

Topeka Metro Operations Report

February 2017

February Operating Days:	24	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service:
	0	Limited holiday service:
	<u>28</u>	Total days in February

Passenger Comments:

27	Fixed Route	0	Capitol City Taxi	24	Complaints
2	Lift	29	Topeka Metro	2	Compliments
<u>29</u>	Total Comments	<u>29</u>	Total Comments	<u>3</u>	Incidents
				<u>29</u>	Total Comments

Comment Issues:

- Operator (11)
- Other/General (9)
- Passed By (6)
- Unsafe Driving (3)

Operations Accidents & Incidents (as of February 28th, 2017):

	Month of February	2017	Total for FY 2017
TMTA Chargeable accidents	2	4	9
TMTA Non-chargeable accidents	0	1	6
Contractor accidents	0	0	3
Passenger incidents	45	87	346
	<u>47</u>	<u>92</u>	<u>364</u>

Current Self-Insurance Files:	12	Open files against Topeka Metro
	12	Open files against others
	10	Other
	<u>34</u>	Total open files

February Shuttles, Promotions, and Events

Washburn Students (2/1-2/28):	5,327 rides (144,372 total trips Aug 1, 2014 - Feb 28, 2017)
FREEdom Pass Ridership (2/1-2/28):	521 rides (19,414 total trips Aug 1, 2013 - Feb 28, 2017)
Amtrak (2/1-2/28):	1 ride in February
Flex Zone Ridership (2/1-2/28):	49 trips
Bikes on the Bus Ridership (2/1-2/28):	905 bikes
Washburn Nursing Spring Tours Shuttle (2/1):	30 shuttle trips
City Council CIP Bus Tour (2/11):	566 shuttle trips
Washburn Nursing Spring Tours Shuttle (2/22):	76 shuttle trips

Other Operational and Promotional Activities:

Stuff the Bus - collected 1,365 pounds of food for Project Topeka (2/4)

Designated Stops for the #1 Oakland and #7 Washburn routes in effect (2/13) - 100% designated

Mandatory Employee Training on heart health by Blue Cross Blue Shield (2/13)

Advisory Committee on Accessible Transportation Services (ACATS) meeting (2/15)

Washburn University International Student "How to Ride" (2/20)

New bus operator training class (2/28)

Two FREEdom Pass "How to Ride" Clinics

1855 one-ride cards were sold in February to agencies including:

Department for Children and Families (DCF)

Community Resources Council (CRC)

Overbrook United Methodist Church

Stormont-Vail Health Center

USD #501

Valeo

Veteran's Administration (VA)

Washburn University School of Law

A total of 1,573 new Income Program ID's have been issued since March 2015

160 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

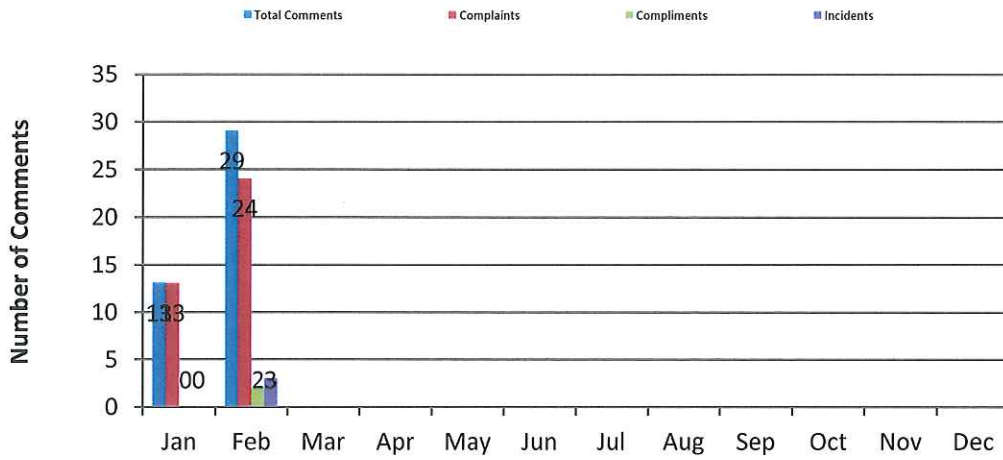
2014	<i>Jan</i>	208
	<i>Feb</i>	171
	<i>Mar</i>	255
	<i>Apr</i>	261
	<i>May</i>	281
	<i>Jun</i>	301
	<i>Jul</i>	378
	<i>Aug</i>	320
	<i>Sep</i>	410
	<i>Oct</i>	426
	<i>Nov</i>	385
	<i>Dec</i>	480
	Total	3876

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

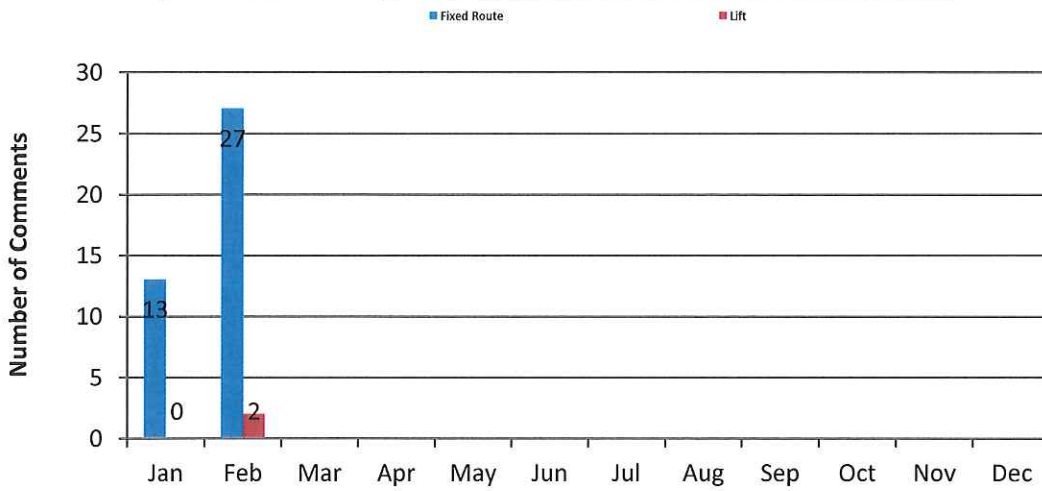
2016	<i>Jan</i>	330
	<i>Feb</i>	458
	<i>Mar</i>	482
	<i>Apr</i>	770
	<i>May</i>	575
	<i>Jun</i>	675
	<i>Jul</i>	686
	<i>Aug</i>	786
	<i>Sep</i>	762
	<i>Oct</i>	830
	<i>Nov</i>	735
	<i>Dec</i>	422
	Total	7511

2017	<i>Jan</i>	503
	<i>Feb</i>	521
	<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	1024

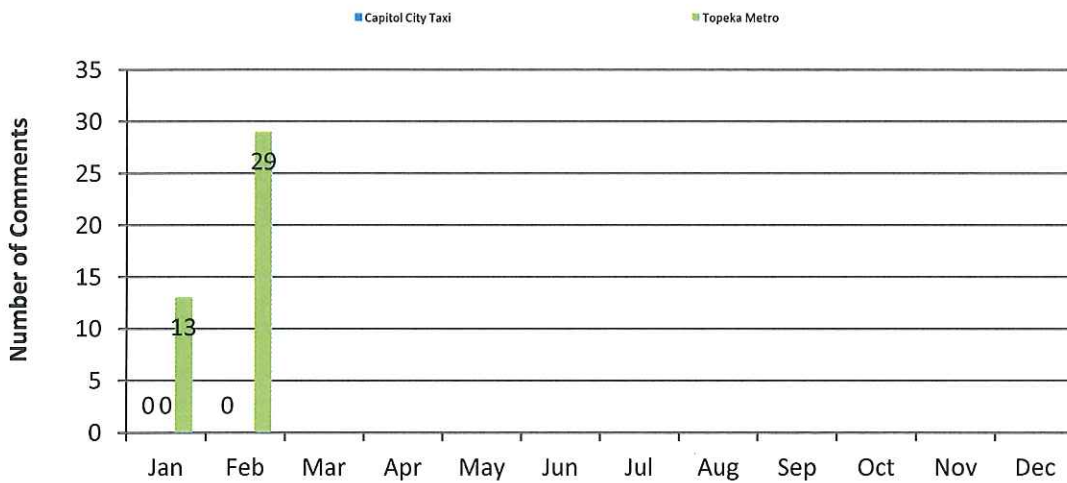
2017 Passenger Comments Per Type



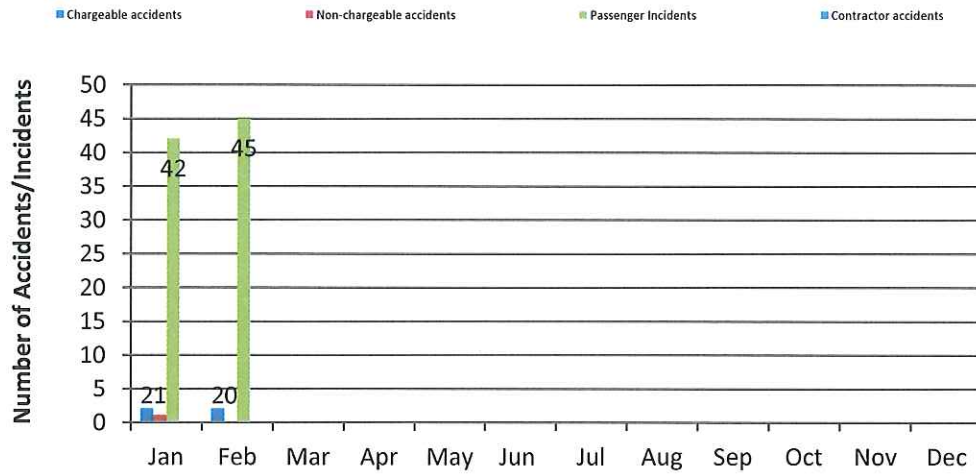
2017 Passenger Comments Per TMTA Service



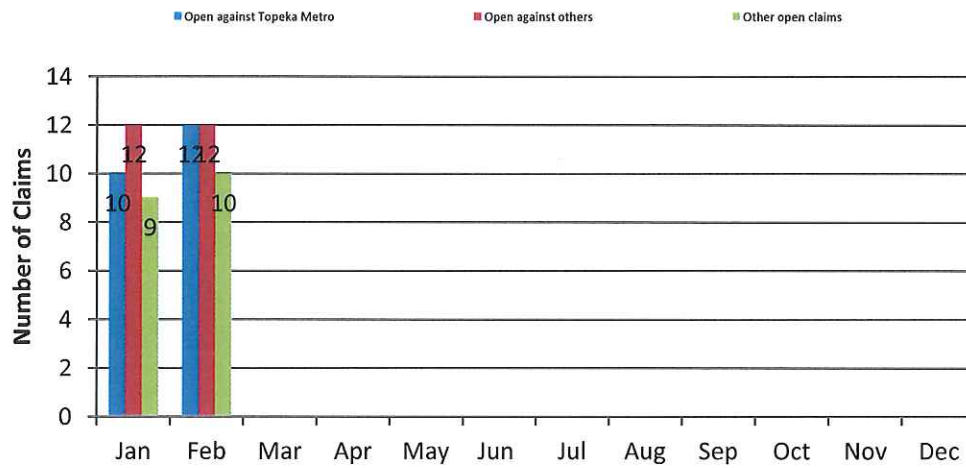
2017 Passenger Comments Per Provider



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					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	18	11	3	2	34	0	0	0