

HONOLULU DEPARTMENT OF TRANSPORTATION SERVICES

**SHORT RANGE TRANSIT
OPERATIONS PLAN
FINAL REPORT**

May 2012



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OVERVIEW

The City and County of Honolulu's Short Range Transit Operations Plan (SRTOP) for TheBus and TheHandi-Van provides a set of policies, principles and recommendations to improve the efficiency, effectiveness, capacity, and quality of Honolulu's existing bus and paratransit services. The SRTOP lays out a blueprint for how transit can support enhanced mobility for Oahu's residents and visitors, reduce traffic congestion, and provide a transit-based strategy to create livable communities. To accomplish this, the SRTOP identifies and recommends near term service improvements to address salient issues and improve operational efficiency and creates guidelines for future planning to identify and prioritize capital improvements and service changes over time. The SRTOP was developed from 2008 through 2012 under the management of the Honolulu Department of Transportation Services (DTS).

There are a number of specific challenges that transit services in the City and County of Honolulu have faced in recent years that this project sought to address. The transit system is a victim of its own success, operating at or over capacity much of the time. This constrains the system's ability to improve service quality and increase usage. Limited roadway infrastructure and significant congestion compound these issues by impacting service quality and capacity. Finally, Honolulu lacks funding to maintain the current system, much less to expand. The SRTOP tackled these tough issues, closely examining the role that transit can play in enhancing mobility and quality of life in Oahu.

Developing a road map for integrating bus and fixed guideway service was another key project theme in development of the SRTOP. DTS, in cooperation with FTA, is developing the Honolulu High-Capacity Transit Corridor Project (HHCTCP), a fixed guideway transit system that will provide new transit service on Oahu. The need to reconfigure bus service to provide access to fixed guideway transit stations and to integrate bus facilities with this new system was a key consideration throughout the SRTOP.

There were multiple phases in the development of the SRTOP. The project began with a thorough assessment of existing services and conditions. The team then developed performance standards and design guidelines which provide staff with guidance in how to evaluate current services, allocate scarce transit resources and consistently and predictably respond to emerging community needs. The final stage of the project was to develop concrete actions that DTS could take in the short term to improve service efficiency and quality on the ground today. To define these actions, the team first developed a toolbox of general strategies and then refined these to identify a set of specific service changes for implementation.

This document constitutes the final report for the SRTOP. It summarizes the plan development process, key findings, and public outreach and comments. The principal milestones of the short range transit planning process were:

- Existing Conditions
- Performance Standards and Design Guidelines
- Strategies and Service Changes:
 - TheBus Service Planning Toolbox and Capital Needs
 - TheHandi-Van Strategies
 - TheBus Change Summary Report Service Standards

Each of these reports is summarized below and can be found online at:

<http://www1.honolulu.gov/dts/short-range-transit-plan.htm>.

Moving forward, the critical elements of the SRTOP that DTS will rely on for guidance in managing the system are the performance measures and the design guidelines, shown in Figures 1 through 4 below. These provide DTS with specific direction on how to continuously improve and enhance transit services to best serve Honolulu's riders and communities.

EXISTING CONDITIONS REPORT

The existing conditions report set the stage for all subsequent work conducted for Honolulu's SRTOP. It summarized the existing operating environment, focusing on trends that affect the delivery and effectiveness of public transportation services. The existing conditions report revealed several major themes that had implications for the SRTOP process as well as continuing implications for Honolulu's public transportation services. The significant themes that emerged from this initial review are listed below. Additional information on any of these themes can be found in the report itself.

TheBus Services:

- Honolulu's public transit system is very productive, comprising a major element of Honolulu's transportation infrastructure
- Overall, cost recovery of TheBus is excellent
- A few routes carry most of the system's riders
- The system's design guidelines are not fully understood by people outside the agency
- Most routes are designed to serve destinations in and around Downtown Honolulu
- Several factors combine to slow Downtown bus operations
- Overcrowding is a problem
- The system's most productive services focus on several major travel corridors
- The system does not meet its on-time performance goals
- Some express routes are very productive, others fail to meet the system's expectations
- Integration of fixed guideway transit will reshape the system in the west end of the island over the next 10 years

TheHandi-Van Services:

- DTS attempts to operate TheHandi-Van services in compliance with The Americans with Disabilities Act
- Some of TheHandi-Van's service policies and procedures exceed minimum standards set by the ADA
- Several identified problem areas have been addressed in recent years
- Operating costs and service productivities are emerging as issues for the operation of TheHandi-Van

- TheHandi-Van service faces several other challenges that will demand management attention in the near future.

Subsequent work products sought to address these themes.

PERFORMANCE STANDARDS AND DESIGN GUIDELINES

The next phase of the SRTOP was development of performance measures and service guidelines to be used by the agencies throughout the SRTOP process and into the future. These were developed as part of a joint effort between members of DTS and the consultant team. These measures and guidelines were developed to:

- Provide a valuable tool for allocating scarce transit resources. A consistent set of design and performance guidelines provides agency staff consistent direction on how to allocate, prioritize and deploy services to meet adopted goals and avoid potentially inequitable and inefficient allocations of service.
- Assist in creating consistency and predictability of responses to emerging community needs. E.g. to determine how transit will respond to growth, whether a particular development will be served by transit and where to focus transit service reductions or other service changes.
- Meet federal service guideline and standard requirements.

The performance standards memo is divided into two sections.

1. Fixed Route Performance and Design Guidelines:
 - a. Current performance reporting policies
 - b. Proposed route classification system
 - c. Proposed fixed route performance measures and guidelines
 - d. Suggested methodology for routine evaluation of fixed route services
 - e. Guidelines for design of fixed route services to provide a policy basis for determining how services are provided throughout the entire service area
2. Paratransit Guidelines:
 - a. Overview of the purpose of paratransit performance measures and industry best practices
 - b. Current procedures and standards for tracking TheHandi-Van performance
 - c. Recommended performance monitoring standards and strategies for improving the monitoring of TheHandi-Van performance

The recommended performance standards for TheBus and The Handi-Van are shown in the figures below.

Figure 1 Service Quality and Reliability Benchmarks for TheBus

Quality/Reliability Measures	Proposed Fixed Route System Service Guidelines	Comments
Average Weekday Boardings	227,000 for 2011 and 2012. This number should be revised at least biennially.	The current OTS standard is 235,000 daily riders including Community Access.
Boarding Passengers per Revenue Hour	55 passengers per revenue vehicle hour.	Equivalent to system performance in 2009 (NTD published number).
Passenger Miles per Revenue Hour	290 passenger miles per vehicle revenue hour	Equivalent to system performance in 2009 (NTD published number).
Farebox Recovery	Maximum – 33% Minimum – 27%	Established by City Council Resolution 00-29, CD1 (1/24/2001)
On Time Performance	For total services operated on RapidBus and Urban Trunk routes individual buses should not vary from their published headway by more than 3 minutes at least 80% of the time.	On frequent routes service consistency is more important to customers than on-time performance. This considers whether the spacing between trips is uniform and predictable.
	For services operated on Suburban Trunk, Urban Feeder, Community Circulators, and Express routes 80% of all revenue bus trips must depart the route start point and arrive at the route end point within five minutes of the time published in the schedule.	The system currently uses a goal of 68% on time (70% by 6/2012) With an on-time definition of 2 minutes early to five minutes late.
	No bus shall depart a formal time point before the time published in the schedule.	This is a new standard that is consistent with operating practices at other systems.
Passenger Complaints/ Boardings	The number of complaints shall not exceed 0.10% of the total boardings. The benchmark is 7.5 complaints/100,000 boardings.	This is the current OTS standard.
Total Fleet Accidents/ Bus Miles Operated	Less than 1 total accident per 20,000 bus miles	This is the current OTS standard.
Preventable Accidents/ Bus Miles Operated	Less than 1 preventable accident per 80,000 revenue miles.	This is the current OTS standard.
Major Accidents/Million Bus Miles Operated	Less than 1.5 major accidents per million bus miles	This is the current OTS standard.

Quality/Reliability Measures	Proposed Fixed Route System Service Guidelines	Comments
Maintenance	The number of road calls should not exceed 0.014% of total revenue miles operated. The benchmark is 1 road call per 7,000 revenue miles.	This is the current OTS standard.
	At least 85% of all regular fleet vehicles should be available for operations at all times	This is the current OTS standard.
	The ratio of spare vehicles to maximum vehicle requirement for active service should be 20% or less.	This is the FTA standard.
	95% of vehicle inspections and preventative maintenance shall be completed on time	The current OTS standard addresses inspections but not preventative maintenance.
Bus Trips Cancelled	No pullout shall be cancelled. The benchmark is zero tolerance.	The current standard is that 99.5% of pullouts should be maintained. We suggest the system should strive to have no cancelled pullouts.

Figure 2 Proposed Operating Guidelines for TheBus

	RapidBus Routes	Urban Trunk	Suburban Trunk	Urban Feeder	Circulator Routes	Peak Hour Express
Passengers per Hour	40	40	35	30	20	25 per trip
Average Peak Load Minimum Average Load Factor at peak periods	70%	70%	50%	40%	30%	60%
Maximum – Percent of trips exceeding 150% load factor	10%	10%	5%	1%	1%	5%
Service to Total Hours Ratio	1.15	1.15	1.20	1.15	1.20	2.00
Passenger miles per Revenue Hour	350	300	300	200	100	300
On Time Performance % of trips operating 0-5 minutes late	80% within 3 minutes of headway See Note	75% within 3 minutes of headway See Note	80%	70%	90%	95% leave last pickup point on time

Notes: For RapidBus and Urban Trunk routes on-time performance is considered the number of uses operating within three minutes of the scheduled headway. For example, if the scheduled headway is ten minutes, buses should be no less than 7 nor more than 13 minutes apart to be considered on time. On-time performance is measured at the departing location and at intermediate timepoints. Headway performance is not considered at the last timepoint, which is often subject to external factors that may affect comparability.

Load Factor is the average maximum number of people on board a bus at any location throughout its route on a typical weekday, Saturday, or Sunday divided by the capacity of the bus. For example, if the seated capacity of a bus operating a route is 40 people and the most people on the bus at any single time is 30, the load factor is 75%.

The average load factor for a time period is calculated by taking the average of all trips operated during that time period. For example, if the load factors for three trips are 0.90, 1.00, and 1.10, the average load factor is 1.0.

Figure 3 Fixed Route Design Guidelines for TheBus

	RapidBus Routes	Urban Trunk	Suburban Trunk	Urban Feeder	Circulator Routes	Peak Hour Express
Neighborhoods Served	Along major corridors	>20	>10	>20	<15	Outlying residential areas
Dwelling Units per Acre		>40	>20	>30	<25	
Employees per Acre						
Frequency of Service					As appropriate - typically no more than every 60 min.	As appropriate
<i>Weekday Commute Periods</i>	5-15 min	5-30 min	10-20 min	10-20 min		As appropriate
<i>Midday & Weekend Periods</i>	5-15 min	10-30 min	10-60 min	10-60 min		None
<i>Night Services</i>	30 min	30-60 min	30-60 min	30-60 min		None
Travel Time Ratio to Autos***	1.1	1.75	1.75	1.75	3.0	1.1 target
Stop Spacing						
<i>Urban Areas</i>	½ mile	1/5 mile	1/5 mile	1/5 mile	No service	¼ mile
<i>Suburban Areas</i>	½ – 1 mile	1/3 mile	1/3 mile	1/3 mile	1/3 mile	¼ mile
<i>Rural Areas</i>	>1 mile	-	-	-	As needed	
Scheduling Practices	Headway Based Schedules	Headway Based Schedules	Meet Demand Clockface	Meet Demand Clockface	Meet Demand Clockface Timed Transfer	Meet demand Times based on market
Target Route Speed – Average speed that the route should achieve	>15 mph	>10 mph	>12 mph	>10 mph	>12 mph	>20 mph
Guideline Amenities Along Route	Shelters at all stops	Shelters	Shelters	Shelters where needed	Generally none appropriate	Shelters as needed

Note: For RapidBus and Urban Trunk routes on-time performance is considered the number of buses operating within three minutes of the scheduled headway. For example, if the scheduled headway is ten minutes, buses should be no less than 7 nor more than 13 minutes apart to be considered on time.

** Along a corridor extending approximately ¼ mile on each side of the bus route.*

*** Cost per passenger guidelines are adjusted annually.*

**** The travel time ratio to autos is compares the travel time for a bus to travel from one end of the route to the other end with the time the same trip can be accomplished during afternoon commute periods when traveling by auto.*

The Performance Standards memorandum also includes direction on how to implement the service guidelines and how to actively use them in improving service and effectiveness, periodic updates to the guidelines, and remedial actions that can be taken if a route fails to meet its guidelines. One of the more important provisions in the service standards policy is one that recognizes the broad diversity of land use on the island, parts of the island are densely populated, while other parts are very rural. However, even the more rural areas have residents who need transit service. The standards recognize that at a certain level of service, even though performing below adopted standards, a route may need to remain in place to provide life-line service for

residents. This is an extremely important distinction, as it ensures the City continues to provide services to people who need it most.

Figure 4 Proposed FY 11-12 TheHandi-Van Performance Measures and Standards

Performance Measure	TheHandi-Van Performance Standard	Comment
Cost per service hour	\$90	Based on FY 10 performance plus 3% for inflation. May be adjusted based on budgeted costs
Cost per van passenger	\$39	Based on FY 10 performance plus 3% for inflation. May be adjusted based on budgeted costs
Cost per service mile	\$6.20	Based on FY 10 performance plus 3% for inflation. May be adjusted based on budgeted costs
Trips per hour	2.4	Represents 2007-2009 average productivity. This is somewhat higher than the current target of 2.0, but in line with recent performance.
Service miles per van passenger	5.8	Average over last three years
Percent of trips on-time	90%	Current target is 95% but this is aggressive with respect to industry norms and performance is improving toward 90%.
No-show/late cancellation rate	No Shows <1.5% Late Cancellations <2.5% Cancelled at door <3.0%	Based on recent performance and current targets
Missed Trips	<0.5%	Missed trips are not currently reported; it is recommended that OTS develop a process for measuring and reporting missed trips. Upon review of actual service experience, DTS should move this standard to zero as a pattern and practice of missed trips could be legally construed as a capacity constraint or a trip denial.
Maximum Hold Time (calls answered within 3 minutes)	91%	Industry standard is 91%, current target is 100% and recent performance is in the upper 80s
Complaint rate (per 100,000 trips)	15	Based on previously stated objective
Vehicle availability	80%	Based on current target
Trip denials	None	ADA requirement

Performance Measure	TheHandi-Van Performance Standard	Comment
Excessive length of time on vehicle compared to fixed route	Not to exceed length of fixed route trip plus 20 minutes	This is a common issue highlighted in FTA funded Topic Guide 6 on ADA Transportation. FTA Letters of Finding make a comparison to the fixed route bus or train system, including time to get to and from the stop or station. A substantial number of excessive length trips (compared to a comparable trip on fixed route) is considered a capacity constraint. Procedure to assess this standard to be explored in more detail during the next phase of the project.

STRATEGIES AND SERVICE CHANGES

The final phase of the SRTOP planning process was identifying concrete strategies to address Honolulu’s current transit challenges. The first step was development of a toolbox of strategies to guide development of more specific service alternatives and recommendations. These strategy documents effectively functioned as a discussion guide for planners, staff and the consulting team to narrow a long list of possible solutions and tools to those that were preferred by the city and operators. Two separate documents were developed, one for TheBus and one for TheHandi-Van.

TheBus Service Planning Toolbox and Capital Needs

TheBus Service Planning Toolbox begins with a discussion of proposed service types, as well as identification of service and system integration goals. These were used to assist staff and advisory committee members in developing consensus on where agency resources should be focused. These goals are shown in the figure below (the specific objectives related to each can be found in the report itself).

Figure 5 Goals of the SRTOP

SRTOP Goals	
Service Goals	
Goal 1	Maximize service efficiency and reliability
Goal 2	Maximize the effectiveness of service for TheBus’ ridership markets
Goal 3	Increase the visibility and elevate the image of transit in Honolulu
System Integration Goals	
Goal 4	Look toward implementation of Honolulu’s rail vision for near term service improvements
Goal 5	Tie the provision of transit to land use and the resulting demand levels
Goal 6	Orient future development to transit
Goal 7	Purchase and operate appropriate equipment for the services provided

The strategies proposed for TheBus represent an array of options that could be implemented across Oahu or in selected portions of the TheBus’ service area. In order to prioritize which of the tools were carried forward to create service alternatives in the next phase of the SRTOP, the team

analyzed and discussed the advantages and challenges, level of effort required for implementation, and potential outcomes of each. The “toolbox” of strategies for TheBus is shown in the figure below. This report also included some assumptions about the short-term transit operating environment and provided a preliminary assessment of capital needs and costs.

Figure 6 Service Planning Strategies Toolbox

Service Planning Strategies Toolbox	
Strategy 1: Service Design Tools	
1.1	Eliminating One Seat Rides in Marginal Neighborhoods and Replace Them With Trunk and Feeder Service
1.2	Consolidating Routes into a Single Trunk Service
1.3	Eliminating Duplicated Services Around Downtown Honolulu
1.4	Maintaining Consistent Headways When More than One Route Operates Along a Corridor
1.5	Minimizing Deviations on Trunk Services
1.6	Splitting Indirect Combination Routes
1.7	Schedule Maintenance Reserve
Strategy 2: Tools to Measure Performance	
2.1	Establish Service Performance Standards
2.2	Address Routes that Fail to Achieve Performance Standards
Strategy 3: Tools to Address Capacity Needs	
3.1	Include a Service Speed Operating Policy in the Street Classification System
3.2	Implement a Comprehensive Stop Spacing and Design Policy
3.3	Implement a Program to Protect Transit from the Impacts of Traffic Delay
3.4	Implement Measures to Reduce Overcrowding
3.5	Increase the Capacity of Key Bus Stops
Strategy 4: Tools to Make Transit Centers Effective	
4.1	Provide Pulse Operations at Transit Centers
4.2	Integrate Transit Centers with the Future Rail Line
4.3	Locate Transit Centers to Facilitate Efficient Operation of Local Transit Services
Strategy 5: Tools to Maximize Vehicle Maintenance and Storage Space	
5.1	Maintain the Current Fleet Size At Least until the Commencement of Rail Operations
5.2	Maintain a Regular Fleet Replacement Schedule
5.3	Undertake Capital Improvements that will Allow Existing Facilities to Maintain or Improve their Capabilities and Capacity
5.4	Design New Bus Services and Facilities to Coordinate with and Be Integrated into the Rail System
Transit and Land Use Integration Strategies	
Strategy 6: Market Demand/Land Use Tools	
6.1	Designate Transit Corridors

6.2	Require Transit Friendly Design Features Along Transit Corridors
6.3	Link Parking Requirements to Transit Service Levels
6.4	Develop a Process for the Review of Site Plans
Strategy 7: Tools to Improve Pedestrian Access and Safety	
7.1	Provide a Safe and Complete Pedestrian Network
7.2	Provide Wayfinding
7.3	Expand Bus Stop Amenities

The Handi-Van Strategies

The team also developed a series of strategies intended to improve the operating efficiency and quality of the City and County of Honolulu’s ADA-mandated paratransit service, TheHandi-Van. Like the strategies for TheBus, this toolbox built upon findings generated through the existing conditions phase of the project and supported the proposed procedures for performance monitoring, which were developed as part of the performance standards report.

Six additional strategies beyond those in the figures above were identified for TheHandi-Van, shown in the figure below.

Figure 7 Handi-Van Strategies

Handi-Van Strategies	
1	Revise Scheduling Procedures
2	Establish Demand Management Program
3	Monitor Use of Taxis or other Subcontractors
4	Monitor Time on Vehicle
5	Manage TheHandi-Van Fleet
6	Establish Customer Satisfaction/Service Quality Program

SERVICE CHANGE SUMMARY REPORT

This report represented the final phase of the short range transit planning process. It identified specific routing and scheduling recommendations designed to improve system efficiency, increase ridership, and reduce operating costs. These proposals implement the toolbox of strategies that were described above. The project team was also asked to focus specifically on services that may take advantage of the Middle Street Intermodal Center (MSIC), which opened in 2011. The new facility provides additional vehicle capacity and improved passenger facilities compared to the existing Kalihi Transit Center.

Summary of Recommended Changes

The team proposed thirty separate changes that combine to affect thirty-nine routes. Instances of related changes on several routes were grouped together to allow their consideration as a package.

Honolulu's public transportation system is both complex and interrelated and therefore, in a few cases, changes included in one package may impact the viability of another.

At the highest level, the recommended changes focused on addressing eleven major initiatives intended to increase the efficiency and effectiveness of the fixed route system. These initiatives are summarized below. The initiatives and the scope and rationale for each recommendation are described in far more detail in the technical memorandum which can be found on the website.

1. Expand the role of the new Middle Street Intermodal Center by providing convenient connections to neighborhoods throughout the western side of the island.
2. Improve airport access. Three routes will serve the airport. A new Route 51, operating every 30 minutes, will link Waikiki, Downtown, Pearlridge, Millilani, and Wahiawa with the airport. Routes 301 and 302, each operating hourly, will link the Middle Street Intermodal Center with the airport. Together, about four eastbound and four westbound buses will serve the airport each hour.
3. Reduce the number of routes at the Ala Moana Transit Center. Recognizing that the Ala Moana Center is already crowded, and that transit operations will likely be curtailed during the rail system's construction phases, the plan reduces the number of routes traveling to Ala Moana, replacing them with a single high frequency service designed to match overall demand levels.
4. Restructure services east of Downtown and in the vicinity of the Kapiolani Community College to separate services operating in Saint Louis Heights, Palolo Valley, and Maunalani Heights from services through the Downtown. This will allow service levels to be tailored to meet actual demand levels through individual communities.
5. Establish an all day, relatively frequent linkage between Kapiolani Community College and the University of Hawaii Manoa.
6. Consolidate services that link Hawaii Kai with Waikiki and Ala Moana, allowing coordinated operations that advertize a single seat ride to/from Waimanalo.
7. Redesign the Circle Island Route, dividing it into three separate services that facilitate operational control while minimizing negative rider impacts.
8. Redesign services in Kaneohe and Kailua to coordinate the schedules for services traveling to Downtown Honolulu and separating local feeder segments from suburban trunk elements that travel outside the local communities.
9. Divide long suburban trunk routes that originate in the Waipahu/Pearl City neighborhoods into separate trunk and feeder services.
10. Cautiously move forward with the design and construction of new transit centers located where fixed route services can operate efficiently and in support of future rail operations.
11. Using resources saved from through initiative outlined above, address the worst overcrowding conditions by providing larger vehicles or increasing service frequencies.

SUMMARY OF PUBLIC OUTREACH

The SRTOP reports were released in the spring of 2012 for public review and comment. Honolulu DTS held five public meetings throughout the city during late March and early April to allow for public review and questions. The meetings were as follows:

- March 27: Wahiawa Recreation Center in Wahiawa for the Central, Mililani, Wahiawa, and Haleiwa areas
- March 28: Kapolei Hale in Kapolei for the Kapolei, Leeward Coast, Waipahu, and Pearl City areas
- March 29: Mission Memorial Auditorium in Honolulu for the Waikiki, Makiki, Kahala, Downtown, and East Honolulu areas
- April 2: Ben Parker Elementary School in Kaneohe for Windward O`ahu
- April 3: O`ahu Veterans Center in Honolulu for the Salt Lake, Kalihi, Airport, and Aiea areas

A summary of the public comments that were received is included below. The full record of public comment is included as Appendix A.

It is important to note that the SRTOP reports were released and public workshops were held simultaneously with the initial set of meetings to collect comments on an immediate proposal to implement recommended service changes. As a result, many of the comments received were related to specific route, frequency, and schedule changes that were part of the implementation process rather than the SRTOP's performance measures and design guidelines that really represent the heart of the SRTOP effort.

Overall, the public expressed support for the SRTOP recommendations. It was clear that the community strongly values the bus system. Its importance as a vital transportation resource for Honolulu residents, especially for transit dependent populations such as youth and seniors, was emphasized in many comments. As such, the approaches proposed in the SRTOP to improve efficiency and effectiveness of the bus service resonated for many people and there were no comments that brought into question the overall direction of the SRTOP as a blueprint to guide service change decisions.

However, there were many concerns about specific route and service changes. These comments are very important in helping Honolulu implement the SRTOP. All service changes involve tradeoffs and Honolulu can and will make modifications in implementing SRTOP recommendations to minimize impacts on current riders. What is important to recognize is that the SRTOP forms a blueprint for the next several years of transit operations in Honolulu. The implementation of recommendations in the SRTOP will continue to be conducted as part of the normal service change process already in place and practices by the Department of Transportation Services, Public Transit Division. Public comments that result from the on-going implementation efforts will all be taken into consideration by DTS staff in implementing adjustments to services.

More specifically, there were many concerns expressed about bus operations such as:

- Reducing redundancies in service provision
- Overcrowding

- Unsafe and/or unpleasant conditions at bus stop
- Unsafe conditions for pedestrians to access stops
- Improved frequency and reliability in services between major job and housing centers
- Balancing coverage with service quality
- Eliminating some one seat rides in favor of more trunk and feeder designs

These are issues that were also identified during the existing conditions phase of the SRTOP and that the SRTOP sought to address. There was general support for encouraging development that is supportive of the transit system though some concerns about the appropriateness of changing land use policies in certain places. A number of comments inquired into the following general policy topics:

- The balance between tourist needs and the needs of residents in design of the transit system
- Integration with the future rail system

There were also some comments which were not necessarily germane to the SRTOP, such as those that addressed the need for better rider etiquette and education.

The SRTOP was specifically designed to address many of these topics and over time, changes should begin to take effect to mitigate these concerns and address these policy issues. DTS staff will continue to take all comments into consideration as service alterations are planned now and in the future.

Appendix A Comments Received About Short Range Transit Operations Plan and Proposed Service Changes

MARCH/APRIL 2012

2012 PROPOSED BUS ROUTE CHANGES / Short Range Transit Operations Plan Comments Log

Date	Meeting Location / Contact Person	Category	Issue	Route Number	Comments	Answers
3/27/2012	Wahiawa Community Center	Bus Route Changes		53	Comment: Route 53 needs to be more reliable	
		SRTP	bus stops		Comment: The stop near the Dept. of Health can be dangerous at night. Any plans to increase security	
		SRTP	bus / rail interaction		Bus and Rail interaction and interdependence comments	
		SRTP	Rail / Express Bus Service		What will happen to the express bus service once rail becomes operational?	
		SRTP	Transitional Studies		How does the Short Range Transit Plan factor rail into the future of public transit?	A: The SRTP is the transitional study for rail.
3/28/2012	Kapolei Hale	SRTP	Handi-Van Quality Control		Teamsters representative refutes claim that Handi-Van service is getting better. It is the position of the Teamsters that the vehicles are in "poor" condition. They often break down, have a myriad of quality control issues, and are very old and are in road worthy condition. Additional questioning regarding Handi-Van staffing data.	
3/29/2012	Mission Memorial Auditorium Steven Ishimoto	Bus Service Changes	Eliminating Service around Diamond Head	Route 14	Eliminating service around Diamond Head, along the shoreline, appears would not be a good idea if we are trying to encourage tourist to ride the bus. Are bus routes well published for tourist access?	
		Bus Service Changes	Elimination of Route 14 Service		Route #14, St. Louis - Kahala - Maunalani should not be discontinued. It would be inconvenient for a lot of students, senior citizens, and tourists. We live where Kahala Ave., meets Diamond Head Road. If this route was eliminated on Kahala Ave., the nearest bus stop would be by KCC (about a 20-25 minute walk).	
		SRTP	Express Busses		What will happen to the express bus service once rail becomes operational?	
		Bus Service Changes	Bus Service Headway	Route 52	Need for a 5:45pm bus from Ala Moana for bus route 52 weekdays, westbound. The bus that leaves AMC at 6:15pm is very crowded. Hopefully, the proposed change for #52 will help.	
4/2/2012	Ben Parker Elem. - Kaneohe	SRTP	Hearing Impaired		Question regarding hearing impaired access issue.	
		SRTP	Handi-Van		Question regarding statistics and meeting the Handi-Van passenger count standards and on time performance for windward Oahu.	A: Statistics for windward Oahu are limited. Statistics for system wide are more much greater.
		SRTP	Medical Transportation		State system for medical transport. Can the City take over this program with Handi-Van vehicles?	A: State and City are in discussion about medical transportation. No agreement as of yet.
		Bus Changes	Bus Routes		Question on the direction of the bus by the Hygienics store in Kahaluu. Resident thought it would be safer and facilitate easier boarding if the bus remained on Heeia Drive.	
		SRTP	Transit Centers		Question on what is a transit center and why do we need one on the windward side?	
		SRTP	Transit Centers		Which buses would be involved in the transit center, what vehicles would they transfer to?	A: Routes 56, 57, 57A, 65, and 70 are the routes utilizing a windward transit center.
		SRTP	Transit Centers		Is the funding for the windward transit center dependent on rail?	A: No
		Bus Changes	Tourism		How will the bus service changes affect the tourism industry (coach service)?	A: Our priority is moving local residents from location to location. Providing amenities to tourist is secondary.
		SRTP	Transit Centers / Zoning		Are zoning code changes around bus transit centers necessary? The fear is that "inappropriate" uses will occur around these areas?	
		SRTP	Privatization		Can parts of the city bus system be privatized?	A: Some parts are: Goodwill and use of the taxi system to supplement Handi-Van service.
		SRTP	School Bus		Do current plans account for the potential loss of the school bus?	A: City buses are willing to assist in the potential loss of the school bus, but we would be hard pressed to meet rising demands. Our busses are already pretty crowded and we don't have resources to provide additional service.
		SRTP	Transit Center		Will these transit centers require additional infrastructure? Do residents have a say on the need of a windward transit center?	
		SRTP	Federal Funding		Is federal funding connected to public input?	A: Some public outreach is required, but we also listen to public opinion and can change decisions if they are so warranted.
		Bus Changes	Headway changes	Route 55	How will windward bus service change? A: 55 running hourly, 65 goes to Kahekili.	
		Bus Changes	Permanent Change vs. Temporary		Will these changes be permanent? A: our changes are flexible and can be revisited if the changes become problematic.	
Bus Changes	Budget		What is the budget for the bus this year? Will you increase it because of growing demand?	A: We are holding the budget flat for this upcoming year.		
Bus Changes	Budget		Where are the cuts coming from? What is the rationale?			
Bus Changes	Routing Question	Route 65	How is Route 65 going to change? A: Removed Ahiamanu service to North Shore Service.			
Bus Service Changes	Leeward Express Bus over H-3		Still interested in a windward to leeward express bus over H-3. Transit won't really help windward residents. It would require too many changes to get to Kapolei / Campbell Industrial area.			

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4/3/2012	Oahu Veterans Center	S RTP	Rail		It seems that this plan is highly dependent upon the success of rail, is there a contingency plan for the S RTP if rail doesn't happen?	
		S RTP	Rules & Regs		How are the rules adopted by the S RTP?	
		S RTP	Rail		What is the relationship between TheBus and HART?	A: It's a collaborative relationship that has been increasing over time.
		S RTP	Rail		What does the planned integration between TheBus and Rail call for?	
			Handi-Van		Eligibility for Handi-Van question. Followed up by question of cost to operate Handi-Van.	
			Handi-Van		What is the cost per trip for the Handi-Van? Can any of this be privatized?	A: The cab has standardized rates and does transport disabled, but ride is very costly. They also charge for lift fees.
			Handi-Van Privatization		Comment: If someone can afford to take the cab by themselves, they will.	
		Bus Changes	Route 53	Route 53	Comment: Individual does not want 53 to become a circulator. Transferring on Kam Hwy would be dangerous (as is envisioned) could be dangerous for seniors. Also, it will cause the commentator to be late to her job in Waikiki due to additional wait time.	
			Route 43	Route 43	Comment: cost will dictate what we can do with this route	
			Rail vs. Bus funding		Comment on degradation of bus service due to resources being used for rail (Wayne take issue with the question and sets the record straight).	
			Bus Changes / Route 2 & B	Route 2 & B	Comment and concern regarding the elimination of Route B in favor of more Route 2 service. Route B is needed (according to the sentiment of many in the audience). Route B is fast and pleasant offering a better experience than Route 2.	A: the plan is to space out Route 2 better to facilitate faster travel and less wait time.
			Bus Purchases		Question regarding the cost to purchase City Buses and Handi-Van vehicles.	
		Bus Changes / Route C	Route C	Comments and concerns regarding the elimination of Route C. Waianae Coast may be severely impacted.		
		Timeframe for decisions		When will final decisions be made regarding bus service changes? What factors will be used to make final decision? How will public input be used?		
		Timeframe for decisions		How will the public know when the final decisions are made?		
		Transfers		Comment: Transfers for the elderly and youth may be difficult.	A: One seat rides are a convenience that OTS and DTS may not be able to afford	
Transit Centers		Q: When will the alapai transit center be operational?				
4/5/2012	Aina Haina Neighborhood Board	Bus Changes	Headway changes	Route 24	Question regarding headway changes for Route 24.	A: Changed to 60 minute Headways
			Haunama Bay		Will the change affect tourist getting back to Waikiki from Haunama Bay	A: First priority is moving locals around the island. Tourist can transfer on Kapahulu.
			Tourist Numbers		Question regarding the number of tourist going to Waikiki from the Aina Haina area?	
			Transfer time	Route 24	How long will it take to get to go to Waikiki (including transfer time) with the envisioned changes to Route 24?	A: We anticipate travel time will take 35 minutes (depending upon dependable transfers on Kapahulul Ave.
		Projection of ridership	Route 24	Does OTS or DTS have a projection of future ridership with Route 24 changes		
e-mail comment	Bus Service Changes	Transfers	Route 14	My 12 year old daughter catches the #14 Bus by Kilauea District Park to home on St. Louis Drive. It's safe and convenient. If she needs to transfer she may not be safe and she will be at different stops. She may be approached by strangers. We rely on the direct route home.		
letter comment	Bus Service Changes	Rider Friendly Route	Route 14	I certainly appreciate the existing route 14; it is rider friendly. Any changes will inconvenience my daily work schedule to Waikiki. Please keep the existing route to Waikiki.		
		Cutting Route 14 into two segments		Watching the presentation, I wonder about traffic along Kahala Avenue. My family lives on Aukai Avenue. The only access I have to this area is the #14, getting off on Kala Avenue. There was a proposal mentioned about cutting up the 14 into two segments. St. Louis Heights past Market City thru Kapahulu and around Kapiolani Park returning to St. Louis Heights via Kapahulu. Maunalani: through Kahala neighborhoods, around Kahala Mall, back through Kahala neighborhoods, up Koko Head, back up the heights. Can the bus transfer be used to transfer more than one bus as long as they are within the time limit.		
4/9/2012	e-mail comment	Bus Changes	Safety / Health Concerns	Route 14, 18, 22, 23 & 24	I am a resident of the Huanui Street area, which is located between Puu Panini and 22nd Avenues on the eastern side of Diamond Head, and depend on the Route 14 bus for transportation to and from Kaimuki, Kahala Mall, Waikiki, and Kapahulu. My neighbors, many of whom are widows living alone and have no choice but to age-in-place, also rely on the Route 14 bus for grocery and drugstore shopping, for medical and dental appointments, to attend senior citizen activities, and as the only source of transportation. Due to challenges related to physical mobility, many elderly individuals need bus service to continue on Huanui Street. Walking to and from 18th Avenue or to and from Kilauea Avenue would be dangerous for the following reasons: Safety 1. Walking on 22nd Avenue between Puu Panini and Kilauea Avenues, pedestrians must negotiate every step as the shoulder of 22nd Avenue is uneven, with loose pebbles, weeds, parked vehicles, holes, raised asphalt, and animal feces. 2. Traffic on 22nd Avenue is heavy, with most vehicles travelling above the speed limit.	

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					<p>3. In order to catch eastbound buses on Kilauea Avenue (Routes 22, 23, and 24), one must cross 22nd Avenue, where cars are turning from Kilauea Avenue. To catch the same buses heading west, one must then cross Kilauea Avenue, which is notorious for speeding cars. Although there are traffic lights at the intersection, speedsters sometimes cannot stop in time. One can only recall the fatalities at the intersection of Kilauea and 18th Avenues, where traffic lights are also positioned.</p> <p>4. Waiting for the westbound buses at the Kilauea/22nd Avenue bus stop is extremely risky. There is no curbing/sidewalk, the ground is uneven, and waiting bus riders must stand at the shoulder of Kilauea Avenue, facing speeding vehicles, in order for the bus driver to see them. And, on rainy days, the area is muddy.</p>	
					<p>5. Routes 22 and 23 mainly serve tourists travelling to and from Waikiki and Sea Life Park. These buses are usually very crowded by the time they reach Kapahulu/Kalakalua Avenues, going eastward; and Kahala Mall, going westward. This leaves standing room only for elderly residents who wish to board at these respective locations. I have often tried to board at these bus stops but due to overcrowded buses, decided to wait a bit longer for the Route 14 bus. The Route 24 bus is not as crowded as the Routes 22 and 23 buses.</p> <p>6. From Huanui Street, in order to catch buses on 18th Avenue, one must walk at least four city blocks on uneven, and sometimes wet ground, through Diamond Head Memorial Park (the shortest route); at least five blocks along 22nd Avenue and Diamond Head Road; or at least five blocks along 22nd Avenue and then up Kilauea Avenue and cross at the deadly intersection at 18th Avenue.</p> <p>Health</p> <p>1. The length of 22nd Avenue between Puu Panini and Kilauea Avenues is notorious for water collecting in puddles and along the shoulder of the road during and after rainy weather. Vehicular traffic, many times speeding, causes brown water to splash on pedestrians, who have no recourse but to get wet. We all have been warned by the Health Department about flesh-eating bacteria in brown water.</p> <p>2. I cannot emphasize enough the hazardous roadside conditions of 22nd Avenue for all pedestrians (adults and children alike), especially for those who are unsteady on their feet and are likely to fall, causing physical and mental pain and suffering. Finally, now that gasoline prices and parking fees are continuing to rise, more residents, especially working people, are opting to use city bus service.</p> <p>Given the above, I respectfully request that bus service not be cut from Huanui Street and would prefer that the current Route 14 remain as is. At the same time, I understand the City's need to cut costs and to streamline operations. Having learned about the proposal to consolidate Routes 24 and 18, I support the general concept provided that the new route includes Huanui Street. As such, early start and late end times (currently 5:23 A.M. to 10:00 P.M. for Route 14) and service at all designated stops to and from Aina Haina and Ala Moana Center during this time span are critical and necessary.</p>	
4/9/2012	e-mail comment	Bus Service Changes	Mililani Service		<p>Why is it that the people that are DIRECTLY going to get affected by these changes can't even have a meeting in their area? Of course I am speaking about the Mililani and Wahiawa residents. For years, TheBUS has treated Mililani (in particular) residents as an afterthought. This is just another example of this. **Newsflash** There ARE huge communities in central Oahu beyond Waipahu.</p>	<p>The current set of proposed bus service changes does not include any plans for The Queens Medical Center complex. We will consider requests for future planning but any changes will depend on available resources; if you give us a more specific request we will include consideration in future planning.</p>
4/3/2012	e-mail comment	Bus Service Changes	Queen's Hospital		<p>Would you consider providing more excess to Queens Medical Center for those who have a disability and those with illnesses?</p>	
4/3/2012	e-mail comment	Bus Service Changes	Manoa Valley Service	Route 5 & 6	<p>Someone told me that in a few months, the #5 schedule will change and one of the driver/routes will be eliminated. There are currently 3 driver/routes per day: the "morning" one starts in early morning until early afternoon, the "night run starts in early afternoon and drives until the late night, and a "split-shift" driver/route that works the rush hours. The rumor I heard was that the "split-shift" driver/route will be eliminated.</p> <ol style="list-style-type: none"> 1) Is this rumor true? 2) If yes, why isn't Route #5 listed as one of the routes being affected at http://www1.honolulu.gov/dts/bus+service+route+changes.htm ? 3) What changes are being proposed? 4) Will one of the three driver/routes be eliminated? Effective when? 5) How will the frequency of buses be affected? 6) Are any changes to Route#5 being considered? 7) How can I find out more information about the changes being considered/proposed? 8) Why don't you publish the proposed changes on the buses that are affected? 	

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	e-mail comment				I live deep in the western side of Manoa Valley, and ride the #5 daily. I depend on the bus to get around, because I don't drive and live pretty far in. On occasion I take the #6 because I missed the #5; it takes me 20 minutes to walk through the park (which I wouldn't do after dark) to get home. If the "split-shift" driver/route is eliminated, then the bus will only come every 50-60 minutes! It is very unreasonable to have to wait that long for the next bus. An able-bodied person may be able to walk the distance (from Punahou to Paradise Park) in an hour. However, many people who ride the #5 bus are elderly, have or are children, or for other reasons walking is not an alternative. Granted, the bus is usually only half-full from Punahou and up into the valley, but it is usually quite full between Punahou and Ala Moana Center. For people going to/from Shriners Hospital, Kapiolani Hospital, Arcadia, Punahou, and points beyond into the western side of Manoa Valley, the #5 bus is our only option. It is the only bus that goes on Punahou Street, Manoa Road, and in the western part of the valley.	
4/11/2012	e-mail comment	Bus Service Changes	Turtle Bay	Route 53 & 55	DC any stop longer than 5 min. at Turtle Bay. Why don't you change bus drivers at this point? Does not make sense for any delay. 98% of the time you're behind schedule. Why advise people to wait ahead?	
	e-mail comment		Random Comments		Provide testimony times with bus schedule last bus times! I have school, exams and businesses in Honolulu. Travel access and availability are crucial.	
					If the below is your guidelines you must enforce with penalties or why have them? Screen riders to eliminate public safety and health hazard to include odor smelling people from hygiene to heavy smokers-call ER or ask to clean before boarding. Ask large people to not take two seats or add charge. Same with people with carry-ons. Ask people to not: Stand / sit nor block at entrances / exits. Put their personal items on their seats. No cell phones and audio except in emergencies.	
			Crowded Buses	Route 52	Regular busses are full with tourists. Need another route and/or bus that will have tourists like a double deck bus? Locals don't have space: Disabled takes space, Senior citizens, and school people. Need 2 more busses to run after 9:30PM to midnight because business in Honolulu. Shuttle bus last?	
	e-mail comment	Bus Service	83 Express	83 Express	83 EXPRESS Haleiwa to Kalihi Transit, Ala Pai or Ala Moana Weekday need one bus to run earlier than 5:20 AM Saturday need one bus to run earlier than 6:17 AM Need 1 or two busses mid-day and two to three late afternoon 3-6 PM 83 EXPRESS Alapai to Weed Circle Please consider adding different boarding sites to include Ala Moana and Kalihi Transit. Label B & C Express D/E? Stagger and rotate departure times to 10-20 minutes in afternoon. One site 5-10 min. apart from the other.	
	e-mail comment	Bus Service	Elimination of Route 8	Route 8	Eliminate Route 8. There are many buses that run between Waikiki and Ala Moana Center (#s 8, 19, 20, 23, 42, and E Express come immediately to mind). Additionally, there are numerous private trolleys and shuttles that tourists use between the two destinations. Route 8 is a waste of bus resources (drivers, operation, and maintenance). Connect Mililani with Kapolei. Currently there is no bus service between the two major population centers. As jobs, businesses, etc. continue to emerge in the Kapolei area, bus riders will need a direct route to get there. Improve Route 501. Right now Mililani Mauka is the most underserved population center on Oahu. The current 501 route goes only about three-fourths of the way up Mauka; thus there are hundreds of homes unserved. Also, Mauka is as wide as it is deep, so the current route leaves many homes on the fringes without bus service. This problem is compounded by the weather in Mauka (rains a lot). Please consider an expansion. The neighborhood board is already aware of this.	
	letter comment	Bus Service	Military Personnel	Route 42, 62, 72	Aloha...I was not able to attend the March 28 meeting concerning improvements to TheBus Service, but would like you to consider adding a direct route from Ewa Beach to Schofield Barracks. There is a large population of Army active military personnel/families, military retirees/families and Army civilian employees who live in Ewa Beach (especially the Ocean Pointe/Ka Makana residential areas). Schofield Barracks is approximately 14 miles from Ewa Beach via Kunia Road and is the closest military installation serving Ewa Beach/Ocean Point/Ka Makana. However, the only way to use TheBus to get to Schofield Barracks from Ewa Beach requires taking bus routes 42, 62, then 72 (from Ewa Beach to Pearl city area and then back up through Mililani and then to Schofield. Or taking routes E, 40, 62, and 72 (again through the Pearl City to Mililani to Schofield Barracks. The route ranges from 2 hours to 2 hours and 43 minutes one way with considerable wait period between various routes. (We know...we've done this). I work part-time at Schofield and we use the Schofield facilities at least 3 times a week as we are military retirees. We would certainly use TheBus to go to work and for the other trips to use the Schofield facilities.	

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					<p>We both have annual bus passes and use TheBus for the majority of our transportation requirements. Our bus system on Oahu is outstanding and we appreciate the value and cost savings of using TheBus.</p> <p>Please consider adding a more direct route from Fort Weaver to Schofield via Kunia. Perhaps one with a 30 minute interval in the morning and afternoons and maybe a 1 hour interval during the remainder of the day and terminating service at 7 or 8 p.m. (as a suggestion). Perhaps the 72 route (which already goes onto Schofield Barracks) could be extended to come down Kunia to Fort Weaver Road and then return.</p>	
	e-mail comment	Bus Route Changes	More Buses	Route 23 & 24	<p>Route 23 and Route 24: There is a need for either more buses or articulated buses east and west bound between Ala Moana Shopping Mall and Diamond Head Crater bus stop on <u>Saturday mornings</u> to accommodate the Farmers Market at Kapiolani Community College and hikers. The buses are so overcrowded. There is a need for either more buses or articulated buses during the weekday afternoons to accommodate students from elementary school, middle school and KCC. Going westbound at Kahala Mall on Kilauea Avenue, the bus frequently does not stop because it is full.</p> <p>I have been on buses where there are already 2 passengers in wheelchairs and when another person in wheelchair wants to get on, he is told to wait for the next bus. As more people age in Hawaii, there will be more people in wheelchairs and with walkers that the bus needs to accommodate.</p>	
				Route 432	<p>I used to take the A Bus and transfer to Rte 432 at the Waipahu Transit Center but the schedule does not seem to be coordinated. The A Bus was either too early or too late.</p> <p>I ride the bus almost daily and I have seen cars on the left of the bus cut right in front of bus to turn right. It is convenient to have bus stops toward the intersection because for old people, the bus stop may be more accessible (less walking).</p>	
		Fleet bus Issues	Stairs and rider experience	Route 1	<p>Fleet issues: Old buses with stairs and do not kneel: Old people have difficulty maneuvering steps, especially when they have cane and groceries. This is especially true on the Makiki line and 1 Bus when the old buses are used and old ladies do not ask drivers to use the ramp. Bus drivers ask people to move back on the bus when there is standing room only. However, when people have shoulder problems, balance problems or are holding possessions, there are not enough things to hold on to comfortably on all the buses. It is worse when the bus driver keeps jerking on the brakes.</p>	
		Bus Route Changes	Bus Information		<p>Public information: Not everyone has internet or smartphone to access information about the bus. People have difficulty when there is a change of the route bus schedule or holiday schedule. The change of schedule is usually posted over front seat but anyone getting on the bus and walking toward the rear of the bus will not see it. Changes should be posted facing the rear of the bus, maybe on the partition behind the bus driver.</p>	
		Future Transit Development	Enforcement of Rules and Regulations		<p>Orient future development to transit:</p> <p>--At bus stops, there needs to be more seating and more shade for rain and sun</p> <p>--A NO SMOKING law should be written to include all bus stops. Right now courtesy signs are rampantly ignored. At the Ala Moana Shopping Mall bus stops, NO SMOKING signs should be readily visible and law enforced.</p>	
	neighborhood board meeting	Bus Route Changes	Middle Street Transit Center Stop	Route 52 & C	<p>Hi , I was 1 out of 4 people that came to the meeting last night. I was really impressed on how much improvements are going to happen to our bus system in the coming years. The only comment that I forgot to ask is why not put the route C and 52 to stop at the middle street transit center. I think there would be a lot of benefits for the west and central side of the island, one the location is right since both buses travel via H1 viaduct, two so there is transfer to the Kalihi, Tripler, Salt Lake and the airport. Maybe if you can squeeze that option into the 2012 service change. Thank you and keep up the good work DTS and please keep me updated on more changes to the route system and meetings on transit.</p>	
	letter comment	Short Range Transit Plan	Handi-Van Service		<p>In order to improve the effectiveness of TheBus and TheHandi-van, DTS is currently in the process of developing and implementing the latest Short Range Transit Service Operations Plan. This plan will guide future changes to TheBus and TheHandi-Van in the next 6 years</p> <p>I do not have adequate and safe transportation to this meeting, therefore I will not be attending as I am trying to reduce my travel as the City and County of Honolulu and OTS have seen fit to deny me my civil right to safe Para-transportation as a person with a disability while I in equal stead choose to maintain my right to refuse services of a free physical exam from a person that does not maintain a any medical licensure to gauge balance, gait, or cognition, nor to have access to my medical information as it is of a personal and confidential nature as a employee of the Handi-Van, sub-contracted under OTS and in contract with the City and County of Honolulu.</p> <p>I have released all information that is necessary to make adequate judgement for my situation, however due to the lack of medical expertise and training by your transit personnel and management occurring over the span of not one but two meetings and inclusive of the viewing of a brain MRI.</p>	

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					<p>I do not have adequate and safe transportation to this meeting, therefore I will not be attending as I am trying to reduce my travel as the City and County of Honolulu and OTS have seen fit to deny me my civil right to safe Para-transportation as a person with a disability while I in equal stead choose to maintain my right to refuse services of a free physical exam from a person that does not maintain a any medical licensure to gauge balance, gait, or cognition, nor to have access to my medical information as it is of a personal and confidential nature as a employee of the Handi-Van, sub-contracted under OTS and in contract with the City and County of Honolulu. I have released all information that is necessary to make adequate judgment for my situation, however due to the lack of medical expertise and training by your transit personnel and management occurring over the span of not one but two meetings and inclusive of the viewing of a brain MRI.</p> <p>I have still been refused safe transportation of Para-transportation, under contract with the City and County of Honolulu, so it is at this time, until I am so provided said safe transportation to such functions, I have now been refused that chance to participate as a normal taxpaying member of society in this function as well, due to my inability to garner safe transportation. Of course I am at risk using fixed route transportation as the record clearly shows, and as witnesses can clearly document, and have done so in the past. I have been told since my last seizure on fixed route transit on theBus "...you must avoid doing anything that might cause danger to you or others if you have another one." I am at risk according to medical personnel and should refrain from placing myself at further danger. You and your situations are the danger! You have also refused the transportation I desire and need as a tax payer while I continue to maintain my civil rights in full! Please get with the Constitutional program of people with disabilities.</p> <p>You have also refused the transportation I desire and need as a tax payer while I continue to maintain my civil rights in full! Please get with the Constitutional program of people with disabilities. You had me taken from the floor of your fixed route bus to a hospital for a situation caused by your bus operator, that is a repeated problem with fixed route, and still you deny my Paratransit? I am the one without a full brain, but what is your excuse? I do hope you have better future plans for Paratransit!</p>	
	e-mail comment	Bus Service Changes	24-Hour Service between Waikik and Ala Moana	Waikiki - Ala Moan Routes / 40	I am writing this message as a suggestion on improvement on TheBus service. I was wondering if you can change the bus schedules to 24-hour for the service between Waikiki to Ala Moana. If this happens, the people are able to board the buses from Waikiki to the locations through downtown and beyond into Makaha. That will be more convenient for us, especially if we plan to stay in Waikiki past the end of the bus schedule at 1:30AM daily.	
	letter comment	Short Range Transit Plan	Paratransit Issues		<p>I would ask, before you start denying people with disabilities the ability to acquire tax paid federally subsidized Citizen transportation services for the disabled that you would not act in the capacity of medical professionals performing physical exams to gauge functionality of body systems, and you provide a form to be completed by the treating and licensed physician in the State of Hawaii. The person with the disability as the option to refuse your physical exam and refuse to relinquish medical confidentiality under civil right amendment 9 of the Federal Constitution. To force a physical exam and full release of medical confidentiality upon a competent disabled individual is equal with removing the competency and individual choice of personhood from said individual, although the individual is still held to traffic and safety laws of transportation in the State of Hawaii, and may not drive due to disability, having to rely on the public tax paid transportation system the citizen has already paid into.</p> <p>In this regard of forced physicals and removal of confidentiality, the competent and disabled person has been relegated to reduced human status, without parity of other citizens in the Nation. Having no transportation options available, either taxpaid, or legal, you have forced the disabled and competent individual to: break the law and seek own transportation if able, find other means if able, take other unsafe transportation where able.</p> <p>Means available of unsafe transportation may include legal or illegal means, but it should first be noted, the person did try to conform to the letter of the law, maintaining full civilian rights under the Constitution of the United States of America, inclusive of the 9th and 14th amendments.</p> <p>There is indeed a width, breadth, and wide scope of choices available under Project Action, unless it is processed through narrow minds that know nothing of people with disabilities and not enough of the transportation industries.</p>	
4-Apr	e-mail comment	Bus Service Changes	Travel in Kaimuki	Route 3, 9 & 14	My mother is concerned she will lose her convenient and economical transportation from her home on 22nd Avenue in Kaimuki. She uses TheBus on weekdays on a continuous basis. She will not be able to catch the bus on 18th Avenue due to health conditions. Can Route 3 or Route 9 be rerouted to include a run on 22nd Avenue like Route 14? Hard to imagine two routes (#3 and #9) going on 18th Avenue.	Thank you for sharing your concern and questions regarding the Route 14 proposed changes. We are looking at alternatives to serve certain portions of Route 14 which are proposed for elimination. If you would tell us where on 22nd Avenue (if not address at least which block), we can comment more specifically. Routes 3 and 9 are proposed to both end at Kapiolani Community College, with Route 9 replacing Route 3 between Koko Head Avenue and KCC via 18th Avenue.

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4/5/2012	e-mail comment	Bus Service Changes	Opposite to Changes	Route 14	I wanted to take this time and opportunity to express my opposition of the proposed bus route change for Route 14. 1. Convenience; a. Elderly Customers - I currently reside with and take care of Elderly woman whose mode of transportation is the bus. She enjoys the convenience of being able to go to the Diamond Head Cemetery on one bus route, Kahala Mall post office on one bus route, and enjoys the route of being able to go through Waikiki. Making it then difficult and or challenging for elderly customers to take various routes to get to such places. b. Beach Customers - now forcing them to take two or three routes just to get to the beach (Waikiki Area) from the St. Louis or Manilani Heights area. This then presents the timing issue. c. Easy transferability to Waikiki Hotels/Ala Moana and other bus routes. 2. Timing; the bus schedule for Route 14 is fine. No changes should be made	Thank you for sharing your concerns and suggestions regarding our proposed changes to Route 14. Based on your comments and similar comments from others, we are examining alternatives which may reduce the impact of our proposal or change our plans entirely; we will come back to the riders with any change in our plans. As Director Yoshioka has said many times, this is how we learn whether our proposals are valid or not.
9-Apr	e-mail comment	Bus Service Changes	Headway Changes	Route 55	I saw the route changes on your website, but what are the proposed changes as far as schedule/frequency of service? Is that available on the website? If not, what are they? Can a meeting be held in Kaneohe or Kahaluu? All the route 65 riders live in Kaneohe or Kahaluu. My question was not regarding the ROUTE CHANGES, but changes to frequency/# of buses. Are any changes being proposed to CUT the number of buses on these two routes? Thanks.	Here is a brief summary of the changes for 52/55/62/65: * Route 62 ends at Wahiawa TC and Alapai TC (June) * Route 52 ends in Wahiawa Heights via Wahiawa TC, frequency changes to every half hour (June) * Route 55 ends at Wahiawa TC, frequency changes to hourly (June) * Route 65 changes to Kahekili Hwy. at Haiku Rd., Heeiea service deleted (June) Route 55 is proposed to change from a bus every 40 minutes to a bus every hour; I am checking on the frequency of the proposed Route 65 service and will get back to you. If more schedule information is available we will provide that as well.
11-Apr	e-mail comment	Bus Service Changes	Pauoa Valley / UH Service	Route 6	This morning while I was boarding the bus to go to work, on the fare box was a white paper that read: This route the service may change. I checked the website of the bus to see if Route 6 was on there for the route changes, and it was not listed. Will Route 6 servicing Pauoa Valley and the University of Hawaii area be changing, as far as the service schedule?	Thank you for noticing our paper and checking with us. Route 6 is NOT included in the current set of proposed service changes.
12-Apr	e-mail comment	Bus Service Changes	Elimination of Bus Routes / Headway Changes	Route 5, 6	<p>Are you aware of, and has the TheBus notified you of, their plans to eliminate one of the 3 bus runs on the #5 route (Ala Moana Ctr., up Punahou St/Manoa Road) to West Manoa? This will particularly affect the "peak period" (i.e., workers) morning and afternoon commuters. Currently, the Bus comes every ½ hour or so during the rush hours. If this proposed change goes into place, the bus will come by every 55 minutes all of the time.</p> <p>Their website mentions proposed route changes, but there is no mention of the #5 change or any community meetings in Manoa or Makiki. I believe this change will particularly affect those who live or work in West Manoa (all of Manoa Road and Punahou Street) because there is no other bus that goes on those streets.</p> <p>The #6 Bus (which goes past/through UH and up along East Manoa Road to Alani Drive) comes by every 20-30 minutes or so. However, that bus takes much longer to get to Manoa (via University rather than Punahou St), and it would still take someone who lives on Manoa Road 20 minutes to walk across the valley (if they are mobile). There are a lot of older folks and workers who commute to avoid downtown driving/parking fees. It currently takes me 45 minutes to get to work downtown, and over an hour to get home (have to leave the office early to allow for the transfer to #5).</p> <p>The #5 is usually only about ½ full from Punahou to the end of Manoa Road, and the #6 usually at Manoa Shopping Center. However, those of us who live deeper in the valley are the ones that have no other options. Were any bus route changes (i.e., have the #6 go to Manoa Road before heading back) explored? Having to wait 55 minutes for the next bus is a long time.</p> <p>I would like to know what options were considered, why this route is targeted, does the entire route need to be stopped? What can I do to find out more information?</p>	<p>Thank you for noticing our paper and checking with us. Route 6 is NOT included in the current set of proposed service changes.</p> <p>Minor schedule adjustments are made from time-to-time, so be sure to check www.thebus.org for the current timetable.</p>
9-Apr	e-mail comment	Bus Service Changes	Headway Changes	Route 5	<p>The Route 5 Manoa-Ala Moana Center weekday peak route that currently operates every 30 minutes is an important service for working residents, students and senior citizens who live in Manoa Valley and Makiki along the Punahou Street corridor.</p> <p>The proposed peak frequency change from every 30 minutes to every 55 minutes will directly impact and discourage the use of the Route 5 bus by many residents and students who currently rely on the two buses that service the Manoa Valley and Makiki/Punahou communities to travel to and from work and school. Senior citizens who also rely on these buses to travel to doctor appointments and conduct other necessary chores will be negatively impacted. Finally, many tourists who are encouraged to visit the popular Manoa Falls destination will also be inconvenienced by the proposed route change.</p>	

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					Based on the above, I hereby oppose the Route 5 Manoa-Ala Moana Center weekday peak frequency change to every 55 minutes and request that the Department of Transportation Services and Oahu Transit Services, Inc. maintain the operation of the Route 5 Manoa-Ala Moana Center weekday peak route to every 30 minutes.	
14-Apr	e-mail comment	Bus Route Changes	Bus Route Changes in Kaimuki	Route 9	What do you expect the Kaimuki tax paying citizens-Seniors, handicapped, students, etc. to use as transportation, as you are eliminating the entire section of service for 18th Avenue through Kokohead? is there a plan to mitigate this debacle in some way? What is the thinking behind this plan, and why are you focusing on Kaimuki /East Honolulu for this disastrous deprivation of service? We are regular, steady users of TheBus, and chose our home because it was convenient for transportation island-wide. What do non-drivers do now?	<p>Thank you for your questions about our proposed bus service changes for the Kaimuki area. First, I believe you are referring to the proposal to terminate Route 3 at Kapiolani Community College (KCC). There is a companion change proposed for Route 9 in which it would bypass Palolo Valley (replaced there by a new Palolo Valley shuttle), proceed up Waialae Avenue to Koko Head Avenue and replace what is now Route 3 along Pahoehoe Avenue, 18th Avenue, Diamond Head Road and terminate at KCC.</p> <p>Second, these proposed route changes are part of a set of route and/or schedule changes proposed for many areas of Oahu, and they are listed on our website www1.honolulu.gov/dts along with a set of maps to help illustrate route changes.</p> <p>If this is not what you are concerned with, or you have further questions, please email back.</p> <p>We look forward to meeting you at the Kaimuki Neighborhood Board meeting; please introduce yourself to us.</p>
16-Apr	e-mail comment	Bus Route Changes	Elimination of Route 9 into Palolo Valley	Route 9 / Palolo Valley Shuttle Service	My brother is disabled and has a very limited source of income. He comes to my house in Palolo valley once or twice a week. He lives near Don Quixote. How often will a shuttle run and how much will it cost? I don't think this route 9 into Palolo valley should be eliminated. Also children going to and from intermediate school and high school and the elderly rely on the bus. They can't afford a cab and do not have cars or drivers licenses. They also cannot walk all the way to Waialae Avenue. How will they get around without a bus? I'm almost at that age where I will have to depend on the bus. I can't imagine how it will affect me.	If we go ahead with our plan to send Route 9 up Waialae to Kaimuki and Kapiolani Community College, we will implement a dedicated shuttle route to replace Route 9 within Palolo Valley. This shuttle bus will follow the same route and use the same bus stops within Palolo Valley as Route 9 does now. The shuttle will make the loop approximately every 30 minutes. We expect this to be much more reliable as the bus will never leave Palolo; it will come out on 9th Avenue to Waialae, turn up Palolo Avenue and repeat the loop. There is no difference in the fare - the shuttle will be TheBus, so all passes and cash fares and transfers will be the same as now.
18-Apr	letter comment	Bus Route Changes	Route 14 Changes	Route 14	Would it be possible to route the upper end of #14 up Pauhoa (sp?) and beyond during the morning and afternoon to accommodate school children and the elderly? I do not see a significant need for evening and night travel.	

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24-Apr	e-mail comment				<p>I have depended upon The Bus for more than 38 years for my transportation needs. I do not own a car and I don't have access to one. I have spent the last 15 years living in Kailua Town. Prior to that, I lived in the Kapahulu (route 3), Moiliili/UH (route 4,6), Kakaako (route 6), and downtown.</p> <p>(1) Kailua-Kaneohe Service Yes, there needs to be major improvements to service between various windward communities. I rarely go to Kaneohe because, quite frankly, I can get to downtown or Ala Moana a lot faster on a bus than to Kaneohe. It can take as long as an hour to get from Kailua to Kaneohe and that doesn't include walking several blocks across Kailua Town to catch the 56 bus and waiting for the 56 bus. Bus 57A is 2 minutes from my house and gets me downtown within 30 minutes. Checking the Hea web site at home saves me time so I don't have to wait so long at the bus stop.</p> <p>(2) The proposed changes to Route 57A does nothing to improve service to Kaneohe and only aggravates the current 57A riders who commute to town for work. The proposed route is just as long, indirect, and inefficient as the current 56 bus. I have access to bus 57 but avoid it whenever possible - way too crowded, way too many tourists, way too many kids on school days.</p> <p>(3) What is really needed is a true spoke and hub system that lets people travel easily within and between their communities on the windward side. Folks who live in Kailua are disconnected from each other. Try getting from Castle Hospital to Enchanted Lake, to Lanikai, to the beach, to Aikahi, to Kailua Town. Too many bus changes and too much waiting.</p> <p>(4) An hourly express bus that stops only at the major shopping centers would be a major improvement - Enchanted Lake/Keolu Shopping Center, Kailua Shopping Center, Aikahi Shopping Center, Windward City Shopping Center, and Windward Mall. (and maybe Temple Valley SC)</p> <p>(5) Lack of late night bus service I use to live in urban Honolulu for over 20 years. I seriously miss not being able to attend night time cultural and arts events in Honolulu - events at the NBC, the Waikiki Shell, Hawaii Theater, Doris Duke Theater, UH, movies with friends in town. I can only attend matinee performances which pretty much eliminates stuff like Elton John and Neal Diamond. It costs way too much money for tickets only to have to leave early and get to ala moana center or downtown to catch a 10:30 departure of bus 57. At a minimum, offer late night service (until 1 am) on Friday and Saturday nights only.</p> <p>(6) Real time information (Hea) While I really like the Hea website, I only have a wifi device to access when I'm mobile. No smartphone, no pricy mobile plan. There is a lack of free wifi access around Kailua bus stops and routes even in Kailua town. The site also doesn't take into consideration of known traffic delays/problems. Recently, I left home expecting to catch a 57 bus at 4:30 or 5:00 pm. Well, both buses were stuck in traffic due to down pole in Hawaii Kai. Both buses arrived well after 5:30 pm. The traffic incident happened at 3 pm.</p>	
30-Apr	e-mail comment				<p>Please keep circle-island routes: Our family lives in Pupukea and being able to take the circle-island is very important to us. Please consider residents and visitors who utilize this important route. This route will become even more important to the public as the cost of driving a car continues to increase.</p>	
30-Apr	e-mail comment				<p>Please maintain the circle-island route. I encourage you to maintain routes in rural areas and to expand services rather than cut them. The bus is a critical resource for people on the North Shore and elsewhere. Thank you very much.</p>	
1-May	e-mail comment				<p>Aloha! I personally do not use the bus system because I suffer from motion sickness. But there are many whose livelihood and personal finances depend on this core city service. It's for these patrons that I wish to register our grave concerns to the cuts in bus services throughout Oahu. Specifically, I'm very concerned about Route 55 that serves the Ko'olauloa Windward area. This is the only route that services this part of the island. If you further cut this service, it would mean that patrons have to wait for an hour instead of the normal half an hour wait. This action will further add hardship and burden those who depend on public transportation services. I'm also deeply disappointed to hear the Circle Island route is also on the chopping block. This has been a favorite among tourists and also senior citizens. Please do not marginalize the bus system on Oahu. It should be made more efficient and beefed-up rather than the other way around. This Bus service provides options to cut down on gas, travel costs, and congestion, among other good reasons. Please reconsider your plans.</p>	

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1-May	e-mail comment				<p>I am a regular, daily user of TheBus. I would like to ask some questions on the proposed route changes.</p> <p>If the 62 originates and stops at Alapai, are the times changing? The 5:30am #62 leaving from Alapai can be crowded and can take a long time to get through Dillingham. I have to make my connection to the 72 in Wahiawa and have missed that connection which means I have an hour walk into Schofield. My primary and main concern is how this connection will be affected.</p> <p>For the Route 52 change to every half hour frequency: What are the times? I ride the 52 and 62 weekdays twice a day during the work week. I have waited for an hour at times for either bus going to Honolulu. Also, if it originates from Middle Street, what would the times be? I need a 52 (or 62) that will get me into Wahiawa by 6:40 am to make my connection to the 72. I heard that the 52 will only run on weekends?</p> <p>I appreciated the depth and careful analysis of the proposed changes. On the whole, I am quite satisfied with the explanation and potential route changes. I am also a daily rider of the #4 and would agree with the route break up. I also like the 18 and 24 combination. That being said, however, the proposed 62 and 52 changes would depend on the times leaving in the morning.</p> <p>Thank you very much!</p>	
13-May	e-mail comment				<p>Subject: Planned route change to #3 Salt Lake and #9 Palolo buses beginning June or August 2012 To save \$6-7 million dollars.</p> <p>A tourist issue. The problem of crowding at the Kapiolani Community College (KCC) bus stop was identified as a reason for changing the #3 Salt Lake bus route. This problem is a tourist issue.</p> <p>Hawaii residents who ride the #3 Salt Lake bus will be cut off from service between Kapiolani Community College and Waialae Avenue to benefit tourists. Hawaii residents pay not only federal taxes but also property taxes that are used to operate the bus system. Tourists who use the #3 bus to get from Waikiki to the Diamond Head Crater trail or to the KCC Farmers Market may pay federal taxes but they do not pay property taxes. Since the state, who operates the Diamond Head Crater trail site, and the KCC Farmers Market vendors benefit from entrance and parking fees paid or from product sales, they should pay a percentage of their sales to support the bus system used by their customers or provide a trolley bus to transport their customers to these sites. By supporting agricultural events such as city and county farmers markets, the Mayor's Office of Economic Development also generates more bus riders, so this office should also contribute to the bus system that services the KCC bus stop.</p> <p>The Short Range Transit Plan Report on the Honolulu.gov website did not provide a breakdown of the resident vs. non-resident status of riders from the point they board the #3 bus and when they depart the bus at the KCC bus stop, nor the breakdown of the bus system's dollars by federal vs. property tax collections, so it is difficult to see how much property tax payers vs. the federal government subsidize tourists who ride the #3 bus. This information needs to be shared with property tax payers on the Honolulu.gov website.</p> <p>Solution:</p> <p>1) Keep the #3 Salt Lake bus operating to Waialae Avenue until taxpayers are given stronger justification for the need for this change. In the interim, require that the state, the KCC Farmers Market vendors and the hotel and restaurant industry in Waikiki contribute to the operating budget of bus service that serves their customers.</p> <p>2) If the DTS insists on having the #3 Salt Lake bus end at KCC, then DTS needs to synchronize the schedules of the #3 Salt Lake and the #9 Palolo buses. By cutting off service on the #3 Salt Lake bus to Waialae Avenue, riders who live between Kapahulu Avenue and KCC will have to take the #3 Salt Lake bus to the KCC bus stop and then transfer to the #9 Palolo bus to get to Waialae Avenue. The wait should be no longer than 15 minutes (See Nelson/Nygaard Consulting Associates Inc., Short Range Transit Plan Report for the Department of Transportation Services, City and County of Honolulu, p. 15).</p>	

