



HAMPTON ROADS TRANSIT

Paratransit Operations Performance Report 04/09/2025 February & March

	February	Prior Year	March	Prior Year
Pickup OTP (Goal 95%)	94.90%	90.80%	92.40%	90.30%
Drop-Off OTP (Goal 95%)	95.91%	92.03%	94.37%	91.94%
Trips Requested	42,519 (+9.6%)	38,796	48,323 (+18.5%)	40,786
Trips Performed	26,208 (-8.7%)	28,701	33,893 (+12.6%)	30,104
Trips Cancelled in Advance	13,428 (31.6%)	4,894 (12.6%)	10,981 (22.7%)	5,152 (12.6%)
Customer Trip Violations (NS/CD/LC)	2,726 (10.4%)	2,389 (8.3%)	3,186 (9.4%)	2,594 (8.6%)
Trips Cancelled For Cause	157 (0.6%)	326 (1.1%)	263 (0.8%)	250 (0.8%)
Average Customer Trip Travel Time	24.96 minutes	23.04 minutes	24.74 minutes	23.62 minutes
Peak # of Vehicles Scheduled	129 67 Fleet 29 Taxi 33 TNC	99 65 Fleet 1 Taxi 33 TNC	132 69 Fleet 32 Taxi 31 TNC	106 65 Fleet 2 Taxi 39 TNC
Number of Paratransit trips taken on Fixed Route	8,242 (-14.3%)	9,622	11,707 (+12.3%)	10,421