

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

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|--|---|
| ITEM | Operations Department Monthly Report (for February 2025) |
| CONTACT | Denise Ensley, Chief Operations Officer |
| RECOMMENDATION | Accept report as presented. |
| SUMMARY | <p>The winter weather continued in February, with two snow events on the 12th and the 18th. Once again, the operators and maintenance employees did a great job.</p> <p>The four non-chargeable accidents were due to a personal vehicle hitting our bus.</p> <p>There were no shelters vandalized in February.</p> <p>The COO and Human Resources made a selection for the full-time Operations Supervisor. The candidate is a current bus operator and will begin supervisor training March 17th. We continue interviewing 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

February 2025

| | | |
|---------------------------------|----|-------------------------|
| February Operating Days: | 24 | Normal operating days |
| | 4 | Sundays (no service) |
| | 0 | Holiday with no service |
| | 0 | Limited holiday service |
| | 28 | Total days in February |

Passenger Comments:

| | | | | | |
|----|----------------|----|-----------------------------|----|----------------|
| 8 | Fixed Route | 0 | Capitol City Transportation | 14 | Complaints |
| 7 | Lift | 15 | Topeka Metro | 1 | Compliments |
| 15 | Total Comments | 15 | Total Comments | 0 | Incidents |
| | | | | 15 | Total Comments |

Comment Issues:

- Other/General (8)
- Operator (5)
- Unsafe Driving (1)
- Title VI (1) - *not valid*

Operations Accidents & Incidents (as of February 28th, 2025):

| | Month of | | |
|-------------------------------|----------|---------|---------|
| | February | CY 2025 | FY 2025 |
| TMTA Chargeable accidents | 1 | 3 | 11 |
| TMTA Non-chargeable accidents | 4 | 8 | 10 |
| Contractor accidents | 0 | 0 | 0 |
| Passenger incidents | 24 | 65 | 229 |
| | 29 | 76 | 250 |

| | | |
|--------------------------------------|----|---------------------------------|
| Current Self-Insurance Files: | 17 | Open files against Topeka Metro |
| | 29 | Open files against others |
| | 42 | Other |
| | 88 | Total open files |

February Promotions and Events

| | |
|--|------------------------------|
| Washburn Students (2/1 thru 2/28): | 2,358 fixed route trips |
| Bikes on the Bus Ridership (2/1 thru 2/28): | 584 bikes on the fixed route |

Other Operational and Promotional Activities:

- Final Day for Guardian Security at QSS (2/1)**
- Quarterly Inspection of Operations Employees Required Equipment (2/3)**
- Temporary Supervisor Shift Change to Cover Morning QSS Security (2/3)**
- Monthly Operator Policy Meeting (2/4)**

Make-up Mandatory Safety Training Sessions (2/4, 2/5, and 2/6)

Snow Storm (2/12) - no accidents

The COO Recognized Operators for January Safe Winter Driving with Breakfast (2/12)

Union-Management Meeting (2/13)

Safety & Security Work Group Meeting (2/15)

Temporary In-house Security Officer Began Covering Saturday QSS Hours (2/15)

Snow Storm (2/18) - two non-chargeable accidents

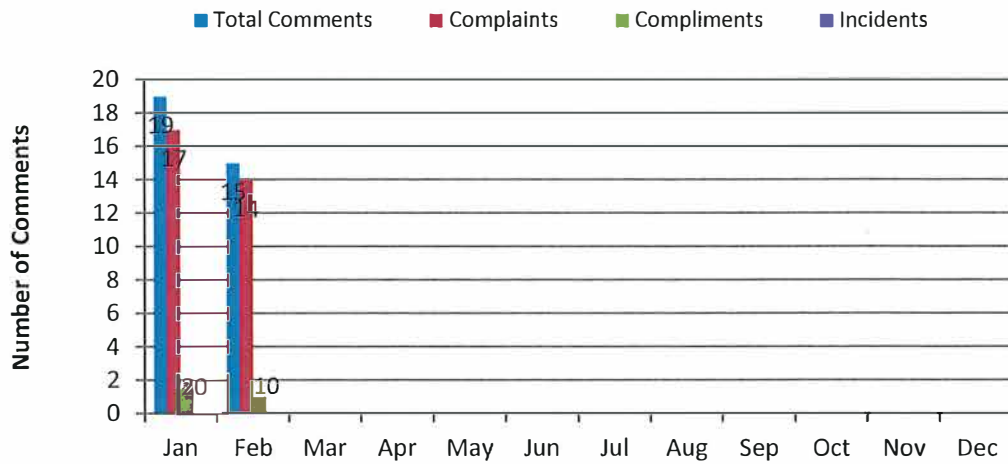
"Go Orange" Safety Awareness Day for Employees (2/21) - Speed Safety & Awareness

The COO Distributed 2024 Annual Safe Driving Awards to 23 Bus Operators (2/24)

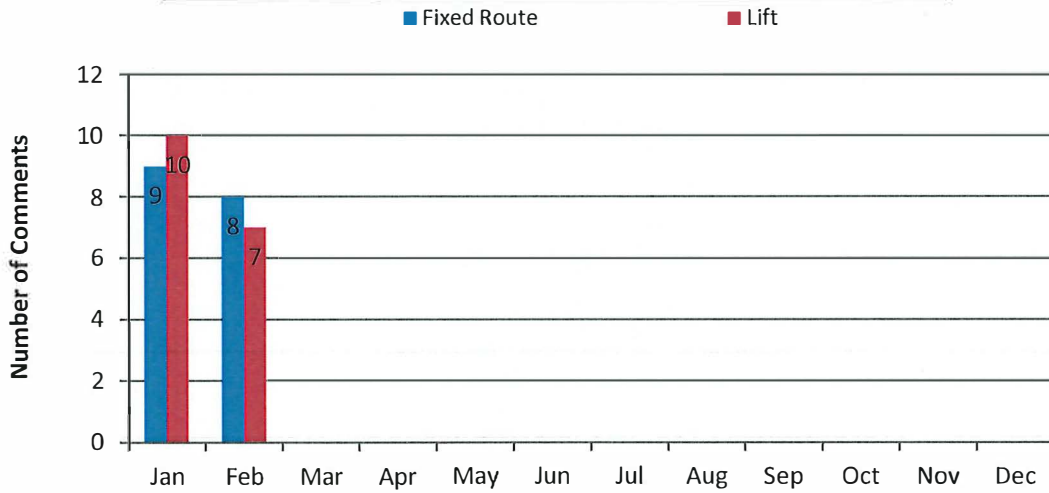
Special Choose-up Posted for Returning Operator (2/24)

Extra Board Procedural Training for Dispatchers & Supervisors (2/25) - part 1

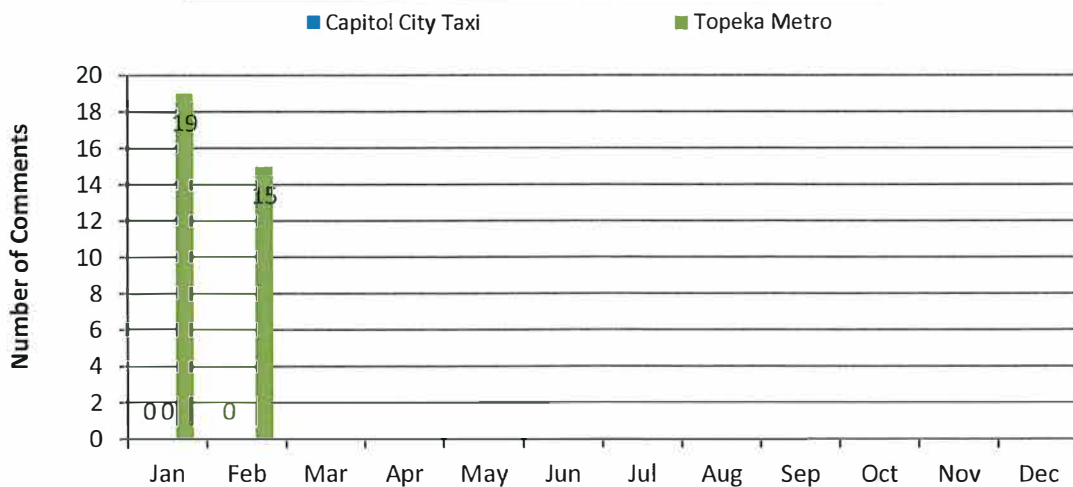
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

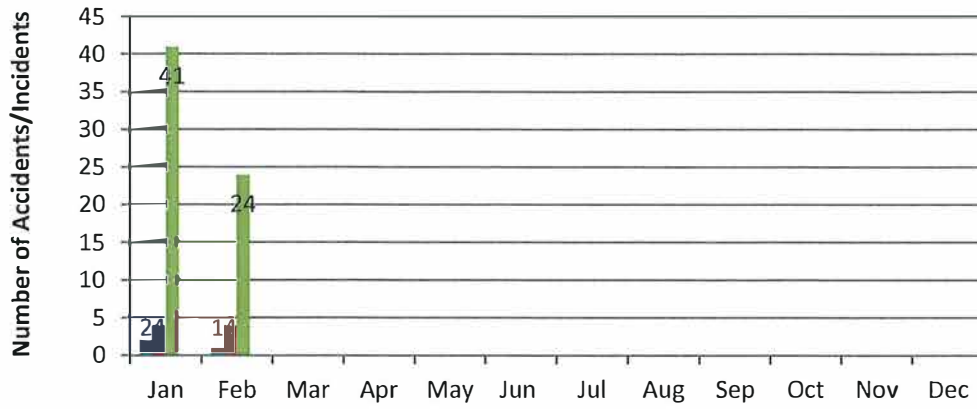


2025 Passenger Comments Per Provider



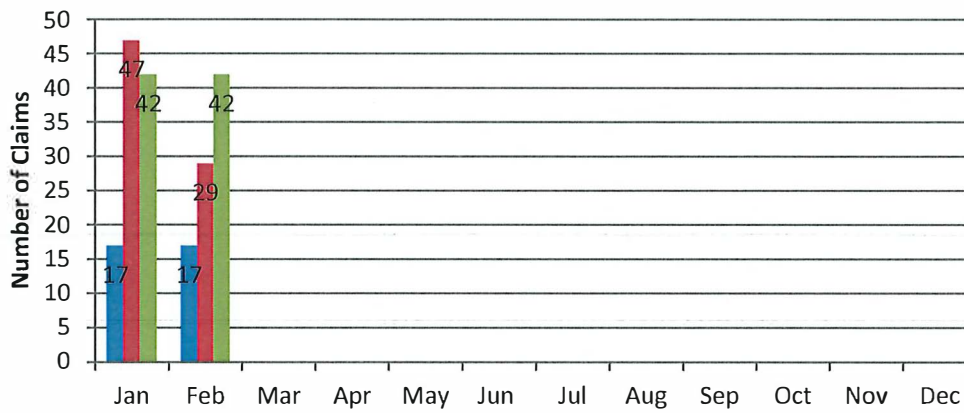
2025 Accident & Incidents

■ 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 | | | | | 0 | | | |
| Apr 2025 | | | | | 0 | | | |
| May 2025 | | | | | 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 | 14 | 14 | 5 | 2 | 35 | 1 | 1 | 0 |