

Topeka Metro Operations Report

February 2021

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

Passenger Comments:

<table border="0"> <tr> <td style="padding-right: 10px;">22</td> <td>Fixed Route</td> </tr> <tr> <td style="padding-right: 10px;"><u>0</u></td> <td>Lift</td> </tr> <tr> <td style="padding-right: 10px;">22</td> <td>Total Comments</td> </tr> </table>	22	Fixed Route	<u>0</u>	Lift	22	Total Comments	<table border="0"> <tr> <td style="padding-right: 10px;">0</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="padding-right: 10px;"><u>22</u></td> <td>Topeka Metro</td> </tr> <tr> <td style="padding-right: 10px;">22</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	<u>22</u>	Topeka Metro	22	Total Comments	<table border="0"> <tr> <td style="padding-right: 10px;">22</td> <td>Complaints</td> </tr> <tr> <td style="padding-right: 10px;">0</td> <td>Compliments</td> </tr> <tr> <td style="padding-right: 10px;"><u>0</u></td> <td>Incidents</td> </tr> <tr> <td style="padding-right: 10px;">22</td> <td>Total Comments</td> </tr> </table>	22	Complaints	0	Compliments	<u>0</u>	Incidents	22	Total Comments
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Comment Issues:

- Other/General (12)
- Unsafe Driving (6)
- Passed By (4) - one valid

Operations Accidents & Incidents (as of February 28th, 2021):

	Month of February	Total for 2021	FY 2021
TMTA Chargeable accidents	1	2	11
TMTA Non-chargeable accidents	1	2	14
Contractor accidents	0	0	3
Passenger incidents	15	37	153
	<u>17</u>	41	181

Current Self-Insurance Files:	11	Open files against Topeka Metro
	20	Open files against others
	<u>3</u>	Other
	34	Total open files

February Promotions and Events

NOTE: Topeka Metro returned to front door boarding & fare collection as of February 1, 2021.

Washburn Students (2/1 thru 2/28): 4,342 fixed route trips

FREEdom Pass Ridership (2/1 thru 2/28): 197 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	197

<i>Amtrak (2/1 thru 2/28):</i>	0 rides in February
<i>Flex Zone Ridership (2/1 thru 2/28):</i>	24 Flex rides (12 provided by CCT & 12 provided in-house)
<i>Bikes on the Bus Ridership (2/1 thru 2/28):</i>	445 bikes on the fixed route
<i>City Employees Ride Free (2/1 thru 2/28):</i>	67 fixed route trips

Other Operational and Promotional Activities:

Return to front door boarding and fare collection (2/1)

Topeka Metro/ATU Food Collection for Project Topeka (2/1 thru 2/26)

Monthly Operator Policy Meeting (2/2)

Bus Staging Signs Placed at Walmart West (2/3)

2020 Safe Driving Awards Were Presented to 27 Topeka Metro Bus Operators (2/5)

Extremely Cold Temperatures & Wind Chills (2/8 thru 2/18)

QSS's Point-of-Sale System Updated (2/15)

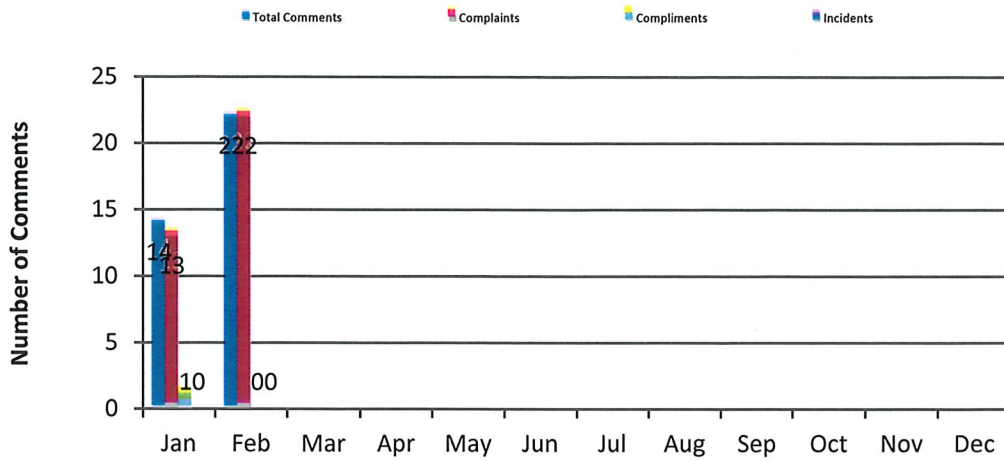
Emergency Transport of 6 Mission Towers Residents (2/16)

Rolling Blackout by Evergy at Quincy Street Station (2/16)

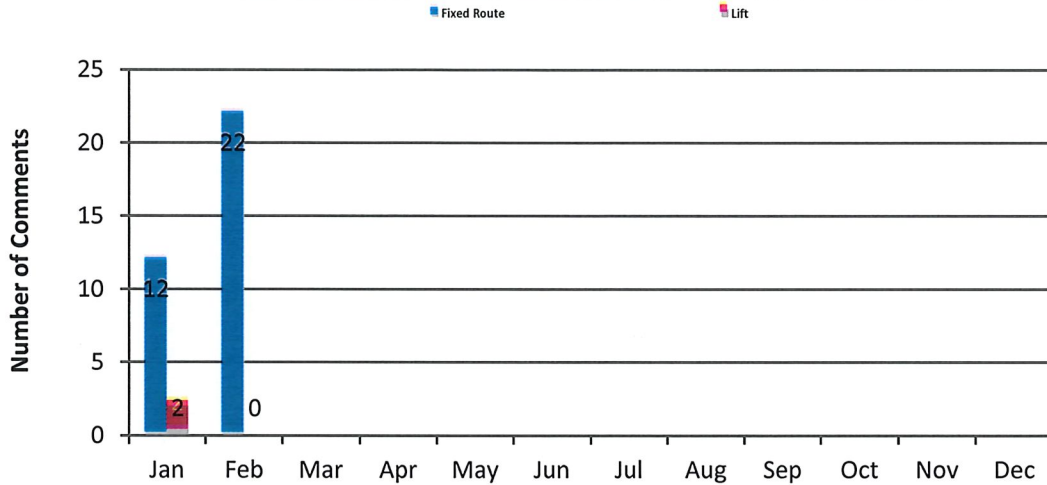
Reveal Paratransit Software & Tablets Updated (2/16 thru 2/18)

Extended the Ambussador Program Thru March 31, 2021 (2/25)

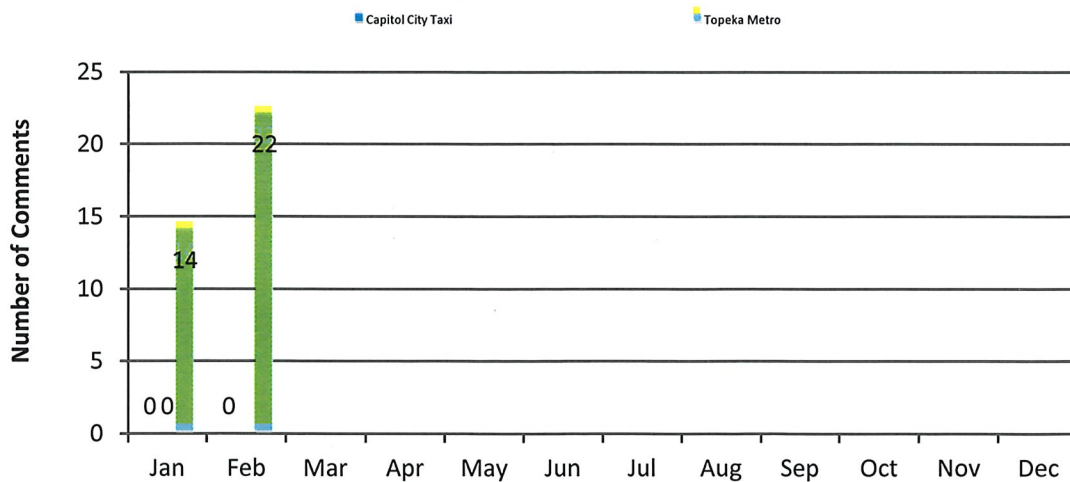
2021 Passenger Comments Per Type



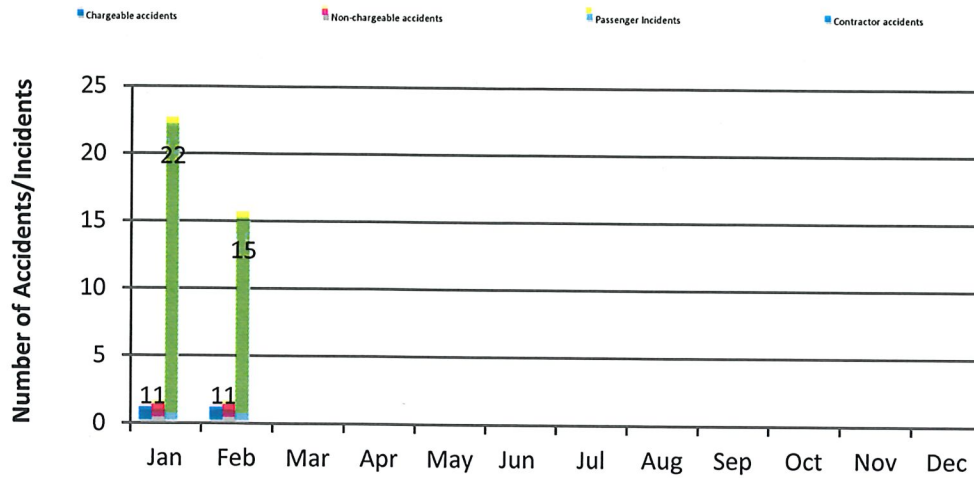
2021 Passenger Comments Per TMTA Service



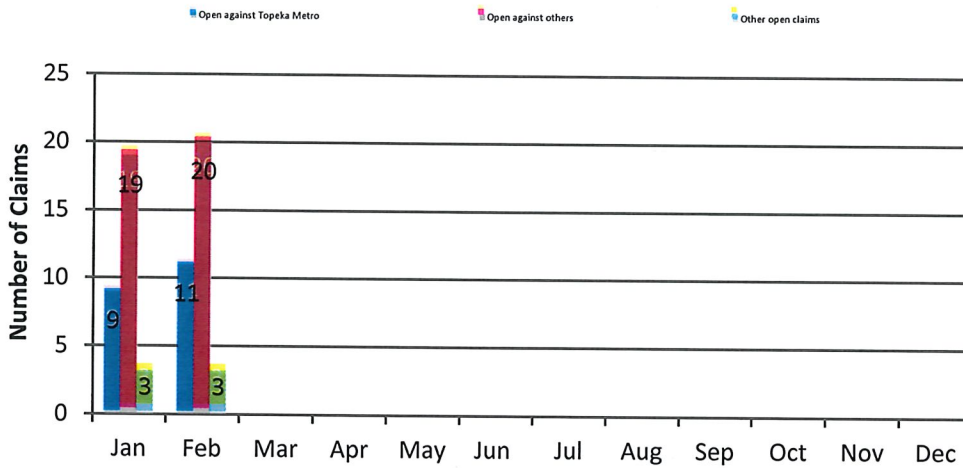
2021 Passenger Comments Per Provider



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
Feb 2021	4	3	0	0	7	0	0	0
Mar 2021					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			
Year 2021 Total	12	16	1	0	29	0	0	0

COVID-19 Continues