

# Topeka Metro Operations Report

September 2018

<b>September Operating Days:</b>	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/3</i>
	0	Limited holiday service
	30	Total days in September

**Passenger Comments:**

<table border="0"> <tr><td>35</td><td>Fixed Route</td></tr> <tr><td>10</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">45</td><td>Total Comments</td></tr> </table>	35	Fixed Route	10	Lift	45	Total Comments	<table border="0"> <tr><td>3</td><td>Capitol City Taxi</td></tr> <tr><td>42</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">45</td><td>Total Comments</td></tr> </table>	3	Capitol City Taxi	42	Topeka Metro	45	Total Comments	<table border="0"> <tr><td>27</td><td>Complaints</td></tr> <tr><td>1</td><td>Compliments</td></tr> <tr><td>17</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">45</td><td>Total Comments</td></tr> </table>	27	Complaints	1	Compliments	17	Incidents	45	Total Comments
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**Comment Issues:**

- Other/General **(14)**
- Operator **(5)**
- Unsafe Driving **(6)**
- Passed By **(4)** - *one substantiated pass by*
- Route **(7)**
- F/R Late Trip **(1)**
- Lift Late Trip **(6)**
- Scheduling Error **(1)**
- Title 6 Complaint **(1)** - *unsubstantiated*

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

	Month of		
	September	2018	FY 2019
TMTA Chargeable accidents	3	12	5
TMTA Non-chargeable accidents	0	6	0
Contractor accidents	0	0	0
Passenger incidents	18	232	86
	21	250	91

<b>Current Self-Insurance Files:</b>	15	Open files against Topeka Metro
	13	Open files against others
	18	Other
	46	Total open files

## September Shuttles, Promotions, and Events

**Washburn Students (9/1-9/30):** 4,019 rides *(225,343 total trips Aug 1, 2014 - Sep 30, 2018)*

**FREEdom Pass Ridership (9/1-9/30):** 853 rides *(33,408 total trips Aug 1, 2013 - Sep 30, 2018)*

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	6903 <i>so far</i>

<b>Amtrak (9/1-9/30):</b>	2 rides in September
<b>Flex Zone Ridership (9/1-9/30):</b>	58 Flex rides
<b>Bikes on the Bus Ridership (9/1-9/30):</b>	1,080 bikes on the fixed route
<b>City Employees Ride Free (9/1-9/30):</b>	172 fixed route rides
<b>United Way Tour (9/6):</b>	115 shuttle trips
<b>Downtown NOTO Express Shuttle (9/7):</b>	12 shuttle trips
<b>Know Your City Shuttle (9/11):</b>	30 shuttle trips
<b>Washburn's Diversity &amp; Inclusion Shuttle (9/12):</b>	19 shuttle trips
<b>Economic Development Tour (9/13):</b>	133 shuttle trips
<b>THA's Affordable Housing Tour (9/13):</b>	81 shuttle trips
<b>Topeka High School Visits Washburn (9/14):</b>	37 shuttle trips
<b>Washburn's Diversity &amp; Inclusion Shuttle (9/15):</b>	0 shuttle trips ( <i>cancelled return shuttle</i> )
<b>United Way Tour (9/21):</b>	83 shuttle trips
<b>Topeka High School Visits the Topeka Center for Advanced Learning &amp; Careers (9/25):</b>	52 shuttle trips
<b>Big Brothers/Big Sisters Visit Washburn (9/29):</b>	13 shuttle trips

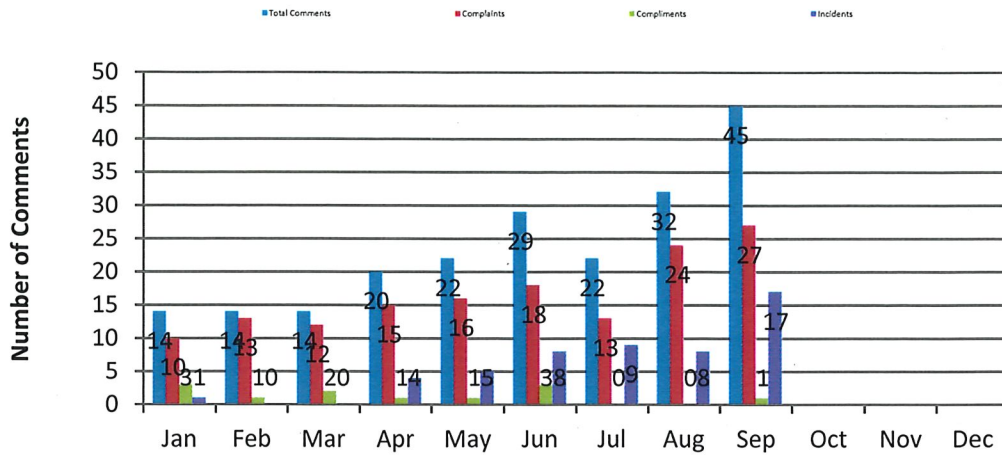
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**Other Operational and Promotional Activities:**

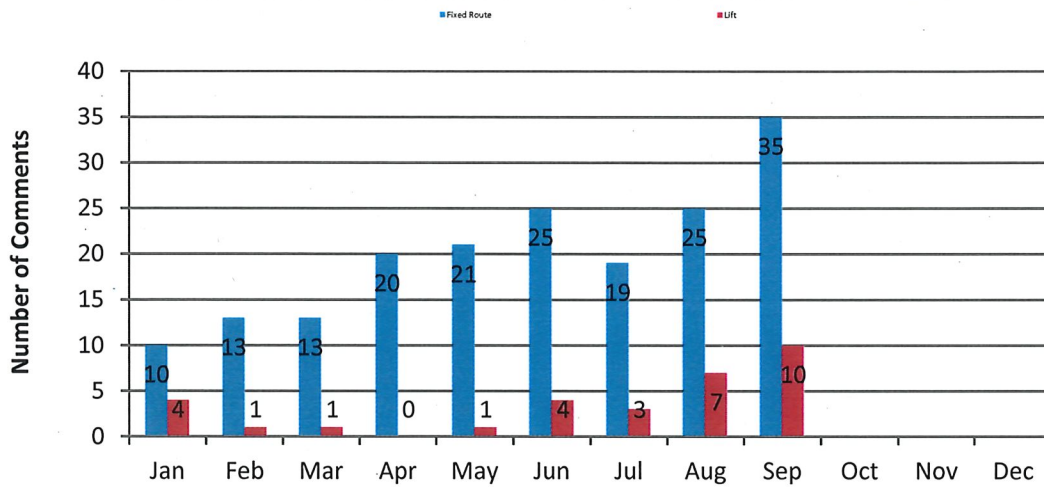
- Participated in the Touch-a-Truck Event (9/1)**
- Capitol City High School Next Step Class Field Trip on the Fixed Route (9/5 and 9/6)**
- Mobile I.D. Media Event at the Veteran's Administration (9/10)**
- Wellness Initiative - Granola Bars & Fresh Fruit for Employees (9/10)**
- Metro Bus and Information Table at the Topeka Public Schools Foundation Breakfast (9/11)**
- Sheltered Living How to Ride (9/12)**
- Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/12)**
- MetroQuest Survey Outreach at Quincy Street Station (9/14)**
- Long Range Transit Plan Steering Committee Meeting (9/18)**
- Long Range Transit Plan Open House at the Library (9/18)**
- Information Table at the Clean Slate Day Event (9/21)**
- Participated in the HPHS Homecoming Parade (9/21)**
- Wellness Initiative - Granola Bars & Fresh Fruit for Employees (9/27)**
- One FREEdom Pass How to Ride Clinic**

**A total of 3,157 new Income Program ID's have been issued since March 2015.  
520 additional Income Program recertification ID's have been issued since April 2016.**

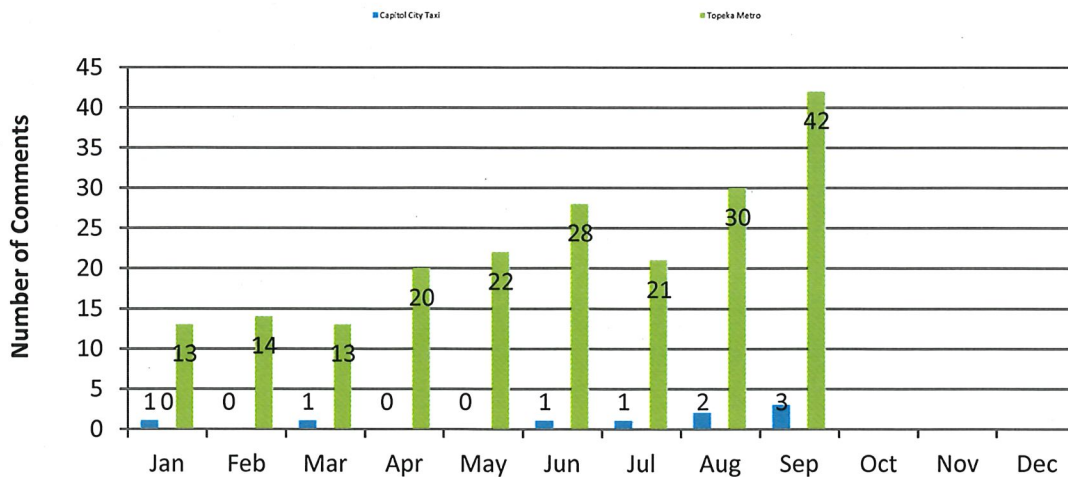
## 2018 Passenger Comments Per Type



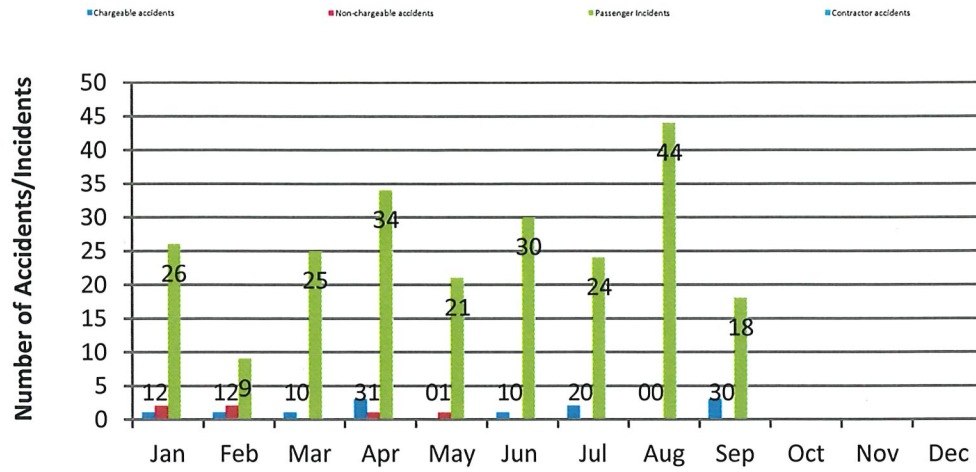
## 2018 Passenger Comments Per TMTA Service



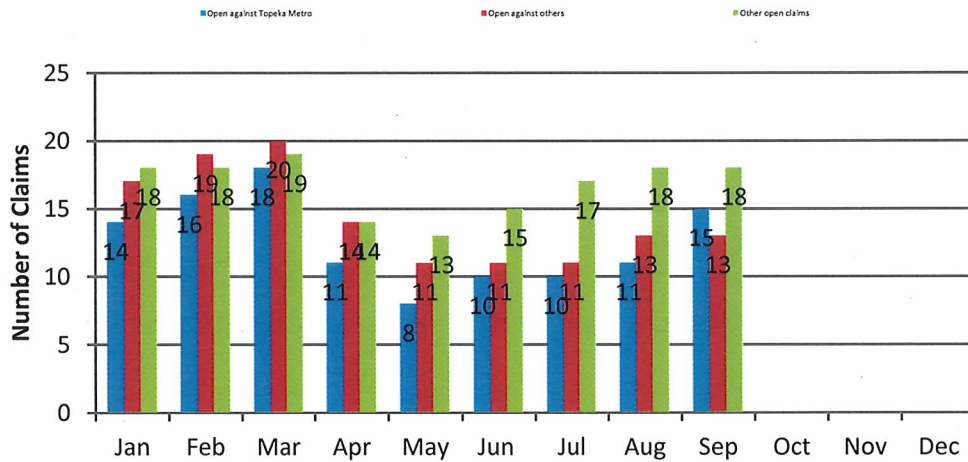
## 2018 Passenger Comments Per Provider



## 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	8	2	0	0	10	0	0	0
Aug 2018	18	15	1	1	35	1	0	1
Sep 2018	16	6	1	2	25	0	0	0
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
<b>Year 2018 Total</b>	<b>119</b>	<b>99</b>	<b>6</b>	<b>6</b>	<b>230</b>	<b>3</b>	<b>1</b>	<b>2</b>