



Performance Summary

Quarterly Reporting Schedule: January, April, July, October

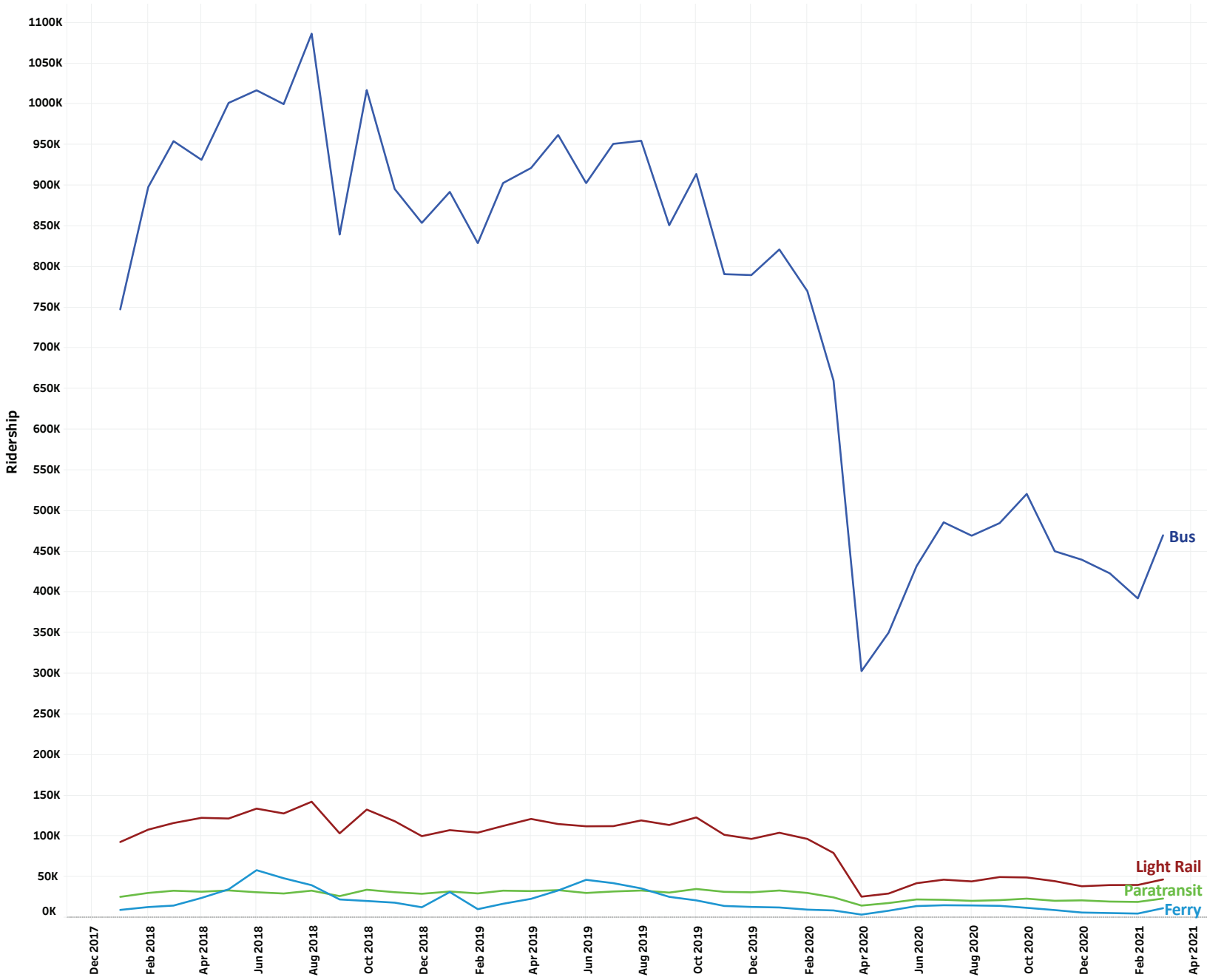
RIDERSHIP – ALL MODES

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

		Total	Ferry	Light Rail	Paratransit	Transit Bus
2021	January	487,997	5,470	39,857	19,590	423,080
	February	456,245	4,840	39,991	19,164	392,250
	March	551,402	11,441	46,767	23,319	469,875
2020	January	970,867	12,320	104,168	33,184	821,195
	February	906,490	9,672	96,596	30,190	770,032
	March	772,868	8,688	79,342	24,747	660,091
	April	346,757	3,579	25,617	14,667	302,894
	May	405,716	8,331	29,464	17,778	350,143
	June	510,384	14,055	42,159	22,206	431,964
	July	569,121	15,084	46,506	21,750	485,781
	August	549,047	14,838	44,384	20,483	469,342
	September	570,255	14,342	49,735	21,327	484,851
	October	605,009	11,916	49,220	23,179	520,694
	November	524,625	9,127	44,684	20,538	450,276
	December	505,421	6,111	38,431	21,081	439,798
2019	January	1,062,569	31,296	107,385	31,926	891,962
	February	973,193	10,257	104,346	29,603	828,987
	March	1,065,254	16,882	112,539	32,992	902,841
	April	1,097,987	22,960	121,162	32,474	921,391
	May	1,143,728	33,208	114,917	33,652	961,951
	June	1,091,424	46,332	112,132	30,164	902,796
	July	1,137,540	42,245	112,302	31,986	951,007
	August	1,143,078	35,786	119,334	33,161	954,797
	September	1,020,779	25,409	113,730	30,648	850,992
	October	1,093,122	21,049	123,047	35,051	913,975
	November	938,263	14,201	101,651	31,546	790,865
	December	930,297	13,003	96,592	30,989	789,713
2018	January	* 1 875,099	9,346	92,820	25,388	747,545
	February	1,048,989	12,857	108,024	30,209	897,899
	March	1,118,046	14,660	116,127	32,910	954,349
	April	1,109,717	24,060	122,528	31,742	931,387
	May	1,190,925	34,620	121,684	33,292	1,001,329
	June	1,239,957	58,177	133,855	31,054	1,016,871
	July	1,205,539	48,273	127,887	29,503	999,876
	August	1,301,540	39,713	142,334	33,006	1,086,487
	September	991,483	22,198	103,467	26,287	839,531
	October	1,204,248	20,322	132,653	34,127	1,017,146
	November	1,063,190	18,240	118,354	31,102	895,494
	December	995,673	12,599	100,016	29,170	853,888

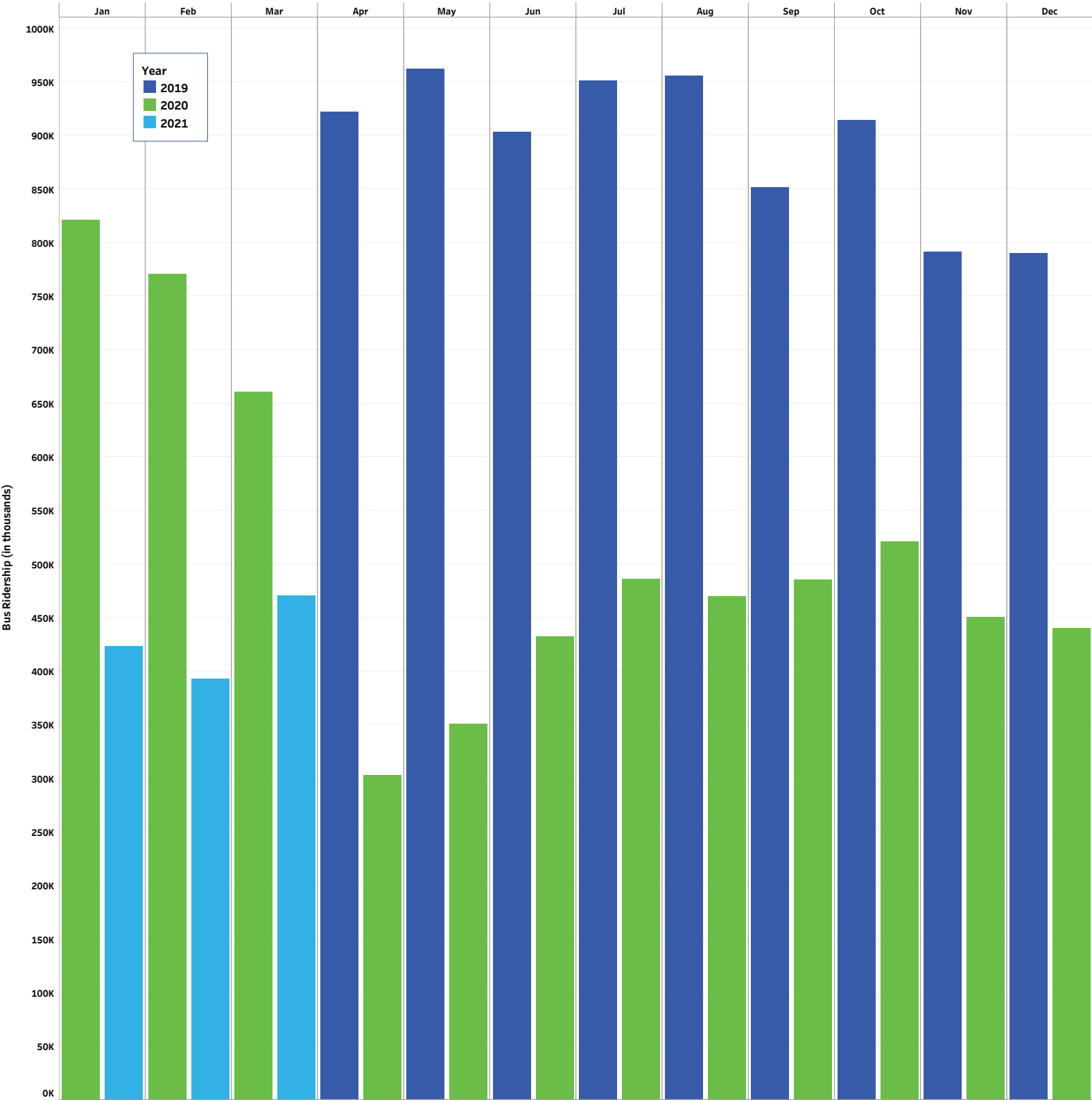
RIDERSHIP – ALL MODES

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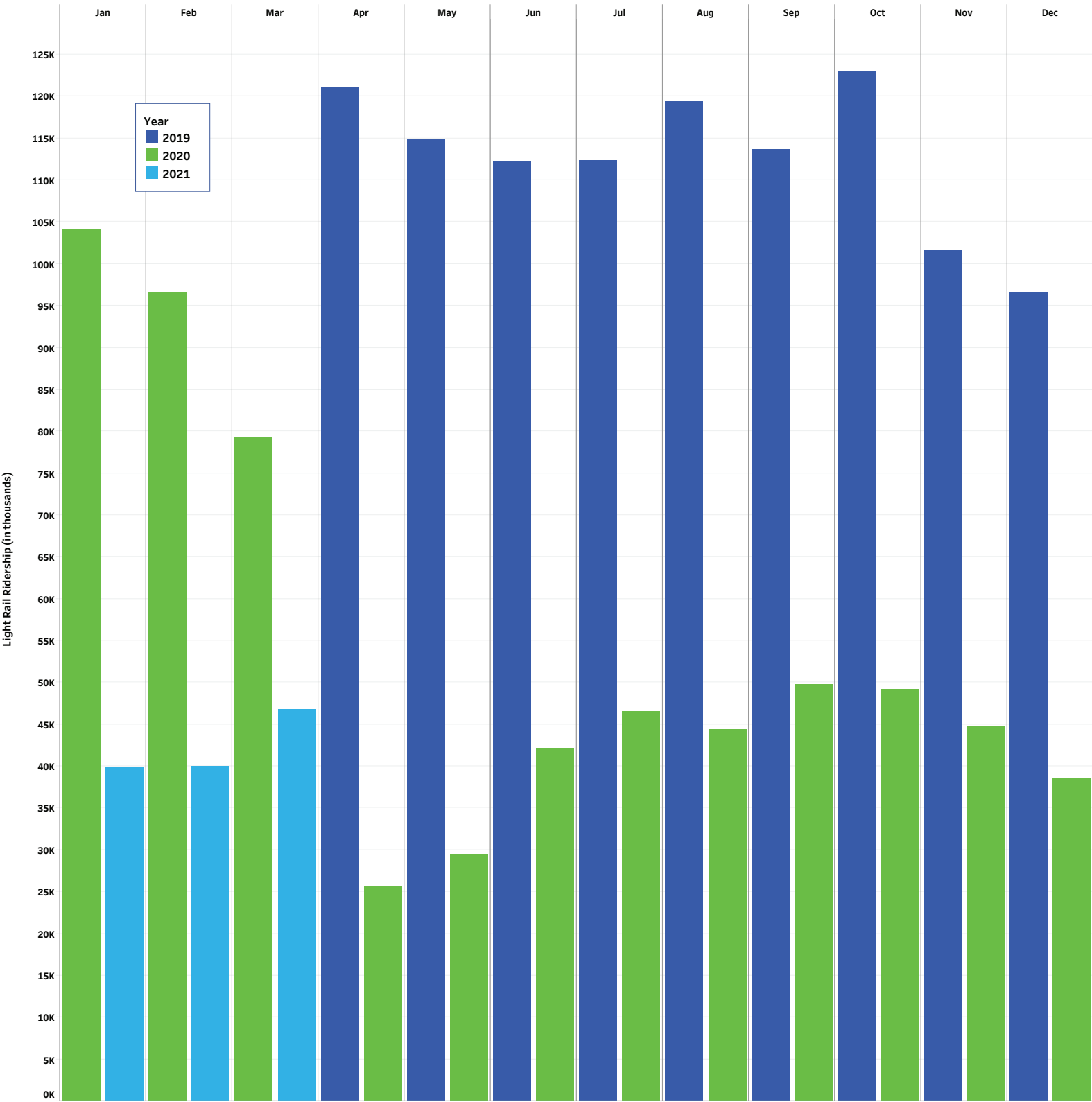
BUS RIDERSHIP COMPARISON
LAST 2 FULL YEARS

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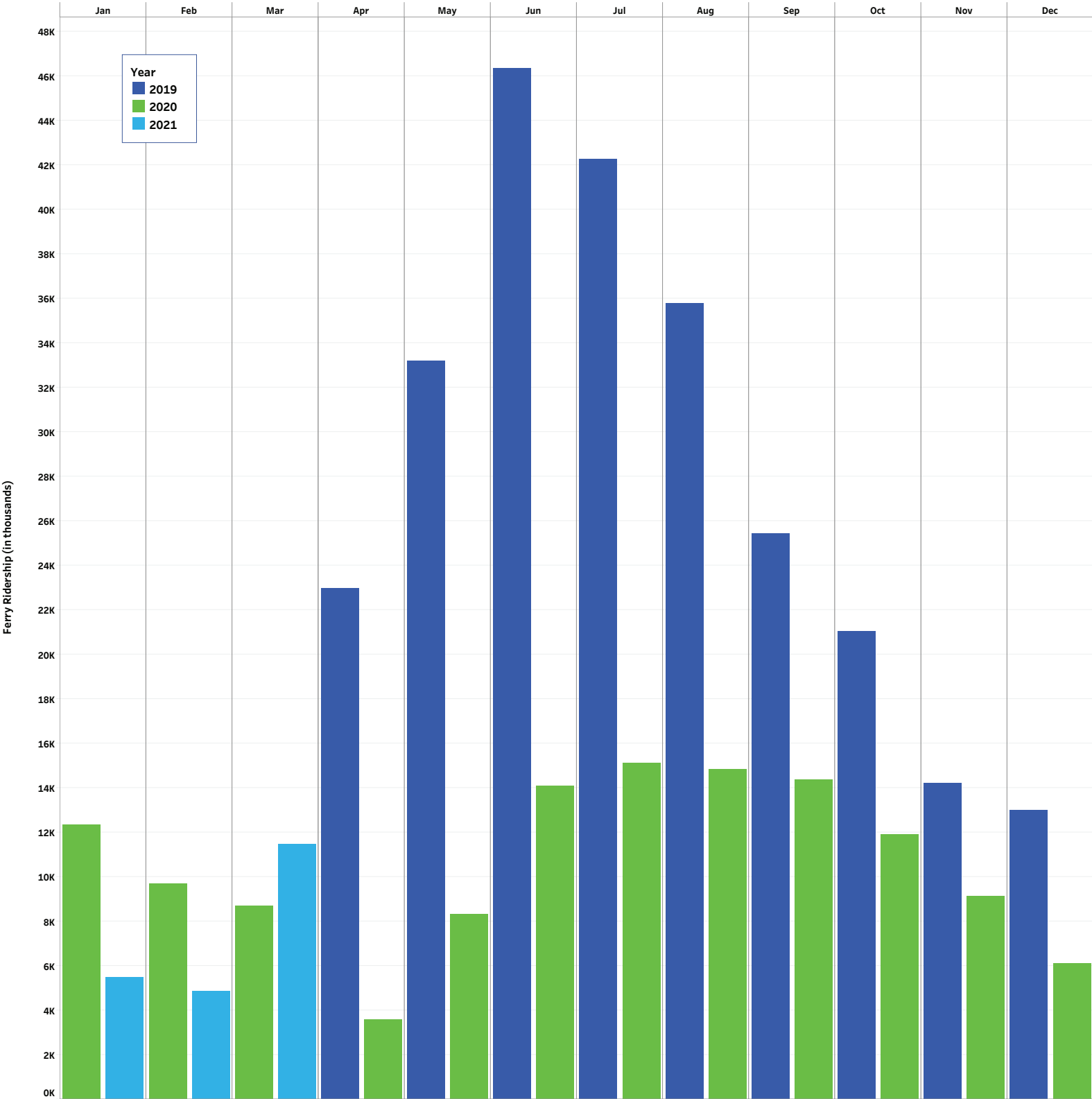
LIGHT RAIL RIDERSHIP COMPARISON
LAST 2 FULL YEARS

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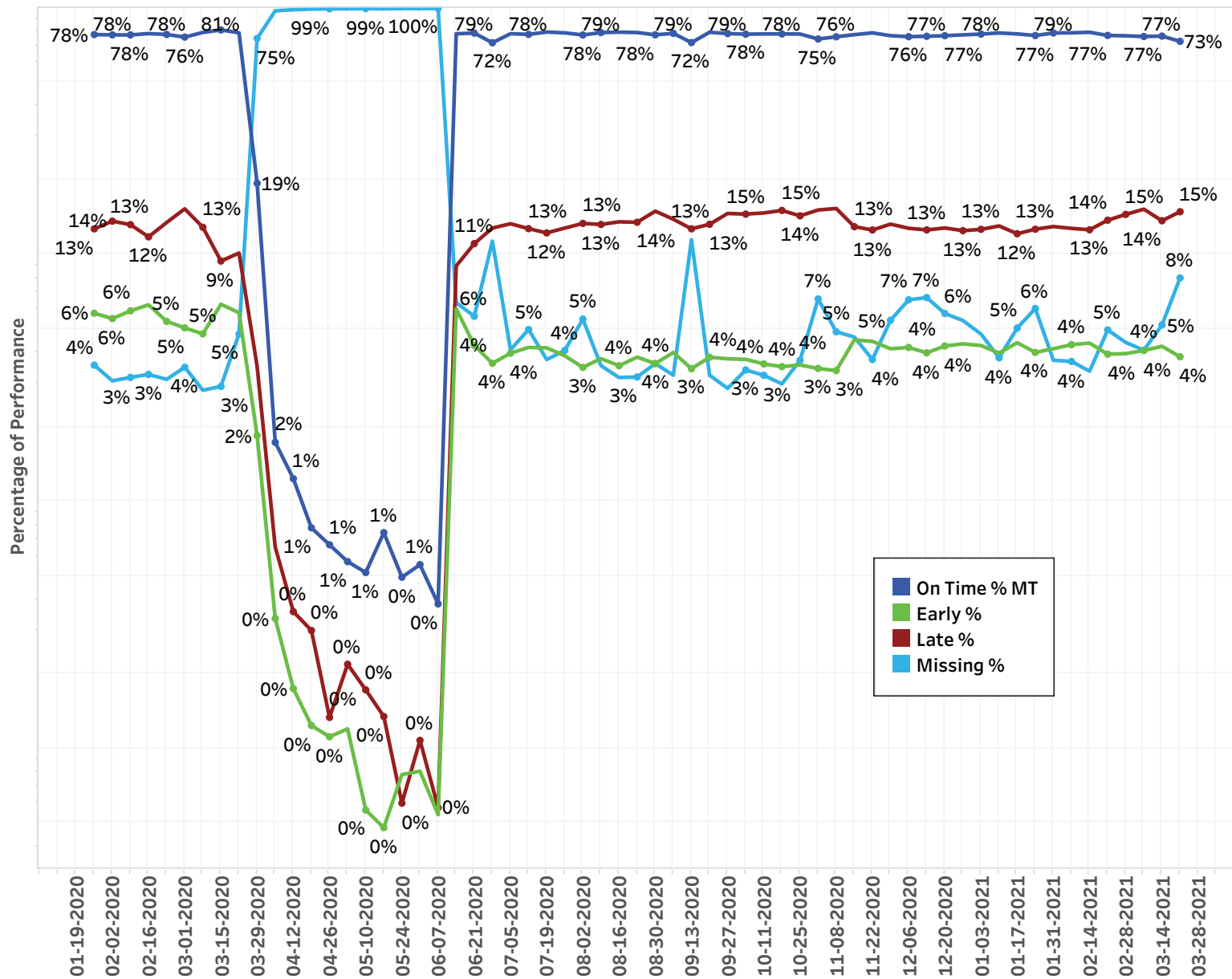
FERRY RIDERSHIP COMPARISON
LAST 2 FULL YEARS

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BUS ON-TIME PERFORMANCE

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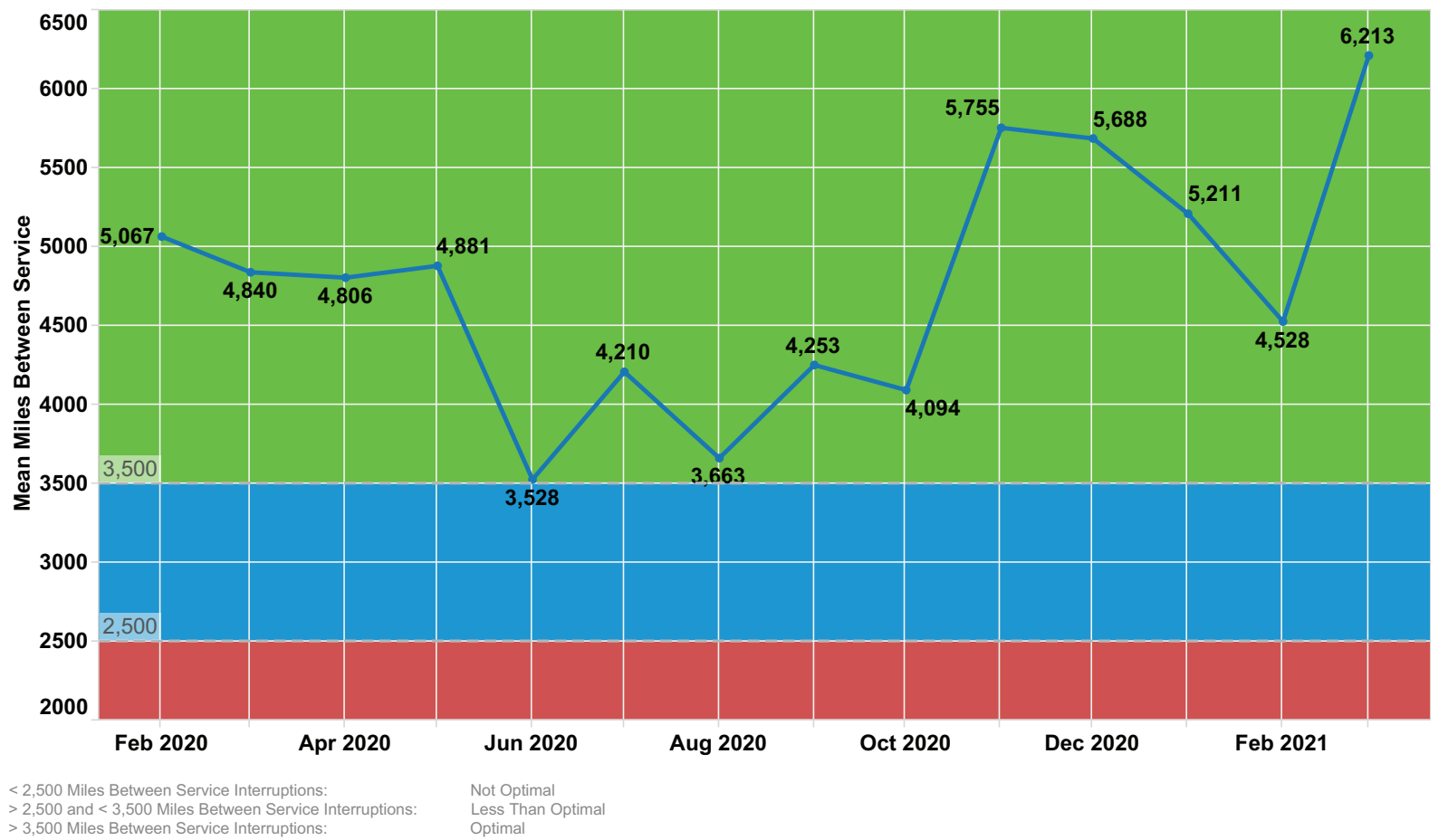
BUS ON-TIME PERFORMANCE

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Week of Date	On Time % MT	Early %	Late %	Missing %
03-21-2021	73%	4%	15%	8%
03-14-2021	77%	4%	14%	5%
03-07-2021	77%	4%	15%	4%
02-28-2021	77%	4%	15%	4%
02-21-2021	77%	4%	14%	5%
02-14-2021	80%	4%	13%	3%
02-07-2021	79%	4%	13%	4%
01-31-2021	79%	4%	13%	4%
01-24-2021	77%	4%	13%	6%
01-17-2021	78%	4%	12%	5%
01-10-2021	79%	4%	13%	4%
01-03-2021	78%	4%	13%	5%
12-27-2020	78%	4%	13%	5%
12-20-2020	77%	4%	13%	6%
12-13-2020	77%	4%	13%	7%
12-06-2020	76%	4%	13%	7%
11-29-2020	77%	4%	13%	5%
11-22-2020	79%	4%	13%	4%
11-15-2020	78%	5%	13%	5%
11-08-2020	76%	3%	15%	5%
11-01-2020	75%	3%	15%	7%
10-25-2020	78%	4%	14%	4%
10-18-2020	78%	4%	15%	3%
10-11-2020	78%	4%	15%	3%
10-04-2020	78%	4%	15%	3%
09-27-2020	79%	4%	15%	3%
09-20-2020	80%	4%	13%	3%
09-13-2020	72%	3%	13%	12%
09-06-2020	79%	4%	14%	3%
08-30-2020	78%	4%	15%	4%
08-23-2020	79%	4%	14%	3%
08-16-2020	80%	4%	14%	3%
08-09-2020	79%	4%	13%	4%
08-02-2020	78%	3%	13%	5%
07-26-2020	79%	4%	13%	4%
07-19-2020	80%	4%	12%	4%
07-12-2020	78%	4%	13%	5%
07-05-2020	79%	4%	13%	4%
06-28-2020	72%	4%	13%	11%
06-21-2020	79%	4%	11%	6%
06-14-2020	79%	6%	9%	6%
06-07-2020	0%	0%	0%	100%
05-31-2020	1%	0%	0%	99%
05-24-2020	0%	0%	0%	99%
05-17-2020	1%	0%	0%	99%
05-10-2020	1%	0%	0%	99%
05-03-2020	1%	0%	0%	99%
04-26-2020	1%	0%	0%	99%
04-12-2020	1%	0%	0%	98%
04-05-2020	2%	0%	1%	97%
03-29-2020	19%	2%	4%	75%
03-22-2020	79%	6%	10%	5%
03-15-2020	81%	6%	9%	3%
03-08-2020	79%	5%	13%	3%
03-01-2020	76%	5%	15%	4%
02-23-2020	78%	5%	14%	3%
02-16-2020	79%	6%	12%	3%
02-09-2020	78%	6%	13%	3%
02-02-2020	78%	6%	14%	3%
01-26-2020	78%	6%	13%	4%

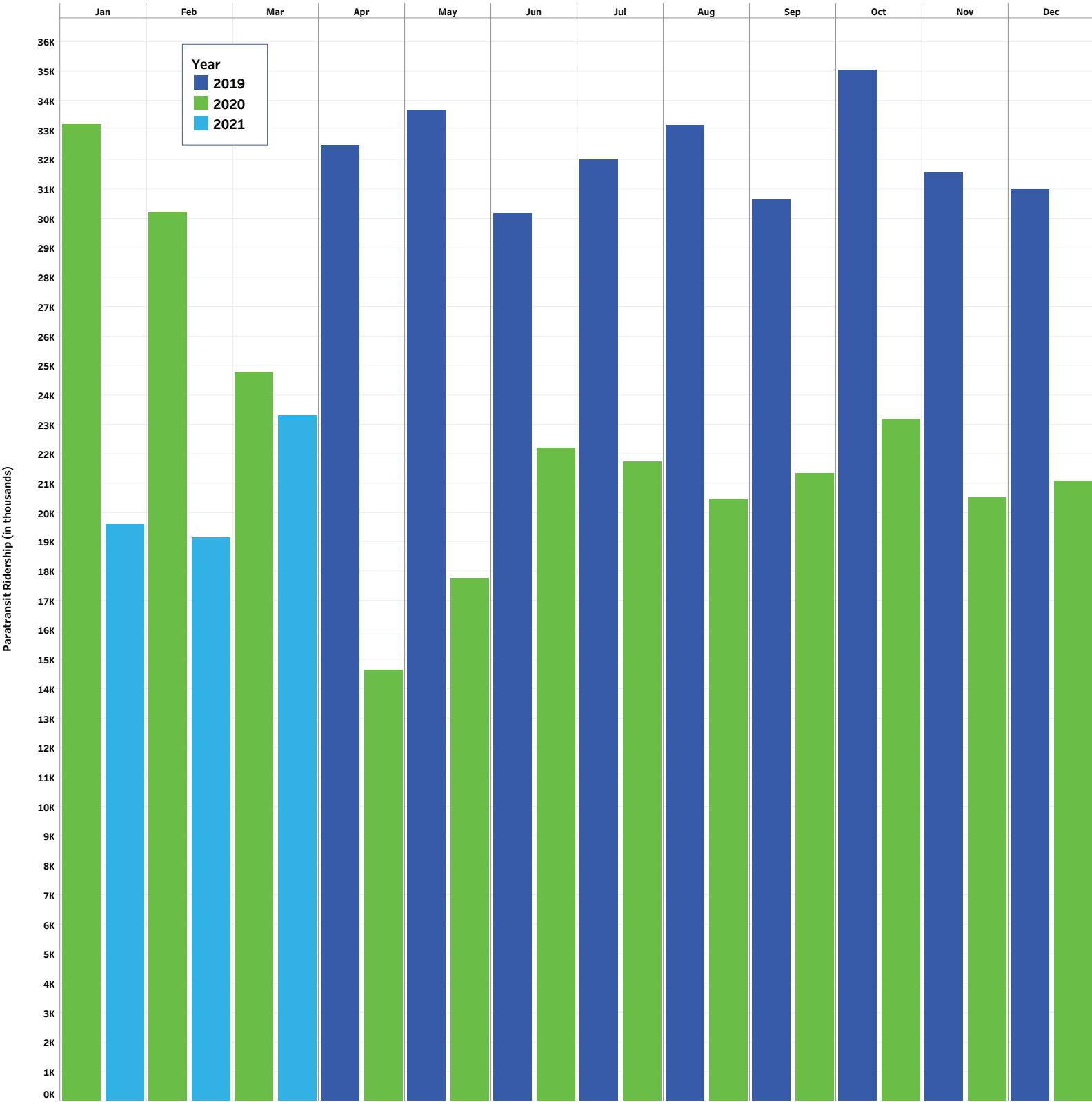
MEAN DISTANCE BETWEEN SERVICE INTERRUPTIONS

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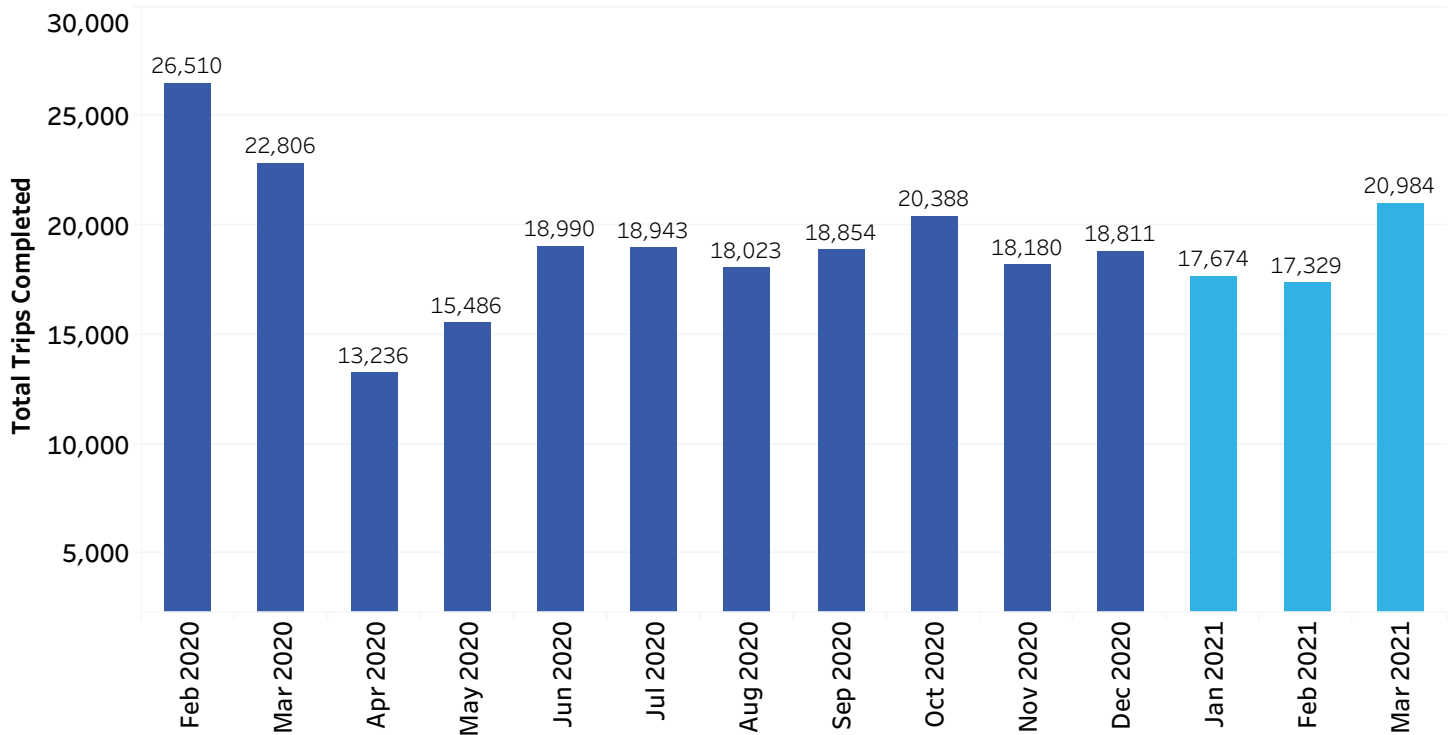
PARATRANSIT RIDERSHIP COMPARISON
LAST 2 FULL YEARS

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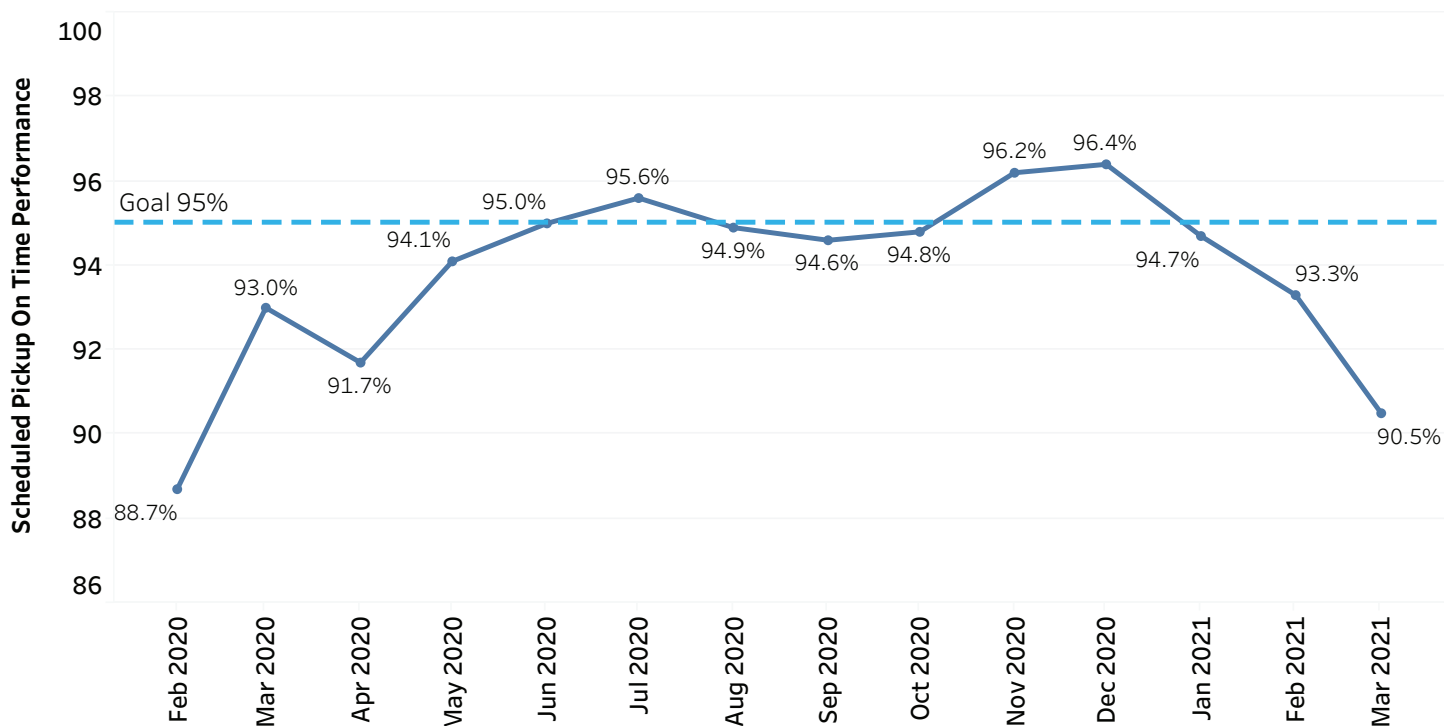
PARATRANSIT TOTAL TRIPS

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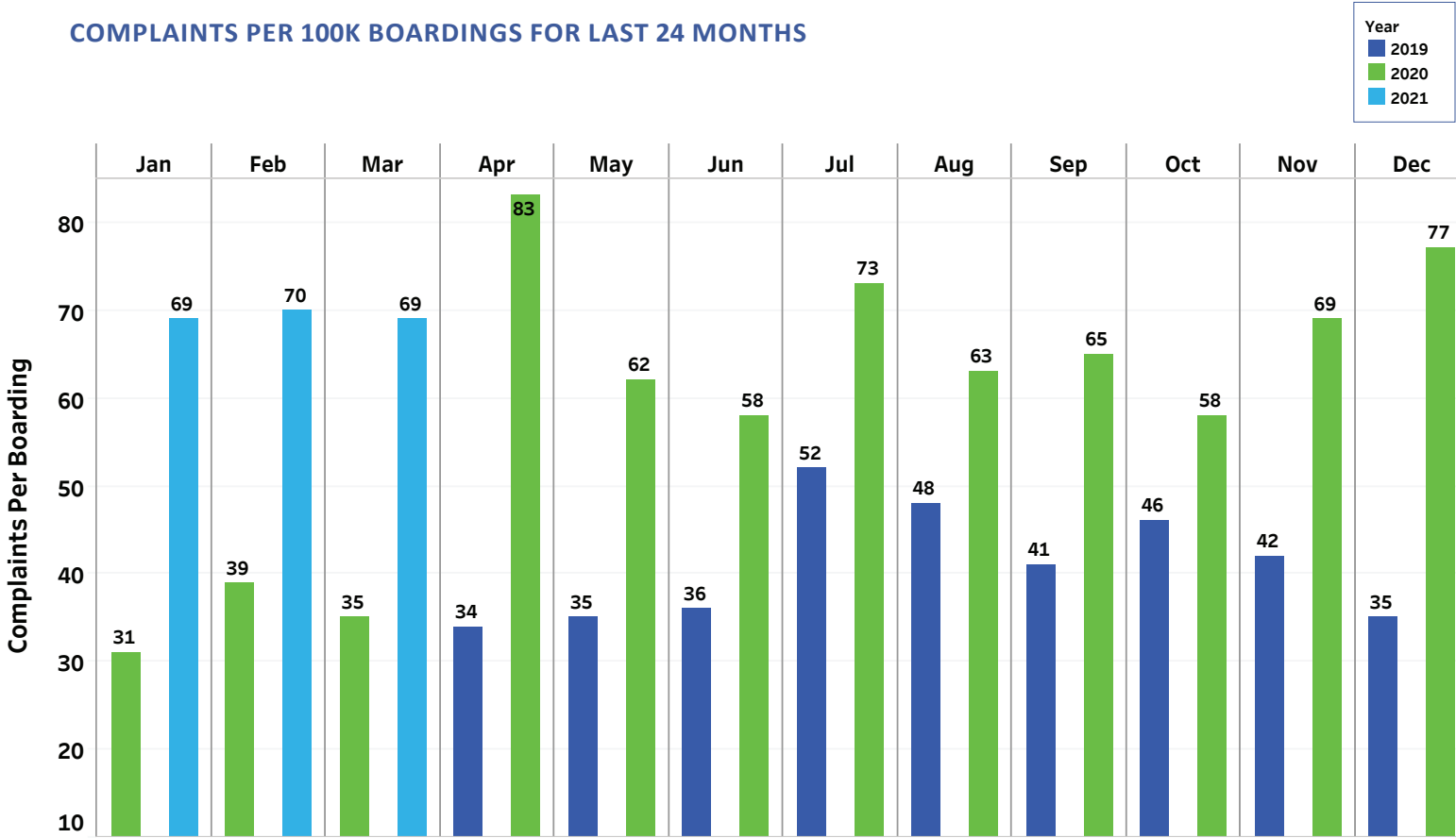


PARATRANSIT PICK-UP ON TIME PERFORMANCE

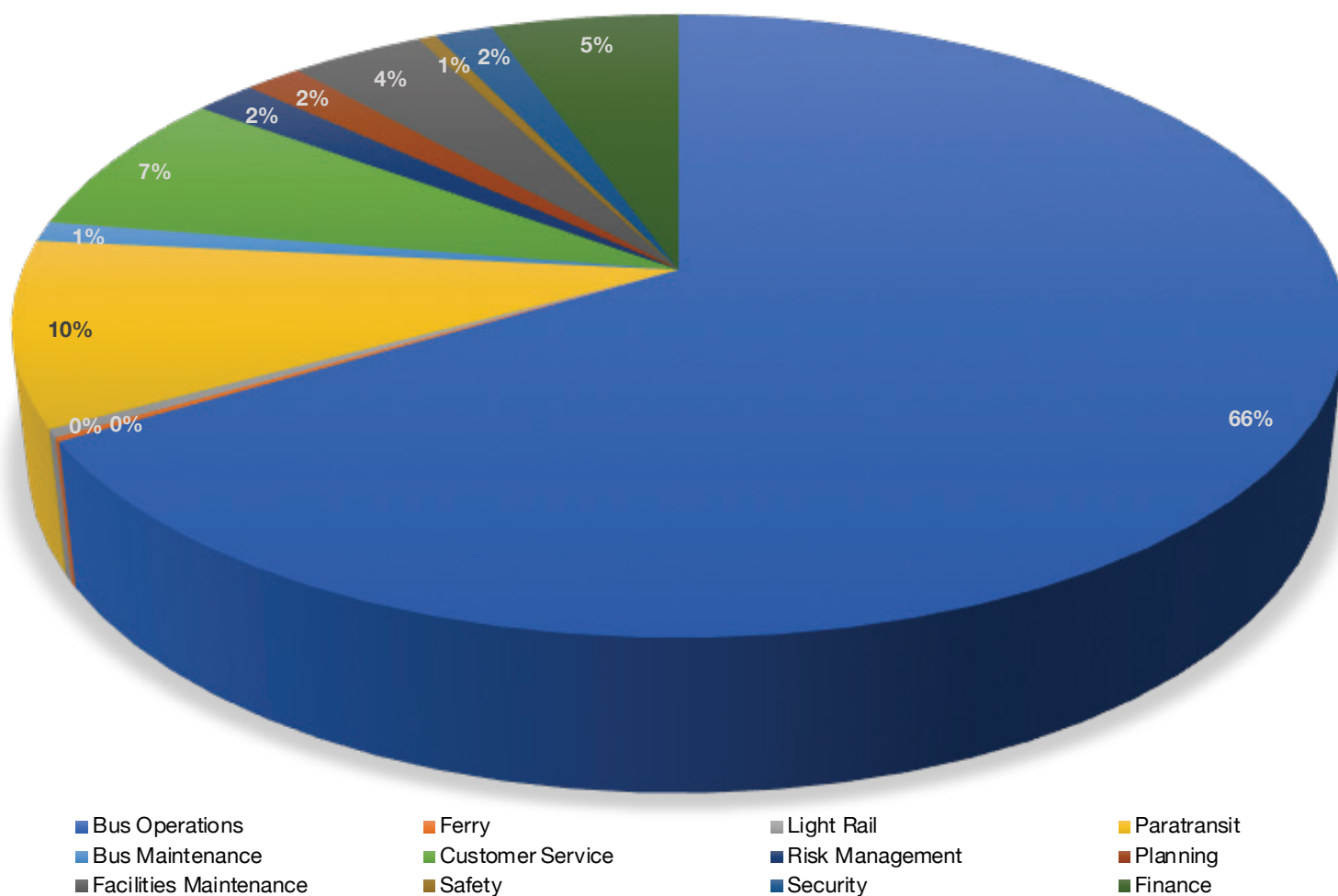
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COMPLAINTS PER 100K BOARDINGS FOR LAST 24 MONTHS



3RD QTR. FY 21 OVERALL COMPLAINT PERCENTAGES BY DEPARTMENT (PER 100,000 BOARDINGS)



3RD QTR. FY 21 FACILITIES COMPLAINT CATEGORIES BY MONTH

January Top Customer Concerns (Facilities)

1. Bus Stop Repair
2. Bus Stop Cleanliness
3. Shelter Request
4. Shelters
5. Missing Bus Stop Sign
6. Bus Stop Removal

February Top Customer Concerns (Facilities)

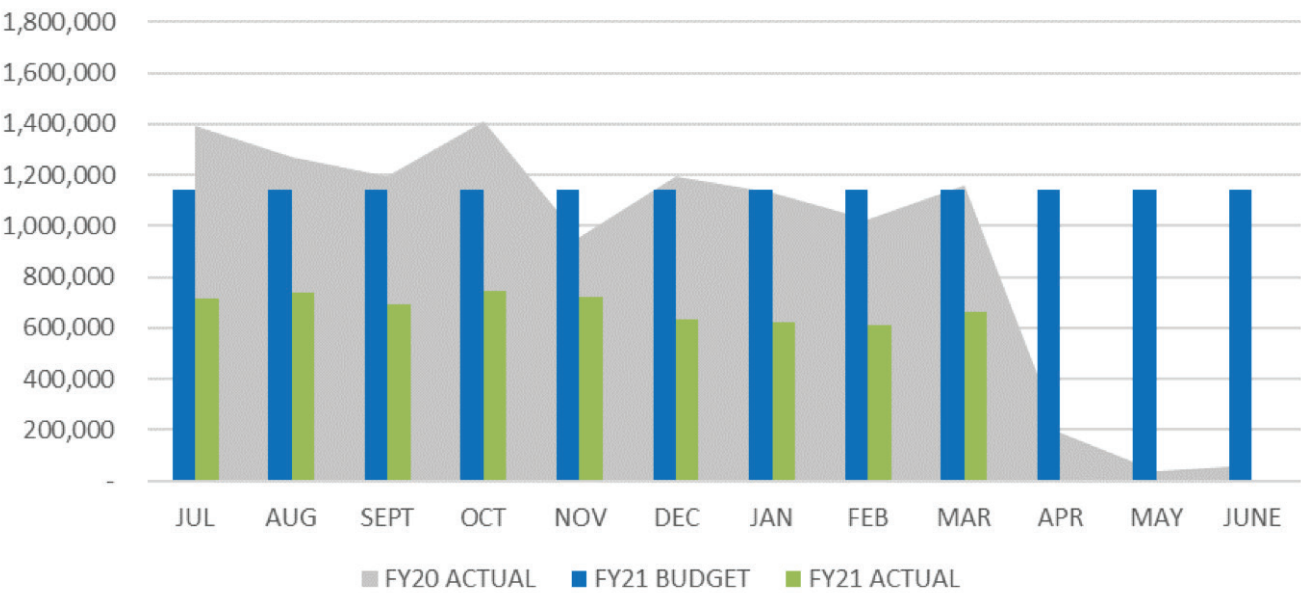
1. Bus Stop Repair
2. Shelters
3. Shelter Request
4. Transfer Centers
5. Bus Stop Cleanliness

March Top Customer Concerns (Facilities)

1. Bus Stop Cleanliness
2. Shelters
3. Shelter Request
4. Light Rail Stations
5. Transfer Centers

OPERATING FINANCIAL STATEMENTS – MARCH 2021

FAREBOX REVENUE



TOTAL EXPENSES

