



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 12/13/2023 October & November

	October	Prior Year	November	Prior Year
Total Incoming Calls	21,058 (+28.4%)	16,403	20,929 (+24%)	16,872
Calls Handled	15,767 (+10.2%)	14,309	16,318 (+13.2%)	14,415
Calls Abandoned (after 15 seconds)	4,026 (+483.5%)	690	3,279 (+238.4%)	969
% of Incoming Calls Successful	76.43%	88.5%	79.41%	87.0%
Average Speed to Answer Reservations (Goal 90 seconds)	167.45 seconds Daily averages ranged from 19.2 to 548.5 seconds	35.23 seconds Daily average ranged from 15 to 101 seconds	181.01 seconds Daily averages ranged from 11.3 to 853 seconds	38.59 seconds Daily average ranged from 15 to 126 seconds