

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for December 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Only one bus shelter was vandalized in December. On 12/12/25, one glass panel was reported broken in the inbound shelter at Target.</p> <p>Lead Operations Supervisor Al Bradley retired in December with more than 29 years' service. He began his Metro career as a bus operator and was later promoted to an Operations Supervisor in 2006. He was ultimately promoted to Lead Operations Supervisor, which included oversight of QSS operations. His retirement party was on December 19th. He will be greatly missed by all!</p> <p>Due to Al's retirement, an additional supervisor was hired. Bus operator Robert DiPierro was promoted to an Operations Supervisor and began training on December 9th. Robert has been employed with Metro since November 2020.</p> <p>We also hired our first part-time Security Officer at QSS. Johnna Clark began training for the position on December 15th.</p> <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

December 2025

December Operating Days:	26	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Christmas Day 12/25/25</i>
	0	Limited holiday service
	<u>31</u>	Total days in December

Passenger Comments:

16	Fixed Route	0	Capitol City Transportation	18	Complaints
4	Lift	20	Topeka Metro	0	Compliments
<u>20</u>	Total Comments	<u>20</u>	Total Comments	<u>2</u>	Incidents
				<u>20</u>	Total Comments

Comment Issues:	Other (13)
	Late Lift Trip (3)
	Route (1)
	Passed By (1) - <i>not valid</i>
	Unsafe Driving (1)
	Title VI (1)

Operations Accidents & Incidents (as of December 31st, 2025):

	Month of December	CY 2025	FY 2026
TMTA Chargeable accidents	2	13	5
TMTA Non-chargeable accidents	3	25	9
Contractor accidents	0	0	0
Passenger incidents	<u>27</u>	<u>395</u>	<u>195</u>
	32	433	209

Current Self-Insurance Files:	10	Open files against Topeka Metro
	14	Open files against others
	<u>3</u>	Other
	27	Total open files

December Promotions and Events

Washburn Students (12/1 thru 12/31):	2,453 fixed route trips
Bikes on the Bus Ridership (12/1 thru 12/31):	618 bikes on the fixed routes

Other Operational and Promotional Activities:

Ice/Snow Storm (12/1)

Remember Rosa Day (12/1)

Monthly Operator Policy Meeting (12/2)

Final December Operator Roster Posted (12/5)

December Operator Roster in Effect (12/7)

"Go Orange" Safety Awareness Day for Employees (12/8) - Winter Safety & National Handwashing Week

New Operations Supervisor Began Training (12/9)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (12/10)

Union-Management Morale Meeting (12/11)

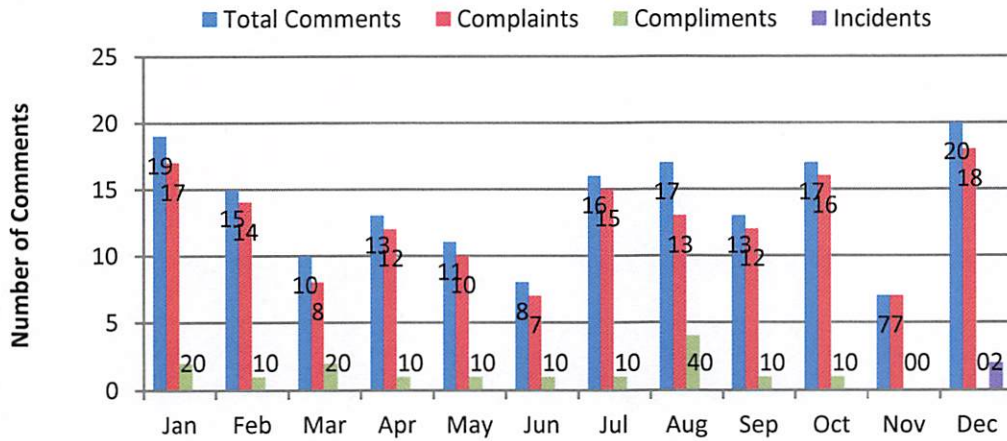
2026 Annual Operator Vacation & Birthday Choose-up Completed (12/12)

New Part-time Security Officer Began Training (12/15)

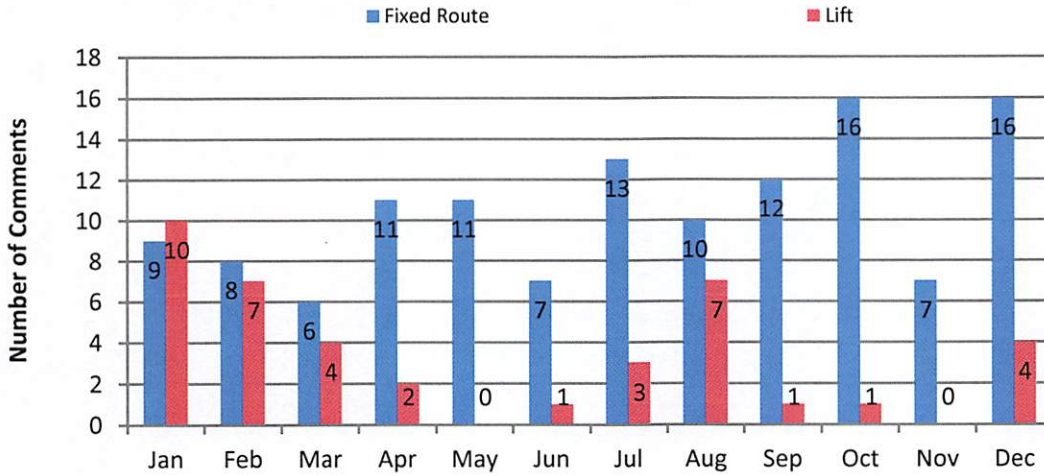
Fire Alarm Test at Admin (12/23)

Lead Operations Supervisor Alfred Bradley Retired (12/31) - over 29 years of service

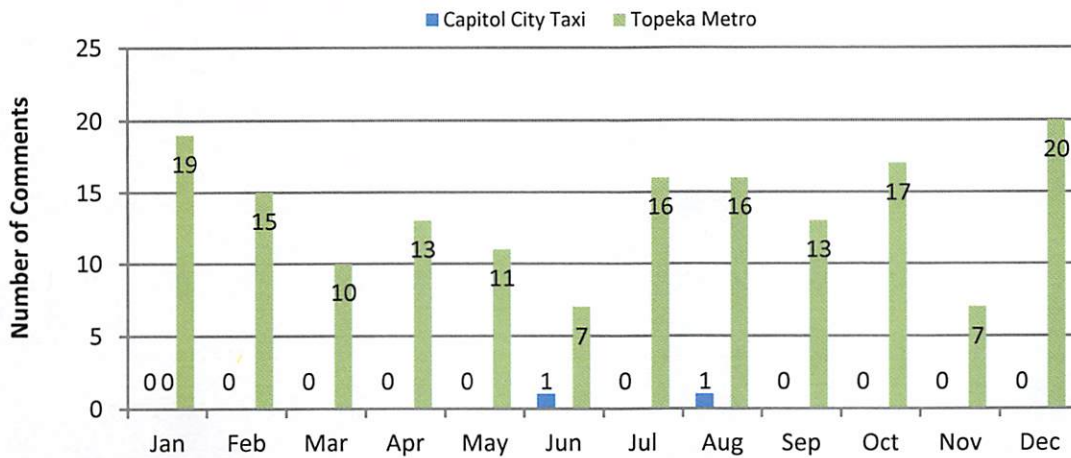
2025 Passenger Comments Per Type



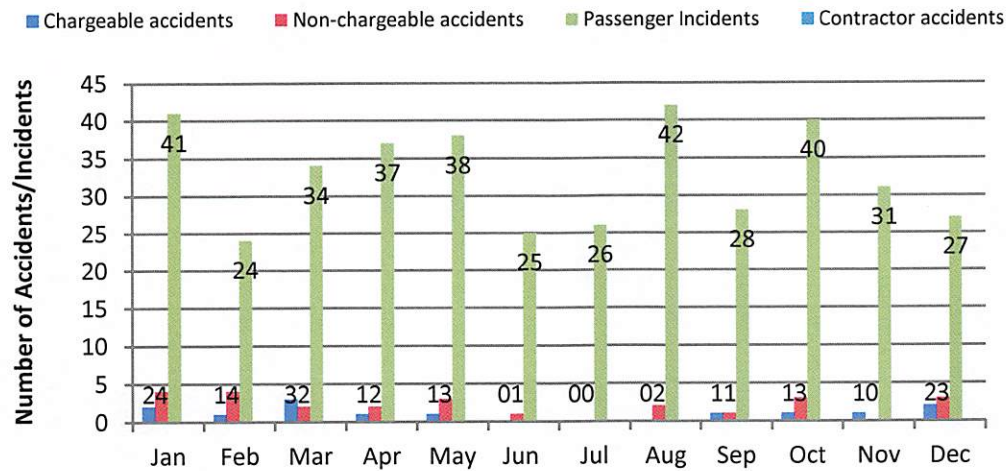
2025 Passenger Comments Per TMTA Service



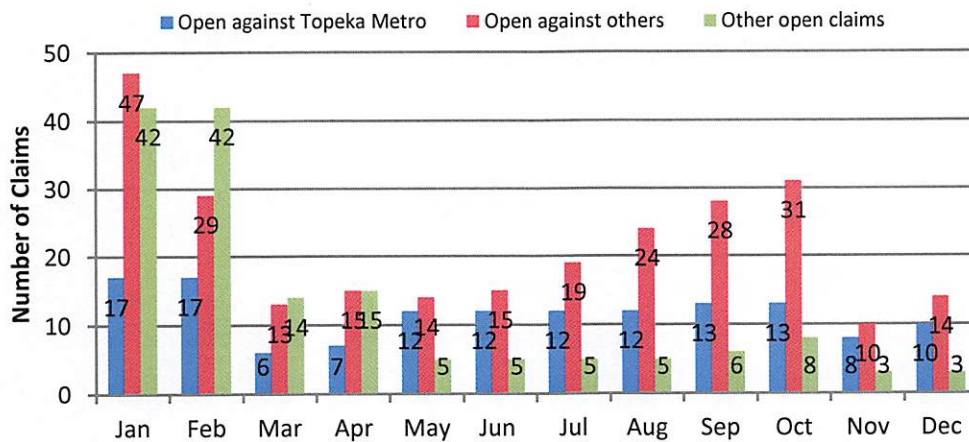
2025 Passenger Comments Per Provider



2025 Accident & Incidents



Current 2025 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	9	7	3	0	19	3	1	2
Aug 2025	12	19	4	2	37	0	0	0
Sep 2025	10	7	2	2	21	1	0	0
Oct 2025	13	10	4	0	27	0	1	0
Nov 2025	9	10	2	1	22	0	0	0
Dec 2025	7	3	3	3	16	0	0	0
Year 2025 Total	115	115	41	13	284	5	3	2

Paratransit Application Determinations

	Total		New Eligible		Recertified		Temporary		Denied			Appeals
2002	305		201	66%	34	11%	21	7%	49	16%		18
2003	264		141	53%	54	20%	33	13%	36	14%		12
2004	321		196	61%	52	16%	35	11%	38	12%		11
2005	311		218	70%	26	8%	36	12%	31	10%		7
2006	270		183	68%	34	13%	31	11%	22	8%		4
2007	328		210	64%	51	16%	37	11%	30	9%		10
2008	367		212	58%	116	32%	22	6%	17	4%		4
2009	276		177	64%	78	28%	13	5%	8	3%		1
2010	266		167	63%	71	27%	12	4%	16	6%		6
2011	350		167	48%	159	45%	13	4%	11	3%		4
2012	314		131	42%	161	51%	12	4%	10	3%		0
2013	244		119	49%	108	44%	13	5%	4	2%		5
2014	296		152	51%	120	41%	17	6%	7	2%		0
2015	306		120	39%	152	50%	12	4%	22	7%		4
2016	271		131	48%	117	43%	13	5%	10	4%		1
2017	258		137	53%	100	39%	10	4%	11	4%		4
2018	252		130	53%	108	43%	7	2%	7	2%		3
2019	301		153	51%	133	44%	12	4%	3	1%		1
2020	223		115	52%	94	42%	10	4%	4	2%		0
2021	248		119	48%	110	44%	16	7%	3	1%		2
2022	303		148	49%	143	47%	11	4%	1	0%		1
2023	230		119	52%	94	41%	17	7%	0	0%		0
2024	291		127	44%	111	38%	44	15%	9	3%		10
2025	284		115	40%	115	40%	41	15%	13	5%		5
Total	6879		3688	54%	2341	34%	488	7%	362	5%		113

Paratransit Application Determination Comparison:

	<u>Total</u>	<u>Full Elig.</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>
2002	305	66%	11%	7%	16%
2003	264	53%	20%	13%	14%
2004	321	61%	16%	11%	12%
2005	311	70%	8%	12%	10%
2006	270	68%	13%	11%	8%
2007	328	64%	16%	11%	9%
2008	367	58%	32%	6%	4%
2009	276	64%	28%	5%	3%
2010	266	63%	27%	4%	6%
2011	350	48%	45%	4%	3%
2012	314	42%	51%	4%	3%
2013	244	49%	44%	5%	2%
2014	296	51%	41%	6%	2%
2015	306	39%	50%	4%	7%
2016	271	48%	43%	5%	4%
2017	258	53%	39%	4%	4%
2018	252	53%	43%	2%	2%
2019	301	51%	44%	4%	1%
2020	223	52%	42%	4%	2%
2021	248	48%	44%	7%	1%
2022	303	49%	47%	4%	0%
2023	230	52%	41%	7%	0%
2024	291	44%	38%	15%	3%
2025	284	40%	40%	15%	5%

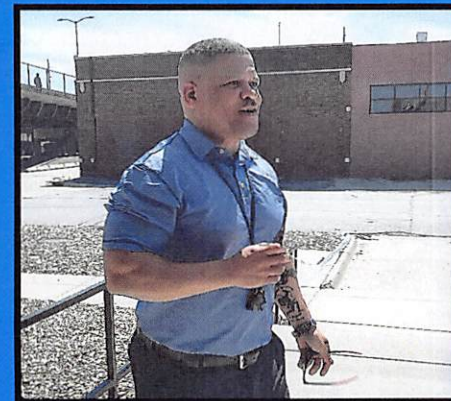
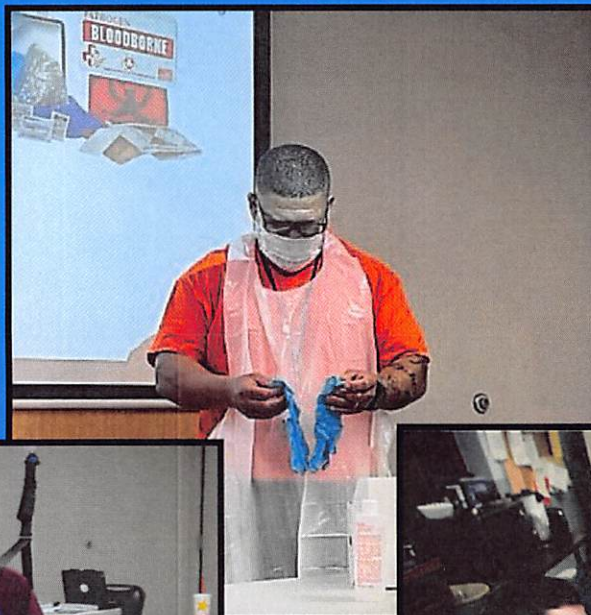
Al Bradley Is Retiring!

Bus Operator 1/8/99 – 9/18/06

Operations Supervisor 9/19/06 – 12/22/25



Congratulations, Al! We'll miss you!



Congratulations, Al! We'll miss you!



The Man, The Myth, The Legend...

