

TRANSPORTATION AGENCY

Annual Report for Fiscal Year Ending June 30, 2018



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 Kauai'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 54 passenger shelters by early 2019.
- The County provided \$300,000 for the first phase, for which six locations were completed in March 2015. The State Legislature provided \$600,000 for the second phase of the project, which completed seventeen more locations by 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 were completed.
- Phase III of construction work left a remaining balance of \$650,000 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. Phase four includes 9 more shelters scheduled to be completed by early 2019.
- In a step towards efficiency, coordination with other roadway projects has resulted in the deferment of a few existing bus stop locations being built via this project. This has allowed the reprioritization of other community bus stops to be built this year.
- 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

Expansion of Locations for Bus Pass Sales

In addition to the ongoing generosity of the owners of the Menehune Food Mart stores promoting the sale of bus passes from each of their stores for many years now, the Transportation Agency received approval to begin selling bus passes at all Times Supermarket (Big Save) locations, island wide in June 2018. The public now has the convenience of purchasing Kaua'i Bus monthly passes in Kekaha, Waimea, Kōloa, Līhu'e, Kapa'a, Kapahi, Kīlauea, and Hanalei.

Administrative Rules

Administrative Rules providing "Procedures for the Use and Closure of County Bus Stops" were passed and became enforceable on February 19, 2018. The rules included provisions prohibiting: 1) Individuals from occupying a bus stop between the hours of 12:00am and 4:00am, 2) Possession or consumption of drugs or alcohol, or to be smoking (including electronic cigarettes) at County bus stops and passenger shelters, 3) Structures or fixtures being erected at or immediately adjacent to bus stops, and 4) Occupying a bus stop or passenger shelter in a manner that inhibits its full and appropriate use by the public. The Transportation Agency team members continually seek to identify additional low-cost, yet effective improvements to service and facilities to increase customer safety and comfort.

Bus Map Feature

In efforts to improve access to bus stop location and route schedules, the County's Information Technology division assisted with the completion and activation of a bus map feature on our web page to provide the public with an online resource whereby bus stops can be located on an island map, with applicable bus schedules attached to each bus stop location. Upon implementation and review of access to the site in July 2018, it was noted that there was an average of 166 viewings per day.

Kaua'i Community College Bulk-Rate Discount Program

The Transportation Agency and Kaua'i Community College (KCC) renewed our bulk discount bus-pass agreement to continue through spring 2022. The program requires payment of a bulk-rate fee that provides all students registering at KCC the ability to ride any of the Kaua'i Bus routes at any time by showing a current student I.D. The program serves to encourage the use of public transit, expanding the number of community members utilizing public transit on Kaua'i, thereby reducing the number of vehicles on the roadways.

III. Program Description

b. Highlights

Bus Stop Volunteers

The North Shore Lions were recognized this year for their selfless role of designing, constructing, and then consistently maintaining the Kaua'i Bus stops in Princeville and Kīlauea for over ten years. These admirable, hard working Lions are regularly seen mowing, trimming, picking up trash, power washing, painting, and repairing the shelters and their surrounding areas. The North Shore Lions are certainly an inspiration for other service organizations and individuals seeking meaningful ways to serve their communities.



III. Program Description

b. Highlights

Electric Bus Demo and “No-Lo” Grant Application

The Transportation Agency successfully arranged to have two pilot project electric vehicles demonstrated on Kauai in June 2018 to introduce the public, our team members, and County and KIUC decision makers to electric buses and initiate discussions about what it may take to operate them on Kaua'i. Active participation in the State Department of Transportation's coordination of site visits, meetings, and conferences related to successful deployment of electric buses in Hawai'i's public transit fleets is also a priority. The Transportation Agency participated in the statewide grant application for new No- or Low-Emission buses submitted to the Federal Transit Administration by the Hawai'i Department of Transportation.



III. Program Description

b. Highlights

Short-Range Transit Plan & Transit Feasibility Study



The Short Range Transit Plan (SRTP) was integrated with the Transit Feasibility Study to provide a comprehensive plan that includes transit service strategies for the entire island. The SRTP is connecting the dots between the Transit Program of the Kaua'i Multimodal Land Transportation Plan, the Kaua'i County General Plan, and the transportation sections within various Community Plans. In the effort to be as inclusive as possible, the plan included extensive public, stakeholder, and decision maker outreach to elicit feedback about the plan, which was unanimously accepted by the Kaua'i County Council on October 18, 2017.

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 design for transit customer service and administrative offices, and the redesign of Rice Street, which includes the re-siting, development, and inclusion of 4 bus stop locations into Rice Street improvement plans.



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 Kaauwai

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 several health and senior fairs sponsored by Kaua'i's agencies serving the elderly and individuals with disabilities, providing essential public transit and paratransit service information for current and potential riders and their families.

- Team Training Sessions

Training Sessions were held in September 2017 and January 2018. In September, the focus was Ohana style teamwork, consistency in service, and safety. The January training focused on a course from Thinking Driver called Defensive Driving Attitudes. This course emphasizes that skill and knowledge are important, but it is the driver's attitude that ultimately determines whether a driver will implement that skill and knowledge in every situation. Additionally, all employees were provided wheelchair tie-down training to reinforce the practice of safe securement of all mobility aids on the Kaua'i Bus. The Federal Transit Administration provided all training materials and funding for these sessions.



IV. Program Measures and Statistics

	Fixed-Route	Paratransit
Total Passenger Trips	685,474	83,024
Total Wheelchair Trips	1,234	10,818
Total Bicycle Trips	22,470	N/A
Average Unit Cost/Trip	\$6.39	\$29.74
Recovery Rate	16%	10%

Paratransit service provided 83,024 trips for the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	46,969	614
Kupuna Care Transit Service	11,669	87
Subscription Contract Transit Service	16,072	50
Recreation Contract Transit Service	8,314	187

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, 2018:

County General Fund	\$ 4,872,213
County Highway Fund	\$ 3,552,229
FTA Section 5311 Program (Rural Operations)	\$ 382,112
FTA Section 5339 Program (Capital)	\$ 1,330,933
TOTAL	\$10,137,487

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2018:

Fixed Route & Demand Response Paratransit	\$ 749,849
Contract Services	\$ 176,466
Donations	\$ 5,019
TOTAL	\$ 931,334

VI. Holoholo 2020 Project Status

The Transportation Agency is committed to participating in the actions necessary to accomplish several initiatives (projects) by the year 2020. Project progress this fiscal year has been included in the Agency's highlights, and are summarized below:

- *All County Bus Stops will have a Shelter*
 - See Highlight: "Bus Stop Passenger Shelters"
- *Additional Alternative Fuel Buses with Increased Ridership*
 - See Highlight: "Electric Bus Demo and "No-Lo" Grant Application"
- *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 for all residents and visitors.
- *Bus Service Expansion*
 - Due to budgetary constraints, no expansion of service was implemented this year. Future expansion will be guided by the