

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for June 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There were six bus shelters vandalized or damaged in June:</p> <ul style="list-style-type: none"> • 6/3/23 – inbound Huntoon & Western (1 glass panel) • 6/8/23 – outbound First Apartments (1 glass panel) • 6/8/23 – outbound 6th & Oakley (1 glass panel) • 6/21/23 – inbound 6th & Deer Creek (1 glass panel) • 6/23/23 – graffiti in the Topeka Rescue Mission shelters • 6/30/23 – outbound Walmart West entrance (1 glass panel) <p>Human Resources and Operations continue to interview applicants for full- and part-time bus operator 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

June 2023

June Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

Passenger Comments:

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

Comment Issues:

- Other/General (5)
- Unsafe Driving (4)
- Passed By (3) - *none valid*
- Operator (3)

Operations Accidents & Incidents (as of June 30th, 2023):

	Month of June	2023	Total for FY 2023
TMTA Chargeable accidents	2	6	17
TMTA Non-chargeable accidents	1	9	14
Contractor accidents	0	0	1
Passenger incidents	30	177	309
	33	192	341

Current Self-Insurance Files:	5	Open files against Topeka Metro
	23	Open files against others
	12	Other
	40	Total open files

June Promotions and Events

Washburn Students (6/1 thru 6/30): 4,726 fixed route trips

FREEdom Pass Ridership (6/1 thru 6/30): 487 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	2,090

Amtrak (6/1 thru 6/30):

0 rides in June

Bikes on the Bus Ridership (6/1 thru 6/30):

1,190 bikes on the fixed route

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

7,709 fixed route trips

May 15-31 2,503

Jun 1-30 5,206

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

National Safety Month (June)

"Kids Ride Free" Program Continued (5/15 thru 8/15)

Free Biometric Screening for Employees (6/1)

Obtained Employee Input Regarding Timepoints (6/1 thru 6/16)

Monthly Operator Policy Meeting (6/6)

Safety & Security Work Group Meeting (6/10)

Disseminated Public Notice Regarding Public Meetings for Proposed August Service Change (6/12)

Triennial Review (6/12 thru 6/23)

New Customer Service Specialist Training (6/19) - one trainee

Annual Agency Safety Plan (ASP) Update Signed by G.M. and Board Chairperson (6/19)

"Dialogue with Denise" May/June Operator Newsletter (6/23)

Proposed August Service Change Public Meeting #1 (6/23) - QSS Lobby 10:00-12:00

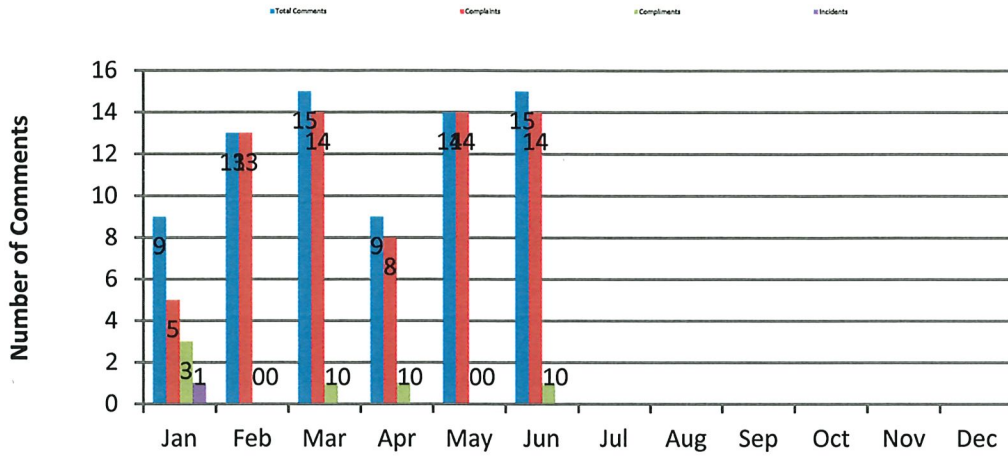
Proposed August Service Change Public Meeting #2 (6/27) - QSS Lobby 07:00-09:00

Proposed August Service Change Public Meeting #3 (6/28) - QSS Lobby 15:00-17:00

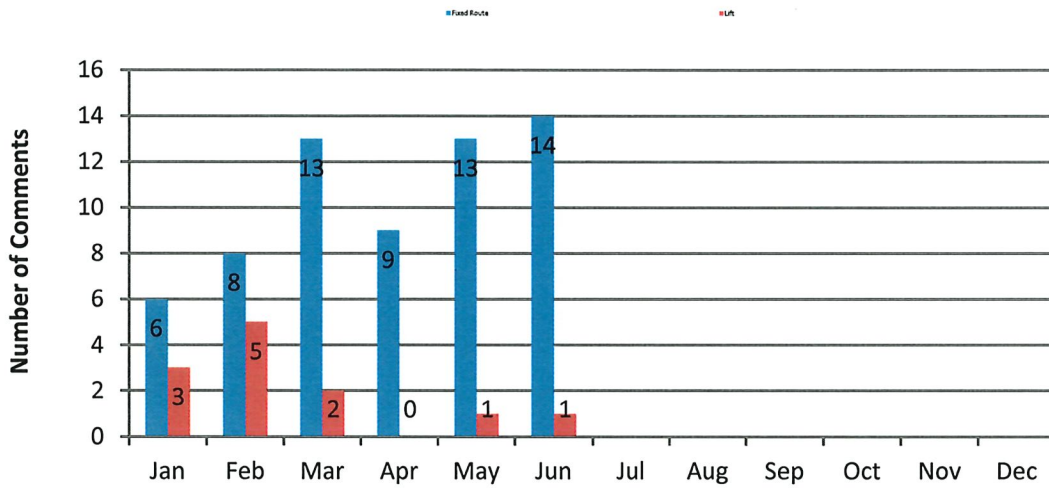
Draft August Run Cut Provided to Union for Review (6/28)

1000th Ride on the MOD Service (6/30)

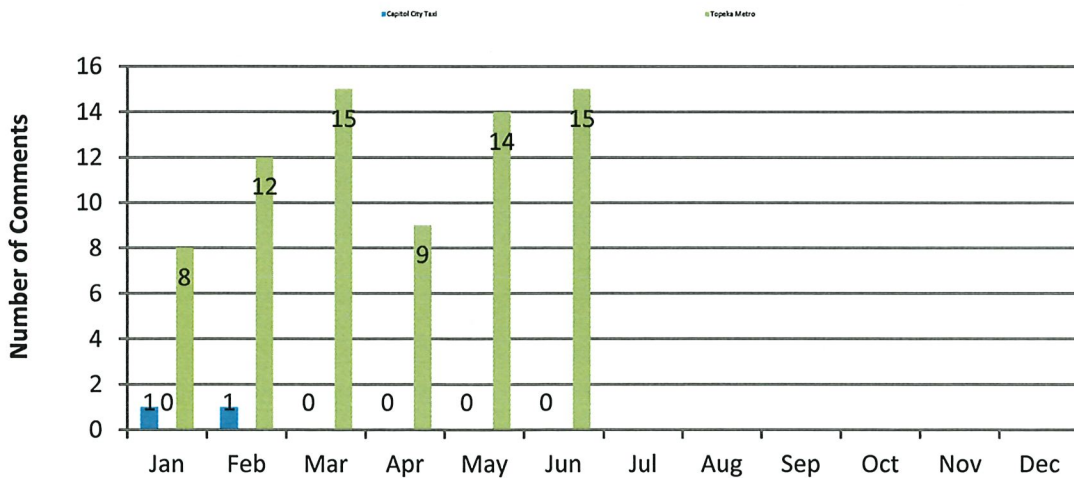
2023 Passenger Comments Per Type



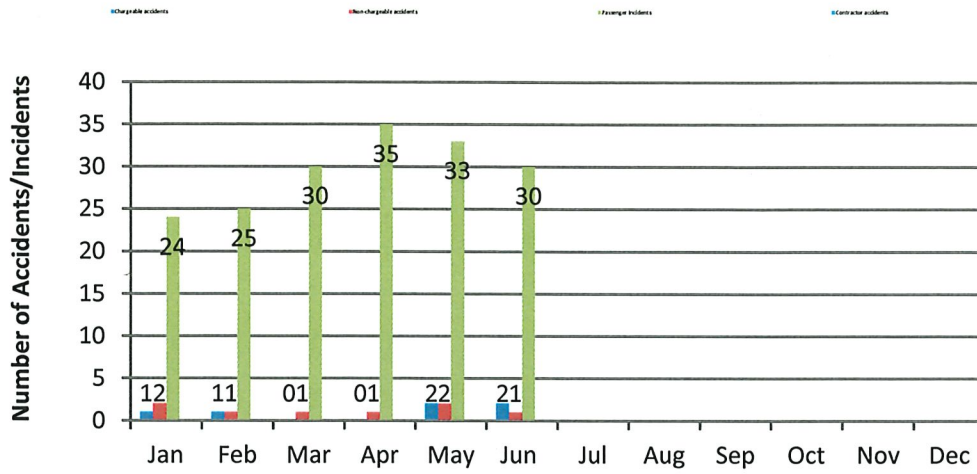
2023 Passenger Comments Per TMTA Service



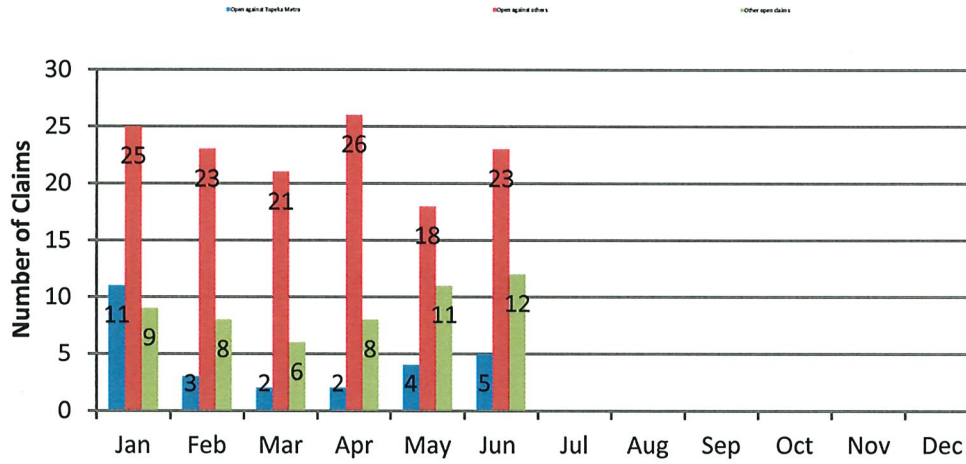
2023 Passenger Comments Per Provider



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	8	9	2	0	19	0	0	0
May 2023	12	3	1	0	16	0	0	0
Jun 2023	9	7	3	0	19	0	0	0
Jul 2023					0			
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	69	44	10	0	123	0	0	0