Topeka Metro Operations Report
September 2018

September Operating Days:
24 Normal operating days
5 Sundays (no service)
1 Holiday with no service: Labor Day 9/3
0 Limited holiday service
30 Total days in September

Passenger Comments:

<table>
<thead>
<tr>
<th>Fixed Route</th>
<th>Capitol City Taxi</th>
<th>Lift</th>
<th>Topeka Metro</th>
<th>Total Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>3</td>
<td>10</td>
<td>42</td>
<td>45</td>
</tr>
</tbody>
</table>

27 Complaints
1 Compliments
17 Incidents
45 Total Comments

Comment Issues:
Other/General (14)
Operator (5)
Unsafe Driving (6)
Passed By (4) - one substantiated pass by
Route (7)
F/R Late Trip (1)
Lift Late Trip (6)
Scheduling Error (1)
Title 6 Complaint (1) - unsubstantiated

Operations Accidents & Incidents (as of September 30th, 2018):

<table>
<thead>
<tr>
<th></th>
<th>Month of</th>
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<tbody>
<tr>
<td></td>
<td>September 2018</td>
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<tr>
<td>TMTA Chargeable accidents</td>
<td>3</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>0</td>
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<tr>
<td>Contractor accidents</td>
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<tr>
<td>Passenger incidents</td>
<td>18</td>
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<tr>
<td></td>
<td>232</td>
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<td>86</td>
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<td>21</td>
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<td>250</td>
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<td>91</td>
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Current Self-Insurance Files:
15 Open files against Topeka Metro
13 Open files against others
18 Other
46 Total open files

September Shuttles, Promotions, and Events

Washburn Students (9/1-9/30):
4,019 rides (225,343 total trips Aug 1, 2014 - Sep 30, 2018)

FREEdom Pass Ridership (9/1-9/30):
2013  945
2014  3876
2015  6058
2016  7511
2017  8115
2018  6903 so far

853 rides (33,408 total trips Aug 1, 2013 - Sep 30, 2018)
Amtrak (9/1-9/30): 2 rides in September
Flex Zone Ridership (9/1-9/30): 58 Flex rides
Bikes on the Bus Ridership (9/1-9/30): 1,080 bikes on the fixed route
City Employees Ride Free (9/1-9/30): 172 fixed route rides
United Way Tour (9/6): 115 shuttle trips
Downtown NOTO Express Shuttle (9/7): 12 shuttle trips
Know Your City Shuttle (9/11): 30 shuttle trips
Washburn's Diversity & Inclusion Shuttle (9/12): 19 shuttle trips
Economic Development Tour (9/13): 133 shuttle trips
THA’s Affordable Housing Tour (9/13): 81 shuttle trips
Topeka High School Visits Washburn (9/14): 37 shuttle trips
Washburn's Diversity & Inclusion Shuttle (9/15): 0 shuttle trips (cancelled return shuttle)
United Way Tour (9/21): 83 shuttle trips
Topeka High School Visits the Topeka Center for Advanced Learning & Careers (9/25): 52 shuttle trips
Big Brothers/Big Sisters Visit Washburn (9/29): 13 shuttle trips

Other Operational and Promotional Activities:

Participated in the Touch-a-Truck Event (9/1)
Capitol City High School Next Step Class Field Trip on the Fixed Route (9/5 and 9/6)
Mobile I.D. Media Event at the Veteran’s Administration (9/10)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (9/10)
Metro Bus and Information Table at the Topeka Public Schools Foundation Breakfast (9/11)
Sheltered Living How to Ride (9/12)
Advisory Committee on Accessible Transportation Services (ACATS) Meeting (9/12)
MetroQuest Survey Outreach at Quincy Street Station (9/14)
Long Range Transit Plan Steering Committee Meeting (9/18)
Long Range Transit Plan Open House at the Library (9/18)
Information Table at the Clean Slate Day Event (9/21)
Participated in the HPHS Homecoming Parade (9/21)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees (9/27)
One FREEdom Pass How to Ride Clinic

A total of 3,157 new Income Program ID’s have been issued since March 2015.
520 additional Income Program recertification ID’s have been issued since April 2016.
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<tr>
<th></th>
<th>Eligible</th>
<th>Recertified</th>
<th>Temporary</th>
<th>Denied</th>
<th>TOTAL</th>
<th>Appeals</th>
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<td><strong>Year 2018 Total</strong></td>
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<td><strong>6</strong></td>
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