

# Topeka Metro Operations Report

July 2017

<b>July Operating Days:</b>	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Fourth of July</i>
	0	Limited holiday service:
	<hr/>	
	31	Total days in July

**Passenger Comments:**

14	Fixed Route	0	Capitol City Taxi	14	Complaints
0	Lift	14	Topeka Metro	0	Compliments
<hr/>		<hr/>		<hr/>	
14	Total Comments	14	Total Comments	0	Incidents
				<hr/>	
				14	Total Comments

**Comment Issues:**

- Operator (6)
- Fixed Route Late Trip (2)
- Unsafe Driving (2)
- Passed By (2)
- Route (1)
- Other/General (1)

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

	Month of		
	July	2017	FY 2018
TMTA Chargeable accidents	1	12	1
TMTA Non-chargeable accidents	2	10	2
Contractor accidents	0	0	0
Passenger incidents	33	226	33
	<hr/>	<hr/>	<hr/>
	36	248	36

<b>Current Self-Insurance Files:</b>	11	Open files against Topeka Metro
	19	Open files against others
	13	Other
	<hr/>	
	43	Total open files

## July Shuttles, Promotions, and Events

<b>Washburn Students (7/1-7/31):</b>	3,401 rides (166,652 total trips Aug 1, 2014 - Jul 31, 2017)
<b>FREEdom Pass Ridership (7/1-7/31):</b>	616 rides (22,782 total trips Aug 1, 2013 - Jul 31, 2017)
<b>Amtrak (7/1-7/31):</b>	1 ride in July
<b>Flex Zone Ridership (7/1-7/31):</b>	20 Flex rides
<b>Bikes on the Bus Ridership (7/1-7/31):</b>	1,420 bikes
<b>Kids Ride Free (7/1-7/31):</b>	12,572 free rides on the fixed route (34,390 total so far)

**Free After Five Promotion (7/1-7/31):** 9,240 free rides on the fixed route

**Rotary Freedom Festival Shuttle (7/1):** 52 shuttle trips

**Spirit of Kansas Shuttles (7/4):** 501 shuttle trips

**Deer Creek Reading Routes:** 226 shuttle trips

Thursday 7/6 31

Tuesday 7/11 19

Thursday 7/13 57

Tuesday 7/18 27

Thursday 7/20 29

Tuesday 7/25 50

Thursday 7/27 13

**United Way Spring Bus Tour Shuttle (7/10):** 15 shuttle trips

**TILRC Interns Accessible Bus Stops Tour (7/10):** 39 shuttle trips

**Other Operational and Promotional Activities:**

**National Transit Database (NTD) Yearly Survey Begins (7/1)**

**Breakthrough House How to Ride (7/6)**

**KJCC Career Fair (7/7)**

**Cyclovia East Topeka (7/16)**

**Lawrence Transit displayed a Hybrid Bus at the Board of Director's Meeting (7/17)**

**TSA Active Shooter Training for Managers (7/18)**

**Public Meeting #1 to Obtain Input Regarding Fall/Winter Service Update (7/18)**

**Public Meeting #2 to Obtain Input Regarding Fall/Winter Service Update (7/19)**

**Washburn University New Student Orientation Table (7/19)**

**Washburn University STEM Camp How to Ride (7/20)**

**Operation Pegasus (7/20 and 7/21)**

**Capitol City Taxi Quarterly Oversight Meeting (7/21)**

**Southwest YMCA How to Ride (7/25)**

**FREEdom Pass Presentation by Denise Ensley at the SWTA Mobility Conference in Dallas, TX (7/25)**

**Distribution of New Fall/Winter Ride Guide (7/26)**

**Lake Camp Connections How to Ride (7/26)**

**Downtown YMCA How to Ride (7/26)**

**Informational Tables at THS, TWHS, and HPHS Enrollments (7/26 and 7/27)**

**TILRC ADA Event Celebrating Public Transportation in Topeka (7/28)**

**Assisted TPD with Buses to Shuttle and Provide Cooling Stations for RIDT Gas Leak Evacuees (7/28)**

**Chase Middle School Teacher Orientation (7/31)**

**Free Water was Provided to Passengers on 17 Extremely High Heat Index Days**

**Three FREEdom Pass or Individual "How to Ride" Clinics**

*A total of 1,925 new Income Program ID's have been issued since March 2015  
229 additional Income Program recertification ID's have been issued since April 2016*

## **FREEdom Pass Ridership**

<b>2013</b>	<i>Aug</i>	144
	<i>Sep</i>	182
	<i>Oct</i>	251
	<i>Nov</i>	161
	<i>Dec</i>	207
	<b>Total</b>	<b>945</b>

<b>2014</b>	<i>Jan</i>	208
	<i>Feb</i>	171
	<i>Mar</i>	255
	<i>Apr</i>	261
	<i>May</i>	281
	<i>Jun</i>	301
	<i>Jul</i>	378
	<i>Aug</i>	320
	<i>Sep</i>	410
	<i>Oct</i>	426
	<i>Nov</i>	385
	<i>Dec</i>	480
	<b>Total</b>	<b>3876</b>

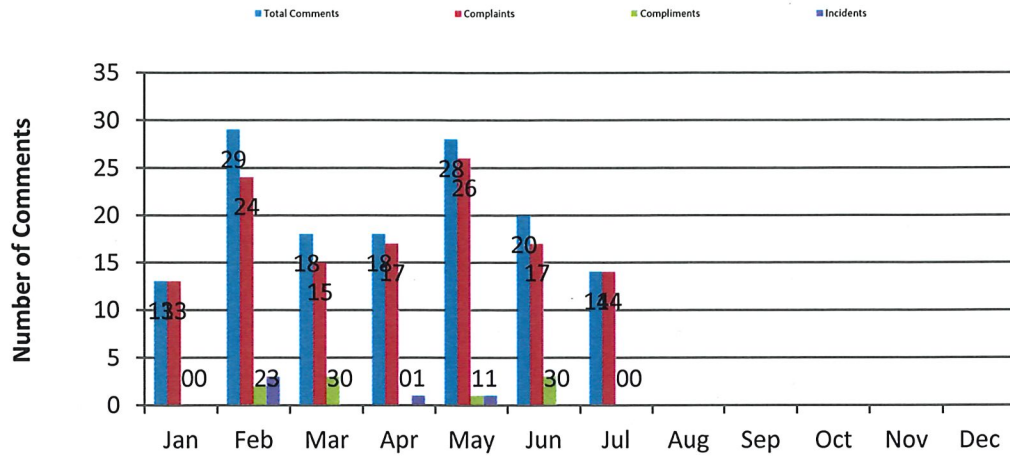
<b>2015</b>	<i>Jan</i>	483
	<i>Feb</i>	433
	<i>Mar</i>	499
	<i>Apr</i>	635
	<i>May</i>	480
	<i>Jun</i>	661
	<i>Jul</i>	533
	<i>Aug</i>	381
	<i>Sep</i>	538
	<i>Oct</i>	621
	<i>Nov</i>	371
	<i>Dec</i>	423
	<b>Total</b>	<b>6058</b>

<b>2016</b>	<i>Jan</i>	330
	<i>Feb</i>	458
	<i>Mar</i>	482
	<i>Apr</i>	770
	<i>May</i>	575
	<i>Jun</i>	675

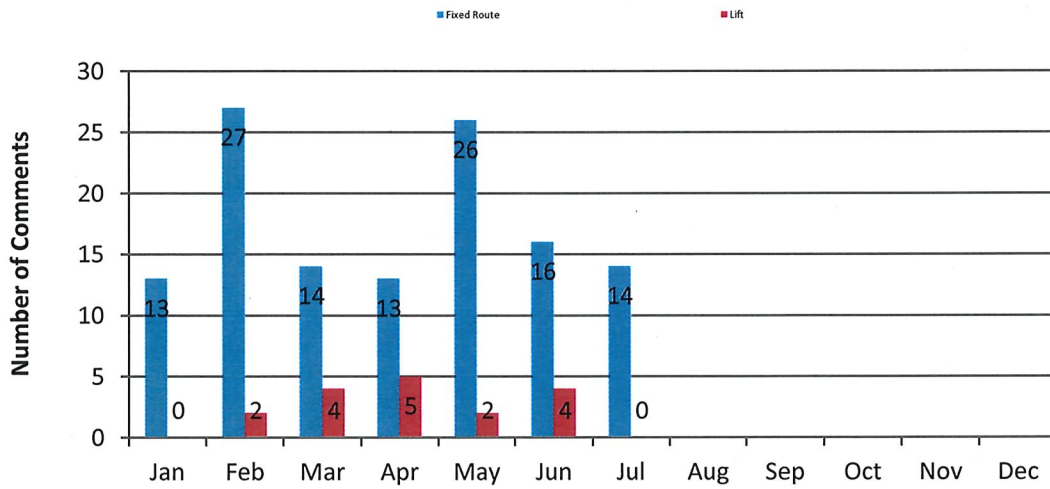
<i>Jul</i>	686
<i>Aug</i>	786
<i>Sep</i>	762
<i>Oct</i>	830
<i>Nov</i>	735
<i>Dec</i>	422
<i>Total</i>	<hr/> 7511

<b>2017</b> <i>Jan</i>	503
<i>Feb</i>	521
<i>Mar</i>	655
<i>Apr</i>	784
<i>May</i>	570
<i>Jun</i>	743
<i>Jul</i>	616
<i>Aug</i>	
<i>Sep</i>	
<i>Oct</i>	
<i>Nov</i>	
<i>Dec</i>	
<i>Total</i>	<hr/> 4392

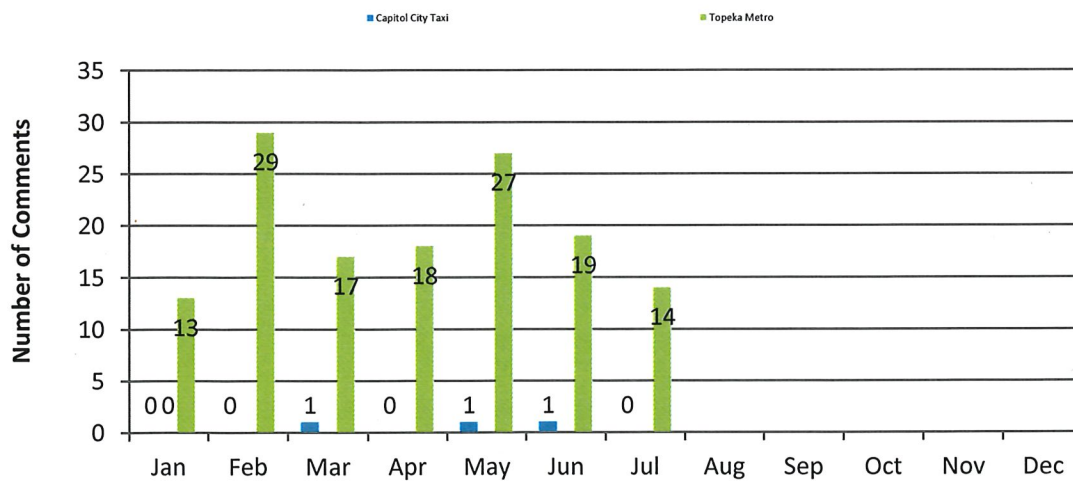
## 2017 Passenger Comments Per Type



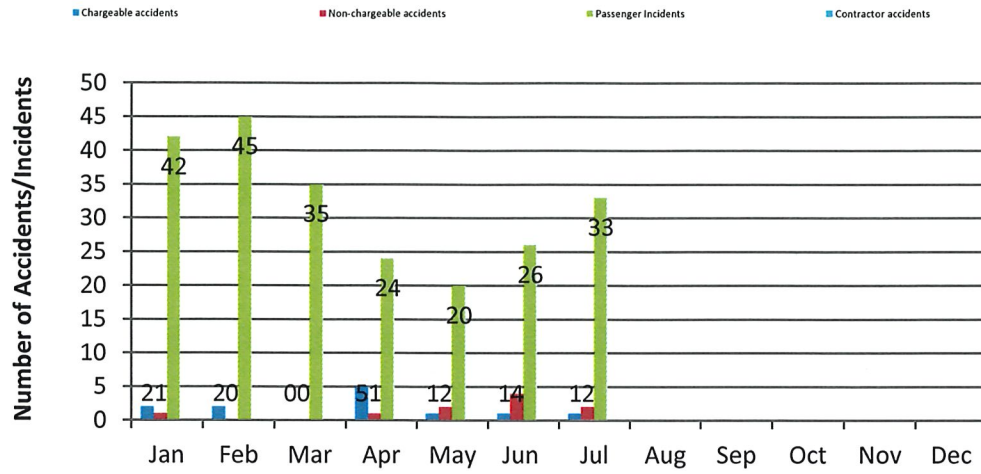
## 2017 Passenger Comments Per TMTA Service



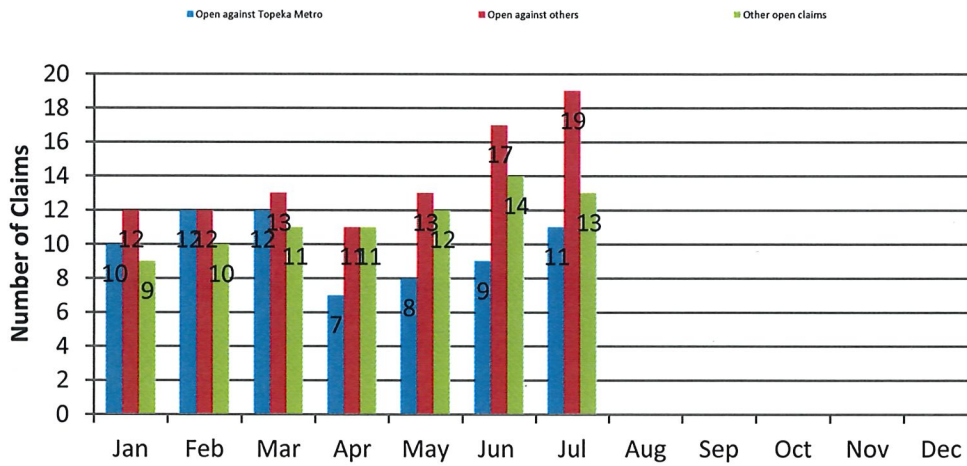
## 2017 Passenger Comments Per Provider



## 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	15	15	1	1	32	0	0	0
May 2017	15	4	0	0	19	0	0	0
Jun 2017	9	3	1	2	15	0	0	0
Jul 2017	14	0	0	2	16	1	0	0
Aug 2017					0			
Sep 2017					0			
Oct 2017					0			
Nov 2017					0			
Dec 2017					0			
<b>Year 2017 Total</b>	<b>81</b>	<b>44</b>	<b>5</b>	<b>7</b>	<b>137</b>	<b>1</b>	<b>0</b>	<b>0</b>