

TRANSPORTATION AGENCY

Annual Report for Fiscal Year Ending June 30, 2017



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 45 passenger shelters by the end of calendar year 2017. The County provided \$300,000 for the first phase, for which six locations were completed in March 2015. The State Legislature provided \$600,000 during the 2014 session for the second phase of the project, which completed seventeen more locations in January 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 where twenty-two locations will be completed. The three phases of construction will result in a total of 45 bus stop locations being sheltered by the end of the calendar year 2017.
- In a step towards efficiency, coordination with other projects has reduced the original number of locations that were planned to be included in this project.
- Phase III of construction work has left a remaining balance of \$600,000 in construction funds, prompting the rapid action required to carry out a fourth Phase of plans and construction to most effectively utilize all of the funds provided by the State Legislature within the allotted time.
- 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.



III. Program Description

b. Highlights

North and South Shore Transit Feasibility Study

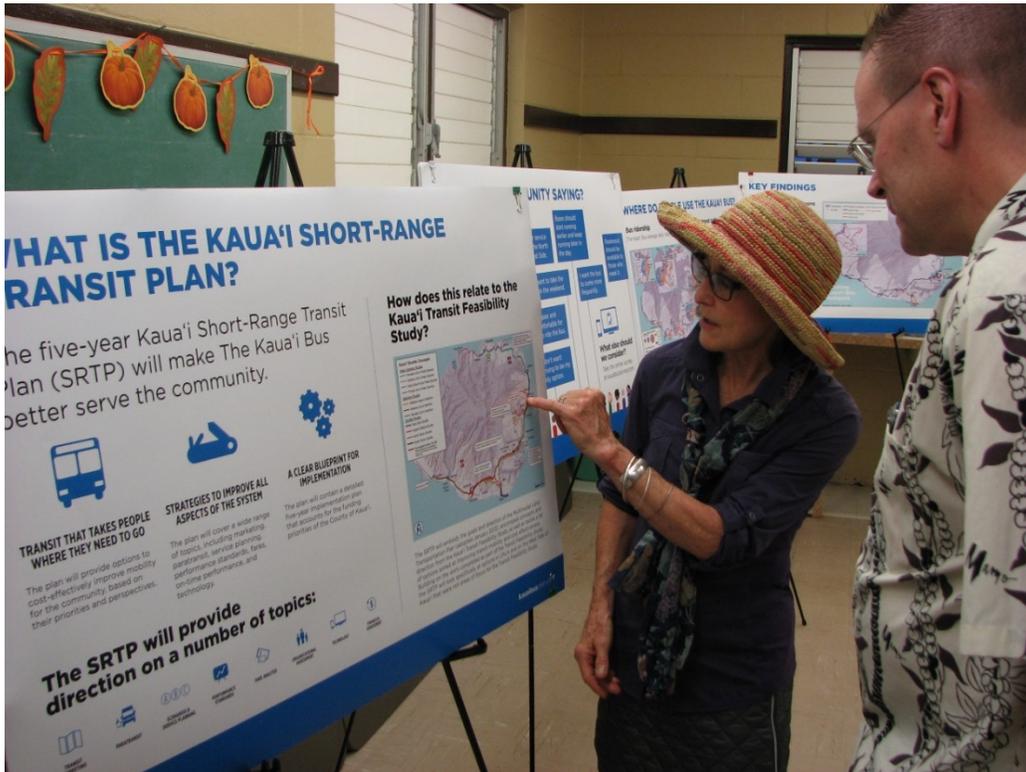


Led by the Planning department, working closely with the Transportation Agency, the study provides an extensive proposal containing transit operational solutions and a financial plan to help alleviate traffic congestion in the North, South, and East coast (visitor destination areas) of Kaua'i. The Transit Feasibility Study provides the visitor destination area data and proposals within the Short-Range Transit Plan scheduled for completion by September 2017.

Short-Range Transit Plan



The Short Range Transit Plan is connecting the dots between the Transit Program of the Kaua'i Multimodal Land Transportation Plan, the Transit Feasibility Study and the transportation sections within various Community Plans. In the effort to be as inclusive as possible, there has been an extensive outreach effort to elicit feedback about the plan. Several rounds of community and stakeholder meetings, surveys, and public storefront appeals were held to assemble as much feedback as possible.



III. Program Description

b. Highlights

Kaua'i Community College Bulk-Rate Discount Program

The Transportation Agency and Kaua'i Community College (KCC) concluded a 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 a current student I.D. The agreement applied to the four semesters from fall 2015 through spring 2017, and required 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 during this fiscal year was \$28,200 for the fall 2016 semester, and \$23,592 for the spring 2017 semester.

TIGER Grant (Rice Street Transit Improvements)



The U.S. D.O.T. TIGER Grant (“TIGER” is the acronym for “Transportation Investments Generating Economic Recovery”) was awarded to the County to re-vitalize the Līhu'e Town Core and provides an opportunity to redesign transit service along this important thoroughfare to more effectively address the transportation needs of the community. The County’s project team is collaboratively working on the redesign of Rice Street, which includes the re-siting, development, and inclusion of 4 bus stop locations into Rice Street improvement plans.



III. Program Description

b. Highlights

Computer-Aided Dispatch and Automated Vehicle Locator System



This transit-specialized software was procured primarily with federal funds to significantly improve the efficiency of paratransit scheduling, eliminate the manual tracking of ridership data, and provide the foundational technology required to implement real-time software applications for transit users. The system also contributes to a safer work environment for bus drivers and riders by providing vehicle location information, as well as an alternative method of communication beyond the 2-way radio system. The successful deployment of this system has expanded the technical knowledge and abilities of the entire team. With the dedication and collaborative efforts of the Agency's dispatch, drivers, and administrative team, we have successfully completed the first year of full operation with a scheduling success rate ranging from 85%-92%. The team continues to make small adjustments and consistently seeks ways to increase the effectiveness and efficiency of service to our customers.

Digital 2-way Radio Conversion

This year, the Digital radio cutover transition was completed. Moving from the old analog system to the new P25 system took coordinated efforts among several County Departments and Agencies, led by the County Telecommunications Officer. Bus mounted radios and support portable radios were upgraded and replaced for the bus fleet and support operation. The new system provides clearer and better service range for transit operations, and was a necessary step as the County upgrades the entire radio and telecommunications network.

Transit Advisory Committee

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. Their ongoing dedication and commitment is a prime example of public involvement towards improved transit service, and continues to contribute significantly to the successful provision of public bus service for the community:

William Trugillo, Chair
Jo Manea, Vice-Chair
Elena Kaaui

Jasmine Yukimura
Harold Matsunaga
KCC Student Representative

III. Program Description

c. Activities

- Agency Service Presentations

Presentations on the agency's services were made to various Senior Centers, the Kapa'a High School Special Education Program, and Easter Seals Hawai'i, all serving individuals with disabilities on Kaua'i. Additionally, the agency participated in the health fair sponsored by Kaua'i Adult Day Health, providing essential public transit and paratransit service information for families.

- Team Training Sessions

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	723,882	76,584
Total Wheelchair Trips	622	10,093
Total Bicycle Trips	18,897	N/A
Average Unit Cost/Trip	\$6.39	\$29.74
Recovery Rate	16%	10%

Paratransit service provided 76,584 trips for the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	46,465	622
Kupuna Care Transit Service	13,494	100
Subscription Contract Transit Service	13,844	54
Recreation Contract Transit Service	2,781	140

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, 2017:

County General Fund & Highway Fund	\$ 7,588,311
FTA Section 5311 Program (Rural Operations)	\$ 1,018,370
FTA Section 5310 Program (Capital)	\$ 0
FTA Section 5339 Program (Capital)	\$ 259,604
TOTAL	\$ 8,866,285

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2017:

Fixed Route & Demand Response Paratransit	\$ 713,447
Contract Services	\$ 221,569
Donations	\$ 8,072
TOTAL	\$ 943,088

VI. Holoholo 2020 Project Status

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

- **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 Housing Agency, 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 completed 17 additional shelters this fiscal year. The \$1,500,000 provided by the State Legislature last year provides funding to complete 34 more shelters, which will bring the total number of bus stops sheltered through this project to 57.
- **Bus Service Expansion**
Due to budgetary constraints, no expansion of service was implemented this year.