



INTRODUCTION

The Mayor and County Council for Hawai‘i County have long supported public transit on the island. It has been seen as an important means for connecting workers with their jobs, oftentimes on opposite sides of the island. Cost of public transit is a major component of the County budget. The FY 2017-18 budget was \$14,031,908 which includes both major capital expenditures and the operating budget.

By 2014-15 the Council was openly asking itself what was the context for these expenditures, as well as how could service expand to meet needs of a growing population. The idea for a Master Plan appears to have been spawned in the Puna CDP Action Committee and then championed by the area councilman of the time. Council placed \$500,000 into the county budget to undertake a next generation Master Plan that looked ahead twenty years.

The administration prepared a set of guiding principles for the Master Plan which would reflect the issues and needs that should be addressed. The administration selected SSFM International with Weslin Consulting to undertake the study. Work began in the fall of 2016.

In the three years since Council called for a Master Plan, the situation has become dire. Aging buses, overly-stretched staff, rising costs per passenger mile, and dropping ridership add to the urgency of creating both immediate and longer term plans.

Hele-on is at a cross roads. It can continue as is and continue to lose both ridership and user confidence, or it can make strategic investments and thereby lift up to a higher level of performance. In making that choice, it is essential to set clear goals that can be achieved and make priorities for addressing multiple needs.

WHY HAVE A TRANSIT MASTER PLAN?

This is the first County Master Plan for the Hele-On system in over twenty five years. Previously, the state of Hawai‘i Department of Transportation sponsored a plan for Hawai‘i County in 1992 and then a tri-county data analysis in 2005. Since its inception forty years ago under Mayor Matayoshi, the system has evolved through trial and error and by being opportunistic. But recent problems demonstrate that good fortunes can also reverse themselves, buses get old and break down, service can deteriorate, and ridership drop.

Planning for public transit should reflect the island’s shared vision for the future. It needs to address current problems and also be forward looking. If the goal of quality service provided in an efficient and equitable manner is to be realized, then priorities must be set and hard choices made. With a Transit Master Plan, these choices can be made transparently and based on data.

This *Draft Transit Master Plan* identifies policies and standards for the delivery of service as well as criteria for measuring what can be expected. Among the most basic of purposes for the Master Plan is to assist decision makers with funding and expenditure choices.

The *Draft Transit Master Plan* is being circulated along with discussion on the type of input received as part of the plan preparation process. The Final Master Plan will reflect any additional input from the public review and comment period.

Appreciation is extended to the Mayor and Council of Hawai‘i County, other officials, organizations & associations, and most of all, to the citizens who so willingly gave their time, passion, and ideas to the making of this future generation Transit Master Plan.

GUIDING PRINCIPLES

The approach to developing this Master Plan followed several Guiding Principles as provided by the County in contract documents. The Guiding Principles were:

- Create a system that is safe, reliable, friendly, and accessible for users of all ages
- Consider all modes of transportation, but emphasize alternatives to the automobile, including public transit, ride share, bicycle, and walking
- Be cognizant of persons with disabilities, which is an increasing portion of the community. Modes of transportation must comply with the Americans with Disability Act (ADA)
- Set realistic priorities that are visionary, yet practical, measureable, and achievable
- Identify features of the transportation network or barriers that make it unsafe or uncomfortable for users
- Provide a means to measure existing safety, access and mobility, environmental health and economic vitality, and then provide tools to measure change over time
- Coordinate with the County of Hawai'i General Plan, Community Plans, and other relevant Plans for State and County infrastructure
- Be environmentally sensitive by reducing congestion, decreasing emissions, and encouraging non-polluting modes of transportation
- Use the latest and best design criteria and guidelines for bus stops, shelters, and hubs
- Engage the community and stakeholders through public workshops and presentations to establish consensus and broad support for a transportation system

Discussion:

During the public meetings of October-November 2017, participants were asked to choose their top priorities from the list of guiding principles shown above. Votes were cast for each of the guiding principles at every meeting, suggesting the principles are comprehensive.

The top three choices were:

- Create a system that is safe, reliable, friendly and accessible for users of all ages and abilities
- Consider all modes of transportation, but emphasize

PLAN DEVELOPMENT PROCESS

The initial focus of the master plan project was to make an assessment of previous work, current conditions, and future projections. The results of these tasks was the preparation of seven Task Reports, each on a specific topic which are briefly described below. Task reports are available at the project website, www.heleonmasterplan.com.

1) Review of Previous and Ongoing Studies.

A search was made of various island-wide plans, studies and documents. County sources included the General Plan (2005) and Community Plans (various years), Complete Streets Resource Paper (2015), MTA Bus Stop Location Study (2010), Keāhole to Honaunau Regional Circulation Plan (2003), Hawai'i County Health Needs and Assessment (2013), Bikeway Plan (1979), and a study by University of Michigan on Expanding Transportation Opportunities on Hawai'i Island (2014).

State sources reviewed included the Coordinated Public Transit Human Services Plan (2011), Statewide Mobility Management Report (2014), Transit Technical Study for Kaua'i, Maui and Hawai'i (2004), Public Transit Plan for Hawai'i County (1991), Federal-Aid Highways 2035 Transportation Plan for Hawai'i District (2014), Bike Plan Hawai'i Master Plan (2002), Statewide Transportation Plan (2011), and Statewide Pedestrian Master Plan (2013).

Collectively, these documents identify a shift in policy away from vehicles as a priority and toward a new accommodation of multi-modal travel. Many of the reports call for an increase in transit routes, transit centers, stops, vehicles, and user amenities as well as improvements for non-motorized modes.

A thorough review was made of the County General Plan and the six adopted community plans, their technical studies, as well as Envision Hilo and the Downtown Hilo Multi-Modal Master Plan. Policies and themes that have repeated themselves in the community plans are similar to what was heard from the public during this study: look

- alternatives to the automobile, including public transit, ride share, bicycle, and walking
- Be environmentally sensitive by reducing congestion, decreasing emissions, and encouraging non-polluting modes of transportation.

These preferences indicate that there are multiple agendas beyond the mere provision of transportation, and that environmental protection and accessibility for those with disabilities are strong additional purposes for the County transportation system.

at the needs of those who are transit dependent, create ride-sharing and park-and-ride options which are secure and convenient, improve bus stops, add more airport service, and find financial resources for equipment, bus service expansion and other needs.

2) Transit Infrastructure Report

The County and MTA have made considerable investment in its fleet, passenger infrastructure, and by building a new maintenance facility and operating base. Some of the older investments have reached the end of their useful life. Others need upgrading.

Of the 43 buses inventoried as of November 2017, twenty two were deemed to be inoperable and needing large repairs, two were being assessed for their usefulness, and only 19 were running and in service. This in turn required MTA to lease large numbers of buses from private tour operators at a considerable daily cost. Only six county-owned buses were under five years of age and three of those were inoperable. The need for both a fleet replacement program and preventative maintenance is stark.

The heart of the passenger facilities is at Mo‘oheau Bus Terminal on Kamehameha Highway in Hilo. Most routes stop at this location which can accommodate up

to six buses at a time, although there is no designation where to stop. Some commuters park in the adjacent lot, however most use the park and ride lot located 2,000 feet away. The area is crowded on cruise ship days when additional vehicles operated by commercial tour services use the positions usually used by Hele-On.

Transit hubs for the system are located at Prince Kūhiō Shopping Center (Hilo), University of Hawai‘i-Hilo, Parker Ranch Shopping Center, and K-Mart in Kona. PKSC has shelter, trash cans, street lighting, designated bus lane, and fenced sidewalks to encourage people to use the crosswalk. A security person is often present.

The UH-Hilo hub is located near the student center and waiting passengers use adjacent buildings for shelter.

The Waimea hub is located on Pukalani Road where a shelter was installed in March 2017. It is a barren area with little evidence of the purpose it serves and buses have to pull over into a nearby field to layover. This is not an ideal situation. Previously it was located behind the shopping center parking lot where people could wait closer to the food court and restrooms.

In Kona, the K-Mart serves as a hub for both Hele-On

Figure i-1. Mo‘oheau bus terminal – actively used by bike, transit and tour companies.



transfers and other commercial services. While this is a mutually advantageous activity with K-Mart, there is no branding, rider information or other indication at this location that gives notice of how it is used.

The system has five park and ride lots: Bayfront in Hilo (104 spaces), Ocean View in Ka'u (40 spaces), Honoka'a in Hāmākua (68 stalls), South Kona/Captain Cook (27 spaces), and Takeshi Kamigaki in Kona/Kealakekua (12 spaces).

Bayfront Lot has portable toilets, street lighting, and passenger shelters, which are good, but the area is prone to flooding. The Ocean View lot, which is also used by school buses, is gravel with a single sign and no other amenities, including lighting. Honoka'a lot on Lehua Street is a well-designed paved parking lot with a passenger shelter and sign, but minimal lighting. It is likely underused because of security concerns. By contrast, the South Kona lot is along Highway 11 and adjacent to the senior center on Kinue Road, is paved with a large passenger shelter and designated bus lane.

Many bus stops are used as major time points for the routes and schedules. These are all marked as major destinations. Time points exist at both airports, but better signage is needed to direct arriving visitors to the Hele-On stop, similar to wayfinding signage for rental cars and taxis.

Figure i-2. New Bus Shelter at Ane Keohokālole



The system has just over fifty passenger shelters island-wide. They are well designed and easily accessible. Approximately 5-6 more are added each year, but all need better route schedule information posting. In remote and rural locations it is not unusual to find makeshift seating at stop locations. MTA has been moving away from flag stops where passengers wave down

the bus to stop as these are often both confusing and sometimes unsafe. A 2010 study of these found that of 575 recognized stop locations, 224 were recommended to be improved with amenities, and 89 made official in the County code.

Figure i-3. Hele-On Bus Sign



Technology and information dissemination was among the highest requests received during the course of this study. Only Mooheau Terminal has notices posted in glass cabinets mounted on the wall. Most but not all the buses have destination signs, and some were hand written. Current practices elsewhere have destinations shown electronically on the front, rear and sides of the buses. This needs to be incorporated into any bus order.

The most major change in the bus infrastructure is the erection of a new maintenance facility and operating yard on Hololaulima Road. The facility is 26,500 square foot building with 19,500 square foot warehouse for storage and space for administrative offices. The facility will have four working bays, double the number at the Leilani Street facility, which was shared with DPW.

Figure i-4. New Transit Maintenance Facility on Hololaulima Road



Overnight parking of buses occurs at Hawai'i County Police Department in Kailua-Kona, at the Public Works base in Waiohinu. But no other place does minor service or repairs. Over time, it will be important to have remote service agreements so every vehicle does not have to come back to Hilo every time something goes wrong.

3) Existing Conditions Report

The study looked at the current and future demographics of Hawai'i Island population, employment, levels of disability and poverty, affordable housing, and languages spoken. The graphs for these subjects can be found in the Appendix A and the findings are briefly described here.

County of Hawai'i population was 180,362 in the 2010 census. The American Community Survey shows that growth has been rapid, up to 198,449 in 2016, a ten percent growth. Population continues to grow with concomitant demands on services such as transit. The median age is 41.1 years of age, which continues to rise, and also has an impact on providing transit service.

Figure i-5: Passengers Boarding



The concentration of settlements is scattered and rural with the exception of Hilo and some parts of North Kona. Yet, rural Puna has had the greatest percentage of change for any district, 50.8% between 1990 and 2000 and 44.6% between 2000 and 2010 according to the County Data Book 2015. Districts of Ka'u and South Kohala also show high rates of growth. The implications here are for more demand for transit from all districts, but especially rural areas.

Close to 92% of the population over 16 years and under 64 of age is employed. Unemployment is not distributed

evenly; over 19.4% of those in the Discovery Harbour section of Ka'u; 23.4% in Hāmākua CDP; and 23.1% in Nanawale Estates in Puna. Part of this may be due to far fewer employment opportunities in their community; persons wanting to work must travel out of district, sometimes long distances.

Disabilities as a percent of the total population hovers just above 13%. Around 9% of the population of Hawai'i County lives below the poverty line as compared to 5.2-5.5 percent for the State of Hawaii.

The US Department of Transportation is committed to and requires its grantees to also commit to principles of Environmental Justice, which means to avoid, minimize or mitigate high or adverse effects on minority or low income populations; to ensure full and fair participation by all affected communities; and to prevent the denial of receipt of benefits by minorities and low income populations.

Environmental Justice analysis was conducted for Hawai'i County by looking at the population at the block level, using two accepted methods: Above Average and Standard Deviation. The Above Average method identified the number of census blocks with a minority population over 67% and/or census blocks where 14.6% or more households are below the poverty line. Using this method, 63 blocks met the minority population threshold, 38 blocks met the poverty threshold, and 19 block groups met both criteria. Using the second method, one standard deviation above the mean, 16 blocks met the minority criteria, 19 met the poverty criteria, and one block met both. Areas with minority EJ qualification are in Naalehu/Waiohinu and Discovery Harbour in Ka'u, Kuristown, and parts of Hilo. Areas which meet the poverty EJ qualification are in Hawaiian Ocean View and other parts of Ka'u, most of Puna district, and areas of Papaikou/Paukaa/ Wainaku, Pepe'ekeo in northern Hilo. This plan places particular attention to serving the communities in EJ areas. Maps for these are shown in the Appendix B.

Employment is a major reason for travel. The State DBEDT estimated the County had 65,400 non-agriculture jobs in 2015 which was an 8.5% increase over 2010. Resort jobs are concentrated in the large resort properties in Kohala and Kona coastlines which require 24-hour staffing. Other large employers are at major shopping destinations (65 locations) and medical

facilities (25 locations). Over half of all jobs are in small establishments with 1-4 employees.

4) Passenger Survey Report

An on-board passenger survey was conducted in February – March 2017 on all routes. Passengers were handed a form and a pen and asked to fill out a two-sided questionnaire before they de-boarded. Survey assistants rode the bus to help this run smoothly. A total of 750 responses were received back.

Figure i-6. Surveyor



Characteristics of those responding: 32% have been riding for six or more years, 19.8% for 3-5 years; 18.3% for 1-2 years, and 29.1% for one year or less. Males were 56.5% and females 43.5%. Most were residents, only 7.6% were tourists. Employed full time 35.2%, employed part time 15.4%, seeking work 14.1% which reflects the importance of the Hele-On system for employment (almost two-thirds of all participating riders).

Most frequent trip purpose was work at 31%. Other trip purposes included school and college, shopping, social, personal business, medical and airport trips. Most passengers pay the base fare or the discounted senior and student fare. 29.4% use the bus ticket system which are bought in blocks of ten rides.

If the bus were not available for their trip, 36.5% say they would try to find a ride with someone, 15.6% would drive, 34% would bike/taxi/walk, and perhaps most importantly, 23.9% say they would not be able to make the trip at all.

Most passengers access the bus by walking 66.3% with 18.1% being dropped off, 7.9% driving and parking a car, and the balance by bicycle. These results have important information for the kind of infrastructure needed at bus stops and hubs.

Customer satisfaction question showed 20% rate the system as Excellent, 43.2% as Good, 29.1% as Fair and 7.7% as Poor. Those characteristics which were given high ratings (more than sixty percent rated Excellent or Good) were driver courtesy, safety, route identification and route directness. Those characteristics with low ratings (more than sixty percent rated as Fair or Poor) were Service Frequency, Evening Service, Weekend Service, and On-Time Performance.

The most frequent comment added by passenger respondents was “get more buses that don’t break down.” The survey occurred during a period of frequent breakdowns, so this was not a surprise. Other repeated comments concerned being on time and having realistic schedules, having more information available on line and/or on an APP, and having buses run more often,

5) Trends and Future Needs

An analysis was made of trends and future needs for the transportation system. These are summarized in Table i-1.

Ten major trends were identified:

- Population growth and aging
- Elderly and disabled growing at rate faster than the rest of the population
- Development growth fastest in Puna, Kona, and Hilo
- Roadways are over capacity, but few new roads are planned
- Housing growth is unevenly distributed
- Jobs will remain concentrated in Kona and Hilo
- Districts have uniquely different characteristics and trends
- ADA paratransit program is new and demand will grow
- The transportation picture is evolving to include Complete Streets Policies and new service providers
- Technology for transit is evolving rapidly

Table i-1. Trends and Future Needs

Category	Discussion	Implications to Transportation System
Population	The population is forecasted to grow by 60% by the year 2040 from the last US Census in 2010. In addition to the 296,322-resident population will be an average 36,320 daily visitors.	People will be looking to transit to avoid driving on increasingly congested streets. Visitors will want easy access to the County's tourist sites.
Elderly and Disabled Population	<p>The elderly and disabled population will grow at a faster rate than other age groups.</p> <p>The age 85 and older will increase from 2.2 percent of the population to 5.2 percent.</p>	<p>An increase in the elderly and disabled populations will add demand to transportation programs including paratransit and the shared ride taxi.</p> <p>It is advisable to continue efforts to have the elderly and disabled use fixed route transit.</p>
Development Patterns	Growth areas are Hilo, Kona, and Puna. The County has identified Puna and Ka'ū as underserved growth areas. Underserved means limited services and infrastructure.	Both Districts have long travel times to urban centers. In addition, the zoning includes large tracts resulting in low density, which is longer trip times.
Road Capacity	The only roads connecting Puna to Hilo are currently "significantly over capacity." There are no major new road projects to increase capacity to be able to serve current demand let alone demand from new development.	The single seat ride on transit may not be the best mechanism to deal with increasing traffic congestion on these long routes. Not all roads are suitable for transit services.
Housing	Housing growth will not be spread evenly throughout the County. Growth will occur from a low of 29% in Hilo to a high of 171% in Hawaiian Paradise Park-Orchidland. Three regions with the highest projected housing growth rates are in the Puna District.	Resources will need to be increased to serve the expected demand. Long trips will need to be stream-lined with passengers perhaps having to transfer to another vehicle to complete their trip. This impacts the fare system as well as operational system.
Employment	Jobs, however, are projected to remain concentrated in Hilo and Kona. Other areas will see an increase, but the major job centers will be as today.	Affordable housing will be in Districts with long commutes to the job centers. The roads will not be able to accommodate additional single-occupant vehicles, therefore, transit will be tasked with providing additional services.

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Category	Discussion	Implications to Transportation System
District Level Trends	<p>The Districts have unique characteristics and the trends point to differences within each District. All will need to plan for a higher percentage of elderly and disabled residents; however, Hilo and Kona have more of the services geared to these populations. Others will have more residents but not enough jobs.</p>	<p>Several demographic indicators determine transit propensity. Many disabled people cannot access jobs, education, or services with a personal auto and rely upon public transportation. Since many are located outside the urbanized areas, looking at alternative transportation modes other than ‘big bus’ may be more cost effective.</p> <p>Other issues that may be exacerbated by the increased development are issues of equity – Hilo’s airport is served by 8 bus trips, while Kona’s has just a couple. Consistency in service will be much more important – attractions and neighborhoods may need more than 1 or 2 trips.</p>
ADA Complementary Paratransit and Shared Ride Taxi Programs	<p>Hele-On’s ADA Complementary Paratransit program is new. It is offered in the urban Hilo and Kona areas and should be available in other areas of the County. The Shared-Ride Taxi Program is available in Hilo only and has been available for over a decade.</p>	<p>Both services can expect an increase in demand in the future. The ADA service is priced according to Federal law; the Taxi Program has not had a fare increase in at least 10 years. Both services will need to be managed carefully to avoid unsustainable subsidies.</p>
Evolving Transportation Systems	<p>Developing a Complete Streets (CS) Policy and incorporating CS principles into the planning process is a County priority. Bike sharing launched in Kona in 2016. Both Lyft and Uber started services in March 2017.</p>	<p>Pedestrian, bicycle, and vehicle alternatives are being incorporated into the overall transportation palette offered by many jurisdictions. Hele-On has most of these options available to incorporate into the overall system. This is important in those areas that are difficult to serve with traditional fixed-route transit.</p>
Technology	<p>Many transit systems are taking advantage of technology, whether it is real-time GIS based Apps to electronic displays at transit hubs, automated next stop announcements, automated passenger counts, fare collection systems some using smart card technology to video surveillance on buses and at transit centers and hubs.</p>	<p>Hele-On is currently pursuing a GIS based real time App that will allow passengers to locate their bus and estimate its arrival. This is a good start and can lead to real-time electronic displays and other systems. The Master Plan includes these systems in the Financial and Capital Plans.</p>

6) Public Meetings Report

A series of public meetings were advertised and conducted in October-November 2017. These were held:

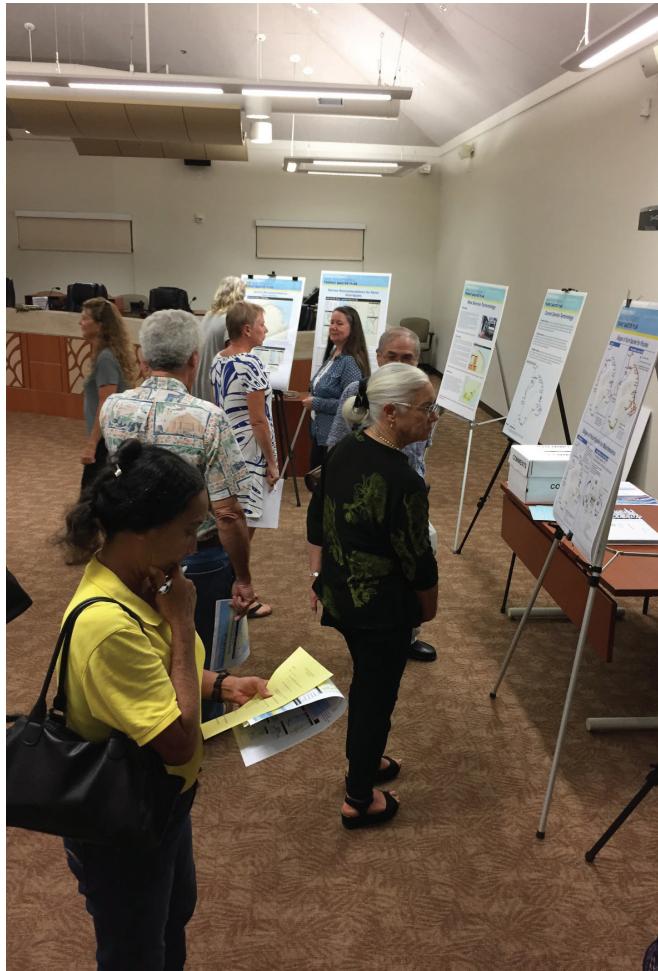
- **Kona October 9 at West Hawai'i Civic Center**
- **Kea'au October 11 at Keeau Community Center**
- **Pāhoa October 12 at Pāhoa Neighborhood Facility**
- **Waimea October 19 at Waimea Elementary School**
- **Hilo November 6 at Aupuni Center**

All sessions were organized to provide information using boards manned by study team staff during an Open House session, a power point presentation, Question and Answer discussion period, and another Open House period before closure. Attendees were asked to fill out four different one page questionnaires designed to gather their input on topics presented. Reports showing meeting summaries and results of the Ka'u survey are posted on the project website.

The topics presented for discussion and feedback were:

- **What is the Transit Master Plan?**
- **What are the Guiding Principles?**
- **Vision**
- **Relation to General Plan**
- **Challenges and Opportunities**
- **Priority Activities**
- **Current Service Terminology**
- **Short Term Recommendations**
- **New Service Terminology**
- **Individual Map Boards of service improvement recommendations for: Hāmākua, Hilo, Hilo-Kona, Ka'u, Kaumana, Keaukaha, Kohala-Waimea, Kona, North Kohala, Puna**

Figure i-7 A, B, C. Five Public Meetings Included Open House, Presentation, and Q&A Period



Other means of feedback

During November additional presentations were made at the Puna CDP Action Committee and at the PATH Annual meeting in Kona.

Because no public meeting was held in Ka'u District, the study team worked with the Councilmember of that District to distribute an on-line survey which mirrored the questions asked of attendees.

REVIEW AND ADOPTION

Release of Draft Master Plan

The *Draft Transit Master Plan* is being released for further comment and input over a two and a half month comment period in early 2018. Comments will be received by mail or online at a dedicated web site. Additional public outreach meetings will be scheduled as a method for disseminating information and receiving feedback.

Adoption Process for the Final Transit Master Plan

Following the public comment period, the Master Plan will be revised to incorporate feedback. A Final Transit Master Plan will be submitted to MTA and the County Administration.

An initial power point presentation on the Master Plan study was made to the County Council on September 9, 2017 just prior to the series of public meetings. Councilmembers all offered the support of their offices to notify people of the public meetings and to forward input received.

A second presentation was made on January 23, 2018 to inform Council of the results of the public input and how it was used. This presentation was done just prior to releasing the *Draft Transit Master Plan*.

CONSISTENCY WITH COUNTY PLANNING

The *Hawai'i County General Plan* was first adopted by ordinance in 1989 and last revised in 2005. The General Plan is organized into thirteen elements, with policies, objectives, standards, and principles for each. The transportation policies tie the provision and improvement of transportation service to other policies such as housing density and economic vitality.

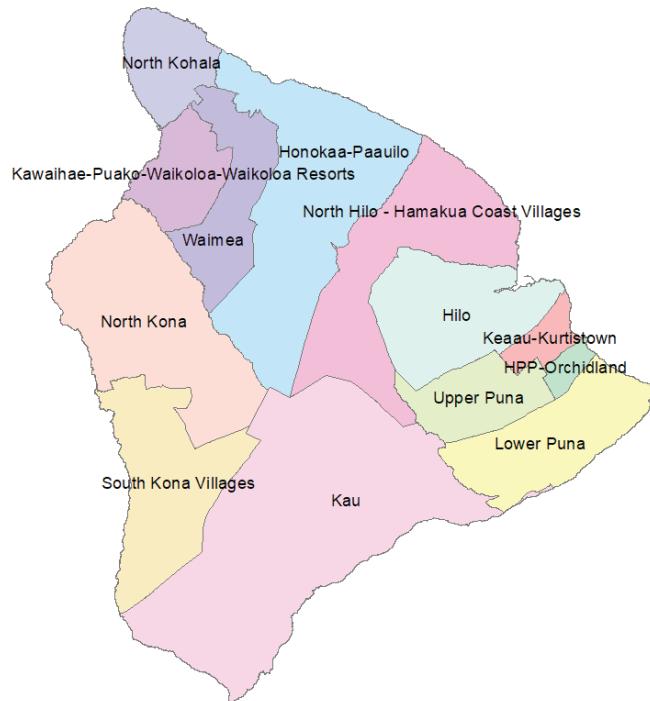
In addition to the General Plan, the County has six Community Development Plans. The CDP and their latest adoption date includes: Kona (2008), Puna (2010), North Kohala (2008), South Kohala (2008), Kau (2017). A recommended draft for Hāmākua was issued in January 2017.

There is no adopted plan for Hilo. Several resource documents are used, in particular, *Envision Hilo*, which was prepared by a grassroots group in 2004. In response to one of the action items in *Envision Hilo* and its *Five Year Action Plan (2010)*, the Planning Department is developing the *Downtown Hilo Multimodal Master Plan* to make recommendations for traffic circulation, parking, and pedestrian streetscape that would make downtown Hilo a more vibrant place.

An update of the *2005 General Plan* is currently underway. The preparation of this *Transit Master Plan* has closely tracked the General Plan Update which is happening at the same time.

Population and residential location forecasts were taken from work of the Planning Department on the General Plan. The preliminary General Plan work looks at 13 Forecast Analysis Zones (FAZ) which represent cluster locations for residences. See Figure i-8.

Figure i-8. Forecast Analysis Zones



The population on Hawai‘i County is projected to increase in 2040 by 75,100 people to 255,400. This will create a strain on all public services, including transportation and transit. The distribution of employment is expected to remain similar to current, but the distribution of residences will vary greatly.

The number of housing units in these areas in 2015 is compared to the number projected to be there in 2040

as shown in the Table below. For transit planners to address future needs in their work, this data in this table shows that the greatest amount of growth would come in HPP-Orchidland, Upper Puna, and Lower Puna as well as in North Kona and Hilo. Particular attention needs to be paid to creating routes that can expand over the next twenty years along with this growth.

Table i-2. 2040 Housing Unit Forecasts of Forecast Analysis Zones (FAZ)

FAZ	2015			2040 Change		2040 Total		
	Single Family	Multi-family	Total	Single Family	Multi-family	Single Family	Multi-family	Total
Hilo	14,713	1,138	15,851	2,953	833	17,666	1,971	19,636
North Hilo - Hāmākua Coast Villages	2,822	12	2,834	721	71	3,543	83	3,626
Honoka‘a-Pa‘auilo	2,399	14	2,413	871	56	3,270	70	3,340
Waimea	3,212	98	3,310	1,420	158	4,632	256	4,887
North Kohala	2,499	17	2,516	785	59	3,284	76	3,360
Kawaihae-Puakō-Waikoloa-Waikoloa Resorts	2,610	3,390	6,000	1,337	1,337	3,947	4,727	8,675
North Kona	11,181	5,989	17,170	4,418	2,708	15,599	8,697	24,295
South Kona Villages	3,437	73	3,510	1,129	125	4,566	198	4,765
Ka‘ū	3,397	76	3,473	2,135	112	5,532	188	5,720
Kea‘au -Kurtistown	1,640	10	1,650	834	35	2,474	45	2,518
Upper Puna	4,884	0	4,884	3,373	104	8,257	104	8,361
HPP-Orchidland	6,654	0	6,654	7,431	152	14,085	152	14,237
Lower Puna	4,835	0	4,835	2,515	78	7,350	78	7,428
Total	64,283	10,817	75,100	29,922	5,828	94,205	16,645	110,850

Source: COH, Department of Planning (working document, not final)

Discussion:

During the Public Meetings of October-November 2017 attendees were asked about their awareness of the County General Plan and Community Plans. By a 2:1 margin, they were aware. About twenty percent indicated they participate in the public processes for those plans, some through participation in Action Committees, others by following the process and providing testimony.

One general conclusion that can be drawn is that the community sees a strong link between land use patterns and transportation needs and that the two need to proceed together. They believe these must work together holistically.

Plans are in sync in calling for a multi-modal transportation system than has occurred in the past four decades.

The General Plan forecast for growth and the characteristics of an aging population have consequences for residential patterns, employment, travel needs, and fulfilling social service needs. They have hopeful ideas for how things could be in creating villages and gathering places with transportation as an important tool; they do not want their end result to be “just talk.”

Residents hold out hope and optimism for the future, tempered by a realism that funding is in short supply.