

# TRANSPORTATION AGENCY

## Annual Report for Fiscal Year Ending June 30, 2016



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### 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

- Bus Stop Passenger Shelters:
  - The Mayor's Holoholo 2020 bus stop passenger shelter initiative continues to successfully advance towards providing a total of 49 passenger shelters by the end of calendar year 2017. The first phase, concluded in March 2015 provided six locations to be completed, that were funded through the County. The State Legislature provided \$600,000 during the 2014 session for this project, which provided the funds to secure a contract to complete 17 more locations. The contract was secured this fiscal year, with shelters to be completed before the end of 2017.
  - The State Legislature allocated an additional \$1,500,000 in funding during the 2015 legislative session for the third phase of passenger shelter 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.
  - Each of the new shelter locations serves to improve service to the community by including a bike rack, trash receptacles, and photovoltaic lighting, providing a safe, comfortable, and more pleasant waiting area for transit riders.
- The Transportation Agency and Kaua'i Community College (KCC) proceeded with their second two-year bulk discount agreement to provide all students registering at KCC the ability to ride any of the Kaua'i Bus routes by showing their current student I.D. The agreement applies to the period through the Spring 2017 semester, and requires a fee amount of \$24 per student upon registration for each semester at KCC. The program serves to expand the number of community members utilizing public transit on Kaua'i, thereby reducing the number of vehicles on the roadways. Revenue generated by this program was \$29,160 for the fall 2015 semester, and \$25,656 for the spring 2016 semester.

### III. Program Description

#### b. Highlights



- 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:

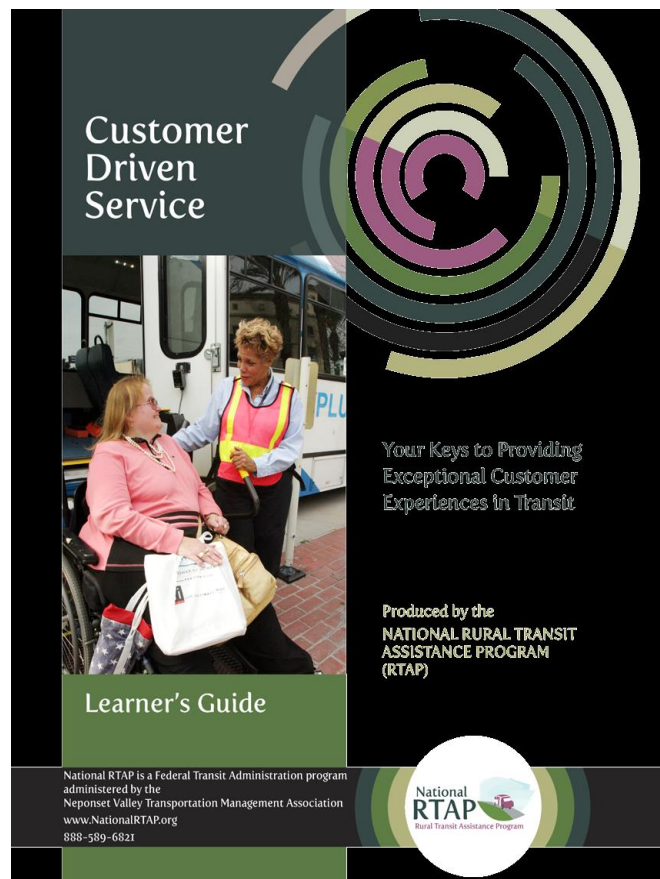
William Trugillo, Chair  
Ed Nilson, Vice-Chair  
Elena Kaauwai  
Jo Manea

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, disaster response, 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	764,086	↓ 4%	81,996	↑ 5%
Total Wheelchair Trips	599	↓ 1%	9,028	↑ 4%
Total Bicycle Trips	13,290	↓ 4%	N/A	N/A
Average Unit Cost/Trip	\$5.97	↓ 4%	\$27.04	↑ 6%
Recovery Rate	17%		7%	↓ 1%

↑ / ↓ represents the change from last fiscal year

Paratransit service provided 81,996 trips to the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	43,090	634
Kupuna Care Transit Service	16,234	142
Subscription Contract Transit Service	16,558	58
Recreation Contract Transit Service	6,114	79

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, 2016:

County General Fund & Highway Fund	\$ 7,207,766
FTA Section 5311 Program (Rural Operations)	\$ 571,260
FTA Section 5310 Program (Capital)	\$ 0
FTA Section 5309 & 5339 Program (Capital)	\$ 0
<b>TOTAL</b>	<b>\$7,779,026</b>

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2016:

Fixed Route & Demand Response Paratransit	\$ 766,279
Contract Services	\$ 224,870
Donations	\$ 8,185
<b>TOTAL</b>	<b>\$ 999,334</b>

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 continues to collaborate with the Planning Department as the Transit 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**  
Utilizing the \$600,000 provided by the State Legislature last year, the Transportation Agency awarded a contract for 17 additional shelters that are scheduled to be completed by December 2016. The \$1,500,000 provided by the State Legislature this year provides funding to complete 26 more shelters, which will bring the total number of bus stops sheltered through this project to 49.
- **Bus Service Expansion**  
Due to budgetary constraints, no expansion of service was implemented this year.