



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 12/09/2020 October & November				
	October	Prior Year	November	Prior Year
Total Incoming Calls	17,600 (+24.1%)	14,179	18,224 (+33.2%)	13,683
Calls Handled	16,711 (+22.7%)	13,619	17,359 (+31.1%)	13,238
Calls Abandoned (after 15 seconds)	848	120	794	137
% of Incoming Calls Successful	94.9%	99.2%	95.3%	99.0%
Average Speed to Answer Reservations (Goal 90 seconds)	96.0 seconds Daily average ranges were 30 seconds to 3.7 minutes	32.7 seconds	84.0 seconds Daily average ranges were 18 seconds to 4.6 minutes	35.8 seconds
Total Notification Calls	Stats being gathered	52,049	Stats being gathered	46,941
Notification Calls Completed	Stats being gathered	91.4%	Stats being gathered	95.8%
Max # of Daily Customers Using Online/App Scheduling	Stats being gathered	61 6.7% of total trips	Stats being gathered	73 7.2% of total trips
Trips Cancelled using WEB/App/IVR Services	Stats being gathered	2,675 29.3% of total	Stats being gathered	3,008 30.1% of total