

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (August)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report.
SUMMARY	<p>The only chargeable accident involved minor damage from scraping a street sign while on detour.</p> <p>There were two incidents involving damage to bus shelter glass.</p> <p>Hiring bus operators continues to be an issue.</p> <p>On August 20th, the TSA extended the federal face mask mandate through January 18th, 2022.</p> <p>Beginning September 7th, operators 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, a supervisor will talk to them to educate on policy.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring additional bus operators and monitor bi-weekly overtime and pad time.
ATTACHMENTS	None.

Topeka Metro Operations Report

August 2021

August Operating Days:	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service: <i>Independence Day 7/5/21 (observed)</i>
	0	Limited holiday service
	<u>31</u>	Total days in August

Passenger Comments:

<table border="0"> <tr><td>13</td><td>Fixed Route</td></tr> <tr><td>4</td><td>Lift</td></tr> <tr><td><u>17</u></td><td>Total Comments</td></tr> </table>	13	Fixed Route	4	Lift	<u>17</u>	Total Comments	<table border="0"> <tr><td>2</td><td>Capitol City Taxi</td></tr> <tr><td>15</td><td>Topeka Metro</td></tr> <tr><td><u>17</u></td><td>Total Comments</td></tr> </table>	2	Capitol City Taxi	15	Topeka Metro	<u>17</u>	Total Comments	<table border="0"> <tr><td>17</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td><u>17</u></td><td>Total Comments</td></tr> </table>	17	Complaints	0	Compliments	0	Incidents	<u>17</u>	Total Comments
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Comment Issues:	Other/General	(9)	
	Passed By	(4)	<i>Zero Valid</i>
	Driver	(2)	
	Unsafe Driving	(1)	
	Lift Late Trip	(1)	

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

	Month of		
	August	2021	FY 2022
TMTA Chargeable accidents	1	9	2
TMTA Non-chargeable accidents	1	11	3
Contractor accidents	0	0	0
Passenger incidents	11	121	22
	<u>13</u>	<u>141</u>	<u>27</u>

Current Self-Insurance Files:	6	Open files against Topeka Metro
	10	Open files against others
	4	Other
	<u>20</u>	Total open files

August Promotions and Events

Washburn Students (8/1 thru 8/31): 5,107 fixed route trips

FREEdom Pass Ridership (8/1 thru 8/31): 409 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	2,600 (<i>fares/program resumed 2/1/21</i>)

Amtrak (8/1 thru 8/31):

0 rides in August

Flex Zone Ridership (8/1 thru 8/31):

39 Flex rides (9 provided by CCT & 30 provided in-house)

Bikes on the Bus Ridership (8/1 thru 8/31):

960 bikes on the fixed route

Kids Ride Free (5/15 thru 8/31):

15,033 fixed route trips

May 15-31 1,689

Jun 1-30 3,566

Jul 1-31 3,127

Aug 1-31 6,651

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (8/3)

August 2021 Operator Roster in Effect (8/8)

"Dialogue with Denise" Operator Newsletter (8/10)

USD #501 Freshman Orientation (8/11)

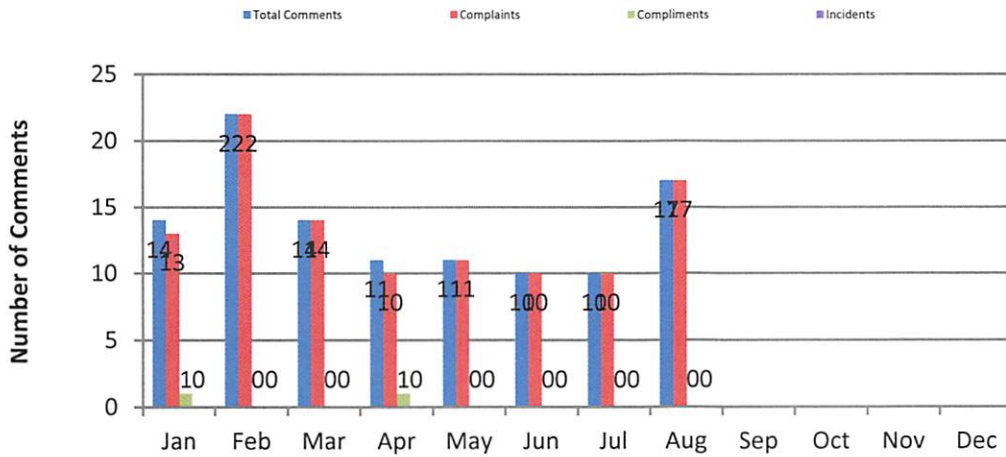
USD #501 School Begins (8/12)

Extended Kids Ride Free Through August 31st (8/12)

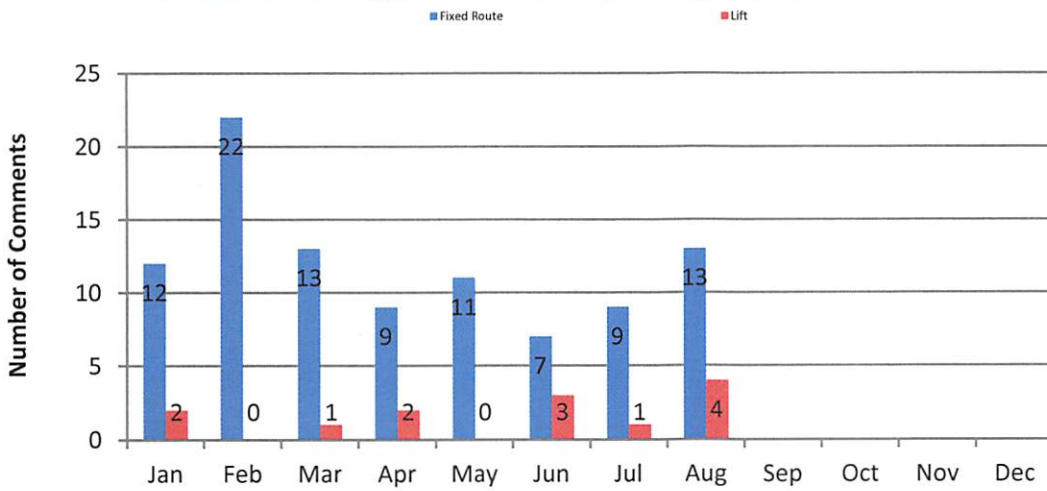
The TSA Extended the Federal Face Mask Mandate thru January 18, 2022 (8/20)

Employee Bowling Event (8/29) - cancelled due to increased COVID risk

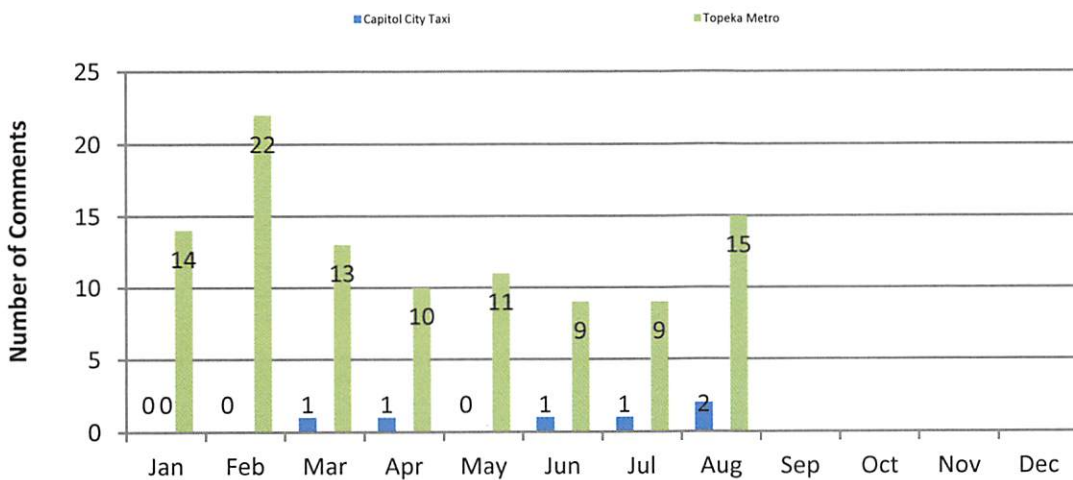
2021 Passenger Comments Per Type



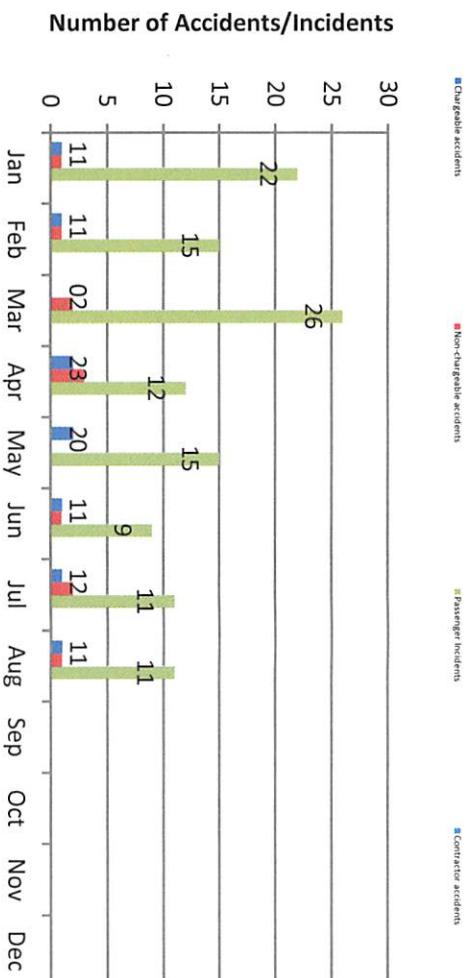
2021 Passenger Comments Per TMTA Service



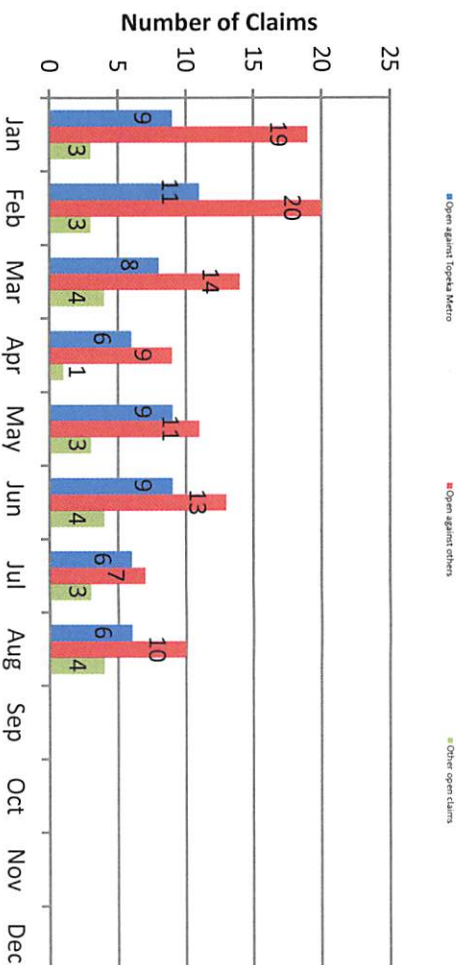
2021 Passenger Comments Per Provider



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					0				
Oct 2021					0				
Nov 2021					0				
Dec 2021					0				
Year 2021 Total	83	86	9	1	179	2	1	1	