



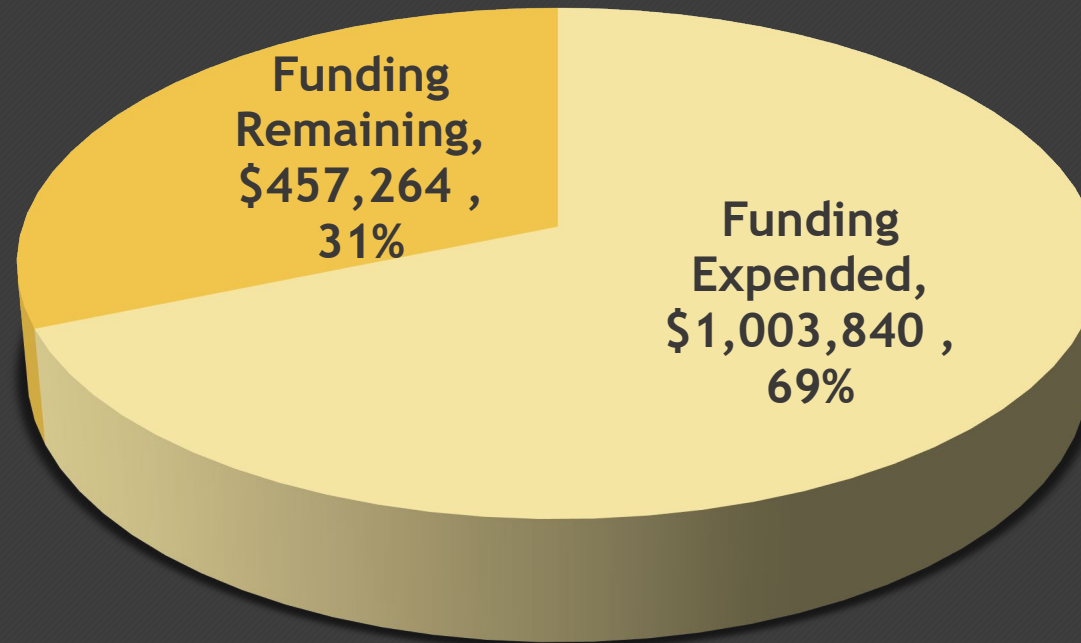
CitrusConnection  
PROGRESS IN MOTION

# CTC Report

**JUNE 2026**

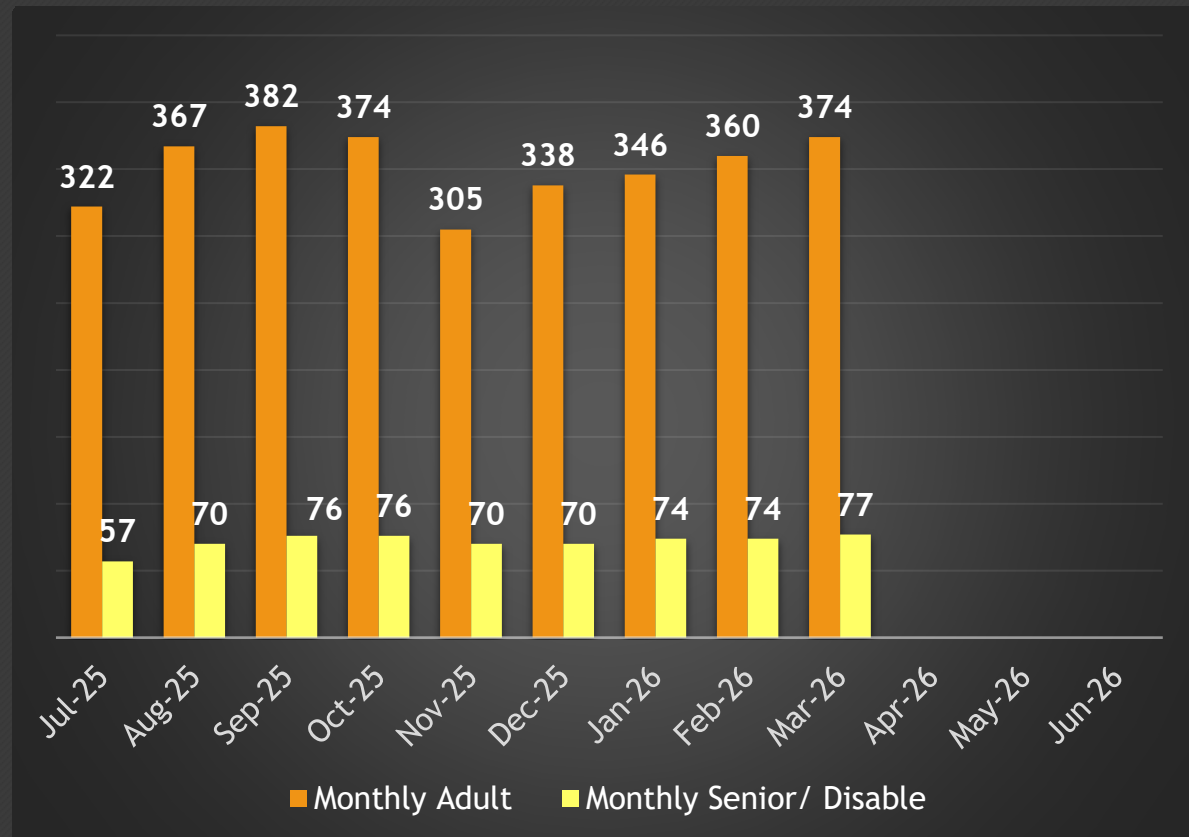
# 2025-2026 Funding

**Total  
Funding  
\$1,461,104**

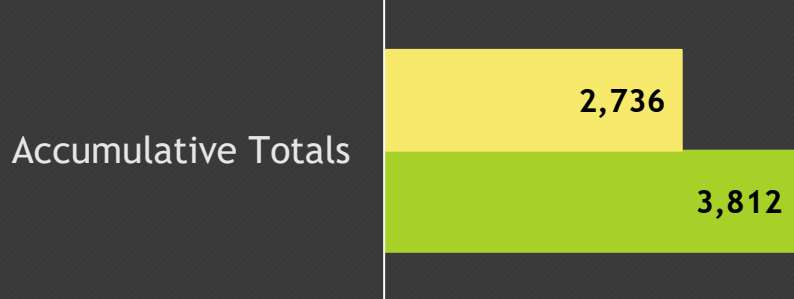


# TD Bus Passes

|               | Monthly      | Monthly Senior/Disable |
|---------------|--------------|------------------------|
| JAN-26        | 346          | 74                     |
| FEB-26        | 360          | 74                     |
| MAR-26        | 374          | 77                     |
| <b>TOTALS</b> | <b>1,080</b> | <b>225</b>             |



■ Last Grant Year ■ Current Grant Year



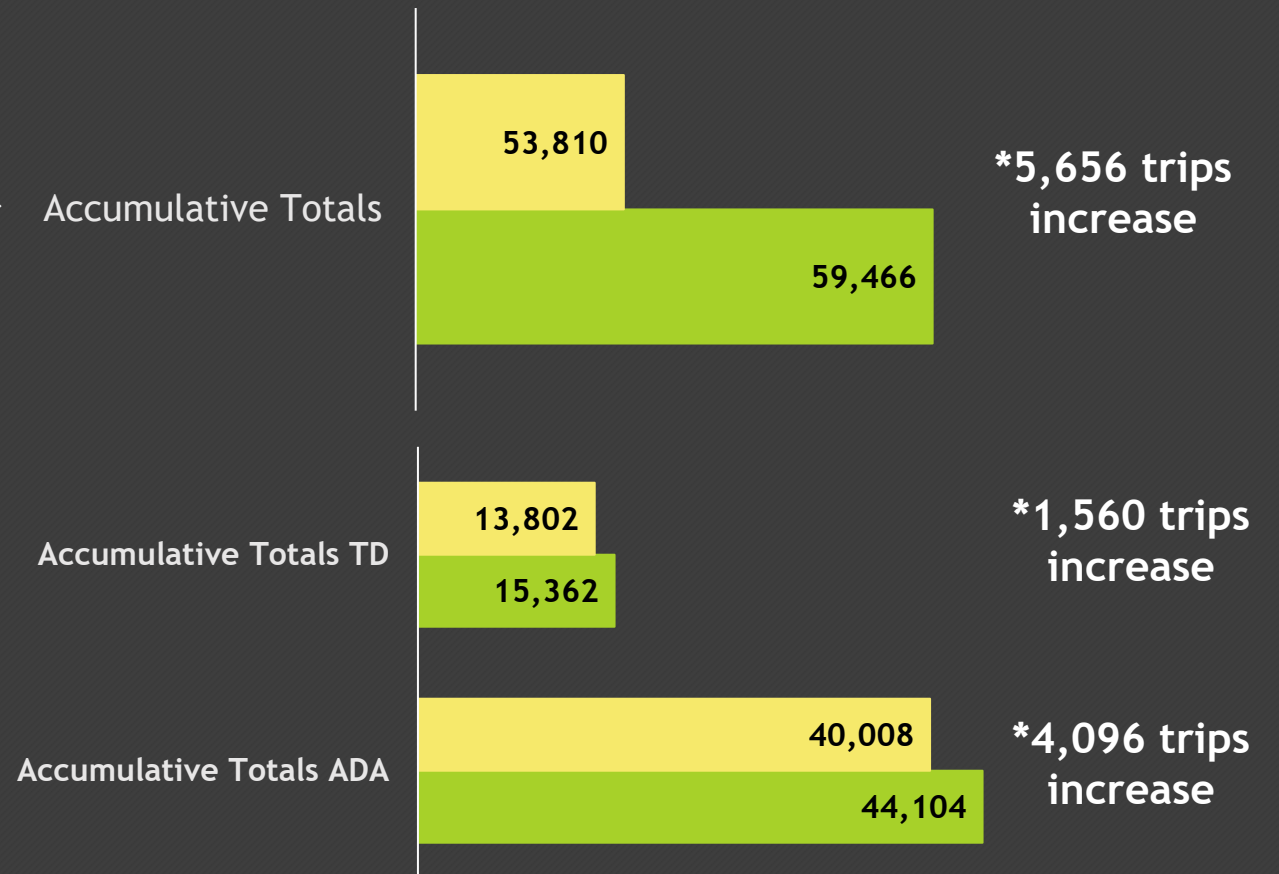
**\*1,076  
increase TD  
Bus Passes**

# Paratransit Trips Performed

Total Trips Completed  
JAN-FEB-MAR  
20,145

- ADA 14,947
- TD 5,198

■ Last Grant Year ■ Current Grant Year



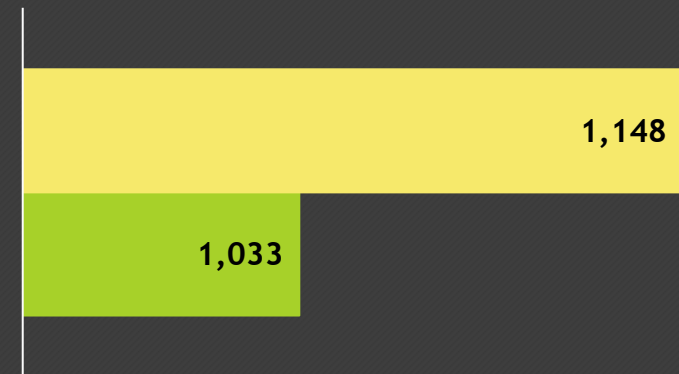
# Paratransit Unduplicated

Total  
Unduplicated  
Clients  
JAN-FEB-MAR

• 135

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



\*115 client  
decrease

# Fixed Route Ridership Data

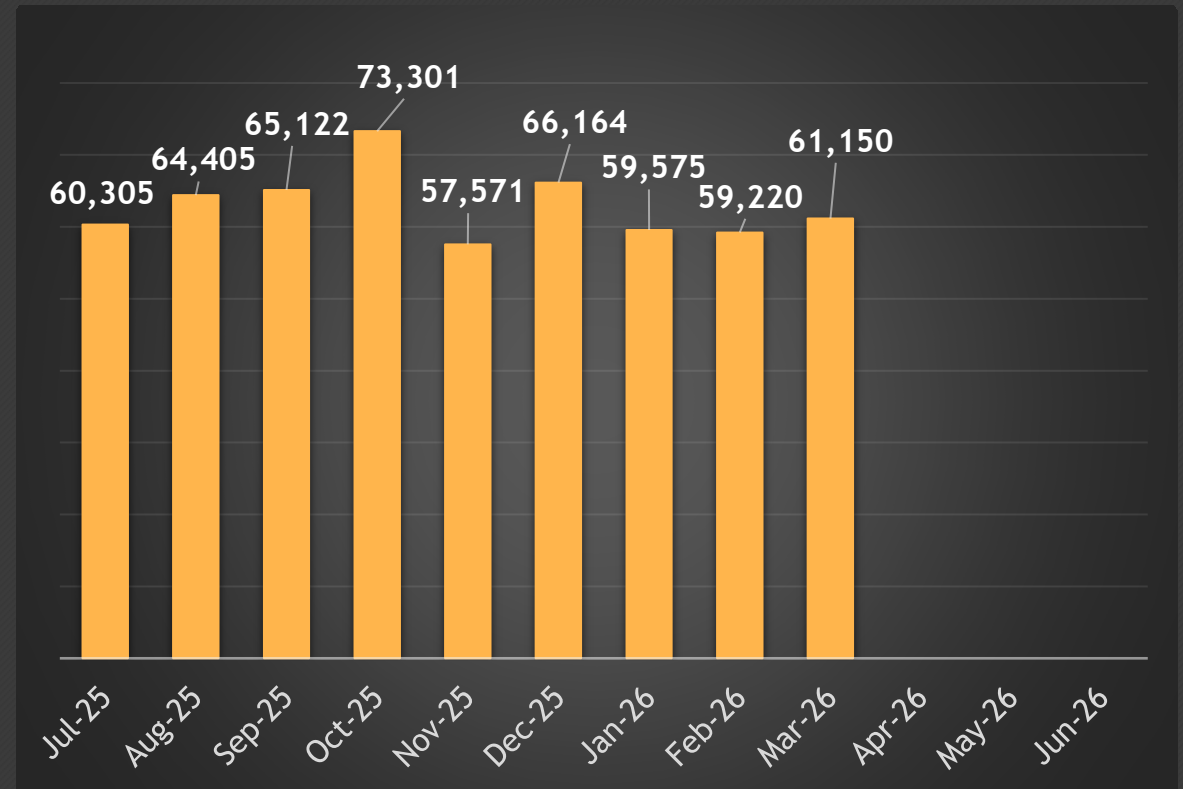


Total  
179,945

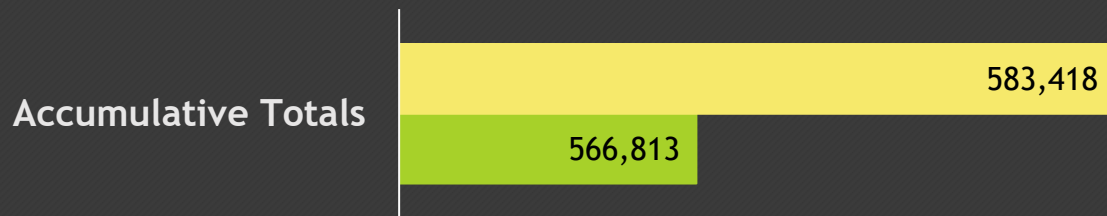
JAN-26 59,575

NOV-25 59,220

DEC-25 61,150



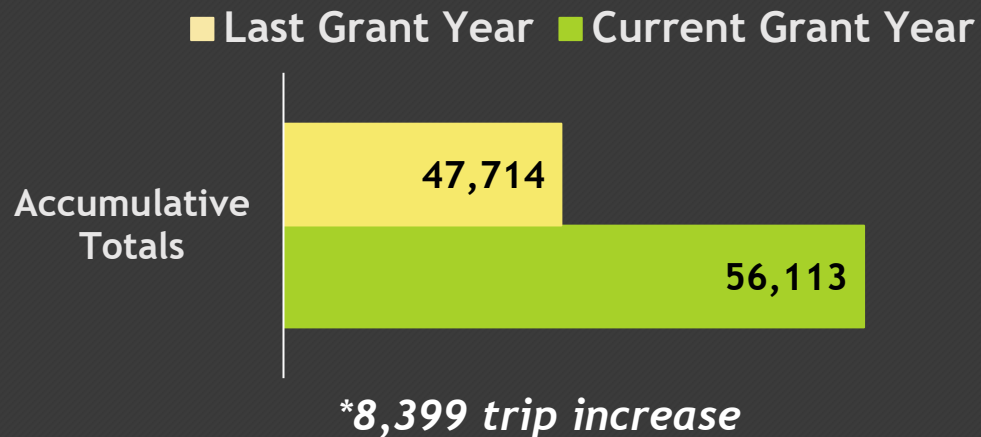
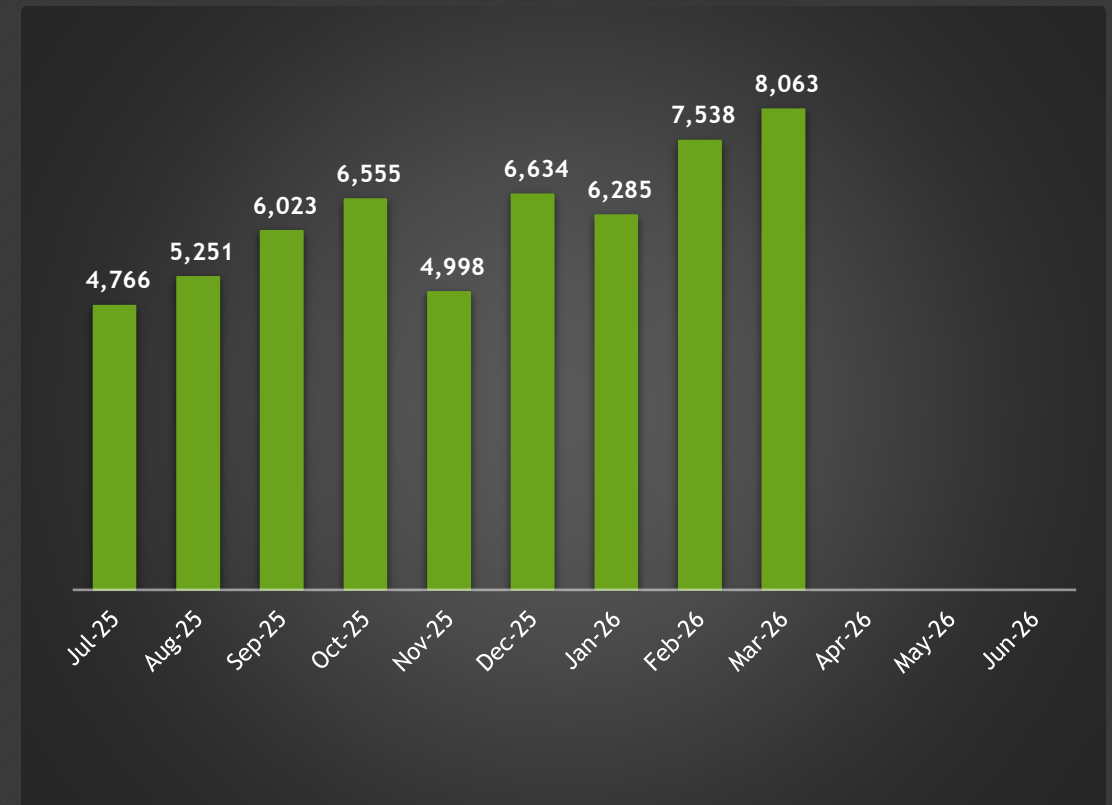
■ Last Grant Year ■ Current Grant Year



*\*16,605 trip decrease*

# Transitions Ridership Data

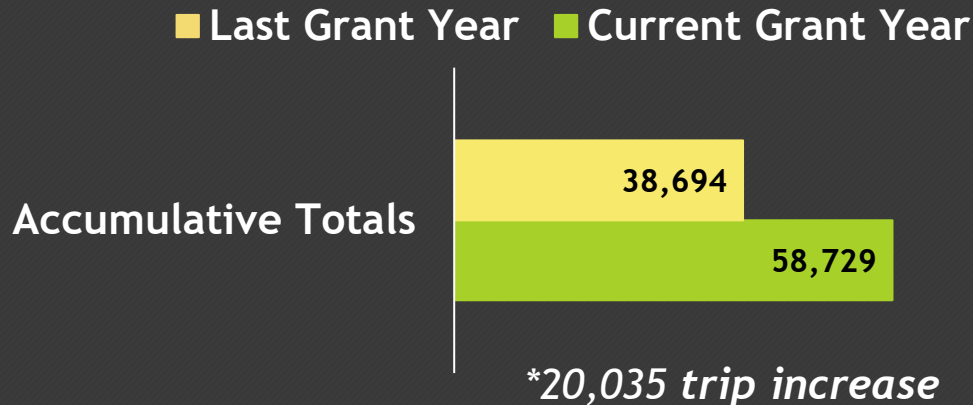
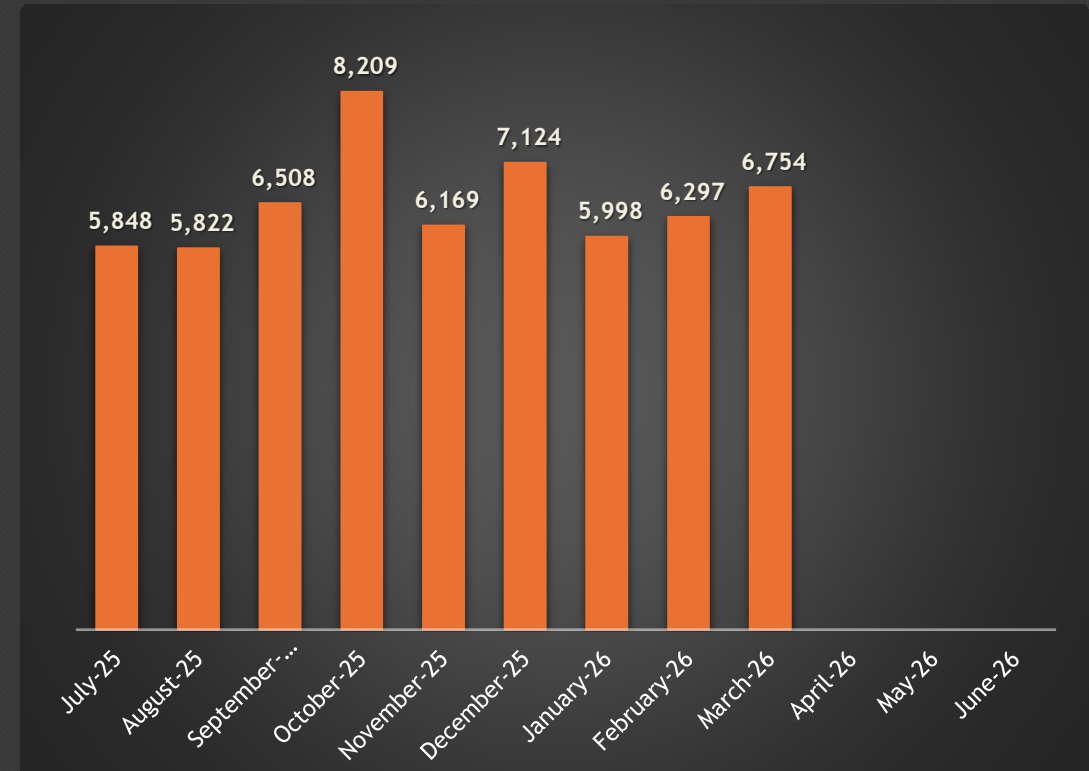
|                 |        |       |
|-----------------|--------|-------|
| Total<br>21,886 | JAN-26 | 6,285 |
|                 | FEB-26 | 7,538 |
|                 | MAR-26 | 8,063 |



# Coordination Ridership Data



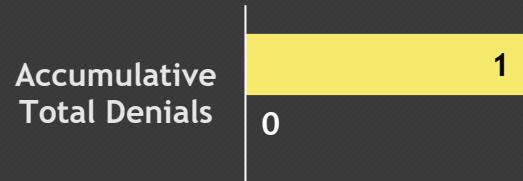
|                 |        |       |
|-----------------|--------|-------|
| Total<br>19,049 | JAN-26 | 5,998 |
|                 | FEB-26 | 6,297 |
|                 | MAR-26 | 6,754 |



# Unmet Trip Data

**Denials**  
**0**

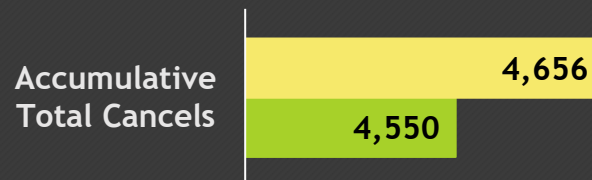
■ Last Grant Year ■ Current Grant Year



**\*1 trip  
decrease**

**Cancel**  
**1,581**

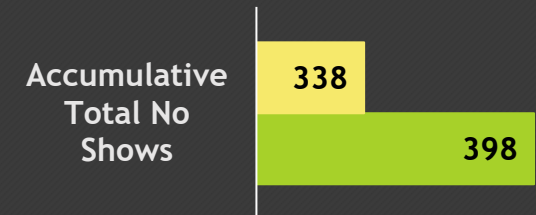
■ Last Grant Year ■ Current Grant Year



**\*106 trips  
decrease**

**No Shows**  
**111**

■ Last Grant Year ■ Current Grant Year



**\*60 trips  
increase**

# On Time Performance



|         |        |     |
|---------|--------|-----|
| Average | JAN-26 | 92% |
| 92%     | FEB-26 | 93% |
|         | MAR-26 | 92% |



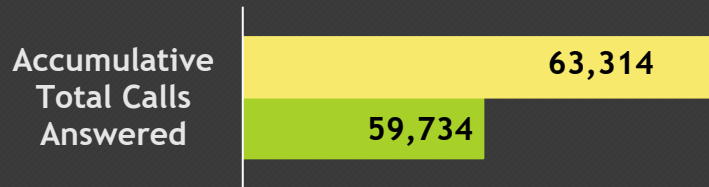
# Regional Mobility Call Center Data



**Total Call Answered**  
**19,423**

**Average Hold Time**  
**1:44**

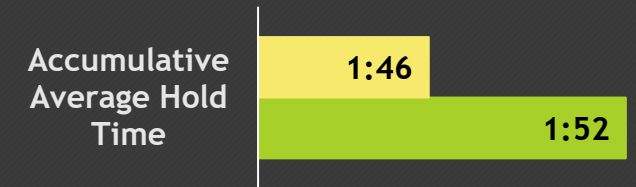
■ Last Grant Year ■ Current Grant Year



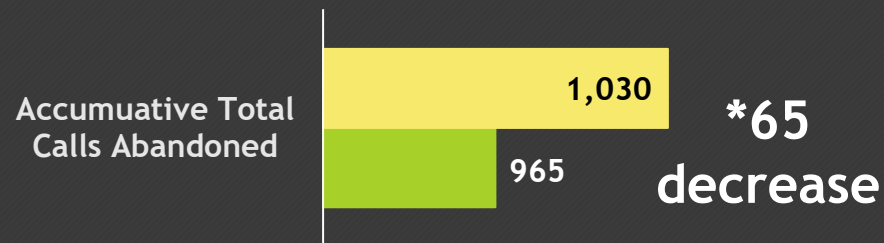
**\*3,580  
decrease**

**Calls Abandoned**  
**293**

■ Last Grant Year ■ Current Grant Year



■ Last Grant Year ■ Current Grant Year



**\*65  
decrease**

# Compliments & Complaints

## Total Compliments 2

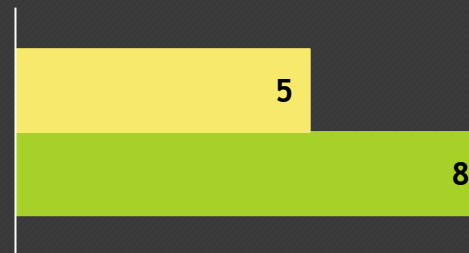
FR = 0

PT = 2

RMCC = 0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals  
Compliments



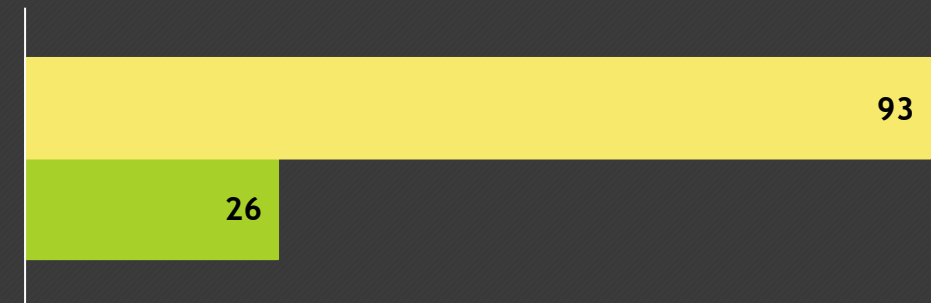
## Total Complaints At Fault 10

FR = 9

PT = 1

RMCC = 0

Accumulative Totals  
Complaints



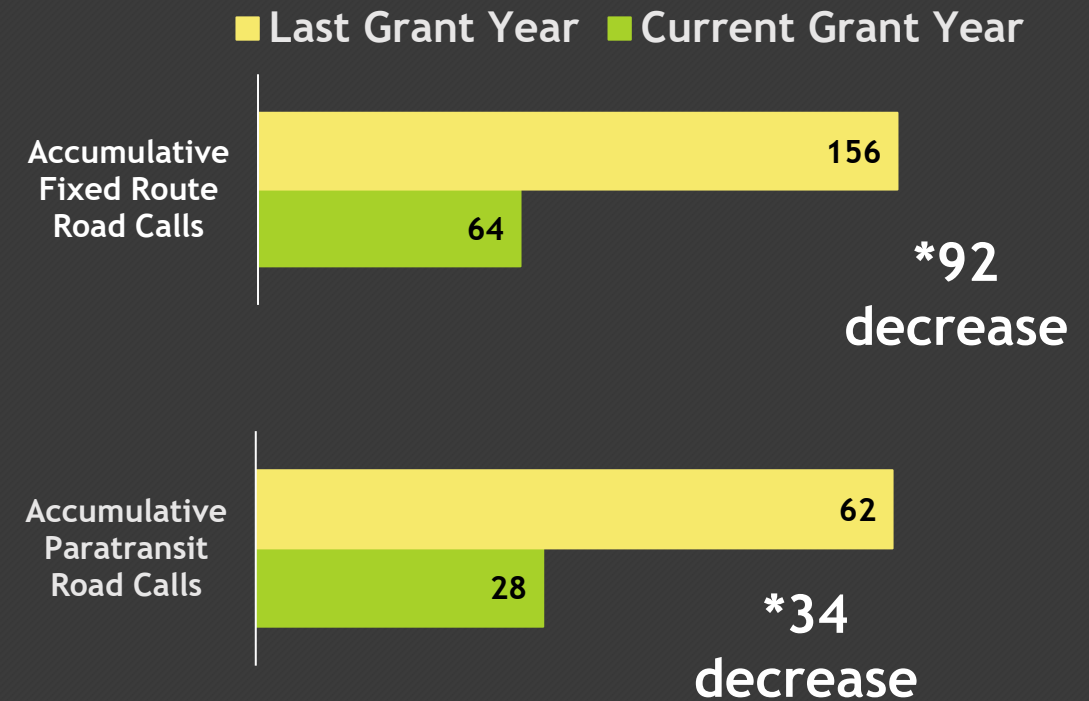
# Road Calls & Average Distance Between Road Calls

## Road Calls

|                        |    |
|------------------------|----|
| Fixed Route Road Calls | 25 |
| Paratransit Road Calls | 10 |

## Average Distance Between Road Calls

|             |        |
|-------------|--------|
| Fixed Route | 17,376 |
| Paratransit | 29,726 |



# Safety Fixed Route

## Total Accidents Quarter = 3

| Collision            | Total    | With Passenger | Number of Injuries | Transported to Medical Facility |
|----------------------|----------|----------------|--------------------|---------------------------------|
| Chargeable           | 2        | 1              | 1                  | 1                               |
| Non-Chargeable       | 1        | 1              | 0                  | 0                               |
| <b>Total Quarter</b> | <b>3</b> | <b>2</b>       | <b>1</b>           | <b>1</b>                        |

| Non-Collision        | Total    | Number of Injuries | Transported to Medical Facility |
|----------------------|----------|--------------------|---------------------------------|
| Chargeable           | 0        | 0                  | 0                               |
| Non-Chargeable       | 0        | 0                  | 0                               |
| <b>Total Quarter</b> | <b>0</b> | <b>0</b>           | <b>0</b>                        |

## Total Accidents Accumulative = 7

| Collision           | Total    | With Passenger | Number of Injuries | Transported to Medical Facility |
|---------------------|----------|----------------|--------------------|---------------------------------|
| Chargeable          | 5        | 3              | 2                  | 2                               |
| Non-Chargeable      | 1        | 1              | 0                  | 0                               |
| <b>Accumulative</b> | <b>6</b> | <b>4</b>       | <b>2</b>           | <b>2</b>                        |

| Non-Collision       | Total    | Number of Injuries | Transported to Medical Facility |
|---------------------|----------|--------------------|---------------------------------|
| Chargeable          | 0        | 0                  | 0                               |
| Non-Chargeable      | 1        | 1                  | 1                               |
| <b>Accumulative</b> | <b>1</b> | <b>1</b>           | <b>1</b>                        |

# Safety Paratransit

## Total Accidents Quarter = 3

| Collision            | Total    | With Passenger | Number of Injuries | Transported to Medical Facility |
|----------------------|----------|----------------|--------------------|---------------------------------|
| Chargeable           | 1        | 0              | 0                  | 0                               |
| Non-Chargeable       | 1        | 1              | 1                  | 1                               |
| <b>Total Quarter</b> | <b>2</b> | <b>1</b>       | <b>1</b>           | <b>1</b>                        |

| Non-Collision        | Total    | Number of Injuries | Transported to Medical Facility |
|----------------------|----------|--------------------|---------------------------------|
| Chargeable           | 0        | 0                  | 0                               |
| Non-Chargeable       | 1        | 1                  | 1                               |
| <b>Total Quarter</b> | <b>1</b> | <b>1</b>           | <b>1</b>                        |

## Total Accidents Accumulative = 7

| Collision           | Total    | With Passenger | Number of Injuries | Transported to Medical Facility |
|---------------------|----------|----------------|--------------------|---------------------------------|
| Chargeable          | 3        | 1              | 0                  | 0                               |
| Non-Chargeable      | 2        | 2              | 1                  | 1                               |
| <b>Accumulative</b> | <b>5</b> | <b>3</b>       | <b>1</b>           | <b>1</b>                        |

| Non-Collision       | Total    | Number of Injuries | Transported to Medical Facility |
|---------------------|----------|--------------------|---------------------------------|
| Chargeable          | 0        | 0                  | 0                               |
| Non-Chargeable      | 2        | 2                  | 1                               |
| <b>Accumulative</b> | <b>2</b> | <b>2</b>           | <b>1</b>                        |



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Questions?