

## ADA Summary

### Nov 2018

Number of ADA Trips: 4668

Number of Complaints: 6

Number of Commendations: 6

Number of Accidents: 0 preventable / 0 Non-preventable

Number of Passenger Incidents: 0 preventable / 0 Non-preventable

### Dec 2018

Number of ADA Trips: 4460

Number of Complaints: 2

Number of Commendations: 3

Number of Accidents: 1 preventable / 1 Non-preventable

Number of Passenger Incidents: 1 preventable / 0 Non-preventable

### Jan 2019

Number of ADA Trips: 4973

Number of Complaints: 0

Number of Commendations: 6

Number of Accidents: 1 preventable / 0 Non-preventable

Number of Passenger Incidents: 0 preventable / 0 Non-preventable

### Feb 2019

Number of ADA Trips: 4799

Number of Complaints: 7

Number of Commendations: 4

Number of Accidents: 0 preventable / 0 Non-preventable

Number of Passenger Incidents: 0 preventable / 0 Non-preventable

## Customer Service Summary

### Nov 2018

Total customer complaints/issues: 61

Valid customer complaints/issues: 36

Commendations: 3

### Dec 2018

Total customer complaints/issues: 55

Valid customer complaints/issues: 39

Commendations: 5

### Jan 2019

Total customer complaints/issues: 80

Valid customer complaints/issues: 54

Commendations: 2

### Feb 2019

Total customer complaints/issues: 84

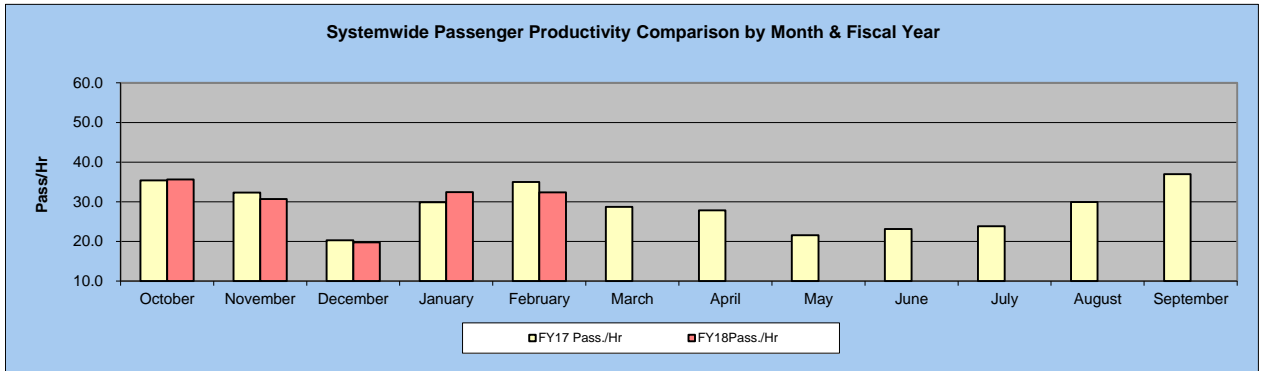
Valid customer complaints/issues: 58

Commendations: 12

Gainesville-RTS Passenger Productivity by Month and Fiscal Year

FY 2019			
Monthly Passenger Productivity Report Summary			
Month	Passenger Trips	Revenue Hours	FY18Pass./Hr
October	1,196,020	33,579	35.6
November	866,875	28,278	30.7
December	429,481	21,739	19.8
January	933,172	28,766	32.4
February	953,233	29,436	32.4
March			
April			
May			
June			
July			
August			
September			
<b>FY 18 YTD</b>	<b>4,378,781</b>	<b>141,799</b>	<b>30.9</b>
YTD Δ%	-1%	0%	0%

FY 2018			
Monthly Passenger Productivity Report Summary			
Month	Passenger Trips	Revenue Hours	FY17 Pass./Hr
October	1,125,284	31,818	35.4
November	921,572	28,547	32.3
December	468,995	23,119	20.3
January	910,272	30,485	29.9
February	983,113	28,121	35.0
March	840,882	29,265	28.7
April	892,604	32,079	27.8
May	460,494	21,331	21.6
June	421,074	18,218	23.1
July	483,653	20,315	23.8
August	752,253	25,132	29.9
September	1,091,282	29,522	37.0
<b>FY 18 YTD</b>	<b>4,409,236</b>	<b>142,089</b>	<b>31.0</b>
FY 18 YTD	9,351,478	317,952	29.4



\*October 2018 has just 4 Saturdays and Sundays. October 2017 had 5 Sunday, 4 Saturday and one day with Richar Spencer visit on UF Campus.

\*November 2018 Three Football Games. November 2017 just two. . **Homecoming Parade in November 2nd**

\*\*\*December 2018 has one Full Service day less

\*\*\*\*January 2019 has Reduced Service on the first week

Gainesville-RTS Passenger Ranks Monthly Report (February 2019)					
Route	City	Passengers	Pass./Hr	Rank of Passenger	Productivity
1	Downtown Station to Butler Plaza	44,741	29.5	7	23
2	Downtown Station to NE Walmart Supercenter	5,102	16.7	39	40
3	Downtown Station to N Main Post Office	2,174	13.8	46	44
5	Downtown Station to Oaks Mall	31,538	25.5	12	25
6	Downtown Station to Plaza Verde	7,248	22.7	33	30
7	Downtown Station to Eastwood Meadows	6,174	22.3	35	31
8	Shands to North Walmart Supercenter	25,564	25.2	13	26
9	Reitz Union to Hunters Run	48,371	38.8	4	11
10	Downtown Station to Santa Fe	9,195	19.2	28	37
11	Downtown Station to Eastwood Meadows	8,618	19.3	31	36
12	Reitz Union to Butler Plaza	46,233	32.6	5	16
13	Beaty Towers to CareerSource	39,741	48.4	9	5
15	Downtown Station to NW 13th St (@ NW 23rd Ave)	19,691	29.8	18	20
16	Beaty Towers to Sugar Hill	8,858	22.0	29	33
17	Beaty Towers to Downtown Station	10,040	37.7	25	13
19	Reitz Union to SW 23rd Terr @ SW 35th Place	990	23.6	51	27
20	Reitz Union to Oaks Mall	79,744	45.3	1	7
21	Reitz Union to Cabana Beach	34,146	38.1	11	12
23	Oaks Mall to Santa Fe	8,173	16.5	32	41
24	Downtown Station to Job Corps	780	5.0	53	53
25	UF Commuter Lot to Airport	5,980	21.6	37	34
26	Downtown Station to Airport	9,617	32.1	26	17
27	Downtown Station to NE Walmart Supercenter	821	10.5	52	47
28	The Hub to Forest Park	19,925	28.6	17	24
29	Beaty Towers to Kiwanis Park	6,442	30.1	34	19
33	Butler Plaza to Midtown	41,831	31.7	8	18
34	The HUB to Lexington Crossing	25,222	29.8	14	21
35	Reitz Union to SW 35th Place	60,804	42.8	3	8
36	Reitz Union to SW 34th St Post Office	11,811	29.8	23	22
37	Reitz Union to Butler Plaza (via SW 35th Place)	21,798	40.2	16	10
38	The Hub to Gainesville Place	73,707	73.5	2	2
39	Santa Fe to Airport	2,473	12.3	44	45
40	HUB to Hunters Crossing	3,918	12.1	41	46
43	Shands to Santa Fe	17,120	22.2	21	32
46	Reitz Union to Downtown Station	17,187	48.1	20	6
75	Oaks Mall to Butler Plaza	17,807	23.6	19	28
76	Santa Fe to Haile Square Market	3,925	19.7	40	35
77	Santa Fe to Cabana Beach Apts	2,898	17.6	42	39
117	Park-N-Ride 2 (SW 34th St.)	8,851	36.4	30	15
118	Park-N-Ride 1 (Cultural Plaza)	45,106	50.6	6	4
119	Family Housing	5,968	37.5	38	14
120	West Circulator (Fraternity Row)	24,125	55.6	15	3
121	Commuter Lot	6,152	14.5	36	43
122	UF North/South Circulator	9,255	23.3	27	29
125	Lakeside	16,123	40.6	22	9
126	UF East/West Circulator	10,636	15.7	24	42
127	East Circulator (Sorority Row)	35,008	79.6	10	1
300	Later Gator A (Fraternity Row to and from Downtown Station)	1,230	4.3	50	54
301	Later Gator B (SW Gainesville to and from Downtown Station)	1,497	6.9	49	52
302	Later Gator C (Oaks Mall to and from Downtown Station)	2,359	10.5	45	49
303	Later Gator D (CareerSource to and from Downtown Station)	112	2.4	55	55
305	Later Gator F (Butler Plaza to and from Downtown Station)	465	8.8	54	50
711	Downtown to E. Meadows	2,682	19.1	43	38
800	Santa Fe to Butler Plaza	1,727	8.7	47	51

## Director's Report

### FDOT:

- New State Transit Manager: Elizabeth Stutts
- Met with FDOT secretary
- Legislative day in Tallahassee
  - State Transportation Trust Fund,
  - Rural and TD services,
  - CNG rebate program,
  - Autonomous Vehicles,
  - TNCs
- Working on Program of Projects (POP)

### FTA:

- National Transit Database (NTD) report submitted
- Section 5307 allocation = \$4,453,055 but request additional funds from FDOT (if they have any available)
- LoNo and Bus and Bus facilities grants

### HR items:

- 23 opened positions (17 T.O., 1 Mech. II, 3 Mech. I, 2 VSAs, Grants Coordinator), 9 in training, 8 long term sick. Offers on 1 Mech. II, 1 Mech. I, and 1 VSA.

### UF/SF:

- UF Transportation Fee agreement
- SF requested proposals
  - Reducing service by \$85,000 (1,264 hours)
  - Adding service by \$500,000 (7,435 hours)

### Autonomous Vehicle Project:

- NHTSA has added additional levels of review.

### City Commission/Charter Officers:

- Agenda item for FDOT PTGAs

### County:

- Due annexation on SW area the contract with County was going to be reduced by \$60,000. A proposal to add hours of service to Route 75 instead was approved by BoCC.

### General items:

- Only City employees on procurement panels

### New/Old Business:

- State Rodeo (April 5<sup>th</sup>, Jacksonville)

City Commission  
Agenda Item List

#180794A

Status	Mtg Date	Leg. #	Div	C/D/R/SR	Title
Ready	4/4	180845	RTS	Resolution	Public Transit Grant Award Agreements for Florida Department of Transportation Service Development Grant Funds for Regional Transit System (RTS) Projects (B)
Drafted	4/18	180846	Planning	Consent	Summer Service Changes presentation to the City Commission

**Tentative agenda items**

Status	Mtg Date	Leg. #	Div	C/D/R/SR	Title
Tentative	4/24	TBD	DOM	Discussion	Mobility Workshop for General Policy Committee
Tentative	5/2	TBD	Admin	Consent	UF Agreement for Transit Services
Tentative	5/22	TBD	Planning	Resolution	FY19 POP Public Hearing at CAB meeting
Tentative	6/6	TBD	ADA	Consent	Vanpool Contract with Enterprise
Tentative	6/6	TBD	ADA	Resolution	Resolution for PTGA with FDOT for Vanpool Services
Tentative	6/20	TBD	Planning	Resolution	FY19 POP Public Hearing & Resolution at City Commission meeting
Tentative	7/24	TBD	Planning	Consent	Fall Service Changes presentation to CAB
Tentative	8/15	TBD	Planning	Consent	Fall Service Changes presentation to the City Commission
Tentative	8/1	TBD	Admin	Consent	Transit Services Agreements with Alachua County Board of County Commissioners
Tentative	9/5	TBD	Grant	Resolution	Resolution for a JPA - State Block Grant Funds for RTS Operating Assistance for FY 2020
Tentative	9/5	TBD	Planning	Consent	Approval of the RTS Ten-Year TDP Annual Update for FY 19/20