



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/11/2024 October & November

	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	94.5%	87.4%	93.9%	89.4%
Drop-Off OTP (Goal 95%)	96.3%	91.8%	96.5%	93.3%
Trips Requested	50,576 (+23.2%)	41,061	46,074 (+14%)	40,407
Trips Performed	34,829 (+15%)	30,282	30,034 (+5.9%)	28,349
Trips Cancelled in Advance	12,372 (24.5%)	5,363 (13.1%)	12,867 (27.9%)	6,406 (15.9%)
Customer Trip Violations (NS/CD/LC)	3,192 (9.2%)	2,379 (7.9%)	2,982 (9.9%)	2,638 (9.3%)
Trips Cancelled For Cause	184 (0.5%)	510 (1.7%)	191 (0.6%)	400 (1.4%)
Average Customer Trip Travel Time	25.21 minutes	26.77 minutes	24.01 minutes	26.16 minutes
Peak # of Vehicles Scheduled	131 77 Fleet 30 Taxi 24 TNC	95 65 Fleet 1 Taxi 29 TNC	128 74 Fleet 30 Taxi 24 TNC	97 64 Fleet 1 Taxi 32 TNC
Number of Paratransit trips taken on Fixed Route	12,968 (+11%)	11,683	10,891 (+7.2%)	10,161