

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for February 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There was a total of four bus stop issues during February.</p> <ul style="list-style-type: none"> • Three bus shelters were vandalized with one broken glass panel in each one: February 2nd at 6th & Western, February 4th at 10th & Taylor, and February 7th at 10th & Washburn. • On February 19th, the bus stop/shelter at Grace Medical (19th & California) was hit by a car and destroyed. <p>Human Resources and Operations continue to interview applicants to fill open Operations positions, which include bus operators, a CSS, and a dispatch clerk.</p> <p>22 bus operators received a safe driving award for having no chargeable accidents in 2022.</p> <p>The MOD microtransit team continued to work on providing MOD outreach to the public, improving processes and procedures, and monitoring metrics. MOD had its 100th completed trip request on February 24th, 2023.</p>
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

February 2023

February Operating Days:	24	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	28	Total days in February

Passenger Comments:

8 Fixed Route	1 Capitol City Transportation	13 Complaints
5 Lift	12 Topeka Metro	0 Compliments
13 Total Comments	13 Total Comments	0 Incidents
		13 Total Comments

Comment Issues:

- Other/General (5)
- Unsafe Driving (4)
- Lift Missed Trip (1)
- Lift Late Trip (1) - valid
- Operator (1)
- Passed By (1)

Operations Accidents & Incidents (as of February 28th, 2023):

	Month of		
	February	2023	FY 2023
TMTA Chargeable accidents	1	2	13
TMTA Non-chargeable accidents	1	3	8
Contractor accidents	0	0	1
Passenger incidents	25	49	181
	27	54	203

Current Self-Insurance Files:

3	Open files against Topeka Metro
23	Open files against others
8	Other
34	Total open files

February Promotions and Events

Washburn Students (2/1 thru 2/28): 3,807 fixed route trips

FREEdom Pass Ridership (2/1 thru 2/28): 283 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	283

Amtrak (2/1 thru 2/28):

0 rides in February

Bikes on the Bus Ridership (2/1 thru 2/28):

408 bikes on the fixed route

Other Operational and Promotional Activities:

Staff Provided MOD Outreach to Residents of the Topeka Housing Authority (2/1 & 2/2)

Submitted Required Triennial Review Information to FTA (2/3)

Topeka Metro Staff & ATU #1360 Hosted "Stuff the Bus" (2/4) - collected 2,500 lbs of food + \$400

Monthly Operator Policy Meeting (2/7)

Remaining Two MOD Vehicles Wrapped (2/7)

New Bus Operator Training (2/13) - one trainee

Snow/Ice Storm (2/16) - one non-chargeable accident

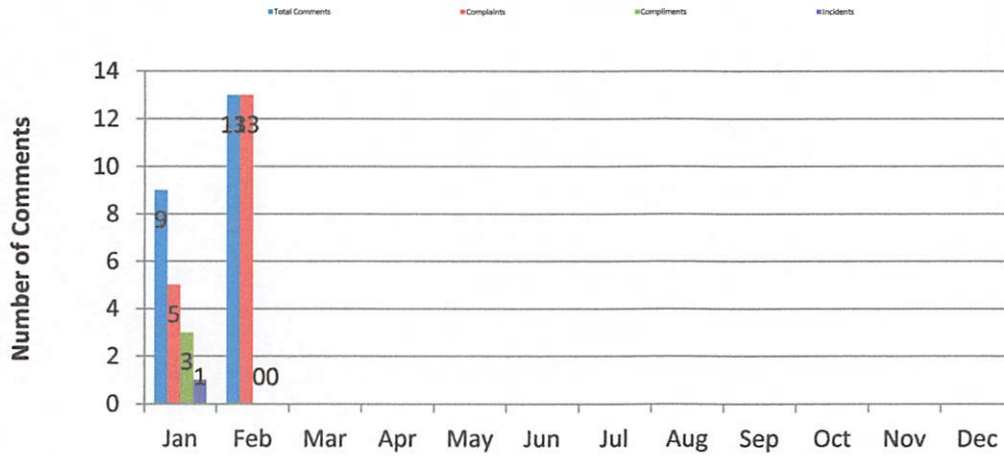
Staff Met With Councilmember Kell Regarding MOD Service (2/20)

"Dialogue with Denise" January/February Operator Newsletter (2/24)

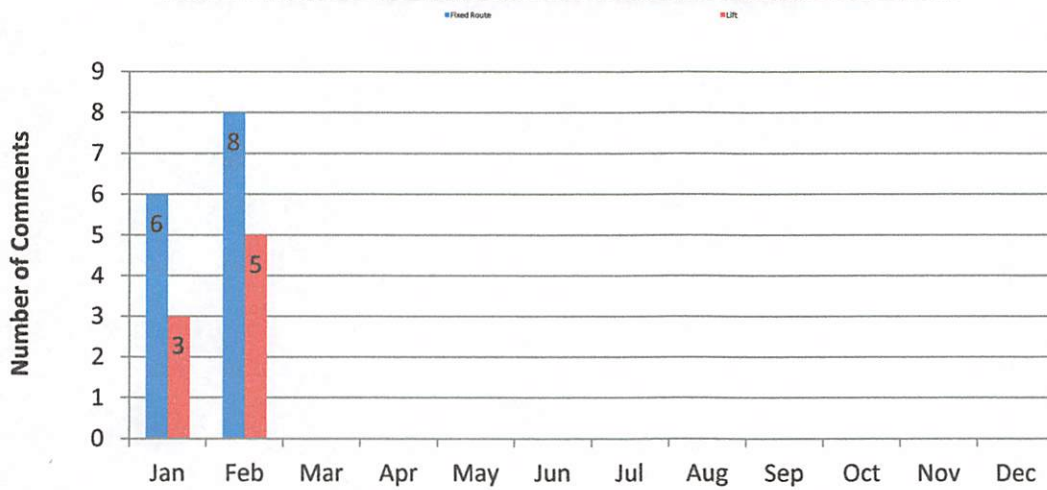
Distributed Annual Safe Driving Awards to 22 Bus Operators (2/27)

Launched Wi-Fi on MOD Vehicles (2/27)

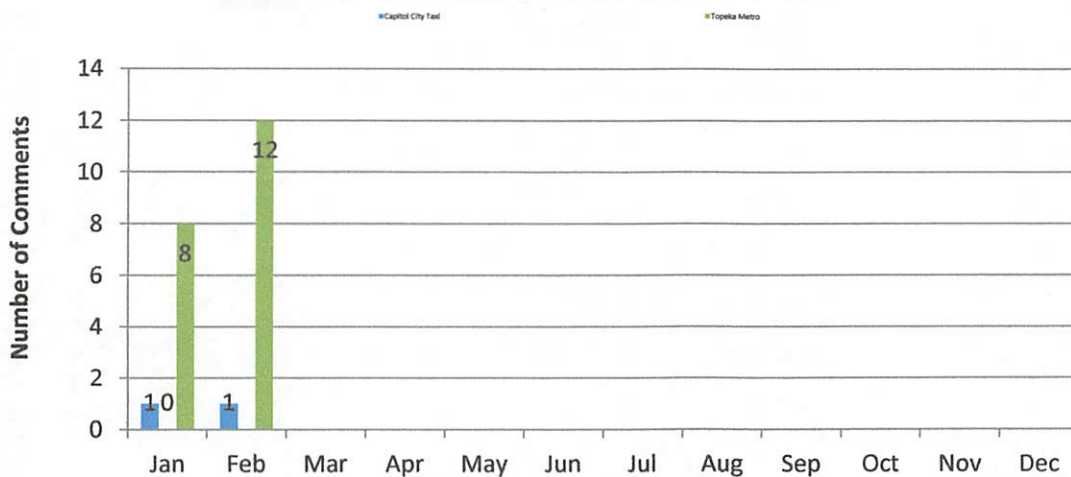
2023 Passenger Comments Per Type



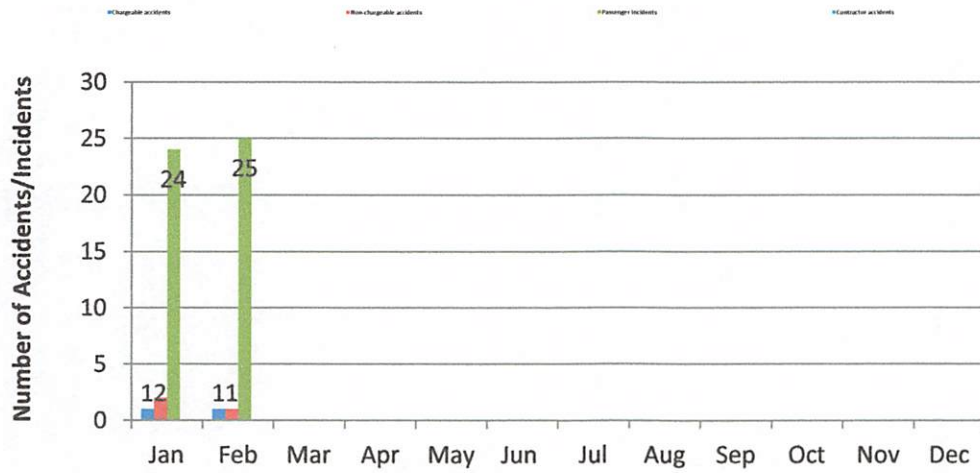
2023 Passenger Comments Per TMTA Service



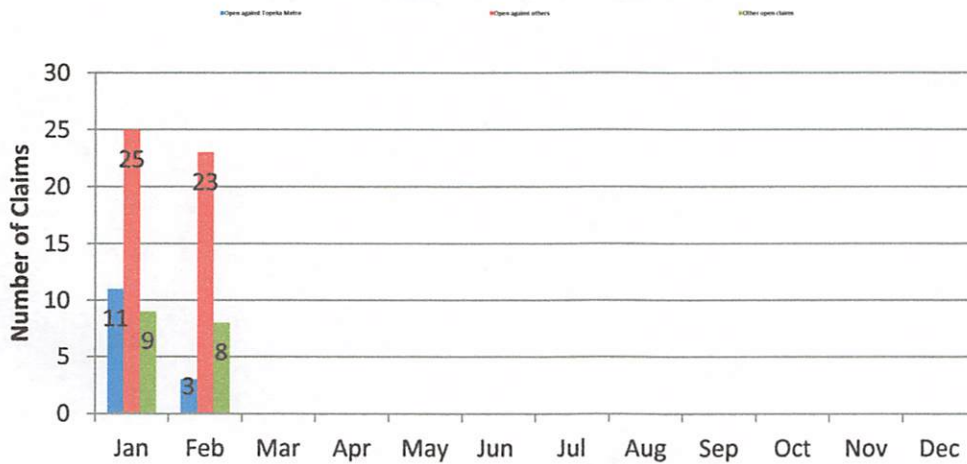
2023 Passenger Comments Per Provider



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					0			
Apr 2023					0			
May 2023					0			
Jun 2023					0			
Jul 2023					0			
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	29	12	2	0	43	0	0	0