

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report ( <b>for March 2024</b> )
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>Three fire events were reported at Quincy Street Station. On March 6<sup>th</sup>, it appeared as if a homeless individual set fire to the grass near the West 17<sup>th</sup> staging area overnight. On March 18<sup>th</sup>, a fire was accidentally started by a passenger discarding a cigarette near the North Kansas staging area. Later that same day, smoke was discovered in the lobby woman’s restroom (cause unknown). There were no injuries or structural damage involved with any of these incidents.</p> <p>Two bus shelters were vandalized. On March 20<sup>th</sup>, one glass panel was broken in the shelter at 10<sup>th</sup> &amp; Parkview. Then on March 31<sup>st</sup>, one glass panel was broken in the 37<sup>th</sup> &amp; Landon Trail shelter.</p> <p>National Bus Driver Appreciation Day was March 18<sup>th</sup>. We showed appreciation to our Topeka Metro bus operators by providing them with individual sack lunches.</p> <p>Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions.</p>
<b>FISCAL IMPACT</b> (Current and Future)	
<b>PRIORITY/GOAL</b>	Continue to work on hiring additional personnel. Monitor bi-weekly operator overtime and pad time.
<b>ATTACHMENTS</b>	Operations Reports.

# Topeka Metro Operations Report

March 2024

<b>March Operating Days:</b>	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

**Passenger Comments:**

17 Fixed Route	0 Capitol City Transportation	16 Complaints
2 Lift	19 Topeka Metro	3 Compliments
19 Total Comments	19 Total Comments	0 Incidents
		19 Total Comments

**Comment Issues:**

- Operator (7)
- Other/General (6)
- Unsafe Driving (3)
- Passed By (3) - *zero valid*

**Operations Accidents & Incidents (as of March 31st, 2024):**

	Month of		
	March	2024	FY 2024
TMTA Chargeable accidents	1	3	11
TMTA Non-chargeable accidents	0	3	7
Contractor accidents	0	0	1
Passenger incidents	31	102	256
	32	108	275

<b>Current Self-Insurance Files:</b>	13	Open files against Topeka Metro
	56	Open files against others
	24	Other
	93	Total open files

## March Promotions and Events

**Washburn Students (3/1 thru 3/31):** 2,507 fixed route trips

**FREEdom Pass Ridership (3/1 thru 3/31):** 383 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 (until free fares due to COVID-19 in March 2020)
2021	3,849 (fares/program resumed 2/1/21)
2022	4,114
2023	4,326
2024	893

**Other Operational and Promotional Activities:**

***Provided Employees with Information for Severe Weather Awareness Week (3/4 thru 3/8)***

***Monthly Operator Policy Meeting (3/5)***

***Participated in the Statewide Tornado Drill (3/6)***

***Began Weekly Staff Paratransit Eligibility Determination Training (3/7)***

***Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/13)***

***April Operator Choose-up Posted (3/14)***

***National Transit Driver Appreciation Day (3/18) - provided lunch for the bus operators on 3/19***

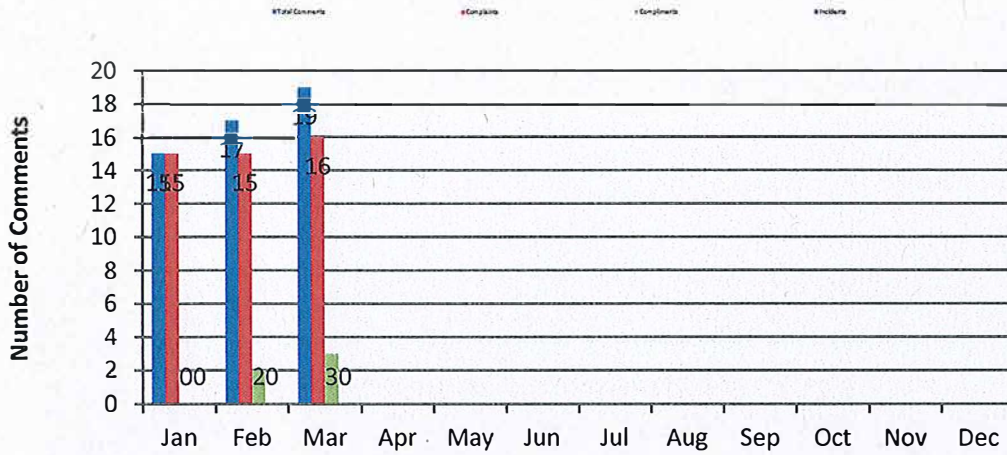
***April Operator Choose-up Completed (3/21)***

***Bus Technology Update Memo Posted by General Manager for Employees (3/26)***

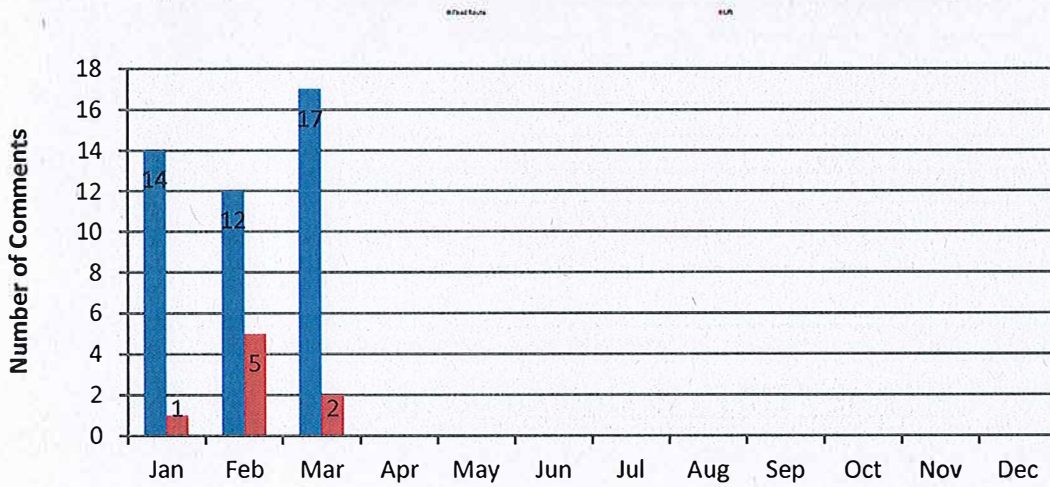
***Final April Operator Roster Posted (3/29)***

***"Top City Promise" Ukrainian Partnership Ended (3/31)***

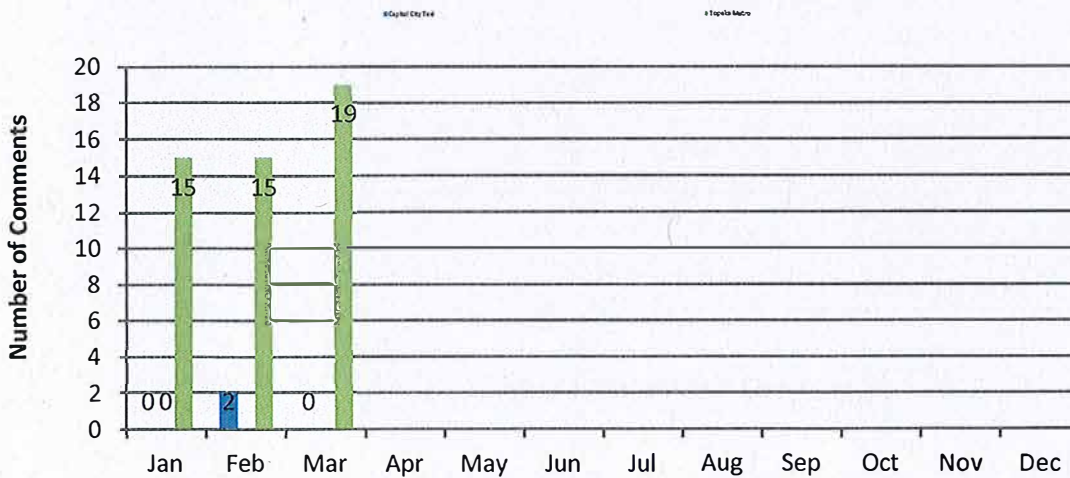
## 2024 Passenger Comments Per Type



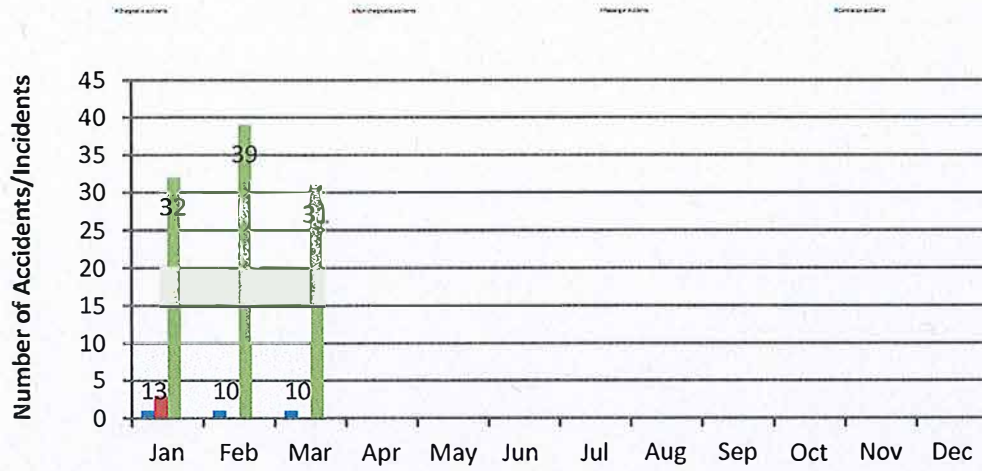
## 2024 Passenger Comments Per TMTA Service



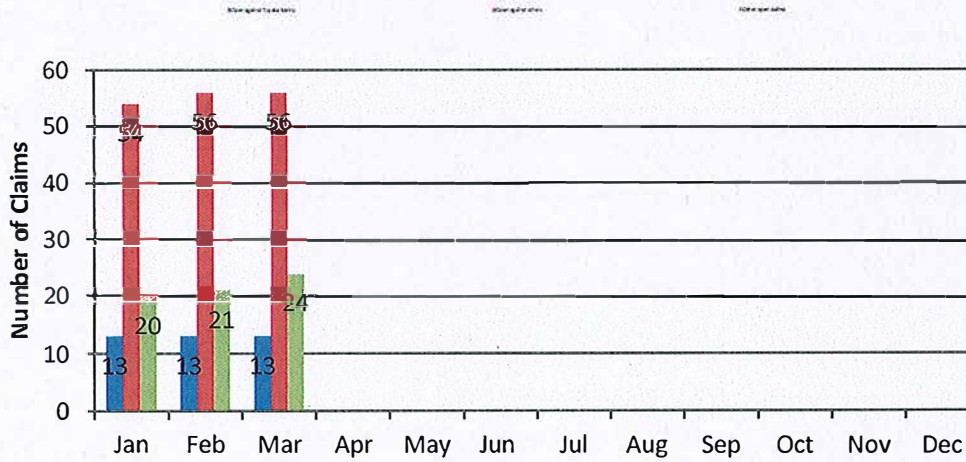
## 2024 Passenger Comments Per Provider



## 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					0			
May 2024					0			
Jun 2024					0			
Jul 2024					0			
Aug 2024					0			
Sep 2024					0			
Oct 2024					0			
Nov 2024					0			
Dec 2024					0			
<b>Year 2024 Total</b>	<b>32</b>	<b>24</b>	<b>10</b>	<b>1</b>	<b>67</b>	<b>2</b>	<b>1</b>	<b>1</b>