

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (July)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report.
SUMMARY	Complaints remain low with zero pass-by's. The "other/general" category included complaints about trash on their property, having to wear a mask, having to show a reduced fare ID, another passenger irritating them, and the A/C being too loud.
	The only chargeable accident we had involved a minor paint scrape while at the garage.
,	The two non-chargeable accidents were a result of (1) being rear-ended and (2) being backed into. Both accidents were by private vehicles while the bus was on route.
*	Hiring bus operators continues to be an issue.
	Beginning September 7 th , we will no longer be providing free disposable face masks to passengers. If they do not have their own personal mask upon boarding the bus or entering a facility, they will be refused entry.
FISCAL IMPACT (Current and Future)	Shortage of operators results in increased overtime. The amount bi-weekly varies due to the number of operators off work for approved leave, call-ins, work rotation based on the contract, holidays, etc.
PRIORITY/GOAL	Hire additional bus operators and monitory bi-weekly overtime and pad time.
ATTACHMENTS	None.

Topeka Metro Operations Report

July 2021

July Operating Days:

Normal operating days

4 Sundays (no service)

1 Holiday with no service: *Independence Day 7/5/21 (observed)*

0 Limited holiday service

31 Total days in July

Passenger Comments:

9	Fixed Route	1	Capitol City Taxi	10	Complaints
1	Lift	9	Topeka Metro	0	Compliments
10	Total Comments	10	Total Comments	0	_Incidents
				10	Total Comments

Comment Issues:

Other/General (6)

Unsafe Driving (4)

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

	Month of		
	July	2021	FY 2022
TMTA Chargeable accidents	1	8	1
TMTA Non-chargeable accidents	2	10	2
Contractor accidents	0	0	0
Passenger incidents	11	110	11
	14	128	14

Current Self-Insurance Files:

6 Open files against Topeka Metro

7 Open files against others

3 Other

16 Total open files

July Promotions and Events

Washburn Students (7/1 thru 7/31):

4,547 fixed route trips

FREEdom Pass Ridership (7/1 thru 7/31):

456 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

1,623 (until free fares due to COVID-19 in March 2020)

2021 2,191 (fares/program resumed 2/1/21)

Amtrak (7/1 thru 7/31):

O rides in July

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

30 Flex rides (16 provided by CCT & 14 provided in-house)

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

858 bikes on the fixed route

8,382 fixed route trips

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

May 15-31

1,689

Jun 1-30

3,566

Jul 1-31

3,127

Other Operational and Promotional Activities:

Aug 1-15

Bookmobile Resumed Service at Quincy Street Station (7/1)

Monthly Operator Policy Meeting (7/6)

New Afternoon Dispatcher Training (7/12)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (7/14)

"Dialogue with Denise" Operator Newsletter (7/16)

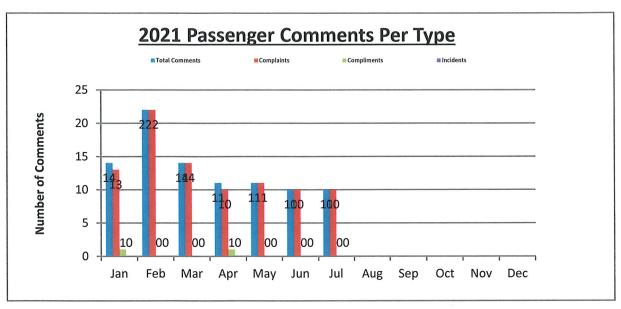
Capitol City Transportation Quarterly Oversight Meeting (7/16)

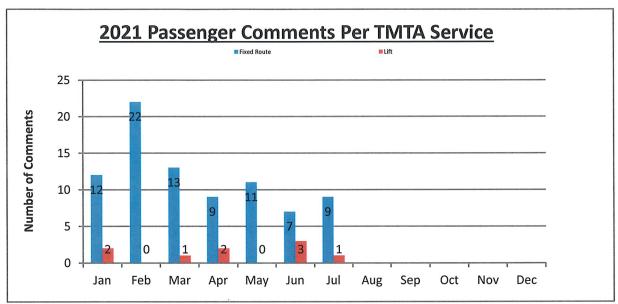
Quincy Street Station Outdoor Route Signage Installed (7/17)

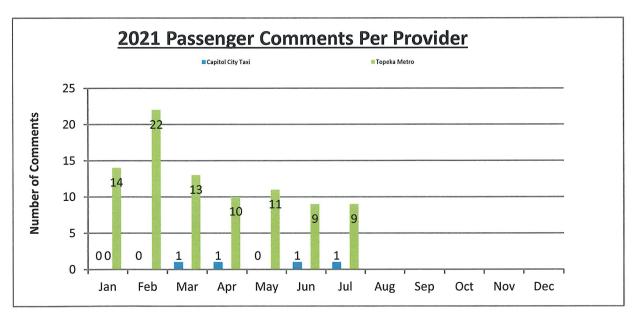
Two Operator Trainees Graduated (7/23)

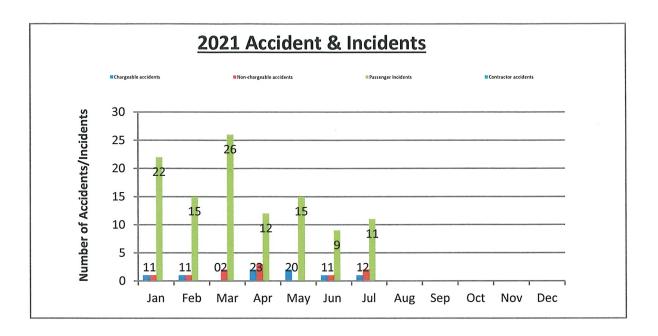
August 2021 Choose-up Posted (7/23)

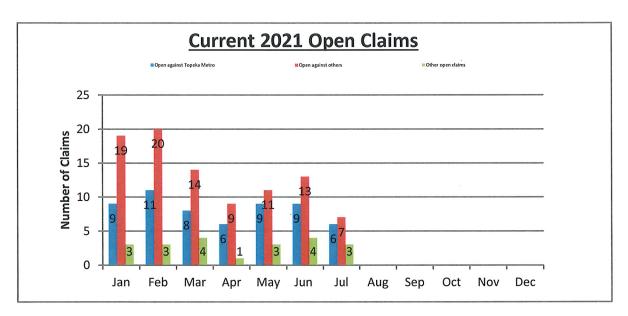
August 2021 Choose-up Completed (7/30)











Lift Service Application Statistics

	Eligible	Recertified	Recertified Temporary	Denied	TOTAL	Appeals	(Appeals app)	(Appeals app) (Appeals den)	
Jan 2021	∞	13	~	0	22	0	0	0	COVID-19 Continues
Feb 2021	4	ო	0	0	_	0	0	0	
Mar 2021	7	15	~	0	27	0	0	0	
Apr 2021	5	15	ო	0	31	~	0	0	
May 2021	12	13	~	0	26	0	~	0	
Jun 2021	16	ω	_	0	25	0	0	0	
Jul 2021	∞	თ	0	0	17	0	0	0	
Aug 2021					0				
Sep 2021					0				
Oct 2021					0				
Nov 2021					0				
Dec 2021					0				
Year 2021 Total	72	92	7	0	155	_	~	0	