

Topeka Metro Operations Report

February 2019

February Operating Days:	24	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<u>28</u>	Total days in February

Passenger Comments:

16	Fixed Route	0	Capitol City Taxi	18	Complaints
3	Lift	19	Topeka Metro	1	Compliments
<u>19</u>	Total Comments	<u>19</u>	Total Comments	<u>0</u>	Incidents
				<u>19</u>	Total Comments

Comment Issues: Other/General (12)
 Operator (4)
 Vehicle (1)
 Unsafe Driving (1)
 Passed By (1) *un-substantiated*

Operations Accidents & Incidents (as of February 28th, 2019):

	Month of		
	February	2019	FY 2019
TMTA Chargeable accidents	0	3	10
TMTA Non-chargeable accidents	4	4	8
Contractor accidents	0	1	2
Passenger incidents	<u>22</u>	<u>55</u>	<u>202</u>
	26	63	222

Current Self-Insurance Files:	19	Open files against Topeka Metro
	23	Open files against others
	<u>14</u>	Other
	56	Total open files

February Shuttles, Promotions, and Events

Washburn Students (2/1-2/28): 4,098 rides (243,934 total trips Aug 1, 2014 - Feb 28, 2019)

FREEdom Pass Ridership (2/1-2/28): 380 rides (36,239 total trips Aug 1, 2013 - Feb 28, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	855 (so far)

Amtrak (2/1-2/28): 9 rides in February

Flex Zone Ridership (2/1-2/28): 101 Flex rides

Bikes on the Bus Ridership (2/1-2/28): 404 bikes on the fixed route

<i>City Employees Ride Free (2/1-2/28):</i>	89 fixed route rides
<i>Know Your City Shuttle (2/6):</i>	45 shuttle trips
<i>LEAF Shuttle (2/18):</i>	49 shuttle trips
<i>Washburn University International Shuttle (2/22):</i>	108 shuttle trips
<i>United Way Tour (2/26):</i>	91 shuttle trips

Other Operational and Promotional Activities:

"Stuff the Bus" Event at Fairlawn Dillons (2/2)

*Ice Storm (2/6) - **no chargeable accidents!***

Free Coffee for Passengers at QSS (2/6 thru 2/8)

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (2/12)

Shawnee Heights High School How-to-Ride (2/12)

*Snow Storm (2/15) - **no chargeable accidents!***

New Flyer Electric Bus Demonstration & Media Event - California & West 21st Routes (2/18 thru 2/21)

Washburn University Japanese Student How-to-Ride (2/18)

*Snow Storm (2/20) - **no chargeable accidents!***

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (2/22)

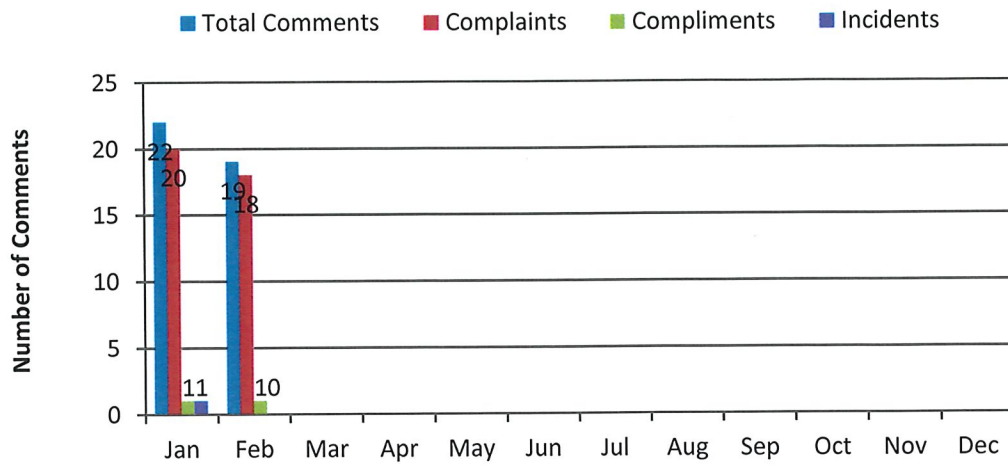
Participated in Transit Day at the Statehouse (2/27)

Free Coffee for Passengers at QSS (2/27 thru 3/1)

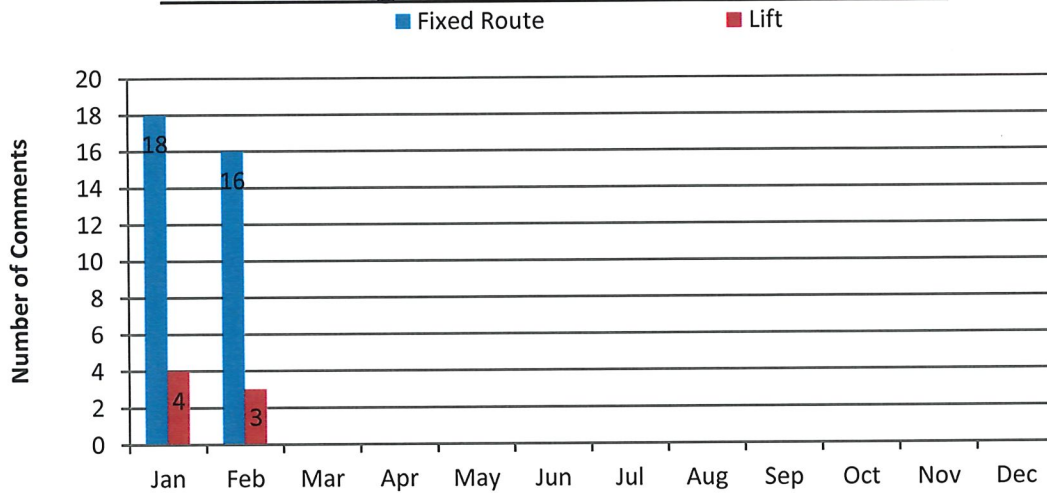
A total of 3,542 new Income Program ID's have been issued since March 2015.

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

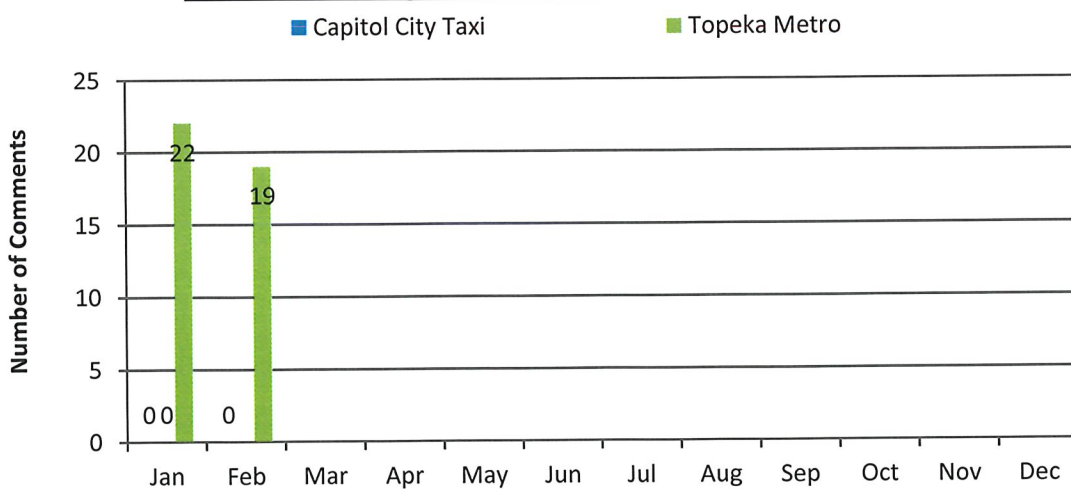
2019 Passenger Comments Per Type



2019 Passenger Comments Per TMTA Service

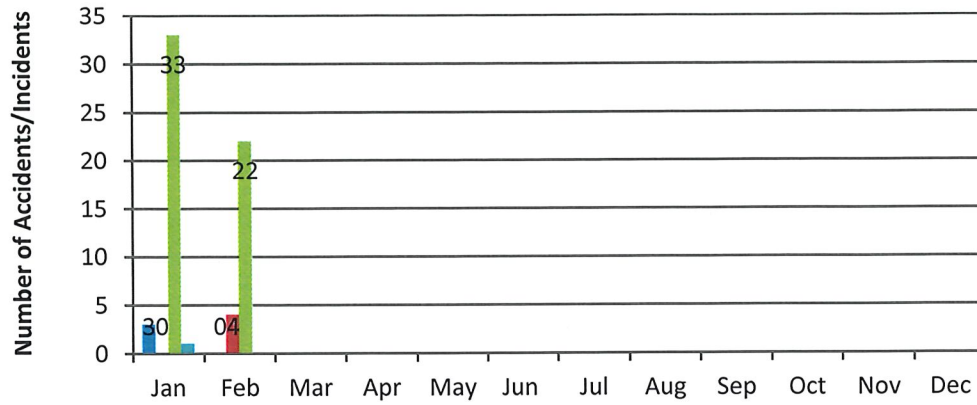


2019 Passenger Comments Per Provider



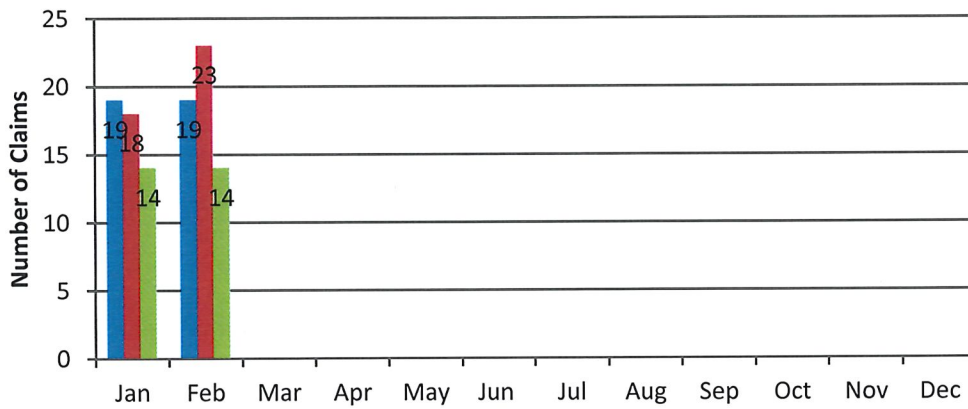
2019 Accident & Incidents

■ 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					0			
Apr 2019					0			
May 2019					0			
Jun 2019					0			
Jul 2019					0			
Aug 2019					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	24	35	2	2	63	0	0	0