

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for June 2022)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>In May, we had one chargeable accident resulting in minor damage to a fixed route bus panel. No other vehicles were involved.</p> <p>Five bus shelters were vandalized. Shelters at Grace Med at 21st & California, the Topeka Housing Authority at 20th & California, 37th & Humboldt, and 10th & Carnahan each had one glass panel broken. The shelter at Oakland Community Center had two broken panels.</p> <p>Two more bus operators were hired and began training on June 13th. The May new hire was still in training, therefore, we had three going through different stages of training at once. This brings the operator count up to 39 full-time and three part-time.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations positions.</p>
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

June 2022

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:

<table border="0"> <tr> <td style="text-align: right;">11</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">13</td> <td>Total Comments</td> </tr> </table>	11	Fixed Route	2	Lift	13	Total Comments	<table border="0"> <tr> <td style="text-align: right;">0</td> <td>Capitol City Transportation</td> </tr> <tr> <td style="text-align: right;">13</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">13</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Transportation	13	Topeka Metro	13	Total Comments	<table border="0"> <tr> <td style="text-align: right;">10</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">13</td> <td>Total Comments</td> </tr> </table>	10	Complaints	3	Compliments	0	Incidents	13	Total Comments
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Comment Issues:

- Other/General (8)
- Unsafe Driving (3)
- Passed By (1) - *not valid*
- Lift Missed Trip (1)

Operations Accidents & Incidents (as of June 30th, 2022):

	Month of		
	June	2022	FY 2022
TMTA Chargeable accidents	1	4	11
TMTA Non-chargeable accidents	0	4	14
Contractor accidents	0	2	3
Passenger incidents:			
- regular incidents	20	106	207
- boarding refusals due to no mask	0	148	470
	21	264	705

Current Self-Insurance Files:	7	Open files against Topeka Metro
	9	Open files against others
	13	Other
	29	Total open files

June Promotions and Events

Washburn Students (6/1 thru 6/30): 6,352 fixed route trips

FREEdom Pass Ridership (6/1 thru 6/30): 429 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	1,935

Amtrak (6/1 thru 6/30):

1 ride in June

Flex Zone Ridership (6/1 thru 6/30):

28 Flex rides (7 provided by CCT & 21 provided in-house)

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

773 bikes on the fixed route

Kids Ride Free (6/15 thru 6/30):

6,016 fixed route trips

May 15-31 1,703

Jun 1-30 4,313

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

Kids Ride Free Program Continues (6/1 thru 6/30)

National Safety Month (6/1 thru 6/30)

Monthly Operator Policy Meeting (6/7)

Operations & H/R Participated in another Topeka Job Fair at Heritage Hall (6/8)

New Bus Operator Training Class (6/13) - two trainees

"Dialogue with Denise" Operator Newsletter (6/17)

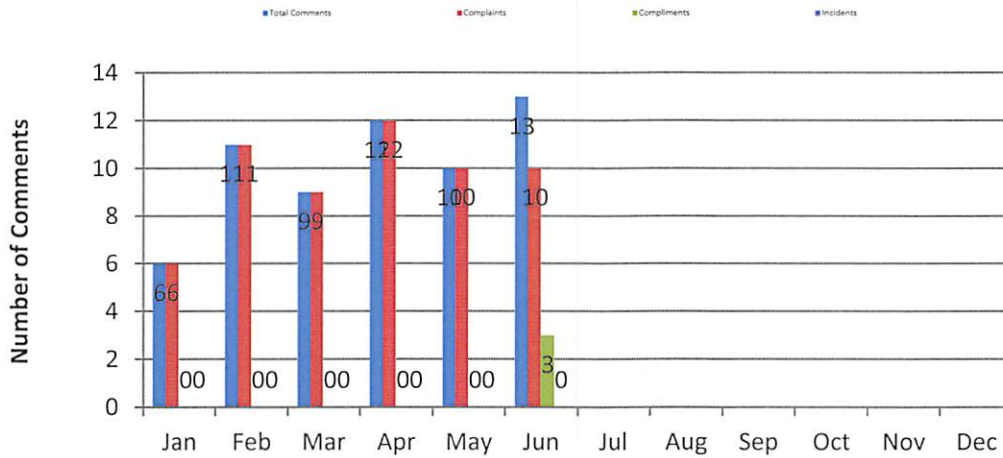
Safety & Security Work Group Meeting (6/18)

Finalized Annual Agency Safety Plan (ASP) Review (6/29)

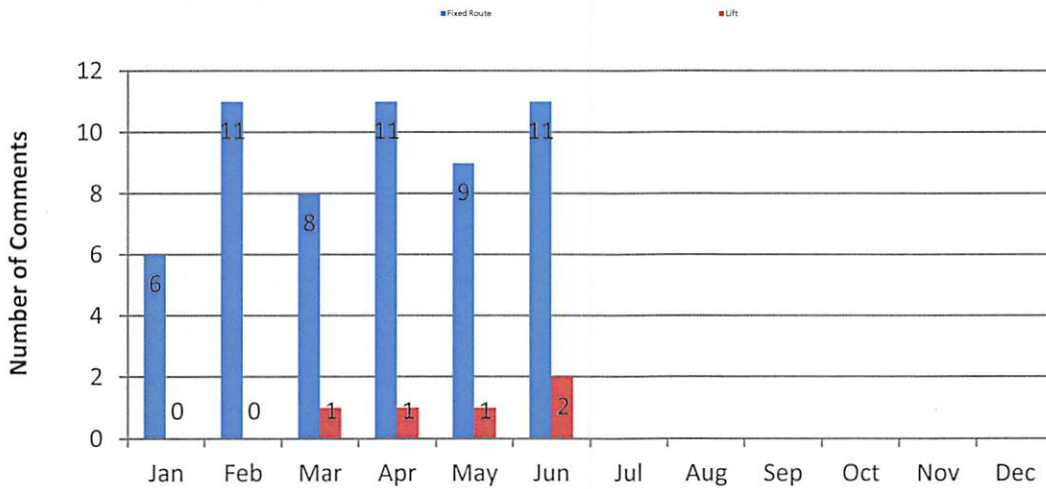
How to Ride Presentation for the City of Topeka "Way to Work" Program (6/29)

End of FY22 Triennial Period (6/30)

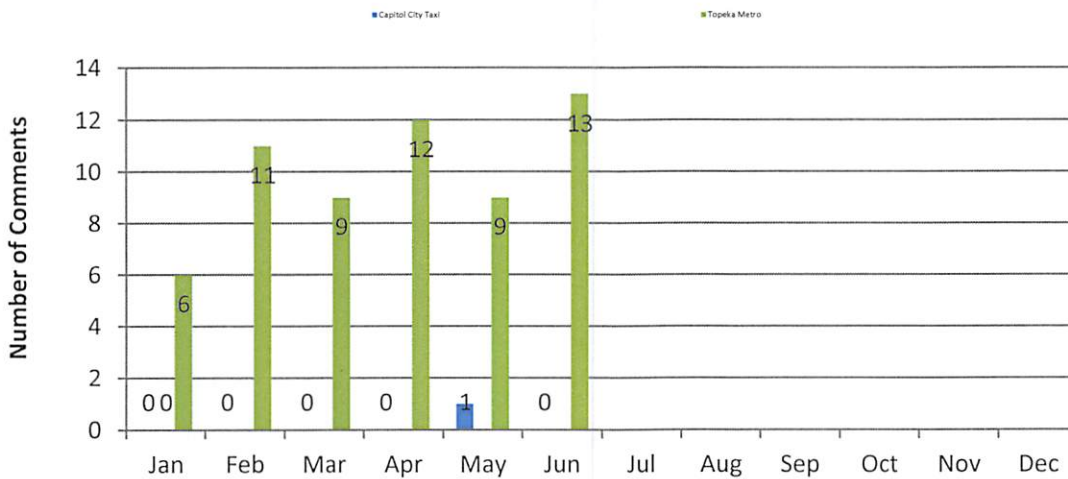
2022 Passenger Comments Per Type



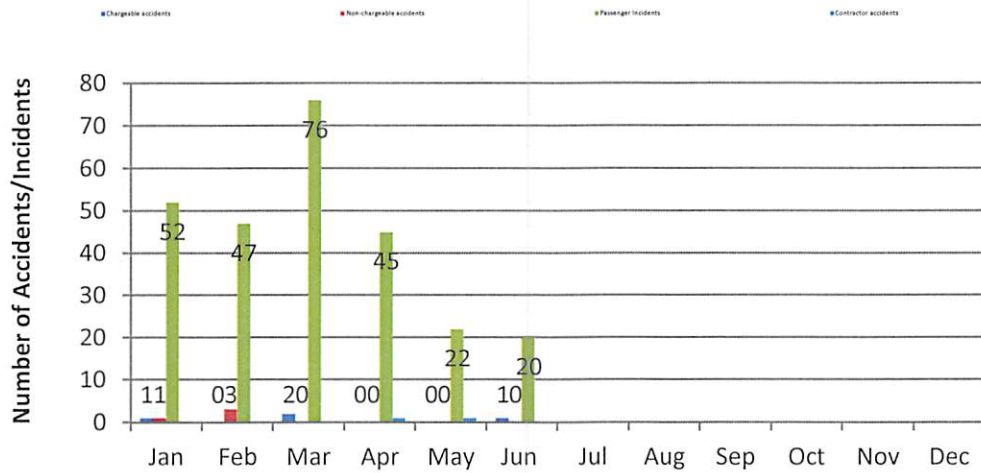
2022 Passenger Comments Per TMTA Service



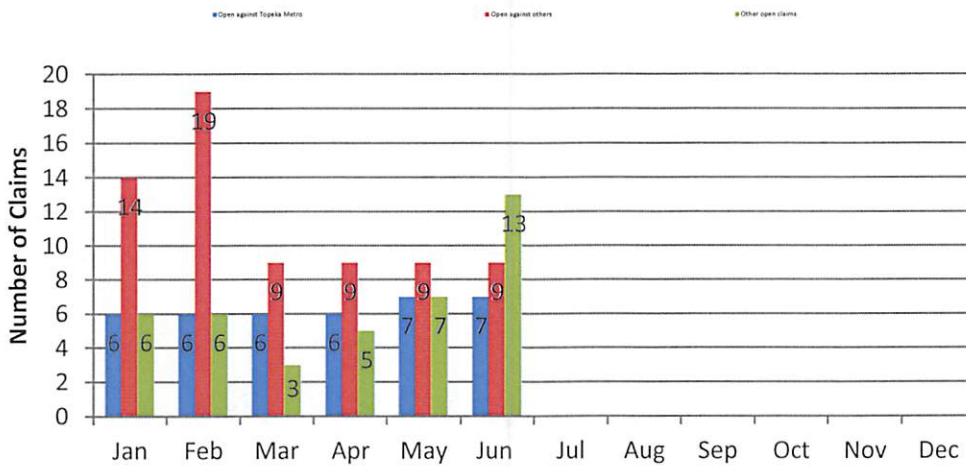
2022 Passenger Comments Per Provider



2022 Accident & Incidents



Current 2022 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 2022	16	15	3	0	34	0	0	0	<i>COVID-19 Continues</i>
Feb 2022	11	13	0	0	24	0	0	0	<i>COVID-19 Continues</i>
Mar 2022	4	6	1	0	11	0	0	0	<i>COVID-19 Continues</i>
Apr 2022	5	17	0	0	22	0	0	0	<i>COVID-19 Continues</i>
May 2022	11	13	1	0	25	0	0	0	<i>COVID-19 Continues</i>
Jun 2022	15	11	0	1	27	0	0	0	<i>COVID-19 Continues</i>
Jul 2022					0				
Aug 2022					0				
Sep 2022					0				
Oct 2022					0				
Nov 2022					0				
Dec 2022					0				
Year 2022 Total	62	75	5	1	143	0	0	0	