

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report ( <b>for August 2022</b> )
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>In August, there were no shelters vandalized other than the West Ridge Mall shelter being “egged” on August 3<sup>rd</sup>.</p> <p>With the school year beginning at Washburn University, Washburn Tech, and the USD #501 schools, operations and marketing were busy with outreach including a “How to Ride” for the Washburn international students, participating in Washburn’s Market Daze event, and student outreach on the West 10<sup>th</sup> Specials which are scheduled to be eliminated in September. The Specials were temporarily extended at the beginning of the school year to allow time to communicate directly with students, explain the elimination of the Specials, inform them how to transition to the fixed route, and to provide them with a route brochure specific to their school. Outreach began on August 23<sup>rd</sup> with Operations Supervisors riding the Specials to speak with students to provide information and answer questions. The outreach continued into September.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators, a dispatch clerk and a customer service specialist.</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

August 2022

<b>August Operating Days:</b>	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in August

**Passenger Comments:**

17 Fixed Route	2 Capitol City Transportation	18 Complaints
3 Lift	18 Topeka Metro	2 Compliments
20 Total Comments	20 Total Comments	0 Incidents
		20 Total Comments

**Comment Issues:**

- Other/General (8)
- Operator (5)
- Passed By (2) - *not valid*
- Lift Missed Trip (2)
- Route (2)
- Unsafe Driving (1)

**Operations Accidents & Incidents (as of August 31st, 2022):**

	Month of		
	August	2022	FY 2023
TMTA Chargeable accidents	1	6	2
TMTA Non-chargeable accidents	0	4	0
Contractor accidents	0	3	1
Passenger incidents:			
- regular incidents	22	156	50
- boarding refusals due to no mask	0	148	0
	23	317	53

<b>Current Self-Insurance Files:</b>	10	Open files against Topeka Metro
	11	Open files against others
	3	Other
	24	Total open files

## August Promotions and Events

**Washburn Students (8/1 thru 8/31):** 6,151 fixed route trips

**FREEdom Pass Ridership (8/1 thru 8/31):** 376 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	2,752

**Amtrak (8/1 thru 8/31):**

0 rides in August

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

23 Flex rides (0 provided by CCT & 23 provided in-house)

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

845 bikes on the fixed route

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

12,696 fixed route trips

May 15-31 1,703

Jun 1-30 4,313

Jul 1-31 3,834

Aug 1-15 2,846

**Other Operational and Promotional Activities:**

***Kids Ride Free Program Continues (8/1 thru 8/15)***

***Monthly Operator Policy Meeting (8/2)***

***August Operator Roster in Effect (8/7)***

***Temporarily Extended the West 10th Specials (8/11)***

***Kids Ride Free Program Ends (8/15)***

***Cool Science Project at QSS (8/16)***

***Washburn University International Student How to Ride (8/18) - 37 participants***

***Management Meeting with USD #501 Superintendent & Officials (8/22)***

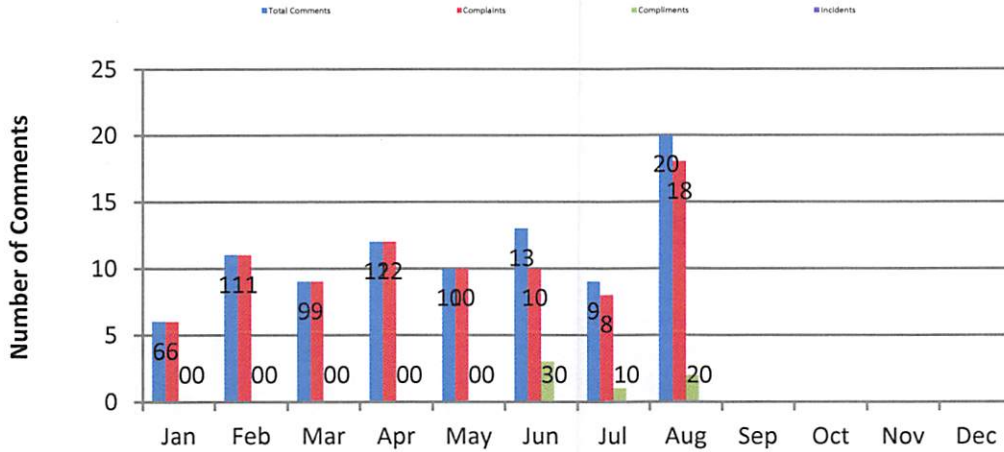
***"Dialogue with Denise" Operator Newsletter (8/22)***

***Began Supervisor On-Route Outreach to Transition Students Off the West 10th Specials (8/23)***

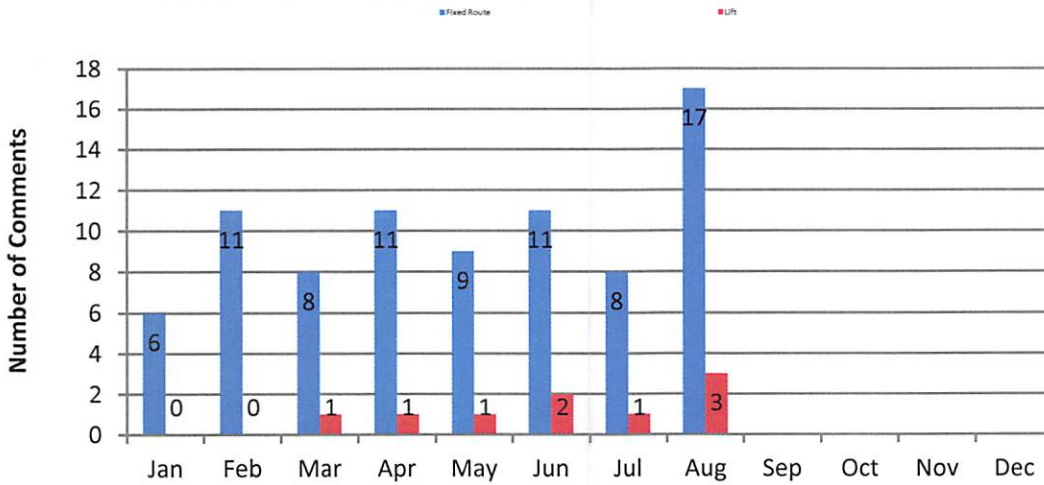
***Participated in Washburn University's Market Daze Event (8/24)***

***Received Updated Ride Guide & Began Distributing to Agencies, Schools & Businesses (8/30)***

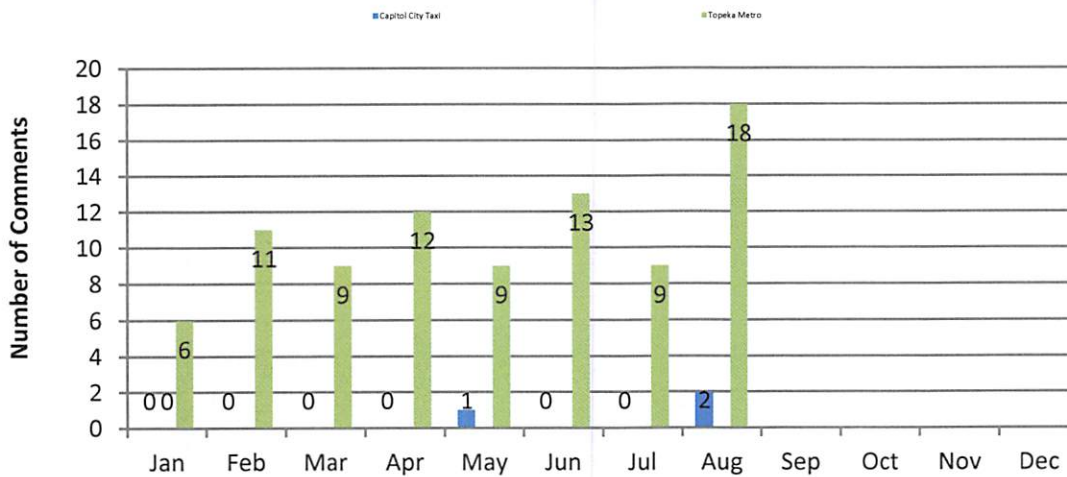
## 2022 Passenger Comments Per Type



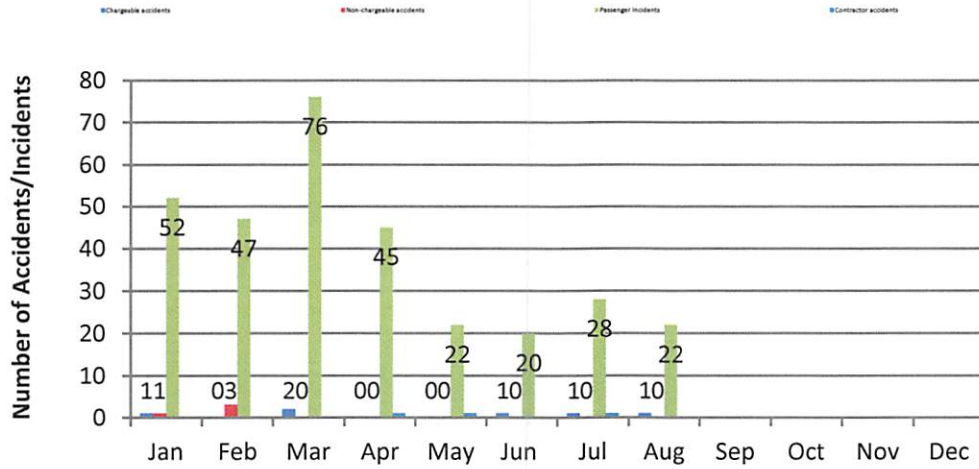
## 2022 Passenger Comments Per TMTA Service



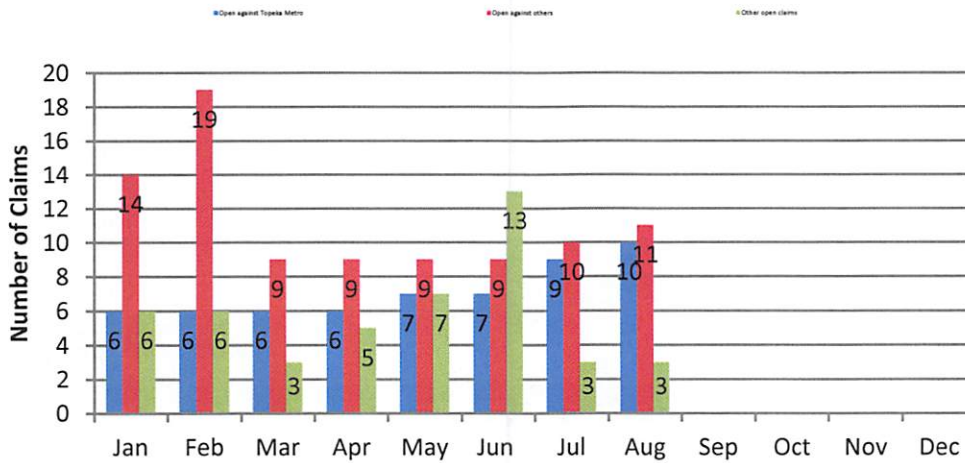
## 2022 Passenger Comments Per Provider



## 2022 Accident & Incidents



## Current 2022 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 2022	16	15	3	0	34	0	0	0	<i>COVID-19 Continues</i>
Feb 2022	11	13	0	0	24	0	0	0	<i>COVID-19 Continues</i>
Mar 2022	4	6	1	0	11	0	0	0	<i>COVID-19 Continues</i>
Apr 2022	5	17	0	0	22	0	0	0	<i>COVID-19 Continues</i>
May 2022	11	13	1	0	25	0	0	0	<i>COVID-19 Continues</i>
Jun 2022	15	11	0	1	27	0	0	0	<i>COVID-19 Continues</i>
Jul 2022	8	9	1	0	18	0	0	0	<i>COVID-19 Continues</i>
Aug 2022	20	12	1	0	33	1	0	1	<i>COVID-19 Continues</i>
Sep 2022					0				
Oct 2022					0				
Nov 2022					0				
Dec 2022					0				
<b>Year 2022 Total</b>	<b>90</b>	<b>96</b>	<b>7</b>	<b>1</b>	<b>194</b>	<b>1</b>	<b>0</b>	<b>1</b>	