

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for February 2026)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>Five shelters were vandalized in February:</p> <ul style="list-style-type: none"> • Walmart West on 2/9/26 - one broken glass panel • Inbound 21st & Belle on 2/11/26 - one broken glass panel • Outbound 12th & Jackson on 2/16/26 - one broken glass panel • Outbound 17th & College on 2/26/26 – graffiti on the glass • Inbound 37th & Topeka on 2/26/26 – graffiti on the glass <p>Renovation of the admin dispatch office began February 18th. The timing is perfect because two new dispatchers have recently been hired to fill the vacant positions. Both candidates were promoted from within Topeka Metro. They begin dispatch training on March 16th.</p> <p>Operations staff and Human Resources continue to interview applicants for operations staff and bus operators.</p>
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	<p>Operations Reports.</p> <p><i>NOTE: In addition to the usual 2026 charts for Comments, Accidents & Incidents, and Open Claims, the charts for the full calendar year of 2025 is also attached for comparison to current totals.</i></p>

Topeka Metro Operations Report

February 2026

February Operating Days:	24	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	28	Total days in February

Passenger Comments:

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

Comment Issues:

- Other (9)
- Operator (1)
- Unsafe Driving (2)

Operations Accidents & Incidents (as of February 28th, 2026):

	Month of		
	February	CY 2026	FY 2026
TMTA Chargeable accidents	1	4	10
TMTA Non-chargeable accidents	0	3	11
Contractor accidents	0	0	0
Passenger incidents	28	60	255
	29	67	276

Current Self-Insurance Files:	11	Open files against Topeka Metro
	25	Open files against others
	6	Other
	42	Total open files

February Promotions and Events

Washburn Students (2/1 thru 2/28):	3,028 fixed route trips
Bikes on the Bus Ridership (2/1 thru 2/28):	722 bikes on the fixed routes

Other Operational and Promotional Activities:

- Special Roster in Effect for One Operator Returning from Extended Medical Leave (2/1)**
- Monthly Operator Policy Meeting (2/3)**
- Management Meeting with Topeka JUMP Organization (2/5)**
- Make-up January Safety Training Session #1 (2/5)**

Union-Management Morale Meeting (2/5)

Make-up January Safety Training Session #2 (2/6)

Began Interviews for Dispatch Positions (2/6)

Make-up January Safety Training Session #3 (2/9)

Hosted a Harvesters Food Distribution Event at Quincy Street Station for Passengers (2/11)

Mandatory Video Training for All Operations Employees (2/16 thru 2/28) - Fixed Route Management

Dispatch Office Renovation Began (2/18)

Union-Management Morale Meeting (2/19)

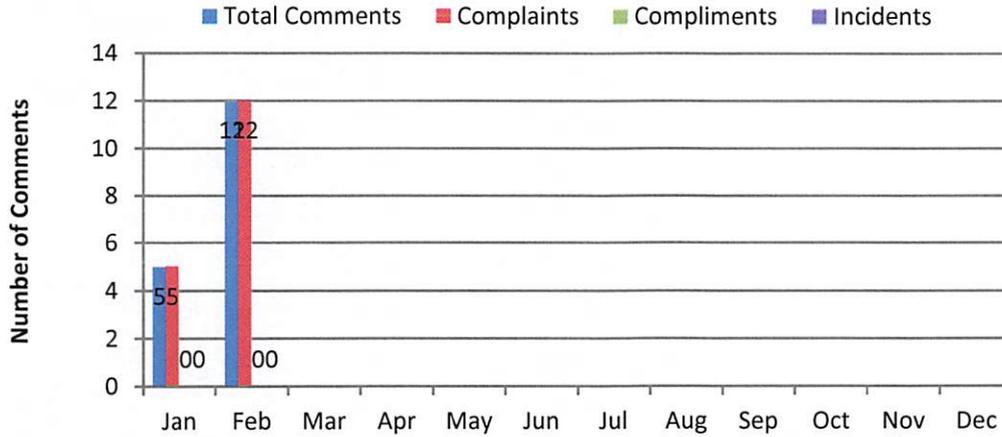
Safety & Security Work Group Meeting (2/21)

Performed a Random Operations Employee Required Equipment Inspection (2/25)

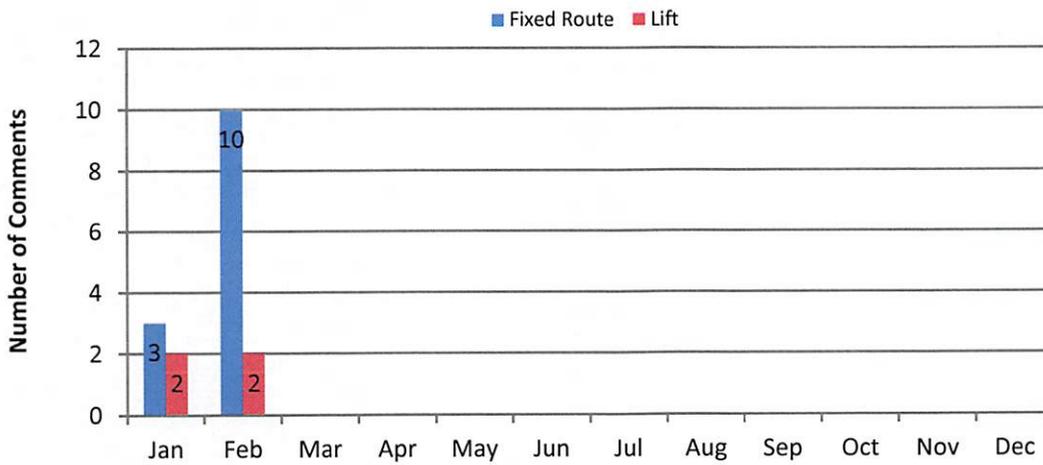
Follow-up Fire Alarm Test (2/26)

Employee Event at Scarecrows Hockey Game (2/28)

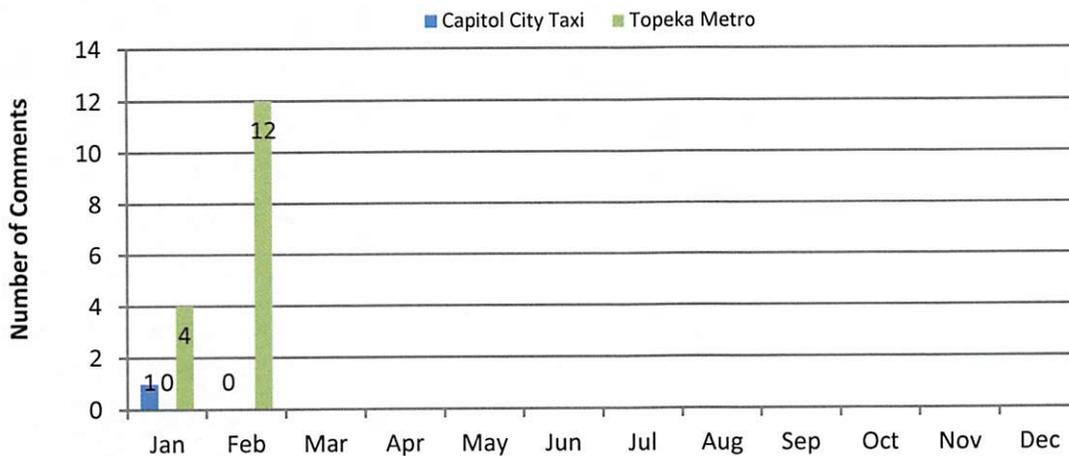
2026 Passenger Comments Per Type



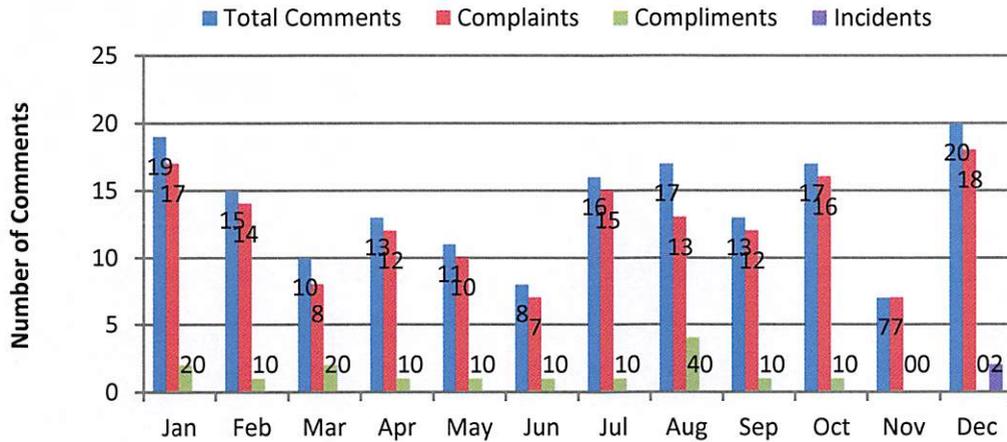
2026 Passenger Comments Per TMTA Service



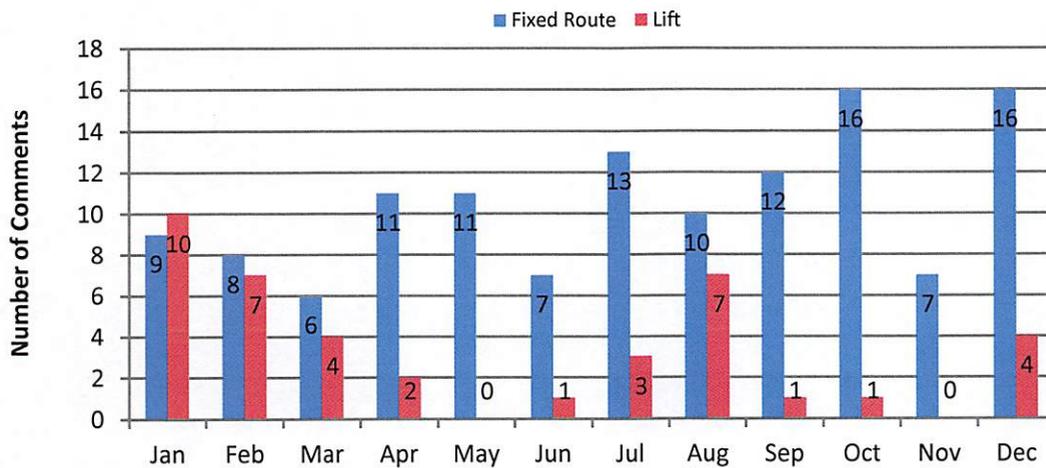
2026 Passenger Comments Per Provider



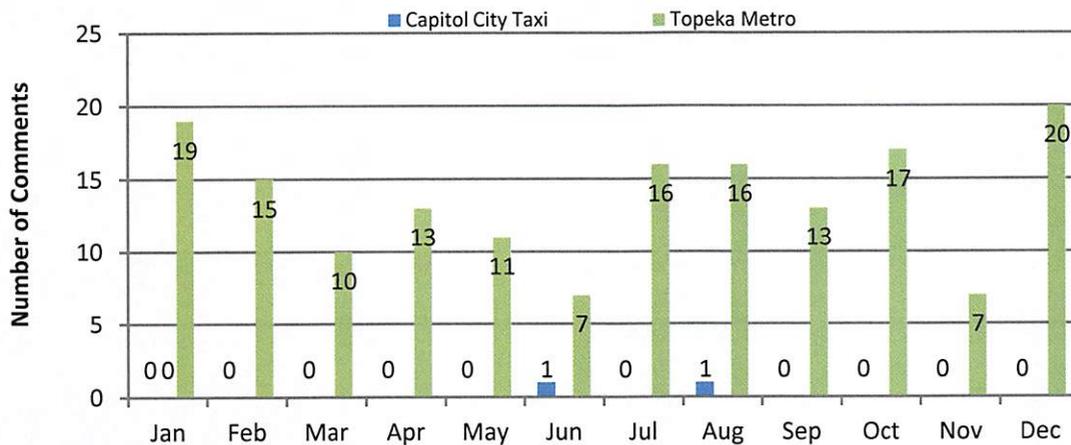
2025 Passenger Comments Per Type



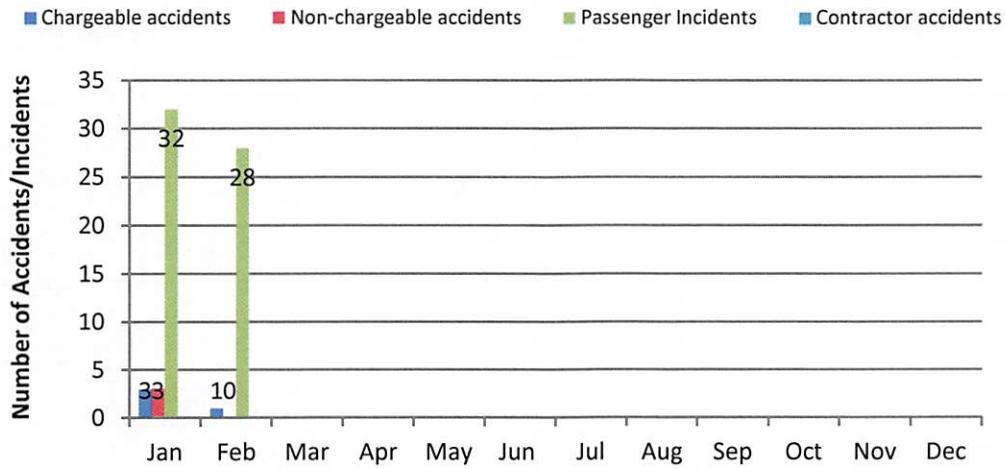
2025 Passenger Comments Per TMTA Service



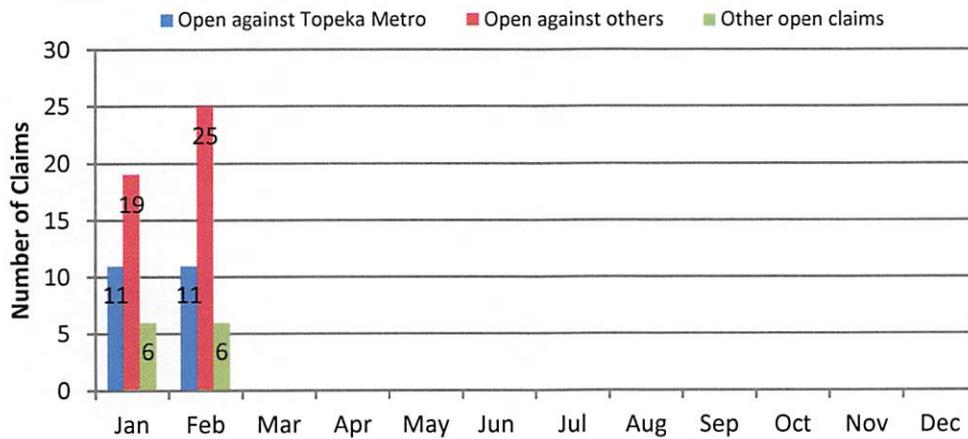
2025 Passenger Comments Per Provider



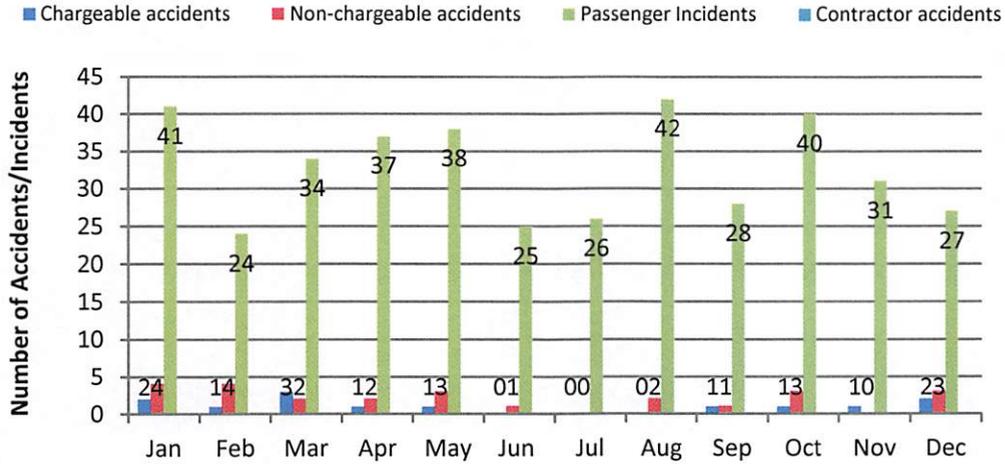
2026 Accident & Incidents



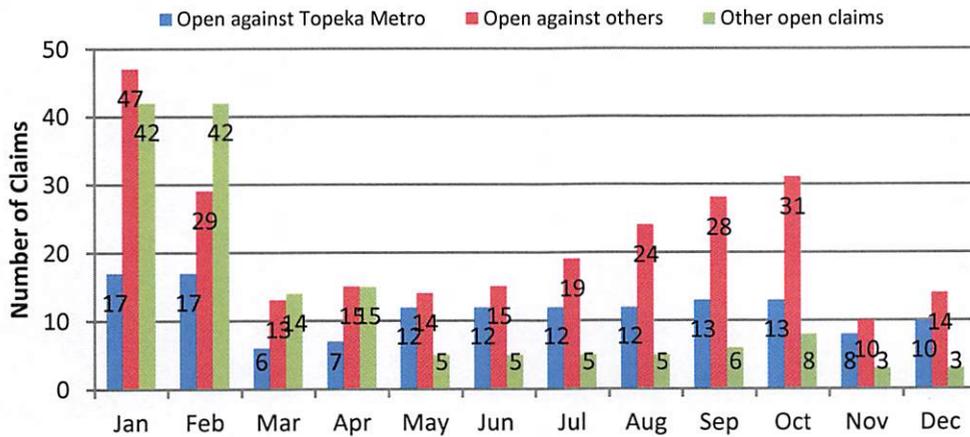
Current 2026 Open Claims



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 2026	11	5	3	2	21	1	0	0
Feb 2026	8	14	7	0	29	0	1	0
Mar 2026					0			
Apr 2026					0			
May 2026					0			
Jun 2026					0			
Jul 2026					0			
Aug 2026					0			
Sep 2026					0			
Oct 2026					0			
Nov 2026					0			
Dec 2026					0			
Year 2026 Total	19	19	10	2	50	1	1	0