

Topeka Metro Operations Report

October 2019

October Operating Days:	27	Normal operating days
	4	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;">25</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">27</td> <td>Total Comments</td> </tr> </table>	25	Fixed Route	2	Lift	27	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;">26</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>	1	Capitol City Taxi	26	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;">0</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">1</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	0	Compliments	1	Incidents	27	Total Comments
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Comment Issues:

- Other/General (15)
- Unsafe Driving (5)
- Passed By (6) - one validated
- Operator (1)

Operations Accidents & Incidents (as of October 31st, 2019):

	Month of		
	October	2019	FY 2020
TMTA Chargeable accidents	1	12	6
TMTA Non-chargeable accidents	3	16	8
Contractor accidents	0	2	1
Passenger incidents	33	252	106
	37	282	121

Current Self-Insurance Files:	11	Open files against Topeka Metro
	15	Open files against others
	3	Other
	29	Total open files

October Promotions and Events

Washburn Students (10/1 thru 10/31): 4,275 rides (271,348 total trips Aug 1, 2014 - Oct 31, 2019)

FREEdom Pass Ridership (10/1 thru 10/31): 900 rides (42,990 total trips Aug 1, 2013 - Oct 31, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	7606 (so far this year)

<i>Amtrak (10/1 thru 10/31):</i>	0 rides in October
<i>Flex Zone Ridership (10/1 thru 10/31):</i>	35 Flex rides
<i>Bikes on the Bus Ridership (10/1 thru 10/31):</i>	1,164 bikes on the fixed route
<i>City Employees Ride Free (10/1 thru 10/31):</i>	164 fixed route rides

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (10/1)

Metro Information Table at the Topeka Health & Wellness Fair at Gage Park (10/3)

U.S. Census Presentation and Meeting (10/4)

Capitol City Taxi Quarterly Oversight Meeting (10/4)

Flu Shots for Employees (10/7)

Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/7 thru 10/12)

New General Manager Bob Nugent Joined the Topeka Metro Team (10/9)

Bikeshare Taskforce Meeting (10/11)

Ribbon Cutting Ceremony for the La Colonia and Oakland Bus Shelters (10/15)

Washburn University International Student How to Ride (10/16)

Annual Employee BBQ (10/18)

Operated a Bus in the Topeka High School Homecoming Parade (10/18)

Metro Information Table at the DCF Resource Fair at Avondale East (10/21)

Participated in the First Reveal Peer Exchange Phone Conference Hosted by KDOT (10/23)

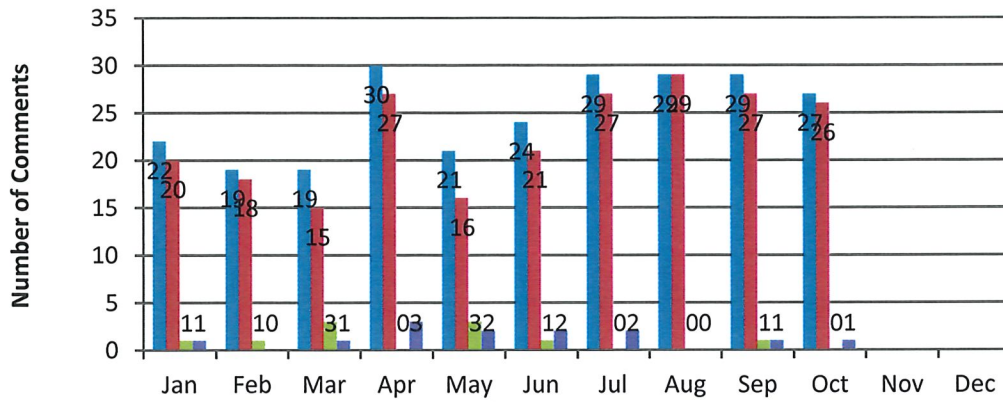
Operated a Bus in the Washburn University Homecoming Parade (10/26)

All Three Facilities Participated in the Annual Fire Drill Exercise (10/29)

Two FREEdom Pass How to Ride Clinics

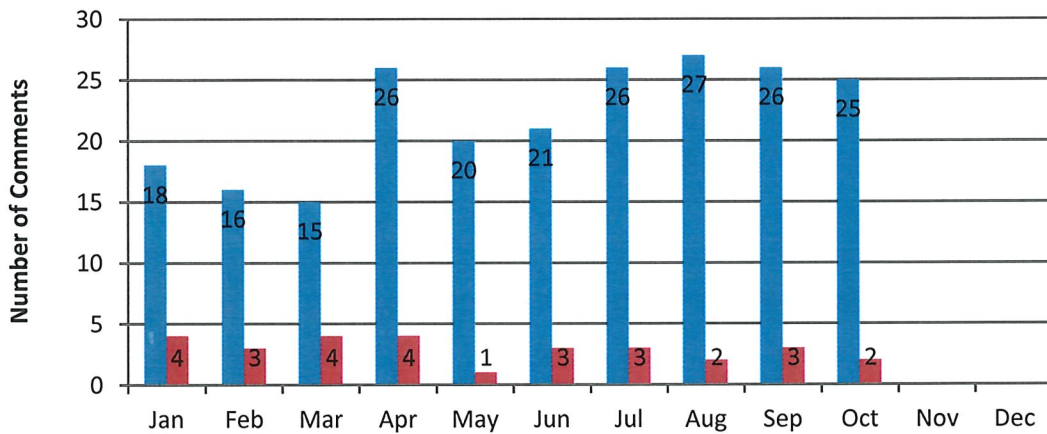
2019 Passenger Comments Per Type

■ Total Comments ■ Complaints ■ Compliments ■ Incidents



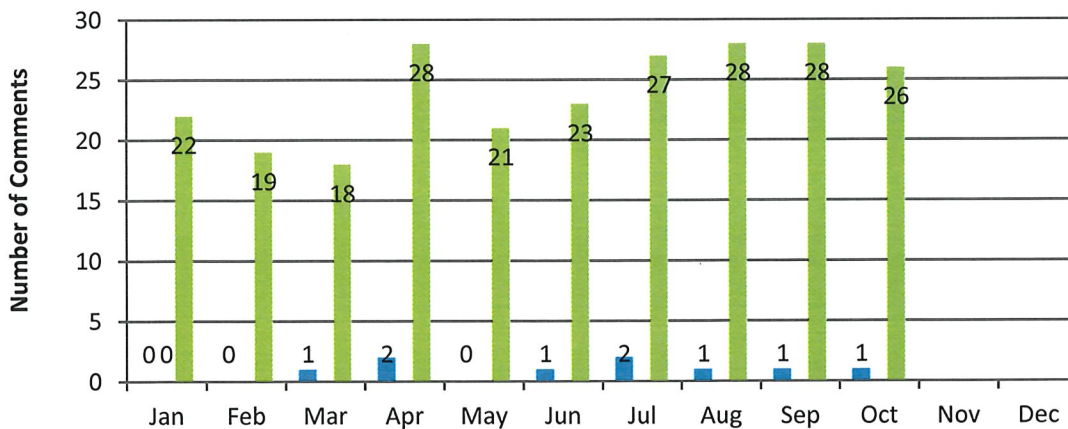
2019 Passenger Comments Per TMTA Service

■ Fixed Route ■ Lift

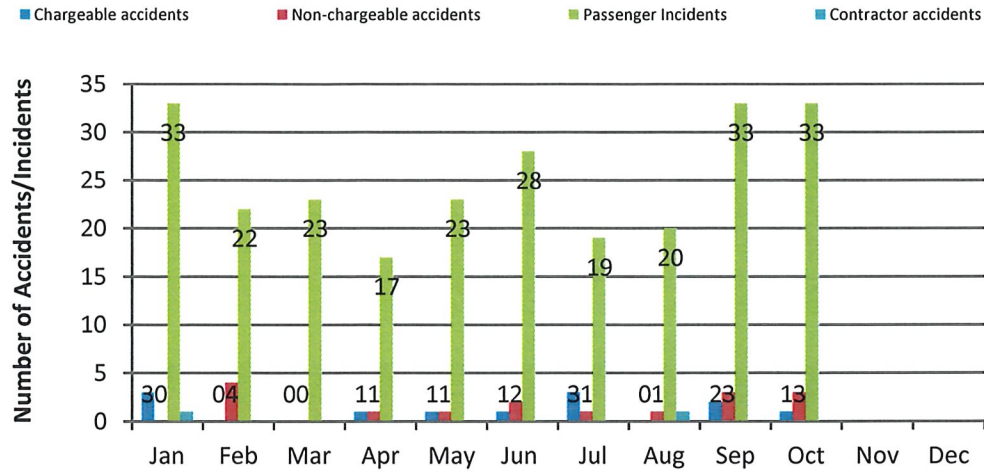


2019 Passenger Comments Per Provider

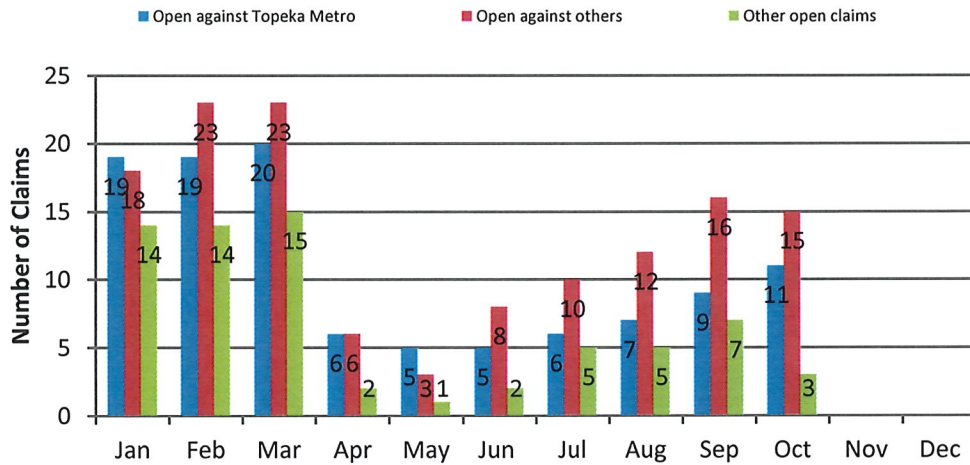
■ Capitol City Taxi ■ Topeka Metro



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	6	5	1	0	12	1	1	0
Jun 2019	6	10	2	0	18	0	0	*
Jul 2019	14	10	1	0	25	0	0	0
Aug 2019	12	6	1	0	19	0	0	0
Sep 2019	15	6	0	0	21	0	0	0
Oct 2019	21	17	0	0	38	0	0	0
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	130	117	10	3	260	1	1	0

* In addition to the two temporary apps, June 2019 had two temporary visitors who were not required to complete an application for a total of four registered.