May 2019

May Operating Days:
- 26 Normal operating days
- 4 Sundays (no service)
- 1 Holiday with no service: Memorial Day 5/27
- 0 Limited holiday service
- 31 Total days in May

Passenger Comments:
- 20 Fixed Route
- 1 Lift
- 21 Total Comments
- 0 Capitol City Taxi
- 21 Total Comments
- 16 Complaints
- 3 Compliments
- 2 Incidents
- 21 Total Comments

Comment Issues:
- Other/General (16)
- Passed By (3) - none substantiated
- Unsafe Driving (1)
- Operator (1)

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

<table>
<thead>
<tr>
<th>Month of</th>
<th>May 2019</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>1</td>
<td>5</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>23</td>
<td>118</td>
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<tr>
<td>Total</td>
<td>25</td>
<td>130</td>
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</table>

Current Self-Insurance Files:
- 5 Open files against Topeka Metro
- 3 Open files against others
- 1 Other
- 9 Total open files

May Shuttles, Promotions, and Events

Washburn Students (5/1 thru 5/31):
- 3,368 rides (255,254 total trips Aug 1, 2014 - May 31, 2019)

FREEdom Pass Ridership (5/1 thru 5/31):
- 520 rides (38,010 total trips Aug 1, 2013 - May 31, 2019)

Amtrak (5/1 thru 5/31):
- No rides in May

Flex Zone Ridership (5/1 thru 5/31):
- 78 Flex rides

Bikes on the Bus Ridership (5/1 thru 5/31):
- 906 bikes on the fixed route
City Employees Ride Free (5/1 thru 5/31): 120 fixed route rides
Seniors Ride Free (5/1 thru 5/31): 10,099 fixed route rides
Public Employees Ride Free Week (5/6 thru 5/11): 245 fixed route rides
*Brown vs. Board Plaintiff Tour (5/9): 47 shuttle trips
Know Your City Tour (5/9): 40 shuttle trips
*Brown vs. Board TPAC Symposia Shuttle (5/10): 0 shuttle trips
*Brown vs. Board Mural Tour (5/11): 118 shuttle trips
*Brown vs. Board Mural Tour (5/14): 41 shuttle trips
Kids Ride Free (5/15 thru 5/31): 6,312 fixed route rides
*Brown vs. Board 65th Celebration Tour (5/18): 63 shuttle trips

*Used the newly wrapped Board vs. Board Bus.

Other Operational and Promotional Activities:

"Communities in Schools" End of the Year Celebration Event (5/4)
Metro Provided Safety Training Onsite to Capitol City Taxi Drivers (5/6)
Advisory Committee on Accessible Transportation Services (ACATS) Meeting (5/8)
Ride to Work Program Presentation to the Mid-America Regional Council (5/9)
New Bus Operator Training Began (5/13)
Participated in the Washburn University New Student Orientation Fair (5/22 and 5/23)
Operations Staff Monthly Meeting (5/23)
Hilltop YMCA Summer Camp How to Ride (5/28)
SCPR Back to Nature Summer Camp How to Ride (5/31)
2019 Passenger Comments Per Type

- Total Comments
- Complaints
- Compliments
- Incidents

2019 Passenger Comments Per TMTA Service

- Fixed Route
- Lift

2019 Passenger Comments Per Provider

- Capitol City Taxi
- Topeka Metro
## Lift Service Application Statistics

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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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