

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for January 2022)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The one Metro chargeable accident was minor in nature and involved no injuries.</p> <p>Boarding refusals for passengers who refuse to wear a face mask on the bus continue to decrease. There were 118 such incidents in September, 83 in October, 77 in November, 44 in December, and 35 in January.</p> <p>Legal Counsel closed or settled numerous claim files, many of which involved bus shelter vandalism.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring additional bus operators. Monitor bi-weekly operator overtime and pad time.
ATTACHMENTS	Operations Reports.

Topeka Metro Operations Report

January 2022

January Operating Days:	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day 1/1/22</i>
	1	Limited holiday service: <i>Martin Luther King Jr. Day 1/17/22</i>
	31	Total days in January

Passenger Comments:

<table border="0"> <tr><td>6</td><td>Fixed Route</td></tr> <tr><td>0</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black;">6</td><td>Total Comments</td></tr> </table>	6	Fixed Route	0	Lift	6	Total Comments	<table border="0"> <tr><td>0</td><td>Capitol City Transportation</td></tr> <tr><td>6</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black;">6</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	6	Topeka Metro	6	Total Comments	<table border="0"> <tr><td>6</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black;">6</td><td>Total Comments</td></tr> </table>	6	Complaints	0	Compliments	0	Incidents	6	Total Comments
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Comment Issues:

- Other/General (4)
- Unsafe Driving (1)
- Passed By (1) - *not valid*

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

	Month of		
	January	2022	FY 2022
TMTA Chargeable accidents	1	1	8
TMTA Non-chargeable accidents	1	1	11
Contractor accidents	0	0	1
Passenger incidents:			
- regular incidents	17	17	118
- boarding refusals due to no mask	35	35	357
	54	54	495

Current Self-Insurance Files:	6	Open files against Topeka Metro
	14	Open files against others
	6	Other
	26	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31): 4,779 fixed route trips

FREEdom Pass Ridership (1/1 thru 1/31): 269 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	269

Amtrak (1/1 thru 1/31):

2 rides in January

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

17 Flex rides (0 provided by CCT & 17 provided in-house)

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

376 bikes on the fixed route

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (1/4)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (1/12)

Proposed Service Reduction Public Meeting #1 (1/12 QSS 07:00-10:00)

Proposed Service Reduction Public Meeting #2 (1/13 QSS 16:00-19:00)

Proposed Service Reduction Public Meeting #3 (1/18 QSS Board of Director's Meeting 16:00)

Capitol City Transportation Quarterly Oversight Meeting (1/21)

Public Comment Summary Emailed to Board of Directors for Review (1/22)

Operator Meeting #1 to Gain Input on Proposed Run Cut (1/26 Admin 18:00-19:00)

Operator Meeting #2 to Gain Input on Proposed Run Cut (1/27 Admin 09:00-11:30)

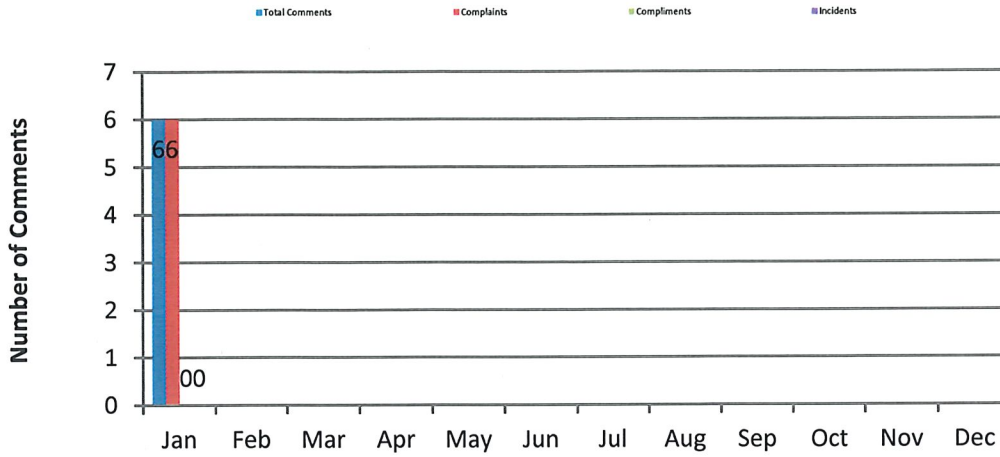
Operator Meeting #3 to Gain Input on Proposed Run Cut (1/27 Admin 13:00-15:00)

Special Board of Director's Service Reduction Decision Meeting (1/28)

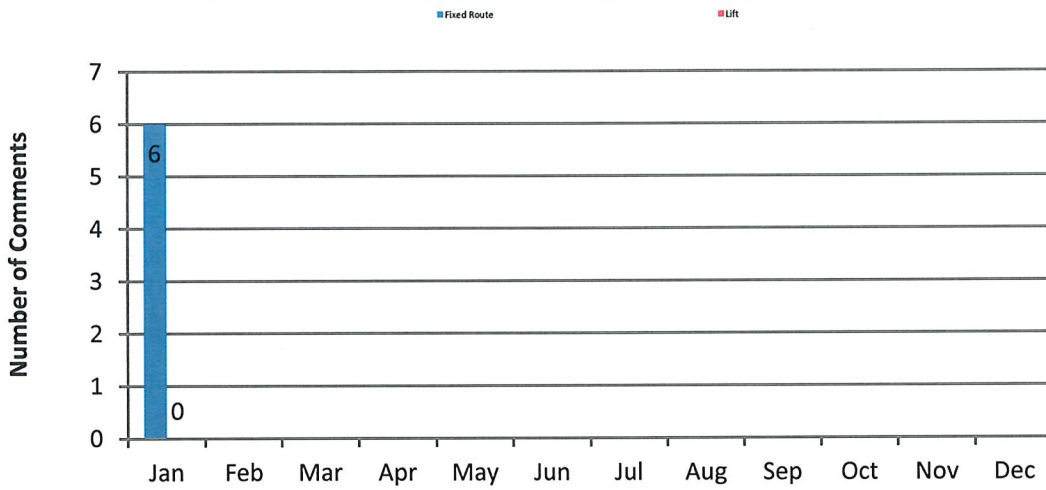
Operator Meeting #4 to Gain Input on Proposed Run Cut (1/28 Admin 10:00-12:00)

"Dialogue with Denise" Operator Newsletter (1/28)

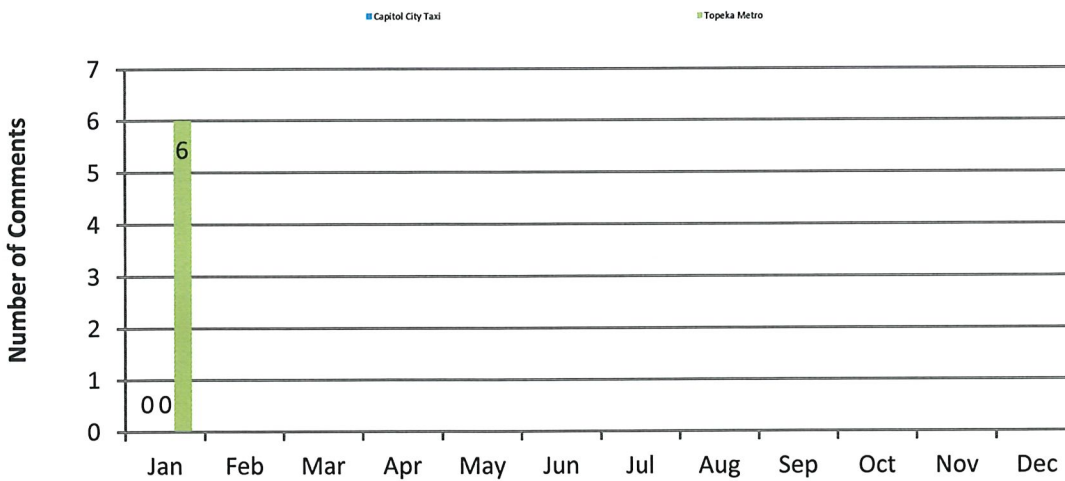
2022 Passenger Comments Per Type



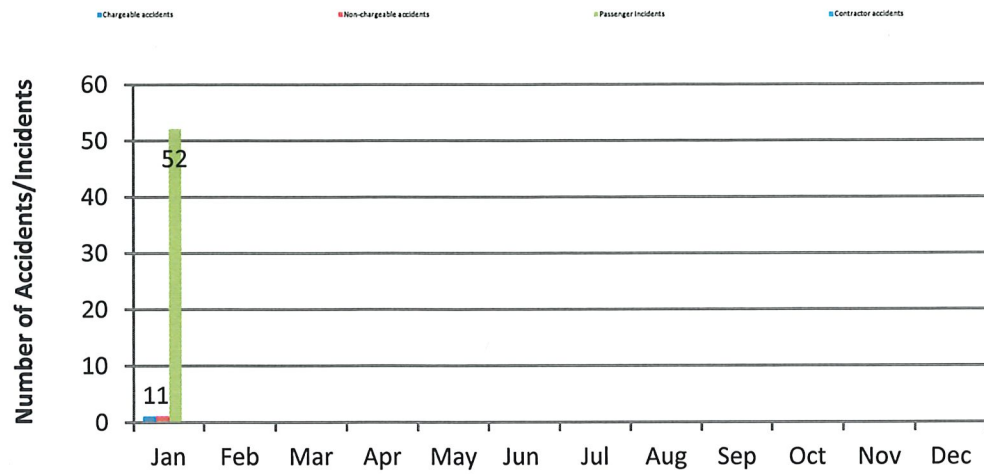
2022 Passenger Comments Per TMTA Service



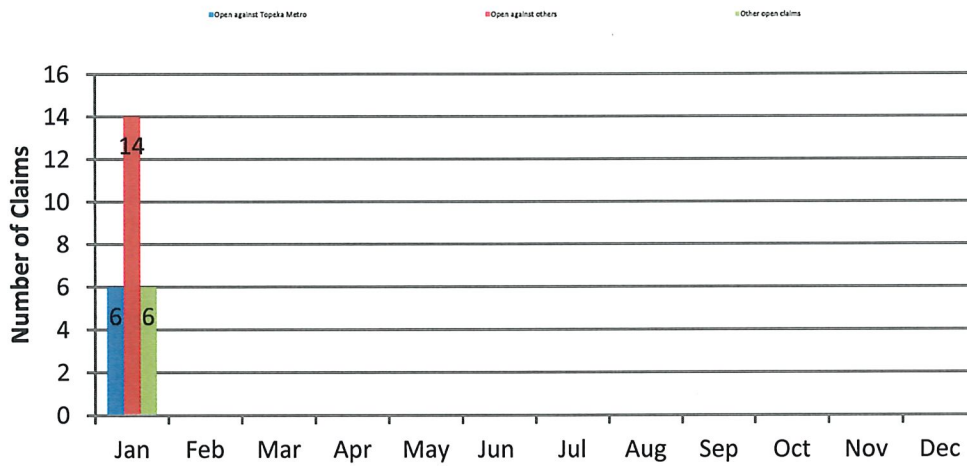
2022 Passenger Comments Per Provider



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
Feb 2022					0			
Mar 2022					0			
Apr 2022					0			
May 2022					0			
Jun 2022					0			
Jul 2022					0			
Aug 2022					0			
Sep 2022					0			
Oct 2022					0			
Nov 2022					0			
Dec 2022					0			
Year 2022 Total	16	15	3	0	34	0	0	0

COVID-19 Continues