February Operating Days:
- 24 Normal operating days
- 4 Sundays (no service)
- 0 Holiday with no service
- 0 Limited holiday service
- 28 Total days in February

Passenger Comments:
- 16 Fixed Route
- 3 Lift
- 19 Total Comments
- 0 Capitol City Taxi
- 0 Total Comments
- 18 Complaints
- 1 Compliments
- 0 Incidents
- 19 Total Comments

Comment Issues:
- Other/General (12)
- Operator (4)
- Vehicle (1)
- Unsafe Driving (1)
- Passed By (1) un-substantiated

Operations Accidents & Incidents (as of February 28th, 2019):

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<tr>
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<th>Month of</th>
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<tr>
<td></td>
<td>February</td>
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<tr>
<td>TMTA Chargeable accidents</td>
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<tr>
<td>TMTA Non-chargeable accidents</td>
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<tr>
<td>Contractor accidents</td>
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<td>Passenger incidents</td>
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Current Self-Insurance Files:
- 19 Open files against Topeka Metro
- 23 Open files against others
- 14 Other
- 56 Total open files

February Shuttles, Promotions, and Events

Washburn Students (2/1-2/28):
- 4,098 rides (243,934 total trips Aug 1, 2014 - Feb 28, 2019)

FREEdom Pass Ridership (2/1-2/28):
- 380 rides (36,239 total trips Aug 1, 2013 - Feb 28, 2019)

SEAT (2/1-2/28):
- 404 rides on the fixed route

Amtrak (2/1-2/28):
- 9 rides in February

Flex Zone Ridership (2/1-2/28):
- 101 Flex rides

Bikes on the Bus Ridership (2/1-2/28):
- 404 bikes on the fixed route
City Employees Ride Free (2/1-2/28): 89 fixed route rides
Know Your City Shuttle (2/6): 45 shuttle trips
LEAF Shuttle (2/18): 49 shuttle trips
Washburn University International Shuttle (2/22): 108 shuttle trips
United Way Tour (2/26): 91 shuttle trips

Other Operational and Promotional Activities:

"Stuff the Bus" Event at Fairlawn Dillons (2/2)
Ice Storm (2/6) - no chargeable accidents!
Free Coffee for Passengers at QSS (2/6 thru 2/8)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (2/12)
Shawnee Heights High School How-to-Ride (2/12)
Snow Storm (2/15) - no chargeable accidents!
New Flyer Electric Bus Demonstration & Media Event - California & West 21st Routes (2/18 thru 2/21)
Washburn University Japanese Student How-to-Ride (2/18)
Snow Storm (2/20) - no chargeable accidents!
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (2/22)
Participated in Transit Day at the Statehouse (2/27)
Free Coffee for Passengers at QSS (2/27 thru 3/1)

A total of 3,542 new Income Program ID's have been issued since March 2015.
611 additional Income Program recertification ID's have been issued since April 2016.
2019 Passenger Comments Per Type

Number of Comments

January 22, 11, 0
February 20, 13, 10
March 8
April 1
May 1
June 0
July 0
August 0
September 0
October 0
November 0
December 0

2019 Passenger Comments Per TMTA Service

Fixed Route
Lift

Number of Comments

January 18, 4
February 18, 3
March 0
April 0
May 0
June 0
July 0
August 0
September 0
October 0
November 0
December 0

2019 Passenger Comments Per Provider

Capitol City Taxi
Topeka Metro

Number of Comments

January 22, 0
February 19, 0
March 0
April 0
May 0
June 0
July 0
August 0
September 0
October 0
November 0
December 0
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
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