

Topeka Metro Operations Report

July 2018

July Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Independence Day 7/4</i>
	0	Limited holiday service
	31	Total days in July

Passenger Comments:

<table border="0"> <tr><td>19</td><td>Fixed Route</td></tr> <tr><td>3</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">22</td><td>Total Comments</td></tr> </table>	19	Fixed Route	3	Lift	22	Total Comments	<table border="0"> <tr><td>1</td><td>Capitol City Taxi</td></tr> <tr><td>21</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">22</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	21	Topeka Metro	22	Total Comments	<table border="0"> <tr><td>13</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>9</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">22</td><td>Total Comments</td></tr> </table>	13	Complaints	0	Compliments	9	Incidents	22	Total Comments
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- Comment Issues:**
- Other/General (6)
 - Unsafe Driving (4)
 - Passed By (4)
 - Operator (3)
 - Lift Late Trip (3)
 - F/R Late Trip (1)
 - Vehicle (1)

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

	Month of		
	July	2018	FY 2019
TMTA Chargeable accidents	2	9	2
TMTA Non-chargeable accidents	0	6	0
Contractor accidents	0	0	0
Passenger incidents	24	170	24
	26	185	26

Current Self-Insurance Files:	10	Open files against Topeka Metro
	11	Open files against others
	17	Other
	38	Total open files

July Shuttles, Promotions, and Events

Washburn Students (7/1-7/31): 1,835 rides (217,628 total trips Aug 1, 2014 - Jul 31, 2018)

FREEdom Pass Ridership (7/1-7/31): 769 rides (31,649 total trips Aug 1, 2013 - Jul 31, 2018)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	5144 so far

Amtrak (7/1-7/31):		1 ride in July
Flex Zone Ridership (7/1-7/31):		19 Flex rides
Bikes on the Bus Ridership (7/1-7/31):		1,356 bikes on the fixed route
City Employees Ride Free (7/1-7/31):		148 fixed route rides
Kids Ride Free (5/15-8/15)		31,611 fixed route trips so far this summer
5/15-5/31	5,823	
6/1-6/30	12,466	
7/1-7/31	13,322	
8/1-8/15		
Deer Creek Reading Route:		346 shuttle trips
Tuesday 7/3	59	
Tuesday 7/10	32	
Tuesday 7/17	69	
Tuesday 7/24	61	
Tuesday 7/31	125	
Midwest Health Aquatic Center Shuttle:		852 shuttle trips
Tuesday 7/3	83	
Thursday 7/5	108	
Tuesday 7/10	100	
Thursday 7/12	118	
Tuesday 7/17	62	
Thursday 7/19	163	
Tuesday 7/24	64	
Thursday 7/26	29	
Tuesday 7/31	125	
Spirit of Kansas Shuttles (7/4):		498 shuttle trips
Downtown NOTO Express Shuttle (7/6):		27 shuttle trips
Visit Topeka "Camp Topeka" Shuttles:		624 shuttle trips
Monday 7/9	110	
Tuesday 7/10	57	
Wednesday 7/11	92	
Friday 7/13	75	
Monday 7/16	74	
Tuesday 7/17	69	
Wednesday 7/18	64	
Friday 7/20	83	
Kevin Siek Freedom Ride Day on the Lift (7/26):		178 free trips on the Lift Service (100 CCT + 78 TMTA)
Other Operational and Promotional Activities:		
Metro Information Table at the SCPL's Farmer's Market (7/2)		
Free Metro Bag with 31-day or Annual Pass or Lift Ticket Purchase (Tuesdays & Thursdays 7/3 thru 7/31)		
Metro Information Table at the East Topeka Farmer's Market (7/3)		
TILRC's George Wolf Interns How to Ride (7/9)		

Bus Shelter Media Event at 6th & Polk (7/11)

Kennedy Academy How to Ride (7/12)

Breakthrough House How to Ride (7/13)

Metro Information Table at the SCPL's Farmer's Market (7/16)

Metro Information Table at the East Topeka Farmer's Market (7/17)

Passport to Adventure Summer Camp How to Ride (7/19)

Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/19)

Capitol City Taxi Quarterly Oversight Meeting (7/20)

Camp Connections North How to Ride (7/23)

Metro Information Table at the East Topeka Farmer's Market (7/24)

Mandatory EAP and Operations Safety Training (7/24 and 7/25)

Participated in the Zonar Pre-trip Inspection Demo at Manhattan ATA (7/25)

Student Outreach at THS and HPHS Enrollment (7/26)

Topeka Lutheran School How to Ride (7/26)

Participated in TILRC's ADA Anniversary Celebration at Garfield Park (7/27)

Metro Information Table at the SCPL's Farmer's Market (7/30)

Metro Information Table at the East Topeka Farmer's Market (7/31)

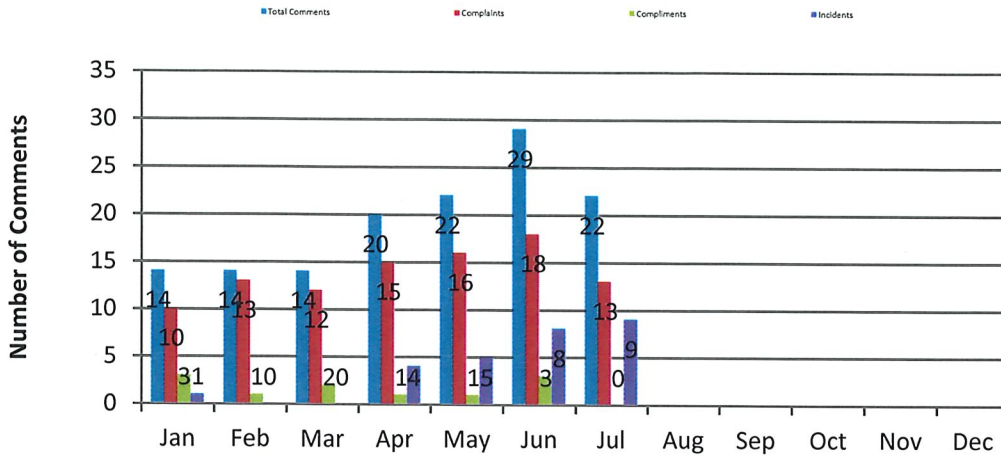
Free Cold Water Bottles were Provided to Passengers on 6 Extremely High Heat Index Days

One FREEdom Pass How to Ride Clinic

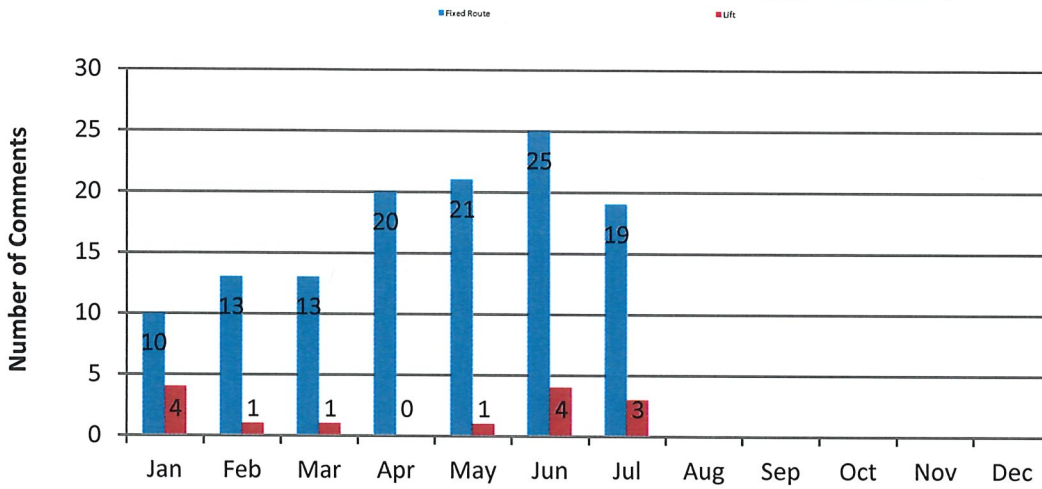
A total of 2,988 new Income Program ID's have been issued since March 2015.

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

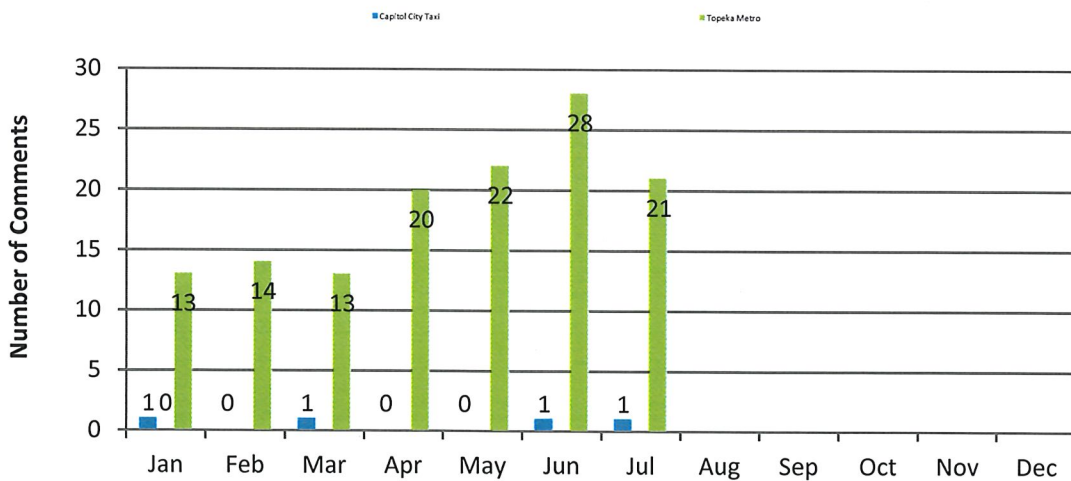
2018 Passenger Comments Per Type



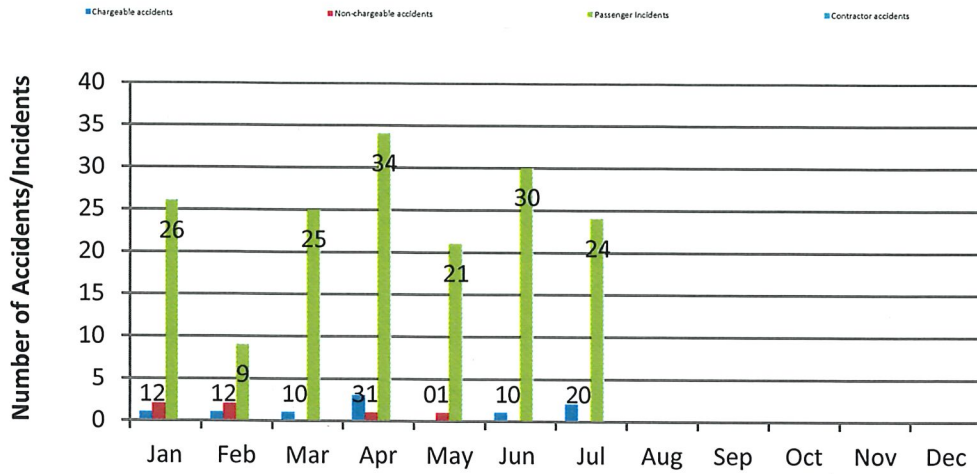
2018 Passenger Comments Per TMTA Service



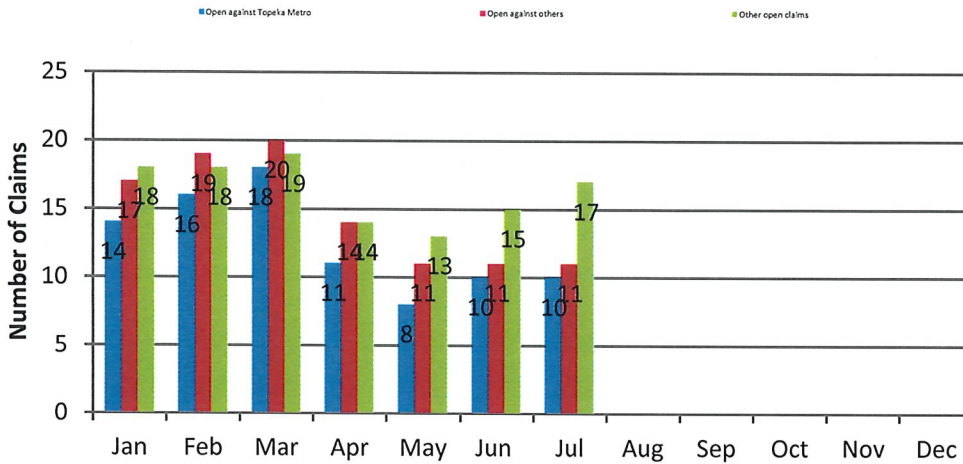
2018 Passenger Comments Per Provider



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	4	4	0	0	8	0	0	0
Mar 2018	10	13	3	0	26	0	0	0
Apr 2018	19	19	0	1	39	1	1	0
May 2018	12	14	0	0	26	0	0	0
Jun 2018	14	11	0	1	26	1	0	1
Jul 2018	8	2	0	0	10	0	0	0
Aug 2018					0			
Sep 2018					0			
Oct 2018					0			
Nov 2018					0			
Dec 2018					0			
Year 2018 Total	85	78	4	3	170	2	1	1