



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 08/14/2024 June and July

	June	Prior Year	July	Prior Year
Pickup OTP (Goal 95%)	87.40%	90.90%	87.61%	87.40%
Drop-Off OTP (Goal 95%)	91.32%	93.93%	92.71%	92.59%
Trips Requested	39,170 (+3%)	38,020	43,775 (+17.8%)	37,154
Trips Performed	27,403 (-3.3%)	28,331	28,127 (+5.0%)	26,791
Trips Cancelled in Advance	8,607 (22%)	7,334 (17.7%)	12,105 (21.5%)	7,633 (17.7%)
Customer Trip Violations (NS/CD/LC)	2,697 (9.8%)	2,097 (6.0%)	2,833 (9.2%)	2,286 (5.7%)
Trips Cancelled For Cause	463 (1.7%)	258 (0.94%)	710 (2.52%)	444 (0.63%)
Average Customer Trip Travel Time	26.82 minutes	25.72 minutes	25.94 minutes	25.98 minutes
Peak # of Vehicles Scheduled	91 57 Fleet 1 Taxi 33 TNC	97 64 Fleet 1 Taxi 32 TNC	N/A XX Fleet X Taxi XX TNC	86 55 Fleet 1 Taxi 30 TNC
Number of Paratransit trips taken on Fixed Route	12,277 (+17.8%)	10,422	12,561 (+15.7%)	10,854