

# Topeka Metro Operations Report

March 2021

<b>March Operating Days:</b>	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

**Passenger Comments:**

<table border="0"> <tr><td style="text-align: right;">13</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	13	Fixed Route	1	Lift	14	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;">13</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	13	Topeka Metro	14	Total Comments	<table border="0"> <tr><td style="text-align: right;">14</td><td>Complaints</td></tr> <tr><td style="text-align: right;">0</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	14	Complaints	0	Compliments	0	Incidents	14	Total Comments
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**Comment Issues:**

- Other/General (8)
- Unsafe Driving (3)
- Passed By (2) - one valid
- Operator (1)

**Operations Accidents & Incidents (as of March 31st, 2021):**

	Month of	Total for	
	March	2021	FY 2021
TMTA Chargeable accidents	0	2	11
TMTA Non-chargeable accidents	2	4	16
Contractor accidents	0	0	3
Passenger incidents	26	63	179
	28	69	209

<b>Current Self-Insurance Files:</b>	8	Open files against Topeka Metro
	14	Open files against others
	4	Other
	26	Total open files

## March Promotions and Events

**Washburn Students (3/1 thru 3/31):** 5,649 fixed route trips

**FREEdom Pass Ridership (3/1 thru 3/31):** 345 fixed route trips

2013	945
2014	3,876
2015	6,058
2016	7,511
2017	8,115
2018	8,879
2019	8,951
2020	1,623 (until free fares due to COVID-19 in March 2020)
2021	542

**Amtrak (3/1 thru 3/31):** 0 rides in March

<b><i>Flex Zone Ridership (3/1 thru 3/31):</i></b>	38 Flex rides (12 provided by CCT & 26 provided in-house)
<b><i>Bikes on the Bus Ridership (3/1 thru 3/31):</i></b>	667 bikes on the fixed route
<b><i>City Employees Ride Free (3/1 thru 3/31):</i></b>	51 fixed route trips

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***Other Operational and Promotional Activities:***

***Severe Weather Awareness Week (3/1 thru 3/5)***

***Participated in the Statewide Tornado Drill (3/2)***

***Monthly Operator Policy Meeting (3/2)***

***Rotated Spare Reveal Tablets Into Service (3/5)***

***COVID-19 Vaccines Provided to Employees (3/5 and 3/11)***

***Operator Safety & Security Work Group Meeting (3/6)***

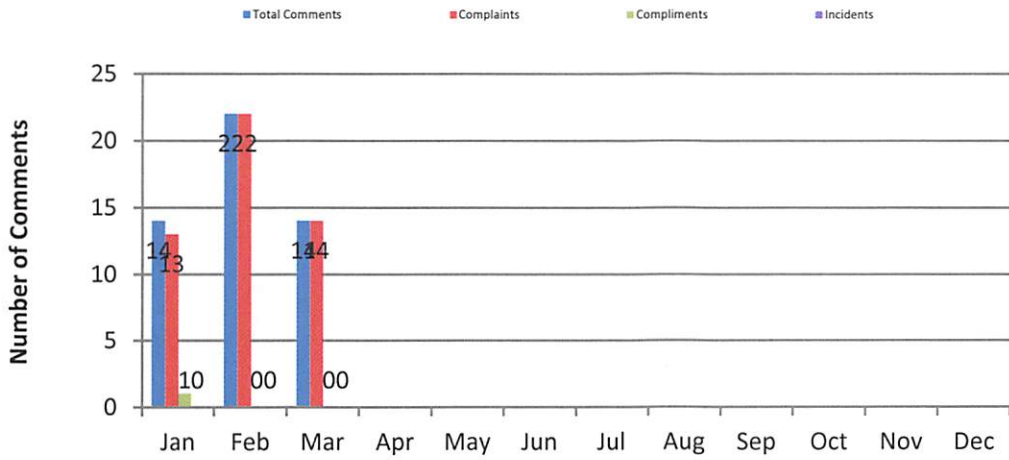
***National Driver Appreciation Day (3/18) - provided lunch for the bus operators***

***Operations & Planning Met with the Union Regarding April Choose-up (3/18)***

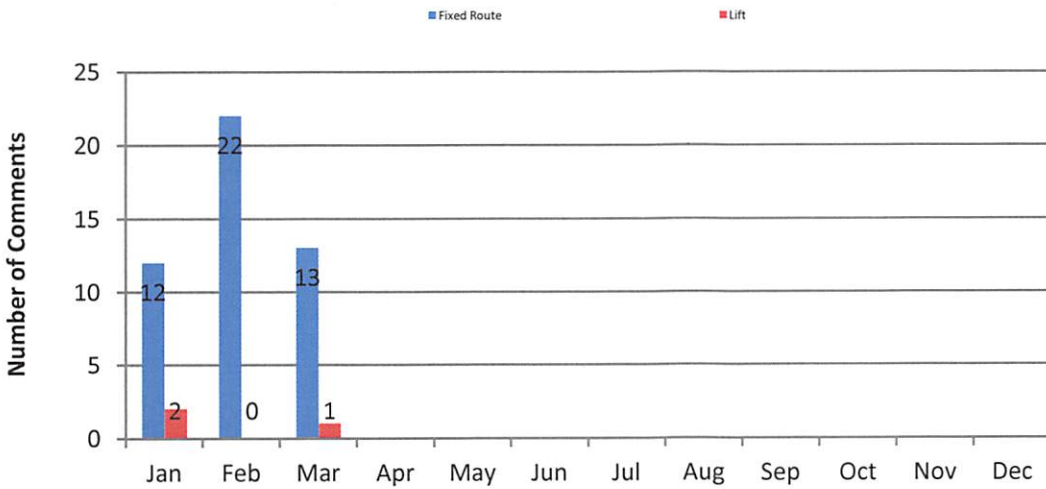
***April Choose-up Posted (3/19)***

***Extended the Ambussador Program Thru June 30, 2021 (3/22)***

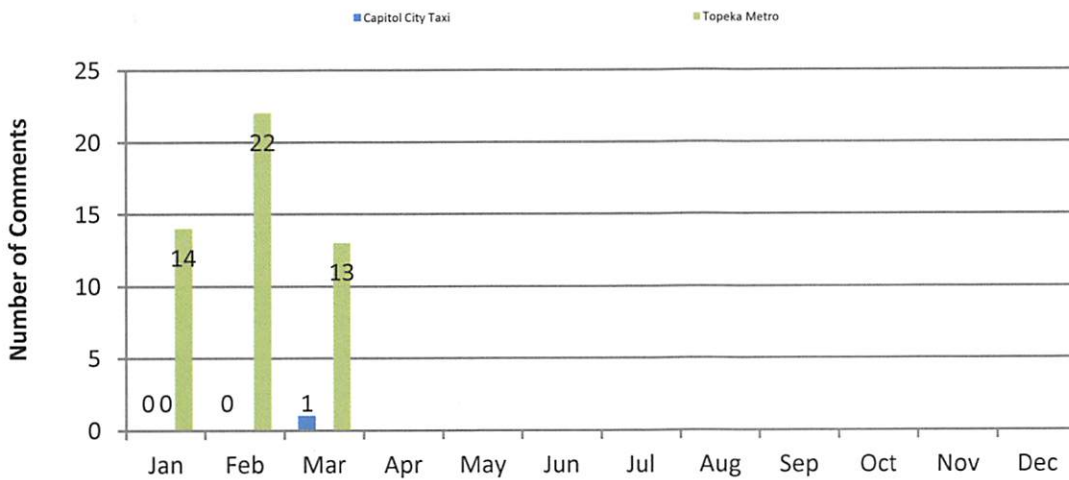
### 2021 Passenger Comments Per Type



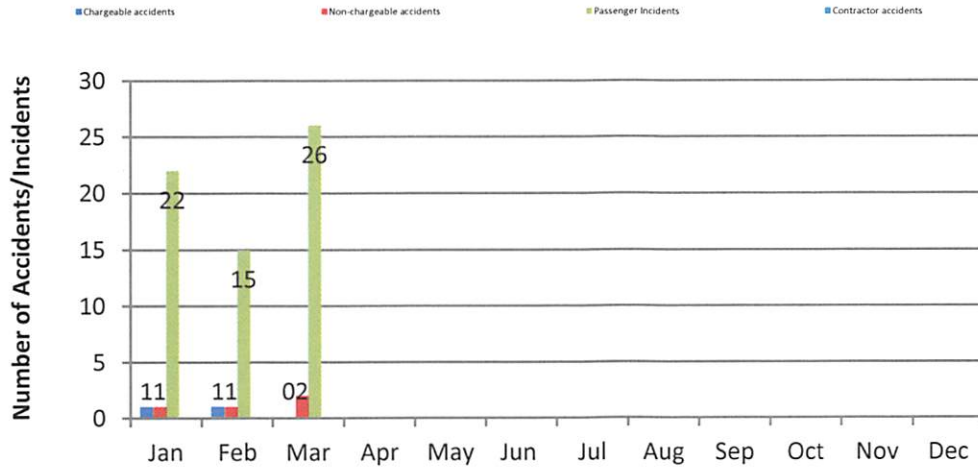
### 2021 Passenger Comments Per TMTA Service



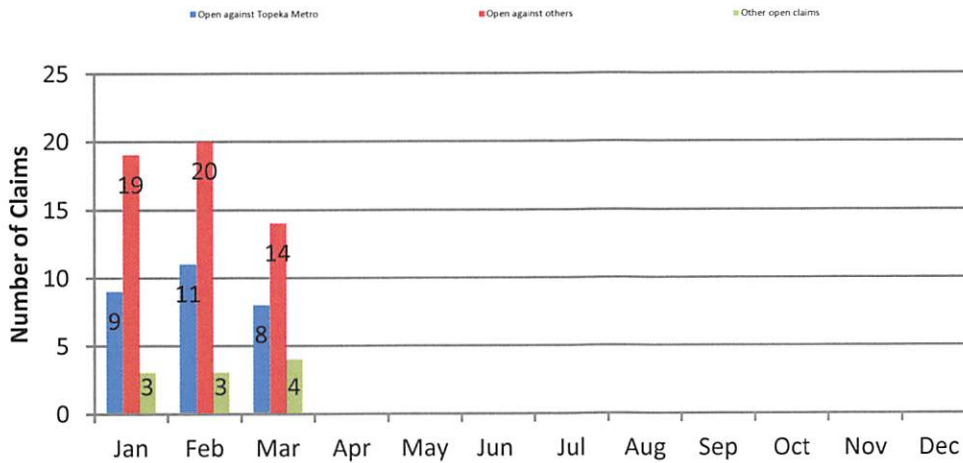
### 2021 Passenger Comments Per Provider



## 2021 Accident & Incidents



## Current 2021 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 2021	8	13	1	0	22	0	0	0	<i>COVID-19 Continues</i>
Feb 2021	4	3	0	0	7	0	0	0	
Mar 2021	11	15	1	0	27	0	0	0	
Apr 2021					0				
May 2021					0				
Jun 2021					0				
Jul 2021					0				
Aug 2021					0				
Sep 2021					0				
Oct 2021					0				
Nov 2021					0				
Dec 2021					0				
<b>Year 2021 Total</b>	<b>23</b>	<b>31</b>	<b>2</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>0</b>	