

Topeka Metro Operations Report

September 2020

September Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/7/20</i>
	0	Limited holiday service
	30	Total days in September

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">14</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	14	Fixed Route	3	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;">16</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; 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="border-top: 1px solid black; text-align: right;">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 **(10)**
- Unsafe Driving **(3)**
- Operator **(2)**
- Passed By **(1)** - *not valid*
- Lift Missed Trip **(1)**

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

	Month of September	Total for 2020	FY 2021
TMTA Chargeable accidents	3	15	8
TMTA Non-chargeable accidents	2	8	4
Contractor accidents	1	4	2
Passenger incidents	14	175	64
	20	202	78

Current Self-Insurance Files:

	6	Open files against Topeka Metro
	13	Open files against others
	5	Other
	24	Total open files

September Promotions and Events

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

Washburn Students (9/1 thru 9/30): Unknown (286,664+ total trips Aug 1, 2014 - Sep 30, 2020)

FREEdom Pass Ridership (9/1 thru 9/30): Unknown (45,958+ total trips Aug 1, 2013 - Sep 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)

<i>Amtrak (9/1 thru 9/30):</i>	2 rides in September
<i>Flex Zone Ridership (9/1 thru 9/30):</i>	34 Flex rides (29 provided by CCT & 5 provided in-house)
<i>Bikes on the Bus Ridership (9/1 thru 9/30):</i>	1,390 bikes on the fixed route
<i>City Employees Ride Free (9/1 thru 9/30):</i>	Unknown fixed route rides

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (9/1)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (9/9)

On-site Viewing of ARBOC Paratransit Bus (9/16)

Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru October 31 (9/21)

On-site Viewing of Champion Paratransit Bus (9/21)

Extended Ambussador Program Through December 31 (9/22)

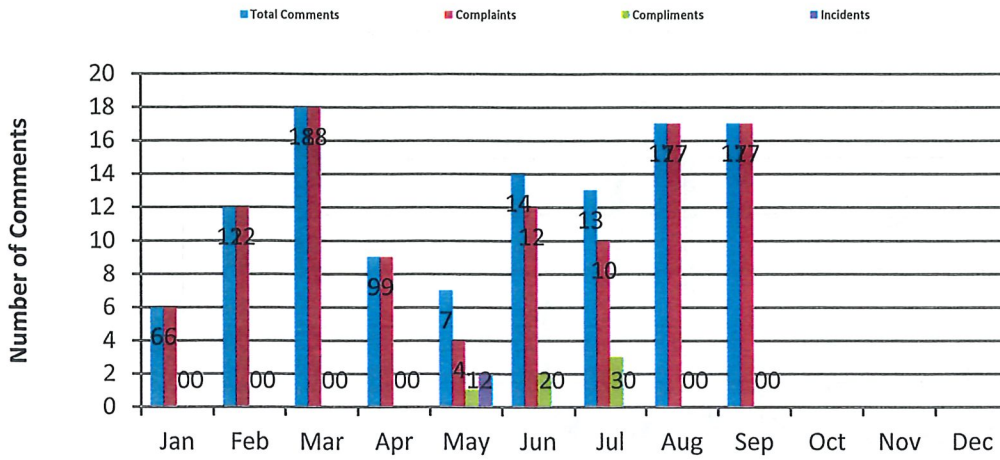
On-site Viewing of Alliance Paratransit Bus (9/23)

U.S. Census All-day Tabling Event at QSS (9/24)

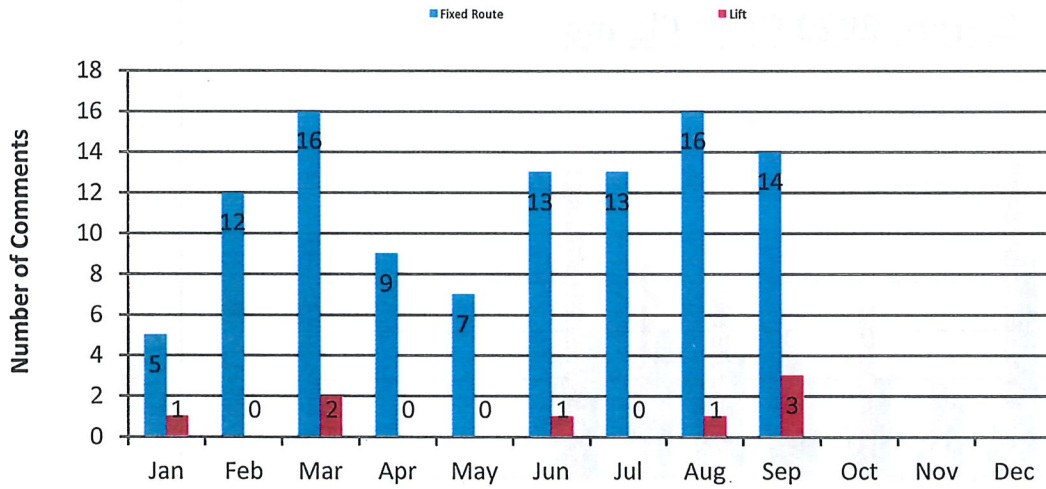
Flu Shots for Employees (9/30)

Re-hired One Part-time Bus Operator (9/30)

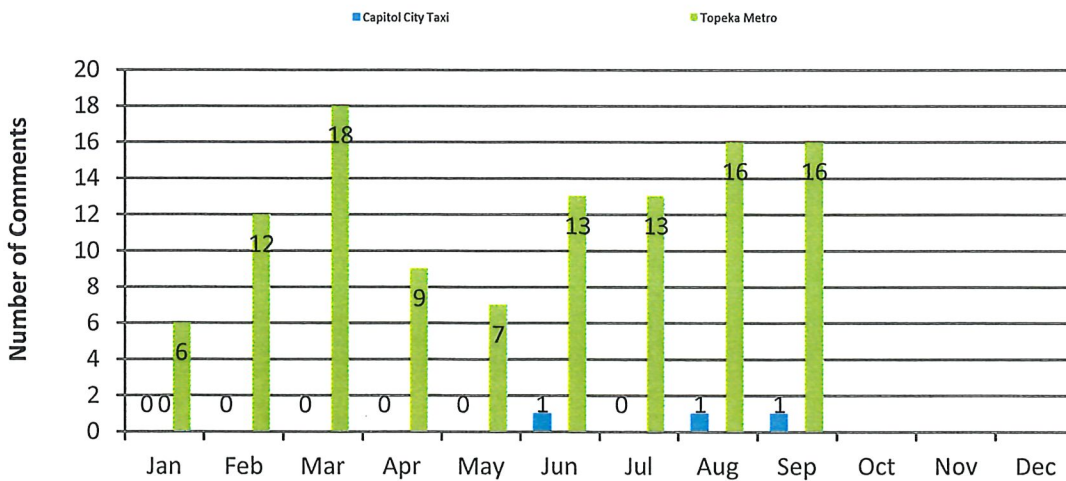
2020 Passenger Comments Per Type



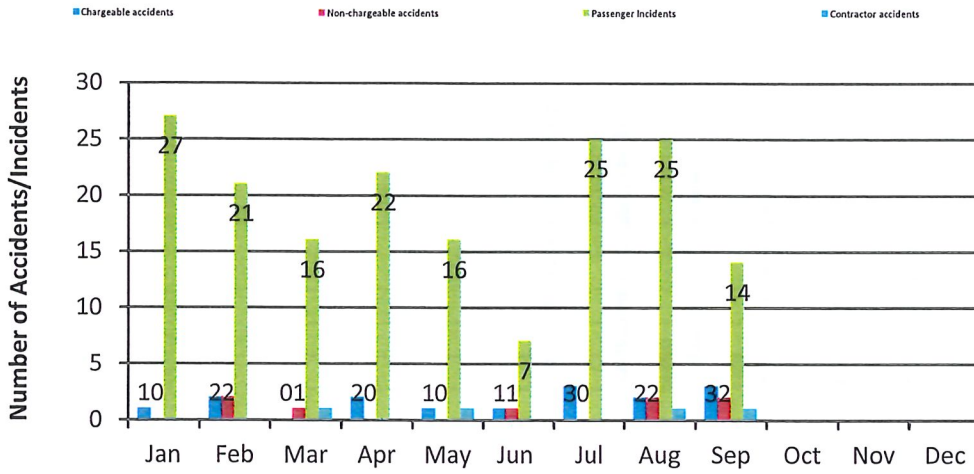
2020 Passenger Comments Per TMTA Service



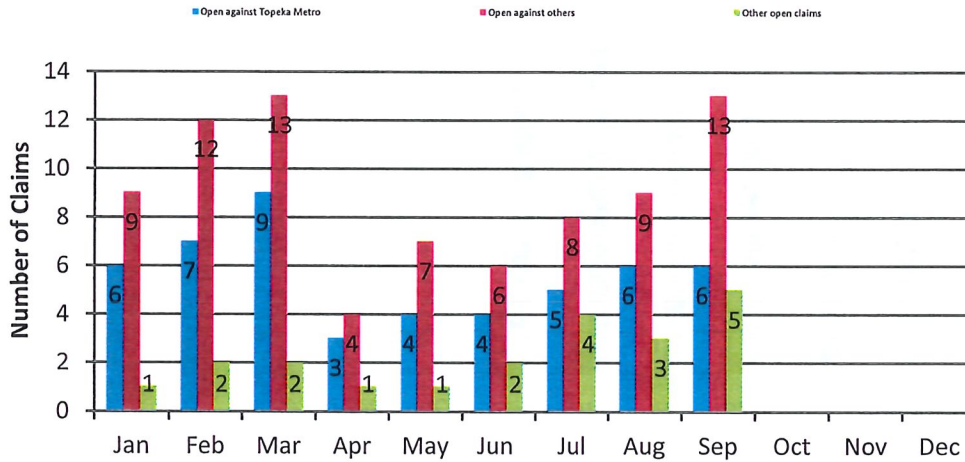
2020 Passenger Comments Per Provider



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	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								
Nov 2020								
Dec 2020								
Year 2020 Total	82	72	7	2	163	0	0	0

COVID-19 Began

