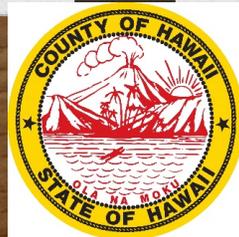


# County of Hawai'i Transit Master Plan

Presentation for Public Meeting at  
Waimea Elementary School  
October 19, 2017

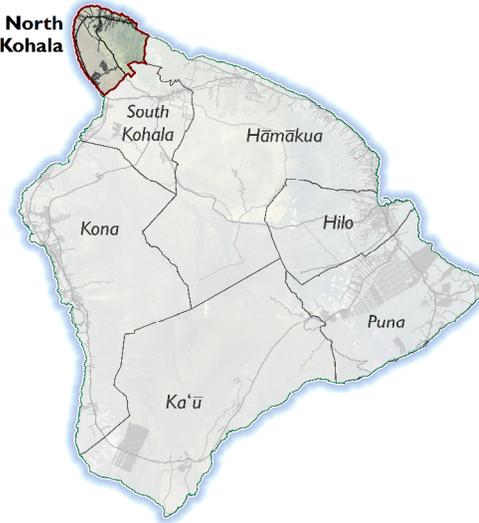
1



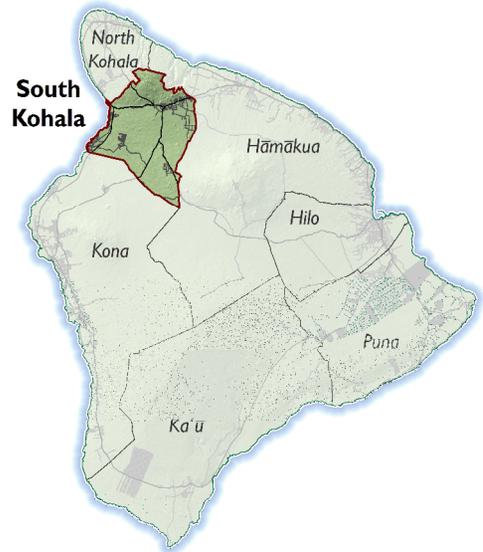
# INTRODUCTIONS

- Tiffany Kai, Acting Administrator, MTA
- Kasie Kailikea, MTA
- Curtis Sharp, Hawai'i County MTA Consultant and Analyst
- Cheryl Soon, SSFM International
- Linda Frysztacki, Weslin Consulting Services, Inc.
- Jo-Anna Herkes, SSFM International
- Christine Feinholz, Pacific Cartography

**North Kohala**



**South Kohala**



# We are Pleased YOU are Here

---

- There are five public meetings to discuss the transit study
- Meetings have already been held in Kona, Keaau and Pahoa
- The final meeting will be next Tuesday, October 24 in Hilo at Aunty Sally Kaleohano's Luau
- We are interested in meeting as many people as possible
- Press release
- Radio announcements
- Flyers on the buses
- Posting Flyers
- Email blasts
- Word of mouth

# CHALLENGES & OPPORTUNITIES FOR MASS TRANSIT IN HAWAI'I COUNTY (1)

- System has been in existence for thirty years; many things have evolved from trial and error
- There is wide agreement that having a well functioning and dependable transit system is critical to the economy of the island and to the quality of life
- The current system is most heavily used by commuters, often travelling long distances, who have no other option; without MTA, they cannot get to work
- The system is also used by students getting to school, folks going to medical appointments, shopping, you name it!
- The route system is oriented to and through Hilo, but needs are greater than that and there are District specific differences



## CHALLENGES & OPPORTUNITIES (2)

- The fleet mix, which evolved from a mix of purchases of new and used vehicles, is too diverse to keep a reasonable inventory of parts and is a challenge to the mechanics to learn so many different brands and makes.
- It will be good to standardize to one or two types that are hardy and able to work in all topographies.
- Ridership demand dictates that buses and vans be of a larger size; because trips are long, every attempt is made to give everyone a seat.
- The maintenance yard co-located with DPW has been outgrown and no longer meets the needs of the system; a new facility has been constructed and it is close to moving in.



# PRIORITY ACTIVITIES UNDERWAY

- Focus on improved customer service by going out into the community and talking to users, riders, and others on a consistent basis.
- Get the buses fixed so they are back out on the road.
- Get more buses (7 heavy duty buses from Honolulu arrived July).
- Implementing demonstration paratransit service in Hilo and Kona.
- Finishing the new maintenance facility.
- Move out of the old facility and into the new facility.
- Submitted three federal grant applications: two for additional buses and one for operating assistance.
- And much more...



The County of Hawai'i  
TRANSIT MASTER PLAN PROJECT

---

# WHY HAVE A TRANSIT MASTER PLAN?

- Planning for public transit should reflect the island's shared vision for the future. It is forward thinking.
- The goal is to provide quality service in an efficient and equitable manner.
- The plan provides a close examination of the future alternatives and the reasoning why the path followed was selected.
- This Master Plan contains a baseline study. None has existed before.



# A WORD ABOUT THE IMPORTANCE OF PUBLIC INPUT IN DEVELOPING A MASTER PLAN

- Since a plan is meant to benefit riders (users), existing and potential, public input is at the heart of what gets done
- At the beginning of the study, we rode the buses, talking to riders and drivers. They were very helpful and forthcoming.
- We have received complaint logs for the past year.
- In March we conducted a survey of riders. This was done by riding the bus, handing them a form, and collecting them before they got off (results later in this presentation).
- Public meetings about proposals will occur throughout October. This timing is considered mid-project, so there is something to react to, but it is not final. Input is still welcomed.
- Another round of meetings would occur prior to finalizing the Master Plan.



# TASKS IN THE CONTRACT

Task One: Administrative

Task Two: Vision

Task Three: Public Involvement

Task Four: Existing Conditions, Review Previous Studies, Passenger Survey

Task Five: Trends & Future Needs

Task Six: Service Improvement Program

*Task Seven: Capital Program*

*Task Eight: Financial Plan*

*Task Nine: Master Plan Document*



## PROPOSED VISION FOR TRANSIT IN Hawai'i COUNTY

---

*Create a high quality multi-modal transportation system that provides safe, reliable, convenient, environmentally responsible, and cost effective mobility choices that meet the needs of our residents and visitors*

# Recommended Goals to Achieve the Vision

Goal One: Make riding transit easier and more desirable

Goal Two: Create a transit system to serve all people

Goal Three: Use transit as a tool

Goal Four: Create transportation hubs with amenities

Goal Five: Phase System Implementation

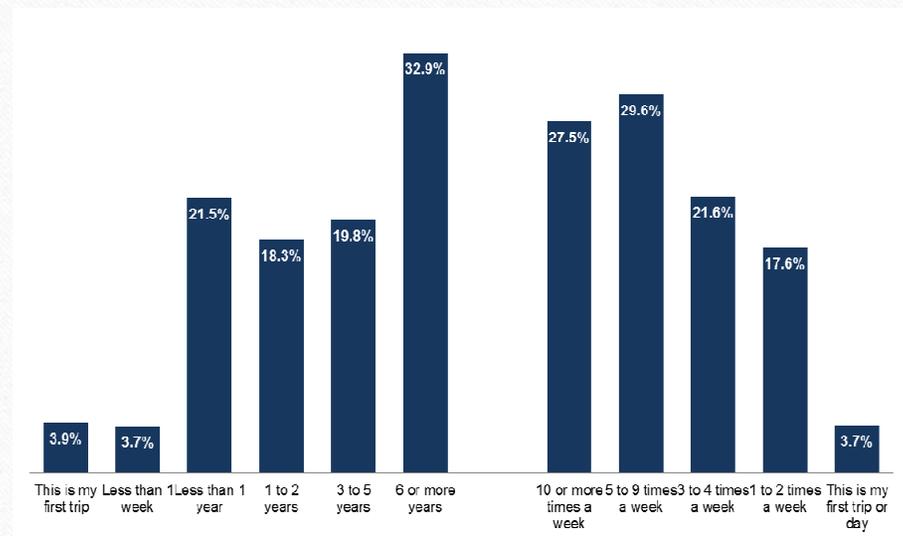


# RESULTS FROM THE PASSENGER SURVEY (1)

29.1% have been riding for less than one year

15.5% would drive if bus service were not available

84.5% are dependent on transit, although 35.8% could get a ride from someone else if they had to



## Passenger Survey Results (2)

- 57.1% ride five or more times a week;  
27.5% ride more than ten times per week
- 29.7% are students
- 50.6% are employed either full or part time
- 43.5% are female
- 7.6% are tourists
- 34.1% speak a language other than English at home



# Passenger Survey Results (3)

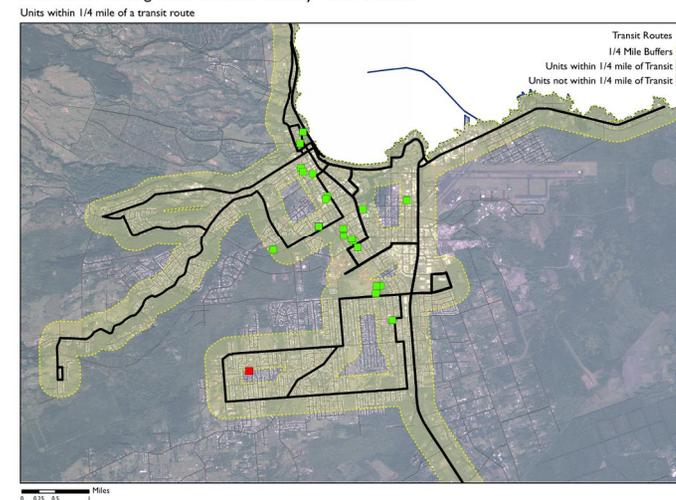
- 63.2% rated Hele-On service quality as excellent or good
- 818 Written comments were added to the survey form
  - Most ask for New buses that don't break down
  - People also ask for the timetables to be realistic
  - Many ask for more frequent service as well as holiday and weekend service and night service
  - Other comments related to shelters, fares, and comfort features
  - Positive feedback on drivers, with a couple of notable exceptions which are being addressed



# Close Coordination with County General Plan

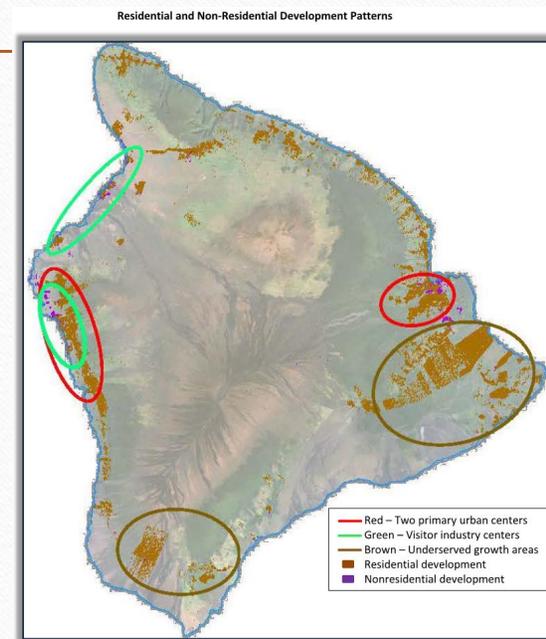
- MTA has been coordinating with the County Planning Department who is updating the General Plan.
- Adoption and implementation of ideas generated through the Community Plans
- Land use planning and transportation should be integrated
- The transit plan is using the same population forecasts to grow from 202,674 in 2015 to 277,335 in 2035 (DBEDT)
- Elderly & disabled population will grow at a faster rate than other age groups
- Goal is to identify a variety of public transportation options for all users
- Providing options for special needs and for areas with affordable housing is a priority

Affordable Housing Units in Hawaii County - Hilo District



# TRENDS & NEEDS (1): OVERALL

- Puna and Ka‘u are underserved areas, meaning limited services and infrastructure
- Road capacity limits how service can be provided, and this will not change
- Housing growth varies greatly by district. Fastest growth is in Puna, e.g. Hawaiian Paradise Park and Orchidland.
- Employment will remain concentrated in Hilo and Kona, as it is today



Source: County of Hawai'i General Plan Comprehensive Review Scenario Planning Public Input Forum, August 2016, page 56.

## TRENDS & NEEDS (2): BY DISTRICT

Puna served by Routes 10 and 40. Needs additional frequency in AM and PM plus service beyond just commuter service. Establish a hub.

Ka'u Served by Routes 10 and 90. Needs evening routes to Hilo and Kona and greater frequency of service. Possibly a intra-district shuttle.

Kona Served by Routes 1, 75, 80, 90, and 201. Requires new routes and greater frequency: more shelters and bus stops.

So. Kohala Served by Routes 1, 75, 80, 90, and 301. Need alignment changes to serve residences. Looking for future transportation corridors to orient growth around.



## TRENDS & NEEDS BY DISTRICT (3)

- North Kohala: Served by Routes 70 and 75. Needs more mauka to makai access, improved bus stops and shelters, some off-route service
- Hāmākua: Served by Routes 1, 60, and 80. Need to expand intra-town service, create park & ride locations, install bus shelters.
- Hilo: Served by five routes and three intra-Hilo routes. Looking for more frequent service and integration with shared ride taxi. Need to upgrade the hubs at Prince Kūhiō Plaza and Mooheau.



## TRENDS & NEEDS (4): AN EVOLVING TRANSPORTATION SYSTEM

- The trend nationally, in the State of Hawai'i, and in Hawai'i County is toward a multi-modal approach to transportation. This means integrating pedestrians, bicyclists, and bus riders into overall thinking
- Bike and pedestrian access is part of planning service as are waiting spots such as bus shelters and hubs. 20% of Hele On riders walk more than five blocks to catch the bus
- Complete Streets policies is a manifestation of this. Hawai'i County adopted this policy in 2011.
- Transportation Network Companies are changing the way people view vehicle ownership. Examples are car share; bike share; and Uber and Lyft which can provide supplementary or complementary service



# TRENDS & NEEDS (5): TECHNOLOGY

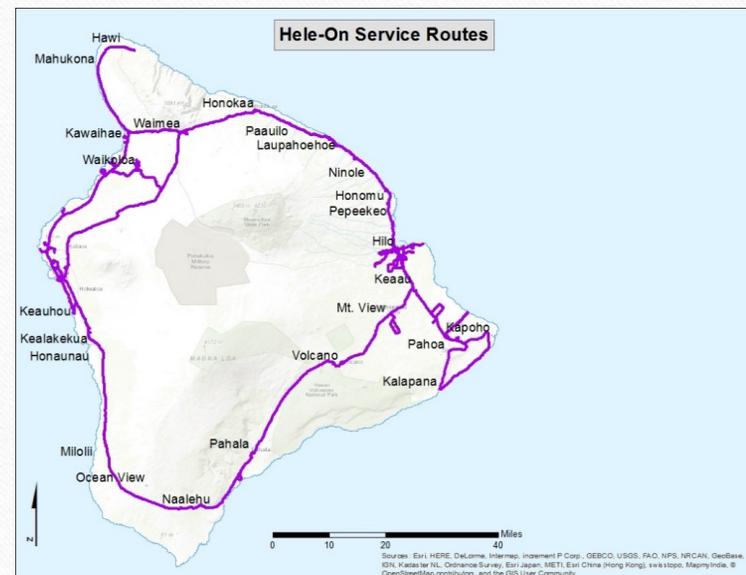
As with the rest of society technology keeps changing the way we do business and how we communicate. Here are a sampling of possibilities:

- GIS based APPs that locate the bus and can calculate when it will arrive
- Electronic Displays of bus arrivals at transit hubs
- Video surveillance (CCTV) at hubs or on buses
- Automated next stop announcements
- Automated passenger counting systems
- Fare collection systems using “smart cards”



# CURRENT ROUTE TYPES

- Connector Routes  
*Connect communities over longer distances.*
- Circulator Routes  
*Circulate within a single communities and connect neighborhoods*
- Commuter Routes  
*Serve home to work trips during peak hours*



# NEW ROUTE TYPES

- Hub & Spoke

*The longer Connector routes meet with the shorter Circulator routes at hubs*

- Flex Service

*Fixed routes may deviate within  $\frac{3}{4}$  of their route to pick up passengers who make advance reservation*

- Zone Service

*Occurring in rural areas, rides are available one or two days a week, also with an advance reservation. This is not a fixed route.*



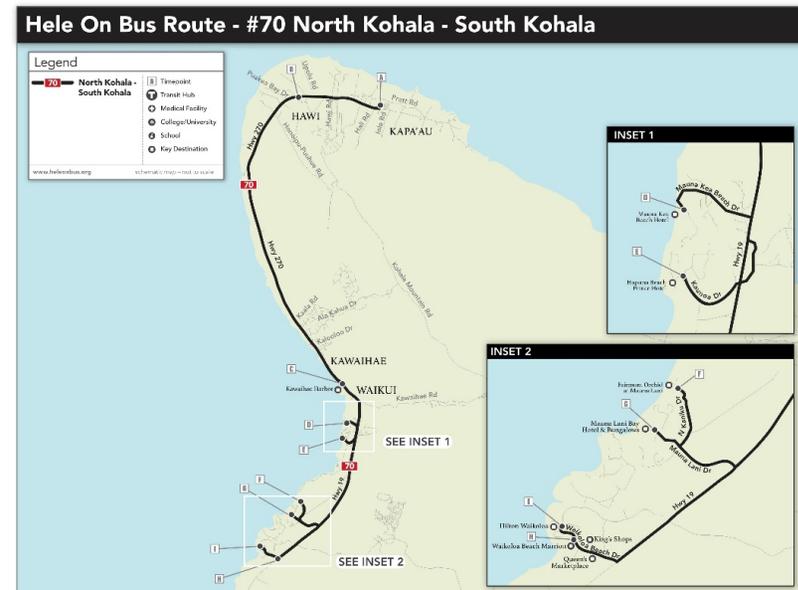
# RECOMMENDATIONS FOR SERVICE IN North Kohala

Route 70 North Kohala to South Kohala Resorts will remain unchanged.

Route 75 North Kohala-Waimea-Kailua would have three changes:

- Serve Kona Airport in both directions
- Serve a Kona Hub
- Add Waimea to the Saturday trip

Consider Flex Service for the North Kohala segment



# FLEX SERVICE for North Kohala

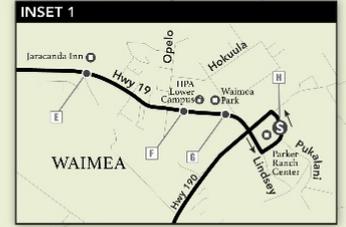
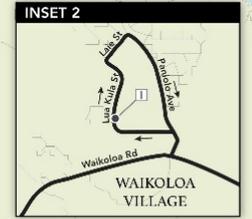
## Hele On Bus Route - #75 North Kohala - Waimea - Kailua-Kona

**Legend**

- North Kohala - Waimea - Kona
- Flex Service

Timepoint
Transit Hub
Satellite Hub
Park & Ride
Medical Facility
College/University
School
Key Destination

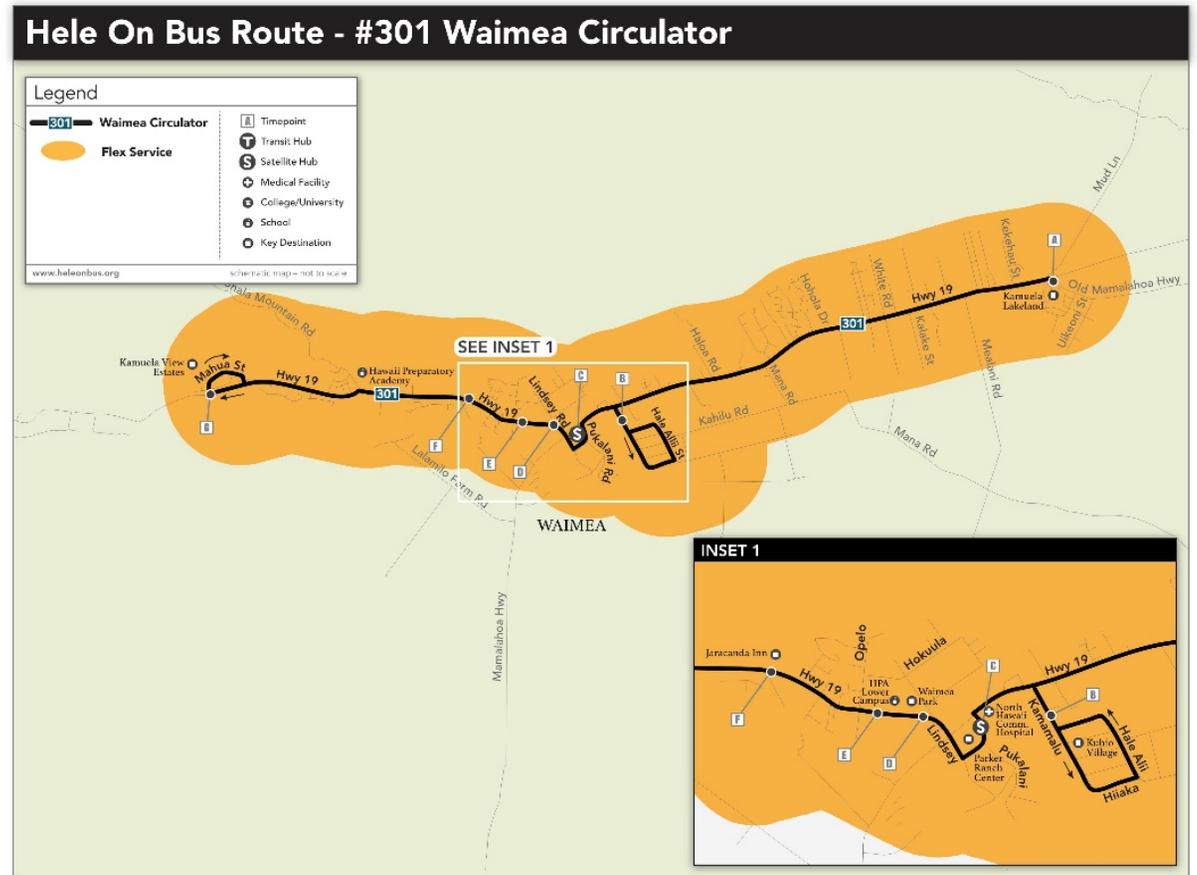
[www.heleonbus.org](http://www.heleonbus.org)      schema/crmap - not to scale



RECOMMENDATION FOR

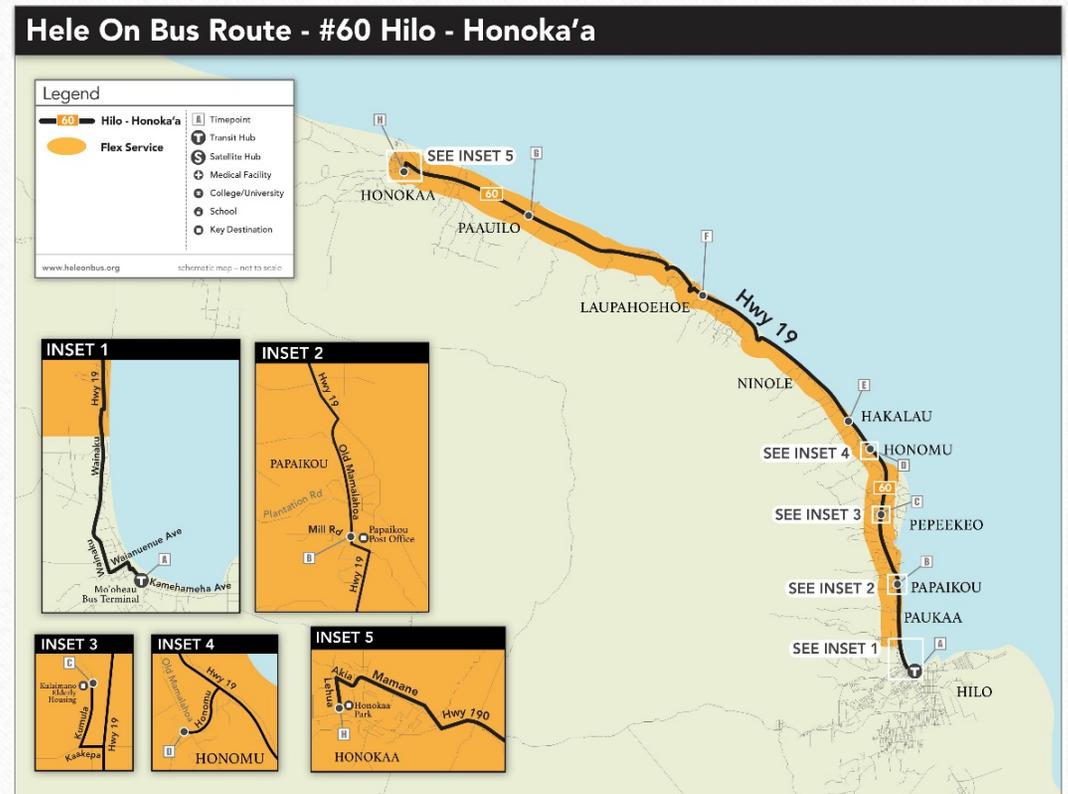
South Kohala  
and Waimea

- Convert the Waimea Circulator (Route 301) to Flex Service



## RECOMMENDATIONS FOR SERVICE IN Hāmākua

- Add Flex Service to Route 60 Hilo to Honoka‘a
- Adjust schedule to show a four hour turnaround time from Honoka‘a to Mooheau (42 miles)
- Partner with churches to create more Park & Rides



# HUBS

- Their main purpose is to be a transfer spot between two or more routes and transfer to other modes, such as taxi or demand responsive transportation would be possible
- Hubs would have shelter and benches for waiting. They would have information about schedules, route maps, fares, and bus arrival information
- Other amenities might include bike racks, vending machines, ATM machine
- This picture is of the Waimea hub



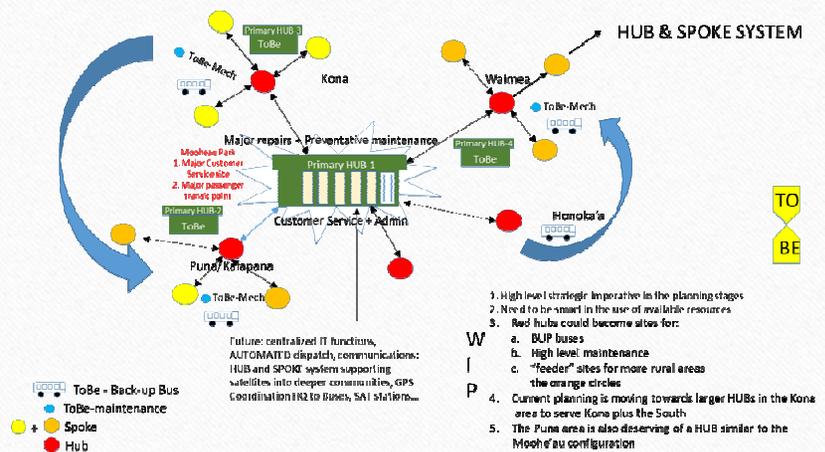
# Future Possibilities for Hubs

- Hubs can eventually become places to co-locate retail, day care, and community services
- This pictures shows a retail kiosk at a hub
- Hubs can be central community gathering locations in villages, as forseen in several Community Plans



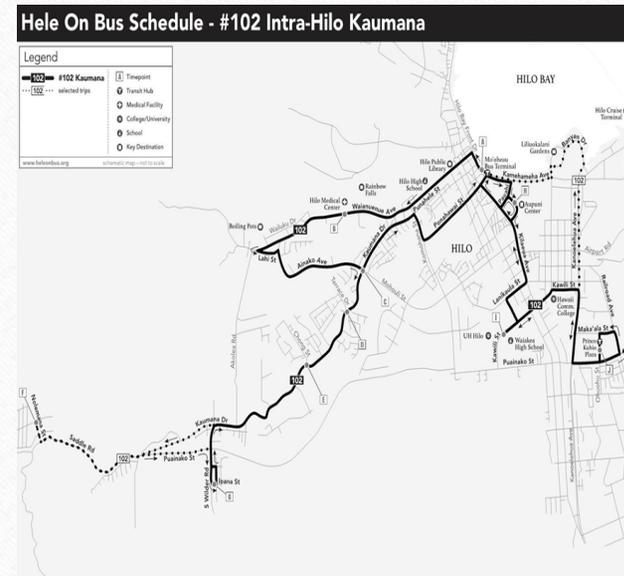
# Future Possibility to Integrate Routes and Hubs with Maintenance Support

- When the system is decentralized, hubs can serve additional purposes
- For example, they can be wait areas for spare buses in case of breakdowns
- Mechanics could go there and make minor repairs
- They can be places for drivers to report and start their route
- They can be communication points



# WHAT FOLLOWS NEXT IN THE STUDY?

- Complete Service Improvement Recommendations based on Public Feedback
  - Short term to address current problems
  - Intermediate term including modifications to existing routes to better meet customer needs
  - Long Term service objective to convert to hub and spoke operation; increase frequencies and provide improved customer experience
- Prepare a Capital Improvement Plan to support modifications
- Financial Plan
- The final step is a County of Hawai'i Transit Master Plan



# TIMELINE TO COMPLETION

---

- The Service Plan draft is being circulated now for comment
- Public meetings are being held throughout October
- The Capital and Financial Plans will be drafted in November
- The Final Master Plan will come in the first quarter of 2018
- Second Round of Public meetings

MAHALO !!!

