

Topeka Metro Operations Report

December 2019

December Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25/19</i>
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">13</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">5</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	13	Fixed Route	5	Lift	18	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;">16</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	2	Capitol City Taxi	16	Topeka Metro	18	Total Comments	<table border="0"> <tr><td style="text-align: right;">16</td><td>Complaints</td></tr> <tr><td style="text-align: right;">2</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">18</td><td>Total Comments</td></tr> </table>	16	Complaints	2	Compliments	0	Incidents	18	Total Comments
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Comment Issues:

- Other/General (10)
- Unsafe Driving (3)
- Passed By (2) - *one validated*
- Operator (2)
- Lift Missed Trip (1)

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

	Month of December	Total for 2019	FY 2020
TMTA Chargeable accidents	0	14	8
TMTA Non-chargeable accidents	2	19	11
Contractor accidents	0	2	1
Passenger incidents	18	299	153
	20	334	173

Current Self-Insurance Files:	5	Open files against Topeka Metro
	8	Open files against others
	0	Other
	13	Total open files

December Promotions and Events

Washburn Students (12/1 thru 12/31): 2,258 rides (277,016 total trips Aug 1, 2014 - Dec 31, 2019)

FREEdom Pass Ridership (12/1 thru 12/31): 634 rides (44,335 total trips Aug 1, 2013 - Dec 31, 2019)

2013	945
2014	3,876
2015	6,058
2016	7,511
2017	8,115
2018	8,879
2019	8,951

<i>Amtrak (12/1 thru 12/31):</i>	2 rides in December
<i>Flex Zone Ridership (12/1 thru 12/31):</i>	36 Flex rides
<i>Bikes on the Bus Ridership (12/1 thru 12/31):</i>	754 bikes on the fixed route
<i>City Employees Ride Free (12/1 thru 12/31):</i>	98 fixed route rides
<i>Remember Rosa Free Ride Day (12/2):</i>	4,507 fixed route rides

Other Operational and Promotional Activities:

New Choose-up Began with Service Changes (12/1)

Monthly Operator Policy Meeting (12/3)

Voluntary Open Enrollment Employee Meetings (12/5)

U.S. Census Tabling Event at Quincy Street Station (12/9 and 12/10)

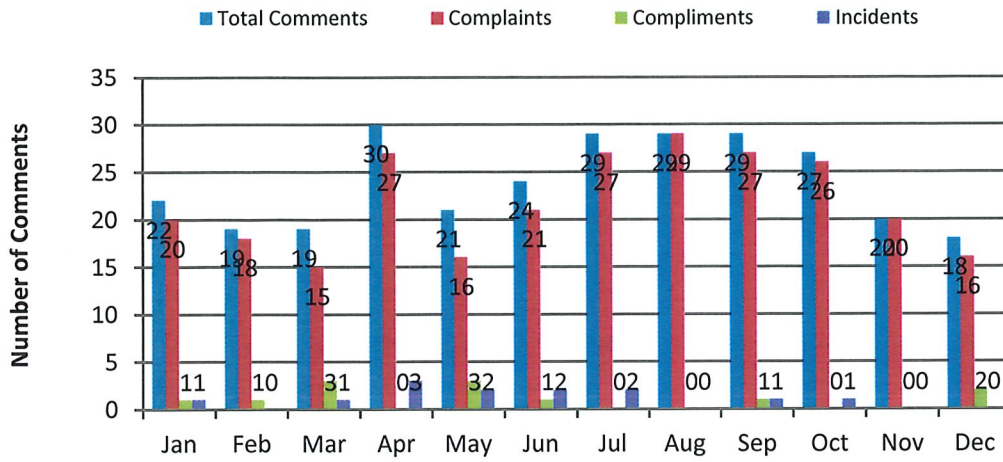
Multiple Presentations to Students at the French Middle School Career Fair (12/12)

Bikeshare Taskforce Meeting (12/13)

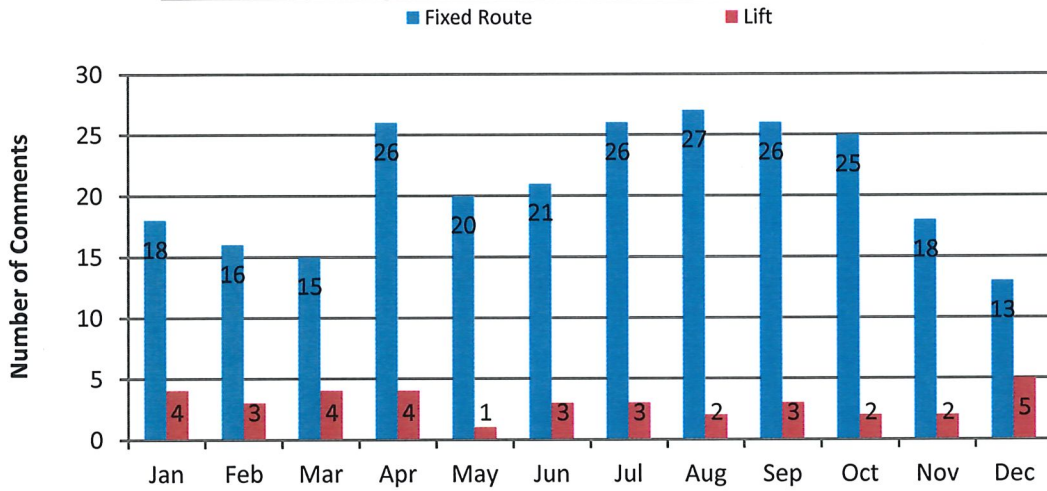
Ice and Snow Storm (12/15 and 12/16) - no accidents!

Double Map Bus Technology Project Live in Test Mode (12/30)

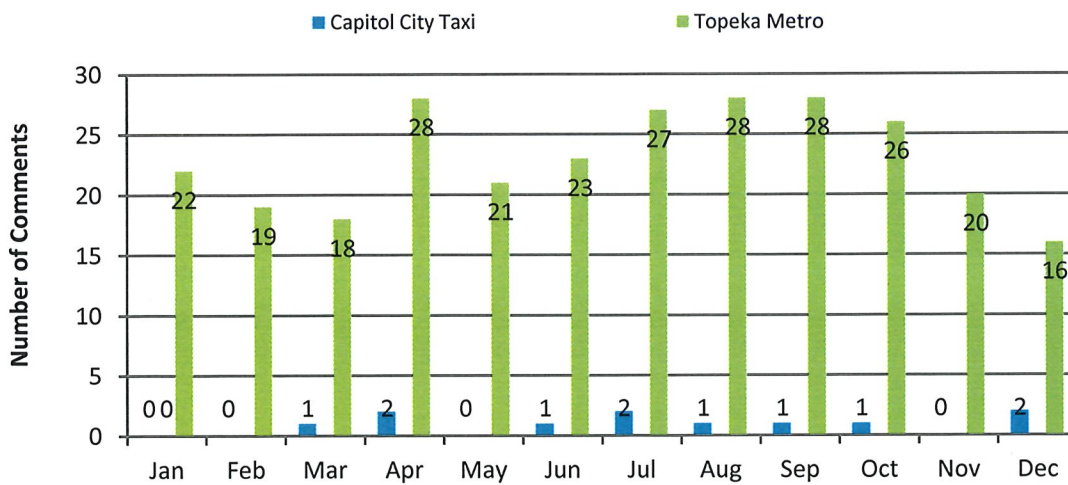
2019 Passenger Comments Per Type



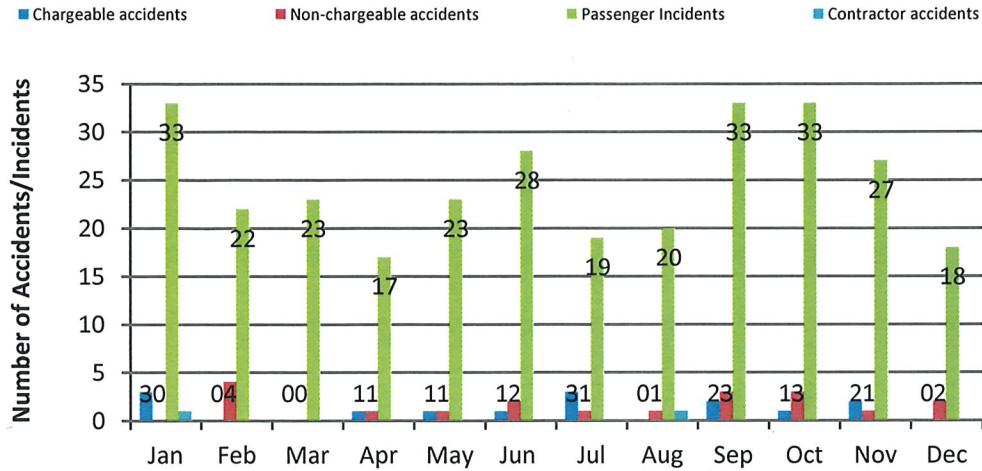
2019 Passenger Comments Per TMTA Service



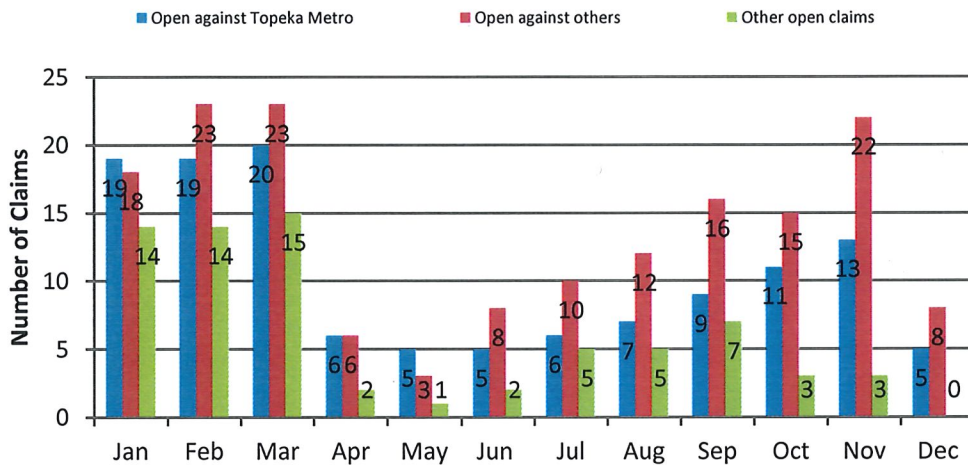
2019 Passenger Comments Per Provider



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	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	12	10	2	0	24	0	0	0
Dec 2019	11	6	0	0	17	0	0	0
Year 2019 Total	153	133	12	3	301	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.

