



Annual Report 2007



Riders boarding the T at 9th and Massachusetts Streets, downtown.
Photo courtesy of the *Lawrence Journal-World*

The T provided **388,325** one-way trips in 2007, and the T Lift provided **57,497** one-way trips.

ADMINISTRATOR'S MESSAGE

In 2007, the Lawrence Transit System has concentrated its efforts on conducting a variety of information-gathering and planning efforts to obtain a better understanding of transportation needs in our community at present and for the future. We continue to be optimistic about exploring opportunities for expanding partnerships and increasing coordination efforts so operational and cost efficiencies can be realized and effectiveness of the service can be improved.

Over the past seven years as our transit system has become more established in the community, it has experienced a noteworthy rate of growth that is uncommon among communities of our size providing similar services. We continue to be highly effective at serving social service needs by helping those who have mobility issues because of age, disability or economic hardship to continue to be independent and contribute to our community. Current route configuration offers most residents access to public transportation that provides service to vital community resources.

Our city, like many throughout the country, is faced with a variety of growing transportation challenges, such as rising energy costs, increased roadway congestion, and an aging population that requires specialized services. Public transportation can help tackle all three issues with varying degrees of effectiveness. My staff and I, as well as our contractor, MV Transportation, Inc., remain committed to finding solutions to those challenges and serving the residents of Lawrence.

— **Cliff Galante, CCTM, Public Transit Administrator**

AT A GLANCE

City employees: **3**

Contracted MV Transportation, Inc. employees: **60**

Routes: **8**

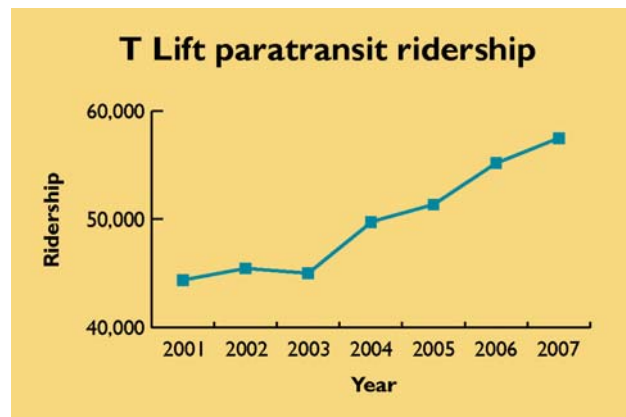
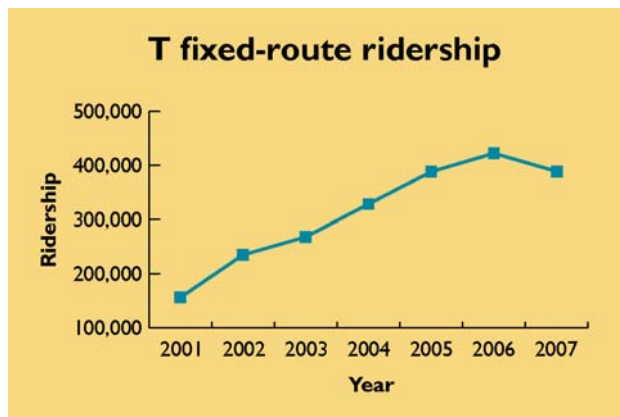
Vehicles: **12** fixed route, **14** paratransit, and **5** park & ride

Miles traveled by T and T Lift in 2006: **844,575**

Hours operated by T and T Lift in 2006: **66,677**

Wheelchair accessibility of bus fleet: **100%**

Hours of service: **6 a.m. to 8 p.m.**, Monday – Saturday



SYSTEM IMPROVEMENTS

- Upgraded web site, based on customer feedback, to improve usability and access to information.
- Replaced six T Lift paratransit vehicles that had fulfilled their useful service life requirements to avoid any disruption in transit service.
- Revised service and fare policies to better manage the rising demand and cost for transit service.

PLANNING EFFORTS

- Worked on updating T2030 Long Range Transportation Plan for Lawrence-Douglas County.
- Participated in the development of an Intelligent Transportation System architecture for Lawrence-Douglas County.
- Assisted Kansas Department of Transportation in completing its Long Range Transportation Plan. Represented Lawrence by serving on a topical group discussing metropolitan issues.
- Completed on-board passenger surveys for T fixed-route service to learn more about travel characteristics and demographics of riders.

- Conducted community-wide survey about public transportation to discover how transit is perceived and used in the community and what improvements it would take to encourage greater usage.

PARTNERSHIPS

Coordination of transit services with the University of Kansas

- Worked closely with University representatives in drafting a joint request for proposal for contracted transportation service for City and University transit operations beyond 2008.

K-10 Connector

- Helped facilitate the successful launch in January of a new inter-city public transportation service operated by Johnson County Transit along Kansas Highway 10. The service, aimed at alleviating highway congestion, links college campuses in Lawrence and Johnson County. In 2007, about 67,000 trips were provided.

University of Kansas Park & Ride

- Assisted the University of Kansas in acquiring five transit vehicles using federal funding the City received. Vehicles serve a newly constructed 1,500 vehicle Park & Ride facility located on West Campus. The service, available to the public, launched in August 2006 and provided a total of 261,380 trips in 2007.

Carpool Connection

- Continued growth of Carpool Connection, a free online matching service for commuters interested in ride-sharing in the Lawrence, Kansas City and Topeka metro areas. The program was created through a partnership with the Mid-America Regional Council's Rideshare Program. To date, more than 1,900 people have registered to use the service.



safe

for people
of all ages

maintaining productive lifestyles



Bus driver Tony Duran, left, organizes canned goods collected for local food banks. It was Duran's idea for riders to exchange a canned good for a free ride.

PUBLIC OUTREACH

Community Events

- Partnered with United Way in providing public transit for **Wednesdays at Liberty Hall**, an afterschool program for junior high students.
- Participated in **Earth Day** celebration by offering a free ridership day on the T and conducting public outreach activities.
- Attended the 12th annual **Helmet Fair**, sponsored by the Fire Medical Department. A bus was on-site for participants to tour and practice loading bicycles into the rack, and a free ridership day was offered to encourage attendance.
- Public Transit Administrator served as a panelist at the **Sustainability Town Hall Meeting**, where community transportation was one of four main topics.
- Joined transit agencies nationwide in promoting **Dump the Pump Day** on June 21 to

encourage use of public transportation.

- Attended **Feria Hispana** to inform the Spanish-speaking community about available public transportation services.
- Talked with the public at the **Home Energy Conservation Fair** about public transportation and carpooling.



- Administrative and operational staff joined in launching a **holiday food drive** on the T and T Lift. Members of the community donated 300 items, which were donated to Just Food, a partnership between three local food pantries. Riders who participated received a free ride in exchange for a donated item.

- Public Transit Administrator served as chair of the **United Way** funding campaign of City employees in 2007.

Public Education

Conducted numerous Travel Training courses for individuals and groups, including the following:

- Bert Nash
- Centro Hispano Resource Center
- Cottonwood
- C-Tran Program
- First Step at Lakeview
- Haskell Indian Nations University
- Lawrence-Douglas County Health Department
- Lawrence Public Schools
- Rotary Club
- Small World Program at First Presbyterian Church
- Transition Council Resource Fair
- University of Kansas
- Wyndam Place Senior Apartments

accessible
courteous
and friendly
links to
community
resources



The T Lift paratransit service gives rides to qualified people who are unable to use the regular fixed-route system. It is a door-to-door, shared ride service.

WHAT PEOPLE ARE SAYING

“I think it’s a wonderful service for our community. I know it has to have ridership in order to survive. It runs right by my house every day, and with the price of fuel, it only makes sense to take advantage of the service. I’ve found that the buses run with wonderful on-time regularity. The drivers are courteous and friendly and most accommodating in every way.”

— **John Emerson, Lawyer**

“I do not ride the T, despite being lucky enough to live on a bus line. But when I was a teenager I relied on the local public transit system, and today so do many young people, old people, people of limited means and people of strong environmental principles.

Good public transit costs very little compared to the benefits it creates: It reduces pollution, traffic and parking congestion, allows students and employees to get to

work, and allows seniors to get to social and medical appointments. Good buses, like good schools, are some of the things that make a city livable and keep property values high.”

— **Jacob S. Dorman, Assistant Professor, KU**

“The Lawrence T and T Lift services have done so much to promote independence for people with disabilities in our community that the effect is almost immeasurable. Cottonwood, Incorporated has been serving people with developmental disabilities in Lawrence for more than 35 years, and because of the affordable and accessible transportation offered by Lawrence Transit, nearly 100 of the people we serve are able to get to their jobs, do their shopping, or keep their medical appointments each day.

The door-to-door T Lift service provides a safe means of travel for many people who are unable to navigate

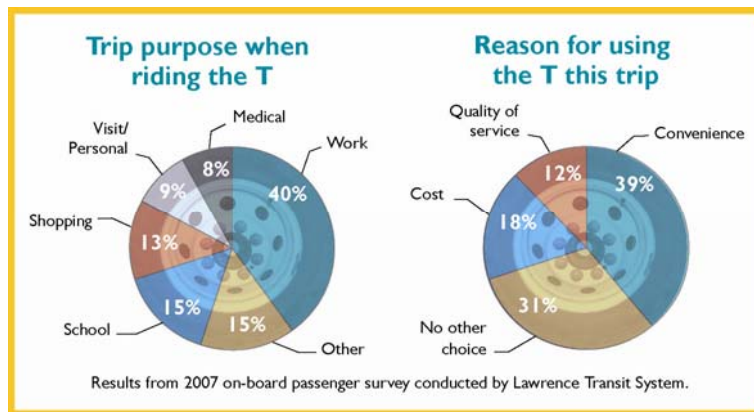
“Lawrence, Kansas is indeed fortunate to have a public transit system that meets the needs of so many of our citizens. We continue to work towards improving the system so that all may have access to a comprehensive and efficient transit system.”

— **Mayor Sue Hack**

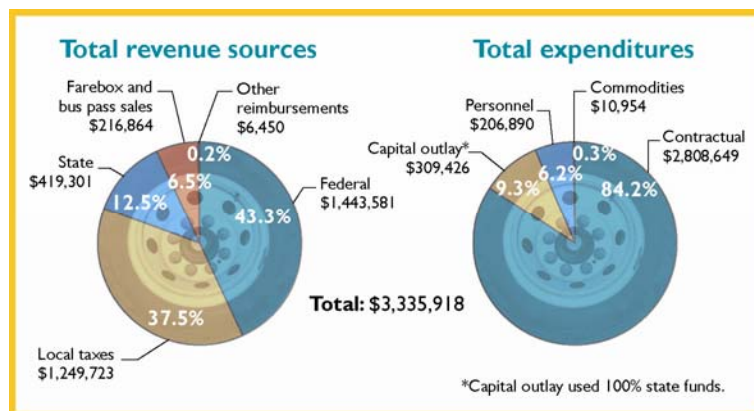
other systems, all at a price they can afford on relatively low incomes. In this way, people with both physical and cognitive disabilities are able to truly participate in and contribute to our society.”

— **Phil Bentzinger, Director, JobLink of Cottonwood, Inc.**

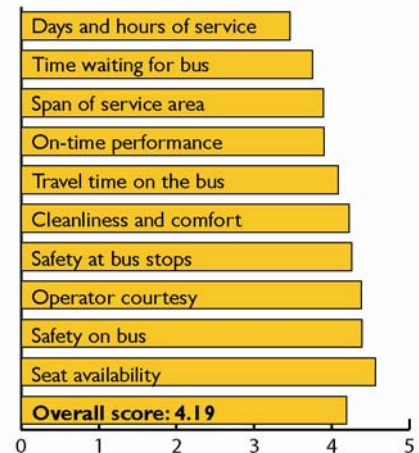
Transit supports the local economy



Revenues and expenditures



High Customer Satisfaction Ratings by T Riders



Results from 2007 on-board passenger survey conducted by Lawrence Transit System.

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