

Topeka Metro Operations Report

November 2020

November Operating Days:	23	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/26/20</i>
	1	Limited holiday service: <i>Thanksgiving Friday 11/27/20</i>
	30	Total days in November

Passenger Comments:

<table border="0"> <tr><td>21</td><td>Fixed Route</td></tr> <tr><td>2</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">23</td><td>Total Comments</td></tr> </table>	21	Fixed Route	2	Lift	23	Total Comments	<table border="0"> <tr><td>0</td><td>Capitol City Taxi</td></tr> <tr><td>23</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">23</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	23	Topeka Metro	23	Total Comments	<table border="0"> <tr><td>20</td><td>Complaints</td></tr> <tr><td>3</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">23</td><td>Total Comments</td></tr> </table>	20	Complaints	3	Compliments	0	Incidents	23	Total Comments
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Comment Issues:

- Other/General **(13)**
- Passed By **(4)** - zero valid
- Unsafe Driving **(4)**
- Operator **(2)**

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

	Month of November	Total for 2020	FY 2021
TMTA Chargeable accidents	0	16	9
TMTA Non-chargeable accidents	1	13	9
Contractor accidents	0	4	2
Passenger incidents	9	198	87
	10	231	107

Current Self-Insurance Files:	5	Open files against Topeka Metro
	9	Open files against others
	1	Other
	15	Total open files

November Promotions and Events

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

Washburn Students (11/1 thru 11/30): Unknown (286,664+ total trips Aug 1, 2014 - Nov 30, 2020)

FREEdom Pass Ridership (11/1 thru 11/30): Unknown (45,958+ total trips Aug 1, 2013 - Nov 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 (11/1 thru 11/30):</i>	0 rides in November
<i>Flex Zone Ridership (11/1 thru 11/30):</i>	33 Flex rides (30 provided by CCT & 3 provided in-house)
<i>Bikes on the Bus Ridership (11/1 thru 11/30):</i>	1,082 bikes on the fixed route
<i>City Employees Ride Free (11/1 thru 11/30):</i>	Unknown fixed route rides

Other Operational and Promotional Activities:

Operator Vacation Choose-up Began (11/1)

Monthly Operator Policy Meeting (11/3)

Adjusted Lift Bus Operator Barrier (11/6)

Posted COVID Special Choose-up (11/6) - completed 11/11

Operations Addressed Operator Issue Concerning Eating & Drinking Locations (11/10)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (11/11)

Shawnee County Health Emergency Order Update (11/12)

Distributed Holiday Turkeys & Hams to Employees (11/15)

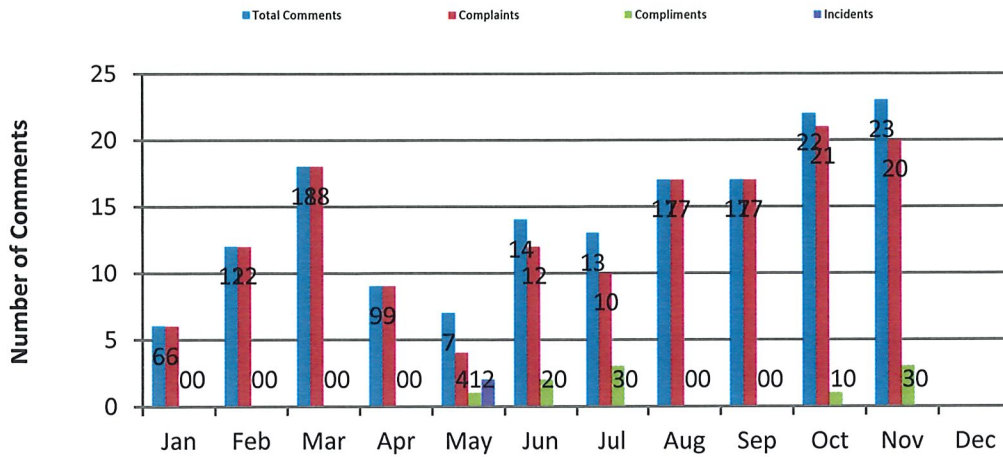
General Manager Memo to Employees re: COVID & Future Service (11/16)

Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru December 31 (11/16)

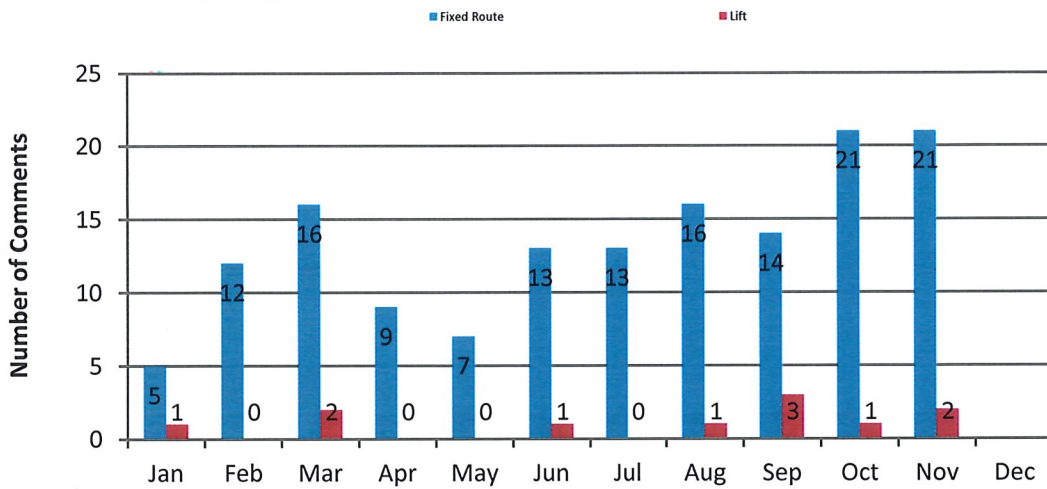
New Operations Training Class (11/16) - four bus operators

Posted Regular December Choose-up (11/20) - completed 11/25

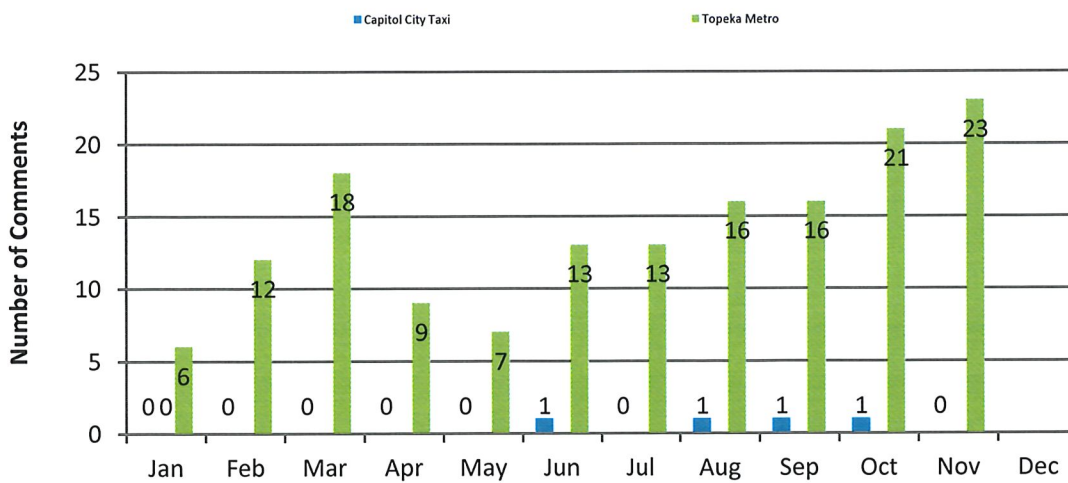
2020 Passenger Comments Per Type



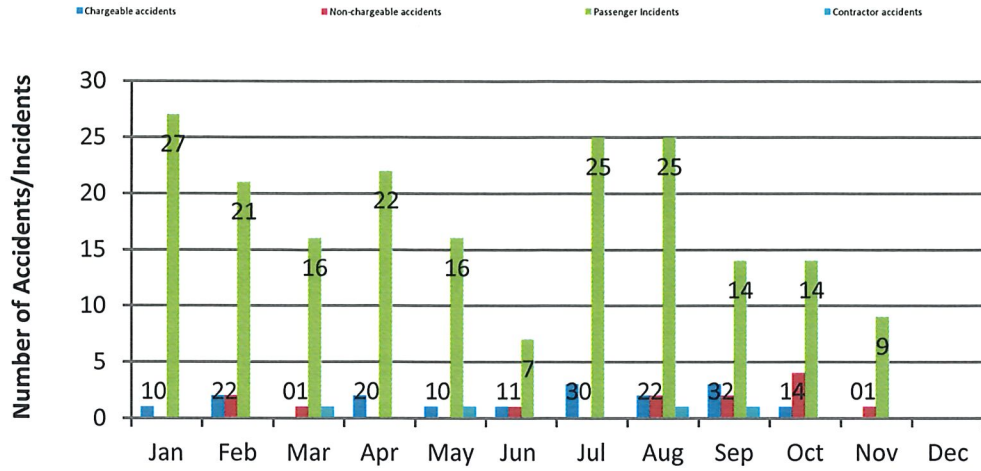
2020 Passenger Comments Per TMTA Service



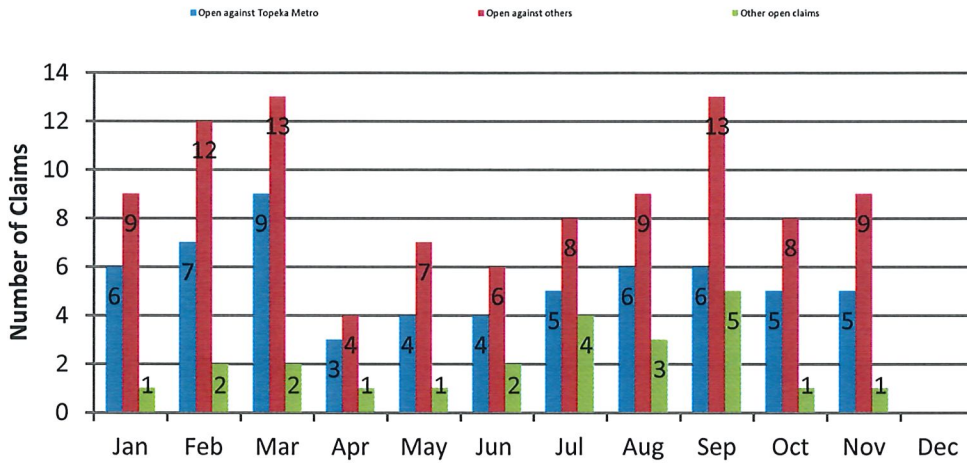
2020 Passenger Comments Per Provider



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	15	6	0	2	23	0	0	0
Nov 2020	7	8	0	0	15	0	0	0
Dec 2020								
Year 2020 Total	104	86	7	4	201	0	0	0

COVID-19 Began