

About HRT

How does HRT's recent ridership figures compare to the previous years?

September 2010 – 1,386,665
September 2009 – 1,346,263
August 2010 – 1,478,567
August 2009 – 1,401,749
July 2010 – 1,445,567
July 2009 – 1,458,939

How is HRT funded?

32% Federal Funding
31% Local Funding
21% Passenger Revenue
16% State Funding

The Transportation District Commission of Hampton Roads, HRT's governing body, consists of representatives from each of the seven cities it serves:

Norfolk

The Honorable Paul R. Riddick (Chair)
The Honorable Barclay C. Winn

Newport News

The Honorable Joseph C. Whitaker
The Honorable Patricia P. Woodbury (Vice-Chair)

Chesapeake

The Honorable C. E. "Cliff" Hayes, Jr.
The Honorable Dr. Richard W. "Rick" West

What cities does HRT serve?

HRT serves seven cities; Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, Suffolk, and Virginia Beach. The HRT service area population is 1.3 million.

What services does HRT provide?

- 70 Fixed Regular Service Bus Routes
- 8 Metro Area Express Routes
- Handi-Ride – Service for Persons with Disabilities
- TRAFFIX – Provides alternatives to the one-car/one-person commute
- NET (Norfolk Electric Transit) – Serving Downtown Norfolk
- VB Wave – Virginia Beach Oceanfront

■ The Loop – Serving Downtown Portsmouth

■ Paddlewheel Ferry – Connecting Norfolk and Portsmouth downtowns

Why is the service more frequent in some areas/cities than in others?

HRT contracts with each city in their service area separately, and each city determines how much service is to be provided in their area.

When was HRT formed?

HRT was formed on October 1, 1999, after a merger between Pentran and TRT.

Virginia Beach

The Honorable John E. Uhrin
The Honorable James L. Wood

Commonwealth Transportation Board
Virginia Department of Rail and Public Transportation (VDRPT)
Mr. Corey W. Hill

Virginia General Assembly

The Honorable Ralph S. Northam

Hampton

The Honorable Will J. Moffett
The Honorable George E. Wallace

Portsmouth

The Honorable Charles B. Whitehurst, Sr.

Suffolk

The Honorable Charles F. Brown
The Honorable Curtis R. Milteer, Sr.



Home Stretch



Light Rail Safety



Project Progress

on the MOVE

Fall 2010 gohrt.com

President's Corner

The Tide, Norfolk's Light Rail Project, dominated the public face of HRT for most of 2010. But as we march toward 2011, we're also in the midst of an intense internal review of our bus operation service.

You may recall that earlier this year we pushed for a fare increase. We pushed hard. But frankly speaking, we pushed too hard too fast. We were about to ask our customers to pay more for the same service we provide now. Something about that just didn't sit well with us. If we're going to ask customers to pay more, it should be because we are going to provide better service to them. Thankfully our Commission had the courage – or wisdom – to agree to backup. And once we halted the fare increase effort, we got right to the business of taking a hard look at how we deliver bus service.

We asked ourselves a pretty tough question: In the face of declining funding streams, how can we improve our service delivery without requiring our customers to pay more? Anyone operating a public or private business in today's economic climate understands the challenge underlying that question. But that challenge is the one we owe the taxpayers. After all, we're spending their money. So, what's the answer? Well, we don't know yet. We're encouraged by what we see so far. We believe we can improve service without necessarily increasing fares. I can tell you this; when it comes to cost inefficiencies, we're going to wring the sponge dry. We're turning over every rock, looking around every corner, and shining a light in every crack to make sure each penny we spend is contributing to the service that our customers want and deserve.



We'll know more in 2011. And you can bet that we'll keep you tuned in on our progress.

Philip A. Shucet
President/CEO
Hampton Roads Transit



Down to the Home Stretch

It's coming down to the wires – literally. With light rail construction more than 95 percent complete, work on the region's first rail passenger system is narrowing to an ever smaller list of tasks as the project that has consumed Hampton Roads Transit for years begins to take final shape.

A revised electrical contract that establishes a no-excuses construction deadline of March 31, 2011, is expected to allow completion of the overhead system by early spring. Included in this agreement, which has been approved by HRT's board, are significant safety system enhancements not included in the original agreement, principally the automatic block signals system, a fiber optic communication system and two additional gated street crossings.

In areas more familiar with the public, track work is done – save for minor adjustments here and there – and all 11 passenger stations are progressing closer to completion. Workers already have installed the platform, canopy and light

poles. The stations are taking shape as well. The coverings are in place on the structural support columns that will convey the distinctive look that designers want, called Tuscan heavy.

Tactile warning strips, which are necessary in order for Hampton Roads Transit to be in compliance with the Americans with Disabilities Act, will be installed at the stations' trackside edges. These textured strips are safety measures that alert individuals approaching the edge of the station platform.

Although the stations are set to be complete by December, many of their amenities, such as trash receptacles, benches and ticket vending machines, will not be installed until the system is closer to opening.

Four of the light rail stations will include a park-and-ride lot, which will accommodate people who wish to drive for a portion of their trip or who will use buses to make their connections. Construction crews are expected to begin work on the lot at the Newtown Road lot in December; the Ballentine Boulevard lot in January and Military Highway by February. Harbor Park needs only minor cosmetic changes to be ready.

HRT ROLLS OUT light rail safety campaign

Signs & Signals



Train Approaching



Do Not Drive On Tracks



Stop Here On Red



No Right Turn Across Tracks



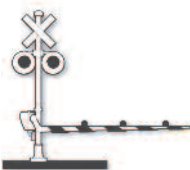
Divided Highway



Approaching Railroad Crossing



Look Both Ways



Gated Crossing

This summer, Hampton Roads Transit launched its light rail safety campaign with a program directed at educating elementary-aged children on how to be safe around The Tide. In the fall, the program expands to include young adults and the business community along the alignment.

Based upon industry best practices and the unique system features of The Tide, the light rail safety campaign features six key messages based on the acronym: S.A.F.E.T.Y. It stands for:

- Stay alert, don't get hurt!
- Anytime is train time!
- Forget shortcuts!
- Everyone should obey signs and signals!
- Tracks are for trains!
- You! Safety starts with you!

The message is the same for all age groups. To ensure its effectiveness, HRT divided the program into three major components, targeting adults, teens and children individually. While each audience will receive the basic message, each age group will see a slightly different campaign that is age appropriate. Adults will see brochures, as well as public service announcements on television, the radio and web. Teenagers, especially those learning to drive, will learn about light rail safety at school through brochures, videos and posters. Children will see videos, while activity books, posters, stickers and door hangars will drive the message home.

HRT took its safety message to Harbor Park on Saturday, August 28 when it held Safe-T Fest, a regional safety festival aimed at educating children between the ages of 5-12 on the importance of train safety. With over 600 in attendance, Safe-T Fest included six safety stations, each dedicated to teaching children the messages behind the campaign's S.A.F.E.T.Y. acronym. Children were asked to visit each safety station before enjoying balloon animals, face painting, inflatable obstacle courses, a 25-foot rock climbing wall and various carnival games.

Guests also got to enjoy hot dogs, popcorn, cotton candy, sno-kones and drinks. HRT also raffled off book bags filled with school supplies and a LEGO Public Transport City Set as a grand prize. The event was free and open to the public.

Safe-T Fest was an opportunity to introduce a new regional mascot: Safe T. The masked and caped superhero is featured throughout the children's component of the safety campaign.

On Wednesday, September 22, the traveling event that is Disney On Ice: Toy Story 3 stopped in Norfolk and provided HRT an opportunity to bring Buzz Lightyear and Safe T to meet first-grade students from Ingleside Elementary for a light rail safety celebration.

The group gathered at the Ingleside Road Station as Buzz appeared from inside a light rail train to the cheers of the children. HRT staff and Safe-T were on hand as the students recited the S.A.F.E.T.Y. acronym, took photos and returned to school with a host of safety giveaways.

While other safety outreach efforts have been underway since during light rail construction, Safe-T Fest was the first large public event focused on safety during rail operations. HRT hopes to use smaller-scale events to continue educating the public about light rail safety through opening day and beyond.

The outreach to businesses along the light rail route now has over 40 companies and restaurants distributing safety information to downtown customers.



Steady progress at the "other" project

At 18th Street and Armistead Avenue in Norfolk, something surprising and pleasant is happening. A series of buildings are going up that have caused no drama. There have been no worried news reports, no cost overruns, no high anxiety about where the cement is, or how soon the next phase of construction will take place.

With almost no fanfare at all, Hampton Roads Transit's badly needed new home for bus maintenance quietly reached the halfway point this summer and is on schedule for completion in May 2011.

Even casual observers have noted the new buildings rising at the same location where for most of a century the old maintenance operations once stood decrepit in their final decade. All that remains of that old complex are piles of crushed rubble that will be used to help lay the base for the new parking garage.

Recycling some of the old building – and thus not requiring as much mining for new materials - is but one part of the elaborate Leadership in Energy and Environmental Design (LEED) certification process. When the south side campus is complete, the public will be the proud owner of a silver certified LEED campus, among the very few in the region. Not only will energy be saved in materials, but a rain water harvesting system will be used to wash dirty buses, while top-shelf energy efficiency building designs will reduce as much as possible energy use. Extensive use of natural lighting and other "green" ideas permeate the complex.

The largest of the new buildings is the bus maintenance facility. Far larger and more spacious than the one it replaced, the new

building will have more bays for bus repair as well as facilities necessary for the maintenance of diesel electric hybrids.

On the second floor, bus operations will occupy new administrative space, as will risk management and human resources. New training space will also help bus operations recruit the talented employees who are the foundation of HRT's daily operations.

Adjacent to the big new building is a bus wash and fuel depot - the building is notable for its distinctive open canopied plaza – and next to it is the revenue services area.

For a while it appeared that no money was available to replace the existing administration building as was originally agreed to in the public-private development process that led to the new complex. But a recent grant from the Federal Transit Administration will now allow work to proceed and help clear the way for private development of the existing HRT building on Monticello Avenue.

Jeff Ambrose, project superintendent for W.M. Jordan, the prime contractor on the project, said most everything is on schedule for the new campus. Windows are currently being installed, setting the stage for finish work on the interior.

The new buildings are mostly for bus operations, which are temporarily housed at the old Ford assembly plant's launch facility in South Norfolk. There will be some office space for bus operations, dispatch, human resources and risk management in the new building.