



TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for April 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There were four bus stops vandalized in April. Each of the following shelters had one broken glass panel:</p> <ul style="list-style-type: none"> • 4/10/23 – Morse & Kansas • 4/11/23 – Wanamaker & Huntoon • 4/18/23 – 37th & Humboldt • 4/29/23 – Wanamaker & Westport <p>Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators and a customer service specialist (CSS).</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

April 2023

April Operating Days:	25	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in April

Passenger Comments:

<table border="0"> <tr><td style="padding-right: 10px;">9</td><td>Fixed Route</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">0</td><td>Lift</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table>	9	Fixed Route	0	Lift	9	Total Comments	<table border="0"> <tr><td style="padding-right: 10px;">0</td><td>Capitol City Transportation</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">9</td><td>Topeka Metro</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	9	Topeka Metro	9	Total Comments	<table border="0"> <tr><td style="padding-right: 10px;">8</td><td>Complaints</td></tr> <tr><td style="padding-right: 10px;">1</td><td>Compliments</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">0</td><td>Incidents</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table>	8	Complaints	1	Compliments	0	Incidents	9	Total Comments
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1	Compliments																					
0	Incidents																					
9	Total Comments																					

Comment Issues:

- Operator (3)
- Unsafe Driving (2)
- Passed By (2) - *one valid*
- Other/General (2)

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

	Month of		
	April	2023	FY 2023
TMTA Chargeable accidents	0	2	13
TMTA Non-chargeable accidents	1	5	10
TMTA Accident yet to be determined	1	1	1
Contractor accidents	0	0	1
Passenger incidents	35	114	246
	37	122	271

Current Self-Insurance Files:	2	Open files against Topeka Metro
	26	Open files against others
	8	Other
	36	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30): 5,633 fixed route trips

FREEdom Pass Ridership (4/1 thru 4/30): 439 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	1,164

Amtrak (4/1 thru 4/30):

0 rides in April

Bikes on the Bus Ridership (4/1 thru 4/30):

838 bikes on the fixed route

Other Operational and Promotional Activities:

Defensive & Distracted Driving Month (April)

April Operator Roster in Effect (4/2)

Monthly Operator Policy Meeting (4/4)

MOD Discussion at the Citizens Advisory Committee Meeting (4/5)

MOD Presentation to Valeo Staff (4/12)

MOD Presentation to the MPO's Technical Advisory Committee (4/14)

Safety & Security Work Group Meeting (4/15)

Mandatory Agency Safety Training (4/19 - all agency employees)

*AED's, Blood Borne Pathogens, Human Trafficking, Agency Safety Plan, Employee Safety Reporting Program (ESRP)

Voluntary Participation in "Go Orange Day" to Promote Safety in Work Zones (4/19)

Labor Contract Negotiations Began (4/20 & 4/21)

Capitol City Transportation Quarterly Oversight Meeting (4/24)

MOD Presentation to New City of Topeka Employees (4/25)

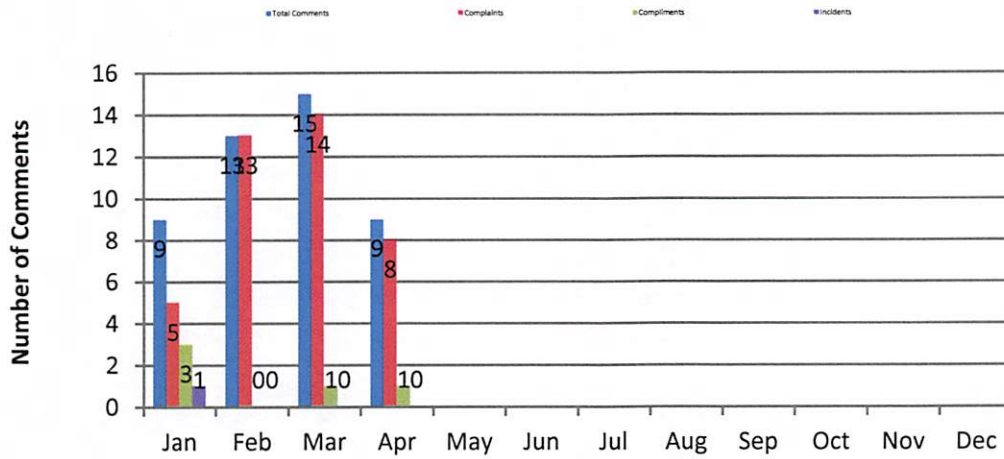
MOD Presentation to the Sertoma Club (4/25)

Mandatory Agency Safety Make-up Training (4/25 & 4/26)

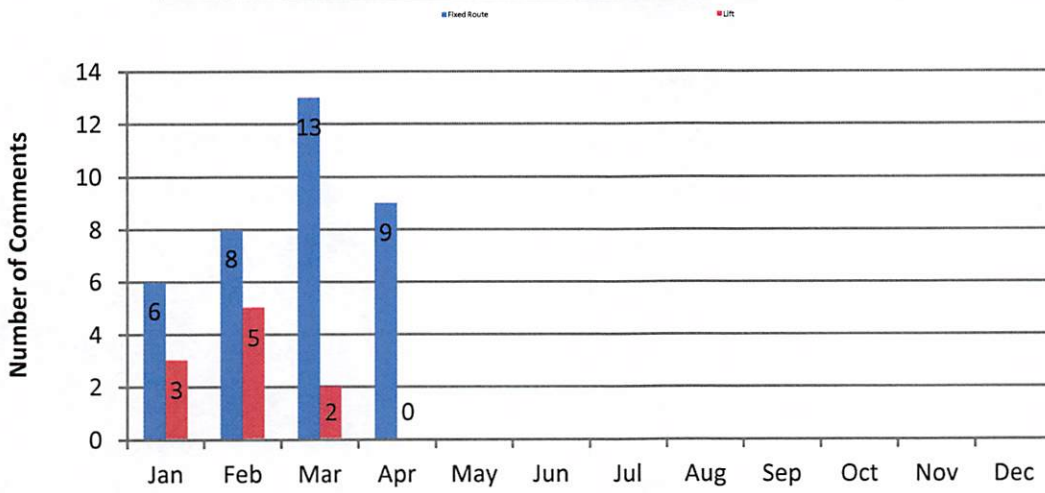
Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (4/26)

"Dialogue with Denise" March/April Operator Newsletter (4/28)

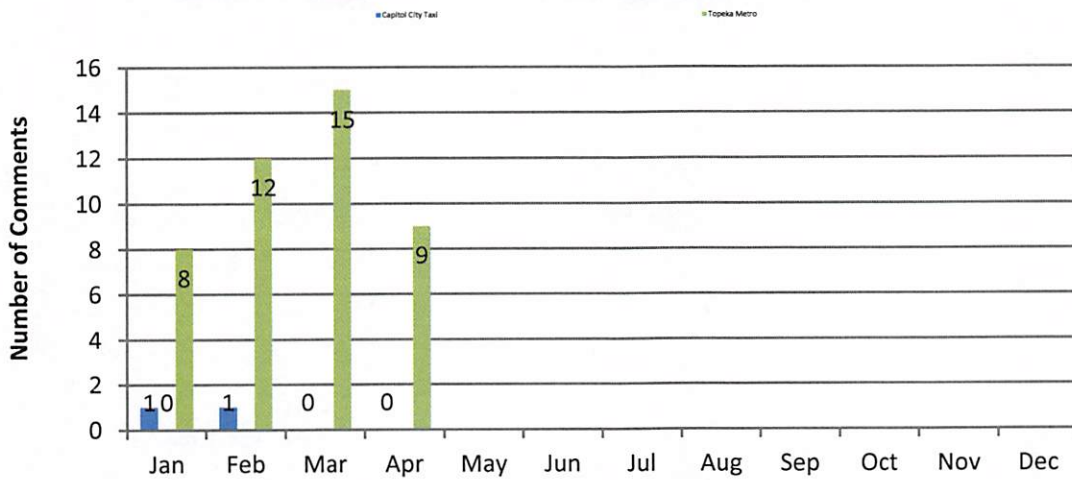
2023 Passenger Comments Per Type



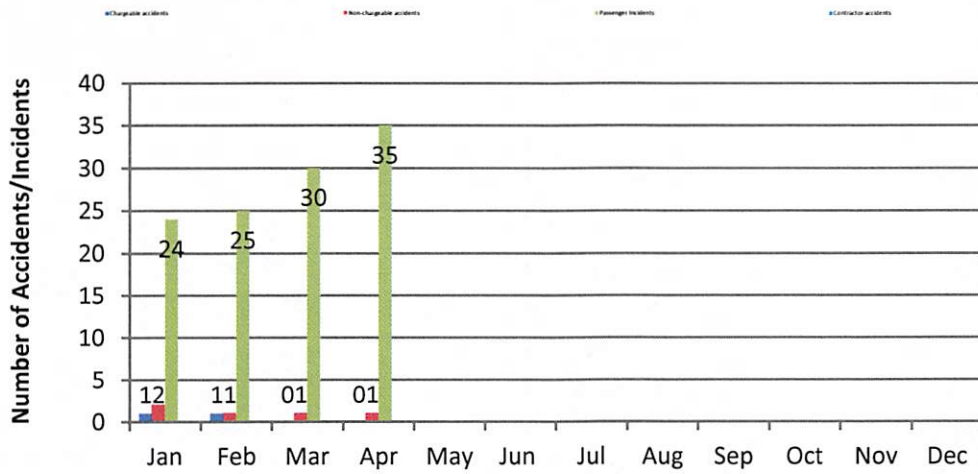
2023 Passenger Comments Per TMTA Service



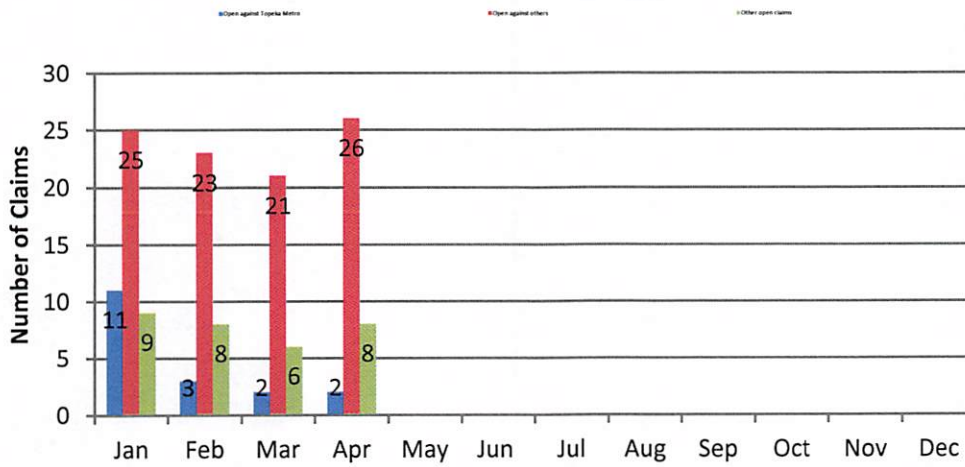
2023 Passenger Comments Per Provider



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					0			
Jun 2023					0			
Jul 2023					0			
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	48	34	6	0	88	0	0	0