



MONTHLY REPORT

December 2011

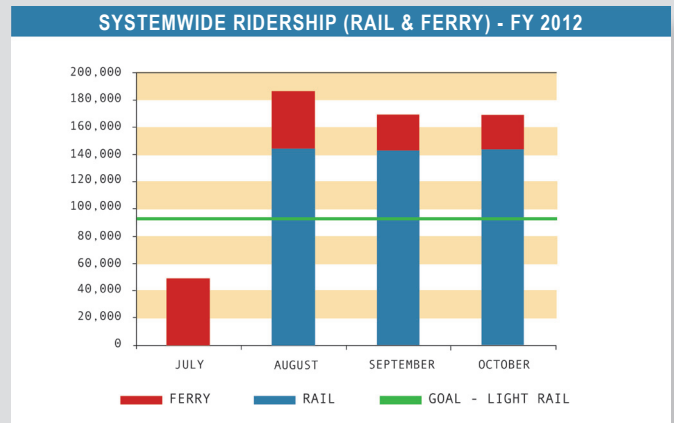
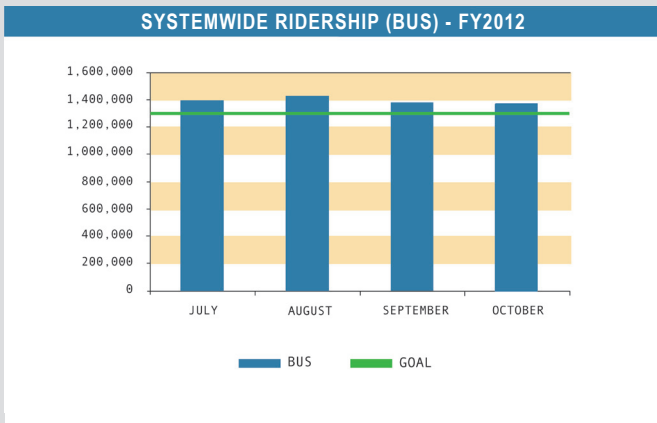
We have a new monthly report for you. One that is simple and informative. The new report focuses on the most important elements of our business. Each bit of information in this report is compared to a goal. Those goals come from either our annual budget, a project plan, or in the case of customer service, a goal we established for ourselves.

Our Ridership report is in two charts, one for bus, and one for rail and ferry combined. While light rail gets considerable attention, it's our bus service that is the core of our work. Bus ridership is running ahead our FY11 budgeted target. Rail is well ahead of estimates. Ferry is holding steady in a recovering economy. The numbers we've reported previously for customer service were wrong. There's no excuse for that. The numbers in the new chart are correct and we've also fixed the incorrect reporting as well. We've put complaints in the context of boardings per 100,000. This is a common practice at other transit agencies. And finally, we're giving you more information on capital projects.

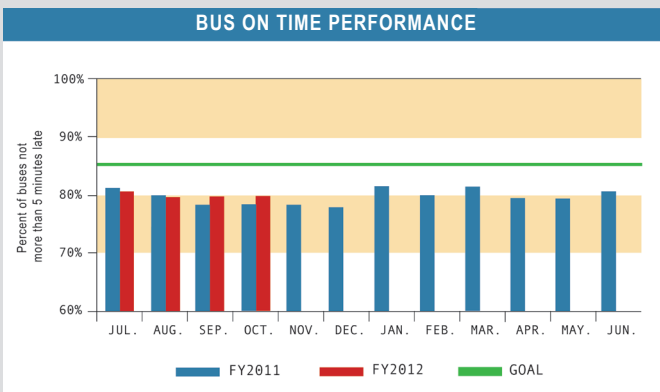


There are endless opinions about the best way to present information. We believe this new report is far better than the sheets of paper we tossed at you before. With construction of The Tide behind us, we're knuckling down to our core business. We value your feedback.

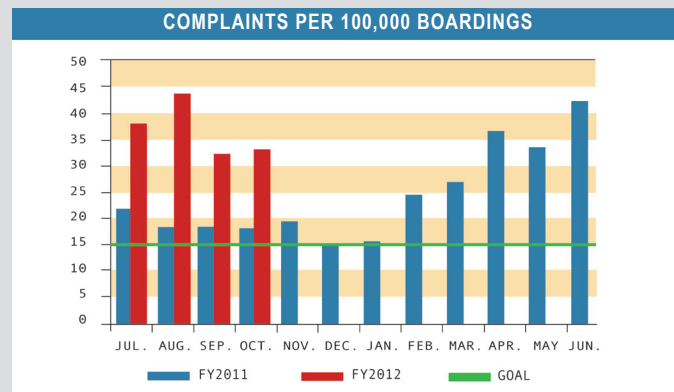
Ridership



On-Time Performance



Customer Service



Capital Projects - Facilities

Administration Building

Progress on the new administration building continued in November with the installation of the roof and the start of interior framing. Contractors also poured concrete for the first and second floors and began the electrical rough in. Installation of the building's new windows also progressed last month. The project is valued at \$10.6 million. The project is nearing its halfway point.

Designs For Headquarters Building

Hampton Roads Transit has accepted requests for proposals for architectural services needed for a planned renovation of the Hampton headquarters building. The goal is to make better use of existing office space, improve the work place environment, while improving energy efficiency and air quality.

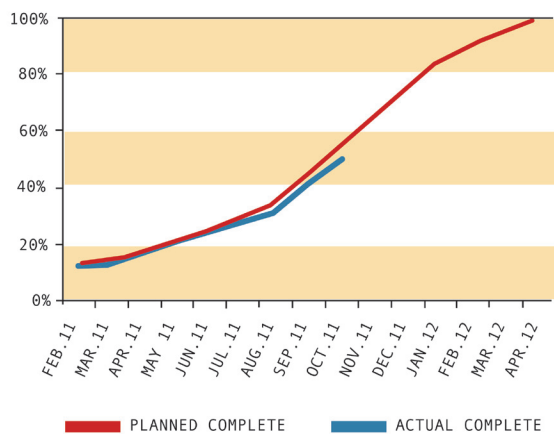
Patrick Henry And Net Center Improvements

A new bus turnaround and a new location for the transfer center at the Patrick Henry Mall in Newport News is under construction. It will be completed in December. The project will remove bus traffic from the mall parking lot and improve relations with the mall management. The NET center project is a repaving effort that replaces failed concrete at the Hampton facility. A survey of the site revealed that a lack of proper drainage accelerated the pavement failure. A new drainage system will address the problem. The project will be completed by the end of December.

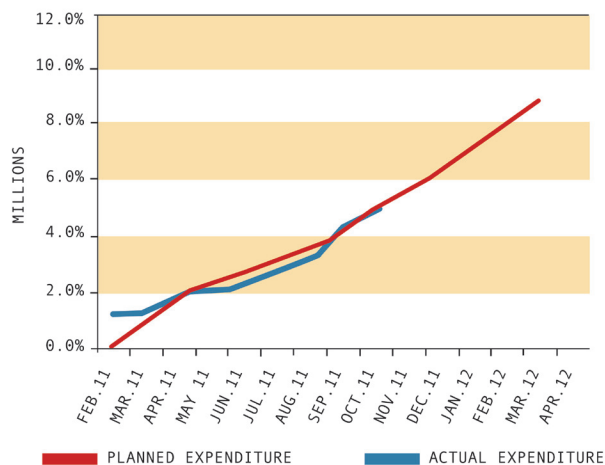
Bus Shelters

The first of 12 bus shelters for The Tide light rail were finally installed last month with three in place at Newtown Road. The light rail shelters cost \$129,000 and share a design and appearance that is similar to the light rail station platforms.

SOUTHSIDE ADMINISTRATION BUILDING CONSTRUCTION



SOUTHSIDE ADMINISTRATION BUILDING BUDGET



Did You Know?

- Motor Oil Consumed in October 1,601 Gallons
- Gasoline Consumed in October 47,237 Gallons
- Diesel Fuel Consumed in October 216,716 Gallons
- Total Miles Traveled in October 851,818