



# HAMPTON ROADS TRANSIT

## Paratransit Call Center Performance Report 02/11/2026 December & January

	<b>December</b>	<b>Prior Year</b>	<b>January</b>	<b>Prior Year</b>
<b>Total Incoming Calls</b>	18,057 (-4.7%)	18,956	16,025 (-19.2%)	19,824
<b>Calls Handled</b>	16,936 (-1.9%)	17,278	15,191 (-15.2%)	17,923
<b>Calls Abandoned (after 15 seconds)</b>	552 (-23.2%)	719	438 (-48.4%)	849
<b>% of Incoming Calls Successful</b>	93.82%	91.21%	94.82%	90.43%
<b>Average Speed to Answer Reservations (Goal 90 seconds)</b>	32.13 seconds  Daily averages ranged from 8 to 169 seconds	30 seconds  Daily averages ranged from 10 to 141 seconds	18.61 seconds  Daily averages ranged from 0 to 68 seconds	32.03 seconds  Daily averages ranged from 10 to 77 seconds