



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 10/09/2024 August and September

	August	Prior Year	September	Prior Year
Pickup OTP (Goal 95%)	89.7%	88.1%	90.1%	88.7%
Drop-Off OTP (Goal 95%)	91.5%	92.3%	91.8%	93.4%
Trips Requested	44,704 (+12.5%)	39,747	47,944 (+34.3%)	35,705
Trips Performed	29,944 (+2.3%)	29,256	31,042 (+14.9%)	27,000
Trips Cancelled in Advance	11,501 (25.7%)	7,710 (18.0%)	12,098 (25.2%)	6,623 (18.5%)
Customer Trip Violations (NS/CD/LC)	2,795 (9.3%)	2,367 (6.0%)	2,934 (9.4%)	1,818 (6.3%)
Trips Cancelled For Cause	450 (1.5%)	414 (0.64%)	366 (1.2%)	264 (0.74%)
Average Customer Trip Travel Time	25.94 minutes	26.39 minutes	26.02 minutes	25.50 minutes
Peak # of Vehicles Scheduled	116 64 Fleet 13 Taxi 39 TNC	112 67 Fleet 1 Taxi 44 TNC	129 77 Fleet 13 Taxi 39 TNC	89 63 Fleet 1 Taxi 25 TNC
Number of Paratransit trips taken on Fixed Route	13,044 (+17.1%)	11,136	12,300 (+13.2%)	10,870