



HAMPTON ROADS  
TRANSIT

# RIDERSHIP TRENDS

AS OF JANUARY 31, 2015

EMERGING AS THE MOST CUSTOMER DRIVEN AND EFFICIENT  
PUBLIC TRANSPORTATION AGENCY IN VIRGINIA.



Public agencies have a duty and responsibility to make its records available to the public. Hampton Roads Transit understands that responsibility. As such, Hampton Roads Transit will report ridership data and trends for the last four fiscal years for comparison purposes. The ridership data will be updated monthly by the fourth Thursday.

**Ridership** is defined as the number of times a passenger boards a Hampton Roads Transit vehicle including transfers from one bus to another. Ridership may also be referred to as Customer Trips, Riders, Passenger Count and Customers.

## **Data Sources for this Report:**

**Bus (Local, Commuter, MAX and Shuttle) Ridership** data is gathered by the Genfare, Inc. (GFI) farebox onboard each bus. Ridership data also comes from additional manual counts during instances where the farebox is not used, such as enhancement trips for festivals, concerts, etc.

**Ferry Ridership** is obtained from the daily manifest logs provided by the ferry operators.

**Paratransit Ridership** is retrieved from the actual passengers transported as tracked by the Trapeze software system, which is a scheduling and dispatching application developed to support the demand response type transit services.

**Light Rail Ridership** is obtained through the use of automatic passenger counters (APCs) to count the passengers. APCs are infrared sensors that count passengers as they board the vehicles.

MONTHLY				MODE	YEAR-TO-DATE			
Jan-FY12	Jan-FY13	Jan-FY14	Jan-FY15		FY12	FY13	FY14	FY15
1,307,597	1,334,176	997,514	1,126,627	<b>BUS TRANSIT</b>	9,436,463	9,590,383	8,862,861	8,907,269
113,643	144,474	101,146	101,514	<b>LRT</b>	796,652	1,084,053	904,192	836,869
16,582	16,474	10,967	11,141	<b>FERRY</b>	199,158	193,910	185,794	176,914
27,242	25,554	21,358	26,842	<b>PARATRANSIT</b>	209,104	184,840	176,399	190,547
<b>1,465,064</b>	<b>1,520,678</b>	<b>1,130,985</b>	<b>1,266,124</b>	<b>SYSTEM TOTAL</b>	<b>10,641,377</b>	<b>11,053,186</b>	<b>10,129,246</b>	<b>10,111,599</b>



