

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for June 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	Operations staff and Human Resources continue to interview applicants and hire for a dispatch clerk, a customer service specialist, a part-time security officer, and several full- and part-time bus operators.
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

June 2025

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

Passenger Comments:

7	Fixed Route	1	Capitol City Transportation	7	Complaints
1	Lift	7	Topeka Metro	1	Compliments
<u>8</u>	Total Comments	<u>8</u>	Total Comments	<u>0</u>	Incidents
				8	Total Comments

Comment Issues:

- Operator (4)
- Unsafe Driving (2)
- Passed By (1) - *not valid*
- Route (1)

Operations Accidents & Incidents (as of June 30th, 2025):

	Month of June	CY 2025	Total FY 2025
TMTA Chargeable accidents	0	8	16
TMTA Non-chargeable accidents	1	16	18
Contractor accidents	0	0	0
Passenger incidents	25	199	363
	<u>26</u>	<u>223</u>	<u>397</u>

Current Self-Insurance Files:	12	Open files against Topeka Metro
	15	Open files against others
	5	Other
	<u>32</u>	Total open files

June Promotions and Events

Washburn Students (6/1 thru 6/30):	1,750 fixed route trips
Bikes on the Bus Ridership (6/1 thru 6/30):	847 bikes on the fixed route
Kids Ride Free (5/1 thru 8/30):	12,847 total fixed route trips
May 1-31	7,909
Jun 1-30	4,938
Jul 1-31	
Aug 1-30	

Other Operational and Promotional Activities:

National Safety Month (June)

"Kids Ride Free" Program Continued (June)

"Go Orange" Safety Awareness Day for Employees (6/3) - AED Awareness Week

Monthly Operator Policy Meeting (6/3)

Provided a "How to Ride" Bus at a Community Event (6/3)

Hosted a Series of In-House Operator Hiring Fairs at QSS (6/5, 6/6, and 6/7)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (6/11)

Participated in a Hiring Fair at Topeka Workforce Center (6/12)

MOD Public Meeting #1 (6/12 Deer Creek Community Ctr 17:30-19:30)

Annual Agency Safety Plan (ASP) Update Completed & Signed by Board of Directors (6/16)

MOD Public Meeting #2 (6/17 Quincy Street Station Lobby 07:00-09:00)

Union-Mgmt Meeting (6/19)

MOD Public Meeting #3 / Decision Meeting (6/23 QSS Board Meeting 16:00- 17:00)

Participated in the City of Topeka Resource Expo (6/24)

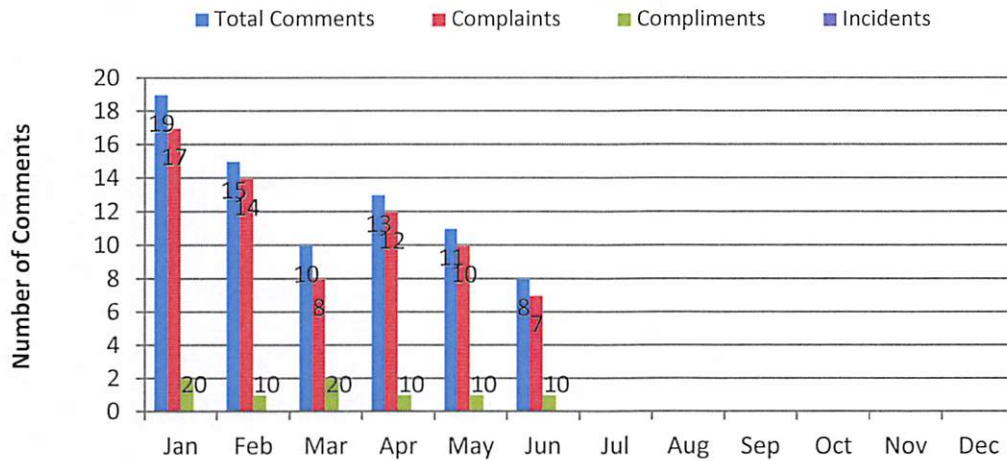
Participated in the WIBW-TV Hiring Fair at Westridge Mall (6/25)

Union-Mgmt Meeting (6/26)

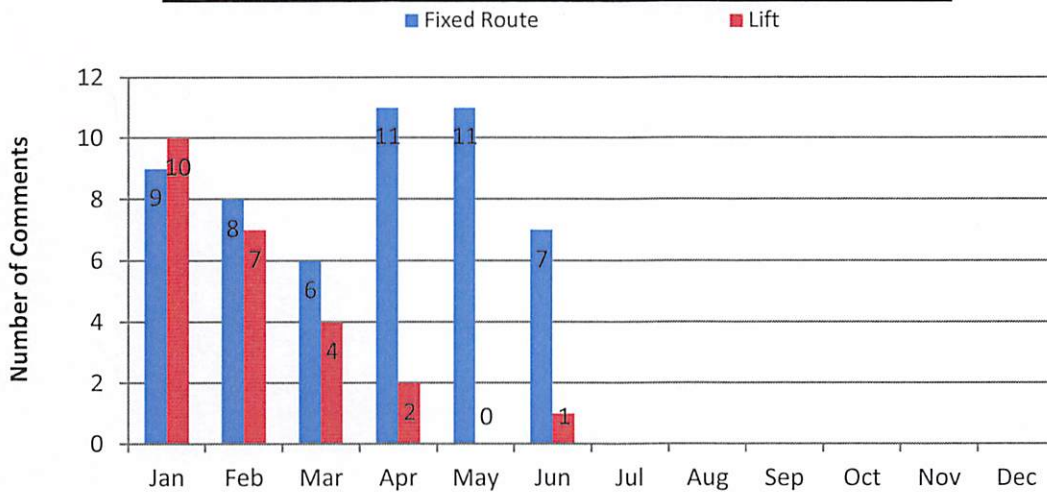
Safety & Security Work Group Meeting (6/28)

End of Fiscal Year 2025 (6/30)

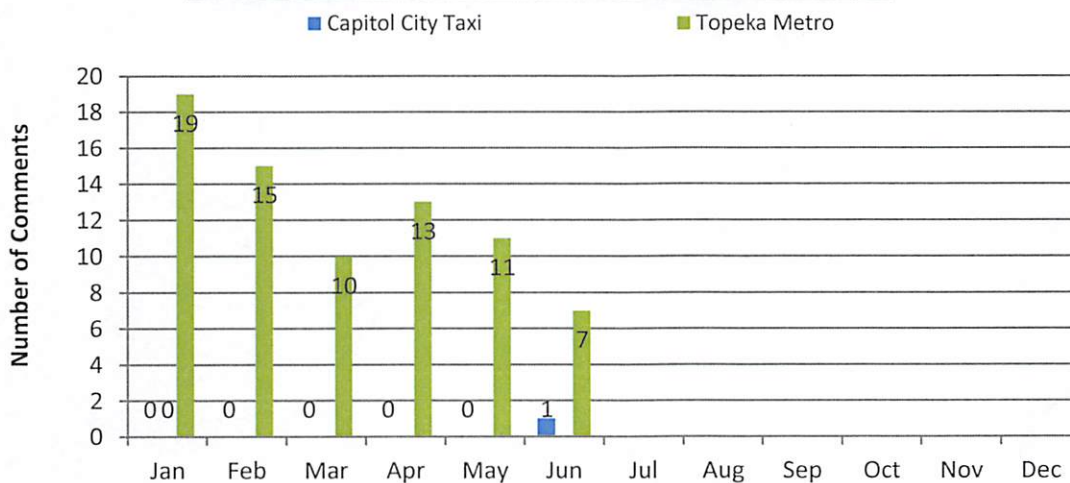
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

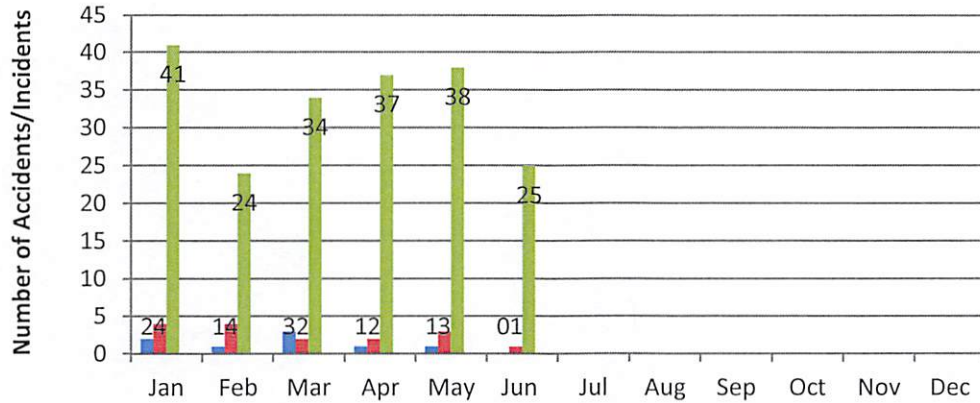


2025 Passenger Comments Per Provider



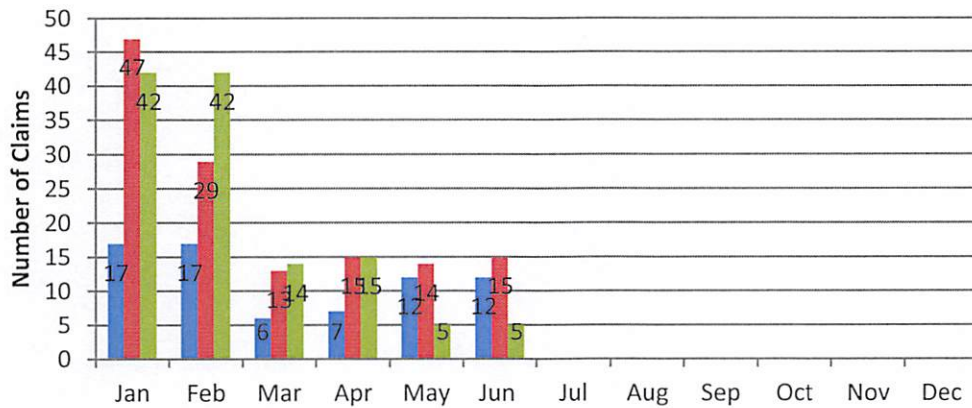
2025 Accident & Incidents

■ 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	6	12	2	1	21	1	1	0
Mar 2025	9	17	7	1	34	0	0	0
Apr 2025	8	12	4	2	26	0	0	0
May 2025	7	7	5	0	19	0	0	0
Jun 2025	17	9	2	0	28	0	0	0
Jul 2025					0			
Aug 2025					0			
Sep 2025					0			
Oct 2025					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	55	59	23	5	142	1	1	0