regional Backbone	

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Downtown Portsmouth / Churchland	Downtown Portsmouth / Churchland
Jurisdictions	Suffolk, Portsmouth	Suffolk, Portsmouth

Level of Service			
Span			
		Existing	Planned
Weekday		5:49 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	Planned
Weekday	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	-	60
Saturday	Base	30	30
	Non-Base	60	30 / 60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	60	30 / 60
	Early / Late	-	60

Note

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

Service Changes

- The alignment for Route 47 will remain predominantly the same as existing, with the addition of providing 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 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 (the short turn) and 30-minute service from College Drive and Lake View Parkway to County Street and Court Street (the full length of the route). During the weekday midday period there will be 30-minute service along the full length of the route. Early and evening service will operate every 30 minutes between Village Street and Churchland Boulevard and County Street and Court Street and every 60 minutes along the full length of the route. Late night service will operate hourly along the full length of the route.
- The weekday span of service will be extended, starting at 5:00 AM and ending at 1:00 AM.
- Weekend service will begin earlier at 5:00 AM and end later at midnight. On weekends there will be 30-minute service along the full length of the route during the base period, 30-minute service along the short turn and 60-minute service along the full length of the route in the non-base period, and hourly service in the early/late period.



Justification

- The current Route 47 service offers an important connection between Downtown Portsmouth and the neighboring City of Suffolk, enabling a direct connection to the Suffolk Transit bus system.
- The service levels for Route 47 meet the service standards defined for Regional Backbone routes.



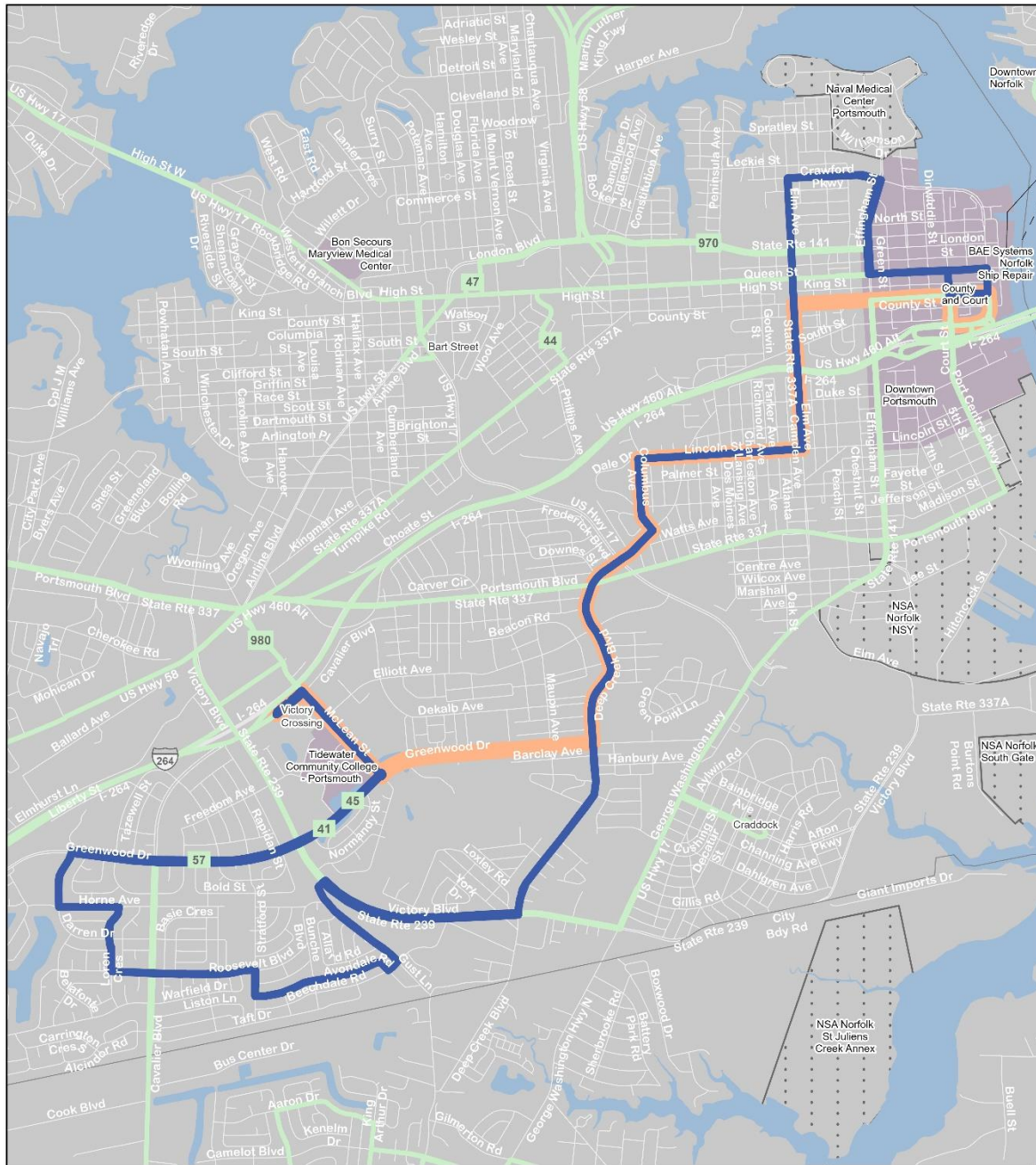
Route 47

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Saturday service extended to College and Lakeview every 60 minutes from 7:00 AM - 7:00 PM.			
FY 2024	<p>Change alignment to provide 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 hourly.</p> <p>Weekday span is improved to begin at 5:00am and end at 1:00am. Weekday midday headways are improved to 30 minutes along the full length of the route.</p> <p>Weekend span is improved to begin at 5:00am and end at 12:00am. Service on Sunday is now provided to College and Lakeview, and Saturday service to College and Lakeview is expanded. On both weekend days Route 47 will serve College and Lakeview (the full length of the route) every 30 minutes from 8:00 AM to 6:00 PM and hourly for the rest of the span of service (5:00 AM - 8:00 AM and 6:00 PM - 12:00 AM).</p>	✓	✓	✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 50



Route 50

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 50

Service Classification		
Coverage		

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

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

Service Changes

- Route 50 will be realigned to cover the eliminated portion of Route 43 in the Parkview area and an eliminated portion of Route 41 serving Roosevelt Boulevard and Vaughn Court. As a Coverage route, Route 50 will provide hourly service connecting neighborhoods in Portsmouth, freeing up other routes to provide more direct and frequent service between Portsmouth and Norfolk. There will no longer be service on Greenwood Drive between McLean and Deep Creek or on County 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 will be offered hourly from 8:00 AM to 7:00 PM, providing a longer span of service than existing.



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.

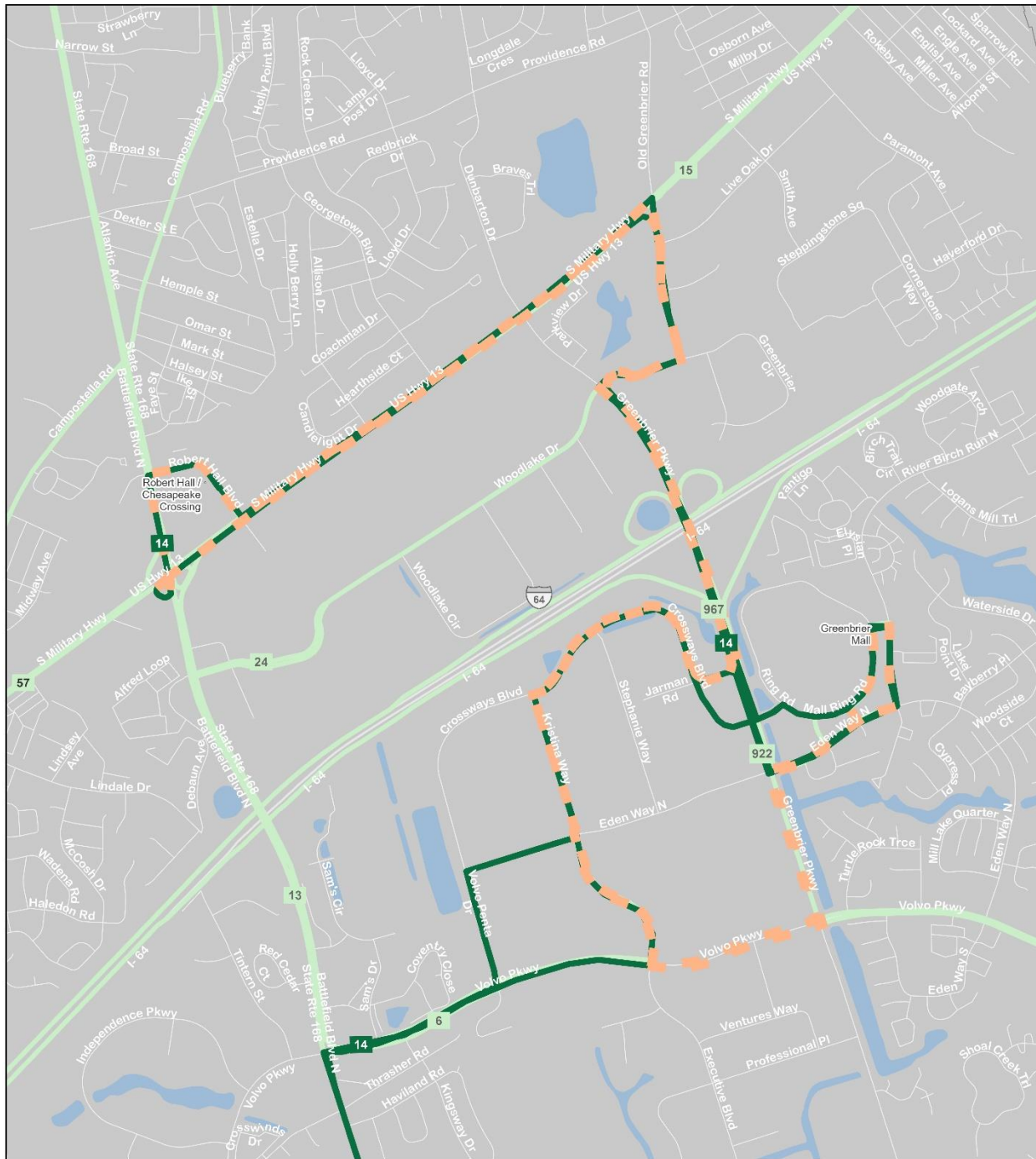
Route 50

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			✓
FY 2023	No changes.			
FY 2024	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 County Street between Elm Avenue and Effingham Street. Sunday will be changed to begin at 8:00 AM.	✓		
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	Weekday span improved to begin at 5:00 AM.			
FY 2028	Weekday span improved to end at 8:00 PM; Saturday span improved to 6:00 AM - 7:00 PM; Sunday span improved to end at 7:00 PM.		✓	
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 55



Route 55

Focus Route

- Eliminated Route
- Routes providing replacement coverage

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 1/2 Miles





Route 55

Service Classification
-

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

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

Service Changes

- Route 55 will be eliminated; its service will be covered by the realigned Route 14. The realigned Route 14 will provide more connections to other destinations within Chesapeake and the wider region than Route 55 currently does. Route 14 will serve Robert Hall, Greenbrier Mall, Summit Pointe, and the Chesapeake Municipal Center.



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 14, which will be more attractive and useful for riders.



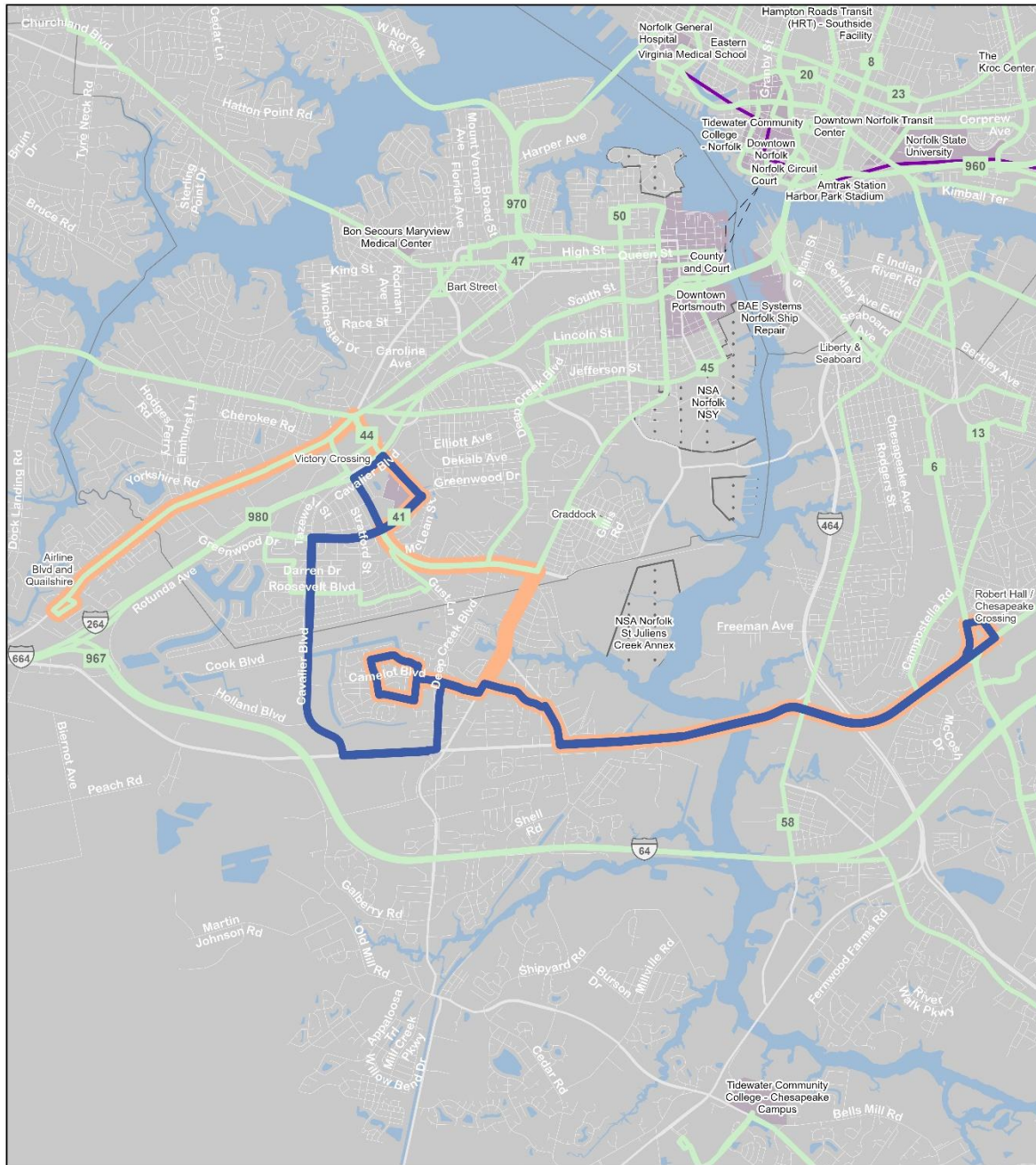
Route 55

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 55 will be eliminated; its service will be covered by the realigned Route 14, providing more connections to other destinations within Chesapeake and the wider region. Route 14 will serve Robert Hall, Greenbrier Mall, Summit Pointe, and the Chesapeake Municipal Center.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 57



Route 57

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary

0 2
Miles



Route 57

Service Classification	
Coverage	

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:19 AM - 7:20 PM	5:00 AM - 8:00 PM
Saturday		6:18 AM - 7:20 PM	6:18 AM - 7:20 PM
Sunday		-	8:00 AM - 7:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	-	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- Service will continue to operate in the Camelot area but will be realigned onto Deep Creek Boulevard, Military Highway, and Cavalier Boulevard to serve the industrial park.⁴ 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 8:00 PM, providing an expanded service day to allow for more cross-jurisdictional travel in the evening.
- Saturday span and headway will be maintained. Sunday service will be introduced, providing hourly service between 8:00 AM and 7:00 PM.



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.

⁴ The map on the previous page does not reflect Route 57's current alignment in the Camelot area; for the next TSP update, the existing and planned alignment will be updated.

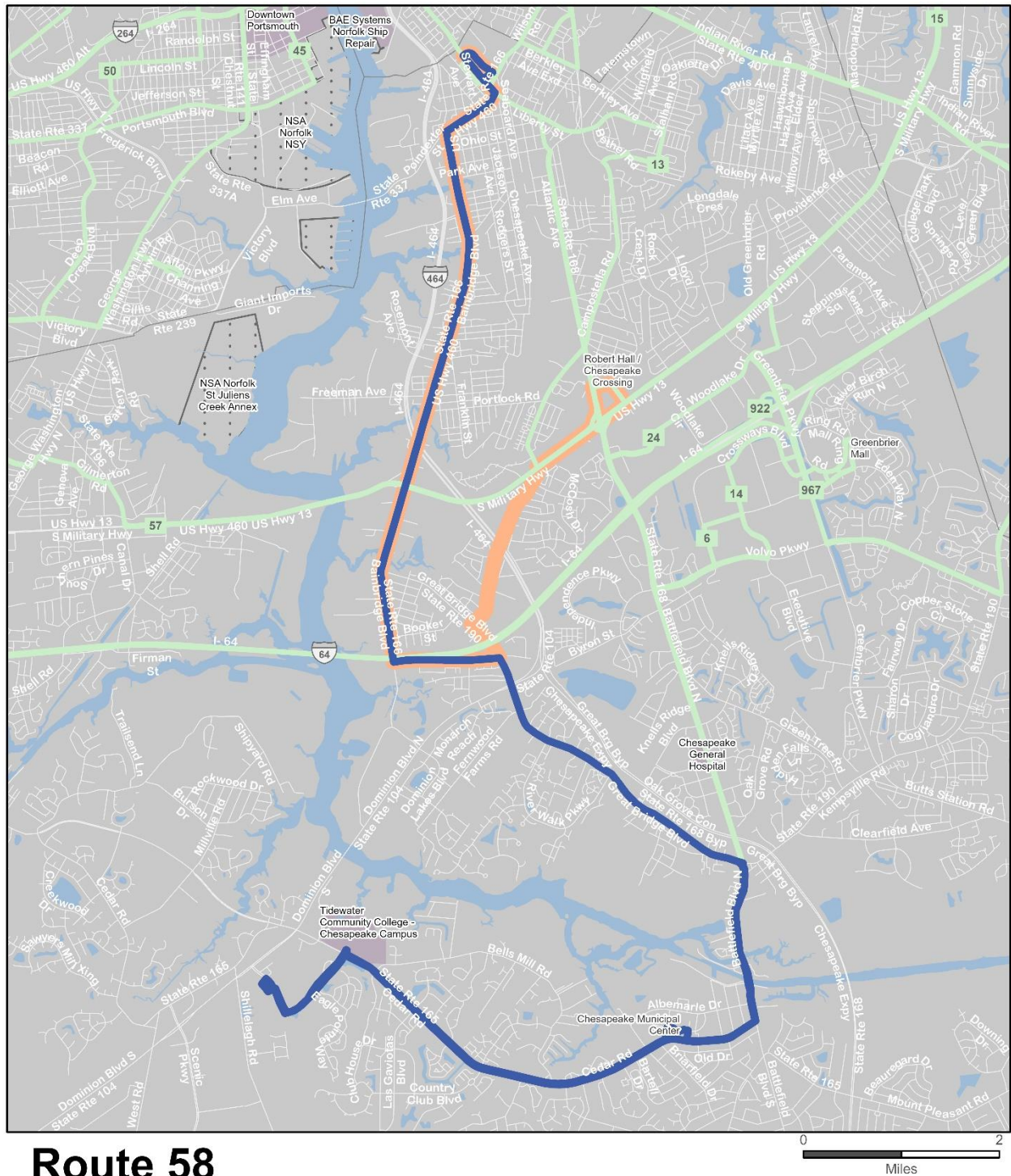
Route 57

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	No changes.			
FY 2024	Service will continue to operate in the Camelot area 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.	✓		
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	Weekday span improved to 5:00 AM - 8:00 PM			
FY 2028	No changes.			
FY 2029	Sunday service introduced from 8:00 AM - 7:00 PM			✓
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	Weekday span improved to end at 9:30 PM.		✓	



Route 58



Route 58

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 58

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
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		-	-
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- 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 on Cedar Road to serve the Chesapeake Municipal Center, TCC Chesapeake, and Walmart, serving another portion removed from the existing Route 14.
- 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 earlier at 5:00 AM with hourly service. Saturday span will be maintained with hourly service.



Justification

- Route 58 performs worse than average on the six Key Performance Indicators (KPI) and will be realigned 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).
- The service levels for Route 58 will not yet meet the service standards defined for Coverage routes until Sunday service is introduced (as noted in the out years in the table on the next page).

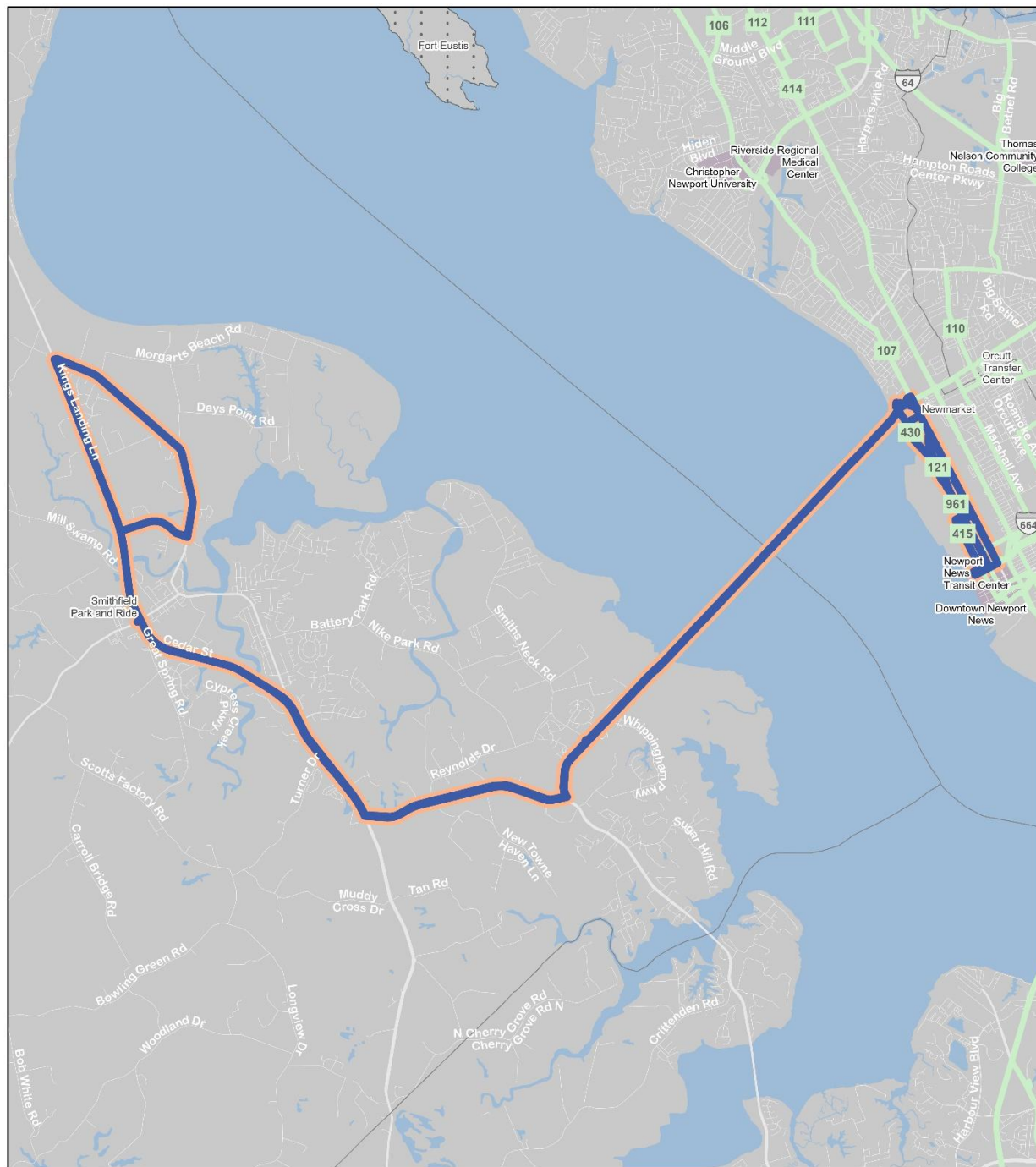
Route 58

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 58 will be realigned to no longer serve Robert Hall. Route 58 will serve Great Bridge Boulevard, Cedar Road, the Chesapeake Municipal Center, and TCC Chesapeake. Maintain existing span and headways.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	Weekday span improved to begin at 5:00 AM.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	Sunday service introduced from 8:00 AM - 7:00 PM.		✓	✓



Route 64



Route 64

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





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	Planned
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	Planned
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.



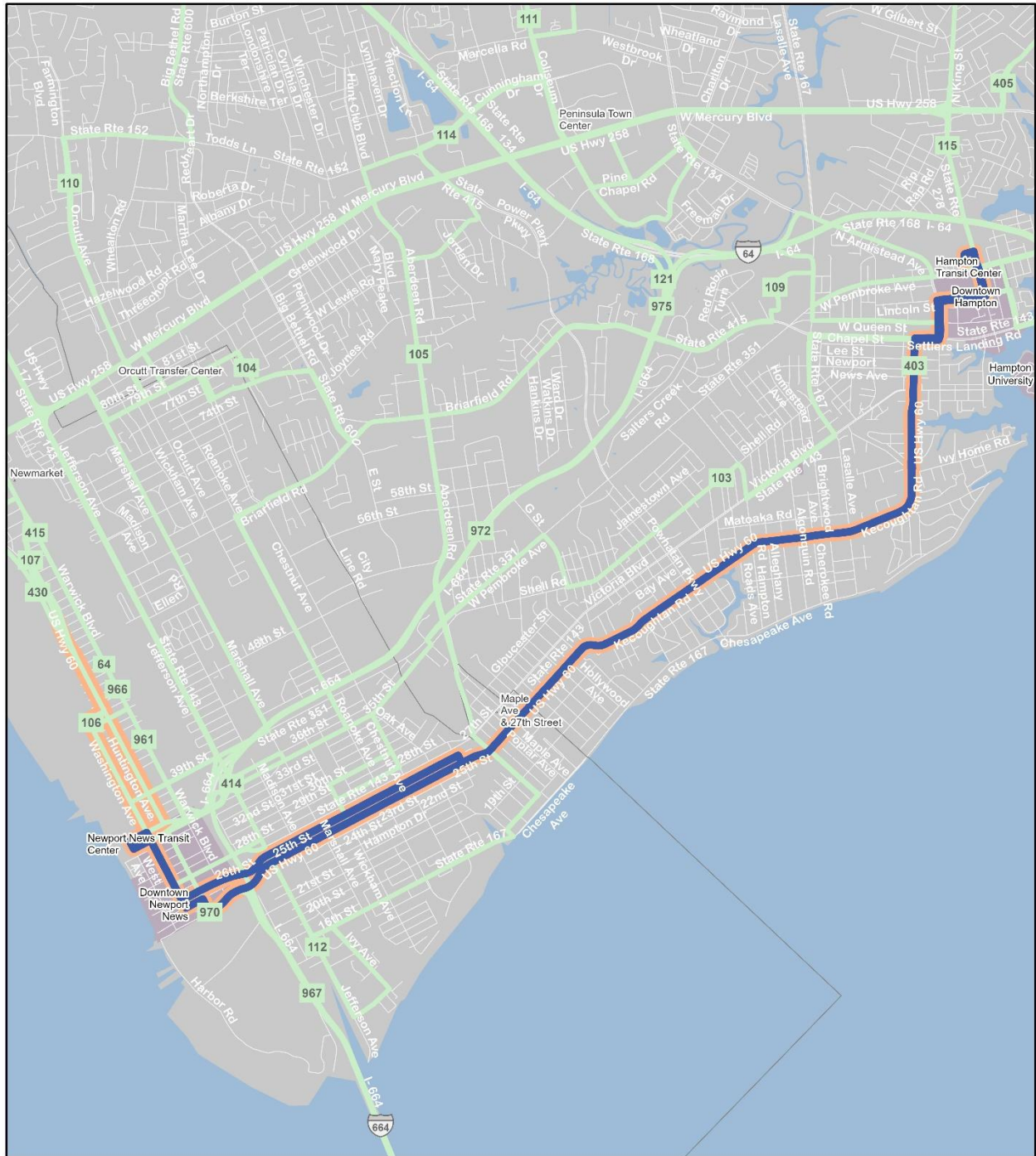
Route 64

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 101



Route 101

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 101

Service Classification
Regional Backbone

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Kecoughtan) Downtown Newport News / Downtown Hampton	(Kecoughtan) Downtown Newport News / Downtown Hampton
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:15 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	Planned
Weekday	Early	30	30
	AM Peak	35	15
	Midday	35	30
	PM Peak	35	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	35	30
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	30
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- 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 during the weekday peak periods will be offered every 15 minutes. During the weekday early, midday, and evening periods, service will be offered every 30 minutes, and hourly service in the late night period.
- 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.



Justification

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

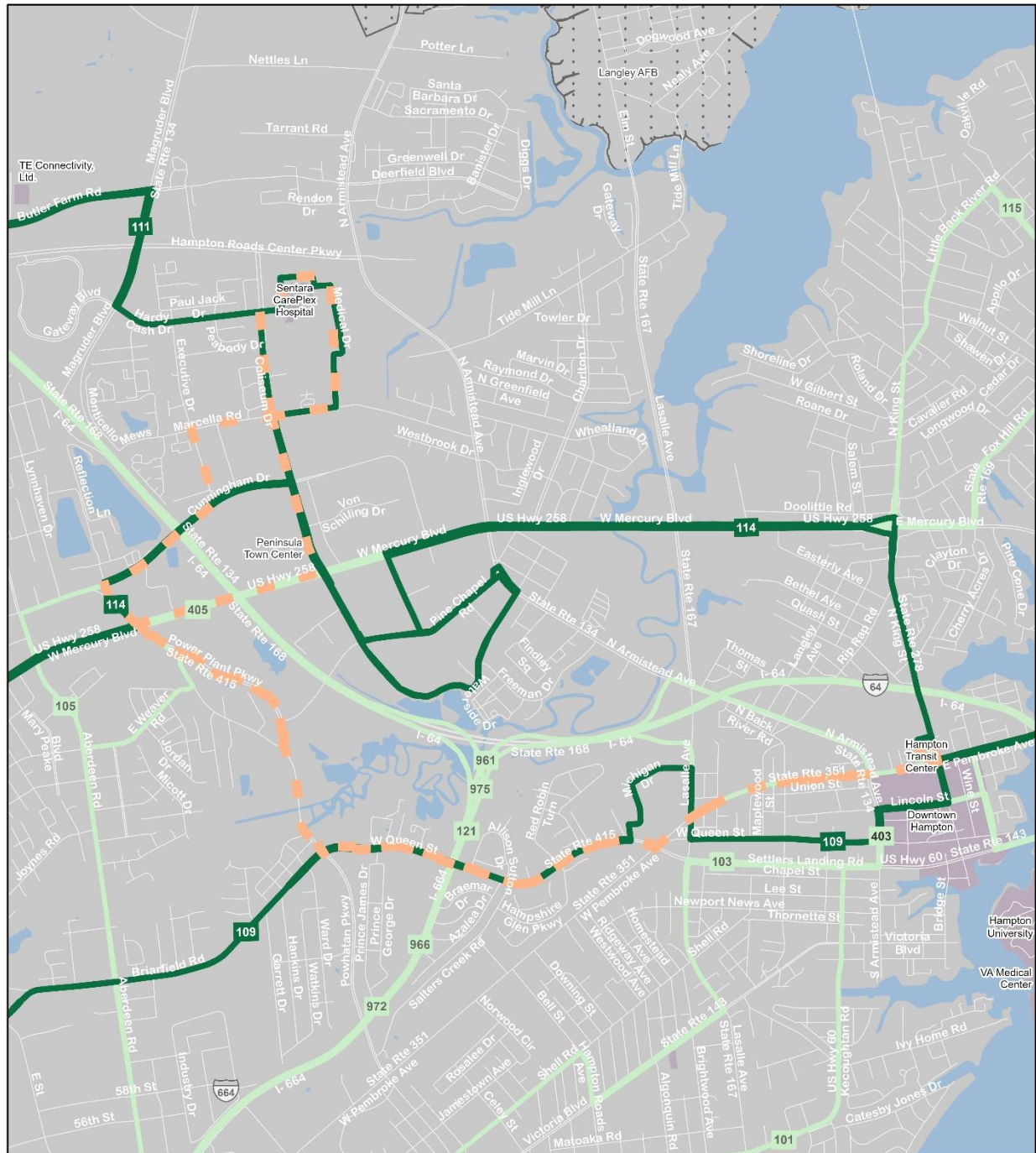
Route 101

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	<p>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).</p> <p>Weekday service will be offered between 5:00 AM and 1:00 AM. Sunday span will be improved to 5:15 AM - 12:10 AM.</p> <p>Weekday peak headways improved to 15 minutes and midday and evening headways improved to 30 minutes. Saturday and Sunday base and non-base headways improved to 30 minutes.</p>	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 102



Route 102

Focus Route

- Eliminated Route
- Routes providing replacement coverage

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 102

Service Classification
-

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Coliseum) Peninsula Town Center / Downtown Hampton	-
Jurisdictions	Hampton	-

Level of Service			
Span			
		Existing	Planned
Weekday		6:19 AM - 8:10 PM	-
Saturday		7:19 AM - 7:10 PM	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 102 will be eliminated due to poor performance and the realignment of other nearby routes 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 and into the Sentara CarePlex facility. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd.
- Executive Dr between Marcella Rd and Cunningham Dr will lose service but service will be available nearby on Route 114 on Cunningham Dr.
- Segments of Power Plant Parkway and Pembroke Avenue losing service have low transit demand and are also within a half mile of other routes.



Justification

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

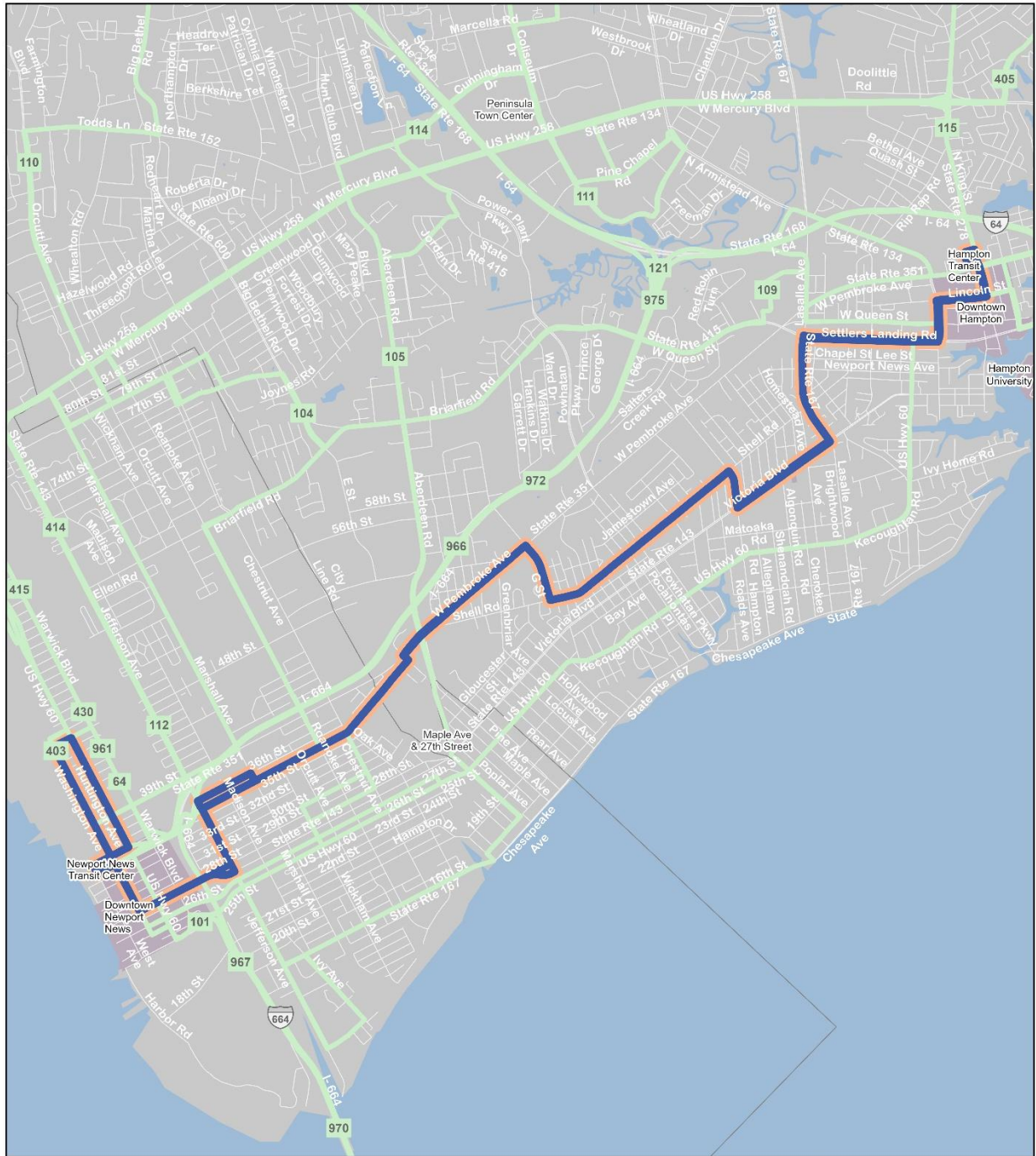
Route 102

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route 102 will be eliminated. Routes 109 and 111 will provide similar connections that the 102 provides, with Route 109 operating on W Queen Street and Route 111 serving the Sentara CarePlex Hospital complex.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 103



Route 103

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 103

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:15 AM - 11:52 PM	5:15 AM - 11:52 PM
Saturday		5:15 AM - 11:52 PM	5:15 AM - 11:52 PM
Sunday		7:30 AM - 8:07 PM	7:30 AM - 8:07 PM
Headway			
		Existing	Planned
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	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No change to existing service alignment and no changes to existing level of service.



Justification

- Route 103 performs around average on the six Key Performance Indicators (KPI).
- The service levels for Route 103 are close to meeting the service standards defined for Local Priority routes but will not fully meet the standards by FY 2031. There are still further service increases that would be needed to fully meet the standards (see phasing table on next page).



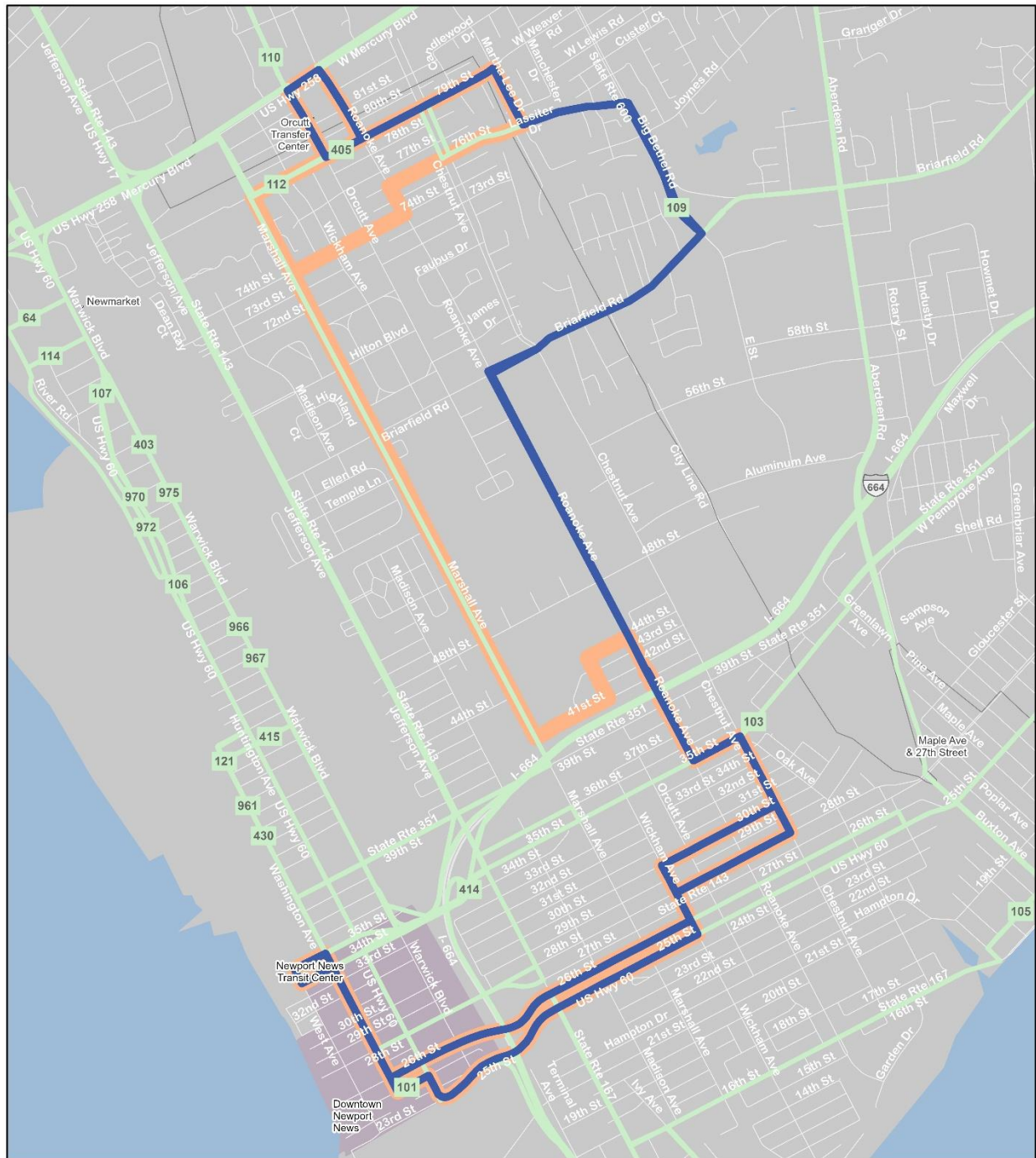
Route 103

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	Weekday span improved to begin at 5:00am. Sunday span improved to begin at 7:00am and end at 11:00pm. Sunday base period headway improved to 30 minutes.		✓	✓



Route 104



Route 104

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 104

Service Classification
Coverage

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Marshall) Downtown Newport News / Newmarket	(Roanoke) Downtown Newport News / Newmarket
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:45 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	Planned
Weekday	Early	30	60
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	30	60
	Late Night	-	-
Saturday	Base	30	60
	Non-Base	30	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60

Service Changes

- Route 104 will be realigned from serving 41st Street and Marshall Avenue to Roanoke Avenue instead. It will then travel east on Briarfield Road, north on Big Bethel Road, west on Lassiter Drive, north on Martha Lee Drive, west on 79th Street, and north on Orcutt Avenue 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 from 5:00 AM to 11:00 PM. Service will be offered every half hour between 6:00 AM and 6:00 PM, with hourly service otherwise.
- On weekends, then span of service will be adjusted to 6:00 AM to 11:00 PM, with hourly service throughout the day.



Justification

- Route 104 performs around average on the six Key Performance Indicators (KPI). The alignment and level of service changes were designed to improve the route's performance.
- The current Route 104 operates along several different corridors within Newport News. Route 104 will operate along a more streamlined alignment between 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
FY 2022	No changes from existing alignment or level of service.			
FY 2023	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. Route 110 will operate along the segment of Marshall Road currently served by Route 104. Weekday span is improved to 5:00am-11:00pm and weekend span is changed to 6:00am-11:00pm. Frequency is reduced to 60 minutes all day Saturday and during the weekday early and evening periods.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

The map displays the proposed light rail route in the Hampton Roads area. The route is highlighted in blue and orange, starting from the Newport News Transit Center and extending through the city towards the Peninsula Town Center. The map includes major roads, highways, and landmarks.

Focus Route

- Planned System
— Light Rail
- - - Ferry

- 
 Military Base
 Activity Center
 City Boundary



Route 105

Service Classification
Local Priority

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Maple Avenue & 27th Street / Peninsula Town Center	Downtown Newport News / Peninsula Town Center
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		6:12 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 - 10:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 105 will travel via a more direct path between the Peninsula Town Center / Riverdale Plaza Shopping Center and NNTC. Where the existing route currently travels onto Briarfield Road from Aberdeen Road, the service will remain on Aberdeen Road / Buxton Avenue, will then travel on Blair Avenue and 16th Street, then end at NNTC.
- Service along Maple Avenue, Hampton Avenue, and Garden Drive will be eliminated. The realigned Route 110 will provide service along Marshall Avenue. The realigned Route 104 will operate on Briarfield Road between Roanoke Avenue and Big Bethel Road. Other portions of Briarfield Road will lose service from Route 105 but will be mostly covered by the realigned Routes 104 and 109.
- The existing Route 105 tripper from Pine Chapel and Barrack will be eliminated.
- Weekday service will begin at 5:00 AM. During the weekday peak periods and weekday midday, service will be offered every half hour. Service will be offered hourly through the rest of the service day.
- The Saturday span of service will remain the same and 30-minute service will be offered during the base period. The Sunday span of service will be increased to end at 10:00 PM and service will remain hourly.



Justification

- Route 105 performs above average on the six KPIs. To increase ridership on an already well-performing route, its level of service will be increased, and the realignment will provide more direct and efficient service.
- Route 105's realignment provides more direct service between Peninsula Town Center and Downtown Newport News via Aberdeen Road, compared to its existing circuitous route pattern. Adjustments to Route 104 and Route 110 will provide coverage through much of the areas no longer served by Route 105, allowing for more efficient service in these areas. A more simplified routing through the Wilson, Magruder, Reed and Marshall communities is also planned, which may require short walks to access the service, but which will help to provide shorter overall trip times and improved on time performance.
- The alignment changes to Route 105 were developed in concert with service changes to Route 104 and Route 110 to improve route directness and on-time performance, and to create routes that are simpler to understand.
- The service levels for Route 105 meet the service standards defined for Local Priority routes.



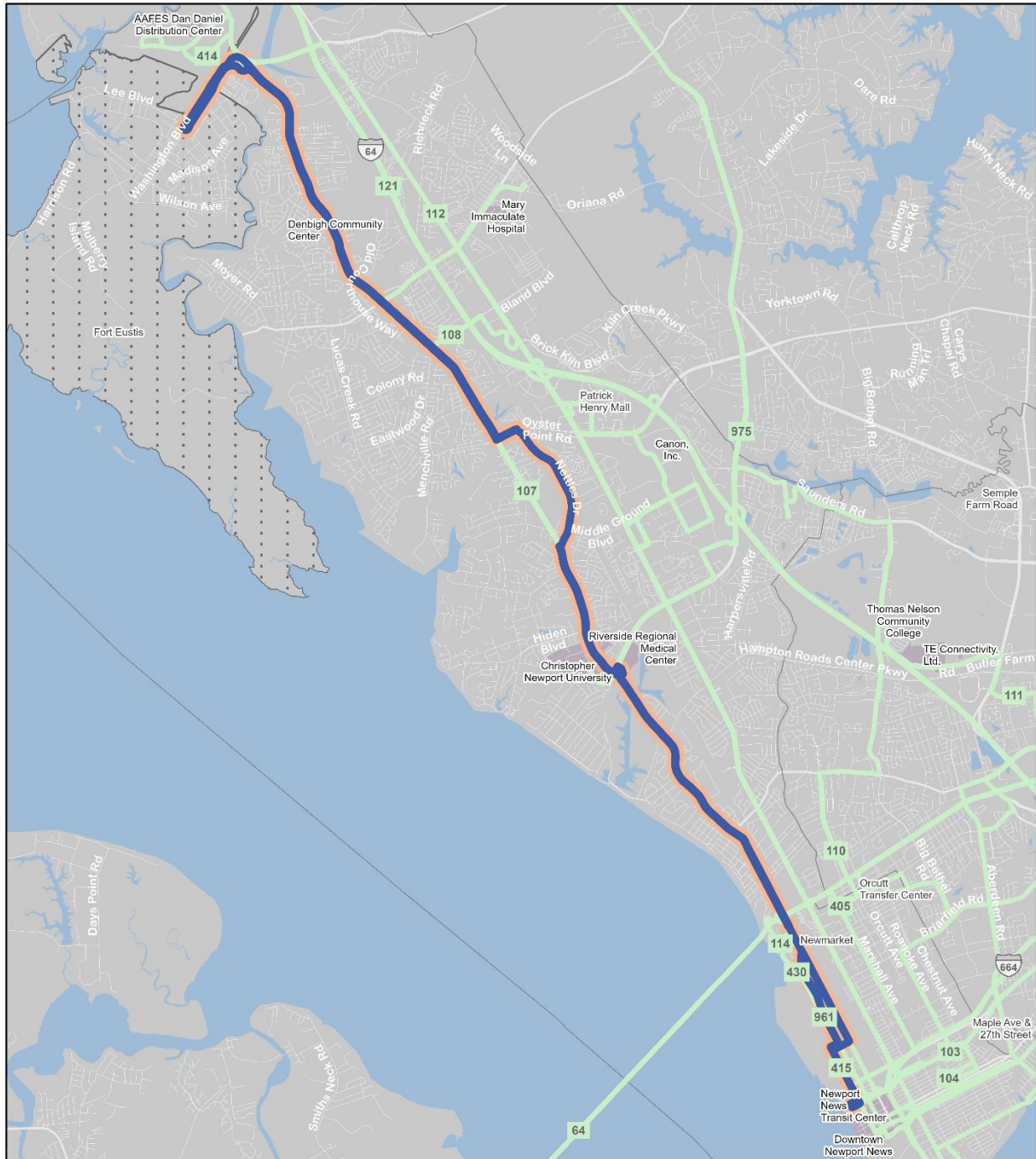
Route 105

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	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. Existing headways will be maintained and weekday span will be improved to begin at 5:00am.	✓		
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	Weekday peak headway improved to 30 minutes. Sunday span improved to begin at 6:15am and end at 10:00pm.			
FY 2027	Weekday midday headway improved to 30 minutes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Headways improved to 30 minutes on Saturday in base period.			
Out Years	Sunday span improved to end at 12:13am. Headways improved to 30 minutes on Sunday in base period.		✓	✓



Route 106



Route 106

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 106

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:09 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	Planned
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

- There are no alignment changes.
- Weekday service will be offered from 5:00 AM to 12:42 AM. Service will be offered every half hour from 6:00 AM to 6:00 PM with hourly service otherwise.
- On Saturdays the existing span will be maintained and service will be offered every half hour during the base period.
- The Sunday span of service will be expanded to end at 11:00 PM and service will be offered every half hour during the base period.



Justification

- Route 106 performs around or above average on the six Key Performance Indicators (KPI).
- 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 or exceeds the defined service standards for Local Priority routes.



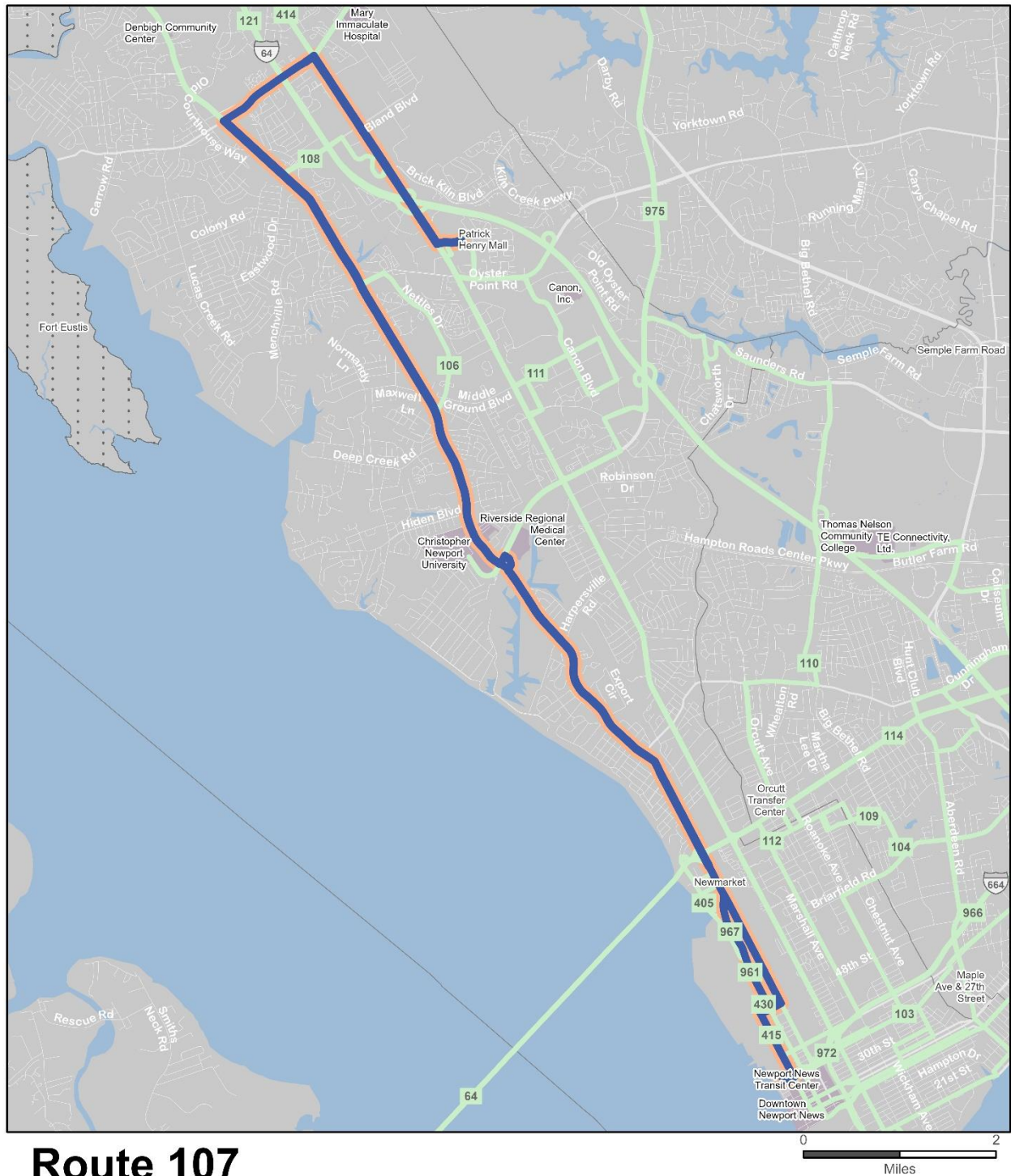
Route 106

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	Weekday span improved to begin at 5:00am; Sunday span improved to end at 11:00 PM. Headways improved to 30 minutes during weekday peaks, weekday midday, and weekend base periods.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 107



Route 107

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 107

Service Classification
Local Priority

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:22 AM - 12:13 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	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- There are no alignment changes for Route 107.
- 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 will remain as existing. The Sunday span of service will be expanded to 6:00 AM to 9:00 PM. Service on the weekend will remain hourly.



Justification

- Route 107 performs around or above average on the six Key Performance Indicators (KPI).
- 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.

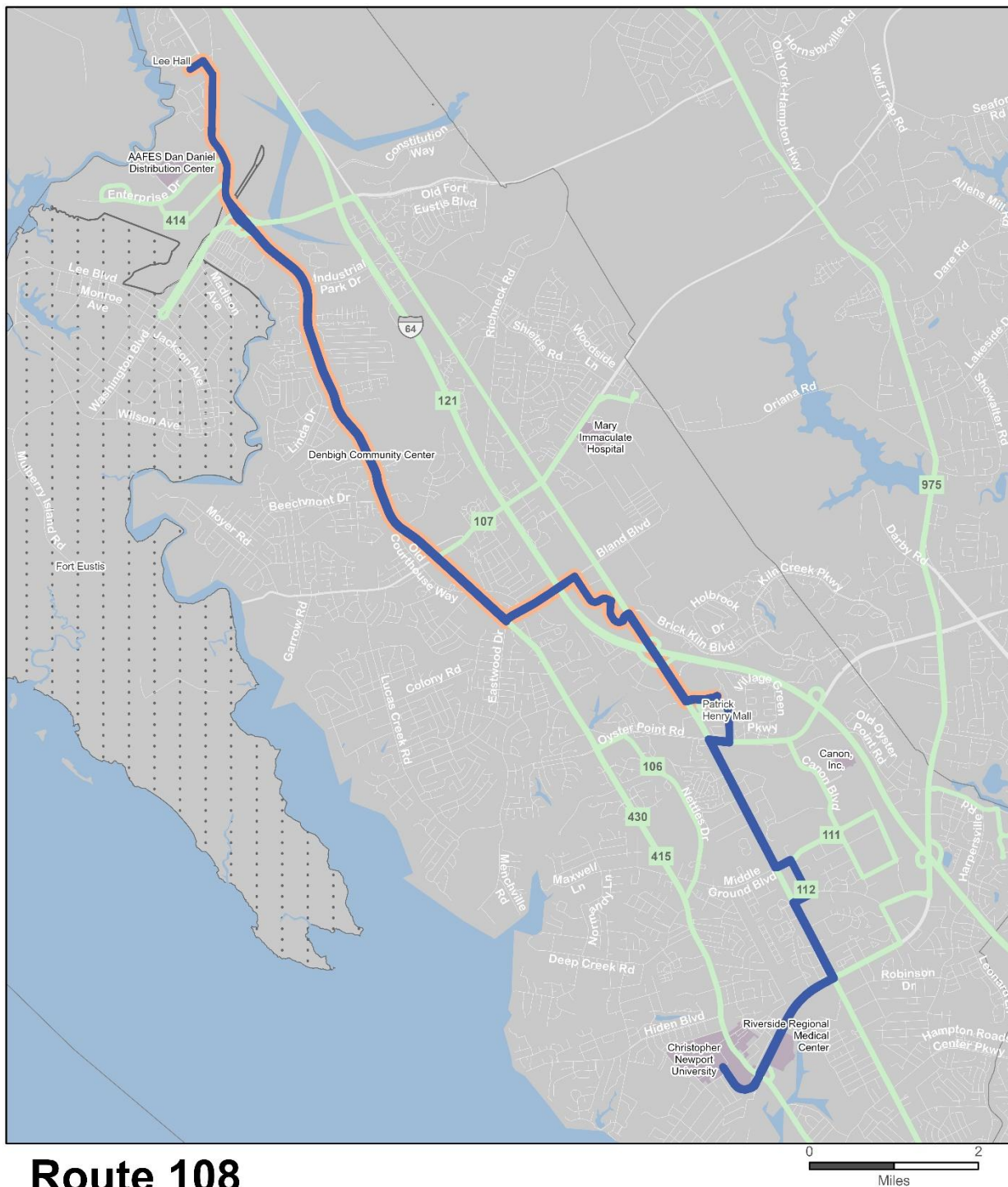
Route 107

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		✓
FY 2023	Weekday span improved to begin at 5:00am; Sunday span improved to 6:00 AM - 9:00 PM.		✓	
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 108



Route 108

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 108

Service Classification
Coverage

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:55 AM - 11:31 PM	5:00 AM - 11:31 PM
Saturday		5:55 AM - 11:31 PM	5:55 AM - 11:31 PM
Sunday		6:35 AM - 7:02 PM	6:00 AM - 9:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	60	60
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	60	60
Sunday	Base	60	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.
- Weekday service will begin earlier at 5:00 AM and will operate hourly all day.
- Saturday span of service and headway will remain the same as existing. Sunday span of service will be increased to operate from 6:00 AM to 9:00 PM. All weekend service is hourly.

SD

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.

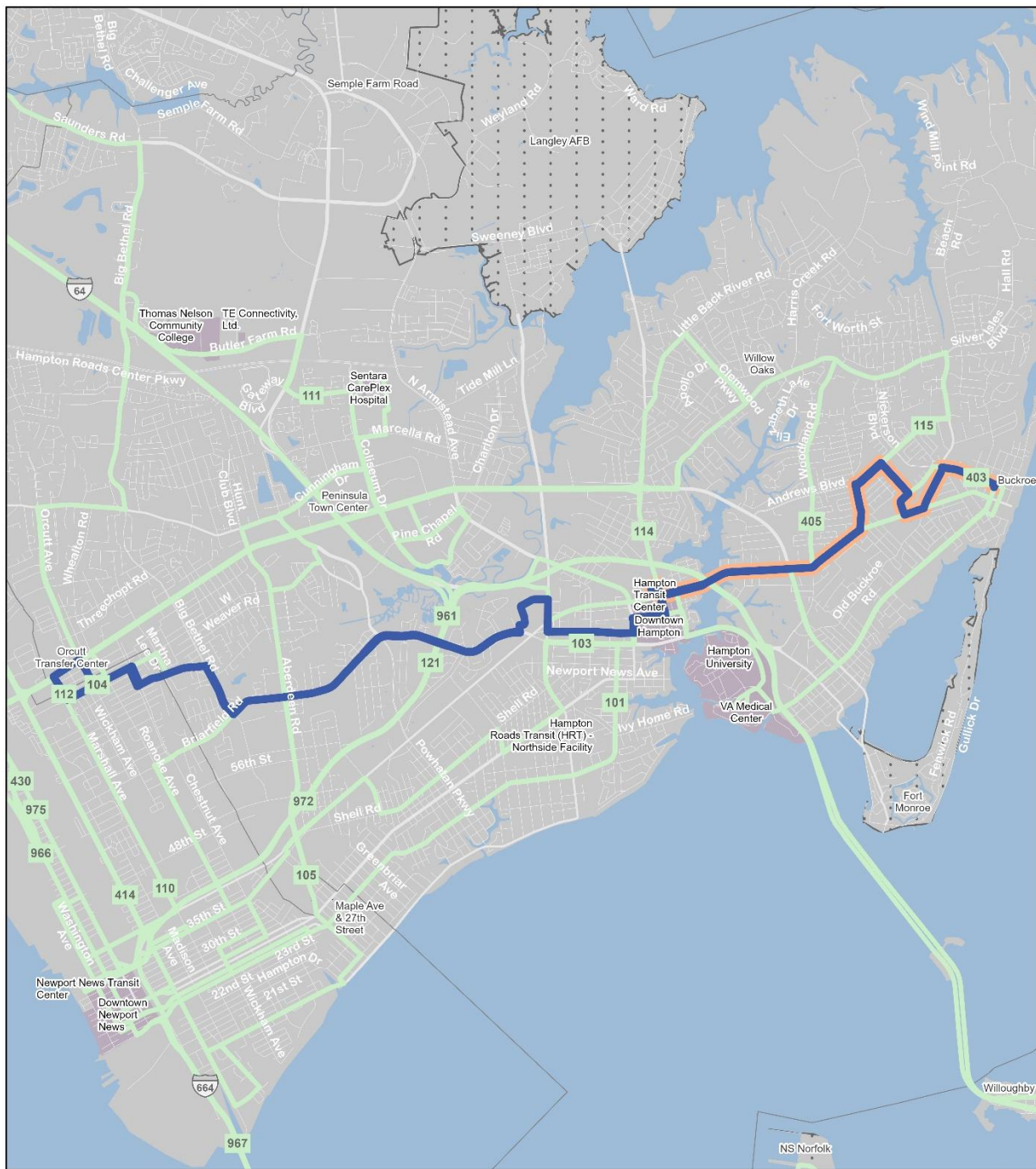
Route 108

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 108 will be extended from Patrick Henry Mall to Fishing Point, Christopher Newport University and Riverside Regional Medical Center, providing service to areas along the southern portion of the eliminated Route 116. Service south of Patrick Henry Mall will be offered Monday-Friday only.	✓		
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	Weekday span will begin earlier at 5:00 AM. Sunday span of service will be extended to 6:00 AM to 9:00 PM. Service south of Patrick Henry Mall will be offered seven days a week.		✓	✓
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 109



Route 109

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 109

Service Classification		
Local Priority		

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:51 AM - 10:05 PM	5:00 AM - 11:00 PM
Saturday		7:45 AM - 9:10 PM	7:45 AM - 9:10 PM
Sunday		6:45 AM - 7:10 PM	6:45 AM - 7:10 PM
Headway			
		Existing	Planned
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	-	-
Sunday	Base	60	30
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- Route 109 service will be extended from its current terminus at the Hampton Transit Center to Orcutt Transfer Center via the existing Route 110 alignment, thus providing direct service between Orcutt Transfer Center, Hampton Transit Center, and the Mallory/Buckroe area.
- The weekday span of service will be from 5:00 AM to 11:00 PM. On weekdays the AM and PM peak, midday, and in the evening until 8:00 headways will be offered every half hour. Hourly service will be offered all other times on the weekdays.
- Saturday and Sunday spans will remain the same as existing. Half hour headways will be offered during the Saturday base period, with hourly service the rest of the weekend.



Justification

- Route 109 will now function as a comprehensive crosstown service between Orcutt Transfer Center and Buckroe via the Hampton Transit Center. The service change will provide a one seat ride between the two termini, where currently a transfer is needed to complete this trip. Transfers to several other HRT north-south routes will be possible along the new alignment, enhancing transit connectivity throughout the Peninsula.
- Having Route 109 cover some of the existing Route 110's service in a more efficient manner allows for Route 110's realignment to be streamline for further efficiency gains.
- The service levels for Route 109 meet the service standards defined for Local Priority routes.



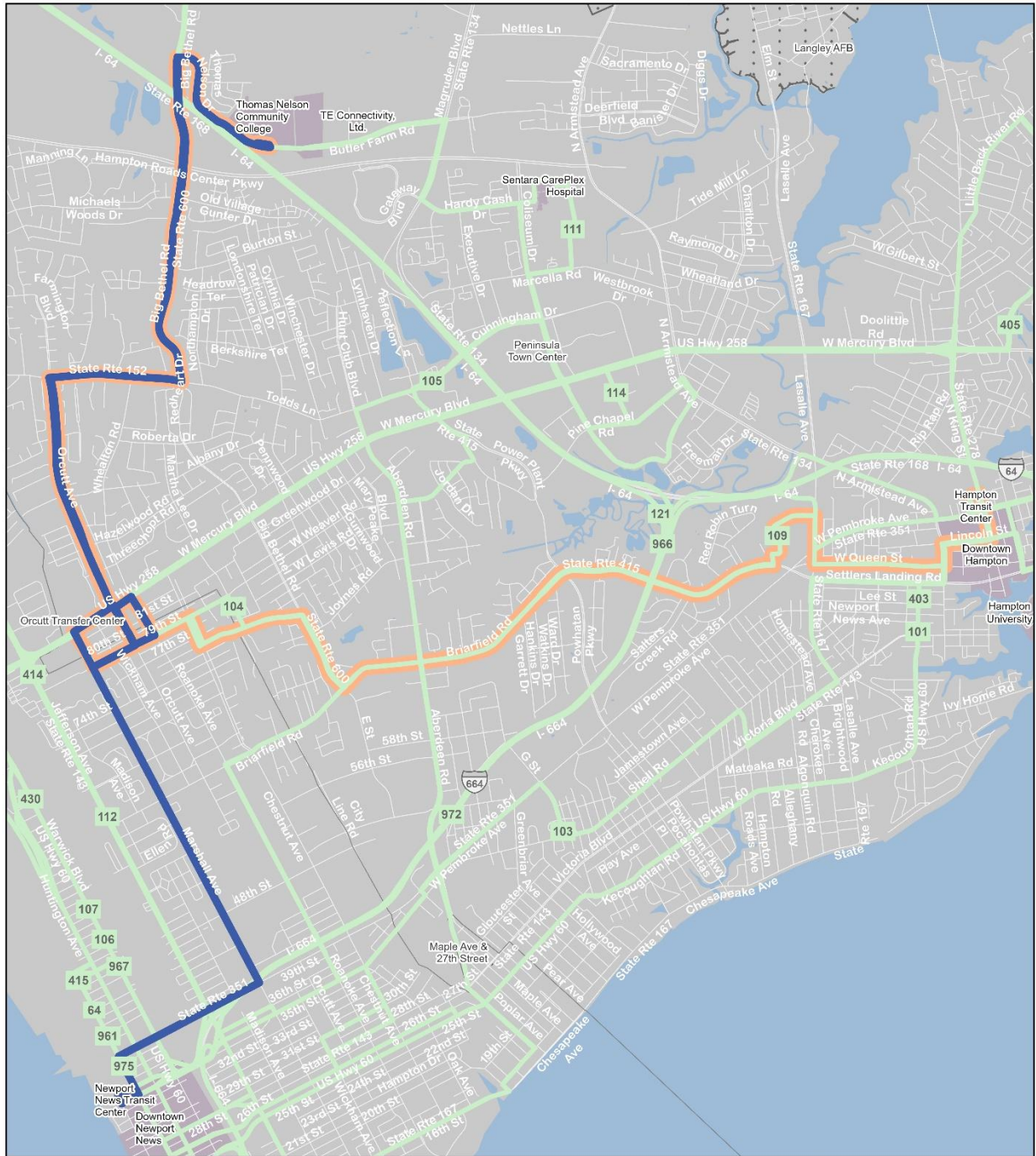
Route 109

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route 109 service will be extended from its current terminus at the Hampton Transit Center to Orcutt via the existing Route 110 alignment, thus providing direct service between Orcutt, Hampton Transit Center, and the Mallory/Buckroe area. Weekday span is improved to begin at 5:00am and end at 11:00pm.	✓		
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	Weekday peak headway improved to 30 minutes			
FY 2030	Weekday midday headway improved to 30 minutes			
FY 2031	Weekday evening headway improved to 30 minutes until 8:00pm. Headways improved to 30 minutes on Saturday in base period.			
Out Years	Saturday and Sunday span improved to begin at 6:00am and end at 11:00pm. Headways improved to 30 minutes on Sunday in base period.		✓	✓



Route 110



Route 110

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 1
Miles





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	Planned
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	Planned
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	60
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 110 will provide a new direct connection between Thomas Nelson Community College, Orcutt Transfer Center, and Newport News Transit Center. It will operate on Marshall Avenue, replacing existing Marshall Avenue service provided by Routes 104 and 105.
- The existing Route 110 alignment from Orcutt Transfer Center to Hampton Transit Center will be covered by the realigned Route 109.
- Weekday service will be offered between 5:00 AM and 11:00 PM. Weekday service will be offered every half hour during the AM and PM peak, midday, and evening (through 8:00 PM) periods. Hourly service will be offered during all other times on weekdays.
- Weekend service will be offered hourly between 7:00 AM and 11:00 PM. On Saturdays during the base period, 30-minute headways will be offered with hourly service otherwise. On Sundays service will be hourly all day.



Justification

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

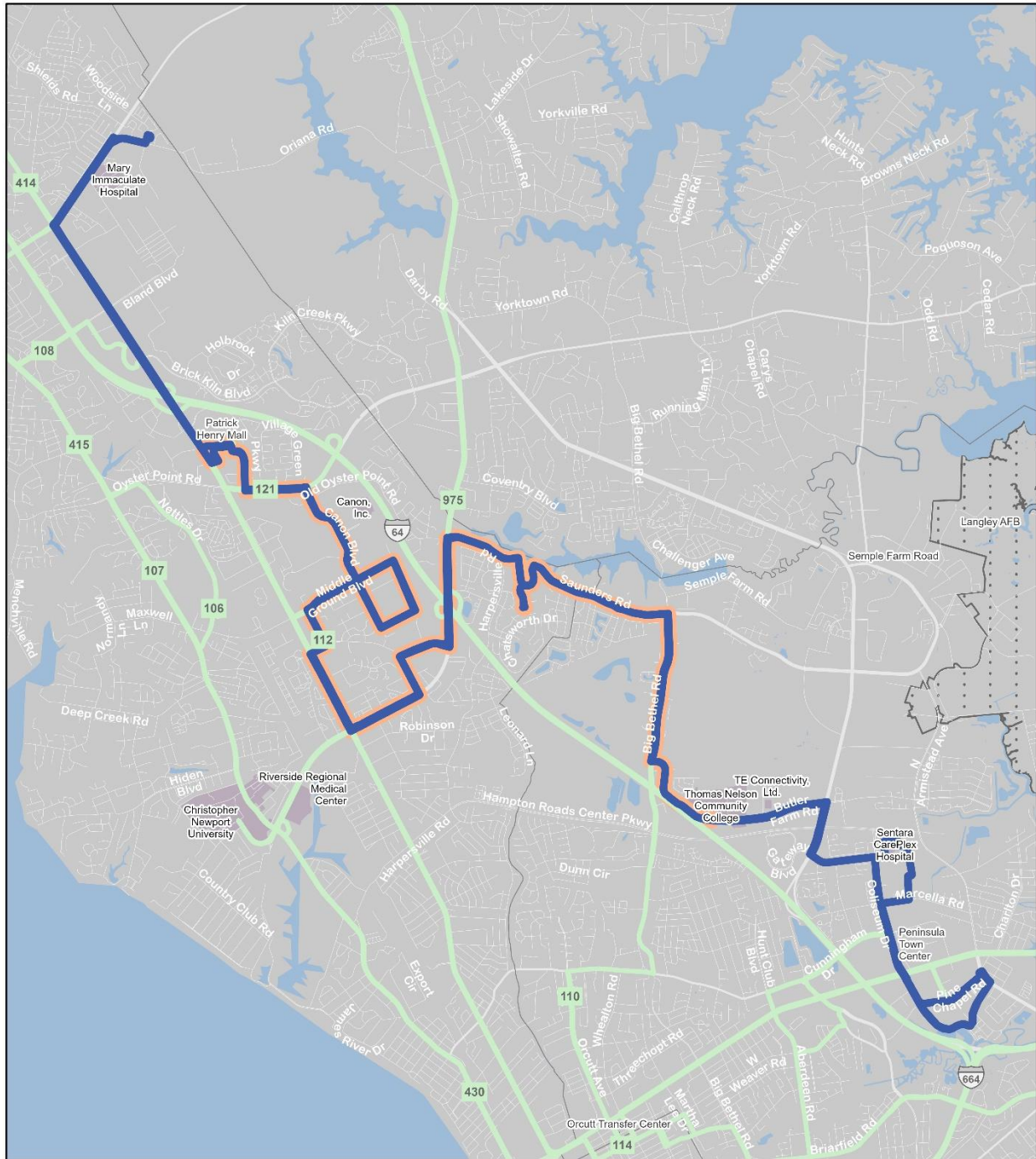
Route 110

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route 110 will provide a new direct connection between Thomas Nelson Community College, Orcutt Transfer Center, and Newport News Transit Center. It will operate on Marshall Avenue, replacing existing Marshall Avenue service provided by Routes 104 and 105. The existing Route 110 alignment from Orcutt Transfer Center to Hampton Transit Center will be covered by the realigned Route 109. Weekday span is improved to begin at 5:00am.	✓		
FY 2024	No changes.			
FY 2025	Weekday peak headway improved to 30 minutes. Sunday span improved to begin at 7:00am.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	Weekday, Saturday, and Sunday span are improved to end at 11:00pm. Weekday midday headway improved to 30 minutes. Saturday base period headway improved to 30 minutes.		✓	
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	Weekday evening headway improved to 30 minutes until 8:00pm.			
Out Years	Headway improved to 30 minutes in Sunday base period.			✓



Route 111



Route 111

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 111

Service Classification
Coverage

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	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	Planned
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		8:01 AM - 7:31 PM	7:50 AM - 7:31 PM
Headway			
		Existing	Planned
Weekday	Early	-	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	60
	Non-Base	-	60
	Early / Late	-	-

Service Changes

- The southern terminus of Route 111 will be extended beyond Thomas Nelson to connect to Peninsula Town Center, covering a portion of the eliminated Route 118 and providing service to Sentara CarePlex Hospital to cover a portion of the eliminated Route 102. The northern terminus of Route 111 will be extended from Patrick Henry Mall to Woodside Lane (Denbigh), covering portions of the eliminated Route 116. Service will continue to operate to Fishing Point and through City Center.
- 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.



Justification

- The realignment of Route 111 will help to cover portions of the eliminated Route 102, Route 116, and 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
FY 2022	Service will be extended up Jefferson Avenue to Denbigh Blvd and terminating on Woodside Lane, covering a portion of the eliminated Route 116. On Sunday, continue to operate in Newport News only, with extension to between Denbigh (Woodside Lane).			
FY 2023	The southern terminus of Route 111 will be extended beyond Thomas Nelson to connect to Peninsula Town Center, covering a portion of the eliminated Route 118 and providing service to Sentara CarePlex Hospital to cover a portion of the eliminated Route 102. Weekday span is improved to begin at 5:00am. Route 111 will continue to not serve Hampton on Sundays.	✓		
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	On Sunday, full alignment operates (no longer operating only in Newport News).		✓	✓


Route 112

Map showing the route of Route 112, a major thoroughfare in the Hampton Roads area. The route is highlighted in blue and orange, starting from Lee Hall in the north and ending in Downtown Newport News in the south. Key landmarks and locations along the route include:

- Lee Hall
- AAFES Dan Daniel Distribution Center
- Fort Eustis
- Denbigh Community Center
- Mary Immaculate Hospital
- Patrick Henry Mall
- Canon, Inc.
- Riverside Regional Medical Center
- Christopher Newport University
- Hampton Roads Center Pkwy
- Thomas Nelson Community College
- TE Connectivity, Ltd.
- Newmarket
- Newport News Transit Center
- Downtown Newport News

The map also shows major roads and highways, including Lee Blvd, Washington Blvd, Madison Ave, Wilson Ave, Richneck Rd, Oyster Point Rd, Kin Creek Pkwy, Yorktown Rd, and various local streets. A scale bar at the bottom right indicates distances in miles (0 to 3).

Focus Route

- Planned Alignment
 Existing Alignment

- Planned System
— Light Rail
--- Ferry

- 
 Military Base
 Activity Center
 City Boundary



Route 112

Service Classification
Regional Backbone

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

Level of Service			
Span			
		Existing	Planned
Weekday		4:55 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	Planned
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. Route 112 will be extended north to Lee Hall to cover a portion of the eliminated Route 116, with stops at Newport News Transit Center, NET Center, Fishing Point and Patrick Henry Mall.
- 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 to Lee Hall. 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 to Lee Hall. After 11:00 PM, service will operate hourly along the whole length of the route.
- 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. During the weekend base period service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall and every 30 minutes to Lee Hall. During the weekend non-base period, service will operate every 30 minutes between 6th and Ivy and Patrick Henry Mall and hourly to Lee Hall. During the weekend early/late period service will operate hourly along the whole length of the route.



Justification

- Route 112 is performing well based on the six Key Performance Indicators (KPI). Route 112 is one of the alignments identified in the Peninsula BRT corridor study plan. The alignment will be streamlined 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.

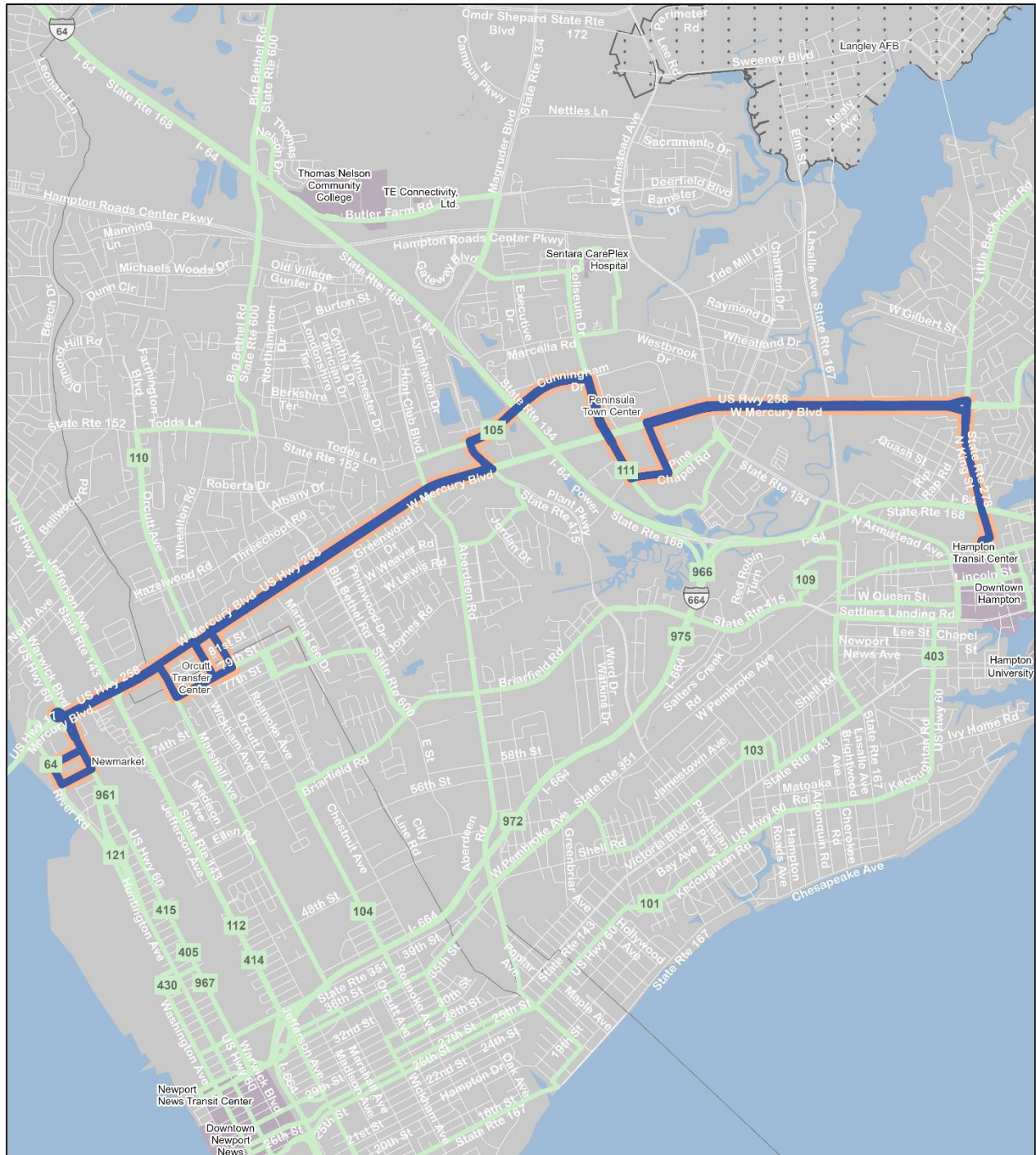
Route 112

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 112 will be extended north to Lee Hall to cover a portion of the eliminated Route 116.	✓		
FY 2023	Weekday span improved to 5:00am-1:00am and Sunday span improved to 5:15am-12:35am. Implement 30-minute headways on the full route on weekdays from 6:00am-6:00pm and during Saturday and Sunday base periods. On the short turn between 6th & Ivy and Patrick Henry, implement 15-minute headways on weekdays from 6:00am-6:00pm and 30 minute headways during the early and evening periods. During Saturday and Sunday base periods, implement 15-minute headways on the short turn. During Saturday and Sunday non-base periods, implement 30-minute headways on the short turn.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 114



Route 114

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

Route 114

Service Classification	
Regional Backbone	

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

Level of Service			
Span			
		Existing	Planned
Weekday		6:20 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	Planned
Weekday	Early	-	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	60	30
	Late Night	60	60
Saturday	Base	30	15
	Non-Base	60	30
	Early / Late	60	60
Sunday	Base	60	15
	Non-Base	60	30
	Early / Late	-	60

Service Changes

- No change to existing alignment.
- 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.



Justification

- Route 114 is performing well on the six Key Performance Indicators (KPI). Route 114 is one of the alignments identified in the Peninsula BRT corridor study plan—the planned and existing alignment match that from the corridor plan. Route 114 service will improve in line with the travel demand along the route and the BRT study plan.
- These service changes address an all-day service gap between Newport News and Hampton by increasing midday service in this area.
- The levels of service for Route 114 meet the service standards defined for Regional Backbone routes.

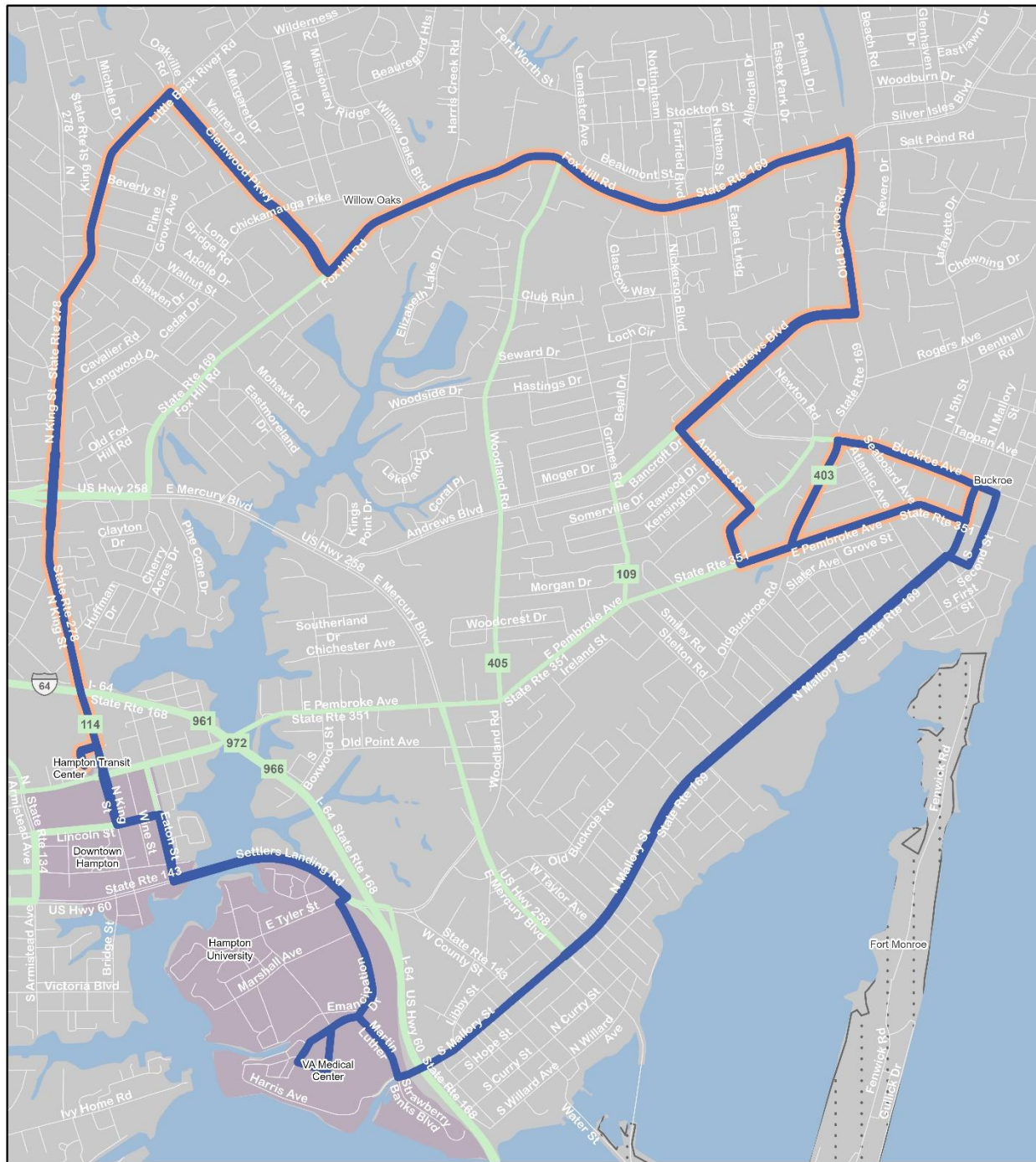
Route 114

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	Weekday span improved to 5:00am-1:00am and weekend span improved to 6:00am-12:00am. On weekdays, implement 15-minute headways from 6:00am-6:00pm and 30-minute headways in the early and evening periods. On weekends, implement 15-minute headways in the base period and 30-minute periods in the non-base period.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 115



Route 115

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 115

Service Classification	
Local Priority	

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

Level of Service			
Span			
		Existing	Planned
Weekday		5:45 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	Planned
Weekday	Early	60	60
	AM Peak	60	30
	Midday	60	30
	PM Peak	60	30
	Evening	60	30
	Late Night	60	60
Saturday	Base	60	30
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	30
	Non-Base	-	60
	Early / Late	-	60

Service Changes

- Route 115 will be realigned to be a combination of three routes: Route 115, Route 117, and Route 120. This will allow for improved frequency and improved connections throughout Hampton. Service will begin at Hampton Transit Center and operate via the existing Route 115 alignment to Buckroe Beach. After serving Buckroe Beach, Route 115 will operate on Mallory Street following the existing Route 120 alignment, then continue to the VA via the existing Route 117 alignment. Route 115 will then serve Hampton University via the existing Route 117 alignment and terminate at Hampton Transit Center. This same pattern will operate in the opposite direction.
- Weekday service will operate from 5:00 AM to 12:11 AM. From 6:00 AM to 11:00 PM service will be offered every half hour, with hourly service before and after.
- Weekend service will operate from 7:00 AM to 11:00 PM. During the base period service will operate every half hour, with hourly service during the other times.



Justification

- The service change for Route 115 calls for a service consolidation and an increase of the level of service for two successful routes, Route 115 and Route 117, both of which fall within the top third of HRT routes in terms of passengers per hour. Joining these two services will provide a one-seat ride between the Mallory/Buckroe area and the VA Medical Center. Joining these two services with Route 120 completes a loop of key destinations within Hampton, all accessible to each other with a one-seat ride and with improved frequencies over what is offered today.
- This service change addresses an all-day service gap in the area with increased midday service along the full route from 60-minute to 30-minute headways.
- The level of service increases on Route 115 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
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route is realigned to cover eliminated Route 117 and 120 and provide improved frequency and improved connections throughout Hampton. Service will begin at Hampton Transit Center and operate via the existing Route 115 alignment to Buckroe Beach. After serving Buckroe Beach, Route 115 will operate on Mallory Street following the existing Route 120 alignment, then continue to the VA via the existing Route 117 alignment. Route 115 will then serve Hampton University via the existing Route 117 alignment and terminate at Hampton Transit Center. This same pattern will operate in the opposite direction. Weekday span improved to begin at 5:00am and Saturday span changed to 7:00am-11:00pm. Weekday headways improved to 30 minutes from 6:00am-7:00pm.	✓		
FY 2024	Weekday headways improved to 30 minutes for the entire evening period; Saturday and Sunday headways improved to 30 minutes during the base period.			✓
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	In the future, Sunday span could be improved to begin at 7:00am and end at 11:00pm to match Saturday service.		✓	

Focus Route

- Eliminated Route

- Routes providing replacement coverage

- Planned System

- Light Rail

- — — Ferry

- Military Base

- Activity Center

-  City Boundary





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	Planned
Weekday		5:45 AM - 12:08 AM	-
Saturday		7:00 AM - 11:47 PM	-
Sunday		-	-
Headway			
		Existing	Planned
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	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 116 will be eliminated due to poor performance. The extended Route 108 will connect Patrick Henry, Fishing Point, Christopher Newport University and Riverside Regional Medical Center via Jefferson Avenue and J. Clyde Morris Boulevard. The realigned Route 111 will connect Denbigh (Woodside Lane), Patrick Henry and Fishing Point. Service along Jefferson Avenue to Lee Hall will be covered by the realigned Route 112.



Justification

- Route 116 performs poorly based on the six Key Performance Indicators (KPI). Service changes for Route 108, Route 111, and Route 112 will cover service more efficiently than Route 116.

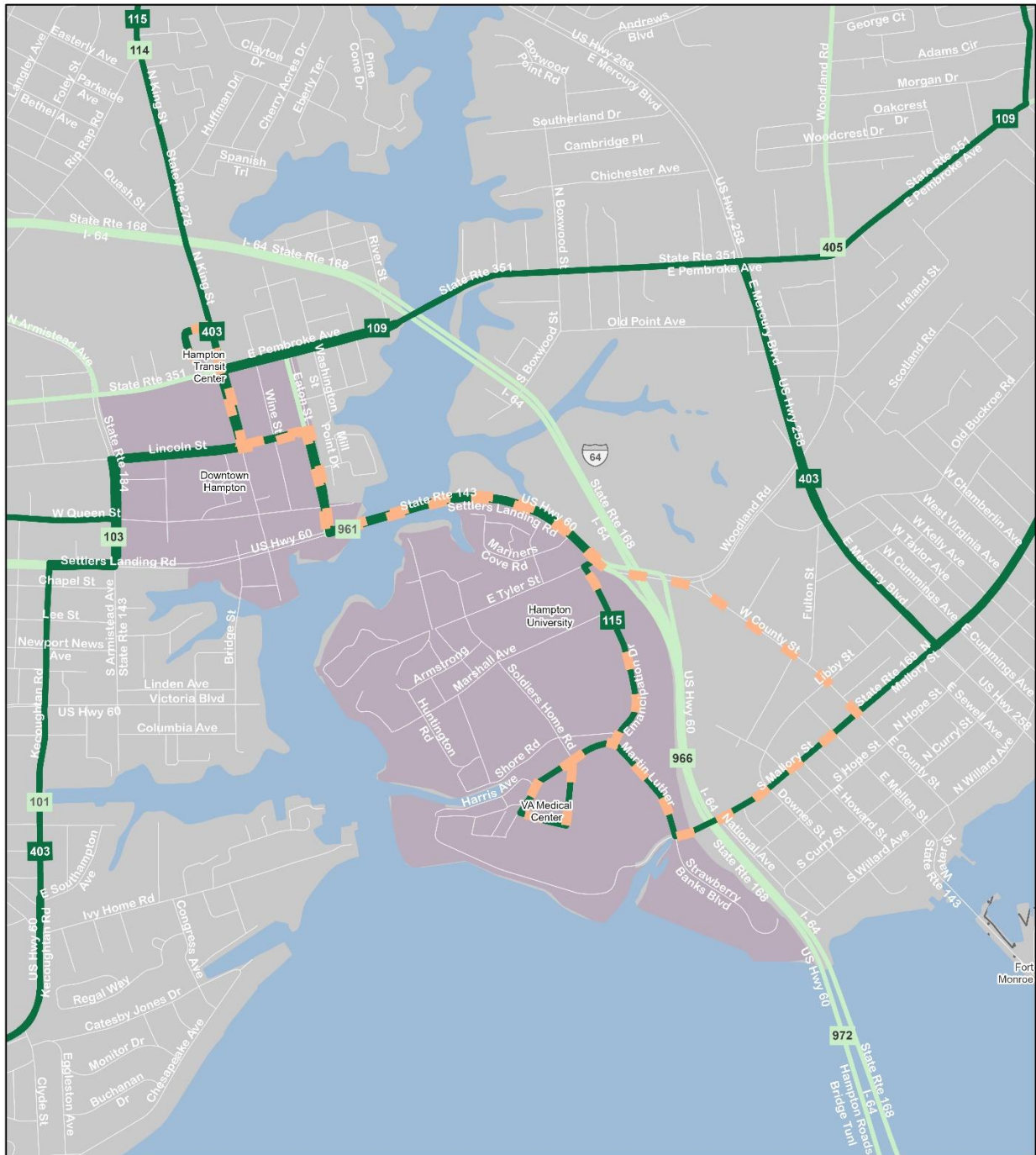
Route 116

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 116 will be eliminated. The extended Route 108 will connect Patrick Henry, Fishing Point, Christopher Newport University and Riverside Regional Medical Center via Jefferson Avenue and J. Clyde Morris Boulevard. The realigned Route 111 will connect Denbigh (Woodside Lane), Patrick Henry and Fishing Point. Service along Jefferson Avenue to Lee Hall will be covered by the realigned Route 112.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 117



Route 117

Focus Route

- Eliminated Route
- Routes providing replacement coverage

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 1/2 Miles



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	Planned
Weekday		6:15 AM - 7:38 PM	-
Saturday		8:15 AM - 7:38 PM	-
Sunday		8:15 AM - 6:38 PM	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-
Sunday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 117 service will be eliminated, replaced by the realigned Route 115. Service on County St will be eliminated. The level of service on the realigned Route 115 will provide higher levels of service than the Route 117 currently provides.



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.
- Consolidating resources on the realigned Route 115 allow for more places in Hampton to be connected together with more frequent service. 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.

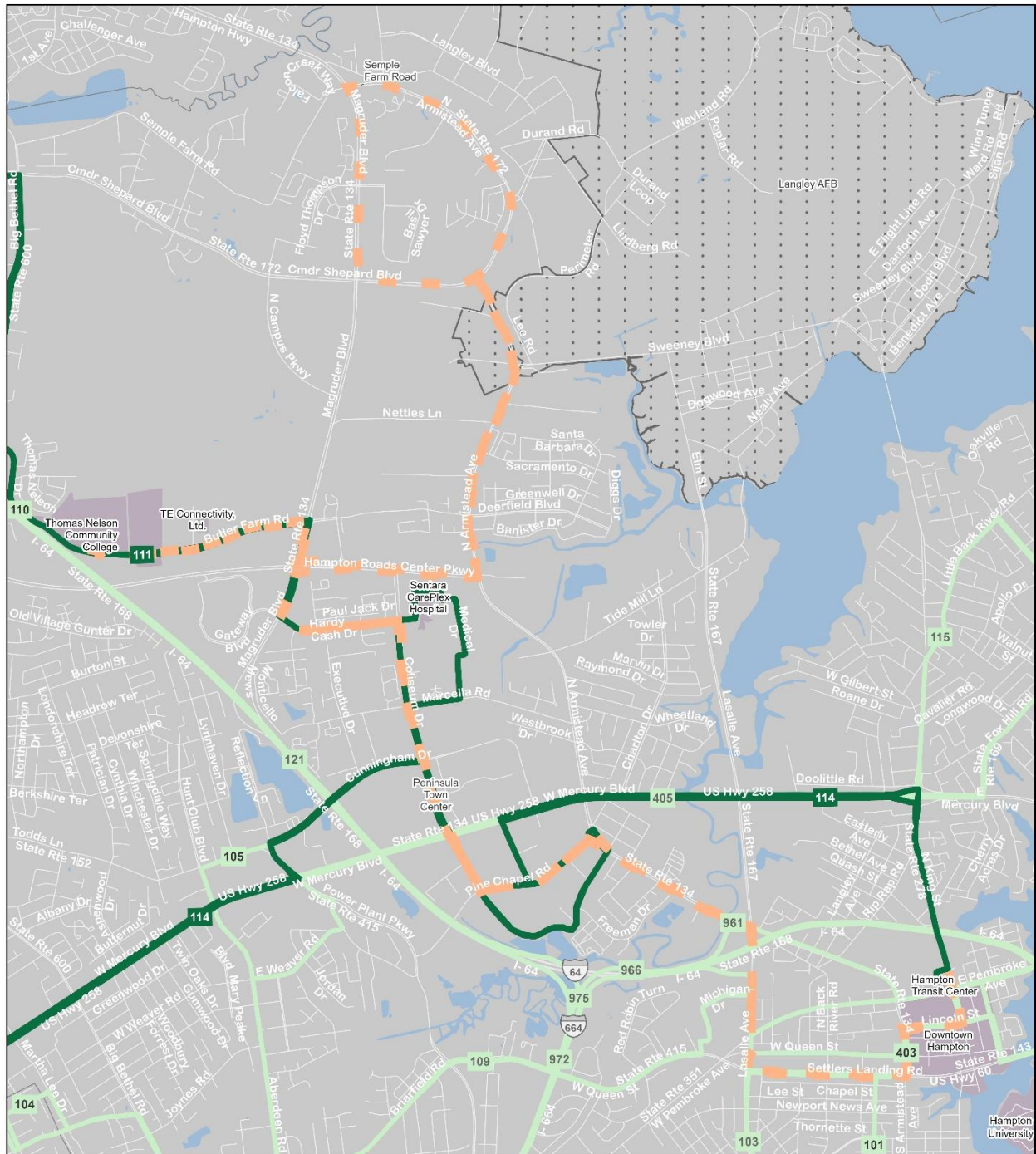
Route 117

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route 117 service will be eliminated, with service being covered by the realigned Route 115. Service on County St will be eliminated. The level of service on the realigned Route 115 will provide higher levels of service than the Route 117 currently provides.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 118



Route 118

Focus Route

Eliminated Route

Routes providing replacement coverage

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 118

Service Classification
-

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	(Magruder) Langley / Semple Farm Road	-
Jurisdictions	Hampton	-

Level of Service			
Span			
		Existing	Planned
Weekday		6:15 AM - 10:13 PM	-
Saturday		6:15 AM - 10:13 PM	-
Sunday		8:15 AM - 7:13 PM	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-
Sunday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 118 will be eliminated. Route 114 will provide direct and more frequent service between Hampton Transit Center and Peninsula Town Center than Route 118 currently offers. The realigned Route 111 will connect Peninsula Town Center to Thomas Nelson Community College and points north and will cover eliminated service on Hardy Cash Dr. Service north of Hampton Roads Center Parkway will be eliminated. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd. Service on Lasalle Ave will be covered by the realigned Route 109.



Justification

- Route 118 performs around average on the six Key Performance Indicators (KPI) but overall efficiency can be gained by covering parts of this existing route with other realigned routes.
- The City of Hampton is exploring demand response transit service to cover a portion of the eliminated Route 118 service area.

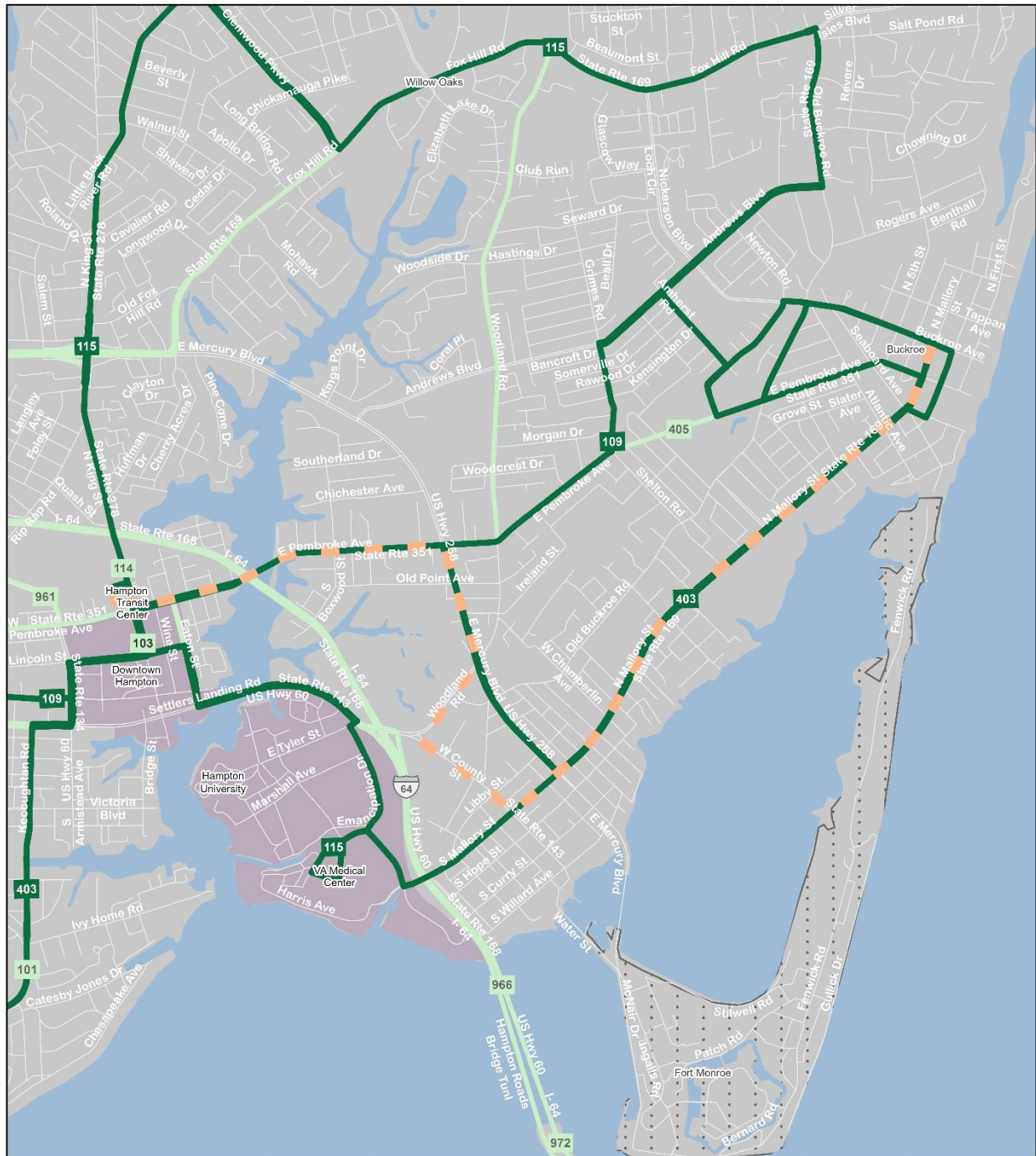
Route 118

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	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 and will cover eliminated service on Hardy Cash Dr. Service north of Hampton Roads Center Parkway will be eliminated. Route 111 southbound service will operate on Coliseum Dr between Hardy Cash Dr and Marcella Rd; bi-directional service on Route 111 will be available nearby at Sentara CarePlex and on Marcella Rd. Service on Lasalle Ave will be covered by the realigned Route 109.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 120



Route 120

Focus Route

Eliminated Route

Routes providing replacement coverage

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 120

Service Classification		
-		

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

Level of Service			
Span			
		Existing	Planned
Weekday		7:10 AM - 8:48 PM	-
Saturday		8:10 AM - 8:48 PM	-
Sunday		8:10 AM - 6:48 PM	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	60	-
	Midday	60	-
	PM Peak	60	-
	Evening	60	-
	Late Night	-	-
Saturday	Base	60	-
	Non-Base	60	-
	Early / Late	-	-
Sunday	Base	60	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 120 service will be eliminated, with service being covered by the realigned Route 115. Service on County St and Woodland Rd will be eliminated; Route 120 service on E Mercury Blvd will be eliminated and Route 403 will still operate there, providing limited service. The level of service on the realigned Route 115 will provide higher levels of service than the Route 120 currently provides.



Justification

- Consolidating resources on the realigned Route 115 allow for more places in Hampton to be connected together with more frequent service. There will now be direct connections between Buckroe, Hampton University, the VA, and other points of interest in Hampton.

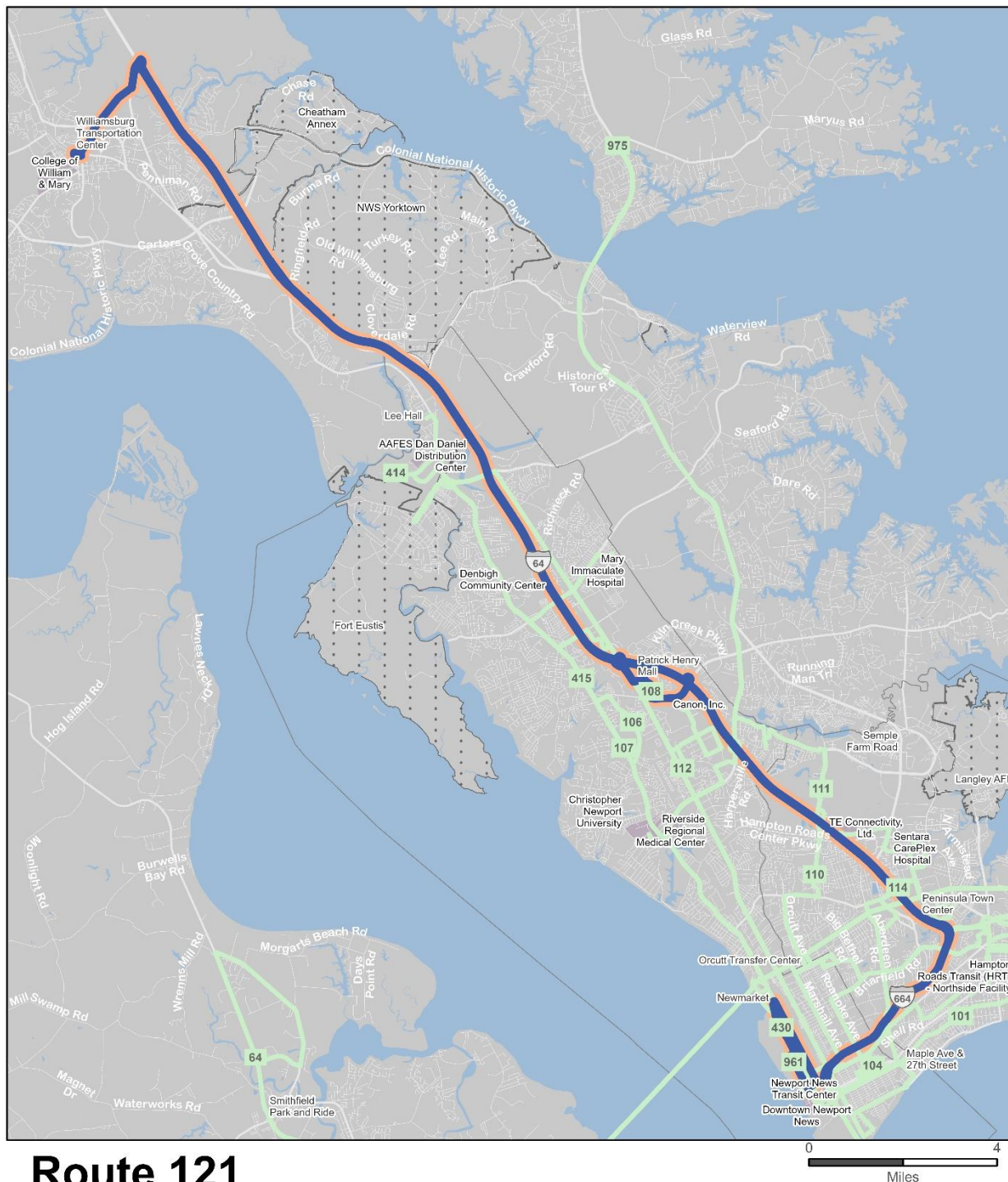
Route 120

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.			
FY 2023	Route 120 service will be eliminated, with service being covered by the realigned Route 115. Service on County Street and Woodland Road will be eliminated; Route 120 service on E Mercury Boulevard will be eliminated and Route 403 will still operate there, providing limited service. The level of service on the realigned Route 115 will provide higher levels of service than the Route 120 currently provides.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 121



Route 121

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





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	Planned
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	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- 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.

SD

Justification

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

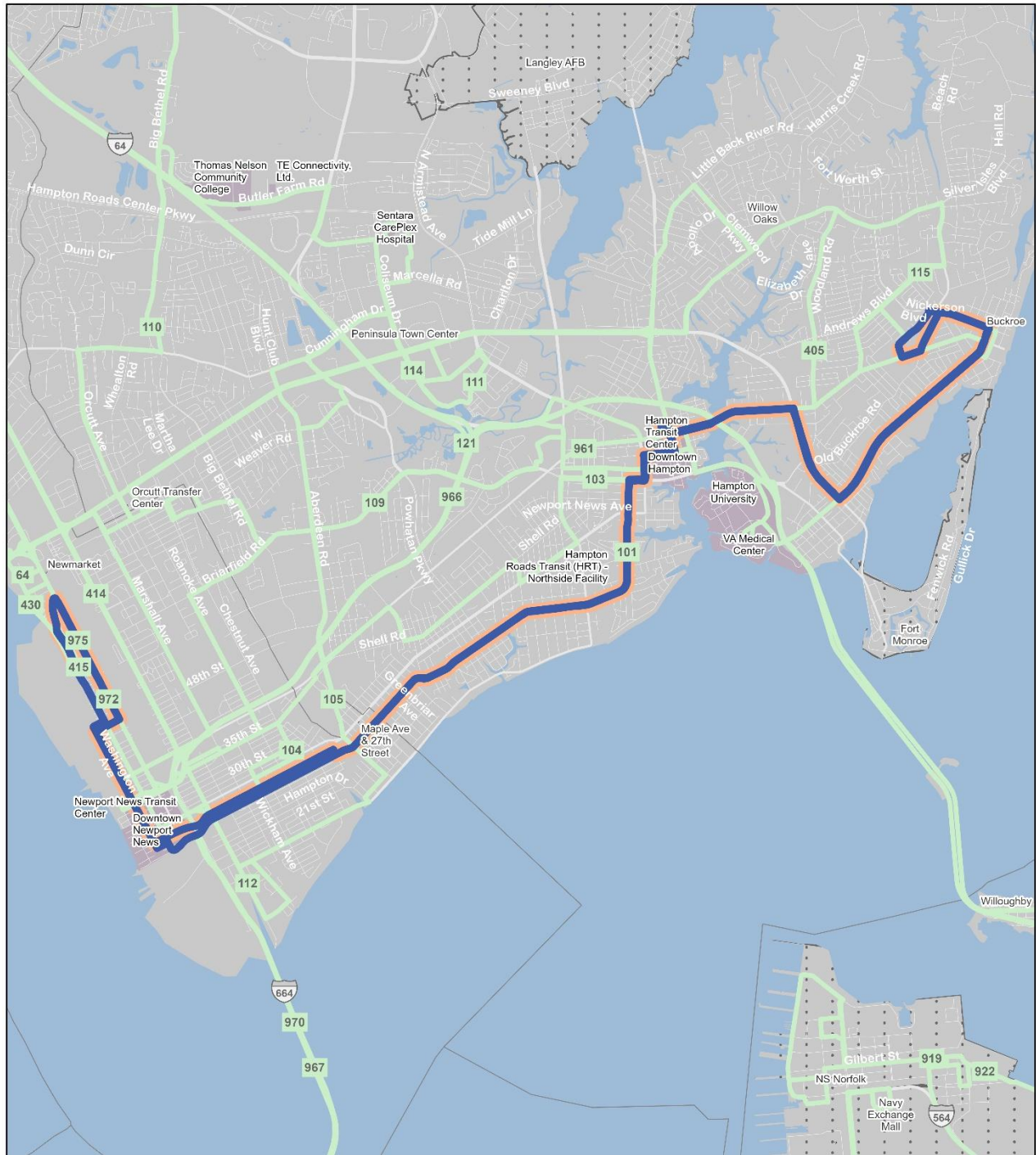
Route 121

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 403



Route 403

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 403

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Buckroe Shopping Center	Buckroe Shopping Center
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:28 AM - 6:18 AM	5:28 AM - 6:18 AM; 3:40 PM - 4:15PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
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.



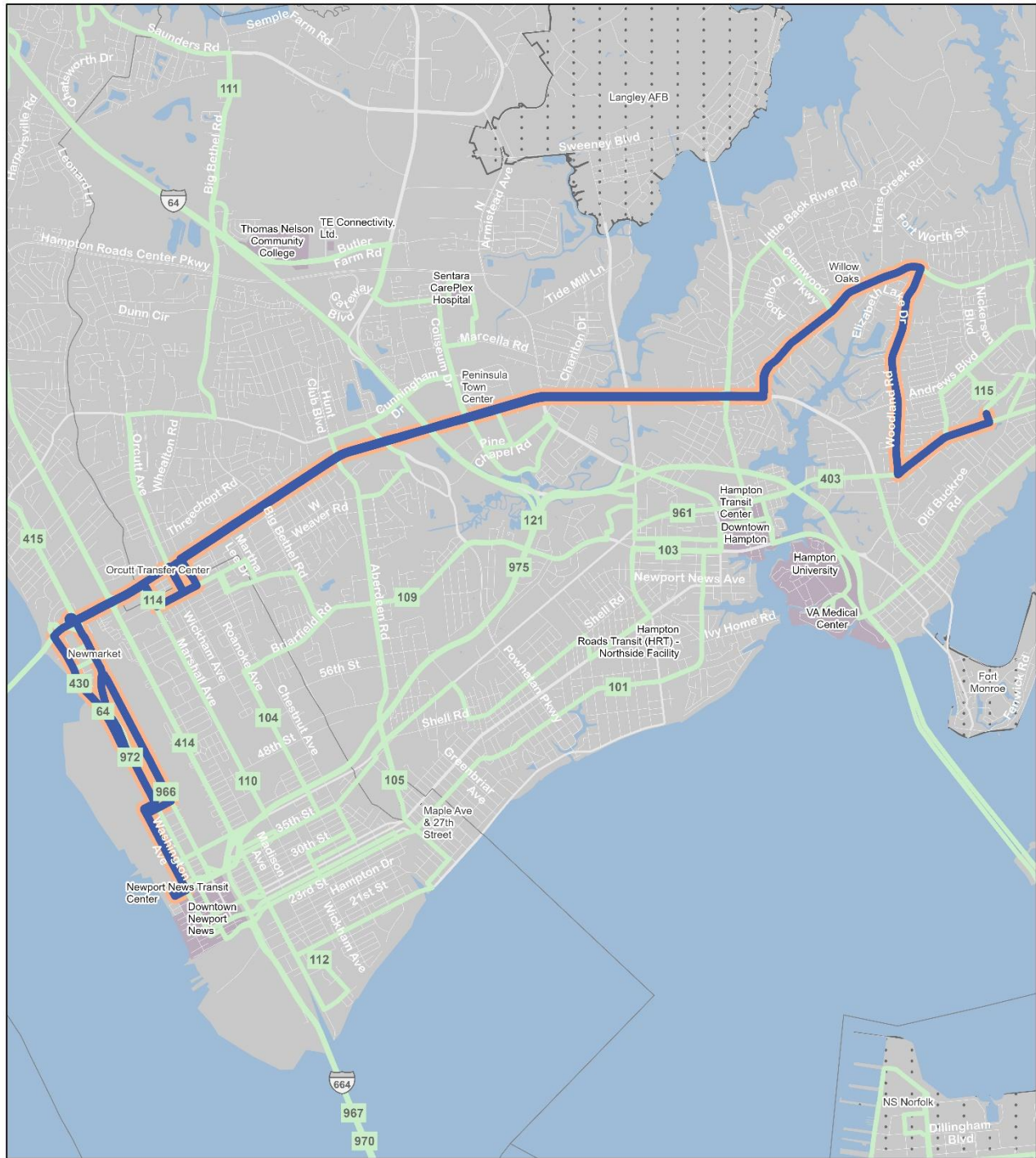
Route 403

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One PM peak trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 405



Route 405

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 405

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Buckroe	Newport News Transit Center / Buckroe
Jurisdictions	Hampton, Newport News	Hampton, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:50 AM - 6:31 AM; 2:40 PM - 3:38 PM	4:50 AM - 5:50 AM; 2:40 PM - 4:38 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
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 in the PM peak period at 3:40 PM.

TD

Justification

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

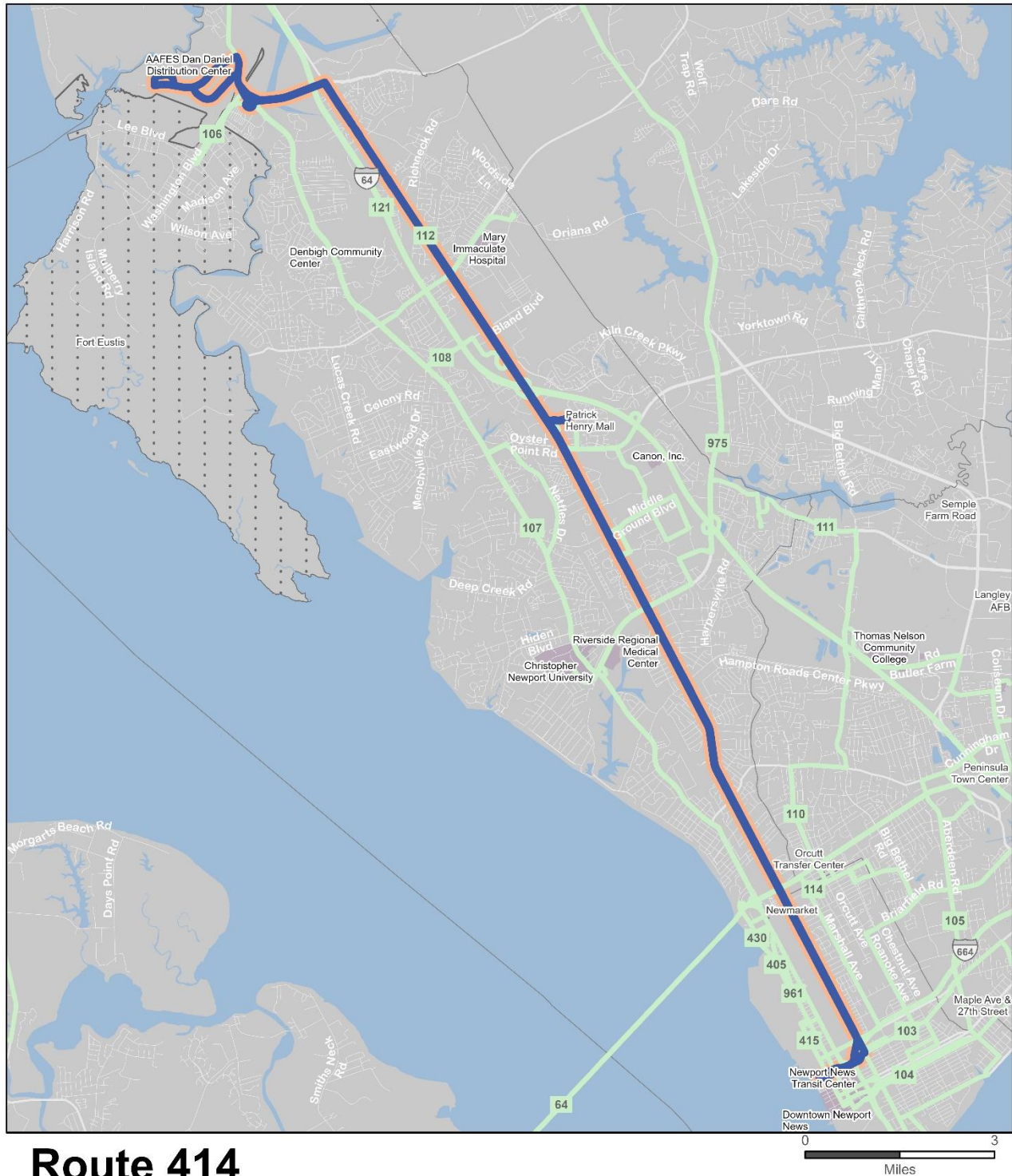
Route 405

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One trip is added in the early period. One PM peak trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 414



Route 414

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 414

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Newport News Transit Center / Jefferson / Oakland	Newport News Transit Center / Jefferson / Oakland
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:20 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	Planned
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.

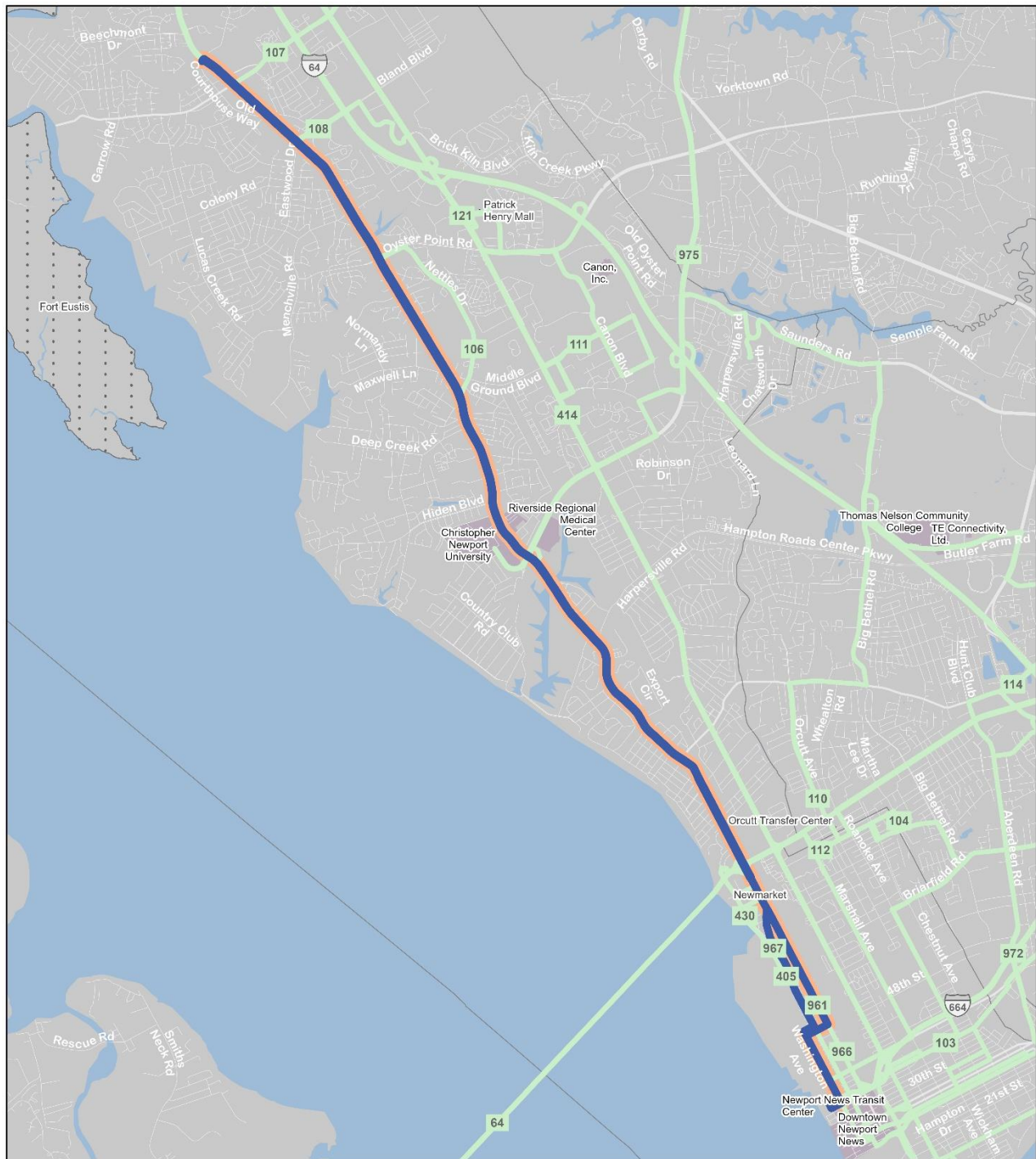
Route 414

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 415



Route 415

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 415

Service Classification
Limited/Express

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

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

Service Changes

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

TD

Justification

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

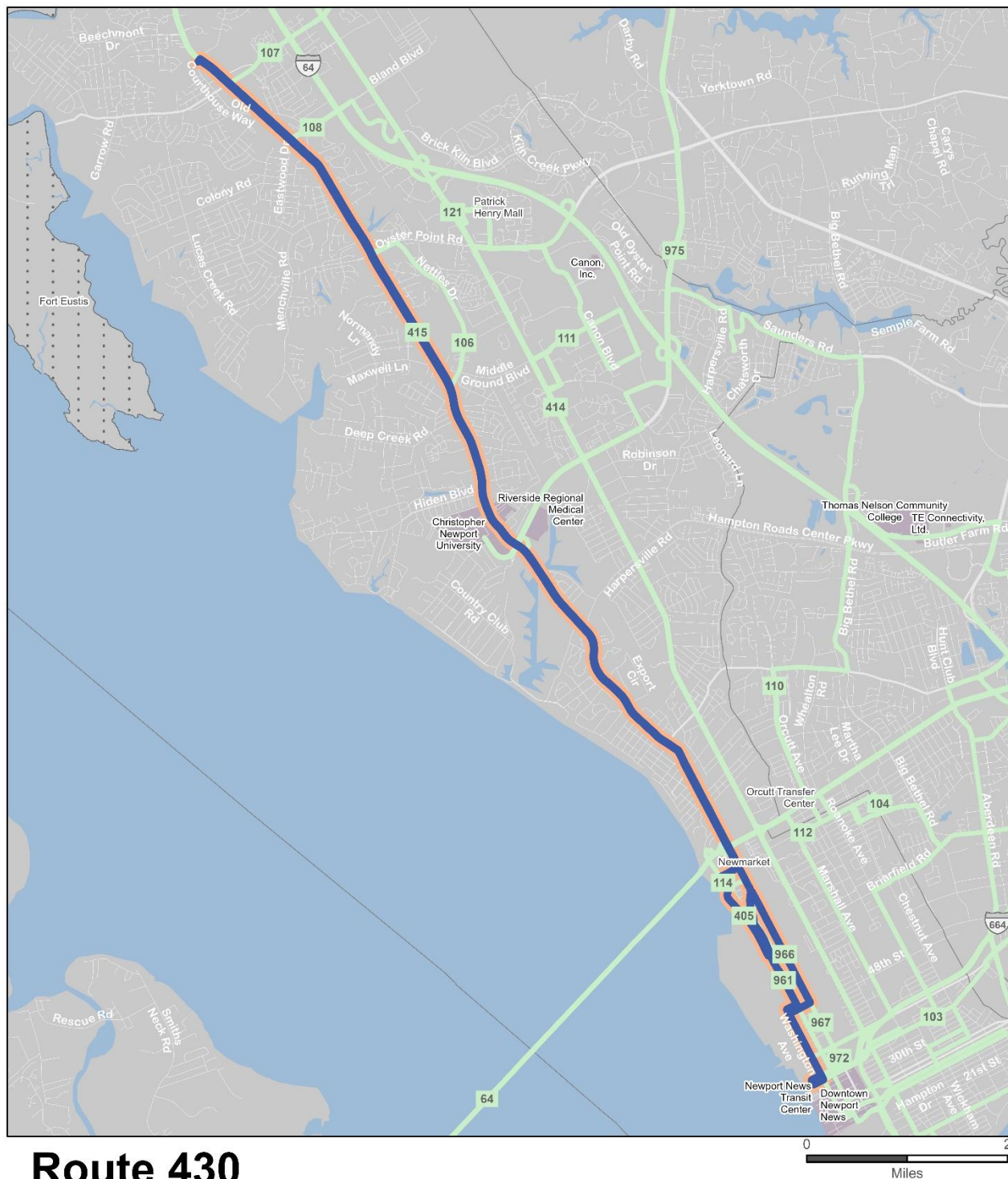
Route 415

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One AM peak period trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 430



Route 430

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 430

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Denbigh Fringe	Denbigh Fringe
Jurisdictions	Newport News	Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		5:35 AM - 6:30 AM; 3:45 PM - 4:29 PM	5:00 AM – 5:55 AM; 3:40 PM - 4:29 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
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

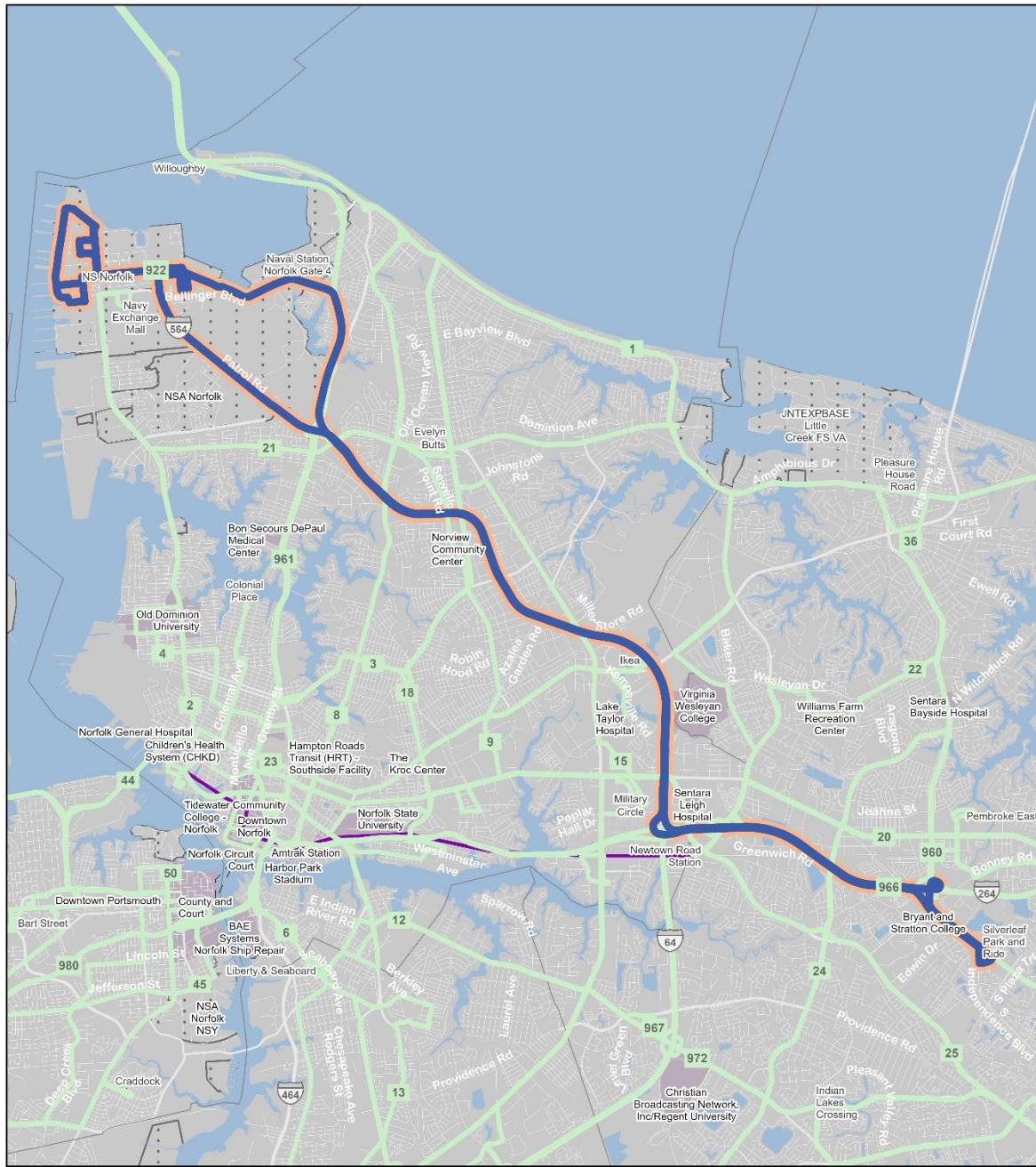
- The additional trips will be added to meet shift-specific demand.

Route 430

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One trip is added in the early period; One PM peak trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 919



Route 919

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 3
Miles





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	Planned
Weekday		5:10 AM - 7:26 AM; 2:54 PM - 5:03 PM	5:10 AM - 7:26 AM; 2:54 PM - 4:13 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
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	-	-

Note

Service on this route is currently suspended due to low ridership during the Covid-19 pandemic (as of March 2021).

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.

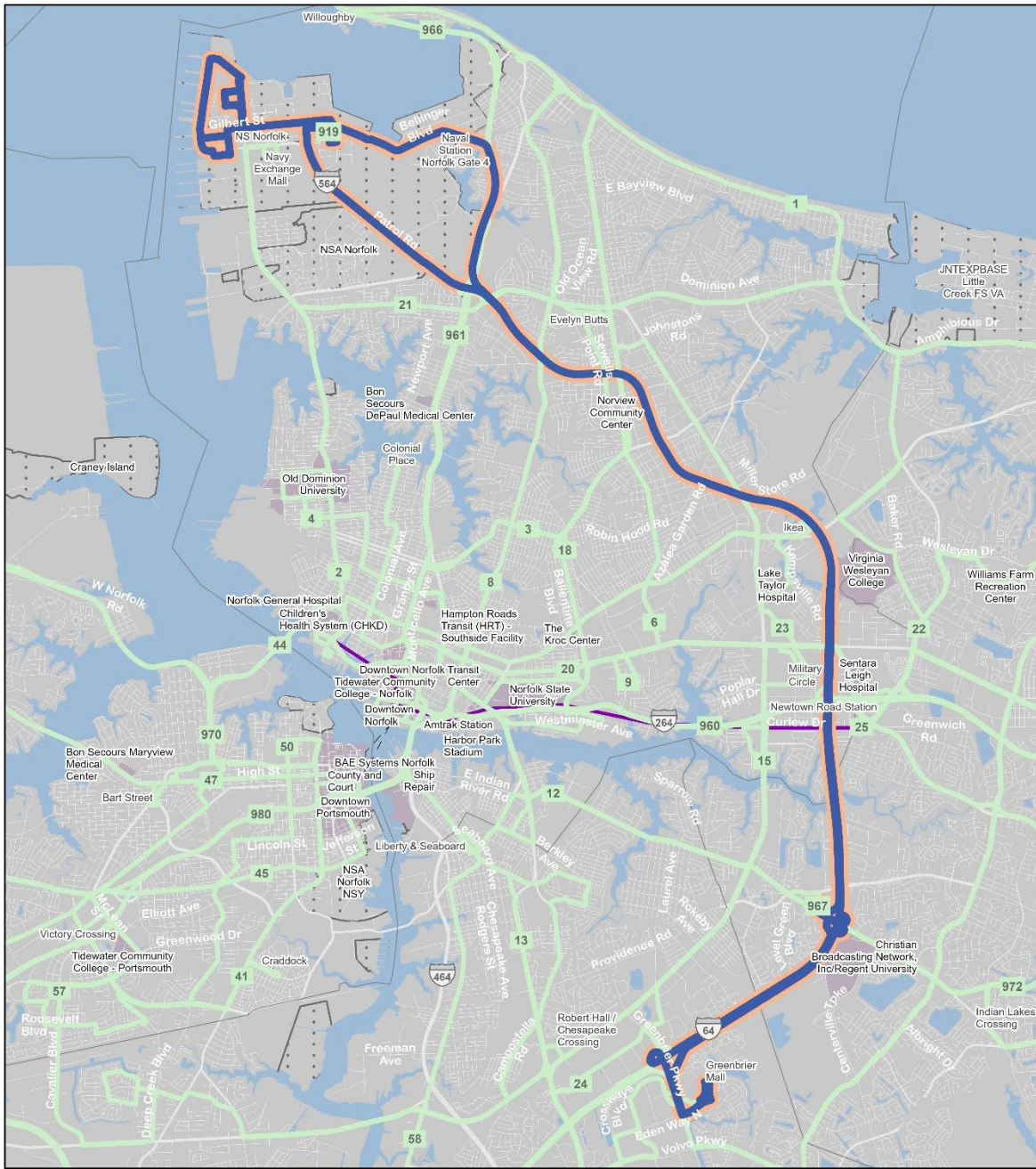
Route 919

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One PM peak period trip is removed.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 922



Route 922

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





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	Planned
Weekday		5:00 AM - 7:13 AM; 2:55 PM - 4:42 PM	5:00 AM - 6:10 AM; 2:55 PM - 3:45 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
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	-	-

Note

Service on this route is currently suspended due to low ridership during the Covid-19 pandemic (as of March 2021).

Service Changes

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

PB

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.

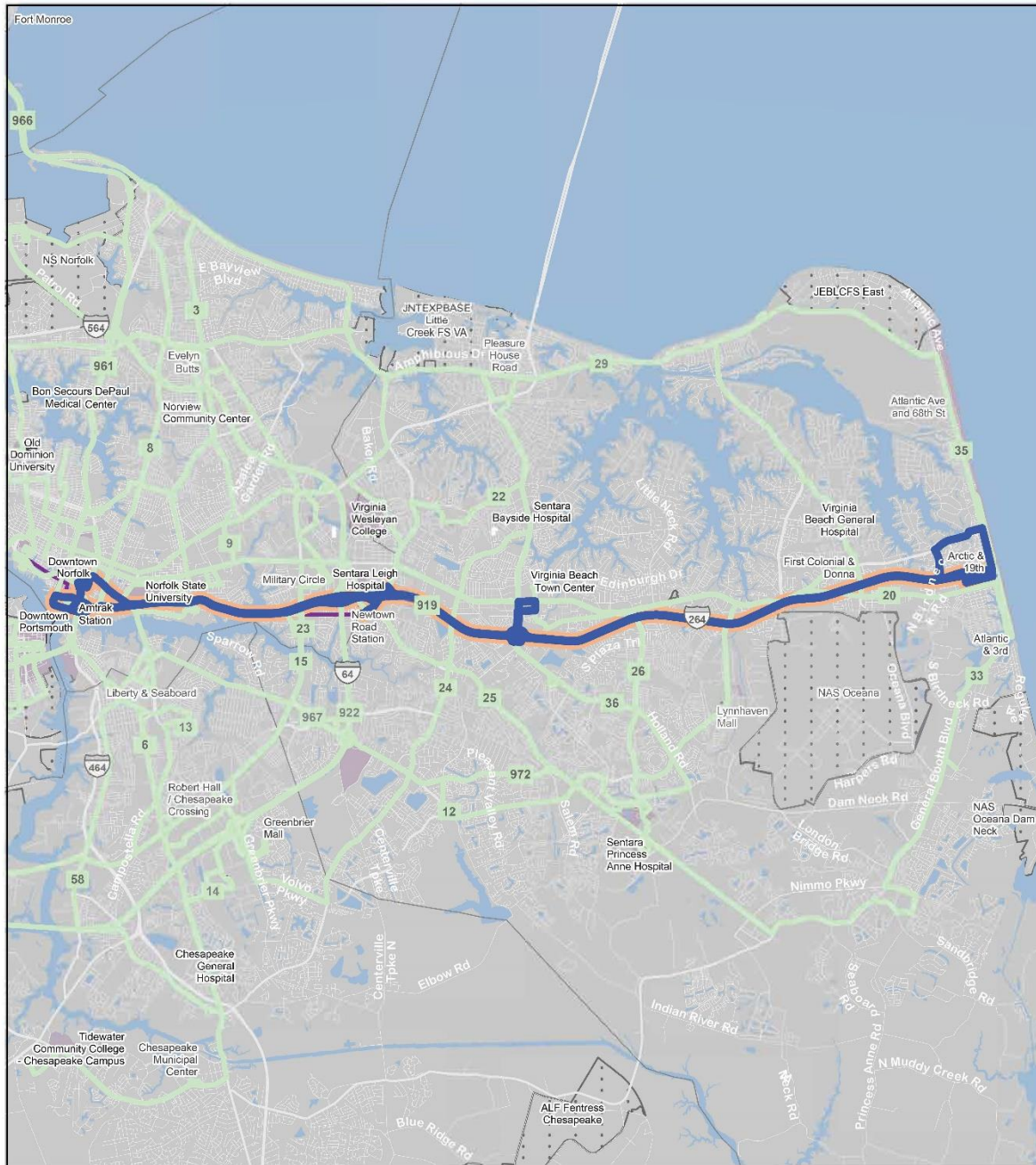


Route 922

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One AM peak period trip is removed. One PM peak period trip is removed.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 960



Route 960

Focus Route

- Planned Alignment
- Existing Alignment

— Planned System

— Light Rail

--- Ferry

• Military Base

Activity Center

City Boundary

0 4
Miles



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	Planned
Weekday		5:35 AM - 8:27 PM	5:00 AM - 9:00 PM
Saturday		6:30 AM - 8:19 PM	5:00 AM - 9:00 PM
Sunday		7:50 AM - 8:44 PM	5:00 AM - 9:00 PM
Headway			
		Existing	Planned
Weekday	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late Night	-	-
Saturday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	60

Service Changes

- Route 960 will be realigned to serve Virginia Beach Town Center and provide service along Pacific Ave to 32nd St. Service will operate hourly from 5:00 AM to 9:00 PM seven days a week.
- Route 960 fares will be lowered to that of regular fixed-route service.



Justification

- Route 960 provides express service to the oceanfront for riders from across the region. Reducing the fare to that of regular fixed-route service will enable riders to use Route 960 for faster express trips, compared to Route 20 which makes many more stops along the way.
- Adding a stop at the Town Center and extending service along the oceanfront will provide more direct access to these trip generators.
- Route 960 (along with Route 961) has operating characteristics that are unlike any of the other MAX routes. Route 960 offers service to Virginia Beach Oceanfront hotels and restaurants and makes several stops at key passenger stops while in-route to its final terminal point. While Route 960 has been traditionally grouped into the same classification of MAX Express routes—routes that typically start at a park-and-ride lots and have few, if any, intermittent stops—it functions more like a limited stop service. Therefore, given that HRT has previously employed a local bus fare for other limited stop services, HRT has created a new fare class of Limited Stop MAX services that will charge the same fare as a local bus. Concurrent with this new fare structure for a Limited Stop MAX service, HRT will update its Fare Policy to reflect this change.

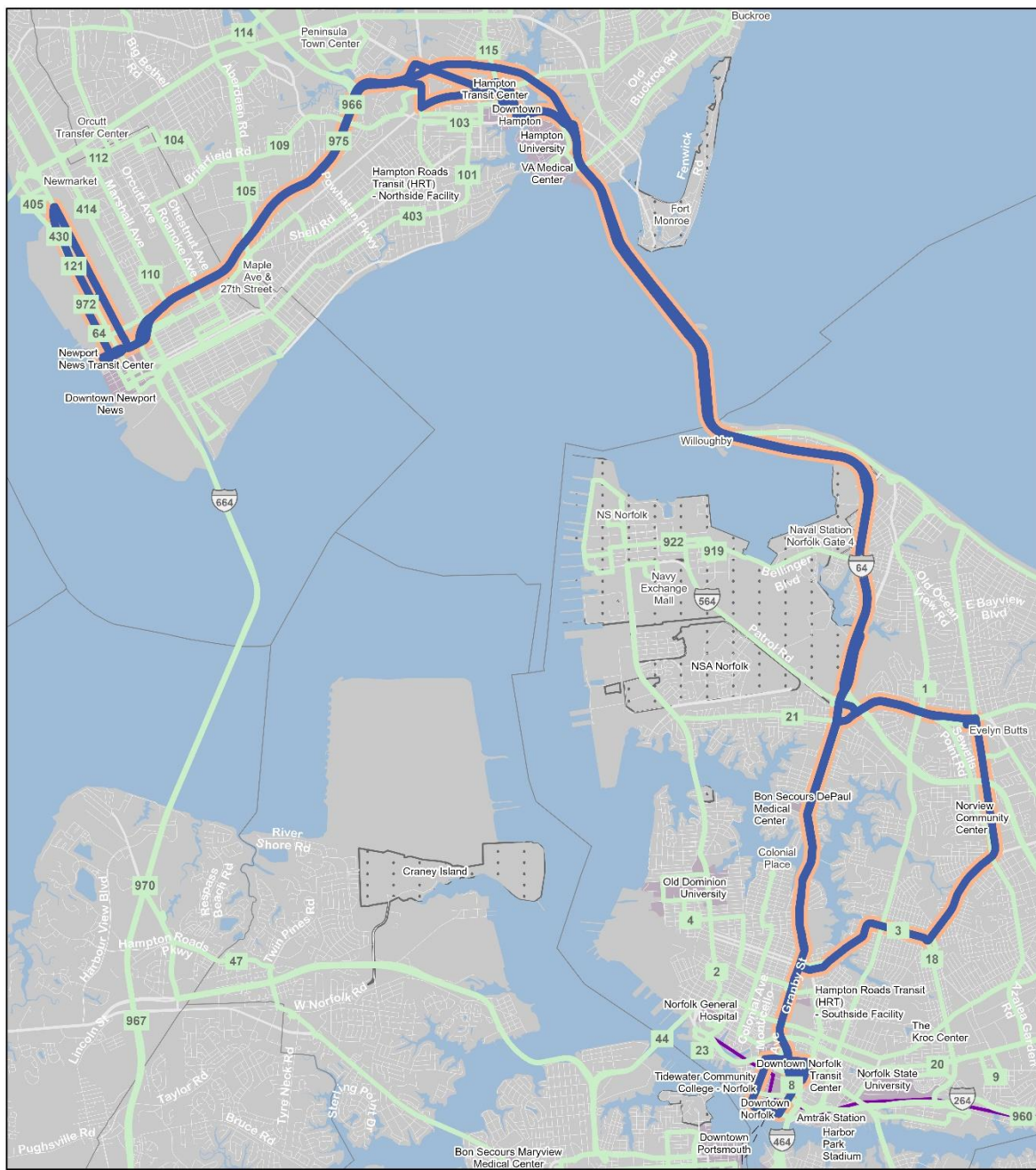
Route 960

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Route 960 will be realigned to serve Virginia Beach Town Center and provide service along Pacific Ave to 32nd St. Service will operate hourly from 5:00 AM to 9:00 PM seven days a week.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 961



Route 961

Focus Route

- Planned Alignment
- Existing Alignment

Planned System

Light Rail

Ferry

Military Base

Activity Center

City Boundary



Route 961

Service Classification
Limited/Express

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

Level of Service			
Span			
		Existing	Planned
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	Planned
Weekday	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	60
Saturday	Base	40	40
	Non-Base	60	60
	Early / Late	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

- No alignment or level of service changes are proposed.
- Route 961 fares will be lowered to that of regular fixed-route service.

Justification

- Route 961 service fulfills a need in terms of getting employees to work throughout the day and the service provided will remain unchanged.
- Route 961 (along with Route 960) has operating characteristics that are unlike any of the other MAX routes. Route 961 operates between the downtown Norfolk government center and the Huntington Ingalls Shipyard (Newport News Shipbuilding) and makes several stops at key passenger stops along its alignment. While Route 961 has been traditionally grouped into the same classification of MAX Express routes—routes that typically start at a park-and-ride lots and have few, if any, intermittent stops—it functions more like a limited stop service. Therefore, given that HRT has previously employed a local bus fare for other limited stop services, HRT has created a new fare class of Limited Stop MAX services that will charge the same fare as a local bus. Concurrent with this new fare structure for a Limited Stop MAX service, HRT will update its Fare Policy to reflect this change.



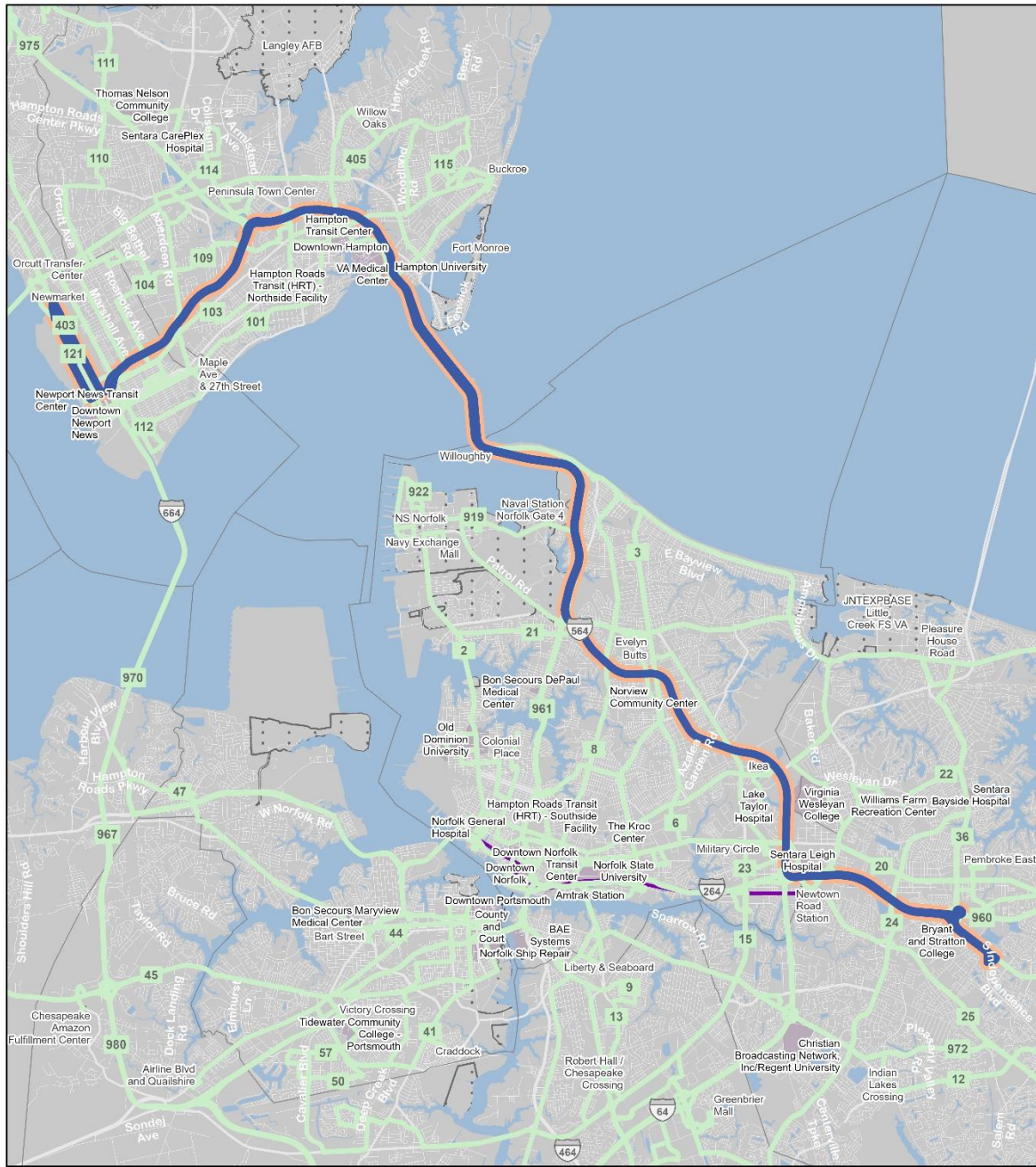
Route 961

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 966



Route 966

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 966

Service Classification
Limited/Express

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	Silverleaf Park & Ride / Newport News Transit Center	Silverleaf Park & Ride / Newport News Transit Center
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

Level of Service			
Span			
		Existing	Planned
Weekday		5:20 AM - 6:31 AM; 3:40 PM - 5:03 PM	5:20 AM - 7:00 AM; 3:40 PM - 5:45 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	1 Trip
	Midday	-	-
	PM Peak	2 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- One AM peak trip and one PM peak trip will be added to Route 966.

TD

Justification

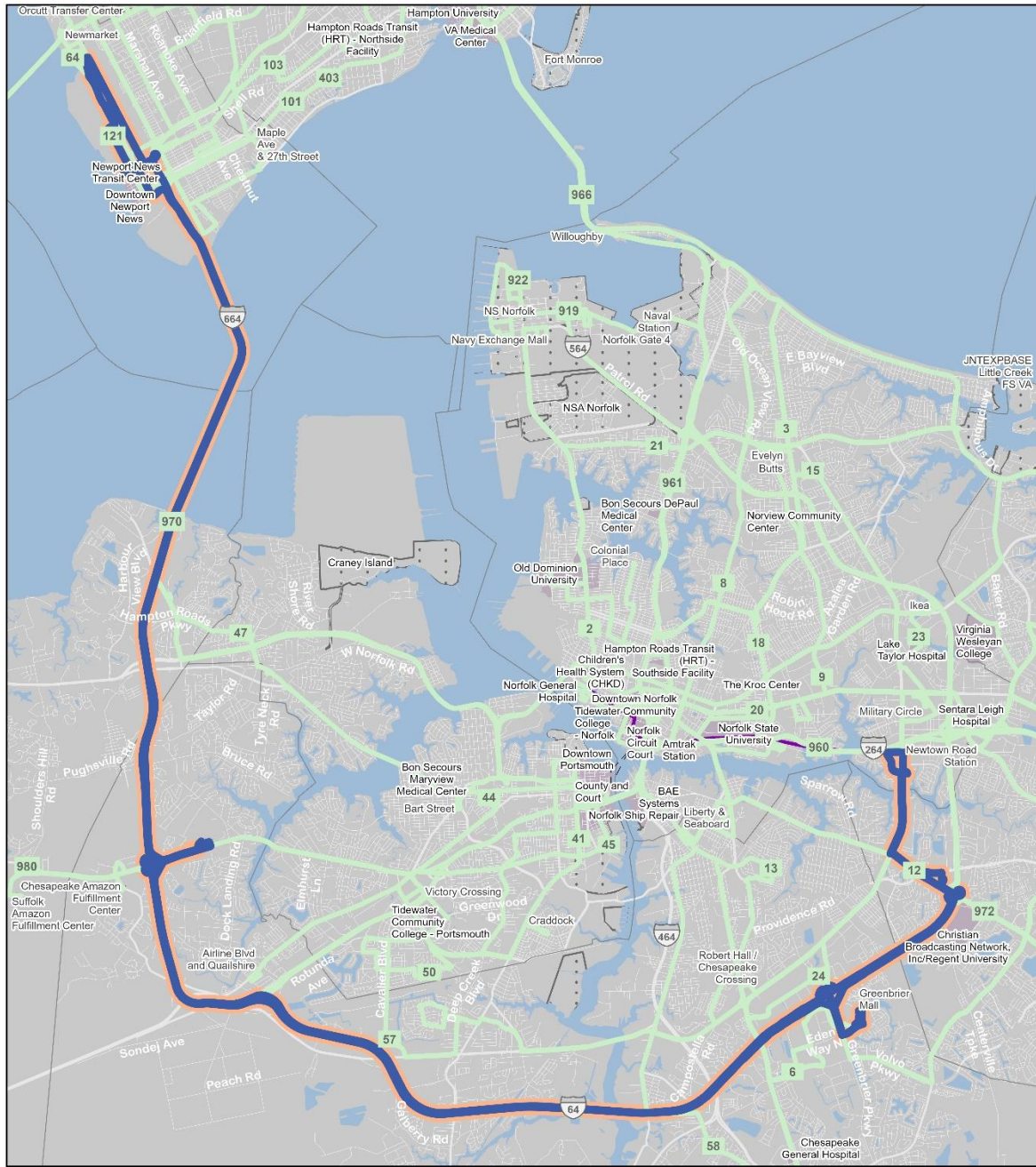
- The additional trips will be added to meet shift-specific demand.

Route 966

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One AM peak period trip is added. One PM peak period trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 967



Route 967

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- * Military Base
- Activity Center
- City Boundary

0 3
Miles





Route 967

Service Classification
Limited/Express

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

Level of Service		
Span		
	Existing	Planned
Weekday	4:25 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	Planned
Weekday	Early	5 Trips
	AM Peak	1 Trip
	Midday	-
	PM Peak	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.

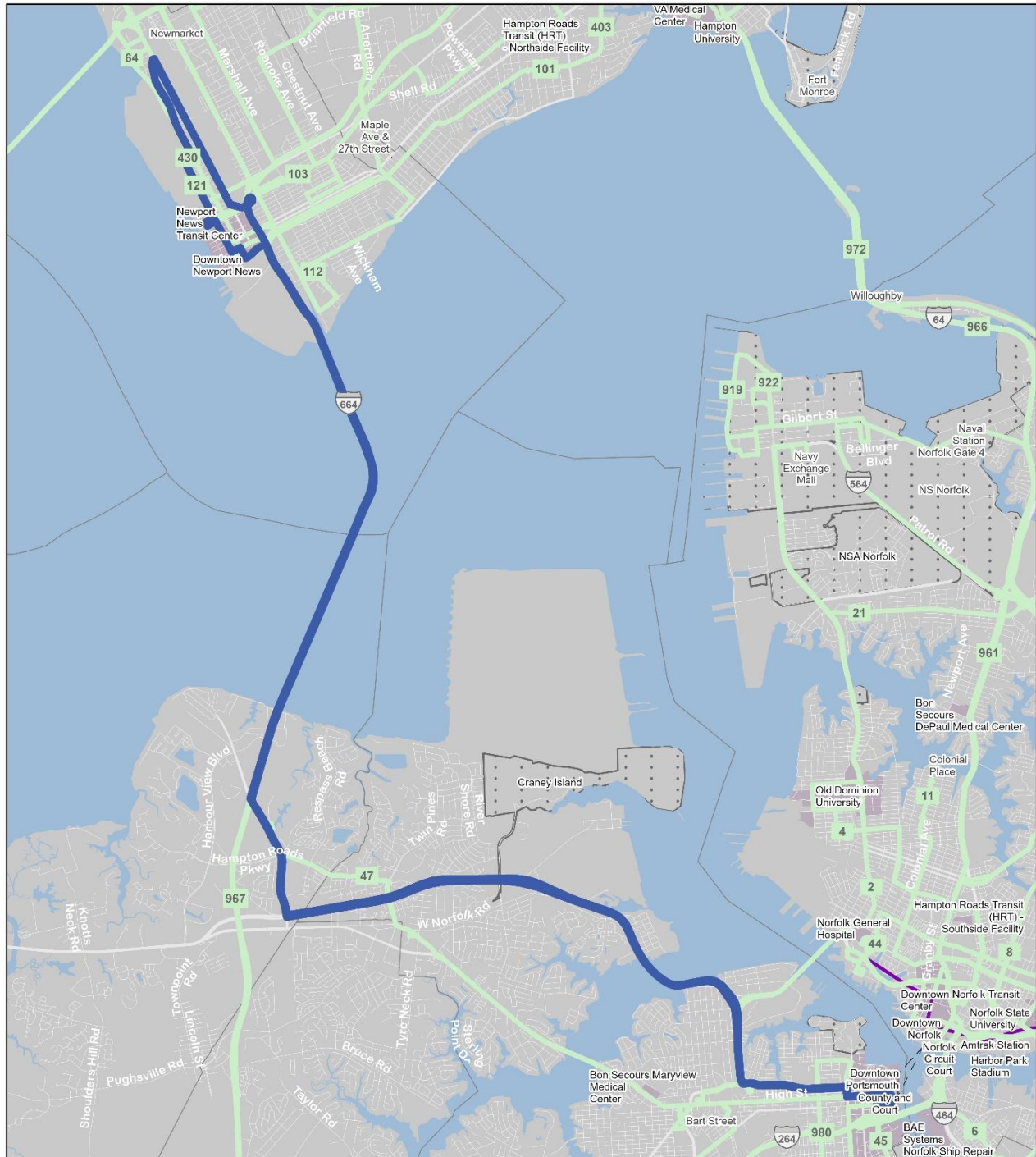
Route 967

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 970



Route 970

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





Route 970

Service Classification		
Limited/Express		

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Portsmouth / Newport News
Jurisdictions	-	Portsmouth, Newport News

Level of Service			
Span			
		Existing	Planned
Weekday		-	6:00 AM - 6:00 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	4 Trips
	Midday	-	-
	PM Peak	-	4 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- New MAX Route 970 will be implemented in FY 2023 providing express service between Downtown Portsmouth and Downtown Newport News with a stop at the Park & Sail lot at the intersection of Court Street and Bart Street.
- Route 970 will operate Monday through Friday, with four trips operating during the morning and afternoon peak periods. Two trips will be provided in each direction.
- Route 970 is one option for future expansion of MAX service. In the next annual update, this route plus others will be explored, including service connecting Chesapeake to Norfolk Naval Shipyard (Portsmouth). HRT will evaluate the route pattern for the new Route 970 which may include serving the Park and Sail lot at Court and Bart Streets and connecting to Newport News via I-264 to I-664.



Justification

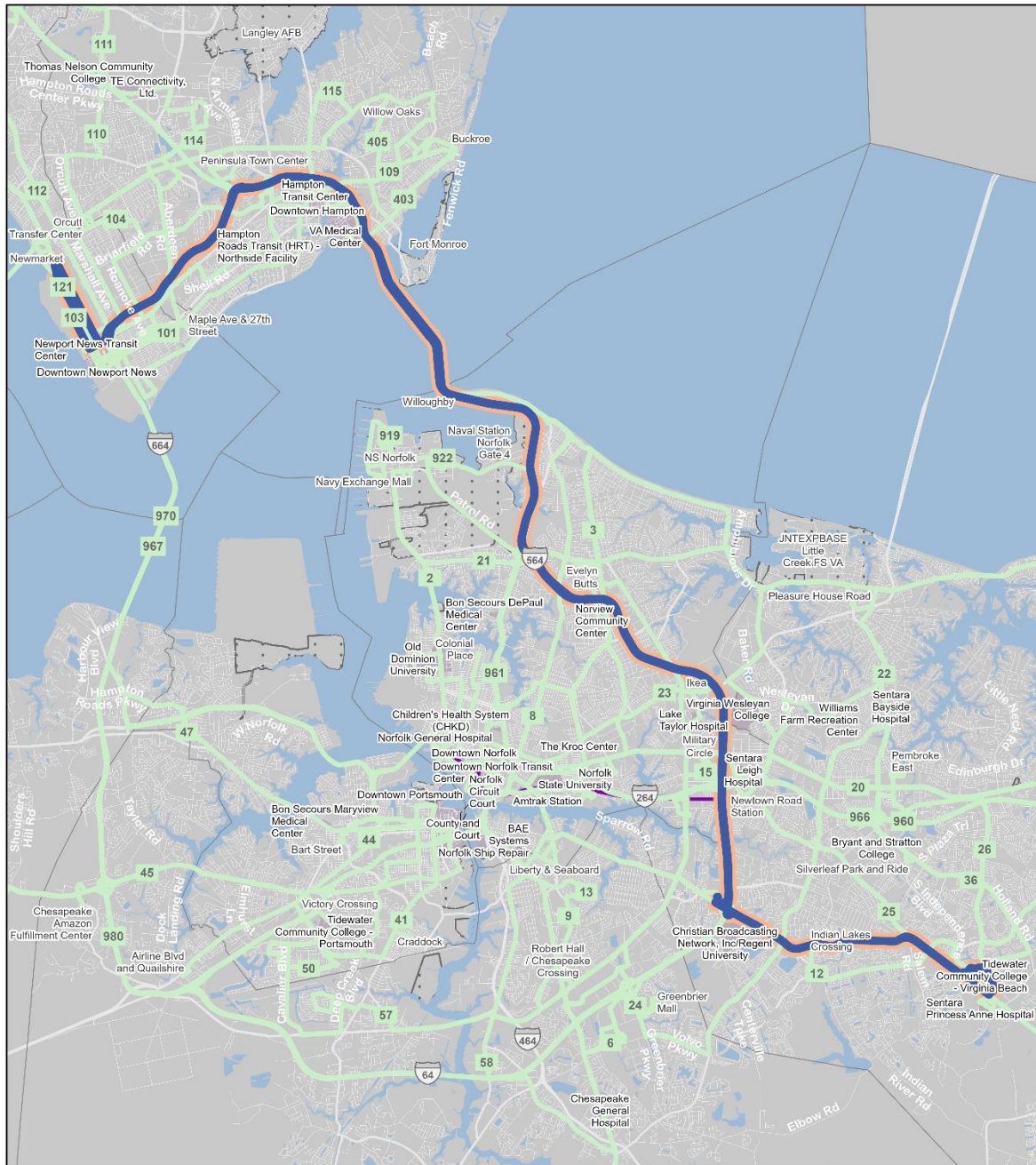
- Route 970 will serve a need for a new peak hour service between Downtown Portsmouth and Newport News Transit Center and Shipyard.

Route 970

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Service not yet implemented.			
FY 2023	Service on MAX Route 970 begins, operating between downtown Portsmouth and Newport News shipbuilding. Two AM peak trips and two PM peak trips in each direction.	✓	✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			

Route 972



Route 972

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 4
Miles



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	Planned
Weekday		5:15 AM - 6:17 AM; 3:40 PM - 4:58 PM	5:15 AM - 7:30 AM; 3:40 PM - 5:30 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	1 Trip	1 Trip
	AM Peak	-	1 Trip
	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 AM peak period trip and one PM peak period trip will be added to Route 972.



Justification

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

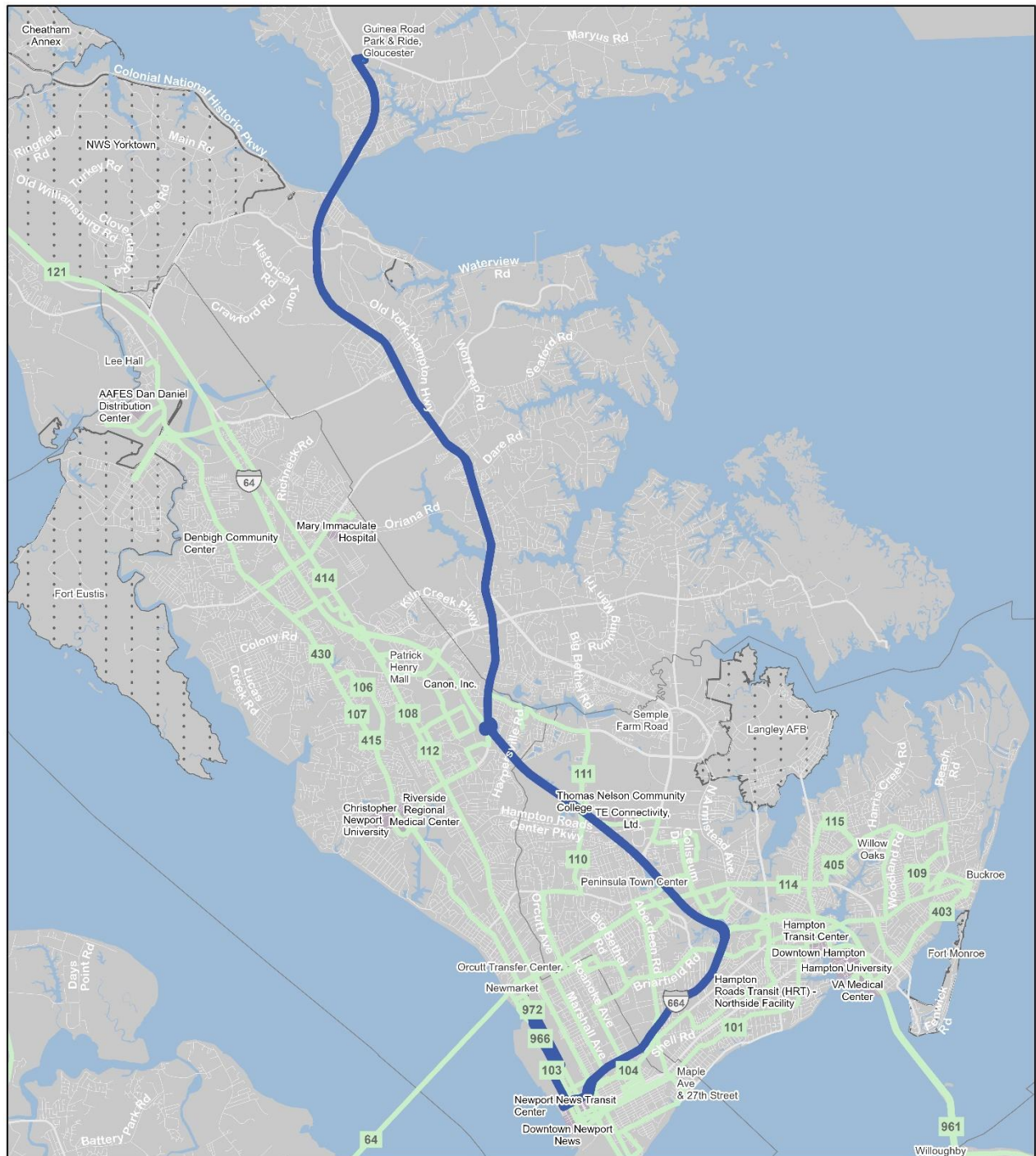
Route 972

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	No changes from existing alignment or level of service.	✓		
FY 2023	One AM peak period trip is added. One PM peak period trip is added.		✓	✓
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 975



Route 975

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 975

Service Classification		
Limited/Express		

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Gloucester / Newport News
Jurisdictions	-	Newport News, Gloucester

Level of Service			
Span			
		Existing	Planned
Weekday		-	7:00 AM - 8:00 AM; 3:00 PM - 4:00 PM
Saturday		-	-
Sunday		-	-
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	1 Trip
	Midday	-	-
	PM Peak	-	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Route 975 will provide new peak period directional commuter express service between Gloucester (VDOT Park & Ride at the intersection of Route 216-Guinea Rd and York Crossing) and the Newport News Shipyard via US-17 and I-64. The route will operate one trip in the AM peak and one trip in the PM peak.
- HRT and the City of Newport News are exploring other options for where the route may stop within the city en-route to the Shipyard.

TD

Justification

- The efficient movement of personnel to the Shipyard is critical to support national military readiness as well as for achieving the economic development goals of greater Hampton Roads. MAX commuter bus service via this new bus route can provide an alternative to automobile travel and a way for employees to avoid daily congestion and the Coleman Bridge toll.
- HRT was awarded a SMART SCALE grant from VDOT to support the purchase of two new buses for this route.

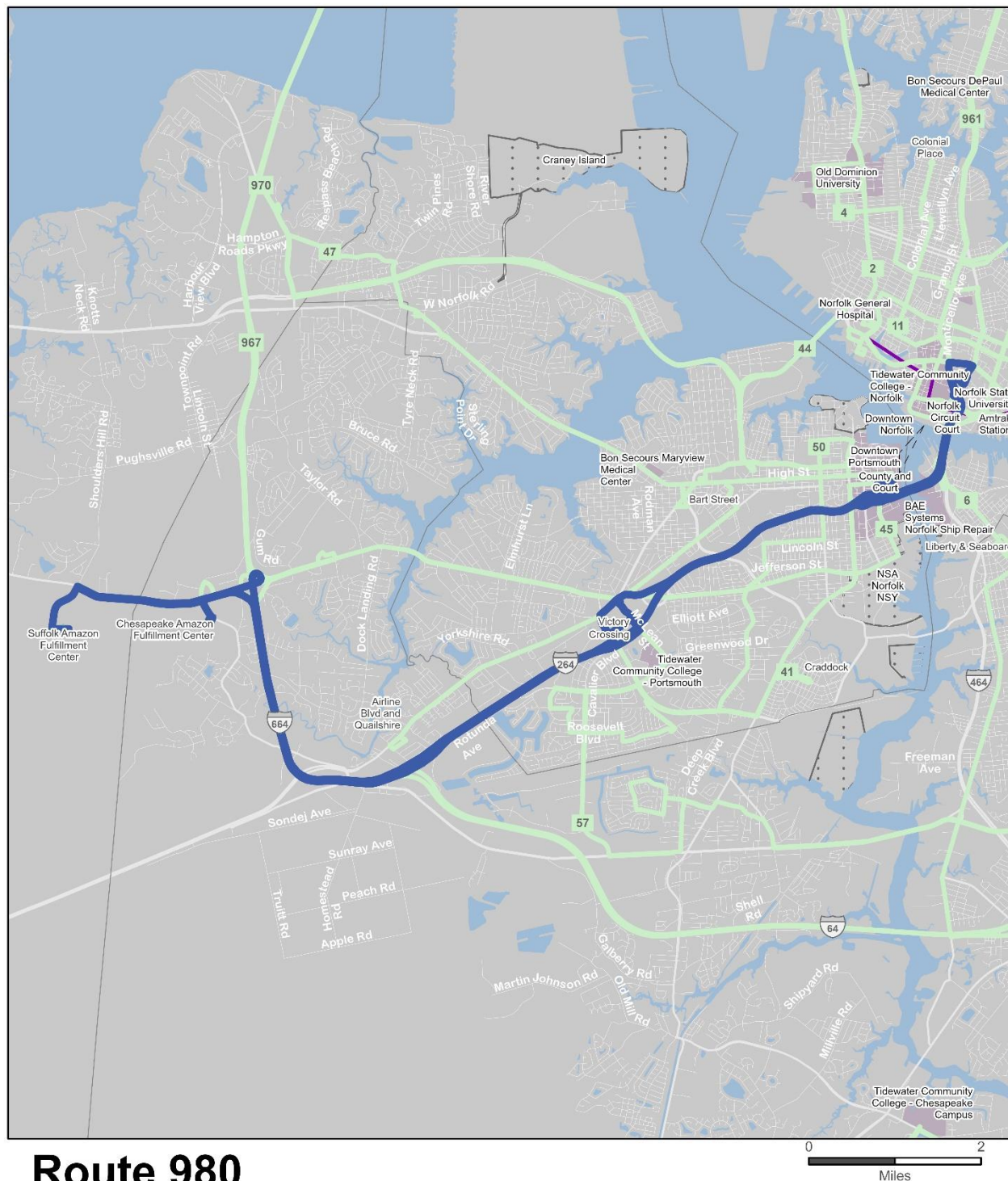
Route 975

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Service not yet implemented.			
FY 2023	Service not yet implemented.			
FY 2024	Service not yet implemented.			
FY 2025	Service not yet implemented.			
FY 2026	MAX service from Gloucester begins operation. One AM peak trip and one PM peak trip in peak direction.	✓	✓	✓
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No changes.			



Route 980



Route 980

Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



Route 980

Service Classification		
Limited/Express		

Origin and Destinations & Jurisdictions Served		
	Existing	Planned
To / From	-	Norfolk / Portsmouth / Chesapeake/ Suffolk
Jurisdictions	-	Norfolk, Portsmouth, Chesapeake, Suffolk

Level of Service			
Span			
		Existing	Planned
Weekday		-	6:00 AM - 9:00 AM; 3:00 PM - 6:00 PM
Saturday		-	6:00 AM - 9:00 AM; 3:00 PM - 6:00 PM
Sunday		-	6:00 AM - 9:00 AM; 3:00 PM - 6:00 PM
Headway			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	3 Trips
	Midday	-	-
	PM Peak	-	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	6 Trips
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	6 Trips
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- Two Amazon facilities are scheduled to open in the Fall of 2021. Transit service via new MAX Route 980 will be implemented providing service from DNTC to the Western Branch and Suffolk Amazon sites with stops at the Park & Sail lot and Victory Crossing in Portsmouth.
- Route 980 will operate seven days a week, with three directional trips in the morning and three directional trips in the evening.

TD

Justification

- Amazon is bringing hundreds of new jobs to Hampton Roads. The new route will help connect workers to jobs from across the region via the express Route 980 and eventually via the extended Route 45 as well. This will provide economic benefit to the region.

Route 980

Improvements by Year

Fiscal Year	Improvement Description	Service Target Reached		
		Alignment	Span	Headway
FY 2022	Introduction of MAX service to Amazon facilities in the Western Branch and Suffolk, along Portsmouth Blvd/Nansemond Parkway. This service will operate seven days a week, with three peak direction trips in the morning and three peak direction trips in the evening.	✓	✓	✓
FY 2023	No changes.			
FY 2024	No changes.			
FY 2025	No changes.			
FY 2026	No changes.			
FY 2027	No changes.			
FY 2028	No changes.			
FY 2029	No changes.			
FY 2030	No changes.			
FY 2031	No changes.			
Out Years	No 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 2031 Weekday AM Peak Frequency (Peninsula)

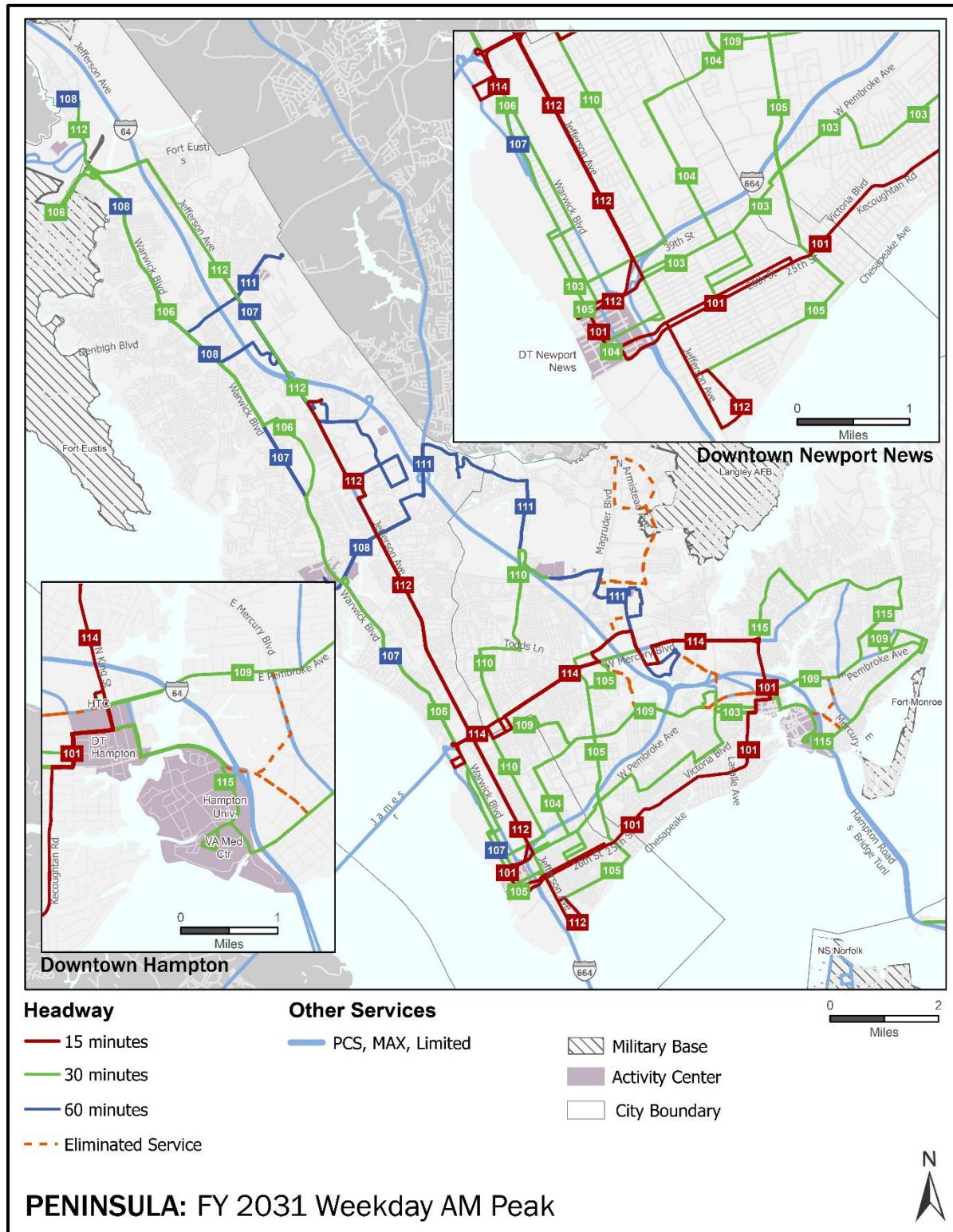


Figure 3-2: FY 2031 Weekday Peak Frequency (Southside)

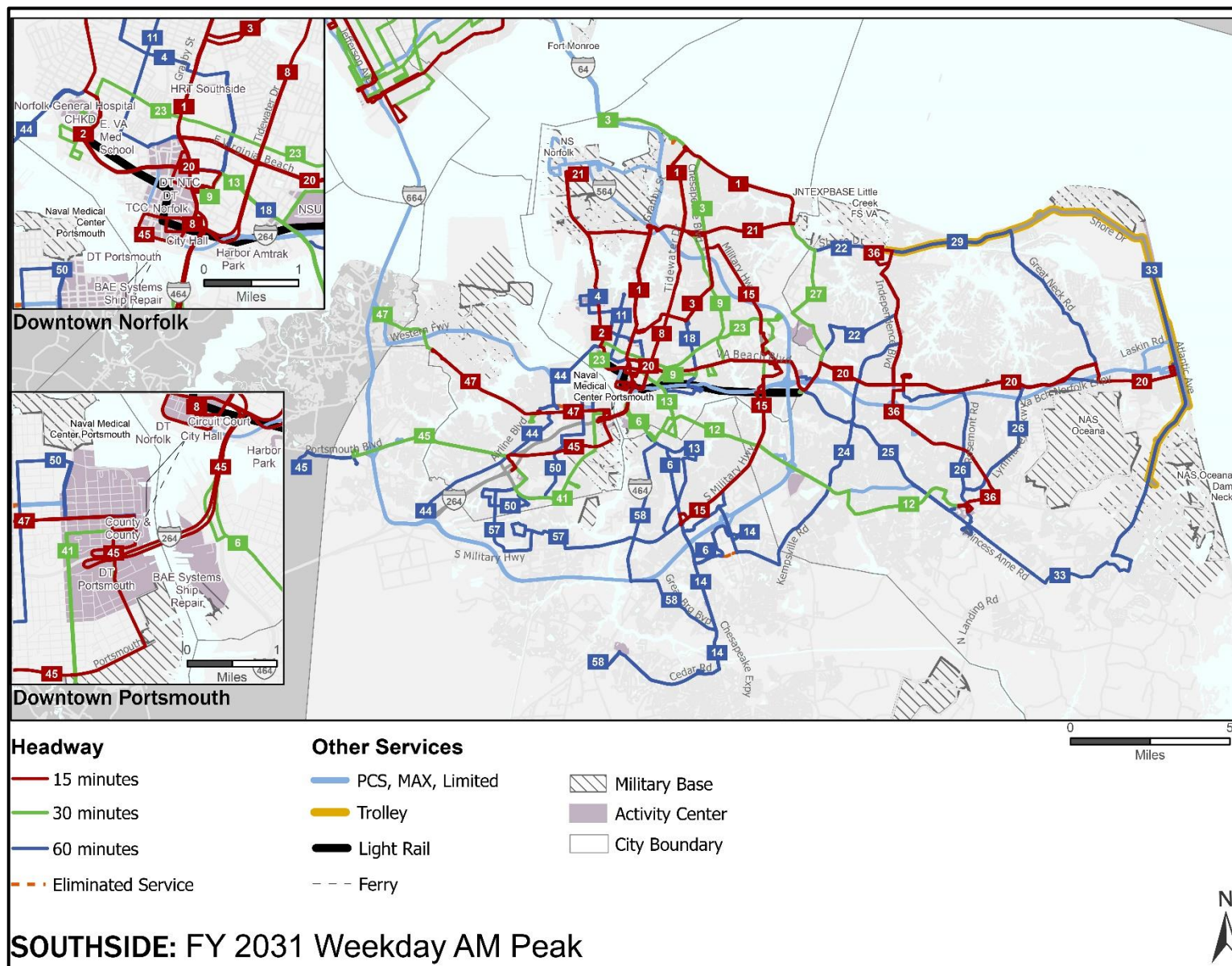


Figure 3-3: Service Target Weekday Peak Frequency (Peninsula)

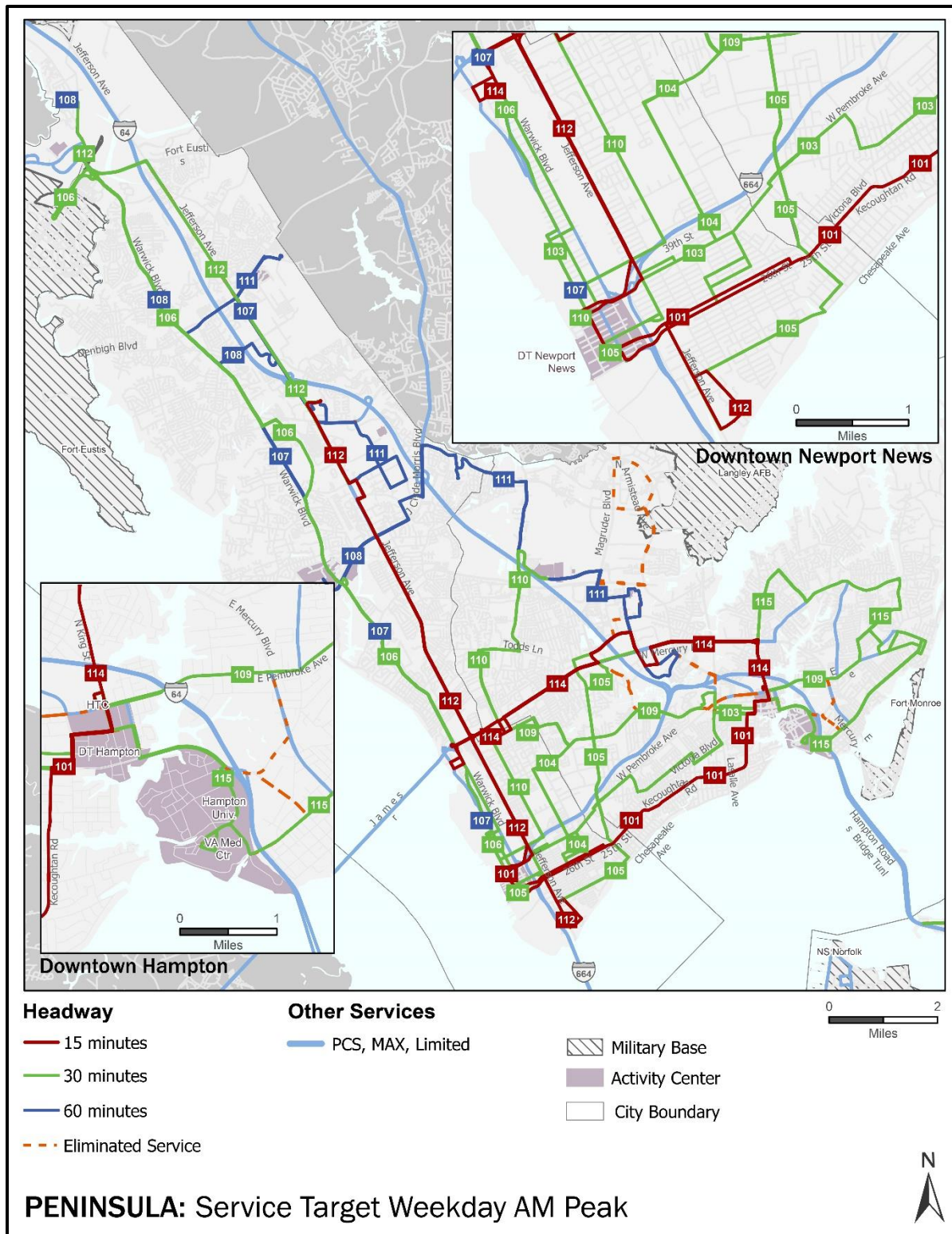
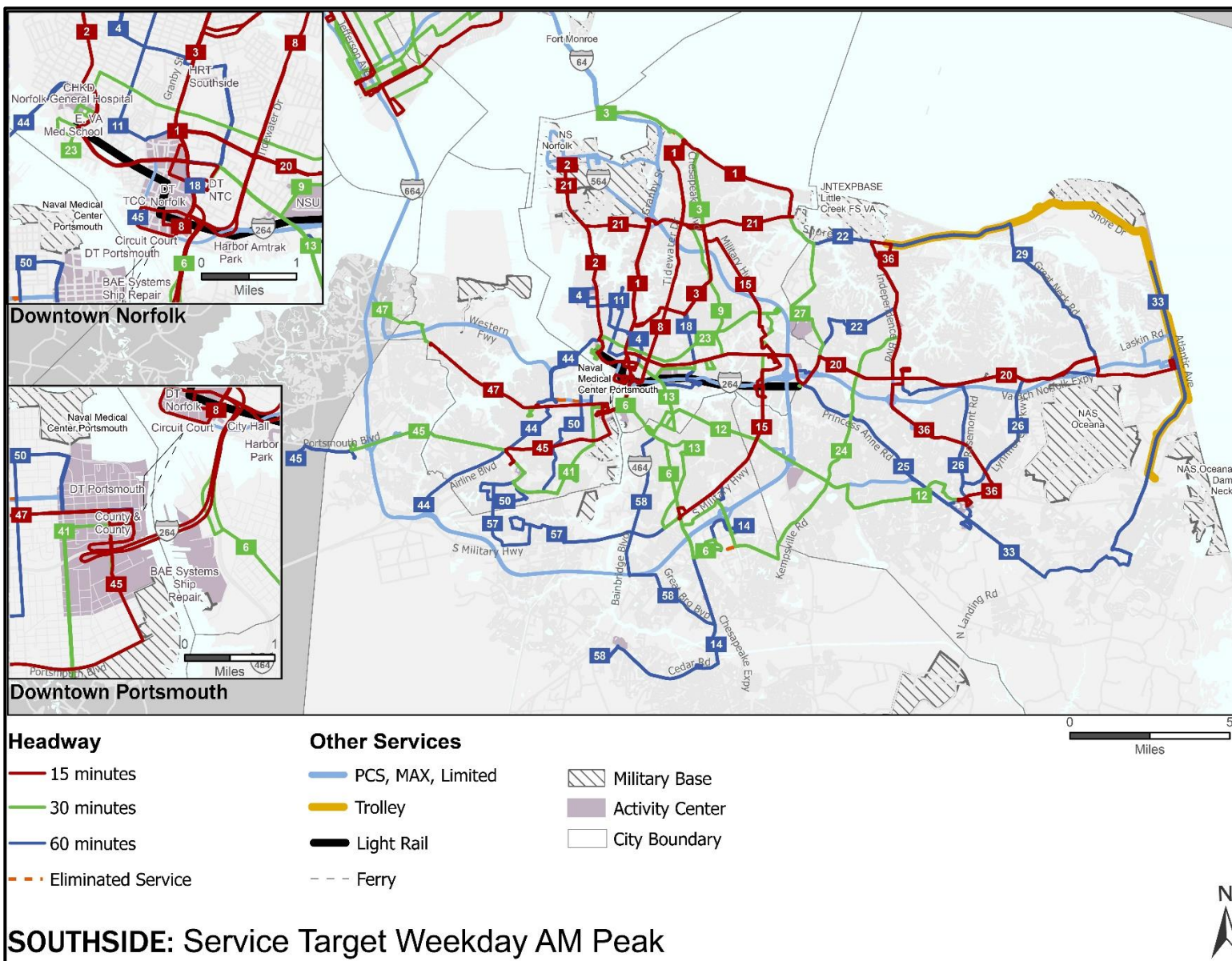


Figure 3-4: Service Target Weekday Peak Frequency (Southside)



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 calendar year 2019 ridership (because of the depressed 2020 ridership due to the COVID-19 pandemic) as modeled by the ridership estimation methodology detailed in **Appendix C: Estimated Ridership Methodology and Results**. The methodology does not account for the Covid-19 pandemic's impact on transit ridership; in the near-term, ridership is expected to be lower than pre-pandemic and it is unknown at what rate ridership will return to more "normal" levels. The methodology also does not account for forecasted increases in population and employment in the Hampton Roads region over the next decade.

For local fixed-route service, footnotes explain any estimated decreases in ridership and any estimated increases in ridership greater than 50 percent. Similar estimated changes in ridership for Limited/Express routes are a direct result of trips being added or removed; the methodology uses observed ridership data and transit demand elasticities to estimate the impact of alignment, span, and headway improvements.

Based on the improvements to the routes that were identified as Regional Backbone services, including the increased span and frequency of service, annual ridership is projected to exceed 14 million passenger trips in FY 2031, a 31 percent increase over calendar year 2019 (i.e., the most recent year of fully operated HRT bus service prior to the implementation of the improvements related to the RTS). By FY 2031, the daily weekday ridership is projected to increase by 29 percent. Weekday ridership on Regional Backbone routes alone (highlighted in gray in **Table 3-1**) is projected to increase by 46 percent. On weekends, systemwide ridership in FY 2031 is projected to be 22 percent higher on Saturday and 60 percent higher on Sunday, due in part to new Sunday service being introduced on 12 routes. The complete results for weekday, Saturday, and Sunday estimated ridership are presented in **Appendix C**.

Table 3-1: Estimated Weekday Daily Ridership for Improvements Compared to 2019 Ridership

	Route	Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2031)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2031)
Southside Total		29,825	37,804	27%
Southside Routes	1	2,735	3,832	40%
	2	841	958	14%
	3	1,745	2,909	67% ⁵
	4	347	364	5%
	5	238	0	Route Eliminated
	6	661	784	19%
	8	1,288	1,916	49%
	9	809	838	4%
	11	173	204	18%
	12	433	586	35%
	13	951	1,118	18%

⁵ Route 3 ridership is estimated to increase by two thirds due to span increases and improved off-peak headways.

	Route	Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2031)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2031)
	14	357	286	-20% ⁶
	15	2,219	2,905	31%
	18	131	136	3%
	20	3,680	4,968	35%
Southside Routes	21	1,720	1,936	13%
	22	322	374	16%
	23	1,227	1,416	15%
	24	146	236	62% ⁷
	25	485	514	6%
	26	193	354	83% ⁸
	27	382	659	72% ⁹
	29	315	221	-30% ¹⁰
	30	1,986	1,986	0%
	31	397	397	0%
	33	457	485	6%
	35	633	633	0%
	36	530	1,391	162% ¹¹
	41	374	1,034	176% ¹²
	43	174	0	Route Eliminated
	44	423	450	6%
	45	1,598	1,713	7%
	47	932	1,240	33%

⁶ Route 14 ridership is estimated to decrease after its service on Great Bridge Boulevard, River Walk Parkway, and Cedar Road to Tidewater Community College is replaced by Route 58, although increasing development in the Summit Pointe area may increase ridership in the future.

⁷ Route 24 ridership is estimated to increase due to the elimination of Route 15 at Greenbrier Mall and the elimination of Route 55 between Greenbrier Mall and Robert Hall Boulevard.

⁸ Route 26 ridership is estimated to increase due to its extended alignment between Pembroke East and First Colonial Road & Donna Drive.

⁹ Route 27 ridership is estimated to increase due to improved off-peak headways and its realignment along Diamond Springs Road and Shore Drive.

¹⁰ Route 29 ridership is estimated to decrease after its service between First Colonial Road & Donna Drive and Lynnhaven Mall is replaced by Route 26.

¹¹ Route 36 ridership is estimated to increase more than 150 percent due to its extension along Independence Boulevard and reclassification as a Regional Backbone route with improved span and headways.

¹² Route 41 ridership is estimated to nearly triple after replacing a segment of Route 45 with high ridership along Effingham St.

	Route	Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2031)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2031)
	50	199	339	71% ¹³
	55	190	0	Route Eliminated
	57	360	425	18%
	58	175	198	13%
Peninsula Total		11,785	15,884	35%
Peninsula Routes	101	829	1,541	86% ¹⁴
	102	223	0	Route Eliminated
	103	882	983	11%
	104	680	547	-20% ¹⁵
	105	661	860	30%
	106	1,130	1,472	30% ¹⁶
	107	949	860	-9% ¹⁷
	108	541	628	16%
	109	211	1,335	534% ¹⁸
	110	480	469	-2% ¹⁹
	111	402	762	89% ²⁰
	112	1,687	3,246	92% ²¹
	114	1,284	2,190	71% ²²
	115	358	923	158% ²³

¹³ Route 50 ridership is estimated to increase due to its extended alignment which replaces Route 43 service through downtown Portsmouth and Route 41 service in the Roosevelt Boulevard neighborhood.

¹⁴ Route 101 ridership is estimated to increase due to its reclassification as a Regional Backbone route with improved span and headways.

¹⁵ Route 104 ridership is estimated to decrease due to its realignment from Marshall Avenue to provide new service along Roanoke Avenue.

¹⁶ Route 106 was realigned in FY 2021 when its service south of Newport News Transit Center to 6th Street & Ivy Avenue was replaced by Route 112, which is not reflected in the 2019 ridership data. This explains the decrease in estimated ridership.

¹⁷ Route 107 was realigned in FY 2021 when its service south of Newport News Transit Center to 6th Street & Ivy Avenue was replaced by Route 112, which is not reflected in the 2019 ridership data. This explains the decrease in estimated ridership.

¹⁸ Route 109 ridership is estimated to increase more than six times due to its extension to replace Route 110 service between the Hampton Transit Center and Net Center, combined with improved span and headways.

¹⁹ Route 110 ridership is forecast to decrease after its realignment to Newport News Transit Center decreases the length of the route.

²⁰ Route 111 ridership is forecast to nearly double after its extensions south to Peninsula Town Center and north to Woodside Lane & Old Denbigh Boulevard.

²¹ Route 112 ridership is forecast to nearly double after its extensions south to 6th Street & Ivy Avenue, which occurred in FY 2021 and is not reflected in the 2019 ridership data, and north to Lee Hall, combined with improved headways.

²² Route 114 ridership is forecast to increase due to improved span and headways.

²³ Route 115 ridership is forecast to increase by more than 150 percent due to its extension to replace Route 117 and Route 120 service, combined with improved headways.



	Route	Existing Weekday Daily Ridership (CY 2019)	Forecasted Weekday Daily Ridership (FY 2031)	Weekday Daily Ridership Percent Change (CY 2019 - FY 2031)
	116	452	0	Route Eliminated
	117	230	0	Route Eliminated
	118	550	0	Route Eliminated
	120	169	0	Route Eliminated
	64	69	69	0%
PCS Total		312	460	48%
PCS Routes	403	29	60	102%
	405	50	93	85%
	414	109	109	0%
	415	30	54	80%
	430	93	145	56%
MAX Total		1,547	1,759	14%
MAX Routes	121	48	48	0%
	919	80	63	-21%
	922	63	49	-23%
	960	272	249	-9%
	961	725	725	0%
	966	92	139	51%
	967	222	222	0%
	970	0	85	New Route
	972	44	94	113%
	975	0	21	New Route
	980	0	64	New Route
Weekday System Total		43,469	55,907	29%

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 time frames are:

- Short-Term: FY 2022 – FY 2024
- Mid-Term: FY 2025 – FY 2028
- Long-Term: FY 2029 – FY 2031

The prioritization process was based on first implementing the improvements identified in the FY 2022 TSP annual budget 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 3.1** would balance the annual service increases across each jurisdiction and provide manageable annual increases in operating and capital costs. The service improvements would be implemented incrementally, and not all proposed improvements would be able to occur by FY 2031, 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 to maintain a maximum amount of coverage in the system.

A number of different factors went into deciding which buckets of routes should be prioritized and form Groups A, B, and C. These factors include purchasing the needed in-service and support vehicles, hiring and training operators, designing and building capital improvements, installing new or updated bus signs, as well as many other considerations. Additionally, the limitations provided by the geographic features of the region heavily influenced the ultimate bucket groupings and the phasing of implementation.

The Regional Backbone and Limited/Express routes supported by the Hampton Roads Regional Transit Program and Fund were prioritized for implementation. Regional Backbone routes on the Peninsula that will operate high-frequency service along with the Local Priority and Coverage routes related to them in “buckets” were selected to become “Group A,” meaning they will be implemented first. Ultimately, as the route changes recommended for the Peninsula accounts for only three of the 13 overall Regional Backbone services, requiring fewer overall necessary updates and changes across the agency. Operationally and logistically it made more sense to implement the Peninsula services first. The changes proposed for the Southside will be spread across two years, forming “Group B,” and “Group C,” respectively. The second set of Regional Backbone routes prioritized for implementation were Southside routes that spanned multiple jurisdictions (“Group B”) and the third set was Regional Backbone routes that primarily operate in the City of Norfolk (“Group C”).

Table 3-2 summarizes the phased improvements and notes operational investments (i.e., additional revenue hours) and capital investments (i.e., additional vehicles) needed for the service improvements to occur. Estimated operational needs account for implementation during the fall of each fiscal year, or eight months of service in the current fiscal year; any additions to peak vehicle need are noted in the table.

Table 3-3 shows the results of a capital investment analysis that looks at the capacity of transfer facilities to determine whether new capacity would be needed at any of HRT’s most-used facilities to implement the plan. The analysis was based on an hourly facility capacity of 60 minutes per bus bay or equivalent curb space, e.g., a location with three bus bays and one curb space has 240 minutes of capacity per hour. Then, by estimating the layover duration of each bus arrival in the FY 2031 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, or “peak of the peak”) was subtracted from the capacity to find the minimum spare capacity for each transfer facility. Overall, this analysis concluded that the additional trips and vehicles for FY 2031 are within the capacity of all facilities except for the Evelyn T. Butts Transfer Center, which is expected to exceed capacity under the proposed ten-year plan. However, HRT’s CIP calls for a new facility to be in place before capacity issues arise.

Table 3-2: Prioritized Improvements by Time Period

Time Frame	Year	Key Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Short-Term	FY 2022	Realign routes in Chesapeake, Hampton, and Newport News. Introduce new MAX Route 980 service to Amazon facilities. Implement two pilot on-demand zones: one in Virginia Beach and one in Newport News.	Changes to service: Routes 6, 13, 14, 15, 20, 21, 58, 108, 111, 112, 960 Eliminated service: Routes 55, 116 New service: MAX Route 980; Pilot On-Demand Microtransit services (see: Appendix D: On-Demand Microtransit Services)	7,400 additional 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 2023	Realign routes on the Peninsula. Group A Regional Backbone and Limited/Express routes implemented. Introduce new MAX Route 970 service between Portsmouth and Newport News.	Changes to service: Routes 6, 13, 22, 23, 25, 44, 47, 101, 104, 105, 106, 107, 109, 110, 111, 112, 114, 115, 403, 405, 415, 430, 919, 922, 966, 972 Eliminated service: Routes 102, 117, 118, 120 New service: MAX Route 970	47,900 additional hours of service	17 new vehicles needed to meet peak vehicle requirements ²⁴
	FY 2024	Realign routes in Norfolk, Portsmouth, and Virginia Beach. Group B Regional Backbone routes implemented.	Changes to service: Routes 1, 9, 13, 15, 20, 26, 27, 29, 36, 41, 44, 45, 47, 50, 57, 115 Eliminated service: Route 43	115,300 additional hours of service	9 new vehicles needed to meet peak vehicle requirements
	Short-Term Total			170,600 additional hours of service	26 new vehicles needed
Mid-Term	FY 2025	Group C Regional Backbone routes implemented. Span and headway improvements to some routes.	Changes to service: Routes 2, 3, 4, 6, 8, 11, 12, 14, 15, 18, 21, 26, 27, 41, 108, 110, Eliminated service: Route 5	68,600 additional hours of service	8 new vehicles needed to meet peak vehicle requirements
	FY 2026	Introduce new MAX Route 975 service between Gloucester and Newport News. Span and headway improvements to some routes.	Changes to service: Routes 8, 12, 27, 41, 44, 58, 105 New service: MAX Route 975	20,900 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	FY 2027	Span and headway improvements to some routes.	Changes to service: Routes 21, 22, 27, 29, 41, 44, 50, 57, 105	11,300 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	FY 2028	Span and headway improvements to some routes.	Changes to service: Routes 13, 26, 27, 50, 110	8,200 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	Mid-Term Total			109,000 additional hours of service	10 new vehicles needed

²⁴ As shown in Table 3-4, 19 additional vehicles are needed in FY 2023 but two of those are covered by a decrease in peak vehicle need of two vehicles in FY 2022.

Time Frame	Year	Key Service Improvements	Routes Impacted	Operational Needs	Capital Needs
Long-Term	FY 2029	Span and headway improvements to some routes.	Changes to service: Routes 2, 33, 57, 109	10,500 additional hours of service	4 new vehicles needed to meet peak vehicle requirements
	FY 2030	Headway improvements to some routes.	Changes to service: Routes 12, 109	9,700 additional hours of service	2 new vehicles needed to meet peak vehicle requirements
	FY 2031	Span and headway improvements to some routes.	Changes to service: Routes 14, 105, 109, 110	8,000 additional hours of service	No new vehicles needed to meet peak vehicle requirements
	Long-Term Total			28,200 additional hours of service in long-term phase	6 new vehicles needed in long-term phase
Out-Years		Span and headway improvements to some routes to align with the service design guidelines—changes which could not be afforded within the ten years of the plan.	Changes to service: Routes 6, 12, 13, 24, 57, 58, 103, 105, 109, 110, 111, 115,	29,500 additional hours of service in out-years	2 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)	FY 2031 Maximum Hourly Arrivals	FY 2031 Maximum Hourly Use (minutes)	FY 2031 Minimum Spare Hourly Capacity (minutes)
Downtown Norfolk Transit Center	16	960	37	564	396
Newport News Transit Center	10	600	43	424	176
Hampton Transit Center	10	600	21	248	352
Wards Corner Transfer Center	8	480	20	91	389
Victory Crossing Transfer Center	5	300	10	174	126
Evelyn T. Butts Transfer Center	4	240	34	258	-18
Robert Hall Boulevard	4	240	13	171	69
Military Circle Mall	3	180	21	96	84
Summit Pointe (Executive Boulevard & Eden Way)	1	60	6	56	4

3.3.2 Connection to Other Plans

HRT's fiscally constrained Capital Improvement Plan (CIP) calls for the procurement of 48 expansion buses (programmed as 24 in FY 2021, 12 in FY 2022, and 12 in FY 2023); six expansion paratransit vehicles (programmed for FY 2022); and 33 non-revenue expansion vehicles (programmed for FY 2022) to meet the needs associated with the implementation of the TSP's ten-year plan. In addition to these vehicle investments, the CIP allocates funding for the relocation and reconstruction of HRT's Parks Avenue garage in Virginia Beach to accommodate the service expansion outlined in the TSP's ten-year plan. Funds are programmed in the CIP in FY 2021, FY 2022, and FY 2022 for HRT to procure the land as well as design and build the facility. 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. In accordance with the planned service and to enhance the experience of riders, the CIP also allocates funding for the replacement and/or renovation of the Robert Hall Transfer Center (funds programmed in FY 2021 and FY 2022); the Evelyn T. Butts Transfer Center (funds programmed in FY 2021 and FY 2022); and Net Center/Orcutt Transfer Center (funds programmed for FY 2021 and FY 2022); as well as the installation of new shelters, benches, trash cans, and lighting at several hundred bus stops across the system (funds programmed in FY 2021 through FY 2025). Finally, the CIP allocates funding for the implementation of a range of passenger-facing and back-end technology investments to support the expanded service outlined in the TSP's ten-year plan, such as the procurement of passenger information displays at key transfer locations.

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.

Service changes are planned to take effect in the fall of each fiscal year, approximately four months after the start of the fiscal year. Since the implementation of service changes does not align with the fiscal calendar, the estimated revenue hours for each route are prorated in the year of implementation such that the first four months account for the current service, while the next eight months account for the updates to the route. In **Table 3-4**, the approximate change in revenue hours for each service change represents the first eight months of increased or decreased operational needs. The gray highlighted row in each year accounts for the difference between the eight months of service any new or changed route operated in the prior year, and the full twelve months of service it will regularly offer.

Table 3-4: Service Expansion and Reduction by Year

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2022	Route 6	Alignment change	400	-
	Route 12	Alignment change	-	-
	Route 13	Alignment change	600	-
	Route 14	Alignment change, extend Saturday span	200	(1)
	Route 15	Alignment change	(400)	-
	Route 20	Alignment change	-	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
	Route 21	Alignment change	500	-
	Route 55	Eliminated	(2,700)	(1)
	Route 58	Alignment change	2,600	1
	Route 108	Alignment change	500	-
	Route 111	Alignment change	3,200	-
	Route 112	Alignment change	7,300	-
	Route 116	Eliminated	(10,600)	(3)
	Route 960	Alignment change	800	-
	Route 980	New route	1,200	2
	Other Routes	Schedule adjustments	(2,000)	-
FY 2023	Route 6	Weekday and Sunday span increases, headway improvements on weekdays and weekends	2,500	-
	Route 13	Weekday span increase	700	-
	Route 22	Weekday and Saturday span increases	500	-
	Route 23	Weekday and Sunday span increases, headway improvements on Sunday	1,600	-
	Route 25	Weekday and Saturday span increases, Sunday service introduced	2,000	-
	Route 44	Weekday span increase, service extended to DNTC on Sundays	600	-
	Route 47	Saturday service extended to College and Lakeview	1,500	-
	Route 101	Weekday and Sunday span increases, headway improvements on weekdays and weekends	3,400	1
	Route 102	Eliminated	(2,800)	-
	Route 104	Alignment change, weekday and weekend span increases, headway changes on weekdays and Saturdays	(2,900)	-
	Route 105	Alignment change, weekday span increase	700	-
	Route 106	Weekday and Sunday span increases, headway improvements on weekdays and weekends	10,400	3
	Route 107	Weekday span improved to begin at 5:00am; Sunday span improved to 6:00 AM - 9:00 PM.	2,000	(1)
	Route 109	Alignment change, weekday span increase	5,100	1
	Route 110	Alignment change, weekday span increase	700	(2)
	Route 111	Alignment change, weekday span increase	1,000	-
	Route 112	Weekday and Sunday span increases, headway improvements on weekdays and weekends	13,600	7
	Route 114	Weekday and weekend span increases, headway improvements on weekdays and weekends	14,700	4
	Route 115	Alignment change, weekday span increase, Saturday span change, headway improvements on weekdays	6,400	2

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
	Route 117	Eliminated	(1,600)	-
	Route 118	Eliminated	(7,300)	(2)
	Route 120	Eliminated	(2,300)	(1)
	Route 403	One trip added	200	1
	Route 405	Two trips added	300	1
	Route 415	One trip added	100	-
	Route 430	Two trips added	300	1
	Route 919	One trip removed	(100)	(1)
	Route 922	Two trips removed	(300)	(1)
	Route 966	Two trips added	300	1
	Route 970	New route	1,200	4
	Route 972	Two trips added	300	1
	Other Routes	Prorated hours from previous year's service changes	(4,900)	-
FY 2024	Route 1	Alignment change, Sunday span increase, headway improvements on weekdays and weekends	14,800	1
	Route 9	Weekday span increase, Sunday service introduced	2,400	-
	Route 13	Sunday span increase, headway improvements on weekdays and weekends	2,000	-
	Route 15	Alignment change, weekend span and headway improvements	6,100	2
	Route 20	Weekday span increase, headway improvements on weekdays and weekends	21,500	-
	Route 26	Alignment change, headway change	1,900	-
	Route 27	Alignment change	300	-
	Route 29	Alignment change	1,100	(1)
	Route 36	Alignment change, weekday and weekend span increases and headway improvements	16,400	5
	Route 41	Alignment change, weekday and Saturday span increases, introduce Sunday service, headway improvements on weekdays and weekends	1,300	1
	Route 43	Eliminated	(2,400)	(1)
	Route 44	Alignment change	(2,300)	(1)
	Route 45	Alignment change, weekday and Sunday span increases, headway improvements on Sundays	11,500	4
	Route 47	Alignment change, weekday and weekend span increases and headway improvements	5,200	-
	Route 50	Alignment change, Sunday span change	3,000	1
	Route 57	Alignment change	300	(2)
	Route 115	Headway improvements on weekdays and weekends	5,500	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
	Other Routes	Prorated hours from previous year's service changes	26,700	-
FY 2025	Route 2	Alignment change, weekday and weekend span increases and headway improvements	4,300	3
	Route 3	Alignment change, Sunday span increase, headways improvements on weekdays and Sundays	2,600	-
	Route 4	Weekday span increase, headways improved on Sundays	200	-
	Route 5	Eliminated	(2,400)	(1)
	Route 6	Introduce Sunday service in Chesapeake along the full length of the route	500	-
	Route 8	Weekday and Sunday span increases, Saturday span change, headway improvements on weekdays and Sundays	6,000	3
	Route 11	Weekday and weekend span changes	400	-
	Route 12	Alignment change, weekday span increase	300	-
	Route 14	Weekday span increase	400	-
	Route 15	Headway improvements on weekdays	6,100	-
	Route 18	Weekday span increase, Sunday service introduced	400	-
	Route 21	Weekday and weekend span changes, headway improvements on weekdays and Sundays	4,500	2
	Route 26	Weekday span increase, Sunday service introduced	2,800	-
	Route 27	Weekday span increase, change weekday headway, Sunday service introduced	700	-
	Route 29	Weekday span increase	1,100	-
	Route 41	Weekday span increase and headway improvements	1,500	-
	Route 108	Weekday and Sunday span increases	1,200	-
	Route 110	Sunday span increase, headway improvements on weekdays	1,100	1
	Other Routes	Prorated hours from previous year's service changes	37,100	-
FY 2026	Route 8	Headway improvements on weekdays	6,000	-
	Route 12	Introduce service on Sundays	1,000	-
	Route 27	Headway improvements on weekdays	1,300	-
	Route 41	Weekday span increase, headway improvements on Sundays	1,200	-
	Route 44	Sunday span increase	100	-
	Route 58	Weekday span increase	300	-
	Route 105	Sunday span increase, headway improvements on weekdays	1,300	1
	Route 975	New route	400	1
	Other Routes	Prorated hours from previous year's service changes	9,300	-

Year	Route	Description of Changes	Approximate Change in Revenue Hours	Additional Peak Vehicle Need
FY 2027	Route 21	Headway improvements on weekdays	3,200	-
	Route 22	Introduce Sunday service	800	-
	Route 27	Sunday span increase	500	-
	Route 29	Introduce Sunday service	900	-
	Route 41	Weekend span increases	600	-
	Route 44	Sunday span increase	200	-
	Route 50	Weekday span increase	300	-
	Route 57	Weekday span increase	700	-
	Route 105	Headway improvements on weekdays	1,700	-
	Other Routes	Prorated hours from previous year's service changes	2,200	-
FY 2028	Route 13	Introduce Sunday service in Chesapeake along the full length of the route	800	-
	Route 26	Weekend span increases	300	-
	Route 27	Sunday span increase, headway improvements on weekends	900	-
	Route 50	Weekday and weekend span improvements	600	-
	Route 110	Weekday and weekend span improvements, headway improvements on weekdays and Saturdays	2,000	-
	Other Routes	Prorated hours from previous year's service changes	3,500	-
FY 2029	Route 2	Headway improvements on weekdays	3,000	-
	Route 33	Weekday span increase, Saturday span change	2,400	2
	Route 57	Introduce Sunday service	900	-
	Route 109	Headway improvements on weekdays	2,000	2
	Other Routes	Prorated hours from previous year's service changes	2,100	-
FY 2030	Route 12	Headway improvements on weekdays	3,500	2
	Route 109	Headway improvements on weekdays	3,000	-
	Other Routes	Prorated hours from previous year's service changes	3,200	-
FY 2031	Route 14	Introduce Sunday service	1,000	-
	Route 33	Re-introduce Sunday service	2,000	-
	Route 105	Headway improvements on Saturdays	700	-
	Route 109	Headway improvements on weekdays and Saturdays	2,500	-
	Route 110	Headway improvements on weekdays	No change ²⁵	-
	Other Routes	Prorated hours from previous year's service changes	1,800	-

²⁵ This change will not affect the route's cycle time, so there is no associated increase in revenue hours.

3.4.2 Equity Evaluation

This high-level equity evaluation illustrates where service reductions may impact minority and low-income communities. This equity evaluation is NOT a Title VI Service Equity Analysis but rather a high-level “gut-check” of whether and how the plan might impact these communities. Additionally, this analysis was conducted on the full implementation of the plan in FY 2031 and does not address any interim impacts at other points during plan implementation. For this analysis, reduced service refers both to geographic losses in service due to the elimination or realignment of routes or to a reduction in level of service (hours of service provided). Most areas in the region retain service coverage either by other realigned routes, by new fixed-route or on-demand service, or have improved levels of service on nearby routes, or a combination of these.

Methodology

The following steps were undertaken to complete a high-level equity evaluation that shows which Census Tracts with high percentages of low-income and/or minority residents may be impacted by service reductions.

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 by FY 2031. In instances where this buffer overlapped with a one-quarter mile buffer around service that will exist in FY 2031, the overlapping area was removed (i.e., considered to still have service coverage).

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 2031 (compared to existing service) as well as routes that will be eliminated by FY 2031 were identified as qualifying as a Major Service Change for the purpose of this analysis.²⁶ A one-quarter mile buffer was used around these existing routes to demonstrate the approximate areas with service reduction.

Overlay low-income and/or minority Census Tracts over the service changes

HRT’s Title VI Program defines a minority Census Tract as one that had a minority population greater than the regional average of 44.7 percent and a low-income Census Tract as one with more than 19.3 percent at or below the federal poverty line.²⁷ To determine which of the Minority and Low-Income Census Tracts may be impacted by the planned reductions in service, the Census Tracts that meet those thresholds were overlaid over the geographic areas losing service and routes undergoing Major Service Changes.

Findings

Figure 3-5 and **Figure 3-6** show the geographic loss of coverage overlaid with the Minority and Low-Income Census Tracts. **Figure 3-7** and **Figure 3-8** show reductions in hours of service of greater than 20 percent and eliminated routes overlaid with the Minority and Low-Income Census Tracts. **Table 3-5** details the Minority and Low-Income Census Tracts that intersect with buffers of reductions in service by route. Details on the specific changes for each route are included in the route profiles in **Section 3.1**.

On the geographic loss of service maps (**Figure 3-5** and **Figure 3-6**), the reductions in service are shown in blue and the Minority and Low-Income Census Tracts are shown in transparent yellow overlaid on the blue. Wherever the transparent yellow and dark blue intersect, the subsequent green color represents a Minority or Low-Income Census Tract that may be impacted by the loss of geographic coverage (the Census Tracts are identified in **Table 3-5: Equity Analysis Results**). If there is no yellow overlapping a blue area, then that area is not in a Minority and/or Low-Income Tract.

²⁶ Hampton Roads Transit, “Title VI Program 2020-2023,” Accessed at <https://gohrt.com/wp-content/uploads/2020/09/HRT-Title-VI-Program-Plan-2020-to-2023.pdf>. The threshold of 20 percent was chosen 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.

²⁷ Ibid. These minority and low-income thresholds were chosen based on HRT’s Title VI Program. This equity evaluation is NOT a Title VI Service Equity Analysis.

On the reductions in level of service maps (**Figure 3-7** and **Figure 3-8**), the transparent yellow layer again symbolizes the Minority and Low-Income Census Tracts; routes planned for a reduction in level of service are shown in purple and eliminated routes are highlighted in orange to demonstrate that the level of service along those corridors may be reduced (the only route experiencing a large enough decrease in hours of service to quality for a “Major Service Change” is Route 104 on the Peninsula; there are no purple routes on the Southside). Wherever the transparent yellow intersects with the purple or orange, this represents a Minority or Low-Income Census Tract that may be impacted by a reduction in level of service (the Census Tracts are identified in **Table 3-5: Equity Analysis Results**). Many of the Census Tracts intersecting with the eliminated routes will still receive coverage from other realigned routes, which are not considered in this analysis (deliberately done in order to identify a wider range of potential impacts). In some instances, eliminated routes will result in segments losing geographic coverage, which are discussed in the analysis in **Figure 3-5** and **Figure 3-6**.

The ten-year phased plan includes 25 routes with a geographic and/or level of service reduction by FY 2031:

- Eight routes will be eliminated: Route 5, Route 43, Route 55, Route 102, Route 116, Route 117, Route 118, and Route 120. However, most segments of service on these routes will be covered by service on other realigned or extended fixed routes.
 - Two of these routes’ service areas are fully covered by other realigned routes (Route 5 and Route 116); however, existing one-seat trips on these routes will now require at least one transfer, which may potentially impact Minority and Low-Income Census Tracts.
 - Route 43’s service area will be mostly covered by the realigned Route 50; the geographic coverage analysis shows service still available within ¼ mile, but there are stops being removed in Minority and Low-Income Census Tracts. Route 44 and Route 47 also provide nearby coverage and replacement coverage.
 - Route 55’s service area will mostly be covered by the realigned Route 14. Route 55 has an existing segment that will lose geographic coverage, but this coverage loss does not impact a Minority and Low-Income Census Tract.
 - Two routes (Route 102 and 118) have segments that will lose geographic coverage due to elimination, potentially impacting four Minority and Low-Income Census Tracts along each route, respectively. The City of Hampton is currently exploring demand responsive service to serve these areas.
 - Route 117 and Route 120 service will be eliminated and mostly covered by the realigned Route 115. A few stops that will no longer be served by these routes are within the ¼ mile buffer around the realigned Route 115, but the stops being eliminated may impact Minority and Low-Income Census Tracts.
- Seventeen 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 four Minority and Low-Income Census Tracts per route.
- One route, in addition to the eliminated Routes 102 and 118, undergoes both a reduction in level of service and a small loss of geographic coverage (Route 104). Route 104 is projected to have a reduction in level of service of 30 percent. This route is covered by new realigned routes and is within a quarter-mile walking distance of routes with equivalent or higher frequency.

Figure 3-5: Peninsula Geographic Loss of Service

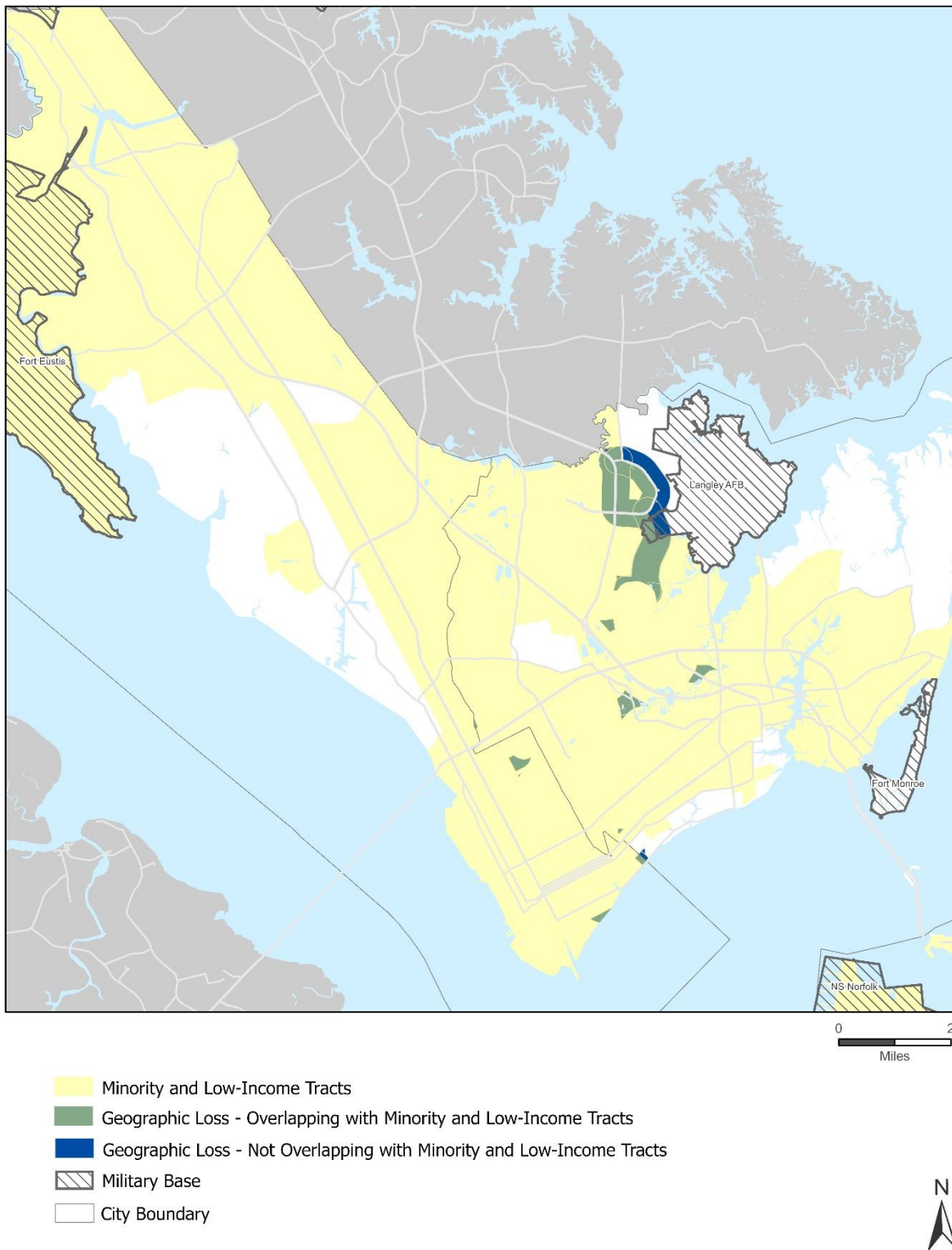


Figure 3-6: Southside Geographic Loss of Service

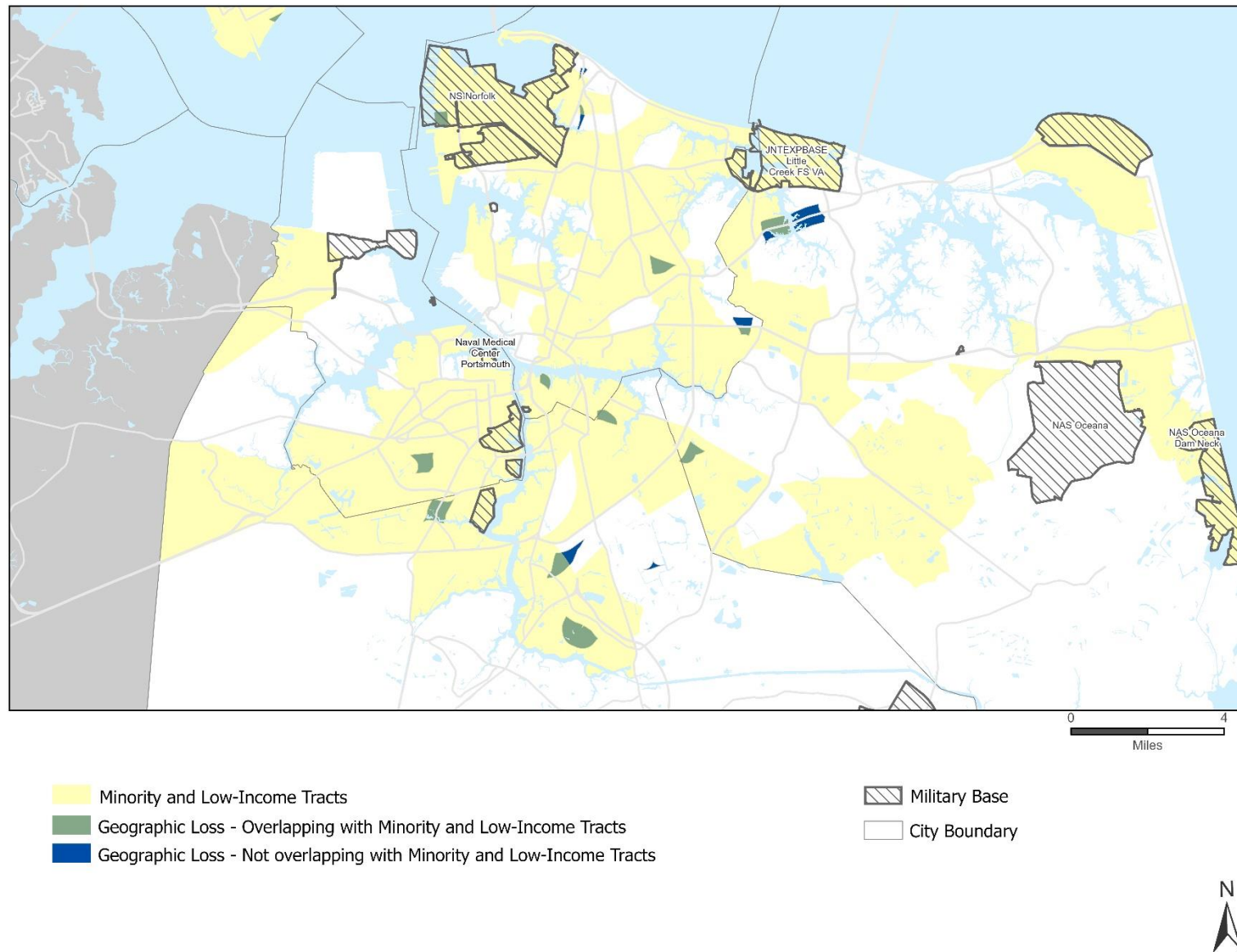
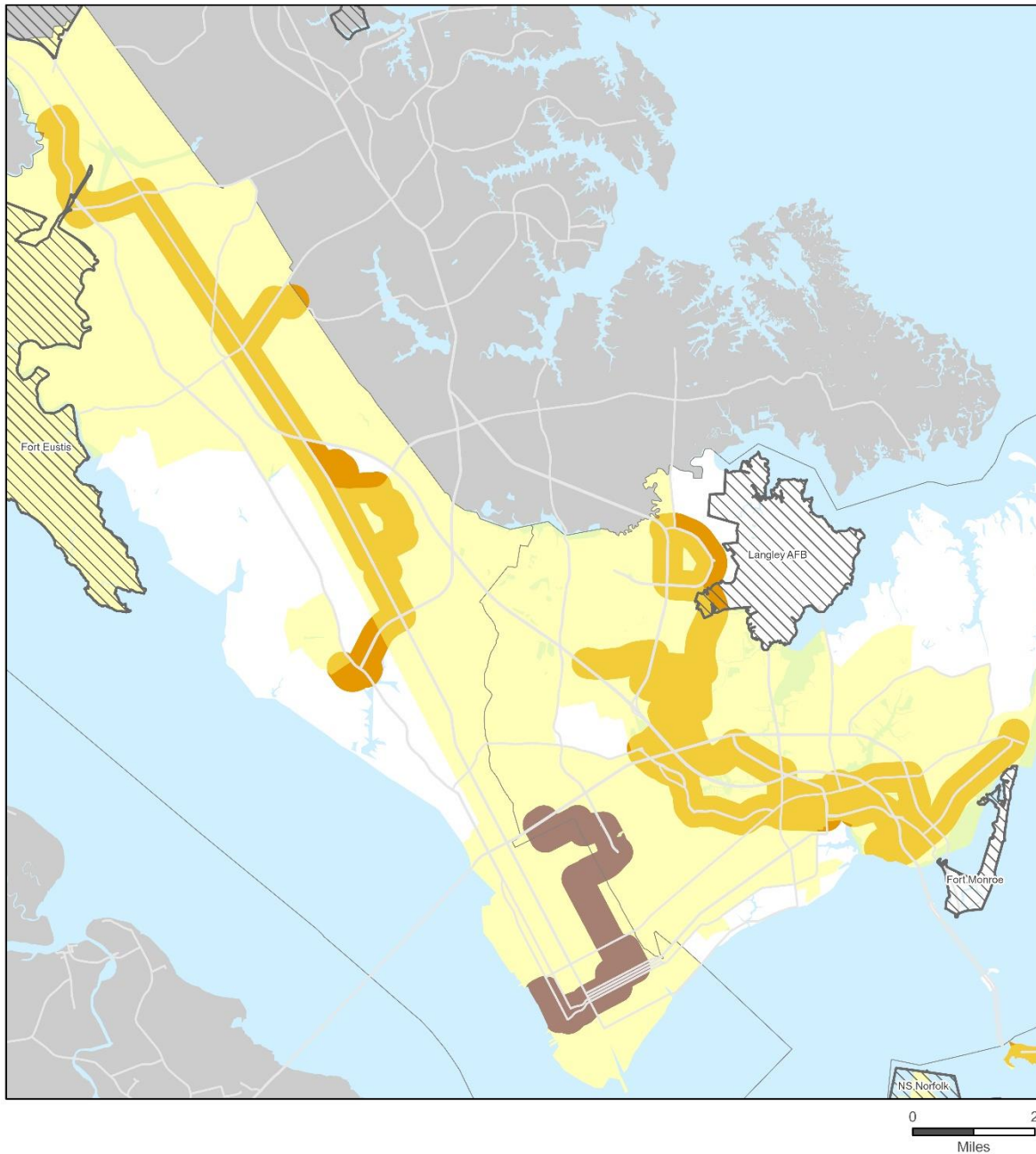
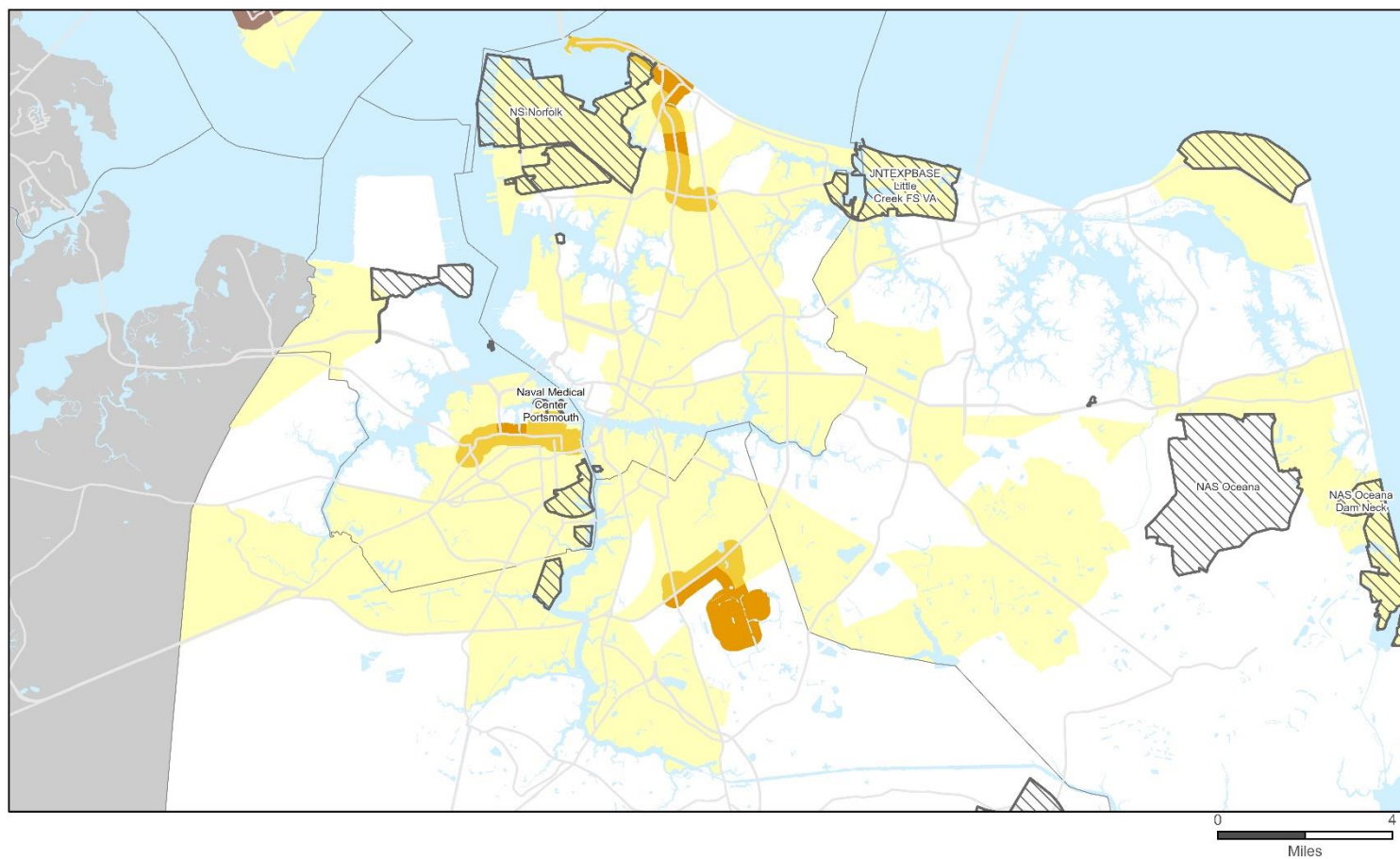


Figure 3-7: Peninsula Level of Service Loss



- Minority and Low-Income Tracts
- Reduced Level of Service Buffer - Overlapping with Minority and Low-Income Tracts
- Eliminated Route Buffer - Overlapping with Minority and Low-Income Tracts
- Eliminated Route Buffer - Not Overlapping with Minority and Low-Income Tracts
- Military Base
- City Boundary

Figure 3-8: Southside Level of Service Loss



- Minority and Low-Income Tracts
- Eliminated Route Buffer - Overlapping with Minority and Low-Income Tracts
- Eliminated Route Buffer - Not Overlapping with Minority and Low-Income Tracts

- Military Base
- City Boundary



In **Table 3-5: Equity Analysis Results**, the Minority and Low-Income Census Tracts that may be impacted by either a loss of geographic coverage and/or reduced level of service are listed for each route. Census Tracts that may be impacted by these changes but that do not fall under the Minority and Low-Income Census Tract designation are not listed in this table.

Table 3-5: Equity Analysis Results

Route	Loss of Geographic Coverage	Minority or Low-Income Census Tracts Impacted by Loss of Geographic Coverage	Reduced Level of Service	Minority or Low-Income Census Tracts Impacted by Reduced Level of Service
1	Yes	Tracts 5, 6, 8, 55	No	-
2	No	-	No	-
3	Yes	Tracts 5, 9.02	No	-
4	No	-	No	-
5	No	-	<i>Eliminated</i>	Tracts 4, 5, 6, 8, 9.02, 55, 56.01, 56.02, 57.01, 58, 66.06
6	Yes	Tract 50	No	-
9	No	-	No	-
11	No	-	No	-
12	Yes	Tracts 208.09, 462.20	No	-
13	Yes	Tracts 51, 200.02	No	-
14	Yes	Tract 209.04	No	-
15	Yes	Tracts 59.02, 59.03	No	-
18	No	-	No	-
20	Yes	Tract 69.01	No	-
21	Yes	Tract 9.02	No	-
22	No	-	No	-
23	No	-	No	-
25	No	-	No	-
27	Yes	Tract 404.03	No	-
29	No	-	No	-
33	No	-	No	-
41	No	-	No	-
43	No	-	<i>Eliminated</i>	Tracts 50, 2103, 2105, 2109, 2111, 2114, 2115, 2116, 2121, 2132
44	No	-	No	-
45	No	-	No	-
47	No	-	No	-
50	Yes	Tracts 2125, 2126	No	-
55	No	-	<i>Eliminated</i>	Tracts 207, 208.08, 208.09
57	Yes	Tracts 214.03, 214.04	No	-
58	Yes	Tract 209.03	No	-
101	No	-	No	-

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
102	Yes	Tracts 103.13, 104, 105.01, 105.02	<i>Eliminated</i>	Tracts 103.06, 103.11, 103.13, 103.14, 104, 105.01, 105.02, 106.01, 106.02, 108, 118, 119
103	No	-	No	-
104	Yes	Tracts 103.09, 313, 314	Yes	Tracts 103.09, 103.10, 104, 105.01, 301, 303, 304, 305, 306, 308, 309, 311, 313
105	Yes	Tracts 120, 303, 313	No	-
106	No	-	No	-
107	No	-	No	-
108	No	-	No	-
109	No	-	No	-
110	Yes	Tracts 103.09, 314	No	-
111	No	-	No	-
112	Yes	Tracts 103.09, 314	No	-
114	Yes	Tracts 103.09, 314	No	-
115	No	-	No	-
116	No	-	<i>Eliminated</i>	Tracts 316.02, 317.01, 321.13, 321.23, 321.24, 231.26, 321.27, 321.28, 321.30, 321.31, 321.32, 322.23, 322.26, 322.32, 323, 324
117	No	-	<i>Eliminated</i>	Tracts 106.01, 106.02, 108, 109, 113, 114
118	Yes	Tracts 103.04, 103.06, 103.14, 105.02	<i>Eliminated</i>	Tracts 103.04, 103.06, 103.11, 103.13, 103.14, 105.02, 106.01, 106.02, 108, 116, 118
120	No	-	<i>Eliminated</i>	Tracts 106.01, 106.02, 108, 109, 110, 112, 113, 114

Regarding the Limited/Express service, while Routes 919 and 922 have planned reductions in levels of service, HRT's Title VI Program considers a "Major Service Change" on Limited/Express service to be a reduction of 50 percent of route miles or hours,²⁸ and the planned reductions in level of service on Routes 919 and 922 are well below the 50 percent threshold (Route 919 and 922 are projected to have reductions in level of service of five and 22 percent, respectively). Therefore, none of the planned changes to Limited/Express service qualify for further analysis under the methodology for the high-level equity evaluation.

3.4.3 Paratransit Service Area Evaluation

The high-level paratransit service area evaluation illustrates where the service plan for FY 2031 would result in gains and losses of geographic coverage, potentially impacting the provision of paratransit. This is a high-level "gut-check" and not a full analysis of the paratransit service area. This high-level evaluation examines only local fixed-route service (Regional Backbone, Local Priority, and Coverage route classifications) as well as two Limited/Express routes which provide all-day headway-based service—Route 960 and Route 961.

Methodology

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

²⁸ Hampton Roads Transit, "Title VI Program 2020-2023," Accessed at <https://gohrt.com/wp-content/uploads/2020/09/HRT-Title-VI-Program-Plan-2020-to-2023.pdf>. This equity evaluation is NOT a Title VI Service Equity Analysis.

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. The 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** (note that the high-level equity analysis maps and the paratransit service analysis maps will not match due to differences in the methodology which occur in later steps of each process).

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.

Create buffer around new and eliminated areas

Create a three-quarter mile buffer around the new and eliminated geographic areas from Steps 1 and 2 to demonstrate the approximate paratransit service area impacted by these changes.²⁹

Create buffer around existing and planned system

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.

Determine resulting areas

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 2031. 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 8.3 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 3.6 square miles and the Peninsula losing 4.7 square miles. Three square miles (35 percent) of the geographic losses in the paratransit service area are within military bases, where paratransit service may not actually be operating currently. On the Peninsula, the loss in the service area is driven by the elimination of Route 118. On the Southside, the geographic losses are driven by the elimination of Route 55 and the realignments of Route 3, Route 12, Route 14, Route 21, Route 27, and Route 57.

Approximately 5.8 square miles will be added to the paratransit service area due to geographic gains in coverage in the planned system. All the geographic gains in the paratransit service area will occur on the Southside, and 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 the extension of Route 45 into Suffolk and the realignments of Route 15, Route 26, Route 27, Route 57, and Route 960.

²⁹ The three-quarter mile buffer was selected based on the Americans With Disabilities Act of 1990 (ADA), which stipulates that an agency's paratransit service area be “a corridor surrounding the routes $\frac{3}{4}$ of a mile on either side, or for rail, a series of circles of radius $\frac{3}{4}$ mile centered on each station.” The three-quarter mile buffer is also consistent with HRT's existing paratransit policy. HRT's existing paratransit service area does not include commuter routes that only operate in one direction during peak periods; as such, the only Limited/Express routes included in the paratransit service area are Routes 960 and 961.

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.

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

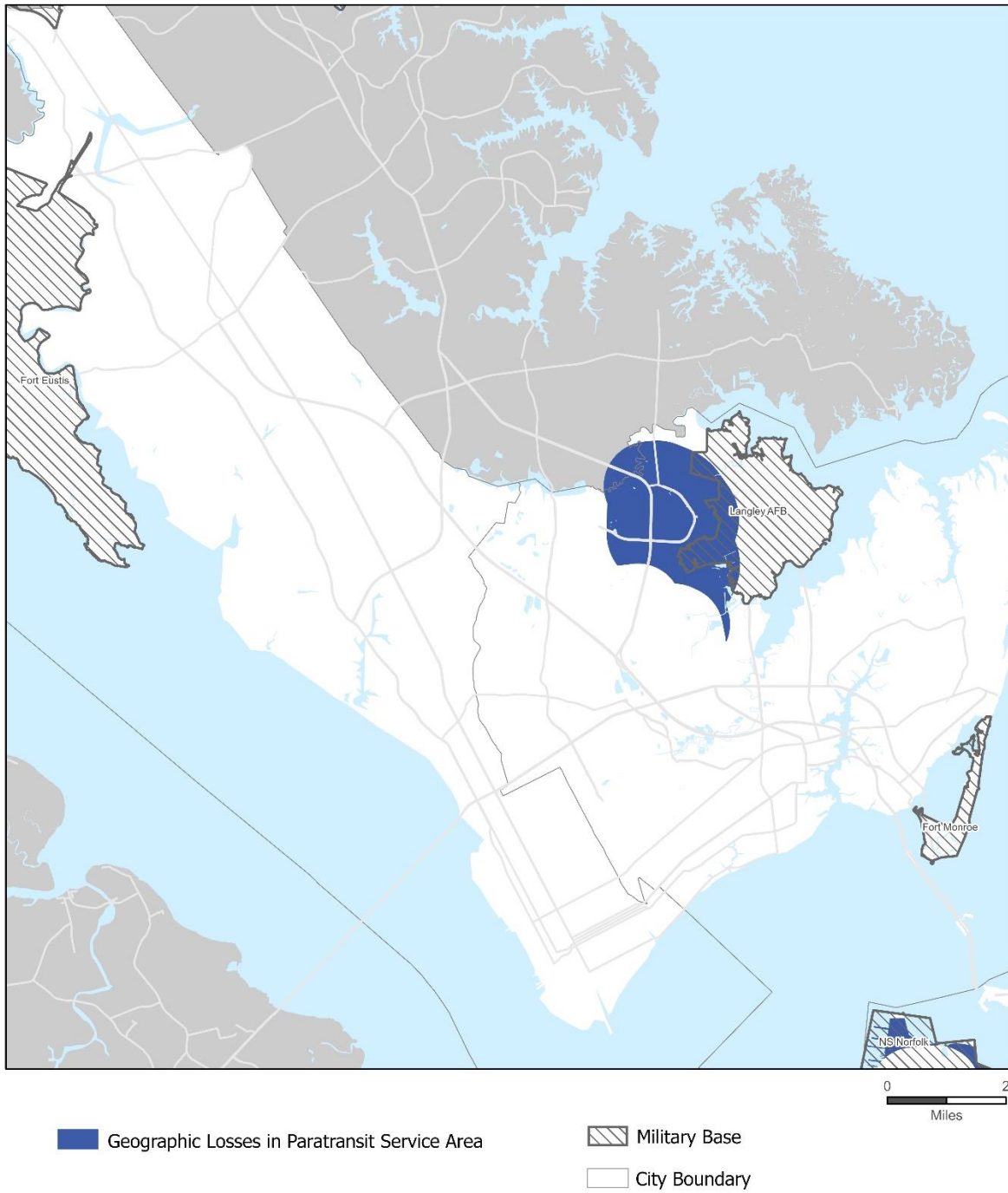
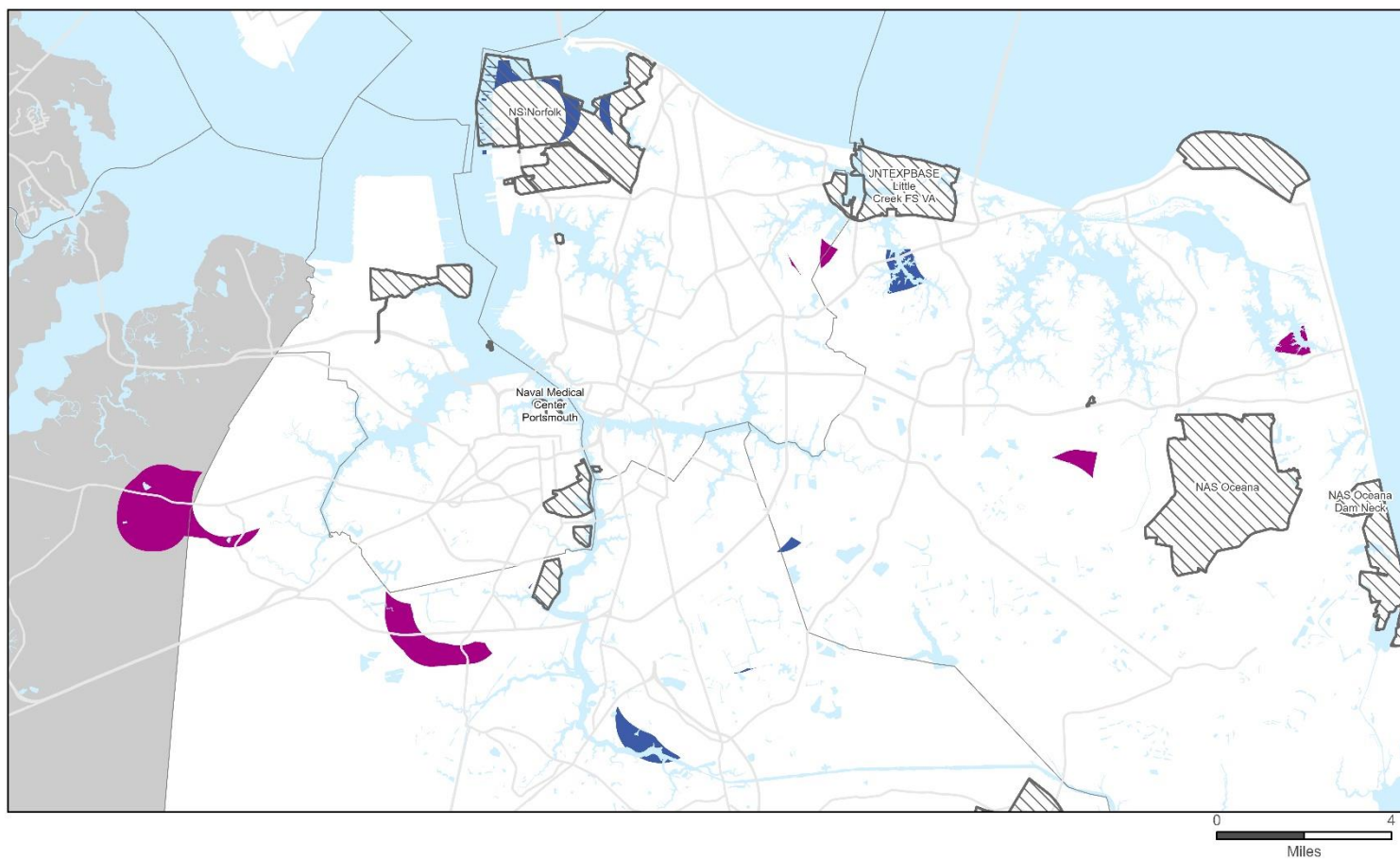


Figure 3-10: Southside Paratransit Service Area Gains and Losses



- Geographic Gains in Paratransit Service Area
- Geographic Losses in Paratransit Service Area

- Military Base
- City Boundary



3.4.4 Title VI Program Review

FTA has found no issues in its most recent reviews of HRT that would require implementation of service changes to correct any deficiencies identified. HRT has updated its Title VI Program for the 2020-2023 program period (accepted by FTA in November 2020 with a status of Concur); this update should not impact how service changes are considered during the program period. The next Title VI program update covering the program period of 2023-2026 will be submitted to FTA by February 1, 2023.

3.4.5 Factors Impacting Service Development

A number of different factors could impact the ability to implement the services planned through this project. These factors have been divided into three groupings: 1) factors that address additional, current, or anticipated policy, planning, funding, or operating issues that may affect the operations of the existing or planned transit system; 2) other planning or development projects that are either ongoing or upcoming; and 3) where further study is needed and funding or capital needs are necessary for TSP implementation.

Policy, Planning, Funding and Operating Issues

The policy, planning, funding, and operating issues that should be considered 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 the legislation, the Program is for a core regional network of transit routes and related infrastructure, rolling stock, passenger amenities, technology upgrades, and support facilities. The express goal of the Program is to provide a modern, safe, and efficient core network of transit services across the Hampton Roads region. In addition to authorizing the Program, the new Code of Virginia Section § 33.2-2600.1 also established the Hampton Roads Regional Transit Fund which will provide capital and operating funding necessary to support HRT's high frequency Regional Backbone network of bus services. More information on the Hampton Roads Regional Transit Program can be found in **Chapter 6**.
- **New Service Design Standards:** Through the TSP process, HRT has developed and is implementing updated service categories (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 is consistent across the region and will be in place by June 30, 2021.
- **ADA Paratransit Service Coverage:** With many of the routes recommended for alignment changes and nearly all HRT's routes being proposed for some sort of service level change, HRT's bus network footprint and the operational hours of service have been altered. This change will impact the HRT ADA paratransit coverage area, as well as the hours of operation for the complementary service. HRT will review and update its ADA paratransit policies to assess how changes to the system will impact currently certified paratransit customers.
- **HRT Fleet Replacement:** HRT is in the midst of a major fleet overhaul. The agency has a fleet replacement plan that it updates annually based on vehicle age, condition, procurement timetables, and available funding. Over the next decade, HRT plans to purchase 211 replacement buses and conduct mid-life repowers for an additional 149 buses (some in the existing fleet and some in the expansion fleet). The agency also plans to expand the fleet by 48 buses in the next ten years; this expansion will support the implementation of the Program's enhanced transit services.
- Table 3-6 outlines HRT's planned fleet investment schedule. The table reflects the year vehicle investments will be funded, not delivered. Due to the lead time for vehicle procurement, HRT typically receives new buses about 18 months after initiating the investment. See **Chapter 4** for more information on bus procurement and asset management policies.

Table 3-6: HRT FY 2022 - FY 2031 Fleet Replacement Schedule (by Year of Funding)

	FY22	FY23	FY24	FY25	FY26	FY27	FY28	FY29	FY30	FY31	Total
Replace	55	34	25	22	6	10	19	14	15	11	211
Expansion	24	12	12	-	-	-	-	-	-	-	48
Repower (Existing Fleet)	15	30	1	2	36	17	-	-	-	-	101
Repower (Expansion Fleet)	-	-	-	-	-	-	-	24	12	12	48

- **Operator hiring and training:** Hiring and training new operators to provide the added bus services for each year of the plan will be an ongoing necessity. This underscores the importance of ongoing recruitment, hiring, training, and retention. See **Chapter 6** for more details about hiring and training in relation to the routes supported by the Hampton Roads Regional Transit Program.

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. HRT will utilize the recommendations forthcoming from this study in the next annual update of the Transit Strategic Plan upon approval of Norfolk's plan by the Norfolk City Council.
- **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, is focused 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:** The annual Capital Improvement Plan (CIP) that HRT develops includes planned capital improvements for the current fiscal year and nine subsequent years. The funding for bus replacement and expansion, as well as improvements and expansions to transit passenger and operating facilities—both of which are needed to accomplish the recommendations in the TSP—are included in the CIP and fully folds into the Hampton Roads Regional Transit funds and projects.

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**.

- **Future Evaluation of Capital Investments to Enhance Regional Transit Operations:** Additional studies at a more granular level should be undertaken in the future to analyze additional positive impacts of regional transit. For example, transit signal priority and other capital investments that help to increase the speed of the Regional Backbone services should be further studied in terms of where to place such investments and the likely impact of each element.
- **Consideration of Alternative Fuels:** With the benefit of learning from the current Electric Bus Pilot Project, additional studies should be conducted to determine how alternative fuel vehicles and transit infrastructure could be part of HRT's long-term, sustainable future.
- **Marketing and Public Education:** Despite the best efforts of transit agencies, many times current transit passengers and potential riders are unaware of upcoming planned service changes until these changes actually happen. To overcome this and promote ridership and overall success when implementing TSP recommendations, HRT will implement a comprehensive and integrated multi-media communications plan. As part of this, promotional campaigns and outreach teams will engage businesses and target markets in communities across Hampton Roads to promote utilization of the enhanced regional transit system. HRT will use both contracted and in-house services to complete its communications and marketing tasks.