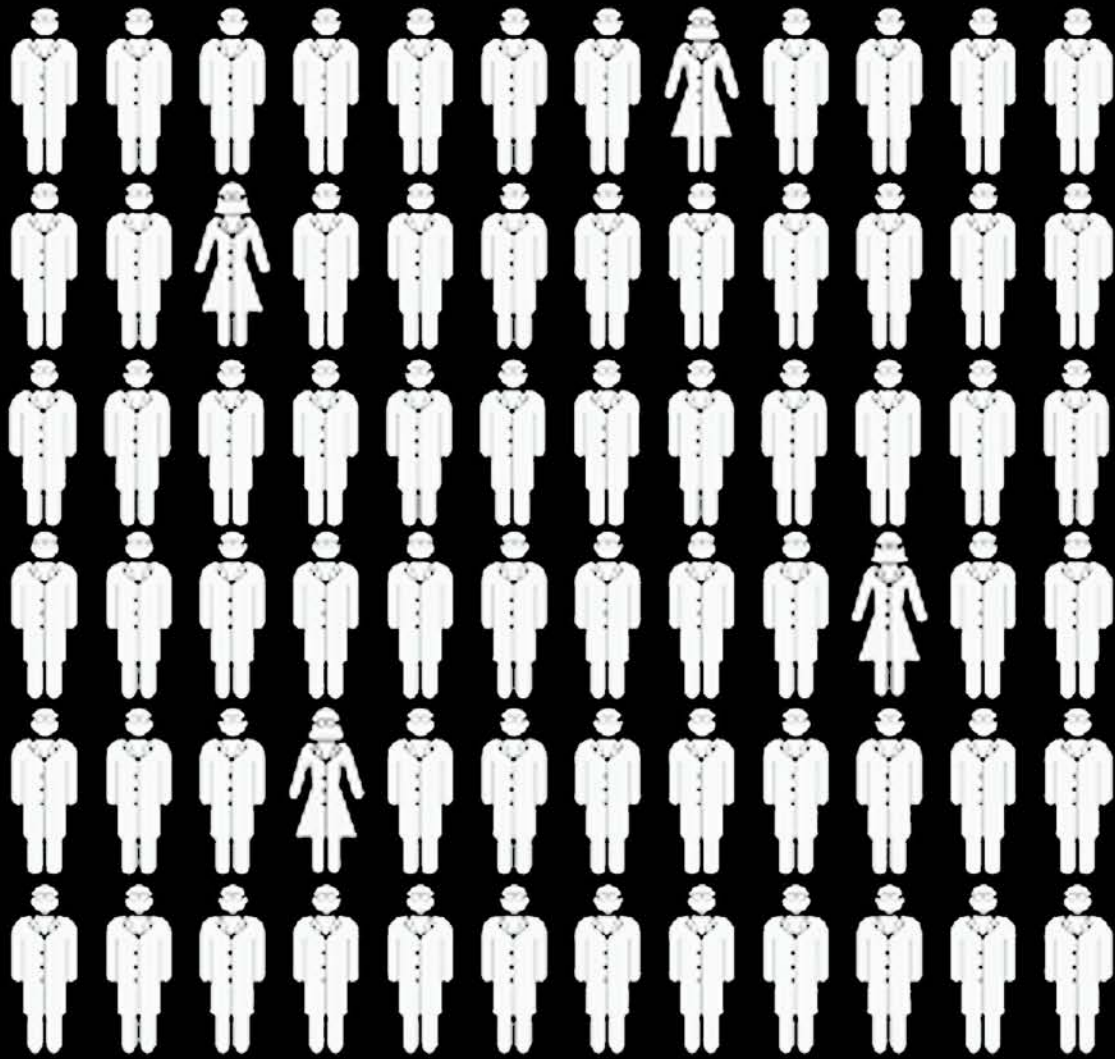


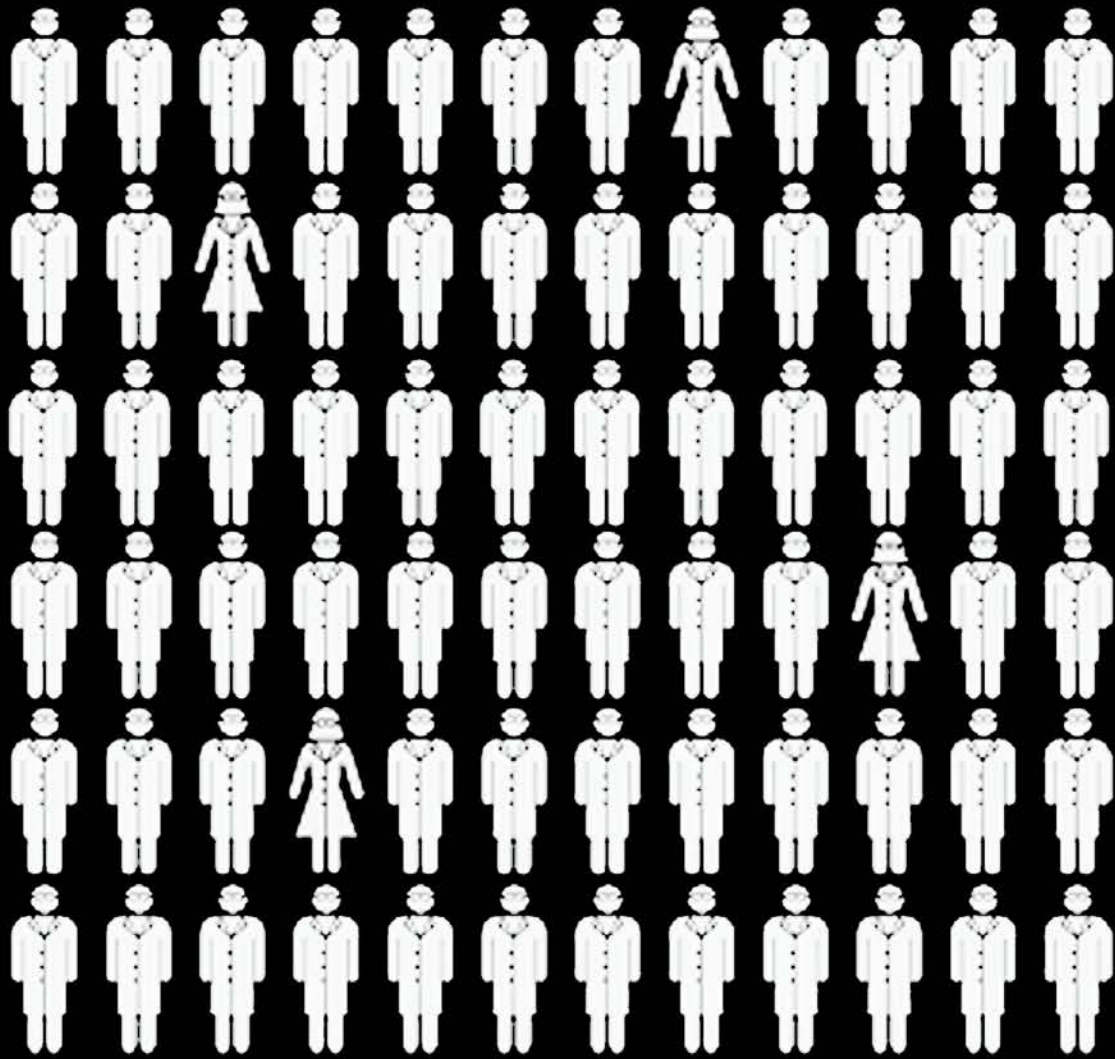
Service Efficiency Study Update

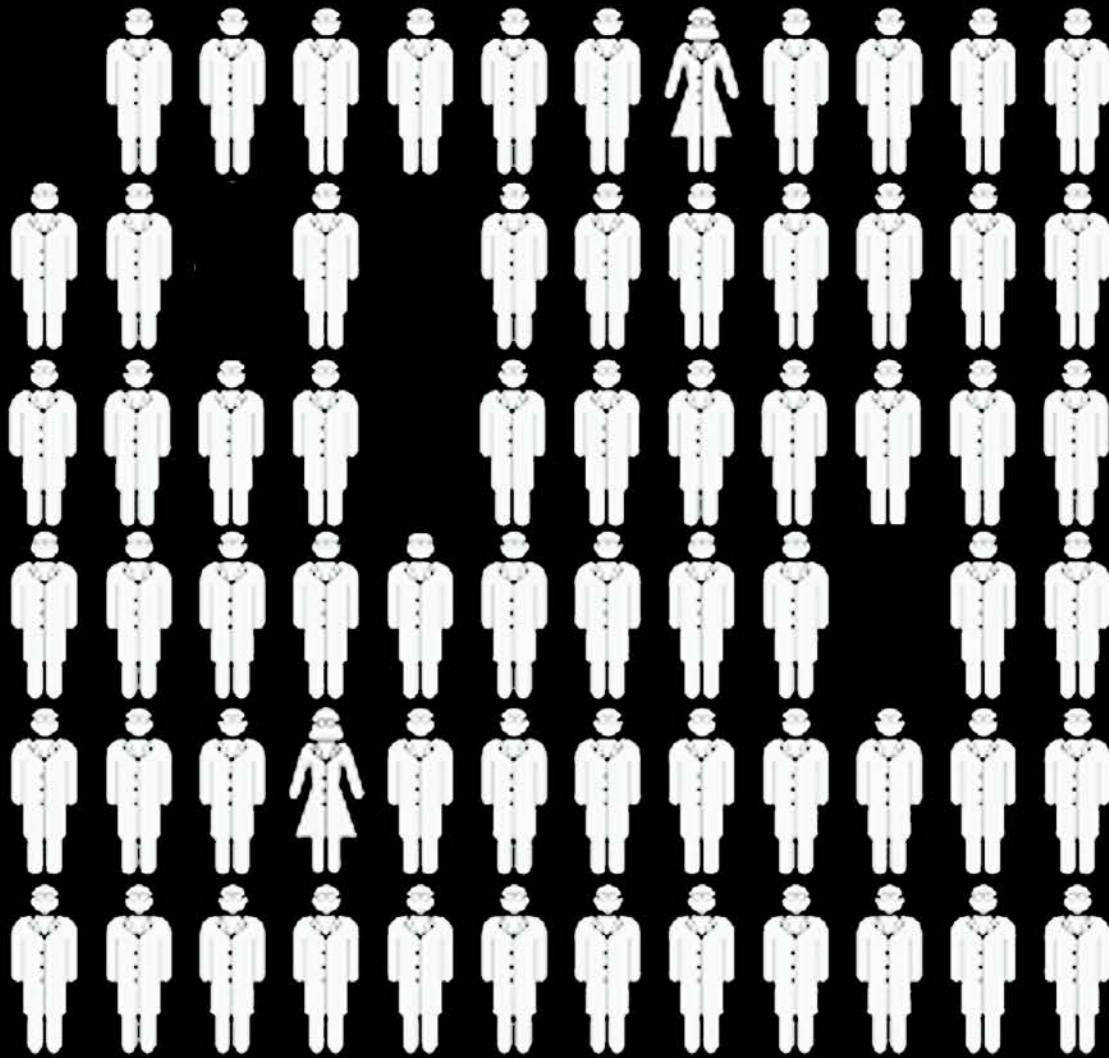
March 24, 2011

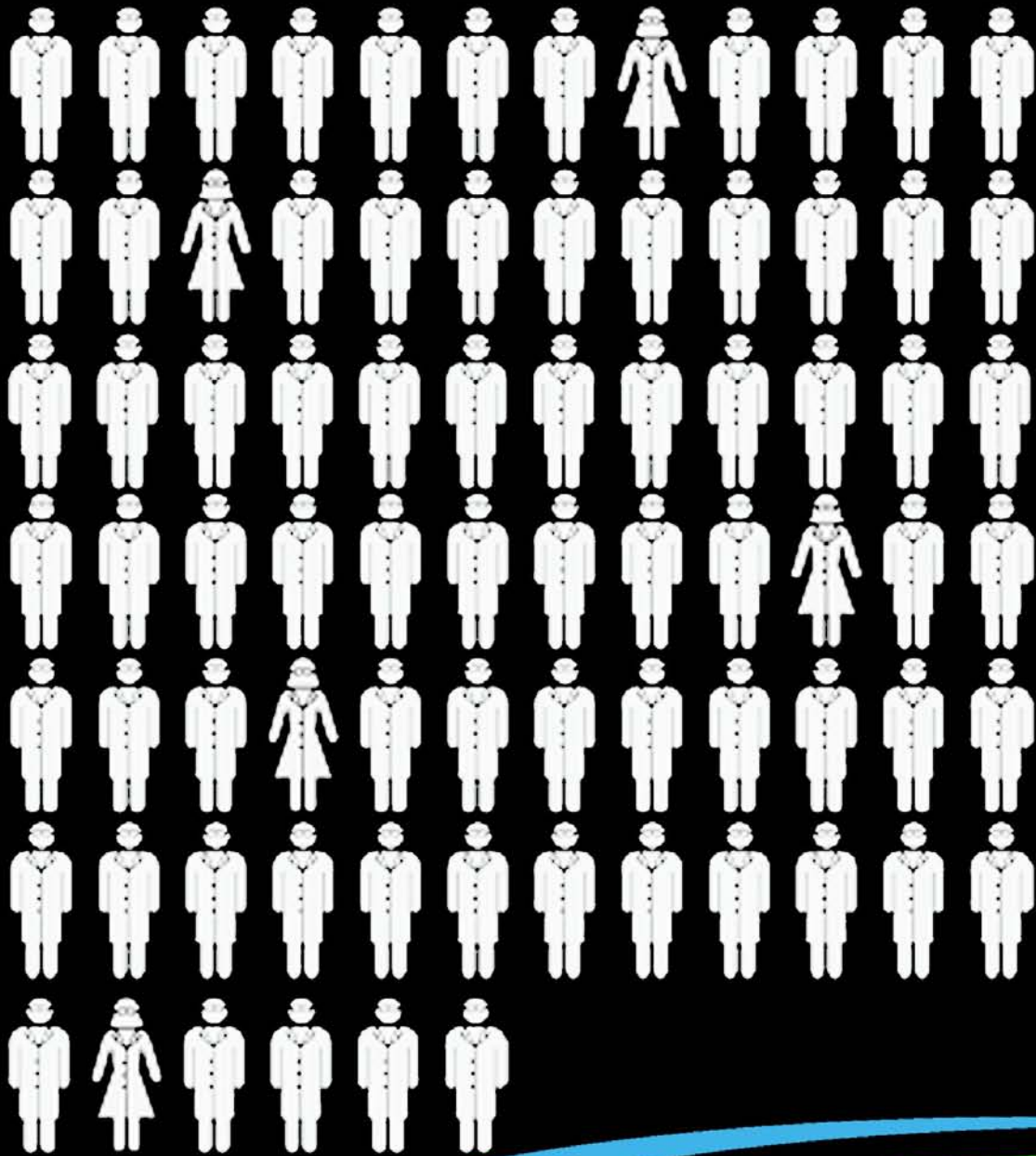








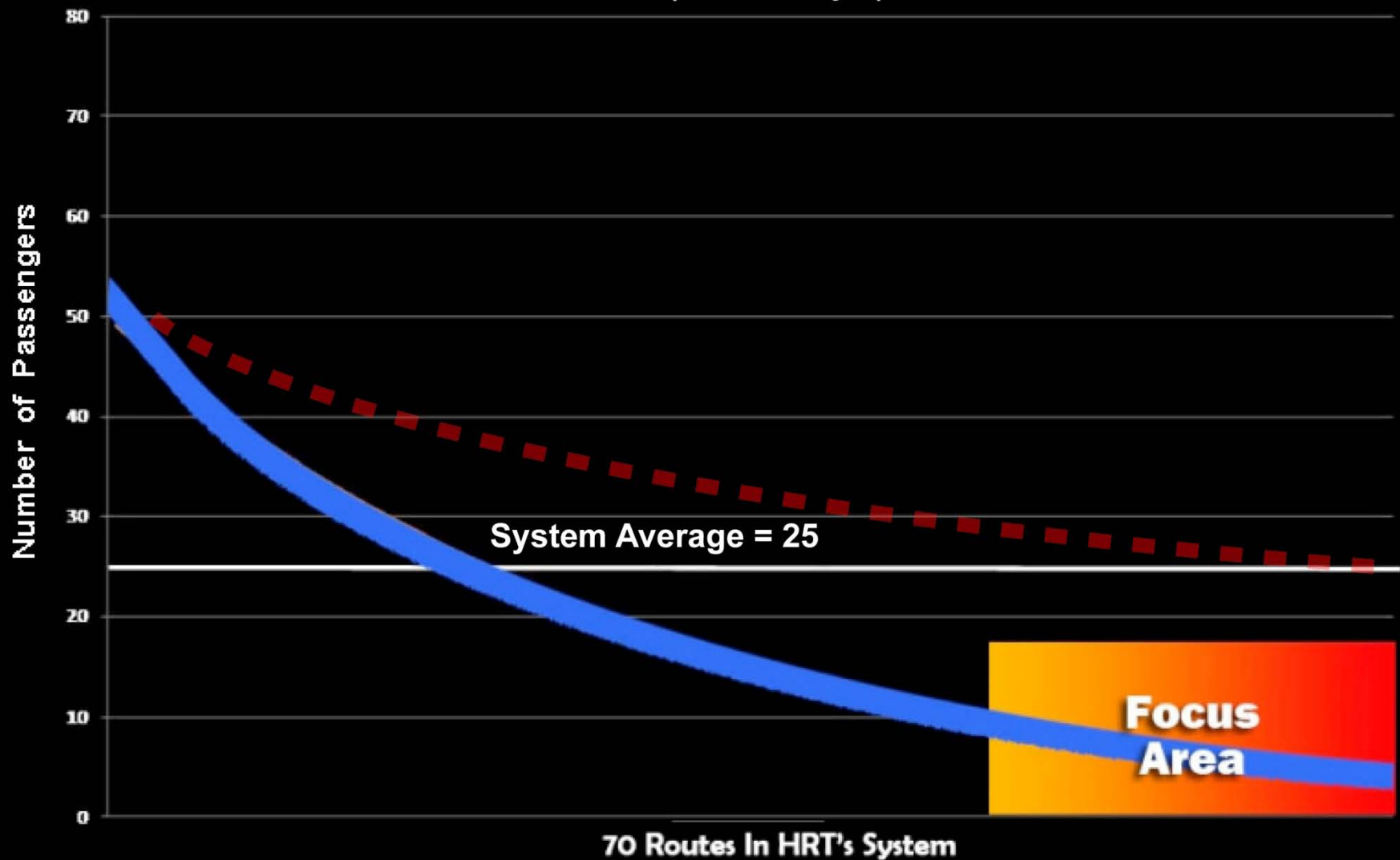




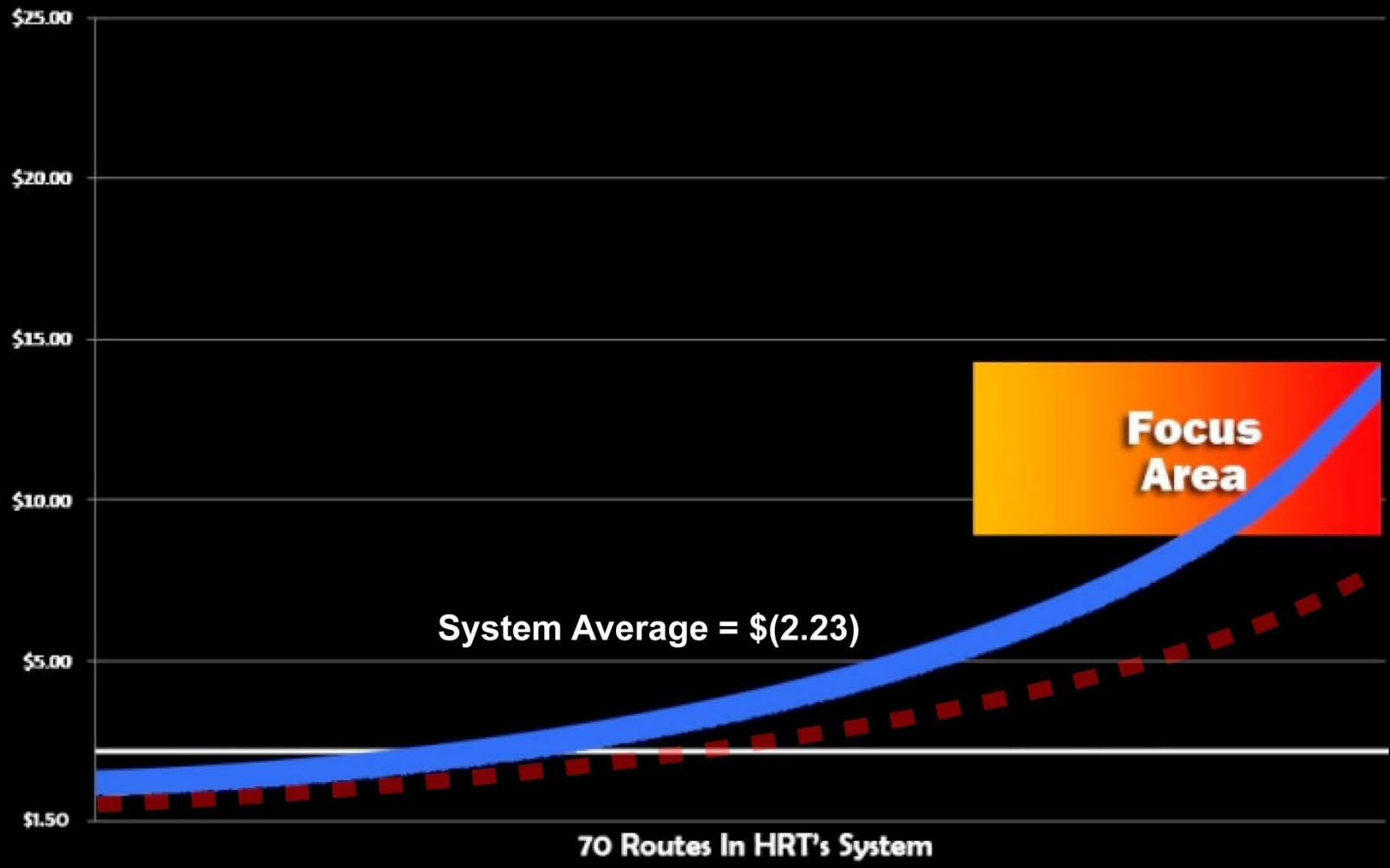
System-wide Outcomes

- \$2.2 million to be reinvested in the top 18 routes
- \$2 million of savings back to cities and Commission
- Net increase in annual ridership through 15 minute frequencies
- Better taxpayer return on investment

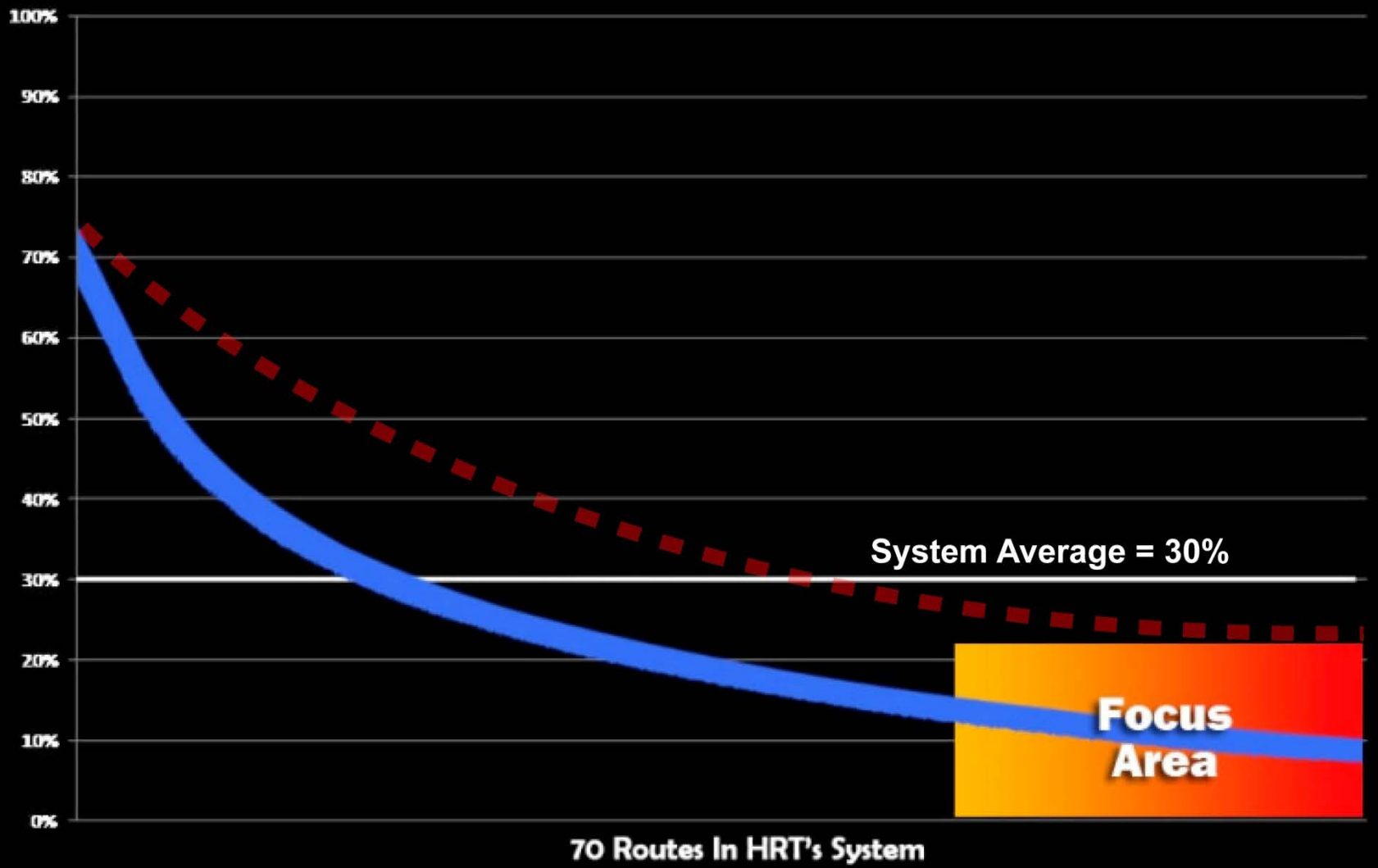
HRT Passengers Per Revenue Hour (weekdays)



HRT Subsidy Per Passenger Boarding (weekdays)

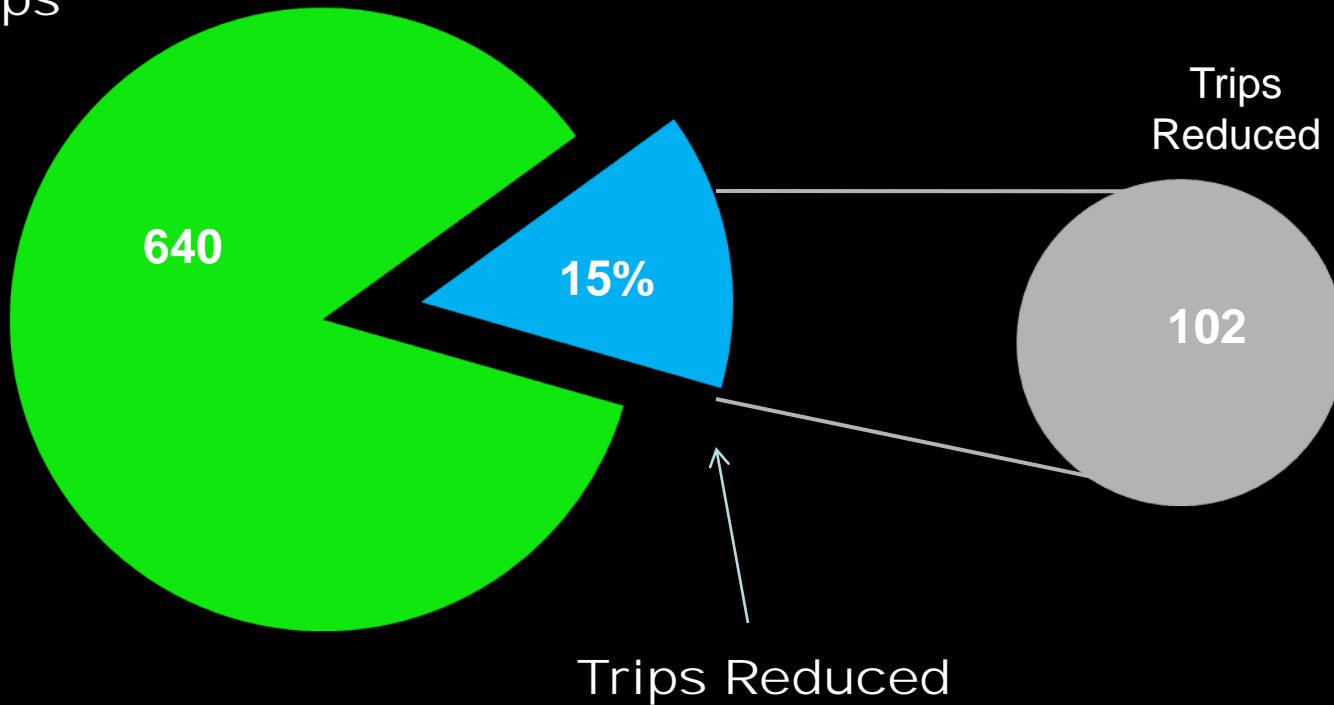


HRT Farebox Recovery Ratio (weekdays)



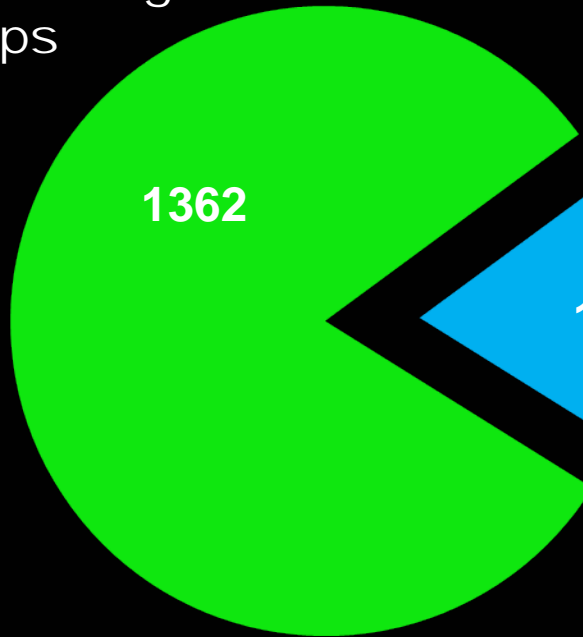
Reducing Unproductive Trips: City of Chesapeake

Total Existing
Trips



Reducing Unproductive Trips: City of Hampton

Total Existing
Trips

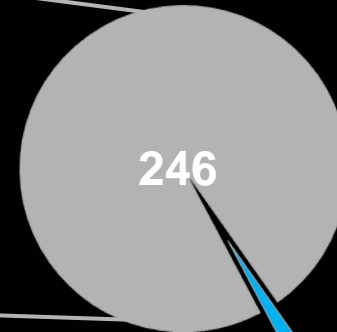


1362

18%

Trips Reduced

Trips
Reduced



246

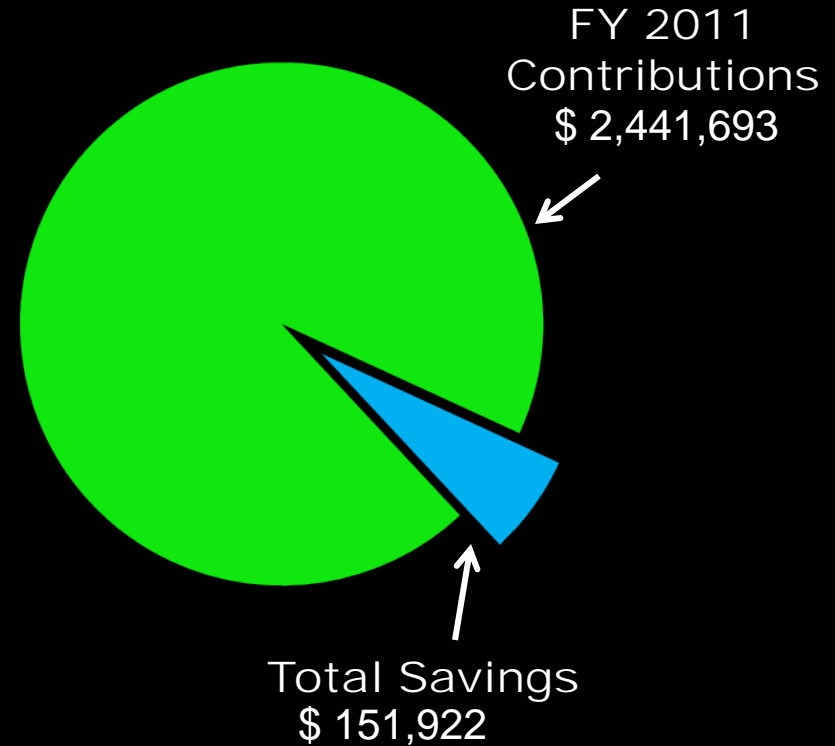
1 Route
Eliminated

Service Improvements: City of Hampton

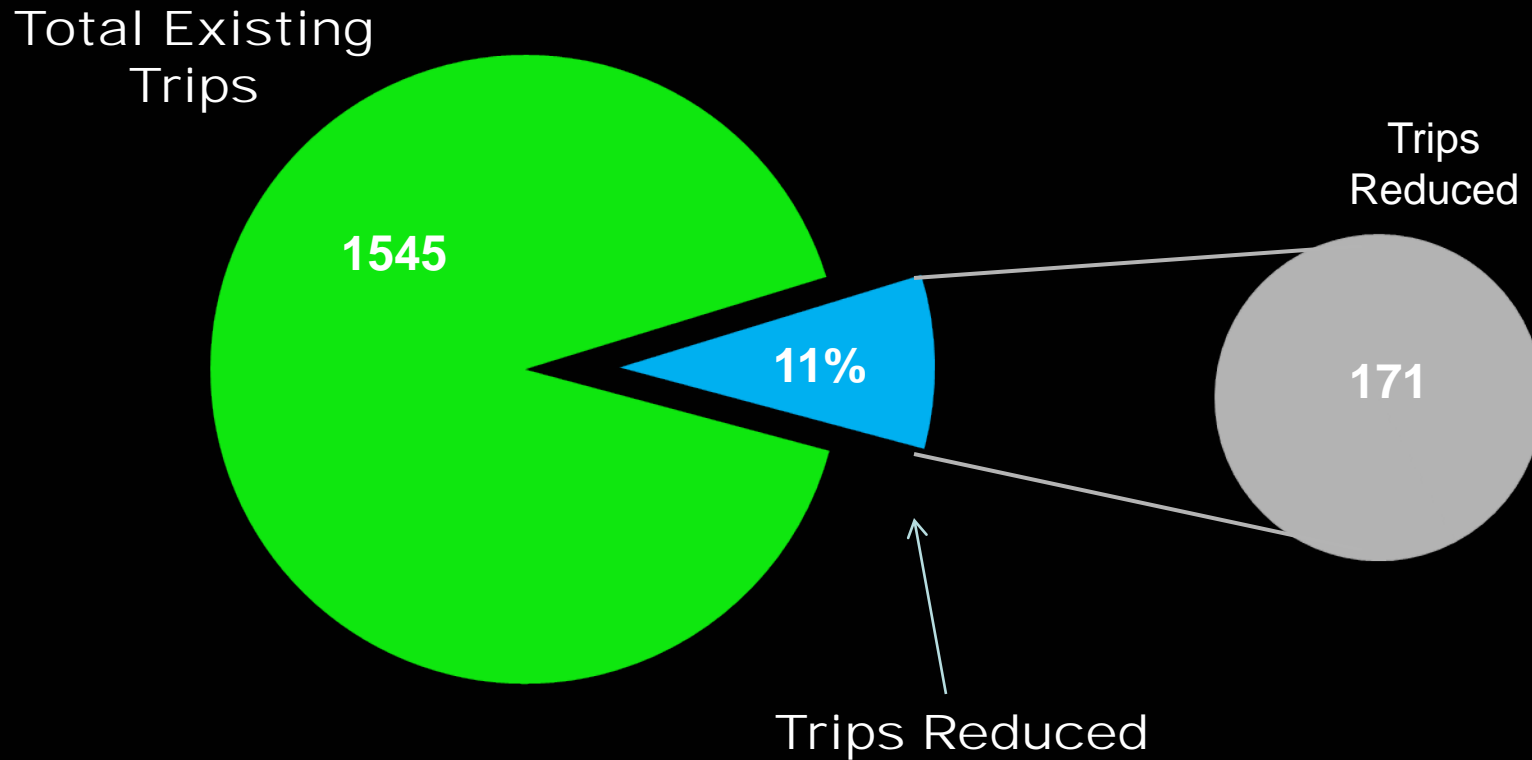
NEW 15 MINUTE SERVICE



SAVINGS

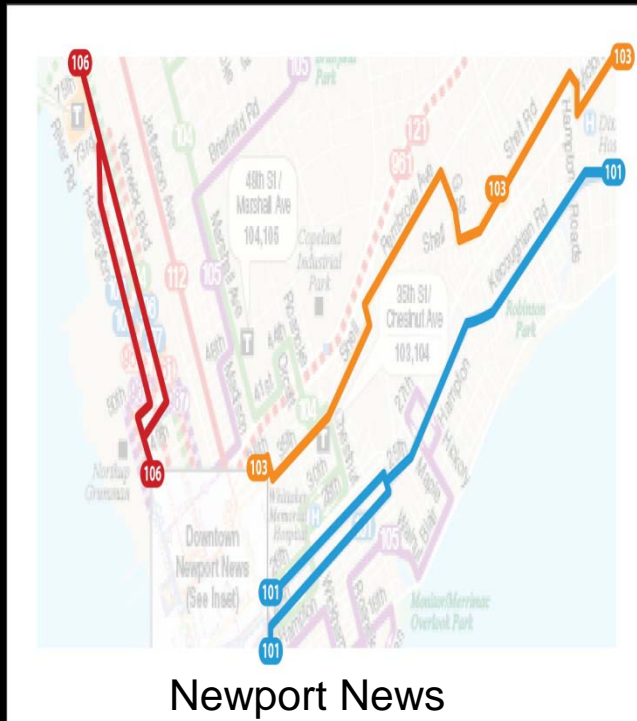


Reducing Unproductive Trips: City of Newport News

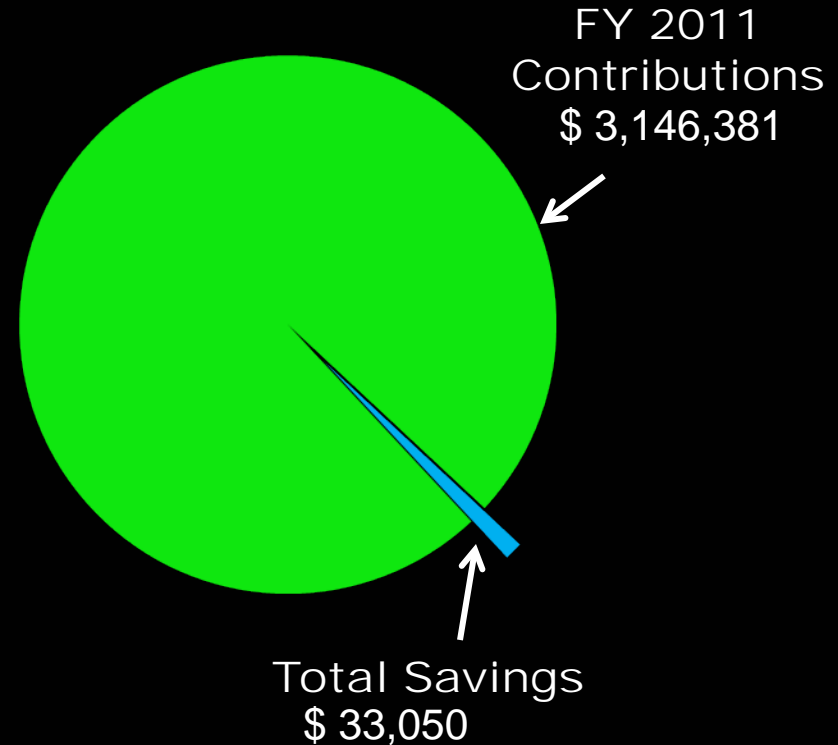


Service Improvements: City of Newport News

NEW 15 MINUTE SERVICE

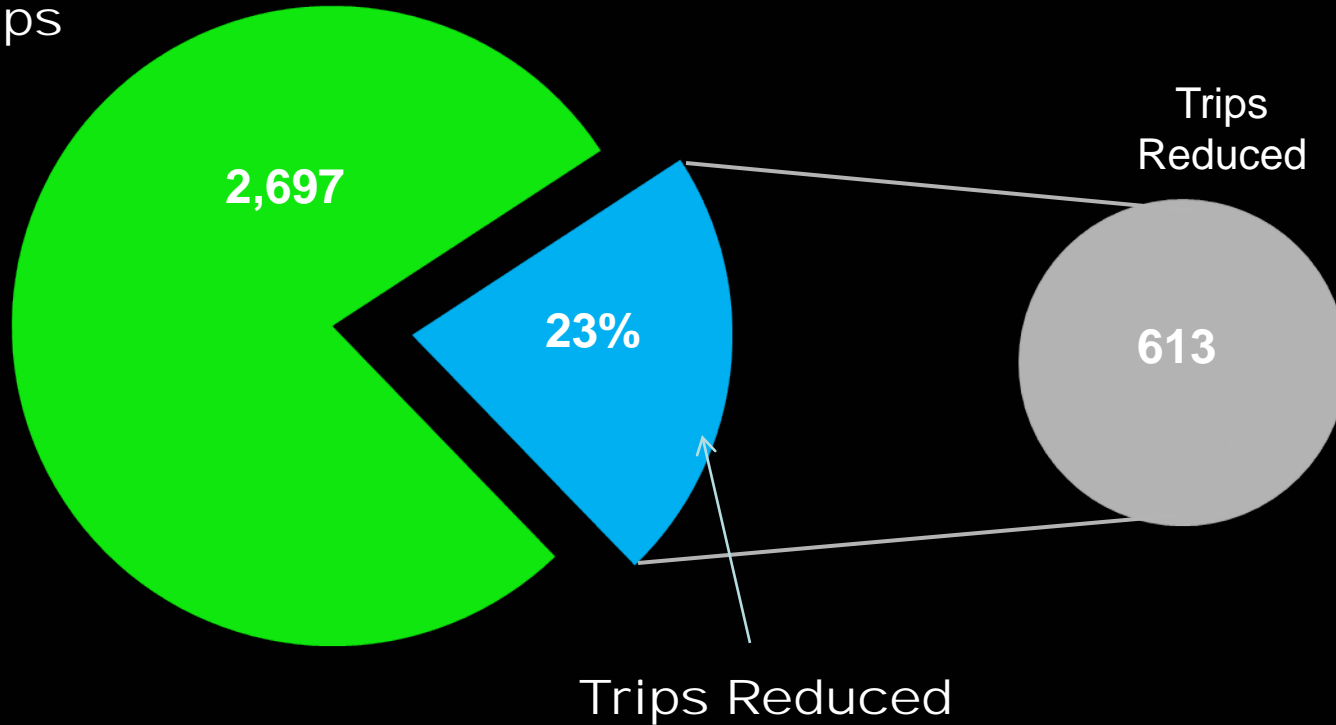


SAVINGS



Reducing Unproductive Trips: City of Norfolk

Total Existing
Trips

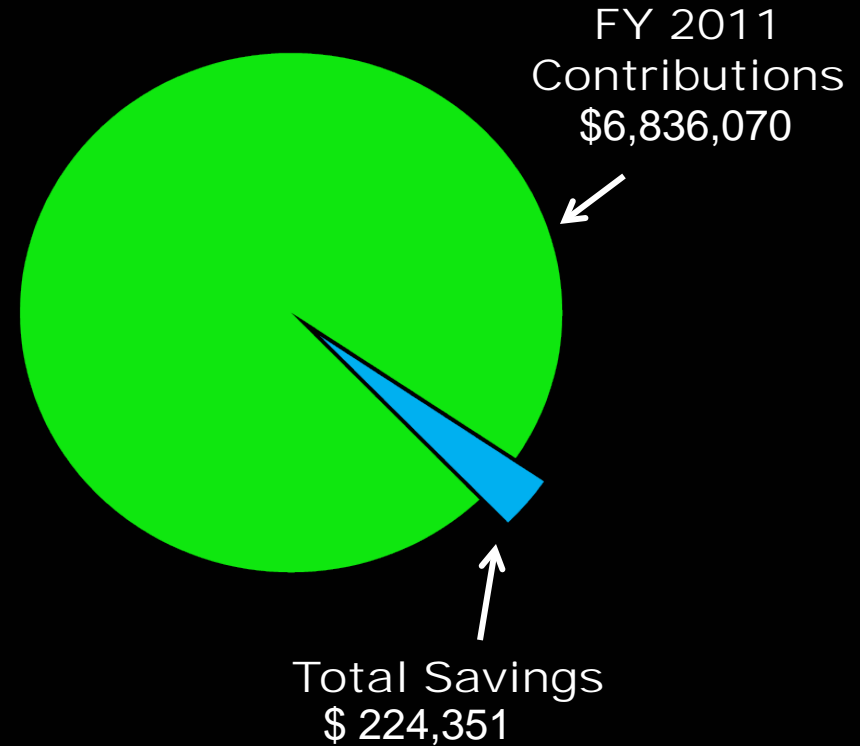


Service Improvements: City of Norfolk

NEW 15 MINUTE SERVICE

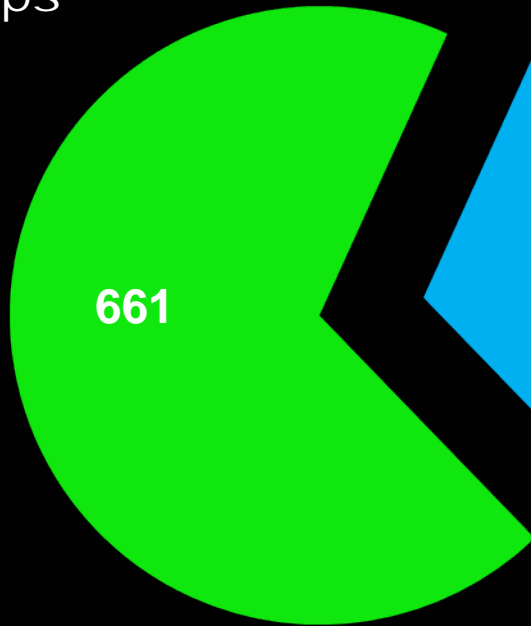


SAVINGS



Reducing Unproductive Trips: City of Portsmouth

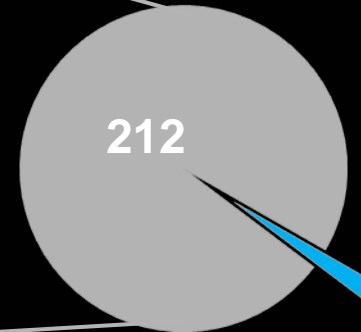
Total Existing
Trips



32%

Trips Reduced

Trips
Reduced

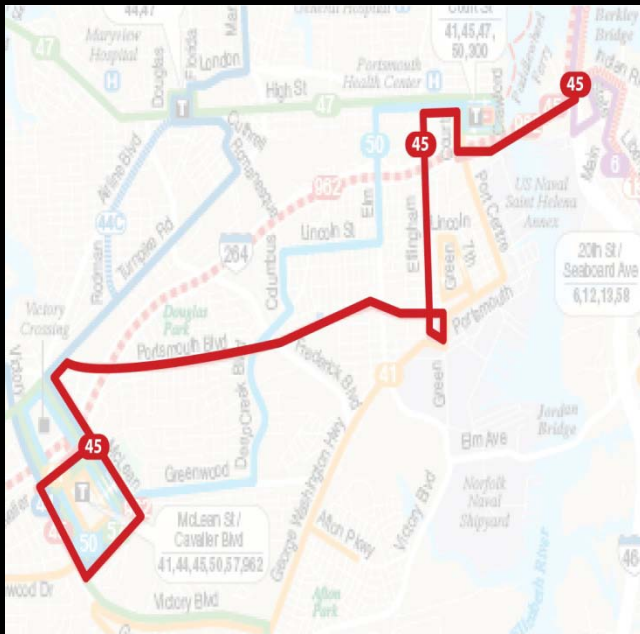


212

1 Route
Eliminated

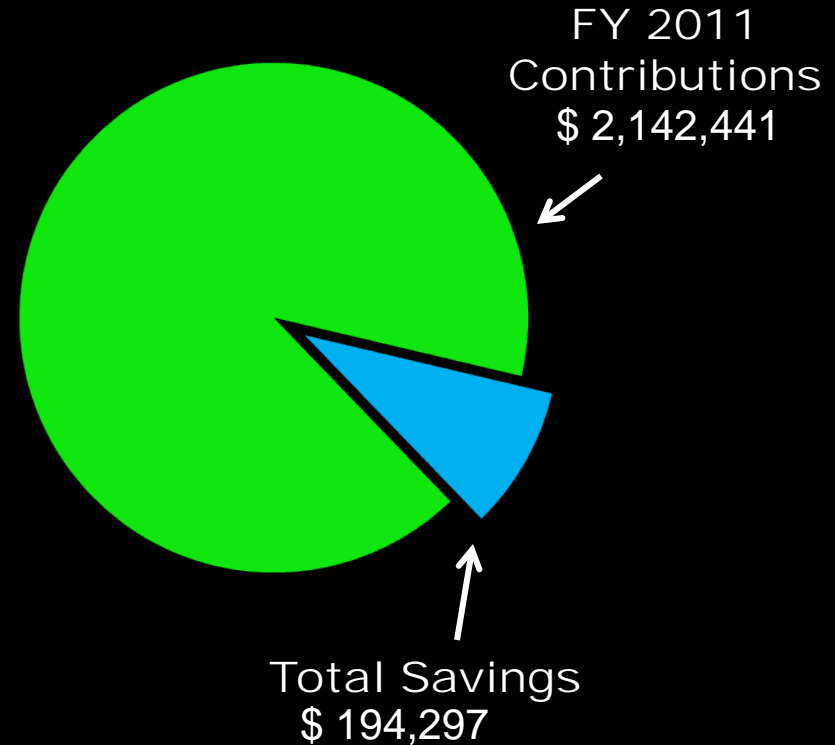
Service Improvements: City of Portsmouth

NEW 15 MINUTE SERVICE



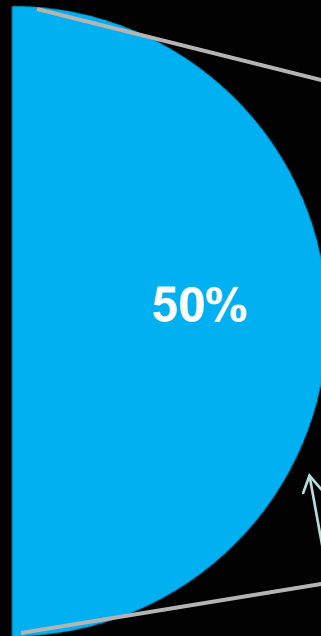
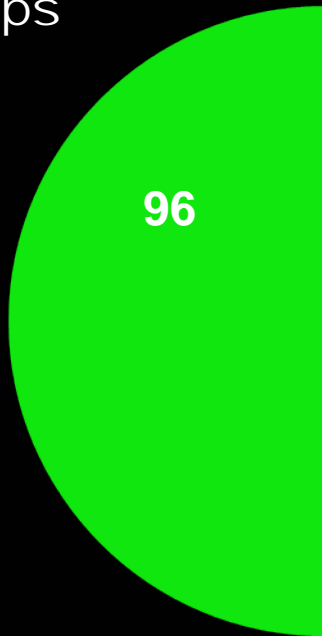
Portsmouth

SAVINGS



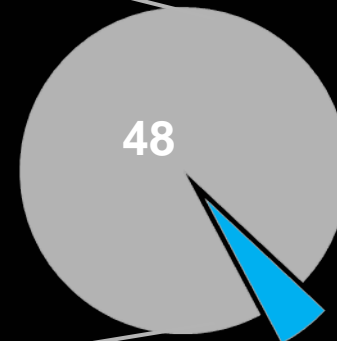
Reducing Unproductive Trips: City of Suffolk

Total Existing
Trips



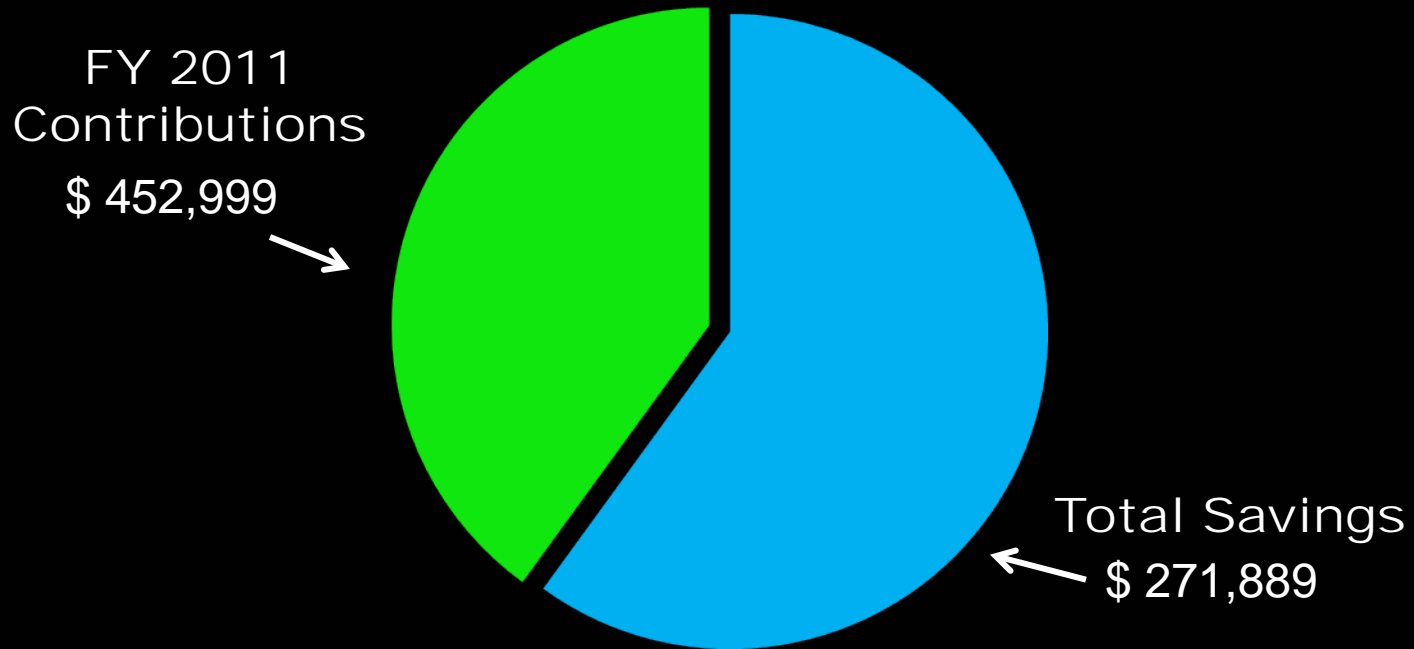
Trips Reduced

Trips
Reduced



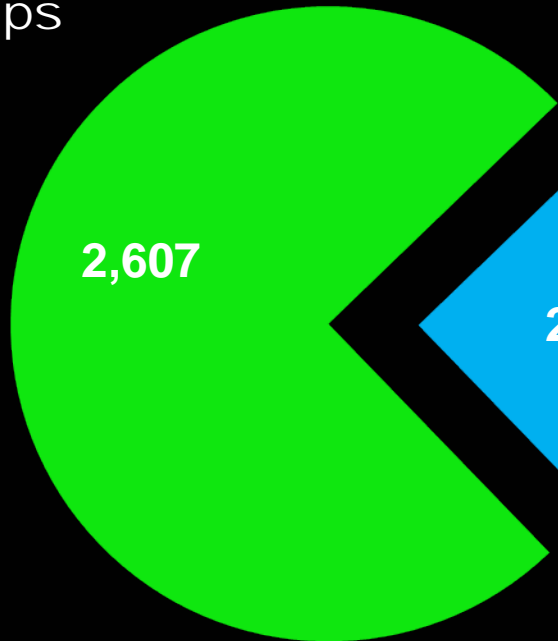
2 Routes
Eliminated

Savings: City of Suffolk



Reducing Unproductive Trips: City of Virginia Beach

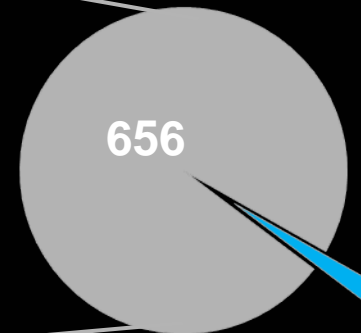
Total Existing
Trips



25%

Trips Reduced

Trips
Reduced

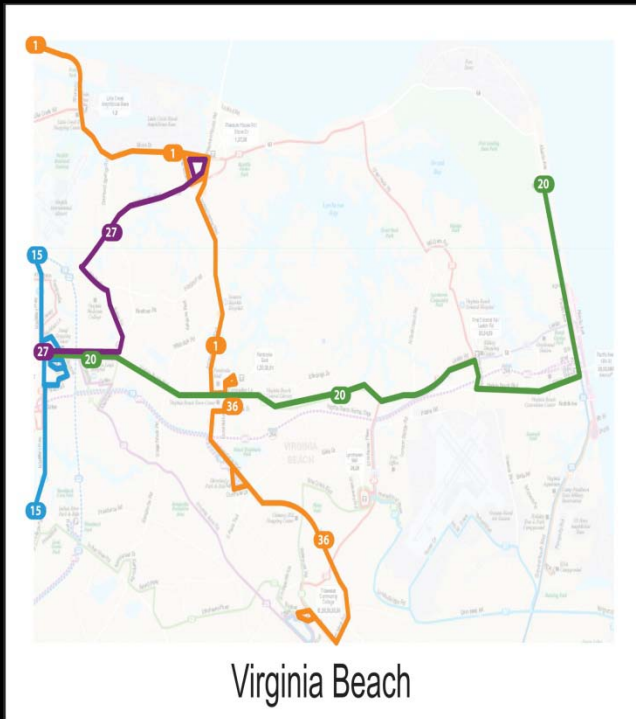


656

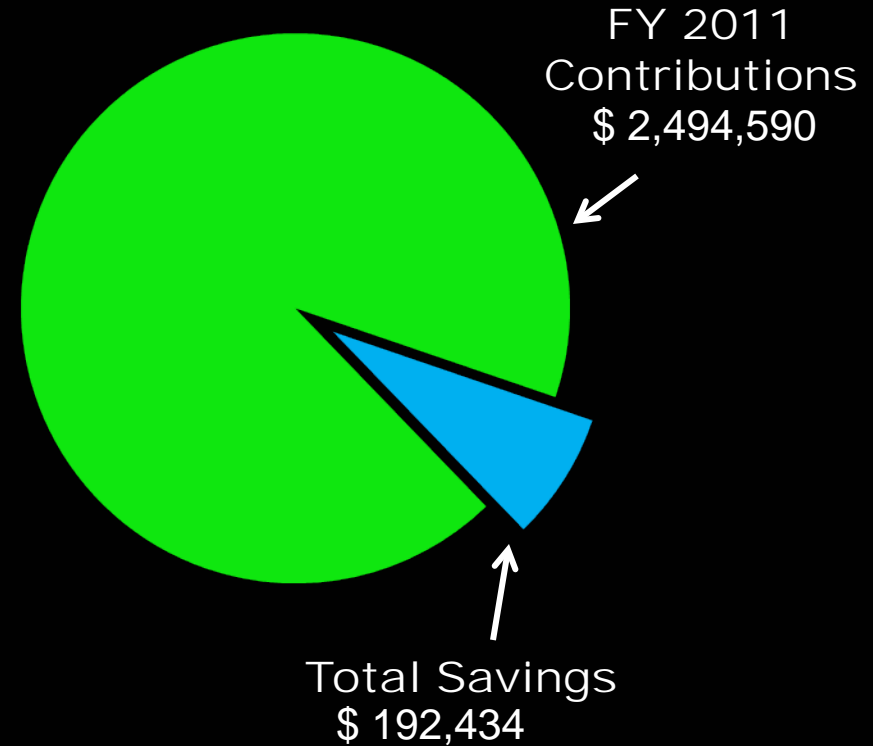
1 Route
Eliminated

Service Improvements: City of Virginia Beach

NEW 15 MINUTE SERVICE



SAVINGS



Next Steps

- April 2011 – Individual meetings with Commissioners and city staff
- May 2011 – Commission approval of service reconfiguration
- Fall 2011 – Public hearings, outreach and communications
- January 2012 – Service implementation begins