

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for April 2022)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>In April, our operators had no chargeable or non-chargeable accidents.</p> <p>The bus shelter at 6th & Swygart was vandalized on April 9th. One glass panel was broken.</p> <p>On April 19th, face masks were no longer required in Topeka Metro facilities and vehicles. Therefore, passenger incidents showed a significant decrease. Employees and passengers are still encouraged and permitted to wear a face mask and maintain social distancing.</p> <p>Human Resources and Operations continue to interview applicants to fill open Operations 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

April 2022

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in April

Passenger Comments:

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

Comment Issues:

- Other/General (7)
- Unsafe Driving (2)
- Civil Rights (1)
- Operator (1)
- Passed By (1) - *valid*

Operations Accidents & Incidents (as of April 30th, 2022):

	Month of		
	April	2022	FY 2022
TMTA Chargeable accidents	0	3	10
TMTA Non-chargeable accidents	0	4	14
Contractor accidents	1	1	2
Passenger incidents*:			
- regular incidents	17	64	165
- boarding refusals due to no mask	28	148	470
	46	220	661

** Note: a total of 8 incidents were removed from March 2022.*

Current Self-Insurance Files:	6	Open files against Topeka Metro
	9	Open files against others
	5	Other
	20	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30): 5,997 fixed route trips

FREEdom Pass Ridership (4/1 thru 4/30): 340 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	1,171

Amtrak (4/1 thru 4/30):

0 rides in April

Flex Zone Ridership (4/1 thru 4/30):

20 Flex rides (0 provided by CCT & 20 provided in-house)

Bikes on the Bus Ridership (4/1 thru 4/30):

535 bikes on the fixed route

Other Operational and Promotional Activities:

CCT Fuel Surcharge Addendum in Effect (4/1)

Defensive Driving Month (4/1 thru 4/30)

April Operator Roster in Effect (4/3)

Monthly Operator Policy Meeting (4/5)

Participated in the 2022 Topeka Job Fair (4/6)

Osage City's Disabled Young Adults Fixed Route Field Trip (4/11)

Cool Science Project at QSS (4/11)

Quarterly Operations Safety Training Including ARBOC Training (4/12 - three sessions)

One Operator Trainee Graduated (4/15)

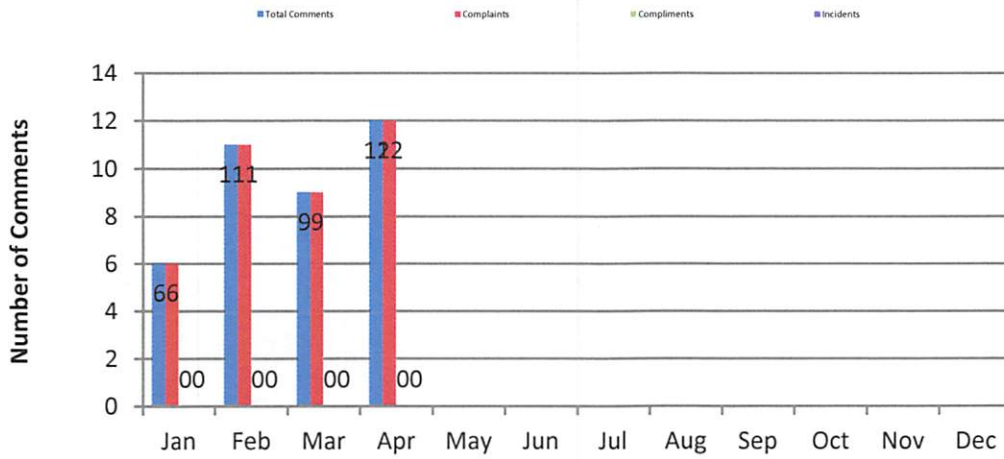
The TSA Federal Face Mask Mandate Withdrawn/Expired (4/19)

Capitol City Transportation Quarterly Oversight Meeting (4/19)

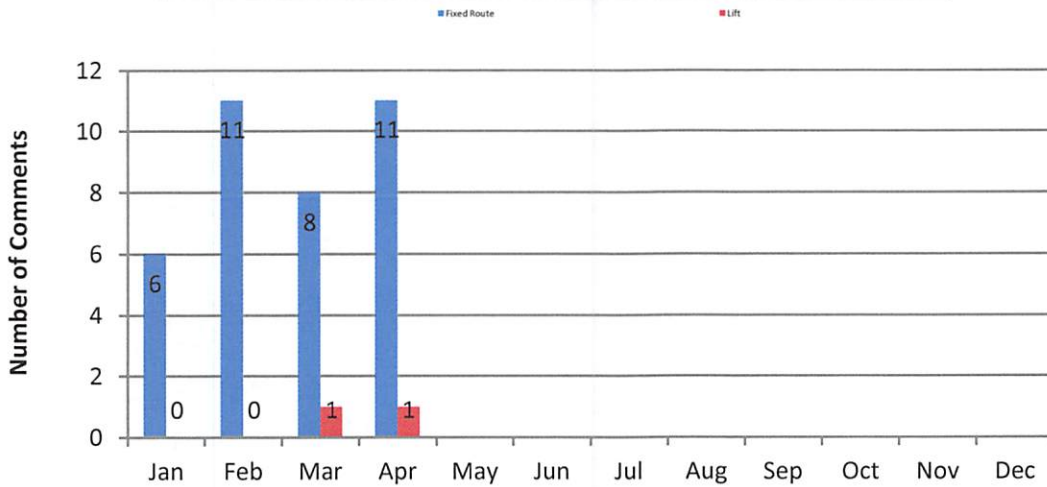
Safety & Security Work Group Meeting (4/23)

"Dialogue with Denise" Operator Newsletter (4/30)

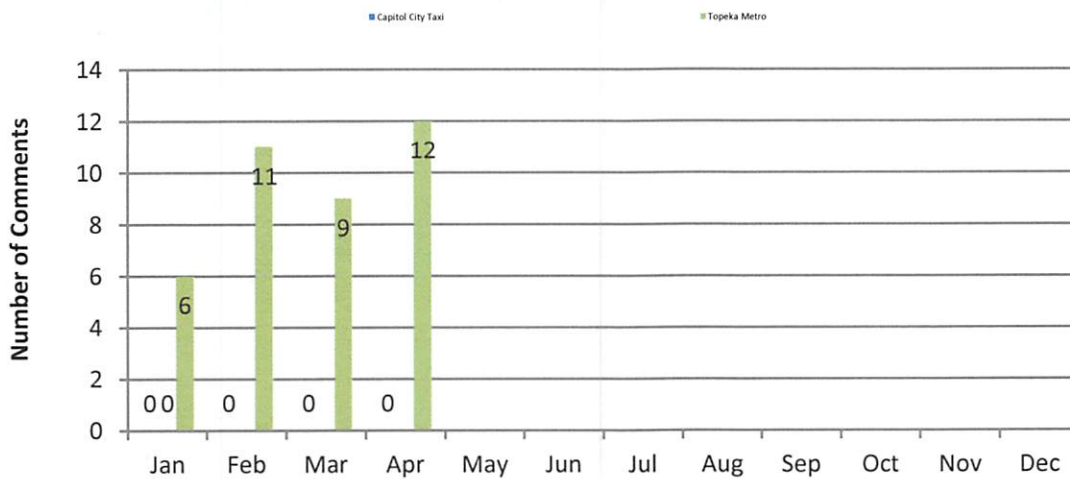
2022 Passenger Comments Per Type



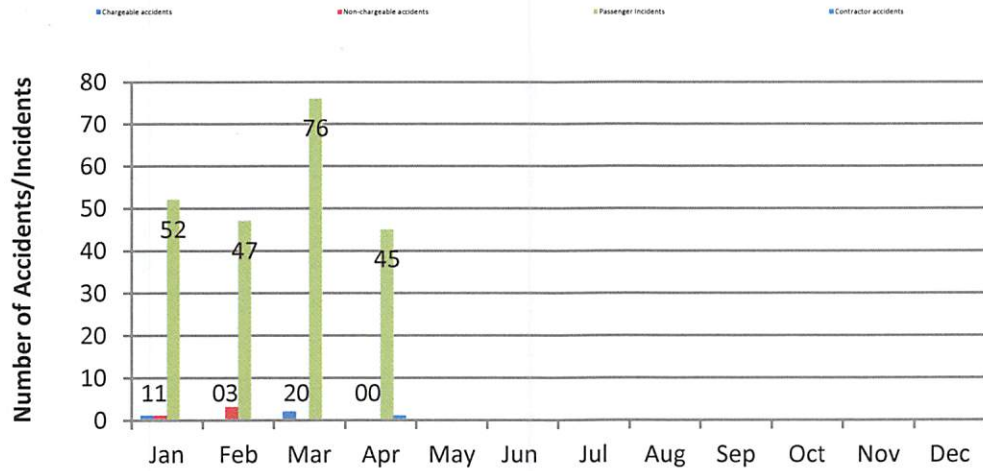
2022 Passenger Comments Per TMTA Service



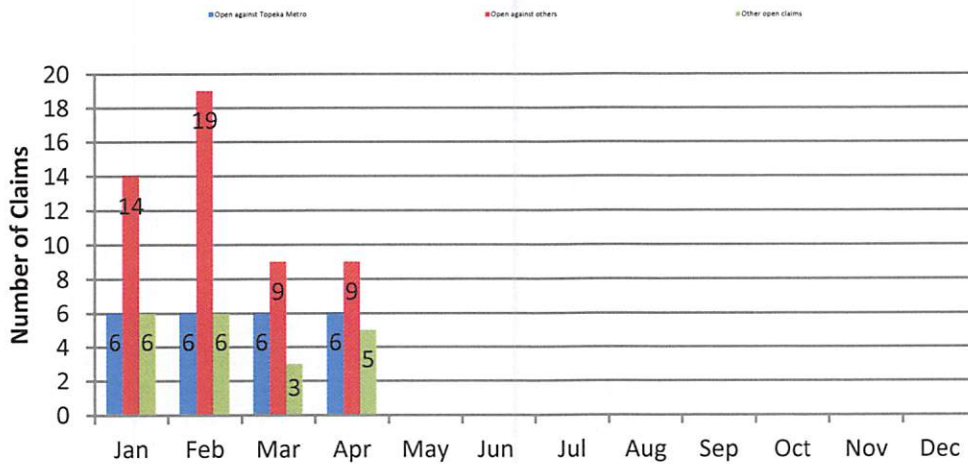
2022 Passenger Comments Per Provider



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					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	36	51	4	0	91	0	0	0	