

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for March 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Winter weather struck one more time in the form of snow and high winds on March 5th. This was the date of the statewide tornado drill, which unfortunately had to be cancelled because of the storm. Due to the importance of this annual event, Operations performed its own agency-wide tornado drill on March 10th.</p> <p>There were several bus stop issues in March:</p> <ul style="list-style-type: none"> • On 3/12, the inbound shelter at 37th & Topeka (Walgreens) had one glass panel vandalized. • On 3/15, TPD reported that six juveniles had vandalized the outbound 12th & Washburn shelter overnight. • A person camping in the 6th & Clay bus shelter was arrested by TPD for criminal trespass on 3/19 after being asked to leave multiple times. • On 3/20, one glass panel was vandalized in the inbound shelter at 6th & Security Benefit. • The bench at the inbound 20th & California stop was vandalized on 3/25. It was replaced that same day. • On 3/28, the operator reported a broken glass panel in the shelter at SE 21st & Washington. <p>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

March 2025

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

Passenger Comments:

6	Fixed Route	0	Capitol City Transportation	8	Complaints
4	Lift	10	Topeka Metro	2	Compliments
10	Total Comments	10	Total Comments	0	Incidents
				10	Total Comments

Comment Issues:

- Other/General (5)
- Operator (2)
- Unsafe Driving (2)
- Passed By (1) - *not valid*

Operations Accidents & Incidents (as of March 31st, 2025):

	Month of		
	March	CY 2025	FY 2025
TMTA Chargeable accidents	3	6	14
TMTA Non-chargeable accidents	2	10	12
Contractor accidents	0	0	0
Passenger incidents	34	99	263
	39	115	289

Current Self-Insurance Files:	6	Open files against Topeka Metro
	13	Open files against others
	14	Other
	33	Total open files

March Promotions and Events

Washburn Students (3/1 thru 3/31):	2,505 fixed route trips
Bikes on the Bus Ridership (3/1 thru 3/31):	817 bikes on the fixed route

Other Operational and Promotional Activities:

- Provided Employees with Information for Severe Weather Awareness Week (3/3 thru 3/7)*
- Special Roster in Effect for Operator Returning from Extended Medical Leave (3/3)*
- Monthly Operator Policy Meeting (3/4)*
- "Go Orange" Safety Awareness Day for Employees (3/4) - National Safety Day*

Extra Board Procedural Training for Dispatchers & Supervisors (3/4) - part 3

Snow & High Winds (3/5) - no accidents / Statewide Tornado Drill cancelled

Extra Board Procedural Training for Dispatchers & Supervisors (3/6) - part 4

Rescheduled Tornado Drill (3/10)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/12)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (3/12)

Union-Management Meeting (3/14)

New Operations Supervisor Began Training (3/17)

CDL Medical Self-Certification Mandatory Online Training for all CDL Employees (3/17 thru 3/29)

National Transit Driver Appreciation Day (3/18) - provided lunch & snacks for the bus operators

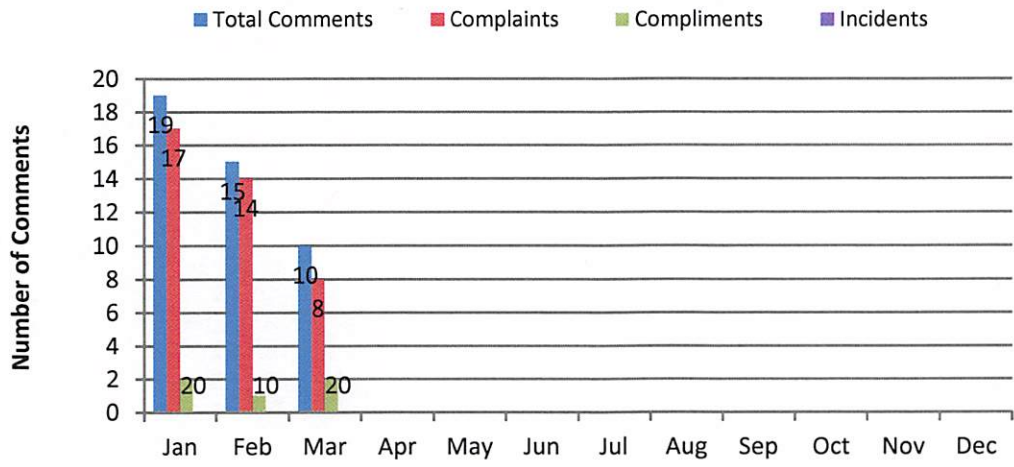
April Operator Choose-up Posted for Viewing (3/27)

Union-Management Meeting (3/27)

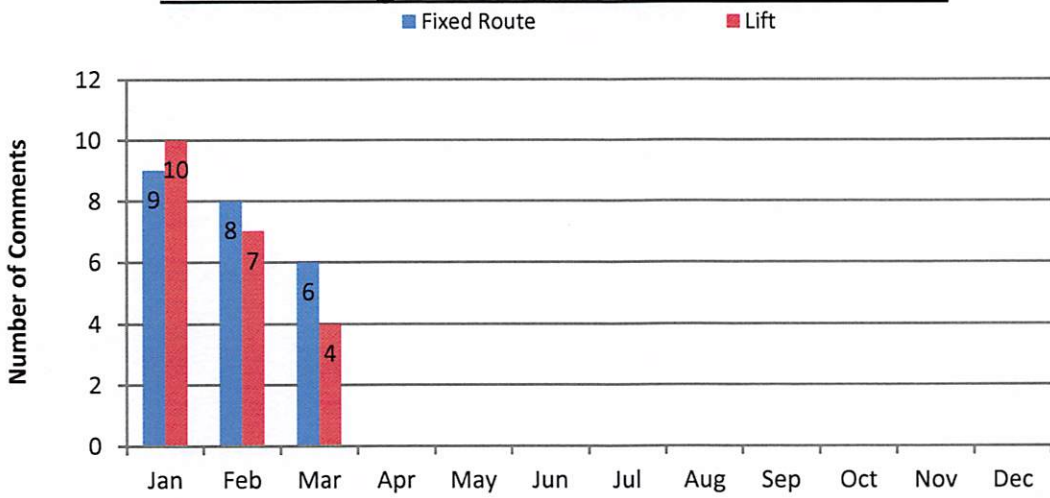
Special Roster in Effect for Operator Returning from Extended Medical Leave (3/31)

April Operator Choose-up Selection Begins (3/31)

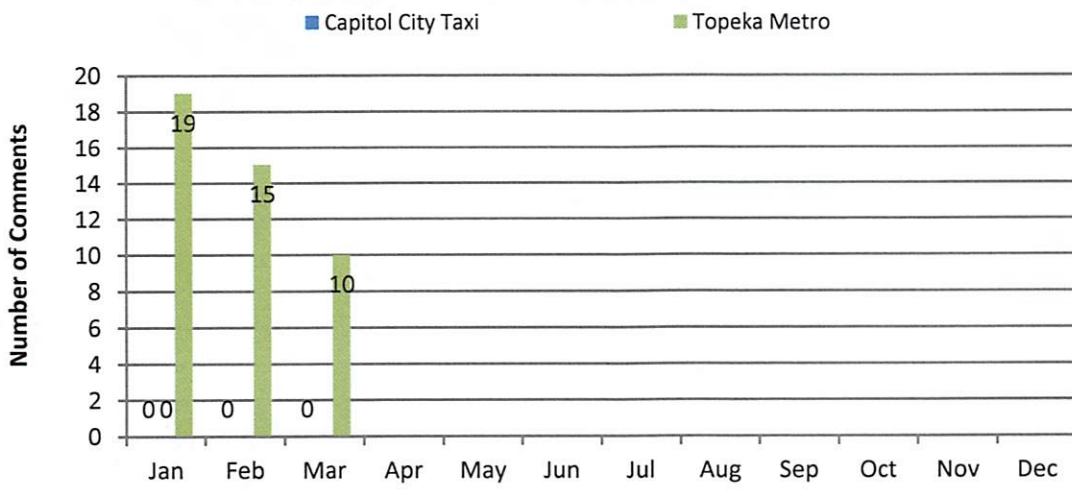
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

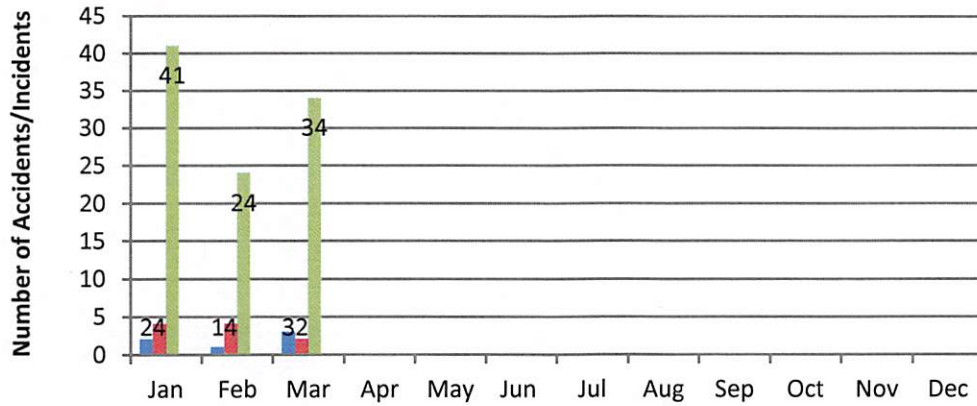


2025 Passenger Comments Per Provider



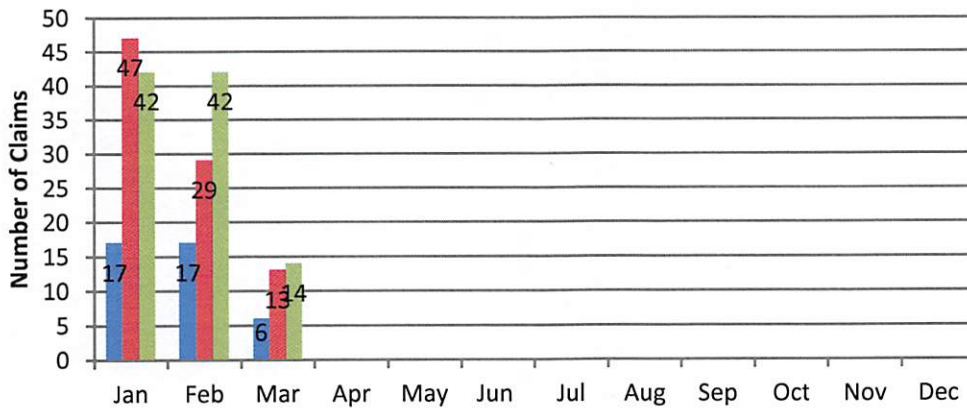
2025 Accident & Incidents

■ 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					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	23	31	12	3	69	1	1	0