

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (September)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report.
SUMMARY	<p>There were zero accidents in September. Excellent!</p> <p>Beginning September 7th, we stopped providing free disposable face masks to passengers. Passengers not wearing their own personal mask upon boarding the bus or entering a facility, were refused entry. Operators were directed to immediately report the incident and the supervisors would provide oversight and passenger instruction. None of these incidents have resulted in an altercation or TPD involvement.</p> <p>The bus shelter at 21st & Potomac was vandalized on September 17th. One glass panel was shot at and broken. The bus shelter and amenities at 21st & Washington was hit by a vehicle and destroyed on September 29th.</p> <p>Bus operator Ben Walton retired on September 20th. He had been an operator with Metro for over seven years. His absence resulted in increased operator overtime beginning with the October 7th pay period.</p> <p>Hiring bus operators continues to be an issue.</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	Operations Reports.

Topeka Metro Operations Report

September 2021

September Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/6/21</i>
	0	Limited holiday service
	30	Total days in September

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">20</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">2</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">22</td><td>Total Comments</td></tr> </table>	20	Fixed Route	2	Lift	22	Total Comments	<table border="0"> <tr><td style="text-align: right;">1</td><td>Capitol City Taxi</td></tr> <tr><td style="text-align: right;">21</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">22</td><td>Total Comments</td></tr> </table>	1	Capitol City Taxi	21	Topeka Metro	22	Total Comments	<table border="0"> <tr><td style="text-align: right;">21</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;">22</td><td>Total Comments</td></tr> </table>	21	Complaints	1	Compliments	0	Incidents	22	Total Comments
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Comment Issues:

- Other/General (14)
- Unsafe Driving (5)
- Passed By (1) - *not valid*
- Route (1)
- Lift Missed Trip (1)

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

	Month of		
	September	2021*	FY 2022*
TMTA Chargeable accidents	0	9	2
TMTA Non-chargeable accidents	0	11	3
Contractor accidents	0	0	0
Passenger incidents **	137	259	160
	137	279	165

* One passenger incident report was added after the August Board report was submitted.

** September had a total of 19 incidents plus 118 service refusals due to passengers not wearing a face mask.

Current Self-Insurance Files:	6	Open files against Topeka Metro
	13	Open files against others
	4	Other
	23	Total open files

September Promotions and Events

Washburn Students (9/1 thru 9/30): 5,741 fixed route trips

FREEdom Pass Ridership (9/1 thru 9/30): 363 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	2,963 (fares/program resumed 2/1/21)

Amtrak (9/1 thru 9/30):

0 rides in September

Flex Zone Ridership (9/1 thru 9/30):

40 Flex rides (10 provided by CCT & 30 provided in-house)

Bikes on the Bus Ridership (9/1 thru 9/30):

755 bikes on the fixed route

Kids Ride Free (5/15 thru 9/4):

15,583 fixed route trips

May 15-31	1,689
Jun 1-30	3,566
Jul 1-31	3,127
Aug 1-31	6,651
Sep 1-4	550

Other Operational and Promotional Activities:

Emergency Preparedness Month (9/1-9/30)

Extended Kids Ride Free Through Labor Day (9/1)

Kids Ride Free Promotion Ended (9/4)

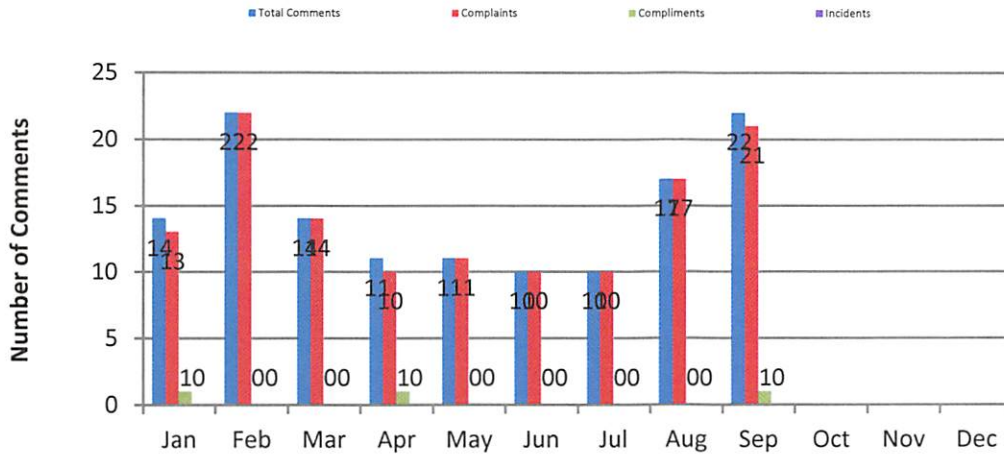
Monthly Operator Policy Meeting (9/7)

Discontinued Supplying Passengers with Face Masks (9/7)

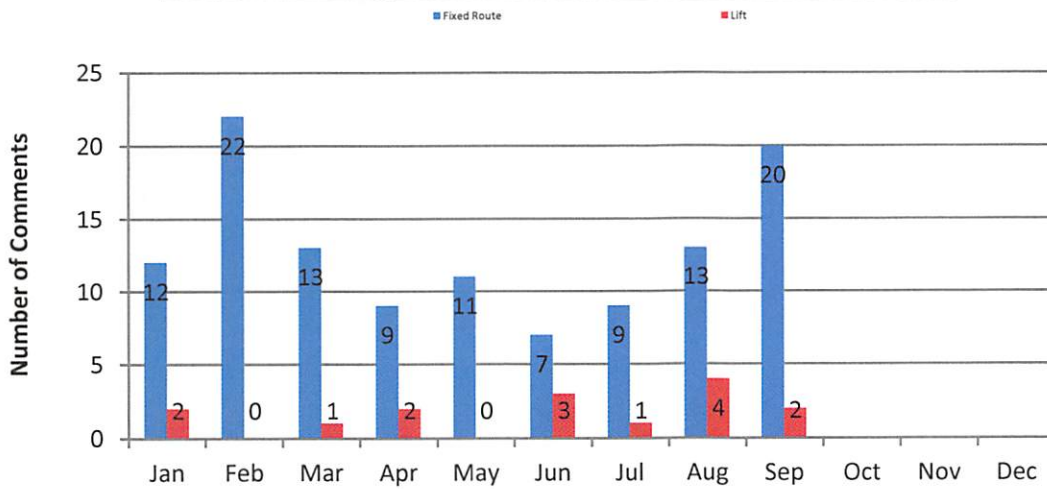
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (9/8)

Operator Safety & Security Work Group Meeting (9/18)

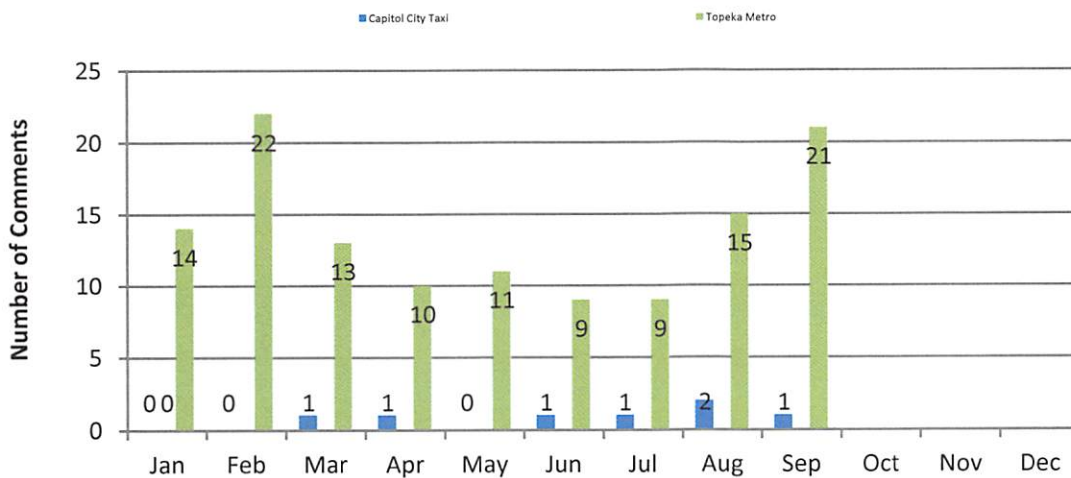
2021 Passenger Comments Per Type



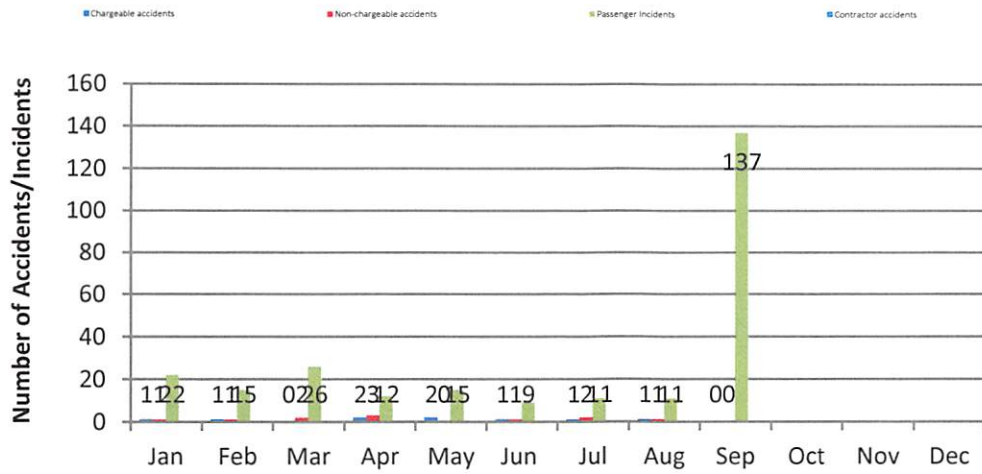
2021 Passenger Comments Per TMTA Service



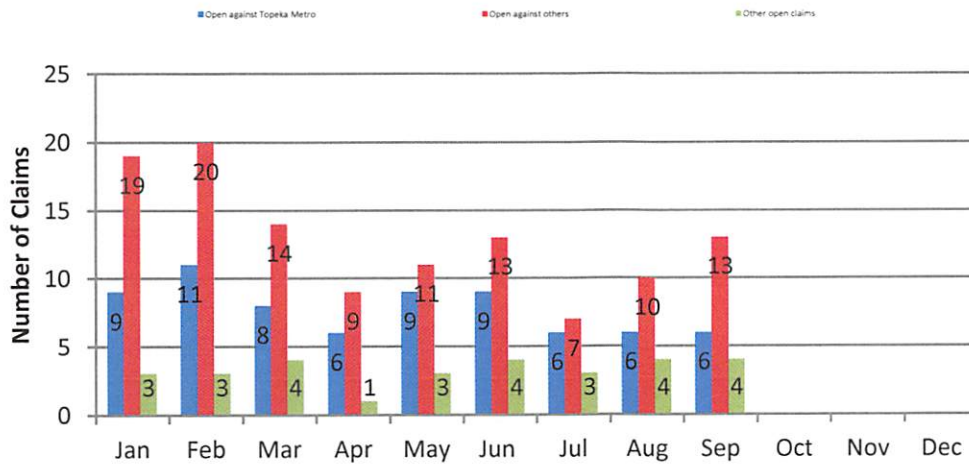
2021 Passenger Comments Per Provider



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					0				
Nov 2021					0				
Dec 2021					0				
Year 2021 Total	90	92	11	1	194	2	1	1	