



County of Hawai'i Transportation Commission Agenda

Notice is hereby given of a meeting to be held by the Transportation Commission of the County of Hawai'i in accordance with the provisions of Chapter 91, Hawai'i Revised Statutes, Chapter 18, Divisions 2 and 3 of the Hawai'i County Code.

DATE: Wednesday, September 29, 2021
TIME: 10:00 a.m.
PLACE: Aupuni Center Conference Room
101 Pauahi Street, Suite 1
Hilo, Hawai'i 96720

As part of the response to the threat of COVID-19, Governor David Ige issued an Emergency Proclamation Related to the COVID-19 Response dated August 5, 2021, suspending Hawai'i Revised Statutes Chapter 92, Public Agency Meetings and Records, to the extent necessary to enable boards as defined in Section 92-2, to conduct meetings without any commission members or members of the public physically present in the same location. This meeting will be held through a combination of some commission members being physically present at the meeting location and some members participating by interactive video conference through ZOOM. Only persons that are present for the particular item on the agenda will be allowed in the meeting room. Each person will be required to wear a face mask and maintain six feet physical distance from any other person as required by law.

The public may view the meeting live via Zoom at the following link:

<https://www.zoomgov.com/j/1606829001?pwd=bGxrK3o0SGYySitIbklPR05Ic1Q5QT09>

Submitting Written Testimony: The Commission encourages the public to submit thoughts, comments, and input via written testimony. To ensure timely delivery to Commission prior to the meeting, written testimony must be submitted before 12:00 noon on Monday, September 27, 2021 to betty.alcover@hawaiiicounty.gov. All written testimony, regardless of time of receipt, will be part of the permanent record.

- I. Call to Order
 - II. Roll Call
 - III. Approval of Agenda for September 29, 2021 **Page 1**
 - IV. Approval of Minutes from June 10, 2021 **Pages 3-5**
 - V. Public Statements on Agenda Items
 - VI. New Business
- A. Review taxicab application for NEW Certificate of Public Convenience & Necessity to operate in the County of Hawai'i. **Page 6**
1. Mario Labiano dba Daniel's Taxi, PO Box 385, Keaau, HI 96749 (1) **Pages 7-18**
 2. Richard Namnama dba Jerich Taxi, 73-1368 Kaiminani Drive, Kailua, Kona HI 96745 (1) **Pages 19-24**
 3. Joanne Louise Soriano dba Xyleanne's Taxi, 68-3555 Kupunahine St., Waikoloa, HI 96738 (1) **Pages 30-38**
- B. Hearing on revocation of the following Certificate of Public Conveniences due to the discontinuance by the carrier of the business of transporting passengers as a common carrier of passengers operating upon and using the public highways for a period of thirty (30) consecutive days or more or failure to renew his/her taxicab license for the year. **Pages 39-40**
1. CH 002 Frank Vesperas dba Alaka'i Taxi & Tours **Page 41**
 2. CH 027 Virgilio Afan dba Pinay Taxi **Page 42**
 3. CH 109 Alexander Kapela dba White Taxi **Page 43**
 4. CH 198 Emerito Cabanas dba DaKine Taxi **Page 44**
 5. CH 279 Akira Arai dba Juel Taxi **Page 45**
 6. CH 288, CH 292, CH 294, CH 371, CH 372 Anagor, LLC dba AM PM Taxi **Page 46**
 7. CH 408 Leo Sadoy dba Leo's Taxi **Page 47**
 8. CH 425 Orlando Palafox dba O&M Taxi & Tours **Page 48**
 9. CH 444 Charlene Sherwood dba Char's Taxi Shuttle **Page 49**
 10. CH 466 Ray Cabaccang dba R&M Taxi **Page 50**

11.	CH 471	Gilbert DelaCruz dba Mister D's Taxi	Page 51
12.	CH 481	Remigio Dumayag dba R&A Taxi	Page 52
13.	CH 485	Jaynard Simpliciano dba AMS Taxi	Page 53
14.	CH 541	Patricia Mayfield dba Big Island Express	Page 54
15.	CH 551	Ace 1Taxi LLC	Page 55
16.	CH586	Shelby Roberts dba Rainbow Taxi	Page 56
17.	CH 557, CH 558	Mary Jo Victorino and Roy Kunishige dba Kwiki Taxi LLC	Page 57
VII.		Discussion of Transit and Multi-Modal Transportation Plan Implementation	Pages 58-95
VIII.		Discussion of Performance Measures Related to Hele-On Service	Pages 96-105
IX.		Discussion of Amendments to Chapter 18	Pages 106-107
X.		Mass Transit Administrator's Report	Pages 108-109
XI.		Commissioner's Reports	
XII.		Next Meeting – December 2021	
XIII.		Adjournment	

The meeting facility is accessible to persons with disabilities. Anyone who requires an auxiliary aid or service for effective communication to participate in this meeting should contact the County of Hawai'i Mass Transit Agency at (808) 961-8744 as soon as possible, but no later than Monday, September 27, 2021. If a response is received after September 27, 2021, we will try to obtain the auxiliary aid/service or accommodation, but we cannot guarantee that the request will be fulfilled. Upon request, this notice is available in alternate formats such as large print, Braille, or electronic copy.

Commission Members may also be present at the meeting facility as listed above on the agenda and/or participating via interactive conference technology from other locations.

The full text of the agendas are made available on the County of Hawai'i Mass Transit Agency website at www.heleonbus.org, click on Transportation Commission to navigate to the current agenda. For copies of the current agenda or questions, please call (808) 961-8744.

Hawai'i County is an Equal Opportunity Provider and Employer

Transportation Commission Meeting Minutes
County of Hawaii
June 10, 2021

CALL TO ORDER

Meeting called to order at 9:00 am.

ROLL CALL

Present: James Lee, Benjamin Agdeppa, Michael O'Loughlin,
James Weatherford, John Walker
Sinclair Salas-Ferguson, Corporation Counsel
Trixy Groaning, Acting Mass Transit Administrator
Sari Kogasaka Cantor, Temporary Commission Secretary

Absent: Scott Ancheta

A quorum was declared present.

Request for item VII be taken out of order due to conflict of prior meeting scheduled. Moved and approved.

VIII. Transit Administrator's Report

Trixy Groaning, Acting Transit Administrator present to give report:

- Currently working on the department's budget, and requested from the County Council to approve additional positions. Due to budgetary cuts, these staff positions were denied. Department is doing their best to provide the necessary service.
- New budget also included additional DOT and GET funds to secure and add new buses to the Transit program, including 10 buses from Oahu Transit.
- Department is also awaiting for IFB approval to add to the fleet two (4) 40', two (2) 35', and two (2) 30' buses. Once approved, delivery of buses will be approximately 1 year to arrive and place in service.
- Department is also currently working on additional grants to secure an estimated 14 new buses.
- Currently Roberts Hawaii has been providing the necessary service to ensure all routes are covered.

III. Election of Chairperson. Floor opened up for nomination. Commissioner Michael O'Loughlin nominated himself, seconded by Commissioner Walker. Comm. O'Loughlin accepted nomination. No further discussion, moved to approve. 5 Ayes.

IV. Election of Co-Chairperson. Floor opened up for nomination. Comm. O'Loughlin nominated Comm. Walker, seconded by Comm. Weatherford. Comm. Walker accepted nomination. No further discussion, moved to approve. 5 Ayes.

V. Approval of Agenda

Comm. Walker moved that agenda be approved, seconded the motion by Comm. Agdeppa. No further discussion, moved to approve, it carried unanimously, 5 Ayes. Agenda approved.

B. Hearing on revocation of the following Certificate of Public Conveniences due to the discontinuance by the carrier of the business of transporting passengers as a common carrier of passengers operating upon and using the public highways for a period of thirty consecutive days or more or failure to renew his/her taxicab license for the year.

1. CH 020 Bradley Hollister dba Paradise Taxi
Not present. Applicant request license not be renewed, letter on file
License revoked.
2. CH039,040,042,056,063,106,108,112,113,124,125,133,138,139,140,167
Luana Limosine dba Laura's Taxi. License not renewed, letter on file.
Licenses revoked.
3. CH090 Conrado Ombao dba Jeco Taxi
Not present. License revoked.
4. CH093,129,262,265 Melmar Carlos dba Mel's Taxi
Not present. License revoked.
5. CH100 Hiroshi Omori dba Nippon Taxi
Not present. Applicant request license not be renewed, letter on file
License revoked.
6. CH143 Joe Naidu dba Fiji Taxi
Not present. License revoked.
7. CH155 Leny Tica dba J & L Taxi. Present Faye Encencio,
Letter presented to represent Leny.
Per applicant, her intention is to continue operating. Operations to be conducted by
mother Ms. Encencio. During 2020 renewal she submitted documents along with funds for
the renewal. All items were returned with no explanation. Leny has since moved to Canada
but still maintains insurance coverage and vehicle for Ms. Encencio to operate.
Comm Walker moved that we provide a 30 day extension for Ms. Encencio to provide
renewal forms to continue operation of CH155, seconded by Comm Weatherford.
Discussion, moved to approve. 5 ayes.
8. CH156 Cynthia Castillo dba D&E Taxi.
Not present. License revoked.
9. CH164, 227, 360 Shaka Taxi, LLC dba Shaka Taxi.
Not present. Licenses revoked.
10. CH177 Linda Batalla dba Hamakua Taxi. Present.
Requested to reinstate license due to COVID.
Comm. Agdeppa moved to reinstate, seconded by Comm. Weatherford. Discussion.
Provided 30-day extension to do renewal. Moved to approve. 5 ayes.
11. CH221 Air Taxi & Tours LLC dba Air Taxi.
Not present. License revoked.
12. CH236 Patricia Maffit dba Bay City Taxi.
Not present. License revoked.
13. CH242 Jerlyn Arellano dba Jay Taxi.
Not present. License revoked.

30. CH519 Liwang Martin dba R & B Taxi.
Not present. License revoked.
31. CH528, 531, 532 Jelsa Isidro dba Hawaii Taxi.
Not present. Not present. Applicant request license not be renewed, letter on file.
Licenses revoked.
32. CH534 Amador Cabudol dba A's Taxi.
Not present. License revoked.
33. CH416, 535 Weixia Ye-Yu dba WJJ Taxi & Tours.
Not present. Licenses revoked.
34. CH536 Reynaldo Batalla dba Fil-Am Taxi.
Not present. License revoked.
35. CH363 Victor Quiros dba A1 Taxi.
Not present. License revoked.
36. CH538, 569 Kelly Does Kona LLC dba World's coolest Cab.
Not present. License revoked.
37. CH542, 593 Emielyn Romolor dba Jedae Taxi.
Not present. Licenses revoked.
38. CH543 Larry Domingo dba Loren's Taxi.
Not present. License revoked.
39. CH559, 597 Mary Jo Victorine & Roylin Kunishige, Jr. dba Kwiki Taxi.
Not present. Licenses revoked.
40. CH561 Jesus Martin dba JohnJess Taxi.
Not present. License revoked.
41. CH568 Helen Lopez dba Makoa Taxi.
Not present. License revoked.
42. CH587 Renante Gedaria dba Green Mango Taxi.
Not present. License revoked.
43. CH598 Cristian Soriano dba Dale's Taxi. Present.
Requested to reinstate license due to COVID.
Comm. Weatherford moved to reinstate, seconded by Comm. Agdeppa. Discussion.
Provided 30-day extension to do renewal. Moved to approve. 5 ayes.
44. CH599 Branden Henson dba BH Taxi.
Due to prior approval for new CH, Commission moved to revoke CH599. 5 ayes.
45. CH600,601 Christopher Artley dba Mahalo Taxi.
Not present. License revoked.
46. CH606 Weixia Ye Yu dba Sunny Taxi.
Not present. License revoked.

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

County of Hawai'i
Mass Transit Agency

25 Aupuni Street • Hilo, Hawai'i 96720 • (808) 961-8744 • Fax (808) 961-8745
www.helconbus.org • helconbus@hawaiiicounty.gov

Tuesday, September 21, 2021

Agenda Item # VI (A)

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Review taxicab application for NEW Certificate of Public Convenience & Necessity to operate in the County of Hawai'i.

Requested Action: Staff recommends that the Transportation Commission review and accept new taxicab applications for NEW Certificate of Public Convenience & Necessity to operate in the County of Hawai'i.

Background and Summary: The following applications are being presented for the Transportation Commission's review as required in Chapter 18:

1. Mario Labiano dba Daniel's Taxi, PO Box 385, Keaau, HI 96749 (1)
2. Richard Namnama dba Jerich Taxi, 73-1368 Kaiminani Drive, Kailua, Kona HI 96745 (1)
3. Joanne Louise Soriano dba Xyleanne's Taxi, 68-3555 Kupunahine St., Waikoloa, HI 96738 (1)

Fiscal Impacts: None.

Corporation Counsel Review: None.

Attachments: Applications for Mario Labiano, Richard Namnama and Joanne Louise Soriano.

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiiicounty.gov.

Approved for Submission,

John Andoh, Interim Mass Transit Administrator

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Mario v. Labiano
2. Doing Business as (dba): Daniel's Taxi
3. Mailing Address: P.O. Box 399 Keauhou HI. 96749
4. Physical Address: _____
5. Place of Business: Hilo, Hawaii
6. Home Phone: _____ Business Phone: 989-6556 Cell Phone: 319-8281
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. _____
Been on the Taxicab business since 2006
and adding another Taxicab to serve more
clientele and serve better the Community. Thank you
10. Description of proposed service, geographic area to be served: _____
Hilo, Hawaii

11. Times of operation, frequency of proposed service: _____
Monday to Sunday 6 Am to 6 Pm to extend hours

12. Description of proposed vehicle to be used in service:

2020 Toyota Camry ZJM434 5
Year Make Model License Plate No. Passenger Capacity

All vehicles must meet applicable safety, insurance, and license requirements.

Applicant assures vehicle employed under this certificate shall be kept clean and in good mechanical and physical condition at all times.

13. Proposed Insurance:

A. Name of Provider: GEICO

Coverages: Primary Public Liability: (one person) \$100,000
(two or more persons) \$300,000
Property Damage: \$ 50,000

B. Insurance coverage is on a fiscal year basis ending June 30th.

14. Zoning Verification - See Attachment A

15. Written facts showing need for proposed service (on separate sheet)

16. Traffic Abstract.

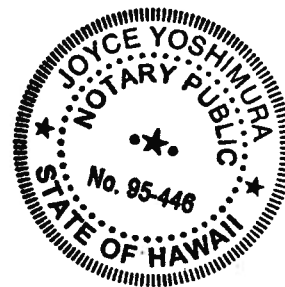
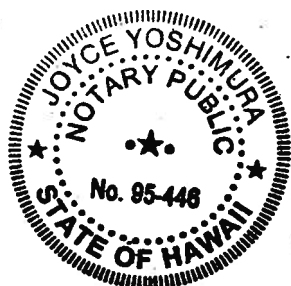
17. \$10.00 filing fee.

I, the undersigned official of the above company, on oath, state that the above attached information is true and correct.

Signature [Handwritten Signature]
Name (printed) MARIO V. LABICARD
Title OWNER

Subscribed and sworn to before me this
17 day of June, 2021.
Joyce Yoshimura
Notary Public, Third Judicial Circuit
State of Hawaii
My commission expires: 10/16/2023

NOTARY PUBLIC CERTIFICATION
Joyce Yoshimura Third Judicial Circuit
Doc. Description Application for Certificate of Public Convenience & Necessity
No. of Pages 3 Date of Doc 6/17/2021
Joyce Yoshimura 6/17/2021
Notary Signature Date



ATTACHMENT A

TO: Planning Director
FROM: Mass Transit
SUBJECT: Zoning Verification
Certificate of Public Convenience & Necessity
Application for Taxicab License & Renewals

Applicant and dba Mario v. Labiano / Daniel's Taxi

has applied for: Certificate of Public convenience & Necessity
Application for Taxicab License

Located at 15-181 South Puni Kahakai Pahoa, HI. 96778

Tax Map Key: 15-074: 003 Applicant Plans: Parking only
(describe the use)

(Lower half to be completed by Planning Department)

PERMITTED UNDER:

1. County zoning, which is A-1(1)1 T, 0716T
2. Comments: permitted for the taxi unit as necessary use to main Annulling with the taxi operator for off street parking during off hours. No approval for busayara taxi operation.

NOT PERMITTED:

Date: 06/17/2021 [Signature]
Planning Director

Note: Applicant must complete the upper half of this form for the Planning Department to certify the zoning. This form must be submitted with the Application for Certificate of Public Convenience & Necessity and for Taxicab License Renewal.

Hilo – Aupuni Center, 101 Pauahi St., Suite 3 – 961-2222
Kona – West Hawaii Civic Center, 75-5044 Ane Keohokalole Highway – 323-4813

PUBLIC ACCESS RAP SHEET

This record is based on the search criteria: Last Name = LABIANO, First Name = MARIO, Date of Birth = **/**/1970, Sex = MALE

PUBLIC ACCESS INFORMATION

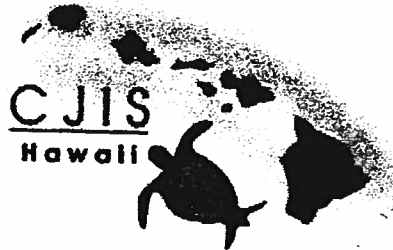


PHOTO DATE:

This Record Belongs To:

LABIANO, MARIO VILLARIN

BORN 1970, 6'3", 120 LBS., HAIR

BLACK, EYES BROWN

| Total Charges: 1 | [Charge Information](#)

Charge Information

[Top](#)

Summary of Charges

	Final Charge	Disposition	Date
1	LIQUOR PROHIBIT - VIOLATION	GUILTY	03/29/1993

CHARGE 1 OF 1 TOTAL CHARGES

[Top](#)

Charge: The charge was INTOX LIQUOR PROHIBITED CERTAIN PUBLIC PLACES (HCO 14-01-14.1) which is coded as being a VIOLATION.

Disposition: On 03/29/1993, SUBJECT WAS FOUND GUILTY.

Sentence: On 03/29/1993, SUBJECT WAS SENTENCED TO \$25 FINE.

Case No: (no case #) (HILO DISTRICT COURT)

Arrest Report No: E-05587

[Back to Summary of Charges](#)

The information furnished is based upon the descriptive information you have provided and not as the result of a fingerprint comparison. There is no guarantee that this record concerns the person in whom you are interested. It is your responsibility to carefully verify the information entered and match it against your search criteria. Furthermore, the search is limited to conviction data and data relating to cases in which the defendant is acquitted, or charges are dismissed, by reason of physical or mental disease, disorder, or defect, under Chapter 704, HRS, maintained by the State of Hawaii. It does not include data maintained by the FBI or other states.

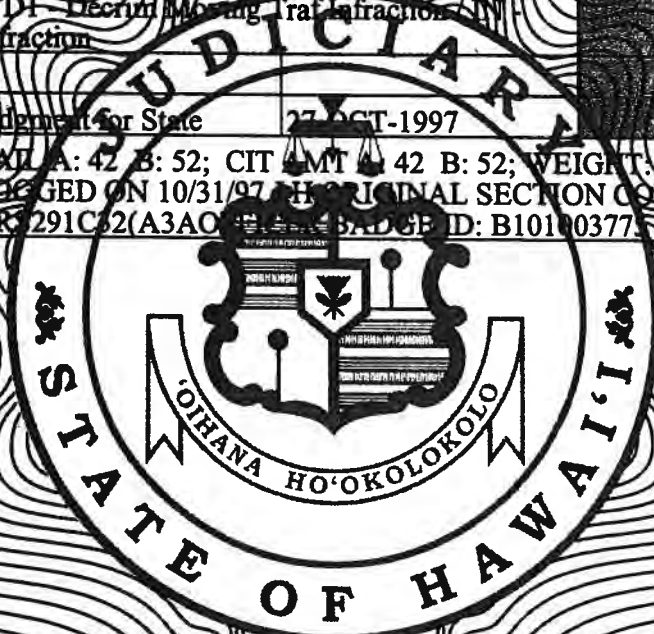
Because the criminal history records are continually updated, a new criminal history record check should be obtained for each subsequent use. Every effort is made to insure the accuracy of this information. Any disputes should be addressed separately with the Hawaii Criminal Justice Data Center.

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Seizure Date: _____ Date: _____ Time: _____

Case ID: 4513773MO - State v. Mario Labiano -NON JURY	Filing Date: MONDAY, OCTOBER 6, 1997	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: FIRST CIRCUIT	
Status: CLOSED - Closed Case Judgment Satisfied	Location: HONOLULU DIVISION	
Last Updated: 30-Oct-2005	Citation / Arrest: 4513773MO	Alleged Speed: ~ / ~
Type Juv: N CDL: N CMV: N HAZ: N	License Plate Number: GNT669	License Plate State: HI

HRS 291C-32(a)(3)(C) DISREGARDING RED SIGNAL	02-OCT-1997
/ D1 - Decrim Moving Traf Infraction - N	
Infraction	
Judgment for State	27 OCT-1997
BAIL A: 42 B: 52; CIT A: 42 B: 52; WEIGHT: DIM COMMENTS:	\$0.00
LOGGED ON 10/31/97 ORIGINAL SECTION CODE	
HRS 291C52(A3A) BADGE ID: B1010377	



This abstract shows all alleged moving violations and any judgments resulting therefrom, arising from the operation of a motor vehicle and any administrative license revocation pursuant to HRS chapter 291E, part III and HRS chapter 286, part XIV as it was in effect on or before December 31, 2001. Pursuant to HRS §92F-11(1), §92F-13(4) and §571-84(a), juvenile records other than civil traffic infractions occurring on or after January 1, 2008 are not subject to public disclosure.

I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawai'i.

by *[Signature]*

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Case ID: 1665386MH - State v. Mario Labiano - NON JURY.	Filing Date: FRIDAY, APRIL 2, 1999	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: NORTH AND SOUTH HONO DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 1665386MH	Alleged Speed: ~ /
License Plate Number: HSB826	License Plate State: HI	

1	HRS 286-21	UNSAFE CONDITION OF VEH	12-MAR-1999
	/ DI - Decim Moving Traf Infraction / IN - Infraction		
	Judgment for State	16-APR-1999	\$0.00
BAIL A: 2 B: 52; CIT AM A: 0 B: 0; WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS286-21 OFFICER BADGE ID: B301000426			

FIN - Fine

Case ID: 1637688MH - State v. Mario Labiano - NON JURY.	Filing Date: FRIDAY, APRIL 20, 1998	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: NORTH AND SOUTH HONO DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 1637688MH	Alleged Speed: 62 / 45
License Plate Number: HSB826	License Plate State: HI	

1	HRS 291C-102	NONCOMPLIANCE SPEED LIMIT	07-FEB-1998
	/ DI - Decim Moving Traf Infraction / IN - Infraction		
	Judgment for State	11-MAR-1998	\$0.00
BAIL A: 75 B: 85; CIT AM A: 75 B: 85; WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS291C102 OFFICER BADGE ID: B301000401			

FIN - Fine

03/11/1998

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I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawaii'i.

by *[Signature]*

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Case ID: 1664054MH - State v. Mario Labiano - NON JURY-	Filing Date: MONDAY, MAY 10, 1999	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: NORTH AND SOUTH HILO DIVISION	
Last Updated: 30-Oct-2005		
Type: Iuv: N CDL: N CMM: N HAZ: N	Citation / Arrest: 1664054MH	Alleged Speed: ~ /
License Plate Number: HSB826	License Plate State: HI	

01	HRS 291C-53(b)	DISREGARDING STOP SIGN	03-MAY-1999
	/ DI - Decim Moving Traf Infraction / EN - Infraction		No Contest
	Guilty-Bench Verdict	07-JUL-1999	\$0.00
	BAIL A: 42 B: 52; CIT AMT A: 42 B: 52 WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS291C63 OFFICER BADGE ID: B301000360		

Class	Date	Judge
FN - Fine	07/07/1999	



Case ID: 1664055MH - State v. Mario Labiano - NON JURY-	Filing Date: MONDAY, MAY 10, 1999	Balance Due: \$0.00
Type: TC - Traffic Crime	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: NORTH AND SOUTH HILO DIVISION	
Last Updated: 30-Oct-2005		
Type: Iuv: N CDL: N CMM: N HAZ: N	Citation / Arrest: 1664055MH	Alleged Speed: ~ /
License Plate Number: HSB826	License Plate State: HI	

01	HRS 431:10C-104	NO MOTOR VEH INSURANCE	03-MAY-1999
	/ TI - Traffic Crime Moving / VL - Violation		
	Dismissed With Prejudice	07-JUL-1999	\$0.00
	BAIL A: 99999 B: 99999; CIT AMT A: 0 B: 0; WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS431:10C104 OFFICER BADGE ID: B301000360		

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I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawaii.

by *Maria Labiano*

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

*AD - Administrative Fee

12/22/2003

NTF - Neurotrauma Fee

12/22/2003

Case ID: 1492509MH - State v. Mario Labiano - NON JURY	Filing Date: THURSDAY, NOVEMBER 20, 2003	Balance Due: \$0.00
Type: TC - Traffic Crime	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case - Judgment Satisfied	Location: KONA DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 1492509MH	Alleged Speed: ~ /
License Plate Number: HYN577	License Plate State: HI	

1	HRS 431:10C:104	NO MOTOR VEHICLE INSURANCE	16-NOV-2003
		III - Traffic Crime Moving Violation - Violation	
		Dismissed With Prejudice	DEC-2003
	BAIL A: 99999 B: 99999	CIT AMT A: 0 B: 0; WEIGHT: DIM.	\$0.00
	COMMENTS: ORIGINAL SECTION CODE: HRS43110C104 OFFICER BADGE ID: B30100390		

Case ID: 1495309MH - State v. Mario Labiano - NON JURY	Filing Date: FRIDAY, JULY 5, 2002	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case - Judgment Satisfied	Location: KONA DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 1495309MH	Alleged Speed: 62 / 45
License Plate Number: HYN577	License Plate State: HI	

1	*HRS 291C:102	NONCOMPLIANCE-SPEED LIMIT	27-JUN-2002
		/ D1 - Decrim Moving Traf Infraction / TI Infraction	
	Judgment for State	05-AUG-2002	\$0.00
	BAIL A: 112 B: 137; CIT AMT A: 112 B: 137; WEIGHT: DIM; COMMENTS: ORIGINAL SECTION CODE: HRS291C102 OFFICER BADGE ID: B30100306		

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by *Maria Labiano*

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Vio Text: BAIL A: 99999 B: 99999; CIT AMT A: 0 B: 0; WEIGHT: DIM: COMMENTS: DVR CIT 2074994MH N LABIANO ORIGINAL SECTION CODE: HRS431:10C104 OFFICER BADGE ID: B301183079

Case ID: 00H16804H - State v. Mario Labiano -NON JURY-	Filing Date: MONDAY, JANUARY 10, 2005	Balance Due: \$0.00
Type: TC - Traffic Crime	Court: THIRD CIRCUIT	
Status: CLOSEDS - Closed Case-Judgment Satisfied	Location: KONA DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 00H16804H	Alleged Speed: ~ /
License Plate Number: HWY444	License Plate State: HI	

1	HRS 286-116	NO DRIVER'S LIC ON PERSON	25-DEC-2004
	/DI - Decriin Moving Traf Infraction/ IN		
	Dismissed With Prejudice	27-JAN-2005	\$0.00
Vio Text:	BAIL A: 102 B: 122; CIT AMT A: 0 B: 0; WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS286-116 OFFICER BADGE ID: B301		

Case ID: 1492508MH - State v. Mario Labiano -NON JURY-	Filing Date: THURSDAY, NOVEMBER 20, 2003	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSEDS - Closed Case-Judgment Satisfied	Location: KONA DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 1492508MH	Alleged Speed: 62 /45
License Plate Number: HYN577	License Plate State: HI	

1	*HRS 291C-102	NONCOMPLIANCE SPEED LIMIT	16-NOV-2003
	/DI - Decriin Moving Traf Infraction/ IN		
	Judgment for State	22-DEC-2003	\$0.00
Vio Text:	BAIL A: 122 B: 147; CIT AMT A: 0 B: 0; WEIGHT: DIM: COMMENTS: ORIGINAL SECTION CODE: HRS291C102 OFFICER BADGE ID: B301000390		

FIN - Fine 12/22/2003

This abstract shows all alleged moving violations and any judgments resulting therefrom, arising from the operation of a motor vehicle and any administrative license revocation pursuant to HRS chapter 291E, part III and HRS chapter 206, part XIV as it was in effect on or before December 31, 2001. Pursuant to HRS §92F-13(1), §92E-13(4) and §371-84(e), juvenile records other than civil traffic infractions occurring on or after January 1, 2008 are not subject to public disclosure.

I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawai'i.

by *[Signature]*

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

250 - \$250 Fine/Monetary Assmt	02/26/2015	Judge: Takase	Barbara
DE7 - \$7 Driver Education Assmt Fee	02/26/2015	Judge: Takase	Barbara
A40 - \$40 Administrative Fee	02/26/2015	Judge: Takase	Barbara

Case ID: 3DTI-12-020869 - State v. Mario V. Labiano -NON JURY-	Filing Date: WEDNESDAY, FEBRUARY 15, 2012	Balance Due: \$0.00
Type: TI - Traffic Infraction	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: PUNA DIVISION	
Last Updated: 21-Mar-2012		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 3DTI-12-020869	Alleged Speed: ~
License Plate Number: NCU347	License Plate State: HI	

1	HRS 291C-63(b) DISREGARDING STOP SIGN	12-FEB-2012
	AD1 - Discrim Moving Traf Infraction / Infraction	Deny
	Judgment for State	\$97.00

90 - \$50 Fine/Monetary Assmt	02/15/2012	Judge: Freitas	Harry P
DE7 - \$7 Driver Education Assmt Fee	02/15/2012	Judge: Freitas	Harry P
A40 - \$40 Administrative Fee	03/15/2012	Judge: Freitas	Harry P

Case ID: 2074996MH - State v. Mario Labiano -NON JURY-	Filing Date: THURSDAY, JUNE 30, 2005	Balance Due: \$0.00
Type: TC - Traffic Crime	Court: THIRD CIRCUIT	
Status: CLOSED - Closed Case-Judgment Satisfied	Location: SOUTH KOHALA DIVISION	
Last Updated: 30-Oct-2005		
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 2074996MH	Alleged Speed: ~ /
License Plate Number: HWY444	License Plate State: HI	

1	HRS 43N10C-104 NO MOTOR VEH INSURANCE	08-JUN-2005
	/T1 - Traffic Crime Moving / VL - Violation	
	Dismissed With Prejudice	\$0.00

This abstract shows all alleged moving violations and any judgments resulting therefrom, arising from the operation of a motor vehicle and any administrative license revocation pursuant to HRS chapter 291E, part III and HRS chapter 286, part XIV as it was in effect on or before December 31, 2001. Pursuant to HRS §92F-13(1), §92E-13(4) and §571-84(a), juvenile records other than civil traffic infractions occurring on or after January 1, 2008 are not subject to public disclosure.

I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawai'i.

[Signature]

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Generated: 15-JUN-2021 12:26 PM

Search Criteria: Party ID: @292526, Criminal Excluded, Circuit Excluded, Abbreviated Format, Sort

Recent to Oldest

13 record(s) total

Name: Labiano, Mario Drivers License: H00418111 ID: @292526

Case ID: 3DTY-20-019650 State v. Mario V. Labiano Filing Date: TUESDAY, APRIL 14, 2020 Balance Due: \$0.00
NON JURY - Court: THIRD CIRCUIT
Type: TI - Traffic Infraction Location: NORTH AND SOUTH PHILIP DIVISION
Status: CLOSED - Closed Case - Judgment Satisfied Alleged Speed: ~
Last Updated: 01-Jul-2020 Citation / Arrest: 3DTY-20-019650
Type: Juv. NCDL: U CMV: U HAZ: U License Plate State: HI
License Plate Number: SR1032

1 HRS 291C-137(a) MOBILE ELEC DEV-VEH 09-APR-2020
/D1 - Decrim Moving Traf Infraction / IN - Admit
Judgment for State \$297.00
01-04-2020

Case ID: 3DTY-15-008490 - State v. Mario V. Labiano Filing Date: WEDNESDAY, JANUARY 28, 2015 Balance Due: \$0.00
NON JURY - Court: THIRD CIRCUIT
Type: TI - Traffic Infraction Location: NORTH AND SOUTH PHILIP DIVISION
Status: CLOSED - Closed Case - Judgment Satisfied Alleged Speed: ~
Last Updated: 08-Jul-2015 Citation / Arrest: 3DTY-15-008490
Type: Juv. NCDL: N CMV: N HAZ: N License Plate State: HI
License Plate Number: HDV132

1 HRS 291C-137(a) MOBILE ELEC DEV-VEH 22-JAN-2015
/D1 - Decrim Moving Traf Infraction / IN - Deny
Drivers License Cleared
Judgment for State 26-FEB-2015 \$297.00

This abstract shows all alleged moving violations and any judgments resulting therefrom, arising from the operation of a motor vehicle and any administrative license revocation pursuant to HRS chapter 291E, part III and HRS chapter 286, part XIV as it was in effect on or before December 31, 2001. Pursuant to HRS §92F-13(1), §92E-13(4) and §571-84(a), juvenile records other than civil traffic infractions occurring on or after January 1, 2008 are not subject to public disclosure.

I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawai'i.
by *Antonia Kubacki*

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Richard Namnama
2. Doing Business as (dba): VERICH TAXI
3. Mailing Address: 73-1368 Kaiminani Drive Kailua-Kona HI 96741
4. Physical Address: 15-1617 25th AVE. KALO LI DR. KEAUM HI 96749
5. Place of Business: _____
6. Home Phone: 808-854-5562 Business Phone: 808-494-0034 Cell Phone: 808-494-0034
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: N/A
9. Statement detailing any previous experience in taxicab business. VERICH TAXI
10. Description of proposed service, geographic area to be served: KONA INTERNATIONAL AIRPORT, WEST COAST, HILTON WAIKOLOA CIRCLE ISLAND, MAUNA LANI
11. Times of operation, frequency of proposed service: 7 DAYS A WEEK 5am TO 10pm

ATTACHMENT A

TO: Planning Director
FROM: Mass Transit
SUBJECT: Zoning Verification
Certificate of Public Convenience & Necessity
Application for Taxicab License & Renewals

Applicant and dba RICHARD Namnama dba JERICHA TAXI
has applied for: Certificate of Public convenience & Necessity
Application for Taxicab License

Located at 15-1617 25th AVE, KALOLI DRIVE, KEO'OU HI 96749

Tax Map Key: (3)1-5-039:234 Applicant Plans TAXI BUSINESS
(describe the use)

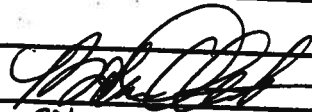
(Lower half to be completed by Planning Department)

PERMITTED UNDER:

1. County zoning, which is A-1a/SLU-A/1.00ac. Building Permit No. 890159 (DML. Final 5/5/89)
2. Comments: Permitted for one taxi unit as accessory use to dwelling with one taxi operator, No approval for a baseyard taxi operation or baseyard taxi vehicles.

NOT PERMITTED:

Date: 8/10/2021


Planning Director

Note: Applicant must complete the upper half of this form for the Planning Department to certify the zoning. This form must be submitted with the Application for Certificate of Public Convenience & Necessity and for Taxicab License Renewal.

Hilo - Aupuni Center, 101 Pauahi St., Suite 3 - 961-8288
Kona - West Hawaii Civic Center, 74-5044 Ane Keohokalole Hwy., Bldg E. - 323-4770

12. Description of proposed vehicle to be used in service:

2005 HONDA ACCORD ZKJ 674 5
Year Make Model License Plate No. Passenger Capacity

All vehicles must meet applicable safety, insurance, and license requirements.

Applicant assures vehicle employed under this certificate shall be kept clean and in good mechanical and physical condition at all times.

13. Proposed insurance:

A. Name of Provider: DTRIC

Coverages: Primary Public Liability: (one person) \$100,000
(two or more persons) \$300,000
Property Damage: \$ 50,000

B. Insurance coverage is on a fiscal year basis ending June 30th.

14. Zoning Verification - See Attachment A

15. Written facts showing need for proposed service (on separate sheet)

16. Traffic Abstract.

17. \$10.00 filing fee.

I, the undersigned official of the above company, on oath, state that the above attached information is true and correct.

Signature [Signature]
Name (printed) RICHARD Namnama
Title Owner / Driver

Subscribed and sworn to before me this

6 day of August 2021
[Signature]

Notary Public, 3rd Judicial Circuit
State of Hawaii

My commission expires: 11-25-2021



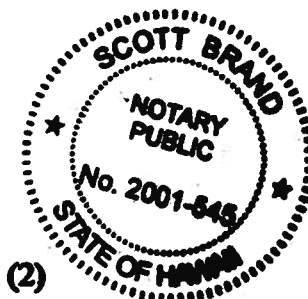
Doc. Date: Undated # Pages: 3

Notary Name: [Signature] 3rd Circuit

Doc. Description: Application

Public Appearance & Affidavit

[Signature] 8/11/2021
Notary Signature Date



(2)

PUBLIC ACCESS RAP SHEET

This record is based on the search criteria: Last Name = NAMNAMA, First Name = RICHARD, Date of Birth = **/**/1919, Sex = MALE

PUBLIC ACCESS INFORMATION



PHOTO DATE: 04/12/2017

CJIS
Hawaii



This Record Belongs To:

NAMNAMA, RICHARD AGBING
BORN 1975, 5'5", 175 LBS., HAIR
BLACK, EYES BROWN

| Total Charges: 1 | Charge Information

Charge Information

[Top](#)

Summary of Charges

	Final Charge	Disposition	Date
1	CRIM CONTMP CRT - PETTY MISD	GUILTY	08/30/2017

CHARGE 1 OF 1 TOTAL CHARGES

[Top](#)

Charge: The charge was CRIMINAL CONTEMPT OF COURT (HRS 710-1077) which is coded as being a PETTY MISD.

Disposition: On 08/30/2017, SUBJECT WAS FOUND GUILTY.

Sentence: On 08/30/2017, SUBJECT WAS SENTENCED TO 1 DAY(S) CONFINEMENT.

Case No: 3FFC-17-0000186 (HAWAII FAMILY COURT)

Arrest Report No: C17010167

[Back to Summary of Charges](#)

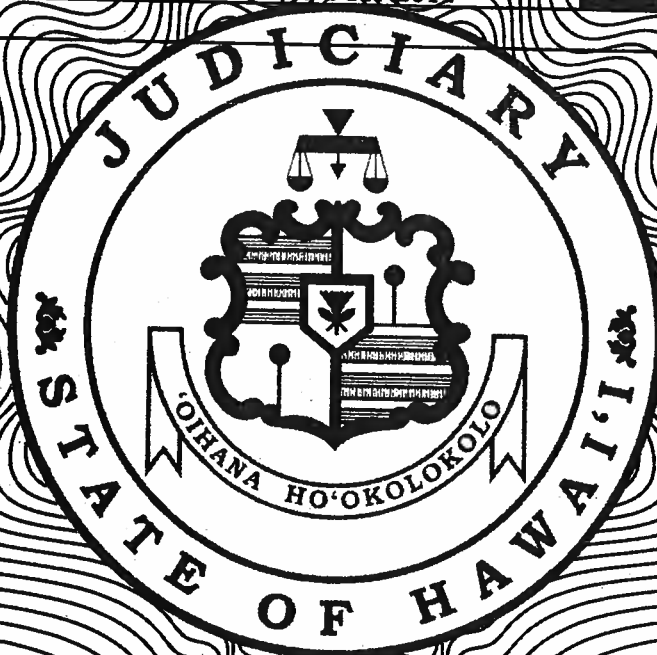
The information furnished is based upon the descriptive information you have provided and not as the result of a fingerprint comparison. There is no guarantee that this record concerns the person in whom you are interested. It is your responsibility to carefully verify the information entered and match it against your search criteria. Furthermore, the search is limited to conviction data and data relating to cases in which the defendant is acquitted, or charges are dismissed, by reason of physical or mental disease, disorder, or defect, under Chapter 704, HRS, maintained by the State of Hawaii. It does not include data maintained by the FBI or other states.

Because the criminal history records are continually updated, a new criminal history record check should be obtained for each subsequent use. Every effort is made to insure the accuracy of this information. Any disputes should be addressed separately with the Hawaii Criminal Justice Data Center.

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD

Type: TI - Traffic Infraction Status: CLOSED - Closed Case - Judgment Satisfied Last Updated: 09-Jun-2014	Court: THIRD CIRCUIT Location: PUNA DIVISION
Type: Juv: N CDL: N CMV: N HAZ: N	Citation / Arrest: 3DTI-14-039752 Alleged Speed: ~ /
License Plate Number: HKM983	License Plate State: HI

1	HRS 291C-38(c)(8)	DOUBLE SOLID YELLOW LINE	20-MAY-2014
	/ D1 - Decrim Moving Traf Infraction / IN - Infraction		Admit
	Judgment for State	09 JUN 2014	\$97.00



This abstract shows all alleged moving violations and any judgments resulting therefrom, arising from the operation of a motor vehicle and any administrative license revocation pursuant to HRS chapter 291E, part II and HRS Chapter 286, part XIV as it was in effect on or before December 31, 2001. Pursuant to HRS §92F-14(1), §92E-13(4) and §571-84(e), juvenile records other than civil traffic infractions occurring on or after January 1, 2008 are not subject to public disclosure.

I hereby certify that the information provided herein is extracted from the official records of the District Courts of the State of Hawaii.

by *[Signature]*

TO WHOM IT MAY CONCERN

I AM APPLYING FOR A TAXI CH TO BECOME A SINGLE PROPRIETOR. I ENJOY DRIVING AND BY OBTAINING A CH, IT WILL MAKE ME DO WHAT I LOVE WHILE ALSO MAKING MONEY. DRIVING TAXI WOULD ALLOW ME TO SEE AND MEET NEW PEOPLE, IT WILL BE AN EASE TO DRIVE PASSENGERS TO THEIR DESTINATIONS. THIS IS A GREAT OPPORTUNITY FOR A TIME MANAGEABLE JOB WITH FLEXIBLE HOURS THAT WILL KEEP ME CLOSER TO HOME / FAMILY. I HAD 7 YEARS OF EXPERIENCE IN CUSTOMER SERVICE FROM DIFFERENT JOBS THAT I HAD, AND IT WILL BE AN AMAZING EXPERIENCE TO PROVIDE IT WITH THIS JOB OPPORTUNITY GRANTED WITH THIS APPLICATION, IT WILL BE AN ENJOYABLE CAREER TO EXPLORE AND LEARN NEW THINGS.

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): JOANNE LOUISE SORIANO
2. Doing Business as (dba): KYLEANNE'S TAXI
3. Mailing Address: 08-3555 KUPUNAHINE ST. WAIKOUA HI 96738
4. Physical Address: 08-3555 KUPUNAHINE ST. WAIKOUA HI 96738
5. Place of Business: KONA & WAIKOUA
6. Home Phone: _____ Business Phone: (808) 464-263 Cell Phone: (808) 747-5081
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. _____

10. Description of proposed service, geographic area to be served: _____
KONA INTERNATIONAL AIRPORT

11. Times of operation, frequency of proposed service: MONDAYS TO FRIDAYS
FROM 8AM TO 5PM

12. Description of proposed vehicle to be used in service:

<u>2015</u>	<u>TOYOTA</u>	<u>SIENNA</u>	<u>ZKS321</u>	<u>0</u>
Year	Make	Model	License Plate No.	Passenger Capacity

All vehicles must meet applicable safety, insurance, and license requirements.

Applicant assures vehicle employed under this certificate shall be kept clean and in good mechanical and physical condition at all times.

13. Proposed Insurance:

A. Name of Provider: _____

Coverages: Primary Public Liability: (one person)	\$100,000
(two or more persons)	\$300,000
Property Damage:	\$ 50,000

B. Insurance coverage is on a fiscal year basis ending June 30th.

14. Zoning Verification – See Attachment A

15. Written facts showing need for proposed service (on separate sheet)

16. Traffic Abstract.

17. \$10.00 filing fee.

I, the undersigned official of the above company, on oath, state that the above attached information is true and correct.

Signature _____

Name (printed) JOANNE LOUISE JORDAN

Title _____

Subscribed and sworn to before me this

20 day of July, 2021.

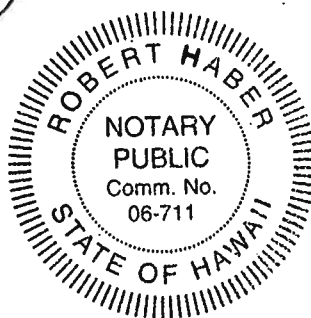
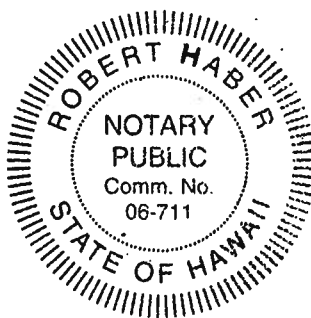
Notary Public, 310 Judicial Circuit
State of Hawaii

My commission expires: 01-19-2022

Date 7-20-21 #Pages: 2
 Description: APPL CERTIFICATE OF PUBLIC CONVENIENCE

Notary Name: Robert Haber 3rd Cir.

[Signature] 7-20-21 11-19-2022
 Notary Signature Date Commission exp.



ATTACHMENT A

TO: Planning Director
FROM: Mass Transit
SUBJECT: Zoning Verification
Certificate of Public Convenience & Necessity
Application for Taxicab License & Renewals

Applicant and dba JOANNE LOUISE SORIANO X-TEAM'S

has applied for: Certificate of Public convenience & Necessity
Application for Taxicab License

Located at KONA INTERNATIONAL AIRPORT

Tax Map Key: 73043003 Applicant Plans TAXI BUSINESS
(describe the use)

(Lower half to be completed by Planning Department)

PERMITTED UNDER:

1. County zoning, which is MG-1a
2. Comments: Taxi service is permitted within government road right of way

NOT PERMITTED:

Date: 7/27/2021

[Signature]
for Planning Director

Note: Applicant must complete the upper half of this form for the Planning Department to certify the zoning. This form must be submitted with the Application for Certificate of Public Convenience & Necessity and for Taxicab License Renewal.

Hilo – Aupuni Center, 101 Pauahi St., Suite 3 – 961-8288
Kona – West Hawaii Civic Center, 74-5044 Ane Keohokalole Hwy., Bldg E. – 323-4770

STATE OF HAWAI'I
ABSTRACT OF TRAFFIC RECORD
IN THE DISTRICT COURT OF THE THIRD CIRCUIT

KONA DIVISION

Name: Joanne L.A. Soriano

Date: July 26, 2021

Operator License No. h01449531

State: Hawaii

***** NO VIOLATION RECORD *****

TO WHOM IT MAY CONCERN

I AM APPLYING FOR A TAXI CH TO BECOME A SINGLE PROPRIETOR. I ENJOY DRIVING AND BY OBTAINING A CH, IT WILL MAKE ME DO WHAT I LOVE WHILE ALSO MAKING MONEY. DRIVING TAXI WOULD ALLOW ME TO SEE AND MEET NEW PEOPLE, IT WILL BE AN EASE TO DRIVE PASSENGERS TO THEIR DESTINATIONS. THIS IS A GREAT OPPORTUNITY FOR A TIME MANAGEABLE JOB WITH FLEXIBLE HOURS THAT WILL KEEP ME CLOSER TO HOME/FAMILY. I HAD 7 YEARS EXPERIENCE OF CUSTOMER SERVICE FROM DIFFERENT JOBS THAT I HAD AND IT WILL BE AN AMAZING EXPERIENCE TO PROVIDE IT WITH THIS JOB OPPORTUNITY. GRANTED WITH THIS APPLICATION, IT WILL BE AN ENJOYABLE CAREER TO EXPLORE AND LEARN NEW THINGS.

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): JOANNE LOUISE SORIANO
2. Doing Business as (dba): XYVIANNE'S TAXI
3. Mailing Address: 00-3555 KUPUNAHINE ST. WAIKOLOA HI 96738
4. Physical Address: 00-3555 KUPUNAHINE ST. WAIKOLOA HI 96738
5. Place of Business: KONA AND WAIKOLOA
6. Home Phone: _____ Business Phone: (808) 404-1763 Cell Phone: (808) 747-5081
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. _____

10. Description of proposed service, geographic area to be served: KONA INTERNATIONAL AIRPORT

11. Times of operation, frequency of proposed service: MONDAYS TO FRIDAYS FROM 8AM - 5PM

12. Description of proposed vehicle to be used in service:

<u>2000</u>	<u>TOYOTA</u>	<u>SIENNA</u>	<u>2FC740</u>	<u>0</u>
Year	Make	Model	License Plate No.	Passenger Capacity

All vehicles must meet applicable safety, insurance, and license requirements.

Applicant assures vehicle employed under this certificate shall be kept clean and in good mechanical and physical condition at all times.

13. Proposed Insurance:

A. Name of Provider: _____

Coverages: Primary Public Liability: (one person)	\$100,000
(two or more persons)	\$300,000
Property Damage:	\$ 50,000

B. Insurance coverage is on a fiscal year basis ending June 30th.

14. Zoning Verification – See Attachment A

15. Written facts showing need for proposed service (on separate sheet)

16. Traffic Abstract.

17. \$10.00 filing fee.

I, the undersigned official of the above company, on oath, state that the above attached information is true and correct.

Signature [Handwritten Signature]
 Name (printed) JOANNE WUISE SOMANO
 Title _____

Subscribed and sworn to before me this

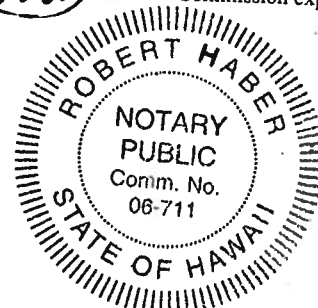
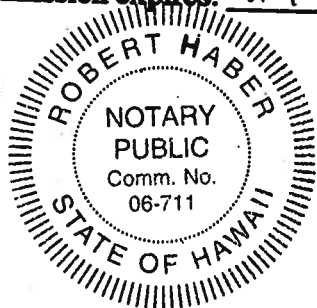
20 day of JULY, 2021.

Notary Public, 340 Judicial Circuit
State of Hawaii

My commission expires: 11-19-2021

Date 7-20-21 #Pages: 2
 Description: PLAT for Certificate of REBATE/CONTINUANCE

Notary Name: Robert Haber 3rd Cir.
[Signature] 7-20-21 11-19-2021
 Notary Signature Date Commission exp.



ATTACHMENT A

TO: Planning Director
FROM: Mass Transit
SUBJECT: Zoning Verification
Certificate of Public Convenience & Necessity
Application for Taxicab License & Renewals

Applicant and dba JOANNIE LOUISE ROUANO XYUEANNE'S

has applied for: Certificate of Public convenience & Necessity
Application for Taxicab License

Located at KONA INTERNATIONAL AIRPORT

Tax Map Key: 73043003 Applicant Plans TAXI BUSINESS
(describe the use)

(Lower half to be completed by Planning Department)

PERMITTED UNDER:

1. County zoning, which is M-4-a
2. Comments: Taxi service is permitted within government road right of way

NOT PERMITTED:

Date: 7/27/21 _____
AS Planning Director

Note: Applicant must complete the upper half of this form for the Planning Department to certify the zoning. This form must be submitted with the Application for Certificate of Public Convenience & Necessity and for Taxicab License Renewal.

Hilo – Aupuni Center, 101 Pauahi St., Suite 3 – 961-8288
Kona – West Hawaii Civic Center, 74-5044 Ane Keohokalole Hwy., Bldg E. – 323-4770

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD
IN THE DISTRICT COURT OF THE THIRD CIRCUIT

KONA DIVISION

Name: Joanne L.A. Soriano

Date: July 26, 2021

Operator License No. h01449531

State: Hawaii

***** NO VIOLATION RECORD *****

TO WHOM IT MAY CONCERN

I AM APPLYING FOR A TAXI CH TO BECOME A SINGLE PROPRIETOR. I ENJOY DRIVING AND BY OBTAINING A CH, IT WILL MAKE ME DO WHAT I LOVE WHILE ALSO MAKING MONEY. DRIVING TAXI WOULD ALLOW ME TO SEE AND MEET NEW PEOPLE, IT WILL BE AN EASE TO DRIVE PASSENGERS TO THEIR DESTINATIONS. THIS IS A GREAT OPPORTUNITY FOR A TIME MANAGEABLE JOB WITH FLEXIBLE HOURS THAT WILL KEEP ME CLOSER TO HOME/FAMILY. I HAD 7 YEARS EXPERIENCE OF CUSTOMER SERVICE FROM DIFFERENT JOBS THAT I HAD AND IT WILL BE AN AMAZING EXPERIENCE TO PROVIDE IT WITH THIS JOB OPPORTUNITY GRANTED WITH THIS APPLICATION, IT WILL BE AN ENJOYABLE CAREER TO EXPLORE AND LEARN NEW THINGS.

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): JOANNE LOUISE SORIANO
2. Doing Business as (dba): XYVIANNE'S TAXI
3. Mailing Address: 00-3555 KUPUNAHINE ST. WAIKOLOA HI 96738
4. Physical Address: 00-3555 KUPUNAHINE ST. WAIKOLOA HI 96738
5. Place of Business: KONA AND WAIKOLOA
6. Home Phone: _____ Business Phone: (808) 404-1263 Cell Phone: (808) 747-5081
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. _____

10. Description of proposed service, geographic area to be served: KONA INTERNATIONAL AIRPORT
11. Times of operation, frequency of proposed service: MONDAYS TO FRIDAYS FROM 8AM - 5PM

12. Description of proposed vehicle to be used in service:

<u>2000</u>	<u>TOYOTA</u>	<u>SIENNA</u>	<u>ZFC 740</u>	<u>0</u>
Year	Make	Model	License Plate No.	Passenger Capacity

All vehicles must meet applicable safety, insurance, and license requirements.

Applicant assures vehicle employed under this certificate shall be kept clean and in good mechanical and physical condition at all times.

13. Proposed Insurance:

A. Name of Provider: _____

Coverages: Primary Public Liability: (one person)	\$100,000
(two or more persons)	\$300,000
Property Damage:	\$ 50,000

B. Insurance coverage is on a fiscal year basis ending June 30th.

14. Zoning Verification – See Attachment A

15. Written facts showing need for proposed service (on separate sheet)

16. Traffic Abstract.

17. \$10.00 filing fee.

I, the undersigned official of the above company, on oath, state that the above attached information is true and correct.

Signature [Signature]
 Name (printed) JOANNE WUISE SOMANO
 Title _____

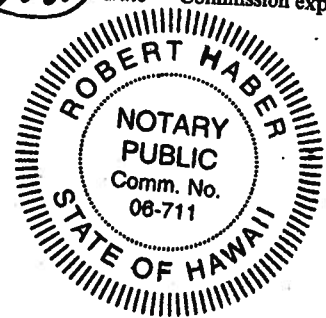
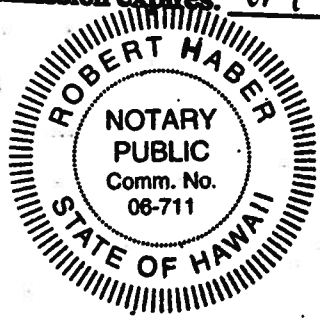
Subscribed and sworn to before me this

20 day of JULY, 2021.

Notary Public, 340 Judicial Circuit
State of Hawaii

My commission expires: 11-19-2021

Date 7-20-21 #Pages: 2
 Description: App for Certificate of Public Contracting
 Notary Name: Robert Haber 3rd Cir.
 Date 7-20-21 Commission exp. 11-19-2021



ATTACHMENT A

TO: Planning Director
FROM: Mass Transit
SUBJECT: Zoning Verification
Certificate of Public Convenience & Necessity
Application for Taxicab License & Renewals

Applicant and dba JOANNE LOUISE SOUARD XYLEA NNE'S

has applied for: Certificate of Public convenience & Necessity
Application for Taxicab License

Located at KONA INTERNATIONAL AIRPORT

Tax Map Key: 73043003 Applicant Plans TAXI BUSINESS
(describe the use)

(Lower half to be completed by Planning Department)

PERMITTED UNDER:

1. County zoning, which is MGLA
2. Comments: Taxi service is permitted within government
road right of way

NOT PERMITTED:

Date: 7/27/21 [Signature]
Planning Director

Note: Applicant must complete the upper half of this form for the Planning Department to certify the zoning. This form must be submitted with the Application for Certificate of Public Convenience & Necessity and for Taxicab License Renewal.

Hilo - Aupuni Center, 101 Pauahi St., Suite 3 - 961-8288
Kona - West Hawaii Civic Center, 74-5044 Ane Keohokalole Hwy., Bldg E. - 323-4770

STATE OF HAWAII
ABSTRACT OF TRAFFIC RECORD
IN THE DISTRICT COURT OF THE THIRD CIRCUIT
KONA DIVISION

Name: Joanne L.A. Soriano

Date: July 26, 2021

Operator License No. h01449531

State: Hawaii

***** NO VIOLATION RECORD *****

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

County of Hawai'i
Mass Transit Agency

25 Aupuni Street • Hilo, Hawai'i 96720 • (808) 961-8744 • Fax (808) 961-8745
www.heleonbus.org • heleonbus@hawaiiicounty.gov

Tuesday, September 21, 2021

Agenda Item # VI (B)

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Hearing on revocation of the following Certificate of Public Conveniences due to the discontinuance by the carrier of the business of transporting passengers as a common carrier of passengers operating upon and using the public highways for a period of thirty (30) consecutive days or more or failure to renew his/her taxicab license for the year

Requested Action: Staff recommends that the Transportation Commission review and revoke the following Certificate of Public Conveniences due to the discontinuance by the carrier of the business of transporting passengers as a common carrier of passengers operating upon and using the public highways for a period of thirty (30) consecutive days or more or failure to renew his/her taxicab license for the year.

Background and Summary: The following applications are being presented for the Transportation Commission's revocation due to discontinuance by the carrier of the business of transporting passengers as a common carrier of passengers operating upon and using the public highways for a period of thirty (30) consecutive days or more or failure to renew his/her taxicab license for the year as defined in Chapter 18:

1. CH 002 Frank Vesperas dba Alaka'i Taxi & Tours
2. CH 027 Virgilio Afan dba Pinay Taxi
3. CH 109 Alexander Kapela dba White Taxi
4. CH 198 Emerito Cabanas dba DaKine Taxi
5. CH 279 Akira Arai dba Juel Taxi
6. CH 288, CH 292, CH 294, CH 371, CH 372 Anagor, LLC dba AM PM Taxi
7. CH 408 Leo Sadoy dba Leo's Taxi
8. CH 425 Orlando Palafox dba O&M Taxi & Tours
9. CH 444 Charlene Sherwood dba Char's Taxi Shuttle
10. CH 466 Ray Cabaccang dba R&M Taxi
11. CH 471 Gilbert DelaCruz dba Mister D's Taxi
12. CH 481 Remigio Dumayag dba R&A Taxi
13. CH 485 Jaynard Simpliciano dba AMS Taxi
14. CH 541 Patricia Mayfield dba Big Island Express
15. CH 551 Ace 1Taxi LLC

16. CH586 Shelby Roberts dba Rainbow Taxi
17. CH 557, CH 558 Mary Jo Victorino and Roy Kunishige dba Kwiki Taxi LLC

Fiscal Impacts: None.

Corporation Counsel Review: None.

Attachments: Applications for Certificate of Public Convenience and Necessity for all applicants listed above.

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiicounty.gov.

Approved for Submission,

A handwritten signature in black ink, appearing to read "John Andoh", written over a horizontal line.

John Andoh, Interim Mass Transit Administrator

APPENDIX C

COUNTY TRANSPORTATION COMMISSION
COUNTY OF HAWAII
HILO, HAWAII

APPLICATION
for
CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Frank Ke'alahouina Vesperos
2. Doing Business as (dba): Taxi's' tour
3. Principle Place of Business: Hilo Hawaii
4. Mailing Address: 74 Ewaliko Ave. Hilo, HI. 96720
5. Telephone Number: 9357935 Other Phone No.: 9368233
6. Applicant is: Single Proprietor Corporation{ } Partnership{ } Other{ }
7. If Corporation, unincorporated association, or partnership, names and addresses of officers and directors: _____

8. Statement detailing any previous experience in taxicab business.
I've driven for Percys Taxi for a total of 21 months

9. Criminal Abstract - See Attachment A.
10. Description of proposed service, geographic area to be served: Passengers, the Bilo Worf, Airport, and Island Wide. Hilo, Hamakua, Kona, Kohu, Volcano, Paha.

11. Times of operation, frequency of proposed service:
Five AM. to six P.M. Seven Days a week

COUNTY OF HAWAII
MASS TRANSIT AGENCY

APPLICATION FOR TAXICAB LICENSE

06-26-97 P02:27 RCV

Name of Applicant(s): VIRGILIO E RENIE AFAN

Doing Business As (dba): CINDY TAXI
(Same as roof sign)

Place of Business: KAILUA, KONA / ISLAND WIDE

Mailing Address: 74-947 HO'OLOA PL. KAILUA, KONA HI. 96740

Business Phone No.: 987-9904 Other Phone No.: 329-8328

CERTIFICATE OF PUBLIC CONVENIENCE NO.: CH 027 G.E. LIC NO.: 30107520

Certificate Owner (if different from applicant): NONE

Applicant is: Corporation [] Partnership [] Single Proprietorship

If applicant is a corporation, on a separate piece of paper list the names, addresses and telephone numbers of all officers of the corporation. If applicant is a partnership, on a separate piece of paper list the names, addresses and telephone numbers of all partners.

Primary geographic area served: KAILUA KONA / WAIKOLUA / WEST HAWAII

Specific service provided (hotels, facilities served) AIRPORT / HOTEL TRANSFER / TOURS

Days and times of operation: 7 DAYS 6 AM - 12 MIDNIGHT

Description of vehicle to be used: Lic No. HNB 265 Yr. 91 Make Toyota Type VAN

Name(s) of driver(s) to be employed (if any): VIRGILIO AFAN

Zoning Verification: Attached copy of Zoning Verification (Attachment B).

I, the undersigned official of the above company, state that the above and attached information is true and correct. I will notify the Mass Transit Agency immediately if any of the above information changes.

Date: _____

Signature Virgilio S. Afan

Title OWNER

COUNTY OF HAWAII
MASS TRANSIT AGENCY

D101
7/1/97

APPLICATION FOR TAXICAB LICENSE

Name of Applicant(s): ALEXANDER KAPELA

Doing Business As (dba): ALOHA TAXI
(Same as roof sign)

Place of Business: WEST HAWAII

Mailing Address: PO BOX 384153 WAIKOLU HI 96738

Business Phone No.: 3255448 Other Phone No.: 02-9879604

CERTIFICATE OF PUBLIC CONVENIENCE NO.: CH 109 G.E. LIC NO.: 30095785

Certificate Owner (if different from applicant): _____

Applicant is: Corporation [] Partnership [] Single Proprietorship

If applicant is a corporation, on a separate piece of paper list the names, addresses and telephone numbers of all officers of the corporation. If applicant is a partnership, on a separate piece of paper list the names, addresses and telephone numbers of all partners.

Primary geographic area served: WEST HAWAII

Specific service provided (hotels, facilities served): TRANSPORTATION

Days and times of operation: 5 DAYS 5AM TO 5PM

Description of vehicle to be used: Lic No. MZN 86 Yr. 94 Make DODGE Type VAN

Name(s) of driver(s) to be employed (if any): _____

Zoning Verification: Attached copy of Zoning Verification (Attachment B).

I, the undersigned official of the above company, state that the above and attached information is true and correct. I will notify the Mass Transit Agency immediately if any of the above information changes.

Date: 18 JUNE 97

Signature: Alexander Kapela

Title: OWNER OPERATOR

APPENDIX C

COUNTY TRANSPORTATION COMMISSION
COUNTY OF HAWAII
HILO, HAWAII

APPLICATION
for
CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

- 1. Name of Applicant(s): EMERITO JOE CABANAS
- 2. Doing Business as (dba): DAKINE TAXI
- 3. Principle Place of Business: KAILUA KONA HAWAII
- 4. Mailing Address: 74-5047 KEALAKAA ST KAILUA KONA
- 5. Telephone Number: 808-334-0129 Other Phone No.: 808-989-6791
- 6. Applicant is: Single Proprietor Corporation Partnership Other
- 7. If Corporation, unincorporated association, or partnership, names and addresses of officers and directors: _____

8. Statement detailing any previous experience in taxicab business.
I am currently driving for Marina & Mel's
taxi

9. Criminal Abstract - See Attachment A.

10. Description of proposed service, geographic area to be served: _____
KONA COAST, KEAHOLO AIRPORT, KOHALA COAST

11. Times of operation, frequency of proposed service:
7 days A week 7am to 9pm

RECEIVED

MAY 05 2005

APPENDIX C

COUNTY TRANSPORTATION COMMISSION
COUNTY OF HAWAII
HILO, HAWAII

APPLICATION
for
CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

- 1. Name of Applicant(s): AKIRA ARAI
- 2. Doing Business as (dba): JUEL
- 3. Principle Place of Business: KONA ~ KOHALA
- 4. Mailing Address: 71-1622 PUU LANI PL. BOX 34 KAILUA-KONA HI. 96740
- 5. Telephone Number: 808-325-5518 Other Phone No.: 808-977-9464
- 6. Applicant is: Single Proprietor Corporation Partnership Other
- 7. If Corporation, unincorporated association, or partnership, names and addresses of officers and directors: _____

8. Statement detailing any previous experience in taxicab business.

Hamakua Taxi & Tours 12/10/05 ~

9. Criminal Abstract - See Attachment A.

10. Description of proposed service, geographic area to be served: _____

West of Hawaii, Waikoloa Resort area

11. Times of operation, frequency of proposed service:

6 days a week 8 A.M. to 6 P.M.

APPENDIX C

COUNTY TRANSPORTATION COMMISSION
COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

for

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): ANA EIOR LLC
2. Doing Business as (dba): AM PM Taxi Service
3. Principle Place of Business: Kona and Kohala Coast
4. Mailing Address: 74-567 Honokohau ST #3-10 Kailua-Kona, HI 96740
5. Telephone Number: 808 327 9742 Other Phone No.: (702) 400-9361
6. Applicant is: Single Proprietor{ } Corporation{X} Partnership{ } Other{ }
7. If Corporation, unincorporated association, or partnership, names and addresses of officers and directors: 1) Goran Pleho 9924 West Forest St. Las Vegas, NV 89139
2) Ana Pleho 9924 West Forest St. Las Vegas, NV 89139 3) Ferid Pleho 1300 Central Ave.
Dean City, NJ 07021
8. Statement detailing any previous experience in taxicab business.
Ferid Pleho - owner of a taxi company (FP) from 1981 to 1983. From 1983 to 1985, member of Olympic Committee, head of all taxi operations 14th Winter Olympic Games in Sarajevo, Bosnia and Herzegovina. Goran Pleho - previously involved in operation of a West Hollywood cab company from 1992-1993 and currently managing a limousine company in Hawaii for the past year. Ana Pleho - also involved in managing limousine company.
9. Criminal Abstract - See Attachment A.
10. Description of proposed service, geographic area to be served: _____
Kailua-Kona, Kohala Coast, Big Island of Hawaii.
11. Times of operation, frequency of proposed service:
24 Hours Daily - upon Request.

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): LEO SADOY
2. Doing Business as (dba): LEO'S TAXI
3. Mailing Address: P.O. BOX 385696 WAIKOLUA HI 96738
4. Physical Address: 08-1727 MAKUAKANE ST. WAIKOLUA HAWAII 96738
5. Place of Business: WEST HAWAII
6. Home Phone: _____ Business Phone: (808) 640-8070 Cell Phone: (808) 640-8070
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: DONE
9. Statement detailing any previous experience in taxicab business. I STILL DRIVE AIR TAXI COMPANY SINCE JULY 2010 TO PRESENT, TELEPHONE NUMBER 808-883-2562
10. Description of proposed service, geographic area to be served: MOSTLY WEST HAWAII, SOMETIMES AROUND THE ISLAND
11. Times of operation, frequency of proposed service: 4 AM TO 12:00 AM

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): ORLANDO PALAFOX
2. Doing Business as (dba): OEM TAXI & TOURS
3. Mailing Address: P O Box 348 Honokaa HI 96727
4. Physical Address: 44-430 Hoolokahi Street Paauhau HI 96715
5. Place of Business: _____
6. Home Phone: 808-333-5410 Business Phone: 990-0663 Cell Phone: 990-0663
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. I'm driving my own taxi for over a year. Also I drive for Miranda's taxi since 2006.
10. Description of proposed service, geographic area to be served: Hilo area, Volcano national park
11. Times of operation, frequency of proposed service: 6 AM - 9 PM

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): DAVID SHERWOOD
2. Doing Business as (dba): CHAR'S TAXI & SHUTTLE
3. Mailing Address: 646 Huahani St. Hilo, HI 96720
4. Physical Address: SAME AS ABOVE
5. Place of Business: SAME AS ABOVE
6. Home Phone: (808) 217-9284 Business Phone: (808) 217-9284 Cell Phone: (808) 217-0728
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: NA
9. Statement detailing any previous experience in taxicab business. NA
10. Description of proposed service, geographic area to be served: NA
11. Times of operation, frequency of proposed service: NA

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): ROY CABACCANG
2. Doing Business as (dba): R, M TAXI
3. Mailing Address: P.O. BOX 957 KEAUA, HI 96749
4. Physical Address: 15-1505 28th POHA KEAUA, HI 96749
5. Place of Business: _____
6. Home Phone: _____ Business Phone: _____ Cell Phone: 808-640-9108
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. DRIVING CAB FOR 6 YEARS.

10. Description of proposed service, geographic area to be served: Hilo, Puna, Hamakua

11. Times of operation, frequency of proposed service: 6 AM, to 6 AM

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): GILBERT A. DELA CRUZ
2. Doing Business as (dba): MISTER D'S TAXI
3. Mailing Address: 344 OLU ST. HILO, HI 96720
4. Physical Address: SAME
5. Place of Business: _____
6. Home Phone: 808-981-5015 Business Phone: 937-1118 Cell Phone: 937-1118
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. DRIVE TAXI
IN LAS VEGAS FROM 1998 TO 1999 FOR DESERT
CAB CO.
10. Description of proposed service, geographic area to be served: TAXI SERVICE -
EAST HAWAII, AIRPORT, HOTELS, PIERS,
TOURS ISLAND WIDE
11. Times of operation, frequency of proposed service: 7 DAYS PER WEEK -
6:00 AM - MIDNIGHT

New App

CH481

paid \$10.00

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): REMIGIO DUMAYAG
2. Doing Business as (dba): R1A TAXI
3. Mailing Address: P.O. BOX 131 PAPAIKOU HAWAII 96781
4. Physical Address: 27-208 ROAD C MORTON CAMP PAPAIKOU HI- 96781
5. Place of Business: HILO HAWAII
6. Home Phone: 808-937-6244 Business Phone: 937-5244 Cell Phone: 808-937-5244
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. 8 YEARS
DRIVING TAXI, INDEPENDENT TAXI OWNER,
10. Description of proposed service, geographic area to be served: HILO-PUNA-KONA
11. Times of operation, frequency of proposed service: MONDAY TO SATURDAY

New App
Page 53
Pax #10
CA485

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Jaynard A. Simpliciano
2. Doing Business as (dba): AMS
3. Mailing Address: 93-4361 Hau-nani st Kailua Kona HI 96740
4. Physical Address: 73-1089 Kaiminani st Kailua Kona HI 96740
5. Place of Business: Kailua Kona
6. Home Phone: _____ Business Phone: _____ Cell Phone: (808)640-9252
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: N/A

9. Statement detailing any previous experience in taxicab business. I have 16 months of private driver / Taxi driver experience and I really love and enjoying this area of work. It also allows me to financially provide for myself and young siblings.
10. Description of proposed service, geographic area to be served: Kailua Kona International Airport
11. Times of operation, frequency of proposed service: Anywhere, Anytime, 24/7

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Patricia Mayfield
2. Doing Business as (dba): Big Island Express
3. Mailing Address: 73-4411 Kakaia, #4204, Kailua-Kona, HI 96740
4. Physical Address: same as mailing address
5. Place of Business: same as physical address West Hawaii
6. Home Phone: 808-747-0007 Business Phone: 808-747-0007 Cell Phone: 808-747-0007
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: N/A
9. Statement detailing any previous experience in taxicab business. Laura's Taxi: 2012 (July) - Dec 2015, independent (almost 4 yrs)
10. Description of proposed service, geographic area to be served: West Hawaii
11. Times of operation, frequency of proposed service: 24 hr

New Vehicle license

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Ace 1 Taxi LLC
2. Doing Business as (dba): Ace One Taxi
3. Mailing Address: 415 Olu St. HILO HI 96720
4. Physical Address: 415 Olu St. HILO HI 96720
5. Place of Business: 6 Hale Nani place Hilo, HI 96720
6. Home Phone: 808-895-1910 Business Phone: 808-955-8203 Cell Phone: 808-750-7088
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: Seantle Mendonca 415 Olu St. Hilo, HI 96720
Harolene Mendonca 415 Olu St. Hilo, HI 96720
9. Statement detailing any previous experience in taxicab business. Company has been operating for 20+ years, new ownership since 2015. Harolene has been a taxi driver with Ace One Taxi for four years.
10. Description of proposed service, geographic area to be served: Hilo and surrounding areas
11. Times of operation, frequency of proposed service: 7 days a week, 24 hours a day.

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): Shelby Roberts
2. Doing Business as (dba): Rainbow taxi
3. Mailing Address: Po Box 3553 Kailua Kona HI 96745
4. Physical Address: 77-6436 Nalani St Kailua Kona HI 96740
5. Place of Business: Island of Hawaii
6. Home Phone: n/a Business Phone: n/a Cell Phone: 843-301-0770
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: _____

9. Statement detailing any previous experience in taxicab business. _____
2 1/2 years with Laura's taxi service
1 year with Air taxi
1 year with Gjays taxi
10. Description of proposed service, geographic area to be served: _____
Island of Hawaii but mostly North and South
Kona Kohala and Waimea
11. Times of operation, frequency of proposed service: 9:00 to 9:00 5 days
per week

557

Ford

APPENDIX C

COUNTY OF HAWAII
HILO, HAWAII

APPLICATION

For

CERTIFICATE OF PUBLIC CONVENIENCE & NECESSITY

1. Name of Applicant(s): MaryJo Victorino & Roylin Kunishige Jr.
2. Doing Business as (dba): Kiwiki Taxi LLC
3. Mailing Address: 159 Kalanikoa St. Unit 110 Hilo, HI 96720
4. Physical Address: 159 Kalanikoa St. Unit 110 Hilo, HI 96720
5. Place of Business: 159 Kalanikoa St. Unit 110 Hilo, HI 96720
6. Home Phone: _____ Business Phone: 498-0208 Cell Phone: 928-0548/960047
7. Applicant is: Single Proprietor Corporation Partnership Other
8. If Corporation, unincorporated association, or partnership; names and addresses of officers and directors: MaryJo Victorino 79 Omas St. Hilo, HI 96720
Roylin Kunishige Jr. 79 Omas St. Hilo, HI 96720
Roylin Kunishige Sr. Henele Rd.
9. Statement detailing any previous experience in taxicab business. We have been operating for over a year. I have been a driver/manager for 13 years.
10. Description of proposed service, geographic area to be served: Hilo and it's surrounding areas
11. Times of operation, frequency of proposed service: Sunday thru Saturday 6:00am to 1:30pm. Soon to be back to 24 hrs/day 7 days/week

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

County of Hawai'i
Mass Transit Agency

25 Aupuni Street • Hilo, Hawai'i 96720 • (808) 961-8744 • Fax (808) 961-8745
www.heleonbus.org • heleonbus@hawaiicounty.gov

Tuesday, September 21, 2021

Agenda Item # VII

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Discussion of Transit and Multi-Modal Transportation Plan Implementation

Requested Action: Staff recommends that the Transportation Commission hear an update regarding the Transit and Multi-Modal Transportation Plan Implementation since June 2021.

Background and Summary: The County adopted a new Transit and Multi-Modal Transportation Plan in 2018 which discussed opportunities to rebuild the public transit services provided by the Mass Transit Agency. Since June 2021, staff has been working hard to implement many actions of the Transit and Multi-Modal Transportation Plan.

Staff has prepared an action plan for improvement to implement actions of the Plan which is summarized below:

- Make routes easy to understand
- Make routes easy to use
- Make the system safe and comfortable
- Change public perception of Hele-On
- Contain Mass Transit Agency costs
- Generate revenue as an alternative to County's General Fund
- Evaluate contracting model
- Improve contract oversight
- Implement Transit Master Plan
- Enhance the Mo'ohau Bus Terminal
- Partner with other transportation service providers
- Develop a Marketing and Outreach Plan to increase ridership
- Increase the use of technology on Hele-On
- Improve maintenance
- Improve customer service
- Implement a Fleet Replacement Program
- Pursue grant funding
- Expand transit services to increase ridership
- Develop a structured training program for Mass Transit Agency staff & contractors
- Develop a performance monitoring program

- Implement a new staffing plan within the Mass Transit Agency
- Improved security.

On September 5, 2021, the routes identified in the Plan were implemented which added more frequency, later routes, Sunday service and new routes, including service via Saddle Road between Hilo and Kailua-Kona, and new local service in Hilo, Waimea, Pahoa, Kea'au, Volcano and Kailua-Kona. A summary of the route changes are attached.

Fiscal Impacts: None as this is an update to the Transportation Commission.

Corporation Counsel Review: None.

Attachments: Executive Summary of the Transit and Multi-Modal Transportation Plan
Summary of Route Changes effective September 5, 2021

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiicounty.gov.

Approved for Submission,



John Andoh, Interim Mass Transit Administrator

EXECUTIVE SUMMARY

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

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

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

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

New Developments

The island community and economy were rocked in May 2018 when Kilauea Volcano began erupting. As lava poured through 700 homes and roads on its way to the sea, earthquakes shook residents, and severe air quality problems arose. County government had to turn its attention to temporary shelter and care of those who lost their homes and businesses throughout Puna. Bus service was among things that were disrupted when roads in lower Puna became unpassable and riders

moved out of their homes. It will take time for recovery efforts to create permanent housing solutions and the mass transit system will need to adjust to relocated homes, schools, and commercial activity.

In June 2018 the Hawai'i County Council approved a quarter of one percent surcharge on the state excise tax for an eighteen month period. This new source of revenues was made available for a limited time by the State Legislature, meant for transportation improvements such as roadways and transit. Collection will start in January 2019 and could raise as much as \$10 million the first year and \$25 million in the second year. In the first year, MTA will no longer receive funds from the General Fund, freeing up \$4.9 million to be spent on relief costs and loss of property tax revenues from properties destroyed by the lava.

Planning for Current and Future Needs

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



Table ES-1. Forecasts and Implications for Transit

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

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

The Transit Master Plan (TMP) project prepared seven detailed subject studies, an on-board passenger survey, financial analyses, and public input. Two rounds of public meetings were held to gather reaction to proposed service changes. The latest round presented the Draft Master Plan:

- **Kona April 12, 2018 at West Hawai'i Civic Center**
- **Kea'au April 15, 2018 at Keeau Community Center**
- **Pāhoa April 7, 2018 at Pāhoa Neighborhood Facility**
- **Ocean View April 8, 2018 at Ocean View Community Center**
- **Waimea April 10, 2018 at Waimea Elementary School**
- **Hilo April 16, 2018 at Aupuni Center**

Service proposals were modified to incorporate the public input and to develop a revised financial plan.

A series of important conditions, trends, and forecasts influence what needs to be considered in a master plan that covers both current needs and future needs. Table ES-1 lists those.

THE TRANSPORTATION SYSTEM ON HAWAI'I ISLAND

Transit

The Mass Transit Agency, MTA, providing service known as the Hele-On Bus System, has been in existence since 1975. For nearly forty years it has provided service across the island with an emphasis on commute trips.

At its peak in 2012, Hele-On provided service to 1.2 million passengers. Ridership has dropped by a third, and the primary cause is believed to be decreased reliability of service. Ridership was 874,424 in 2016 while the shared ride taxi program served 137,890 passenger trips.

Previous fleet size was 55 buses, but as of early 2017, 43 of these were out of commission. Most needed to be decommissioned and sold off or re-purposed. The fleet was boosted when Honolulu gifted the County of Hawai'i

with seven of its retiring buses, but buses continued to break-down. The current fleet size is 11. Companion to the aging of the fleet, breakdowns have become a major issue and are the major cause of the drop in ridership.

MTA budget in FY17-18 was \$14,031,908. This amount covers operating cost of bus drivers, the shared ride taxi program, fuel, insurance, salary and wages for eleven MTA employees and capital expenses. Ten percent of costs comes from federal funds, about ten percent from fares, and the balance is a County subsidy from the General Fund and \$7,500,000 from the Highway Fund.

There is wide agreement within the community that having a well- functioning and dependable transit system is critical to quality of life for individuals and families as well as to the economy of the island. Support for improving the system is found in all districts, albeit with differing needs. Cross island travel, inter district travel, and intra-community circulation are all in need of improved public transit. Clearly, there needs to be agreed upon, fair, and transparent criteria and methods for setting priorities.

Known as the "Big Island," Hawai'i County scale is a factor that requires understanding when formulating a transportation system. It is roughly the size of the State of Connecticut. Puna District alone is the size of O'ahu. These comparisons put in perspective the distances that are travelled regularly.

Transit Essential to Vital Economy

A well-functioning public transportation system is vital to the economy of the county. Public transportation helps build the community, connects workers to jobs, customers to businesses, and opens up a wider market for businesses hiring employees. Currently, Kona businesses report needing to connect with potential workers in Hilo and elsewhere on the island, and that bus service makes that possible.

Transit is a lower cost option for individuals and families allowing them to have options and opportunities. Public transportation is good for the environment, reducing pollution, and lessening dependence on foreign oil. Transit provides critical evacuation option during emergencies. It creates mobility options for youth, elderly and the disabled. Of the islands population just under 200,000, 16% are 65 or older and 13.1% report living with a disability that affects their mobility. The County poverty rate is 9.3%, and most of those do not have access to a car.

For those who already ride Hele On, 84.5% report that they are dependent on Hele On for their mobility. Only 36% state they would be able to find another ride if Hele On were not available.



Roadways

The most common means of travel is by private automobile. The federal aid roadway system is under both State and County jurisdictions. The system consists of 788 miles of roadway, most of this two lane roadways. Major arterials comprise 129 miles; minor arterials 177 miles; and collectors 482 miles. While periodically new roads are built, such as Ane Keohokalole in Kona(County) and upgrade to Saddle Road, aka Daniel K. Inouye Highway (State), the pace of new roadway improvements is such that the route system of today is what will be available for the foreseeable future. The county and communities are exploring priorities for connector roads in Puna District.

Bicycling

Bicycling is a viable and affordable form of transportation capable of expansion on Hawai'i island. Hawai'i District has 27 miles of designated facilities (paths, bike lanes, and signed shared roadways). *Bike Plan Hawai'i* (2003) identifies future facilities, primarily of the signed shared roadway variety. If this occurs, it will go a long way to making bicycling a more viable mode choice.

Pedestrian

Pedestrian infrastructure is practically non-existent, and this is a challenge not only for walk trips, but also for bus riders who need to walk to their stop. Most state roadways have no sidewalk facilities at all, and a few have sidewalks only on one side. Sidewalks exist

on county roads in Hilo and Kailua-Kona. But even in those areas there are gaps, narrow shoulders, lack of crosswalks, and other needs and deficiencies. Hopefully, the adoption of Complete Streets Policies at both the State and County level will provide the necessary spotlight and lens for making changes.

VISION

A new vision has been created for a multi-modal transportation system. It states,

Create a high quality multi-modal transportation system that provides safe, reliable, convenient mobility choices that meet the commuting, social service, and other needs of our residents and visitors. The multi-modal system should be environmentally responsible and cost effective.

Accompanying this Vision is a set of five Policies and 35 Strategies for the Multi-Modal and the Transit Programs.



Goal One:

Make riding transit easier, reliable, and more desirable than other options.



Goal Two:

Create a transit system to serve the employment and social needs of all people



Goal Three:

Implement technology to provide real time transportation information



Goal Four:

Create transportation hubs and bus stops with amenities that provide rider comfort and safety and that help support community and village gathering places



Goal Five:

Phase system implementation in a fiscally sustainable manner

MULTI-MODAL PROGRAM AND RECOMMENDATIONS

Transit is one part of an overall multi-modal transportation system operating on Hawai'i Island. Other modes

include ride share, bicycling, and walking. The intention is for all modes to have maximum availability so that driving is not the only option.

Four forms of Ride Share are available: carpool, vanpools, taxi and transportation network companies such as Uber and Lyft. There is evidence that quite a lot of ridesharing is taking place through hitching a ride from someone. In the on-board passenger survey, 36.5% said they would “ride with someone” if the bus were not available to them for that ride. Further, 18.1% said they were dropped off by someone to get to the bus stop.

Vanpools are an option gaining renewed interest. Currently, Enterprise Hawai‘i is extending leases for people to form vanpools for up to 15 passengers. It is a turnkey program that includes insurance, maintenance and repairs, fuel, registration, taxes, and emergency service. The recommendation for Vanpool is for the county to enter a two year demonstration program, subsidizing up to 25 vanpools at up to \$1000 each per month. Total annual program cost if at capacity: \$300,000.

Taxi. MTA has already been innovative in offering a shared taxi program. It costs passengers \$2 for a coupon and is allowed towards any ride of four miles or less. The program has been very popular, over 156,600 taxi rides were taken last year.

This program can be expanded to other parts of the island. It is recommended that the Council consider a requirement that companies with over five cabs be required to participate in the program. Also, it is timely to consider an increase in fares due to the excellent but highly subsidized service that is provided.

Transportation Network Companies are entering into partnerships with transit agencies elsewhere to provide single trip options. There are several possibilities for the County including participation in the shared taxi program, designated pick up locations, and agreements for emergency support.

Bicycling has always been an inexpensive, healthy, and environmentally desirable option for travel. Bike is a reasonable option for distances under 3-4 miles. The county-owned buses all have bike racks with two positions as a standard feature. This is usually enough, but not always.

Bike Share has been active in Kona. It was financially supported by the County in partnership with PATH

(People Advocating for Trails and Hikes) with an initial \$250,000 for equipment, shipping, and one year of insurance plus salary for an Operations Manager who maintains and re-balancing the bikes as required. The Bike Share Program is ripe for expansion: in Kona for 4-7 more ten stations; in Hilo for an initial 8-10 stations; and in Waimea for an initial 3-4 stations. The initial cost per station, which includes 7 bikes, kiosk and lighting plus tools and spare parts is \$43,750 plus \$8,300 for shipping and installation or \$52,000 rounded.



The recommendation therefore is to fund \$780,000 over two years for a total of 15 new stations and 105 bikes. To this should be added \$120,000 per year for each of three years to continue the operations, balancing, customer service, publicity, and administration of the program. Usage fees should be established to cover up to half the administrative cost with the goal of becoming self-sustaining.

Coordination with County Roadway Program

The County road maintenance program repaves roads on a thirty cycle, which comes to 32 miles per year. Two years ago, the County Council approved a fuel tax increase to fund an accelerated program. Of the approximately \$4.5 million available each year, \$1 million each goes to Road Paving, Mass Transit, and an Emergency Fund. The balance is shared with Traffic Signal upgrades, Roads in Limbo, Striping and Equipment.

When roads are resurfaced, the plans are check to see if a bike lane should be striped in. It will be prudent for MTA and DPW to coordinate so that bus stop signs, shelters and other transit amenities can be installed when crews are out in the field. The Puna District

Table ES-2. Summary of Proposed Services by District

CURRENT SERVICES			PROPOSED SERVICES		
DISTRICT	Hele-On Reference	Number of Trips	Route Number	Number of Trips	Changes/Additions
Hilo	Hilo/Kona	3 OW	1	3 OW	Serves new Kona Hub
	Intra-Hilo Keaukaha	8 RT	101	9 RT	Modifies service to provide every other trip to King's Landing offering a more direct trip to Banyan Drive and MBT from Airport. Adds new service to North Hilo. Sunday service is introduced.
	Intra-Hilo Kaumana	5 RT	102	7 RT	Kaumana City is provided 1 RT departing KC at 7 AM and returning from MBT after 5 PM. 3 additional trips are offered to the Gentry subdivision turnaround and 3 trips serve Waiianuenue Ave.
	Intra-Hilo Waiakea-Uka*	2 RT	103	9 RT	6 trips will serve Waiakea-Uka and 3 additional trips will serve as far as PKP. Service to gym is discontinued and service to North Hilo is added.
			104	6 RT	New route serving center Hilo including Mohouli housing, St. Joseph School, Kamana Senior Center and housing and County agencies.
			Blue Line Express	2 RT	Express service between MBT and Kona Hub via Daniel K. Inouye Highway. Sunday service is added.
	Hilo/South Kohala Resorts*	9 RT	80	9 RT	2 trips will travel from MBT to South Kohala Resorts via Daniel K. Inouye Highway.
Hāmākua	Hilo/Honoka'a*	2 RT	60	4 RT	Flex service is introduced to provide access to transit to the villages and small towns along the coast. The route will divert 3/4 mile off route to serve prearranged pickups. Park and ride locations are identified.
North Kohala	North Kohala-South Kohala	1 RT	70	1 RT	none
	North Kohala-Waimea-Kona	1 RT	75	1 RT	Service is added to the Kona Airport. Saturday service to Waimea is added. Longer term flex service is added as demand warrants.
South Kohala	Waimea Shuttle	11 RT	301	7.5 RT	Flex service is introduced. The route will divert 3/4 mile off route to serve prearranged pickups.
			Green Line	2 RT	Express service added between Honoka'a, Waimea and Kona Hub. Sunday service is added.
					Waimea Hub is developed.
Kona	Kona/Hilo	3 OW	2	3 OW	Provides service to Kona Hub
	Intra-Kona*	6 RT	201	7 RT	4 Kona oriented circulator routes replace the current Intra-Kona service. All 4 routes connect at a new Kona Hub located in the vicinity of the Old Kona Airport. Route 201 provides South Kona service via Alii Drive.

			202	9 RT	Connects the Kona Hub with the Airport via Ane Keohokalole Highway.
			203	9 RT	Connects the Kona Hub with the Airport via Highway 190.
			204	9 RT	This route serves South Kona via Kuakini Highway.
					New maintenance facility to be located in Kona.
Ka'ū	Pahala/South Kohala Resorts	3 RT	90	4 RT	Added trip between Pahala and Kona Hub for a total of 4 roundtrips.
				2 RT	Two RTs are added between Oceanview and Volcano for residents to connect with Route 10 to Hilo.
			Zone 3	2 Days	Zone paratransit service is added two days a week.
Puna	Hilo/Volcano	5 RT	10	5 RT	Fern Acres service is provided by separate route.
			Red Line	2 RT	2 trips between MBT and Volcano are provided by the Red Line. Sunday service is offered.
			403	2 RT	2 AM and 2 PM trips are provided to Fern Forest, Eden Roc, and Fern Acres communities scheduled to provide commuter service.
	Hilo/Pāhoā/Pohoiki	11 RT	40	15 RT	Service is provided between MBT and Pāhoā without diverting into the residential communities. Sunday service is added.
			401	10 RT	Flex service is added between Kea'au and Pāhoā and Hawaiian Beaches and Nanawale. One new trip for a total of 4 trips are provided to Kalapana and Seaview via Highway 130 and 137. This new trip is designed to serve commuters. Service is extended from Nanawale Blvd. to Mauna Kea Road (road improvements may be needed on Mauna Kea) in Nanawale serving further into the community.
			402	2 AM and 2 PM	New service is added in Hawaiian Paradise Park to serve Shower Drive and the future park and regional center on Kaloli Drive. The route is extended from 16th to 1st Avenue between Paradise Drive and Makuu Drive in Hawaiian Paradise Park. Ainaloa service is connected to Highway 11 via Hawaiian Acres and new service is introduced through Orchidland.
					Two hubs are developed; one in Keaau and one in Pāhoā.
			Zone 1	1 Day extending to 5 days	Zone paratransit service is added one day a week for areas along Highway 130. This service is extended to five days as demand warrants.
			Zone 2	2 Days	Zone paratransit service is added two days a week for areas along Highway 11.
* OW RT	Does not include trips operated by other routes.				

needs additional attention, not only due to the loss of roads due to lava flow, but the community was already actively working on identify new or improved roadway projects that would create better connectivity between communities. Creating better roadway connectivity would allow MTA to use these roads for new routes as part of the hub and spoke pattern.

SERVICE IMPROVEMENT PROGRAM AND RECOMMENDATIONS

The desirability of using transit depends on two things: what is available and how reliable is the service. Recommendations to improve performance of the current service include:

- **Improve Customer Information including public schedules and route identification**
- **Improve Schedule Adherence**
- **Improve Service Plan Development**

Improved Customer Information

The recommendations for improved customer information start with posting correct public schedules for the current routes. This can be done on the Hele-On web page. A route numbering scheme is proposed to prepare for a Hele-On APP which would provide real time information. One of the most frequent requests from the public was to have a real-time bus tracking and live maps with estimated arrival times. This could be integrated with complementary multi-modal transportation options such as bike share, taxis and commercial transportation options using a smart phone APP. This needs to be compatible with Android and iOS platforms. Web APP that are non-iOS and non-Android mobile devices should also be available and connected to text messaging, personal computers and audio visual displays. The system must also be ADA friendly with stop announcements to include transfer information, intersection and major destinations, and requested stops.

Schedule Adherence and Safety

Upgrading the vehicle fleet needs to be MTA's highest priority. Passengers need to know their bus is going to show up. Any hopes for expansion of routes and frequencies will depend on having a full running fleet of 55 vehicles. The current running fleet is down to 11 vehicles which necessitates the expense of daily rental of tour

buses. This drains the budget just to keep going.

Generally, 30-foot buses or larger are planned for a 12-year life expectancy. These vehicles are built on bus or heavy truck chassis. These vehicles frequently have longer life-spans with on-going maintenance procedures, parts replacement and depending upon service terrain and use. Smaller vehicles built on SUV or smaller truck chassis such as paratransit or cutaway vehicles have a 7 to 9-year life depending upon maintenance and use.

To maintain a state of good repair, the average fleet age should be about half of the expected life of the vehicles, which would be six years. The smaller vehicles should have an average age of 3.5 to 4.5 years. Hele-On's vehicles have an average age of twelve (12) years. A suggested bus replacement schedule is presented in the Capital and Financial Plan. While the current County practice is to only use County funds to match federal funds when purchasing vehicles, this will not get the County where it needs to be. A focused vehicle application program of federal funds (with local match) and local only funds will be necessary.

Service Plan Development

A comprehensive service improvement plan to expand the routes and service is proposed to be implemented in stages. New service would be introduced and trialed for a six month period to ensure there is true demand for that service. In more rural areas, service would be tested by implementing Flex service and Zone service. Flex service is deviations off a route for up to ¾ mile off the route. It would use the smaller buses to provide ADA service, but everyone would be eligible to use the service with a 24-hour advance call in. After one year, service would be re-assessed to see if the Flex area should be expanded, or if a new route is justified as having consistent demand. Another option is the use of Zone service which would trial service for 2-3 days per week rather than the full five or six day week. Zone service would connect to regular service and after the trial period ends, be considered for route change or a new permanent route.

The vision and goal for the island-wide system is to be operating as a Hub and Spoke System. The additional routes and services being recommended by area are shown in Table ES-2. Addressing community concerns: routes have been adjusted to better meet community needs, routes have been expanded to operate farther into large subdivisions of Puna, service is added; circulator service is added in new growing areas of Kona and also

to serve both Hilo and Kona Airports; new cross island service is added to shorten travel time; hours are extended for commuter routes; and Sunday service is added on several routes. These adjustments and additions all have financial implications for both capital and operating expenses.

CAPITAL NEEDS AND CAPITAL FINANCIAL PLAN

Rider Information

The top request from riders was for development of a transit application (APP) that would provide real time information showing whether buses are on schedule.

MTA has already started a procurement for such a system using GPS based hardware and software features, automatic vehicle tracking, APC, and audio/visual displays. The cost for the system is estimated at just under \$500,000, which can be funded over two years. Until a Hawaii Island App can be created, Google App should be used.

Transit Fleet

Far and away the most important capital need for the current transit program is to get a reliable fleet, replacing the current vehicles, and expanding to a fleet that is dependable and suited to the type of services being provided. Vehicle availability and reliability effects service, rider confidence, and MTA pride. The current

Table ES-3. Recommended Hubs for Hawai'i County

Hub	Year	Description
Pahoa	2021	The initial Pahoa hub would be temporary and located on street and can be implemented in 2019. Two passenger shelters would need to be installed. The permanent Pahoa Hub would be located near the new Puna Kai development and would require more passenger amenities including electronic signage, bike parking, fare machines, restroom.
Waimea	2021	The current Waimea hub is located on street with one passenger shelter. There is insufficient space for additional amenities on the sidewalk. However, adjacent land is undeveloped and may be available for expanded facilities including customer information, bike share, bike parking, fare equipment. Many passengers will cross the street to access shopping opportunities. Therefore, upgraded pedestrian facilities will be appropriate.
Mo'ohau Bus Terminal	2022	MBT is allocated \$500,000 for upgrading facilities beyond normal maintenance. Electronic information, fare machines, bike parking, bike share need secure, covered space.
Ocean View	2022	Ocean View Park and Ride has minimal infrastructure with a gravel lot and sign. Upgraded surface, bathroom (can be portable), access signage, shelter, and seating should be added. Lighting needs to be assessed.
Honoka'a	2023	Honoka'a has two areas for bus traffic, the upper lot and lower lot. Both lots need electronic signage, electronic information, bike parking, adequate shelter and adequate seating.
Prince Kūhiō Plaza	2023	Upgrades include electronic signage, fare machines, and additional shelter and seating.
Kona	2024	The Kona Hub will be substantial and requires additional planning and design. This Hub should be designed to hold a customer service center, bike share, bike parking, restroom, electronic signage and bus bays for a minimum of 7 buses. Potential for coordination with transit oriented development is available.
Kea'au	2025	The Kea'au Hub will include a park-and-ride lot, as well as enough room for 4 buses and passenger amenities.

running fleet is 11 buses, well below what is required to operate current bus routes. The CIP places an emphasis on rebuilding the fleet.



The 40-foot buses have an average useful life of 12 years by industry standard, the smaller vehicles generally have a useful life of 7 to 9 years. Therefore, since MTA will have a fleet composed of over 42 percent smaller vehicles (by 2027), the overall average fleet age should be below six years.

Starting in Fiscal Year 2019, it is recommended that five (5) smaller vehicles be procured and added to the

fleet. The following year 2020 should add three (3) 40 foot and three (3) less than 30-feet. The replacement and expansion schedule shows the number of vehicles required to operate the service – listed as Peak Assignment. Both currently and the over next several years into the future, MTA will continue to require contracting with private providers for buses. If funds become available, such as additional grant opportunities, then a more aggressive bus acquisition program should be pursued.

By 2027, the fleet size of 55 vehicles required to operate current and expanded services will be procured. This total number includes all vehicles including commuter services currently provided by private operators using their coaches. If MTA desires to continue the commuter service with coaches provided by private operators, then the fleet acquisition plan can be reduced. The vehicle spare ratio should be at 20 percent in 2027.

From 2027 on, MTA should continue to purchase four to five vehicles a year to maintain the fleet. The spare ratio may need to increase slightly with the opening



of a second maintenance facility in Kailua-Kona. Both maintenance facilities will need sufficient spares to operate the required services.

Maintenance Facilities

For the past two years, MTA has invested in the planning, design, and construction of a new Hilo maintenance facility. The previous shared facility with Public Works was outdated and unable to accommodate the needs of the MTA system. The new maintenance facility opened in 2018.

Due to the large number of routes operating through the north and west sides of the island, it is recommended that a second maintenance facility be planned. It will likely take several years to go through the steps of planning, land acquisition, design and construction. Therefore, the capital plan recommends starting as soon as practicable to reserve the desired site. A site near the police department on Hale Māka'i off Highway 19 would be a good location. Certainly, a site owned by a public agency will cost less than one that has to be purchased on the open market.

Passenger Facilities

Hub planning and design is proposed to start in Fiscal Year 2020. Construction would begin in 2021 and continue through 2025. Hubs to be developed and updated are shown in ES-3.

The planning, design, land acquisition and construction of these multiple hubs and transfer point improvements have been grouped together in the financial plan as a single transit center development program comparable to the ongoing bus stop and passenger shelter program.

Park and Ride Lots

Park and Ride lots require additional amenities; in particular, lighting and sometimes bathrooms. Most park and ride lots serve commuters. Hele-On's commuters leave in the early morning hours when it is dark. Lighting adds safety. Bathrooms (even portable) become necessary for many commuters. Commuter trips are long. Having a bathroom available can make a difference to an intending passenger.

Bus Stops

Formalizing a bus stop includes determining what type of amenities should be included at the bus stop. The most basic of bus stops would have a sign, route design-

ation, and route schedule. Each bus stop needs to have a unique bus stop number. These numbers need to be posted at each bus stop.

Amenities at bus stops include signs, benches, shelter, information, lighting and others items. The planning, design, procurement, land acquisition and construction line items in the CIP are to fund bus stop locations. The MTA and County need to determine which stops will have benches and/or shelters. Primary Local Stops would add passenger shelters and seating to the basic stop amenities. Adding additional amenities would be dependent upon safety and space concerns, as well as passenger usage at that stop and route frequency.

Fare Collection System

Most transit systems now have the ability to use the same fare media for various types of passes and trip based fare payment programs. There are four basic types of pass media used: Non-magnetic Pass, Magnetic Stored-Value Pass, Magnetic Stored-Time Pass, and Smart Cards. Fare collection systems are continuously evolving to incorporate new technologies and methods to improve efficiency, reliability and convenience. Use of Smart Card fare media is increasing and replacing older technologies.

COMBINED CAPITAL AND OPERATING FINANCIAL PLAN

The capital investments identified in this plan are ones that are essential for the cost effective and productive continued operation of Hele-On and other modal operations. The operating expenses relate to the levels of service being offered as they progress over the years of the plan.

The Financial Plan shows expenses and funding sources as presently known. In this Table ES-4, the GET is only available for 18 months, will allow the program for immediate priorities to move forward. After that the program needs a new influx of revenue.

The largest source of revenues has been and will continue to be the County, through the General Fund and Highway Fund. Federal funds are available to MTA for both capital and operating expenses, as formula grants and discretionary grants. The third source of revenue is fares. Over the past three years, fare box recovery has averaged 15.9%.

Table ES-4. Financial Plan Fiscal Years 2018-2022

EXPENSES	FISCAL YEAR				
	2018	2019	2020	2021	2022
Category					
Administration & Marketing	\$672,100	\$692,263	\$713,031	\$734,422	\$756,454
Bus Operations	\$11,129,658	\$10,785,818	\$10,876,176	\$12,503,915	\$14,175,553
Other Modal Operations	\$3,083,279	\$3,526,279	\$3,817,729	\$3,981,243	\$4,001,341
Capital Investments	\$1,565,000	\$3,048,900	\$5,757,238	\$5,540,700	\$4,709,500
Total Expenses	\$16,450,037	\$18,053,260	\$21,164,174	\$22,760,279	\$23,642,849
FUNDING SOURCES	2018	2019	2020	2021	2022
Operating Revenue					
Bus Fare Revenue	\$809,271	\$950,697	\$1,093,302	\$1,290,096	\$1,508,756
Other Modal Revenue	\$523,766	\$722,738	\$1,059,761	\$1,174,029	\$1,183,068
Total Fare Revenue	\$1,333,037	\$1,673,435	\$2,153,063	\$2,464,125	\$2,691,824
Grants					
Federal Operating Grant	\$1,042,000	\$1,042,000	\$1,042,000	\$1,042,000	\$1,042,000
Federal Bus & Facilities	\$700,000	\$880,000	\$880,000	\$880,000	\$880,000
Federal Capital Investment*	\$575,000	\$575,000	\$575,000	\$575,000	\$575,000
Total Grants	\$2,317,000	\$2,497,000	\$2,497,000	\$2,497,000	\$2,497,000
General Excise Tax (18 months):					
Estimated Excise Tax Revenue	--	\$10,000,000	\$25,000,000	--	--
GET Transit Funding	--	\$8,500,000	\$11,350,000	--	--
<i>GET Other Transportation Projects & Carryover</i>	--	\$1,500,000	\$13,650,000	--	--
County Funding:					
General Fund	\$5,600,000	\$0	\$0	\$7,000,000	\$7,000,000
Highway Fund	\$7,200,000	\$5,382,825	\$5,164,111	\$10,799,154	\$11,454,025
Total County non-GET Funding	\$12,800,000	\$5,382,825	\$5,164,111	\$17,799,154	\$18,454,025
SUMMARY	2018	2019	2020	2021	2022
Total Expenses	\$16,450,037	\$16,450,037	\$21,164,174	\$22,760,279	\$23,642,849
Fare Revenue	\$1,333,037	\$1,333,037	\$2,153,063	\$2,464,125	\$2,691,824
Grants	\$2,317,000	\$2,317,000	\$2,497,000	\$2,497,000	\$2,497,000
General Excise Tax	--	\$8,500,000	\$11,350,000	--	--
County General Fund	\$5,600,000	\$0	\$0	\$7,000,000	\$7,000,000
County Highway Fund	\$7,200,000	\$5,382,825	\$5,164,111	\$10,799,154	\$11,454,025
Total Funding Sources	\$16,450,037	\$18,053,260	\$21,164,174	\$22,760,279	\$23,642,849
<i>GET Other Transportation Projects & Carryover</i>	--	\$1,500,000	\$13,650,000	--	--

Table ES-4. Financial Plan Fiscal Years – 2023-2027

EXPENSES	FISCAL YEAR				
	2023	2024	2025	2026	2027
Category					
Administration & Marketing	\$779,148	\$802,523	\$826,598	\$851,396	\$876,938
Bus Operations	\$15,259,062	\$15,613,641	\$16,258,494	\$16,638,887	\$17,028,544
Other Modal Operations	\$4,022,043	\$4,043,366	\$4,065,329	\$4,087,950	\$4,111,250
Capital Investments	\$5,284,100	\$7,262,100	\$12,481,300	\$3,600,500	\$2,591,000
Total Expenses	\$25,344,353	\$27,721,630	\$33,631,721	\$25,178,733	\$24,607,733
FUNDING SOURCES	2023	2024	2025	2026	2027
Operating Revenue					
Bus Fare Revenue	\$1,659,632	\$1,825,595	\$2,091,828	\$2,301,010	\$2,591,858
Other Modal Revenue	\$1,187,930	\$1,198,138	\$1,209,569	\$1,222,460	\$1,237,094
Total Fare Revenue	\$2,847,561	\$3,023,733	\$3,301,397	\$3,523,470	\$3,828,952
Grants					
Federal Operating Grant	\$1,042,000	\$1,042,000	\$1,042,000	\$1,042,000	\$1,042,000
Federal Bus & Facilities	\$880,000	\$880,000	\$880,000	\$880,000	\$880,000
Federal Capital Investment*	\$575,000	\$575,000	\$575,000	\$575,000	\$575,000
Total Grants	\$2,497,000	\$2,497,000	\$2,497,000	\$2,497,000	\$2,497,000
General Excise Tax (18 months):					
Estimated Excise Tax Revenue	--	--	--	--	--
GET Transit Funding	--	--	--	--	--
<i>GET Other Transportation Projects & Carryover</i>	--	--	--	--	--
County Funding:					
General Fund	\$7,000,000	\$7,000,000	\$7,000,000	\$7,000,000	\$7,000,000
Highway Fund	\$12,999,792	\$15,200,897	\$20,833,324	\$12,158,263	\$11,281,781
Total County non-GET Funding	\$19,999,792	\$22,200,897	\$27,833,324	\$19,158,263	\$18,281,781
SUMMARY	2023	2024	2025	2026	2027
Total Expenses	\$25,344,353	\$27,721,630	\$33,631,721	\$25,178,733	\$24,607,733
Fare Revenue	\$2,847,561	\$3,023,733	\$3,301,397	\$3,523,470	\$3,828,952
Grants	\$2,497,000	\$2,497,000	\$2,497,000	\$2,497,000	\$2,497,000
General Excise Tax	--	--	--	--	--
County General Fund	\$7,000,000	\$7,000,000	\$7,000,000	\$7,000,000	\$7,000,000
County Highway Fund	\$12,999,792	\$15,200,897	\$20,833,324	\$12,158,263	\$11,281,781
Total Funding Sources	\$25,344,353	\$27,721,630	\$33,631,721	\$25,178,733	\$24,607,733
<i>GET Other Transportation Projects & Carryover</i>	--	--	--	--	--

Future sources of revenue that may be considered are Development Impact Fees, use of fuel tax and an extended period the excise tax surcharge.

CONCLUSIONS

The implementation of recommendations in the Transit and Multi-Modal Master Plan will require phasing. This is due to both funding constraints, and as a practical reality how many things can be done at once.

Immediate Priorities (next two years)

- 1) Restore service reliability and get ridership back to previous levels (1.2 million revenue miles)
- 2) Acquire up to 14 buses/vans using previous grants and new capital funds to bring the fleet to 25.
- 3) Once fleet size is enlarged and reliability can be restored, continue to add additional service hours and routes to create a hub and spoke pattern
- 4) Start Hilo to Kona service using Saddle Road
- 5) Continue to review paratransit service per federal requirements.

- 6) Create a multi-modal transportation system on the island. Embrace multiple vendors for providing bicycle, vanpool, transit and other multi modal services
- 7) Increase staffing of the MTA to adequately address the range of responsibilities being assigned to them. Add new positions for Garage Supervisor, Administrative Services Assistant, and an Account Clerk
- 8) Create a Google Transit APP for rider information

Near Term (2020-2025)

- 1) Acquire 5-6 new and replacement vehicles per year to bring the fleet to 40
- 2) Increase service to have all proposed circulators in place
- 3) Continue the multi-modal program
- 4) Plan, design, and build the Kona hub. Consider options to provide light service on Kona side.
- 5) Add staffing to include a Deputy Administrator, Inventory Clerk, and a second shift of (4) mechanics and working supervisor. By the time the fleet size is 35, there should be no less than six mechanics.
- 6) Start to implement the Bus Stop numbering and signage program at all time spots.



Mid Term (2025-2030)

- 1) Reassess the Paratransit program and expand it to other parts of the island. Add a paratransit clerk position.
- 2) Continue to acquire 5-6 buses per year to achieve a fleet size of 55
- 3) Continue the multi-modal, bus stop and amenities program
- 4) Design and develop a Puna hub and complete roadway improvements to allow for Intra-Puna service.
- 5) Implement the multi-modal complete streets program in Hilo.

Long Term (2030-2035)

- 1) Plan, design, and construct a Waimea hub
- 2) Upgrade Mooheau hub
- 3) Update this Transit Master Plan
- 4) Expand the number of runs for routes that have demonstrated consistently high ridership

Vision (2035-2040)

- 1) Service to operate on a full hub and spoke pattern with hubs in Hilo, Kona, Waimea, and Puna and Keeau.
- 2) Conduct robust Bike Share, Vanpool and TNC programs
- 3) Have a full Public Information and Outreach Program

Implementing the Vision will require the hard work and dedication of the MTA staff. A total of twelve new positions are recommended of which five are for the second maintenance shift and working supervisor.

With commitment to funding and diligent implementation, the phased growth toward the Vision can be realized.

County of Hawai'i Mass Transit Agency Action Plan For Improvement






AUGUST 2021

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About the Author





My name is John Andoh. I am 41 years old with a passion for public transportation and have been working in the public transit industry since 18 years old. I attended the Transportation Management Programs at San Jose State University Mineta Transportation Institute, University of Phoenix, Eno Foundation and University of the Pacific. I have also attended the Certified Public Manager Program at Arizona State University. I was awarded Top 40 under 40 by Mass Transit Magazine in 2011 for my dedication and work in public transportation. (<http://www.masstransitmag.com/article/10295929/john-andoh>) and was highlighted in many transit trade magazines for my work in transit improvement and mobility innovation. I have managed small urban, large urban and rural transit systems throughout California, Nevada, Hawai'i, Mississippi, Texas, New York, North Carolina, South Carolina and Arizona over the past 21 years. I am a mobility integrator and have done amazing things to convert transit agencies to mobility agencies by integrating bus, paratransit, vanpooling, bikesharing and walkability into a true system.

I am a strong advocate of public transportation and I strive to use buses, trains and ferries as much as I can to show my support towards public transit. I have a true passion for helping people move from point a to point b.



2

Introduction

- The Mass Transit Agency operates Hele-On. The program consists of the fixed route, commuter fixed route, ADA paratransit, subsidized taxi program, bikesharing and senior and persons with disabilities transportation services.
- The Mass Transit Agency, per the Hawai'i County Code, Chapter 18 is also charged with the administration of taxicabs, island wide.
- The County Transportation Commission provides advisory support to the Mass Transit Agency and the Hawai'i County Council has a Public Safety and Mass Transit Committee that reviews legislative activities from the Mass Transit Agency.
- The purpose of this Action Plan is to develop a strategy to right-size the Mass Transit Agency through review of administrative and operational practices and then develop a public transportation system that is clean, accessible, reliable, efficient and safe. Additionally, the system should be cost effective, less reliant on the County's General Funds, and help improve mobility for all residents and visitors of the island.

3

**County of Hawaii Mass Transit Agency
Bus Routes**

Hele-On Fixed Routes and ADA Paratransit Service Area Maps

- 15 Fixed Routes (9 East Hawai'i, 1 North Hawai'i and 5 West Hawai'i)
- Two ADA Paratransit Service Areas (Hilo and Kailua-Kona)
- One Shared Ride Taxi Service Area (Hilo)

4

Why The Action Plan?

- Since 2013, the Mass Transit Agency has struggled with the following issues:
 - Reliability (routes, schedules, vehicles)
 - Plans (short range, strategic, long range, financial, capital, fleet, operational and maintenance)
 - Customer Service (within administration and operations staff)
 - Effective Contract Oversight (transit operations contractors, consultants)
 - Budget (Expenses outpacing revenues)
 - Financial Accountability (financial planning)
 - Compliance with Federal Grant Requirements (Sections 5311 and 5339 funding)
 - Human Resources (low staff morale, lack of training, uneven distribution of tasks)
 - Lack of Performance Standards, Mission and Vision statements to guide the Agency
 - Marketing (consistent brand, easy to read public materials, lack of advertising)
 - Technology (Google/Bing/Apple Maps, website, app, real time transit information)
 - Fare Collection (poor cash handling, unsecured storage of revenue, fareboxes)
 - Leadership (encouraging the staff and contractors to follow the vision vs. being managed)
 - Security (lack of functioning cameras, guards for protection, code of conduct, Police)
 - Need to use advisory support (County Transportation Commission, Public Safety & Mass Transit Committee).

This action plan will provide strategies on improving the Mass Transit Agency and its family of services provided. **The goal is to implement many of these tasks (at least 80%) in FY 2022 to set the framework for the future of the Mass Transit Agency. This will take long hours, hard work and dedication in order to make the projects shown in this Action Plan happen, however with the right transit professional, these projects can be completed.**

5

Who Needs Transit?

- Communities approach public transportation in a variety of ways. In large cities like New York and Los Angeles, public transportation is viewed as a method to reduce traffic congestion and reduce construction of more road lane miles. In small rural areas, public transportation is viewed more like a social service and lifeline for those that can't drive a personal vehicle.
- Hawai'i Island is in a hybrid situation. There is a need to transport passengers between the east and west urbanized areas of Hilo and Kailua-Kona, within those urbanized areas and to the rural areas such as communities along the Hamakua coast. Generally, public transit services have a mix of public transportation users that need the service and those that may have a personal vehicle but choose to use public transportation anyway. At this point, most of the ridership on Hele-On appears to be coming from those that have no other alternative and use Hele-On for transportation to employment, recreation and shopping activities.
- Public transportation should be available to everyone. Though, with limited funding, transit services should be restricted to areas where there are indicators that attract people to utilize the fixed route transit system with alternative programs in areas with limited transit demand.

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Transit Philosophy

- A transit system needs to be:
 - Frequent
 - Convenient
 - Safe and Clean
 - Easy to understand
 - Friendly
- Information on how to use Hele-On should be easy to obtain and easy to understand quickly.
- All marketing and informational materials need to portray a positive, professional and polished image of public transportation on Hawai'i Island.
- Public perception of Hele-On and the Mass Transit Agency must change to promote Hele-On as a convenient and accessible mode of transportation for everyone. In addition, promote Hele-On as a benefit to quality of life, improved air quality, sustainable living, health and improved mobility.

7

Policies

The County Transportation Commission should assist the Mass Transit Agency with the review of system performance measures on a monthly basis with a follow up on a semi-annual basis to the Hawai'i County Council. The proposed measures to the left will demonstrate the need for an efficient and cost-effective transit system.

Policy	Measurement Method
1 All routes and services will achieve 90% on-time performance.	Determined by route departure from all scheduled time points.
2 All routes will have a scheduled 10% recovery time, with a minimum of 5 minutes, per trip.	Determined from route schedule
3 Local routes, demand response and specialized services, must meet 10% farebox recovery ratio Commuter routes must meet 40% farebox recovery ratio	Measured each month
4 Local routes must meet an average of 12 passengers per hour minimum Commuter routes must meet an average of 30 passengers per trip minimum Demand response & specialized services must meet an average of 3 passengers per hour minimum	Measured each month
5 The standard headway for local service is 60 minutes during the entire service day The standard headway for commuter weekday service is at least five trips during the peak periods with at least one midday trip	Determined from route schedule
6 Every route should have an identified bus stop for passengers to board a bus	Bus Stop Inventory data
7 Route information to be displayed at every bus stop with a bus shelter or bus stop sign	Bus Stop Inventory data
8 Bus stop amenities will be constructed at stops with high ridership, availability of space, physical capabilities of passengers and distribution of boardings	Ridership data and land availability
9 Less than 20 complaints/100,000 trips	Customer comments
10 Less than 10 valid complaints/100,000 trips	Customer comments
11 More than 9,000 miles between road calls	Monthly Maintenance Reports
12 Less than 2.45 accidents/100,000 miles	Monthly Operational Reports
13 90% of households that meet the following criteria will be within ¼ mile walking distance of a bus stop <ul style="list-style-type: none"> - Low Income (under \$30k) - Zero car households - Young and Old Population (0-18, 65+) 	Census data

8

Proposed Projects Towards Improving Hele-On

To achieve the goals and policies of the island, the following projects have been identified to improve the system, increase ridership and promote public transportation.

- Make routes easy to understand
- Make routes easy to use
- Make the system safe and comfortable
- Change public perception of Hele-On
- Contain Mass Transit Agency costs
- Generate revenue as an alternative to County's General Fund
- Evaluate contracting model
- Improve contract oversight
- Implement Transit Master Plan
- Enhance the Mo'ohau Bus Terminal
- Partner with other transportation service providers
- Develop a Marketing and Outreach Plan to increase ridership
- Increase the use of technology on Hele-On
- Improve maintenance
- Improve customer service
- Implement a Fleet Replacement Program
- Pursue grant funding
- Expand transit services to increase ridership
- Develop a structured training program for Mass Transit Agency staff & contractors
- Develop a performance monitoring program
- Implement a new staffing plan within the Mass Transit Agency
- Improved security.

9

Make Routes Easy To Understand

- **Determine maximum bus availability with a spare ratio of at least 20% and design a transit system based off that, until a reliable fleet can be obtained.**
- Implement a hub and spoke system in Hilo, Kailua-Kona, Waimea, Pahoa and Volcano.
- Implement a new numbering system for the fixed routes:
 - Route 1: Hilo-Kailua Kona
 - Route 10: Hilo-Volcano-Ka'u
 - Route 40: Hilo-Pahoa-Seaview (Kalapana)
 - Route 60: Hilo-Honoka'a
 - Route 60 Extension: Hilo-Waimea
 - Route 80: Hilo-South Kohala Resorts (via Waimea)
 - Route 101: Intra-Hilo Keaukaha
 - Route 102: Intra-Hilo Kaunana
 - Route 103: Intra-Hilo Waiakea-Uka
 - Route 301: Waimea Shuttle (Flex Route)
 - Route 70: North Kohala-South Kohala
 - Route 75: North Kohala-Waimea- Waikoloa Village-Kailua-Kona
 - Route 90: Pahala-Kailua-Kona-South Kohala Resorts
 - Route 201: Intra-Kona
 - Route 201: Kona Trolley
- Install a bus tracking system that is available to the public via smartphone app and website
- Eliminate trip by trip variability on routes
- Implement new innovative zones through partnerships with Uber/Lyft to transport passengers in lower density areas such as Kalapana, Kapoho, Fern Acres, Waikoloa Village, Hawaiian Paradise Park, Kailua-Kona Airport area, hilly areas of Hilo and remove fixed route service from these areas
- Eliminate or modify routes that do not perform to the approved policies
- Install route schedules at all bus stops and bus shelters
- Identify bus stop locations with signs to help passengers know where to board the bus.

10

Make Routes Easy To Use

- Through redesign of the route network, design local and intercommunity routes that are 55 minutes in length or shorter for a 60-minute frequency with two-way service on major streets.
- Redesign the route network to provide frequent services in the following areas though the implementation of a hub and spoke system:
 - Pahoa/Hawaiian Beaches
 - Hilo
 - Kailua-Kona
 - Waimea/Waikoloa Resorts
 - Volcano/Kea'au
- Install new electronic fareboxes with magnetic card and cash capability, with new simple fare structure that increases on an annual basis with simple pass programs.
- Install Automated Voice Announcements on buses to ensure ADA compliance.



11

Make The System Safe And Comfortable



- Place Mass Transit Agency staff at the Mo'ohau Bus Terminal and open the terminal building on weekends
- Install a new smoking area near the Mo'ohau Bus Terminal waiting area
- Identify safe locations for passengers to transfer buses in Waimea, Pahoa, Kea'au and Kailua-Kona that has lighting, shelters, passenger information, trash cans and benches
- Install Wi-Fi on all buses
- Install bus stop shelters at applicable bus stops
- Create a bus stop location and transit amenities development guideline
- Update radio system for buses and dispatchers to better communicate
- Improve security of buses and facilities through use of working cameras, security guards, Transit Watch, See Something, Say Something program and use of Police
- Evaluate all transit routes and prepare formal recommendations regarding schedules and routes to improve reliability
- Improve the bus operator shifts and layover conditions – buses have long layovers in Waikoloa with no suitable rest facilities, the facilities at Hilo and Kau Baseyards are not comfortable, no rest facilities in Kailua-Kona.



12

Change Public Perception Of Hele-On

- Improve vehicle cleaning
- Design a Ride Guide by a graphic design company with route maps, schedules and information on riding Hele-On and specialized brochures for unique services
- Create consistent color brand on Hele-On buses, with logo, County seal, website and phone number on the bus
- Attend community shows, fairs, festivals, schools and events to promote Hele-On brand and transit services
- Distribute the new Ride Guide and other brochures at more locations with vibrant information stands
- Place printed surveys and comment cards on buses
- Redesign website and develop social media presence
- Create how to use Hele-On videos
- Design and place print, internet, television and radio advertisements
- Install a new complaint tracking system, and emphasize customer service
- Improve senior & persons with disabilities discount card program with photo ID
- Implement new Aloha shirts for Hele-On and Mass Transit Agency staff (similar to other transit systems in Hawai'i.
- Improve transportation to Kona, Waimea and Hilo International Airports.

13



Expand Transit Services to Increase Ridership

New services would be developed to increase ridership and farebox return. Any expansion would be carefully evaluated to ensure that the additional costs does not affect the need for additional subsidy for the County General Fund.

- Safe Place on board buses for youth in trouble
- Libraries on the Go! Program in conjunction with the Hawai'i Public Library
- Holiday Light Tours
- Fare free.

Innovations that can lead to increase ridership also includes:

- Summer Youth Pass
- Evening and Sunday demand response services in Hilo, Pahoa, Volcano, Kailua-Kona and Waimea to provide mobility when other fixed route services do not operate
- Use of Uber/Lyft to assist in low ridership areas through a limited subsidy (\$10.00 or less up to reasonable amount each year) to replace the Shared Ride Taxi Program

14

Develop A Marketing And Outreach Plan to Increase Ridership

- Marketing has been lacking due to lack of a plan, funding and resources As a result, the following marketing initiatives includes the following activities to generate more ridership on Hele-On:
- Development of a marketing plan
- More advertising using traditional and grass-roots style media
- Participation with local Chambers, Destination Hilo, Port of Hilo, HDOT Airports Division, County's Economic Development, business improvement districts in Kailua-Kona and Waikoloa to generate interest and partnerships in public transportation on the island
- Update destination sign programming on buses
- Take photos of buses for marketing purposes
- Hold public meetings on transit planning and customer service related issues
- Develop GTFS for Google and developers to make apps which will allow for transit services to be shown in Google Maps, Apple Maps, Bing Maps
- Develop new fare media (tickets, passes, ID cards)
- Develop ID cards and business cards for staff
- Develop new forms (bus pass order form, customer comment card, customer comment form for office, persons with disabilities ID card, senior/persons with disabilities transportation form, shared ride taxi form, rider alert, etc.)
- Facilitate community meetings and forums
- Develop Crisis Communication Plan.

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New Marketing Initiatives that Could be Implemented on Hele-On








- New Ride Guide (approx. 70 cents to print, \$2,500 to design)
- New bus design using decals with a white base (approx. \$3,000 per bus)
- New bus stop signs wrapping over existing one (approx. \$5 per decal wrap for a 12"x 18" sign)
- New bus operator and staff uniform (approx. \$8 per shirt)
- New logo (approx. \$1,500 to design)
- New Tagline "Take the Trip"

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The Proposed New Brand for Hele-On

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Contain Mass Transit Agency Costs

- In order to reduce the General Fund subsidy, the Mass Transit Agency expenses must be reduced
- This would entail eliminating unnecessary or unwarranted expenses from the operating budget and a review of the capital budget to determine the appropriate capital needs through the use of a capital plan
- Pursue joint bus procurements with other transit agencies to be able to purchase buses at a lower cost (average cutaway bus is \$90,000, average diesel 30 foot bus is \$390,000, average diesel 40 foot bus is \$480,000, average 35 foot electric bus is \$650,000, average 35 foot hydrogen bus is \$800,000)
- Further reductions can take place through contract consolidation and/or elimination
- Evaluate each line item in the Mass Transit Agency budget determine what can the Agency afford while still providing an enhanced customer experience
- Reduce County subsidy by a policy established by County Council with
- Increase FTA grants, miscellaneous revenues by policy to at least 20% to 30% of the budget. Hawai'i County is receiving 40% of the FTA funds for Sections 5311 and 5339. Strive to pursue Section 5310, Older American Act and CDBG funds.

Budget Revenue Item	Total	Percent
FTA	\$ 12,988,810.00	25.26%
Fares	\$ 560,000.00	1.09%
Tax	\$ 350,000.00	0.68%
Taxicab Permits	\$ 27,000.00	0.05%
General Fund Subsidy	\$ -	0.00%
GET Subsidy	\$ 37,500,000.00	72.92%
Total	\$ 51,425,810.00	100.00%
Difference between revenue/expend	\$ 912,000.00	Due to CRRSA Grant

Budget Expense Item	General Fund	GET Fund	Total	Percent
Salary & Wages	\$ -	\$ 1,107,940.00	\$ 1,107,940.00	2.19%
Operational	\$ 1,096,873.00	\$ 12,988,500.00	\$ 14,085,373.00	27.58%
Equipment	\$ 3,906,667.00	\$ 4,863,706.00	\$ 8,770,373.00	17.36%
Operations & Equipment for CRRSA Grant	\$ 8,000,270.00	\$ -	\$ 8,000,270.00	15.84%
Rural Transit Training (PTA)	\$ 10,000.00	\$ -	\$ 10,000.00	0.02%
Transfer to Capital	\$ -	\$ 9,586,854.00	\$ 9,586,854.00	18.86%
GO Bonds - Pahoehoe Transit Hub	\$ -	\$ 2,000,000.00	\$ 2,000,000.00	3.96%
GO Bonds - Kona Transit Hub	\$ -	\$ 200,000.00	\$ 200,000.00	0.40%
General Services GO Bonds	\$ -	\$ 6,200,000.00	\$ 6,200,000.00	12.27%
Personnel/Benefits	\$ -	\$ 330,000.00	\$ 330,000.00	0.65%
Workers Compensation	\$ -	\$ 25,000.00	\$ 25,000.00	0.05%
Totals	\$ 13,013,810.00	\$ 37,500,000.00	\$ 50,513,810.00	100.00%

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FY 19 Performance of Mass Transit Agency

General Information

Service Consumption: 953,794 Annual Unlinked Trips (AUP)

Service Supplied: 2,263,202 Annual Vehicle Revenue Miles (VRM), 137,143 Annual Vehicle Revenue Hours (VRH)

Summary of Operating Expenses (OE): \$13,326,771 Total Operating Expenses

Database Information: WTCO: 9923-91990, Reporter Type: Rural General Public Transit

Financial Information

Sources of Operating Funds Expended: Fare Revenues (7.2%), Local Funds (86.0%), State Funds (0.0%), Federal Assistance (7.6%), Other Funds (0.0%)

Sources of Capital Funds Expended: Local Funds (100.0%)

Operating Funding Sources: Fare (7.2%), Local (86.0%), State (0.0%), Federal (7.6%), Other (0.0%)

Capital Funding Sources: Local (100.0%)

Mode	Vehicles Operated at Maximum Service			Fare Revenue	Uses of Capital Funds	Annual Unlinked Trips	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours
	Directly Operated	Purchased Transportation	Operating Expenses					
Commuter Bus	27	-	\$11,657,853	\$59,757	\$11,412	1,755,076	49,864	27,668
Demand Response - Tax	-	20	\$846,306	\$289,528	\$0	108,587	380,169	60,305
Total	27	20	\$12,504,159	\$887,285	\$11,412	1,863,663	508,033	88,000

Mode	Service Efficiency		Service Effectiveness	
	Operating Expenses per Vehicle Revenue Mile	Operating Expenses per Vehicle Revenue Hour	Operating Expenses per Unlinked Trip	Unlinked Trips per Vehicle Revenue Hour
Commuter Bus	\$8.75	\$316.43	\$22.00	0.3
Demand Response	\$3.43	\$33.08	\$21.07	0.2
Demand Response - Tax	\$2.17	\$14.62	\$17.79	0.3
Total	\$3.64	\$97.17	\$20.09	0.3

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Generate Revenue

- Seek Alternative Funding Sources:** Establish partnerships with University of Hawai'i and Hawaii Department of Education to fund all students, employees and facility to ride Hele-On for free based on a fee. The arrangement could also be expanded to major businesses on the Island, such as the resort areas, the State, large retail, hospitals.
- Adjust Fares:** In order to increase ridership and revenue in volume (Walmart philosophy), the fare structure should be simplified and streamlined to offer value pricing for those that purchase passes in long range increments. Annual fare increases in small increments should occur. Hele-On has the lowest bus fare in the State of Hawai'i. Consider fare free to rebuild passenger trips.
- Pursue Other Business Strategies:** Run the Mass Transit Agency like a private business and not a government subsidized operation. Innovations could include selling newspapers on the buses, selling advertisements on the buses, website, bus shelters, bus benches, on bus passes and inside the proposed Rider's Guide, partnering with businesses to have a shop, save and get home free program.
- Special Events and Services:** Other revenue generating programs could include holiday light tours in the urbanized areas, special shuttles during the cruise boat season, encourage schools and senior centers to use Hele-On for field trips (eliminating use of separate contract buses), provide Medicaid trips and shuttles during island major events.

20

Evaluate Contracting Model

Currently the Mass Transit Agency contracts for many services. Some of the contracts are duplicative in nature and can be consolidated or eliminated.

The following contracts should be evaluated to determine the need for multiple contracts to operate Hele-On:

- Fixed Route Services
- Bus Shelters
- Paratransit Services
- Bus Washing
- Senior & Persons With Disabilities Services
- Mo'ohau Bus Terminal Operations

Other contracts that should be evaluated includes:

- Security at Baseyard, Prince Kuhio Plaza and Mo'ohau Bus Terminal
- Brandley Center and Hawaii County EOC senior and persons with disabilities transportation
- Park and Ride Lots
- Bus contracts – RFP vs. IFB? Multi year vs. single smaller procurements.

The value of these contracts should be analyzed with a cost/benefit analysis to determine if the services are needed or could be provided through other means.

There is a need to determine is it cost effective to contract for operations?

How to attract additional bidders to lower costs?

21

Improve Contract Oversight

The Mass Transit Agency should develop an effective contract oversight program to ensure all contractors' are providing the services within the expectations of the contract.

This contract oversight program would entail:

- Contract Management Plan
- Field audits
- Frequent meetings
- Invoice review
- Performance goals and expectations
- Liquidated damages that are validated
- Develop contract tracking spreadsheet for dates when contracts expire.

The approach towards contract oversight should also change. Instead of the Mass Transit Agency using resources to direct the contractor and be involved in the day to day operations, the responsibility of contract implementation and delivery should rest with the contractor to ensure that the objectives are met through the contract oversight program listed above.

Develop a contract tracking spreadsheet for all contracts and procurements to understand expiration dates and preliminary dates for when procurement process needs to begin for renewals or re-procurement.

22

Implement Transit Master Plan

The need to implement the Transit Master Plan is critical to ensure the success of the Hele-On transit system and to ensure that it can be used as an economic driver for the County. (<http://heleonmasterplan.com/wp-content/uploads/2018/08/180813-FINAL-FULL-REPORT-reduced.pdf>)

- Follow the mission and vision as defined in Chapter 2
- Implement ridesharing, vanpooling and bikeshare programs as defined in Chapter 3
- Implement transit service changes as defined in Chapter 4
 - Phase I – fixed routes, ADA paratransit service expansion and Waimea Flex routes
 - Phase II – Restructure Shared Ride Program, partnerships with Lyft & Uber
 - Phase III – flex routes in Puna and Ka'u District
- Implement marketing, technological and customer service enhancements as defined in Chapter 4
- Implement a fleet replacement program, transit app in partnership with Moovit, technology amenities, maintenance facilities, accessible bus stops, park and ride lots and bus shelters and transit hubs as defined in Chapter 5
- Restructure fares and obtain grants to support MTA operations and capital needs as defined in Chapter 6
- Implement revised staffing model
- Implement Performance Monitoring Plan for transit services
- Update Transit Master Plan
- Review Expanding Transportation Opportunities on Hawai'i Island study by Kohala Center and University of Michigan http://kohalacenter.org/wp/wp-content/uploads/2014/07/Research_Hawaii_Transit_Study_2014.pdf

23

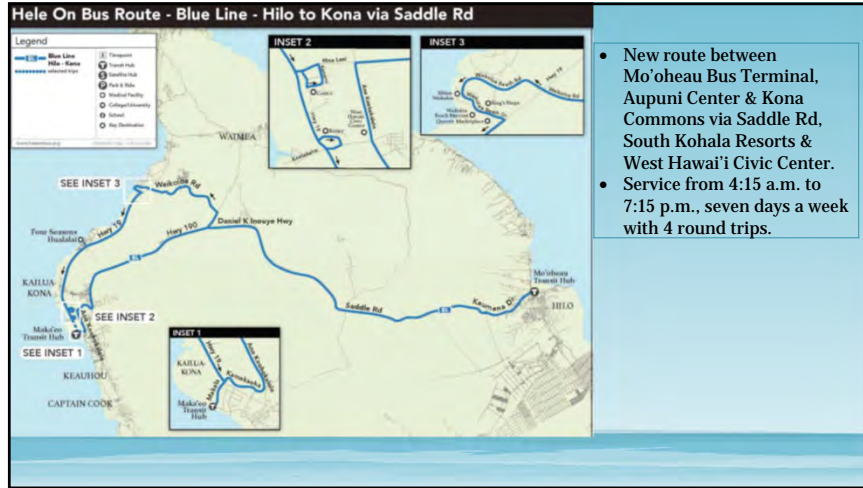
Hele On Bus Schedule - #1 Hilo-Kona

The map shows the main route from Kona to Hilo, with several inset maps providing detailed views of specific areas:

- INSET 1: Hilo area
- INSET 2: Puna area
- INSET 3: Waimea area
- INSET 4: Honokaa area
- INSET 5: Puna area
- INSET 6: Waimea area
- INSET 7: Waimea area
- INSET 8: Kona area

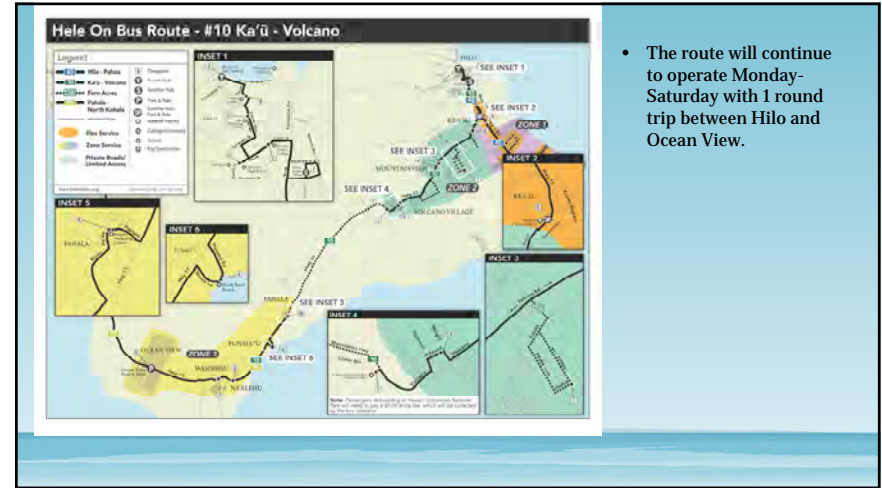
- The route will continue to operate Monday through Saturday with 4 round trips.
- All trips will start/end at Kona Commons. To continue south, transfer to Route 201 – Kona Trolley.
- All trips will start/end at Mo'ohau Bus Terminal. Transfer to Routes 101, 102, 103 for travel in Hilo.

24



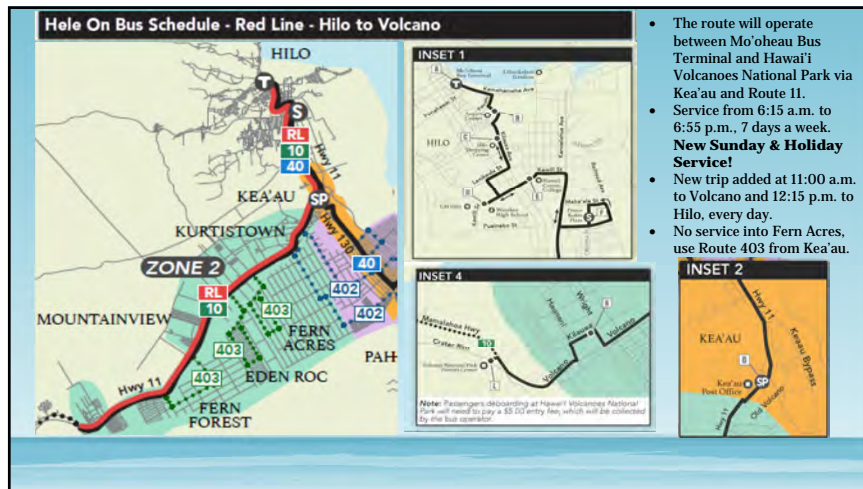
- New route between Mo'ohau Bus Terminal, Aupuni Center & Kona Commons via Saddle Rd, South Kohala Resorts & West Hawai'i Civic Center.
- Service from 4:15 a.m. to 7:15 p.m., seven days a week with 4 round trips.

25



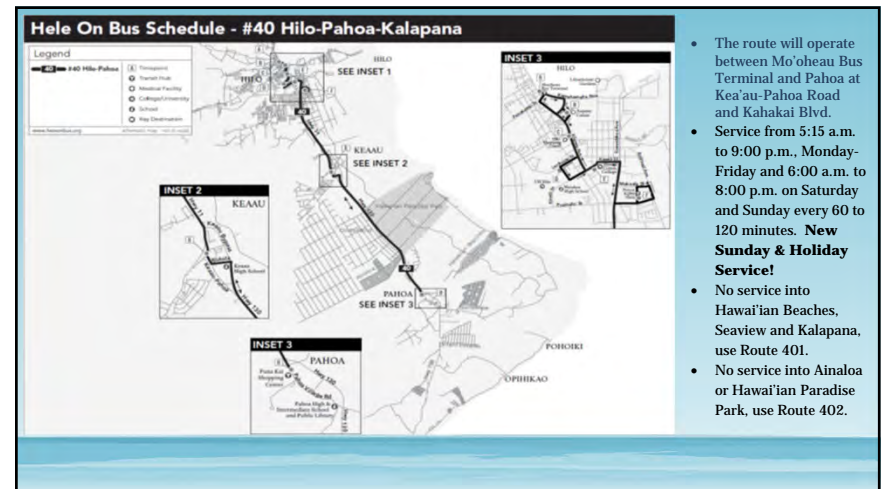
- The route will continue to operate Monday-Saturday with 1 round trip between Hilo and Ocean View.

26



- The route will operate between Mo'ohau Bus Terminal and Hawai'i Volcanoes National Park via Kea'au and Route 11.
- Service from 6:15 a.m. to 6:55 p.m., 7 days a week. **New Sunday & Holiday Service!**
- New trip added at 11:00 a.m. to Volcano and 12:15 p.m. to Hilo, every day.
- No service into Fern Acres, use Route 403 from Kea'au.

27



- The route will operate between Mo'ohau Bus Terminal and Paho at Kea'au-Paho Road and Kahakai Blvd.
- Service from 5:15 a.m. to 9:00 p.m., Monday-Friday and 6:00 a.m. to 8:00 p.m. on Saturday and Sunday every 60 to 120 minutes. **New Sunday & Holiday Service!**
- No service into Hawai'ian Beaches, Seaview and Kalapana, use Route 401.
- No service into Ainaloa or Hawai'ian Paradise Park, use Route 402.

28

Hele On Bus Route - #60 Hilo - Honoka'a

- All trips that end in Honoka'a will extend to Waimea.
- The route will operate between Mo'oeau Bus Terminal & Waimea at Puukalani Rd.
- Service is Monday-Friday between 5:50 a.m. & 5:45 p.m. with 4 round trips.
- First trip in the a.m. will become Route 301. Last Route 301 trip will continue as a Route 60 to Hilo, Monday-Sunday.

29

Hele On Bus Route - #70 North Kohala - South Kohala

- Continue the same schedule, however, end at Kona International Airport.
- Add **new Sunday and Holiday service** on the same schedule.

30

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

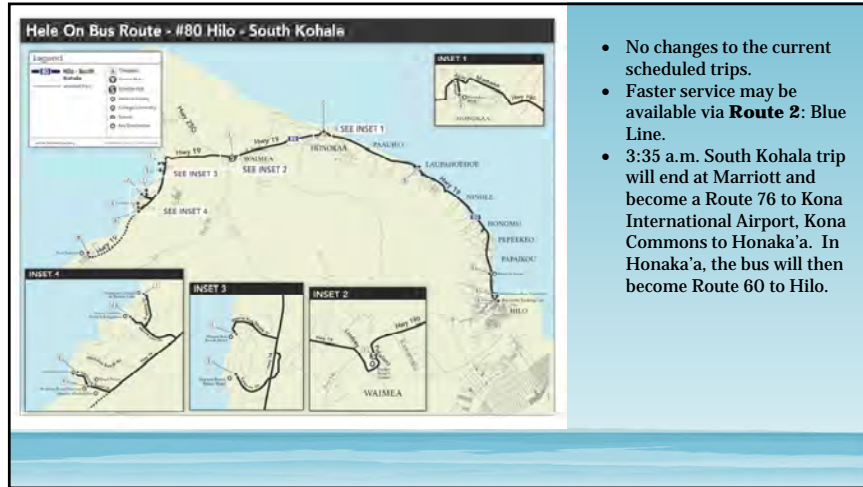
- Continue the same weekday schedule and end at Kona Commons.
- Operate weekday schedule on Saturdays with new Sundays and Holiday service!

31

Hele On Bus Route - Green Line - Honoka'a-Waimea-Kona

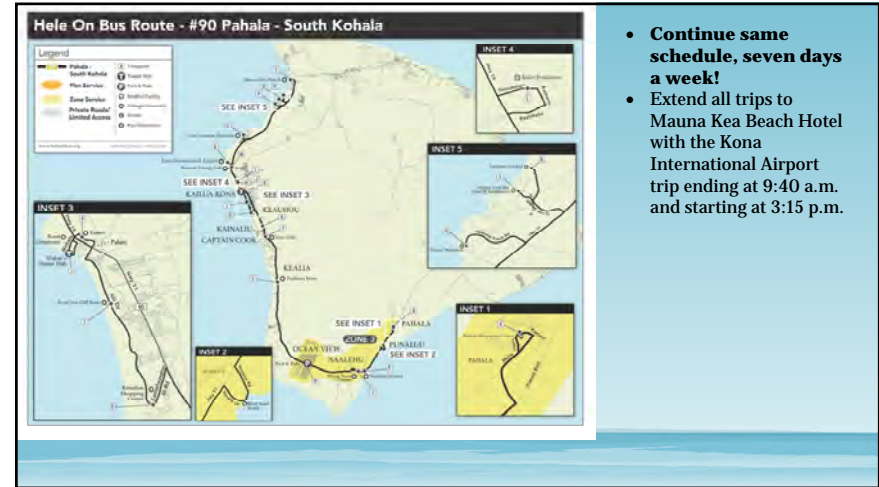
- New route between Honoka'a and Kona Commons, via Waikoaloa Village, Kona International Airport and State Route 19, Monday-Friday.
- School day trips to Waimea will operate on this routing.

32



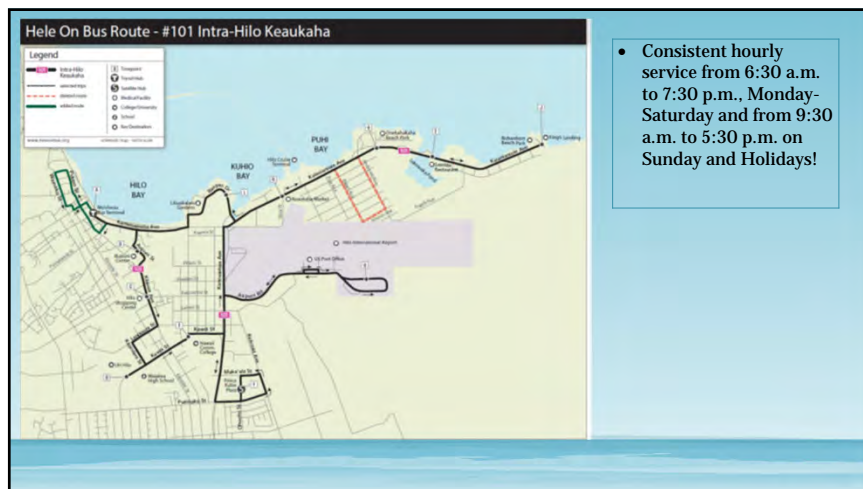
- No changes to the current scheduled trips.
- Faster service may be available via **Route 2: Blue Line**.
- 3:35 a.m. South Kohala trip will end at Marriott and become a Route 76 to Kona International Airport, Kona Commons to Honaka'a. In Honaka'a, the bus will then become Route 60 to Hilo.

33



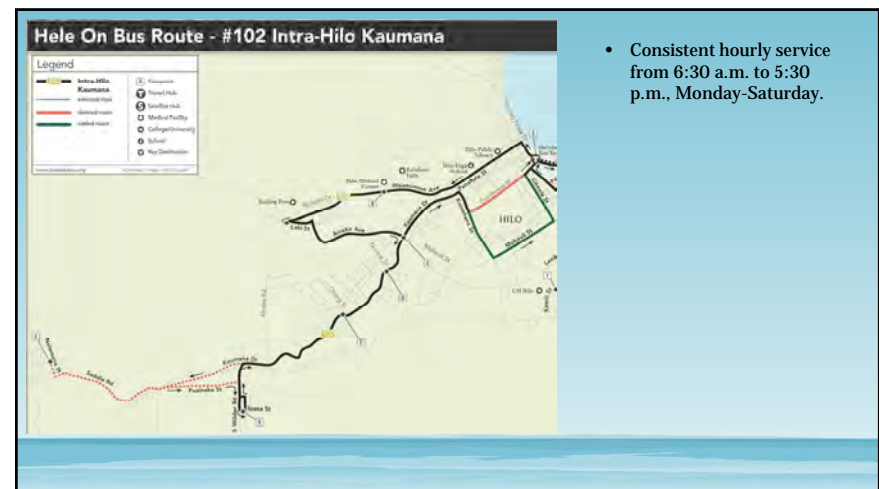
- **Continue same schedule, seven days a week!**
- Extend all trips to Mauna Kea Beach Hotel with the Kona International Airport trip ending at 9:40 a.m. and starting at 3:15 p.m.

34



- Consistent hourly service from 6:30 a.m. to 7:30 p.m., Monday-Saturday and from 9:30 a.m. to 5:30 p.m. on Sunday and Holidays!

35



- Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.

36

Hele On Bus Route - #103 Intra-Hilo Waiakea Uka

- Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.

37

Hele On Bus Route - #104 Intra-Hilo Mohouli

- New route operating on Mohouli Street to St. Joseph School and Kamana Senior Center
- Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.

38

Hele On Bus Route - #201/204 Intra Kona - Ali'i Dr/Kuakini Hwy

201 Kona Trolley

- Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204.
- Kona Trolley will begin as Hele-On service on August 1, 2021 operating seven days a week from 7:00 a.m. to 9:00 p.m., every 60 minutes.
- Service is between Target @ Kona Commons to Keahuolu Shopping Center via Kuakini Highway and Ali'i Drive.

204 South Kona/Captain Cook

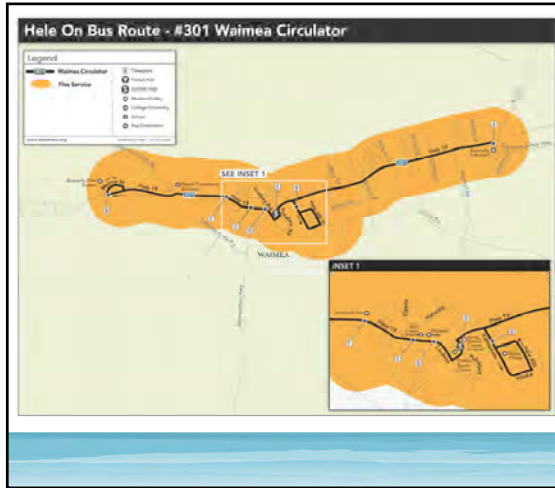
- Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204.
- New service between Target @ Kona Commons and Captain Cook via SR-11 and Kuakini Highway. Destination served include Safeway and Kona Community Hospital.
- Every 2 hours from 7:00 a.m. to 9:00 p.m., Monday-Saturday.

39

Hele On Bus Route - #202/203 IntraKona - Kona Airport

- Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204.**
- New service between Target @ Kona Commons and Kona International Airport via Ane Keohokalole Highway, Costco, West Hawai'i Civic Center, HCC, Walmart and Natural Energy Lab.
- Consistent hourly service from 6:30 a.m. to 9:00 p.m., seven days a week!**
- Route 203 is on hold and will not be implemented.**

40



- Since July 7, 2021, this route has operated as a flex route with 1 hour advance reservation and up to 1 mile flex off route, by calling (808) 961-8744, option 1.
- Continue same routing and operate Monday-Friday from 6:30 a.m. to 5:30 p.m., Saturday and new Sunday and Holiday service from 9:30 a.m. to 5:30 p.m.
- First and last trips become Route 60 back to/from Hilo.

41



- **New route** will operate between Pahoia at Kea'au-Pahoia Road and Kahakai Blvd and Hawai'ian Beaches, Seaview and Kalapana with timed connections to Route 40.
- Service from 5:15 a.m. to 9:00 p.m., Monday-Friday and 6:00 a.m. to 8:00 p.m. on Saturday and Sunday every 60 to 120 minutes. **New Sunday & Holiday Service!**

42



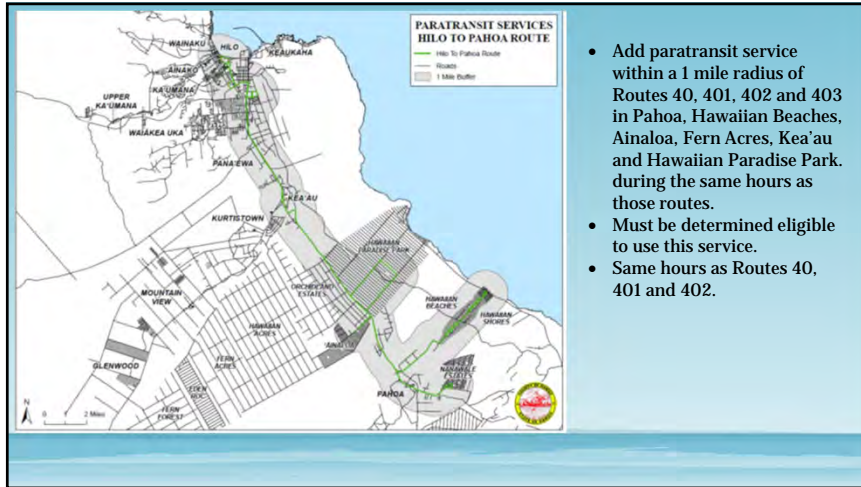
- **New route** will operate between Pahoia at Kea'au-Pahoia Road & Kahakai Blvd, Kea'au, Ainaloa and Hawai'ian Paradise Park.
- Service from 6:25 a.m. to 6:25 p.m., Monday-Saturday every 60 to 120 minutes.

43



- New route will operate between Zoo, Kea'au and Fern Acres
- Service from 9:00 a.m. to 5:00 p.m., Monday-Saturday, every 60 minutes
- Flex route for all passengers.

44



45

Down	Available	Needs	Total	Bus Type	
0	13	13	13	Roberts 40 Ft MCI	
0	2	1	2	Roberts Trolley	
0	1	1	1	Roberts Electric Bus	
3	7	10	10	40 Ft MCI/DD	Possible 3 more to rebuild
9	8	5	17	40 Ft Gillig	Possible 1 more to rebuild
0	0	0	0	34 Ft XHF	Possible rebuild
2	3	5	5	Cutaway	
10	0	7	10	30 Foot Gillig	
24	34	42	58	Total	
		27	42	County	
		15	16	Roberts	
		20%	8	Needed County Spare	
		20%	3	Needed Roberts Spare	

46

Integrate Mobility Options

- HI Bike
- Uber/Lyft
- Vanpool

47

Enhance The Mo'ohau Bus Terminal

- Improve customer service through placement of Mass Transit Agency staff in the building
- Improve maintenance of the facility
- Add additional services such as vending machines, concession stands for revenue generation
- Add a mailbox and newspaper racks
- Seek support from Hawai'i County Police in the protection of the Bus Terminal and Hele-On services
- Better regulate bus services through the Bus Terminal to reduce conflicts
- Enhance security of the facility
- Perform capital improvements to make the facility better which includes remodeling Mo'ohau Bus Terminal office
- Post notices/Rider Alerts at Mo'ohau Bus Terminal office bulletin board.

48

Improve Customer Service

Improving the overall customer experience on Hele-On is the key towards increase ridership and a happy ridership. Strategies to improve customer service includes:

- Requirements in the operating contracts to ensure annual customer service and sensitivity is provided for eight hours, per contract employee
- Improved information as explained under the Marketing goal
- Improved customer tools to provide information about all of Hele-On transit services
- Requirements for all Mass Transit Agency employees to ensure participation in an annual customer service and sensitivity is provided for eight hours
- Provision of Mass Transit Agency staff at the Mo'ohau Bus Terminal, seven days a week
- Provision of Mass Transit Agency staff in Kailua-Kona at least two days a week
- Placement of contact information for Mass Transit Administrator on all buses
- Develop a Bus Stop Policy – reduces pass bys
 - Flag Down Process
 - Identification of bus stops in urbanized areas (permanent or temporary signs)
 - Conduct a bus stop inventory – system wide
- Research implementation of a lifeline transit pass program for low income residents
- Develop ADA call outs for bus operators and revise left and rights information.

49

Partner With Other Transportation Service Providers

On the island, there are several organizations that provide transportation services to their clients and participants. These organizations include the Kona Trolley, Waikoloa Shopping Shuttle, Hawai'i Department of Education, UH-Hilo, UH-Hawai'i Community College, Port of Hilo, Hawai'i Volcanoes National Park, County of Hawai'i Office on Aging, National Safe Place, among others.

A partnership can be formed with these organizations providing transportation services so that with the same funding they are using to provide transportation services, that could be provided to the Mass Transit Agency to provide transportation on their behalf eliminating duplicative services and redundant overhead costs, which in turn provided more service for the general population of the island, including the original benefactor of the service.



50

Increase The Use Of Technology On Hele-On

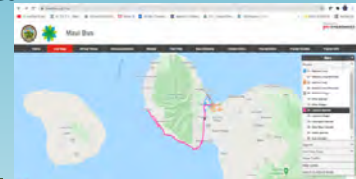
- Trip Planner
- App
- Website
- Mobile Ticketing
- Credit Card/Apple Pay/Google Pay
- Real Time Signage



51

Implementing New Technology

- GMV Synchronatics - AVL
- Token Transit – Mobile Ticketing
- Safety Vision – Cameras
- Genfare Fast Fare - Fareboxes
- Luminator/Hanover – Destination Signs



52

Trip Planner Via GTFS

53

Improve Maintenance

A maintenance program should be designed to achieve one primary objective: **Ensure that safe, reliable and clean transit vehicles are available for service.**

This objective is achieved through:

- Establishing and communicating the standards for vehicle maintenance that will maintain the integrity and value of the fleet
- Ensuring compliance to the standard and through focused quality assurance audits
- Workforce development, training and certifications, knowledge retention
- Appropriate staffing and supervision
- Inventory Management – parts, asset management, maintenance system
- Security of equipment, tools and parts
- PM schedules that realistic per subfleet
- Proper diagnostics, tools, equipment and software
- Maintenance Plan, Standard Operating Procedures and Manuals.

Further strategies towards improving maintenance includes:

- Identify a solution towards managing parts inventory more effectively
- Identify and work to surplus vehicles to clear space at Hilo Baseyard
 - Many vehicles are cannibalized and is taking up much needed space
- Identify ability to rehabilitate buses
- Identify a facility in Kona to store buses and have limited office and maintenance ability (shared County facility)
- Update fleet inventory often, reduce average fleet age to 3 years.

54

Implement A Fleet Replacement Program

A Transit Fleet Management Program will map out a systematic approach to the ongoing management and planning for rehabilitation and replacement of the Hele-On transit vehicles. In particular, the objectives of this Program are as follows:

- Plan for replacement of the existing fleet, including all rubber-tired vehicles in the next ten years
- Identify storage and maintenance facility's needs
- Identify opportunities to partner with agencies on procurements where possible to reduce unit costs and create a shared demand for future parts
- Spread procurements more evenly to ensure major maintenance investments are not needed all at the same time
- Surplus older buses that have been cannibalized or rendered unusable
- Build a Capital Replacement Fund to replace buses per the proposed schedule
- The future bus replacement program should take into consideration FTA guidelines for replacement of buses, as well as a determination of what size bus and how heavy duty should the bus be to last a long period of time
- Pursue smaller vehicles (cutaway and 30' or 35' foot vehicles).

55

Current Fleet Inventory

Quantity	Year	Bus Model	Site	Fuel	Service	Status	Notes	Out of Service	In Service	FTA Funded	Still with FTA Useful Life?
4	2019	Dodge Caravan	18 feet	Gasoline	Paratransit	Not operating - awaiting new RFP	County Purchased	4	0	0	No
3	2021	Dodge Caravan	18 feet	Gasoline	Paratransit	Not operating - awaiting new RFP	County Purchased	3	0	0	No
1	2013	Arboc Sprit of Mobility	28 feet	Diesel	Flex Route	Not operating	Donated/Maui	1	0	1	No
4	2019	El Dorado Aero Elite	28 feet	Diesel	Flex Route/Fixed Routes	3 operational	County Purchased	1	3	4	Yes
10	1998	Gillig Phantom	30 feet	Diesel	Fixed Routes	Preparing for service	Donated/Honolulu	0	10	10	No
6	1997	Gillig Phantom	40 feet	Diesel	Fixed Routes	Some operational	Donated/Honolulu	3	3	6	No
3	2000	Gillig Phantom	40 feet	Diesel	Fixed Routes	Some operational	County Purchased	2	1	3	No
2	2005	Gillig Phantom	40 feet	Diesel	Fixed Routes	Some operational	County Purchased	1	1	2	No
5	2007	Gillig Phantom	40 feet	Diesel	Fixed Routes	Some operational	County Purchased	4	1	5	No
4	2010	MCI	40 feet	Diesel	Commuter Routes	Some operational	County Purchased	1	3	4	Yes
1	2009	MCI	40 feet	Diesel	Fixed Routes	Not operational	County Purchased	1	0	1	Yes - in miles, no in years
2	2013	MCI	40 feet	Diesel	Fixed Routes	Some operational	County Purchased	1	1	2	Yes
2	2014	MCI	40 feet	Diesel	Fixed Routes	Operational	County Purchased	0	2	2	Yes
2	2015	MCI	40 feet	Diesel	Fixed Routes	Some operational	County Purchased	1	1	2	Yes
2	1995	Gillig Phantom	40 feet	Diesel	Fixed Routes	Operational	Donated/Honolulu	0	2	2	No
1	2010	Alexander Dennis Enviro500	40 feet	Diesel	Fixed Routes	Not operational	County Purchased	1	0	1	Yes
1	1994	Alexander Dennis Enviro500	40 feet	Diesel	Fixed Routes	Not operational	Donated/Maui	1	0	0	No
3	2014	FMC XHF	34 feet	Diesel	Fixed Routes	Not operational	County Purchased	3	0	3	Yes
56								28	28	48	21

Average Fleet Age 16 years old

56



Hele-On Fleet

57



Roberts Hawaii Hele-On Fleet

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Replacement Bus Plan								
HDOT FTA Grant	HDOT Status	Quantity	Bus Type	Fuel Type	Status	Year of Bus	Minimum FTA Useful Life	Retirement Year
HI-2016-002	Awarded	2	(2) 30-foot buses	Diesel	Received	2019	7 Year/200,000 Miles	2026
HI-2017-003	Awarded	2	(2) 30-foot buses	Diesel	Received	2019	7 Year/200,000 Miles	2026
HI-2018-002	Awarded	1	(1) 35-foot bus	Diesel	IFB Submitted	2022	12 Year/500,000 miles	2034
HI-2018-010	Awarded	1	(1) 35-foot bus	Diesel	IFB Submitted	2022	12 Year/500,000 miles	2034
HI-2018-010	Awarded	2	(2) 40-foot buses	Diesel	Contract awarded to MCI	2022	12 Year/500,000 miles	2034
HI-2019-007	Awarded	2	(2) 30-foot buses	Diesel	IFB Submitted	2022	12 Year/500,000 miles	2034
HI-2019-007	Awarded	2	(2) 40-foot buses	Diesel	Contract awarded to MCI	2022	12 Year/500,000 miles	2034
HI-2019-008	Awarded	1	(1) 40-foot electric bus (1) charging station	Electric	RFP to be developed	2022	12 Year/500,000 miles	2034
HI-2021-002	Awarded	2	(2) 40-foot Hybrid Buses	Diesel Electric Hybrid	RFP to be developed	2022	12 Year/500,000 miles	2034
HI-2021-006 - No Match	Awarded	3	(3) 40-45 foot buses	TBD	RFP to be developed	2022	12 Year/500,000 miles	2034
HI-2021-006 - No Match	Awarded	2	(2) 30-foot buses	TBD	RFP to be developed	2022	12 Year/500,000 miles	2034
2017 Discretionary Grant	Application Submitted to FTA	6	(6) <30-foot buses	Diesel	RFP to be developed	2022	7 Year/200,000 miles	2029
2019 Discretionary Grant	Application Submitted to FTA	10	(10) 40-foot buses	TBD	RFP to be developed	2022	12 Year/500,000 miles	2034
2020 Discretionary Grant	Application Submitted to FTA	1	(1) 35-foot Hybrid bus	Diesel Electric Hybrid	RFP to be developed	2022	12 Year/500,000 miles	2034
2020 Discretionary Grant	Application Submitted to FTA	3	(3) 40-foot buses	TBD	RFP to be developed	2022	12 Year/500,000 miles	2034
2021 Lo-No Grant	FTA Announced Funding HDOT Need to Submit Application	4	(4) 35 foot electric buses (4) Charging Equipment	Electric	Joint Maui/Hawaii/Kauai IFB to be developed	2022	12 Year/500,000 miles	2034
		36	To be ordered					
		4	Already Delivered					
		4	On Order					
		3	Hydrogen Donated Buses					
		47	Total Replacement Buses					

59

GET Funded Vehicles	7	Paratransit Buses	Gasoline	Received - awaiting placement into service	2020	4 Year/100,000 miles	
Donated Vehicles	Quantity	Bus Type	Fuel Type	Status	Year of Bus	Minimum FTA Useful Life	Retirement Year
	1	2018 El Dorado Aero Elite	hydrogen	In Honolulu	2019	7 Year/200,000 Miles	2026
	2	2013 El Dorado Aero Elite	hydrogen	In Honolulu	2012	7 Year/200,000 Miles	2019
	3	Hydrogen Donated Buses					
Buses with Federal Useful Life Still in Service							
Bus Number	Quantity	Bus Type	Age	Miles	Year	Minimum FTA Useful Life	Retirement Year
601	1	2010 MCI D4000	11	581,946	2010	12 years/500,000 miles	2022
602	1	2010 MCI D4000	11	643,237	2010	12 years/500,000 miles	2022
604	1	2010 MCI D4000	11	430,964	2010	12 years/500,000 miles	2022
605	1	2010 MCI D4000	11	662,275	2010	12 years/500,000 miles	2022
608	1	2013 MCI D4000	8	389,133	2013	12 years/500,000 miles	2025
610	1	2014 MCI D4000	7	439,726	2014	12 years/500,000 miles	2026
611	1	2014 MCI D4000	7	431,738	2014	12 years/500,000 miles	2026
612	1	2015 MCI D4000	6	450,147	2015	12 years/500,000 miles	2027
613	1	2015 MCI D4000	6	388,410	2015	12 years/500,000 miles	2027
782	1	2010 Alexander Dennis Enviro500	11	161,079	2010	12 years/500,000 miles	2022
801	1	2014 El Dorado XHF	7	250,630	2014	10 years/350,000 miles	2024
802	1	2014 El Dorado XHF	7	298,209	2014	10 years/350,000 miles	2024
803	1	2014 El Dorado XHF	7	222,215	2014	10 years/350,000 miles	2024
607	1	2009 MCI D4000	12	392,338	2009	12 years/500,000 miles	2021
609	1	2013 MCI D4000	8	370,405	2013	12 years/500,000 miles	2025
702	1	2004 Alexander Dennis Enviro500	17	127,369	2004	12 years/500,000 miles	2016
					16		
					In Service		
					Out of Service - Being Repaired		
					Need Significant Repair - 180 days minimum		

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Pursue Grant Funding

- Apply for FTA funding annually – Sections 5310, 5311 and 5339 from HDOT
- Apply for Older American Act (OAA) funding
- Apply for Community Development Block Grants (CDBG) and Social Service Development Block Grants (SSBG)
- Apply for Office of Hawaiian Affairs grants
- Apply for Hawaii Tourism Authority grants
- Apply for Department of Homeland Security grants
- Research funding from National Park Service for transit service to Hawai'i Volcanoes National Park
- Apply for other funding opportunities to support transit operations and maintenance that becomes available
- Monitor compliance with the grants – particular FTA and any other grants pursued. This includes Drug & Alcohol, National Transit Database, ADA, Title VI, Reasonable Modification, Equal Opportunity and DBE.

Additionally, as part of compliance with the use of Federal funding ensure the completion of the following:

- Develop Mass Transit Agency Safety and Security Plan (FTA requirement)
- Develop Mass Transit Agency Preventative Maintenance Plan (FTA requirement)
- Monitor and manage inventory of fleet and Assets (FTA requirement)
- Develop Mass Transit Agency Fleet Plan (FTA requirement)
- Develop Mass Transit Agency Asset Management Plan (FTA requirement)
- Review and understand HDOT's State Management Plan for use of FTA funds for transit operations
- Develop an ADA Paratransit Plan
- Update Title VI Program with service standards and limited English proficiency component
- Encourage Disadvantaged Business Enterprise and Small Business Enterprises to pursue contracting opportunities.

61

ACTIVE GRANTS												
Grant ID	Grant Items	Federal Section	Vendor	Allocated			Used			Balance		
				Federal	Local	Total	Federal	Local	Total	Federal	Local	Total
HI-2016-001	(2) 30-foot buses	5339	Sodenholm	500,000	125,000	\$ 625,000	371,944	92,986	\$ 464,930	128,056	32,014	\$ 160,070
HI-2017-003	(2) 30-foot buses	5339	Sodenholm	500,000	125,000	\$ 625,000	371,944	92,986	\$ 464,930	128,056	32,014	\$ 160,070
HI-2018-002	(1) 35-foot bus	5339	TBO	380,000	95,000	\$ 475,000			\$ -	380,000	95,000	\$ 475,000
HI-2018-010	(1) 35-foot bus	5339	TBO	1,400,000	350,000	\$ 1,750,000			\$ -	1,400,000	350,000	\$ 1,750,000
	(2) 40-foot buses		MCI						\$ -			
HI-2019-007	(2) 30-foot buses	5339	TBO	1,400,000	350,000	\$ 1,750,000			\$ -	1,400,000	350,000	\$ 1,750,000
	(2) 40-foot buses		MCI						\$ -			
HI-2019-008	Low-No Grant: (1) 40-foot electric bus (1) charging station	5339	TBO	1,060,000	255,294	\$ 1,315,294			\$ -	1,060,000	255,294	\$ 1,315,294
HI-2019-002	(2) 40-foot Hybrid Buses	5339	TBO	1,400,000	350,000	\$ 1,750,000			\$ -	1,400,000	350,000	\$ 1,750,000
HI-2021-009	Operations Assistance	5311	Roberts Hawaii	1,071,873	1,071,873	\$ 2,143,746			\$ -	1,071,873	1,071,873	\$ 2,143,746
HI-2021-006	CRSAA	5311	See Flight ----	8,000,270	-	\$ 8,000,270			\$ -	8,000,270	-	\$ 8,000,270
TOTALS =				15,712,143	2,722,167	\$ 18,434,310	743,887	185,972	\$ 929,859	14,968,256	2,536,195	\$ 17,504,451

Application Amounts			
	Federal	Local	Total
Coronavirus Response and Relief Supplemental Appropriations	4,500,000	-	\$ 4,500,000
(3) 40-45 foot buses	3,500,270	-	\$ 3,500,270
(2) 30-foot buses	8,000,270	-	\$ 8,000,270

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ACTIVE GRANTS		Hawaii			Pop End	Latest Draw
		Budget	%	Balance		
5311	HI-2017-004	\$ 985,200	96%	\$ 37,935	7/1/2021	5/5/2021
	HI-2018-011	\$ 1,948,000	100%	\$ -	10/1/2021	4/29/2021
	HI-2019-012	\$ 2,230,860	44%	\$ 1,250,188	3/31/2023	5/12/2021
	HI-2020-006	\$ 4,319,700	100%	\$ -	9/30/2023	6/16/2021
	HI-2021-003	\$ 1,071,873	0%	\$ 1,071,873	9/30/2025	none
HI-2021-006	\$ 8,000,270	0%	\$ 8,000,270	2/1/2025	none	
5339	HI-2016-002	\$ 500,000	74%	\$ 128,056	N/A?	9/4/2020
	HI-2017-003	\$ 500,000	74%	\$ 128,056	4/1/2023	5/3/2021
	HI-2018-002	\$ 380,000	0%	\$ 380,000	9/30/2019	6/26/2020
	HI-2018-010	\$ 1,400,000	0%	\$ 1,400,000	4/1/2023	2/22/2021
	HI-2019-007	\$ 1,400,000	0%	\$ 1,400,000	6/30/2023	none
	HI-2019-008	\$ 1,060,000	0%	\$ 1,060,000	6/30/2024	none
	HI-2021-002	\$ 1,400,000	0%	\$ 1,400,000	9/30/2025	none
	1623-2021-11*	\$ 10,522,667	0%	\$ 10,522,667	3/31/2024	none
5311	\$ 18,555,903	44%	\$ 10,360,266			
5339	\$ 17,162,667	4%	\$ 16,418,779			
TOTAL ACTIVE GRANTS		\$ 35,718,570	25%	\$ 26,779,045		

2017-004 is Operating Assistance through 6-30-2021.

2018-002 is for one replacement 35 foot bus which we would need permission to extend to 6-30-2022.

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Future Grants (no application received yet)		Applied For Grants	
Grant Application Title	Possible Award (all/State)	Grant Application Title	Possible Award (all/State)
American Rescue Plan (ARP) Act	\$1,879,773.00	HDOT 5310 - Enhanced Mobility of Seniors & Individuals with Disabilities	\$220,000.00
Supplemental appropriations allocated to support the transit industry during the COVID-19 public health emergency.		Replacement cutaway bus for fixed route and/or paratransit services	
Community Development Block Grant (CDBG)	\$495,000.00		
1. Mobility Manager to train low income residents how to ride Hele-On buses and to market Hele-On Transit Services - \$75,000			
2. Free Hele-On Bus Passes for seniors, persons with disabilities and low income riders for one year - \$100,000			
3. Replacement cutaway bus to transport low income transit riders in the Pahoa area - \$20,000			
4. Construct bus shelters in low income areas as established by U.S. Census Bureau along Hele-On routes - \$100,000			
Areas of Persistent Poverty Program	\$850,000 Max		
*Study or replacement to the Shared Ride Taxi Program, such as partnerships with Lyft/Uber, microtransit, or a new taxi based program			
*Fund the planning, engineering efforts of Pahoa Transit Hub			
*Fund the planning, engineering efforts of a transit corridor in the Puna District as proposed by Natasha			
*Fund the study of transit oriented development at the future transit hubs to provide affordable housing			
*Fund the implementation/transition study to a zero-emission bus fleet by 2040.			

APPORTIONED		Hawaii		Latest Date	STIP FFY
	Budget	Available			
5311	\$ 1,879,773	\$ 1,879,773	9/30/2024	N/A	
5311	\$ 1,071,873	\$ -	9/30/2022	2022	
5311	\$ 8,008,066	\$ 1,088,066	9/30/2023	TBO	
5339	\$ 2,369,931	\$ 2,369,931	9/30/2022	2022	
5339	\$ 1,400,000	\$ -	9/30/2022	2022	
5339	\$ 1,400,000	\$ -	9/30/2023	2022	
5339	\$ 1,400,000	\$ 1,136,736	9/30/2024	TBO	
5311	\$ 4,039,712	\$ 2,967,839			
5311	\$ 6,569,931	\$ 8,506,647			
TOTAL AVAILABLE	\$ 10,609,643	\$ 6,474,506			

Note: The latest draw date may refer to a drawdown by a different County
 *1623-2021-11 is pending execution by FTA and includes the FY17, FY19 and FY20 discretionary awards
 **The FY21 Low-No includes use of 5339 FY20 and FY21 formula funds

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Pending Grants (application submitted, waiting on FTA/HDOT approval)						
Grant Application Title	Application Items	Federal Section	Vendor	Application Amounts		
				Federal	Local	Total
2017 Discretionary Grant	(6) <30-foot buses	5339	TBD	576,000	144,000	\$ 720,000
2019 Discretionary Grant	(10) 40-foot buses	5339	TBD	5,100,000	900,000	\$ 6,000,000
2020 Discretionary Grant	(1) 35-foot Hybrid bus	5339	TBD	7,206,667	1,801,667	\$ 9,008,334
	(3) 40-foot buses Kona Maint. Facility		TBD			
2021 Lo-No Grant	(4) 35 foot electric buses	5339	TBD	5,150,000	1,030,000	\$ 6,180,000
	(4) Charging Equipment		TBD			
TOTALS =				18,032,667	3,875,667	\$ 15,728,334

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EXPENDE GRANTS - Need to close (waiting on HDOT letter)											
Grant ID	Grant Items	Vendor	Amount			Total			Balance		
			Federal	Local	Total	Federal	Local	Total	Federal	Local	Total
HI-2015-004	Operations Assistance	5311 Roberts Hawaii	2,144,817	1,126,067	\$ 3,270,884	2,144,817	1,126,067	\$ 3,270,884	-	-	\$ -
HI-2017-004	Operations Assistance	5311 Roberts Hawaii	985,200	952,950	\$ 1,938,150	985,200	952,950	\$ 1,938,150	-	-	\$ -
HI-2019-011	Operations Assistance	5311 Roberts Hawaii	1,948,000	1,948,000	\$ 3,896,000	1,948,000	1,948,000	\$ 3,896,000	-	-	\$ -
HI-2019-012	Operations Assistance	5311 Roberts Hawaii	2,230,860	2,230,860	\$ 4,461,720	2,230,860	2,230,860	\$ 4,461,720	-	-	\$ -
HI-2020-006	CARES Funds	5311 Roberts Hawaii	4,319,700	-	\$ 4,319,700	4,319,700	-	\$ 4,319,700	-	-	\$ -
TOTALS =			10,628,577	6,257,877	\$ 16,886,454	10,628,577	6,257,877	\$ 16,886,454	-	-	\$ -

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Develop a Structured Training Program for Mass Transit Agency Staff & Contractors

Training is key towards a successful transit operation with both operational, maintenance and administrative staff. Strategies towards implementing a training program for all Agency staff and contractors would entail:

- Partnering with UH-Hilo and UH-Hawai'i Community College could lead to the development of a bus operator course, bus mechanic course and certification program through their extended education program.
- Sponsoring National Transit Institute, Transportation Safety Institute, wheelchair lift, CTAA and APTA training courses in the state of Hawai'i and sending personnel to attend.
- Hosting team building exercises to improve bonding between employees and start relationship building
- Town Hall meetings with employees to discuss concerns and address training opportunities
- Development of a Hele-On Policy and Procedure Manual
- Development of a Mass Transit Agency Maintenance Manual
- Development of a Mass Transit Agency Administrative Policy and Procedure Manual
- Mandate annual refresher training for operations
- Encourage maintenance staff to train for obtaining ASE certifications
- Send staff to continuing education classes to improve their knowledge and skill set
- Investigate staff participation in a transit and paratransit management certificate program
- Cross train employees to be able to perform other functions within the Mass Transit Agency.

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Develop A Performance Monitoring Program

As shown in the policies slide, the implementation of a performance monitoring program is critical to report to Mayor's Office, Hawai'i County Council and County Transportation Commission on the performance of the Hele-On transit system and the Mass Transit Agency.

Additional strategies that will help support the performance monitoring system will also include:

- Conduct a System wide Passenger Survey
- Research revisions to fare policy - streamline - generate more revenue and ridership
- Identify more taxi cab participants for Shared Ride Program in Hilo, Waimea, Kona, Pahoa/Keauau areas, should the program continue
- Implement an ADA paratransit program that makes financial sense
- Prepare ridership and performance reports on routes, develop service standards for effective service monitoring and report findings
- Evaluate all transit routes and prepare formal recommendations regarding schedules and routes to improve reliability
- Develop service change calendar for routes (January and July) with notices to the public at least 30 days in advance
- Use the Transportation Commission and the Public Works & Mass Transit Committee to monitor the Hele-On transit system and provide feedback on the effectiveness of the performance monitoring program.

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Mass Transit Agency - Bus Route Review Performance Report for the Month Ending:

Performance Indicators	Year 2019	Year 2020	Percent Change	Fiscal Year 2021 (to Date)	Fiscal Year 2020 (to Date)	Percent Change	Goals	Met
Total Monthly Mileage	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Average Vehicle Mileage	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Revenue Hour	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Passenger Trip	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Revenue Mile	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Passenger Trips per Hour	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Passenger Trips per Mile	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Percent of Trips On Time	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Percent Maintenance Repairs Completed on Time	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Open Items	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Bus Miles/Hours Callouts	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Bus Miles/Hours Road Calls	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Fuelburn Recorders	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Compliance Rate (Compliance per 100,000 hours)	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Percent Compliance Requested to Within 90 Days	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		

Mass Transit Agency - ADA Paratransit Request Service Review for the Month Ending:

Performance Indicators	Year 2019	Year 2020	Percent Change	Fiscal Year 2021 (to Date)	Fiscal Year 2020 (to Date)	Percent Change	Goals	Met
Total Monthly Mileage	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Average Vehicle Mileage	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Revenue Hour	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Passenger Trip	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Cost per Revenue Mile	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Passenger Trips per Hour	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Percent of Trips On Time or Early	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Year End Trips (100+ minutes)	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Year End Trips (1-99 minutes)	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
No Show Late Cancellation Rate	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Vehicle Cancellation Rate	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Head Trip Rate	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Fuelburn Recorders	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Compliance Rate (Compliance per 100,000 hours)	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		
Calls Answered within 5 Minutes	1,012,000	1,012,000	0%	1,012,000	1,012,000	0%		

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Implement A New Staffing Plan

The Mass Transit Agency has a total of 17 staff members overseeing a 56 bus fleet. The positions include the following:

- Mass Transit Administrator
- County Transportation Specialist
- Program Manager (Paratransit)
- Transit Operations Assistant
- Mass Transit Assistant - **vacant**
- Clerk II
- Administrative Services Assistant I
- 3 - Account Clerk
- Garage Supervisor
- 2 - Automotive Mechanic II
- 4 - Automotive Mechanic I

The current staff can be divided into the following subject areas:

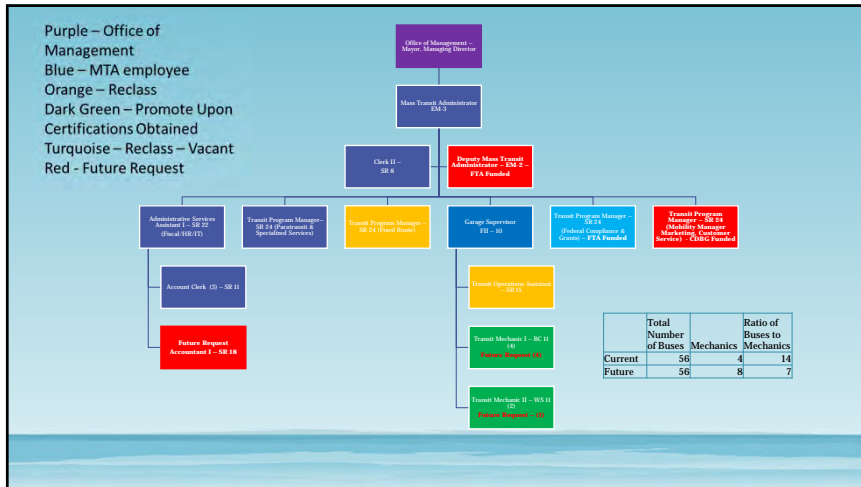
- Agency Administration (FTA compliance, agency oversight)
- Operations and Planning (contract oversight, scheduling, planning)
- Marketing and Customer Service
- Fiscal Resources/Human Resources (cash counting, accounting, budget, grants, procurement, IT)
- Vehicle Maintenance

Subject to Civil Service rules, discussion with staff and union, and identification of a training plan, the current staff of 17 could be reallocated in the five subject areas without the need to grow the agency staff.

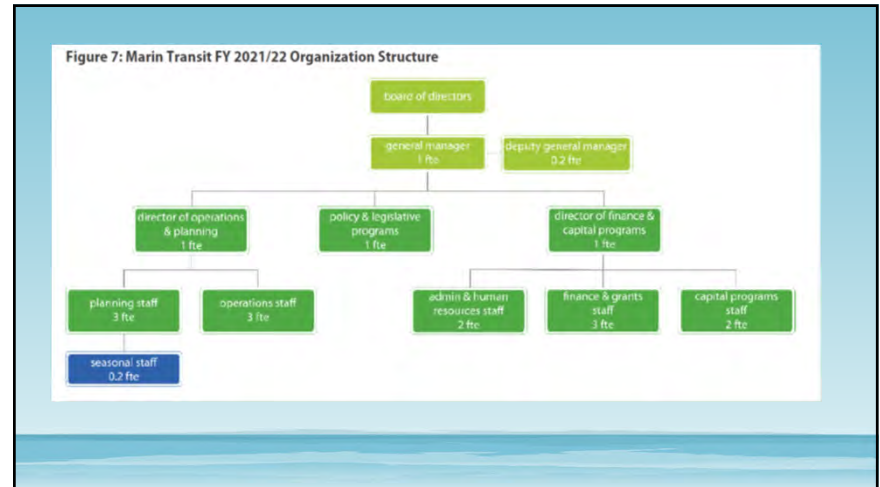
Future requests would include an Accountant, Deputy Administrator, reclassification of Automotive Mechanics to Transit Mechanics, reallocation of a Mass Transit Assistant and County Transportation Specialist to Transit Program Managers, and relocation of Transit Operations Assistant to report to the Garage Supervisor.

Without growing the staff, a staffing analysis would be conducted to determine the best organizational structure for the Mass Transit Agency. Based on the current deficiencies, there is a critical need for someone to manage parts, assets and inventory in the maintenance shop, a need for better supervision and quality assurance in maintenance, a need for contract oversight of the many contractors operating and maintaining Hele-On transit services and there is a need for a dedication to customer service.

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Improve Security

- Implementation of Transit Watch and See Something/Say Something to encourage passengers to see something, say something
- Police patrols throughout transit centers and on buses
- Contracted security on buses and at transit centers
- Implement Rider's/Transit Center Code of Conduct as a County Ordinance through Hawai'i County Council
- Work with Homeless Coordinators to provide resources to homeless persons
- Evaluate new fareboxes for buses (electronic fareboxes with secured passes to reduce counterfeiting)
- Improve fare/cash collection – process is very unsecured and not monitored. Risk for theft or robbery.
- Replace Security camera equipment on all the buses with one reliable vendor.
- Add additional cameras and fix gates at Baseyard to ensure fleet is protected.



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Contact Me!



John Andoh, CCTM, CPM
 Interim Mass Transit Administrator
 County of Hawai'i Mass Transit Agency
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 Email: john.andoh@hawaiiicounty.gov
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Questions & Mahalo!



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Hele-On Service Enhancements Effective Sunday, September 5, 2021

The County of Hawai'i Mass Transit Agency will implement the following service enhancements, effective Sunday, September 5, 2021 as part of the implementation of the based-on recommendations from the Final Transit and Multi-Modal Transportation Master Plan adopted in 2018. There will be more routes, later service and new service added on Sundays. Timetables will be available on the buses and online in mid-August, 2021.

Should you have any questions or comments on the proposed service enhancements, please call (808) 961-8744, email heleonbus@hawaiicounty.gov, visit www.heleonbus.org or visit us on Facebook, Twitter, Instagram, and YouTube by searching Hele-On Bus.

On Monday, September 6, 2021, Hele-On will operate a **Sunday Schedule** on Labor Day. Only Routes 2, 11, 40, 70, 75, 80, 90, 101, 201, 202, 301 and 401 will operate.

Route No.	Route Name	Description of Service Change
1	Hilo/Kona	<ul style="list-style-type: none"> The route will continue to operate Monday through Saturday with 4 round trips. All trips will start/end at Kona Commons. To continue south, transfer to Route 201 – Kona Trolley. All trips will start/end at Mo'ohau Bus Terminal. Transfer to Routes 101, 102, 103 for travel in Hilo.
2	Blue Line	<ul style="list-style-type: none"> New route between Mo'ohau Bus Terminal, Aupuni Center & Kona Commons via Saddle Rd, South Kohala Resorts & West Hawai'i Civic Center. Service from 4:15 a.m. to 7:15 p.m., seven days a week with 4 round trips.
10	Kau/Volcano	<ul style="list-style-type: none"> The route will continue to operate Monday-Saturday with 1 round trip between Hilo and Ocean View.
11	Red Line	<ul style="list-style-type: none"> The route will operate between Mo'ohau Bus Terminal and Hawai'i Volcanoes National Park via Kea'au and Route 11. Service from 6:15 a.m. to 6:55 p.m., 7 days a week. New Sunday & Holiday Service! New trip added at 11:00 a.m. to Volcano and 12:15 p.m. to Hilo, every day. No service into Fern Acres, use Route 403 from Kea'au.
40	Hilo/Pahoa	<ul style="list-style-type: none"> The route will operate between Mo'ohau Bus Terminal and Pahoa at Kea'au-Pahoa Road and Kahakai Blvd. Service from 5:15 a.m. to 9:00 p.m., Monday-Friday and 6:00 a.m. to 8:00 p.m. on Saturday and Sunday every 60 to 120 minutes. New Sunday & Holiday Service! No service into Hawai'ian Beaches, Seaview and Kalapana, use Route 401. No service into Ainaloa or Hawai'ian Paradise Park, use Route 402.
60	Hilo/Waimea	<ul style="list-style-type: none"> All trips that end in Honoka'a will extend to Waimea. The route will operate between Mo'ohau Bus Terminal & Waimea at Puukalani Rd. Service is Monday-Friday between 5:50 a.m. & 5:45 p.m. with 4 round trips. First trip in the a.m. will become Route 301. Last Route 301 trip will continue as a Route 60 to Hilo, Monday-Sunday.
70	North Kohala/ South Kohala	<ul style="list-style-type: none"> Continue the same schedule, however, end at Kona International Airport. Add new Sunday and Holiday service on the same schedule.
75	North Kohala- Waimea-South Kohala-Kailua Kona	<ul style="list-style-type: none"> Continue the same weekday schedule and end at Kona Commons. Operate weekday schedule on Saturdays with new Sundays and Holiday service!
76	Green Line	<ul style="list-style-type: none"> New route between Honoka'a and Kona Commons, via Waikoloa Village, Kona International Airport and State Route 19, Monday-Friday. School day trips to Waimea will operate on this routing.

80	Hilo/South Kohala Resorts	<ul style="list-style-type: none"> No changes to the current scheduled trips. Faster service may be available via Route 2: Blue Line. 3:35 a.m. South Kohala trip will end at Marriott and become a Route 76 to Kona International Airport, Kona Commons to Honaka'a. In Honaka'a, the bus will then become Route 60 to Hilo.
90	Pahala-South Kohala	<ul style="list-style-type: none"> Continue same schedule, seven days a week! Extend all trips to Mauna Kea Beach Hotel with the Kona International Airport trip ending at 9:40 a.m. and starting at 3:15 p.m.
101	Keaukaha	<ul style="list-style-type: none"> Consistent hourly service from 6:30 a.m. to 7:30 p.m., Monday-Saturday and from 9:30 a.m. to 5:30 p.m. on Sunday and Holidays!
102	Kaumana	<ul style="list-style-type: none"> Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.
103	Waiakea Uka	<ul style="list-style-type: none"> Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.
104	Mohouli	<ul style="list-style-type: none"> New route operating on Mohouli Street to St. Joseph School and Kamana Senior Center Consistent hourly service from 6:30 a.m. to 5:30 p.m., Monday-Saturday.
201	Kona Trolley	<ul style="list-style-type: none"> Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204. Kona Trolley will begin as Hele-On service on August 1, 2021 operating seven days a week from 7:00 a.m. to 9:00 p.m., every 60 minutes. Service is between Target @ Kona Commons to Sheraton Kona Resort & Spa via Kuakini Highway and Ali'i Drive.
202	North & Central Kailua-Kona	<ul style="list-style-type: none"> Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204. New service between Target @ Kona Commons and Kona International Airport via Ane Keohokalole Highway, Costco, West Hawai'i Civic Center, HCC, Walmart and Natural Energy Lab. Consistent hourly service from 6:30 a.m. to 9:00 p.m., seven days a week!
204	South Kona/Captain Cook/Honaunau	<ul style="list-style-type: none"> Intra Kona Shuttle is discontinued on Saturday, September 4, 2021. Use Routes 201, 202 or 204. New service between Target @ Kona Commons and Honaunau via SR-11 and Kuakini Highway. Destination served include Safeway and Kona Community Hospital. Every 2 hours from 7:00 a.m. to 9:00 p.m., seven days a week!
301	Waimea Shuttle	<ul style="list-style-type: none"> Since July 7, 2021, this route has operated as a flex route with 1 hour advance reservation and up to 1 mile flex off route, by calling (808) 961-8744, option 1. Continue same routing and operate Monday-Friday from 6:30 a.m. to 5:30 p.m., Saturday and new Sunday and Holiday service from 9:30 a.m. to 5:30 p.m. First and last trips become Route 60 back to/from Hilo.
401	Hawaiian Beaches	<ul style="list-style-type: none"> New route will operate between Pahoa at Kea'au-Pahoa Road and Kahakai Blvd and Hawaiian Beaches, Seaview and Kalapana with timed connections to Route 40. Service from 5:15 a.m. to 9:00 p.m., Monday-Friday and 6:00 a.m. to 8:00 p.m. on Saturday and Sunday every 60 to 120 minutes. New Sunday & Holiday Service!
402	Hawaiian Paradise Park	<ul style="list-style-type: none"> New route will operate between Pahoa at Kea'au-Pahoa Road & Kahakai Blvd, Kea'au, Ainaloa and Hawaiian Paradise Park. Service from 6:25 a.m. to 6:25 p.m., Monday-Saturday every 60 to 120 minutes.
403	Fern Acres	<ul style="list-style-type: none"> New route will operate between Kea'au and Fern Acres. Service from 9:00 a.m. to 5:00 p.m., Monday-Saturday, every 60 minutes.
Hele-On Kako'o	Paratransit	<ul style="list-style-type: none"> Add paratransit service within a 1 mile radius of Routes 40, 401, 402 and 403 in Pahoa, Hawaiian Beaches, Ainaloa, Fern Acres, Kea'au and Hawaiian Paradise Park. during the same hours as those routes. Must be determined eligible to use this service.

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

County of Hawai'i
Mass Transit Agency

25 Aupuni Street • Hilo, Hawai'i 96720 • (808) 961-8744 • Fax (808) 961-8745
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Tuesday, September 21, 2021

Agenda Item # VIII

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Discussion of Performance Measures Related to Hele-On Bus Service

Requested Action: Staff recommends that the Transportation Commission have a discussion about performance measures for Hele-On service.

Background and Summary: The County adopted a new Transit and Multi-Modal Transportation Master Plan in 2018 which discussed opportunities to rebuild the public transit services provided by the Mass Transit Agency.

The Master Plan provide an opportunity to better assess the performance of all of the services that the Mass Transit Agency provides. Additionally, the contract with Roberts Hawaii allows for the Mass Transit Agency to gather the following statistics:

E. OPERATIONS REPORTING

The Proposer shall submit electronic invoices weekly by 4:30 PM Monday in an amount equal to the number of bus hours driven (including deadhead hours) as specified by County multiplied by the contracted rate per hour. A statement or invoice showing the number of operating hours rendered during the pay period shall be provided by the Proposer. Payment shall be completed within 30 calendar days of receipt of an MTA approved invoice. This schedule of payments may be amended by mutual consent of the MTA and Proposer.

A monthly activity excel report summarizing ridership, revenue, and cost shall be submitted to MTA by the 10th of the month for activity of the previous month. The monthly report shall include but may not be limited to the following:

- Summary Sheet
- Ridership by Route and by Fare Type
- Vehicle Service Hours (Revenue and Non-Revenue)

- Total Hours by Service Type (Revenue and Non-Revenue)
- Total Passenger Counts by stop and Time of Day and by Fare Type
- Total Miles
- Revenue Miles
- Farebox Revenues
- Summary of Accidents
- Summary of Incident Reports
- Summary of Safety Program Activities
- Road Calls
- Vehicle Fuel Usage and Fluid Usage
- Summary of Service Complaints/Compliments and Resolutions
- Deadhead miles by route
- Deadhead hours by route
- Missed service by route
- On-Time Performance by route
- Vehicle Breakdown (road calls while in revenue service)
- Lift/Ramp system failures

F. OTHER OPERATIONS DATA

- Quarterly/annual reports of Drug and Alcohol Testing
- Proposer to perform NTD Surveys every three years of sample trips as directed by MTA.
- MTA may request route surveys from Proposers to analyze operational performance.
- The Monthly Operating Report will be accompanied by the Dispatch Logs for the month just completed. Daily dispatch logs are to be provided (electronically) by 2:00pm every day.
- All data collected by the Proposer shall be available upon request for audit and inspection.

Staff has requested Roberts Hawaii to provide this data by route which will allow for the Mass Transit Agency to implement a process to determine the success of each route in operation. The goal is to start tracking performance data effective October 2021 with data from September 2021 and update this information going forward with routine updates to the Transportation Commission.

Fiscal Impacts: None as this is an update to the Transportation Commission.

Corporation Counsel Review: None.

Attachments: Appendix E – SERVICE DESIGN GUIDELINES AND PERFORMANCE MONITORING from the Transit and Multi-Modal Transportation Master Plan.

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiicounty.gov.

Approved for Submission,



John Andoh, Interim Mass Transit Administrator

APPENDIX E

SERVICE DESIGN GUIDELINES AND PERFORMANCE MONITORING

MTA serves both small urban and rural areas. Service design guidelines are used so the agency has guidance in developing new services or incorporating changes to existing services.

Fixed route network configuration is a very important factor in the way potential riders perceive the system. If it appears too complicated or takes too long to get to desired destinations, they may never use transit. However, some complications are necessary to provide cost-efficient operations that offer as much coverage to as many service area residents as possible.

When fixed routes, flex services, zone services, and para-transit services are assembled into a complete network, they should convey a public transportation service that operates effectively as a system. Given the size and geography of MTA's service area, it is apparent that the system has two areas (urban Hilo and Kona) where transportation services are centralized. Connections from intermediate and outlying Districts feed into these two major centers. The two centers are connected by Route 1, a northern route through Waimea. The guidelines presented in the following paragraphs build upon this goal of strengthening the overall system. They have also been used to assure a continuation of reasonable route design practices:

The following sections offer classic industry design guidelines currently used by many transit systems to evaluate existing services and make warranted changes with some necessary customization to account for the geographic, cultural, visitor and other attributes within the Hele-On Bus service coverage area.

Service Coverage

Service Coverage measures the extent to which the defined geographic area is being served. Service coverage is commonly measured by the percentage of the population that resides within $\frac{1}{4}$ mile walking distance of a bus stop. It is generally accepted that a user will walk a $\frac{1}{4}$ mile to reach a bus stop to use the service. Hele-On riders frequently walk much longer distances. This will be a developing measure as much of the current Hele-On system operates with without formalized bus stops using flag stops. This measure is also known as service area population in the National Transit Database (NTD). Examples of service coverage threshold standards include:

- **Service Thresholds -- An area is considered "well-served" if a stop is no more than $\frac{1}{4}$ mile from the passenger's origin point and a minimum of 30 minutes of service frequency is provided. An area is considered "served" if a stop is no more than $\frac{1}{2}$ mile from the passenger's origin point and minimum of 60 minutes service frequency is provided (Southeastern Pennsylvania Transportation Authority)**
- **Coverage by Service Type -- The population should be considered as "served" when it is within $\frac{1}{4}$ mile walking distance from a bus stop for local service and $\frac{1}{2}$ mile from express or rapid service (Milwaukee County Transit System)**
- **Service Coverage -- A location is considered "served" if transit service operates within $\frac{1}{4}$ mile of the location (San Antonio, Texas)**

Route Structure

The following service design guidelines are based upon a review of industry best practices.



Route Alignment

Route alignment is determined based upon satisfying service directness design guidelines. Service directness refers to the degree to which a route deviates from the shortest path between the start and end points of the route. Service directness has an inverse relationship to service coverage, a route that deviates provides greater coverage at the expense of directness, while a more direct route provides less coverage to the benefit of those already served who have a subsequent destination.

Transit agencies often provide standards for service directness, so routes operate to maximize average speed and minimize travel time for most passengers being served. Agencies approach service directness standards using several different methods. One method is to set a standard based on the ratio of transit route distance to highway route distance.

Examples include:

- **Route Alignment Ratio -- Transit routes will have no more than a ratio of 1.5 of the transit fixed route length divided by the highway route**
- **Route Distance Percent Limit -- Transit route distances should not exceed auto travel distances for the same trip by more than 20 to 40 percent**
- **Route Distance Mileage -- Transit routes should not be more than 50 percent longer in route mileage distance than a comparable route by car (Madison Metro)**

Another method used for service directness is to limit the time spent for deviations to some relationship to the main service being provided. When considering a deviation, the gain in convenience for those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the other passengers not using the services provided by the deviation, but who are forced to endure the additional time needed to serve others. The temptation is to divert a bus for example the Pāhoa route from the main part of the alignment to serve another adjacent area such as Ainaloa.

- **Route Deviation Limits -- Route deviations will not exceed eight minutes roundtrip and will only be permitted if the market potential is 10 passengers per roundtrip or greater (Massachusetts Bay Transit Authority)**
- **Route Deviation Time Limit -- Route deviations will be limited to five minutes of additional travel**

time for a one-way bus trip (Transit Cooperative Research Program)

- **Route Deviation Time Limit -- Route deviations from a direct path from end-to-end of the route shall account for no more than ¼ of the end-to-end travel time of the route (Denver RTD)**
- **Route Deviation Added Time -- Route deviations should not have more than three additional minutes of additional travel time for all through passengers (Denver RTD)**
- **Percent of Passengers Deviated --Route deviation passengers served should be no less than 25 percent of the passengers affected by the deviation (York, PA)**

Transfer and Extensions

Another measure of service directness is the number of transfers required for a passenger to reach their final destination. The more transfers required in a system, the longer an individual's total travel time. Transit systems reduce overall travel time by coordinating bus schedules to reduce wait times at key transfer locations (also known as timed transfers). About one-fourth of the passengers participating in the passenger survey indicated they transferred or would transfer to another bus to complete their trip.

Timed transfers are not a substitute for direct service when the majority of the on-board passengers between two routes have common destinations. A route should be extended when the majority of those on-board desire to continue along the same path. Examples of standards for coordinating schedules and setting transfer rates include:

- **Transfer Times -- Transfers between buses should be as convenient as possible and efforts should be made to reduce patron travel time. Circulator service should be scheduled to arrive no more than 10 minutes after the arrival of express buses (San Antonio, Texas)**
- **Maximum Number of Transfers -- No more than 25 percent of transit customers should require more than one vehicle to complete their trip (Boston, Massachusetts)**
- **Percent Not Transferring -- Direct local service must be made to 70 percent of riders and express service to 80 percent of riders (Federal Transit Administration)**

Interlining

A popular practice transit agencies use to reduce the amount of transfer activity is interlining. Interlining is considered when two separate routes have a common transfer location and that specific pair of routes are creating a large number of forced transfers. Interlined buses operate on both routes, allowing passengers to remain onboard. Route frequencies and hours of service should be nearly identical and combined run times should not exceed four hours for two routes to be potential candidates for interlining. A typical standard would be that if the transfer rate is 20 percent or higher between two routes, then they are potential candidates for interlining.

Route Configuration Options

The most effective route design guidelines use loops, branches and turnbacks to balance the length of the route and the elapsed time required to serve that length with other transit service objectives. These route configuration options are most often described as follows:

- **Loops -- may be included at the ends of a route. They should be anchored by a time point at the beginning of the loop. The total elapsed time to complete the loop should not exceed five minutes**
- **Branches -- may be included at the ends of a route. They should be anchored by a time point at the common juncture of the two branches. Only one branch should be served on each trip, typically resulting in service headways equal to half of the trunk headway**

- **Turnbacks -- should be used when possible to increase service frequency on trunk portions of routes where the majority of the route's boardings occur on less than half of the route's alignment. The location of the turnback should also be a time point**
- **Cycle times -- should be in clock headway intervals such as sixty-minute increments including recovery time to allow for interlining and pulse scheduling at transfer points. This is more important for the shuttle and intra-community services, then the connector routes**

Bus Stop Spacing

Bus stop spacing presents a quandary for transit operators: maximizing access to intending passengers versus travel time impacting on-time performance. Customer satisfaction with bus stop spacing is tricky – many want bus stops as close as possible to their origin or destination; while others want a faster trip without excessive stopping.

A number of studies have found the optimal spacing to be four to five bus stops per mile for more urban areas and two to three for more rural areas. This is with the proviso that spacing should be flexible in areas with higher numbers of seniors and persons with disabilities and in areas serving tourists or geographic and roadway considerations. Even with these considerations, bus stops should be placed further than 660 feet apart. As MTA formalizes more bus stops, it is recommended that four to five bus stops per mile in the urban areas and two to three per mile for the rural areas be the standard.



Route Operations

Hele-On route operations were reviewed in the context of three route features: route span of service, route frequency and route scheduling. The following service design guidelines are based upon a review of industry best practices.

Span of Service is the number of hours and days when service operates. The span of service will usually vary by route depending on service type, the day of the week and route performance. Generally, high-performing routes will have longer service spans, and weekday spans of service are longer than for weekends.

- **Service Span -- When considering changes in a route's service start or finish time, an earlier or later trip should be considered if the first or last trip of the existing service is performing better than 50 percent of the system average in passengers per revenue hour (West Palm Beach, Florida)**

Service frequency refers to how often buses arrive at a stop. Headways refer to the interval in minutes between two successive bus departures. The terms are often used interchangeably. There are two different aspects to consider when setting headways for transit: headway based on policy and headways based on demand.

- **Policy-Based Headways -- The minimum base period policy headways for regularly scheduled weekday service should be sixty minutes. The minimum evening or Saturday policy headway is sixty minutes. Only the Waimea Shuttle operates with sixty-minute headways**
- **Demand-Based Headways -- Demand-based headways are established to provide a sufficient number of trips to accommodate the maximum passenger volume within the loading standards. Overcrowding of buses on a route is an indicator that either larger vehicles need to be used or a demand-based headway should be instituted to increase the overall capacity of the route**

Clock-face headways refer to setting headways to intervals that divide evenly by 60. For example, 12 or 15-minute schedules are used, but 13 or 17 minutes are not used. Clock-face headways help passengers better predict bus arrival times at stops and eliminate the need for complex schedules, thus allowing passengers to be less dependent on timetables. For example, at major transit hubs in Hilo and Kona, routes should be on easy to remember and understand increments.

Performance Monitoring

Regular performance monitoring provides the information MTA needs to determine the effectiveness of the system overall and of the individual services. It provides a historical benchmark for which the system can compare itself and lets the decision-makers and public know how the system is performing against goals and how it is improving. MTA reports to the Federal Transit Administration National Transit Database (NTD) as a rural general public transit agency. MTA must submit annual reports to the NTD, but due to its designation, does so with Reduced Reporting. MTA reports operating characteristics and financial information including operating and capital expenses and their sources including fares and passenger boardings for the following three modes of service:

- **Bus Service**
- **Paratransit Service with separate columns for ADA Complementary Paratransit service and human services**
- **Shared Ride Taxi**

Additional reporting for the three modes includes information on the vehicle fleet (except for purchased transportation such as the paratransit and taxi service), annual vehicle revenue miles, annual vehicle revenue hours, and unlinked passenger trips (each passenger boarding is counted even if the passenger has transferred to the vehicle).

The following performance measures are the most common used in the industry to assess system productivity and to compare performance among services within the same category. It is important to maintain data to track performance in each of the following measures. Some of these measures are described using annual numbers, however, MTA should maintain and report data monthly. Performance measures using data reported for Fiscal Year 2016 are included.

- **Cost per revenue hour: Annual (monthly) operating expenses divided by annual (monthly) vehicle revenue hours:**

<i>Commuter Bus</i>	\$83.96
<i>Demand Response</i>	\$26.38
<i>Taxi</i>	\$9.80

- **Cost per trip: Annual operating expenses divided by annual unlinked passenger boardings:**

<i>Commuter Bus</i>	\$7.76
<i>Demand Response</i>	\$11.37
<i>Taxi</i>	\$4.93

- **Cost per revenue mile: Annual operating expenses divided by annual vehicle revenue miles:**

<i>Commuter Bus</i>	\$2.27
<i>Demand Response</i>	\$1.82
<i>Taxi</i>	\$1.50

- **Passenger Trips per revenue hour: Annual boardings divided by annual vehicle revenue hours. This measure does not include deadhead time (such as the travel time between the base yard and start of the route):**

<i>Commuter Bus</i>	10.8
<i>Demand Response</i>	2.3
<i>Taxi</i>	2.0

- **Passenger trips per revenue mile: Annual passenger boardings divided by annual revenue miles. This measure does not include deadhead mileage (such as the travel miles between the base yard and start of the route):**

<i>Commuter Bus</i>	0.3
<i>Demand Response</i>	0.2
<i>Taxi</i>	0.3

- **Passenger trips per vehicle trips: Annual passenger boardings divided by annual vehicle trips by route type (commuter, connector, circulator). This measure is useful for monitoring services that have few trips. Vehicle trips are not reported to NTD**

- **Farebox recovery ratio: Percentage of operating costs that are recovered through the fares paid by the ridership. Minimum farebox standard would be 20 percent:**

<i>Commuter Bus</i>	13.3%
<i>Demand Response</i>	0.0%
<i>Taxi</i>	61.2%

- **On-time performance: Defined as a bus being late by more than five minutes or early by one minute. This data is not reported to NTD, however, with automatic vehicle location (AVL) system this data would be provided in reports**
- **Number of accidents per miles operated. Safety data is not included in reduced reporting, but needs to be collected and locations plotted**

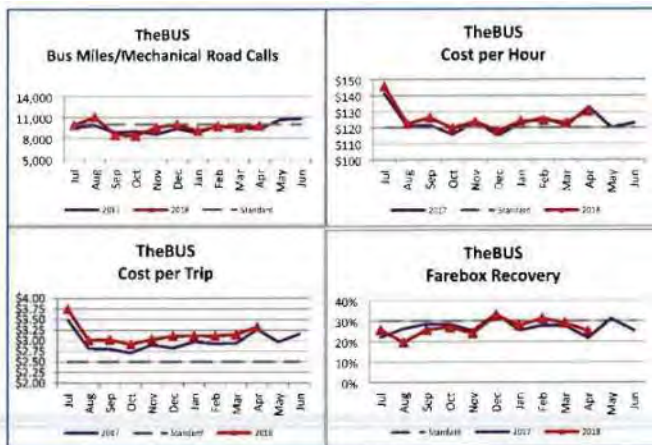
In addition to number of accidents per miles operated, the following monitoring mechanisms are typically reported to track vehicle reliability and condition.

- Vehicle miles per vehicle
- Revenue miles per vehicle
- Revenue hours per vehicle
- Spare ratio
- % of deadhead miles
- Vehicle miles between service disruptions (road calls)
- Average age of fleet (currently 12.2 years for the active fleet)

Metrics

Ridership and other statistics are gathered and recorded daily, it is important to present a monthly report to the Administrator for dissemination to identified stakeholders including the Major. Once the spreadsheets are set up for data input, the reporting of the data is straight forward. It is important that the data is maintained and monitored. By doing this, abnormalities can be quickly identified. The following shows an example of how a report card would look.

The report card would also show selected key performance indicators in graphic form to show how the current fiscal year performance measures against the prior year's performance. Potential mapped performance indicators are checked in the above table. The following shows an example of four measure TheBus in Honolulu tracks. The goal is shown in a dashed gray line and the current and previous fiscal years are mapped using different colors. TheBus maps eleven measures.



A similar report card would be developed for the ADA Paratransit service.

Service Review

Regular review of performance is necessary for MTA to serve constituents with the best service possible. To do that, MTA should establish a Service Review Team (SRT) that meets at a minimum quarterly. Three of the meetings should review the monthly report cards discussed above to identify any abnormalities in service consumption. In addition to reviewing service and route performance, the Service Review Team should review major employer and school schedules and other factors that impact route schedules. Route schedules should be reviewed for revision at least twice a year.

At least once a year, the SRT will review the performance of MTA services: Express, Commuter, Connector, and Circulator routes; ADA Paratransit; and, Shared Ride Taxi. The following performance measures, which are included in the monthly report card, would be used in the service review:

- **Boardings per revenue mile**
- **Boardings per revenue hour**
- **Boardings per revenue trip**
- **Farebox Recovery**
- **On-time performance**

The following table shows a first review of the MTA bus routes would be represented. Routes would be ranked within their service classification. That way performance ranking is based on similar services. Any route ranked in the bottom for two performance measures is identified for further analysis and may be considered non-performing.

New routes or major route changes would be expected to reach a satisfactory performance within two years. If a route after two years is not found to be performing satisfactorily the Service Review Team would identify if modifications to the alignment or schedule should be made, targeted marketing engaged, or if the route should be eliminated.

When a route is identified for further review, the SRT should consider other factors including the demographics of the neighborhoods served, whether there are a high number of low-income, disabled, young or elderly residents in determining what actions if any should be taken. If a route shows improvement after actions have been taken, but continues to perform below others in the same classification, then it should continue to be monitored to determine if additional actions should be implemented. The SRT may determine that a route or perhaps certain trips offer a service to a community that may have limited other options and recommend retention of the service based on policy.

Mass Transit Agency - Fixed and Commuter Routes Service Review For the Month Ending:

Performance Indicators	June 2019	June 2018	Percent Change	Fiscal Year to Date 2019	Fiscal Year to Date 2018	Percent Change	Goals	Mapped
Total Monthly Ridership							100,000	
Average Weekday Ridership							4,500	x
Cost per Revenue Hour							\$100	x
Cost per Passenger Trip							\$5.50	x
Cost per Revenue Mile								
Passenger Trips per Hour								x
Passenger Trips per Mile								
Percent of Trips On Time							85%	x
Percent Maintained Pullouts/Base							100%	x
Percent of Maintenance Inspections Completed on Time							98%	
Spare Ratio							20%	
Bus Miles/Major Collisions							200,000	
Bus Miles/Mechanical Road Calls							10,000	x
Farebox Recovery							25%	x
Complaint Rate (Complaints per 100,000 boardings)							5	x
Percent Complaints Responded to Within 30 Days							100%	

Mass Transit Agency - ADA Paratransit Report Service Review For the Month Ending:

Performance Indicators	June 2019	June 2018	Percent Change	Fiscal Year to Date 2019	Fiscal Year to Date 2018	Percent Change	Goals	Mapped
Total Monthly Ridership								
Average Weekday Ridership								x
Cost per Revenue Hour							<3% incr	x
Cost per Passenger Trip							<3% incr	x
Cost per Revenue Mile							<3% incr	
Passenger Trips per Hour								x
Percent of Trips On Time or Early							>90%	x
Very Early Trips (>30 minutes)							<1%	x
Very Late Trips (>30 minutes)							<1%	
No Show/Late Cancellation Rate							<5%	
Advance Cancellation Rate							<15%	
Missed Trip Rate							0%	x
Farebox Recovery								x
Complaint Rate (Complaints per 1,000 boardings)							<1%	x
Calls Answered within 5 Minutes							95%	

Mass Transit Agency - Bus Route Review Performance Report For the Month Ending:

Route	Performance Measures									
	Boardings/Revenue Mile	Rank within Category	Boardings/Revenue Hour	Rank within Category	Boardings/Revenue Trip	Rank within Category	Farebox Recovery	Rank within Category	On-Time Performance	Rank within Category
Express										
Blue Line										
Red Line										
Green Line										
Totals										
Commuter										
Route 70 North Kohala/South Kohala										
Route 75 North Kohala/Waimea/Kona										
Route 80 South Kohala Resorts										
Route 90 Pahala/South Kohala Resorts										
Totals										
Connectors:										
Route 1 Hilo/Kona										
Route 2 Kono/Hilo										
Route 10 Hilo/Volcano/Kau										
Route 40 Hilo/Pahoa										
Totals										
Community Circulators Urban:										
Route 101 Intra-Hilo Keaukaha										
Route 102 Intra-Hilo Kaumana										
Route 103 Intra-Hilo Waieka Uka										
Route 104 Intra-Hilo Mohouli										
Route 201 South Kona via Alii Drive										
Route 202 North Kona via Highway 19										
Route 203 North Kona via Highway 190										
Route 204 South Kona via Kuakini Highway										
Totals										
Community Circulators Rural:										
Route 301 Waimea										
Route 401 Hawaiian Beaches/Nanawale/Kalapana										
Route 402 Hawaiian Paradise Park/Ainaloa										
Route 403 Fern Acres/Fern Forest/Eden Roc										
Totals										

EXAMPLE

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

County of Hawai'i Mass Transit Agency

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Tuesday, September 21, 2021

Agenda Item # IX

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Discussion of Amendments to Chapter 18

Requested Action: Staff recommends that the Transportation Commission have a discussion about amendments to Chapter 18.

Background and Summary: With the implementation of the Transit and Multi-Modal Transportation Master Plan, there is a need to update several sections of Chapter 18 – Public Transportation within the Hawai'i County Code to allow for the following:

- Suspension of fares on the fixed route and paratransit system and annual reporting to the Council
- Creating special revenue generating programs such as partnerships with schools, colleges, low-income organizations and selling advertisements on buses to cover costs of providing the mass transit system.
- Adding the roles and responsibilities of the Mass Transit Agency
- Removal of the Director of Finance from taxi oversight and shifting that to the Mass Transit Administrator (a current practice)
- Adding rules regarding use of the mass transit system
- Updating the provisions of the Shared Ride program to include transportation network companies
- General clean-up of the Chapter to ensure consistency and applicability

Staff is drafting a revision to Chapter 18 for review by Corporation Counsel, Office of Management/Mayor and Finance. Upon their concurrence, the proposed Chapter 18 will be forwarded to Council for consideration by way of resolution.

Fiscal Impacts: None as this is an update to the Transportation Commission.

Corporation Counsel Review: None at this time.

Attachments: None.

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiicounty.gov.

Approved for Submission,

A handwritten signature in black ink, appearing to read "John Andoh". The signature is fluid and cursive, with the first name "John" and last name "Andoh" clearly distinguishable.

John Andoh, Interim Mass Transit Administrator

Mitchell D. Roth
Mayor



John C. Andoh
Interim Mass Transit
Administrator

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Tuesday, September 21, 2021

Agenda Item # X

To: Hawai'i County Transportation Commission
From: John Andoh, Interim Mass Transit Administrator
Subject: Mass Transit Administrator Report

Requested Action: Staff recommends that the Transportation Commission receive a verbal update regarding activities of the Mass Transit Administrator.

Background and Summary: Since starting in June 2021, the following items has been completed or worked on by the Mass Transit Administrator:

- Implemented new transit service changes from the Transit and Multi-Modal Transportation Master Plan on September 5, 2021
- Reclassifying County Transportation Specialist into a Transit Program Manager
- Formed partnership with Department of Education to purchase bus passes for students
- Started discussions with UH-Hilo and UH-Hawai'i Community College regarding a U-Pass Program
- Started credit card sales online, at Mass Transit Agency and Mo'ohau Bus Terminal
- Redid specifications for bus replacements
- Started process to purchase electric buses in partnership with counties of Maui and Kaua'i
- Cleaned up Mo'ohau Bus Terminal and installed new fans, bulletin boards
- Finalizing GTFS to allow for trip planning on Google, Bing and Apple Maps
- Started process to implement mobile ticketing in partnership with Token Transit
- Launched a new Facebook, Twitter, Instagram and You Tube page
- Reorganizing the website and securing a new vendor for a new website that is ADA compliant
- Developed a new Hele-On and Hele-On Kako'o logo
- Finalizing paint scheme for transit buses
- Developing a new bus stop sign for entire island
- Completed settlement agreement with Department of Justice
- Providing transit and paratransit management training to staff
- Integrated Kona Trolley into Hele-On
- Working on the development of an app for Hele-On passengers in partnership with Moovit.

- Integrating HIBike into Hele-On
- Developing a new partnership with Lyft and Uber for vaccine transportation and shared ride transportation
- Streamlined fares by suspending baggage fares pending amendments to Chapter 18
- Engaging the Transportation Commission
- Working with HDOT to finalize grants and get them implemented for expending funds
- Working on bringing the hydrogen buses to Kailua-Kona
- Took possession of three paratransit vans
- Development of new paratransit and eligibility assessment contractor request for proposals
- Continued work to bring buses back into service
- Working on inventorying parts and reclassifying automotive mechanics to transit vehicle mechanics.


Fiscal Impacts: None as this is an update to the Transportation Commission.

Corporation Counsel Review: None.

Attachments: None.

For information regarding this staff report, please contact John Andoh, Interim Mass Transit Administrator at (808) 961-8555 or email john.andoh@hawaiicounty.gov.

Approved for Submission,



John Andoh, Interim Mass Transit Administrator