

Topeka Metro Operations Report

December 2018

December Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: 12/25/18 Christmas Day
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">22</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	22	Fixed Route	0	Lift	22	Total Comments	<table border="0"> <tr> <td style="text-align: right;">0</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right;">22</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	22	Topeka Metro	22	Total Comments	<table border="0"> <tr> <td style="text-align: right;">17</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	17	Complaints	2	Compliments	3	Incidents	22	Total Comments
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Comment Issues: Other/General (12)
 Unsafe Driving (5)
 Passed By (5) - one substantiated pass-by

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

	Month of		
	December	2018	FY 2019
TMTA Chargeable accidents	0	14	7
TMTA Non-chargeable accidents	1	10	4
Contractor accidents	0	1	1
Passenger incidents	15	293	147
	16	318	159

Current Self-Insurance Files:	16	Open files against Topeka Metro
	15	Open files against others
	12	Other
	43	Total open files

December Shuttles, Promotions, and Events

Washburn Students (12/1-12/31):	2,654 rides (236,005 total trips Aug 1, 2014 - Dec 31, 2018)												
FREEdom Pass Ridership (12/1-12/31):	518 rides (35,384 total trips Aug 1, 2013 - Dec 31, 2018)												
<table border="0" style="width: 100%;"> <tr> <td style="width: 15%;">2013</td> <td style="width: 15%;">945</td> </tr> <tr> <td>2014</td> <td>3876</td> </tr> <tr> <td>2015</td> <td>6058</td> </tr> <tr> <td>2016</td> <td>7511</td> </tr> <tr> <td>2017</td> <td>8115</td> </tr> <tr> <td>2018</td> <td>8879</td> </tr> </table>	2013	945	2014	3876	2015	6058	2016	7511	2017	8115	2018	8879	
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Amtrak (12/1-12/31):	1 ride in December												
Flex Zone Ridership (12/1-12/31):	66 Flex rides												
Bikes on the Bus Ridership (12/1-12/31):	848 bikes on the fixed route												
City Employees Ride Free (12/1-12/31):	92 fixed route rides												
Girls on the Run Shuttle (12/1):	16 shuttle trips												

Washburn Tech Graduation Shuttle (12/13): 23 shuttle trips

Washburn University Graduation Shuttle (12/14): 0 shuttle trips

Other Operational and Promotional Activities:

"Shop Til You Drop" Free Ride Saturdays (11/24-12/29) - fixed route only

Remember Rosa Free Ride Day (12/1) - fixed route only

Mandatory Open Enrollment Meetings (12/4)

Management Handed Out Holiday Turkeys and Aprons to Employees (12/9)

Topeka Metro's 45th Birthday Celebration at QSS (12/11)

Operators Read "Don't Let the Pigeon Ride the Bus" to Children at the Kansas Children's Discovery Center

NETO Ride-to-Work Program Soft Launch (12/18)

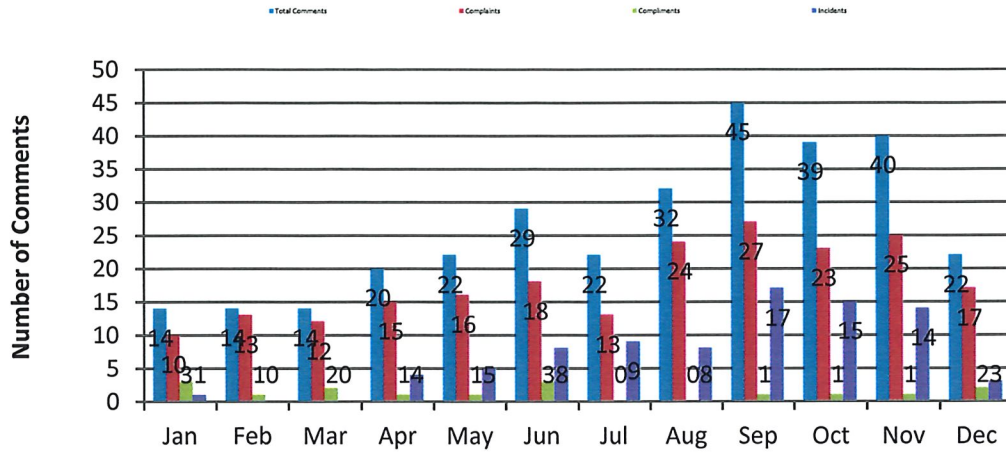
NETO Presentation to Reser's Employees and Supervisors (12/18)

"Winter Fling" Families Ride Free (12/22 thru 1/5)

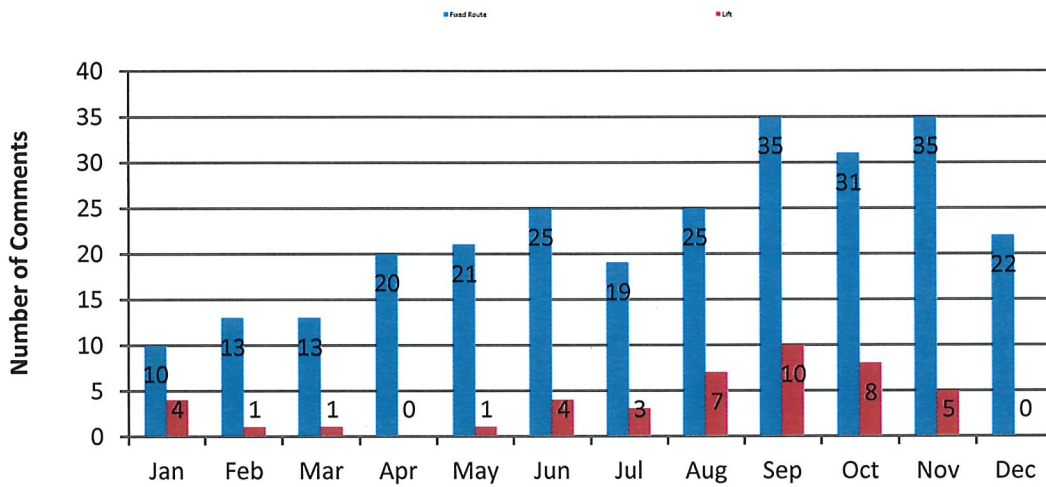
A total of 3,390 new Income Program ID's have been issued since March 2015.

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

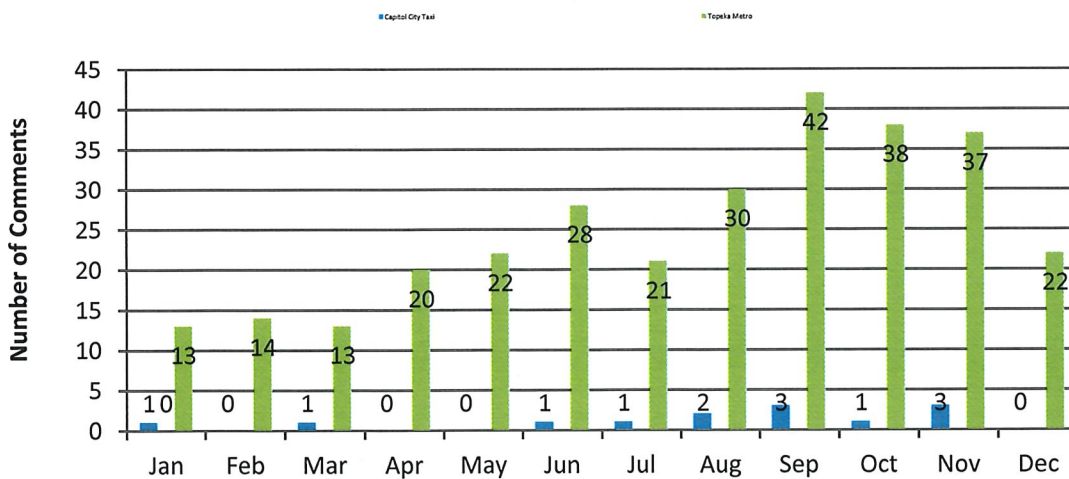
2018 Passenger Comments Per Type



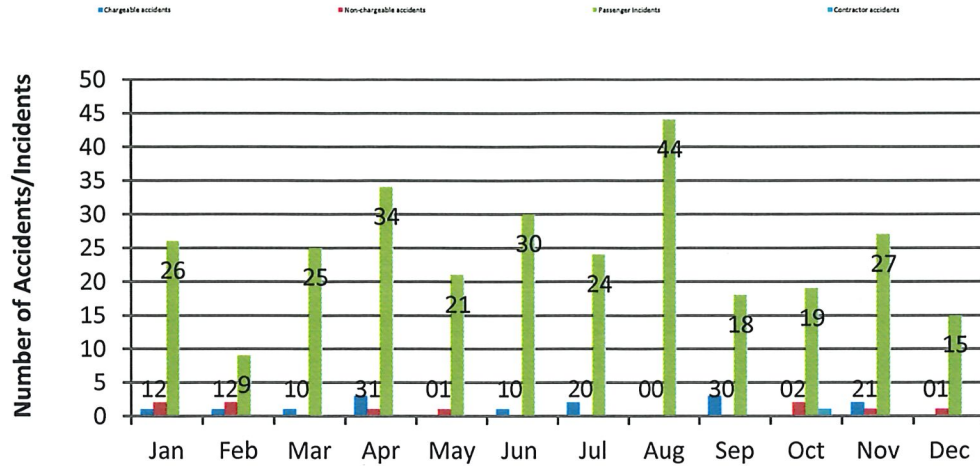
2018 Passenger Comments Per TMTA Service



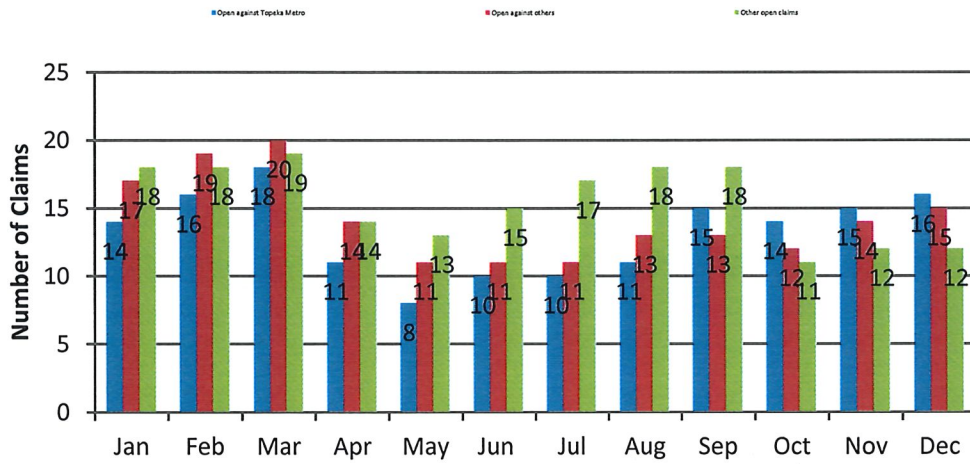
2018 Passenger Comments Per Provider



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	11	9	1	1	22	0	0	0
Nov 2018	7	4	1	0	12	0	0	0
Dec 2018	11	2	0	0	13	0	0	0
Year 2018 Total	148	114	8	7	277	3	1	2

Paratransit Application Determination Comparison:

	<u>Total</u>	<u>Full Elig.</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>
2002	305	66%	11%	7%	16%
2003	264	53%	20%	13%	14%
2004	321	61%	16%	11%	12%
2005	311	70%	8%	12%	10%
2006	270	68%	13%	11%	8%
2007	328	64%	16%	11%	9%
2008	367	58%	32%	6%	4%
2009	276	64%	28%	5%	3%
2010	266	63%	27%	4%	6%
2011	350	48%	45%	4%	3%
2012	314	42%	51%	4%	3%
2013	244	49%	44%	5%	2%
2014	296	51%	41%	6%	2%
2015	306	39%	50%	4%	7%
2016	271	48%	43%	5%	4%
2017	258	53%	39%	4%	4%
2018	277	53%	41%	3%	3%