

Topeka Metro Operations Report

August 2017

August Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service:
	0	Limited holiday service:
	<u>31</u>	Total days in August

Passenger Comments:

22	Fixed Route	0	Capitol City Taxi	24	Complaints
2	Lift	24	Topeka Metro	0	Compliments
<u>24</u>	Total Comments	<u>24</u>	Total Comments	<u>0</u>	Incidents
				24	Total Comments

Comment Issues:

- Other/General (12)
- Unsafe Driving (4)
- Passed By (4)
- Operator (3)
- Lift Late Trip (1)

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

	Month of		
	August	2017	FY 2018
TMTA Chargeable accidents	4	16	5
TMTA Non-chargeable accidents	2	12	4
Contractor accidents	1	1	1
Passenger incidents	17	243	50
	<u>24</u>	<u>272</u>	<u>60</u>

Current Self-Insurance Files:

14	Open files against Topeka Metro
22	Open files against others
15	Other
<u>51</u>	Total open files

August Shuttles, Promotions, and Events

Washburn Students (8/1-8/31):	5,574 rides (172,226 total trips Aug 1, 2014 - Aug 31, 2017)
FREEdom Pass Ridership (8/1-8/31):	723 rides (23,505 total trips Aug 1, 2013 - Aug 31, 2017)
Amtrak (8/1-8/31):	1 ride in August
Flex Zone Ridership (8/1-8/31):	23 Flex rides
Bikes on the Bus Ridership (8/1-8/31):	1,543 bikes on the fixed route
Kids Ride Free (8/1-8/31):	18,109 free rides on the fixed route (52,499 total so far)
Deer Creek Reading Routes:	35 shuttle trips

Tuesday 8/1 1
Thursday 8/3 34

National Night Out VIP Shuttle (8/5): 180 shuttle trips

National Night Out "Stuff the Bus" Event (8/5):

East 7th 95
Wood Valley Watchers 93
Eastboro 63
Kenwood 56
Chesney Park 49
College Hill 48
Prairie Road 42
Pioneer Adams 41
The Village at Old Town 0

Big Brothers/Big Sisters Shuttle (8/19): 19 shuttle trips

United Way Spring Tour Shuttle (8/29): 50 shuttle trips

United Way Spring Tour Shuttle (8/31): 57 shuttle trips

Other Operational and Promotional Activities:

"Circle of Life" Art Event at QSS (8/1)

Greyhound Bus Fire Evacuation - Metro transported 30 individuals to safety (8/1)

Assisted TFD with Potential Gage Park Evacuation - resulted in 0 individuals being transported (8/1)

Meeting with USD #501 School Resource Officers (8/7)

Topeka Lutheran School How to Ride (8/9)

Information Table at "A Fresh Cut to a Fresh Start" Event at Mount Zion (8/9)

Bookbag Giveaway to Topeka Housing Authority (8/10)

Cyclovia Glow Ride (8/11)

Cyclovia Topeka Festival (8/12)

Additional Security at QSS (weeks of 8/14 and 8/21)

High School Freshman Orientation (8/14)

Information Table at Topeka West High School's Open House (8/14)

Washburn University New Student Orientation (8/15)

Washburn University International Student How to Ride (8/17)

Solar Eclipse Watch Event at QSS (8/21)

Information Table at Topeka High School's Open House (8/22)

Capitol City High School Transition Class How to Ride (8/25)

Information Table at Highland Park High School's Open House (8/29)

Advisory Committee on Accessible Transportation Services Meeting (8/30)

A total of 2,023 new Income Program ID's have been issued since March 2015

238 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
	<i>Total</i>	<u>945</u>

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
	<i>Total</i>	<u>3876</u>

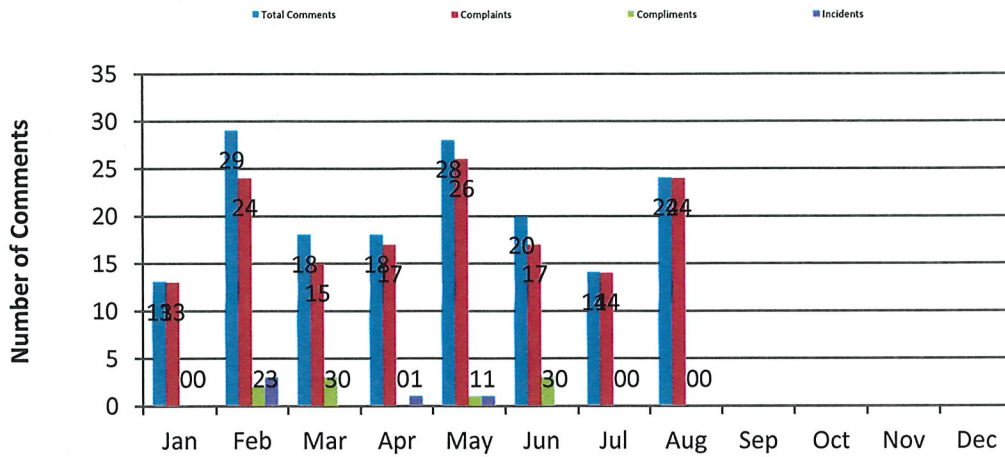
2015	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	<i>Total</i>	<u>6058</u>

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

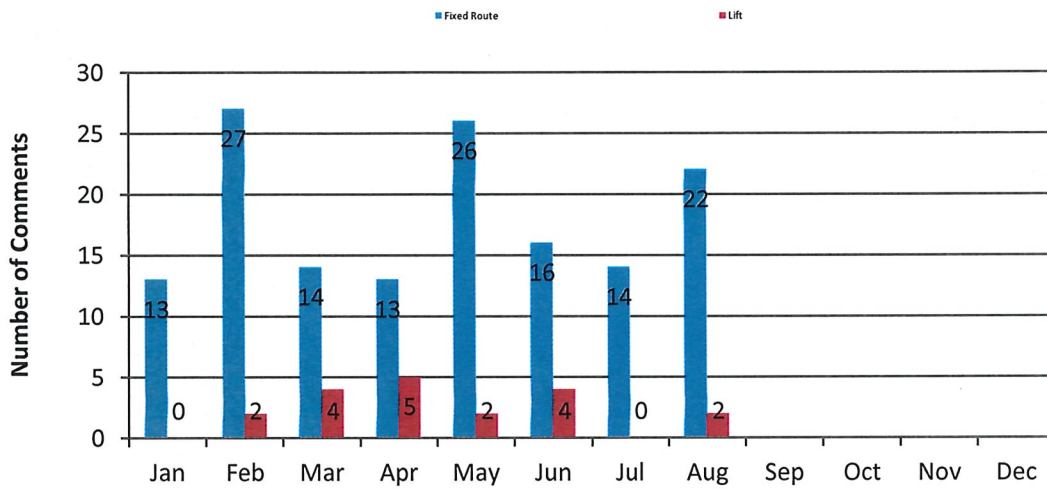
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<i>Total</i>	<hr/> 7511

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>	
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
<i>Total</i>	<hr/> 5115

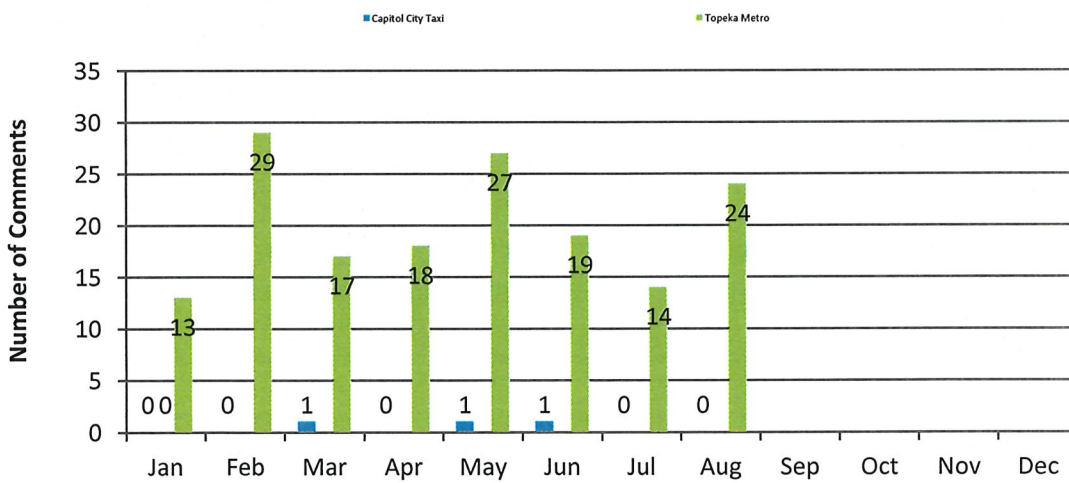
2017 Passenger Comments Per Type



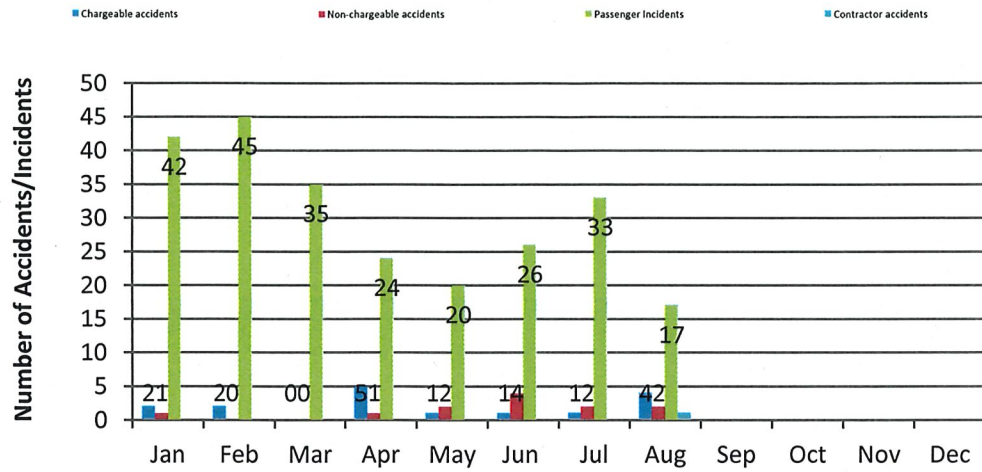
2017 Passenger Comments Per TMTA Service



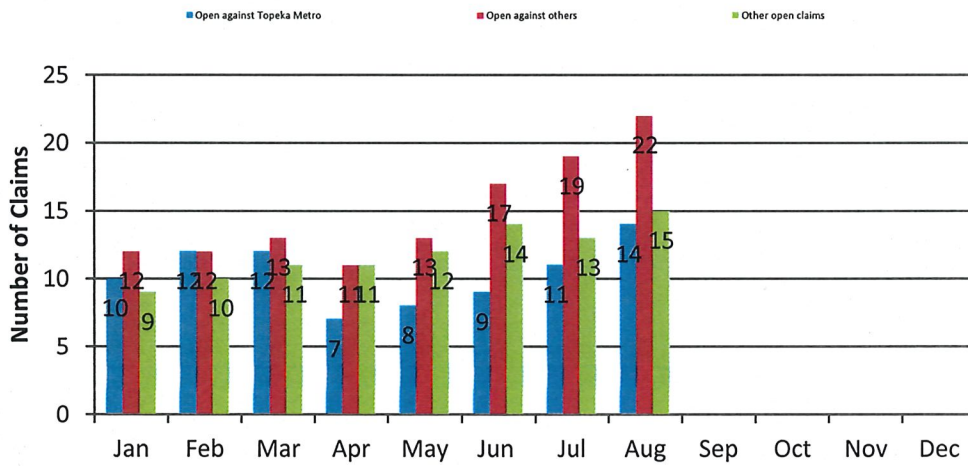
2017 Passenger Comments Per Provider



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					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
Year 2017 Total	90	47	6	10	153	2	2	0