Success Factors Scorecard

April 2025

CUSTOMER FOCUSED OPERATIONS	Score Frequency (Monthly, Annually)	March 2025	Quarter (Jan, Feb, Mar)	FY24
On-Time Performance (%)	M			
Bus On-Time Performance		70.8	67.2	70.8
Ferry On-Time Performance		99.8	99.4	99.2
Light Rail On-Time Performance		99.2	98.3	98.9
Paratransit On-Time Performance		92.4	94.4	88.8
Missed Trips (%, Bus time points)	M	0.6	0.72	0.8
Adherence to Fleet Preventive Maintenance Schedule (%)	M	93	93	92
Ridership by Mode	M			
Bus Ridership		633,569	1,701,056	7,124,139
Ferry Ridership		17,137	28,502	209,064
Light Rail Ridership		71,541	165,370	865,556
Paratransit Ridership		38,494	100,660	384,296
Customer Complaints per 100,000 Passenger Boardings	M	67	68	43
Customer Satisfaction Score (Bus)	A			3.73
Marketing Impressions (million)	M	15.1	34.4	117

REGIONAL IMPACT	Score Frequency (Monthly, Annually)	March 2025	Quarter (Jan, Feb, Mar)	FY24
Population Within ¼ Mile of Bus Stops	A			610,299
Low-Income Community Population Within ¼ Mile of Bus Stops	A			144,771
Jobs Within ¼ Mile of Bus Stops	A			329,009
Number of Corporate Partnerships	A			130
Number of Access Opportunities to Educational Institutions	A			26

ORGANIZATIONAL PERFORMANCE	Score Frequency (Monthly, Annually)	March 2025	Quarter (Jan, Feb, Mar)	FY24
Preventable Accidents per 100,000 Vehicle Revenue Miles	M	4.22	3.46	2.45
Actual O&M Costs vs. Budgeted, (under) or over (%)	A			(5)
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	A			100
Mean Distance Between Service Interruptions (Miles, Bus)	M	6,072	5,820	5,113
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	A			91
Agency Generated Revenue ($ million)	M	670.3	2,181.9	10.10
Cost per Vehicle Revenue Hour ($, Bus)	A			117.61

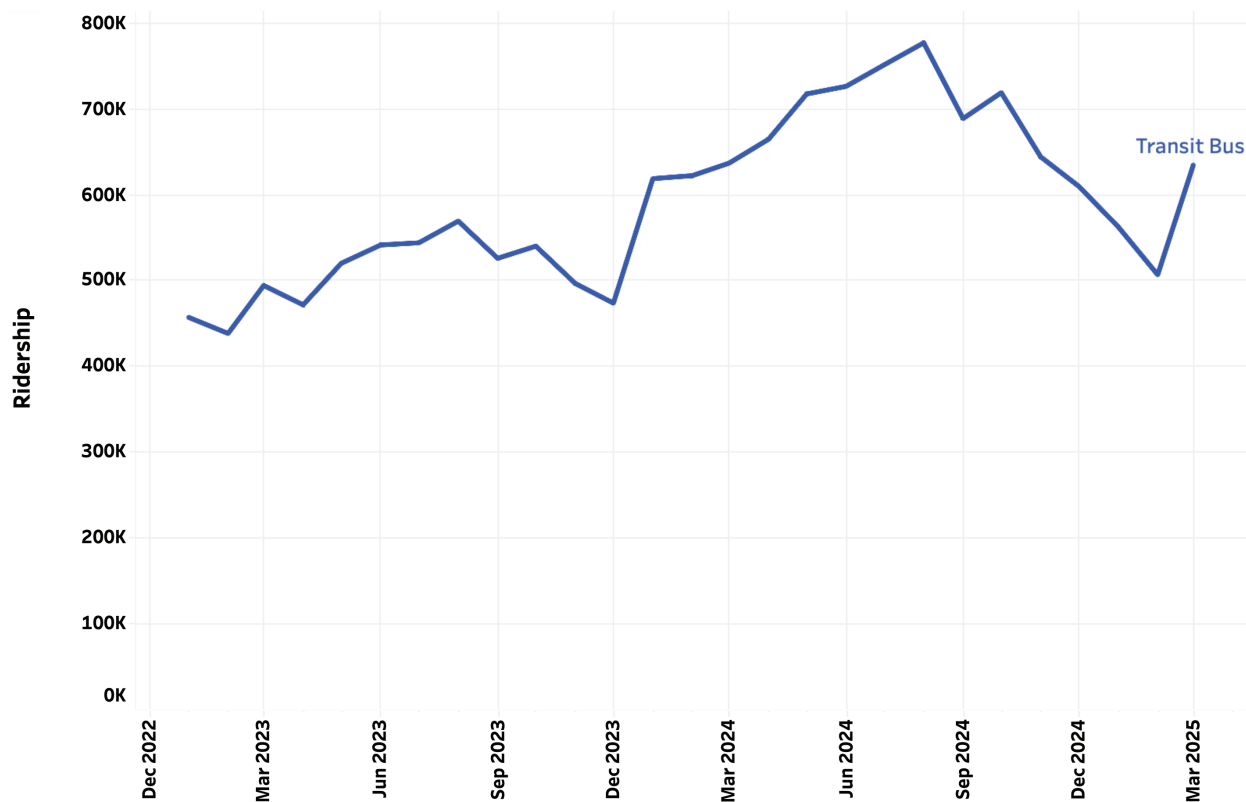| WORKFORCE SUCCESS	Score Frequency (Monthly, Annually)	March 2025	Quarter (Jan, Feb, Mar)	FY24
Retention Rate (%)	M	98.5	95.5	83.7
Percentage of Promotions	A			57
Overall Workforce Diversity (%)	A			
Gender (Male/Female)				56/44
Race (Minority/White)				78/22
Completed Administrative Training	A			3,574
Completed Safety Training	A			3,340

Success Factors Descriptions

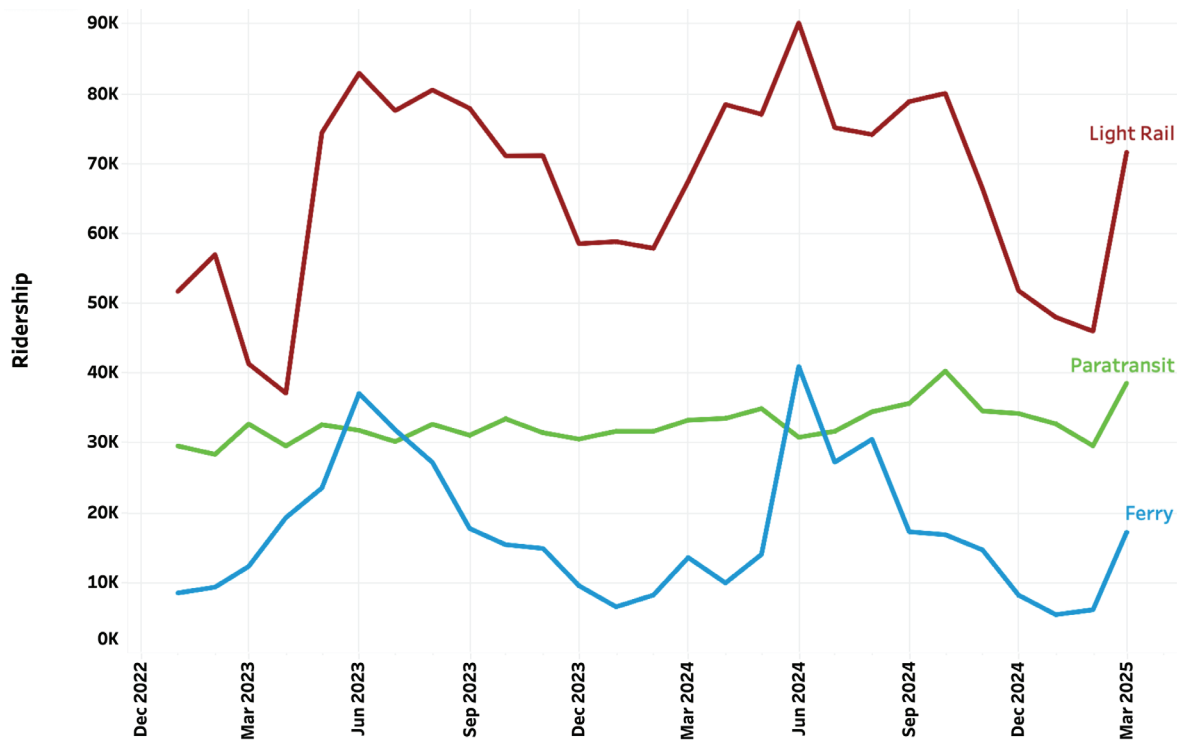|	
Bus On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Ferry On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Light Rail On-Time Performance (%)	Vehicle departs 0 minutes early or arrives ≤ 5 minutes of scheduled time; average percentage for all scheduled service.
Paratransit On-Time Performance (%)	Vehicle arrives within scheduled 30-minute pick up window; average percentage for all scheduled service.
Missed Trips (%, Bus time points)	As a percentage term, the number of trips not completed as a fraction of the total scheduled time points for all bus trips.
Adherence to Fleet Preventive Maintenance Schedule (%)	The percent of total preventive maintenance inspections completed within the scheduled timeframe.
Ridership by Mode	Total number of times passengers board vehicles during revenue service. Also known as Unlinked Passenger Trips.
Customer Complaints per 100,000 Passenger Boardings	Total number of complaints per 100,000 Passenger Boardings (Unlinked Passenger Trips). Service Complaints are divided by Passenger Boardings (all modes), multiplied by 100,000.
Customer Satisfaction Score (Bus)	Average score for all items from annual customer survey, on scale of 1 to 5.
Marketing Impressions (million)	Total reach (contacts with people) of traditional and non-traditional marketing through paid and in-kind promotions.
Population Within ¼ Mile of Bus Stops	Total number of people who live within a 5-minute walk of a bus stop, based on the American Community Survey.
Low-Income Community Population Within ¼ Mile of Bus Stops	Low-income population within a 5-minute walk of a bus stop, based on the American Community Survey.
Jobs Within ¼ Mile of Bus Stops	Total number of jobs within a 5-minute walk of a bus stop, based on the Longitudinal Employer-Household Dynamics Survey, adjusted by underlying block groups to include Naval Station Norfolk and Newport News Shipbuilding.
Number of Corporate Partnerships	Total contracted partners in special programs, including GoPass365, advertising, and Elizabeth River Crossings.
Number of Access Opportunities to Educational Institutions	Total number of higher education and technical trade schools within a 5-minute walk of a bus stop, based on Homeland Infrastructure Foundation-Level Data.
Preventable Accidents per 100,000 Vehicle Revenue Miles	Total number of Preventable Accidents divided by the actual total vehicle mileage of revenue bus service, multiplied by 100,000.
Actual O&M Costs vs. Budgeted, (under) or over (%)	As a percentage term, this number expresses the difference between annual budget and total actual costs for Operating and Maintenace for the fiscal year. A negative number would be in parentheses and indicate being under budget.
Passenger and Parking Facilities Condition Rating (% rated 3 or above)	The percentage of 34 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
Mean Distance Between Service Interruption (Miles, Bus)	The average distance in miles between a vehicle change, for a service call on buses in revenue service.
Administrative and Maintenance Facilities Condition Rating (% rated 3 or above)	The percentage of 10 facilities with condition ratings of 3 or better based on FTA's criteria and 5-point scale.
Agency Generated Revenue ($ million)	Income gained from passenger fares, adverstising sales, contracts, and other revenue, which reflect not relying on public subsidy.
Cost per Vehicle Revenue Hour ($, Bus)	System-wide average total cost for an hour of bus service.
Retention Rate (%)	Percent of total administrative employees remaining in position over time.
Percentage of Promotions	Percentage of total administative job openings filled by promotions.
Overall Workforce Diversity (%)	Percentage of total workforce; Gender and Race.
Completed Administrative Trainings	Total number of trainings completed other than safety training.
Completed Safety Trainings	Total number of safety trainings completed.

Ridership - All Modes

		Total	Ferry	Light Rail	Paratransit	Transit Bus
2025	March	760,741	17,137	71,541	38,494	633,569
	February	587,326	6,032	45,912	29,512	505,870
	January	647,521	5,333	47,917	32,654	561,617
2024	December	702,776	8,139	51,718	34,128	608,791
	November	758,588	14,608	66,335	34,492	643,153
	October	854,822	16,788	79,966	40,208	717,860
	September	819,269	17,196	78,786	35,584	687,703
	August	914,757	30,434	74,071	34,381	775,871
	July	884,135	27,161	75,047	31,591	750,336
	June	886,890	40,869	90,057	30,724	725,240
	May	842,151	13,959	76,969	34,839	716,384
	April	785,304	9,875	78,362	33,429	663,638
	March	749,924	13,510	67,390	33,181	635,843
	February	718,766	8,145	57,787	31,587	621,247
	January	714,557	6,454	58,736	31,592	617,775
2023	December	571,195	9,483	58,437	30,477	472,798
	November	612,971	14,827	71,051	31,382	495,711
	October	658,857	15,346	71,015	33,363	539,133
	September	651,504	17,672	77,821	31,019	524,992
	August	708,487	27,131	80,441	32,595	568,320
	July	682,449	31,793	77,490	30,108	543,058
	June	692,102	36,996	82,849	31,727	540,530
	May	649,488	23,474	74,335	32,518	519,161
	April	556,561	19,225	37,043	29,481	470,812
	March	579,457	12,236	41,247	32,633	493,341
	February	531,943	9,275	56,891	28,284	437,493
	January	545,754	8,441	51,592	29,478	456,243

Ridership - Bus
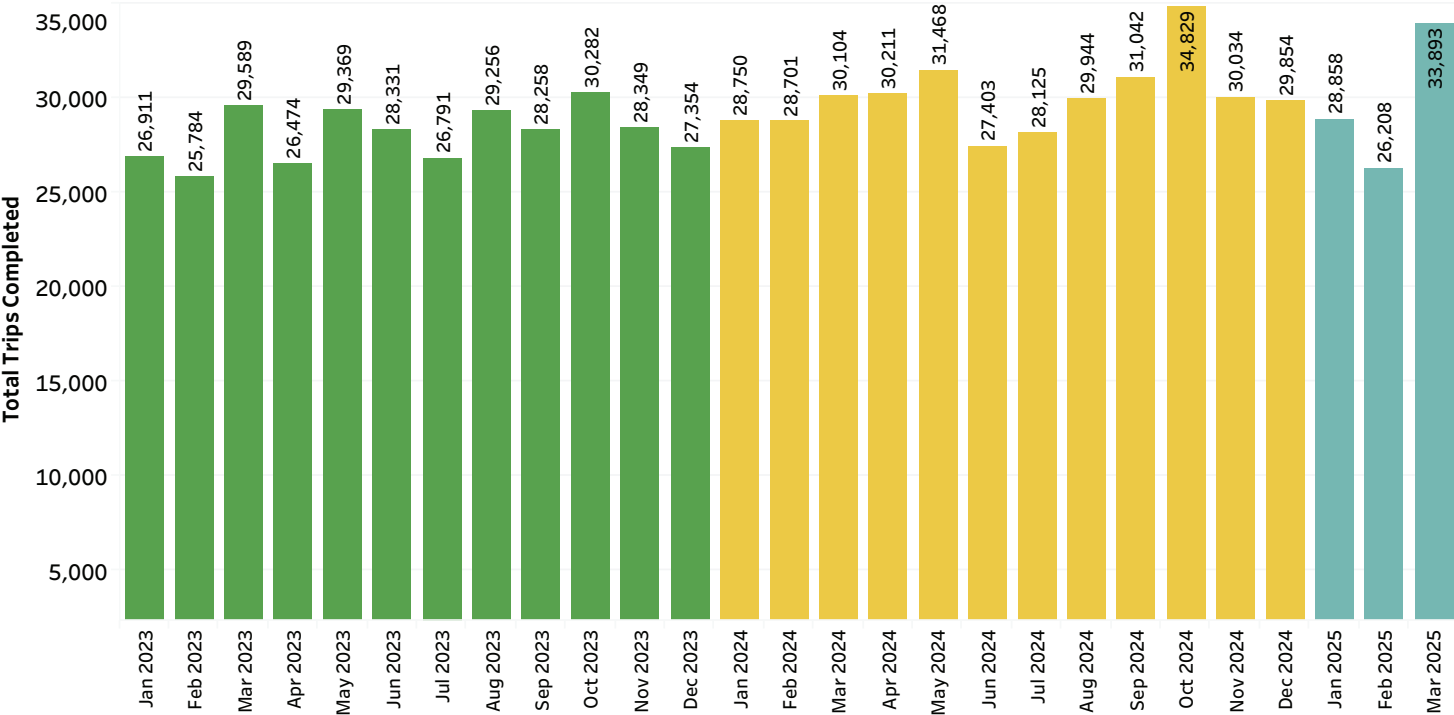

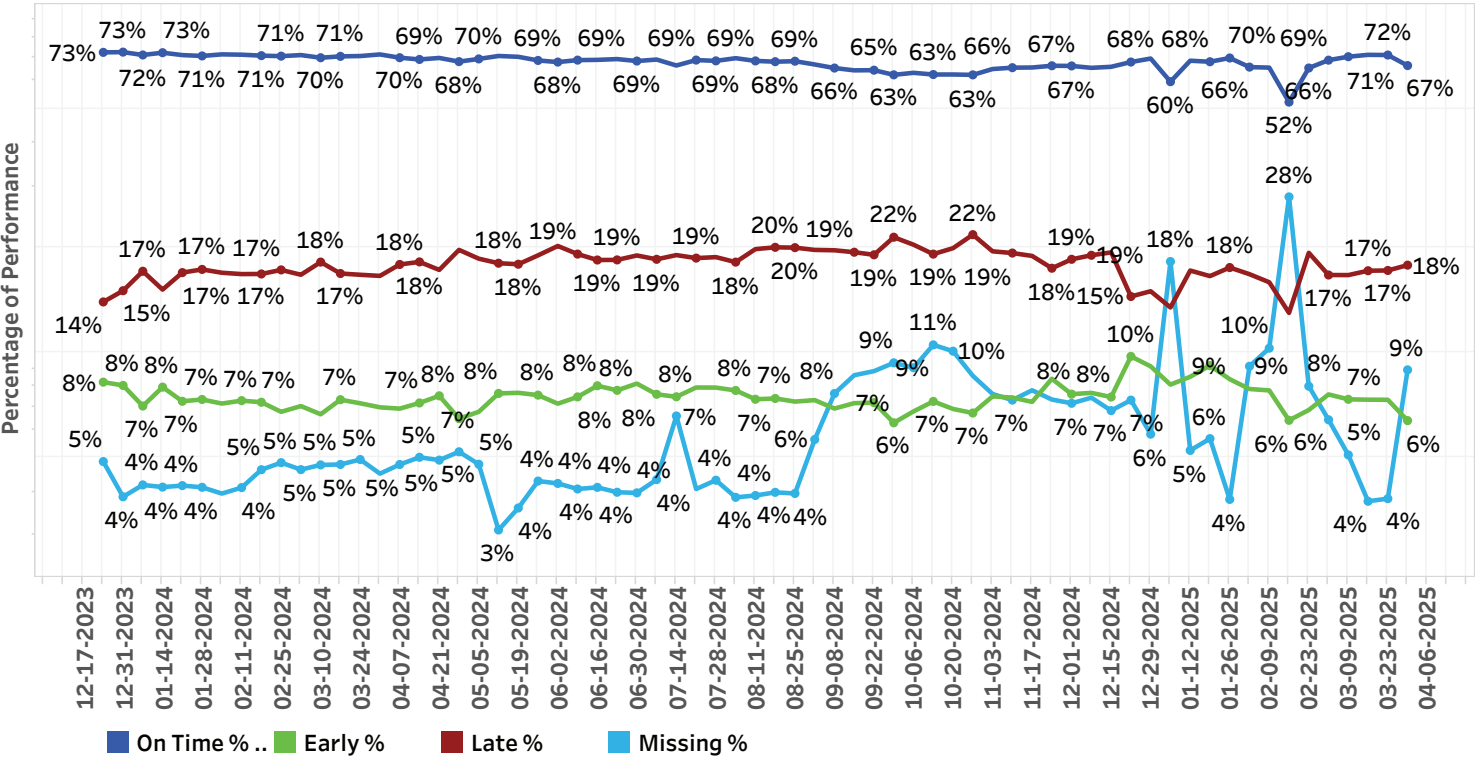# Ridership - Ferry, Light Rail, Paratransit

Paratransit Total Trips

Month	Total Trips Completed
Jan 2023	26,911
Feb 2023	25,784
Mar 2023	29,589
Apr 2023	26,474
May 2023	29,369
Jun 2023	28,331
Jul 2023	26,791
Aug 2023	29,256
Sep 2023	28,258
Oct 2023	30,282
Nov 2023	28,349
Dec 2023	27,354
Jan 2024	28,750
Feb 2024	28,701
Mar 2024	30,104
Apr 2024	30,211
May 2024	31,468
Jun 2024	27,403
Jul 2024	28,125
Aug 2024	29,944
Sep 2024	31,042
Oct 2024	34,829
Nov 2024	30,034
Dec 2024	29,854
Jan 2025	28,858
Feb 2025	26,208
Mar 2025	33,893

Bus On-Time Performance (%)

Legend: On Time % .., Early %, Late %, Missing %
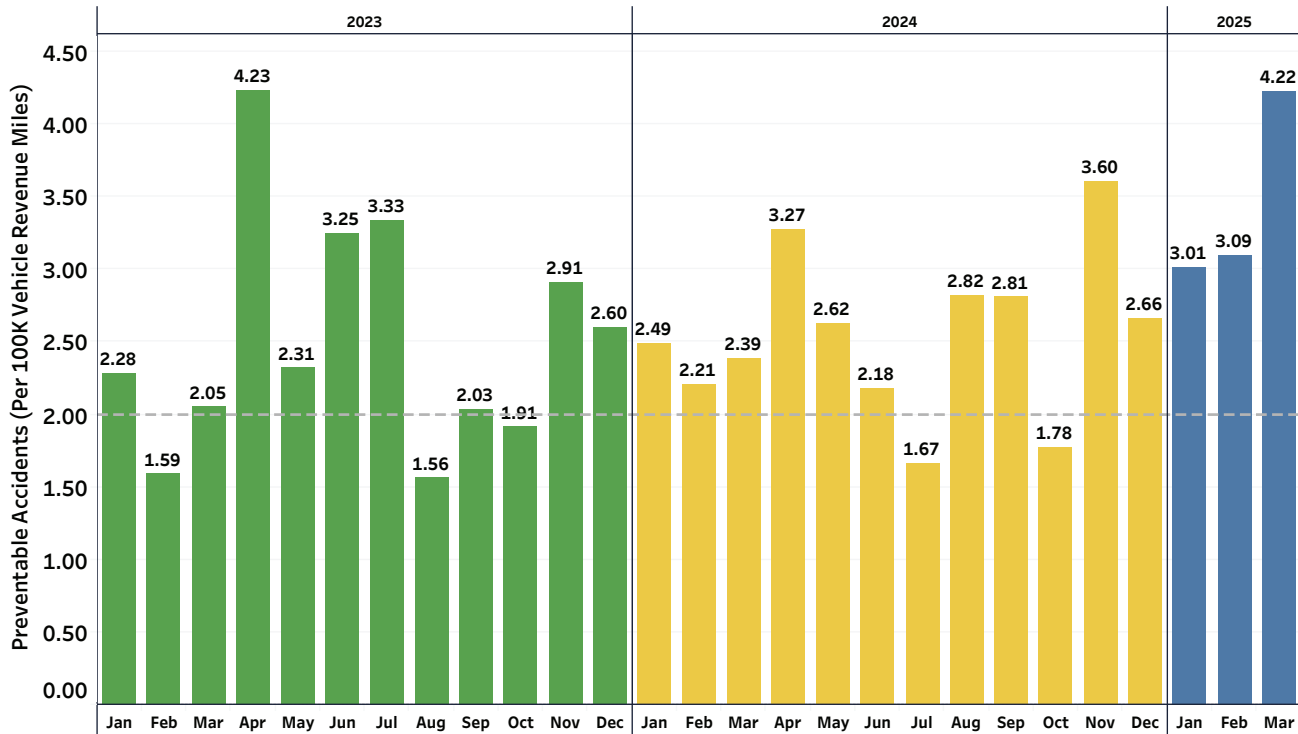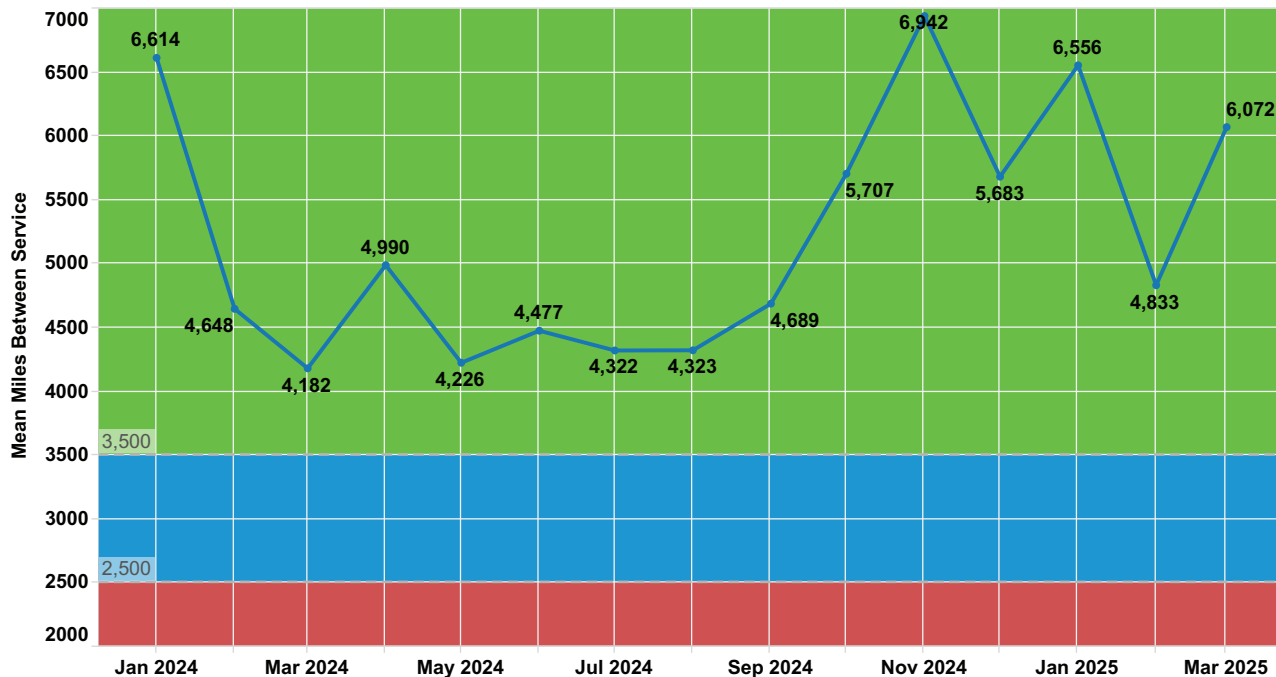
Preventable Accidents per 100,000 Vehicle Revenue Miles

Mean Distance Between Service Interruptions (Miles, Bus)

< 2,500 Miles Between Service Interruptions: Not Optimal
> 2,500 and < 3,500 Miles Between Service Interruptions: Less Than Optimal
> 3,500 Miles Between Service Interruptions: Optimal

Customer Complaints per 100,000 Passenger Boardings

Month	2023	2024	2025
Jan	56	46	67
Feb	39	38	69
Mar	41	36	67
Apr	50	46	
May	46	40	
Jun	36	62	
Jul	30	74	
Aug	47	67	
Sep	42	57	
Oct	40	69	
Nov	39	64	
Dec	46	71	

Y-axis: Complaints Per Boarding

YEAR ■ 2023 ■ 2024 ■ 2025