



TOPEKA METRO

**FY 2017 ANNUAL REPORT**

# ABOUT TOPEKA METRO

## *Topeka Metro's Vision*

To be known as a transportation solution provider and to explore and implement transportation opportunities that enhance the social, economic and environmental well-being of the greater Topeka community.

## *Topeka Metro's Mission*

To provide safe, reliable, courteous and efficient public transportation service to all residents of the Topeka community.

## *Topeka Metro's Values*

To operate in an ethical manner within the framework of all regulatory and budgetary constraints while always maintaining a focus on our customers.



## *Topeka Metro's History*

The Topeka Metropolitan Transit Authority was created in 1973 by a vote of the city residents. Over the past four decades, Topeka Metro has grown from a small, privately owned bus service into a leader in local transportation. Topeka Metro has been at the forefront of helping residents find options to get to work and school and to think transit first.

The Topeka Metropolitan Transit Authority provides bus service within the Topeka city limits and works with other organizations to meet mass transit needs. Topeka Metro provides fixed route service and paratransit (Lift) service Monday through Saturday during daytime hours. Topeka Metro currently operates twelve fixed routes and two daily specials.

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# FROM THE BOARD CHAIR

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This is such an exciting time to be a rider or a partner with Topeka Metro! Why do I say that? Take a look at this annual report, and you can count up the many reasons we are so excited about the transit services we provide throughout Topeka.

If you are a rider, you know about our aggressive program to upgrade our bus stops and shelters and to make those shelters even easier to access with better sidewalks and curbs. We are making significant progress to have each of our stops be handicapped accessible by 2020. When we complete this goal, we will be one of the first transit systems in the country to do so. With new fare media and pricing, we make it easier for everyone to get everywhere in Topeka on our buses and bikes!

Our partners are working closely with us to improve transit. Westar Energy continues to help us explore all-electric vehicles and lay the groundwork for battery powered, no emission, clean energy buses in our near future, which will make Topeka's streets quieter and our air cleaner. Topeka Public Schools expanded its initiative to get more high school students to school on Topeka Metro buses. These are just a few of the many examples of community partnerships that benefit our riders.

As a part of Topeka city government, we so appreciate the efforts of the Mayor and City Council, the Shawnee County Commission, the Metro Topeka Planning Organization and the Kansas Department of Transportation. All of them are vital partners of Topeka Metro.

After reading this year-end report, I hope you are inspired to grab one of our bikes or hop on one of our buses and become one more of our most valuable partners---a rider of Topeka Metro!

Sincerely,

A handwritten signature in black ink that reads "James R. Ogle, Jr." The signature is written in a cursive style.

James R. Ogle, Jr.  
Chair, Board of Directors  
Topeka Metro

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# WHO WE ARE: BOARD MEMBERS

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The Topeka Metro Board of Directors is comprised of seven council-approved, mayoral-appointed citizens. The Board governs by establishing policy, goals and direction for the agency. Board members are appointed to four-year terms. Board meetings are held in the Quincy Street Station board room, the third Monday of each month beginning at 3:15 p.m.



Pictured left to right: Elsie Eisenbarth, Scott Tummons, Jim Ogle, Beverly Hall, Rodd Miller, Jim Daniel, Andy Vogel.

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# WHO WE ARE: MANAGEMENT TEAM

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The Topeka Metro management team oversees the day-to-day administration of specific departments of the agency, lead by General Manager Susan Duffy.



Pictured left to right: Susan Duffy, General Manager; Keri Renner, Director of Marketing & Communications; Chip Falldine, Chief Financial Officer; Adam Weigel, Director of Service Planning; Karl Fundenberger, Director of Bicycle Operations; Denise Ensley, Chief Operations Officer; Jared Culbertson, Director of Information Technology; Terri Miller, Director of Human Resources.

Not pictured: John Cassidy, General Counsel, and Alan Parrish, Director of Facilities and Maintenance.



On March 16, 2017, Topeka Metro held a ribbon cutting ceremony to celebrate a new ADA accessible standing pad located at SW 21st & Buchanan streets. This event showcased our commitment to become a fully accessible transit system. Speakers included Topeka Mayor Larry Wolgast as well as Mike Oxford, Executive Director for Policy at Topeka Independent Living Resources Center.



On February 4, 2017, Topeka Metro and the Amalgamated Transit Union #1360 hosted a Stuff the Bus competition at two Dillons locations in Topeka. This friendly competition benefits Project Topeka. Nearly 1,400 pounds of canned goods and food were donated and distributed in Topeka.



Topeka Metro holds public meetings throughout the year to gather input from the general public and our passengers. Multiple meetings are arranged in order to reach as many passengers as possible.



Topeka Metro collaborated with Harvester's to host a ribbon cutting on May 23, 2017. The event unveiled two retired buses donated by Topeka Metro to Harvester's. The large bus serves as a food pantry on wheels and will primarily be used in Topeka to distribute fresh produce to seniors. The small bus will be used to enhance the food bank's nutrition outreach and provide meals for children after school and in the summer.

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# CONNECTING WITH COMMUNITY

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- Kids Ride Free May 15 - August 15
- 18 Public Meetings for System Updates
- National Night Out - 10 neighborhood appearances
- July 4th Spirit of Kansas at Shawnee Lake
- Touch-a-Truck Kid Event
- Project Topeka “Stuff the Bus”
- USD 501 High School & Washburn University Enrollment
- USD 501 High School Freshman Orientation
- All USD 501 High School Homecoming Parades
- Washburn University Homecoming Parade
- Backpacks for Pine Ridge school kids
- Deer Creek Reading Route to Library
- United Way Education & Learning Tours
- City Council CIP Tours
- “Know Your City” Bus Tours for hotel service staff
- Shared bottled water/coffee during excessive hot and cold days



- Food Truck Festival shuttle
- “Welcome Back” Gatorade for high school students
- Disaster simulations with city emergency preparedness staff

# REMEMBER ROSA



The Remember Rosa Project idea came at a time of heightened unrest and racial divide in the United States. The thought was to provide Topekans with an opportunity to engage with each other, fostering mutual understanding, racial healing, and reconciliation. The City of Topeka was poised at an inflection point with significant energy invested by numerous private and civic entities, as well as individuals, toward creating a

more positive and united community. The Remember Rosa project reinforced that movement.

The Remember Rosa Mobile Museum (inside a fully wrapped Topeka Metro Bus) was in public service for a full year. The Mobile Museum traveled to all USD 501 schools with Brown vs Board park rangers sharing the story of how transit affected the Civil Rights Movement and included an integrated classroom curriculum. In October 2015, a Unity Walk began at the Great Overland Station, crossed a section of the Kansas Avenue Bridge, and ended in the NOTO Arts District in North Topeka. Although the mobile museum was dismantled in October 2016, the “Rosa bus,” as it is affectionately called, continued to carry passengers on Topeka Metro, and has been a favorite, because of its significance. The wrap will be discontinued in Fall 2017.

In February 2017, Topeka Metro General Manager Susan Duffy was honored with The President’s Award, presented by her colleagues in the South West Transit Association at their annual meeting. Susan worked diligently and passionately to promote the Rosa Parks legacy both locally, regionally and nationwide. Her goal was to engage all U.S. public transits to celebrate “Remember Rosa Day” on December 1st annually, offering a free ride that day for passengers to honor Rosa Parks. Rosa Parks stood for many things: the power of the individual and community activism; regular people can make a difference; and there are multiple paths towards equity (legal, educational, civic, artistic).



Topeka Metro’s general manager Susan Duffy was honored at the SWTA Freedom Through Transit Annual Conference & EXPO. Susan accepted the award from Gary Thomas, SWTA president, and executive director of the Dallas Area Rapid Transit.

The President’s Award was presented to Susan for “Outstanding leadership, excellent stewardship, good sense of what is right and wrong and possessing Rosa Parks’ heart,” Thomas said.

**REMEMBER ROSA  
WE ALL RIDE  
TOGETHER**

At Topeka Metro, our goal is to remember that “We All Ride Together!”





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# OPERATIONS

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Safety is always the first priority at Topeka Metro. Safety education topics, training and exercises this year for staff:

- Defensive driving
- Active shooter
- Working with school resource officers
- De-escalation training
- Heart healthy precautions
- Emergency management
- Safe left turns
- Amber and Silver Alerts
- Post-accident reporting
- Risk management
- Winter storms
- Power outages
- Open and concealed carry laws
- Ergonomics
- Disability sensitivity training
- Near misses
- Passenger securement
- Tornado and fire exercises
- Fire extinguisher usage
- Wheelchair securement
- Tactical training with SWAT
- Additional portable back-up, analog radio system






# THE YEAR IN NUMBERS

**12**

**# OF BUS ROUTES**

+2 Special Routes





**95**

**# OF BUS SHELTERS**

**10**


**PARA-TRANSIT BUSES**






**48**


**BUS OPERATORS**



**# OF TOPEKA METRO EMPLOYEES**  
(Full time)



**26** | **# OF FIXED ROUTE BUSES**




**39** | How-to-Ride Demonstrations

**72,349** | Hours on the Road


**1,240,896** | Miles Driven

## # OF BUS STOPS IMPROVED IN FY 2017:




**SHELTERS**

**+11**



**BENCHES**

**+14**



**STANDING PADS**

**+2**

<b># OF RIDES</b>	
USD 501 Students:	<b>82,506</b>
Washburn University:	<b>60,408</b>
Kids Ride Free (summer):	<b>43,118</b>



**30,571** GAL. (Unleaded)

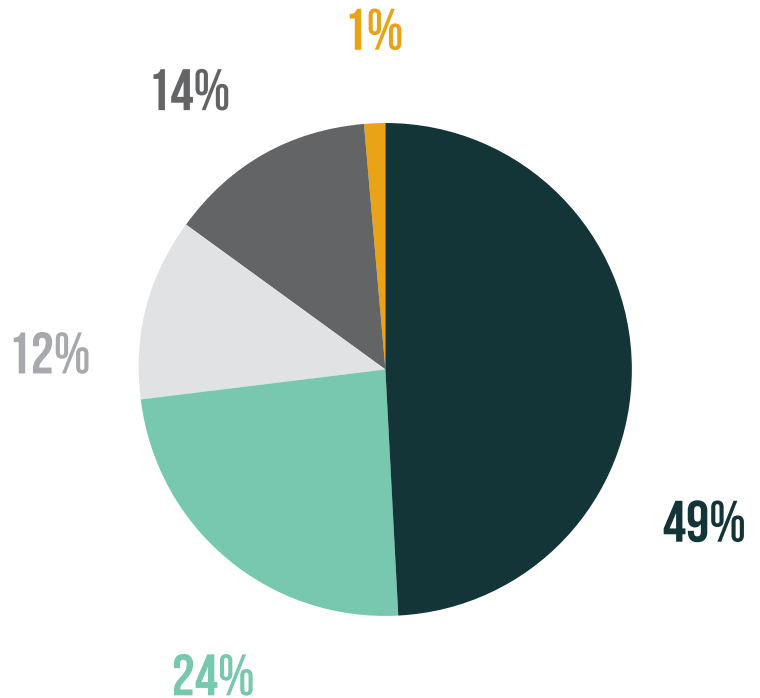
**192,967** GAL. (Diesel)

# FINANCES FY 2017

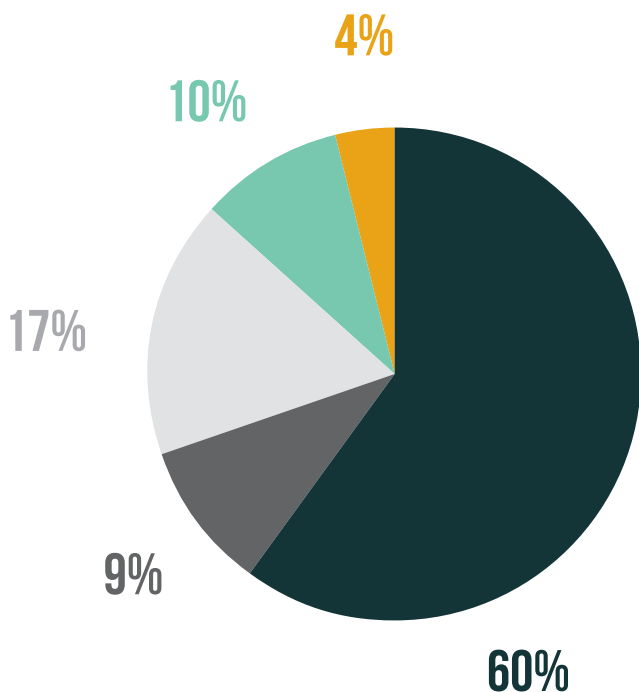
July 1, 2016 - June 30, 2017

## REVENUES

<b>MILL LEVY</b>	\$4,751,118
<b>FEDERAL</b>	\$2,308,648
<b>FARES</b>	\$1,164,077
<b>STATE</b>	\$1,320,018
<b>OTHER</b>	\$117,395
<b>TOTAL</b>	\$9,661,256



## EXPENSES



<b>WAGE/BENEFIT</b>	\$5,607,199
<b>SUPPLIES</b>	\$909,176
<b>CAPITAL COST</b>	\$1,598,061
<b>SERVICES</b>	\$866,698
<b>OVERHEAD</b>	\$352,496
<b>TOTAL</b>	\$9,333,630

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# FY 2017 RIDERSHIP

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**TOTAL RIDES**

1,248,933

FIXED ROUTE

1,197,319

LIFT SERVICE

51,614

- Average of **99,777** fixed route boardings per month and **4,301** Lift boardings per month
- Average of **4,294** fixed route boardings every weekday and **2,360** each Saturday
- **60,115** hours of fixed route revenue service
- **12,233** hours of paratransit revenue service



# BIKESHARE

With more bikes in more places, Topeka Metro Bikes (TMB) has grown into a valuable transportation solution for a broader range of citizens. We started with 100 red bikes in 2015 and the addition of the blue bikes sponsored by Capitol Federal in 2016 brought TMB's current fleet to 200. Capitol Federal will sponsor an even greater opportunity for Topekans to "Bike Topeka!" with 100 additional bikes in 2018.

Cyclovia 2016, Topeka's bike festival, was a big hit, with 180 riders participating in a nighttime Glow Ride, bike polo, test rides, and some great excursion trips to nearby destinations.

Topeka Metro Bikes staff and volunteers biked in the Washburn Homecoming Parade, pedaled through Winter Wonderland at Lake Shawnee, and had a "Wheelie Good Christmastime" ride through Potwin neighborhood in freezing December weather. In May, TMB kicked off the riding season with free breakfast for bike commuters.

**1,302  
NEW  
MEMBERS**

**15,381  
TRIPS  
TAKEN**

**1.2  
MILLION  
CALORIES  
BURNED**

**30,962 # OF MILES COVERED**

**6,991 # OF HOURS ON TMB BIKES**

**36 # OF NEW BIKE RACKS DEPLOYED AT  
8 NEW HUB LOCATIONS, INCLUDING NEW  
RACKS AT ALL USD 501 HIGH SCHOOLS**

**50 PUBLIC EVENTS HOSTED OR  
PARTICIPATED IN: RIDES, FESTIVALS,  
TRAININGS, AND PRESENTATIONS**







# CAMP METRO

Camp Metro is a community outreach initiative that serves as a conduit between youth summer camps and Topeka Metro. Camp Metro teaches Topeka youth how to ride the bus and navigate routes effectively. Public transportation is a life skill crucial for young Topeka citizens and Topeka Metro is an easy and friendly place to learn to ride the bus.



Operational during the summer months of May through August, Camp Metro “counselors,” schedule youth camps visits throughout the city.

This year, four counselors worked with camp kids, including the YMCA, Shawnee County Parks and Recreation, and Boys and Girls Club of Topeka. Topeka Metro served over 15 camp locations and educated 694 youth and young adults riding the bus.

**694**  
**CAMPERS**  
**SERVED**

“Most children have never stepped foot on a bus. Learning to ride transit is a life skill and learning in Topeka with friendly and helpful bus operators will serve these kids well as they grow up.”

-- General Manager Susan Duffy



# FY 2017 PROMOTIONS

**RIDE LATE**

This July, ride free after five!

Topeka Metro buses now run until 7:20pm, Mon-Fri on all routes!

**VETERANS RIDE FREE**

For the month of November\*  
Topeka Metro thanks you for your service!

\*Must show one of the following: Military ID, Driver's License with 'VETERAN' stamp on it, DD 214, or VA card.

**I RODE AND VOTED**

TOPEKA METRO

TOPEKA METRO'S WINTER SPECIAL!

**Families Ride Free!** Dec. 1st-Jan. 5th

Look for discounts at the following locations:

- CK's Pizza
- Coyote Canyon
- Gage Bowl
- Going Bonkers
- Great Overland Station
- Holley Museum of Military History
- Kansas Museum of History
- Patterson History
- Topeka and Shawnee County Public Library

Coupons only available aboard Topeka Metro's Fixed Route Buses. Route and discount info available at [topekametro.org](http://topekametro.org) or call 785.783.7000.

STARTING APRIL 3RD!

**FARE OPTIONS AVAILABLE!**

INTRODUCING 24-HR & ANNUAL PASSES! REDUCED PASSES NOW 1/2-PRICE!

Ask your customer service representative for more information, or visit us online at [topekametro.org/fares-2](http://topekametro.org/fares-2)

**Families Ride Free!** March 17-25th

Look for discounts at the following locations:

- CK's Pizza
- Coyote Canyon
- Gage Bowl
- Going Bonkers
- Great Overland Station
- Holley Museum of Military History
- Kansas Museum of History
- Topeka Zoo
- Topeka and Shawnee County Public Library

Coupons only available aboard Topeka Metro's Fixed Route Buses. Route and discount info available at [topekametro.org](http://topekametro.org) or call 785.783.7000.

A family must consist of 1-2 adults, plus at least 1 child under the age of 18. All family members must be present in order to ride free and receive discounts.

TOPEKA METRO VALUES YOUR SERVICE!

**VOLUNTEERS RIDE FREE!** April 24-29

Simply show your volunteer photo ID to ride FREE!

Individuals without ID/badge must present a signed letter on organization letterhead to the bus operator upon boarding.

Lift service is limited to two (2) free rides per day.

There's No Place Like Home

**NO PAY EARTH DAY**

APRIL 22, 2017

**FREE RIDE DAY!**

FIXED ROUTES ONLY

**KIDS RIDE FREE!** MAY 15 - AUGUST 15

13 AND UNDER

**See if you qualify for a METRO REDUCED FARE ID CARD today!**

**REDUCED FARE ID: Who qualifies?**

- Persons with a disability or Medicare card.
- Seniors: Persons age 65 and older.

**HOW TO GET A REDUCED FARE ID:**

- Applicant must complete the Reduced Fare ID Card Application Form available online or in person at 820 SE Quincy, Topeka, KS 66612.
- Verification of age is required. Applicants must bring one of the following: driver's license, Kansas ID, or birth certificate. Must be a form of photo ID.
- Bring completed application form, along with ID, to Quincy Street Station, 820 SE Quincy, Topeka, KS 66612.
- Upon receiving properly completed form and documents, Topeka Metro will process your application while you wait.
- Once you've been notified that your application has been successfully processed, you will be eligible for a Topeka Metro Reduced Fare ID. There is no cost for the initial card. A \$2 fee will be charged for replacement cards.

**PUBLIC EMPLOYEES RIDE FREE** MAY 8 - 13, 2017

Topeka Metro honors the men and women who serve our nation as federal, state, county, and local government employees.

Must show work I.D. when boarding the bus to receive free ride

EVERY DAY IN MAY!

**SENIORS Ride Free** AGES 65+

\*FIXED ROUTES ONLY\*

# FOCUSED ON THE FUTURE

The following illustrate additional community needs for Topeka Metro's transit system. These services would greatly improve transit and the quality of life in Topeka, however, funding is not available at this time. These services can greatly improve the quality of transit in Topeka.

## Evening Service

There is continual customer demand for evening service in Topeka. In April 2016, service was extended to run until approximately 7:30 p.m. The demand is to run the buses later.



## Sunday Service

Sunday service is another popular request from passengers. Topekan need transportation to work weekends or attend church.



## 24/7 Accessible Transportation

Find transportation solutions for non-ambulatory customers at all times of the day and night.



## Wi-Fi on Buses

There is great demand from the public to stay connected electronically on their smart device. The future of transportation includes Wi-Fi on the buses to provide connectivity for Topeka Metro's passengers.



## Workforce Development

Multiple employers are looking to Topeka Metro for transportation solutions. One example is Reser's Fine Foods plant which employs over 1,000 people. Topeka Metro will be adjusting current routing to better serve plant expansion and the increase of employees.



## Additional TMB Bikes

Adding more bicycles to the TMB fleet in more locations provides better accessibility and opportunities to ride throughout the city.



## Where's My Bus?

In early 2018, Topeka Metro will unveil a phone application that shows passengers their bus arrival time. The app allows trip planning and calculates the cost of using bus, bikeshare, or Uber. This resource makes using transit easier and more efficient.



## Commuter Trips

A commuter bus route between Topeka and Lawrence would make several trips per day transporting workers between the two communities.



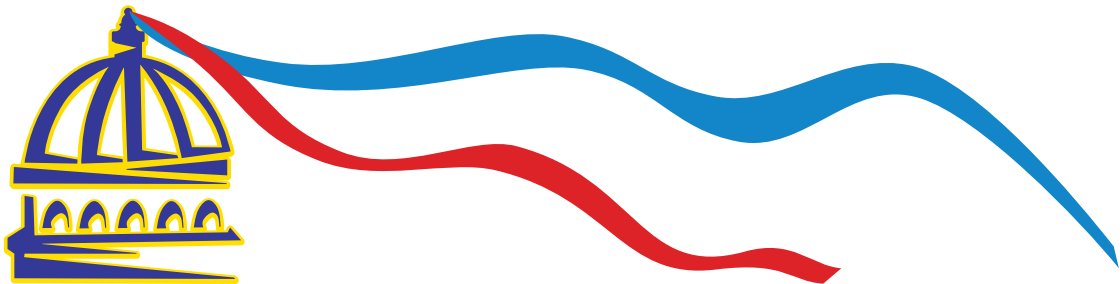
## Wanamaker Express

Wanamaker Road is an economic hub of Topeka with multiple businesses stretching over 20 blocks. The majority of Topeka Metro buses serves those routes. As businesses continue to be added to the corridor, transportation should expand with the demand.



*Because...*

**WE ALL RIDE  
TOGETHER**



**TOPEKA METRO**



TOPEKA METRO BIKES

Topeka Metropolitan Transit Authority  
Quincy Street Station, 820 SE Quincy Street  
Topeka, Kansas 66612  
785-783-7000  
[topekametro.org](http://topekametro.org)

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FIND US ON YOUR FAVORITE SOCIAL MEDIA SITES!

