

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for September 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	Management is constantly striving to provide more information to and improve communication with employees. On September 17th, a new information monitor called the “Ticker” was introduced in the report room at admin. The monitor is being used to communicate directly with all employees, not just the union or specific departments. Managers will be responsible for submitting information from their department to be displayed on the Ticker as warranted. Eventually, a Ticker will also be added at Quincy Street Station and the maintenance facility. The following shelters were vandalized in September: - Walmart East (1 broken glass panel) on 9/3/25. - Graffiti found in the inbound shelter at 8th & Washburn on 9/8/25. - 12th & Taylor (1 broken glass panel) on 9/29/25. Operations staff and Human Resources continue to interview applicants for a dispatch clerk, a customer service specialist, and a part-time security officer. A small operator trainee class is scheduled to begin on October 20th.
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

September 2025

September Operating Days:	25	Normal operating days
	4	Sundays (no service)
	1	Holiday with no service: <i>Labor Day 9/1/25</i>
	0	Limited holiday service
	<u>30</u>	Total days in September

Passenger Comments:

12	Fixed Route	0	Capitol City Transportation	12	Complaints
1	Lift	13	Topeka Metro	1	Compliments
<u>13</u>	Total Comments	<u>13</u>	Total Comments	<u>0</u>	Incidents
				13	Total Comments

Comment Issues:	Other (9)
	Unsafe Driving (2)
	Passed By (1) - <i>not valid</i>
	Operator (1)

Operations Accidents & Incidents (as of September 30th, 2025):

	Month of September	CY 2025	FY 2026
TMTA Chargeable accidents	1	9	1
TMTA Non-chargeable accidents	1	19	3
Contractor accidents	0	0	0
Passenger incidents	28	295	96
	<u>30</u>	<u>323</u>	<u>100</u>

Current Self-Insurance Files:	13	Open files against Topeka Metro
	28	Open files against others
	6	Other
	<u>47</u>	Total open files

September Promotions and Events

Washburn Students (9/1 thru 9/30):	3,280 fixed route trips
Bikes on the Bus Ridership (9/1 thru 9/30):	838 bikes on the fixed route

Other Operational and Promotional Activities:

Observed Emergency Preparedness Month (September)

Monthly Operator Policy Meeting (9/2)

"Go Orange" Safety Awareness Day for Employees (9/4) - National Preparedness Month

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/10)

Introduction of New Employee Information Ticker (9/10)

Union-Management Bi-Weekly Meeting (9/11)

Employee Information Ticker Goes Live (9/17)

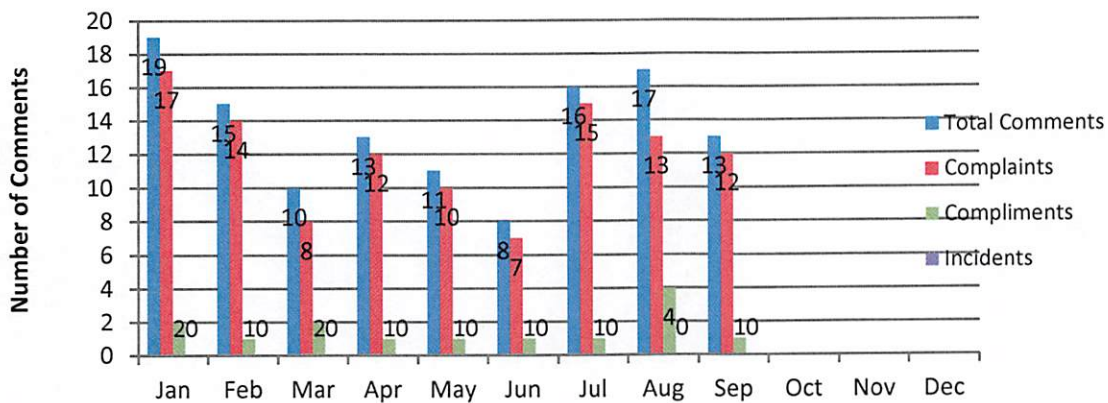
Union-Management Morale & Dress Code Meeting (9/17)

New Bus Operator Training Class (9/22) - two trainees

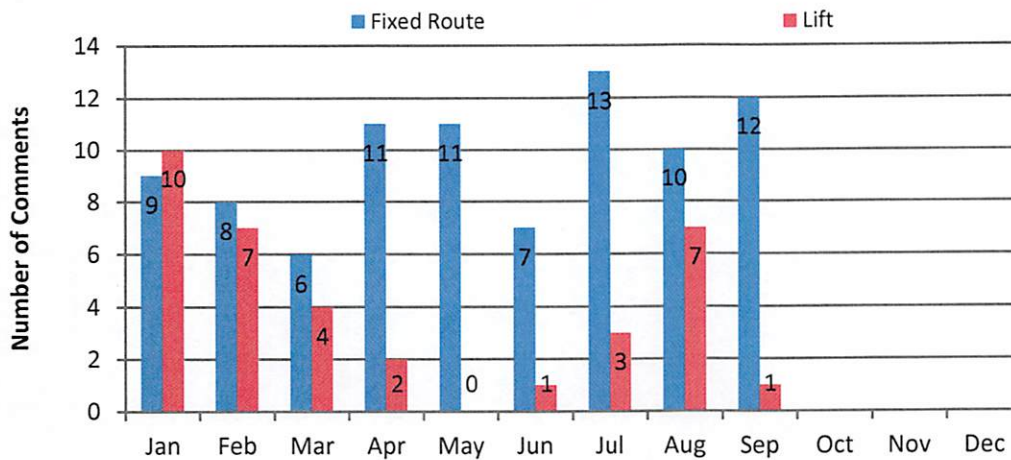
Annual Fire & Smoke Alarm Inspections at All Three Facilities (9/25)

Annual Meeting with School Resource Officers (SRO) (9/29)

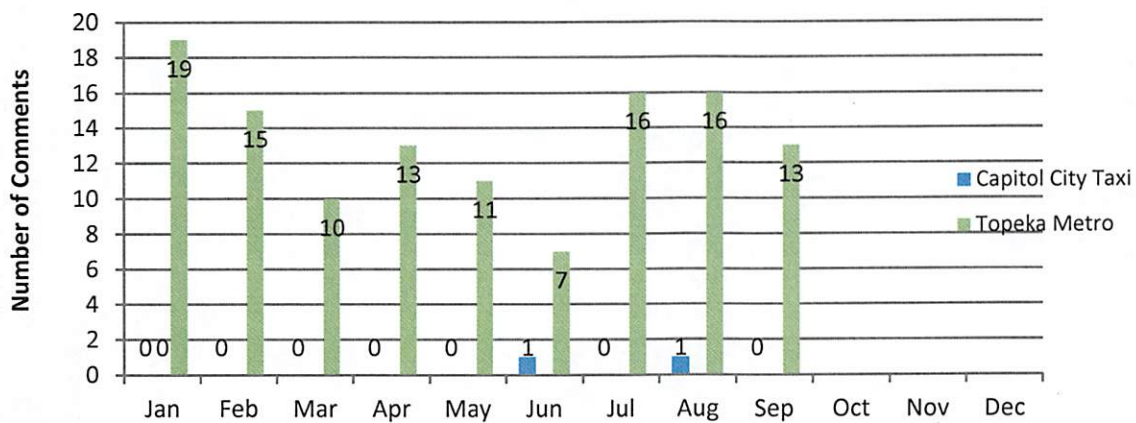
2025 Passenger Comments Per Type



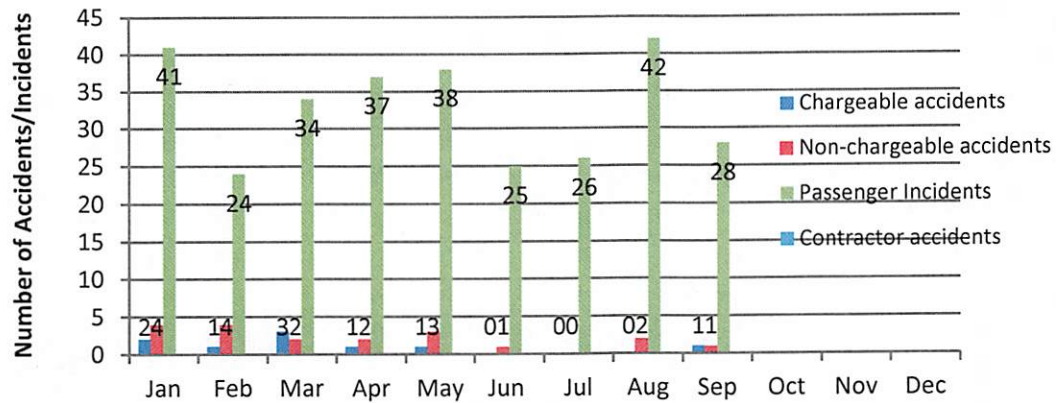
2025 Passenger Comments Per TMTA Service



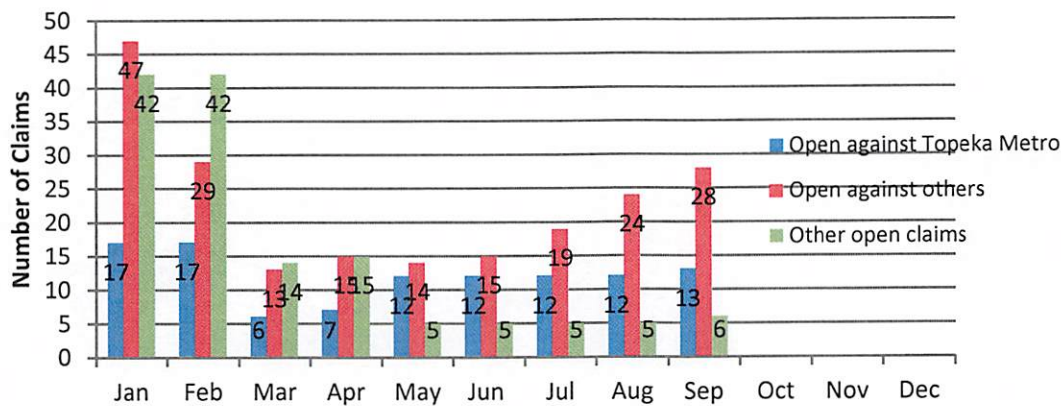
2025 Passenger Comments Per Provider



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					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	86	92	32	9	219	5	2	2