



# Portsmouth Service Changes

Effective May 2024

May 11, 2023

# About HRT

- Hampton Roads Transit (HRT) is the largest transit provider in the region and was created in 1999 through the merger of Peninsula Transit and Tidewater Regional Transit. HRT's system currently serves six cities with over 70 bus routes and paddlewheel ferryboat services. The TIDE Light Rail began operating in August 2011.
- In Portsmouth, HRT provides fixed route bus service, paratransit, and ferry transit service. The TRAFFIX program provides carpool and travel demand management service from the Park & Sail commuter lot on Court Street and at the Norfolk Naval Shipyard.
- Portsmouth has contracted with HRT since its inception in 1999 and previously contracted with Tidewater Region Transit (TRT), the predecessor to HRT.

# HRT Portsmouth Service

- City staff has continued to work with HRT to enhance the level of service on higher performing bus routes, the Elizabeth River Ferry, special routes and shuttles as needed.
- HRT service operates in Portsmouth every 30 minutes to 1 hour, between 5AM and 12 midnight, 7-days a week (with some bus routes not operating on Sundays). Apart from minor changes, fixed bus routes, ferry and paratransit service in Portsmouth has been consistent for over 50 years.
  - **Average annual ridership: *nearly 500,000 passengers***
  - **Average annual paratransit trips: *20,140 trips***

*Ridership is down from pre-pandemic levels*

# HRT Transit Strategic Plan

- **Transit Strategic Plan:** HRT's Transit Strategic Plan covers a 10-year planning horizon (FY2024-2033). It is a strategic blueprint that outlines changes that will improve HRT services across the six cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach.
- The centerpiece of the Hampton Roads Transit Program is a new core bus network for the region known as the **757 Express will provide 15-minute peak hour service** on over a dozen existing regional routes and augment existing express routes:
  - **Route 45: Downtown Norfolk / Portsmouth Boulevard**
  - **Route 47: Downtown Portsmouth / Churchland**
  - **Route 980: Downtown Norfolk/Portsmouth/Chesapeake/Suffolk**

*Future express routes to Norfolk Naval Shipyard and Newport News Shipyard*

# HRT Route Changes

- **SIGNIFICANT BUS ROUTE CHANGES PLANNED** The HRT Transit Strategic Plan requires that every bus route in Portsmouth be modified to accommodate the new regional network. These changes include realigning bus routes, modifying service hours and the elimination and replacement of one bus route. **The major changes include:**
  - **Route 43 will be discontinued due to low ridership**
  - **Route 45 will be extended to serve the full length of Portsmouth Boulevard**
  - **Route 47 will add service to the Walmart on Frederick Boulevard**
  - **Route 50 will add service to the Portsmouth Naval Medical Center**
- City staff supports the proposed route changes as they will improve overall transit service.

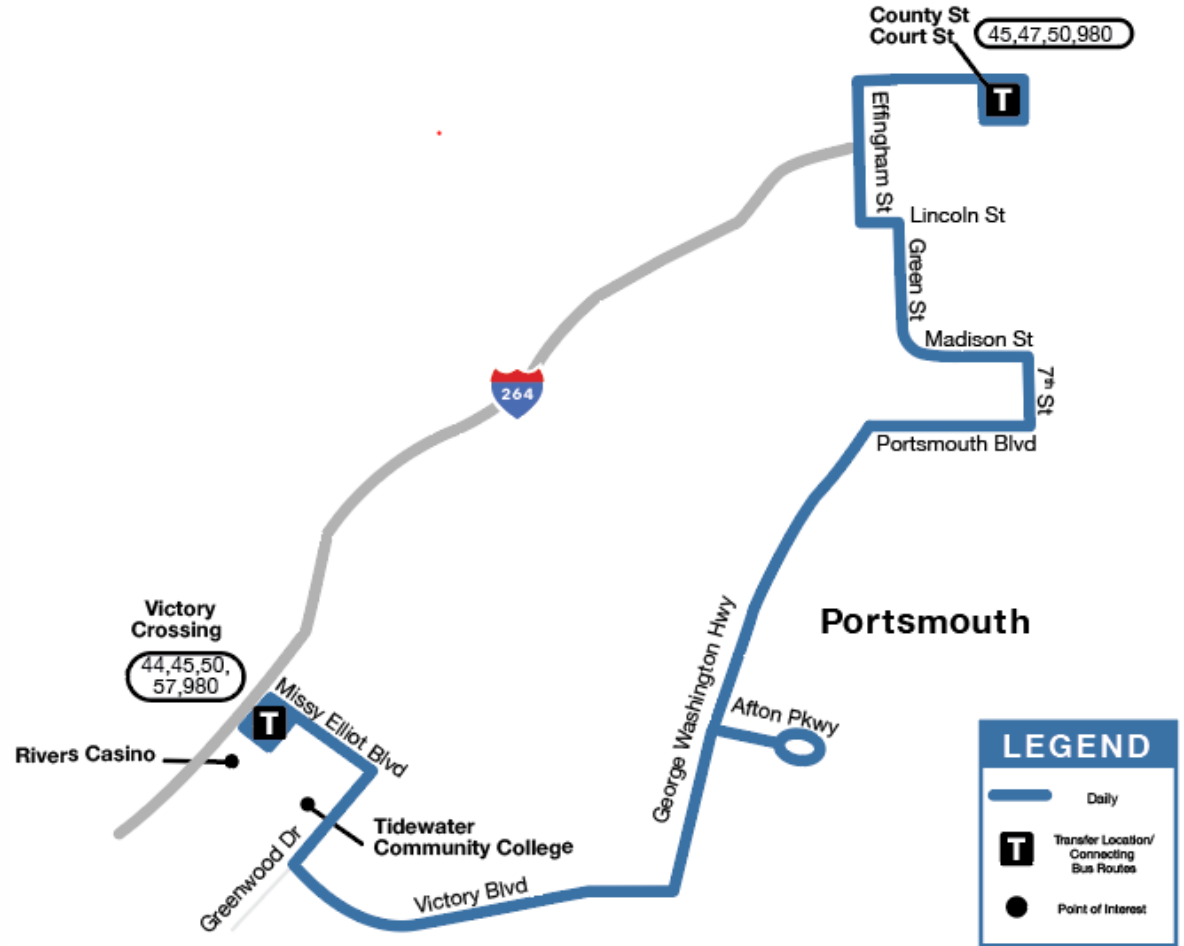
# HRT Route Changes

## ROUTE 41 CRADOCK:

Route 41 will be realigned and service streamlined from Downtown Portsmouth to Victory Crossing, with Route 45 and Route 50 covering some segments removed from Route 41.

Improve weekday span to 5:00 a.m. to 10:00 p.m. and Saturday span to 6:03 a.m. to 9:00 p.m. New Sunday service will be introduced from 8:00 a.m. to 8:00 p.m. with 30-minute headways during the base period and 60-minute headways during the non-base period.

***Route 41 will continue to provide service to Silvertree Senior Center on Madison Street.***



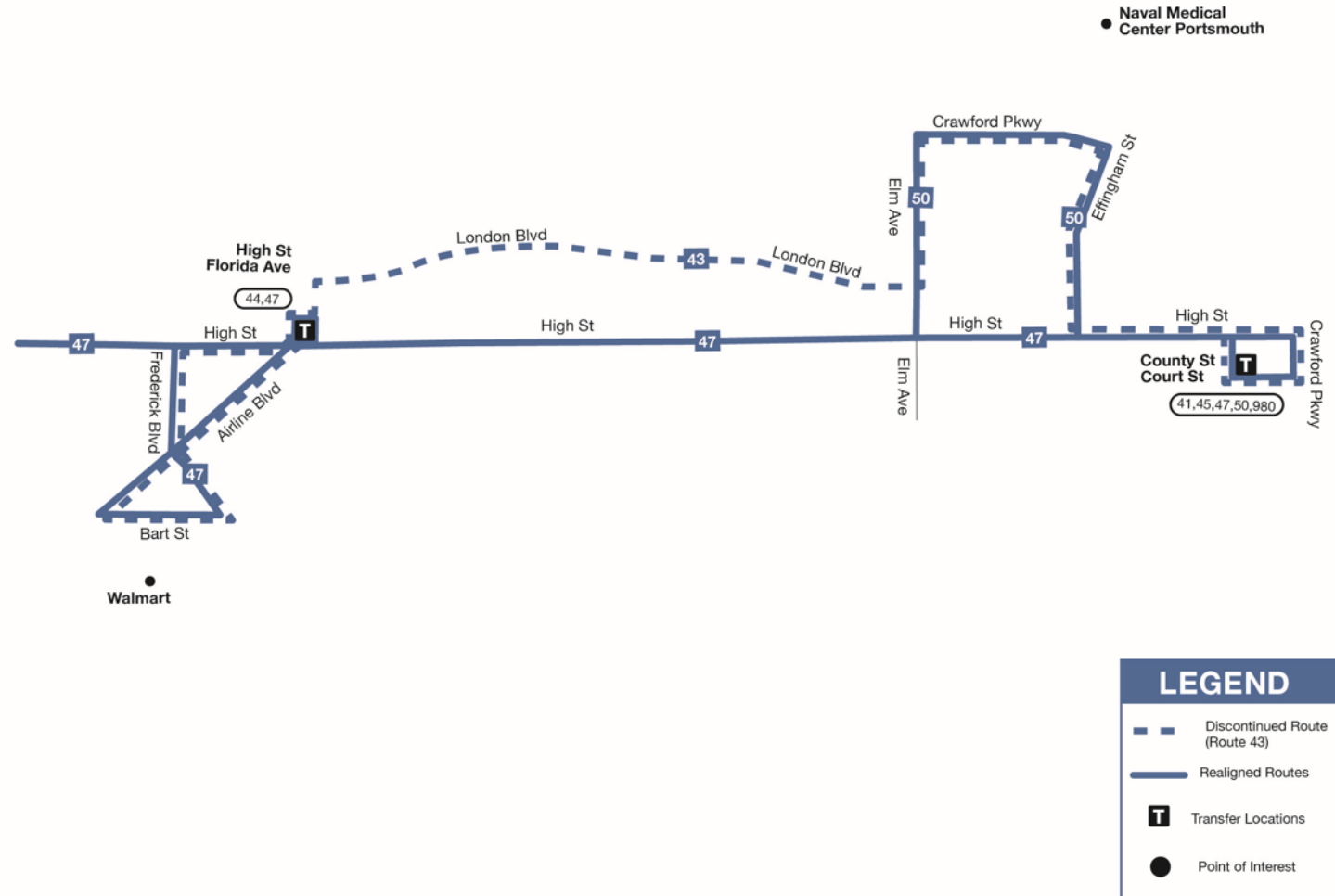
# HRT Route Changes

## ROUTE 43 PARKVIEW:

**Route 43 will be discontinued.**

Major segments of Route 43 will be covered by the realigned Routes 47 and 50.

Service will be maintained along Crawford Parkway to serve the Naval Medical Center and service along Bart Street at Fredrick Boulevard to service Walmart.

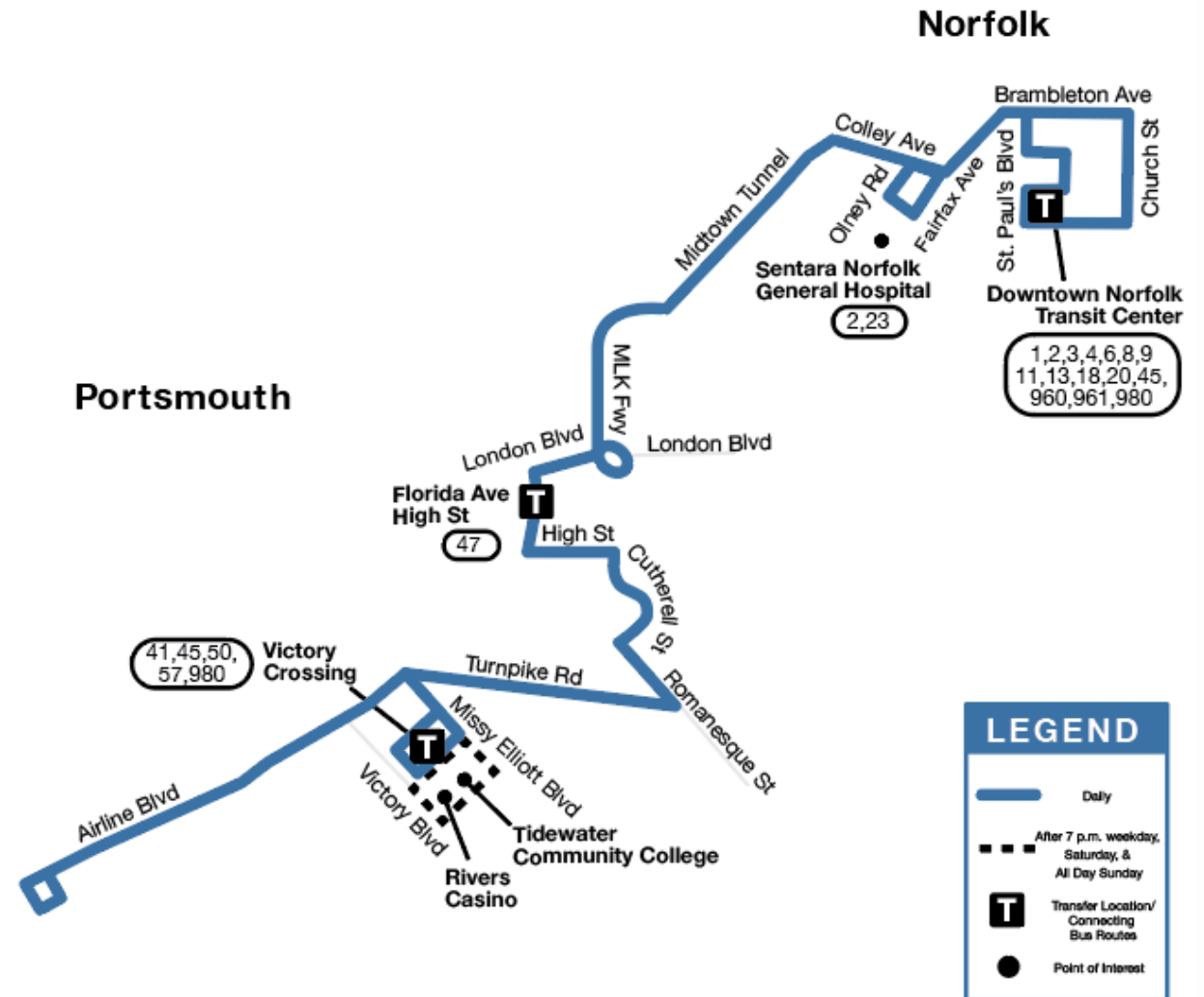


# HRT Route Changes

## ROUTE 44 MIDTOWN

Route 44 will be realigned. West of Victory Crossing, Route 44 will operate on Airline Boulevard until Sunkist Road, taking over a portion of the existing Route 57 (which is being realigned to no longer serve Airline Boulevard).

Service on Portsmouth Boulevard west of Turnpike Road will no longer be offered via Route 44 but will instead be served by the realigned Route 45. Saturday service span will be improved to begin at 6:05 a.m.





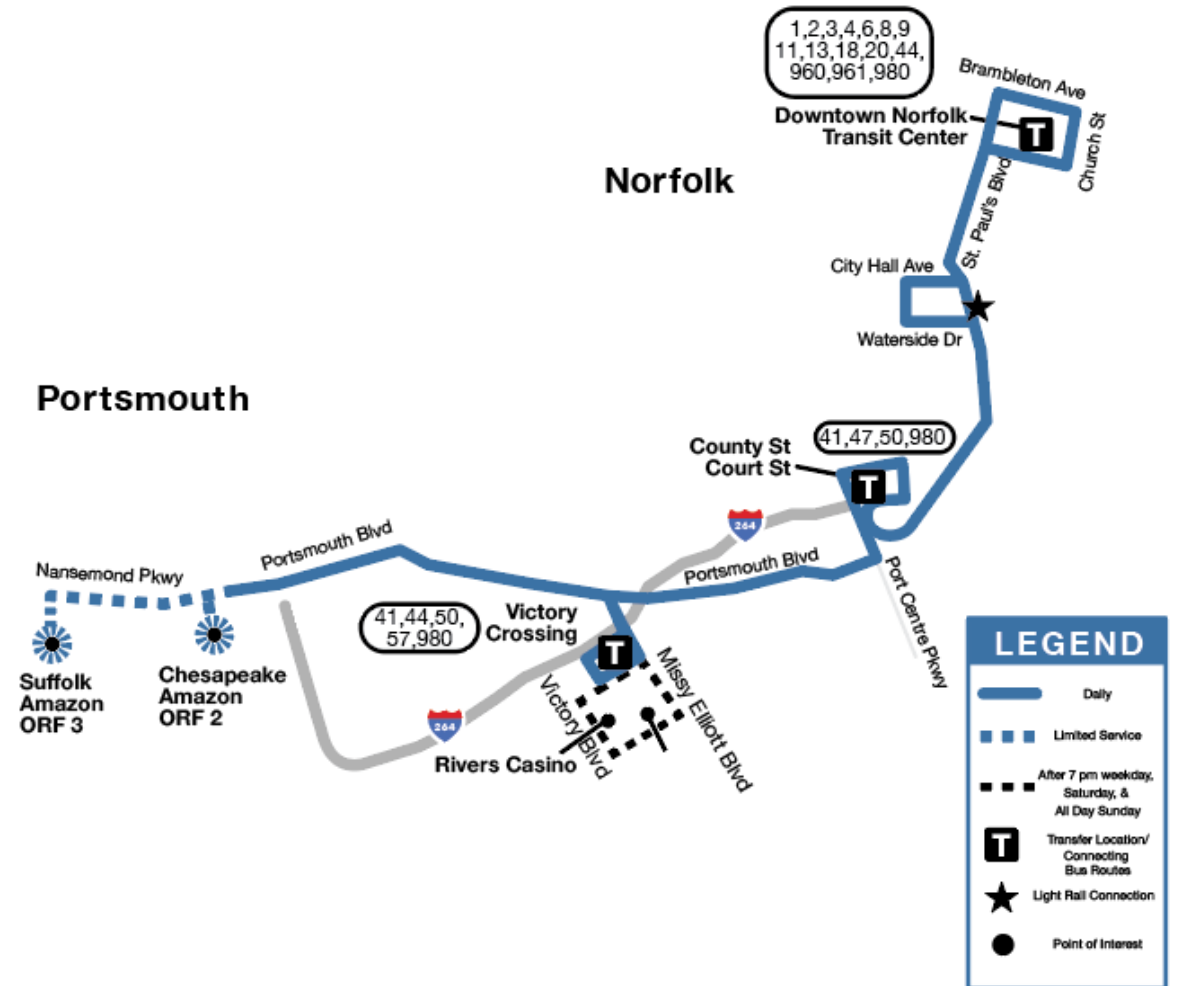
# HRT Route Changes

## ROUTE 45 PORTSMOUTH BLVD

Route 45 will be streamlined along Portsmouth Boulevard extending service to Starmount Parkway and Jolliff Road to cover the eliminated segment of Portsmouth Boulevard currently served by Route 44.

In Downtown Portsmouth, Route 45 will operate via Port Centre Parkway and Portsmouth Boulevard instead of via Effingham Street and Court Street (service along these corridors will be replaced with the realigned Route 41).

Select trips will continue to the Amazon facilities in Chesapeake and Suffolk, along Portsmouth Blvd/Nansemond Parkway.



# HRT Route Changes

## ROUTE 47 HIGH STREET

The alignment for Route 47 will remain predominantly the same as existing, with the addition of providing service between downtown Portsmouth and the Walmart near the intersection of Bart Street and Frederick Boulevard due to the elimination of Route 43.

Service on Sunday will be provided to College and Lake View Parkway. Weekday and Weekend span improvements will also be made.

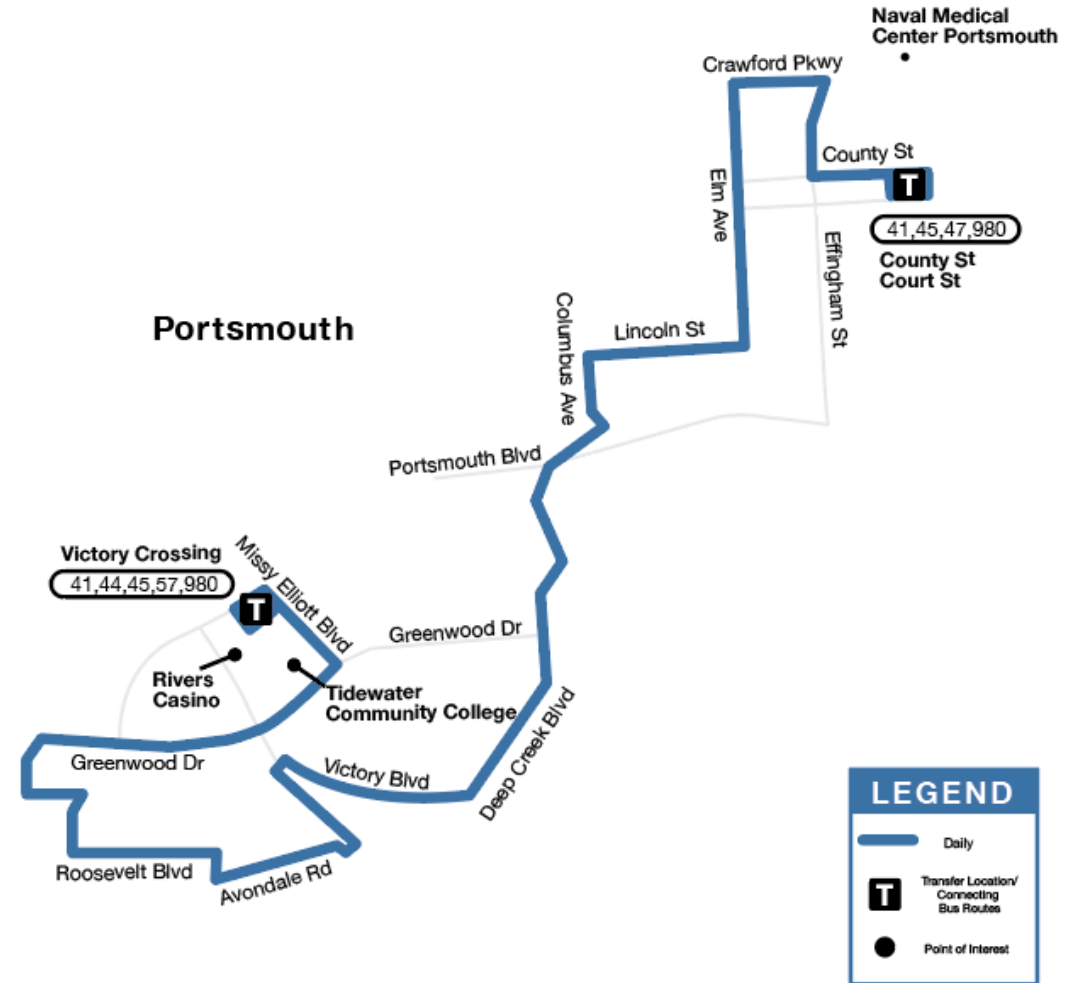


# HRT Route Changes

## ROUTE 50 COUNTY STREET

Route 50 will be realigned to cover the eliminated portion of Route 43 in the Parkview and eliminated portion of Route 41 serving Roosevelt Boulevard and Vaughn Court. As a coverage route, Route 50 will provide hourly service connecting neighborhoods in Portsmouth, freeing up other routes to provide more direct and frequent service between Portsmouth and Norfolk.

Service on Greenwood Drive between Missy Elliott Boulevard and Deep Creek will be discontinued. Saturday service span will change to 6:00 a.m. to 7:00 p.m. and Sunday span will start at 8:00 a.m.

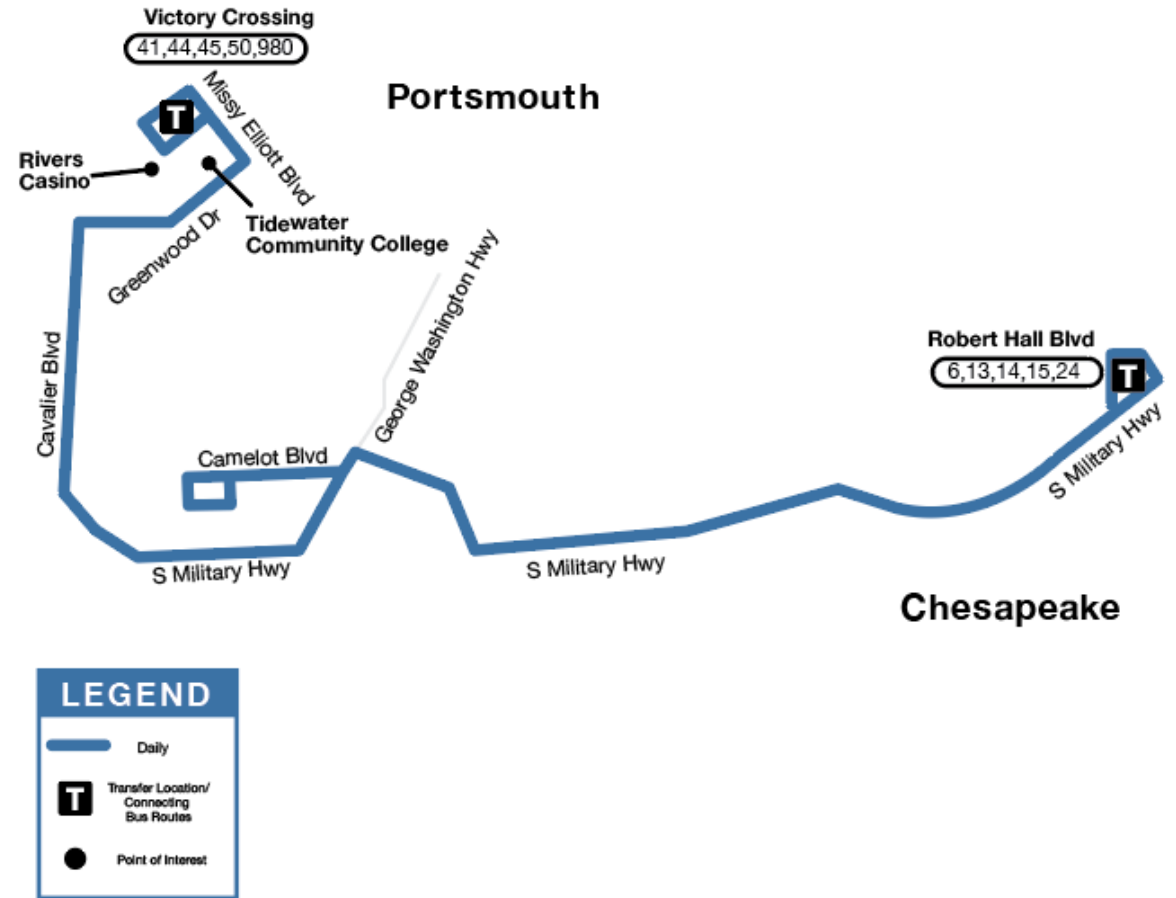


# HRT Route Changes

## ROUTE 57 CAMELOT

Route 57 will be realigned onto Cavalier Boulevard to serve Cavalier Industrial Park. Service on Route 57 will be discontinued on Airline Boulevard between Victory Boulevard and Sunkist Road, replaced by the realigned Route 44.

Service on Route 57 will be discontinued on Victory Boulevard, with service on Victory Boulevard being covered by Route 41. The service span and headway will remain the same as existing.



# HRT Route Changes

## Route 41

Realigned along Effingham Street. Weekday and Saturday span of service improvements will be made, and new Sunday service introduced.

## Route 43

Route discontinued, major segments of Route 43 will be covered by Routes 47 and 50. A Title VI analysis for Route 43 will be developed at a later date.

## Route 44

Realigned along Airline Boulevard. Minor span of service improvements will be made on Saturday.

## Route 45

Realigned along Portsmouth Boulevard. Span of service improvements will be made on Weekday and Sunday.

## Route 47

Realigned to cover segments of discontinued Route 43.

## Route 50

Realigned to cover segments of discontinued Route 43

## Route 57

Realigned to provide new service to Cavalier Industrial Park

# Public Outreach Plan

## Online



### goHRT.com

- Summary of changes
- Links to updated schedules



### Social Media

- Announcements
- Links back to website/schedule



### Email

- Customer Alerts
- Monthly eBlasts

## In Person



### Civic League Meetings

- Park View Civic League
- Cavalier Manor Civic League



### Pop-up Events

- County & Court
- Victory Crossing
- Florida & High St.



### Public Meetings

- Meetings at venues along impacted routes complete with board displays and brochures

## Interacting with Us



### ACS Announcements

- Summary of changes
- Links to updated schedules
- Digital and audio



### Customer Service

- Automated info when dialing in
- Automated info when requesting Portsmouth route data



### Shelter Announcements

- Customer Alert posted in shelters at transit centers and shelters along routes

Q&A