



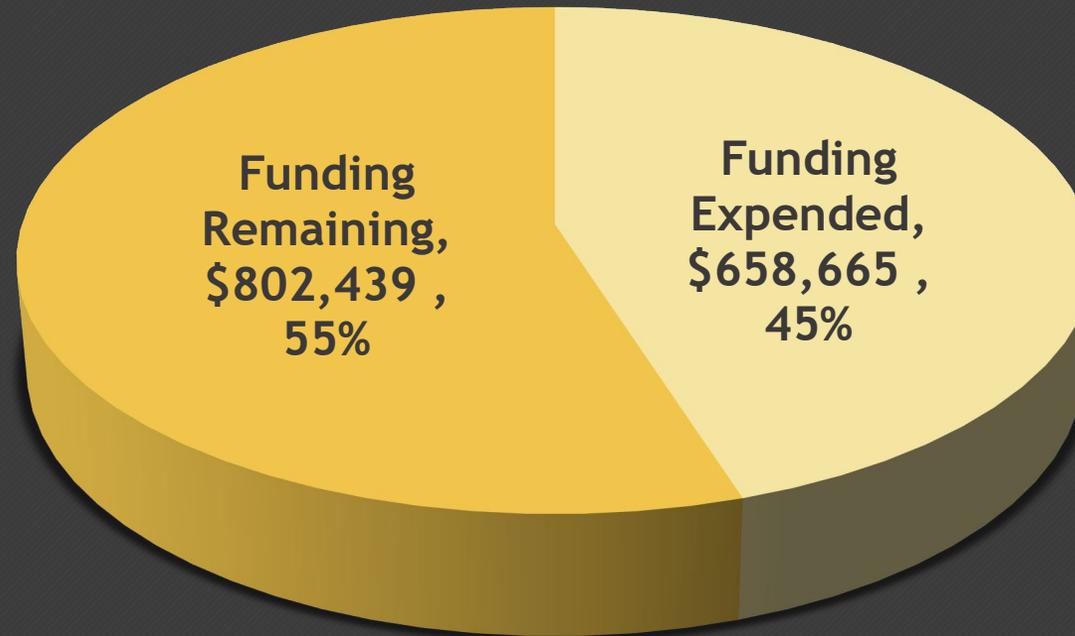
CitrusConnection
PROGRESS IN MOTION

CTC Report

MARCH 2026

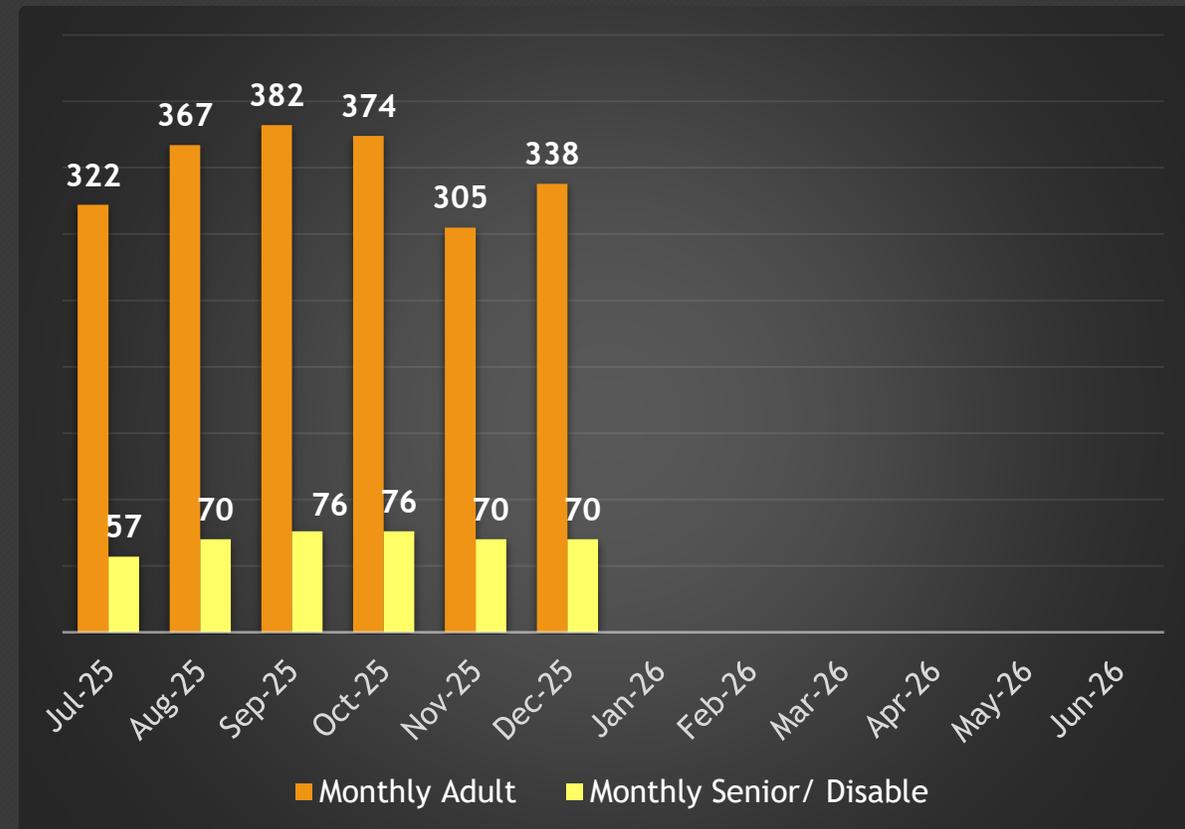
2025-2026 Funding

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

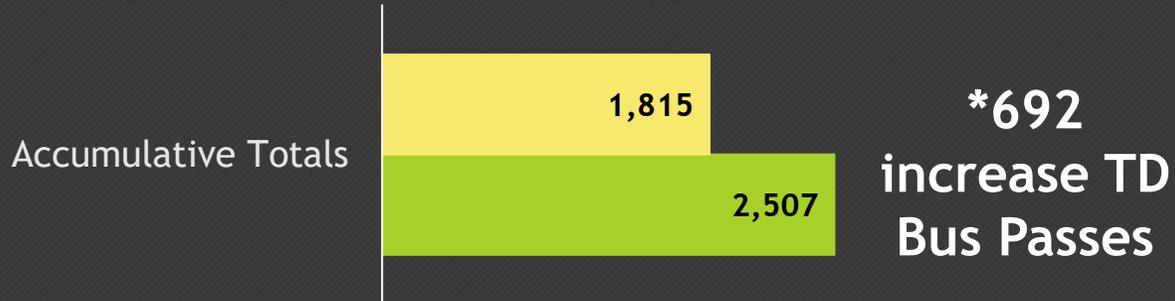


TD Bus Passes

	Monthly	Monthly Senior/Disable
OCT-25	374	76
NOV-25	305	70
DEC-25	338	70
TOTALS	1,017	216



■ Last Grant Year ■ Current Grant Year



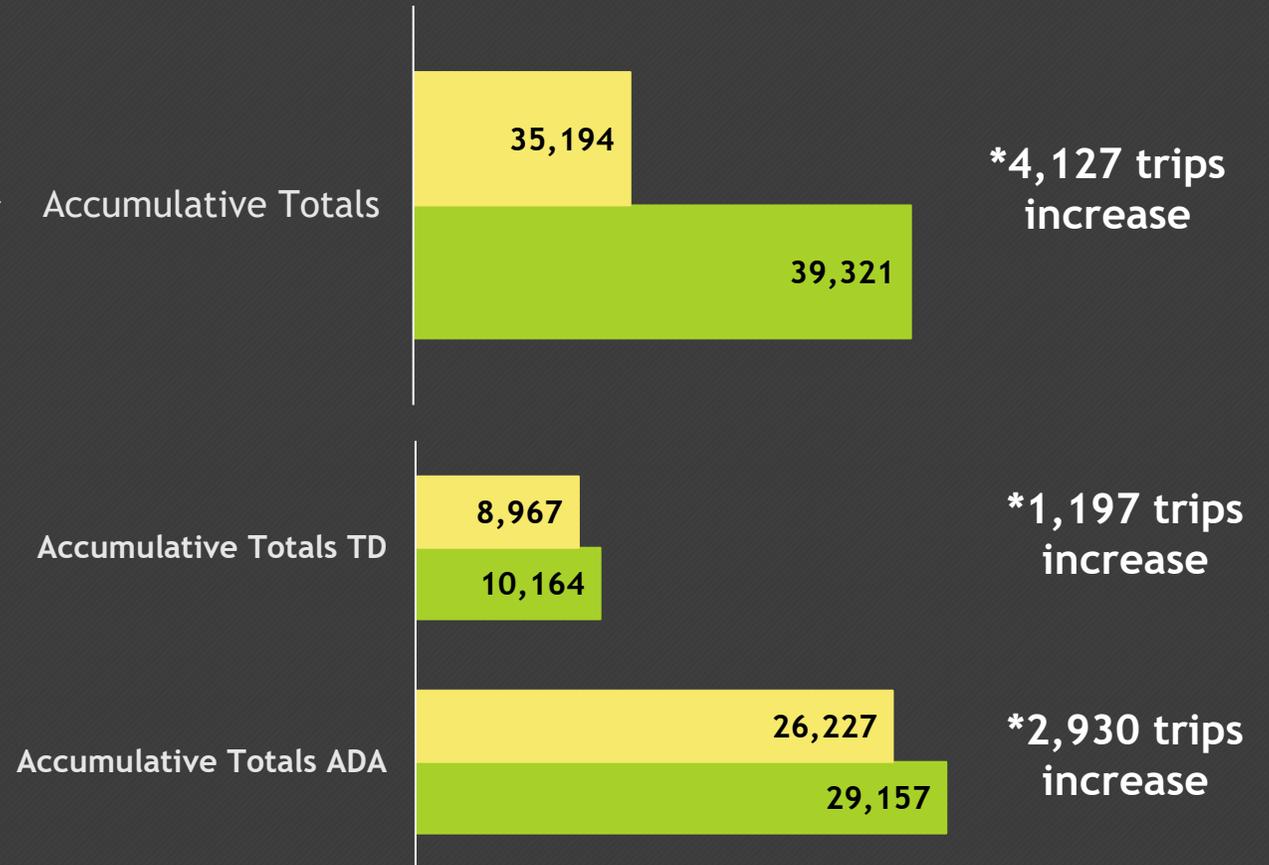
Paratransit Trips Performed



■ Last Grant Year ■ Current Grant Year

**Total Trips Completed
OCT-NOV-DEC
19,544**

- ADA 14,513
- TD 5,031



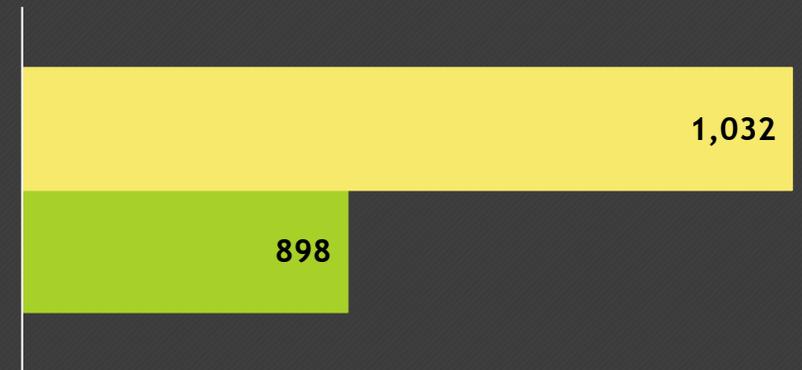
Paratransit Unduplicated

Total
Unduplicated
Clients
OCT-NOV-DEC

• 146

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



*134 client
decrease

Fixed Route Ridership Data

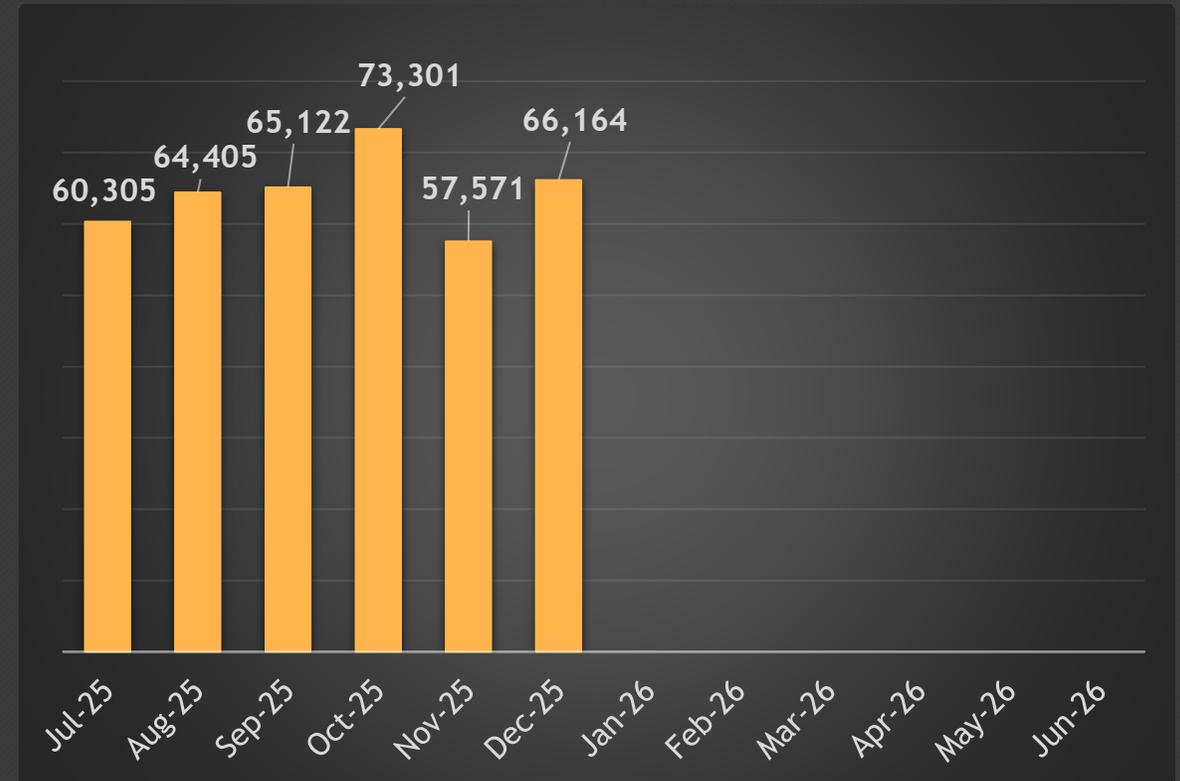


Total
197,036

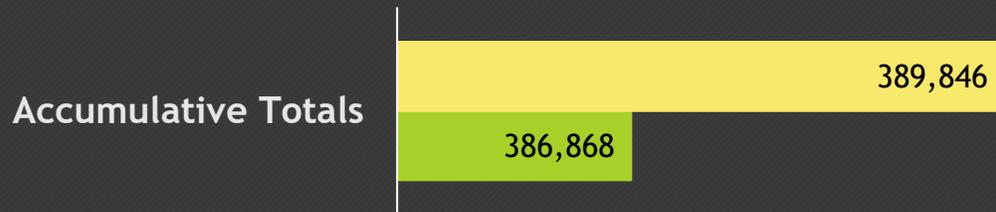
OCT-25 73,301

NOV-25 57,571

DEC-25 66,164



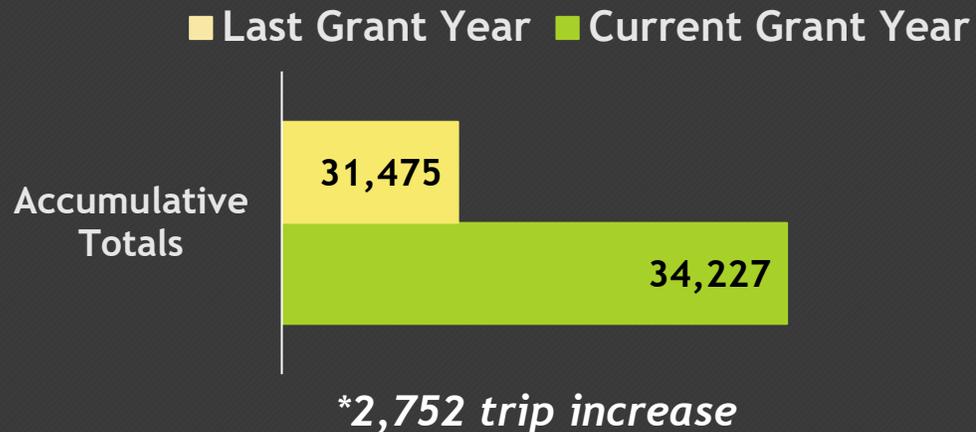
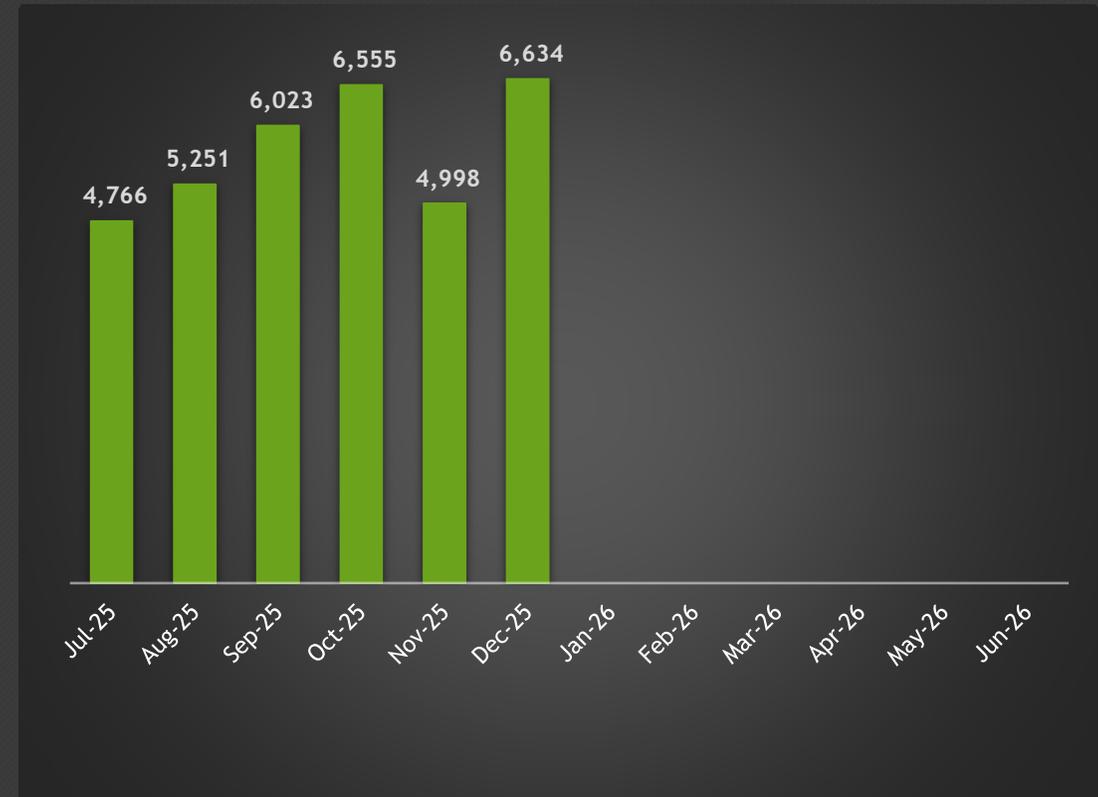
■ Last Grant Year ■ Current Grant Year



**2,978 trip decrease*

Transitions Ridership Data

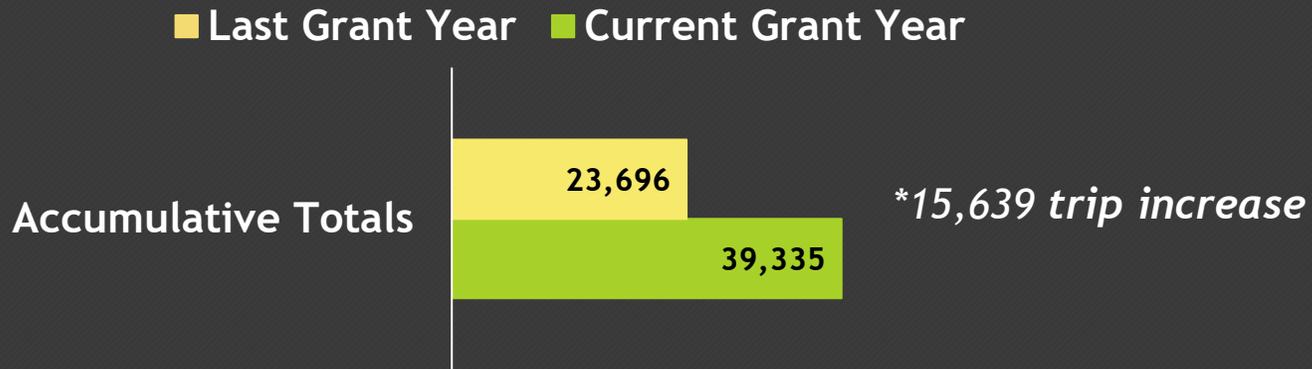
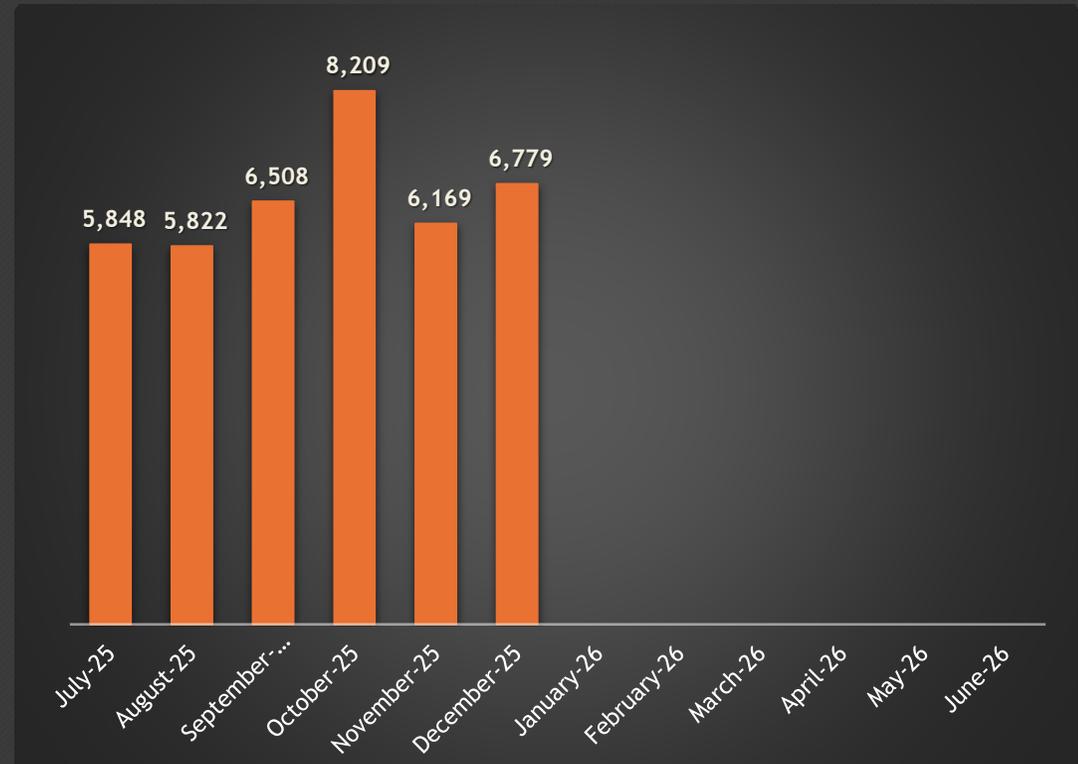
Total 18,187	OCT-25	6,555
	NOV-25	4,998
	DEC-25	6,634



Coordination Ridership Data



Total 21,157	OCT-25	8,209
	NOV-25	6,169
	DEC-25	6,779

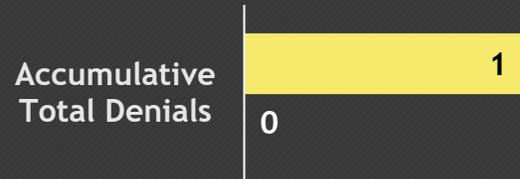


Note: December 2025 data from one coordinator is not yet included.

Unmet Trip Data

Denials
0

■ Last Grant Year ■ Current Grant Year



***1 trip decrease**

Cancel
1,456

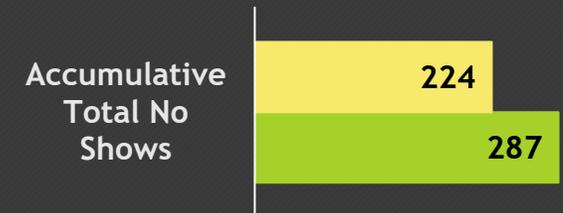
■ Last Grant Year ■ Current Grant Year



***271 trips decrease**

No Shows
135

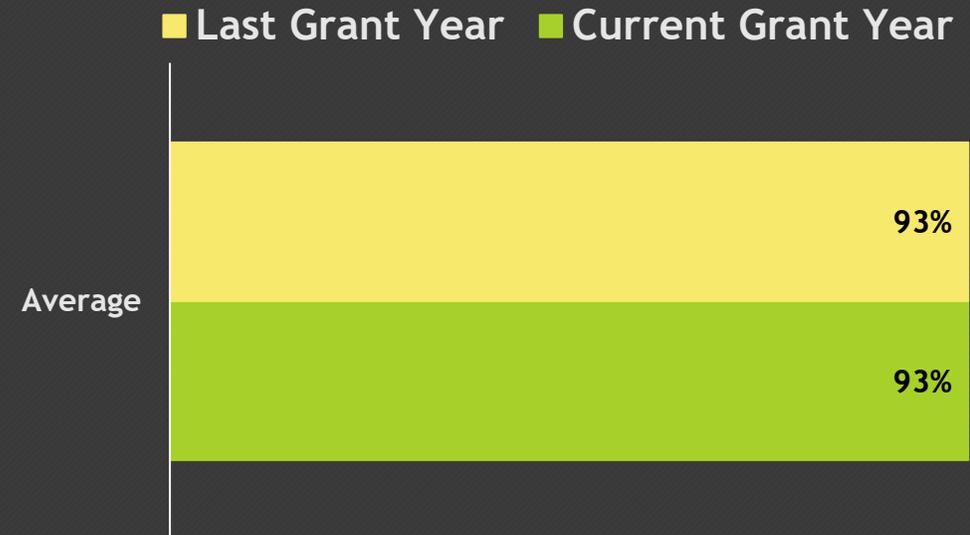
■ Last Grant Year ■ Current Grant Year



***63 trips increase**

On Time Performance

Average	OCT-25	92%
92%	NOV-25	92%
	DEC-25	92%



Regional Mobility Call Center Data

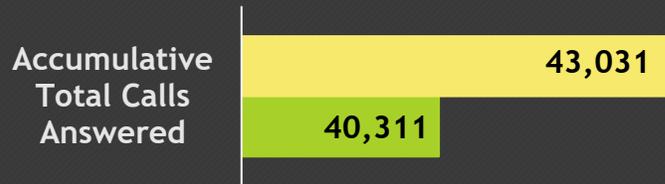


Total Call Answered
19,258

Average Hold Time
1:58

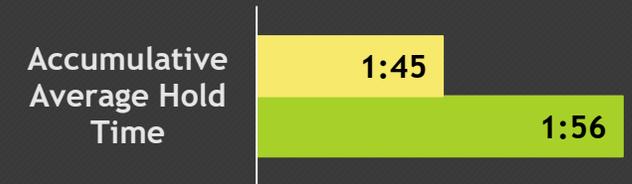
■ Last Grant Year ■ Current Grant Year

■ Last Grant Year ■ Current Grant Year

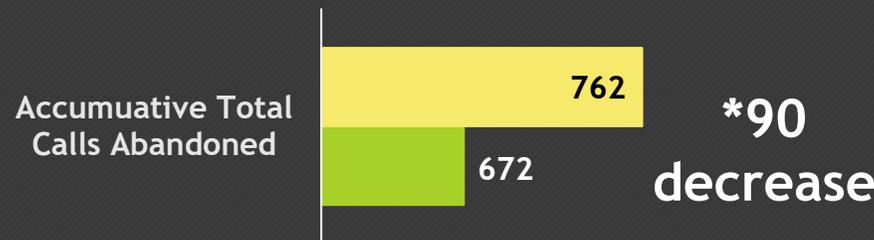


***2,720
decrease**

Calls Abandoned
373



■ Last Grant Year ■ Current Grant Year



***90
decrease**

Compliments & Complaints

Total Compliments 4

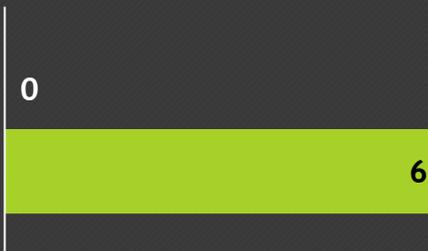
FR = 2

PT = 2

RMCC = 0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals
Compliments



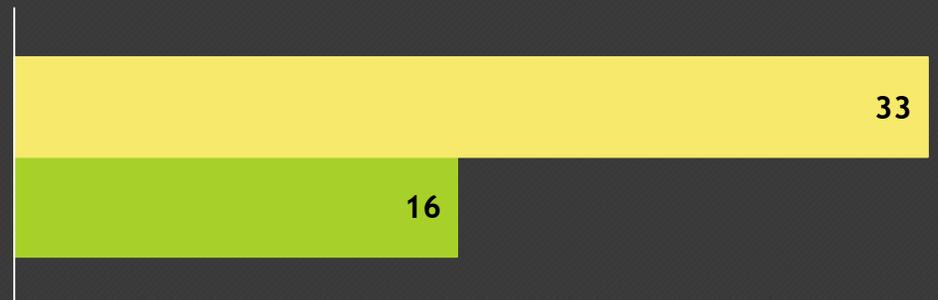
Total Complaints At Fault 10

FR = 10

PT = 0

RMCC = 0

Accumulative Totals
Complaints



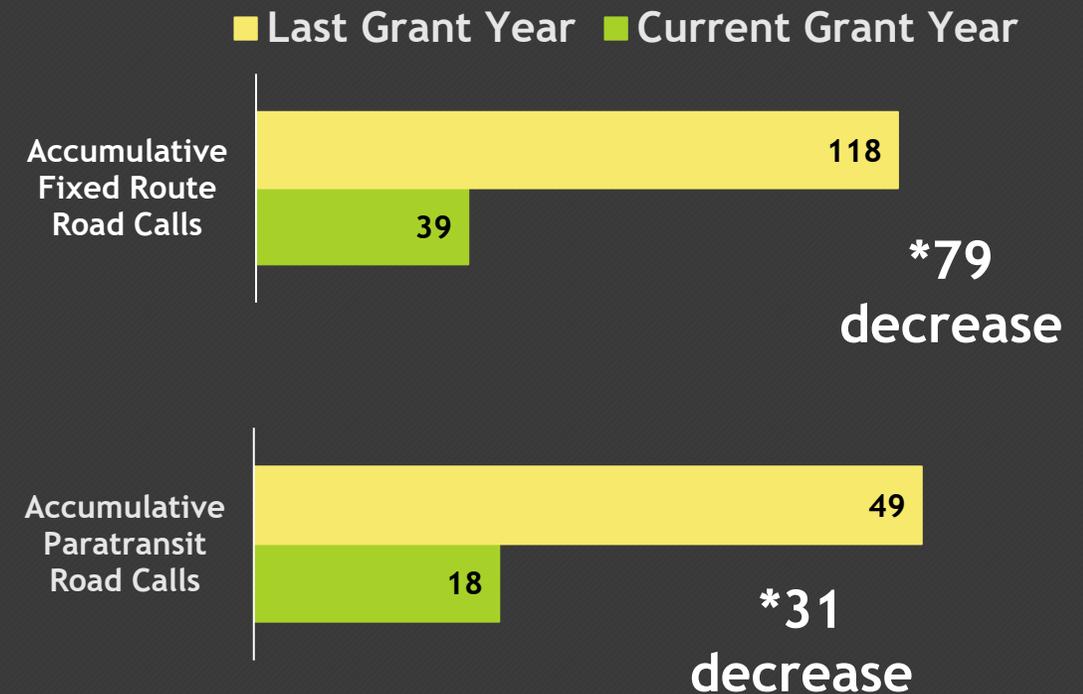
Road Calls & Average Distance Between Road Calls

Road Calls

Fixed Route Road Calls	18
Paratransit Road Calls	6

Average Distance Between Road Calls

Fixed Route	24,449
Paratransit	46,132



Safety Fixed Route

Total Accidents Quarter = 2

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	1	1	1	1
Non-Chargeable	0	0	0	0
Total Quarter	1	1	1	1

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	1
Total Quarter	1	1	1

Total Accidents Accumulative = 4

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	3	2	1	1
Non-Chargeable	0	0	0	0
Accumulative	3	2	1	1

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	1
Accumulative	1	1	1

Safety Paratransit

Total Accidents Quarter = 2

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	1	1	0	0
Non-Chargeable	1	1	0	0
Total Quarter	2	2	0	0

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	0	0	0
Total Quarter	0	0	0

Total Accidents Accumulative = 4

Collision	Total	With Passenger	Number of Injuries	Transported to Medical Facility
Chargeable	2	1	0	0
Non-Chargeable	1	1	0	0
Accumulative	3	2	0	0

Non-Collision	Total	Number of Injuries	Transported to Medical Facility
Chargeable	0	0	0
Non-Chargeable	1	1	0
Accumulative	1	1	0



CitrusConnection
PROGRESS IN MOTION

Questions?