

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for August 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	August bus shelter vandalism included: • 8/8/26 – One glass panel was broken in the outbound 18th & Atwood bus shelter. • 8/14/26 – One glass panel was broken in the inbound bus shelter at 6th & Clay. • 8/14/26 – The railing at the outbound 6th & Golden bus stop was damaged as if run into by a vehicle. • 8/28/26 – Two broken glass panels in the bus shelter at inbound 21st & Oakley. • There were also numerous reports of human feces found in several bus shelters including 10th & Washburn, 10th & Tyler, and 6th & Horne. Supervisors were later able to identify the offender, and he was banned on 9/2/26 from all Metro property, including buses and shelters, for six months. There were four incidents of physical altercations on our property in August. None of the altercations involved a Metro employee; all were passenger to passenger. Per policy, those passengers instigating the altercation were subsequently banned from Metro property. Operations staff and Human Resources continue to interview applicants for customer service specialists.
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

August 2026

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

Passenger Comments:

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

Comment Issues:

Other (5)
Route (2)
Passed By (2)
Unsafe Driving (1)
Operator (1)

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

	Month of		
	August	CY 2026	FY 2027
TMTA Chargeable accidents	1	13	1
TMTA Non-chargeable accidents	0	12	1
Contractor accidents	0	0	0
Passenger incidents	<u>52</u>	<u>272</u>	<u>82</u>
	53	297	84

Current Self-Insurance Files:

10	Open files against Topeka Metro
34	Open files against others
8	Other
<u>52</u>	Total open files

August Promotions and Events

Washburn Students (8/1 thru 8/31):

2,515 fixed route trips

Bikes on the Bus Ridership (8/1 thru 8/31):

1,278 bikes on the fixed routes

Kids Ride Free (5/1 thru 8/31):

24,399 total fixed route trips

May 1-31	4,527
Jun 1-30	5,838
Jul 1-31	5,523
Aug 1-31	8,511

Other Operational and Promotional Activities:

"Kids Ride Free" Program Continued (August)

August Operator Roster in Effect (8/2)

Monthly Operator Policy Meeting (8/4)

Virtual Meeting with Strategic Mapping (8/6)

Safety & Security Work Group Meeting (8/15)

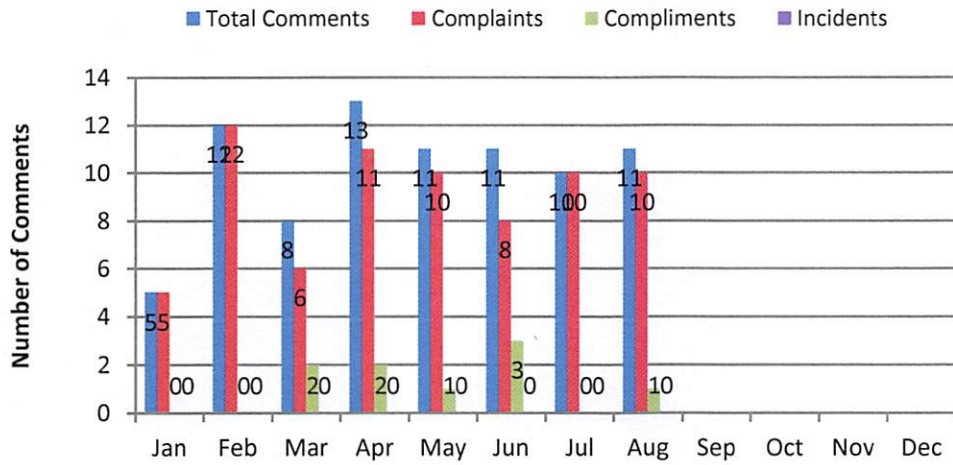
ATU Vote on 2026-2028 Contract (8/20) - passed

New Dispatcher Training (8/24) - one trainee

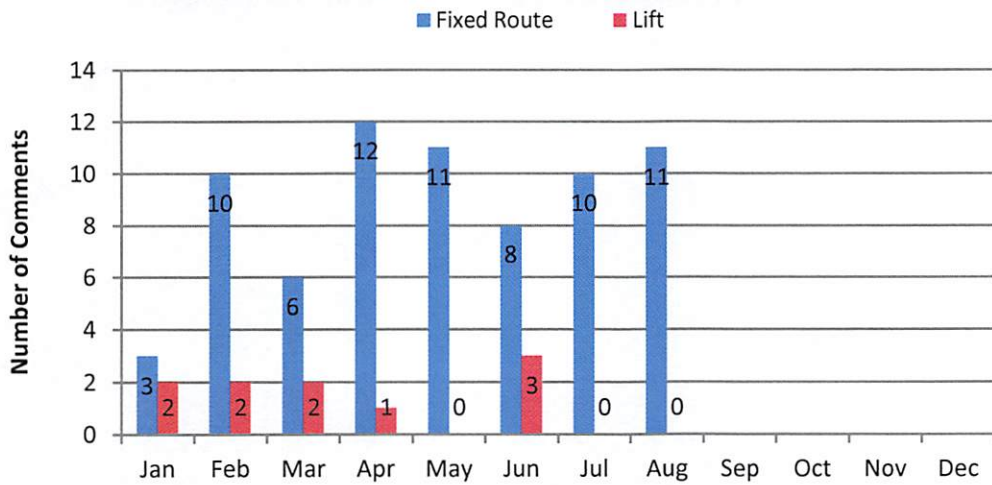
Fare Collection Demo - Strafford (8/28)

"Kids Ride Free" Program Ended (8/31)

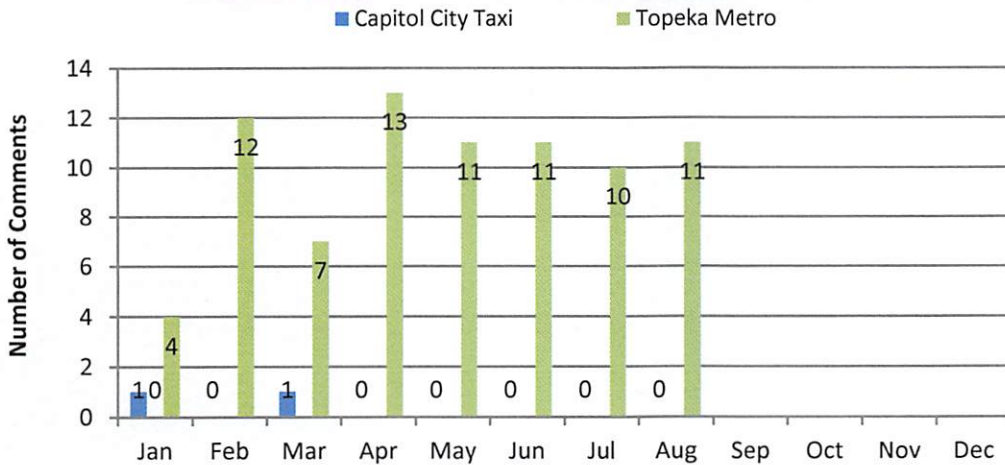
2026 Passenger Comments Per Type



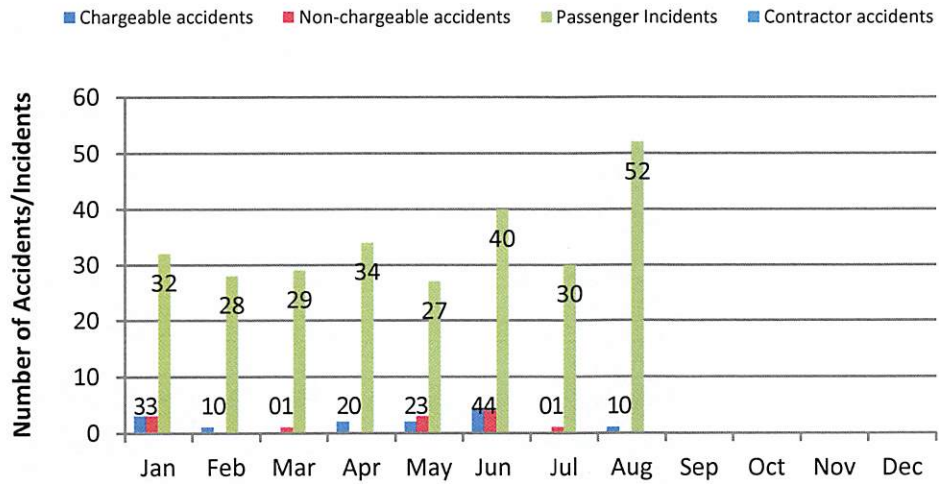
2026 Passenger Comments Per TMTA Service



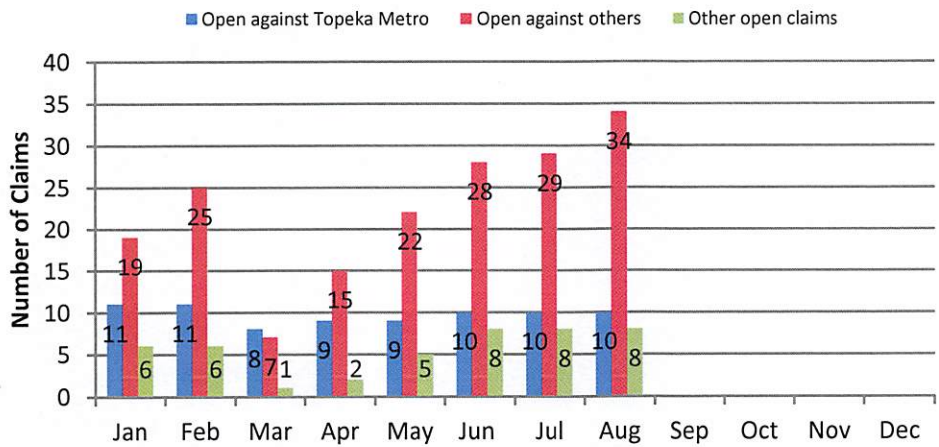
2026 Passenger Comments Per Provider



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	15	6	0	0	21	0	0	0
Jun 2026	7	10	6	0	23	1	1	0
Jul 2026	12	10	0	0	22	2	1	0
Aug 2026	12	15	2	0	29	1	0	1
Sep 2026					0			
Oct 2026					0			
Nov 2026					0			
Dec 2026					0			
Year 2026 Total	81	79	25	3	188	6	3	2