



Transportation Agency

Fiscal Year 2023 Annual Report

July 1, 2022 – June 30, 2023

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Executive

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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, and 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. One successful example is the Paratransit Web Portal. This new feature provides registered riders with the freedom to submit paratransit reservations and review their existing reservations at their convenience. It was first tested in fiscal year 2022, and by the beginning of fiscal year 2023, 24 paratransit riders were registered. By the end of the fiscal year, 99 riders have registered, more than quadrupling those registered at the beginning of the year.

Another successful example of these investments is the ongoing success of the Kaua'i Bus rider app that is available on Apple OS/App Store and Android/Google Play which were downloaded by over 6,100 current and potential Kaua'i Bus riders during the 2022 calendar year. The app provides fixed route bus riders an easy way to track the location of any Kaua'i Bus and provides 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. It also provides a map with the location of all Kaua'i Bus stops on the island and the routes and times the stops are serviced.



Our Home...

Touch-A-Truck Event

On Saturday July 9th 2022, The Kaua'i Bus had the honor of participating with Kaua'i Police Department's first ever Touch-A-Truck event. Families were invited to a hands-on opportunity to explore vehicles from multiple County of Kaua'i departments, including the Transportation Agency.





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 early 2025.

The Kaua'i Bus has been communicating and collaborating with the Hawai'i Department of Education since first notified in July 2022 about reductions in public school bus service that took place in August 2022 and continued throughout the school year. Coordination with HDOE provided the information needed to ensure sufficient amounts of Kaua'i Bus passes were made available for purchase to supply their "Express" and other student public transit programs passes on an ongoing basis.

Exceptional Customer Service training

The County Department of Human Resources provided and members of the Kaua'i Bus team had the opportunity to attend a training session in April 2023 titled "Exceptional Customer Service". Customer Service is an art of the heart, and we continue to strive for efficient and respectful service for our island community.



Our Money...

Fiscal and Maintenance Efficiencies through ElementsXS

The Kaua'i Bus Repair Shop Team has been very effective in the implementation of the County's ElementsXS platform to develop the Agency's work order and inventory management system. Ongoing expansion of the platform's application to the transit maintenance and asset management functions have increased the precision in which maintenance costs are tracked by monitoring items such as asset use, fuel consumption, labor hours, inventory stock quantities and costs, parts and service pricing, and maintenance/repair categorization.

The use of the ElementXS platform to monitor the many facets of the maintenance department that include the ability to generate detailed and informative reports helps the team to successfully manage the Agency's parts and labor expenses, providing a much more reliable method of assuring that fiscal responsibilities and compliance are aligned with FTA and HDOT regulations.

Electronic Fare Payment System and 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 the ability to utilize the same type of payment card that will be accepted by all public transit operators 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 awarded to a total of ten agencies that applied and who serve various needy members of our community. The chart below details the type and number of passes provided through the County's coordination with each agency listed:

AGENCY	One-Day Passes	Monthly Passes	Paratransit Vouchers
Catholic Charities of Hawaii		55	
Easter Seals Hawai'i	10		3080
Friends of the Kaua'i Drug Court		15	
Hawaii Health and Harm Reduction Center	6	17	30
Ho'ola Lahui	56	54	90
Lihue Court Townhomes	101	56	100
Lihue Missionary Church	9	30	360
Project Vision Hawai'i	560		
Women in Need (WIN)	47	32	
YWCA	100	44	
TOTALS	889	303	3660



Our Heart...

Outreach and Education Efforts

In fiscal year 2023, The Transportation Agency attended and participated in multiple events across the island to educate the public and build interest in public transit. A wide variety of demographics within the community were reached, including individuals attending Parks and Recreation’s senior congregate programs, students at Kaua’i High School, participants of the Foster Grandparents program, and members of community with developmental disabilities and their advocates. These events addressed questions from the community about how to access public transit and the tools available to increase accessibility, including The Kaua’i Bus mobile app and the Paratransit Web Portal.

IV. BUDGET

Funds Expended for Transit Operations in Fiscal Year ending June 30, 2023:

Funding Source	Total Expenses
County General Fund	\$0
County Highway Fund	\$3,057,595
County General Excise Tax Fund	\$7,212,559
FTA Section 5311 Program (Rural Operations)	\$974,849
FTA Section 5311 Program (CARES Funding)	\$40,450
FTA Section 5311 Program (CRRSAA Funding)	\$366,677
FTA Section 5339 Program (Capital)	\$10,218
TOTAL	\$11,662,348

(FTA = Federal Transit Administration)

Revenue sources for Transit Operations in Fiscal Year ending June 30, 2023:

Fixed Route & Paratransit Demand Response Services	\$908,912
Paratransit Contract Services (Kupuna Care)	\$128,030
Paratransit Donations (Kupuna Care)	\$2,248
TOTAL	\$1,039,190

V. ACCOMPLISHMENTS/EVALUATION

A. Fixed Route Service

The removal of the restrictions prompted by the Covid pandemic has prompted a steady increase in Fixed Route ridership on the public bus system. During the period of July 1, 2022 through June 30, 2023, a total of 588,960 trips were provided, which is a 23% increase in ridership over the prior year.

There have been ongoing staffing shortages in all areas of the operation, which has prompted a significant increase in overtime and occasional disruptions to service. Scheduled routes have been sustained at the post-pandemic level of service so far, however further reductions in staffing will need to prompt actions to proactively strategize reductions in transit service that would have the least negative impact on the community.

B. Paratransit Service

Paratransit service continues to serve the needs of those with mobility challenges utilizing fixed route service. There are various types of service for which individuals apply and qualify for as is noted below:

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 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.

Total Reservations Accepted (including trips that were cancelled, no-show, or deleted)	68,068
Total Passenger Trips (not including cancellations, no-shows, or deleted trips)	52,284
Clients Served	561
Riders enrolled under the Americans With Disabilities Act (ADA) and Seniors (65+)	186
Riders enrolled through the Agency on Elderly Affairs (Kupuna Care)	50
Average Unit Cost per Trip	\$55.79

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 a slow return to social activities and the ongoing challenges with maintaining a sufficient level of bus drivers on staff, senior center program transports were not reactivated during this fiscal year, and therefore the annual fee was again waived.

Ridership on both The Kaua'i Bus' fixed route and paratransit service continues to slowly and steadily recover from the reductions in ridership prompted by the pandemic. Ridership analyses continue to be conducted to determine whether adjustments to service would be beneficial to bus riders. The team remains committed to maintaining an acceptable level of service as we continue working to identify more effective ways to serve the public and improve the bus riding experience for all into the future.