

Topeka Metro Operations Report

December 2020

December Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25/20</i>
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr><td>10</td><td>Fixed Route</td></tr> <tr><td>1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">11</td><td>Total Comments</td></tr> </table>	10	Fixed Route	1	Lift	11	Total Comments	<table border="0"> <tr><td>1</td><td>Capitol City Taxi</td></tr> <tr><td>10</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">11</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	10	Topeka Metro	11	Total Comments	<table border="0"> <tr><td>10</td><td>Complaints</td></tr> <tr><td>1</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">11</td><td>Total Comments</td></tr> </table>	10	Complaints	1	Compliments	0	Incidents	11	Total Comments
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Comment Issues: Other/General **(8)**
 Passed By **(2)** - zero valid
 Lift Late Trip **(1)**

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

	Month of December	Total for 2020	FY 2021
TMTA Chargeable accidents	0	16	9
TMTA Non-chargeable accidents	3	16	12
Contractor accidents	1	5	3
Passenger incidents	29	227	116
	33	264	140

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

December Promotions and Events

NOTE: Due to COVID-19, Topeka Metro continued rear door boarding & free fares thru December 31. Therefore, all passengers were classified as No Fare rather than individual classifications in December.

Washburn Students (12/1 thru 12/31):

Unknown (286,664+ total trips Aug 1, 2014 - Dec 31, 2020)

FREEdom Pass Ridership (12/1 thru 12/31):

Unknown (45,958+ total trips Aug 1, 2013 - Dec 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 (12/1 thru 12/31):	0 rides in December
Flex Zone Ridership (12/1 thru 12/31):	31 Flex rides (29 provided by CCT & 2 provided in-house)
Bikes on the Bus Ridership (12/1 thru 12/31):	993 bikes on the fixed route
City Employees Ride Free (12/1 thru 12/31):	Unknown fixed route rides

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (12/1)

Management Met With Union to Discuss Front-door Boarding, Fares, & Face Masks (12/1)

Supervisor Assisted with TPD Tactical Unit Training Using a Lift Bus (12/2)

Posted Revised Employee COVID Safety Policy & Procedures (12/3)

Shawnee County Health Quarantine Period Reduced from 14 to 10 Days (12/3)

Operators Began Wearing a Face Mask When Operating the Bus (12/7)

#1 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 08:50)

#2 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 11:30)

#3 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 14:45)

#4 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/10 11:30)

December Operator Roster in Effect (12/13)

#5 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/15 19:00)

Provided a Mandatory Training Q&A as a Follow-up to Operator Questions From the Meetings (12/17)

Began Installation of Overhead Air Deflectors in Operator's Compartment - picture below (12/18)

Received a Union Letter Opposing Mandatory Masks While Operating a Bus (12/18)

Extended the Ambussador Program thru January 31 (12/18)

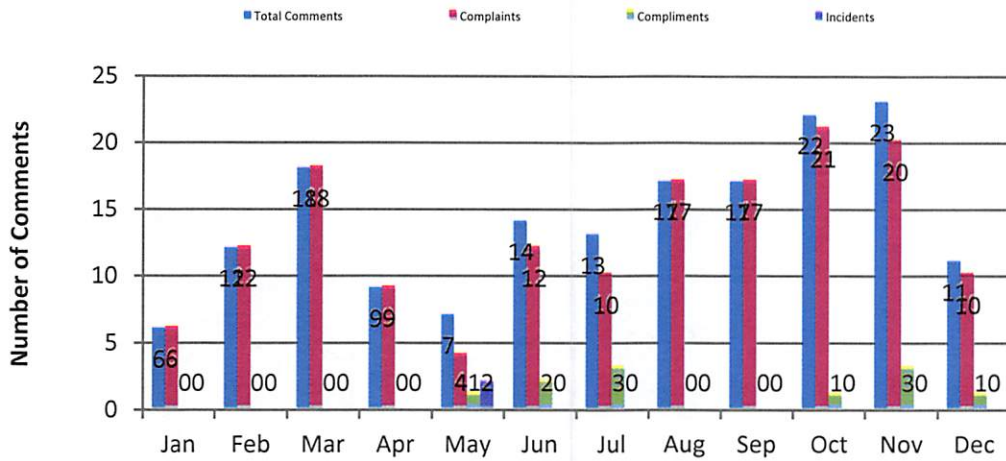
Posted Management's Response to Union Letter Regarding Face Masks (12/21)

Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru January 31 (12/21)

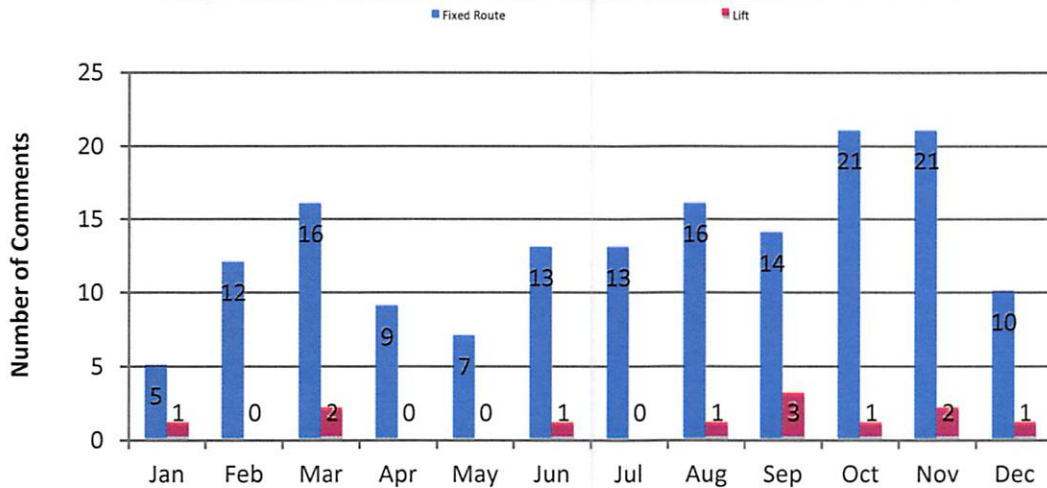
New Headsign Message Regarding Returning to Front Door Boarding & Fares February 1 (12/30)



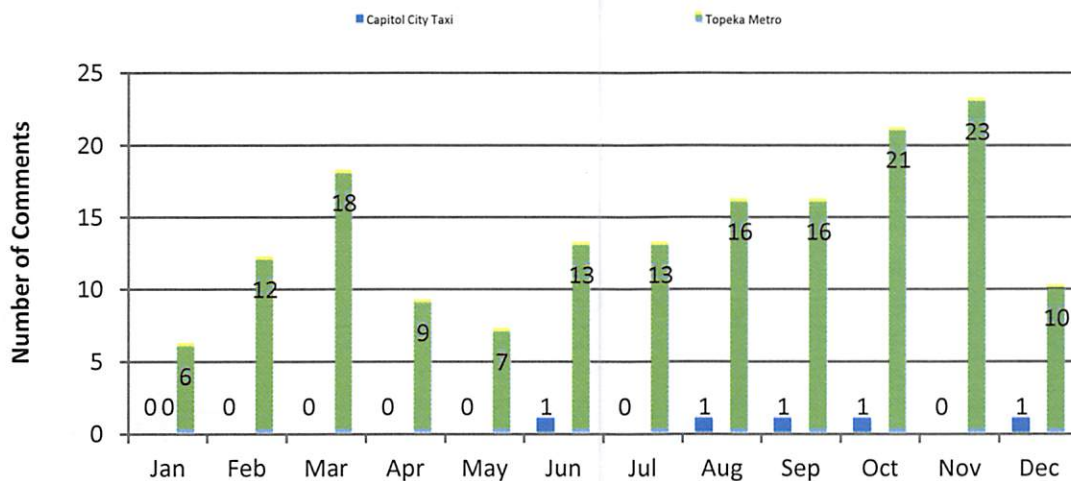
2020 Passenger Comments Per Type



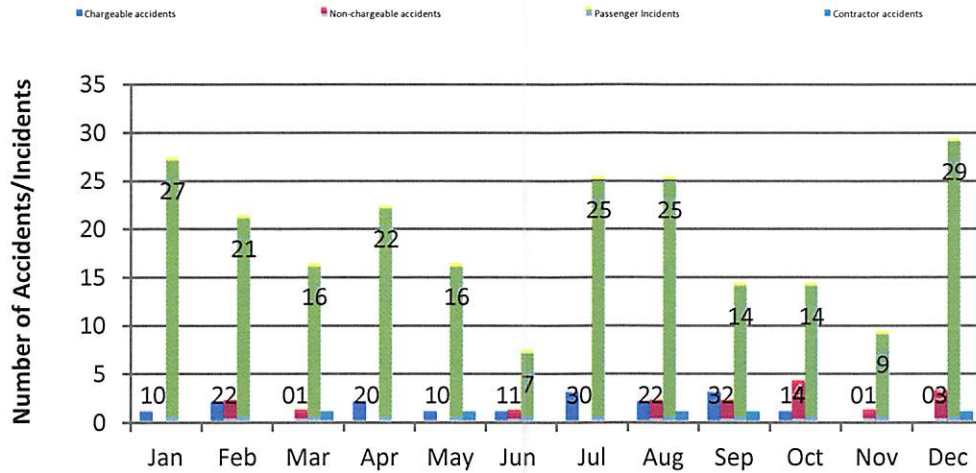
2020 Passenger Comments Per TMTA Service



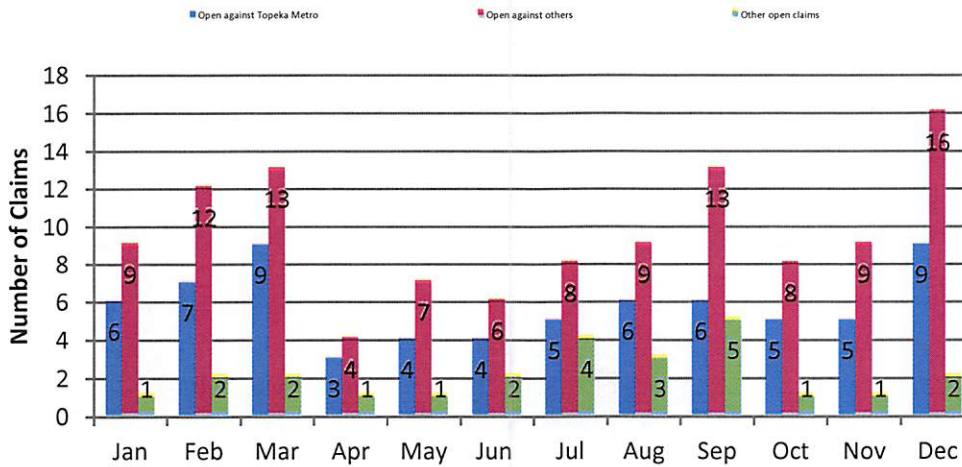
2020 Passenger Comments Per Provider



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	<i>COVID-19 Began</i>
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	13	8	1	0	22	0	0	0	
Year 2020 Total	117	94	8	4	223	0	0	0	