



# Chapter 6

## Hampton Roads Regional Transit Program

FY 2027 – FY 2036

December 2025

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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).<sup>1</sup> 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.<sup>2</sup>

The Program was last documented in an update of Chapter 6 in the FY 2026-FY 2035 TSP adopted in December 2024. Due to ongoing work on a System Optimization Plan (SOP), HRT anticipates that the next full TSP update will not be completed until December 2026, 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 2026. **Therefore, the TDCHR must still adopt a resolution approving the update to Chapter 6 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 completed by Fall 2026 (FY 2027). The recommendations developed as part of the SOP will be incorporated into HRT's FY 2028 - FY 2037 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.

<sup>1</sup> 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>.

<sup>2</sup> 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.”<sup>3</sup> The goal of the Program is “to provide a modern, safe, and efficient core network of transit services across the Hampton Roads region.”<sup>4</sup> 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.”<sup>5</sup> 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.<sup>6</sup>
- 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

<sup>3</sup> Code of Virginia § 33.2-2600.1 C.

<sup>4</sup> Ibid.

<sup>5</sup> Ibid.





<sup>6</sup> 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 HRT's 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:

-  **TD** Transit demand and underserved areas-based opportunities for improvement from **Section 2.2.2**
-  **PB** 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**
-  **EB** Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in **Section 2.4.2**
-  **SD** 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 eligible within the Program on both the Peninsula and Southside. 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."<sup>7</sup>

<sup>7</sup> Code of Virginia § 33.2-2600.1 C.

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

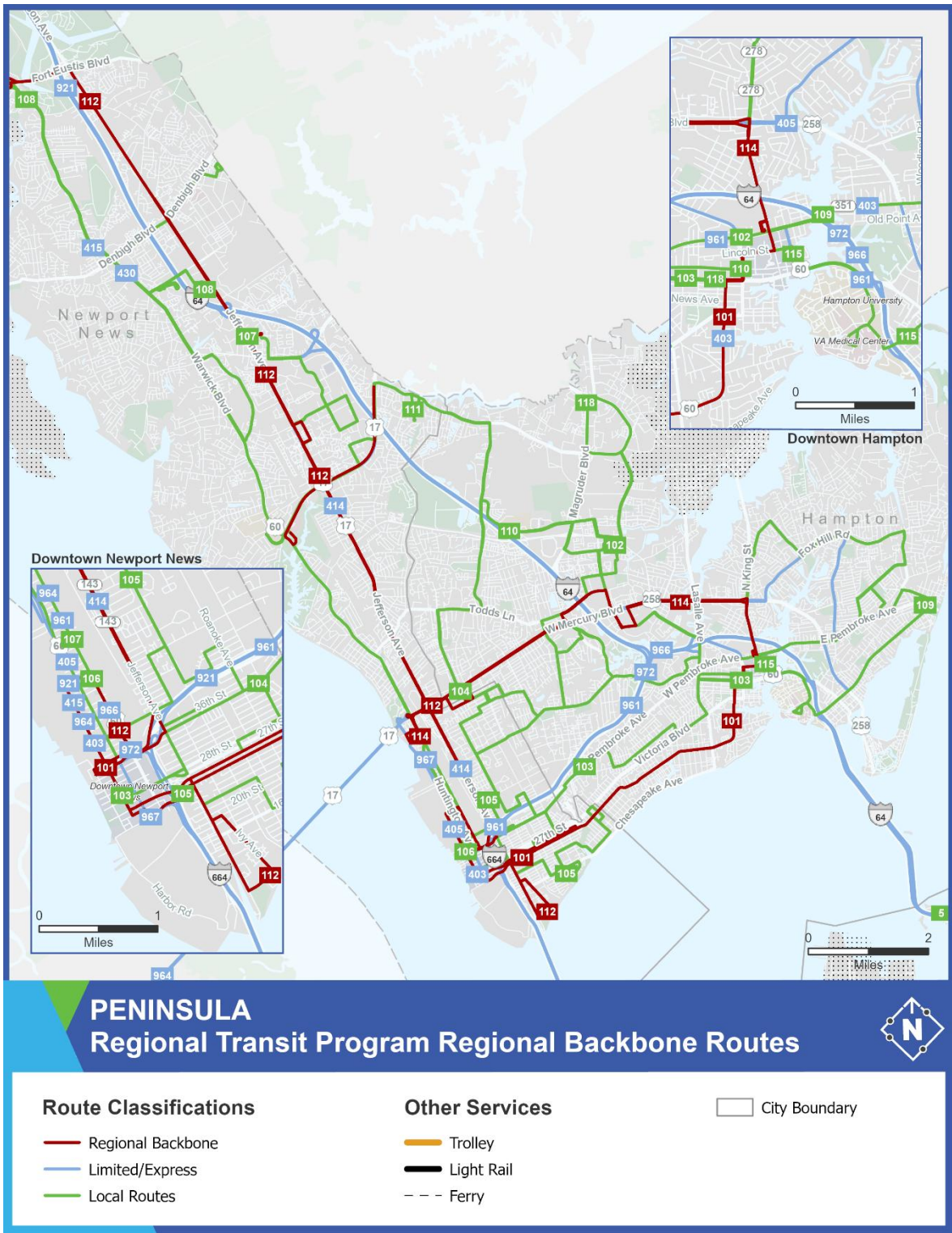
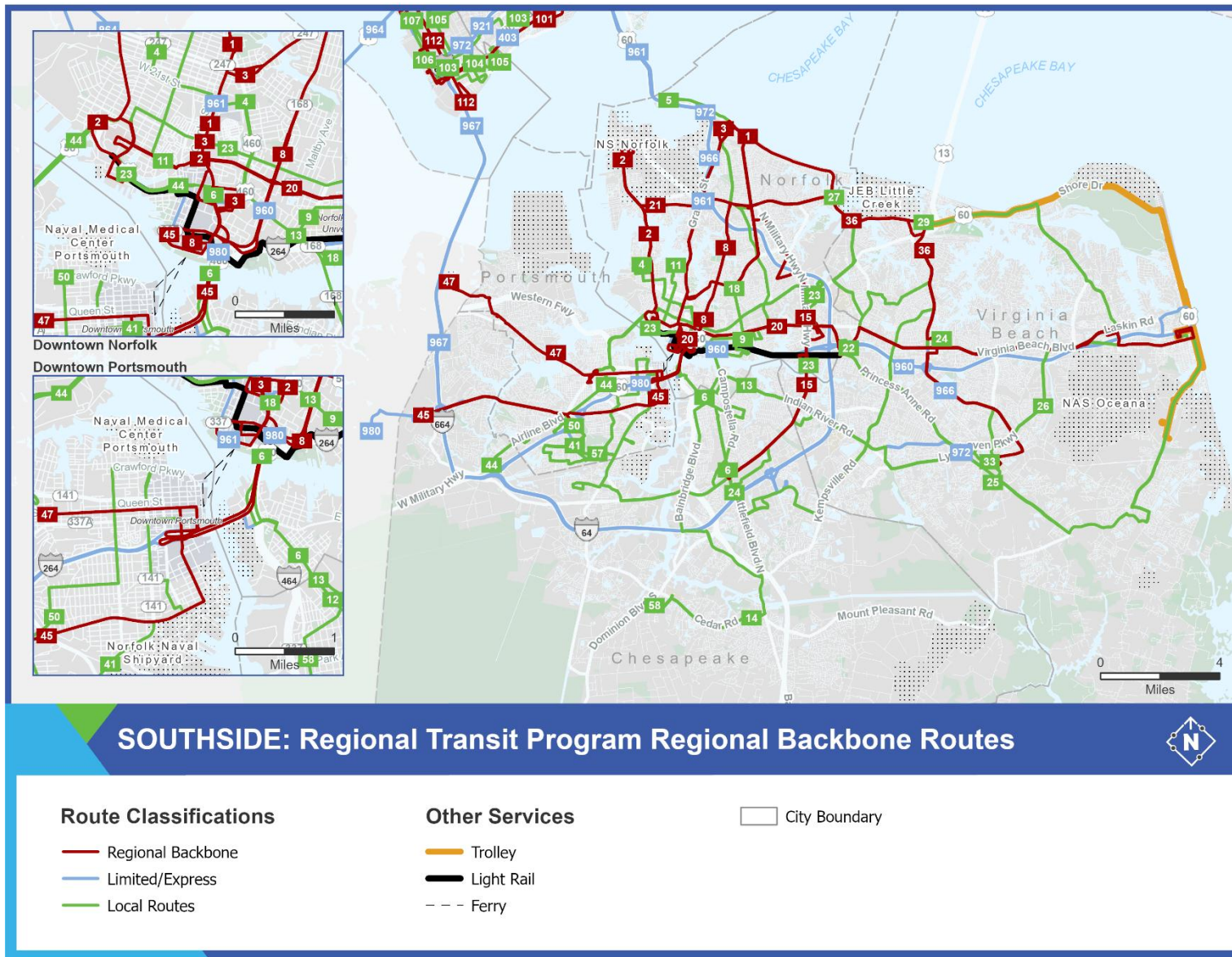




Figure 6-2: Regional Transit Program Route Classifications - Southside



## 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

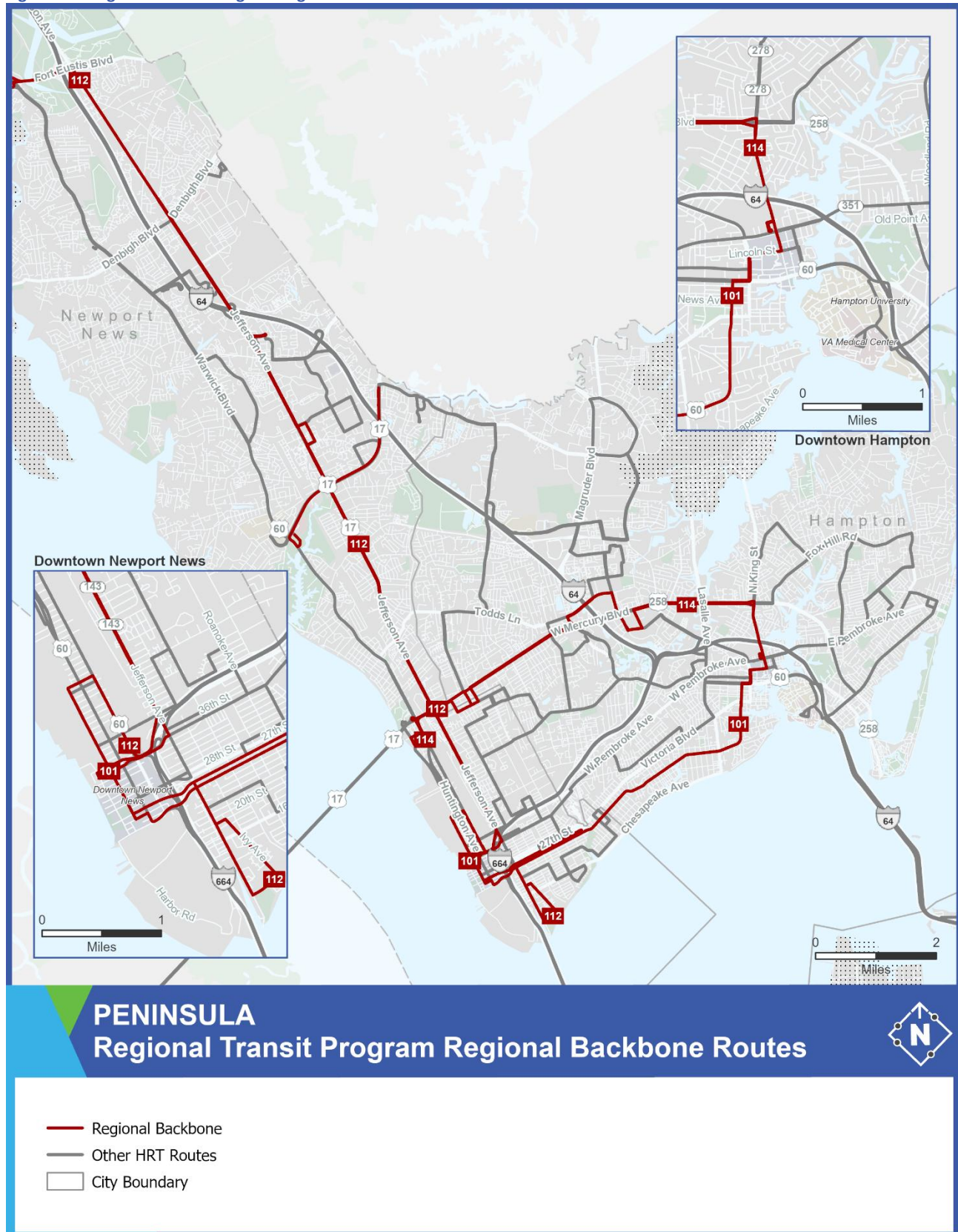
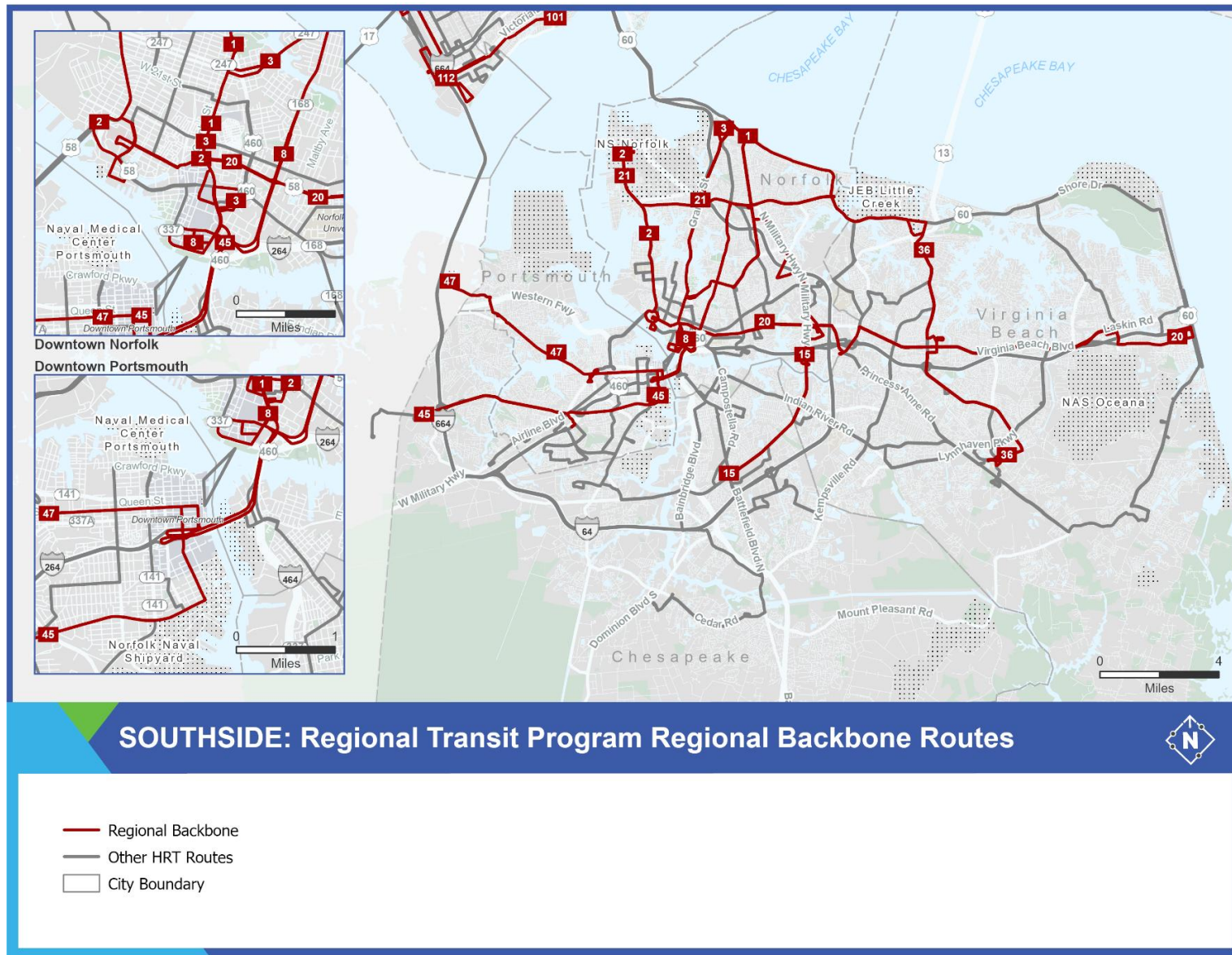




Figure 6-4: Regional Transit Program Regional Backbone Routes - Southside



## 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).

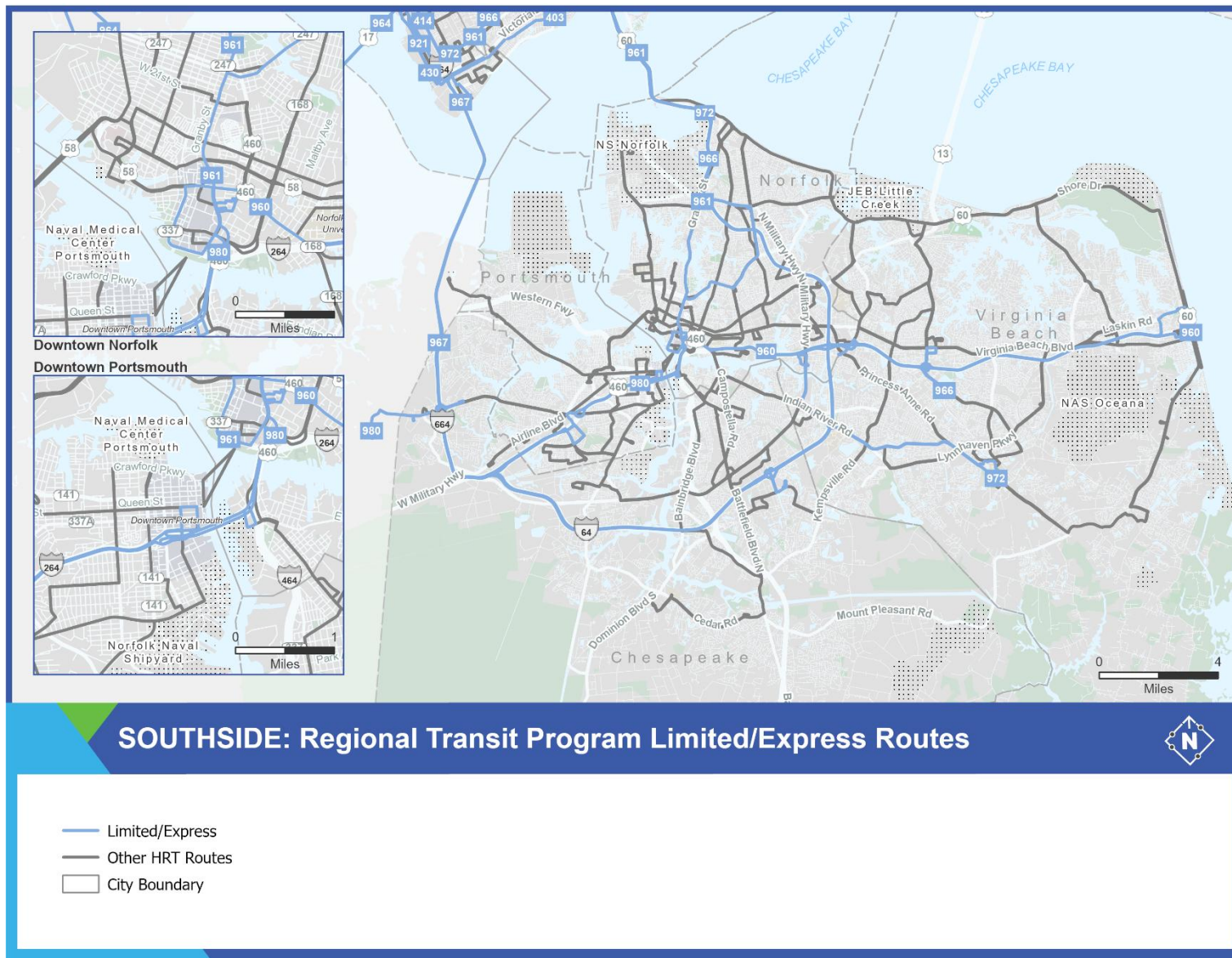
**Table 6-3: Limited/Express Route Characteristics**

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



# 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 2026), anticipated FY 2027 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 2036).<sup>8</sup>

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

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2026 Service Hours	Estimated FY 2027 Service Hours	Estimated Service Hours for Program Implementation
<b>Route 1</b>	Norfolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk Transit Center</li> <li>■ Ocean View (Duffys Lane)</li> <li>■ Joint Expeditionary Base Little Creek</li> </ul>	26,007	29,668	47,532
<b>Route 2</b>	Norfolk <ul style="list-style-type: none"> <li>■ Navy Exchange Mall</li> <li>■ Old Dominion University</li> <li>■ Norfolk General Hospital</li> <li>■ Downtown Norfolk Transit Center</li> </ul>	19,721	19,721	36,443

<sup>8</sup> Most regional backbone and limited/express routes will be fully implemented prior to FY 2035.



Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2026 Service Hours	Estimated FY 2027 Service Hours	Estimated Service Hours for Program Implementation
<b>Route 3</b>	Norfolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk Transit Center</li> <li>■ Evelyn T. Butts Avenue</li> <li>■ Ocean View (Duffys Lane)</li> </ul>	24,556	29,527	33,420
<b>Route 8</b>	Norfolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk</li> <li>■ Evelyn T. Butts Avenue</li> </ul>	17,392	17,392	30,373
<b>Route 15</b>	Chesapeake, Norfolk, and Virginia Beach <ul style="list-style-type: none"> <li>■ Robert Hall</li> <li>■ Military Highway Light Rail Station</li> <li>■ Evelyn T. Butts Avenue</li> </ul>	32,208	34,488	46,514
<b>Route 20</b>	Norfolk and Virginia Beach <ul style="list-style-type: none"> <li>■ Downtown Norfolk</li> <li>■ Newtown Road Light Rail Station</li> <li>■ Pembroke East</li> <li>■ Virginia Beach Oceanfront</li> </ul>	56,563	60,149	90,327
<b>Route 21</b>	Norfolk and Virginia Beach and Base Circulator <ul style="list-style-type: none"> <li>■ Navy Exchange Mall</li> <li>■ Evelyn T. Butts Avenue</li> <li>■ Joint Expeditionary Base Little Creek</li> </ul>	22,605	22,605	50,171
<b>Route 36</b>	Virginia Beach <ul style="list-style-type: none"> <li>■ Shore Drive / Pleasure House Road</li> <li>■ Pembroke East</li> <li>■ TCC Virginia Beach</li> </ul>	16,349	16,349	33,688
<b>Route 45</b>	Chesapeake, Norfolk, Portsmouth, and Suffolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk Transit Center</li> <li>■ Downtown Portsmouth</li> <li>■ Victory Crossing</li> </ul>	33,797	33,797	44,862
<b>Route 47</b>	Portsmouth and Suffolk <ul style="list-style-type: none"> <li>■ Downtown Portsmouth</li> <li>■ Churchland</li> </ul>	16,446	16,990	24,773
<b>Route 101</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Downtown Newport News</li> <li>■ Downtown Hampton</li> </ul>	9,449	9,449	20,747
<b>Route 112</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Ivy Avenue &amp; 6<sup>th</sup> Street</li> <li>■ Downtown Newport News</li> <li>■ Newmarket</li> <li>■ Patrick Henry Mall</li> <li>■ Lee Hall</li> </ul>	51,550	51,550	58,218
<b>Route 114</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Newmarket</li> <li>■ Peninsula Town Center</li> <li>■ Downtown Hampton</li> </ul>	28,006	28,006	40,667

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

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2026 Service Hours	Estimated FY 2027 Service Hours	Estimated Service Hours for Program Implementation
<b>Route 403</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Buckroe Shopping Center</li> <li>■ Newport News Shipbuilding</li> <li>■ Newport News Transit Center</li> </ul>	365	364	364
<b>Route 405</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> <li>■ Buckroe Shopping Center</li> </ul>	1,315	879	879
<b>Route 414</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> <li>■ Jefferson/Oakland</li> </ul>	1,588	1,443	1,443
<b>Route 415</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> <li>■ Denbigh</li> </ul>	547	351	351
<b>Route 430</b>	Hampton and Newport News <ul style="list-style-type: none"> <li>■ Denbigh Fringe</li> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> </ul>	1,016	881	881
<b>Route 921</b>	Newport News, Williamsburg <ul style="list-style-type: none"> <li>■ Newport News Transit Center</li> <li>■ Williamsburg Transportation Center</li> </ul>	1,000	961	961
<b>Route 960</b>	Norfolk and Virginia Beach <ul style="list-style-type: none"> <li>■ Downtown Norfolk</li> <li>■ Virginia Beach Town Center</li> <li>■ Virginia Beach Oceanfront</li> </ul>	10,294	15,456	15,456
<b>Route 961</b>	Hampton, Newport News, and Norfolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk</li> <li>■ Downtown Hampton</li> <li>■ Downtown Newport News</li> </ul>	20,733	20,433	20,433
<b>Route 964</b>	Newport News and Isle of Wight County <ul style="list-style-type: none"> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> <li>■ Carrollton</li> <li>■ Smithfield</li> </ul>	1,822	1,564	1,564
<b>Route 966</b>	Newport News and Virginia Beach <ul style="list-style-type: none"> <li>■ Silverleaf Park and Ride</li> <li>■ Newport News Transit Center</li> <li>■ Newport News Shipbuilding</li> </ul>	1,651	1,644	1,644
<b>Route 967</b>	Chesapeake, Newport News, Norfolk, and Virginia Beach <ul style="list-style-type: none"> <li>■ Downtown Newport News</li> <li>■ Indian River Park and Ride</li> <li>■ Greenbrier Mall</li> <li>■ Military Highway Light Rail Station</li> <li>■ Newport News Shipbuilding</li> </ul>	3,654	3,484	3,484

Route	Planned Jurisdictional Connections and Major Destinations	Estimated FY 2026 Service Hours	Estimated FY 2027 Service Hours	Estimated Service Hours for Program Implementation
<b>Route 972</b>	Virginia Beach and Newport News <ul style="list-style-type: none"> <li>■ Downtown Newport News</li> <li>■ Indian River Park and Ride</li> <li>■ Newport News Shipbuilding</li> <li>■ TCC Virginia Beach</li> </ul>	1,936	1,172	1,172
<b>Route 975</b> (service begins FY 2027)	Newport News and Gloucester <ul style="list-style-type: none"> <li>■ Newport News Shipbuilding</li> <li>■ Gloucester</li> </ul>	-	1,827	1,827
<b>Route 980</b>	Norfolk, Chesapeake, Portsmouth, and Suffolk <ul style="list-style-type: none"> <li>■ Downtown Norfolk</li> <li>■ Downtown Portsmouth</li> <li>■ Amazon facility in Chesapeake</li> <li>■ Amazon facility in Suffolk</li> </ul>	1,411	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
<b>Economic Development Potential</b>	Support businesses and support future economic development at local level.	<ul style="list-style-type: none"> <li>■ Integration with and support for local comprehensive plans, transportation plans, and local or regional economic development strategies.</li> <li>■ Number of economically distressed areas served.</li> </ul>
<b>Employment Opportunities</b>	Provide access to and from jobs and workforce development sites.	<ul style="list-style-type: none"> <li>■ Number of jobs with access to transit.</li> </ul>
<b>Mobility</b>	Provide consistent and reliable transit options across the region.	<ul style="list-style-type: none"> <li>■ Number of residents with access to transit.</li> <li>■ Number of jobs and residents with access to high-frequency service with 15-minute headways in the peak period.</li> <li>■ Access to multi-modal transit options.</li> </ul>
<b>Environmental Sustainability</b>	Contribute to improved air quality and reduction of energy use.	<ul style="list-style-type: none"> <li>■ Equivalent VMT reduction (based on avg. trip length) to Fleet Capacity (multiplied by existing system efficiency of passengers per revenue hour).</li> <li>■ Reduction in greenhouse gas emissions through transition of the diesel fleet to an electric fleet.</li> </ul>
<b>Quality of Life</b>	Improve transit travel time and average wait for transit; Provide increased access to transit for disadvantaged populations (low-income, minority, or limited English proficiency).	<ul style="list-style-type: none"> <li>■ Transit travel time.</li> <li>■ Average wait for transit.</li> <li>■ Transit coverage and access to high-frequency service for disadvantaged populations (low-income, minority, or limited English proficiency).</li> </ul>

## 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).<sup>9</sup> 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.<sup>10</sup> The Regional Backbone routes which provide access to the highest number of jobs are, in order, Route 20, Route 2, and Route 21.

<sup>9</sup> 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.

<sup>10</sup> 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	-	<b>74,677</b>
Route 975	36,963	-	<b>36,963</b>
Route 980	102,394	3,000	<b>105,394</b>

## 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	<b>67,804</b>
Route 2	-	40,950	<b>40,950</b>
Route 3	-	58,677	<b>58,677</b>
Route 8	-	34,704	<b>34,704</b>
Route 15	-	39,575	<b>39,575</b>
Route 20	-	75,345	<b>75,345</b>
Route 21	-	42,361	<b>42,361</b>
Route 36	-	50,957	<b>50,957</b>
Route 45	5,051	24,975	<b>30,026</b>
Route 47	4,029	17,343	<b>21,373</b>
Route 101	-	26,918	<b>26,918</b>
Route 112	7,521	40,829	<b>48,350</b>
Route 114	-	25,720	<b>25,720</b>

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:
    -  **TD** Transit demand and underserved areas-based opportunities for improvement identified in **Section 2.2.2**
    -  **PB** 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**
    -  **EB** Efficiency-based opportunities for improvement (on-time performance and maximum load) as described in **Section 2.4.2**
    -  **SD** 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<sup>11</sup> 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.

<sup>11</sup> 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.<sup>12</sup>
  - 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.

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<sup>12</sup> 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



## Route 1

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- \* Military Base
- Activity Center
- City Boundary



## Route 1

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Norfolk Transit Center / Pembroke East	Downtown Norfolk Transit Center / Joint Expeditionary Base Little Creek
<b>Jurisdictions</b>	Norfolk, Virginia Beach	Norfolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:36 a.m. - 1:32 a.m.	4:40 a.m. - 1:30 a.m.
<b>Saturday</b>	4:40 a.m. - 1:31 a.m.	4:40 a.m. - 1:30 a.m.
<b>Sunday</b>	5:37 a.m. - 1:30 a.m.	4:40 a.m. - 1:30 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	40	30
	Late Night	60	60
<b>Saturday</b>	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
<b>Sunday</b>	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.

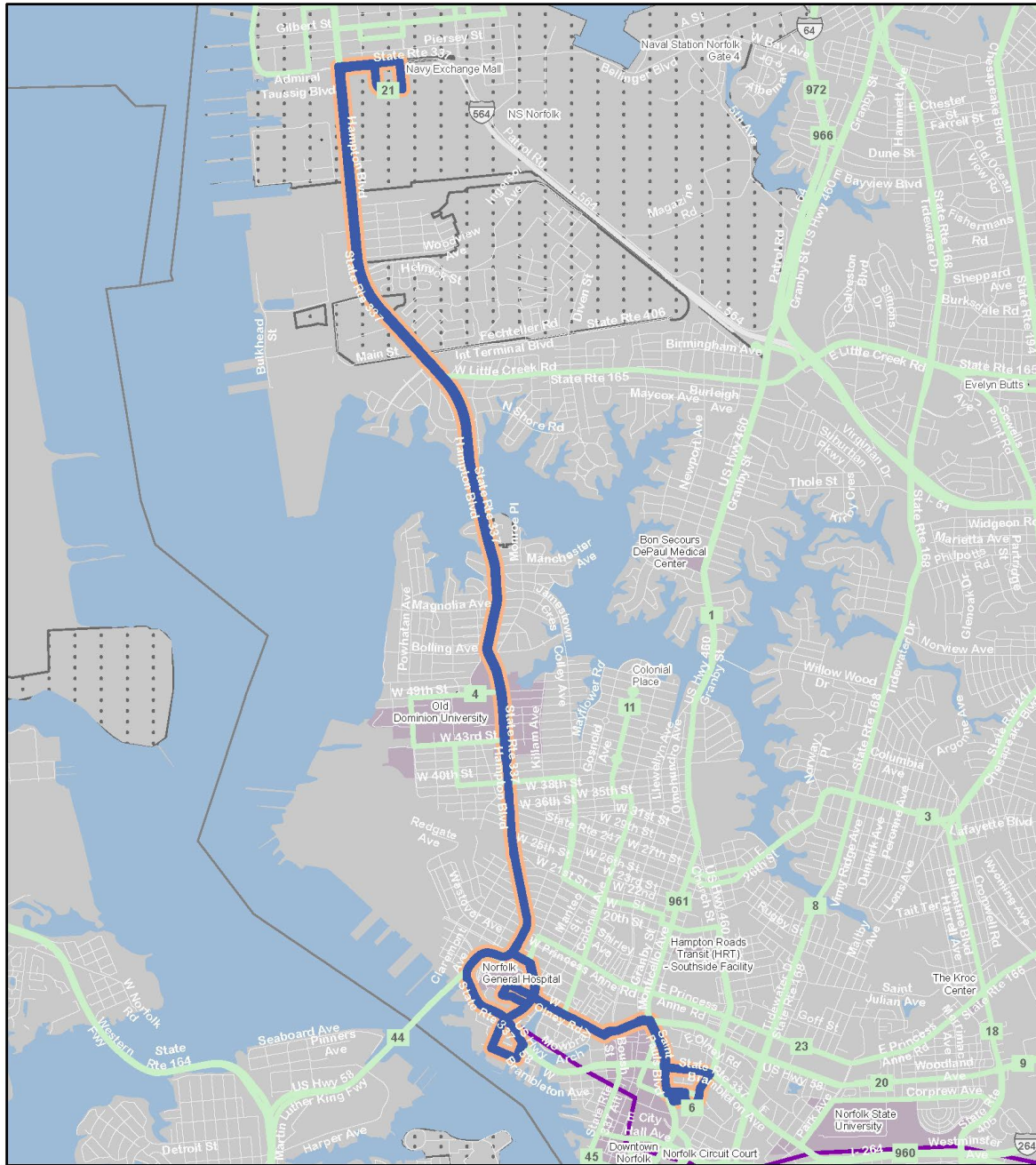


### Justification

- 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



## Route 2

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



## Route 2

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Navy Exchange Mall / Downtown Norfolk Transit Center	Navy Exchange Mall / Downtown Norfolk Transit Center
<b>Jurisdictions</b>	Norfolk	Norfolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:51 a.m. - 11:42 p.m.	4:51 a.m. - 1:00 a.m.
<b>Saturday</b>	5:11 a.m. - 1:09 a.m.	5:11 a.m. - 1:00 a.m.
<b>Sunday</b>	5:28 a.m. - 12:20 a.m.	5:11 a.m. - 1:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	49	30
	Late Night	60	60
<b>Saturday</b>	Base	60	30
	Non-Base	60	30
	Early / Late	60	60
<b>Sunday</b>	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.

TD

PB

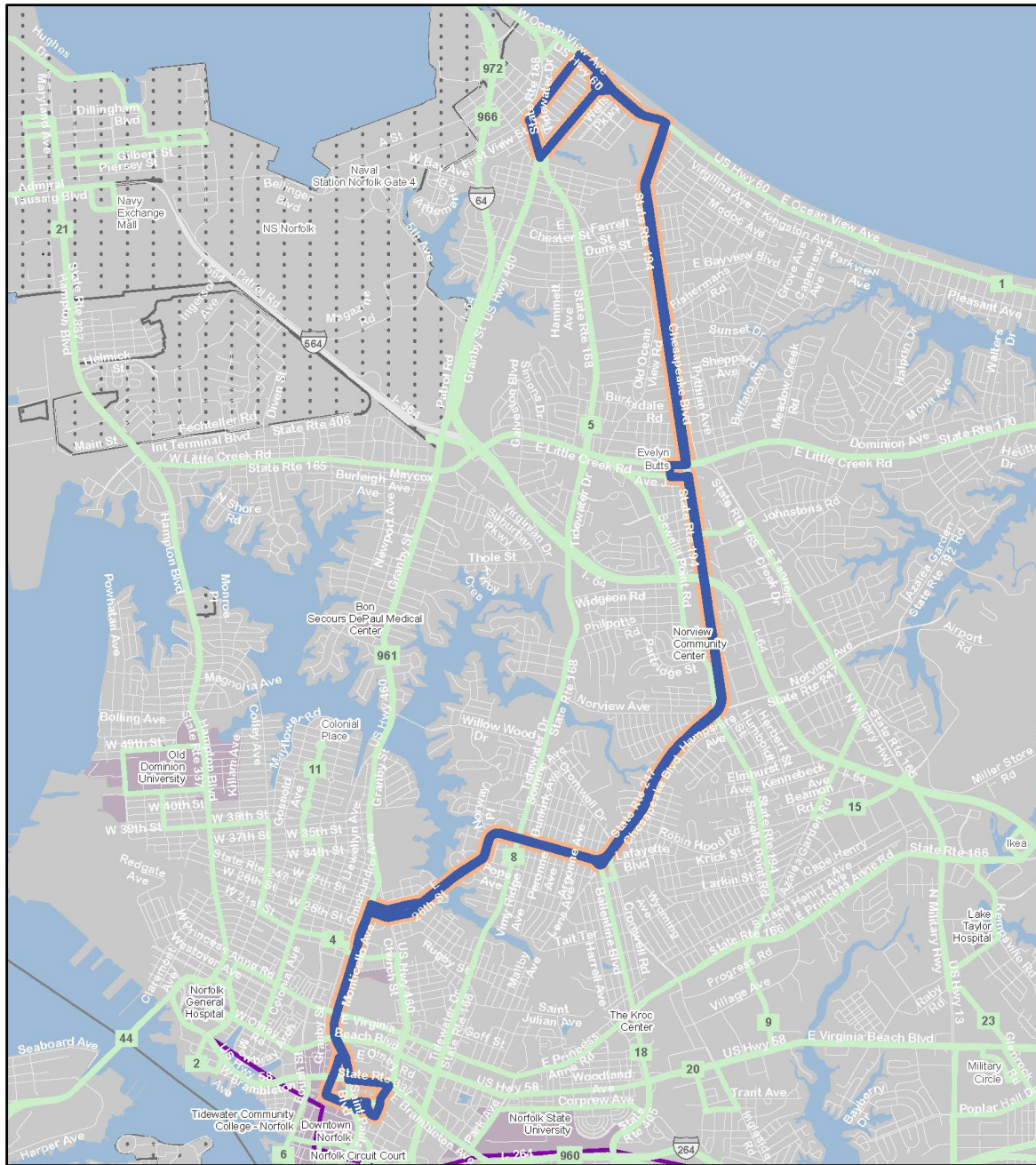
SD

### 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



## Route 3

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Norfolk / Ocean View Avenue and Granby Street	Downtown Norfolk / Ocean View Avenue and Granby Street
<b>Jurisdictions</b>	Norfolk	Norfolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:51 a.m. - 1:27 a.m.	4:51 a.m. - 1:27 a.m.
<b>Saturday</b>	5:21 a.m. - 1:27 a.m.	5:21 a.m. - 1:34 a.m.
<b>Sunday</b>	5:59 a.m. - 12:31 p.m.	5:21 a.m. - 1:34 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	15	15
	Midday	30	15
	PM Peak	15	15
	Evening	49	30
	Late Night	60	60
<b>Saturday</b>	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
<b>Sunday</b>	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.

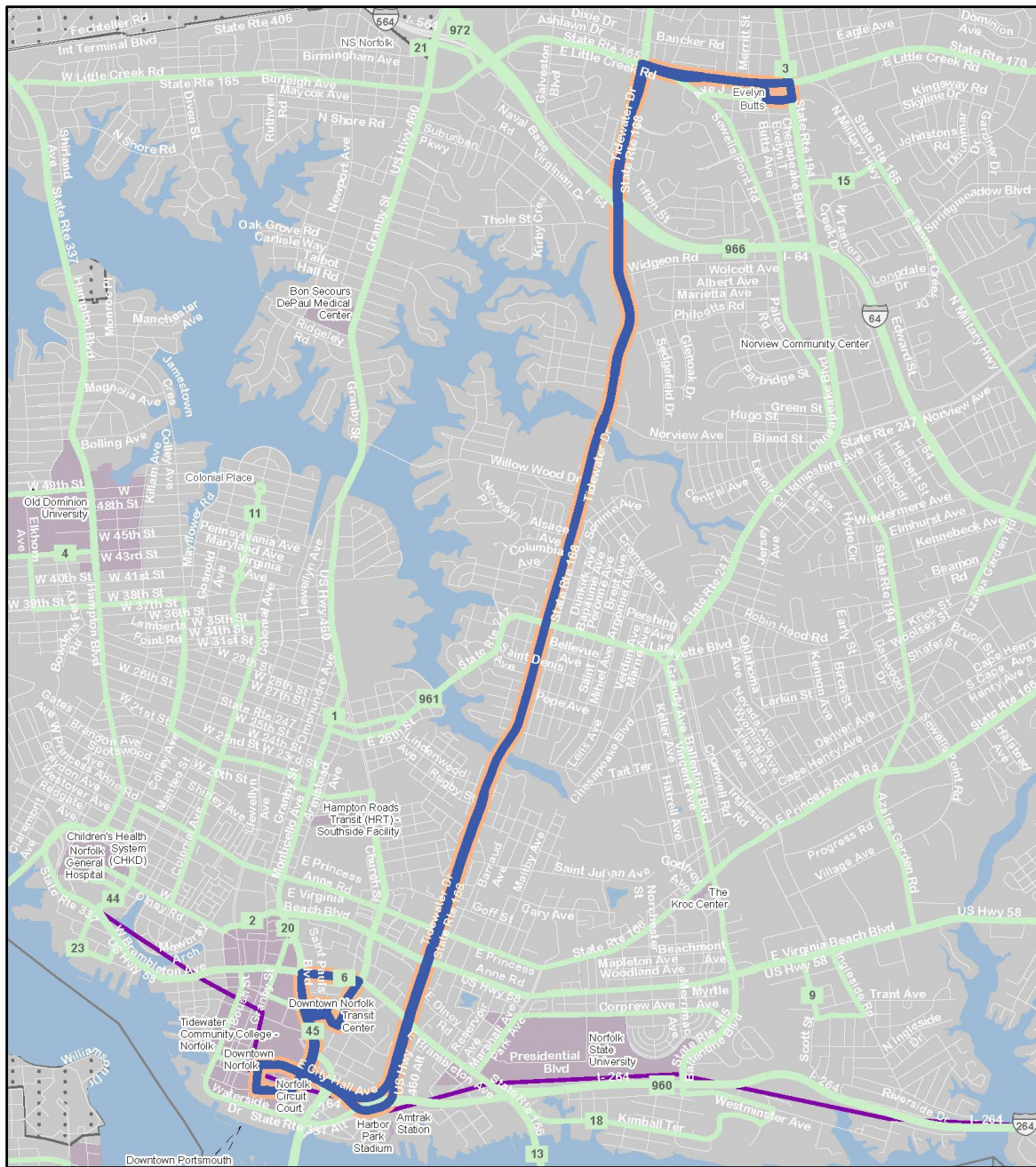
EB

### 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



## Route 8

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue	Downtown Norfolk Transit Center / Evelyn T. Butts Avenue
<b>Jurisdictions</b>	Norfolk	Norfolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:18 a.m. - 12:14 a.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	5:42 a.m. - 12:44 a.m.	5:40 a.m. - 12:00 a.m.
<b>Sunday</b>	6:40 a.m. - 8:57 p.m.	5:40 a.m. - 12:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	42	30
	Late Night	60	60
<b>Saturday</b>	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
<b>Sunday</b>	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.

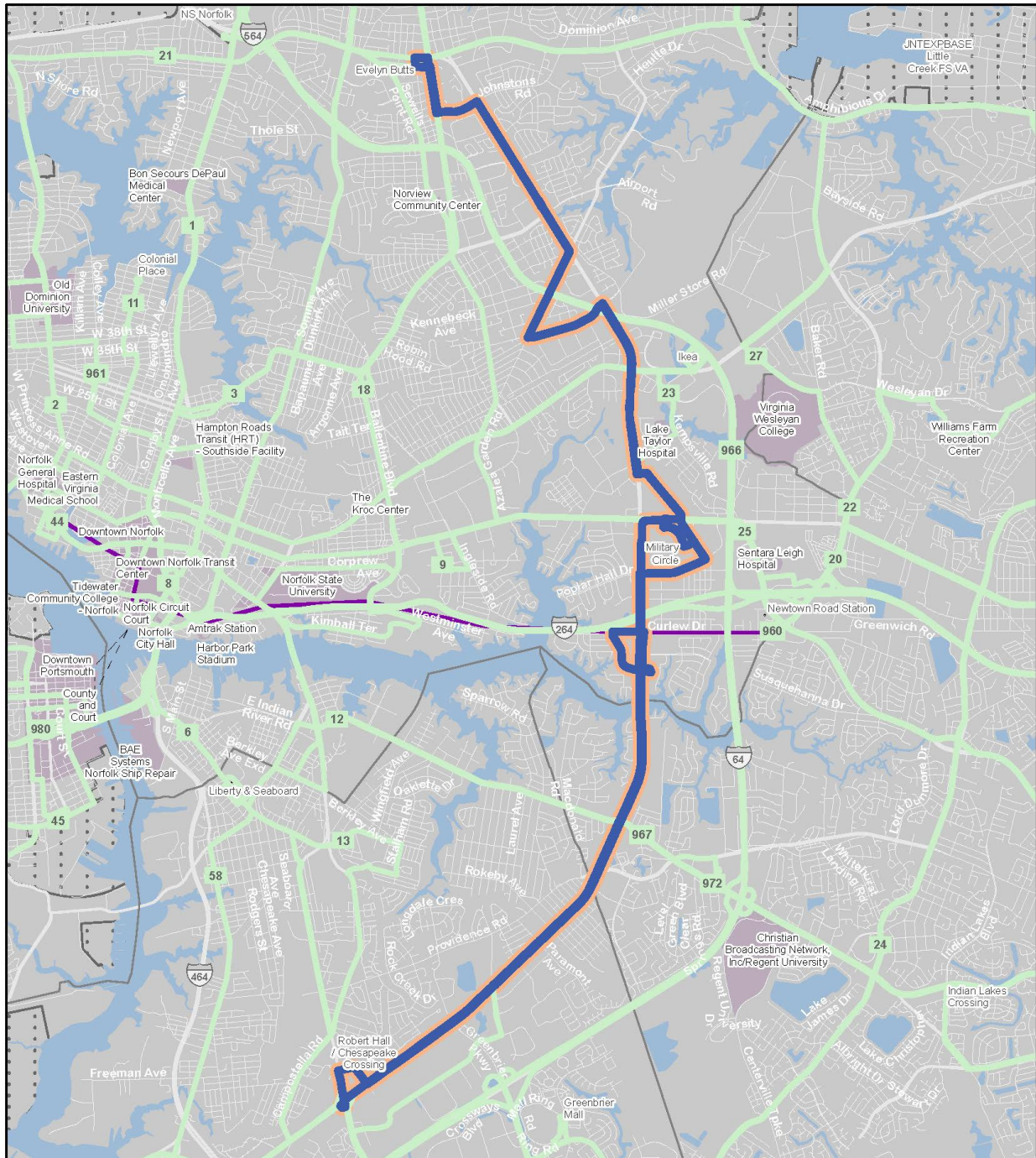


### Justification

- 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
<b>To / From</b>	Robert Hall Boulevard/ Evelyn T. Butts Avenue	Robert Hall Boulevard/ Evelyn T. Butts Avenue
<b>Jurisdictions</b>	Chesapeake, Norfolk, Virginia Beach	Chesapeake, Norfolk, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:48 a.m. - 1:18 a.m.	5:00 a.m. - 1:15 a.m.
<b>Saturday</b>	5:18 a.m. - 12:48 a.m.	5:18 a.m. - 12:00 a.m.
<b>Sunday</b>	6:46 a.m. - 12:42 a.m.	5:18 a.m. - 12:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	15	15
	Midday	30	15 / 30
	PM Peak	15	15
	Evening	30	30
	Late Night	60	60
<b>Saturday</b>	Base	30	30
	Non-Base	60	30
	Early / Late	60	60
<b>Sunday</b>	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.

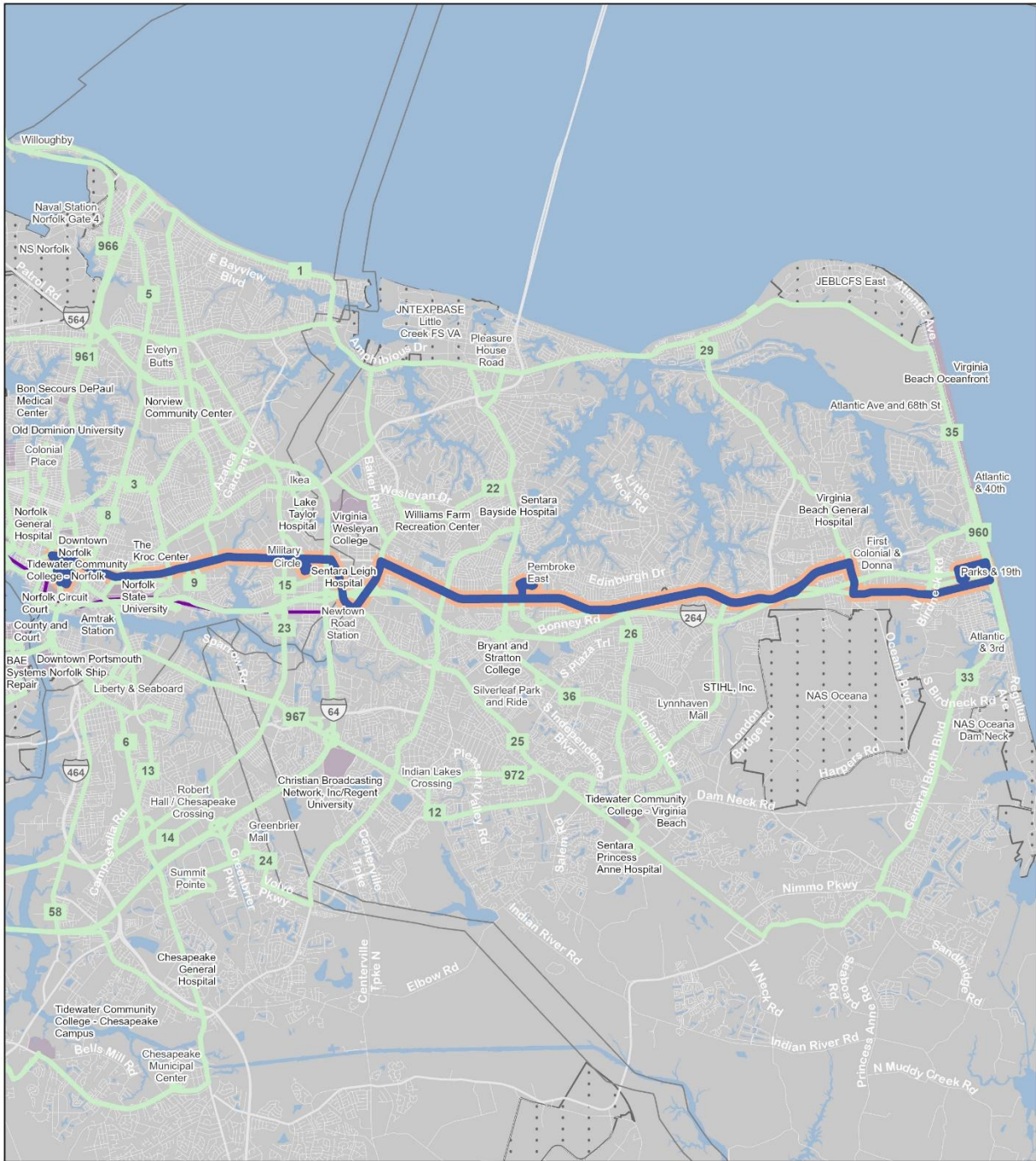


### Justification

- 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



## Route 20

### Focus Route

-  Planned Alignment  
 Existing Alignment

-  Planned System
-  Light Rail
-  Ferry

-  Military Base  
 Activity Center  
 City Boundary



## Route 20

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Norfolk / Virginia Beach Oceanfront	Downtown Norfolk / Virginia Beach Oceanfront
<b>Jurisdictions</b>	Norfolk, Virginia Beach	Norfolk, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:52 a.m. - 1:15 a.m.	4:52 a.m. - 1:15 a.m.
<b>Saturday</b>	5:22 a.m. - 1:14 a.m.	5:00 a.m. - 1:14 a.m.
<b>Sunday</b>	6:23 a.m. - 1:13 a.m.	5:00 a.m. - 1:14 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	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
<b>Saturday</b>	Base	30	15
	Non-Base	30	30
	Early / Late	60	60
<b>Sunday</b>	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

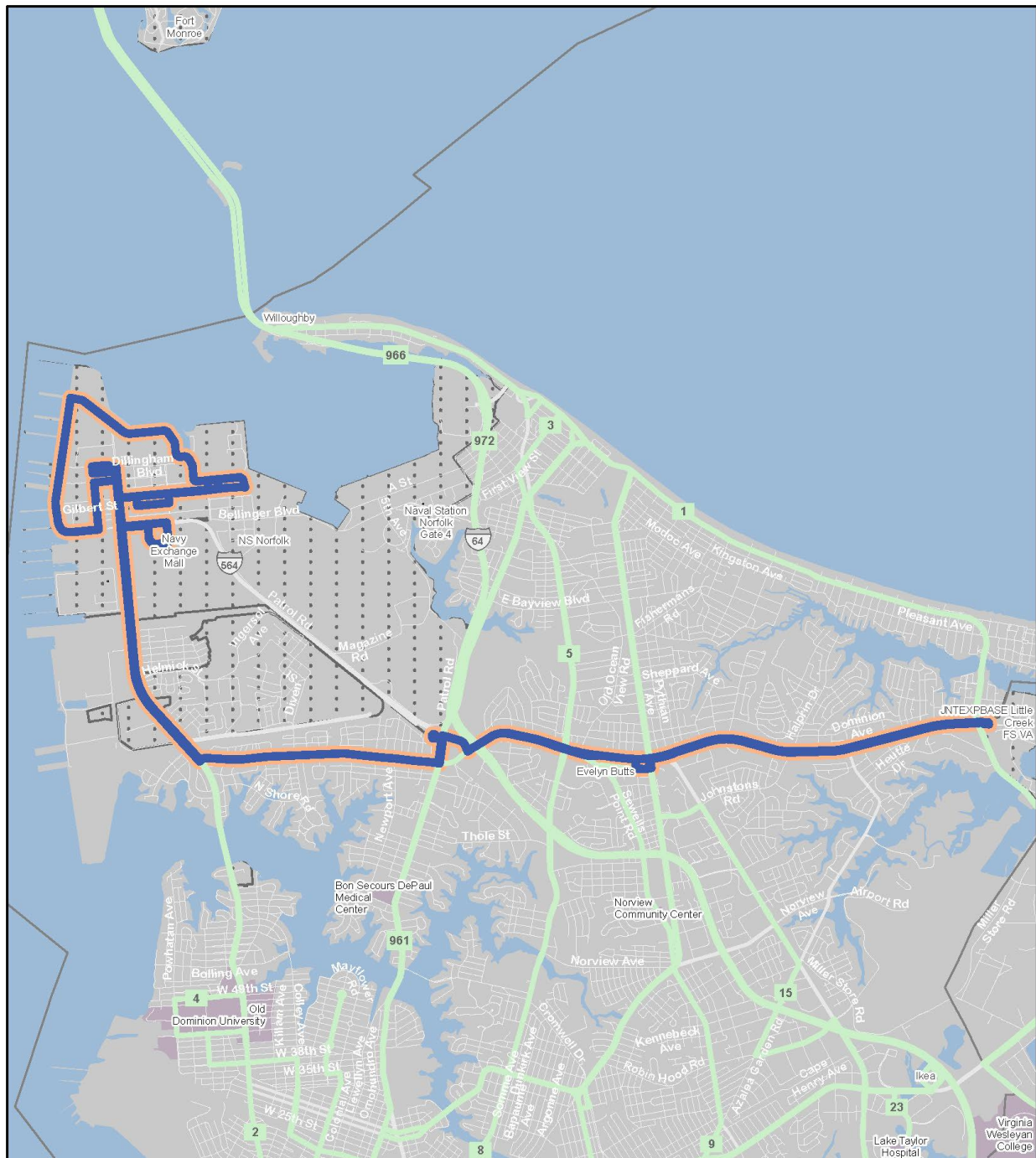
- No changes from existing service alignment.
- The current weekday span will be maintained, operating between 4:52 a.m. and 1:15 a.m. As of November 2023, service is provided every 15 minutes during the AM peak, midday, and PM peak periods across the whole length of the route. Service will be offered 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

0 2  
Miles





## Route 21

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Navy Exchange Mall / Joint Expeditionary Base Little Creek	Naval Station Norfolk / Navy Exchange Mall / Joint Expeditionary Base Little Creek
<b>Jurisdictions</b>	Norfolk	Norfolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:11 a.m. - 1:17 a.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	5:12 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.
<b>Sunday</b>	6:43 a.m. - 1:38 a.m.	5:00 a.m. - 1:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	43	30
	Late Night	60	60
<b>Saturday</b>	Base	30	30
	Non-Base	30	30
	Early / Late	60	60
<b>Sunday</b>	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

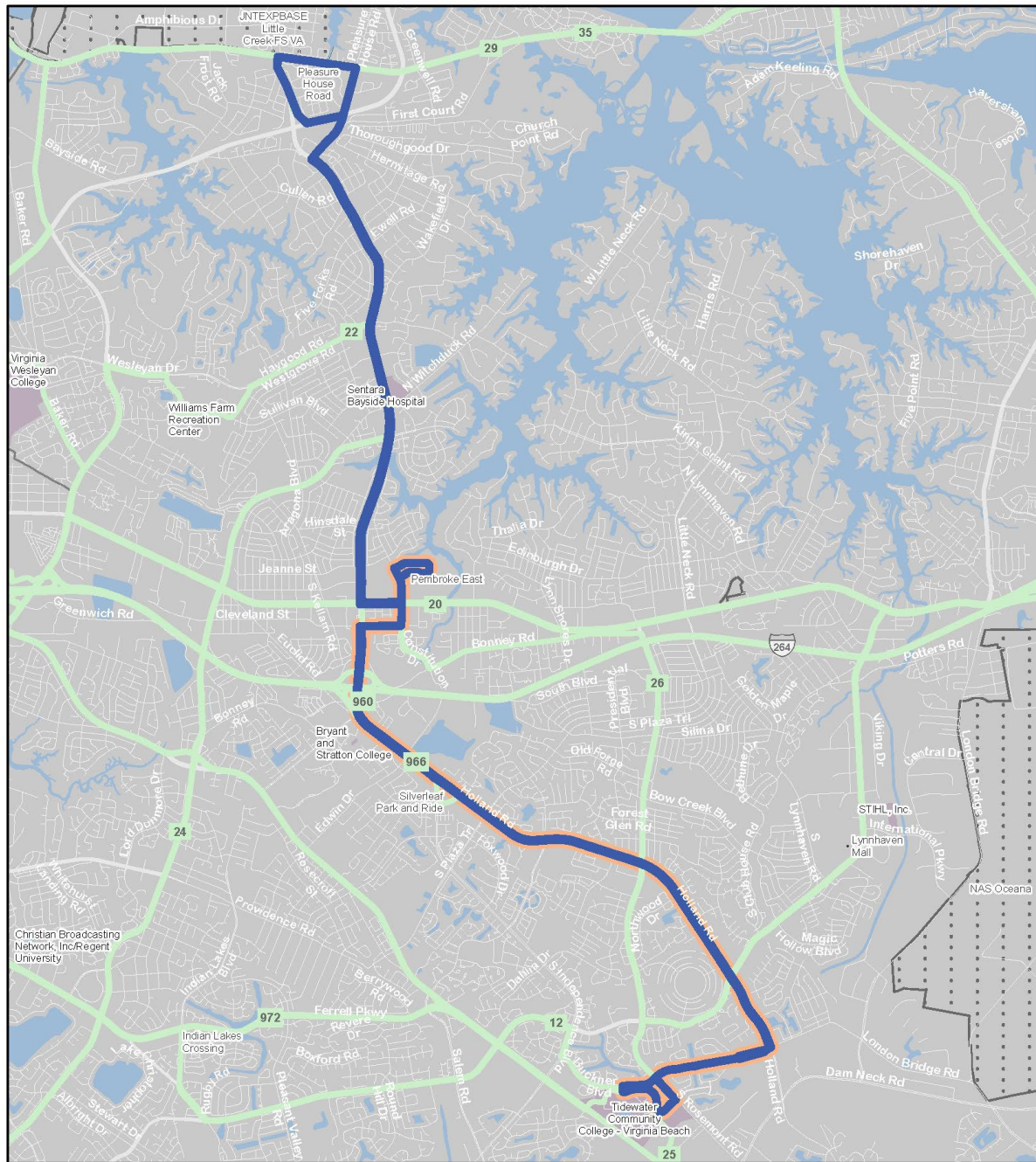
TD

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



## Route 36

### Focus Route

-  Planned Alignment  
 Existing Alignment

-  Planned System  
 Light Rail  
 Ferry

-  Military Base  
 Activity Center  
 City Boundary





## Route 36

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Pembroke East / TCC Virginia Beach	Shore Drive / Pleasure House Road / Pembroke East / TCC Virginia Beach
<b>Jurisdictions</b>	Virginia Beach	Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:48 a.m. - 10:41 p.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	6:10 a.m. - 10:43 p.m.	5:00 a.m. - 12:00 a.m.
<b>Sunday</b>	-	5:00 a.m. - 12:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	30	15
	Midday	60	30
	PM Peak	30	15
	Evening	60	30
	Late Night	-	60
<b>Saturday</b>	Base	60	30
	Non-Base	60	30
	Early / Late	60	30 minutes before 6:00 a.m.; 60 minutes after 9:00 p.m.
<b>Sunday</b>	Base	-	30
	Non-Base	-	30
	Early / Late	-	60

### Service Changes

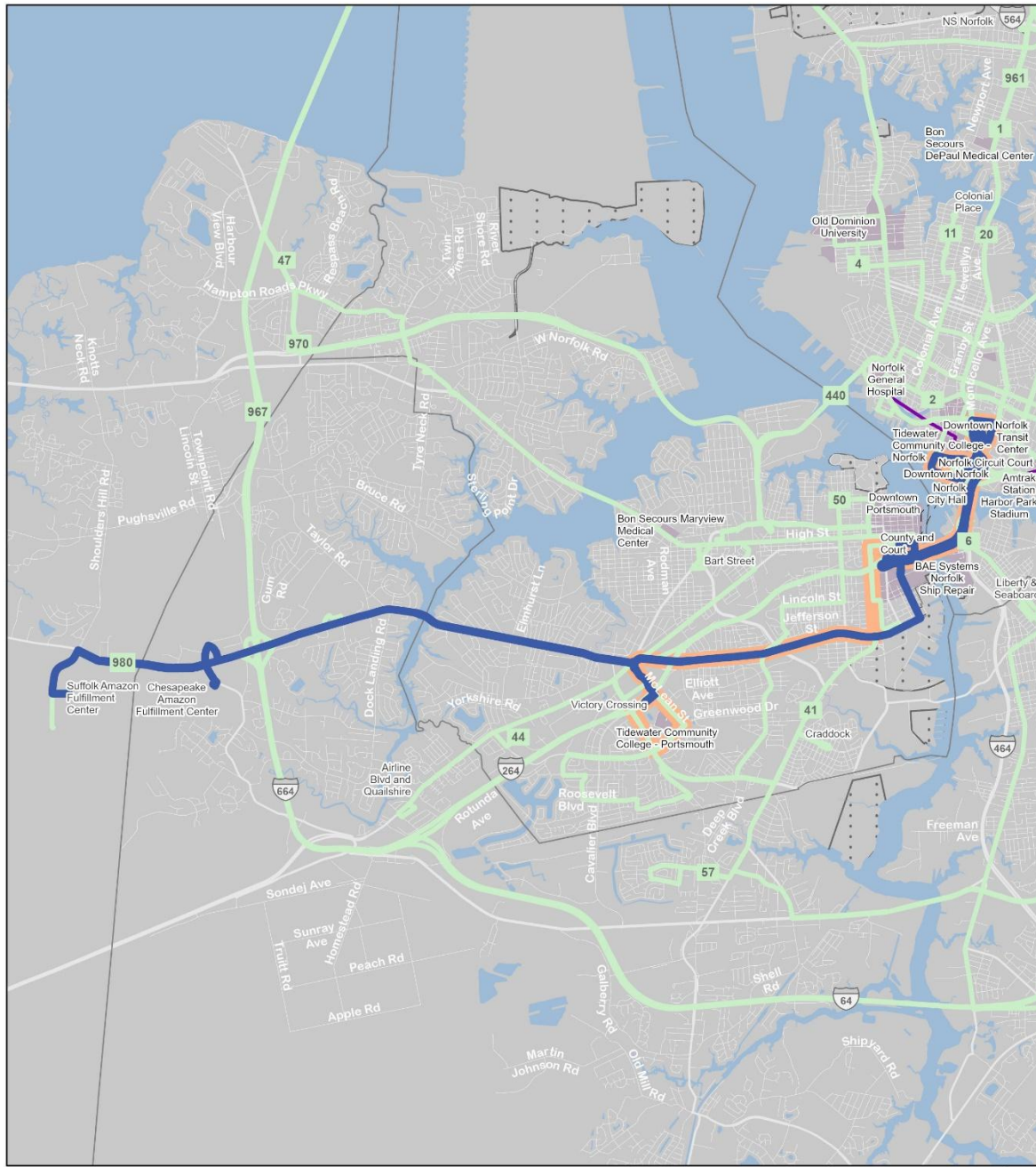
- Route 36 will be extended to Shore Drive and Pleasure House Road north of Pembroke East. Route 36 will cover the Independence Boulevard corridor currently served by Route 1.
- On weekdays Route 36 will provide 15-minute service during the peak periods and 30-minute service during the early, midday, 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



## Route 45

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 2  
Miles



## Route 45

### Service Classification

Regional Backbone

### Origin and Destinations & Jurisdictions Served

	Existing	Planned
<b>To / From</b>	Downtown Norfolk Transit Center / Victory Crossing	Downtown Norfolk Transit Center / Victory Crossing / Suffolk Amazon
<b>Jurisdictions</b>	Norfolk, Portsmouth	Suffolk, Chesapeake, Norfolk, Portsmouth

### Level of Service

#### Span

	Existing	Planned
<b>Weekday</b>	4:39 a.m. - 11:54 p.m.	4:39 a.m. - 1:00 a.m.
<b>Saturday</b>	5:10 a.m. - 12:51 a.m.	5:10 a.m. - 12:51 a.m.
<b>Sunday</b>	6:06 a.m. - 10:51 p.m.	5:10 a.m. - 12:51 a.m.

#### Headway

		Existing	Planned
<b>Weekday</b>	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
<b>Saturday</b>	Base	30	30 / 60
	Non-Base	30	30 / 60
	Early / Late	60	60
<b>Sunday</b>	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.

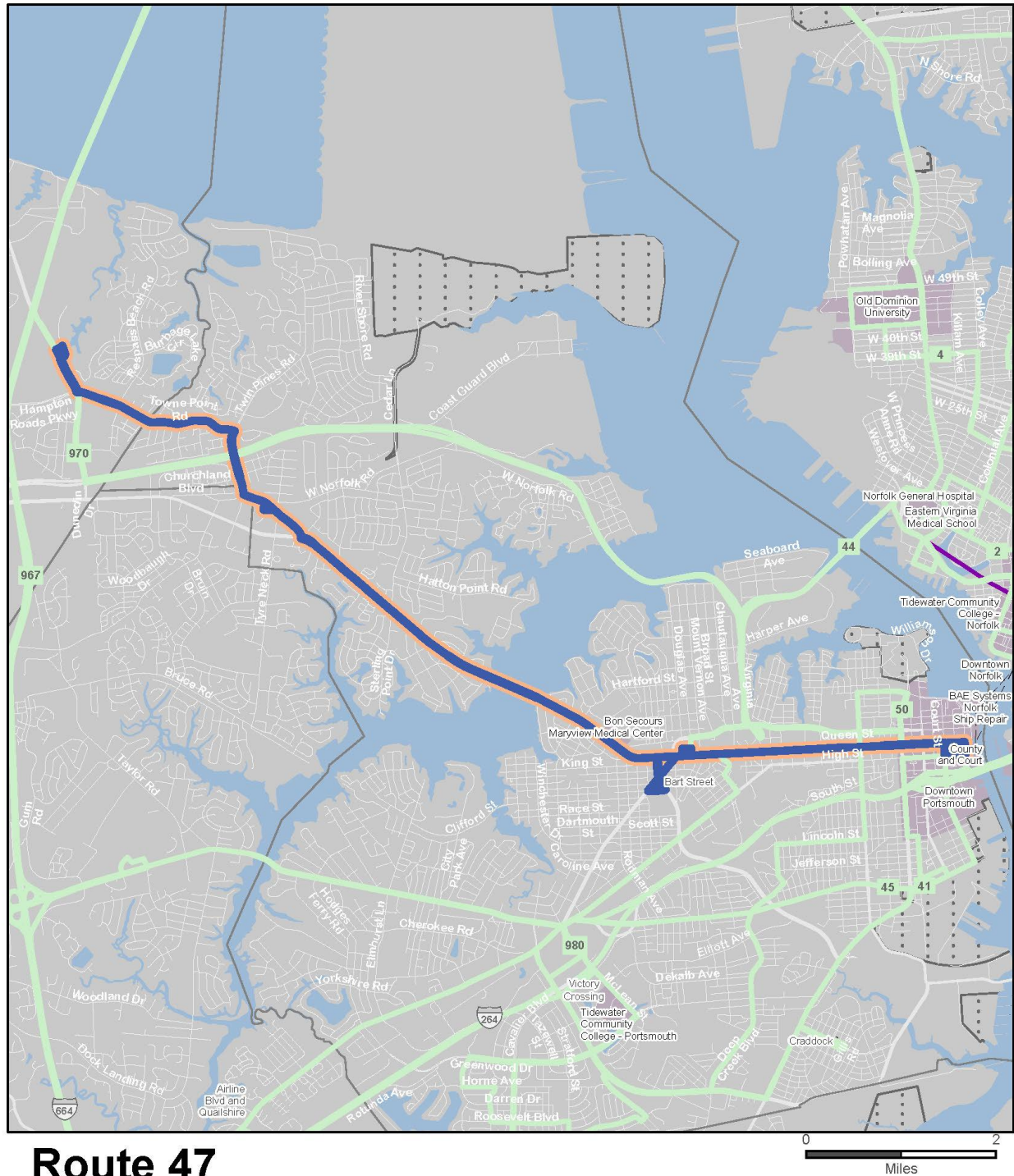


### Justification

- 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



## Route 47

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





## Route 47

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Portsmouth / Churchland	Downtown Portsmouth / Churchland
<b>Jurisdictions</b>	Suffolk, Portsmouth	Suffolk, Portsmouth

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:49 a.m. - 10:30 p.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	6:03 a.m. - 10:30 p.m.	5:00 a.m. - 12:00 a.m.
<b>Sunday</b>	6:33 a.m. - 7:30 p.m.	5:00 a.m. - 12:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30 / 60
	AM Peak	15	15 / 30
	Midday	30	30
	PM Peak	15	15 / 30
	Evening	30	30 / 60
	Late Night	-	60
<b>Saturday</b>	Base	30	30
	Non-Base	60	30 / 60
	Early / Late	-	60
<b>Sunday</b>	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.

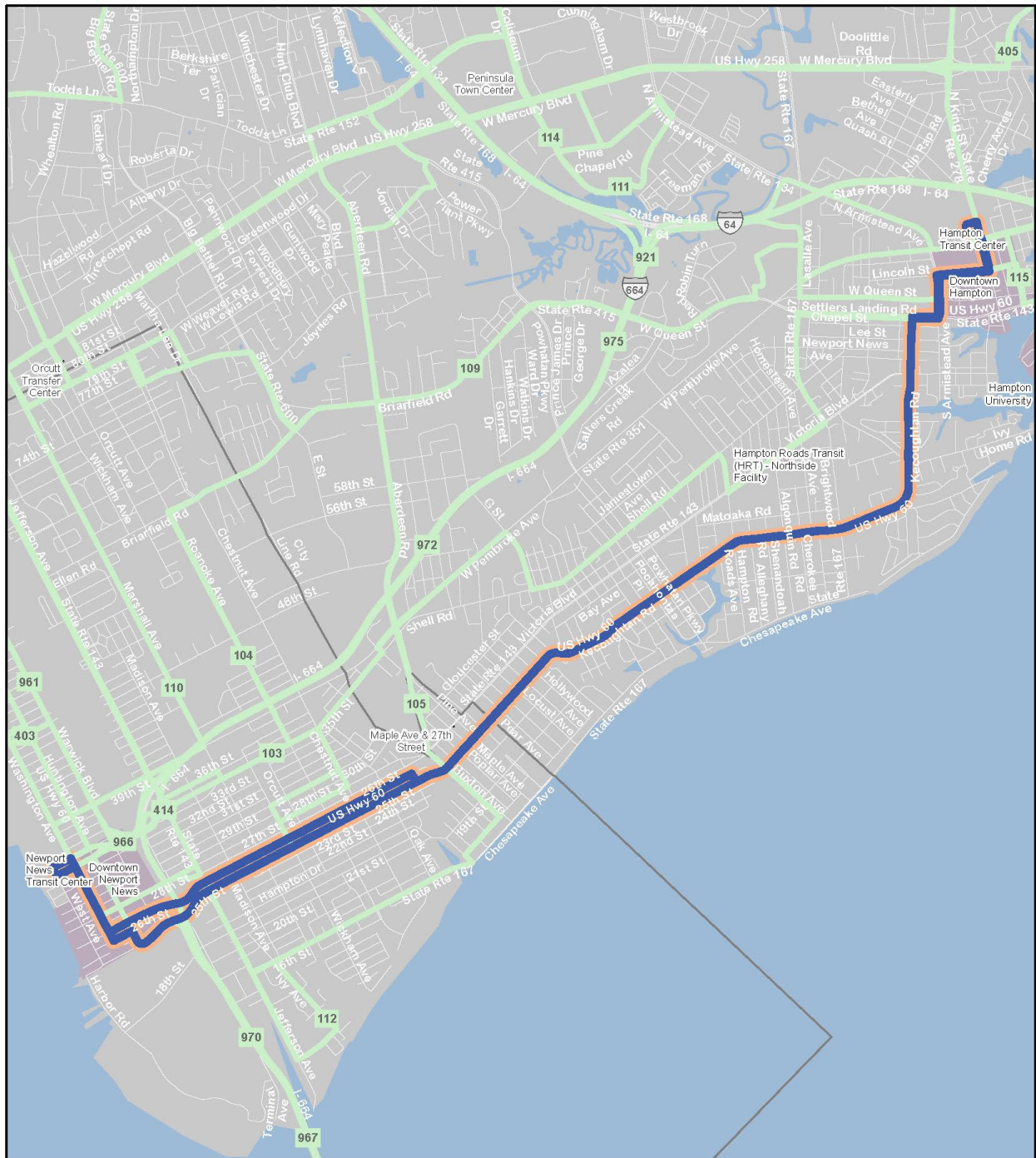
TD

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



## Route 101

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	(Kecoughtan) Downtown Newport News / Downtown Hampton	(Kecoughtan) Downtown Newport News / Downtown Hampton
<b>Jurisdictions</b>	Hampton, Newport News	Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:15 a.m. - 12:10 a.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	5:15 a.m. - 12:10 a.m.	5:15 a.m. - 12:10 a.m.
<b>Sunday</b>	5:45 a.m. - 8:08 p.m.	5:15 a.m. - 12:10 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	35	15
	Midday	35	30
	PM Peak	35	15
	Evening	60	30
	Late Night	60	60
<b>Saturday</b>	Base	35	30
	Non-Base	60	30
	Early / Late	60	60
<b>Sunday</b>	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.

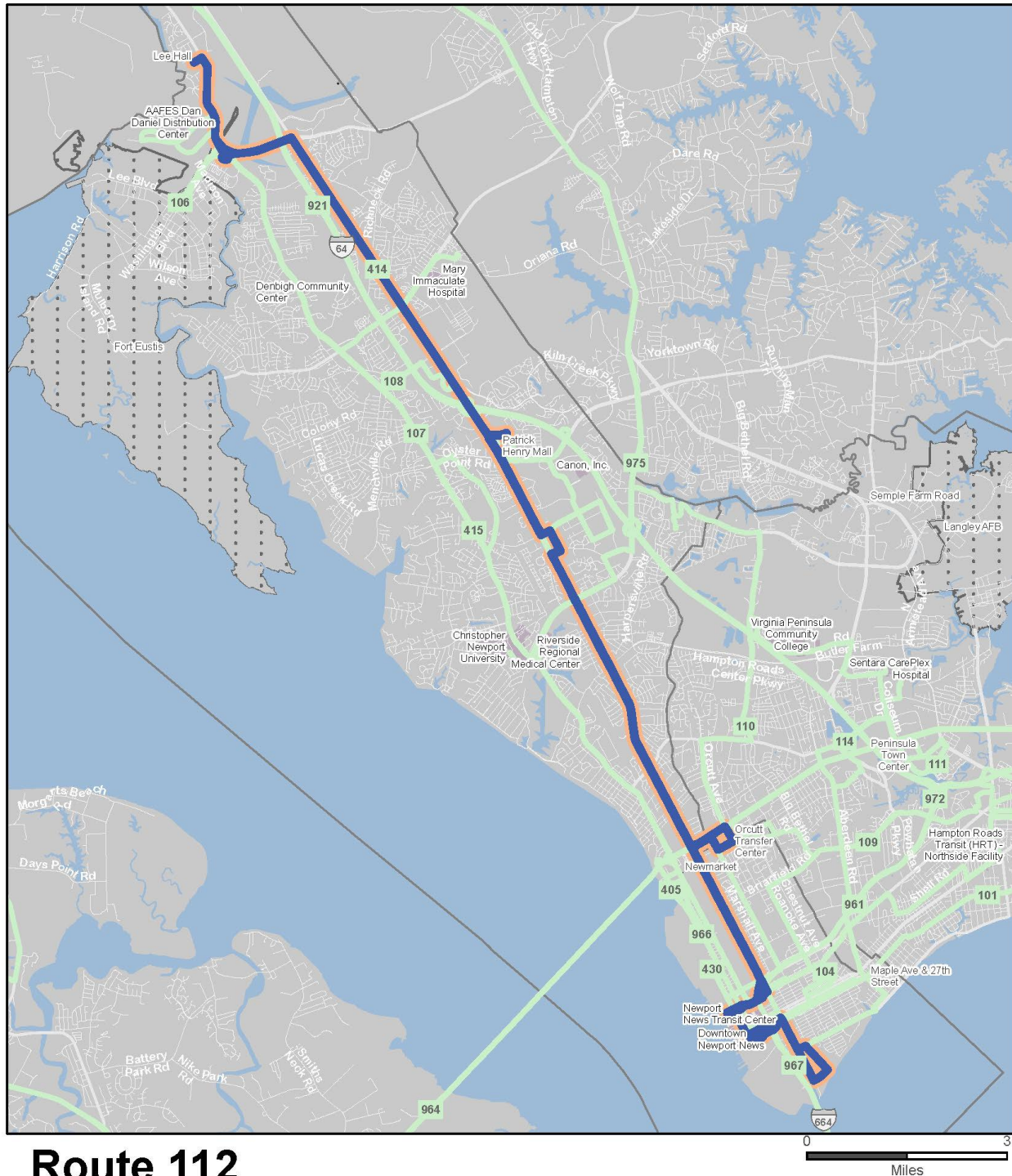


### Justification

- 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
<b>To / From</b>	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall	Ivy Avenue & 6th Street / Downtown Newport News / Patrick Henry Mall / Lee Hall
<b>Jurisdictions</b>	Hampton, Newport News	Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:00 a.m. - 1:00 a.m.	4:55 a.m. - 1:00 a.m.
<b>Saturday</b>	4:55 a.m. - 12:57 a.m.	4:55 a.m. - 12:57 a.m.
<b>Sunday</b>	5:15 a.m. - 12:30 a.m.	5:15 a.m. - 12:35 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	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
<b>Saturday</b>	Base	30	15 / 30
	Non-Base	30	30 / 60
	Early / Late	60	60
<b>Sunday</b>	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

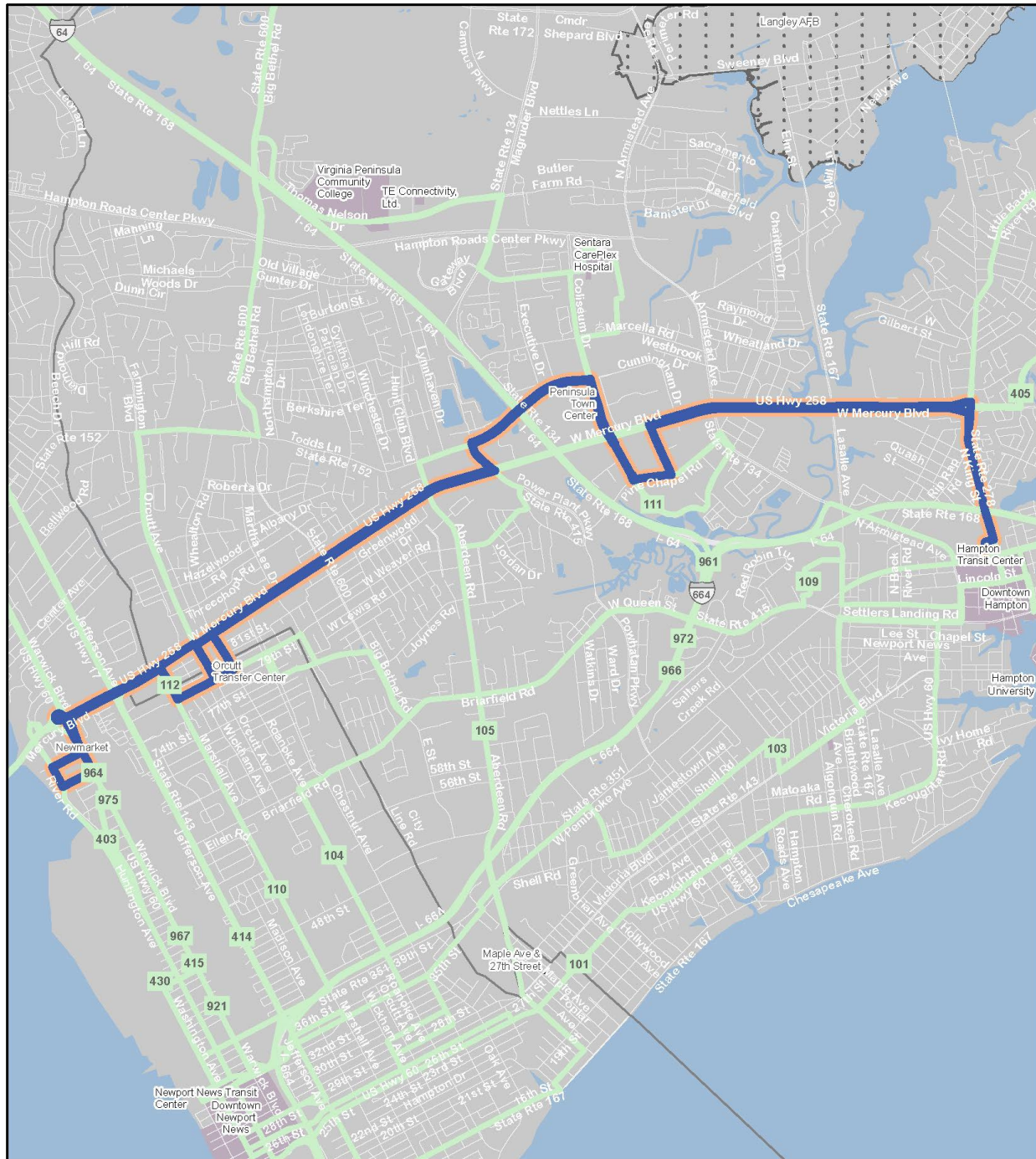
- No change to existing alignment.
- On weekdays, service will operate every 15 minutes between 6<sup>th</sup> and Ivy and Patrick Henry Mall from 6:00 a.m. to 6:00 p.m. and every 30 minutes to Lee Hall. Before 6:00 a.m. and between 6:00 p.m. and 11:00 p.m. service will operate every 30 minutes between 6<sup>th</sup> 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 6<sup>th</sup> and Ivy and Patrick Henry Mall.
- During the weekend base period, service will operate every 15 minutes between 6<sup>th</sup> 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 6<sup>th</sup> 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



## Route 114

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 1  
Miles



## Route 114

### SERVICE CLASSIFICATION

Regional Backbone

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Newmarket / Downtown Hampton	Newmarket / Downtown Hampton
<b>Jurisdictions</b>	Hampton, Newport News	Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	6:20 a.m. - 11:38 p.m.	5:00 a.m. - 1:00 a.m.
<b>Saturday</b>	6:45 a.m. - 11:32 p.m.	6:00 a.m. - 12:00 a.m.
<b>Sunday</b>	6:45 a.m. - 7:30 p.m.	6:00 a.m. - 12:00 a.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	-	30
	AM Peak	30	15
	Midday	30	15
	PM Peak	30	15
	Evening	60	30
	Late Night	60	60
<b>Saturday</b>	Base	30	15
	Non-Base	60	30
	Early / Late	60	60
<b>Sunday</b>	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.

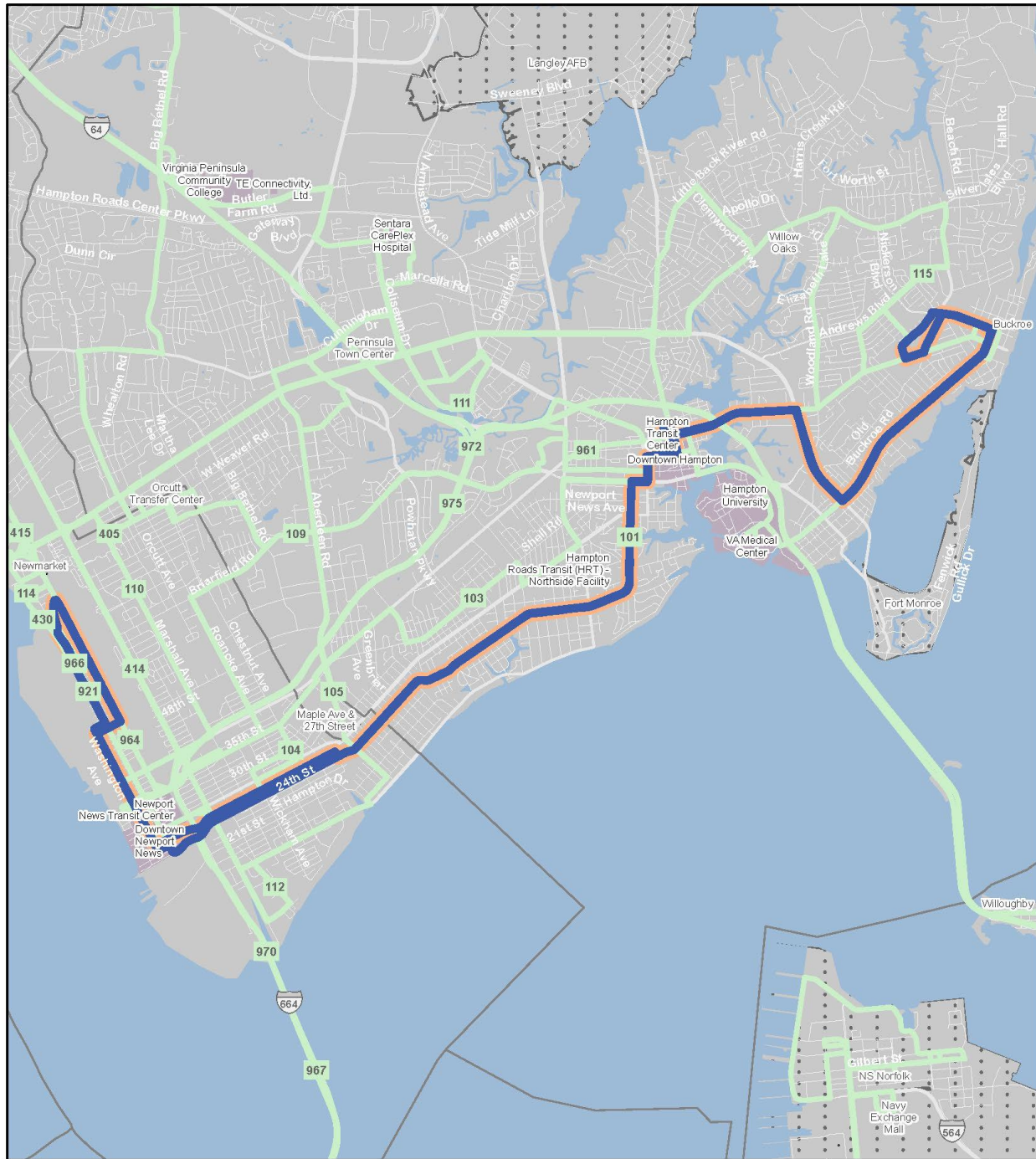


### Justification

- 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





## Route 403

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Buckroe Shopping Center	Buckroe Shopping Center
<b>Jurisdictions</b>	Hampton, Newport News	Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

	Existing	Planned
<b>Weekday</b>	Early	1 Trip
	AM Peak	-
	Midday	-
	PM Peak	1 Trip
	Evening	-
	Late Night	-
<b>Saturday</b>	Base	-
	Non-Base	-
	Early / Late	-
<b>Sunday</b>	Base	-
	Non-Base	-
	Early / Late	-

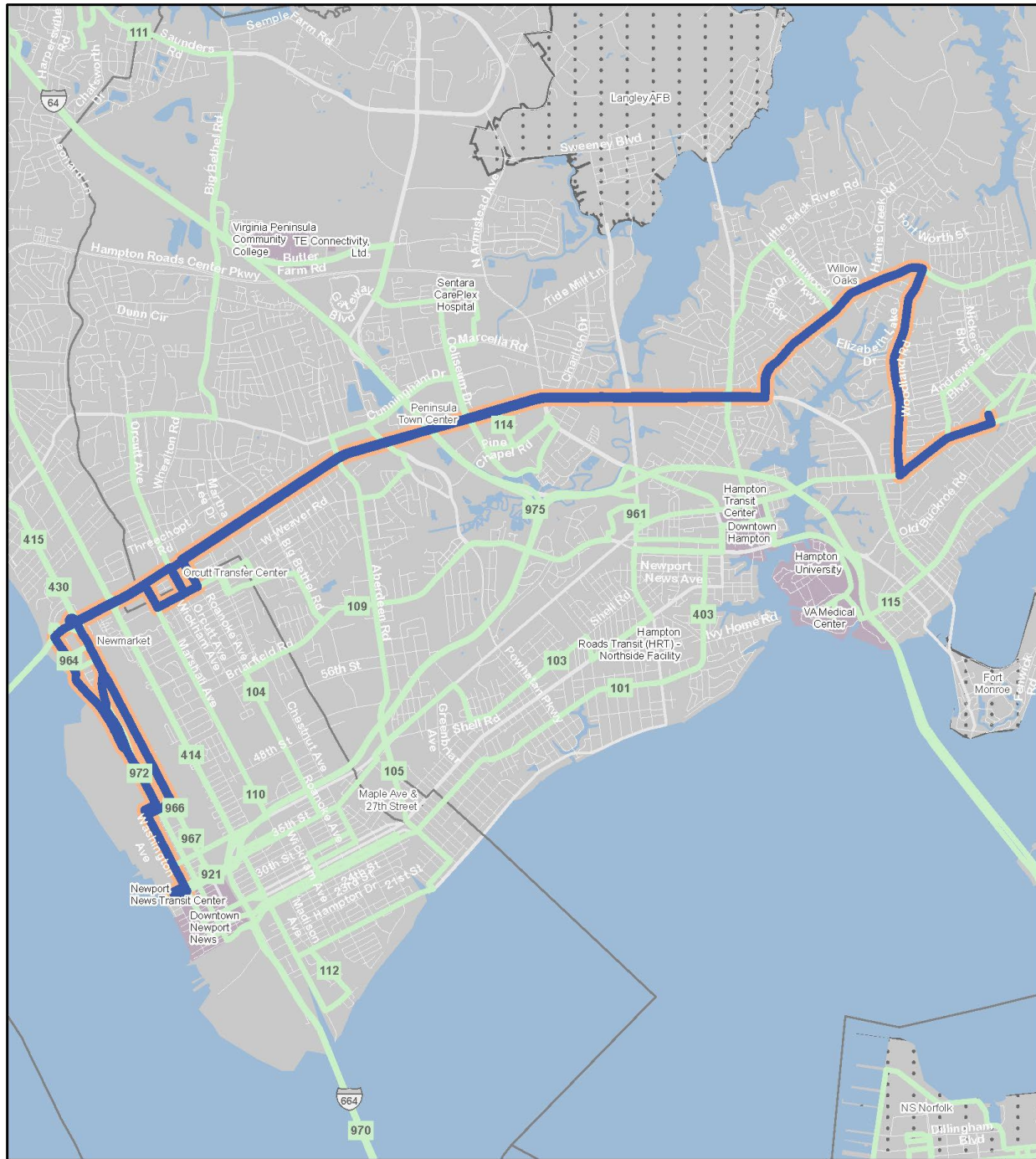
### Service Changes

- 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



## Route 405

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Newport News Transit Center / Buckroe	Newport News Transit Center / Buckroe
<b>Jurisdictions</b>	Hampton, Newport News	Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

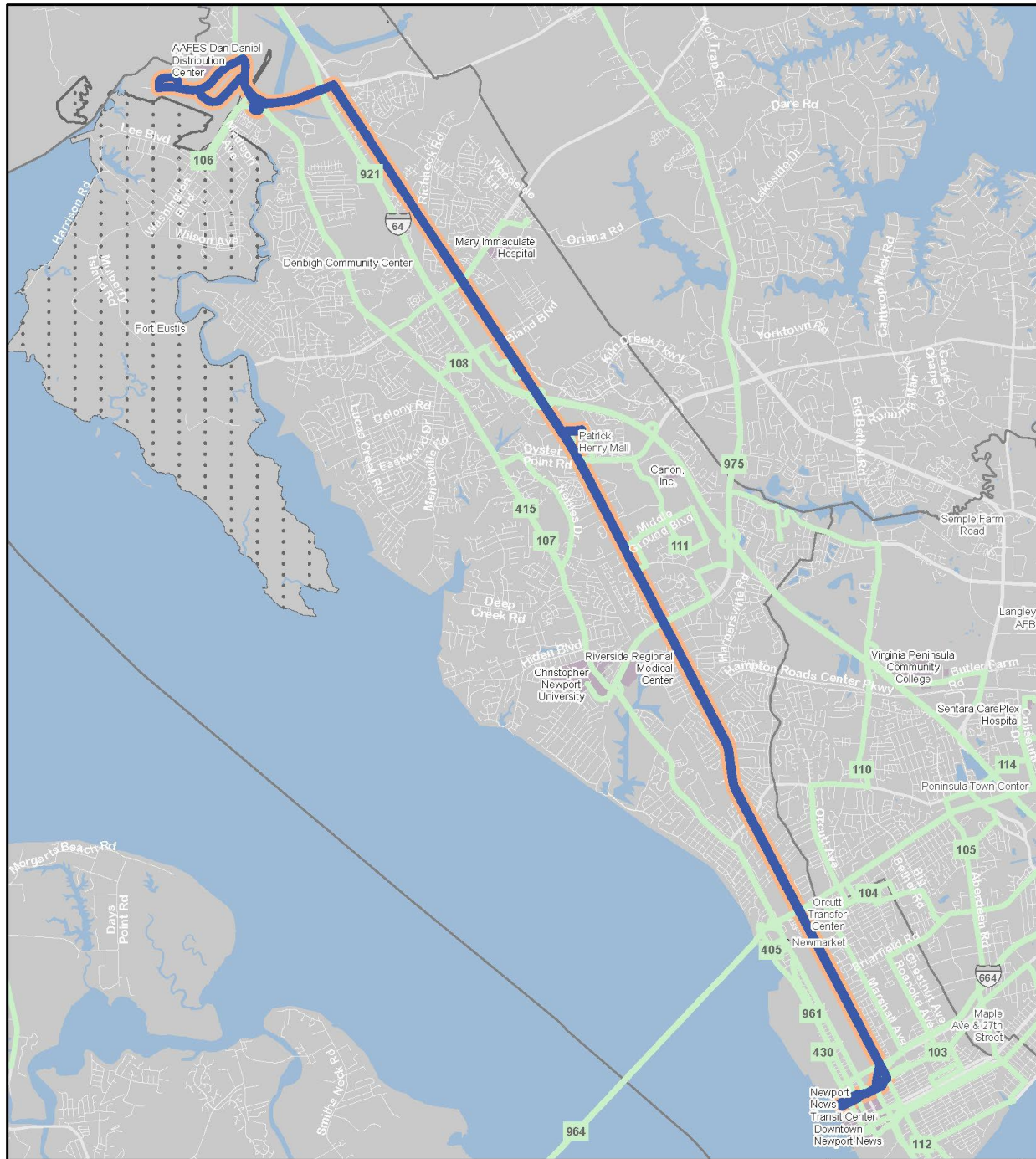
### Service Changes

- 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





## Route 414

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Newport News Transit Center / Jefferson / Oakland	Newport News Transit Center / Jefferson / Oakland
<b>Jurisdictions</b>	Newport News	Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	2 Trips	2 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	3 Trips	3 Trips
	Evening	-	-
	Late	-	-
	Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

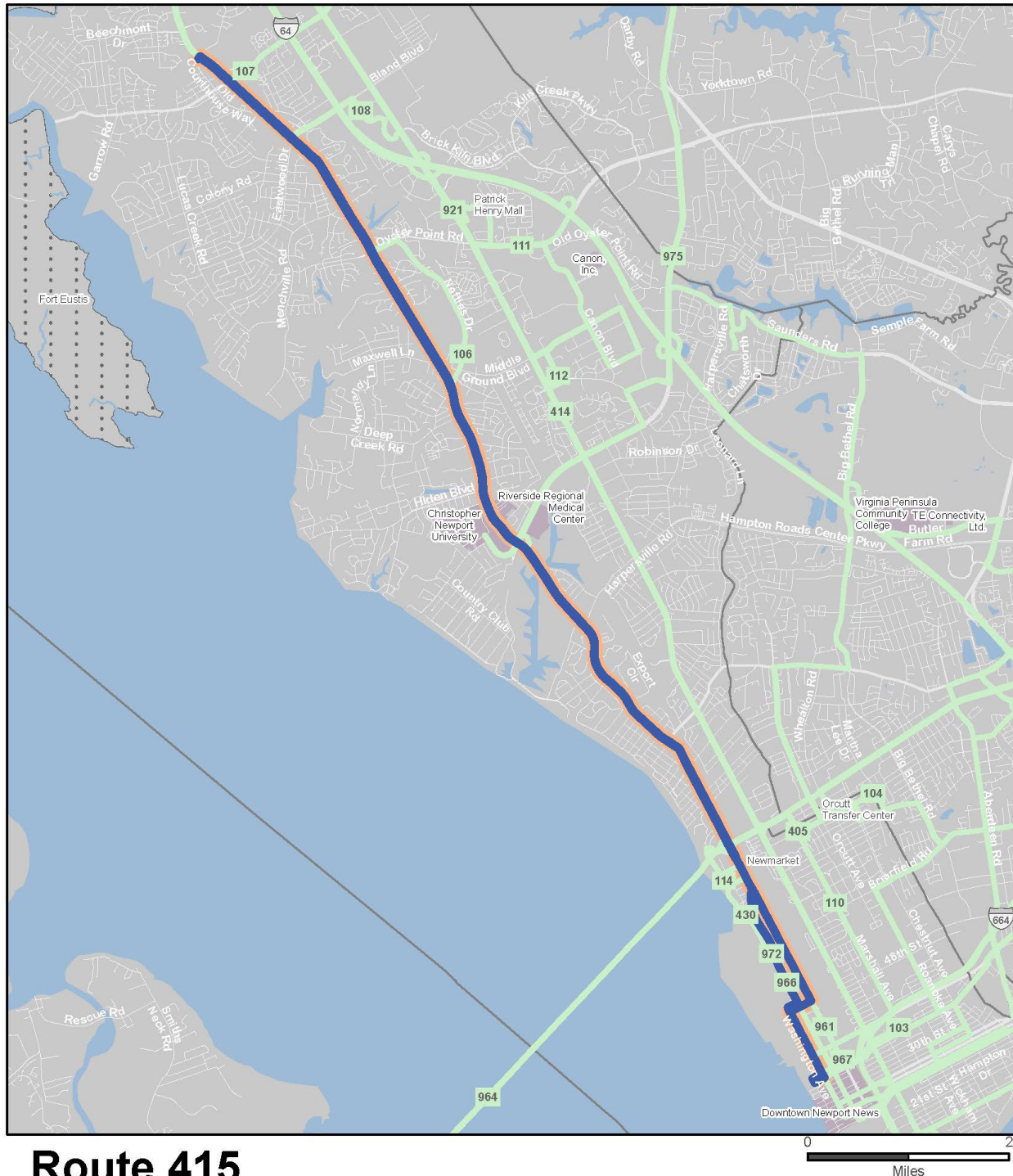
### Service Changes

- 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



## Route 415

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Newport News Transit Center / Denbigh	Newport News Transit Center / Denbigh
<b>Jurisdictions</b>	Newport News	Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	-	-
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	1 Trip	1 Trip
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

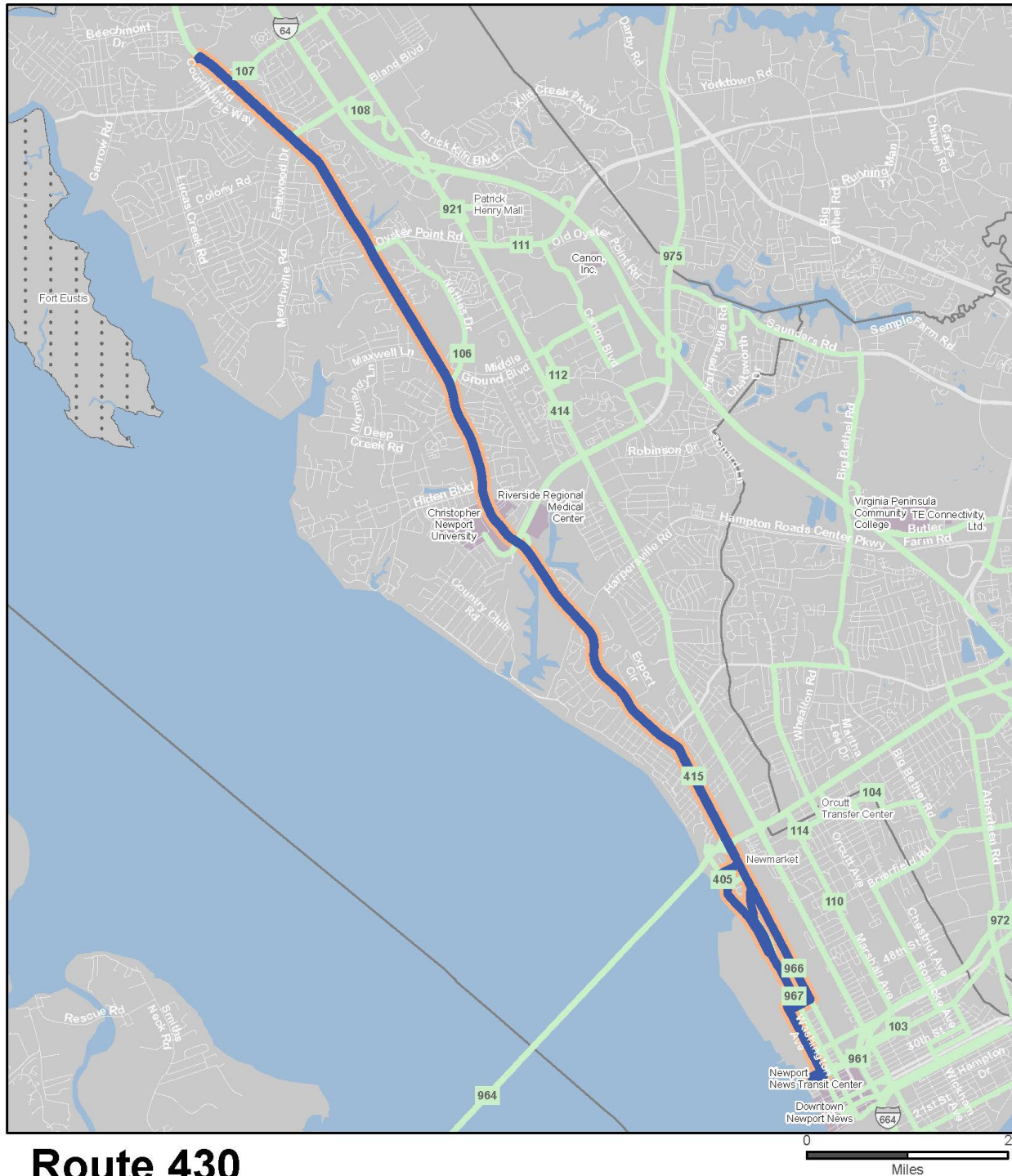
### Service Changes

- 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



## Route 430

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- \* Military Base
- Activity Center
- City Boundary





## Route 430

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Denbigh Fringe	Denbigh Fringe
<b>Jurisdictions</b>	Newport News	Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	2 Trips	3 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late	-	-
	Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
		-	-

### Service Changes

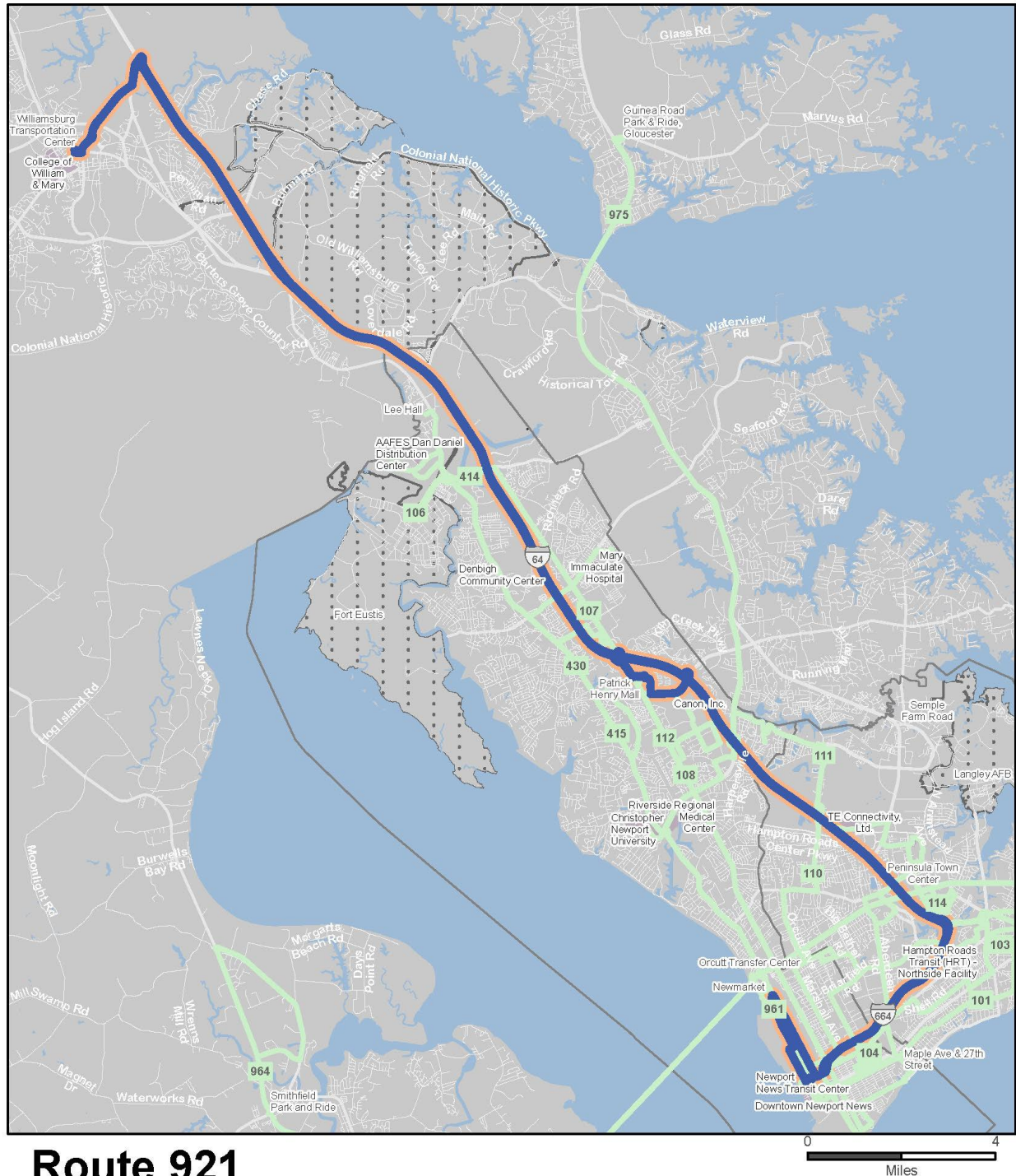
- One trip will be added to Route 430 at 5:00 a.m.

TD

### Justification

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

## Route 921



## 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
<b>To / From</b>	Newport News Transit Center / Williamsburg Transportation Center	Newport News Transit Center / Williamsburg Transportation Center
<b>Jurisdictions</b>	Newport News	Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	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



### Route 960

#### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 4  
Miles





## Route 960

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Norfolk Transit Center / Virginia Beach Oceanfront	Downtown Norfolk Transit Center / Virginia Beach Oceanfront
<b>Jurisdictions</b>	Norfolk, Virginia Beach	Norfolk, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	5:35 a.m. - 8:19 p.m.	5:35 a.m. - 8:19 p.m.
<b>Saturday</b>	6:30 a.m. - 8:19 p.m.	6:30 a.m. - 8:19 p.m.
<b>Sunday</b>	7:50 a.m. - 8:44 p.m.	7:50 a.m. - 8:44 p.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	60	60
	AM Peak	60	60
	Midday	60	60
	PM Peak	60	60
	Evening	60	60
	Late	-	-
	Night	-	-
<b>Saturday</b>	Base	60	60
	Non-Base	60	60
	Early / Late	-	-
<b>Sunday</b>	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

### Service Changes

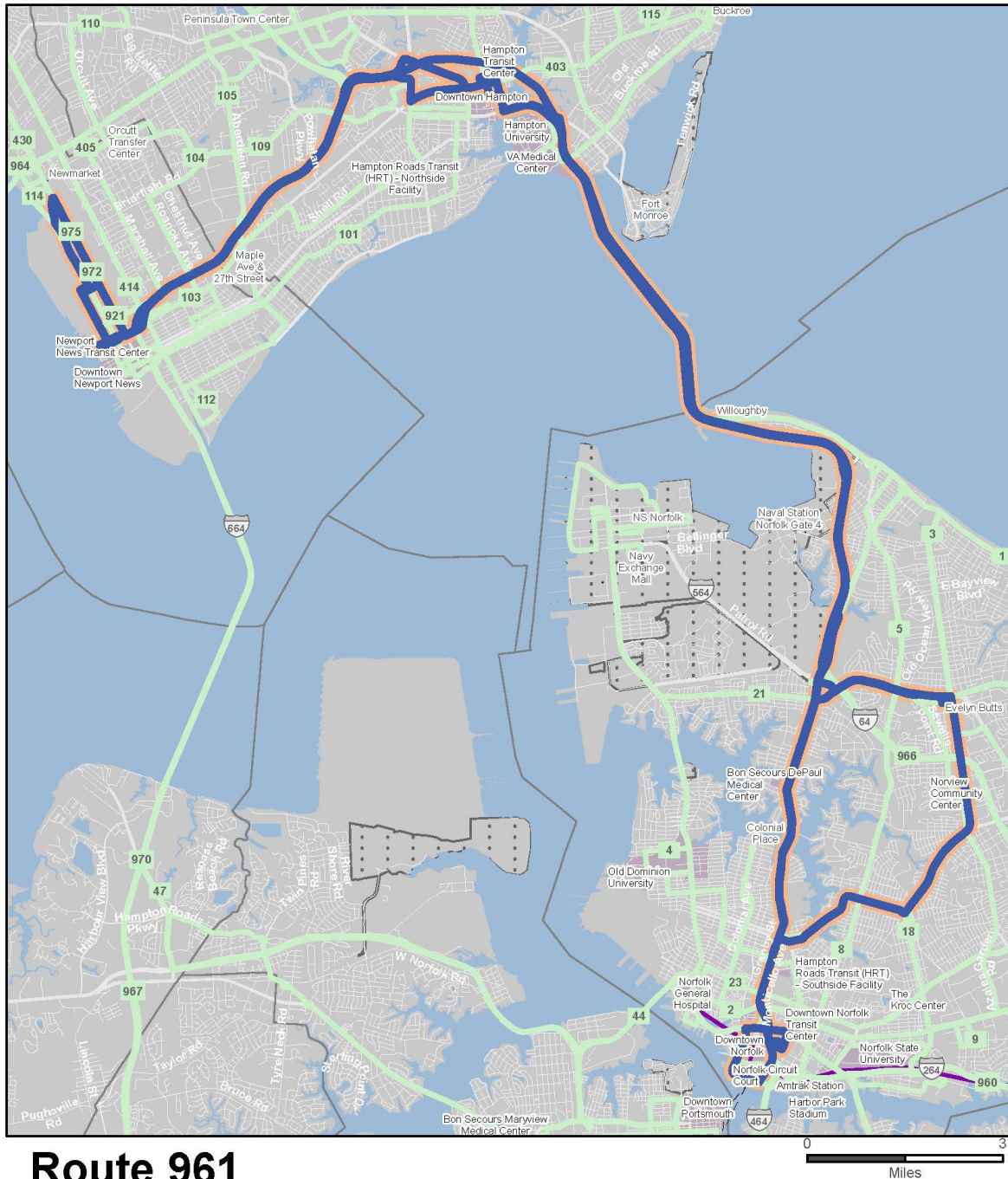
- No changes to existing alignment.
- On weekdays and weekends, span will be improved to operate from 5:00 a.m. to 9:00 p.m.

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



## Route 961

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Newport News / Downtown Hampton / Downtown Norfolk	Downtown Newport News / Downtown Hampton / Downtown Norfolk
<b>Jurisdictions</b>	Norfolk, Hampton, Newport News	Norfolk, Hampton, Newport News

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	4:55 a.m. - 11:12 p.m.	4:55 a.m. - 11:12 p.m.
<b>Saturday</b>	4:58 a.m. - 10:57 p.m.	4:58 a.m. - 10:57 p.m.
<b>Sunday</b>	7:00 a.m. - 8:58 p.m.	7:00 a.m. - 8:58 p.m.

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	30	30
	AM Peak	30	30
	Midday	30	30
	PM Peak	30	30
	Evening	60	60
	Late Night	60	60
<b>Saturday</b>	Base	40	40
	Non-Base	60	60
	Early / Late	-	-
<b>Sunday</b>	Base	60	60
	Non-Base	60	60
	Early / Late	-	-

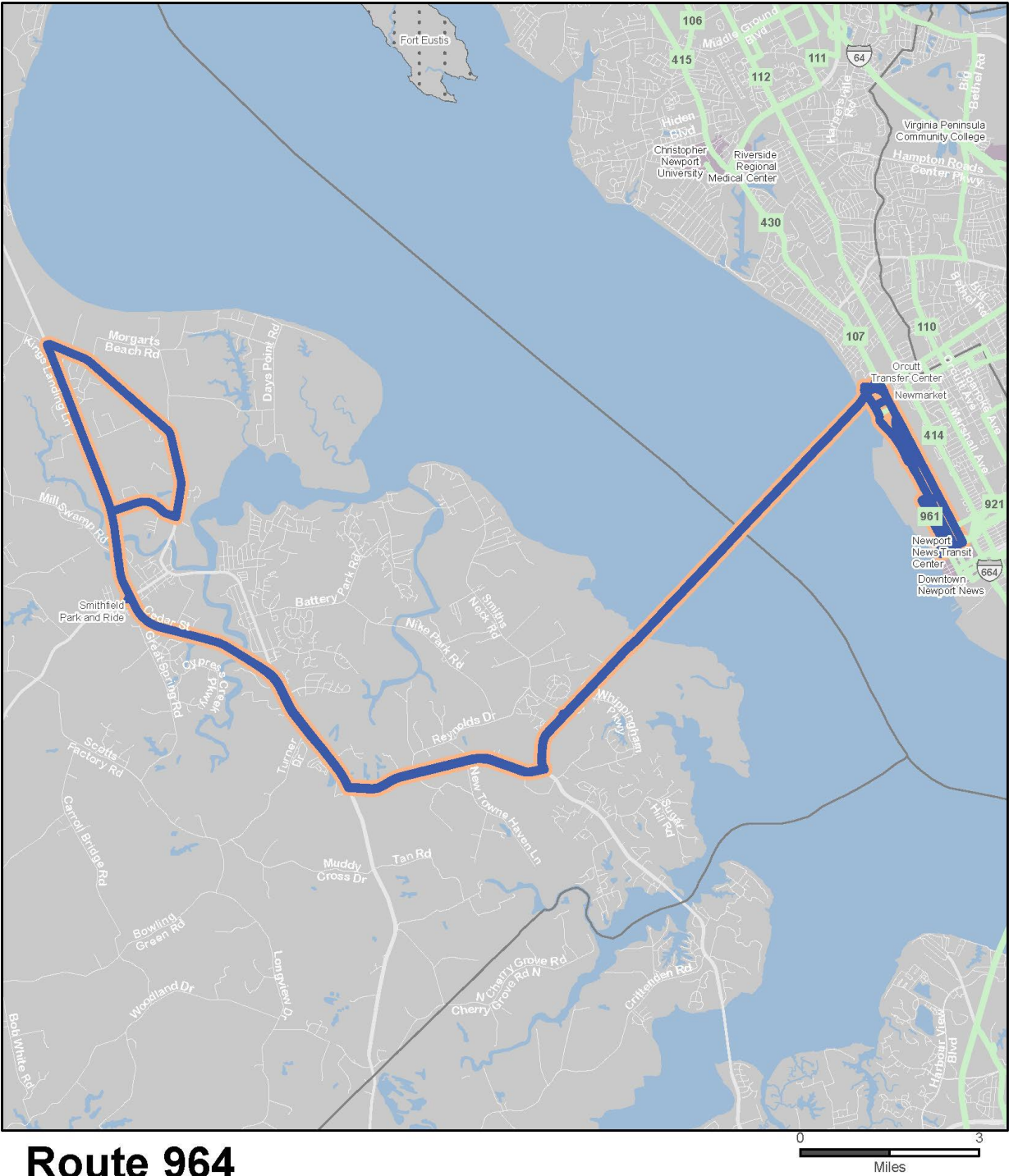
### Service Changes

- 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



## Route 964

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary



## Route 964

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Downtown Newport News / Smithfield	Downtown Newport News / Smithfield
<b>Jurisdictions</b>	Newport News, Isle of Wight	Newport News, Isle of Wight

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	4 Trips	4 Trips
	AM Peak		-
	Midday		-
	PM Peak	4 Trips	4 Trips
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

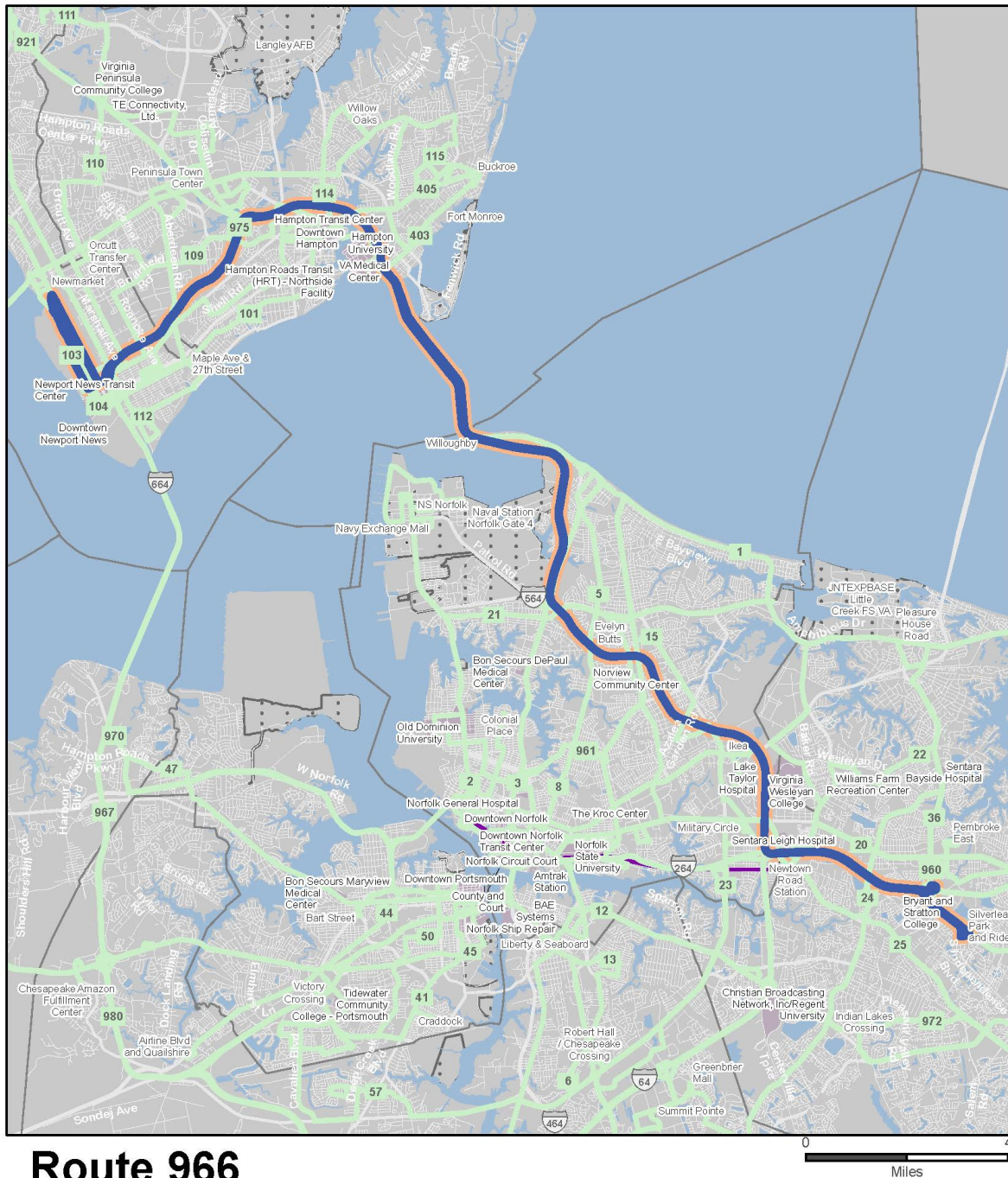
### Service Changes

- 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



## Route 966

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Silverleaf Park & Ride / Newport News Transit Center	Silverleaf Park & Ride / Newport News Transit Center
<b>Jurisdictions</b>	Newport News, Virginia Beach	Newport News, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

	Existing	Planned
<b>Weekday</b>	Early	3 Trips
	AM Peak	-
	Midday	-
	PM Peak	3 Trips
	Evening	-
	Late Night	-
<b>Saturday</b>	Base	-
	Non-Base	-
	Early / Late	-
<b>Sunday</b>	Base	-
	Non-Base	-
	Early / Late	-

### Service Changes

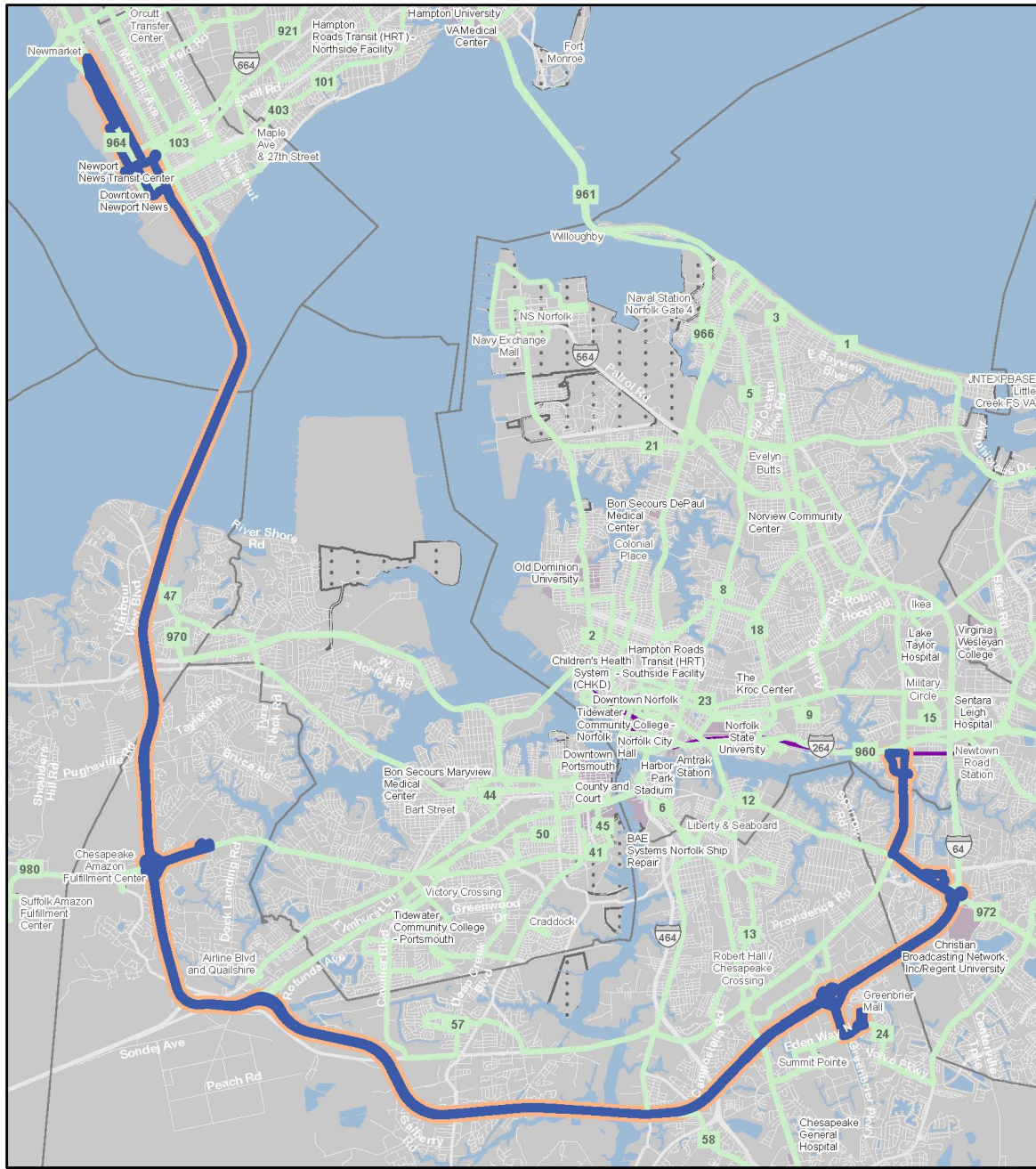
- No changes to existing alignment or level of service.

### Justification

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



## Route 967



## Route 967

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary

0 3  
Miles





## Route 967

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Virginia Beach / Chesapeake / Newport News	Virginia Beach / Chesapeake / Newport News
<b>Jurisdictions</b>	Chesapeake, Newport News, Norfolk, Virginia Beach	Chesapeake, Newport News, Norfolk, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	6 Trips	6 Trips
	AM Peak	-	-
	Midday	-	-
	PM Peak	7 Trips	7 Trips
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

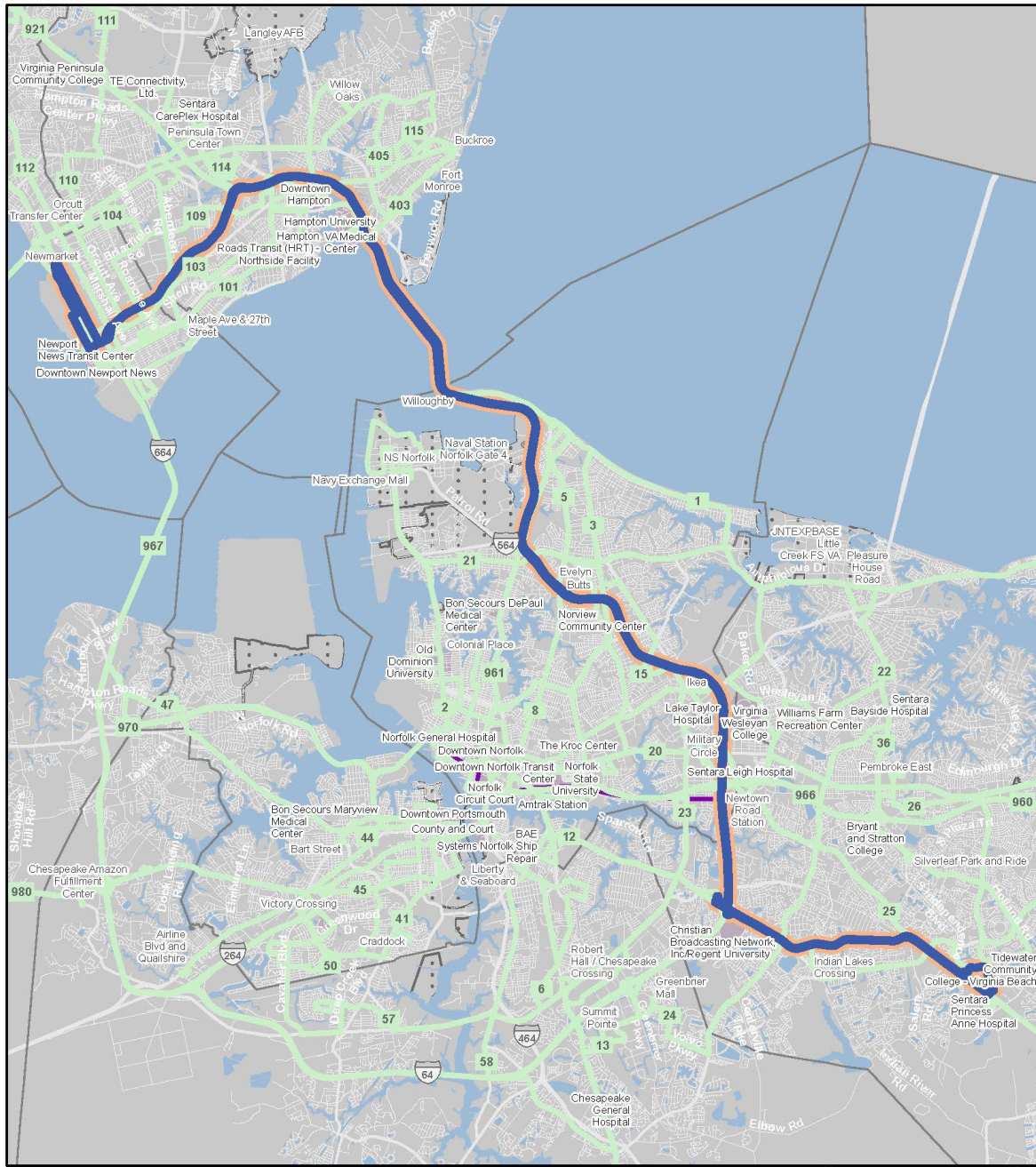
### Service Changes

- 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



## Route 972

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	TCC Virginia Beach / Newport News	TCC Virginia Beach / Newport News
<b>Jurisdictions</b>	Newport News, Virginia Beach	Newport News, Virginia Beach

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	-	-
<b>Sunday</b>	-	-

#### HEADWAY

		Existing	Planned
<b>Weekday</b>	Early	1 Trip	1 Trip
	AM Peak	1 Trip	1 Trip
	Midday	-	-
	PM Peak	2 Trips	2 Trips
	Evening	-	-
	Late Night	-	-
<b>Saturday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-
<b>Sunday</b>	Base	-	-
	Non-Base	-	-
	Early / Late	-	-

### Service Changes

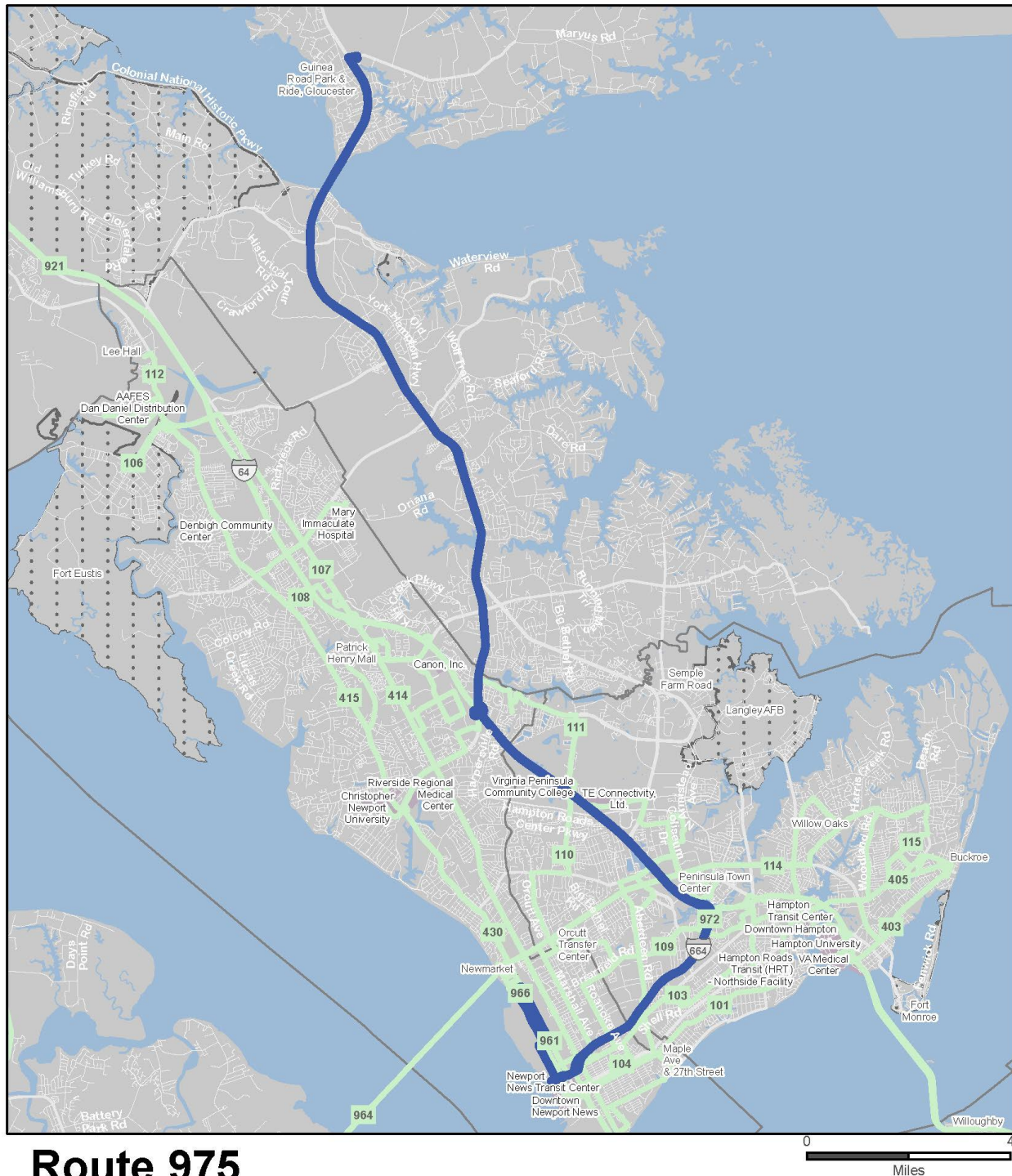
- No changes to existing alignment or level of service.

### 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



## Route 975

### Focus Route

- Planned Alignment
- Existing Alignment

- Planned System
- Light Rail
- Ferry

- Military Base
- Activity Center
- City Boundary





## 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

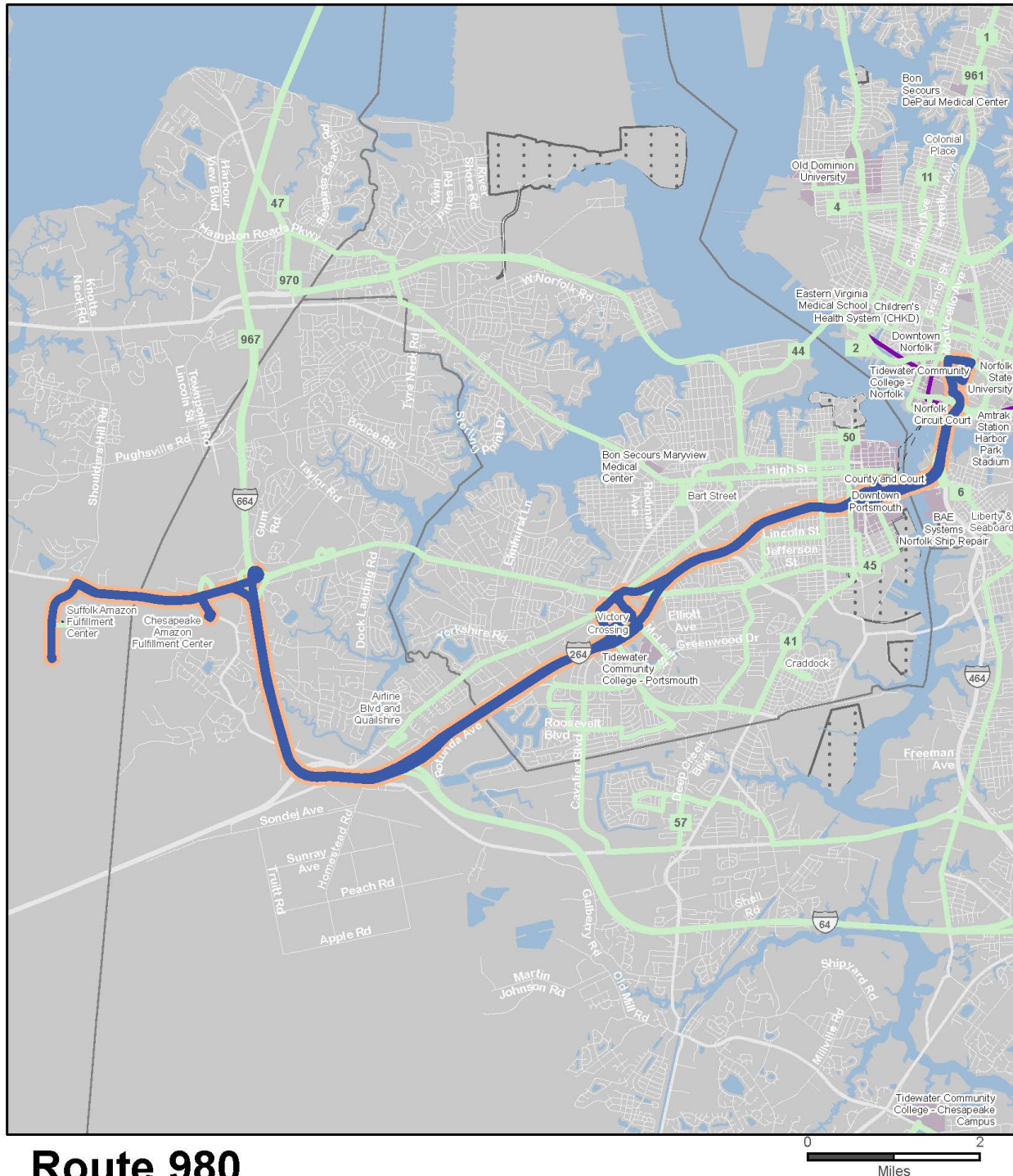
- Route 975 will provide new peak period directional commuter express service between Gloucester (VDOT Park & Ride at the intersection of Route 216-Guinea Rd and York Crossing) and the Newport News Shipyard via US-17 and I-64. The route will operate three trips in the AM peak and three trips in the PM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



## Route 980

### SERVICE CLASSIFICATION

Limited/Express

### ORIGIN AND DESTINATIONS & JURISDICTIONS SERVED

	EXISTING	PLANNED
<b>To / From</b>	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon	Norfolk / Portsmouth / Chesapeake Amazon / Suffolk Amazon
<b>Jurisdictions</b>	Norfolk, Portsmouth, Chesapeake, Suffolk	Norfolk, Portsmouth, Chesapeake, Suffolk

### LEVEL OF SERVICE

#### SPAN

	Existing	Planned
<b>Weekday</b>	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.
<b>Saturday</b>	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.
<b>Sunday</b>	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
<b>Weekday</b>	Early	-
	AM Peak	2 Trips
	Midday	-
	PM Peak	2 Trips
	Evening	-
	Late Night	-
<b>Saturday</b>	Base	4 Trips
	Non-Base	-
	Early / Late	-
<b>Sunday</b>	Base	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.

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# 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)

	IMPLEMENTATION YEAR											
		FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033
HRRTF ELIGIBLE ROUTE	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

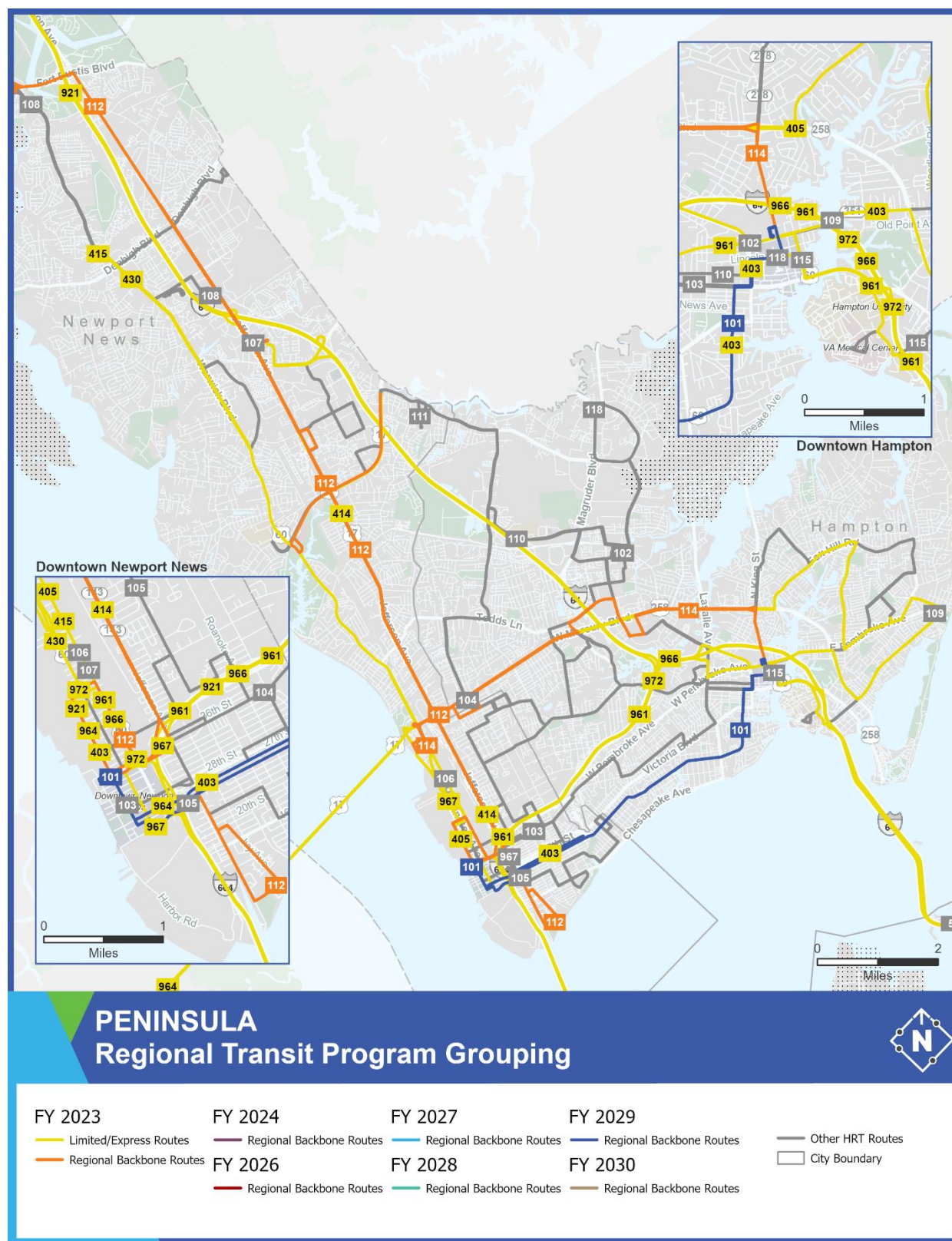
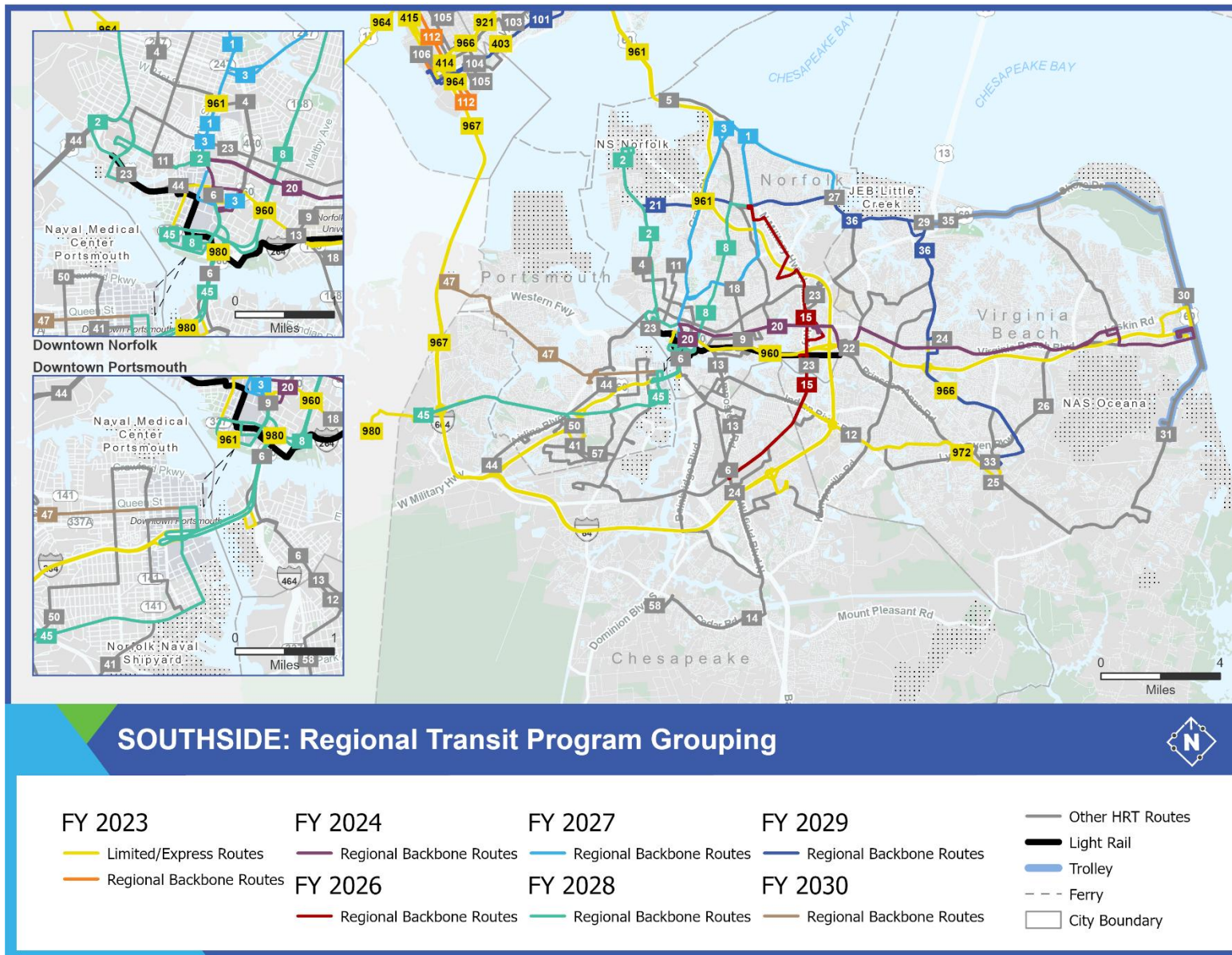


Figure 6-8: Service Implementation - Southside





## 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.

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

Figure 6-9: Current 757 Express Logo





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. The majority of the RTS buses are currently in service; the final buses were allocated in FY2025. In addition, six additional paratransit vehicles, with a five-year replacement cycle, are also part of the RTS. These paratransit vehicles were delivered to HRT in FY 2023 and entered revenue 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.

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. Some of the buses purchased for RTS service will be replaced within the 10-year timeframe of this plan.

**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. HRT is also in the process of purchasing additional non-revenue vehicles for use by transit security officers. These vehicles will be purchased over the course of the next several years.

Figure 6-10: Mock-Up of RTS Livery



## Human Resources

plan for FY 2027 through FY 2028.

The biggest need is for **Bus Operators**, approximately 269 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.

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 from FY 2022 through FY 2026 and HRT's hiring

Figure 6-11: Transit Operators



Table 6-15: Hiring Plan for RTS Implementation

Department	Position <sup>13</sup>	# of Staff							
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	TOTAL <sup>14</sup>
Operations Staff									
Operations	Bus Operators	0	37	37	36	47	53	59	269
	Mechanics/Service/Cleaners	0	12	0	0	0	0	9	21
	Operations Supervisors - Bus/Maintenance	0	8	0	0	0	0	4	12
	Asst. Manager of Bus Operations	1	0	0	0	0	0	1	2
	Bus Training Instructor	1	0	0	0	0	0	0	1
	Operations Admin/Payroll Technician	0	0	0	0	0	0	2	2
	Associate Project Manager	0	1	0	0	0	0	0	1
	Operations Facilities Technician	0	0	0	0	0	0	3	3
	Facility Maintenance Mechanics	0	3	0	0	0	0	3	6
Total Operations Staff		2	61	37	36	47	53	81	317
Administrative Support Staff									
Customer Relations	Customer Service - Reps/Leads/Liaison	0	0	0	0	2	3	0	5
Engineering & Facilities	Transit Stop Technicians	0	6	0	0	2	0	0	8
Finance	Staff Account/Budget Analyst/Procure Admin	0	0	1	2	0	0	0	3
Human Resources	HR Assistant/Specialists	2	2	1	0	0	0	0	5
Marketing & Communications	Outreach Coordinators	0	0	2	0	0	0	0	2
Management Services	Management Analyst	1	0	0	0	0	0	0	1

<sup>13</sup> 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.

<sup>14</sup> 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.

<i>Administrative Support Staff</i>									
Planning & Scheduling	Scheduler	0	1	0	0	0	0	0	1
	Sr. Manager of Scheduling	0	0	0	0	1	0	0	1
	RTS Program Manager	1	0	0	0	0	0	0	1
Safety	Safety Specialist/Admin Support Tech	0	2	0	0	0	0	0	2
Security	Security - Asst. Manager/Specialist	0	2	1	0	0	0	0	3
	Transit Security Officer	0	2	0	2	2	6	4	16
Technology	ITS Cyber Security Manager	0	1	0	0	0	0	0	1
	Client Technology Specialist	0	1	0	0	0	0	0	1
	Technology Helpdesk	0	1	0	0	0	0	0	1
	RTS Technology Project Manager	0	0	1	0	0	0	0	1
	ERP Technical Services Manager	0	1	0	0	0	0	0	1
	ERP Technical Support Analyst	0	1	0	0	0	0	0	1
<b>Total Administrative Support Staff</b>		<b>4</b>	<b>20</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>54</b>
<i>Temporary Staff</i>									
		0	0	0	0	0	0	0	0
<b>Total Temporary Staff</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL STAFF</b>		<b>6</b>	<b>81</b>	<b>43</b>	<b>40</b>	<b>54</b>	<b>62</b>	<b>85</b>	<b>371</b>





## 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**) 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 was to deploy new PIDs at the Hampton, Newport News, Silverleaf, and Downtown Norfolk Transit Centers. The physical installation and wiring are complete at all four transit centers. The software installation, configuration, and testing have been completed at three of the centers and fully deployed.

Customers also 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. 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.

**Figure 6-12: On-Board Vehicle Display**



Investments will also be made in Human Capital Management (HCM) deployment, support, and seamless integrations throughout the infrastructure backbone and systems. 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. Finally, HRT will continue to make the necessary technological changes to prepare for AI technologies investments across the entire enterprise.



## 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, existing facilities may require modifications or enhancements to provide the desired RTS service. 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 rapid response HRT cleaning and maintenance crews.

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. Improvements to the Hampton Transit Center (HTC), Newport News Transit Center (NNTC) and Wards Corner transfer center are required as part of the implementation of the RTS network. In addition to the ongoing investments, additional transfer facilities are at various phases of development.

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



- In the City of Norfolk, HRT is developing the replacement of the Evelyn T. Butts Transfer Center. Based on the current schedule, HRT anticipates having an operational facility by 2028.
- In the City of Chesapeake, once HRT identifies a appropriate site for the Robert Hall Transfer Center relocation, HRT anticipates similar activities as for the Evelyn T. Butts site.
- In the City of Virginia Beach, HRT is developing the Tidewater Community College (TCC) Transfer Center. Development of the agreement is underway. Additional site challenges have been identified that require some redesign to provide requested facilities.

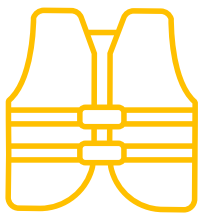
In addition to these ongoing investments, transfer facilities in other cities are at various phases of development.

- The City of Portsmouth has closed the on-street bus transfer operation at County and Court Street due to construction activities for the redevelopment of the County Street Municipal Garage. An alternate transfer will be identified and appropriate facilities provided. Also, 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 a park-and-ride and additional amenities.
- 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 and the City of Norfolk are making changes to the parking and bus areas at DNTC. Continued maintenance of paved surfaces may be required at the DNTC. The interior portions of DNTC are due for modifications and enhancements to better align with HRT's operations.

In addition, existing maintenance and other facilities may require modifications or enhancements to provide the desired RTS service. As new facilities advance in the planning process, the impacts to the RTS program will be evaluated. Similar to new bus purchases, when practical facilities projects may utilize a combination of federal, state, and Hampton Roads Regional Transit Fund resources.

One of the largest regional investments to be made as part of the RTS Program is the new Southside Bus Operating Division that will relocate maintenance activities that are currently housed at the Parks Avenue facility. The Parks Avenue facility seasonally houses trolley operations during the summer months. The new Southside Operating Division will address state of good repair requirements and expansion needs that support RTS service. 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.

HRT has conducted an electrification study that considers the agency-wide transition to battery-electric buses. Future investments in alternative fuel facilities and vehicles will be considered when appropriate.



## 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 lifecycle 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

continue to 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.

757 Express branding and marketing includes traditional and digital media in addition to bus wraps and 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 blog, a public affairs YouTube show, a podcast, and a monthly e-newsletter to raise awareness and excitement about transit in Hampton Roads. 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.

**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 continuing the award-winning "My Hampton Roads Transit" campaign, which features real-life HRT bus operators describing why they love their jobs (**Figure 6-**). This year, this highly effective campaign will also include mechanics. The campaigns

Figure 6-14: Example of a Bus Operator Ad





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# 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 HRTF 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 (e.g., Robert Hall Transfer Center, Bus Stop Amenity Program). Factors such as land costs, site constraints, and evolving technology needs will impact the cost of these projects.

**Table 6-16: RTS Program Capital Expenses and Funding**

Item	Expenses (YOE\$ Millions)									
	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
RTS Security	0.7	-	-	0.4	-	0.8	-	-	0.4	-
Transit Bus Expansion	1.9	3.2	1.7	-	-	0.9	0.3	0.3	4.7	21.9
Robert Hall Transfer Center Replacement	5.7	-	-	-	-	-	-	-	-	-
Paratransit Fleet Expansion	-	-	1.0	-	-	-	-	1.1	-	-
RTS Technology	-	-	0.4	-	-	-	-	0.5	-	-
Non-Revenue Fleet Expansion and SGR	-	-	0.0	-	-	0.0	0.2	0.2	0.7	-
Security Fleet Expansion	0.4	0.1	0.1	0.1	-	-	0.1	-	-	-
Tidewater Community College Virginia Beach Transfer Center	1.6	-	-	-	-	-	-	-	-	-
Bus Stop Amenity Program	1.9	-	-	-	-	-	-	-	-	-
<b>Total Planned Capital Expenditures</b>	<b>11.9</b>	<b>3.3</b>	<b>3.2</b>	<b>0.5</b>	<b>-</b>	<b>1.7</b>	<b>0.7</b>	<b>2.0</b>	<b>5.9</b>	<b>21.9</b>

Item	Revenues (YOE\$ Millions)									
	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
Federal 5307	-	-	-	-	-	0.3	0.1	0.5	1.6	3.7
Federal 5339	-	-	-	-	-	-	-	-	-	2.5
State	-	-	-	-	-	1.1	0.4	1.4	4.0	14.9
ACC	-	-	-	-	-	0.0	0.0	-	0.0	-
HRRTF	11.9	3.3	3.2	0.5	-	0.2	0.2	0.1	0.2	0.9
<b>Total Planned Capital Funding</b>	<b>11.9</b>	<b>3.3</b>	<b>3.2</b>	<b>0.5</b>	<b>-</b>	<b>1.7</b>	<b>0.7</b>	<b>2.0</b>	<b>5.9</b>	<b>21.9</b>

**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.

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## 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 2027 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 2027 planned hires that will be filled is \$7.1 million. The salaries for RTS-approved positions that were filled before FY 2027 are not included in this table. The \$20.4 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, which together total \$1.4 million in revenue.<sup>15</sup>

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<sup>15</sup> 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 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
<i>757 Express: formerly MAX Operating Expenses</i>	5.7	7.4	6.9	6.8	6.8	7.1	7.4	7.7	8.0	8.3	8.7
<i>757 Express: Regional Backbone + PCS Operations Expenses</i>	7.6	13.0	14.9	21.1	21.1	22.0	22.9	23.8	24.8	25.8	26.9
<b>Total RTS Bus O&amp;M Costs</b>	<b>13.2</b>	<b>20.4</b>	<b>21.9</b>	<b>27.9</b>	<b>28.0</b>	<b>29.1</b>	<b>30.3</b>	<b>31.5</b>	<b>32.8</b>	<b>34.2</b>	<b>35.6</b>
RTS Program Costs	12.8	16.6	19.4	14.3	14.4	14.6	15.0	15.5	15.9	16.4	17.1
<b>Total RTS O&amp;M Expenses</b>	<b>26.1</b>	<b>37.0</b>	<b>41.3</b>	<b>42.2</b>	<b>42.3</b>	<b>43.7</b>	<b>45.3</b>	<b>47.0</b>	<b>48.8</b>	<b>50.6</b>	<b>52.6</b>

Item	Revenues (YOE\$ Millions)										
	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
Fare Revenues	1.0	1.3	1.6	1.9	2.0	2.2	2.6	3.0	3.2	3.3	3.5
TRIP Grant - Navy Circulator Service	0.4	0.2	0.1	-	-	-	-	-	-	-	-
HRRTF	24.7	35.5	39.6	40.2	40.3	41.6	42.7	44.0	45.6	47.3	49.1
<b>Total Funding Support RTS O&amp;M</b>	<b>26.1</b>	<b>37.0</b>	<b>41.3</b>	<b>42.2</b>	<b>42.3</b>	<b>43.7</b>	<b>45.3</b>	<b>47.0</b>	<b>48.8</b>	<b>50.6</b>	<b>52.6</b>

**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 2027, 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 2027 RTS Program Operations and Maintenance Expenses**

Item	Description	Expenses (YOE\$ Millions)
<b>RTS Bus Operations</b>	111,438 total service hours on: <ul style="list-style-type: none"> <li>■ 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</li> <li>■ Regional Backbone routes: Route 1, Route 15, Route 20, Route 21NSN, Route 36, Route 45, Route 112, Route 114 (See route profiles in Section 6.6 for more service information)</li> </ul>	<b>20.4</b>
<b>Facilities</b>	Contracted cleaning; Sign fabrication and installation	<b>2.5</b>
<b>Human Resources</b>	Direct RTS Program staffing (see positions listed in Table 6-15)	<b>7.1</b>
<b>Safety and Risk</b>	Insurance; Facility safety and security certification; Compliance with 26 CFR part 1910 and 1926 audit; Inspection and training programs; safety certification for Evelyn Butts Transfer Center	<b>0.2</b>
<b>Security</b>	Enhanced security personnel; Transit security officer program gear. Enhancing Security and Preparedness, Security Surveillance	<b>3.0</b>
<b>Technology</b>	<ul style="list-style-type: none"> <li>■ 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</li> <li>■ 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</li> <li>■ Data Management System – Continuously fortify and implement data governance best practices in compliance with regulatory reporting requirements</li> </ul>	<b>2.4</b>
<b>Marketing and Communications</b>	Recruitment advertising, promo media buys, collateral development/ printing, contract services (marketing), outreach software licensing	<b>0.5</b>
<b>Planning</b>	RTS Program annual update (Transit Strategic Plan); 10-year RTS Capital Program update; update ongoing planning and program evaluation support.	<b>0.7</b>
<b>HRTAC Administrative Fee</b>	Fees that HRTAC will occur in monitoring the program.	<b>0.3</b>
<b>TOTAL</b>		<b>37.0</b>

**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.

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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 proactively 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 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
Planning - Contracts	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7
Human Resources - All positions that are not traditional fixed-route service supporting positions (incl. Marketing & Comms, Tech, Facilities, Security etc.)	3.5	7.1	9.0	3.7	3.7	3.9	4.0	4.1	4.3	4.4	4.6
Marketing and Communications	0.5	0.5	0.5	0.5	0.6	0.6	0.6	0.6	0.6	0.7	0.7
Technology	2.4	2.4	3.0	3.0	2.5	2.6	2.6	2.7	2.8	2.8	3.0
Facilities	2.4	2.5	2.6	2.7	2.8	2.9	3.0	3.1	3.2	3.3	3.4
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	2.9	3.0	3.1	3.2	3.3	3.4	3.6	3.7	3.8	4.0	4.1
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
<b>RTS Program Costs</b>	<b>12.8</b>	<b>16.6</b>	<b>19.4</b>	<b>14.3</b>	<b>14.4</b>	<b>14.6</b>	<b>15.0</b>	<b>15.5</b>	<b>15.9</b>	<b>16.4</b>	<b>17.1</b>

**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 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	FY 2036
Beginning Balance	108.7	114.2	103.4	97.5	91.3	87.9	84.0	78.8	72.4	64.6	55.2
HRRTF Projected Revenues	33.7	36.6	37.0	37.2	37.4	37.6	37.8	37.7	37.9	38.1	38.5
HRRTF Planned Capital Spending	3.5	11.9	3.3	3.2	0.5	0.0	0.2	0.2	0.1	0.2	0.9
HRRTF Funded O&M Spending	24.7	35.5	39.6	40.2	40.3	41.6	42.7	44.0	45.6	47.3	49.1
<b>Cumulative Balance</b>	<b>114.2</b>	<b>103.4</b>	<b>97.5</b>	<b>91.3</b>	<b>87.9</b>	<b>84.0</b>	<b>78.8</b>	<b>72.4</b>	<b>64.6</b>	<b>55.2</b>	<b>43.7</b>

**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.<sup>16</sup> These guidelines indicate that the performance of a bus service should be measured against several metrics, such as:

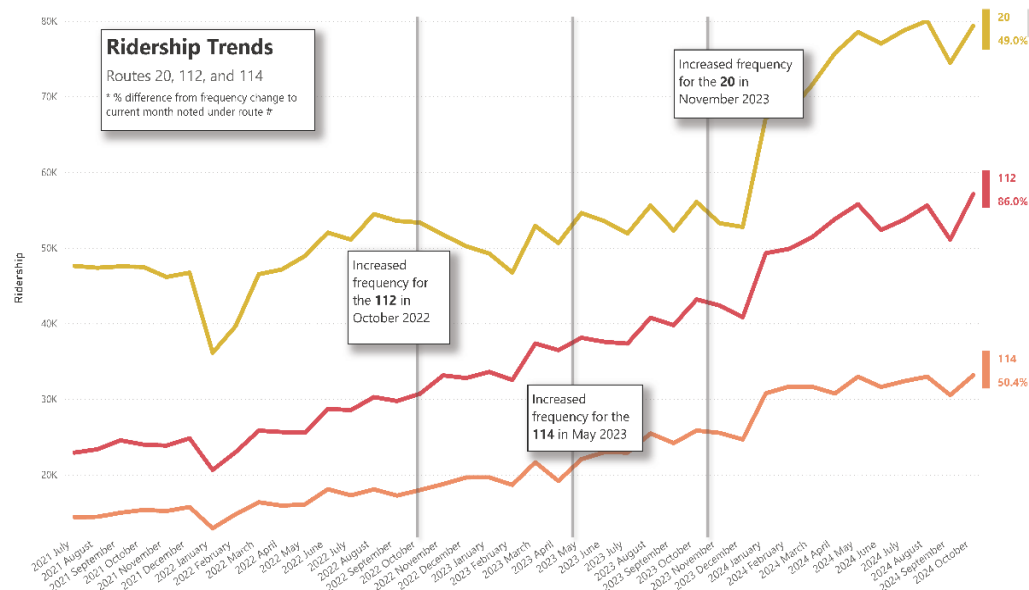
- **Ridership:** passengers per mile, passengers per hour, total passenger miles, etc.
- **Cost efficiency:** cost per mile, cost per hour, cost per trip, farebox recovery, etc.
- **Safety:** accidents, injuries, etc.
- **System accessibility:** residential access to the system, jobs accessible to the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

Additionally, the TSP Guidelines call for an efficiency evaluation assessing reliability and on-time performance, two qualities that are essential for

**Figure 6-15: Example of Route Level Ridership Performance Tracking for 757 Express Routes**



<sup>16</sup> See [http://www.drpt.virginia.gov/media/2526/transit-strategic-plan-guidelines-draft\\_clean\\_082918.pdf](http://www.drpt.virginia.gov/media/2526/transit-strategic-plan-guidelines-draft_clean_082918.pdf).

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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.