Topeka Metro Operations Report
April 2020

April Operating Days:  
26 Normal operating days  
4 Sundays (no service)  
0 Holiday with no service  
0 Limited holiday service  
30 Total days in April

Passenger Comments:  

| 9 Fixed Route | 0 Capitol City Taxi | 9 Complaints |
| 0 Lift | 9 Topeka Metro | 0 Compliments |
| 9 Total Comments | 9 Total Comments | 0 Incidents |
| 9 Total Comments | 9 Total Comments | 9 Total Comments |

Comment Issues:  
Passed By (4) - one validated  
Other/General (3)  
Unsafe Driving (2)

Operations Accidents & Incidents (as of April 30, 2020):

<table>
<thead>
<tr>
<th></th>
<th>Month of April</th>
<th>Total for 2020</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>2</td>
<td>5</td>
<td>13</td>
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<tr>
<td>TMTA Non-chargeable accidents</td>
<td>0</td>
<td>3</td>
<td>14</td>
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<tr>
<td>Contractor accidents</td>
<td>0</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Passenger incidents</td>
<td>22</td>
<td>86</td>
<td>239</td>
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<tr>
<td></td>
<td>24</td>
<td>95</td>
<td>268</td>
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</tbody>
</table>

Current Self-Insurance Files:  
3 Open files against Topeka Metro  
4 Open files against others  
1 Other  
8 Total open files

April Promotions and Events

NOTE: Due to COVID-19, Topeka Metro went to no fares and rear door boarding starting March 25th. Therefore, all passengers were classified as No Fare rather than individual classifications in April.

Washburn Students (4/1 thru 4/30):

FREEdom Pass Ridership (4/1 thru 4/30):

2013  945  
2014  3,876  
2015  6,058  
2016  7,511  
2017  8,115  
2018  8,879  
2019  8,951  
2020  1,623 (so far)  

Unknown rides (286,664+ total trips Aug 1, 2014 - Apr 30, 2020)  
Unknown rides (45,958+ total trips Aug 1, 2013 - Apr 30, 2020)
Amtrak (4/1 thru 4/30): 1 ride in April
Flex Zone Ridership (4/1 thru 4/30): 38 Flex rides
Bikes on the Bus Ridership (4/1 thru 4/30): 852 bikes on the fixed route
City Employees Ride Free (4/1 thru 4/30): Unknown fixed route rides

Other Operational and Promotional Activities:

April Run Choose-up in Effect (4/5)
Monthly Operator Policy Meeting (4/7)
Capitol City Taxi Quarterly Oversight Meeting via Zoom (4/16)
New Bus Operator Training Class (began 4/20) - two operators

COVID-19 Related Activities (4/1 thru 4/30):
- Participated in USDOT's COVID-19 Transit Stakeholders Call (4/1)
- CARES Act Apportionment Tables Posted (4/1)
- Special Assignments for Lift Operators Including Ambassadors & Assisting Fixed Routes (4/2)
- Discontinued the North Kansas Sweeper Route (4/6)
- Began the Mission Shuttles to Assist with Ridership on the North Kansas (4/6)
- Union Posted a Memo to Employees Regarding a Meeting with Management (4/7)
- Posted "Heroes Work Here" Signs at Facilities, the Website, & Social Media (4/10)
- Press Release Regarding Heroes (4/13)
- Management Responded to the Union's Pandemic Leave MOU (4/14)
- Posted Information Regarding the Emergency Paid Leave Act (4/14)
- Posted Information Regarding the Emergency Family Medical Leave Expansion Act (4/14)
- Union Submitted a KORA Request for Payroll, Financial, & Federal Funding Information (4/14)
- Governor Extended the Stay-at-Home Order Through May 3 (4/15)
- Posted a Social Distancing Reminder for Employees (4/15)
- Management Posted a Response to the Union’s Employee Memo (4/15)
- Posted Information Regarding the S.C. Community Cares Helpline for Employees (4/15)
- Management Responded to the Union’s KORA Request (4/17)
- Created a Log to Track the Usage of PPE (4/17)
- COO Held Phone Conference with CCT (4/17)
- Union Disseminated a Press Release Regarding CARES Act Funding (4/17)
- Obtained Cloth Face Masks for All Metro Employees (4/17, 4/21, and 4/22)
- Posted Updated Information Regarding Cloth Face Masks (4/17)
- Received FTA Notification Regarding Free Lift Fares (4/20)
- Board of Directors Voted to Extend Free Fares & Rear Door Boarding Thru May 31 (4/20)
- Extension of Free Fixed Route/Lift Fares & Rear Door Boarding Thru May 31 in Effect (4/21)
- Press Release Regarding Pending CARES Act Funding (4/21)
- Press Release Regarding FTA Notification of $6.5 Million CARES Act Funding Approval (4/23)
- "Essential Rides Only" Message Displayed on All Fixed Route Bus Headsigns (4/24)
- Sanitizing Wipes Placed on All Fixed Route Buses for Passenger Usage (4/25)
- Operator Safety Barriers Installed on Fixed Route Buses (4/30 thru 5/4)

*Note: In addition to the above milestones, there have continued to be numerous meetings between management and the union, phone conferences, meetings with emergency management, informational postings and signs both internally and externally.
TOPEKA METRO CARES ABOUT EVERYONE'S HEALTH & SAFETY
2020 Passenger Comments Per Type

2020 Passenger Comments Per TMTA Service

2020 Passenger Comments Per Provider
### Lift Service Application Statistics

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<tr>
<th>Month</th>
<th>Eligible</th>
<th>Recertified</th>
<th>Temporary</th>
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<th>TOTAL</th>
<th>Appeals</th>
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<td>Year 2020 Total</td>
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