

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for October 2024)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>Three bus shelter issues were reported:</p> <ul style="list-style-type: none"> <li>- One broken glass panel in the inbound shelter at 8<sup>th</sup> &amp; Western (10/1)</li> <li>- Graffiti in the shelter on 13<sup>th</sup> between Tyler &amp; Polk (10/4)</li> <li>- One broken glass panel in the inbound shelter at 21<sup>st</sup> &amp; Belle (10/21)</li> </ul> <p>The month was busy with several operator choose-ups, training new operators, quarterly safety training, meetings regarding security and radios, and employee recognition events. We are now up to one part-time and 40 full-time operators.</p> <p>Human Resources and Operations continued to interview applicants for CSS and full- and part-time bus operator positions. Additionally, interviews for an in-house QSS Security Officer began.</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

October 2024

<b>October Operating Days:</b>	27	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in October

**Passenger Comments:**

13	Fixed Route	1	Capitol City Transportation	13	Complaints
11	Lift	23	Topeka Metro	9	Compliments
24	Total Comments	24	Total Comments	2	Incidents
				24	Total Comments

**Comment Issues:**

- Other/General (14)
- Operator (2)
- Passed By (4) - *one valid*
- Unsafe Driving (2)
- Lift Late Trip (2)

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

	Month of		
	October	2024	FY 2025
TMTA Chargeable accidents	2	12	4
TMTA Non-chargeable accidents	0	5	1
Contractor accidents	0	0	0
Passenger incidents	33	314	106
	35	331	111

<b>Current Self-Insurance Files:</b>	14	Open files against Topeka Metro
	47	Open files against others
	26	Other
	87	Total open files

## October Promotions and Events

<b>Washburn Students (10/1 thru 10/31):</b>	3,492 fixed route trips
<b>Bikes on the Bus Ridership (10/1 thru 10/31):</b>	929 bikes on the fixed route

**Other Operational and Promotional Activities:**

- Observed Fire Prevention & Safety Month (October)**
- Monthly Operator Policy Meeting (10/1)**
- Flu Shots for Employees (10/4)**

***Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/7 thru 10/12)***

***All Three Facilities Participated in an Annual Fire Drill Exercise with the Fire Department (10/8)***

***"Go Orange" Safety Awareness Day for Employees (10/8) - Fire Safety***

***Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (10/9)***

***Management Met with Guardian Security (10/9)***

***Union-Management Meeting (10/10)***

***Mandatory Agency Safety Training (online 10/16 thru 10/31 - all agency employees)***

*\*Fire Extinguisher Training, Fire Safety Reminders, Gillig Emergency Windows, Winter Weather Safety, Passenger Safety & Assistance, EAP*

***Posted the 2024-2025 Holiday Choose-up for Thanksgiving Friday/Martin Luther King Jr. Day (10/16)***

***Management Met with TPD Deputy Chief (10/17)***

***Capitol City Transportation Quarterly Oversight Meeting (10/18)***

***New Bus Operator Training (10/21) - two trainees***

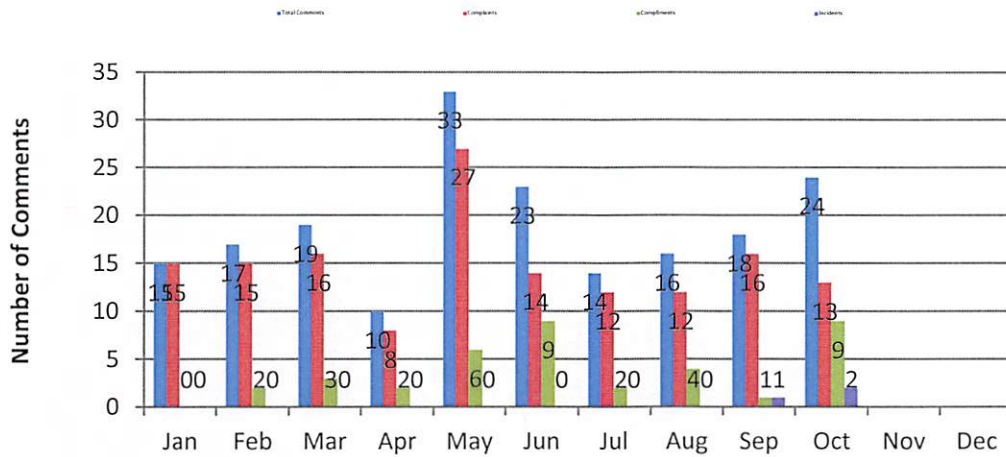
***Annual Employee BBQ (10/25)***

***Posted the 2025 Holiday Calendar (10/31)***

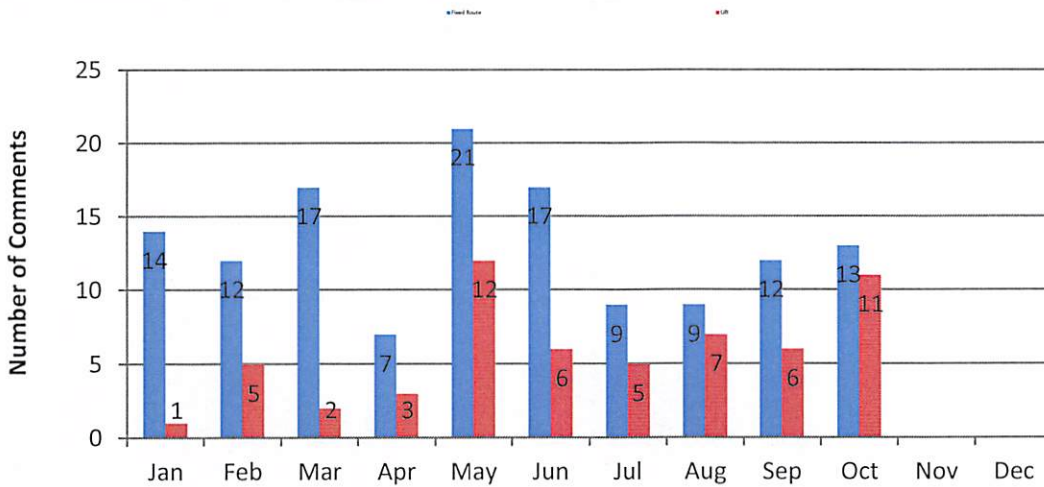
***2025 Annual Operator Vacation & Birthday Choose-up Posted (10/31)***

***Virtual Meeting Regarding Radio Infrastructure (10/31)***

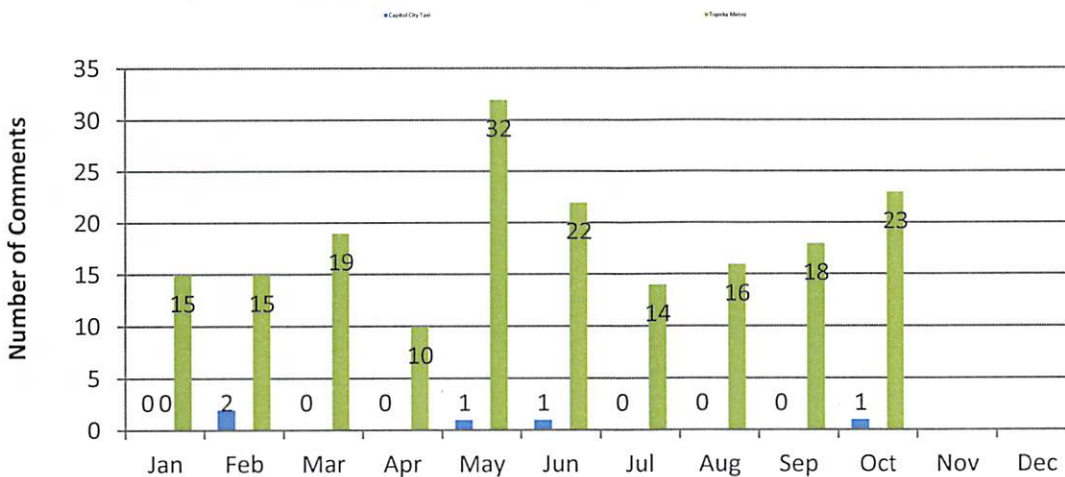
## 2024 Passenger Comments Per Type



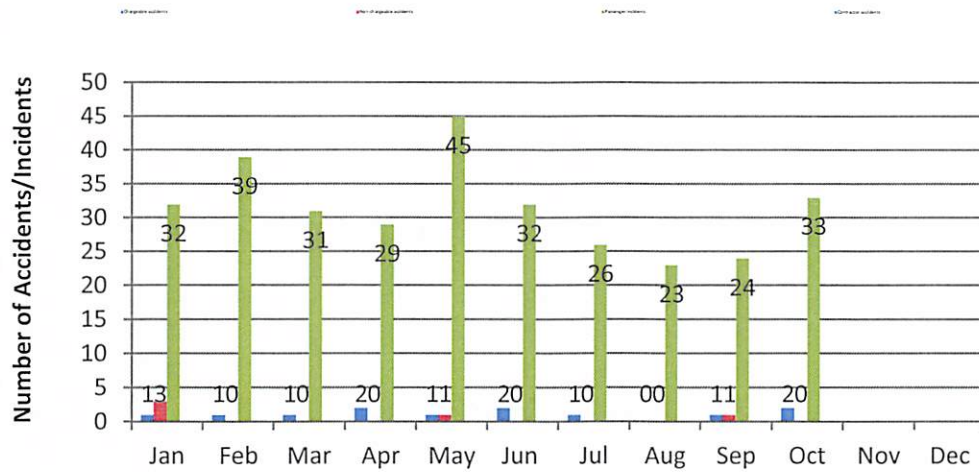
## 2024 Passenger Comments Per TMTA Service



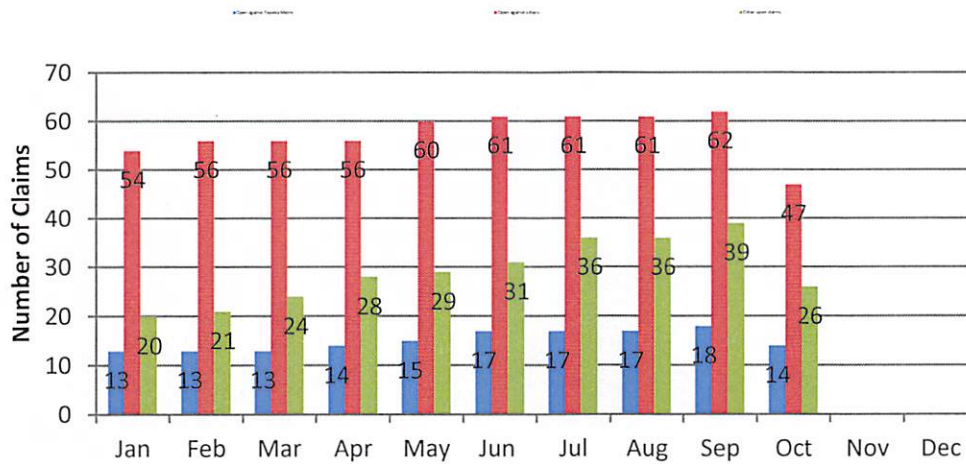
## 2024 Passenger Comments Per Provider



## 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	<b>29</b>	1	0	0
Feb 2024	13	12	0	0	<b>25</b>	1	1	1
Mar 2024	4	4	4	1	<b>13</b>	0	0	0
Apr 2024	12	10	6	3	<b>31</b>	0	0	0
May 2024	15	11	8	1	<b>35</b>	0	0	0
Jun 2024	7	7	1	2	<b>17</b>	2	1	0
Jul 2024	8	7	5	0	<b>20</b>	1	1	0
Aug 2024	15	18	2	1	<b>36</b>	2	1	1
Sep 2024	8	12	4	1	<b>25</b>	1	0	1
Oct 2024	14	10	3	0	<b>27</b>	2	1	0
Nov 2024					<b>0</b>			
Dec 2024					<b>0</b>			
<b>Year 2024 Total</b>	<b>111</b>	<b>99</b>	<b>39</b>	<b>9</b>	<b>258</b>	<b>10</b>	<b>5</b>	<b>3</b>
	43%	38%	15%	3%				