

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for October 2022)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>On October 25<sup>th</sup>, the bus shelter at 3<sup>rd</sup> &amp; Branner had the bench and two glass panels removed by an unknown person.</p> <p>There were four separate chargeable accidents during the month where an exterior bus mirror hit a sign. However, each one involved minimal or no damage and no injuries.</p> <p>The annual Employee BBQ was held once again on October 28<sup>th</sup>. COO Denise Ensley, assisted by Terri Miller (H/R) and the Operations Supervisors, cooked and served hamburgers, hot dogs, sides and dessert to all the Metro employees in the admin garage.</p> <p>Two part-time bus operators left their positions in October. 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.</p>
<b>FISCAL IMPACT (Current and Future)</b>	
<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

October 2022

<b>October Operating Days:</b>	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in October

**Passenger Comments:**

4 Fixed Route	1 Capitol City Transportation	5 Complaints
1 Lift	4 Topeka Metro	0 Compliments
5 Total Comments	5 Total Comments	0 Incidents
		5 Total Comments

**Comment Issues:** Other/General (4)  
 Unsafe Driving (1)

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

	Month of		
	October	2022	FY 2023
TMTA Chargeable accidents	4	10	6
TMTA Non-chargeable accidents	0	5	1
Contractor accidents	0	3	1
Passenger incidents:			
- regular incidents	23	197	91
- boarding refusals due to no mask	0	148	0
	27	363	99

<b>Current Self-Insurance Files:</b>	12	Open files against Topeka Metro
	12	Open files against others
	9	Other
	33	Total open files

## October Promotions and Events

**Washburn Students (10/1 thru 10/31):** 5,402 fixed route trips

**FREEdom Pass Ridership (10/1 thru 10/31):** 421 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	3,586

<b><i>Amtrak (10/1 thru 10/31):</i></b>	1 ride in October
<b><i>Flex Zone Ridership (10/1 thru 10/31):</i></b>	19 Flex rides (3 provided by CCT & 16 provided in-house)
<b><i>Bikes on the Bus Ridership (10/1 thru 10/31):</i></b>	775 bikes on the fixed route

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***Other Operational and Promotional Activities:***

***Fire Prevention & Safety Month (10/1-10/31)***

***Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/3 thru 10/8)***

***Monthly Operator Policy Meeting (10/4)***

***Flu Shots for Employees (10/4)***

***Microtransit Kick-off Meeting with Spare Labs (10/6)***

***"Share Your Thoughts" Questionnaire Given to All Employees to Collect Input (10/6)***

***Mandatory All-Employee Safety Training on EEOC, Workplace & Microtransit (10/12 - four sessions)***

***Hosted Operations Director from Manhattan's ATA Bus (10/13 tour and ride-along)***

***All Three Facilities Participated in an Annual Fire Drill Exercise with the Fire Department (10/20)***

***Capitol City Taxi Quarterly Oversight Meeting via Phone (10/21)***

***Posted the 2023 Holiday Calendar (10/24)***

***One Operator Trainee Graduated (10/28)***

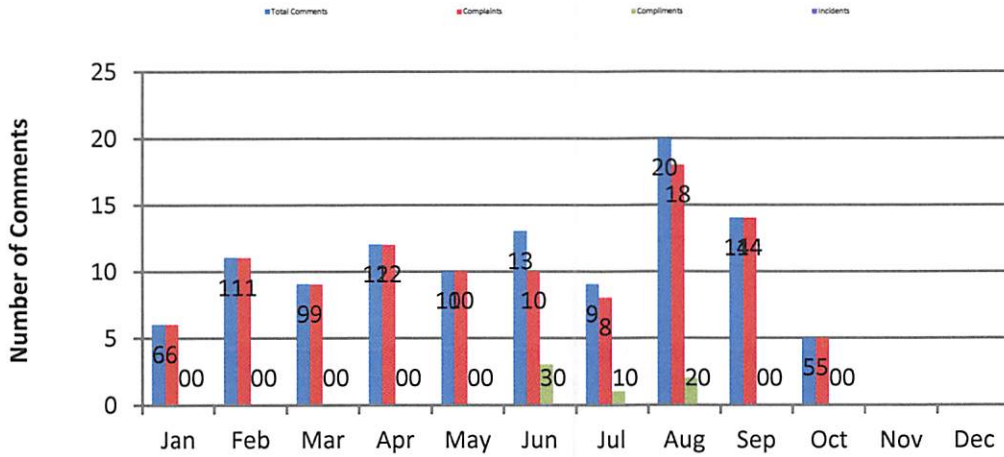
***2023 Annual Operator Vacation & Birthday Choose-up Posted (10/28)***

***Annual Employee BBQ (10/28)***

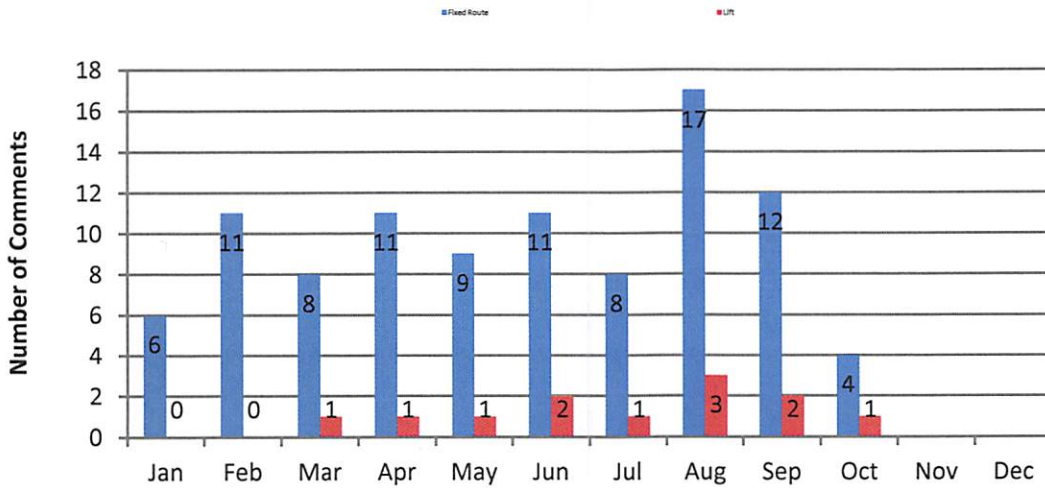
***2022-2023 Thanksgiving Friday/ MLK Holiday Service Operator Choose-up Posted (10/31)***

***"Dialogue with Denise" Operator Newsletter (10/31)***

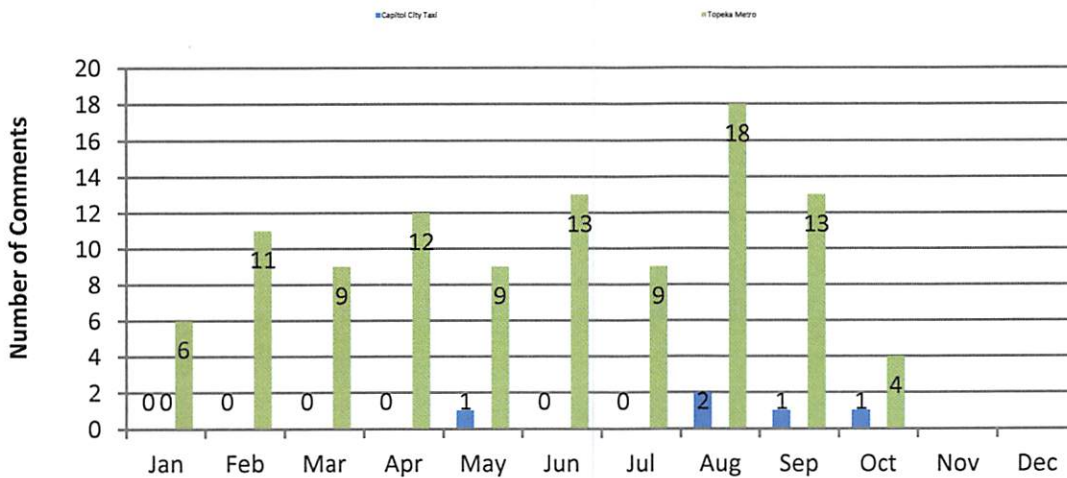
## 2022 Passenger Comments Per Type



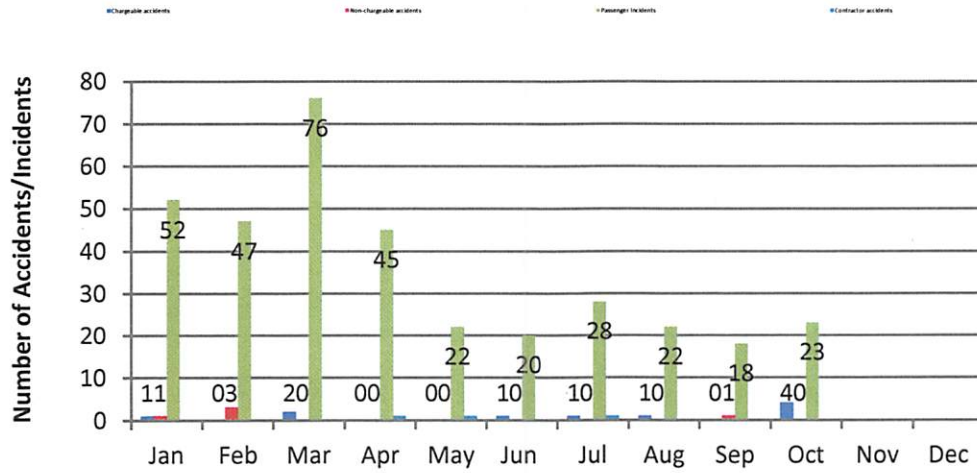
## 2022 Passenger Comments Per TMTA Service



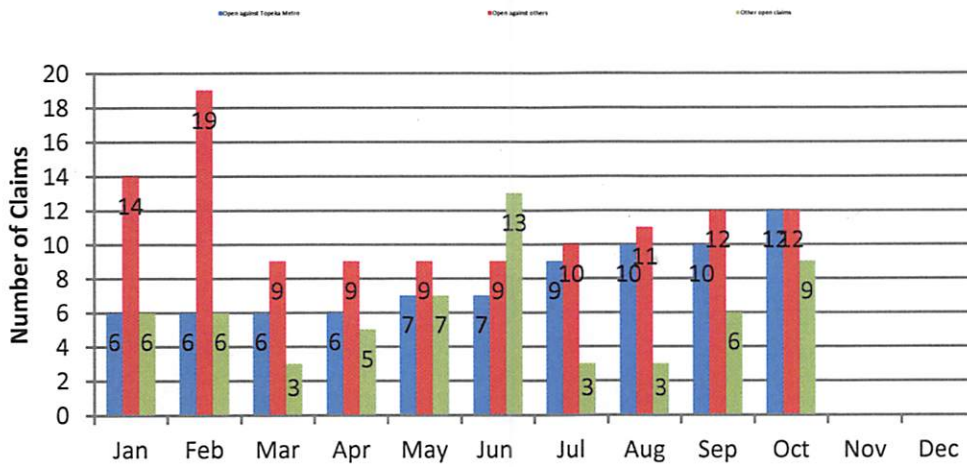
## 2022 Passenger Comments Per Provider



## 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					0				
Dec 2022					0				
<b>Year 2022 Total</b>	<b>122</b>	<b>119</b>	<b>8</b>	<b>1</b>	<b>250</b>	<b>1</b>	<b>0</b>	<b>1</b>	