



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 08/13/2025 June and July

	June	Prior Year	July	Prior Year
<b>Pickup OTP (Goal 95%)</b>	93.2%	87.40%	94.1%	87.61%
<b>Drop-Off OTP (Goal 95%)</b>	96.1%	91.32%	96.6%	92.71%
<b>Trips Requested</b>	46,694 (+19.2%)	39,170	48,828 (+11.5%)	43,775
<b>Trips Performed</b>	30,103 (-9.9%)	27,403	31,616 (+12.4%)	28,127
<b>Trips Cancelled in Advance</b>	13,301 (28.5%)	8,607 (22%)	13,729 (28.1%)	12,105 (21.5%)
<b>Customer Trip Violations (NS/CD/LC)</b>	3,133 (10.4%)	2,697 (9.8%)	3,308 (10.5%)	2,833 (9.2%)
<b>Trips Cancelled For Cause</b>	158 (0.5%)	463 (1.7%)	175 (0.6%)	710 (2.52%)
<b>Average Customer Trip Travel Time</b>	24.04 minutes	26.82 minutes	24.16 minutes	25.94 minutes
<b>Peak # of Vehicles Scheduled</b>	139 72 Fleet 29 Taxi 38 TNC	91 57 Fleet 1 Taxi 33 TNC	144 77 Fleet 29 Taxi 38 TNC	108 56 Fleet 13 Taxi 39 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	11,457 (-6.7%)	12,277	12,009 (-4.4%)	12,561