



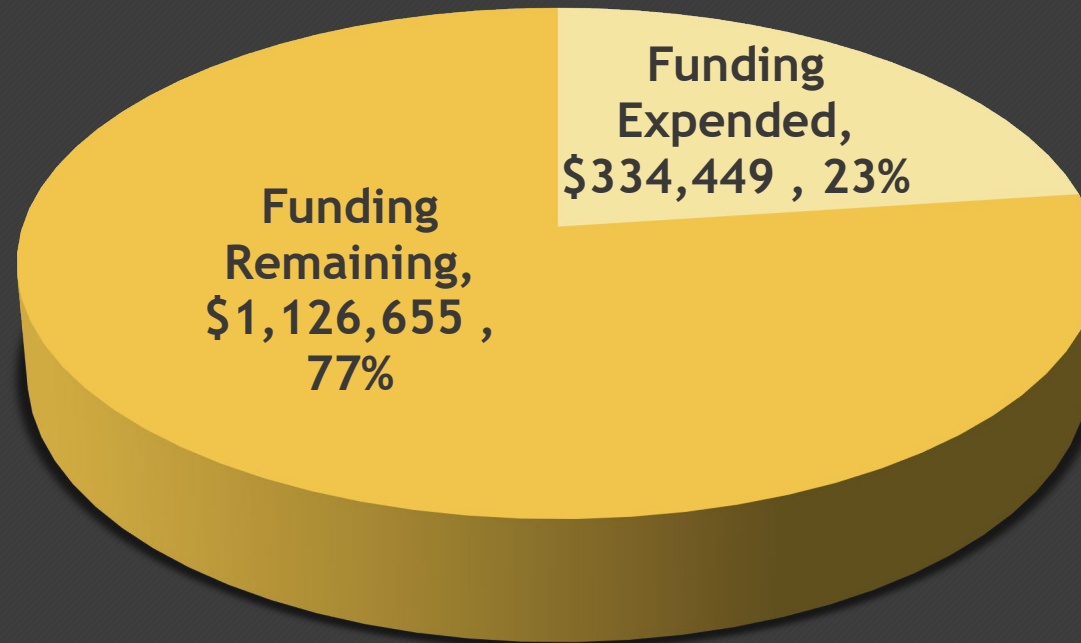
CitrusConnection
PROGRESS IN MOTION

CTC Report

DECEMBER 2025

2025-2026 Funding

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

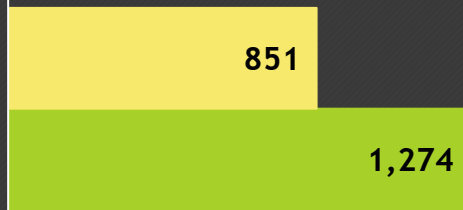


TD Bus Passes

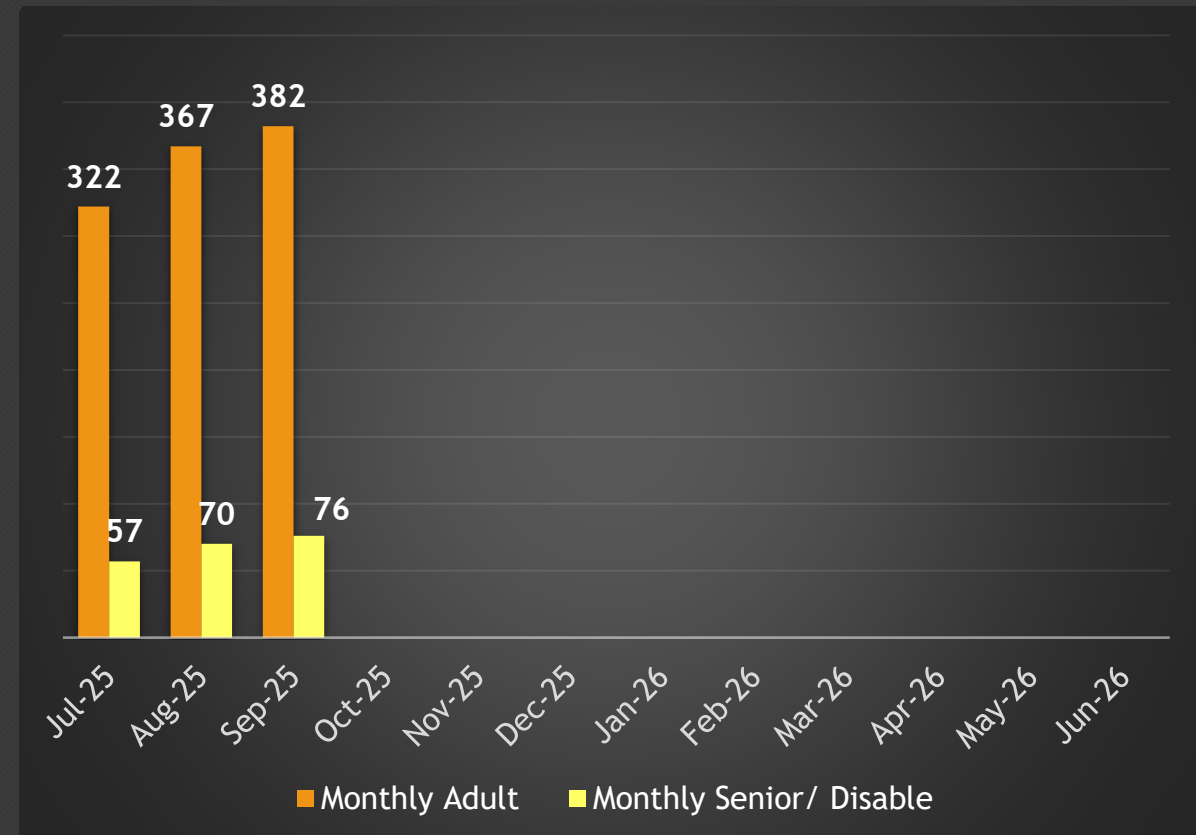
	Monthly	Monthly Senior/Disable
JUL-25	322	57
AUG-25	367	70
SEP-25	382	76
TOTALS	1,071	203

■ Last Grant Year ■ Current Grant Year

Accumulative Totals



***423**
increase TD
Bus Passes

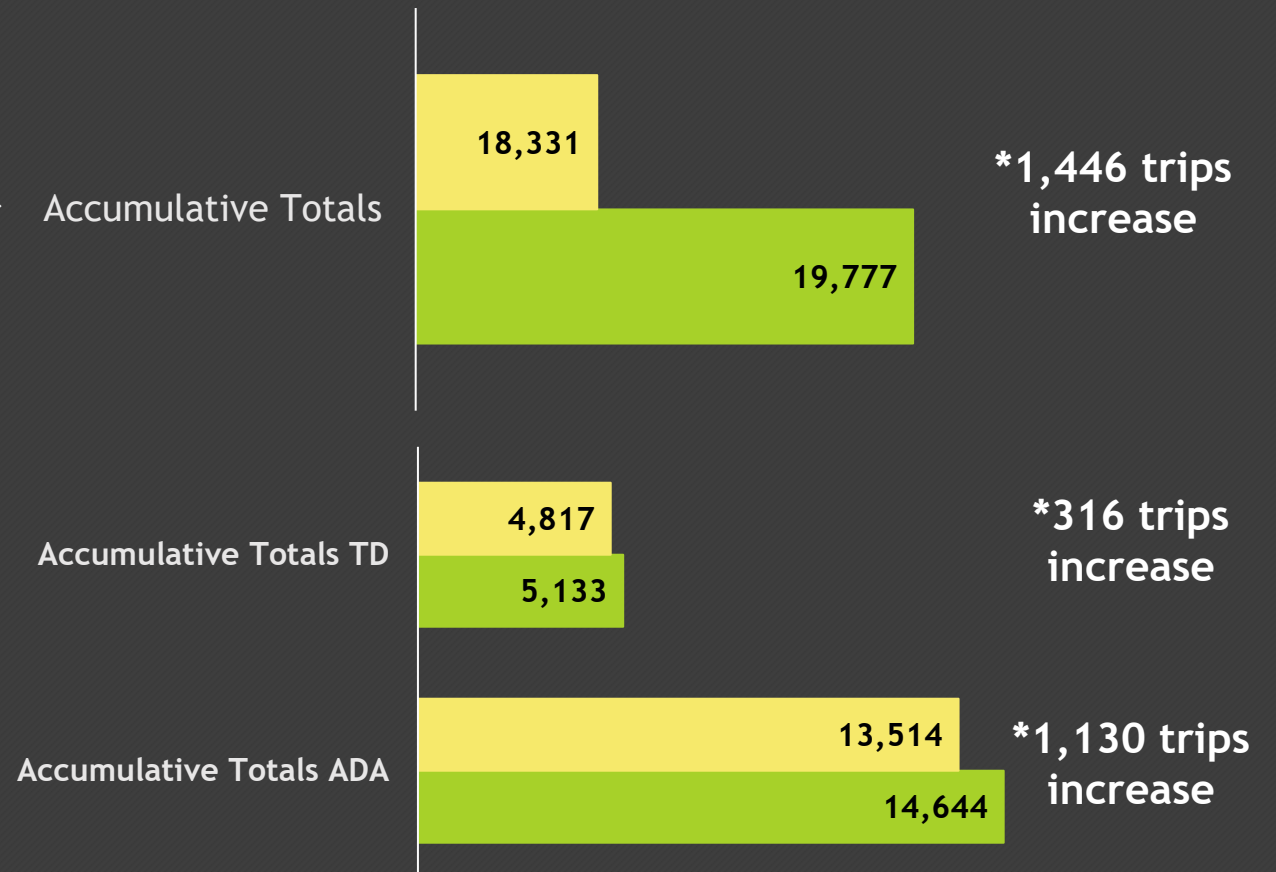


Paratransit Trips Performed

Total Trips
Completed
July-Aug-Sep
19,777

- ADA 14,644
- TD 5,133

■ Last Grant Year ■ Current Grant Year



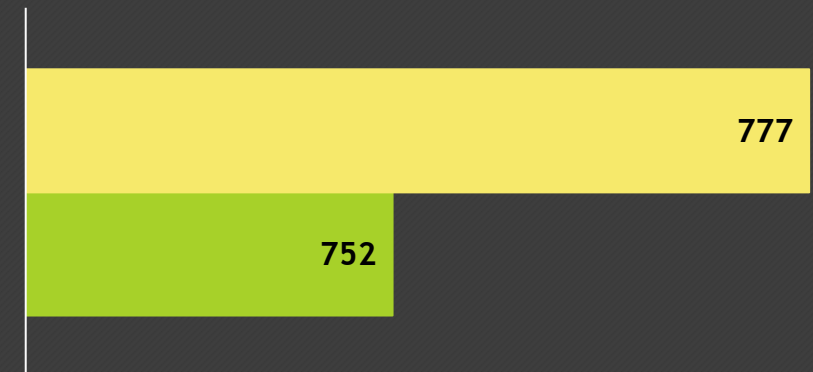
Paratransit Unduplicated

Total
Unduplicated
Clients
Jul-Aug-Sep

• 752

Accumulative Totals

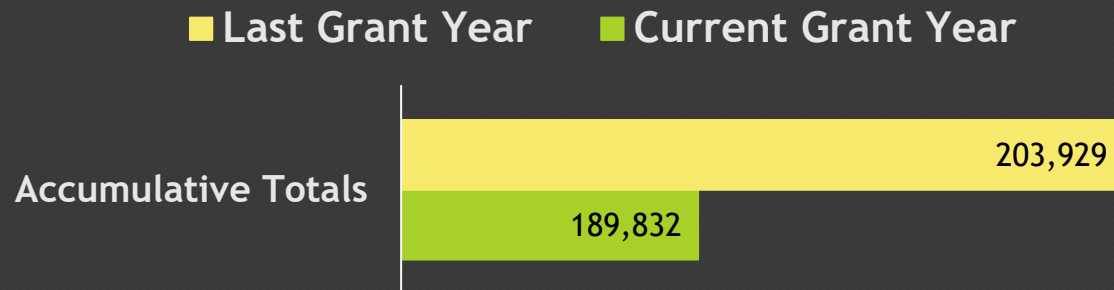
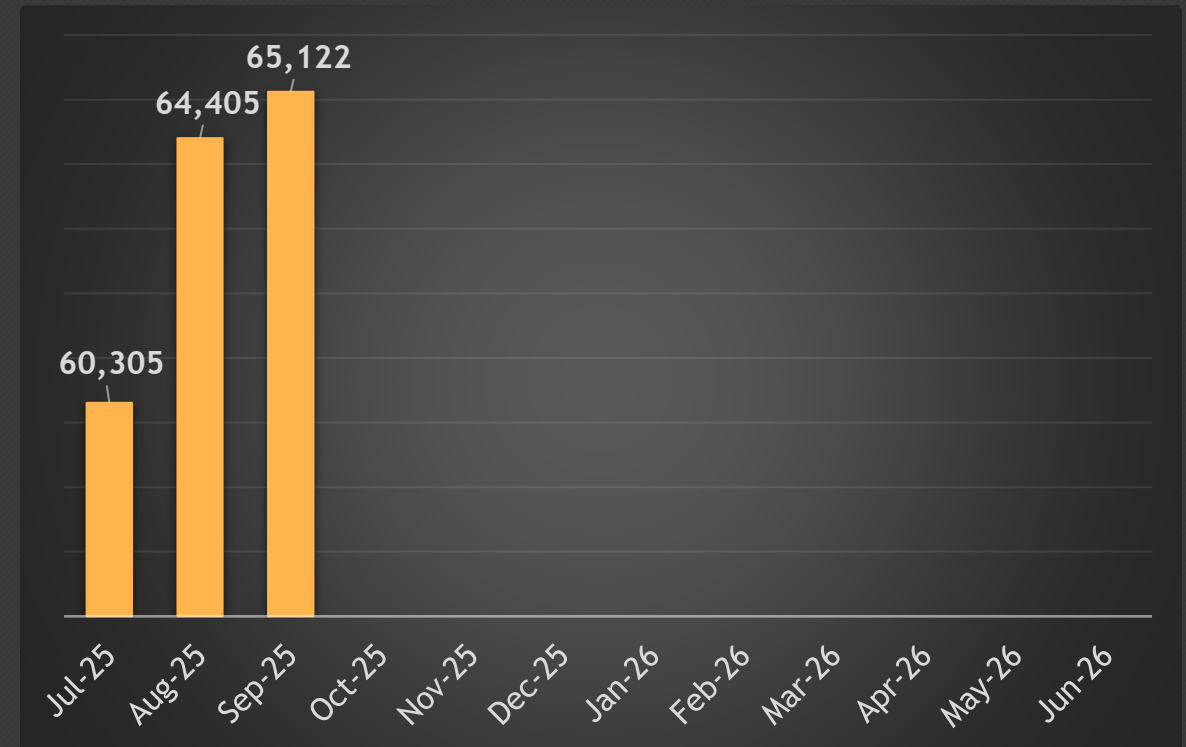
■ Last Grant Year ■ Current Grant Year



*25 client decrease

Fixed Route Ridership Data

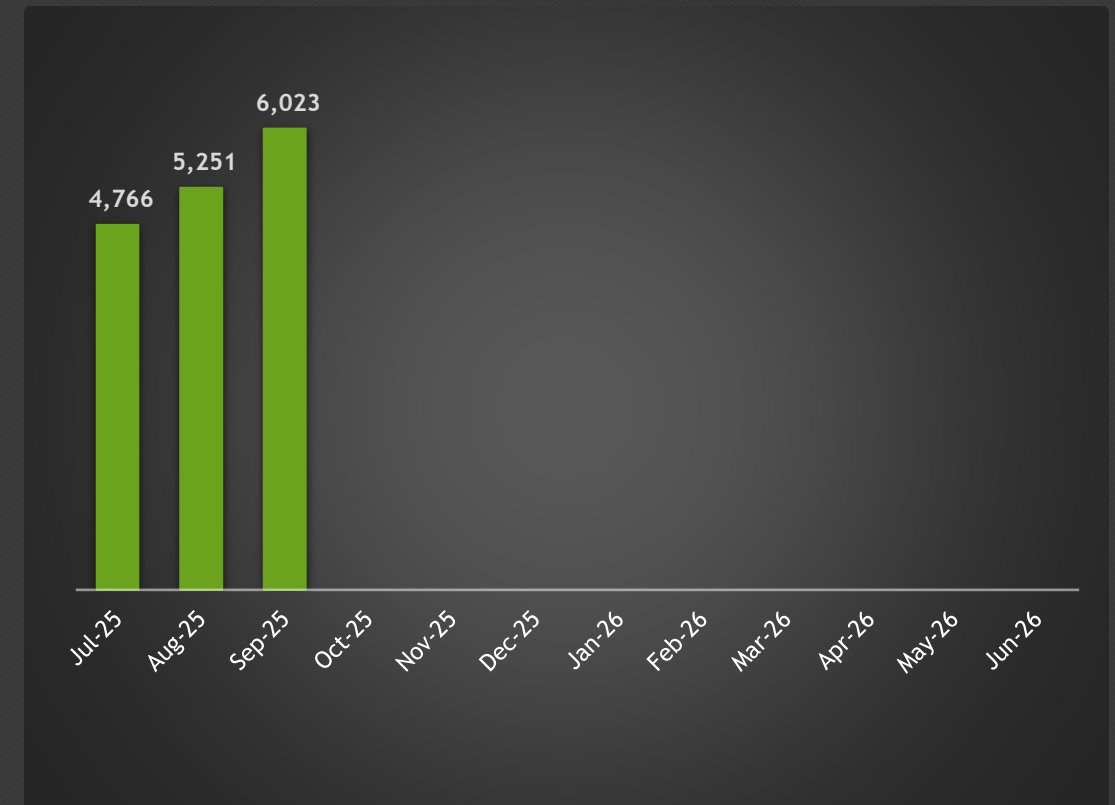
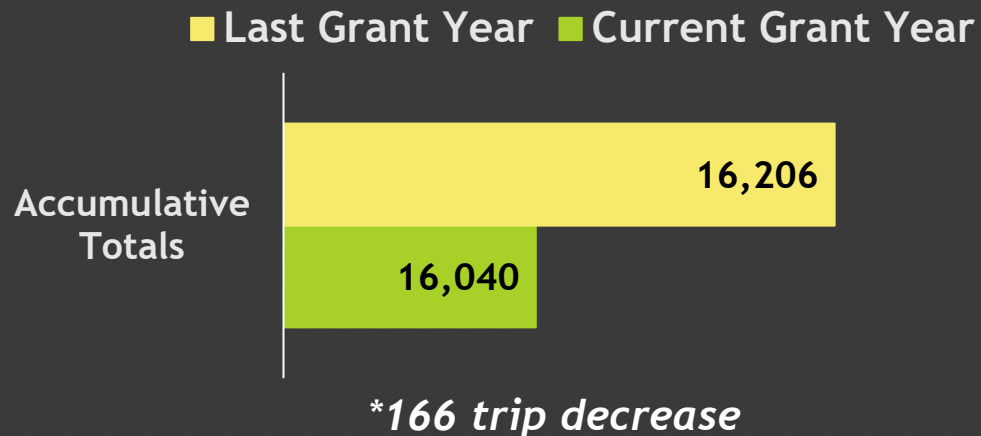
Total 189,832	JUL-25	60,305
	AUG-25	64,405
	SEP-25	65,122



**14,097 trip decrease*

Transitions Ridership Data

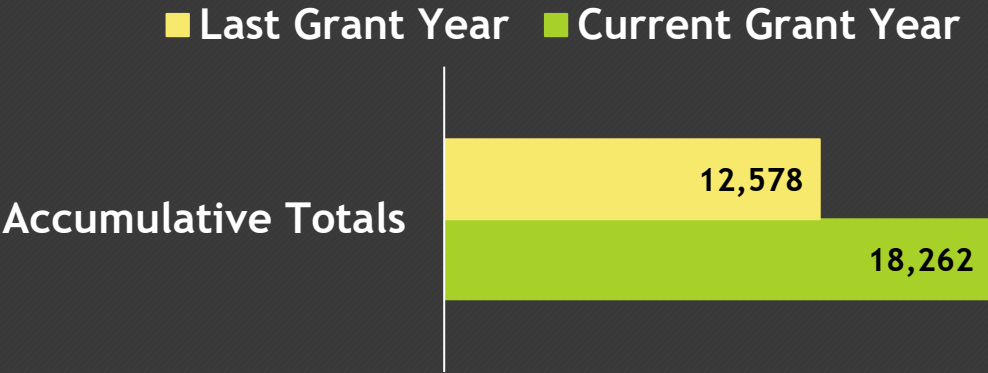
Total 16,040	JUL-25	4,766
	AUG-25	5,251
	SEP-25	6,023



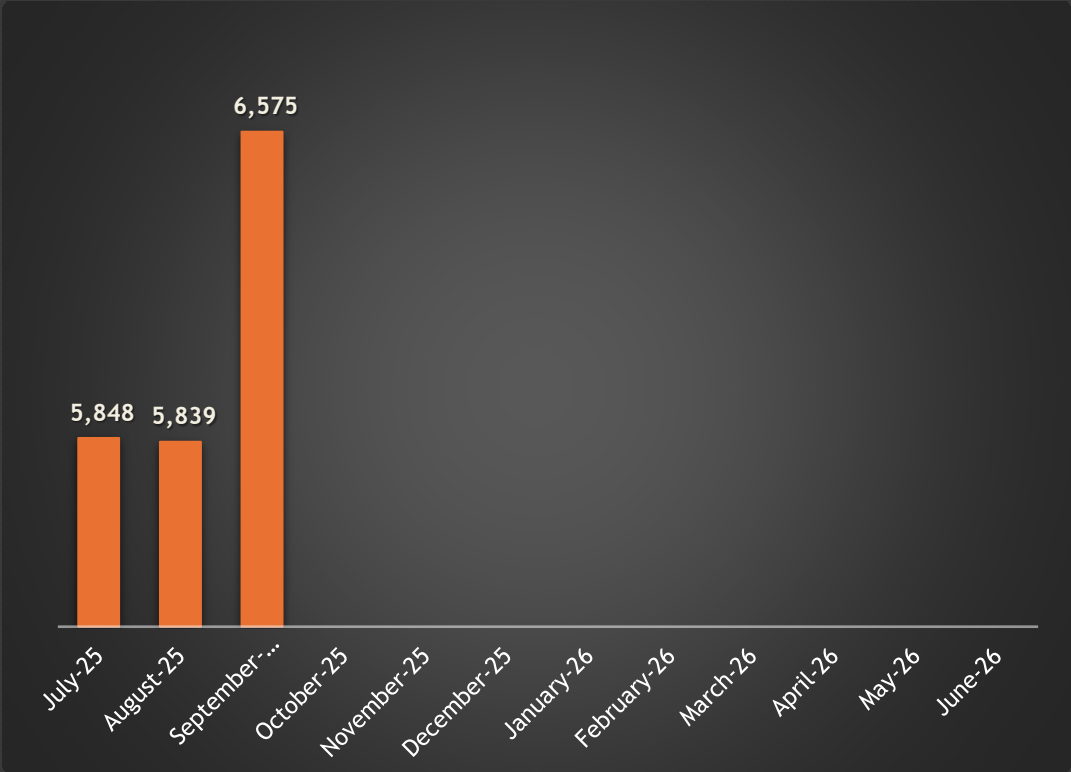
Coordination Ridership Data



Total 18,262	JUL-25	5,848
	AUG-25	5,839
	SEP-25	6,575



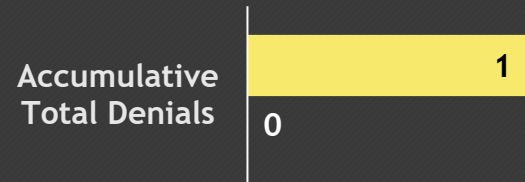
**5,684 trip increase*



Unmet Trip Data

Denials
0

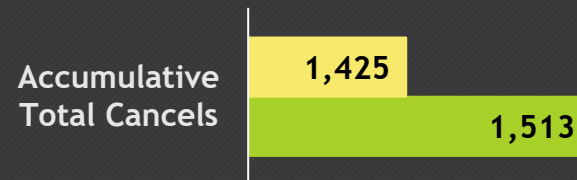
■ Last Grant Year ■ Current Grant Year



***1 trip
decrease**

Cancels
1,513

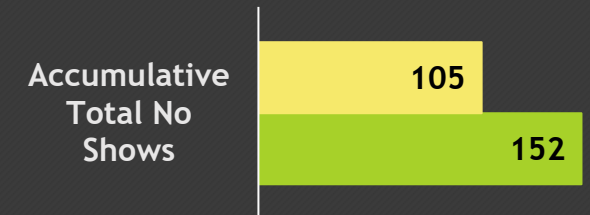
■ Last Grant Year ■ Current Grant Year



***88 trips
increase**

No Shows
152

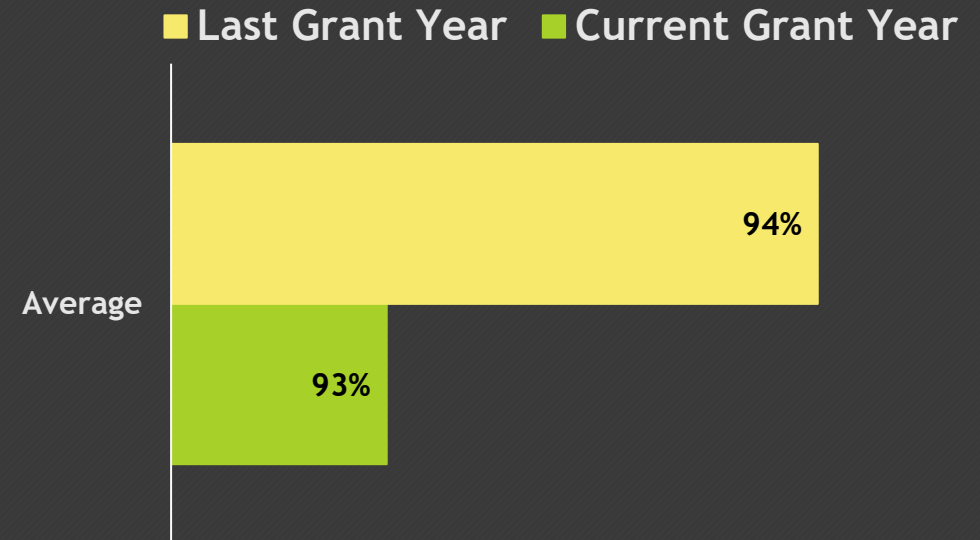
■ Last Grant Year ■ Current Grant Year



***47 trips
increase**

On Time Performance

Average 93%	JUL-25	95%
	AUG-25	93%
	SEP-25	92%



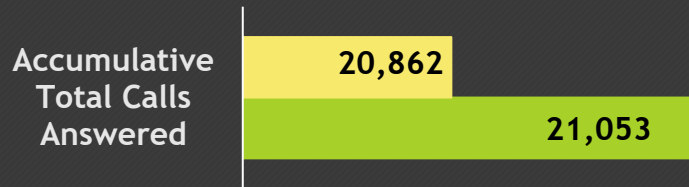
Regional Mobility Call Center Data



Total Call Answered
21,053

Average Hold Time
1:55

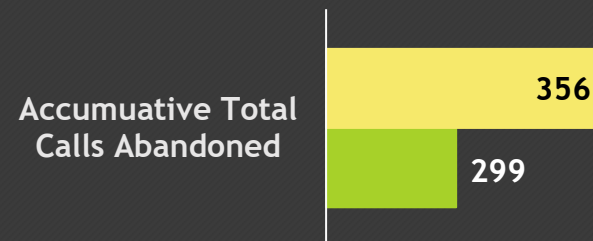
■ Last Grant Year ■ Current Grant Year



***191
increase**

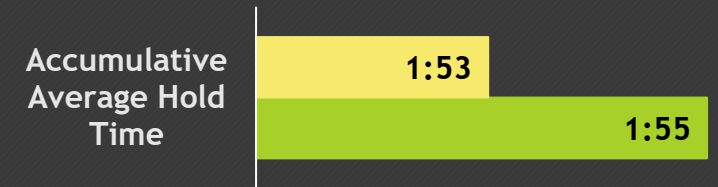
Calls Abandoned
299

■ Last Grant Year ■ Current Grant Year



***57
decrease**

■ Last Grant Year ■ Current Grant Year



Compliments & Complaints

Total Compliments 2

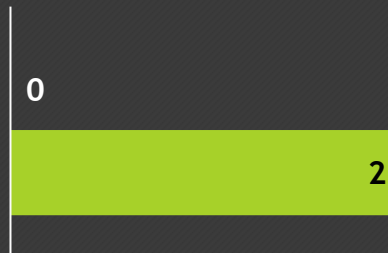
FR = 0

PT = 2

RMCC = 0

■ Last Grant Year ■ Current Grant Year

Accumulative Totals
Compliments



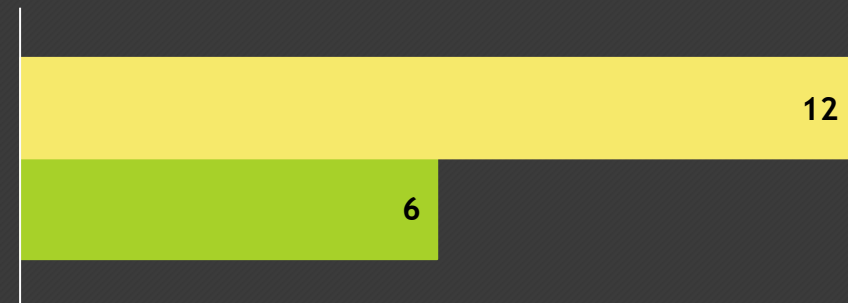
Total Valid Complaints 6

FR = 3

PT = 3

RMCC = 0

Accumulative Totals
Complaints



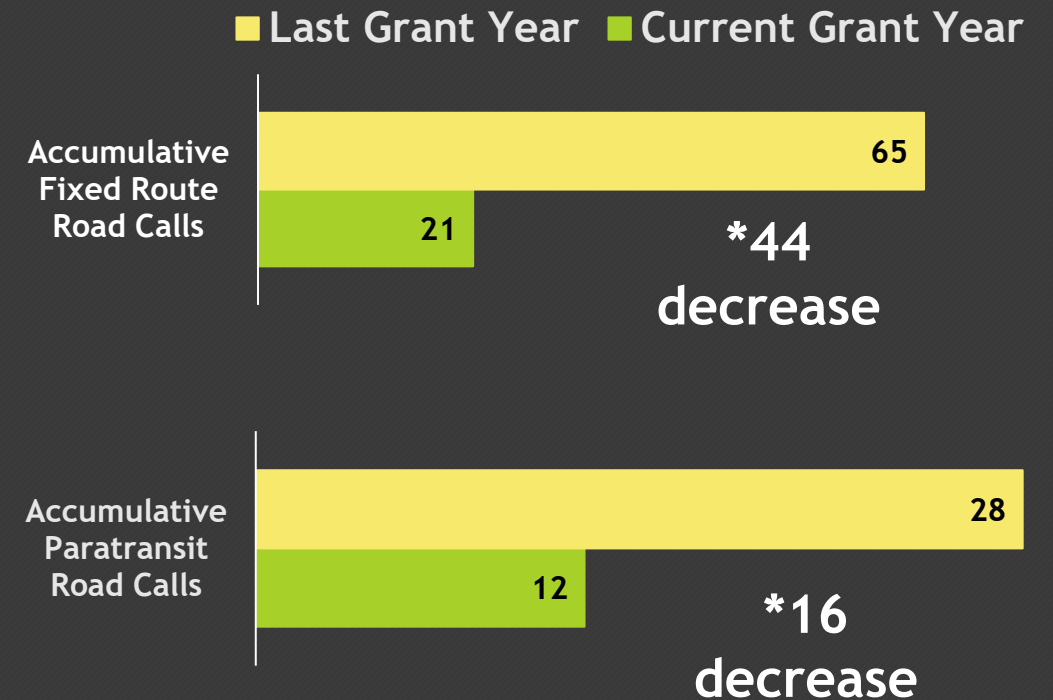
Road Calls & Average Distance Between Road Calls

Road Calls

Fixed Route Road Calls	21
Paratransit Road Calls	12

Average Distance Between Road Calls

Fixed Route	16,566
Paratransit	22,793



Safety Fixed Route

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

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

Safety Paratransit

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

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



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Questions?