

# Topeka Metro Operations Report

January 2018

<b>January Operating Days:</b>	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day 1/1</i>
	1	Limited holiday service: <i>Martin Luther King Day 1/15</i>
	31	Total days in January

**Passenger Comments:**

<table border="0"> <tr><td style="text-align: right;">10</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">4</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	10	Fixed Route	4	Lift	14	Total Comments	<table border="0"> <tr><td style="text-align: right;">1</td><td>Capitol City Taxi</td></tr> <tr><td style="text-align: right;">13</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	13	Topeka Metro	14	Total Comments	<table border="0"> <tr><td style="text-align: right;">10</td><td>Complaints</td></tr> <tr><td style="text-align: right;">3</td><td>Compliments</td></tr> <tr><td style="text-align: right;">1</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	10	Complaints	3	Compliments	1	Incidents	14	Total Comments
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**Comment Issues:**

- Operator (3)
- Other/General (8)
- Fixed Route Missed Trip (2)
- Unsafe Driving (1)

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

	Month of		
	January	2018	FY 2018
TMTA Chargeable accidents	1	1	11
TMTA Non-chargeable accidents	2	2	11
Contractor accidents	0	0	1
Passenger incidents *	26	26	188
	29	29	211

*\*One additional incident was added to December by Legal after the December Operations report had been created.*

<b>Current Self-Insurance Files:</b>	14	Open files against Topeka Metro
	17	Open files against others
	18	Other
	49	Total open files

## January Shuttles, Promotions, and Events

<b>Washburn Students (1/1-1/31):</b>	4,031 rides (196,021 total trips Aug 1, 2014 - Jan 31, 2018)
<b>FREEdom Pass Ridership (1/1-1/31):</b>	629 rides (27,134 total trips Aug 1, 2013 - Jan 31, 2018)
<b>Amtrak (1/1-1/31):</b>	1 ride in January
<b>Flex Zone Ridership (1/1-1/31):</b>	39 Flex rides
<b>Bikes on the Bus Ridership (1/1-1/31):</b>	648 bikes on the fixed route
<b>"Winter Fling" Families Ride Free Promotion (12/23-1/2):</b>	1,777 rides on the fixed route
<b>Top City Teachers Shuttle (1/5):</b>	50 shuttle trips

**Other Operational and Promotional Activities:**

*City Employees Ride Free Program Launch (1/1)*

*SOTO Ride-to-Work Pilot Program Full Launch (1/1)*

*Free Coffee for Passengers at QSS (1/3, 1/4, 1/5, 1/12, 1/15, 1/16)*

*Advisory Committee on Accessible Transportation Services (ACATS) Meeting (1/10)*

*Breakthrough House How to Ride (1/11)*

*Inclement Weather Conditions - Sleet (1/11)*

*Inclement Weather Conditions - Snow (1/14 and 1/15)*

*Extremely Cold Temperatures (1/15 and 1/16)*

*Walmart West Bus Stop Change in Effect (1/15)*

*Momentum 2022 Event at QSS (1/16)*

*Momentum 2022 Luncheon at Ramada Inn Downtown (1/18)*

*Capitol City Taxi Quarterly Oversight Meeting (1/19)*

*One FREEdom Pass How to Ride Clinic*

*A total of 2,426 new Income Program ID's have been issued since March 2015.*

*325 additional Income Program recertification ID's have been issued since April 2016.*

**FREEdom Pass Ridership**

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

<b>2014</b>	<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
	<b>Total</b>	<b>3876</b>

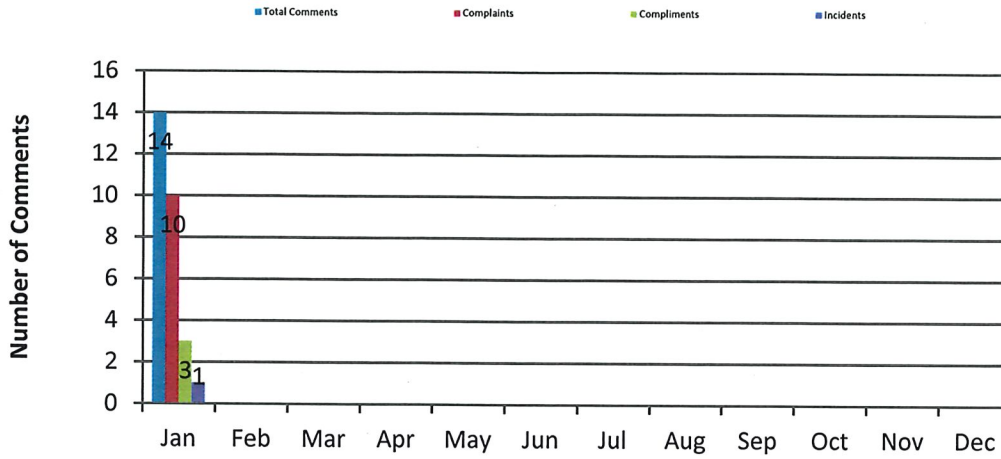
<b>2015</b>	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	<b>Total</b>	<b>6058</b>

<b>2016</b>	<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
	<b>Total</b>	<b>7511</b>

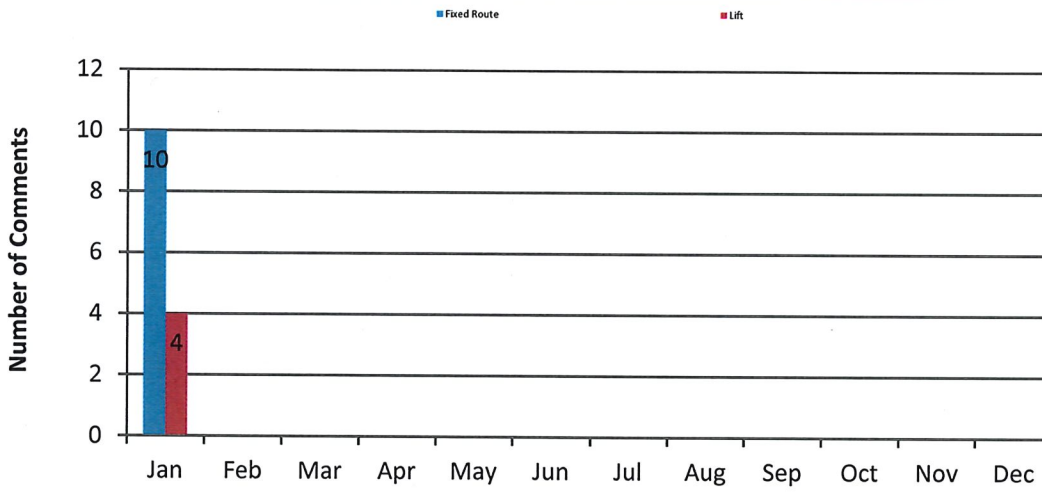
<b>2017</b>	<i>Jan</i>	503
	<i>Feb</i>	521
	<i>Mar</i>	655
	<i>Apr</i>	784
	<i>May</i>	570
	<i>Jun</i>	743
	<i>Jul</i>	616
	<i>Aug</i>	723
	<i>Sep</i>	771
	<i>Oct</i>	760
	<i>Nov</i>	739
	<i>Dec</i>	730
	<b>Total</b>	<b>8115</b>

<b>2018</b>	<i>Jan</i>	629
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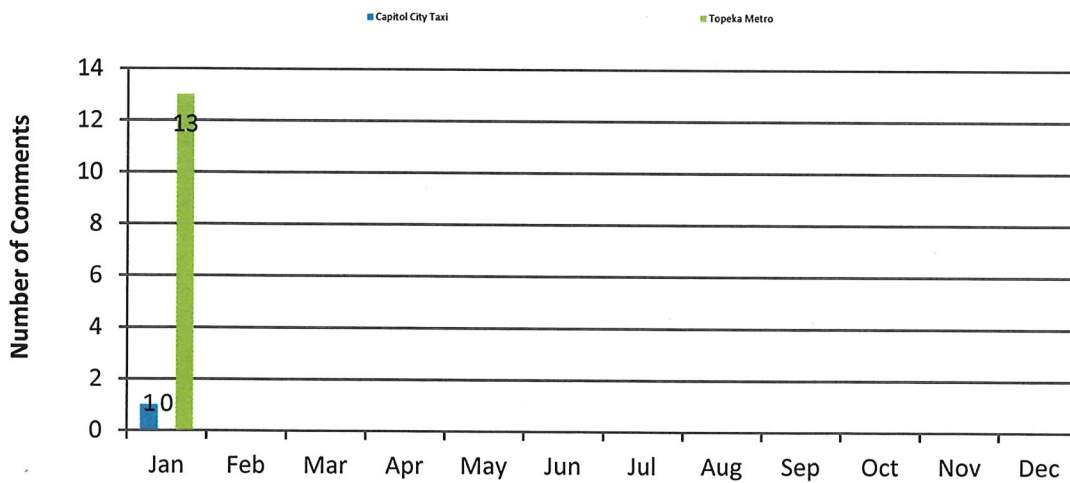
## 2018 Passenger Comments Per Type



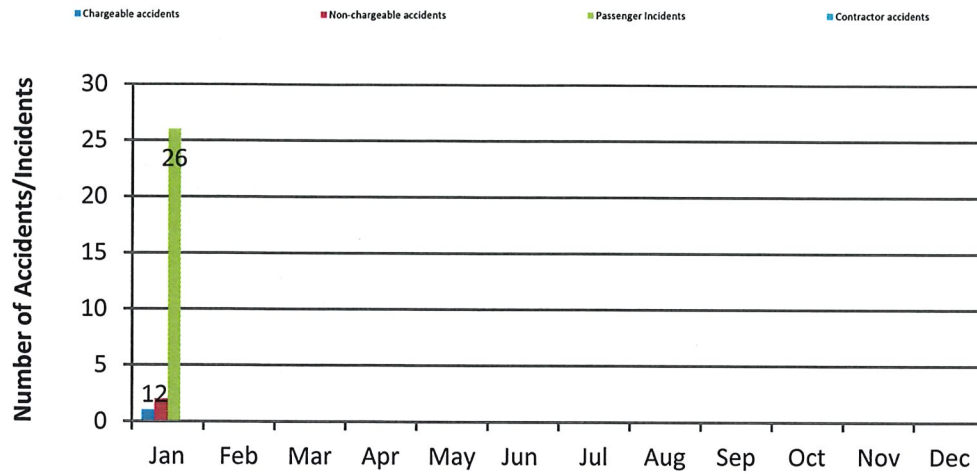
## 2018 Passenger Comments Per TMTA Service



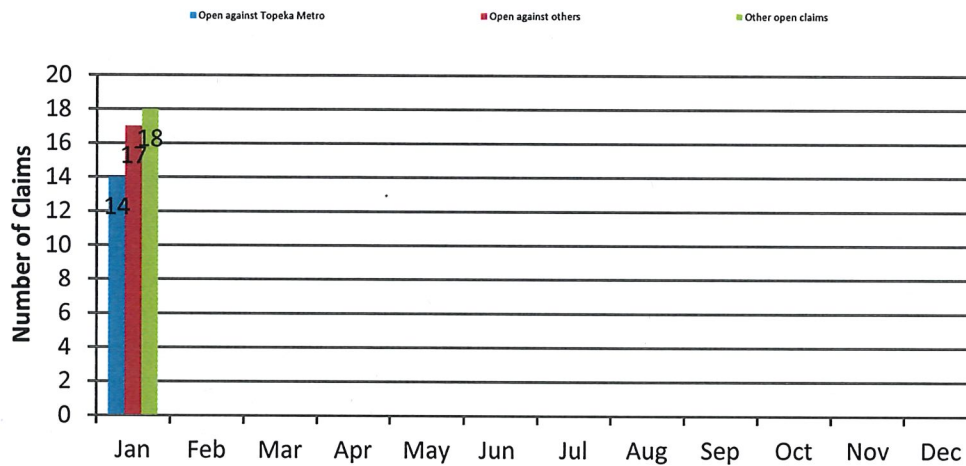
## 2018 Passenger Comments Per Provider



## 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					0			
Mar 2018					0			
Apr 2018					0			
May 2018					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>18</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>