

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for October 2023)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>One bus shelter sustained damage in October. On 10/17, one glass panel was broken in the inbound shelter at 21st &amp; Belle.</p>  <p>Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions.</p>
<b>FISCAL IMPACT</b> (Current and Future)	
<b>PRIORITY/GOAL</b>	Continue to work on hiring additional personnel. Monitor bi-weekly operator overtime and pad time.
<b>ATTACHMENTS</b>	Operations Reports.

# Topeka Metro Operations Report

October 2023

<b>October Operating Days:</b>	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in October

**Passenger Comments:**

19 Fixed Route	0 Capitol City Transportation	20 Complaints
1 Lift	20 Topeka Metro	0 Compliments
20 Total Comments	20 Total Comments	0 Incidents
		20 Total Comments

**Comment Issues:**

- Other/General (11)
- Passed By (3) - *zero valid*
- Unsafe Driving (3)
- Operator (2)
- Route (1)

**Operations Accidents & Incidents (as of October 31st, 2023):**

	Month of		
	October	2023	FY 2024
TMTA Chargeable accidents	3	10	4
TMTA Non-chargeable accidents	1	11	2
Contractor accidents	0	0	0
Passenger incidents *	16	279	102
	20	300	108

*\* One incident added in September after Board report had been submitted.*

<b>Current Self-Insurance Files:</b>	9	Open files against Topeka Metro
	43	Open files against others
	14	Other
	66	Total open files

## October Promotions and Events

**Washburn Students (10/1 thru 10/31):** 5,871 fixed route trips

**FREEdom Pass Ridership (10/1 thru 10/31):** 382 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	3,757

**Bikes on the Bus Ridership (10/1 thru 10/31):**

850 bikes on the fixed route

**Other Operational and Promotional Activities:**

**Fire Prevention & Safety Month (10/1-10/31)**

**Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/2 thru 10/7)**

**New Bus Operator Training (10/2) - one trainee**

**Monthly Operator Policy Meeting (10/3)**

**Flu Shots for Employees (10/6)**

**New Dispatch Clerk Training (10/9) - one trainee**

**Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (10/11)**

**Mandatory Agency Safety Training (online 10/18 thru 11/8 - all agency employees)**

\*Fire Safety & Prevention, Title VI, Employee Safety Reporting Program (ESRP), ADA and Disability Sensitivity

**Capitol City Transportation Quarterly Oversight Meeting (10/20)**

**All Three Facilities Participated in an Annual Fire Drill Exercise with the Fire Department (10/24)**

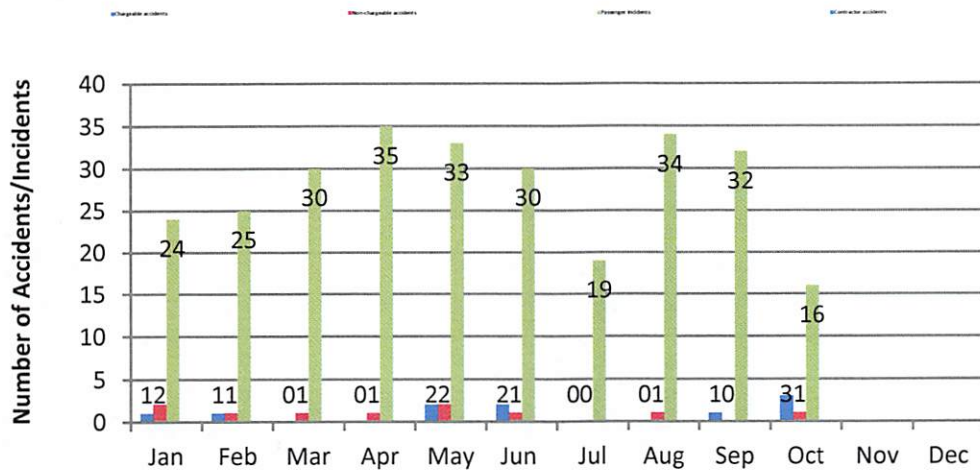
**"Dialogue with Denise" September/October Operator Newsletter (10/26)**

**Annual Employee BBQ (10/27)**

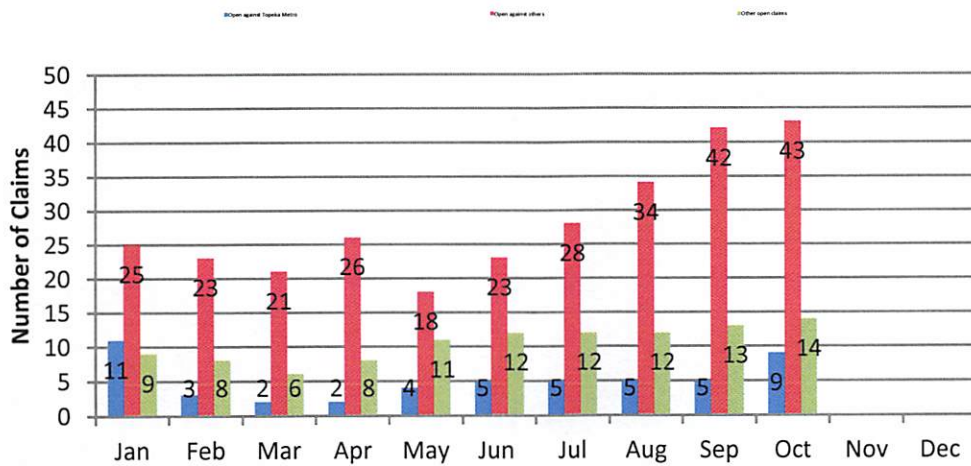
**Posted the 2024 Holiday Calendar (10/31)**

**2024 Annual Operator Vacation & Birthday Choose-up Posted (10/31)**

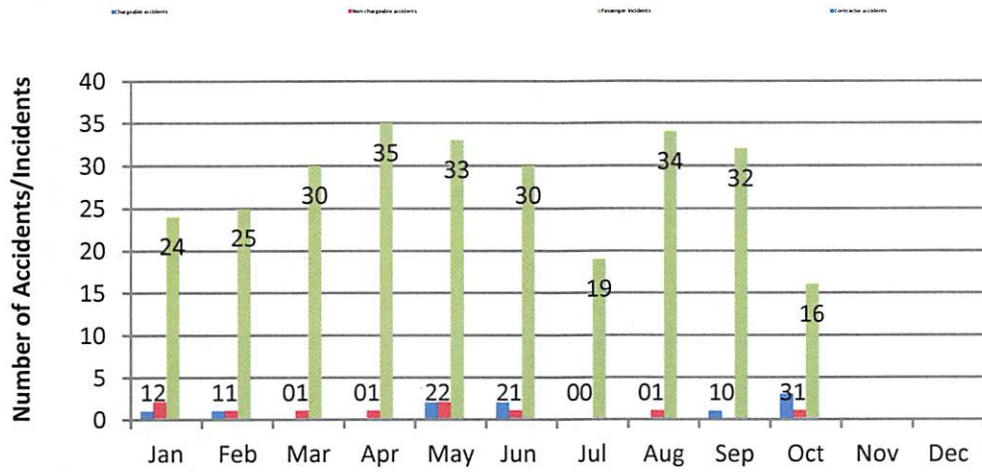
## 2023 Accident & Incidents



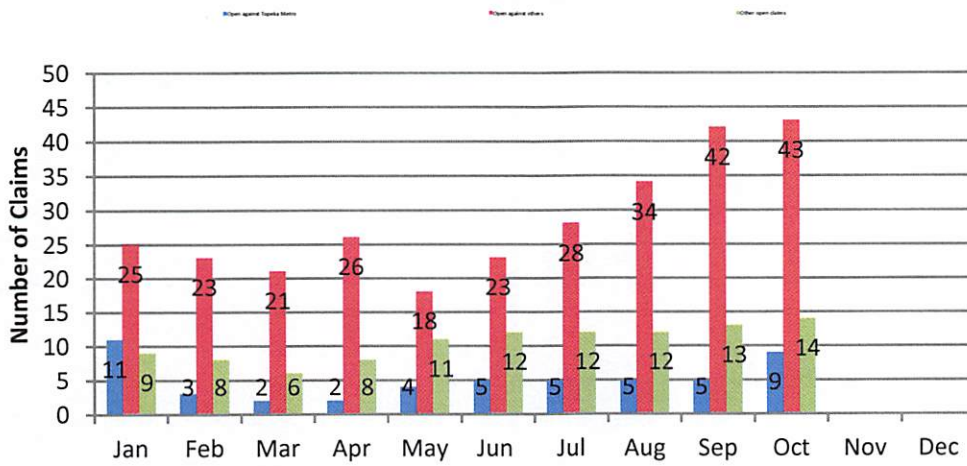
## Current 2023 Open Claims



## 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	9	9	2	0	20	0	0	0
Aug 2023	19	12	0	0	31	0	0	0
Sep 2023	4	7	2	0	13	0	0	0
Oct 2023	5	11	1	0	17	0	0	0
Nov 2023					0			
Dec 2023					0			
<b>Year 2023 Total</b>	<b>106</b>	<b>83</b>	<b>15</b>	<b>0</b>	<b>204</b>	<b>0</b>	<b>0</b>	<b>0</b>