Topeka Metro Operations Report

December 2017

December Operating Days:

25 Normal operating days

5 Sundays (no service)

1 Holiday with no service: Christmas Day 12/25

0 Limited holiday service

31 Total days in December

Passenger Comments:

	17	Fixed Route	0	Capitol City Taxi	16	Complaints
,	1	_ Lift	18	Topeka Metro	2	Compliments
	18	Total Comments	18	Total Comments	0	Incidents
					18	Total Comments

Comment Issues:

Operator (7)

Other/General (6)

Passed By (3)

Unsafe Driving (2)

Operations Accidents & Incidents (as of December 31st, 2017):

	Month of	Total for	
	December	2017	FY 2018
TMTA Chargeable accidents	1	21	10
TMTA Non-chargeable accidents	2	17	9
Contractor accidents	0	1	1
Passenger incidents *	25	354	161
*	28	393	181

^{*}One additional incident was added to November after the November report had been created.

Current Self-Insurance Files:

13 Open files against Topeka Metro

13 Open files against others

16 Other

42 Total open files

December Shuttles, Promotions, and Events

Washburn Students (12/1-12/31):

3,699 rides (191,990 total trips Aug 1, 2014 - Dec 31, 2017)

FREEdom Pass Ridership (12/1-12/31):

730 rides (26,505 total trips Aug 1, 2013 - Dec 31, 2017)

Amtrak (12/1-12/31):

2 rides in December

Flex Zone Ridership (12/1-12/31):

22 Flex rides

Bikes on the Bus Ridership (12/1-12/31):

958 bikes on the fixed route

Remember Rosa Ride Free Day (12/1):

5,208 rides on the fixed route

United Way Fall Tour Shuttle (12/4):

53 shuttle trips

Washburn Tech Graduation Shuttle (12/14):

30 shuttle trips

Washburn University Graduation Shuttle (12/15):

23 shuttle trips

"Winter Fling" Families Ride Free Promotion (12/23-1/2):

1,777 rides on the fixed route

Other Operational and Promotional Activities:

Metro Bus at the City Council Meeting (12/5)

Metro Presentation to County Courthouse Employees (12/6)

Lowman Hills Elementary School How to Ride (12/7)

Safety Training for All Employees - Human Trafficking (12/11 and 12/12)

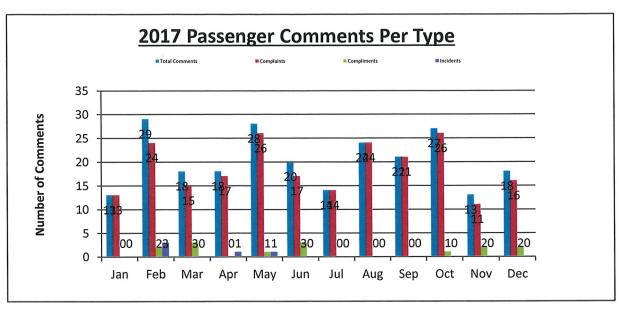
SOTO Pilot Progam Soft Launch (12/15)

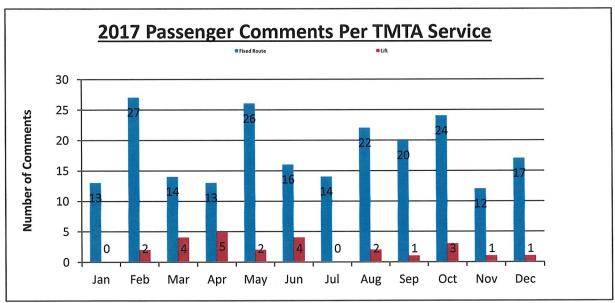
One FREEdom Pass How to Ride Clinic

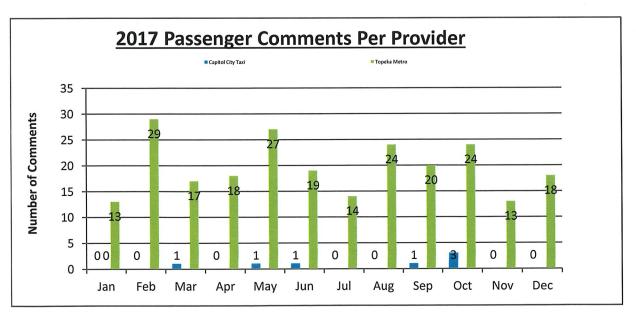
A total of 2,334 new Income Program ID's have been issued since March 2015. 311 additional Income Program recertification ID's have been issued since April 2016.

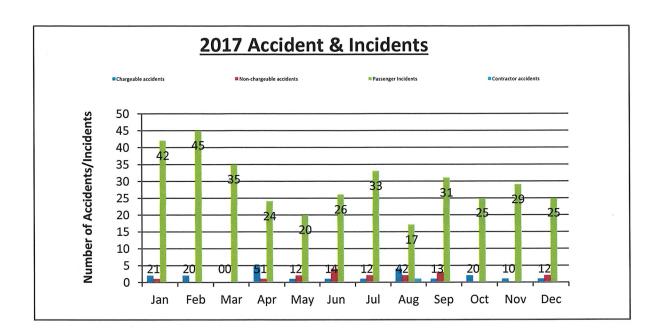
FREEdom Pass Ridership 2013 | Aug 144 Sep 182 Oct 251 Nov 161 207 Dec 945 Total 2014 Jan 208 Feb 171 255 Mar Apr 261 May 281 Jun 301 Jul 378 320 Aug 410 Sep 426 Oct 385 Nov 480 Dec Total 3876 2015 | Jan 483 Feb 433 Mar 499 Apr 635 May 480 Jun 661 Jul 533 Aug 381

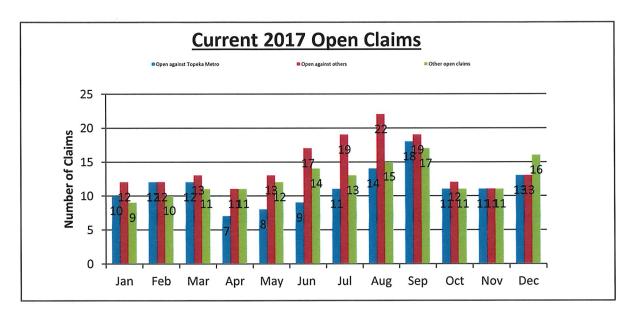
Sep	538
Oct	621
Nov	371
Dec	423
Total	6058
2016 Jan	330
Feb	458
Mar	482
Apr	770
May	575
Jun	675
Jul	686
Aug	786
Sep	762
Oct	830
Nov	735
Dec	422
Total	7511
2017 Jan	503
Feb	521
Mar	655
Apr	784
May	570
Jun	743
Jul	616
Aug	723
Sep	771
Oct	760
Nov	739
Dec	730
Total	8115











Lift Service Application Statistics

	Eligible	Recertified	Temporary	Denied	TOTAL	Appeals	(Appeals app)	(Appeals app) (Appeals den)
Jan 2017	7	4	7	~	14	0	0	0
Feb 2017	7	7	-	~	20	0	0	0
Mar 2017	10	1	0	0	21	0	0	0
Apr 2017	15	15	~	~	32	0	0	0
May 2017	15	4	0	0	19	0	0	0
Jun 2017	თ	က	~	7	15	0	0	0
Jul 2017	14	0	0	7	16	~	0	0
Aug 2017	တ	က	_	က	16	~	2	0
Sep 2017	24	27	0	0	51	0	0	0
Oct 2017	თ	S	8	_	17	0	0	0
Nov 2017	2	_∞	~	0	14	2	~	~
Dec 2017	6	13	_	0	23	0	0	0
Year 2017 Total	137	100	10	7	258	4	က	_

Paratransit Application Determinations

2002 36 201 66% 34 11% 21 7% 49 16% 2003 264 141 53% 54 20% 33 13% 36 14% 2004 321 196 61% 52 16% 35 11% 38 12% 2005 311 218 68% 34 13% 36 14% 38 12% 2006 270 183 68% 34 13% 31 11% 38 12% 2007 228 8% 34 13% 31 11% 30 9% 2008 276 177 64% 78 28% 13 5% 8 3% 2010 266 167 63% 71 27% 12 4% 11 3% 2011 350 167 48% 159 45% 13 4% 13 4% 14 2%		Total	Eligible (F	Eligible (Full/Intermittent)	Recertified	tified	Temporary	orary	Denied	ied	Appeals
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	2017	258	137	53%	100	39%	10	4%	17	4%	4

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Average

Paratransit Application Determination Comparison:

	<u>Total</u>	Full Elig.	Recertified	<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%
2017	258	53%	39%	4%	4%