

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for May 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There were five bus shelters vandalized or damaged in May:</p> <ul style="list-style-type: none"> • 5/11/23 – outbound 37th & Humboldt (1 glass panel) • 5/19/23 – QSS Oakland (1 glass panel broken by a skateboarder) • 5/22/23 – inbound 3rd & Branner (1 glass panel by a lawn mower) • 5/26/23 – outbound 8th & Western (1 glass panel) • 5/28/23 – outbound 17th & College (several custom glass panels broken by a man with a hammer according to TPD) <p>On 4/27/23, partial fixed route service was missed on the first run of the day (6:45) of the California bus route. It began at 7:22. On 5/8/23, the first hour of the Huntoon route was missed. It began at 7:45. Both incidents were due to operator availability.</p> <p>One operator resigned in May, two will be resigning in June, and one will be retiring in July. One new operator has been hired and begins training on 6/15/23. At that time, we will have 37 full-time operators and 1 part-time operator.</p> <p>Human Resources and Operations continue to interview applicants for full- and part-time bus operator positions.</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

May 2023

May Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/29/23</i>
	0	Limited holiday service
	31	Total days in May

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">13</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;">14</td><td>Total Comments</td></tr> </table>	13	Fixed Route	1	Lift	14	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;">14</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">14</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	14	Topeka Metro	14	Total Comments	<table border="0"> <tr><td style="text-align: right;">14</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;">14</td><td>Total Comments</td></tr> </table>	14	Complaints	0	Compliments	0	Incidents	14	Total Comments
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Comment Issues:

- Other/General (8)
- Unsafe Driving (4)
- Passed By (1) - *not valid*
- Lift Late Trip (1)

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

	Month of		
	May	2023	FY 2023
TMTA Chargeable accidents	2	4	15
TMTA Non-chargeable accidents	2	8	13
Contractor accidents	0	0	1
Passenger incidents	33	147	279
	37	159	308

Current Self-Insurance Files:	4	Open files against Topeka Metro
	18	Open files against others
	11	Other
	33	Total open files

May Promotions and Events

Washburn Students (5/1 thru 5/31): 6,113 fixed route trips

FREEdom Pass Ridership (5/1 thru 5/31): 439 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 (<i>until free fares due to COVID-19 in March 2020</i>)
2021	3,849 (<i>fares/program resumed 2/1/21</i>)
2022	4,114
2023	1,603

Amtrak (5/1 thru 5/31):

4 rides in May

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

1,093 bikes on the fixed route

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

2,503 fixed route trips

May 15-31 2,503

Jun 1-30

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

National Bike Month (May)

MOD Celebrated Its 500th Ride (5/1)

Obtained Employee Input Regarding Routes - East 6th, Huntoon, West 21st (5/1 thru 5/6)

Monthly Operator Policy Meeting (5/2)

H/R & Operations Participated in a Career Fair (5/3)

Missed Service on the California Route (5/8)

Obtained Employee Input Regarding Routes - Oakland, West 6th, Washburn (5/8 thru 5/13)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/10)

"Kids Ride Free" Program Began (5/15)

Obtained Employee Input Regarding Routes - Indiana, West 10th, West 29th (5/15 thru 5/20)

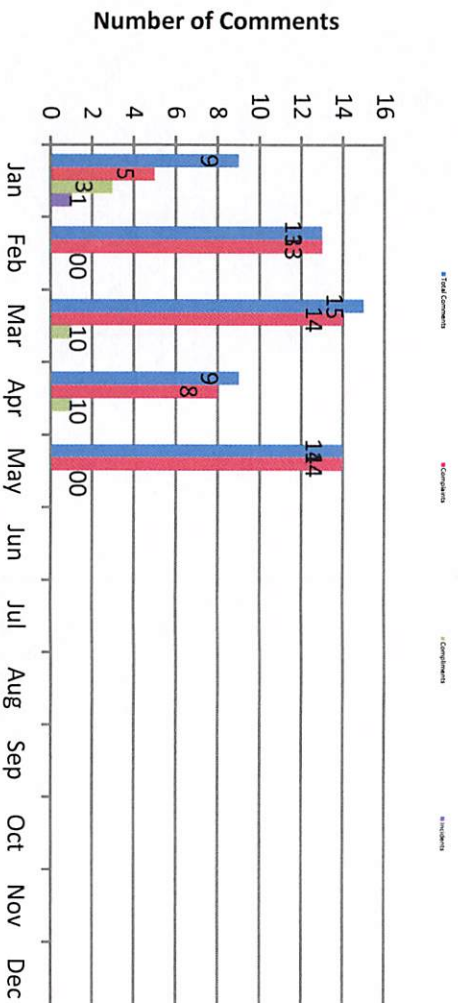
Obtained Employee Input Regarding Routes - North Kansas, California, West 17th (5/22 thru 5/27)

Free Biometric Screening for Employees (5/25)

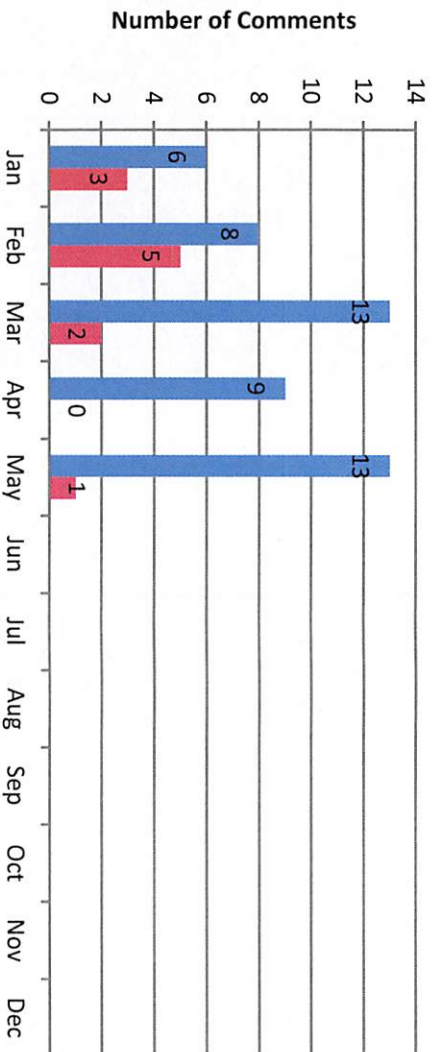
Construction Began on the Quincy Street Station South Meeting Room (5/30)

Labor Contract Ended (5/31)

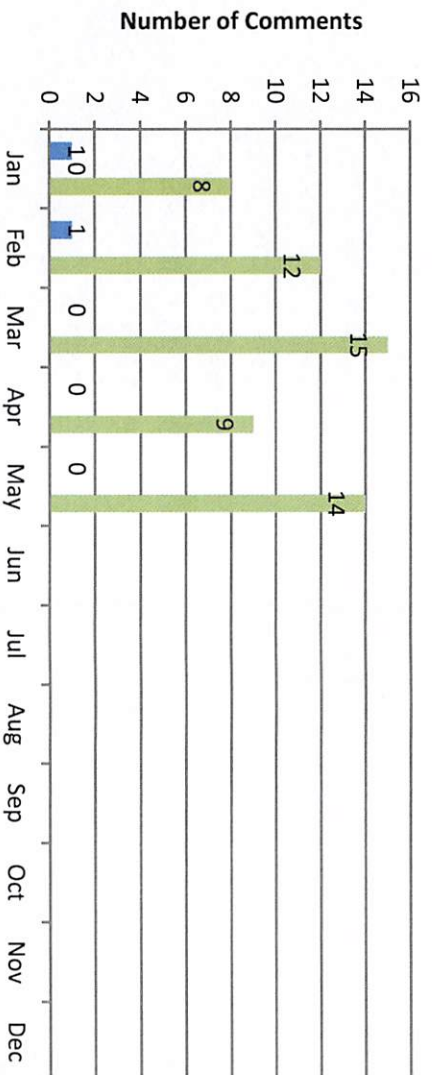
2023 Passenger Comments Per Type



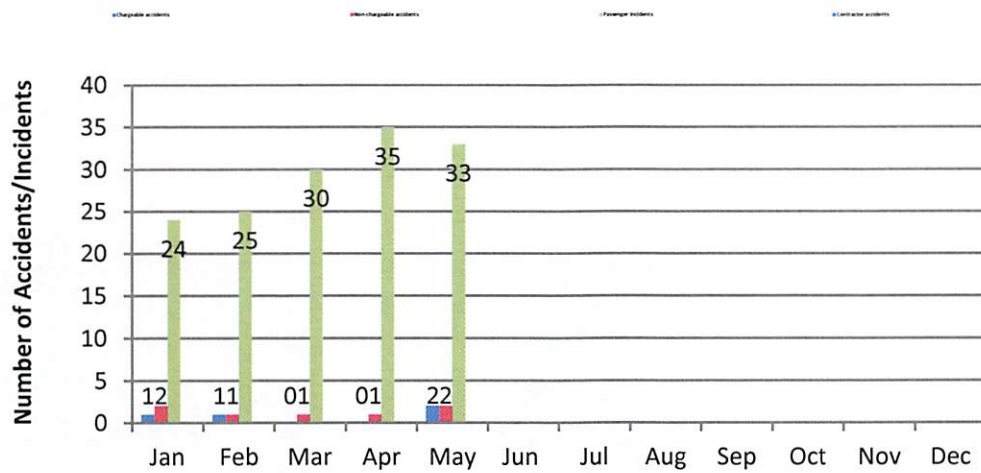
2023 Passenger Comments Per TMTA Service



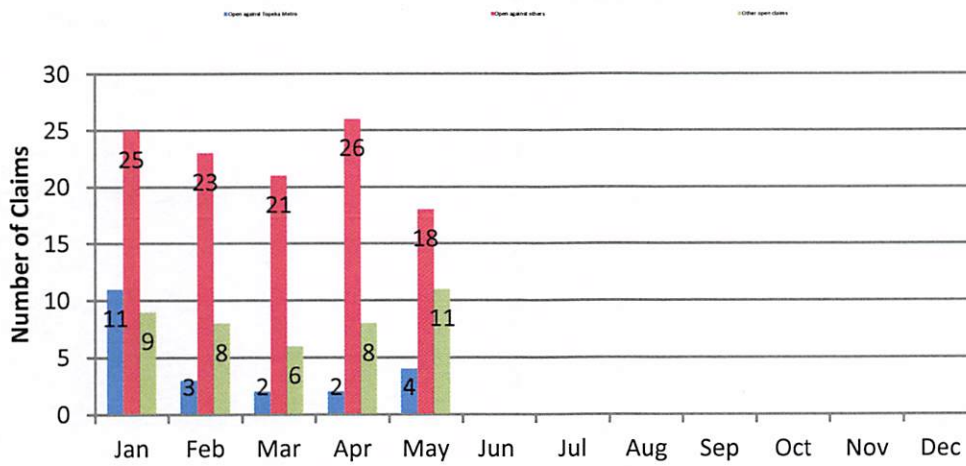
2023 Passenger Comments Per Provider



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					0			
Jul 2023					0			
Aug 2023					0			
Sep 2023					0			
Oct 2023					0			
Nov 2023					0			
Dec 2023					0			
Year 2023 Total	60	37	7	0	104	0	0	0