Topeka Metro Operations Report
October 2018

October Operating Days:
- 27 Normal operating days
- 4 Sundays (no service)
- 0 Holiday with no service
- 0 Limited holiday service
- 31 Total days in October

Passenger Comments:
- 31 Fixed Route
- 8 Lift
- 39 Total Comments

Capitol City Taxi: 1
Topeka Metro: 38

Complaints: 23
Compliments: 1
Incidents: 15
Total Comments: 39

Comment Issues:
- Other/General (16)
- Operator (3)
- Unsafe Driving (5)
- Passed By (6) - one substantiated pass by
- Route (3)
- Lift Late Trip (5)
- Scheduling Error (1)

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

<table>
<thead>
<tr>
<th></th>
<th>Month of</th>
<th>2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>October</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Contractor accidents</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Passenger incidents</td>
<td></td>
<td>19</td>
<td>251</td>
</tr>
<tr>
<td></td>
<td></td>
<td>22</td>
<td>272</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>113</td>
</tr>
</tbody>
</table>

Current Self-Insurance Files:
- 14 Open files against Topeka Metro
- 12 Open files against others
- 11 Other
- 37 Total open files

October Shuttles, Promotions, and Events

Washburn Students (10/1-10/31):
- 4,407 rides (229,750 total trips Aug 1, 2014 - Oct 31, 2018)

FREEdom Pass Ridership (10/1-10/31):
- 827 rides (34,235 total trips Aug 1, 2013 - Oct 31, 2018)

<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>7730 so far</td>
</tr>
</tbody>
</table>

Amtrak (10/1-10/31):
- 0 rides in October

Flex Zone Ridership (10/1-10/31):
- 74 Flex rides
Bikes on the Bus Ridership (10/1-10/31): 1,102 bikes on the fixed route
City Employees Ride Free (10/1-10/31): 129 fixed route rides
Silver Haired Legislature Shuttle (10/3 & 10/4): 29 shuttle trips
President Trump Event Shuttle (10/6): 19 shuttle trips
League of Municipalities Mobile Workshop (10/8): 37 shuttle trips
Whitson Elementary TCT Shuttle (10/10): 22 shuttle trips
United Way Tour (10/18): 29 shuttle trips
United Way Tour (10/25): 26 shuttle trips
Leadership Kansas Shuttles (10/25 & 10/26):
  10/25/18  120
  10/26/18  123

Other Operational and Promotional Activities:

  Celebrated Customer Service Week (10/1 thru 10/6)
  Participated in the City of Topeka Employee Wellness Fair with Bikes & a Bus Displayed (10/4)
  Employee Flu Shot Clinic at QSS (10/4)
  Information Table at the Kansas Energy Efficiency Day Event (10/5)
  Participated in the Topeka High School Homecoming Parade (10/5)
  Wellness Initiative - Granola Bars & Fresh Fruit for Employees (10/8)
  Tabling & a Bus at the Kansas Juvenile Correctional Complex (KJCC) Career Fair (10/12)
  Fixed Route Field Trip for White Cane Day (10/12)
  Participated in the Topeka West High School Homecoming Parade (10/12)
  Participated in the Washburn University Homecoming Parade (10/13)
  Safety & Security Work Group Meeting (10/13)
  Valeo Bountiful Living How to Ride (10/16)
  Capitol City Taxi Quarterly Oversight Meeting (10/18)
  Annual Employee BBQ (10/19)
  Participated in the DCF Fall Resource Fair (10/22)
  Fire Prevention Month Safety Training for All Employees - Fire Drills (10/23)
  Wellness Initiative - Granola Bars & Fresh Fruit for Employees (10/30)
  Complete Coach Works (CCW) Refurbished Electric Bus Exhibition (10/31)
  Four FREEdom Pass How to Ride Clinics

A total of 3,258 new Income Program ID’s have been issued since March 2015.
538 additional Income Program recertification ID’s have been issued since April 2016.
## Lift Service Application Statistics

<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>
<td>0</td>
</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>
<td>1</td>
</tr>
<tr>
<td>Sep 2018</td>
<td>16</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Oct 2018</td>
<td>11</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>22</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec 2018</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Year 2018 Total</strong></td>
<td><strong>130</strong></td>
<td><strong>108</strong></td>
<td><strong>7</strong></td>
<td><strong>7</strong></td>
<td><strong>252</strong></td>
<td><strong>3</strong></td>
<td><strong>1</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>