

Topeka Metro Operations Report

June 2020

June Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">13</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;">14</td> <td>Total Comments</td> </tr> </table>	13	Fixed Route	1	Lift	14	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;">13</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">14</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	13	Topeka Metro	14	Total Comments	<table border="0"> <tr> <td style="text-align: right;">12</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">0</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">14</td> <td>Total Comments</td> </tr> </table>	12	Complaints	2	Compliments	0	Incidents	14	Total Comments
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Comment Issues:

- Other/General **(8)**
- Passed By **(4)** - none validated
- Lift Missed Trip **(1)**
- Unsafe Driving **(1)**

Operations Accidents & Incidents (as of June 30, 2020):

	Month of	Total for	
	June	2020	FY 2020
TMTA Chargeable accidents	1	7	15
TMTA Non-chargeable accidents	1	4	15
Contractor accidents	0	2	3
Passenger incidents	7	109	262
	9	122	295

Current Self-Insurance Files:	4	Open files against Topeka Metro
	6	Open files against others
	2	Other
	12	Total open files

June Promotions and Events

NOTE: Due to COVID-19, Topeka Metro continued rear door boarding and free fares thru June 30th. Therefore, all passengers were classified as No Fare rather than individual classifications in June.

Washburn Students (6/1 thru 6/30): Unknown (286,664+ total trips Aug 1, 2014 - Jun 30, 2020)

FREEdom Pass Ridership (6/1 thru 6/30): Unknown (45,958+total trips Aug 1, 2013 - Jun 30, 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 (6/1 thru 6/30):	1 ride in June
Flex Zone Ridership (6/1 thru 6/30):	40 Flex rides provided by CCT
Bikes on the Bus Ridership (6/1 thru 6/30):	1,370 bikes on the fixed route
City Employees Ride Free (6/1 thru 6/30):	Unknown fixed route rides

Other Operational and Promotional Activities:

Assisted TPD with Transporting the Tactical Unit to a Protest Demonstration (6/1)

Monthly Operator Policy Meeting (6/2)

Chief Operations Officer Selected as a KPTA Conference Steering Committee Member (6/10)

Management and the Union Exchanged Contract Proposals (6/22)

Contract Negotiations Began - Negotiations Meeting #1 (6/24)

Bus Shelter Dedication Ceremony at Seward & Chandler (6/26)

COVID-19 Related Activities (6/1 thru 6/30):

Employee Picnic Table Added Outside Administration to Assist with Social Distancing (6/1)

"Please Wear Face Masks on Bus" Message Displayed on All Fixed Route Bus Headsigns (6/1)

Turned Employee Ice Machines Back On (6/8)

Obtained 1500 Cloth Face Masks from FTA (6/8)

Purchased 3000 Disposable Face Masks for Metro Visitors & Passengers (6/10)

Switched to One 35' Fixed Route Bus on the Mission Shuttle Due to Capacity (6/10)

Added an Umbrella to the Employee Picnic Table (6/12)

Opened QSS to a Limit of 30 People in Waiting Area (6/12)

Opened QSS Vending Machines (Water Fountains Remain Out of Service) (6/15)

Obtained Additional 1500 Cloth Face Masks from FTA (6/15)

Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru July 31st (6/19)

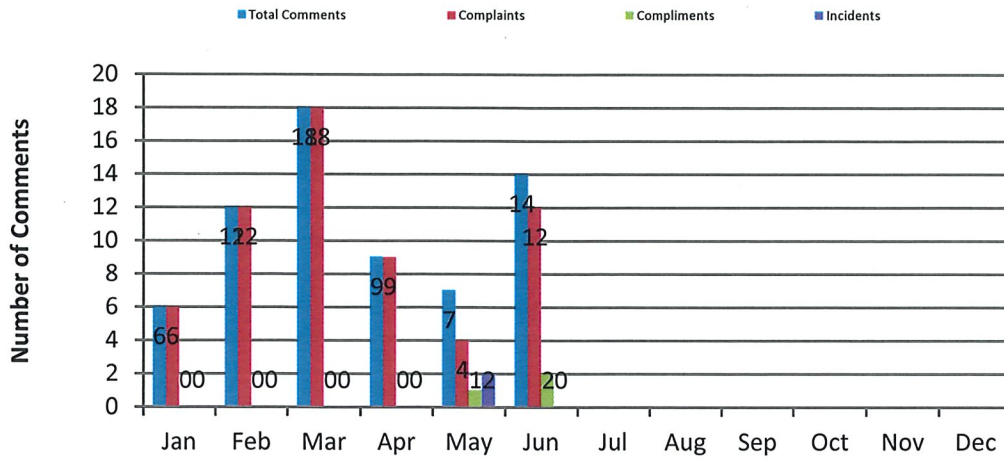
Press Release Regarding Continued Rear Door Boarding & Free Fares (6/22)

Opened Employee Workout Room with Two Person Capacity (6/22)

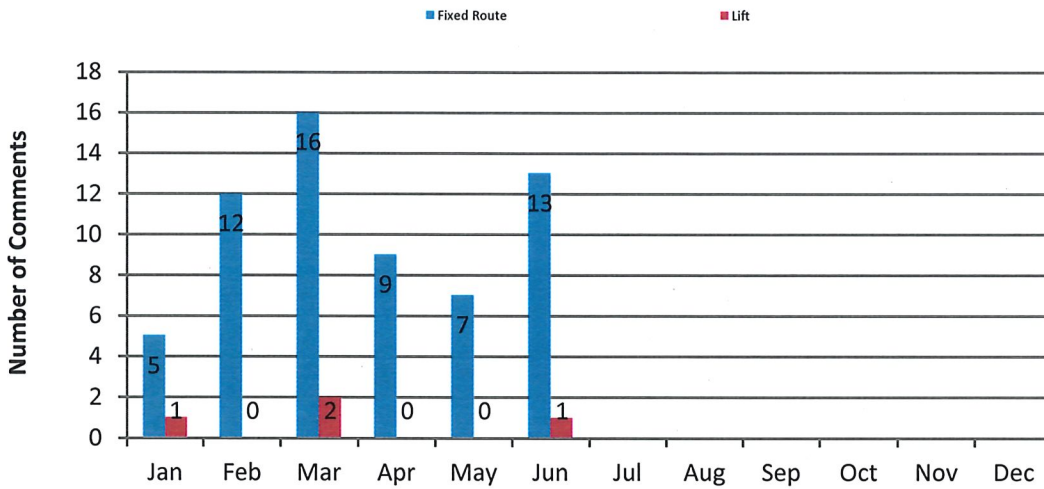
Face Mask Policy Adjusted (6/23)

***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.**

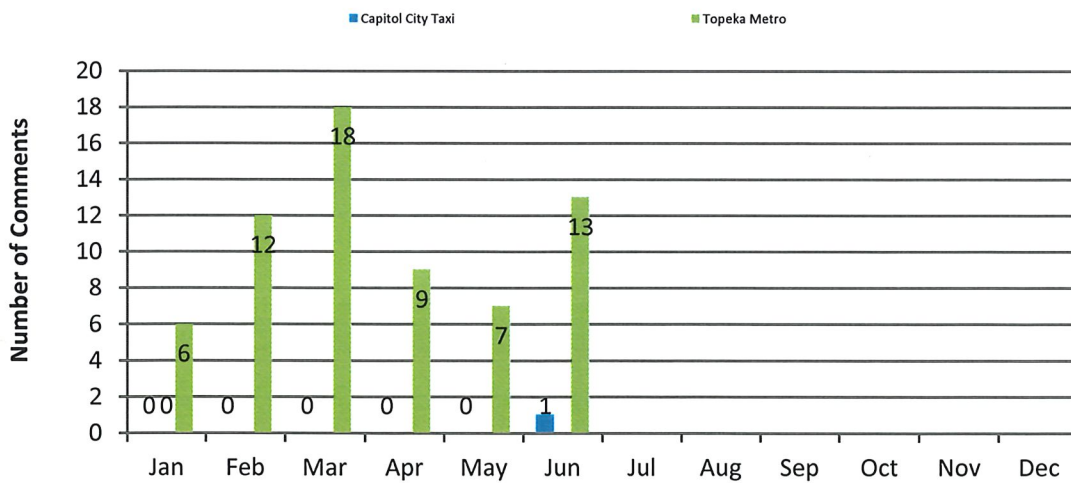
2020 Passenger Comments Per Type



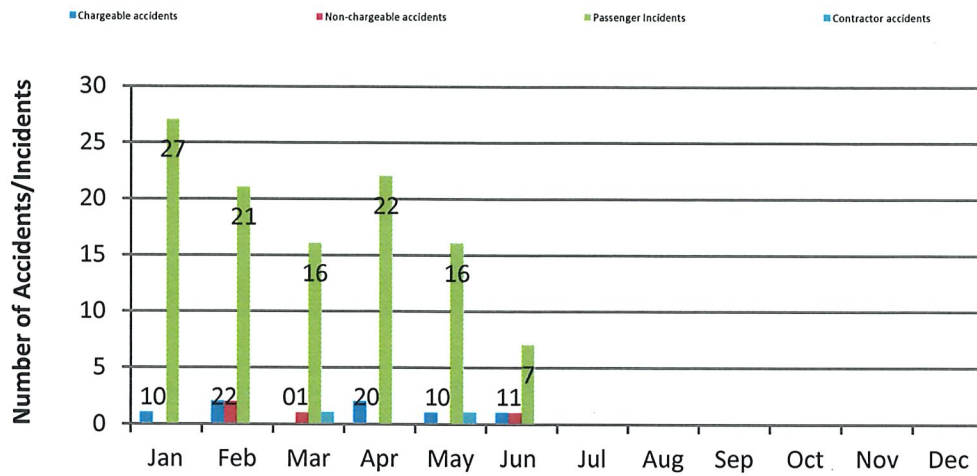
2020 Passenger Comments Per TMTA Service



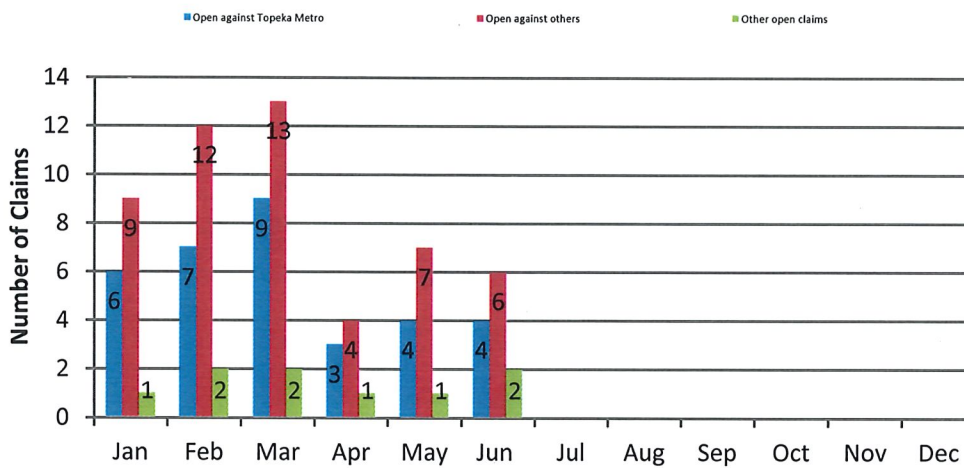
2020 Passenger Comments Per Provider



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
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								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	48	41	4	2	95	0	0	0

COVID-19 Began