

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

<b>ITEM</b>	Operations Department Monthly Report (for February 2024)
<b>CONTACT</b>	Denise Ensley, Chief Operations Officer
<b>RECOMMENDATION</b>	Accept report as presented.
<b>SUMMARY</b>	<p>There were no shelter glass panels broken in February; however, three shelters were found with graffiti in them, and maintenance was notified.</p> <p>Operators having zero chargeables in 2023 were each presented with a gift card and a handwritten thank you from the COO on February 12<sup>th</sup>. These safe operators were also listed on a sign in the break room.</p> <p>That same day, the COO and supervisors were there at early sign-in to hand out breakfast and snack items to the operators to thank them for their safe driving and great customer service during the recent frigid temps and inclement weather.</p> <p>Human Resources and Operations continue to interview applicants for CSS and full- and part-time bus operator positions.</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

February 2024

<b>February Operating Days:</b>	25	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	29	Total days in February ( <i>Leap Year</i> )

**Passenger Comments:**

<table border="0"> <tr> <td style="text-align: right;">12</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">5</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	12	Fixed Route	5	Lift	17	Total Comments	<table border="0"> <tr> <td style="text-align: right;">2</td> <td>Capitol City Transportation</td> </tr> <tr> <td style="text-align: right;">15</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	2	Capitol City Transportation	15	Topeka Metro	17	Total Comments	<table border="0"> <tr> <td style="text-align: right;">15</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">2</td> <td>Compliments</td> </tr> <tr> <td style="text-align: right;">0</td> <td>Incidents</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">17</td> <td>Total Comments</td> </tr> </table>	15	Complaints	2	Compliments	0	Incidents	17	Total Comments
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**Comment Issues:**

- Other/General (7)
- Operator (6)
- Unsafe Driving (3)
- Passed By (1) - *valid*

**Operations Accidents & Incidents (as of February 29th, 2024):**

	Month of		
	February	2024	FY 2024
TMTA Chargeable accidents	1	2	10
TMTA Non-chargeable accidents	0	3	7
Contractor accidents	0	0	1
Passenger incidents	39	71	225
	40	76	243

<b>Current Self-Insurance Files:</b>	13	Open files against Topeka Metro
	56	Open files against others
	21	Other
	90	Total open files

## February Promotions and Events

**Washburn Students (2/1 thru 2/29):** 2,559 fixed route trips

**FREEdom Pass Ridership (2/1 thru 2/29):** 307 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

**Bikes on the Bus Ridership (2/1 thru 2/29):**

606 bikes on the fixed route

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**Other Operational and Promotional Activities:**

**Operations Attended a Bus Technology Demo of Strategic Mapping (2/1)**

**Staff Met with Nelson Casteel (Emergency Management) Regarding Radio Infrastructure (2/2)**

**Agency Bomb Threat Safety Plan Updated & Provided to Employees (2/6)**

**Monthly Operator Policy Meeting (2/6)**

**Operations Attended a Bus Technology Demo of Connexionz (2/6)**

**Entry Level Driver Training (ELDT) Program 2-year Anniversary (2/7)**

**Topeka Metro Staff & ATU #1360 Hosted "Stuff the Bus" (2/10) - collected 2,200 lbs of food + \$180 cash**

**The COO Distributed 2023 Annual Safe Driving Awards to 22 Bus Operators (2/12)**

**The COO Recognized Operators & Staff for January Safe Winter Driving with Breakfast/Snacks (2/12)**

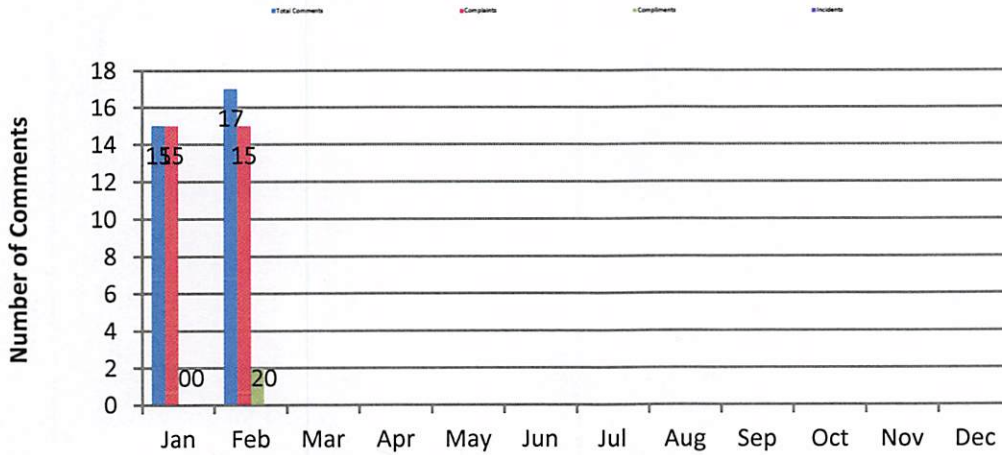
**Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (2/14)**

**Met with Transportation Security Administration (TSA) Re: Training & Assessment Opportunities (2/16)**

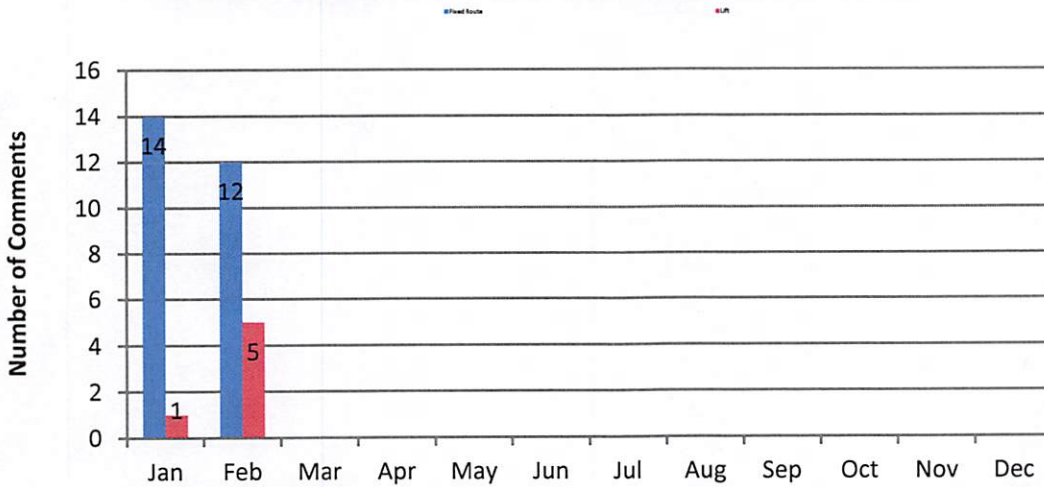
**Safety & Security Work Group Meeting (2/17)**

**Operations Attended a Second Meeting with Strategic Mapping to Meet the Team (2/23)**

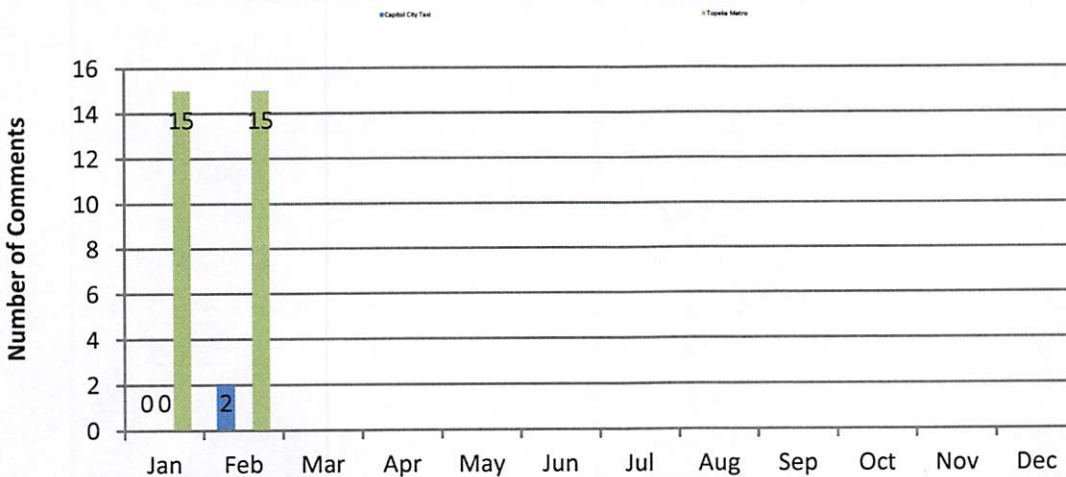
## 2024 Passenger Comments Per Type



## 2024 Passenger Comments Per TMTA Service

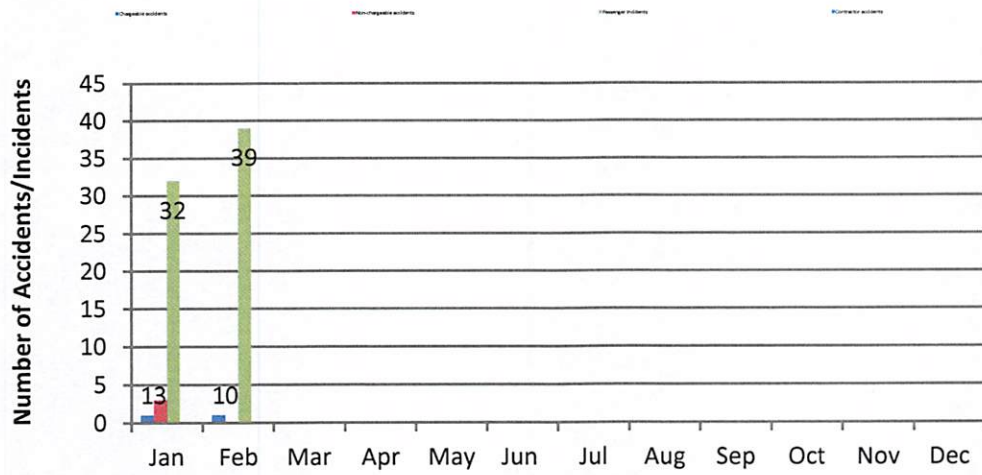


## 2024 Passenger Comments Per Provider

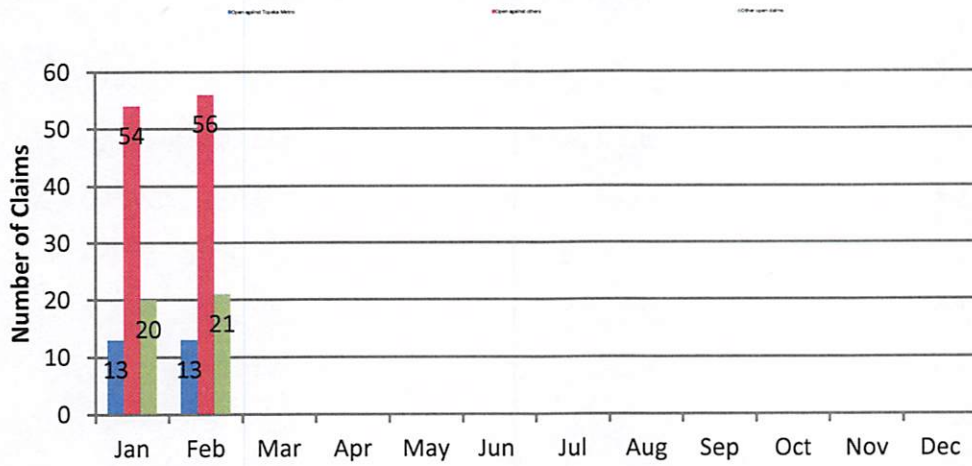




## 2024 Accident & Incidents



## Current 2024 Open Claims



**Lift Service Application Statistics**

	<b><u>Eligible</u></b>	<b><u>Recertified</u></b>	<b><u>Temporary</u></b>	<b><u>Denied</u></b>	<b><u>TOTAL</u></b>	<b><u>Appeals</u></b>	<b><u>(Appeals app)</u></b>	<b><u>(Appeals den)</u></b>
Jan 2024	15	8	6	0	29	1	0	0
Feb 2024	13	12	0	0	25	1	1	1
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			
<b>Year 2024 Total</b>	<b>28</b>	<b>20</b>	<b>6</b>	<b>0</b>	<b>54</b>	<b>2</b>	<b>1</b>	<b>1</b>