

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for March 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The bus operators had ZERO chargeable accidents this month.</p> <p>There were two bus stops vandalized:</p> <ul style="list-style-type: none"> • On March 16th, one glass panel was shot out in the inbound bus shelter at Morse & Kansas. • Four glass panels were shattered in the inbound bus shelter at 6th & Deer Creek Parkway on March 23rd. <p>On March 27th, a new feature on the MOD App was released which enabled App users to use a credit or debit card to pay their fare.</p> <p>A morning dispatch clerk was hired and began training on March 13th. Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators and a customer service specialist (CSS).</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

March 2023

March Operating Days:	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

Passenger Comments:

13	Fixed Route	0	Capitol City Transportation	14	Complaints
2	Lift	15	Topeka Metro	1	Compliments
15	Total Comments	15	Total Comments	0	Incidents
				15	Total Comments

- Comment Issues:**
- Other/General (8)
 - Operator (4)
 - Unsafe Driving (1)
 - Lift Late Trip (1)
 - Passed By (1) - *valid*

Operations Accidents & Incidents (as of March 31st, 2023):

	Month of		
	March	2023	FY 2023
TMTA Chargeable accidents	0	2	13
TMTA Non-chargeable accidents	1	4	9
Contractor accidents	0	0	1
Passenger incidents	30	79	211
	31	85	234

Current Self-Insurance Files:	2	Open files against Topeka Metro
	21	Open files against others
	6	Other
	29	Total open files

March Promotions and Events

Washburn Students (3/1 thru 3/31): 5,366 fixed route trips

FREEdom Pass Ridership (3/1 thru 3/31): 442 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	725

Amtrak (3/1 thru 3/31):

0 rides in March

Bikes on the Bus Ridership (3/1 thru 3/31):

750 bikes on the fixed route

Other Operational and Promotional Activities:

Provided Employees with Information for Severe Weather Awareness Week (3/6 thru 3/10)

Participated in the Statewide Tornado Drill (3/7)

Monthly Operator Policy Meeting (3/7)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/8)

New Employee Training (3/13) - one CSS trainee & one bus operator trainee

April Operator Choose-up Posted (3/15)

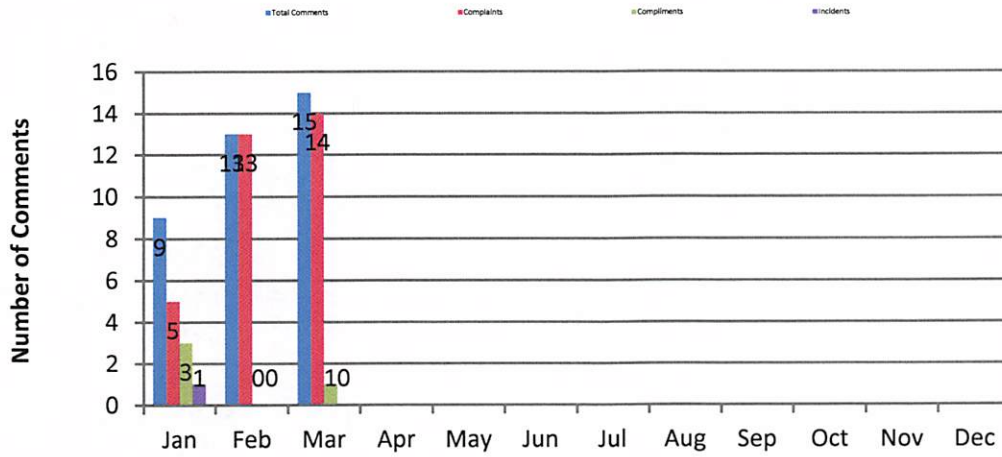
National Transit Driver Appreciation Day Observed (3/17) - provided lunch for the bus operators

April Operator Choose-up Completed (3/23)

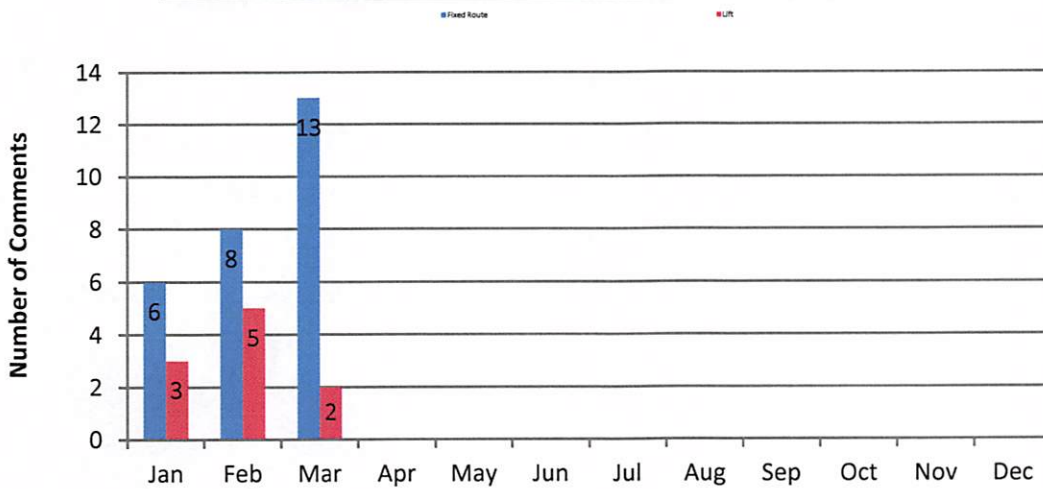
Final Day for Using Analog Back-up Radios (3/25)

Launched Credit & Debit Card Fare Payment on MOD App (3/27)

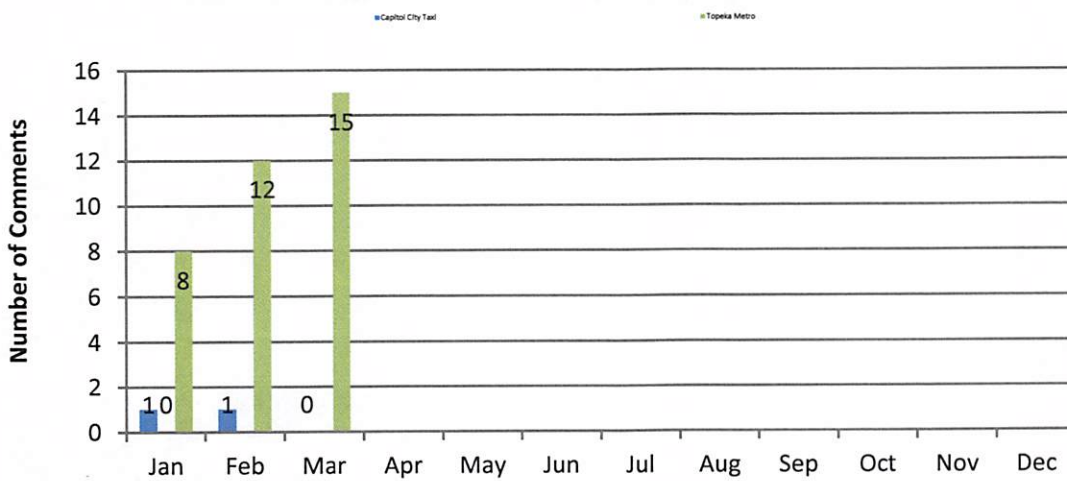
2023 Passenger Comments Per Type



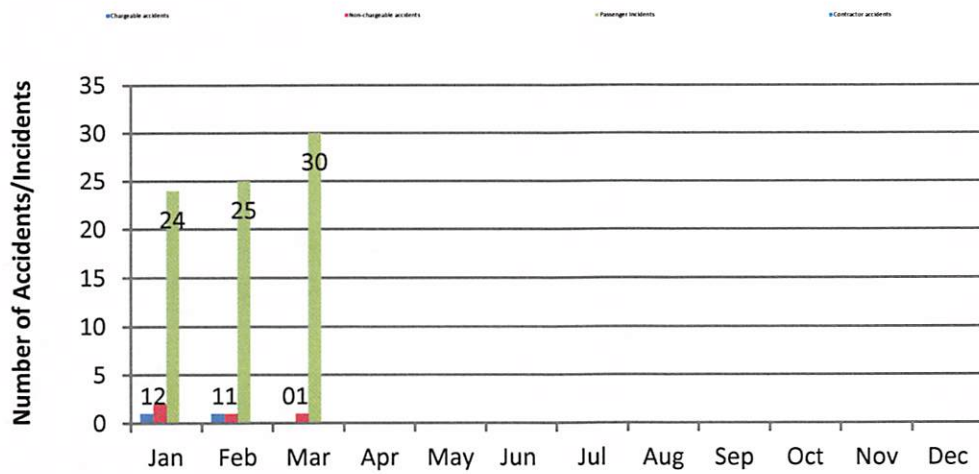
2023 Passenger Comments Per TMTA Service



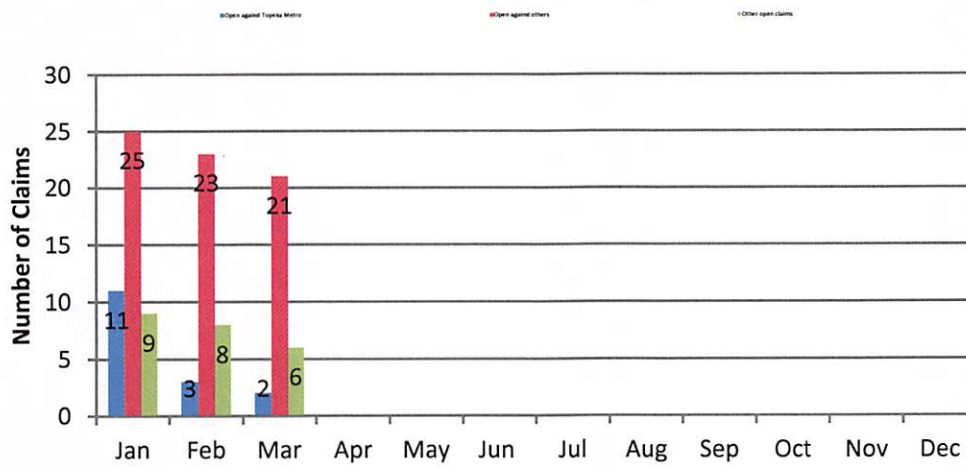
2023 Passenger Comments Per Provider



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					0			
May 2023					0			
Jun 2023					0			
Jul 2023					0			
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	40	25	4	0	69	0	0	0