

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for May 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>In last month's summary, it was noted that key Operations personnel worked with the Transportation Security Administration (TSA) to perform an on-site Security Enhancement Through Assessment (SETA) and follow-up discussion with operators in April. TSA returned in May to do a secondary random assessment on May 14th. Only one operator failed to discover the bag during the pre-trip inspection.</p> <p>The annual "Kids Ride Free" promotion returned again, but this year it started sooner on May 1st and will operate longer until August 30th.</p> <p>Only one bus shelter sustained damage in May. One glass panel was broken in the inbound shelter at 6th & Horne.</p> <p>Due to vendor requirements, Metro was unable to find a new part-time security vendor to provide a security officer for limited security coverage at QSS. Many companies only provide guard or car service (not foot patrol), some require that their officer carry a weapon while on duty on our property, and others require a minimum number of hours (usually 40). Therefore, it was decided that Metro would hire an in-house, part-time officer rather than contract a company. The job opening is currently posted.</p> <p>The COO and Human Resources continue to interview applicants to fill full- and part-time bus operator positions.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring additional operators. Monitor bi-weekly operator overtime and pad time.
ATTACHMENTS	Operations Reports.

Topeka Metro Operations Report

May 2025

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

Passenger Comments:

11	Fixed Route	0	Capitol City Transportation	10	Complaints
0	Lift	11	Topeka Metro	1	Compliments
<u>11</u>	Total Comments	<u>11</u>	Total Comments	<u>0</u>	Incidents
				<u>11</u>	Total Comments

Comment Issues:	Other/General (5)
	Operator (2)
	Unsafe Driving (2)
	Passed By (1) - <i>not valid</i>
	Title VI (1) - <i>not valid</i>

Operations Accidents & Incidents (as of May 31st, 2025):

	Month of		
	May	CY 2025	FY 2025
TMTA Chargeable accidents	1	8	16
TMTA Non-chargeable accidents	3	15	17
Contractor accidents	0	0	0
Passenger incidents	<u>38</u>	<u>174</u>	<u>338</u>
	42	197	371

Current Self-Insurance Files:	12	Open files against Topeka Metro
	14	Open files against others
	<u>5</u>	Other
	31	Total open files

May Promotions and Events

Washburn Students (5/1 thru 5/31):	1,857 fixed route trips
Bikes on the Bus Ridership (5/1 thru 5/31):	905 bikes on the fixed route
Kids Ride Free (5/1 thru 8/30):	7,909 total fixed route trips
May 1-31	7,909
Jun 1-30	
Jul 1-31	
Aug 1-30	

Other Operational and Promotional Activities:

National Bike Month (May)

"Kids Ride Free" Program Began (5/1)

"Go Orange" Safety Awareness Day for Employees (5/1) - bicycle & motorcycle safety

Quarterly Inspection of Operations Employees Required Equipment (5/1)

Instituted Employee Parking Passes at QSS (5/5)

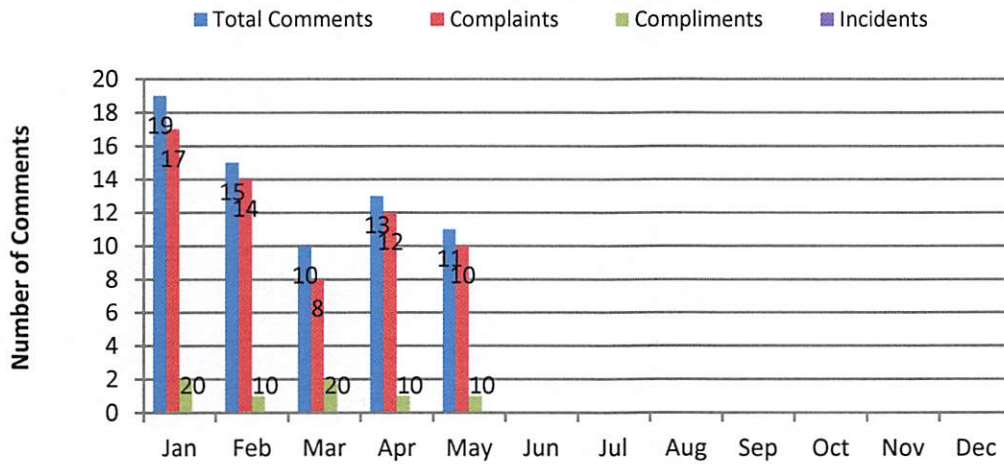
Monthly Operator Policy Meeting (5/6)

TSA On-site to Perform a Follow-up Vehicle Pre-trip Inspection Assessment on Random Operators (5/14)

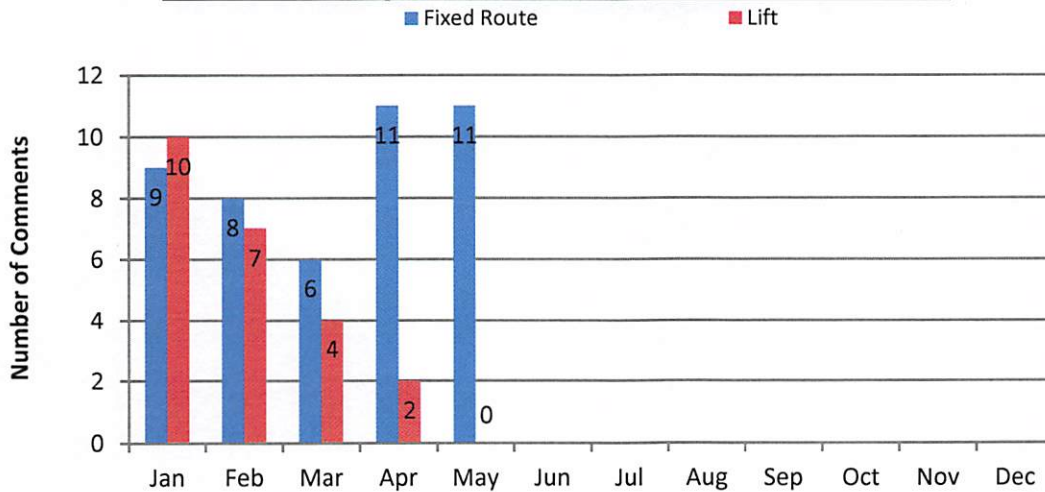
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/14)

Union-Mgmt Meeting (5/15)

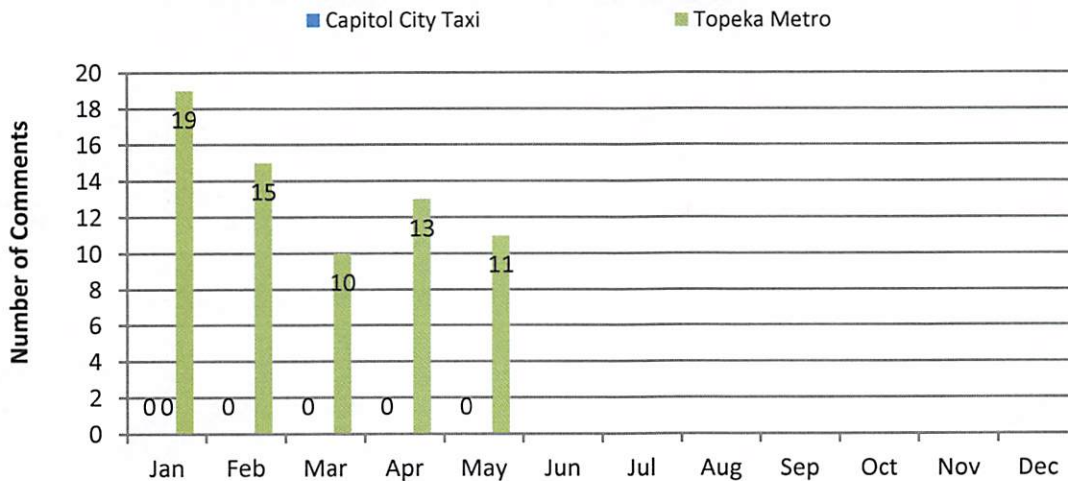
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

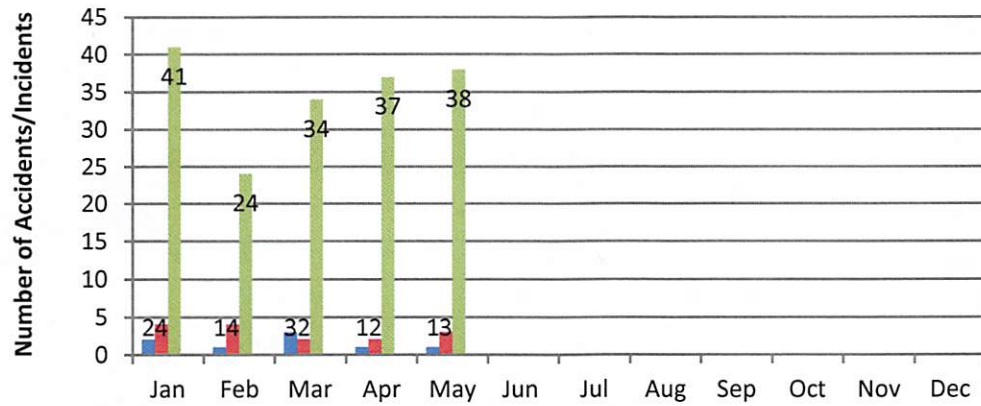


2025 Passenger Comments Per Provider



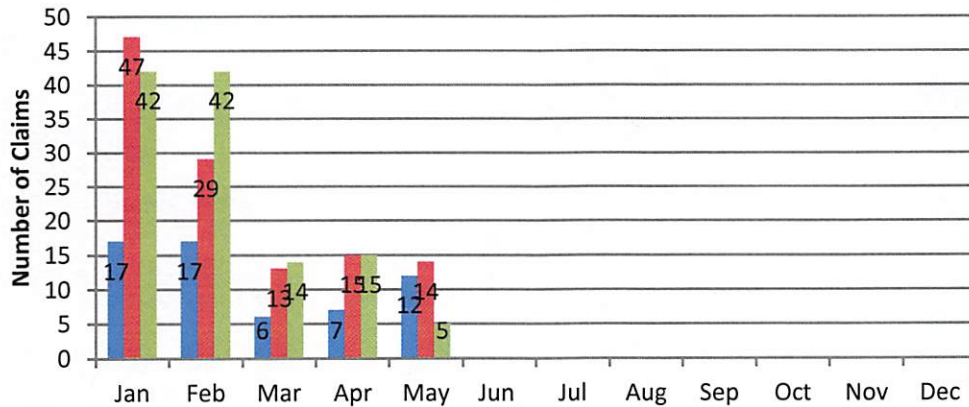
2025 Accident & Incidents

■ Chargeable accidents ■ Non-chargeable accidents ■ Passenger Incidents ■ Contractor accidents



Current 2025 Open Claims

■ Open against Topeka Metro ■ Open against others ■ Other 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 2025	8	2	3	1	14	0	0	0
Feb 2025	6	12	2	1	21	1	1	0
Mar 2025	9	17	7	1	34	0	0	0
Apr 2025	8	12	4	2	26	0	0	0
May 2025	7	7	5	0	19	0	0	0
Jun 2025					0			
Jul 2025					0			
Aug 2025					0			
Sep 2025					0			
Oct 2025					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	38	50	21	5	114	1	1	0