

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for January 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>There were no shelters vandalized in January!</p> <p>January was plagued with multiple days of snow, ice, and frigid temps. Schools were closed several days. January 9th had exceptionally icy street conditions, but the operators and supervisors were out on the streets for our passengers and remained accident-free.</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

January 2024

January Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day 1/1 /24</i>
	1	Limited holiday service: <i>Martin Luther King Jr. Day 1/15 /24</i>
	31	Total days in January

Passenger Comments:

14 Fixed Route	0 Capitol City Transportation	15 Complaints
1 Lift	15 Topeka Metro	0 Compliments
15 Total Comments	15 Total Comments	0 Incidents
		15 Total Comments

Comment Issues:

- Other/General (8)
- Unsafe Driving (4)
- Passed By (2) - *zero valid*
- Operator (1)

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

	Month of		
	January	2024	FY 2024
TMTA Chargeable accidents	1	1	9
TMTA Non-chargeable accidents	3	3	7
Contractor accidents	0	0	1
Passenger incidents	32	32	186
	36	36	203

Current Self-Insurance Files:	13	Open files against Topeka Metro
	54	Open files against others
	20	Other
	87	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31): 2,244 fixed route trips

FREEdom Pass Ridership (1/1 thru 1/31): 203 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	203

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (1/2)

Special Operator Choose-up Posted (1/2)

Replaced Weather Alert Radios in Dispatch & Scheduling Offices (1/3)

Special Operator Choose-up Completed (1/4)

Company-Issued Ice Cleats Distributed to Bus Operators, Supervisors, Maintenance, & COO (1/4)

Snowy/Icy Weather (1/5 thru 1/9) - no accidents!

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (1/10)

Participated in a Job Fair at Hillcrest Community Center (1/11)

Extremely Frigid Temperatures (1/12 thru 1/16)

City of Topeka Water Boil Order in Effect (1/14 thru 1/18)

Snowy/Icy Weather (1/15 thru 1/16) - no accidents!

Mandatory Operations Safety Training (1/18 - three sessions)

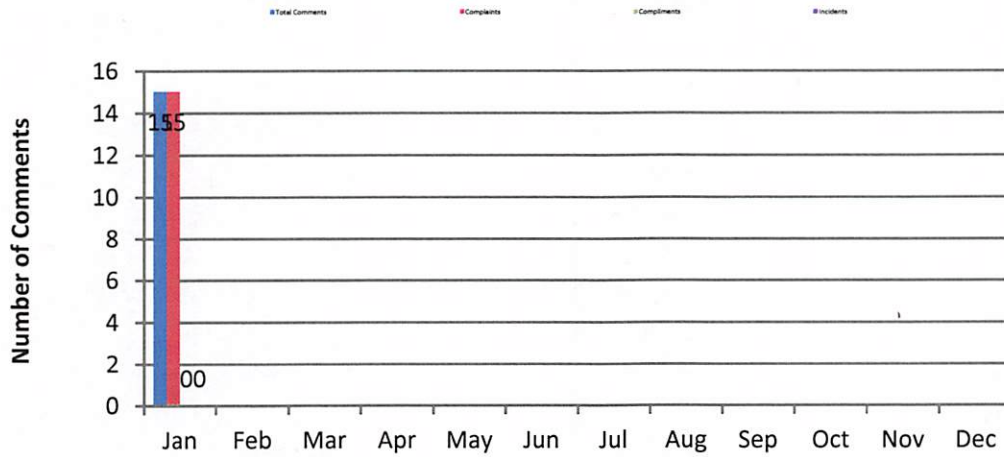
*Radio Update, Customer Driven Service, De-escalation/Intoxicated Passengers, Wheelchair Securement, Fire Suppression System)

Capitol City Transportation Quarterly Oversight Meeting (1/19)

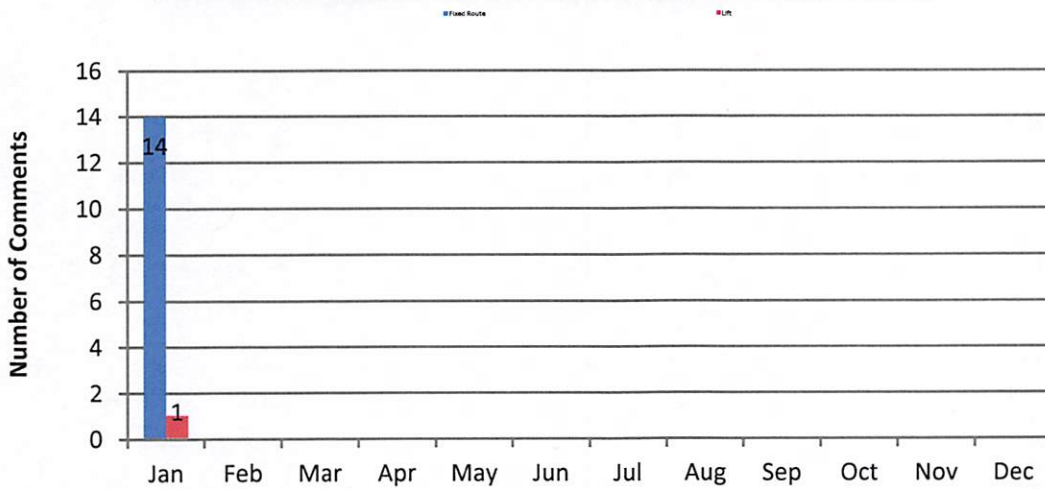
Extremely Frigid Temperatures (1/19 thru 1/21)

MOD Service 1-Year Anniversary (1/30)

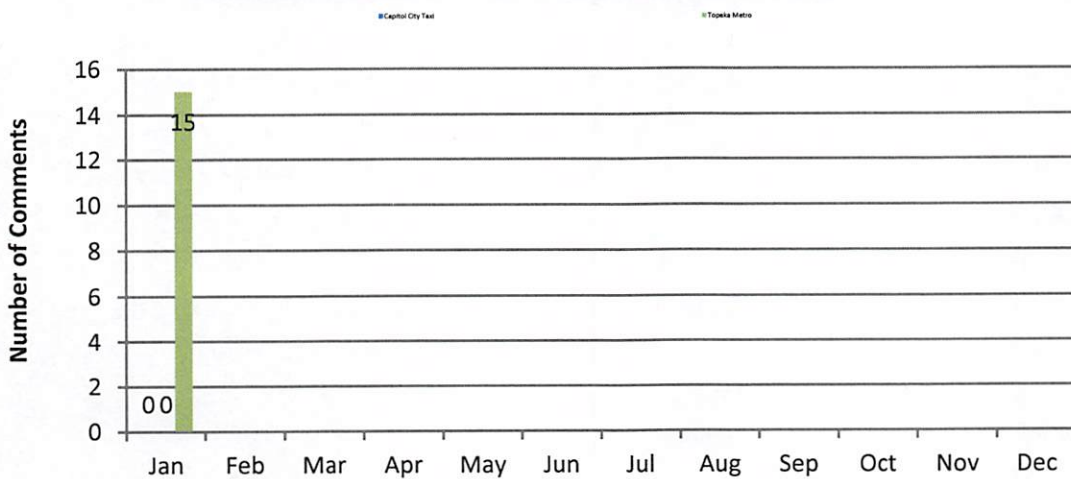
2024 Passenger Comments Per Type



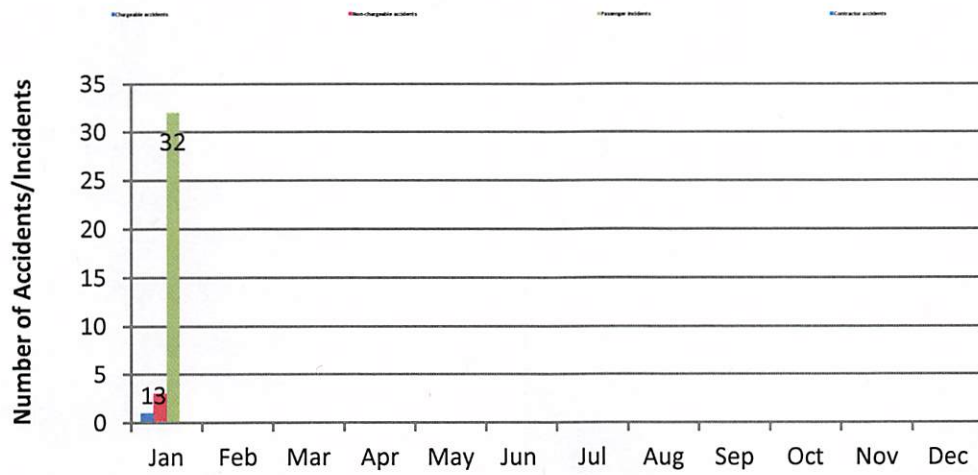
2024 Passenger Comments Per TMTA Service



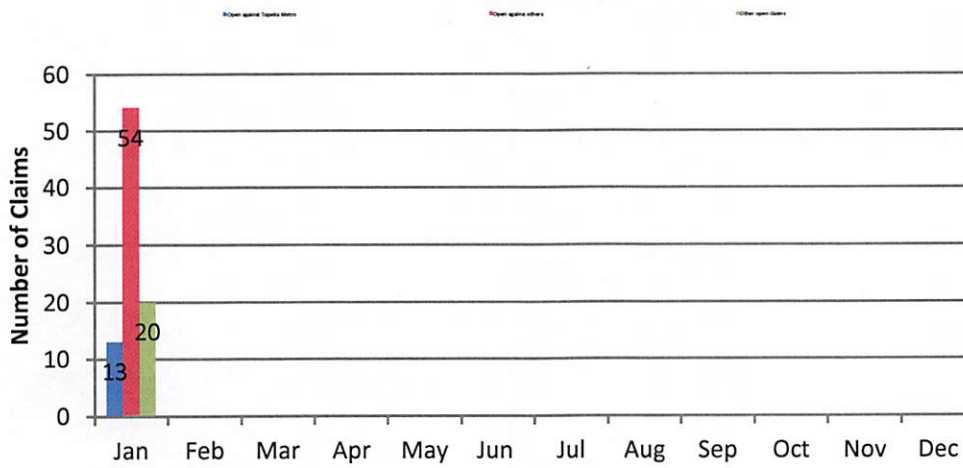
2024 Passenger Comments Per Provider



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					0			
Mar 2024					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			
Year 2024 Total	15	8	6	0	29	1	0	0

Paratransit Application Determinations

	Total	New Eligible		Recertified		Temporary		Denied		Appeals
2002	305	201	66%	34	11%	21	7%	49	16%	18
2003	264	141	53%	54	20%	33	13%	36	14%	12
2004	321	196	61%	52	16%	35	11%	38	12%	11
2005	311	218	70%	26	8%	36	12%	31	10%	7
2006	270	183	68%	34	13%	31	11%	22	8%	4
2007	328	210	64%	51	16%	37	11%	30	9%	10
2008	367	212	58%	116	32%	22	6%	17	4%	4
2009	276	177	64%	78	28%	13	5%	8	3%	1
2010	266	167	63%	71	27%	12	4%	16	6%	6
2011	350	167	48%	159	45%	13	4%	11	3%	4
2012	314	131	42%	161	51%	12	4%	10	3%	0
2013	244	119	49%	108	44%	13	5%	4	2%	5
2014	296	152	51%	120	41%	17	6%	7	2%	0
2015	306	120	39%	152	50%	12	4%	22	7%	4
2016	271	131	48%	117	43%	13	5%	10	4%	1
2017	258	137	53%	100	39%	10	4%	11	4%	4
2018	252	130	53%	108	43%	7	2%	7	2%	3
2019	301	153	51%	133	44%	12	4%	3	1%	1
2020	223	115	52%	94	42%	10	4%	4	2%	0
2021	248	119	48%	110	44%	16	7%	3	1%	2
2022	303	148	49%	143	47%	11	4%	1	0%	1
2023	230	119	52%	94	41%	17	7%	0	0%	0
<i>Total</i>	6304	3446	55%	2115	34%	403	6%	340	5%	98

Paratransit Application Determination Comparison:

	<u>Total</u>	<u>Full Elig.</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>
2002	305	66%	11%	7%	16%
2003	264	53%	20%	13%	14%
2004	321	61%	16%	11%	12%
2005	311	70%	8%	12%	10%
2006	270	68%	13%	11%	8%
2007	328	64%	16%	11%	9%
2008	367	58%	32%	6%	4%
2009	276	64%	28%	5%	3%
2010	266	63%	27%	4%	6%
2011	350	48%	45%	4%	3%
2012	314	42%	51%	4%	3%
2013	244	49%	44%	5%	2%
2014	296	51%	41%	6%	2%
2015	306	39%	50%	4%	7%
2016	271	48%	43%	5%	4%
2017	258	53%	39%	4%	4%
2018	252	53%	43%	2%	2%
2019	301	51%	44%	4%	1%
2020	223	52%	42%	4%	2%
2021	248	48%	44%	7%	1%
2022	303	49%	47%	4%	0%
2023	230	52%	41%	7%	0%