

Topeka Metro Operations Report

June 2017

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

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">16</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">4</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">20</td><td>Total Comments</td></tr> </table>	16	Fixed Route	4	Lift	20	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;">19</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">20</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	19	Topeka Metro	20	Total Comments	<table border="0"> <tr><td style="text-align: right;">17</td><td>Complaints</td></tr> <tr><td style="text-align: right;">3</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;">20</td><td>Total Comments</td></tr> </table>	17	Complaints	3	Compliments	0	Incidents	20	Total Comments
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Comment Issues:

- Other/General (8)
- Operator (6)
- Unsafe Driving (4)
- Passed By (2)

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

	Month of June	2017	Total for FY 2017
TMTA Chargeable accidents	1	11	16
TMTA Non-chargeable accidents	4	8	13
Contractor accidents	0	0	3
Passenger incidents	26	193	452
	31	212	484

Current Self-Insurance Files:	9	Open files against Topeka Metro
	17	Open files against others
	14	Other
	40	Total open files

June Shuttles, Promotions, and Events

Washburn Students (6/1-6/30):	4,176 rides (163,251 total trips Aug 1, 2014 - Jun 30, 2017)
FREEdom Pass Ridership (6/1-6/30):	743 rides (22,166 total trips Aug 1, 2013 - Jun 30, 2017)
Amtrak (6/1-6/30):	0 rides in June
Flex Zone Ridership (6/1-6/30):	Data not available at time of report
Bikes on the Bus Ridership (6/1-6/30):	1,246 bikes
Kids Ride Free (6/1-6/30):	14,380 free rides on the fixed route (21,818 total so far)

Deer Creek Reading Routes:		347 shuttle trips
Tuesday 6/6	67	
Thursday 6/8	37	
Tuesday 6/20	70	
Thursday 6/22	56	
Tuesday 6/27	72	
Thursday 6/29	45	

KCJIS Conference Shuttle (6/6): 139 shuttle trips

Topeka Gives Shuttles (6/6): 41 shuttle trips

Magic Camp Tour (6/7): 27 shuttle trips

High School Leadership Academy Shuttles: 367 shuttle trips

Monday 6/12	131
Tuesday 6/13	120
Thursday 6/15	58
Friday 6/16	58

Dump the Pump Day (6/15): 4,873 free rides on the fixed route

Other Operational and Promotional Activities:

Rice Summer Fun Club How to Ride (6/1)

Washburn University New Student Orientation Table (6/1)

Washburn University New Student Orientation Table (6/2)

Topeka Refuel Program Kick-off (6/3)

Rice Summer Camp Ride-Along (6/5)

New Bus Operator Training Class (6/5)

Brown vs. Board of Education Interns How to Ride (6/7)

Washburn University New Student Orientation Table (6/7)

Metro Employee Picnic at Gage Park (6/11)

Washburn University New Student Orientation Table (6/13)

Christ the King How to Ride (6/15)

Topeka Metro Provided Free Water for Passengers at QSS (6/15 and 6/16)

Bus Operator Safety Training - Defensive Driving (6/21)

Cool Summer Camp Ride-Along from Garfield Park (6/22 and 6/23)

Washburn University New Student Orientation Table (6/23)

Forest Park How to Ride (6/27)

Advisory Committee on Accessible Transportation Services Meeting (6/28)

Boys & Girls Club Teen Center How to Ride (6/28)

Washburn University New Student Orientation Table (6/28)

Washburn University International Student How to Ride (6/29)

Busmobile at the Public Library (6/30)

A total of 1,858 new Income Program ID's have been issued since March 2015
215 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
	Total	945

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
	Total	3876

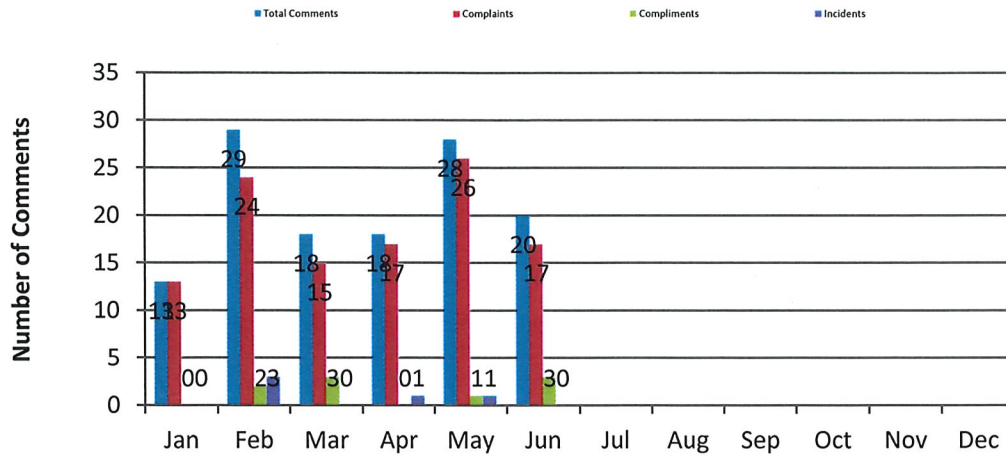
2015	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	Total	6058

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

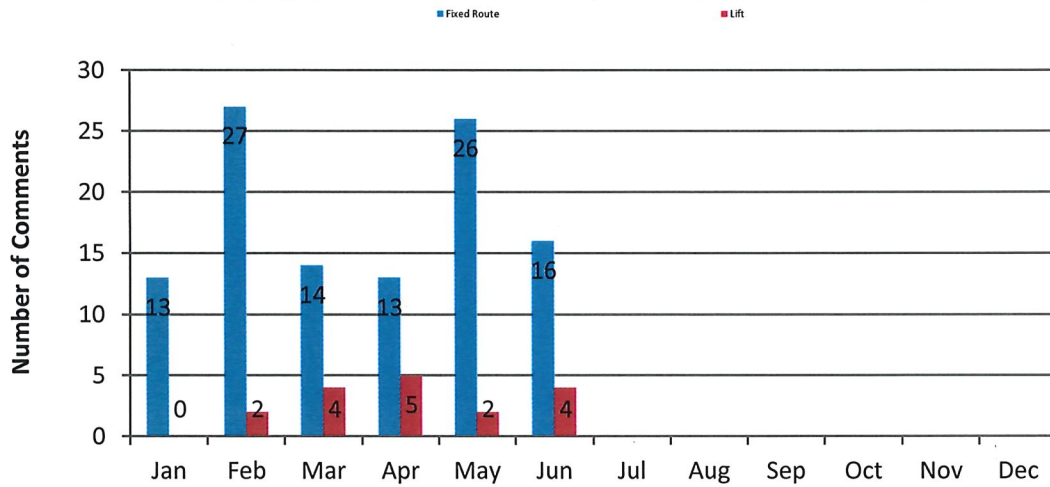
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<i>Total</i>	<hr/> 7511

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>	
	<i>Aug</i>	
	<i>Sep</i>	
	<i>Oct</i>	
	<i>Nov</i>	
	<i>Dec</i>	
	<i>Total</i>	<hr/> 3776

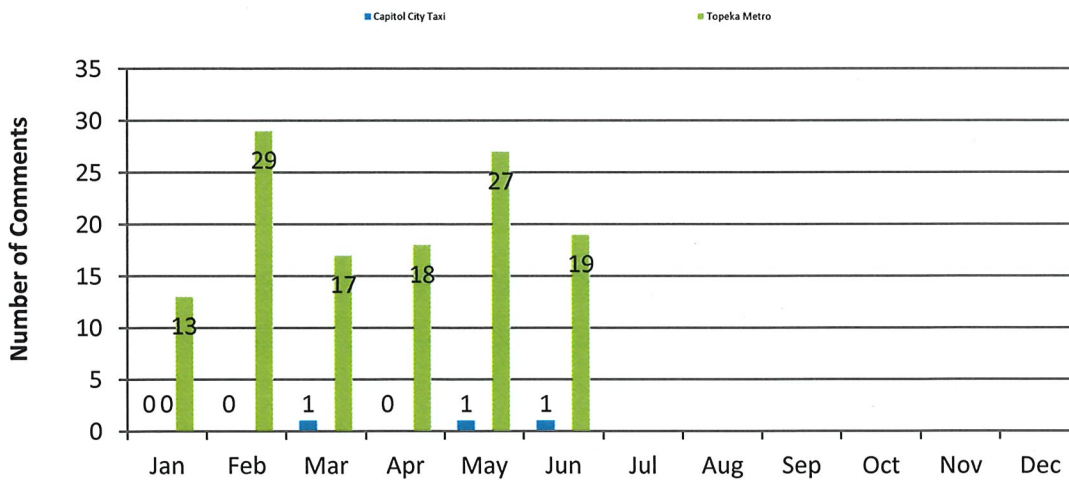
2017 Passenger Comments Per Type



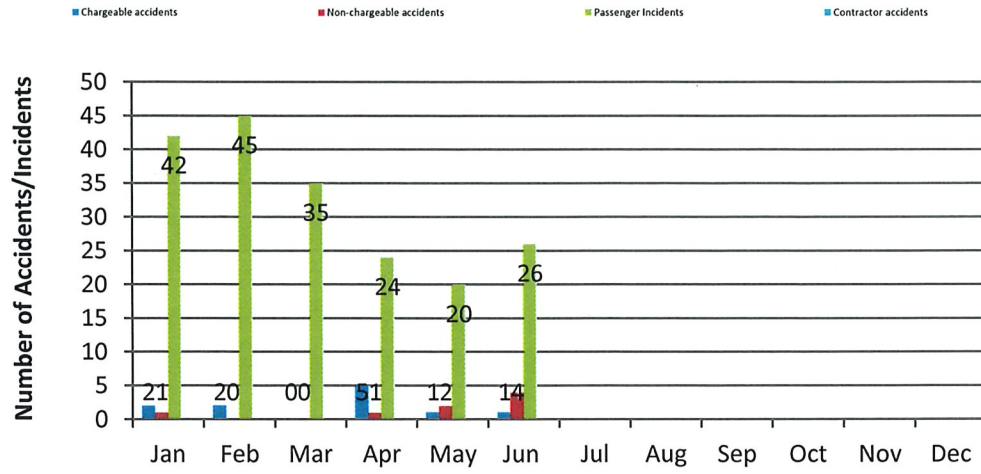
2017 Passenger Comments Per TMTA Service



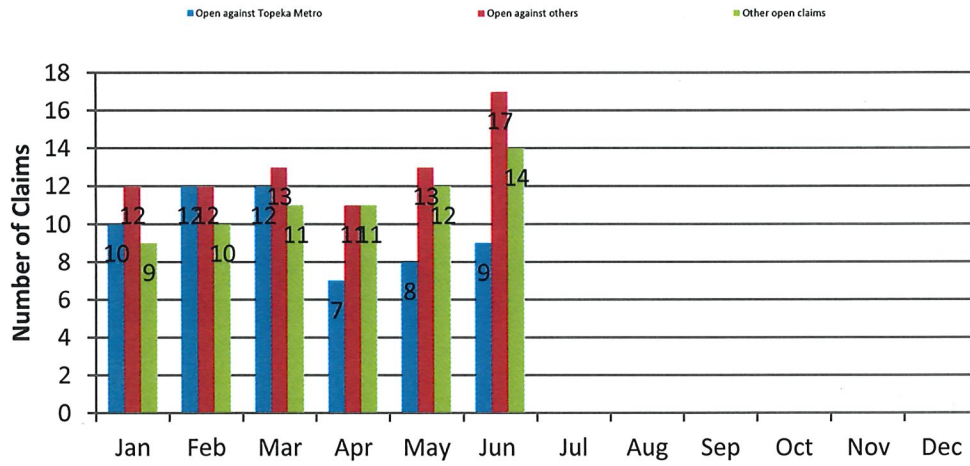
2017 Passenger Comments Per Provider



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					0			
Aug 2017					0			
Sep 2017					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
Year 2017 Total	67	44	5	5	121	0	0	0