

Topeka Metro Operations Report

October 2018

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="border-bottom: 1px solid black;">31</td> <td>Fixed Route</td> </tr> <tr> <td style="border-bottom: 1px solid black;">8</td> <td>Lift</td> </tr> <tr> <td>39</td> <td>Total Comments</td> </tr> </table>	31	Fixed Route	8	Lift	39	Total Comments	<table border="0"> <tr> <td style="border-bottom: 1px solid black;">1</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="border-bottom: 1px solid black;">38</td> <td>Topeka Metro</td> </tr> <tr> <td>39</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	38	Topeka Metro	39	Total Comments	<table border="0"> <tr> <td style="border-bottom: 1px solid black;">23</td> <td>Complaints</td> </tr> <tr> <td style="border-bottom: 1px solid black;">1</td> <td>Compliments</td> </tr> <tr> <td style="border-bottom: 1px solid black;">15</td> <td>Incidents</td> </tr> <tr> <td>39</td> <td>Total Comments</td> </tr> </table>	23	Complaints	1	Compliments	15	Incidents	39	Total Comments
31	Fixed Route																					
8	Lift																					
39	Total Comments																					
1	Capitol City Taxi																					
38	Topeka Metro																					
39	Total Comments																					
23	Complaints																					
1	Compliments																					
15	Incidents																					
39	Total Comments																					

Comment Issues:

- Other/General (16)
- Operator (3)
- Unsafe Driving (5)
- Passed By (6) - *one substantiated pass by*
- Route (3)
- Lift Late Trip (5)
- Scheduling Error (1)

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

	Month of		
	October	2018	FY 2019
TMTA Chargeable accidents	0	12	5
TMTA Non-chargeable accidents	2	8	2
Contractor accidents	1	1	1
Passenger incidents	19	251	105
	22	272	113

Current Self-Insurance Files:	14	Open files against Topeka Metro
	12	Open files against others
	11	Other
	37	Total open files

October Shuttles, Promotions, and Events

Washburn Students (10/1-10/31):	4,407 rides (229,750 total trips Aug 1, 2014 - Oct 31, 2018)
FREEdom Pass Ridership (10/1-10/31):	827 rides (34,235 total trips Aug 1, 2013 - Oct 31, 2018)
2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	7730 so far
Amtrak (10/1-10/31):	0 rides in October
Flex Zone Ridership (10/1-10/31):	74 Flex rides

Bikes on the Bus Ridership (10/1-10/31):	1,102 bikes on the fixed route
City Employees Ride Free (10/1-10/31):	129 fixed route rides
Silver Haired Legislature Shuttle (10/3 & 10/4):	29 shuttle trips
President Trump Event Shuttle (10/6):	19 shuttle trips
League of Municipalities Mobile Workshop (10/8):	37 shuttle trips
Whitson Elementary TCT Shuttle (10/10):	22 shuttle trips
United Way Tour (10/18):	29 shuttle trips
United Way Tour (10/25):	26 shuttle trips
Leadership Kansas Shuttles (10/25 & 10/26):	243 shuttle trips
10/25/18	120
10/26/18	123

Other Operational and Promotional Activities:

Celebrated Customer Service Week (10/1 thru 10/6)

Participated in the City of Topeka Employee Wellness Fair with Bikes & a Bus Displayed (10/4)

Employee Flu Shot Clinic at QSS (10/4)

Information Table at the Kansas Energy Efficiency Day Event (10/5)

Participated in the Topeka High School Homecoming Parade (10/5)

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (10/8)

Tabling & a Bus at the Kansas Juvenile Correctional Complex (KJCC) Career Fair (10/12)

Fixed Route Field Trip for White Cane Day (10/12)

Participated in the Topeka West High School Homecoming Parade (10/12)

Participated in the Washburn University Homecoming Parade (10/13)

Safety & Security Work Group Meeting (10/13)

Valeo Bountiful Living How to Ride (10/16)

Capitol City Taxi Quarterly Oversight Meeting (10/18)

Annual Employee BBQ (10/19)

Participated in the DCF Fall Resource Fair (10/22)

Fire Prevention Month Safety Training for All Employees - Fire Drills (10/23)

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (10/30)

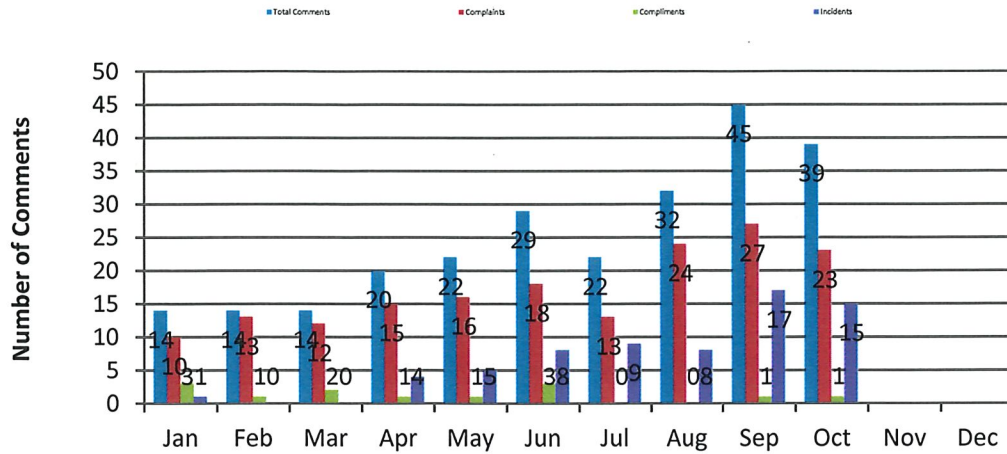
Complete Coach Works (CCW) Refurbished Electric Bus Exhibition (10/31)

Four FREEdom Pass How to Ride Clinics

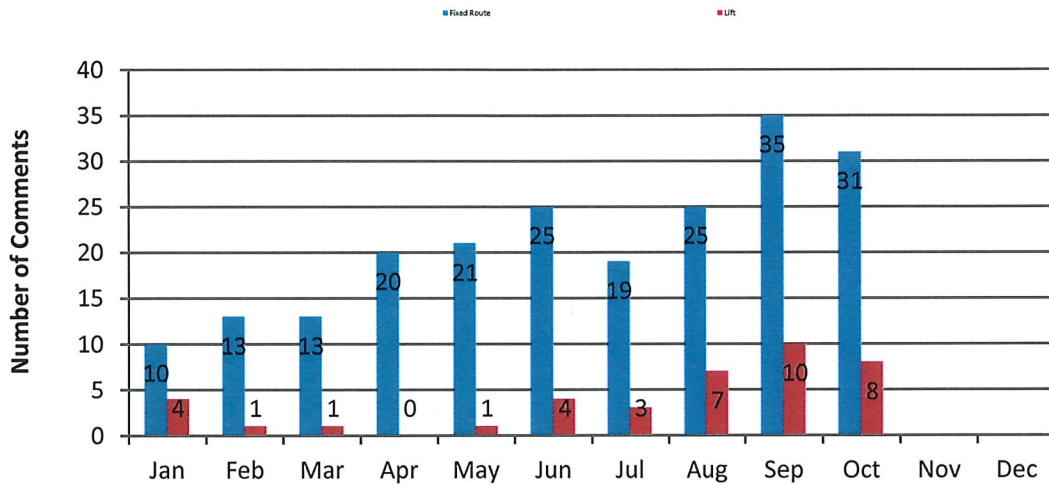
A total of 3,258 new Income Program ID's have been issued since March 2015.

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

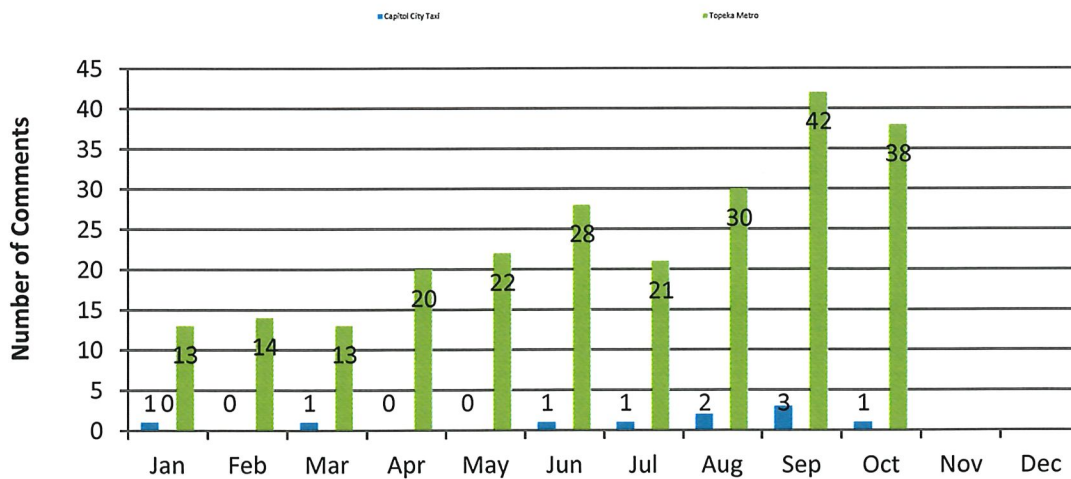
2018 Passenger Comments Per Type



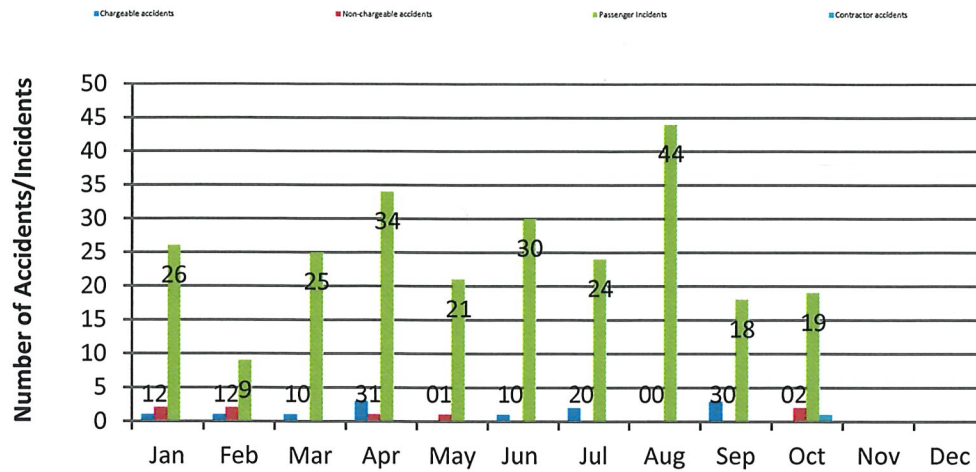
2018 Passenger Comments Per TMTA Service



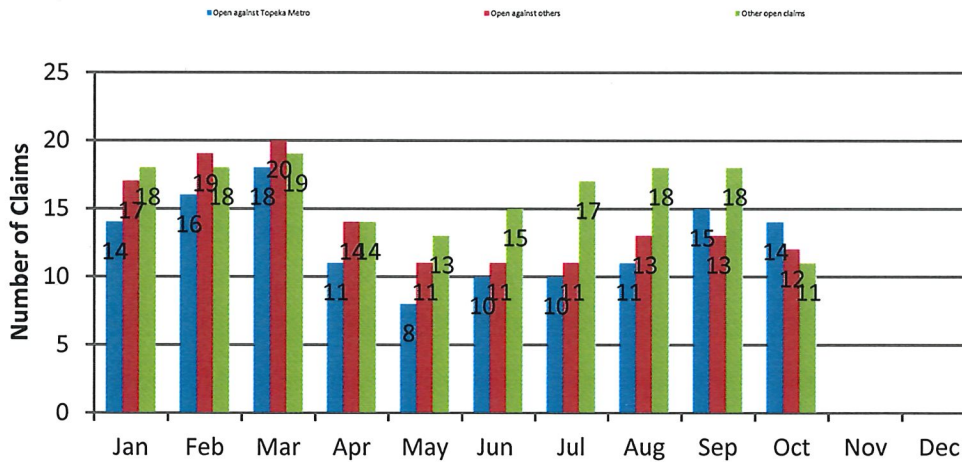
2018 Passenger Comments Per Provider



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					0			
Dec 2018					0			
Year 2018 Total	130	108	7	7	252	3	1	2