



TOPEKA METROPOLITAN
FY 2018 ANNUAL REPORT
TRANSIT AUTHORITY

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. Topeka Metro currently operates twelve fixed routes and two daily specials.

FROM THE BOARD CHAIR



Serving transportation solutions for every rider and taxpayer.

It is a simply stated goal, but I believe it is goal we are achieving at Topeka Metro.

How can I make such statement?

More people ride Topeka Metro now than a year ago. We provide more innovative solutions for getting people to work and to better health than ever before. We have expanded our services to paratransit riders so they have greater flexibility.

Federal and state officials acknowledged the quality of service Topeka Metro provides by naming us its Kansas Transit agency of the year!

Our year-long, long-range plan process has shown us how passionate both our passengers and taxpayers are in their support of Topeka Metro and how they want us to expand our services.

While this annual report details our past year's work, we are most excited to finish this long-range plan in 2019 to provide even higher quality service to our constituents.

Thank you for your support and encouragement in our efforts to provide better transportation solutions for every Topekan.

Sincerely,

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

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

WHO WE ARE: BOARD MEMBERS

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: Beverly Hall, Jim Ogle (Board Chair), Alan Bearman, Scott Tummons, Jim Daniel, Elsie Eisenbarth and Rodd Miller.

WHO WE ARE: MANAGEMENT TEAM

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 front row: Chip Falldine, Chief Financial Officer; Denise Ensley, Chief Operations Officer; Karl Fundenberger, Director of Bicycle Operations; and Susan Duffy, General Manager.

Pictured left to right back row: Terri Miller, Director of Human Resources; Alan Parrish, Director of Facilities and Maintenance; Edwin Rothrock, Director of Service Planning; John Cassidy, General Counsel; Jared Culbertson, Director of Information Technology; and Keri Renner, Director of Marketing & Communications.



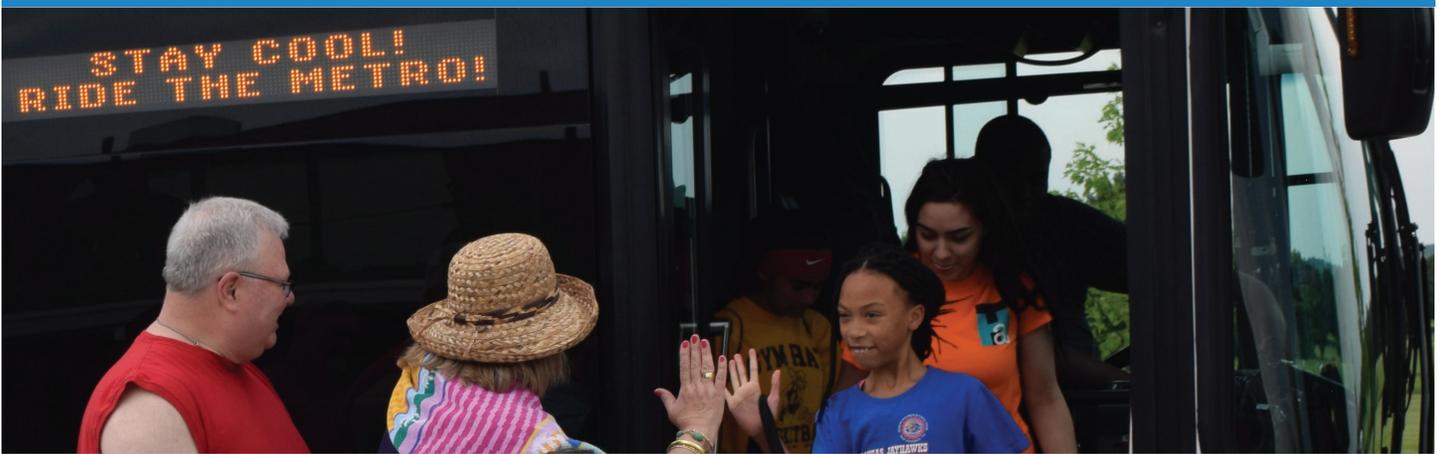
In May of 2018, Topeka Metro partnered with Topeka Housing Authority for a ribbon cutting ceremony to celebrate shelters and new amenities for the Pine Ridge housing area.

Topeka Metro was approached by two anonymous donors who wanted to give back to the community by purchasing a bus shelter at the corner of 6th and Polk. The donors specifically challenged other attorneys in Topeka to follow suit. After the announcement, Topeka Metro was soon approached by two other donors for future shelters.



Topeka Metro promoted the Students Ride Free campaign at Hummer Sports Park at the Topeka High/Topeka West football game. Staff handed out informational flyers to inform parents that students could obtain a Topeka Metro bus pass at their high school office.

Topeka Metro hosted a public meeting at the Topeka & Shawnee County Public Library in April to gather feedback for the Long-Range Transit Plan.



Topeka Metro collaborated with Shawnee County Parks & Recreation (SCPR) to promote the summer swim shuttle to the Midwest Health Aquatic Center at SW 21st and Urish.

CONNECTING WITH COMMUNITY

- Spirit of Kansas Shuttles — July 2017
- Free After 5 Promo — July 2017
- National Night Out (11 Neighborhoods) - August 2017
- Solar Eclipse Watch Event — August 2017
- Chocolate Festival Shuttle — September 2017
- Touch-A-Truck Event — September 2017
- Hosted Kansas Transit Roadeo — September 2017
- Boo at the Zoo Shuttle — October 2017
- Proterra Electric Bus Preview — October 2017
- Leadership Kansas Shuttles — October 2017
- Nissan Leaf Electric Cars (transfer from Westar) — October 2017
- Veteran's Ride Free Month — November 2017
- BYD Electric Bus Preview — November 2017
- Remember Rosa Free Ride Day — December 2017
- Washburn University & Washburn Tech Graduation Shuttles — December 2017
- SOTO Workforce Service Begins — December 2017
- City Employees Contract — January 2018
- Stuff the Bus Project Topeka Food Drive — February 2018
- Service to New Reser's Plant — February 2018
- Families Ride Free - Spring Fling — March 2018
- Granola Bars USD #501 Student Riders — April 2018
- Long-Range Transit Planning Open Houses — April/May 2018
- No Pay Earth Day Free Ride Day — April 2018
- Volunteers Ride Free Week — April 2018
- Seniors Ride Free Month — May 2018
- Public Employees Ride Free Week — May 2018
- Kids Ride Free - May 15 - August 15 2018
- Washburn University & Washburn Tech Graduation Shuttles — May 2018
- NOTO/Downtown First Friday Shuttle — June-August 2018
- Midwest Health Aquatic Center Summer Swim Shuttle — June 2018
- Dump the Pump Free Ride Day — June 2018
- Launch of 100 New Bikeshare Bikes — June 2018
- Activation of Mobile Camera ID Unit — June 2018
- Capitol City Taxi Wheelchair/Taxi Service — June 2018



Electric Bus Visits

PROTERRA



BYD



CCW

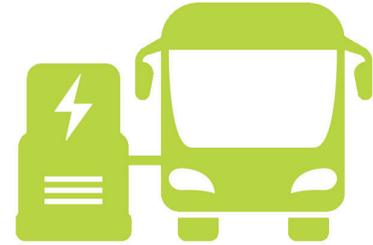


ELECTRIC FUTURE

Topeka Metro looks to energize city transit with electric buses in the future



Topeka Metro, like many other transit systems across the United States, is interested in replacing current diesel bus fleets with more energy efficient electric vehicles. Over the last year, Topeka Metro has been researching electric vehicles and keeping a watchful eye on a number of electric bus brands.



BENEFITS OF ELECTRIC BUSES

- Lower maintenance costs
- Lower fuel costs
- Fewer mechanical elements
- Quieter in our residential and urban streetscapes
- More diverse fuel source in terms of electric generation source

Topeka Metro staff visited other transit agencies to gather information regarding pros and cons of electric buses in operation. Representatives of Topeka Metro visited the Transit Authority of River City, serving Louisville, Kentucky and southern Indiana. A subsequent trip took place at GoCOMO, in Columbia, Missouri, to review their electric fleet of battery-powered buses. After these visits, Topeka Metro invited several electric bus companies to visit Topeka.

Proterra, based in California, arrived in Topeka in October 2017. The public was able to experience a demonstration ride. Drivers and maintenance personnel were given the opportunity to check out the bus. Topeka Metro tested the Proterra bus on one of its busiest routes.

In November, 2017, BYD (Build Your Dreams®), headquartered in California, arrived in Topeka. This bus was used on the SW 21st Street route. Passengers and the public were allowed to board the bus at Quincy Street Station and check out the inside of the bus and ask questions. Topeka Metro also hosted CCW, a company that refurbishes diesel buses to electric, and carries the charger on board.

In anticipation of obtaining one or more electric buses, Topeka Metro petitioned the Kansas Corporation Commission for a special rate for "green" electricity produced by Westar Energy for powering electric vehicles providing transit services. Topeka Metro initiated the application request to Westar for inclusion in the rate case. This rate will apply to electricity transmitted during overnight off-peak hours when it is less costly to produce electricity. The rate will also benefit other transit agencies in the state who utilize electric vehicles. Topeka Metro has the goal of starting to go "electric" with the next bus award, assuming the federal government will fund 80 percent.

Operations



FY 2018 OPERATIONS

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

- Human trafficking
- Distracted driving
- Construction zone safety
- Bike & pedestrian safety
- AED usage training
- Working with the police & co-responders
- Collision avoidance system pilot
- Pre- and post-trip requirements
- “See something, say something” security training
- Fire & safety prevention
- Traffic signal safety
- Hazardous road conditions
- School bus safety considerations
- Hostage exercise
- Hazardous material exercise
- Teen crisis management
- EEOC/sexual harassment
- Diabetes impact on health



Jennifer Montgomery, director of Human Trafficking Education & Outreach with the Kansas Attorney General's office provided training to all Topeka Metro staff. Topeka was the first transit to request and receive this training in Kansas.



Topeka Metro staff regularly go through different types of training. Employees were taught proper use of a fire extinguisher. The TFD provided the hands-on exercise.

FY 2018 IN NUMBERS

12
OF BUS ROUTES
+2 Special Routes

104
OF BUS SHELTERS

44
BUS OPERATORS

10
PARA-TRANSIT BUSES

89
OF TOPEKA METRO EMPLOYEES

26 | # OF FIXED ROUTE BUSES

43 How-to-Ride Demonstrations
78,940 Hours on the Road
1,023,552 Miles Driven

OF BUS STOPS IMPROVED IN FY 2018:

SHELTERS +14

BENCHES +19

STANDING PADS +19

OF RIDES

USD 501 Students:	150,968
Washburn University:	53,392
Kids Ride Free! (summer program):	35,894

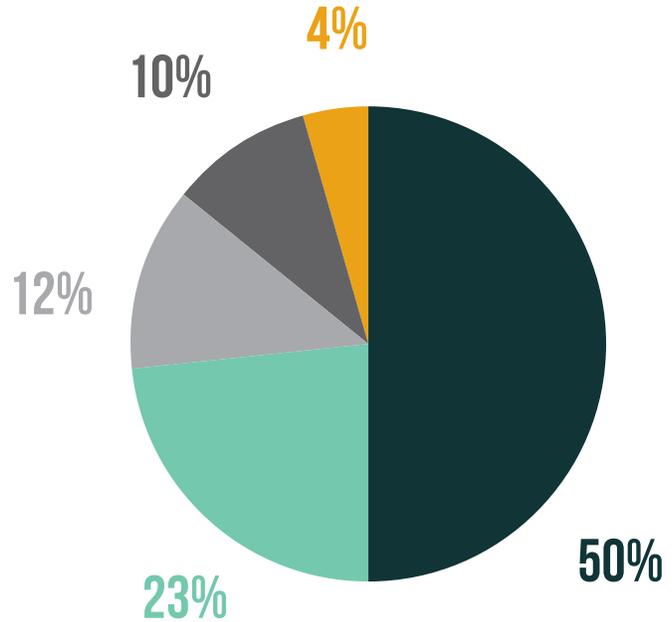
32,980 GAL. (Unleaded)
225,868 GAL. (Diesel)

FY 2018 FINANCES

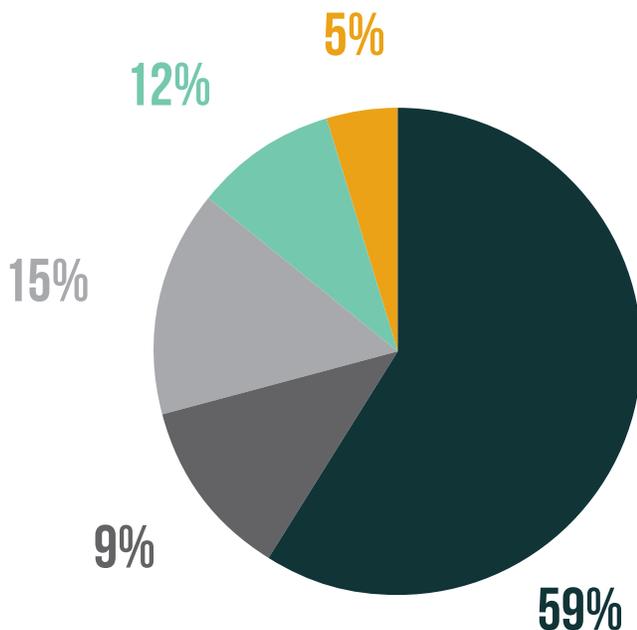
July 1, 2017 - June 30, 2018

REVENUES

MILL LEVY	\$4,840,087
FEDERAL	\$2,237,908
FARES	\$1,193,130
STATE	\$951,836
OTHER	\$407,329
TOTAL	\$9,630,290



EXPENSES



WAGE/BENEFIT	\$5,840,054
SUPPLIES	\$1,195,489
CAPITAL COST	\$1,474,079
SERVICES	\$949,642
OVERHEAD	\$446,614
TOTAL	\$9,905,878

Ridership



FY 2018 RIDERSHIP



TOTAL RIDES

1,270,633

FIXED ROUTE

1,221,517

LIFT SERVICE

49,116

- Average of **101,759** fixed route boardings per month and **4,093** Lift boardings per month
- Average of **4,434** fixed route boardings every weekday and **2,387** each Saturday
- **60,023** hours of fixed route revenue service
- **16,482** hours of paratransit revenue service

Bikeshare



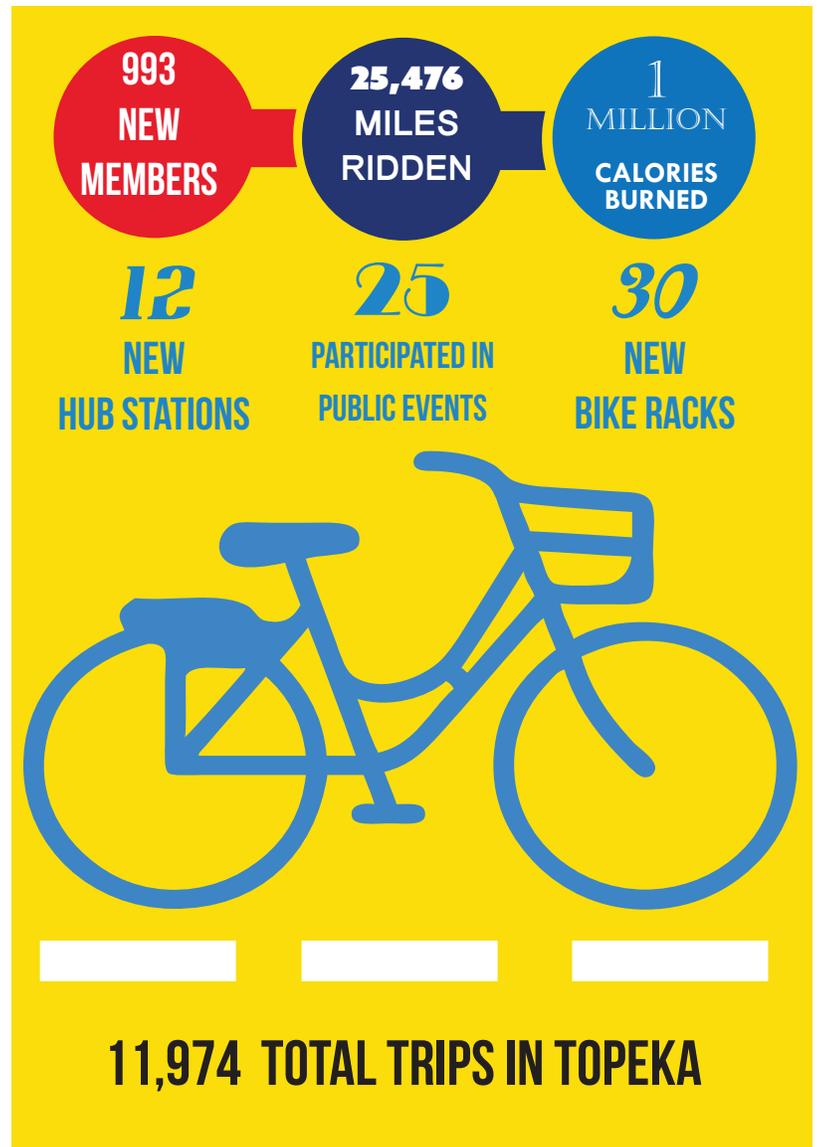
Photo Courtesy City of Topeka

FY 2018 BIKESHARE

In May, Topeka Metro received delivery of 200 brand-new blue bicycles for our system. This included 100 to replace the red bikes that had prematurely faded, and 100 additional bikes. June 29th, we launched the new bikes into the city. We now have a Capitol Federal Blue bike system of 300 bikes.

TMB was involved in a variety of community events throughout the year, which included:

- Taco Ride - July 2017
- Cyclovia East Topeka - July 2017
- Cyclovia Topeka Downtown - August 2017
- Forge Taco Ride - September 2017
- Washburn Homecoming Parade - October 2017
- Wheeling Wonderland at Lake Shawnee - November 2017
- Cranksgiving - November 2017
- Miracle on Kansas Avenue Parade - November 2017
- St. Patrick's Day Parade - March 2018
- Bike to School Day - April 2018
- Bike to Work Day celebration on Shunga Trail - May 2018
- BlueBikes Launch Parties at Visit Topeka and Topeka & Shawnee County Public Library - June 2018



Camp Metro



FY 2018 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 crucial life skill for young Topeka citizens and Topeka Metro is an easy and friendly place to learn to ride the bus.



Operational during the summer months, Camp Metro “counselors” schedule youth camp visits throughout the city.

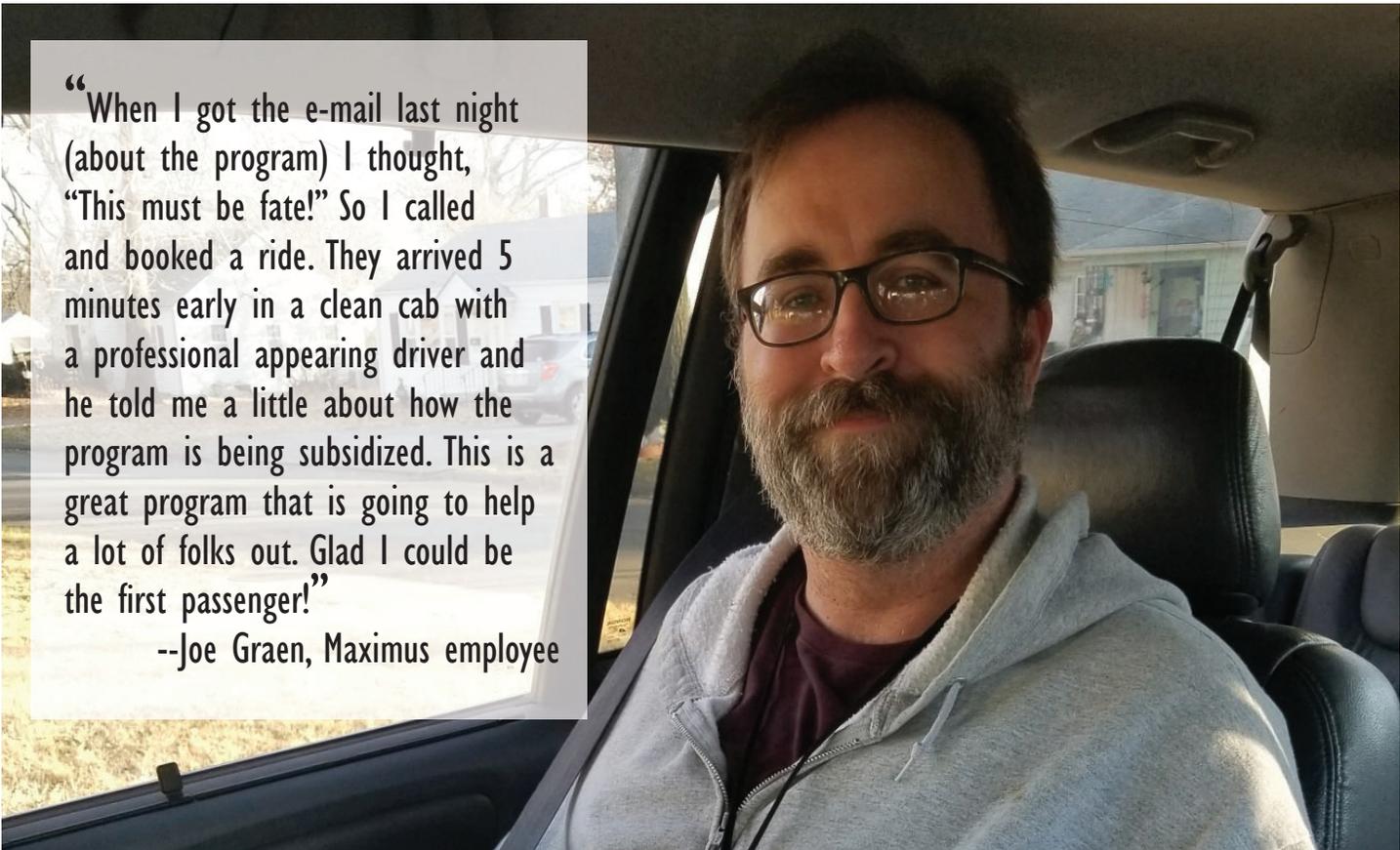


This year, four counselors worked with camp kids, including the YMCA, Shawnee County Parks and Recreation, and Boys and Girls Club of Topeka. Topeka Metro educated 545 youth and young adults about riding the bus.

41,100 kids rode for FREE during Summer 2017!

“Topeka Metro believes educating our youth to navigate public transit will provide them with a lifelong skill. We often hear from parents whose children have come home after a training and are so excited to ride the bus that they encourage the whole family to ride. We love that.”

-- General Manager Susan Duffy



“When I got the e-mail last night (about the program) I thought, “This must be fate!” So I called and booked a ride. They arrived 5 minutes early in a clean cab with a professional appearing driver and he told me a little about how the program is being subsidized. This is a great program that is going to help a lot of folks out. Glad I could be the first passenger!”

--Joe Graen, Maximus employee

SOTO WORKFORCE TRANSPORTATION EMPLOYEE USAGE DECEMBER 2017 - SEPTEMBER 2018

NAME OF BUSINESS	# OF TRIPS	AVERAGE TRIP DURATION	AVERAGE TRIP DISTANCE	BUSIEST TIME OF USAGE
BIMBO BAKERIES	426	12 MIN.	5.5 MILES	10 P.M.
FRITO LAY	786	17 MIN.	7.5 MILES	6 P.M.
THE HOME DEPOT	943	24 MIN.	9.8 MILES	3 P.M.
MARS	1,085	22 MIN.	11.0 MILES	6 & 7 A.M. (TIE)
MAXIMUS	2,278	22 MIN.	9.7 MILES	7 A.M.
R & R PALLET	241	25 MIN.	11.0 MILES	5 A.M.
TARGET	885	25 MIN.	9.2 MILES	5 A.M.

SOTO RIDE-TO-WORK

On December 13, 2017, the Topeka Joint Economic Development Council (JEDO) awarded Topeka Metro funding for a one-year pilot for a 24/7 transportation service to businesses near the South Topeka Kanza Fire Commerce Park. Topeka Metro partnered with Capitol City Taxi to provide 24/7 transportation, called the SOTO Ride-To-Work program at a cost of \$5 for each rider.



The graphic features the SOTO (South Topeka) logo in red, consisting of the word "SOTO" in a bold, sans-serif font, with "(SOUTH TOPEKA)" in a smaller font below it, and a red circle with a white arrow pointing right. Below the logo, the text "Ride-to-Work!" is written in a large, red, cursive font. Underneath, there are logos for Topeka Metro and Capitol City Taxi, along with the phone number "CALL: 785-215-1858". At the bottom, a teal banner contains the text "→ Operates 24/7 → Ride for \$5 (one-way) → Go anywhere within city limits" and "* MUST CALL 6 HOURS IN ADVANCE".

According to some south Topeka Kanza Fire Commerce Park human resource officials, a need existed for reliable transportation for the South Topeka (SOTO) workforce. For many employees, current transportation was either unreliable or alternatives like UBER, Lyft or taxi was too expensive. This initiative provides an affordable option at \$5 per ride for SOTO workers.

The following businesses are currently participating in the Ride-To-Work program:

- Frito Lay
- Bimbo Bakeries
- Home Depot
- Target
- Maximus
- Mars
- R&R Pallet
- JB Turner & Sons Roofing & Sheet Metal

“Transportation options are an important part of workforce development and retention. The SOTO program is an example of collaboration between public and private organizations to pilot an idea that will benefit the community.”

--Barbara Stapleton, Go Topeka Vice President of Workforce and Education

Accomplishments and Awards



FY 2018 ACCOMPLISHMENTS

Topeka Metro's vision is to be a transportation solution provider. Our goal is to get people to work and kids to school. Route modifications, shelter amenity placement and cost-effective service planning are priorities. Topeka Metro has been recognized for safe driving, working with community agencies to provide resources for our citizens regarding public transportation, and being dynamic and creative in finding transportation solutions. At the time of this publication, Topeka Metro was named Kansas Transit of the Year by the Kansas Public Transit Association in August 2018. Topeka Metro was acknowledged for strides in developing Topeka's public transit system.

1. Award from Topeka Independent Living Resources Center for 25 years of Partnership Supporting the Americans with Disabilities Act
2. Operator Reggie Moore, 25 years of Safe Driving by the National Safety Council
3. Operator Gaylon Brown, 2nd place in the 2017 Kansas Transit Rodeo
4. League of American Bicyclists' Bicycle Friendly Business program - Silver award designation
5. South West Transit Association (SWTA) "Be the Solution Award" for raising awareness and operator training for human trafficking in Kansas
6. Andrea Rackocy Award for Hospitality presented to bus operator Bob Distefano by Visit Topeka
7. Kansas Transit of the Year 2018 from the Kansas Public Transit Association

FY 2018 PROMOTIONS

RIDE LATE

This July, ride free after five!
Topeka Metro buses run until 7:20pm, Mon-Fri on all routes!

HIGH SCHOOL STUDENTS RIDE **FREE** ON
TOPEKA METRO

TOPEKA HIGH • HIGHLAND PARK • TOPEKA WEST • HOPE STREET

Pick up your pass at your high school office!

*Students must present school ID to the bus operator when boarding.

This November...

VETERANS RIDE FREE

*Must show one of the following: Military ID, Driver's License with TOPEKA METRO "VETERAN" stamp on it, DD 214, or VA card. Thank you for your service!

#REMEMBER ROSA
EVERYONE RIDES **FREE**
DEC. 1ST

*On fixed route only

DON'T MISS OUT ON OUR WINTER SPECIAL!

Families Ride Free! Dec. 15th - Jan. 7th

Look for discounts at the following locations:

- City Park
- The Kansas Ballet Co.
- Kaga Bowl
- Great Central Station
- Haley Museum of Military History
- Kansas Children's Discovery Center
- Kansas Museum of History
- Palace Parkway
- Topeka and Shawnee County Public Library
- Topeka Zoo

HOW TO GET A TOPEKA METRO ANNUAL **BUS & BIKE PASS**

\$300

- 1) Purchase your Annual Bus & Bike Pass at Quincy Street Station.
- 2) Come prepared to take a photo for your Annual Bus & Bike ID card.
- 3) Use your pass for unlimited rides on the fixed route bus.

*Those who purchase the Annual Bus/Bike pass must sign up for the Bikeshare the same day. If purchaser chooses not to sign up for the Bikeshare program at that time, the membership is waived.

For more info visit us online at topekametro.org!

SOTO (SOUTH TOPEKA)

Ride-to-Work!

CALL: 785-215-1858

Operates 24/7 → Ride for \$5 one-way → Go anywhere within city limits

***MUST CALL 6 HOURS IN ADVANCE**

GET YOUR BOB ON THE BUS!

Remember, **Ichabod's Ride Free with WU ID!**

Families Ride Free! March 19-24th

Look for discounts at the following locations:

- Anderson Arts & Crafts
- Eastwood Museum
- Henry Ford Store
- Kaga Bowl
- Kansas Art Theatre
- Kansas Children's Discovery Center
- The Kansas Ballet Co.
- Kansas Museum of History
- Military History
- Kansas Museum of History
- Topeka Zoo
- Topeka and Shawnee County Public Library

TOPEKA METRO VALUES YOUR SERVICE!

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.

April 16-21 VOLUNTEERS RIDE FREE

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

There's No Place Like Home

NO PAY Earth Day

Monday, April 23rd
FREE RIDE DAY!

FIXED ROUTES ONLY

PUBLIC EMPLOYEES RIDE FREE MAY 7 - 12

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

NO TICKET OR PASS NECESSARY

EVERY DAY IN MAY!
SENIORS RIDE FREE

AGES 65+ FIXED ROUTES ONLY

KIDS RIDE FREE!

GET ON BOARD! MAY 15 - AUGUST 15
18 AND UNDER ONLY

Find out more at topekametro.org!

Dump the Pump

RIDE FREE ON THURSDAY, JUNE 21ST!

*fixed routes only

topekametro.org

It's **Orange-Cone** season! (again!)

PLAN FOR EXTRA COMMUTE TIME!
WATCH OUT FOR WORKERS!
EXPERIENCE SMOOTH ROADS ONCE CONSTRUCTION IS COMPLETE!

...We all ride together!

MIDWEST HEALTH AQUATIC CENTER FREE SWIM SHUTTLE

TUESDAYS & THURSDAYS ONLY • JUNE 7-AUG. 9

topekametro.org 783-7000

Proudly sponsored by: TOPEKA METRO, Central Kansas Convention & Visitors Bureau

FOCUSED ON THE FUTURE

The following illustrate additional community needs for Topeka Metro's future transit system. As part of Topeka Metro's Long-Range Transit Plan, multiple public meetings were held, a statistically-valid telephone survey and two phases of a MetroQuest survey were conducted to gather feedback from passengers and the general public. We had 900 responses with the phone survey. In Phase I of the MetroQuest survey, 621 responded, and in Phase II, 622 provided information. The services listed below will transform transit and improve the quality of life in Topeka. Funding will determine whether or not Topeka Metro can proceed.

Additional Routes

The Long-Range Transit Plan surveys have identified adding routes as the highest priority. This cannot be accomplished without new buses and operating funds.



Sunday Service

Sunday service is the #2 priority in the Long-Range Transit Plan. Feedback received stated getting to work, shopping, and attending church as reasons for Sunday service.



Evening Service

There is continual customer demand for more hours of evening service. In April 2016, service was extended an hour to run until approximately 7:30 p.m.



Saturday Service Extension

Saturday service currently runs 8:15 a.m. to 6:40 p.m. When asked to choose between increased weekend service hours or increased weekday hours, feedback to increase Saturday hours, especially from frequent transit riders was higher in demand.



ADA Compliant by 2020

Topeka Metro's goal is to be ADA compliant by 2020 to improve Topeka's bus stop accessibility for riders of all ages and abilities. Grant funding has allowed for bus stop upgrades, including benches, standing pads and concrete pathways to the bus throughout Topeka.



24/7 Accessible Transportation

Find accessible transportation solutions for non-ambulatory customers 24/7, 365 days a year in the city of Topeka.



Commuter Trips

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



Where's My Bus?

A phone application that shows passengers the bus arrival time and location is long overdue. By securing a grant, implementation should take place in Fiscal Year 2019. The app allows trip planning and calculates the cost of using bus, bikeshare, or Uber.



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. We received a federal grant to fund this service in Fiscal Year 2019.



GRANT FUNDED

GRANT FUNDED



★ TOPEKA METRO ★



KANSAS

TRANSIT OF THE YEAR!

Serving Topeka as a public transportation solution provider since 1973!



Because...

WE ALL RIDE TOGETHER



TOPEKA METRO



Topeka Metropolitan Transit Authority
Quincy Street Station, 820 SE Quincy Street
Topeka, Kansas 66612
785-783-7000
topekametro.org

FIND US ON YOUR FAVORITE SOCIAL MEDIA SITES!

