

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for November 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Three shelters on 6th Street were vandalized in November. On 11/13/23, one glass panel was broken in the inbound shelter at 6th & Polk and another panel in the outbound shelter at 6th & Van Buren. On 11/14/23, TPD contacted maintenance to report one broken glass panel in the inbound shelter at 6th & Western.</p> <p>Later, two shelters sustained one broken glass panel each. The inbound shelters were located at 21st & Belle (11/22/23) and 10th & Washburn in front of the library (11/24/23).</p> <p>Ridership on Veterans Day was extremely low probably due to (1) the holiday being on a Saturday, and (2) most veterans having a monthly pass so they don't take advantage of free ride days unless they haven't purchased or used their monthly pass yet.</p> <p>Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions.</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

November 2023

November Operating Days:	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/23</i>
	1	Limited holiday service: <i>Thanksgiving Friday 11/24</i>
	30	Total days in November

Passenger Comments:

11 Fixed Route	0 Capitol City Transportation	13 Complaints
2 Lift	13 Topeka Metro	0 Compliments
13 Total Comments	13 Total Comments	0 Incidents
		13 Total Comments

Comment Issues:

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

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

	Month of		
	November	2023	FY 2024
TMTA Chargeable accidents	1	11	5
TMTA Non-chargeable accidents	1	12	3
Contractor accidents	1	1	1
Passenger incidents	24	303	126
	27	327	135

Current Self-Insurance Files:	11	Open files against Topeka Metro
	51	Open files against others
	15	Other
	77	Total open files

November Promotions and Events

Washburn Students (11/1 thru 11/30): 2,380 fixed route trips

FREEdom Pass Ridership (11/1 thru 11/30): 304 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	3,849 (<i>fares/program resumed 2/1/21</i>)

2022	4,114
2023	4,061

Bikes on the Bus Ridership (11/1 thru 11/30):

581 bikes on the fixed route

Free Rides on Election Day (11/7):

2,986 total free rides (fixed route + Lift)

Free Rides on Veterans Day (11/11)

2 total free rides (fixed route only)

Other Operational and Promotional Activities:

2024 Annual Operator Vacation & Birthday Selection Began (11/1)

Safety & Security Work Group Meeting (11/4)

Voluntary Participation in "Go Orange Day" to Support "Drowsy Driving Prevention Week" (11/6)

Posted the 2023-2024 Holiday Choose-up for Thanksgiving Friday/Martin Luther King Jr. Day (11/6)

Monthly Operator Policy Meeting (11/7)

"Free Rides on Election Day" Promotion (11/7) - fixed route and Lift services (limit 2 free rides on Lift)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/8)

"Free Rides for Veterans" Promotion (11/11) - fixed route only

New Bus Operator Training (11/13) - three trainees

Draft December Choose-up to Union for Input (11/15)

Distributed Holiday Turkeys & Hams to Employees (11/15 & 11/16)

2023-2024 Holiday Service Operator Choose-up Completed (11/16)

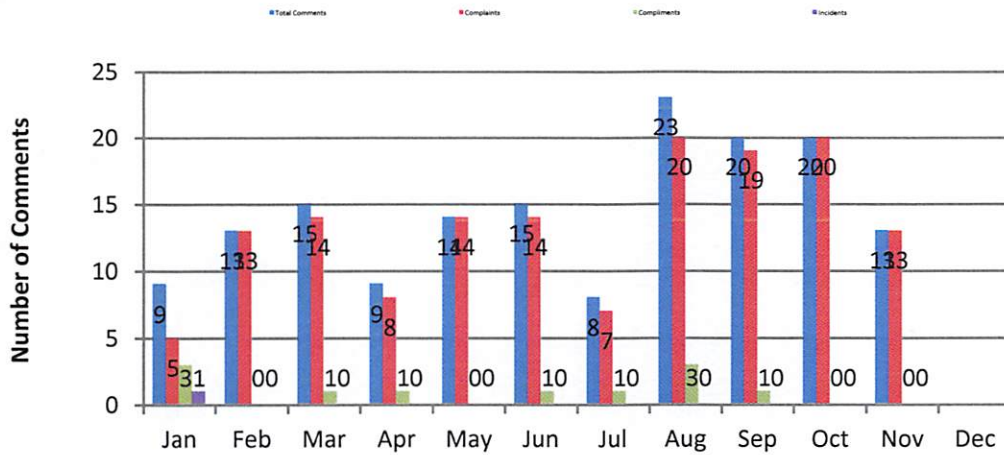
Posted Regular December Operator Choose-up (11/17)

New Bus Operator Training (11/20) - one trainee

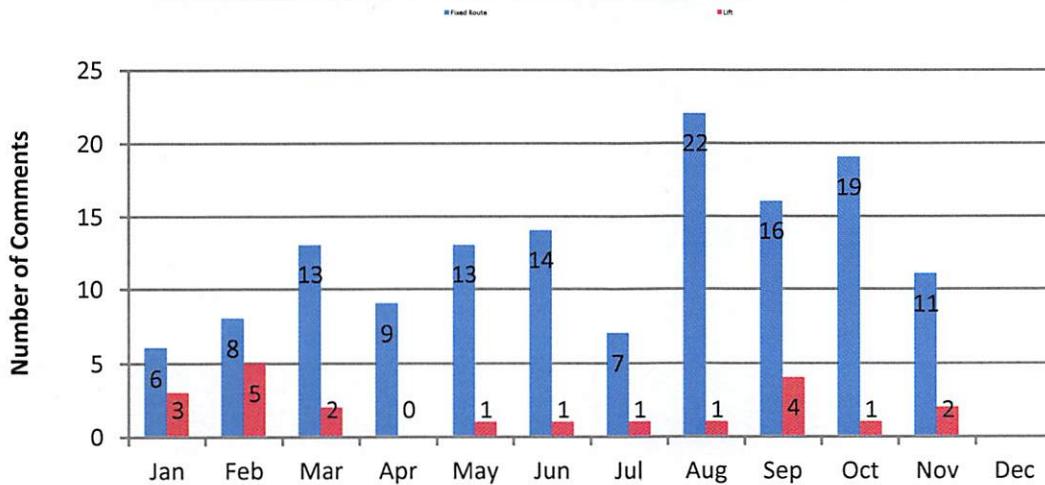
Open Enrollment Meetings for Employees (11/21)

Snow Storm (11/25) - zero accidents!

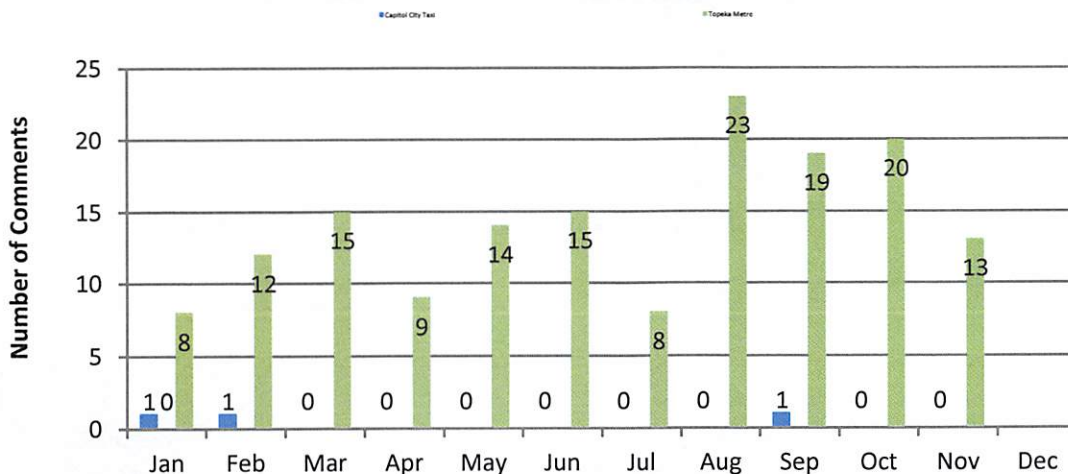
2023 Passenger Comments Per Type



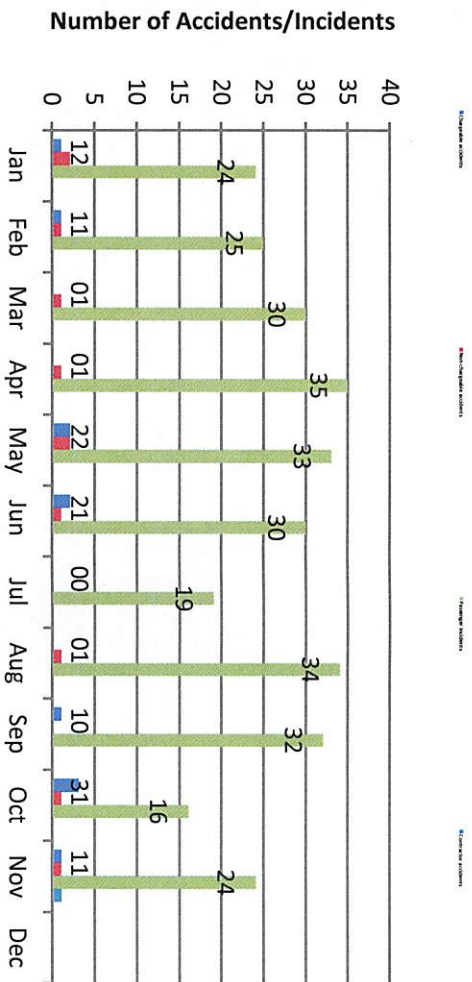
2023 Passenger Comments Per TMTA Service



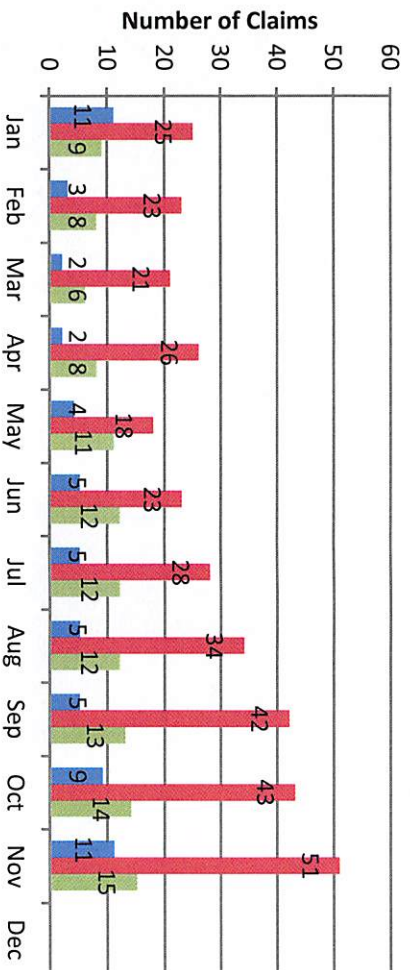
2023 Passenger Comments Per Provider



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	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	10	5	1	0	16	0	0	0
Dec 2023					0			
Year 2023 Total	116	88	16	0	220	0	0	0