

Topeka Metro Operations Report

December 2017

December Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25</i>
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">17</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	17	Fixed Route	1	Lift	18	Total Comments	<table border="0"> <tr><td style="text-align: right;">0</td><td>Capitol City Taxi</td></tr> <tr><td style="text-align: right;">18</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	18	Topeka Metro	18	Total Comments	<table border="0"> <tr><td style="text-align: right;">16</td><td>Complaints</td></tr> <tr><td style="text-align: right;">2</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	16	Complaints	2	Compliments	0	Incidents	18	Total Comments
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Comment Issues:

- Operator (7)
- Other/General (6)
- Passed By (3)
- Unsafe Driving (2)

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

	Month of December	Total for 2017	FY 2018
TMTA Chargeable accidents	1	21	10
TMTA Non-chargeable accidents	2	17	9
Contractor accidents	0	1	1
Passenger incidents *	25	354	161
	28	393	181

**One additional incident was added to November after the November report had been created.*

Current Self-Insurance Files:	13	Open files against Topeka Metro
	13	Open files against others
	16	Other
	42	Total open files

December Shuttles, Promotions, and Events

Washburn Students (12/1-12/31):	3,699 rides (191,990 total trips Aug 1, 2014 - Dec 31, 2017)
FREEdom Pass Ridership (12/1-12/31):	730 rides (26,505 total trips Aug 1, 2013 - Dec 31, 2017)
Amtrak (12/1-12/31):	2 rides in December
Flex Zone Ridership (12/1-12/31):	22 Flex rides
Bikes on the Bus Ridership (12/1-12/31):	958 bikes on the fixed route
Remember Rosa Ride Free Day (12/1):	5,208 rides on the fixed route
United Way Fall Tour Shuttle (12/4):	53 shuttle trips

Washburn Tech Graduation Shuttle (12/14): 30 shuttle trips
Washburn University Graduation Shuttle (12/15): 23 shuttle trips
"Winter Fling" Families Ride Free Promotion (12/23-1/2): 1,777 rides on the fixed route

Other Operational and Promotional Activities:

- Metro Bus at the City Council Meeting (12/5)*
- Metro Presentation to County Courthouse Employees (12/6)*
- Lowman Hills Elementary School How to Ride (12/7)*
- Safety Training for All Employees - Human Trafficking (12/11 and 12/12)*
- SOTO Pilot Program Soft Launch (12/15)*
- One FREEdom Pass How to Ride Clinic*

*A total of 2,334 new Income Program ID's have been issued since March 2015.
 311 additional Income Program recertification ID's have been issued since April 2016.*

FREEdom Pass Ridership

2013	<i>Aug</i>	144
	<i>Sep</i>	182
	<i>Oct</i>	251
	<i>Nov</i>	161
	<i>Dec</i>	207
	Total	945

2014	<i>Jan</i>	208
	<i>Feb</i>	171
	<i>Mar</i>	255
	<i>Apr</i>	261
	<i>May</i>	281
	<i>Jun</i>	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
	Total	3876

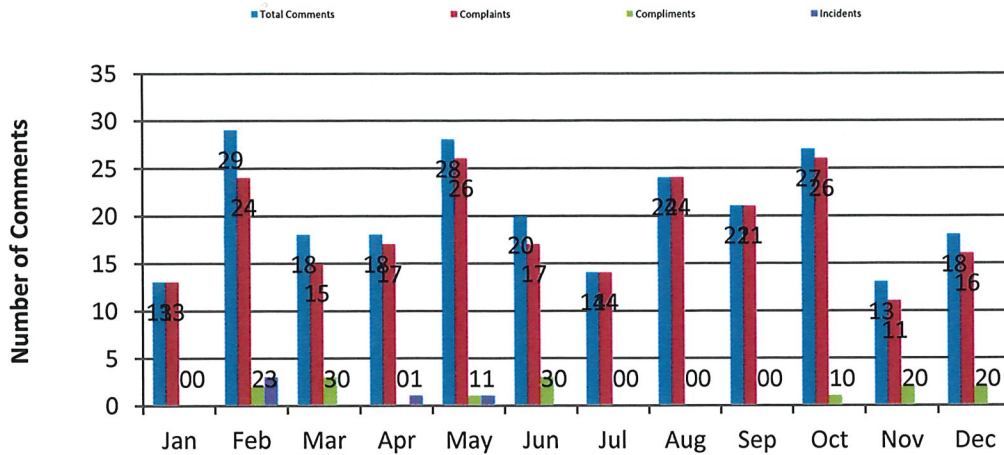
2015	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381

<i>Sep</i>	538
<i>Oct</i>	621
<i>Nov</i>	371
<i>Dec</i>	423
<i>Total</i>	6058

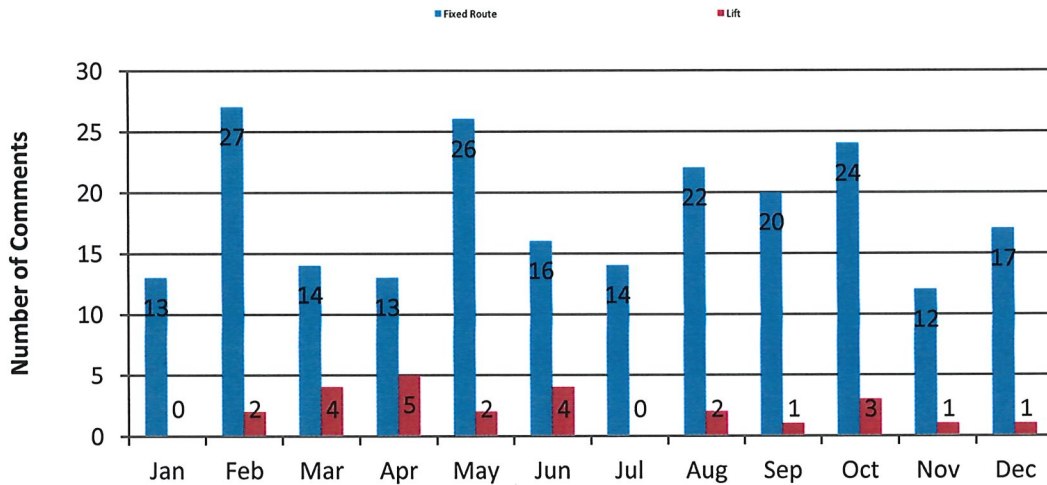
2016 <i>Jan</i>	330
<i>Feb</i>	458
<i>Mar</i>	482
<i>Apr</i>	770
<i>May</i>	575
<i>Jun</i>	675
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<i>Total</i>	7511

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

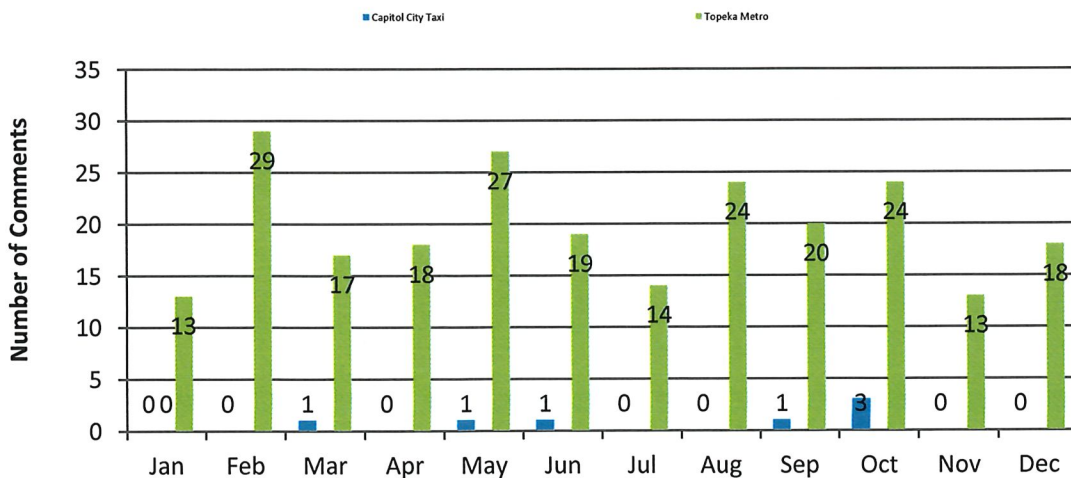
2017 Passenger Comments Per Type



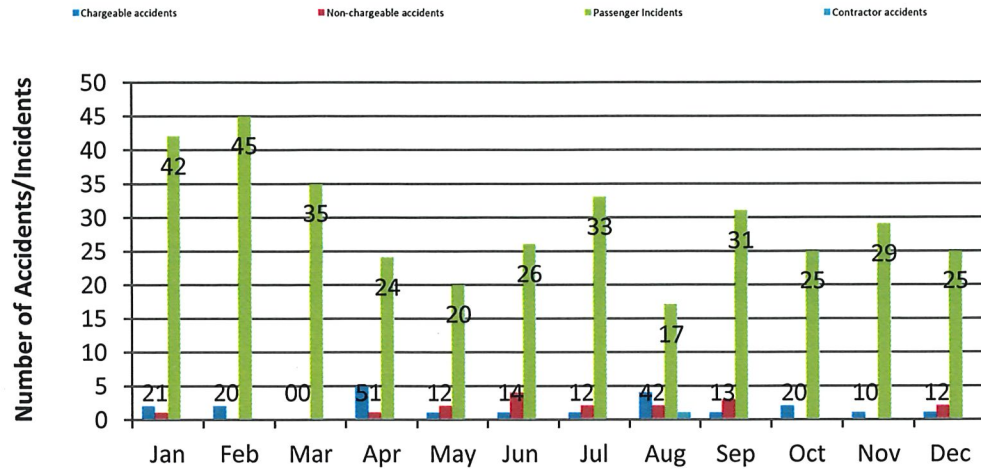
2017 Passenger Comments Per TMTA Service



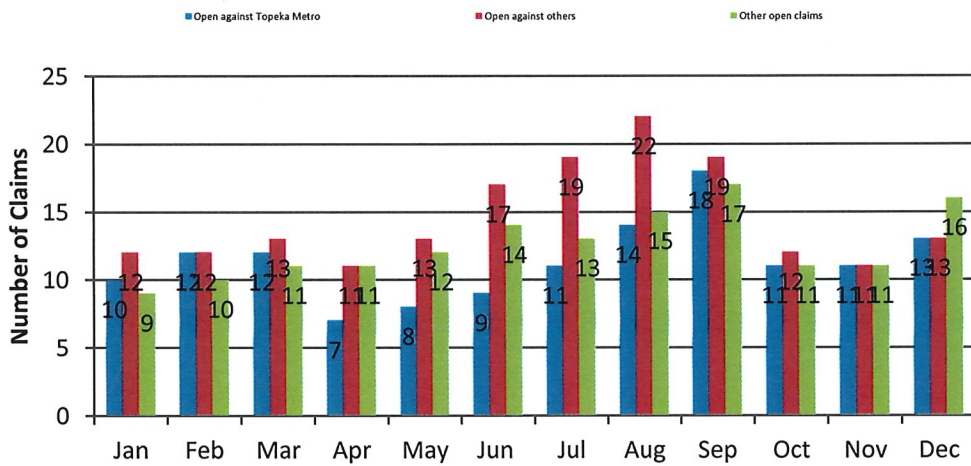
2017 Passenger Comments Per Provider



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	9	3	1	2	15	0	0	0
Jul 2017	14	0	0	2	16	1	0	0
Aug 2017	9	3	1	3	16	1	2	0
Sep 2017	24	27	0	0	51	0	0	0
Oct 2017	9	5	2	1	17	0	0	0
Nov 2017	5	8	1	0	14	2	1	1
Dec 2017	9	13	1	0	23	0	0	0
Year 2017 Total	137	100	10	11	258	4	3	1

Paratransit Application Determinations

	Total	Eligible (Full/Intermittent)	Recertified	Temporary	Denied	Appeals
2002	305	201	34	21	49	18
2003	264	141	54	33	36	12
2004	321	196	52	35	38	11
2005	311	218	26	36	31	7
2006	270	183	34	31	22	4
2007	328	210	51	37	30	10
2008	367	212	116	22	17	4
2009	276	177	78	13	8	1
2010	266	167	71	12	16	6
2011	350	167	159	13	11	4
2012	314	131	161	12	10	0
2013	244	119	108	13	4	5
2014	296	152	120	17	7	0
2015	306	120	152	12	22	4
2016	271	131	117	13	10	1
2017	258	137	100	10	11	4
Average	297	166	90	21	20	

Paratransit Application Determination Comparison:

	<u>Total</u>	<u>Full Elig.</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>
2002	305	66%	11%	7%	16%
2003	264	53%	20%	13%	14%
2004	321	61%	16%	11%	12%
2005	311	70%	8%	12%	10%
2006	270	68%	13%	11%	8%
2007	328	64%	16%	11%	9%
2008	367	58%	32%	6%	4%
2009	276	64%	28%	5%	3%
2010	266	63%	27%	4%	6%
2011	350	48%	45%	4%	3%
2012	314	42%	51%	4%	3%
2013	244	49%	44%	5%	2%
2014	296	51%	41%	6%	2%
2015	306	39%	50%	4%	7%
2016	271	48%	43%	5%	4%
2017	258	53%	39%	4%	4%