

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for May 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Graffiti was reported in the bus shelter at 6th & Frazier on May 24th.</p> <p>Three bus shelters were vandalized in May. One glass panel was broken in each of the shelters, which were located at 10th & Highland, Security Benefit, and 37th & Plass.</p> <p>Four bus stop signs were knocked down during the month. One was due to a car accident. The others were most likely due to construction or road work.</p> <p>Human Resources and Operations continue to interview applicants for CSS and 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

May 2024

May Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Memorial Day 5/27/24</i>
	0	Limited holiday service
	31	Total days in May

Passenger Comments:

21	Fixed Route	1	Capitol City Transportation	27	Complaints
12	Lift	32	Topeka Metro	6	Compliments
33	Total Comments	33	Total Comments	0	Incidents
				33	Total Comments

Comment Issues:

- Operator (12)
- Other/General (10)
- Passed By (9) - *three valid*
- Unsafe Driving (1)
- Lift Missed Trip (1)

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

	Month of		
	May	2024	FY 2024
TMTA Chargeable accidents	1	6	14
TMTA Non-chargeable accidents	1	4	8
Contractor accidents	0	0	1
Passenger incidents	45	176	330
	47	186	353

Current Self-Insurance Files:	15	Open files against Topeka Metro
	60	Open files against others
	29	Other
	104	Total open files

May Promotions and Events

Washburn Students (5/1 thru 5/31): 2,125 fixed route trips

FREEdom Pass Ridership (5/1 thru 5/31): 380 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 (<i>until free fares due to COVID-19 in March 2020</i>)
2021	3,849 (<i>fares/program resumed 2/1/21</i>)
2022	4,114
2023	4,326
2024	1,597

Bikes on the Bus Ridership (5/1 thru 5/31):

687 bikes on the fixed route

Kids Ride Free (5/15 thru 8/15):

2,884 fixed route trips in May

May 15-31 2,884

Jun 1-30

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

National Bike Month (May)

April Mandatory Employee Safety Training Make-up Session (5/1)

Public Service Recognition Week (5/6 thru 5/11)

Monthly Operator Policy Meeting (5/7)

April Mandatory Employee Safety Training Make-up Session (5/8)

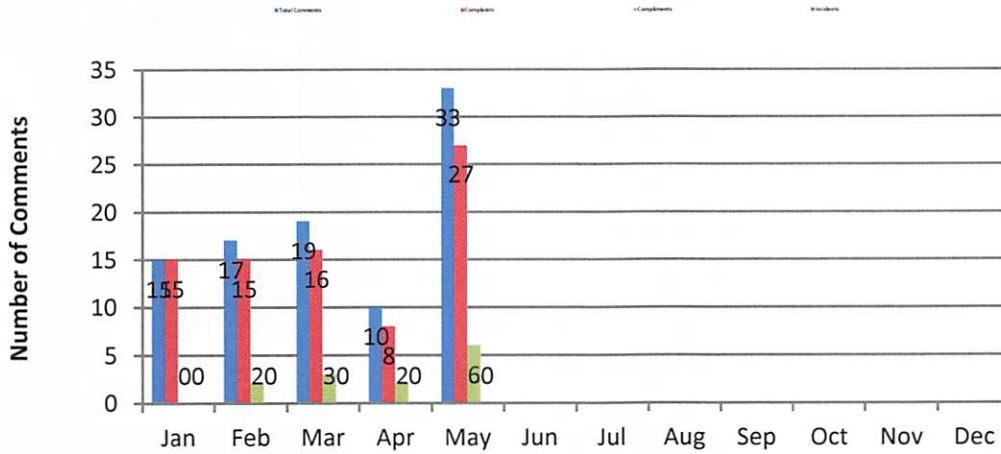
"Go Orange" Safety Awareness Day for Employees (5/8)

Speed Limit Awareness Posters Placed in Employee Areas (5/14)

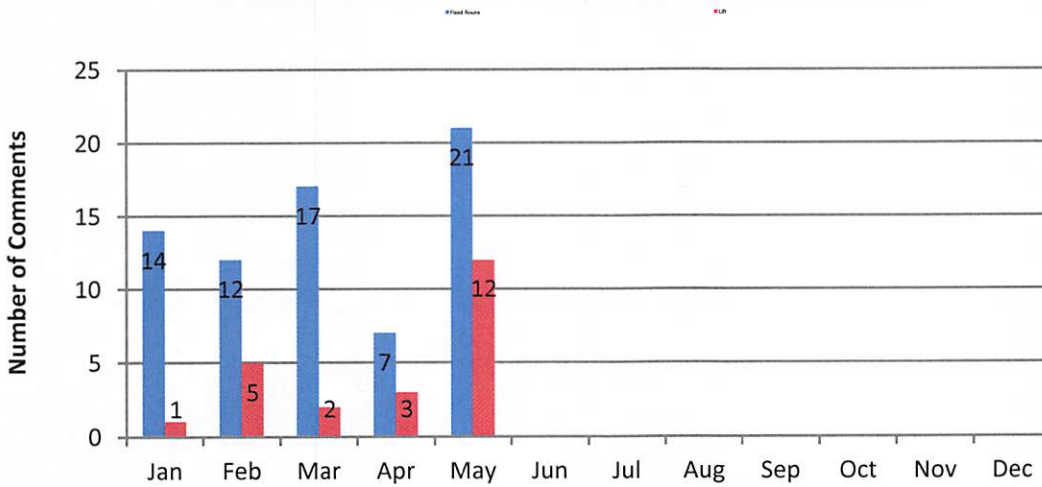
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/15)

"Kids Ride Free" Program Began (5/15)

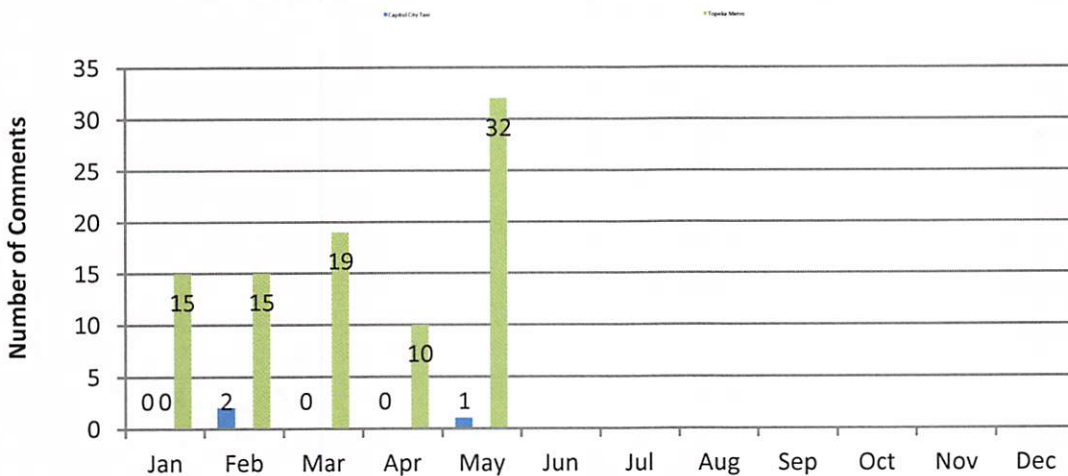
2024 Passenger Comments Per Type



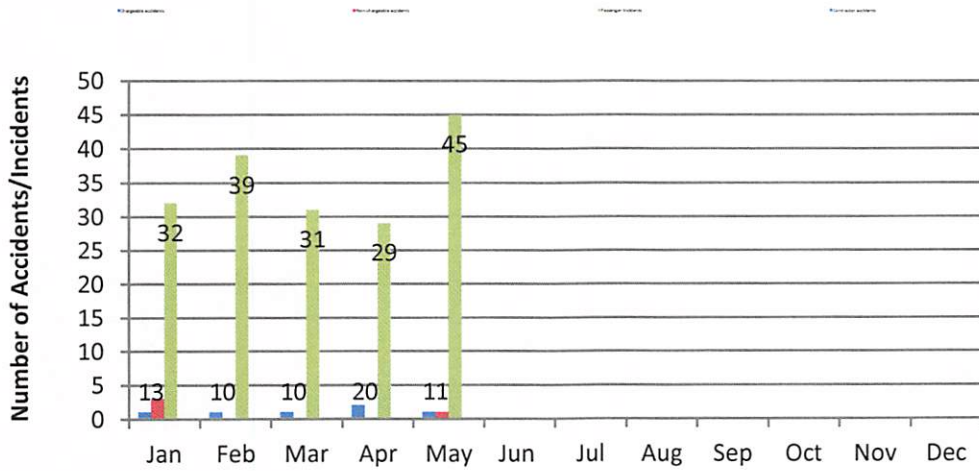
2024 Passenger Comments Per TMTA Service



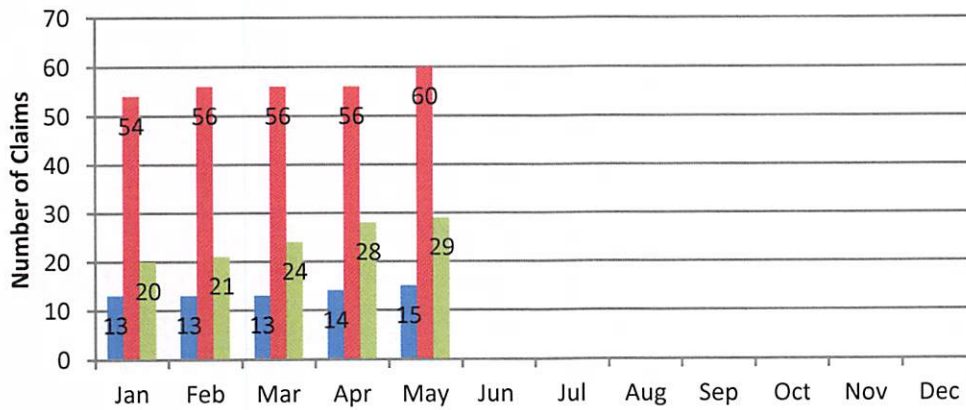
2024 Passenger Comments Per Provider



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					0			
Jul 2024					0			
Aug 2024					0			
Sep 2024					0			
Oct 2024					0			
Nov 2024					0			
Dec 2024					0			
Year 2024 Total	59	45	24	5	133	2	1	1