

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

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|--|--|
| ITEM | Operations Department Monthly Report (for February 2022) |
| CONTACT | Denise Ensley, Chief Operations Officer |
| RECOMMENDATION | Accept report as presented. |
| SUMMARY | <p>There were zero chargeable accidents in February, which is excellent considering the bus operators experienced three snowstorms resulting in multiple days of hazardous road conditions.</p> <p>During the month, two bus shelters were vandalized.</p> <p>Boarding refusals for passengers who refuse to wear a face mask on the bus continue to decrease. There were 118 such incidents in September, 83 in October, 77 in November, 44 in December, 35 in January, and 32 in February.</p> <p>FREEdom Pass ridership hit a mile marker! Over 50,000 FREEdom Pass trips have been provided on the fixed route since August 2013. There are currently 29 passengers certified for the program.</p> |
| FISCAL IMPACT (Current and Future) | |
| PRIORITY/GOAL | Continue to work on hiring additional bus operators. Monitor bi-weekly operator overtime and pad time. |
| ATTACHMENTS | Operations Reports. |

Topeka Metro Operations Report

February 2022

| | | |
|---------------------------------|----|-------------------------|
| February Operating Days: | 24 | Normal operating days |
| | 4 | Sundays (no service) |
| | 0 | Holiday with no service |
| | 0 | Limited holiday service |
| | 28 | Total days in February |

Passenger Comments:

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

Comment Issues:

- Other/General (4)
- Unsafe Driving (3)
- Civil Rights (2)
- Operator (1)
- Passed By (1) - *not valid*

Operations Accidents & Incidents (as of February 28th, 2022):

| | Month of | | |
|------------------------------------|----------|------|---------|
| | February | 2022 | FY 2022 |
| TMTA Chargeable accidents | 0 | 1 | 8 |
| TMTA Non-chargeable accidents | 3 | 4 | 14 |
| Contractor accidents | 0 | 0 | 1 |
| Passenger incidents: | | | |
| - regular incidents | 15 | 32 | 133 |
| - boarding refusals due to no mask | 32 | 67 | 389 |
| | 50 | 104 | 545 |

| | | |
|--------------------------------------|----|---------------------------------|
| Current Self-Insurance Files: | 6 | Open files against Topeka Metro |
| | 19 | Open files against others |
| | 6 | Other |
| | 31 | Total open files |

February Promotions and Events

Washburn Students (2/1 thru 2/28): 5,180 fixed route trips

FREEdom Pass Ridership (2/1 thru 2/28): 227 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 | 496 |

Amtrak (2/1 thru 2/28):

0 rides in February

Flex Zone Ridership (2/1 thru 2/28):

17 Flex rides (0 provided by CCT & 17 provided in-house)

Bikes on the Bus Ridership (2/1 thru 2/28):

402 bikes on the fixed route

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (2/1)

Snow/Ice Storm (2/2) - zero accidents!

Operators Vote on Special Choose-up Options (2/4)

Entry Level Driver Training (ELDT) Requirements In Effect (2/7)

Distributed Annual Safe Driving Awards to Bus Operators (2/8 and 2/9)

Posted Special Choose-up (2/9)

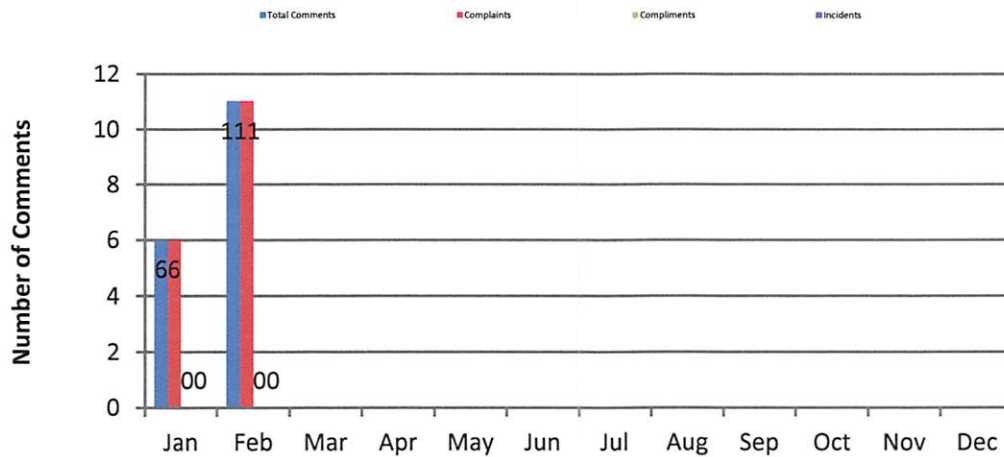
Snow/Ice Storm (2/17) - zero accidents!

Special Choose-up Completed (2/21)

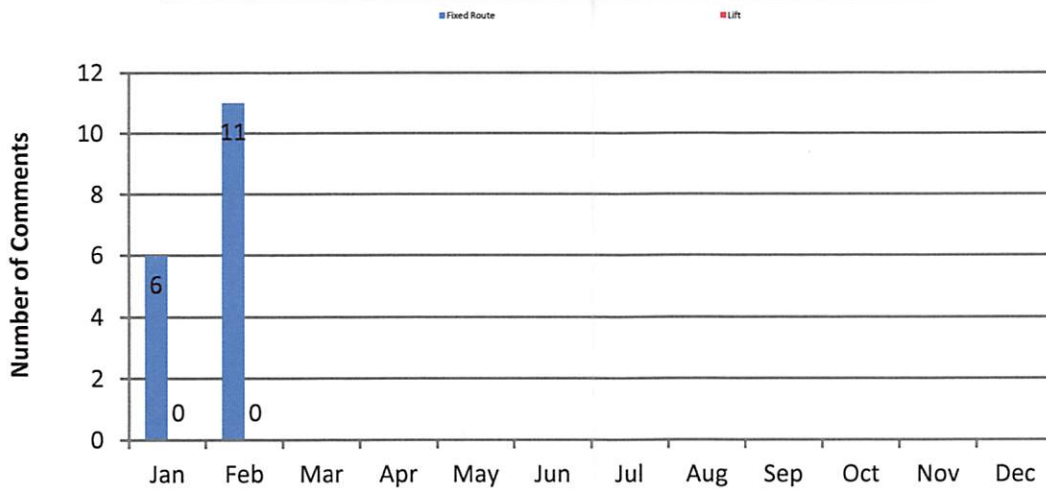
"Dialogue with Denise" Operator Newsletter (2/21)

Snow/Ice Storm (2/22) - zero accidents!

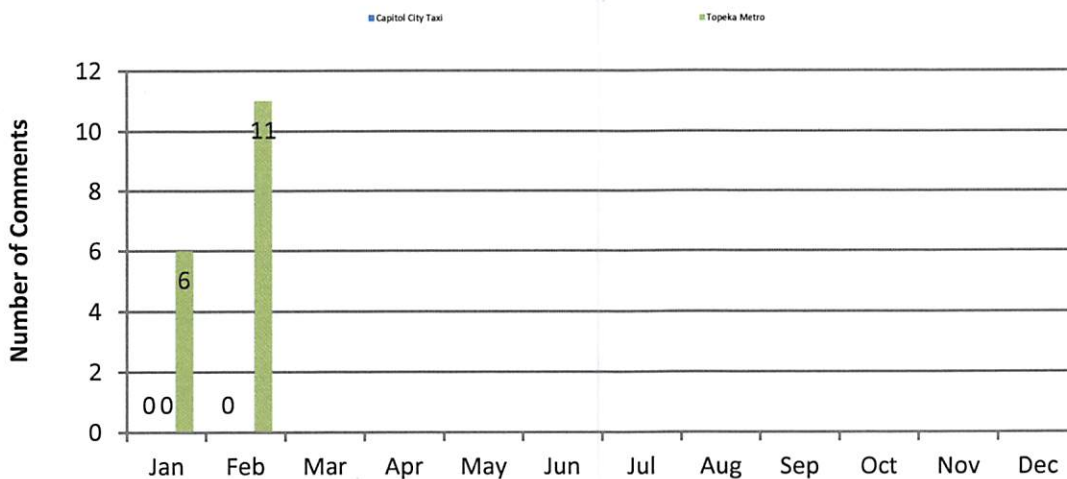
2022 Passenger Comments Per Type



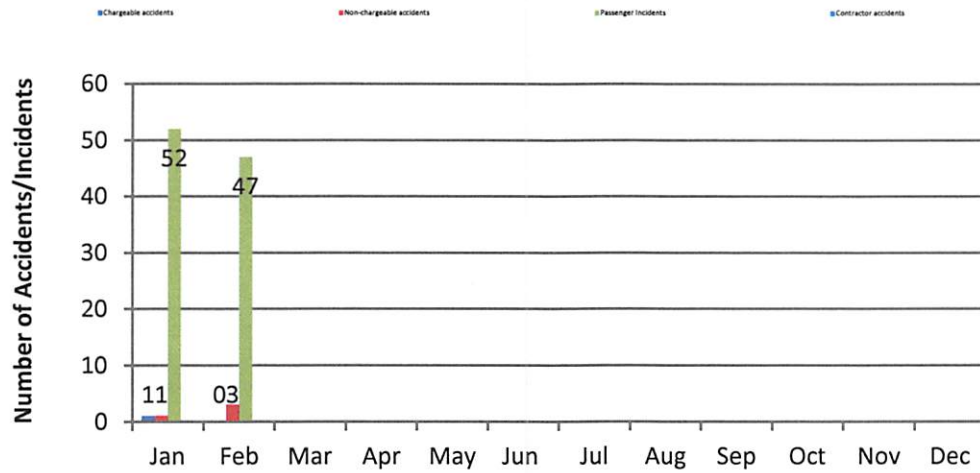
2022 Passenger Comments Per TMTA Service



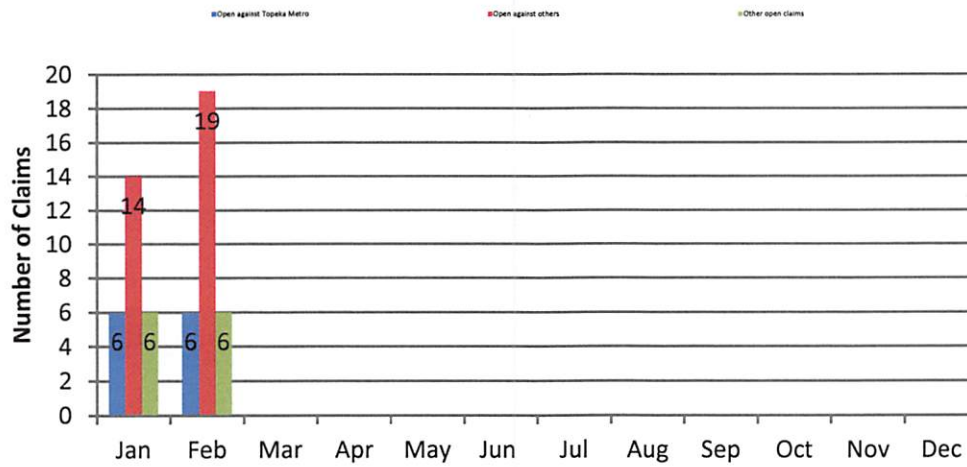
2022 Passenger Comments Per Provider



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 | |
| Mar 2022 | | | | | 0 | | | | |
| Apr 2022 | | | | | 0 | | | | |
| May 2022 | | | | | 0 | | | | |
| Jun 2022 | | | | | 0 | | | | |
| Jul 2022 | | | | | 0 | | | | |
| Aug 2022 | | | | | 0 | | | | |
| Sep 2022 | | | | | 0 | | | | |
| Oct 2022 | | | | | 0 | | | | |
| Nov 2022 | | | | | 0 | | | | |
| Dec 2022 | | | | | 0 | | | | |
| Year 2022 Total | 27 | 28 | 3 | 0 | 58 | 0 | 0 | 0 | |