



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 12/10/2025 October & November

	<b>October</b>	<b>Prior Year</b>	<b>November</b>	<b>Prior Year</b>
<b>Total Incoming Calls</b>	21,762 (-19.8%)	27,164	16,786 (-16.7%)	20,155
<b>Calls Handled</b>	18,005 (-19.8%)	22,450	15,844 (-12.3%)	18,068
<b>Calls Abandoned (after 15 seconds)</b>	1,513 (-36.9%)	2,396	512 (-52.1%)	1,069
<b>% of Incoming Calls Successful</b>	82.75%	82.65%	94.39%	89.65%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	42.29 seconds Daily averages ranged from 13 to 149 seconds	55.76 seconds Daily averages ranged from 12 to 124.8 seconds	23.53 seconds Daily averages ranged from 12 to 60 seconds	39.04 seconds Daily averages ranged from 15 to 82.2 seconds