Topeka Metro Operations Report
July 2019

July Operating Days:
26 Normal operating days
4 Sundays (no service)
1 Holiday with no service: Independence Day 7/4/19
0 Limited holiday service
31 Total days in July

Passenger Comments:

<table>
<thead>
<tr>
<th></th>
<th>Fixed Route</th>
<th>Lift</th>
<th>Total Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>Capitol City Taxi</td>
<td>2</td>
<td>27</td>
<td>29</td>
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<tr>
<td>Topeka Metro</td>
<td>27</td>
<td></td>
<td>29</td>
</tr>
</tbody>
</table>

Complaint Issues:
- Other/General (11)
- Passed By (7) - three validated
- Unsafe Driving (5)
- Operator (5)
- Lift Late Trip (1)

Operations Accidents & Incidents (as of July 31st, 2019):

<table>
<thead>
<tr>
<th>Category</th>
<th>July 2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Passenger incidents</td>
<td>19</td>
<td>165</td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>184</td>
</tr>
</tbody>
</table>

Current Self-Insurance Files:
- 6 Open files against Topeka Metro
- 10 Open files against others
- 5 Other
- 21 Total open files

July Shuttles, Promotions, and Events

Washburn Students (7/1 thru 7/31):
2,206 rides (259,774 total trips Aug 1, 2014 - Jul 31, 2019)

FREEdom Pass Ridership (7/1 thru 7/31):
2013: 945
2014: 3876
2015: 6058
2016: 7511
2017: 8115
2018: 8879
2019: 4644 (so far this year)
1,127 rides (40,028 total trips Aug 1, 2013 - Jul 31, 2019)

Amtrak (7/1 thru 7/31):
1 ride in July

Flex Zone Ridership (7/1 thru 7/31):
46 Flex rides

Bikes on the Bus Ridership (7/1 thru 7/31):
1,192 bikes on the fixed route
City Employees Ride Free (7/1 thru 7/31):

Kids Ride Free:

5/15-5/31  6,312
6/1-6/30  14,390
7/1-7/31  14,505

Spirit of Kansas Shuttles (7/4):

Deer Creek Reading Route:

7/2  98
7/9  45
7/16  89
7/23  71
7/30  46

111 fixed route rides
35,207 total fixed route rides so far this summer

435 shuttle trips
349 total shuttle trips

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (7/2)

Breakthrough House How to Ride (7/2)

Topeka Independent Living Resource Center Interns How to Ride (7/8)

Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/10)

Management Met with Reveal Software Regarding IVR Passenger Notification Module (7/18)

Capitol City Taxi Quarterly Oversight Meeting (7/19)

Onsite FTA Triennial Review (7/25 & 7/26)

29th Anniversary of the American's with Disabilities Act (7/26)

Camp Metro Held Tabling Events at Farmer's Market (3) and the Sunflower State Games

Camp Metro Provided Seven How-to-Ride Clinics to Youth Camps/Groups at places such as the Library, Hillcrest, Topeka Lutheran, Civitan Day Camp, Kennedy Academy, & Camp Connections North

Two FRIEDom Pass How to Ride Clinics
## Lift Service Application Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Eligible</th>
<th>Recertified</th>
<th>Temporary</th>
<th>Denied</th>
<th>TOTAL</th>
<th>Appeals</th>
<th>Appeals app</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Jan 2019</td>
<td>15</td>
<td>18</td>
<td>1</td>
<td>1</td>
<td>35</td>
<td>0</td>
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<tr>
<td>Feb 2019</td>
<td>9</td>
<td>17</td>
<td>1</td>
<td>1</td>
<td>28</td>
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<tr>
<td>Mar 2019</td>
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<td>Apr 2019</td>
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<td>18</td>
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<td>May 2019</td>
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<td>5</td>
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<td>0</td>
<td>12</td>
<td>1</td>
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<td>Jun 2019</td>
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<td>10</td>
<td>2</td>
<td>0</td>
<td>18</td>
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<td>Jul 2019</td>
<td>14</td>
<td>10</td>
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<td>Aug 2019</td>
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<td>Dec 2019</td>
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<tr>
<td><strong>Year 2019 Total</strong></td>
<td><strong>82</strong></td>
<td><strong>88</strong></td>
<td><strong>9</strong></td>
<td><strong>3</strong></td>
<td><strong>182</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

*In addition to the two temporary apps, June 2019 had two temporary visitors who were not required to complete an application for a total of four registered.*