

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

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|--|--|
| ITEM | Operations Department Monthly Report (for August 2024) |
| CONTACT | Denise Ensley, Chief Operations Officer |
| RECOMMENDATION | Accept report as presented. |
| SUMMARY | <p>There were NO chargeable or non-chargeable accidents in August!</p> <p>Three bus stop signs were either damaged or reported missing:</p> <ul style="list-style-type: none"> - Inbound sign across from Garfield Park missing (8/5) - Outbound sign at 27th & Washburn was run over by a car (8/7) - Inbound sign at 27th & Burlingame missing (8/9) <p>There were no bus shelters damaged this month.</p> <p>Human Resources and Operations continue to interview applicants for CSS, dispatcher, 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

August 2024

| | | |
|-------------------------------|----|-------------------------|
| August Operating Days: | 27 | Normal operating days |
| | 4 | Sundays (no service) |
| | 0 | Holiday with no service |
| | 0 | Limited holiday service |
| | 31 | Total days in August |

Passenger Comments:

| | | | | | |
|----|----------------|----|-----------------------------|----|----------------|
| 9 | Fixed Route | 0 | Capitol City Transportation | 12 | Complaints |
| 7 | Lift | 16 | Topeka Metro | 4 | Compliments |
| 16 | Total Comments | 16 | Total Comments | 0 | Incidents |
| | | | | 16 | Total Comments |

Comment Issues:

- Other/General (6)
- Operator (5)
- Lift Missed Trip (2)
- Passed By (2) - *zero valid*
- Unsafe Driving (1)

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

| | Month of | | |
|-------------------------------|----------|------|---------|
| | August | 2024 | FY 2025 |
| TMTA Chargeable accidents | 0 | 9 | 1 |
| TMTA Non-chargeable accidents | 0 | 4 | 0 |
| Contractor accidents | 0 | 0 | 0 |
| Passenger incidents | 23 | 257 | 49 |
| | 23 | 270 | 50 |

| | | |
|--------------------------------------|-----|---------------------------------|
| Current Self-Insurance Files: | 17 | Open files against Topeka Metro |
| | 61 | Open files against others |
| | 36 | Other |
| | 114 | Total open files |

August Promotions and Events

| | |
|--|--|
| Washburn Students (8/1 thru 8/31): | 2,804 fixed route trips |
| Bikes on the Bus Ridership (8/1 thru 8/31): | 838 bikes on the fixed route |
| Kids Ride Free (5/15 thru 8/15): | 15,562 total fixed route trips for promo |
| May 15-31 | 2,884 |
| Jun 1-30 | 4,842 |
| Jul 1-31 | 4,157 |
| Aug 1-15 | 3,679 |

Other Operational and Promotional Activities:

"Kids Ride Free" Program Continued (5/15 thru 8/15)

Final August Operator Roster Posted (8/2)

August Operator Roster in Effect (8/4)

Monthly Operator Policy Meeting (8/6)

Received the Strategic Mapping BIAB (Bus-In-A-Box) Operator Training Simulator (8/6)

Began Strategic Mapping Dispatch & Supervisor Training (8/7 thru 8/9)

Union Officer & Management Team Meeting (8/10)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (8/14)

"Kids Ride Free" Program Ended (8/15)

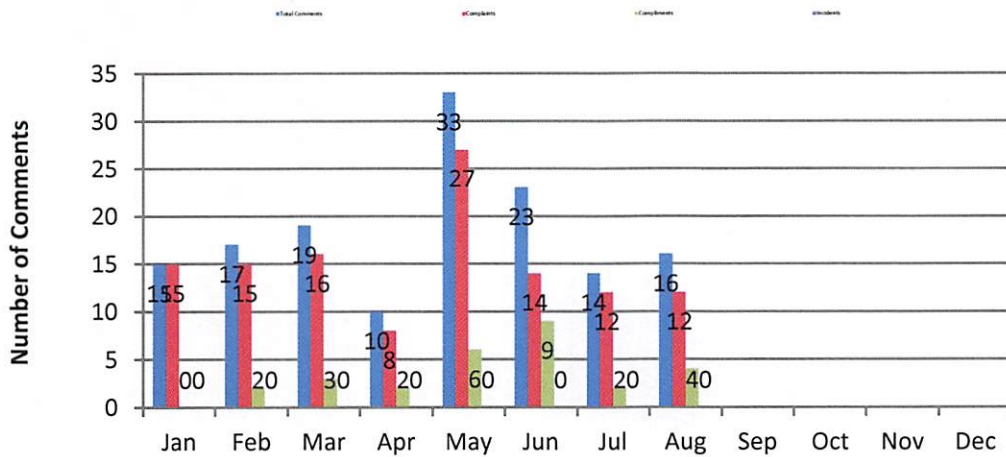
KPTA Annual Meeting Event Shuttle (8/20)

Topeka Metro Participated in Washburn University Market Daze Event (8/21)

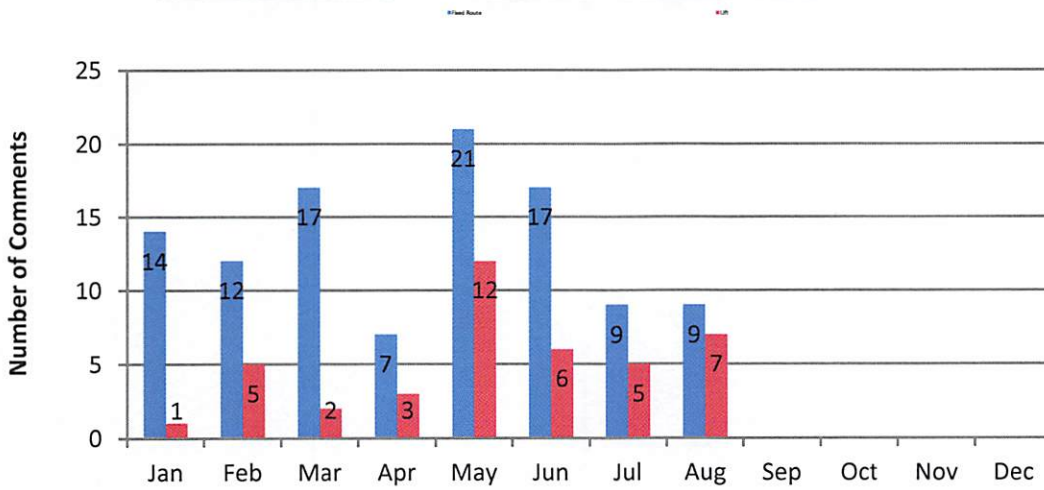
Safety & Security Work Group Meeting (8/24)

Union-Management "Operator Uniform" Work Group Meeting (8/27)

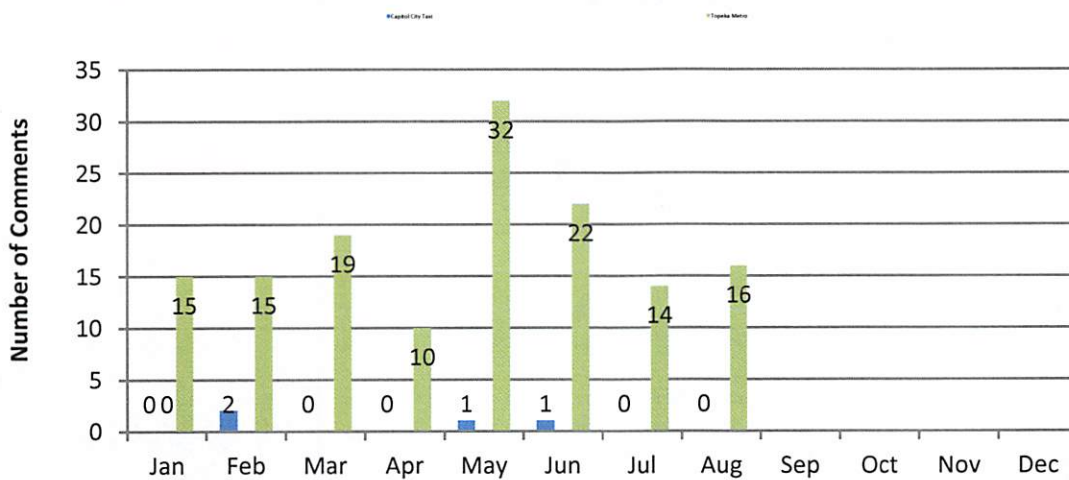
2024 Passenger Comments Per Type



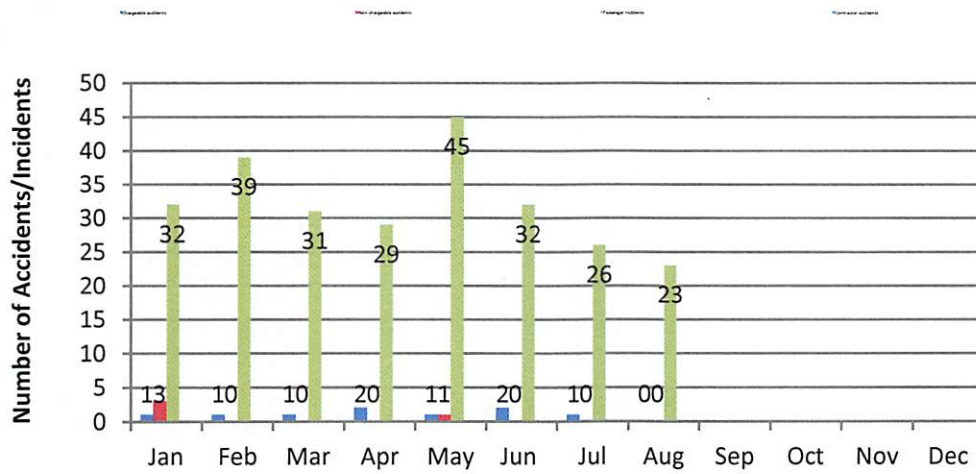
2024 Passenger Comments Per TMTA Service



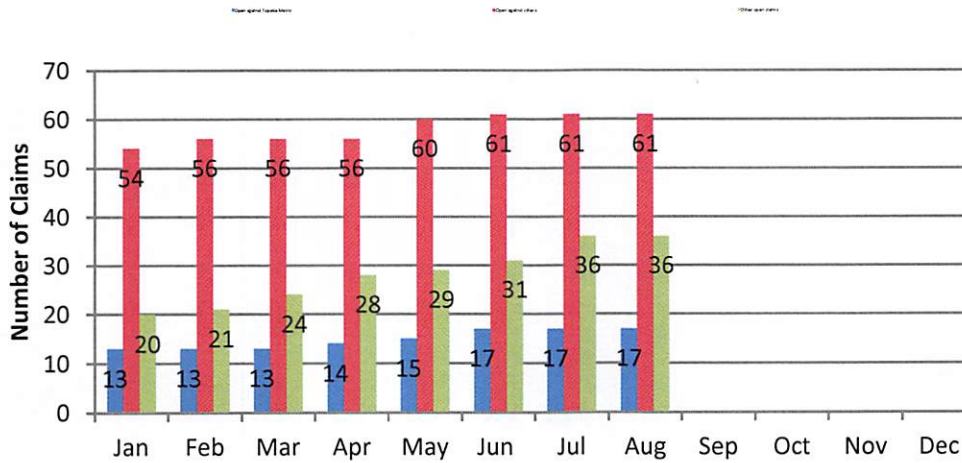
2024 Passenger Comments Per Provider



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 | | | | | 0 | | | |
| Oct 2024 | | | | | 0 | | | |
| Nov 2024 | | | | | 0 | | | |
| Dec 2024 | | | | | 0 | | | |
| Year 2024 Total | 89 | 77 | 32 | 8 | 206 | 7 | 4 | 2 |
| | 43% | 37% | 16% | 4% | | | | |