August Operating Days:

- 26 Normal operating days
- 5 Sundays (no service)
- 0 Holiday with no service
- 0 Limited holiday service
- 31 Total days in August

Passenger Comments:

- 16 Fixed Route
- 1 Lift
- 1 Capitol City Taxi
- 16 Topeka Metro
- 17 Total Comments
- 17 Total Comments
- 17 Total Comments

Comment Issues:

- Other/General (9)
- Passed By (5) - one valid
- Unsafe Driving (3)

Operations Accidents & Incidents (as of August 31st, 2020):

<table>
<thead>
<tr>
<th>Category</th>
<th>Month of August</th>
<th>Total for 2020</th>
<th>Total for FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>2</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>2</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>1</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Passenger incidents *</td>
<td>25</td>
<td>161</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>30</td>
<td>182</td>
<td>58</td>
</tr>
</tbody>
</table>

* Two incident reports added after the July 2020 report had been completed.

Current Self-Insurance Files:

- 6 Open files against Topeka Metro
- 9 Open files against others
- 3 Other
- 18 Total open files

August Promotions and Events

NOTE: Due to COVID-19, Topeka Metro continued rear door boarding and free fares thru August 31st. Therefore, all passengers were classified as No Fare rather than individual classifications in August.

Washburn Students (8/1 thru 8/31):

Unknown (286,664+ total trips Aug 1, 2014 - Aug 31, 2020)

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

- 2013: 945
- 2014: 3,876
- 2015: 6,058
- 2016: 7,511
- 2017: 8,115
- 2018: 8,879
- 2019: 8,951
- 2020: 1,623 (so far)

Unknown (45,958+ total trips Aug 1, 2013 - Aug 31, 2020)
Amtrak (8/1 thru 8/31):
1 ride in August

Flex Zone Ridership (8/1 thru 8/31):
46 Flex rides (40 provided by CCT & 6 provided in-house)

Bikes on the Bus Ridership (8/1 thru 8/31):
1,409 bikes on the fixed route

City Employees Ride Free (8/1 thru 8/31):
Unknown fixed route rides

Other Operational and Promotional Activities:

Union Voted on Final Proposal (8/2)
Monthly Operator Policy Meeting (8/4)
August Choose-up in Effect (8/9)
One New Bus Operator Graduated Training (8/21)
On-site Viewing of Ram Promaster Accessible Van (8/26)
Bikeshare Taskforce Meeting via Zoom (8/28)
COVID-19 Related Activities (8/1 thru 8/31):
  Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru September 30 (8/17)
  Press Release Regarding Continued Rear Door Boarding & Free Fares (8/18)
  Extended Ambassador Program & Security Guards Through September 30 (8/18)
  Displayed an Extended Barrier Prototype in Bus #382 for Operators to View (8/20)
  GM Responded to Union’s Memo Regarding Safety of Passengers & Operators (8/20)
  Took an Operator Poll on Operator Safety Barriers (8/25)
<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>
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</thead>
<tbody>
<tr>
<td>Jan 2020</td>
<td>14</td>
<td>10</td>
<td>1</td>
<td>0</td>
<td>25</td>
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<tr>
<td>Feb 2020</td>
<td>13</td>
<td>13</td>
<td>3</td>
<td>0</td>
<td>29</td>
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<tr>
<td>Mar 2020</td>
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<td>8</td>
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<td>14</td>
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<td>Aug 2020</td>
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<td>15</td>
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<tr>
<td><strong>Year 2020 Total</strong></td>
<td><strong>72</strong></td>
<td><strong>63</strong></td>
<td><strong>6</strong></td>
<td><strong>2</strong></td>
<td><strong>143</strong></td>
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*COVID-19 Began*