

Topeka Metro Operations Report

July 2019

July Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Independence Day 7/4/19</i>
	0	Limited holiday service
	31	Total days in July

Passenger Comments:

<table border="0"> <tr><td>26</td><td>Fixed Route</td></tr> <tr><td>3</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	26	Fixed Route	3	Lift	29	Total Comments	<table border="0"> <tr><td>2</td><td>Capitol City Taxi</td></tr> <tr><td>27</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	2	Capitol City Taxi	27	Topeka Metro	29	Total Comments	<table border="0"> <tr><td>27</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>2</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	27	Complaints	0	Compliments	2	Incidents	29	Total Comments
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Comment Issues:

- Other/General (11)
- Passed By (7) - *three validated*
- Unsafe Driving (5)
- Operator (5)
- Lift Late Trip (1)

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

	Month of		
	July	2019	FY 2020
TMTA Chargeable accidents	3	9	3
TMTA Non-chargeable accidents	1	9	1
Contractor accidents	0	1	0
Passenger incidents	19	165	19
	23	184	23

Current Self-Insurance Files:	6	Open files against Topeka Metro
	10	Open files against others
	5	Other
	21	Total open files

July Shuttles, Promotions, and Events

Washburn Students (7/1 thru 7/31): 2,206 rides (259,774 total trips Aug 1, 2014 - Jul 31, 2019)

FREEdom Pass Ridership (7/1 thru 7/31): 1,127 rides (40,028 total trips Aug 1, 2013 - Jul 31, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	4644 (so far this year)

Amtrak (7/1 thru 7/31): 1 ride in July

Flex Zone Ridership (7/1 thru 7/31): 46 Flex rides

Bikes on the Bus Ridership (7/1 thru 7/31): 1,192 bikes on the fixed route

City Employees Ride Free (7/1 thru 7/31):

111 fixed route rides

Kids Ride Free:

35,207 total fixed route rides so far this summer

5/15-5/31 6,312

6/1-6/30 14,390

7/1-7/31 14,505

Spirit of Kansas Shuttles (7/4):

435 shuttle trips

Deer Creek Reading Route:

349 total shuttle trips

7/2 98

7/9 45

7/16 89

7/23 71

7/30 46

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (7/2)

Breakthrough House How to Ride (7/2)

Topeka Independent Living Resource Center Interns How to Ride (7/8)

Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/10)

Management Met with Reveal Software Regarding IVR Passenger Notification Module (7/18)

Capitol City Taxi Quarterly Oversight Meeting (7/19)

Onsite FTA Triennial Review (7/25 & 7/26)

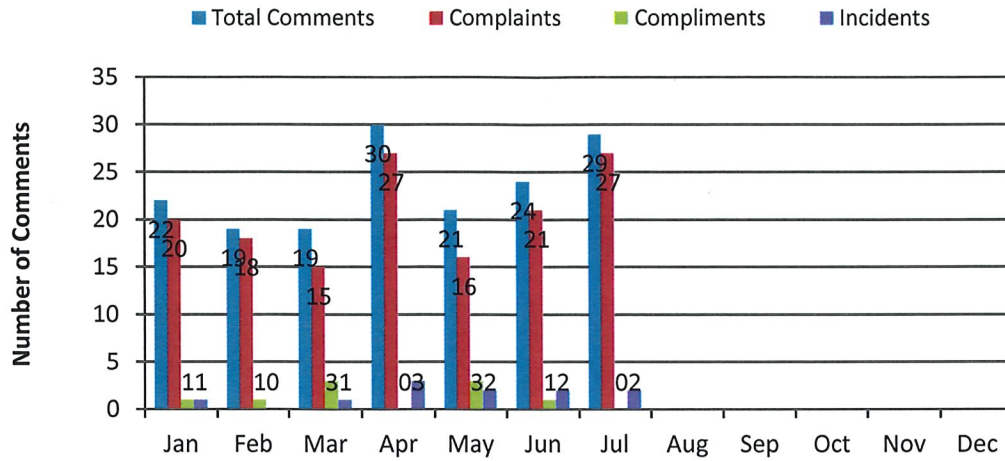
29th Anniversary of the American's with Disabilities Act (7/26)

Camp Metro Held Tabling Events at Farmer's Market (3) and the Sunflower State Games

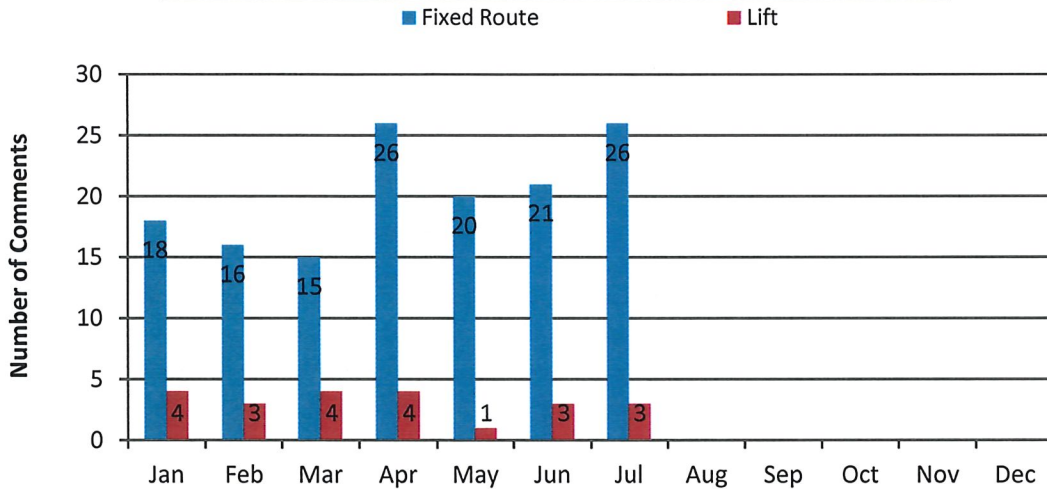
Camp Metro Provided Seven How-to-Ride Clinics to Youth Camps/Groups at places such as the Library, Hillcrest, Topeka Lutheran, Civitan Day Camp, Kennedy Academy, & Camp Connections North

Two FREEdom Pass How to Ride Clinics

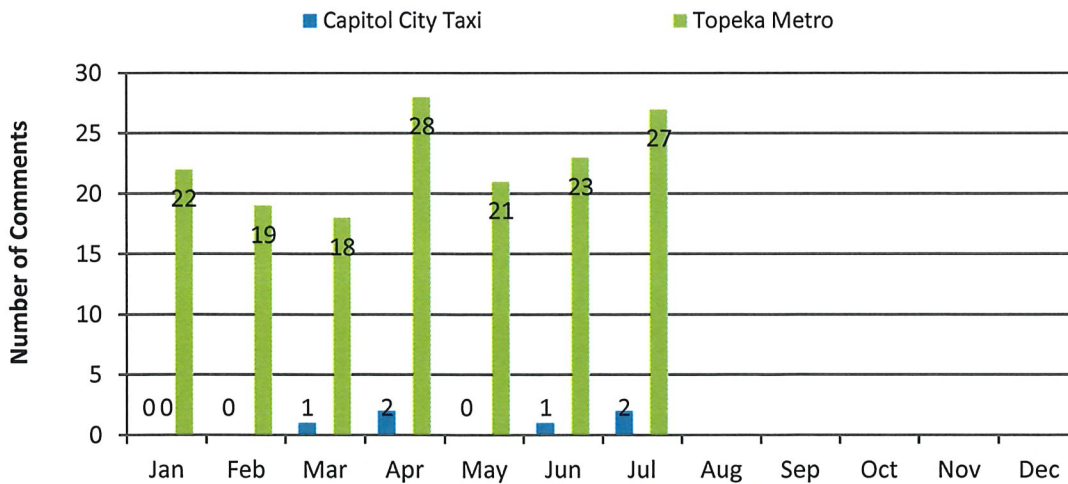
2019 Passenger Comments Per Type



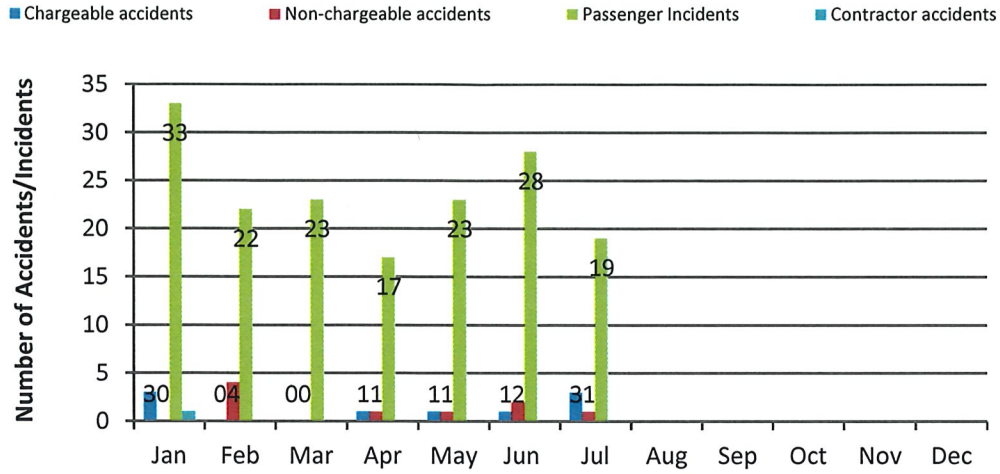
2019 Passenger Comments Per TMTA Service



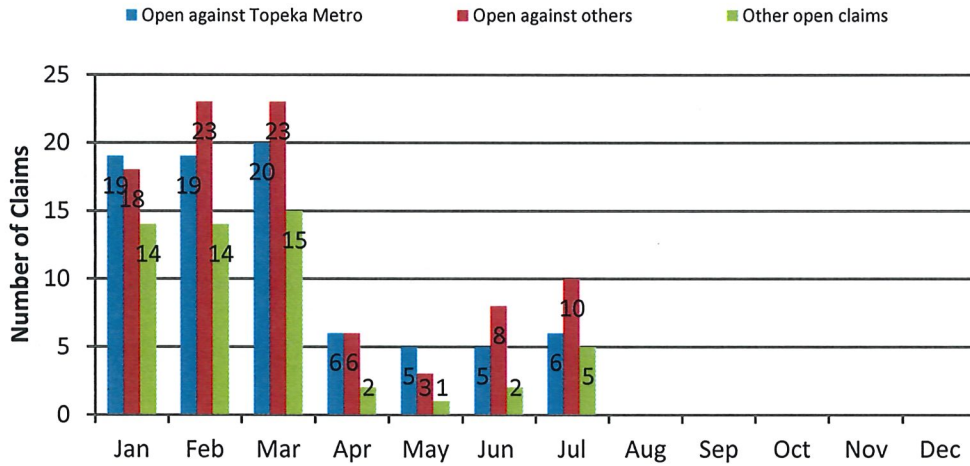
2019 Passenger Comments Per Provider



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	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					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	82	88	9	3	182	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.