

Topeka Metro Operations Report

November 2018

| | | |
|---------------------------------|----|--|
| November Operating Days: | 24 | Normal operating days |
| | 4 | Sundays (no service) |
| | 1 | Holiday with no service: 11/22/18 Thanksgiving |
| | 1 | Limited holiday service: 11/23/18 Thanksgiving Friday |
| | 30 | Total days in November |

Passenger Comments:

| | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------------|-------------|---|------|----|----------------|--|---|-------------------|----|--------------|----|----------------|---|----|------------|---|-------------|----|-----------|----|----------------|
| <table border="0"> <tr> <td style="text-align: right;">35</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">5</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">40</td> <td>Total Comments</td> </tr> </table> | 35 | Fixed Route | 5 | Lift | 40 | Total Comments | <table border="0"> <tr> <td style="text-align: right;">3</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right;">37</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">40</td> <td>Total Comments</td> </tr> </table> | 3 | Capitol City Taxi | 37 | Topeka Metro | 40 | Total Comments | <table border="0"> <tr> <td style="text-align: right;">25</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">1</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">14</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">40</td> <td>Total Comments</td> </tr> </table> | 25 | Complaints | 1 | Compliments | 14 | Incidents | 40 | Total Comments |
| 35 | Fixed Route | | | | | | | | | | | | | | | | | | | | | |
| 5 | Lift | | | | | | | | | | | | | | | | | | | | | |
| 40 | Total Comments | | | | | | | | | | | | | | | | | | | | | |
| 3 | Capitol City Taxi | | | | | | | | | | | | | | | | | | | | | |
| 37 | Topeka Metro | | | | | | | | | | | | | | | | | | | | | |
| 40 | Total Comments | | | | | | | | | | | | | | | | | | | | | |
| 25 | Complaints | | | | | | | | | | | | | | | | | | | | | |
| 1 | Compliments | | | | | | | | | | | | | | | | | | | | | |
| 14 | Incidents | | | | | | | | | | | | | | | | | | | | | |
| 40 | Total Comments | | | | | | | | | | | | | | | | | | | | | |

Comment Issues:

- Other/General (14)
- Operator (6)
- Unsafe Driving (5)
- Passed By (12) - *four substantiated pass by's*
- Route (2)
- Lift Missed Trip (1)

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

| | Month of | | |
|-------------------------------|----------|------|---------|
| | November | 2018 | FY 2019 |
| TMTA Chargeable accidents | 2 | 14 | 7 |
| TMTA Non-chargeable accidents | 1 | 9 | 3 |
| Contractor accidents | 0 | 1 | 1 |
| Passenger incidents | 27 | 278 | 132 |
| | 30 | 302 | 143 |

| | | |
|--------------------------------------|----|---------------------------------|
| Current Self-Insurance Files: | 15 | Open files against Topeka Metro |
| | 14 | Open files against others |
| | 12 | Other |
| | 41 | Total open files |

November Shuttles, Promotions, and Events

Washburn Students (11/1-11/30): 3,579 rides (233,329 total trips Aug 1, 2014 - Nov 30, 2018)

FREEdom Pass Ridership (11/1-11/30): 631 rides (34,866 total trips Aug 1, 2013 - Nov 30, 2018)

| | |
|------|--------------------|
| 2013 | 945 |
| 2014 | 3876 |
| 2015 | 6058 |
| 2016 | 7511 |
| 2017 | 8115 |
| 2018 | 8361 <i>so far</i> |

Amtrak (11/1-11/30): 2 rides in November

Flex Zone Ridership (11/1-11/30): 77 Flex rides

| | |
|---|-------------------------------------|
| Bikes on the Bus Ridership (11/1-11/30): | 676 bikes on the fixed route |
| City Employees Ride Free (11/1-11/30): | 133 fixed route rides |
| Veteran's Ride Free (11/1-11/30): | 7,325 free rides on the fixed route |
| Election Day Free Ride Day (11/6): | 4,895 free rides |
| Fixed Route | 4700 |
| Paratransit - Lift | 91 |
| Paratransit - CCT | 104 |
| United Way Shuttle (11/7): | 126 shuttle trips |
| Topeka Public Schools Shuttle (11/13): | 100 shuttle trips |
| Topeka Public Schools Shuttle (11/15): | 109 shuttle trips |
| "Shop Til You Drop" Free Saturday (11/24): | 2,161 free rides on the fixed route |

Other Operational and Promotional Activities:

Free Rides on the Fixed Route to Topeka Community Baby Shower Participants (11/3)

Daylight Saving Time Ends (11/4)

Mandatory Incident Command System (ICS) Training for All Employees (11/7 and 11/8)

Wellness Initiative - Granola Bars & Fresh Fruit for Employees (11/9)

Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/14)

Snow & Ice Storm - No Accidents (11/26)

Free Coffee for Passengers at QSS (11/26)

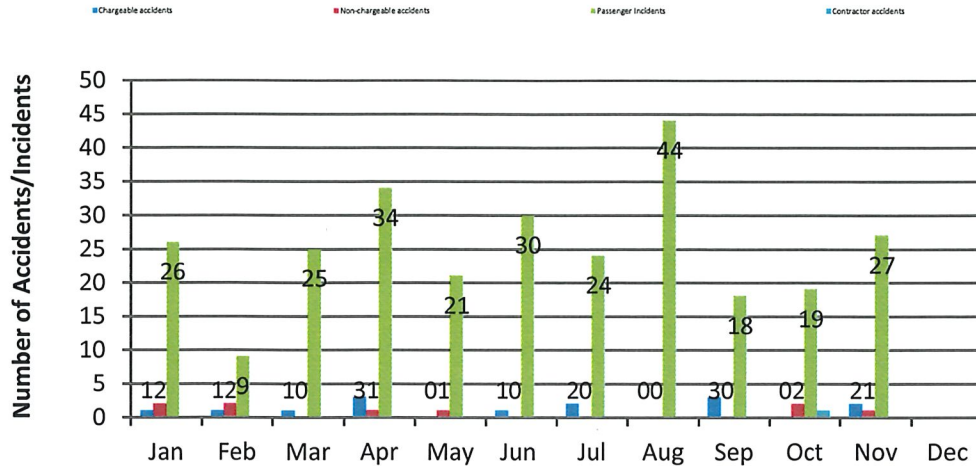
Kansas Turnpike Authority Charter (11/28)

Mandatory Post-Accident Training for Operations Supervisors (11/29)

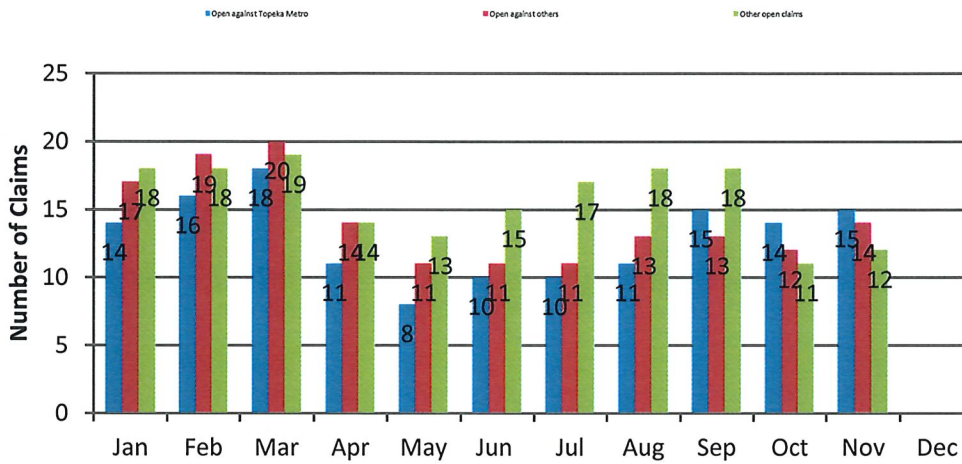
A total of 3,329 new Income Program ID's have been issued since March 2015.

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

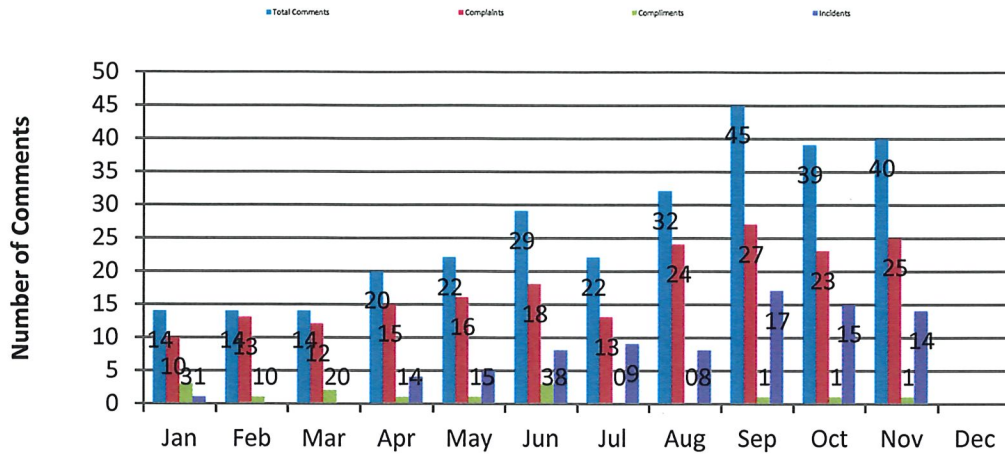
2018 Accident & Incidents



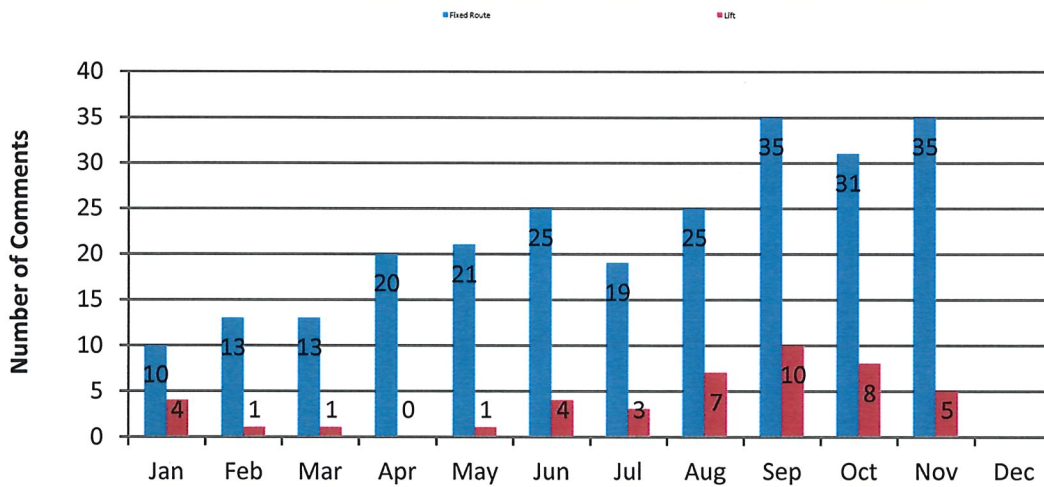
Current 2018 Open Claims



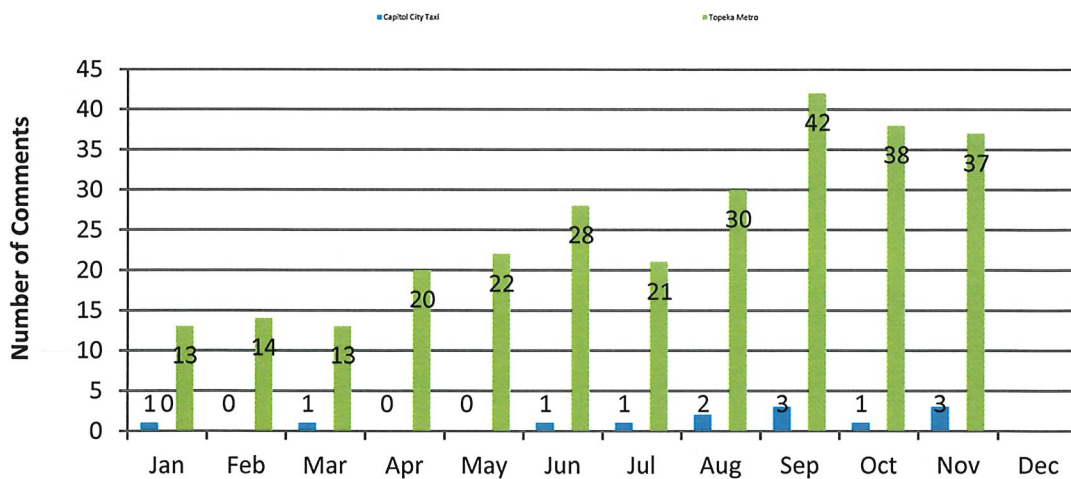
2018 Passenger Comments Per Type



2018 Passenger Comments Per TMTA Service



2018 Passenger Comments Per Provider



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 | 18 | 15 | 1 | 1 | 35 | 1 | 0 | 1 |
| Sep 2018 | 16 | 6 | 1 | 2 | 25 | 0 | 0 | 0 |
| Oct 2018 | 11 | 9 | 1 | 1 | 22 | 0 | 0 | 0 |
| Nov 2018 | 7 | 4 | 1 | 0 | 12 | 0 | 0 | 0 |
| Dec 2018 | | | | | 0 | | | |
| Year 2018 Total | 137 | 112 | 8 | 7 | 264 | 3 | 1 | 2 |