

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for April 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Graffiti was reported in bus shelters on April 4th (two different shelters), April 16th, and then again on April 22nd. Thankfully, maintenance was able to remove the graffiti soon after being reported.</p> <p>Two bus shelters were vandalized on April 10th. One glass panel was broken in the inbound shelter at 10th & Tyler and then another in the outbound shelter at 37th & Landon Trail.</p> <p>Quarterly mandatory safety training was provided to all Topeka Metro employees on April 23rd (three sessions). Four make-up sessions were later provided for those who could not attend the training on the 23rd.</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

April 2024

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

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">7</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">3</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">10</td> <td>Total Comments</td> </tr> </table>	7	Fixed Route	3	Lift	10	Total Comments	<table border="0"> <tr> <td style="text-align: right;">0</td> <td>Capitol City Transportation</td> </tr> <tr> <td style="text-align: right;">10</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">10</td> <td>Total Comments</td> </tr> </table>	0	Capitol City Transportation	10	Topeka Metro	10	Total Comments	<table border="0"> <tr> <td style="text-align: right;">8</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;">10</td> <td>Total Comments</td> </tr> </table>	8	Complaints	2	Compliments	0	Incidents	10	Total Comments
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Comment Issues:

- Operator (3)
- Passed By (3) - *two valid*
- Other/General (2)
- Unsafe Driving (2)

Operations Accidents & Incidents (as of April 30th, 2024):

	Month of		
	April	2024	FY 2024
TMTA Chargeable accidents	2	5	13
TMTA Non-chargeable accidents	0	3	7
Contractor accidents	0	0	1
Passenger incidents	29	131	285
	31	139	306

Current Self-Insurance Files:	14	Open files against Topeka Metro
	56	Open files against others
	28	Other
	98	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30): 2,590 fixed route trips

FREEdom Pass Ridership (4/1 thru 4/30): 324 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 (until free fares due to COVID-19 in March 2020)
2021	3,849 (fares/program resumed 2/1/21)
2022	4,114
2023	4,326
2024	1,217

Other Operational and Promotional Activities:

Observed Defensive Driving & Distracted Driving Month (April)

April Operator Roster in Effect (4/1)

Monthly Operator Policy Meeting (4/2)

Kick-off Meeting with Strategic Mapping (4/8)

New Bus Operator Training (4/10) - three trainees

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (4/10)

Operations Supervisor Training on Drug & Alcohol Testing with Compliance One (4/11)

Safety & Security Work Group Meeting (4/13)

Annual Zoll AED Machine Inspections (4/16)

SWTA Webinar "Reducing Transit Worker Assaults" (4/18) - attended by management, supervisors & legal

Capitol City Transportation Quarterly Oversight Meeting (4/19)

Mandatory Employee Safety Training (4/23 - three sessions for all employees)

*EEO, Respect & Trust in the Workplace, BBP Review, Agency Safety Plan (ASP) Update, ESRP Review, Updated Winter Weather Safety Plan

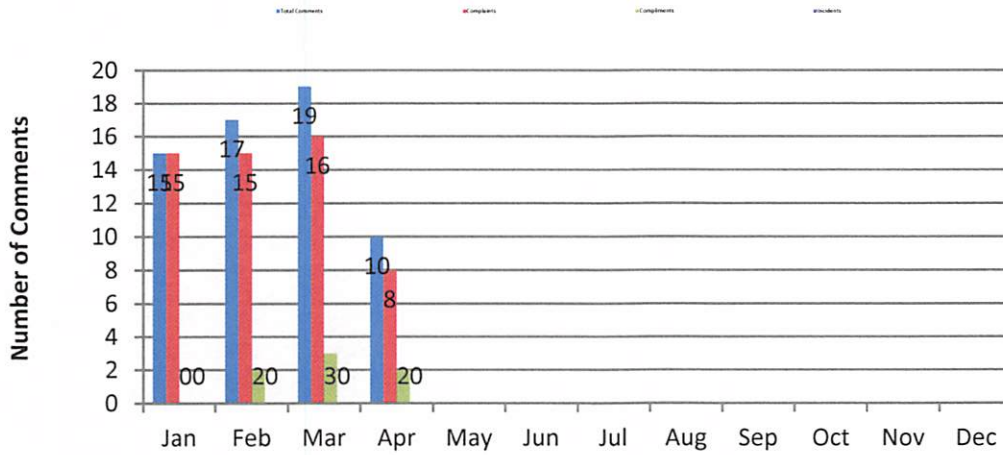
Random Operations Personnel Required Equipment Inspection (4/24)

Participated in a Job Fair at Ag Hall (4/25)

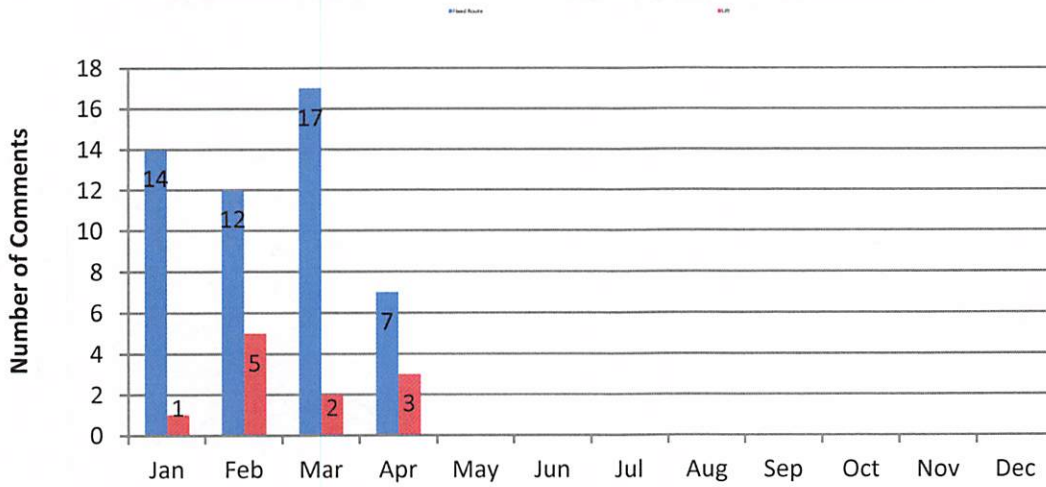
Mandatory Employee Safety Training Make-up Sessions (4/30 - two sessions)

Severe Weather/Tornado Warnings During Last Hour of Service Day (4/30)

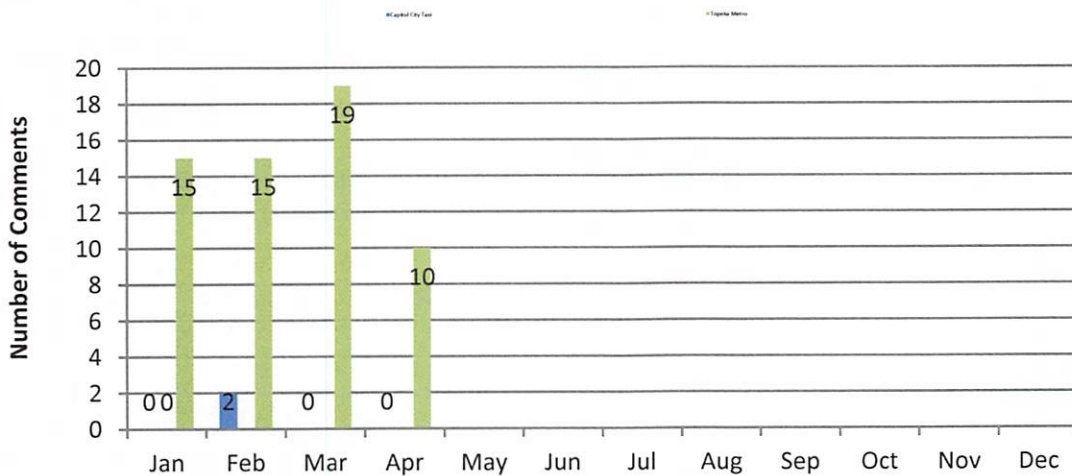
2024 Passenger Comments Per Type



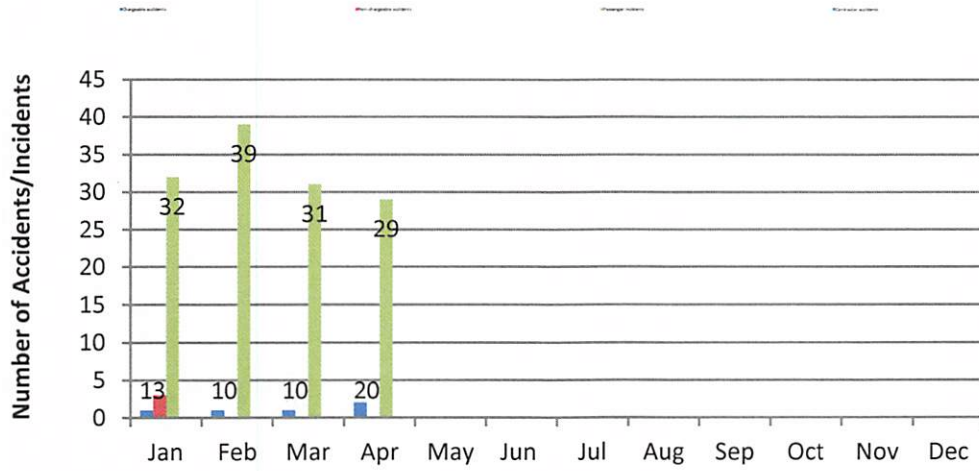
2024 Passenger Comments Per TMTA Service



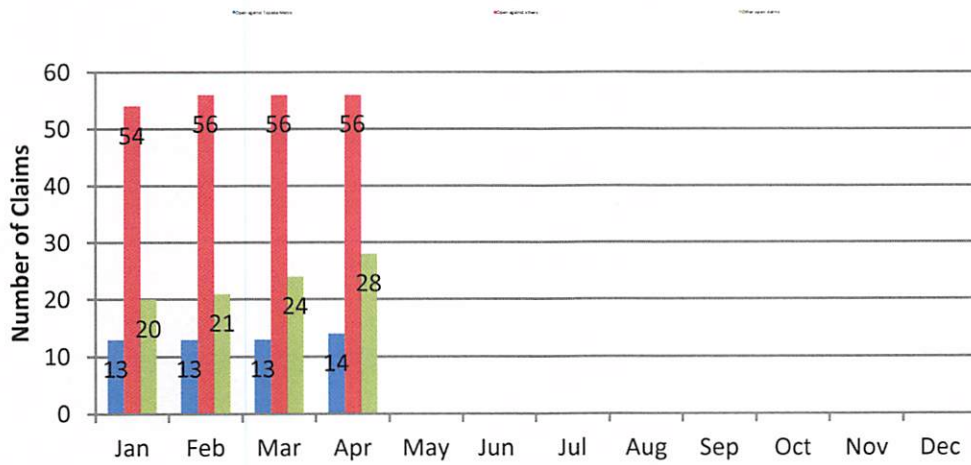
2024 Passenger Comments Per Provider



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	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					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	44	34	16	4	98	2	1	1