



THE LIFT SERVICE USER'S GUIDE

**For
Topeka Metro's
Paratransit Service**

Effective 04/11/2022

THE LIFT SERVICE

**The Paratransit Service
Of
Topeka Metro**



820 SE Quincy Street

Topeka, Kansas 66612-1114

785-783-7000

www.topekametro.org

This guide is available in an accessible format upon request.

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Accessible Service

The Board of Directors of the Topeka Metropolitan Transit Authority (Topeka Metro) has resolved that the *mission* of the Authority is to provide safe, reliable, courteous and efficient public transportation service to all residents of the Greater Topeka community.

The *vision* of the Authority is 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.

The *values* of the Authority are 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 Lift system was established in 1976 as one of the first paratransit services in the United States. The Lift is an origin to destination accessible bus service for those persons with disabilities in Topeka who are functionally unable to use the wheelchair accessible fixed route bus system.

Topeka Metro is committed to providing the best service possible for the community and is also committed to the proposition that all persons should be afforded equal public transit opportunities.

The following information will help Lift passengers and Topeka Metro staff work together to provide the best possible service to the largest number of persons seeking transportation. As Topeka Metro strives to meet the needs of all riders, the cooperation and understanding of passengers is appreciated.

For the safety of passengers and employees, all Topeka Metro facilities and buses are monitored using audio and video technology.

Many service materials available in standard print are also available upon request in accessible formats and in Spanish. To obtain materials in accessible formats or in Spanish, contact Topeka Metro Customer Service by calling 785-783-7000, visiting Quincy Street Station at 820 SE Quincy Street, or by e-mailing info@topekametro.org. Service materials may also be available on Topeka Metro's website at www.topekametro.org.

Eligibility for Service

The Americans with Disabilities Act (ADA) establishes accessibility regulations for public transit services. To use Lift services, a person must be certified as eligible according to ADA criteria, which is based on a person's *functional inability* to use the wheelchair accessible fixed route bus system.

Persons wanting to become certified to use the Lift must complete an application form and return it to Topeka Metro. Applications are available by calling 785-783-7000, by visiting the Quincy Street Station at 820 SE Quincy Street, by downloading the application from the website at www.topekametro.org, or by writing the Lift Service at 820 SE Quincy Street, Topeka, KS 66612-1114.

The application form must be completed in English in a standard written or typed format; however, the application instructions are available in Spanish and in an accessible format upon request. Assistance in completing the application will be provided upon request.

The application is reviewed for determination of eligibility once it is received. Applicants are to provide as much information as possible to describe their disability and how it affects their ability to ride a fixed route bus. All information received remains confidential. Eligibility is based on a person's *functional inability* to use the wheelchair accessible fixed route system. Applicant information may be verified, with the applicant's authorization, when required. In some instances, an applicant may be asked to have a functional assessment by Topeka Metro or an independent agency to determine his or her functional ability to ride a fixed route bus.

Once eligibility is determined, the applicant will receive a written response. If deemed eligible, they will be issued an I.D. certificate and provided a copy of the Lift User's Guide, which contains the policies and procedures for the service. Passengers are responsible for reading and adhering to all policies and procedures. Re-certification for services will be required, and is the responsibility of each passenger, prior to expiration of their current eligibility period. Persons with Topeka Metro Lift eligibility will be able to use paratransit services in other U.S. cities, in accordance with the availability of accessible transportation in that city.

In some instances, applicants are granted conditional/intermittent eligibility and will have their use of the Lift service determined on a trip-by-trip basis. Conditional/intermittent eligibility may be deemed necessary if a person's functional ability is affected by situations such as certain weather conditions, unfamiliar or inaccessible travel paths, or a disability with varying degrees of incapacity. Applicants may also be granted temporary eligibility.

Persons deemed not eligible or who receive conditional/intermittent or temporary eligibility will receive instructions on how to request an appeal. An appeal must be made within 60 days of notice and a determination will be made within 30 days of Topeka Metro receiving the appeal. Appeals can be made verbally or in writing. An in-person appeal meeting can be arranged.

Lift Service Information

Days/Times of service

The Lift service operates the same days and hours as the fixed route service, as generally described below. The Lift does not operate on Sundays or major holidays.

Lift Service hours: Monday through Friday:
5:35 a.m. to 6:40 p.m. (*final pick-up at 6:20 p.m.*)

Saturday:
8:15 a.m. to 6:40 p.m. (*final pick-up at 6:20 p.m.*)

Ride reservations taken: Monday through Sunday
8:00 a.m. to 5:00 p.m. *

* *Voice mail is available on Sundays from 8:00 a.m. to 5:00 p.m. in order to arrange a ride.*

Holidays

Topeka Metro is closed on the following national holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

Limited holiday service is offered on Martin Luther King Jr. Day, the day after Thanksgiving, and other days as needed. **Standing orders do not apply on holidays or days with limited holiday service;** in order to receive service on these days, you must reserve your ride by calling prior to 5:00 p.m. the day before the ride is needed.

Area served

Lift service will be provided to persons certified as eligible who travel to or from locations within three-quarters ($\frac{3}{4}$) of a mile of any regular fixed route bus route during regular service hours. Passengers living outside this area may still be certified as eligible, but will only be allowed to utilize the Lift at the ordinary Lift fare to travel to or from locations within the $\frac{3}{4}$ -mile corridor service area.

A premium service is available for pick-up or drop-off locations outside the $\frac{3}{4}$ -mile corridor, but within the contiguous corporate city limits of Topeka for a fare of \$15.00 one way.

Requesting a ride

Ride requests for Lift service may be made from 8:00 a.m. to 5:00 p.m. daily by calling 785-783-7000. Passengers may arrange a ride any time prior to 5:00 p.m. the day before the ride is needed. Rides requested for the same day will be scheduled only if time and space are available. Reservations may be made up to one (1) week in advance.

Passenger calls may be received by a voice mail service on weekdays when the scheduling personnel are assisting other clients or on weekends when the office is closed. Messages are checked as soon as possible and return calls are attempted. If you reach the voice mail, it is important to leave a message with the following specific information:

1. Name and telephone number
2. Exact pick-up location (including address, door, apartment number, building, etc)
3. Exact destination location and zip code
4. Date and desired arrival or appointment time
5. Return pick-up time, if return trip is desired
6. If a Personal Care Attendant (PCA) or Guest (Escort) will be accompanying you
7. Any mobility aids you will be using
8. Other special instructions (i.e., over-sized mobility aid, additional mobility aid, service animal, oxygen tank or respirator, children under age 5, special fare carrying case, etc.)
9. Request for a reasonable service modification, if applicable

Please try to schedule flexible trips, such as shopping or entertainment, during the least busy service hours of 10:00 a.m. to 2:00 p.m., when possible. A fare must be paid for each stop made to a destination location. Operators will not perform “wait trips,” where the vehicle waits on the passenger to go inside a location and then transports them to another location. Vehicle operators cannot make ride reservations, unauthorized stops, or destination changes.

The phone personnel are extremely busy, therefore, please have addresses readily available and know exactly what you need to schedule prior to calling the scheduling office; phone personnel will not look up addresses in the phone book on behalf of clients. In addition, it is requested that personal conversations with the phone staff and repeat calls be kept to a minimum.

Subscription service (also known as Standing Orders)

Subscription service is limited to passengers traveling to the same place at the same time each week for a minimum period of 90 days. **Due to the amount of time and effort it takes the staff to arrange subscription rides, please know exactly what you need before placing your request.**

Topeka Metro has the right to terminate any subscription service if there is a pattern or practice of cancellations or changes to any part of the subscription.

Trip preparation and pick-up window

It is the passenger's responsibility to be ready to depart the specified location when the vehicle arrives. If you are not able to let yourself in/out of your home and/or cannot be left alone, be sure that another person is present to help you.

Operators are not responsible for providing personal care assistance and are not trained or authorized to render medical aid. Those who need such assistance or need help in obtaining an attendant should call a local agency or an independent living resource center.

When you schedule your ride, you will be given a thirty (30) minute pick-up window. The vehicle may arrive at any time during that thirty (30) minute window. Once the vehicle arrives, you will be expected to board the vehicle within the allotted five (5) minute wait time.

If conditions delay the vehicle beyond the pick-up window, please contact the scheduling office to check on your ride.

Please make certain you have the exact fare before your ride arrives. You may pay exact cash fare of \$4.00 one-way or use a Lift ticket. Ticket strips contain 10 one-way ride tickets and may be purchased through the mail, at Quincy Street Station (820 SE Quincy St), at the online store at www.topekametro.org, or at participating outlet locations for \$40.00 per strip. Fare amounts are subject to change upon Board approval. **If you don't have fare, you will not ride.**

Waiting times

Due to time constraints and to alleviate distress caused to other passengers, it is necessary to limit the time an operator will wait on a passenger at the pick-up location. **The waiting time is five (5) minutes from the time the vehicle arrives at the pick-up location.**

Passengers who are not ready to board by this time or who are not at the designated pick-up location will be charged with a no-show and the vehicle will continue with its route. The policy on cancellations and no-shows will be explained later in this guide.

If appropriate, the operator will sound the horn when the vehicle arrives. Passengers should be at a location where they can see or hear the vehicle when it arrives. If requested, a specific means of indicating the vehicle has arrived will be pre-arranged for persons with both hearing and visual impairments. Operators wear an I.D. and a company-issued uniform. Vehicles are identified with the company name and logo. See page 7 for more information on contractors.

It is the passenger's responsibility to verify the exact time by calling Topeka Time & Temperature at 785-233-6471. This time will correspond with Topeka Metro's atomic clocks.

Return rides

Requests for return rides should be placed when the original ride request is made. As stated earlier, all rides must be requested by 5:00 p.m. the day prior to the date needed or up to one (1) week in advance.

When the desired return time is uncertain, it would be helpful for you to contact the office or the individual with whom you have the appointment to ask for an estimated completion time. Allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time. Passengers who must cancel a return ride because an appointment ran late should state that as the reason for canceling the trip.

Upon the rider's request and time permitting, a second vehicle **may** be able to return at a later time but is not guaranteed.

Negotiation time and drive time

When assigning your ride to a vehicle and determining your pick-up window, the ADA provides for a one-hour negotiation time on either side of the requested pick-up time. This negotiation time will be used when a passenger's schedule is flexible. In instances when the arrival time is not flexible, such as work, medical, or school trips, a negotiation time of one hour **prior** to the appointment time may be used. On return rides, a negotiation time of one hour **following** the requested pick-up time may be used. An average of 20 minutes' drive time from the pick-up to arrival time may also be included in scheduling.

Contractors

At times, passengers may be transported by a privately contracted vehicle rather than a Topeka Metro vehicle. This option is available due to arrangements between Topeka Metro and local private providers and is only available when scheduled by Topeka Metro personnel. The cost of the ride will be the same whether it is a Lift vehicle or a private contractor. Contractors accept exact cash fare or Lift tickets for payment. **All ride changes or cancellations must be made through Topeka Metro by calling 785-783-7000 and all Topeka Metro policies/guidelines apply to rides arranged with private contractors. Persons who call a private contractor directly to request or change a ride must pay the normal fare charged by that company.**

Upon request, passengers will be allowed to sit in the front seat of the contracted vehicle if they are unable to sit in the back seat. Contracted drivers will have a picture ID displayed, a company shirt and the vehicle will have company signage that is easily identifiable to passengers.

Cancellation and No-Show Policy

Policy statement

Topeka Metro understands that, because the Lift service requires trips be scheduled in advance, passengers may sometimes miss scheduled rides or forget to cancel rides they no longer need. Topeka Metro also understands that passengers may sometimes miss scheduled trips or be unable to cancel trips in a timely fashion for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely fashion can lead to suspension of service. The following defines Topeka Metro's Cancellation and No-show policy.

Early cancellations

To cancel a ride, you must call **at least one hour prior** to the scheduled pick-up window. Canceling in advance allows us the opportunity to redirect vehicles to other passengers needing service.

To cancel a ride:

Call 785-783-7000:

- ◆ Speak to the person answering or leave a message on the voice mail.
- ◆ Give your name and telephone number.
- ◆ Give the date and pick-up window of the ride(s) to be canceled.
- ◆ Give the address of the pick-up and destination locations.

No-shows

A ride is considered a *no-show* when:

1. The vehicle arrives at the designated location within the pickup window and the passenger does not show up or fails to board within the standard five (5) minute wait time referenced on page 6 of this Lift User's Guide. The vehicle will wait five (5) minutes from the time the vehicle arrives.
2. The passenger cancels their ride within one (1) hour of the scheduled pick-up window. When canceling late, please state the reason for the cancellation.
3. The passenger cancels with the operator upon arrival at the pick-up location.

Return rides, if applicable, will **NOT** be automatically canceled and may result in additional no-shows. Please contact the office immediately if you want subsequent rides canceled.

A no-show caused by circumstances beyond the passenger's control will not be counted as a no-show for purposes of determining the existence of a pattern or practice of missing scheduled rides. For example, a passenger has a family or medical emergency that reasonably prevents them from cancelling their ride at least one (1) hour prior to their pick-up window. The passenger or family member should contact the Lift office as soon as possible to report the circumstances and to cancel any unneeded rides that are scheduled. Likewise, booking errors made by Topeka Metro personnel will not be counted as no-shows. A pattern or practice of excessive no-shows may result in suspension of service.

Suspension of service

Consistent with Federal ADA regulations, Topeka Metro will review its no-show and cancellation records and suspend service to individuals who establish a verified pattern or practice of excessive no-shows. (*49 CFR, Sec. 37.125{h}*). To verify accuracy, no-show and cancellation records will be reviewed prior to proposing suspension, including review of the reason for the no-show, if provided.

Topeka Metro will send a notice letter after three (3) no-shows within a 30-day period. The purpose of the notice letter is to notify the passenger of their no-show record, to warn the passenger that additional no-shows within the 30-day period may result in suspension of service, and to provide information on how to dispute specific no-shows. Passengers wishing to dispute a specific no-show must do so within five (5) business days of receiving a notice letter that references the no-show date by calling the Lift scheduling office at 785-783-7000 to explain the circumstances and request removal of the no-show.

A pattern or practice of excessive no-shows may result in a suspension of service. A pattern or practice is generally defined as four (4) or more no-shows in a given 30-day period that exceed 5% of the passenger's scheduled rides for that same period.

The suspension period will last for one (1) week for the first offense and, for subsequent offenses, a progressive period of up to four (4) weeks. Before suspension of service, the passenger will be notified by certified mail of the intention to suspend service and provided appeal information.

Appeal procedure

An appeal process is available to all persons who have received notice of suspension of service. Passengers wishing to appeal a suspension notice must call or deliver a letter to the Chief Operations Officer within five (5) business days of the suspension notice. If desired, the passenger may also request an in-person appeal hearing. The appeal review committee consists of three (3) Topeka Metro employees. Persons who do not appeal will have service suspended beginning on the sixth (6th) business day after receipt of the notice. If needed, information regarding a second and final appeal will be included in the initial appeal response. Passengers will continue to be provided Lift service during the appeal process.

Passenger Accommodations

Assistance from operators

1. Origin to destination service.
 - a. Operators will not enter homes or nursing facilities beyond the main threshold. Passengers must be able to exit on their own or receive appropriate assistance from their personal care attendant. Operators do not provide personal care assistance.
 - b. Operators will not enter a business or living facility beyond the first-floor lobby to look for passengers. Passengers must be ready at the door of the scheduled location when the vehicle arrives.
 - c. Operators will not handle keys to lock or unlock doors, activate or de-activate house alarms, or use security codes unless prior arrangements are made with Lift staff.
 - d. Operators will assist wheelchair passengers up or down outside ramps, including ramps in garages. Ramps must meet ADA specifications and be free of snow, ice, and debris.
 - e. The pathway to and from the bus must be safe and free of debris.
 - f. The ramp or pathway condition must not pose a direct threat to safety.

2. Passenger assistance is limited.
 - a. Operators will not lift passengers, animals, wheelchairs, or mobility aids.
 - b. Operators are not allowed to carry or handle groceries, parcels, or packages.
 - c. Passengers are to find other assistance or make separate arrangements for delivery if there are more items than they can handle in one load or one trip to the vehicle; **multiple loads or trips to and from the vehicle are prohibited.** In addition, bags or packages must not be stowed in the walkways, doorways, or seats. This policy also applies when using our contractors.
 - d. Operators will not hold or carry children or child carriers on or off the vehicle.
 - e. Large items or items that pose a safety/health threat will not be transported. It is the passenger's responsibility to make separate delivery arrangements (examples: televisions, firearms, furniture, computers, plants, gasoline, boxes, etc.).
 - f. If a passenger needs to transport a second mobility aid that would occupy a wheelchair securement location, an additional **\$10.00** fee will be due upon boarding. Any such request should be made in advance when the ride is requested.

3. Assistance with fare collection is also limited.
 - a. Passengers must have the correct fare upon boarding in order to ride. Fare must be readily available to put in the fare box or give to the operator.
 - b. Operators do not sell tickets. Tickets are sold through the mail, online, at outlets, and at Quincy Street Station.
 - c. Operators do not make or carry change. Exact fare is required.
 - d. Operators will not remove fares from wallets, purses or passenger's clothing. Passengers may put their fare in an envelope or carrying case specially designed for the fare. Please notify the office if assistance is required.

Other assistance information

Please be sure the address of your house, apartment, or building is posted and visible from the street to assist the operators in locating you. It is the passenger's responsibility to provide clear, concise location information.

If a passenger cannot be left unattended at their destination, a staff or family member must be waiting to receive the passenger when the vehicle arrives. If no one is there to receive them, the operator will keep the passenger on board and attempt to deliver them at a later time. The fee for this extra service is \$10.00 for each additional drop-off attempt and must be paid at the time of completed delivery or prior to their next Lift trip.

According to ADA regulations, persons have certain rights for assistance from medical facilities, businesses, stores, etc., and should request such assistance from them when needed.

Requests for reasonable service modifications

Topeka Metro will make reasonable modifications to its policies, practices, or procedures when necessary to provide equal access to all services for persons with disabilities. Whenever feasible, requests for modifications will be made and determined in advance, e.g., during the paratransit eligibility process or through customer service inquiries. Where a request for modification cannot practicably be made and determined in advance, such as a temporary condition or barrier at a destination, Metro operating personnel will decide at the time of the request whether the modification should be provided. Metro contact information for making a request or complaint regarding a reasonable service modification is located later in this guide.

Personal care attendants (PCAs)

One (1) Personal Care Attendant (PCA) may accompany a registered Lift rider at no additional charge. Your file must indicate that you are eligible to have a PCA travel with you. You must reserve space for your PCA when scheduling your trip and they must have the same origin and destination as you do.

Guests (formerly known as Escorts)

Guests are welcome to ride with you and must pay the regular paratransit fare. Due to limited space, each Lift rider is guaranteed only one (1) guest per trip. You must reserve space for your guest (including children) when scheduling your trip and they must have the same origin and destination as you do. Seating for additional guests is on a “space available” basis and must not result in denial of service to another certified eligible Lift passenger.

Children

Up to three children under age five may ride free with a fare-paying certified adult. If a passenger is traveling with an infant, toddler, or small child, it is the passenger's responsibility to provide a child safety seat or booster seat according to the law. Topeka Metro and its contractors **do not** supply child safety or booster seats. The child should be secured during transit rather than be held by the adult. Operators will not hold or carry children on or off the bus. Child strollers or buggies must be folded and remain folded throughout transport, unless the device is a special needs or adaptive stroller in which case the child will remain in the stroller, and it will be secured according to Topeka Metro policy.

Visitors

Out-of-town visitors to Topeka who claim they cannot use the wheelchair accessible fixed route buses will be presumed eligible for up to 21 calendar days per year without having Topeka Metro paratransit certification. Proof of paratransit eligibility from another transit agency or a statement of the inability to use the fixed route service along with proof of residency and documentation of a disability may be required. After the 21-days are exhausted for the year, the passenger must complete a Topeka Metro Application for A.D.A. Paratransit Eligibility.

Use of securements and seat belts

Topeka Metro requires all wheelchairs, motorized scooters, and adaptive strollers be secured when in any bus or contracted vehicle. Lap and shoulder belts are available at wheelchair securement locations and Topeka Metro urges its riders to use them for additional safety. Lap and shoulder belts will not be used when a person's mobility aid cannot be secured adequately to the satisfaction of both the passenger and Topeka Metro personnel. Safety belts are available for ambulatory passengers on the Lift buses.

Passengers are to remain seated and keep their mobility aid secured until the vehicle comes to a complete stop at their destination. It is the responsibility of the operator to attach and remove the securements. In addition, the operator is the only person who should be operating the lift device or any other device on the vehicle. Operators are not responsible for operating or controlling a passenger's electric mobility aid.

The vehicle is equipped with a lift or ramp and will accommodate most three- and more-wheel mobility aids, such as scooters and manual and electric wheelchairs, as long as the mobility aid does not exceed the capacities of the vehicle and its equipment. Please make certain mobility aids are clean, safe, and in good working condition before traveling. All mobility aids must be free from clutter (clothing, bags, sacks, etc.) to allow for proper securement. Electric mobility aids must have power, or they will not be boarded.

Animals

Guide and service animals are allowed in all Topeka Metro facilities and vehicles, as well as all contract vehicles. Service animals must be individually trained to perform a specific task to assist the passenger. Service animals should be controlled by means such as a leash, lead, or harness and remain on the floor unless it interferes with the task it performs. If the animal cannot be on a leash, lead or harness, the passenger is still required to maintain control of the animal by whatever means necessary. The animal must not block aisles, steps, or doorways. Companion, comfort, emotional support animals, and pets are permitted, but must be fully contained in an appropriate latched pet carrier and remain in the carrier during transport. Passengers are responsible for loading and unloading the carrier and must always maintain control of the animal. The operator will not carry the carrier. When scheduling your trips, please inform the scheduling office if an animal will be accompanying you.

Boarding the bus

Any person may request to use the lift platform or ramp when boarding or alighting Topeka Metro vehicles. The operator will assist with boarding and alighting as needed. For stability, handrails are provided on both the Lift bus platform and steps. Please have your exact fare readily available to give the operator upon boarding. Service may be refused if the passenger's clothing or mobility aid is soiled with feces, urine, vomit, blood, or other bodily fluid, or if the passenger has an uncovered wound or sore.

Topeka Metro Contact Information

Comments, compliments, or complaints regarding Topeka Metro service can be made by calling Topeka Metro Customer Service at 785-783-7000, by sending an e-mail to info@topekametro.org, or by writing to or visiting Quincy Street Station at 820 SE Quincy, Topeka, KS 66612-1114. Fillable comment forms are available at www.topekametro.org.

To request a reasonable modification of service necessary to provide equal access for persons with disabilities, or file an ADA or reasonable modification refusal complaint, contact Operations Supervisor Al Bradley at 785-730-8651, send an e-mail to abradley@topekametro.org, or write or visit him at Quincy Street Station, 820 SE Quincy, Topeka, KS 66612-1114.

To receive e-mails regarding service changes and information, send a request to info@topekametro.org to join the e-mail list. You may also find Topeka Metro on Facebook, Twitter, Instagram, YouTube, and LinkedIn.

Rules for All Passengers

To ensure the safety and comfort of all riders and employees, the following are prohibited:

- Eating, drinking or open food and drink containers. Drink containers must have twist off cap or secure lid. Drinks will not be transported in the wastebasket.
- Intoxication or being under the influence of illegal substances.
- Smoking (except in designated areas) including the use of E-cigarettes, vaping, and chewing tobacco.
- Flammable liquids, such as gasoline, kerosene, propane, etc. Life sustaining equipment, such as an oxygen tank or respirator, is permitted.
- Unconcealed firearms or other weapons of any kind.
- Disorderly, abusive, dangerous, obscene, or threatening behavior or language.
- Physical or verbal abuse of the operator, another passenger, or any other transit employee.
- Unruly behavior, profanity, fighting, spitting, feet on the seats, littering, urinating or defecating in public.
- Operating, kicking, hitting, or tampering with the vehicle and/or equipment.
- Noise producing devices (headphones and earbuds are allowed).
- Cell phones on speaker or loud conversations that may distract the operator or interfere with other passengers.
- Distracting or inappropriate conversation with the bus operator or other passengers.
- Dangerous or large items, such as TV's, computer monitors, moving boxes, car batteries, explosives, fireworks, furniture, trees, large tools, panes of glass, etc.
- Excessive carry-on items or packages in the seat or aisle. Empty personal carts must be folded.
- Strollers that are not empty or folded prior to boarding or that block the aisle, steps, or doorways.
- Leaving items or children unattended. Children under age 5 must be with an older child or adult. Small children should sit up front near the operator.
- Animals without a latched pet carrier, with the exception of service animals which must be controlled by the owner and remain on the floor without blocking the aisle, steps or doorways.
- Indecent exposure (i.e., must have a shirt, pants, and shoes).
- Saggy pants that reveal any part of undergarments.
- Masks or “hoodies” that cover the individual’s face, with the exception of pandemic face masks.
- Idle Riding (riding more than one complete route without deboarding).
- Bikes or recreational scooters inside the vehicle.
- Electric or gasoline-powered bikes on the bike rack.
- Wearing or using roller skates, roller blades, shoes with wheels, or skateboards.
- Offensive body odor or clothing soiled with bodily fluids.
- Open or uncovered sores or wounds.
- Fare evasion, sharing of passes, or misuse of a Topeka Metro Reduced Fare ID.
- Standing in front of the standee line or in doorways when the bus is in motion.
- Standing when open seats are available, unless medically necessary.
- Removing wheelchair securements any time or standing before the bus comes to a complete stop.
- Unlawful and unapproved postings or handing out material on transit property.
- Solicitation, pandering/begging or conduct that might pose a safety or security risk/concern.

Topeka Metro customer service and dispatching personnel will not tolerate abusive, threatening, or foul language during phone calls. Passengers who violate any of Topeka Metro’s rules are subject to penalties, including being banned from Topeka Metro services and/or facilities. Passengers who engage in physical abuse or cause physical injury to another rider or operator will be immediately banned and may face possible criminal prosecution.

Fixed Route Service Information

Topeka Metro operates fixed routes throughout Topeka Monday through Saturday using wheelchair accessible vehicles. Primary service operates from 5:35 a.m. to 6:40 p.m. weekdays and from 8:15 a.m. to 6:40 p.m. Saturdays. For route and fare information, call Quincy Street Station at **785-783-7000**, visit Metro’s website at www.topekametro.org, or utilize Google Transit or DoubleMap. Each Topeka Metro bus stop has a number on the bus stop sign. Passengers can call or text 785-333-1113, enter the bus stop number, and receive instant information about the estimated arrival time for the next few buses for that particular stop. This phone number also appears on the bus stop sign. Route schedules are available upon request in an accessible format.

Persons with disabilities, Medicare recipients, persons ages 65 and older, and those who meet income requirements may ride fixed route buses at a reduced fare if they show a Topeka Metro Reduced Fare ID Card each time they board the fixed route bus. To obtain an application form for a Reduced Fare ID Card, call 785-783-7000, go to 820 SE Quincy, or visit our website. Youth ages 5 to 18 may also ride the fixed route buses at a youth rate by showing a valid high school ID or a picture ID showing their birth date.

The lower-level seats in the front of the fixed route buses are priority seating reserved for persons with disabilities and the elderly. Each bus is equipped with two wheelchair securement locations and ambulatory passengers must vacate those areas when a wheelchair needs to be secured. All wheelchairs and scooters must be secured by the operator. Lap and shoulder belts are available at wheelchair securement locations and Topeka Metro urges its riders to use them for additional safety. All passengers may use the ramp, lift platform, or kneeling feature upon request. The bus operator will assist passengers up and down the bus ramp, if needed. Automated or manual stop announcements are made along the route.

Baby strollers and buggies must be emptied and folded prior to boarding the bus and remain folded during transport.

Guide or service animals are allowed in all Topeka Metro facilities and vehicles (see “Animals” on page 13 for additional information). Life sustaining equipment, such as an oxygen tank or respirator, is permitted.