



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/13/2023 October & November

	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	87.4%	90.3%	89.4%	86.9%
Drop-Off OTP (Goal 95%)	91.8%	94.3%	93.3%	91.2%
Trips Requested	41,061 (+14.9%)	35,706	40,407 (+27%)	31,807
Trips Performed	30,282 (+13.9%)	26,564	28,349 (+22.4%)	23,160
Trips Cancelled in Advance	5,363 (13.1%)	6,980 (17.9%)	6,406 (15.9%)	6,648 (20.9%)
Customer Trip Violations (NS/CD/LC)	2,379 (7.9%)	1,937 (5.9%)	2,638 (9.3%)	1,795 (7.2%)
Trips Cancelled For Cause	510 (1.7%)	225 (0.79%)	400 (1.4%)	204 (0.89%)
Average Customer Trip Travel Time	26.77 minutes	25.00 minutes	26.16 minutes	25.78 minutes
Peak # of Vehicles Scheduled	95 65 Fleet 1 Taxi 29 TNC	87 63 Fleet 2 Taxi 22 TNC	97 64 Fleet 1 Taxi 32 TNC	87 64 Fleet 2 Taxi 21 TNC
Number of Paratransit trips taken on Fixed Route	11,683 (+15.8%)	10,091	10,161 (+18.3%)	8,589