

# Topeka Metro Operations Report

September 2017

<b>September Operating Days:</b>	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <b>Labor Day 9/4</b>
	0	Limited holiday service:
	30	Total days in September

**Passenger Comments:**

<table border="0"> <tr> <td style="text-align: right;">20</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;">21</td> <td>Total Comments</td> </tr> </table>	20	Fixed Route	1	Lift	21	Total Comments	<table border="0"> <tr> <td style="text-align: right;">1</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right;">20</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">21</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	20	Topeka Metro	21	Total Comments	<table border="0"> <tr> <td style="text-align: right;">21</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">0</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;">21</td> <td>Total Comments</td> </tr> </table>	21	Complaints	0	Compliments	0	Incidents	21	Total Comments
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**Comment Issues:**

- Unsafe Driving **(7)**
- Other/General **(4)**
- Operator **(4)**
- Route **(2)**
- Passed By **(2)**
- Fixed Route Late Trip **(1)**
- Lift Missed Trip **(1)**

**Operations Accidents & Incidents (as of September 30th, 2017):**

	Month of		
	September	2017	FY 2018
TMTA Chargeable accidents	1	17	6
TMTA Non-chargeable accidents	3	15	7
Contractor accidents	0	1	1
Passenger incidents	31	274	81
	35	307	95

<b>Current Self-Insurance Files:</b>	18	Open files against Topeka Metro
	19	Open files against others
	17	Other
	54	<b>Total open files</b>

## September Shuttles, Promotions, and Events

<b>Washburn Students (9/1-9/30):</b>	5,875 rides (178,101 total trips Aug 1, 2014 - Sep 30, 2017)
<b>FREEdom Pass Ridership (9/1-9/30):</b>	771 rides (24,276 total trips Aug 1, 2013 - Sep 30, 2017)
<b>Amtrak (9/1-9/30):</b>	1 ride in September
<b>Flex Zone Ridership (9/1-9/30):</b>	31 Flex rides
<b>Bikes on the Bus Ridership (9/1-9/30):</b>	1,453 bikes on the fixed route
<b>Kids Ride Free (9/1-9/2):</b>	612 free rides on the fixed route

**Washburn University School of Nursing Shuttle (9/6):** 74 shuttle trips  
**Know Your City Shuttle (9/12):** 64 shuttle trips  
**United Way Tour Shuttle (9/15):** 75 shuttle trips  
**Chocolate Festival Shuttle (9/30):** Ridership not yet available at time of this report

**Other Operational and Promotional Activities:**

- Touch-a-Truck Event (9/2)**
- Supervisor Distributed Gatorade to Topeka West High School Student Passengers (9/8)**
- Implementation of CCT Reveal Tablets (9/11 thru 9/15)**
- Moment of Silence on Buses and in QSS in Remembrance of the 9/11 Terrorist Attacks (9/11)**
- USD #501 Breakfast Bus at the Ramada Inn Downtown (9/12)**
- Seaman High School Transition Class How to Ride (9/13)**
- Topeka Independent Living Resource Center Transportation Advocacy Meeting (9/14)**
- Supervisor Distributed Gatorade to Topeka High School Student Passengers (9/15)**
- Information Table at the VA Mental Health Summit (9/15)**
- Information Table at the Topeka Library Senior Fair (9/19)**
- Mandatory Safety Training for all Operations Personnel (9/20)**
- Topeka High School Transition Class How to Ride (9/21)**
- Supervisor Distributed Gatorade to Hope Street Academy Student Passengers (9/22)**
- A bus participated in the Topeka High School Homecoming Parade (9/22)**
- Kansas State Bus Rodeo Hosted by Topeka Metro (9/24) - Metro Operator Gaylon Brown placed 2nd!**
- Point-of-Sale Training and Implementation (9/25 thru 9/29)**
- Supervisor Distributed Gatorade to Highland Park High School Student Passengers (9/28)**
- A bus participated in the Highland Park High School Homecoming Parade (9/28)**
- Information Table at the Washburn Tech Community Resource Fair (9/29)**
- Two FREEdom Pass How to Ride Clinics**

**A total of 2,095 new Income Program ID's have been issued since March 2015.  
 276 additional Income Program recertification ID's have been issued since April 2016.**

**FREEdom Pass Ridership**

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

<b>2014</b>	<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
	<b>Total</b>	<b>3876</b>

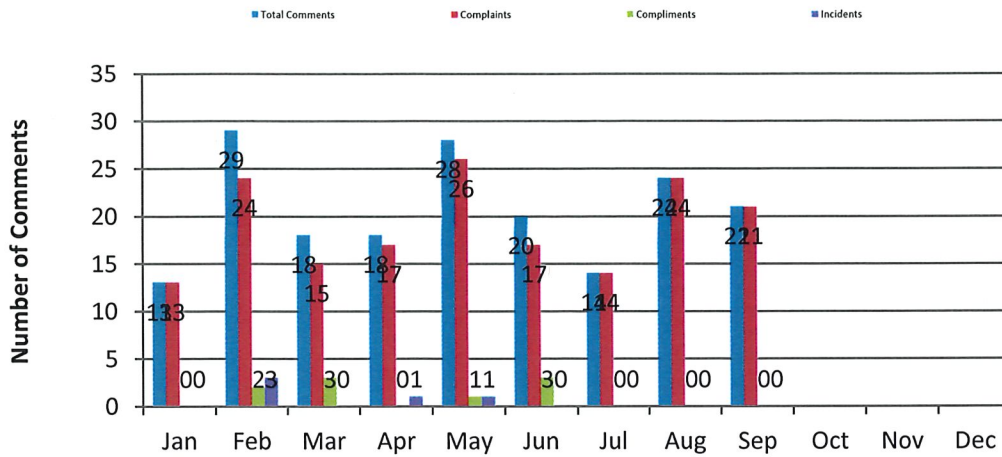
<b>2015</b>	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	<b>Total</b>	<b>6058</b>

<b>2016</b>	<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
	<b>Total</b>	<b>7511</b>

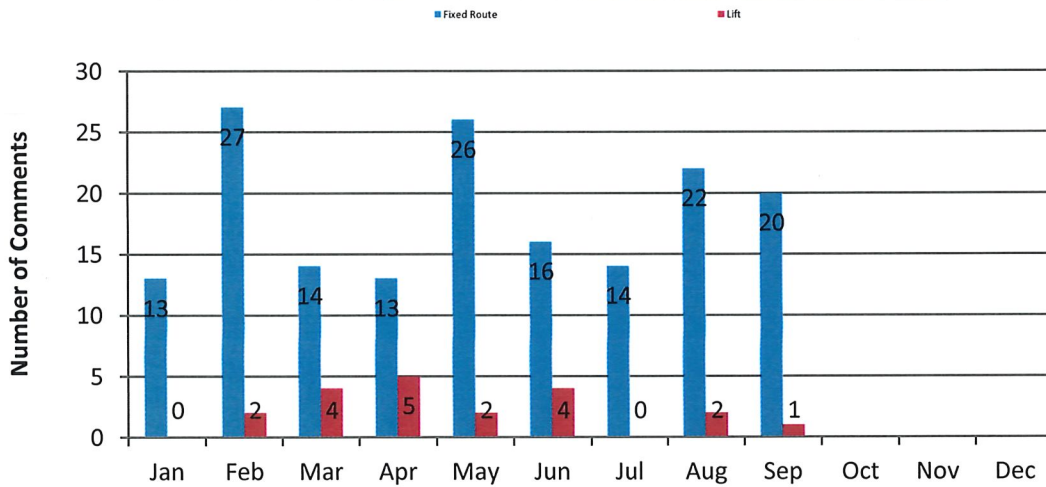
<b>2017</b>	<i>Jan</i>	503
	<i>Feb</i>	521
	<i>Mar</i>	655
	<i>Apr</i>	784
	<i>May</i>	570

<i>Jun</i>	743
<i>Jul</i>	616
<i>Aug</i>	723
<i>Sep</i>	771
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
<i>Total</i>	<hr/> 5886

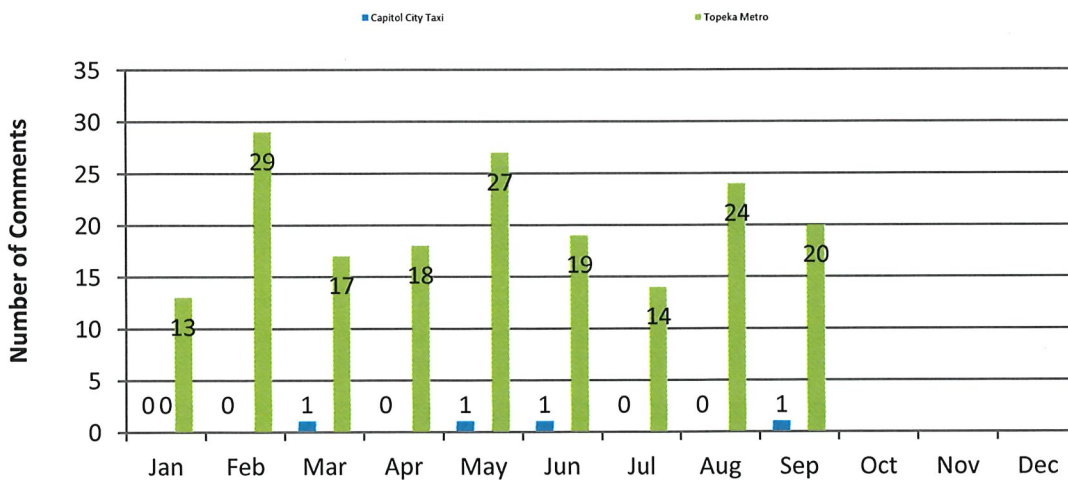
## 2017 Passenger Comments Per Type



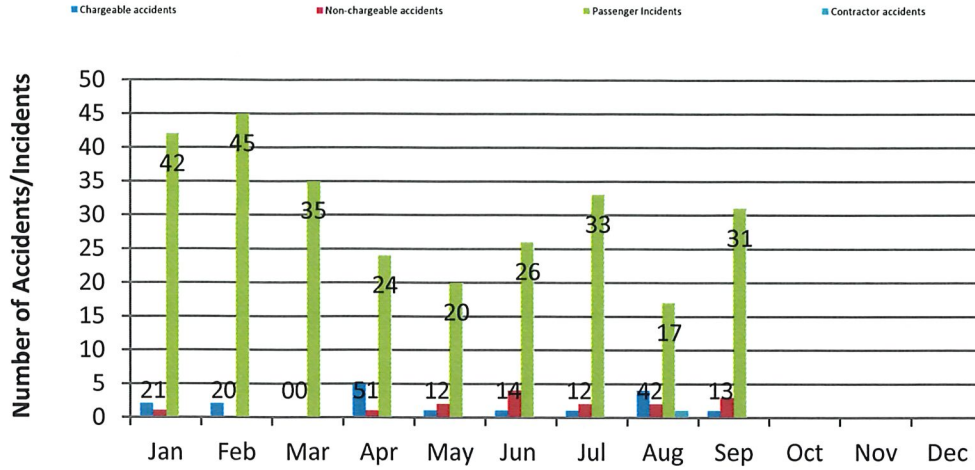
## 2017 Passenger Comments Per TMTA Service



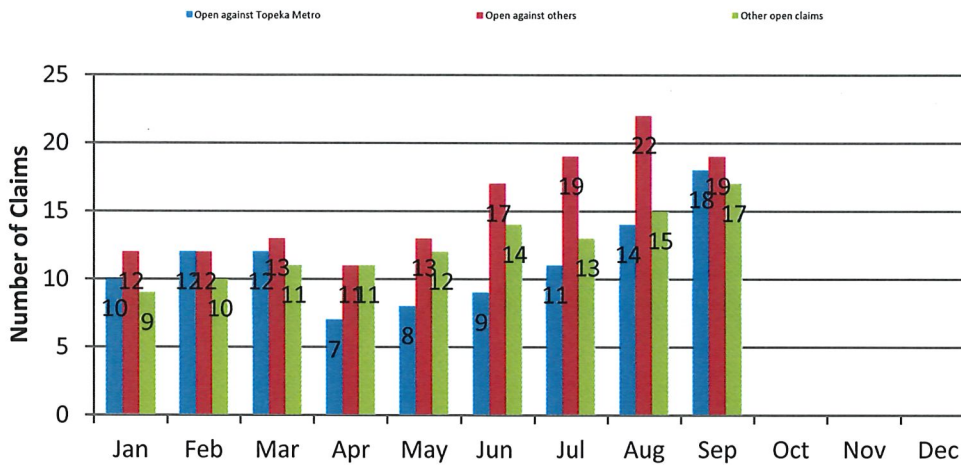
## 2017 Passenger Comments Per Provider



## 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					0			
Nov 2017					0			
Dec 2017					0			
<b>Year 2017 Total</b>	<b>114</b>	<b>74</b>	<b>6</b>	<b>10</b>	<b>204</b>	<b>2</b>	<b>2</b>	<b>0</b>