

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for November 2022)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>There were two bus shelters vandalized in November. On 11/22/22, one glass panel was broken in one of the shelters at the Topeka Rescue Mission. Later, on 11/26/22, a supervisor confirmed reports of a man removing bolts from the bus shelter bench at Dillon’s North.</p> <p>A series of Microtransit public meetings kicked off on 11/30/22 at the Community Resources Council (CRC). Four additional meetings were to be held in December at Highland Park High School, Topeka Housing Authority, Ross Elementary, and CRC. Meetings were hosted by operations, planning, and marketing staff and featured information on service provisions, the proposed zone, and the Spare app. Additionally, planning and marketing staff attended several NIA meetings held in the proposed microtransit area.</p> <p>Holiday turkeys and hams were provided to all employee’s mid-November so their families could enjoy them for Thanksgiving, Christmas or New Year’s. This year, the items were handed out during normal weekday work hours rather than on a Sunday as in years past.</p> <p>One full-time bus operator resigned in November. 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 (CSS).</p> <p><i>Personnel update: one full-time bus operator began training on 12/1/22 and one full-time CSS began training on 12/5/22.</i></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

November 2022

<b>November Operating Days:</b>	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/24/22</i>
	1	Limited holiday service: <i>Thanksgiving Friday 11/25/22</i>
	30	Total days in November

**Passenger Comments:**

<table border="0"> <tr><td style="width: 10%;">8</td><td>Fixed Route</td></tr> <tr><td style="border-top: 1px solid black;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	8	Fixed Route	1	Lift	9	Total Comments	<table border="0"> <tr><td style="width: 10%;">0</td><td>Capitol City Transportation</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	9	Topeka Metro	9	Total Comments	<table border="0"> <tr><td style="width: 10%;">9</td><td>Complaints</td></tr> <tr><td style="border-top: 1px solid black;">0</td><td>Compliments</td></tr> <tr><td style="border-top: 1px solid black;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">9</td><td>Total Comments</td></tr> </table>	9	Complaints	0	Compliments	0	Incidents	9	Total Comments
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**Comment Issues:**

- Unsafe Driving (3)
- Operator (2)
- Other/General (2)
- Vehicle (1)
- Route (1)

**Operations Accidents & Incidents (as of November 30th, 2022):**

	Month of		
	November	2022	FY 2023
TMTA Chargeable accidents	3	13	9
TMTA Non-chargeable accidents	2	7	3
Contractor accidents	0	3	1
Passenger incidents:			
- regular incidents	23	220	114
- boarding refusals due to no mask	0	148	0
	28	391	127

<b>Current Self-Insurance Files:</b>	11	Open files against Topeka Metro
	14	Open files against others
	5	Other
	30	Total open files

## November Promotions and Events

**Washburn Students (11/1 thru 11/30):** 5,079 fixed route trips

**FREEdom Pass Ridership (11/1 thru 11/30):** 327 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	3,913

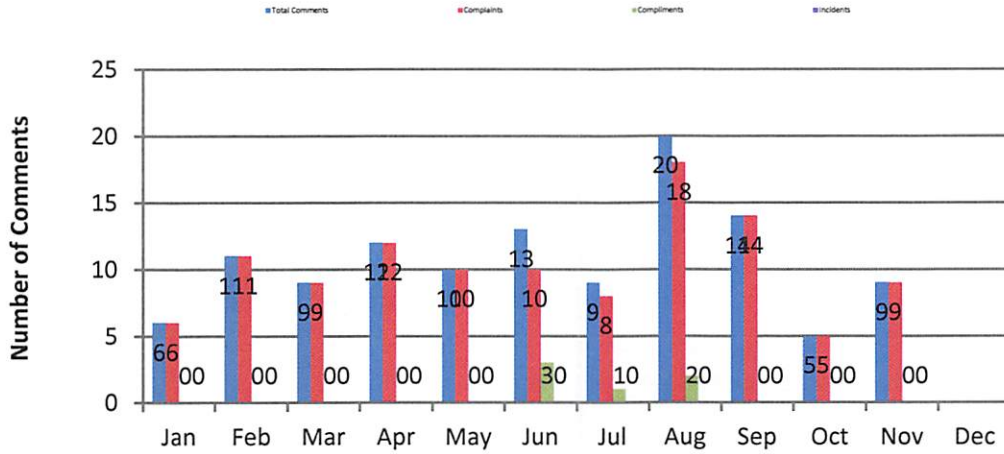
<b>Amtrak (11/1 thru 11/30):</b>	1 ride in November
<b>Flex Zone Ridership (11/1 thru 11/30):</b>	20 Flex rides (4 provided by CCT & 16 provided in-house)
<b>Bikes on the Bus Ridership (11/1 thru 11/30):</b>	703 bikes on the fixed route
<b>Free Rides on Election Day (11/8):</b>	3,919 total free rides
Fixed Route	3,758
Lift (In-house)	61
Lift (Capitol City Transportation)	100

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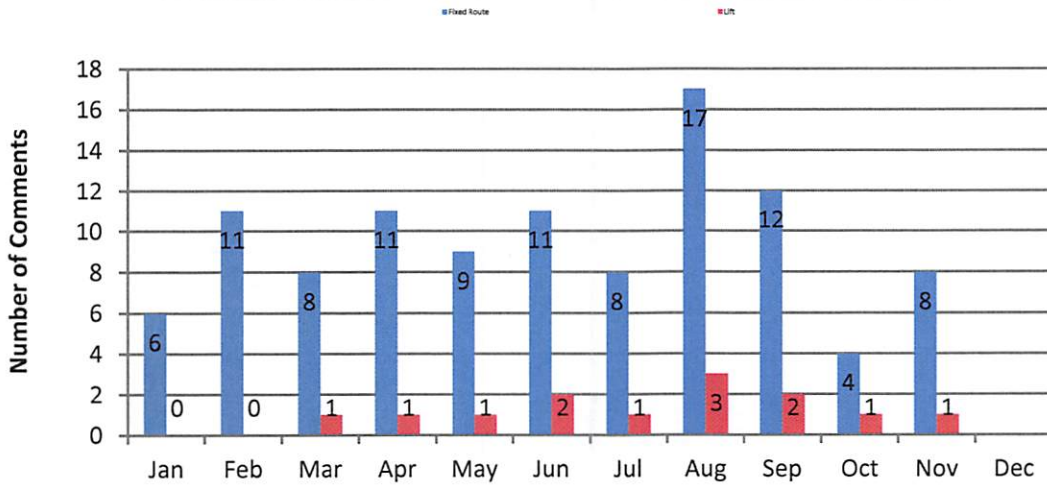
**Other Operational and Promotional Activities:**

- 2023 Annual Operator Vacation & Birthday Selection Began (11/1)**
- Monthly Operator Policy Meeting (11/1)**
- Posted/E-mailed Microtransit Q&A's for All Employees (11/1)**
- Posted Microtransit Q&A's on the Operations Employee Portal (11/3)**
- "Free Rides on Election Day" Promotion (11/8)**
- Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (11/9)**
- 2022-2023 Holiday Service Operator Choose-up Completed (11/14)**
- Distributed Holiday Turkeys & Hams to Employees (11/17 & 11/18)**
- Posted Regular December Operator Choose-up (11/18)**
- Disseminated Microtransit Public Meeting Notice (11/21)**
- Microtransit Public Information Meeting #1 (11/30 CRC 07:00-09:00)**
- "Dialogue with Denise" Operator Newsletter (11/30)**

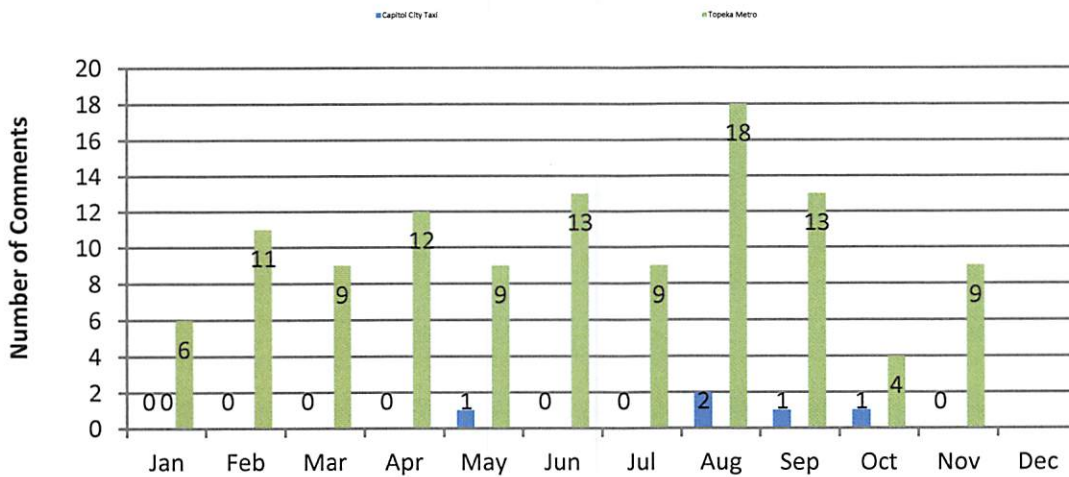
## 2022 Passenger Comments Per Type



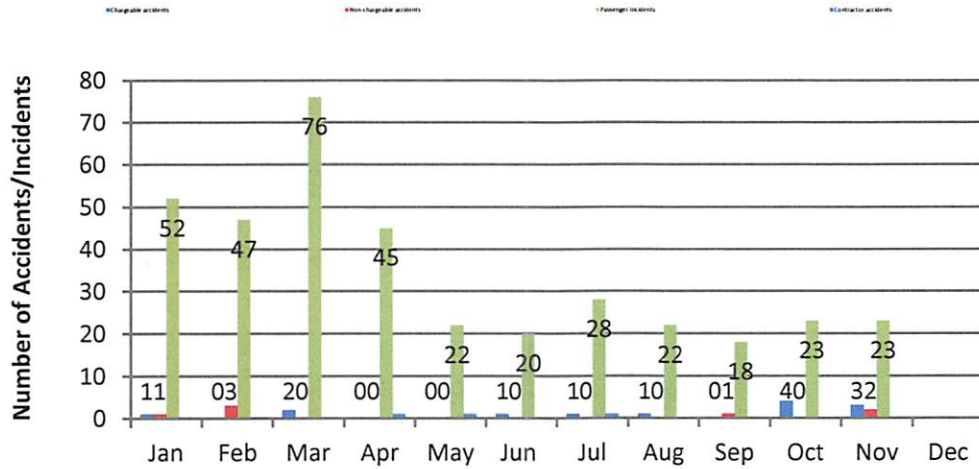
## 2022 Passenger Comments Per TMTA Service



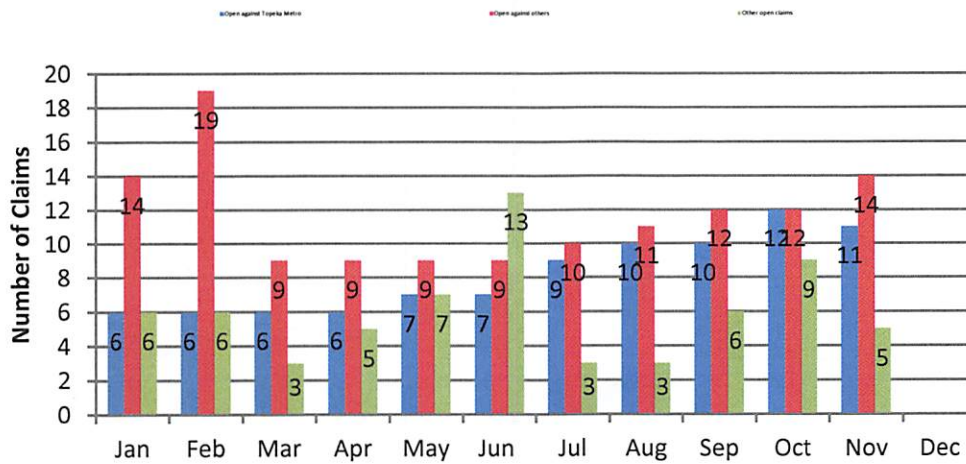
## 2022 Passenger Comments Per Provider



## 2022 Accident & Incidents



## Current 2022 Open Claims



**Lift Service Application Statistics**

	<b><u>Eligible</u></b>	<b><u>Recertified</u></b>	<b><u>Temporary</u></b>	<b><u>Denied</u></b>	<b><u>TOTAL</u></b>	<b><u>Appeals</u></b>	<b><u>(Appeals app)</u></b>	<b><u>(Appeals den)</u></b>	
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					0				
<b>Year 2022 Total</b>	<b>137</b>	<b>129</b>	<b>9</b>	<b>1</b>	<b>276</b>	<b>1</b>	<b>0</b>	<b>1</b>	