

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for March 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Only one shelter was vandalized in March. On 3/30/26, an operator reported graffiti in the Walmart East bus shelter and maintenance was contacted.</p> <p>Two new dispatchers began training on March 16th. Both were internal applicants from other Operations positions. One was a Customer Service Specialist (CSS) and the other was a bus operator. Meanwhile, the renovation of the admin dispatch office continued.</p> <p>Once again, we celebrated National Transit Drivers Appreciation Day on March 18th. Operators were served pizza between 11:00-2:00 at both QSS and admin. A supervisor delivered hot, fresh pizzas every hour during that time. We also provided a wide variety of individual snacks, fresh fruit, and bottled water. And for the first time, we had a drawing for several gift cards. All operators were eligible to win.</p> <p>Operations staff and Human Resources continue to interview applicants for a CSS and bus operators.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring and training additional Operations employees. Monitor bi-weekly operator overtime and pad time.
ATTACHMENTS	Operations Reports.

Topeka Metro Operations Report

March 2026

March Operating Days:	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	31	Total days in March

Passenger Comments:

6	Fixed Route	1	Capitol City Transportation	6	Complaints
2	Lift	7	Topeka Metro	2	Compliments
8	Total Comments	8	Total Comments	0	Incidents
				8	Total Comments

- Comment Issues:**
- Operator (3)
 - Late Lift Trip (2)
 - Passed By (1) - *not valid*
 - Route (1)
 - Other (1)

Note: One Title VI complaint was received for February, and was added after the report had been sent to the Board.

Operations Accidents & Incidents (as of March 31st, 2026):

	Month of		
	March	CY 2026	FY 2026
TMTA Chargeable accidents	0	4	10
TMTA Non-chargeable accidents	1	4	12
Contractor accidents	0	0	0
Passenger incidents	29	89	284
	30	97	306

Current Self-Insurance Files:	8	Open files against Topeka Metro
	7	Open files against others
	1	Other
	16	Total open files

March Promotions and Events

Washburn Students (3/1 thru 3/31):	3,058 fixed route trips
Bikes on the Bus Ridership (3/1 thru 3/31):	722 bikes on the fixed routes

Other Operational and Promotional Activities:

Provided Employees with Information for Severe Weather Awareness Week (3/2 thru 3/6)

New Bus Operator Training (3/2) - one trainee

Monthly Operator Policy Meeting (3/3)

Participated in the Annual Statewide Tornado Drill (3/4)

Union-Management Morale Meeting (3/5)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (3/11)

Two New Dispatchers Began Training (3/16)

National Transit Driver Appreciation Day (3/18) - provided lunch & snacks for the bus operators

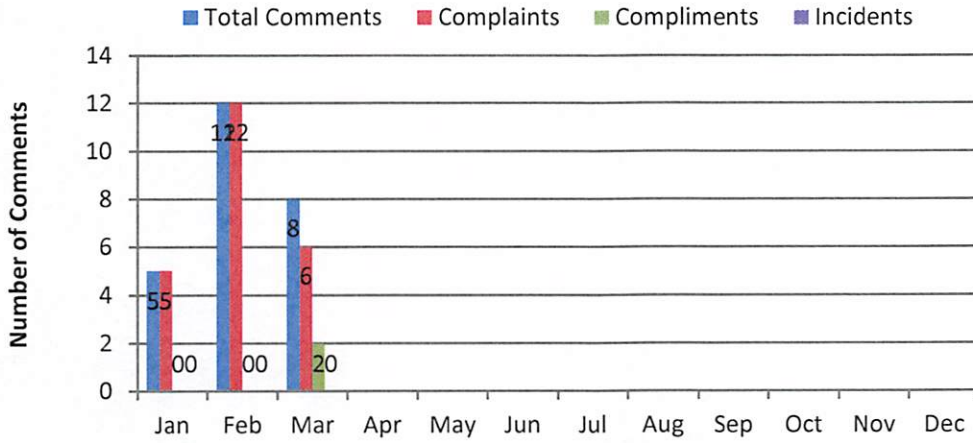
Union-Management Morale Meeting (3/19)

April Operator Choose-up Posted for Viewing (3/25)

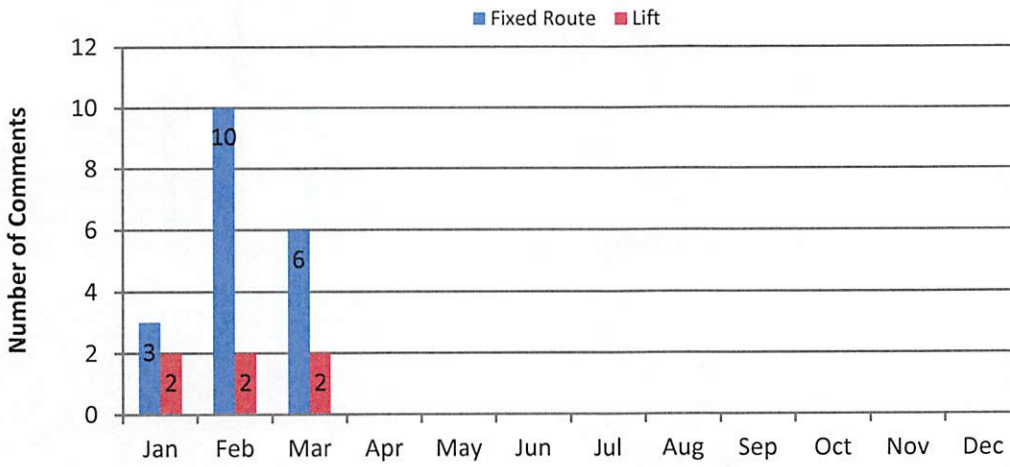
Code-Up Duress Radio Test (3/26)

April Choose-up Operator Selection Begins (3/27)

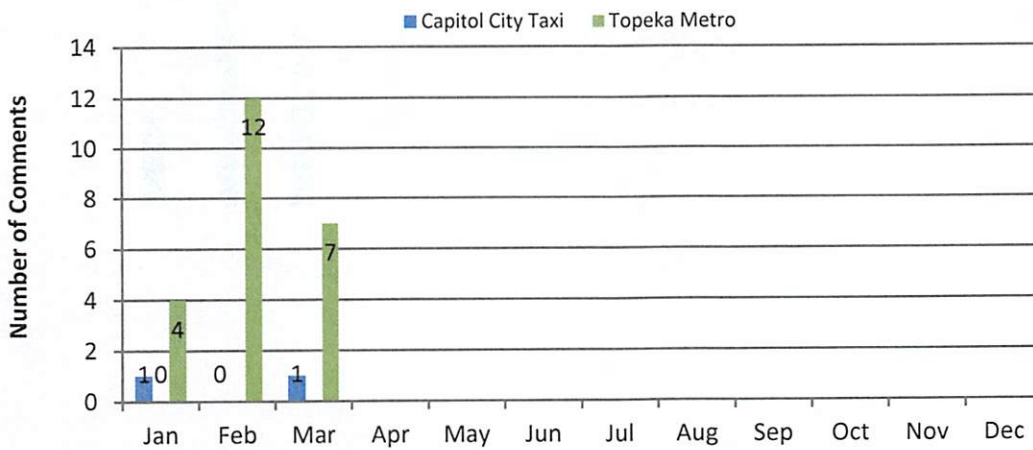
2026 Passenger Comments Per Type



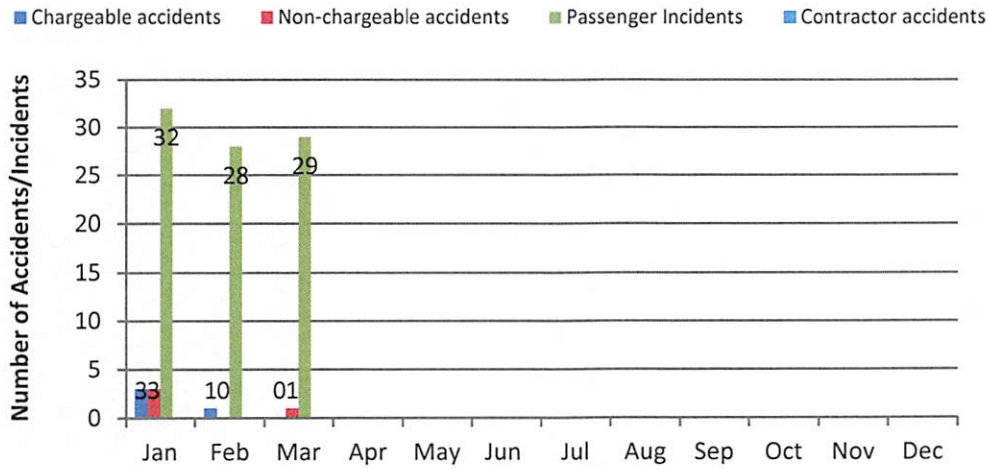
2026 Passenger Comments Per TMTA Service



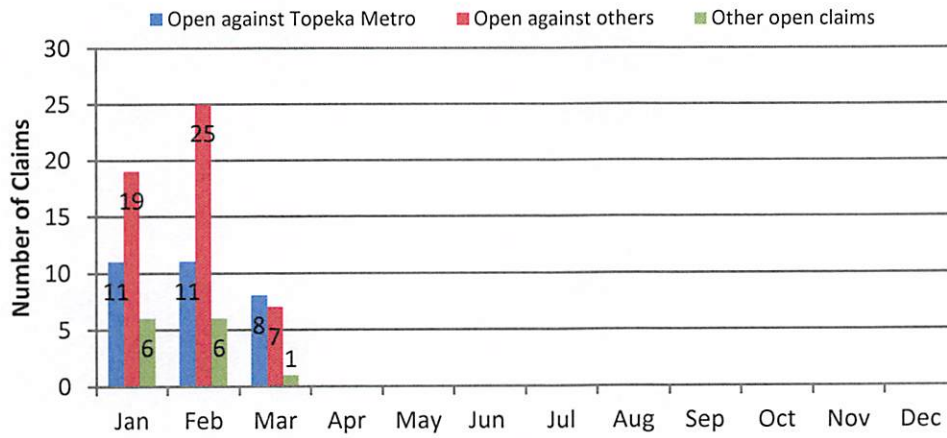
2026 Passenger Comments Per Provider



2026 Accident & Incidents



Current 2026 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 2026	11	5	3	2	21	1	0	0
Feb 2026	8	14	7	0	29	0	1	0
Mar 2026	7	8	2	1	18	1	0	1
Apr 2026					0			
May 2026					0			
Jun 2026					0			
Jul 2026					0			
Aug 2026					0			
Sep 2026					0			
Oct 2026					0			
Nov 2026					0			
Dec 2026					0			
Year 2026 Total	26	27	12	3	68	2	1	1