

# TOPEKA METROPOLITAN TRANSIT AUTHORITY

## Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report ( <b>for August 2023</b> )
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>Several amenities sustained damage in August:</p> <ul style="list-style-type: none"> <li>• On 8/14/23, one glass panel was broken in the outbound shelter at 6<sup>th</sup> &amp; Horne.</li> <li>• On 8/19/23, one glass panel was broken in the inbound shelter at 21<sup>st</sup> &amp; Chelsea.</li> <li>• On 8/28/23, the bench and trash can at the inbound bus stop at 21<sup>st</sup> &amp; Westport were completely destroyed by an unknown person.</li> <li>• Also on 8/28/23, all the glass panels were destroyed in the inbound shelter at Wanamaker &amp; Westport. Police arrested Zac Daniel Bibler for the damage. He was booked for criminal damage to property.</li> </ul> <div data-bbox="602 1251 1386 1864" data-label="Image"> <p>The photograph shows a bus stop area with a concrete sidewalk and a grassy area. A black metal bench and a black trash can are lying on the grass, appearing to be broken or overturned. In the background, there is a white building with a sign that says 'FRESH COFFEE' and a '7-Eleven' sign. The sky is a mix of blue and orange, suggesting sunset or sunrise.</p> </div> <p><i>Inbound bus stop at 21<sup>st</sup> &amp; Westport.</i></p>

# Topeka Metro Operations Report

August 2023

<b>August Operating Days:</b>	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in August

**Passenger Comments:**

22	Fixed Route	0	Capitol City Transportation	20	Complaints
1	Lift	23	Topeka Metro	3	Compliments
23	Total Comments	23	Total Comments	0	Incidents
				23	Total Comments

**Comment Issues:**

- Other/General **(12)**
- Passed By **(5)** - *none valid*
- Unsafe Driving **(4)**
- Operator **(2)**

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

	Month of		
	August	2023	FY 2024
TMTA Chargeable accidents	0	6	0
TMTA Non-chargeable accidents	1	10	1
Contractor accidents	0	0	0
Passenger incidents	34	230	53
	35	246	54

<b>Current Self-Insurance Files:</b>	5	Open files against Topeka Metro
	34	Open files against others
	12	Other
	51	<b>Total open files</b>

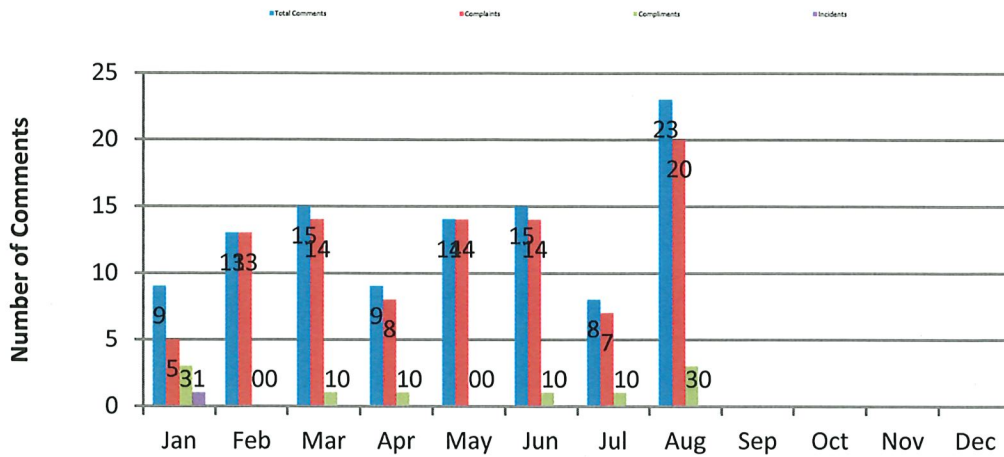
## August Promotions and Events

**Washburn Students (8/1 thru 8/31):** 5,879 fixed route trips

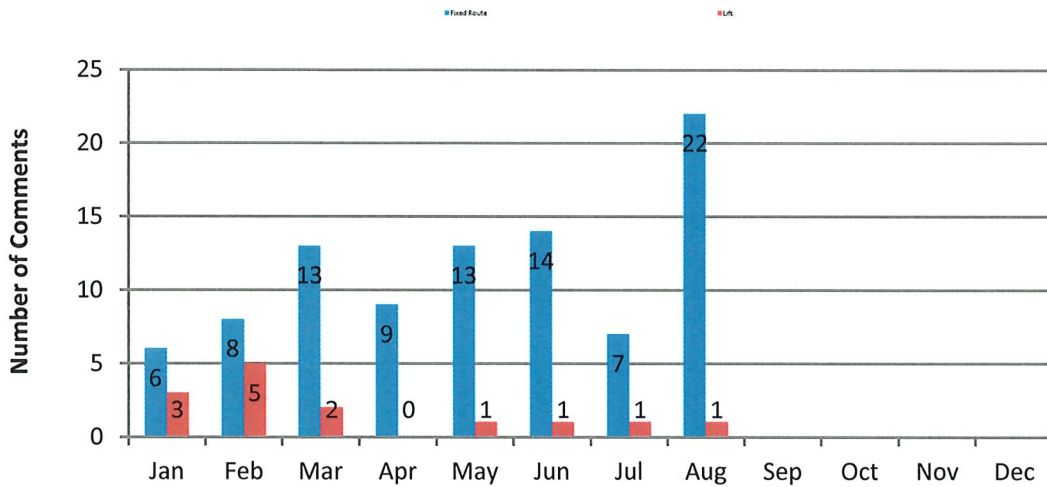
**FREEdom Pass Ridership (8/1 thru 8/31):** 472 fixed route trips

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	2,991

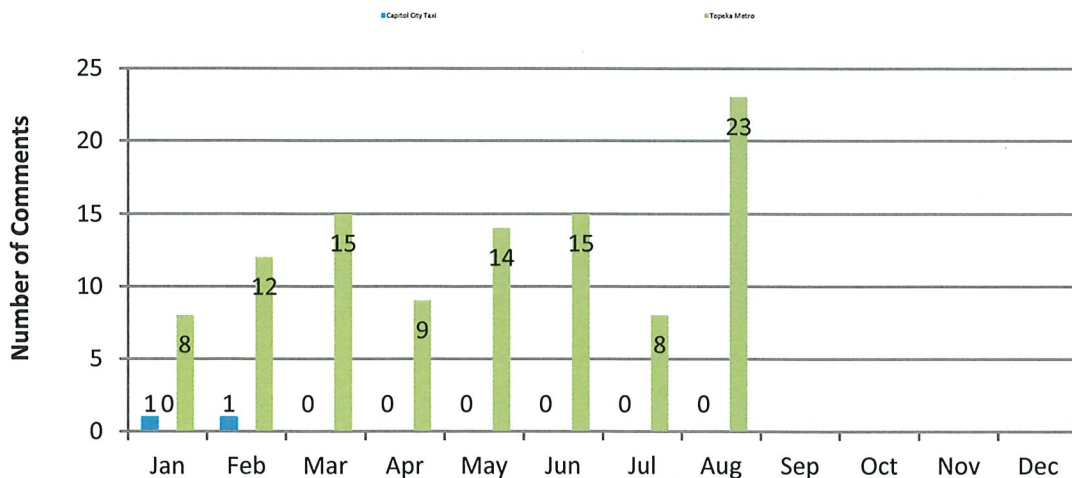
## 2023 Passenger Comments Per Type



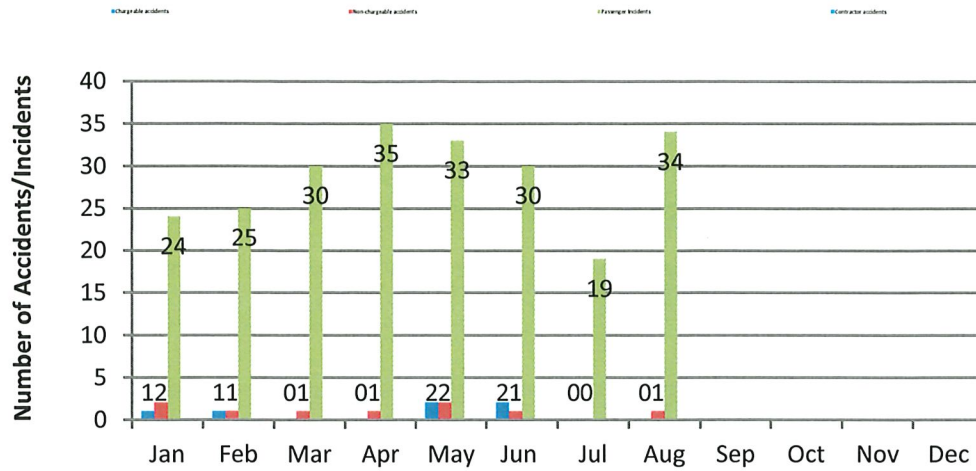
## 2023 Passenger Comments Per TMTA Service



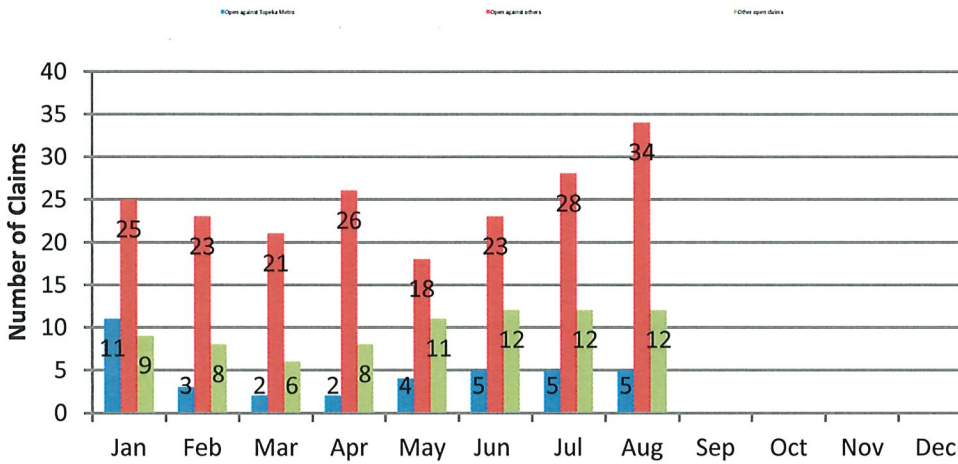
## 2023 Passenger Comments Per Provider



## 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	19	12	0	0	31	0	0	0
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
<b>Year 2023 Total</b>	<b>97</b>	<b>65</b>	<b>12</b>	<b>0</b>	<b>174</b>	<b>0</b>	<b>0</b>	<b>0</b>