

Topeka Metro Operations Report

May 2017

May Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/29/17</i>
	0	Limited holiday service:
	<u>31</u>	Total days in May

Passenger Comments:

26	Fixed Route	1	Capitol City Taxi	26	Complaints
2	Lift	27	Topeka Metro	1	Compliments
<u>28</u>	Total Comments	<u>28</u>	Total Comments	<u>1</u>	Incidents
				28	Total Comments

Comment Issues:

- Other/General (12)
- Unsafe Driving (7)
- Passed By (4)
- Route (3)
- Operator (1)
- Lift Late Trip (1)

Operations Accidents & Incidents (as of May 31st, 2017):

	Month of May	2017	Total for FY 2017
TMTA Chargeable accidents	1	10	15
TMTA Non-chargeable accidents	2	4	9
Contractor accidents	0	0	3
Passenger incidents *	20	167	426
	<u>23</u>	<u>181</u>	<u>453</u>

* One additional passenger incident from April was added after prior Board Report.

Current Self-Insurance Files:	8	Open files against Topeka Metro
	13	Open files against others
	12	Other
	<u>33</u>	Total open files

May Shuttles, Promotions, and Events

Washburn Students (5/1-5/31):	4,790 rides (159,075 total trips Aug 1, 2014 - May 31, 2017)
FREEdom Pass Ridership (5/1-5/31):	570 rides (21,423 total trips Aug 1, 2013 - May 31, 2017)
Amtrak (5/1-5/31):	0 rides in May
Flex Zone Ridership (5/1-5/31):	31 trips
Bikes on the Bus Ridership (5/1-5/31):	1,079 bikes
Seniors Ride Free Month (5/1-5/31):	8,168 free rides on the fixed route
190th Celebration Shuttle (5/6):	814 shuttle trips

Public Employees Ride Free Week (5/8-5/13):	521 free rides on the fixed route
Know Your City Shuttle (5/11):	322 shuttle trips
Washburn Tech Graduation Shuttle (5/11):	174 shuttle trips
United Way Spring Tour Shuttle (5/12):	87 shuttle trips
Washburn University Graduation Shuttle (5/13):	17 shuttle trips
Kids Ride Free (5/15-5/31):	7,438 free rides on the fixed route

Other Operational and Promotional Activities:

- Designated Smoking Areas in Effect at Metro All Facilities (5/1)*
- Learning Tree Film Project with HPHS Students (5/5)*
- Robinson Middle School After School Program How to Ride (5/10)*
- Learning Tree Film Project with HPHS Students (5/10)*
- Information Booth at the City's Clean Slate Day (5/12)*
- Learning Tree Film Project with HPHS Students (5/17)*
- Plaza West Apartments Residential Meeting Presentation (5/17)*
- Capital City High School How to Ride (5/22)*
- Blue Cross Blue Shield Smoking Cessation Presentations (5/23)*
- Harvesters Event (5/23)*
- Retirement of Opus Buses (5/24)*
- Washburn University New Student Orientation (5/24 & 5/25)*
- One FREEdom Pass "How to Ride" Clinic*

A total of 1,787 new Income Program ID's have been issued since March 2015
204 additional Income Program recertification ID's have been issued since April 2016

FREEdom Pass Ridership

2013	Aug	144
	Sep	182
	Oct	251
	Nov	161
	Dec	207
	Total	945

2014	Jan	208
	Feb	171
	Mar	255
	Apr	261
	May	281
	Jun	301
	Jul	378
	Aug	320

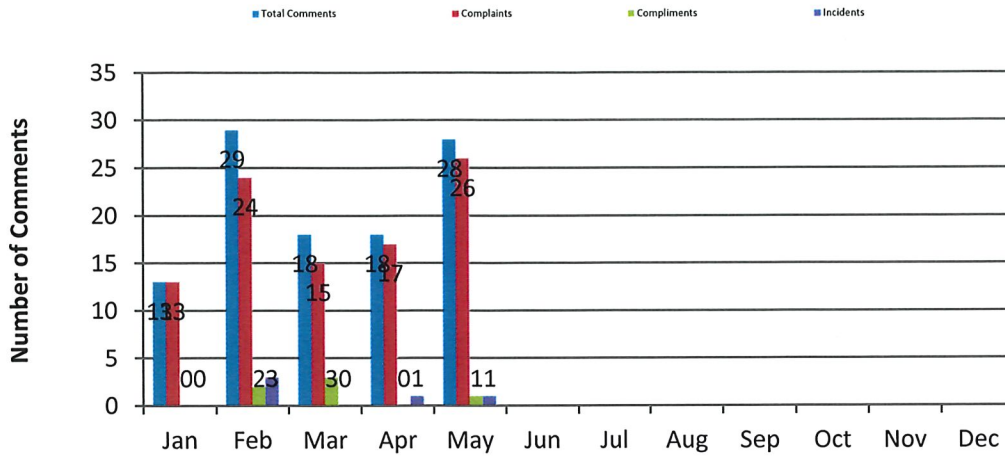
<i>Sep</i>	410
<i>Oct</i>	426
<i>Nov</i>	385
<i>Dec</i>	480
<i>Total</i>	3876

2015 <i>Jan</i>	483
<i>Feb</i>	433
<i>Mar</i>	499
<i>Apr</i>	635
<i>May</i>	480
<i>Jun</i>	661
<i>Jul</i>	533
<i>Aug</i>	381
<i>Sep</i>	538
<i>Oct</i>	621
<i>Nov</i>	371
<i>Dec</i>	423
<i>Total</i>	6058

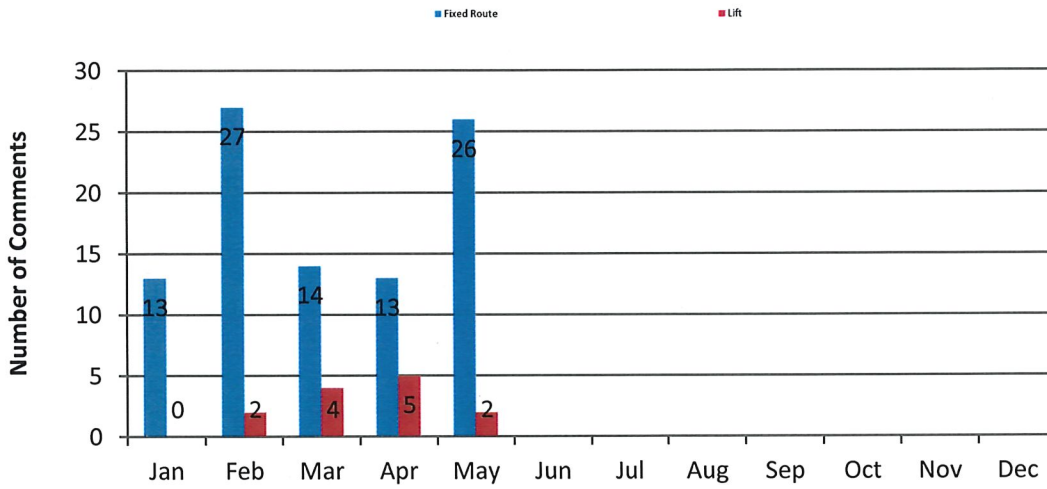
2016 <i>Jan</i>	330
<i>Feb</i>	458
<i>Mar</i>	482
<i>Apr</i>	770
<i>May</i>	575
<i>Jun</i>	675
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Total</i>	7511

2017 <i>Jan</i>	503
<i>Feb</i>	521
<i>Mar</i>	655
<i>Apr</i>	784
<i>May</i>	570
<i>Jun</i>	
<i>Jul</i>	
<i>Aug</i>	
<i>Sep</i>	
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
<i>Total</i>	3033

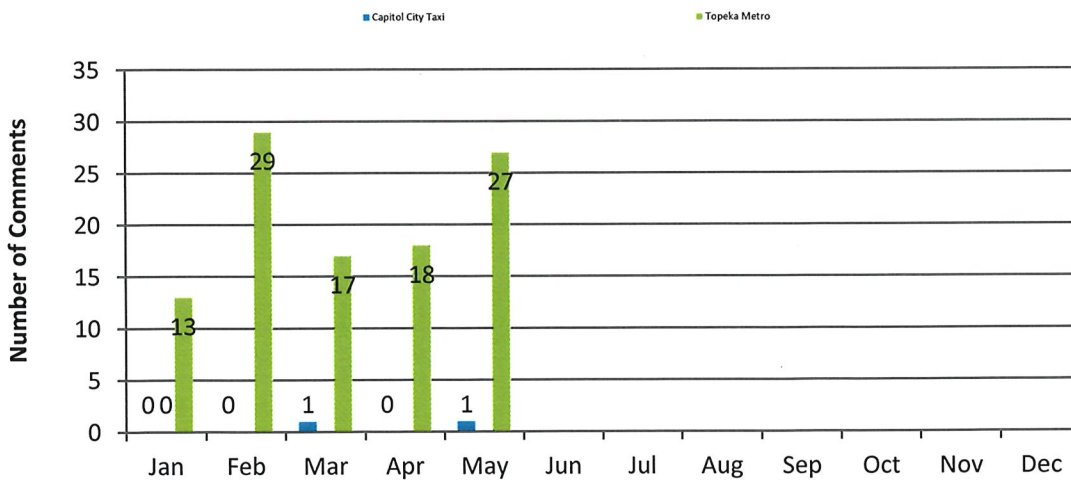
2017 Passenger Comments Per Type



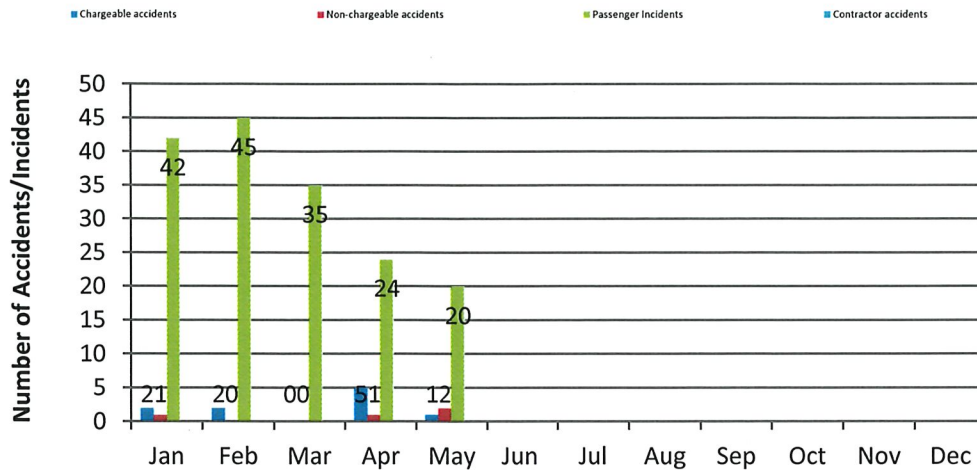
2017 Passenger Comments Per TMTA Service



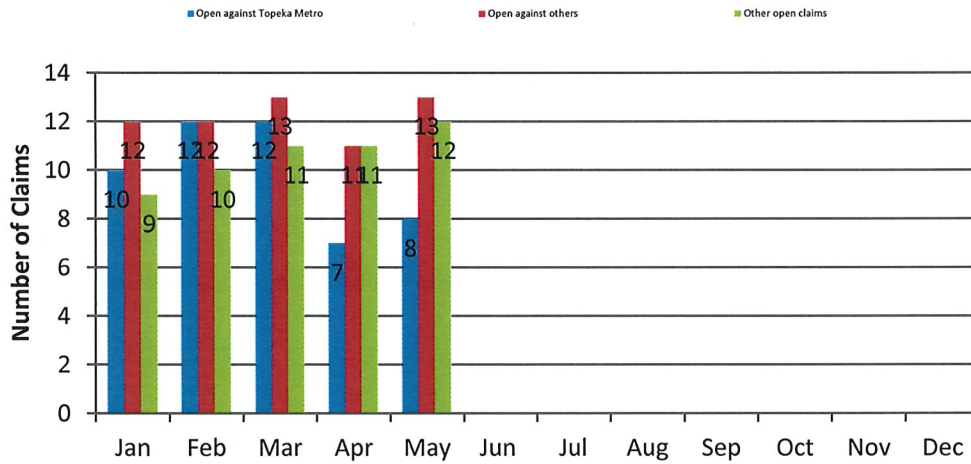
2017 Passenger Comments Per Provider



2017 Accident & Incidents



Current 2017 Open Claims



Lift Service Application Statistics

	<u>Eligible</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>	<u>TOTAL</u>	<u>Appeals</u>	<u>(Appeals app)</u>	<u>(Appeals den)</u>
Jan 2017	7	4	2	1	14	0	0	0
Feb 2017	11	7	1	1	20	0	0	0
Mar 2017	10	11	0	0	21	0	0	0
Apr 2017	15	15	1	1	32	0	0	0
May 2017	15	4	0	0	19	0	0	0
Jun 2017					0			
Jul 2017					0			
Aug 2017					0			
Sep 2017					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
Year 2017 Total	58	41	4	3	106	0	0	0