

Topeka Metro Operations Report

February 2018

February Operating Days:	24	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
	28	Total days in February

Passenger Comments:

<table border="0"> <tr><td style="text-align: right; padding-right: 10px;">13</td><td>Fixed Route</td></tr> <tr><td style="text-align: right; padding-right: 10px;"><u>1</u></td><td>Lift</td></tr> <tr><td style="text-align: right; padding-right: 10px;">14</td><td>Total Comments</td></tr> </table>	13	Fixed Route	<u>1</u>	Lift	14	Total Comments	<table border="0"> <tr><td style="text-align: right; padding-right: 10px;">0</td><td>Capitol City Taxi</td></tr> <tr><td style="text-align: right; padding-right: 10px;"><u>14</u></td><td>Topeka Metro</td></tr> <tr><td style="text-align: right; padding-right: 10px;">14</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	<u>14</u>	Topeka Metro	14	Total Comments	<table border="0"> <tr><td style="text-align: right; padding-right: 10px;">13</td><td>Complaints</td></tr> <tr><td style="text-align: right; padding-right: 10px;">1</td><td>Compliments</td></tr> <tr><td style="text-align: right; padding-right: 10px;"><u>0</u></td><td>Incidents</td></tr> <tr><td style="text-align: right; padding-right: 10px;">14</td><td>Total Comments</td></tr> </table>	13	Complaints	1	Compliments	<u>0</u>	Incidents	14	Total Comments
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Comment Issues:

- Other/General (7)
- Unsafe Driving (3)
- Operator (2)
- Lift Late Trip (1)
- Passed By (1)

Operations Accidents & Incidents (as of February 28th, 2018):

	Month of		
	February	2018	FY 2018
TMTA Chargeable accidents	1	2	12
TMTA Non-chargeable accidents	2	4	13
Contractor accidents	0	0	1
Passenger incidents	9	35	197
	<hr style="width: 100%; border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>		
	12	41	223

Current Self-Insurance Files:	16	Open files against Topeka Metro
	19	Open files against others
	<u>18</u>	Other
	53	Total open files

February Shuttles, Promotions, and Events

Washburn Students (2/1-2/28):	4,171 rides (200,192 total trips Aug 1, 2014 - Feb 28, 2018)
FREEdom Pass Ridership (2/1-2/28):	662 rides (27,796 total trips Aug 1, 2013 - Feb 28, 2018)
Amtrak (2/1-2/28):	3 rides in February
Flex Zone Ridership (2/1-2/28):	48 Flex rides
Bikes on the Bus Ridership (2/1-2/28):	696 bikes on the fixed route
City Employees Ride Free (1/1-1/31):	100 fixed route rides
City Employees Ride Free (2/1-2/28):	102 fixed route rides
United Way Tour (2/1):	112 shuttle trips

United Leaf Legislator Shuttle (2/12): 24 shuttle trips

United Way Tour (2/20): 79 shuttle trips

Other Operational and Promotional Activities:

East 6th Route Change in Effect to Serve New Reser's Plant (2/1)

Mandatory On-site Training for CCT Employees (2/1)

Stuff the Bus Event at Dillon's on Fairlawn (2/3)

Breakthrough House How to Ride (2/5)

Spring/Summer Update Mandatory Employee Meetings (2/8)

DCF Spring Resource Fair (2/15)

Public Meeting #1 at QSS at 07:00 - Spring/Summer Update (2/16)

Public Meeting #2 at QSS at 11:00 - Spring/Summer Update (2/19)

Washburn University Japanese Student How to Ride (2/19)

Human Trafficking Make-up Training for All Employees (2/20)

Hazardous Road Conditions (2/20)

Public Meeting #3 at the Public Library at 16:00 - Spring/Summer Update (2/21)

Alma/Maple Hill How to Ride (2/21)

Hazardous Road Conditions (2/22)

Futures for Tomorrow How to Ride (2/26)

United Way Campaign Employee Breakfast & Lunch (2/27)

Transit Day at the Statehouse (2/28)

Free Coffee for Passengers at QSS (2/7, 2/8, 2/12, 2/16, 2/21)

A total of 2,526 new Income Program ID's have been issued since March 2015.

341 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

<i>Jul</i>	378
<i>Aug</i>	320
<i>Sep</i>	410
<i>Oct</i>	426
<i>Nov</i>	385
<i>Dec</i>	480
<i>Total</i>	3876

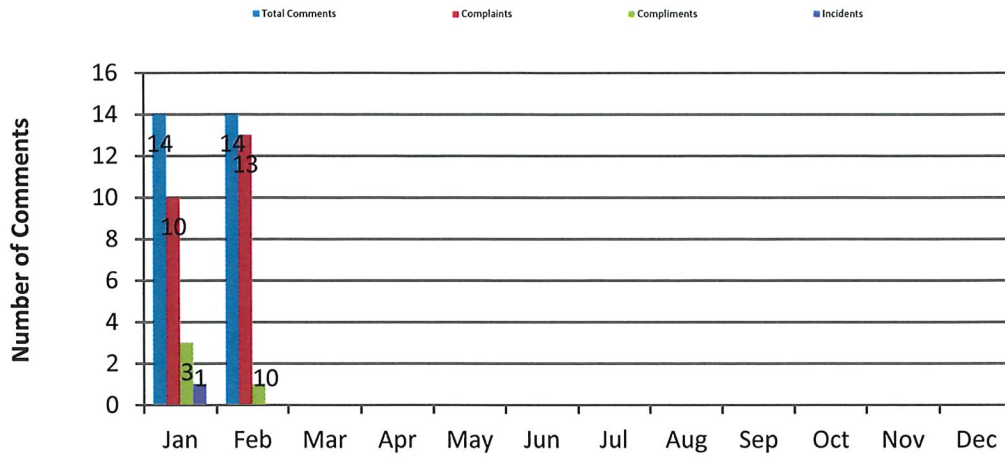
2015 <i>Jan</i>	483
<i>Feb</i>	433
<i>Mar</i>	499
<i>Apr</i>	635
<i>May</i>	480
<i>Jun</i>	661
<i>Jul</i>	533
<i>Aug</i>	381
<i>Sep</i>	538
<i>Oct</i>	621
<i>Nov</i>	371
<i>Dec</i>	423
<i>Total</i>	6058

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>Dec</i>	422
<i>Total</i>	7511

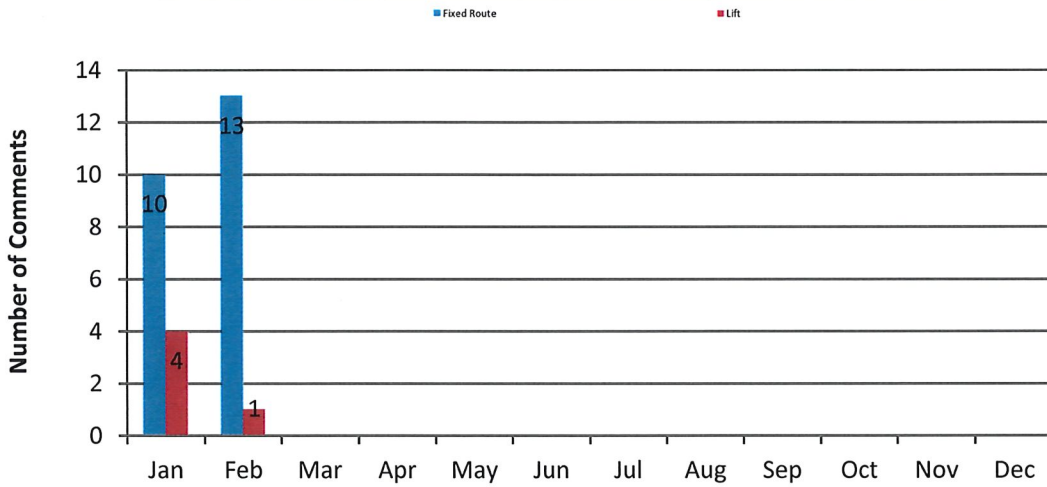
2017 <i>Jan</i>	503
<i>Feb</i>	521
<i>Mar</i>	655
<i>Apr</i>	784
<i>May</i>	570
<i>Jun</i>	743
<i>Jul</i>	616
<i>Aug</i>	723
<i>Sep</i>	771
<i>Oct</i>	760
<i>Nov</i>	739
<i>Dec</i>	730
<i>Total</i>	8115

2018	<i>Jan</i>	629
	<i>Feb</i>	662
	<i>Mar</i>	
	<i>Apr</i>	
	<i>May</i>	
	<i>Jun</i>	
	<i>Jul</i>	
	<i>Aug</i>	
	<i>Sep</i>	
	<i>Oct</i>	
	<i>Nov</i>	
	<i>Dec</i>	
	<i>Total</i>	<hr/> 1291

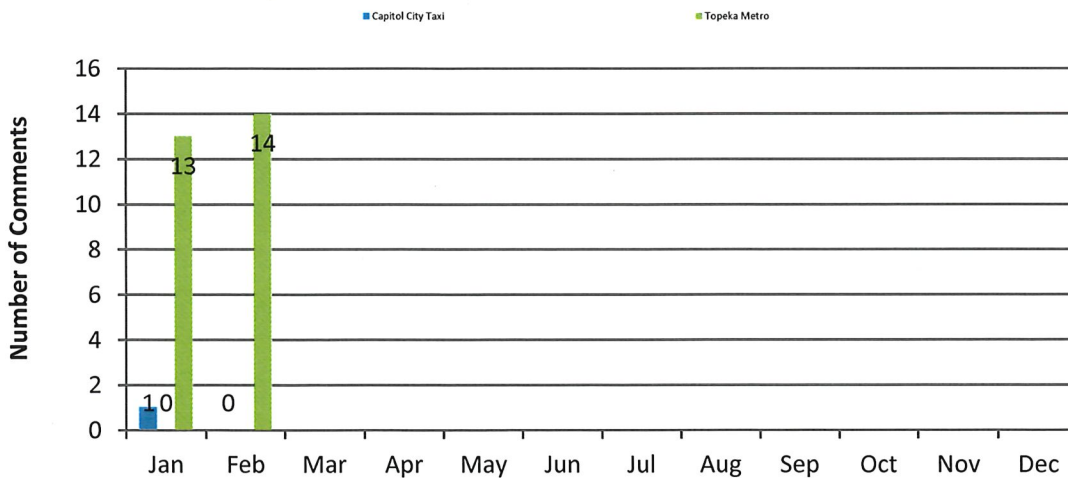
2018 Passenger Comments Per Type



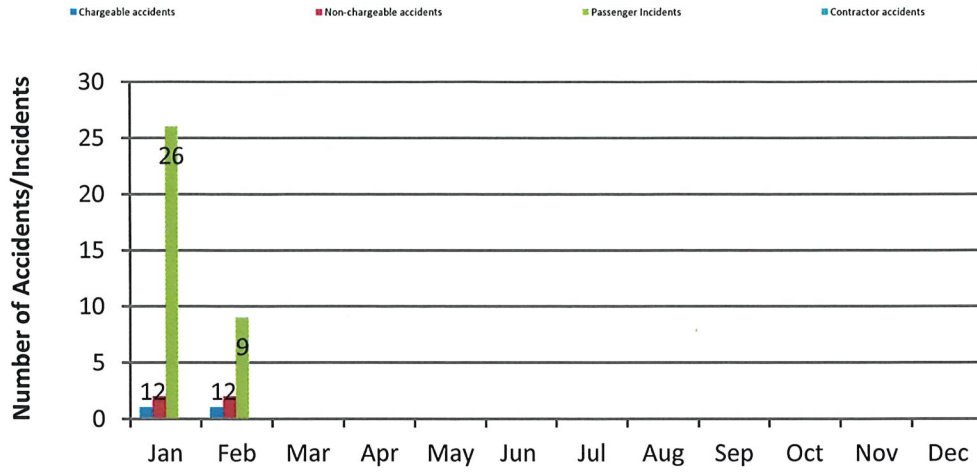
2018 Passenger Comments Per TMTA Service



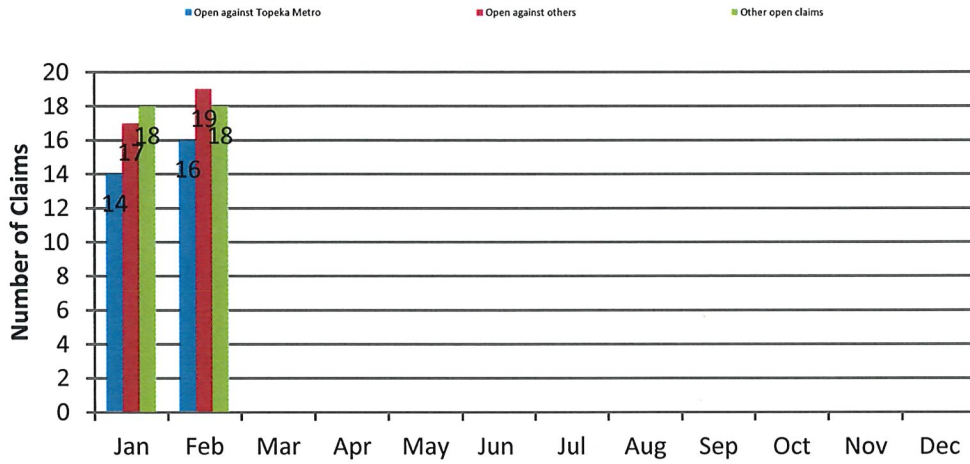
2018 Passenger Comments Per Provider



2018 Accident & Incidents



Current 2018 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 2018	18	15	1	1	35	0	0	0
Feb 2018	4	4	0	0	8	0	0	0
Mar 2018					0			
Apr 2018					0			
May 2018					0			
Jun 2018					0			
Jul 2018					0			
Aug 2018					0			
Sep 2018					0			
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
Year 2018 Total	22	19	1	1	43	0	0	0