

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for April 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Several shelters were vandalized in April:</p> <ul style="list-style-type: none"> • 4/3/26 - Graffiti was found on the glass of the inbound shelter at 21st & Chelsea. • 4/6/26 – Two glass panels were broken in the inbound shelter at 21st & Belle. • 4/13/26 – A total of 20 glass panels were broken in five different shelters: <ul style="list-style-type: none"> ○ Inbound 10th & Branner – 2 ○ Outbound 10th & Indiana – 3 ○ Inbound 10th & Indiana – 6 ○ Outbound 10th & Lafayette – 7 ○ Inbound 6th & Polk – 2 • 4/27/26 – The outbound shelter at Topeka & Lyman had one broken glass panel. <p>Operations staff and Human Resources continue to interview applicants for a CSS, scheduler, and bus operators.</p>
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

April 2026

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	30	Total days in April

Passenger Comments:

12	Fixed Route	0	Capitol City Transportation	11	Complaints
1	Lift	13	Topeka Metro	2	Compliments
13	Total Comments	13	Total Comments	0	Incidents
				13	Total Comments

Comment Issues:

- Other (5)
- Passed By (4) - zero valid
- Unsafe Driving (3)
- Operator (1)

Operations Accidents & Incidents (as of April 30th, 2026):

	Month of		
	April	CY 2026	FY 2026
TMTA Chargeable accidents	2	6	12
TMTA Non-chargeable accidents	0	4	12
Contractor accidents	0	0	0
Passenger incidents	34	123	318
	36	133	342

Current Self-Insurance Files:	9	Open files against Topeka Metro
	15	Open files against others
	2	Other
	26	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30): 3,433 fixed route trips

Bikes on the Bus Ridership (4/1 thru 4/30): 913 bikes on the fixed routes

Other Operational and Promotional Activities:

- Provided Employees with Information for Distracted/Defensive Driving Month (April)**
- Dispatch Office Renovation Completed (4/3)**
- Topeka Metro Staff & ATU #1360 Hosted "Stuff the Bus" (4/4) - collected 1,500 lbs food, toiletries, + \$321 cash**

Monthly Operator Policy Meeting (4/7)

Final April Operator Roster Posted (4/10)

April Operator Roster in Effect (4/12)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (4/15)

Mandatory Employee Quarterly Safety Training (4/16 - 3 sessions for all Operations & Maintenance)

**Blood Borne Pathogens, Stroke/Heart Attack Info, Agency Safety Plan annual review, Severe Weather, Workplace Atmosphere*

MOD Public Meeting #1 (4/16)

Union-Management Morale Meeting (4/16)

Capitol City Transportation Quarterly Oversight Meeting (4/17)

Safety & Security Work Group Meeting (4/18)

MOD Public Meeting #2 (4/21)

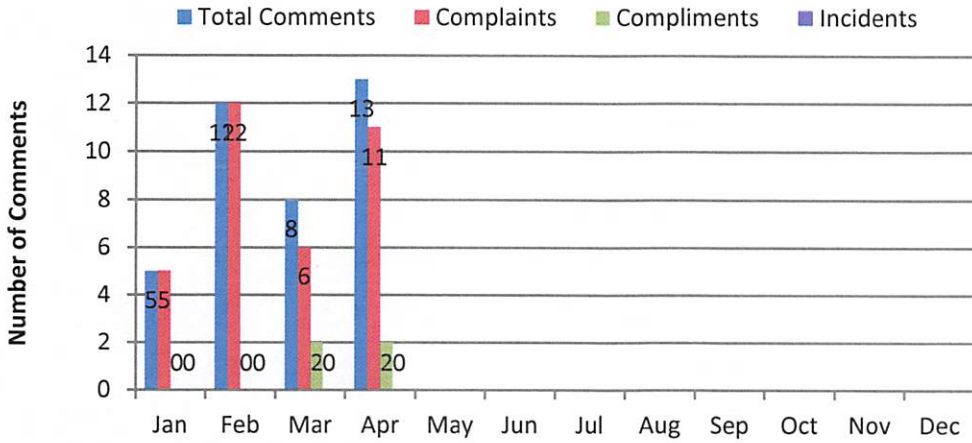
"Go Orange" Safety Awareness Day for Employees (4/22) - work zone safety

Special Choose-up Posted for One Returning Operator (4/28)

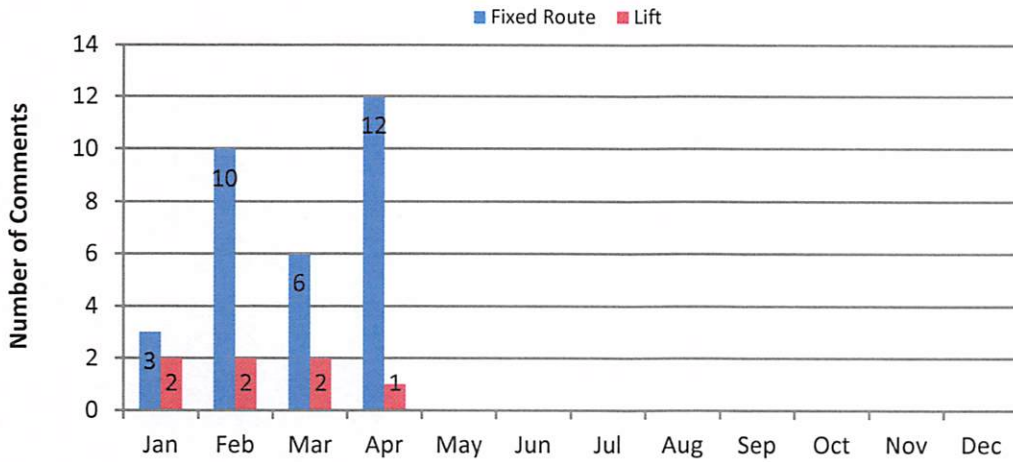
Union-Management Morale Meeting (4/30)

Special Choose-up Completed (4/30)

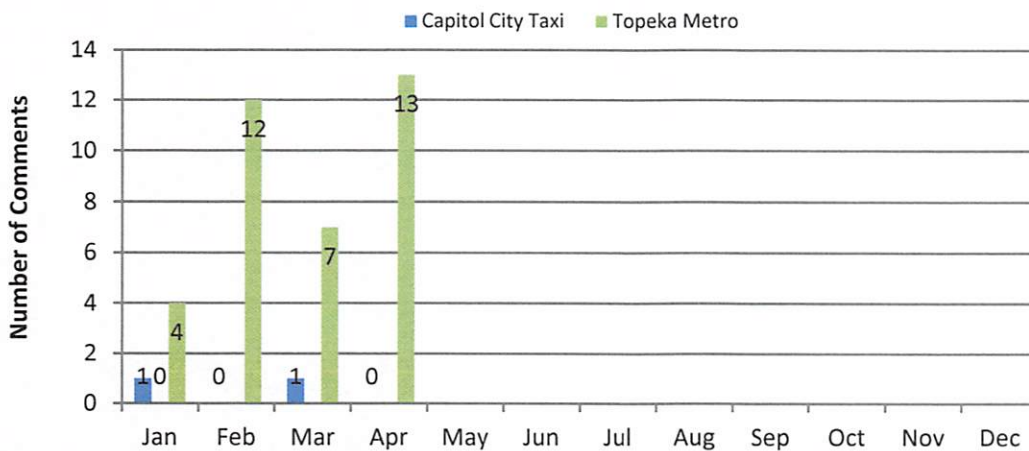
2026 Passenger Comments Per Type



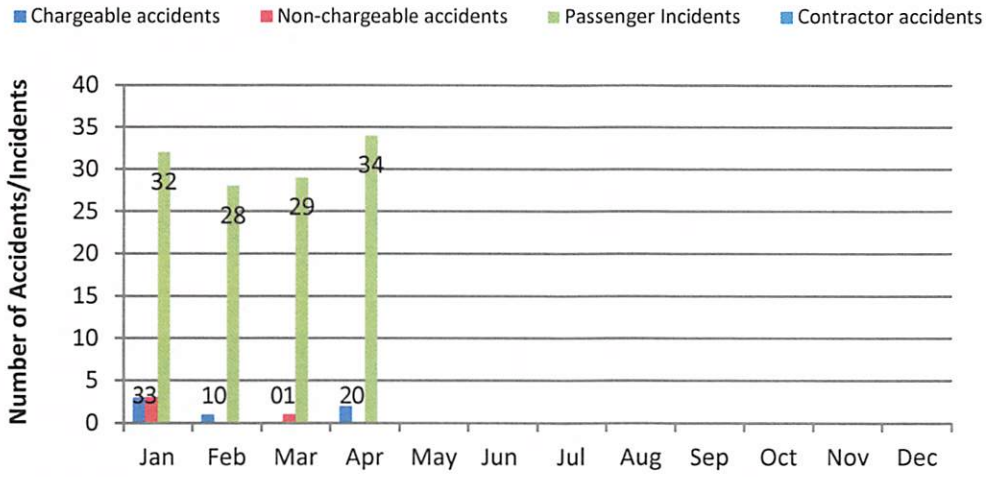
2026 Passenger Comments Per TMTA Service



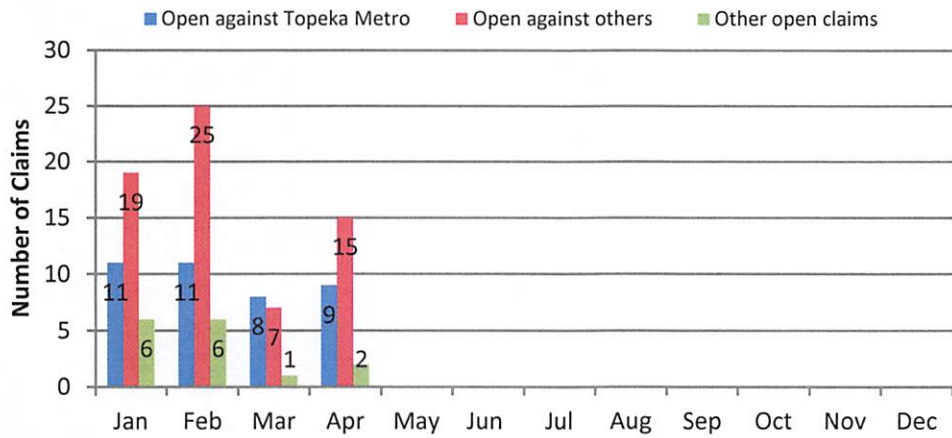
2026 Passenger Comments Per Provider



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	9	11	5	0	25	0	0	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	35	38	17	3	93	2	1	1