

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ITEM</b>           | Operations Department Monthly Report (for June 2026)                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>CONTACT</b>        | Denise Ensley, Chief Operations Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>RECOMMENDATION</b> | Accept report as presented.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>SUMMARY</b>        | <p>The following shelters were vandalized in June:</p> <ul style="list-style-type: none"><li>• 6/2/26 – One glass panel was broken in the shelter at 13<sup>th</sup> &amp; Polk.</li><li>• 6/7/26 – One glass panel was broken in the inbound shelter at 37<sup>th</sup> &amp; Topeka Blvd.</li><li>• 6/20/26 – One glass panel was broken in the 10<sup>th</sup> &amp; Parkview shelter.</li></ul> <p>Operations staff and Human Resources continue to interview applicants for a CSS, dispatcher, and bus operators.</p> |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>PRIORITY/GOAL</b>  | Continue to work on hiring and training additional Operations employees.<br>Monitor bi-weekly operator overtime and pad time.                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>ATTACHMENTS</b>    | Operations Reports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

# Topeka Metro Operations Report

June 2026

|                             |           |                         |
|-----------------------------|-----------|-------------------------|
| <b>June Operating Days:</b> | 26        | Normal operating days   |
|                             | 4         | Sundays (no service)    |
|                             | 0         | Holiday with no service |
|                             | 0         | Limited holiday service |
|                             | <u>30</u> | Total days in June      |

## Passenger Comments:

|           |                |           |                             |          |                |
|-----------|----------------|-----------|-----------------------------|----------|----------------|
| 8         | Fixed Route    | 0         | Capitol City Transportation | 8        | Complaints     |
| 3         | Lift           | 11        | Topeka Metro                | 3        | Compliments    |
| <u>11</u> | Total Comments | <u>11</u> | Total Comments              | <u>0</u> | Incidents      |
|           |                |           |                             | 11       | Total Comments |

|                        |                           |
|------------------------|---------------------------|
| <b>Comment Issues:</b> | Other (6)                 |
|                        | Operator (2)              |
|                        | Unsafe Driving (1)        |
|                        | Title VI (1)              |
|                        | Lift Scheduling Error (1) |

## Operations Accidents & Incidents (as of June 30th, 2026):

|                               | Month of  |            |            |
|-------------------------------|-----------|------------|------------|
|                               | June      | CY 2026    | FY 2026    |
| TMTA Chargeable accidents     | 4         | 12         | 18         |
| TMTA Non-chargeable accidents | 4         | 11         | 19         |
| Contractor accidents          | 0         | 0          | 0          |
| Passenger incidents           | 40        | 190        | 385        |
|                               | <u>48</u> | <u>213</u> | <u>422</u> |

|                                      |          |                                 |
|--------------------------------------|----------|---------------------------------|
| <b>Current Self-Insurance Files:</b> | 10       | Open files against Topeka Metro |
|                                      | 28       | Open files against others       |
|                                      | <u>8</u> | Other                           |
|                                      | 46       | Total open files                |

## June Promotions and Events

|                                                    |                                 |
|----------------------------------------------------|---------------------------------|
| <b>Washburn Students (6/1 thru 6/30):</b>          | 2,189 fixed route trips         |
| <b>Bikes on the Bus Ridership (6/1 thru 6/30):</b> | 1,156 bikes on the fixed routes |
| <b>Kids Ride Free (5/1 thru 8/31):</b>             | 10,365 total fixed route trips  |
| May 1-31                                           | 4,527                           |
| Jun 1-30                                           | 5,838                           |
| Jul 1-31                                           |                                 |
| Aug 1-31                                           |                                 |

***Other Operational and Promotional Activities:***

***National Safety Month (June)***

***"Kids Ride Free" Program Continued (June)***

***New Bus Operator Training (6/1) - three trainees***

***Monthly Operator Policy Meeting (6/2)***

***Partnered with TPD for Their 17th Annual "TPD Capital Challenge" (6/6)***

***Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (6/10)***

***Special Choose-up Posted for Two Returning Operators (6/11)***

***Special Roster in Effect for Two Returning Operators (6/15)***

***Annual Agency Safety Plan (ASP) Update Completed (6/15)***

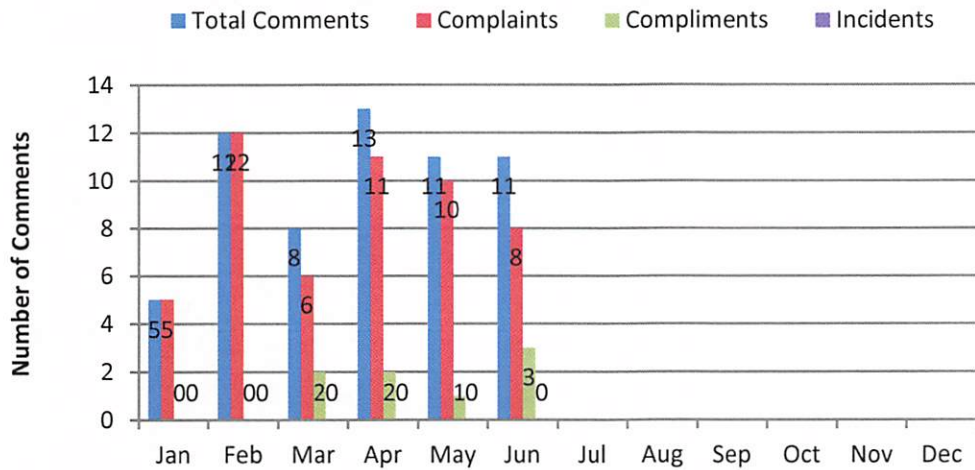
***Contract Negotiations (6/22 & 6/23)***

***Longtime Paratransit Scheduler Gina Charay Retired (6/26)***

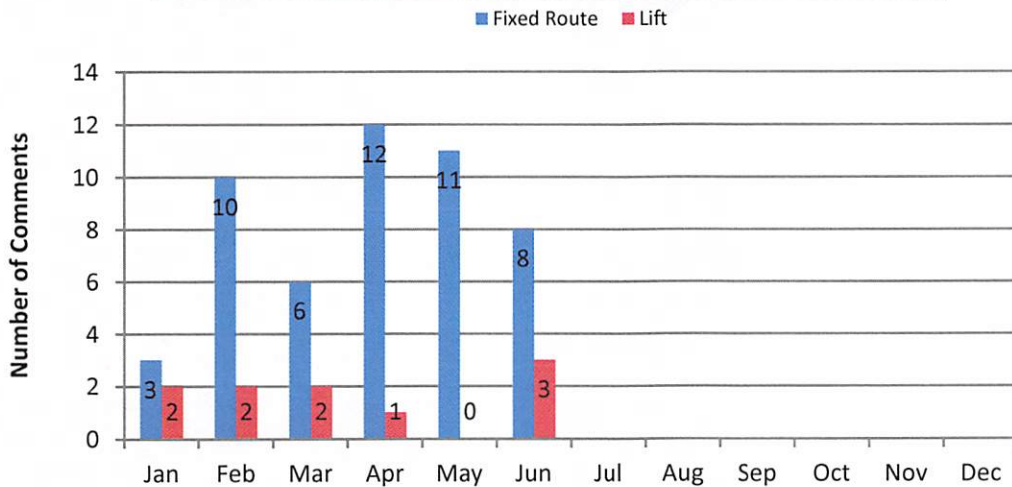
***Safety & Security Work Group Meeting (6/27)***

***End of Fiscal Year 2026 (6/30)***

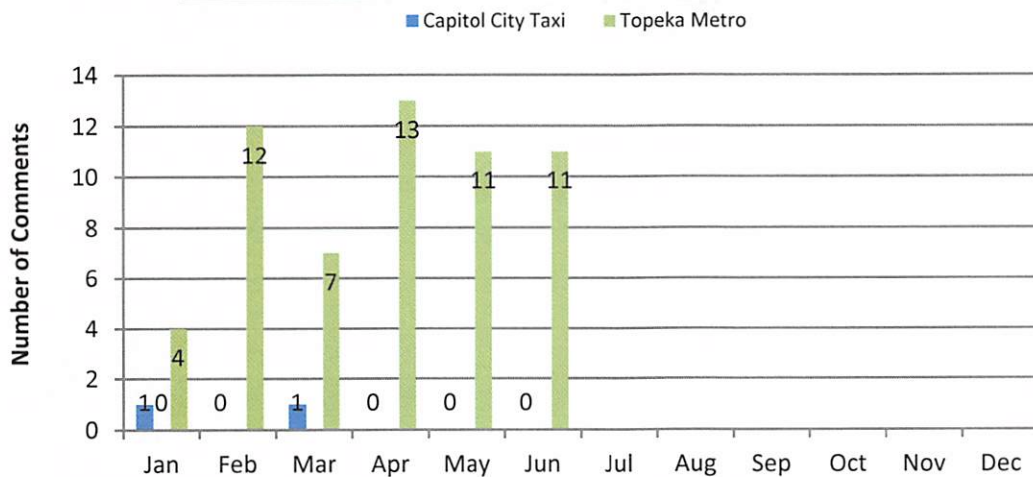
## 2026 Passenger Comments Per Type



## 2026 Passenger Comments Per TMTA Service

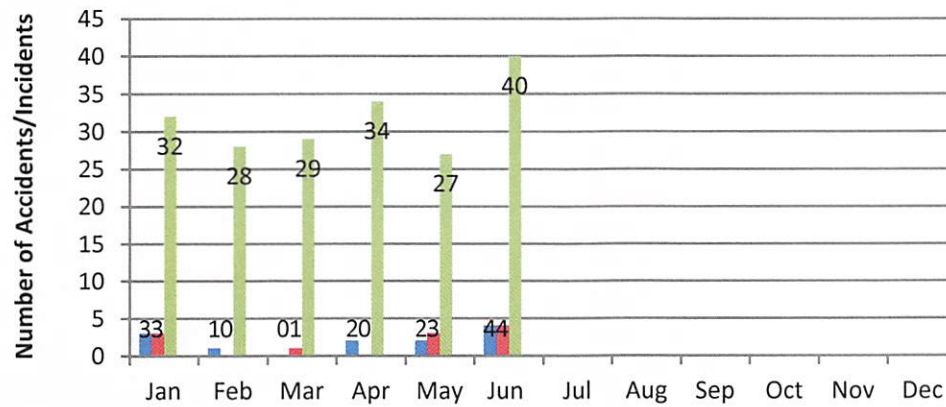


## 2026 Passenger Comments Per Provider



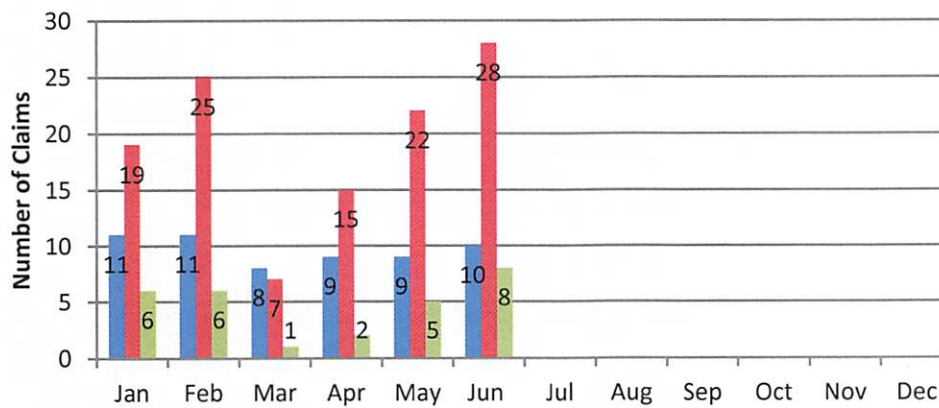
## 2026 Accident & Incidents

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**

|                        | <b><u>Eligible</u></b> | <b><u>Recertified</u></b> | <b><u>Temporary</u></b> | <b><u>Denied</u></b> | <b><u>TOTAL</u></b> | <b><u>Appeals</u></b> | <b><u>(Appeals app)</u></b> | <b><u>(Appeals den)</u></b> |
|------------------------|------------------------|---------------------------|-------------------------|----------------------|---------------------|-----------------------|-----------------------------|-----------------------------|
| 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               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Aug 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Sep 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Oct 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Nov 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Dec 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| <b>Year 2026 Total</b> | <b>57</b>              | <b>54</b>                 | <b>23</b>               | <b>3</b>             | <b>137</b>          | <b>3</b>              | <b>2</b>                    | <b>1</b>                    |