

Topeka Metro Operations Report

March 2017

March Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service:
	0	Limited holiday service:
	<hr style="width: 50px; margin-left: 0;"/>	
	31	Total days in March

Passenger Comments:

<table border="0"> <tr><td style="padding-right: 10px;">14</td><td>Fixed Route</td></tr> <tr><td style="padding-right: 10px;">4</td><td>Lift</td></tr> <tr><td style="padding-right: 10px;"><hr style="width: 50px; margin-left: 0;"/></td><td></td></tr> <tr><td>18</td><td>Total Comments</td></tr> </table>	14	Fixed Route	4	Lift	<hr style="width: 50px; margin-left: 0;"/>		18	Total Comments	<table border="0"> <tr><td style="padding-right: 10px;">1</td><td>Capitol City Taxi</td></tr> <tr><td style="padding-right: 10px;">17</td><td>Topeka Metro</td></tr> <tr><td style="padding-right: 10px;"><hr style="width: 50px; margin-left: 0;"/></td><td></td></tr> <tr><td>18</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	17	Topeka Metro	<hr style="width: 50px; margin-left: 0;"/>		18	Total Comments	<table border="0"> <tr><td style="padding-right: 10px;">15</td><td>Complaints</td></tr> <tr><td style="padding-right: 10px;">3</td><td>Compliments</td></tr> <tr><td style="padding-right: 10px;">0</td><td>Incidents</td></tr> <tr><td style="padding-right: 10px;"><hr style="width: 50px; margin-left: 0;"/></td><td></td></tr> <tr><td>18</td><td>Total Comments</td></tr> </table>	15	Complaints	3	Compliments	0	Incidents	<hr style="width: 50px; margin-left: 0;"/>		18	Total Comments
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Comment Issues:

- Other/General (6)
- Unsafe Driving (6)
- Operator (4)
- Passed By (2)

Operations Accidents & Incidents (as of March 31st, 2017):

	Month of March	2017	Total for FY 2017
TMTA Chargeable accidents	0	4	9
TMTA Non-chargeable accidents	0	1	6
Contractor accidents	0	0	3
Passenger incidents	35	122	381
	<hr style="width: 50px; margin-left: 0;"/>	<hr style="width: 50px; margin-left: 0;"/>	<hr style="width: 50px; margin-left: 0;"/>
	35	127	399

Current Self-Insurance Files:	12	Open files against Topeka Metro
	13	Open files against others
	11	Other
	<hr style="width: 50px; margin-left: 0;"/>	
	36	Total open files

March Shuttles, Promotions, and Events

Washburn Students (3/1-3/31):	4,970 rides (149,342 total trips Aug 1, 2014 - Mar 31, 2017)
FREEdom Pass Ridership (3/1-3/31):	655 rides (20,069 total trips Aug 1, 2013 - Mar 31, 2017)
Amtrak (3/1-3/31):	5 rides in March
Flex Zone Ridership (3/1-3/31):	46 trips
Bikes on the Bus Ridership (3/1-3/31):	1,091 bikes
Community Change Workshop Shuttle (3/4):	27 shuttle trips
East Topeka Community Tour Shuttle (3/31):	220 shuttle trips
Washburn Campus Visit for High Schools (3/31):	220 shuttle trips

Other Operational and Promotional Activities:

Severe Weather Awareness Week (3/5 thru 3/11)

Actual Tornado Warning in Effect (3/6)

Statewide Tornado Drill (3/7)

Mandatory Operations Employee Training on Fare Media Update (3/7)

Transit at the Capitol Event (3/8)

Public Educational Meeting #1 (3/10) - QSS 2:00 - 4:00 p.m.

Public Educational Meeting #2 (3/13) - QSS 11:00 a.m. - 1:00 p.m.

Public Educational Meeting #3 (3/15) - QSS 7:00 - 9:00 a.m.

National Bus Driver Appreciation Days (3/15 thru 3/18)

ADA Standing Pad Ribbon Cutting at 21st & Buchanan (3/16)

"Spring Fling" Families Ride Free Promotion (3/17 thru 3/25)

Reveal Employee Training (3/21 thru 3/31)

Mandatory Supervisor Training on Reveal Tablets (3/27)

Learning Tree Film Project with HPHS Students (3/27 & 3/28)

Three Lakes Next Step Program Field Trip (3/29)

Mandatory Operator Training on Reveal Tablets, Lift Changes, & Fare Media (3/30)

25 one-ride cards were sold in March to USD #501 (Note: March is the final month for selling 1-ride cards)

A total of 1,639 new Income Program ID's have been issued since March 2015

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

FREEdom Pass Ridership

2013	Aug	144
	Sep	182
	Oct	251
	Nov	161
	Dec	207
	Total	945

2014	Jan	208
	Feb	171
	Mar	255
	Apr	261
	May	281
	Jun	301
	Jul	378
	Aug	320

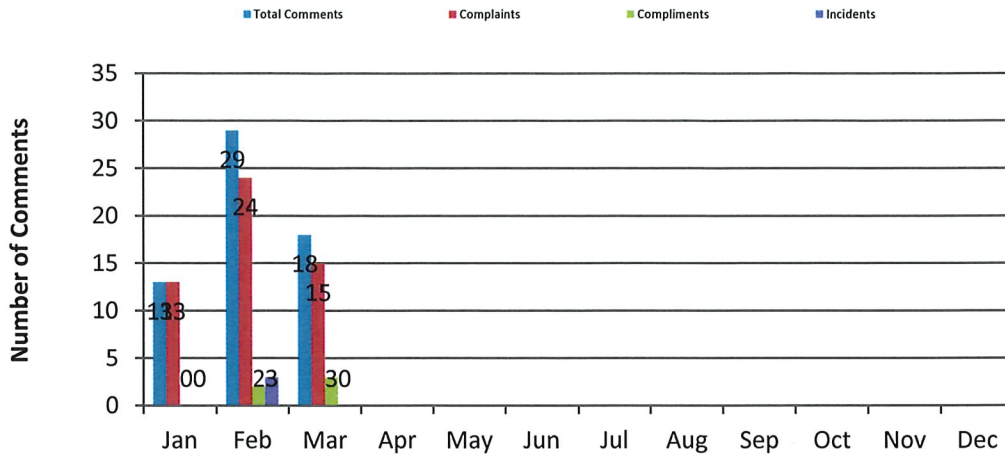
<i>Sep</i>	410
<i>Oct</i>	426
<i>Nov</i>	385
<i>Dec</i>	480
Total	3876

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

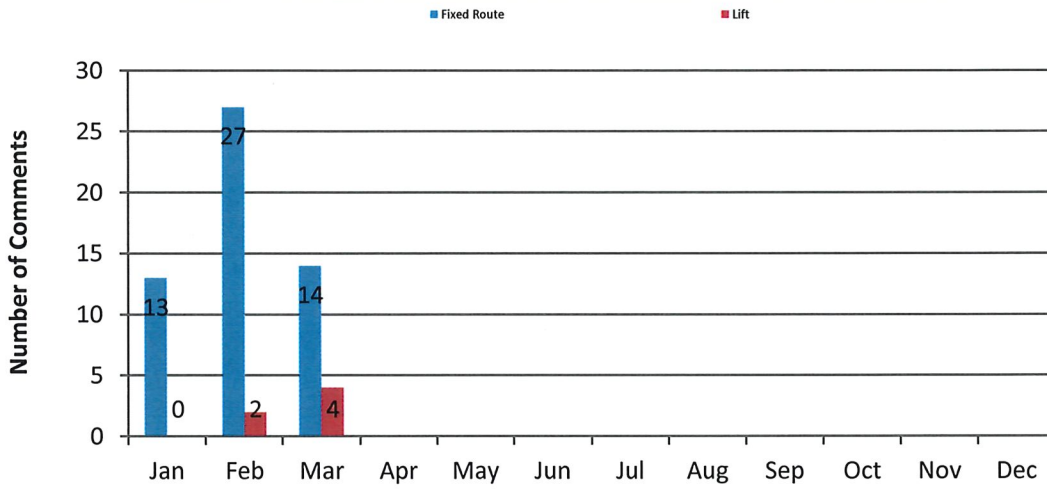
2016 <i>Jan</i>	330
<i>Feb</i>	458
<i>Mar</i>	482
<i>Apr</i>	770
<i>May</i>	575
<i>Jun</i>	675
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
Total	7511

2017 <i>Jan</i>	503
<i>Feb</i>	521
<i>Mar</i>	655
<i>Apr</i>	
<i>May</i>	
<i>Jun</i>	
<i>Jul</i>	
<i>Aug</i>	
<i>Sep</i>	
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
Total	1679

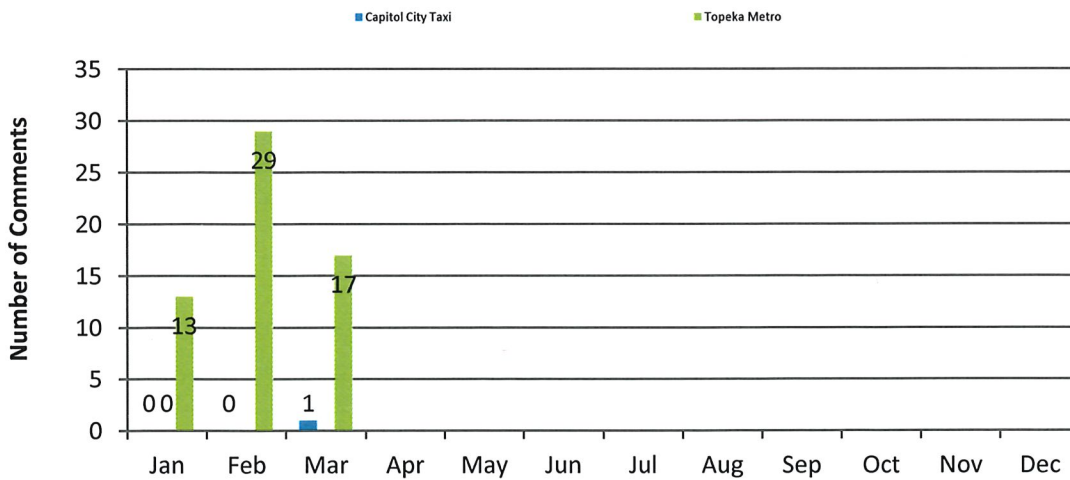
2017 Passenger Comments Per Type



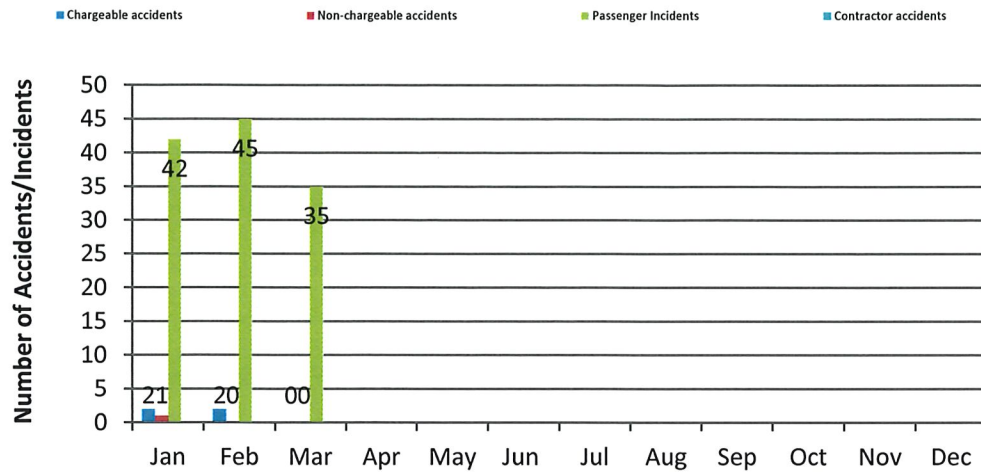
2017 Passenger Comments Per TMTA Service



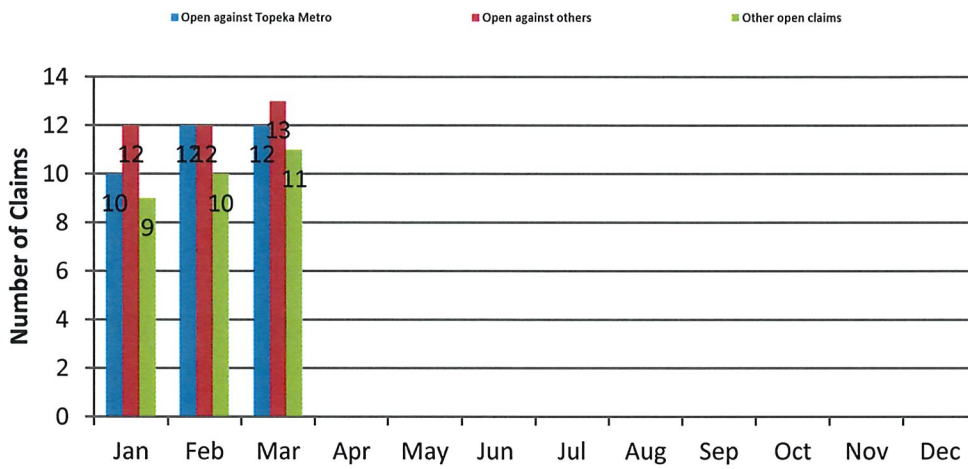
2017 Passenger Comments Per Provider



2017 Accident & Incidents



Current 2017 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 2017	7	4	2	1	14	0	0	0
Feb 2017	11	7	1	1	20	0	0	0
Mar 2017	10	11	0	0	21	0	0	0
Apr 2017					0			
May 2017					0			
Jun 2017					0			
Jul 2017					0			
Aug 2017					0			
Sep 2017					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
Year 2017 Total	28	22	3	2	55	0	0	0