



# **Transportation Agency**

**Fiscal Year 2019 Annual Report**

**July 1, 2018 – June 30, 2019**

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Executive

## 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 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.
- Manage independent mobility for transit dependent individuals by assessing travel needs, arranging travel requests, and travel training.

#### B. Program Highlights



##### Bus Stops and Passenger Shelters

The successful completion of the final phase of the Island Wide Bus Stop Improvement Project was completed in 2019 with the last of 54 redeveloped bus stops providing Kaua'i Bus riders with improved access to the bus stops, protection from the elements, safety through the installation of photovoltaic lighting, reflectors, and improved pull-out areas, comfortable bench seating, larger display cases bus schedules and information, and trash receptacles. These investments will encourage more residents to use the Kaua'i Bus, replacing automobile trips, helping to reduce traffic, travel costs, fuel consumption, and pollution as well as

providing the community with more environmentally responsible options.

- Collaborating with Wilcox Hospital, the Kaua'i Bus was able to redevelop the bus stop at the hospital's main entrance.
- On an ongoing basis, the Kaua'i Bus is coordinating with other roadway development projects to identify additional bus stop locations for redevelopment for the community.



### Google Transit

The Kaua'i Bus successfully deployed the Google Transit web based free application that provides existing riders and potential new riders and visitors very user-friendly tools necessary to make transit riding stress free. Using the Google Map Transit application, you just type in where you want to go and it will provide detailed instructions about getting there on the Kaua'i Bus.III.

### Transportation Cost Calculator

In an effort to shape perception about use of the Kaua'i Bus, with the help of the County's Information Technology division, a transportation cost calculator was installed on the Kaua'i Bus web site. This feature calculates the costs of your daily commute to work and the savings you could experience by purchasing an annual bus pass and using transit for your work commute. The transit cost calculator can be found at [www.Kaua'i.gov/BusFares](http://www.Kaua'i.gov/BusFares).

### Fleet Replacement

The Kaua'i Bus took receipt of 12 replacement buses and executed another order for an additional 6 replacement buses in 2019. Annual fleet replacement is critical to maintain a state of good repair of its buses, resulting in more effectively providing the community with safe transports, and maintaining bus schedule reliability.



### Driveway Redesign

With the assistance of the County Department of Public Works, the Kaua'i Bus redesigned and completed the reconstruction of the agency driveway that was in very poor shape, damaging fleet buses that were bottoming out as they entered and exited the property.



### Social Media Platforms (Instagram and Facebook)

In an effort to better engage and be responsive to needs of the transit rider community, the Kaua'i Bus launched its own social media pages. An Instagram and Facebook page was activated to provide another method of communication for the community, post rider updates, service changes, emergency alerts and to teach the community more about bus service on Kaua'i, and how transit can be a part of traffic, health, and personal budget solutions for the community. These platforms can be located through a search for: The Kaua'i Bus on Instagram and Facebook.



### Rice Street (TIGER) Bus Stop Improvements

The U.S. D.O.T. TIGER Grant project (“TIGER” is the acronym for “Transportation Investments Generating Economic Recovery”) that was awarded to the County to re-vitalize the Līhu'e Town Core, continues to progress, prompting bus stop adjustments to accommodate roadway construction. One of the many goals of the project is to provide an opportunity to redesign transit service along this important thoroughfare to more effectively address the transportation needs of the community, which includes the redesign of Rice Street, with the re-siting, development, and inclusion of 4 user-friendly bus stop locations and expansion of the bus stop pullouts and shelters on E'iwa Street.

C. Activities



Agency Service Presentations

Presentations on the services provided by the Kaua'i Bus were made to the participants at 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 for the Kaua'i Bus team were held in September 2018 and January 2019, during which safety, teamwork, and consistency in service were the primary elements covered. Drivers also participated in a "behind-the-wheel" driving course in November 2018 designed to test their skills at maneuvering, servicing bus stops, and maintaining focus while operating the vehicle. The Federal Transit Administration continues to provide 100% of the funding for all Kaua'i Bus training materials and training-related payroll expenses.

IV. BUDGET

Funding received in Fiscal Year ending June 30, 2019:

County General Fund	\$ 296,621
County Highway Fund	\$ 4,273,086
County General Excise Tax Fund	\$ 4,580,989
FTA Section 5311 Program (Rural Operations)	\$ 244,000
FTA Section 5339 Program (Capital)	\$ 1,009,987
TOTAL	\$10,404,683

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2019:

Fixed Route & Demand Response Paratransit	\$ 757,352
Contract Services	\$ 218,399
Donations	\$ 3,384
TOTAL	\$ 979,135

V. ACCOMPLISHMENTS/EVALUATION

	Fixed-Route	Paratransit
Total Passenger Trips	682,383	71,696
Total Wheelchair Trips	N/A	9,455
Average Unit Cost per Trip	\$8.73	\$33.28
Recovery Rate	13%	7%

Paratransit service provided 71,696 trips for the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior)	47,216	1,068
Kupuna Care Transit	9,908	122
Subscription Contract (6 months)	7,998	44
Recreation Contract Transit	6,574	167

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 was negotiated with Easter Seals for their clients with disabilities to be transported to and from program sites. Routes were pre-determined by agency requests for program clients and a subscription monthly contract rate is charged. Due to the increasing cost of service, Easter Seals chose to provide program clients with bus passes rather than renewing a contract for calendar year 2019.

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.