**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:**
- 25 Fixed Route
- 2 Lift
- 27 Total Comments
- 1 Capitol City Taxi
- 26 Topeka Metro
- 27 Total Comments

**Comment Issues:**
- Other/General (15)
- Unsafe Driving (5)
- Passed By (6) - one validated
- Operator (1)

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Month of</th>
<th>2019</th>
<th>FY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>1</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>3</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Passenger incidents</td>
<td>33</td>
<td>252</td>
<td>106</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>37</strong></td>
<td><strong>282</strong></td>
<td><strong>121</strong></td>
</tr>
</tbody>
</table>

**Current Self-Insurance Files:**
- 11 Open files against Topeka Metro
- 15 Open files against others
- 3 Other
- 29 Total open files

**October Promotions and Events**

**Washburn Students (10/1 thru 10/31):**
4,275 rides (271,348 total trips Aug 1, 2014 - Oct 31, 2019)

**FREEdom Pass Ridership (10/1 thru 10/31):**
900 rides (42,990 total trips Aug 1, 2013 - Oct 31, 2019)

- 2013: 945
- 2014: 3876
- 2015: 6058
- 2016: 7511
- 2017: 8115
- 2018: 8879
- 2019: 7606 (so far this year)
Amtrak (10/1 thru 10/31): 0 rides in October

Flex Zone Ridership (10/1 thru 10/31): 35 Flex rides

Bikes on the Bus Ridership (10/1 thru 10/31): 1,164 bikes on the fixed route

City Employees Ride Free (10/1 thru 10/31): 164 fixed route rides

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (10/1)

Metro Information Table at the Topeka Health & Wellness Fair at Gage Park (10/3)

U.S. Census Presentation and Meeting (10/4)

Capitol City Taxi Quarterly Oversight Meeting (10/4)

Flu Shots for Employees (10/7)

Celebrated Operations Staff Employees for Customer Service Appreciation Week (10/7 thru 10/12)

New General Manager Bob Nugent Joined the Topeka Metro Team (10/9)

Bikeshare Taskforce Meeting (10/11)

Ribbon Cutting Ceremony for the La Colonia and Oakland Bus Shelters (10/15)

Washburn University International Student How to Ride (10/16)

Annual Employee BBQ (10/18)

Operated a Bus in the Topeka High School Homecoming Parade (10/18)

Metro Information Table at the DCF Resource Fair at Avondale East (10/21)

 Participated in the First Reveal Peer Exchange Phone Conference Hosted by KDOT (10/23)

Operated a Bus in the Washburn University Homecoming Parade (10/26)

All Three Facilities Participated in the Annual Fire Drill Exercise (10/29)

Two FREEdom Pass How to Ride Clinics
## 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 2019</td>
<td>15</td>
<td>18</td>
<td>1</td>
<td>1</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feb 2019</td>
<td>9</td>
<td>17</td>
<td>1</td>
<td>1</td>
<td>28</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Mar 2019</td>
<td>16</td>
<td>10</td>
<td>0</td>
<td>1</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Apr 2019</td>
<td>16</td>
<td>18</td>
<td>3</td>
<td>0</td>
<td>37</td>
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<tr>
<td>May 2019</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Jun 2019</td>
<td>6</td>
<td>10</td>
<td>2</td>
<td>0</td>
<td>18</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Jul 2019</td>
<td>14</td>
<td>10</td>
<td>1</td>
<td>0</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aug 2019</td>
<td>12</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>19</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sep 2019</td>
<td>15</td>
<td>6</td>
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<td>0</td>
<td>21</td>
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<tr>
<td>Oct 2019</td>
<td>21</td>
<td>17</td>
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<td>0</td>
<td>38</td>
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<td>0</td>
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<tr>
<td>Nov 2019</td>
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<tr>
<td>Dec 2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Year 2019 Total</strong></td>
<td><strong>130</strong></td>
<td><strong>117</strong></td>
<td><strong>10</strong></td>
<td><strong>3</strong></td>
<td><strong>260</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.*