

# Topeka Metro Operations Report

March 2019

<b>March Operating Days:</b>	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

**Passenger Comments:**

15	Fixed Route	1	Capitol City Taxi	15	Complaints
4	Lift	18	Topeka Metro	3	Compliments
19	Total Comments	19	Total Comments	1	Incidents
				19	Total Comments

**Comment Issues:**

- Other/General (8)
- Operator (5)
- Passed By (4) - one substantiated
- Unsafe Driving (2)

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

	Month of		
	March	2019	FY 2019
TMTA Chargeable accidents	0	3	10
TMTA Non-chargeable accidents	0	4	8
Contractor accidents	0	1	2
Passenger incidents	23	78	225
	23	86	245

<b>Current Self-Insurance Files:</b>	20	Open files against Topeka Metro
	23	Open files against others
	15	Other
	58	Total open files

## March Shuttles, Promotions, and Events

<b>Washburn Students (3/1-3/31):</b>	3,914 rides (247,848 total trips Aug 1, 2014 - Mar 31, 2019)
<b>FREEdom Pass Ridership (3/1-3/31):</b>	501 rides (36,740 total trips Aug 1, 2013 - Mar 31, 2019)
2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	1356 (so far)

<b>Amtrak (3/1-3/31):</b>	1 ride in March
<b>Flex Zone Ridership (3/1-3/31):</b>	73 Flex rides
<b>Bikes on the Bus Ridership (3/1-3/31):</b>	578 bikes on the fixed route

<b>City Employees Ride Free (3/1-3/31):</b>	80 fixed route rides
<b>Utilities Academy Water Treatment Shuttle (3/9):</b>	128 shuttle trips
<b>United Way Washburn Tour (3/11):</b>	33 shuttle trips
<b>"Spring Fling" Families Ride Free (3/11 thru 3/16):</b>	1,732 free rides on the fixed route
<b>United Way Tour (3/15):</b>	117 shuttle trips

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**Other Operational and Promotional Activities:**

**Free Coffee for Passengers at QSS (3/1 and 3/4)**

**Severe Weather Awareness Week (3/4 thru 3/9)**

**Statewide Tornado Drill (3/5)**

**Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/6)**

**Operator Safety & Security Work Group Meeting (3/9)**

**Mandatory Safety Training for All Operations Employees (3/12 and 3/13)**

**Safe Driving Award Presentation at the City Council Meeting - Reggie Moore & Efren Mazas (3/12)**

**Public Outreach & Mobile ID Unit at the Veteran's Administration (3/13)**

**Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/13)**

**First United Methodist Church Fixed Route Field Trip to the Library (3/14)**

**National Driver Appreciation Day Observed (3/18)**

**Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/21)**

**Reveal Server Migration Project (3/21 and 3/22)**

**Operator Extra Board Work Group Meeting (3/28)**

**Public Outreach & Mobile ID Unit at the Hi-Crest NIA Meeting at Avondale East (3/28)**

**Three Lakes "Next Step" Program Fixed Route Field Trip (3/29)**

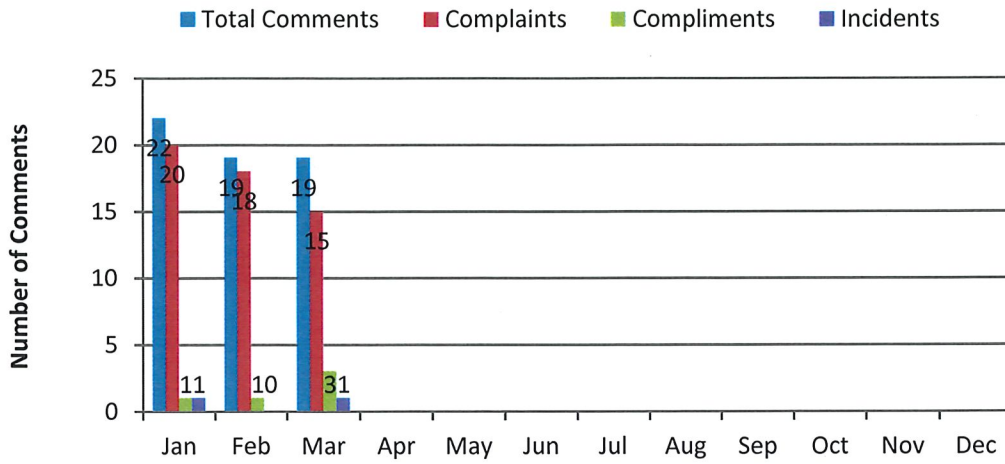
**Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/29)**

**Mars' Final Day in SOTO Ride-to-Work Program (3/29)**

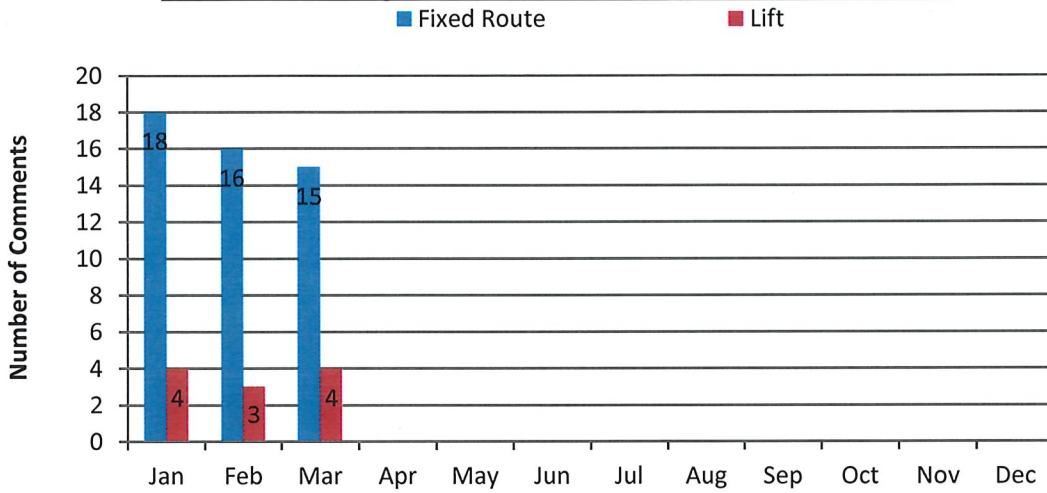
**A total of 3,619 new Income Program ID's have been issued since March 2015.**

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

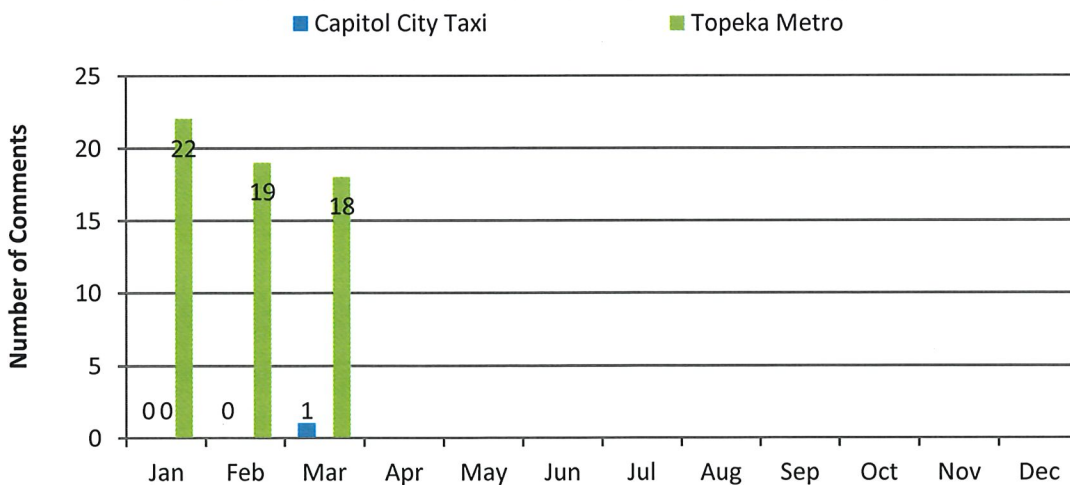
### 2019 Passenger Comments Per Type



### 2019 Passenger Comments Per TMTA Service

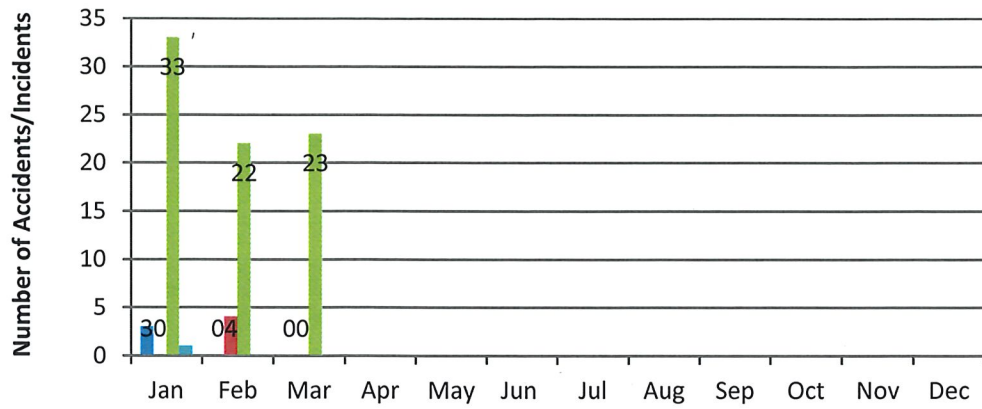


### 2019 Passenger Comments Per Provider



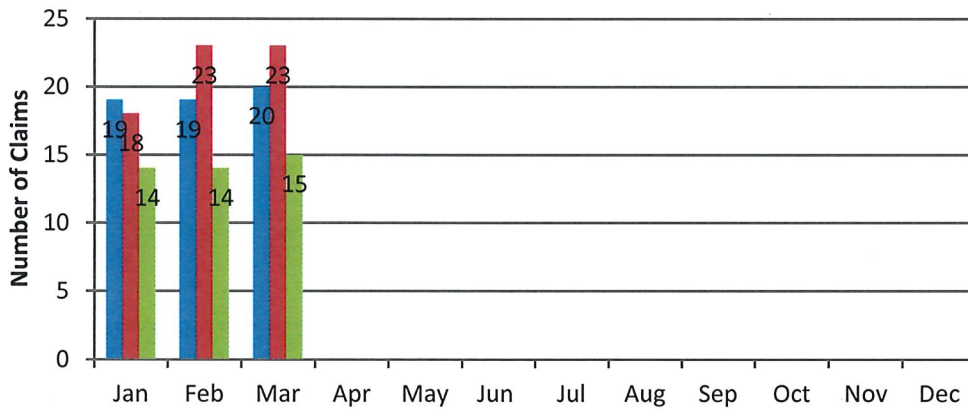
## 2019 Accident & Incidents

■ Chargeable accidents    
 ■ Non-chargeable accidents    
 ■ Passenger Incidents    
 ■ Contractor accidents



## Current 2019 Open Claims

■ Open against Topeka Metro    
 ■ Open against others    
 ■ Other 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					0			
May 2019					0			
Jun 2019					0			
Jul 2019					0			
Aug 2019					0			
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
<b>Year 2019 Total</b>	<b>40</b>	<b>45</b>	<b>2</b>	<b>3</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>