Topeka Metro Operations Report

July 2020

July Operating Days:

25	Normal operating days
4	Sundays (no service)
1	Holiday with no service: *Saturday, July 4th*
1	Limited holiday service: *Friday, July 3rd*
31	Total days in July

Passenger Comments:

13	Fixed Route		0	Capitol City Taxi		10	Complaints
0	Lift		13	Topeka Metro		3	Compliments
13	Total Comments		13	Total Comments		0	Incidents
						13	Total Comments

Comment Issues: Other/General **(11)**
Passed By **(1)** - *not validated*
Title VI **(1)** - *not validated*

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

	Month of July	Total for 2020	FY 2021
TMTA Chargeable accidents	3	10	3
TMTA Non-chargeable accidents	0	4	0
Contractor accidents	0	2	0
Passenger incidents	25	134	25
	28	150	28

Current Self-Insurance Files:

5	Open files against Topeka Metro
8	Open files against others
4	Other
17	**Total open files**

July Promotions and Events

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

Washburn Students (7/1 thru 7/31):   Unknown *(286,664+ total trips Aug 1, 2014 - Jul 31, 2020)*

FREEdom Pass Ridership (7/1 thru 7/31):   Unknown *(45,958+total trips Aug 1, 2013 - Jul 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 (7/1 thru 7/31):	0 rides in July
Flex Zone Ridership (7/1 thru 7/31):	49 Flex rides (42 provided by CCT & 7 provided in-house)
Bikes on the Bus Ridership (7/1 thru 7/31):	1,440 bikes on the fixed route
City Employees Ride Free (7/1 thru 7/31):	Unknown fixed route rides

Other Operational and Promotional Activities:

Contract Negotiations Meeting #2 (7/1)

Monthly Operator Policy Meeting (7/7)

Contract Negotiations Meeting #3 (7/14)

Contract Negotiations Meeting #4 (7/15)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (7/15)

Capitol City Taxi Quarterly Oversight Meeting via Phone (7/17)

New Operations Training Class (began 7/20) - one bus operator and one operations supervisor

30th Anniversary of the American's with Disabilities Act (7/26)

Contract Negotiations Meeting #5 (7/28)

Contract Negotiations Meeting #6 (7/29)

COVID-19 Related Activities (7/1 thru 7/31):
> *"Must Wear Face Mask" Message Displayed on All Fixed Route Bus Headsigns (7/8)*
> *Governor Ordered Mandatory Face Masks in Public Areas (7/9)*
> *Revised COVID-19 Policy & Procedure Posted Regarding Govenor's Orders (7/9)*
> *Began Handing Out Disposable Face Masks to Passengers (7/9)*
> *Operator Barriers Installed in Paratransit Vehicles (7/9)*
> *Plexiglass Barrier Installed in Dispatch Window (7/9)*
> *QSS Overhead and On-hold Announcements State Masks are Required (7/13)*
> *Guardian Security at QSS from 6am to 2pm to Assist with Mask Enforcement (7/13)*
> *Safety Totes Placed in Lift Buses (7/14)*
> *Adjusted Questions Asked of Lift Passengers to be Educational in Nature (7/14)*
> *Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru August 31st (7/20)*
> *Press Release Regarding Continued Rear Door Boarding & Free Fares (7/22)*
> *Extended Ambussador Program & Security Guards Through August 31st (7/23)*
> *Posted Revised COVID-19 Policy & Procedures for Employees (7/27)*

> **Note: In addition to the above milestones, there have continued to be numerous meetings between management and the union, phone conferences, meetings with emergency management, informational postings and signs both internally and externally.*

2020 Passenger Comments Per Type

Legend: Total Comments | Complaints | Compliments | Incidents

Number of Comments

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Comments	6	12	18	9	7	14	13					
Complaints	6	12	18	9	4	12	10					
Compliments	0	0	0	0	1	2	3					
Incidents	0	0	0	0	2	0	0					
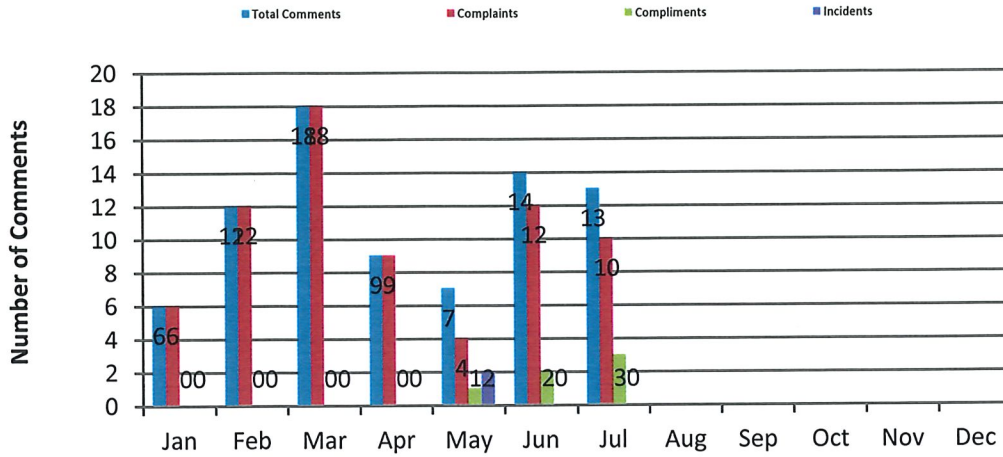
2020 Passenger Comments Per TMTA Service

Legend: Fixed Route | Lift

Number of Comments

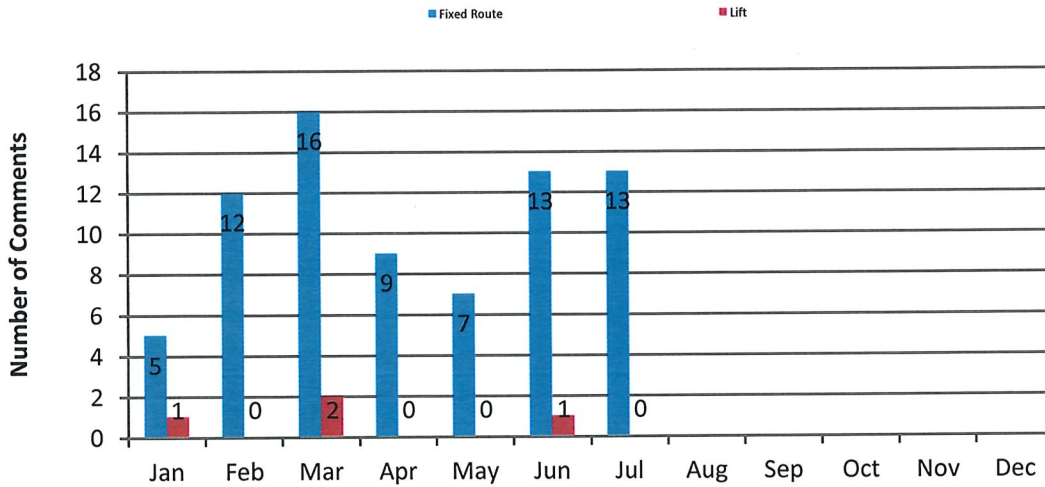|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fixed Route	5	12	16	9	7	13	13					
Lift	1	0	2	0	0	1	0					

2020 Passenger Comments Per Provider

Legend: Capitol City Taxi | Topeka Metro

Number of Comments

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Capitol City Taxi	0	0	0	0	0	1	0					
Topeka Metro	6	12	18	9	7	13	13					
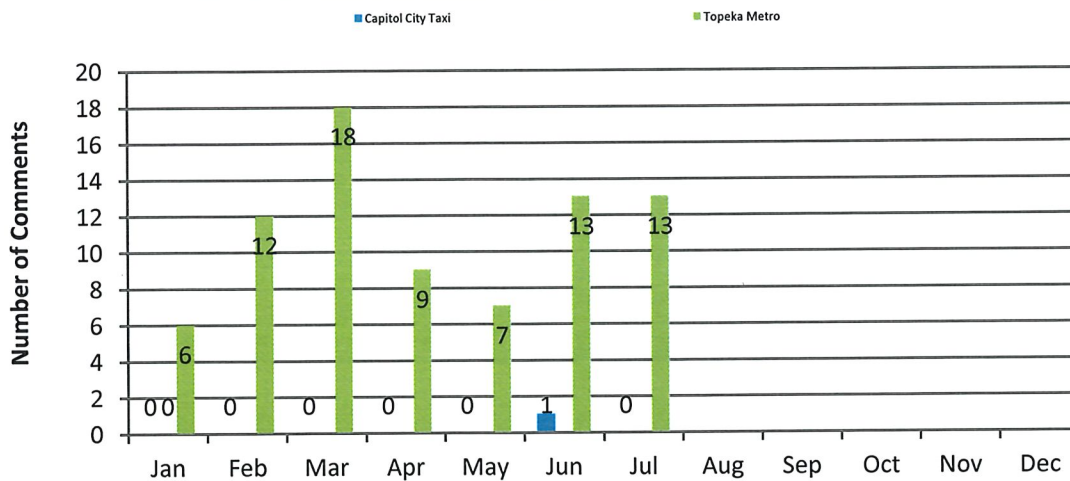
2020 Accident & Incidents

■ Chargeable accidents   ■ Non-chargeable accidents   ■ Passenger Incidents   ■ Contractor accidents

Number of Accidents/Incidents

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	10	22	01	20	10	11	30					
	27	21	16	22	16	7	25					
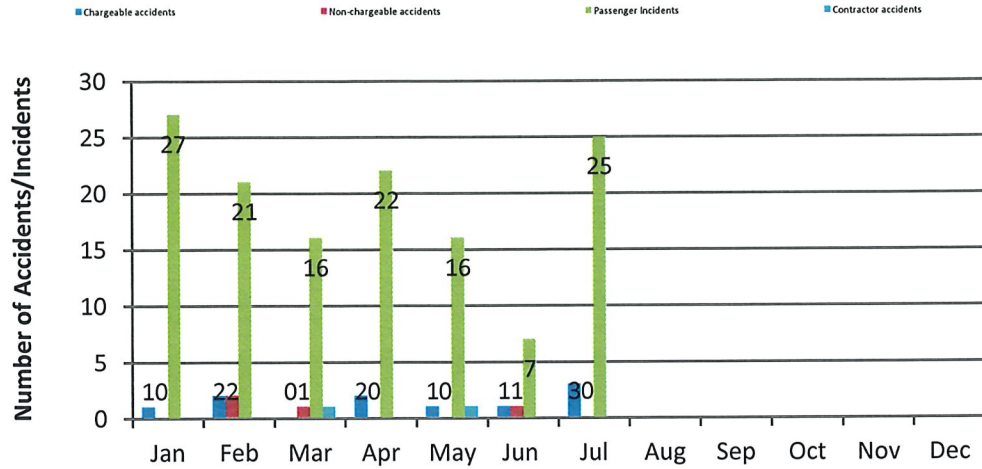
Current 2020 Open Claims

■ Open against Topeka Metro   ■ Open against others   ■ Other open claims

Number of Claims

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Open against Topeka Metro	6	7	9	3	4	4	5					
Open against others	9	12	13	4	7	6	8					
Other open claims	1	2	2	1	1	2	4					
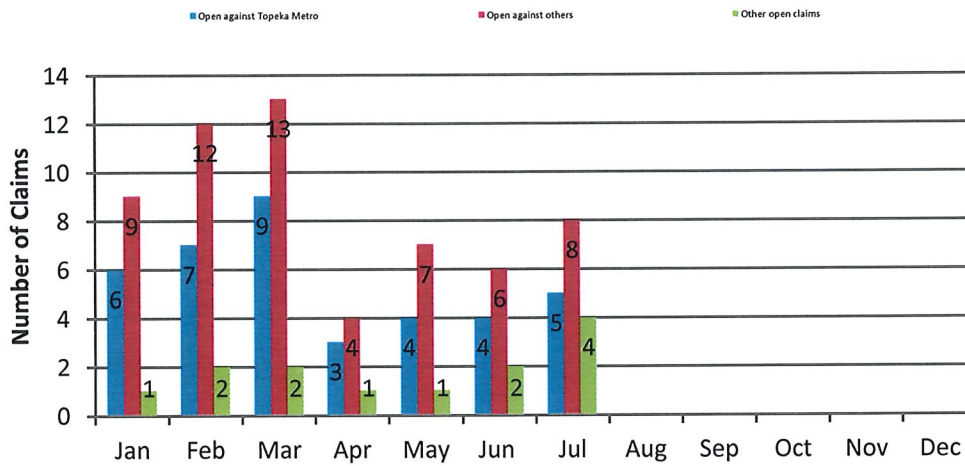
Lift Service Application Statistics

	Eligible	Recertified	Temporary	Denied	TOTAL		Appeals	(Appeals app)	(Appeals den)
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	COVID-19 Began
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									
Sep 2020									
Oct 2020									
Nov 2020									
Dec 2020									
Year 2020 Total	57	48	5	2	112		0	0	0