

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for September 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Three bus shelters each had one (1) broken glass panel:</p> <ul style="list-style-type: none"> - Shelter at 37th & Landon Trail (9/8) - Inbound shelter at 10th & Taylor (9/17) - Shelter at Wanamaker & Westport (9/28) <p>Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions. Additionally, we are accepting applications for an Operations Supervisor and QSS Security Officer.</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

September 2024

September Operating Days:	24	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/2/24</i>
	0	Limited holiday service
	30	Total days in September

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">12</td><td>Fixed Route</td></tr> <tr><td style="text-align: right; border-bottom: 1px solid black;">6</td><td>Lift</td></tr> <tr><td style="text-align: right;">18</td><td>Total Comments</td></tr> </table>	12	Fixed Route	6	Lift	18	Total Comments	<table border="0"> <tr><td style="text-align: right;">0</td><td>Capitol City Transportation</td></tr> <tr><td style="text-align: right; border-bottom: 1px solid black;">18</td><td>Topeka Metro</td></tr> <tr><td style="text-align: right;">18</td><td>Total Comments</td></tr> </table>	0	Capitol City Transportation	18	Topeka Metro	18	Total Comments	<table border="0"> <tr><td style="text-align: right;">16</td><td>Complaints</td></tr> <tr><td style="text-align: right;">1</td><td>Compliments</td></tr> <tr><td style="text-align: right; border-bottom: 1px solid black;">1</td><td>Incidents</td></tr> <tr><td style="text-align: right;">18</td><td>Total Comments</td></tr> </table>	16	Complaints	1	Compliments	1	Incidents	18	Total Comments
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1	Incidents																					
18	Total Comments																					

Comment Issues:

- Other/General (9)
- Operator (6)
- Passed By (2) - *zero valid*
- Unsafe Driving (1)

Operations Accidents & Incidents (as of September 30th, 2024):

	Month of		
	September	2024	FY 2025
TMTA Chargeable accidents	1	10	2
TMTA Non-chargeable accidents	1	5	1
Contractor accidents	0	0	0
Passenger incidents	24	281	73
	26	296	76

Current Self-Insurance Files:	18	Open files against Topeka Metro
	62	Open files against others
	39	Other
	119	Total open files

September Promotions and Events

Washburn Students (9/1 thru 9/30):	3,198 fixed route trips
Bikes on the Bus Ridership (9/1 thru 9/30):	809 bikes on the fixed route

Other Operational and Promotional Activities:

- Observed Emergency Preparedness Month (September)*
- Monthly Operator Policy Meeting (9/3)*
- Tested the Strategic Mapping Emergency Button (9/9)*
- Union-Management "Operator Uniform" Work Group Meeting (9/10)*

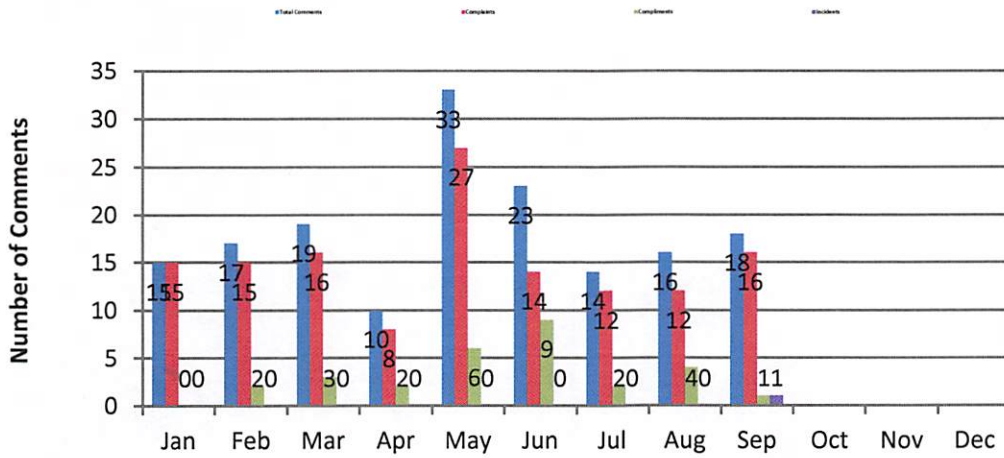
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/11)

Staff Met with Nelson Casteel (Emergency Management) Regarding Radio Infrastructure (9/20)

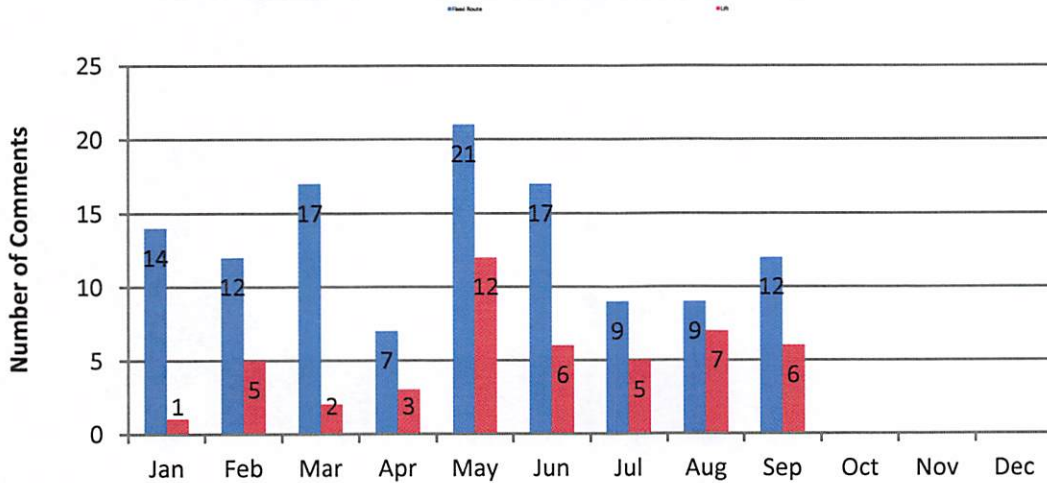
Began Strategic Mapping Operator Training (9/23 thru 9/30)

Union-Management Bi-Weekly Meeting (9/26)

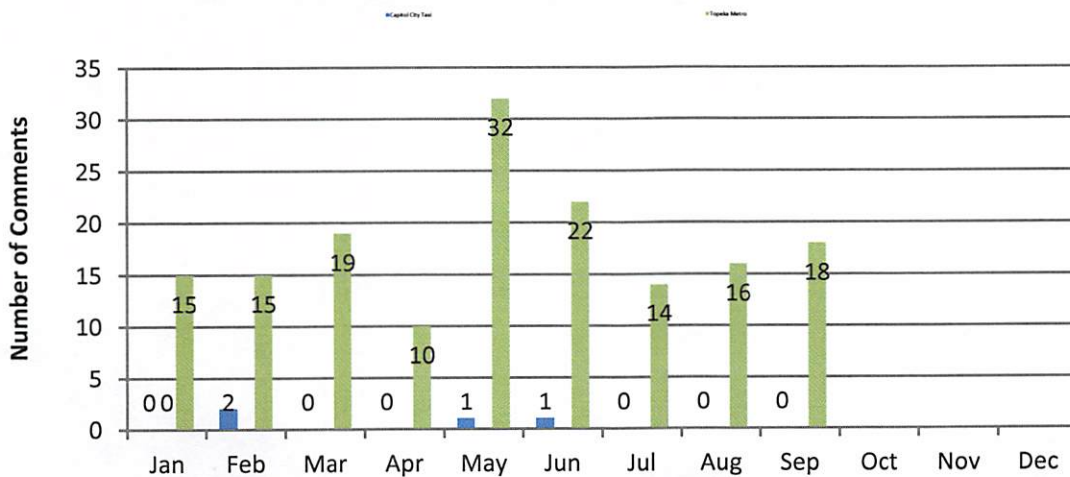
2024 Passenger Comments Per Type



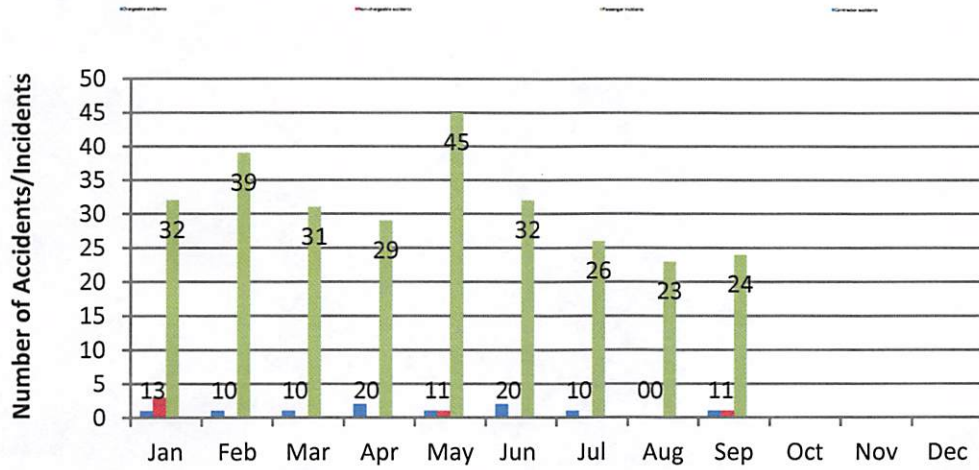
2024 Passenger Comments Per TMTA Service



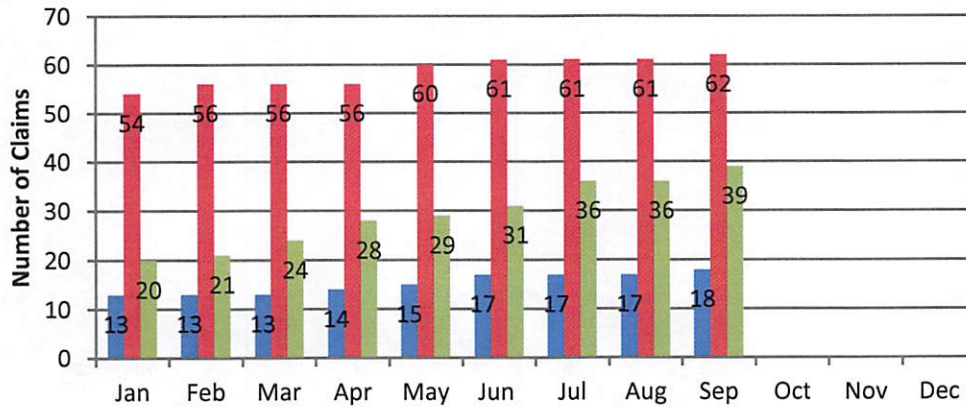
2024 Passenger Comments Per Provider



2024 Accident & Incidents



Current 2024 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 2024	15	8	6	0	29	1	0	0
Feb 2024	13	12	0	0	25	1	1	1
Mar 2024	4	4	4	1	13	0	0	0
Apr 2024	12	10	6	3	31	0	0	0
May 2024	15	11	8	1	35	0	0	0
Jun 2024	7	7	1	2	17	2	1	0
Jul 2024	8	7	5	0	20	1	1	0
Aug 2024	15	18	2	1	36	2	1	1
Sep 2024	8	12	4	1	25	1	0	1
Oct 2024					0			
Nov 2024					0			
Dec 2024					0			
Year 2024 Total	97	89	36	9	231	8	4	3
	42%	39%	16%	4%				