

ADA Summary

Sep 2018

Number of ADA Trips: 4,593

Number of Complaints: 4

Number of Commendations: 7

Number of Accidents: 0 preventable / 1 Non-preventable

Oct 2018

Number of ADA Trips: 5,106

Number of Complaints: 5

Number of Commendations: 6

Number of Accidents: 2 preventable / 1 Non-preventable

Customer Service Summary

Sept 2018

Total customer complaints/issues: 76

Valid customer complaints/issues: 46

Commendations: 13

Oct 2018

Total customer complaints/issues: 92

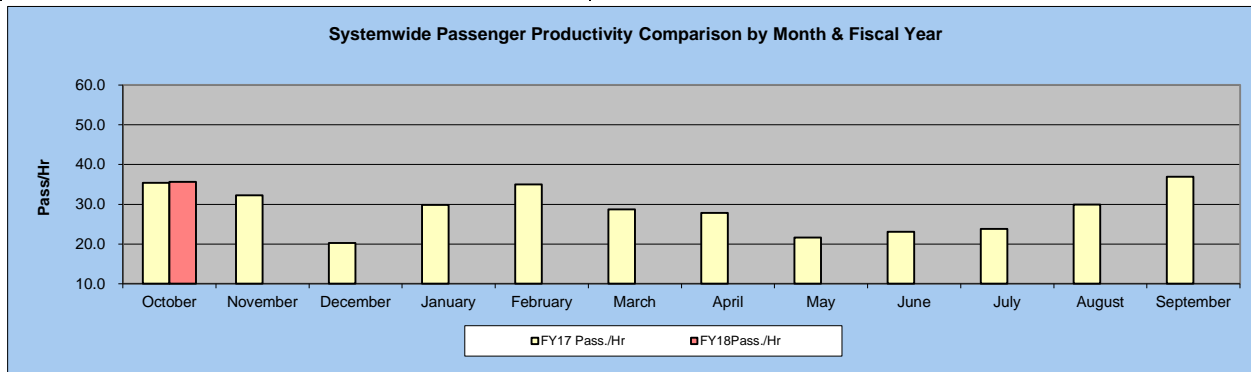
Valid customer complaints/issues: 53

Commendations: 8

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			
December			
January			
February			
March			
April			
May			
June			
July			
August			
September			
FY 18 YTD	1,196,020	33,579	35.6
YTD Δ%	6%	6%	1%

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
FY 18 YTD	1,125,284	31,818	35.4
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.

Gainesville-RTS Passenger Ranks Monthly Report (October 2018)					
Route	City	Passengers	Pass./Hr	Rank of Passenger	Productivity
1	Downtown Station to Butler Plaza	57,729	34	7	18
2	Downtown Station to NE Walmart Supercenter	6,976	20	38	39
3	Downtown Station to N Main Post Office	3,364	19	44	40
5	Downtown Station to Oaks Mall	37,357	27	12	27
6	Downtown Station to Plaza Verde	8,483	23	35	32
7	Downtown Station to Eastwood Meadows	8,173	26	36	29
8	Shands to North Walmart Supercenter	30,621	27	14	28
9	Reitz Union to Hunters Run	62,927	44	5	9
10	Downtown Station to Santa Fe	12,308	23	27	34
11	Downtown Station to Eastwood Meadows	9,566	19	32	41
12	Reitz Union to Butler Plaza	61,371	38	6	14
13	Beaty Towers to CareerSource	49,233	52	8	6
15	Downtown Station to NW 13th St (@ NW 23rd Ave)	23,054	31	19	22
16	Beaty Towers to Sugar Hill	12,436	27	25	26
17	Beaty Towers to Downtown Station	12,387	42	26	12
19	Reitz Union to SW 23rd Terr @ SW 35th Place	904	28	52	25
20	Reitz Union to Oaks Mall	95,974	47	1	7
21	Reitz Union to Cabana Beach	41,193	40	11	13
23	Oaks Mall to Santa Fe	11,578	20	28	38
24	Downtown Station to Job Corps	1,610	9	48	49
25	UF Commuter Lot to Airport	6,441	21	39	36
26	Downtown Station to Airport	10,189	29	30	24
27	Downtown Station to NE Walmart Supercenter	1,133	13	51	48
28	The Hub to Forest Park	27,771	35	17	17
29	Beaty Towers to Kiwanis Park	8,634	35	34	16
33	Butler Plaza to Midtown	48,775	33	9	19
34	The HUB to Lexington Crossing	30,732	31	13	21
35	Reitz Union to SW 35th Place	73,633	44	3	10
36	Reitz Union to SW 34th St Post Office	14,381	32	23	20
37	Reitz Union to Butler Plaza (via SW 35th Place)	27,880	45	16	8
38	The Hub to Gainesville Place	87,893	78	2	2
39	Santa Fe to Airport	3,656	16	43	45
40	HUB to Hunters Crossing	5,162	14	41	46
43	Shands to Santa Fe	21,541	24	20	31
46	Reitz Union to Downtown Station	23,754	58	18	4
75	Oaks Mall to Butler Plaza	21,003	25	21	30
76	Santa Fe to Haile Square Market	5,337	23	40	33
77	Santa Fe to Cabana Beach Apts	3,881	20	42	37
117	Park-N-Ride 2 (SW 34th St.)	10,270	37	29	15
118	Park-N-Ride 1 (Cultural Plaza)	63,224	63	4	3
119	Family Housing	7,066	30	37	23
120	West Circulator (Fraternity Row)	28,225	58	15	5
121	Commuter Lot	8,891	18	33	43
122	UF North/South Circulator	9,610	21	31	35
125	Lakeside	19,146	42	22	11
126	UF East/West Circulator	13,882	18	24	42
127	East Circulator (Sorority Row)	47,261	93	10	1
300	Later Gator A (Fraternity Row to and from Downtown Station)	1,282	5	50	53
301	Later Gator B (SW Gainesville to and from Downtown Station)	1,586	9	49	51
302	Later Gator C (Oaks Mall to and from Downtown Station)	2,839	13	45	47
303	Later Gator D (CareerSource to and from Downtown Station)	192	4	54	54
305	Later Gator F (Butler Plaza to and from Downtown Station)	289	5	53	52
711	Downtown to E. Meadows	2,508	17	46	44
800X	Santa Fe to Butler Plaza	2,023	9	47	50