

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for July 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	Human Resources and Operations continue to interview applicants for CSS, dispatch clerk, and full- and part-time bus operator positions.
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

July 2023

July Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Independence Day 7/4</i>
	0	Limited holiday service
	31	Total days in July

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">7</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">1</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">8</td><td>Total Comments</td></tr> </table>	7	Fixed Route	1	Lift	8	Total Comments	<table border="0"> <tr><td style="text-align: right;">0</td><td>Capitol City Transportation</td></tr> <tr><td style="text-align: right;">8</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">8</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	8	Topeka Metro	8	Total Comments	<table border="0"> <tr><td style="text-align: right;">7</td><td>Complaints</td></tr> <tr><td style="text-align: right;">1</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">8</td><td>Total Comments</td></tr> </table>	7	Complaints	1	Compliments	0	Incidents	8	Total Comments
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Comment Issues: Other/General (5)
 Passed By (1) - *not valid*
 Operator (2)

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

	Month of		
	July	2023	FY 2024
TMTA Chargeable accidents	0	6	0
TMTA Non-chargeable accidents	0	9	0
Contractor accidents	0	0	0
Passenger incidents	19	196	19
	19	211	19

Current Self-Insurance Files:	5	Open files against Topeka Metro
	28	Open files against others
	12	Other
	45	Total open files

July Promotions and Events

Washburn Students (7/1 thru 7/31): 4,625 fixed route trips

FREEdom Pass Ridership (7/1 thru 7/31): 429 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	4,114
2023	2,519

Amtrak (7/1 thru 7/31):

1 ride in July

Bikes on the Bus Ridership (7/1 thru 7/31):

1,077 bikes on the fixed route

Kids Ride Free (5/15 thru 8/15):

12,136 fixed route trips

May 15-31 2,503

Jun 1-30 5,206

Jul 1-31 4,427

Aug 1-15

Other Operational and Promotional Activities:

"Kids Ride Free" Program Continued (5/15 thru 8/15)

Updated Annual Agency Safety Plan (ASP) in Effect (7/1)

Board of Directors Voted on Service Changes (7/7)

Monthly Operator Policy Meeting (7/11)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (7/12)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/12)

How-To-Ride Event at the Topeka Independent Living Resource Center (7/12)

Special Union Meeting Regarding August Run Cut (7/13)

Union Requested 1-month Extension of the Current Run Cut (7/14) - extended to 9/3/23

Severe Thunderstorm/Power Outage at QSS (7/14 - 7/15)

Phones Still Out of Service At QSS (7/17)

Staff Participated in the WIBW Job Fair (7/19)

Mandatory Operator Safety Training (7/20)

* Safe Driving (by TPD), Suspicious People & Packages (by TPD), Risk Management, and New Gillig Bus Overview

Union-Management Meeting to Discuss Run Cut (7/20)

Capitol City Transportation Quarterly Oversight Meeting (7/21)

Union Contract Negotiations (7/24 thru 7/26)

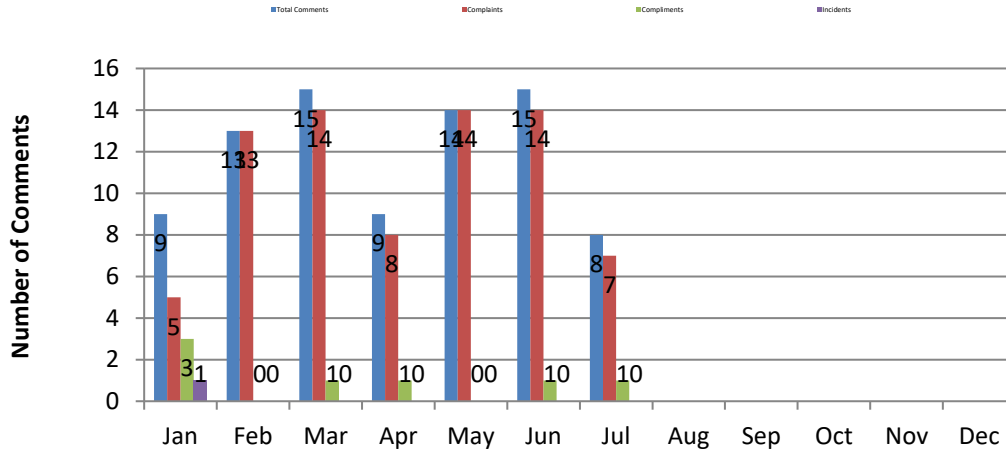
Staff Participated in the CRC Job Fair (7/26)

Americans with Disabilities Act (ADA) Anniversary (7/26)

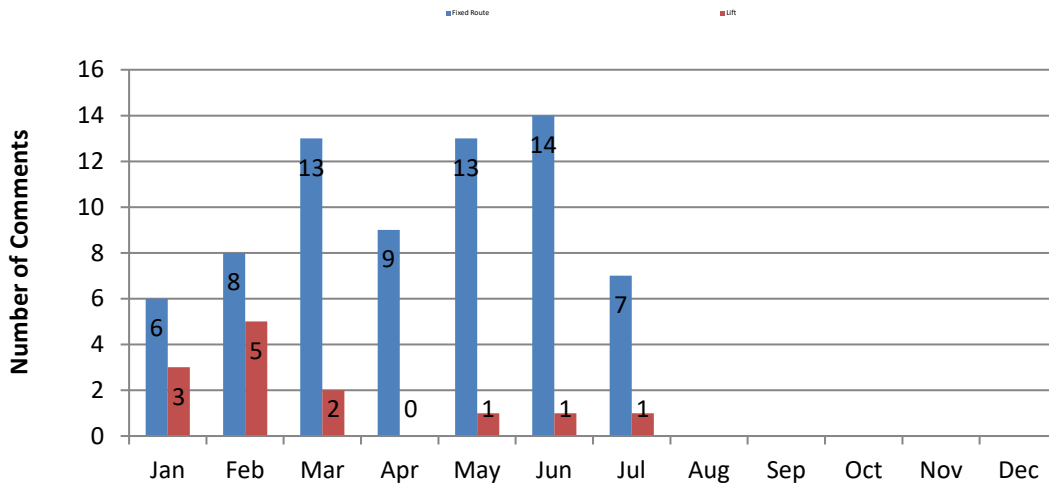
Union-Management Meeting to Discuss Run Cut (7/28)

Union Presented with Final Run Cut Draft (7/31)

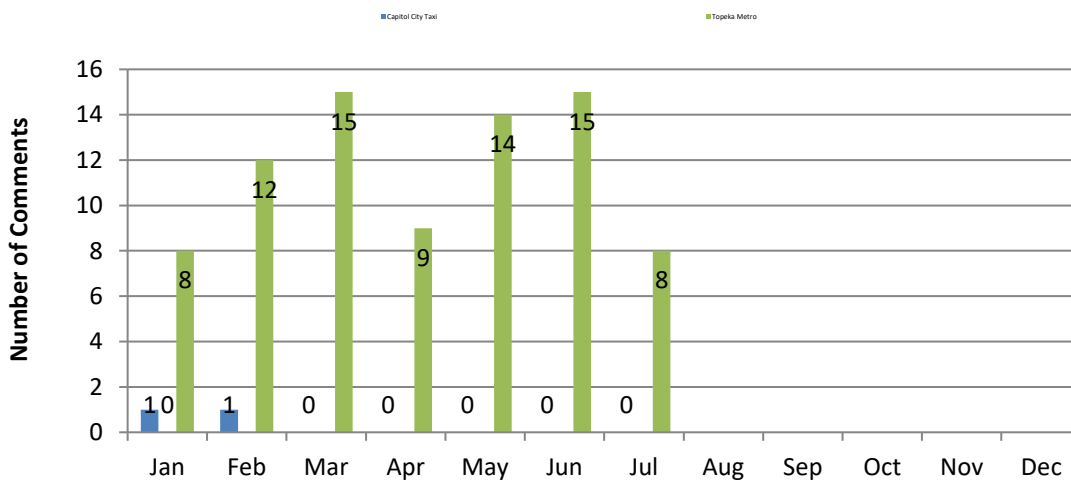
2023 Passenger Comments Per Type



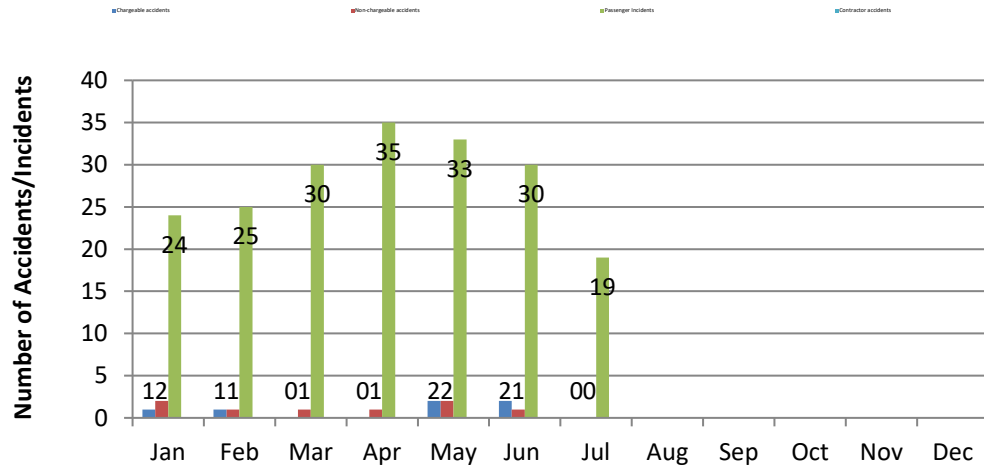
2023 Passenger Comments Per TMTA Service



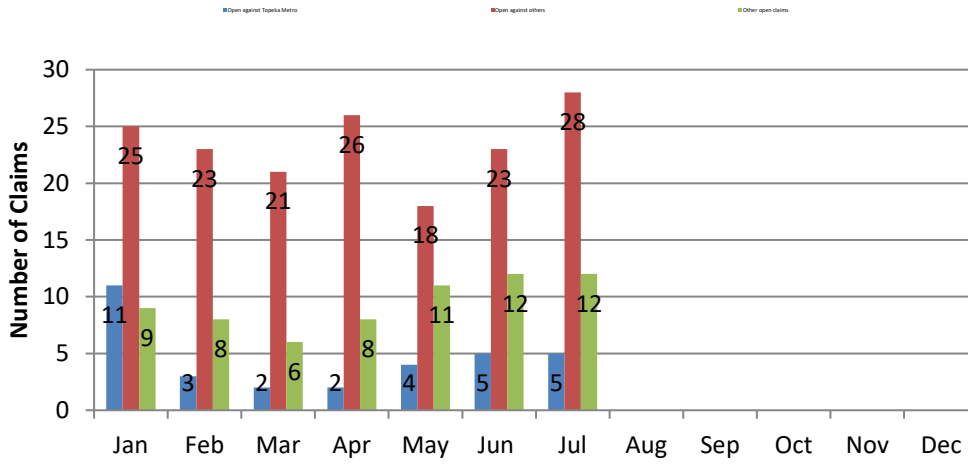
2023 Passenger Comments Per Provider



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	9	4	1	0	14	0	0	0
Mar 2023	11	13	2	0	26	0	0	0
Apr 2023	8	9	2	0	19	0	0	0
May 2023	12	3	1	0	16	0	0	0
Jun 2023	9	7	3	0	19	0	0	0
Jul 2023	9	9	2	0	20	0	0	0
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	78	53	12	0	143	0	0	0