

Topeka Metro Operations Report

December 2016

December Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: Christmas Day Observed 12/26
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">15</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;">15</td><td>Total Comments</td></tr> </table>	15	Fixed Route	0	Lift	15	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;">15</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">15</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	15	Topeka Metro	15	Total Comments	<table border="0"> <tr><td style="text-align: right;">15</td><td>Complaints</td></tr> <tr><td style="text-align: right;">0</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;">15</td><td>Total Comments</td></tr> </table>	15	Complaints	0	Compliments	0	Incidents	15	Total Comments
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Comment Issues:

- Other/General (5)
- Unsafe Driving (4)
- Passed By (3)
- Route (2)
- Operator (1)

Operations Accidents & Incidents (as of December 31st, 2016):

	Month of December	Total for 2016	Total for FY 2017
TMTA Chargeable accidents	1	17	5
TMTA Non-chargeable accidents	2	6	5
Contractor accidents	0	3	3
Passenger incidents	36	475	259
	39	501	272

Current Self-Insurance Files:

	9	Open files against Topeka Metro
	11	Open files against others
	7	Other
	27	Total open files

December Shuttles, Promotions, and Events

Washburn Students (12/1-12/31):	3,154 rides (134,393 total trips Aug 1, 2014 - Dec 31, 2016)
FREEdom Pass Ridership (12/1-12/31):	422 rides (18,390 total trips Aug 1, 2013 - Dec 31, 2016)
Amtrak (12/1-12/31):	7 rides in December
Flex Zone Ridership (12/1-12/31):	57 trips
Bikes on the Bus Ridership (12/1-12/31):	790 bikes
"Remember Rosa" Free Ride Day (12/1):	5,219 free rides on the fixed route
United Way Hospitality Tour Shuttle (12/2):	58 shuttle trips

Washburn Tech Graduation Shuttle (12/15): 152 shuttle trips
Washburn University Graduation Shuttle (12/16): 76 shuttle trips
"Shop & Ride...Free After 5" Promotion (11/21-12/31): 12,788 free rides after 5pm

Other Operational and Promotional Activities:

- Monthly Operator Safety Training (12/13)**
- Advisory Committee on Accessible Transportation Services Meeting (12/14)**
- Maple Hill First Grade Class Trip to Learn About Transportation (12/14)**
- Snow & Ice Storm - No accidents (12/17)**
- Free Coffee & Hot Tea for Passengers (12/19)**
- "Winter Fling: Families Ride Free" Promotion (12/21 thru 1/3)**

2,614 one-ride cards were sold in December to agencies including:

- Department for Children & Families (DCF)**
- Rose Villa**
- St. Francis**
- Topeka Rescue Mission**
- Valeo**
- Veterans Administration (VA)**

1,418 new Income Program ID's have been issued since March 2015

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

FREEdom Pass Ridership

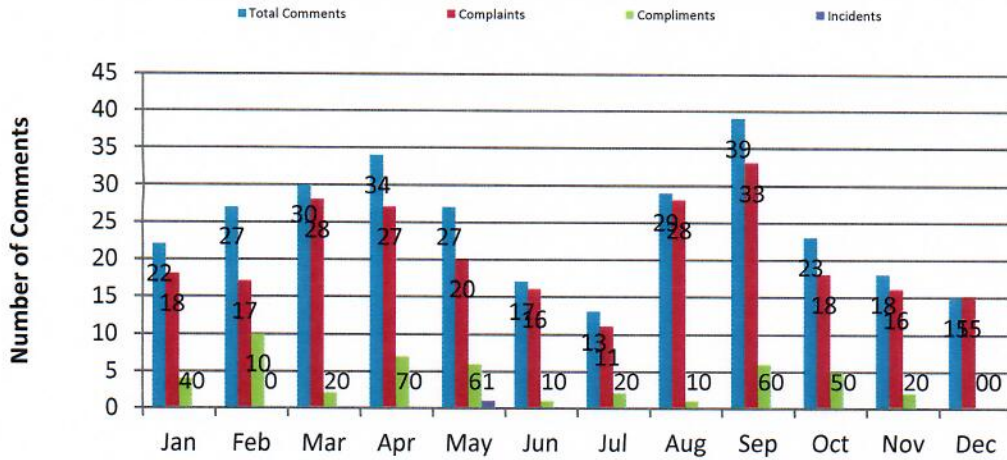
2013	Aug	144
	Sep	182
	Oct	251
	Nov	161
	Dec	207
	Total	945

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

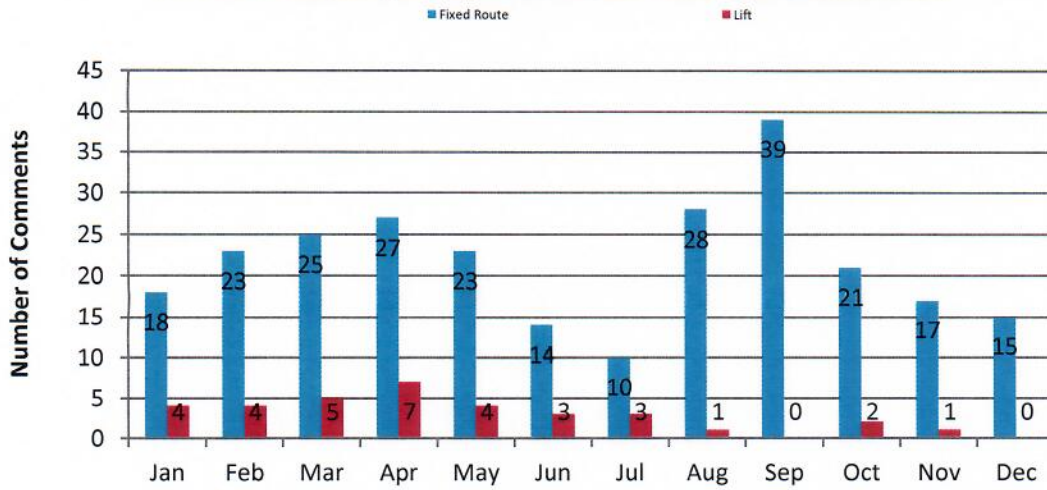
2015	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	Total	6058

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

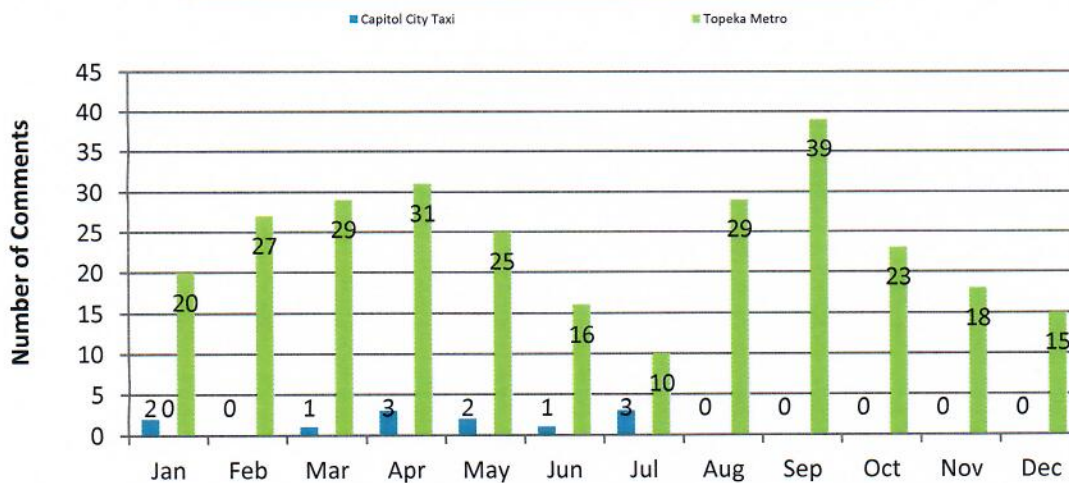
2016 Passenger Comments Per Type



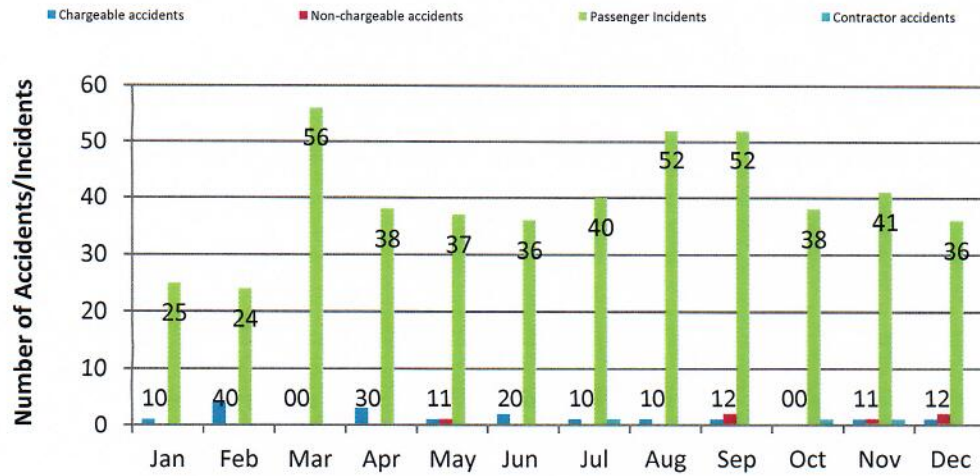
2016 Passenger Comments Per TMTA Service



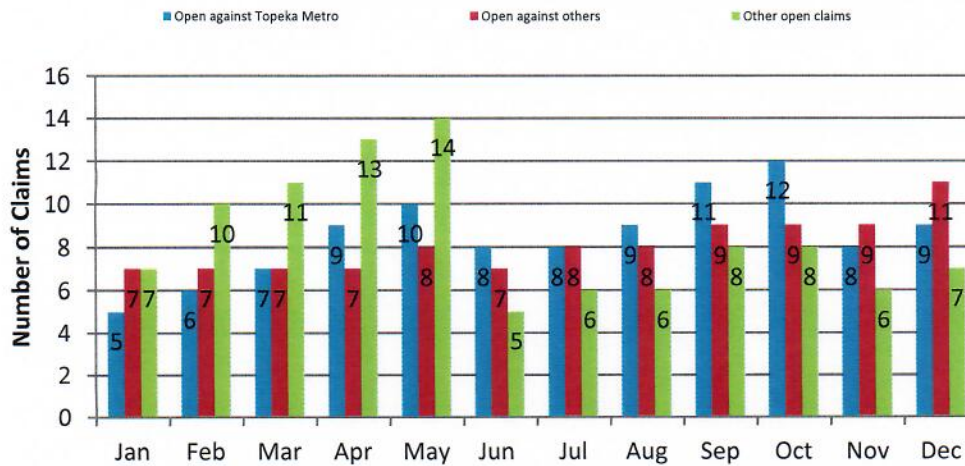
2016 Passenger Comments Per Provider



2016 Accident & Incidents



Current 2016 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 2016	5	4	1	2	12	0	0	0
Feb 2016	8	8	0	1	17	0	0	0
Mar 2016	14	16	1	1	32	0	0	0
Apr 2016	4	8	3	0	15	0	0	0
May 2016	20	13	1	1	35	0	0	0
Jun 2016	10	14	2	1	27	0	0	0
Jul 2016	14	8	0	0	22	0	0	0
Aug 2016	13	6	1	2	22	1	0	0
Sep 2016	11	7	1	2	21	0	1	0
Oct 2016	10	9	0	0	19	0	0	0
Nov 2016	9	20	2	0	31	0	0	0
Dec 2016	13	4	1	0	18	0	0	0
Year 2016 Total	131	117	13	10	271	1	1	0

Paratransit Application Determinations

	Total	Eligible (Full/Intermittent)	Recertified	Temporary	Denied	Appeals
2002	305	201	34	21	49	18
2003	264	141	54	33	36	12
2004	321	196	52	35	38	11
2005	311	218	26	36	31	7
2006	270	183	34	31	22	4
2007	328	210	51	37	30	10
2008	367	212	116	22	17	4
2009	276	177	78	13	8	1
2010	266	167	71	12	16	6
2011	350	167	159	13	11	4
2012	314	131	161	12	10	0
2013	244	119	108	13	4	5
2014	296	152	120	17	7	0
2015	306	120	152	12	22	4
2016	271	131	117	13	10	1
Average	299	168	89	21	21	21

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%