

TRANSPORTATION AGENCY

Annual Report for Fiscal Year Ending June 30, 2015



I. Mission Statement

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

II. Agency Goal

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 serves the elderly and persons with disabilities.

III. Program Description

a. 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.

III. Program Description

b. Highlights

- The construction of six bus stops and passenger shelters was completed in March 2015, for phase I of the Mayor's Holoholo 2020 bus stop passenger shelter initiative to have all public bus stops on Kaua'i sheltered. Bus stop platforms were prepared by contractor Site Engineering, and volunteers representing several generous groups on Kaua'i were led by members of the Kaua'i Filipino Community Council in assembling the shelter structures and installing them at bus stops in Waimea, Hanapēpē, Lāwa'i, Hanamā'ulu, Kapahi, and Kīlauea. Each of the new shelter locations includes a bike rack, trash receptacles, and photovoltaic lighting which provides a safe, comfortable, and more pleasant waiting area for transit riders.



- During the 2014 legislative session, the State Legislature provided \$600,000 in funding for the second phase of construction that is anticipated to result in an estimated 12-18 additional bus stop locations to be improved and sheltered by mid-2016. The State Legislature allocated \$1,500,000 in funding during the 2015 legislative session for the third phase of construction to be initiated upon the completion of the second phase. The three phases of construction will result in a total of 49 bus stop locations being sheltered by mid-2017.

III. Program Description

b. Highlights

- The Transportation Agency accepted the delivery of 20 new vehicles to replace vehicles in the fleet that were well beyond their useful life. This latest shipment of new fixed route buses again have bike racks that hold three bicycles, resulting in a larger proportion of the fleet having the ability to further increase the number of bicycles transported, and decrease the number of times passengers must either board without their bicycle or wait for the next bus with space for the bicycle.



- The Transportation Agency was also provided four used buses from the City & County of Honolulu's Department of Transportation Services. The buses were vehicles that were retired from O'ahu Transit Services' fleet of public transit vehicles providing service for "The Bus" routes on O'ahu. The used buses were requested to provide the Transportation Agency a method of conducting a pilot program to determine whether operating larger transit vehicles would be feasible on Kaua'i while not needing to commit the significant funding the purchase of a large transit vehicle would require. Union consultations are being conducted to determine the most acceptable method of proceeding with the pilot project.

III. Program Description

b. Highlights

- The Transportation Agency and Kaua'i Community College were able to successfully conclude the first two-year agreement for the bulk rate discount bus pass program with students who registered for the fall 2013 through spring 2015 semesters. The initial agreement included the assessment of a \$20 fee from each student upon registration, which allowed every registered student unlimited rides on the Kaua'i Bus for the months during that semester. Revenue generated by this program was \$26,200 for the fall 2014 semester, and \$23,520 for the spring 2015 semester.

The success of the initial two-year agreement prompted KCC and the County to proceed with a new two-year agreement that required the fee amount to be increased to \$24 per semester beginning with registration for fall 2015. The new fee was prompted by price increases in the cost of the monthly bus pass that occurred over the past two years.

- The Transit Advisory Committee advises the Transportation Agency in the planning, development, and implementation of an island-wide, integrated, and accessible transit bus system. Members are appointed by the Mayor and represent groups such as transit users, persons with disabilities, students, elderly, and individual and agency personnel working with these groups. The Transportation Agency gratefully acknowledges their participation in this capacity:

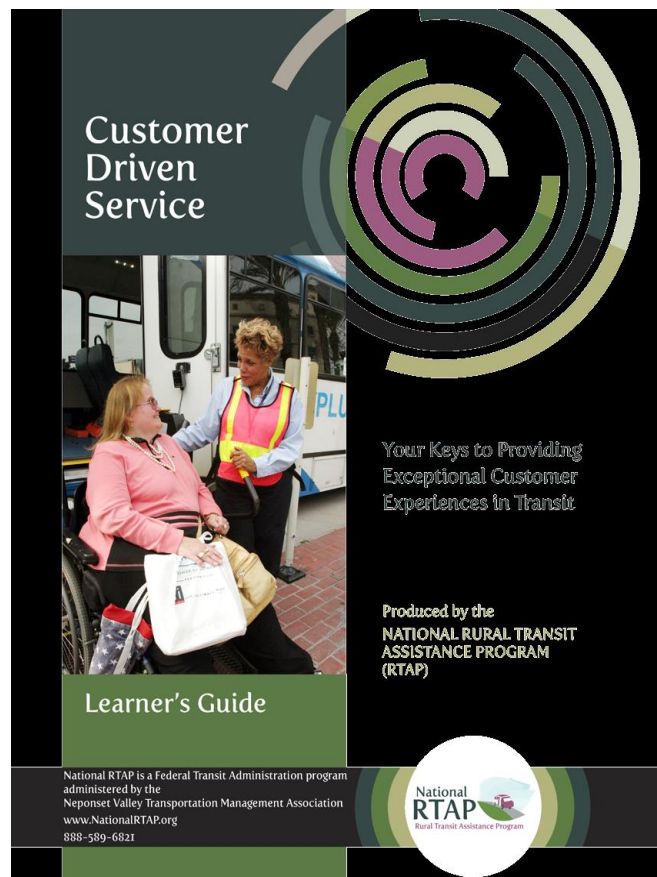
William Trugillo, Chair
Ed Nilson, Vice-Chair
Elena Kaauwai
Jo Manea

Harold Matsunaga
Caryn Sakahashi
KCC Student Representative

III. Program Description

c. Activities

- Presentations on the agency's services were made to various Senior Centers, Alu Like Programs, the Foster Grandparent Program and several groups serving individuals with disabilities on Kaua'i. Additionally, the agency participated in health fairs sponsored by First Hawaiian Bank, Mahelona Hospital, and Friendship House.
- The Kaua'i Bus once again participated in the Lihu'e Lights on Rice Street Parade.
- Driving skills, customer service, and team building training was again included in workshops for Transportation Agency employees through training materials and funding provided by the Federal Transit Administration.



IV. Program Measures and Statistics

	Fixed-Route	↑ / ↓	Paratransit	↑ / ↓
Total Passenger Trips	795,923	↓ 3%	78,092	↑ 8%
Total Wheelchair Trips	605	↓ 2%	8,851	↑ 4%
Total Bicycle Trips	13,701	↓ 4%	N/A	N/A
Average Unit Cost/Trip	\$6.28	↑ 16%	\$25.51	↓ 10%
Recovery Rate	17%	↑ 1%	8%	↓ 1%

↑ / ↓ represents the change from last fiscal year

Paratransit service provided 78,092 trips to the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	37,799	604
Kupuna Care Transit Service	18,549	142
Subscription Contract Transit Service	15,921	56
Recreation Contract Transit Service	5,823	75

Demand-Response Transportation Service

This transportation service offers door to door or curb to curb service for seniors and certified ADA (Americans with Disabilities Act) riders who 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 monthly pass.

Kupuna Care 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.

Subscription Transportation Service

This service is negotiated with social service agencies (Easter Seals) for their clients with disabilities to be transported to and from program sites. Routes are pre-determined by agency requests for program clients and a subscription monthly contract rate is charged.

Recreation Transportation Contract 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.

V. Budget & Revenue

Funding received in Fiscal Year ending June 30, 2015:

County General Fund & Highway Fund	\$ 6,966,609
FTA Section 5311 Program (Rural Operations)	\$ 1,249,644
FTA Section 5310 Program (Capital)	\$ 160,000
FTA Section 5309 & 5339 Program (Capital)	\$ 3,261,218
TOTAL	\$11,637,471

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2015:

Fixed Route & Demand Response Paratransit	\$ 806,084
Contract Services	\$ 230,276
Donations	\$ 7,681
TOTAL	\$1,044,041

VI. Holoholo 2020 Project Status

The Transportation Agency is committed to participating in the actions necessary to accomplish these five initiatives (projects) by the year 2020. Project progress is summarized below:

- **Kē'ē Beach Shuttle Service**
The Transportation Agency will continue to collaborate with the Planning Department as the Shuttle Feasibility Study for the North, South, and East shores is assembled and recommendations are made to address the parking and traffic issues within these areas which includes Kē'ē Beach.
- **Additional Alternative Fuel Buses with Increased Ridership**
The Transportation Agency continues its ongoing research towards the feasibility of converting its fleet to alternative fuels as supplies are established on island.
- **Increased Alternative Transportation**
The Transportation Agency continues to work closely with the Planning and Public Works Departments to support the alignment of transportation facilities to support better alternatives and more active modes of travel.
- **All County Bus Stops will have a Shelter**
The Transportation Agency completed the first six shelters, will award a contract for 12-18 more locations to be started before the end of 2015, and anticipates completing a total of 49 bus stops by mid-2017.
- **Bus Service Expansion**
Funding was allocated to the Transportation Agency to provide bus service on Thanksgiving Day, Christmas Day, and New Year's Day beginning with fiscal year 2015, resulting in bus service now being provided 365 days per year.