



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 12/11/2024 October & November

	October	Prior Year	November	Prior Year
Total Incoming Calls	27,164 (+29%)	21,058	20,155 (-3.7%)	20,929
Calls Handled	22,450 (+42.4%)	15,767	18,068 (+10.7%)	16,318
Calls Abandoned (after 15 seconds)	2,396 (-40.5%)	4,026	1,069 (-67.4%)	3,279
% of Incoming Calls Successful	82.65%	76.43%	89.65%	79.41%
Average Speed to Answer Reservations (Goal 90 seconds)	55.76 seconds Daily averages ranged from 12 to 124.8 seconds	167.45 seconds Daily averages ranged from 19.2 to 548.5 seconds	39.04 seconds Daily averages ranged from 15 to 82.2 seconds	181.01 seconds Daily averages ranged from 11.3 to 853 seconds