

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for January 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p><i>Happy New Year!</i></p> <p>Topeka, and our passengers, experienced bitterly cold temperatures for multiple days beginning January 23rd. A snow storm occurred on Saturday, January 24th, when we fortunately had fewer vehicles and service on the streets.</p> <p>Three shelters were vandalized in January with each one having one broken glass panel:</p> <ul style="list-style-type: none"> • Inbound 10th & Indiana on 1/2/26 • Inbound 8th & Harrison on 1/12/26 • Inbound 6th & Security Benefit on 1/19/26 <p>Operations staff and Human Resources continue to interview applicants for dispatchers 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

January 2026

January Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>New Year's Day 1/1/26</i>
	1	Limited holiday service: <i>Martin Luther King Jr. Day 1/19/26</i>
	31	Total days in January

Passenger Comments:

<table border="0"> <tr><td style="text-align: right;">3</td><td>Fixed Route</td></tr> <tr><td style="text-align: right;">2</td><td>Lift</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">5</td><td>Total Comments</td></tr> </table>	3	Fixed Route	2	Lift	5	Total Comments	<table border="0"> <tr><td style="text-align: right;">1</td><td>Capitol City Transportation</td></tr> <tr><td style="text-align: right;">4</td><td>Topeka Metro</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">5</td><td>Total Comments</td></tr> </table>	1	Capitol City Transportation	4	Topeka Metro	5	Total Comments	<table border="0"> <tr><td style="text-align: right;">5</td><td>Complaints</td></tr> <tr><td style="text-align: right;">0</td><td>Compliments</td></tr> <tr><td style="text-align: right;">0</td><td>Incidents</td></tr> <tr><td style="border-top: 1px solid black; text-align: right;">5</td><td>Total Comments</td></tr> </table>	5	Complaints	0	Compliments	0	Incidents	5	Total Comments
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Comment Issues:

- Other (2)
- Operator (1)
- Late Lift Trip (1)
- Missed Lift Trip (1)

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

	Month of		
	January	CY 2026	FY 2026
TMTA Chargeable accidents	3	3	9
TMTA Non-chargeable accidents	3	3	11
Contractor accidents	0	0	0
Passenger incidents	32	32	227
	38	38	247

Note: One accident in December was changed from non-chargeable to chargeable.

Current Self-Insurance Files:	11	Open files against Topeka Metro
	19	Open files against others
	6	Other
	36	Total open files

January Promotions and Events

Washburn Students (1/1 thru 1/31):	2,619 fixed route trips
Bikes on the Bus Ridership (1/1 thru 1/31):	536 bikes on the fixed routes

Other Operational and Promotional Activities:

- National Human Trafficking Awareness Month (January)**
- Monthly Operator Policy Meeting (1/6)**

Union-Management Morale Meeting (1/8)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (1/14)

Union-Management Meeting (1/15)

Martin Luther King, Jr. Limited Service Day (1/19)

Union-Management Morale Meeting (1/22)

Frigid Temperatures (1/23 thru 1/26)

Snow Storm (1/24)

New Bus Operator Training (1/26) - one trainee

Mandatory Operations Safety Training (1/27 - three sessions)

**Human Trafficking, CDL Skills Test Video, Passenger-to-Passenger De-escalation (by TPD), Passenger Safety & Assistance Policy*

Special Choose-up Posted for One Returning Operator (1/27)

"Go Orange" Safety Awareness Day for Employees (1/29) - Human Trafficking Awareness

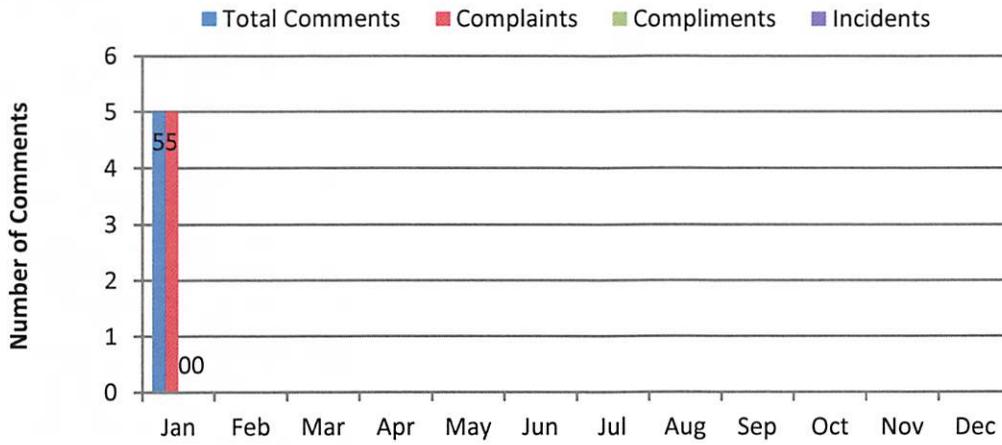
Union-Management Meeting (1/29)

MOD Service 3-Year Anniversary (1/30)

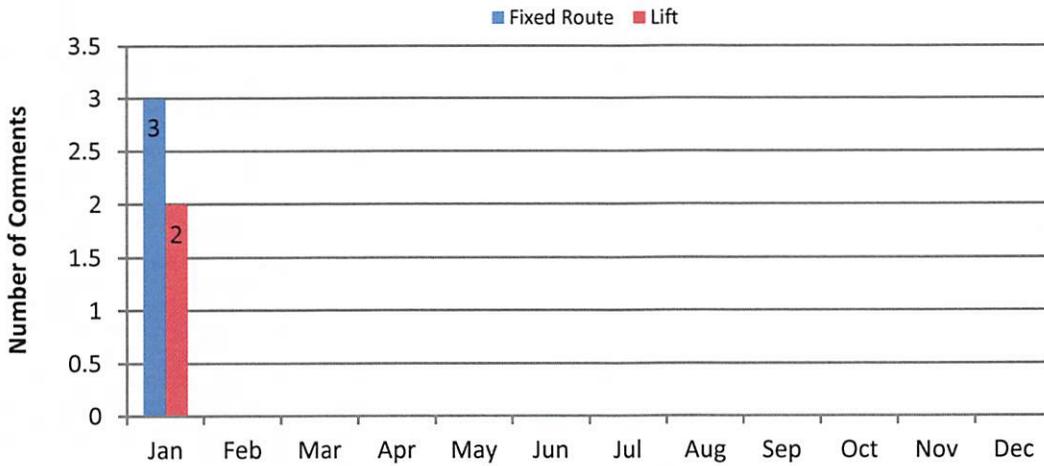
Capitol City Transportation Quarterly Oversight Meeting (1/30)

Special Choose-up Completed (1/30)

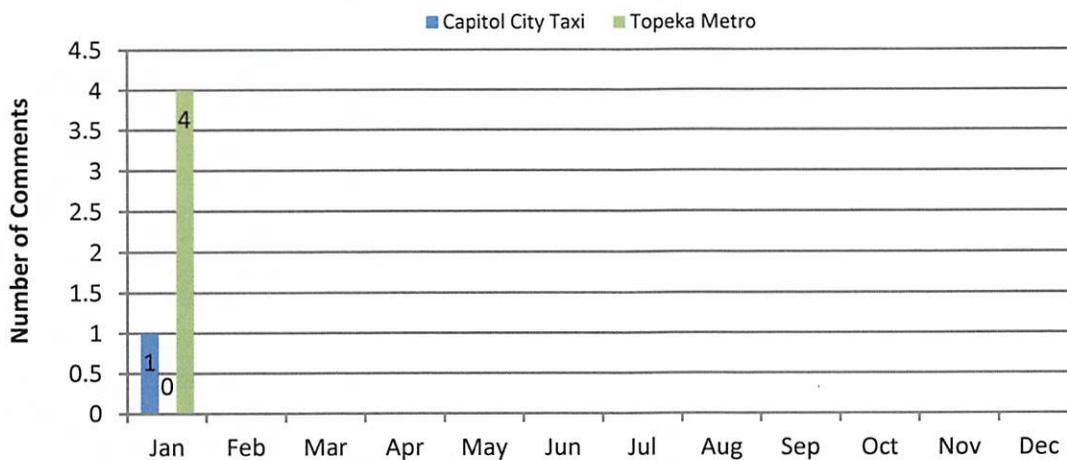
2026 Passenger Comments Per Type



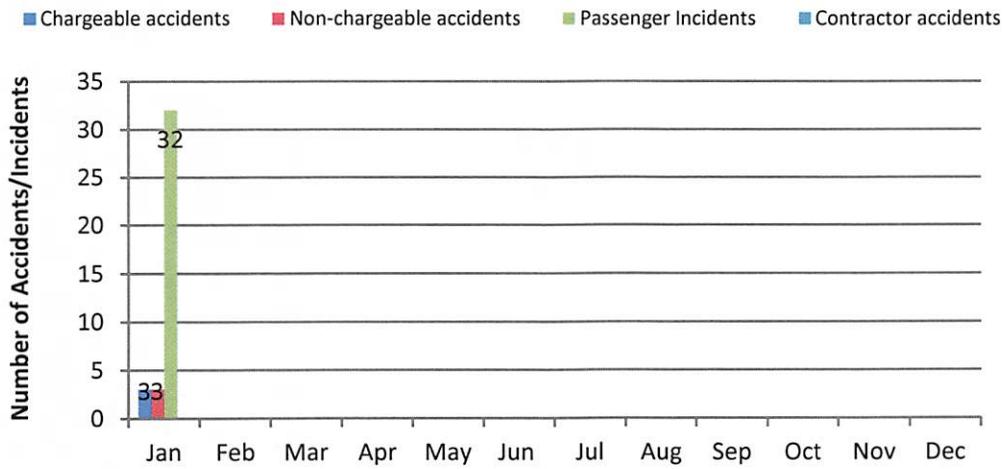
2026 Passenger Comments Per TMTA Service



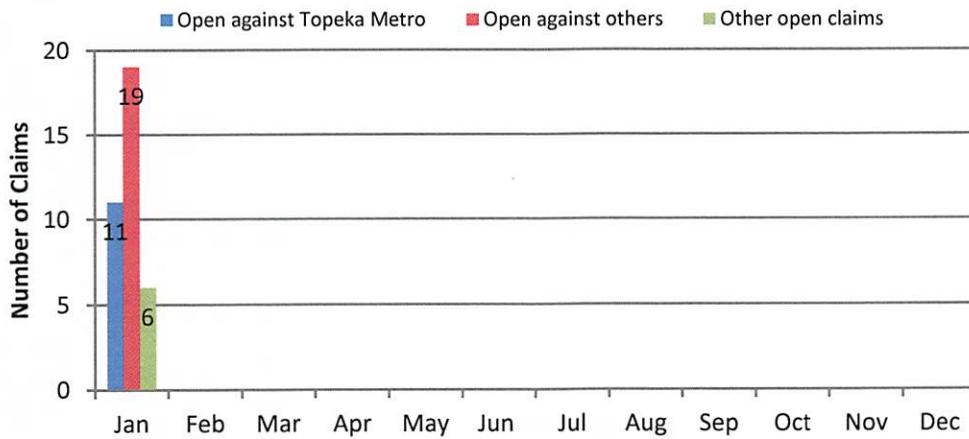
2026 Passenger Comments Per Provider



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					0			
Mar 2026					0			
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	11	5	3	2	21	1	0	0