

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

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|--|--|
| ITEM | Operations Department Monthly Report (July) |
| CONTACT | Denise Ensley, Chief Operations Officer |
| RECOMMENDATION | Accept report. |
| SUMMARY | <p>Complaints remain low with zero pass-by's. The "other/general" category included complaints about trash on their property, having to wear a mask, having to show a reduced fare ID, another passenger irritating them, and the A/C being too loud.</p> <p>The only chargeable accident we had involved a minor paint scrape while at the garage.</p> <p>The two non-chargeable accidents were a result of (1) being rear-ended and (2) being backed into. Both accidents were by private vehicles while the bus was on route.</p> <p>Hiring bus operators continues to be an issue.</p> <p>Beginning September 7th, we will no longer be providing free disposable face masks to passengers. If they do not have their own personal mask upon boarding the bus or entering a facility, they will be refused entry.</p> |
| FISCAL IMPACT (Current and Future) | Shortage of operators results in increased overtime. The amount bi-weekly varies due to the number of operators off work for approved leave, call-ins, work rotation based on the contract, holidays, etc. |
| PRIORITY/GOAL | Hire additional bus operators and monitor bi-weekly overtime and pad time. |
| ATTACHMENTS | None. |

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

858 bikes on the fixed route

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

8,382 fixed route trips

| | |
|-----------|-------|
| May 15-31 | 1,689 |
| Jun 1-30 | 3,566 |
| Jul 1-31 | 3,127 |
| Aug 1-15 | |

Other Operational and Promotional Activities:

Bookmobile Resumed Service at Quincy Street Station (7/1)

Monthly Operator Policy Meeting (7/6)

New Afternoon Dispatcher Training (7/12)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (7/14)

"Dialogue with Denise" Operator Newsletter (7/16)

Capitol City Transportation Quarterly Oversight Meeting (7/16)

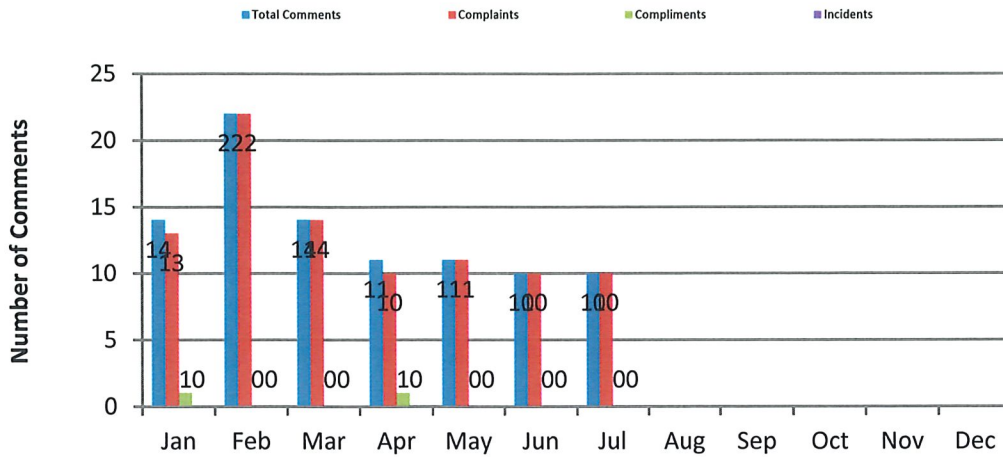
Quincy Street Station Outdoor Route Signage Installed (7/17)

Two Operator Trainees Graduated (7/23)

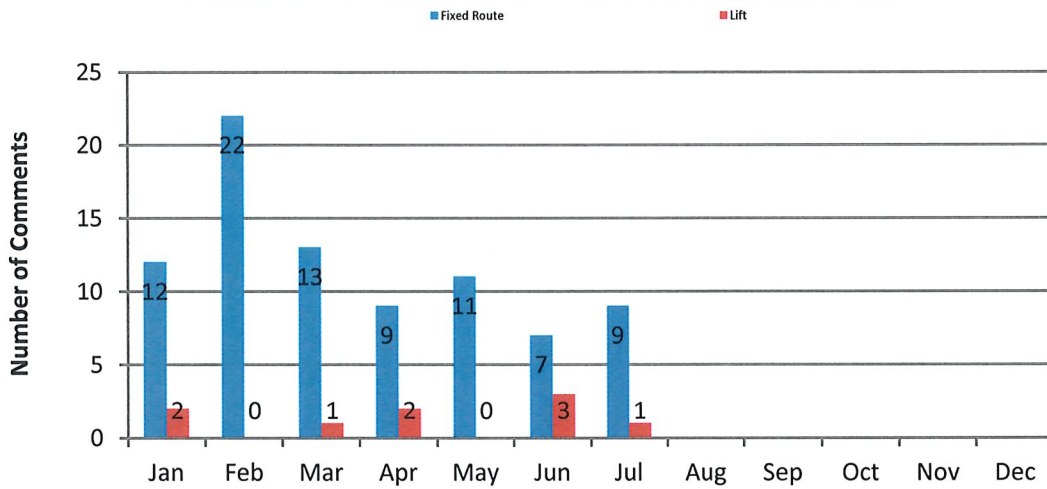
August 2021 Choose-up Posted (7/23)

August 2021 Choose-up Completed (7/30)

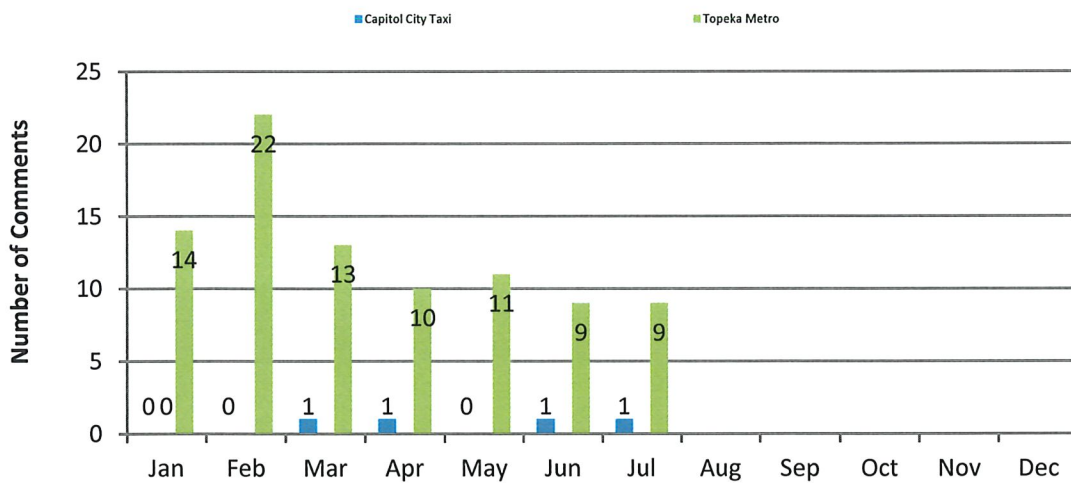
2021 Passenger Comments Per Type



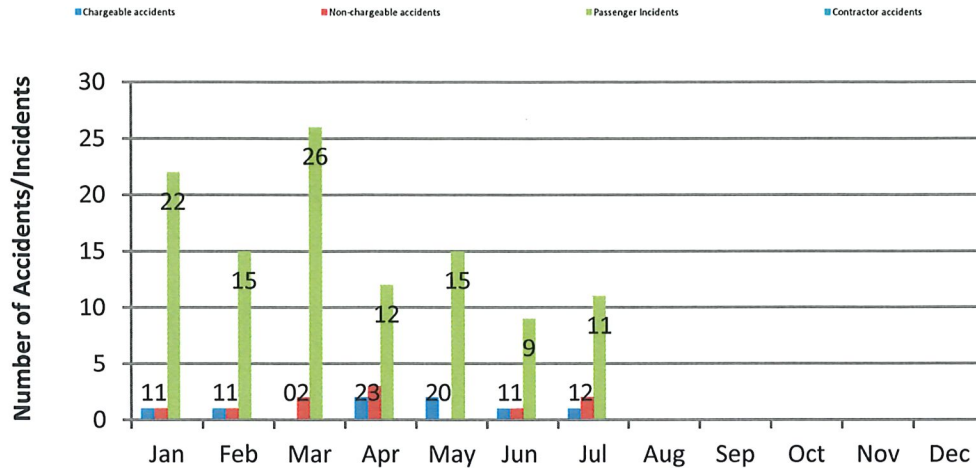
2021 Passenger Comments Per TMTA Service



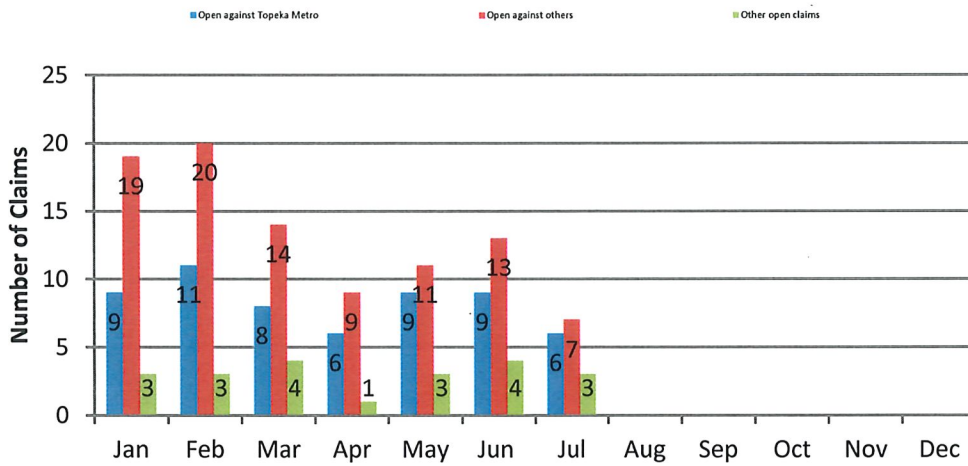
2021 Passenger Comments Per Provider



2021 Accident & Incidents



Current 2021 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 2021 | 8 | 13 | 1 | 0 | 22 | 0 | 0 | 0 |
| Feb 2021 | 4 | 3 | 0 | 0 | 7 | 0 | 0 | 0 |
| Mar 2021 | 11 | 15 | 1 | 0 | 27 | 0 | 0 | 0 |
| Apr 2021 | 13 | 15 | 3 | 0 | 31 | 1 | 0 | 0 |
| May 2021 | 12 | 13 | 1 | 0 | 26 | 0 | 1 | 0 |
| Jun 2021 | 16 | 8 | 1 | 0 | 25 | 0 | 0 | 0 |
| Jul 2021 | 8 | 9 | 0 | 0 | 17 | 0 | 0 | 0 |
| Aug 2021 | | | | | 0 | | | |
| Sep 2021 | | | | | 0 | | | |
| Oct 2021 | | | | | 0 | | | |
| Nov 2021 | | | | | 0 | | | |
| Dec 2021 | | | | | 0 | | | |
| Year 2021 Total | 72 | 76 | 7 | 0 | 155 | 1 | 1 | 0 |

COVID-19 Continues

