



TRANSIT

The mission of Wichita Transit is to provide a safe, reliable, and economical transportation system to the community.

DEPARTMENT GOALS AND OBJECTIVES

1. Attract additional customers. (Strategic Priority I)
 - a. Increase ridership.
 - b. Improve upon and standardize amenities.
 - c. Improve upon and monitor timeliness and location.
2. Improve para-transit ridership management. (Strategic Priority I)
 - a. Monitor progress of recertification program.
 - b. Analyze, negotiate and monitor purchased ride subsidies provided to agency providers.
3. Improve system safety and security. (Strategic Priority I)
 - a. Reduce collisions.
 - b. Complete replacement of bus benches and shelters.
 - c. Increase employee consciousness of safety and security through periodic training.
4. Improve effectiveness of Maintenance. (Strategic Priority I)
 - a. Monitor Miles per Road Call.
 - b. Percentage PMI's completed.
 - c. Maintenance Cost per mile.



PERFORMANCE MEASURES

	City of Wichita - Internal Benchmark		Peer City Benchmark
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Dept. Objective	Program Measure Description	Benchmark	2004 Actual	2005 Projected	2006 Target	2007 Target
1a	Fixed route ridership.	2,100,000	1,949,838	2,000,000	2,050,000	2,100,000
1c	Percent trips on-oime.	100%	93%	96%	96%	98%
2a	Total re-certification reviews completed.	600	N/A	450	600	600
3a	No. accidents per 100,000 miles – bus.	1.0	2.2	2.0	1.5	1.0
3a	No. Accidents per 100,000 miles – van.	1.0	2.2	2.2	1.5	1.0
3c	No. hours safety training per employee.	8	N/A	4	8	8
4a	Miles per road call.	6	6	6	6	6
4b	Percent PM tasks done per schedule.	100%	100%	100%	100%	100%
4c	Maintenance cost per mile.	\$0.80	\$0.82	\$0.86	\$0.83	\$0.80



RECENT ACCOMPLISHMENTS

- Fixed route operations observed a ridership increase of nearly 8 percent during 2004, after several years of declines.
- Special Services recertification of disabled riders is underway through a contract with an independent third party provider.
- Wichita Transit received recognition from Metro Magazine as one of its "Top 10 Most Improved Transit Systems in North America"; and was named "Transit System of the Year" by Kansas Public Transit Association (KPTA).
- Fareboxes were added to the buses in late 2003 and early 2004. These fareboxes have enabled the department to better measure ridership levels as well as ridership patterns. Going forward, these resources will be used to facilitate improved route planning.

OVERVIEW

Wichita Transit operates 51 buses on 18 different routes dispersed throughout the City. Fixed route service is offered from 6:00 a.m. to 7:00 p.m. Monday through Friday, and 7:00 a.m. to 6:00 p.m. on Saturday. To supplement this service, up to 18 para-transit vans handle the needs of the community by providing rides on a curb-to-curb basis for 20 hours per day, seven days per week.

Wichita Transit also provides seasonal services such as the Q-Line Trolley service - operating three routes for limited hours six days a week during the summer; bus service to selected sporting and cultural events; a fleet of 5 Trolleys for private charter; and themed historical tours on Thursday, Friday and Saturday mornings during the summer months.

The Transit Center is the hub for route transfers and most other customer services. Since its opening in 1999, the Transit Operations Center has served as the home for administrative and maintenance personnel.

DIVISION DESCRIPTION

Wichita Transit encompasses four distinct divisions, financed by various combinations of state, federal and local funds. Administration, Operations and Special Services divisions are funded through all three sources, while the Maintenance division is funded entirely by federal grants.

ADMINISTRATION: This division is responsible for providing direction and strategic vision for the complete enterprise, which includes planning and setting of service and resource levels. Additional duties include monitoring operational performance, locating, securing and coordinating usage of available grant funds, observing compliance with City policy as well as state and federal regulations, and soliciting feedback through public channels.

Administration consists of 1 outside-contracted General Manager who is not a direct City employee, as well as 7 City employees ranging from Assistant to the Director to Customer Service Clerks.

OPERATIONS: Bus Operations encompasses over half of the personnel in Transit. This division includes 1 Operations Superintendent, 3 Operations Supervisors, 68 Bus Operators, and 1 Customer Service Clerk. Responsibilities of Operations personnel include ensuring system on-time performance, Operator scheduling, dispatching and location of fleet, labor/union relations, and investigation of safety and security issues.

Rider Contribution to Revenue			
	2002	2003	2004
Farebox recovery (thousands)	\$570	\$485	\$533

MAINTENANCE: This division is responsible for performing on-time maintenance, responding to trouble calls, replacement of parts, and ensuring the steady and timely performance of the fleet along the route system. Personnel consists of 1 Equipment Maintenance Supervisor, 1 Mechanic Supervisor, 9 Mechanics, 4 Mechanic Helpers, and 5 Bus Porters.

SPECIAL SERVICES: Special Services provides direct or indirect rides to disabled citizens, by use of owned para-transit vans or contracting with outside third-party providers. Responsibilities are included but not limited to scheduling rides, dispatching vans, and coordinating with other local agencies to provide ADA-mandated rides to those citizens who need and request them. Staff in this division includes two Transportation Development Coordinators (1 each at TOC and Transit Center), 4 Customer Service Clerks, and 24 Van Drivers.

FINANCE AND OPERATIONS

Operating sources for Wichita Transit consist of bus fares, trolley charter revenue, advertising, General Fund subsidies and state and federal grant contributions. Capital sources play a role in periodic investments in buses, vans and technological improvements.

To improve service delivery and encourage additional ridership, Transit will continue to fund improvements, including vehicle locator technology, bus benches and shelter replacements. Also included in future plans are periodic fleet replacements as well as safety and security enhancements that will all contribute to safe, economical, timely and courteous service for citizens.



FUTURE CHALLENGES

- Manage grant funds effectively and capture maximum eligible costs in order to reverse declining trend in Transit Fund Balance.
- Manage para-transit costs, which have grown from 7% of total transit budget in 1992 to 24% through 2004. Control of subsidy rates will be critical, as well as monitoring effectiveness of the re-certification program.
- Continue efforts to implement safety and security enhancements to all Transit facilities and vehicles. AVL and security systems need to be in step with City-wide project initiatives.
- Integration of service with other nearby localities such as Derby, Andover, Goddard, or Park City will be essential in attracting and retaining additional ridership.



Transit Budget Summary					
	2004 Actual	2005 Adopted	2005 Revised	2006 Adopted	2007 Approved
Personal Services	3,312,991	3,784,340	3,507,350	3,596,970	3,709,580
Contractual Services	755,924	717,410	638,960	673,360	673,360
Commodities	742,356	502,120	537,440	654,460	654,460
Capital Outlay	0	0	0	0	0
Other	533,003	673,280	928,280	678,950	680,060
Total Local Expenditures	5,344,274	5,677,150	5,612,030	5,603,740	5,715,460
Trolley Fund Expenditures	111,772	143,370	143,370	145,210	143,460
Transit Fund Expenditures	5,232,502	5,533,780	5,468,660	5,458,530	5,572,000
Total Local Expenditures	5,344,274	5,677,150	5,612,030	5,603,740	5,715,460
Total full-time positions	111	111	111	111	111
Total part-time positions	2	2	2	2	2
Total FTE positions	112	112	112	112	112

Note: There are no position changes.

For additional information on Transit visit www.wichita.gov/



Trolley in 1892

TRANSIT

The transit system currently operates 51 buses (all ADA compliant) and 26 wheelchair lift vans on 18 fixed routes, 17 demand-response Para transit routes operated by the department, and 7 Para transit vans operated under a lease program with other social service agencies. Annually, WT carried over two million passengers on our fixed route bus service, and over 320,800 disabled passengers on our Para transit vans. There are 23 administrative positions and 107 employees, which are represented by the Teamsters Union. Executive management is provided through a contract with First Transit, Inc.