

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for September 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The following bus stops sustained damage in September:</p> <ul style="list-style-type: none"> • 9/2/23 – Two glass panels were broken in the outbound shelter 21st & Belle. • 9/5/23 – The light pole and the handrail were damaged at the inbound bus stop at 6th & Woodward. <div data-bbox="634 1098 1222 1555" data-label="Image"> </div> <p style="text-align: right;"><i>6th & Woodward</i></p> <ul style="list-style-type: none"> • 9/8/23 – Maintenance discovered several damaged frames in the inbound shelter at 6th & Clay. Maintenance also found a hammer behind the bench. • 9/11/23 – Graffiti was found in the bus shelter at Wanamaker & the entrance to Walmart West. • 9/11/23 – One glass panel was broken in the inbound shelter at 21st & Fillmore. • 9/20/23 – Graffiti was found in the outbound shelter at 6th & Jefferson.

- 9/26/23 – One glass panel was broken in the outbound shelter at Topeka & Lyman.



Topeka & Lyman

Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions.

FISCAL IMPACT
(Current and Future)

PRIORITY/GOAL

Continue to work on hiring additional personnel. Monitor bi-weekly operator overtime and pad time.

ATTACHMENTS

Operations Reports.

Topeka Metro Operations Report

September 2023

September Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: Labor Day 9/4/23
	0	Limited holiday service
	30	Total days in September

Passenger Comments:

<table border="0"> <tr><td>16</td><td>Fixed Route</td></tr> <tr><td>4</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">20</td><td>Total Comments</td></tr> </table>	16	Fixed Route	4	Lift	20	Total Comments	<table border="0"> <tr><td>1</td><td>Capitol City Transportation</td></tr> <tr><td>19</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">20</td><td>Total Comments</td></tr> </table>	1	Capitol City Transportation	19	Topeka Metro	20	Total Comments	<table border="0"> <tr><td>19</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;">20</td><td>Total Comments</td></tr> </table>	19	Complaints	1	Compliments	0	Incidents	20	Total Comments
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Comment Issues:

- Other/General (8)
- Passed By (7) - *one valid*
- Operator (3)
- Unsafe Driving (2)

Operations Accidents & Incidents (as of September 30th, 2023):

	Month of		
	September	2023	FY 2024
TMTA Chargeable accidents	1	7	1
TMTA Non-chargeable accidents	0	10	1
Contractor accidents	0	0	0
Passenger incidents	32	262	85
	33	279	87

Current Self-Insurance Files:	5	Open files against Topeka Metro
	42	Open files against others
	13	Other
	60	Total open files

September Promotions and Events

Washburn Students (9/1 thru 9/30): 5,120 fixed route trips

FREEdom Pass Ridership (9/1 thru 9/30): 384 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	3,849 (fares/program resumed 2/1/21)
2022	4,114
2023	3,375

Other Operational and Promotional Activities:

Emergency Preparedness Month (September)

September Operator Choose-up Completed & Final Roster Posted (9/1)

September Operator Roster in Effect (9/3)

Monthly Operator Policy Meeting (9/5)

Final Draft of 2023-2026 Union Contract Emailed to Union for Review (9/5)

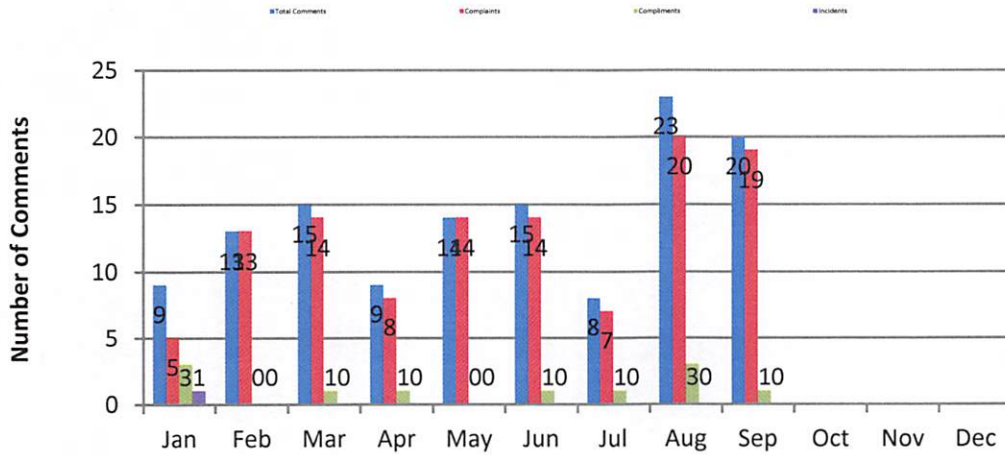
2023-2026 Union Contract Signed by General Manager & ATU President (9/8)

All Buses Supplied with New First Aid Kits (9/11)

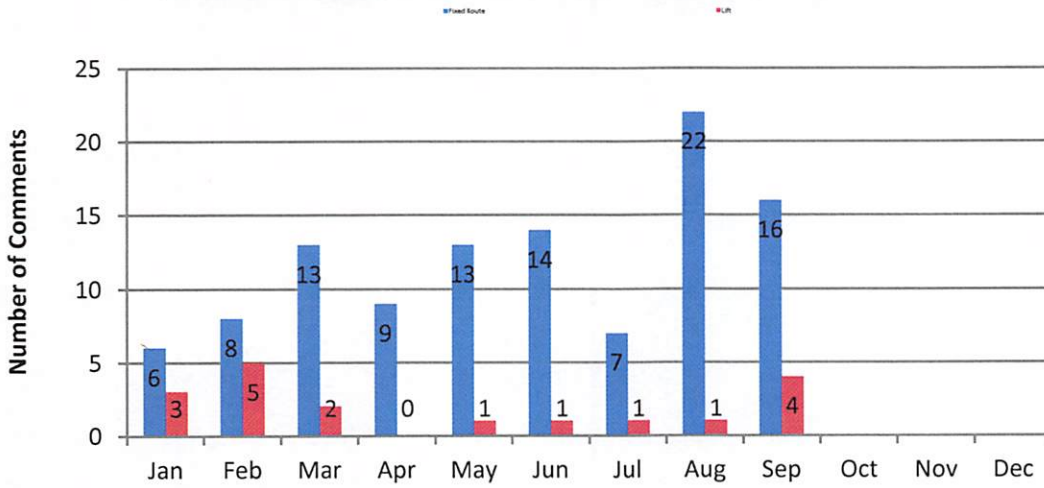
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/13)

Contracts Distributed to Employees (9/22)

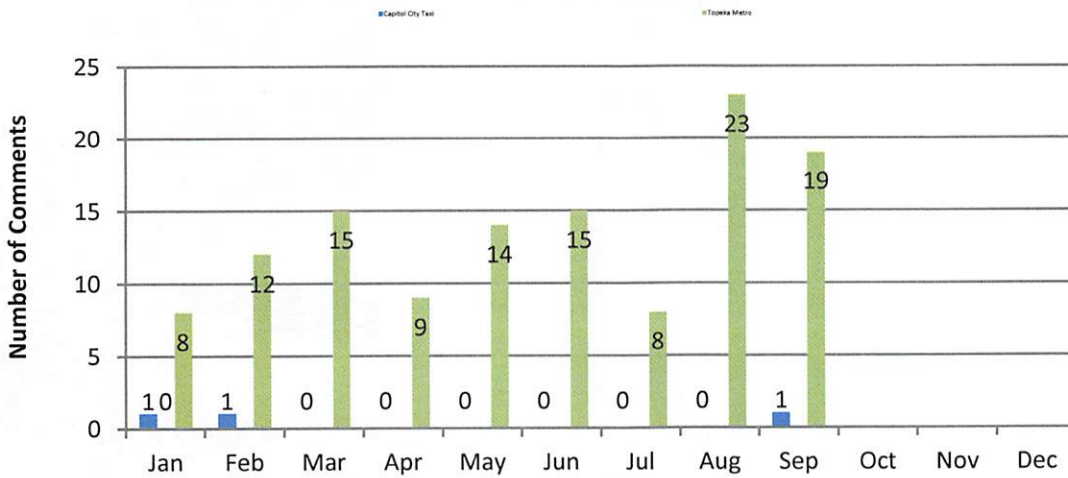
2023 Passenger Comments Per Type



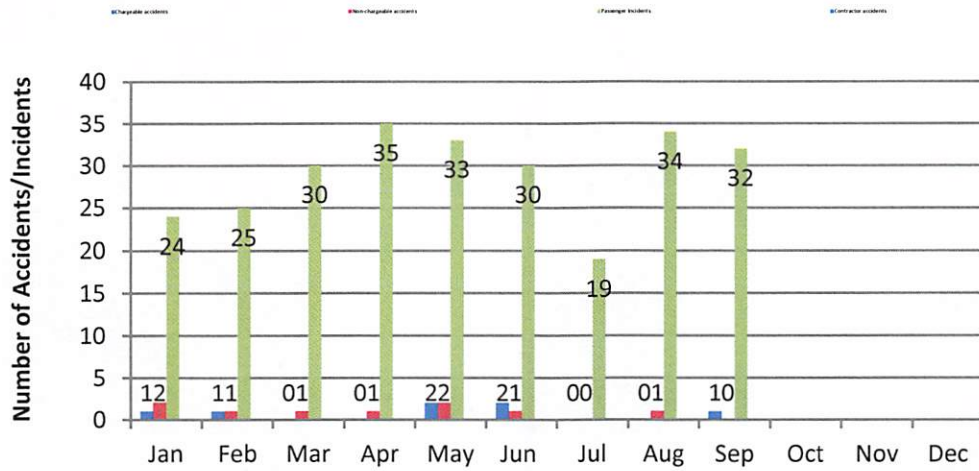
2023 Passenger Comments Per TMTA Service



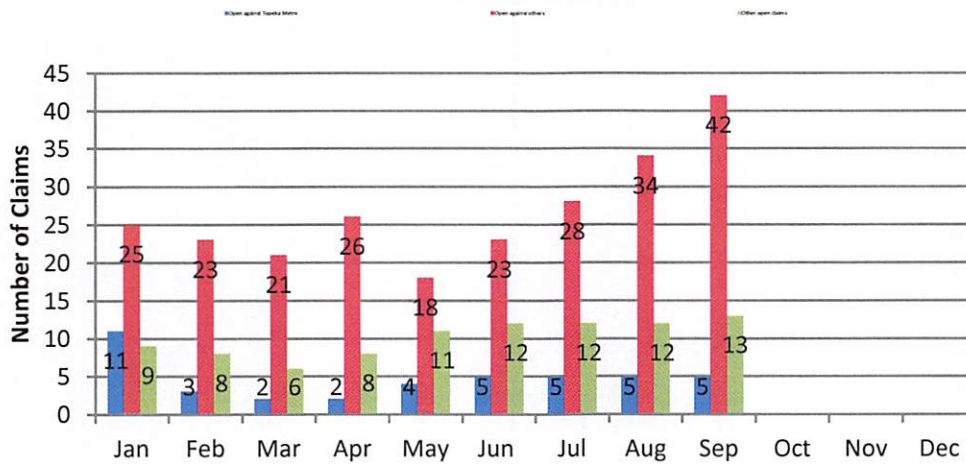
2023 Passenger Comments Per Provider



2023 Accident & Incidents



Current 2023 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 2023	20	8	1	0	29	0	0	0
Feb 2023	9	4	1	0	14	0	0	0
Mar 2023	11	13	2	0	26	0	0	0
Apr 2023	8	9	2	0	19	0	0	0
May 2023	12	3	1	0	16	0	0	0
Jun 2023	9	7	3	0	19	0	0	0
Jul 2023	9	9	2	0	20	0	0	0
Aug 2023	19	12	0	0	31	0	0	0
Sep 2023	4	7	2	0	13	0	0	0
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	101	72	14	0	187	0	0	0