

# Topeka Metro Operations Report

January 2021

<b>January Operating Days:</b>	24	Normal operating days	
	5	Sundays (no service)	
	1	Holiday with no service: <i>New Year's Day 1/1/21</i>	
	1	Limited holiday service: <i>Martin Luther King Jr. Day 1/18/21</i>	
	31	Total days in January	

**Passenger Comments:**

12	Fixed Route	0	Capitol City Taxi	13	Complaints
2	Lift	14	Topeka Metro	1	Compliments
14	Total Comments	14	Total Comments	0	Incidents
				14	Total Comments

**Comment Issues:** Operator (6)  
 Other/General (5)  
 Passed By (3) - one valid

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

	Month of January	Total for 2021	FY 2021
TMTA Chargeable accidents	1	1	10
TMTA Non-chargeable accidents	1	1	13
Contractor accidents	0	0	3
Passenger incidents	22	22	138
	24	24	164

<b>Current Self-Insurance Files:</b>	9	Open files against Topeka Metro
	19	Open files against others
	3	Other
	31	Total open files

## January Promotions and Events

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

**Washburn Students (1/1 thru 1/31):** Unknown (286,664+ total trips Aug 1, 2014 - Jan 31, 2021)

**FREEdom Pass Ridership (1/1 thru 1/31):** Unknown (45,958+ total trips Aug 1, 2013 - Jan 31, 2021)

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)

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

**Flex Zone Ridership (1/1 thru 1/31):** 28 Flex rides (26 provided by CCT & 2 provided in-house)

**Bikes on the Bus Ridership (1/1 thru 1/31):** 718 bikes on the fixed route

**City Employees Ride Free (1/1 thru 1/31):** Unknown fixed route rides

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

***Monthly Operator Policy Meeting (1/5)***

***Proposed Service Reduction Public Meeting #1 (1/6 QSS 17:00-19:00)***

***Proposed Service Reduction Public Meeting #2 (1/7 QSS 07:00-09:00)***

***Operator Trainees Graduated from Training (1/8 thru 1/13)***

***Proposed Service Reduction Public Meeting #3 (1/9 QSS 09:00-11:00)***

***Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (1/13)***

***Capitol City Taxi Quarterly Oversight Meeting via Phone (1/15)***

***Farebox Decals Installed to Announce Return to Fare Collection & Front Door Boarding (1/16)***

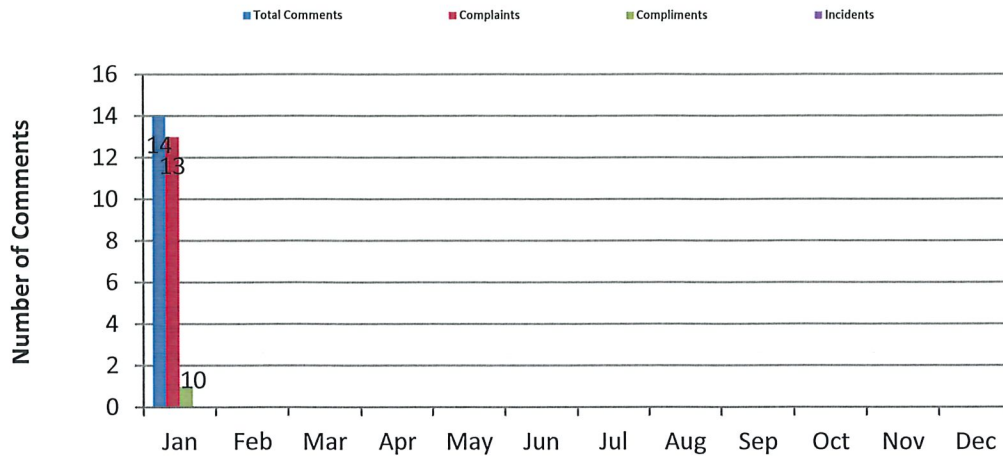
***Board of Directors Voted Against Service Reductions (1/19)***

***Revised Employee COVID-19 Emergency Paid Sick Leave Policy (1/19)***

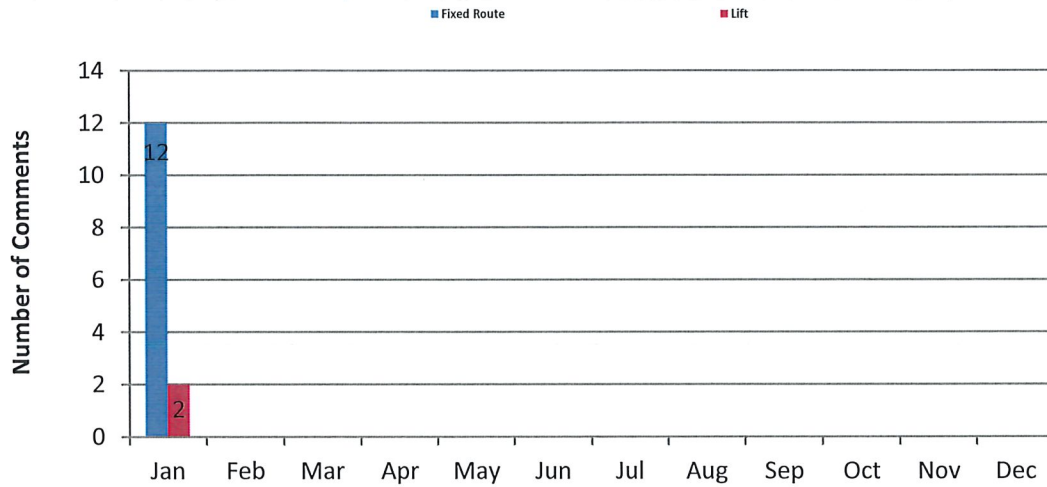
***President Signed a Federal Face Mask Mandate When Using Public Transportation (1/21)***

***Point of Time 2022 Homeless Survey at Quincy Street Station (1/27 QSS 06:00-09:00)***

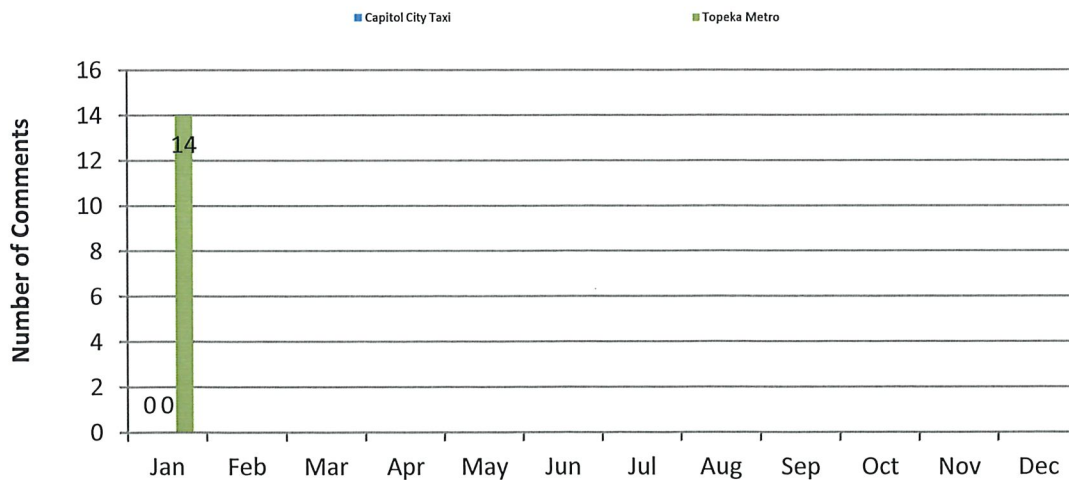
## 2021 Passenger Comments Per Type



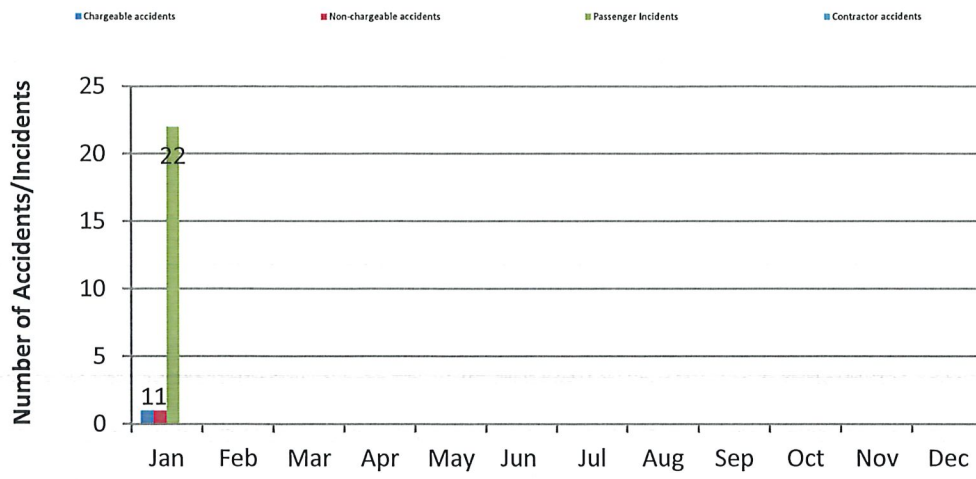
## 2021 Passenger Comments Per TMTA Service



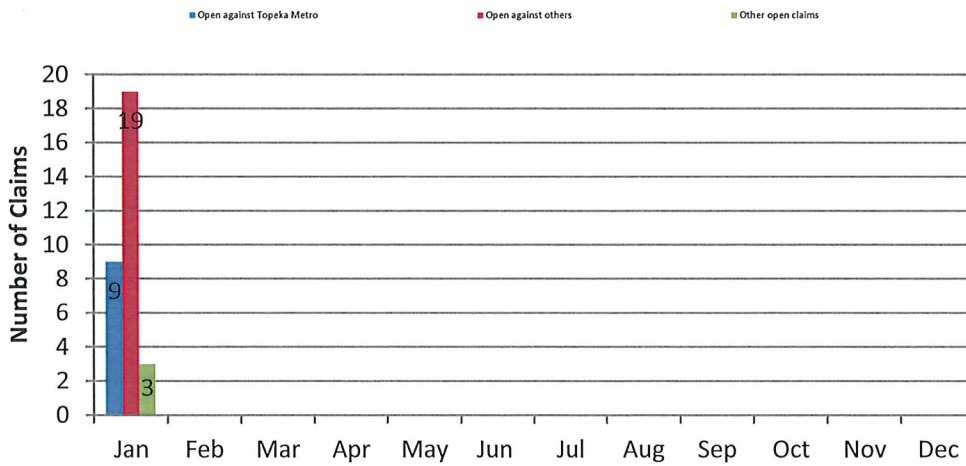
## 2021 Passenger Comments Per Provider



## 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					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			
<b>Year 2021 Total</b>	<b>8</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>

COVID-19 Continues