



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 10/09/2024 August and September

	August	Prior Year	September	Prior Year
<b>Total Incoming Calls</b>	28,062 (+46%)	19,222	28,053 (+40.6%)	19,946
<b>Calls Handled</b>	27,169 (+65.3%)	16,437	27,621 (+67.3%)	16,512
<b>Calls Abandoned (after 15 seconds)</b>	5,025 (+210.2%)	1,620	5,315 (+135.7%)	2,255
<b>% of Incoming Calls Successful</b>	97.88%	86.67%	99.21%	83.89%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	3.6 seconds  Daily averages ranged from 3.6 to 130.2 seconds	47.43 seconds  Daily averages ranged from 14.6 to 147.8 seconds	4.31 seconds  Daily averages ranged from 1.8 to 13.8 seconds	68.18 seconds  Daily averages ranged from 13.7 to 206.4 seconds