

# Topeka Metro Operations Report

May 2018

<b>May Operating Days:</b>	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/28/18</i>
	0	Limited holiday service
	31	Total days in May

**Passenger Comments:**

<table border="0"> <tr> <td style="text-align: right;">21</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">1</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	21	Fixed Route	1	Lift	22	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; border-bottom: 1px solid black;">22</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	22	Topeka Metro	22	Total Comments	<table border="0"> <tr> <td style="text-align: right;">16</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">1</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">5</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">22</td> <td>Total Comments</td> </tr> </table>	16	Complaints	1	Compliments	5	Incidents	22	Total Comments
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**Comment Issues:**

- Other/General (11)
- Passed By (4)
- Unsafe Driving (4)
- Route (3)

**Operations Accidents & Incidents (as of May 31st, 2018):**

	Month of		
	May	2018	FY 2018
TMTA Chargeable accidents	0	6	16
TMTA Non-chargeable accidents	1	6	15
Contractor accidents	0	0	1
Passenger incidents	21	116	278
	22	128	310

<b>Current Self-Insurance Files:</b>	8	Open files against Topeka Metro
	11	Open files against others
	13	Other
	32	Total open files

## May Shuttles, Promotions, and Events

**Washburn Students (5/1-5/31):** 3,969 rides (212,307 total trips Aug 1, 2014 - May 31, 2018)

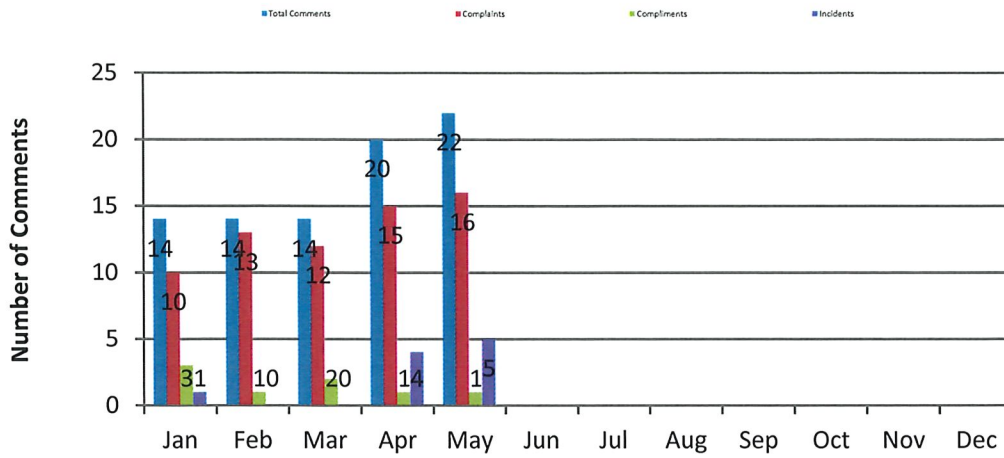
**FREEdom Pass Ridership (5/1-5/31):** 687 rides (30,152 total trips Aug 1, 2013 - May 31, 2018)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	3647 so far

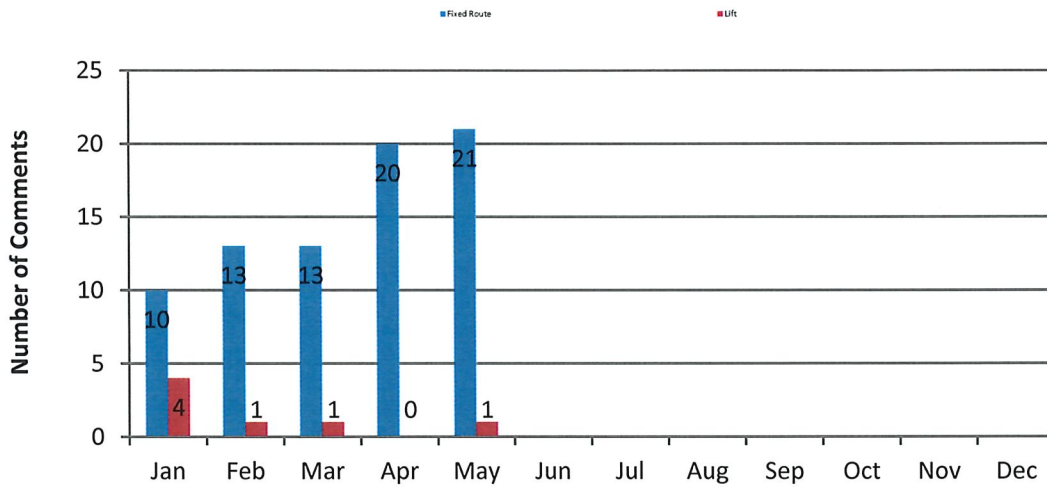
<b>Amtrak (5/1-5/31):</b>	6 rides in May
<b>Flex Zone Ridership (5/1-5/31):</b>	32 Flex rides
<b>Bikes on the Bus Ridership (5/1-5/31):</b>	1,130 bikes on the fixed route
<b>City Employees Ride Free (5/1-5/31):</b>	90 fixed route rides
<b>Seniors Ride Free (5/1-5/31):</b>	9,158 fixed route rides
<b>United Way Tour (5/3):</b>	69 shuttle trips
<b>Public Employees Ride Free Week (5/7-5/12):</b>	165 fixed route rides
<b>Know Your City Shuttle (5/8):</b>	84 shuttle trips
<b>Washburn Tech Graduation Shuttle (5/10):</b>	76 shuttle trips
<b>United Way Tour (5/11):</b>	30 shuttle trips
<b>Washburn University Graduation Shuttle (5/12):</b>	28 shuttle trips
<b>Girls on the Run Shuttle (5/12):</b>	27 shuttle trips
<b>Kids Ride Free (5/15-8/15)</b>	5,823 fixed route trips
5/15-5/31	5,823
6/1-6/30	
7/1-7/31	
8/1-8/15	
<b>Brown vs. Board Anniversary Event (5/19):</b>	82 shuttle trips
<b>Other Operational and Promotional Activities:</b>	
<b>THA Bus Shelter Ribbon Cutting Event at 10th &amp; Wear (5/4)</b>	
<b>Outreach at the Senior Community Wellness Fair (5/5)</b>	
<b>Spring/Summer Service Update in Effect (5/6)</b>	
<b>Momentum 2022 Press Event at TPAC (5/9)</b>	
<b>SM&amp;SH Summit - Operator Robert Distefano Received the Andrea Rakocy Burton Hospitality Award (5/10)</b>	
<b>Quincy Elementary How to Ride (5/10)</b>	
<b>Emergency Response Service Provided to TPD at Protest Demonstrations (5/14, 5/21, and 5/29)</b>	
<b>Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/16)</b>	
<b>Mandatory Wheelchair Securement and Passenger Assistance Training for CCT Drivers (5/18)</b>	
<b>Brown vs. Board Internship Program How to Ride (5/30)</b>	
<b>Two FREEdom Pass How to Ride Clinics</b>	

**A total of 2,801 new Income Program ID's have been issued since March 2015.  
408 additional Income Program recertification ID's have been issued since April 2016.**

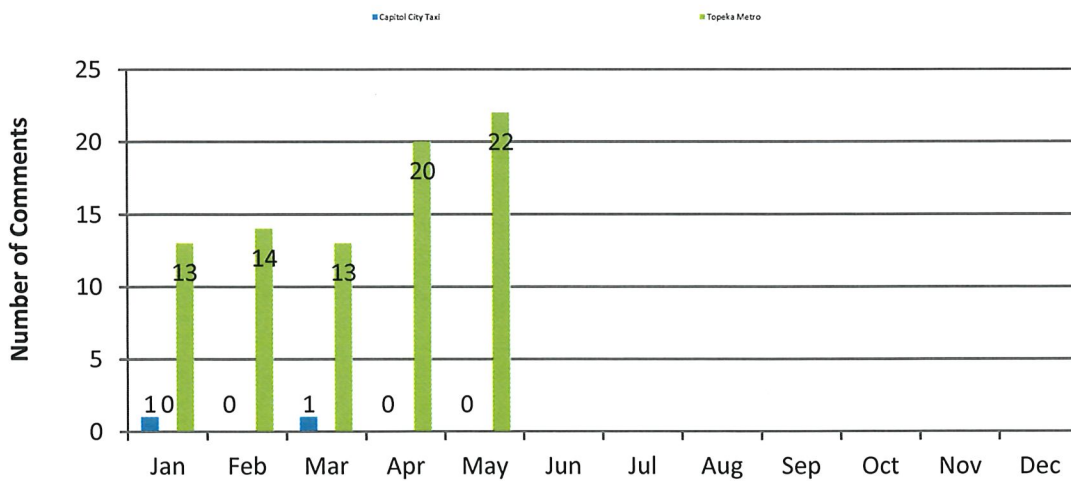
## 2018 Passenger Comments Per Type



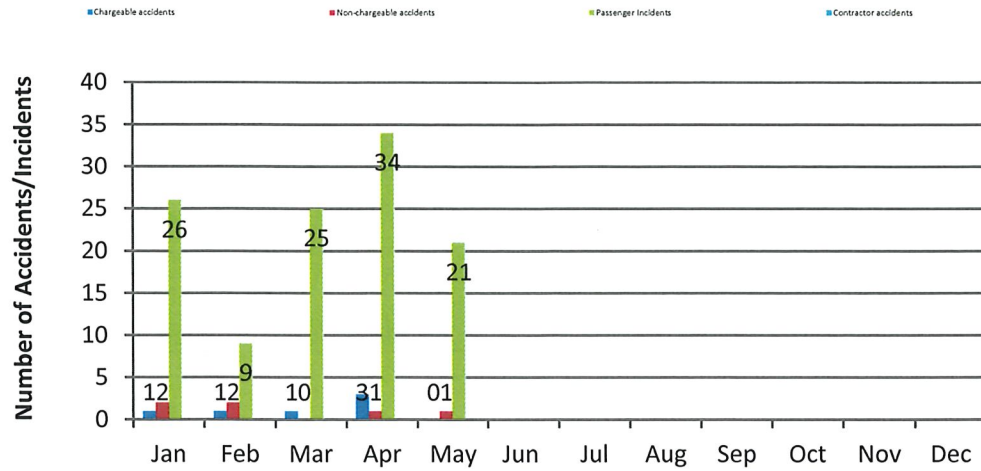
## 2018 Passenger Comments Per TMTA Service



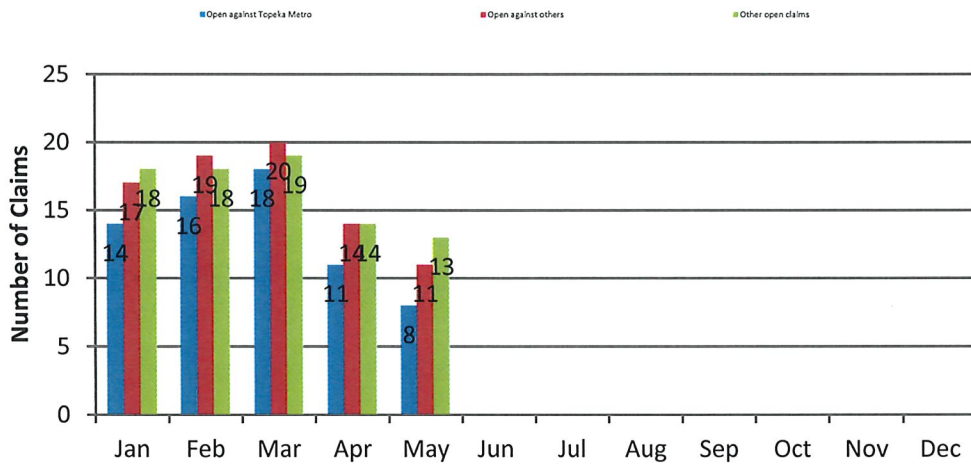
## 2018 Passenger Comments Per Provider



## 2018 Accident & Incidents



## Current 2018 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 2018	18	15	1	1	35	0	0	0
Feb 2018	4	4	0	0	8	0	0	0
Mar 2018	10	13	3	0	26	0	0	0
Apr 2018	19	19	0	1	39	1	1	0
May 2018	12	14	0	0	26	0	0	0
Jun 2018					0			
Jul 2018					0			
Aug 2018					0			
Sep 2018					0			
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
<b>Year 2018 Total</b>	<b>63</b>	<b>65</b>	<b>4</b>	<b>2</b>	<b>134</b>	<b>1</b>	<b>1</b>	<b>0</b>