



# HAMPTON ROADS TRANSIT

## Paratransit Operations Performance Report 10/08/2025 August and September

	August	Prior Year	September	Prior Year
<b>Pickup OTP (Goal 95%)</b>	93.0%	89.7%	92.4%	90.1%
<b>Drop-Off OTP (Goal 95%)</b>	96.3%	91.5%	95.4%	91.8%
<b>Trips Requested</b>	47,956 (+7.3%)	44,704	50,497 (+5.3%)	47,944
<b>Trips Performed</b>	31,680 (+5.8%)	29,944	33,871 (+9.1%)	31,042
<b>Trips Cancelled in Advance</b>	12,763 (26.6%)	11,501 (25.7%)	12,957 (25.6%)	12,098 (25.2%)
<b>Customer Trip Violations (NS/CD/LC)</b>	3,308 (10.4%)	2,795 (9.3%)	3,423 (10.1%)	2,934 (9.4%)
<b>Trips Cancelled For Cause</b>	205 (0.6%)	450 (1.5%)	246 (0.7%)	366 (1.2%)
<b>Average Customer Trip Travel Time</b>	25.43 minutes	25.94 minutes	25.49 minutes	26.02 minutes
<b>Peak # of Vehicles Scheduled</b>	142 82 Fleet 22 Taxi 38 TNC	116 64 Fleet 13 Taxi 39 TNC	145 82 Fleet 24 Taxi 39 TNC	129 77 Fleet 13 Taxi 39 TNC
<b>Number of Paratransit trips taken on Fixed Route</b>	12,329 (-5.5%)	13,044	11,741 (-4.6%)	12,303