

Topeka Metro Operations Report

May 2019

May Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/27</i>
	0	Limited holiday service
	31	Total days in May

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-bottom: 1px solid black;">1</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">21</td> <td>Total Comments</td> </tr> </table>	20	Fixed Route	1	Lift	21	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-bottom: 1px solid black;">21</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">21</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	21	Topeka Metro	21	Total Comments	<table border="0"> <tr> <td style="text-align: right;">16</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">2</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">21</td> <td>Total Comments</td> </tr> </table>	16	Complaints	3	Compliments	2	Incidents	21	Total Comments
20	Fixed Route																					
1	Lift																					
21	Total Comments																					
0	Capitol City Taxi																					
21	Topeka Metro																					
21	Total Comments																					
16	Complaints																					
3	Compliments																					
2	Incidents																					
21	Total Comments																					

Comment Issues:

- Other/General **(16)**
- Passed By **(3)** - none substantiated
- Unsafe Driving **(1)**
- Operator **(1)**

Operations Accidents & Incidents (as of May 31st, 2019):

	Month of		
	May	2019	FY 2019
TMTA Chargeable accidents	1	5	12
TMTA Non-chargeable accidents	1	6	10
Contractor accidents	0	1	2
Passenger incidents	23	118	265
	25	130	289

Current Self-Insurance Files:	5	Open files against Topeka Metro
	3	Open files against others
	1	Other
	9	Total open files

May Shuttles, Promotions, and Events

Washburn Students (5/1 thru 5/31): 3,368 rides (255,254 total trips Aug 1, 2014 - May 31, 2019)

FREEdom Pass Ridership (5/1 thru 5/31): 520 rides (38,010 total trips Aug 1, 2013 - May 31, 2019)

2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	2626 (so far this year)

Amtrak (5/1 thru 5/31): No rides in May

Flex Zone Ridership (5/1 thru 5/31): 78 Flex rides

Bikes on the Bus Ridership (5/1 thru 5/31): 906 bikes on the fixed route

<i>City Employees Ride Free (5/1 thru 5/31):</i>	120 fixed route rides
<i>Seniors Ride Free (5/1 thru 5/31):</i>	10,099 fixed route rides
<i>Public Employees Ride Free Week (5/6 thru 5/11):</i>	245 fixed route rides
<i>*Brown vs. Board Plaintiff Tour (5/9):</i>	47 shuttle trips
<i>Know Your City Tour (5/9):</i>	40 shuttle trips
<i>*Brown vs. Board TPAC Symposia Shuttle (5/10):</i>	0 shuttle trips
<i>*Brown vs. Board Mural Tour (5/11):</i>	118 shuttle trips
<i>*Brown vs. Board Mural Tour (5/14):</i>	41 shuttle trips
<i>Kids Ride Free (5/15 thru 5/31):</i>	6,312 fixed route rides
<i>*Brown vs. Board 65th Celebration Tour (5/18):</i>	63 shuttle trips

**Used the newly wrapped Board vs. Board Bus.*

Other Operational and Promotional Activities:

"Communities in Schools" End of the Year Celebration Event (5/4)

Metro Provided Safety Training Onsite to Capitol City Taxi Drivers (5/6)

Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/8)

Ride to Work Program Presentation to the Mid-America Regional Council (5/9)

New Bus Operator Training Began (5/13)

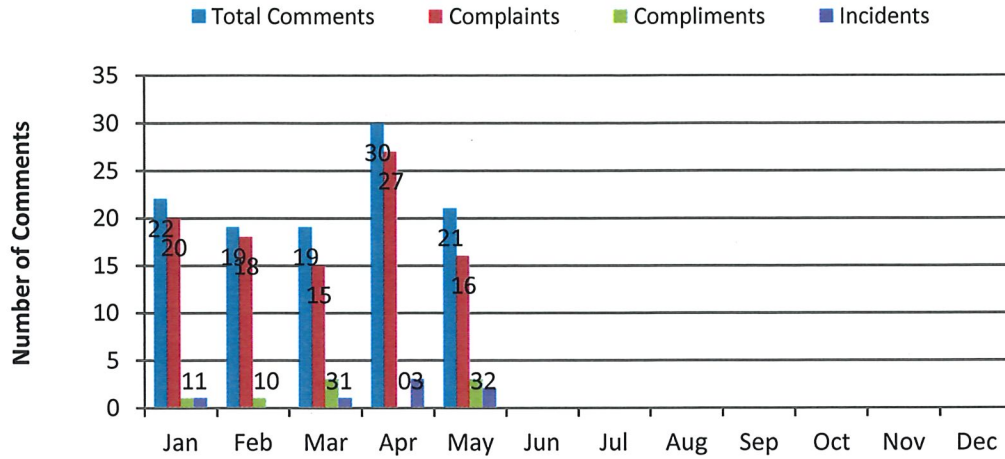
Participated in the Washburn University New Student Orientation Fair (5/22 and 5/23)

Operations Staff Monthly Meeting (5/23)

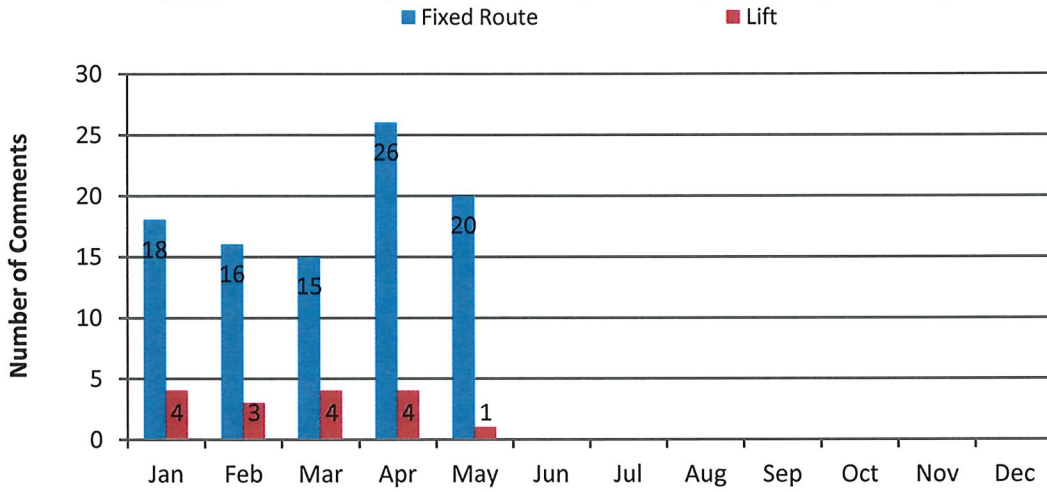
Hilltop YMCA Summer Camp How to Ride (5/28)

SCPR Back to Nature Summer Camp How to Ride (5/31)

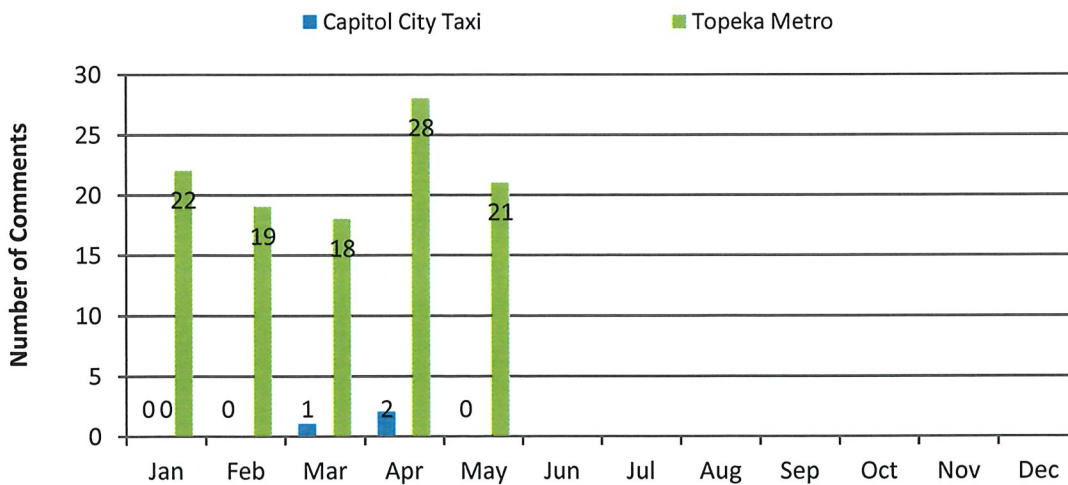
2019 Passenger Comments Per Type



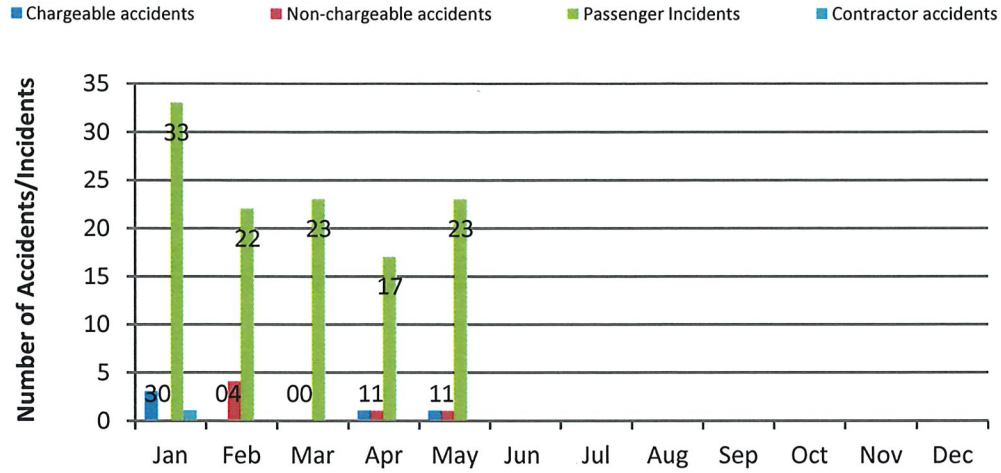
2019 Passenger Comments Per TMTA Service



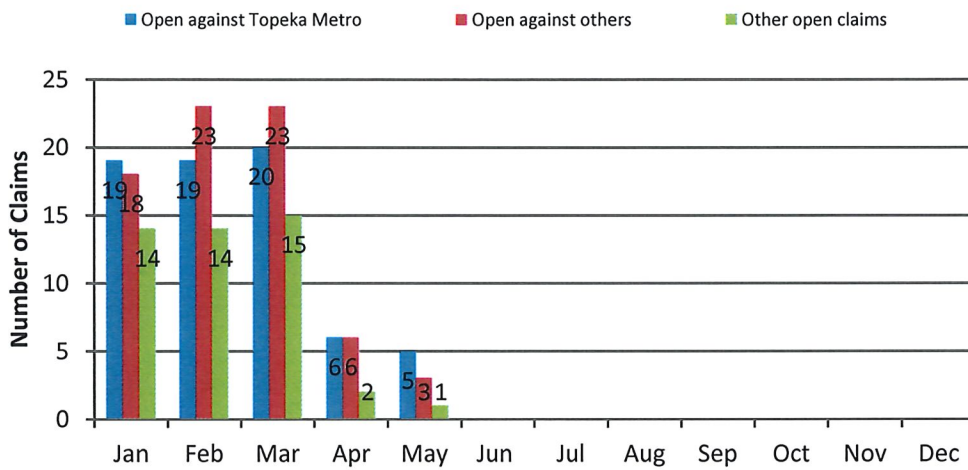
2019 Passenger Comments Per Provider



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					0			
Jul 2019					0			
Aug 2019					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	62	68	6	3	139	1	1	0