

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for November 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The fall is a hectic time of year with three choose-ups taking place beginning in mid-October, including the Holiday Choose-up, the Annual Operator Vacation & Birthday Choose-up, and the December Choose-up. In addition to these, a fourth special choose-up also had to be done per contract due to an operator returning from extended medical leave. Multiple choose-ups were taking place at once.</p> <p>Our first in-house Security Officer was hired and began training on November 11th. Staff were hired to fill the vacant CSS and Dispatch Clerk positions. These new employees were scheduled to begin training on December 2nd.</p> <p>Human Resources and Operations continue to work on filling 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

November 2024

November Operating Days:	24	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Thanksgiving Day 11/28/24</i>
	1	Limited holiday service: <i>Thanksgiving Friday 11/29/24</i>
	30	Total days in November

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">15</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">7</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">22</td><td>Total Comments</td></tr> </table>	15	Fixed Route	7	Lift	22	Total Comments	<table border="0"> <tr><td style="text-align: right;">1</td><td>Capitol City Transportation</td></tr> <tr><td style="text-align: right;">21</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">22</td><td>Total Comments</td></tr> </table>	1	Capitol City Transportation	21	Topeka Metro	22	Total Comments	<table border="0"> <tr><td style="text-align: right;">18</td><td>Complaints</td></tr> <tr><td style="text-align: right;">4</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">22</td><td>Total Comments</td></tr> </table>	18	Complaints	4	Compliments	0	Incidents	22	Total Comments
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Comment Issues:

- Other/General (8)
- Operator (5)
- Unsafe Driving (5)
- Passed By (3) - *zero valid*
- Lift Late Trip (1)

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

	Month of November	2024	FY 2025
TMTA Chargeable accidents	2	14	6
TMTA Non-chargeable accidents	1	6	2
Contractor accidents	0	0	0
Passenger incidents	30	344	136
	33	364	144

Current Self-Insurance Files:	15	Open files against Topeka Metro
	47	Open files against others
	28	Other
	90	Total open files

November Promotions and Events

Washburn Students (11/1 thru 11/30):	2,644 fixed route trips
Bikes on the Bus Ridership (11/1 thru 11/30):	755 bikes on the fixed route
Free Rides on Election Day (11/5):	3,788 total free rides (3,715 fixed route + 73 Lift)
Free Rides on Veterans Day (11/11):	1 free ride (offered on fixed route only)

Other Operational and Promotional Activities:

2025 Annual Operator Vacation & Birthday Selection Began (11/1)

2024-2025 Holiday Service Operator Choose-up Completed (11/1)

Special Roster in Effect for Returning Operator (11/4)

Monthly Operator Policy Meeting (11/5)

"Free Rides on Election Day" Promotion (11/5) - fixed route and Lift services (limit 2 free rides on Lift)

Open Enrollment Meetings for Employees (11/6)

Union-Management Meeting (11/7)

Safety & Security Work Group Meeting (11/9)

New QSS Security Officer Training Began (11/11)

"Free Rides for Veterans" Promotion (11/11) - fixed route only

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/13)

Posted Regular December Operator Choose-up (11/15)

Distributed Holiday Turkeys & Hams to Employees (11/18 & 11/19)

Acquired FirstNet Test Radios for 30-day Trial (11/21)

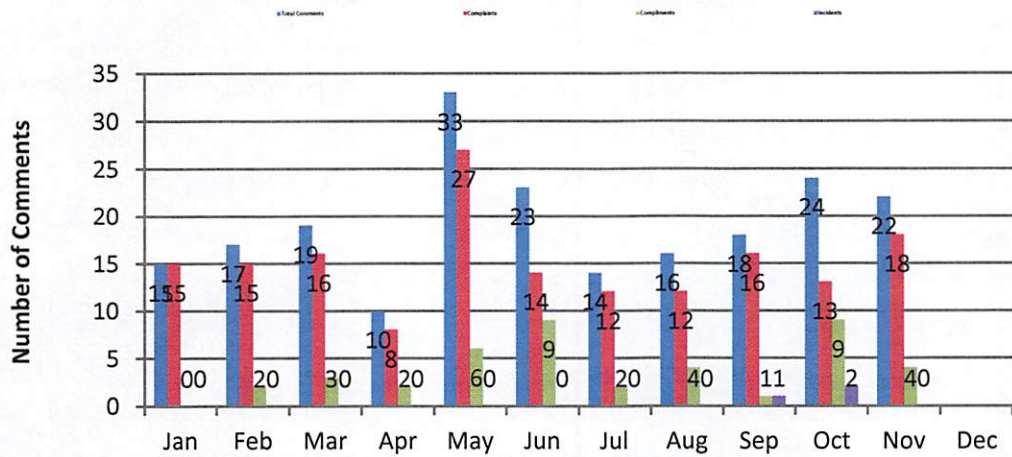
Quarterly Inspection of Operations Employees Required Equipment (11/21)

Union-Management Meeting (11/21)

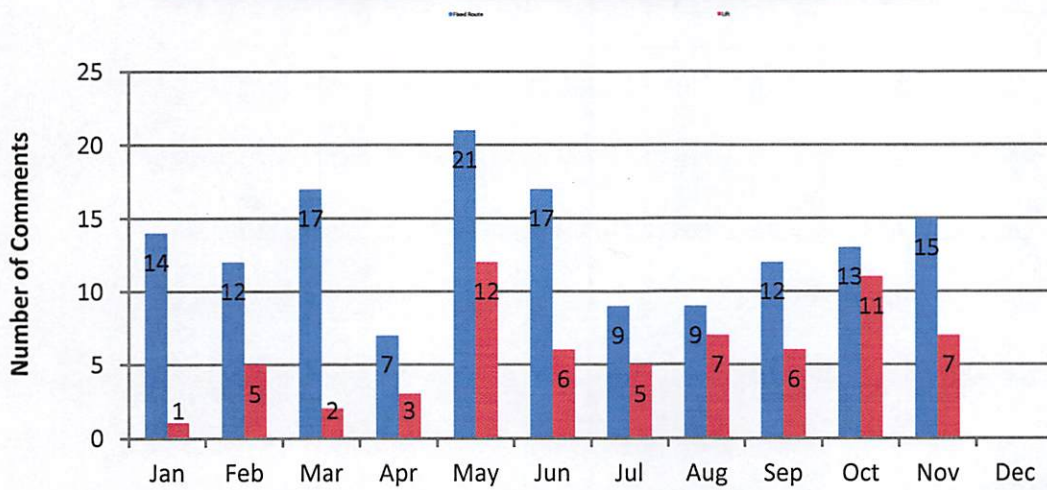
December Operator Choose-up Completed (11/25)

"Go Orange" Safety Awareness Day for Employees (11/27) - Distracted Driving & "Buckle Up"

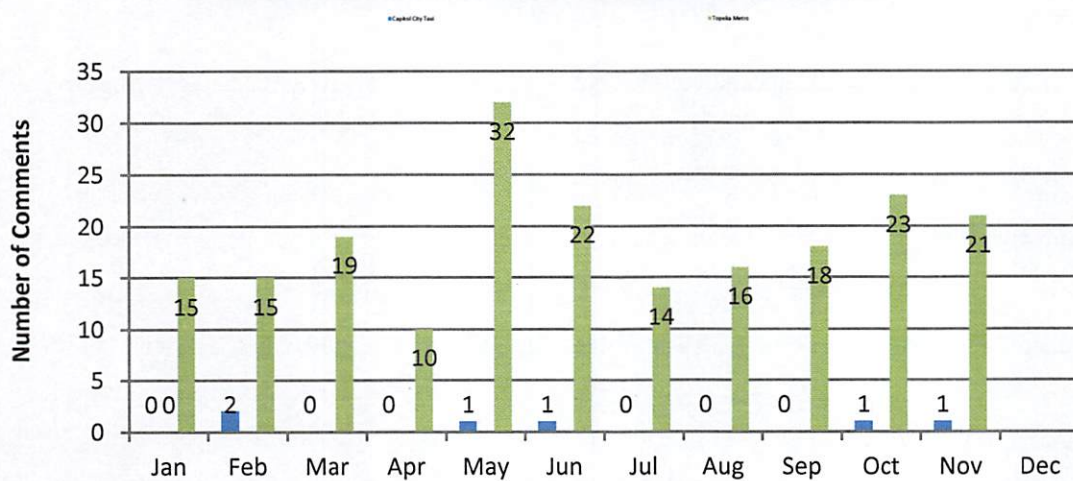
2024 Passenger Comments Per Type



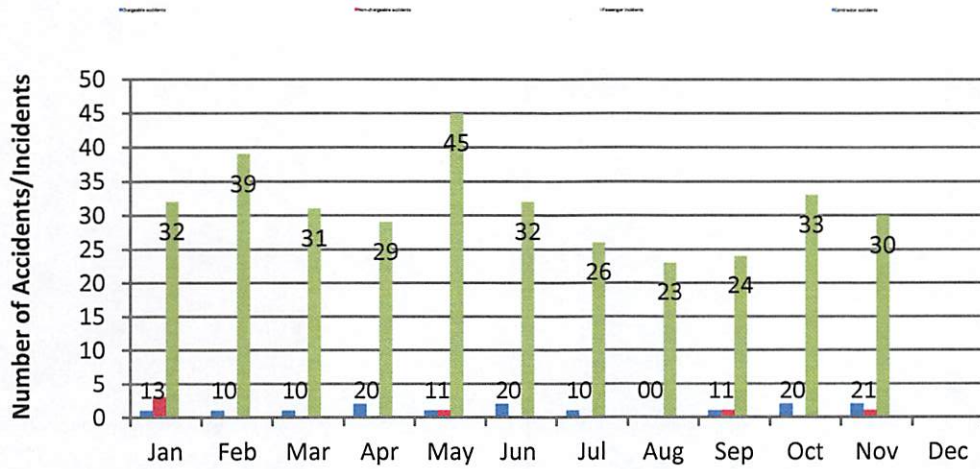
2024 Passenger Comments Per TMTA Service



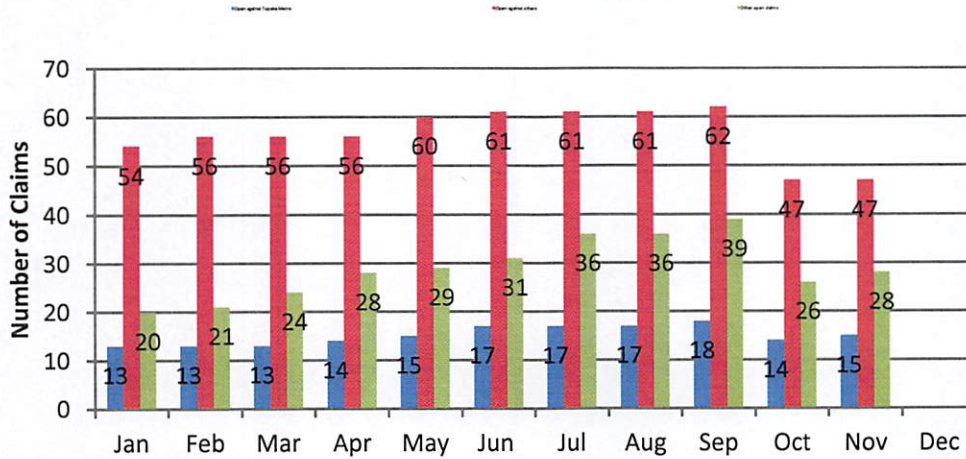
2024 Passenger Comments Per Provider



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	2	0	1
Oct 2024	14	10	3	0	27	1	2	1
Nov 2024	8	5	3	0	16	0	0	0
Dec 2024					0			
Year 2024 Total	119	104	42	9	274	10	6	4
	43%	38%	15%	3%				