August Operating Days:

27 Normal operating days
4 Sundays (no service)
0 Holiday with no service
0 Limited holiday service
31 Total days in August

Passenger Comments:

<table>
<thead>
<tr>
<th>Fixed Route</th>
<th>Lift</th>
<th>Total Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>7</td>
<td>32</td>
</tr>
<tr>
<td>2</td>
<td>30</td>
<td>32</td>
</tr>
</tbody>
</table>

Capitol City Taxi: 2
Topeka Metro: 30

Complaints: 24
Compliments: 0
Incidents: 8

Comment Issues:
- Other/General (12)
- Operator (6)
- Unsafe Driving (4)
- Passed By (4) - one valid
- Route (3)
- F/R Late Trip (2)
- Lift Late Trip (1)

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

<table>
<thead>
<tr>
<th></th>
<th>August</th>
<th>2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>0</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Passenger incidents</td>
<td>44</td>
<td>214</td>
<td>68</td>
</tr>
</tbody>
</table>

Total: 44 | 229 | 70

Current Self-Insurance Files:

<table>
<thead>
<tr>
<th>Files</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open files against Topeka Metro</td>
<td>11</td>
</tr>
<tr>
<td>Open files against others</td>
<td>13</td>
</tr>
<tr>
<td>Other</td>
<td>18</td>
</tr>
<tr>
<td>Total open files</td>
<td>42</td>
</tr>
</tbody>
</table>

August Shuttles, Promotions, and Events


FREEdom Pass Ridership (8/1-8/31):

<table>
<thead>
<tr>
<th>Year</th>
<th>Rides</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>945</td>
</tr>
<tr>
<td>2014</td>
<td>3876</td>
</tr>
<tr>
<td>2015</td>
<td>6058</td>
</tr>
<tr>
<td>2016</td>
<td>7511</td>
</tr>
<tr>
<td>2017</td>
<td>8115</td>
</tr>
<tr>
<td>2018</td>
<td>6050 so far</td>
</tr>
</tbody>
</table>
Amtrak (8/1-8/31):

0 rides in August

Flex Zone Ridership (8/1-8/31):

37 Flex rides

Bikes on the Bus Ridership (8/1-8/31):

1,467 bikes on the fixed route

City Employees Ride Free (8/1-8/31):

122 fixed route rides

Kids Ride Free (5/15-8/20):

41,085 total fixed route trips this summer

5/15-5/31 5,823
6/1-6/30 12,466
7/1-7/31 13,322
8/1-8/20 9,474 (Note: K.R.F. was extended through 8/20/18)

Midwest Health Aquatic Center Shuttle:

Thursday 8/2 82
Tuesday 8/7 56
Thursday 8/9 65

203 shuttle trips

Downtown NOTO Express Shuttle (8/3):

17 shuttle trips

Deer Creek Reading Route (8/7):

46 shuttle trips

National Night Out VIP Shuttle (8/11):

137 shuttle trips

National Night Out "Stuff the Bus" Event (8/11):

Tennessee Town 137
Town & Country 122 (+1 Chick-Fil-A Cow)
Pine Ridge 101
10th & Oakley 72
Deer Creek Village 66
Lilkins-Foster 64
Wood Valley Watchers 63
College Hill 58
Kenwood 39

Washburn’s Diversity & Inclusion Shuttle (8/24):

21 shuttle trips

Washburn’s “The Little Event” Shuttle (8/25):

26 shuttle trips

United Way Tour (8/28):

27 shuttle trips

Other Operational and Promotional Activities:

Free Hot Dog Day for Passengers (8/1)

Free Metro Bag with 31-day or Annual Pass or Lift Ticket Purchase (8/2, 8/7, 8/9)

Back to Nature Camp How to Ride (8/6)

Metro Information Table at the East Topeka Farmer’s Market (8/7)

Metro Information Table at New Mount Zion’s “Fresh Cut to a Fresh Start” Event (8/8)

Three Operators Participated in the State Bus Roadeo in Manhattan - Brad Hudson placed 3rd (8/12)

Metro Information Table at the Topeka Farmer’s Market at the Library (8/13)

High School Freshman Orientation at THS, TWHS, and HPHS (8/14)

Information Table at Topeka West High School’s Open House (8/14)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees  (8/14)
Marian Dental Clinic Open House & How to Ride  (8/14)
Washburn University International Student How to Ride  (8/16)
Capitol City High School Transition Students How to Ride  (8/20)
Metro Information Table at Washburn Students Connect Event  (8/20)
Information Table at Topeka High School’s Open House  (8/21)
Information Table at Highland Park High School’s Open House  (8/28)
Media Event for the Accessible Taxi Service  (8/29)
Wellness Initiative - Granola Bars & Fresh Fruit for Employees  (8/31)
Free Cold Water Bottles Provided to Passengers Due to Extremely High Heat Index  (8/31)
Two FREEdom Pass How to Ride Clinics

A total of 3,077 new Income Program ID's have been issued since March 2015.
491 additional Income Program recertification ID's have been issued since April 2016.
2018 Passenger Comments Per Type

2018 Passenger Comments Per TMTA Service

2018 Passenger Comments Per Provider
<table>
<thead>
<tr>
<th></th>
<th>Eligible</th>
<th>Recertified</th>
<th>Temporary</th>
<th>Denied</th>
<th>TOTAL</th>
<th>Appeals</th>
<th>(Appeals app)</th>
<th>(Appeals den)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2018</td>
<td>18</td>
<td>15</td>
<td>1</td>
<td>1</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feb 2018</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mar 2018</td>
<td>10</td>
<td>13</td>
<td>3</td>
<td>0</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Apr 2018</td>
<td>19</td>
<td>19</td>
<td>0</td>
<td>1</td>
<td>39</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>May 2018</td>
<td>12</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jun 2018</td>
<td>14</td>
<td>11</td>
<td>0</td>
<td>1</td>
<td>26</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Jul 2018</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Aug 2018</td>
<td>18</td>
<td>15</td>
<td>1</td>
<td>1</td>
<td>35</td>
<td>1</td>
<td>0</td>
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<tr>
<td>Sep 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
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<td></td>
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<tr>
<td>Oct 2018</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Nov 2018</td>
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<tr>
<td>Dec 2018</td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Year 2018 Total</strong></td>
<td><strong>103</strong></td>
<td><strong>93</strong></td>
<td><strong>5</strong></td>
<td><strong>4</strong></td>
<td><strong>205</strong></td>
<td><strong>3</strong></td>
<td><strong>1</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>