



Transportation District Commission of Hampton Roads
Work Session
Norfolk Boardroom
(509 E. 18th Street)

October 24, 2024
12:00 – 1:00pm

Agenda

- Call to Order The Honorable Don Carey, *Chair*
- Agenda William Harrell, *President & CEO*
- RTS Service Update and Customer Satisfaction Surveys (GOAL and ABBG)

 Ray Amoruso, *Chief Planning and Development Officer*

 Rodney Davis, *Director of Customer Relations*
- Capital Improvement Plan
 - Fleet

 Ben Simms, *Chief Transit Operation Officer*
 - Draft FY2026-2035 CIP

 Brian Smith, *Deputy CEO*
- Wrap Up William Harrell



TDCHR Work Session

October 24, 2024

12:00-1:00pm

2nd floor Boardroom, 509 E. 18th Street, Norfolk
(following Audit and Budget Review Committee)

Topics

- RTS Operations Update
- Customer Satisfaction Surveys – GOAL and ABBG
- Capital Improvement Plan (CIP) Update
 - Fleet Investments
 - Draft FY2026-2035 CIP

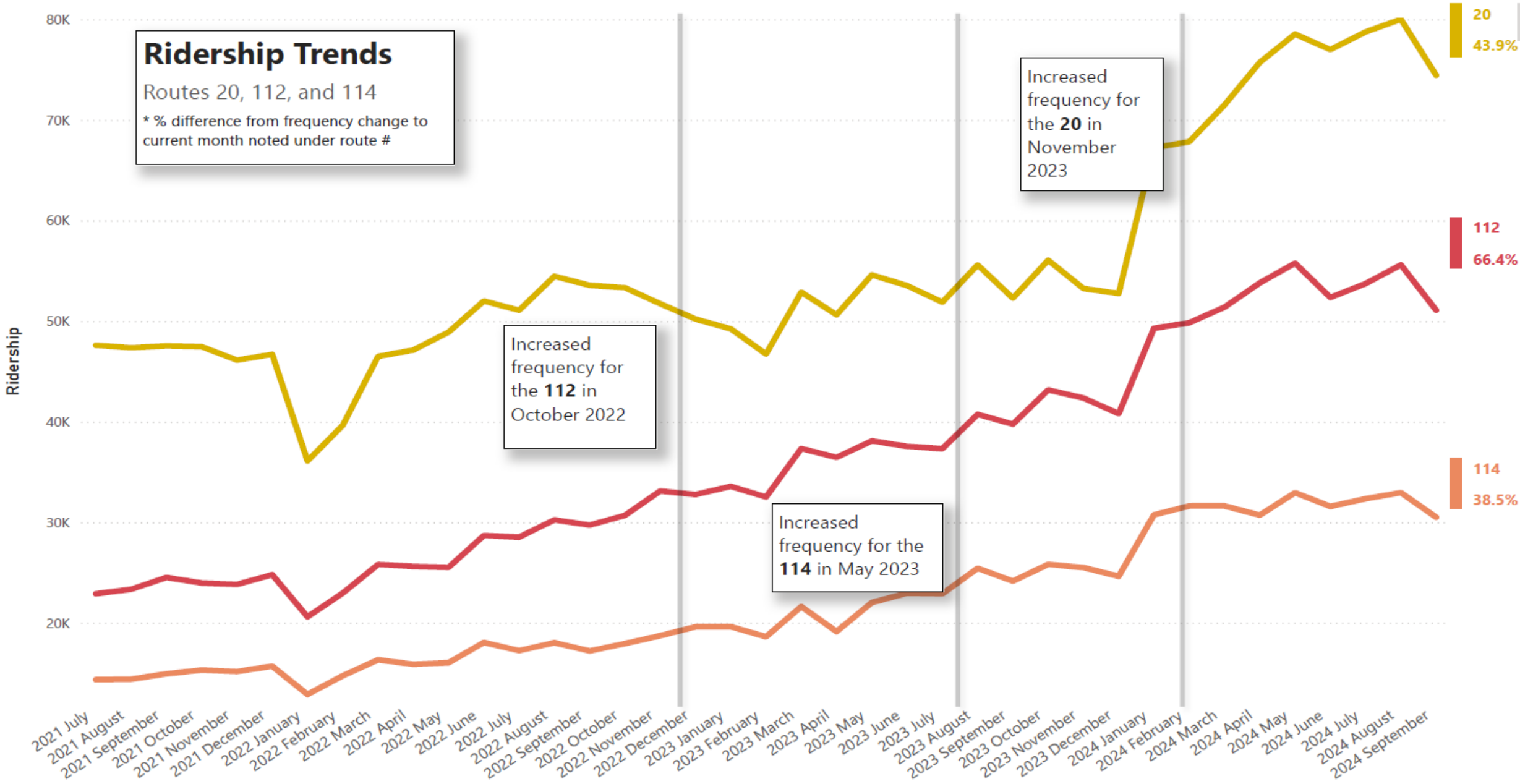


RTS Ridership Update

Ridership Trends

Routes 20, 112, and 114

* % difference from frequency change to current month noted under route #



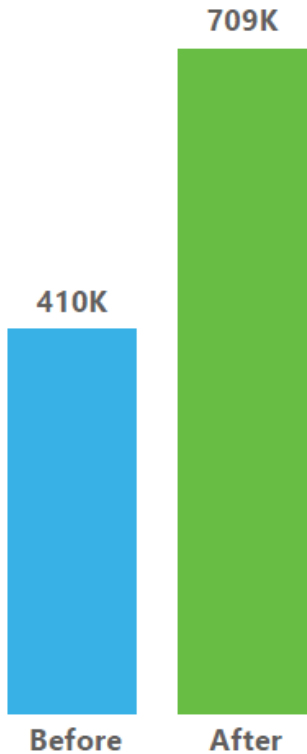
Route 20 Performance

Since increasing service to 15-minute frequency in November 2023, Route 20 and its related routes have seen large increases in ridership. The "Before" period below refers to Dec. 2022 - July 2023. "After" refers to Dec. 2023 - September 2024. Bars show sum ridership.

ROUTE 20 UP

73%

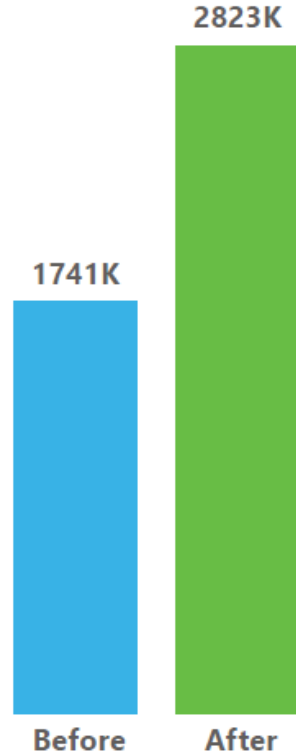
The increase in service frequency most likely resulted in an increase in ridership when compared to the same period in the previous year.



RELATED ROUTES UP

61%

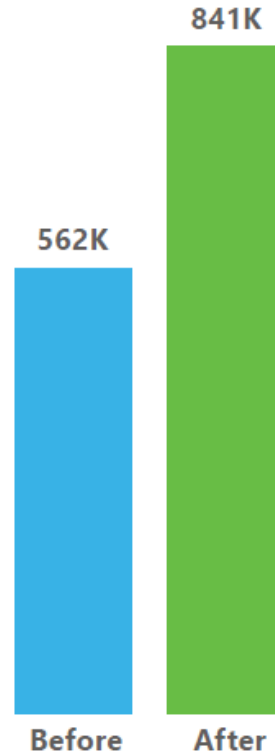
The frequency increase has had a residual impact on routes that share stops with Route 20. This is likely due to an increase in transfer opportunities.



OTHERS UP

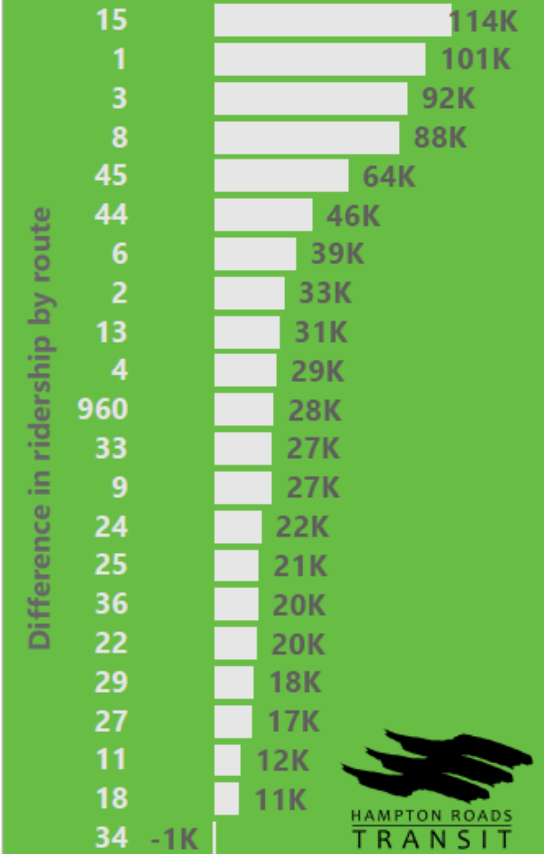
50%

The increases in the impacted routes can be compared to the ridership increase shared by routes not related to Route 20.



WHAT ARE THE RELATED ROUTES?

Most routes in Virginia Beach and Norfolk, share stops with Route 20. Many of these routes utilize the transfer center.



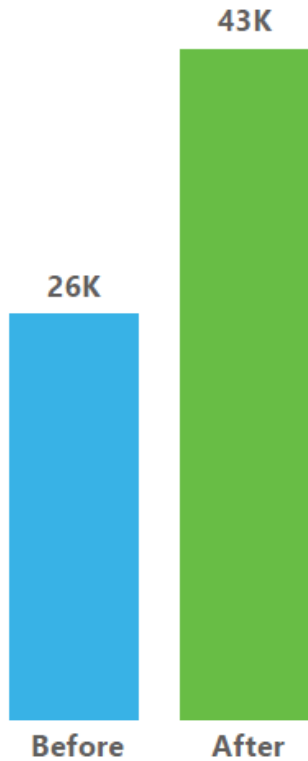
Route 112 Performance

Since increasing service to 15-minute frequency in October 2022, Route 112 and its related routes have seen large increases in ridership. The "Before" period below refers to Oct. 2021 - Sep. 2022. "After" refers to Nov. 2022 - September 2024. Bars show monthly average ridership.

ROUTE 112 UP

66%

The increase in service frequency most likely resulted in an increase in ridership when compared to the twelve month period before the change.



RELATED ROUTES UP

45%

The frequency increase has had a residual impact on routes that share stops with Route 112. This is likely due to an increase in transfer opportunities.



OTHER ROUTES UP

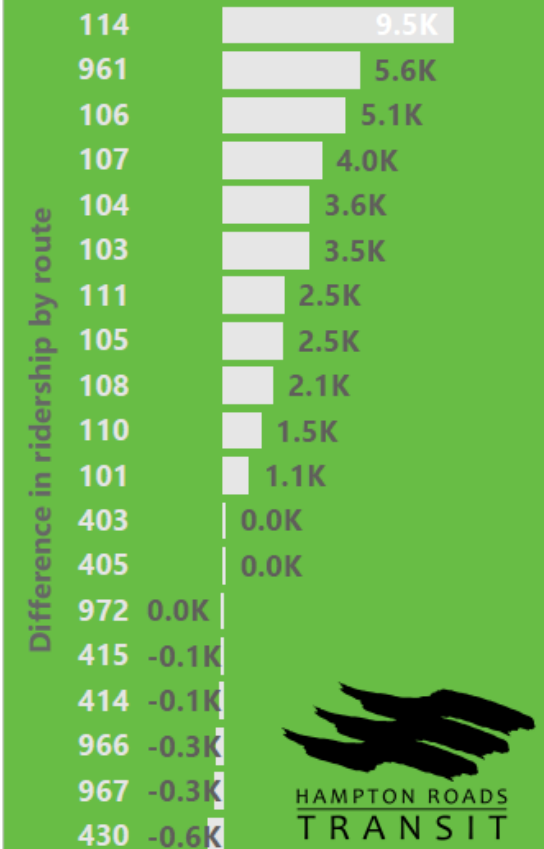
20%

The increases in the impacted routes can be compared to the ridership increase shared by routes not related to Route 112.



WHAT ARE THE RELATED ROUTES?

Most routes in Newport News, and some in Hampton, share stops with Route 112. Many of these routes utilize the transfer center.



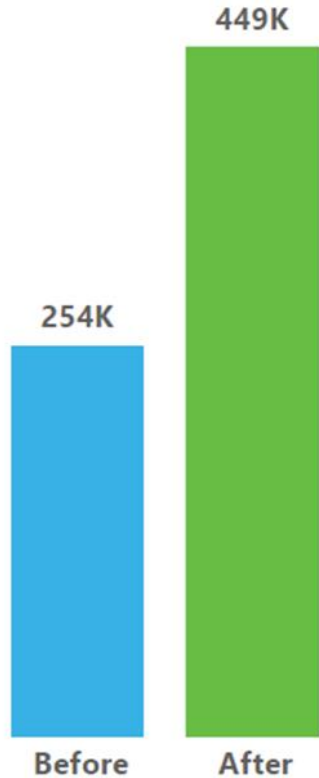
Route 114 Performance

Since increasing service to 15-minute frequency in May 2023, Route 114 and its related routes have seen large increases in ridership. The "Before" period below refers to [Mar. 2022 - May 2023](#). "After" refers to [June 2023 - September 2024](#). Bars show sum ridership.

ROUTE 114 UP

77%

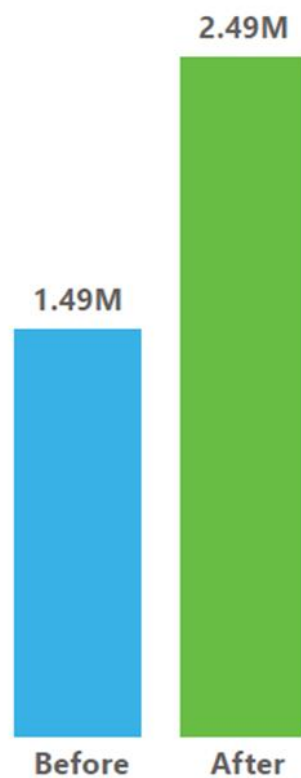
The increase in service frequency most likely resulted in an increase in ridership when compared to the same period in the previous year.



RELATED ROUTES UP

67%

The frequency increase has had a residual impact on routes that share stops with Route 114. This is likely due to an increase in transfer opportunities.



OTHER ROUTES UP

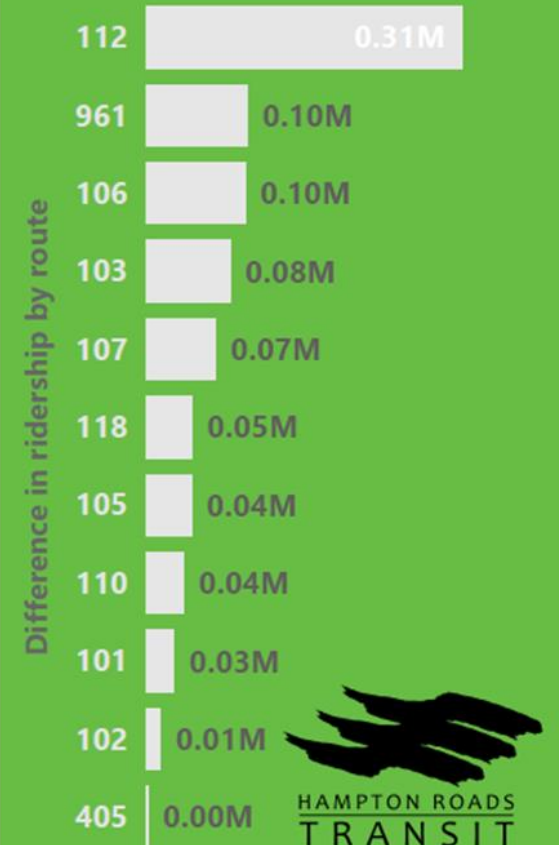
40%

The increases in the impacted routes can be compared to the ridership increase shared by routes not related to Route 114.



WHAT ARE THE RELATED ROUTES?

Many routes in Hampton and Newport News share stops with Route 114. All of these routes utilize the transfer centers.





Customer Satisfaction Surveys (CSS)

Benchmarking Group of North American Light Rail Systems (GOAL)
and American Bus Benchmarking Group (ABBG)



Benchmarking Group of North American Light Rail Systems (GOAL) CSS 2024

GOAL CSS (April – May 5, 2024) Overview

- Survey Design: 20 statements covering 10 service areas
- Scale: 1 – 5 with 5 as the highest
- Average Satisfaction Score Target: 3.5
- Neutral Line (Line of separation between satisfied and dissatisfied): 3.0
- Primary Survey Method: Online
- Statistically Valid Minimum: 100
- Survey Response Goal: 500
- Total Responses: 512

GOAL 2024 CSS Bottom Line

- Exceeded Average Satisfaction Score target of 3.5
- Average Satisfaction Score of 4.11 out of 5 reflects **continued improvement in customers' view of HRT's light rail service**
- All areas scored above the 3.0 neutral line

GOAL General Service Areas

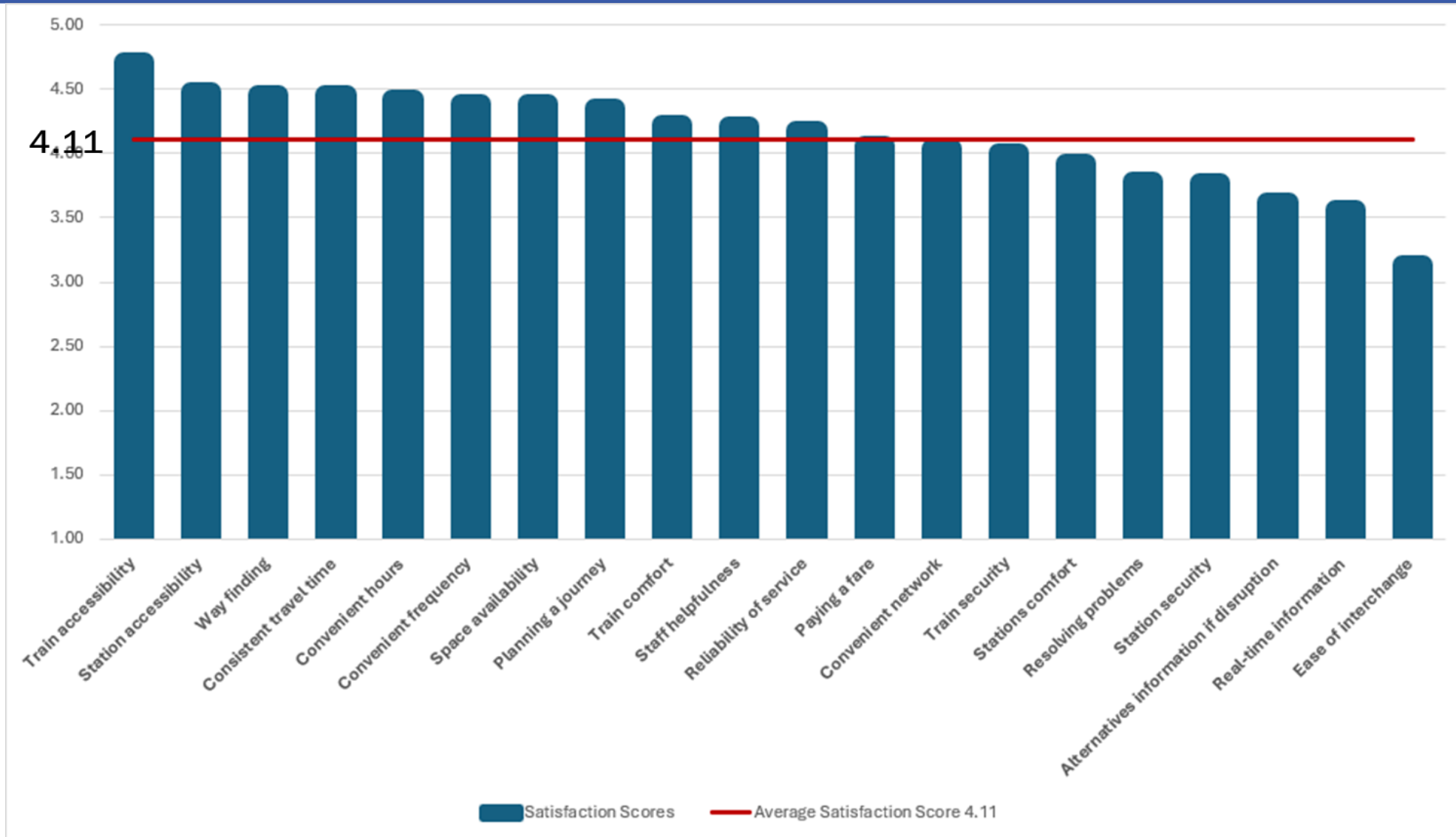
- **Availability** – Convenience of network, hours, and service frequency.
- **Accessibility** – Ease to get on/off the train, ease of station access.
- **Ease of Use** – Ease of transferring, wayfinding, and payment.
- **Information Prior to Travel** – Availability and quality of maps, timetables, and journey planning tool.
- **Information During Travel** – Good real-time information, and advice of alternatives during disruption.
- **Reliability** – Punctuality, reasonable/consistent journey time.
- **Customer Care** – Helpful staff, responding to suggestions or complaints.
- **Comfort** – Clean trains and stations.
- **Crowding** – Enough space on trains.
- **Security** – Feeling safe and secure.



GOAL 2024 Specific Areas Below 4.11 Avg. Satisfaction Score

- Ease of Interchange 3.14
- Real-time Information 3.57
- Alternatives Information if Disruption 3.63
- Station Security 3.77
- Resolving Problems 3.78
- Stations Comfort 3.92

GOAL 2024 Levels of Satisfaction with Light Rail Service (HRT)



Strategies (In Progress) to Improve Areas Scored Below 4.11 Avg.

2024 Areas Scored Below 4.11	In-Progress Strategies for Improvements
Ease of Interchange	<ul style="list-style-type: none"> • Mobile fare payment software availability
Real-Time	<ul style="list-style-type: none"> • Light rail Passenger Information Displays (PIDs)
Alternatives Information if Disruption	<ul style="list-style-type: none"> • Customer engagement at selected transit centers • Customer alerts via mobile software • Light rail PIDs
Station Security	<ul style="list-style-type: none"> • Continued growth and presence of Security • Expansion of mobile surveillance assets
Resolving Problems	<ul style="list-style-type: none"> • SET Strategic Planning Process • Increased awareness of the “Why”
Station Comfort	<ul style="list-style-type: none"> • Sustained approach to station cleaning
Train Security	<ul style="list-style-type: none"> • Continue growth and presence of Security



American Bus Benchmarking Group CCS 2024

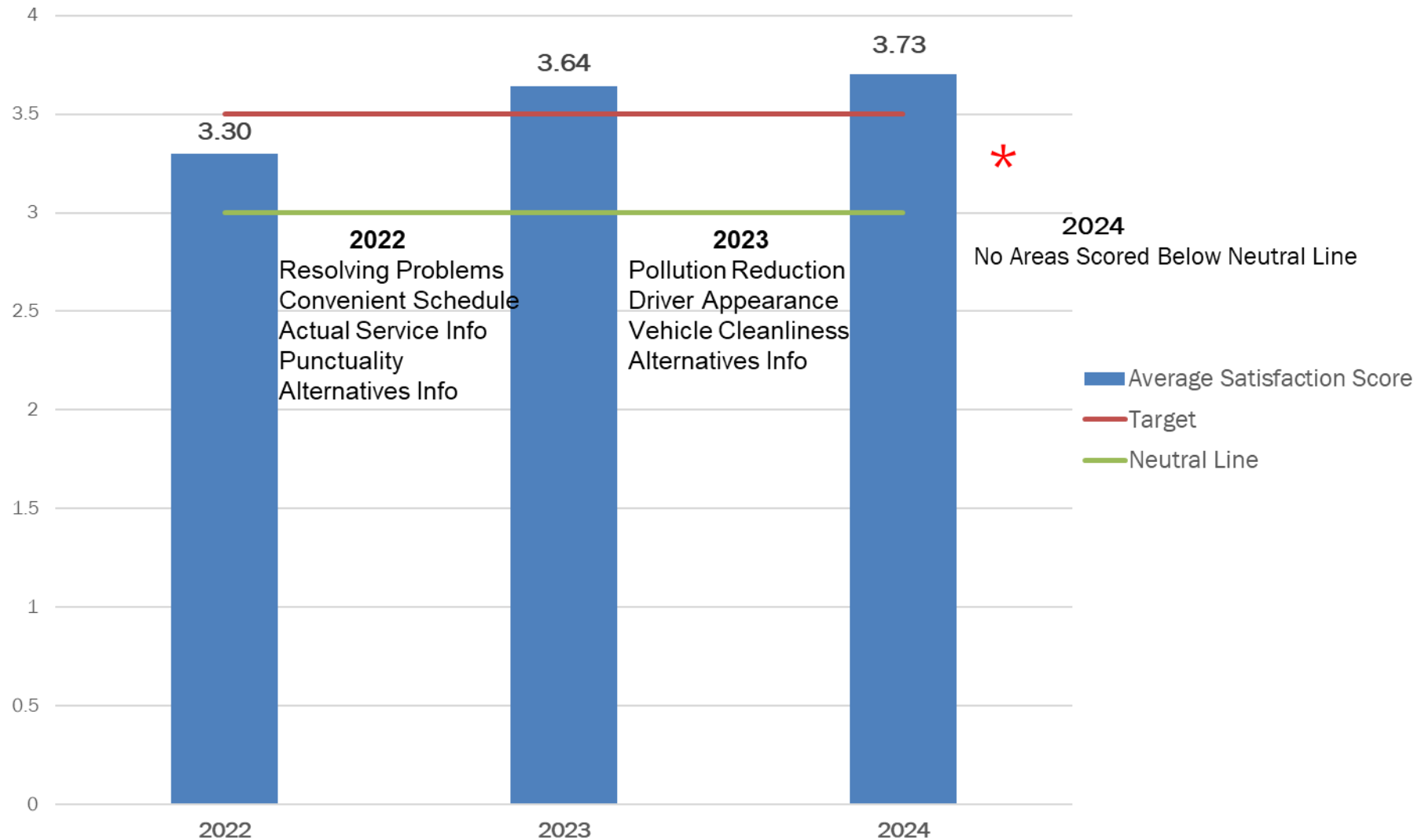
ABBG CSS (April – May 5, 2024) Overview

- Survey Design: 19 questions covering 8 service areas
- Scale: 1 – 5 with 5 as the highest
- Average Satisfaction Score Target: 3.5
- Neutral Line: 3.0
- Primary Survey Means: Online
- Statistically Valid Minimum: 100
- Survey Response Goal: 500
- Total Responses: 356

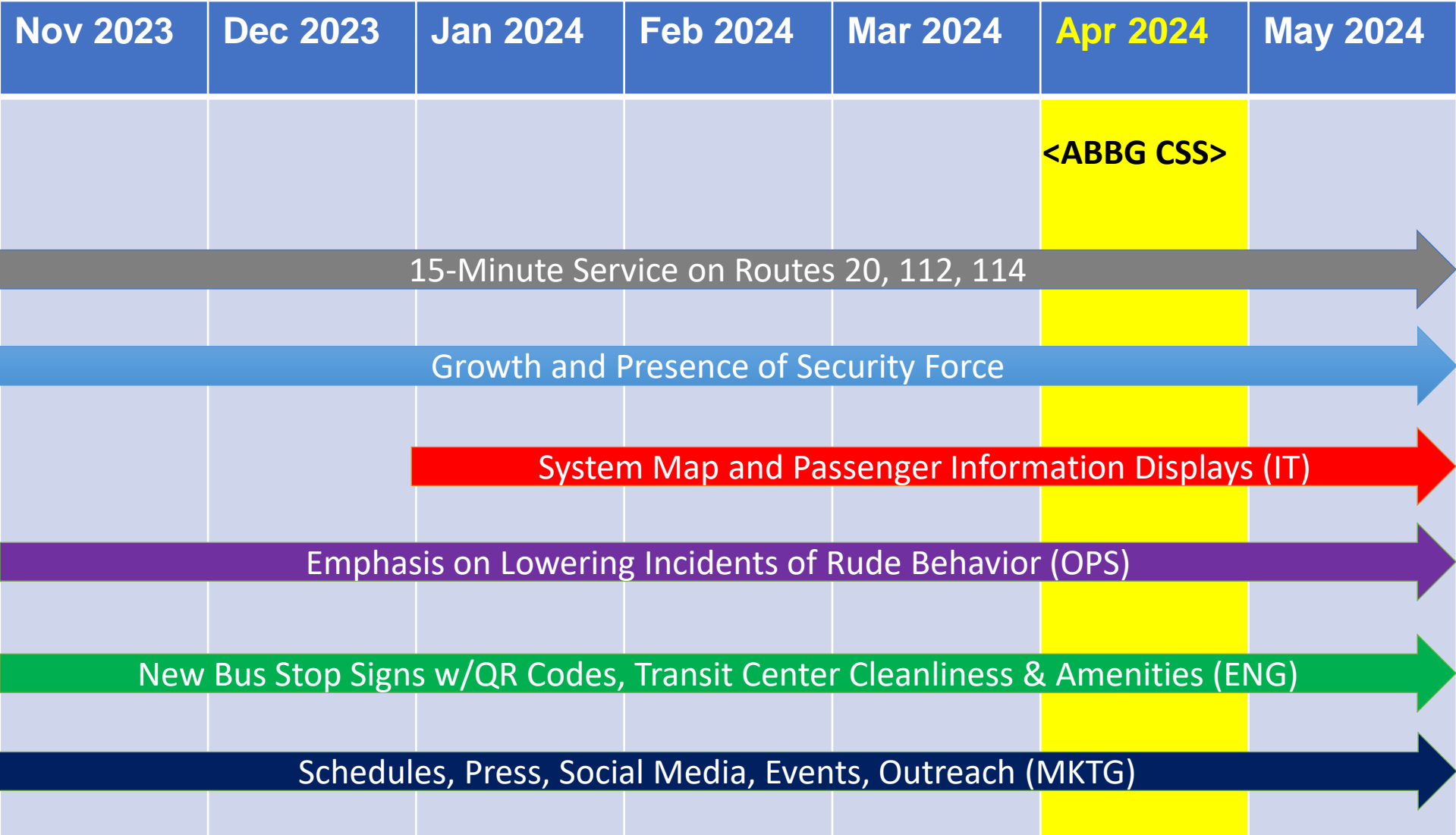
ABBG 2024 CSS Bottom Line

- Exceeded Average Satisfaction Score target of 3.5
- Average Satisfaction Score of 3.73 out of 5 reflects **continued improvement in customers' view of HRT's bus service**
- Average Satisfaction Score increased from 2022 to 2023 (3.3 to 3.64), and from 2023 to 2024 (3.64 to 3.73)
- All areas scored higher in 2024 than in 2023, including areas scored below avg.
- All areas scored above the 3.0 neutral line
- Lowest performance areas were **Punctuality, Alternatives Information if Disruption, Vehicle Cleanliness, Resolving Problems, and Safety (Security) When Waiting**

Average Satisfaction Score Increase



Contributions to Improved Average Satisfaction Score



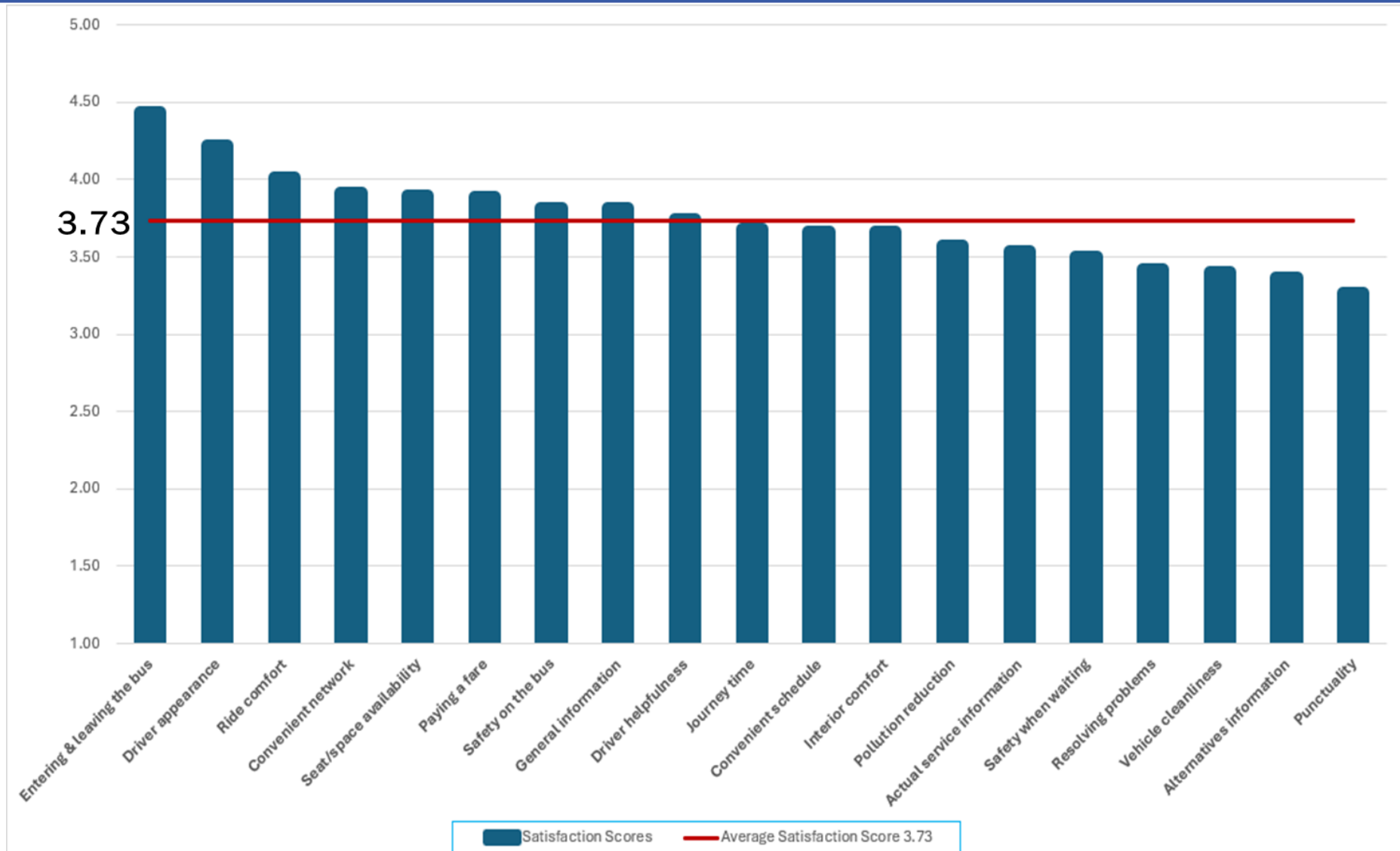
ABBG General Service Areas

- **Availability** – Convenience of routes/network and service frequency
- **Comfort** – Cleanliness, ride comfort and seat availability/comfort
- **Customer Care** – Staff helpfulness, staff appearance and ease of sorting out problems/complaints
- **Ease of Use** – Ease to get on/off the bus and the convenience of paying a fare
- **Environment** – Effect on pollution
- **Information** – Availability and quality of general/scheduled information, real-time information and information during disruption
- **Security** – Feeling safe and secure
- **Time** – Journey time and punctuality

ABBG 2024 Specific Areas Below 3.73 Average Satisfaction Score

- Punctuality 3.26
- Alternatives Information if Disruption 3.37
- Vehicle Cleanliness 3.40
- Resolving Problems 3.41
- Safety (Security) While Waiting 3.50
- Actual Service Information (Real-time) 3.53
- Pollution Reduction 3.58

ABBG 2024 Levels of Satisfaction with Bus Service (HRT)



Strategies (In Progress) to Improve Areas Scored Below 3.73 Avg.

2024 Areas Scored Below 3.73	In-Progress Strategies for Improvements
Punctuality	<ul style="list-style-type: none"> • Sustain service adjustment process • Continued emphasis on schedule adherence • System Optimization Plan recommendations
Alternatives Information if Disruption	<ul style="list-style-type: none"> • Customer engagement at transit centers • Provide customer alerts via mobile software • PIDs at ferry docks and light rail stations
Vehicle Cleanliness	<ul style="list-style-type: none"> • Adherence to cleaning protocols
Resolving Problems	<ul style="list-style-type: none"> • Sustain SET Strategic Planning Process • Increased awareness of the “Why”
Pollution Reduction	<ul style="list-style-type: none"> • Conversion of diesel fleet to alternative fuels
Actual Service Information	<ul style="list-style-type: none"> • Mobile payment software availability • Customer engagement
Safety (Security) While Waiting	<ul style="list-style-type: none"> • Continue growth and presence of Security • Expand mobile surveillance assets



Conclusion



Draft FY26-35 CIP Update

Fleet Investments

Fleet Investments

- Fleet investments include:
 - Transit buses
 - Paratransit vehicles
 - Support vehicles
 - Ferries
- State of Good Repair focus
- Incremental transition to battery electric buses

Fleet Projects by the Numbers



10 Projects



\$240 million

in capital needs (year of expenditure)
from FY2026 to FY2035



Fleet Project List

UID	Project Name	Cost (\$ thousands)
OP01	Transit Bus Replacement	\$168,161
OP02	Transit Bus Mid-Life Repower Project	\$21,422
OP03	RTS Transit Bus Investments	\$6,178
OP11	Paratransit Fleet Replacement	\$22,585
OP12	RTS Paratransit Replacement	\$1,959
OP30	Ferry Boat State-of-Good-Repair	\$392
OP31	Paratransit Fleet Expansion	\$13,387
NR01	Non-Revenue Fleet Replacement	\$3,325
NR02	RTS Non-Revenue Fleet	\$1,750
NR05	Security Fleet Expansion	\$705
	Total	\$239,866

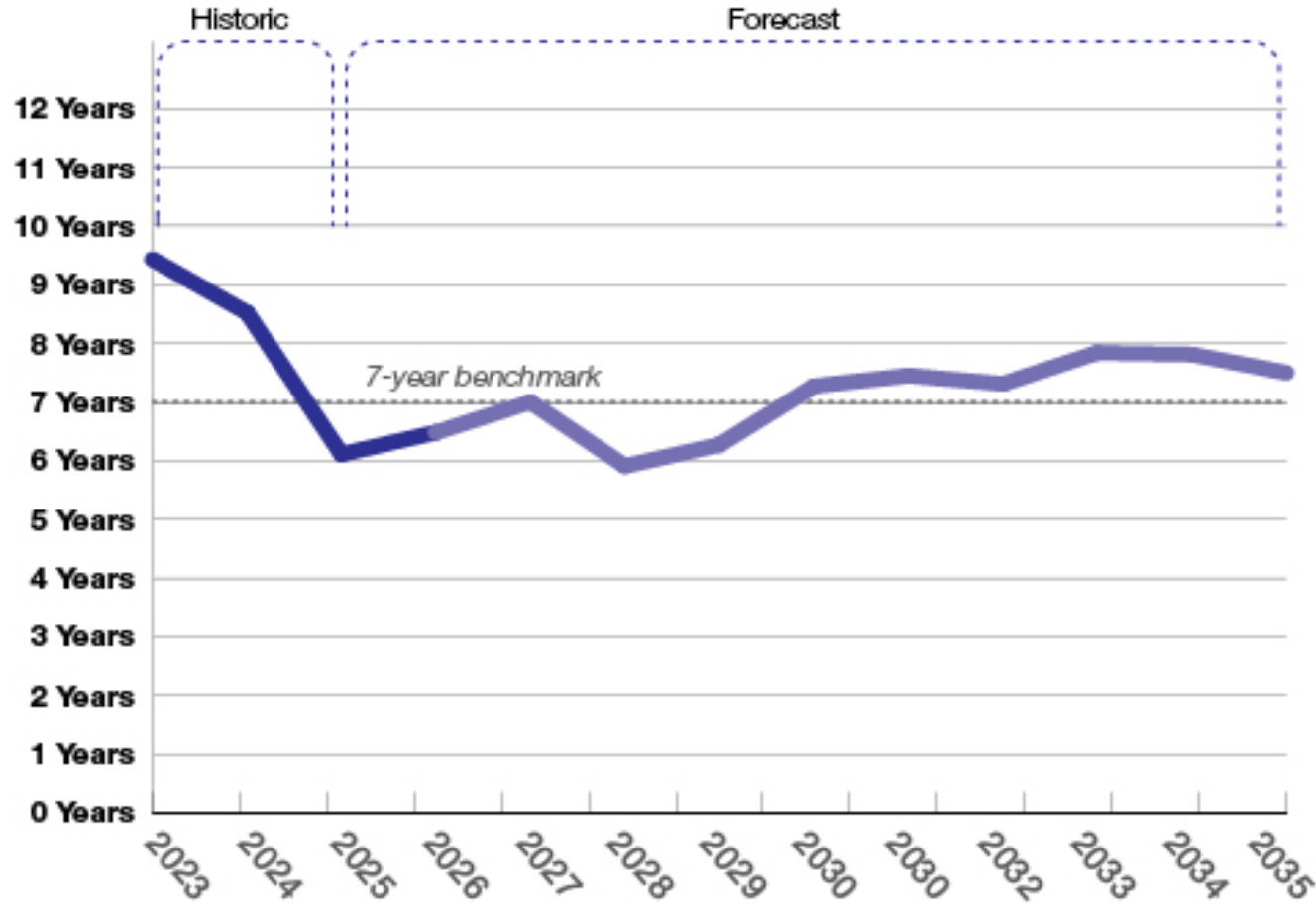
**Fleet Projects represent
51% of CIP**

Fleet Plan Update

- CIP includes:
 - 156 replacement buses
 - [Additional Paratransit vehicles](#)
- Continued progress on fleet replacement.

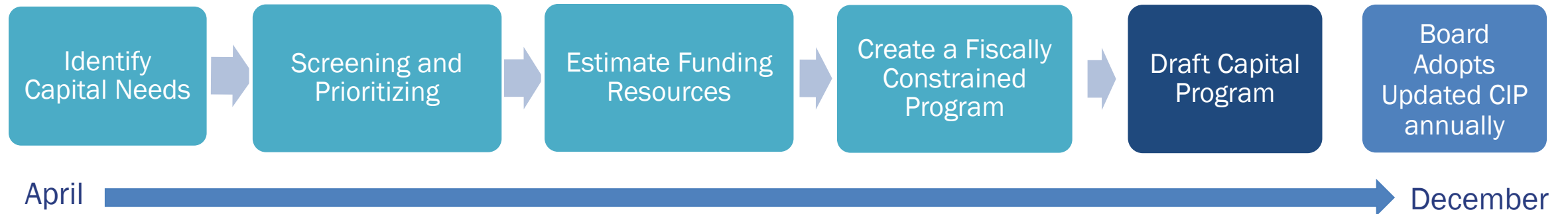


Average Bus Fleet Age



DRAFT FY2026-FY2035 CIP

Annual CIP Update



- Continued focus on achieving and maintaining State of Good Repair
- Priority Fleet and Safety Needs
- Emphasis on Passenger Facilities and Amenities
- Maximize use of discretionary grant funding where feasible

Funding



Federal

- Formula Funds (5307, 5337, 5339)
- RSTP/CMAQ
- Other Discretionary (competitive programs)



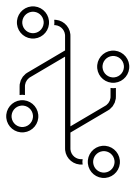
State

- State of Good Repair
- Minor Enhancement
- Major Expansion
- Other Discretionary



Local

- Advanced Capital Contributions (ACC)



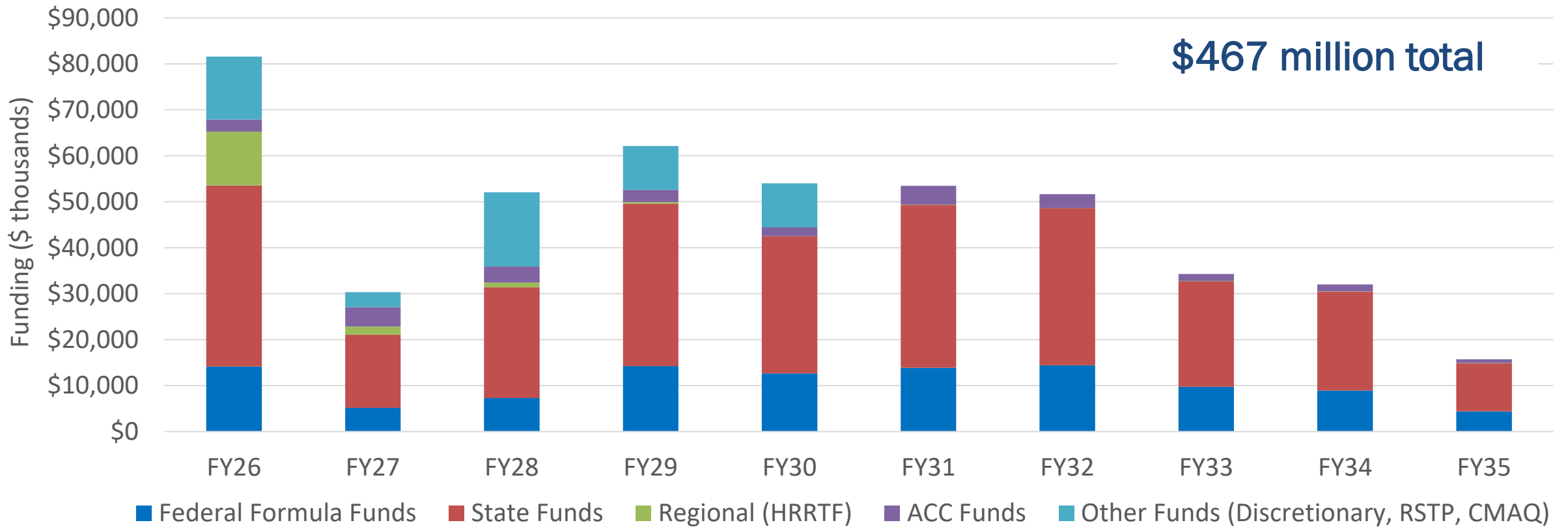
HRRTF

- Hampton Roads Regional Transit Fund (HRRTF)

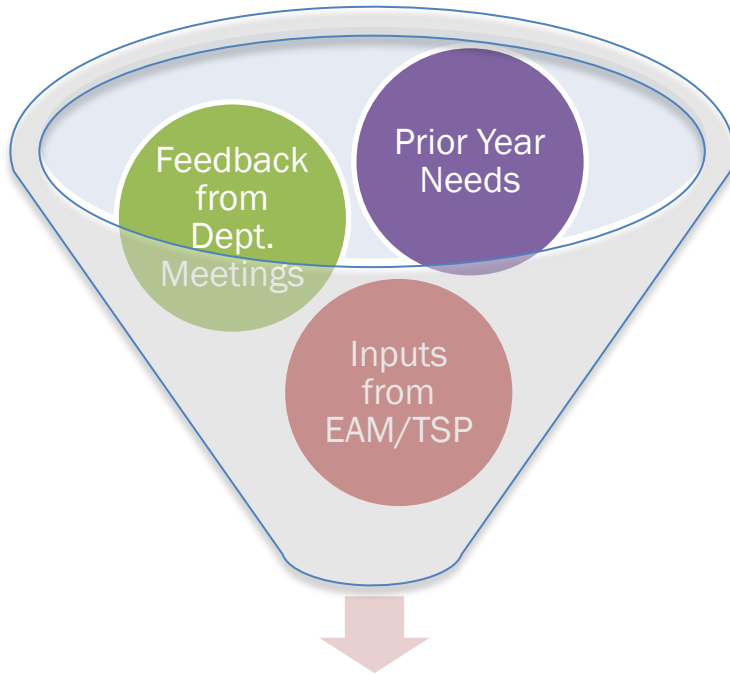


Capital Funding By Source

Funding by Source and Year (\$ thousands)



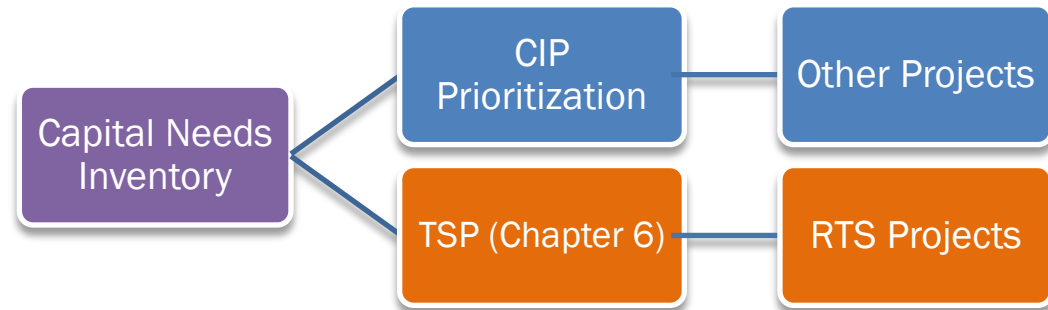
Needs Inventory



Capital Needs Inventory



81 projects in CIP

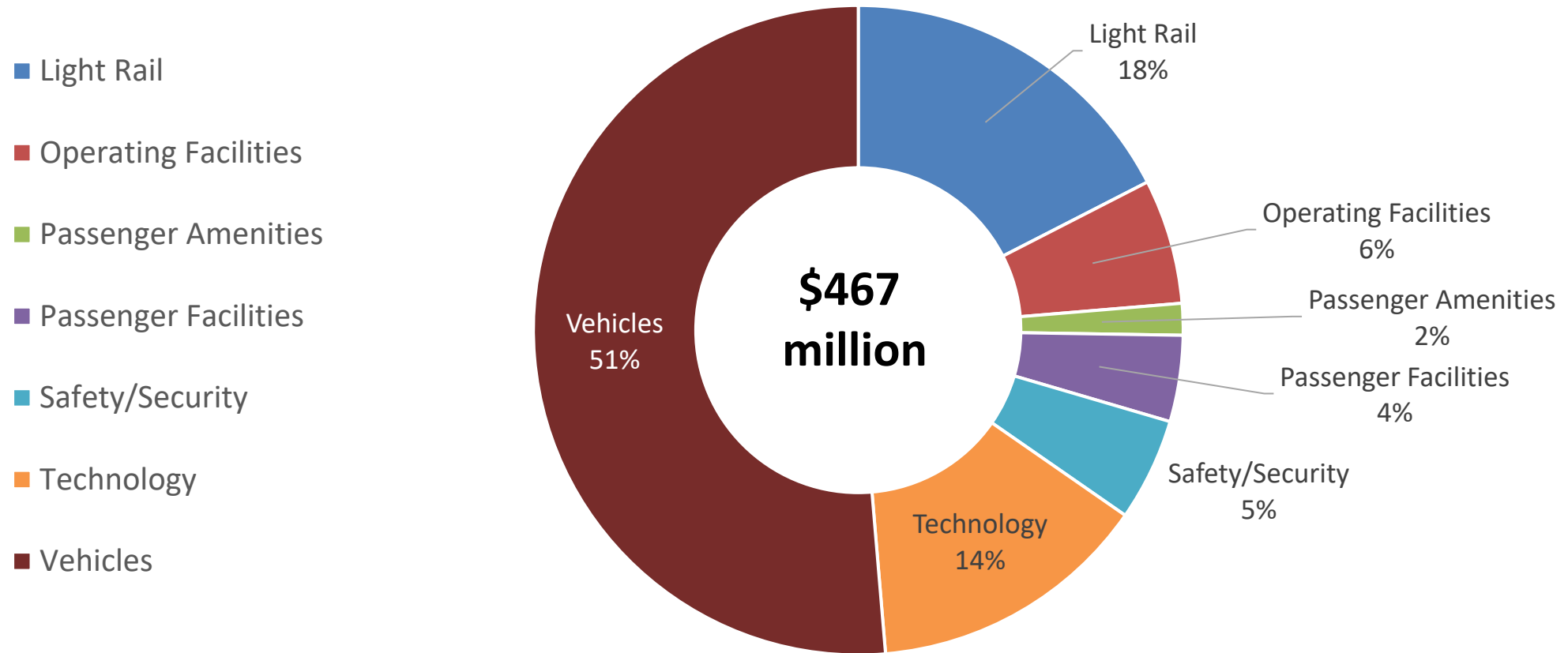


Constrained Programming

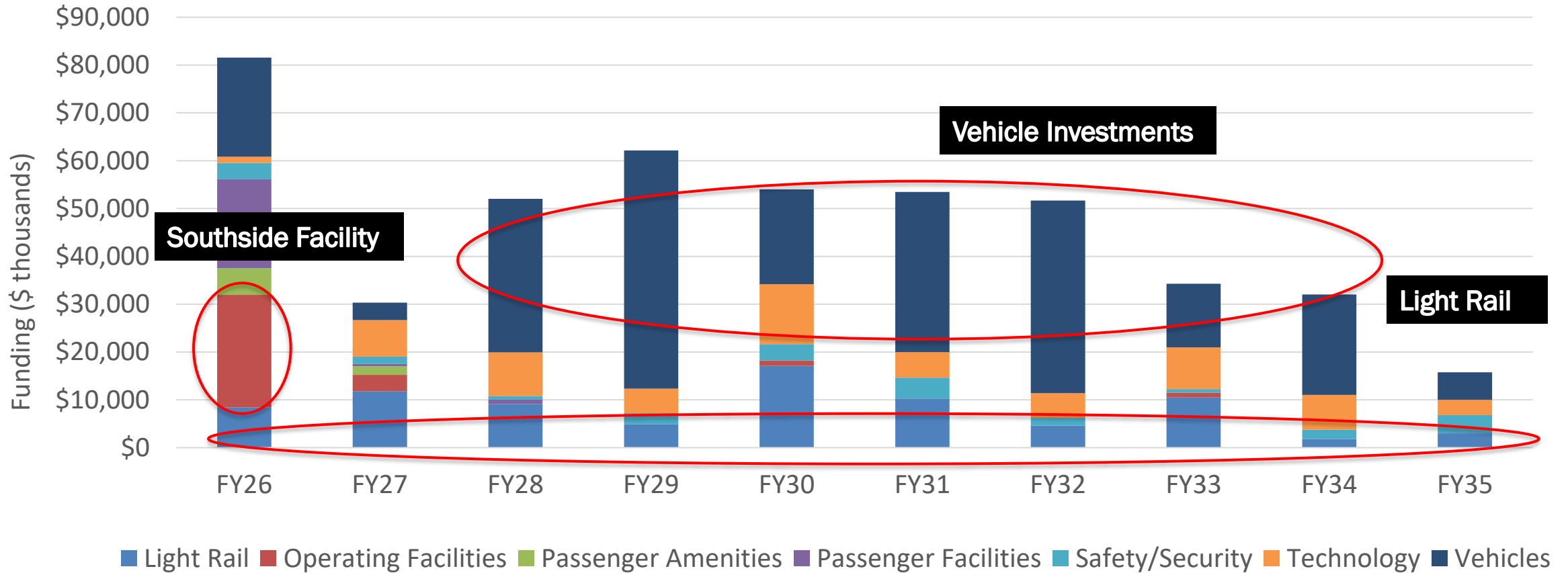
- Score and rank projects
- Fund highest rated projects
- Maximize federal and state matching funds
- Meet regulatory and eligibility requirements



Overall Distribution of Capital Funding: Ten-Year Total



Funding by Year and Project Type



Observations

- 81 projects programmed at \$467 million over 10 years.
- Fit to DRPT's MERIT Program criteria to support most viable funding opportunity.
- Most needs met in first 5 years of plan (assuming State funding).
- Escalating costs are limiting funding capacity (for example, 40 FT bus at \$565,000 (FY22) to over \$740,000 (FY25)).
- Future electrification investments will be highly dependent on state of the industry and new federal and state support.

Materials and Next Steps

- CIP-in-Brief
- Draft CIP and Project Sheets (appendix of information describing each project, applicable scoring, and funding)
- Individual Commissioner briefings (October-November)
- Review with MFAC and other committees
- Regular Commissioner Meeting – CIP Adoption vote (December 14)



TDCHR Work Session

October 24, 2024

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