

Topeka Metro Operations Report

November 2019

| | | |
|---------------------------------|----|--|
| November Operating Days: | 24 | Normal operating days |
| | 4 | Sundays (no service) |
| | 1 | Holiday with no service: <i>Thanksgiving Day 11/28/19</i> |
| | 1 | Limited holiday service: <i>Thanksgiving Friday 11/29/19</i> |
| | 30 | Total days in November |

Passenger Comments:

| | | |
|-------------------|---------------------|-------------------|
| 18 Fixed Route | 0 Capitol City Taxi | 20 Complaints |
| 2 Lift | 20 Topeka Metro | 0 Compliments |
| 20 Total Comments | 20 Total Comments | 0 Incidents |
| | | 20 Total Comments |

Comment Issues:

- Other/General (10)
- Unsafe Driving (4)
- Passed By (4) - one validated
- Operator (2)

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

| | Month of | | |
|-------------------------------|----------|------|---------|
| | November | 2019 | FY 2020 |
| TMTA Chargeable accidents | 2 | 14 | 8 |
| TMTA Non-chargeable accidents | 1 | 17 | 9 |
| Contractor accidents | 0 | 2 | 1 |
| Passenger incidents | 28 | 281 | 135 |
| | 31 | 314 | 153 |

**Legal Counsel opened a file on 11/15/19 regarding an October incident after the October report had been submitted for record.*

| | | |
|--------------------------------------|----|---------------------------------|
| Current Self-Insurance Files: | 13 | Open files against Topeka Metro |
| | 22 | Open files against others |
| | 3 | Other |
| | 38 | Total open files |

November Promotions and Events

Washburn Students (11/1 thru 11/30): 3,410 rides (274,758 total trips Aug 1, 2014 - Nov 30, 2019)

FREEdom Pass Ridership (11/1 thru 11/30): 711 rides (43,701 total trips Aug 1, 2013 - Nov 30, 2019)

| | |
|------|--------------------------|
| 2013 | 945 |
| 2014 | 3,876 |
| 2015 | 6,058 |
| 2016 | 7,511 |
| 2017 | 8,115 |
| 2018 | 8,879 |
| 2019 | 8,317 (so far this year) |

| | |
|--|---------------------------------|
| Amtrak (11/1 thru 11/30): | 0 rides in November |
| Flex Zone Ridership (11/1 thru 11/30): | 2 Flex rides |
| Bikes on the Bus Ridership (11/1 thru 11/30): | 870 bikes on the fixed route |
| City Employees Ride Free (11/1 thru 11/30): | 134 fixed route rides |
| Veteran's Ride Free Month (11/1 thru 11/30): | 6,168 fixed route rides |
| Free Rides on Election Day (11/5): | 4,797 total free rides provided |
| Fixed Route | 4,577 |
| Paratransit - Lift | 94 |
| Paratransit - CCT | 126 |

Other Operational and Promotional Activities:

Operator Vacation Choose-up Began (11/1)

Participated in the Community Baby Shower Event (11/2)

Monthly Operator Policy Meeting (11/5)

Mandatory Operations Safety Training (11/6 and 11/7)

Bikeshare Taskforce Meeting (11/8)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/13)

Double Map Installation of Bus Technology Project Hardware on Fixed Route Buses (11/13 thru 11/16)

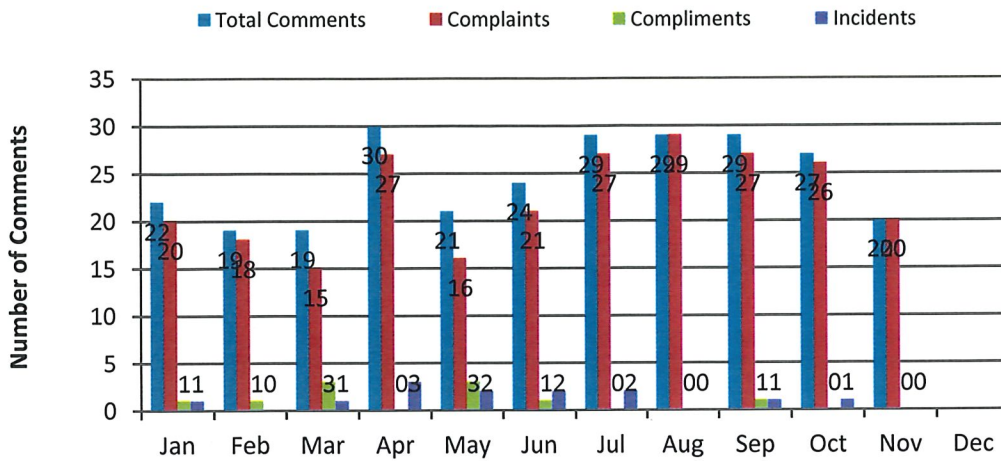
Quarterly Operator Safety & Security Work Group Meeting (11/16)

Double Map Software Training for Employees (11/19)

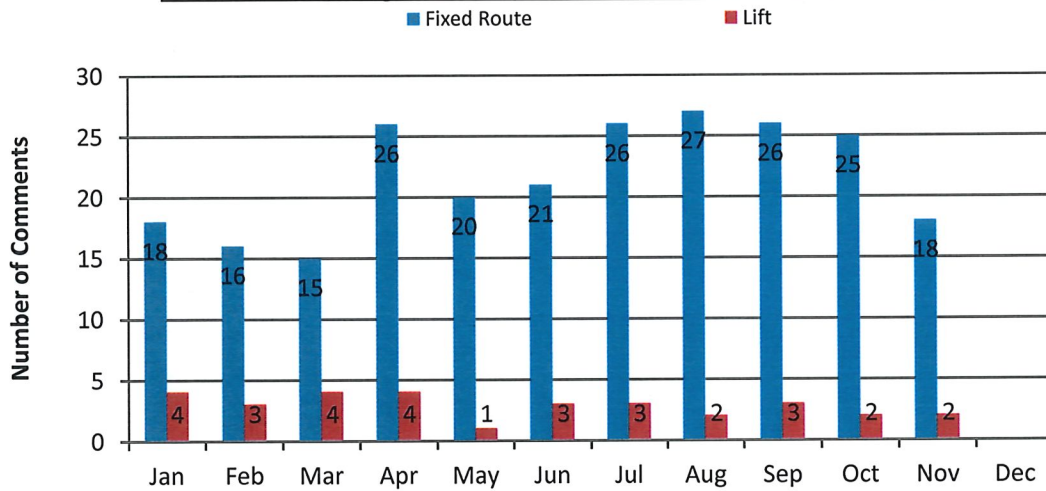
Distributed Holiday Turkeys & Hams to Employees (11/24)

Two FREEdom Pass How to Ride Clinics

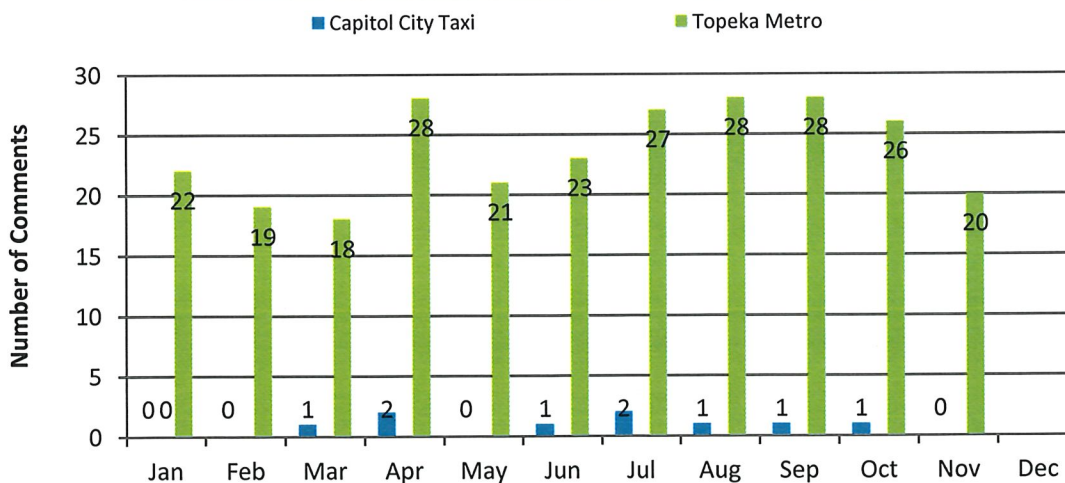
2019 Passenger Comments Per Type



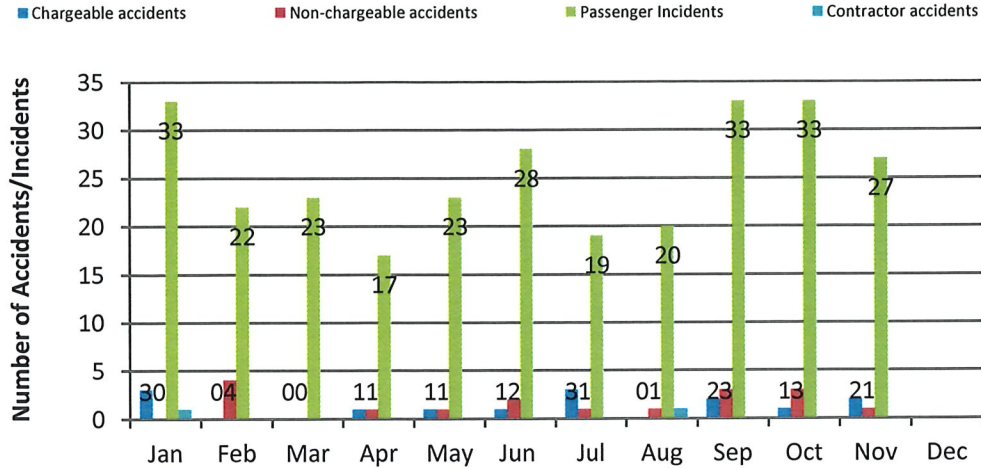
2019 Passenger Comments Per TMTA Service



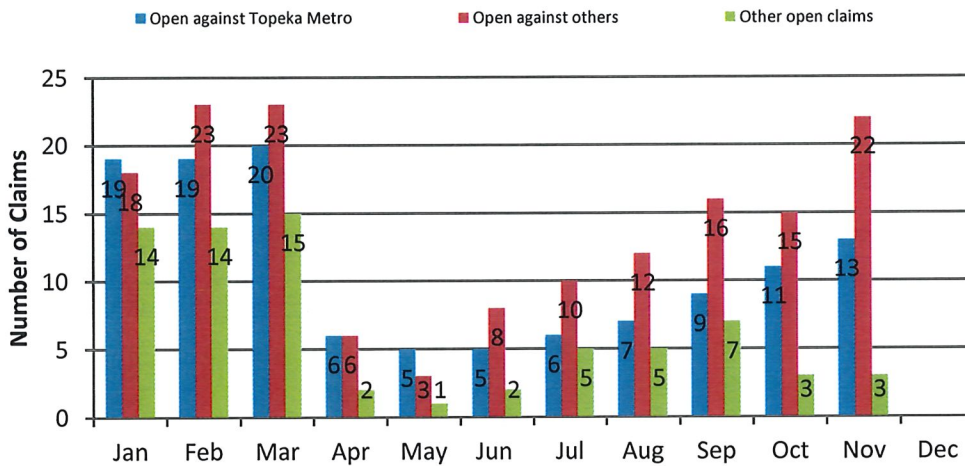
2019 Passenger Comments Per Provider



2019 Accident & Incidents



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 | 21 | 17 | 0 | 0 | 38 | 0 | 0 | 0 |
| Nov 2019 | 12 | 10 | 2 | 0 | 24 | 0 | 0 | 0 |
| Dec 2019 | | | | | 0 | | | |
| Year 2019 Total | 142 | 127 | 12 | 3 | 284 | 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.