

Topeka Metro Operations Report

March 2020

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

Passenger Comments:

<table border="0"> <tr> <td style="width: 10%;">16</td> <td>Fixed Route</td> </tr> <tr> <td style="border-bottom: 1px solid black;">2</td> <td>Lift</td> </tr> <tr> <td>18</td> <td>Total Comments</td> </tr> </table>	16	Fixed Route	2	Lift	18	Total Comments	<table border="0"> <tr> <td style="width: 10%;">0</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="border-bottom: 1px solid black;">18</td> <td>Topeka Metro</td> </tr> <tr> <td>18</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Taxi	18	Topeka Metro	18	Total Comments	<table border="0"> <tr> <td style="width: 10%;">18</td> <td>Complaints</td> </tr> <tr> <td style="border-bottom: 1px solid black;">0</td> <td>Compliments</td> </tr> <tr> <td style="border-bottom: 1px solid black;">0</td> <td>Incidents</td> </tr> <tr> <td>18</td> <td>Total Comments</td> </tr> </table>	18	Complaints	0	Compliments	0	Incidents	18	Total Comments
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Comment Issues:

- Other/General (9)
- Unsafe Driving (5)
- Operator (2)
- Passed By (2) - *not validated*

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

	Month of	Total for	
	March	2020	FY 2020
TMTA Chargeable accidents	0	3	11
TMTA Non-chargeable accidents	1	3	14
Contractor accidents	1	1	2
Passenger incidents *	16	64	217
	18	71	244

** Legal opened a March file after the March board report.*

Current Self-Insurance Files:	9	Open files against Topeka Metro
	13	Open files against others
	2	Other
	24	Total open files

March Promotions and Events

Washburn Students (3/1 thru 3/31): 1,996 rides (286,664 total trips Aug 1, 2014 - Mar 31, 2020)

FREEdom Pass Ridership (3/1 thru 3/31): 510 rides (45,958 total trips Aug 1, 2013 - Mar 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 (3/1 thru 3/31):	0 rides in March
Flex Zone Ridership (3/1 thru 3/31):	32 Flex rides
Bikes on the Bus Ridership (3/1 thru 3/31):	659 bikes on the fixed route
City Employees Ride Free (3/1 thru 3/31):	102 fixed route rides
"Spring Fling" Families Ride Free (3/9 thru 3/14):	1,204 free fixed route rides

Other Operational and Promotional Activities:

Severe Weather Awareness Week (3/2 thru 3/6)

Participated in the Statewide Tornado Drill (3/3)

Monthly Operator Policy Meeting (3/3)

COVID-19 Related Activities:

Participated in APTA's Coronavirus Webinar (3/5)

Participated in FTA's COVID-19 Conference Call (3/6)

General Manager's Statement Placed on Website (3/11)

International Union (ATU) Recommendation Letter (3/12)

General Manager's Letter to Employees & Passengers Addressing COVID-19 (3/13)

Distributed a COVID-19 Frequently Asked Questions (FAQ) List for Employees (3/13)

Emergency Employee Call Tree Put in Place (3/13)

General Manager's Response to ATU's Recommendation Letter (3/17)

Governor Closed All K-12 Schools in Kansas (3/17)

Posted a Flier Permitting Employees to Voluntarily Wear Face Masks (3/19)

Union Sent a Letter to the Mayor (3/21)

Management met with the Mayor & Shawnee County Health Department (3/22)

Special Board of Directors Meeting (3/24)

Chief Operations Officer's Letter to Employees Regarding Safety & Procedural Changes (3/25)

Free Fares and Rear Door Loading Initiated on Fixed Route (3/25)

Quincy Street Station Lobby Open for Business Transactions Only - No Waiting Area (3/25)

Additional Measures Taken to Increase Social Distancing for Employees & Passengers (3/25)

"Safer at Home" Order for Topeka and Shawnee County Takes Effect (3/26)

Safety Information Added to the Website Homepage & Paratransit Section (3/26)

Distributed Screening Questions for Lift Reservations (3/31)

Distributed Screening Questions for Employee Call-ins (3/31)

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

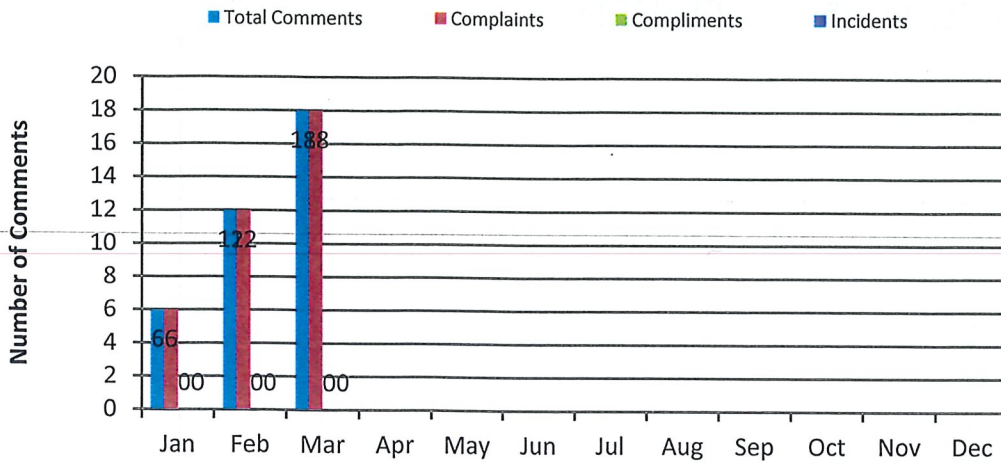
Participated in Transit Day at the Statehouse (3/10)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/11)

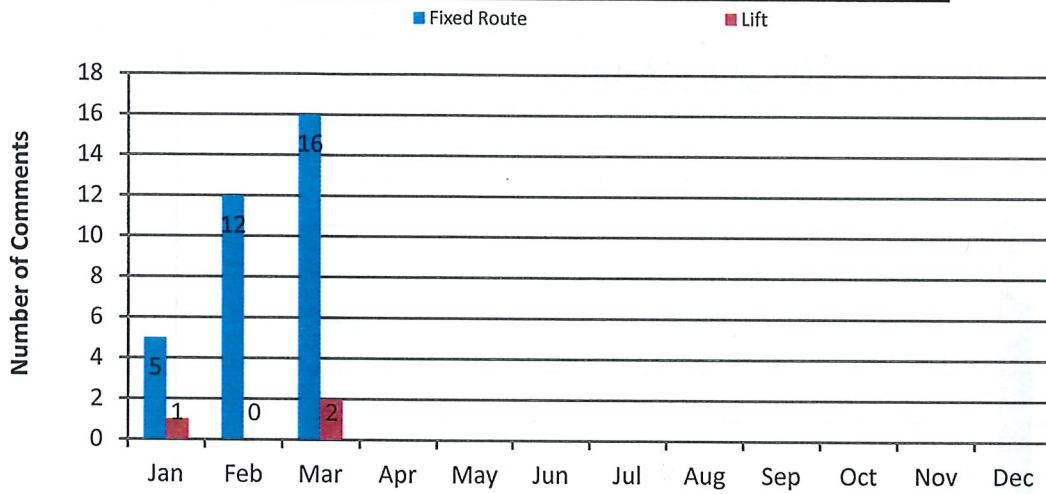
Celebrated National Driver Appreciation Day (3/18)

Bikeshare Taskforce Meeting Via Phone Conference (3/20)

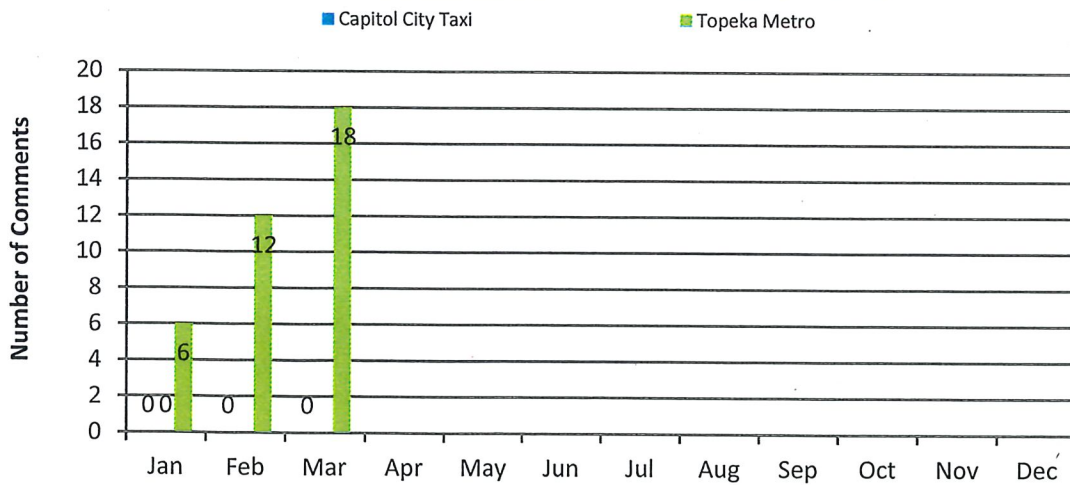
2020 Passenger Comments Per Type



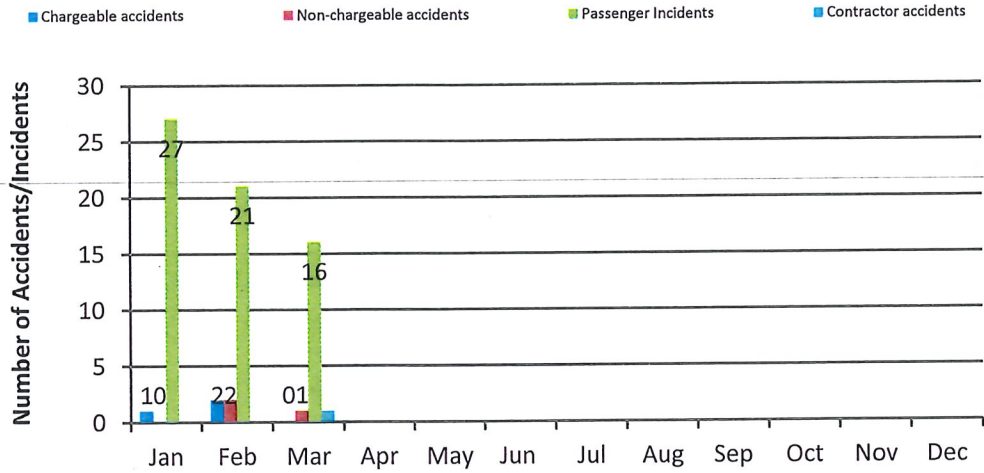
2020 Passenger Comments Per TMTA Service



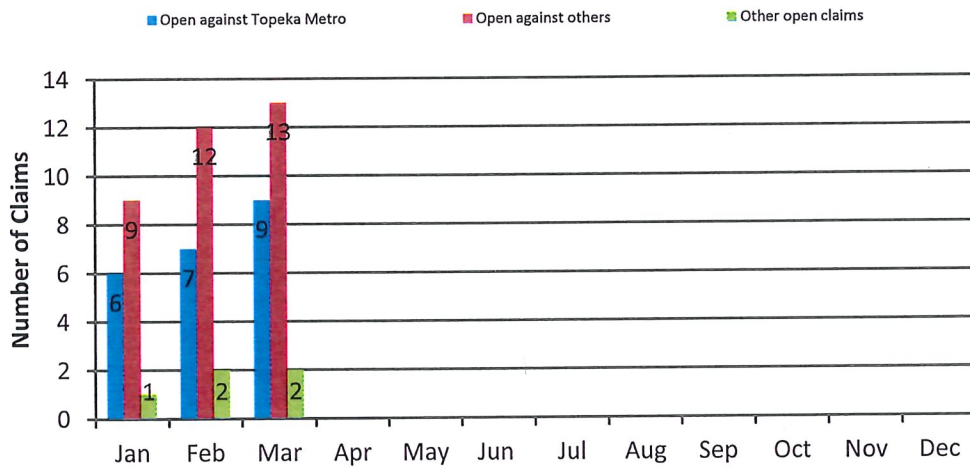
2020 Passenger Comments Per Provider



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								
May 2020								
Jun 2020								
Jul 2020								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	33	31	4	0	68	0	0	0

