

Topeka Metro Operations Report

November 2017

November Operating Days:	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/23</i>
	1	Limited holiday service: <i>Thanksgiving Friday 11/24</i>
	30	Total days in November

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">12</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">13</td><td>Total Comments</td></tr> </table>	12	Fixed Route	1	Lift	13	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;">13</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">13</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	13	Topeka Metro	13	Total Comments	<table border="0"> <tr><td style="text-align: right;">11</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;">13</td><td>Total Comments</td></tr> </table>	11	Complaints	2	Compliments	0	Incidents	13	Total Comments
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Comment Issues:

- Passed By **(6)** - *all not valid*
- Operator **(4)**
- Unsafe Driving **(1)**
- Route **(1)**
- Other/General **(1)**

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

	Month of		
	November	2017	FY 2018
TMTA Chargeable accidents	1	20	9
TMTA Non-chargeable accidents	0	15	7
Contractor accidents	0	1	1
Passenger incidents	29	328	135
	30	364	152

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

November Shuttles, Promotions, and Events

Washburn Students (11/1-11/30):	5,190 rides <i>(188,291 total trips Aug 1, 2014 - Nov 30, 2017)</i>
FREEdom Pass Ridership (11/1-11/30):	739 rides <i>(25,775 total trips Aug 1, 2013 - Nov 30, 2017)</i>
Amtrak (11/1-11/30):	3 rides in November
Flex Zone Ridership (11/1-11/30):	65 Flex rides
Bikes on the Bus Ridership (11/1-11/30):	1,142 bikes on the fixed route
Veterans Ride Free (11/1-11/30):	7,200 rides on the fixed route
United Way Fall Tour Shuttle (11/8):	153 shuttle trips

USD #501 Shuttles to Washburn University (11/9):	135 shuttle trips
United Way Fall Tour Shuttle (11/16):	15 shuttle trips
USD #501 Shuttle to Washburn University (11/17):	29 shuttle trips
Girls on the Run Shuttle (11/18):	37 shuttle trips

Other Operational and Promotional Activities:

Topeka Trails How to Ride (11/1)

Safety Training for All Employees - Fire Prevention & Extinguisher Usage (11/2)

New City Manager Meet & Greet at QSS (11/3)

"Tribute to Heroes" Luncheon to Honor Employees Dee Layman, Vicki Powers, & Josh Bruns (11/7)

The Church of Jesus Christ of Latter Day Saints Distributed Gloves, Scarves, & hats at QSS (11/8)

The Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/8)

Metro Participated in a Shawnee County Emergency Management Hostage Exercise (11/15)

BYD Electric Bus Operating on Various Metro Routes (11/15 thru 11/17)

BYD Electric Bus Press Event (11/16)

AED Safety Make-up Training (11/16)

Safety Training for All Employees - Fire Drills (11/30)

A total of 2,265 new Income Program ID's have been issued since March 2015.

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

FREEdom Pass Ridership

2013	Aug	144
	Sep	182
	Oct	251
	Nov	161
	Dec	207
	Total	945

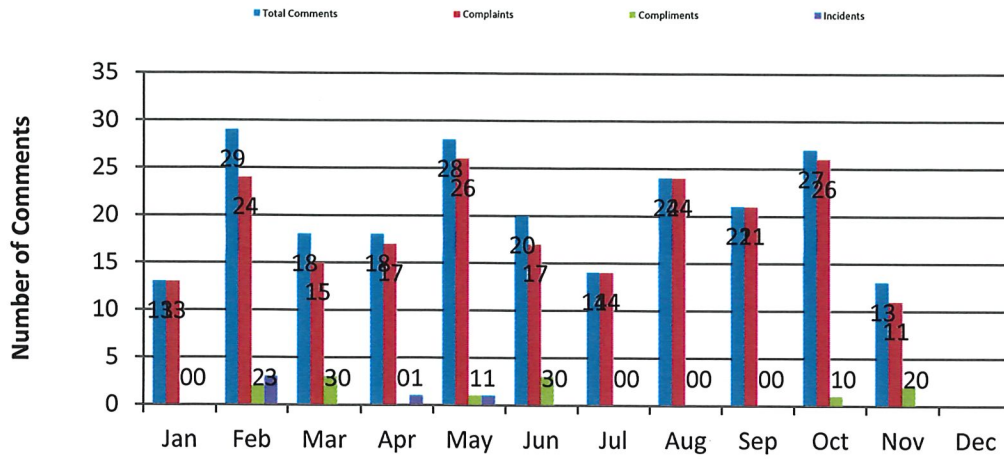
2014	Jan	208
	Feb	171
	Mar	255
	Apr	261
	May	281
	Jun	301
	Jul	378
	Aug	320
	Sep	410
	Oct	426
	Nov	385
	Dec	480
	Total	3876

2015	<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
	Total	6058

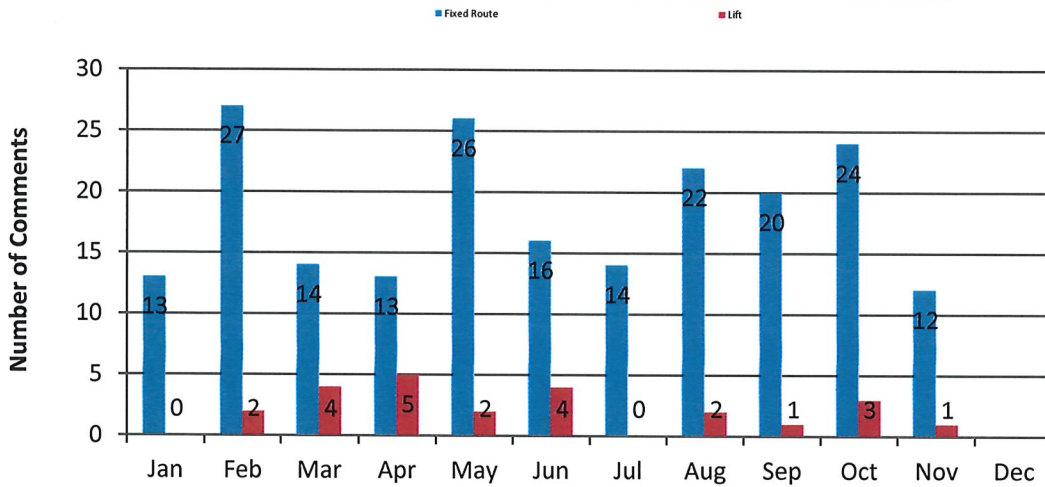
2016	<i>Jan</i>	330
	<i>Feb</i>	458
	<i>Mar</i>	482
	<i>Apr</i>	770
	<i>May</i>	575
	<i>Jun</i>	675
	<i>Jul</i>	686
	<i>Aug</i>	786
	<i>Sep</i>	762
	<i>Oct</i>	830
	<i>Nov</i>	735
	<i>Dec</i>	422
	Total	7511

2017	<i>Jan</i>	503
	<i>Feb</i>	521
	<i>Mar</i>	655
	<i>Apr</i>	784
	<i>May</i>	570
	<i>Jun</i>	743
	<i>Jul</i>	616
	<i>Aug</i>	723
	<i>Sep</i>	771
	<i>Oct</i>	760
	<i>Nov</i>	739
	<i>Dec</i>	
	Total	7385

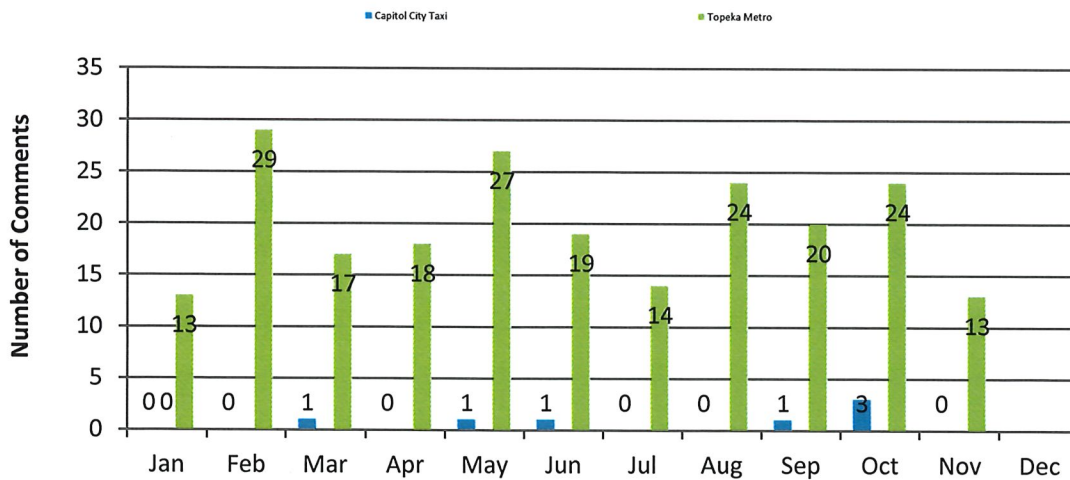
2017 Passenger Comments Per Type



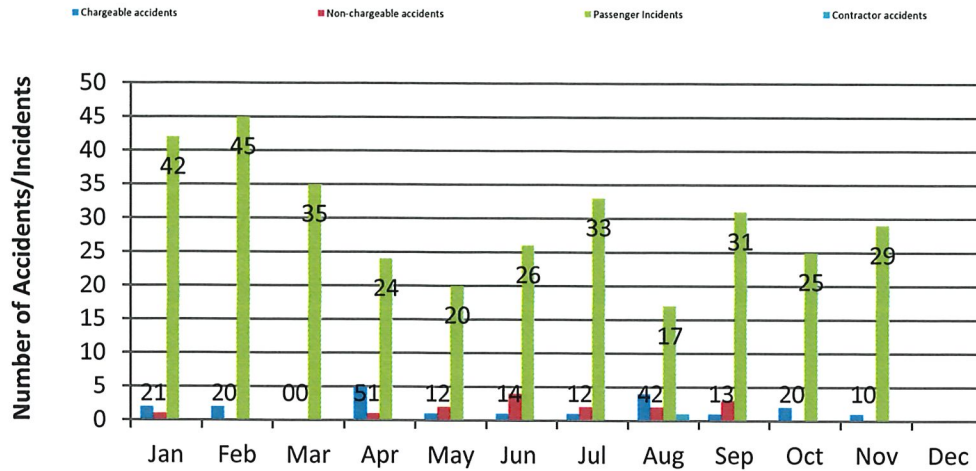
2017 Passenger Comments Per TMTA Service



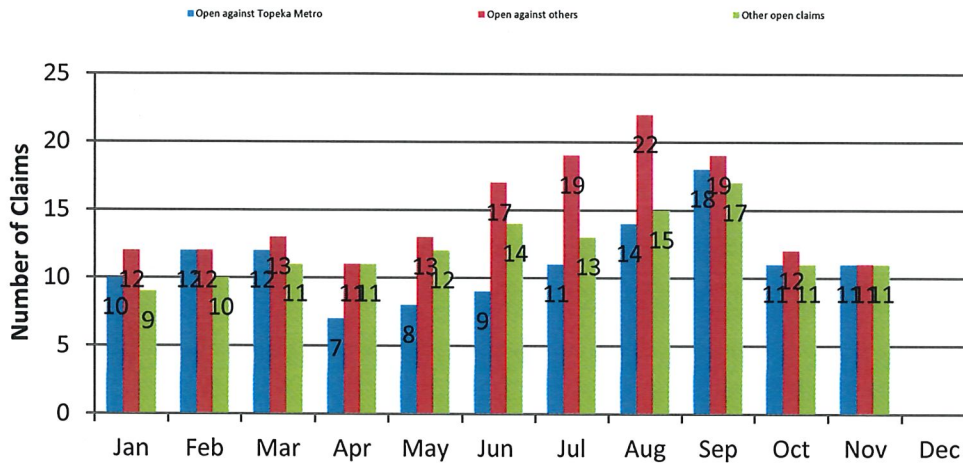
2017 Passenger Comments Per Provider



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	15	4	0	0	19	0	0	0
Jun 2017	9	3	1	2	15	0	0	0
Jul 2017	14	0	0	2	16	1	0	0
Aug 2017	9	3	1	3	16	1	2	0
Sep 2017	24	27	0	0	51	0	0	0
Oct 2017	9	5	2	1	17	0	0	0
Nov 2017	5	8	1	0	14	2	1	1
Dec 2017					0			
Year 2017 Total	128	87	9	11	235	4	3	1