
ADA-Related Topics

Millie Crawford, ADA Coordinator

2021	April	May	June	July	August
# ADA on Fixed Route	36,838	34,370	35,431	35,927	40,225
# ADA Trips	3,096	3,135	3,281	2,970	3,229
# Valid Complaints	4	1	3	1	0
# Commendations	4	6	10	9	6
# Accidents, Preventable	0	0	1	1	0
# Accidents, Non-Preventable	1	1	2	0	0
# Passenger Incidents, Preventable	0	0	0	0	0
# Passenger Incidents, Non-Preventable	0	0	0	0	0

Customer Service

Patti Wiggs, Customer Service Advocate

2021	June	July	August
Total Complaints	66	50	84
Valid Complaints	39	26	39
Commendations	2	1	6

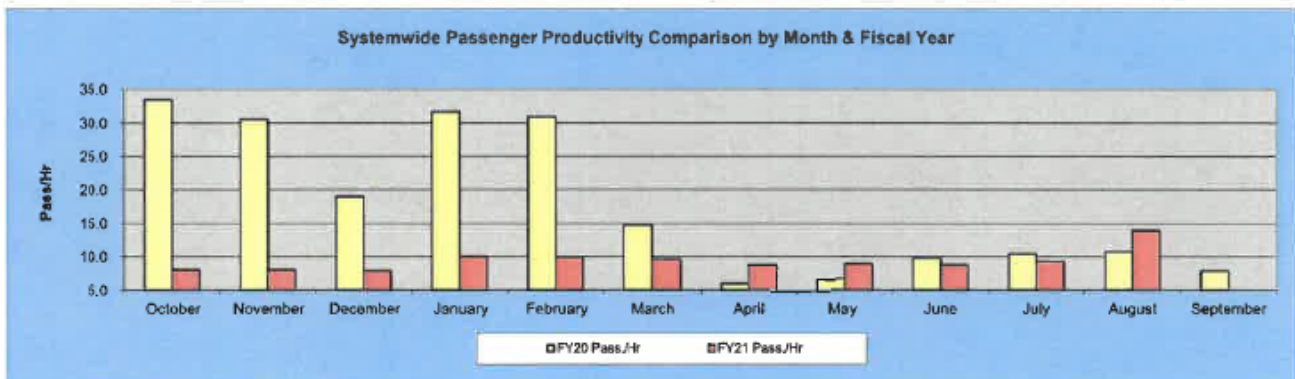
Planning

Krys Ochia, Transit Planning Manager

Gainesville-RTS Passenger Productivity by Month and Fiscal Year

FY '21			
Monthly Passenger Productivity Report Summary			
Month	Passenger Trips	Revenue Hours	FY21 Pass./Hr
October	222,536	27,712	8.0
November	172,817	21,755	7.9
December	157,887	20,122	7.8
January	214,722	21,545	10.0
February	240,983	24,386	9.9
March	259,025	27,055	9.6
April	230,714	26,019	8.9
May	161,005	18,195	8.8
June	168,965	19,385	8.7
July	186,275	20,316	9.2
August	337,389	24,253	13.9
September			
FY 21 YTD	2,352,318	250,744	9.4
YTD Δ%	-55%	7%	-58%

FY'20			
Monthly Passenger Productivity Report Summary			
Month	Passenger Trips	Revenue Hours	FY20 Pass./Hr
October	1,154,448	34,564	33.4
November	857,251	28,043	30.6
December	443,505	23,383	19.0
January	959,242	30,338	31.6
February	949,176	30,706	30.9
March	330,697	22,450	14.7
April	105,488	17,778	5.9
May	114,141	17,042	6.7
June	146,369	15,015	9.7
July	161,337	15,563	10.4
August	171,696	16,021	10.7
September	208,087	26,597	7.8
FY 20 YTD	5,221,654	234,880	22.2
FY 20 YTD	5,601,437	277,498	20.2



COVID-19 DATA

NO COVID-19 DATA

Note: Observe change in the scale on "Y axle". Now the top is 35...It was 60 on monthly reports before than this.

Gainesville-RTS Passenger Ranks Monthly Report (August 2021)					
Route	City	Passengers	Pass./Hr	Rank of Passenger	Productivity
1	Downtown Station to Butler Plaza	23,108	16	3	12
2	Downtown Station to NE Walmart Supercenter	2,669	8	31	35
3	Downtown Station to N Main Post Office	1,744	10	35	27
5	Downtown Station to Oaks Mall	16,388	14	6	16
6	Downtown Station to Plaza Verde	3,417	10	26	29
7	Downtown Station to Eastwood Meadows	3,311	11	28	24
8	Shands to North Walmart Supercenter	12,231	11	10	23
9	Reitz Union to Hunters Run	15,786	15	7	13
10	Downtown Station to Santa Fe	4,126	9	23	33
11	Downtown Station to Eastwood Meadows	4,945	10	20	28
12	Reitz Union to Butler Plaza	24,022	18	2	7
13	Beaty Towers to CareerSource	9,108	13	15	19
15	Downtown Station to NW 13th St (@ NW 23rd Ave)	13,217	18	9	6
16	Beaty Towers to Sugar Hill	3,390	8	27	36
17	Beaty Towers to Downtown Station	4,870	17	21	9
20	Reitz Union to Oaks Mall	30,123	19	1	5
21	Reitz Union to Cabana Beach	11,335	21	12	4
23	Oaks Mall to Santa Fe	2,464	6	32	38
24	Downtown Station to Job Corps	657	5	40	42
25	UF Commuter Lot to Airport	2,316	8	33	37
26	Downtown Station to Airport	4,504	13	22	17
27	Downtown Station to NE Walmart Supercenter	589	5	41	41
28	The Hub to Forest Park	5,774	18	19	8
33	Butler Plaza to Midtown	14,640	13	8	18
34	The HUB to Lexington Crossing	8,693	12	16	21
35	Reitz Union to SW 35th Place	21,202	16	5	10
36	Reitz Union to SW 34th St Post Office	3,427	14	25	14
37	Reitz Union to Butler Plaza (via SW 35th Place)	6,629	16	18	11
38	The Hub to Gainesville Place	21,564	27	4	1
39	Santa Fe to Airport				
40	HUB to Hunters Crossing	582	4	43	43
43	Shands to Santa Fe	7,037	8	17	34
46	Reitz Union to Downtown Station	3,778	14	24	15
75	Oaks Mall to Butler Plaza	11,342	12	11	22
76	Haile Square Market - Santa Fe	583	5	42	39
117	Park-N-Ride 2 (SW 34th St.)	168	4	46	45
118	Park-N-Ride 1 (Cultural Plaza)	11,288	24	13	2
119	Family Housing	1,629	10	36	30
120	West Circulator (Fraternity Row)	543	9	44	32
121	Commuter Lot	1,198	5	39	40
122	UF North/South Circulator	2,974	10	29	26
125	Lakeside	10,560	23	14	3
126	UF East/West Circulator	2,063	12	34	20
127	East Circulator (Sorority Row)	2,938	10	30	25
150	UF Campus to Haile Plantation	1,450	4	38	44
301	Later Gator B (SW Gainesville to and from Downtown Station)				
302	Later Gator C (Oaks Mall to and from Downtown Station)				
303	Later Gator D (CareerSource to and from Downtown Station)				
305	Later Gator F (Butler Plaza to and from Downtown Station)				
711	Downtown to E. Meadows	1,454	9	37	31
800	Santa Fe to Butler Plaza	341	3	45	46