

TRANSPORTATION AGENCY

Annual Report for Fiscal Year Ending June 30, 2014



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

- Construction plans for the improvement of 49 bus stop locations were completed, as part of the Mayor's Holoholo 2020 bus stop passenger shelter initiative to have all public bus stops on Kaua'i sheltered. The bid for the first phase of bus stop construction is scheduled to be opened in July 2014. The first phase of construction has enough funding to provide at least one fully accessible, ADA-compliant, sheltered bus stop with photovoltaic lighting and a bicycle rack in each district on the island. The locations were determined by several factors, including ridership at the location, property ownership, and input received at the five project community meetings held in October 2013. The first phase of construction will also include the many generous volunteers who have asked to contribute to their community by assisting with the assembly of the passenger shelters.
- The Hawai'i State Legislature approved a \$600,000 appropriation to the County of Kaua'i for the completion of additional bus stop improvements, allowing the Transportation Agency to proceed with the bid for the second phase of construction. Along with the additional \$300,000 provided through County CIP funds for fiscal year ending 2015, the construction of 18-20 additional bus stop passenger shelters is anticipated to be initiated by December 2015.
- The Transportation Agency and Kaua'i Community College were able to successfully initiate the bulk rate discount bus pass program with students who registered for the fall 2013 and spring 2014 semesters. The agreement includes the assessment of a \$20 fee from each student upon registration, which allows every registered student unlimited rides on the Kaua'i Bus for the months during that semester. Revenue generated by this program was \$28,670 for the fall 2013 semester, and \$25,080 for the spring 2014 semester. This program is the result of the "KCC Transit Pilot Project", an 11-month collaborative effort between the County and KCC to increase awareness about sustainable living on Kaua'i and promote the many benefits of public transit with the students of KCC.
- The "Free Ride" Transit Promotion was again conducted during the Tropic Care medical clinics held June 16th – 26th. The promotion supported encouraging the use of public transit, as well as assisting individuals with limited finances to obtain the generous professional services provided for the community by the Tropic Care team.

III. Program Description

b. Highlights

- The Transportation Agency accepted delivery of 20 new vehicles to replace vehicles in the fleet that were well beyond their useful life. The new fixed route buses have bike racks that hold three bicycles, resulting in the ability to increase the number of bicycles transported, and decrease the number of times passengers must either board without the bicycle or wait for the next bus with space for the bicycle. The delivery of 20 more vehicles of a similar design is anticipated in December 2014.
- 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	Harold Matsunaga
Ed Nilson, Vice-Chair	Caryn Sakahashi
Elena Kaauwai	KCC Student Representative
Jo Manea	

- The Transportation Agency utilized a portion of its Federal Transit Administration (FTA) Section 5339 funding to replace the air conditioning unit and gutters, and paint the exterior of its Administrative building. The Agency's repair shop facility will have gutter repairs and exterior painting completed in the upcoming fiscal year, also covered by an 80% cost share through FTA Section 5339 funding.

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 Transportation Agency employees through Federal Transit Administration training funds.
- 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	819,950	↑ 5%	74,975	↓ 1%
Total Wheelchair Trips	722	↑ 90%	8,505	↑ 14%
Total Bicycle Trips	19,107	↑ 6%	N/A	N/A
Average Unit Cost/Trip	\$5.16	↓ 5%	\$27.95	↑ 7%
Recovery Rate	16%	↓ 1%	9%	↓ 2%

↑ / ↓ represents the change from last fiscal year

Paratransit service provided 74,975 trips to the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	31,661	579
Kupuna Care Transit Service	19,286	155
Subscription Contract Transit Service	15,568	248
Recreation Contract Transit Service	8,460	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, 2014:

County General Fund & Highway Fund	\$6,612,521
FTA Section 5311 Program (Rural Operations)	\$1,006,768
FTA Section 5310 Program (Capital)	\$ 160,000
FTA Section 5309 & 5339 Program (Capital)	\$2,215,000
TOTAL	\$9,994,289

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2014:

Fixed Route & Demand Response Paratransit	\$ 755,640
Contract Services	\$ 208,213
Donations	\$ 7,869
TOTAL	\$ 971,722

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 Office of Economic Development and the Planning Department to take the steps necessary to 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 awarded its first contract to proceed with constructing 6 shelter locations, for which groundbreaking is anticipated by November 2014. Additional funding has been provided by the County (\$300,000) and the State Legislature (\$600,000) to construct approximately 18 additional shelters by December 2015.
- **Bus Service Expansion**
Funding was allocated to the Transportation Agency to provide bus service on Thanksgiving Day, Christmas Day, and New Year's Day beginning with the upcoming fiscal year 2015. Prior to this service addition, bus service was provided on all but these three holidays.