

Topeka Metro Operations Report

August 2019

August Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in August

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">27</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">2</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">29</td> <td>Total Comments</td> </tr> </table>	27	Fixed Route	2	Lift	29	Total Comments	<table border="0"> <tr> <td style="text-align: right;">1</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">28</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">29</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	28	Topeka Metro	29	Total Comments	<table border="0"> <tr> <td style="text-align: right;">29</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">0</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">29</td> <td>Total Comments</td> </tr> </table>	29	Complaints	0	Compliments	0	Incidents	29	Total Comments
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Comment Issues:

- Other/General **(19)**
- Unsafe Driving **(7)**
- Passed By **(3)** - one validated

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

	Month of		
	August	2019	FY 2020
TMTA Chargeable accidents	0	9	3
TMTA Non-chargeable accidents	1	10	2
Contractor accidents	1	2	1
Passenger incidents	20	185	39
	22	206	45

Current Self-Insurance Files:	7	Open files against Topeka Metro
	12	Open files against others
	5	Other
	24	Total open files

August Shuttles, Promotions, and Events

Washburn Students (8/1 thru 8/31):	3,527 rides (263,301 total trips Aug 1, 2014 - Aug 31, 2019)
FREEdom Pass Ridership (8/1 thru 8/31):	1,042 rides (41,070 total trips Aug 1, 2013 - Aug 31, 2019)
2013	945
2014	3876
2015	6058
2016	7511
2017	8115
2018	8879
2019	5686 (so far this year)
Amtrak (8/1 thru 8/31):	1 ride in August
Flex Zone Ridership (8/1 thru 8/31):	38 Flex rides
Bikes on the Bus Ridership (8/1 thru 8/31):	1,196 bikes on the fixed route
City Employees Ride Free (8/1 thru 8/31):	81 fixed route rides

Kids Ride Free:

42,800 total fixed route rides this summer

5/15-5/31	6,312
6/1-6/30	14,390
7/1-7/31	14,505
8/1-8/15	7,593

Deer Creek Reading Route - Final Shuttle (8/6):

52 shuttle trips

National Night Out VIP Shuttle (8/10):

80 shuttle trips

Other Operational and Promotional Activities:

2019-2020 Winter Service Change Public Meeting #1 at QSS (8/1)

Operations Supervisor Ray Hazzard Invited to Participate in the Governor's National Night Out Proclama

Home Depot's Final Day in the SOTO Program (8/4)

Monthly Operator Policy Meeting (8/6)

2019-2020 Winter Service Change Public Meeting #2 at QSS (8/7)

Partnered with TPD's SWAT Unit to Perform Training on a Bus (8/9)

2019-2020 Winter Service Change Public Meeting #3 at QSS (8/10)

Participated in the National Night Out Event (8/10)

August Run Cut in Effect (8/11)

Participated in Freshman Orientation at THS, HPHS, and TWHS (8/13)

Participated in the TWHS Open House for Parents (8/13)

Provided Two How to Ride Sessions for the Wichita Technical Institute Students (8/15)

Washburn University International Student How to Ride (8/15)

Press Conference Announcing New General Manager Bob Nugent (8/19)

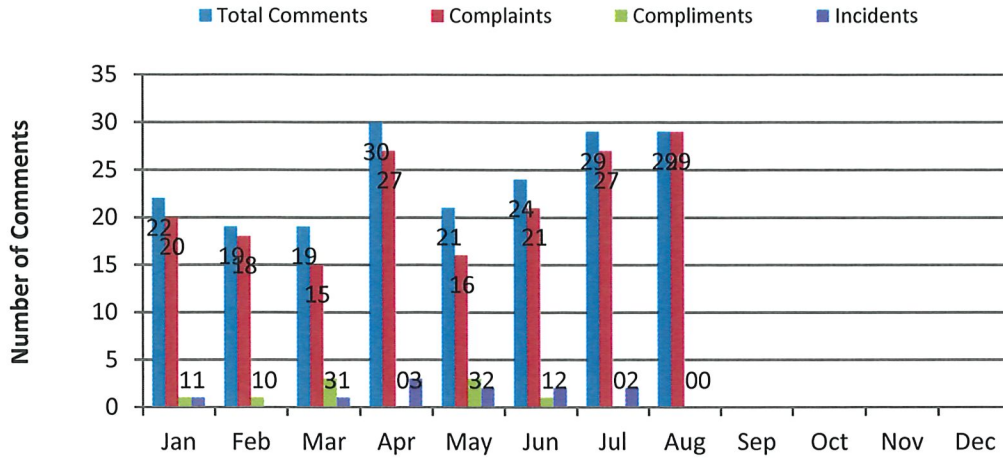
Provided Facility Tour for Kansas Gas Service (8/22)

Capitol City High School How to Ride (8/27)

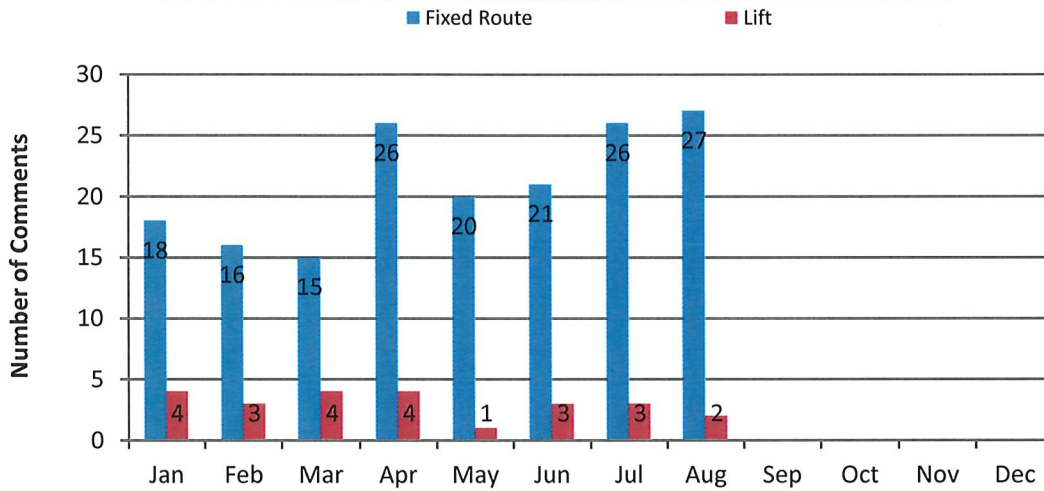
Meeting with Capitol City Taxi Regarding Last Hour of Service & Ride Expansion (8/28)

Two FREEdom Pass How to Ride Clinics

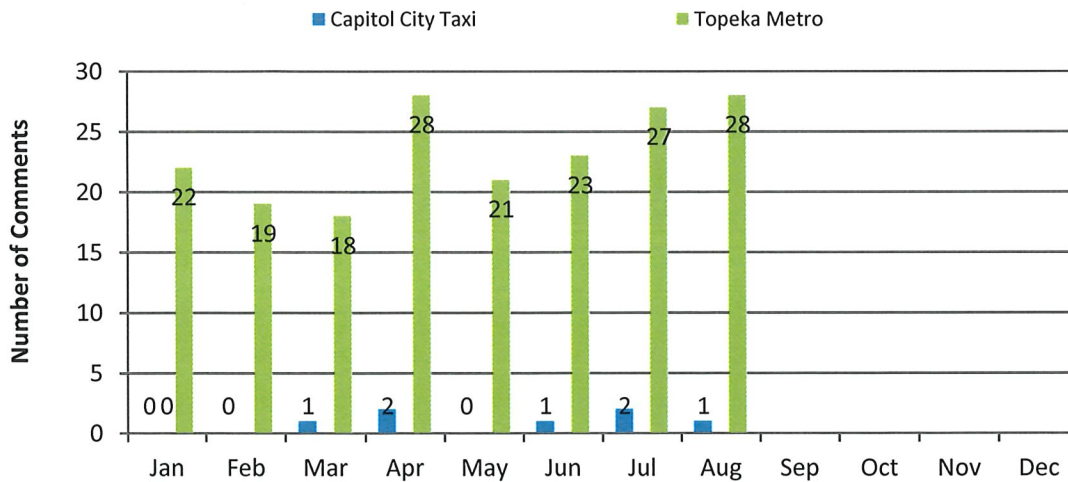
2019 Passenger Comments Per Type



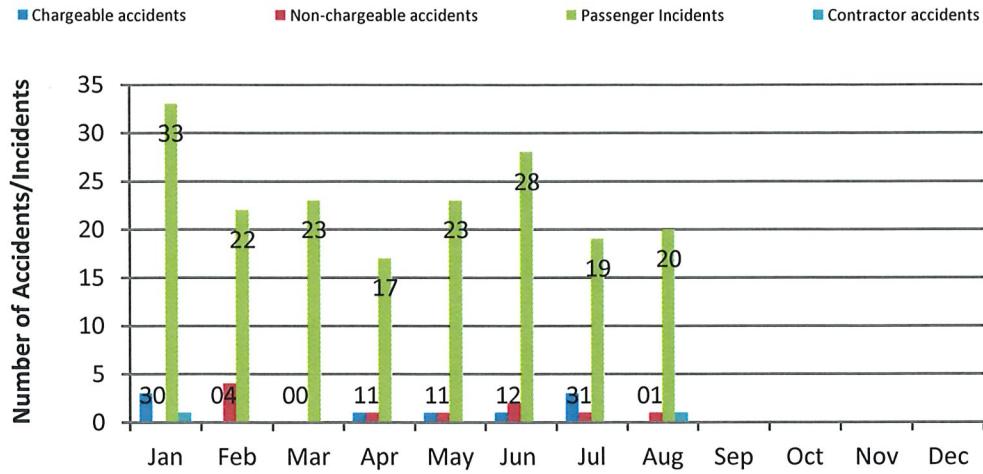
2019 Passenger Comments Per TMTA Service



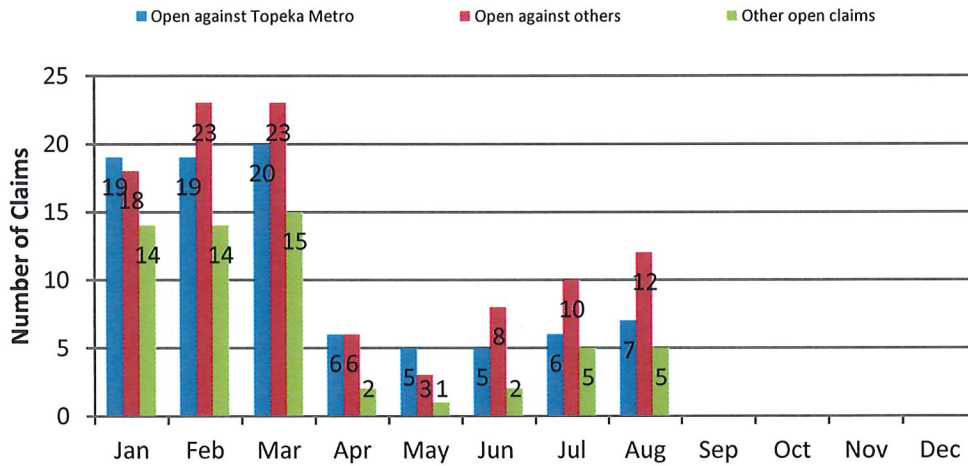
2019 Passenger Comments Per Provider



2019 Accident & Incidents



Current 2019 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	16	18	3	0	37	0	0	0
May 2019	6	5	1	0	12	1	1	0
Jun 2019	6	10	2	0	18	0	0	*
Jul 2019	14	10	1	0	25	0	0	0
Aug 2019	12	6	1	0	19	0	0	0
Sep 2019					0			
Oct 2019					0			
Nov 2019					0			
Dec 2019					0			
Year 2019 Total	94	94	10	3	201	1	1	0

* In addition to the two temporary apps, June 2019 had two temporary visitors who were not required to complete an application for a total of four registered.