



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 02/12/2025 December & January

	December	Prior Year	January	Prior Year
<b>Pickup OTP (Goal 95%)</b>	93.7%	89.5%	95.6%	91.4%
<b>Drop-Off OTP (Goal 95%)</b>	94.8%	93.3%	95.2%	94.5%
<b>Trips Requested</b>	47,178 (+21.9%)	38,693	47,364 (+19.6%)	39,611
<b>Trips Performed</b>	29,854 (+9.1%)	27,354	28,858 (+0.4%)	28,750
<b>Trips Cancelled in Advance</b>	13,865 (29.4%)	8,607 (22.2%)	15,109 (31.9%)	8,284 (20.9%)
<b>Customer Trip Violations (NS/CD/LC)</b>	3,257 (10.9%)	2,440 (8.9%)	3,237 (11.2%)	2,345 (8.2%)
<b>Trips Cancelled For Cause</b>	203 (0.7%)	292 (1.1%)	160 (0.5%)	232 (0.8%)
<b>Average Customer Trip Travel Time</b>	23.81 minutes	25.74 minutes	23.69 minutes	22.27 minutes
<b>Peak # of Vehicles Scheduled</b>	126 72 Fleet 30 Taxi 24 TNC	97 65 Fleet 1 Taxi 31 TNC	118 65 Fleet 30 Taxi 23 TNC	102 69 Fleet 1 Taxi 32 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	10,543 (-0.03%)	10,546	9,789 (-2.05%)	9,994