

Topeka Metro Operations Report

April 2019

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in April

Passenger Comments:

<table border="0"> <tr> <td style="vertical-align: top;">26</td> <td>Fixed Route</td> </tr> <tr> <td style="vertical-align: top;">4</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; vertical-align: bottom;">30</td> <td>Total Comments</td> </tr> </table>	26	Fixed Route	4	Lift	30	Total Comments	<table border="0"> <tr> <td style="vertical-align: top;">2</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="vertical-align: top;">28</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; vertical-align: bottom;">30</td> <td>Total Comments</td> </tr> </table>	2	Capitol City Taxi	28	Topeka Metro	30	Total Comments	<table border="0"> <tr> <td style="vertical-align: top;">27</td> <td>Complaints</td> </tr> <tr> <td style="vertical-align: top;">0</td> <td>Compliments</td> </tr> <tr> <td style="vertical-align: top;">3</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; vertical-align: bottom;">30</td> <td>Total Comments</td> </tr> </table>	27	Complaints	0	Compliments	3	Incidents	30	Total Comments
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Comment Issues:

- Other/General **(17)**
- Passed By **(4)** - *one substantiated*
- Unsafe Driving **(4)**
- Lift Late Trip **(3)**
- Operator **(1)**
- Title 6 **(1)** - *unsubstantiated*

Operations Accidents & Incidents (as of April 30th, 2019):

	Month of		
	April	2019	FY 2019
TMTA Chargeable accidents	1	4	11
TMTA Non-chargeable accidents	1	5	9
Contractor accidents	0	1	2
Passenger incidents	17	95	242
	19	105	264

Current Self-Insurance Files:	6	Open files against Topeka Metro
	6	Open files against others
	2	Other
	14	Total open files

April Shuttles, Promotions, and Events

Washburn Students (4/1-4/30):	4,038 rides (251,886 total trips Aug 1, 2014 - Apr 30, 2019)
FREEdom Pass Ridership (4/1-4/30):	750 rides (37,490 total trips Aug 1, 2013 - Apr 30, 2019)
2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	2106 (so far this year)
Amtrak (4/1-4/30):	1 ride in April
Flex Zone Ridership (4/1-4/30):	85 Flex rides

<i>Bikes on the Bus Ridership (4/1-4/30):</i>	829 bikes on the fixed route
<i>City Employees Ride Free (4/1-4/30):</i>	116 fixed route rides
<i>Volunteers Ride Free Week (4/8 thru 4/13):</i>	132 free rides
95 Fixed Route	
14 Lift	
23 CCT	
<i>The "Big Event" at Washburn (4/13):</i>	45 shuttle trips
<i>Topeka High School Career Day Shuttle (4/15):</i>	13 shuttle trips
<i>Girls On The Run Shuttle (4/27):</i>	12 shuttle trips

Other Operational and Promotional Activities:

QSS Boarding Safety Initiative in Effect (4/1)

Spring/Summer Service Update in Effect (4/7)

FREEDdom Pass How to Ride Clinic (4/9)

Participated in the East End NIA Resouce Fair (4/11)

Employees Supported "Go Orange" Day for National Work Zone Awareness Week (4/11)

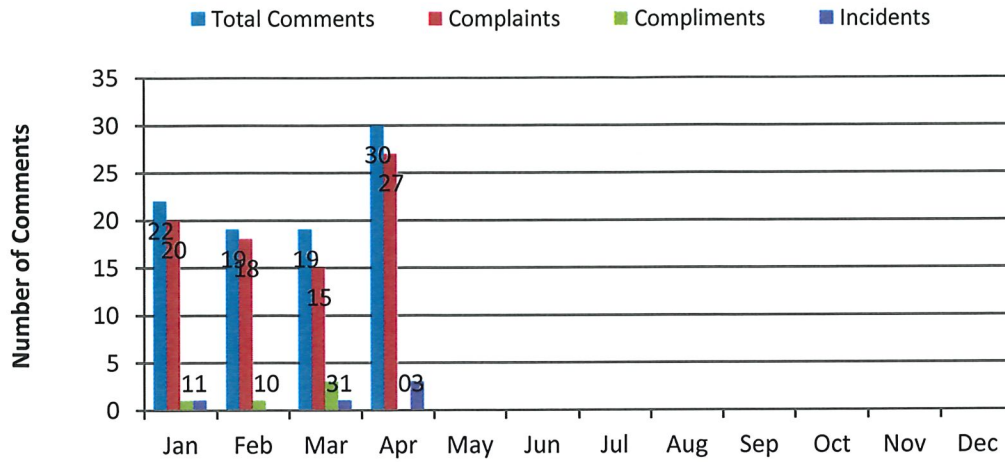
Ribbon Cutting Ceremony for the Community Policing Office at QSS (4/18)

Security Bollard Installed on West Side of QSS Lobby (4/18)

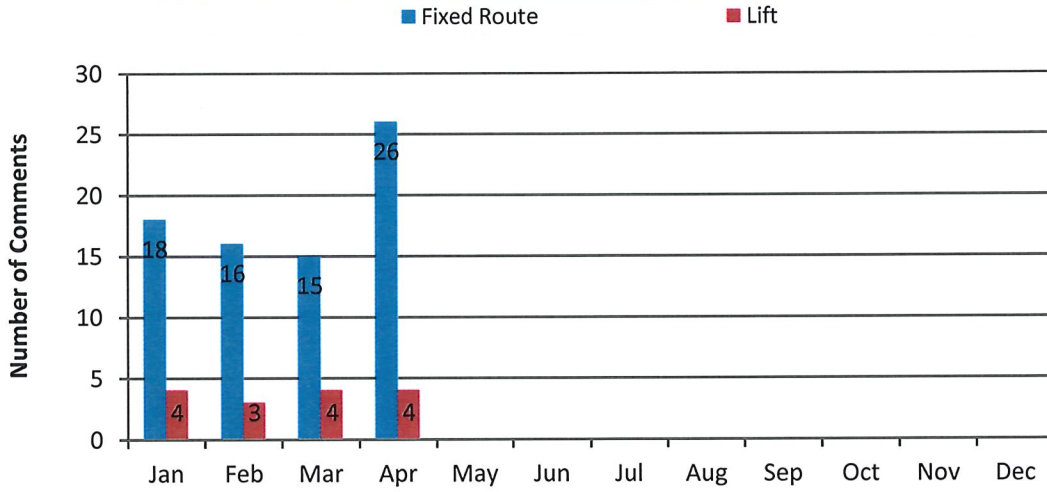
Operator Extra Board Work Group Meeting (4/24)

Capitol City Taxi Quarterly Oversight Meeting (4/26)

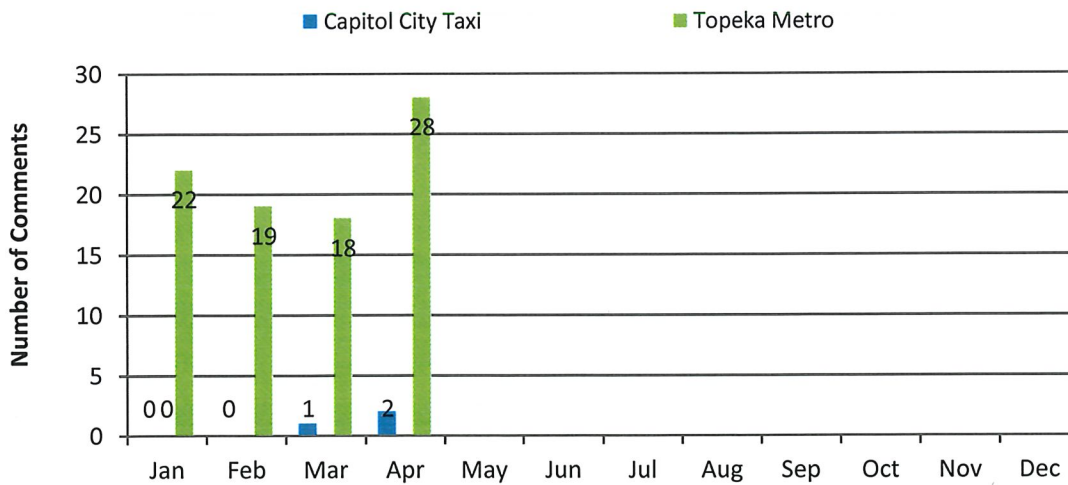
2019 Passenger Comments Per Type



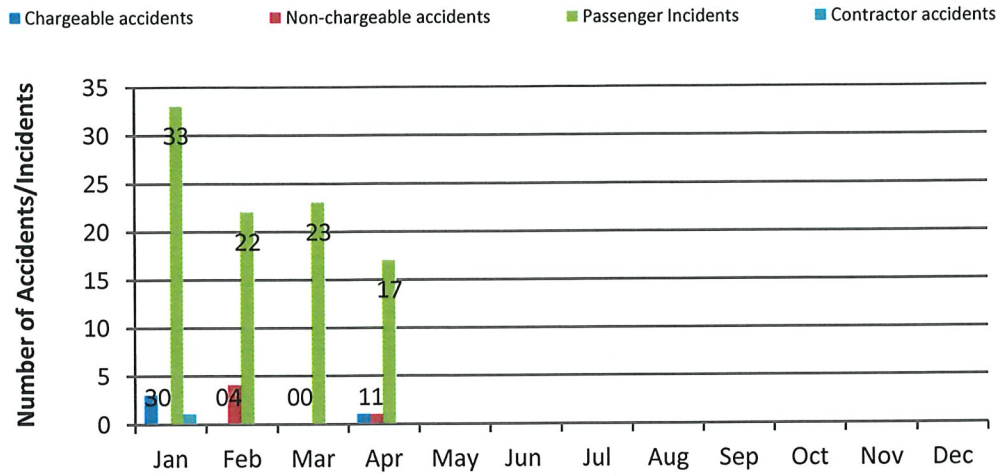
2019 Passenger Comments Per TMTA Service



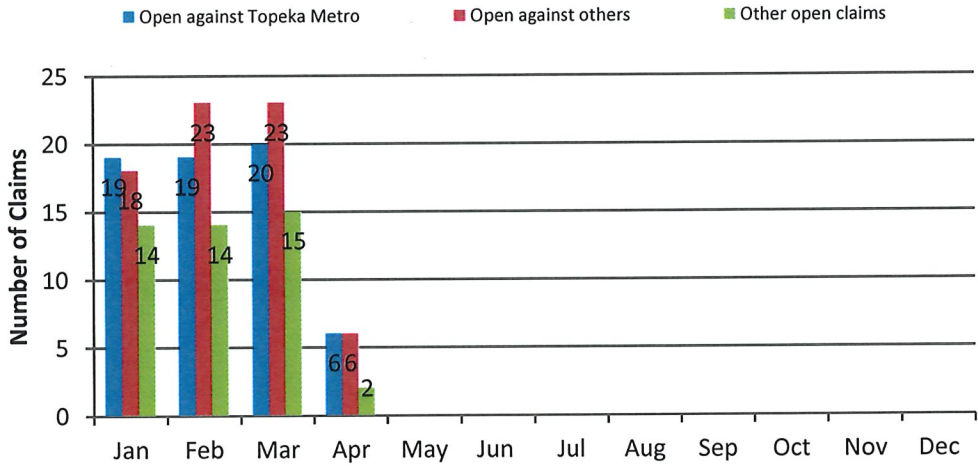
2019 Passenger Comments Per Provider



2019 Accident & Incidents



Current 2019 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 2019	15	18	1	1	35	0	0	0
Feb 2019	9	17	1	1	28	0	0	0
Mar 2019	16	10	0	1	27	0	0	0
Apr 2019	16	18	3	0	37	0	0	0
May 2019					0			
Jun 2019					0			
Jul 2019					0			
Aug 2019					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	56	63	5	3	127	0	0	0