



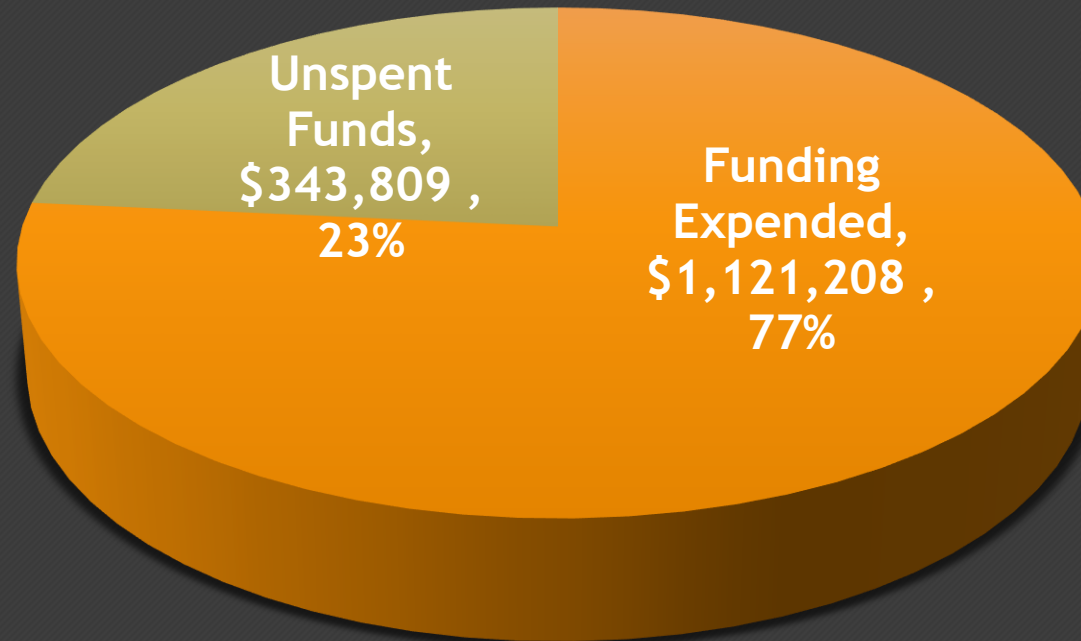
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PROGRESS IN MOTION

# CTC Report

SEPTEMBER 2025

# 2024-2025 Funding

**Total  
Funding  
\$1,465,017**

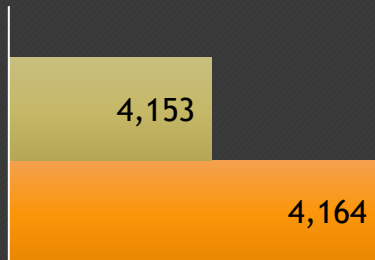


# TD Bus Passes

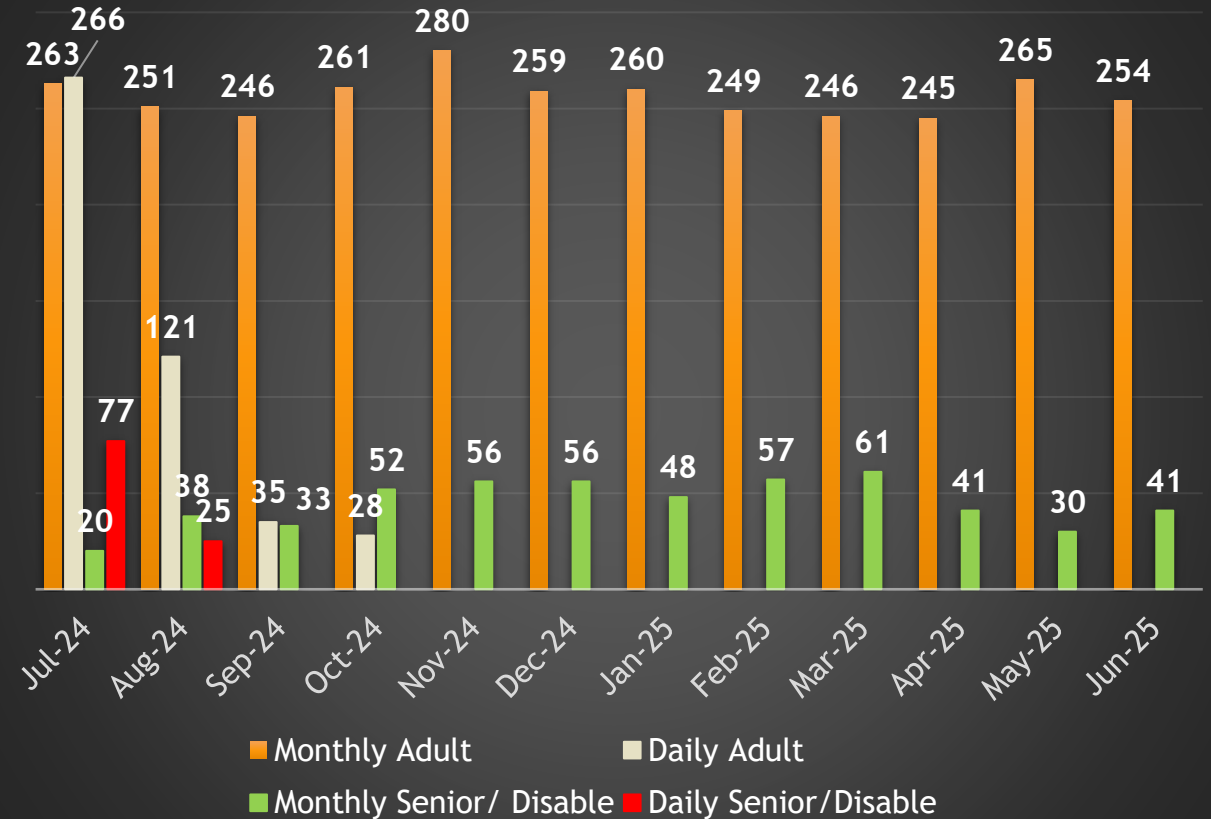
	Monthly	Daily	Monthly Sr./Dis	Daily Sr./Dis
APR-25	245	0	41	0
MAY-25	265	0	30	0
JUN-25	254	0	41	0
TOTALS	764	0	112	0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



**\*11 increase  
TD Bus  
Passes**



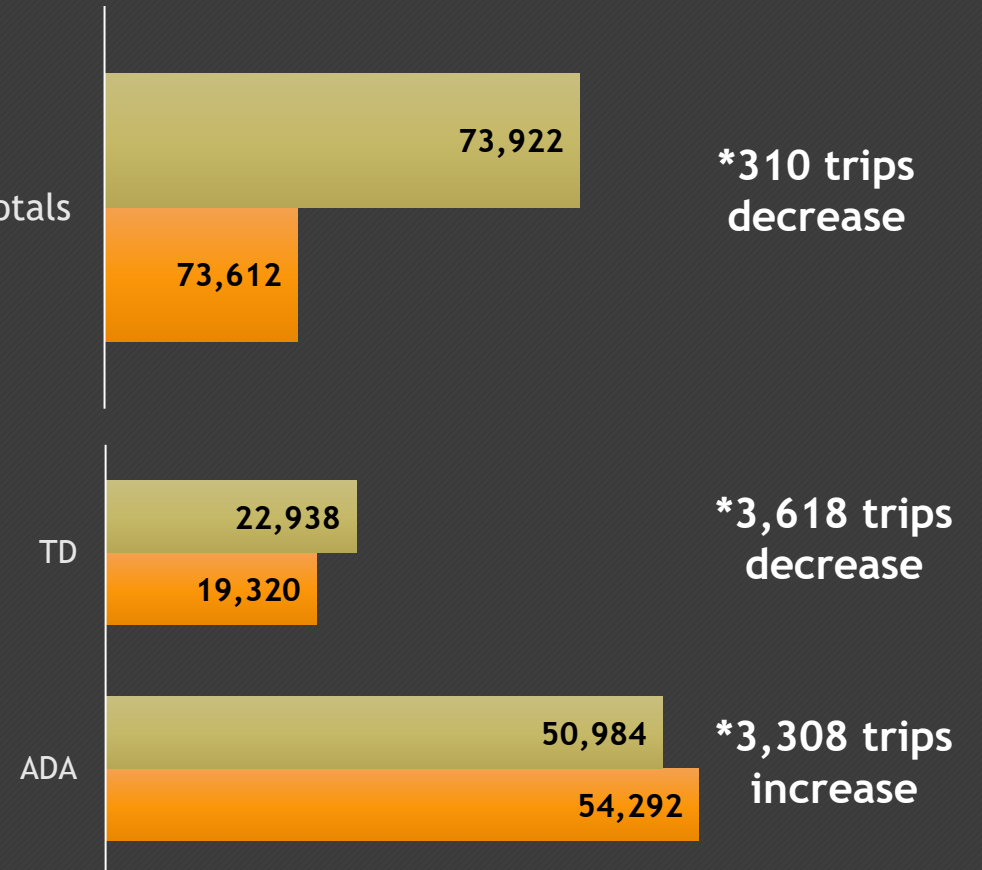
# Paratransit Trips Performed

Total Trips  
Completed  
Apr-May-Jun  
19,799

- ADA 14,281
- TD 5,518

Accumulative Totals

■ Last Grant Year ■ Current Grant Year



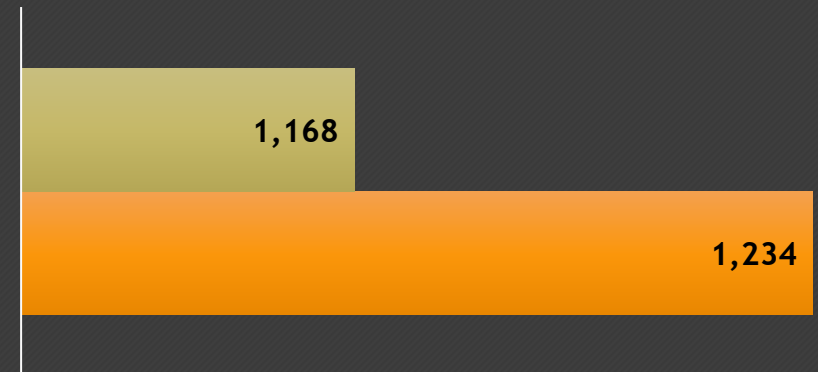
# Paratransit Unduplicated

Total  
Unduplicated  
Clients  
Apr-May-Jun

• 86

Accumulative Totals

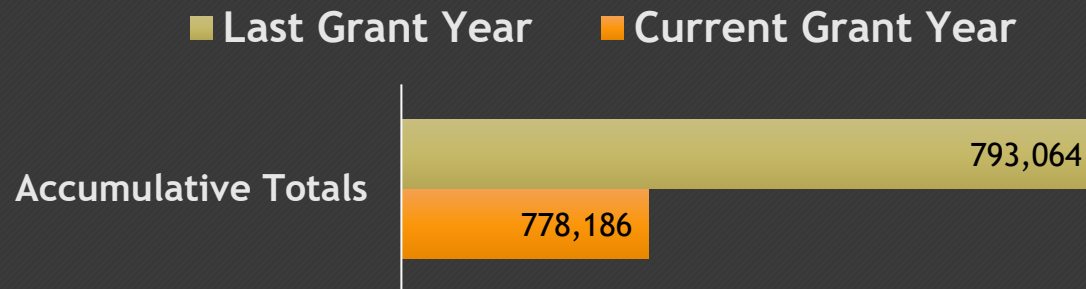
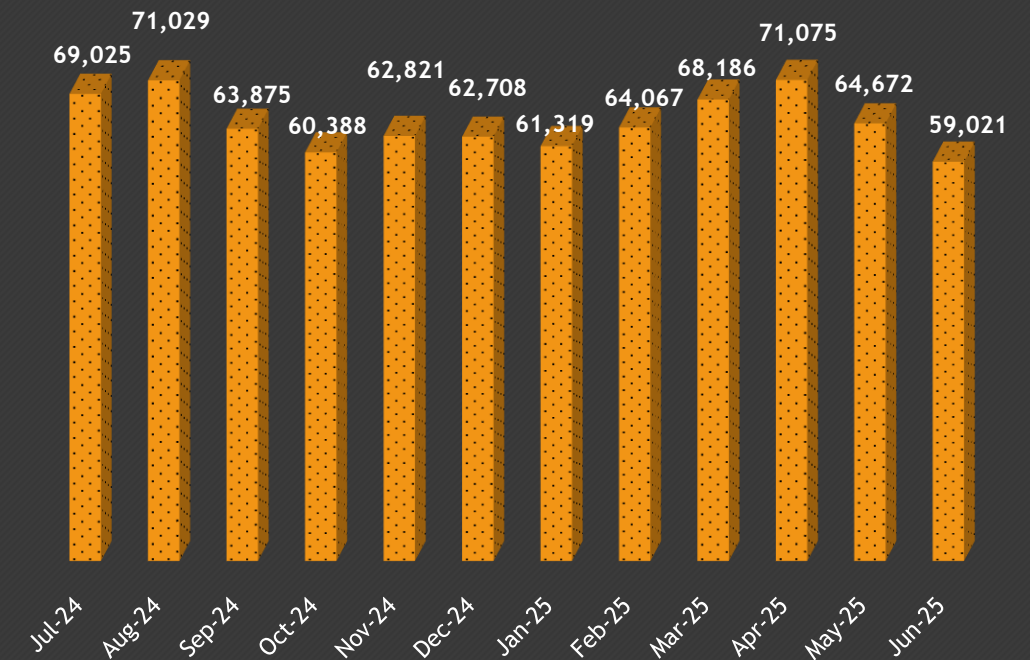
■ Last Grant Year ■ Current Grant Year



\*66 client increase

# Fixed Route Ridership Data

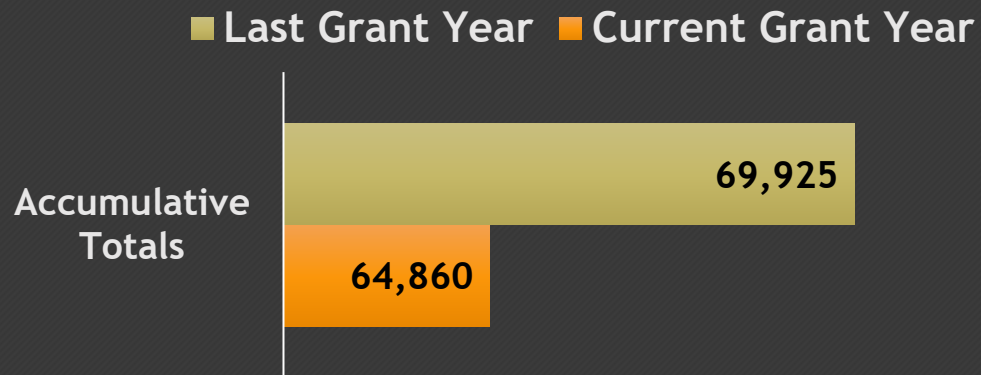
Total 194,768	APR-25	71,075
	MAY-25	64,672
	JUN-25	59,021



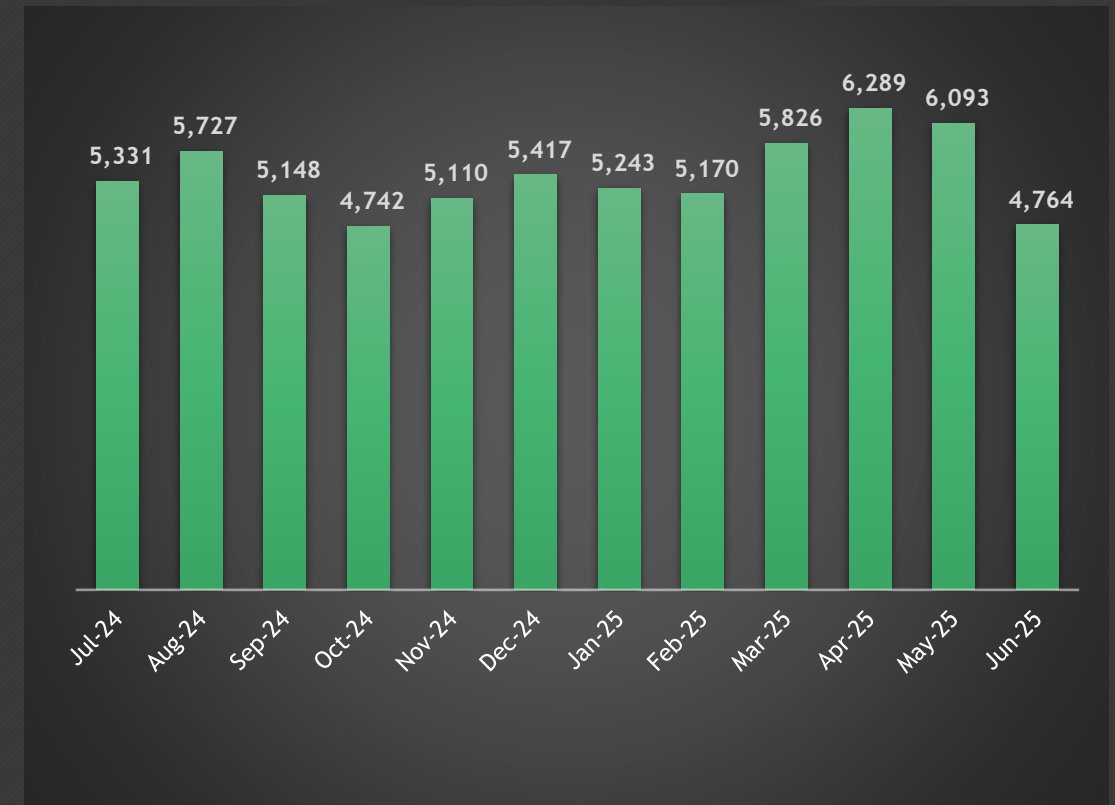
*\*14,878 trip decrease*

# Transitions Ridership Data

Total 17,146	APR-25	6,289
	MAY-25	6,093
	JUN-25	4,764



*\*5,065 trip decrease*



# Coordination Ridership Data

Total 17,765	APR-25	6,378
	MAY-25	5,508
	JUN-25	5,879

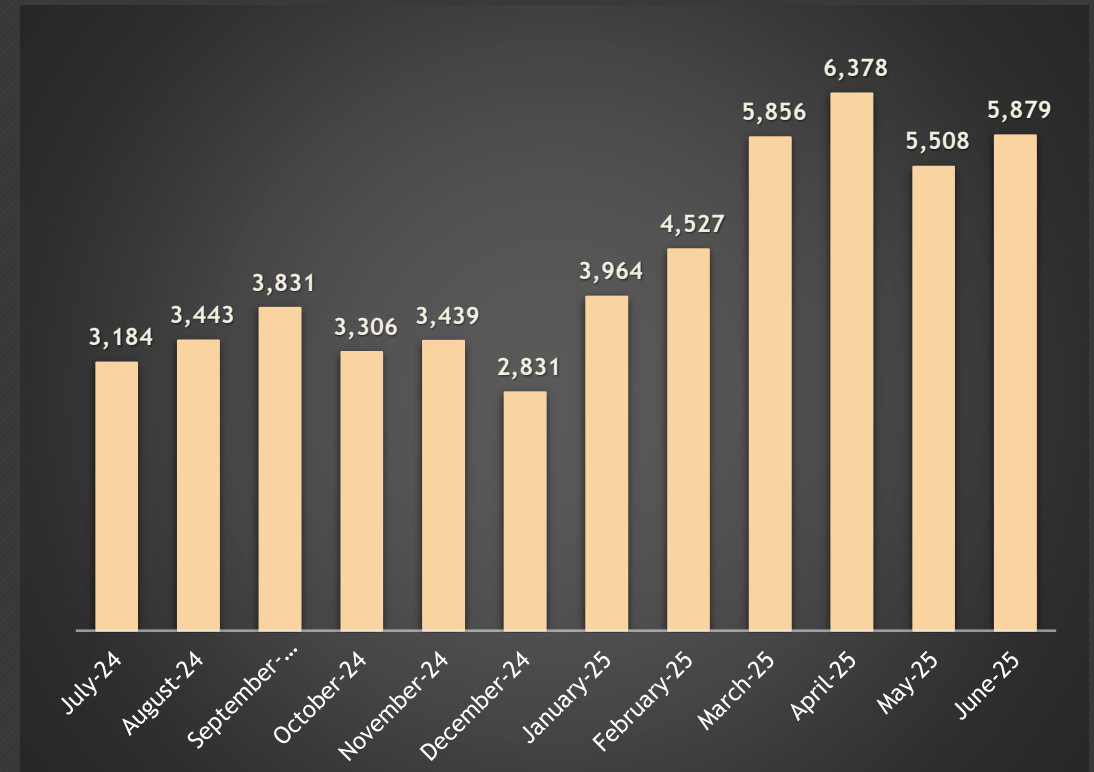
■ Last Grant Year ■ Current Grant Year

Accumulative Totals

45,312

52,146

*\*6,834 trip increase*





# Unmet Trip Data

Denials  
0

■ Last Grant Year ■ Current Grant Year



Cancels  
1,409

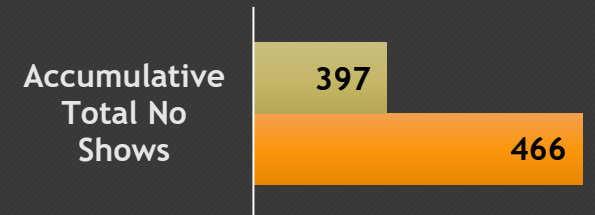
■ Last Grant Year ■ Current Grant Year



**\*1,439 trips decrease**

No Shows  
128

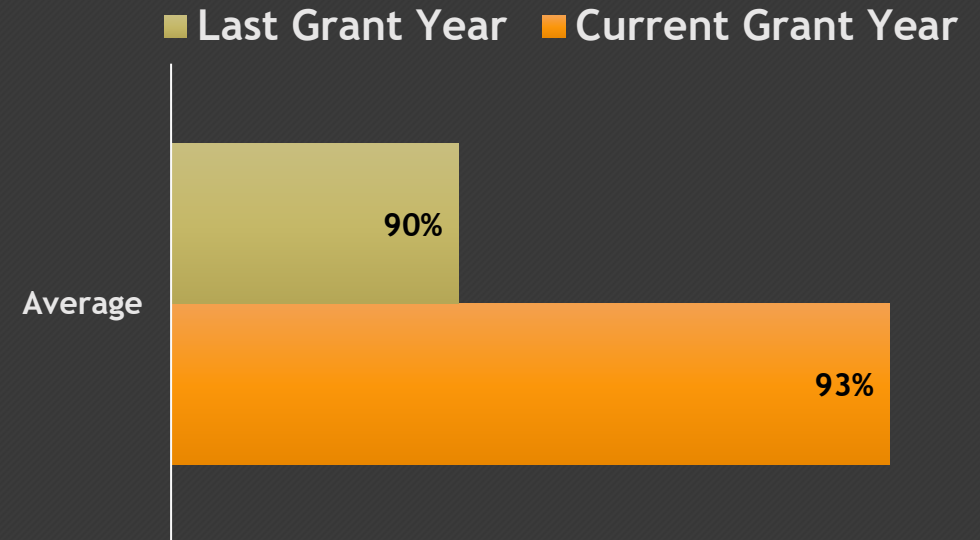
■ Last Grant Year ■ Current Grant Year



**\*69 trips increase**

# On Time Performance

Average 92%	APR-25	93%
	MAY-25	90%
	JUN-25	93%

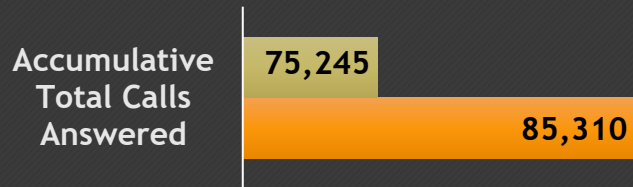


# Regional Mobility Call Center Data



Total Call Answered  
21,996

■ Last Grant Year ■ Current Grant Year



\*10,065  
increase

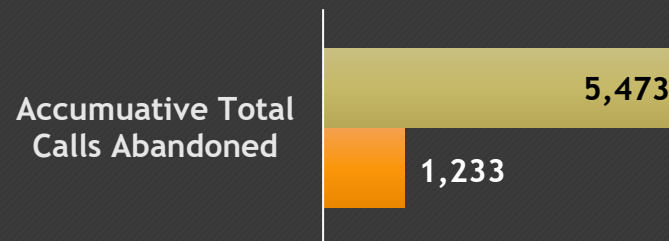
Average Hold Time  
2:12

■ Last Grant Year ■ Current Grant Year



Calls Abandoned  
203

■ Last Grant Year ■ Current Grant Year



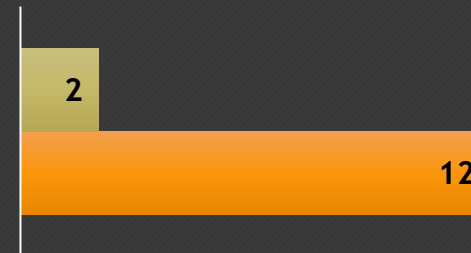
\*4,240  
decrease

# Compliments & Complaints

Total Compliments 7

■ Last Grant Year ■ Current Grant Year

Accumulative Totals  
Compliments



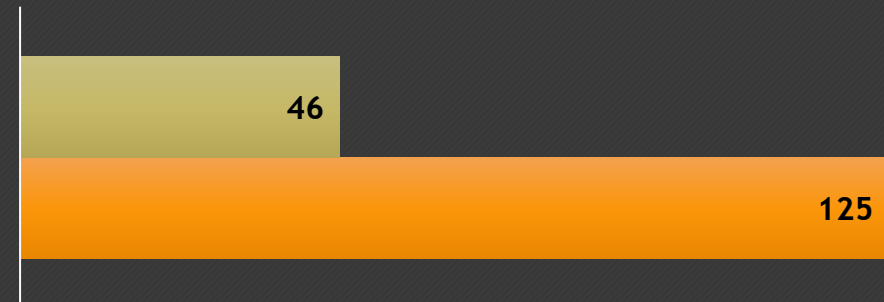
Total Complaints 32

PT = 7

FR = 25

RMCC = 0

Accumulative Totals  
Complaints



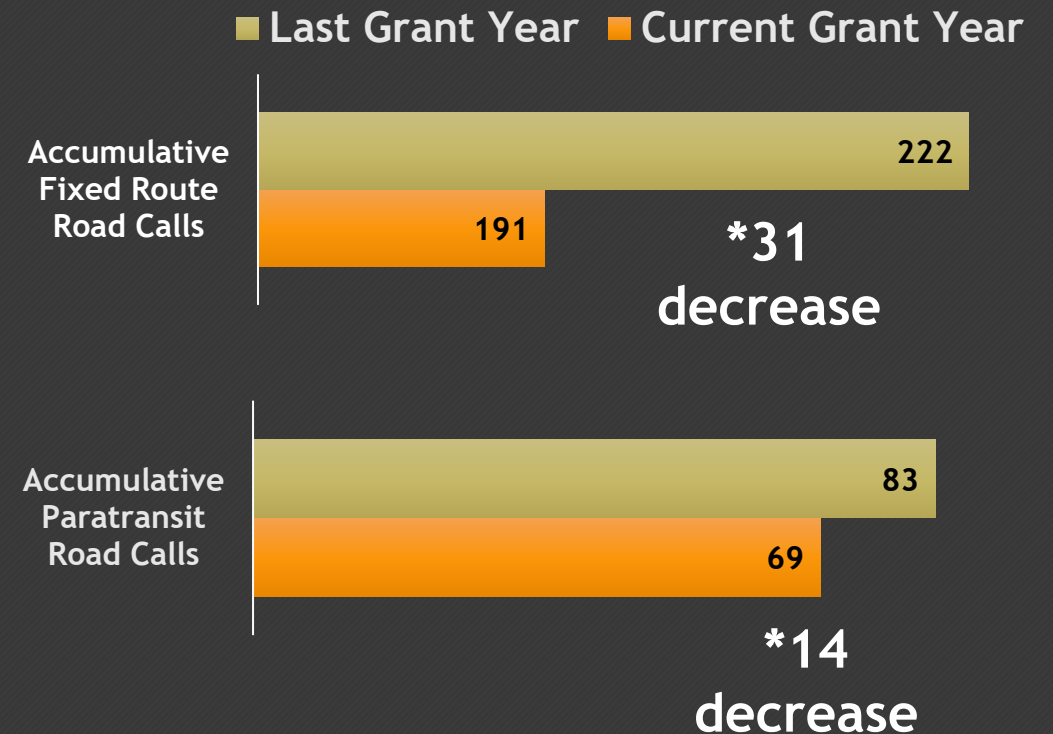
# Road Calls & Average Distance Between Road Calls

## Road Calls

Fixed Route Road Calls	34
Paratransit Road Calls	6

## Average Distance Between Road Calls

Fixed Route	47,671
Paratransit	32,852



# Safety Fixed Route

**Total Number of  
Accidents = 2**

## Chargeable Collisions

- Total Number of Collisions 0
- With Passengers 0
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Chargeable Collisions

- Total Number of Collisions 1
- With Passengers 1
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Collisions

- Number of Non-Collisions 1
- Number of Injuries 1
- Transported to Medical Facility 1

**Accumulative  
Grant Year Totals**

## Chargeable Collisions

- Total Number of Collisions 6
- With Passengers 6
- Number of Injuries 1
- Transported to Medical Facility 1

## Non-Chargeable Collisions

- Total Number of Collisions 7
- With Passengers 3
- Number of Injuries 1
- Transported to Medical Facility 0

## Non-Collisions

- Number of Non-Collisions 5
- Number of Injuries 6
- Transported to Medical Facility 6

# Safety Paratransit

**Total Number of  
Accidents = 3**

## Chargeable Collisions

- Total Number of Collisions 1
- With Passengers 1
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Chargeable Collisions

- Total Number of Collisions 1
- With Passengers 1
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Collisions

- Number of Non-Collisions 1
- Number of Injuries 2
- Transported to Medical Facility 2

**Accumulative  
Grant Year Totals**

## Chargeable Collisions

- Total Number of Collisions 2
- With Passengers 1
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Chargeable Collisions

- Total Number of Collisions 5
- With Passengers 4
- Number of Injuries 0
- Transported to Medical Facility 0

## Non-Collisions

- Number of Non-Collisions 3
- Number of Injuries 4
- Transported to Medical Facility 4



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# Questions?