CitrusConnection

PROGRESS IN MOTION

CTC Report

SEPTEMBER 2025

2024-2025 Funding

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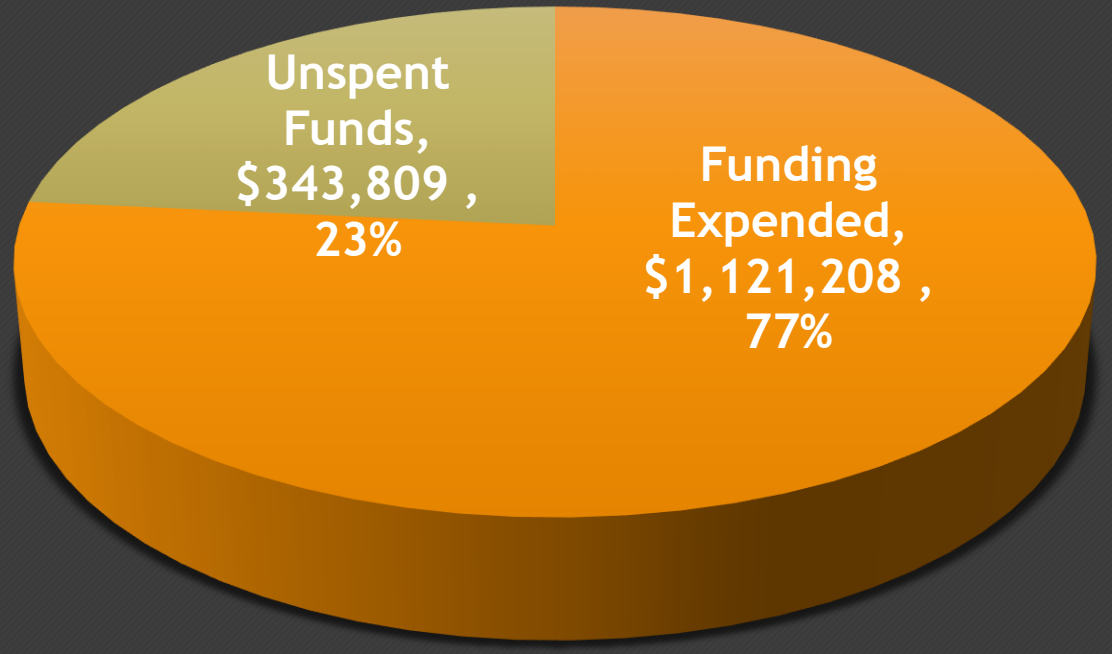
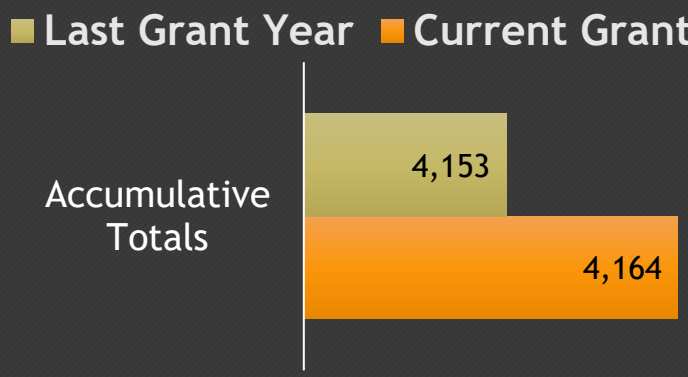
Total Funding $1,465,017

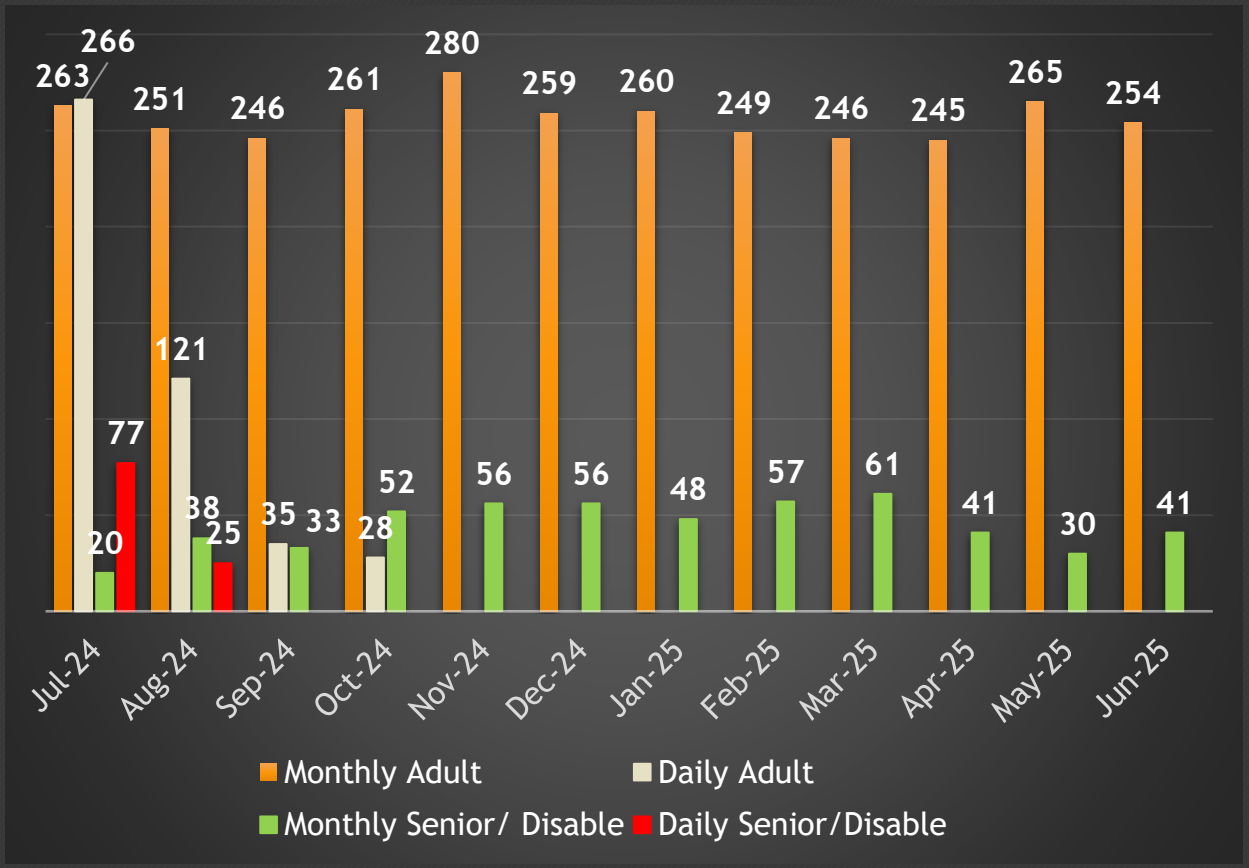


TD Bus Passes

	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



*11 increase TD Bus Passes



Paratransit Trips Performed

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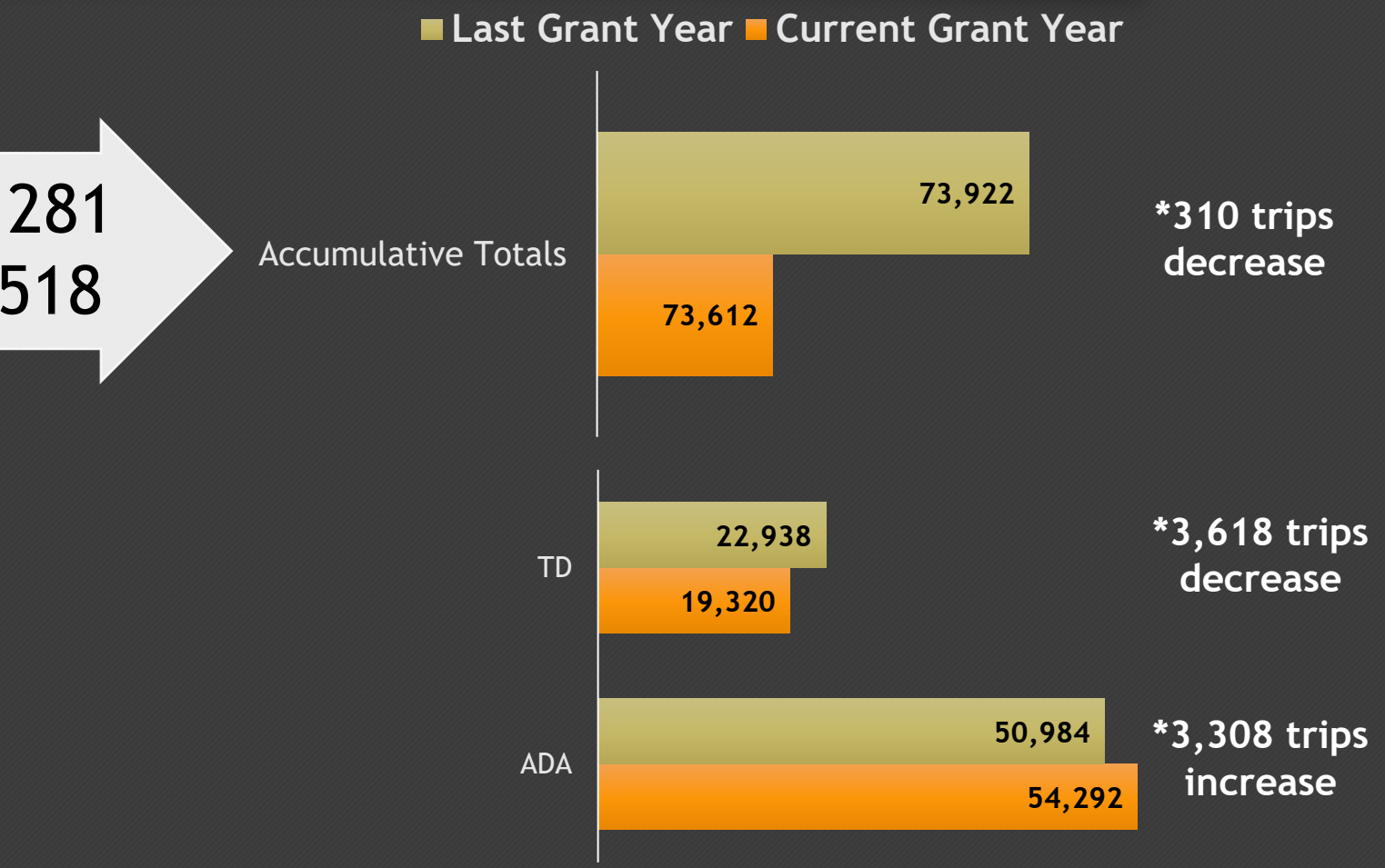
Total Trips Completed Apr-May-Jun 19,799

- ADA 14,281
- TD 5,518

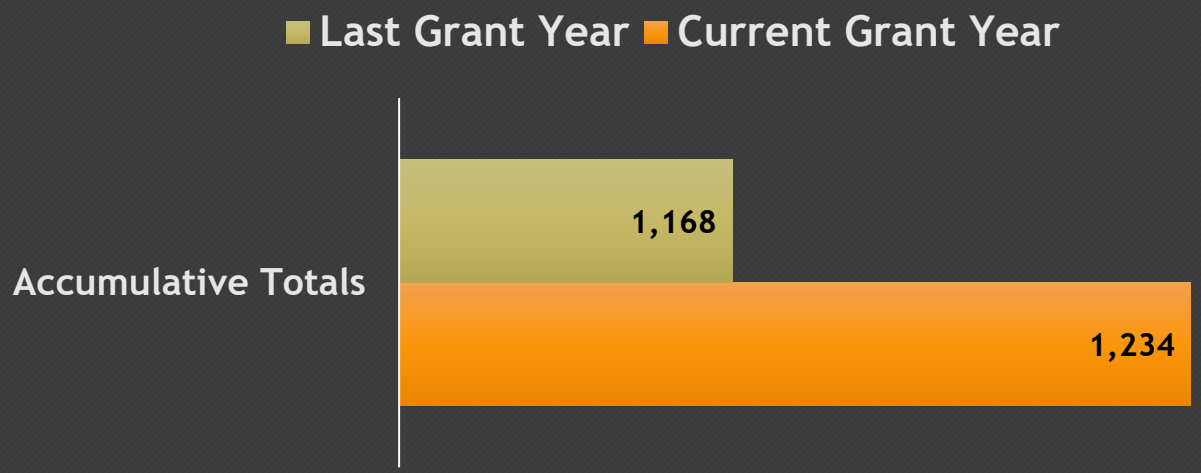


Paratransit Unduplicated

Total Unduplicated Clients

Apr-May-Jun

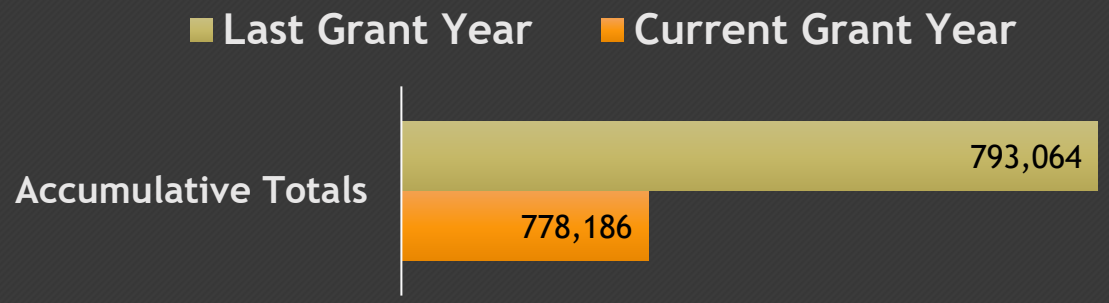
- 86



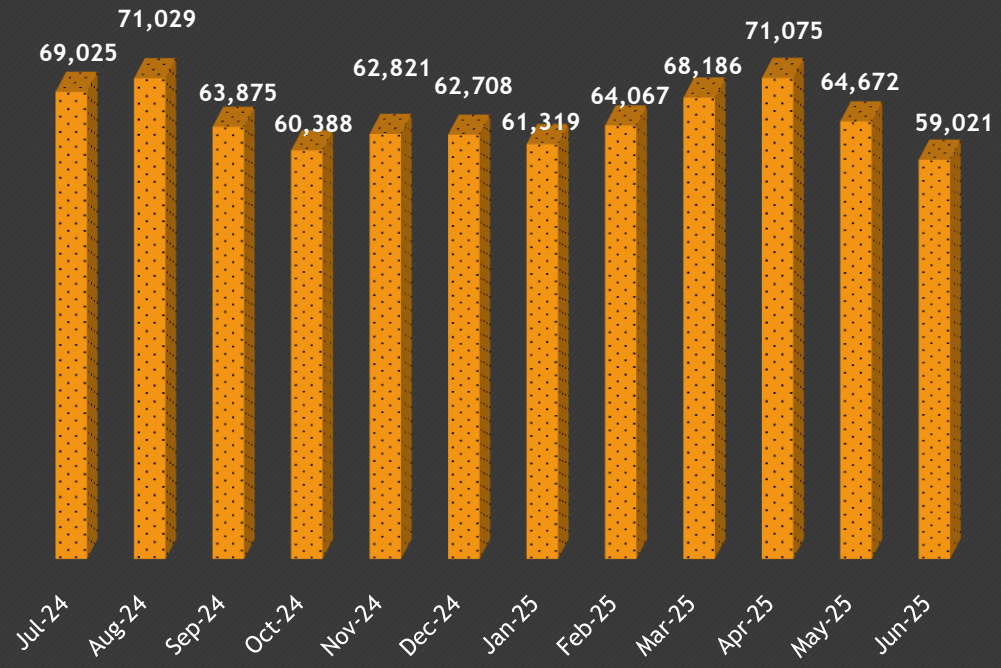
*66 client increase

Fixed Route Ridership Data

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

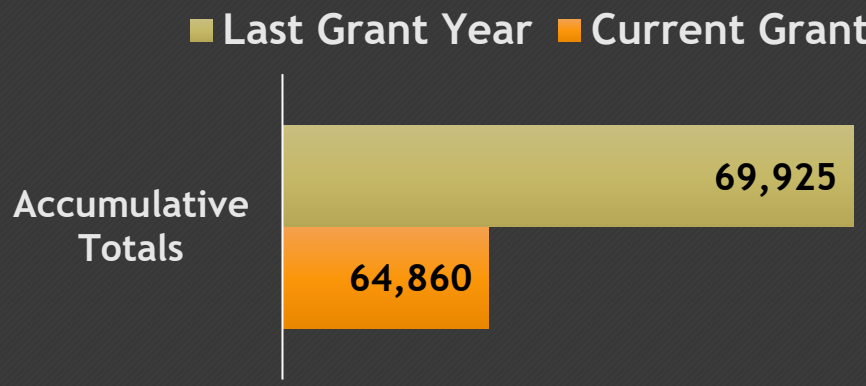


14,878 trip decrease

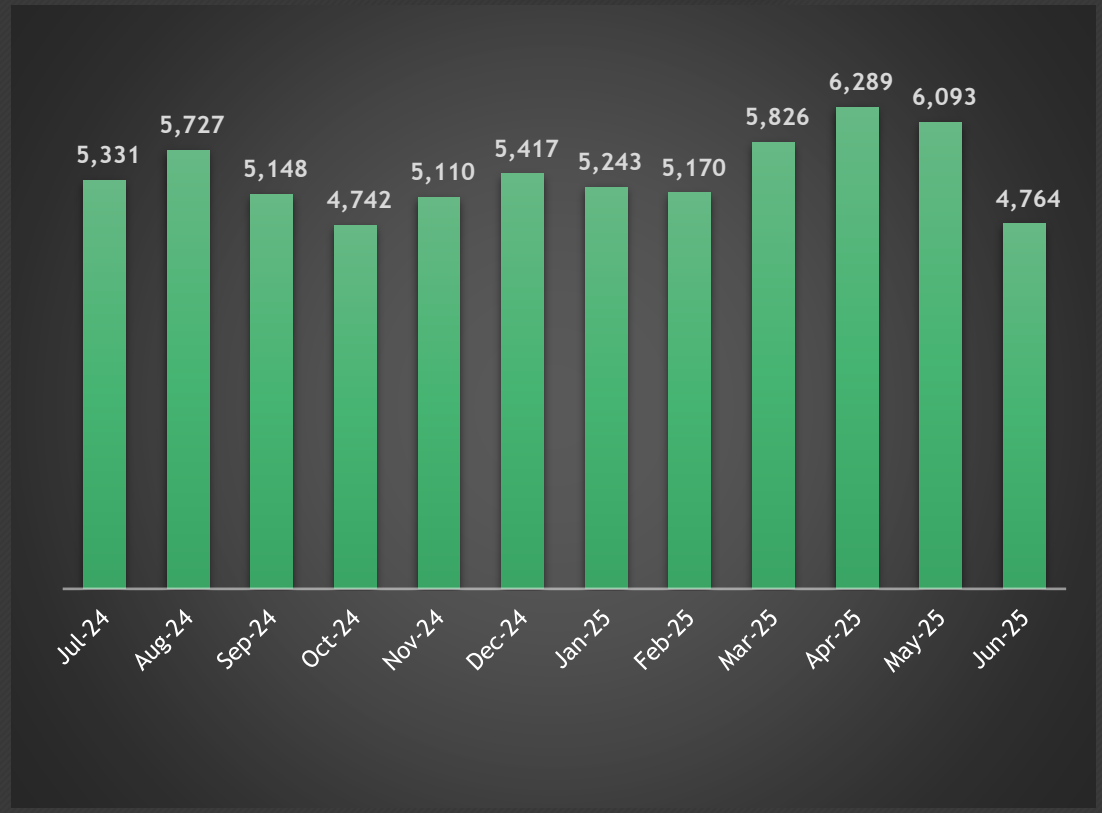


Transitions Ridership Data

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

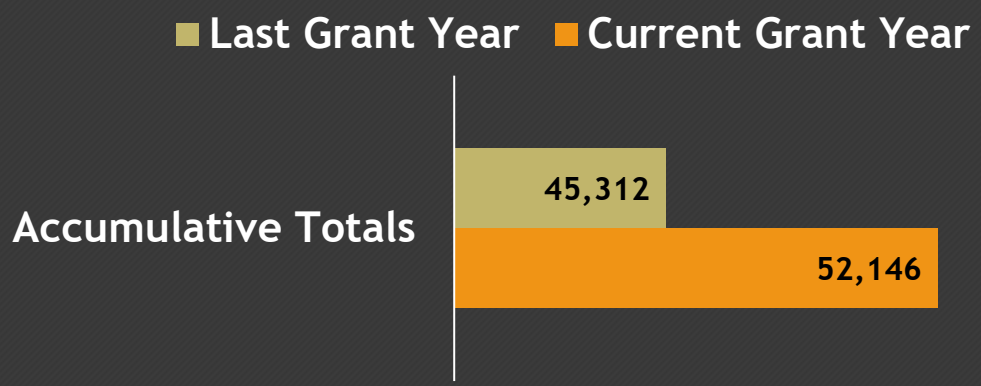


**5,065 trip decrease*

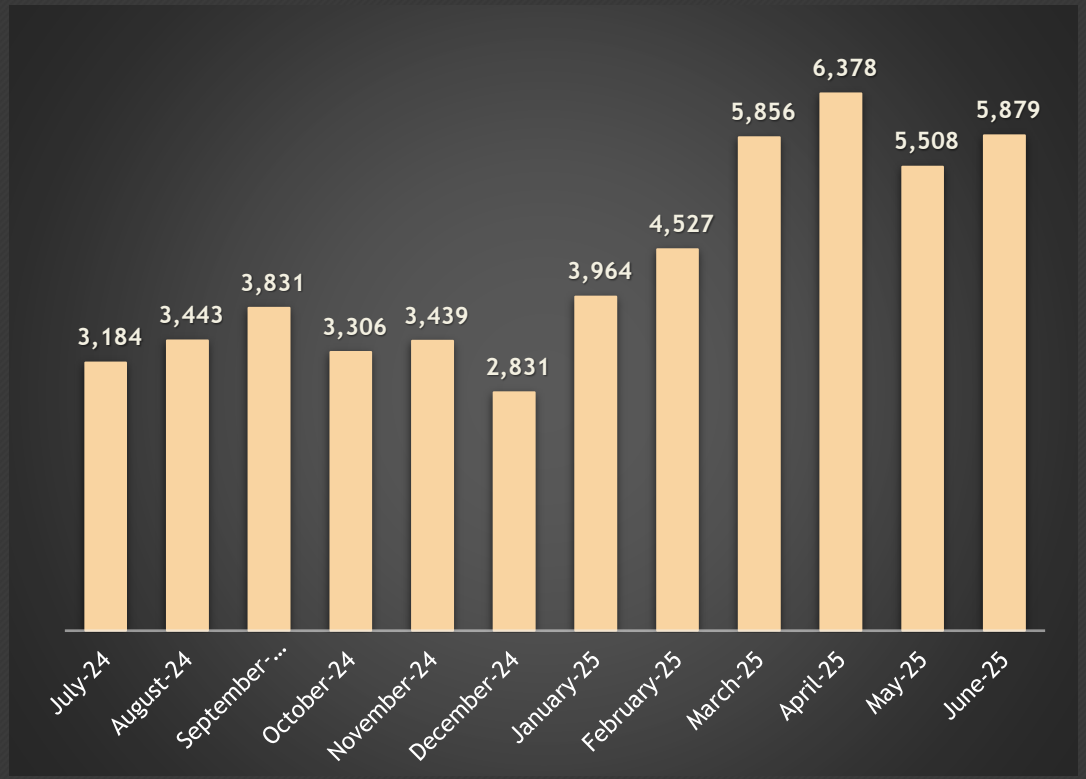


Coordination Ridership Data

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



*6,834 trip increase



Unmet Trip Data

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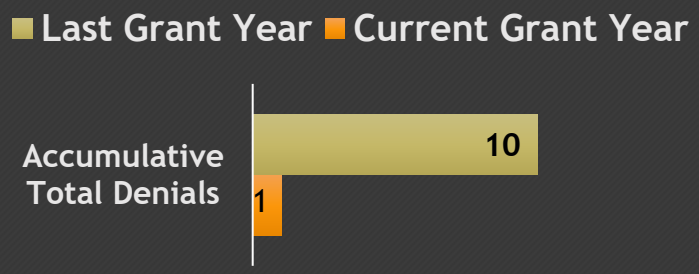
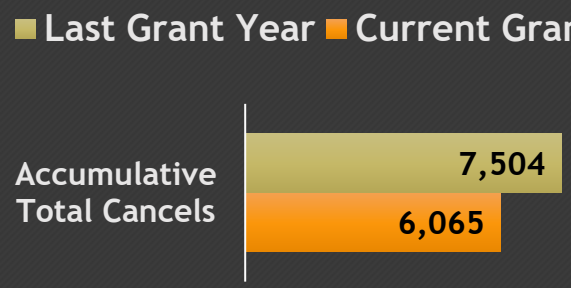
Denials
0

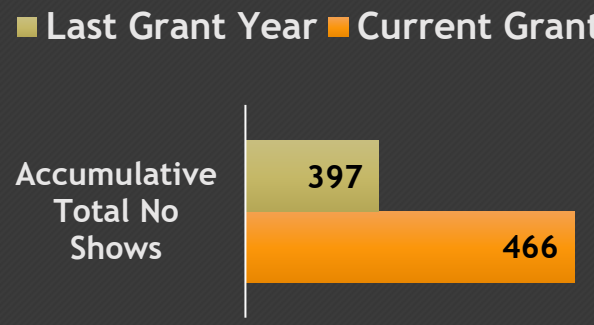


Cancels
1,409



*1,439 trips decrease

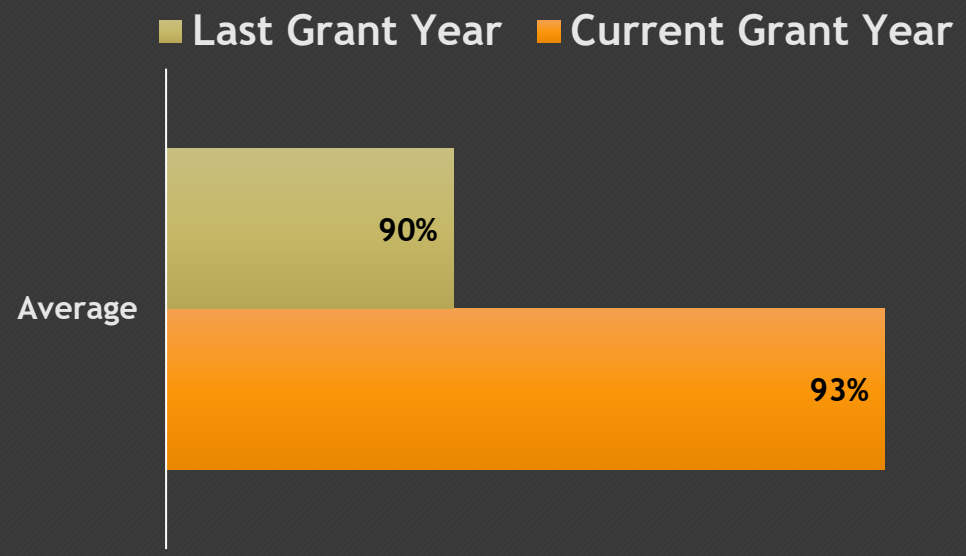
No Shows
128



*69 trips increase

On Time Performance

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



Regional Mobility Call Center Data

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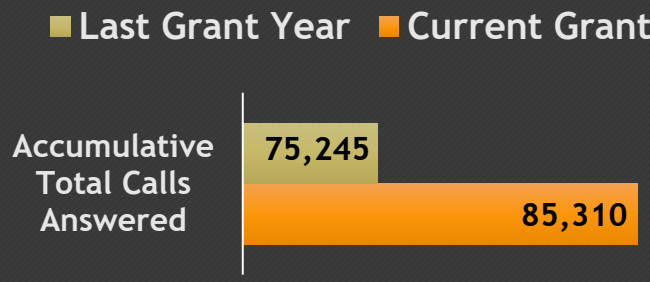
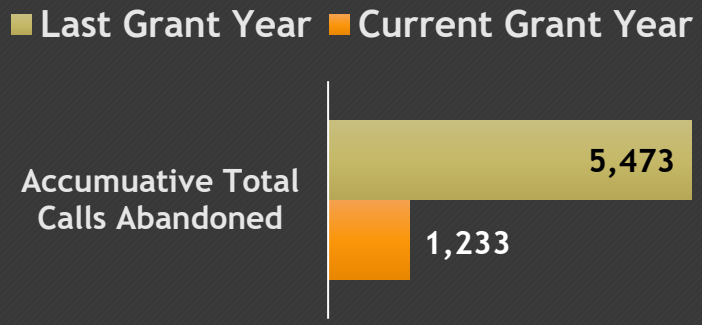
Total Call Answered
21,996



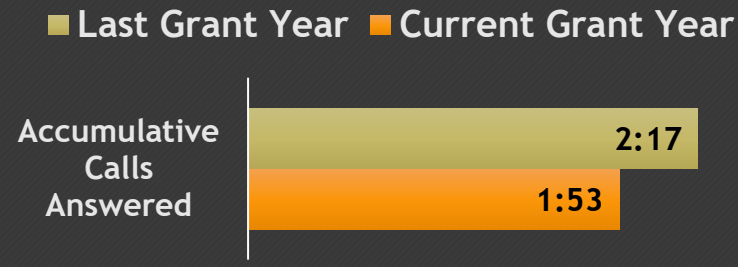
*10,065 increase

Calls Abandoned
203



*4,240 decrease

Average Hold Time
2:12



Compliments & Complaints

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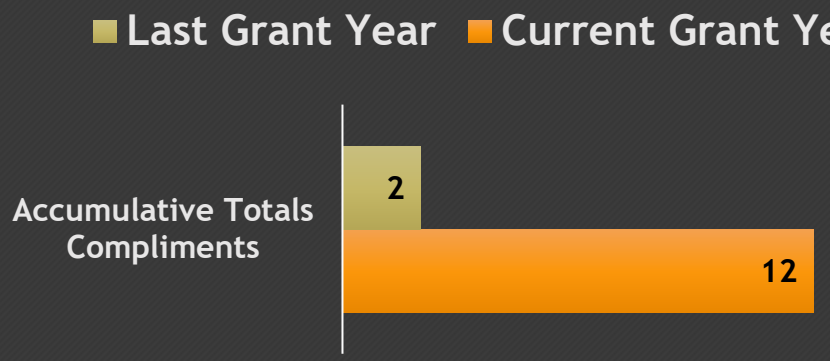
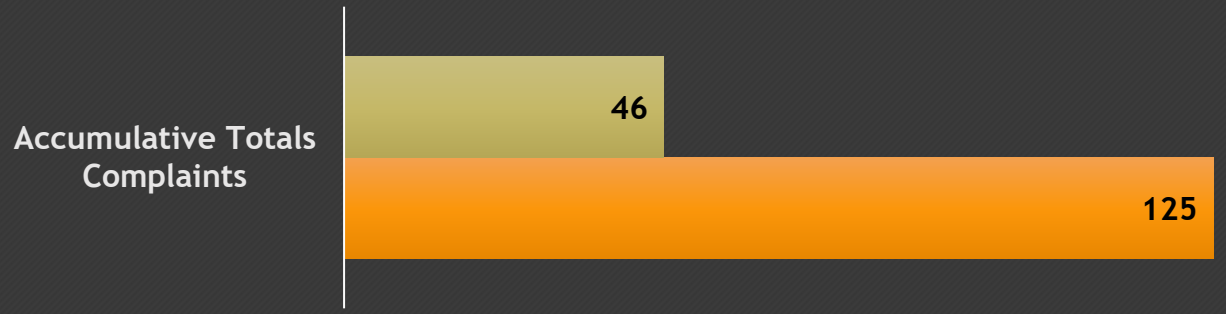
Total Compliments 7



Total Complaints 32
PT = 7
FR = 25
RMCC = 0



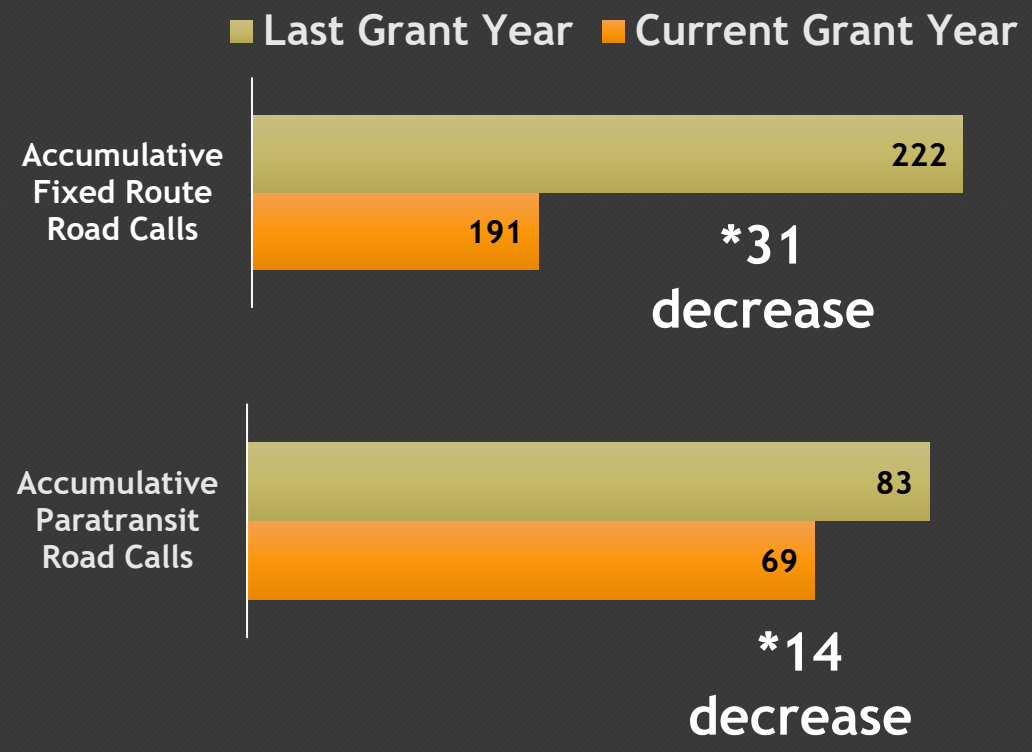
Road Calls & Average Distance Between Road Calls

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

Accumulative Grant Year Totals

Chargeable Collisions	Non-Chargeable Collisions	Non-Collisions
• Total Number of Collisions 6 • With Passengers 6 • Number of Injuries 1 • Transported to Medical Facility 1	• Total Number of Collisions 7 • With Passengers 3 • Number of Injuries 1 • Transported to Medical Facility 0	• Number of Non-Collisions 5 • Number of Injuries 6 • Transported to Medical Facility 6

Safety Paratransit

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Total Number of Accidents = 3

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

Accumulative Grant Year Totals

Chargeable Collisions	Non-Chargeable Collisions	Non-Collisions
• Total Number of Collisions 2 • With Passengers 1 • Number of Injuries 0 • Transported to Medical Facility 0	• Total Number of Collisions 5 • With Passengers 4 • Number of Injuries 0 • Transported to Medical Facility 0	• Number of Non-Collisions 3 • Number of Injuries 4 • Transported to Medical Facility 4

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Questions?