

Topeka Metro Operations Report

April 2020

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<u>30</u>	Total days in April

Passenger Comments:

9	Fixed Route	0	Capitol City Taxi	9	Complaints
0	Lift	9	Topeka Metro	0	Compliments
<u>9</u>	Total Comments	<u>9</u>	Total Comments	<u>0</u>	Incidents
				9	Total Comments

Comment Issues: Passed By **(4)** - one validated
Other/General **(3)**
Unsafe Driving **(2)**

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

	Month of	Total for	
	April	2020	FY 2020
TMTA Chargeable accidents	2	5	13
TMTA Non-chargeable accidents	0	3	14
Contractor accidents	0	1	2
Passenger incidents	22	86	239
	<u>24</u>	<u>95</u>	<u>268</u>

Current Self-Insurance Files:	3	Open files against Topeka Metro
	4	Open files against others
	1	Other
	<u>8</u>	Total open files

April Promotions and Events

NOTE: Due to COVID-19, Topeka Metro went to no fares and rear door boarding starting March 25th. Therefore, all passengers were classified as No Fare rather than individual classifications in April.

Washburn Students (4/1 thru 4/30): Unknown rides (286,664+ total trips Aug 1, 2014 - Apr 30, 2020)

FREEdom Pass Ridership (4/1 thru 4/30): Unknown rides (45,958+ total trips Aug 1, 2013 - Apr 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 (4/1 thru 4/30):	1 ride in April
Flex Zone Ridership (4/1 thru 4/30):	38 Flex rides
Bikes on the Bus Ridership (4/1 thru 4/30):	852 bikes on the fixed route
City Employees Ride Free (4/1 thru 4/30):	Unknown fixed route rides

Other Operational and Promotional Activities:

April Run Choose-up in Effect (4/5)

Monthly Operator Policy Meeting (4/7)

Capitol City Taxi Quarterly Oversight Meeting via Zoom (4/16)

New Bus Operator Training Class (began 4/20) - two operators

COVID-19 Related Activities (4/1 thru 4/30):

Participated in USDOT's COVID-19 Transit Stakeholders Call (4/1)

CARES Act Apportionment Tables Posted (4/1)

Special Assignments for Lift Operators Including Ambassadors & Assisting Fixed Routes (4/2)

Discontinued the North Kansas Sweeper Route (4/6)

Began the Mission Shuttles to Assist with Ridership on the North Kansas (4/6)

Union Posted a Memo to Employees Regarding a Meeting with Management (4/7)

Posted "Heroes Work Here" Signs at Facilities, the Website, & Social Media (4/10)

Press Release Regarding Heroes (4/13)

Management Responded to the Union's Pandemic Leave MOU (4/14)

Posted Information Regarding the Emergency Paid Leave Act (4/14)

Posted Information Regarding the Emergency Family Medical Leave Expansion Act (4/14)

Union Submitted a KORA Request for Payroll, Financial, & Federal Funding Information (4/14)

Governor Extended the Stay-at-Home Order Through May 3 (4/15)

Posted a Social Distancing Reminder for Employees (4/15)

Management Posted a Response to the Union's Employee Memo (4/15)

Posted Information Regarding the S.C. Community Cares Helpline for Employees (4/15)

Management Responded to the Union's KORA Request (4/17)

Created a Log to Track the Usage of PPE (4/17)

COO Held Phone Conference with CCT (4/17)

Union Disseminated a Press Release Regarding CARES Act Funding (4/17)

Obtained Cloth Face Masks for All Metro Employees (4/17, 4/21, and 4/22)

Posted Updated Information Regarding Cloth Face Masks (4/17)

Received FTA Notification Regarding Free Lift Fares (4/20)

Board of Directors Voted to Extend Free Fares & Rear Door Boarding Thru May 31 (4/20)

Extension of Free Fixed Route/Lift Fares & Rear Door Boarding Thru May 31 in Effect (4/21)

Press Release Regarding Pending CARES Act Funding (4/21)

Press Release Regarding FTA Notification of \$6.5 Million CARES Act Funding Approval (4/23)

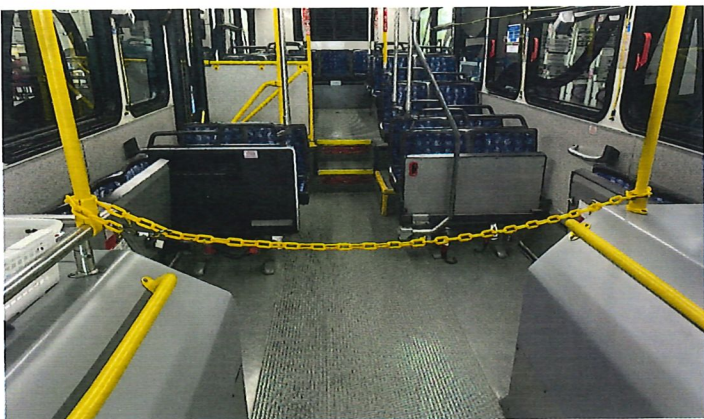
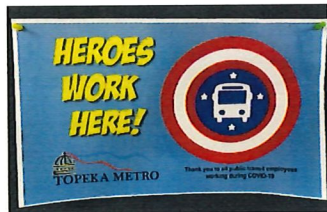
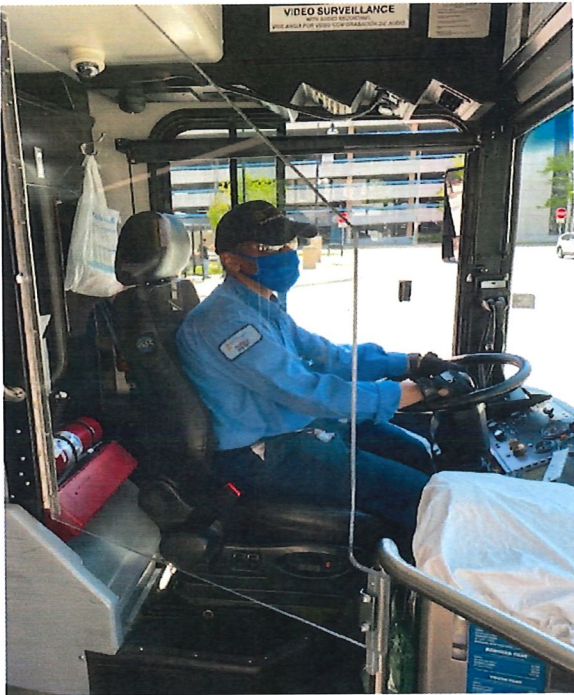
"Essential Rides Only" Message Displayed on All Fixed Route Bus Headsigns (4/24)

Sanitizing Wipes Placed on All Fixed Route Buses for Passenger Usage (4/25)

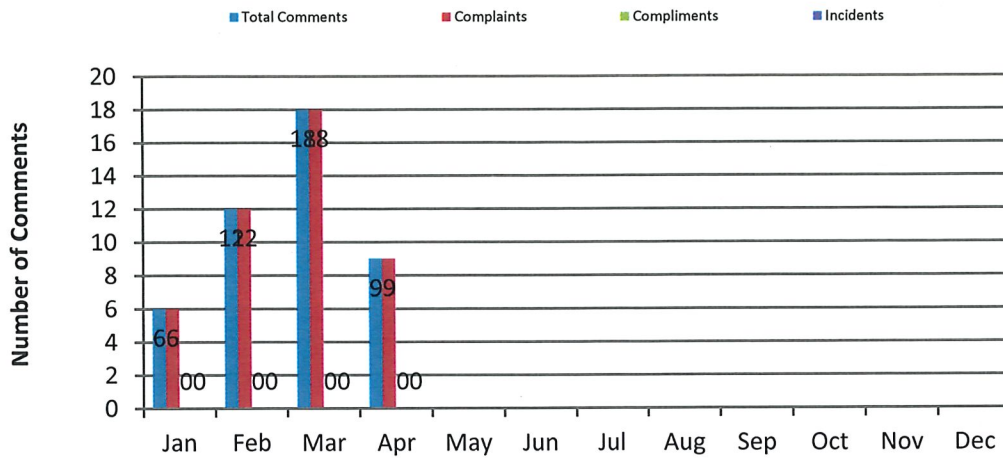
Operator Safety Barriers Installed on Fixed Route Buses (4/30 thru 5/4)

***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.**

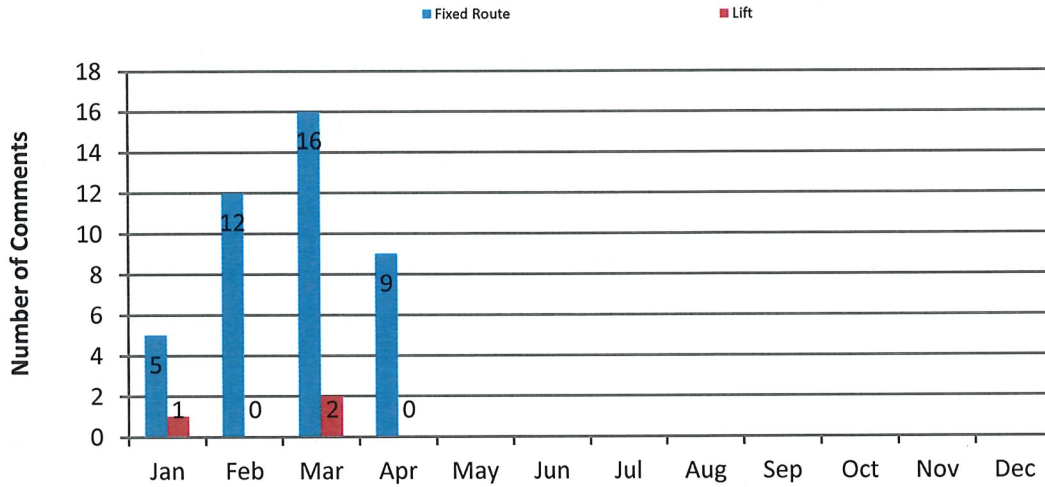
TOPEKA METRO CARES ABOUT EVERYONE'S HEALTH & SAFETY



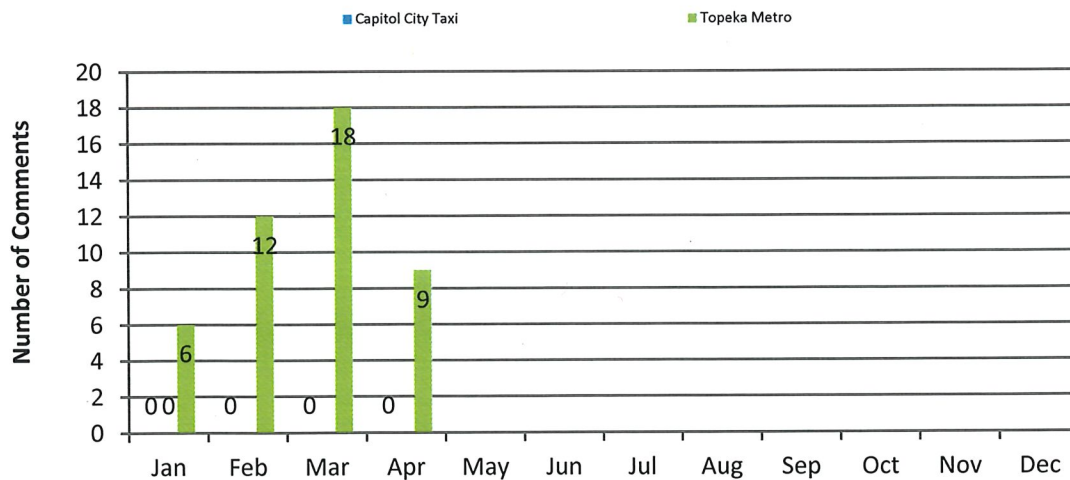
2020 Passenger Comments Per Type



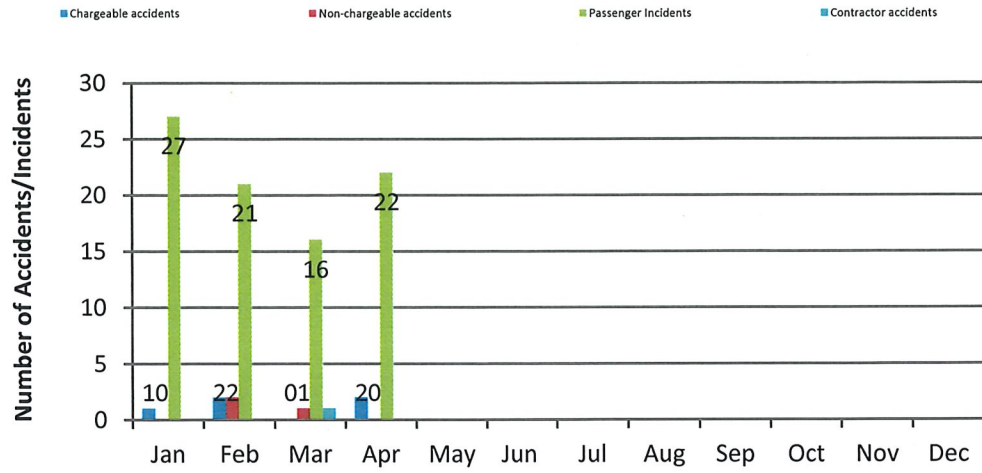
2020 Passenger Comments Per TMTA Service



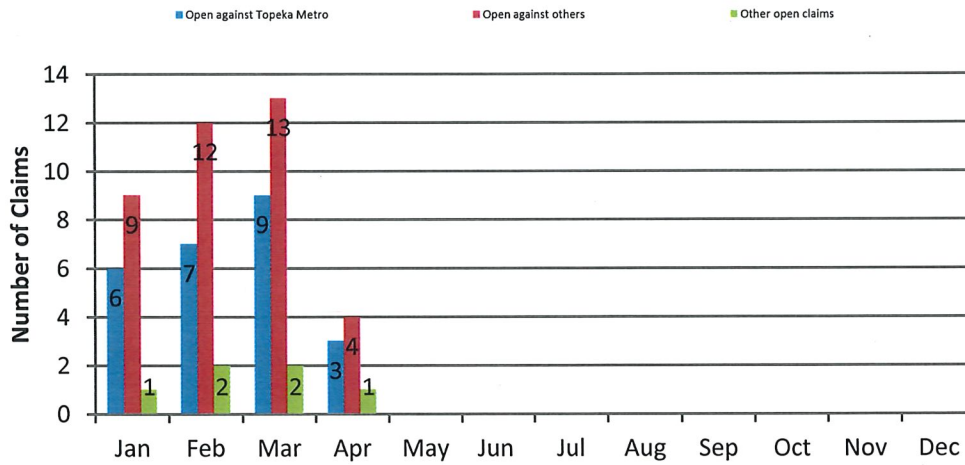
2020 Passenger Comments Per Provider



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								
Jun 2020								
Jul 2020								
Aug 2020								
Sep 2020								
Oct 2020								
Nov 2020								
Dec 2020								
Year 2020 Total	37	33	4	2	76	0	0	0