

Topeka Metro Operations Report

January 2020

January Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day 1/1/20</i>
	1	Limited holiday service: <i>Martin Luther King Day 1/20/20</i>
	31	Total days in January

Passenger Comments:

5	Fixed Route	0	Capitol City Taxi	6	Complaints
1	Lift	6	Topeka Metro	0	Compliments
6	Total Comments	6	Total Comments	0	Incidents
				6	Total Comments

Comment Issues: Other/General (3)
 Passed By (3) - none validated

Operations Accidents & Incidents (as of January 31st, 2020):

	Month of	Total for	
	January	2020	FY 2020
TMTA Chargeable accidents	1	1	9
TMTA Non-chargeable accidents	0	0	11
Contractor accidents	0	0	1
Passenger incidents	27	27	180
	28	28	201

Current Self-Insurance Files:	6	Open files against Topeka Metro
	9	Open files against others
	1	Other
	16	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31): 3,437 rides (280,453 total trips Aug 1, 2014 - Jan 31, 2020)

FREEdom Pass Ridership (1/1 thru 1/31): 565 rides (44,900 total trips Aug 1, 2013 - Jan 31, 2020)

2013	945
2014	3,876
2015	6,058
2016	7,511
2017	8,115
2018	8,879
2019	8,951
2020	565 (so far)

Amtrak (1/1 thru 1/31): 0 rides in January

<i>Flex Zone Ridership (1/1 thru 1/31):</i>	35 Flex rides
<i>Bikes on the Bus Ridership (1/1 thru 1/31):</i>	634 bikes on the fixed route
<i>City Employees Ride Free (1/1 thru 1/31):</i>	109 fixed route rides

Other Operational and Promotional Activities:

National Transit Database (NTD) Surveys Began (1/1)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (1/8)

Ice and Snow Storm (1/10 and 1/11) - no accidents!

Bikeshare Taskforce Meeting (1/13)

Monthly Operator Policy Meeting (1/14)

Washburn University International Students How to Ride (1/16)

Management Met with Bikeshare Employees (1/16)

Ice Storm (1/17) - no accidents!

Additional DoubleMap Training for Operations Staff (1/17)

Free Coffee for Passengers at QSS (1/17 and 1/21)

DoubleMap Hard Launch (1/21)

DoubleMap Public Outreach at Quincy Street Station (1/22, 1/23 and 1/24)

Capitol City Taxi Quarterly Oversight Meeting (1/24)

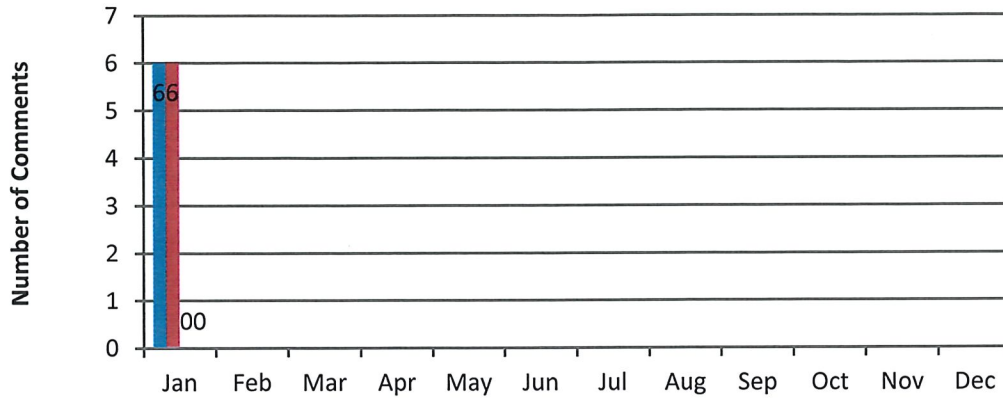
Quincy Street Station Point of Sale System (POS) Updated (1/27)

Quarterly Reveal Paratransit Software On-site Visit (1/29)

Point of Time 2020 Homeless Survey at Quincy Street Station (1/29)

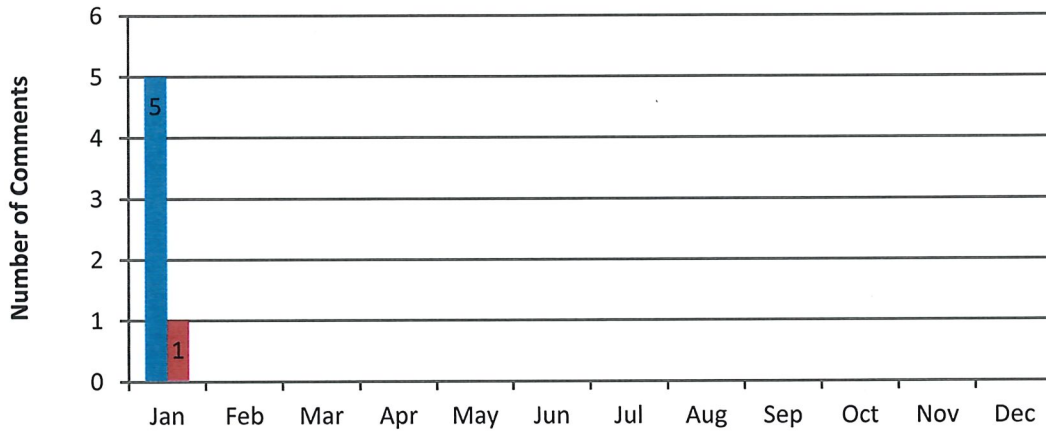
2020 Passenger Comments Per Type

■ Total Comments ■ Complaints ■ Compliments ■ Incidents



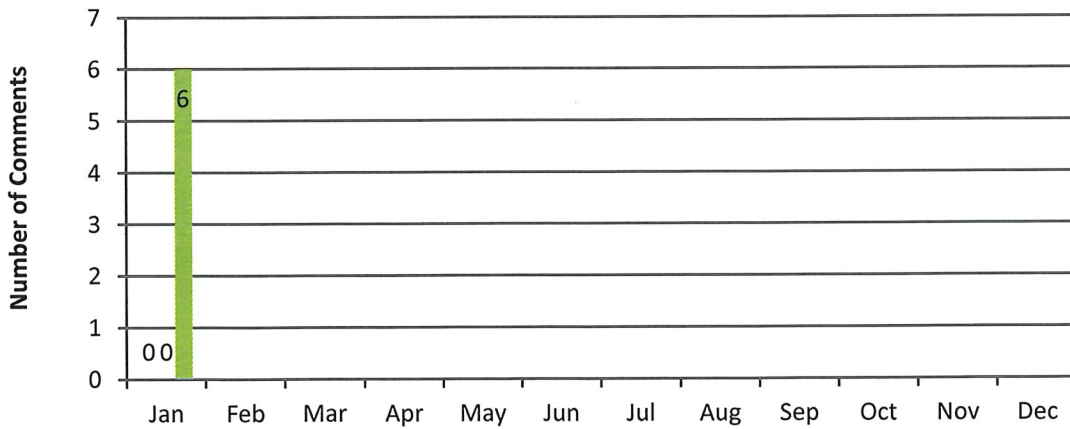
2020 Passenger Comments Per TMTA Service

■ Fixed Route ■ Lift

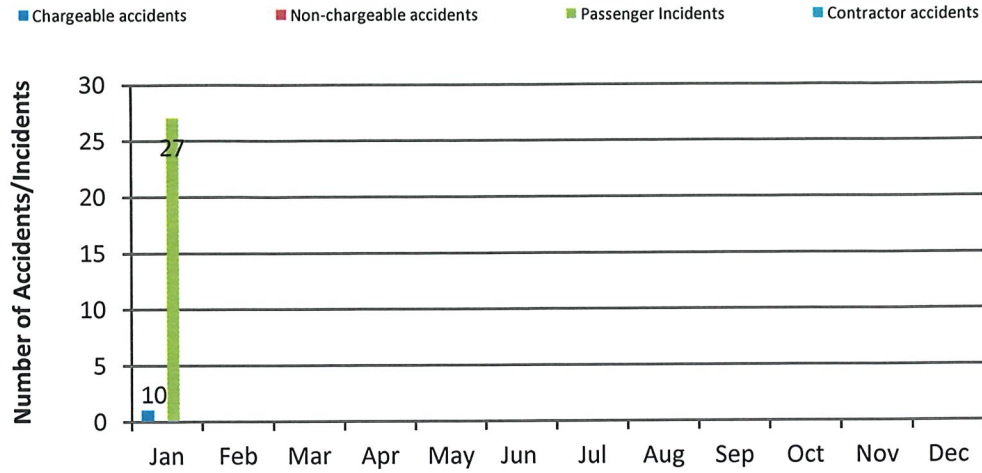


2020 Passenger Comments Per Provider

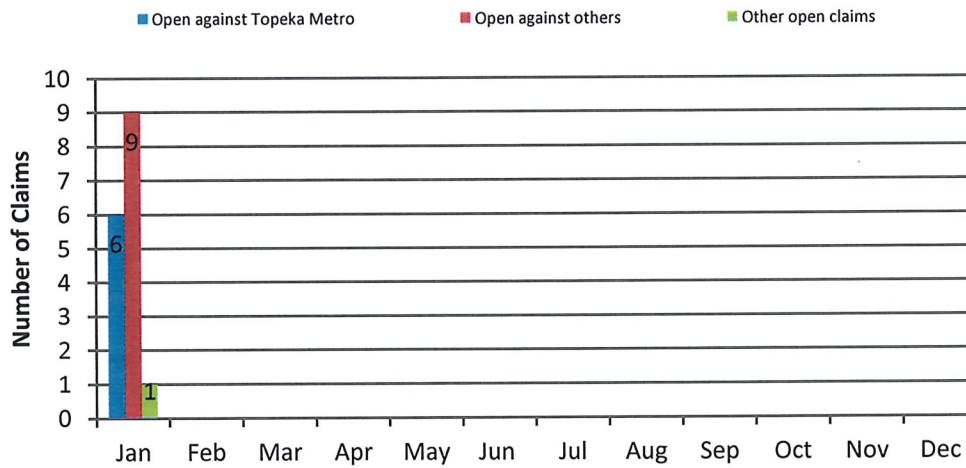
■ Capitol City Taxi ■ Topeka Metro



2020 Accident & Incidents



Current 2020 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 2020	14	10	1	0	25	0	0	0
Feb 2020								
Mar 2020								
Apr 2020								
May 2020								
Jun 2020								
Jul 2020								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	14	10	1	0	25	0	0	0