September Operating Days:  
- 25 Normal operating days
- 4 Sundays (no service)
- 1 Holiday with no service: Labor Day 9/7/20
- 0 Limited holiday service
- 30 Total days in September

Passenger Comments:  
- 14 Fixed Route
- 3 Lift
- 1 Capitol City Taxi
- 16 Topeka Metro
- 17 Total Comments

Comment Issues:  
- Other/General (10)
- Unsafe Driving (3)
- Operator (2)
- Passed By (1) - not valid
- Lift Missed Trip (1)

Operations Accidents & Incidents (as of September 30th, 2020):  

<table>
<thead>
<tr>
<th>Category</th>
<th>Month of September</th>
<th>Total for 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMTA Chargeable accidents</td>
<td>3</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>TMTA Non-chargeable accidents</td>
<td>2</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Contractor accidents</td>
<td>1</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Passenger incidents</td>
<td>14</td>
<td>175</td>
<td>64</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>202</td>
<td>78</td>
</tr>
</tbody>
</table>

Current Self-Insurance Files:  
- 6 Open files against Topeka Metro
- 13 Open files against others
- 5 Other
- 24 Total open files

September Promotions and Events

**NOTE:** Due to COVID-19, Topeka Metro continued rear door boarding & free fares thru September 30. Therefore, all passengers were classified as No Fare rather than individual classifications in September.

Washburn Students (9/1 thru 9/30): Unknown (286,664+ total trips Aug 1, 2014 - Sep 30, 2020)

FREEmom Pass Ridership (9/1 thru 9/30):  
- 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 (9/1 thru 9/30): 2 rides in September
Flex Zone Ridership (9/1 thru 9/30): 34 Flex rides (29 provided by CCT & 5 provided in-house)
Bikes on the Bus Ridership (9/1 thru 9/30): 1,390 bikes on the fixed route
City Employees Ride Free (9/1 thru 9/30): Unknown fixed route rides

Other Operational and Promotional Activities:

   Monthly Operator Policy Meeting (9/1)
   Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Zoom Meeting (9/9)
   On-site Viewing of ARBOC Paratransit Bus (9/16)
   Board of Directors Voted to Extend Rear Door Boarding & Free Fares Thru October 31 (9/21)
   On-site Viewing of Champion Paratransit Bus (9/21)
   Extended Ambassador Program Through December 31 (9/22)
   On-site Viewing of Alliance Paratransit Bus (9/23)
   U.S. Census All-day Tabling Event at QSS (9/24)
   Flu Shots for Employees (9/30)
   Re-hired One Part-time Bus Operator (9/30)
<table>
<thead>
<tr>
<th>Monthly</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 der</th>
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<td>Jan 2020</td>
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<tr>
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<td>Year 2020 Total</td>
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<td>72</td>
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COVID-19 Began