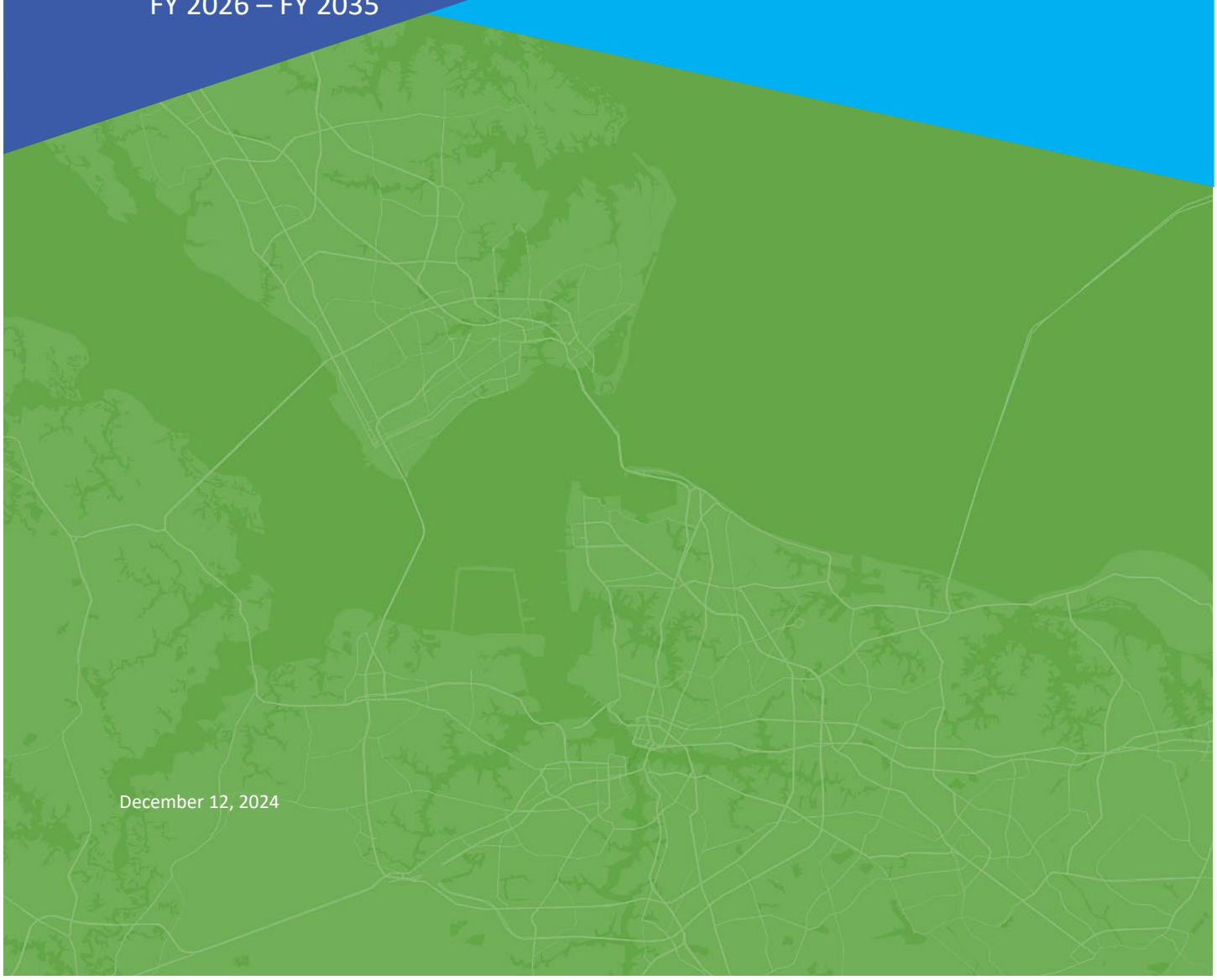
HAMPTON ROADS TRANSIT

Chapter 6

Hampton Roads Regional Transit Program

FY 2026 – FY 2035



December 12, 2024

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Hampton Roads Regional Transit Program

Background

In 2020, the Virginia General Assembly passed legislation requiring the establishment of the Hampton Roads Regional Transit Program (the Program) and the related Hampton Roads Regional Transit Fund (HRRTF). In doing so, the legislature emphasized the importance of having effective multimodal transportation, which is essential for the region's economic growth, vitality, and competitiveness.

To this end, the Hampton Roads Regional Transit Program was established 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.

The Program must be documented in the Transit Strategic Plan (TSP) of the Transportation District Commission of Hampton Roads (TDCHR).[1] The Hampton Roads Regional Transit Program encompasses regional transit capital and operating costs that are eligible to be funded by the Hampton Roads Regional Transit Fund.[2]

The Program was last documented in an update of Chapter 6 in the FY 2025-FY 2034 TSP adopted on December 14, 2023. Due to ongoing work on a System Optimization Plan (SOP), HRT anticipates that the next full TSP update will not be completed until December 2025, incorporating the recommendations of the SOP. However, HRT is still obligated to prepare an update of Chapter 6, which is utilized by the Hampton Roads Transportation Accountability Commission (HRTAC) as a validation of HRT's applications for all capital and operating funding requests in 2025. **Therefore, the TDCHR must still adopt a resolution approving the update to Chapter Six of the Transit Strategic Plan so that HRT meets its obligations.**

The SOP is a comprehensive initiative to identify how HRT's network of 34 local bus routes can more efficiently feed into the 757 Express network made up of Regional Backbone and Limited/Express routes that are funded by the HRRTF. The SOP is ongoing and is expected to be complete in Fall 2025 (FY 2026). The recommendations developed as part of the SOP will be incorporated into HRT's FY 2027-FY 2036 TSP. The route-level data presented in this chapter represents the results of the service planning exercise completed for the FY 2025-FY 2034 TSP. The timing of implementation of 757 Express service is subject to change as a result of the recommendations included in the SOP and operator availability.

[1] See Chapters 1241 and 1281 of the Acts of the Assembly, passed April 22, 2020, Code of Virginia § 33.2-2600.1 A. (pursuant to HB1726 and SB1038, respectively), accessible at https://lis.virginia.gov/cgi-bin/legp604.exe?201+ful+CHAP1281.

[2] Ibid.

Purpose and Requirements

Pursuant to law, the Program is explicitly for "*a core regional network of transit routes and related infrastructure, rolling stock, and support facilities.*"[3] The goal of the Program is *"to provide a modern, safe, and efficient core network of transit services across the Hampton Roads region."*[4] The HRRTF is administered through the Hampton Roads Transportation Accountability Commission (HRTAC) and is specifically for "*the development, maintenance, improvement, and operation of a core and connected regional network of transit routes and related infrastructure, rolling stock, and support facilities, to include the operation of a regional system of inter-jurisdictional high-frequency bus service, in a transportation district in Hampton Roads."*[5] Additionally, per statutory guidance, expenditures of the HRRTF:

- Should be positively linked to factors related to "economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life."
- Must be used solely in the transportation district (i.e., the Transportation District of Hampton Roads, comprised of the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach), which is governed by the TDCHR and does business as Hampton Roads Transit.[6]
- Should give priority, when possible, to the most cost-effective and sustainable investments *"to reduce or eliminate reliance upon diesel fuels."*
- Must be consistent with the regional transit planning process that is jointly developed by HRT, WATA [Williamsburg Area Transit Authority], and Suffolk Transit and coordinated by the HRTPO, pursuant to subsection D of § 33.2-286.
- Cannot be used *"to support the expansion of light rail"* beyond the boundaries of the City of Norfolk.

Framework and Justification

The Hampton Roads Regional Transit Program is documented herein consistent with the purposes and requirements outlined in the law related to the Program and use of the Hampton Roads Regional Transit Fund HRRTF). Currently, operating and capital costs (for expansion and for ongoing state of good repair) for two classifications of bus routes fit within the Program and will be funded using moneys from the HRRTF. These two classifications are Regional Backbone routes and Limited/Express routes, as described in **Section 6.4**. Details about these routes can be found in **Section 6.6**: **Route Profiles**. Together these two route classifications form

[3] Code of Virginia § 33.2-2600.1 C.
[4] Ibid.
[5] Ibid.
[6] In correspondence dated May 22, 2020, Senator Lucas (chief patron of Senate Bill 1038) explained the intent of the law establishing the Hampton Road Regional Transit Program and Fund; "Our intent is to provide funding for Hampton Roads Transit (HRT), through its governing body (Transportation District Commission of Hampton Road - TDCHR) to design, build and operate a regional high frequency bus network across the six TDCHR cities, independent of the need for individual local government approval or additional local government funding. This is intended to be a single regional fund for this single regional project within the TDCHR footprint with money flowing directly to the single regional transit operator, which is the TDCHR and subsequently, HRT".

the 757 Express network. The Program of improvements and their phased implementation are positively linked to factors cited in the Code of Virginia (§ 33.2-2600.1). These include:

- To improve economic development potential.
- To increase employment opportunities.
- To grow overall area mobility.
- To support environmental sustainability.
- To enhance quality of life within the region.

The Program is also aligned with the service planning principles and service design framework detailed in **Section 1.2.3**. and **Section 1.2.4** of this TSP. This includes top regional priorities of providing more reliable inter-jurisdictional bus service and prioritizing additional service frequency during hours of the day that most commuters are traveling between work and home. Finally, within the network of Program routes themselves, specific service improvements are warranted based on different justifications and can be paid for by the HRRTF. These justifications are identified for each route and also described in **Section 6.6**: **Route Profiles**. They include:

- Key Performance Indicators which detail each route's performance, are discussed when relevant to a service change (full performance analysis data can be found in Chapter 2, Section 2.3).
- Justifications including reference to the assessment of transit demand and underserved area opportunities for improvement from Chapter 2, Section 2.2.2. Justifications include icons for quick reference:

Transit demand and underserved areas-based opportunities for improvement from **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**

Program

This section documents the improvements that comprise the Hampton Roads Regional Transit Program within the six cities of the Transportation District of Hampton Roads. The Program is also referred to as the Regional Transit System (RTS) and HRT will implement the RTS with new branding and marketing as "757 Express."

Figure 6-1 and **Figure 6-2** show route classifications and delineate the two route types currently eligible within the Program on both the Peninsula and Southside. Specifically, routes shown in red provide high-frequency service on the "Regional Backbone" network and routes shown in light blue are "Limited/Express" routes. The rest of the HRT bus network (i.e., local routes) are shown on these maps to depict the supporting services that

feed into the "*core and connected regional network.*"[7] Program routes are described in more detail in **Section 6.4.1** and **Section 6.4.2**.

[7] Code of Virginia § 33.2-2600.1 C.

Figure 6-1: Regional Transit Program Route Classifications - Peninsula

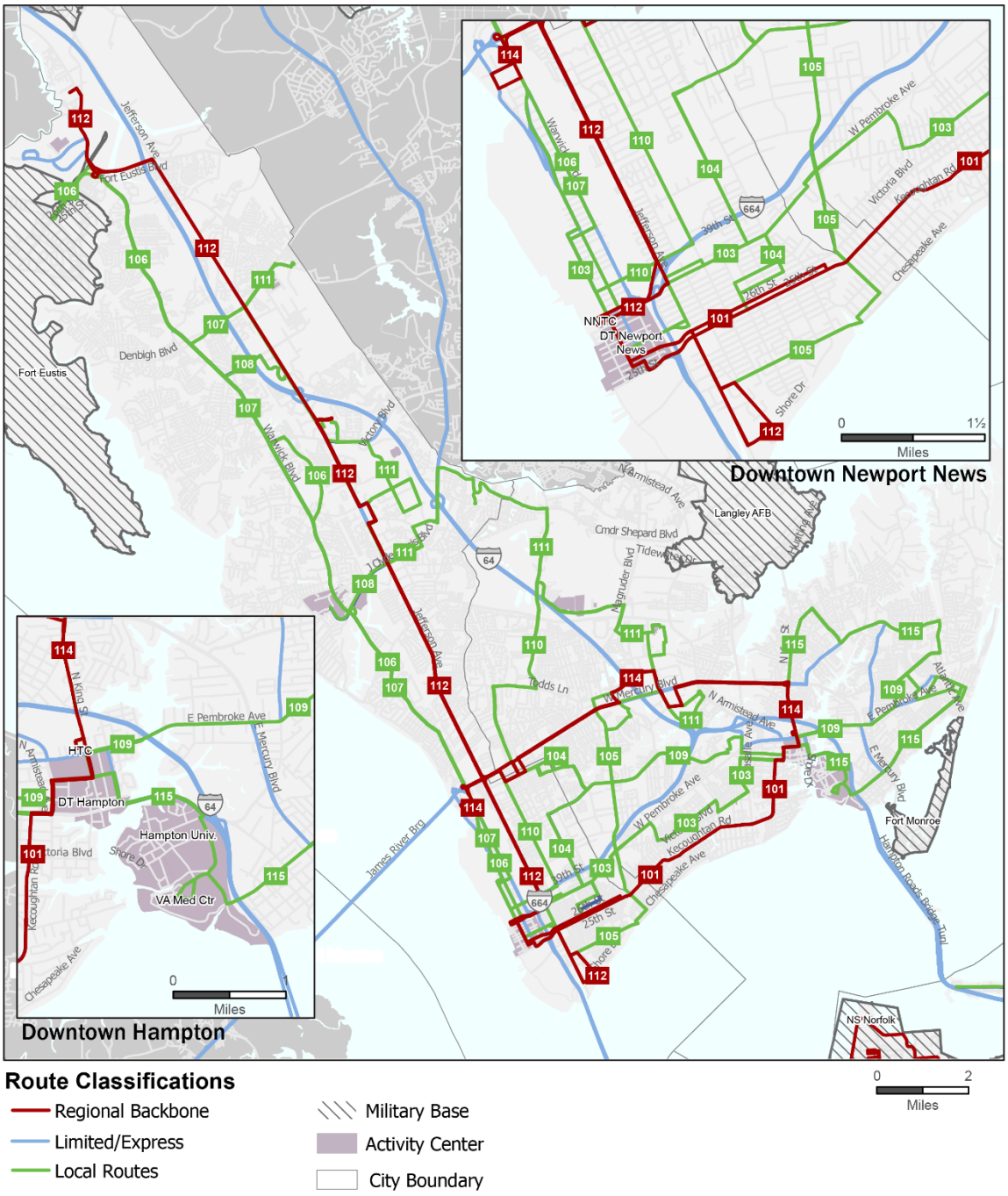
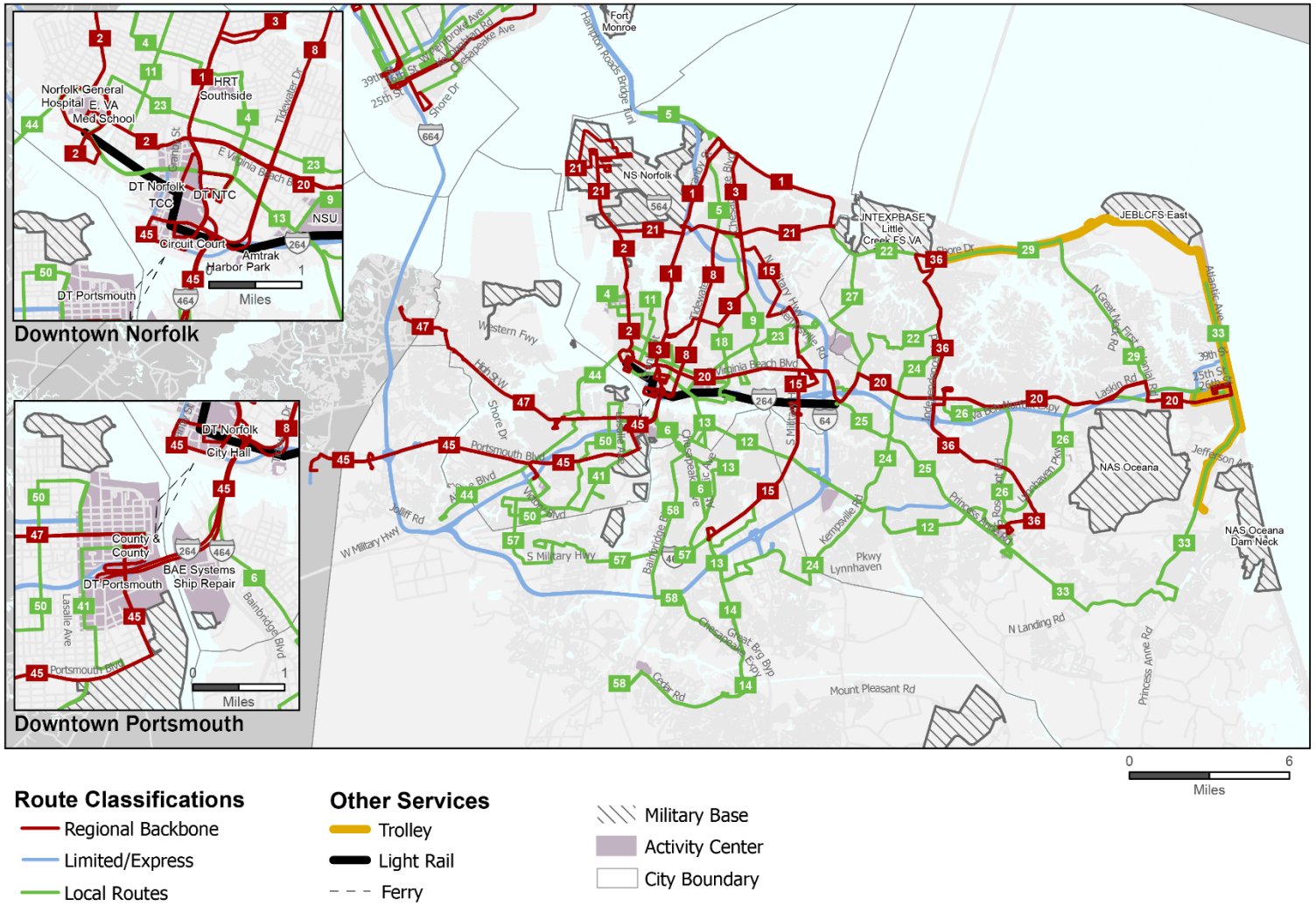


Figure 6-2: Regional Transit Program Route Classifications - Southside



SOUTHSIDE: Hampton Roads Regional Transit Program Route Classifications

REGIONAL BACKBONE

The core of the Program or Regional Transit System (RTS) is the Regional Backbone (shown in **Figure 6-3** and **Figure 6-4**), which comprises 13 routes that traverse major commuting corridors and connect the highest densities of people and jobs in the region. They also feature more direct service (a directness ratio of 1.6 or better) than other route classifications, which contributes to making these routes simple to understand and more efficient, saving travel time and operating costs compared to more circuitous routes (**Table 6-1**).

Table 6-1: Regional Backbone Route Characteristics

Description	Criteria		
	Interjurisdictional	Population / Job Density	Route Directness
The backbone of bus transit throughout the region, traveling on the highest-demand corridors connecting the most people to the most jobs.	Most will cross jurisdictional boundaries.	Greater than 6,500 people + jobs per square mile, averaged across whole route	1.6 or better

The Regional Backbone services feature high-frequency, inter-jurisdictional connections with standardized levels of service across jurisdictional boundaries and operate for extended hours, seven days a week (**Table 6-2**). These routes feature the highest overall levels of fixed-route bus service HRT will offer.

Table 6-2: Regional Backbone Service Design Standards

Service Headway				Span of Service
Weekday	Peak	6:00 a.m. – 9:00 a.m. 3:00 p.m. – 6:00 p.m.	15 minutes	5:00 a.m. – 1:00 a.m.
	Midday	9:00 a.m. – 3:00 p.m.	30 minutes	
	Evening	6:00 p.m. – 9:00 p.m.	30 minutes	
Weekend	Base	8:00 a.m. – 6:00 p.m.	30 minutes	6:00 a.m. – 12:00 a.m.
	Non-base	6:00 a.m. – 8:00 a.m. 6:00 p.m.– 9:00 p.m.	30 minutes	

Figure 6-3: Regional Transit Program Regional Backbone Routes - Peninsula

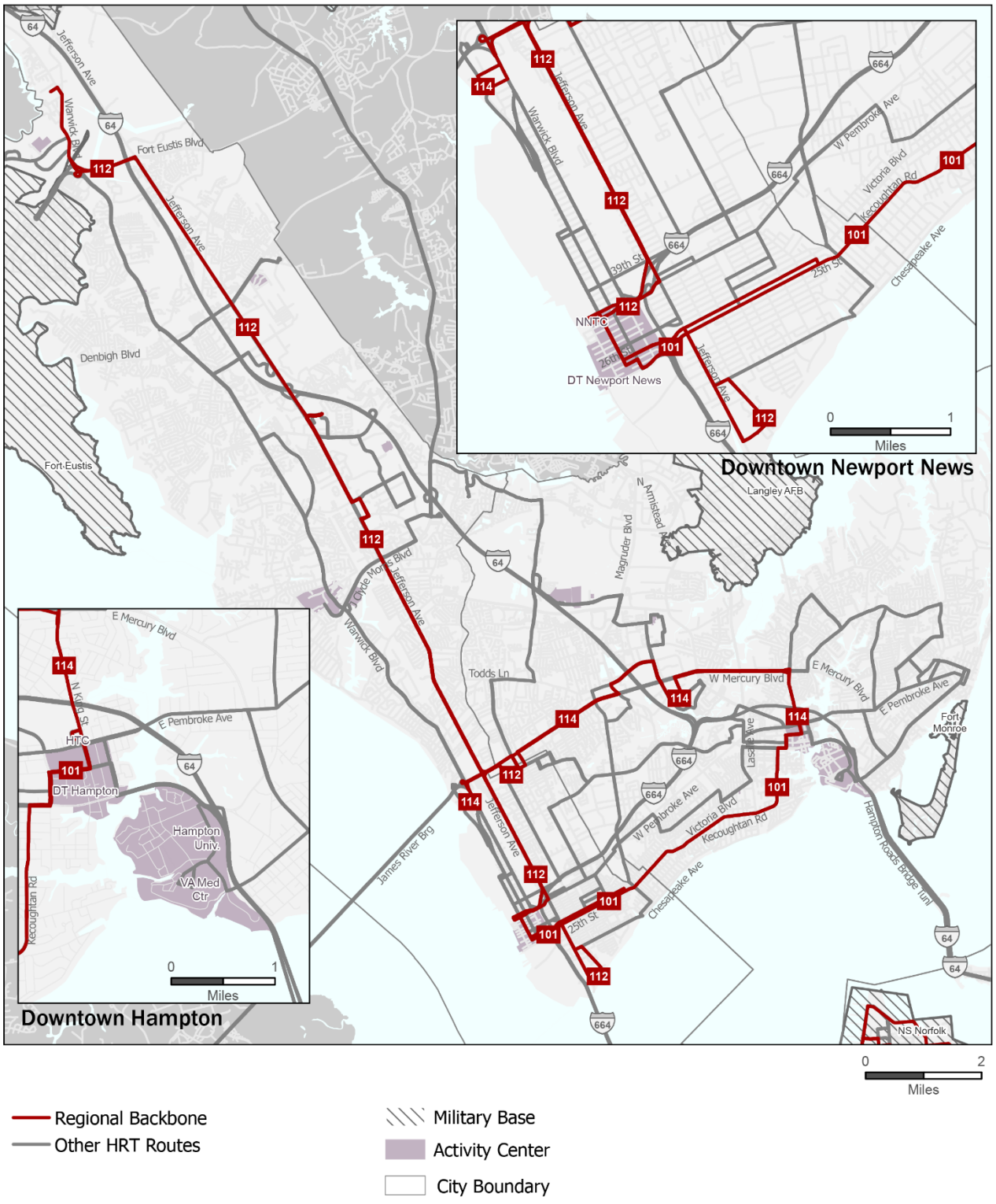
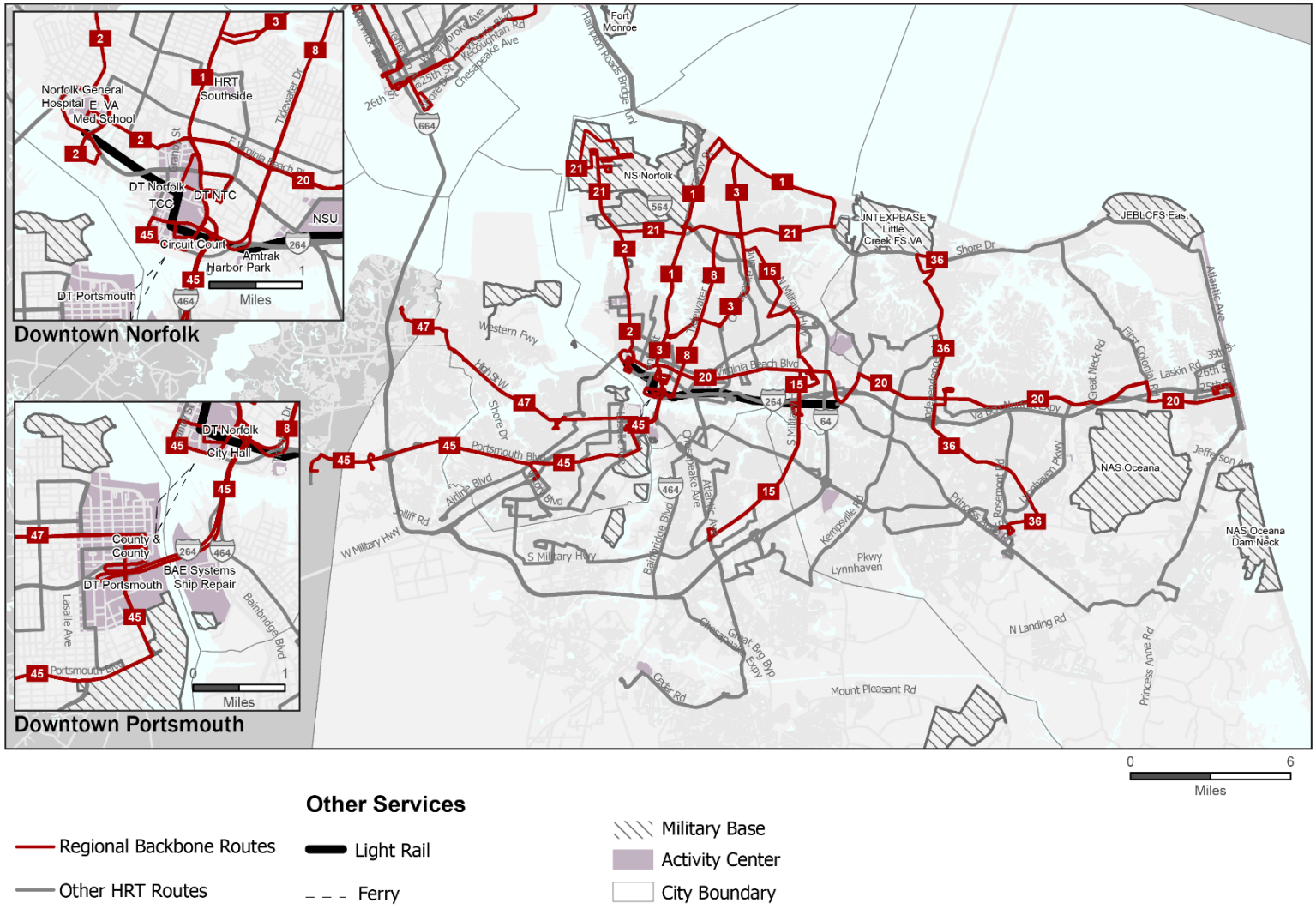


Figure 6-4: Regional Transit Program Regional Backbone Routes - Southside



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Regional Backbone Routes

LIMITED/EXPRESS

Limited/Express routes, including Peninsula Commuter Service (PCS) and 757 Express routes (formerly classified as Metro Area Express, or MAX) are shown in **Figure 6-5** and **Figure 6-6**. There are 13 existing Limited/Express routes (eight 757 Express routes and five PCS routes) that provide interjurisdictional connections, offering limited stop and direct service to major employment centers (**Table 6-3**). Since these routes offer limited stop service designed to serve commuters traveling to and from work, the service design standards for service headway and span of service are based upon the demand and shift times of the employment centers.

There is one new Limited/Express route being recommended for implementation over the next several years:

- Route 975: Commuter service between Newport News and Gloucester will be implemented in FY 2027.

This brings the total number of Limited/Express routes involved with the Program to 14. Additionally, other new potential Limited/Express routes are still being considered. In the next annual TSP update, such potential new Limited/Express routes will be explored, including service to Norfolk Naval Shipyard (Portsmouth).

Table 6-3: Limited/Express Route Characteristics

Description	Criteria		
	Interjurisdictional	Population / Job Density	Route Directness
Bus service with limited stops connecting surrounding communities with downtown areas and other major employment sites or regional destinations, often via interstates. Some routes will operate as peak-period commuter service only. Typically accessed via park-and-ride lots at the residential end.	Can operate within a jurisdiction or cross jurisdictional boundaries.	Route serves major trip generators and/or collection points.	N/A

Figure 6-5: Regional Transit Program Limited/Express Routes - Peninsula

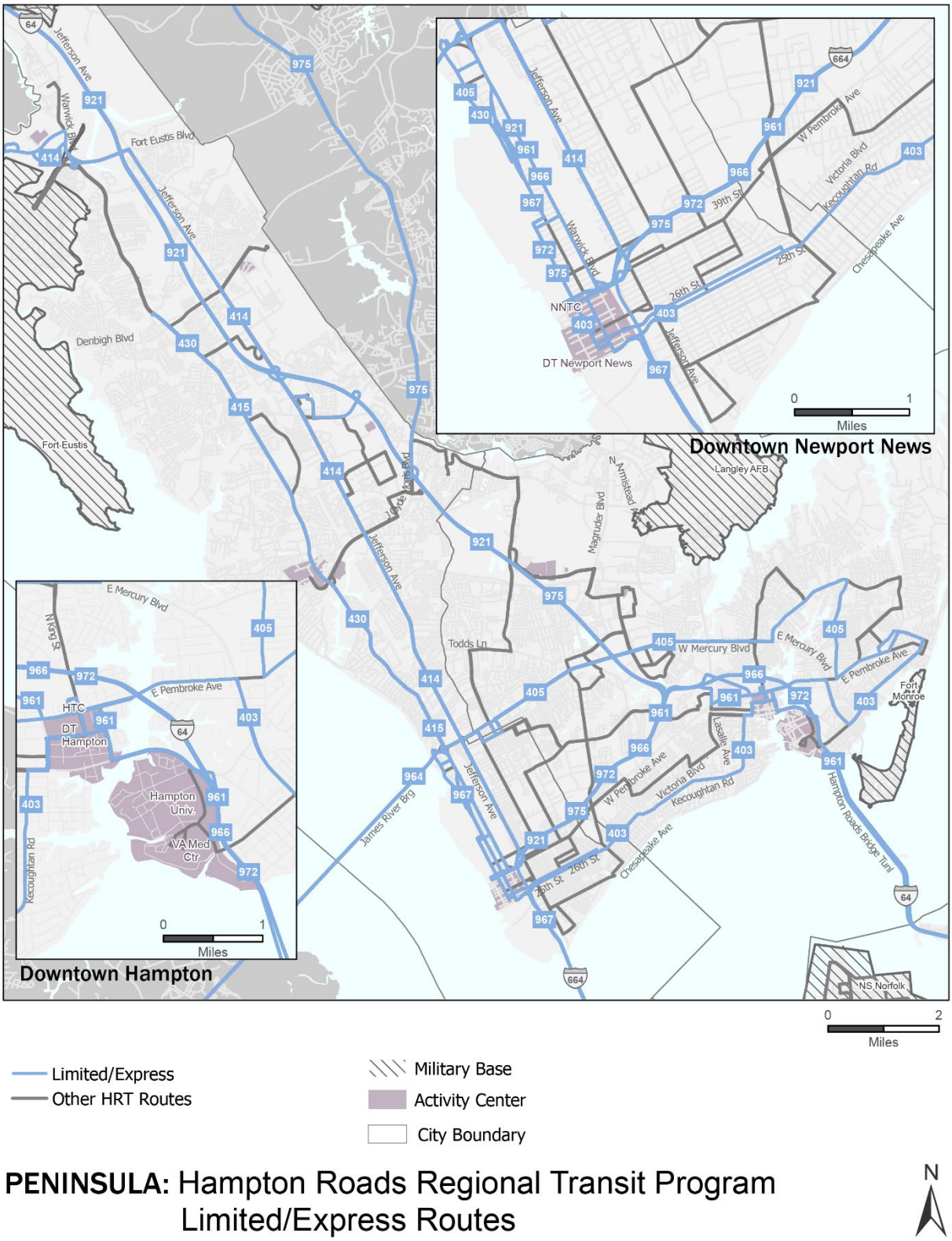
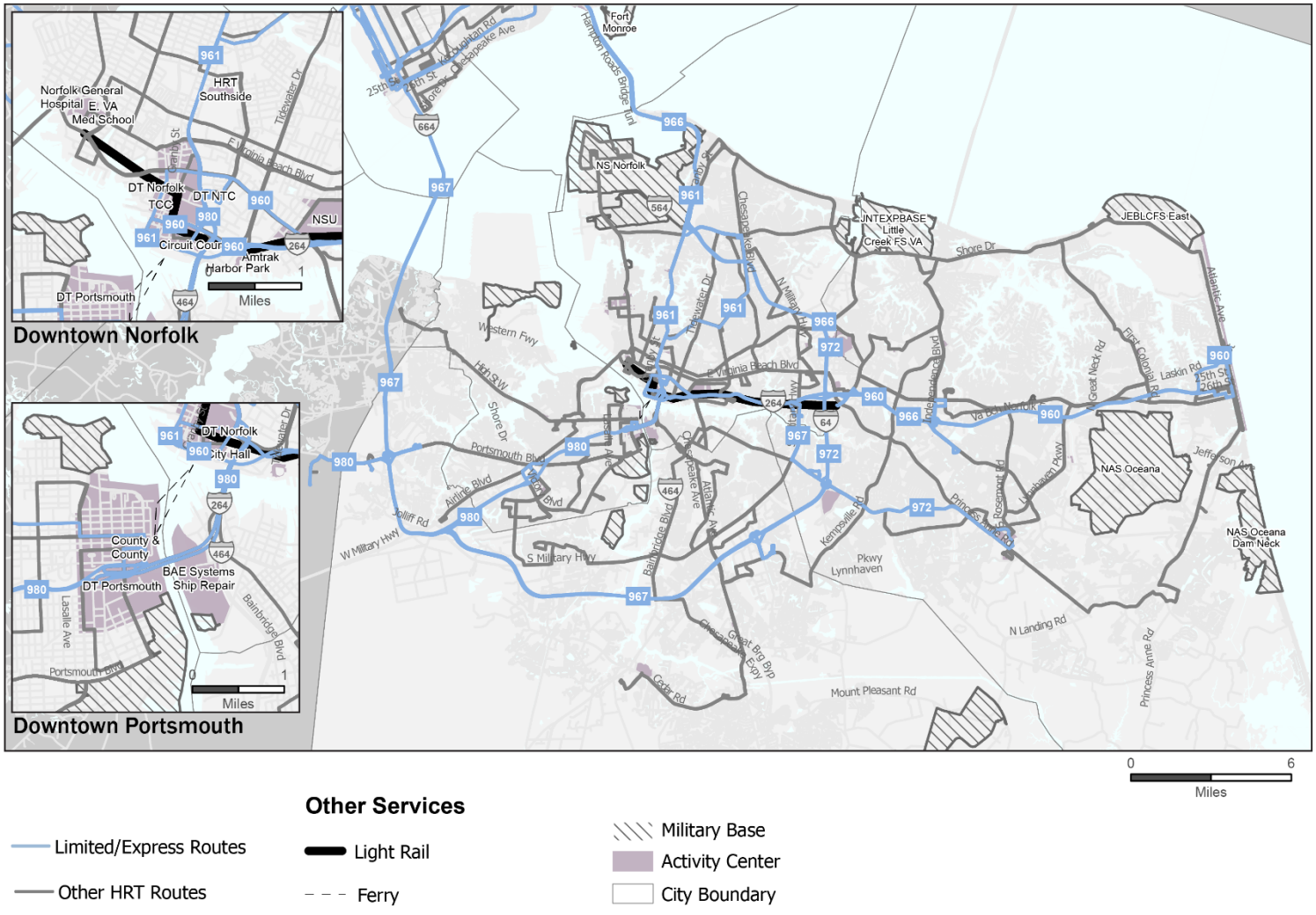


Figure 6-6: Regional Transit Program Limited/Express Routes - Southside



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Regional Backbone Routes

Benefits and Outcomes

As outlined in this section, the Hampton Roads Regional Transit Program will:

- Improve access to and from job sites and workforce development sites across the region, increasing employment opportunities and improving economic opportunity for residents.
- Improve mobility options for residents across the region.
- Provide frequent, consistent, and reliable transit options across the region.
- Improve the rider experience by limiting time spent at bus stops, enabling faster transfers, shortening end-to-end trip time, and allowing riders to make trips without relying on schedules.
- Enhance connections and transfers throughout the entire HRT system through high-frequency service on the Regional Backbone network.

These outcomes are consistent with the recommendations of the Regional Advisory Panel of HRT's *Transit Transformation Project* and the Guiding Principles unanimously approved by the TDCHR for improving a regional transit system. These principles include following regional standards to achieve a more effective bus network, prioritizing high-frequency services on a regional backbone system, and prioritizing connections across jurisdictions.

REGIONAL CONNECTIVITY AND LEVEL OF SERVICE

Table 6-4 shows the jurisdictional connections and major destinations for each of the Regional Backbone routes, accounting for planned realignments where applicable. **Table 6-5** shows the same for Limited/Express routes. More details about these routes can be found in **Section 6.6**: **Route Profiles**. The tables display the level of service for each route in terms of service hours: current service hours (FY 2025), anticipated FY 2026 service hours, and the estimated service hours under a full implementation according to the service design standards, wherein each route will meet or exceed those standards (FY 2035).[8]

Table 6-4: Regional Backbone Major Destinations and Service Hours

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2025 Service Hours	Estimated FY 2026 Service Hours	Estimated Service Hours for Program Implementation
Route 1	Norfolk ■ Downtown Norfolk Transit Center ■ Ocean View (Duffys Lane) ■ Joint Expeditionary Base Little Creek	28,838	26,077	47,532
Route 2	Norfolk ■ Navy Exchange Mall ■ Old Dominion University ■ Norfolk General Hospital ■ Downtown Norfolk Transit Center	19,703	19,721	36,443

[8] Most regional backbone and limited/express routes will be fully implemented prior to FY 2035.

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2025 Service Hours	Estimated FY 2026 Service Hours	Estimated Service Hours for Program Implementation
Route 3	Norfolk ■ Downtown Norfolk Transit Center ■ Evelyn T. Butts Avenue ■ Ocean View (Duffys Lane)	26,739	24,556	33,420
Route 8	Norfolk ■ Downtown Norfolk ■ Evelyn T. Butts Avenue	17,968	17,392	30,373
Route 15	Chesapeake, Norfolk, and Virginia Beach ■ Robert Hall ■ Military Highway Light Rail Station ■ Evelyn T. Butts Avenue	29,041	26,868	46,514
Route 20	Norfolk and Virginia Beach ■ Downtown Norfolk ■ Newtown Road Light Rail Station ■ Pembroke East ■ Virginia Beach Oceanfront	54,412	60,007	90,327
Route 21	Norfolk and Virginia Beach and Base Circulator ■ Navy Exchange Mall ■ Evelyn T. Butts Avenue ■ Joint Expeditionary Base Little Creek	28,218	24,127	50,171
Route 36	Virginia Beach ■ Shore Drive / Pleasure House Road ■ Pembroke East ■ TCC Virginia Beach	8,676	8,697	33,688
Route 45	Chesapeake, Norfolk, Portsmouth, and Suffolk ■ Downtown Norfolk Transit Center ■ Downtown Portsmouth ■ Victory Crossing	29,137	27,297	44,862
Route 47	Portsmouth and Suffolk ■ Downtown Portsmouth ■ Churchland	16,409	16,990	24,773
Route 101	Hampton and Newport News ■ Downtown Newport News ■ Downtown Hampton	9,494	9,449	16,465
Route 112	Hampton and Newport News ■ Ivy Avenue & 6th Street ■ Downtown Newport News ■ Newmarket ■ Patrick Henry Mall ■ Lee Hall	51,043	51,550	58,218
Route 114	Hampton and Newport News ■ Newmarket ■ Peninsula Town Center ■ Downtown Hampton	26,618	28,006	40,667

Table 6-5: Limited/Express Major Destinations and Service Hours

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2025 Service Hours	Estimated FY 2026 Service Hours	Estimated Service Hours for Program Implementation
Route 403	Hampton and Newport News ■ Buckroe Shopping Center ■ Newport News Shipbuilding ■ Newport News Transit Center	362	364	364
Route 405	Hampton and Newport News ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Buckroe Shopping Center	875	879	879
Route 414	Hampton and Newport News ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Jefferson/Oakland	1,438	1,443	1,443
Route 415	Hampton and Newport News ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Denbigh	350	351	351
Route 430	Hampton and Newport News ■ Denbigh Fringe ■ Newport News Transit Center ■ Newport News Shipbuilding	955	881	881
Route 921	Newport News, Williamsburg ■ Newport News Transit Center ■ Williamsburg Transportation Center	957	961	961
Route 960	Norfolk and Virginia Beach ■ Downtown Norfolk ■ Virginia Beach Town Center ■ Virginia Beach Oceanfront	10,522	15,456	15,456
Route 961	Hampton, Newport News, and Norfolk ■ Downtown Norfolk ■ Downtown Hampton ■ Downtown Newport News	20,397	20,433	20,433
Route 964	Newport News and Isle of Wight County ■ Newport News Transit Center ■ Newport News Shipbuilding ■ Carrollton ■ Smithfield	1,564	1,564	1,564
Route 966	Newport News and Virginia Beach ■ Silverleaf Park and Ride ■ Newport News Transit Center ■ Newport News Shipbuilding	1,638	1,644	1,644
Route 967	Chesapeake, Newport News, Norfolk, and Virginia Beach ■ Downtown Newport News ■ Indian River Park and Ride ■ Greenbrier Mall ■ Military Highway Light Rail Station ■ Newport News Shipbuilding	3,470	3,484	3,484

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2025 Service Hours	Estimated FY 2026 Service Hours	Estimated Service Hours for Program Implementation
Route 972	Virginia Beach and Newport News ■ Downtown Newport News ■ Indian River Park and Ride ■ Newport News Shipbuilding ■ TCC Virginia Beach	1,168	1,172	1,172
Route 975 (service begins FY 2027)	Newport News and Gloucester ■ Newport News Shipbuilding ■ Gloucester	-	-	1,827
Route 980	Norfolk, Chesapeake, Portsmouth, and Suffolk ■ Downtown Norfolk ■ Downtown Portsmouth ■ Amazon facility in Chesapeake ■ Amazon facility in Suffolk	1,398	1,036	1,036

PROGRAM FACTORS, OBJECTIVES, AND METRICS

This section further documents positive linkages of Program investments to factors prescribed in the Virginia Code (§ 33.2-2600.1): economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life metrics. **Table 6-6** links the five factors specified in the law, with each factor associated with related objectives and metrics. The objectives represent the outcome that can be anticipated upon full Program implementation.

Table 6-6: Program Investment Factors, Objectives, and Metrics

Factor	Objective	Metrics
Economic Development Potential	Support businesses and support future economic development at local level.	■ Integration with and support for local comprehensive plans, transportation plans, and local or regional economic development strategies. ■ Number of economically distressed areas served.
Employment Opportunities	Provide access to and from jobs and workforce development sites.	■ Number of jobs with access to transit.
Mobility	Provide consistent and reliable transit options across the region.	■ Number of residents with access to transit. ■ Number of jobs and residents with access to high-frequency service with 15-minute headways in the peak period. ■ Access to multi-modal transit options.
Environmental Sustainability	Contribute to improved air quality and reduction of energy use.	■ Equivalent VMT reduction (based on avg. trip length) to Fleet Capacity (multiplied by existing system efficiency of passengers per revenue hour). ■ Reduction in greenhouse gas emissions through transition of the diesel fleet to an electric fleet.
Quality of Life	Improve transit travel time and average wait for transit; Provide increased access to transit for disadvantaged populations (low-income, minority, or limited English proficiency).	■ Transit travel time. ■ Average wait for transit. ■ Transit coverage and access to high-frequency service for disadvantaged populations (low-income, minority, or limited English proficiency).

BASELINE ANALYSES

The Regional Backbone and Limited/Express routes are measured against a subset of the metrics in **Table 6-6.**

Employment Access to Transit

Access to **Employment Opportunities** is a primary consideration for HRT when considering where to place transit service. The Regional Backbone and Limited/Express route improvements will improve access to and from job sites and workforce development sites across the region, increasing employment opportunities and improving economic opportunity for residents. Employment access to transit measures the number of jobs located within walking distance of the Regional Backbone routes and within two miles of the Limited/Express routes' stops. Employment data used in this analysis is from the 2019 Census Longitudinal Employer-Household Dynamics dataset (LEHD). Employment data for Naval Station Norfolk and Newport News Shipbuilding were adjusted in the respective block groups in the underlying LEHD dataset to account for employment that is not fully captured by LEHD.

For Regional Backbone routes (**Table 6-7**), employment was measured within one-half mile of segments with high-frequency service in the peak periods (15-minute headways).[9] For the routes that operate with a short turn during the peak periods (Routes 45, 47, and 112), 15-minute service is offered on the short turn and 30-minute service is offered along the rest of the route. The segments that have 30-minute service were analyzed with a one-quarter mile buffer along that segment, while the short turn segments were analyzed with a one-half mile buffer, as riders are more willing to walk slightly further for higher frequency service. Additional jobs representing full build-out of the two new Amazon facilities in Chesapeake and Suffolk were added onto Route 45's results, as these facilities opened in 2022, and they are not yet captured in the LEHD dataset; the assumption is that a rider would have access to all those jobs.[10] The Regional Backbone routes which provide access to the highest number of jobs are, in order, Route 20, Route 2, and Route 21.

[9] As with other metrics in Table 6-6, this methodology is consistent with Virginia's MERIT (Making Efficient and Responsible Investments in Transit) program when evaluating capital projects for funding; HRT is adapting MERIT metrics where applicable for use with Hampton Roads Regional Transit Program.

[10] While service to the Amazon facilities is hourly on Route 45, it was important to capture the Amazon jobs for this analysis to show Route 45's access to employment.

Table 6-7: Employment Access to Regional Backbone Routes

Route	Employment Within 1/4 Mile (for segments that have 30-minute service)	Employment Within 1/2 Mile	Employment at Amazon	Total Employment Access to Regional Backbone Routes
Route 1	-	45,457	-	**45,457**
Route 2	-	70,434	-	**70,434**
Route 3	-	29,368	-	**29,368**
Route 8	-	32,569	-	**32,569**
Route 15	-	36,777	-	**36,777**
Route 20	-	79,938	-	**79,938**
Route 21	-	55,308	-	**55,308**
Route 36	-	27,634	-	**27,634**
Route 45	1,683	43,918	3,000	**48,601**
Route 47	1,097	15,966	-	**17,063**
Route 101	-	18,294	-	**18,294**
Route 112	4,204	30,664	-	**34,869**
Route 114	-	19,352	-	**19,352**

For Limited/Express routes (**Table 6-8**), the analysis was conducted at the stop-level rather than along the full alignment, as these routes make few stops and travel greater distances than local routes. A two-mile buffer was used to capture the average distance a commuter would be willing to travel to their workplace via other modes once disembarking from the Limited/Express route. Additional jobs representing full build-out of the two new Amazon facilities in Chesapeake and Suffolk were added onto Route 980's results, as these facilities opened in 2022, and they are not yet captured in the LEHD dataset; the assumption is that a rider would have access to all those jobs. The Limited/Express routes which provide access to the highest number of jobs are, in order, Route 961, Route 960, and Route 967.

Table 6-8: Employment Access to Limited/Express Routes

Route	Employment Within Two Miles of Stops	Employment at Amazon	Total Employment Access to Limited/Express Routes
Route 403	68,304	-	**68,304**
Route 405	44,123	-	**44,123**
Route 414	112,599	-	**112,599**
Route 415	90,134	-	**90,134**
Route 430	91,821	-	**91,821**
Route 921	81,255	-	**81,255**
Route 960	151,541	-	**151,541**
Route 961	183,274	-	**183,274**
Route 964	41,778	-	**41,778**
Route 966	67,910	-	**67,910**
Route 967	126,155	-	**126,155**

Route	Employment Within Two Miles of Stops	Employment at Amazon	Total Employment Access to Limited/Express Routes
Route 972	74,677	-	**74,677**
Route 975	36,963	-	**36,963**
Route 980	102,394	3,000	**105,394**

Residential Access to Transit

Mobility is another primary consideration for increased and improved transit service. The objective here is to provide consistent and reliable transit options to many people across the region. The measure of this factor is the number of residents with access to transit.

The Regional Backbone and Limited/Express route improvements will improve mobility options for residents across the region. Residential access to transit measures the number of people living within walking distance of the Regional Backbone routes and within two miles of the Limited/Express routes' stops. Population data for this analysis is from the American Community Survey (ACS) 2020 Five-Year estimates.

Following a similar method to the analysis for employment, for Regional Backbone routes (**Table 6-9**), population was measured within one-half mile of segments with high-frequency service in the peak periods (15-minute headways). For the routes that operate with a short turn during the peak periods (Routes 45, 47, and 112), 15-minute service is offered on the short turn and 30-minute service is offered along the rest of the route. The segments that have 30-minute service were analyzed with a one-quarter mile buffer along that segment, while the short turn segments were analyzed with a one-half mile buffer, as riders are more willing to walk slightly further for higher frequency service. Regional Backbone routes which provide access to the highest number of residents are, in order, Route 20, Route 1, and Route 3.

Table 6-9: Population Access to Regional Backbone Routes

Route	Population Within 1/4 Mile	Population Within 1/2 Mile	Total Population Access to Regional Backbone Routes
Route 1	-	67,804	**67,804**
Route 2	-	40,950	**40,950**
Route 3	-	58,677	**58,677**
Route 8	-	34,704	**34,704**
Route 15	-	39,575	**39,575**
Route 20	-	75,345	**75,345**
Route 21	-	42,361	**42,361**
Route 36	-	50,957	**50,957**
Route 45	5,051	24,975	**30,026**
Route 47	4,029	17,343	**21,373**
Route 101	-	26,918	**26,918**
Route 112	7,521	40,829	**48,350**
Route 114	-	25,720	**25,720**

For Limited/Express routes (**Table 6-10**), the analysis was conducted around the stops rather than along the full alignment as these routes make few stops and travel greater distances than local routes. A two-mile buffer was used to capture the average distance a commuter would be willing to travel from their home to board a commuter bus, usually at a park-and-ride lot. For Regional Backbone routes, total population was utilized, while for Limited/Express routes, employed population was utilized. The market for commuter trips on Limited/Express routes is a subset of the whole population (e.g., commuters who are traveling to and from work), whereas trips on the Regional Backbone network serve all kinds of destinations throughout the day and week and therefore have a much broader market. The Limited/Express routes which provide access to the highest number of employed residents are, in order, Route 961, Route 960, and Route 414.

Table 6-10: Employed Population Access to Limited/Express Routes

Route	Employed Population Within Two Miles of Limited/Express Routes
Route 403	59,736
Route 405	40,375
Route 414	97,748
Route 415	66,260
Route 430	69,197
Route 921	41,814
Route 960	111,900
Route 961	131,284
Route 964	22,090
Route 966	54,655
Route 967	81,623
Route 972	75,687
Route 975	16,211
Route 980	63,618

Access to High-Frequency Transit

With **Mobility** as a primary consideration with the objective of providing consistent and reliable transit options across the region, another important metric is the combined number of jobs and residents with access to high-frequency services. High-frequency service is defined as service having 15-minute headways in the peak period. This was another area targeted for improved regional transit service as part of HRT's *Transit Transformation Project* and within the Transit Strategic Plan.

The high-frequency service offered by the Regional Backbone routes will provide consistent and reliable transit options across the region and improve mobility. Access to high-frequency transit was determined based on the residents and jobs within a half-mile of Regional Backbone routes as described in the **Employment Access to Transit** section and the **Residential Access to Transit** section. The results of this analysis are shown in **Table 6-11**. The routes with the highest combined population and employment access to high-frequency transit are Route 20, Route 1, and Route 2; all three serve over 100,000 people and jobs. Route 20 serves both a larger population than the other Regional Backbone routes with high-frequency service and the greatest number of jobs with high-frequency service.

Table 6-11: Regional Backbone Routes - Population and Employment Access to High-Frequency Transit Within a Half-Mile

Route	Population	Employment	Combined Population & Employment
Route 1	67,804	45,457	**113,261**
Route 2	40,950	70,434	**111,385**
Route 3	58,677	29,368	**88,044**
Route 8	34,704	32,569	**67,273**
Route 15	39,575	36,777	**76,352**
Route 20	75,345	79,938	**155,283**
Route 21	42,361	55,308	**97,669**
Route 36	50,957	27,634	**78,591**
Route 45	24,975	43,918	**68,893**
Route 47	17,343	15,966	**33,310**
Route 101	26,918	18,294	**45,213**
Route 112	40,829	30,664	**71,493**
Route 114	25,720	19,352	**45,072**

Note: Numbers may not add due to rounding.

Multi-Modal Transit Connections

Access to multi-modal transit options is another primary consideration for the implementation of improved and increased transit services. Implementing the high-frequency network will not only increase levels of service but will enhance connections throughout the entire HRT system. The increased frequency plus the standardization of spans across the region will result in more consistent and reliable transfer opportunities for all.

Table 6-12 shows the transit connections each Regional Backbone route provides. The results are broken down into different types of HRT service classifications, as well as other non-HRT services. Route 20, Route 101, and Route 112 have the highest number of connections to all types of HRT routes. Routes 2, 8, 15, 20, and 45 connect to The Tide light rail system. Routes 45, 47, and 112 connect to neighboring transit systems.

Table 6-12: Multi-Modal Transit Connections

Route	Number of Connections to Limited/Express Routes	Number of Connections to Other Regional Backbone Routes	Number of Connections to Local Priority and Coverage Routes	Total Number of Connections to Other HRT Routes	Connection to Light Rail	Connection to Other Systems
Route 1	3	6	10	19	-	-
Route 2	3	6	8	17	Yes	-
Route 3	3	7	8	18	-	-
Route 8	3	7	8	18	Yes	-
Route 15	3	4	9	16	Yes	-
Route 20	3	7	15	25	Yes	-
Route 21	3	5	3	11	-	-
Route 36	3	1	7	11	-	-
Route 45	5	6	10	21	Yes	Suffolk

Route	Number of Connections to Limited/Express Routes	Number of Connections to Other Regional Backbone Routes	Number of Connections to Local Priority and Coverage Routes	Total Number of Connections to Other HRT Routes	Connection to Light Rail	Connection to Other Systems
Route 47	2	1	3	6	-	Suffolk
Route 101	13	2	8	23	-	-
Route 112	13	2	10	25	-	WATA
Route 114	11	2	9	22	-	-

Average Wait for Transit

Time is a valuable commodity for Hampton Roads commuters. The stated objective for the **Quality of Life** factor is to improve transit travel time and average wait times for transit, and to provide increased access to transit for disadvantaged populations (low-income, minority, or limited English proficiency). Average wait for transit is a useful metric for this factor.

Reducing wait time on the Regional Backbone routes will improve quality of life for HRT riders by limiting time spent at outdoor bus stops, enabling faster transfers, shortening end-to-end trip time, and allowing riders to make trips without relying on schedules. The average wait time for transit is measured as half the time in between bus arrivals, or half the headway, for each route. **Table 6-13** shows the current and planned average wait time for the peak, midday, and evening weekday periods. For routes with short turn service where effective headways are shorter, the average wait time for the short turn segment is shown. Under the planned service in the Program, many routes would have wait times cut in half, with all Regional Backbone average wait times at 7.5 minutes during peak periods, either 7.5 or 15 minutes during the midday, and 15 minutes during the evening.

Table 6-13: Regional Backbone Average Wait Time

Route	Weekday Peak		Weekday Midday		Weekday Evening	
	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)	Current average wait (mins)	New average wait (mins)
Route 1	7.5	7.5	15.0	7.5	15.0	15.0
Route 2	15.0	7.5	15.0	7.5	15.0	15.0
Route 3	15.0	7.5	15.0	7.5	30.0	15.0
Route 8	15.0	7.5	15.0	7.5	15.0	15.0
Route 15	7.5	7.5	15.0	7.5	15.0	15.0
Route 20	7.5	7.5	15.0	7.5	15.0	15.0
Route 21	15.0	7.5	15.0	7.5	15.0	15.0
Route 36	15.0	7.5	30.0	15.0	30.0	15.0
Route 45	7.5	7.5	15.0	15.0	15.0	15.0
Route 47	7.5	7.5	15.0	15.0	15.0	15.0
Route 101	17.5	7.5	17.5	15.0	30.0	15.0
Route 112	7.5	7.5	15.0	7.5	15.0	15.0
Route 114	15.0	7.5	15.0	7.5	30.0	15.0

HRT will carefully track performance and build upon this baseline assessment of program factors, objectives, and metrics used for the Hampton Roads Regional Transit Program as it is implemented.

Route Profiles

The route profiles which follow contain:

- 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**.
  - 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, origins and destinations, and jurisdictions served, comparing existing service to the planned service. It also compares level of service—span and headway—between the existing service and the service targets[11] 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 a.m.
    - **AM Peak** - 6:00 a.m. to 9:00 a.m.
    - **Midday** - 9:00 a.m. to 3:00 p.m.

[11] 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.

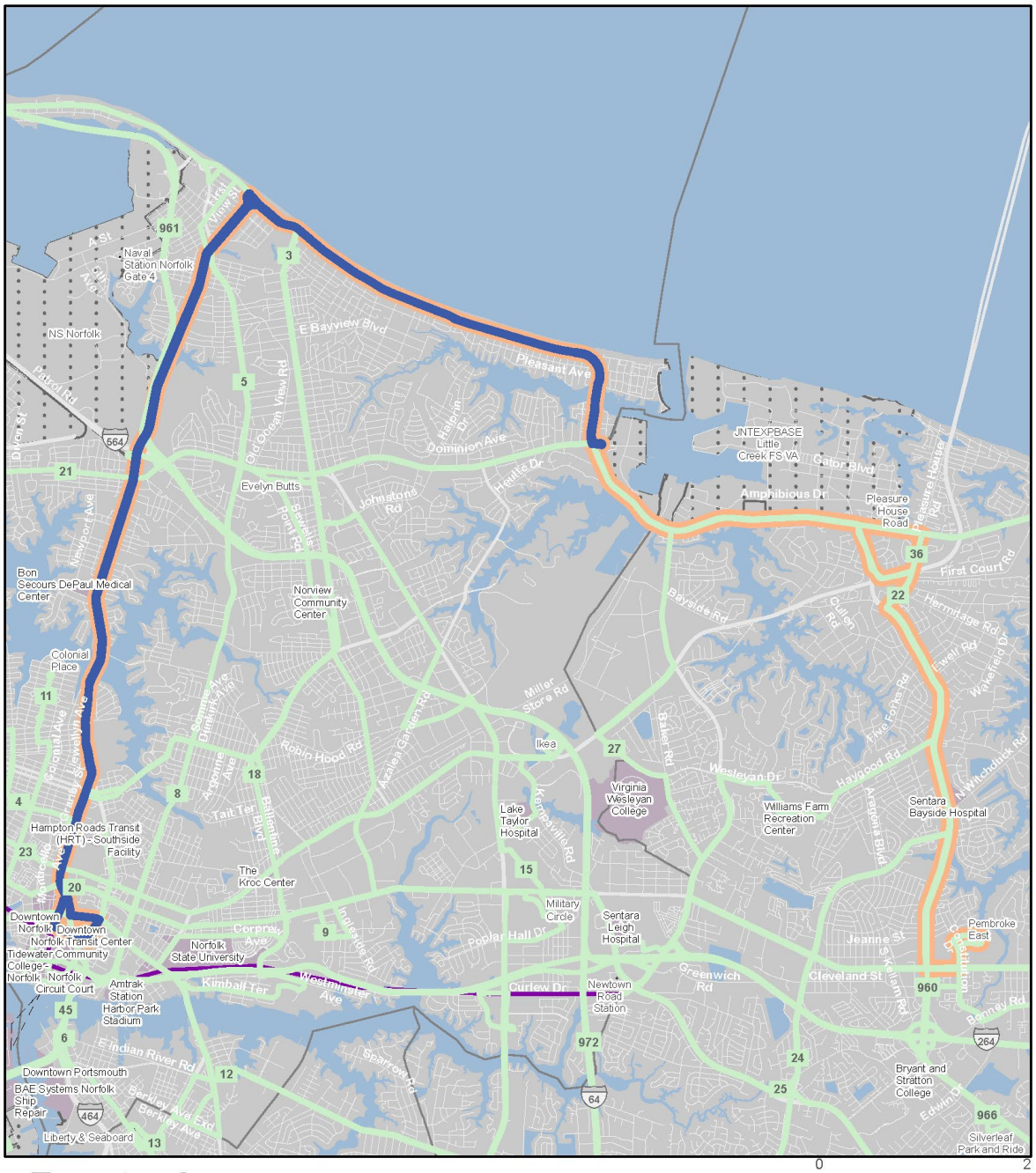
- **PM Peak** - 3:00 p.m. to 6:00 p.m.
- **Evening** - 6:00 p.m. to 11:00 p.m.
- **Late Night** - After 11:00 p.m.

- On weekends the periods shown are approximately associated with the following times:
  - **Base** - 8:00 a.m. – 6:00 p.m.
  - **Non-Base** - 6:00 a.m. – 8:00 a.m. and 6:00 p.m. – 9:00 p.m.
  - **Early/Late** - before 6:00 a.m. and after 9:00 p.m.
- Existing level of service in the table represents the level of service funded by the six HRT member cities that would be in place if not for HRT's operator shortfall.

- A table showing the phased implementation across the ten-year period of route alignment changes, span of service changes, and frequency of service changes.[12]
- 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.

[12] Service changes scheduled for May 2024 (FY 2024) are displayed in the FY 2025 Fall Service board row of the table. The implementation schedule included in these route profiles reflects the plan developed for the FY 2025-FY 2035 Transit Strategic Plan. Actual implementation of service as part of the 757 Express network may not match the schedule laid out in the implementation table.

Route 1


961
Naval Station Norfolk Gate 4
NS Norfolk
E Bayview Blvd
Pleasant Ave
Dominion Ave
Helen Dr
Old Ocean View Rd
Patrol Rd
Diven St
564
21
Evelyn Butts
Johnston's Rd
Stewart's Point Rd
Newport Ave
Bon Secours DePaul Medical Center
Norview Community Center
Colonial Place
Colonial Ave
Granby St
Robin Hood Rd
Azalea Garden Rd
Miller Store Rd
Ikea
Virginia Wesleyan College
Lake Taylor Hospital
Kempsville Rd
Wesleyan Dr
Williams Farm Recreation Center
Haygood Rd
Sentara Bayside Hospital
Hermitage Rd
First Court Rd
Baylake Rd
Gulden Rd
Five Forks Rd
Ewell Rd
Wakefield Dr
N Witchduck Rd
Pleasure House Rd
Pleasure House Road
JNTEXPBASE Little Creek FS VA
Gator Blvd
Amphibious Dr
Hampton Roads Transit (HRT) - Southside Facility
Tait Ter
Ballentine Blvd
Arapaho Ave
The Kroc Center
Downtown Norfolk
Downtown Norfolk Transit Center
Tidewater Community College Norfolk
Norfolk State University
Corprew Ave
Kimball Ter
Westminster Ave
Amtrak Station
Harbor Park Stadium
Norfolk Circuit Court
Indian River Rd
Downtown Portsmouth
BAE Systems Norfolk Ship Repair
464
Liberty & Seaboard
Berkley Ave Exd
Berkley Ave
Military Circle
Sentara Leigh Hospital
Poplar Hall Dr
Curlew Dr
Newtown Road Station
Greenwich Rd
Cleveland St
Jeanne St
S Military Hwy
Pembroke East
Bonney Rd
960
264
966
Silverleaf Park and Ride
Bryant and Stratton College
Edwin Dr
Sparrow Rd
64
972
24
25
12
13
Route 1
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
2
Miles
N

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 Beach	Norfolk

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		4:36 a.m. - 1:32 a.m.	4:40 a.m. - 1:30 a.m.
Saturday		4:40 a.m. - 1:31 a.m.	4:40 a.m. - 1:30 a.m.
Sunday		5:37 a.m. - 1:30 a.m.	4:40 a.m. - 1:30 a.m.
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

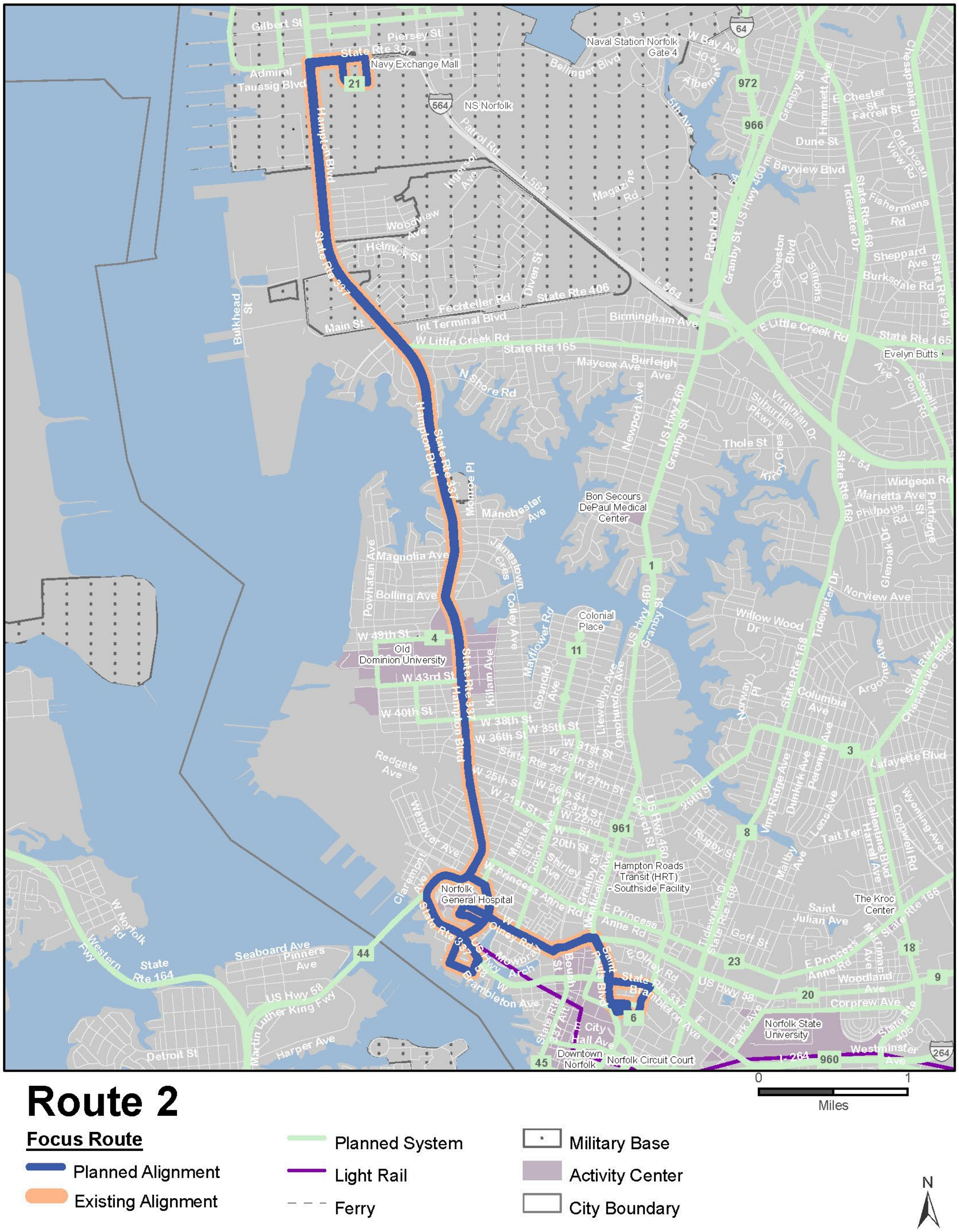
- Route 1 will operate along its current alignment between the Downtown Norfolk Transit Center (DNTC) and JEB. The realigned Route 27 will provide coverage between JEB and Newtown Road Station; the realigned Route 36 will provide coverage between Pleasure House and Pembroke (with extended service to TCC Virginia Beach); and the existing Route 22 will provide coverage between JEB and Pleasure House, with some coverage on Independence Blvd.
- 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. On weekdays Route 1 will operate with 15-minute service during the AM peak, midday, 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 p.m. on weekdays.
- On Saturdays, 15-minute service will be provided from 8:00 a.m. to 6:00 p.m. Sunday span of service and headways will be improved to match the increase of service on Saturdays.

TD SD

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. This corridor has a high concentration of areas with opportunities for improvement of service.
- The service levels for Route 1 meet the service standards defined for Regional Backbone routes.

Route 2



HAMPTON ROADS TRANSIT

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 a.m. - 11:42 p.m.	4:51 a.m. - 1:00 a.m.
Saturday		5:11 a.m. - 1:09 a.m.	5:11 a.m. - 1:00 a.m.
Sunday		5:28 a.m. - 12:20 a.m.	5:11 a.m. - 1:00 a.m.
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

NOTE
Existing Friday service ends later.

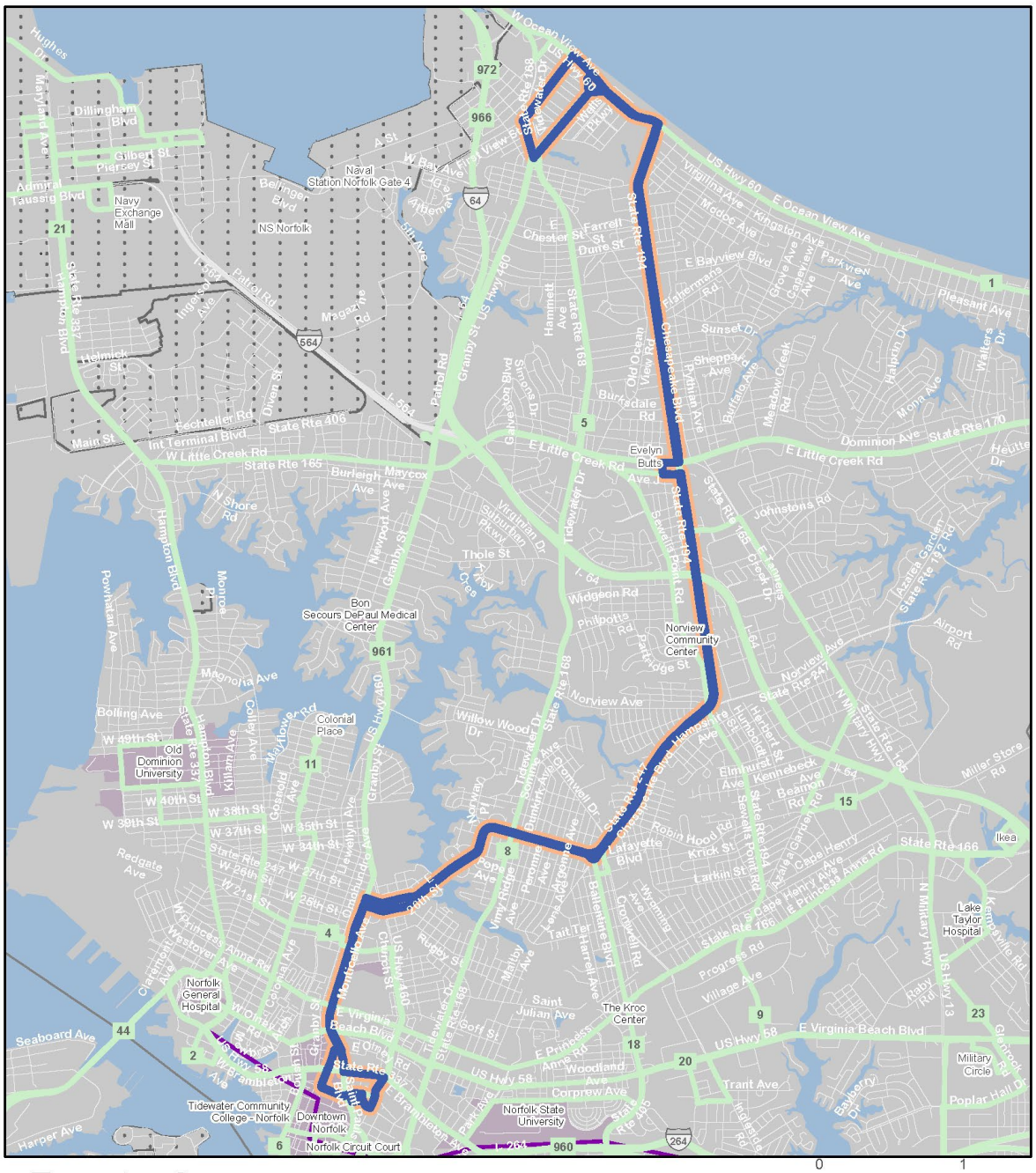
Service Changes

- No changes from existing service alignment.
- The weekday span will be improved to end at 1:00 a.m. Weekday headways will be improved to 15 minutes during the peak periods and midday period and to 30 minutes during the evening period.
- Weekend service will be provided between 5:11 a.m. and 1:00 a.m. on both weekend days 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 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 3


Route 3
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
1
Miles
N

Route 3

SERVICE CLASSIFICATION
Regional Backbone

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Downtown Norfolk / Ocean View Avenue and Granby Street	Downtown Norfolk / Ocean View Avenue and Granby Street
Jurisdictions	Norfolk	Norfolk

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		4:51 a.m. - 1:27 a.m.	4:51 a.m. - 1:27 a.m.
Saturday		5:21 a.m. - 1:27 a.m.	5:21 a.m. - 1:34 a.m.
Sunday		5:59 a.m. - 12:31 p.m.	5:21 a.m. - 1:34 a.m.
HEADWAY			
		Existing	**Planned**
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	49	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

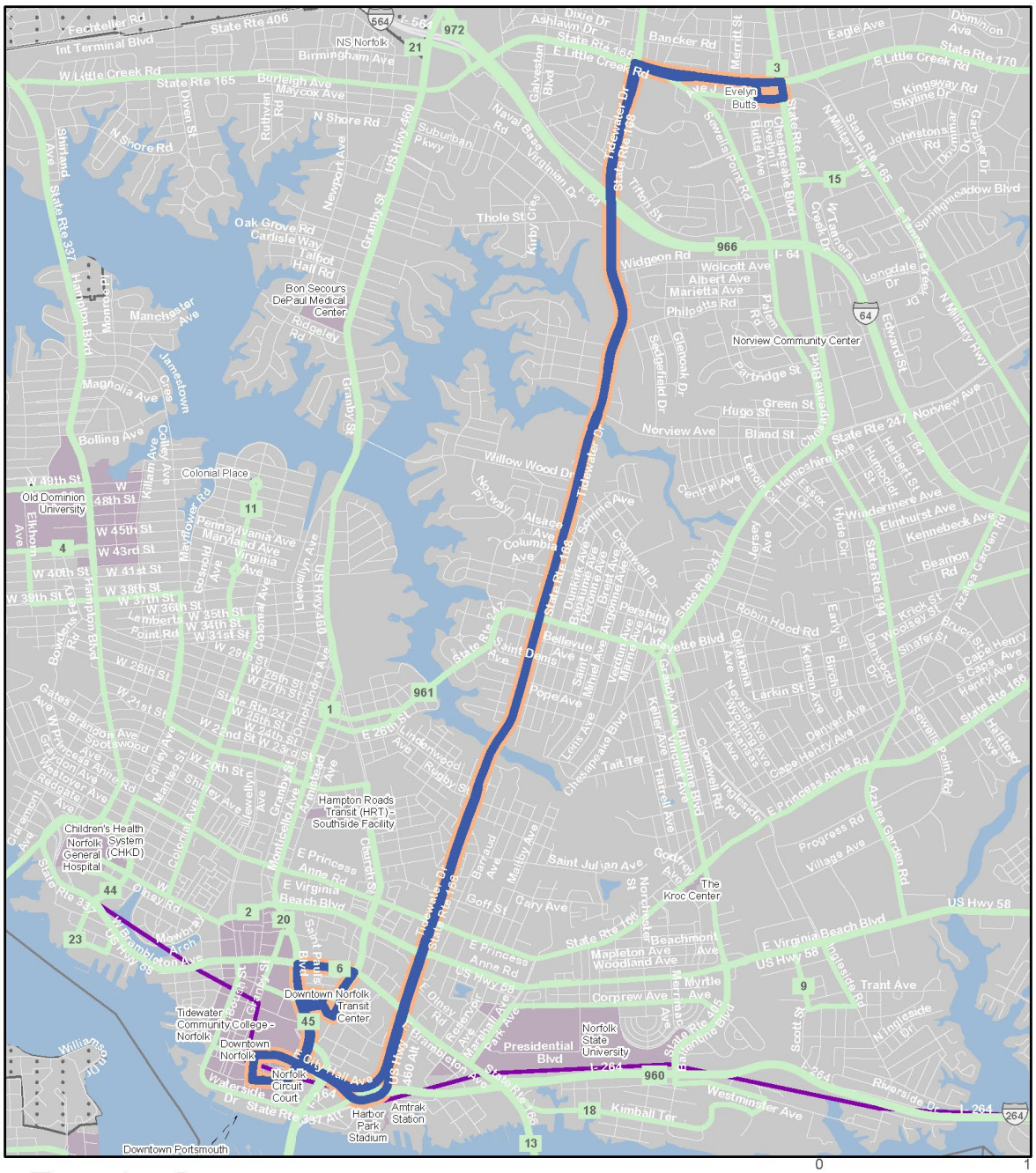
- No changes to existing service alignment (Route 3 was realigned in November 2023).
- Weekday headways will be improved to 15 minutes during the peak and midday periods and to 30 minutes during the evening period.
- Weekend service will be provided between 5:21 a.m. and 1:34 a.m. on Saturdays and Sundays and will be offered at 30-minute intervals through much of the service day.

EB

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.
- The service levels for Route 3 meet the service standards defined for Regional Backbone routes.

Route 8


Route 8
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
1
Miles
N
Hampton Roads Transit (HRT) - Southside Facility
Downtown Norfolk Transit Center
Tidewater Community College - Norfolk
Downtown Norfolk
Norfolk Circuit Court
Harbor Park Stadium
Amtrak Station
Downtown Portsmouth
Children's Health Norfolk General Hospital System (CHKD)
Old Dominion University
Bon Secours DePaul Medical Center
Norview Community Center
The Kroc Center
Norfolk State University
Presidential Blvd
Colonial Place
NS Norfolk
Evelyn Butts

Route 8

SERVICE CLASSIFICATION
Regional Backbone

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue
Jurisdictions	Norfolk	Norfolk

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:18 a.m. - 12:14 a.m.	5:00 a.m. - 1:00 a.m.
Saturday		5:42 a.m. - 12:44 a.m.	5:40 a.m. - 12:00 a.m.
Sunday		6:40 a.m. - 8:57 p.m.	5:40 a.m. - 12:00 a.m.
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

NOTE
Existing Friday service ends later.

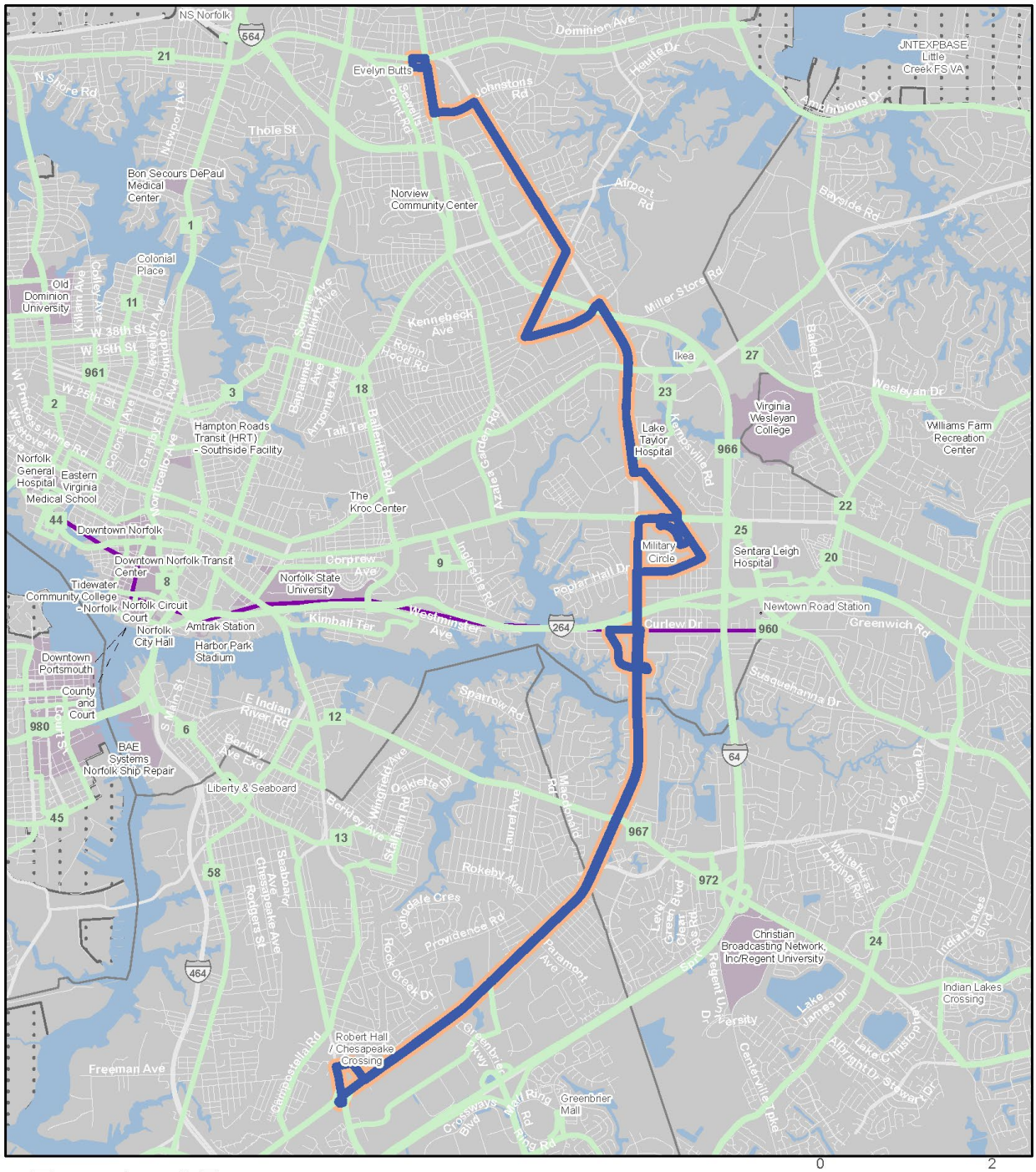
Service Changes

- No changes from existing service alignment.
- As a Regional Backbone route, on weekdays Route 8 will provide service between 5:00 a.m. and 1:00 a.m. 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.
- Route 8 will operate on weekends from 5:40 a.m. to 12:00 a.m. On weekends, half hour service will be offered through much of the day.

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 and extending the route to cover more connections should help increase service utilization.
- The service levels for Route 8 meet the service standards defined for Regional Backbone routes.

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 a.m. - 1:18 a.m.	5:00 a.m. - 1:15 a.m.
Saturday		5:18 a.m. - 12:48 a.m.	5:18 a.m. - 12:00 a.m.
Sunday		6:46 a.m. - 12:42 a.m.	5:18 a.m. - 12:00 a.m.
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 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.

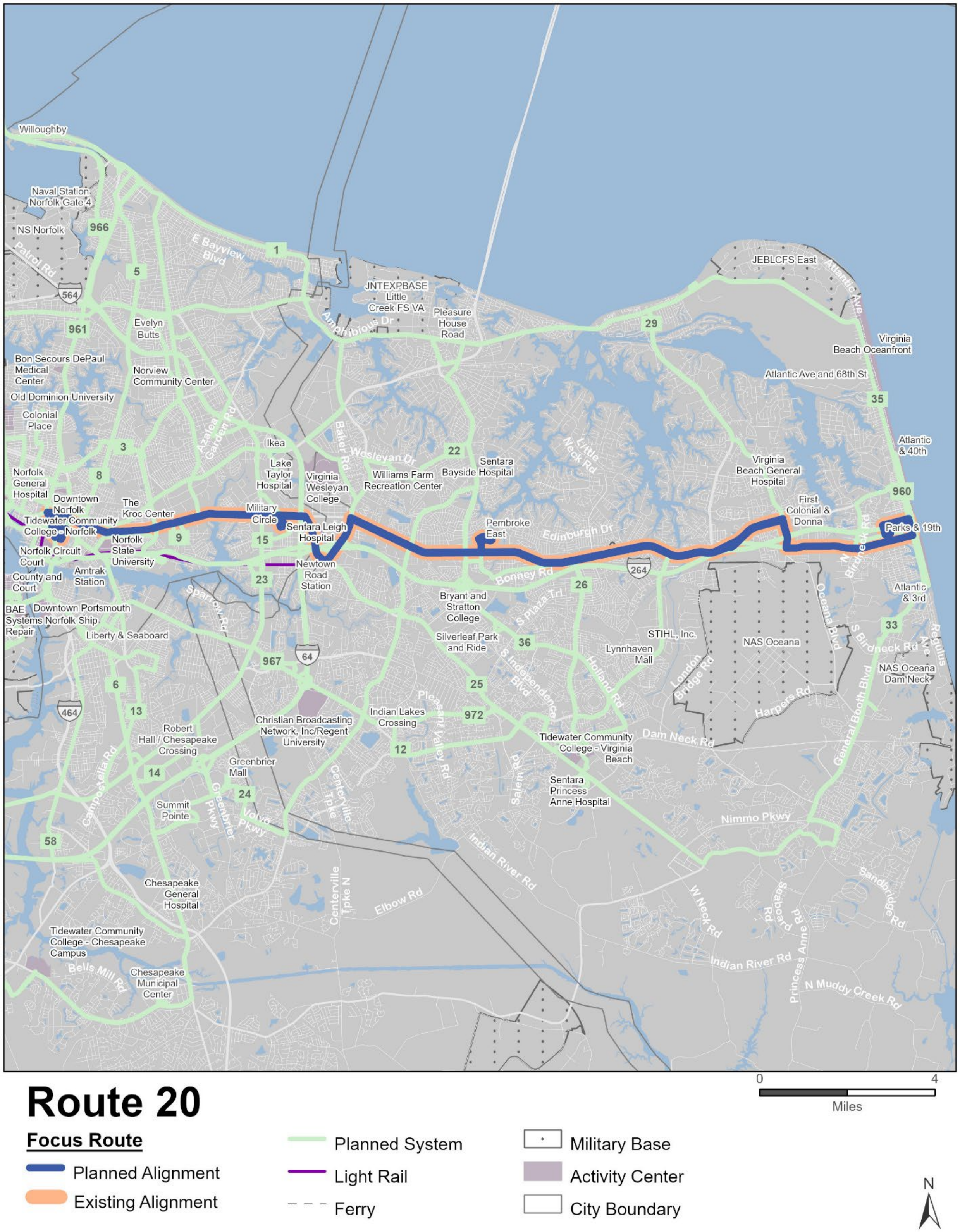
Service Changes

- No changes from existing service alignment.
- During most service periods, short turn service will be eliminated on Route 15 so that the target headways can be provided across the whole length of the route. There will be a short turn in effect during the weekday midday period to provide new 15-minute midday service within the city of Norfolk between Evelyn T. Butts and the Military Highway light rail station.
- Sunday service will begin earlier, at 5:18 a.m., to match Saturday service. On the weekends half hour headways will be offered from 6:00 a.m. to 9:00 p.m. both days along the full length of the route.

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 improvements will enhance frequent connections between Norfolk and Chesapeake and increase the attractiveness of this service.
- The service levels for Route 15 meet the service standards defined for Regional Backbone routes.

Route 20


Willoughby
Naval Station Norfolk Gate 4
NS Norfolk
966
Patrol Rd
564
5
E Bayview Blvd
1
JNTEXPBASE Little Creek FS VA
Pleasure House Road
Amphibious Dr
JEBLCFS East
Atlantic Ave
29
Virginia Beach Oceanfront
Atlantic Ave and 68th St
35
961
Evelyn Butts
Bon Secours DePaul Medical Center
Norview Community Center
Old Dominion University
Colonial Place
Azalea Garden Rd
3
Ikea
Baker Rd
Wesleyan Dr
22
Sentara Bayside Hospital
Little Neck Rd
Atlantic & 40th
Virginia Beach General Hospital
960
Norfolk General Hospital
8
Downtown Norfolk
The Kroc Center
Lake Taylor Hospital
Virginia Wesleyan College
Williams Farm Recreation Center
First Colonial & Donna
Tidewater Community College - Norfolk
Military Circle
Sentara Leigh Hospital
Pembroke East
Edinburgh Dr
Parks & 19th
Norfolk Circuit Court
9
15
Norfolk State University
Newtown Road Station
Birdneck Rd
County and Court
Amtrak Station
23
Bonney Rd
264
26
Atlantic & 3rd
BAE Systems Norfolk Ship Repair
Downtown Portsmouth
Sparrow Rd
Bryant and Stratton College
S Plaza Trl
Oceana Blvd
Liberty & Seaboard
Silverleaf Park and Ride
36
STIHL, Inc.
NAS Oceana
33
S Birdneck Rd
Regulus Ave
967
64
Lynnhaven Mall
London Bridge Rd
NAS Oceana Dam Neck
6
S Independence Blvd
Holland Rd
25
General Booth Blvd
464
13
Robert Hall / Chesapeake Crossing
Christian Broadcasting Network, Inc/Regent University
Indian Lakes Crossing
972
Tidewater Community College - Virginia Beach
Dam Neck Rd
Harpers Rd
12
Greenbrier Mall
14
Campostella Rd
Pleasant Valley Rd
Salem Rd
Sentara Princess Anne Hospital
Centerville Tpke
24
Summit Pointe
Greenbrier Pkwy
Volvo Pkwy
Nimmo Pkwy
58
Indian River Rd
Chesapeake General Hospital
Centerville Tpke N
Elbow Rd
W Neck Rd
Seaboard Rd
Sandbridge Rd
Tidewater Community College - Chesapeake Campus
Princess Anne Rd
Indian River Rd
Bells Mill Rd
Chesapeake Municipal Center
N Muddy Creek Rd
0
4
Miles
Route 20
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

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 a.m. - 1:15 a.m.	4:52 a.m. - 1:15 a.m.
Saturday		5:22 a.m. - 1:14 a.m.	5:00 a.m. - 1:14 a.m.
Sunday		6:23 a.m. - 1:13 a.m.	5:00 a.m. - 1:14 a.m.
HEADWAY			
		Existing	**Planned**
Weekday	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	46	30 until 7:00 p.m., 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.

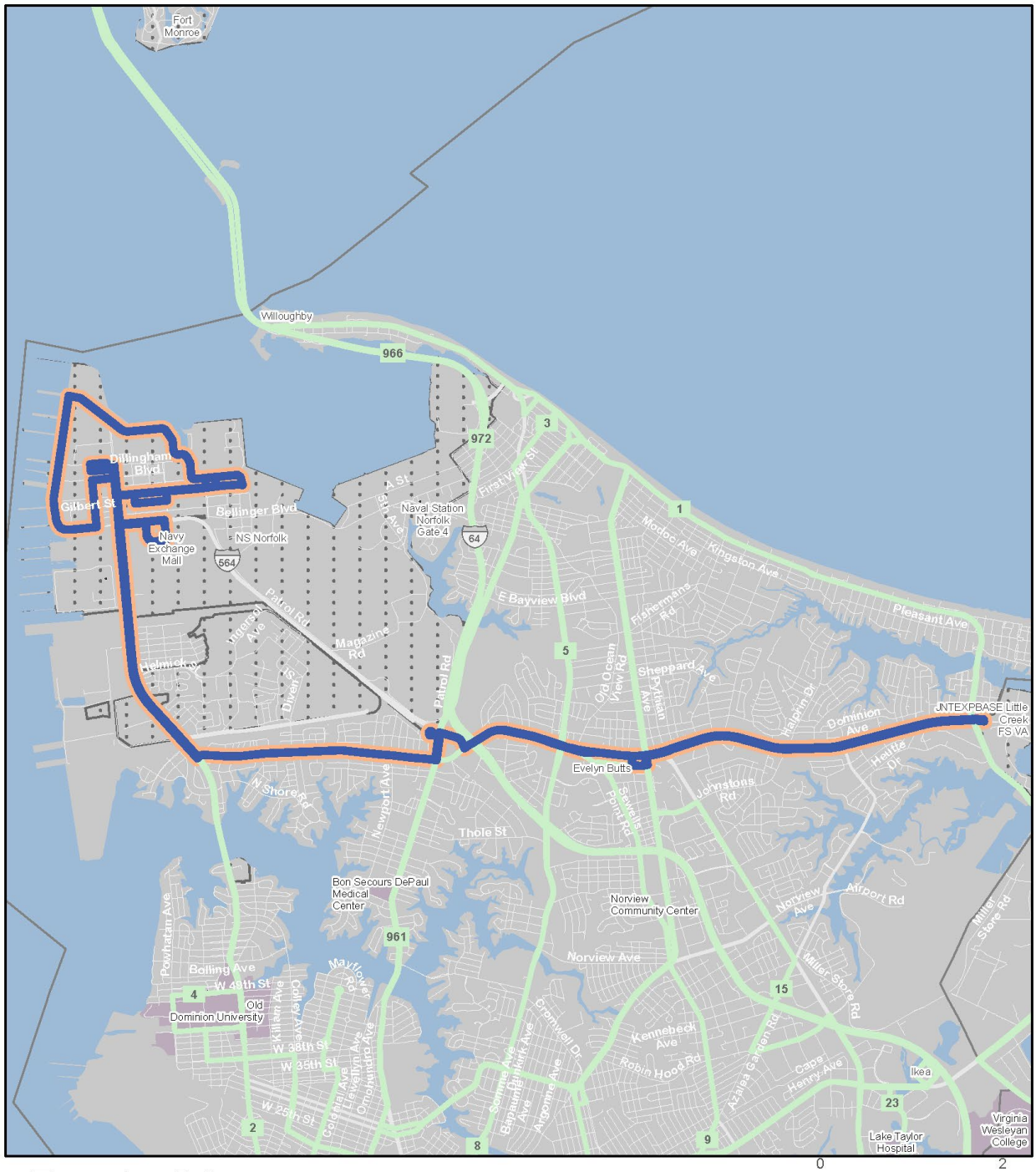
Service Changes

- No changes from existing service alignment.
- The current weekday span will be maintained, operating between 4:52 a.m. and 1:15 a.m. As of November 2023, service is provided every 15 minutes during the AM peak, midday, and PM peak periods across the whole length of the route. Service will be offered every half hour during the evening period until 7:00 p.m., with hourly service for the rest of the night.
- Saturday service will be offered between 5:00 a.m. and 1:14 a.m. with 15-minute service being offered from 8:00 a.m. to 6:00 p.m. Sunday service will be increased to match Saturday levels of service for both span and frequency.

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 21



Route 21

Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary

N

Route 21

SERVICE CLASSIFICATION
Regional Backbone

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Navy Exchange Mall / Joint Expeditionary Base Little Creek	Naval Station Norfolk / Navy Exchange Mall / Joint Expeditionary Base Little Creek
Jurisdictions	Norfolk	Norfolk

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:11 a.m. - 1:17 a.m.	5:00 a.m. - 1:00 a.m.
Saturday		5:12 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.
Sunday		6:43 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.
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

- Route 21 will operate its main alignment along its current alignment between Navy Exchange Mall and Joint Expeditionary Base (JEB) Little Creek.
- Weekday and weekend service will be offered between 5:00 a.m. and 1:00 a.m. on the main alignment.
- On weekdays on the main alignment, 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.
- On weekends there will be half hour service through much of the day on the main alignment.
- Two new patterns of Route 21 operate as a circulator inside Naval Station Norfolk. The Gold Route circulates on Hammond Avenue, Admiral Taussig Boulevard, Maryland Avenue, Gilbert Street, Morris Street, Bainbridge Avenue, Dillingham Boulevard, and Mall Drive. The Gold Route operates on weekdays between 6:00 a.m. and 6:00 p.m. and weekends between 9:00 a.m. and 6:00 p.m. with 30-minute headways. The Blue Route circulates on Gilbert Street, Tow Way Drive, Moffett Avenue, Massey Hughes Drive, Decatur Drive, Powhatan Street, and Maryland Avenue. The Blue Route operates on weekdays between 6:00 a.m. and 6:00 p.m. with 15-minute headways.

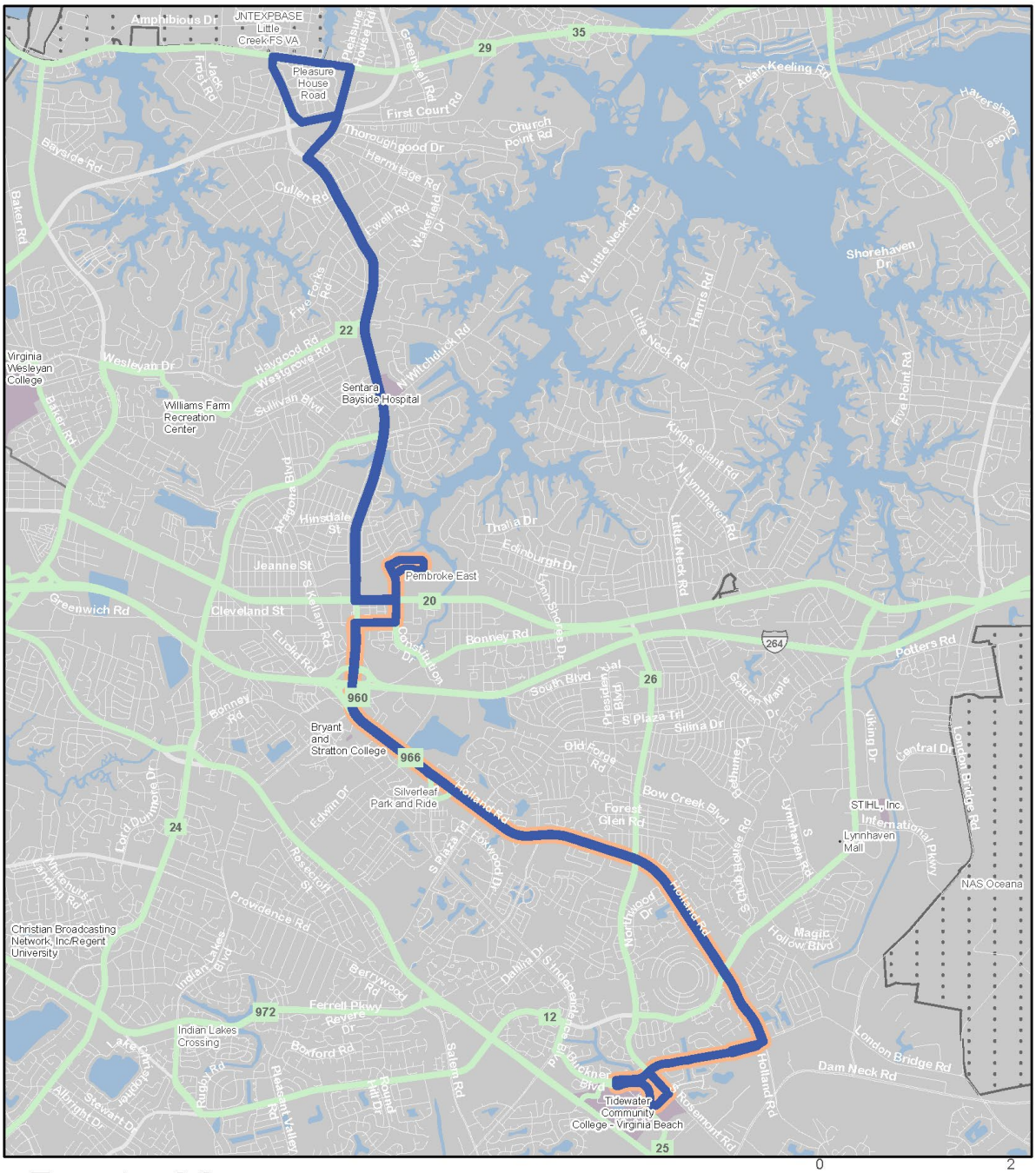
Route 21

TD SD

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.
- Route 21 provides important crosstown connections. Shortening peak period headways on Route 21 addresses a peak coverage demand gap between JEB Little Creek and Navy Exchange Mall.
- Naval Station Norfolk (NSN) employs over 60,000 military personnel, contractors, and civilians and is the top employer in the Hampton Roads region. Automobile access to NSN depends on highly congested routes such as I-64 and I-564. The circulator service can improve regional accessibility, congestion, and air quality. The service will provide last-mile accessibility for employees who wish to arrive at the base on foot, bicycle, scooter, or transit, or by parking in the Exchange area outside the gate. This improvement in accessibility via the circulator could reduce congestion at security gates, which in turn could reduce traffic and congestion on local streets and the region's highways. This last-mile connection would reduce dependency on automobile travel within the base while also helping to limit parking turnover, which in turn has equity benefits by making NSN jobs more accessible to the region's residents who lack access to automobiles.
- The service levels for Route 21 meet the service standards defined for Regional Backbone routes.

Route 36


Amphibious Dr
JNTEXPBASE Little Creek-FS,VA
Pleasure House Road
Greenleaf Rd
29
35
Jacks Fresh Rd
First Court Rd
Church Point Rd
Adam Keeling Rd
Haversham Close
Bayside Rd
Thoroughgood Dr
Hermitage Rd
Baker Rd
Cullen Rd
Ewell Rd
Wakefield Dr
W Little Neck Rd
Shorehaven Dr
Five Forks Rd
22
Little Neck Rd
Harris Rd
Five Points Rd
Virginia Wesleyan College
Wesleyan Dr
Haygood Rd
Westgrove Rd
N Witchduck Rd
Sentara Bayside Hospital
Williams Farm Recreation Center
Sullivan Blvd
Kings Grant Rd
N Lynnhaven Rd
Virginia Beach Blvd
Hinsdale St
Thalia Dr
Edinburgh Dr
Jeanne St
Pembroke East
Greenwich Rd
Cleveland St
20
Lynn Shores Dr
Little Neck Rd
Eudora Rd
Constitution Dr
Bonney Rd
264
Potters Rd
South Blvd
26
President Jaz Blvd
Golden Maple Dr
960
Bryant and Stratton College
S Plaza Trl
Silina Dr
Old Forge Rd
Viking Dr
Central Dr
London Bridge Rd
966
Silverleaf Park and Ride
Holland Rd
Bow Creek Blvd
Forest Glen Rd
Edwin Dr
Lord Dunmore Dr
24
Rosecroft St
Foxwood Dr
Lynnhaven Rd
STIHL, Inc
International Pkwy
Lynnhaven Mall
NAS Oceana
Whitehurst Landing Rd
Providence Rd
Northwood Dr
Magic Hollow Blvd
Christian Broadcasting Network, Inc/Regent University
Indian Lakes Blvd
Berrywood Rd
Dahlia Dr
S Independence Blvd
Ferrell Pkwy
Revere Dr
972
12
Indian Lakes Crossing
Boxford Rd
Salem Rd
Pleasant Valley Rd
Round Hill Dr
Rudee Rd
Lake Christine
Albright Dr
Stewart Dr
Tidewater Community College - Virginia Beach
Rosemont Rd
Dam Neck Rd
25
0
2
Miles
Route 36
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

Route 36

SERVICE CLASSIFICATION
Regional Backbone

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Pembroke East / TCC Virginia Beach	Shore Drive / Pleasure House Road / Pembroke East / TCC Virginia Beach
Jurisdictions	Virginia Beach	Virginia Beach

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:48 a.m. - 10:41 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:10 a.m. - 10:43 p.m.	5:00 a.m. - 12:00 a.m.
Sunday		-	5:00 a.m. - 12:00 a.m.
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	30 minutes before 6:00 a.m.; 60 minutes after 9:00 p.m.
Sunday	Base	-	30
	Non-Base	-	30
	Early / Late	-	60

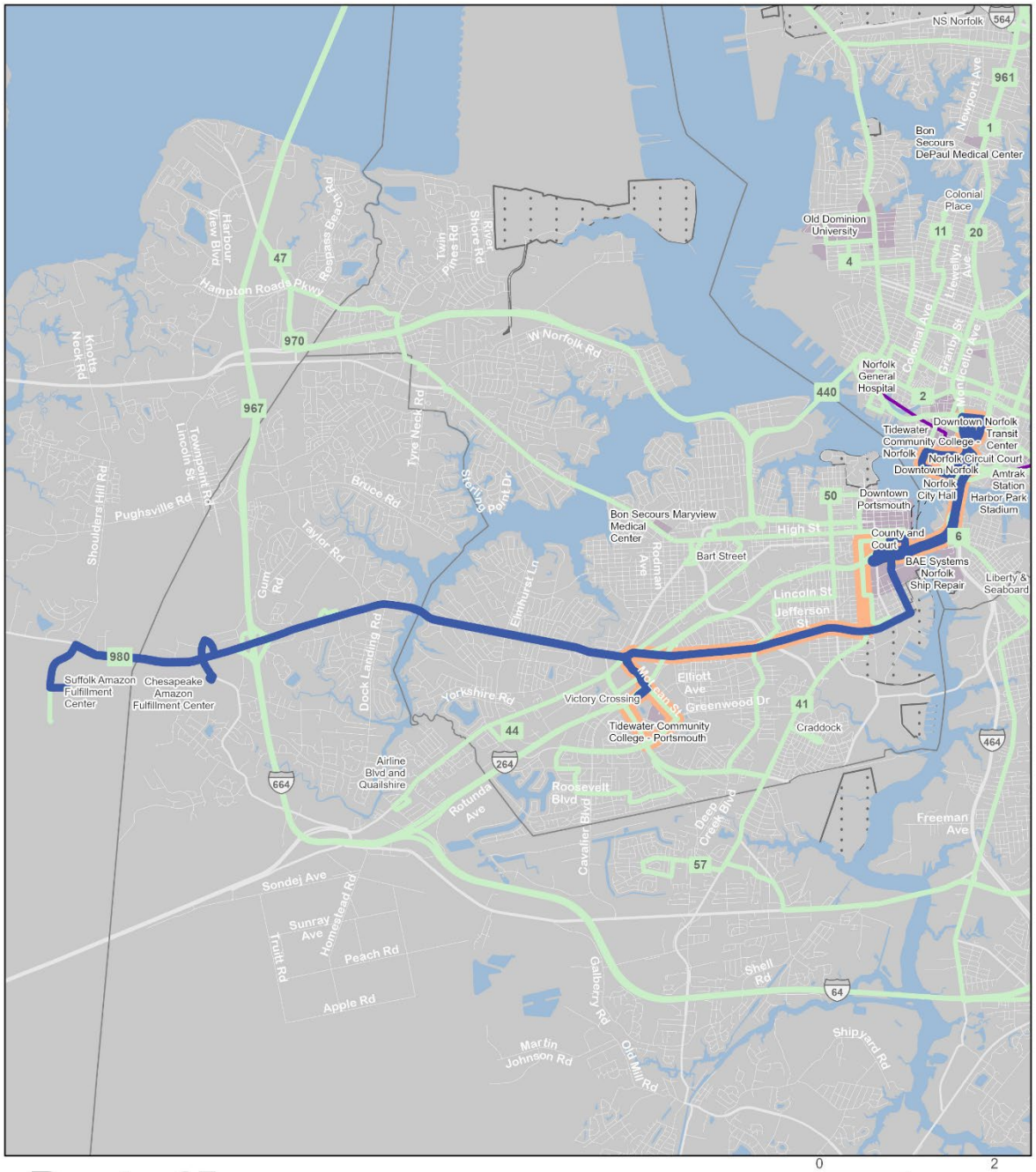
Service Changes

- Route 36 will be extended to Shore Drive and Pleasure House Road 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 p.m. to 12:00 a.m. Weekday span of service will be extended to operate between 5:00 a.m. and 1:00 a.m.
- Sunday service will be introduced. On weekends, the span of service for both weekend days will be from 5:00 a.m. 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 provide a north-south connection between Virginia Beach Avenue and Pleasure House Road. 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 45


NS Norfolk
564
961
Newport Ave
Bon Secours DePaul Medical Center
1
Colonial Place
Old Dominion University
11
20
4
Llewellyn Ave
Granby St
Monticello Ave
Colonial Ave
Harbour View Blvd
47
Repass Beach Rd
Twin Pines Rd
River Shore Rd
Hampton Roads Pkwy
970
W Norfolk Rd
Knotts Neck Rd
967
Tyre Neck Rd
Sterling Point Dr
Lincoln St
Townpoint Rd
Shoulders Hill Rd
Pughsville Rd
Bruce Rd
Taylor Rd
Gum Rd
Norfolk General Hospital
440
2
Downtown Norfolk Transit Center
Tidewater Community College - Norfolk
Norfolk Circuit Court
Downtown Norfolk
Amtrak Station
Norfolk City Hall
Harbor Park Stadium
50
Downtown Portsmouth
Bon Secours Maryview Medical Center
High St
County and Court
6
Bart Street
Rodman Ave
Elmhurst Ln
BAE Systems Norfolk Ship Repair
Liberty & Seaboard
Lincoln St
Jefferson St
980
Suffolk Amazon Fulfillment Center
Chesapeake Amazon Fulfillment Center
Dock Landing Rd
Yorkshire Rd
Victory Crossing
Elliott Ave
Greenwood Dr
41
Craddock
Tidewater Community College - Portsmouth
44
264
464
664
Airline Blvd and Quailshire
Rotunda Ave
Roosevelt Blvd
Cavalier Blvd
Deer Creek Blvd
Freeman Ave
57
Sondej Ave
Sunray Ave
Homestead Rd
Truitt Rd
Peach Rd
Apple Rd
Gaberry Rd
Shell Rd
64
Martin Johnson Rd
Old Mill Rd
Shipyard Rd
Route 45
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
2
Miles
N

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 / Victory Crossing / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth	Suffolk, Chesapeake, Norfolk, Portsmouth

Level of Service			
Span			
		Existing	**Planned**
Weekday		4:39 a.m. - 11:54 p.m.	4:39 a.m. - 1:00 a.m.
Saturday		5:10 a.m. - 12:51 a.m.	5:10 a.m. - 12:51 a.m.
Sunday		6:06 a.m. - 10:51 p.m.	5:10 a.m. - 12:51 a.m.
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
Saturda	Base	30	30 / 60
	Non-Base	30	30 / 60
	Early / Late	60	60
Sunday	Base	60	30 / 60
	Non-Base	60	30 / 60
	Early / Late	60	60

Note
This route's 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.

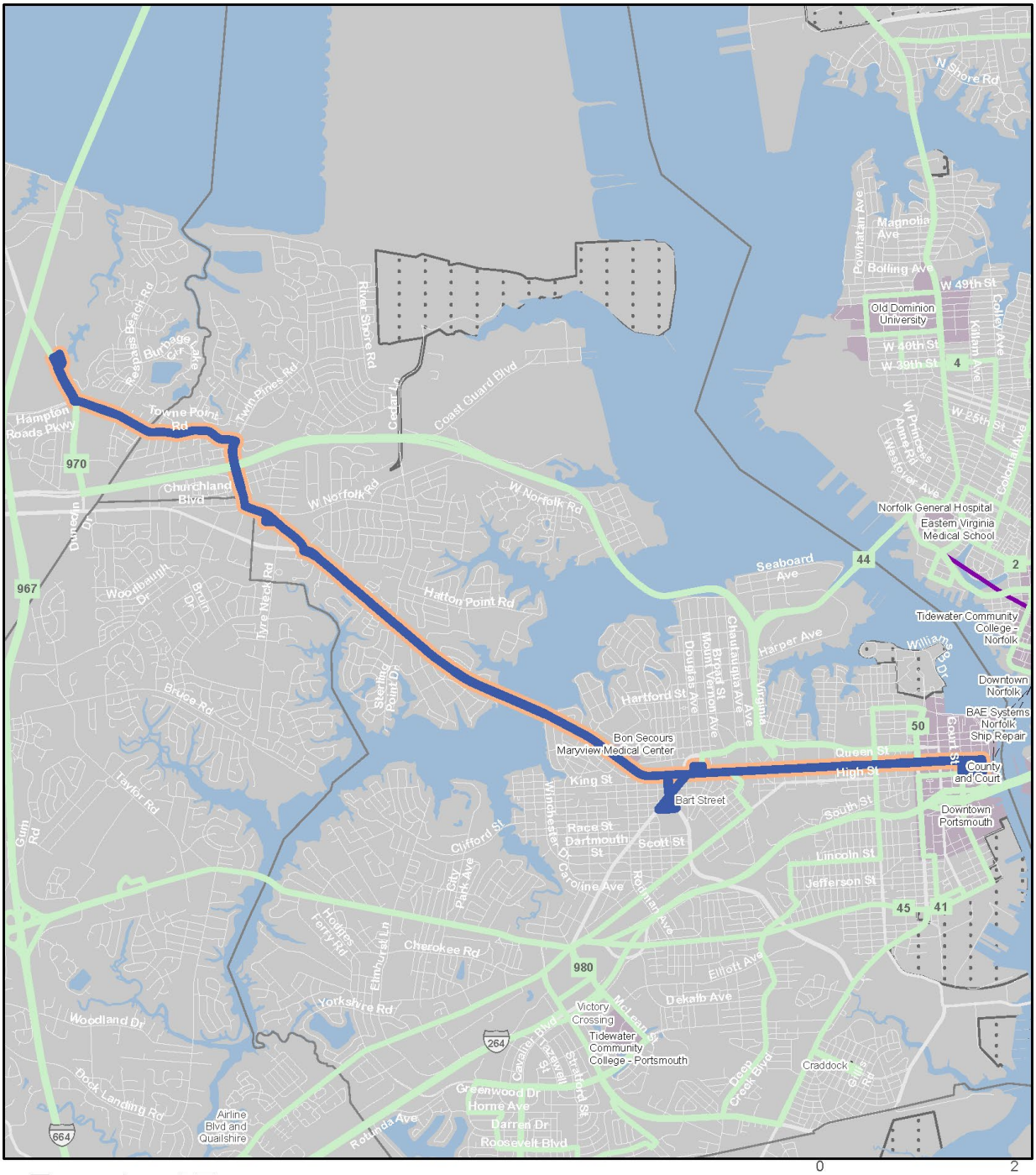
Service Changes

- Route 45 will be extended to Starmount Parkway and Joliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44. Route 45 will no longer serve TCC-Portsmouth; rather it will remain at Victory Crossing after 7:00 p.m. on weekdays.
- 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 a.m. and 1:00 a.m. 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.
- The existing Saturday span of service will be maintained and service will be offered every half hour between Downtown Norfolk and Victory Crossing between 6:00 a.m. and 9:00 p.m. Saturday service will be offered every half hour across the whole route from 8:00 a.m. to 6:00 p.m.—before and after that it will be hourly.
- Sunday span will be extended to match Saturday and headways will be improved to match Saturday.

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 thousands of new jobs via transit. The extension to the new Amazon facilities will be evaluated in HRT's next Transit Strategic Plan.

Route 47


N Shore Rd
Magnolia Ave
Powhatan Ave
Bolling Ave
W 49th St
Old Dominion University
Colley Ave
Killam Ave
W 40th St
W 39th St
4
W 25th St
Colonial Ave
W Princess Anne Rd
Westover Ave
Norfolk General Hospital
Eastern Virginia Medical School
2
Seaboard Ave
44
Tidewater Community College - Norfolk
Harper Ave
Chautauqua Ave
Broad St
Mount Vernon Ave
Douglas Ave
Virginia
Hartford St
Downtown Norfolk
BAE Systems Norfolk Ship Repair
50
Court St
Queen St
High St
County and Court
Bon Secours Maryview Medical Center
King St
Bart Street
South St
Downtown Portsmouth
Lincoln St
Jefferson St
45
41
Race St
Dartmouth St
Scott St
Clifford St
Winchester
Caroline Ave
Robinson Ave
City Park Ave
Cherokee Rd
980
Elliott Ave
Dekalb Ave
Victory Crossing
Tidewater Community College - Portsmouth
Cavalier Blvd
Greenwood Dr
Horne Ave
Darren Dr
Roosevelt Blvd
Craddock
Deep Creek Blvd
Stratford St
Rotunda Ave
Airline Blvd and Quailshire
264
664
Dock Landing Rd
Woodland Dr
Yorkshire Rd
Elmhurst Ln
Hoggies Ferry Rd
Gum Rd
Taylor Rd
Bruce Rd
Sterling Point Dr
Tyre Neck Rd
Bruin Dr
Woodbaugh Dr
967
Dunedin Dr
Churchland Blvd
970
W Norfolk Rd
Hatton Point Rd
Hampton Roads Pkwy
Towne Point Rd
Twin Pines Rd
Cedar Ln
Coast Guard Blvd
River Shore Rd
Seasons Beach Rd
Burbage Cir
Burbage Ave
0
2
Miles
Route 47
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

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 a.m. - 10:30 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:03 a.m. - 10:30 p.m.	5:00 a.m. - 12:00 a.m.
Sunday		6:33 a.m. - 7:30 p.m.	5:00 a.m. - 12:00 a.m.
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 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

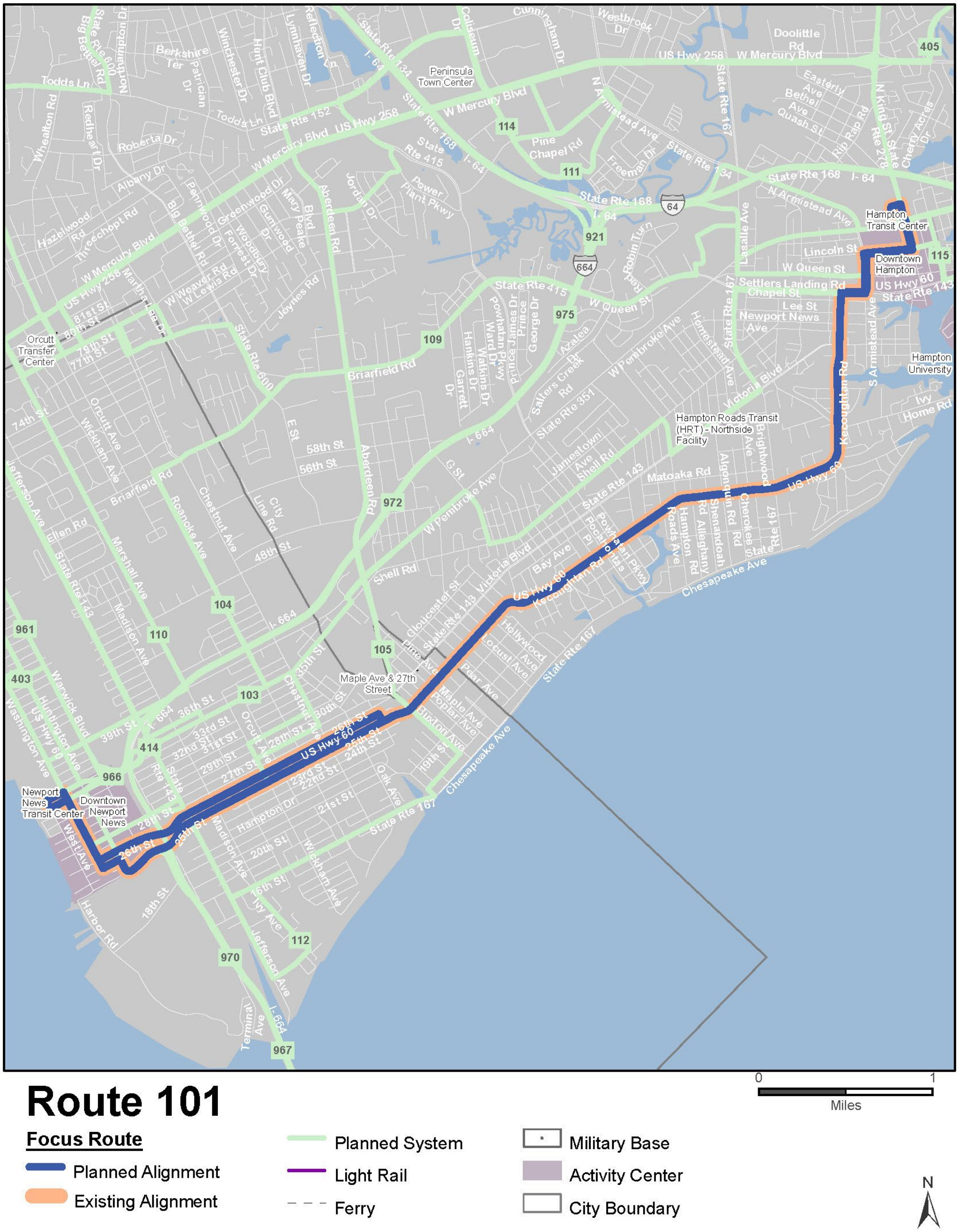
- The alignment for Route 47 will remain predominantly the same as existing but will provide service every half hour between downtown Portsmouth and the Walmart/Frederick Boulevard commercial area. With the elimination of Route 43, Route 47 will continue to provide this connection with a longer span of service and better headways.
- During weekday peak periods there will be 15-minute 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 on the short turn 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 is increased to operate from 5:00 a.m. to 1:00 a.m.
- Weekend service will begin at 5:00 a.m. and end at midnight, providing service all day to College and Lakeview. 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.

TD SD

Justification

- Route 47 service a connection between Downtown Portsmouth and the 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 101


Route 101
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
1
Miles
N
Hampton Transit Center
Downtown Hampton
Hampton University
Hampton Roads Transit (HRT) - Northside Facility
Peninsula Town Center
Orcutt Transfer Center
Maple Ave & 27th Street
Newport News Transit Center
Downtown Newport News
US Hwy 60
Kecoughtan Rd
W Mercury Blvd
Chesapeake Ave

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 a.m. - 12:10 a.m.	5:00 a.m. - 1:00 a.m.
Saturday		5:15 a.m. - 12:10 a.m.	5:15 a.m. - 12:10 a.m.
Sunday		5:45 a.m. - 8:08 p.m.	5:15 a.m. - 12:10 a.m.
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

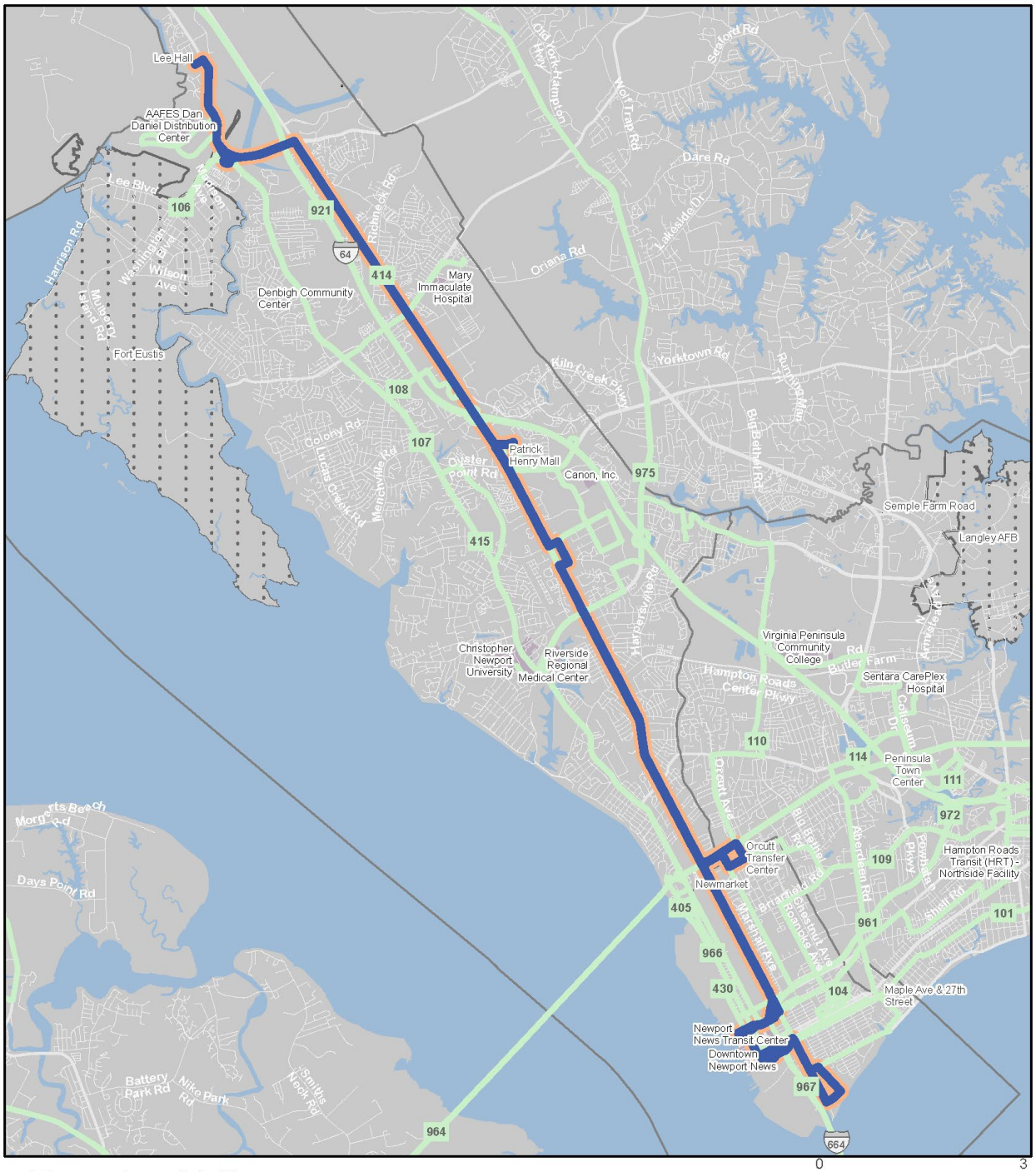
- No changes from existing service alignment.
- Weekday service will be offered between 5:00 a.m. and 1:00 a.m.
- Service during the weekday peak periods will be offered every 15 minutes. During the weekday early, midday, and evening periods, service will be offered every 30 minutes, and hourly service will be offered in the late-night period.
- On weekends, Sunday service is expanded to match current Saturday levels of service from 5:15 a.m. to 12:10 a.m., with 30-minute headways from 6:00 a.m. to 9:00 p.m. and 60-minute headways during other times.

PB SD

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 112



Route 112

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 / Lee Hall	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		5:00 a.m. - 1:00 a.m.	4:55 a.m. - 1:00 a.m.
Saturday		4:55 a.m. - 12:57 a.m.	4:55 a.m. - 12:57 a.m.
Sunday		5:15 a.m. - 12:30 a.m.	5:15 a.m. - 12:35 a.m.
HEADWAY			
		Existing	**Planned**
Weekday	Early	30	30 / 60
	AM Peak	15 / 30	15 / 30
	Midday	30	15 / 30
	PM Peak	15 / 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 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

- No change to existing alignment.
- On weekdays, service will operate every 15 minutes between 6th and Ivy and Patrick Henry Mall from 6:00 a.m. to 6:00 p.m. and every 30 minutes to Lee Hall. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m. 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 p.m., service will operate hourly along the whole length of the route. In October 2022, 15-minute peak period service was implemented between 6th and Ivy and Patrick Henry Mall.
- 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. 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.
- The levels of service for Route 112 meet the service standards defined for Regional Backbone routes.

Route 114


Langley AFB
Sweeney Blvd
Cmdr Shepard Blvd
State Rte 172
Nettles Ln
Butler Farm Rd
Virginia Peninsula Community College
TE Connectivity, Ltd.
Hampton Roads Center Pkwy
Sentara CarePlex Hospital
Thomas Nelson Dr
State Rte 168
Old Village Gunter Dr
Michaels Woods Dr
Manning Ln
Dunn Cir
Burton St
Berkshire Ter
Todds Ln
State Rte 152
Roberta Dr
Peninsula Town Center
US Hwy 258
W Mercury Blvd
Pine Chapel Rd
Power Plant Pkwy
State Rte 134
Marcella Rd
Westbrook Dr
Cunningham Dr
Raymond Dr
Wheatland Dr
Gilbert St
Hampton Transit Center
Lincoln St
Downtown Hampton
Settlers Landing Rd
Hampton University
W Queen St
Briarfield Rd
Orcutt Transfer Center
Newmarket
Jefferson Ave
Warwick Blvd
Chesapeake Ave
Kecoughtan Rd
Victoria Blvd
Shell Rd
Maple Ave & 27th Street
Newport News Transit Center
Downtown Newport News
Big Bethel Rd
Aberdeen Rd
Mercury Blvd
Armistead Ave
Coliseum Dr
Executive Dr
405
111
961
109
664
972
966
112
105
103
964
975
403
104
110
967
414
415
430
921
101
64
Route 114
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
1
Miles
N

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 a.m. - 11:38 p.m.	5:00 a.m. - 1:00 a.m.
Saturday		6:45 a.m. - 11:32 p.m.	6:00 a.m. - 12:00 a.m.
Sunday		6:45 a.m. - 7:30 p.m.	6:00 a.m. - 12:00 a.m.
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

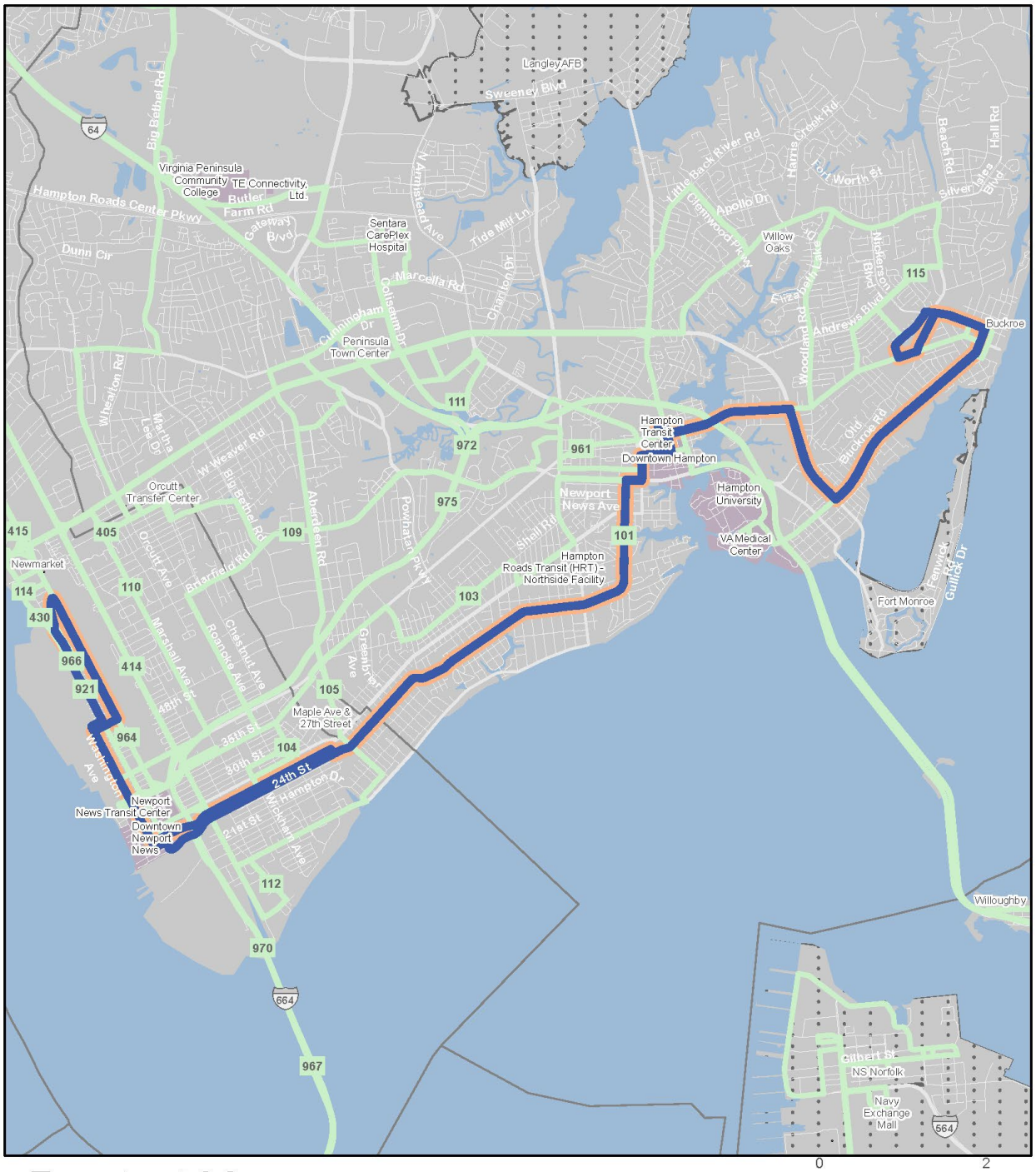
Service Changes

- No change to existing alignment.
- Route 114 span of service will be improved to operate from 5:00 a.m. to 1:00 a.m. on weekdays and from 6:00 a.m. to 12:00 a.m. on weekends.
- On weekdays from 6:00 a.m. to 6:00 p.m., Route 114 will operate every 15-minutes. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m., service will operate at half hour intervals. After 11:00 p.m., service will be offered hourly. In October 2022, 15-minute peak period service was implemented.
- On weekends, 15-minute service will be provided during the base period, 30-minute service will be provided during the non-base period, and hourly service will operate otherwise.

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 403



Route 403

Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary

0 2 Miles

N

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 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.	5:28 a.m. - 6:18 a.m.; 3:40 p.m. - 4:15 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	1 Trip	1 Trip
	AM Peak	-	-
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	
	Non-Base	-	
	Early / Late	-	
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

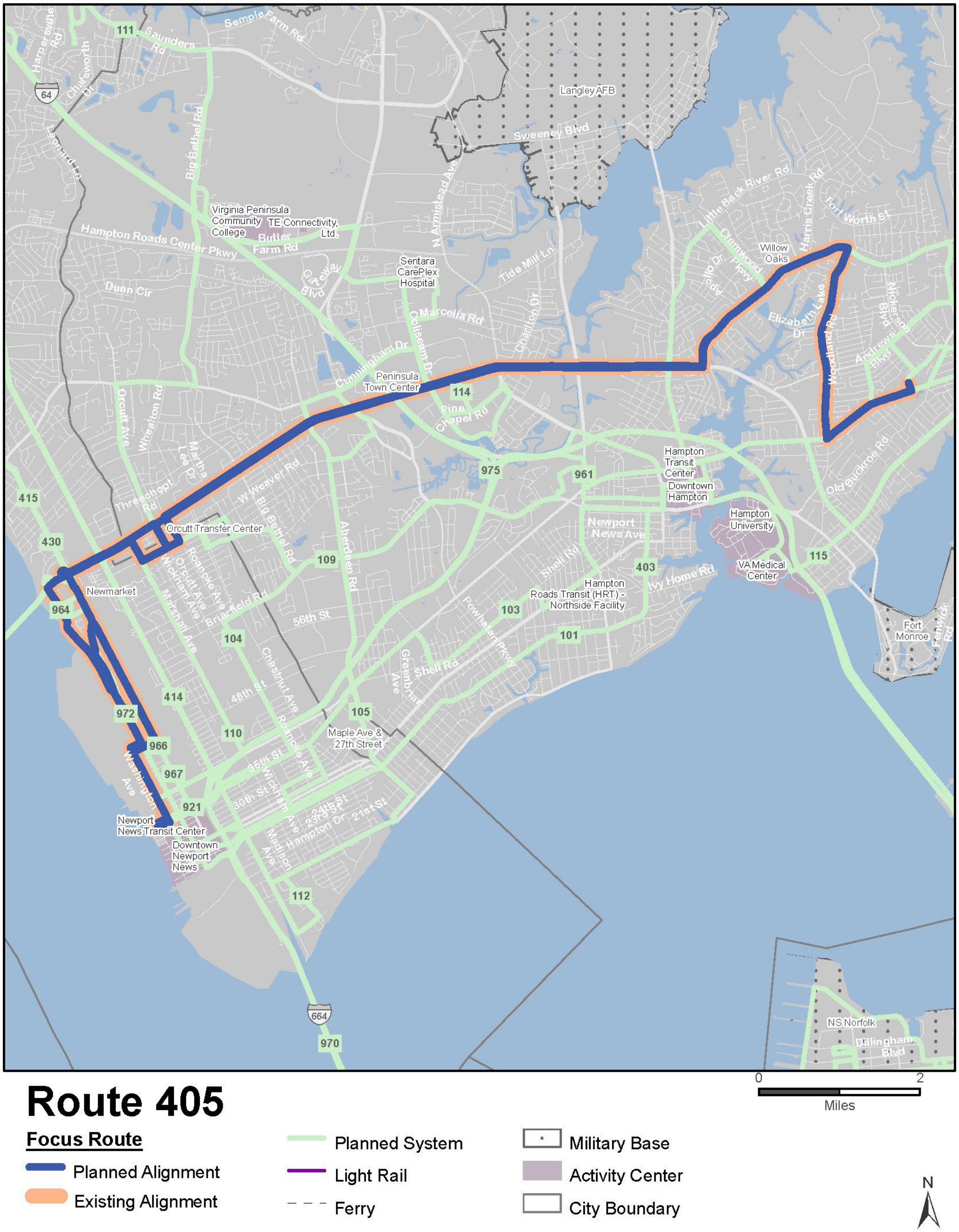
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 403 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 405


Route 405
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
2
Miles
N
Langley AFB
Orcutt Transfer Center
Newmarket
Peninsula Town Center
Hampton Transit Center
Downtown Hampton
Hampton University
VA Medical Center
Fort Monroe
Newport News Transit Center
Downtown Newport News
Willow Oaks
Virginia Peninsula Community College
TE Connectivity, Ltd.
Sentara CarePlex Hospital
Maple Ave & 27th Street
Hampton Roads Transit (HRT) - Northside Facility
NS Norfolk

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		4:50 a.m. - 5:50 a.m.; 2:40 p.m. - 4:38 p.m.	4:50 a.m. - 5:50 a.m.; 2:40 p.m. - 4:38 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	
	Non-Base	-	
	Early / Late	-	
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

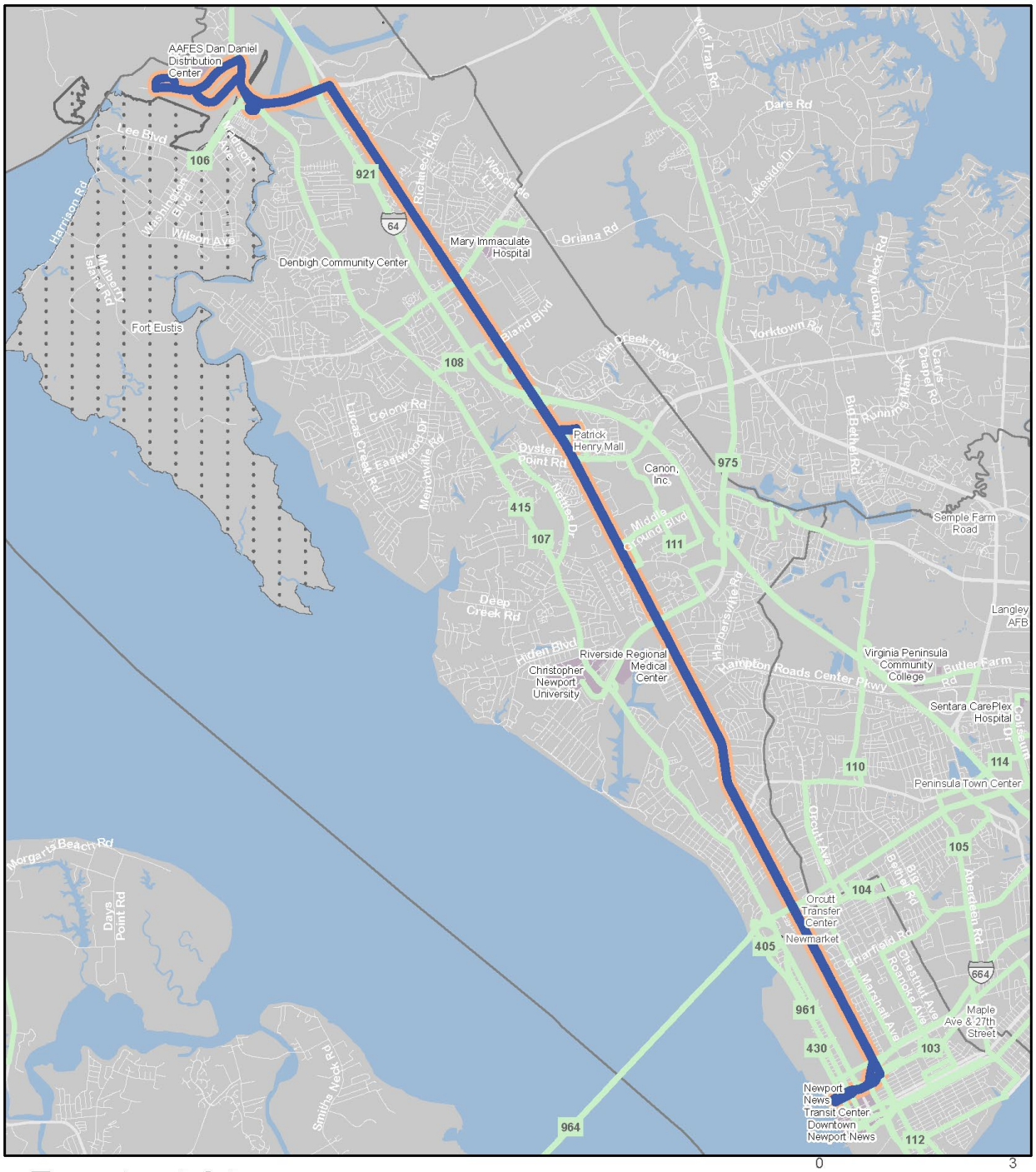
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 405 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 414



Route 414

Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary

N

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 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.	5:20 a.m. - 7:49 a.m.; 3:40 p.m. - 6:12 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	
	Non-Base	-	
	Early / Late	-	
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

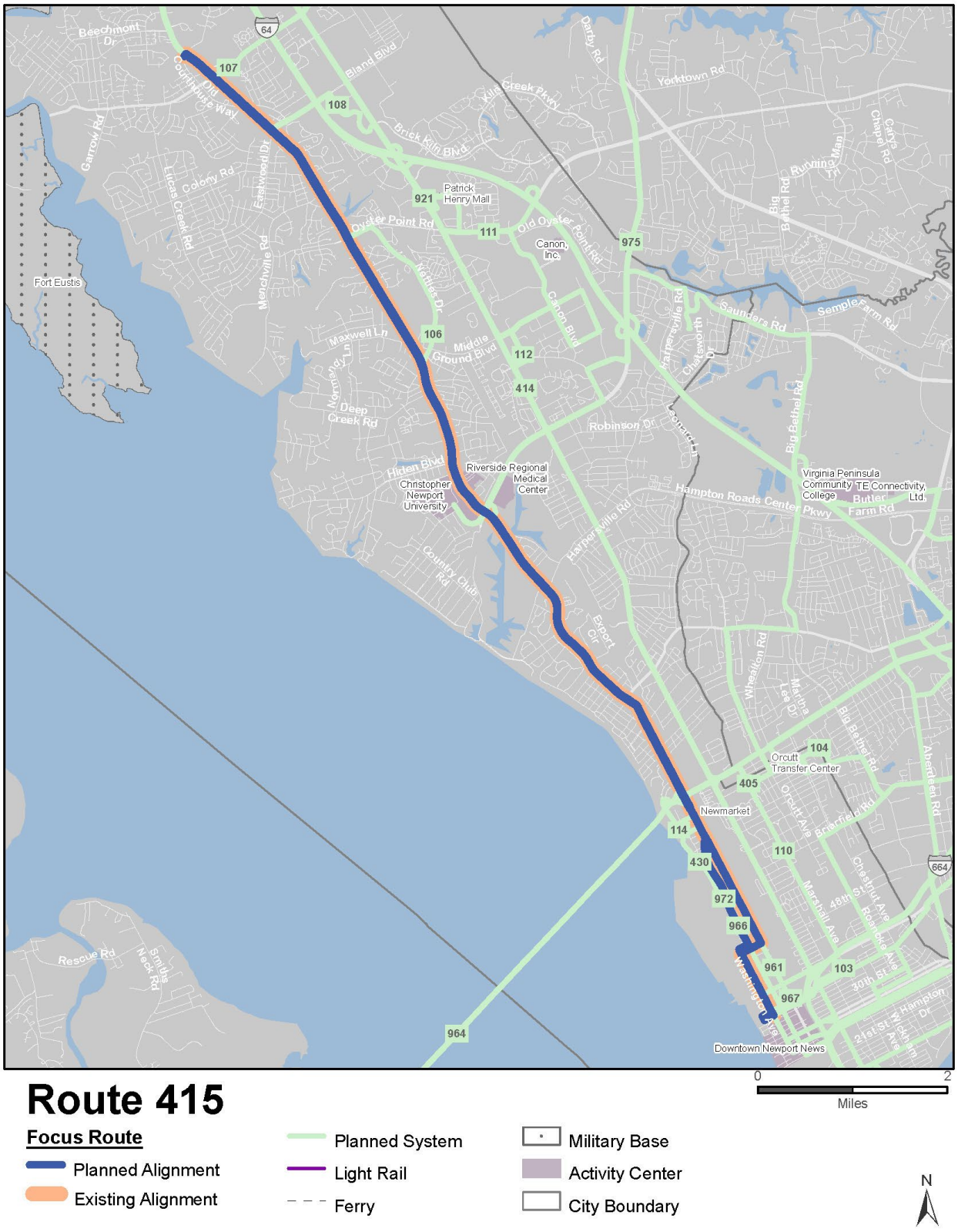
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 414 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 415


Route 415
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
2
Miles
N
Beechmont Dr
Courthouse Way
Old
64
107
Bland Blvd
108
Kiln Creek Pkwy
Darby Rd
Yorktown Rd
Garrow Rd
Lucas Creek Rd
Colony Rd
Eastwood Dr
Brick Kiln Blvd
Patrick Henry Mall
921
Oyster Point Rd
111
Old Oyster Point Rd
975
Canon, Inc.
Big Bethel Rd
Running Man Trl
Carys Chapel Rd
Fort Eustis
Menchville Rd
Natties Dr
Canon Blvd
Harpersville Rd
Chatsworth Dr
Saunders Rd
Semple Farm Rd
Maxwell Ln
106
Middle Ground Blvd
112
414
Mercandy Ln
Deep Creek Rd
Robinson Dr
Leonard Ln
Big Bethel Rd
Hiden Blvd
Christopher Newport University
Riverside Regional Medical Center
Virginia Peninsula Community College
TE Connectivity, Ltd.
Butler Farm Rd
Hampton Roads Center Pkwy
Harpersville Rd
Country Club Rd
Export Dr
Wheaton Rd
Martha Lee Dr
Old Bethel Rd
104
Orcutt Transfer Center
405
Newmarket
Orcutt Ave
Briarfield Rd
Aberdeen Rd
114
110
430
664
Chestnut Ave
48th St
Marshall Ave
Roanoke Ave
972
966
961
103
30th St
967
Washington Ave
21st St
W Hampton Dr
Rescue Rd
Smiths Neck Rd
964
Downtown Newport News

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		6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.	6:00 a.m. - 6:42 a.m.; 3:45 p.m. - 4:27 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	-	-
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	
	Non-Base	-	
	Early / Late	-	
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

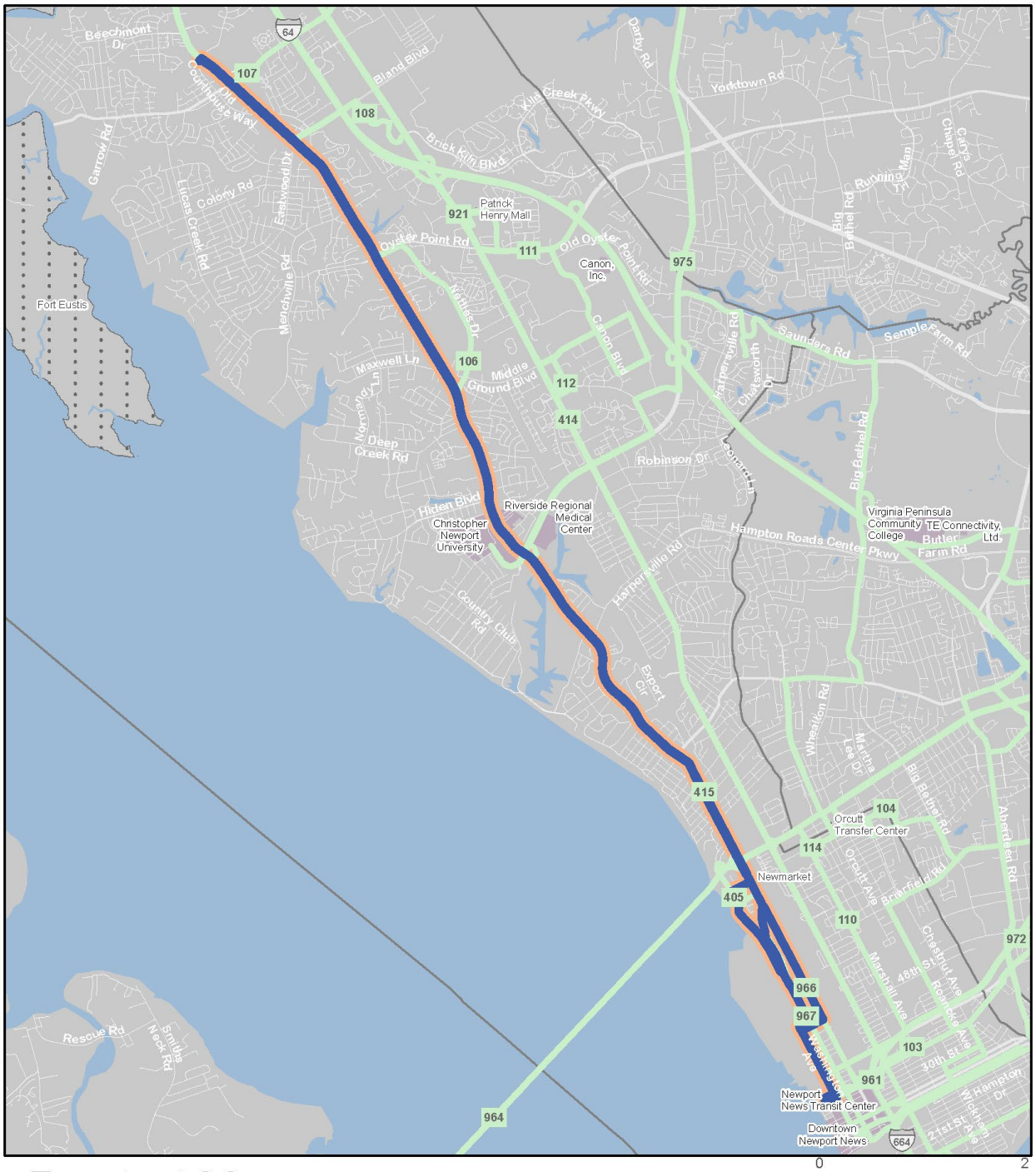
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 415 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 430


Beechmont Dr
64
107
Courthouse Way
Old
Bland Blvd
108
Kiln Creek Pkwy
Darby Rd
Yorktown Rd
Garrow Rd
Lucas Creek Rd
Colony Rd
Eastwood Dr
Brick Kiln Blvd
Patrick Henry Mall
921
Oyster Point Rd
111
Old Oyster Point Rd
975
Canon, Inc.
Canon Blvd
Fort Eustis
Merchville Rd
Nettles Dr
Maxwell Ln
106
Middle Ground Blvd
112
414
Alexandra Ln
Deep Creek Rd
Robinson Dr
Leonard Ln
Harpersville Rd
Chatsworth Dr
Saunders Rd
Semple Farm Rd
Big Bethel Rd
Running Man Trl
Carys Chapel Rd
Hiden Blvd
Christopher Newport University
Riverside Regional Medical Center
Hampton Roads Center Pkwy
Virginia Peninsula Community College
TE Connectivity, Ltd.
Butler Farm Rd
Country Club Rd
Export Cir
415
Wheaton Rd
Martha Lee Dr
Big Bethel Rd
Aberdeen Rd
104
Orcutt Transfer Center
114
Newmarket
Orcutt Ave
Briarfield Rd
405
110
972
Chestnut Ave
48th St
Marshall Ave
966
967
Rescue Rd
Smiths Neck Rd
Washington Ave
103
30th St
Roanoke Ave
961
Newport News Transit Center
W Hampton Dr
964
Downtown Newport News
21st St
664
0
2
Miles
Route 430
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

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 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.	5:00 a.m. - 6:30 a.m.; 3:30 p.m. - 4:24 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	Planned
Weekday	Early	2 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	
	Non-Base	-	
	Early / Late	-	
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

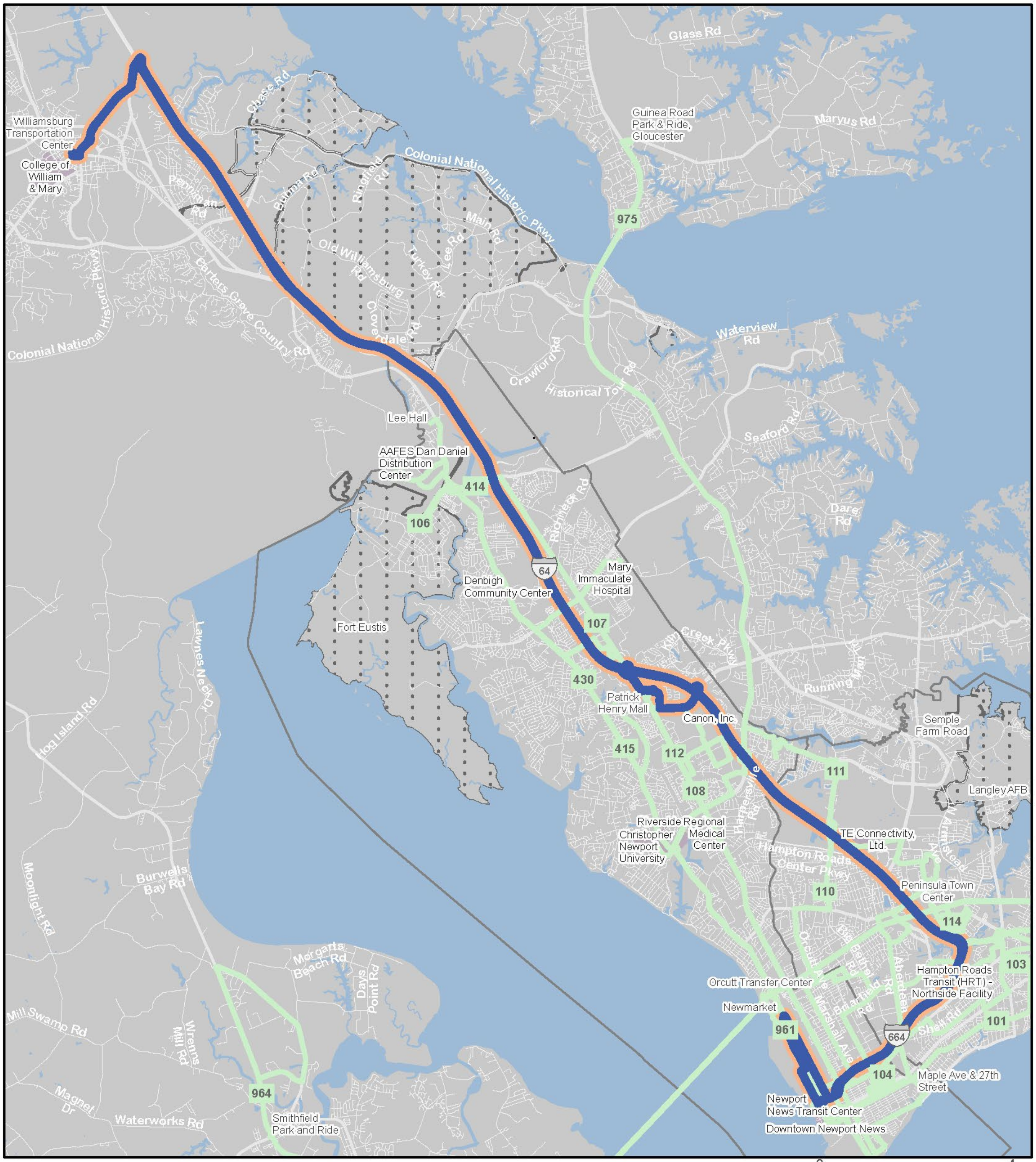
- One trip will be added to Route 430 at 5:00 a.m.

TD

Justification

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

Route 921


Williamsburg Transportation Center
College of William & Mary
Glass Rd
Guinea Road Park & Ride, Gloucester
Maryus Rd
975
Colonial National Historic Pkwy
Chase Rd
Pennimans Rd
Old Williamsburg Rd
Cloverdale Rd
Carters Grove Country Rd
Waterview Rd
Crawford Rd
Historical Tour Rd
Seaford Rd
Lee Hall
AAFES Dan Daniel Distribution Center
414
106
Dare Rd
64
Denbigh Community Center
Mary Immaculate Hospital
Fort Eustis
107
Running Man
Semple Farm Road
430
Patrick Henry Mall
Canon, Inc.
415
112
111
Langley AFB
108
Riverside Regional Medical Center
Christopher Newport University
TE Connectivity, Ltd.
Hampton Roads Center Pkwy
110
Peninsula Town Center
114
103
Hampton Roads Transit (HRT) - Northside Facility
Orcutt Transfer Center
Newmarket
961
664
101
104
Maple Ave & 27th Street
Newport News Transit Center
Downtown Newport News
Lawnes Neck Dr
Hog Island Rd
Moonlight Rd
Burwells Bay Rd
Morgarts Beach Rd
Days Point Rd
Mill Swamp Rd
Wrenns Mill Rd
Magnet Dr
Waterworks Rd
964
Smithfield Park and Ride
0
4
Miles
N

Route 921

Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary

Route 921

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 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.	5:30 a.m. - 7:00 a.m.; 3:40 p.m. - 5:50 p.m.
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	-	-

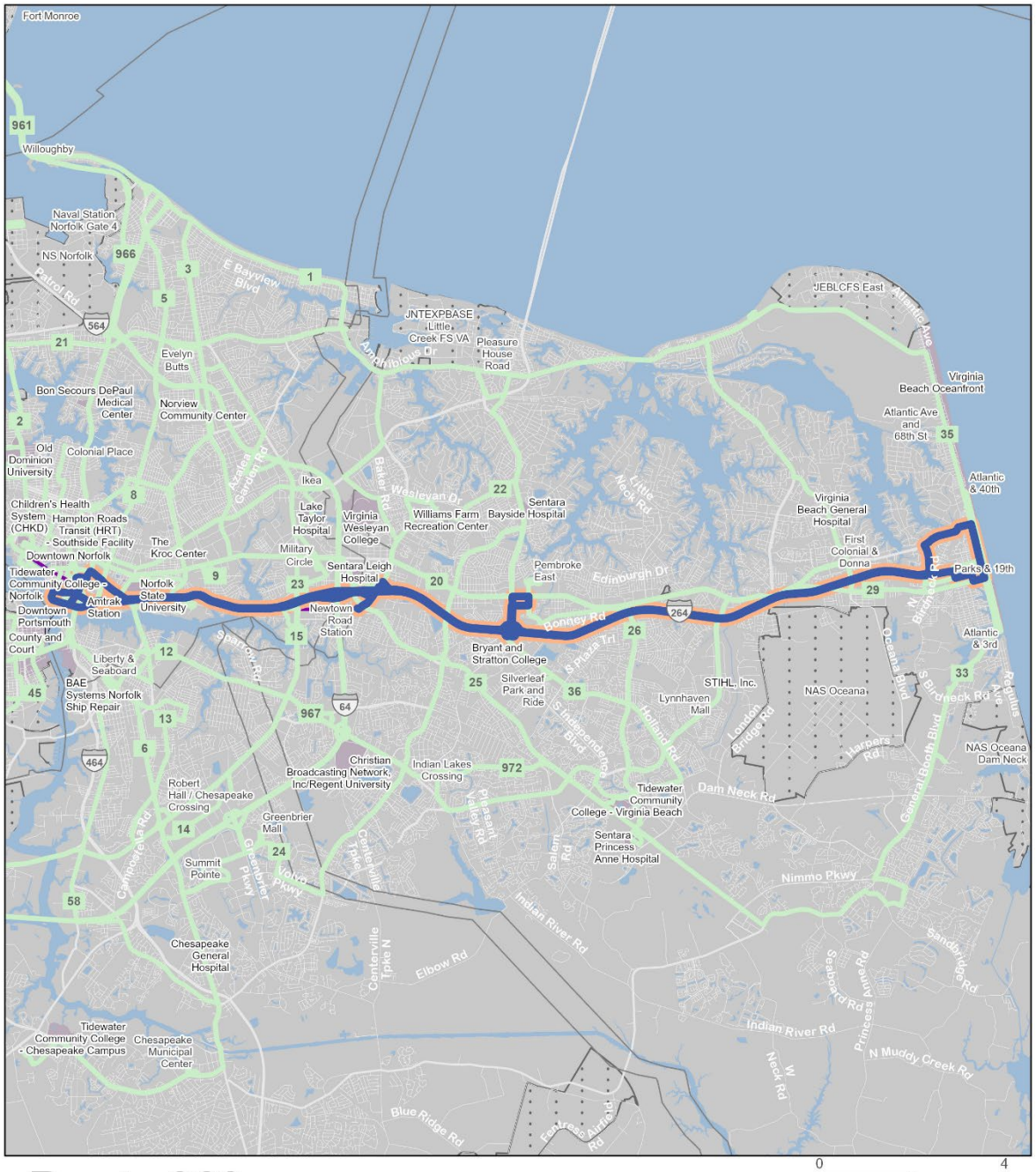
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 921 service will remain unchanged from what is currently offered.

Route 960


Fort Monroe
961
Willoughby
Naval Station Norfolk Gate 4
NS Norfolk
966
Petrol Rd
564
E Bayview Blvd
JNTEXPBASE Little Creek FS VA
Pleasure House Road
JEBLCFS East
Atlantic Ave
Evelyn Butts
Bon Secours DePaul Medical Center
Norview Community Center
Virginia Beach Oceanfront
Atlantic Ave and 68th St
Old Dominion University
Colonial Place
Azalea Garden Rd
Ikea
Baker Rd
Wesleyan Dr
Lake Taylor Hospital
Virginia Wesleyan College
Williams Farm Recreation Center
Bayside Hospital
Sentara Hospital
Little Neck Rd
Virginia Beach General Hospital
Atlantic & 40th
Children's Health System (CHKD)
Hampton Roads Transit (HRT) - Southside Facility
Downtown Norfolk
The Kroc Center
Military Circle
Sentara Leigh Hospital
Pembroke East
Edinburgh Dr
First Colonial & Donna
Parks & 19th
Tidewater Community College - Norfolk
Amtrak Station
Norfolk State University
Newtown Road Station
Bonney Rd
264
Atlantic & 3rd
Downtown Portsmouth
County and Court
Liberty & Seaboard
Bryant and Stratton College
S Plaza Trl
Oceana Blvd
N Birdneck Rd
S Birdneck Rd
Rayens
BAE Systems Norfolk Ship Repair
Silverleaf Park and Ride
STIHL, Inc.
NAS Oceana
Lynnhaven Mall
S Independence Blvd
Holland Rd
London Bridge Rd
Harpers Rd
General Booth Blvd
NAS Oceana Dam Neck
967
64
464
Christian Broadcasting Network, Inc/Regent University
Indian Lakes Crossing
972
Robert Hall / Chesapeake Crossing
Tidewater Community College - Virginia Beach
Dam Neck Rd
Greenbrier Mall
Pleasant Valley Rd
Sentara Princess Anne Hospital
Salem Rd
Summit Pointe
Greenbrier Pkwy
Cedar Rd
Nimmo Pkwy
Indian River Rd
Chesapeake General Hospital
Centerville Turnpike N
Elbow Rd
Seaboard Rd
Princess Anne Rd
Sandbridge Rd
Tidewater Community College - Chesapeake Campus
Chesapeake Municipal Center
W Neck Rd
N Muddy Creek Rd
Blue Ridge Rd
Fentress Airfield Rd
0
4
Miles
Route 960
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

Route 960

SERVICE CLASSIFICATION
Limited/Express

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Downtown Norfolk Transit Center / Virginia Beach Oceanfront	Downtown Norfolk Transit Center / Virginia Beach Oceanfront
Jurisdictions	Norfolk, Virginia Beach	Norfolk, Virginia Beach

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:35 a.m. - 8:19 p.m.	5:35 a.m. - 8:19 p.m.
Saturday		6:30 a.m. - 8:19 p.m.	6:30 a.m. - 8:19 p.m.
Sunday		7:50 a.m. - 8:44 p.m.	7:50 a.m. - 8:44 p.m.
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	-	-
Sunday	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

Service Changes

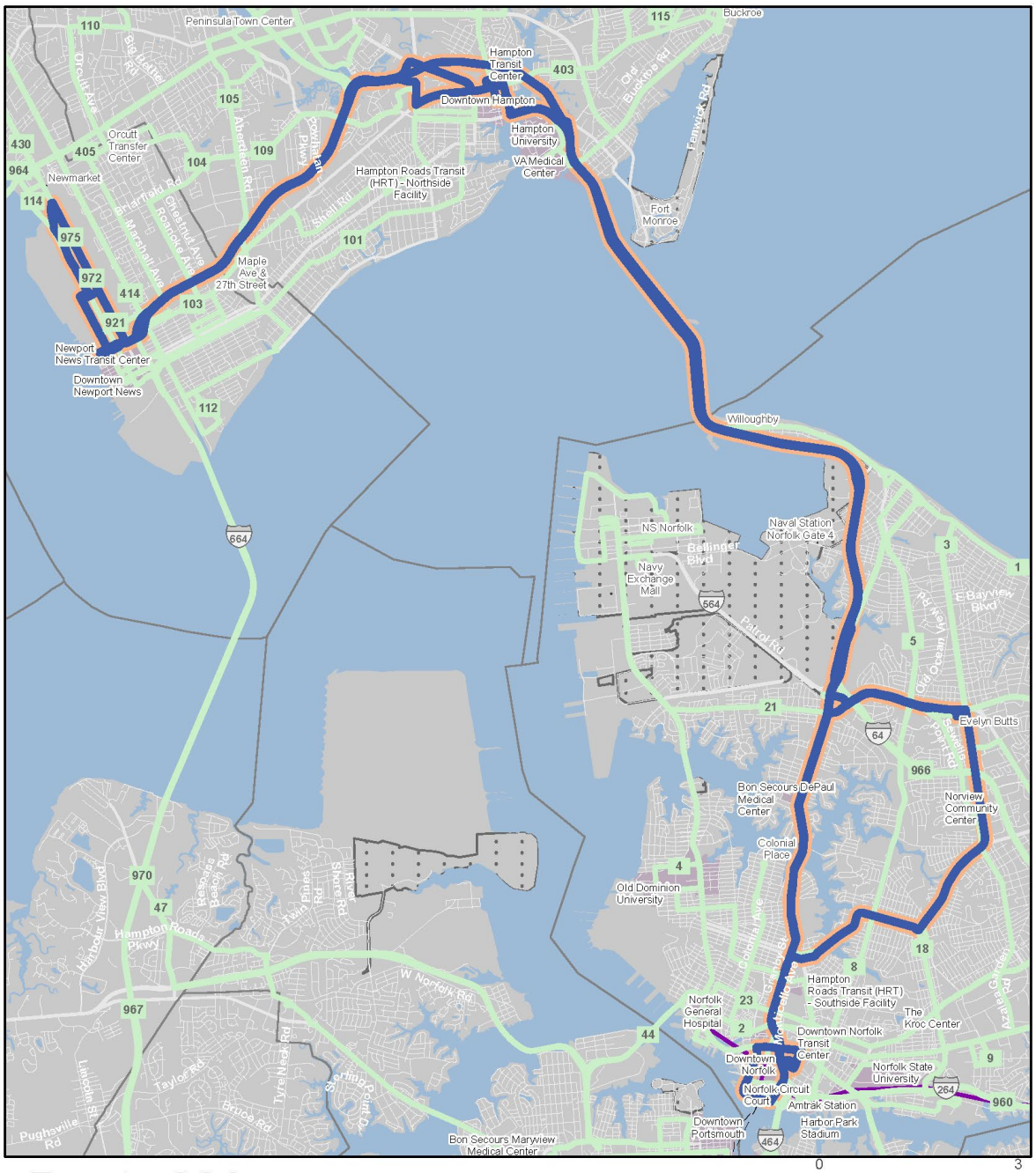
- No changes to existing alignment.
- On weekdays and weekends, span will be improved to operate from 5:00 a.m. to 9:00 p.m.

TD

Justification

- Now that Route 960's fare has been lowered to that of regular fixed-route service (as of November 2021), it will become more attractive for riders, and the span increase is warranted. The performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 961



Route 961

Focus Route

- Planned Alignment
- Existing Alignment
- Planned System
- Light Rail
- Ferry
- Military Base
- Activity Center
- City Boundary

N

Route 961

SERVICE CLASSIFICATION
Limited/Express

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	PLANNED
To / From	Downtown Newport News / Downtown Hampton / Downtown Norfolk	Downtown Newport News / Downtown Hampton / Downtown Norfolk
Jurisdictions	Norfolk, Hampton, Newport News	Norfolk, Hampton, Newport News

LEVEL OF SERVICE			
SPAN			
		Existing	Planned
Weekday		4:55 a.m. - 11:12 p.m.	4:55 a.m. - 11:12 p.m.
Saturday		4:58 a.m. - 10:57 p.m.	4:58 a.m. - 10:57 p.m.
Sunday		7:00 a.m. - 8:58 p.m.	7:00 a.m. - 8:58 p.m.
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	-	-

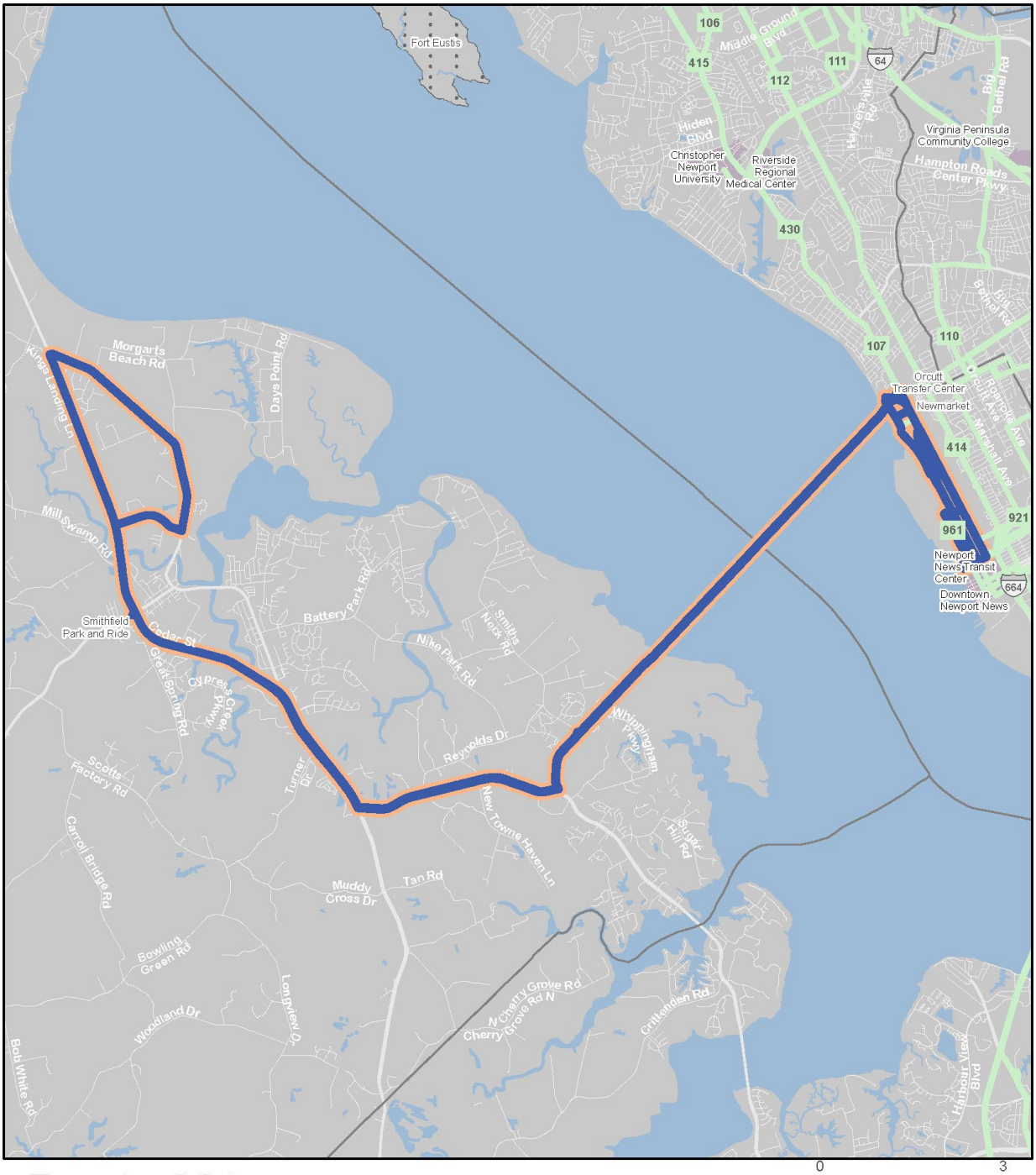
Service Changes

- No changes to existing alignment or level of 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. With the recent lowering of 757 Express Route 961 fare to that of regular fixed-route service (as of November 2021), the performance will be monitored to determine whether any increases in service are warranted due to new demand.

Route 964


Fort Eustis
106
Middle Ground Blvd
415
111
64
112
Hidden Blvd
Christopher Newport University
Riverside Regional Medical Center
Harpers Way
Big Bethel Rd
Virginia Peninsula Community College
Hampton Roads Center Pkwy
430
Big Bethel Rd
110
107
Orcutt Transfer Center
Newmarket
Rhoadmore Ave
Marshall Ave
414
921
961
Newport News Transit Center
664
Downtown Newport News
Morgarts Beach Rd
Kings Landing Ln
Days Point Rd
Mill Swamp Rd
Smithfield Park and Ride
Cedar St
Battery Park Rd
Smiths Neck Rd
Nike Park Rd
Great Spring Rd
Cypress Creek Pkwy
Reynolds Dr
Whippleham Pkwy
Scotts Factory Rd
Turner Dr
New Towne Haven Ln
Sugar Hill Rd
Carroll Bridge Rd
Muddy Cross Dr
Tan Rd
Bowling Green Rd
Woodland Dr
Longview Dr
Cherry Grove Rd
Cherry Grove Rd N
Crittenden Rd
Bob White Rd
Harbour View Blvd
0
3
Miles
Route 964
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

Route 964

SERVICE CLASSIFICATION
Limited/Express

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	PLANNED
To / From	Downtown Newport News / Smithfield	Downtown Newport News / Smithfield
Jurisdictions	Newport News, Isle of Wight	Newport News, Isle of Wight

LEVEL OF SERVICE			
SPAN			
		Existing	Planned
Weekday		5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.	5:00 a.m. - 6:32 a.m.; 3:40 p.m. - 5:30 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	Planned
Weekday	Early	4 Trips	4 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	-	-

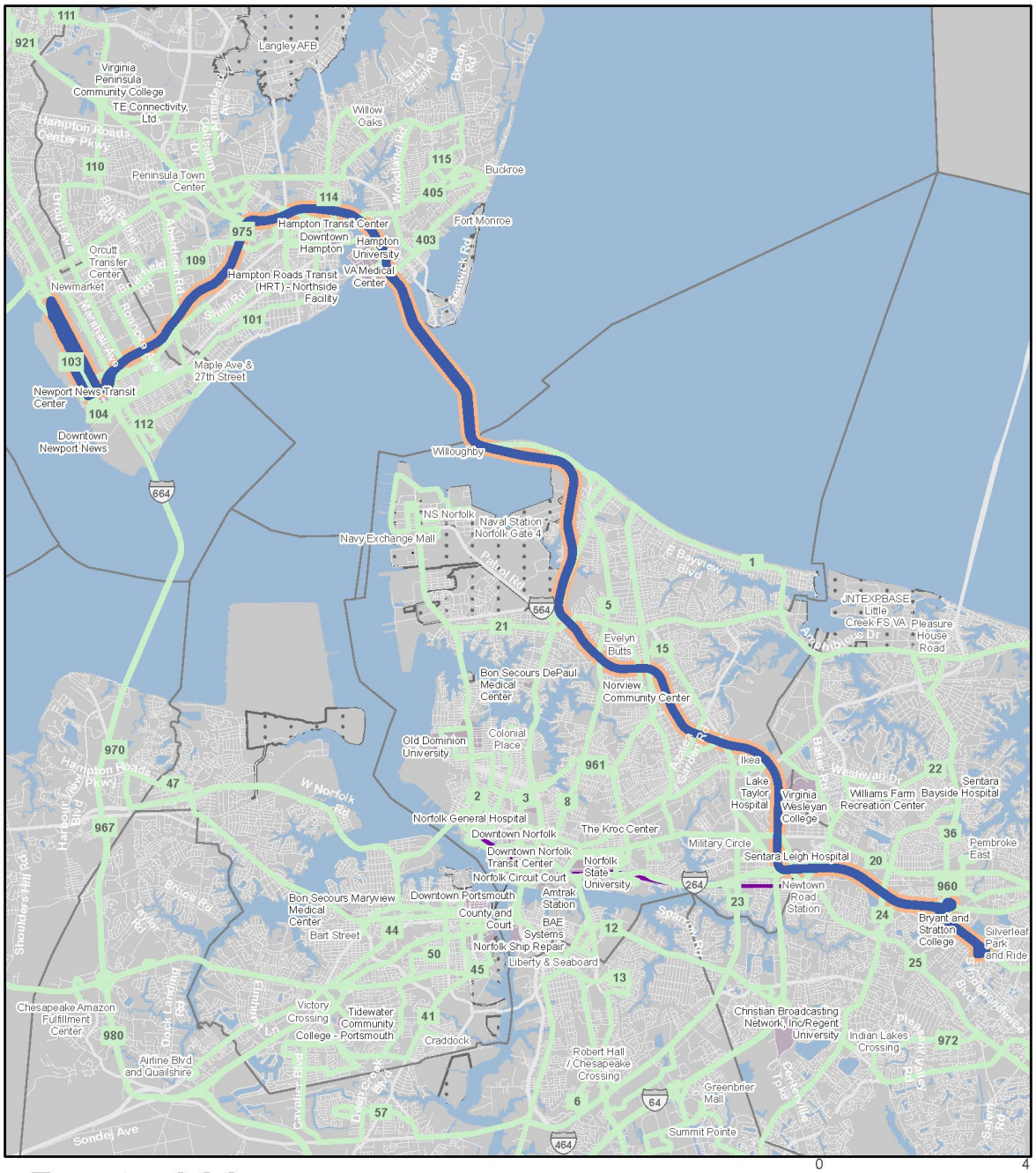
Service Changes

- No schedule or alignment changes.

Justification

- Route 964 service will remain unchanged from what is currently offered.

Route 966


Route 966
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
4
Miles
N
Langley AFB
Virginia Peninsula Community College
TE Connectivity, Ltd.
Peninsula Town Center
Willow Oaks
Buckroe
Fort Monroe
Hampton Transit Center
Downtown Hampton
Hampton University
VA Medical Center
Hampton Roads Transit (HRT) - Northside Facility
Orcutt Transfer Center
Newmarket
Maple Ave & 27th Street
Newport News Transit Center
Downtown Newport News
Willoughby
NS Norfolk
Naval Station Norfolk Gate 4
Navy Exchange Mall
Evelyn Butts
Norview Community Center
Bon Secours DePaul Medical Center
Old Dominion University
Colonial Place
Norfolk General Hospital
Downtown Norfolk
Downtown Norfolk Transit Center
Norfolk Circuit Court
Norfolk State University
Amtrak Station
Bon Secours Maryview Medical Center
Downtown Portsmouth
County and Court
Bart Street
BAE Systems Norfolk Ship Repair
Liberty & Seaboard
The Kroc Center
Military Circle
Sentara Leigh Hospital
Ikea
Lake Taylor Hospital
Virginia Wesleyan College
Williams Farm Recreation Center
Bayside Hospital
Sentara
Pembroke East
Newtown Road Station
Bryant and Stratton College
Silverleaf Park and Ride
JNTEXPBASE Little Creek FS VA
Pleasure House Road
Chesapeake Amazon Fulfillment Center
Airline Blvd and Quailshire
Victory Crossing
Tidewater Community College - Portsmouth
Craddock
Robert Hall / Chesapeake Crossing
Christian Broadcasting Network, Inc/Regent University
Indian Lakes Crossing
Greenbrier Mall
Summit Pointe
Sondej Ave

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 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.	5:20 a.m. - 7:00 a.m.; 3:40 p.m. - 5:45 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	3 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

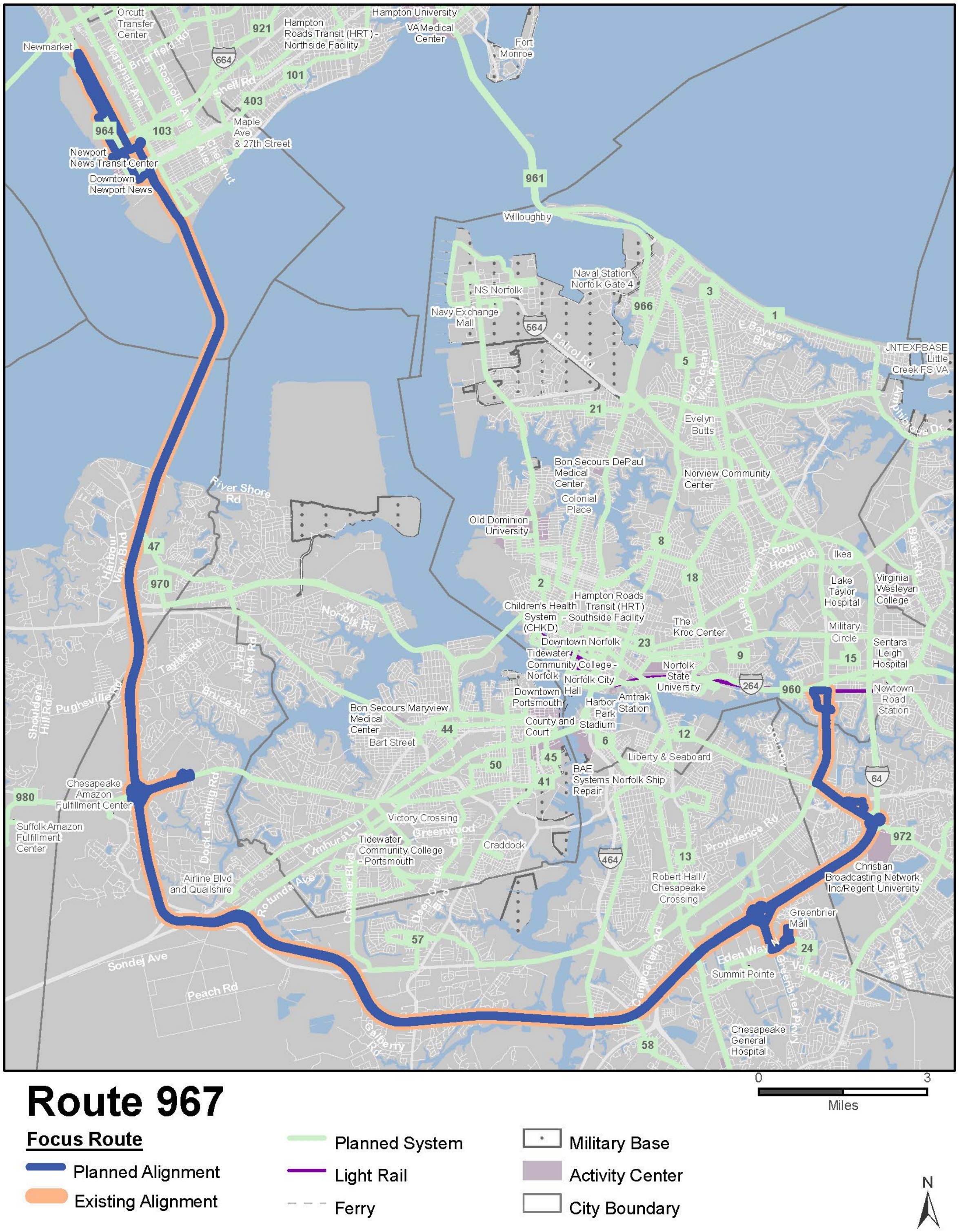
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 966 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 967


Orcutt Transfer Center
Newmarket
Hampton Roads Transit (HRT) - Northside Facility
Hampton University
VA Medical Center
Fort Monroe
921
664
101
403
Shell Rd
Maple Ave & 27th Street
964
103
Newport News Transit Center
Downtown Newport News
961
Willoughby
Naval Station Norfolk Gate 4
NS Norfolk
Navy Exchange Mall
564
Patrol Rd
966
3
1
E Bayview Blvd
5
21
Evelyn Butts
JNTEXPBASE Little Creek FS VA
Bon Secours DePaul Medical Center
Colonial Place
Norview Community Center
Old Dominion University
River Shore Rd
47
970
8
18
Ikea
Lake Taylor Hospital
Virginia Wesleyan College
Military Circle
Sentara Leigh Hospital
15
2
Children's Health System (CHKD)
Hampton Roads Transit (HRT) - Southside Facility
The Kroc Center
Downtown Norfolk
23
Tidewater Community College - Norfolk
Norfolk City Hall
Norfolk State University
9
264
960
Newtown Road Station
Downtown Portsmouth
Harbor Park Stadium
Amtrak Station
W Norfolk Rd
Taylor Rd
Bruce Rd
Pughsville Rd
Shoulders Hill Rd
Harbour View Blvd
Bon Secours Maryview Medical Center
Bart Street
44
County and Court
6
12
50
45
Liberty & Seaboard
41
BAE Systems Norfolk Ship Repair
64
980
Chesapeake Amazon Fulfillment Center
Suffolk Amazon Fulfillment Center
Dock Landing Rd
Victory Crossing
Greenwood Dr
Tidewater Community College - Portsmouth
Craddock
464
13
Providence Rd
972
Christian Broadcasting Network, Inc/Regent University
Robert Hall / Chesapeake Crossing
Airline Blvd and Qualshire
Rotunda Ave
Cavalier Blvd
Greenbrier Mall
24
Eden Way
Summit Pointe
Volvo Pkwy
Greenbrier Pkwy
Sondej Ave
Peach Rd
57
Gallberry Rd
58
Chesapeake General Hospital
0
3
Miles
Route 967
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

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 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.	4:25 a.m. - 7:09 a.m.; 3:00 p.m. - 6:24 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	**Planned**
Weekday	Early	6 Trips	6 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	7 Trips	7 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

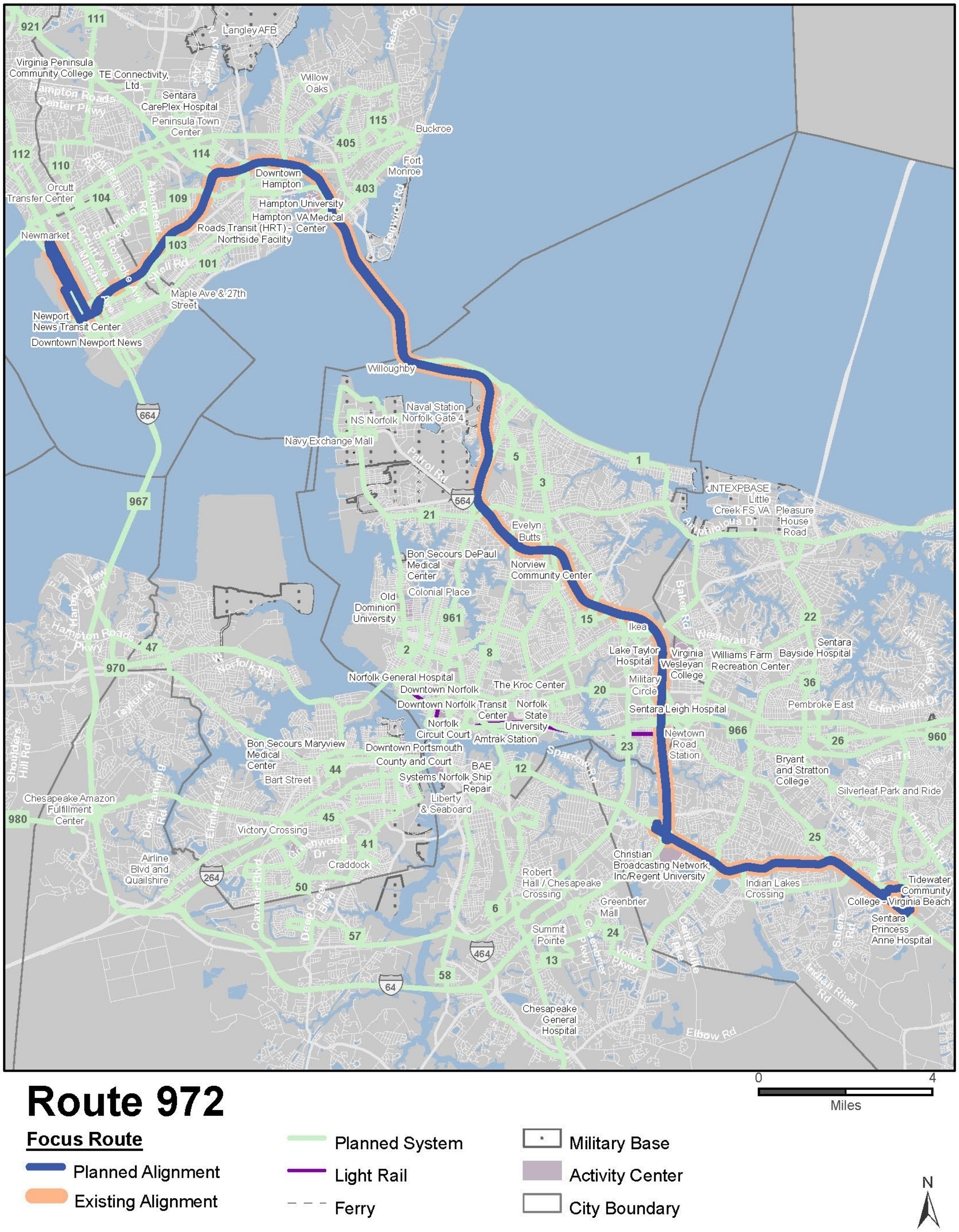
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 967 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.

Route 972



Route 972
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
4
Miles
N
Langley AFB
Virginia Peninsula Community College
TE Connectivity, Ltd
Sentara CarePlex Hospital
Peninsula Town Center
Willow Oaks
Buckroe
Fort Monroe
Downtown Hampton
Hampton University
Hampton VA Medical Center
Hampton Roads Transit (HRT) - Northside Facility
Orcutt Transfer Center
Newmarket
Maple Ave & 27th Street
Newport News Transit Center
Downtown Newport News
Willoughby
Naval Station Norfolk Gate 4
NS Norfolk
Navy Exchange Mall
Evelyn Butts
Bon Secours DePaul Medical Center
Norview Community Center
Colonial Place
Old Dominion University
Ikea
Lake Taylor Hospital
Virginia Wesleyan College
Williams Farm Recreation Center
Bayside Hospital
Sentara
Military Circle
Sentara Leigh Hospital
Pembroke East
Norfolk General Hospital
Downtown Norfolk
The Kroc Center
Downtown Norfolk Transit Center
Norfolk State University
Norfolk Circuit Court
Amtrak Station
Newtown Road Station
Bryant and Stratton College
Silverleaf Park and Ride
Bon Secours Maryview Medical Center
Downtown Portsmouth
County and Court
BAE Systems Norfolk Ship Repair
Liberty & Seaboard
Bart Street
Chesapeake Amazon Fulfillment Center
Victory Crossing
Craddock
Airline Blvd and Qualshire
Christian Broadcasting Network, Inc/Regent University
Robert Hall / Chesapeake Crossing
Greenbrier Mall
Indian Lakes Crossing
Tidewater Community College - Virginia Beach
Sentara Princess Anne Hospital
Summit Pointe
Chesapeake General Hospital
JNTEXPBASE Little Creek FS VA
Pleasure House Road
Elbow Rd
Indian River Rd

Route 972

SERVICE CLASSIFICATION
Limited/Express

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	TCC Virginia Beach / Newport News	TCC Virginia Beach / Newport News
Jurisdictions	Newport News, Virginia Beach	Newport News, Virginia Beach

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.	5:15 a.m. - 7:30 a.m.; 3:40 p.m. - 5:30 p.m.
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	-	-

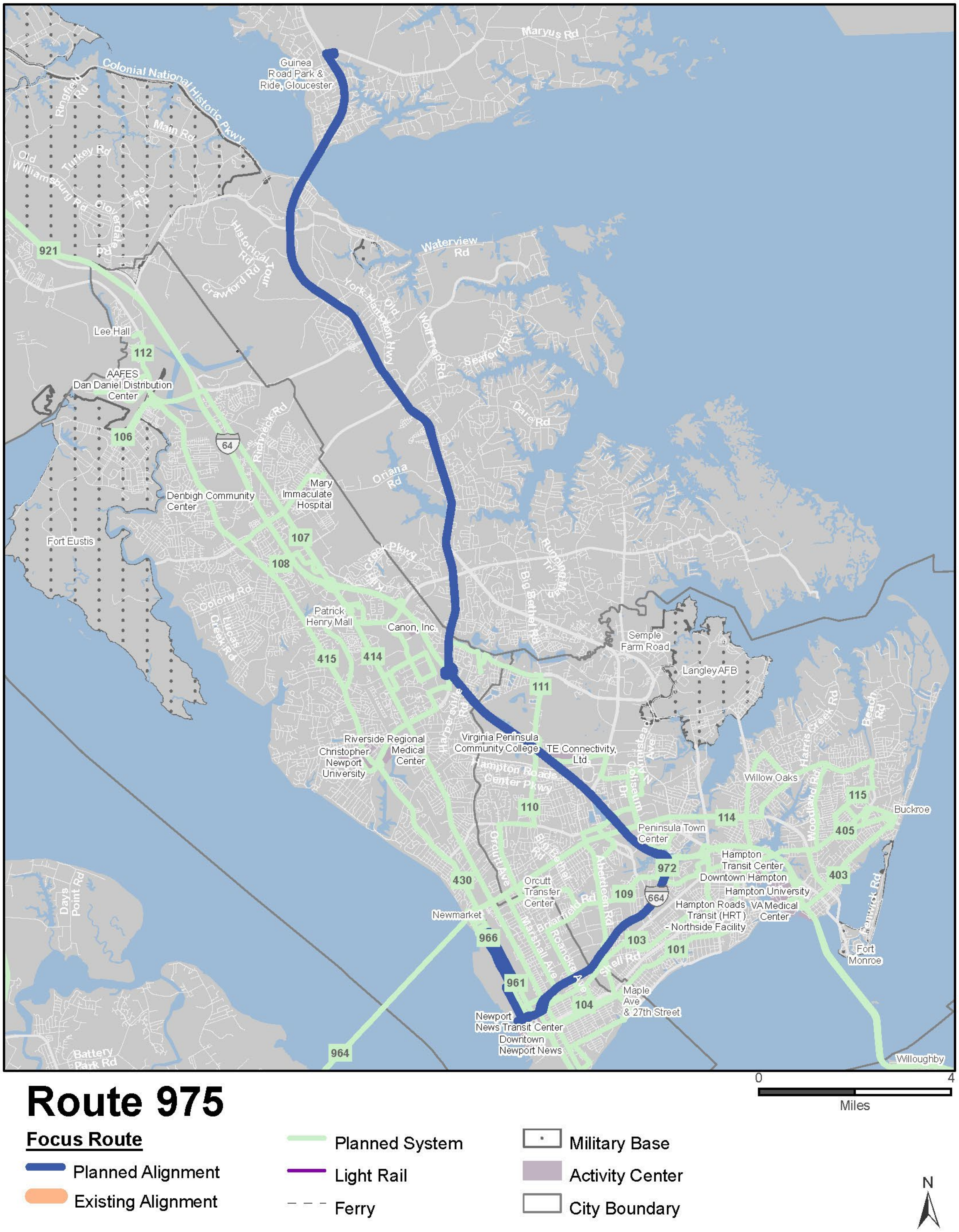
Service Changes

- No changes to existing alignment or level of service.

Justification

- Route 972 fulfills a need in terms of getting employees to work at specific shift times and will remain unchanged.
- HRT was awarded a grant from the Commonwealth called the Interstate Operations and Enhancement Program to improve service on routes that operate on or run parallel to I-64: Routes 106, 107, and Route 972. Recent improvements to Route 972 have been partially paid for by this grant.

Route 975


Guinea Road Park & Ride, Gloucester
Marys Rd
Colonial National Historic Pkwy
Main Rd
Ringfield Rd
Old Williamsburg Rd
Turkey Rd
Lee Rd
Cloverdale Rd
Historical Tour Rd
Crawford Rd
Waterview Rd
York Hampton Hwy
Old Wolf Trap Rd
Seaford Rd
Dare Rd
Oriana Rd
921
Lee Hall
112
AAFES Dan Daniel Distribution Center
106
64
Ridgefield Rd
Mary Immaculate Hospital
Denbigh Community Center
Fort Eustis
107
108
Colony Rd
Lucas Creek Rd
Patrick Henry Mall
Canon, Inc.
415
414
111
Big Bethel Rd
Semple Farm Road
Langley AFB
Harpersville Rd
Riverside Regional Medical Center
Christopher Newport University
Virginia Peninsula Community College
TE Connectivity, Ltd
Hampton Roads Center Pkwy
Coliseum Dr
Armistead Ave
Harris Creek Rd
Beach Rd
Willow Oaks
115
Buckroe
110
Peninsula Town Center
114
405
Woodland Rd
972
Hampton Transit Center Downtown Hampton
Hampton University
403
430
Orcutt Ave
Orcutt Transfer Center
109
664
Hampton Roads Transit (HRT) - Northside Facility
VA Medical Center
Newmarket
966
Briarfield Rd
Aberdeen Rd
103
101
Fort Monroe
Shell Rd
961
Marshall Ave
Roanoke Ave
Maple Ave & 27th Street
104
Newport News Transit Center Downtown Newport News
964
Days Point Rd
Battery Park Rd
Willoughby
0
4
Miles
Route 975
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
N

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 a.m. - 8:00 a.m.; 3:00 p.m. - 4:00 p.m.
Saturday		-	-
Sunday		-	-
HEADWAY			
		Existing	Planned
Weekday	Early	-	-
	AM Peak	-	3 Trips
	Midday	-	-
	PM Peak	-	3 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

Service Changes

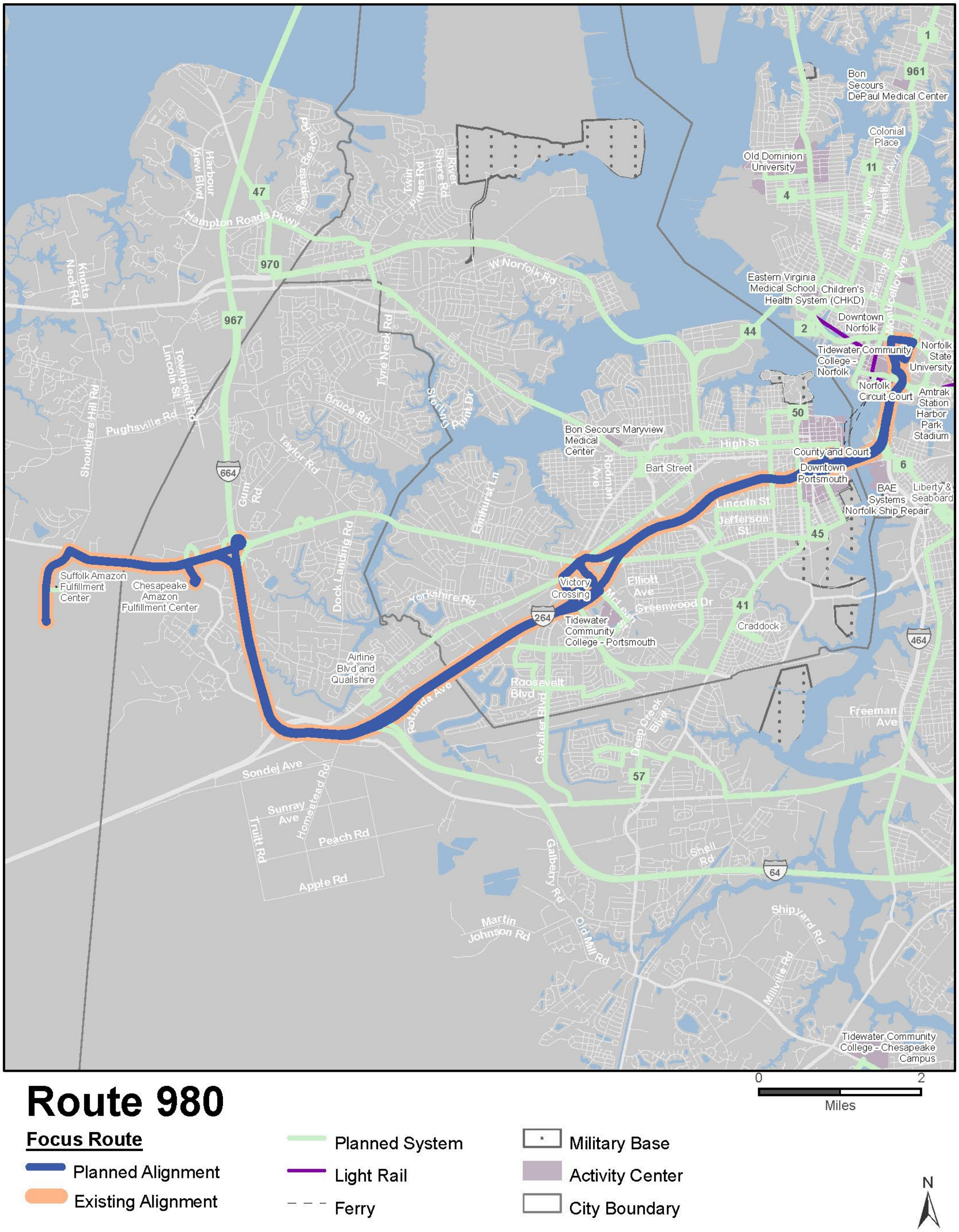
- Route 975 will provide new peak period directional commuter express service between Gloucester (VDOT Park & Ride at the intersection of Route 216-Guinea Rd and York Crossing) and the Newport News Shipyard via US-17 and I-64. The route will operate three trips in the AM peak and three trips in the PM peak.

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. 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 980


Route 980
Focus Route
Planned Alignment
Existing Alignment
Planned System
Light Rail
Ferry
Military Base
Activity Center
City Boundary
0
2
Miles
N
Suffolk Amazon Fulfillment Center
Chesapeake Amazon Fulfillment Center
Victory Crossing
Tidewater Community College - Portsmouth
Airline Blvd and Quailshire
Bon Secours Maryview Medical Center
Bart Street
County and Court
Downtown Portsmouth
BAE Systems
Norfolk Ship Repair
Liberty & Seaboard
Norfolk Circuit Court
Amtrak Station
Harbor Park Stadium
Tidewater Community College - Norfolk
Norfolk State University
Downtown Norfolk
Eastern Virginia Medical School
Children's Health System (CHKD)
Old Dominion University
Colonial Place
Bon Secours DePaul Medical Center
Craddock
Tidewater Community College - Chesapeake Campus
Hampton Roads Pkwy
W Norfolk Rd
Pughsville Rd
Taylor Rd
Bruce Rd
Yorkshire Rd
Rotunda Ave
High St
Lincoln St
Jefferson St
Elliott Ave
Greenwood Dr
Roosevelt Blvd
Cavalier Blvd
Deep Creek Blvd
Sondej Ave
Sunray Ave
Peach Rd
Apple Rd
Martin Johnson Rd
Galberry Rd
Old Mill Rd
Shell Rd
Shipyard Rd
Millville Rd
Freeman Ave
1
961
11
4
47
970
967
44
2
50
6
45
41
57
664
264
464
64

Route 980

SERVICE CLASSIFICATION
Limited/Express

ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED		
	EXISTING	**PLANNED**
To / From	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon
Jurisdictions	Norfolk, Portsmouth, Chesapeake, Suffolk	Norfolk, Portsmouth, Chesapeake, Suffolk

LEVEL OF SERVICE			
SPAN			
		Existing	**Planned**
Weekday		5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.
Saturday		5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.
Sunday		5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.	5:45 a.m. - 6:30 a.m.; 5:45 p.m. - 6:30 p.m.
HEADWAY			
		Existing	**Planned**
Weekday	Early	-	-
	AM Peak	2 Trips	2 Trips
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
Saturday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-
Sunday	Base	4 Trips	4 Trips
	Non-Base	-	-
	Early / Late	-	-

Service Changes

- No changes to existing alignment or level of service.

Justification

- Amazon is bringing thousands of new jobs to Hampton Roads. This newly established 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 will be monitored for performance.

RTS Implementation

Regional Backbone and Limited/Express routes will provide access to high-quality transit throughout the region as discussed above. This section outlines phasing of the RTS Program implementation and its component parts. HRT will implement the RTS with new branding and marketing as the "757 Express." There are many component parts and several factors that influence the phasing and implementation of the RTS.

SERVICE GROUPING

HRT has adapted to a data-driven approach to incrementally prioritize and implement RTS route improvements. This approach is linked to operator availability and is targeted on growing ridership and providing reliable services throughout the service area (for both RTS and non-RTS routes), focusing on the implementation of individual routes. Under this implementation approach, alignment changes are the first priority when a route is being adjusted, followed by weekday span and weekday peak headway improvements that can be achieved based on operator availability. Finally, all other span and headway improvements are considered.

For more detail about the current implementation phasing for each route, see the implementation tables in **Section 6.6: Route Profiles**. The proposed implementation timeline for RTS implementation is listed in **Table 6-14**. The phasing for peak service on regional backbone routes and service improvements on Limited/Express routes are shown in **Figure 6-7** and **Figure 6-8**. These figures also highlight non-regional backbone routes with service improvements tied to the service improvements on regional backbone routes. The Service Changes bullets in Route Profiles (**Section 6.6: Route Profiles**) highlight how routes are related.

Table 6-14: Phasing Groups (contingent on operator availability)

HRRTF ELIGIBLE ROUTE	IMPLEMENTATION YEAR										
	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033
ROUTE 1			○		×			◊			
ROUTE 2						×					◊
ROUTE 3					×				◊		
ROUTE 8						×				◊	
ROUTE 15				×				◊			
ROUTE 20		×						◊			
ROUTE 21							×			◊	
ROUTE 36			○				×				◊
ROUTE 45			○			◊					
ROUTE 47			○					◊			
ROUTE 101							◊				
ROUTE 112	×						◊				
ROUTE 114	×								◊		
ROUTE 403	◊										
ROUTE 405	◊										
ROUTE 414	◊										
ROUTE 415	◊										
ROUTE 430	◊										
ROUTE 921	◊										
ROUTE 960	◊										
ROUTE 961	◊										
ROUTE 964	◊										
ROUTE 966	◊										
ROUTE 967	◊										
ROUTE 972	◊										
ROUTE 975					◊						
ROUTE 980	◊										

○: adjusted alignment implemented; ×: peak service improvements implemented; ◊: full service improvements implemented

Figure 6-7: Service Implementation - Peninsula

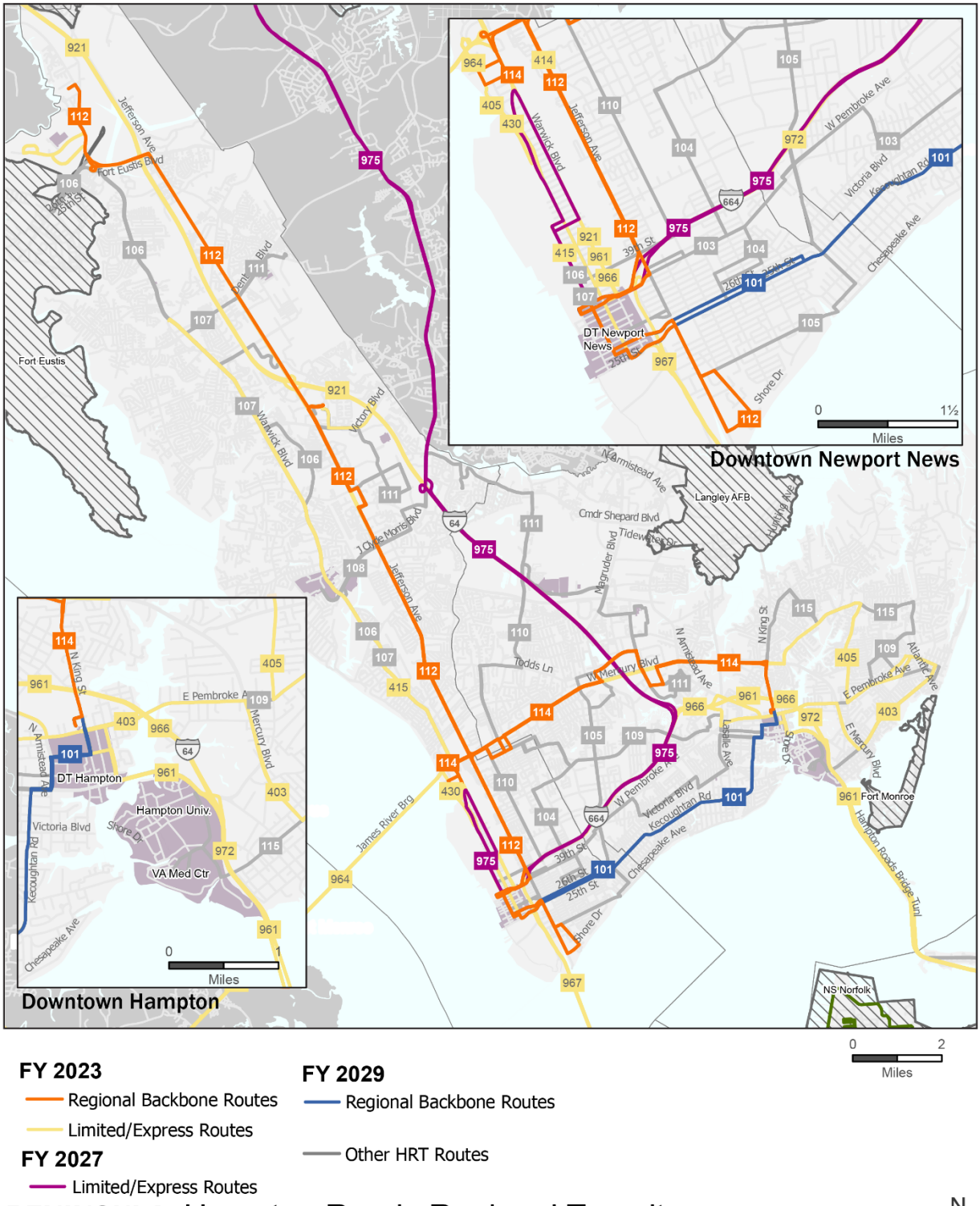
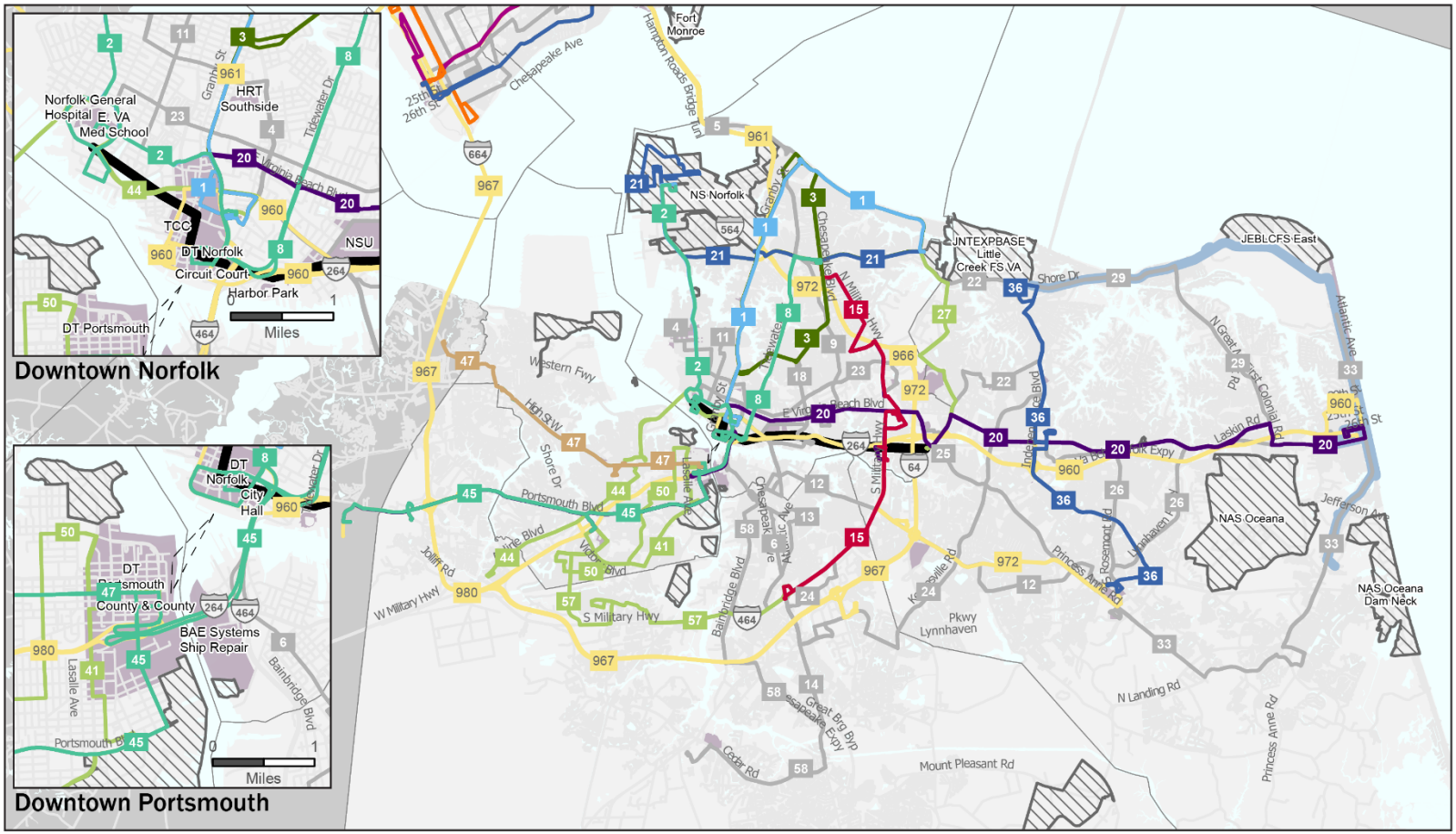


Figure 6-8: Service Implementation - Southside



SOUTHSIDE: Hampton Roads Transit Regional Transit Program Grouping

ADDITIONAL PHASING FACTORS

Other factors that influence phasing and implementation of the Program include:

- Schedule of availability of Hampton Roads Regional Transit Fund moneys and other requisite funding.
- Implementation feasibility based on vehicle procurement schedules, staffing, and other operational action plans, policies, and investments for successful marketing and roll-out of service improvements.
- Environmental or market conditions that are outside HRT's control, for example impacts on supply chains that could impact the delivery of bus orders on time or contract services.
- Bus operator availability. Recruitment and retention of bus operators needed to meet the RTS staffing needs outlined in Table 6-15 will directly influence Program implementation.

TIMING AND COMPONENTS FOR START-UP AND ONGOING OPERATION

The timeframe for the start-up of revenue service is distinct for each route as noted in **Section 6.7.1**. Service began on Route 112 and Route 114 in FY 2023—due to operator availability, all of the improvements were not made at once. Service on Route 20 began in November 2023 (FY 2024). Service on the remaining RTS routes will continue over the next several years, depending upon bus operator availability.

This means the RTS Program will be implemented across the next several years of the Transit Strategic Plan. This also requires that different activities will take place concurrently to support the phased start-up and ongoing operation of the service expansion.

Implementing the entire RTS Program is a major undertaking with many component parts. HRT will initiate and complete activities in several categories that are discussed in more detail below, with the goal of being able to successfully support the phased implementation of the RTS. These activities include (but are not limited to):

- New bus purchases
- Manufacturing and installation of bus shelters
- Upgrades to technology infrastructure
- Installation of new bus stop signage
- Real-time passenger information displays at transit centers
- Completing the replacement of facilities, each with distinct planning, engineering, and construction needs.

Figure 6-9: Current 757 Express Logo

As mentioned in **Section 6.4**, the Program will be referred to as the "757 Express" (**Figure 6-9**). RTS implementation includes both capital projects and operating and maintenance. Capital projects are made up of investments in physical assets. This includes items like acquisition of rolling stock (for revenue service as well as non-revenue support vehicles), the purchase and installation of passenger amenities (e.g., shelters, benches, and trash receptacles), construction of new bus operating facilities, and investments in technology infrastructure so that passengers have the ability to access real time information

and enhanced fare systems. In addition to being documented in this Transit Strategic Plan, all RTS capital projects are reflected in HRT's FY 2026-2035 Capital Improvement Plan (CIP).

Operating and maintenance (O&M) expenses are investments that support day-to-day operations, including items such as bus operators, mechanics, fuel, and cleaning. Below is a representative list of the types of O&M costs involved with RTS implementation:

- Facility landscaping, janitorial services, HVAC maintenance, and ongoing utility costs.
- Bus stop and bus shelter cleaning and trash pick-up.
- Bus stop signage maintenance and replacement.
- On-board technology equipment maintenance, yearly software upgrades, farebox maintenance.
- Safety and Security certifications.
- Threat and vulnerability assessments per state and federal regulations.
- Fire & Life Safety and Security code and regulation compliance assessments.
- Safety and Security Management Plan (SSMP).
- Conducting hazard analyses for new bus routes and changes in existing routes, including the placement of new bus shelters.
- Website rebranding and update.
- Integrating Info Web (GTFS Real Time) into GoHRT.com.
- Printing of customer schedules and system maps.
- Ongoing planning, program evaluation, and updates.
- Market research and outreach.
- Rebranding of buses for Regional Backbone routes.
- Maintenance of Ticket Vending Machine (TVMs) at new passenger facilities.
- Maintenance of real time passenger information displays at Transit Centers.
- Pavement maintenance at all bus loops and park-and-rides at transit centers.
- Maintaining bus infrastructure such as security cameras, WiFi, Automatic Passenger Counters, Automated Vehicle Location, etc.
- IT software and hardware upgrades.

The components necessary for successful RTS start-up and ongoing operations generally fall into these categories: **Operations, Human Resources, Technology, Facilities, Safety and Risk, and Marketing and Communication**.

Operations

Purchasing **New Buses** to support the 757 Express is essential for success of the Program. The Program requires a total of 48 additional buses. In addition, six additional paratransit vehicles, with a five-year replacement cycle, are also part of the RTS. These vehicles were delivered to HRT in FY 2023 and entered revenue service. Funding for these paratransit vehicles was requested by HRT in the second half of FY 2022.

Figure 6-10: Mock-Up of RTS Livery

The typical time span from the placement of a new bus order to delivery and getting the bus ready to deploy is approximately 24 months. The estimated useful life for a new 40-foot diesel bus is 12 years or 500,000 miles, whichever comes first.

Non-Revenue Support Vehicles are also part of the RTS. These are service trucks, vans, and sedans (29 in total) that will be utilized by bus supervisors, security personnel, mechanics, and facility maintenance personnel serving out in the field to support operations. All vehicles were ordered between the second and third quarters of FY 2023 and the first quarter of FY 2024. Thus far all vehicles have been delivered and readied for service. The first 24 RTS buses that were placed into revenue service in 2023 are now at a point where there are annual costs for maintenance parts that are needed to maintain the RTS fleet in a state of good repair. These maintenance costs cover all non-labor costs including oil and vehicle lubricants; replacement tires; materials and supplies; and mechanic tools, uniforms, and shoes.

Human Resources

Hiring, training, and retention of a viable workforce is paramount to the success of the 757 Express. Indeed, this is the most mission-critical RTS component and **Workforce Success** is an agency core value: *HRT is committed to the effective hiring, training, and ongoing success of every team member*.

Positions directly related and essential to RTS implementation are part of the Program. **Table 6-15** presents Program positions hired in FY 2024 and FY 2025 and HRT's hiring plan for FY 2026 through FY 2035.

Figure 6-11: Transit Operators

The biggest need is for **Bus Operators**, approximately 200 in total to support full implementation of RTS service. As with other positions, these will be filled incrementally to match operating needs. Positions that support start-up hiring, promotion, or specific projects (i.e., a Talent Acquisition Specialist, RTS Technology Project Manager, Outreach Coordinators and Facility Mechanics) will be temporary. There are additional recruitment costs such as job fairs, job board postings, background checks, DOT physicals, and drug tests.

Table 6-15: Hiring Plan for RTS Implementation

Department	Position[13]	# of Staff						
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	TOTAL[14]
Operations Staff								
Operations	Bus Operators	0	37	37	31	47	48	**200**
	Mechanics/Servicers/Cleaners	0	12	0	0	0	0	**12**
	Operations Supervisors - Bus/Maintenance	0	8	0	0	0	0	**8**
	Asst. Manager of Bus Operations	1	0	0	0	0	0	**1**
	Bus Training Instructor	1	0	0	0	0	0	**1**
	Operations Admin/Payroll Technician	0	0	0	0	0	0	**0**
	Associate Project Manager	0	1	0	0	0	0	**1**
	Operations Facilities Technician	0	0	0	0	0	0	**0**
	Facility Mechanics	0	3	0	0	0	3	**6**
	Total Operations Staff	***2***	***61***	***37***	***31***	***47***	***51***	***229***
Administrative Support Staff								
Customer Relations	Customer Service - Reps/Leads/Liaison	0	0	0	0	2	3	**5**
Engineering & Facilities	Passenger Amenities Support Techs	0	6	0	0	2	0	**8**
	Facility Mechanics	0	0	0	0	0	2	**2**
Finance	Staff Account/Budget Analyst/Procure Admin	0	0	1	2	0	0	**3**
Human Resources	HR Assistant/Specialists	2	2	1	0	0	0	**5**
Marketing & Communications	Outreach Coordinators	0	0	2	0	0	0	**2**
Management Services	Management Analyst	1	0	0	0	0	0	**1**
Planning & Scheduling	Scheduler	0	1	0	0	0	0	**1**

[13] With the exception of temporary positions, all positions hired for the Program will be maintained to support the implementation and ongoing operation of the Program.

[14] For positions showing 0 total staff, HRT has not hired any staff for those positions in FY 2022, FY 2023, or FY 2024 and does not have plans to hire for this position from FY 2025 to FY 2027. HRT plans to hire for these positions in the future, beyond FY 2027.

Department	Position[13]	# of Staff						
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	TOTAL[14]
	Sr. Manager of Scheduling	0	0	0	0	1	0	**1**
	RTS Program Manager	1	0	0	0	0	0	**1**
Safety	Safety Specialist/Admin Support Tech	0	3	0	0	0	0	**2**
Security	Security - Asst. Manager/Specialist	0	2	1	2	0	0	**5**
	Transit Security Officer	0	2	0	0	2	0	**4**
Technology	ITS Cyber Security Manager	0	1	0	0	0	0	**1**
	Client Technology Specialist	0	1	0	0	0	0	**1**
	Technology Helpdesk	0	1	0	0	0	0	**1**
	RTS Technology Project Manager	0	0	1	0	0	0	**1**
	ERP Technical Services Manager	0	1	0	0	0	0	**1**
	ERP Technical Support Analyst	0	1	0	0	0	0	**1**
Total Administrative Support Staff		***4***	***21***	***6***	***4***	***7***	***5***	***47***
TOTAL STAFF		***6***	***82***	***43***	***35***	***54***	***56***	***276***

Technology

Technology is a critically important category of the RTS Program. These activities and tools directly impact customers, and include items such as the purchase, installation, and maintenance of digital displays for bus arrival information and system alerts; building and extending next-generation network initiatives; customer Wi-Fi; enhanced fare systems; security system enhancements; back-end systems expansions and enhancements that promote the "Connect Anytime and Anywhere" initiative; enhanced configuration and reporting of the financial systems with services for analysis, development, testing, and ongoing support to segregate, track, and report; and necessary infrastructure investments and services needed to support RTS customer-facing systems and the RTS program as a whole.

Mobile-based technology makes public transit more responsive to the needs of riders and enhances the level of service they receive through innovative experiences and regularized transit operations. This includes real-time information technologies and Wi-Fi on transit vehicles that provide free and open internet connectivity service while riding on HRT vehicles or connecting at transit centers. Passenger Information Displays (PIDs) (**Figure 6-12**) will deliver scheduled and real-time route information, schedule changes, and safety or customer alerts and announcements to passengers utilizing a segmented and secured network environment. Among the earliest RTS technology projects is to deploy new PIDs at the Hampton, Newport News, Silverleaf, and Downtown Norfolk Transit Centers, which is well under way. The physical installation and wiring are complete at all four transit centers. The software installation, configuration, and testing are ongoing. Customers will benefit from a redesigned and more customer-friendly website that highlights new RTS services and functionality.

Additional investments will be made to enhance customer security through the installation of new, integrated access control and video surveillance systems as well as customer-facing security screens that remind patrons about ongoing monitoring activities. These improvements require a sustained investment into network infrastructure, and computer hardware and software to provide sustainable, scalable benefits.

Figure 6-12: On-Board Vehicle Display

There are other components that are typically behind-the-scenes and less visible, but just as important for the operational success of the RTS Program. This includes items like facility-specific investments in structured cabling; enterprise-wide investments into carriers; diverse and redundant connectivity; and hardware and services investment into core infrastructure needed to support customer-facing applications like network equipment, telephony, call center management, server infrastructure, computers, printers, end-point devices, cloud services, and licensing.

Investments will be made in Human Capital Management deployment, support, and integrations. These improvements will contribute to continuous project implementation to automate and utilize additional functionality to support HRT in continuous growth and usage of HCM Workday software to its full capability during and after initial implementation. HRT is also investing in technology improvements for the Data Management System to continuously fortify and implement data governance best practices in compliance with regulatory reporting requirements.

As HRT's technology footprint expands, cybersecurity coverage breadth and depth will also need to increase to protect funded assets and the safety of HRT's personnel and data. HRT's cybersecurity will increase the acquisition and expansion of services to protect cloud and on-premises server and workstation systems, including advanced anti-virus and emergency detection response, advanced identity protection and multi-factor authentication, real-time incident response protections, and increased vulnerability management. Further, HRT will develop a resilient cyber strategy for the agency that involves both proactive measures to fortify against attacks as well as robust plans for post-breach scenarios.

Facilities

Facilities is a category of the RTS Program, like Technology, that includes both customer-facing and behind-the-scenes components. One of the key customer-facing components is a new **Bus Stop Amenity Program**. When fully implemented, the program will include more than 600 new amenities across the system including new shelters (**Figure 6-13**), benches, trash receptacles, and solar lighting. As part of the amenity program, HRT may make improvements in the public right of way across six cities, acquire easements and property rights, and improve existing infrastructure to enhance compliance with the Americans with Disabilities Act. The amenity program may also include the installation of new bus stops, transfer locations, bus pull off areas and other improvements needed to serve the enhanced bus service as part of the RTS program. In addition, informational and wayfinding signage including real-time bus arrival at key locations is also included in the amenity program. HRT intends to maximize the number of amenities at each stop while working within given right of way constraints at each location. The amenity program also includes more frequent cleaning and maintenance of bus stops by both contractors and HRT staff. This initiative includes newly formed rapid response HRT cleaning and maintenance crews.

Figure 6-13: Updated Passenger Waiting Facility with Solar-Powered Lights

The facilities category of the RTS Program also includes investments in several of HRT's existing and future **Major Transfer Hubs** where multiple routes intersect. As part of the RTS Program, the current on-street facilities at Evelyn T. Butts Transfer Center (Norfolk), at Robert Hall Transfer Center (Chesapeake), Orcutt Avenue (Hampton), and Tidewater Community College (Virginia Beach) will be replaced with new facilities that may be constructed or leased.

- In the City of Norfolk, HRT is currently negotiating a land purchase for a site suitable for the replacement of the Evelyn T. Butts Transfer Center. Based on the currently proposed site, HRT anticipates constructing, operating, and maintaining a facility with at least six bus bays.
- In the City of Chesapeake, once HRT identifies a reasonable site for the Robert Hall Transfer Center, HRT anticipates similar activities as for the Evelyn T. Butts site.
- In the City of Virginia Beach, HRT is also working with Tidewater Community College (TCC) to determine an acceptable location for the TCC Transfer Center.

In addition to these ongoing investments, transfer facilities in other cities are at various phases of development.

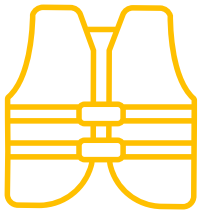
- The City of Portsmouth will be closing the on-street bus transfer operation at County and Court Street within the next few years due to redevelopment of the County Street Municipal Garage. The city was awarded a SMART Scale grant to relocate the bus transfer operation to the Park and Sail lot at Court and Bart Streets. This transfer facility will be an enhancement over the current on-street operation since it will also have park-and-ride accommodations.
- The City of Norfolk has been developing the areas immediately adjacent to the Downtown Norfolk Transit Center (DNTC). Due to these improvements and changes to the traffic flow, HRT may be required to make improvements to the parking and bus areas at DNTC.

As new facilities advance in the planning process, the impacts to the RTS program will be evaluated. Similar to new bus purchases, these facilities projects may utilize a combination of federal, state, and Hampton Roads Regional Transit Fund resources. Improvements to Hampton Transit Center (HTC) and Newport News Transit Center (NNTC) may also be required as part of the implementation of the RTS network.

One of the largest regional investments to be made as part of the RTS Program is the new **Southside Bus Operating Division** (**Figure 6-14**) that will relocate maintenance activities that are currently housed at the Parks Avenue facility in Virginia Beach. This new facility will be designed and constructed to be net zero energy ready. Along with the ability to operate and maintain a fully electric fleet of buses, the facility will utilize various green energy technologies to achieve net zero. The new Southside Operating Division will address state of good repair requirements and expansion needs that support RTS service, as well as enhance operational efficiency by drastically reducing deadhead miles. The new facility will accommodate year-round operations and be large enough to support the storage, maintenance, and operation of buses added to the fleet in addition to trolley operations. The Parks Avenue facility seasonally houses trolley operations during the summer months.

Figure 6-14: Rendering of the New Southside Operating Division

HRT has conducted an electrification study that considers the agency-wide transition to battery-electric buses. The new Southside Operating Division plays a crucial role in the agency's transition to zero-emission vehicles. Battery electric buses are zero-emission vehicles that enable the agency to eliminate the dependency on fossil fuels and to reduce operating costs while delivering clean, quiet transportation to the community. Upon completion, the new Southside Operating Division will incorporate electric bus charging and maintenance in support of a fleet of over 100 electric buses and 16 trolleys. The facility will have the capacity to operate and maintain a mixed fleet of diesel and electric buses with the ability to handle a fully electric fleet in the future. The building is anticipated to be Net Zero Energy Ready. Once the new division is operational, HRT will repurpose the existing Parks Avenue site.



Safety and Risk

Safety and Risk elements of the RTS Program are based on the multiple functions required of Safety and Risk Management by regulatory statute for upgrades, expansions, modernization, or construction of new systems and facilities and the subsequent need to operate and maintain new systems within this new environment. This includes a Safety and Security Certification, the process of verifying that safety and security requirements are included during the planning phase and through the life cycle of a project. Hazard analysis techniques are utilized for systems or equipment with safety critical or vital functions based on industry requirements and regulations for design, specification development, construction, testing and commissioning, and operation and maintenance; hazards are identified, assigned a risk rating and mitigations are applied to minimize potential risks to an acceptable level. This analysis will be conducted on a number of projects supported by the RTS Program, including the addition of new bus shelters and amenities, as well as new buses and the new charging infrastructure planned for HRT's facilities.

With the planned increase in service and personnel, a Risk Exposure Analysis will be utilized to determine the probability of potential loss occurring, including liability issues, employee injuries, property damage for projects and new assets. As a result of adding new assets, systems, personnel, fixed facilities, and the planned acquisition of land, insurance coverage must be assessed due to the ever-changing insurance market, which could potentially increase premiums or require new policies.

In support of the agency goal of "safe and secure transportation for all customers," HRT will focus security-related RTS efforts on growing the ability to deploy transit security resources as well as expand its personnel and facility security programs. This includes supporting additional specialized Transit Security Officers, who augment local and private uniformed partners. RTS enhancements also include resources for specialized security technologies such as Ion scanners, overt and covert surveillance tools, emergency alert equipment, and other tools. Additionally, RTS improvements support opportunities for specialists focused on the development and administration of transit security and emergency preparedness abilities. These efforts build organizational resilience, improve local partnerships, and work to protect transit's soft targets. All staffing needs are reviewed and overseen under Human Resources. The targeted efforts build organizational resilience, improve local partnerships, and work to protect transit's soft targets.

Marketing and Communications

The Marketing and Strategic Communications (Marcom) team develops and launches promotional campaigns to raise awareness of RTS Program services and recruit qualified bus operators and mechanics.

Marcom is working on a new, revamped recruitment campaign after a successful award-winning two-year "My Hampton Roads Transit" campaign, which featured real HRT employees. Both campaigns use traditional media, including billboards, television, newspaper, and radio, as well as digital media, including social media, Spotify, Hulu, and YouTube. Recruitment advertising is a sustained effort to attract, hire, and train the workforce needed to operate the RTS, while RTS marketing occurs as each route launches 15-minute service.

Concurrent with the launch of the 757 Express in October 2022, new branding and marketing included traditional and digital media in addition to bus wraps and new signage at bus stops and transit centers. Public outreach teams have engaged businesses and current and potential customers in communities across Hampton Roads to promote utilization of the enhanced regional transit system. Marcom also produces a public affairs show called On the Move, another way to raise awareness and excitement about transit in the Hampton Roads community. Social media continues to be used to reach the public and engage HRT employees. Finally, the team continues to develop, print, and post online schedules and other information for customers and the public-at-large.

Figure 6-15: Example of a Bus Operator Ad

RTS Resource Allocation

The allocation of funding (both capital and operating) and overall implementation of the RTS will be continuously guided by the following principles:

- Demonstrated fit of Program investments to the key factors and administrative requirements outlined in the legislation.
- Delivering results on-time and on-budget.
- Adherence to strategic bundling of services to support phased implementation.
- Adapting to feasibility of procurement schedules, staffing, and other operational action plans for successful marketing and roll-out of service improvements.
- Ensuring upkeep and the maintenance of a state of good repair over time.
- Using project delivery methods that most efficiently connect communities across the region with transit infrastructure and services.
- Protecting and enhancing the statutory flexibility and diversity of funding sources, financing, and procurement options to leverage resources and maximize the value of each available dollar.
- Ensuring balanced and equitable investments, including Title VI compliance, across the HRT service area.
- Fostering innovation and adhering to data-driven decision making, incorporating new technologies, and using robust methods to evaluate performance and ongoing service changes.
- Close collaboration with city partners for integration of Program investment strategies and related projects with local land-use policies, plans, and projects that expand access to safe and reliable transit for more segments of the Hampton Roads region and can support auxiliary private investments and economic activity.
- Connecting more workers to jobs, customers to businesses, and access to educational, retail, medical, recreational, and other opportunities that support quality of life and thriving local and regional economies.
- Support the 757 Recovery and Resilience Plan designed to reinvigorate the regional economy after the impacts of the COVID-19 pandemic.

Additionally, in authorizing the Hampton Roads Regional Transit Program and Fund, the Code of Virginia requires that Hampton Roads Regional Transit Fund disbursements shall be approved by HRTAC "*consistent with the*

regional transit planning process developed pursuant to subsection D of § 33.2-286." This is planning process is jointly defined by HRT, WATA, and Suffolk Transit and includes the development and implementation of a regional subsidy allocation model and the distribution of funds for transit administered through HRTAC (though the use of the HRRTF applies only to Hampton Roads Transit).

In keeping with this regional transit planning process as it pertains to the development and implementation of a regional subsidy allocation model:

- Regional subsidy allocations will only apply to projects and services located in a transportation district in Hampton Roads created pursuant to § 33.2-1903.
- Regional subsidy allocations may not be used toward any projects or services not contained in the Hampton Roads Regional Transit Program as incorporated in this Transit Strategic Plan (TSP).
- For eligible projects and services, the maximum regional subsidy funding available and necessary to implement the Program may be utilized.
- Regional subsidy funding may be used toward eligible capital and operating expenses. A capital project is an investment in a physical asset like a bus, facility, bus shelters, benches, or property (leased or purchased) in support of the construction of other physical assets. Operating expenses are investments to support day-to-day operations, such as bus operators and mechanics, or fuel and cleaning.
- Regional subsidy funding may be used for state of good repair and for expansion of services and related capital projects. SGR projects typically deal with rehabilitating or replacing existing assets, for example purchasing a new bus to replace an old bus that is beyond its useful life. Expansion projects, on the other hand, add new capacity to the transit system, for example, increasing the number of bus shelters or building a new facility to operate and maintain expanded services.
- Regional subsidy funding may be used at 100 percent share of costs or may be used to match and leverage other funding. If used to match state funding, regional subsidy funding shall be counted toward meeting local match requirements. A mix of funding is not required.
- Allocations of regional subsidy funding are meant to enhance not reduce other funding used to support transit infrastructure and services across the transportation district. As regional subsidy funding is applied, it is prohibited for local funding for public transportation purposes to be reduced to an amount less than what was appropriated on July 1, 2019.
- The regional subsidy model was implemented beginning in FY 2021.

In keeping with the regional transit planning process as it pertains to the distribution of funds for transit administered through HRTAC:

- Distribution of funds shall be consistent with the regional transit planning policy and shall only be for core and connected regional services contained in the Program approved by the governing board of the transportation district.
- Such funds may not be used for other public transportation services (for example, local bus routes).
- Disbursement of regional funds shall not diminish the right of the eligible applicant to determine and utilize the most beneficial type of funding for each type of eligible project or service.
- Distributions of regional funding will not be used to reduce or replace total local funding that has been utilized for public transportation as of July 1, 2019.
- Distributions of regional funding shall not impinge upon the right of the eligible applicant to use regional funding to participate in competitive state and federal grant programs, when appropriate, to effectively deliver projects and draw additional dollars into the region that would not otherwise be accessible.

CAPITAL

RTS capital projects will utilize HRRTF funding and match this funding with federal and state sources, when feasible, to optimize the use of all available funding. Projects are reflected in the HRT FY 2026-2035 Capital Improvement Plan (CIP) and are also listed in **Table 6-16**. As HRT will be applying for more competitive grants to match HRRTF funds, these opportunities could change the make-up of how the projects noted in **Table 6-16** are funded in the future.

It is important to emphasize this is a *plan* for investing in RTS capital projects and not a budget; as real-world conditions influence projects, HRT will adapt RTS capital investment strategies. This is especially important in regard to the RTS facility projects (New Southside Bus Operating Division, Robert Hall Transfer Center, Evelyn T. Butts, Bus Stop Amenity Program). Factors such as land costs, site constraints, and evolving technology needs will impact the cost of these projects. Major investments, such as the New Southside Operating Division, require financial commitments from both federal and state partners.

Table 6-16: RTS Program Capital Expenses and Funding

Item	Expenses (YOE$ Millions)									
	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
New Bus Operating Division - Southside	18.3	-	-	-	-	-	-	-	-	-
Transit Bus Expansion	-	-	3.3	1.7	-	0.6	0.6	-	-	-
Robert Hall Transfer Center Replacement	7.5	-	-	-	-	-	-	-	-	-
Paratransit Fleet Expansion	-	-	0.1	0.8	-	-	-	0.2	0.9	-
RTS Technology	-	-	-	0.4	-	-	-	-	0.5	-
Non-Revenue Fleet Expansion and SGR	-	-	-	-	-	-	-	1.2	-	0.6
Evelyn T. Butts Transfer Center Replacement	2.1	-	-	-	-	-	-	-	-	-
Bus Stop Amenity Program	3.5	1.8	-	-	-	-	-	-	-	-
Total Planned Capital Expenditures	**31.4**	**1.8**	**3.4**	**2.9**	**-**	**0.6**	**0.6**	**1.3**	**1.4**	**0.6**

Item	Funding (YOE$ Millions)									
	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
Federal 5307	2.0	-	0.0	0.6	-	0.2	0.2	0.4	0.4	0.2
Federal Discretionary*	6.9	-	-	-	-	-	-	-	-	-
State	8.7	-	2.3	2.0	-	0.4	0.4	0.9	0.9	0.4
State Discretionary*	2.1	-	-	-	-	-	-	-	-	-
HRRTF	11.7	1.8	1.1	0.3	-	0.0	0.0	0.1	0.1	0.0
Total Planned Capital Funding	**31.4**	**1.8**	**3.4**	**2.9**	**-**	**0.6**	**0.6**	**1.3**	**1.4**	**0.6**

**Potential awards in FY 2026*

Note: *Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.*

OPERATIONS AND MAINTENANCE

Table 6-17 reflects preliminary costs and revenues for RTS Program Operations and Maintenance (O&M) over the current 10-year planning horizon. This includes costs based on hours of service, as the RTS operations are phased in over time, as well as additional costs each year for specific Operations and Maintenance categories as discussed in **Section 6.7.3**. HRT may apply to HRTAC for additional funding to cover any negative end-of-year variance(s), should they occur, due to expenses or farebox revenues being different. In the case of any positive end-of-year variance, HRT may apply to HRTAC for remaining funds to be credited toward the following year's RTS bus operations expenses.

A summary for the FY 2026 HRRTF Program items and costs is shown in **Table 6-18**. This depicts Program items for which HRT plans to utilize Fund moneys, in the estimated amounts shown, to support Operations and Maintenance expenses over this period up to June 30, 2026. The total cost of direct RTS program staffing for FY 2026 planned hires that will be filled is $3.4 million. The salaries for RTS-approved positions that were filled before FY 2026 are not included in this table. The $13.2 million of HRRTF Program funds for RTS bus operations is net of the following revenues: fares and the Transit Ridership Incentive Program (TRIP) grant supporting the extension of Route 21 for circulator service in Naval Station Norfolk,[15] which together total $1.4 million in revenue.

[15] The circulator-type service of the Regional Backbone Route 21 will operate two alignments: Blue and Gold. The Blue Route will operate weekdays between 6:00 a.m. and 6:00 p.m. with 15-minute headways. The Gold Route will operate weekdays between 6:00 a.m. and 6:00 p.m. with 30-minute frequencies and on weekends between 9:00 a.m. and 6:00 p.m. with 30-minute frequencies.

Table 6-17: Planned RTS Program Operations Costs and Revenues

Item	Expenses (YOE$ Millions)										
	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
757 Express: formerly MAX Operating Expenses	*6.1*	*6.4*	*7.1*	*7.4*	*7.7*	*8.0*	*8.3*	*8.6*	*9.0*	*9.7*	*10.1*
757 Express: Regional Backbone + PCS Operations Expenses	*6.1*	*7.9*	*8.7*	*10.1*	*19.8*	*25.4*	*29.8*	*33.8*	*37.3*	*39.4*	*41.0*
Total RTS Bus O&M Costs	**12.2**	**14.3**	**15.8**	***17.5***	***27.4***	***33.4***	***38.1***	***42.4***	***46.2***	***49.1***	***51.1***
RTS Program Costs	8.5	10.4	10.7	11.0	11.4	11.4	11.7	12.0	12.2	12.5	12.8
Total RTS O&M Expenses	**20.7**	**24.7**	**26.4**	**28.5**	**38.8**	**44.8**	**49.8**	**54.4**	**58.5**	**61.6**	**63.9**

Item	Funding (YOE$ Millions)										
	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
Fare Revenues	0.8	0.9	1.1	1.3	2.0	2.6	3.0	3.5	3.9	4.2	4.4
IOEP Grants - Route 972	0.1	-	-	-	-	-	-	-	-	-	-
TRIP Grant - Navy Circulator Service	0.9	0.5	-	-	-	-	-	-	-	-	-
HRRTF	18.9	21.5	24.5	26.4	36.0	41.4	45.9	49.9	53.6	56.4	58.5
Total Funding Support RTS O&M	**20.7**	**22.8**	**25.7**	**27.7**	**38.0**	**44.0**	**48.9**	**53.5**	**57.5**	**60.6**	**62.8**

Note: *Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals. For FY 2025, MAX, Regional Backbone, and PCS operating costs reflect the most recent version of cost allocation information available at the time of the TSP update.*RTS Program Costs include separate discrete costs from service hour costs. The breakdown of RTS Program Costs is in Table 6-19.*

Table 6-18: FY 2026 RTS Program Operations and Maintenance Expenses

Item	Description	Expenses (YOE$ Millions)
RTS Bus Operations	94,027 total service hours on: ■ Limited/Express routes: MAX 921, MAX 960, MAX 961, MAX 964, MAX 966, MAX 967, MAX 972, MAX 980, PCS 403, PCS 405, PCS 414, PCS 415, PCS 430 ■ Regional Backbone routes: Route 15, Route 20, Route 21NSN (Navy Base Circulator), Route 36, Route 45, Route 112, Route 114 (See route profiles in Section 6.6 for more service information)	**14.3**
Facilities	Contracted cleaning; Sign fabrication and installation	**2.3**
Human Resources	Direct RTS Program staffing (see positions listed in Table 6-15)	**3.4**
Safety and Risk	Insurance; Facility safety and security certification; Compliance with 26 CFR part 1910 and 1926 audit; Inspection and training programs	**0.2**
Security	Enhanced security personnel; Transit security officer program gear. Enhancing Security and Preparedness, Security Surveillance	**1.0**
Technology	■ CCTV, Client technology software and hardware; Communication services; Datacenter hardware and software, Endpoint protection; Google Maps call increase; Microsoft Dynamics 365 Finance and Operations; Microsoft licenses; PaaS; Networking; Printing capacity expansion; Real-time displays; Training; Telephony software; Transit Wi-Fi; Website re-branding; Cell phone services. ■ Cyber Resiliency – Develop a resilient cyber strategy for the agency that involves both proactive measures to fortify against attacks and robust plans for post-breach scenarios ■ HCM (Human Capital Management) Deployment, Support and Integrations – Support continuous project implementation to automate and utilize additional functionality to support HRT in continuous growth and usage of HCM Workday software to its full capability during and after the initial implementation ■ Data Management System – Continuously fortify and implement data governance best practices in compliance with regulatory reporting requirements	**1.5**
Marketing and Communications	Recruitment advertising, promo media buys, collateral development/ printing, contract services (marketing), outreach software licensing	**0.5**
Planning	RTS Program annual update (Transit Strategic Plan); 10-year RTS Capital Program update; update ongoing planning and program evaluation support.	**0.6**
HRTAC Administrative Fee	Fees that HRTAC will occur in monitoring the program.	**0.3**
Bus Maintenance Expenses	Upkeep and maintenance of RTS buses, including tires; oil and lubricants; materials and supplies; tools, uniforms, and shoes; and contract services.	**0.7**
TOTAL		**24.7**

Note: *Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.*

A further breakdown of the additional RTS Operations and Maintenance Program costs shown in **Table 6-17** is provided in **Table 6-19**. This includes estimated HRTAC administrative expenses associated with managing the Hampton Roads Regional Transit Fund (HRRTF).

Table 6-20 provides an overall view of planned uses of the HRRTF to implement the RTS Program documented in this chapter. Table 6-20 reflects a plan, not a budget. HRRTF revenue forecasts are based on Virginia Department of Taxation estimates. Table 6-20 does not include any funding assumptions associated with additional formula or discretionary HRT may receive, for example, as a result of new federal transportation authorization or appropriations bills. In developing this information, HRT has used conservative assumptions related to RTS staffing, system ridership, and farebox revenues. HRT will pro-actively manage and update the Hampton Roads Regional Transit Program and this Transit Strategic Plan (TSP) in a manner that ensures ongoing fiscal sustainability of regional transit operations.

Table 6-19: Planned RTS Operations & Maintenance Program Costs

Item	Expenses (YOE$ Millions)										
	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
Planning - Contracts	0.5	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6
Human Resources	3.2	3.4	3.5	3.6	3.6	3.7	3.8	3.9	4.0	4.1	4.2
Marketing and Communications	0.5	0.5	0.5	0.5	0.5	0.5	0.6	0.6	0.6	0.6	0.6
Technology	1.2	1.5	1.5	1.5	1.6	1.6	1.6	1.7	1.7	1.7	1.8
Facilities	2.3	2.3	2.4	2.4	2.5	2.5	2.6	2.6	2.7	2.8	2.8
Safety and Risk	0.2	0.2	0.3	0.3	0.5	0.3	0.3	0.3	0.3	0.3	0.3
Security	0.3	1.0	1.0	1.0	1.0	1.1	1.1	1.1	1.1	1.2	1.2
HRTAC Administrative Fee	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
Bus Fleet Maintenance	0.0	0.7	0.8	0.8	0.9	0.9	0.9	0.9	1.0	1.0	1.0
RTS Program Costs	**8.5**	**10.4**	**10.7**	**11.0**	**11.4**	**11.4**	**11.7**	**12.0**	**12.2**	**12.5**	**12.8**

Note: *Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals.*

Table 6-20: Planned HRRTF Revenues and Expenditures

HRRTF Balance (YOE$ Millions)	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035
Beginning Balance	69.7	58.9	64.5	77.4	89.8	93.4	92.3	86.9	77.6	64.9	49.5
HRRTF Projected Revenues	38.7	38.8	39.2	39.8	40.0	40.3	40.5	40.7	40.9	41.1	41.3
HRRTF Planned Capital Spending	30.6	11.7	1.8	1.1	0.3	0.0	0.0	0.0	0.1	0.1	0.0
HRRTF Funded O&M Spending	18.9	21.5	24.5	26.4	36.0	41.4	45.9	49.9	53.6	56.4	58.5
Cumulative Balance	**58.9**	**64.5**	**77.4**	**89.8**	**93.4**	**92.3**	**86.9**	**77.6**	**64.9**	**49.5**	**32.4**

Notes: *(1) Due to rounding, summing the individual elements may result in a slightly different figure than the total displayed. The rounded totals are the accurate source for totals. (2) Funding projections do not reflect additional discretionary and relief funds. (3) HRRTF Projected Revenues include investment revenues. (4) O&M cost projections reflect full staffing levels. (5) As a practical matter, in no year will HRT management bring forward any budgets that are not balanced.*

Measuring Performance

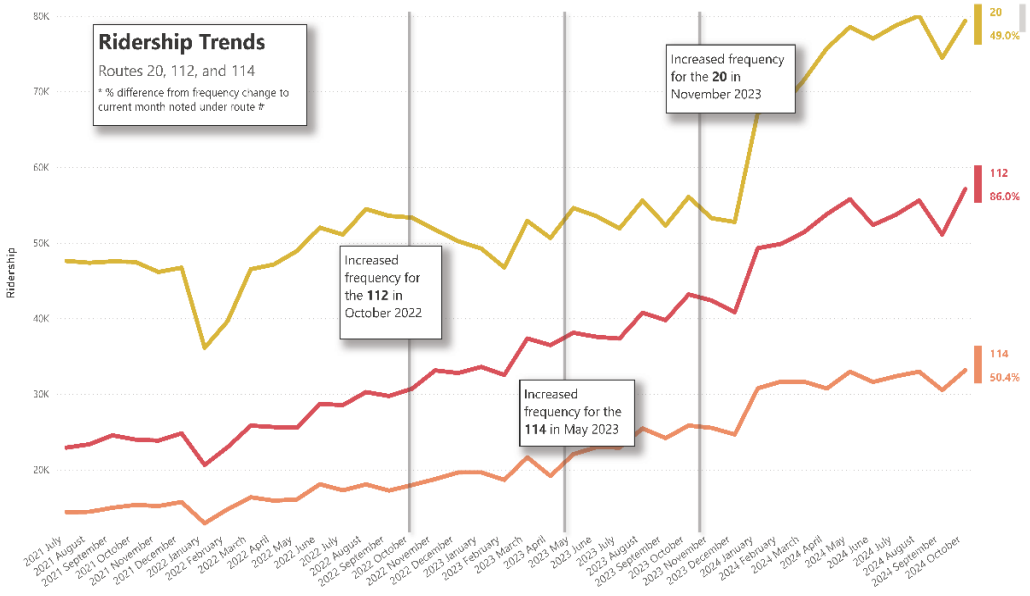
When adjusting a route or introducing new service it is important to allow for a period of growth of at least 18 to 24 months to build awareness and normalize a market before measuring performance and recommending changes. Given the effects of the COVID-19 pandemic and its impacts on ridership, route improvements supported by the HRRTF will be allotted at least 18 months of post-pandemic service (defined as when ridership is no longer being impacted by the pandemic, there are no service reductions due to operator shortfalls, and starting from when a route is fully implemented, see **Table 6-14**) before they are evaluated as described in this section. After this period, the performance of the Regional Backbone and Limited/Express services supported by the HRRTF will be monitored annually and adjusted as necessary to ensure the on-going success of the Program.

The performance of these routes will be evaluated on a rolling basis in accordance with DRPT guidance as outlined in the Transit Strategic Plan Guidelines.[16] These guidelines indicate that the performance of a bus service should be measured against several metrics, such as:

- **Ridership:** passengers per mile, passengers per hour, total passenger miles, etc.
- **Cost efficiency:** cost per mile, cost per hour, cost per trip, farebox recovery, etc.
- **Safety:** accidents, injuries, etc.
- **System accessibility:** residential access to the system, jobs accessible to the system, etc.

The above measures will be important to assess on an annual basis in order to best understand the usage and performance of each Regional Backbone and Limited/Express service and to identify where adjustments could be made to improve operations (e.g., route alignment, scheduling, blocking, run-cutting, etc.) (**Figure 6-16**). Additionally, the TSP Guidelines call for an efficiency evaluation assessing reliability and on-time performance, two qualities that are essential for

Figure 6-16: Example of Route Level Ridership Performance Tracking for 757 Express Routes



[16] See http://www.drpt.virginia.gov/media/2526/transit-strategic-plan-guidelines-draft_clean_082918.pdf.

understanding and maintaining 15-minute headways as reflected in the Program. These measures should also be assessed annually.

Additional measures may be included that address other agency goals and objectives. HRT will measure the performance of Program services based on factors cited by the relevant legislation which indicates that investments should be positively linked to factors of *"economic development potential, employment opportunities, mobility, environmental sustainability, and quality of life."* The metrics outlined in **Section 6.5.2: Program Factors, Objectives, and Metrics** will be evaluated and improved upon annually in an effort to understand the impact of the Program on the community. Additionally, HRT is evaluating the economic impact of the 757 Express program since its implementation through the ongoing sustainability study.

Routes that perform as well as or better than expected should be considered for additional resource investment, while routes that perform below expectations should be put under performance review with remedial service change actions. Any remedial actions toward Regional Backbone routes will also follow existing HRT Service Standards policy.