December Operating Days:
- 26 Normal operating days
- 4 Sundays (no service)
- 1 Holiday with no service: Christmas Day 12/25/20
- 0 Limited holiday service
- 31 Total days in December

Passenger Comments:
- 10 Fixed Route
- 1 Lift
- 11 Total Comments

Capitol City Taxi: 1
Topeka Metro: 10

Complaints: 10
Compliments: 1
Incidents: 0
Total Comments: 11

Comment Issues:
- Other/General (8)
  - Passed By (2) - zero valid
  - Lift Late Trip (1)

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

<table>
<thead>
<tr>
<th></th>
<th>Month of December</th>
<th>Total for 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>0</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>3</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>1</td>
<td>5</td>
<td>3</td>
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<tr>
<td>Passenger incidents</td>
<td>29</td>
<td>227</td>
<td>116</td>
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<tr>
<td></td>
<td>33</td>
<td>264</td>
<td>140</td>
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</tbody>
</table>

Current Self-Insurance Files:
- 9 Open files against Topeka Metro
- 16 Open files against others
- 2 Other
- 27 Total open files

December Promotions and Events

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

Washburn Students (12/1 thru 12/31):
Unknown (286,664+ total trips Aug 1, 2014 - Dec 31, 2020)

FREEdom Pass Ridership (12/1 thru 12/31):
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)
Amtrak (12/1 thru 12/31): 0 rides in December
Flex Zone Ridership (12/1 thru 12/31): 31 Flex rides (29 provided by CCT & 2 provided in-house)
Bikes on the Bus Ridership (12/1 thru 12/31): 993 bikes on the fixed route
City Employees Ride Free (12/1 thru 12/31): Unknown fixed route rides

Other Operational and Promotional Activities:

Monthly Operator Policy Meeting (12/1)
Management Met With Union to Discuss Front-door Boarding, Fares, & Face Masks (12/1)
Supervisor Assisted with TPD Tactical Unit Training Using a Lift Bus (12/2)
Posted Revised Employee COVID Safety Policy & Procedures (12/3)
Shawnee County Health Quarantine Period Reduced from 14 to 10 Days (12/3)
Operators Began Wearing a Face Mask When Operating the Bus (12/7)
#1 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 08:50)
#2 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 11:30)
#3 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/9 14:45)
#4 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/10 11:30)
December Operator Roster in Effect (12/13)
#5 Mandatory Operator Safety Training to Prepare for Front Door Boarding/Fare Collection (12/15 19:00)
Provided a Mandatory Training Q&A as a Follow-up to Operator Questions From the Meetings (12/17)
Began Installation of Overhead Air Deflectors in Operator's Compartment - picture below (12/18)
Received a Union Letter Opposing Mandatory Masks While Operating a Bus (12/18)
Extended the Ambassador Program thru January 31 (12/18)
Posted Management's Response to Union Letter Regarding Face Masks (12/21)
Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru January 31 (12/21)
New Headsign Message Regarding Returning to Front Door Boarding & Fares February 1 (12/30)
## 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>
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<td>Jan 2020</td>
<td>14</td>
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