

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for May 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	The following shelters were vandalized in May: • 5/5/26 – One glass panel was broken in the outbound shelter at 10th & Topeka Blvd. • 5/14/26 – Writing was etched in several glass panels at QSS in the West 17th & Indiana staging areas. • 5/16/26 – One glass panel was broken in the inbound 6th & Security Benefit shelter. • 5/27/26 – A supervisor found graffiti on the outbound shelter at 17th & Topeka. • 5/30/26 – One glass panel was broken in the 6th & Governor's View shelter. The annual Employee BBQ hosted by Operations was moved from its usual time in October to May 8th. Employees were treated with freshly grilled hamburgers and hot dogs with all the fixings, macaroni-and-cheese, cowboy baked beans, chips, fruit, and cookies. Baseball was the theme, so employees could sport their favorite baseball shirt with jeans. Tables were decorated with fresh spring flowers, Cracker Jacks, and peanuts to celebrate America's favorite past time! It was a fun day spent celebrating and serving all our employees. Operations staff and Human Resources continue to interview applicants for a CSS, dispatcher, and bus operators.
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

May 2026

May Operating Days:	25	Normal operating days
	5	Sundays (no service)
	1	Holiday with no service: Memorial Day 5/25/26
	0	Limited holiday service
	<u>31</u>	Total days in May

Passenger Comments:

11	Fixed Route	0	Capitol City Transportation	10	Complaints
0	Lift	11	Topeka Metro	1	Compliments
11	Total Comments	11	Total Comments	0	Incidents
				<u>11</u>	Total Comments

Comment Issues:	Other (3)
	Passed By (3) - zero valid
	Unsafe Driving (3)
	Operator (2)

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

	Month of		
	May	CY 2026	FY 2026
TMTA Chargeable accidents	2	8	14
TMTA Non-chargeable accidents	3	7	15
Contractor accidents	0	0	0
Passenger incidents	27	150	345
	<u>32</u>	<u>165</u>	<u>374</u>

Current Self-Insurance Files:	9	Open files against Topeka Metro
	22	Open files against others
	5	Other
	<u>36</u>	Total open files

May Promotions and Events

Washburn Students (5/1 thru 5/31):	2,548 fixed route trips
Bikes on the Bus Ridership (5/1 thru 5/31):	943 bikes on the fixed routes
Kids Ride Free (5/1 thru 8/31):	4,527 total fixed route trips
May 1-31	4,527
Jun 1-30	
Jul 1-31	
Aug 1-31	

Other Operational and Promotional Activities:

National Bike Month (May)

"Kids Ride Free" Program Began (5/1)

Special Roster in Effect for One Operator Returning from Extended Medical Leave (5/4)

Monthly Operator Policy Meeting (5/5)

Contract Negotiations Kick-off Meeting Via Zoom (5/6)

Annual Employee BBQ (5/8)

New Bus Operator Training (5/11) - one trainee

Phone and Internet Issues Due to Cut Fiber (5/12 thru 5/19)

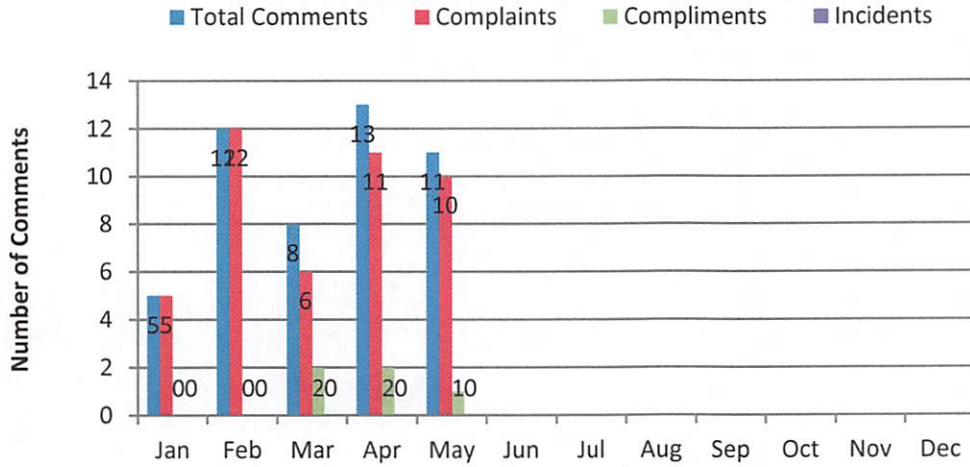
Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/13)

Performed a Random Operations Employee Required Equipment Inspection (5/18)

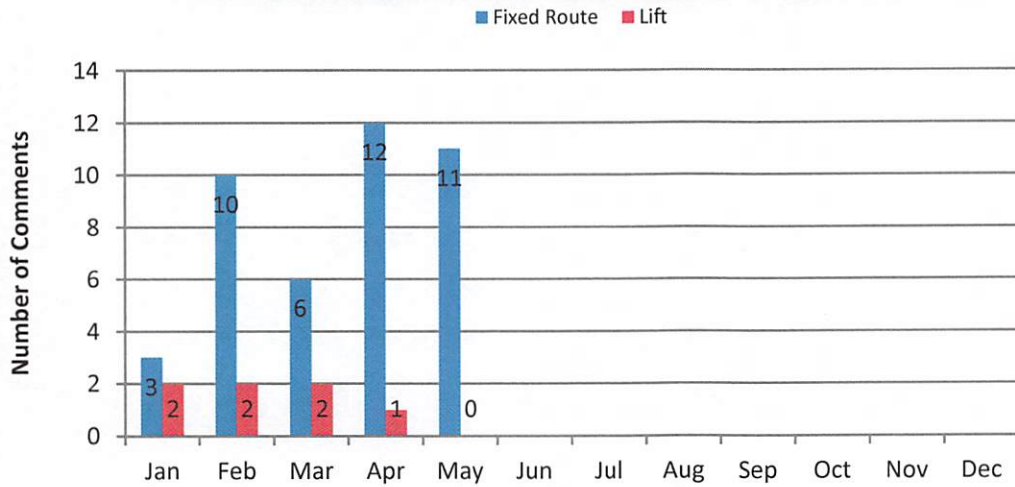
New Customer Service Specialist Training (5/26) - one trainee

MOD Service Ended (5/30)

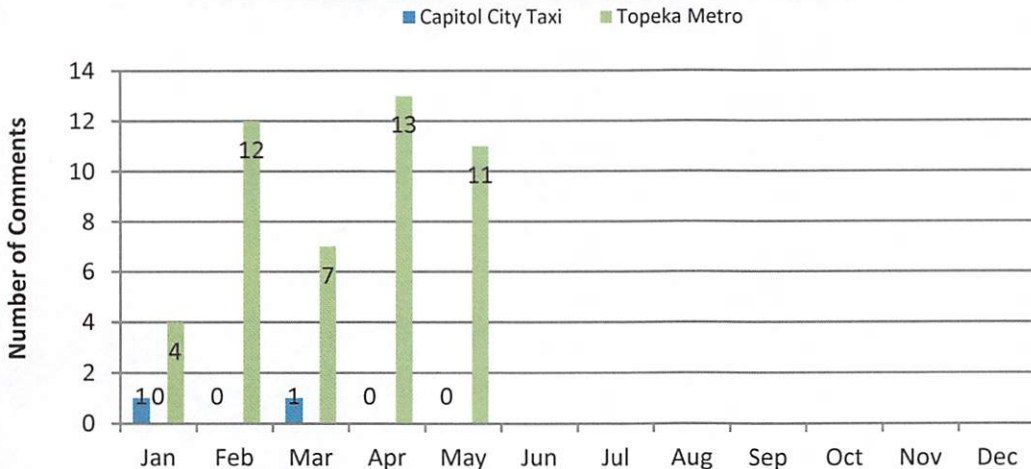
2026 Passenger Comments Per Type



2026 Passenger Comments Per TMTA Service

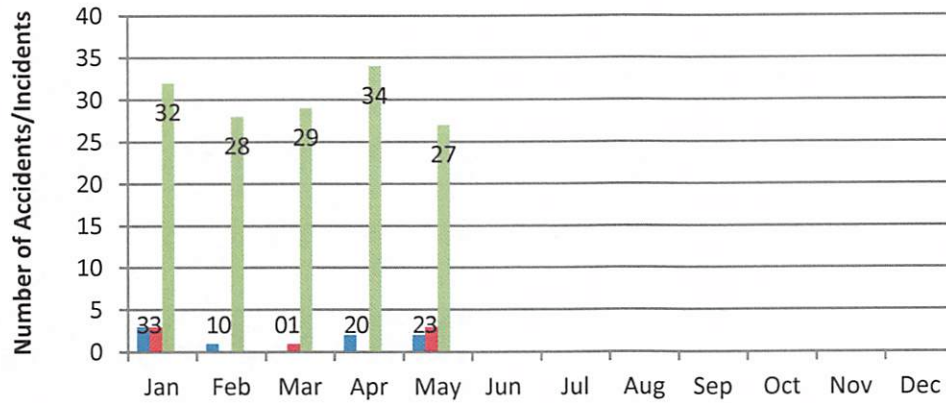


2026 Passenger Comments Per Provider



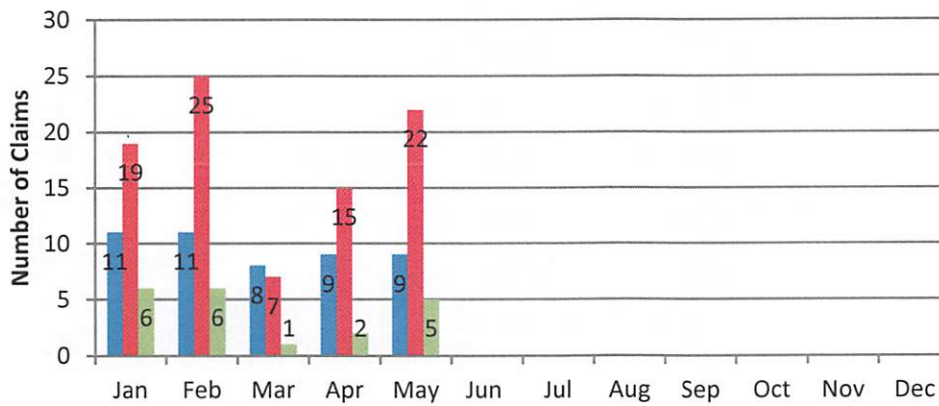
2026 Accident & Incidents

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



Current 2026 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 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	15	6	0	0	21	0	0	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	50	44	17	3	114	2	1	1