



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 08/13/2025 June and July

	June	Prior Year	July	Prior Year
<b>Total Incoming Calls</b>	16,670 (-45.1%)	30,346	17,876 (-36.7%)	28,262
<b>Calls Handled</b>	15,532 (-39.2%)	25,547	15,941 (-38.7%)	26,019
<b>Calls Abandoned (after 15 seconds)</b>	523 (+450.5%)	95	779 (-36.6%)	1,230
<b>% of Incoming Calls Successful</b>	93.2%	82.77%	89.2%	93.90%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	28.3 seconds  Daily average ranges were 13 to 50 seconds	58.86 seconds  Daily average ranges were 11.7 to 101.7 seconds	38 seconds  Daily average ranges were 10 to 101 seconds	33.73 seconds  Daily average ranges were 8.4 to 169.8 seconds