

Topeka Metropolitan Transit Authority FY2013 Annual Report



Topeka Metro...
...Celebrating 40 years of service

2013 TMTA ANNUAL REPORT

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A Message from the Board of Directors:

The Topeka Metropolitan Transit Authority Board of Directors is pleased to present the FY 2013 Annual Report. The past year has been one of opportunity and accomplishment for the Authority.

We look forward to improving the current transit system for all our patrons. The replacement of our Para-transit fleet this past year, the scheduled introduction of new fare boxes in February 2014, the future installation of forty new bus shelters on three routes by November 2014, and the retirement and replacement of ten fixed-route buses in December 2014, demonstrate the Board's dedication to becoming a transportation solution for Topeka residents.

We would like to express our appreciation to the Mayor, the City Council, the City Manager, various city departments, the Kansas Department of Transportation, the Federal Transit Administration, the Department of Homeland Security and all the other agencies and organizations that we have developed cooperative and productive relationships over the last several years.



Rodd Miller
Chairman

FY2013 Board Members



back row: Jim Ogle, Rodd Miller, and Jim Daniel front row: Elsie Eisenbarth and Beverly Hall
not pictured: Matt Gassen and Andy Sanchez

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About Topeka Metro

Vision	Mission	Values
To be known as a transportation solution provider and explore and implement transportation opportunities that enhance the social, economic, and environmental wellbeing of the greater Topeka community.	To provide safe, reliable, courteous, and efficient public transportation service to all residents of the Topeka community.	To operate in an ethical manner within the framework of all regulatory and budgetary constraints while always maintaining a focus on our customers.

History

Topeka Metro was created in 1973 by a vote of the city residents and has operated public transportation services since then. Over the years, numerous changes have taken place in service, equipment, fare structure and operating performance of the system.

When the Topeka Metropolitan Transit Authority assumed operation of the bus system in July of 1973, it was the 55th carrier system to be organized (a total of 19 actually operated) in Topeka, Kansas in the last 107 years (1866-1973). It marked a continuation of 92 years of street railway activity including horse cars, steam trains, electric cars, electric buses, and finally the gasoline and diesel buses of the present era.

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

FY2013 Facts

- 14 Fixed Routes (12 regular and 2 specials)
- 47 Bus Shelters
- Fixed Route Cost per Passenger: \$2.62
- Lift Cost per Passenger: \$20.70
- Total Number of Employees: 88
 - o 63 Operations (45 bus operators)
 - o 15 Maintenance / Custodian
 - o 10 Administration
- Union: Amalgamated Transit Union #1360

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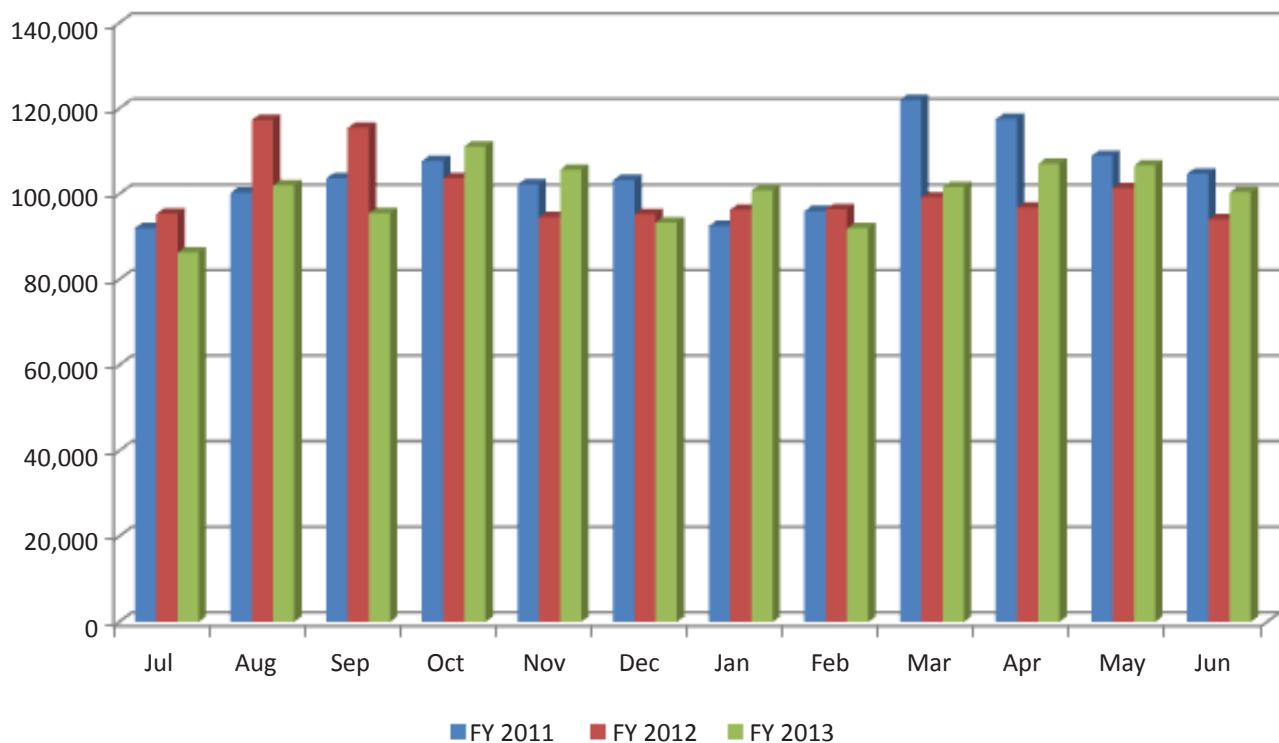
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Ridership Summary

Rides Provided	<u>FY2011</u>	<u>FY2012*</u>	<u>FY2013</u>
Fixed Route	1,152,306	1,127,752	1,136,393
Lift Service	98,813	78,296	66,253
Total Rides Provided	1,251,119	1,206,048	1,202,646
Fixed Route: Average Rides per Day	3,753	3,673	3,702
Lift Service:			
Total Ambulatory	66,355	50,696	41,721
Total Wheelchair	32,458	27,600	24,532
Reg. Operating Hrs.	82,405	73,724	66,253
Evening/Sunday	16,408	4,572	0

*Fare increase effective October, 2011

Fiscal Years 2011 through 2013 Ridership by Month



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FY2013 Year in Review July 1, 2012- June 30, 2013

Community Promotions

November 2012	Provided veterans month-long free fixed route rides; 6,810 rides
December 2012	Partnered with local businesses and agencies to offer the Winter Holiday Family Special; 1,551 rides
February 2013	Provided free rides for library card holders; 7,785 rides
March 2013	Offered Family Spring Fling spring break week with destination partners; 1,917 rides
April 2013	Provided free rides to celebrate No Pay Earth Day; 4,632 rides
May 2013	Provided free rides for a week for public employees; 547 rides
May 2013	Provided free rides for bike riders one week in conjunction with Topeka Bikeways
May-August 2013	Provided free rides for area camps from May 15th to August 15th; 1,595 rides
May-August 2013	Provided free rides with the "Kids Ride Free" summer program; 44,998 rides
June 2013	Provided free rides to passengers for Dump the Pump Day; 6,215 rides

Community Events

September 2012	Participated in the Labor Day Parade
November 2012	Participated in the United Way campaign
November 2012	Participated in the Miracle on Kansas Avenue Parade and provided shuttle service
February 2013	Held a Stuff-the-Bus event to raise food and donations for Project Topeka
May 2013	Participated in a Touch-a-Truck event at Blaisdell Pool; over 500 children visited the bus
July-August 2013	The Busmobile welcomed over 150 people on board to learn about Topeka Metro. A bus was staged at locations such as Fairlawn Dillon's, Fleming Dillon's, K-mart, Hy-Vee, YWCA, and the Zoo.

Community Services

October 2012	Increased the Lift service area to include service beyond the ¼ mile corridor to the city limits for a premium fare
November 2012	Placed route maps and time points in all 47 shelters on routes and at Quincy Station
February 2013	Provided shelter to displaced apartment dwellers in a fire scene and transported to Ramada Inn for relocation
March 2013	Began early morning service at the Amtrak station
April 2013	Purchased ten new Glaval paratransit buses



Glaval Bus

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FY2013 Year in Review

Community Services

How-To-Ride Clinics

Over 30 “How-To-Ride” clinics were provided to agencies, schools, and individuals. Over 1,600 people attended the clinics. Topeka Metro provided attendees assistance with trip scheduling, passenger rules, and service information.

Lift Pilot Program

The Lift Pilot Program (designed to encourage Lift passengers to use the fixed route service) began in February 2013 and Topeka Metro began issuing its first ID cards to candidates in July 2013. Out of the 20 passenger candidate group, six passengers attended the How-To-Ride training and obtained their fixed-route ID’s. Ridership will be forthcoming. Staff has selected the next candidate group and is in the process of mailing out introduction letters.

Shuttles

- Equity Day Shuttle provided 66 passenger trips on 4/2/13.
- Girls State Shuttle provided a total of 670 passenger trips on 6/6/13 and 6/7/13.

Camp Metro

Two part-time Summer Outreach Coordinators were hired in May to assist with Camp Metro projects as well as other events and How to Ride clinics. The YWCA, the Boys and Girls Club, Topeka Lutheran, and Community Centers, such as Garfield and Central Park, took trips on the fixed route to local summer destinations. The children and the counselors rode for free.



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FY2013 Year in Review

Valeo Behavioral Health Care

Topeka Metro partnered with Valeo to place a shelter at 6th and Oakley to serve Valeo clients as well as the general public.

Topeka and Shawnee County Public Library

In March, 400 copies of Topeka's "Big Read" selection, *The Great Gatsby*, were donated to Topeka Metro by the Library for our rider's enjoyment. This proved so successful that Metro has maintained its "Metro Mobile Library" and continues to distribute donated books and magazines. Thanks to the library, Westar, and neighbors in the College Hill Association for the ongoing sharing of books and magazines.

Washburn University Partnership

Metro staff provided How-To-Ride clinics to international students.

Washburn students, faculty and staff with a valid Washburn ID ride Metro fixed routes free for 2013-2014 school year.

Topeka Metro partnered with WU to provide quality internship opportunities for students in the political science, marketing, legal, and art disciplines.

Topeka Metro participated in the INSIDE OUT project, a participatory art project that transformed messages of personal identity into pieces of artistic work. Students at Washburn University were challenged to use photographic portraits to discover, reveal and share the stories and images of people in our community. Topeka Metro displayed the artwork on bus exteriors.



Washburn International Students ride the metro

Topeka Public Schools Partnership

For the 2012-2013 school year, USD #501 purchased 1,500 student passes. These passes were issued to students living outside the 2.5 mile busing corridor. Metro staff worked with TPS to ensure bus stops were located close to high school properties. Further, Metro provided How-To-Ride instruction to students receiving the pass in all three high schools.

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FY2013 Year in Review

Employee Relations

Mandatory all-employee training was provided in February 2013. Topics included sexual harassment and workplace safety.

In June 2013, an Operator Safety & Security Work Group was created to obtain input and feedback on issues involving Metro's safety policies, security procedures, and emergency preparedness.

Systems

- | | |
|----------------|--|
| September 2012 | Metro moved its radios to the county's 800 MHz system. |
| September 2012 | Initiated disaster/security policies and procedures |
| October 2012 | Introduced Google Transit to passengers and placed QR code signs in all Shelters |
| December 2012 | Purchasing of passes available through Metro's online store, The Metro Mart |
| June 2013 | Topeka Metro participated in its first emergency management exercise |

Topeka Metro Management Team



back row: Chip Falldine, John Cassidy, and Alan Parrish
front row: Denise Ensley, Susan Duffy, and Terri Miller not pictured: Julie Anderson

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The Future

Fareboxes

New “smart” Odyssey fareboxes will be introduced in February allowing the introduction of a rolling 31-day pass and a new 10 ride card. More information and data reporting will be available for route structuring. Further, farebox vending machines will be placed at the Quincy Street Station and the public library.

New Fixed Route Buses

In December 2014, Topeka Metro will be accepting ten new Gilling fixed route buses to replace ten buses that have reached their maximum life expectancy.



Bike Sharing Program

Topeka Metro is working on a bike sharing RFP (Request for Proposal) for a bike sharing program to be located at four key locations (QSS, Topeka Public Library, Washburn University and Gage Park).

AVL (automatic vehicle location) Technology

Topeka Metro will begin exploring the usefulness and cost availability of this technology on the fixed route buses. AVL is a means for automatically determining and transmitting the geographic location of a vehicle using GPS. This will allow riders with smart phones to determine how far away a particular bus is to their location.

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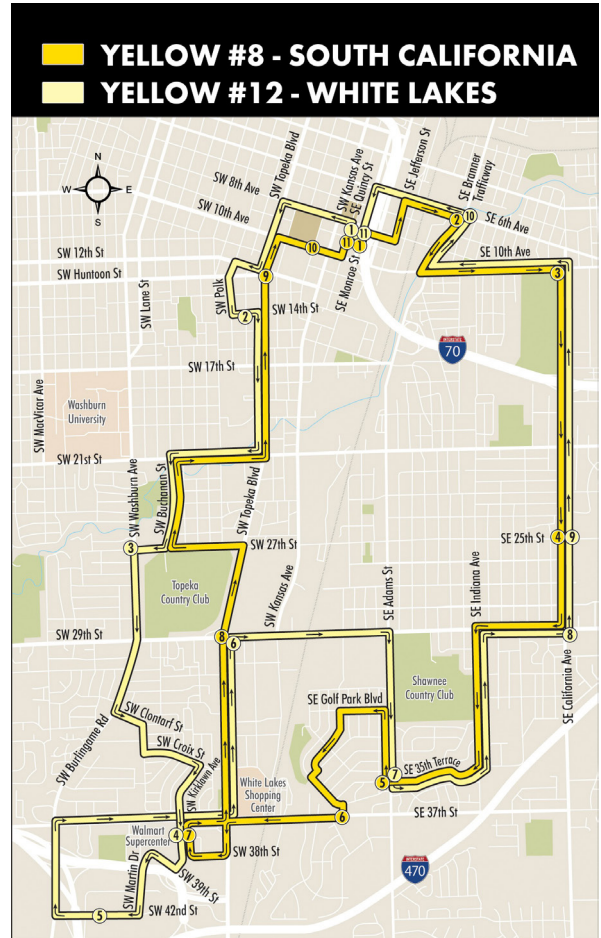
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The Future

Shelter Project

Topeka Metro will use previously awarded grant funds to initiate Phase I of a multi-year shelter purchase/installation project. Beginning in April 2014, Topeka Metro will begin to install approximately twenty shelters on the green routes, which have the highest ridership. Public hearings were held to solicit best locations. Topeka Metro was also awarded grant funds for Phase II of the project, which will place shelters on the yellow routes.

Providing shelter from weather is critical to our riders waiting for the bus and may make the difference between someone riding transit or not. All of our shelters will have trash cans and many will have lighting and bike racks.



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Year in Review – Revenues and Expenses

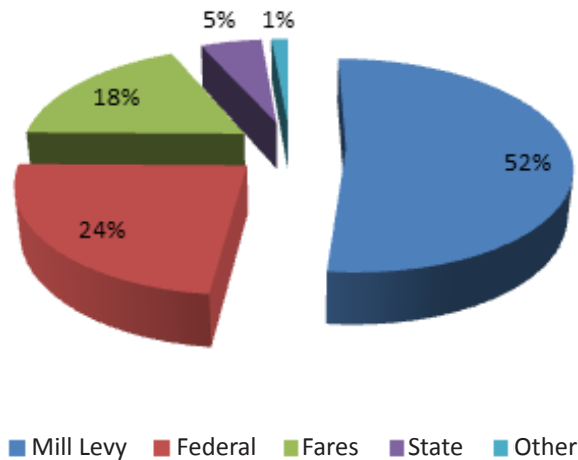
Revenues

Mill Levy	\$4,541,621
Federal Grants	2,056,918
Fares	1,591,321
State Grants	460,462
All Other Sources	<u>123,900</u>
Total Revenues	\$8,774,222

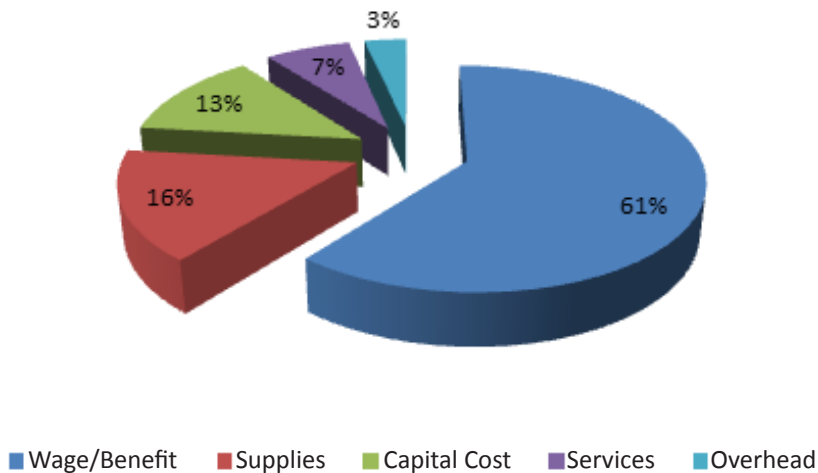
Expenses

Wages & Benefits	\$4,688,848
Materials & Supplies	1,227,121
Capital Costs	982,194
Contracted Services	539,328
General Overhead	<u>264,253</u>
Total Expenses	\$7,701,744

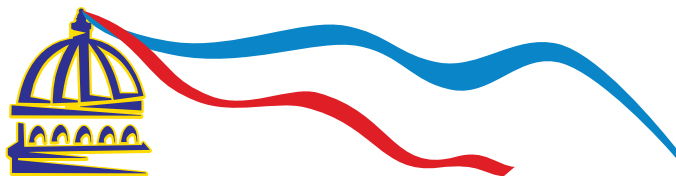
FY2013 Revenues



FY2013 Expenses



The independent audit report for fiscal year 2013 was prepared by Douthett and Company of Topeka. The revenue and expense amounts presented here are in concurrence with the audited financial statements, but the format was not a product of the audit.



Topeka Metropolitan Transit Authority

201 N. Kansas Avenue- Topeka, KS 66603
(785) 233-2011

820 SE Quincy Street- Topeka, KS 66612
(785) 783-7000

www.TopekaMetro.org

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