

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for December 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Since an in-house security officer was hired in November, contracted security days and times provided by Guardian Security were altered beginning December 2nd. Guardian began providing security weekday early mornings when the QSS facility opens and midday on Saturdays. Prior to this, there was no security on Saturdays. The Guardian security officer communicates incidents that occur during their shift to the in-house officer when they report for duty.</p> <p>Also on December 2nd, the newly hired CSS and Dispatch Clerk began their training.</p> <p>Human Resources and Operations continue to work on filling 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

December 2024

December Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25/24</i>
	0	Limited holiday service
	31	Total days in December

Passenger Comments:

9	Fixed Route	0	Capitol City Transportation	11	Complaints
3	Lift	12	Topeka Metro	1	Compliments
12	Total Comments	12	Total Comments	0	Incidents
				12	Total Comments

Comment Issues:

- Other/General (8)
- Operator (2)
- Passed By (2) - zero valid

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

	Month of December	Total for 2024	FY 2025
TMTA Chargeable accidents	2	16	8
TMTA Non-chargeable accidents	0	6	2
Contractor accidents	0	0	0
Passenger incidents	28	372	164
	30	394	174

Current Self-Insurance Files:	15	Open files against Topeka Metro
	47	Open files against others
	35	Other
	97	Total open files

December Promotions and Events

Washburn Students (12/1 thru 12/31):	2,285 fixed route trips
Bikes on the Bus Ridership (12/1 thru 12/31):	697 bikes on the fixed route

Other Operational and Promotional Activities:

- Guardian Security Began New Days & Hours (12/2) - weekdays early morning & Saturday midday*
- New Operations Staff Training (12/2) - one CSS and one Dispatch Clerk*
- Monthly Operator Policy Meeting (12/3)*
- Union-Management Meeting (12/5)*
- Final December Operator Roster Posted (12/5)*

"Go Orange" Safety Awareness Day for Employees (12/6) - Older Driver Awareness

December Operator Roster in Effect (12/8)

Installed Back-up Generator at QSS (12/11) - experienced some power issues on 12/11 & 12/12

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (12/11)

Uniform Procurement Presentation #1 by UniFirst (12/12)

Special Roster in Effect for Returning Operator (12/16)

Uniform Procurement Presentation #2 by Cintas (12/17)

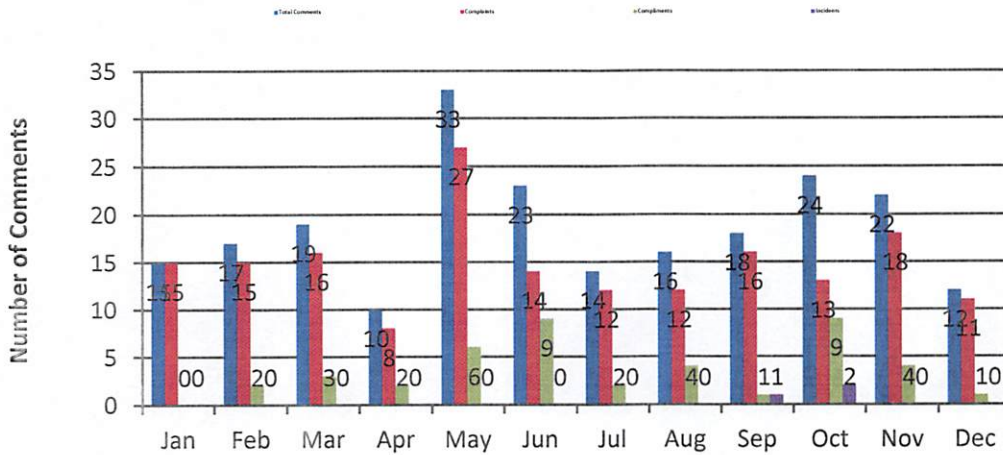
Uniform Procurement Presentation #3 by Vestis (12/18)

Union-Management Meeting (12/19)

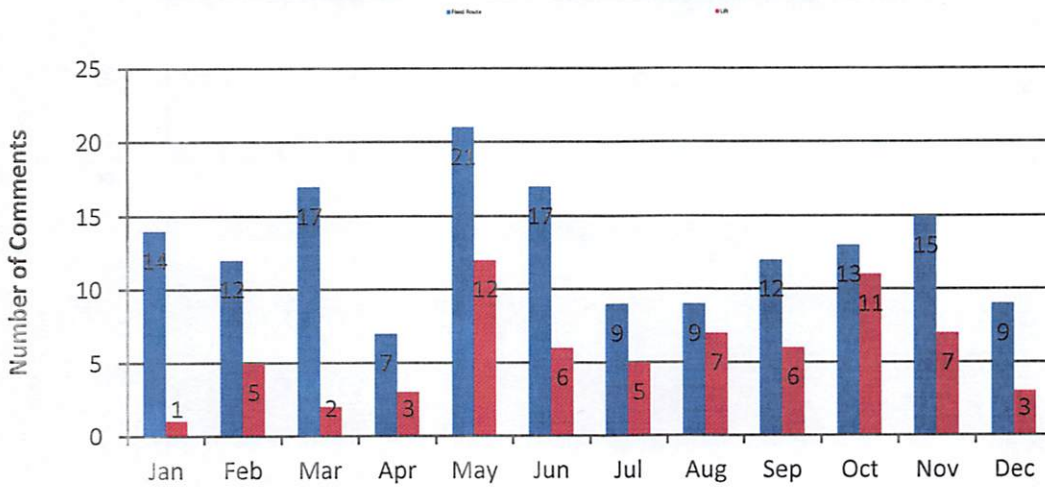
Submitted Mandated Data for FTA's General Directive 24-1 Regarding Transit Employee Assaults (12/20)

Strategic Mapping Bus Stop Phone Number Functional (12/23)

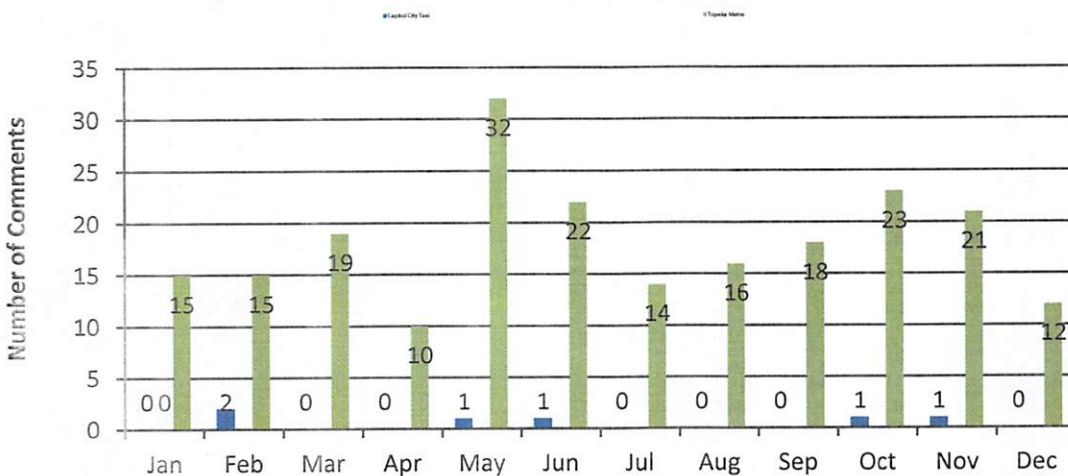
2024 Passenger Comments Per Type



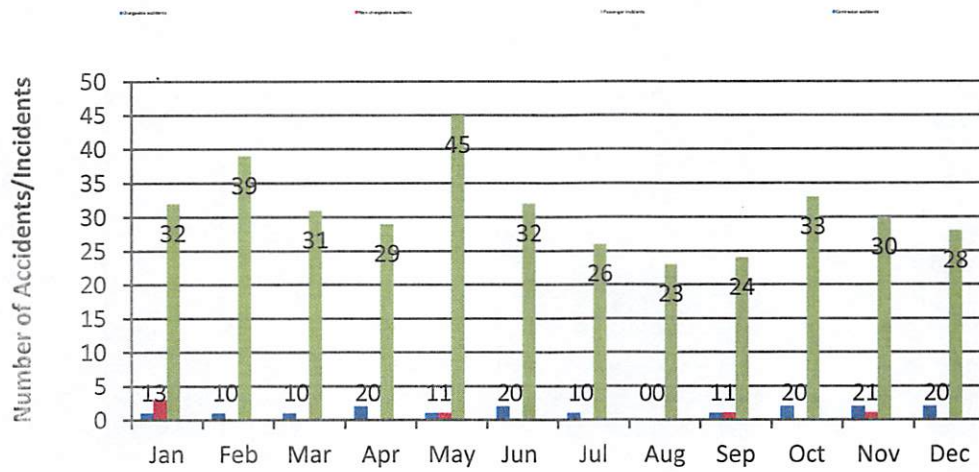
2024 Passenger Comments Per TMTA Service



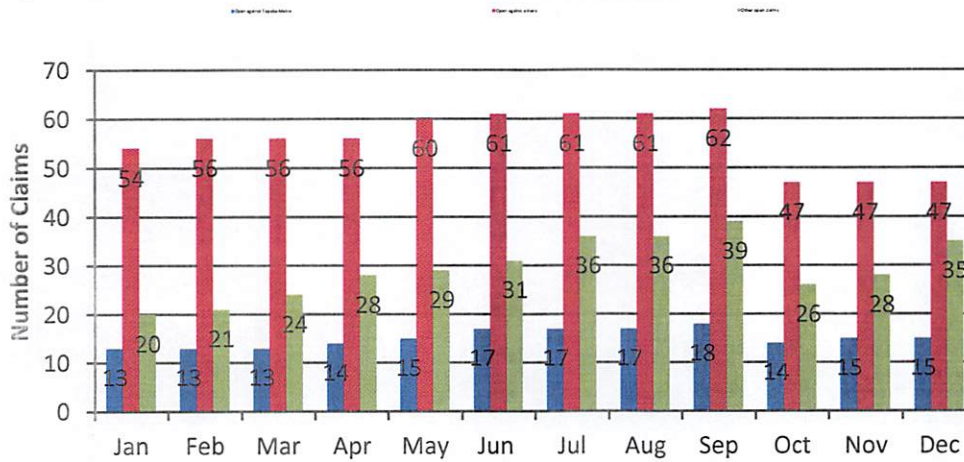
2024 Passenger Comments Per Provider



2024 Accident & Incidents



Current 2024 Open Claims



Lift Service Application Statistics

	<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	13	12	0	0	25	1	1	1
Mar 2024	4	4	4	1	13	0	0	0
Apr 2024	12	10	6	3	31	0	0	0
May 2024	15	11	8	1	35	0	0	0
Jun 2024	7	7	1	2	17	2	1	0
Jul 2024	8	7	5	0	20	1	1	0
Aug 2024	15	18	2	1	36	2	1	1
Sep 2024	8	12	4	1	25	2	0	1
Oct 2024	14	10	3	0	27	1	2	1
Nov 2024	8	5	3	0	16	0	0	0
Dec 2024	8	7	2	0	17	0	0	0
Year 2024 Total	127	111	44	9	291	10	6	4
	44%	38%	15%	3%				

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
2024	291	127	44%	111	38%	44	15%	9	3%	10
<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%
2024	291	44%	38%	15%	3%