



CitrusConnection
PROGRESS IN MOTION

CTC Report

September 2024

2023-2024 Funding

Total Funding
\$1,461,766.

Total Funding Expended
\$1,454,069.

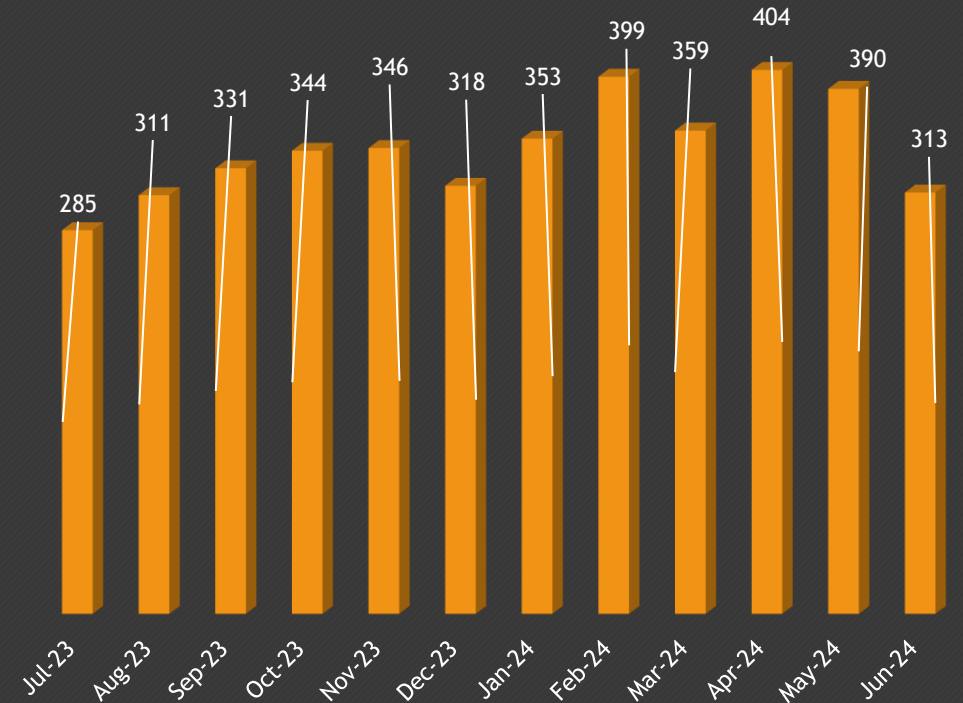
Funding Remaining
\$9,886.

*99% of the budget

TD Monthly Bus Passes

Total Passes
1107

April	404
May	390
June	313



Current Grant Year Total Monthly Bus Passes	4153
Last Grant Year Total Monthly Bus Passes	3154

*1,001 increase monthly passes

Paratransit Trips Performed



Total Trips Completed
19,560

Total Unduplicated Clients
1,168

****27,754 trip increase***
****21 client decrease***

Current Grant Year Total Trips = 77,042
Last Grant Year Total Trips = 49,288

Trip Breakdown

Total Trips Completed
19,560

ADA = 13,798
TD = 5,762

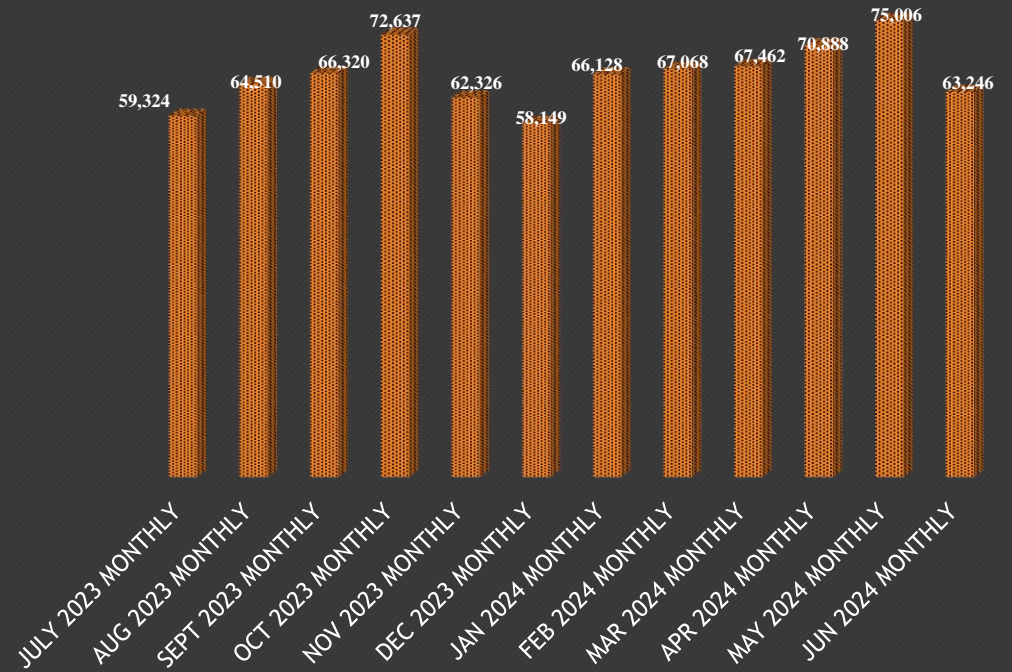
Current Grant Year Total Trips = 77,042

ADA = 54,109
TD = 22,933

Fixed Route Ridership

Total 209,140

April	70,888
May	75,006
June	63,246



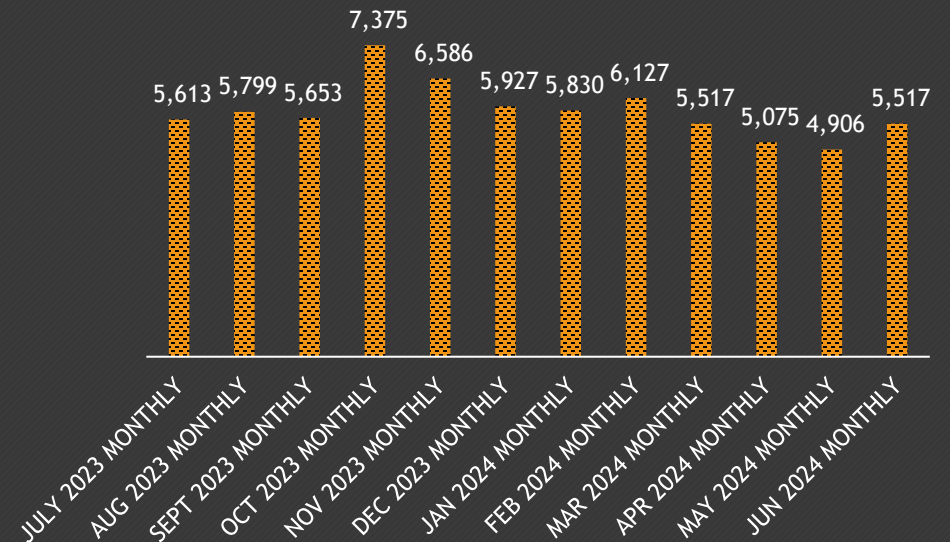
Current Grant Year Ridership = 793,064
Last Grant Year Ridership = 668,519

**124,545 trip increase*

Transitions Ridership Data

Total 14,710

April	5,075
May	4,906
June	4,729



Current Grant Year Ridership = 69,925
Last Grant Year Ridership = 55,253

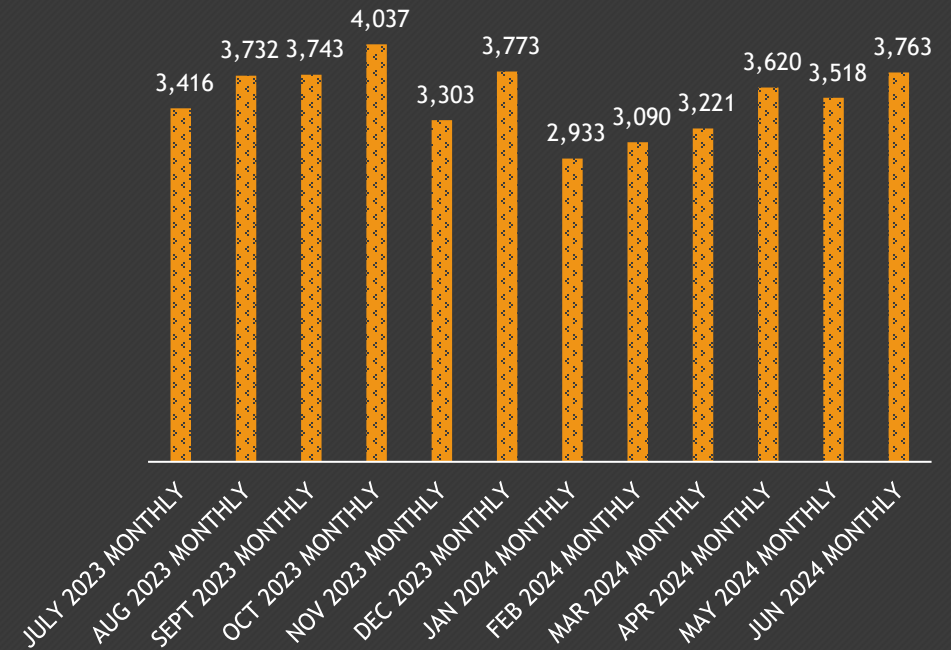
**14,672 trip increase*

Coordination Ridership Data



Total 10,901

April 3,620
May 3,518
June 3,763



Current Grant Year Ridership = 42,149
Last Grant Year Ridership = 43,798

**1,649 trip decrease*

Unmet Trip Data

Denials
0

Cancel
1,728

No Shows
73

Current Grant Year Totals

Denials = 10
Cancel = 7,504
No Shows = 397

On Time Performance

92 %

April	91%
May	91%
June	95%

Current Grant Year
87 %

Last Grant Year
88 %

Regional Mobility Call Center Data

Total Call Answered
17,583

Average Hold Time
2:16

Calls Abandoned
217

Current Grant Year Totals

Calls Answered = 75,159
Average Hold Time = 2:22
Calls Abandoned= 5,473

Compliments & Complaints

Total Compliments = 1

Total Complaints = 8

PT = 1

(1 unfounded)

FR = 2

(1 unfounded - 1 founded)

RMCC = 0

Current Grant Year Totals

Compliments = 2

Complaints = 46

Road Calls & Average Distance Between Road Calls

Road Calls

Fixed Route Road Calls = 63

Paratransit Road Calls = 15

Average Distance Between Road Calls

Fixed Route = 6,806

Paratransit = 17,985

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Current Year Road Call Totals

Fixed Route = 222

Paratransit = 83

Safety Fixed Route

Total Number of Accidents = 6

Chargeable Collision	4
Non- Chargeable Collision	2
Chargeable with Passenger	3
Non-Chargeable with Passenger	1
Total # of Injuries (preventable)	2
*Operator complained of chest pains after rear ending a vehicle Transported to Medical facility by EMS	
Total # of Injuries (non-preventable)	1
* 2 Hard breaking events causing passengers to fall. Transported by EMS 1 passenger hit leg on ramp while ramp was deploying Passenger requested EMS	
Total Transported to Medical Facility due to accident	4
Total Transported to Facility due to Passenger Emergency	0

Current Grant Year Totals

Total Number of Accidents	22
Chargeable Collision	11
Non- Chargeable Collision	11
Chargeable with Passenger	6
Non-Chargeable with Passenger	6
Total # of Injuries (non-preventable)	6
Total Transported to Medical Facility due to accident =	10
Total Transported Facility due to Passenger Emergency =	0

Safety Paratransit

Total Number of Accidents = 1

Chargeable Collision	1
Non- Chargeable Collision	0
Chargeable with Passenger	1
Non-Chargeable with Passenger	0
Total # of Injuries (non-preventable)	0
Total Transported to Medical Facility due to accident	0
Total Transported to Facility due to Passenger Emergency	0

*

Current Grant Year Totals

Total Number of Accidents	7
Chargeable Collision	4
Non- Chargeable Collision	3
Chargeable with Passenger	1
Non-Chargeable with Passenger	1
Total # of Injuries (non-preventable)	3
Total Transported to Medical Facility due to accident =	4
Total Transported Facility due to Passenger Emergency =	0



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Questions?