

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for August 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	This year, the “Kids Ride Free” program operated extended dates. The program began earlier on May 1st and ended later on August 30th. Continuing the program later than the usual May 15th end date helped to make the transition to students using their school ID much smoother. Topeka Metro participated in the August open houses for Highland Park HS, Topeka West HS, and Topeka HS. Planning and Marketing staff were onsite at each open house to provide route information to high school students and answer service questions. Human Resource and Marketing staff were involved in Washburn University’s 10th Annual Market Daze event on August 20th. The event gave staff the opportunity to introduce Washburn students, faculty, and staff to Topeka Metro’s services and opportunities. The following shelters were vandalized in August: - Outbound 12th & Taylor/BCBS (1 broken glass panel) on 8/1/25. - TPD arrested a woman caught painting the inbound shelter at 21st & Washington on 8/2/25. - Outbound 12th & Taylor/BCBS (1 more broken glass panel) on 8/2/25. Operations staff and Human Resources continue to interview applicants for a dispatch clerk, a customer service specialist, and a part-time security officer.
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

August 2025

August Operating Days:	26	Normal operating days
	5	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<u>31</u>	Total days in August

Passenger Comments:

10	Fixed Route	1	Capitol City Transportation	13	Complaints
7	Lift	16	Topeka Metro	4	Compliments
<u>17</u>	Total Comments	<u>17</u>	Total Comments	<u>0</u>	Incidents
				17	Total Comments

Comment Issues:	Other (5)
	Passed By (4) - <i>one valid</i>
	Operator (3)
	Unsafe Driving (2)
	Title VI (2) - <i>none valid</i>
	Lift Missed Trip (1)

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

	Month of		
	August	CY 2025	FY 2026
TMTA Chargeable accidents	0	8	0
TMTA Non-chargeable accidents	2	18	2
Contractor accidents	0	0	0
Passenger incidents	<u>42</u>	<u>267</u>	<u>68</u>
	44	293	70

Current Self-Insurance Files:	12	Open files against Topeka Metro
	24	Open files against others
	<u>5</u>	Other
	41	Total open files

August Promotions and Events

Washburn Students (8/1 thru 8/31):	2,686 fixed route trips
Bikes on the Bus Ridership (8/1 thru 8/31):	1,082 bikes on the fixed route
Kids Ride Free (5/1 thru 8/30):	24,477 total fixed route trips for the promotion
May 1-31	7,909
Jun 1-30	4,938
Jul 1-31	4,981
Aug 1-30	6,649

Other Operational and Promotional Activities:

"Kids Ride Free" Program Continued (August)

Final August Operator Roster Posted (8/1)

August Operator Roster in Effect (8/3)

Monthly Operator Policy Meeting (8/5)

Performed a Random Operations Employee Required Equipment Inspection (8/8)

"Go Orange" Safety Awareness Day for Employees (8/13) - Drunk Driving

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (8/13)

Topeka Metro Participated in the Highland Park High School Open House (8/13)

Topeka Metro Participated in the Topeka West High School Open House (8/14)

Union-Mgmt Meeting (8/14)

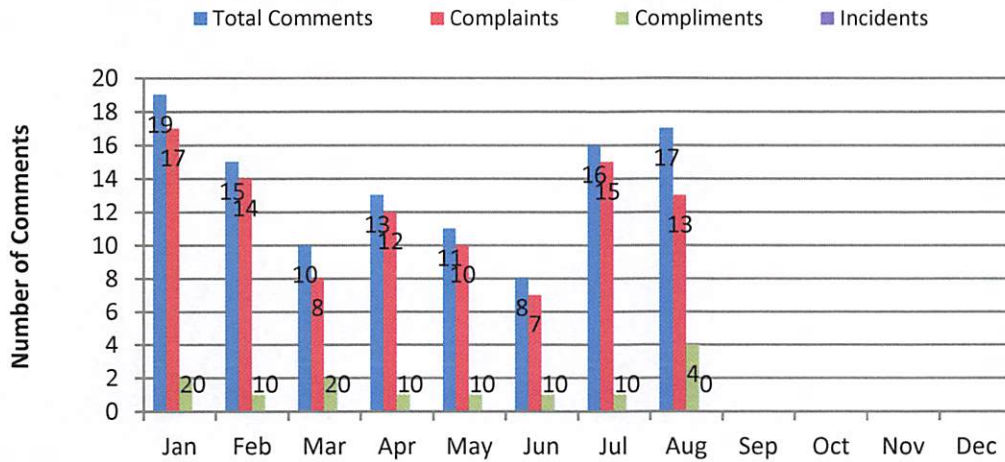
Topeka Metro Participated in the Topeka High School Open House (8/19)

Topeka Metro Participated in Washburn University's 10th Annual "Market Daze" (8/20)

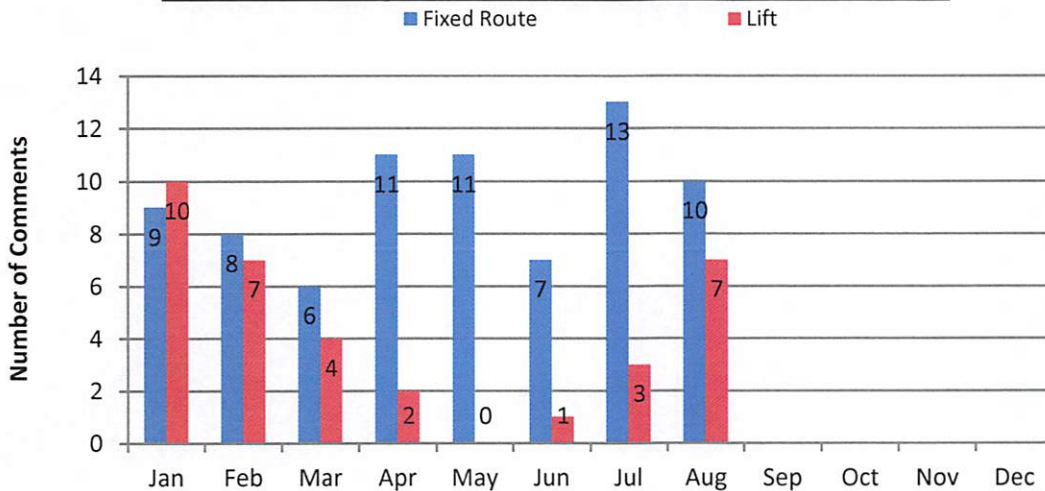
Safety & Security Work Group Meeting (8/23)

Random Operator "Code Up" Safety Test (8/28)

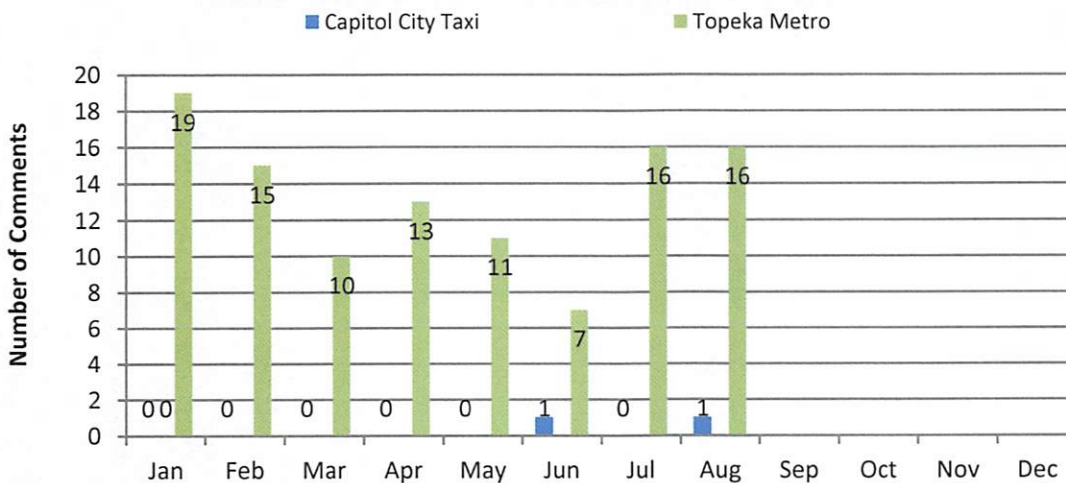
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

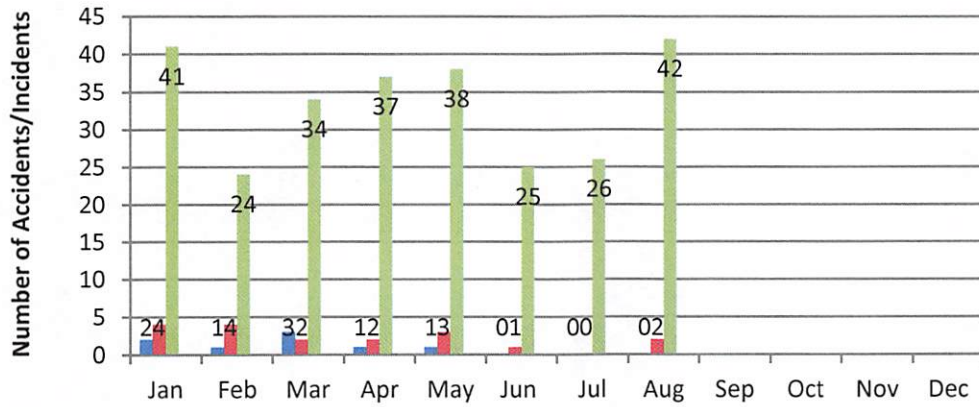


2025 Passenger Comments Per Provider



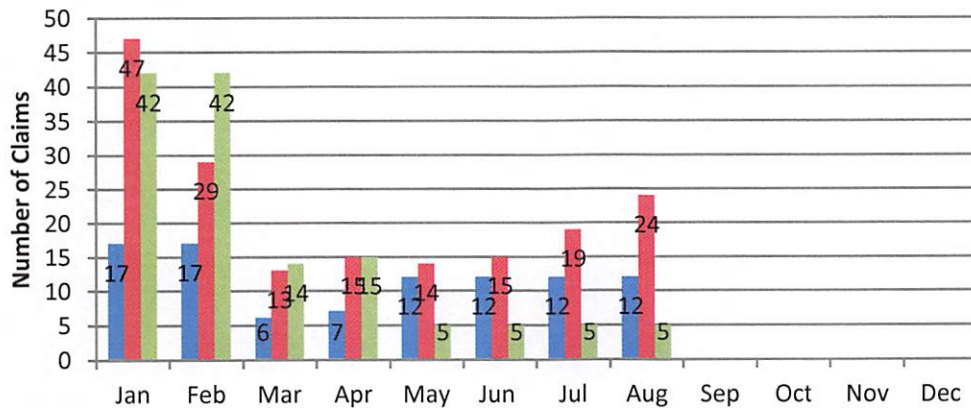
2025 Accident & Incidents

■ Chargeable accidents ■ Non-chargeable accidents ■ Passenger Incidents ■ Contractor accidents



Current 2025 Open Claims

■ Open against Topeka Metro ■ Open against others ■ Other 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					0			
Oct 2025					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	76	85	30	7	198	4	2	2