

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for January 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The month started off with a severe ice storm on Saturday, January 4th, followed by a blizzard that began on Sunday, January 5th, and resulted in approximately 14 inches of snow. For the first time in years, Topeka Metro service was discontinued early on the 4th and no service was operated on the 6th and 7th. When service resumed on the 8th, many main streets were down to one lane with large iced over snow piles to maneuver around. Side streets were often impassable. The city had plowed substantial amounts of snow in and around our bus shelters and stops. Passengers could not access the stops, so operators were stopping where they could safely board and alight passengers. To make matters worse, additional snow fell on Friday, January 10th. There were several passenger slip and fall incidents and limited vehicle damage from the iced over snow piles. The operators and maintenance employees did a terrific job given the horrible conditions!</p> <p>On the evening of January 8th, the Topeka Fire Department (TFD) received a public call reporting smoke billowing out of the QSS island. They responded and pried open the exterior boiler room doors, damaging them. No fire was found.</p> <p>On January 2nd, one glass panel was shattered in the Valeo bus shelter.</p> <p>Human Resources and the COO began interviewing for a full-time Operations Supervisor and 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

January 2025

January Operating Days:	23	Normal operating days
	4	Sundays (no service)
	2	No service due to hazardous road conditions (ice/blizzard): 1/6/25 & 1/7/25
	1	Holiday with no service: <i>New Years Day 1/1/25</i>
	1	Limited holiday service: <i>Martin Luther King Day 1/20/25</i>
	31	Total days in January

Passenger Comments:

9 Fixed Route	0 Capitol City Transportation	17 Complaints
10 Lift	19 Topeka Metro	2 Compliments
19 Total Comments	19 Total Comments	0 Incidents
		19 Total Comments

Comment Issues:

- Other/General (10)
- Operator (4)
- Unsafe Driving (4)
- Passed By (1) - *not valid*

Operations Accidents & Incidents (as of January 31st, 2025):

	Month of		
	January	CY 2025	FY 2025
TMTA Chargeable accidents	2	2	10
TMTA Non-chargeable accidents	4	4	6
Contractor accidents	0	0	0
Passenger incidents	41	41	205
	47	47	221

Current Self-Insurance Files:	17	Open files against Topeka Metro
	47	Open files against others
	42	Other
	106	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31):	2,260 fixed route trips
Bikes on the Bus Ridership (1/1 thru 1/31):	468 bikes on the fixed route

Other Operational and Promotional Activities:

- Union-Management Meeting (1/2)**
- Ice Storm - Saturday Service Cancelled Early Due to Hazardous Road Conditions (1/4)**
- Blizzard - Service Cancelled All Day Due to Hazardous Road Conditions (1/6 and 1/7)**

Strategic Mapping SMS Staff Alerts Functional (1/8)

TFD Responded to a Report of Smoke at QSS (1/8) - no fire discovered

Additional Snowfall (1/10)

Union-Management Meeting (1/10) - to discuss employee pay when service was cancelled

Monthly Operator Policy Meeting (1/14) - rescheduled from 1/7 due to weather

Uniform Procurement Follow-up with UniFirst (1/14)

"Go Orange" Safety Awareness Day for Employees (1/15) - National Pothole Day / Slips, Trips, & Falls

Union-Management Meeting (1/16)

Martin Luther King, Jr. Limited Service Day (1/20)

Flowbird Fare Payment System Presentation (1/23)

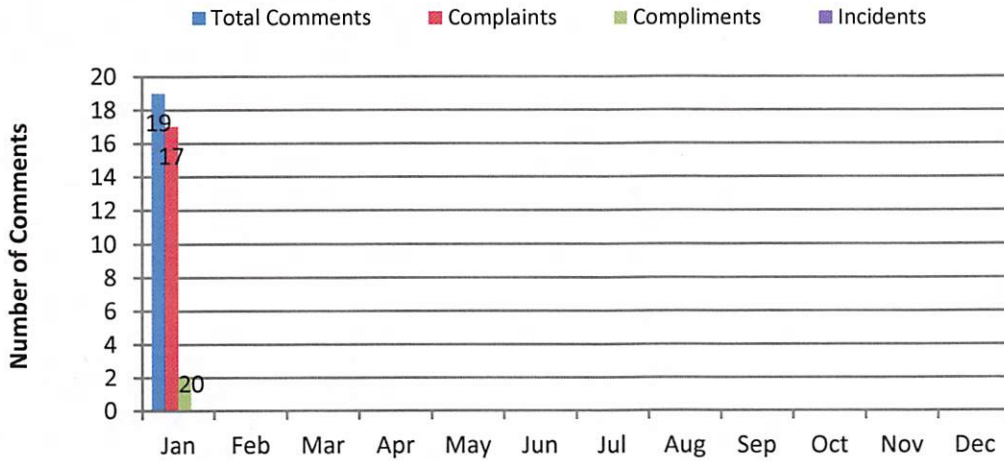
Mandatory Operations Safety Training (1/29 - three sessions)

**Identifying Overdose, Fentanyl, Naloxone, How Prescription & OTC Medicines Affect Drivers, Security Round Table Discussions*

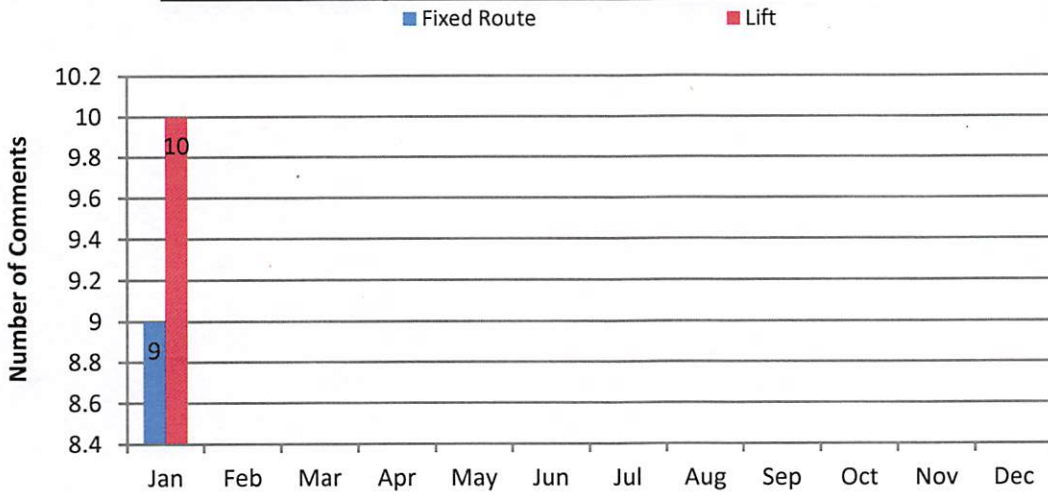
Union-Management Meeting (1/30)

MOD Service 2-Year Anniversary (1/30)

2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

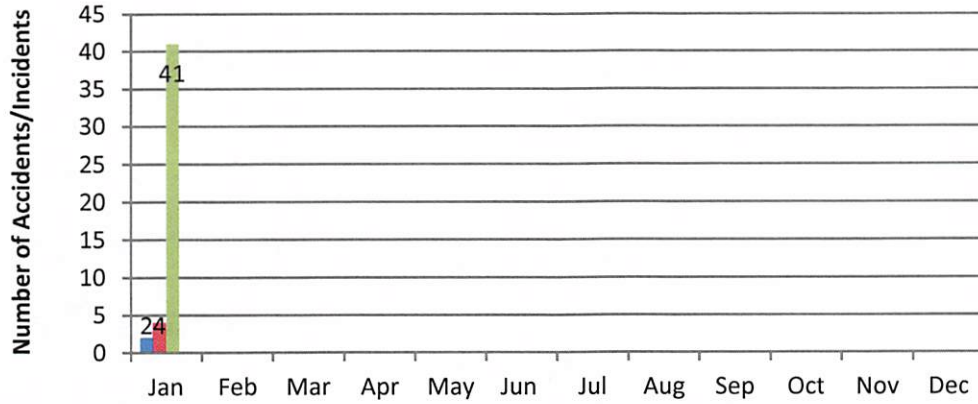


2025 Passenger Comments Per Provider



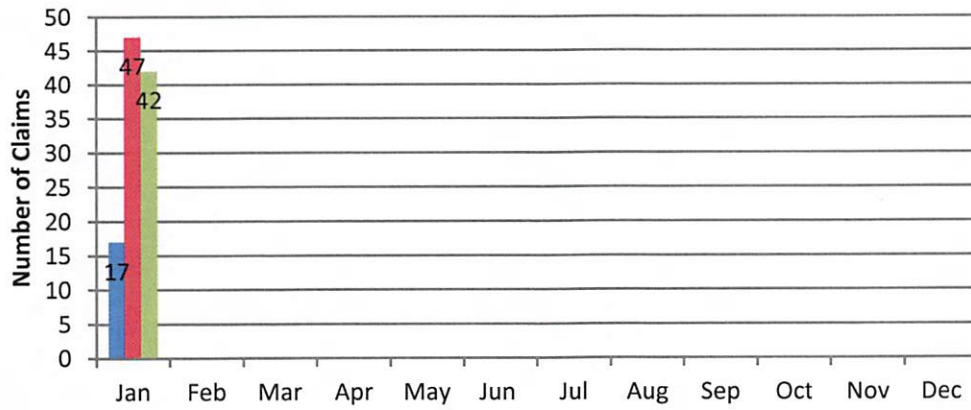
2025 Accident & Incidents

■ Chargeable accidents ■ Non-chargeable accidents ■ Passenger Incidents ■ Contractor accidents



Current 2025 Open Claims

■ Open against Topeka Metro ■ Open against others ■ Other 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 2025	8	2	3	1	14	0	0	0
Feb 2025					0			
Mar 2025					0			
Apr 2025					0			
May 2025					0			
Jun 2025					0			
Jul 2025					0			
Aug 2025					0			
Sep 2025					0			
Oct 2025					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	8	2	3	1	14	0	0	0