

Topeka Metro Operations Report

March 2018

March Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">13</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">1</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">14</td> <td>Total Comments</td> </tr> </table>	13	Fixed Route	1	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; border-bottom: 1px solid black;">13</td> <td>Topeka Metro</td> </tr> <tr> <td style="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;">12</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">0</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">14</td> <td>Total Comments</td> </tr> </table>	12	Complaints	2	Compliments	0	Incidents	14	Total Comments
13	Fixed Route																					
1	Lift																					
14	Total Comments																					
1	Capitol City Taxi																					
13	Topeka Metro																					
14	Total Comments																					
12	Complaints																					
2	Compliments																					
0	Incidents																					
14	Total Comments																					

Comment Issues:

- Other/General (4)
- Operator (5)
- Unsafe Driving (3)
- Route (1)
- Passed By (1)

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

	Month of		
	March	2018	FY 2018
TMTA Chargeable accidents	1	3	13
TMTA Non-chargeable accidents	0	4	13
Contractor accidents	0	0	1
Passenger incidents *	25	61	223
	26	68	250

**One additional incident was added on 3/16/18 by CCT after the February Operations report had been created.*

Current Self-Insurance Files:	18	Open files against Topeka Metro
	20	Open files against others
	19	Other
	57	Total open files

March Shuttles, Promotions, and Events

Washburn Students (3/1-3/31):	4,255 rides (204,447 total trips Aug 1, 2014 - Mar 31, 2018)
FREEdom Pass Ridership (3/1-3/31):	899 rides (28,695 total trips Aug 1, 2013 - Mar 31, 2018)
Amtrak (3/1-3/31):	7 rides in March
Flex Zone Ridership (3/1-3/31):	24 Flex rides
Bikes on the Bus Ridership (3/1-3/31):	1,136 bikes on the fixed route

<i>City Employees Ride Free (3/1-3/31):</i>	145 fixed route rides
<i>USD #501 Visit to Washburn Tech (3/6):</i>	73 shuttle trips
<i>United Way Tour (3/8):</i>	31 shuttle trips
<i>"Spring Fling" Families Ride Free Promo (3/19-3/24):</i>	2,190 free fixed route trips
<i>United Way Tour (3/28):</i>	15 shuttle trips

Other Operational and Promotional Activities:

- Severe Weather Awareness Week (3/5 thru 3/9)***
- Statewide Tornado Drill (3/6)***
- Kansasworks State Job Fair (3/8)***
- Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/14)***
- National Driver Appreciation Day Observed (3/16)***
- Three Lakes Next Step Program Field Trip (3/16)***
- Safety & Security Work Group Meeting (3/21)***
- Mission Towers How to Ride (3/26)***
- Manadotory EEO Training for All Employees (3/27 and 3/28)***
- Valeo Client How to Ride (3/28)***

***A total of 2,616 new Income Program ID's have been issued since March 2015.
362 additional Income Program recertification ID's have been issued since April 2016.***

FREEdom Pass Ridership

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

2014	<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
	<i>Total</i>	3876

2015	<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
	Total	6058

2016	<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
	Total	7511

2017	<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
	Total	8115

2018	<i>Jan</i>	629
	<i>Feb</i>	662
	<i>Mar</i>	899
	<i>Apr</i>	
	<i>May</i>	
	<i>Jun</i>	
	<i>Jul</i>	

Aug

Sep

Oct

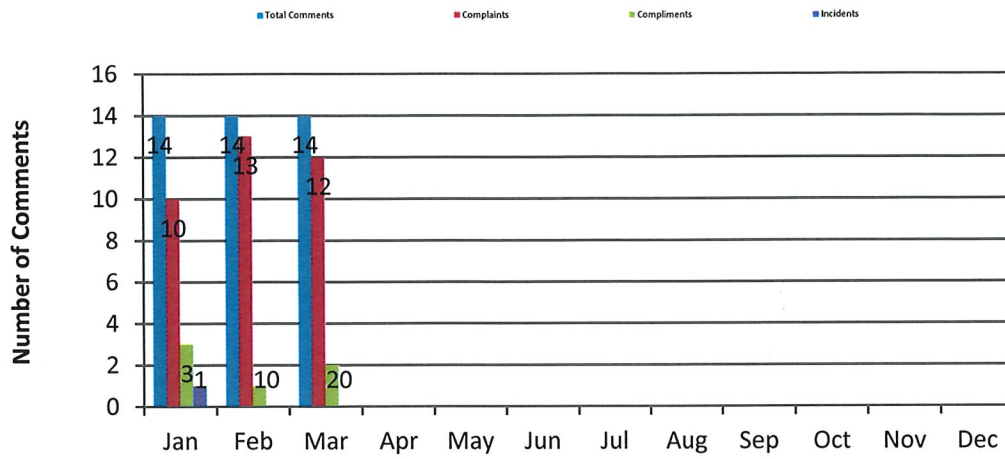
Nov

Dec

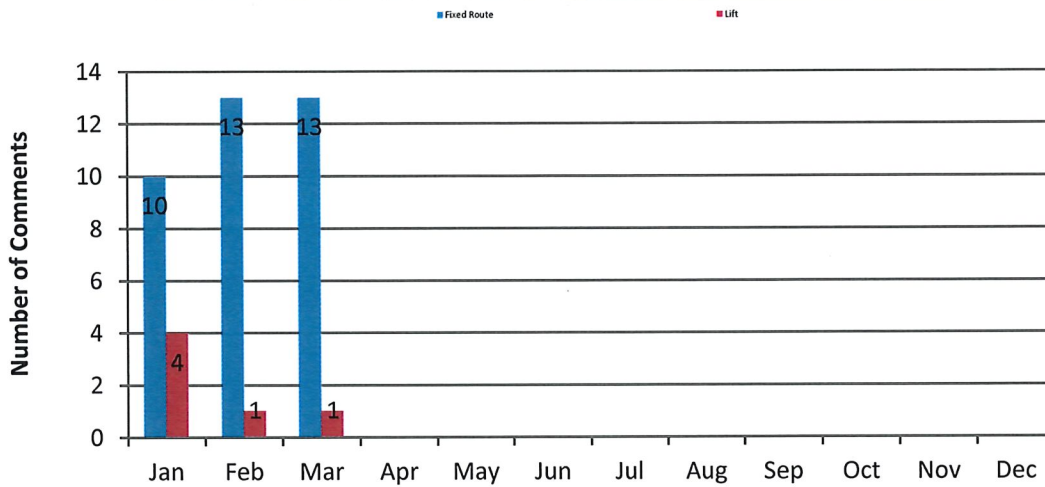
Total

2190

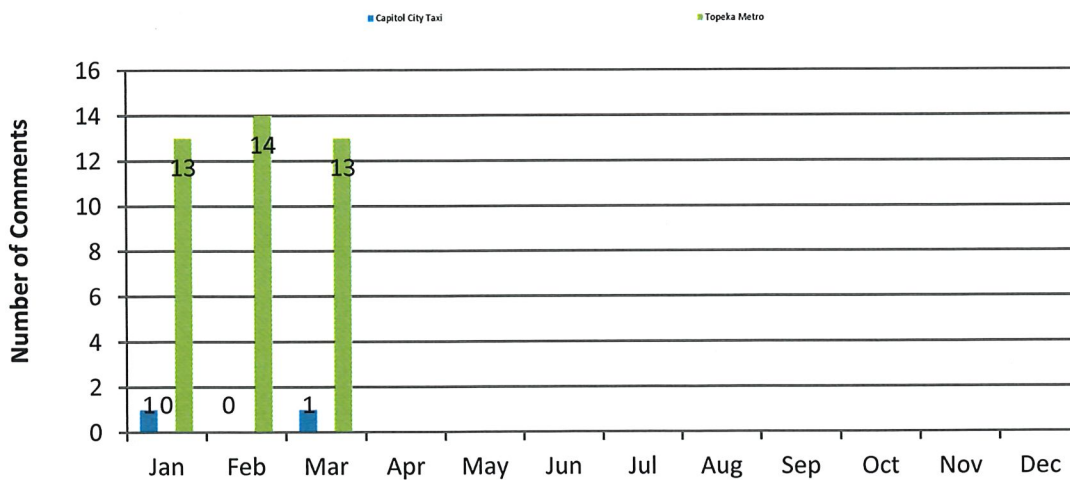
2018 Passenger Comments Per Type



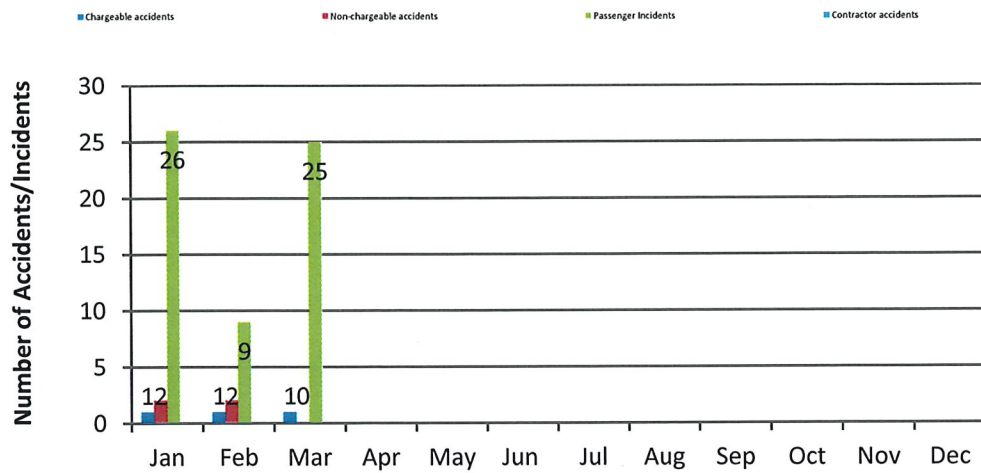
2018 Passenger Comments Per TMTA Service



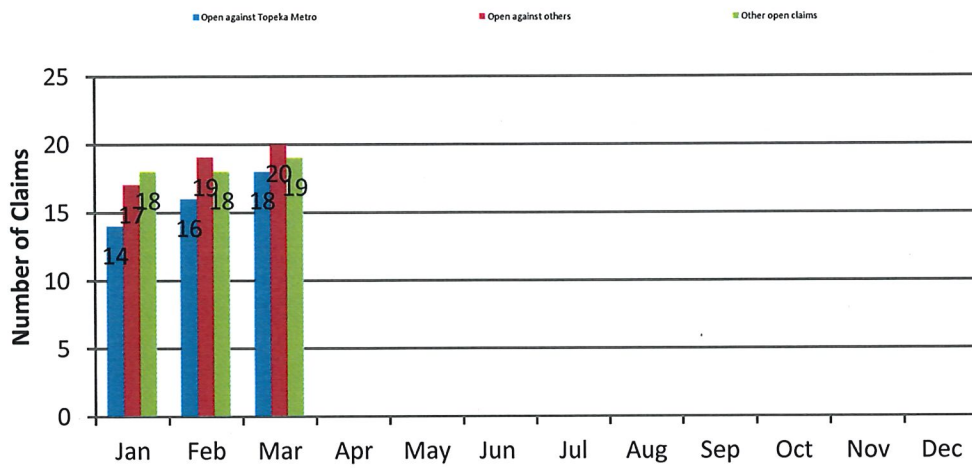
2018 Passenger Comments Per Provider



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					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			
Year 2018 Total	32	32	4	1	69	0	0	0