

Mission

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

Vision

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

Values

Safety

We strive for safety excellence across all areas of our business.

Customer Service

We're committed to professional, courteous and dependable service.

Workforce Success

We're committed to effective hiring, training, and ongoing success of every team member.

Fiscal Responsibility

We're dedicated to diligent stewardship that is accountable, transparent, and delivers the most value for our customers and funding partners.

Agency Goals and Objectives

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

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

B. Foster regional quality of life and economic vitality.

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

C. Ensure financial stewardship and cost-effective operations.

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

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

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