

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for October 2021)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The two chargeable accidents were minor in nature with no injuries and little or no damage.</p> <p>There were 21 incidents in October which included 12 passenger falls, four passenger issues, and five damaged/vandalized shelters. Medical assistance (AMR) was not required for any of the passenger falls.</p> <p>Operators continue to refuse entry to passengers not wearing their own personal face mask upon boarding the bus. In October, operators reported 83 boarding refusals for not wearing a mask upon entry to the bus. This is down from 118 in September. To date, none of these incidents have resulted in an altercation or TPD involvement.</p> <p>Staff has continued to interview applicants for the open Operations Supervisor and Bus Operator positions. A few operator candidates are currently going through background checks with the intention of starting a class in November.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring an Operations Supervisor and additional bus operators. Monitor bi-weekly operator overtime and pad time.
ATTACHMENTS	Operations Reports.

Topeka Metro Operations Report

October 2021

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

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">11</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">1</td> <td>Lift</td> </tr> <tr> <td style="text-align: right;">12</td> <td>Total Comments</td> </tr> </table>	11	Fixed Route	1	Lift	12	Total Comments	<table border="0"> <tr> <td style="text-align: right;">1</td> <td>Capitol City Taxi</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">11</td> <td>Topeka Metro</td> </tr> <tr> <td style="text-align: right;">12</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Taxi	11	Topeka Metro	12	Total Comments	<table border="0"> <tr> <td style="text-align: right;">12</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right; border-bottom: 1px solid black;">0</td> <td>Incidents</td> </tr> <tr> <td style="text-align: right;">12</td> <td>Total Comments</td> </tr> </table>	12	Complaints	0	Compliments	0	Incidents	12	Total Comments
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Comment Issues:

- Passed By **(5)** - one valid
- Other/General **(3)**
- Unsafe Driving **(2)**
- Operator **(2)**

Operations Accidents & Incidents (as of October 31st, 2021):

	Month of		
	October	2021	FY 2022
TMTA Chargeable accidents	2	11	4
TMTA Non-chargeable accidents	2	13	5
Contractor accidents	0	0	0
Passenger incidents *	104	363	264
	108	387	273

* October had a total of 21 incidents plus 83 service refusals due to passengers not wearing a face mask.

Current Self-Insurance Files:	9	Open files against Topeka Metro
	20	Open files against others
	5	Other
	34	Total open files

October Promotions and Events

Washburn Students (10/1 thru 10/31): 5,838 fixed route trips

FREEdom Pass Ridership (10/1 thru 10/31): 411 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	3,374 (fares/program resumed 2/1/21)

Amtrak (10/1 thru 10/31):

0 rides in October

Flex Zone Ridership (10/1 thru 10/31):

17 Flex rides (0 provided by CCT & 17 provided in-house)

Bikes on the Bus Ridership (10/1 thru 10/31):

804 bikes on the fixed route

Other Operational and Promotional Activities:

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

Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/4 thru 10/8)

Monthly Operator Policy Meeting (10/5)

Flu Shots for Employees (10/5)

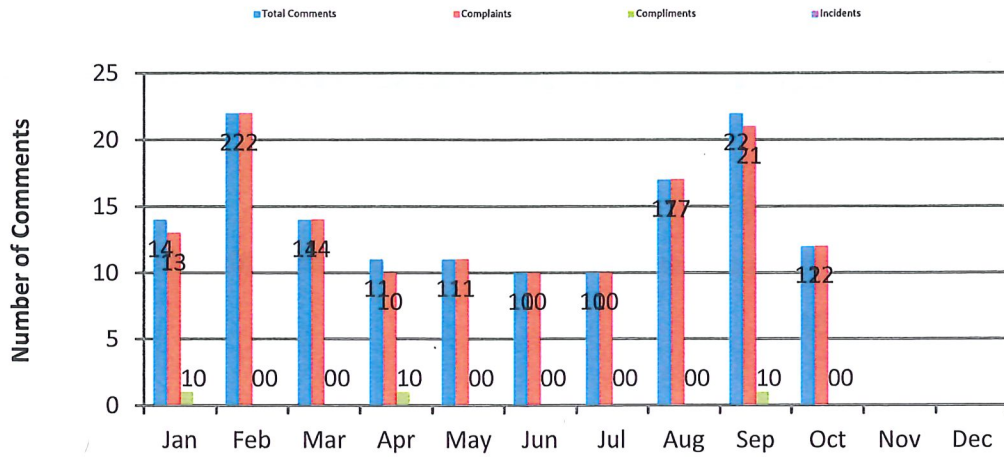
"Dialogue with Denise" Operator Newsletter (10/14)

Capitol City Taxi Quarterly Oversight Meeting via Phone (10/15)

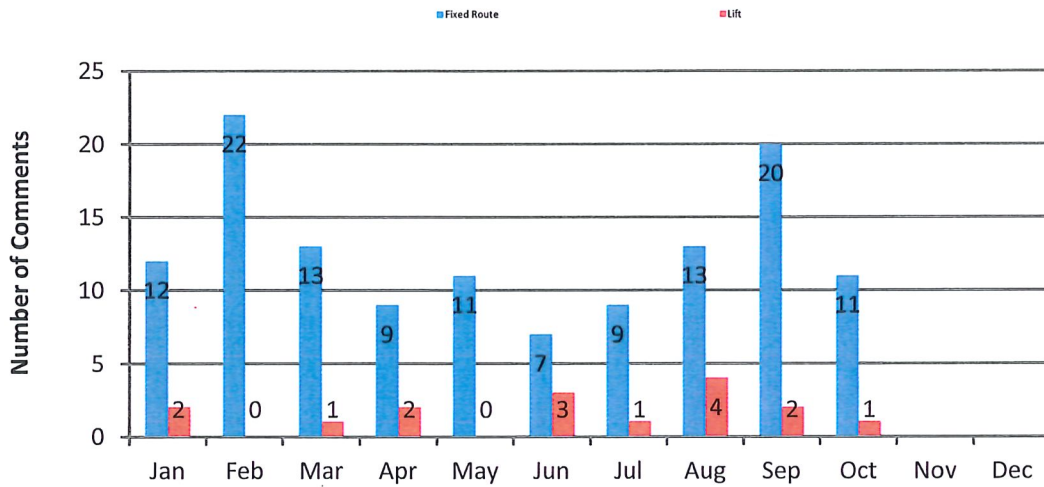
All Three Facilities Participated in the Annual Fire Drill Exercise with the Fire Department (10/20)

Annual Employee BBQ (10/29)

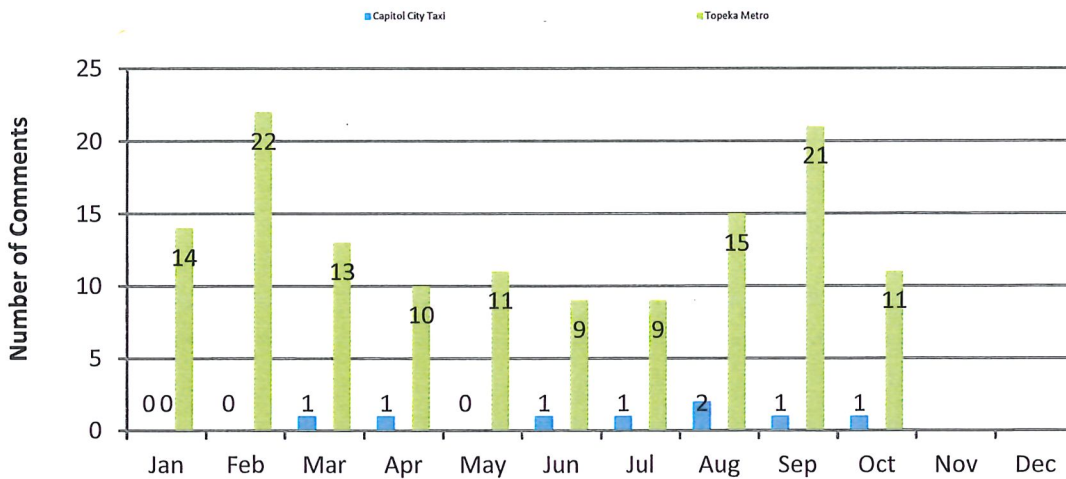
2021 Passenger Comments Per Type



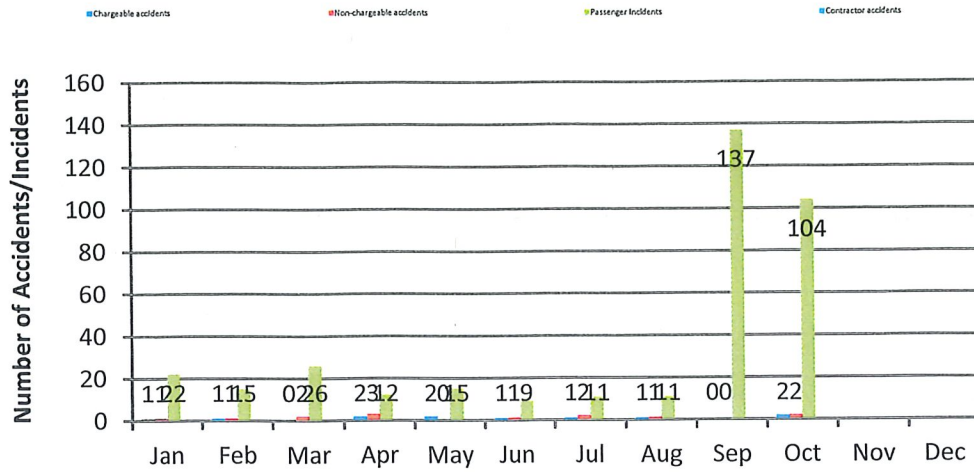
2021 Passenger Comments Per TMTA Service



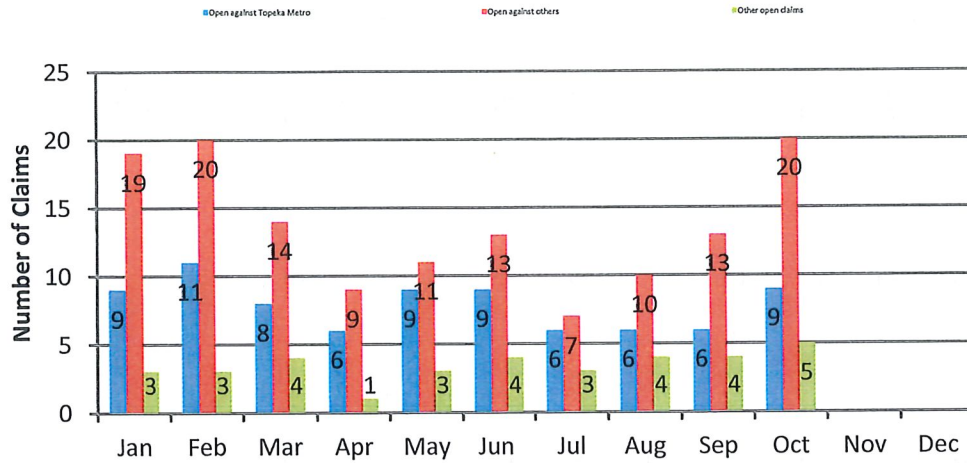
2021 Passenger Comments Per Provider



2021 Accident & Incidents



Current 2021 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 2021	8	13	1	0	22	0	0	0
Feb 2021	4	3	0	0	7	0	0	0
Mar 2021	11	15	1	0	27	0	0	0
Apr 2021	13	15	3	0	31	1	0	0
May 2021	12	13	1	0	26	0	1	0
Jun 2021	16	8	1	0	25	0	0	0
Jul 2021	8	9	0	0	17	0	0	0
Aug 2021	11	10	2	1	24	1	0	1
Sep 2021	7	6	2	0	15	0	0	0
Oct 2021	14	9	1	1	25	0	0	0
Nov 2021					0			
Dec 2021					0			
Year 2021 Total	104	101	12	2	219	2	1	1

COVID-19 Continues