

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for December 2023)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Two bus shelters were vandalized in December. On 12/18/23, one glass panel was broken in the inbound shelter at 10th & Tyler. Then on 12/28/23, one glass panel was broken in the outbound shelter at 29th & Mission Woods.</p> <p>Unfortunately, there were three chargeable accidents this month. However, all three accidents were minor in nature and did not result in any injuries.</p> <p>Human Resources and Operations continue to interview applicants for CSS and 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

December 2023

December Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25</i>
	0	Limited holiday service
	<u>31</u>	Total days in December

Passenger Comments:

<table border="0"> <tr><td>12</td><td>Fixed Route</td></tr> <tr><td>0</td><td>Lift</td></tr> <tr><td><u>12</u></td><td>Total Comments</td></tr> </table>	12	Fixed Route	0	Lift	<u>12</u>	Total Comments	<table border="0"> <tr><td>0</td><td>Capitol City Transportation</td></tr> <tr><td>12</td><td>Topeka Metro</td></tr> <tr><td><u>12</u></td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	12	Topeka Metro	<u>12</u>	Total Comments	<table border="0"> <tr><td>12</td><td>Complaints</td></tr> <tr><td>0</td><td>Compliments</td></tr> <tr><td>0</td><td>Incidents</td></tr> <tr><td><u>12</u></td><td>Total Comments</td></tr> </table>	12	Complaints	0	Compliments	0	Incidents	<u>12</u>	Total Comments
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Comment Issues:

- Other/General (6)
- Passed By (4) - *two valid*
- Operator (1)
- Unsafe Driving (1)

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

	Month of December	Total for 2023	FY 2024
TMTA Chargeable accidents	3	14	8
TMTA Non-chargeable accidents	1	13	4
Contractor accidents	0	1	1
Passenger incidents	<u>28</u>	<u>331</u>	<u>154</u>
	32	359	167

Current Self-Insurance Files:	12	Open files against Topeka Metro
	53	Open files against others
	18	Other
	<u>83</u>	Total open files

December Promotions and Events

Washburn Students (12/1 thru 12/31): 2,054 fixed route trips

FREEdom Pass Ridership (12/1 thru 12/31): 265 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	4,326

Bikes on the Bus Ridership (12/1 thru 12/31):

393 bikes on the fixed route

Other Operational and Promotional Activities:

Remember Rosa Day (12/1)

Monthly Operator Policy Meeting (12/5)

Final December Operator Roster Posted (12/8)

MOD Outreach by Marketing at CRC's "Pictures with Santa" Event (12/9)

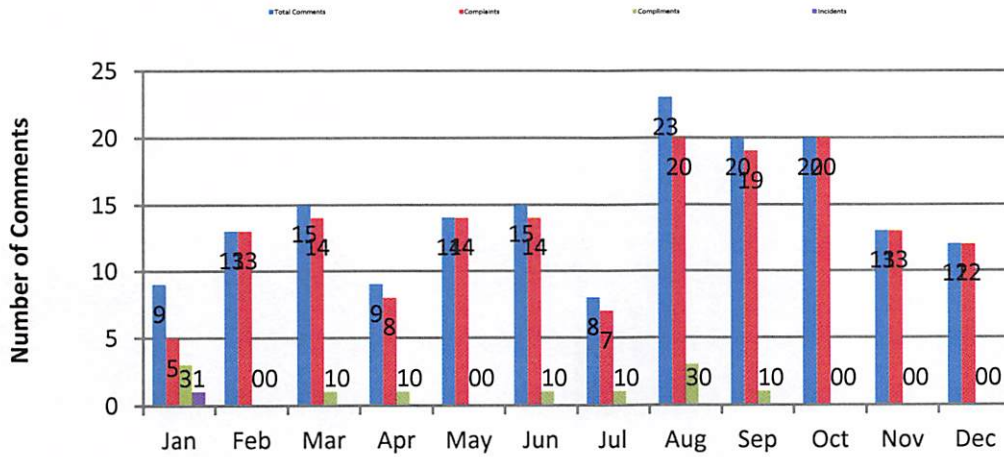
December Operator Roster in Effect (12/10)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (12/14)

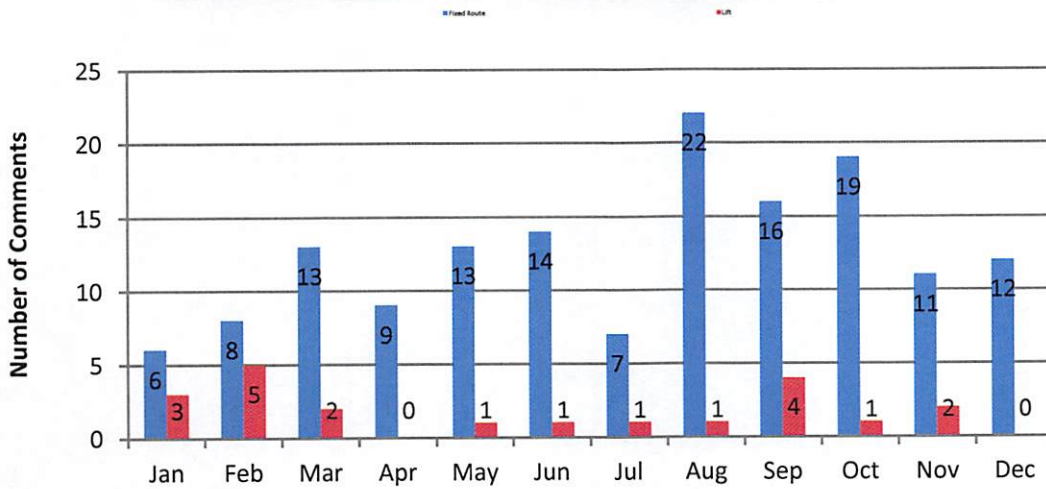
Furniture Installed in the New QSS Scheduling Office (12/19)

Schedulers Moved Into New Office (12/22)

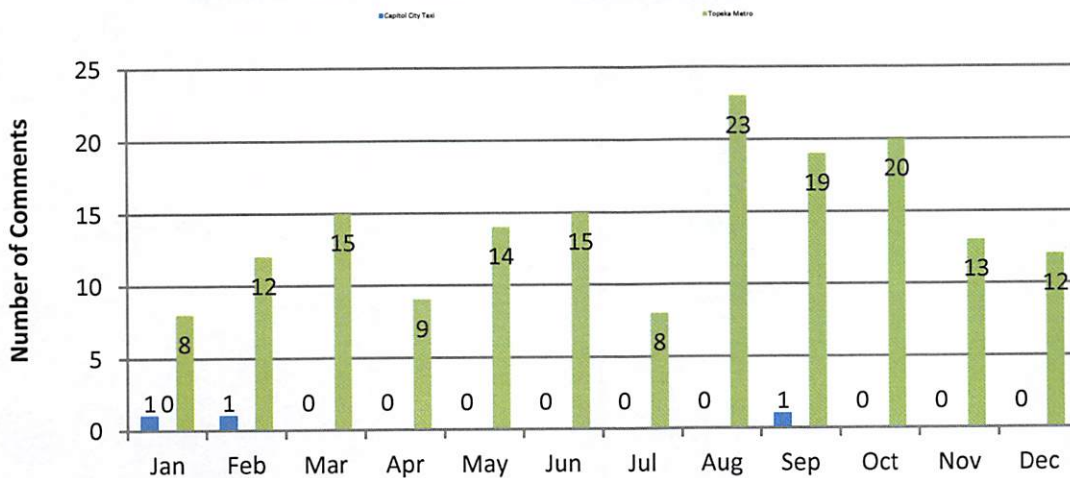
2023 Passenger Comments Per Type



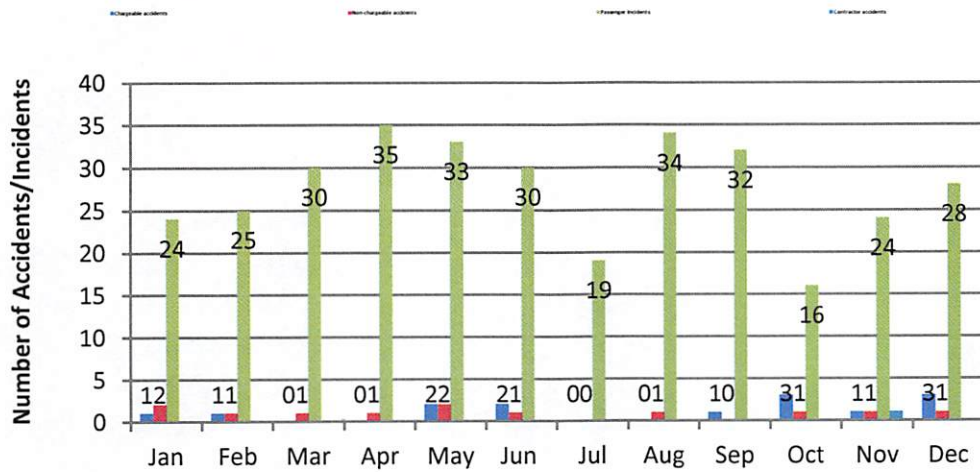
2023 Passenger Comments Per TMTA Service



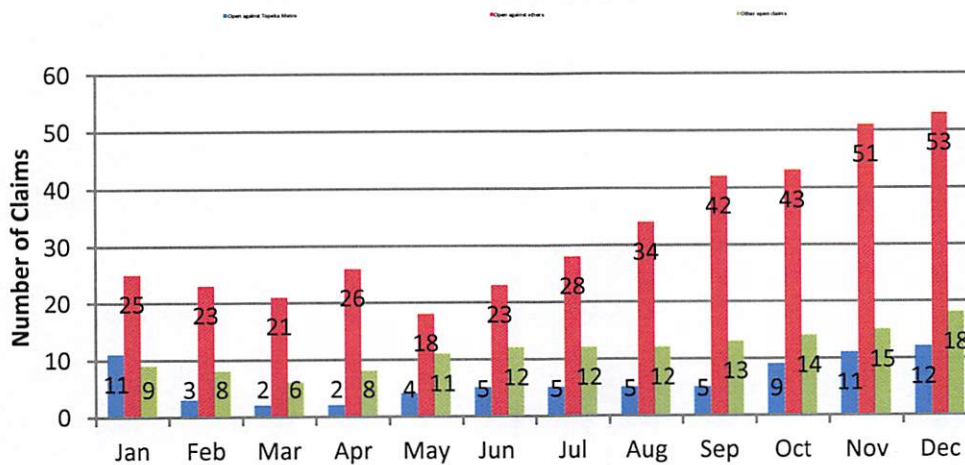
2023 Passenger Comments Per Provider



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	9	7	3	0	19	0	0	0
Jul 2023	9	9	2	0	20	0	0	0
Aug 2023	19	12	0	0	31	0	0	0
Sep 2023	4	7	2	0	13	0	0	0
Oct 2023	5	11	1	0	17	0	0	0
Nov 2023	10	5	1	0	16	0	0	0
Dec 2023	3	6	1	0	10	0	0	0
Year 2023 Total	119	94	17	0	230	0	0	0