

President's Report

August 2010

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Growth of Services

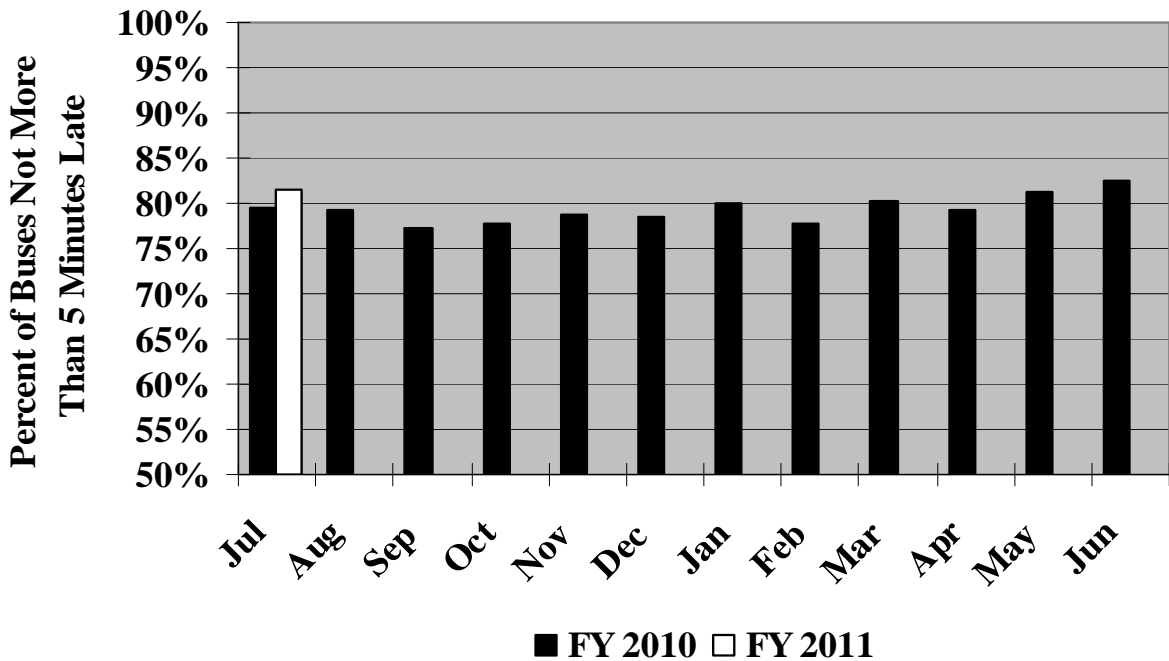
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Service Quality

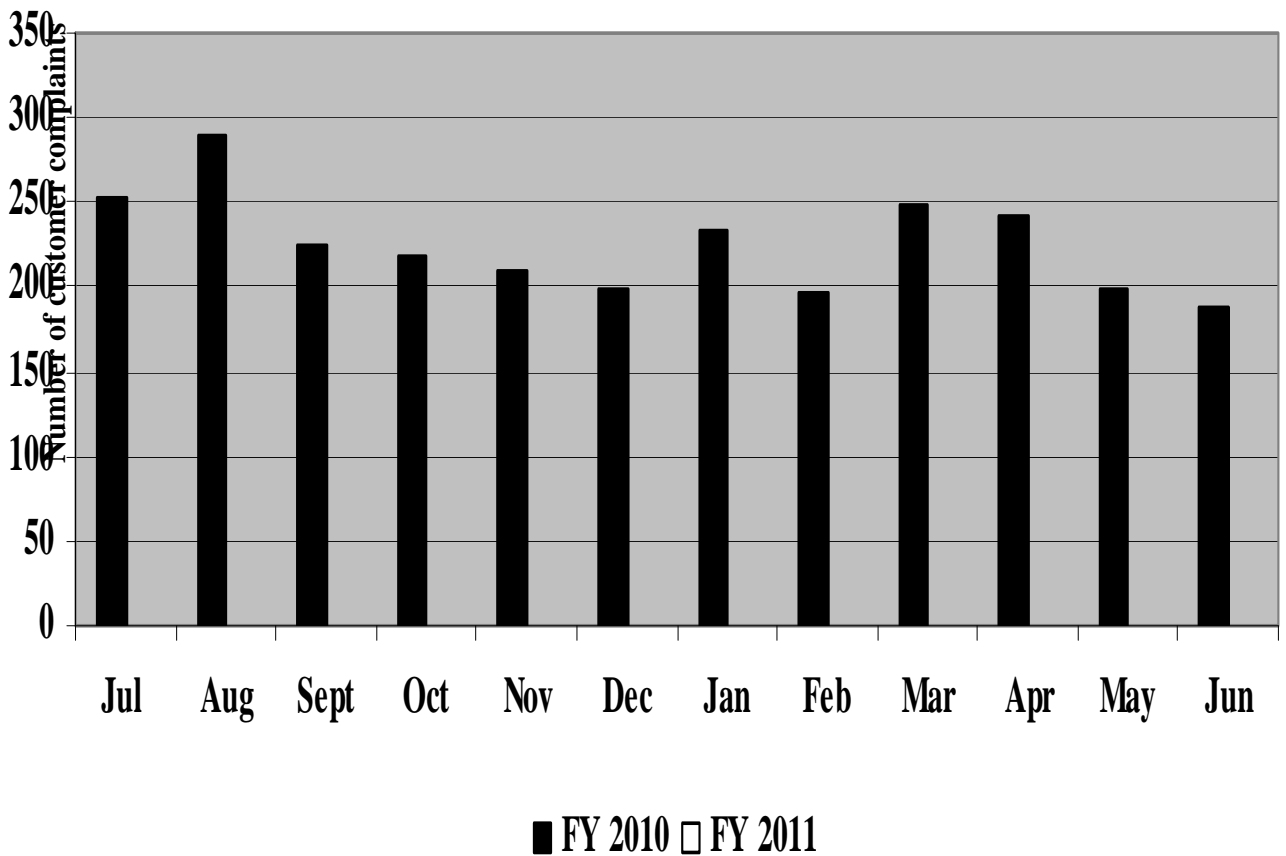
On Time Performance (Bus)



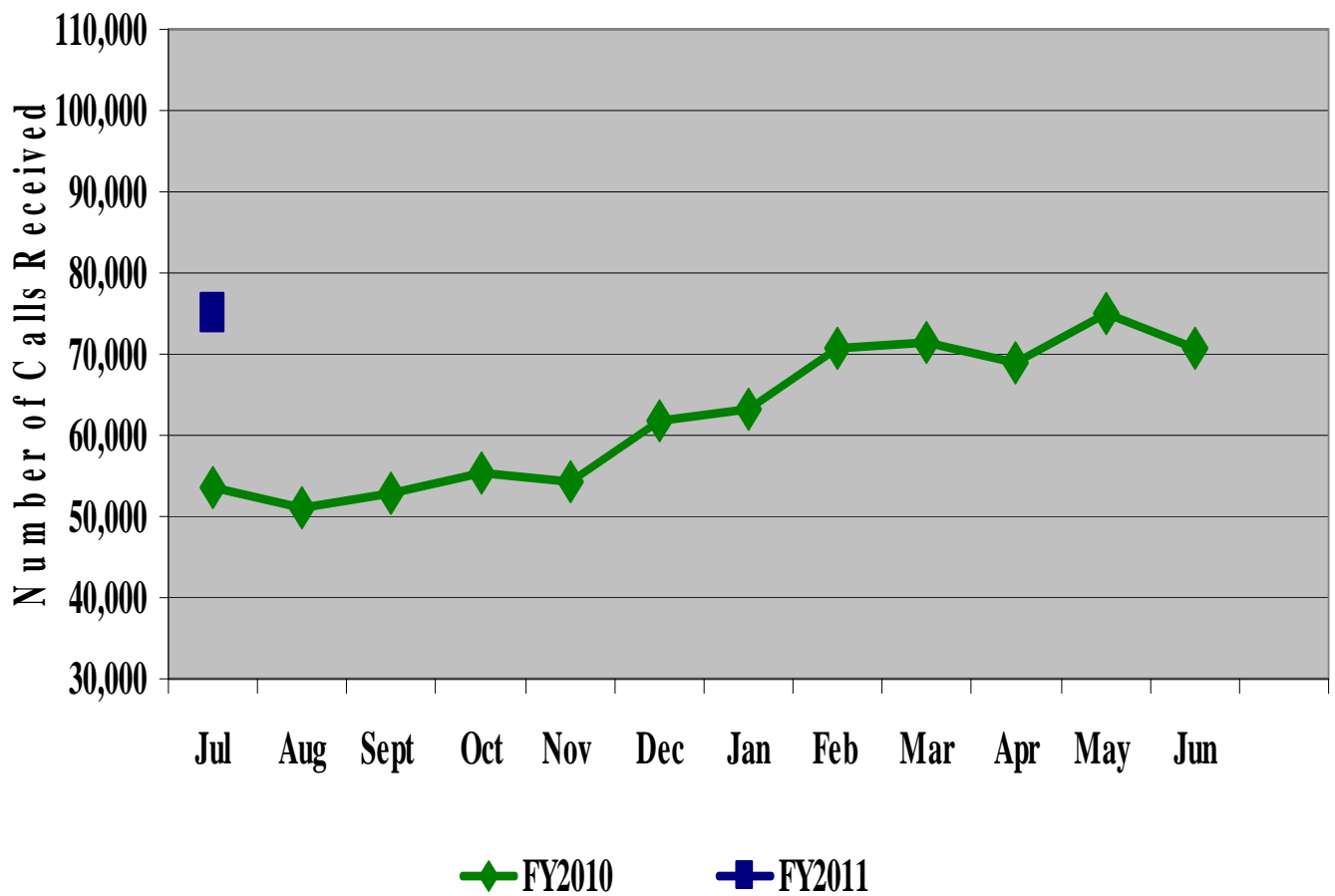
Note: On time is defined as any bus that is not more than five minutes late from its published schedule. This does not include Suffolk routes.

Source: HRT Advanced Communications System

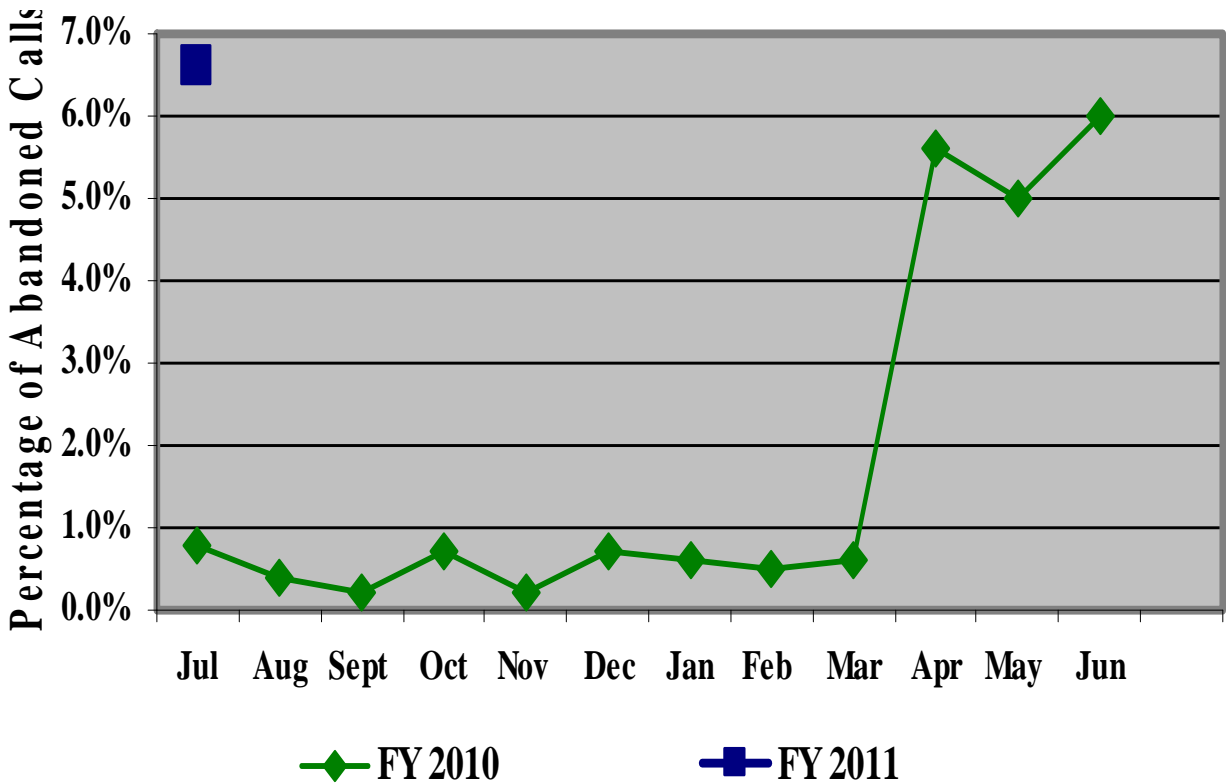
Customer Complaints



Customer Calls Received by Call Center

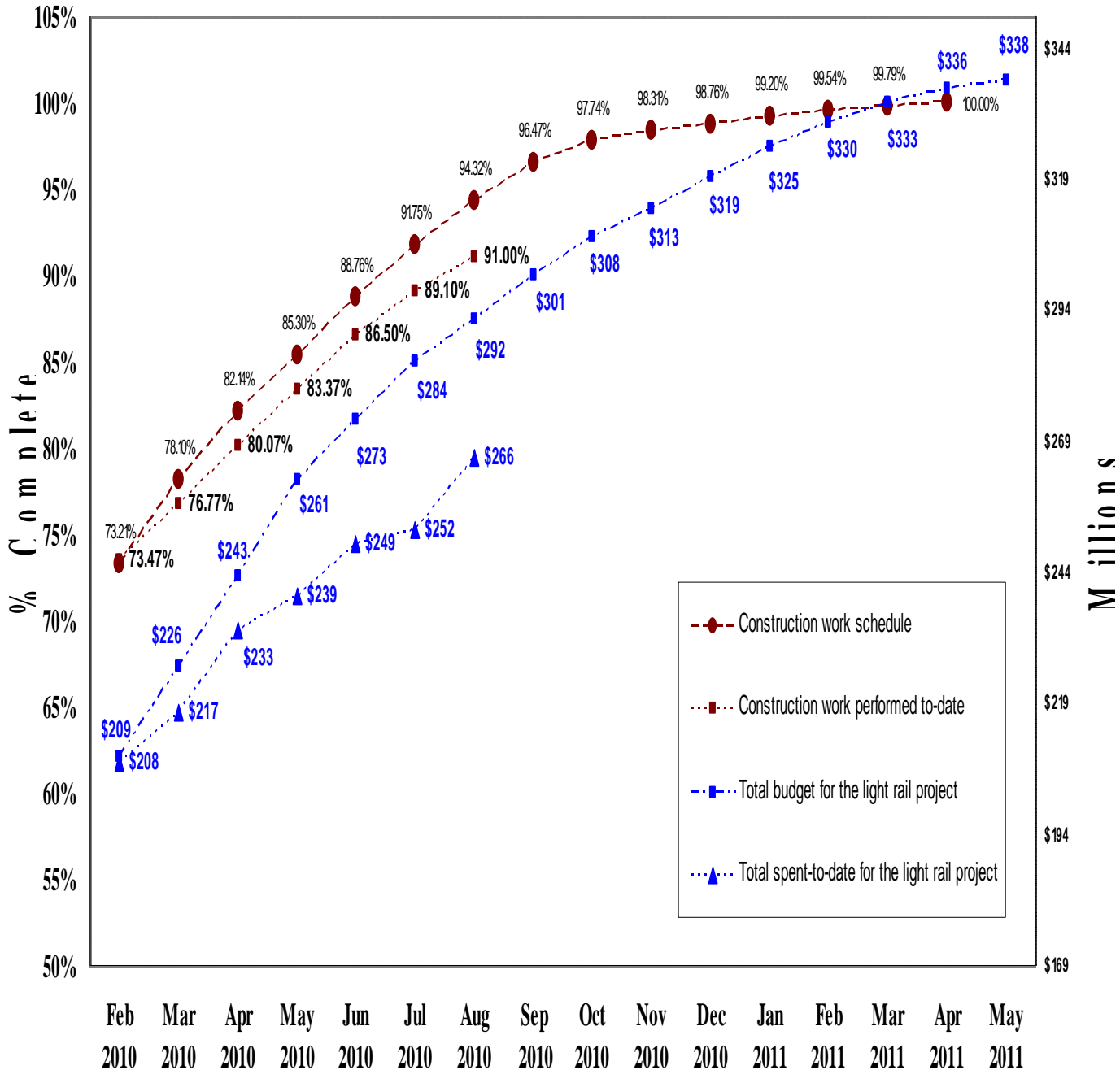


Customer Call Abandonment Rate

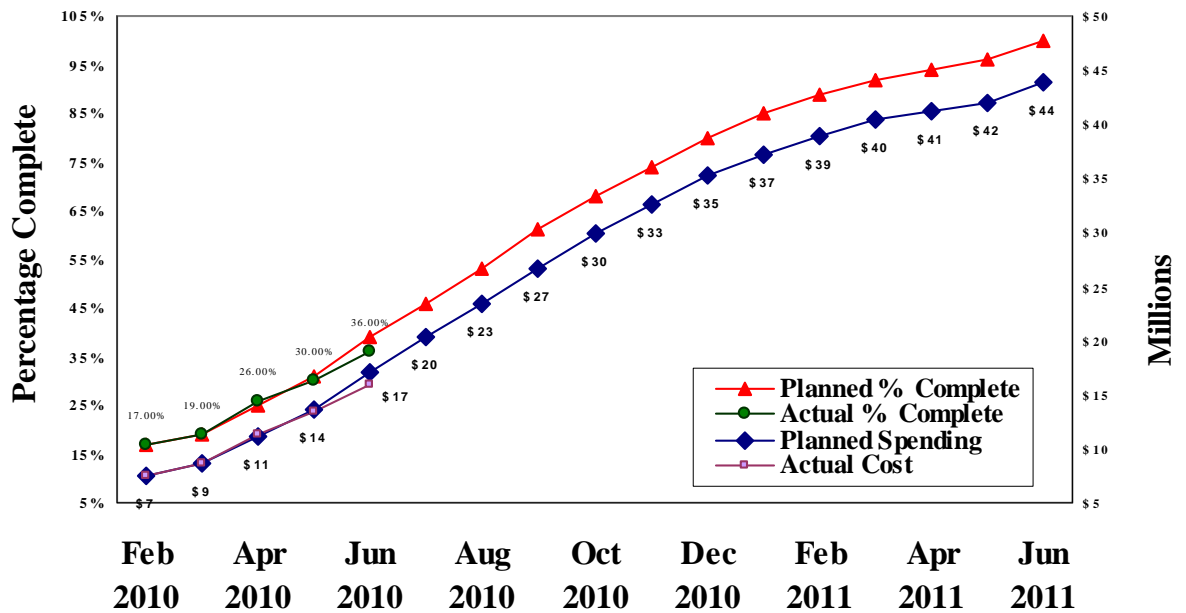


Capital Projects

Light Rail Construction and Budget

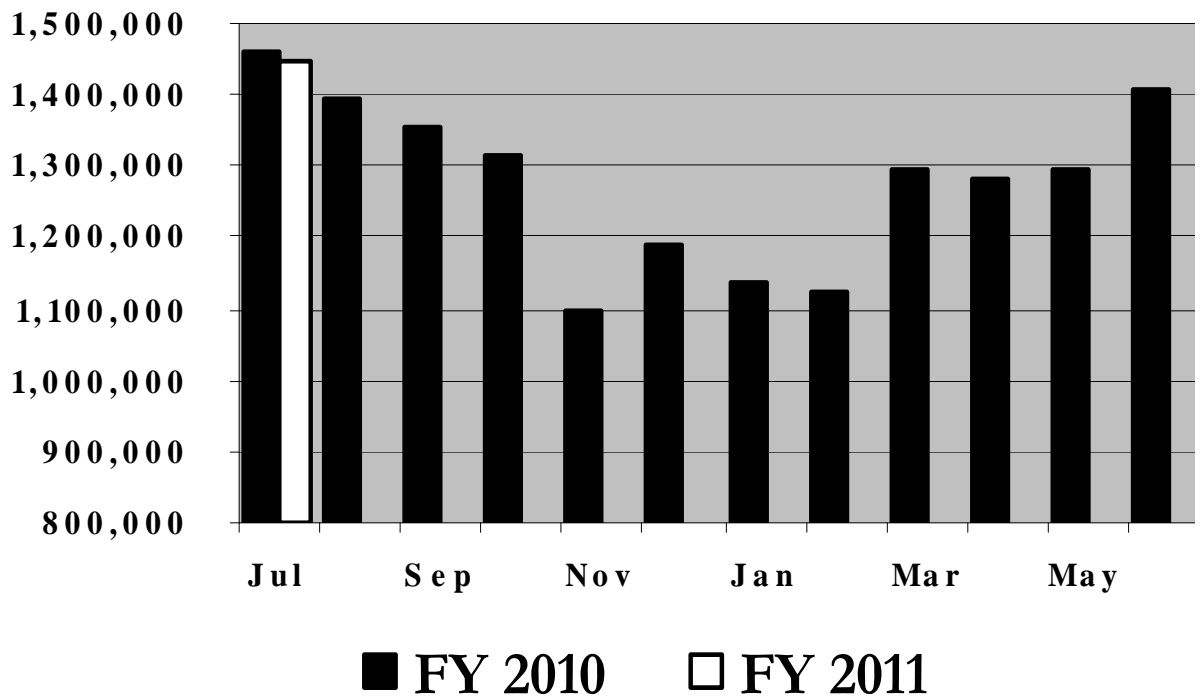


Southside Facility Construction & Budget

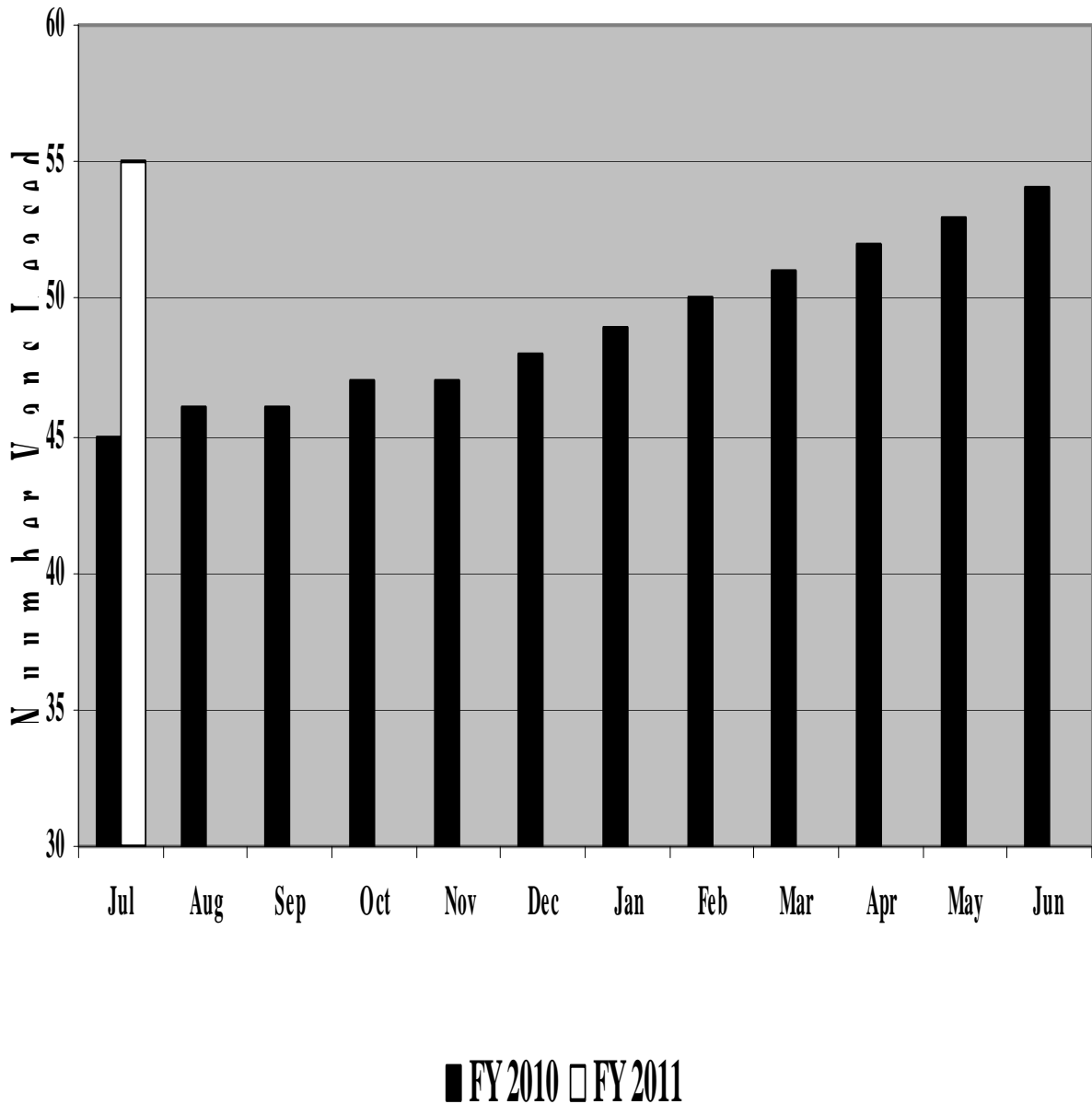


Growth of Services

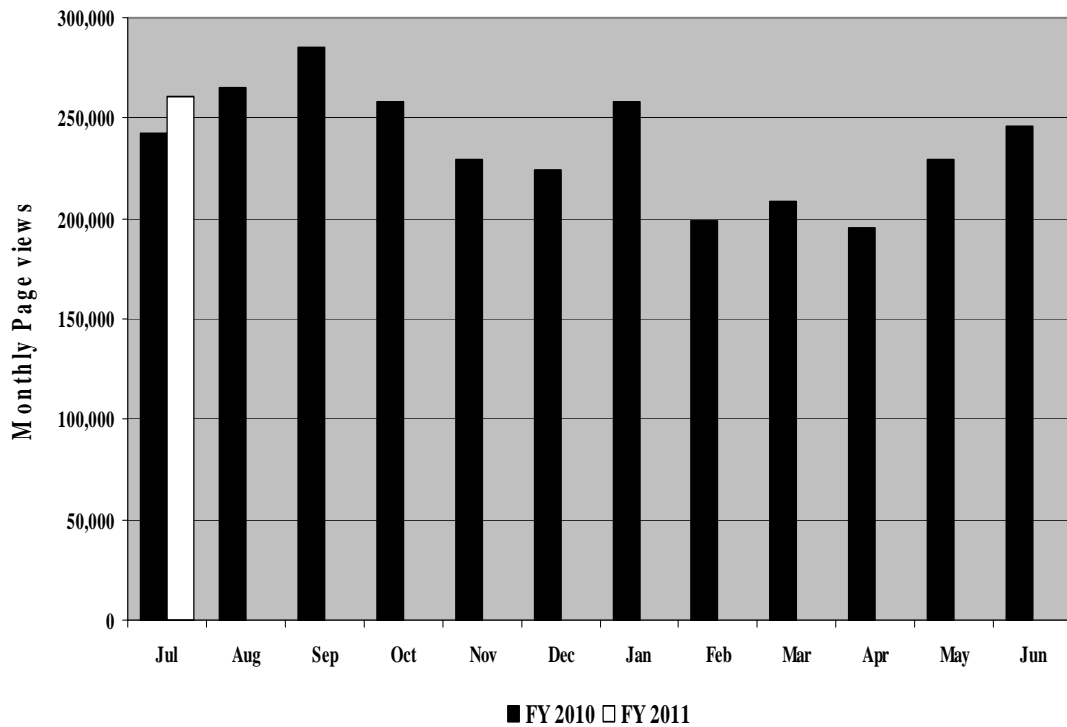
Ridership (Total System)



Traffix Vans Leased



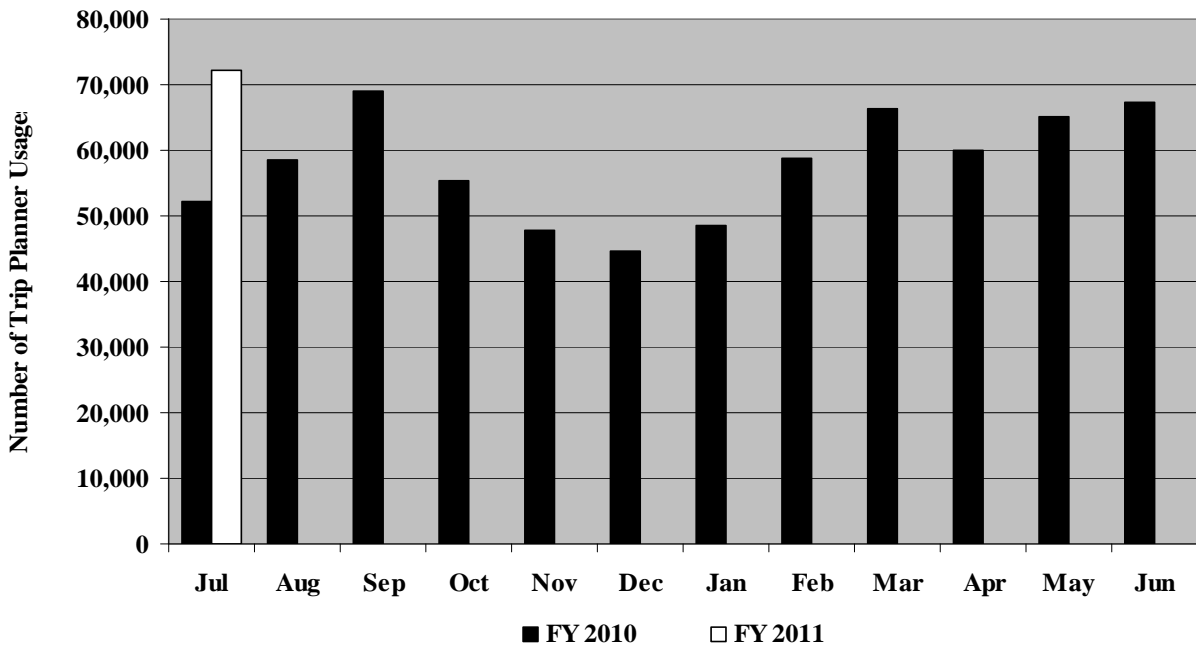
Website Page Views



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

Source: Google® Analytics.

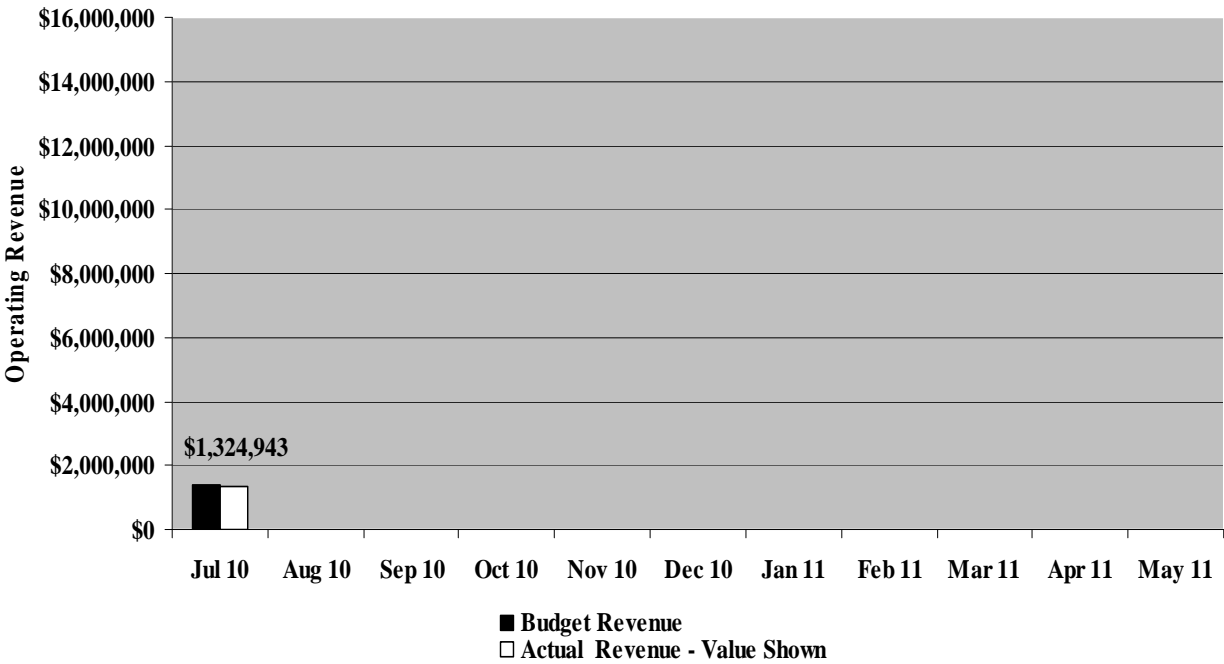
Google® Trip Planner Usage



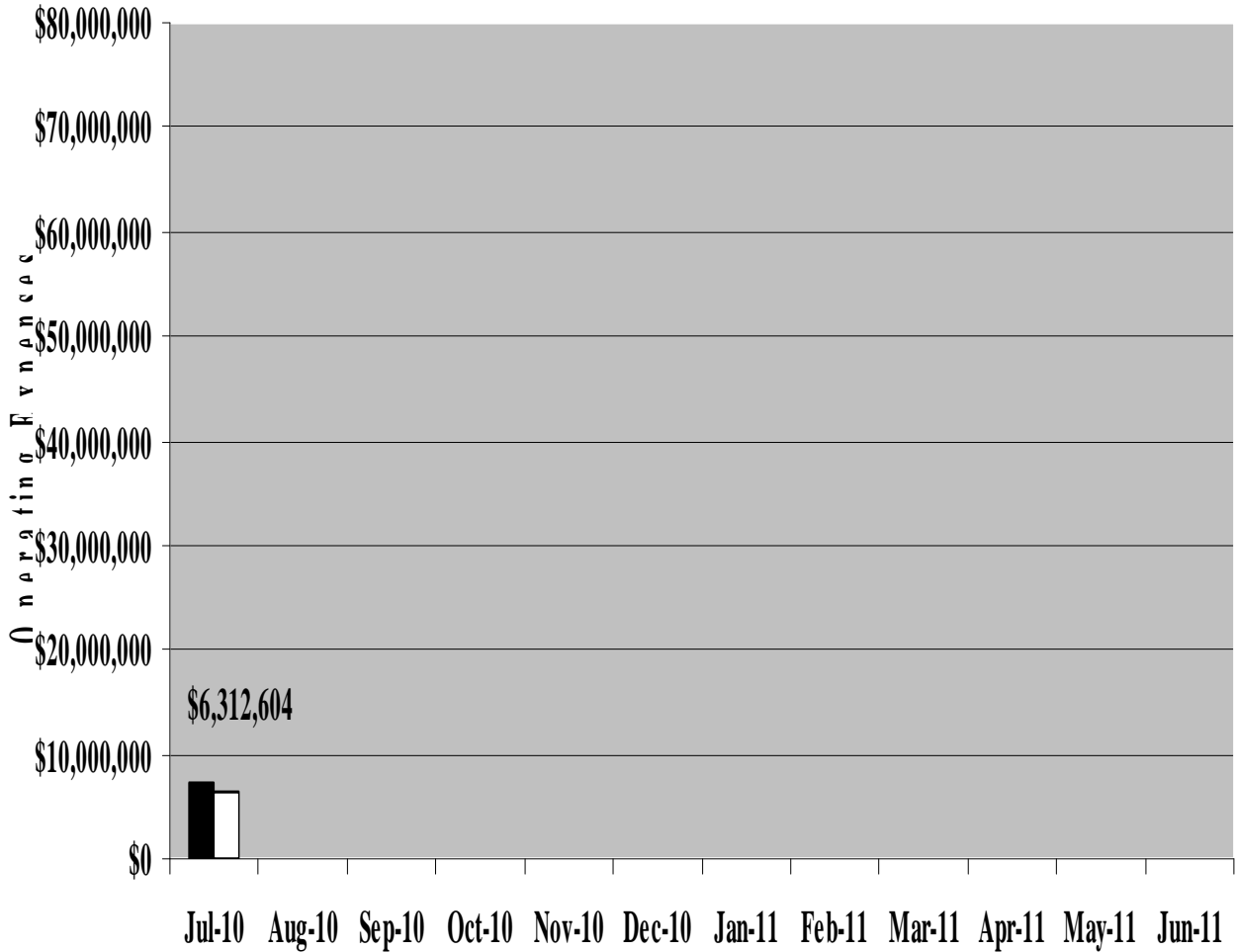
Source: Google Analytics for goHRT.com

Financial Sustainability

Actual vs Budgeted Revenue

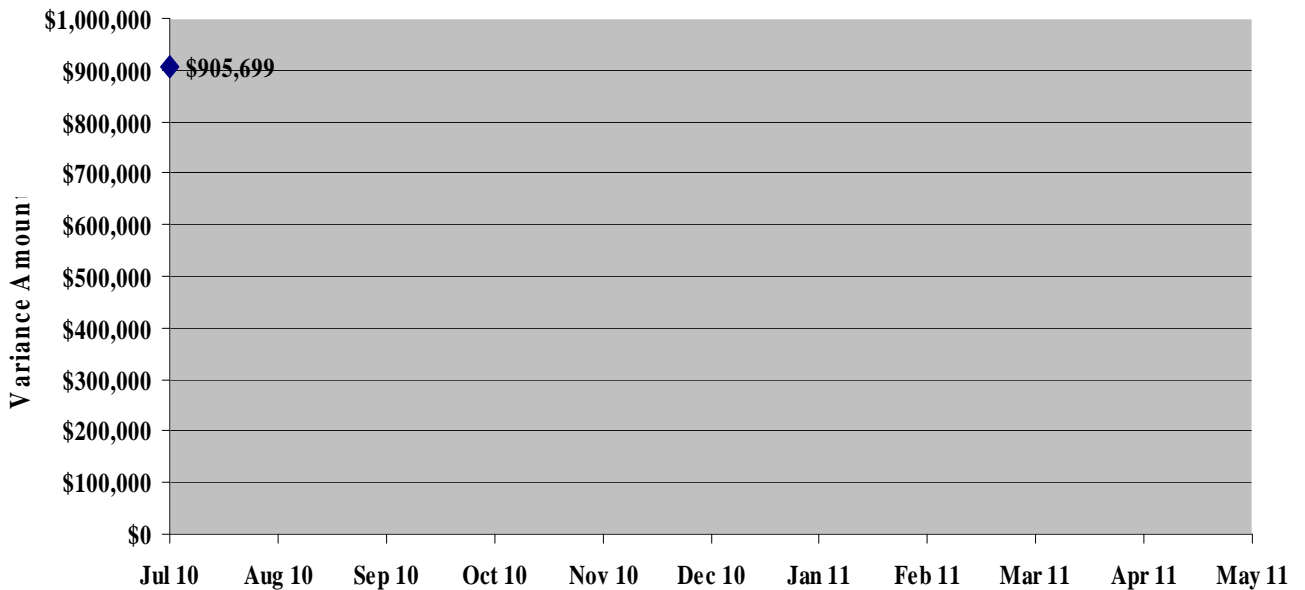


Actual vs Budgeted Spending



■ Budget Expenses □ Actual Expenses - Value shown

Cumulative Budget Variance



Farebox Recovery

