

TRANSPORTATION AGENCY

Annual Report for Fiscal Year Ending June 30, 2013



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 training on paratransit service.

III. Program Description

b. Highlights

- Additional convenient locations for bus pass purchases started in August 2012. Kaua'i's Menehune Food Marts offered to have their four store locations join us and Pono Market in this collaborative effort. The convenient locations, days, and hours have greatly contributed to the success of this initiative, resulting in the sale of over 330 passes from these locations each month, also providing an additional benefit of further decreasing the service window demands at the County Treasury office in Līhu'e.
- The Transportation Agency and Kaua'i Community College were able to successfully initiate the bulk rate discount bus pass program with those students who registered for the fall 2013 semester. The agreement includes the assessment of a \$20 fee from each student upon registration, which allows every registered student unlimited rides for the months during that semester. This project is the successful result of the "KCC Transit Pilot Project", an 11-month collaborative effort between the County and KCC that serves to increase awareness about sustainable living on Kaua'i and promote the many benefits of public transit with the students of KCC.
- The Kaua'i Multimodal Land Transportation Plan contract initiated in May 2011 was completed in September 2012, and was accepted by Council in January 2013. The plan includes significant amounts of input from the community and outlines steps that the County of Kaua'i will take to achieve a balanced multimodal transportation system through the planning horizon year of 2035. This is the County's first multimodal land transportation plan and serves as a policy document to guide the update to the General Plan, address strategies for county roads and streets, public transit, bicycle facilities, pedestrian facilities, agricultural needs, and be used as a means to integrate land use planning with transportation system development. The plan recommends the formation of a Transportation Coordinating Committee, which has been formed to facilitate representatives to continue to work collaboratively in accomplishing the plan action items and goals.
- The Transportation Agency's Holoholo 2020 bus stop passenger shelter project was initiated with the award of a \$300,000 design and engineering contract that has been progressing well. The contract will result in construction-ready plans for 49 locations across the island, and will include materials and staffing to support community meeting presentations in five districts, scheduled for October 2013. Construction is anticipated to begin in the second quarter of 2014.

III. Program Description

b. Highlights

- **Service Expansion:** The restructuring of shuttle service for the Kōloa/Po'ipū/Kalāheo area was implemented in October 2012, resulting in the ability to offer hourly shuttle service for the community.
- The Transportation Agency was able to successfully award a contract for the purchase of 20 buses which will replace vehicles in the fleet that are beyond their useful life, resulting in more reliable, comfortable service for bus riders. Delivery is scheduled for December 2013.
- The U. S. Department of Transportation, Federal Transit Administration awarded the Transportation Agency a “State of Good Repair” grant for \$1,240,000 to fund the replacement of 12 buses in the transit fleet. Authorization to proceed with grant drawdown is anticipated in late 2013.
- Bus Pass price increases were approved by Council to better align bus pass prices with per-trip fares. This was one of the recommendations for the transit system in the Kaua'i Multimodal Land Transportation Plan.
- The repair of small equipment for all County Departments was successfully transitioned to the Transportation Agency in October 2012, resulting in efficiencies that reduced equipment down-time, thereby contributing to the potential of greater productivity by equipment operators.
- 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
Owen Tango

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.
- Mayor’s Advisory Committee for Equal Access meetings are attended regularly to promptly address transit-related inquiries or concerns.
- Customer service and team building training was provided for all Transportation Agency employees through Federal Transit Administration training funds. An evening session was held in May 2012, where employees participated in exercises and discussions centered on the need for unity and evaluating and improving attitudes through the Hawaiian value of “Lokahi”.
- The Kaua'i Bus once again participated in the Lihu'e Lights on Rice Street Parade.

IV. Program Measures and Statistics

	Fixed-Route	↑ / ↓	Paratransit	↑ / ↓
Total Passenger Trips	781,791	↑ 5%	75,480	↑ 2%
Total Wheelchair Trips	380	↑ 54%	7,466	↓ 13%
Total Bicycle Trips	17,998	↓ 7%	N/A	N/A
Average Unit Cost/Trip	\$5.46	↑ 6%	\$26.02	↓ 7%
Recovery Rate	17%	↑ 1%	11%	↑ 2%

↑ / ↓ represents the change from last fiscal year

Paratransit service provided 75,480 trips to the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	29,384	579
Kupuna Care Transit Service	18,665	155
Subscription Contract Transit Service	15,317	248
Recreation Contract Transit Service	12,114	49

IV. Program Measures and Statistics

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, 2013:

County General Fund	\$5,825,273
FTA Section 5311 Program (Rural Operations)	\$ 609,285
FTA Section 5310 Program (Capital)	\$ 80,000
FTA Section 5309 Program (Capital)	\$ 975,000
TOTAL	\$7,489,558

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2013:

Fixed Route & Demand Response Paratransit	\$ 752,573
Contract Services	\$ 167,934
Donations	\$ 5,990
TOTAL	\$ 926,497

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'e Beach Shuttle Service**
The Transportation Agency will continue to collaborate with the Planning Department to take the steps necessary to ensure we work closely with the north shore community and all stakeholders to obtain accurate information and formulate clear recommendations for addressing the transportation-related issues on the North Shore, including Kē'e 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 prompt alignment of transportation facilities.
- **All County Bus Stops will have a Shelter**
The Transportation Agency has funding available to proceed with constructing 8-10 shelter locations, for which groundbreaking is anticipated for spring 2014.
- **Bus Service Expansion**
Beyond the 30% expansion in transit service that was implemented in February 2011, further bus service expansion will be aligned with future growth in demand, as funding is made available. This year, the restructuring of shuttle service in Kōloa to provide hourly service has expanded transit options for work commuters who work non-typical hours, seniors, students, and visitors.