

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for July 2022)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>In July, there were eight bus shelters damaged. Shelters at 37th & Landon Trail, West Ridge Mall, Oakland Community Center, 10th & Washburn (library), and 10th & Tyler were vandalized. Each shelter had one glass panel broken. The outbound shelter at Huntoon & Wanamaker sustained a damaged glass panel from a man hitting it with a shopping cart. And finally, the two shelters at Walmart South were demolished by a vehicle that lost control and crashed into them.</p> <p>Three bus operators graduated training in July and are now out on their own. The current operator count is 39 full-time and three part-time. Management will review upcoming payroll reports to see how adding the new operators affects overtime and pad time. This will help determine how many additional bus operators are still needed to meet service needs.</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

July 2022

July Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Independence Day 7/4/22</i>
	0	Limited holiday service
	31	Total days in July

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">8</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">9</td><td>Total Comments</td></tr> </table>	8	Fixed Route	1	Lift	9	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;">9</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">9</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	9	Topeka Metro	9	Total Comments	<table border="0"> <tr><td style="text-align: right;">8</td><td>Complaints</td></tr> <tr><td style="text-align: right;">1</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;">9</td><td>Total Comments</td></tr> </table>	8	Complaints	1	Compliments	0	Incidents	9	Total Comments
8	Fixed Route																					
1	Lift																					
9	Total Comments																					
0	Capitol City Transportation																					
9	Topeka Metro																					
9	Total Comments																					
8	Complaints																					
1	Compliments																					
0	Incidents																					
9	Total Comments																					

Comment Issues:

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

Operations Accidents & Incidents (as of July 31st, 2022):

	Month of		
	July	2022	FY 2023
TMTA Chargeable accidents	1	5	1
TMTA Non-chargeable accidents	0	4	0
Contractor accidents	1	3	1
Passenger incidents:			
- regular incidents	28	134	28
- boarding refusals due to no mask	0	148	0
	30	294	30

Current Self-Insurance Files:	9	Open files against Topeka Metro
	10	Open files against others
	3	Other
	22	Total open files

July Promotions and Events

Washburn Students (7/1 thru 7/31): 4,963 fixed route trips

FREEdom Pass Ridership (7/1 thru 7/31): 441 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	2,376

Amtrak (7/1 thru 7/31):

0 rides in July

Flex Zone Ridership (7/1 thru 7/31):

31 Flex rides (7 provided by CCT & 24 provided in-house)

Bikes on the Bus Ridership (7/1 thru 7/31):

862 bikes on the fixed route

Kids Ride Free (5/15 thru 8/15):

9,850 fixed route trips

May 15-31 1,703

Jun 1-30 4,313

Jul 1-31 3,834

Aug 1-15

Other Operational and Promotional Activities:

Kids Ride Free Program Continues (7/1 thru 7/31)

Topeka Metro Agency Safety Plan (ASP) Annual Update (7/1)

Monthly Operator Policy Meeting (7/5)

One Operator Trainee Graduated (7/8)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (7/13)

"Dialogue with Denise" Operator Newsletter (7/14)

Capitol City Transportation Quarterly Oversight Meeting (7/15)

How to Ride Presentation for the City of Topeka "Way to Work" Program (7/20)

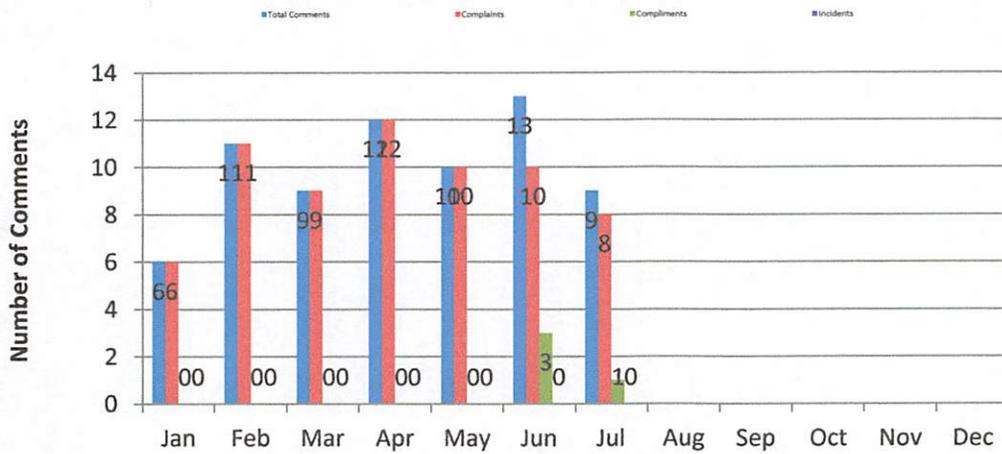
Two Operator Trainees Graduated (7/22)

August Operator Choose-up Posted (7/22)

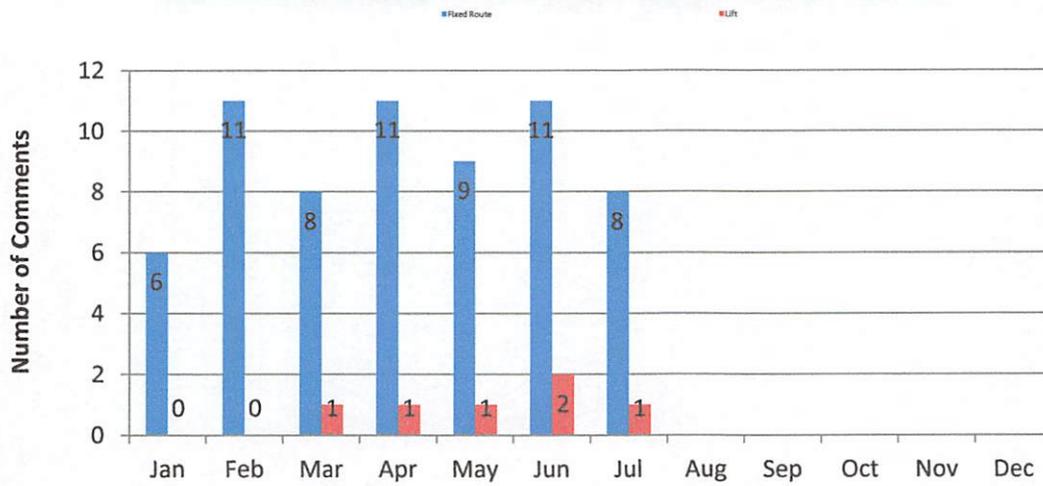
Americans with Disabilities Act Anniversary (7/26)

August Operator Choose-up Completed (7/28)

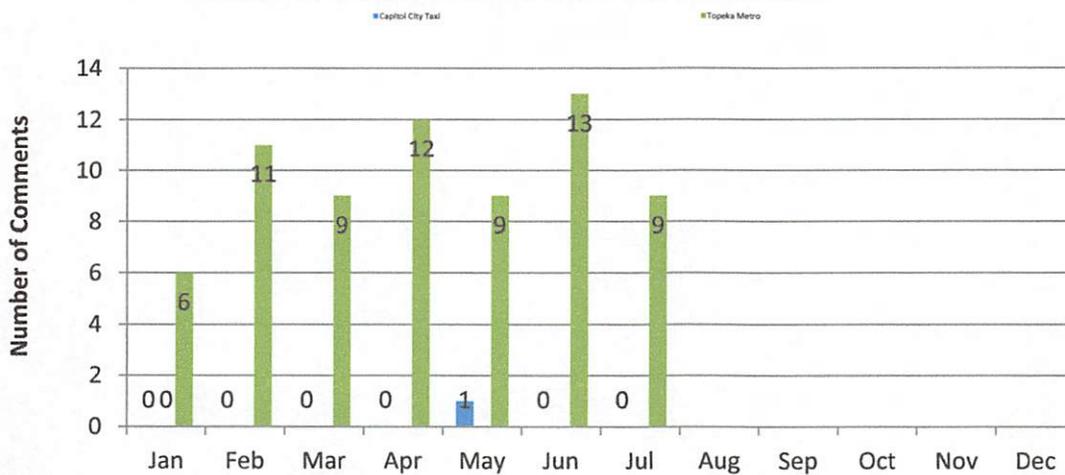
2022 Passenger Comments Per Type



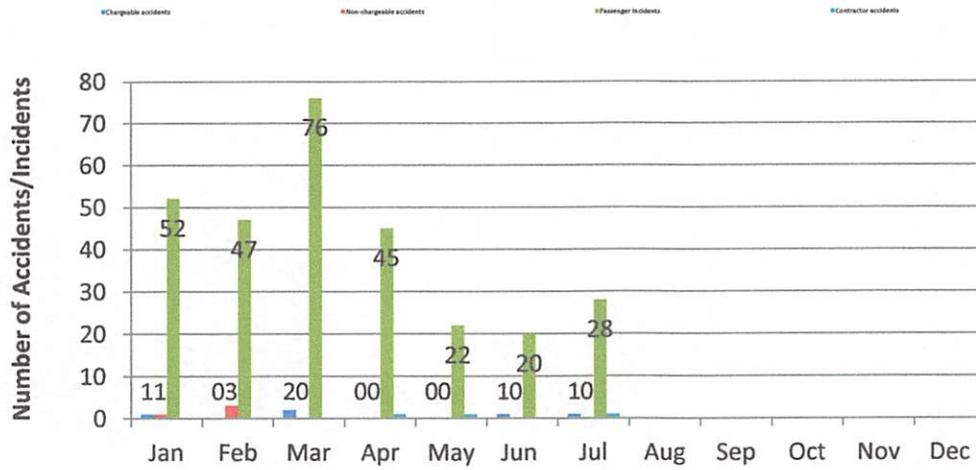
2022 Passenger Comments Per TMTA Service



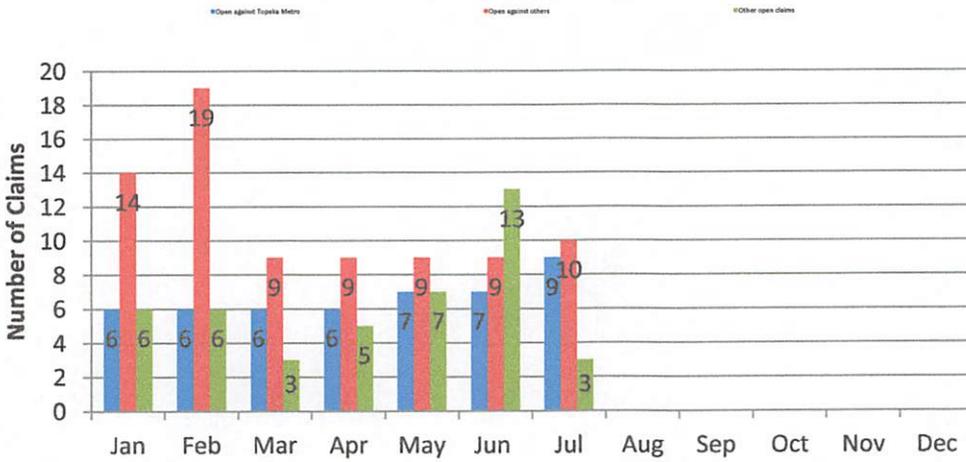
2022 Passenger Comments Per Provider



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	8	9	1	0	18	0	0	0	<i>COVID-19 Continues</i>
Aug 2022					0				
Sep 2022					0				
Oct 2022					0				
Nov 2022					0				
Dec 2022					0				
Year 2022 Total	70	84	6	1	161	0	0	0	