

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for May 2022)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>In May, our operators had zero chargeable and non-chargeable accidents for the second month in a row!</p> <p>Two bus shelters were vandalized. The bus shelter at 21<sup>st</sup> &amp; Fillmore was vandalized on May 4<sup>th</sup> and the shelter at 18<sup>th</sup> &amp; Gage was vandalized on May 23<sup>rd</sup>. One glass panel was broken in each shelter.</p> <p>Due to reduced passenger traffic at the window and an operations staff shortage, the QSS sales window was closed on Saturdays only beginning May 14<sup>th</sup>. The windows had been open on Saturdays from 8:00 a.m. – 1:00 p.m. only. Although the windows are closed, the lobby remains open as usual from 8:00 a.m. – 6:00 p.m. so that passengers can wait inside and access the amenities. The weekday window hours of 6:00 a.m. – 6:00 p.m. remain unchanged.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations positions.</p>
<b>FISCAL IMPACT</b> (Current and Future)	
<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

May 2022

<b>May Operating Days:</b>	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/30/22</i>
	0	Limited holiday service
	31	Total days in May

**Passenger Comments:**

<table border="0"> <tr> <td style="text-align: right;">9</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;">10</td> <td>Total Comments</td> </tr> </table>	9	Fixed Route	1	Lift	10	Total Comments	<table border="0"> <tr> <td style="text-align: right;">1</td> <td>Capitol City Transportation</td> </tr> <tr> <td style="text-align: right;">9</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">10</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Transportation	9	Topeka Metro	10	Total Comments	<table border="0"> <tr> <td style="text-align: right;">10</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">0</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;">10</td> <td>Total Comments</td> </tr> </table>	10	Complaints	0	Compliments	0	Incidents	10	Total Comments
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**Comment Issues:**

- Other/General (4)
- Unsafe Driving (4)
- Civil Rights (1)
- Scheduling Error (1)

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

	Month of		
	May	2022	FY 2022
TMTA Chargeable accidents	0	3	10
TMTA Non-chargeable accidents	0	4	14
Contractor accidents	1	2	3
Passenger incidents:			
- regular incidents	22	86	187
- boarding refusals due to no mask	0	148	470
	23	243	684

<b>Current Self-Insurance Files:</b>	7	Open files against Topeka Metro
	9	Open files against others
	7	Other
	23	Total open files

## May Promotions and Events

**Washburn Students (5/1 thru 5/31):** 5,944 fixed route trips

**FREEdom Pass Ridership (5/1 thru 5/31):** 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	1,506

***Amtrak (5/1 thru 5/31):***

0 rides in May

***Flex Zone Ridership (5/1 thru 5/31):***

20 Flex rides (1 provided by CCT & 19 provided in-house)

***Bikes on the Bus Ridership (5/1 thru 5/31):***

580 bikes on the fixed route

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

1,703 fixed route trips

May 15-31 1,703

Jun 1-30

Jul 1-31

Aug 1-15

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

***Bike Month (5/1 thru 5/31)***

***Monthly Operator Policy Meeting (5/3)***

***Operations Staff Restructuring (5/9)***

***Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (5/11)***

***Quincy Viaduct Discussion with the City (5/13)***

***QSS Sales Windows Closed on Saturdays (5/14)***

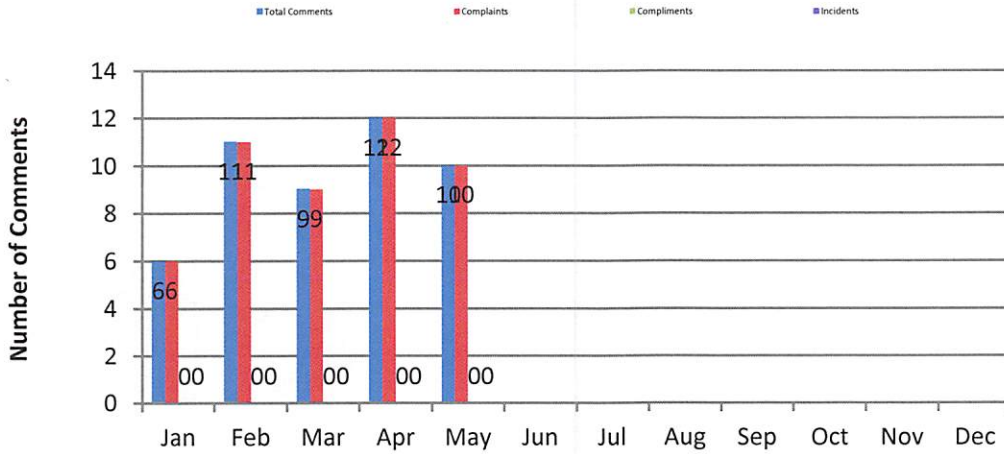
***Kids Ride Free Program Begins (5/15)***

***Microtransit Software Discussion at KCATA in Kansas City (5/17)***

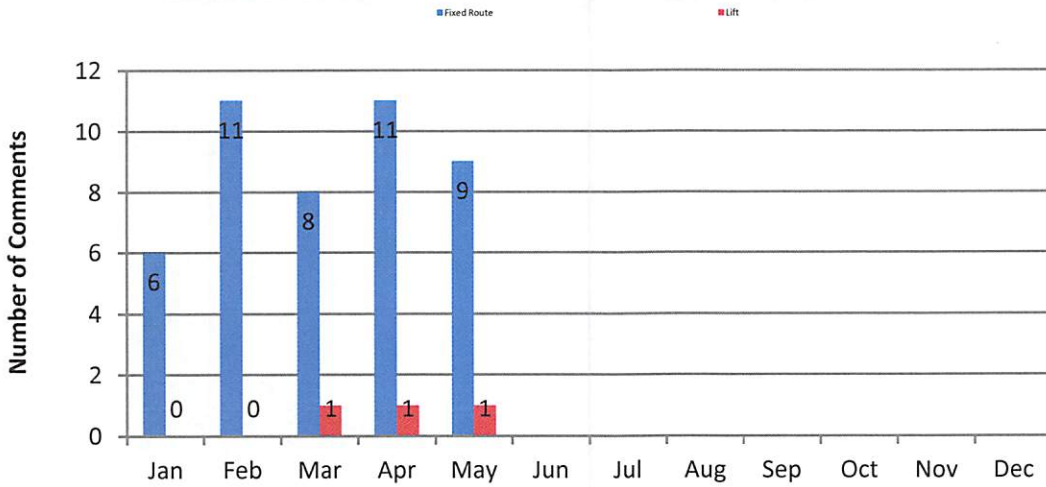
***New Bus Operator Training Class (5/26) - one trainee***

***"Dialogue with Denise" Operator Newsletter (5/31)***

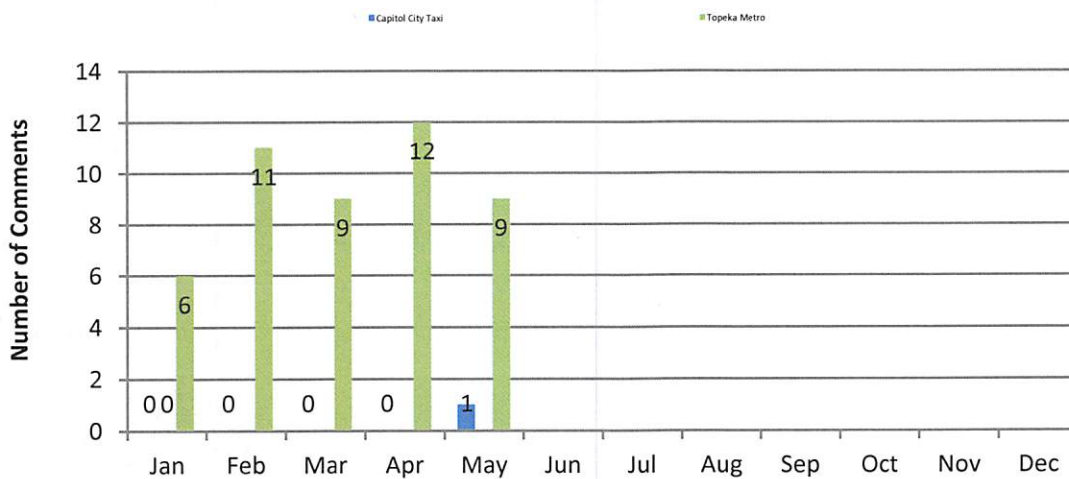
## 2022 Passenger Comments Per Type



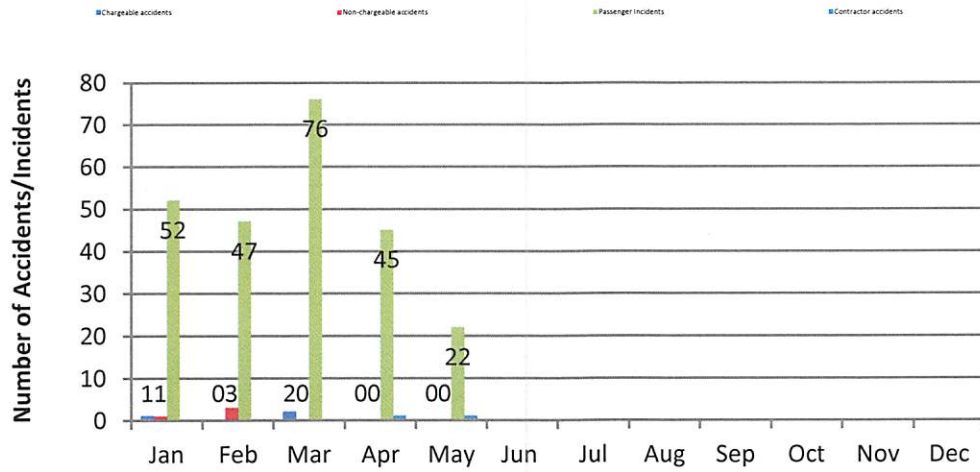
## 2022 Passenger Comments Per TMTA Service



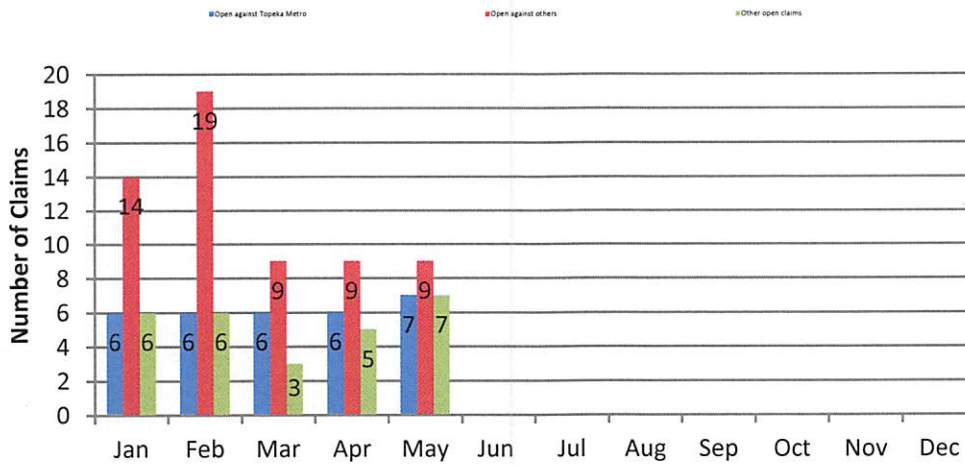
## 2022 Passenger Comments Per Provider



## 2022 Accident & Incidents



## Current 2022 Open Claims



**Lift Service Application Statistics**

	<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	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					0				
Jul 2022					0				
Aug 2022					0				
Sep 2022					0				
Oct 2022					0				
Nov 2022					0				
Dec 2022					0				
<b>Year 2022 Total</b>	<b>47</b>	<b>64</b>	<b>5</b>	<b>0</b>	<b>116</b>	<b>0</b>	<b>0</b>	<b>0</b>	