

Topeka Metro Operations Report

April 2018

April Operating Days:	25	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in April

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">20</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-top: 1px solid black;">0</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">20</td> <td>Total Comments</td> </tr> </table>	20	Fixed Route	0	Lift	20	Total Comments	<table border="0"> <tr> <td style="text-align: right;">0</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right; border-top: 1px solid black;">20</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">20</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	20	Topeka Metro	20	Total Comments	<table border="0"> <tr> <td style="text-align: right;">15</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">1</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">4</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right; border-top: 1px solid black;">20</td> <td>Total Comments</td> </tr> </table>	15	Complaints	1	Compliments	4	Incidents	20	Total Comments
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Comment Issues:

- Other/General (13)
- Passed By (3)
- Unsafe Driving (2)
- Fixed Route Late Trip (1)
- Fixed Route Missed Trip (1)

Operations Accidents & Incidents (as of April 30th, 2018):

	Month of		
	April	2018	FY 2018
TMTA Chargeable accidents	3	6	16
TMTA Non-chargeable accidents	1	5	14
Contractor accidents	0	0	1
Passenger incidents	34	95	257
	38	106	288

Current Self-Insurance Files:	11	Open files against Topeka Metro
	14	Open files against others
	14	Other
	39	Total open files

April Shuttles, Promotions, and Events

Washburn Students (4/1-4/30): 3,891 rides (208,338 total trips Aug 1, 2014 - Apr 30, 2018)

FREEdom Pass Ridership (4/1-4/30): 770 rides (29,465 total trips Aug 1, 2013 - Apr 30, 2018)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	2960 so far

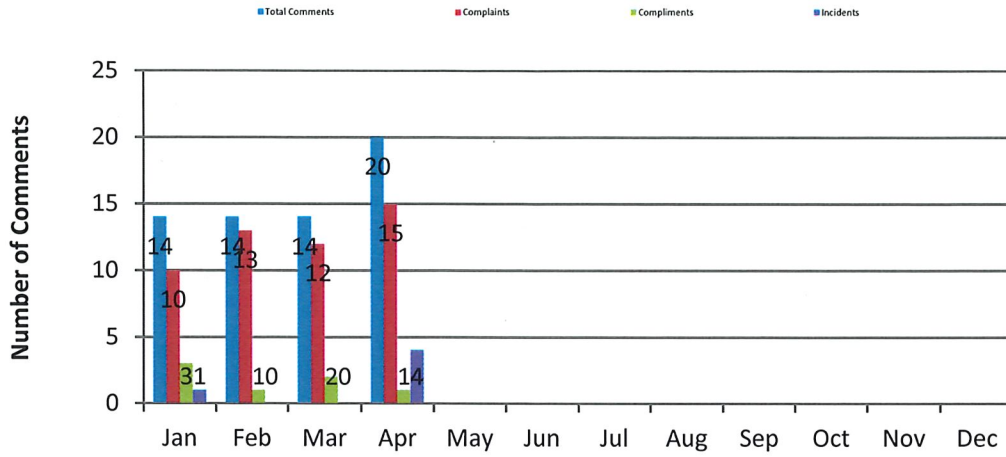
Amtrak (4/1-4/30):	19 rides in April
Flex Zone Ridership (4/1-4/30):	41 Flex rides
Bikes on the Bus Ridership (4/1-4/30):	1,030 bikes on the fixed route
City Employees Ride Free (4/1-4/30):	151 fixed route rides
Volunteers Ride Free Week (4/16-4/21):	84 free fixed route trips + 56 free Lift trips = 140
THA Award Gala Shuttle (4/20):	11 shuttle trips
Washburn University's "Big Event" Shuttle (4/21):	83 shuttle trips
No Pay Earth Day (4/23):	4,487 free fixed route trips

Other Operational and Promotional Activities:

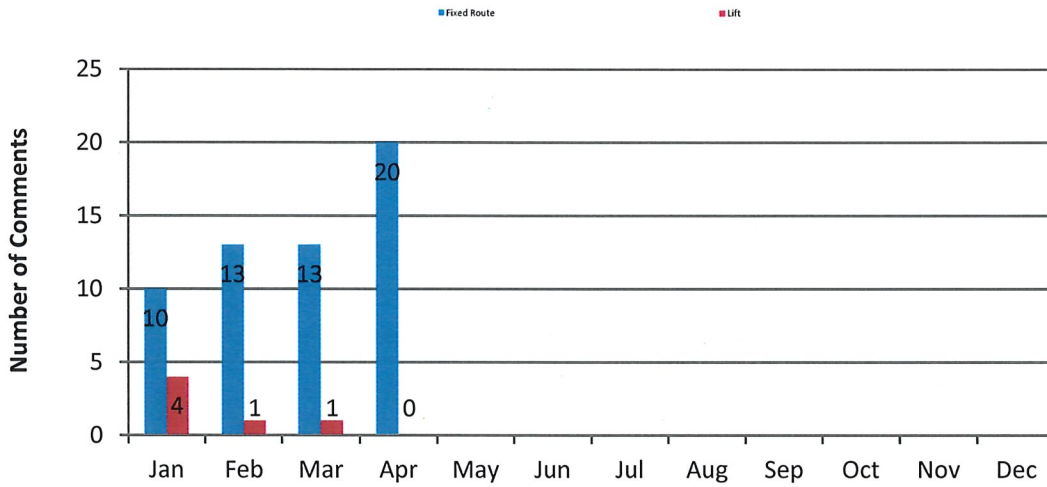
- Supervisor Distributed Granola Bars to Topeka High School Student Passengers (4/3)**
- Supervisor Distributed Granola Bars to Highland Park High School Student Passengers (4/4)**
- Supervisor Distributed Granola Bars to Hope Street Academy Student Passengers (4/5)**
- Supervisor Distributed Granola Bars to Topeka West High School Student Passengers (4/10)**
- Long Range Transit Plan Public Open House at the Library (4/10)**
- Participated in the Washburn Tech Career Fair (4/10 and 4/11)**
- Bus at THS to film students (4/11)**
- Attended Public Meeting Regarding 29/Burlingame Construction Project (4/12)**
- Seaman High School Field Trip on the Fixed Route (4/13)**
- Delivery of Ride Guides to Schools, Agencies, & Businesses (4/16 thru 4/20)**
- Capitol City Taxi Quarterly Oversight Meeting (4/20)**
- Public Outreach at QSS (handed out Ride Guides 4/23 thru 5/4)**
- Attended Public Meeting Regarding Arvon Construction Project (4/23)**
- Shepherd's Center of Topeka How to Ride (4/27)**
- Walmart West Bus Stop Moved Back to South Side of Building (4/30)**
- One FREEdom Pass How to Ride Clinic**

**A total of 2,707 new Income Program ID's have been issued since March 2015.
377 additional Income Program recertification ID's have been issued since April 2016.**

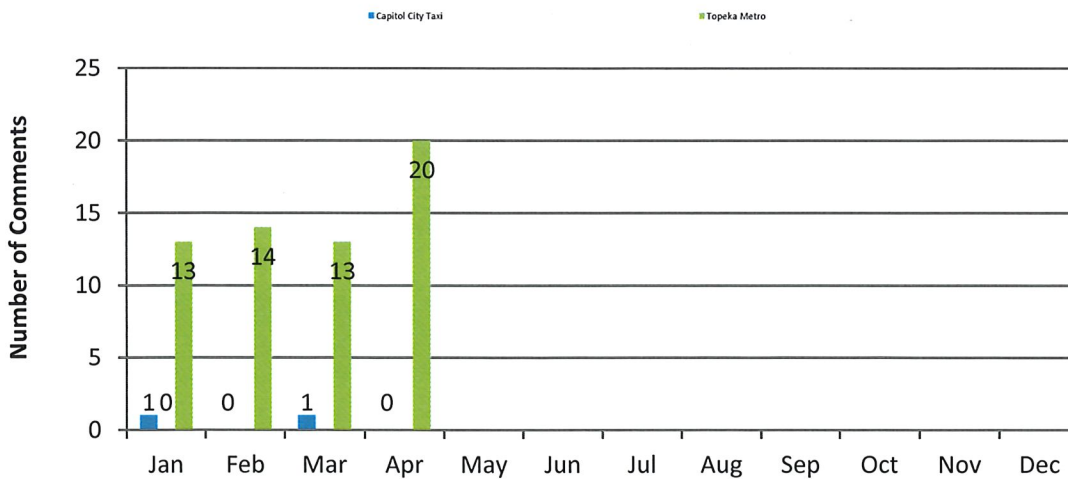
2018 Passenger Comments Per Type



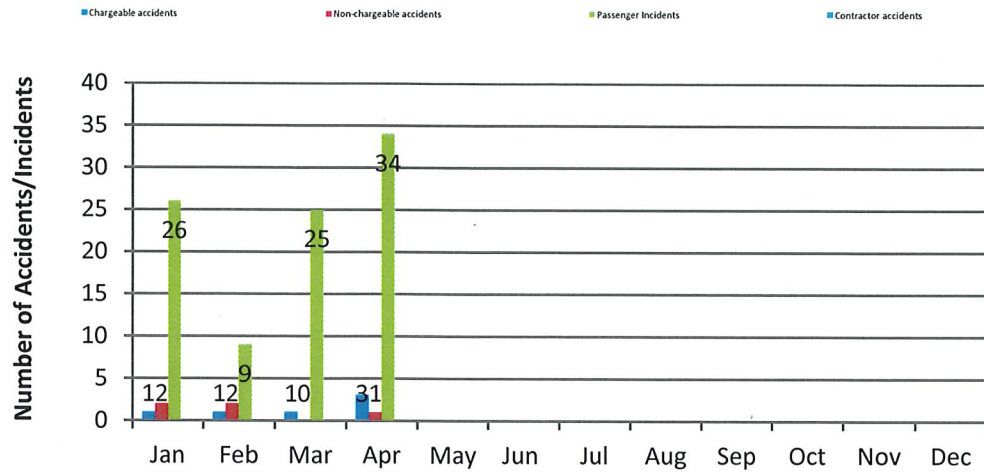
2018 Passenger Comments Per TMTA Service



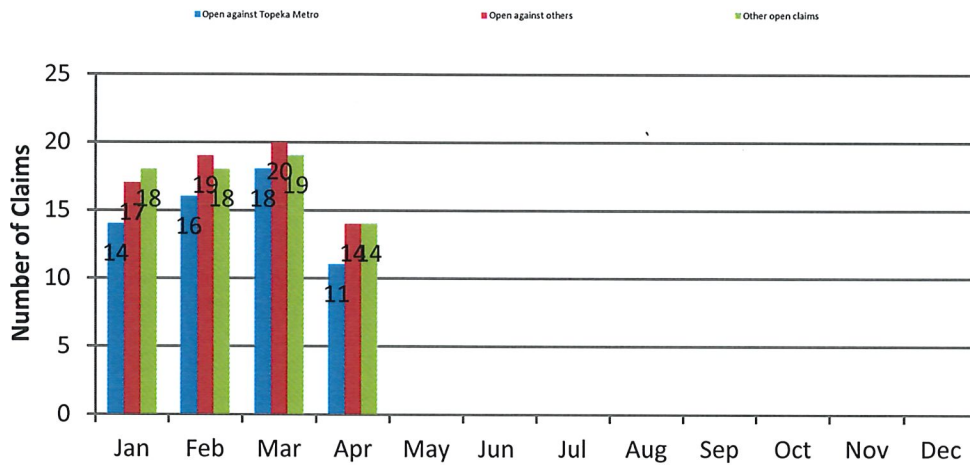
2018 Passenger Comments Per Provider



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					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	51	51	4	2	108	1	1	0