

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for July 2024)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>On July 5th, it was reported that the trash can at the Independence & Kansas bus stop had been set on fire overnight by an unknown person.</p> <p>Graffiti was reported in the following shelters in July:</p> <ul style="list-style-type: none"> - Inbound shelter at 6th & Clay (7/6) - Outbound shelter at Huntoon & Wanamaker (7/9) - Inbound shelter at 10th & Cottonwood (7/22) - Inbound shelter at Topeka & Lyman (7/24) - TPD reported obscene graffiti in the shelter at Huntoon & Clay (7/27) <p>The outbound bus shelter at 25th & California was vandalized on July 17th, resulting in two broken glass panels.</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

July 2024

July Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Independence Day 7/4/24</i>
	0	Limited holiday service
	31	Total days in July

Passenger Comments:

9	Fixed Route	0	Capitol City Transportation	12	Complaints
5	Lift	14	Topeka Metro	2	Compliments
14	Total Comments	14	Total Comments	0	Incidents
				14	Total Comments

- Comment Issues:**
- Other/General (5)
 - Unsafe Driving (4)
 - Operator (2)
 - Lift Scheduling Error (2)
 - Passed By (1) - *valid*

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

	Month of		
	July	2024	FY 2025
TMTA Chargeable accidents	1	9	1
TMTA Non-chargeable accidents	0	4	0
Contractor accidents	0	0	0
Passenger incidents	26	234	26
	27	247	27

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

July Promotions and Events

Washburn Students (7/1 thru 7/31):	1,948 fixed route trips
Bikes on the Bus Ridership (7/1 thru 7/31):	710 bikes on the fixed route
Kids Ride Free (5/15 thru 8/15):	11,883 fixed route trips total so far
May 15-31	2,884
Jun 1-30	4,842
Jul 1-31	4,157
Aug 1-15	

Other Operational and Promotional Activities:

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

Updated Annual Agency Safety Plan (ASP) in Effect (7/1)

Monthly Operator Policy Meeting (7/2)

New Bus Operator Training (7/8) - two trainees

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/10)

Strategic Mapping (SM) Began Hardware Installation on Fixed Route Buses (7/16)

August Operator Choose-up Posted (7/17)

Capitol City Transportation Quarterly Oversight Meeting (7/19)

New Bus Operator Training (7/22) - one P/T & two F/T trainees

Mandatory Employee Safety Training (7/24 - three sessions for all employees)

* TSA was here to provide "First Observer Plus" training, plus in-house training on incident reporting, sleep disorders and sleep testing.

"Go Orange" Safety Awareness Day for Employees (7/24) - Drowsy and Fatigued Driving

Strategic Mapping (SM) Provided "Train the Trainer" MDT Training to Supervisors (7/25)

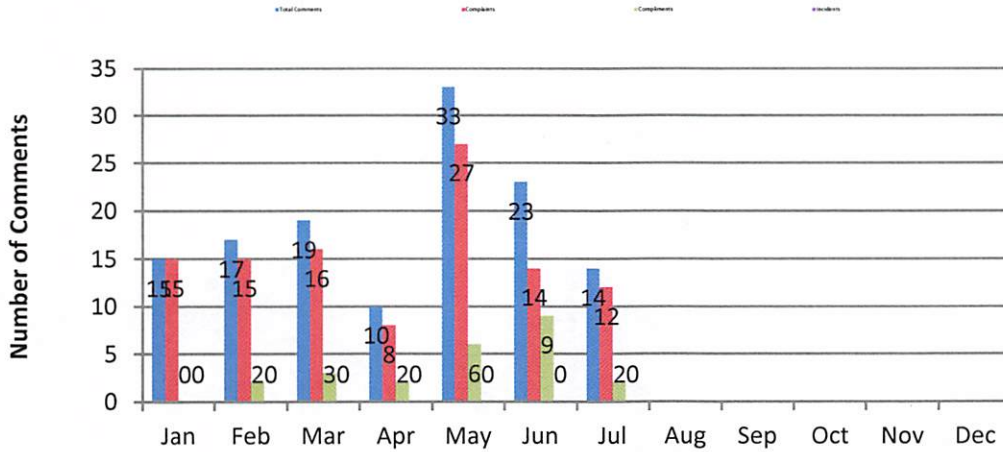
Washburn University Photo Shoot Using the Washburn Wrapped Bus (7/26)

Excessive Heat Warning (7/30 thru 8/1)

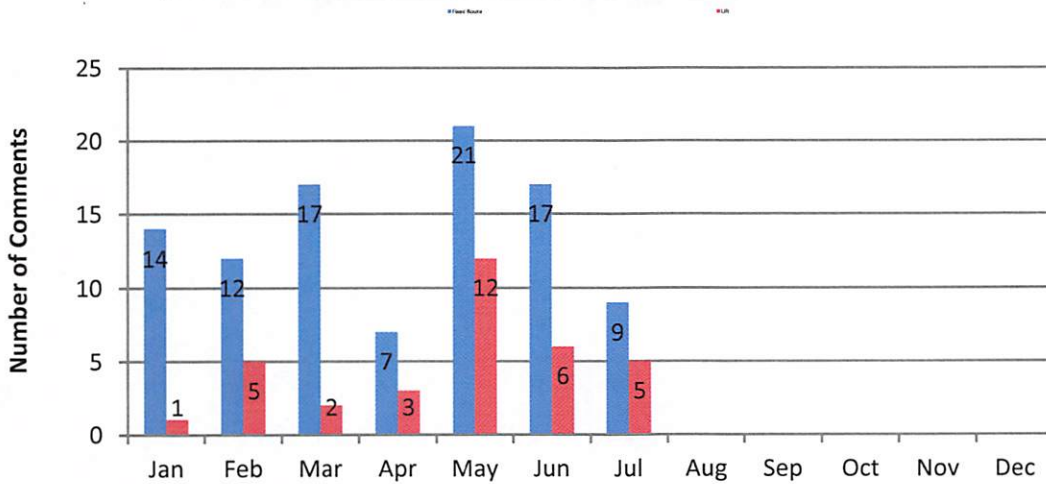
Distributed Updated Ride Guides to Social Service Agencies, Schools, & Businesses (7/30 & 7/31)

Performed a Random Operations Employee Required Equipment Inspection (7/31)

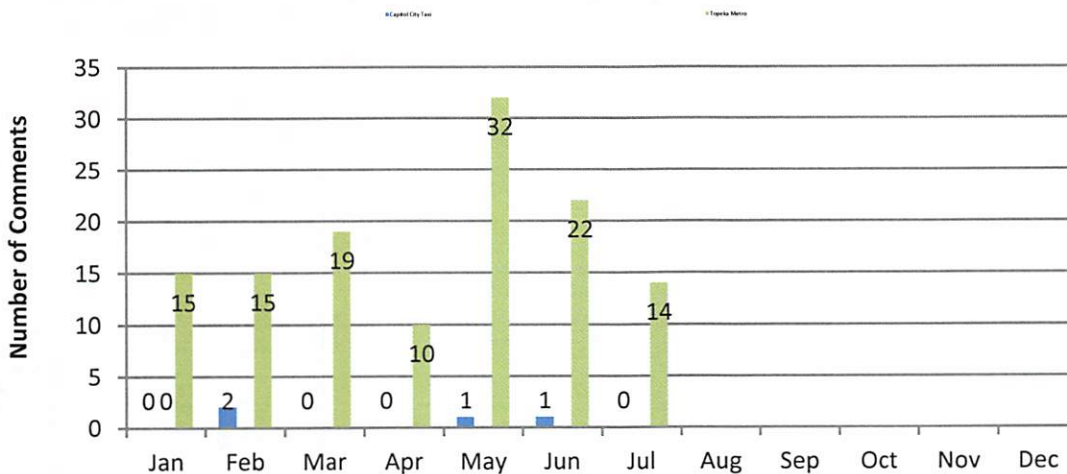
2024 Passenger Comments Per Type



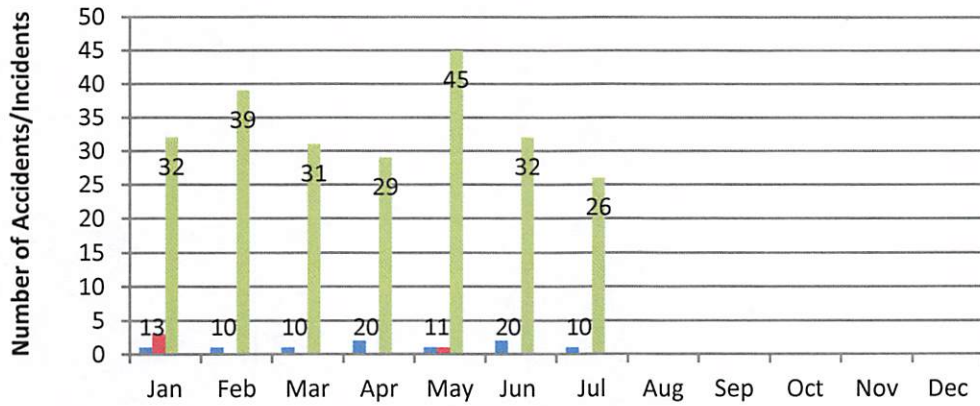
2024 Passenger Comments Per TMTA Service



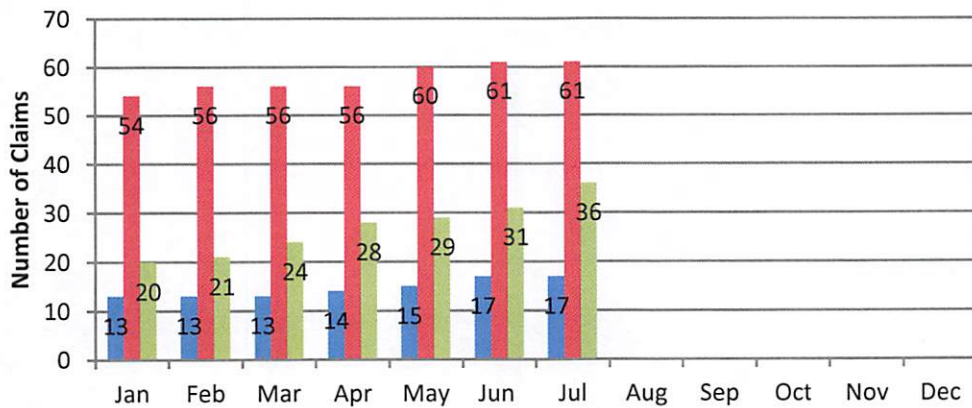
2024 Passenger Comments Per Provider



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	9	6	5	0	20	1	1	0
Aug 2024					0			
Sep 2024					0			
Oct 2024					0			
Nov 2024					0			
Dec 2024					0			
Year 2024 Total	75	58	30	7	170	5	3	1