

Topeka Metro Operations Report

January 2017

January Operating Days:	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day Observed 1/2</i>
	1	Limited holiday service: <i>Martin Luther King Day 1/16</i>
	31	Total days in January

Passenger Comments:

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Comment Issues:

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

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

	Month of January	2017	Total for FY 2017
TMTA Chargeable accidents	2	2	7
TMTA Non-chargeable accidents	1	1	6
Contractor accidents	0	0	3
Passenger incidents	42	42	301
	45	45	317

Current Self-Insurance Files:	10	Open files against Topeka Metro
	12	Open files against others
	9	Other
	31	Total open files

January Shuttles, Promotions, and Events

Washburn Students (1/1-1/31):	4,652 rides (139,045 total trips Aug 1, 2014 - Jan 31, 2017)
FREEdom Pass Ridership (1/1-1/31):	503 rides (18,893 total trips Aug 1, 2013 - Jan 31, 2017)
Amtrak (1/1-1/31):	2 rides in January
Flex Zone Ridership (1/1-1/31):	43 trips
Bikes on the Bus Ridership (1/1-1/31):	624 bikes
Washburn Nursing Spring Tours Shuttle (1/25):	33 shuttle trips
Washburn Spring Orientation Shuttle (1/28):	94 shuttle trips

Other Operational and Promotional Activities:

"Winter Fling: Families Ride Free" Promotion (12/21 thru 1/3)

Quincy Street Station Lot Open - Cookies & Information Provided to Passengers (1/3)

Free Coffee & Hot Tea for Passengers (1/5 and 1/6)

Washburn International Students "How to Ride" Clinic (1/12)

Ice Storm - No accidents! (1/14)

Capitol City Taxi Quarterly Oversight Meeting (1/27)

Two FREEdom Pass "How to Ride" Clinics

905 one-ride cards were sold in January to agencies including:

Mirrors, Inc.

Positive Connections

Rose Villa

USD #501

Valeo

1,487 new Income Program ID's have been issued since March 2015

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

FREEdom Pass Ridership

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

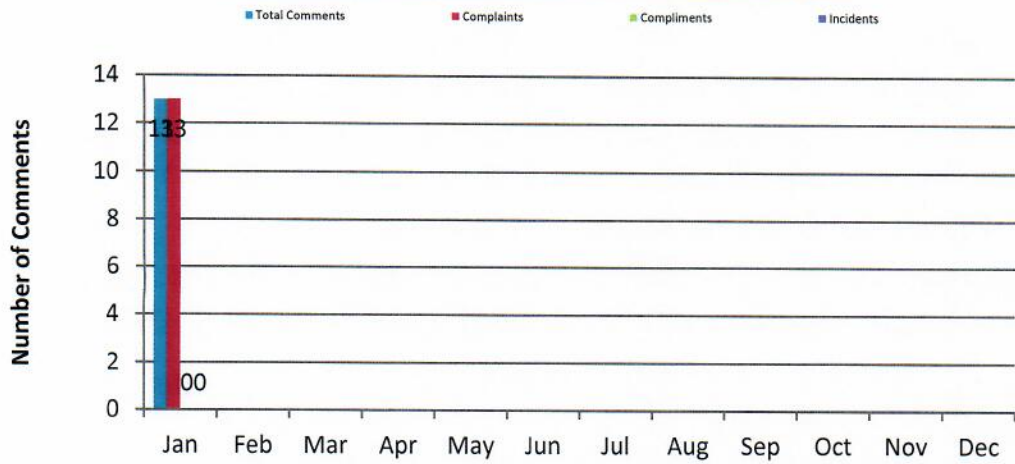
2014	<i>Jan</i>	208
	<i>Feb</i>	171
	<i>Mar</i>	255
	<i>Apr</i>	261
	<i>May</i>	281
	<i>Jun</i>	301
	<i>Jul</i>	378
	<i>Aug</i>	320
	<i>Sep</i>	410
	<i>Oct</i>	426
	<i>Nov</i>	385
	<i>Dec</i>	480
	Total	3876

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

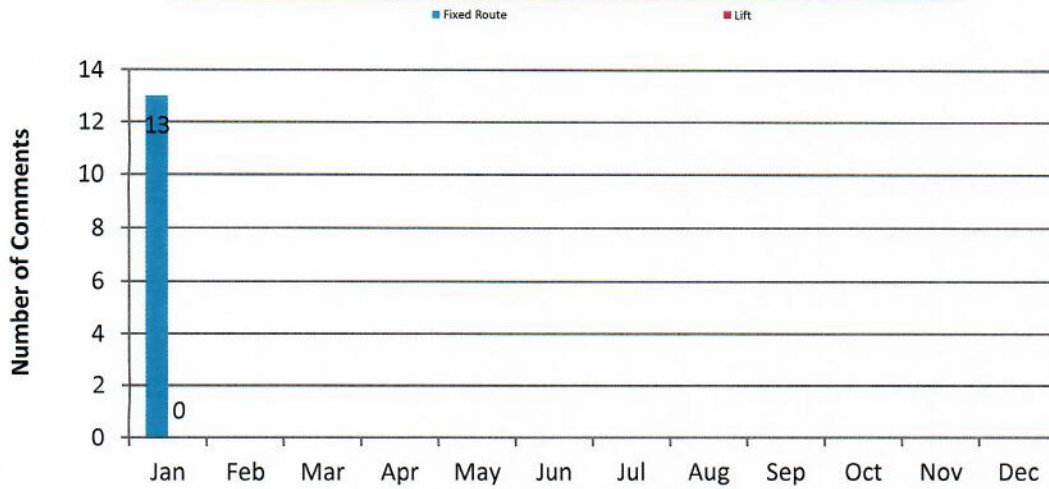
2016	<i>Jan</i>	330
	<i>Feb</i>	458
	<i>Mar</i>	482
	<i>Apr</i>	770
	<i>May</i>	575
	<i>Jun</i>	675
	<i>Jul</i>	686
	<i>Aug</i>	786
	<i>Sep</i>	762
	<i>Oct</i>	830
	<i>Nov</i>	735
	Total	7511

2017	<i>Jan</i>	503
	<i>Feb</i>	
	<i>Mar</i>	
	<i>Apr</i>	
	<i>May</i>	
	<i>Jun</i>	
	<i>Jul</i>	
	<i>Aug</i>	
	<i>Sep</i>	
	<i>Oct</i>	
	<i>Nov</i>	
	<i>Dec</i>	
	Total	503

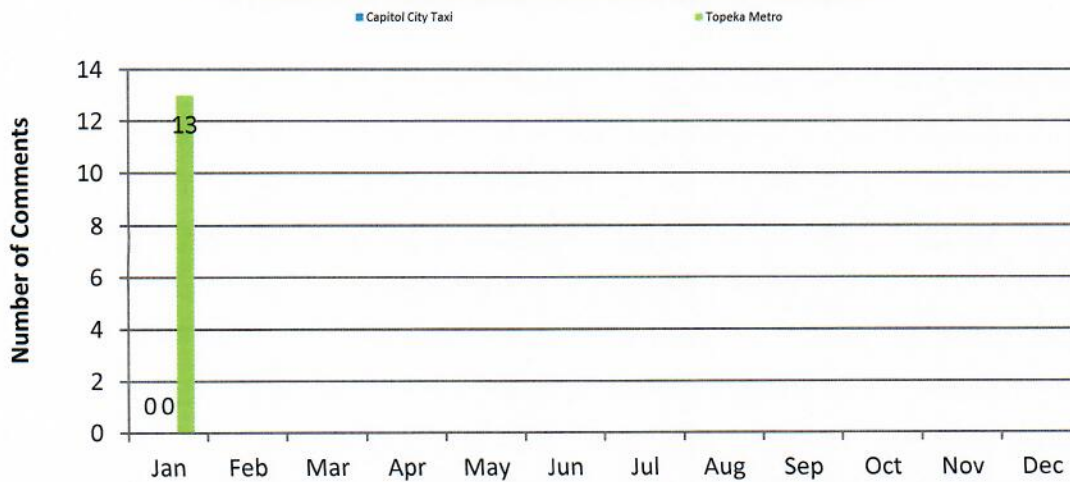
2017 Passenger Comments Per Type



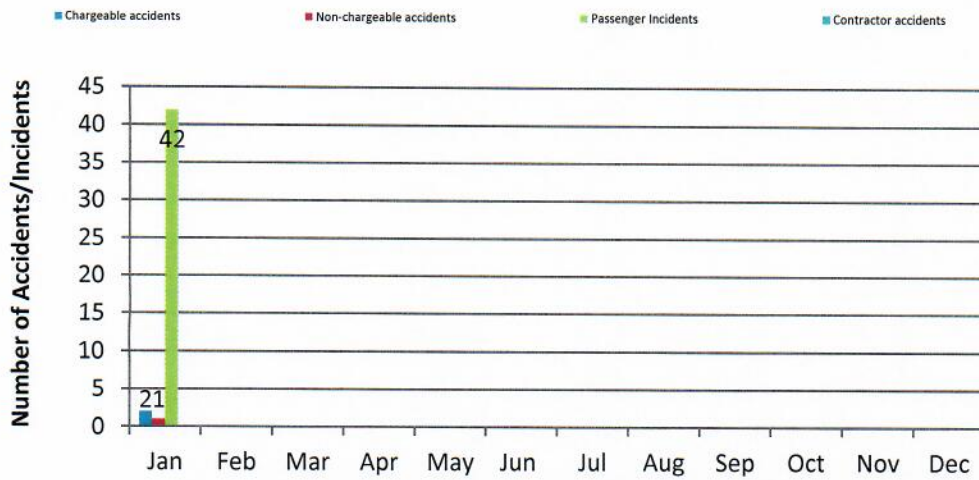
2017 Passenger Comments Per TMTA Service



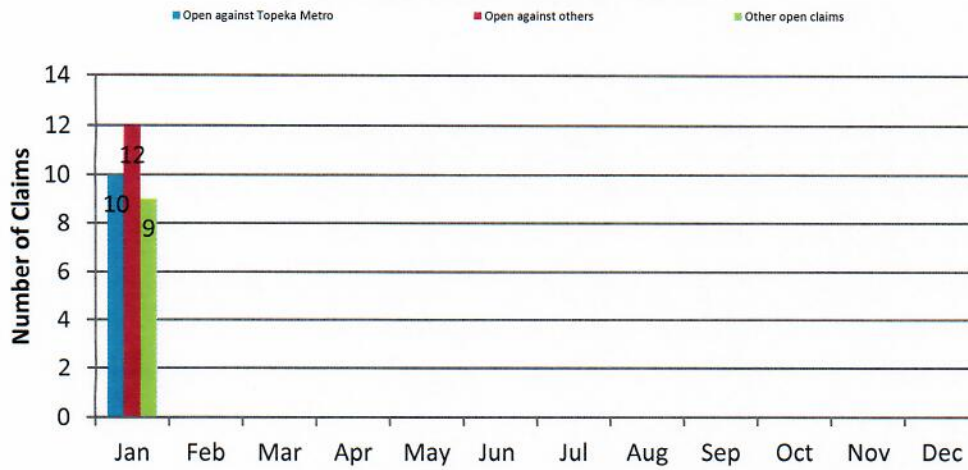
2017 Passenger Comments Per Provider



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					0			
Mar 2017					0			
Apr 2017					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			
Year 2017 Total	7	4	2	1	14	0	0	0