

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for November 2021)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The two chargeable accidents were minor in nature and involved the bus mirror hitting an object.</p> <p>During the month of November, twelve (12) bus shelters had damaged/vandalized glass panels.</p> <p>Sadly, long-time bus operator David Adams passed away on November 21st. David had been an operator since June 2005 and was third in seniority at the time of his passing.</p> <p>Staff continues to search for qualified bus operators; however, few applications are being received.</p> <p>A candidate for the vacant Operations Training Supervisor position has been selected to begin training in December.</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

November 2021

November Operating Days:	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/25/21</i>
	1	Limited holiday service: <i>Day after Thanksgiving 11/26/21</i>
	30	Total days in November

Passenger Comments:

<table border="0"> <tr><td>12</td><td>Fixed Route</td></tr> <tr><td>2</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">14</td><td>Total Comments</td></tr> </table>	12	Fixed Route	2	Lift	14	Total Comments	<table border="0"> <tr><td>0</td><td>Capitol City Taxi</td></tr> <tr><td>14</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">14</td><td>Total Comments</td></tr> </table>	0	Capitol City Taxi	14	Topeka Metro	14	Total Comments	<table border="0"> <tr><td>14</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">14</td><td>Total Comments</td></tr> </table>	14	Complaints	0	Compliments	0	Incidents	14	Total Comments
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Comment Issues:

- Other/General (10)
- Unsafe Driving (2)
- Passed By (2) - *not valid*

Operations Accidents & Incidents (as of November 30, 2021):

	Month of November	2021	FY 2022
TMTA Chargeable accidents	2	13	6
TMTA Non-chargeable accidents	3	16	8
Contractor accidents	0	0	0
Passenger incidents:			
- regular incidents	26	188	89
- boarding refusals due to no mask	77	278	278
	108	495	381

Current Self-Insurance Files:	11	Open files against Topeka Metro
	35	Open files against others
	5	Other
	51	Total open files

November Promotions and Events

Washburn Students (11/1 thru 11/30): 5,505 fixed route trips

FREEdom Pass Ridership (11/1 thru 11/30): 405 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	3,368 (<i>fares/program resumed 2/1/21</i>)

Amtrak (11/1 thru 11/30):	0 rides in November
Flex Zone Ridership (11/1 thru 11/30):	14 Flex rides (2 provided by CCT & 12 provided in-house)
Bikes on the Bus Ridership (11/1 thru 11/30):	733 bikes on the fixed route
Election Day Free Rides (11/2):	2,398 total free rides
Fixed Route	2,247
Lift (In-house)	51
Lift (Capitol City Transportation)	100

Other Operational and Promotional Activities:

2022 Annual Operator Vacation & Birthday Choose-up Posted (11/1)

2021-2022 Holiday Service Operator Choose-up Posted (11/1) - completed 11/9

Monthly Operator Policy Meeting (11/2)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (11/10)

Distributed Holiday Turkeys & Hams to Employees (11/14)

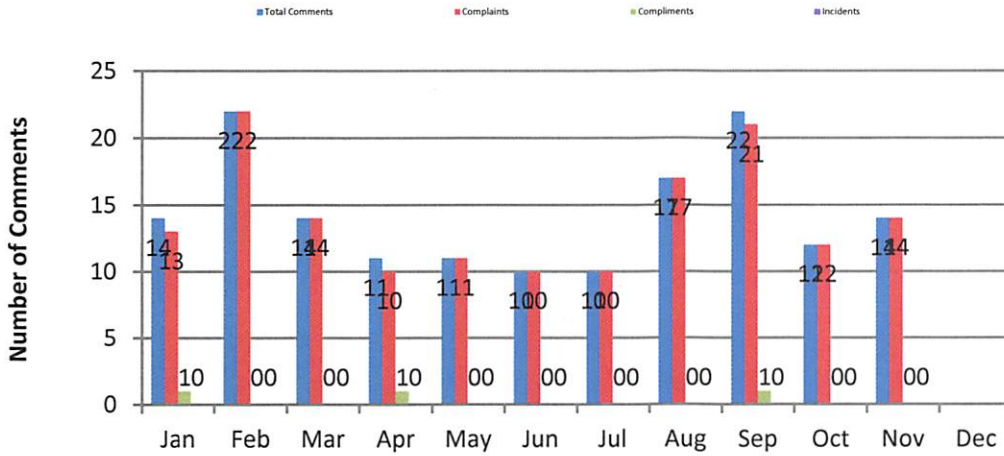
New Operator Training Class (11/18) - two bus operators

Posted Regular December Run Choose-up (11/22) - completed 11/26

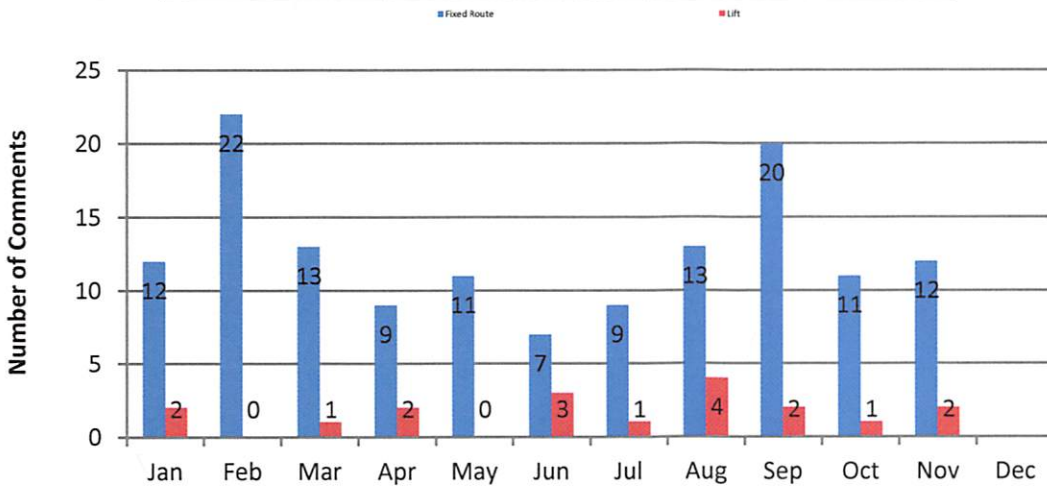
Microtransit Virtual Meeting with Citibus in Lubbock, Texas (11/23)

"Dialogue with Denise" Operator Newsletter (11/29)

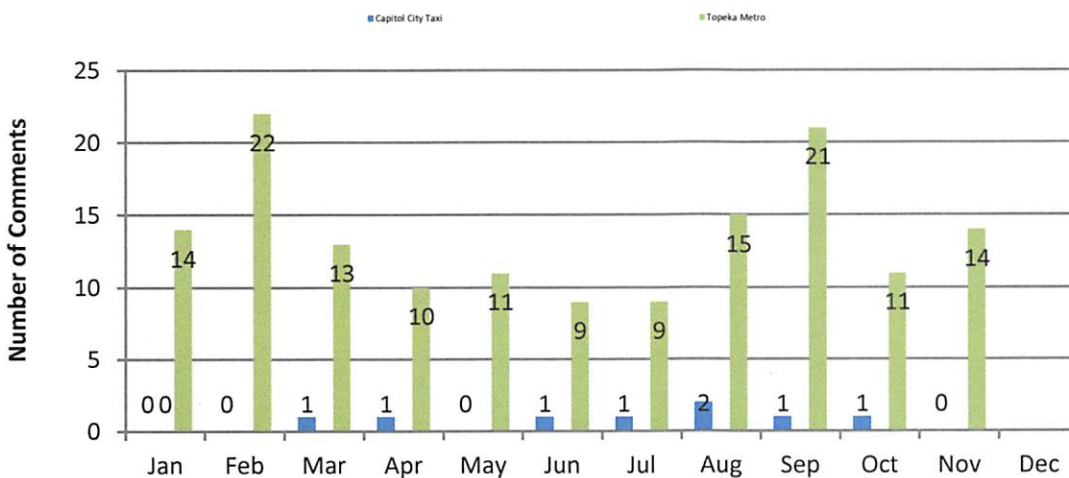
2021 Passenger Comments Per Type



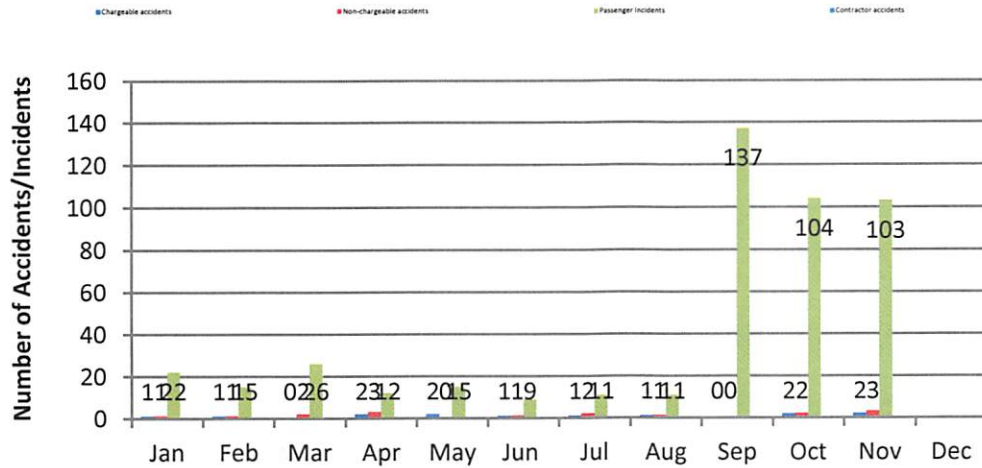
2021 Passenger Comments Per TMTA Service



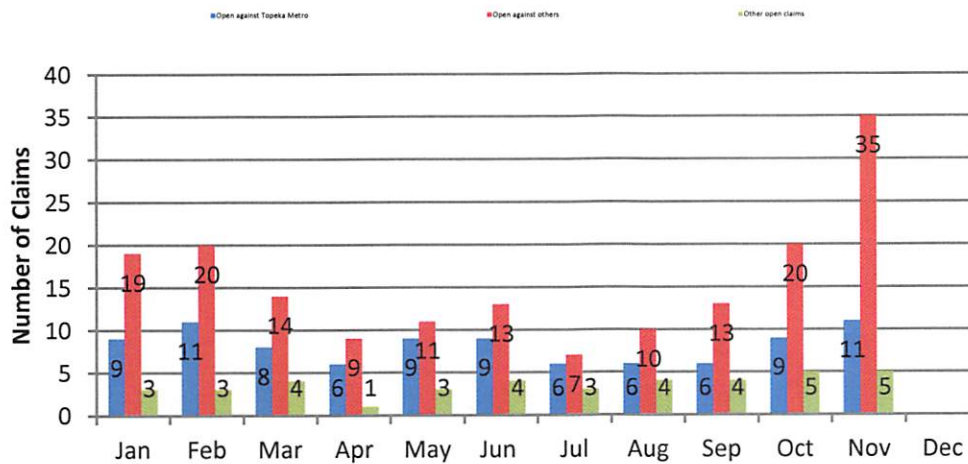
2021 Passenger Comments Per Provider



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	<i>COVID-19 Continues</i>
Feb 2021	4	3	0	0	7	0	0	0	
Mar 2021	11	15	1	0	27	0	0	0	
Apr 2021	13	15	3	0	31	1	0	0	
May 2021	12	13	1	0	26	0	1	0	
Jun 2021	16	8	1	0	25	0	0	0	
Jul 2021	8	9	0	0	17	0	0	0	
Aug 2021	11	10	2	1	24	1	0	1	
Sep 2021	7	6	2	0	15	0	0	0	
Oct 2021	14	9	1	1	25	0	0	0	
Nov 2021	11	6	3	1	21	0	0	0	
Dec 2021					0				
Year 2021 Total	115	107	15	3	240	2	1	1	