November Operating Days:  
24 Normal operating days 
4 Sundays (no service) 
1 Holiday with no service: **11/22/18 Thanksgiving** 
1 Limited holiday service: **11/23/18 Thanksgiving Friday** 
30 Total days in November

Passenger Comments: 

<table>
<thead>
<tr>
<th>Fixed Route</th>
<th>Capitol City Taxi</th>
<th>Lift</th>
<th>Topeka Metro</th>
<th>Complaints</th>
<th>Compliments</th>
<th>Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>35</td>
<td>3</td>
<td>5</td>
<td>37</td>
<td>25</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>40 Total Comments</td>
<td></td>
<td>40 Total Comments</td>
<td>40 Total Comments</td>
<td>40 Total Comments</td>
<td></td>
</tr>
</tbody>
</table>

Comment Issues: 

- Other/General (14) 
- Operator (6) 
- Unsafe Driving (5) 
- Passed By (12) - *four substantiated* pass by’s 
- Route (2) 
- Lift Missed Trip (1)

Operations Accidents & Incidents (as of November 30th, 2018): 

<table>
<thead>
<tr>
<th></th>
<th>Month of November</th>
<th>2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>2</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>1</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Passenger incidents</td>
<td>27</td>
<td>278</td>
<td>132</td>
</tr>
<tr>
<td></td>
<td>30</td>
<td>302</td>
<td>143</td>
</tr>
</tbody>
</table>

Current Self-Insurance Files: 

- 15 Open files against Topeka Metro 
- 14 Open files against others 
- 12 Other 
- 41 Total open files

November Shuttles, Promotions, and Events

**Washburn Students (11/1-11/30):** 
3,579 rides (*233,329 total trips Aug 1, 2014 - Nov 30, 2018*)

**FREEdom Pass Ridership (11/1-11/30):** 
2013 945
2014 3876
2015 6058
2016 7511
2017 8115
2018 8361 *so far*

631 rides (*34,866 total trips Aug 1, 2013 - Nov 30, 2018*)

**Amtrak (11/1-11/30):** 
2 rides in November

**Flex Zone Ridership (11/1-11/30):** 
77 Flex rides
**Bikes on the Bus Ridership (11/1-11/30):**
676 bikes on the fixed route

**City Employees Ride Free (11/1-11/30):**
133 fixed route rides

**Veteran's Ride Free (11/1-11/30):**
7,325 free rides on the fixed route

**Election Day Free Ride Day (11/6):**
- Fixed Route 4700
- Paratransit - Lift 91
- Paratransit - CCT 104
- 4,895 free rides

**United Way Shuttle (11/7):**
126 shuttle trips

**Topeka Public Schools Shuttle (11/13):**
100 shuttle trips

**Topeka Public Schools Shuttle (11/15):**
109 shuttle trips

**"Shop Til You Drop" Free Saturday (11/24):**
2,161 free rides on the fixed route

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**Other Operational and Promotional Activities:**
- **Free Rides on the Fixed Route to Topeka Community Baby Shower Participants (11/3)**
- **Daylight Saving Time Ends (11/4)**
- **Mandatory Incident Command System (ICS) Training for All Employees (11/7 and 11/8)**
- **Wellness Initiative - Granola Bars & Fresh Fruit for Employees (11/9)**
- **Advisory Committee on Accessible Transportation Services (ACATS) Meeting (11/14)**
- **Snow & Ice Storm - No Accidents (11/26)**
- **Free Coffee for Passengers at QSS (11/26)**
- **Kansas Turnpike Authority Charter (11/28)**
- **Mandatory Post-Accident Training for Operations Supervisors (11/29)**

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A total of 3,329 new Income Program ID's have been issued since March 2015.
560 additional Income Program recertification ID's have been issued since April 2016.
### 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>
<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>
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<tr>
<td>Feb 2018</td>
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<td>4</td>
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<td>0</td>
<td>8</td>
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<tr>
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<td>13</td>
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<tr>
<td>Apr 2018</td>
<td>19</td>
<td>19</td>
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<td>1</td>
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<td>May 2018</td>
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<td>14</td>
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<td>Jun 2018</td>
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<td>11</td>
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<td>26</td>
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<tr>
<td>Jul 2018</td>
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</tr>
<tr>
<td>Aug 2018</td>
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<td>22</td>
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<tr>
<td><strong>Year 2018 Total</strong></td>
<td><strong>137</strong></td>
<td><strong>112</strong></td>
<td><strong>8</strong></td>
<td><strong>7</strong></td>
<td><strong>264</strong></td>
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