



# **Transportation Agency**

**Fiscal Year 2022 Annual Report**

**July 1, 2021 – June 30, 2022**

**Celia Mahikoa**  
Executive

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Assistant Executive

## TRANSPORTATION AGENCY

### I. MISSION STATEMENT

To provide the Kaua'i community accessible transportation services with professionalism and the Aloha spirit.

### II. AGENCY GOAL

#### A. Duties/Functions

To operate a transit bus system that offers an alternative means of mobility for Kaua'i's rural community and a paratransit bus system that effectively serves the elderly and persons with disabilities.

### III. PROGRAM DESCRIPTION

#### A. Program Objectives

- To provide leadership and administrative support to effectively accomplish agency goals and responsibilities.
- To provide a safe and reliable transport from bus stop to bus stop and door to door by managing daily transit operations including personnel, fleet repair and maintenance, routes, schedules, dispatching and adhering to all Federal, State and County rules and regulations.
- To formulate fixed-route bus schedules by addressing community need.
- To manage independent mobility for transit dependent individuals by assessing travel needs, arranging travel requests, providing travel training

#### B. Program Highlights



##### *Our Mobility*

##### Bus Rider Information and Service On-Line Improvements

The Transportation Agency continues to actively seek ways to improve public transit service and information, enabling riders to have greater freedom of mobility. The Agency's recent investments in transit operating software continues to expand accessibility of information and further enhance the quality of service for Kaua'i Bus riders with two examples to follow.

1) Fixed route bus riders can now easily track the location of any Kaua'i Bus in real time utilizing the new Kaua'i Bus rider app available on Apple OS/App Store and Android/Google Play. The app was launched in September 2021, providing Kaua'i Bus riders with real-time notification of bus locations, service changes and disruptions, and direct links to existing Kaua'i Bus web sites and social media platforms.

2) Paratransit registered riders are now able to submit trip reservations online through a web portal in which requests for paratransit trip reservations and existing reservations with The Kaua'i Bus can be submitted and reviewed at any time.

The Kaua'i Bus takes pride in providing safe and reliable public transportation for residents and those visiting Kaua'i, so it was a great honor that The Kaua'i Bus was ranked #3 in Hawai'i Magazine's 2022 Readers' Choice List the "Best of Kaua'i Services" for overall transportation service provided on Kaua'i.



### *Our Home...*

#### New Bus Stop for the Eleele Community

Ongoing growth in the Eleele community prompted the addition of a new bus stop to be constructed on Kaunualii Highway, near its intersection with Mahea Road. Service at the stop was initiated in February 2022, now providing bus riders an accessible Līhu'e-bound bus stop in that heavily populated area. Prior to this stop being available, Līhu'e-bound passengers in Eleele needed to utilize the Kealaula bus stop located between Port Allen and Eleele Shopping Center.

#### Tropic Care Support

The residents of Kaua'i were again greatly blessed by the dedicated members of our country's armed services holding Tropic Care clinics in three locations on island in June 2022. The Kaua'i Bus supported the public's ability to attend the clinics by offering free bus fares throughout the days the clinics were held. Additionally, four Kaua'i Bus vehicles were utilized for daily troop transports, easing the burden of accessing adequately-sized vehicles for their time on island.



### *Our Connections...*

#### Statewide Joint Procurement of Electric Buses

The Kaua'i Bus is committed to fulfilling its role in the State and County's goal of converting the government fleet to electric power by 2035. Its first four electric transit buses are being procured along with the necessary infrastructure through a joint procurement between Kaua'i, Maui, and the Big Island. Delivery of the buses is anticipated by the end of 2023.

#### Employee Digital Onboarding for County-wide Connectivity

The Kaua'i Bus is fully invested in supporting a successful implementation for its team members as the County transitions into utilizing a fully digital payroll program scheduled to go live in January 2023. Training is being provided, and communication formerly handled through paper memos and postings are now being handled via e-mail and other digital methods, improving efficiencies within operations and therefore saving employee time and agency payroll expenses.



## *Our Money...*

### Consolidation of all digital platforms and repositories

The Kauai Bus initiated investing even more effort throughout the year towards consolidating and more extensively utilizing the digital platforms that are made available by the County. As a result, major restructuring has been initiated and is ongoing with policy and procedure management in Power DMS, establishing new SharePoint groups and sites to allow more collaborative and efficient document sharing, and improving the organization of our Agency's digital storage. The restructuring and organization of documents and communication files continues to improve efficiencies with information management, saving time and improving clarity.



### Statewide Holo Card Fare Payment Initiative

As progress is being made towards upgrading fare payment options on The Kaua'i Bus, we have continued in our collaborative Statewide initiative led by the City & County of Honolulu's Department of Transportation Services (DTS) that will provide all bus riders statewide to utilize the same type of payment card that will be accepted by all public transit in the State of Hawai'i. Statewide implementation is anticipated within the next five years.





*Our Freedom...*

Freedom through Mobility

The Transportation Agency was again provided \$25,000 in funds to be utilized towards its community support initiative helping outreach programs provide bus passes to their clients. Bus pass benefits were shared with a total of fourteen agencies who serve various members of our community, which expanded from eleven agencies participating last year. The chart below details the type and number of passes provided for the needy through the County's coordination with each agency listed:

<b>AGENCY</b>	<b>One-Day Passes</b>	<b>Monthly Passes</b>	<b>Paratransit Vouchers</b>
Catholic Charities of Hawaii		96	10
Child & Family Services		10	
Easter Seals Hawaii			50
Friends of the Kaua'i Drug Court		10	
Hale Opio		40	
Kauai Economic Opportunity		11	
Kaua'i Veteran's Affairs	20	28	
Malama Pono Health Services		25	
Project Vision Hawaii	300	6	
Salvation Army	460	4	
US Veteran's Initiative		27	
West Kaua'i Ministries		69	
Women in Need (WIN)		42	
YWCA	68	76	
<b>TOTALS</b>	<b>848</b>	<b>444</b>	<b>60</b>



*Our Heart...*

Support for Kaua'i Bus Riders

The Kaua'i Bus regularly provides in person service updates and training whenever requested by various groups around the island. The Kaua'i Developmentally Disabled Council's monthly meeting is regularly attended to address questions or concerns attendees want to share.

Presentations were also provided for our kupuna to assist with registering for service and effectively utilizing transit service once registered, and discussions are held with students and faculty at schools to assist students with learning Kaua'i Bus routes and service.

**IV. BUDGET**

Funding available in Fiscal Year ending June 30, 2022:

Funding Source	Funds Available	FY2022 Expense
County General Fund	\$ 389,327	\$ 284,525
County Highway Fund	\$ 4,218,006	\$ 4,008,205
County General Excise Tax Fund	\$ 3,551,385	\$ 3,454,202
FTA Section 5311 Program (Rural Operations)	\$ 0	\$ 387,663
FTA Section 5311 Program (CARES Funding)	\$ 0	\$ 2,938,514
FTA Section 5311 Program (CRRSAA Funding)	\$ 8,000,270	\$ 3,084,267
FTA Section 5339 Program (Capital)	\$ 1,400,000	\$ 64,645
FTA Section 5339 Program (Discretionary)	\$ 4,386,651	\$ 0
<b>TOTAL</b>	<b>\$21,945,639</b>	<b>\$14,222,021</b>

(FTA = Federal Transit Administration)

The Federal Transit Administration’s second round of COVID relief awards, noted as “CRRSAA” funding provided operating and capital funds requiring no local match. The award has been utilized to maintain an acceptable level and reliable quality of transit and paratransit service and provide the funding needed to expand the transit base yard facilities.

Revenue sources for Fiscal Year ending June 30, 2022:

Fixed Route & Demand Response Paratransit	\$ 846,645
Contract Services (Kupuna Care & Senior Centers)	\$ 135,369
Donations (Kupuna Care)	\$ 3,557
<b>TOTAL</b>	<b>\$ 985,571</b>

The rental car shortages and increased costs of fuel experienced throughout the fiscal year prompted a rebound in ridership reflecting an increase of 57% in overall revenue from last year.

**V. ACCOMPLISHMENTS/EVALUATION**

	Fixed-Route	Paratransit
Total Passenger Trips	477,419	39,216
Average Unit Cost/Trip	\$8.71	\$55.79
Recovery Rate	11%	9%

Total Paratransit Clients Served: 528

Clients Registered on Paratransit Web Portal: 24

## Paratransit Service Types

### Demand-Response (ADA-qualified & Seniors) Transportation Service

This transportation service offers door to door or curb to curb service for certified ADA (Americans with Disabilities Act) and senior riders who are registered for service, and call ahead to reserve a time for being transported. Any and all trips requested including medical or agency appointments, employment, shopping, training, etc. are provided. Revenue collection is based on a per trip fare or ticket. The number of transports continued to increase to nearly 85% of pre-COVID levels as the population's activity levels expand.

### Kupuna Care Contract Transportation Service

This service is provided to seniors, certified by the Agency on Elderly Affairs as requiring door through door service for a variety of trip purposes including medical appointments, dialysis treatment, essential shopping and day programs. Revenues are based on a contract agreement with the Agency on Elderly Affairs and client donations. Similar to Demand-Response service, travel demand returned to nearly 85% of pre-COVID levels this fiscal year.

### Recreation Senior Center Contract Transportation Service

Transportation is provided for all nine senior centers island-wide to excursions, outreach and special events. Revenues are based on a contract agreement with the County Department of Parks and Recreation. Due to the COVID pandemic and a slow return to social activities, senior center programs were not active during this fiscal year, and therefore the annual fee was again waived.

## COVID-19 Recovery and Beyond

Ridership on both The Kaua'i Bus' fixed route and paratransit service has been slowly and steadily recovering to a point where trip demand has nearly reached pre-pandemic levels on all routes. The Transportation Agency continues to consistently review ridership and conduct analyses in areas where it appears service may need to be expanded to reduce crowding on certain runs and is committed to maintaining an acceptable level of service as we continue identifying more effective ways to serve the public and improve the bus riding experience for all into the future.