



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/09/2020				
October & November				
	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	94.8%	85.5%	96.3%	85.6%
Drop-Off OTP (Goal 95%)	91.7%	97.3%	93.2%	97.9%
Trips Requested	27,272 (-34.6%)	41,709	25,535 (-33.6%)	38,433
Trips Performed	20,388 (-35.6%)	**31,704**	18,180 (-35.8%)	28,301
Trips Cancelled in Advance	6,124 (22.5%)	8,021 (19.2%)	6,858 (26.9%)	8,889 (23.1%)
Customer Trip Violations (NS/CD/LC)	1,560 (7.1%)	1,229 (3.7%)	1,566 (7.9%)	1,115 (3.8%)
Trips Cancelled For Cause	86 (0.42%)	107 (0.34%)	69 (0.38%)	102 (0.36%)
Average Customer Trip Travel Time	26.24 minutes	42.39 minutes	25.87 minutes	42.86 minutes
Peak # of Vehicles Scheduled	75 60 Fleet 15 Taxi/TNC	98 88 Fleet 10 Taxi	68 54 Fleet 14 Taxi/TNC	97 87 Fleet 10 Taxi
Number of Paratransit trips taken on Fixed Route	9,309 (-45.1%)	16,956	7,755 (-43.0%)	13,609