

Topeka Metro Operations Report

June 2019

June Operating Days:	25	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

Passenger Comments:

21	Fixed Route	1	Capitol City Taxi	21	Complaints
3	Lift	23	Topeka Metro	1	Compliments
24	Total Comments	24	Total Comments	2	Incidents
				24	Total Comments

Comment Issues:

- Other/General **(11)**
- Passed By **(5)** - none substantiated
- Unsafe Driving **(3)**
- Operator **(3)**
- Lift Late Trip **(2)**

Operations Accidents & Incidents (as of June 30th, 2019):

	Month of		Total for
	June	2019	
TMTA Chargeable accidents	1	6	13
TMTA Non-chargeable accidents	2	8	12
Contractor accidents	0	1	2
Passenger incidents	28	146	293
	31	161	320

Current Self-Insurance Files:	5	Open files against Topeka Metro
	8	Open files against others
	2	Other
	15	Total open files

June Shuttles, Promotions, and Events

Washburn Students (6/1 thru 6/30): 2,314 rides (257,568 total trips Aug 1, 2014 - Jun 30, 2019)

FREEdom Pass Ridership (6/1 thru 6/30): 891 rides (38,901 total trips Aug 1, 2013 - Jun 30, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	3517 (so far this year)

Amtrak (6/1 thru 6/30): No rides in June

Flex Zone Ridership (6/1 thru 6/30): 38 Flex rides

Bikes on the Bus Ridership (6/1 thru 6/30): 980 bikes on the fixed route

City Employees Ride Free (6/1 thru 6/30):

116 fixed route rides

Kids Ride Free:

20,702 total fixed route rides so far

5/15-5/31 6,312

6/1-6/30 14,390

Camp Topeka Shuttles:

879 total shuttle trips

6/3 114

6/5 102

6/6 100

6/7 165

6/24 69

6/26 88

6/27 152

6/28 89

Deer Creek Reading Route:

274 total shuttle trips

6/4 63

6/11 63

6/18 61

6/25 87

Kansas Leadership Shuttles (6/11):

532 total shuttle trips

6/10 96

6/11 175

6/12 68

6/13 124

6/14 69

Dump the Pump Day (6/20):

4,111 fixed route rides

Other Operational and Promotional Activities:

Mandatory Safety Training for All Employees (6/12 and 6/13)

COO and SSS Met with TPD Chief Cochran Regarding Bus Shelters (6/14)

Graduation of Two Bus Operator Trainees (6/14)

Operator Safety & Security Work Group Meeting (6/15)

Graduation of Four Bus Operator Trainees (6/21)

Attended the Washburn Tech East Facility Ribbon Cutting (6/21)

Topeka Metro Employee Picnic at Gage Park (6/23)

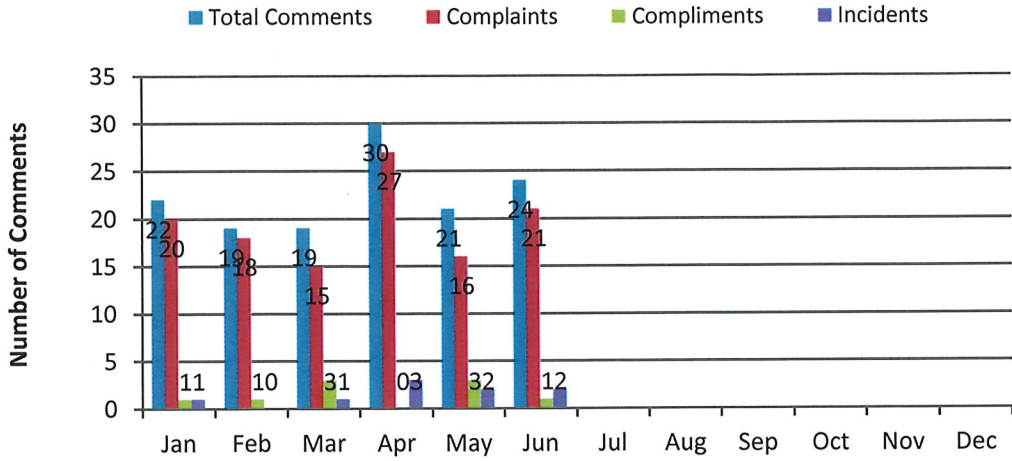
Managers Attended FTA Triennial Review Workshop in Kansas City (6/24 and 6/25)

Camp Metro Held Tabling Events at Farmer's Market (2) and Washburn University (6)

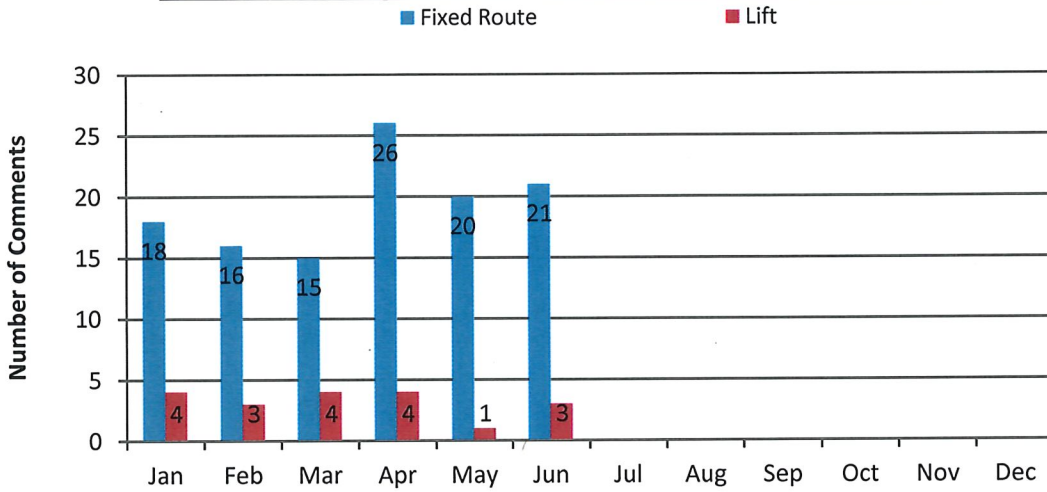
Camp Metro Provided Four How-to-Ride Clinics to Youth Camps/Groups

Two FREEdom Pass How to Ride Clinics

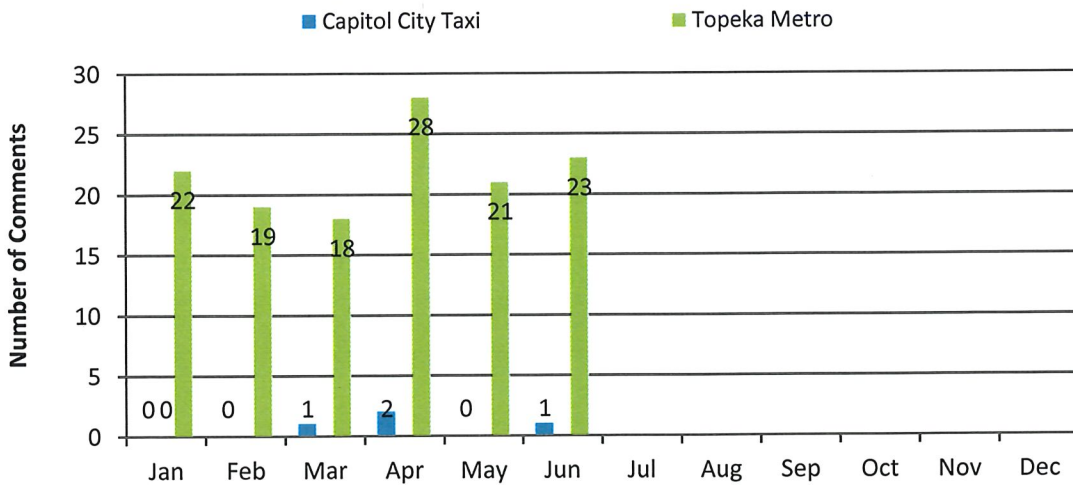
2019 Passenger Comments Per Type



2019 Passenger Comments Per TMTA Service

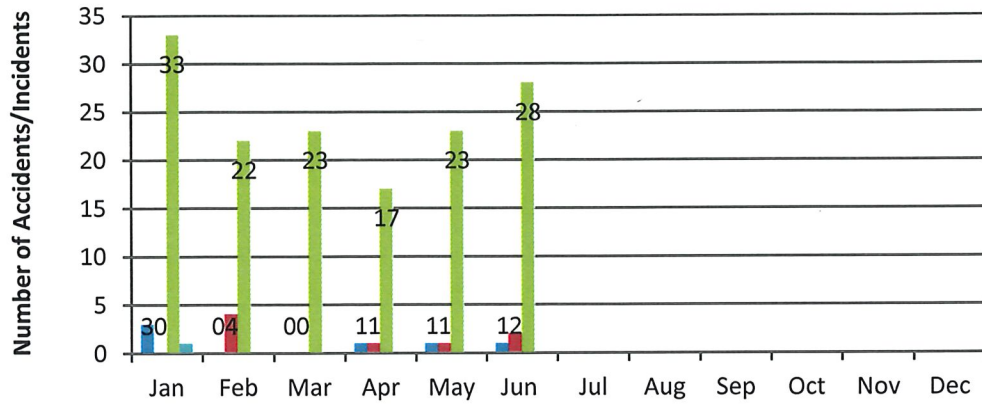


2019 Passenger Comments Per Provider



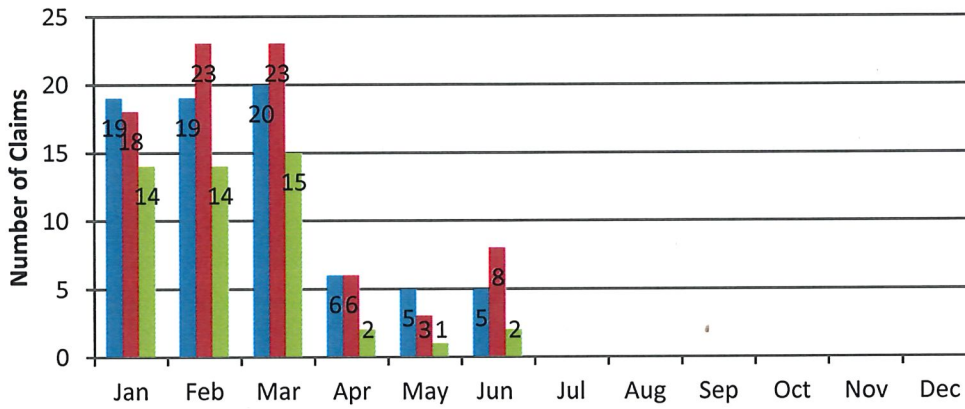
2019 Accident & Incidents

■ Chargeable accidents
 ■ Non-chargeable accidents
 ■ Passenger Incidents
 ■ Contractor accidents



Current 2019 Open Claims

■ Open against Topeka Metro
 ■ Open against others
 ■ Other 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 2019	15	18	1	1	35	0	0	0
Feb 2019	9	17	1	1	28	0	0	0
Mar 2019	16	10	0	1	27	0	0	0
Apr 2019	16	18	3	0	37	0	0	0
May 2019	6	5	1	0	12	1	1	0
Jun 2019	6	10	2	0	18	0	0	*
Jul 2019					0			
Aug 2019					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	68	78	8	3	157	1	1	0

* In addition to the two temporary apps, June 2019 had two temporary visitors who were not required to complete an application for a total of four registered.