



HAMPTON ROADS TRANSIT

Paratransit Call Center Performance Report 04/09/2025 February and March

	February	Prior Year	March	Prior Year
Total Incoming Calls	19,156 (+0.9%)	18,979	20,485 (+7.1%)	19,117
Calls Handled	16,311 (+1.2%)	16,118	18,945 (+13.8%)	16,640
Calls Abandoned (after 15 seconds)	1,155 (-27.7%)	1,598	581 (-50.2%)	1,166
% of Incoming Calls Successful	85.19%	85.89%	92.52%	88.06%
Average Speed to Answer Reservations (Goal 90 seconds)	33.61 seconds Daily average ranges were 13 to 149 seconds	41.92 seconds Daily average ranges were 12.5 to 197.9 seconds	28.71 seconds Daily average ranges were 13 to 135 seconds	31.85 seconds Daily average ranges were 15 to 65.7 seconds