



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 06/11/2025 April & May

	April	Prior Year	May	Prior Year
Pickup OTP (Goal 95%)	93.4%	91.4%	91.4%	89.1%
Drop-Off OTP (Goal 95%)	97.2%	93.6%	95.6%	91.8%
Trips Requested	49,333 (+21.8%)	40,498	49,501 (+16.1%)	42,632
Trips Performed	34,230 (+13.3%)	30,211	33,082 (+5.2%)	31,448
Trips Cancelled in Advance	11,627 (23.6%)	7,668 (18.9%)	12,829 (25.9%)	8,107 (19.0%)
Customer Trip Violations (NS/CD/LC)	3,244 (9.5%)	2,361 (7.8%)	3,333 (10.1%)	2,714 (8.6%)
Trips Cancelled For Cause	222 (0.6%)	258 (0.8%)	257 (0.8%)	364 (1.2%)
Average Customer Trip Travel Time	24.00 minutes	23.94 minutes	24.95 minutes	27.28 minutes
Peak # of Vehicles Scheduled	137 70 Fleet 35 Taxi 32 TNC	108 71 Fleet 1 Taxi 36 TNC	132 70 Fleet 30 Taxi 32 TNC	98 64 Fleet 1 Taxi 33 TNC
Number of Paratransit trips taken on Fixed Route	11,430 (-3.9%)	11,905	11,986 (+7.6%)	12,967