



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Hybrid Meeting

2nd Floor Board Room

509 East 18th Street, Norfolk, VA

Virtual Attendees via Zoom

Wednesday, October 9, 2024

Work Session – Noon to 1:00 PM

Regular Meeting 1:00 PM – 3:00 PM

Webinar Etiquette

- Use headsets to improve audio clarity
- Remember to use your telephone OR computer for audio – not both
- When joining the call by phone, press # without stating your name, especially if meeting has already begun
- Refrain from placing the call “on hold”; instead “Mute” your device
- Mute your phone/computer mic until you are speaking, then state your name before you begin
- Be aware that in video-enabled meetings you are always visible to all participants
- The virtual meetings will be recorded by the Host

Please note during the work session, prior to the start of the official meeting, there will be a reading of the 08/14/2024 minutes for anyone needing to hear them from 12:15 PM – 12:30 PM.

- 1. Call to order – Welcome, introductions, and virtual guidelines**
- 2. Approval of August Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Troy Bowser**
- 5. HRT Presentations and Updates**
 - **Noelle Pinkard, Organizational Advancement Officer**
 - **HRT Draft Legislative Agenda**
- 6. Easton Coach Company Updates**
 - **Service Updates**
 - **Debit/Credit Card Pre-authorization**
- 7. Subcommittee Reports**
 - **Service Quality – Ms. Janice Taylor**
 - **Policy – Ms. Courtney Stovall**
 - **Membership – Mr. Tyrell Mullen**
 - **Training – Ms. Wanda Boykins & Mr. Tyrell Mullen**
 - **Outreach – Ms. Janice Taylor**
- 8. Paratransit Operations & Certifications Reports**
- 9. Old Business**
- 10. New Business**
 - **Delinquent Accounts**
 - **Appeal Committee Volunteers**
 - **Annual Nominations and Elections of Committee Chair & Vice Chair**

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, December 11, 2024, at 1:00 PM in HRT's Second Floor Board Room at 3400 Victoria Blvd, Hampton, VA. and/or virtual format. (Actual location and format are subject to change)

Adjournment

Paratransit Advisory Committee

August 14, 2024

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order

A quorum was attained and Committee Chair, Mr. Troy Bowser called the meeting to order at 1:00 PM.

Introductions were made.

Committee Members in Attendance

Annie Ascher, Extra Member Consumer – Virginia Beach (Zoom)

Paul Atkinson Jr., Portsmouth Provider (Zoom)

Troy Bowser, Chair, Newport News Consumer (Zoom)

Wanda Boykin, Chesapeake Consumer

Meltonie Brooks, Virginia Beach Consumer (Zoom)

Thomas Bryan, Chesapeake Consumer (Zoom)

Keith Ferguson, Hampton Consumer (Zoom)

Alicia Griffin, Vice-Chair, Newport News Consumer

Patricia Harvey, Newport News Consumer (Zoom)

Mary Mathena, Virginia Beach Consumer

Joann Mancuso, Chesapeake Provider (Zoom)

Sherry Moltamore-Mallory, Norfolk Provider (Zoom)

Tyrell Mullen, Extra Member Consumer – Hampton

Renè Rogers, Norfolk Consumer

Courtney Stovall, Hampton Provider

Janice Taylor, Virginia Beach Provider

Catherine Tyler-Northan, Hampton Consumer (Zoom)

Thomas Vann, Norfolk Consumer

HRT Staff in Attendance

Ray Amoruso, Chief Planning & Development Officer

Tammara Askew, Administrative Support Technician

Barry Bland, Paratransit Service Contract Administrator

Malik Greene, Administrative Coordinator

Monica Hatcher, HR Program Support Specialist (Zoom)

Keith Johnson, Paratransit Service Contract Administrator

Christina Malcolm, Human Resources Compliance Manager

Tracy Moore, Director of Transportation (Zoom)

John Tate, Safety Manager

Uma Uma, Helpdesk

Others in Attendance

Jennifer Blinsmon

Tracey Cheeks
Rebecca Essig
Grant Holsinger, Easton Coach Company (Zoom)
Trevor Hunter, zTrip (Zoom)
Denise Johnson, TRAC Chair
Ina Kreps
Sheran Manning
Christiana Mayo, Easton Coach Company (Zoom)
Michael Ortiz, Easton Coach Company
Darren Pettis, Easton Coach Company (Zoom)
Dr. Amelia Ross-Hammond, Commission Liason
Teslyn Savage, Eggleston

The August Paratransit Committee meeting package was distributed electronically to committee members in advance of the meeting. The meeting package consisted of:

- Agenda
- Committee Roster
- Minutes from the Previous Meeting
- Paratransit Advisory Committee Guidelines
- Paratransit Operations & Certifications Reports

Approval of April 10, 2024 Minutes & June 12, 2024 Minutes

A motion was made to approve the April 2024 meeting minutes with Ms. Janice Taylor's corrections by Mr. Troy Bowser and properly seconded by Ms. Courtney Stovall.

Ms. Taylor will submit corrections to the June meeting minutes at a future date. A motion was made to approve the June 2024 meeting minutes with Ms. Taylor's corrections by Mr. Troy Bowser and properly seconded by Ms. Mary Mathena.

Public Comment

Ms. Tracey Cheeks said that her and Ms. Sheran Manning work at Norfolk Naval base Monday-Friday and stated their pickup times. Ms. Cheeks explained they are never notified that their rides are going to be late and how when rides are late it takes away from their vacation and sick time because they are contracted workers. Ms. Cheeks stated that she had no vacation or sick time due to this. Ms. Cheeks proclaimed that out of 5 days they are on time maybe twice. Ms. Cheeks and Ms. Manning stated that Ms. Mannings was supposed to be to work at 7:00 am and she got to work at 10:00 am. Ms. Cheeks stated that she was supposed to be picked up between 4:05 am-4:35 am and didn't get picked up until 7:00 am. Ms. Cheeks inquired about why riders going to the base can't ride in the same van. Ms. Cheeks stated that she gets picked up in Norfolk then the ride detours to Virginia Beach, Portsmouth, and then back to Norfolk which makes them late. Ms. Cheeks explained that she must call four different people to notify if she is going to be late. Ms. Cheeks stated that some drivers have not had

base access, and she has had to get dropped off at the gate. Ms. Cheeks proclaimed that it is a struggle to walk to where she needs to go on the base.

Ms. Manning inquired why Virginia Beach riders cannot be picked up and taken to the base. Ms. Manning vented her frustrations about being late to work.

Mr. Michael Ortiz stated that he is very familiar with their complaints and has looked into all of their rides since Easton Coach Company has taken over. Mr. Ortiz stated that one of the major issues being dealt with is base drivers. Mr. Ortiz explained that as of today, 14 new drivers have access to the various bases in the area. Mr. Ortiz also stated that another 16 will be certified in August. Mr. Ortiz stated new vehicles have started to come in and rental vehicles have been added to surplus vehicle capacity. Mr. Ortiz expressed remedying some of the incidents that have happened within the first two weeks of Easton Coach Company taking over the service.

Ms. Meltonie Brooks questioned if it could be possible for drivers to work in a specific city for the day.

Mr. Keith Johnson explained that over 40% of trips are intercity and if all customers stayed within their city, that would be simple to accommodate.

Ms. Brooks expressed if there was anything the consumers could do to support.

Mr. Ortiz explained how the system works regarding the ride plan and how drivers calling out can strongly affect things.

Mr. Grant Holsinger apologized for the service quality over the past couple of months. Mr. Holsinger stated that when Easton Coach Company took over the contract on July 1, they were about 30 drivers short. Mr. Holsinger stated that when there are not enough drivers to operate efficiently, the system must force rides in. Mr. Holsinger stated that 10 drivers have been added, 8 more will be in service after next week, with another class following. Mr. Holsinger explained that as these drivers continue to go into service, rides will be more efficient because the scheduling software can work to its full capacity.

Ms. Catherine Tyler-Northan questioned if something can be done about drivers coming from Northside to Southside to pick up riders and vice versa.

Mr. Ortiz stated that the Northside facility has been moved to a larger location. Mr. Ortiz said 11 new vehicles have been added as well as 8 new drivers to the Northside facility. Mr. Ortiz expressed the intent to add 10 more vehicles and 12 new drivers. Mr. Ortiz explained reason drivers have travelled from northside to southside to pick up riders and expressed that significant changes will be noticeable as more staff and vehicles are added to the northside.

Mr. Holsinger expressed that as more drivers come on board, efficiency will increase, and how Easton Coach Company has had success in the past with situations like this. Mr. Holsinger explained the training process and staggering classes so there is always a flow of drivers coming in.

Chairman's Report – Mr. Troy Bowser

Mr. Bowser stated that the Call Center is doing much better in response to rider demands now that it is local. Mr. Bowser inquired if the IVR (Interactive Voice Recognition) system will be put back in place.

Mr. Holsinger said that VIA will continue to run the IVR and stated that they are in the testing phase and the IVR is expected to be up within the next 2 weeks.

Mr. Bowser questioned how the IVR will affect the Call Center.

Mr. Holsinger stated that the IVR will cut down the call volume.

Mr. Bowser gave commendation to Easton Coach Company. Mr. Bowser stated that he did get into an accident while in one of the TNC vehicles. Mr. Bowser stated that somebody hit them from the back and that everybody did walk away safely.

Annual Nominations and Elections of Committee Chair & Vice-Chair

Ms. Taylor stated that the committee was never given a date or appointed chair.

Mr. Bowser appointed Ms. Taylor as Nominating Committee Chair.

Ms. Taylor inquired about Ms. Alicia Griffin and Ms. Brooks working on the committee to put together the workshops and schedule meetings.

Mr. Bowser appointed Ms. Brooks to the committee and Ms. Griffin as Vice-Chair to the committee.

Ms. Taylor stated that they will get together and start planning and putting together the workshops and agendas to have everything in order for the next meeting.

HRT Presentations and Updates

Mr. Ray Amoruso presented the HRT System Optimization Plan as enclosed in the appendix of these minutes.

Ms. Joann Mancuso expressed how cutting routes will limit Paratransit riders. Ms. Mancuso also detailed how she is unable to sign people up to various programs due to locations being out of the service area.

Mr. Amoruso reassured Ms. Mancuso that if a route is up for elimination, they will make sure that the territory is still accessible via a different type of transit service, not fixed route service but demand responsive service, very similar to Paratransit.

There was discussion regarding light rail.

Easton Coach Company Updates

Mr. Ortiz reported on Easton Coach Company updates as enclosed in the appendix of these minutes.

Subcommittee Reports

Service Quality – Ms. Janice Taylor

Ms. Taylor gave commendation to the Call Center, specifically to the reservationists Angelina and Whitney.

Ms. Taylor questioned if subscription service could help the base riders.

Mr. Johnson stated that they already have subscription service. Mr. Johnson expressed how difficult it is working with bases to get drivers' access.

Mr. Johnson also stated that there are issues when booking to Norfolk international Airport through the app and to call reservations for trips to the airport.

Ms. Mancuso also gave commendation to the Call Center.

Ms. Mancuso stated that one TNC driver did not have any logo showing on the vehicle.

Mr. Holsinger stated that TNC drivers are supposed to have the magnets on their vehicles.

Ms. Taylor suggested if it was possible for an express van to get riders to the base.

Mr. Ortiz informed Ms. Taylor that it is possible, but the number of base riders and drivers are all over the 6 cities. Ms. Ortiz explained that as more base accessible drivers are acquired, the algorithm should place more riders in the same vehicle. Mr. Ortiz expressed that he thinks Ms. Taylor's suggestion could be a possibility, but there are not enough base riders right now.

There was discussion regarding bus routes.

There was also discussion regarding taxis.

Membership – Mr. Tyrell Mullen

There were no new membership updates provided.

Training – Ms. Wanda Boykin and Mr. Tyrell Mullen

There were no new training updates provided.

Outreach – Ms. Janice Taylor

Ms. Taylor stated that the “Your Voice Matters, Shape the Future of Transportation in Hampton Roads” is being put together by HRTPO tonight. Ms. Taylor stated that her and Ms. Mathena are members of RTAP (Regional Transit Advisory Panel) and inquired if anyone was interested in attending. Ms. Taylor stated that federal partners are interested in learning how riders engage with community stakeholders and partners.

Policy – Ms. Courtney Stovall

There were no new policy updates provided.

Paratransit Operations and Certifications Report

Mr. Johnson reported on Paratransit Operations and Certifications as enclosed in the meeting package.

Old Business

Mr. Johnson gave some final words to the Committee and thanked everybody.

The Committee applauded, thanked, and gave farewells to Mr. Johnson.

The Committee welcomed Mr. Barry Bland as his replacement.

Mr. Bowser adjourned the meeting at 2:59 PM.

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, October 9, 2024, at 509 East 18th Street, Norfolk, VA 23504, Second Floor Boardroom.

Submitted by Malik Greene, Paratransit Administrative Coordinator

System Optimization Plan Overview

Paratransit Advisory Committee (PAC)

August 14, 2024



Background and Purpose

HRT is facing multiple systemic challenges

COVID-19 changed travel behavior in the region, leading to a decline in regular transit use.

While people have started returning to in-person work, many commuters work at home at least part of the week.

Bus operator shortages makes it difficult to return service to pre-pandemic levels and provide a reliable travel option for customers.

Transit operating costs are rising faster than new funding sources are becoming available.



HRT is addressing its challenges developing a System Optimization Plan

- Through the System Optimization Plan (SOP), HRT will **evaluate** and **streamline** its network of local bus routes that support the Regional Backbone bus network.
- By rethinking the local bus network, HRT can better deploy its limited human and financial resources.



Route Comparison Analysis

Purpose

1

Examine each route in HRT's bus network across a series of key performance indicators (KPIs) over the past five-six years.




2

Understand how each route in HRT's network performs relative to HRT's service and performance standards and to each other.

3

The findings highlight the top and bottom route performers across the KPIs and will inform service planning decisions.

Evaluation Measures and Criteria

	Ridership	Average daily ridership Ridership recovery ratio Passengers per revenue hour Passengers per one-way trip
	Financial Productivity	Operating cost per passenger Farebox recovery ratio Operating subsidy per passenger
	Reliability	On-time performance Passenger load

Route-level results are accessible via a dashboard, accessible here:
<https://fitp.maps.arcgis.com/apps/dashboards/f515d047ea4643dabb0d43a2bab1a37a> SYSTEM OPTIMIZATION PLAN- TAC MEETING #1

Performance and Existing Conditions Analyses

- **Route Comparison Analysis** examining how HRT's existing service has changed between FY 2019 and FY 2024 across ridership, financial productivity, and reliability key performance indicators



Service and Implementation Planning

- **Develop service recommendations** based on the findings of the existing conditions analysis to help HRT focus limited resources and provide the right type of service in the right places.
- **Identify alternative service delivery methods** that may include demand responsive services instead of fixed route service.
- **Develop implementation and financial plans** to support short-term implementation of the service recommendations.
 - Longer-term needs will be planned through an update of HRT's Transit Strategic Plan.

Service Planning Parameters

- The SOP will be a constrained plan to adjust HRT's local bus routes to match:
 - Operational capacity
 - Available funding
 - Post-pandemic travel patterns
- The SOP will map out HRT's local bus network going forward.

Public & Stakeholder Engagement

- Robust public and stakeholder outreach throughout SOP development
 - **Phase 1 (Summer 2024):** review of existing conditions analyses, discussion of priorities and tradeoffs for service recommendations
 - Focused on internal stakeholders, such as HRT staff, municipal partners, and Commission
 - **Phase 2 (Fall 2024):** input on draft high-level optimized network
 - Focused on external stakeholders and public input
 - **Phase 3 (Winter 2025):** input on service recommendations
 - Focused on external stakeholders and public input

Tradeoffs and Priorities for Service Planning

Equity Implications

- Through the SOP HRT's local bus network will change.
 - Some routes may be eliminated or replaced with other service.
 - Some routes may warrant longer spans and/or more frequent service.
- Route performance will inform service recommendations;
- **HOWEVER**, service recommendations must also consider transit reliant populations.
- The service plan will include recommendations to maintain access to these populations.
- All recommendations will be opened for public discussion prior to plan adoption.

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SOP Potential Effects on Paratransit Service

- In places where the HRT SOP recommends eliminating low-performing routes, HRT will maintain access for paratransit customers through:

Realigning routes

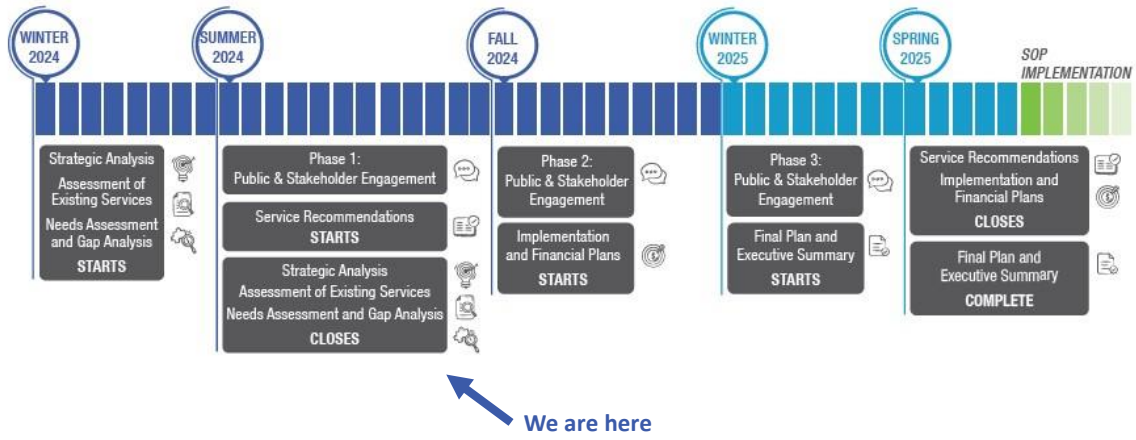
- Some segments from eliminated routes will be covered by realigning other routes.
- Realignments would ensure the $\frac{3}{4}$ mile paratransit coverage zone remains minimally changed.

Implementing on-demand service

- Microtransit will provide coverage in places unsuited for fixed-route transit.
- The microtransit fleet will include ADA-accessible vehicles.

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Project Schedule



Questions?



**July 2024
Paratransit Advisory Committee**



**Presented by:
Michael Ortiz, GM**



Monthly recap:

In our first month of service, despite a not so warm welcome from the weather on day one, we are making it very clear we are here to set the standard for paratransit in the months to come.

Category	Result
Total Trips	28,125
On-Time Performance	88% (the second ½ of July we were 91%)
On-Time Drop Off	92% (the second ½ of July we were 94%)
Average Trip Length	25 minutes

Sneak Peak:
As of August 1st, we are currently at a 93% OTP and a 95% On Time Dropoff!!!

Opportunities & Highlights

Opportunities:

- Customer Service
 - Call center
 - Rider Complaints
 - Doing the right thing
- Drivers
 - Holding drivers accountable
 - Only the best will drive
- Staffing
 - Adding the right people for the right role
- Training
 - Not checking a box, we are training a standard
- Results
 - We had a very strong month, we missed some goals, but we took this and a learning opportunity

Highlights:

- Customer Service
 - Our team internally have been handling all complaints
 - Ownership and finding a solution
- Drivers
 - We have added almost 20 new drivers just this month!
 - Strongest vetting we have ever had
- Staffing
 - We are not looking to meet a quota, we are looking for talent.
- Training
 - From top to bottom, everyone is being rewired on expectation, safety, service, and being better each day
- Results
 - We are focused forward

Maintenance Report

Total vehicles: 98 (10 rentals)
Total in service 86
Total new: 9
Total still to come: 23!

Staffing: We have added 3 additional mechanics to our staffing. All of them with extensive paratransit maintenance experience.

Transportation District Commission of Hampton Roads

DRAFT

2025 Legislative Agenda

Public transportation is a driver of economic prosperity and well-being across Hampton Roads. Hampton Roads' ability to thrive depends significantly on a well-performing transportation system, including robust and reliable public transportation. It is vital to numerous regional priorities, including supporting Hampton Roads military communities and enhancing quality of life for service members and their families and attracting and retaining a diverse workforce. Residents throughout the region deserve access to safe, reliable, and affordable transportation options. Transit connects communities and businesses across the region, and improves access to all the region offers, from jobs, healthcare, and retail destinations to recreation, education, and workforce training opportunities. Each service improvement across our multimodal system produces new connections, greater reliability, and more convenient trips.

The Transportation District Commission of Hampton Roads (TDCHR) has outlined the following legislative and public policy priorities, with the goal to maximize opportunities to advance HRT's vision and mission.

Federal Priorities

- The TDCHR supports the IIJA funding levels for public transportation formula and discretionary funds and will pursue all appropriate federal discretionary grant opportunities. As Congress begins consideration of the next multi-year surface transportation bill, HRT will advocate for retaining the gains in funding achieved in IIJA for all transit programs, including Section 5339 bus programs.
- The TDCHR also supports the continuation of congressionally directed spending programs through annual appropriations as a valuable source of needed funding for HRT capital projects and an effective way for our Congressional delegation to directly support our regional multi-modal infrastructure and services.
- The TDCHR will advocate for full funding of the Capital Investment Grants (CIG) Program – an important source of funding for major fixed guideway capital projects – as HRT pursues expanded service to provide broader regional benefits, including extension of The Tide light rail system and other high-capacity transit programs in the region.
- The TDCHR will advocate for policies and funding to support continued advancements in the use of transformational technologies, including non-diesel technologies, upgrades to trip planning and fare systems, real-time travel information systems, demand-response service and other innovations.

State Priorities

- The TDCHR supports policies to create predictable, adequate, and equitable funding across varying transit modes and regions throughout the Commonwealth. Sustainable funding is critical for reliable transit services that reduce customer exposure to service cuts and fare increases.
- The TDCHR supports the review and revision of statewide performance-based funding policies in order to avoid negative and disparate consequences to transit customers and systems and recognize varying social equity needs.

DRAFT

OCT 2024
Paratransit Advisory Committee



Presented by:
Michael Ortiz, GM

Monthly recap:

August saw the start of what was to come with Easton Coach. We took some learning lessons from the past and implemented a plan to not go backwards. Finishing Aug strong we went into arguably our busiest month of the year and held true to our word to provide top notch service. September saw us breaking our single day ride record 4 times in the same month (all over 1500).

And although we still have, and will always have room to grow, we look forward to the challenge of being better each day.

Category	August 2024	September 2024
Total Trips	29,994	31,088
On-Time Performance	90%	93%
On-Time Drop Off	91%	96%
Average Trip Length	26 minutes	26 minutes

Safety and Training

Safety

- Starting enforcing Lytx for coaching
- Mandatory Monthly Safety Briefs
- Training Depot Staff
- Aim to reduce preventable accidents

Training

- Total team training optimization and customer service
- Working with call center to assist riders in real time
- Developing a “Rule Book” for everyone to understand all policy and procedures

Maintenance Report

Total vehicles: 114

Total in service: 108 (98 HRT / 10 Rentals)

Total at 3rd Party: 6

Total in repair at depot:

Staffing Report

Drivers: 132 active drivers (another 6 on their second week of training)

- New class will be focused on weekend shifts with Sunday being our biggest shortage of staff**
- We started with 109 drivers in July**

New Safety Manger! Will start late Oct

Added 3 Road Supervisors!

We are still using Via and Ztrip to assist with our riders but as we add more drivers are more vehicles (12 more to come) we will focus on Easton Coach having the honor of taking our riders from point A to B.

Call Center Updates

Pre-Authorization Feature

What is pre-authorization?

An authorization or pre-authorization hold occurs when a merchant verifies that sufficient funds are available in your account for an electronic transaction. They put a temporary lock on a certain amount of your balance until you settle the payment. This appears as a pending charge on your account.

What does pre-authorization solve?

Pre-authorization will help decrease rider fraud, where riders use a payment card without sufficient funds to book a ride. Without pre-authorization, it is only after the ride is taken and therefore when the charge is attempted that we realize that the rider hasn't paid.

FAQs

When I add a new credit card to my profile, what will happen?

When a rider adds a NEW credit card, a \$0 test transaction is performed to ensure the card is valid.

When I book a ride, what will appear on my credit card?

When a rider books a ride, a hold will appear on their credit card that reflects the full cost of the ride. For each separate booking, they will incur a separate hold. A hold is not a transaction- no money is yet taken out of the account. However, the hold amount is unavailable until the hold either falls off or settles.

When does the hold disappear?

The hold will disappear from the card in one of the following cases:

- The ride is canceled (no fee paid).
- The ride is completed (the hold amount becomes charged and is transferred from the rider's card to the payment provider).
- The ride is a no-show and the expiration period has passed (7 days).



HAMPTON ROADS TRANSIT

Paratransit Certification Report 10/09/2024 August and September

2 Month Totals	August	Prior Year	September	Prior Year
Applications Processed - 344	180 (+39.5%)	129	164 (+32.2%)	124
New Certifications 219	121	108	98	89
Re-Certifications 107	51	17	56	24
Denials 18	8	4	10	11
Number of Eligible Clients	7,608 (+8.1%)	7,039	7,572 (+6.3%)	7,122
Number of Clients Using the Service	2,310 (+6.6%)	2,166	2,348 (+9.6%)	2,142
Number of eligible clients who did not recertify – 308	174	4	134	6
Sanction Notifications Sent	0	0	0	0
	Eligibility Appeals			
	Filed – 3 Amended – 3 Overturned by Panel – 0 Upheld by Panel – 0			
3rd Quarter Client Suspensions *Waived*	Sanction Appeals			3rd Quarter Remaining Sanctions Served
0 – 7 day 0 – 14 day 0 – 21 day 0 – 30 day	Filed - 0 Amended – 0 Overturned by Panel – 0 Upheld by Panel – 0			0



HAMPTON ROADS TRANSIT

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

	August	Prior Year	September	Prior Year
Total Incoming Calls	28,062 (+46%)	19,222	28,053 (+40.6%)	19,946
Calls Handled	27,169 (+65.3%)	16,437	27,621 (+67.3%)	16,512
Calls Abandoned (after 15 seconds)	5,025 (+210.2%)	1,620	5,315 (+135.7%)	2,255
% of Incoming Calls Successful	97.88%	86.67%	99.21%	83.89%
Average Speed to Answer Reservations (Goal 90 seconds)	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



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