

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for December 2022)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There were two bus shelters vandalized in December. Graffiti was found in the West 6th bus shelter at Walmart West on 12/17/22. Later in the month on 12/29/22, the operator reported one broken glass panel in the outbound shelter at 6th & Deer Creek.</p> <p>One full-time bus operator resigned in December. In addition, the part-time Operations Supervisor retired on 12/3/22 after having worked at Topeka Metro since 2017 first as an operator and later as an Operations Supervisor.</p> <p>One full-time bus operator began training on 12/1/22 and one full-time CSS began training on 12/5/22.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators and a dispatch clerk.</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

December 2022

December Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day Observed 12/26/22</i>
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

<table border="0"> <tr><td>14</td><td>Fixed Route</td></tr> <tr><td>4</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">18</td><td>Total Comments</td></tr> </table>	14	Fixed Route	4	Lift	18	Total Comments	<table border="0"> <tr><td>3</td><td>Capitol City Transportation</td></tr> <tr><td>15</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">18</td><td>Total Comments</td></tr> </table>	3	Capitol City Transportation	15	Topeka Metro	18	Total Comments	<table border="0"> <tr><td>18</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">18</td><td>Total Comments</td></tr> </table>	18	Complaints	0	Compliments	0	Incidents	18	Total Comments
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Comment Issues:

- Other/General (9)
- Passed By (4) - one valid
- Unsafe Driving (3)
- Lift Late Trip (2)

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

	Month of December	Total for 2022	FY 2023
TMTA Chargeable accidents	2	15	11
TMTA Non-chargeable accidents	2	9	5
Contractor accidents	0	3	1
Passenger incidents:			
- regular incidents	18	238	132
- boarding refusals due to no mask	0	148	0
	22	413	149

Current Self-Insurance Files:	11	Open files against Topeka Metro
	17	Open files against others
	8	Other
	36	Total open files

December Promotions and Events

Washburn Students (12/1 thru 12/31): 3,985 fixed route trips

FREEdom Pass Ridership (12/1 thru 12/31): 201 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

Amtrak (12/1 thru 12/31):

3 rides in December

Flex Zone Ridership (12/1 thru 12/31):

9 Flex rides (0 provided by CCT & 9 provided in-house)

Bikes on the Bus Ridership (12/1 thru 12/31):

444 bikes on the fixed route

Other Operational and Promotional Activities:

Microtransit Public Meeting #2 (12/1 Highland Park High School 17:00-19:00)

New Bus Operator Training (12/1) - one trainee

New Customer Service Specialist (CSS) Training (12/5) - one trainee

Microtransit Public Meeting #3 (12/5 Community Resources Council 16:00-18:00)

Monthly Operator Policy Meeting (12/6)

Microtransit Public Meeting #4 (12/7 Topeka Housing Authority 11:30-13:30)

Microtransit Public Meeting #5 (12/7 Ross Elementary School 15:00-17:00)

December Operator Roster in Effect (12/11)

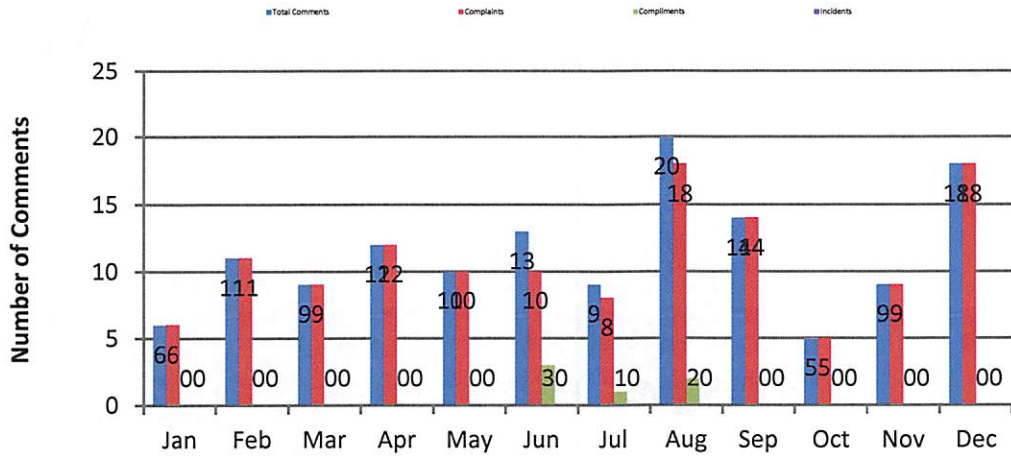
Two Glaval Paratransit Buses Wrapped for MOD Service (12/13)

Union Submitted Its Notice to Renegotiate the Contract (12/15)

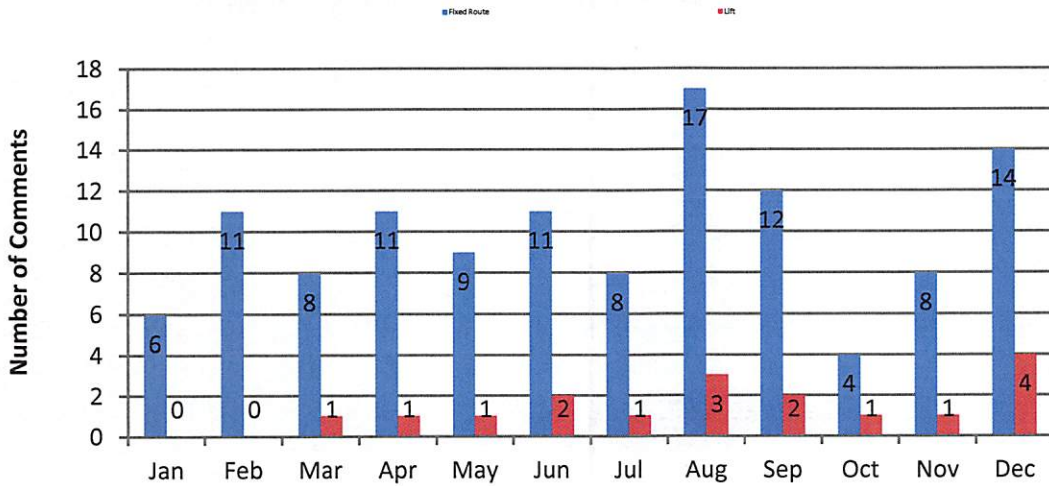
Management Submitted Its Notice to Renegotiate the Contract (12/15)

"Dialogue with Denise" Operator Newsletter (12/20)

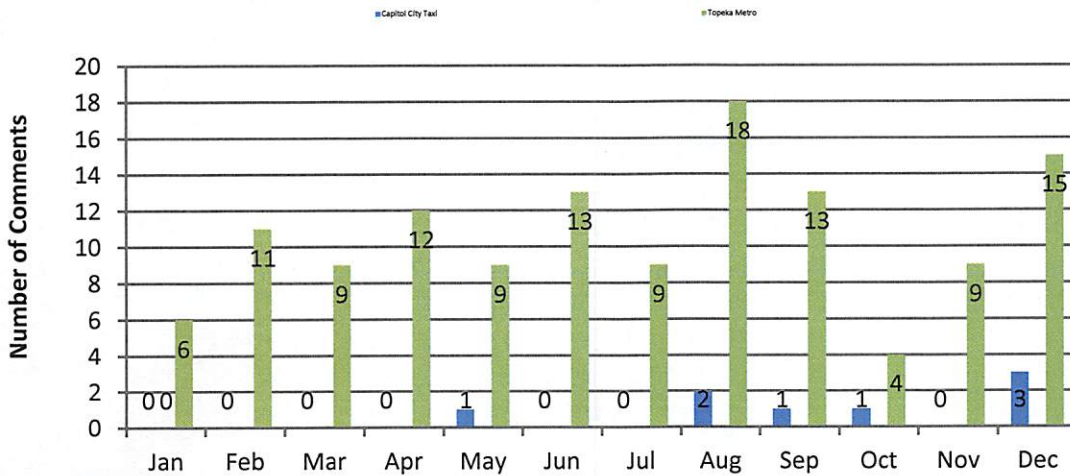
2022 Passenger Comments Per Type



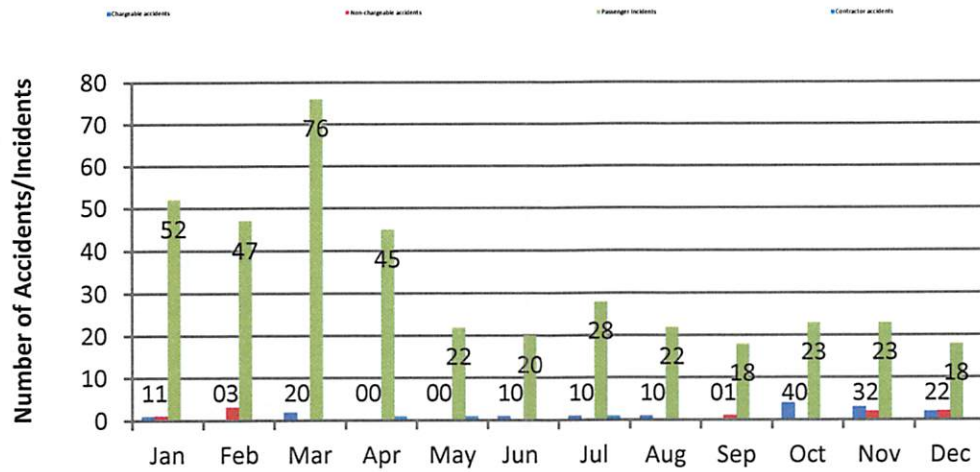
2022 Passenger Comments Per TMTA Service



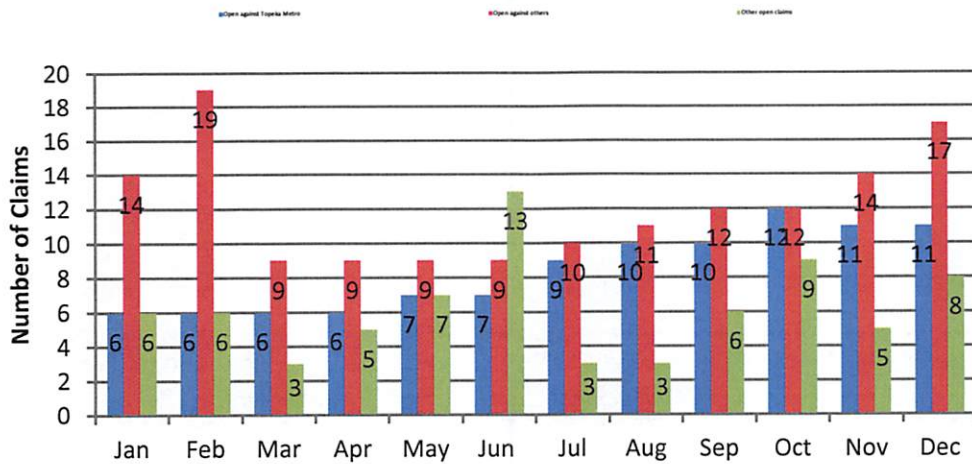
2022 Passenger Comments Per Provider



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	20	14	0	0	34	0	0	0	<i>COVID-19 Continues</i>
Oct 2022	12	9	1	0	22	0	0	0	<i>COVID-19 Continues</i>
Nov 2022	15	10	1	0	26	0	0	0	<i>COVID-19 Continues</i>
Dec 2022	11	14	2	0	27	0	0	0	<i>COVID-19 Continues</i>
Year 2022 Total	148	143	11	1	303	1	0	1	

Paratransit Application Determinations

	Total		New Eligible		Recertified		Temporary		Denied		Appeals
2002	305		201	66%	34	11%	21	7%	49	16%	18
2003	264		141	53%	54	20%	33	13%	36	14%	12
2004	321		196	61%	52	16%	35	11%	38	12%	11
2005	311		218	70%	26	8%	36	12%	31	10%	7
2006	270		183	68%	34	13%	31	11%	22	8%	4
2007	328		210	64%	51	16%	37	11%	30	9%	10
2008	367		212	58%	116	32%	22	6%	17	4%	4
2009	276		177	64%	78	28%	13	5%	8	3%	1
2010	266		167	63%	71	27%	12	4%	16	6%	6
2011	350		167	48%	159	45%	13	4%	11	3%	4
2012	314		131	42%	161	51%	12	4%	10	3%	0
2013	244		119	49%	108	44%	13	5%	4	2%	5
2014	296		152	51%	120	41%	17	6%	7	2%	0
2015	306		120	39%	152	50%	12	4%	22	7%	4
2016	271		131	48%	117	43%	13	5%	10	4%	1
2017	258		137	53%	100	39%	10	4%	11	4%	4
2018	252		130	53%	108	43%	7	2%	7	2%	3
2019	301		153	51%	133	44%	12	4%	3	1%	1
2020	223		115	52%	94	42%	10	4%	4	2%	0
2021	248		119	48%	110	44%	16	7%	3	1%	2
2022	303		148	49%	143	47%	11	4%	1	0%	1
<i>Total</i>	6074		3327	55%	2021	33%	386	6%	340	6%	98