

# Topeka Metro Operations Report

April 2017

<b>April Operating Days:</b>	25	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service:
	0	Limited holiday service:
	<u>30</u>	Total days in April

## Passenger Comments:

13	Fixed Route	0	Capitol City Taxi	17	Complaints
5	Lift	18	Topeka Metro	0	Compliments
<u>18</u>	Total Comments	<u>18</u>	Total Comments	<u>1</u>	Incidents
				18	Total Comments

<b>Comment Issues:</b>	Other/General (8)
	Unsafe Driving (4)
	Operator (3)
	Passed By (3)

## Operations Accidents & Incidents (as of April 30th, 2017):

	Month of April	2017	Total for FY 2017
TMTA Chargeable accidents	5	9	14
TMTA Non-chargeable accidents	1	2	7
Contractor accidents	0	0	3
Passenger incidents	24	146	405
	<u>30</u>	<u>157</u>	<u>429</u>

<b>Current Self-Insurance Files:</b>	7	Open files against Topeka Metro
	11	Open files against others
	<u>11</u>	Other
	29	Total open files

## April Shuttles, Promotions, and Events

<b>Washburn Students (4/1-4/30):</b>	4,943 rides (154,285 total trips Aug 1, 2014 - Apr 30, 2017)
<b>FREEdom Pass Ridership (4/1-4/30):</b>	784 rides (20,853 total trips Aug 1, 2013 - Apr 30, 2017)
<b>Amtrak (4/1-4/30):</b>	2 rides in April
<b>Flex Zone Ridership (4/1-4/30):</b>	73 trips
<b>Bikes on the Bus Ridership (4/1-4/30):</b>	817 bikes
<b>United Way Spring Tour Shuttle (4/5):</b>	46 shuttle trips
<b>Washburn Campus Visit for High Schools (4/6):</b>	53 shuttle trips
<b>United Way Spring Tour Shuttle (4/17):</b>	24 shuttle trips

<b>African Painted Dog Conference Shuttle (4/19):</b>	64 shuttle trips
<b>African Painted Dog Conference Shuttle (4/20):</b>	36 shuttle trips
<b>No Pay Earth Day (4/22):</b>	2,786 free rides on the fixed route
<b>Volunteers Ride Free Week (4/24-4/29):</b>	144 free rides (95 Metro and 49 CCT)

**Other Operational and Promotional Activities:**

**Reveal Paratransit Software Goes Live (4/1)**

**2017 Neighborhood Resource Expo at Gage Park (4/1)**

**Fare Media Updates (4/3)**

**City of Character Awards (4/5) - employees Vicki Powers, Dee Layman & Josh Bruns were honored**

**Mandatory QSS Staff Training on Fire Hazards (4/10)**

**ACATS Meeting (4/12)**

**THA Residential Meeting Presentation (4/18) - Polk Plaza 2:00 - 3:00 p.m.**

**THA Residential Meeting Presentation (4/19) - Jackson Towers 3:00 - 4:00 p.m.**

**THA Residential Meeting Presentation (4/20) - Tyler Towers 2:00 - 3:00 p.m.**

**Capitol City Taxi Quarterly Oversight Meeting (4/21)**

**Safety & Security Work Group Meeting (4/26)**

**Futures for Tomorrow How to Ride (4/27)**

**Presentation to USD #501 at Topeka West High School (4/28)**

**Learning Tree Productions filmed HPHS students on 13 separate dates in March and April**

**One FREEdom Pass "How to Ride" Clinic**

**A total of 1,710 new Income Program ID's have been issued since March 2015**

**196 additional Income Program recertification ID's have been issued since April 2016**

## FREEdom Pass Ridership

<b>2013</b>	<b>Aug</b>	144
	<b>Sep</b>	182
	<b>Oct</b>	251
	<b>Nov</b>	161
	<b>Dec</b>	207
	<b>Total</b>	945

<b>2014</b>	<b>Jan</b>	208
	<b>Feb</b>	171
	<b>Mar</b>	255
	<b>Apr</b>	261
	<b>May</b>	281
	<b>Jun</b>	301
	<b>Jul</b>	378
	<b>Aug</b>	320

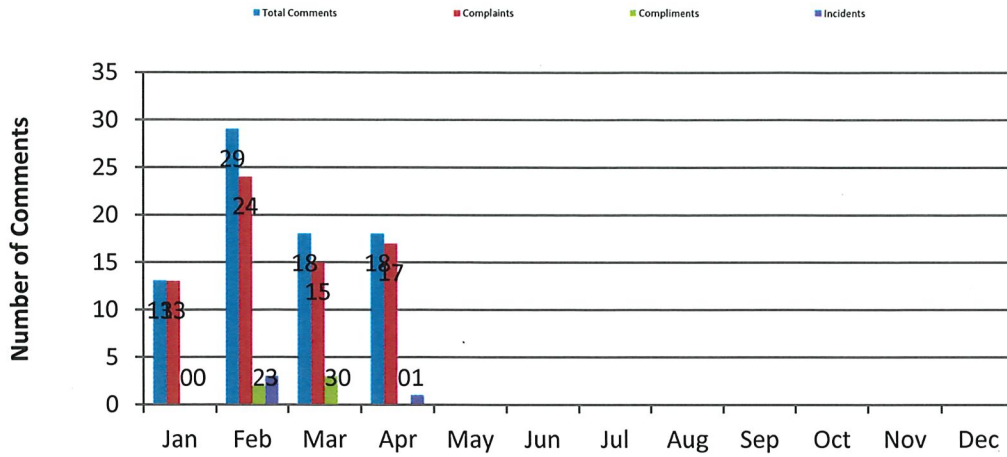
<i>Sep</i>	410
<i>Oct</i>	426
<i>Nov</i>	385
<i>Dec</i>	480
<b><i>Total</i></b>	<b>3876</b>

<b>2015</b> <i>Jan</i>	483
<i>Feb</i>	433
<i>Mar</i>	499
<i>Apr</i>	635
<i>May</i>	480
<i>Jun</i>	661
<i>Jul</i>	533
<i>Aug</i>	381
<i>Sep</i>	538
<i>Oct</i>	621
<i>Nov</i>	371
<i>Dec</i>	423
<b><i>Total</i></b>	<b>6058</b>

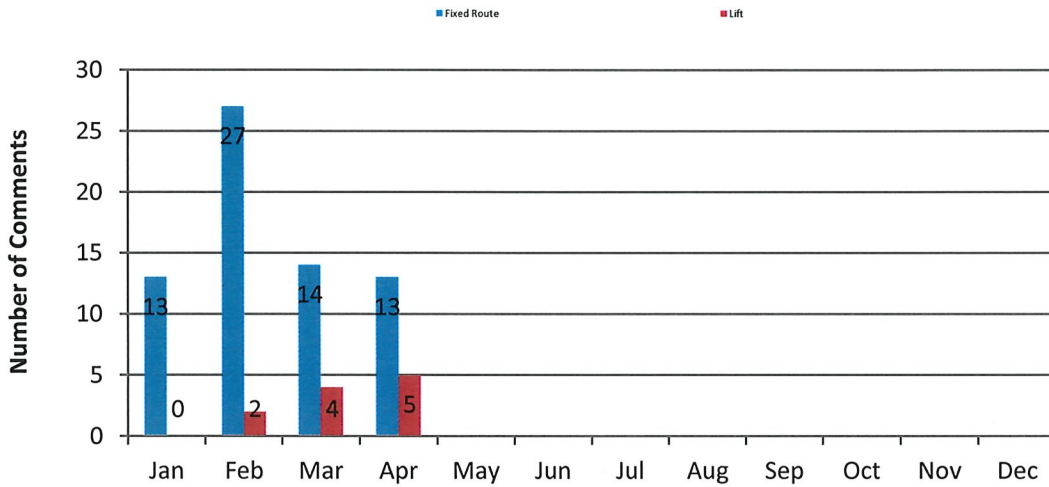
<b>2016</b> <i>Jan</i>	330
<i>Feb</i>	458
<i>Mar</i>	482
<i>Apr</i>	770
<i>May</i>	575
<i>Jun</i>	675
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<b><i>Total</i></b>	<b>7511</b>

<b>2017</b> <i>Jan</i>	503
<i>Feb</i>	521
<i>Mar</i>	655
<i>Apr</i>	784
<i>May</i>	
<i>Jun</i>	
<i>Jul</i>	
<i>Aug</i>	
<i>Sep</i>	
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
<b><i>Total</i></b>	<b>2463</b>

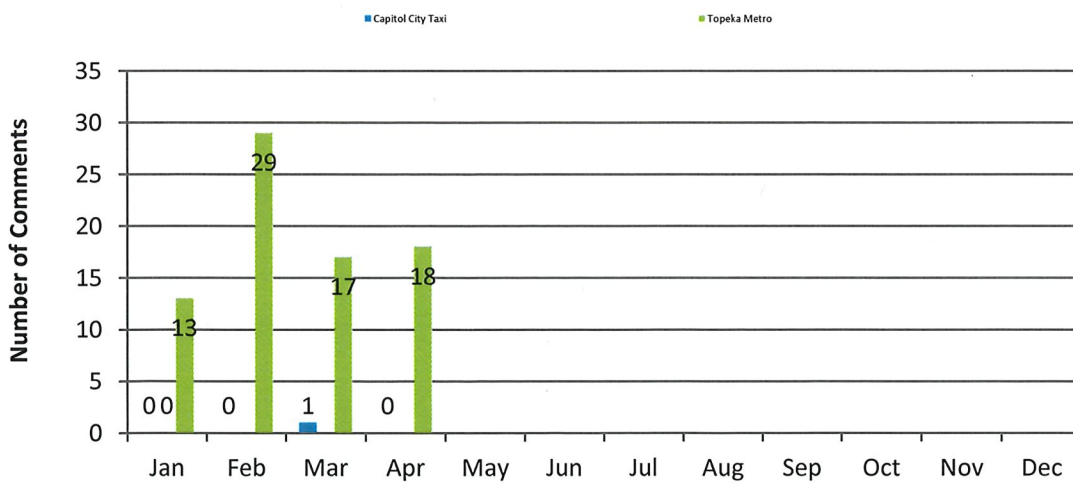
## 2017 Passenger Comments Per Type



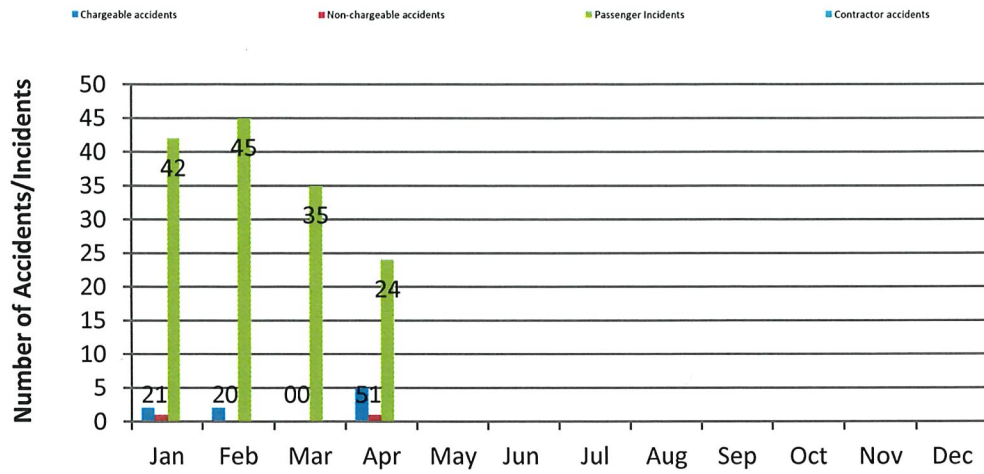
## 2017 Passenger Comments Per TMTA Service



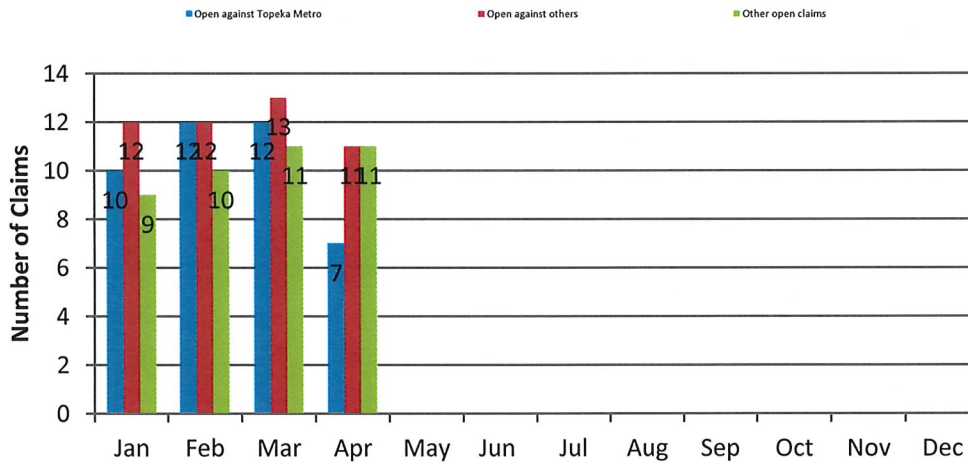
## 2017 Passenger Comments Per Provider



## 2017 Accident & Incidents



## Current 2017 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 2017	7	4	2	1	14	0	0	0
Feb 2017	11	7	1	1	20	0	0	0
Mar 2017	10	11	0	0	21	0	0	0
Apr 2017	15	15	1	1	32	0	0	0
May 2017					0			
Jun 2017					0			
Jul 2017					0			
Aug 2017					0			
Sep 2017					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
<b>Year 2017 Total</b>	<b>43</b>	<b>37</b>	<b>4</b>	<b>3</b>	<b>87</b>	<b>0</b>	<b>0</b>	<b>0</b>