Topeka Metro Operations Report
March 2019

March Operating Days:
- 26 Normal operating days
- 5 Sundays (no service)
- 0 Holiday with no service
- 0 Limited holiday service
- 31 Total days in March

Passenger Comments:

| 15 Fixed Route | 1 Capitol City Taxi | 15 Complaints |
| 4 Lift | 18 Topeka Metro | 3 Compliments |
| 19 Total Comments | 19 Total Comments | 1 Incidents |
| | | 19 Total Comments |

Comment Issues:
- Other/General (8)
- Operator (5)
- Passed By (4) - one substantiated
- Unsafe Driving (2)

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

<table>
<thead>
<tr>
<th>Month of March</th>
<th>2019</th>
<th>FY 2019</th>
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</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>0</td>
<td>3</td>
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<tr>
<td>TMTA Non-chargeable accidents</td>
<td>0</td>
<td>4</td>
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<td>Contractor accidents</td>
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<td>1</td>
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<tr>
<td>Passenger incidents</td>
<td>23</td>
<td>78</td>
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<td>Total</td>
<td>23</td>
<td>86</td>
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Current Self-Insurance Files:
- 20 Open files against Topeka Metro
- 23 Open files against others
- 15 Other
- 58 Total open files

March Shuttles, Promotions, and Events

Washburn Students (3/1-3/31):
- 3,914 rides (247,848 total trips Aug 1, 2014 - Mar 31, 2019)

FREEdom Pass Ridership (3/1-3/31):
- 2013: 945
- 2014: 3876
- 2015: 6058
- 2016: 7511
- 2017: 8115
- 2018: 8879
- 2019: 1356 (so far)

Amtrak (3/1-3/31):
- 1 ride in March

Flex Zone Ridership (3/1-3/31):
- 73 Flex rides

Bikes on the Bus Ridership (3/1-3/31):
- 578 bikes on the fixed route
City Employees Ride Free (3/1-3/31): 80 fixed route rides
Utilities Academy Water Treatment Shuttle (3/9): 128 shuttle trips
United Way Washburn Tour (3/11): 33 shuttle trips
"Spring Fling" Families Ride Free (3/11 thru 3/16): 1,732 free rides on the fixed route
United Way Tour (3/15): 117 shuttle trips

Other Operational and Promotional Activities:

Free Coffee for Passengers at QSS (3/1 and 3/4)
Severe Weather Awareness Week (3/4 thru 3/9)
Statewide Tornado Drill (3/5)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/6)
Operator Safety & Security Work Group Meeting (3/9)
Mandatory Safety Training for All Operations Employees (3/12 and 3/13)
Safe Driving Award Presentation at the City Council Meeting - Reggie Moore & Efren Mazas (3/12)
Public Outreach & Mobile ID Unit at the Veteran's Administration (3/13)
Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/13)
First United Methodist Church Fixed Route Field Trip to the Library (3/14)
National Driver Appreciation Day Observed (3/18)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/21)
Reveal Server Migration Project (3/21 and 3/22)
Operator Extra Board Work Group Meeting (3/28)
Public Outreach & Mobile ID Unit at the Hi-Crest NIA Meeting at Avondale East (3/28)
Three Lakes "Next Step" Program Fixed Route Field Trip (3/29)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (3/29)
Mars' Final Day in SOTO Ride-to-Work Program (3/29)

A total of 3,619 new Income Program ID's have been issued since March 2015.
628 additional Income Program recertification ID's have been issued since April 2016.
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<th>Eligible</th>
<th>Recertified</th>
<th>Temporary</th>
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<th>TOTAL</th>
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<td>45</td>
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