

# Topeka Metro Operations Report

June 2018

<b>June Operating Days:</b>	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

**Passenger Comments:**

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**Comment Issues:**

- Other/General (14)
- Unsafe Driving (5)
- Route (5)
- Passed By (3)
- Operator (1)
- Lift Missed Trip (1)

**Operations Accidents & Incidents (as of June 30th, 2018):**

	Month of		
	June	2018	FY 2018
TMTA Chargeable accidents	1	7	17
TMTA Non-chargeable accidents	0	6	15
Contractor accidents	0	0	1
Passenger incidents	30	146	308
	31	159	341

<b>Current Self-Insurance Files:</b>	10	Open files against Topeka Metro
	11	Open files against others
	15	Other
	36	Total open files

## June Shuttles, Promotions, and Events

**Washburn Students (6/1-6/30):** 3,486 rides (215,793 total trips Aug 1, 2014 - Jun 30, 2018)

**FREEdom Pass Ridership (6/1-6/30):** 728 rides (30,880 total trips Aug 1, 2013 - Jun 30, 2018)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	4375 so far

<b>Amtrak (6/1-6/30):</b>	1 ride in June
<b>Flex Zone Ridership (6/1-6/30):</b>	8 Flex rides
<b>Bikes on the Bus Ridership (6/1-6/30):</b>	1,237 bikes on the fixed route
<b>City Employees Ride Free (6/1-6/30):</b>	112 fixed route rides
<b>Kids Ride Free (5/15-8/15)</b>	18,289 fixed route trips so far this summer
5/15-5/31	5,823
6/1-6/30	12,466
7/1-7/31	
8/1-8/15	

<b>Downtown NOTO Express Shuttle (6/1):</b>	48 shuttle trips
<b>Topeka Gives Shuttle (6/5):</b>	34 shuttle trips
<b>Deer Creek Reading Route:</b>	390 shuttle trips
Tuesday 6/5	99
Tuesday 6/12	107
Tuesday 6/19	94
Tuesday 6/26	90

<b>Midwest Health Aquatic Center Shuttle:</b>	498 shuttle trips
Thursday 6/7	64
Tuesday 6/12	64
Thursday 6/14	127
Tuesday 6/19	0 <b>**cancelled due to severe weather**</b>
Thursday 6/21	55
Tuesday 6/26	24
Thursday 6/28	164

<b>High School Leadership Academy Shuttle:</b>	622 shuttle trips
Monday 6/11	148
Wednesday 6/13	107
Thursday 6/14	266
Friday 6/15	101

<b>Dump the Pump Free Ride Day (6/21):</b>	3,967 free rides on the fixed route
<b>Freedom Festival March (6/30):</b>	40 shuttle trips

**Other Operational and Promotional Activities:**

**Capitol City Taxi Began Transporting Non-ambulatory Lift Passengers (6/1)**

**Flooding at the Administrative Offices - Chief Operations Officer Temporarily Moved to QSS (6/3)**

**Beacon Youth Group How to Ride (6/4)**

**Emergency Response Service Provided to TPD at Protest Demonstrations (6/4, 6/11, and 6/18)**

**Mandatory Operations Mobility Device Securement and Safety Training (6/6 and 6/7)**

**Midwest Health Aquatic Center Shuttle Ribbon Cutting Event (6/7)**

**Free Metro Bag with 31-day or Annual Pass Purchase (Tuesdays and Thursdays 6/7 thru 8/9)**

**Participated in Washburn University New Student Orientation (6/12)**

***Metro Information Table at the SCPL's Farmer's Market (6/18)***

***Girl Scout How to Ride (6/18)***

***Covenant Baptist Church Camp How to Ride (6/22)***

***Participated in Washburn University New Student Orientation (6/22)***

***Soft Launch of the Mobile ID Program at New Dawn Recovery Center (6/25)***

***Police Adventure Camp How to Ride (6/27)***

***Participated in Washburn University New Student Orientation (6/27)***

***Shawnee County Parks & Recreation Civitan Day Camp How to Ride (6/28)***

***Washburn University International Summer Institute How to Ride (6/28)***

***Bikeshare Media Event to Launch New Bikes (6/29)***

***Participated in the Department for Children & Families Summer Resource Fair (6/29)***

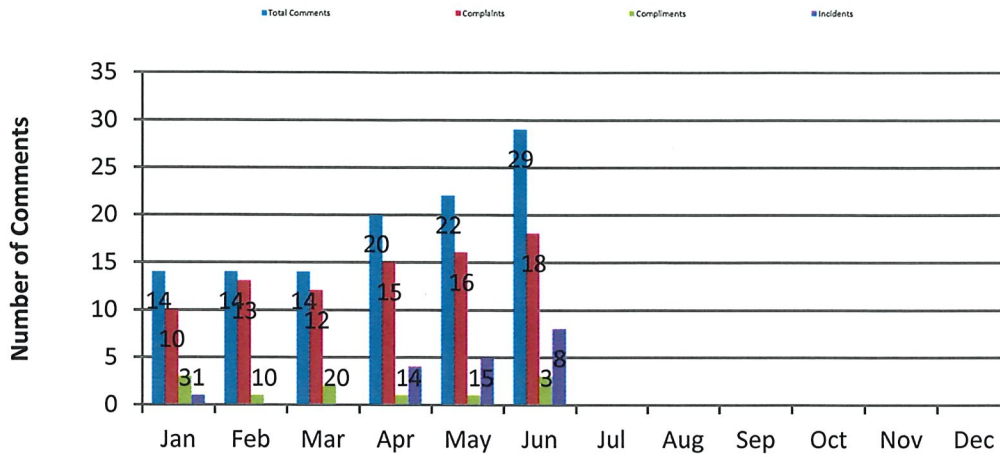
***Free Cold Water Bottles were Provided to Passengers on 6 Extremely High Heat Index Days***

***Five FREEdom Pass How to Ride Clinics***

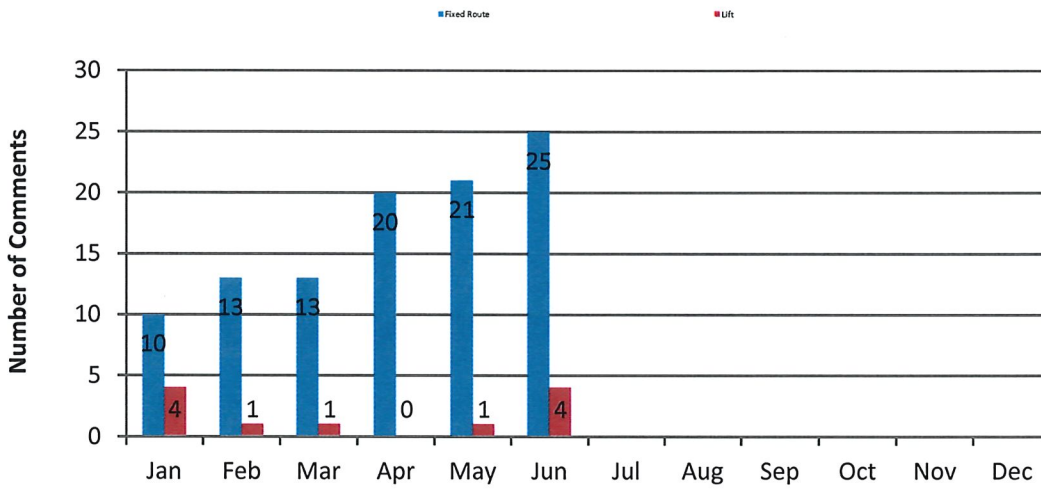
***A total of 2,873 new Income Program ID's have been issued since March 2015.***

***442 additional Income Program recertification ID's have been issued since April 2016.***

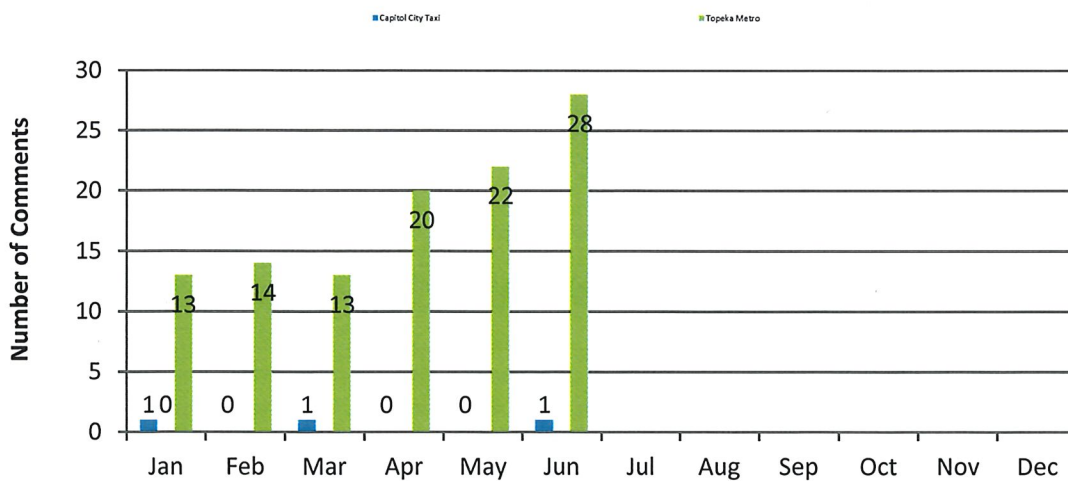
## 2018 Passenger Comments Per Type



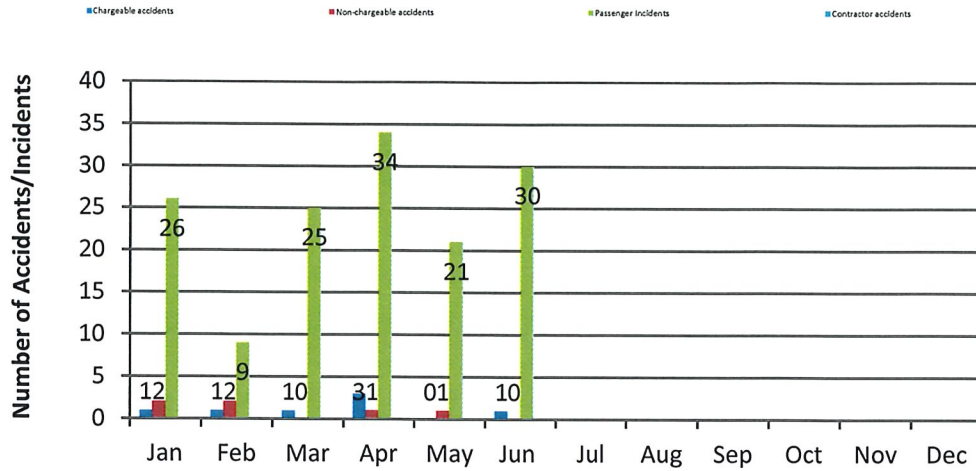
## 2018 Passenger Comments Per TMTA Service



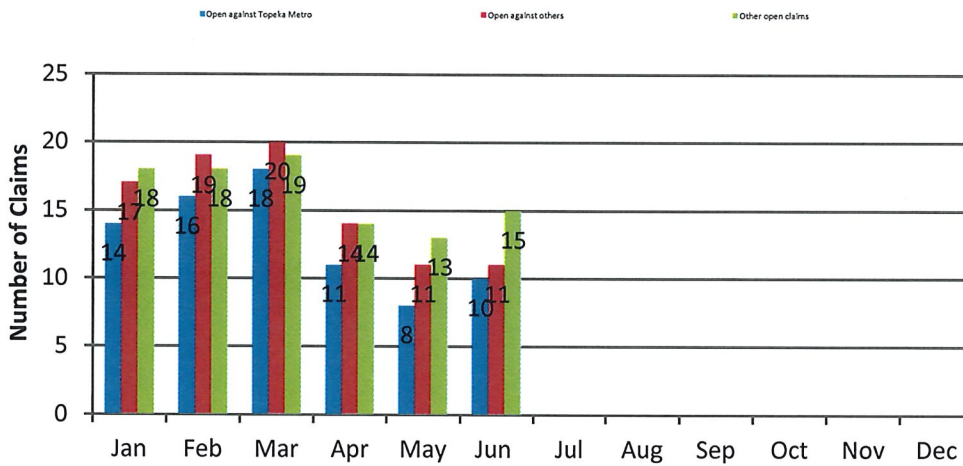
## 2018 Passenger Comments Per Provider



## 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	10	13	3	0	26	0	0	0
Apr 2018	19	19	0	1	39	1	1	0
May 2018	12	14	0	0	26	0	0	0
Jun 2018	14	11	0	1	26	1	0	1
Jul 2018					0			
Aug 2018					0			
Sep 2018					0			
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
<b>Year 2018 Total</b>	<b>77</b>	<b>76</b>	<b>4</b>	<b>3</b>	<b>160</b>	<b>2</b>	<b>1</b>	<b>1</b>