

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for January 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There was a total of five bus stop issues during January.</p> <ul style="list-style-type: none"> • On January 10th, the bus stop at 6th & Leland was destroyed (bench, sign and trash can) following a TPD/Shawnee County Sheriff high speed pursuit ending at that location. • Three shelters were vandalized with one broken glass panel in each one: January 12th at Walmart South, January 13th at 25th & Burr, and January 24th at 12th & Buchanan. • On January 25th, a car hit the shelter at Seward & Golden. <p>One full-time bus operator graduated training on 1/20/23 and a new full-time bus operator began training on 1/23/23. The Customer Service Specialist (CSS) position is once again vacant.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators, a CSS, and a dispatch clerk.</p> <p>The MOD microtransit team worked diligently throughout the month to provide training to employees, do outreach to the public, and prepare internal operations processes in order to meet the January 30th “go live” date for the MOD service.</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

January 2023

January Operating Days:	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day Observed 1/2/23</i>
	1	Limited holiday service: <i>Martin Luther King Jr. Day 1/16/23</i>
	31	Total days in January

Passenger Comments:

<table border="0"> <tr><td>6</td><td>Fixed Route</td></tr> <tr><td>3</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	6	Fixed Route	3	Lift	9	Total Comments	<table border="0"> <tr><td>1</td><td>Capitol City Transportation</td></tr> <tr><td>8</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	1	Capitol City Transportation	8	Topeka Metro	9	Total Comments	<table border="0"> <tr><td>5</td><td>Complaints</td></tr> <tr><td>3</td><td>Compliments</td></tr> <tr><td>1</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	5	Complaints	3	Compliments	1	Incidents	9	Total Comments
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Comment Issues:

- Other/General (4)
- Operator (3)
- Passed By (1) - *valid*
- Unsafe Driving (1)

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

	Month of		
	January	2023	FY 2023
TMTA Chargeable accidents	1	1	12
TMTA Non-chargeable accidents	2	2	7
Contractor accidents	0	0	1
Passenger incidents	24	24	156
	27	27	176

Current Self-Insurance Files:	11	Open files against Topeka Metro
	25	Open files against others
	9	Other
	45	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31): *unknown fixed route trips

FREEdom Pass Ridership (1/1 thru 1/31): *unknown 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	*unknown

Amtrak (1/1 thru 1/31):	1 ride in January
Flex Zone Ridership (1/1 thru 1/28):	15 Flex rides (1 provided by CCT & 14 provided in-house)
Bikes on the Bus Ridership (1/1 thru 1/31):	*unknown bikes on the fixed route

**Note: Due to several issues with the GFI fareboxes, planning was unable to obtain specific ridership data from the system.*

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (1/3)

Staff Provided MOD (Microtransit On-Demand) Outreach at the Jefferson Square NIA Meeting (1/9)

Staff Provided MOD Outreach at the Central Highland Park NIA Meeting (1/9)

Conducted MOD Training for Operations Staff (1/9 thru 1/13)

MOD Public Comment Summary Emailed to the Board of Directors for Review (1/10)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (1/11)

Safety & Security Work Group Meeting (1/14)

Board of Director's Decision Meeting Regarding MOD Service (1/17)

Staff Met With City Representatives Regarding MOD Service:

District 3 Councilmember Sylvia Ortiz (1/18)

District 4 Councilmember Tony Emerson (1/18)

City of Topeka Mayor Michael Padilla (1/24)

District 2 Councilmember Christina Valdivia-Alcala (1/26)

Microtransit Public Information Meeting #1 (1/19 Ross Elementary School school event 17:00-19:00)

Microtransit Public Information Meeting #2 (1/20 CRC/Avondale East food distribution 14:30-16:30)

Capitol City Transportation Quarterly Oversight Meeting (1/20)

One Operator Trainee Graduated (1/20)

Microtransit Public Information Meeting #3 (1/21 Ross Elementary School pancake feed 08:30-10:30)

New Bus Operator Training (1/23) - one trainee

MOD Service Began Accepting Ride Requests (1/23)

Conducted MOD Tablet Training for All Operators (1/23 & 1/25)

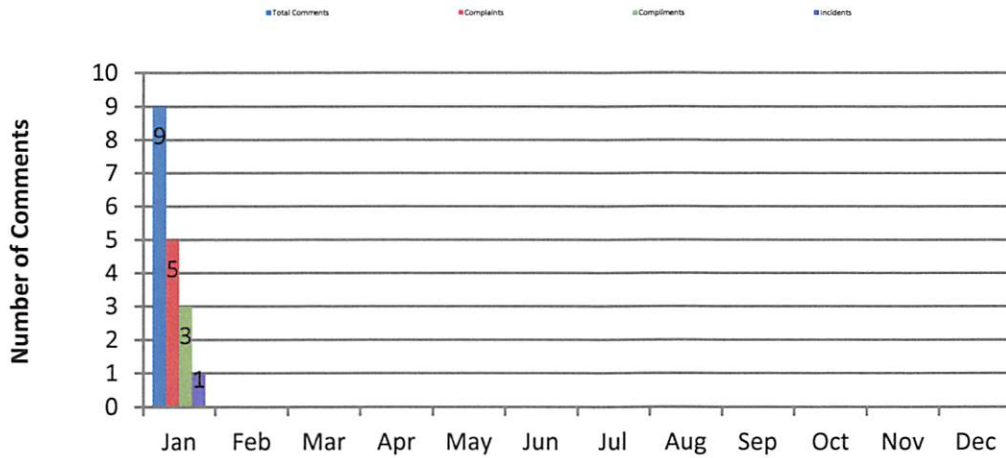
MOD Website Completed and Online (1/25)

Staff Provided MOD Outreach at the Hi-Crest NIA Meeting (1/25)

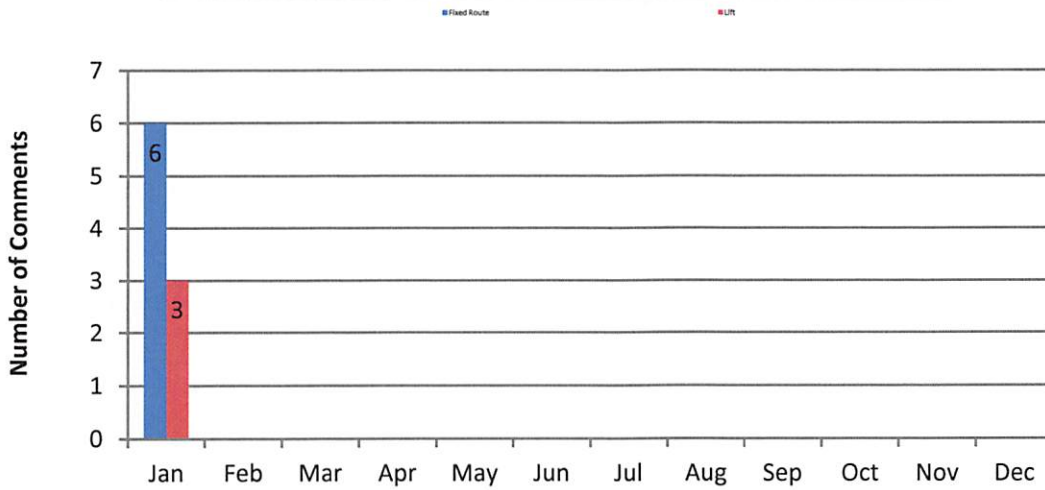
Mandatory Operator Safety Training - Assault Mitigation w/ Tabletop Exercise (1/26 - three sessions)

MOD Service Went LIVE! (1/30)

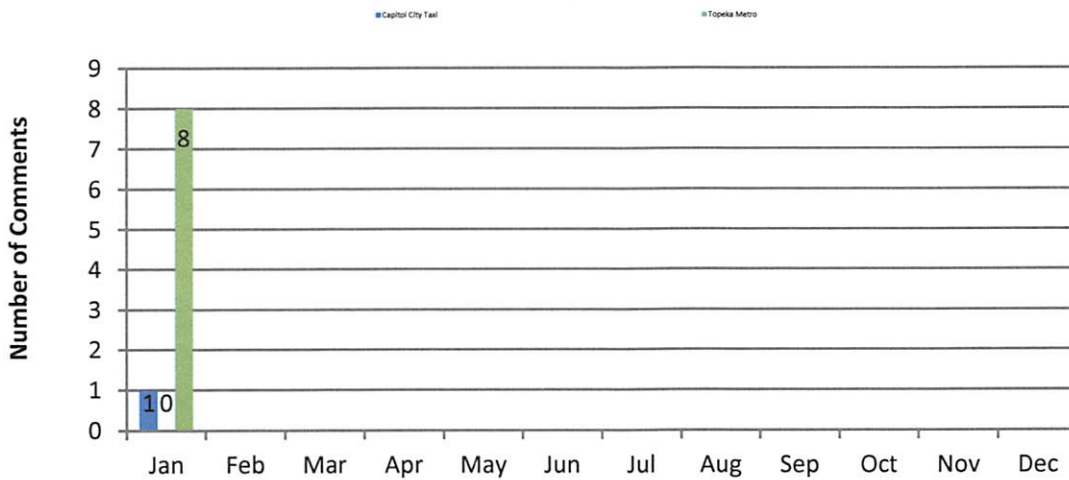
2023 Passenger Comments Per Type



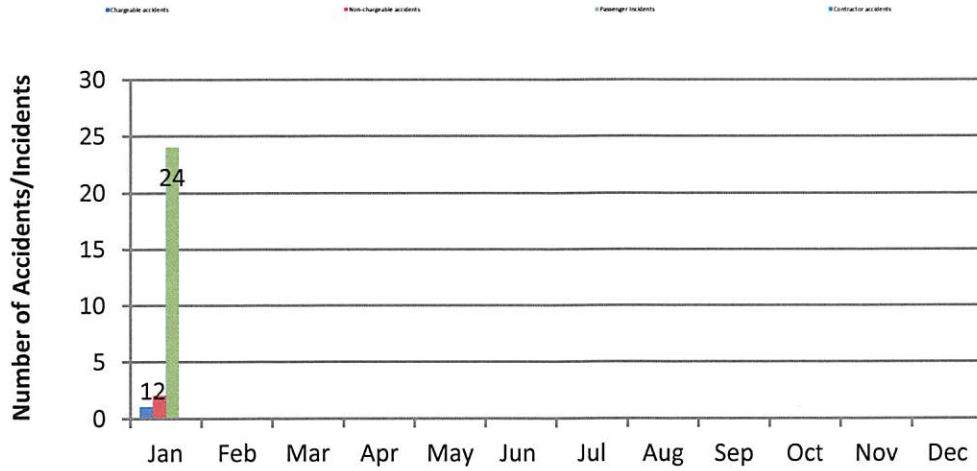
2023 Passenger Comments Per TMTA Service



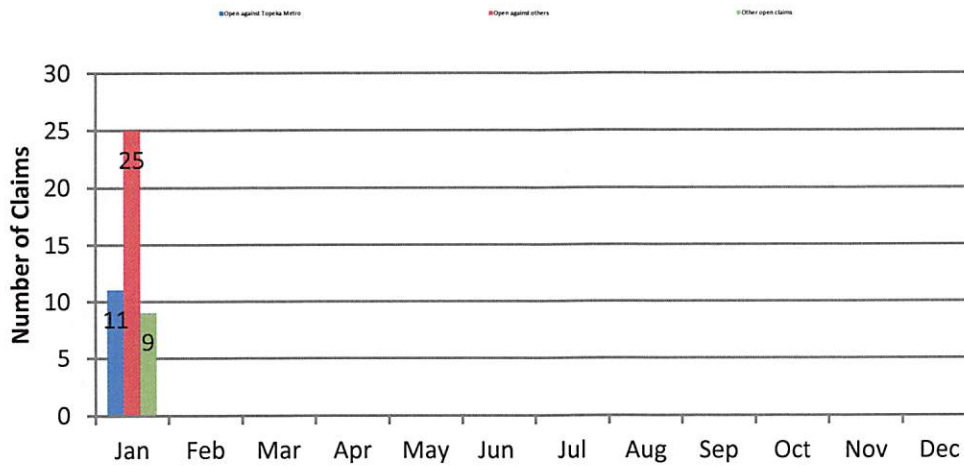
2023 Passenger Comments Per Provider



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					0			
Mar 2023					0			
Apr 2023					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	20	8	1	0	29	0	0	0