



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 06/11/2025 April and May

	April	Prior Year	May	Prior Year
Total Incoming Calls	19,118 (+1.3%)	18,865	18,021 (-17.3%)	21,779
Calls Handled	18,037 (+12.9%)	15,973	17,217 (+2.6%)	16,774
Calls Abandoned (after 15 seconds)	534 (-66.4%)	1,587	463 (-87.7%)	3,538
% of Incoming Calls Successful	94.38%	85.94%	95.57%	78.36%
Average Speed to Answer Reservations (Goal 90 seconds)	23.6 seconds Daily average ranges were 11 to 56 seconds	54.9 seconds Daily average ranges were 13.7 to 188.3 seconds	20.1 seconds Daily average ranges were 10 to 37 seconds	120.9 seconds Daily average ranges were 14 to 365 seconds