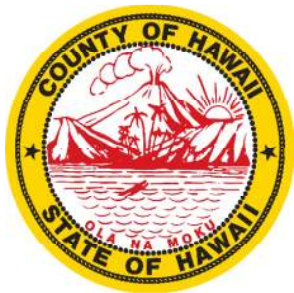


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# Task 3.0: Report on Public Input Received During 2018 Outreach and Comment Period

## **Transit Master Plan**

Prepared for  
County of Hawai'i  
Mass Transit Agency



Prepared by  
SSFMI International, Inc.  
May, 2018

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# INTRODUCTION

The County of Hawai‘i is currently preparing a Master Plan for a future looking multi-modal transportation system, including the county bus system known as Hele-On. One of the Guiding Principles for the study work scope is to *“engage the community and stakeholders through public workshops and presentations to establish consensus and broad support for a transportation system.”*

A Draft Transit Master Plan was distributed and posted on the website starting February 1, 2018. A three month comment period was provided through April 30, 2018. Part One of this report contains the 18 comments posted on the project website or received by email and mail. These are shown in a matrix.

Part Two and Three of this report comprises the feedback, comments, and other input received during the second round of public comment period that included a series of six public meetings and comments received on a website. All personal information for the above has been deleted. Comments remain as they were presented, without editing.

The results of the first round of public meetings is available in a Task 3 Report which was posted on the project website and distributed to all County Council Members.

Part Two provides a side by side comparison of the six meetings, for those interested in such an overview.

Part Three provides the results of each public information meeting held in April 2018. This report includes the input received during those meetings. Each meeting summary includes pictures of the meeting and notes taken on easel pads during the Question and Answer period.

- Pāhoa, April 7, 2018
- Ocean View, April 8, 2018
- Waimea, April 10, 2018
- Kona, April 12, 2018
- Kea‘au, April 15, 2018
- Hilo, April 16, 2018

During the meetings, comment forms were distributed and attendees given the opportunity to fill them out before moving on to the next subject. This included the following:

- Meeting Feedback Form: Questions about how they heard about the meeting and whether it provided useful information
- Station One Feedback Form: Covered Bus Service Improvement
- Station Two Feedback Form: Covered Multi-Modal Transportation Improvements, the Financial Plan, and Priorities.

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# PART ONE: SUMMARY OF COMMENTS POSTED ON THE PROJECT WEBSITE

	Method & Date	Name	Location and Subject	Comment
W-1	3/21/2018 Website	Daniel Banks	Chapter 4 Page 50 Hakalau - highway stop	<p>The Hakalau stop(s) on the Hilo - Honokaa/Waimea route is appreciated. Yet, in the early morning (after daylight) I've had buses pass me by.</p> <p>It is a situation of safety -- not going too far into the roadway. Rain and such are problematic for vision of both the driver and people waiting for the bus.</p> <p>I've had bus drivers say to 'step out more into the edge of the roadway' -- yet behind the white line; or to have a bright flashlight that I wave; or to wave my arms wildly in the air. I guess within reason these can work - but not a good solution overall.</p> <p>One suggestion is to have some type of "app" or phone contact mode so the driver will know ahead there is one or more passengers at a rural pick-up location.</p> <p>Then, the driver is aware to be on the lookout for one or more passengers.</p> <p>Of course, cell service is spotty at best at Hakalau (and other rural areas.)</p> <p>But, phone call or app notification could occur from the person's home.</p> <p>Note: I am citing page 50 -- just because it has the photo of the intersection at Hakalau and Chin Chuck Road to show that this pick-up point is problematic (in both directions) and why the visuals for the bus driver and roadside passengers is challenging and needs addressing . Yet at least the walkway overpass provides us rain protection.</p>
W-2	4/11/2018 Website	Kanani Iaea	Full Report, Introduction ES-4 Vanpools	<p>Please replace the paragraph with this edited version regarding vanpool- mahalo.</p> <p>Vanpools are another option and gaining renewed interest. Because of the many geographical pockets that are not being served by any public transportation presently, this makes Vanpooling a valuable option that certainly fills this void. Currently, Enterprise Hawaii provides a program for groups up to 15 people to form a vanpool group to share their commute to and from work. It is a turnkey program that includes the monthly rental Vanpool rate; cost of insurance (1 million); maintenance and repairs; 24-hour emergency roadside service; registration and safety check. In addition to these benefits is the fact that the Vanpool program is extremely flexible for groups who may use it for long or short term needs, without any mileage limits or restrictions. The recommendation for Vanpool is for the County to enter a two-year pilot program, subsidizing up to \$1,000 each Vanpool, per month. Total annual program cost if at capacity: \$300,000.</p>

	<b>Method &amp; Date</b>	<b>Name</b>	<b>Location and Subject</b>	<b>Comment</b>
W-3	4/11/2018 Website	Kanani Iaea	Chapter 3 Page 27 Vanpools	Please replace this paragraph with this edited copy- mahalo. Vanpools are a valuable option because it offers a transportation solution for geographical pockets that presently are not being served by public transportation. In 1991 a vanpool program was sponsored by the State Department of Transportation but ended in 2011. Currently, Enterprise Hawaii provides a program for groups of up to 15 people to form a Vanpool group to share their commute to and from work. It is a turnkey program that includes the vehicle with the monthly Vanpool rate (plus taxes and fees) and covers the cost of insurance (1 million); maintenance and repairs; 24-hour emergency roadside service; registration and safety check.
W-4	4/15/2018 Website	Ron Amundson	Introduction Page 8 Evolving Transportation Systems	The reference to Uber and Lyft services should point out that these services are not generally available to people with mobility disabilities. Again, the transportation system fails to serve the disabled community.
W-5	4/15/2018 Website	Ron Amundson	Introduction Pages 7, 8 Elderly and disabled population and ADA Paratransit Federal Law	It is advisable to continue efforts to have the elderly and disabled use fixed route transit.  The ADA service is priced according to Federal law.  The second statement is misleading. The pricing of the ADA service is the MAXIMUM ALLOWED by Federal law, not just "riced according to Federal law." But the previous statement explains why this is so. The highest legal pricing of the ADA service is so high just in order to discourage the use of the Paratransit service. This should be admitted by a statement such as "We price the Paratransit Service as high as legally possible in order to minimize County subsidies of that service." This would be an honest description of the pricing policy.



	<b>Method &amp; Date</b>	<b>Name</b>	<b>Location and Subject</b>	<b>Comment</b>
W-6	4/15/2018 Website	Ron Amundson	Chapter 6 Pages 83 "Human service paratransit transportation is provided for special needs and disabled people outside the ADA service area."	This is very unclear. What services are provided? We know that these services are extremely limited and available only to medical services. They are not available to disabled people generally. Why should this not be described as "Medical transportation services" or something similar? It is not a disability service.
W-7	4/15/2018 Website	Ron Amundson	Full Report Overall Missing acknowledgment	The County should (and may be legally required to) assure that transportation to the airport is available to people with mobility impairments. Until recent years there were no taxi or bus services available to the airports for people who used wheelchairs or other mobility devices. Now buses operate to the airports (after many years of advocacy) and after the recent Court settlement providing Paratransit services, taxis are available with lifts for wheelchairs. It is a responsibility of the County to assure that disabled people have some transportation options that can take them to the airports and other places in the community. This responsibility should be acknowledged in this document.
W-8	4/15/2018 Website	Martin Hodapp	Introduction Pages 7, 8 People with disabilities	As a disabled person I am pleased that the needs of the disabled community are addressed in this plan. However, I find the language used to be rather insensitive. I would suggest that disability access not be primarily phrased in terms of compliance with federal law. Other issues, such as environmental concerns, that are equally regulated by federal law, you have chosen to express as a desirable community goal. I suggest that you discuss the needs of disabled people in the same proactive spirit.

	<b>Method &amp; Date</b>	<b>Name</b>	<b>Location and Subject</b>	<b>Comment</b>
W-9	4/15/2018 Website	Martin Hodapp	Chapter 5, Introduction Pages 7,8, 73 Disability Access	<p>There are a number of things pertaining to disability access that are missing from the draft plan.</p> <p>While the ADA Paratransit system is included in the plan as far as how it should be expanded and utilized, there is no plan for the procurement of vehicles spelled out in the draft. Furthermore, it is not mentioned that paratransit riders are charged twice the regular fare. This is especially concerning because an increase in the base fare is anticipated.</p> <p>I understand that the fare essentially serves to deter abuse of the system and does not come close to covering the cost. Why charge disabled people double what the able-bodied passengers pay? The County already recognizes the limited financial means of most people with disabilities by offering a discounted fare.</p> <p>The desirability of increasing the ridership by the elderly and disabled is mentioned. One way of insuring the accessibility of the regular buses is to purchase vehicles with a low-floor design and manual fold-out ramps.</p> <p>Hydraulic fold-out lifts are difficult to maintain, slow and cumbersome to operate, and prone to malfunction, as I have experienced on numerous occasions on the Mainland.</p> <p>Finally, it is shortsighted for a 20 year plan not to consider the possibilities offered by self-driving vehicles. These are in operation today in some experimental markets on the Mainland, and offer potential solutions for paratransit systems.</p>

	Method & Date	Name	Location and Subject	Comment
W-10	1/24/2018 Website	Unknown	Introduction, Chapter 2, Chapter 1, Chapter 3, Chapter 4, Chapter 5, Chapter 6, References and Appendices, Chapter 7 General	<p>Aloha, Below are my comments: Develop an app that is easy to use to track buses and that also formulates the exact route and specifically identifies which buses to take.</p> <p>Big island needs park and rides since there are so many small subdivisions within residential districts and the bus routes mostly go through the main corridors. Most people will not walk to a main corridor to catch the bus. Provide park and rides with bike racks and a small shelter for people to wait until the bus arrives. One location of a park and ride could be at the corner of Komohana St and Ainaola Dr. where there is huge empty lot.</p> <p>In order to get people out of their cars and use the buses, street parking in the business districts should not be free. Public services on the Big Island are mostly free compared to Oahu and mainland where parking you would need to pay a meter. Street parking should be metered and strictly enforced by fines and towing. People on the Big Island are so use to getting these types of things free, I feel we are lucky and spoiled for too long. When tourist comes here, they don't need to pay for parking when visiting county parks, (e.g. rainbow falls). Imagine if we charged for parking how beautiful the rainbow falls bathroom could be with funds used for renovations, however tourist get to use a rundown bathroom but park for free and take their money home with them. How nice is it for them to visit here and see how everything is free and decide to eventually move to the Big Island because we don't charge for anything while the State and County don't have any money and they find the easy way out of their problems by just raising taxes.</p> <p>On numerous occasions I have saw the large buses practically empty with no riders. Why do we need large buses for a few riders? I would like to see smaller vehicles for inter community routes. Stop wasting gas.</p> <p>On Table ES-2, I would like to see the existing 2017 rider count for each of the routes. This is very important data. Without data of existing use how will we have a comprehensive master plan?</p>

	Method & Date	Name	Location and Subject	Comment
W-10 cont'd	1/24/2018 Website	Unknown	Introduction, Chapter 2, Chapter 1, Chapter 3, Chapter 4, Chapter 5, Chapter 6, References and Appendices, Chapter 7 General	I'm not very impressed by the masterplan recommendations. Where is the data that was used to formulate these recommendations? Studies? Counts? Computer models? How was the population data included in the master plan used to determine the recommended routes? What criteria and data was used to formulate the recommended routes? Where is the computer generated model for bus routes? The County should not release or stop all future payments to SSFM for this study .... it needs a lot of more work - needs data to back up their recommendations. The consultant contract should be made public with this masterplan...what is SSFM's scope of work? Where are all the notes and comments from the public meetings that were held...should be in the appendix? The plan needs to show how engineering data was used to formulate the masterplan route recommendations.
W-11	1/25/2018 Website	Unknown	Chapter 4 Pages 40, 63, 65, 67, 68, 69	The bus should NOT be allowed to go within the private subdivisions. These are private roads and the bus is not a taxi service where they pick up individuals at a location within the private subdivisions that is convenient for them. The bus shall only pick up users along public roadways and never enter private subdivisions. This is a disservice to the rest of the public who live on County roadways who DO NOT get bus service in their subdivision. If not, this will only make things messy and complicate things and it will waste a lot of time in long discussions that chase only ones tail because these are private roads. Next thing you know private subdivisions gonna ask for County to provide shelters...park and rides in private properties....and improve their roads because the County buses are traveling on their roads....and it will never end.. COUNTY put your foot down with these private subdivisions!!!
W-12	4/28/2018 Website	Carol Remington	Chapter 1 Bicycle Racks	Aloha! On page 14 of the first chapter, bike plans are mentioned. One of the things I read was that buses will CONTINUE carrying bike racks, but the fact is that not all buses and substitute vehicles have racks. Can we immediately fix this problem? It would be simple to fit a small van with a couple of mountable bike racks. Mahalo, and thank you for all your good work!

	Method & Date	Name	Location and Subject	Comment
W-13	4/30/2018 Website	Trijntje Elmer	Chapter 4 Pages 50 and 60 North Kohala	<p>I use the Hele On bus a lot, having no car. It would be great if the South Kohala/Pahala bus would start and finish from kawaihae harbor, instead of starting at the mauna kea hotel. I have often been denied access into the resort to catch the bus. Folks at the gate would also give me wrong info on where else to catch the bus. In the harbor would be a public spot where access can't be denied. Then on the way back an easier transfer to the north kohala bus could be made, while also having access to food and restroom. I have tried walking from the mauna kea to kawaihae, it is not a good idea! The extreme heat, walking at the side of the highway with a child, no fun...</p> <p>Also it would be great if there was a way to get back to North Kohala on a Sunday...(resort bus?).</p> <p>And the new and already discontinued service, 3x a week to Waimea. It would be so helpful to have that service restored, especially on Wednesdays (market, doctors appt etc).</p> <p>I think the hubspoke idea is great, hopefully it would make Saturday travel to and from hilo possible.</p> <p>Mahalo.</p>

	<b>Method &amp; Date</b>	<b>Name</b>	<b>Location and Subject</b>	<b>Comment</b>
E-1	3/21/2018 Email	Mitch Ewan	Hydrogen Station	<p>Here are my comments and some supporting documentation. Please let me know if you want to discuss.</p> <p>The construction of the HNEI hydrogen station located at NELHA is depicted in the attached rendering and is about 85% complete. We will start commissioning it soon. I expect it to be operational in late summer. The MTA bus is in Torrance CA completing its conversion.</p> <p>I would welcome the opportunity to work with you to provide input to the plan including graphics and pictures of the MTA FCEB. This will be the first FCEB operated on public roads in Hawaii.</p>
E-2	4/10/18 Email	Daniel Grant-Johnson	Disabilities	<p>From Ron Amundson for Danny Grant Johnson.</p> <p>Here's Danny's separate comment.</p> <p>Many people with disabilities are unable, because of their situation, to attend meetings during the 5-7 PM period the Hilo meeting is scheduled for. This is partly because of transportation (as you will know, regarding the Hele On schedules) but also partly because of such things as personal attendant services. I must be home by 6:00 PM for nursing and personal attendant services, and it takes me 30 minutes to get home. So I will be able to attend only 30 minutes of the hearing. I have friends who are disabled and who must be home by 4:30 or 5:00. A meeting in the middle of the day would make it possible for people with disabilities to testify to your hearing.</p> <p>Thank you,  Daniel Grant-Johnson  [Emailed by Ron Amundson as service to Mr. Grant-Johnson]  Ron Amundson  Philosophy Department (Emeritus)  University of Hawaii at Hilo  Hilo, HI 96720</p>

	Method & Date	Name	Location and Subject	Comment
E-3	4/20/18 Email	Chezlani Casar	General Bikeshare, Honoka'a Service	<p>This plan has many great features and a thoughtful analysis. I especially appreciate the emphasis on connectivity with cycling and other modes of transport. However, I see some holes in the logic in certain places, as well as a glaring oversight regarding North Hawaii.</p> <p>It is mentioned that bikeshare would be brought to Waimea in the near future. Before this could seem at all reasonable, it must be recognized that at least half of Waimea is, at present, quite unfriendly to cyclists. In particular, the stretch between Mana Road and Puu Nani is extremely hazardous. While we've heard that the county is currently planning to work on this stretch of road, it is not yet known whether there will be consideration of the needs of cyclists in this area. It is sad and absurd that residents of Lakeland can literally not ride their bikes the few miles into town without risking their lives. Additionally, many Waimea residents are openly hostile to cyclists and purposely threaten them with their vehicles. This is not a situation into which a bikeshare can be safely introduced: much community education needs to happen first, as well as the road improvements. Is it too much to ask to put up a few "share the road" signs?</p> <p>The second concern I have is what seems to be a glaring oversight regarding daily life in North Hawaii. Though the report includes Honokaa as just another one of the small plantation towns on the Hamakua coast, it is in fact a much more intact community than the rest. Additionally, Waimea and Honokaa seem in many ways to function as one extended version of the same town, albeit separated by 15 miles. I believe if a study were conducted, one would find that a large percentage of the residents of these two towns travel between them multiple times a week, if not multiple times a day. For work, school, and errands, the services that residents require are located in both towns. Honokaa has a movie theatre, while Waimea does not. Waimea has a pharmacy, which Honokaa no longer does. While students who live in Waimea and attend Honokaa school have a school bus service, none of the many schools in Waimea have any buses for students from Honokaa.</p> <p>The morning school route alone is a major one for all those students attending private and charter schools in Waimea. Likewise, some senior citizens in Honokaa actually RELY on hitchhiking to regularly visit the pharmacy and grocery store in Waimea! This is a sad outrage. While the plan states that eventually Waimea will become a transit hub, it also decreases service between these two communities, when we really need an increase. My suggestion is a short route served by a small bus like the intra-Waimea shuttle, possibly with a flex service.</p>

	<b>Method &amp; Date</b>	<b>Name</b>	<b>Location and Subject</b>	<b>Comment</b>
E-3 Cont'd	4/20/18 Email	Chezlani Casar	General Bikeshare, Honoka'a Service	<p>Finally, while I applaud your efforts to gather input from the communities impacted by this plan, your North Hawaii meetings were only held in Waimea. For those of us living in Honokaa and working in Hilo, it was completely impossible to attend either time, though I really would have liked to be there. Likewise, it is not easy for residents of North Kohala to drive over the mountain road at night from Waimea, and presumably a lot of them did not attend either. Please consider how to better solicit input from residents of smaller communities in the future. We are the ones who need the bus most, as we travel such long distances to work, school, and services.</p> <p>Mahalo for your efforts, they are greatly appreciated.</p>
E-4	4/27/18 Email	Cristina Shark General	General	<p>Aloha again bus riders, folks interested in public transportation improvements on The Big Island, County Council folk, &amp; the Mayor's Office!</p> <p>Attached is a pdf copy of the Mass Transit master plan as it stands so far, for which a second round of meetings for public input were held this month.</p> <p>If you didn't know about these meetings or weren't able to attend since they were again scheduled for times current Hele-On busses generally don't operate -- or if you did attend, but have additional feedback to offer! -- the SSFM consultants working with the mayor's office &amp; county council on where/how our bus system can be improved are taking comments on the current plan(s) until: This coming MONDAY, APRIL 30. :)</p> <p>Here's a brief update with my own comments regarding needed improvements:  * There are now only 17-19 working busses from a fleet of 50ish...and though I did hear about improvements in tardiness &amp; driver conduct near the end of last year (yay!), now I am hearing about scheduled busses that sometimes don't show up at all...leaving riders who depend on public transportation stranded. :(  * Luckily, our county just got a \$576,000 grant to get some new busses! :D  * In the last several weeks, one elderly woman in the Nanawale area apparently waited so long for a bus, she collapsed from exhaustion &amp; needed to be taken to the hospital for stitches. While another bus rider from down our long rural streets hurried to help her, that Good Samaritan's belongings left at her own bus stop were stolen. :(</p>



	Method & Date	Name	Location and Subject	Comment
E-4 Cont'd	4/27/18 Email	Cristina Shark	General	<p>* Other riders tell of having to call police as they are harassed by drug users &amp; dealers hanging out at bus stops while residents wait for an often significantly late bus. :(</p> <p>* And when bus service runs late, not only adult riders but also our island's youth wind up having to walk home in the dark -- in areas without street lights! -- around this same unpredictably dangerous element. :(</p> <p>* The idea of having smaller busses or van pools providing transportation into subdivisions for timely &amp; closer-to-home service to our rural areas is a good one...and should be instituted A.S.A.P. :)</p> <p>We really need safe, reliable, affordable public transportation on this island!</p> <p>Please let your voice be heard.</p>
M-1	No date Mail	Dave Kisor	Bus Tickets Pāhoa to Hilo Route	<ol style="list-style-type: none"> <li>1. Riders of the bus should be able to purchase a ticket good for the entire day, for transfers and the return trip, on the bus. They were able to do this in Phoenix, AZ, so that means it's entirely possible it can be done here. Schools should be able to sell student bus tickets. I've had students ask for money so they could ride the bus home.</li> <li>2. Smaller vehicles should be able to traverse the housing associations, releasing the larger buses from that duty, which may permit several extra express runs for the larger buses.</li> <li>3. Of the eleven runs of the Pāhoa to Hilo routes, only three go down the 132 to the Red Road to Lelani Estates. This route could stand its own small vehicle to connect with the larger bus when the regularly scheduled bus is on one of the other runs that doesn't go there.</li> <li>4. Adopt Weird Al Yankovich's "Another One Rides The Bus," as the Mass Transit Agencies theme song.</li> </ol> <p>Dave Kisor Nanawale Estates resident and occasional bus rider when the truck is in a down maintenance status.</p>

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# PART TWO: SUMMARY COMPARISON OF ALL MEETINGS

## Meeting Evaluation Form

	1. How did you hear about the meeting?	2. Was the information helpful?	3. What do you want to tell us?
PĀHOA	Radio: Sheri Bracken/Lava 105 (2) Coconut wireless (3) Email Councilmember Newspaper (3) Attended previous meeting	Yes - 10	Additional bus stops Sunday service More night runs Bike racks on buses Mahalo! Implement! Where are kanaka maoli? Kupa o ka aina? Mostly haoles. Appears locals are not interested in the mass transit system (apparently they have access to transportation by private vehicles/friends/family/taxi) The system needs to be fixed! New motor pool management team, motor pool needs to be 24/7, management not doing their work. Appreciate the effort to communicate the MP Later trips to Puna on Friday and Saturday would enable much better cultural participation (Palace Theatre, UHH-PAC, Hoolaulea, Merrie Monarch, etc. At bottom of Kahakai, move the most makai bus stop which is a rough uphill journey for wife and me from Waawaa. Shelter from the sun would be appropriate.
OCEAN VIEW	Ocean View Community Calendar - 2 Flyer Ka'u calendar	Yes - 3	Willing to participate in future meetings. Experienced in riding in Florida, Las Vegas, San Francisco, Portland and New York. Please advertise in shopping centers, markets, gas stations, and post offices. Stop making contractors rich to save face or look good or be politically correct.
WAIMEA	Attended previous meeting. South Kohala Traffic Safety Committee – 3	Yes - 3	Thanks for having these meetings.  An integrated plan with road development is essential.  You need, at the very least, to have more highly skilled mechanics to keep the currently owned buses running. You also need a great deal of new repair equipment, and a large

	1. How did you hear about the meeting?	2. Was the information helpful?	3. What do you want to tell us?
	Waimea Community Association - 1		parts fund for each repair. Have you done any cost estimations between hauling broken down buses to Hilo or Kona (if a facility is built there) or Waimea (lots of broken buses)? As far as missing tools are concerned, all tool should have Hawai'i County Tool # engraved into it. No one except the mechanics and Hele On director should have keys and/or security codes for unbreakable tool storage areas.
KONA	Community meeting On-line: Chamber of Commerce website West Hawai'i Today	Yes – 2 NA - 1	Training for drivers on “confidential” stops for the Domestic Violence Shelter. Training on human trafficking and domestic violence for confidentiality. Secure, lighted bus stops Taxi vouchers in Kona with a 10-mile range One-year, Five year, Ten year plan Better understanding of how branches work together on specific projects. How can the public participate later on?
KEA'AU	Radio Email	Yes -1	Route 402 change
HILO	Newspaper -3 Councilmember Committee member Coconut wireless	Yes = 5 Somewhat = 1 No = 1 (already read it in the MP)	Would like to come from a third rate country to first rate US  As a student at UH Hilo I am working on a group project in which we survey bus riders to hear what they would like to see improved. The resounding majority of riders I surveyed personally would like the buses to be more reliable, and the stops to be clearly marked with signs. Nearly everyone said they would ride the buses more often if these problems were addressed. I'm a bike rider. How I don't use the bus where I often go. They are using a cargo van for the Kaumana bus and there are not racks. Have key people from MTA participate in this meeting to better answer questions. Make sure the public is kept update on the implementation of whichever plan is adopted. Update should include: service restorations, schedule changes, new routes, bus purchases. At the end of each time frame (immediate, new term), a report card of what was achieved and what was not should be released. People should be able to hold their government accountable. The TMP should include consideration of opportunities provided by self-driving vehicles which are beginning to be tested in some parts of the US.

## Station One Form Summary

	1. How do you currently use? (Times mentioned)	3. Does TMP identify what needed?	4. What would it take for you to use bus?	Comments
PAHOA	Hele-On - 7 NA - 3 No - 8	Yes - 6 No - 2 Partially - 9 NA - 1	<p>More routes, schedule</p> <p>Not having ability to drive which will be in a few years.</p> <p>Parking</p> <p>Regular on time service Regular reliable service</p> <p>Lower fares</p> <p>Won't use side streets, gets motion sickness.</p> <p>If disabled</p> <p>Don't plan to use bus</p> <p>Reliable, on-time</p> <p>Serve airports</p> <p>Keep schedule!</p>	<p>Emphasis on school kids getting through town so they can utilize the new park, pool, skate park.</p> <p>Plan around school schedules. My daughter uses as daily commute from Keeau to HAAS in Pāhoā.</p> <p>Only two of us arrived today via Hele-On.</p> <p>HPP to Ainaloa Drive needs bus service deep and up to the top of subdivision on regular basis.</p> <p>Full hub &amp; spoke service all over the island is what this island needs.</p> <p>Very good plan. Express with local feeders is what it will take to make it successful in our rural areas.</p> <p>Wait at least five more years for electric buses. Then do with solar charging and multiple battery pack.</p> <p>Sounds good, but the hub &amp; spoke still needs to be implemented. Other island areas can come as the time goes on.</p> <p>Post bus schedules at all bus stops scheduled. Direct express Pāhoā-Hilo, no turns.</p> <p>I am most concerned with the cost for the plan to be implemented and how it will affect the County budget overall and the possibility of raising taxes to pay for it.</p>

	1. How do you currently use? (Times mentioned)	3. Does TMP identify what needed?	4. What would it take for you to use bus?	Comments
				More routes through the large sub-divisions of Puna, e.g. HPP needs service to Kaloli Point.
OCEAN VIEW	Hele-On – 4 NA - 1	Yes – 1 Partially – 2 No - 1	More Trips Circulator bus which goes up and down Ocean View mountain on truck routes to connect Ocean View to Park & Ride.	Fixed route doesn't work well in rural areas.  GPS phones for bus drivers so Hele On would know where the buses are, and could communicate that information to passengers.  Bus stops should be marked with numbers consistent with the mile markers on HWY 11 (109.2 would indicate second stop between mile marker 109 and 110).
WAIMEA	Hele-On – 1 No – 8 Plan to - 1 NA - 3	Yes – 6 Partially – 4 No – 1 NA - 2	NA – I live in a rural area (Pa'auilo). Don't currently have a need, so that's first. Dependability is #1 factor. Increase service. We are in our late 70's, can't drive much longer for distances.	Advocate and push for road capacity projects. Push county to only implement Complete Streets.  More availability.  Recreational facility bus stop and routes.  Side trips to medical facilities every hour would be a necessity.  Need more circulation in communities and service within the community.
KONA	Hele-On – 2 No – 3 NA - 7	Yes = 8 Partially = 1 No = 0 NA = 3	Consistent routes Realistic schedule and clear routes with easily identified stops that someone not familiar with the area can understand. Would need to be reliable (time wise) and more frequent service. More frequent to Waimea.	Vans could save  I anticipate using the bus system as I age and am no longer able to drive.

	1.How do you currently use? (Times mentioned)	3. Does TMP identify what needed?	4. What would it take for you to use bus?	Comments
			<p>Better service, bus stops and more routes.</p> <p>Consistency.</p> <p>Express and connector routes.</p> <p>Multiple trips per day.</p> <p>App with bus info.</p> <p>Hourly service on HWY 11.</p> <p>More intra-Kona service.</p> <p>Convenience, reliability.</p> <p>Direct route Kona/Hilo is key. There are more jobs in Kona than any other area on BI.</p>	
KEA'AU	<p>Hele-On - 3</p> <p>Shared Ride</p> <p>Taxi -2</p> <p>No - 1</p>	<p>Yes = 3</p> <p>Partially = 1</p> <p>No = 0</p> <p>NA = 2</p>	<p>Frequency</p> <p>Reliability</p> <p>Availability into every sub-division</p>	<p>Coordinate scheduling and pool resources with CSE, nutrition transportation and paratransit.</p> <p>Take routes into each main sub-division, including Beach Sands and Seaview Estates.</p> <p>Have paratransit service available for all of Puna, like it is in Hilo.</p> <p>We purchased our house to get the widest range of transit options. But I stopped utilizing the bus on a regular basis after a 3 hour late bus...due to schedule transit bus for school and then a breakdown.</p>

	1.How do you currently use? (Times mentioned)	3. Does TMP identify what needed?	4. What would it take for you to use bus?	Comments
HILO	<p>Hele-On = 7  Shared Ride  Taxi = 6  Rarely = 1  No = 8  NA = 2</p>	<p>Yes =  Partially = 10  No = 0  NA = 2</p> <p>*Not familiar enough to answer</p>	<p>More bus stops (marked)  More frequency  More reasonable hours  Pass transfers  Day passes  Reliability  More predictable and stable  On time  Safe, well-maintained buses  Bus stops that are lighted and designated outside Hilo in Puna.  More accessible transit  Will use when I am no longer able to drive!  Clean the bus interiors. Have hygiene rules. No animals unless verified service dogs.  Add bus stops at Papaakao Post Office and Papaikou.  Closer bus stops. Currently, mine is 2.6 miles away.  Knowing that I can go on any bus with my wheelchair.</p>	<p>Bus stop in Puna on HWY 130 too far from each subdivision. People cannot get up to 130.  All bus stops should be covered for rain and sun.  Reliability and signs at bus stops with route schedule posted.  Easier transfers.</p> <p>Mohouli route to accommodate senior housing and their need for trips to health care facility and downtown.</p> <p>Make the drivers County employees.  Start new schedule in two years</p> <p>Consider East Hawai'i rain fall and covers for bikes!  I hope it is your goal to include bike racks on each route.</p> <p>Routes to Papekou Senior Center and Apartment, earlier and later.  Add more buses, option feeds that applies (e.g. adult, student, senior, etc. or annual fee card).  Upgrade buses with seat belts.</p> <p>Add more pickups during weekdays. e.g. express bus less than 15-10 minutes, like Honolulu.</p>



**Question 2: How do you rate the following service changes on a Scale of 1 (Less Important) to 5 (Very Important)**

	Direct commuter bus routes, few diversions	Circulator buses in communities connect at hubs	Express bus routes; adding two trips Waimea to Kona, Hilo to Kona and Volcano to Hilo	Zone paratransit service	Flex service	Sunday service	Later evening service	More frequent service
PAHOA	1 = 2 2 = 1 3 = 4 4 = 1 5 = 9 NA = 1	1 = 2 2 = 0 3 = 1 4 = 0 5 = 14 NA = 1	1 = 2 2 = 1 3 = 0 4 = 3 5 = 11 NA = 1	1 = 3 2 = 3 3 = 5 4 = 2 5 = 5	1 = 0 2 = 4 3 = 5 4 = 2 5 = 4 2.5, 7 & don't understand = 1 each	1 = 0 2 = 1 3 = 5 4 = 5 5 = 5 NA = 2	1 = 1 2 = 1 3 = 5 4 = 1 5 = 9 NA = 1	1 = 0 2 = 3 3 = 3 4 = 2 5 = 8 10 = 1 NA = 1
OCEAN VIEW	1 = 0 2 = 1 3 = 0 4 = 0 5 = 3	1 = 1 2 = 0 3 = 1 4 = 0 5 = 2	1 = 2 2 = 1 3 = 0 4 = 0 5 = 1	1 = 1 2 = 1 3 = 0 4 = 0 5 = 2	1 = 2 2 = 0 3 = 0 4 = 0 5 = 2	1 = 0 2 = 1 3 = 1 4 = 0 5 = 2	1 = 0 2 = 0 3 = 0 4 = 2 5 = 2	1 = 0 2 = 0 3 = 0 4 = 1 5 = 3
WAIMEA	1 = 0 2 = 0 3 = 0 4 = 2 5 = 10	1 = 0 2 = 2 3 = 0 4 = 0 5 = 9 NA = 1	1 = 0 2 = 0 3 = 1 4 = 2 5 = 9 NA = 1	1 = 1 2-3 = 1 3 = 5 4 = 2 5 = 3 NA = 1	1 = 2 2-3 = 1 3 = 2 4 = 4 5 = 3 NA = 1	1 = 1 2 = 3 3 = 4 4 = 2 5 = 2 NA = 1	1 = 1 2 = 1 3 = 3 4 = 2 5 = 5 NA = 1	1 = 0 2 = 0 3 = 2 4 = 3 5 = 7 NA = 1
KONA	1 = 0 2 = 3 3 = 1 4 = 3 5 = 5	1 = 0 2 = 0 3 = 2 4 = 3 5 = 6 NA = 1	1 = 0 2 = 0 3 = 1 4 = 2 5 = 9 NA = 1	1 = 0 2 = 2 3 = 1 4 = 2 5 = 4 NA = 2	1 = 1 2 = 2 3 = 4 4 = 1 5 = 2 NA = 2	1 = 0 2 = 4 3 = 3 4 = 3 5 = 1 NA = 1	1 = 1 2 = 4 3 = 1 4 = 4 5 = 1 NA = 1	1 = 0 2 = 0 3 = 1 4 = 3 5 = 6 NA = 2

	Direct commuter bus routes, few diversions	Circulator buses in communities connect at hubs	Express bus routes; adding two trips Waimea to Kona, Hilo to Kona and Volcano to Hilo	Zone paratransit service	Flex service	Sunday service	Later evening service	More frequent service
KEA'AU	1 = 0 2 = 1 3 = 1 4 = 2 5 = 2	1 = 0 2 = 0 3 = 0 4 = 4 5 = 2	1 = 1 2 = 1 3 = 0 4 = 1 5 = 3	1 = 1 2-3 = 1 3 = 0 4 = 2 5 = 2	1 = 2 2 = 1 2-3 = 1 3 = 1 4 = 0 5 = 1	1 = 0 2 = 1 3 = 2 4 = 1 5 = 2	1 = 0 2 = 1 3 = 0 4 = 3 5 = 2	1 = 0 2 = 0 3 = 1 4 = 0 5 = 5
HILO	1 = 0 2 = 1 3 = 0 4 = 4 5 = 12 NA = 3	1 = 0 2 = 1 3 = 1 4 = 3 5 = 12 NA = 3	1 = 0 2 = 1 3 = 2 4 = 2 5 = 12 NA = 3	1 = 2 2 = 2 3 = 4 4 = 3 5 = 5 NA = 3 Daily = 1	1 = 2 2 = 1 3 = 6 4 = 2 5 = 5 NA = 4	1 = 1 2 = 2 3 = 0 4 = 1 5 = 13 NA = 3	1 = 1 2 = 1 3 = 3 4 = 0 5 = 13 NA = 2	1 = 0 2 = 2 3 = 3 4 = 0 5 = 12 NA = 3
TOTALS	1 = 2 2 = 7 3 = 6 4 = 12 5 = 41 NA = 4	1 = 3 2 = 3 3 = 5 4 = 10 5 = 45 NA = 6	1 = 5 2 = 4 3 = 4 4 = 10 5 = 45 NA = 6	1 = 8 2 = 10 3 = 15 4 = 11 5 = 21 NA = 6	1 = 8 2 = 13 3 = 18 4 = 9 5 = 17 NA = 10	1 = 1 2 = 12 3 = 15 4 = 12 5 = 25 NA = 8	1 = 4 2 = 8 3 = 12 4 = 12 5 = 32 NA = 5	1 = 0 2 = 5 3 = 7 4 = 9 5 = 41 NA = 7

# Station Two Form Summary

	1.Support for multi-modal	2.Support for bike mode expenditures	3.Support for taxi voucher program	5. How pay for improvements?	6. Comments
PAHOA	Yes = 12 No = 1 (road only) Some = 1 Not Sure = 1	Yes = 8 No = 4 Blank = 1 Very limited = 1 Gradually, in time Build Hilo first Puna before Waimea	Yes = 7 No = 5 Only minimally Blank = 2	Property taxes/County Gen Fund = 3 GET = 4 TAT = 1 Riders/Fares = 2 Fuel Tax =4 Tax second homes Fed/State grants Legalize marijuana	Designated stops & signage should be a priority.  Two baseyards: Kona & Hilo  Re-evaluate plan every five years  Immediately change Route 402 Ainaloa to HPP  Address school ridership.  Bike racks on buses.  Increase admin staff and pay more to retain good people for continuity.
OCEAN VIEW	Yes = 1 No = 3	Yes = 1 No = 3	Yes = 0 No = 4	Higher gas tax Fares Local	Won't work County Council needs to put up or shut up. Do what you can afford, not what you want.
WAIMEA	Yes = 7 No = 4* (Depends on the town)	Yes = 5 No = 5 Maybe = 1 *Not Waimea * Include seniors tricycles	Yes = 3 No = 5 Maybe = 2 NA = 1 *Hilo only	TAT = 2 Bus fares = 2 Raise GET = 2 Federal funding Employers	Need a proper hub in Waimea with all the information needed for better service. People here have little or no information available so do not ride the buses near as much as those who live I Hilo, where excellent information is available. Push for Complete Streets.

	1.Support for multi-modal	2.Support for bike mode expenditures	3.Support for taxi voucher program	5. How pay for improvements?	6. Comments
					If resorts have so many riders, can they provide transportation for their employees?
KONA	Yes = 10 No = 2	Yes = 11 No = 1 *Along with bike facilities	Yes = 11 No = 1 *Uber better alternative	<i>Most responded with multiple sources:</i> Slight tax increase on income Grants County funds - 2 Employers -2 Federal grants - 3 Fuel Tax - 3 GET - 4 User fees Econ Dev Fund Tax vacation rentals and Air B&B	All sounds good; hope it can happen. Blend old and new money.  Expand Kona Bike share to ten stations in 2018-19.  Thank you for making the Hilo/Kona route a priority. The majority of jobs are in Kona. Majority of jobseekers in Hilo.  Matching will increase tax revenue and retaining or youth by providing opportunities.
KEA'AU	Yes = 5 No = 0	Yes = 4 No = 1 *Not in Waimea or Hilo (weather)	Yes = 2 No = 2 DK = 1	Road taxes Users -3 GET Fuel tax	Tax those who can afford it. A progressive tax, as opposed to a regressive tax. A tax that doesn't hurt the poor. Multi-million dollar homes. Business and hotel/resorts. People need to survive.  Prince Kūhiō Plaza shelter is not rain proof. Sitting inside on bench you get soaked. You are better inside with an umbrella.  Full public information outreach program needs to be implemented as an immediate priority.

	1.Support for multi-modal	2.Support for bike mode expenditures	3.Support for taxi voucher program	5. How pay for improvements?	6. Comments
HILO	Yes = 8 No = 3 NA = 1	Yes = 6 Maybe = 1 No = 4 NA = 1	Yes = 7 Not sure = 1 No = 2 NA = 2	GET -2 Federal Grants 2 State funds 2 Increase ridership/users -2 Taxes County	Fixing the bus system seems more pertinent than adding new modes (bikes, carshare). Hold off until buses are solidly improved. Study effects of Uber/Lyft type service. Protected bike lanes. Low floor buses with manual ramps
TOTALS	Yes = 43 No = 13 Maybe/Not Sure = 2 NA = 1	Yes = 37 No = 17 Maybe = 2 NA = 2	Yes = 30 No = 19 Not Sure Minimally = 5 NA = 5	GET = 13 Riders/Fares = 11 Fed/State Grants = 10 Fuel Tax = 9 TAT = 3 Employers = 3 Other = 6	

**Question 4: Do you support expenditures for transit to include the following?**

	Buy New Buses	Info signs at bus stops	Build more shelters	Paratransit Hilo, Kona, Puna	Build Maint. Fac. In Kona	Transit Centers in Puna, Kona, Waimea	Improve security	Transit Application (APP)
PAHOA	Yes = 13 No = 1 (Get from Roberts)	Yes = 14 No = 0 NA = 1	Yes = 14 No = 0 NA = 1	Yes = 11 No = 2 NA = 2	Yes = 8 No = 5 NA = 2	Yes = 13 No = 1 NA = 1	Yes = 7 No = 4 NA = 2	Yes = 10 No = 1 NA = 2
OCEAN VIEW	Yes = 4 No = 0	Yes = 3 No = 1	Yes = 3 No = 1	Yes = 1 No = 3	Yes = 3 No = 1	Yes = 2 No = 2	Yes = 3 No = 1	Yes = 2 No = 1 NA = 1
WAIMEA	Yes = 11 No = 0	Yes = 10 No = 0 NA = 1	Yes = 11 No = 0	Yes = 7 No = 2 NA = 2	Yes = 10 No = 0 NA = 1	Yes = 9 No = 1 NA = 1	Yes = 9 No = 1 NA = 1	Yes = 9 No = 0 NA = 2
KONA	Yes = 12 No = 0	Yes = 11 No = 0 NA = 1	Yes = 11 No = 0 NA = 1	Yes = 11 No = 1	Yes = 12 No = 0	Yes = 12 No = 0	Yes = 11 No = 0 NA = 1	Yes = 12 No = 0
KEA'AU	Yes = 5 No = 0	Yes = 4 No = 0 NA = 1	Yes = 5 No = 0	Yes = 3 No = 0 NA = 2	Yes = 3 No = 1 NAS = 1	Yes = 4 No = 0 NA = 1	Yes = 5 No = 0	Yes = 2 No = 0 NA = 3
HILO	Yes = 12 No = 0	Yes = 11 No = 1	Yes = 12 No = 0	Yes = 8 No = 1 NA = 3	Yes = 7 No = 1 NA = 4	Yes = 5 No = 2 NA = 4 Later = 1	Yes = 9 No = 1 NA = 2	Yes = 8 No = 2* NA = 2 *Use GoogleApp
TOTALS	Yes = 57 No = 1	Yes = 53 No = 2 NA = 4	Yes = 56 No = 1 NA = 1	Yes = 41 No = 9 NA = 9	Yes = 43 No = 8 NA = 8	Yes = 45 No = 6 NA = 7	Yes = 44 No = 7 NA = 6	Yes = 43 No = 4 NA = 8

## **PART THREE: MEETING SUMMARIES**

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PĀHOA – APRIL 7, 2018

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# General Comment Forms – Pāhoa

## Meeting Evaluation Form

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
Radio Sherri Bracken	Yes	Additional bus stops Sunday service More night runs Bike racks on buses
Email Coconut wireless	Yes	Mahalo!
Newsletter from Eileen O’Hara	Yes	Implement!
Newspaper	Yes	Where are the kanaka maoli, Kupa o Ka Aina? Mostly haoles (new settlers). Appears that “locals” are not interested in this mass transit system. (Apparently they have access to transportation by private vehicles/friends/family/taxi or others means of transportation.
My wife	Yes	The systems needs to be fixed! <ol style="list-style-type: none"> <li>1) A new motor pool management team, especially the head mechanic need to be changed</li> <li>2) Motor pool need to work 24/7 to better service the vehicles!!</li> <li>3) Management team not doing their work!</li> </ol>
Friend	Yes	
Newspaper	Yes	
November meeting and Jen Ruggles and Cheryl Soon email	Yes	We appreciate the effort to communicate the Master Plan.
NA	Yes	
Newspaper	Yes	
Only (barely) via Bracken’s KCOA/Lava 105 bulletin board		Later night trip Hilo to Puna on Friday and Saturday would enable much better cultural participation (Palace Theatre events, UHH-PAC, Hoolaulea in September, Merrie Monarch, etc. Mostly these are Saturday nights.

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
A handout on each bus would have been appropriate		<p>At the bottom of Kahakai Boulevard trips, move the most makai bus stop (Opihi Street) is a rough uphill journey for wife and me, who are coming 2 ½ miles on bicycles from Waawaa. Lowest stop used to be on Popaa Street then (probably due to homeowner’s problems) that was shut down leaving us to go severely uphill to Opihi Street.</p> <p>A little shelter from the sun would be most appropriate at whatever is the most makai stop.</p>

*Comment Sheets*

- 1) Estrella Inoalda, Pāhoa
  - I’ve been riding the bus for a few years. Some passengers bring dogs inside the bus even if it’s not a guide dog. Some passengers don’t want to share the seat, instead they put their bafs on top of the seat.
  - In case we need to use the restroom is it okay to tell the driver to stop?
  
- 2) Stephanie Bath, Kea’au
  - Thanks so much for the implementation of our PCDP by creating a master plan for mass transit. This is both a simple yet massive task.
  - Taking action to create “hub and spokes” we believe will aid in delivering a level of service in Puna and island-wide. Frequency of service going up and duration of trips going down will be much appreciated.
  - I have given input before that this is a viable plan of action
  - I suggest that a rep be at connectivity meetings re future mauka/makai route through subdivisions
  - I like the way you greeted people with good to see you again! It works :)
  
- 3) Roy Bath, Kea’au
  - Look into Hydrogen buses
  - GREAT
  
- 4) Jay Turkovsky, Pāhoa
 

Good study and great presentation  
Thanks!
  
- 5) Anne Remington, Kea’au
  - Please bike racks on busses of Puna route
  - Sunday service (wished)
  - More PM routes (wished)

- 6) Emily Taaroa, Kea'au
  - My daughter relies on the Hele On bus to get from Kuristown to Pāhoia Hawai'i Academy of Arts and Sciences daily. Please plan bus schedules to accommodate school schedules. Currently the first Kea'au to Pāhoia bus is scheduled to leave Kea'au 7:25 and arrive Pāhoia 8:05. It actually gets her there just before 8:00 AM, but would be much more ideal if she could arrive at 7:40 to have time to prepare for school.
  - The afternoon buses have been very unreliable. A 3:00 PM bus would be a good time for a return trip. Because she has to walk a considerable distance from school to the Pāhoia bus stop, or please route a return bus stop closer to HAAS School.
  - Mahalo. Feel free to call or email to discuss.
- 5) James Tucker, Pāhoia
  - At 2 PM Monday-Friday (except Wednesday 1 PM) the bell rings at the Pāhoia schools. There are a flood of students leaving.
  - Goal: To have transportation available from the schools up to the new gym/pool/skateboard park. All ages would be allowed to ride with a parent/volunteer on each bus. One way trip only.
- 6) Faye P. Hanohano, Pāhoia
  - Not enough people in attendance considering the population of Puna and its huge land mass. It appears that the community is NOT interested in the Mass Transit system.
  - Speaker during the presentation is kinda hard to understand. Tends to slaughter Hawaiian words?
  - What is the budget/cost of this draft Transit Master Plan?
- 7) Jamie Julian, Pahoia
  - The audience were mostly haoles that moved to this affordable area, bringing their western manao. Anoe e!!! Aloha no!
- 8) Kelly Finn, Puna
  - As a resident of lower Puna, Kapahana Seaview Estates specifically, I would absolutely love to be able to take the bus in a reasonable amount of time to Hilo Airport. Currently I can accomplish this two times a day and taking more than 3 hours and having one transfer at Prince Kūhiō Plaza. In other words, it is not at all convenient. Currently I would leave Seaview at 9:10 PM to arrive at the airport at 12:00 PM, or leave Seaview at 1:50 PM to arrive at the airport at 4:00 PM. If the two buses are on time. However, I have never tried to do this because the times are not convenient. Unfortunately, typically one flies out in the morning before noon and flies in after 4:00 PM. In other words, at the time, unless you live in Keaukaha, it is pretty impossible to take the bus to the airport. We are forced to drive ourselves and pay \$15.00/day in airport parking which has become nearly cost prohibitive.
  - Any other option would be if there were suitable and safe park & ride locations where one could leave their car for a few days safely and take the bus to the airport. Adding better and direct airport service would be very useful and seems to me is exactly the type of service a useful public transport system would provide.
  - It would also be nice for the senior citizens in my neighborhood if the bus could come up Mapuana perhaps to the pavilion on Nahokuele Street and then back down. Mahalo nui loa.

### *Comment Cards*

- 1) Roads are bad here. Lots of cars breakdown, so lots of “opportunistic” riders.
- 2) Pāhoa System Map: in legend should be named Hawaiian Beaches-Pāhoa-Leilani. Doesn't go to Pohoiki.
- 3) If electric is in future, start building solar sub-stations.
- 4) Is it OK to have a ship to go to Waikoloa Kona or O'ahu? Cruise ships are coming so often to Hilo. Why can't we get one or two?

Summary Matrix of Responses at Station One Form – Pāhoā

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
1	Hele-On Bus	1 1 1 5 5 5 5 5	Partially		
2	NA	5 5 1 1 2 4 5 5	Partially	More routes schedules	
3	NA	3 5 5 3 2 5 3 3	I hope so	Not having the ability to drive which will be a reality in a few years.	Emphasis on school kids getting through town so they can utilize the new park, pool or skatepark

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
4	Hele-On Bus	5 5 4 2 2 4 3 5	Yes		Please plan around school schedules. My daughter uses as daily commute from Kea'au to HAAS in Pāhoa.
5	Hele-On Bus	All 5	Yes		
6	Hele-On Bus	All 5 except Sunday service	Yes		
7	Hele-On Bus	2 3 2 3 3 5 5 3	Yes	NA	It appears Anne and I were the only ones arriving today via Hele-On.
8	No	Blank for all except Zone 5 Flex 7		Parking	



	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
9	Hele-On Bus	3 5 5 2 2.5 3 5 10	Partially  Haven't seen other district plans.		HPP to Ainaloa Drive needs bus service deep in and up to the top of subdivision on regular basis.  402 must extend to Ainaloa Blvd. top of HPP
10	No	3 5 5 3 5 3 5 5	Partially  No Hilo taxi, shared ride	Regular On time	
11	No	5 5 5 5 ? Do not understand 3 4 5	Partially	Full, often, regular, reliable service	Full hub & spoke service all over the island is what this island needs.

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
12		5 5 5 4 3 3 3 4	Yes		Very good plan. Express with local feeders is what it will take to make it successful in our rural areas. Wait at least five more years for electric buses. Then do with solar charging and multiple battery pack.
13	No	3 5 4 2 3 2 2 3	Partially	Lower the rates and ridership will once more increase. I was there when the rates were hiked and saw the amount of people who could no longer afford to pay for two tickets or more. More better, have a day pass and make one way tickets cheap. Make \$1.00 one way and \$3.00 all day with extra luggage.	Sounds good, but the hub & spoke still needs to be implemented. Other island areas can come as the time goes on.
14	Hele-On Bus	1 1 5 1 4 4 1 2	Partially	I do not take a bus that uses side streets. I get motion sickness on the roller-coaster roads. That's Ainaloa, Makuu, and Hawai'i Beaches.	Post bus schedules at all bus stops scheduled. Direct express Pāhoia-Hilo, no turns.

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
15	No	4 5 4 4 4 3 5 4	Partially A lot of it sounds like speculation so I hope that the input from community meetings in helpful.	I would only use the bus service if I was disabled.	I am most concerned with the cost for the plan to be implemented and how it will affect the County budget overall and the possibility of raising taxes to pay for it.
16	NO!!	5 5 5 3 3 4 3 2	NO	Plan not to use the bus. No handicap buses!	
17	No	5 5 5 1 2 5 5 5	Partially	Reliable On time Serving airports	More routes through the large subdivisions of Puna, e.g. HPP needs service to Kaloli Point.

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
18	No	5 5 5 3 3 4 3 2	No	Bus keeps to the schedule time!	

Summary Matrix of Responses at Station Two Form – Pāhoa

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	Yes	No	Yes	Y Y Y N N Y Y YesYesYesYes	Property taxes	
2	Yes		Yes			
3	No Transit & roadway only	No	No	Yes to all	GET Riders	
4	Yes	No	No	Yes to all		Designated stops & signage should be a very high priority.
5	Some	Very limited	<u>Only minimal</u>	Yes to all	GET	Two base yards: Hilo & Kona Consider re-evaluating plan at five year points
6	Not sure	Yes	NO **	Yes to all except Kona maintenance facility	Fuel tax	Immediate change to 402 Ainaloa and HPP to deliver service.

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
7	Yes	Yes	Yes	Y Y Y Y ? Y Blank Blank	Tax on second houses	The need for addressing the schools ridership for kids.
8	Yes	Yes	No	N Get donated from Roberts Y Y N N N N App – please spell out, no acronyms on surveys	Bus fare	
9	Yes	Yes	Yes	Y Y Y Blank Y Y ? ?	Fed, state grants County funding	Bike racks on buses

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
10	Yes	Yes		Yes to all except Kona maintenance facility and security	Fuel tax County General and highway funds	
11	Yes	Gradually, in time	No	Y if electric, not hybrid or hydrogen Y a must as time goes on Y a must as time goes on Y No Not yet, definitely not yet Y N Y	Additional \$.05 on fuel tax; jet fuel, gasoline, diesel. Additional \$1 DMV registration. Also support increase in GET	
12	Yes	Yes	Yes	Yes to all		
13	Yes	Yes Build Hilo first; not compatible in Waimea Need bike lanes	Yes	Yes to all  Maintenance facility could be more central, like Waimea or Honokaa	General Fund TAT increase Fuel tax	Increase admin staff and pay them more to retain good people for continuity!
14	Yes	Yes	Yes	Yes to all except improve security	Legalize recreational marijuana & tax it at County level to fund this system	

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
15	Yes	No Expand Puna before Waimea		Yes to all	GET	



*Easel Notes taken during the facilitated Question & Answer period – Pāhoa*

Multi Modal

- Is van pool needed?
- Would van pool be island wide?
- Taxi voucher program be island wide. Is it only in Hilo?
- Can we expand taxi voucher to Puna?
  - Especially for elderly/disabled?
- Would the \$mil cover those costs?
- Are the transport network company Uber and Lyft?
  - Are they really on this island?
- Big Island needs long distance rides
- Would pay for Uber?
- Are there bikes in Hilo? Pāhoa? Why Not?
- Security issue for bikeshare
- Are bikes bought by credit card?
  - In Japan you can use your phone to unlock
- How much would it cost to get a cab to the airport from Puna?
- Electric buses still uses gas
  - Hydrogen doesn't
- Vouchers are sketchy
- Try out the electric buses

- 2040 for state to be alt. powered
  - Getting alt energy buses would be planning for future
- Paratransit
- Electric buses can go down with natural disasters
  - Should have change out batteries
- We have no infrastructure for hydrogen
- Park and ride lots. Will we have?
- Has anyone discussed fuel cells?
- SF has cable to pull the trolley up

#### Services

- Will one bus serve all the Puna routes?
- If one person got on bus, would they be able to transfer?
- Black dots are limited stops
  - Hubs are notated
- Are the route 40 stops on the map?
  - No, because it's a flag stop system
- The drivers need to coordinate
- Is 401 the one that goes from Leilani to transit station?
- What are black dots with letters? K-I-H? Time spots?
  - Need key
- Will there be a cell phone app?
- Why is there no flex zone in HPP off Paradise Drive?
- Get rid of flex zone in Ainaloa and put bus stops at Longhouse
- What will be the fare?

- Day pass is a good idea
- Wise to have a set rate to have
  - Day
  - Express cross island within Hilo or Kona
- Looks like zone 1 is only served once a day
- What are flex zones?
  - Have to make appointment
- Have bus go on regular basis in flex zones
- 402 will go everyday
- Ultimately we want buses running 7 days a week
  - Want to envision this

#### Finance

- Handout B – Have shortfall
  - GE Tax to fund roads
  - Expenses don't include dollars for road improvements
  - Lots of private roads
- If we all chip in it can happen
- Strongly support as long as it's used for transportation
- What's the Bill
- Did you interview paratransit drivers?

Meeting Photos – Pāhoa



# OCEAN VIEW – APRIL 8, 2018

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# General Comment Forms – Ocean View

## Meeting Evaluation Form

1.How did you hear about this meeting?	2.Did the meeting provide information useful to you?	3. What do you want to tell us about?
Calendar paper	Yes	
Flyer Ocean View Community Center	Yes	I am willing to participate in future meetings, or by skype conference or GoToMeeting. I am an experienced bus rider from southeast Florida, Las Vegas, San Francisco, Portland, and New York.  You need to put up advertising at shopping centers, markets, gas stations or post offices.
Kau Calendar	Yes	Stop making contractors rich to save face or look good or be politically correct.

## Comment Sheets

- 1) William Kirkpatrick, Ocean View
  - Unless there is funding support guaranteed by the county for this entire 10-year plan, Hele On should consider shutting down.
- 2) Pat Petitti, PO Box 6564, Ocean View, HI 96737
  - I enjoyed it very much. Thank you very much.

## Comment Cards

- 1) Is there something I can do to improve the punctuality of the bus? This addressed to anyone who would know and be able to give information. Thank you. Sierra.
- 2) Map of Hawaii with all bus routes, times, and locations. Pick up passengers along route where safe. More bike racks. Surfboards Long? Express bus saddle.
- 3) Can we get more bus to and from mid-day? Paulette.

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Summary Matrix of Responses at Station One Form – Ocean View

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
1	Hele-On Bus	All 5's	Yes		
2	Hele-On Bus	5 1 1 1 1 2 4 5	Partially	More trips	
3	NA	5 3 1 2 5 5 5	No		Fixed route service doesn't work well in rural areas.
4	Hele-On Bus	2 5 2 5 1 3 4 4	Partially	A circulator bus which goes up and down the Ocean View mountain on truck routes to connect to Ocean View market and Park & Ride.	GPS phones for bus drivers so Hele On would know where the buses are, and could communicate that information to passengers. Bus stops should be marked with numbers consistent with the mile markers on HWY 11 (109.2 would indicate second stop between mile marker 109 and 110).

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Summary Matrix of Responses at Station Two Form – Ocean View

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	Yes	Yes	No	Y Y Y N Y N Y Yes	Higher gas taxes	
2	No	No	No	Y Y Y N Y Y Y NA	Fares	
3	No	No	No	No to all except buy new buses		Won't work
4	No	No	No	Yes to all. Buy buses and put up information signs -- now	Local	County Council needs to put up or shut up. Do what can afford, not what want.

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*Easel Notes taken during the facilitated Question & Answer period – Ocean View*

- Tokens for seniors
- Will there be a price increase?
- Want an AM route. HOVE (Hawaiian Ocean View Estates) to Hilo
- Website needs work. “It sucks” needs to be better designed
- Is Hele-on going to stick with fixed routes in HOVE (Hawaiian Ocean View Estates)?
- Federal subsidies are for new buses
- Handout A, Item 2, Voucher – Kona taxi do not want to participate
  - Is voucher program serving the COH or just Hilo?
- Don’t want vouchers to continue
- Need more advertisement for meetings
  - No radio, senior meeting
- Should post at post office and local businesses
- There are a bunch of us that need to be at work in Kona at 5:00 a.m.
  - Need the early bus. Earlier than what there is now
  - Number of people you pick up slows the bus
- Does Hele-On have an app?
  - Hard to get schedules now
- GPS services on driver cell phone so you know where drivers are
- Put mass transit information on Google Maps
- Want a low cost fix now for bus schedules
- Bus stops need numbering systems
- Number bus stops in similar fashion as mile markers. Bus Route 109 – 2x second stop on that route
- Not everyone works 9-5. Need to increase service hours

- Two hour frequency
- Is there anyone to contact about grant money?
- What is daily ridership?
  - Measured in passenger boarding
  - Some are one way, some roundtrip
- The totals on handout don't seem to match up. Table is confusing
- It appears that every year you are spending more and you are needing 3x the CIP
- Are you proposing a plan that might not get funded?
- In past years, CC seems to not be very supportive
- Does this expansion depend on Federal Grants?
  - Do you see the Federal government being good to Hawaii (giving \$)?
  - We are going to end up paying for it?
  - Don't see plan as viable
- Under current fare and ridership, it's not going to pay for the items in the plan
- Once you get the system running well, you can increase the fares?
- Fare structure now is not fair to the drive
- If the bus was available when I needed it, it would be stupid not to use it.
- Ka'u is underserved because of road conditions and gate. Wants a circulator route that goes into the communities. High demand

Meeting Photos – Ocean View



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WAIMEA – APRIL 10, 2018

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# General Comment Forms – Waimea

## Meeting Evaluation Form

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
<p>Attended November informational meeting</p> <p>South Kohala Traffic Safety Committee</p>		<p>Thanks for having these meetings.</p>
<p>South Kohala Traffic Safety Committee</p>		<p>An integrated plan with road development is essential.</p>
<p>Waimea Community Association</p> <p>South Kohala Traffic Safety Committee</p>		<p>You need, at the very least, to have more highly skilled mechanics to keep the currently owned buses running You also need a great deal of new repair equipment, and a large parts fund for each repair. Have you done any cost estimations between hauling broken down buses to Hilo or Kona (if a facility if built there) or Waimea (lots of broken down buses in Waimea)?</p> <p>As far as missing tools are concerned, all tools should have Hawaii County Tool # engraved into it. No one except the mechanics and Hele On director should have keys and/or security codes for unbreakable tool storage areas.</p>
		<p>I would like you to consider casting a portable toilet next to the shelter. I have taken the bus for many years in the past, and the worst thing for a rider to experience, is having to go to the restroom while waiting for the bus. A plastic tank could be installed inside the casting, and a private contractor could be hired for weekly maintenance. This would allow the riders to use the facilities if they have to "go" while waiting for the bus. It would eliminate having to hide in the bushes to do your business, and keep the area sanitary. Also, install a trash receptacle, which would also be maintained by the contractors.</p>

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Summary Matrix of Responses at Station One Form – Waimea

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
1	No, but I plan to within the next year.	4 4 3 4 4 2 4 4	Yes		
2	No	5 4 4 3 1 2 3 3	Partially		Advocate and push for road capacity projects. Push county to only implement Complete Streets.
3	No	5 5 4 4 4 5 5 3	Yes		

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
4	No	5 5 5 3 3 3 4 4			More availability.
5	No	5 5 5 1 1 1 5 5	No		
6	No	All 5; except Sunday service and later evening service = 3	Yes	NA. I live in a rural area -- Paauilo	
7	No	Only rated direct bus routes with few diversions and express bus routes = 5	Need to read it first.		

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
8	No	5 5 5 2-3 2-3 4 5 5	Yes	We don't currently have a need, so that's first. Dependability is the #1 factor.	
9	NA	5 5 5 3 4 2 2 5	Yes	Increase service	
10	NA	All 5's; except Sunday Service - 3	Yes	NA	Recreational facility bus stop and routes
11	Hele-On Bus	All 5	Partially		
12	No	5 5 5 3 4 4 1 5	Partially  Didn't get a copy	We are in our late 70's, can't drive much longer for distances.	Side trips to medical facilities every hour would be a necessity.

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3.Does TMP identify what is needed?	4.What would it take for you to use?	Comments
13	NA	4 5 5 3 3 3 3 4	Partially		Need more circulation in communities and service within the community.



Summary Matrix of Responses at Station Two Form – Waimea

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	Yes	Yes	Yes	All Yes	TAT	
2	No Depends on the town and need for various multi-modal options	Maybe We need other modes first, and Waimea is NOT set up for bikes	No Work on the buses!	Y Y Y N N N Y	Bus fares	
3	Yes	No	Yes	All Yes	Raise GET	
4	Yes Absolutely	Yes Absolutely	Yes	All Yes	GET ½ of 1%	
5	No	No	No	All Yes except paratransit service in Hilo, Kona, Puna = No		
6	Yes	Yes Must include seniors tricycles (perhaps at higher cost with baskets)	Perhaps	Y Blank Y Blank Y Y Y Between Y and N	Federal funding. Our state is incompetent in this regard.	We need a proper transit hub here in Waimea, with all the information needed for better service. People here have little or no information available so do not ride the buses near as much as those who live in Hilo, where excellent information is available.
7	Yes	Yes	No	All Yes	TAT Raise bus fares	Push for Complete Streets

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
8	Yes	No	Blank	All Yes		If resorts have so many riders can they provide transportation for their employees?
9	No	No	No	Y Y Y Blank Blank Blank Blank YY	Employer and users as well.	
10	No	No	Maybe	All Yes		
11	Yes	Yes	No Only for Hilo; shouldn't be continued	All Yes		

### *Easel Notes taken during the facilitated Question & Answer period – Waimea*

- Vanpool. Did you do estimates for number of van – insurance?
- Who actually owns the vans? Is it a lease from the vendor?
- Uber 1 year. Is Lyft even here? Will these types expand service?
- What type of individuals can use voucher program?
- What is the reason to limit distance on vouchers? Even though there is a lot of routes in Hilo.
- Why doesn't Kona have vouchers?
- Study – who are you trying to serve? Answers help determine need.
- Update to serving airports.
- How well used is the bike sharing program in Kona?
- Will you expand with “Complete Streets” for streets in Waimea? Questions current safety and improvements.

#### Routes and Service

- Is flex service only for Waimea? Has it started yet?
- What was the purpose of the routes proposed? Will you be hooking up with all the recreational facilities?
- Flex service. What about turn arounds in neighborhoods? Will it be available everywhere? Small Streets?
- Call for pick up. Bus breaks down, who calls me to tell me it's not coming? Have information at bus stops about breakdowns.
- Full buses. Would be nice to have bus read “FULL” on header.
- Route 301. Do you have a baseline for which roads are accessible? Large enough for bus travel.
- Are COH (buses) vehicles allowed in driveways?
- Buses carrying school children – what are the recommendations?
- If plan is accepted, how do you connect with other plans/projects? Do we look broader?
- Bus stop at Mud Lane was destroyed. Should have a precast structure (prefab).

- Kona trips for dental and shopping. Will there be a circulator bus for Kona?
- Will there be room on the bus for shopping bags?

#### Finance

- If the bus breaks down, have you done an analysis of cost to tow to Hilo vs. Kona? Could we utilize local mechanics?
- Saddle Road Route – Hilo to Waimea? Or Kona? Or Resorts?
- How will it work with people needing to go to work at 3:00 am? Buses will fill up. Want two regular size buses, early.
- Waimea gets passed up on AM route because bus is full.
- Everyone needs to get to work on time.
- Saddle vs. Hāmākua route...people have same resort destination, but can't discriminate who gets on so still may be full going through Waimea.
- No come meeting, no grumble.
- Are they monitoring number of Hilo riders?
- Electronic package – video monitor and panic button for driver.
- Can you approach the hotels and have them rent a bus from MTA as an express.
- Have staggered start points on the way from Hilo to Kona, so doesn't fill up by Waimea.
- Mechanic / maintenance – where is it in the plan?
- Does each bus have a service log?
- Does the scheduling of maintenance fall on the administration?
- Are we training new mechanics? Do we have the tools?
- Are the buses sitting there in need of a specialist?
- Some of the routes are highly detrimental.
- Do they take broken Kona buses to Hilo to fix?
- Would the GET or TAT give us enough dollars to do this plan?

- Nobody likes tax, but compare GET to other taxes, everyone pays! It's fair.

#### Recap of Recommendations:

- Provide notifications using “real time” technology. Provide message boards at bus stops, including “real time” updates on the status of location, arrival, capacity and mechanical delays
- Have buses post “Sorry I am FULL” sign on the bus header when filled to capacity
- Use video monitors on each bus, and provide a “panic button” for the bus driver
- Resolve how individuals are notified when a bus breaks down, or is running behind schedule, especially for those who have made “call for pick-up” reservations
- Have a directory of “local mechanics on call” to help when buses break down on route, or help is needed at the maintenance facilities.
- Consider using Kona, not just Hilo, to service and maintain the buses
- Provide “service logs” on each bus
- Use “pre-cast or prefabricated” bus structures
- Create special destination buses, such as a “shopping bus” for Kona, as many Waimea residents go to Kona for Costco, Walmart, Target, Macy's, etc. Provide for the storage of packages, shopping bags, boxes.
- Re-think how to revise the resort bus schedule to accommodate the number of employees and buses needed at peak times to deliver employees on time for work to the hotels. Provide “express service” to the hotels, explore partnering with hotels to do so
- Review routes to ensure we are also serving main recreational facilities
- Provide information on the recommendations for “carrying school children “ to public and private schools

Meeting Photos – Waimea



KONA – APRIL 12, 2018

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# General Comment Forms – Kona

## Meeting Evaluation Form

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
ATA Community Meeting	Yes	1) Training for drivers “confidential” stops such as Domestic Violence Shelter. 2) Training on Human Trafficking and Domestic Violence need for confidentiality. 3) As noted secure/safe/lighted bus stops. 4) Taxi vouchers in Kona with a 10 mile range.
Online – Chamber of Commerce Website	Yes	Blank
West Hawai’i Today	Blank	1 year, 5 year, 10 year plan Better understanding of how branches work together on specific projects How public can participate later on?

## Comment Sheets

- 1) Tina Clothier, Kailua-Kona
  - Multi-model – I would encourage the community to reinstate the taxi voucher in Kona and increase the distance in order to assist residents to get to medical treatments and other important meetings.
  - Bike Share – It is possible to include in the zoning code that developments of a certain size be required to install a minimum of one bike share stations? This could serve to reduce the parking space requirements and encourage multi-modal transportation.
  - Handout C – Immediate priorities. Add expansion of Kona bike share system to 10 stations in 2018 – 2019.
  - Thank you for your good work!
  
- 2) Susan Kim
  - Mahalo for extensive and thorough Mass Transit Plan and for seeking public input.
  - The 10 year plan allows government to make rational decisions.
  - For a long time, transportation has hampered residents in Ocean View, Puna, Kea’au (usually financially challenged) to find work, medical attention, etc. This implementation of the plan should bolster the economy and the general welfare of our state and county.

## Comment Cards

- 1) Comment through Jo-Anna. Claims Transportation Commission has not been included by Hele On. Ken Obenski, Transportation Commission has served for 3 years.

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Summary Matrix of Responses at Station One Form - Kona

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
1	Blank	3 4 5 Blank Blank 2 1 Blank	Yes	Consistent routes	Vans could save
2	Blank	All 5	Blank	Realistic schedules and clear routes with easily identified stops that someone not familiar with the area can understand	Blank
3	Blank	2 4 5 2 2 3 4 5	Blank	Would need to be reliable (time wise) and more frequent service	Blank
4	Blank	5 5 5 3 3 2 2	Yes	More frequent to Waimea	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
		2 5			
5	No	5 5 5 4 3 4 4 5	Yes	I anticipate using the bus system as I age and am no longer able to drive	Blank
6	No	4 4 4 5 4 4 4 4	Partially Waikoloa Village appears to only have 1 trip? Better service throughout West Hawai'i.	Better service, bus stops and more routes	Blank
7	Blank	4 3 3 2 1 2 3 5	Yes	Consistency, Express and Connector Routes. Multiple trips/day. Ap with bus info	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
8	No	4 for Direct only All others left blank	Blank	Hourly service on Highway 11	Blank
9	Blank	5 5 4 5 3 3 2 3	Yes	Blank	Blank
10	Blank	2 5 5 5 5 2 2 5	Yes	More Intra-Kona services	Blank
11	Hele-On Bus	2 5 5 2 2 3 2 4	Yes	Convenience, reliability	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
12	Hele-On Bus	5 3 5+ (Hilo to Kona via Saddle Road) 4 3 4 4 4	Yes	Direct route from Kona/Hilo is key. There are more jobs in Kona than any other area on Big Island	

Summary Matrix of Responses at Station Two Form - Kona

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	No	Yes	No I think Uber is a better alternative	Y Y Y N Y Y Y Y	Blank	Blank
2	Yes	Yes	Yes	Yes to all	Sight tax increase. .5% of income, grants, COH	All sounds good. Hope it can happen.
3	No. Too much on bikes	No	Yes	Yes to all	Employers should pay some	Blank
4	Yes	Yes	Yes	Yes to all	Research for more grants (federal, state), County coffers.	Blank
5	Yes	Yes	Yes	Yes to all	Combination of taxes and user fees. Fuel tax and GET increase.	
6	Yes	Yes	Yes	Yes to all	Multiple sources	Blank

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
7	Yes	Yes	Yes	Yes Blank Blank Yes Yes Yes Blank Yes	County	Blank
8	Yes	Yes	Yes	Yes to all	Employers, Business Development Fund, FBD, State, County, GET .5%.	Do not allow current MTA spend "if" GET increases. Old and New \$'s.
9	Yes	Yes	Yes	Yes to all	Grants, County funds – Fuel tax. Hopefully, GET will pass, larger share of the TAT.	Blank
10	Yes	Yes. Along with development of bicycle facilities or wider shoulders	Yes	Yes to all	Grants, TAT funds, Fuel tax, .5% tax increase.	Please recommend that the Kona Bikeshare system be expanded to 10 stations in 2018-2019.
11	Yes	Yes	Yes	Yes to all	Raise GET, Fuel tax	Blank



	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
12	Yes	Yes	Yes	Yes to all	Tax vacation rentals/air BNB at a higher rate.	Thank you for making the Hilo/Kona route a priority. The majority of jobs are in in Kona. Majority of jobseekers live in Hilo. Matching this will increase tax revenue and retaining our youth by providing opportunities.

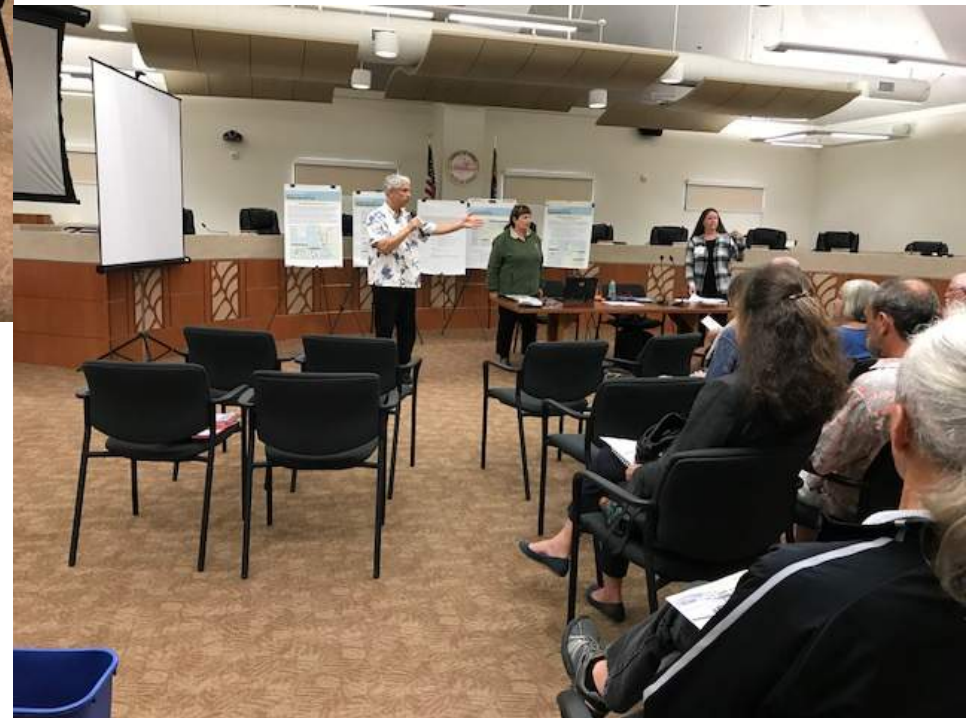
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*Easel Notes taken during the facilitated Question & Answer period - Kona*

- Access to medical care and treatment. Use tax vouchers.
- Path bikeway program continue advocacy to develop support facilities and safety.
- Clarity on vouchers. Will Kona get the taxi voucher program?
- Are taxi vouchers only good for 4 miles?
- Information/community schedule.
- Post bus schedules.
- Coordinate with taxi services meeting up with buses.
- How do other agencies do vanpool? Do companies (hotels) contribute to these fees?
- Kona does not have bus stops. Flag buses down. Will we get bus stops?
- Two routes to airport. Do you have flexibility to expand service to the airport based on arrivals and events? (ex. Ironman).
- Bus between Hilo and Kona. How do we get more employees to Kona? We have many job offers in Kona.
- Route 75? Employers at Waikoloa and Mauna Kea Resorts added service to Mauna Lani, Mauna Kea, South Kohala resorts?
- Another line available to service hotel/resort employees?
- Bus acquisition numbers seem low. Not all funds will be used for transportation.
- Attempt to get all the same brand of buses to normalize spare parts and maintenance including costs.

- Questions:
  - Does new administrator have experience in implementing transit master plans?
  - What is the offset to all of these expenses?
  - What is the economic benefit from all of this?
  - We need to see “What utopia” is going to look like.
  - Does the County have come up with the dollars and differences between revenues and expenses?
  - Did you look at all the Community Action Plans?

Meeting Photos – Kona







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KEA'AU – APRIL 15, 2018

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# General Comment Forms – Kea‘au

## Meeting Evaluation Forms

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
Radio	Yes	Route 402. Route change.
Email	Yes	Blank

## Comment Sheets

- None received.

## Comment Cards

- 1) Route change suggestion for #402 go down 40<sup>th</sup> to Pōhaku. Right on Hwy 130. Left on Kaloki to Beach Road. Right on Paradise. Left on 1<sup>st</sup> to Makuu.
- 2) More buses on holidays.

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Summary Matrix of Responses at Station One Form – Kea’au

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
1	Shared Ride Taxi	4 4 5 5 3 2 2 5	Yes	Frequency, reliability	Need to coordinate scheduling and pool resources between CSE, nutrition trans (public and private) and paratransit.
2	No	3 4 4 4 1 – because it doesn’t reach into the Puna Subdivisions 5 5 5	Partially Routes into each main subdivision, including Beach Sands and Seaview Estates, and paratransit service available for all of Puna like it is for Hilo.	Reliability #1. Frequency and availability into every subdivision.	Attached in the comment sheet.
3	Hele-On Share Ride Taxi	All 5	Yes	More reliable buses	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
4	Hele-On	4 5 2 4 2 3 4 5	Yes	Blank	Blank
5	Hele-On	2 4 1 – Would take personal car to match convenience. Timing need over bus hassles. 1 1 – 2 blocks from major bus stop 4 4 3	No say – have not review yet.	Blank	Blank
6	Hele-On	5 4 5 2-3 (County has existing) 3 3 4 5	Have not reviewed	Reliability, for us (our house was purchased for widest range of transit options).	I stopped utilizing on a regular basis. Last Dec (12/2017) after a 3 hour late bus...due to schedule transit bus for school and then a breakdown.

Summary Matrix Responses at Station Two Form – Kea’au

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	Yes	No	No	Y Y Y Y Blank Y Y Blank	By taxing those who can afford it. A <u>Progressive</u> tax, as opposed to a <u>regressive</u> tax. A tax that doesn't hurt the poor people who are already struggling. <u>Multi-million dollar homes</u> . <u>Businesses, Hotel and Resorts</u> . Peoples <u>Assets</u> not what people need to survive (food and medicine).	Blank
2	Yes	Yes	Unknown – can't comment. Never used	Y Y Y – Make them rain proof. Blank - ? No info on this Y – save money Blank – Yes, in time if service gets reliable Y – will this be monitored? By who? Y	State/County roads taxes. Reducing road usage. Paid by the users.	Prince Kuhio Plaza shelter is not rain proof. Sitting inside on bench you get soaked. You are better outside with umbrella.
3	Yes	Yes – add helmet	No	All Yes	GET increase	Blank

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
4	Yes	Yes	Yes	Y – maybe if funds avail Blank Y Blank – City Has Y Blank – City has Y Blank – City has	Ridership fee and taxes	Blank
5	Yes	Yes No – Waimea Hilo (weather)	Yes	All Yes except for No – Main Fac in Kona	User fees, fuel tax	Full public info outreach program needs to be implemented as an immediate priority



*Easel Notes taken during the facilitated Question & Answer period – Kea‘au*

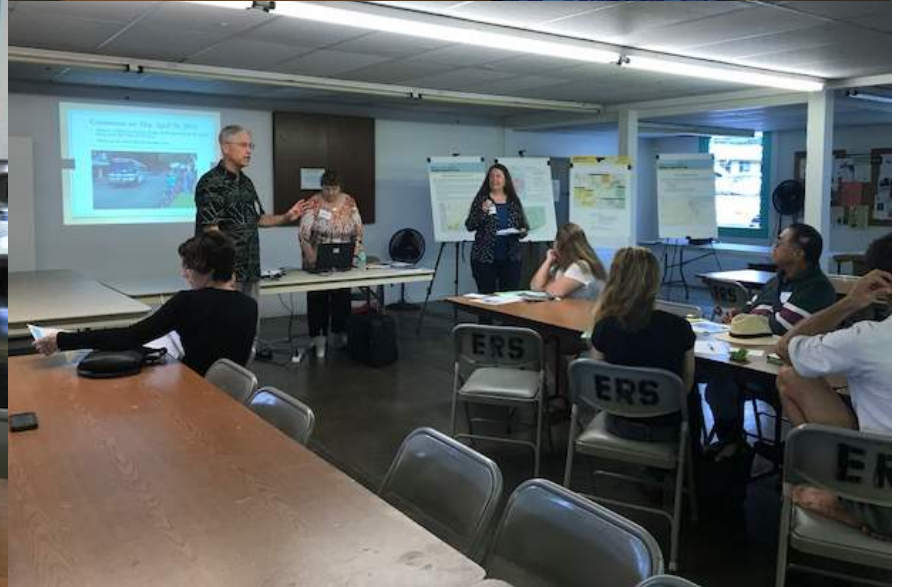
- Do the bike racks have covers?
- Any lockers for bikes at transit hubs?
- What are the four hubs?
- How does bike share work?
- May run into COH owned space problems in Pahoia
- Would it be possible to extend the hours of operation to the airport?
- Not going to pull buses from Hwy 130 Route to do express work
- Flex & Zone service done with vans. Good option for elderly
- How many people are needed to make a new route viable?
- What distance is the zone service?
- Difference between zone & flex services
- Is the service limited by the shaded area?
- Did we miss a portion on zone? Not so much enlarging blob, but looking at needs
- Use 4-wheel drive vans with hydraulic lift
- The County does have senior service. Combine Hele-On with COH senior service
- Problem is that roads are inaccessible
- Bus drivers know who rides regularly

- 9,000 for big bus?
- Buses with electronic packages do not work anymore. Don't work long term in our climate
- Need to protect new buses from elements. Ex., Vog
- Is the County looking at land acquisition or using existing County land?
- Pāhoa Rec Center has a transit hub.
- Too late to get land at new shopping center?
- When was the ridership at 800,000?
- Multiple 3 hour waits, deters from riding
- What is a boarding? Can you have multiple boardings on 1 trip?
- 2030-35 Upgrade: Mo'ohau. Parking lots may be underwater (Sea Level Rise). Parking lots already flooded. Flooding is also an issue.
- Table B (Table 6-11 in Master Plan)
  - GET increase proposal. Good or bad? For bus?
  - Does more population increase money we get from GET?
  - Increase would be hardly noticeable
- What would be done to increase security?
- How will you know changes are working well?
- Does current MTA have the means to process/analyze if the changes are working or not?
- Need to realize GET as a progressive tax
  - Businesses get hit

- Different than sales tax
- More GET or pay more dollars to subsidize
- Now bus has more routes, but less dependable
- Have trust issues we need to deal with. Need a reality check
- Will more dollars be thrown down the rabbit hole?
- Have a car, but would rather use the bus---if it were dependable
- Kea'au bus stop is not ideal
- Is the Master Plan to improve what we have OR scrap current system?
- Scary to invest a lot of money into something that could crash and burn
- Close to the point of having to cut routes because of lack of buses
- What are the security cameras going to be connected to?

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Meeting Photos – Kea’au



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HILO – APRIL 16, 2018

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# General Comment Forms – Hilo

## Meeting Evaluation Forms

How did you hear about this meeting?	Did the meeting provide information useful to you?	What do you want to tell us about?
Newspaper	Yes	Blank
Newspaper	Yes	Blank
Blank	Yes	I would like for us to come from a 3rd rate country to the first-rate United States.
City Councilmember Eileen O’Hara	Yes	As a student at UH Hilo I am working on a group project, in which we survey bus riders to hear what they would like to see improved. The resounding majority of riders I surveyed personally would like the buses to be more <u>reliable</u> , and the stops to be clearly marked with signs. Nearly everyone said they would ride the buses more often if these problems were addressed.
Newspaper	Yes	I’m a bike rider. Now I don’t use the bus where I often go. They are using a cargo van for the Kaumana bus and there are not racks.
Fellow Committee Member	Somewhat	Have key people from Mass Transit participate in this meeting to better answer questions.
Acquaintance by accident	No – because I had read all the information in the draft MTP	<ol style="list-style-type: none"> <li>1) Make sure the public is kept updated on the implementation of whichever plan is adopted. Update should include: Service restorations, schedule changes, new routes, bus purchases.</li> <li>2) At the end of each time frame (immediate, new term,...) a “report card” of what was achieved and what was not should be released. People should be able to hold their government accountable.</li> <li>3) The MTP should include consideration of opportunities provided by self-driving vehicles which are beginning to be tested in some parts of the US.</li> </ol>

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## Comment Sheets

### 1) Lindsay Emerson, Pāhoa

- As a student at UH Hilo I am working on a group project which focuses on the Hele On Bus System.
- We are surveying bus riders to determine the most urgent concerns which need to be addressed.
- The most frequently voiced concerns are unreliability, and lack of signs at bus stops. The majority of the people who took the survey agreed they would ride the bus more often if these concerns were addressed.
- I see that both these concerns are addressed in your “Priorities” Handout C.
- Mahalo for explaining the Master Plan to us.
- I wonder where the funding will come from if not GET.

### 2) Archie Tanabe, Hilo

- I have been using the HeleOn system since July 2010. The problem that existed then still exist today; safety, no radios, no wheelchair lifts.
- Can you send this information to:  
ADA, David Knight (CRT), [david.knight@usdoj.gov](mailto:david.knight@usdoj.gov)  
#100042336, Ref #17-167qw-75op

### 3) Martin Hodapp, Hilo

- One way to make electric buses viable would be a system of overhead power lines on the highways and large main roads that would power the buses and keep their batteries charged which the buses would then use inside communities and neighborhoods.
- Self-driving vehicles could make possible a paratransit system where vehicles could arrive at pickup locations. Combined with an automated scheduling system this could make for the most efficient use of the vehicles.

### 4) Mary Begier, Hilo

- If I as a taxpayer could have the confidence in the county that I have in the presenters tonight, I would help obtain the necessary funds, i.e., GET increase. But I don't have that confidence, that trust. It seems any money the taxpayers like myself provide just ends up in pay raises or additional civil service employees.
- We need trust first before we give any more money.
- I submit this knowing it will make some people mad, but we have to stop hiding honest feelings.
- We are only hurting ourselves “making nice.”
- Thank you for providing this briefing.

## COMMENT CARDS

- Will there be a way of contacting the transit system beyond the office hours?
- Will there be at least a minimum of routes available on Sundays and holidays?
- Will buses run on time?
- How do you deal with anti-social behavior, like lack of personal hygiene and problematic folds who are not considerate?
- What are the consequences of continued problems?
- In the past, no rules laid out or implemented even with terroristic behavior towards children.
- Roberts Busing Company has No RULES compared to Honolulu buses.
- On the intra community routes, what is typical distance from any location to nearest stop?
- How many buses you will purchase in the future are equipped with ramps?
- Recommendation. Low floor buses with manual ramps.
- If all the 4 mayors and governor are in agreement, can there be possibility be a state-wide mass transit card to utilize each of the multi-modal programs? To pay and identify from each rider for demographic purposes and convenience?
- Can shuttle from each subdivision?
- Lack of personal hygiene allowed on buses.
- Bus service to Kuilaimano Senior Housing and Apartments early afternoon.
- All bus go in same direction.

Summary Matrix of Responses at Station One Form – Hilo

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
1	Blank	All 5	Partially – Bus stop in Puna on Hwy 130 to far from each subdivision. People cannot get up to 130.	More bus stops, pass transfers, day pass	All bus stops should be covered for rain and sun.
2	No	4 3 5 2 Blank 5 3 3	Yes Reliability and signs at bus stops with route schedule posted. Easier transfers	Reliability and marked stops	I’m conducting a survey of bus riders for a school project.
3	Hele-On (2-3 times/year)	4 4 5 3 3 1 1 3	Partially – I’m sorry I don’t feel familiar enough too give an affirmative answer	On time!	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
4	Hele-On	5 5 4 4 1 5 5 5	Partially	More frequent routes. More reasonable hours.	Blank
5	Hele-On Share Ride Taxi	All 5	Yes	Blank	Blank
6	Hele-On Share Ride Taxi	5 5 5 1 5 5 5 5	Partially	Blank	Make drivers county employees. Start new schedule in 2 years.
7	Hele-On Share Ride Taxi	5 4 5 1 3 5 5 5	Yes	Blank	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
8	Shared Ride Taxi	Blank	Blank	Blank	Blank
9	No	All blank. Except Later evening service - 5	Partially	More accessible paratransit	Blank
10	No	5 5 3 2 3 2 3 2	Yes	When I no longer am able to drive!!	Please consider rain fall here in East Hawai'i!!! For Bikes! Must be covered!
11	Shared Ride Taxi	All 5. 5+ for Sunday service	Yes	Blank	Blank
12	No	5 5 5 Daily 1 – unless pay for service 5 5 5	Partially – Too early in presentation	Clean the interiors. Have hygiene rules. No animals unless verified service dogs.	Blank

	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
13	Hele-On Paratransit Share Ride Taxi	4 5 3 3 4 4 5 5	Partially – Just got here – need to read it first	Blank	I hope it's a goal of yours to include bike racks on each route.
14	No	All 5 except 3 for Zone paratransit and Flex service	Yes	More predictable and stable	Blank
15	No	5 5 5 4 4 5 5 3	Partially – Recommend Mohouli Route to accommodate senior housing and their need for trips to health care facility and downtown	N/A	Blank



	1.How do you currently use?	2.RATE (1 to 5) Direct connector buses Circulator buses Express bus routes Zone paratransit Flex service Sunday service Later evening service More frequent service	3. Does TMP identify what is needed?	4. What would it take for you to use?	Comments
16	No	5 4 5 4 3 5 3 5	Yes	More frequent service on my street (currently 2x daily)	Blank
17	Yes	All 2 except 5 Zone paratransit	Yes	Blank	Blank
18	No	Blank	Blank	Add bus stops at Papaakao Post Office and Papaikou	Routes to Papeekou Senior Center and Apartments – early and later
19	Rarely, not enough bus routes or schedule from Kurtisville to work	All 5	Partially – Add more pickups (schedule) during weekdays. Ex. express bus less than 15-10 minutes like Honolulu	Safe, well maintained buses, more time schedules, safe and identify bus stops that are lighted/designated out of Hilo in the Puna area.	Add more buses, option fees that applies – e.g., adult, students, senior citizen, etc., or annual fee /card. Upgrade buses with seat belts, etc.
20	Blank	4 5 4 3 3 5 5 5	Partially – More frequent trips are necessary	A much closer bus stop. Currently, mine is 2.6 miles away. Buses that run on time and frequent. Knowing that I can go on any bus with my wheelchair.	Blank

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Summary Matrix Responses at Station Two Form – Hilo

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
1	No Not carshare— that’s very (too) ambitious)	Yes	No Keep it public, not involve private transport	Y to all except Blank for Improve security and Transit APP	GET and ask Uncle Sam for Grants.	Fixing the bus system seems more pertinent than adding new modes to the system (bikes, carshare maybe best to hold off until buses are solidly improved).
2	No	No	Yes	Y N Y N N N Y N	Increased ridership, taxes, federal funds	Blank
3	Yes	Blank	Blank	Y Y Y Y Blank Blank Blank Y	Tax	Blank

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
4	No	No	Yes	Y Y Y Y Blank Blank Y Y	Mixed	Blank
5	Yes	Yes	Yes	Y Y Y Blank Y Y Y ?	Mayor and County pay	Blank
6	Yes	No	Yes	Y Y Y Blank Blank Blank Blank Y – applications on your smartphone	Tax who use the system supported by government	Blank

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
7	Blank	Maybe in Kona! Good weather! In Hilo need good protection to place bike racks!	Yes	All Y except Build transit center in Puna, Kona and Waimea - Later! When fleet increases	GET	Blank
8	Yes	Yes	Not sure about this one	Y Blank Community Groups will do this Y N N Y YYY	80% ridership with small county subsidy – 20%	Blank
9	Yes	Yes	Yes	All Y except Transit APP – better option: once vehicle tracking is in place, feed data into Good Maps. Google Maps then provide “real time” on bus pickup / drop off times and fares	Blank	Study effects of Uber/Lyft type services in bus ridership. Chicago’s study found that those services cannibalize the most popular bus routes. Consequently, Chicago taxes Uber/Lyft \$.65 per ride to subsidize bus maintenance

	1.Support all modes?	2.Support bike share in Hilo and Waimea?	3.Support taxi voucher?	4.Support transit expenditures: Buy buses Information signs at bus stops Bus shelters Paratransit Kona maintenance facility Transit centers Improve security Transit App	5.How paid for?	6.Comments
10	Yes	Yes	Blank	Y Y Y Blank Blank Y Y Y	State and County funds	Blank
11	Yes	No	Yes	Y to all	Make all bus fare the same statewide. Get more federal funds	Blank
12	Yes	Yes	No	Yes to all except No to Improve security	Tax revenues and grants	1) Proper protected bike routes are a requirement to encourage pedestrian bike use and walking. 2) New buses should be low floor design with manual ramps.

*Easel Notes taken during the facilitated Question & Answer period – Hilo*

These notes were taken during the facilitated Question & Answer period.

- Is this an evaluation of what we have now? Or where we are heading?
- People are waiting 30+ minutes for taxi coupons
- Are vanpool vehicles handicap accessible?
- Every bus and modes of transportation should be handicap accessible, ex. vans.
- How many buses on a rack?
- Expand in Hilo first, then Kona
- How much does a Biki cost? Charged per minute
- Biki only works for people with credit cards
- If rental bike goes out of “zone,” who is liable if bike is damaged?
- Not enough bike routes in Hilo. Need safe bike routes
- Downtown Hilo Multi-modal Plan
- Will you have Biki Station at Shipman Industrial?
- \$300 Vanpool subsidy – what does it cover?
- Why is the taxi voucher program not in Kona?
- How will we get around the range problem of electric buses?
- Bike share – what is the return on investment? How many racks are sustainable?

- How did we come up with the State 2045 clean energy goal?
- Will there be rates on Sundays and holidays?
- Can the Kama'aina rate be more work friendly?
- How many times a day? Will the buses run on time?
- How will you communicate with drivers and riders?
- Will there be a direct route from Hilo to Kona Airport? Yes, via Saddle Road
- How many times a day will the Hilo to Kona route (via Saddle Road) run per day?
- How does our current bus inventory match demands?
- When will buses go to Moohouli Street?
- Need bus to Kamana Senior Center in a.m. Slight change to route to accommodate Senior Center.
- Why are you cutting back on Pāhoa route?
- Will transfer format be changed? Need a universal transfer system. School survey – echoes need for better transfers
- Can there be a statewide bus pass?
- Why do drivers have to write down how many people get on?
- Want covered bus stop at Paapaiko and Pepekeo
- Transfer alternative – endorses day pass statewide
- What is CIP? (Capital Improvement Program)
- Need talented mechanics. Lifts don't work, need mechanics able to fix this. Don't send buses with broken lifts

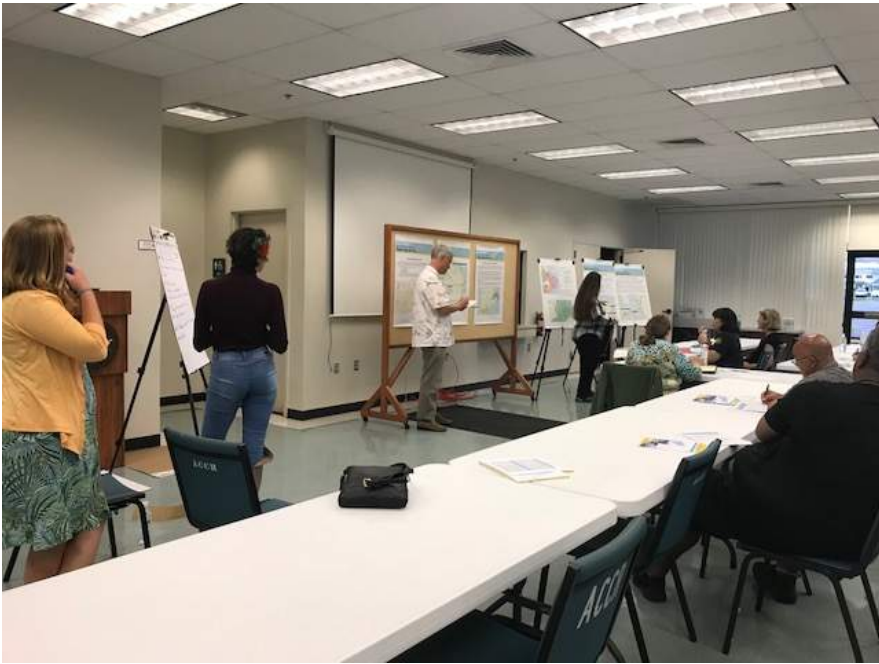


- Can you send tonight's presentation to Department of Justice?
- Why doesn't Big Island drivers get a pension, and O'ahu drivers do?
- Saddle Road – what is estimated ridership?
- Will fuel consumption be cost effective?
- Have you considered why you have low ridership in Waiakea Uka?
- Student can't get to school now. We can't wait 10 year for service.
- What will the cost of ridership be?
- Will there be a way to contacting MTA after hours?
- Is increase in budget due to increase in ridership? And grant funding?
- How many people are we truly serving?
- How do we hire the drivers?
- Some drivers are not well trained.
- Some drivers say lift is broken because they don't want to operate it.
- Buses need to be checked that all parts are working prior to dispatch. Makes drivers accountable
- Impact of Uber and Lift on bus system. Chicago is a good example. Charge extra to Uber/Lift to subsidize bus
- How many buses will have ramps?
- Recommend low floor buses with ramps
- What is the typical distance from stop to stop?

- South Kohala resorts – reps present
- Need to improve Mo'ohau Terminal
- Subsidize all riders
- The bus drivers do a great job!
- Community groups always look to build bus stops – need to coordinate with the communities
- In Hawaiian Paradise Park, people need to get makai to mauka. Most main roads (mauka-makai) are paved
- Kea'au bus stop is at a dangerous location. Bus drivers get yelled at
- Have you considered adding more trips from HCC to UHH? What's the timeframe?
- Is it possible to have shuttle between UHH to HCC?
- Resort riders need to call someone to get notified of changes. Need to know if lot is flooded and where buses are going to pick us up
- Every bus circumnavigates around Aupuni Center. Easily walkable
- Want more than one book for taxi vouchers
- Want a bus stop at 1055 Kinoole Senior Center. Route 104 will serve this
- Need more non-medical transportation options for elderly and disabled.
- Work on recruiting cab companies to serve Kona with Shared Ride Coupons.
- Allow any cab company in Hilo to provide Share Ride Service instead only 8 cab companies.
- Expand service areas for Shared Ride Taxi to service bigger areas.
- We need a bus stop on Kinoole Street to allow access to the Adult and Disability Resource Center and Office of Aging.

Meeting Photos – Hilo







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