



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 12/11/2018 October & November				
	October	Prior Year	November	Prior Year
Total Incoming Calls	15,149 (+6.7%)	14,194	14,179 (+1.4%)	13,988
Calls Handled	14,448 (+6.2%)	13,599	13,602 (+1.0%)	13,470
Calls Abandoned (after 15 seconds)	159 (+2.6%)	155	135 (+25.0%)	108
% of Incoming Calls Successful	98.9%	98.9%	99.0%	99.2%
Average Speed to Answer Reservations (Goal 90 seconds)	31.7 seconds	38.5	29.4 seconds	26.3
Total Notification Calls	51,146	29,519	46,334	27,713
Calls Completed	47,906	14,978	44,329	14,021
% of Notification Calls Successful	93.7%	50.1%	95.7%	50.6%
Max # of Daily Customers Using Online Scheduling	81 4,898 – 12.2% of total trips	70 4,048 (10.5%)	77 3,908 – 10.0% of total trips	79 3,848 (10.2%)

