

Topeka Metro Operations Report

February 2020

February Operating Days:	25	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	29	Total days in February - <i>Leap Year</i>

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">12</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">0</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">12</td> <td>Total Comments</td> </tr> </table>	12	Fixed Route	0	Lift	12	Total Comments	<table border="0"> <tr> <td style="text-align: right;">0</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">12</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">12</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	12	Topeka Metro	12	Total Comments	<table border="0"> <tr> <td style="text-align: right;">12</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;">12</td> <td>Total Comments</td> </tr> </table>	12	Complaints	0	Compliments	0	Incidents	12	Total Comments
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Comment Issues:

- Other/General (5)
- Unsafe Driving (4)
- Operator (2)
- Passed By (1) - *not validated*

Operations Accidents & Incidents (as of February 29th, 2020):

	Month of February	Total for 2020	FY 2020
TMTA Chargeable accidents	2	3	11
TMTA Non-chargeable accidents	2	2	13
Contractor accidents	0	0	1
Passenger incidents *	21	47	200
	25	52	225

* Removed duplicate incident claim from 1/22/20.

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

February Promotions and Events

Washburn Students (2/1 thru 2/29): 4,215 rides (284,668 total trips Aug 1, 2014 - Feb 29, 2020)

FREEdom Pass Ridership (2/1 thru 2/29): 548 rides (45,448 total trips Aug 1, 2013 - Feb 29, 2020)

2013	945
2014	3,876
2015	6,058
2016	7,511
2017	8,115
2018	8,879
2019	8,951

Amtrak (2/1 thru 2/29):	1 ride in February
Flex Zone Ridership (2/1 thru 2/29):	35 Flex rides
Bikes on the Bus Ridership (2/1 thru 2/29):	789 bikes on the fixed route
City Employees Ride Free (2/1 thru 2/29):	104 fixed route rides

Other Operational and Promotional Activities:

Annual "Stuff the Bus" Food Drive to Benefit Project Topeka - collected 2,272 lbs of food (2/1)

Bus Operator Bob Krische retired with over 8 years of service (2/3)

DoubleMap Open House Meetings for Operator Input (2/3 and 2/5)

Monthly Operator Policy Meeting (2/4)

Two Wichita Technical Institute How to Ride Clinics (2/4)

Bikeshare Taskforce Meeting (2/5)

2019 Safe Driving Awards Were Presented to 29 Topeka Metro Bus Operators (2/7)

Free Coffee for Passengers at QSS (2/13 and 2/14)

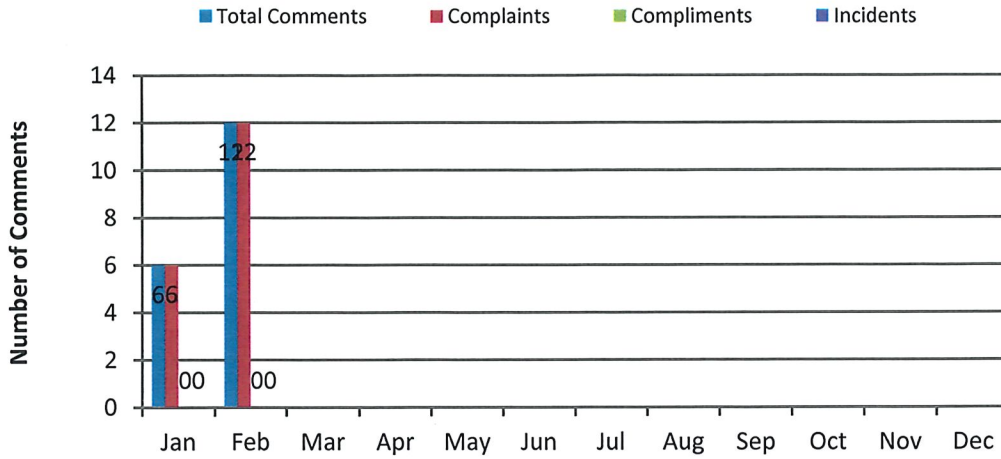
Operator Safety & Security Work Group Meeting (2/22)

Proterra Electric Bus Hands-on Training for Supervisors and Selected Supervisors (2/24)

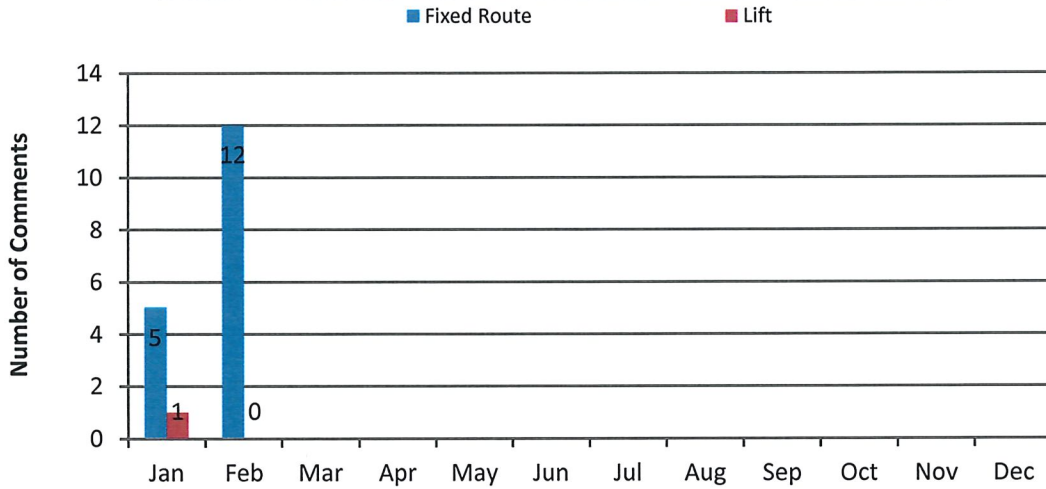
Proterra Electric Bus On-route Data Test (2/24 thru 2/28)

One FREEdom Pass How to Ride Clinic (2/26)

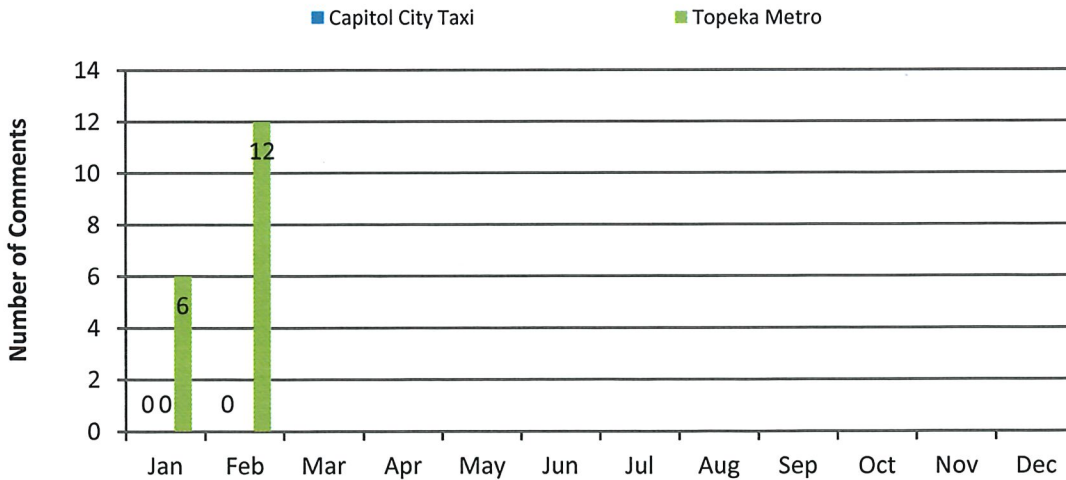
2020 Passenger Comments Per Type



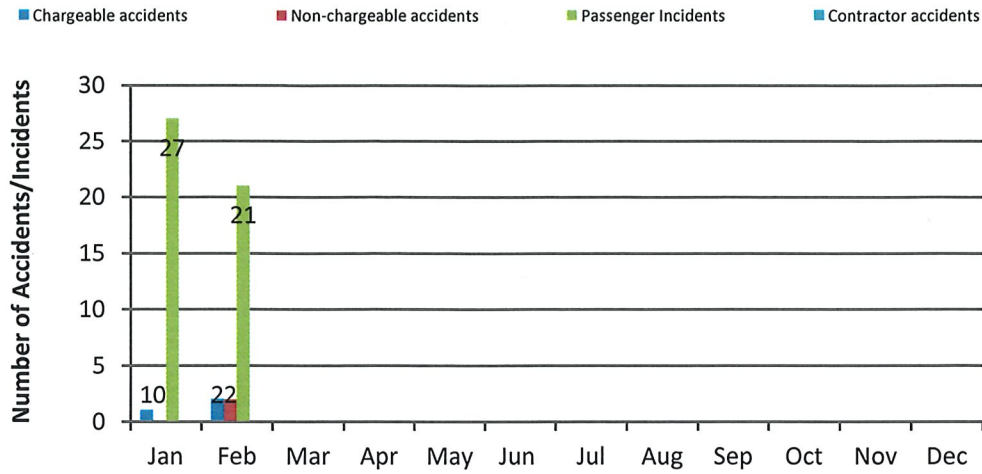
2020 Passenger Comments Per TMTA Service



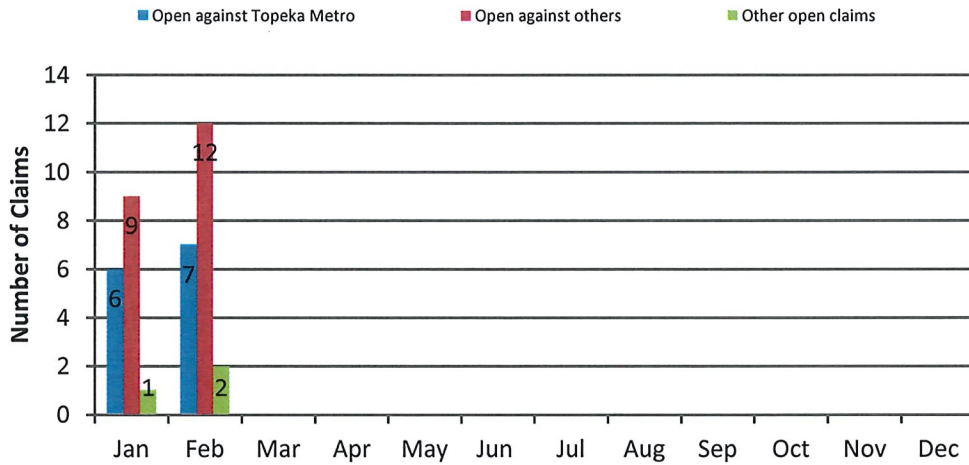
2020 Passenger Comments Per Provider



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	13	13	3	0	29	0	0	0
Mar 2020								
Apr 2020								
May 2020								
Jun 2020								
Jul 2020								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	27	23	4	0	54	0	0	0