



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 12/10/2025 October & November

| | October | Prior Year | November | Prior Year |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Pickup OTP (Goal 95%) | 92.9% | 94.5% | 93% | 93.9% |
| Drop-Off OTP (Goal 95%) | 95.8% | 96.3% | 96.2% | 96.5% |
| Trips Requested | 53,451 (+5.7%) | 50,576 | 48,381 (+5%) | 46,074 |
| Trips Performed | 35,594 (+2.2%) | 34,829 | 31,187 (+3.8%) | 30,034 |
| Trips Cancelled in Advance | 13,060 (24.4%) | 12,372 (24.5%) | 13,549 (28%) | 12,867 (27.9%) |
| Customer Trip Violations (NS/CD/LC) | 3,797 (10.6%) | 3,192 (9.2%) | 3,441 (11%) | 2,982 (9.9%) |
| Trips Cancelled For Cause | 1,001 (2.8%) | 184 (0.5%) | 205 (0.6%) | 191 (0.6%) |
| Average Customer Trip Travel Time | 25.74 minutes | 25.21 minutes | 25.11 minutes | 24.01 minutes |
| Peak # of Vehicles Scheduled | 148 85 Fleet 28 Taxi 35 TNC | 131 77 Fleet 30 Taxi 24 TNC | 146 85 Fleet 22 Taxi 39 TNC | 128 74 Fleet 30 Taxi 24 TNC |
| Number of Paratransit trips taken on Fixed Route | 12,511 (-3.5%) | 12,968 | 10,467 (-3.9%) | 10,891 |