



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/11/2018 October & November

	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	86.0%	90.3%	86.9%	91.4%
Drop-Off OTP (Goal 95%)	97.3%	98.7%	97.4%	98.7%
Trips Requested	40,416 (+4.3%)	38,740	39,019 (+3.0%)	37,890
Trips Performed	30,634 (+1.9%)	30,063	27,915 (-0.6%)	28,089
Trips Cancelled in Advance	8,397 (20.8%)	7,505 (19.4%)	9,783 (25.1%)	8,536 (22.5%)
Customer Trip Violations (NS/CD/LC)	1,265 (4.0%)	1,172 (3.9%)	1,209 (4.2%)	1,261 (4.5%)
Trips Cancelled For Cause	120 (0.39%)	97 (0.32%)	112 (0.40%)	78 (0.28%)
On Time Pull Out (Goal 100%)	59.0% First Customer 88.3%	87.7%	59.0% First Customer 89.0%	81.25%
Peak # of Vehicles Scheduled	94 (83 Fleet + 11 Taxi)	95	101 (82 Fleet + 19 Taxi)	98