



CitrusConnection

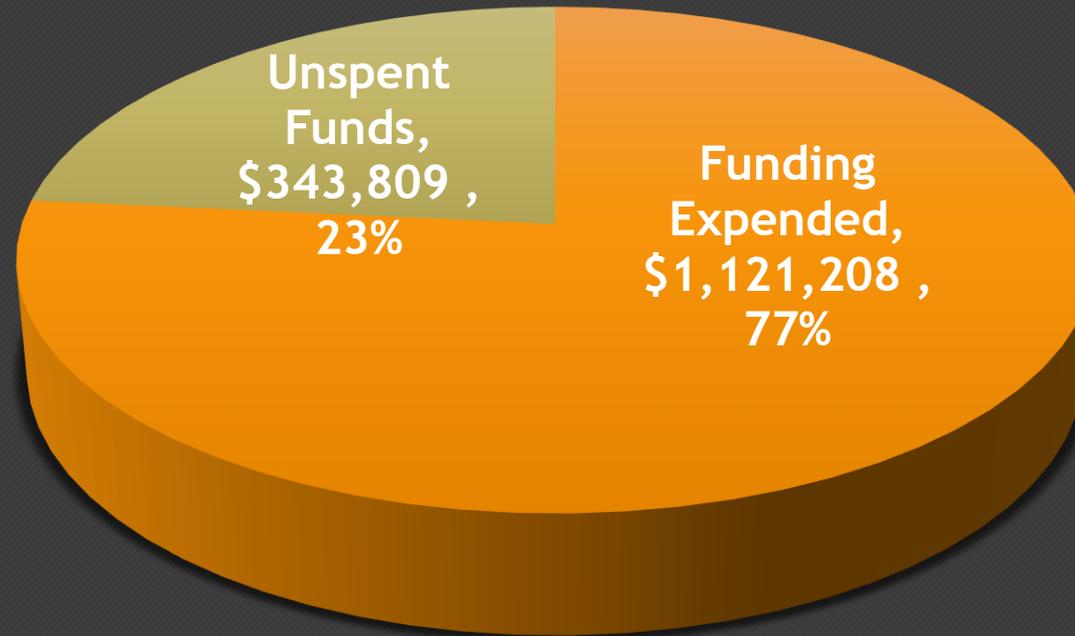
PROGRESS IN MOTION

CTC Report

SEPTEMBER 2025

2024-2025 Funding

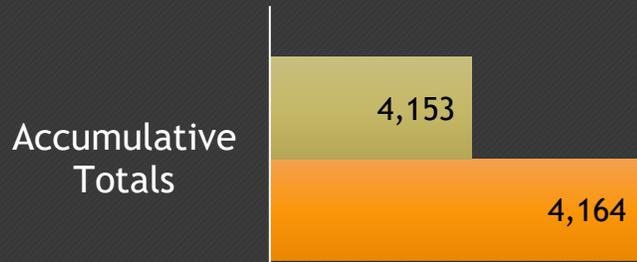
**Total
Funding
\$1,465,017**



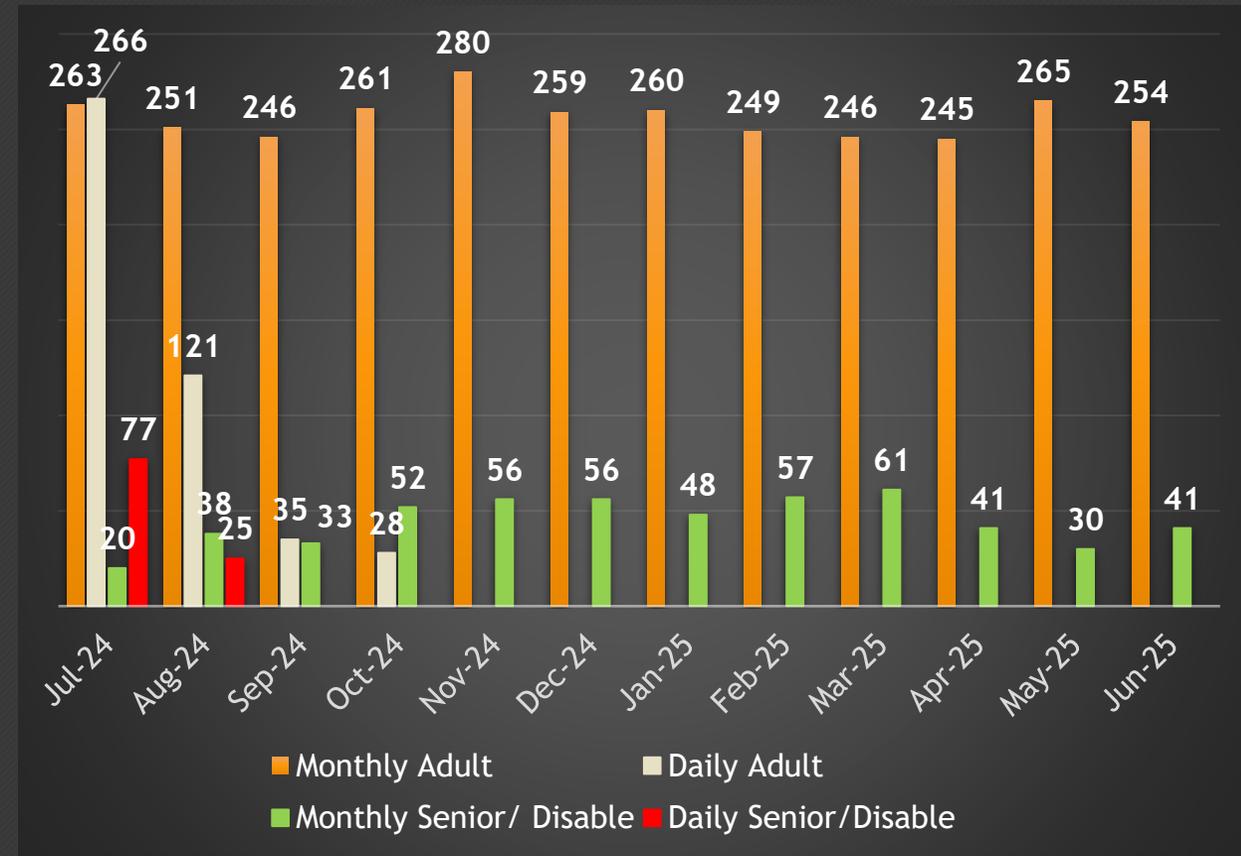
TD Bus Passes

	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



***11 increase
TD Bus
Passes**



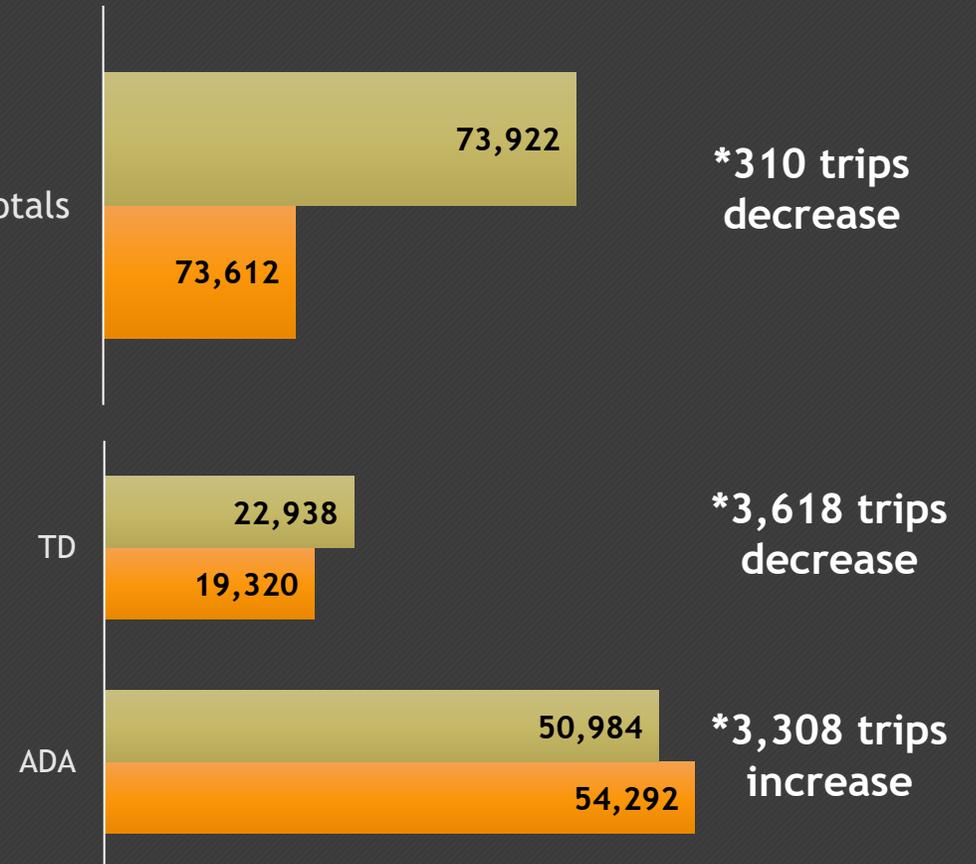
Paratransit Trips Performed

Total Trips Completed
Apr-May-Jun
19,799

- ADA 14,281
- TD 5,518

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



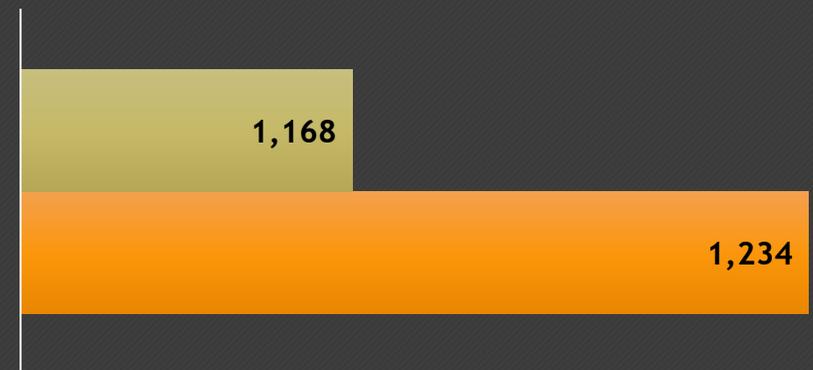
Paratransit Unduplicated

Total
Unduplicated
Clients
Apr-May-Jun

• 86

■ Last Grant Year ■ Current Grant Year

Accumulative Totals

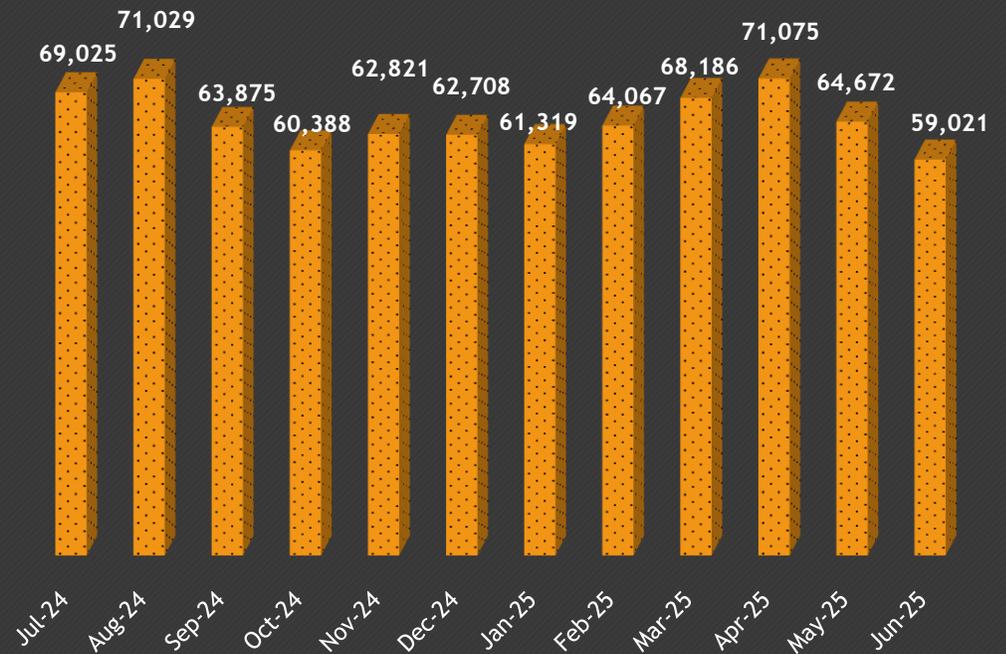


*66 client increase

Fixed Route Ridership Data



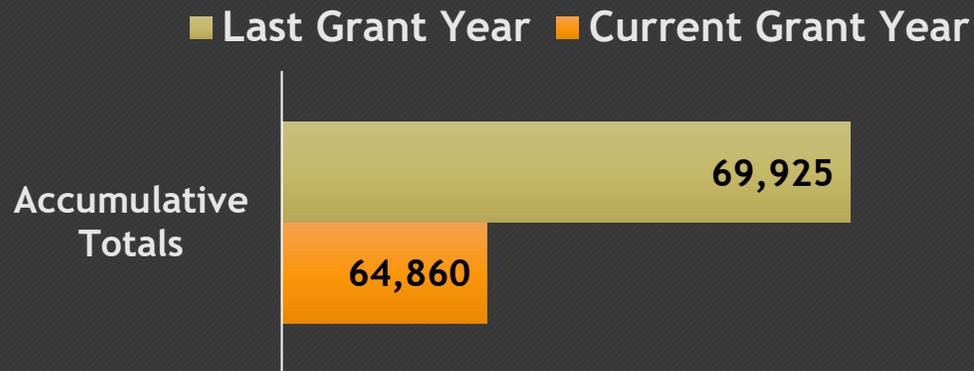
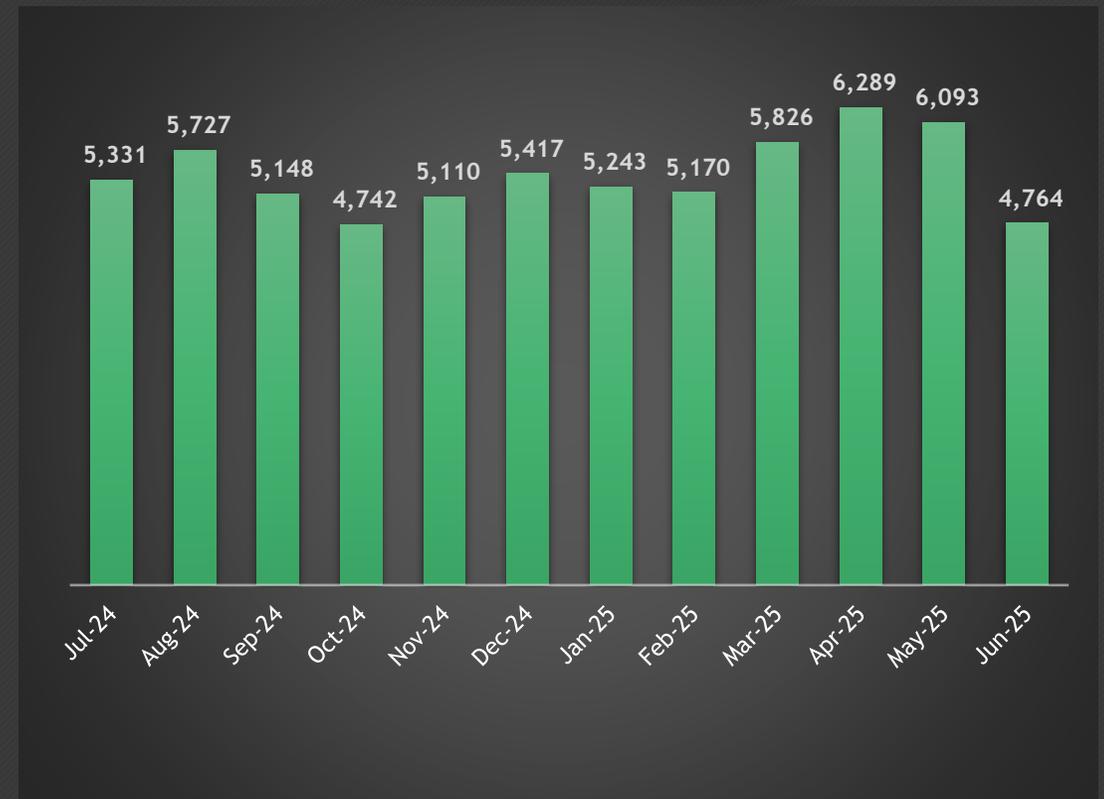
Total 194,768	APR-25	71,075
	MAY-25	64,672
	JUN-25	59,021



**14,878 trip decrease*

Transitions Ridership Data

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

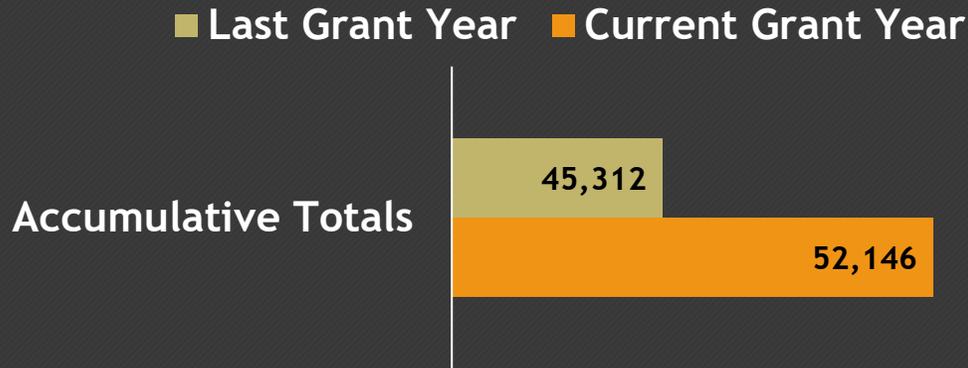
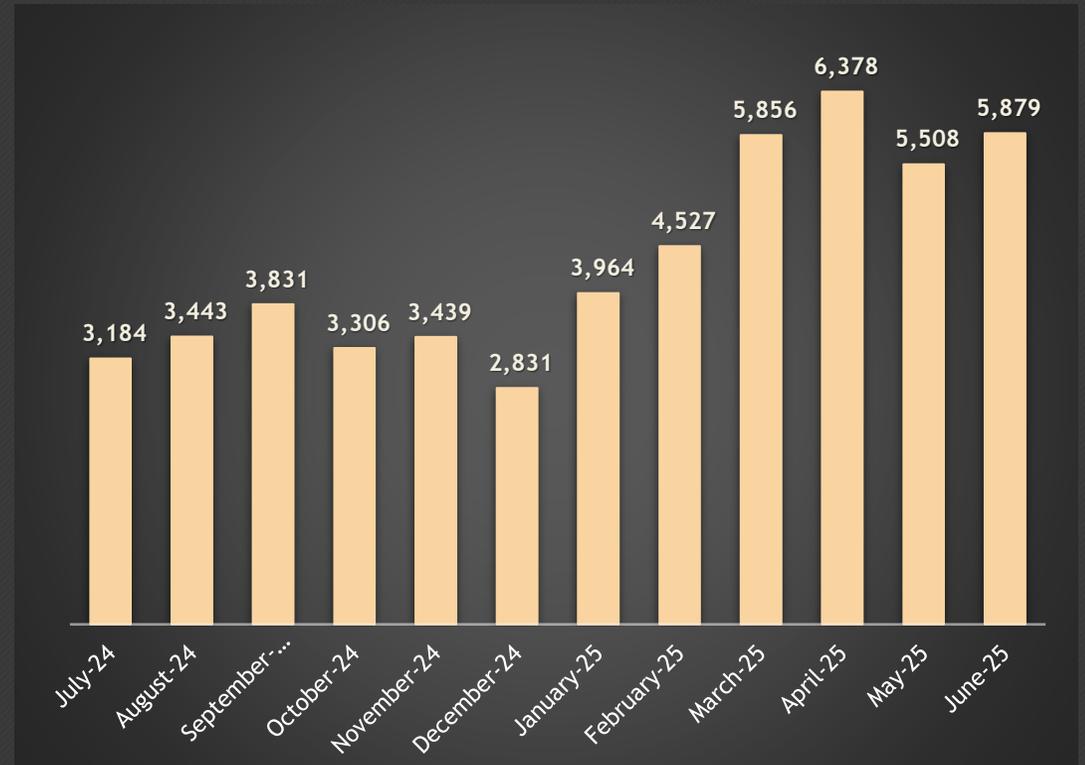


**5,065 trip decrease*

Coordination Ridership Data



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



**6,834 trip increase*

Unmet Trip Data

Denials
0

■ Last Grant Year ■ Current Grant Year



Cancel
1,409

■ Last Grant Year ■ Current Grant Year



*1,439 trips decrease

No Shows
128

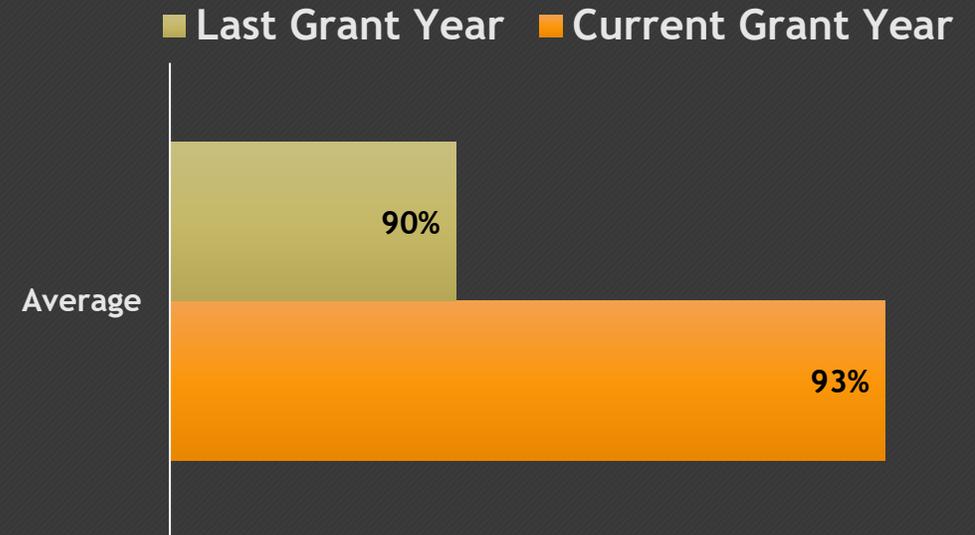
■ Last Grant Year ■ Current Grant Year



*69 trips increase

On Time Performance

Average	APR-25	93%
92%	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**

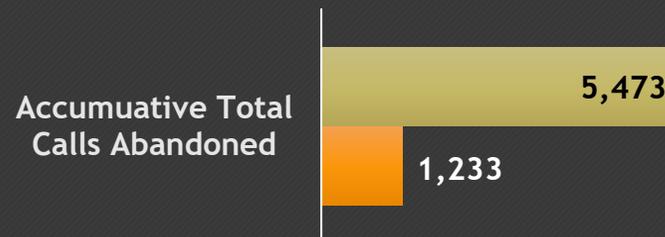
Average Hold Time
2:12

■ 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

2

12

Total Complaints 32

PT = 7

FR = 25

RMCC = 0

Accumulative Totals
Complaints

46

125

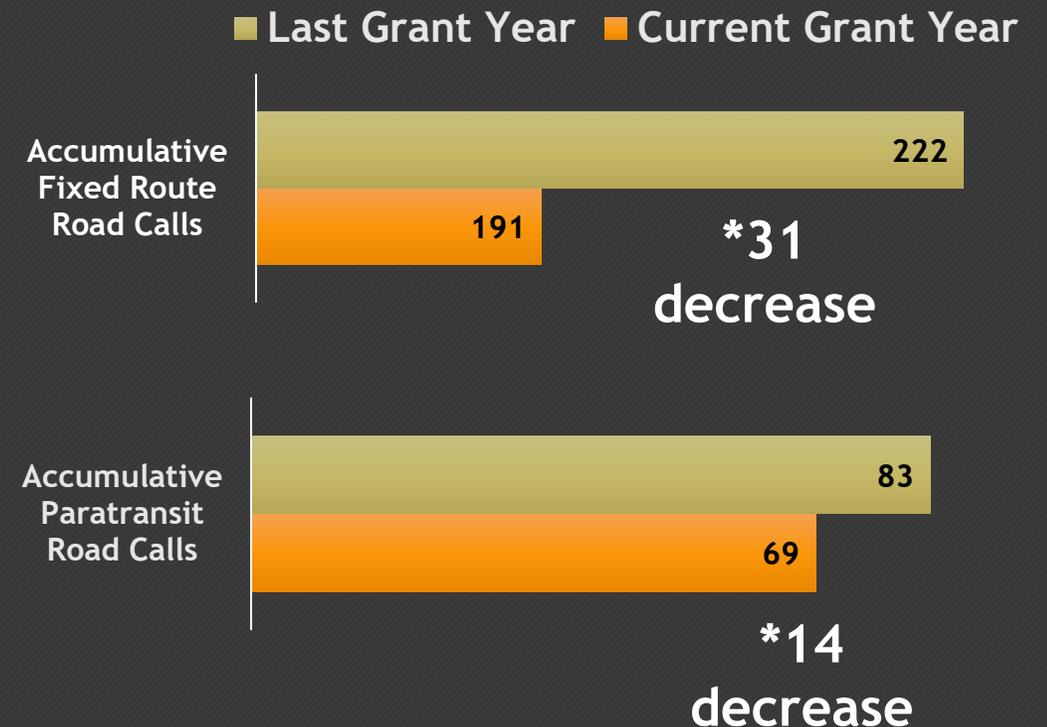
Road Calls & Average Distance Between Road Calls

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



CitrusConnection
PROGRESS IN MOTION

Questions?