

## TOPEKA METROPOLITAN TRANSIT AUTHORITY

### Board of Directors Meeting – Agenda Item

|                       |                                                                                                                                         |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>ITEM</b>           | Operations Department Monthly Report ( <b>for July 2026</b> )                                                                           |
| <b>CONTACT</b>        | Denise Ensley, Chief Operations Officer                                                                                                 |
| <b>RECOMMENDATION</b> | Accept report as presented.                                                                                                             |
| <b>SUMMARY</b>        | No bus shelters were vandalized in July.<br><br>Operations staff and Human Resources continue to interview applicants for a dispatcher. |
|                       |                                                                                                                                         |
| <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

July 2026

|                             |           |                                                           |
|-----------------------------|-----------|-----------------------------------------------------------|
| <b>July Operating Days:</b> | 26        | Normal operating days                                     |
|                             | 4         | Sundays (no service)                                      |
|                             | 1         | Holiday with no service: <i>Independence Day (7/4/26)</i> |
|                             | 0         | Limited holiday service                                   |
|                             | <u>31</u> | Total days in July                                        |

## Passenger Comments:

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

|                        |                    |
|------------------------|--------------------|
| <b>Comment Issues:</b> | Other (4)          |
|                        | Operator (3)       |
|                        | Unsafe Driving (1) |
|                        | Route (1)          |
|                        | Vehicle (1)        |

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

|                               | Month of  |            |           |
|-------------------------------|-----------|------------|-----------|
|                               | July      | CY 2026    | FY 2027   |
| TMTA Chargeable accidents     | 0         | 12         | 0         |
| TMTA Non-chargeable accidents | 1         | 12         | 1         |
| Contractor accidents          | 0         | 0          | 0         |
| Passenger incidents           | <u>30</u> | <u>220</u> | <u>30</u> |
|                               | 31        | 244        | 31        |

|                                      |          |                                 |
|--------------------------------------|----------|---------------------------------|
| <b>Current Self-Insurance Files:</b> | 10       | Open files against Topeka Metro |
|                                      | 29       | Open files against others       |
|                                      | <u>8</u> | Other                           |
|                                      | 47       | Total open files                |

## July Promotions and Events

|                                                    |                                 |
|----------------------------------------------------|---------------------------------|
| <b>Washburn Students (7/1 thru 7/31):</b>          | 2,053 fixed route trips         |
| <b>Bikes on the Bus Ridership (7/1 thru 7/31):</b> | 1,233 bikes on the fixed routes |
| <b>Kids Ride Free (5/1 thru 8/31):</b>             | 15,888 total fixed route trips  |
| May 1-31                                           | 4,527                           |
| Jun 1-30                                           | 5,838                           |
| Jul 1-31                                           | 5,523                           |
| Aug 1-31                                           |                                 |

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

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

***Updated Annual Agency Safety Plan (ASP) in Effect (7/1)***

***Operated Saturday Service & Hours on Friday Due to the Independence Day Holiday (7/3)***

***Monthly Operator Policy Meeting (7/7)***

***Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/8)***

***New Uniform Company Sized Operators for New Uniforms (7/9)***

***Conducted a Reveal Duress Test for Paratransit (7/9)***

***Conducted a Strategic Mapping Duress Test for Fixed Route (7/10)***

***"Go Orange" Safety Days Changed to "Safety First" Days (7/14) - Brake for Buses***

***August Operator Choose-up Posted for Viewing (7/15)***

***Capitol City Transportation Quarterly Oversight Meeting (7/17)***

***August Operator Choose-up Selection Begins (7/17)***

***Contract Negotiations Continued (7/21 & 7/22)***

***Mandatory Quarterly Employee Safety Training (Online Training 7/22 thru 8/5)***

***\*Risk Management, QRT Max, Q-Pod, ARBOC Securement & Winch, Duress Communication, Customer Driven Service***

***36th Anniversary of the Americans with Disabilities Act (7/26)***

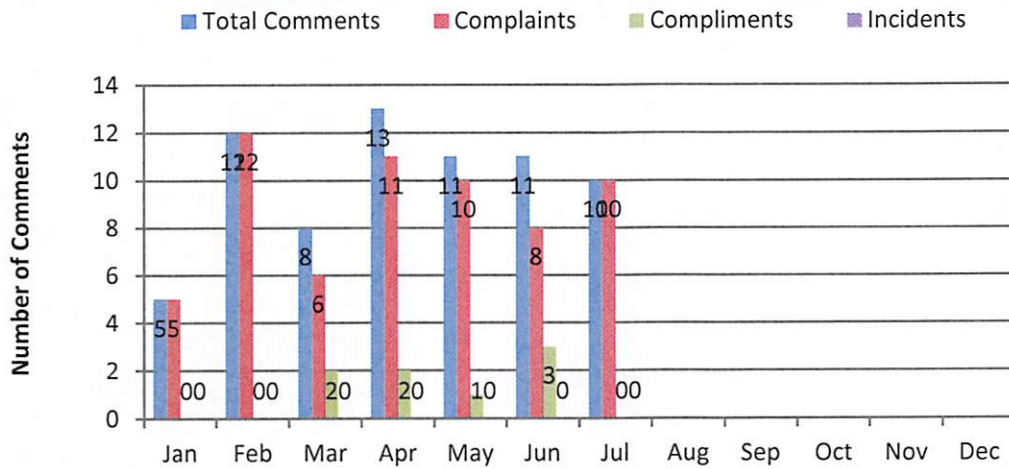
***New Customer Service Specialist Training (7/27) - one trainee***

***Distributed New August Ride Guides to Agencies, Schools, & Businesses (7/28 thru 7/31)***

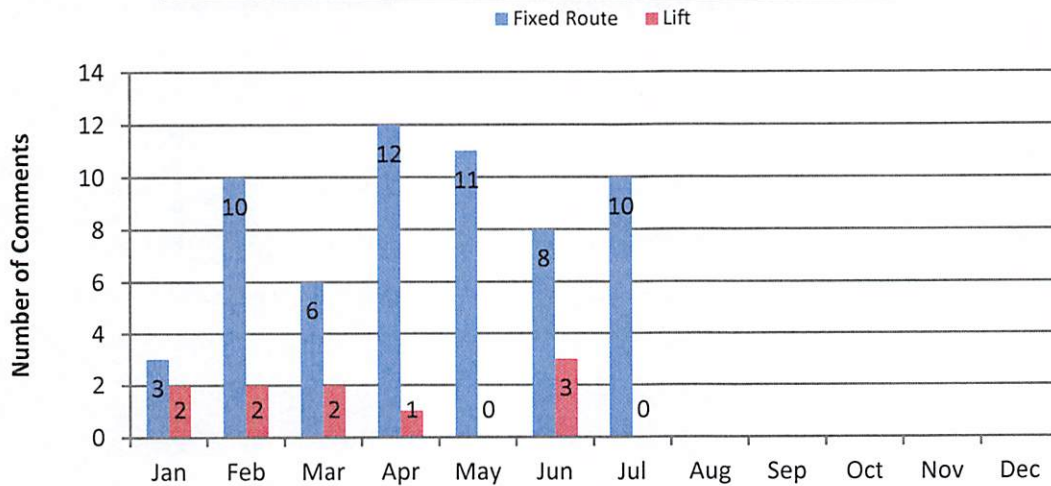
***Triennial Review Onsite (7/30 & 7/31)***

***Final August Operator Roster Posted (7/31)***

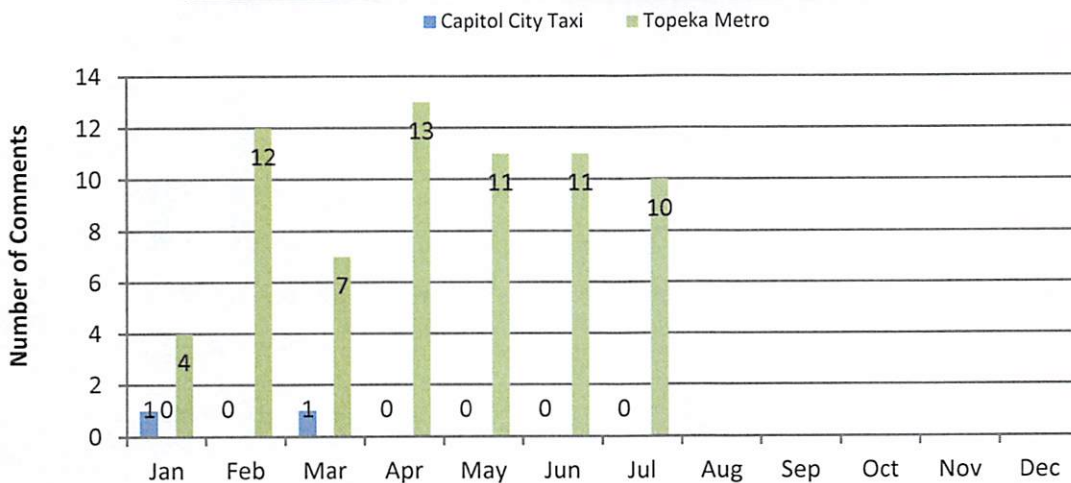
## 2026 Passenger Comments Per Type



## 2026 Passenger Comments Per TMTA Service

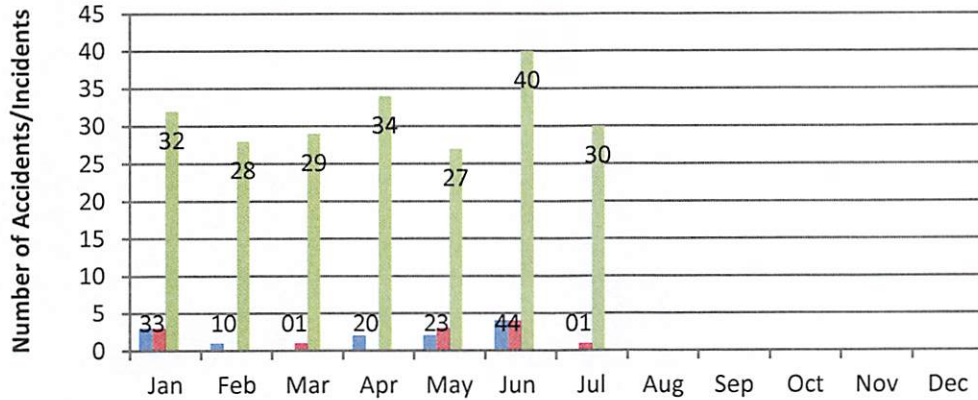


## 2026 Passenger Comments Per Provider



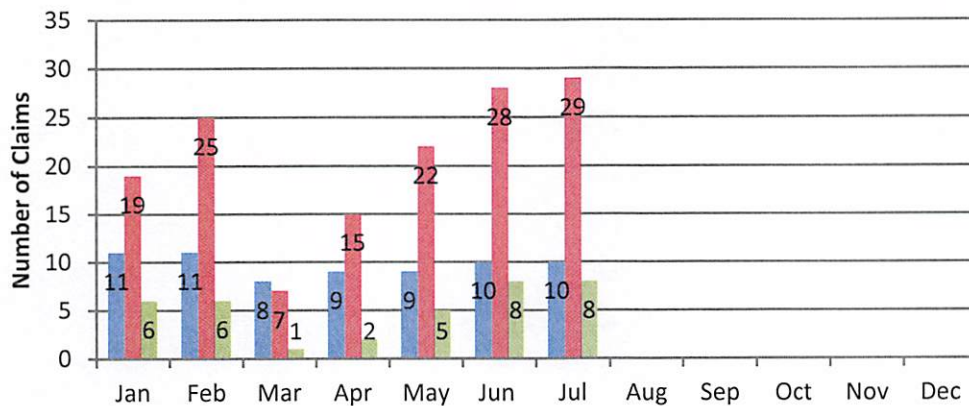
## 2026 Accident & Incidents

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               | 12                     | 10                        | 0                       | 0                    | 22                  | 2                     | 1                           | 0                           |
| Aug 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Sep 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Oct 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Nov 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| Dec 2026               |                        |                           |                         |                      | 0                   |                       |                             |                             |
| <b>Year 2026 Total</b> | <b>69</b>              | <b>64</b>                 | <b>23</b>               | <b>3</b>             | <b>159</b>          | <b>5</b>              | <b>3</b>                    | <b>1</b>                    |