



TOPEKA METRO

THANK YOU  
FOR CHOOSING METRO

FY2016  
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.



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 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. 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.



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# FROM THE BOARD CHAIR

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On behalf of our board, I am pleased to present to you our 2016 Annual Report. This past year, we were able to make substantial progress on our planning goals by successfully implementing some new service changes that we believe have been beneficial to our ridership as well as the community. We asked our passengers and acted on their responses by extending the hours that buses run by an extra 40 minutes each day; running on weekdays until 7:20 p.m. We also implemented many changes to our route times and our system maps.

Thanks to our generous sponsor, Capitol Federal, 100 shiny new bright blue bikes were added our Topeka Metro Bike (TMB) fleet. Combined with our original 100 red bikes, we are meeting the growing demands in our community and providing more opportunities for our everyone to participate in the bike share program - the first of its kind in the state - which we are very proud of!

Another particularly successful endeavor was our commemoration of the 60th anniversary of Rosa Parks' historical civil rights stance in not giving up her bus seat. A Topeka Metro bus wrapped in the style of a 1955 vintage Montgomery bus served as a moving museum, and visited all of the schools in the USD 501 school district during the school year. Thanks to a partnership with the Brown v. Board of Education National Historic Site, a park ranger was available to educate the youth about this important event in history. Topeka Metro offered free rides to honor Remember Rosa Day on December 1st, 2015.

Topeka Metro continues to collaborate in serving as a community partner fostering good will and providing information, education, public outreach and how-to-ride training. You'll see our buses not only out and about on a daily basis throughout the city, but also providing transportation for, or appearing at, public events.

This past year's accomplishments are many and are showcased in the pages of this Annual Report. The Topeka Metro staff has worked diligently to make sure that public transit in Topeka is a positive experience. We continue to stay true to our vision, mission and values in serving the Topeka community as a transportation solutions provider for those who utilize our services. Thank you for supporting the Topeka Metro! We'll see you on the bus!

Sincerely,

A handwritten signature in blue ink that reads "Elsie Eisenbarth". The signature is fluid and cursive.

Elsie Eisenbarth  
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 establishes 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: Jim Daniel, Scott Tummons, Rodd Miller, Beverly Hall, Jim Ogle, Elsie Eisenbarth, Andy Vogel.



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# WHO WE ARE: MANAGEMENT TEAM

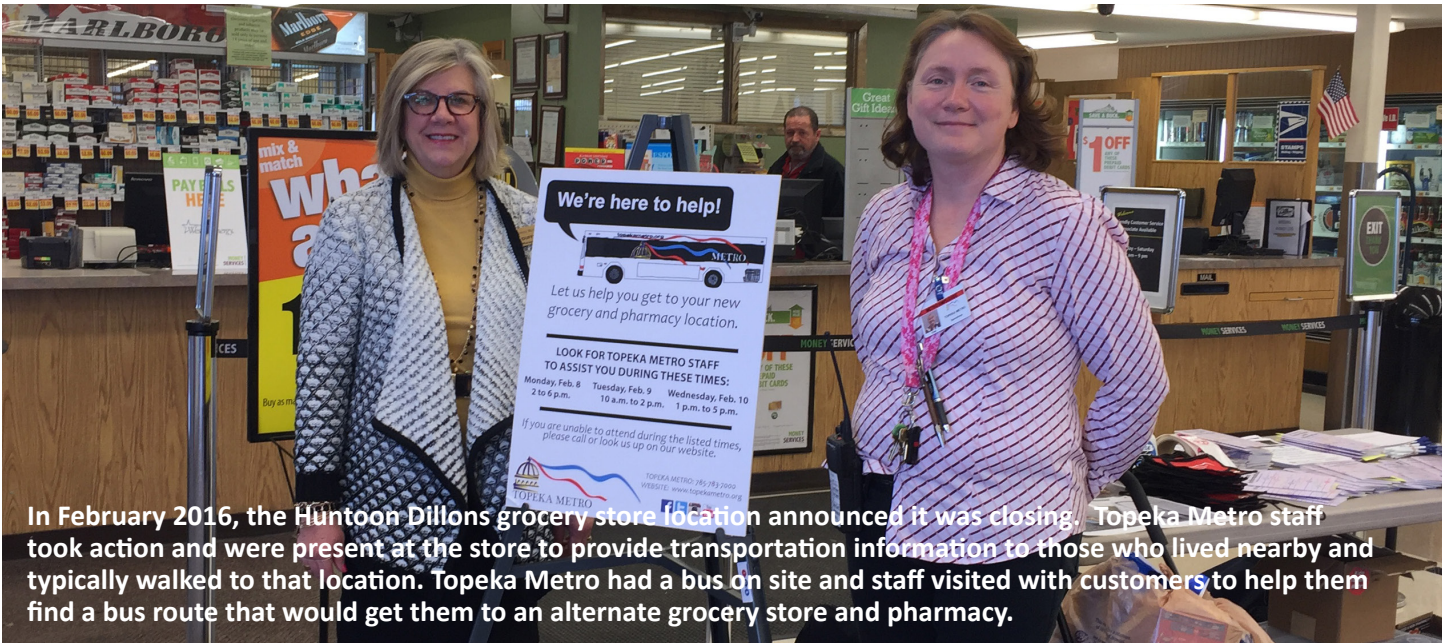
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Pictured left to right front row: Denise Ensley, Chief Operations Officer; Susan Duffy, General Manager; and Keri Renner, Director of Marketing & Communications.

Pictured left to right back row: Alan Parrish, Director of Facilities and Maintenance; Chip Falldine, Chief Financial Officer; John Cassidy, General Counsel; Terri Miller, Director of Human Resources; Karl Fundenberger, Director of Bicycle Operations; and Patrick Blankenship, Director of Service Planning.





In February 2016, the Huntoon Dillons grocery store location announced it was closing. Topeka Metro staff took action and were present at the store to provide transportation information to those who lived nearby and typically walked to that location. Topeka Metro had a bus on site and staff visited with customers to help them find a bus route that would get them to an alternate grocery store and pharmacy.

Each year in February, the bus operators who are members of the Topeka Transit Amalgamated Union host a contest to “Stuff the Bus,” with canned goods and non-perishable items to benefit Project Topeka. This year’s event brought in 2,383 pounds.



### Completed Projects

<p>Relocation of the West Ridge Mall Stop</p>	<p>Two-way Route 12 service to Tyler Towers and Polk Plaza</p>
<p>Parking Lot Safety On-time Performance</p>	<p>Improved Access Less Travel Time</p>
<p>Coordinated time at Walmart West Transfers Connectivity</p>	<p>WHAT CAN YOU DO WITH AN EXTRA 40 MINUTES?</p> <p>Extended hours of operation to 7:30 Mon-Fri</p>

Public meetings were held in June to inform the public and passengers about August service updates and gather input. Throughout the year, 18 public meetings were held at Quincy Street Station and other locations. Staff gather feedback and answer questions during these meetings.

In partnership with the Topeka Metro, CRC hosted a ribbon cutting for the new bus shelter on the Avondale East NET Center property. This shelter is funded in part by CRC as well as the Wenger Fund, as a gift to the community to celebrate CRC’s 90th Anniversary. Nine shelters and other amenities were installed in Topeka during FY2016.





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# CONNECTING WITH COMMUNITY

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- July 4th Spirit of Kansas
- Touch-a-Truck Kid Event
- Project Topeka “Stuff the Bus” Food Donation
- National Night Out - 12 neighborhoods
- USD 501 High School & Washburn University Enrollment
- USD 501 High School Freshman Orientation
- Remember Rosa Unity Walk & Mobile Museum
- Topeka High School & Highland Park High School Homecoming Parades
- Washburn University Homecoming Parade
- Boo It! Downtown Event
- Toys-4-Tots Collection Buses at Holiday Parade
- Swimsuits for Pine Ridge Prep Preschool
- Deer Creek Reading Route
- United Way Education & Learning Tours
- City Council CIP Tours
- St. Patrick’s Day Parade
- “Up With People” Shuttles for kids
- Masonic Lodge/Capital Cornerstone Event
- “Know Your City Bus” Tours for hotel service staff
- USD 501 Martin Luther King celebration
- First Friday Art Walk shuttles
- Food Truck Festival
- 18 Public Meetings for System Updates
- Handed out bottled water during excessive heat/coffee during excessive cold for passengers
- “Welcome Back” Gatorade for high school students
- Information & assistance for residents losing services at Dillons Huntoon store
- Kids Ride Free May 15 - August 15
- Disaster simulations with city emergency preparedness staff



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# REMEMBER ROSA

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The Remember Rosa Project idea came at a time of heightened unrest across the nation when racial divide reached a fever pitch in several cities across 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 sought to reinforce 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.

The Remember Rosa bus tells an exciting story of how the brave and courageous acts of a few have changed, and continue to change, the social course of our nation. The narrative covers some of the history of Brown vs Board, Rosa Parks, the Montgomery Bus Boycott, the Freedom Riders, the March on Washington, and the unsung heroes of the movement.

The story of Rosa Parks is richer than the mythology with which most Americans are familiar. The hope is that the Remember Rosa Project broadens participants' understanding of her actions, preparation, and impact. Hopefully, Topekans who participated in an experience tied to the Remember Rosa Project felt inspired and empowered by the successes of the civil rights movement, recognizing:

- The power of the individual and community activism
- That regular people can make a difference
- There are multiple paths towards equity (legal, educational, civic, artistic)



**REMEMBER ROSA  
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:

- Defensive driving
- Wheelchair securement
- Tabletop “Operation Sky Fall” exercise
- Passenger safety and assistance
- County virtual EOC exercise
- Operator fatigue
- USD 501 large tornado exercise
- Recovery, tornado and fire exercises and evacuations
- Severe weather response
- National terror advisory system threat alert levels
- Working with school resource officers
- Safety of route changes
- Active shooter and IED explosive awareness
- Emergency management
- De-escalation training
- Prevention and protection against influenza
- Safety and security of designated stops





# THE YEAR IN NUMBERS

**12**  
# OF BUS ROUTES

**83**  
# OF BUS SHELTERS  
9 NEW IN 2016

**10**  
PARA-TRANSIT BUSES

**44**  
BUS OPERATORS

**84**  
# OF TOPEKA METRO EMPLOYEES

**29** | # OF FIXED ROUTE BUSES

**82** How-to-Ride Demonstrations

**79,023** Total Hours on the Road

**1,240,896** Total Revenue All Miles

# OF GRANTS RECEIVED: **4**  
Total: \$1,773,088

QSS PARKING LOT  
Funding

BUS AMENITIES  
Funding

ART IN MOTION  
Funding

ArtsConnect  
Enhanced Mobility of Seniors and Individuals  
KDOT Transportation Alternatives Bus & Bus Facilities

**# OF RIDES**

USD 501 Students:	144,499
Washburn University:	51,656
Kids Ride Free:	36,983

**36,571** GAL. (Unleaded)

**177,679** GAL. (Diesel)



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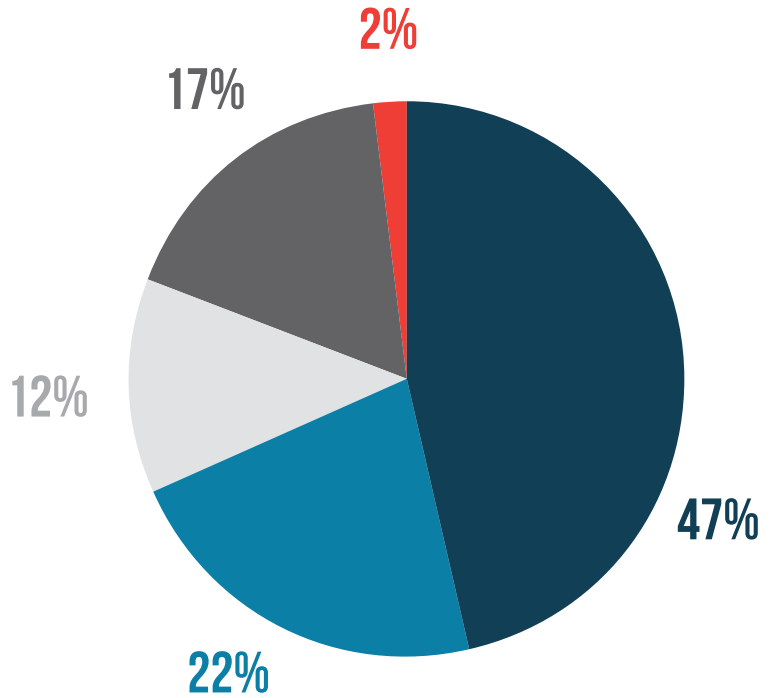
# FINANCES FY2016

July 1, 2015 - June 30, 2016

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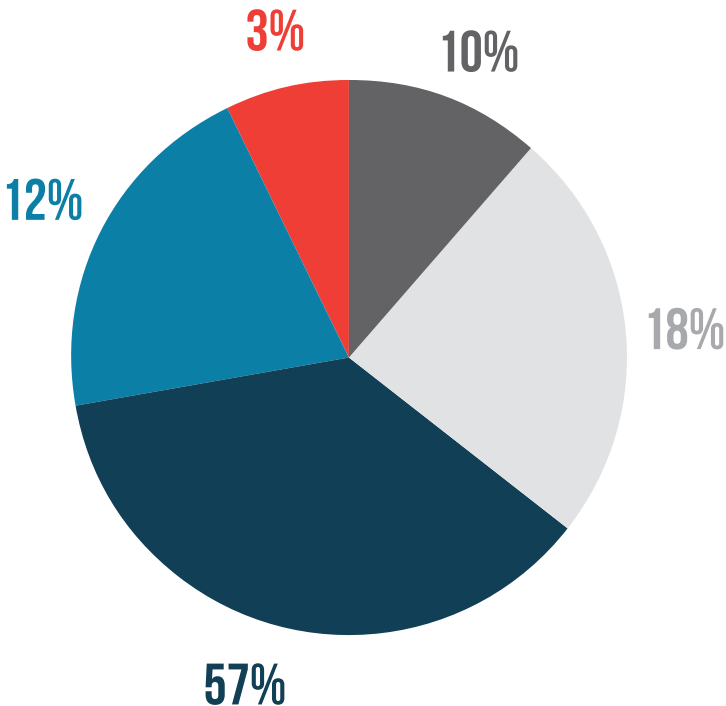
## REVENUES

<b>MILL LEVY</b>	\$4,614,882
<b>FEDERAL</b>	\$2,183,134
<b>FARES</b>	\$1,234,313
<b>STATE</b>	\$1,724,573
<b>OTHER</b>	\$173,448
<b>TOTAL</b>	\$9,930,350



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## EXPENSES



<b>WAGE/BENEFIT</b>	\$5,140,640
<b>SUPPLIES</b>	\$1,074,605
<b>CAPITAL COST</b>	\$1,613,413
<b>SERVICES</b>	\$910,622
<b>OVERHEAD</b>	\$317,848
<b>TOTAL</b>	\$9,057,128

# FY 2016 RIDERSHIP



## TOTAL RIDES

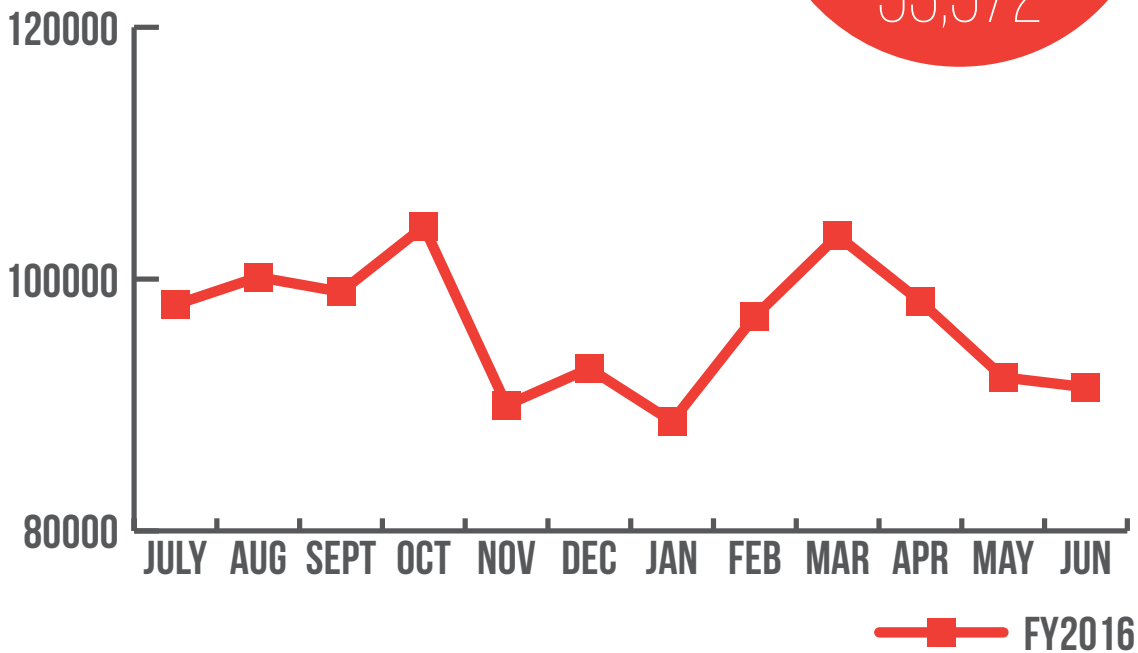
1,208,752

### FIXED ROUTE

1,155,180

### LIFT SERVICE

53,572



- Average of **100,000** fixed route boardings per month and almost **5,000** paratransit monthly trips
- Average of over **4,000** fixed route boardings every weekday and almost **2,500** each Saturday
- **57,665** hours of fixed route revenue service in FY2016





# BIKESHARE



The state's first bike share system, Topeka Metro Bikes (TMB), launched to fanfare in April 2015. Year two of the program was formative for Topeka Metro Bikes in numerous ways. Capitol Federal sponsored the addition of 100 bicycles to the fleet in 2016, bringing the total bike count to 200.

By July of 2016, the system included 16 stations and 106 community bike racks at parks, residence centers, and medical and commercial locations, comprising 559 total bike spaces in the 60 mi<sup>2</sup> system area.

August and September of 2015 are the best months the system ever recorded, with nearly 500 users added, and close to 4,500 trips made in that span. Both months averaged greater than 100 bike trips per day. The two stations at Lake Shawnee are responsible for 10% of the signups and as much as 25% of the trips system-wide. From two to ten riders circle the eight-mile Lake Shawnee loop every day.

KDOT grant funding helped pay for \$84,096 of US-made bike racks and signs for the bikeshare stations. A \$10,000 grant from the Topeka Community Foundation purchased eight of the red bicycles.

Sponsorship covered the expense of the blue bikes, which were added in 2016. Additional smaller sponsorships offset the cost of stations, covered the costs of concrete bases, and helped sustain the community hub bike rack program. To reach the goal of 500 bikes and 50 stations across the city, Topeka Metro Bikes will need to secure more sponsorships and add more members to the network. Annual revenues from sponsorships, memberships, and account fees total nearly \$200,000.

Topeka's bikeshare system area is larger than Chicago's or New York City's, but comparable to that of Washington, D.C.'s Capital bikeshare system.

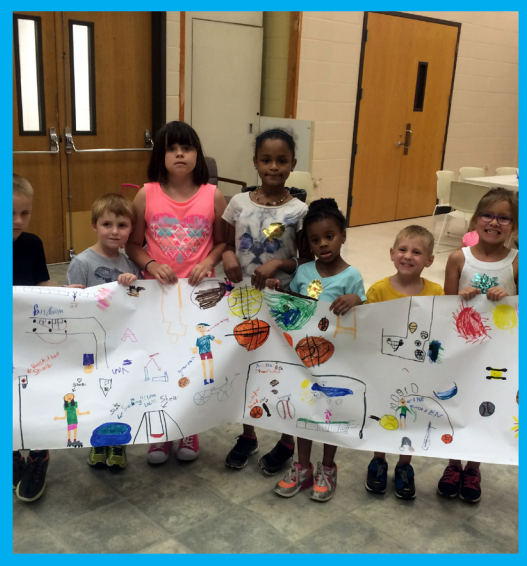
More than 3,000 members together made 17,000 trips and covered about 32,000 miles.







# CAMP METRO



Camp Metro, a community outreach initiative of Topeka Metro, is in its 4th year of operation. Camp Metro was initiated as a way for designated staff to educate youth in the community about riding the bus. Operational during the summer months of May through August, when most youth camps are taking place, Camp Metro “counselors,” schedule time to visit different youth camps in the city.

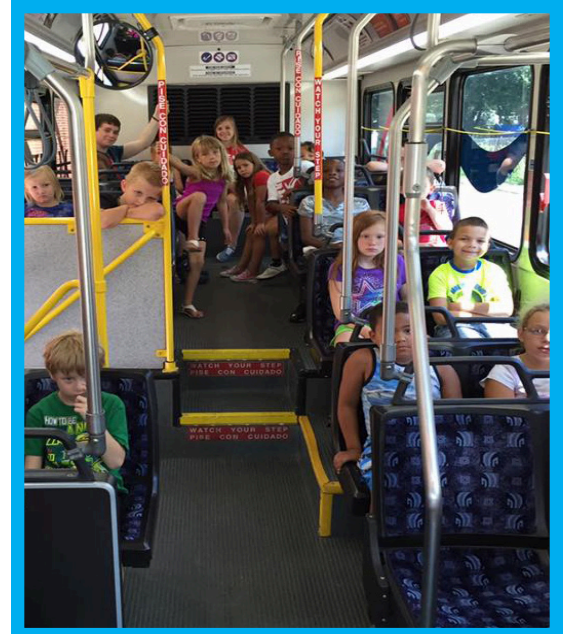
This year, four counselors worked with kids from camps including the YMCA, Shawnee County Parks and Recreation, and Boys and Girls Club of Topeka. Overall, Topeka Metro served over 20 locations this summer, visiting some places several times with different events. Camp Metro staff educated 1,925 youth and young adults on how to ride the bus.

This year’s camp saw an increase in the amount of camps visited. Camp Metro counselors not only taught how-to-rides, but also played games & hosted scavenger hunts, participated in sports, and implemented a new initiative, “Art in Transit.” Staff asked the campers what “got them moving” and the plan is to

have the art displayed on Topeka Metro bikes or buses, or at Quincy Street Station.



“Although some children may be regular bus riders with their family, most have never stepped foot on a bus,” said Topeka Metro general manager, Susan Duffy. “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. Camp Metro will return next summer.”









# FY2016 PROMOTIONS



Veterans ride free in November.

\*Must present valid proof of service

topekametro.org

**Free Ride Day  
December 1st**

Commemorating the 60th anniversary  
of Rosa Parks' historic actions  
on a city bus.

Fixed routes only

TOPEKA METRO  
WE'VE GOT YOU RIDING TOGETHER



**Families Ride Free Dec. 26 - Jan. 2**

Families consisting of one or two adults and at least one child will be able to ride free on any Topeka Metro fixed-route bus. All families boarding will be given a coupon with discounts and promotions at local businesses and organizations.

TOPEKA METRO  
Winter Fling

**TOPEKA METRO CELEBRATES  
VOLUNTEERS**

**APRIL 11 - 16, 2016**

Show your volunteer photo ID and ride the bus for **free!**  
The lift service is limited to **2 free rides per day.**

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

Questions? Call (785) 783-7000



TOPEKA METRO'S SPRING BREAK SPECIAL

**Families Ride Free  
March 11-19, 2016**

DISCOUNTS AND REDUCED ADMISSION AT TOPEKA'S BEST FAMILY-FRIENDLY LOCATIONS:

- SKAWAY
- GAGE BOWLING CENTER
- TOPEKA ZOO
- KANSAS CHILDREN'S DISCOVERY CENTER
- BAKER'S DOZEN
- KANSAS MUSEUM OF HISTORY
- MR. NICE GUY'S HOT BOX
- TOPEKA & SHAWNEE COUNTY PUBLIC LIBRARY

COUPONS ONLY AVAILABLE ABOARD TOPEKA METRO'S FIXED ROUTE BUSES  
ROUTE AND DISCOUNT INFO AVAILABLE AT TOPEKAMETRO.ORG OR CALL 783-7000

TOPEKA METRO

**NO PAY EARTH DAY  
APRIL 22, 2016  
FREE RIDES ALL DAY!**



**FIXED ROUTES  
ONLY**

TOPEKA METRO

topekametro.org | 785-783-7000

**KIDS RIDE FREE!**

**MAY 15 - AUGUST 15  
18 AND UNDER**

**ALL THE FUN IS HERE IN TOWN!**

- Kansas Children's Discovery Center
- Topeka & Shawnee County Public Library
- Gage Bowl
- Skawway
- Topeka Zoological Park
- Brown v. Board of Education National Historical Site
- Blissard Family Aquatic Center
- Gage Park



TOPEKA METRO

**PUBLIC EMPLOYEES  
RIDE FREE**

**MAY 2 - 7**

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**



TOPEKA METRO

**SENIORS  
RIDE FREE**

AGES 65 & OLDER  
FIXED ROUTES ONLY



**EVERY DAY IN MAY**

TOPEKA METRO

**Dump  
the  
Pump**

**6K IN 1 DAY**

**RIDE FREE ON JUNE 16TH  
LET'S BREAK 6,000 RIDES!**

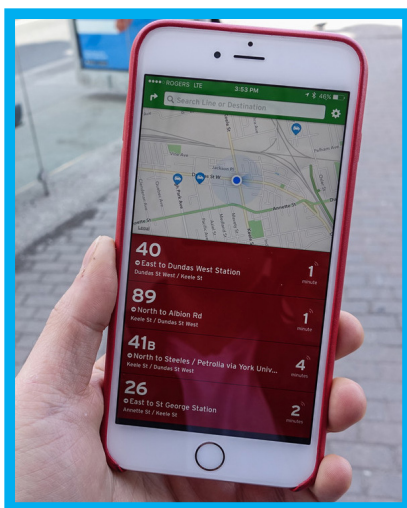
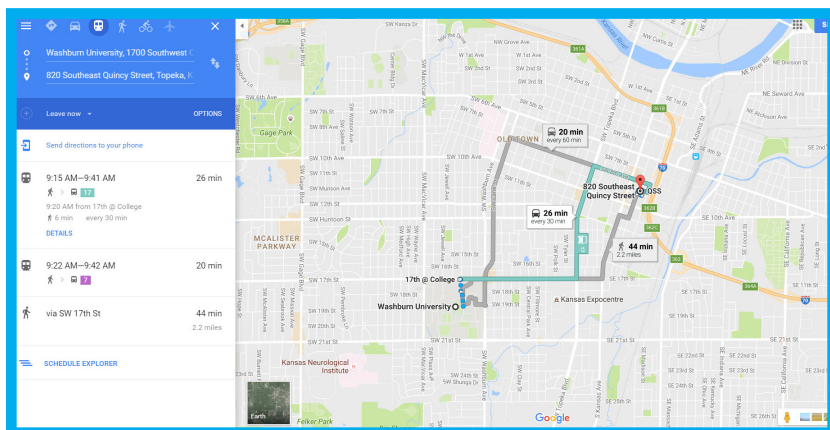
FIXED ROUTES ONLY

TOPEKA METRO TOPEKAMETRO.ORG

# LOOKING TO THE FUTURE

*Looking toward the future, our focus for service and planning efforts will be twofold: to connect workers with their jobs and children with their schools.*

**Google Maps** - By inputting beginning and ending locations, passengers can identify transit times and routes needed to get from point A to point B using Google Maps. This method is one of the quickest and most accurate ways for passengers to know when a bus will pick them up and drop them off. Topeka Metro will continue to produce and distribute printed route map books; however, Google Maps usage is encouraged for passengers in navigating more customized trip planning. Topeka Metro Goal: To implement Google Maps by October 2016.



**Automatic Vehicle Location** - Automatic Vehicle Location (AVL) describes the use of computers and Global Positioning Systems (GPS) in dispatching and tracking transit vehicles. Transit agencies benefit from AVL to enhance customer service through real-time information. Dispatch can see the location of a bus electronically on the screen, and riders can view the location of a bus on a computer or smart phone to know when they can catch a certain route. Because AVL is becoming so common, it is increasingly expected as the standard for fixed-route systems. Topeka Metro Goal: To implement “Where’s My Bus?” by December 2017.

## **Bus Stop Amenities** -

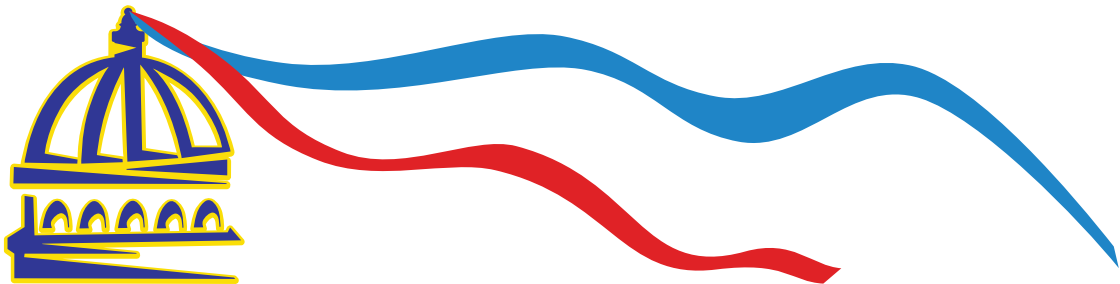
Covered bus shelters and metal benches improve Topeka’s bus stop experience for riders of all ages and abilities. Competitive grants received for bus stop upgrades—including benches, shelters and standing pads, and pathways to the bus throughout Topeka, improve the accessibility for bus riders and are ADA compliant. Over the last three years, Topeka Metro has greatly improved the quality of bus stops and will continue that effort. Topeka Metro Goal: To be ADA compliant at all bus stops by FY2020.





*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!

