



# **Transportation Agency**

**Fiscal Year 2019 Annual Report**

**July 1, 2019 – June 30, 2020**

Celia Mahikoa  
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. Program 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, providing travel training

#### B. Program Highlights



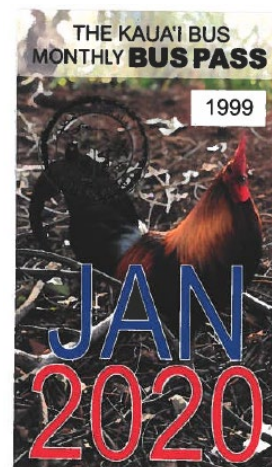
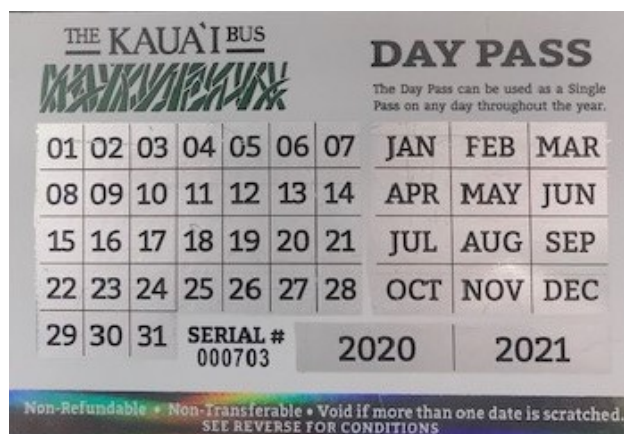
*Our Mobility...*

#### Bus Fare Payment Options and Pricing Improvements

The Transportation Agency is committed to identifying and implementing ways to improve its effectiveness in providing the public an affordable, eco-friendly mode of transportation while maintaining efficiencies within its

operation. Therefore, in alignment with the recommendations included in the Kaua'i Short-Range Transit Plan completed in 2018, an Ordinance was drafted that included extensive changes to the Kaua'i Bus' fare structure with a primary goal of encouraging increasing numbers of members in the community to choose to ride the Kaua'i Bus fixed route service. The ordinance containing the following significant improvements was approved in October, and became effective as of January 1, 2020:

- Fixed Route bus passes were made available at a 50% discount for individuals with disabilities, the elderly, and youth.
- One-day bus passes were introduced to provide the public with additional, convenient non-cash boarding options and assist riders and public service agencies with a flexible means of assisting infrequent fixed route bus riders with trip costs.
- Fixed Route and Paratransit fares were increased to maintain alignment of fares with the expected increases in costs for service.
- Tickets for Paratransit fares were made available for purchase to provide a non-cash boarding option for Paratransit clients in place of bus passes.



*Our Home...*

### Paratransit Eligibility Policies Codified

The Kaua'i Bus is committed to serving the needs of all individuals who use public transit and carries out our mission through facilitating ease of mobility, freedom, and choice for all residents and visitors in traveling to

and from their homes, accessing their workplaces, medical facilities, grocery stores, and other essential locations.

The primary role of Paratransit bus service is to provide accessible public bus service for individuals who due to a disability may be unable to access fixed route bus service. In our ongoing efforts towards improving the public's access to Kaua'i Bus information and providing the public with a more accessible, centralized method of retrieving Paratransit Eligibility policies, the Transportation Agency completely updated and expanded its Paratransit Eligibility policies via an ordinance approved then implemented in November 2019, which is now located within Kaua'i County Code Chapter 17A-1.3.



### *Our Connections...*

#### “Ride the Kaua'i Bus Free” Promotion

The Transportation Agency hosted another “Ride the Kaua'i Bus Free” promotion in September 2019 to support the County and State's commitment to attracting more community members to use public bus service to save money while utilizing a more sustainable method of transportation and contributing towards improving the traffic flow on the island. The State Department of Health supplied flyers that were posted in the vehicles and bus stops containing messages in a multitude of languages, informing the public of the many advantages of using public transit. The promotion attracted 140 additional riders to use the Kaua'i Bus that day!



### *Our Money...*

#### Class IV Zoning Permit Amendment for Public Transit Review

The General Plan Update (2018) provides a clear community vision with goals of sustainability, unique character, resilience, and equity. Many of its nineteen policies encourage future growth of the transit system within the complete streets development context. In an effort to implement the General Plan Update's vision, goals, and policies to support increased access and utilization of public transit, an amendment to the General-Class IV zoning permit process was submitted to and approved by Kaua'i County Council in November 2019.

The amendment requires the Transportation Agency's review of Class IV Zoning Permits, and will provide an opportunity for the inclusion of bus stops or bus stop funding in development projects that are projected to

contribute to population density and/or roadway traffic in the area to be developed. The goal of this action is to allocate more of the cost of developing transit facilities to its future users, saving the County the funds it would otherwise need to allocate to constructing transit passenger facilities separately or after-the-fact.



### *Our Freedom...*

#### Kaua'i Bus Code of Conduct

To help ensure the safety, security, comfort and convenience of all those who use Kaua'i Bus service, the Kaua'i County Council passed an ordinance to regulate conduct on Kaua'i Bus vehicles and at Kaua'i Bus passenger facilities. In simple terms, it's best described as the way to "ride right". When you ride right, you treat others as you would like to be treated. And you show respect for your fellow passengers and the transit vehicles and facilities you use. The ordinance added Chapter 17B to the Kaua'i County Code, formalizing the Kaua'i Bus "Code of Conduct", providing the County the ability to support the enforcement of Kaua'i Bus passenger rules to improve the bus riding experience for all riders.



### *Our Heart...*

#### Dementia Friends Training

The Kaua'i Bus team took advantage of a wonderful opportunity to attend the "Dementia Friends" workshop provided by the Agency on Elderly Affairs in May 2020. The material and training covered provided a dozen team members with valuable knowledge about creating a climate of kindness and understanding, so that those customers affected by dementia that we have the pleasure of serving each day will truly feel valued by all members of the Kaua'i Bus team.

#### Kaua'i Bus "Night to Shine" Youth Transport

The Kaua'i Bus is committed to effectively serving the people of Kaua'i , and again had the privilege of transporting 30 youth who attended the sixth annual "Night to Shine" event held at the Kaua'i Marriott in February 2020. "Night to Shine" is an unforgettable prom night experience, centered on God's love, held for youth with disabilities who are ages 14 and older.



*Kauai Bus Team Members sharing the certificates they received from attending the May 2020 Dementia Friends workshop.*

#### IV. BUDGET

Funding received in Fiscal Year ending June 30, 2020

County General Fund	\$ 357,212
County Highway Fund	\$ 5,050,003
County General Excise Tax Fund	\$ 6,274,329
FTA Section 5311 Program (Rural Operations)	\$ 605,798
FTA Section 5339 Program (Capital)	\$ 1,428,139
<b>TOTAL</b>	<b>\$13,715,481</b>

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2020:

Fixed Route & Demand Response Paratransit	\$ 667,605
Contract Services (Kupuna Care & Senior Ctrs)	\$ 162,488
Donations (Kupuna Care)	\$ 3,445
<b>TOTAL</b>	<b>\$ 833,538</b>

**V. ACCOMPLISHMENTS/EVALUATION**

	Fixed-Route	Paratransit
Total Passenger Trips	591,506	53,843
Total Wheelchair Trips	N/A	7,921
Average Unit Cost/Trip	\$8.73	\$33.28
Recovery Rate	13%	7%

Paratransit service provided 53,843 trips for the following programs:

Program	Trips	Active Riders
Demand-Response – ADA-qualified	35,140	664
Demand-Response - Seniors	6,727	179
Kupuna Care	8,220	130
Recreation Senior Centers	3,756	N/A

Paratransit Service Types

Demand-Response (ADA-qualified & Seniors) Transportation Service

This transportation service offers door to door or curb to curb service for certified ADA (Americans with Disabilities Act) and senior riders who are registered for service, and 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 ticket.

Kupuna Care Contract 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.

Recreation Senior Center Contract Transportation 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.

COVID-19 Impacts

Due to the public’s cooperation with heeding the directives prompted by the COVID pandemic situation, directing that the Kaua’i Bus be used for essential needs only,

a 13% reduction in fixed route, and 25% reduction in paratransit ridership was measured from the prior year. By June 30, 2020, fixed route daily ridership was still averaging 40% of the daily ridership of the prior year, and paratransit daily ridership was averaging 25% as compared to the prior year.

Upon notification of the pandemic, the Kaua'i Bus team immediately consulted with the State Department of Health to establish sound protocols of taking action to protect our customers and employees. Enhanced cleaning protocols were instituted right away, masks were purchased and provided to all employees, and updates were provided for all team members to keep them apprised of changes in the directives and recommendations being made by the Centers for Disease Control, the State Department of Health, and the Mayor's office.

To reduce the potential exposure of Kaua'i Bus drivers to many members of the public during fare payment when boarding, a trial period of waiving bus fares took place during the month of April. The trial was discontinued in May due to the Agency receiving increasing numbers of reports of what appeared to be non-essential rides taking place.

The pandemic has prompted the Kaua'i Bus to make several service level changes that will continue until further action is prompted by the public's need for additional service: 1) Weekday service terminates three hours earlier than pre-COVID service, 2) Hourly service has been instituted to provide same-schedule operations seven days a week, rather than having buses run only every two hours on the weekends, 3) Added weekend bus service to Wailua Homesteads and Houselots.

The Kaua'i Bus drivers continue to work on the front lines, providing the public with safe and reliable transports to and from the locations they need to access. In recognition of this role, Mayor Kawakami shared an encouraging message with them on "Sound the Horn" National Transit Recognition Day held on May 21<sup>st</sup>. All bus drivers nationwide were encouraged to honk their horn at 9:00am that day in recognition of their service as "Heroes moving heroes" during the pandemic. Drivers enthusiastically participated and voiced their appreciation for this recognition.

The Kaua'i Bus will continue to consistently review ridership and analyze areas where it appears service may need to be added to reduce crowding on certain runs, and is committed to maintaining an acceptable level of service through this challenging time, and into the future.