

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

| | |
|--|--|
| ITEM | Operations Department Monthly Report (for March 2022) |
| CONTACT | Denise Ensley, Chief Operations Officer |
| RECOMMENDATION | Accept report as presented. |
| SUMMARY | <p>The two chargeable accidents were minor in nature with little expense involved. One involved a lift bus making contact with a residential mailbox and the other involved the curbside mirror of a fixed route bus making contact with a city sign. There were no accidents on March 10th during the snow storm.</p> <p>One bus shelter was vandalized on March 22nd. Two different bus shelters were vandalized on March 30th. In total, three glass panels were broken.</p> <p>Boarding refusals for passengers who refuse to wear a face mask on the bus increased in March. There were 118 such incidents in September, 83 in October, 77 in November, 44 in December, 35 in January, 32 in February, and 57 in March. Some operators commented that passengers thought masks were no longer required since most other businesses, schools, and agencies are no longer requiring them. If not extended, the current TSA mandate is set to expire April 18th, 2022.</p> <p>The Board of Director’s appreciation for zero accidents resulting from the bus operators safe driving during the February snow and ice storms was expressed to the operators in the March “Dialogue with Denise” newsletter.</p> |
| FISCAL IMPACT (Current and Future) | |
| PRIORITY/GOAL | Continue to work on hiring additional bus operators and a morning dispatch clerk. Monitor bi-weekly operator overtime and pad time. |
| ATTACHMENTS | Operations Reports. |

Topeka Metro Operations Report

March 2022

| | | |
|------------------------------|----|-------------------------|
| March Operating Days: | 27 | Normal operating days |
| | 4 | Sundays (no service) |
| | 0 | Holiday with no service |
| | 0 | Limited holiday service |
| | 31 | Total days in March |

Passenger Comments:

| | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------------------|-------------|---|------|---|----------------|--|---|-----------------------------|---|--------------|---|----------------|---|---|------------|---|-------------|---|-----------|---|----------------|
| <table border="0"> <tr><td style="padding-right: 10px;">8</td><td>Fixed Route</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">1</td><td>Lift</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table> | 8 | Fixed Route | 1 | Lift | 9 | Total Comments | <table border="0"> <tr><td style="padding-right: 10px;">0</td><td>Capitol City Transportation</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">9</td><td>Topeka Metro</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table> | 0 | Capitol City Transportation | 9 | Topeka Metro | 9 | Total Comments | <table border="0"> <tr><td style="padding-right: 10px;">9</td><td>Complaints</td></tr> <tr><td style="padding-right: 10px;">0</td><td>Compliments</td></tr> <tr><td style="padding-right: 10px; border-bottom: 1px solid black;">0</td><td>Incidents</td></tr> <tr><td style="padding-right: 10px;">9</td><td>Total Comments</td></tr> </table> | 9 | Complaints | 0 | Compliments | 0 | Incidents | 9 | Total Comments |
| 8 | Fixed Route | | | | | | | | | | | | | | | | | | | | | |
| 1 | Lift | | | | | | | | | | | | | | | | | | | | | |
| 9 | Total Comments | | | | | | | | | | | | | | | | | | | | | |
| 0 | Capitol City Transportation | | | | | | | | | | | | | | | | | | | | | |
| 9 | Topeka Metro | | | | | | | | | | | | | | | | | | | | | |
| 9 | Total Comments | | | | | | | | | | | | | | | | | | | | | |
| 9 | Complaints | | | | | | | | | | | | | | | | | | | | | |
| 0 | Compliments | | | | | | | | | | | | | | | | | | | | | |
| 0 | Incidents | | | | | | | | | | | | | | | | | | | | | |
| 9 | Total Comments | | | | | | | | | | | | | | | | | | | | | |

Comment Issues:

- Other/General (5)
- Unsafe Driving (2)
- Operator (1)
- Passed By (1) - *valid*

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

| | Month of | | |
|------------------------------------|----------|------|---------|
| | March | 2022 | FY 2022 |
| TMTA Chargeable accidents | 2 | 3 | 10 |
| TMTA Non-chargeable accidents | 0 | 4 | 14 |
| Contractor accidents | 0 | 0 | 1 |
| Passenger incidents: | | | |
| - regular incidents | 19 | 51 | 152 |
| - boarding refusals due to no mask | 57 | 124 | 446 |
| | 78 | 182 | 623 |

| | | |
|--------------------------------------|----|---------------------------------|
| Current Self-Insurance Files: | 6 | Open files against Topeka Metro |
| | 9 | Open files against others |
| | 3 | Other |
| | 18 | Total open files |

March Promotions and Events

| | |
|--|--|
| Washburn Students (3/1 thru 3/31): | 5,586 fixed route trips |
| FREEdom Pass Ridership (3/1 thru 3/31): | 335 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 | 831 |

Amtrak (3/1 thru 3/31):

0 rides in March

Flex Zone Ridership (3/1 thru 3/31):

28 Flex rides (1 provided by CCT & 27 provided in-house)

Bikes on the Bus Ridership (3/1 thru 3/31):

459 bikes on the fixed route

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (3/1)

New Operator Training Class (3/7) - one bus operator

Severe Weather Awareness Week (3/7 thru 3/11)

Participated in the Statewide Tornado Drill (3/8)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (3/9)

Snow Storm (3/10) - zero accidents!

The TSA Extended the Federal Face Mask Mandate thru April 18, 2022 (3/10)

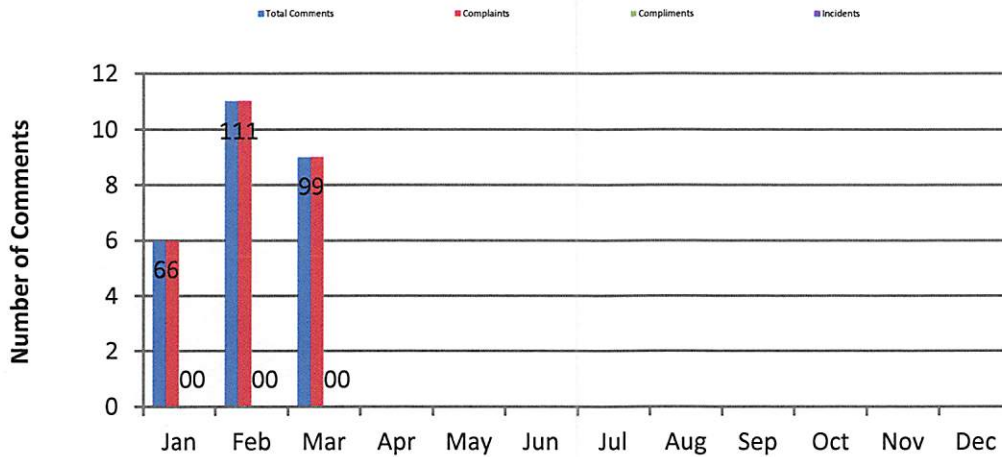
National Driver Appreciation Day (3/18) - provided lunch for the bus operators

April Operator Choose-up Posted (3/18)

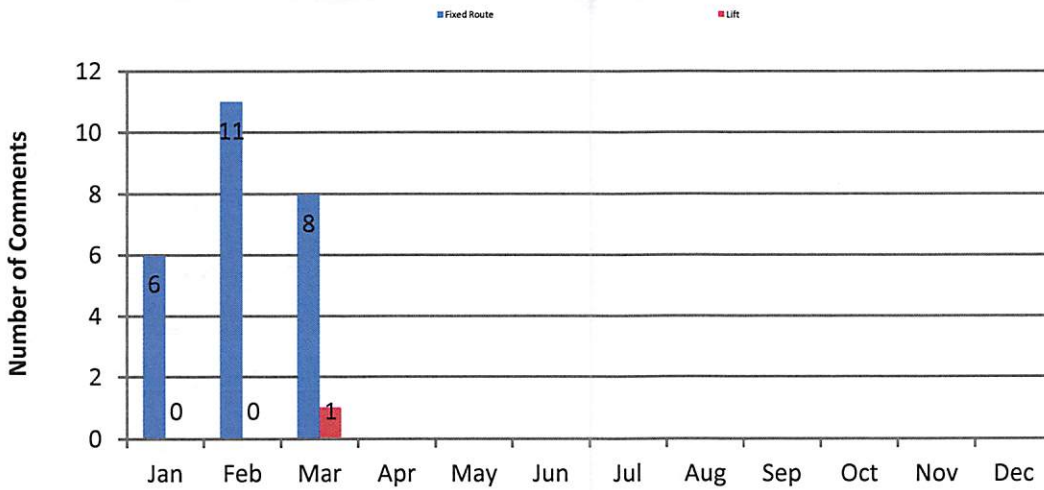
April Operator Choose-up Completed (3/28)

"Dialogue with Denise" Operator Newsletter (3/30)

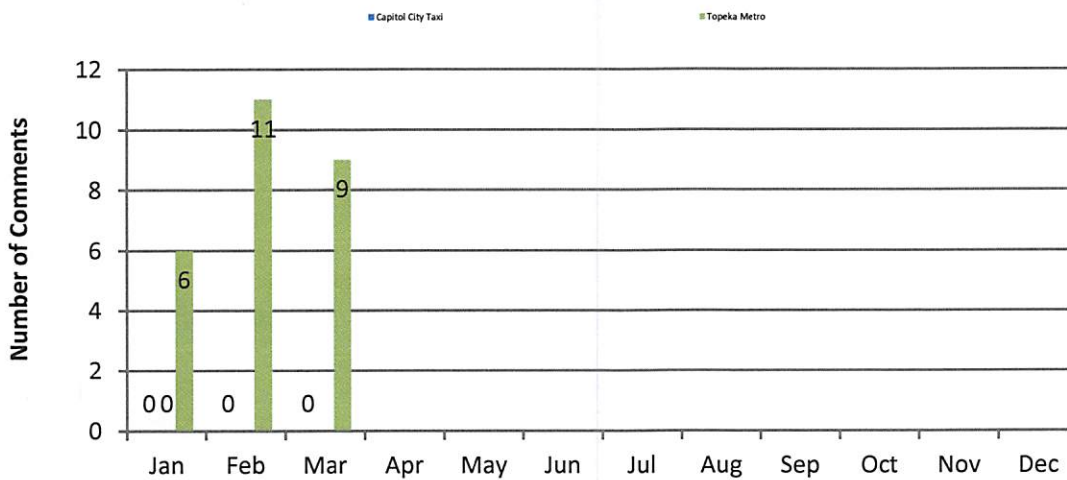
2022 Passenger Comments Per Type



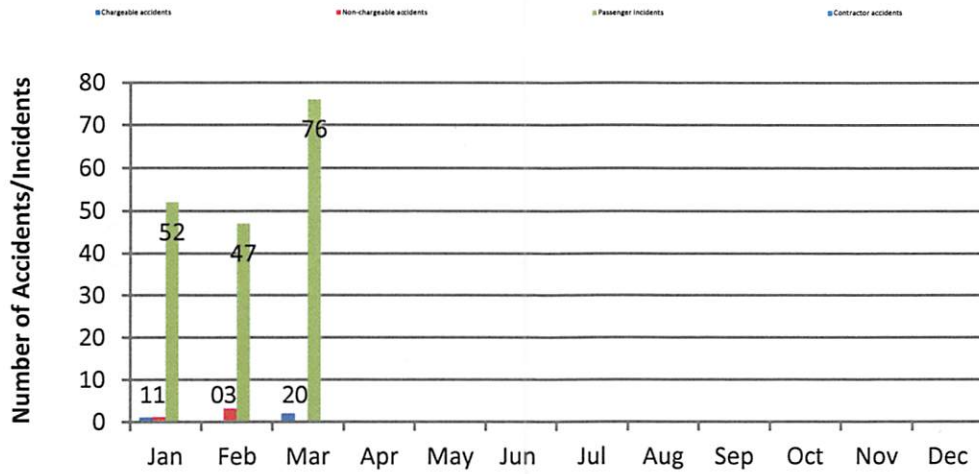
2022 Passenger Comments Per TMTA Service



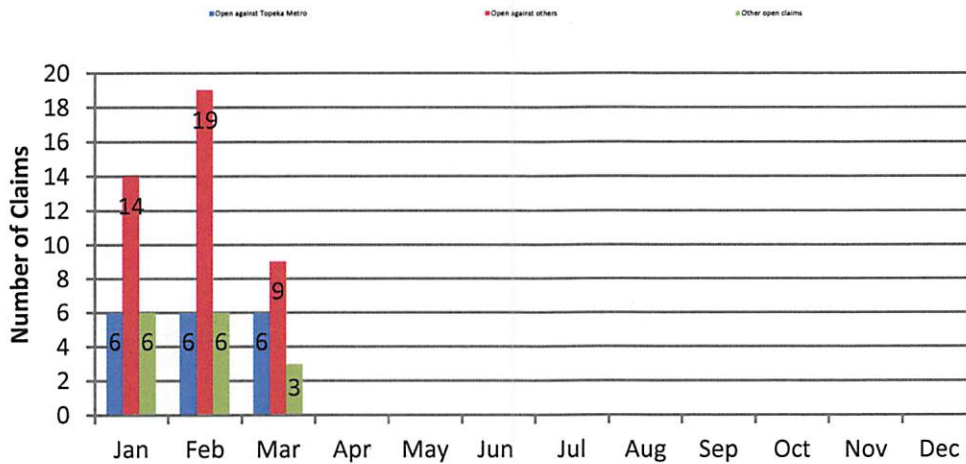
2022 Passenger Comments Per Provider



2022 Accident & Incidents



Current 2022 Open Claims



Lift Service Application Statistics

| | <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 | | | | | 0 | | | | |
| May 2022 | | | | | 0 | | | | |
| Jun 2022 | | | | | 0 | | | | |
| Jul 2022 | | | | | 0 | | | | |
| Aug 2022 | | | | | 0 | | | | |
| Sep 2022 | | | | | 0 | | | | |
| Oct 2022 | | | | | 0 | | | | |
| Nov 2022 | | | | | 0 | | | | |
| Dec 2022 | | | | | 0 | | | | |
| Year 2022 Total | 31 | 34 | 4 | 0 | 69 | 0 | 0 | 0 | |