

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for June 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>On June 27th, operator Anne Kirk noticed a young girl on her bus who appeared lost. She engaged the child in conversation and found she was trying to find her way home which was not located near a bus route. She contacted dispatch who then contacted TPD. The girl was a missing child TPD had been searching for. The officers met the bus, removed the child, and took her safely home to her family. Anne’s compassion, instinct, and quick thinking saved this child from possible danger. What a terrific job!</p> <p>Graffiti was reported in the inbound bus shelter at 6th & Western on June 3rd.</p> <p>Three bus shelters were damaged on June 22nd. Two were vandalized. One glass panel was broken in each of the shelters, which were located at 8th & Lane (inbound) and 37th & Landon Trail (outbound). The third shelter was damaged because of a car accident at 17th & Kansas.</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

June 2024

June Operating Days:	25	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in June

Passenger Comments:

<table border="0"> <tr> <td style="text-align: right;">17</td> <td>Fixed Route</td> </tr> <tr> <td style="text-align: right;">6</td> <td>Lift</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">23</td> <td>Total Comments</td> </tr> </table>	17	Fixed Route	6	Lift	23	Total Comments	<table border="0"> <tr> <td style="text-align: right;">1</td> <td>Capitol City Transportation</td> </tr> <tr> <td style="text-align: right;">22</td> <td>Topeka Metro</td> </tr> <tr> <td style="border-top: 1px solid black; text-align: right;">23</td> <td>Total Comments</td> </tr> </table>	1	Capitol City Transportation	22	Topeka Metro	23	Total Comments	<table border="0"> <tr> <td style="text-align: right;">14</td> <td>Complaints</td> </tr> <tr> <td style="text-align: right;">9</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;">23</td> <td>Total Comments</td> </tr> </table>	14	Complaints	9	Compliments	0	Incidents	23	Total Comments
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Comment Issues:

- Operator (10)
- Other/General (8)
- Unsafe Driving (3)
- Passed By (2) - *one valid*

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

	Month of June	2024	Total FY 2024
TMTA Chargeable accidents	2	8	16
TMTA Non-chargeable accidents	0	4	8
Contractor accidents	0	0	1
Passenger incidents	32	208	362
	34	220	387

Current Self-Insurance Files:	17	Open files against Topeka Metro
	61	Open files against others
	31	Other
	109	Total open files

June Promotions and Events

Washburn Students (6/1 thru 6/30):	1,894 fixed route trips
FREEdom Pass Ridership (6/1 thru 6/30):	303 fixed route trips (<i>NOTE: Program ended 6/30/24</i>)
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	1,900
TOTAL	60,147

Bikes on the Bus Ridership (6/1 thru 6/30):

822 bikes on the fixed route

Kids Ride Free (5/15 thru 8/15):

7,726 fixed route trips total so far

May 15-31 2,884

Jun 1-30 4,842

Jul 1-31

Aug 1-15

Other Operational and Promotional Activities:

National Safety Month (June)

"Kids Ride Free" Program Continued (June)

Monthly Operator Policy Meeting (6/4)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (6/12)

Annual Agency Safety Plan (ASP) Update Completed & Signed by Board of Directors (6/17)

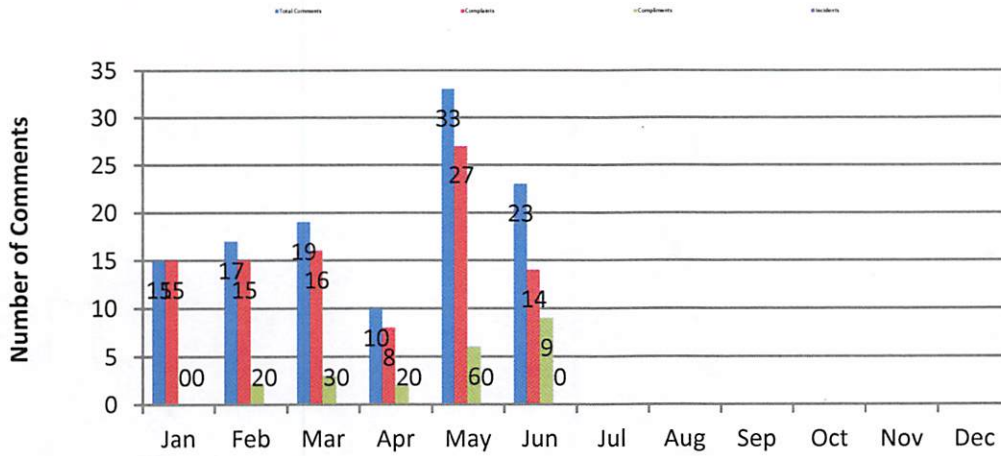
"How to Ride" Information to the Topeka Rescue Mission (6/19)

Safety & Security Work Group Meeting (6/22)

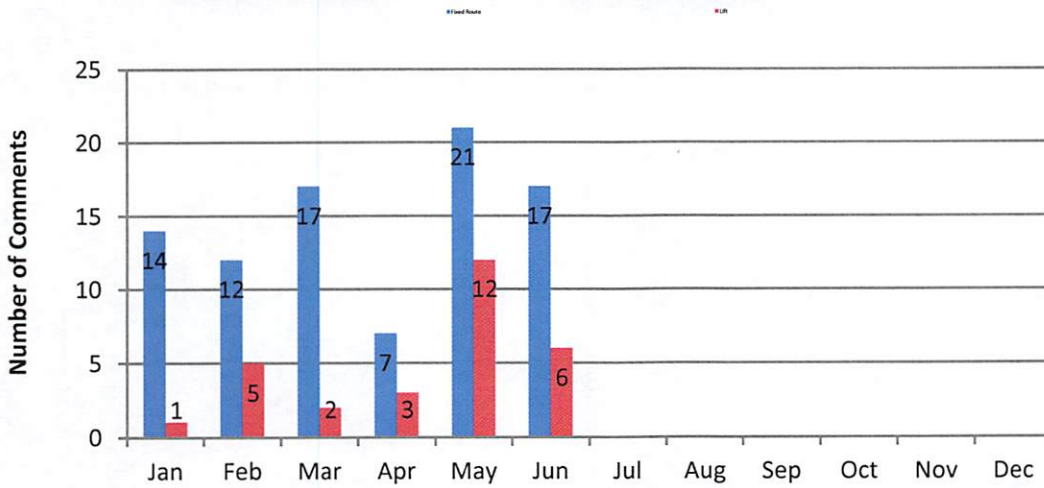
Biometric Screening for Employees (6/27)

FREEdom Pass Program Ended (6/30)

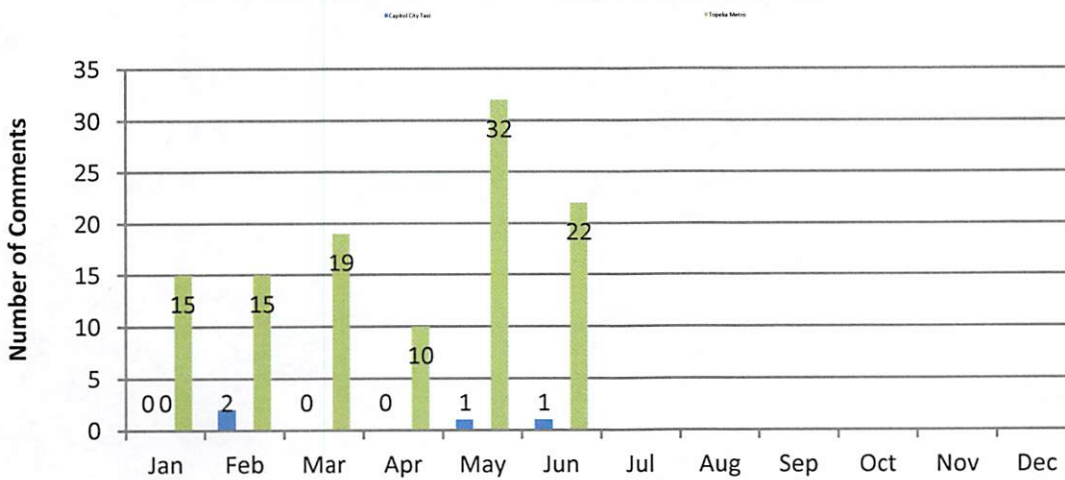
2024 Passenger Comments Per Type



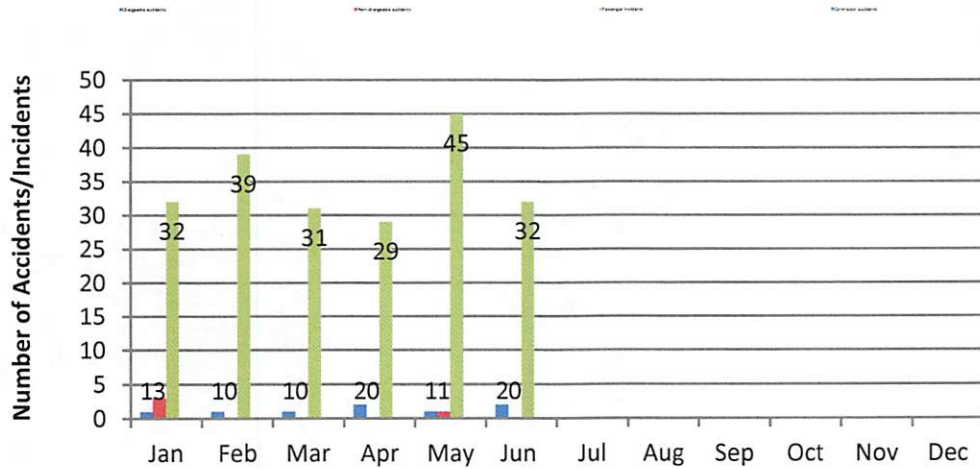
2024 Passenger Comments Per TMTA Service



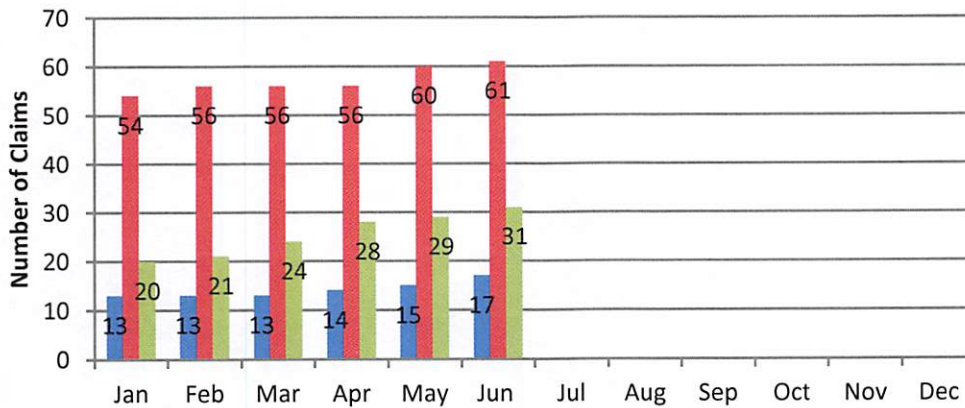
2024 Passenger Comments Per Provider



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	15	11	8	1	35	0	0	0
Jun 2024	7	7	1	2	17	1	1	0
Jul 2024					0			
Aug 2024					0			
Sep 2024					0			
Oct 2024					0			
Nov 2024					0			
Dec 2024					0			
Year 2024 Total	66	52	25	7	150	3	2	1