

Topeka Metro Operations Report

October 2020

October Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in October

Passenger Comments:

21	Fixed Route	1	Capitol City Taxi	21	Complaints
1	Lift	21	Topeka Metro	1	Compliments
22	Total Comments	22	Total Comments	0	Incidents
				22	Total Comments

Comment Issues:

- Other/General **(14)**
- Passed By **(4)** - zero valid
- Unsafe Driving **(2)**
- Operator **(2)**

Operations Accidents & Incidents (as of October 31st, 2020):

	Month of	Total for	Total for
	October	2020	FY 2021
TMTA Chargeable accidents	1	16	9
TMTA Non-chargeable accidents	4	12	8
Contractor accidents	0	4	2
Passenger incidents	14	189	78
	19	221	97

Current Self-Insurance Files:	5	Open files against Topeka Metro
	8	Open files against others
	1	Other
	14	Total open files

October Promotions and Events

NOTE: Due to COVID-19, Topeka Metro continued rear door boarding & free fares thru October 31. Therefore, all passengers were classified as No Fare rather than individual classifications in October.

Washburn Students (10/1 thru 10/31): Unknown (286,664+ total trips Aug 1, 2014 - Oct 31, 2020)

FREEdom Pass Ridership (10/1 thru 10/31): Unknown (45,958+ total trips Aug 1, 2013 - Oct 31, 2020)

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)

<i>Amtrak (10/1 thru 10/31):</i>	0 rides in October
<i>Flex Zone Ridership (10/1 thru 10/31):</i>	44 Flex rides (40 provided by CCT & 4 provided in-house)
<i>Bikes on the Bus Ridership (10/1 thru 10/31):</i>	1,302 bikes on the fixed route
<i>City Employees Ride Free (10/1 thru 10/31):</i>	Unknown fixed route rides

Other Operational and Promotional Activities:

New Demand Response Contract with Capitol City Taxi in Effect (10/1)

Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/5 thru 10/9)

Operations Met with Topeka Police Department Regarding Transportation Support (10/5)

Monthly Operator Policy Meeting (10/6)

Management Met With Union Officers & Operators to Discuss Front-door Boarding & Fares (10/7)

Capitol City Taxi Quarterly Oversight Meeting via Phone (10/16)

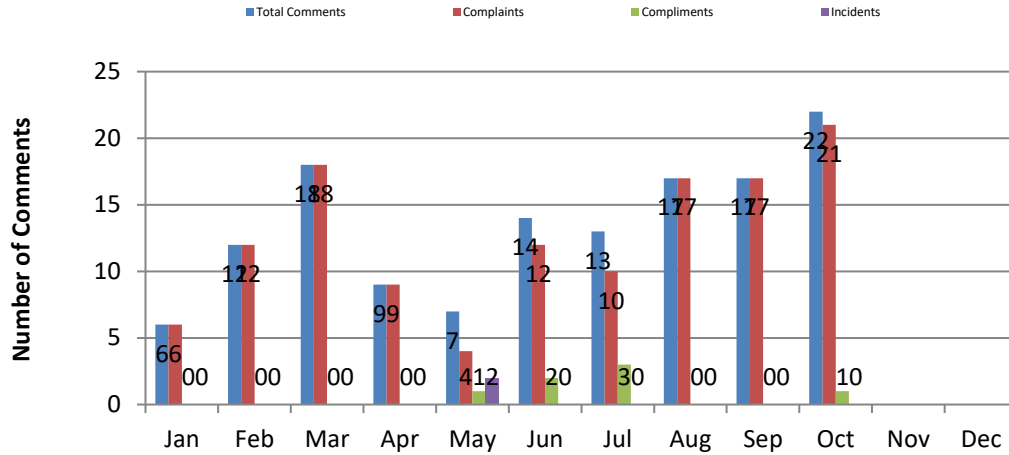
Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru November 30 (10/19)

All Three Facilities Participated in the Annual Fire Drill Exercise (10/21)

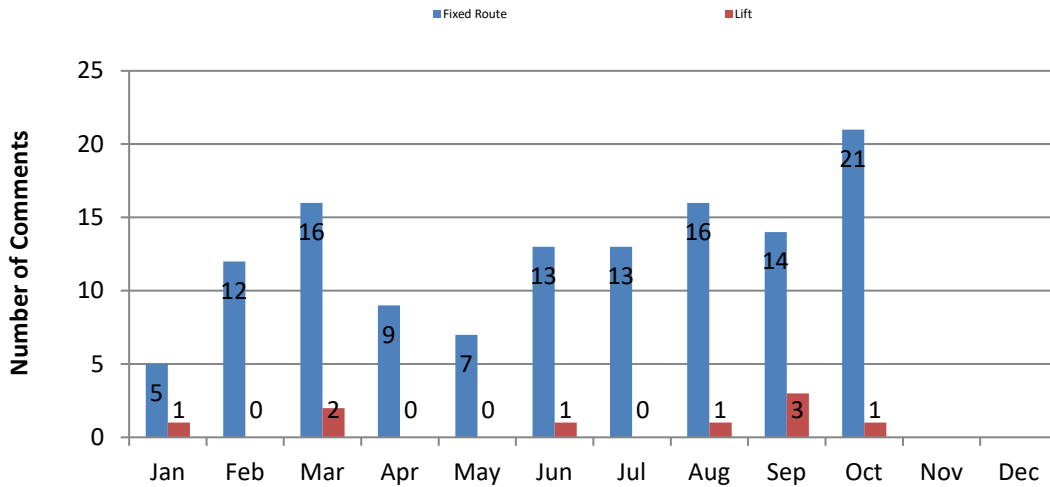
On-site Viewing of Aerotech Paratransit Van (10/21)

Annual Employee BBQ (10/23)

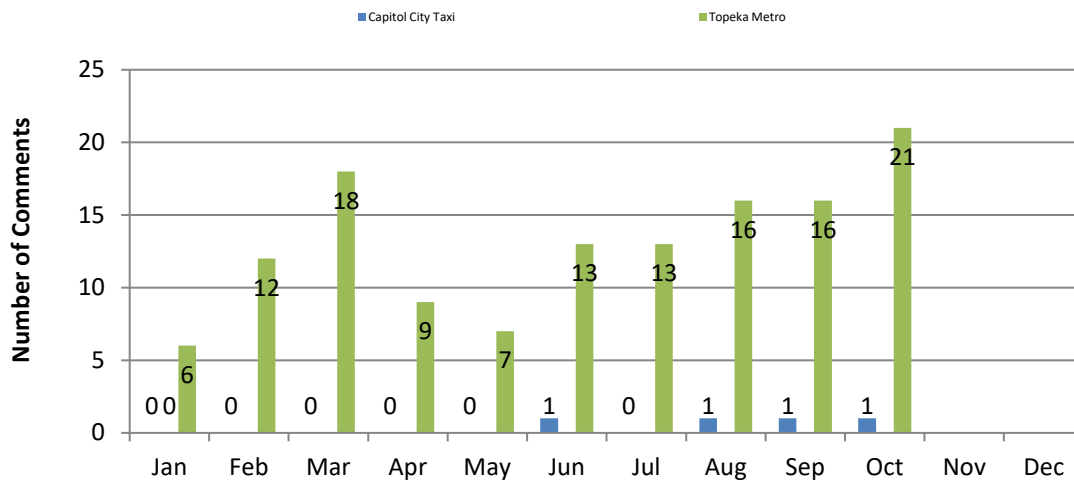
2020 Passenger Comments Per Type



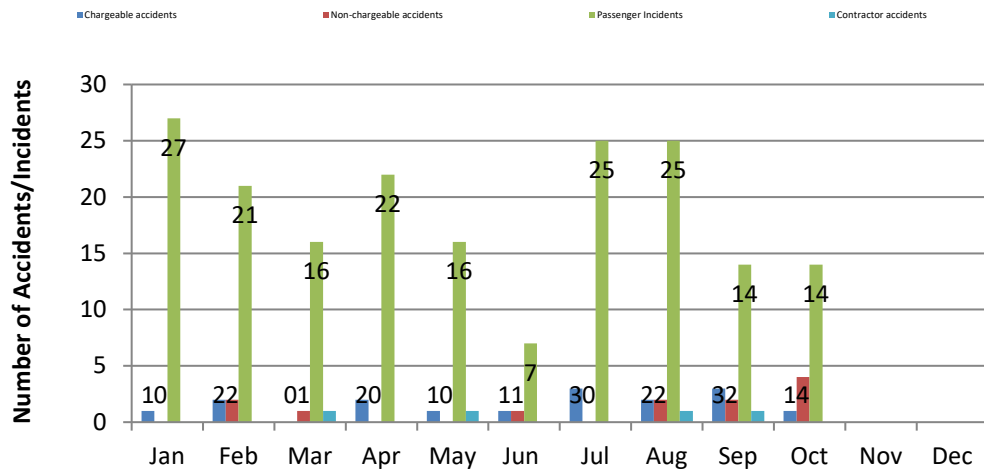
2020 Passenger Comments Per TMTA Service



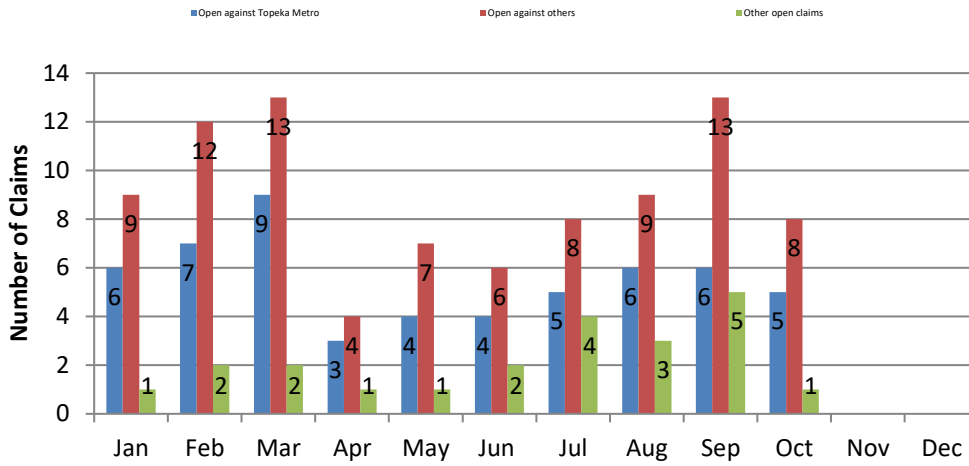
2020 Passenger Comments Per Provider



2020 Accident & Incidents



Current 2020 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 2020	14	10	1	0	25	0	0	0	
Feb 2020	13	13	3	0	29	0	0	0	
Mar 2020	6	8	0	0	14	0	0	0	<i>COVID-19 Began</i>
Apr 2020	4	2	0	2	8	0	0	0	
May 2020	4	1	0	0	5	0	0	0	
Jun 2020	7	7	0	0	14	0	0	0	
Jul 2020	9	7	1	0	17	0	0	0	
Aug 2020	15	15	1	0	31	0	0	0	
Sep 2020	10	9	1	0	20	0	0	0	
Oct 2020	15	6	0	2	23	0	0	0	
Nov 2020									
Dec 2020									
Year 2020 Total	97	78	7	4	186	0	0	0	