

Topeka Metro Operations Report

June 2021

June Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

Passenger Comments:

7 Fixed Route	1 Capitol City Taxi	10 Complaints
3 Lift	9 Topeka Metro	0 Compliments
10 Total Comments	10 Total Comments	0 Incidents
		10 Total Comments

Comment Issues: Other/General (7)
 Unsafe Driving (3)

Operations Accidents & Incidents (as of June 30th, 2021):

	Month of June	2021	Total for FY 2021
TMTA Chargeable accidents	1	7	16
TMTA Non-chargeable accidents	1	8	20
Contractor accidents	0	0	3
Passenger incidents	9	99	215
	11	114	254

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

June Promotions and Events

Washburn Students (6/1 thru 6/30): 5,158 fixed route trips

FREEdom Pass Ridership (6/1 thru 6/30): 466 fixed route trips

2013	945	
2014	3,876	
2015	6,058	
2016	7,511	
2017	8,115	
2018	8,879	
2019	8,951	
2020	1,623	(until free fares due to COVID-19 in March 2020)
2021	1,735	(fares/program resumed 2/1/21)

Amtrak (6/1 thru 6/30): 0 rides in June

Flex Zone Ridership (6/1 thru 6/30): 34 Flex rides (16 provided by CCT & 18 provided in-house)

Bikes on the Bus Ridership (6/1 thru 6/30):

781 bikes on the fixed route

City Employees Ride Free (6/1 thru 6/30):

81 fixed route trips - *final month of this program*

Kids Ride Free (5/15 thru 8/15):

5,255 fixed route trips

May 15-31 1,689

Jun 1-30 3,566

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (6/1)

"Dialogue with Denise" Operator Newsletter (6/7)

Bus Utilized to Assist with SWAT Active Shooter & Hostage Crisis Training (6/10)

Operator Safety & Security Work Group Meeting (6/12)

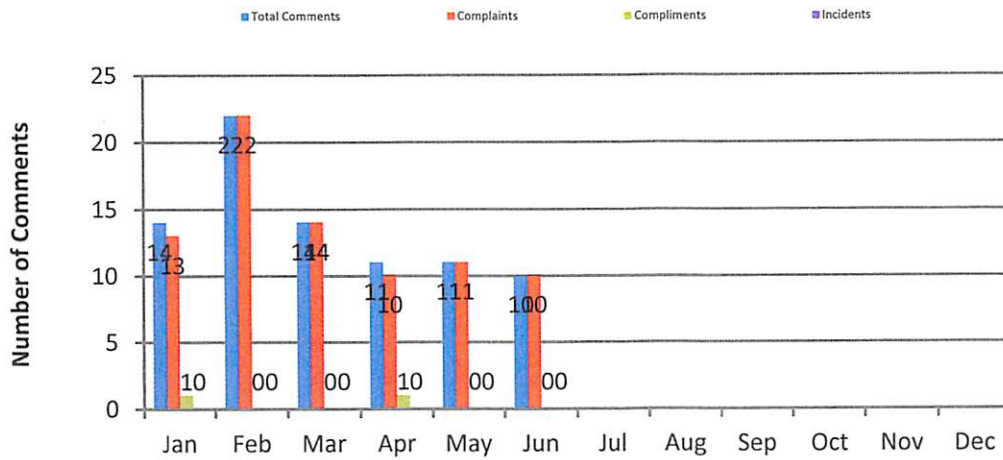
New Operator Training Class (6/14) - two bus operators

The TSA Updated the Federal Face Mask Mandate to Exclude Outdoor Areas (6/17)

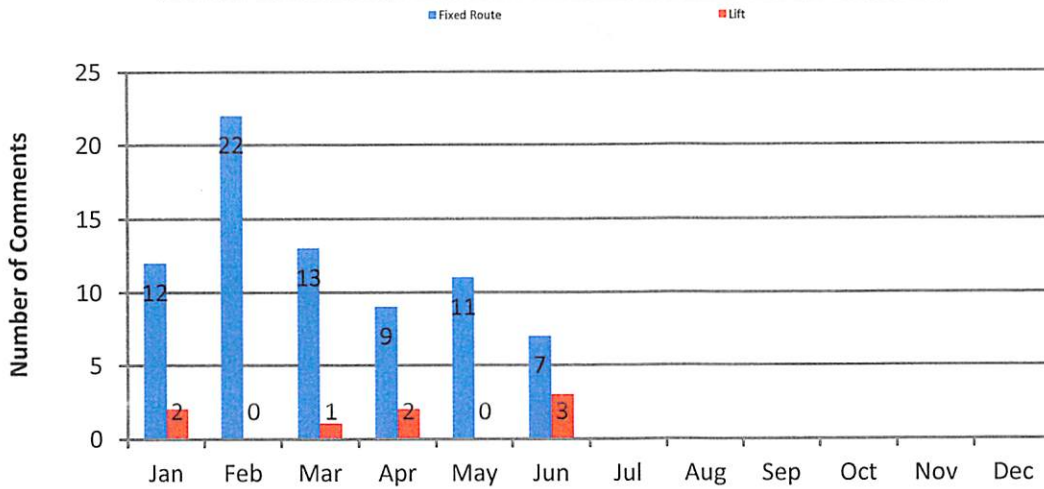
"City Employees Ride Free" Program Ends (6/30)

End of Triennial Review Period (6/30)

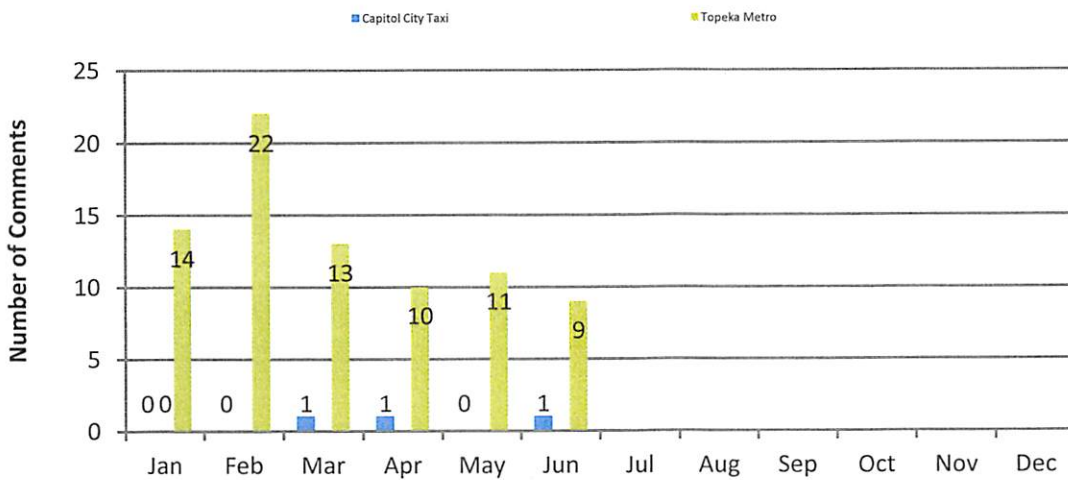
2021 Passenger Comments Per Type



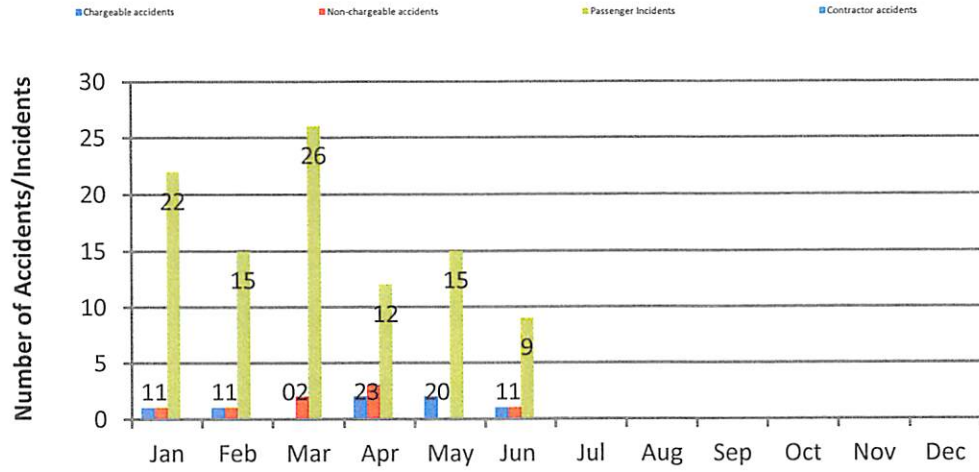
2021 Passenger Comments Per TMTA Service



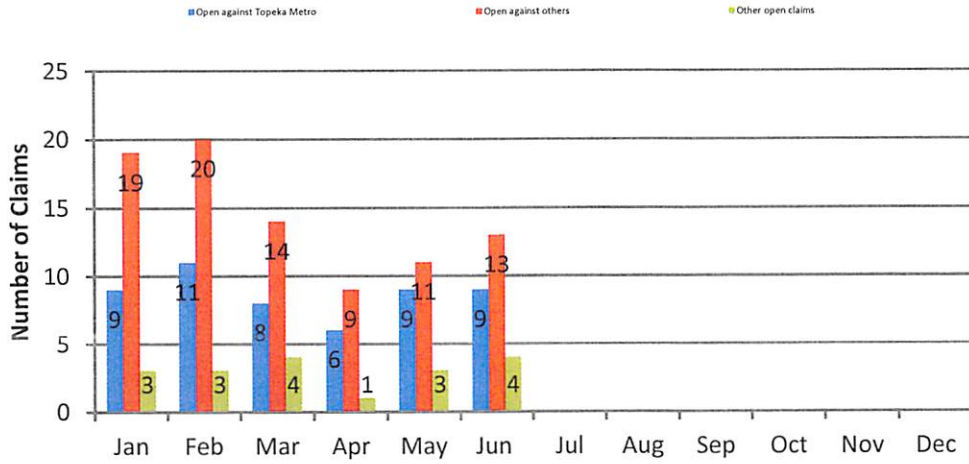
2021 Passenger Comments Per Provider



2021 Accident & Incidents



Current 2021 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 2021	8	13	1	0	22	0	0	0	COVID-19 Continues
Feb 2021	4	3	0	0	7	0	0	0	
Mar 2021	11	15	1	0	27	0	0	0	
Apr 2021	13	15	3	0	31	1	0	0	
May 2021	12	13	1	0	26	0	1	0	
Jun 2021	16	8	1	0	25	0	0	0	
Jul 2021					0				
Aug 2021					0				
Sep 2021					0				
Oct 2021					0				
Nov 2021					0				
Dec 2021					0				
Year 2021 Total	64	67	7	0	138	1	1	0	