

Topeka Metro Operations Report

August 2018

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

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">25</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">7</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">32</td> <td>Total Comments</td> </tr> </table>	25	Fixed Route	7	Lift	32	Total Comments	<table border="0"> <tr> <td style="text-align: right;">2</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right;">30</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">32</td> <td>Total Comments</td> </tr> </table>	2	Capitol City Taxi	30	Topeka Metro	32	Total Comments	<table border="0"> <tr> <td style="text-align: right;">24</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">8</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">32</td> <td>Total Comments</td> </tr> </table>	24	Complaints	0	Compliments	8	Incidents	32	Total Comments
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- Comment Issues:**
- Other/General (12)
 - Operator (6)
 - Unsafe Driving (4)
 - Passed By (4) - one valid
 - Route (3)
 - F/R Late Trip (2)
 - Lift Late Trip (1)

Operations Accidents & Incidents (as of August 31st, 2018):

	Month of		
	August	2018	FY 2019
TMTA Chargeable accidents	0	9	2
TMTA Non-chargeable accidents	0	6	0
Contractor accidents	0	0	0
Passenger incidents	44	214	68
	44	229	70

Current Self-Insurance Files:	11	Open files against Topeka Metro
	13	Open files against others
	18	Other
	42	Total open files

August Shuttles, Promotions, and Events

Washburn Students (8/1-8/31): 3,696 rides (221,324 total trips Aug 1, 2014 - Aug 31, 2018)

FREEdom Pass Ridership (8/1-8/31): 906 rides (32,555 total trips Aug 1, 2013 - Aug 31, 2018)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	6050 so far

Amtrak (8/1-8/31):	0 rides in August
Flex Zone Ridership (8/1-8/31):	37 Flex rides
Bikes on the Bus Ridership (8/1-8/31):	1,467 bikes on the fixed route
City Employees Ride Free (8/1-8/31):	122 fixed route rides
Kids Ride Free (5/15-8/20):	41,085 total fixed route trips this summer
5/15-5/31	5,823
6/1-6/30	12,466
7/1-7/31	13,322
8/1-8/20	9,474 (Note: K.R.F. was extended through 8/20/18)

Midwest Health Aquatic Center Shuttle:	203 shuttle trips
Thursday 8/2	82
Tuesday 8/7	56
Thursday 8/9	65

Downtown NOTO Express Shuttle (8/3):	17 shuttle trips
Deer Creek Reading Route (8/7):	46 shuttle trips
National Night Out VIP Shuttle (8/11):	137 shuttle trips

National Night Out "Stuff the Bus" Event (8/11):	
Tennessee Town	137
Town & Country	122 (+1 Chick-Fil-A Cow)
Pine Ridge	101
10th & Oakley	72
Deer Creek Village	66
Likins-Foster	64
Wood Valley Watchers	63
College Hill	58
Kenwood	39



Washburn's Diversity & Inclusion Shuttle (8/24):	21 shuttle trips
Washburn's "The Little Event" Shuttle (8/25):	26 shuttle trips
United Way Tour (8/28):	27 shuttle trips

Other Operational and Promotional Activities:

- Free Hot Dog Day for Passengers (8/1)**
- Free Metro Bag with 31-day or Annual Pass or Lift Ticket Purchase (8/2, 8/7, 8/9)**
- Back to Nature Camp How to Ride (8/6)**
- Metro Information Table at the East Topeka Farmer's Market (8/7)**
- Metro Information Table at New Mount Zion's "Fresh Cut to a Fresh Start" Event (8/8)**
- Three Operators Participated in the State Bus Rodeo in Manhattan - Brad Hudson placed 3rd (8/12)**
- Metro Information Table at the Topeka Farmer's Market at the Library (8/13)**
- High School Freshman Orientation at THS, TWHS, and HPHS (8/14)**
- Information Table at Topeka West High School's Open House (8/14)**

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (8/14)

Marian Dental Clinic Open House & How to Ride (8/14)

Washburn University International Student How to Ride (8/16)

Capitol City High School Transition Students How to Ride (8/20)

Metro Information Table at Washburn Students Connect Event (8/20)

Information Table at Topeka High School's Open House (8/21)

Information Table at Highland Park High School's Open House (8/28)

Media Event for the Accessible Taxi Service (8/29)

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (8/31)

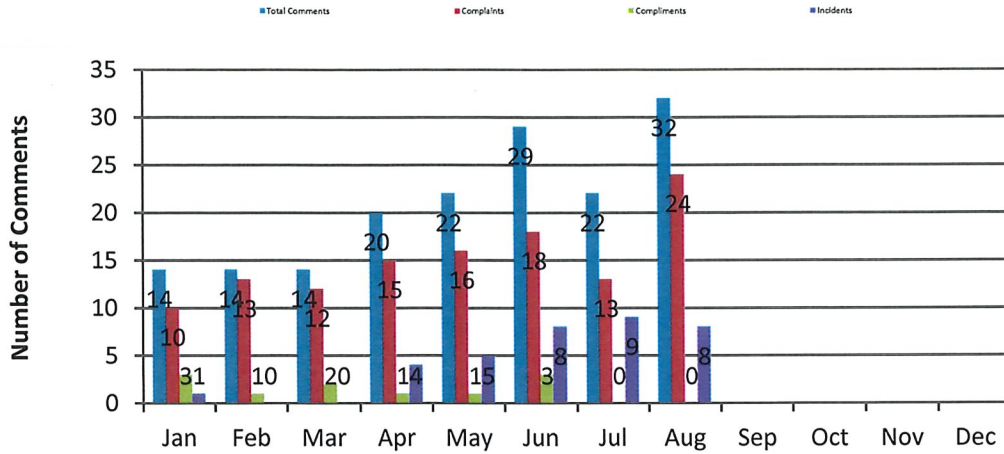
Free Cold Water Bottles Provided to Passengers Due to Extremely High Heat Index (8/31)

Two FREEdom Pass How to Ride Clinics

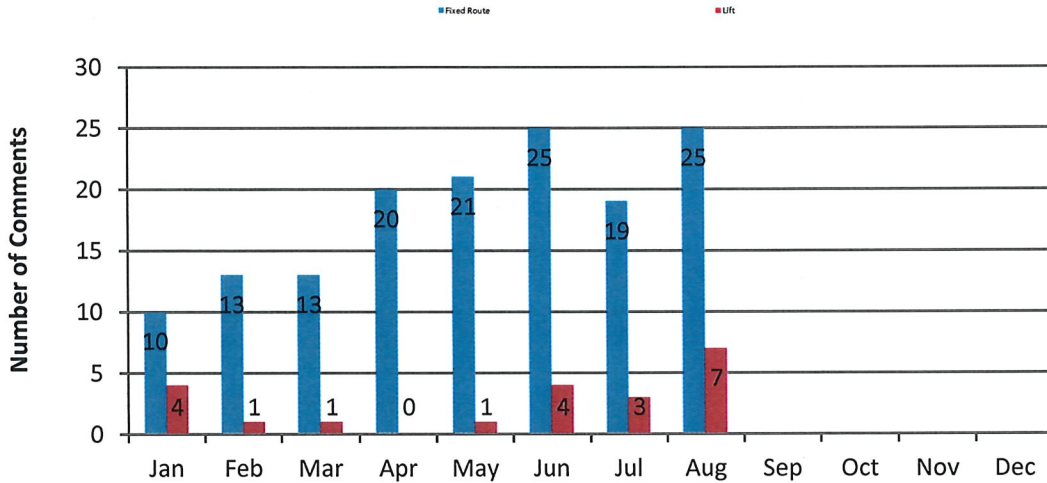
A total of 3,077 new Income Program ID's have been issued since March 2015.

491 additional Income Program recertification ID's have been issued since April 2016.

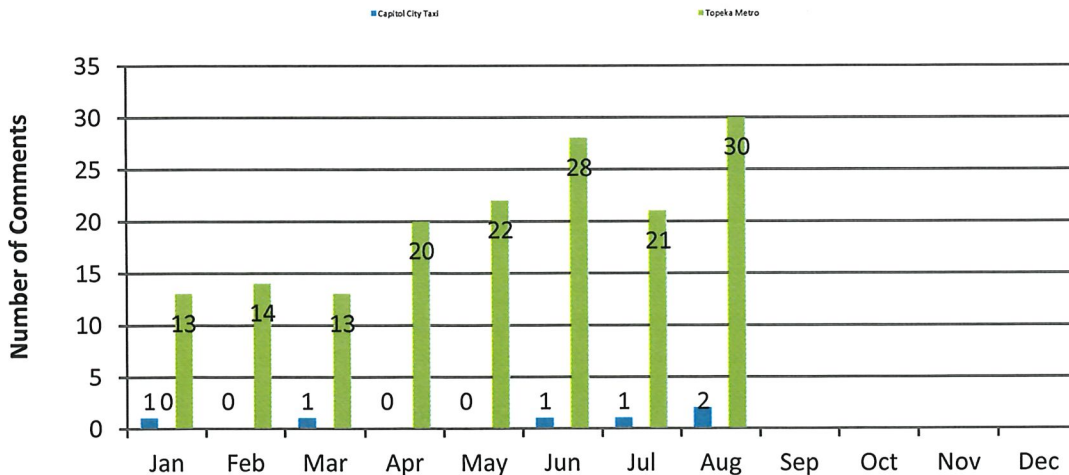
2018 Passenger Comments Per Type



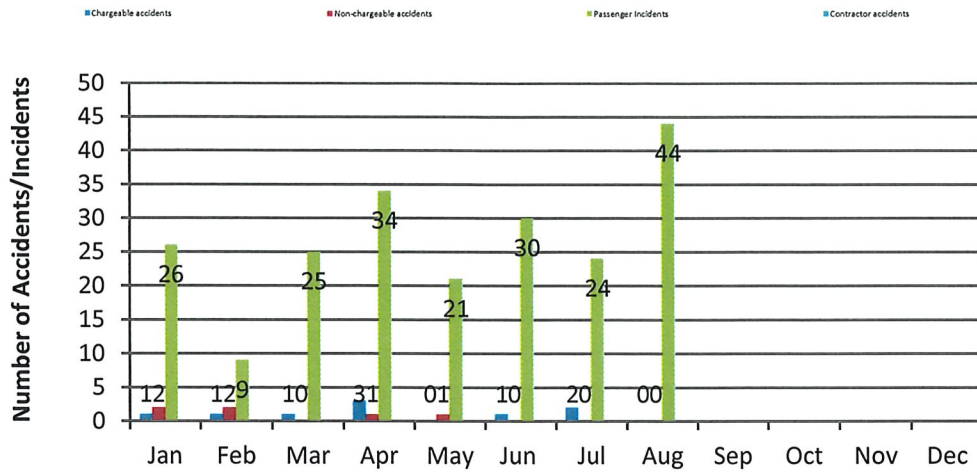
2018 Passenger Comments Per TMTA Service



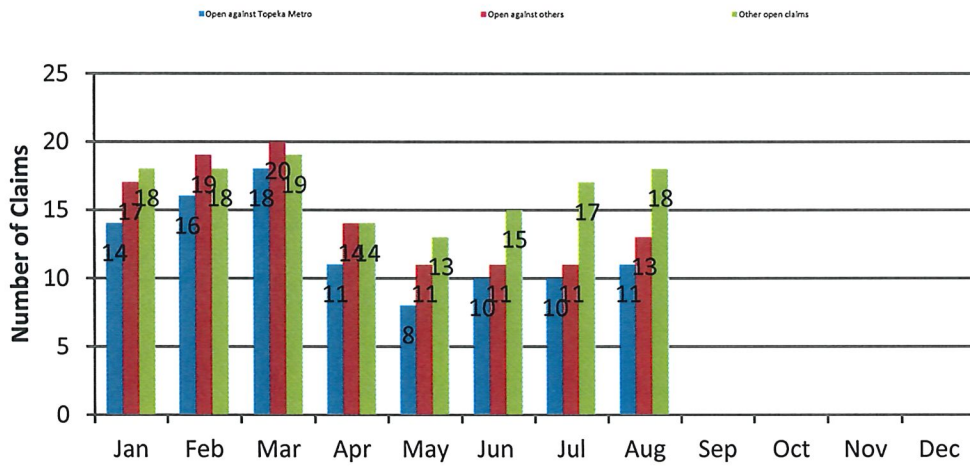
2018 Passenger Comments Per Provider



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					0			
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
Year 2018 Total	103	93	5	4	205	3	1	2