

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report ( <b>for December 2021</b> )
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>The one Metro chargeable accident was minor in nature and involved no injuries. The Capitol City Transportation accident involved their vehicle hitting a stationary object with no injuries.</p> <p>During the month of November, three (3) bus shelters were vandalized: one (1) with graffiti and two (2) with broken glass panels.</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, and 44 in December.</p> <p>Topeka experienced a storm with high winds on December 15<sup>th</sup>. Quincy Street Station lost all power, computers and phones. All facilities continued to experience issues with computers and phones for several days. The bus operators remained professional, detoured around debris when necessary, and drove safely. They had no chargeable accidents that day! Likewise, the Operations supervisors and staff were calm and worked as a team to handle passenger concerns and paratransit trips. As part of our wellness initiative and to thank the Operations employees for their teamwork, they were provided healthy snacks on December 22<sup>nd</sup>.</p> <p>Michelle Stottlemire joined our team as the new Operations Training Supervisor. She began her training on December 16<sup>th</sup>.</p>
<b>FISCAL IMPACT</b> (Current and Future)	
<b>PRIORITY/GOAL</b>	Continue to work on hiring additional bus operators. Monitor bi-weekly operator overtime and pad time.
<b>ATTACHMENTS</b>	Operations Reports.

# Topeka Metro Operations Report

December 2021

<b>December Operating Days:</b>	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25/21</i>
	2	Limited holiday/Saturday service: <i>Christmas Eve 12/24/21 &amp; New Year's Eve 12/31/21</i>
	31	Total days in December

**Passenger Comments:**

7 Fixed Route	0 Capitol City Taxi	8 Complaints
1 Lift	8 Topeka Metro	0 Compliments
8 Total Comments	8 Total Comments	0 Incidents
		8 Total Comments

**Comment Issues:**

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

**Operations Accidents & Incidents (as of December 31st, 2021):**

	Month of December	Total for 2021	FY 2022
TMTA Chargeable accidents	1	14	7
TMTA Non-chargeable accidents	2	18	10
Contractor accidents	1	1	1
Passenger incidents:			
- regular incidents	12	200	101
- boarding refusals due to no mask	44	322	322
	60	555	441

<b>Current Self-Insurance Files:</b>	13	Open files against Topeka Metro
	39	Open files against others
	6	Other
	58	Total open files

## December Promotions and Events

**Washburn Students (12/1 thru 12/31):** 5,259 fixed route trips

**FREEdom Pass Ridership (12/1 thru 12/31):** 481 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 ( <i>until free fares due to COVID-19 in March 2020</i> )

2021

3,849 (fares/program resumed 2/1/21)

**Amtrak (12/1 thru 12/31):**

1 ride in December

**Flex Zone Ridership (12/1 thru 12/31):**

11 Flex rides (1 provided by CCT & 10 provided in-house)

**Bikes on the Bus Ridership (12/1 thru 12/31):**

616 bikes on the fixed route

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**Other Operational and Promotional Activities:**

**2022 Annual Operator Vacation & Birthday Choose-up Completed (12/7)**

**Monthly Operator Policy Meeting (12/7)**

**Thanksgiving Friday 2021 / MLK 2022 Special Holiday Choose-up Completed (12/8)**

**Completed December Operator Run Cut/Roster Posted (12/10) - run cut in effect 12/12/21**

**QSS Power, Computers & Phones Out Due to Wind Storm (12/15)**

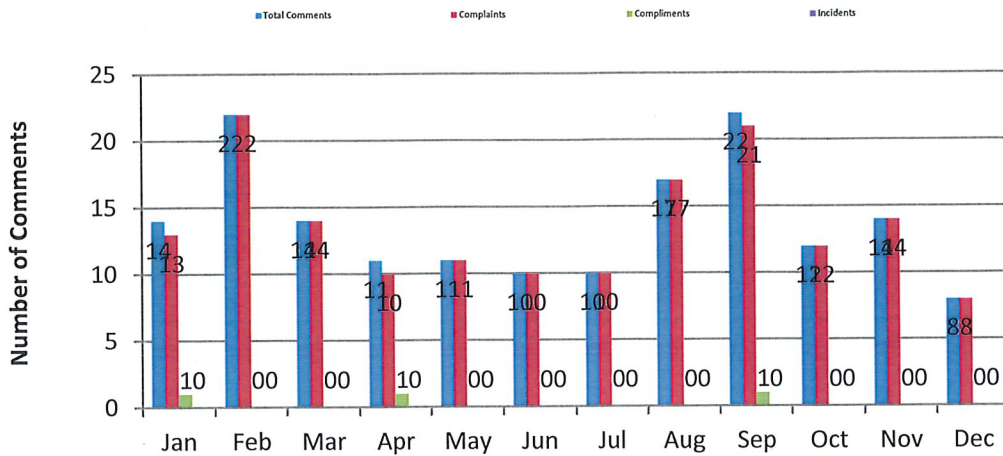
**Continuing Issues with Computers & Phones Not Working Due to Wind Storm (12/16 thru 12/20)**

**New Operations Training Supervisor Began (12/16) - Michelle Stottlemire**

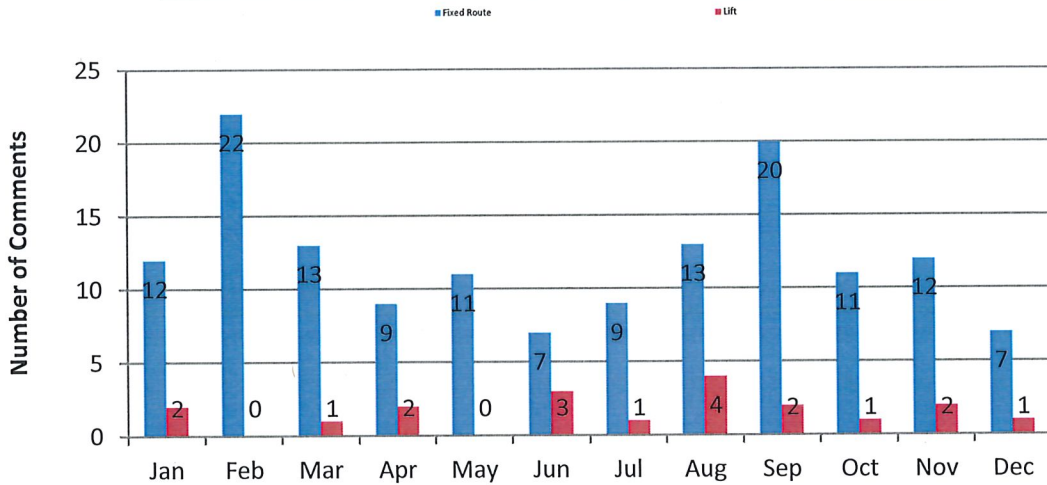
**Wellness Initiative - Granola Bars, Crackers & Fresh Fruit for Operations Employees (12/22)**

**"Dialogue with Denise" Operator Newsletter (12/22)**

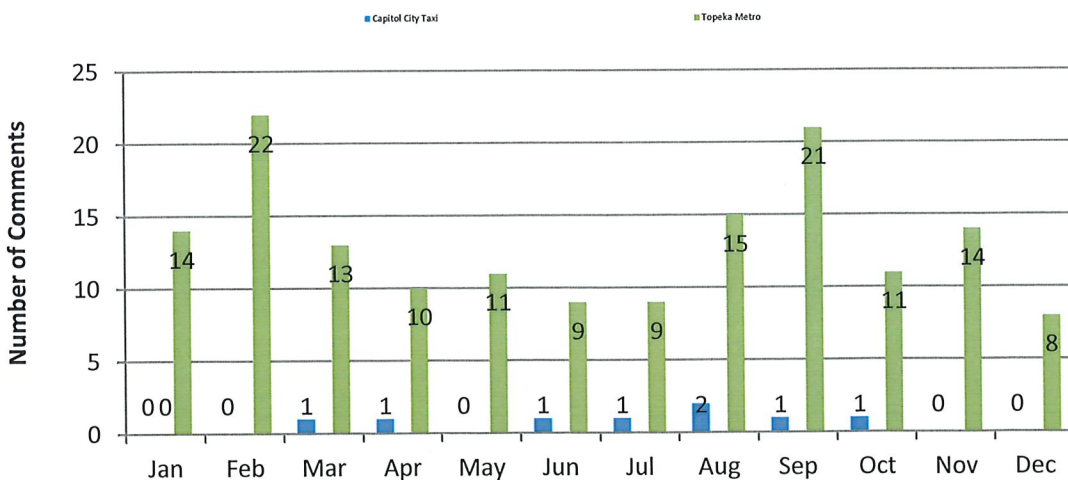
## 2021 Passenger Comments Per Type



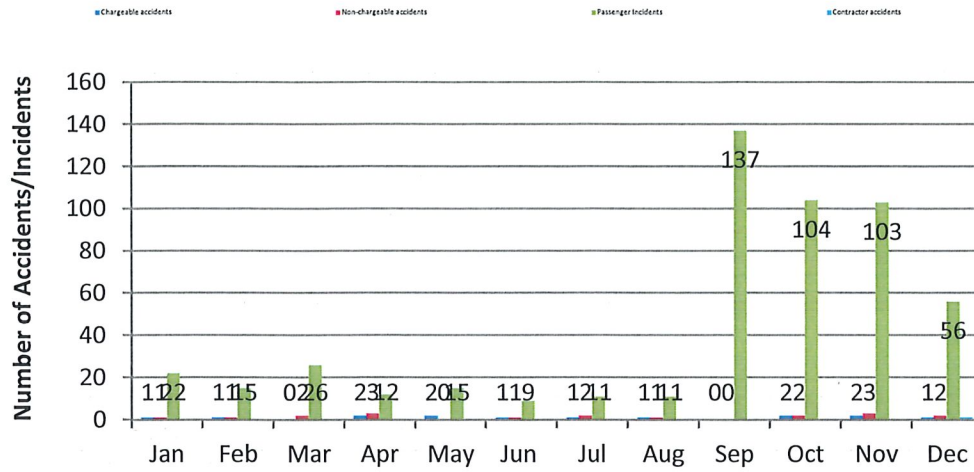
## 2021 Passenger Comments Per TMTA Service



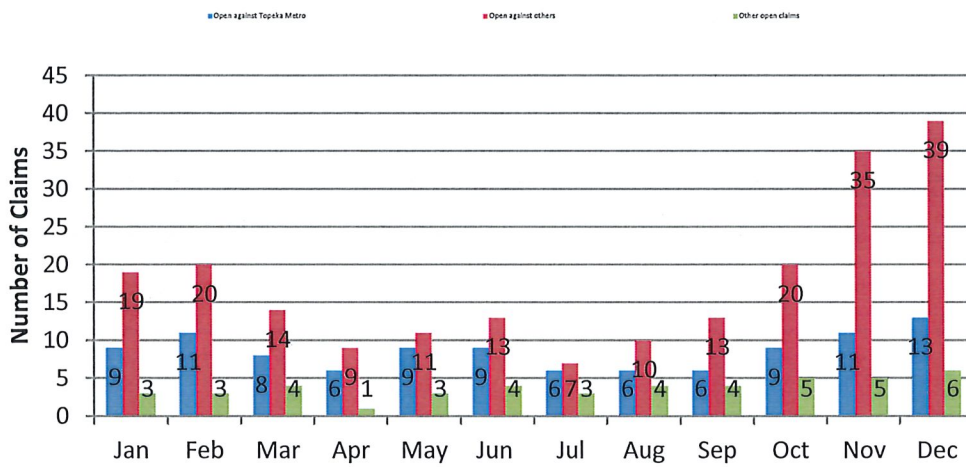
## 2021 Passenger Comments Per Provider



## 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 COVID-19 Continues
Mar 2021	11	15	1	0	27	0	0	0 COVID-19 Continues
Apr 2021	13	15	3	0	31	1	0	0 COVID-19 Continues
May 2021	12	13	1	0	26	0	1	0 COVID-19 Continues
Jun 2021	16	8	1	0	25	0	0	0 COVID-19 Continues
Jul 2021	8	9	0	0	17	0	0	0 COVID-19 Continues
Aug 2021	11	10	2	1	24	1	0	1 COVID-19 Continues
Sep 2021	7	6	2	0	15	0	0	0 COVID-19 Continues
Oct 2021	14	9	1	1	25	0	0	0 COVID-19 Continues
Nov 2021	11	6	3	1	21	0	0	0 COVID-19 Continues
Dec 2021	4	3	1	0	8	0	0	0 COVID-19 Continues
<b>Year 2021 Total</b>	<b>119</b>	<b>110</b>	<b>16</b>	<b>3</b>	<b>248</b>	<b>2</b>	<b>1</b>	<b>1</b>