

# Topeka Metro Operations Report

May 2020

<b>May Operating Days:</b>	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/25</i>
	0	Limited holiday service
	31	Total days in May

**Passenger Comments:**

7	Fixed Route	0	Capitol City Taxi	4	Complaints
0	Lift	7	Topeka Metro	1	Compliments
7	Total Comments	7	Total Comments	2	Incidents
				7	Total Comments

**Comment Issues:** Passed By **(3)** - *one validated*  
 Other/General **(3)**  
 Operator **(1)**

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

	Month of		Total for	
	May	2020	FY 2020	
TMTA Chargeable accidents	1	6	14	
TMTA Non-chargeable accidents	0	3	14	
Contractor accidents	1	2	3	
Passenger incidents	16	102	255	
	18	113	286	

<b>Current Self-Insurance Files:</b>	4	Open files against Topeka Metro
	7	Open files against others
	1	Other
	12	<b>Total open files</b>

## May Promotions and Events

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

**Washburn Students (5/1 thru 5/31):** Unknown (*286,664+ total trips Aug 1, 2014 - May 31, 2020*)

**FREEdom Pass Ridership (5/1 thru 5/31):** Unknown (*45,958+total trips Aug 1, 2013 - May 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 ( <i>so far</i> )

<b><i>Amtrak (5/1 thru 5/31):</i></b>	1 ride in May
<b><i>Flex Zone Ridership (5/1 thru 5/31):</i></b>	39 Flex rides provided by CCT
<b><i>Bikes on the Bus Ridership (5/1 thru 5/31):</i></b>	1,033 bikes on the fixed route
<b><i>City Employees Ride Free (5/1 thru 5/31):</i></b>	Unknown fixed route rides

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***Other Operational and Promotional Activities:***

***Monthly Operator Policy Meeting (5/5)***

***Bikeshare Taskforce Meeting Via Phone Conference (5/8)***

***Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting Via Zoom (5/13)***

***Two New Bus Operators Graduated Training (5/20)***

***COVID-19 Related Activities (5/1 thru 5/31):***

***Operator Safety Barriers Installed on Fixed Route Buses (4/30 thru 5/4)***

***Installed Safety Chains in the Front of the Fixed Route Buses to Maintain Social Distance (5/2)***

***"Please Wear Face Masks on Bus" Message Displayed on All Fixed Route Bus Headsigns (5/4)***

***Completed Installation of Improved Latching Device on Operator Safety Barriers (5/7)***

***COO Held Phone Conference with CCT (5/8)***

***Mandatory Face Masks for Employees in Designated Areas and Situations (5/18)***

***Hired Two Temporary Employees as Ambassadors (5/18)***

***Board of Directors Voted to Extend Free Fares & Rear Door Boarding Thru June 30th (5/18)***

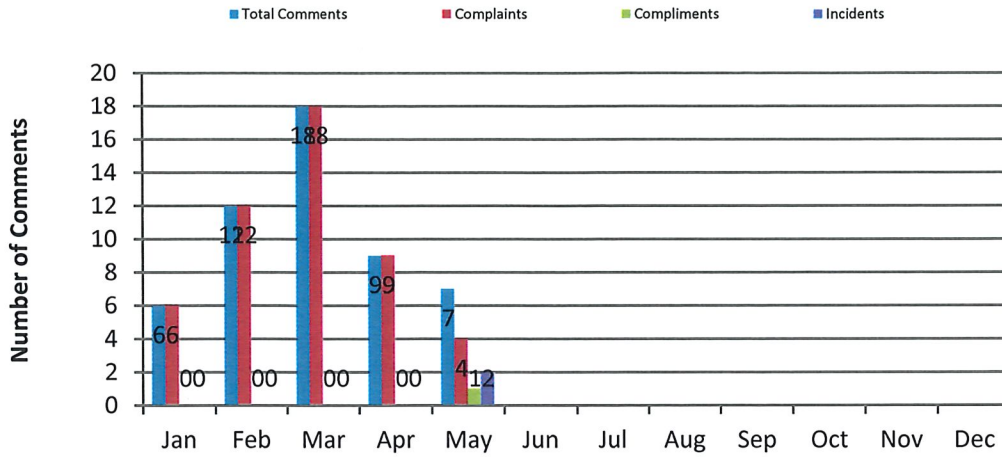
***Press Release Regarding Continued Free Fares & Rear Door Boarding (5/19)***

***Passenger Windows in Fixed Route Buses To Remain Unlocked During Summer Months (5/20)***

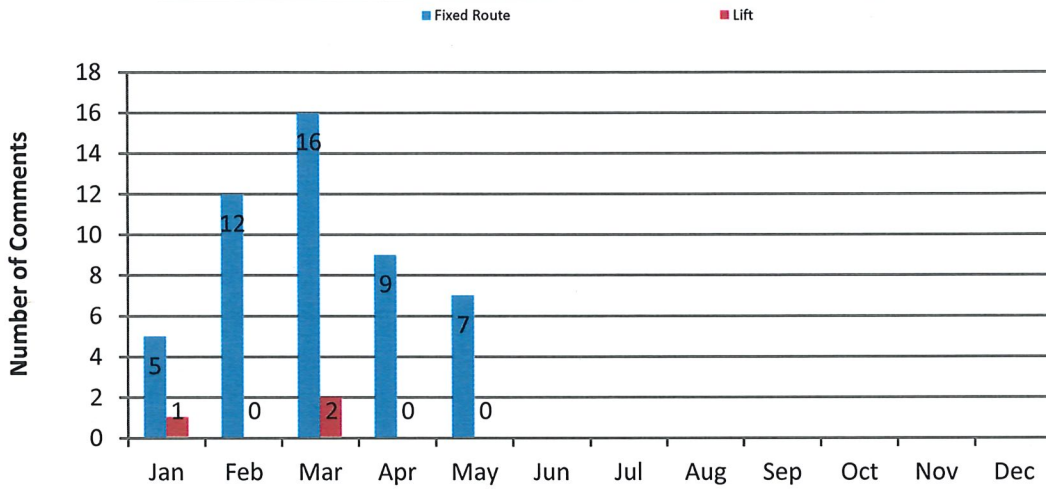
***Provided Face Shields for Operators on a Voluntary Basis (5/21)***

***\*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.***

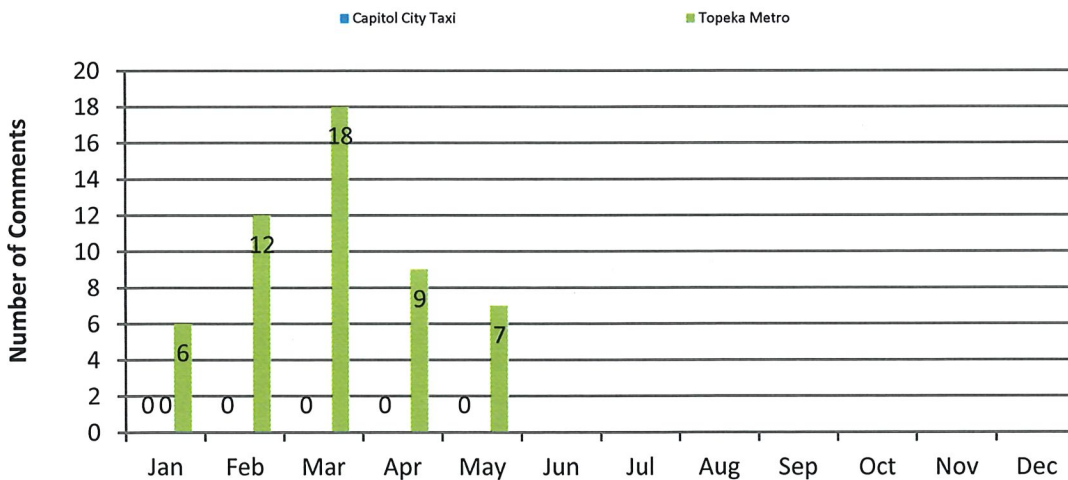
## 2020 Passenger Comments Per Type



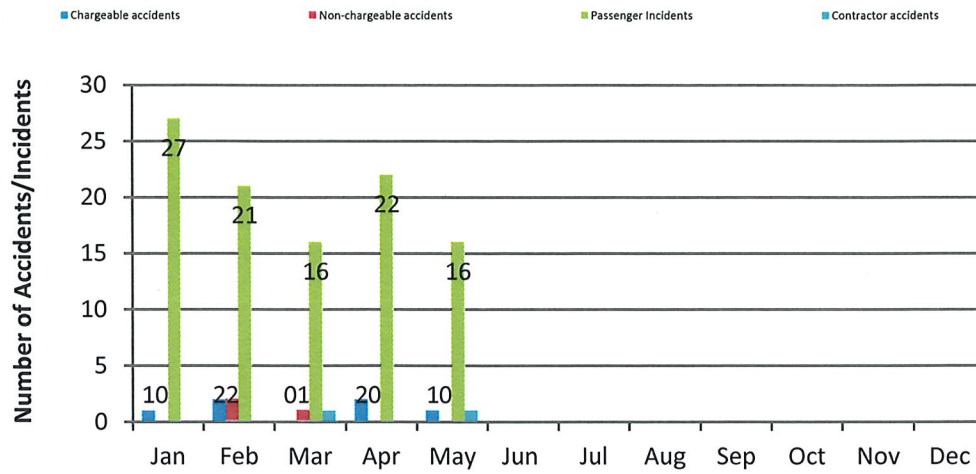
## 2020 Passenger Comments Per TMTA Service



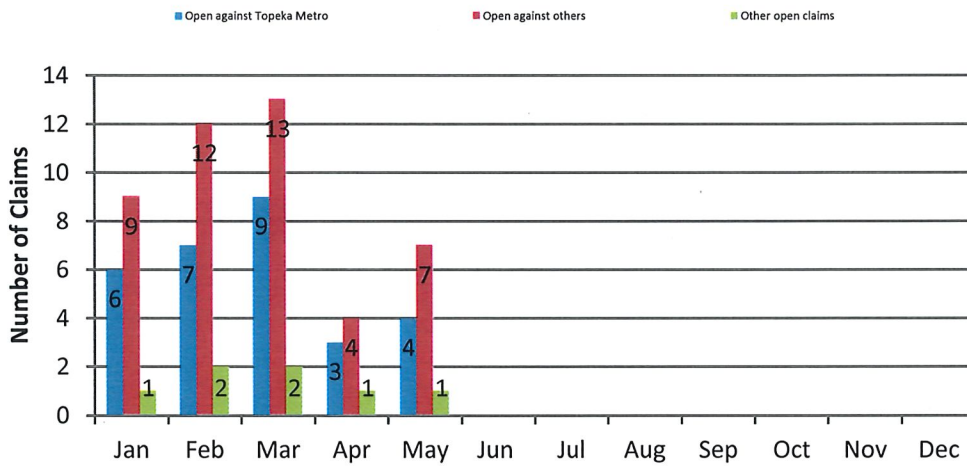
## 2020 Passenger Comments Per Provider



## 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								
Jul 2020								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
<b>Year 2020 Total</b>	<b>41</b>	<b>34</b>	<b>4</b>	<b>2</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>