



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 08/14/2024 June and July

	June	Prior Year	July	Prior Year
<b>Total Incoming Calls</b>	30,346 (+67.3%)	18,144	28,262 (+49.3%)	18,928
<b>Calls Handled</b>	25,547 (+65.9%)	15,398	26,019 (+64.1%)	15,854
<b>Calls Abandoned (after 15 seconds)</b>	95 (-93.3%)	1,412	1,230 (-39.5%)	2,032
<b>% of Incoming Calls Successful</b>	82.77%	86.09%	93.90%	84.77%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	58.86 seconds  Daily average ranges were 11.7 to 101.7 seconds	51.84 seconds  Daily average ranges were 17.9 to 122.3 seconds	33.73 seconds  Daily average ranges were 8.4 to 169.8 seconds	61.45 seconds  Daily average ranges were 16.8 to 126.4 seconds