



MONTHLY REPORT

January 2012

On December 15, 2011 we did something that will have a more lasting impact on the governance of HRT than anything else we've accomplished together over the past twenty-four months.

Thanks to forty-five days of focused hard work by a handful of dedicated folks from across HRT, we pushed nearly 1,000 documents and 50,000 pages of information to a new Public Records page on our website at www.gohrt.com/hrt-public-records. Anyone with internet access now can read important public information without calling or writing, and without the need to file formal requests under the Freedom of Information Act. The information rightly belongs in a public venue to the people who paid for it in the first place – taxpayers.

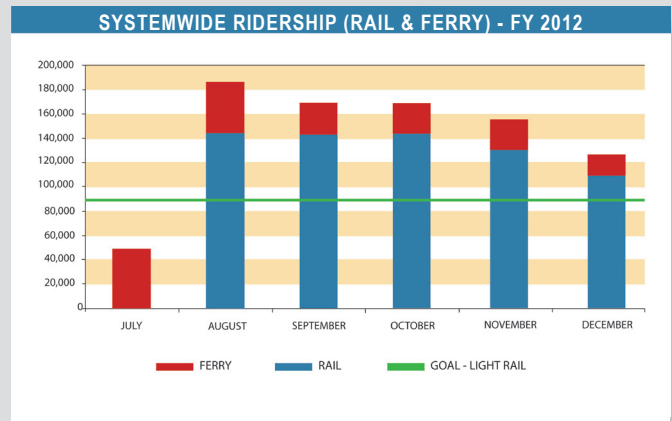
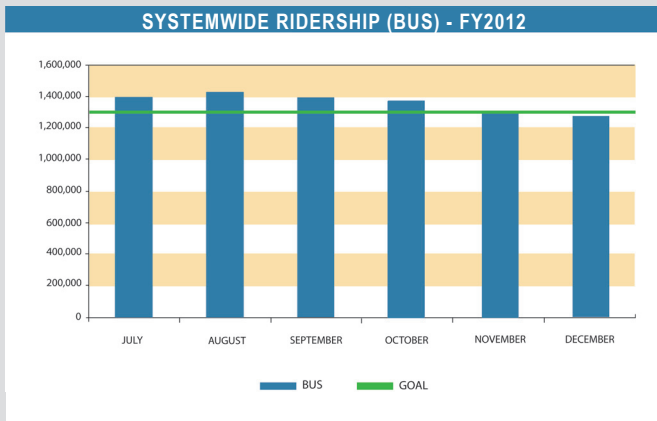


Three full years of Commission meeting documents are there. The VDOT Inspector General's report on HRT is there. Five years of Operating Budget reports are there. The current salary of every position in HRT is there. Information related to our facilities, environmental compliance, bus and rail operations, planning studies – it's all there.

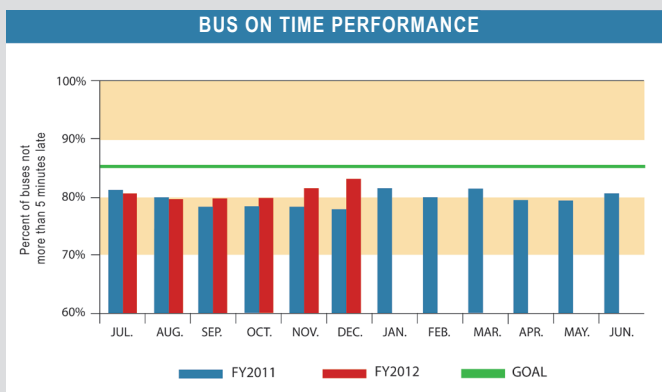
And a professional report - completed in October 2009 but withheld from the public and you – a report that pegged the likely cost of The Tide at \$324.7 million - is there, too. We now know that the cost of The Tide is going to come in at around \$317.6 million. Just imagine the drama that could have been avoided if this report were dealt with in a straight-up, public manner rather than relegated to a locked cabinet. Last week I signed a policy regarding the regular upkeep of the Public Records page. This wasn't a one-time shot. The Public Records page will be consistently updated. We will move toward making more information available to the public in easily accessible and usable formats. I'm so proud of our folks. They've demonstrated a true desire to lead the way for an accessible and open HRT.

I'm sure we'll turn some heads in our journey.

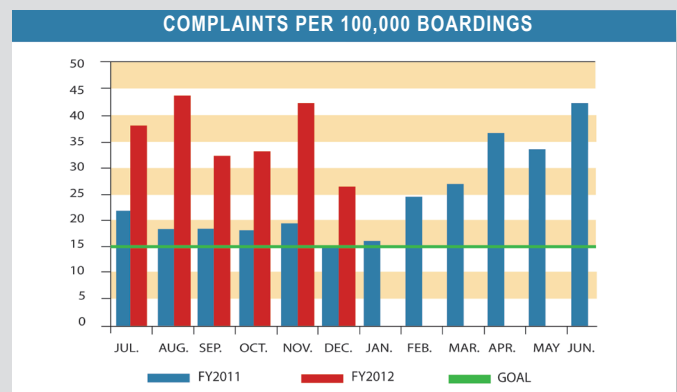
Ridership



On-Time Performance



Customer Service





Capital Projects - Facilities

Administration building

Work crews have completed most of the interior framing on Hampton Roads Transit's new administration building and continued with mechanical, plumbing and electrical service rough-in. The main entrance off Armistead Avenue has been completed, allowing for ease of access to the parking deck. The \$10.6 million building is the last phase of the new southside campus project, a \$71 million effort that when completed this spring will have replaced all major buildings on the southside.

Bus shelters

Progress on HRT's first ever bus shelter program continued with work completed on all 12 shelters for The Tide. HRT hopes to install 120 shelters this year as part of a longer-term effort to add or replace more than roughly 200 shelters for the benefit of our customers. The exact number will vary depending on how much infrastructure, such as concrete pads, is needed at various shelter sites. The lack of proper shelters has long been a short coming

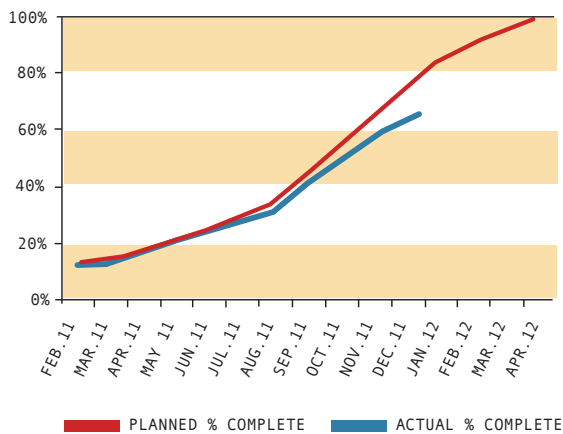
of HRT's service. With a program now in place to add more, HRT hopes to see critical improvements in our customers' transit experience.

Patrick Henry and NET Center Improvements

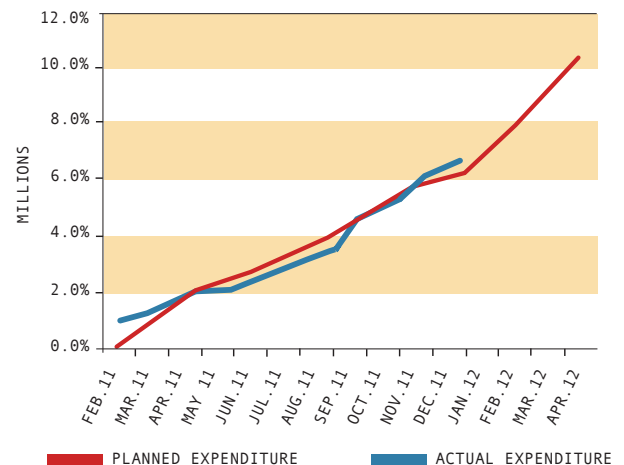
The Patrick Henry bus transfer center project was a relocation of the transfer center at the mall to Roger Brown Drive. HRT built a bus loop and installed five bus shelters where there was one. The work is being done to upgrade the transfer point's quality and improve traffic flow. The NET center in Hampton involved the removing and replacing of existing pavement, the installation of an underground drainage system, and the installation of new two new shelters. The total work for both projects has been completed. The combined cost was \$1 million.



SOUTHSIDE ADMINISTRATION BUILDING CONSTRUCTION



SOUTHSIDE ADMINISTRATION BUILDING BUDGET



Did You Know?

- Motor Oil Consumed in December 1,808 Gallons
- Gasoline Consumed in December 31,702 Gallons
- Diesel Fuel Consumed in December 225,777 Gallons
- Total Miles Traveled in December 871,969