

# Topeka Metro Operations Report

October 2017

<b>October Operating Days:</b>	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service:
	0	Limited holiday service:
	31	Total days in October

**Passenger Comments:**

<table border="0"> <tr> <td style="text-align: right;">24</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">27</td> <td>Total Comments</td> </tr> </table>	24	Fixed Route	3	Lift	27	Total Comments	<table border="0"> <tr> <td style="text-align: right;">3</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right;">24</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">27</td> <td>Total Comments</td> </tr> </table>	3	Capitol City Taxi	24	Topeka Metro	27	Total Comments	<table border="0"> <tr> <td style="text-align: right;">26</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">1</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;">27</td> <td>Total Comments</td> </tr> </table>	26	Complaints	1	Compliments	0	Incidents	27	Total Comments
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- Comment Issues:**
- Other/General (7)
  - Unsafe Driving (6)
  - Passed By (6)
  - Operator (4)
  - Fixed Route Late Trip (2)
  - Fixed Route Missed Trip (1)
  - Scheduling Error (1)

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

	Month of		
	October	2017	FY 2018
TMTA Chargeable accidents	2	19	8
TMTA Non-chargeable accidents	0	15	7
Contractor accidents	0	1	1
Passenger incidents	25	299	106
	27	334	122

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

## October Shuttles, Promotions, and Events

<b>Washburn Students (10/1-10/31):</b>	5,850 rides (183,101 total trips Aug 1, 2014 - Oct 31, 2017)
<b>FREEdom Pass Ridership (10/1-10/31):</b>	760 rides (25,036 total trips Aug 1, 2013 - Oct 31, 2017)
<b>Amtrak (10/1-10/31):</b>	3 rides in October
<b>Flex Zone Ridership (10/1-10/31):</b>	56 Flex rides
<b>Bikes on the Bus Ridership (10/1-10/31):</b>	1,343 bikes on the fixed route
<b>Washburn University School of Nursing Shuttle (10/3):</b>	82 shuttle trips
<b>Silver Haired Legislator Shuttle (10/4):</b>	20 shuttle trips

<b>Silver Haired Legislator Shuttle (10/5):</b>	2 shuttle trips
<b>Boo at the Zoo Shuttle (10/21):</b>	13 shuttle trips
<b>Leadership Kansas Shuttle (10/26):</b>	243 shuttle trips
<b>Leadership Kansas Shuttle (10/27):</b>	81 shuttle trips
<b>Boo at the Zoo Shuttle (10/28):</b>	148 shuttle trips

**Other Operational and Promotional Activities:**

**Employee Flu Shot Clinic (10/3)**

**Safety (AED Usage) and Wellness Training for All Employees (10/4)**

**Westar Donation of Two Nissan Leaf Electric Cars Event (10/4)**

**The USD #501 Bus Participated in the Topeka West High School Homecoming Parade (10/6)**

**Stormont-Vail Caseworkers How to Ride (10/11)**

**Metro Employee BBQ (10/13)**

**The USD #501 Bus was Staged at Hummer Sports Park Prior to the Football Game (10/13)**

**The Stormont-Vail Wrapped Bus Participated in the Breast Cancer Awareness Event (10/14)**

**Capitol City Taxi Quarterly Oversight Meeting (10/19)**

**The Washburn Bus Participated in the Washburn University Homecoming Parade (10/21)**

**Shawnee County Health Department's Community Baby Shower Event (10/21)**

**Proterra Electric Bus Event (10/24)**

**A Bus Participated in the Drew at the Zoo Event (10/25)**

**The USD #501 and Washburn University Buses were Staged at a Washburn Tech Event (10/26)**

**Topeka High School How to Ride (10/26)**

**A total of 2,189 new Income Program ID's have been issued since March 2015.**

**288 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>	<u>945</u>

<b>2014</b>	<b>Jan</b>	208
	<b>Feb</b>	171
	<b>Mar</b>	255
	<b>Apr</b>	261
	<b>May</b>	281
	<b>Jun</b>	301

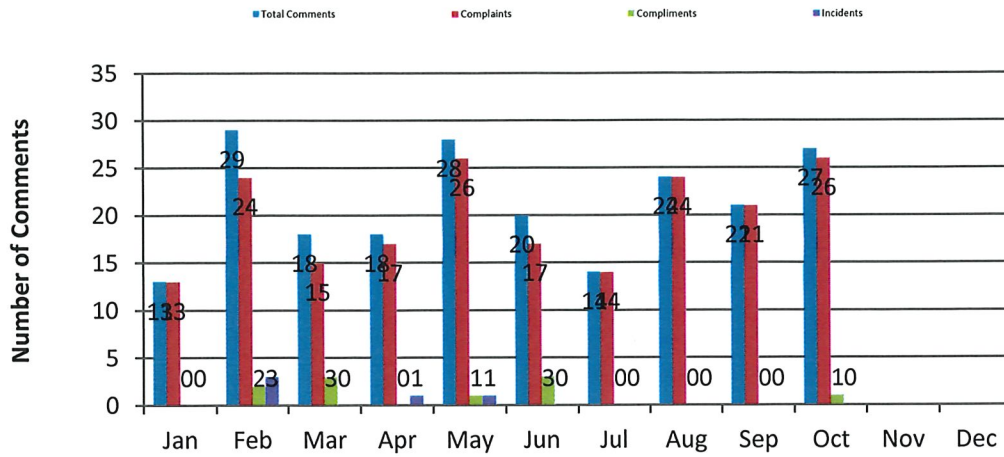
<i>Jul</i>	378
<i>Aug</i>	320
<i>Sep</i>	410
<i>Oct</i>	426
<i>Nov</i>	385
<i>Dec</i>	480
<b>Total</b>	<b>3876</b>

<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>

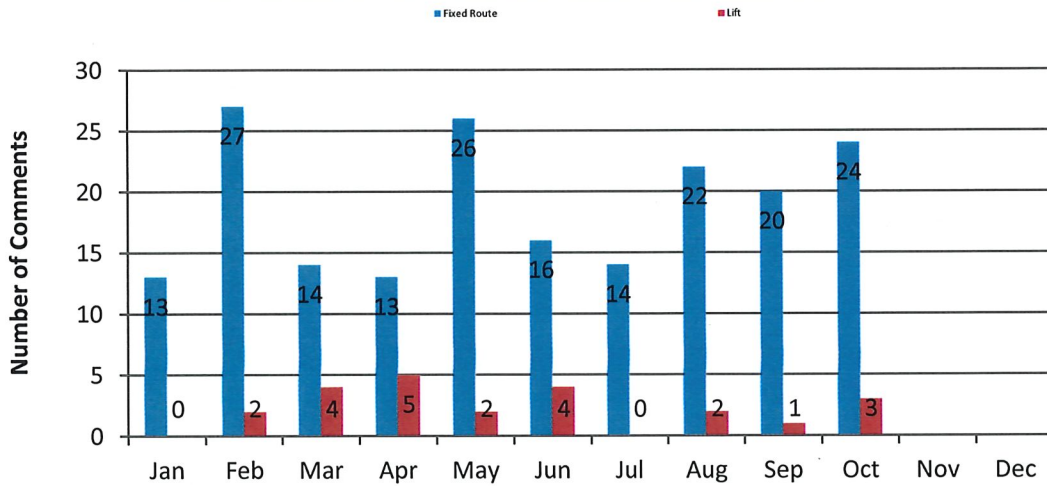
<b>2016</b> <i>Jan</i>	330
<i>Feb</i>	458
<i>Mar</i>	482
<i>Apr</i>	770
<i>May</i>	575
<i>Jun</i>	675
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<b>Total</b>	<b>7511</b>

<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>	760
<i>Nov</i>	
<i>Dec</i>	
<b>Total</b>	<b>6646</b>

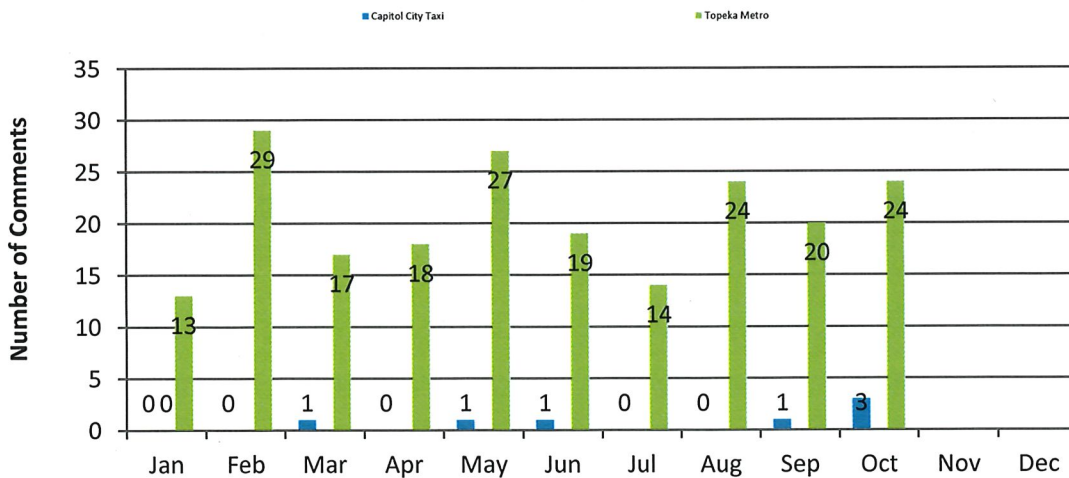
## 2017 Passenger Comments Per Type



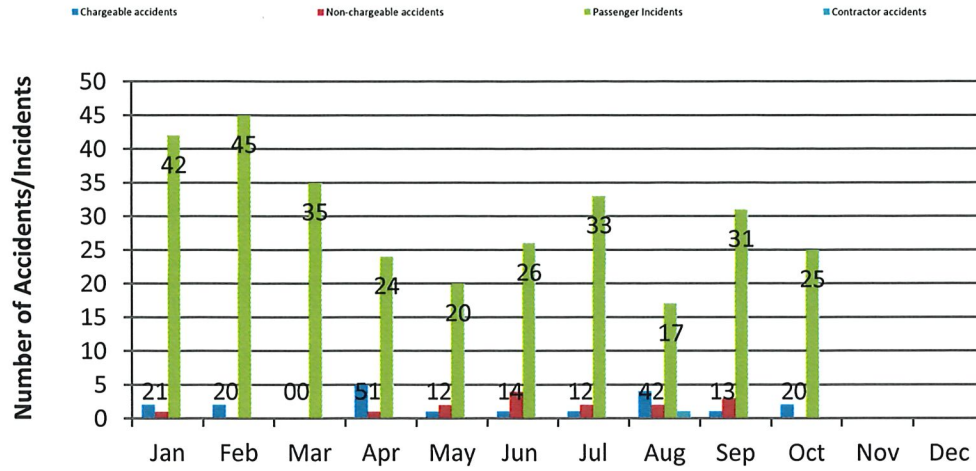
## 2017 Passenger Comments Per TMTA Service



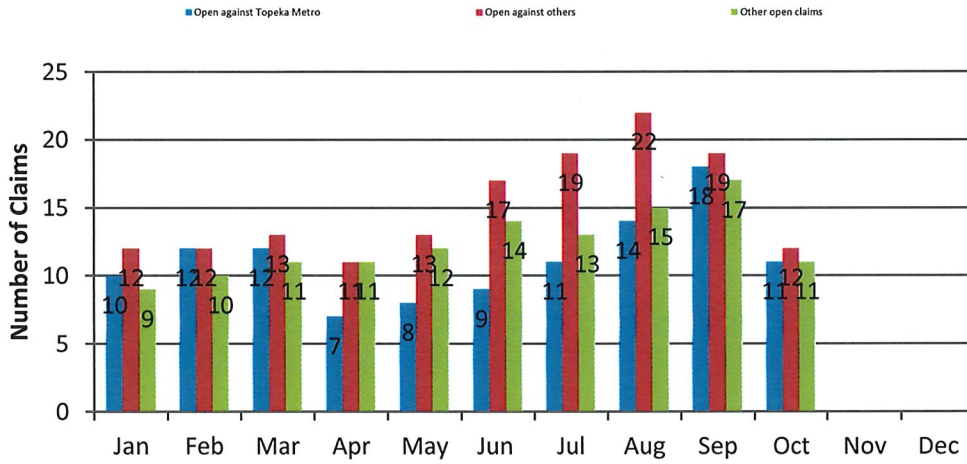
## 2017 Passenger Comments Per Provider



## 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					0			
Dec 2017					0			
<b>Year 2017 Total</b>	<b>123</b>	<b>79</b>	<b>8</b>	<b>11</b>	<b>221</b>	<b>2</b>	<b>2</b>	<b>0</b>