



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 10/08/2025 August and September

	August	Prior Year	September	Prior Year
Total Incoming Calls	18,454 (-34.2%)	28,062	17,956 (-35.9%)	28,053
Calls Handled	16,461 (-39.4%)	27,169	16,821 (-39.1%)	27,621
Calls Abandoned (after 15 seconds)	784 (-96.3%)	5,025	548 (-89.6%)	5,315
% of Incoming Calls Successful	89.2%	97.9%	93.7%	99.2%
Average Speed to Answer Reservations (Goal 90 seconds)	35.63 seconds Daily averages ranged from 11 to 137 seconds	3.6 seconds Daily averages ranged from 3.6 to 130.2 seconds	25.17 seconds Daily averages ranged from 12 to 71 seconds	4.31 seconds Daily averages ranged from 1.8 to 13.8 seconds