



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 02/12/2025 December & January

	December	Prior Year	January	Prior Year
Total Incoming Calls	18,956 (-0.3%)	19,014	19,824 (+10.9%)	17,881
Calls Handled	17,278 (+11.1%)	15,852	17,923 (+14.4%)	15,668
Calls Abandoned (after 15 seconds)	719 (-61.6%)	1,874	849 (-7.2%)	915
% of Incoming Calls Successful	91.21%	84.52%	90.43%	88.74%
Average Speed to Answer Reservations (Goal 90 seconds)	30 seconds Daily averages ranged from 10 to 141 seconds	62.94 seconds Daily averages ranged from 15.4 to 244.7 seconds	32.03 seconds Daily averages ranged from 10 to 77 seconds	25.23 seconds Daily averages ranged from 13.1 to 75 seconds