

Topeka Metro Operations Report

August 2020

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

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">16</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">1</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	16	Fixed Route	1	Lift	17	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; border-bottom: 1px solid black;">16</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	16	Topeka Metro	17	Total Comments	<table border="0"> <tr> <td style="text-align: right;">17</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="text-align: right; border-bottom: 1px solid black;">17</td> <td>Total Comments</td> </tr> </table>	17	Complaints	0	Compliments	0	Incidents	17	Total Comments
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Comment Issues: Other/General **(9)**
 Passed By **(5)** - one valid
 Unsafe Driving **(3)**

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

	Month of August	Total for 2020	FY 2021
TMTA Chargeable accidents	2	12	5
TMTA Non-chargeable accidents	2	6	2
Contractor accidents	1	3	1
Passenger incidents *	25	161	50
	30	182	58

* Two incident reports added after the July 2020 report had been completed.

Current Self-Insurance Files:

	6	Open files against Topeka Metro
	9	Open files against others
	3	Other
	18	Total open files

August Promotions and Events

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

Washburn Students (8/1 thru 8/31): Unknown (286,664+ total trips Aug 1, 2014 - Aug 31, 2020)

FREEdom Pass Ridership (8/1 thru 8/31): Unknown (45,958+ total trips Aug 1, 2013 - Aug 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)

Amtrak (8/1 thru 8/31):

1 ride in August

Flex Zone Ridership (8/1 thru 8/31):

46 Flex rides (40 provided by CCT & 6 provided in-house)

Bikes on the Bus Ridership (8/1 thru 8/31):

1,409 bikes on the fixed route

City Employees Ride Free (8/1 thru 8/31):

Unknown fixed route rides

Other Operational and Promotional Activities:

Union Voted on Final Proposal (8/2)

Monthly Operator Policy Meeting (8/4)

August Choose-up in Effect (8/9)

One New Bus Operator Graduated Training (8/21)

On-site Viewing of Ram Promaster Accesible Van (8/26)

Bikeshare Taskforce Meeting via Zoom (8/28)

COVID-19 Related Activities (8/1 thru 8/31):

Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru September 30 (8/17)

Press Release Regarding Continued Rear Door Boarding & Free Fares (8/18)

Extended Ambussador Program & Security Guards Through September 30 (8/18)

Displayed an Extended Barrier Prototype in Bus #382 for Operators to View (8/20)

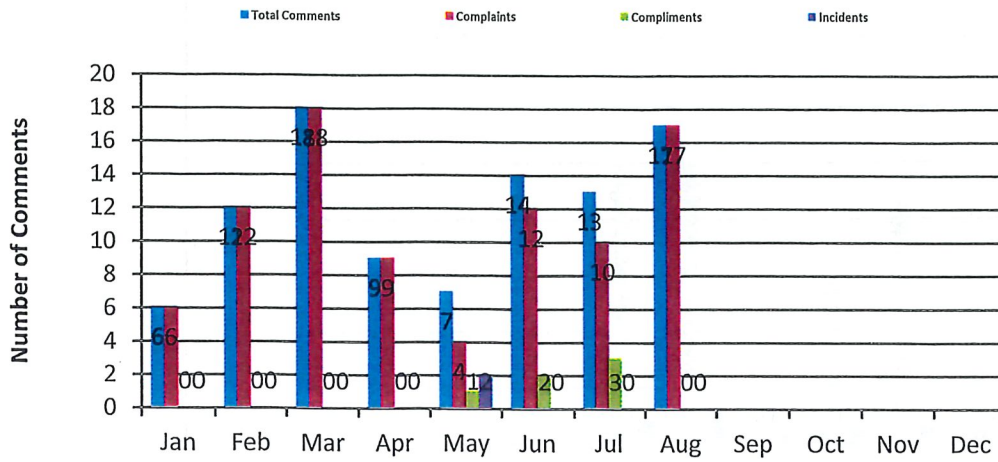
GM Responded to Union's Memo Regarding Safety of Passengers & Operators (8/20)

Took an Operator Poll on Operator Safety Barriers (8/25)

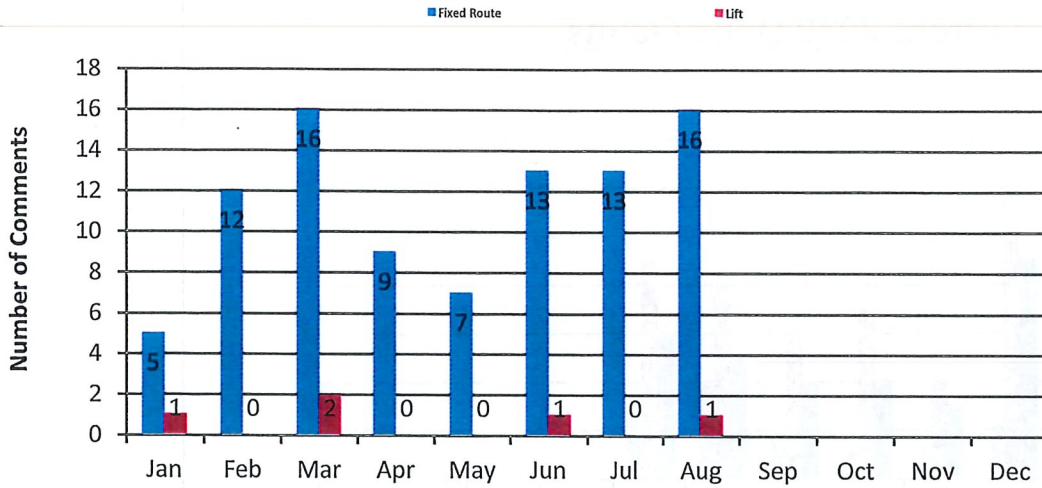


Extended Barrier Prototype

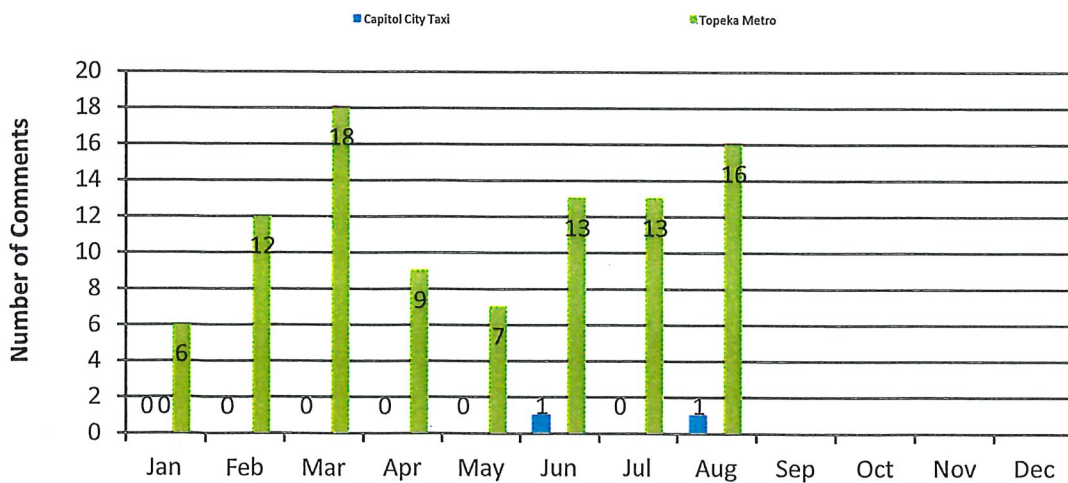
2020 Passenger Comments Per Type



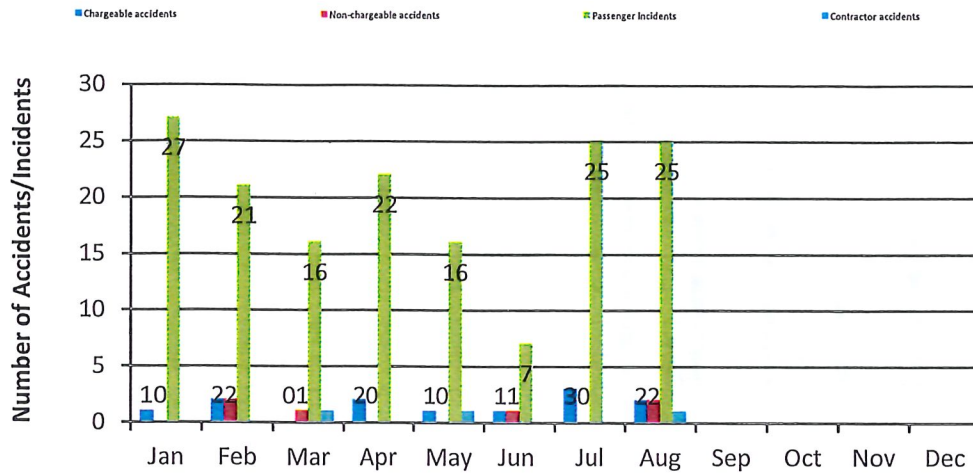
2020 Passenger Comments Per TMTA Service



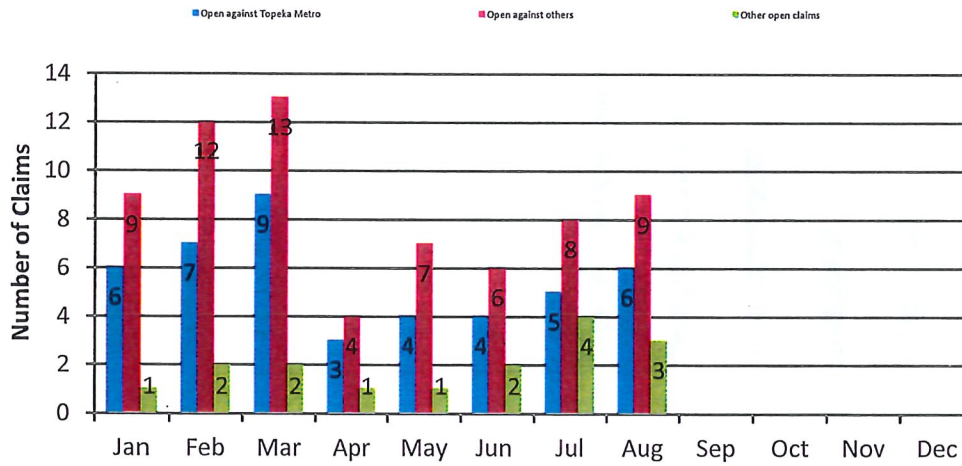
2020 Passenger Comments Per Provider



2020 Accident & Incidents



Current 2020 Open Claims



Lift Ser 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
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								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	72	63	6	2	143	0	0	0

COVID-19 Began

