May Operating Days:
- 26 Normal operating days
- 4 Sundays (no service)
- 1 Holiday with no service: Memorial Day 5/28/18
- 0 Limited holiday service
- 31 Total days in May

Passenger Comments:
- 21 Fixed Route
- 1 Lift
- 0 Capitol City Taxi
- 22 Topeka Metro
- 22 Total Comments

Comment Issues:
- Other/General (11)
- Passed By (4)
- Unsafe Driving (4)
- Route (3)
- 16 Complaints
- 1 Compliments
- 5 Incidents
- 22 Total Comments

Operations Accidents & Incidents (as of May 31st, 2018):

<table>
<thead>
<tr>
<th>Month of</th>
<th>May 2018</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>0</td>
<td>6</td>
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<tr>
<td>TMTA Non-chargeable accidents</td>
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<tr>
<td>Contractor accidents</td>
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<tr>
<td>Passenger incidents</td>
<td>21</td>
<td>116</td>
</tr>
<tr>
<td>Total</td>
<td>22</td>
<td>128</td>
</tr>
</tbody>
</table>

Current Self-Insurance Files:
- 8 Open files against Topeka Metro
- 11 Open files against others
- 13 Other
- 32 Total open files

May Shuttles, Promotions, and Events

Washburn Students (5/1-5/31):
- 3,969 rides (212,307 total trips Aug 1, 2014 - May 31, 2018)

FREEdom Pass Ridership (5/1-5/31):
- 2013 | 945
- 2014 | 3876
- 2015 | 6058
- 2016 | 7511
- 2017 | 8115
- 2018 | 3647 so far
- 687 rides (30,152 total trips Aug 1, 2013 - May 31, 2018)
Amtrak (5/1-5/31): 6 rides in May
Flex Zone Ridership (5/1-5/31): 32 Flex rides
Bikes on the Bus Ridership (5/1-5/31): 1,130 bikes on the fixed route
City Employees Ride Free (5/1-5/31): 90 fixed route rides
Seniors Ride Free (5/1-5/31): 9,158 fixed route rides
United Way Tour (5/3): 69 shuttle trips
Public Employees Ride Free Week (5/7-5/12): 165 fixed route rides
Know Your City Shuttle (5/8): 84 shuttle trips
Washburn Tech Graduation Shuttle (5/10): 76 shuttle trips
United Way Tour (5/11): 30 shuttle trips
Washburn University Graduation Shuttle (5/12): 28 shuttle trips
Girls on the Run Shuttle (5/12): 27 shuttle trips
Kids Ride Free (5/15-8/15)
5/15-5/31 5,823
6/1-6/30
7/1-7/31
8/1-8/15
Brown vs. Board Anniversary Event (5/19): 82 shuttle trips

Other Operational and Promotional Activities:
THA Bus Shelter Ribbon Cutting Event at 10th & Wear (5/4)
Outreach at the Senior Community Wellness Fair (5/5)
Spring/Summer Service Update in Effect (5/6)
Momentum 2022 Press Event at TPAC (5/9)
SM&SH Summit - Operator Robert Distefano Received the Andrea Rakocy Burton Hospitality Award (5/10)
Quincy Elementary How to Ride (5/10)
Emergency Response Service Provided to TPD at Protest Demonstrations (5/14, 5/21, and 5/29)
Advisory Committee on Accessible Transporation Services (ACATS) Meeting (5/16)
Mandatory Wheelchair Secureen and Passenger Assistance Training for CCT Drivers (5/18)
Brown vs. Board Internship Program How to Ride (5/30)
Two FREEdom Pass How to Ride Clinics

A total of 2,801 new Income Program ID’s have been issued since March 2015.
408 additional Income Program recertification ID’s have been issued since April 2016.
## Lift Service Application Statistics

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<thead>
<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>134</strong></td>
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