

# President's Report

July 2010

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## Growth of Services

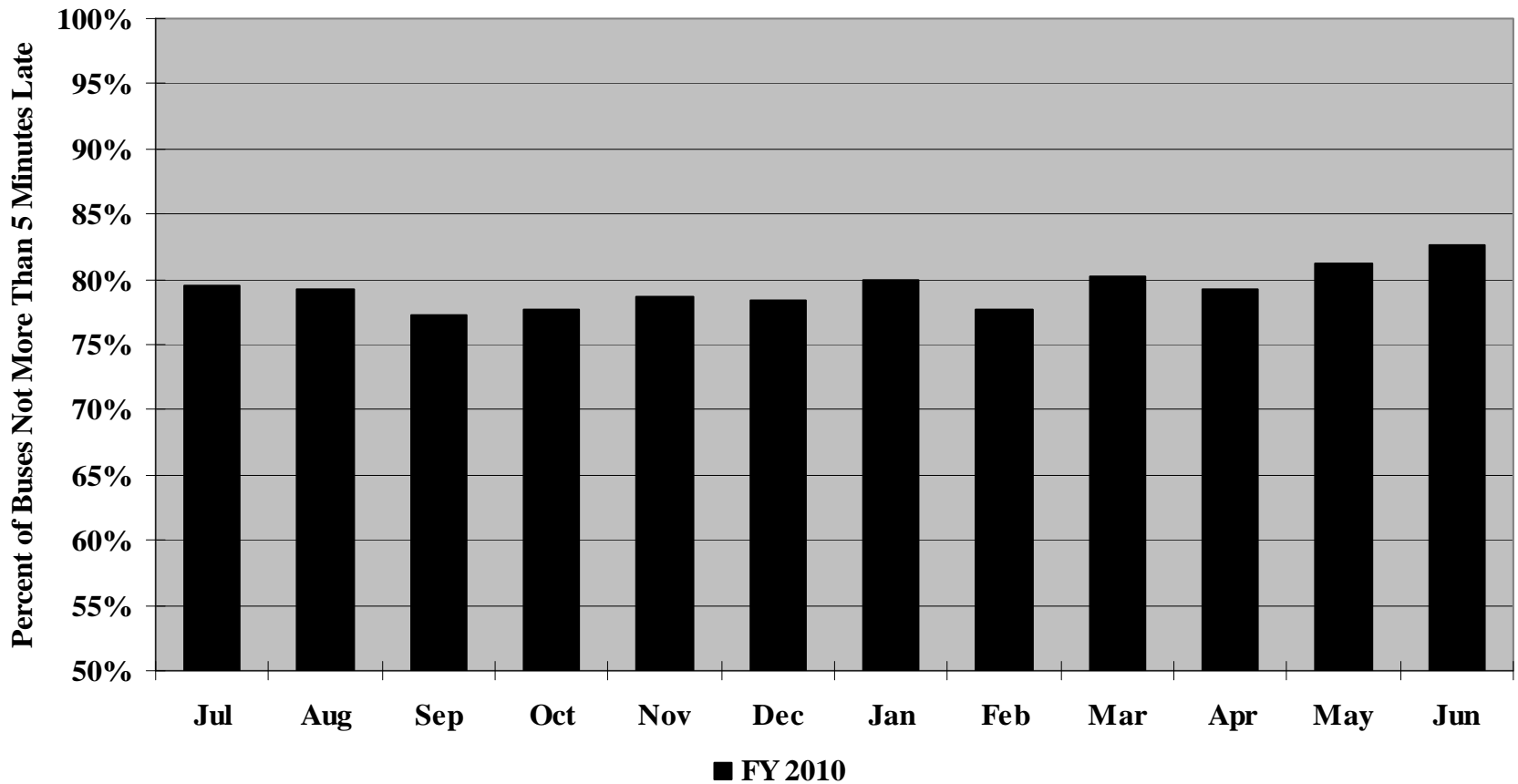
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# Service Quality

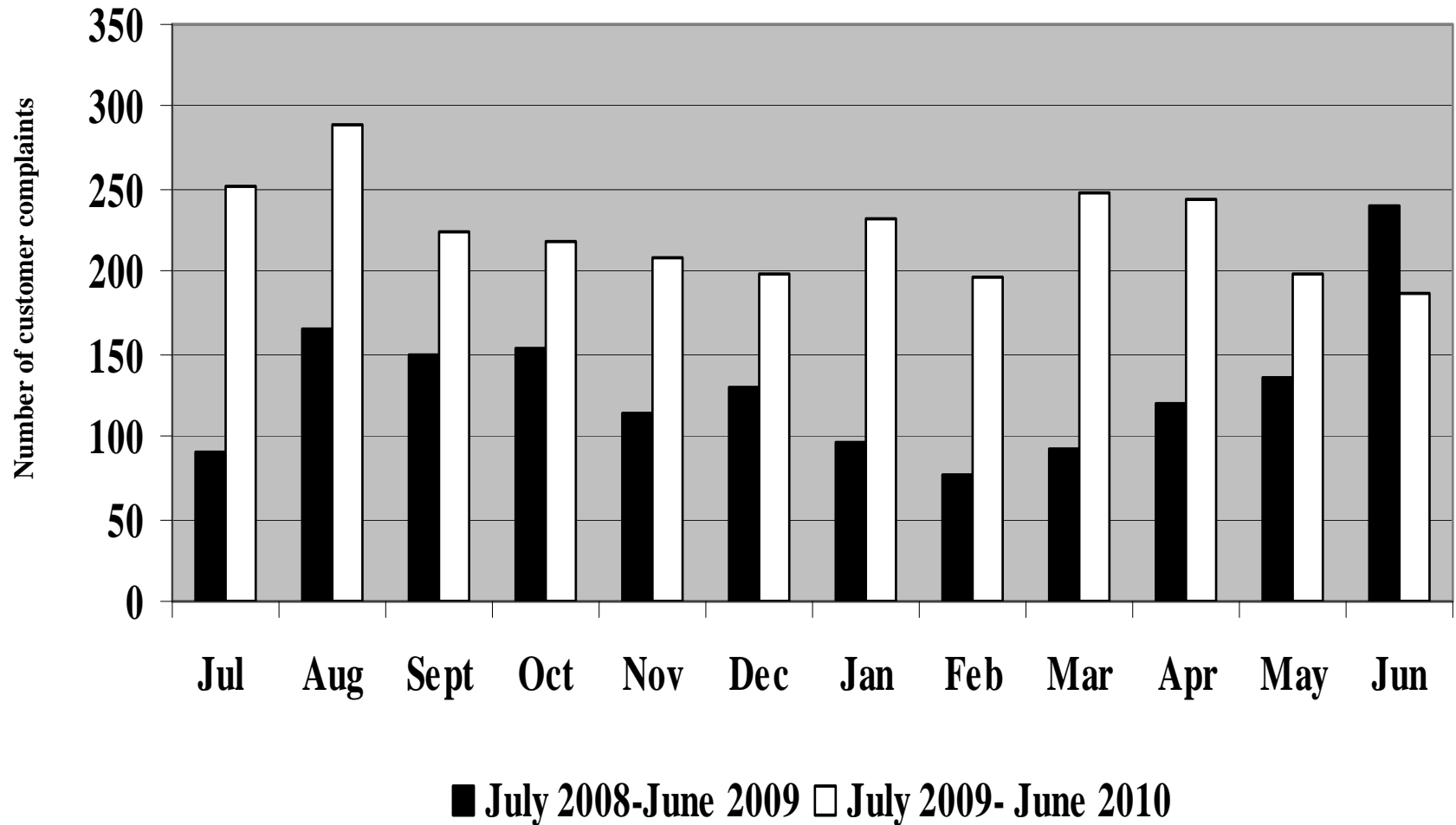
# On Time Performance (Bus)



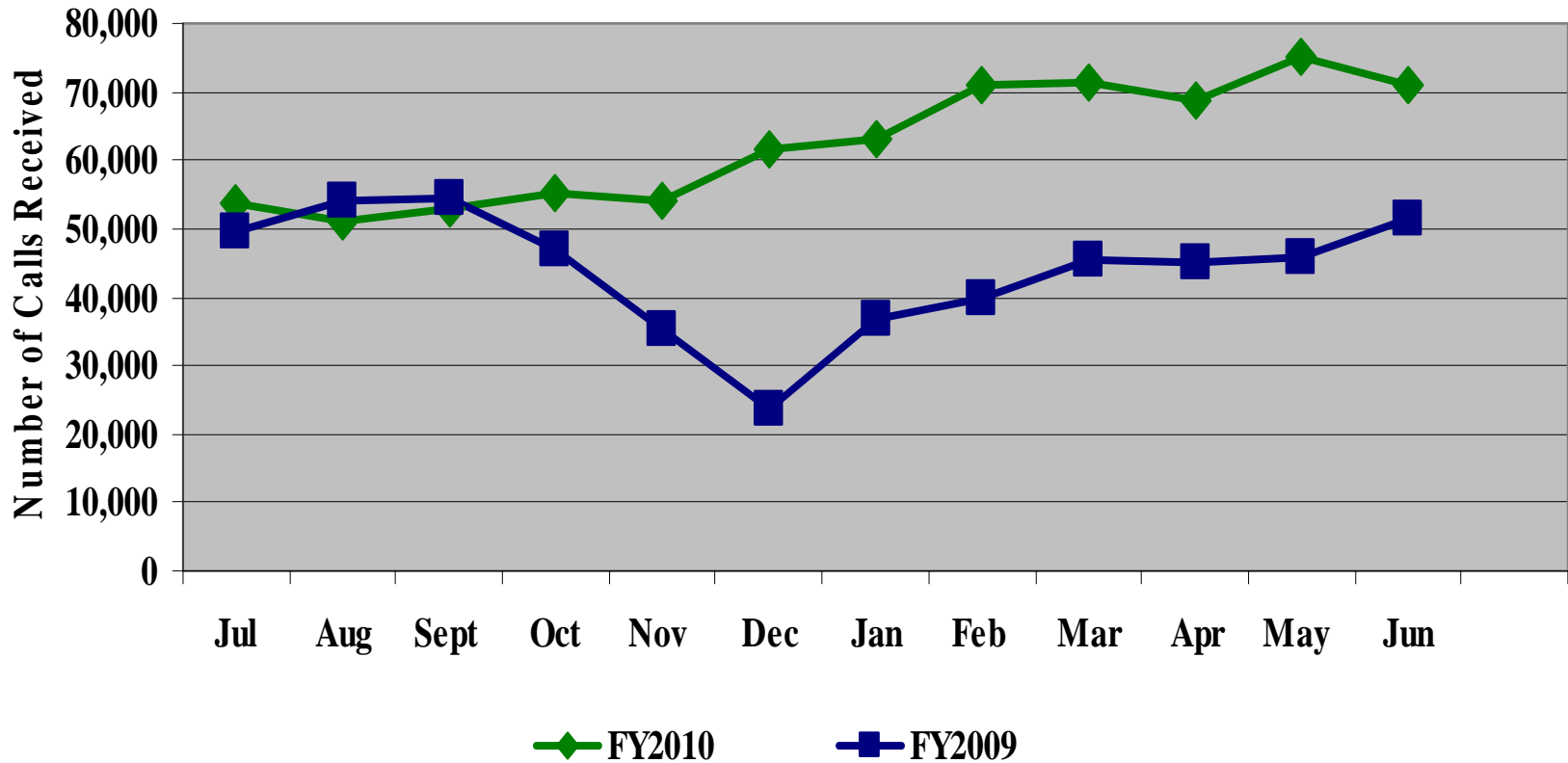
**Note:** On time is defined as any bus that is not more than five minutes late from its published schedule. This does not include Suffolk routes.

Source: HRT Advanced Communications System

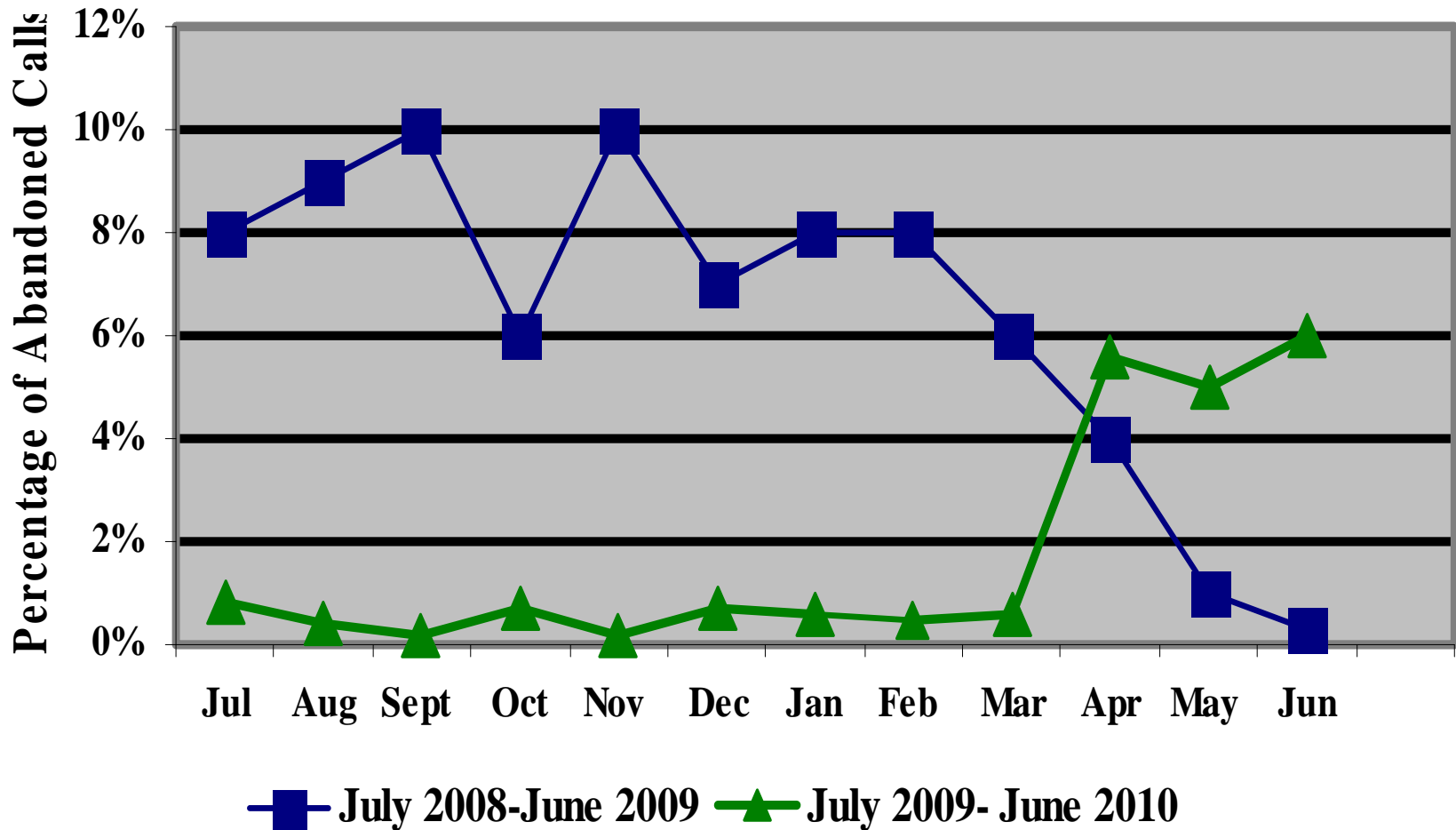
# Customer Complaints



# Customer Calls Received by Call Center

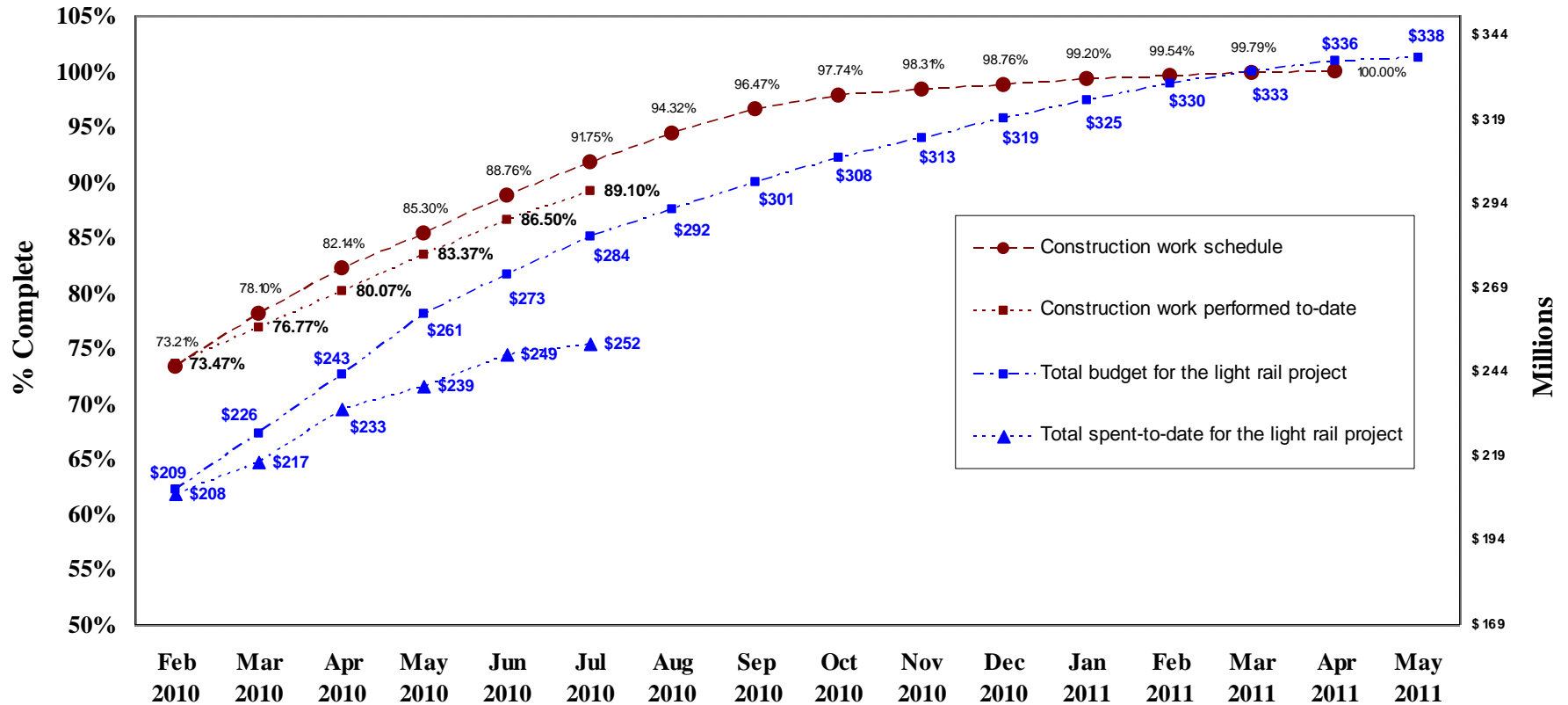


# Customer Call Abandonment Rate

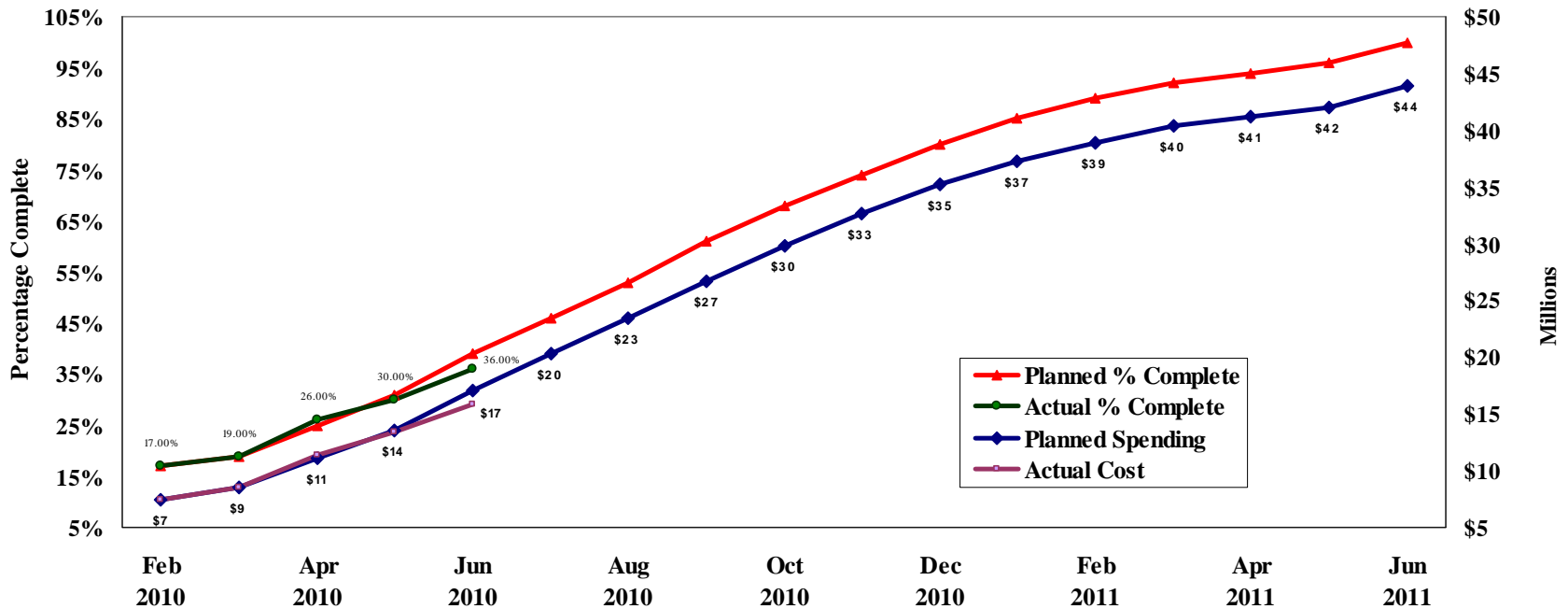


# Capital Projects

# Light Rail Construction and Budget

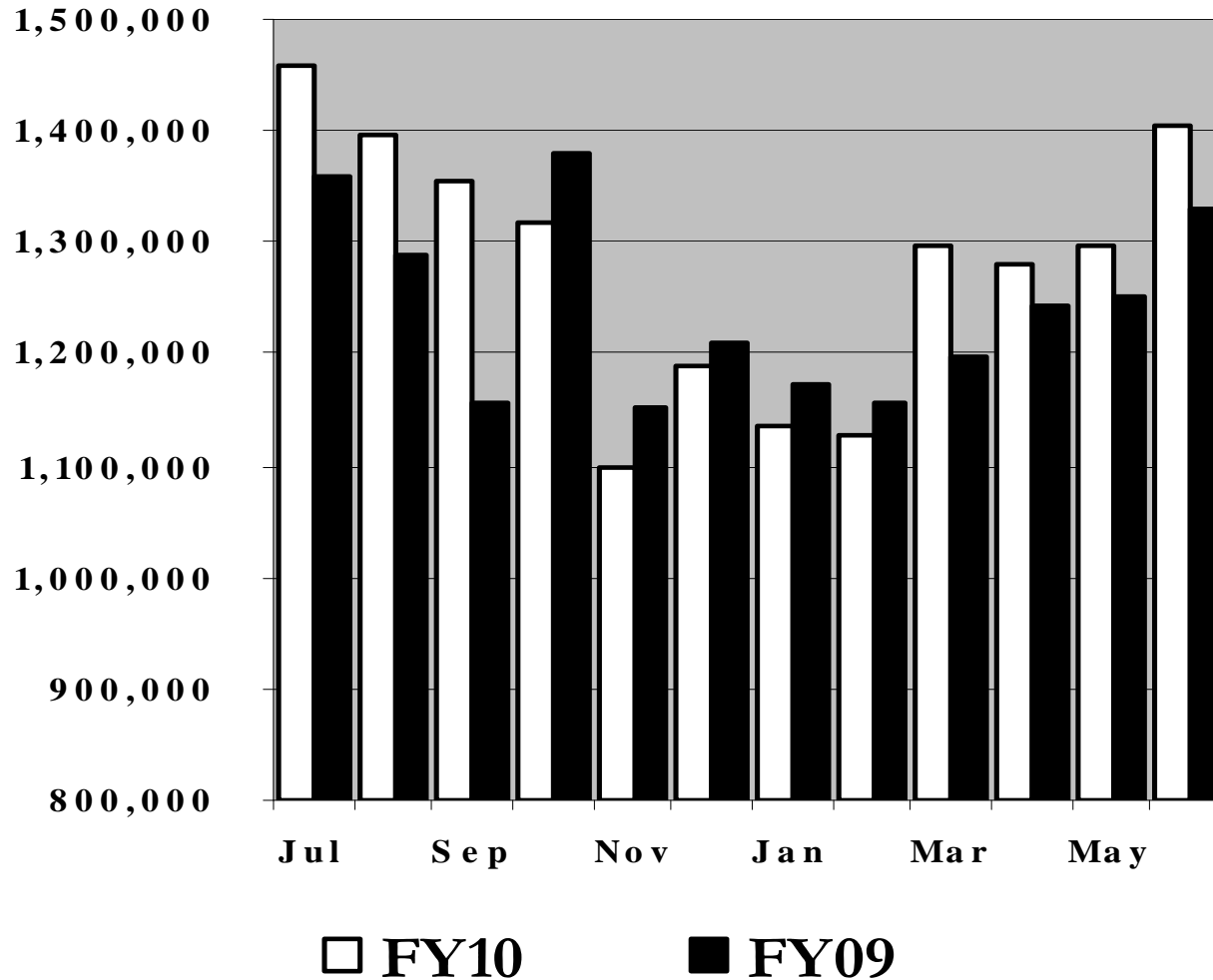


# Southside Facility Construction & Budget

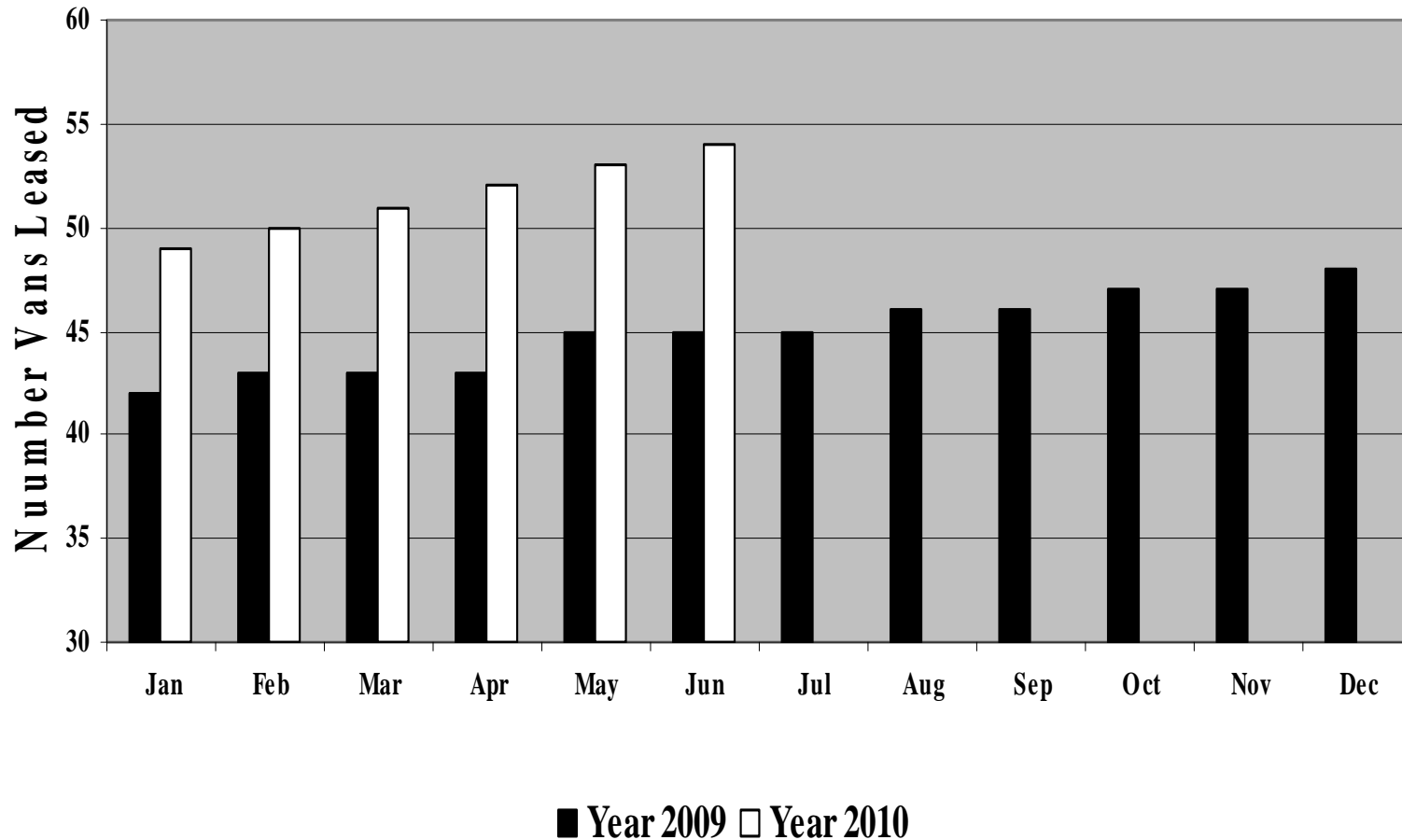


# Growth of Services

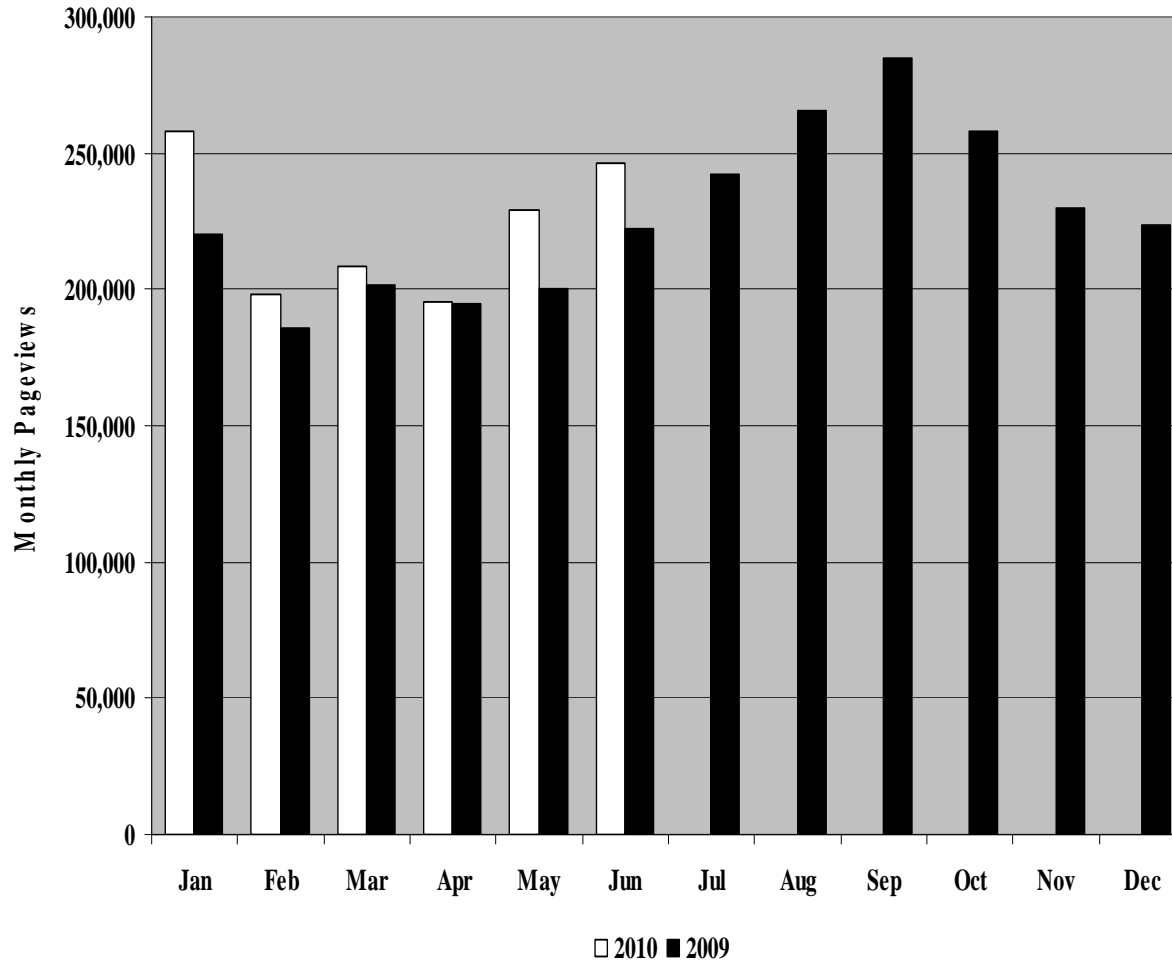
# Ridership (Total System)



# Traffix Vans Leased



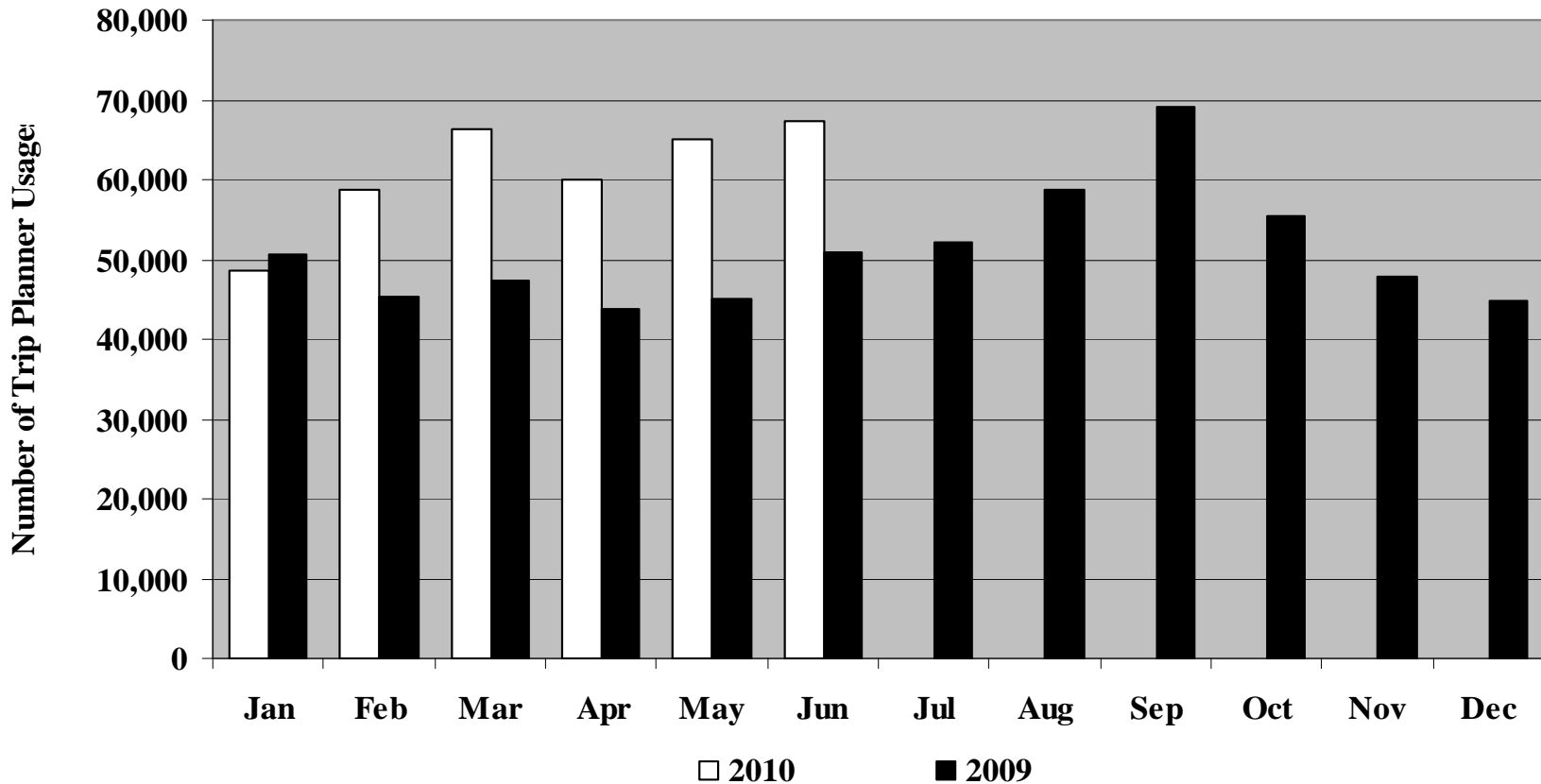
# Website Page Views



**Note: This includes GoHRT.com, RideTheTide.com and Traffix.com.**

**Source: Google® Analytics.**

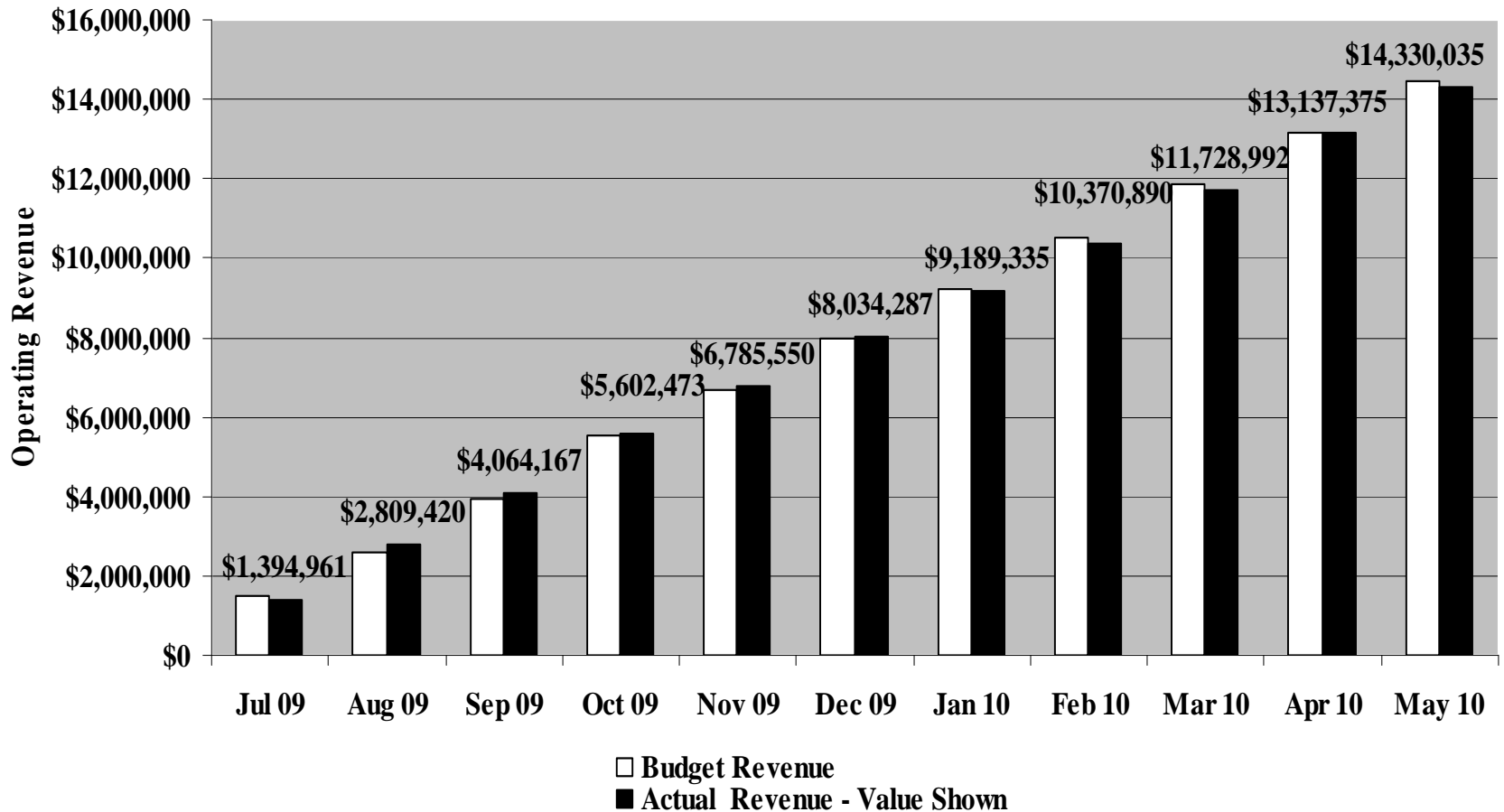
# Google® Trip Planner Usage



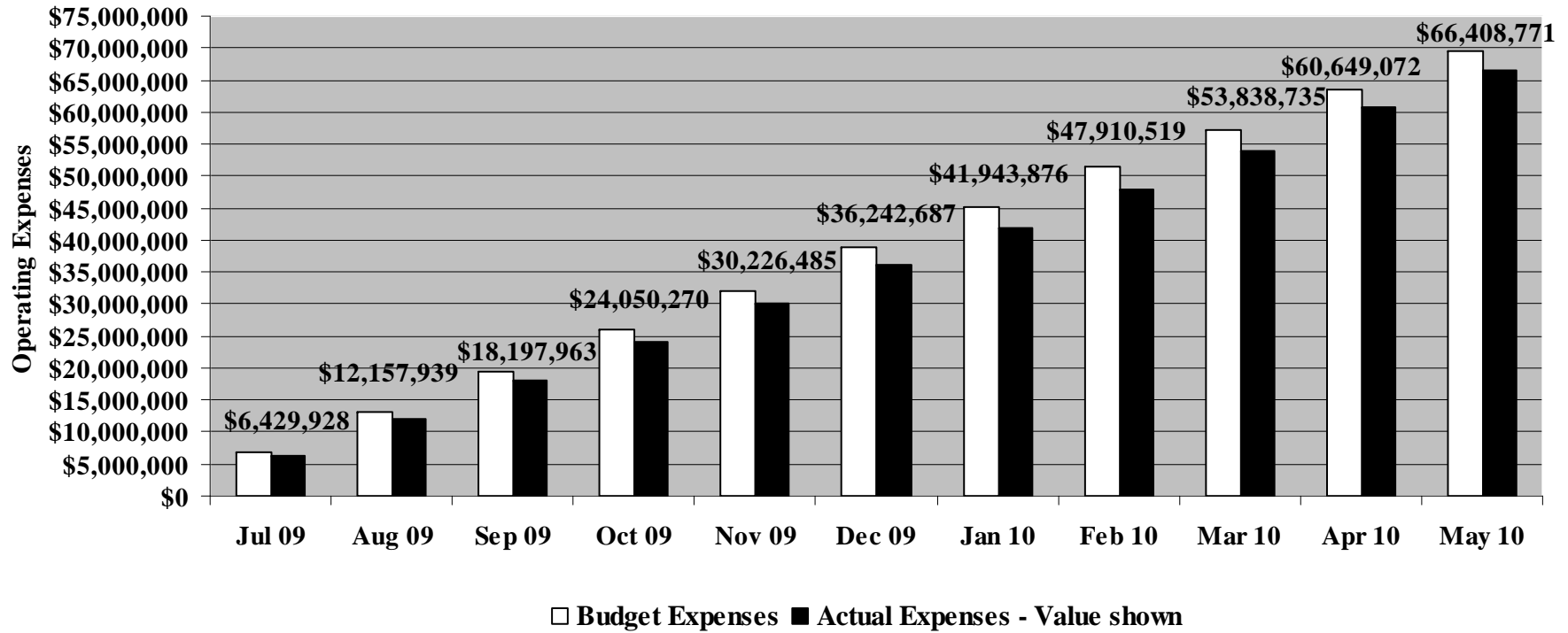
Source: Google Analytics for goHRT.com

# Financial Sustainability

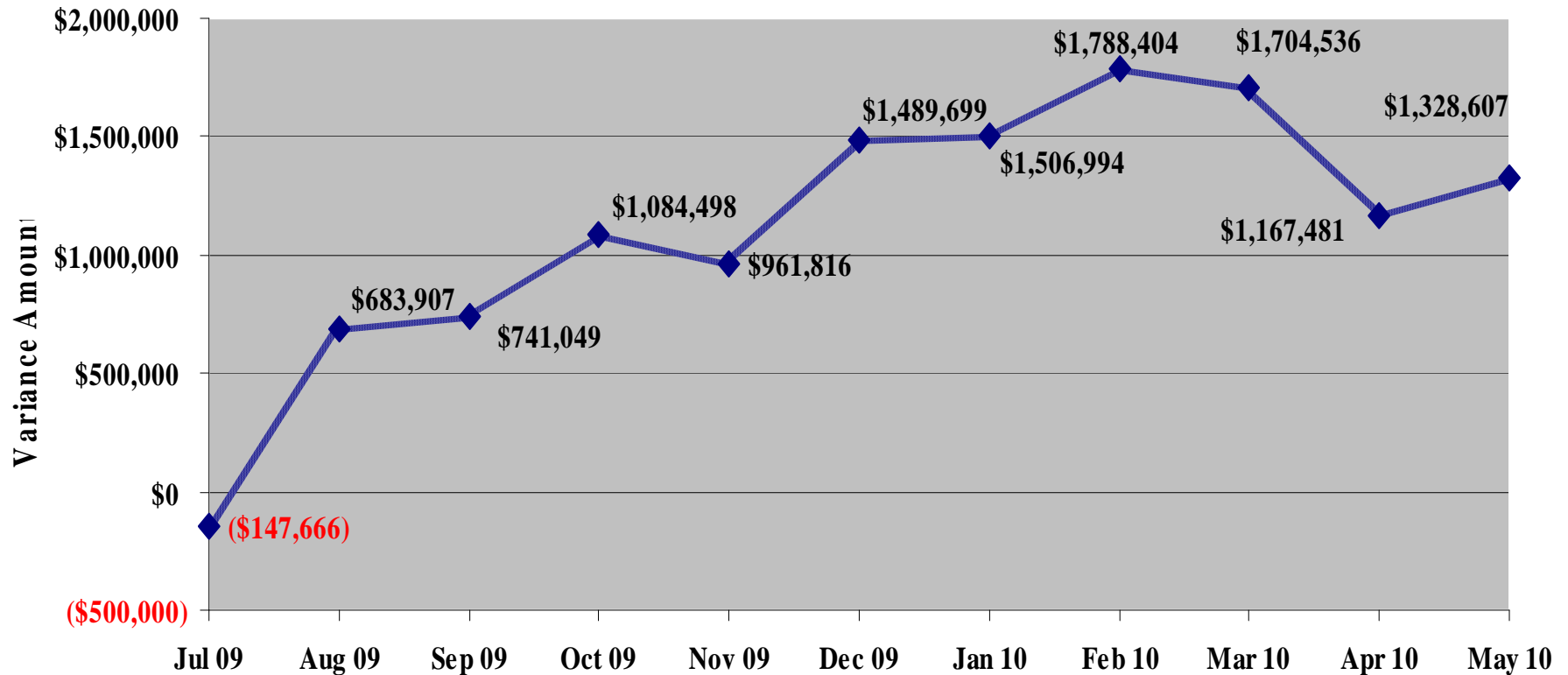
# Actual vs Budgeted Revenue



# Actual vs Budgeted Spending



# Cumulative Budget Variance



# Farebox Recovery

