TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (**for October 2026**)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	October bus shelter vandalism included: • 10/5/26 – One glass panel was broken in the inbound bus shelter at Westport & Wanamaker. • 10/22/26 – Graffiti was found at QSS in the West 29th staging area. • 10/31/26 – Graffiti was found in the bus shelter at Walmart West. October kicked off the busy Fall Operations choose-up season. Three choose-ups take place. • The holiday choose-up is posted in early October and, per contract, must be completed by November 1st. Operators get to choose between Thanksgiving Friday (TF) and Martin Luther King Jr. Day (MLK) as their "toggle" holiday. Half the operators get TF as their holiday while the other half work. Those who work on TF then get MLK as their holiday and those who were off have to work MLK. Unfortunately, in order to get service on the street, sometimes a couple operators have to work both days. • The November quarterly operator choose-up was posted in October and went into effect November 8, 2026. • Finally, the annual operator vacation and birthday choose-up began November 2. Per contract, it must be completed prior to January 1st, 2027. Operations staff and Human Resources continue to interview applicants for a customer service specialist and a dispatcher.
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

October 2026

October Operating Days:

27	Normal operating days
4	Sundays (no service)
0	Holiday with no service
0	Limited holiday service
31	Total days in October

Passenger Comments:

12	Fixed Route	0	Capitol City Transportation	12	Complaints
0	Lift	12	Topeka Metro	0	Compliments
12	Total Comments	12	Total Comments	0	Incidents
				12	Total Comments

Comment Issues:

Unsafe Driving **(5)**
Operator **(2)**
Other **(2)**
Route **(1)**
Passed By **(1) - not *valid***
Title VI **(1)**

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

	Month of October	CY 2026	FY 2027
TMTA Chargeable accidents	2	18	6
TMTA Non-chargeable accidents	0	13	2
Contractor accidents	0	1	1
Passenger incidents *	26	328	136
	28	360	145

Current Self-Insurance Files:

7	Open files against Topeka Metro
9	Open files against others
8	Other
24	**Total open files**

October Promotions and Events

Washburn Students (10/1 thru 10/31): 2,567 fixed route trips

Bikes on the Bus Ridership (10/1 thru 10/31): 1,189 bikes on the fixed routes

Other Operational and Promotional Activities:

Observed Fire Prevention & Safety Month (October)

Capitol City Transportation Annual Rate Increase (10/1)

Union-Management Meeting (10/1)

Quarterly AED Machine Inspections (10/2)

Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/5 thru 10/10)

Monthly Operator Policy Meeting (10/6)

Management Training on Effective Communication (10/6)

"Safety First" Day (10/9) - Fall Into Safety

Flu Shots for Employees (10/9)

Participated in the Disability Mentoring Resource Fair (10/13)

Posted the 2026-2027 Holiday Choose-up for Thanksgiving Friday/Martin Luther King Jr. Day (10/14)

Operator Selection Begins for the Holiday Choose-up (10/16)

Capitol City Transportation Quarterly Oversight Meeting (10/16)

Evening Dispatcher Linda Larson-Fox Retired (10/19) - *nearly 10 years of service*

Fare Collection Demo - Matawan (10/21)

Posted Regular November Operator Choose-up for Viewing (10/21)

All Three Facilities Participated in an Annual Fire Drill Exercise with the Fire Department (10/21)

Mandatory Agency Safety Training (10/22 - all agency employees)

*AED, Winter Weather Hazards, EEO, Employee Safety Reporting Policy (ESRP)

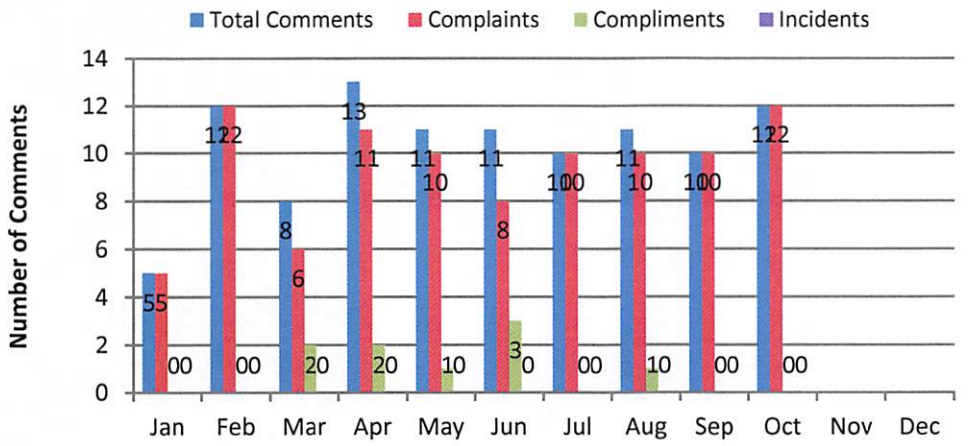
Operator Selection Begins for the November Choose-up (10/23)

Posted the Final Holiday Roster for Thanksgiving Friday (10/30)

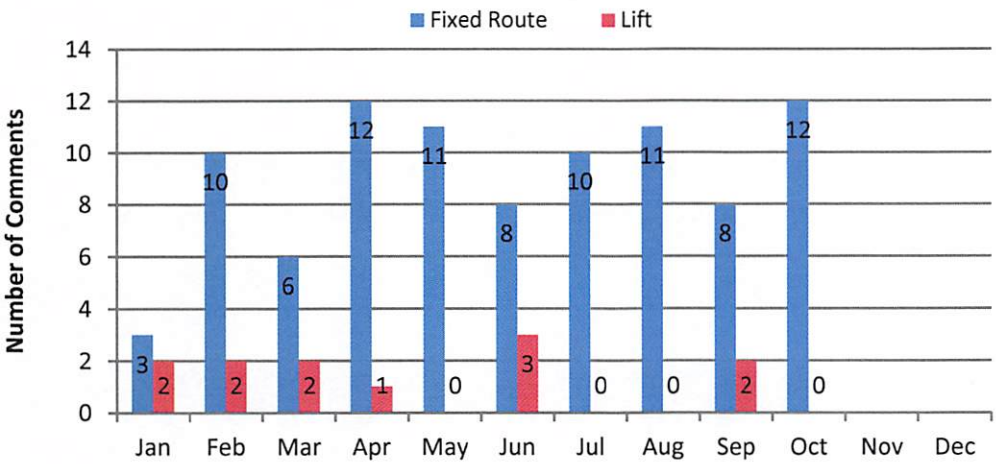
2027 Annual Operator Vacation & Birthday Choose-up Posted (10/30)

Make-up Quarterly Safety Training Sessions (10/30)

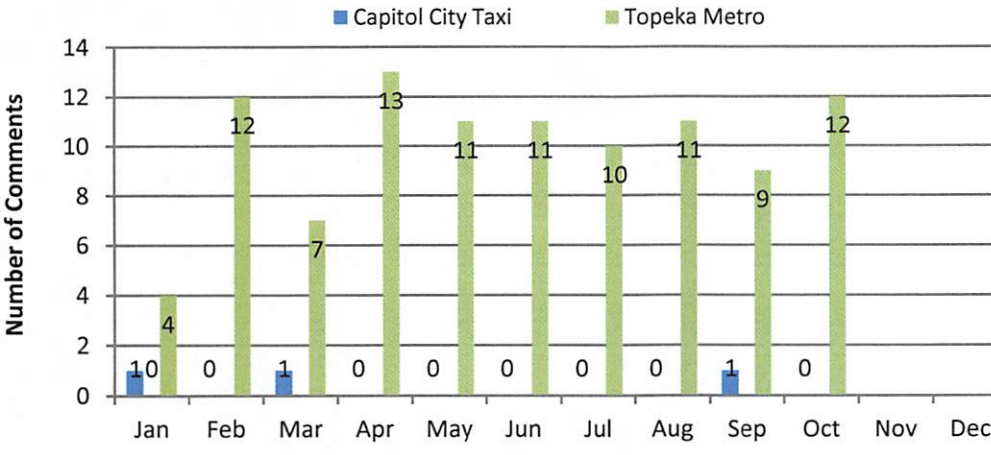
2026 Passenger Comments Per Type

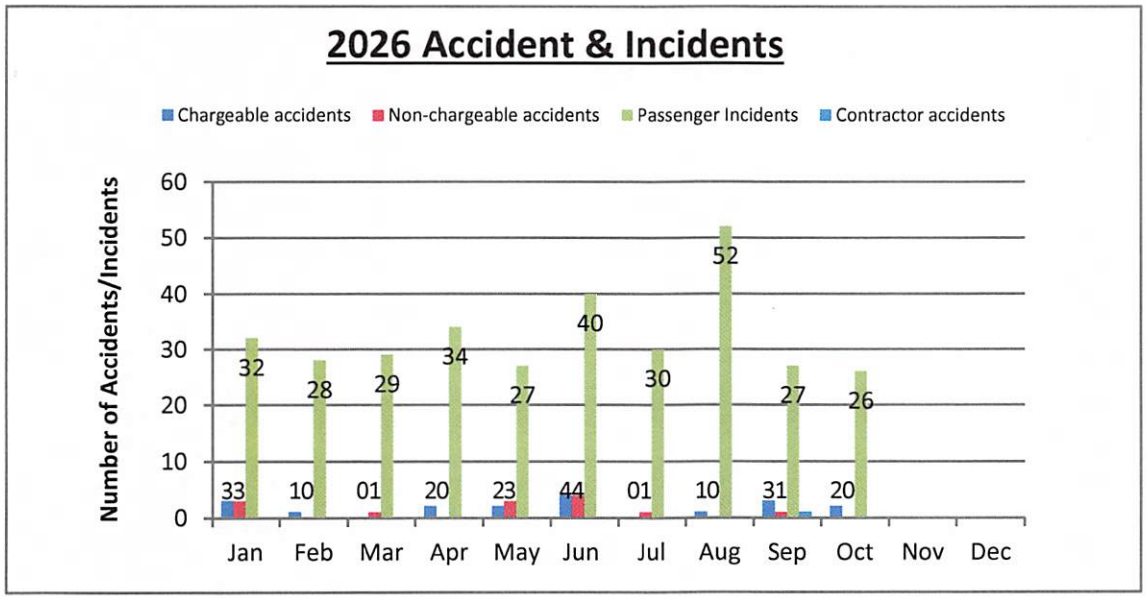


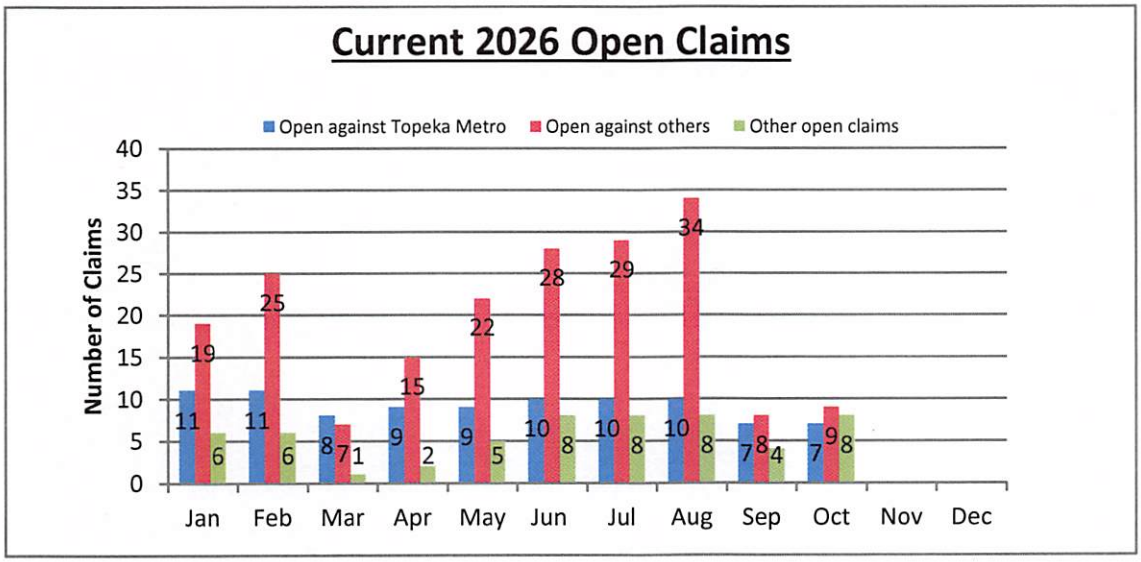
2026 Passenger Comments Per TMTA Service



2026 Passenger Comments Per Provider




2026 Accident & Incidents
Chargeable accidents
Non-chargeable accidents
Passenger Incidents
Contractor accidents
Number of Accidents/Incidents
60
50
40
30
20
10
0
33
32
10
28
01
29
20
34
23
27
44
40
01
30
10
52
31
27
20
26
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec


Current 2026 Open Claims
Open against Topeka Metro
Open against others
Other open claims
Number of Claims
40
35
30
25
20
15
10
5
0
11
19
6
11
25
6
8
7
1
9
15
2
9
22
5
10
28
8
10
29
8
10
34
8
7
8
4
7
9
8
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec

Lift Service Application Statistics

	Eligible	Recertified	Temporary	Denied	TOTAL	Appeals	(Appeals app)	(Appeals den)
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	9	10	5	0	**24**	0	1	0
Oct 2026	11	8	1	1	**21**	1	1	0
Nov 2026					**0**			
Dec 2026					**0**			
Year 2026 Total	**101**	**97**	**31**	**4**	**233**	**7**	**5**	**2**