



2022/2023 Initiatives and Accomplishments

Our Vision

A progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork.

Our Mission

To connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.

Our Core Values

Customer Service, Safety, Workforce Success, Fiscal Responsibility.

I am tremendously proud of the work Team HRT has done over the past year, making it possible for citizens across Hampton Roads to have access to safe, reliable, and affordable transportation options.

Please join me in reflecting on and celebrating a few highlights that are outlined below. The region is counting on us, and the talented and hardworking women and men of Hampton Roads Transit are delivering results every day. **Great job Team HRT!**

There are, of course, new challenges and opportunities ahead. As President and CEO, it's my honor to serve with you. I'm confident that our enduring vision and values will inspire and guide us, and our mission will continue to motivate and focus our day-to-day efforts. Onward!

Sincerely,

William E. Harrell

President and CEO, Hampton Roads Transit

Customer-Focused Operations

- Awarded \$25 million in funding from FTA for the replacement of the 39-year-old Parks Avenue Maintenance Facility to accommodate future zero-emission buses.
- Implemented 15-minute frequency bus service for the first time ever on the Peninsula as part of the 757 Express program (the Route 112 in October and Route 114 in May) and successfully restored other Hampton and Newport News services back to pre-pandemic levels.
- Served over 126,000 customer calls through the Customer Call Center.
- Began implementation of HRT's next generation fare systems to improve customer experience, convenience, and accessibility, including first phase deployment on the VB Wave and preparations for system-wide roll-out.
- Installed passenger amenities at over 130 locations across all cities (including new shelters, benches, solar lighting, and trash receptacles).
- Completed expansive renovations at transit centers in Hampton and Newport News that significantly improve safe, efficient, and customer-focused operations, including expanded park-and-rides, lighting, bike amenities, and reconfigured bus loops.
- Actively exploring new service innovations, expanding on a successful 6-month Microtransit pilot project in Newport News and Virginia Beach with over 30,000 rides completed.
- Integrated new route-schedule highlighting on gohrt.com with the Interactive Voice Response (IVR) system, providing customers real-time awareness of service changes.
- Expanded system-wide Ridership promotions, including Free Fare Days on Election Day, Transit Equity Day, Earth Day, and Juneteenth.

Organizational Performance

- Proactive management and fiscal discipline have resulted in a 7th consecutive year of positive end-of-year balances (FY17-23).
- The Records team digitized over 13,280 new records, modified over 10,000 existing records, and shredded over 7,761 lbs. in accordance with retention guidelines.
- Effectively supported the Commission to advance 41 mission-essential procurements (valued at over \$95.1M), including bus purchases, facilities maintenance, technology systems and support, contracted security, and other items impacting day-to-day operations.
- Continued efforts in safety and risk management have contributed to reductions in worker compensation costs (28%) and preventable bus incidents (2%) over the past 12 months.
- Achieved 97% completion on scheduled Bus maintenance, and 100% of all scheduled PM for Signal, Traction Power, and Overhead Catenary System for The Tide.
- Enhanced internal and external communications and engagement with a reorganized Marketing and Communications department, resulting in significant uptick in outreach activities and positive exposure for HRT in local, regional, and national media outlets.
- Enhanced Capital Improvement Plan (CIP) processes to include more Commission review and discussion of projects, priorities, and earlier availability of the annual CIP update.
- Completed 10 emergency preparedness exercises and continued collaborations with local and regional partners to foster a stronger public safety and preparedness posture.
- Won a \$20,000 Operation Lifesaver grant to promote light rail safety.
- Installed 11 new bus lifts in Hampton to modernize and maintain state of good repair.
- Management collaborated closely with cities through MFAC to secure resolutions for HRT to strategically allocate funds and help ensure ongoing budget predictability for Local partners.

Regional Impact

- Launched the “757 Base Express” to provide those living and working on Naval Station Norfolk – Hampton Roads’ largest employment center – with new transit service to popular destinations 7 days a week.
- Received HRSD Gold Awards for 18th Street and Hampton facilities.
- Collaborated closely with city partners on local FY24 Transportation Service Plans and updated HRT’s 10-year Transit Strategic Plan in sync with local needs and priorities.
- Promoted regional priorities through legislative advocacy in Richmond and Washington DC, in addition to hosting state and federal elected officials when in the district. Worked with Sens. Warner and Kaine to secure a \$2.4M federal earmark for new paratransit vehicles.
- Continued effective coordination with HRTAC to utilize Hampton Roads Regional Transit Fund moneys in accordance with HRT’s 10-year Transit Strategic Plan unanimously approved by the Commission.
- Successfully coordinated robust advocacy efforts, in concert with the HRTPO, of the Regional Transit Advisory Panel; over 50 organizations (representing healthcare, education, tourism, housing, community and business stakeholders) are actively supporting HRT.
- Mobilized over 100 employees participating in the Earth Day Bus Stop Community Clean-Up initiative.
- Obtained environmental clearance (a Documented CE approved by FTA) under the federal NEPA process for the Peninsula Bus Rapid Transit project; initiated study of High-Capacity Transit in Chesapeake; and continued work on the Norfolk LRT extension for a potential 2-mile extension of light rail to the redevelopment area of Military Circle.

Workforce Success

- Continued strong recruiting and retention initiatives, including a \$1.25 per hour premium on hours worked for union employees that brought bus operator wage to a competitive start rate of \$20.00 per hour.
- Conducted CEO Roundtables for the President and senior leadership team to directly engage operations and maintenance teams on key topics.
- Supported hiring objectives through participation in 68 job fairs. Increased the number of Full-time Bus Operators 8% resulting in the Northside and the Virginia Beach Wave seasonal services being fully staffed.
- HRT's Diversity, Equity, and Inclusion (DEI) Committee won the WTS HRC Rosa Parks Diversity Leadership Award.
- Management maintained competitive health, dental and vision coverages while successfully negotiating renewals from a projected 19% increase down to 5%.
- HRT's L.E.A.D. program is providing leadership training to current leaders and employees wishing to develop leadership skills and prepare for advancement. This year 92 employees graduated from the program and 26% of graduates were promoted. A total of 1,852 training courses have been completed this year through the L.E.A.D. program and developmental courses.
- Successfully amended the Collective Bargaining Agreement, with language added to ensure pay rates remain above federal and state minimum wage requirements and wage thresholds for Part-time operators increased from a starting wage of 60% of top operator rate to 70%, which is the same for Full-time operators.

