

Topeka Metro Operations Report

September 2019

September Operating Days:	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/2/19</i>
	0	Limited holiday service
	30	Total days in September

Passenger Comments:

<table border="0"> <tr><td>26</td><td>Fixed Route</td></tr> <tr><td>3</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	26	Fixed Route	3	Lift	29	Total Comments	<table border="0"> <tr><td>1</td><td>Capitol City Taxi</td></tr> <tr><td>28</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	28	Topeka Metro	29	Total Comments	<table border="0"> <tr><td>27</td><td>Complaints</td></tr> <tr><td>1</td><td>Compliments</td></tr> <tr><td>1</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">29</td><td>Total Comments</td></tr> </table>	27	Complaints	1	Compliments	1	Incidents	29	Total Comments
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Comment Issues:

- Other/General (14)
- Unsafe Driving (6)
- Passed By (5) - none validated
- Operator (3)
- Lift Late Trip (1)

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

	Month of		
	September	2019	FY 2020
TMTA Chargeable accidents	2	11	5
TMTA Non-chargeable accidents	3	13	5
Contractor accidents	0	2	1
Passenger incidents *	33	219	73
	38	245	84

**Legal Counsel opened a file on 9/9/19 regarding an August incident after the August report had been submitted for record.*

Current Self-Insurance Files:	9	Open files against Topeka Metro
	16	Open files against others
	7	Other
	32	Total open files

September Promotions and Events

Washburn Students (9/1 thru 9/30): 3,772 rides (267,073 total trips Aug 1, 2014 - Sep 30, 2019)

FREEdom Pass Ridership (9/1 thru 9/30): 1,020 rides (42,090 total trips Aug 1, 2013 - Sep 30, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	6706 (so far this year)

<i>Amtrak (9/1 thru 9/30):</i>	2 rides in September
<i>Flex Zone Ridership (9/1 thru 9/30):</i>	29 Flex rides
<i>Bikes on the Bus Ridership (9/1 thru 9/30):</i>	1,266 bikes on the fixed route
<i>City Employees Ride Free (9/1 thru 9/30):</i>	158 fixed route rides

Other Operational and Promotional Activities:

US Foods Joined the NETO Program (9/1)

Monthly Operator Policy Meeting (9/3)

Unifirst Uniform Company was On-site to Perform Bus Operator Uniform Sizing (9/4, 9/5, and 9/12)

New Walmart West Bus Stop Open to Passengers (9/5)

Participated in the Touch-A-Truck Downtown Event (9/7)

The Annual Midwest Transit Conference was held in Kansas City (9/11 thru 9/13)

Attended the First Bikeshare Task Force Meeting (9/13)

Quarterly Operator Safety & Security Work Group Meeting (9/14)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/18)

Retirement Celebration for Bus Operator Becky Hauer - over 13 years of service (9/20)

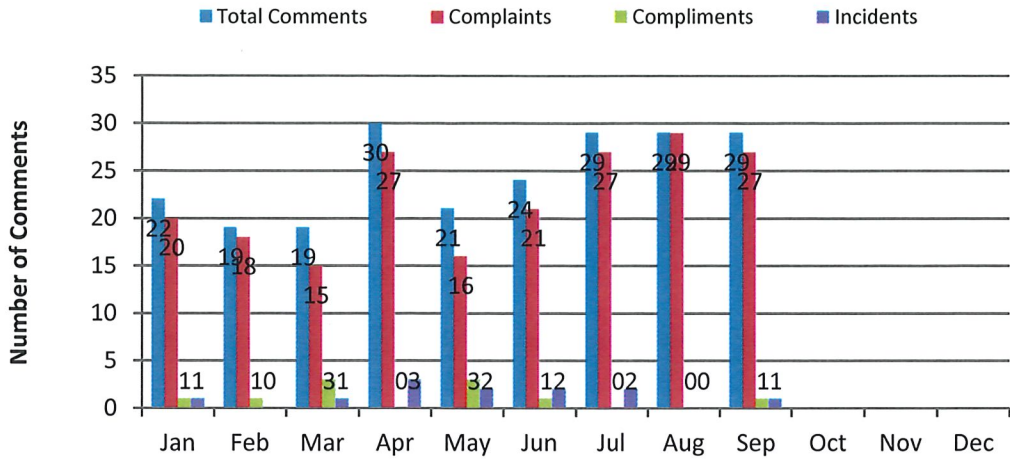
Participated in the Washburn Tech Resource Fair (9/27)

Retirement Celebration for QSS Custodian Wayne Wright (9/27)

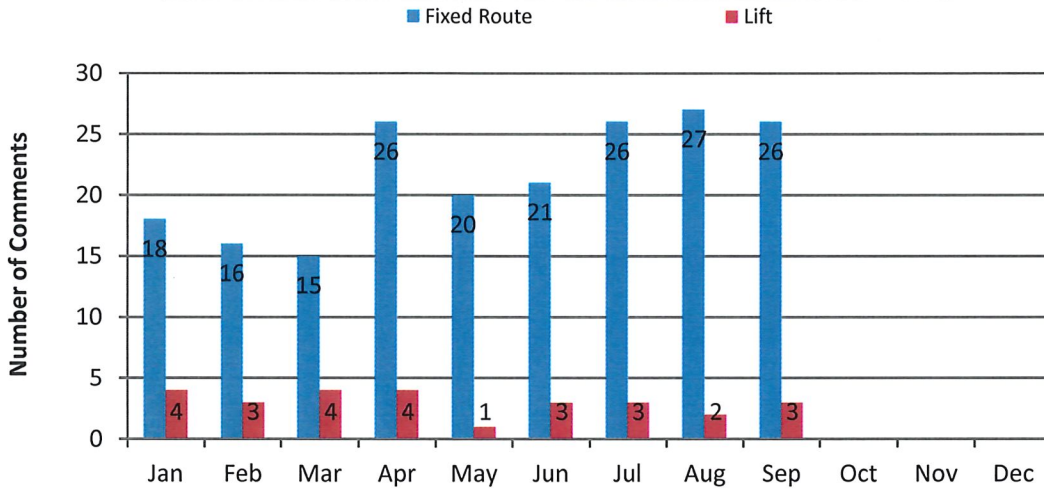
One FREEdom Pass How to Ride Clinics

Note: The State Bus Roadeo competition was postponed from 9/29 until Spring 2020.

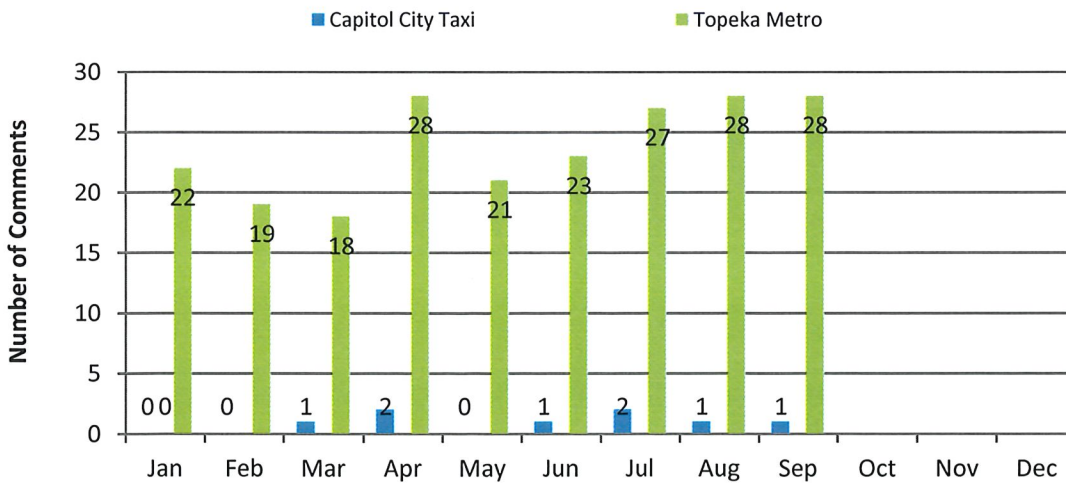
2019 Passenger Comments Per Type



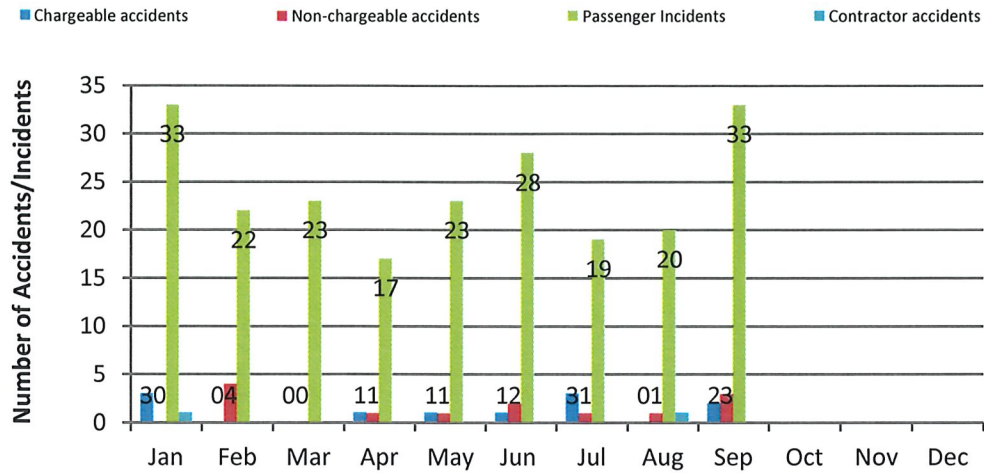
2019 Passenger Comments Per TMTA Service



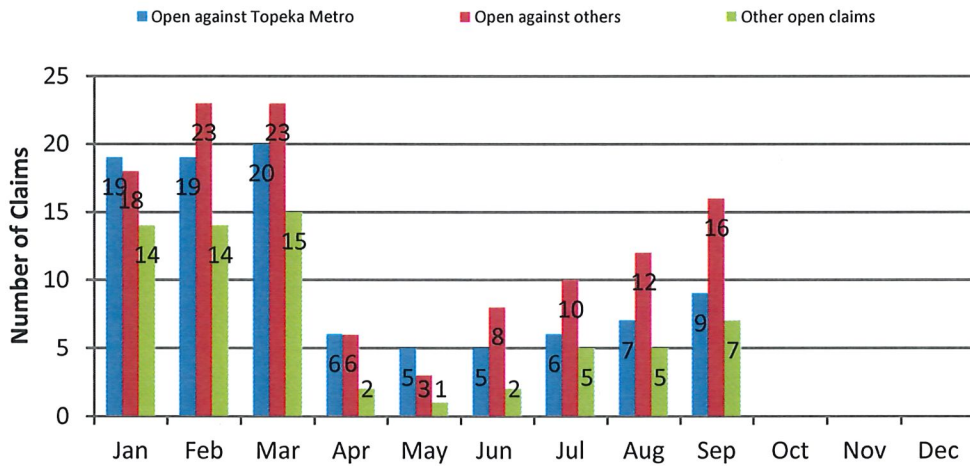
2019 Passenger Comments Per Provider



2019 Accident & Incidents



Current 2019 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	14	10	1	0	25	0	0	0
Aug 2019	12	6	1	0	19	0	0	0
Sep 2019	15	6	0	0	21	0	0	0
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	109	100	10	3	222	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.