

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for April 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>In April, key Operations personnel worked with the Transportation Security Administration (TSA) to perform an on-site Security Enhancement Through Assessment (SETA). This no-cost tactical assessment consists of TSA covertly placing unattended bags on multiple vehicles simultaneously to simulate a coordinated terrorist attack. The goal was to see how many of the operators did a proper vehicle pre-trip inspection, found the bags, and reported them. TSA agents were on-site prior to service on April 16th to place ten (10) bags in random vehicles. Adam Alford with TSA then attended the Operations quarterly safety training on April 22nd to report the good news that operators found all ten bags during their pre-trip inspections and to discuss the importance of proper vehicle inspections. TSA will return to do a secondary random assessment in the near future.</p> <p>Topeka Metro supervisors, managers, and ATU #1360 members joined together for the annual Stuff the Bus campaign on April 19th. It was held at Dillons at 21st & Fairlawn from 9:00 a.m. to 2:00 p.m. The group raised 1,211 pounds of food and \$258 cash. Proceeds go to Project Topeka.</p> <p>Operations is searching for a part-time security vendor to work at QSS during times the in-house security officer is off duty. The COO and Human Resources continue to interview applicants 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

April 2025

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<u>30</u>	Total days in April

Passenger Comments:

11	Fixed Route	0	Capitol City Transportation	12	Complaints
2	Lift	13	Topeka Metro	1	Compliments
<u>13</u>	Total Comments	<u>13</u>	Total Comments	<u>0</u>	Incidents
				13	Total Comments

Comment Issues:

- Other/General (5)
- Operator (3)
- Unsafe Driving (4)
- Title VI (1) - *not valid*

Operations Accidents & Incidents (as of April 30th, 2025):

	Month of		
	April	CY 2025	FY 2025
TMTA Chargeable accidents	1	7	15
TMTA Non-chargeable accidents	2	12	14
Contractor accidents	0	0	0
Passenger incidents	<u>37</u>	<u>136</u>	<u>300</u>
	40	155	329

Current Self-Insurance Files:	7	Open files against Topeka Metro
	15	Open files against others
	<u>15</u>	Other
	37	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30):	2,147 fixed route trips
Bikes on the Bus Ridership (4/1 thru 4/30):	851 bikes on the fixed route

Other Operational and Promotional Activities:

Observed Defensive Driving & Distracted Driving Month (April)

Monthly Operator Policy Meeting (4/1)

Extra Board Procedural Training for Remaining Supervisors & Training Specialist (4/1) - part 1

Reveal Paratransit Software Annual Contract Effective (4/1)

Operator Uniform Sizing for New UniFirst Contract (4/2) - session 1

Extra Board Procedural Training for Remaining Supervisors & Training Specialist (4/3) - part 2

Final April Operator Roster Posted (4/7)

Operator Uniform Sizing for New UniFirst Contract (4/8) - session 2

Spare Software Training for Supervisors & Staff (4/8) - part 1

Mandatory Safety & Security Training for Managers & Admin Staff (4/10)

Spare Software Training for Supervisors & Staff (4/11) - part 2

April Operator Roster in Effect (4/13)

New Bus Operator Training (4/14) - one trainee

TSA On-site to Perform a Vehicle Pre-trip Inspection Assessment on Random Operators (4/16)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (4/16)

Topeka Metro Staff & ATU #1360 Hosted "Stuff the Bus" (4/19) - collected 1,211 lbs of food + \$258 cash

New Bus Operator Training (4/21) - one trainee

Mandatory Quarterly Employee Safety Training (4/22 - three sessions for all Operations employees)

****TSA SETA inspection report, trauma & de-escalation, ride guide update, input on Agency Safety Plan annual review)***

Capitol City Transportation Quarterly Oversight Meeting (4/23)

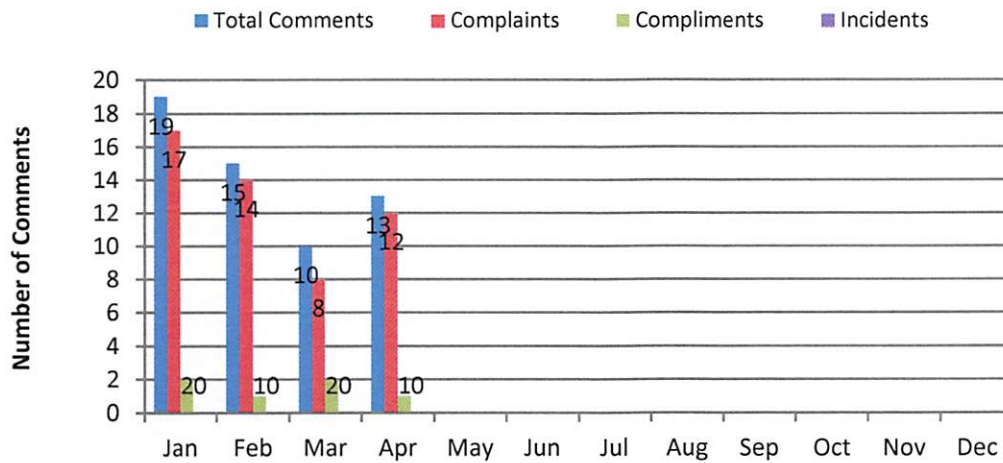
Annual Zoll AED Machine Inspections (4/24)

Union-Management Meeting (4/24)

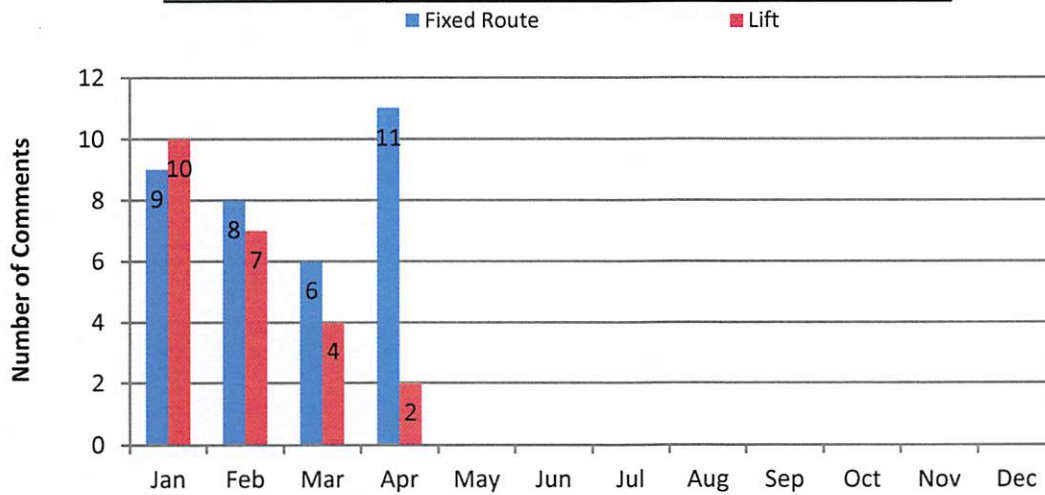
"Go Orange" Safety Awareness Day for Employees (4/25) - work zones & distracted driving

Safety & Security Work Group Meeting (4/26)

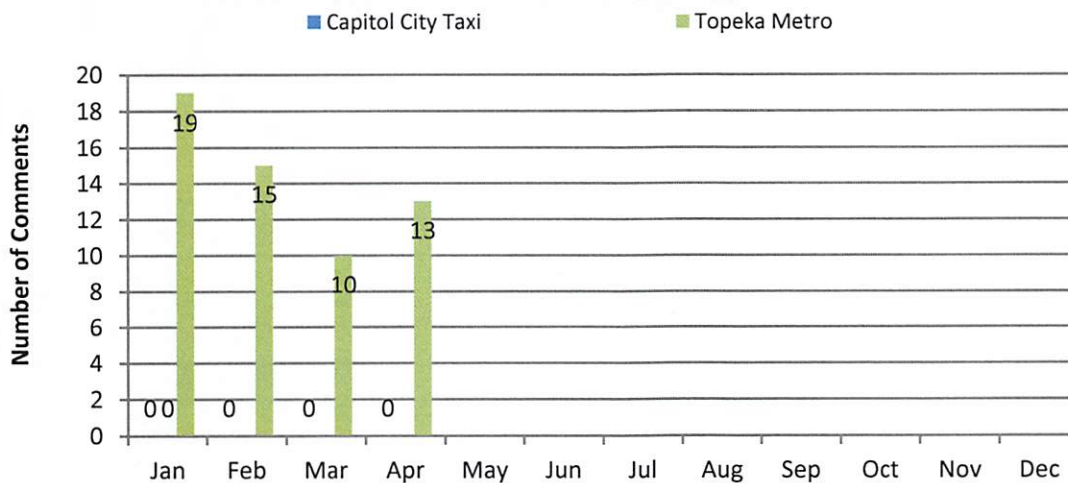
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

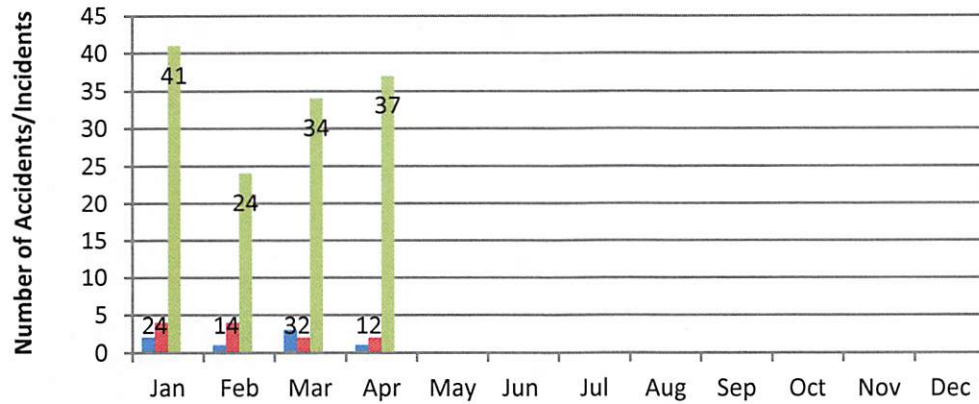


2025 Passenger Comments Per Provider



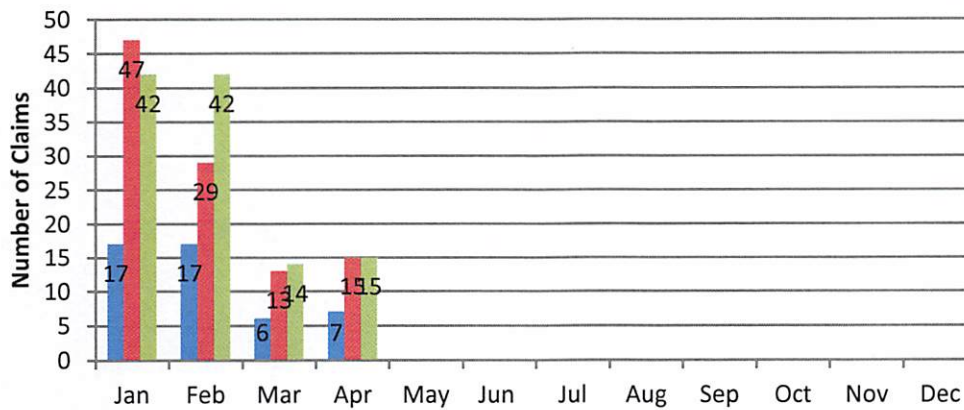
2025 Accident & Incidents

■ 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	9	17	7	1	34	0	0	0
Apr 2025	8	12	4	2	26	0	0	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	31	43	16	5	95	1	1	0