

# TRANSPORTATION AGENCY

## Annual Report for Fiscal Year Ending June 30, 2012



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### 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

- The Transportation Agency partnered with Kaua'i Community College to conduct the "KCC Transit Pilot Project" that has served to increase awareness about sustainable living on Kaua'i, promote the many benefits of public transit with the students of KCC, and facilitate the collection of data in order to initiate a discount bulk rate bus pass program with the college. The pilot project ended on June 30, 2012, and the new pass program is expected to begin with the opening of registration for the spring 2013 semester.
- Pono Market offered to become the first private business to sell bus passes in May 2011. The convenient location, days, and hours have greatly contributed to the success of this initiative. The resulting sales of 50-60 passes each month from Pono Market are also decreasing the service window demands at the County Treasury office.
- The Kaua'i Multimodal Land Transportation Plan contract initiated in May 2011 was nearly completed. The plan 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 will serve as a policy document to guide the update to the General Plan, as well as address strategies for county roads and streets, public transit, bicycle facilities, pedestrian facilities, agricultural needs, and as a means to integrate land use planning with transportation system development. Research for the plan included several initiatives that involved public participation and input, ensuring that the priorities included in the plan accurately reflect those of the public. The fully assembled draft plan has been completed and will be reviewed by applicable departments and agencies, then the final version is scheduled to be available in September 2012.
- The "Free Ride" Transit Promotion was conducted during the Tropic Care medical clinics provided in February and March 2012. The promotion resulted in a 10% increase in public transit ridership.
- Service Expansion: The addition of three morning routes on the Kapahi shuttle achieved the goal of enhancing transit service consistency by providing hourly service on Route 60.
- The Kamehameha Schools' Kali'imamo Program provided its second-grade student participants a service learning opportunity that involved the construction of a beautiful bench. They generously donated it to the Kapa'a community to be installed at the Kapa'a Neighborhood Center bus stop.

### III. Program Description

#### b. Highlights

- The initiative to encourage the use of public transit by County employees was continued this year in that they were able to ride the bus free of charge with a County ID. Employee participation in the program resulted in 6,884 trips, which represents a 19% increase from last fiscal year.
- The construction project addressing the installation of accessible boarding platforms was completed. The project also included the construction of bus shelters at the Kapa‘a Neighborhood Center and Kalepa Village bus stops.
- 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	Owen Tango
Jo Manea	

#### c. Activities

- Service Changes: Moved several bus stops as a result of safety and ridership analyses to increase system safety, security, and efficiency. Service in Līhu'e, 'Ele'ele, and Kapahi were affected by the changes.
- 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.
- The Kaua'i Bus once again participated in the Līhu'e Lights on Rice Street Parade and the Waimea Lights Parade during the holiday season.

IV. Program Measures

	Fixed-Route	↑ / ↓	Paratransit	↑ / ↓
Total Passenger Trips	747,236	↑ 39%	74,267	↑ 9%
Total Wheelchair Trips	247	↑ 159%	8,494	↑ 22%
Total Bicycle Trips	19,256	↑ 40%	N/A	N/A
Average Unit Cost/Trip	\$5.16	↓ 9%	\$27.95	↓ 6%
Recovery Rate	16%	↓ 1%	9%	No Change

↑ / ↓ represents the change from last fiscal year

Paratransit service provided 74,267 trips to the following programs:

Program	Trips	Active Riders
Demand-Response (ADA/Senior) Service	27,657	538
Kupuna Care Transit Service	19,733	229
Subscription Contract Transit Service	15,920	144
Recreation Contract Transit Service	10,957	43

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 disabled clients 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, 2012:

County General Fund	\$5,503,313
FTA Section 5311 Program (Rural Operations)	\$ 589,394
FTA Section 5310 Program (Capital)	\$ 80,000
FTA Section 5309 Program (Capital)	\$ 925,000
TOTAL	\$7,097,707

(FTA = Federal Transit Administration)

Revenue sources for Fiscal Year ending June 30, 2012:

Fixed Route & Demand Response Paratransit	\$ 661,161
Contract Services	\$ 182,929
Donations	\$ 6,288
TOTAL	\$ 850,378

VI. Holoholo 2020 Project Status

The Transportation Agency is committed to serving as the primary agency in accomplishing these five initiatives (projects) by the year 2020. Project progress is summarized below:

- **Kē'e Beach Shuttle Service**  
The Transportation Agency conducted the research necessary to determine that the next step in addressing parking and transportation issues for Kē'e Beach is to assemble north shore stakeholders who will then select the committee who will work with a consultant to develop the plan.
- **Additional Alternative Fuel Buses with Increased Ridership**  
The Transportation Agency continues its ongoing research towards the feasibility of converting its fleet to biodiesel fuel.
- **Increased Alternative Transportation**  
The Transportation Agency continued to work closely with the Planning and Public Works Departments to ensure alignment of transportation facilities.
- **All County Bus Stops will have a Shelter**  
The Transportation Agency succeeded with obtaining a contractor to complete the design and engineering for 47 bus stop locations. This phase of the project will provide the design, plans, and bus shelter construction contract development.
- **Bus Service Expansion (completed in February 2011)**  
Further bus service expansion will be aligned with future growth in demand.