

# HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE

Council of the County of Maui

## MINUTES

December 8, 2015

Council Chamber, 8<sup>th</sup> Floor

**CONVENE:** 9:09 a.m.

**PRESENT:** VOTING MEMBERS:  
Councilmember Stacy Crivello, Chair  
Councilmember Don Couch  
Councilmember Don S. Guzman (In 9:18 a.m.)  
Councilmember Riki Hokama  
Councilmember Michael P. Victorino

**EXCUSED:** VOTING MEMBERS:  
Councilmember Gladys C. Baisa, Vice-Chair  
Councilmember Robert Carroll

**STAFF:** Carla Nakata, Legislative Attorney  
Tammy M. Frias, Committee Secretary  
  
Ella Alcon, Council Aide, Molokai Council Office (via telephone conference bridge)  
Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)  
Dawn Lono, Council Aide, Hana Council Office (via telephone conference bridge)

**ADMIN.:** Jo Anne Johnson Winer, Director, Department of Transportation  
Marc I. Takamori, Deputy Director, Department of Transportation  
Jeffrey T. Ueoka, Deputy Corporation Counsel, Department of the Corporation Counsel  
  
Seated in the gallery  
Diane C. Yogi, Transportation Grants Administrative Officer, Department of Transportation

**OTHERS:** Cheryl D. Soon, Senior Project Manager, SSFM International, Inc.  
Wes Frysztacki, Principal, Weslin Consulting Services  
  
Seated in the gallery  
Linda Frysztacki, Principal, Weslin Consulting Services

**PRESS:** *Akaku--Maui County Community Television, Inc.*

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CHAIR CRIVELLO: . . .(*gavel*). . . Aloha and good morning. The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It's about

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9:09 a.m. on Tuesday December 8, 2015. Before we begin, may I please request that we all turn off or silence our cell phones or other noise-making devices. At this time I'd like to introduce our Committee Members and we're at a very bare quorum. So raise your hand if you have to step out for a bit. Our Vice-Chair Gladys Baisa is excused. Member Bob Carroll is also excused, but with us this morning Member, Councilmember Don Couch.

COUNCILMEMBER COUCH: Good morning, Madam Chair.

CHAIR CRIVELLO: Thank you for being here. Excused at the moment is Member Don Guzman. And Member, Councilmember Riki Hokama, thank you for being here.

COUNCILMEMBER HOKAMA: Madam Chair.

CHAIR CRIVELLO: And of course, Councilmember Mike Victorino.

COUNCILMEMBER VICTORINO: Aloha and good morning, Madam Chair.

CHAIR CRIVELLO: Thank you for being here. At this time I'd like to introduce our Administration representatives for...the Director of Transportation, Jo Anne Johnson Winer. Thank you for being here. I'd like to add that she's going to transport out of here by the end of the year and enjoy her true retirement. Thank you for all that you do for us. With us this morning also is Deputy Director of Transportation, Marc Takamori.

MR. TAKAMORI: Good morning, Madam Chair.

CHAIR CRIVELLO: And we have with us resource personnel that will be doing the presentation on the Maui County Short-Range Transit Plan, and I will ask Marc to introduce the project managers for this.

MR. TAKAMORI: Okay. Good morning, Madam Chair and HHT Committee Members, thank you very much. With us today we have today our Short-Range Transit Plan project team. The consultants are, Cheryl Soon, who is --

MS. SOON: Good morning.

MR. TAKAMORI: --to my right, she is with SSFM International and to Cheryl's right is Wes Frysztacki of Weslin Consulting Services, and also in the gallery is Linda Frysztacki also from Weslin Consulting Services.

CHAIR CRIVELLO: Thank you for being here, and also from the Department of Transportation we have the financial guru Diane who's with us today. Thank you for being here, Diane. And sitting there in the corner is our Deputy Corporation Counsel Jeff Ueoka. Thank you for being here. And at this time I'd like to introduce our Committee Staff. Our Committee Secretary Tammy Frias and Legislative Attorney

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Carla Nakata, and I am your Committee Chair Stacy Crivello. Members we have a single item on the agenda today. So we're going to get started with public testimony.

MS. NAKATA: Madam Chair, no one has signed up to testify in the Chamber.

CHAIR CRIVELLO: Thank you. But assisting us this morning from the Hana Office is Dawn Lono. Dawn, are you there?

MS. LONO: Good morning, Chair. This is Dawn Lono at the Hana Office and there is no one waiting to testify.

CHAIR CRIVELLO: And for the Molokai District Office is Ella Alcon.

MS. ALCON: Good morning, Chair. This is Ella Alcon on Molokai and there is no one here waiting to testify.

CHAIR CRIVELLO: Thank you, Ella. And from the Lanai District Office Denise Fernandez.

MS. FERNANDEZ: Good morning, Chair. This is Denise Fernandez on Lanai and there is no one waiting to testify.

CHAIR CRIVELLO: Thank you. Members, it appears as though everybody's took a break to testify this morning so if there are no objections, I would like close testimony.

COUNCILMEMBERS: No objections.

CHAIR CRIVELLO: Thank you.

**ITEM HHT-1(5): DEPARTMENT OF TRANSPORTATION'S SHORT-RANGE TRANSIT PLAN**

CHAIR CRIVELLO: We will start with our agenda item. I'd like to, our agenda item is HHT-1(5), Department of Transportation's Short-Range Transit Plan. Pursuant to Rule 7(B) of the Rules of the Council, the Committee intends to receive a presentation on the update to the Department of Transportation's Short-Range Transit Plan, including recommendations for the Maui Bus fixed route, commuter, and Paratransit service. The Committee may receive a presentation from the County Department of Transportation and SSFM International, Inc., on the short-range transit plan update and discuss related matters. Members, no legislative action will be taken. At this time I'd like to have the representatives present us with their presentation on Maui County Short-Range Transit Plan. Thank you.

COUNCILMEMBER VICTORINO: Madam Chair?

CHAIR CRIVELLO: Yes?

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COUNCILMEMBER VICTORINO: Real quick question if I may?

CHAIR CRIVELLO: Yes?

COUNCILMEMBER VICTORINO: These two are identical...yeah, okay I just...

CHAIR CRIVELLO: They are but one is difficult for us to make out the notes.

COUNCILMEMBER VICTORINO: Okay, okay.

CHAIR CRIVELLO: So, Staff...

COUNCILMEMBER VICTORINO: I just wanted to know if I was missing something on either side.

CHAIR CRIVELLO: No, yeah.

COUNCILMEMBER VICTORINO: Okay thank you, Madam Chair.

CHAIR CRIVELLO: We want you to have all the knowledge, yeah. Okay thank you.

COUNCILMEMBER VICTORINO: Thank you. Mahalo.

MR. TAKAMORI: Thank you, Madam Chair. So this morning we are going to have a presentation given by SSFM International along with Weslin Consulting Services. But I just wanted to kind of just give a real brief I guess history, not really history but more of a, our original short-range transit plan was actually completed back in 2005 when the Department was just kind of getting started. And so that original short-range transit plan in 2005 was looking forward five years. So we've been kind of working with our old short-range transit plan from years 2006 to, through 2010. So with receiving State or Federal monies we were able to contract out for an update to our current short-range transit plan and the presentation will be given this morning. So I'm going to give the mic over to Cheryl and she will get the presentation started. Thank you.

**Note: Computer-generated presentation.**

MS. SOON: Thank you, Marc. Good morning, Chair, Committee Chair Crivello and Members of the Committee. It has been a delight working on this project. Because quite frankly you have so much to be proud of in your bus system.

COUNCILMEMBER VICTORINO: Can you go closer to the mic?

MS. SOON: Yeah, thank you.

COUNCILMEMBER VICTORINO: Yeah or bring the mic closer to you, thank you.

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MS. SOON: Is it on? I think it's on, yeah, thank you for that correction. It's been wonderful to watch how it has grown and to see its results and we've been on riding the bus, and just last month we had community meetings on this plan. But to see, you know, people standing in lines and to start to say we have the opportunity to make some recommendations. This was a contract, Maui Contract 5561, 80 percent of the funds from the contract came from the Federal Transit Administration, from a 5305 planning grant and 20 percent County match. It was 18 months in duration, started June 2014 and this is, we're coming to the closure of the contract period. The study objectives were to describe the existing system to see what was going on and then to develop a service plan for the years 2015 through 2020 including what should be the geographic coverage, what is the potential for ridership through extensions, what might be the routes and frequency of service, what kind of vehicles would be required to provide that service and what might the schedules be. From that we would develop a capital program for the purchase of vehicles and replacement vehicles and other passenger amenities, such as your beautiful bus stop locations, and then to develop a financial plan including issues of fares, revenue, and sources of funding. So you'll find in just a minute that that basically reflects the outline of our presentation today. But I wanna start with six important findings, takeaways if you will from our work. Number one, Maui Bus is important to your economy. It connects workers to their jobs. Over 75 percent of the riders are using the bus to get to work, either a full-time job or a part-time job. The Maui Bus provides options to low-income residents in order to get to work and their appointments. The Maui Bus connects important population centers, attractions, and business centers. It's also seen as an amenity to your visitors. About 8 percent of the riders are visitors. Maui Bus now only ten years old which across the United States would make it a very young system has been a phenomenal success. The ridership currently exceeds over 2½ million riders per year and many times we see standing lines waiting for the bus, to board the bus. The Maui County Council should be extremely proud of the role you have played in this. With your leadership and investment the County has been able to leverage just over 39 million in Federal funds in the past 6 years alone in order to make this possible, and Wes will describe this a little bit more, but just last week Congress passed a renewal of the Federal Transportation Bill which I think Councilman Hokama was very active in NACo in some of the principles and extensions of the principles of transit in the transportation system and it's now on the President's desk and we're all eagerly waiting his signature, which we believe will be forthcoming. So in today's presentation we'll talk about your system history, your current services, the rider feedback and community input we got from a onboard survey, from talking to the drivers, and from the community meetings. And then we will focus in on our specific recommendations and these at this time are the consultant recommendations for service adjustments, for capital investments, and for a financial plan. So at this point I will turn it over to Wes Frysztacki, whose voice is probably stronger than mine going forward.

CHAIR CRIVELLO: Excuse me, before you begin I'd like to introduce our Committee Member Don Guzman. Thank you for being here.

COUNCILMEMBER GUZMAN: Good morning. Thank you, Chair.

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CHAIR CRIVELLO: Please continue.

MR. FRYSZTACKI: Aloha, everybody. My name is Wes Frysztacki, and thank you, Cheryl and Marc. I think Cheryl just covered the outline of the presentation. So I wanna start with the last plan which was ten years ago and actually Cheryl also mentioned the Federal legislation. It is kind of curious, you're in perfect harmony with the Federal legislation because last time they passed a long-term funding authorization was ten years ago and they just passed the next one five years later than they should have and that's a five-year plan. So one of the good things about this project and this plan is that in the past you've relied heavily upon Federal funding and that Federal funding will be there in the future. The last plan put an emphasis on how to get started. The administrative makeup of the organization that exists today, and it did outline the services and some initial capital improvements. In looking at the current plan we are taking those services and making some significant improvements to them but the other aspect that is a bit different than the original plan is we have a particular emphasis on capital investments. Cheryl mentioned the success of your system in attracting ridership. I think it's important to kind of put that 2½ million figure in context. If you go back 10 years ago there was only 100,000 to 200,000 people using the system. So that growth has been in fact phenomenal. Also corresponding with that growth has been your investment in the system. So if you look at the third column there, the operating budget of the system, you can also see how that has increased over the past ten years to about \$10 million today. The capital investment has actually been much greater, this is your money that you put in, it's not including the Federal money. There's been a significant amount of Federal money put into the fleet acquisitions in particular. Just a word about the Federal programs, they are complicated and they're more complicated because you become an urban area. So the staff has had to work very effectively in terms of grantsmanship to try and take maximum advantage of all these different programs and they have been very successful in doing that. The only thing I'll say, we can come back to some of these charts, is that, yes, these programs are all going to continue but they're going to be a little bit different in the future and we're still kind of sorting through what this new Federal legislation is going to be offering us. The current system has 17 routes into four different categories. There are four Central routes. Two loop routes to go in either direction. There are six Islander routes which really connect up different parts of the island, three Villager routes and four commuter routes. Those commuter routes have existed for a longer time than just ten years and they're predominately oriented to peak period, peak direction, home-to-work type trips. We looked at a lot of information and I'm only going to share with you a little bit of this. For example, we looked at population density and we were kind of surprised when we looked at the population density in terms of dots. A lot of times you have colored zones and it kind of disguises the real nature of the population density. But if you look at Upcountry for example, these kinds of graphics really reveal that there are a lot of people in different remote areas of the island, and this is from the Census which is once every ten years. There are other sources of information now being conducted uniformly throughout the United States where there's an ongoing community survey done almost every year and this gives us some unique information that's more current and more specific to transit with, that we didn't have before. So for example this particular graphic shows us

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where people are located that are employed that use the bus to work, and again you can see one of the zones in the Upcountry kind of popping up here as well as other areas that you might expect would be identified on a graphic like this. So Cheryl mentioned that we did do a rider survey, this is one of the more important aspects of trying to really get a feeling for who's riding the system and why and what they think about the system. So we did this about a year ago and we got over 1,000 useable forms back, which on a system this size is really quite a good participation rate. So that represents about 40 percent of all the surveys that we distributed and about 20 percent of the daily ridership. This is the form and we actually have copies of the form with us if you want to take a look at it and there are other questions that we asked that we're not showing you. So if you have any questions about this survey we might have the information with us to kind of dig into that. But let me just sort of summarize what we found in terms of the nature of the riders. A lot of them, 45 percent have been riding the system for three years or more. So that's important, that's an ongoing level of support for the system. But the next bullet is also kind of intriguing because 10 percent of the people that we surveyed are first-time riders, and by the way we did this over a three- or four-day period and only one of those days was a cruise ship day. So we did kind of get a good mix of representation of whose riding the system on different days. So consistently we found that a number, quite a large percentage of the riders on the system every day are people who are new to the system. Ninety-two percent, this is sort of the flip side of how many people are visitors or tourist, 92 percent are residents, 9 percent are disabled, 5 percent are students, K through 12 students, and 75 percent are employed. And I wanted to put an emphasis on this because sometimes people look at transit as something that's for tourists or for people that are employed or for people that are disabled but really the most important aspect of your current system is it's moving a lot of people from home to work, and so you can see on this chart the employed full time 55 percent, employed part time 19.8 percent, looking for work 9 percent. Those that are not employed are typically students so that accounts for that group and then some are retired. So you have a very good mix of ridership on the system. As you might expect when those people are riding the system they kind of reflect the trip type. So this is not just the commuter routes, this is all the routes, 53.7 percent of all the trips on the system are people who are going from home to work, and the other big category is 14 percent that are on social trips and sometimes these are also workers making multiple trips on the bus. Fare payment, so we took all the information about how a person paid for their fare and broke it down into five different categories as you can see on the right side of this graphic and four of those categories are different kinds of passes. The one category is the cash fare. So you can see that about 20 percent of all the people riding the system on the days we surveyed are paying a cash fare and about 27 percent are using the daily pass. I'm going to come back to some of this information because some of our recommendations deal with the fares that you should be offering in the future. One of the important things that we asked is how people felt about the system, overall and in specific categories, and I think that 34 percent saying that they thought the system was excellent, although some had areas where they wanted to see improvement is a really good rating. Another 50 percent saying it's good and only 12 percent saying its fair. So we felt that this was a pretty good response and something that you should continue to monitor over time and see how the system might improve

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in the future as we implement some of our recommendations. This then takes the individual questions that we asked on the form about their satisfaction with different categories and rank, orders them in terms of what was viewed as being most favorable and least favorable, and you can see that safety and driver courtesy kind of popped out as being the best things and then as you go down the list you can see that the last four for example, areas served, service frequency, evening service, on-time performance, these are all things that people felt well you could do better and that's what the plan really addresses. And you're going to see some of that over and over again as I go through the presentation. So what we did is we took a lot of this information out to four different community meetings and the emphasis on those particular presentations was the service recommendations for those particular individual areas. We typically had like 10 to 12 unique slides for each of those areas that we didn't show in the other areas that really got into the specifics of the service recommendations. So I'm going to show you more of an example in Kihei as to what those slides look like, but then give you just sort of a quick overview of the other three. There were some major themes that we got out of the public meetings, not the rider survey or some of the other things we did but from the testimony that we received during those four particular public meetings, and these are things that we heard more than just once. So more frequent service, expand service to new areas, later evening service, add bus stops, again somewhat consistent from what we heard on the rider survey. I think also I'm going to skip down to the last bullet, some of these are kind of detailed and if you wanna have a question on any one we can go back to it, but I think the people that came out and testified had a very high appreciation for the bus. They may have had specific recommendations about a particular bus stop or one that doesn't exist or how they would like to have a route extended, or a later evening trip, but they were very happy with what they had to use and they were using the system. Route 10 is the Islander that serves Kihei, and so for each route and each area people would on the rider survey, put down particular comments and we paid a lot of attention to those. Because when somebody takes the extra time to handwrite a particular note about what they feel really should be something we are paying particular attention to we also wanna make sure that we do that. And so for the Route 10, not the other routes, just the Route 10, these are the major comments we were getting, extend night service for workers. We had like 14 people say something like that, and they might give a particular time, a particular location where they wanna be picked up or a destination. But that again was a common theme from those handwritten comments. More frequent buses, larger buses, and clean the seats. Not sure what exactly, I didn't see any dirty seats when I rode the buses but some people think they could do a better job at doing, cleaning the seats. So we also use other information, so what I've discussed so far is the rider survey, the public testimony, Census data, but then the other thing is we wanna know what everybody who's using the bus does now. So this information shows for just the Route 10 in Kihei, those people by the size of the dot that are getting on and off the bus and then it splits the size of that circle. The size of the circle is reflective of the volume of activity at that particular bus stop location, and then the green portion are those people at that stop that are getting on. And then the blue portion are those people that are getting off. What these kinds of graphics show is that for example with this Kihei Islander within the Kihei coastal area, even though the route may be coming towards the end of its

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trip, people are still getting on and making short trips within the community. So that's something that maybe those people didn't participate in the testimony at the meetings or fill out a ridership survey but we can technically find out that gee people are making short trips on these routes and perhaps they would do that even more so if we provided them with more service. This is the northbound direction, same kind of information, people are getting on at the very beginning of the route and then getting off just like five, six, seven stops later. So a lot of shorter trips, inter-neighborhood kind of activity. One of the things that we do is we take all that census information I showed you earlier and come up with something called a transit supportive areas, this is sort of a national standard that says that if you have this amount of population density and/or this amount of employment density and you add those factors together, this area probably has enough characteristics to be warranted as being served by transit. And then we color coded those as to whether they're served now with green in that those people are close to a current bus stop or pink where they're not close to a current bus stop, another tool we use to design the recommendations that we have for you, and this map basically shows those recommendations. I'm gonna just give you the highlights. If I start getting into the details we'd be here for a long time, but the highlights are that if you look at the bus stop locations you'll see that the hollow circles are new bus stops, the solid circles are existing bus stops. So if you look mauka of the coastline you'll see a lot of new bus stop locations, and if you look at the routes we're taking the existing Villager and splitting the two routes and providing more mauka-makai service. The next two slides show this a little bit more dramatically. I'm gonna skip this one for a second, I'm going to show these two slides because I really like these two slides. I'm going to go back and forth. If you look at the screen I'm going to go back and forth between these two slides, and what this shows you, this slide here shows you the current stop locations and a quarter of a mile around each stop location indicating what homes and what transit destinations like shopping centers and different kinds of hospitals and schools are served now. So if you go backwards to this slide this shows you what stops would exist with the plan in place, and basically what we're doing is we're increasing the overall population being served and the destinations that are available to them. This is sort of a highlight of the recommendations for Kihei. As I said for the other three areas I'm going to have more of a down-scaled presentation, just give you the highlights, but we have two new routes. We have routes that are going to be connecting. Again we're trying to take all these individual routes and make 'em into more of a system. So we're going to provide places where at the Piilani Shopping Center, the different routes can connect. Later evening service, three additional trips in the peak period, and we're adding bus stops. So that's a summary of Kihei. I'm going to skip through these slides again and I'm going to show you this slide again which sort of summarizes all four geographic areas. So there's four different areas of focus we had in terms of sets of recommendations. They're along the top of the slide. They're to expand the service hours, to add specific trips in response to what people were asking for, to add bus stops again in specific response to what people were asking for, and to add new routes and a lot of that was based upon our technical analysis of where there are areas that are not being served that are consistent with where you are providing service now to expand service. So you can see for example on that last column percent increase in served population again using Geographic Information System technology you can do this kind of stuff,

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it's just really wonderful. You can quickly calculate with those circles how many people are going to be served compared to today. So it's a 145 percent increase in the population served in Kihei. Let me go through Lahaina. When we looked at routes 20, 23, 25, 30, these are all areas that served the Lahaina area and these are the comments that were written on the forms and what people specifically wanted, again, provide later evening service, offer more frequent service, have more stops, be on time, and provide more of those wonderful shelters. And I should mention that this survey was conducted a year ago and since then some of those shelters have actually been put into place. This is a map, I wish I had my laser pointer working but I understand it doesn't work on the TV. So the route the structure is being kept somewhat the same but we're pulling pieces apart so that people can get from one area to another. So if you look at Lahainaluna Road, if people want to board along Lahainaluna Road and go to the Wharf Cinema Center today they have to go all the out of direction to the Lahaina Civic Center and back. So what the new routes would do is provide a direct connection to Wharf Center and the same thing with Lahaina Civic Center, there would be direct connections to that particular hub. And the one thing that I might mention in advance of some of these slides that you'll see in the end is that when we start concentrating even more service and buses at the current centers we have a capacity problem at those locations. So this a summary of the service improvements for Lahaina. We are taking the Lahaina Villager as I mentioned and splitting it into two routes. We're starting earlier, we're starting...we're extending service later into the evening on the Islander route, we're interlining or connecting some of the routes so that people don't have to get off the bus and then back on, and we're adding bus stops for easier access to the service. Now I'm jumping to the Central area. This is the map for the Central area, and the one thing I want to mention that you might be able to see if you look at this map is right now we have loops and that's great for internal service and a lot of people love those routes but we also saw both technically and from people's comments that they wanted to make more direct connections like to this building from Kahului or from the airport. So we have put together in addition to the current routes, additional routes that provide like a trunk service or a spine that goes along the east-west corridor from the airport to the government center where we're located right now. So this will provide a strong central core for the entire system. In summary, we have those as a package of five new routes, we're going to 30-minute service on those routes, and we're adding bus stops. So if I go to the kinds of buffer diagrams I showed you before this is the coverage that will, as it will look like if we institute all the recommendations in the plan and this is what it looks like today. So you can see if I go back and forth again, how we're filling in some of the holes, how we're extending this area to provide more service coverage to more people. Upcountry, this is a series of four maps, the first one in the upper left-hand corner is just an insert map. If you drop down you can see another map that shows you some new connections. So from \_\_\_\_\_ to Paia there's a new route that doesn't exist now. The current Kula route is going to be extended. There's also if you look at and that's more dramatically shown in the lower right-hand corner where you can see we're going down to the hospital and to the Hawaiian Home Lands area, and then also in the Uplands area the current route goes in a counter clockwise direction and we're going to add a reverse loop in that area. So we're providing a lot more connections in the Upcountry area, that's sort of summarized again on this particular chart. Not only

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making more connections but having all those different routes interconnect with another so it's providing a system, a network that people can use and understand, including for example in that second bullet a transfer point in Paia to connect to the Haiku Islander with new route. So that's one of things that in that particular public meeting we had an excellent interaction with the community and we've already put in some recommendations that respond to that. It hasn't filtered in to our cost estimates so some of the numbers you see in the subsequent slides and the service cost will be increasing slightly if the staff agrees with some of our recommendations. This again is the same kind of buffer map. So I'm going to go back and forth again, you can see how this is the areas that are currently served with the current route structure and you can see how there are some extensions into the Hawaiian Home Lands' area that are lit up now and some other stop locations that provide more service than exists today. Now I'm going to get into slides that we didn't show the public that are really for you 'cause this is getting into okay this is all great but how much is it going to cost, and we did calculate all of the service improvements and we can come back to this. The point of this table is not to go through each cell but to let you know that we did go through year by year, improvement by improvement. We went through an analysis of when it would be best to implement that particular service in the future keeping in mind that you have to have the buses, you have to have the bus stop locations, there have to have to have the staff that can develop the details of the schedules. So there's work that needs to be done before these things can be implemented, and there's a certain sequencing that's logical in terms of adding service to the existing system. But over the six-year period from 2017, well the first column 2016 is what your budget is now. So if you go all the way down to the bottom of that column you'll see it's about \$10 million. So if you go across you can see how we've added different routes and for the 6-year period that total amount of operating costs including your current services is 78.7 million. The next slide kind of breaks this down into major categories. So these are costs for the entire six-year period. The total again on the bottom is the same as on that prior sheet and it includes all those details, but this kind of puts them into categories. So the current routes would be 51.6 million if you did nothing and that you'd have to include the fourth and fifth bullet. So 13.3 million for Paratransit, it will be expanded slightly to correspond with the increases in the fixed-route operations, and administrative marketing 1.7 million. So if you look at additions to routes, over that 6-year period that's about 3.4 million and the new routes is about 8.7 million. So that's the total amount over a multiyear period that we're talking about just in terms of the services. Now to support those services, as I mentioned we're running out of capacity at the transit centers so we need to kind of continue with the current bus stop program. That has been really well received by the public and frankly Linda and I have done this kind of work for hundreds of systems all throughout the United States, these shelters are the best we've ever seen. They're really well designed, they're attractive, they're well maintained, the public loves them, and basically the public says we want this program to continue. The difficulty is you've done a lot of the easy locations, now it's getting more difficult because of having to make sure you comply with ADA, avoiding traffic conflict, so placing these shelters in key locations is becoming more challenging as we go along. The other thing is that now that you have a lot of new vehicles and the Federal government has an investment in those vehicles they would like to see your

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assets and their investments in your assets protected to the maximum degree possible and properly maintained in a top-of-the-line facility. And so this is an example of what we're talking about when we say a maintenance facility. Again I'm going to...hopefully my voice will project, I got to get up here. I'm going to be talking about...

COUNCILMEMBER COUCH: No, you gotta stay, you gotta use the mic.

COUNCILMEMBER VICTORINO: You cannot record it that's why. Yeah sorry.

MR. FRYSZTACKI: Okay. If you look the picture on the right, in the middle of the right, that's an aerial photograph of a new maintenance facility at another location, actually this is a system called Island Transit, it happens to be in Washington State in Island County. It happens to be a system that's about your size or even smaller.

COUNCILMEMBER VICTORINO: There you get the portable mic.

MR. FRYSZTACKI: Oh okay.

COUNCILMEMBER VICTORINO: Now you can go over there.

MR. FRYSZTACKI: Now I can go over here? Thank you, great. Is it working?

COUNCILMEMBER VICTORINO: Yes.

MR. FRYSZTACKI: Oh this is much better. So I want to just sort of point out what is involved in developing a system like this because this is a major investment. We're looking at a \$25 million investment here. So this is about a ten-acre parcel, this is the entire facility. The buses as they come from service would go into this facility which would be where the fare box is dropped off. This is the refueling tank, this is where there's a vacuum operation, and then the bus either goes into this maintenance facility which is where all these kinds of heavy maintenance occurs or they park. So these are the larger buses, these are the Paratransit vehicles; these are vans, commuter vans. This is the administrative facility and this is the visitor parking. This is a Sunday, this system doesn't have Sunday service, so that's why you see all the vehicles there, it's kind of a convenient picture. But I just wanted to give you a feeling for when you include all the interior mechanical devices and everything that you're talking about a significant investment in a facility of this nature. Also your current transit centers are well located. Should I just continue?

MS. SOON: Up to you.

MR. FRYSZTACKI: Okay. They're well located but right now they're all at capacity or over capacity, whether we're talking about the buses trying to use them or we're talking about the people waiting for those buses. So you're at the stage now where if we're going to increase services and we're going to make the trip on transit more pleasant for everybody we're going to have to start looking at investment in transit centers that really all the locations where these activities occur now. So we've included in the

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budget this cost which is also fairly substantial. Now all this is identified again in the plan by year, by particular element, in a form that would then be given to you every year in terms of the CIP. We can come back to this and talk about any particular element. The total cost over the 6-year period is 69.3 million. I've put into groups of major capital investments on this particular chart, again it all adds up to the same number 69.3 million for the 6-year period. But for transit facilities including that maintenance facility that I just talked about it would be about \$48 million. Passenger systems includes things like electronic information, signs, and fare boxes, and all the back room types of support that is necessary for those kinds of systems, that's about 5 million. And then fleet replacements and I think you're familiar with the need to keep the fleet replaced as it ages. So that includes fleet replacement of 15 million or so. So we looked at how this could be paid for and of course you want to have a certain return on the investment you're making for riders who use the system. So one of the ways of achieving that is through fares. So we could raise the cash fare or raise the cost of the passes or do both and I'm going to talk about that in a moment. Advertising revenue can generate some but not a significant amount of money, and part of that goes back into what I just talked about in terms of the electronic information systems. There's a way of having advertising tied into that. So it's almost a cost-neutral type of investment, and of course there's County funds or and I'll get to this in my last couple of slides the, a General Excise Tax increase. So when it comes to fares there's a couple things that we use to guide our recommendations. One is to be consistent with industry practices. So we went through what all the systems in the United States are doing in terms of their basic cash fare and all the different kinds of passes, the different kinds of ways in which those fare structures are presented to the public, and we have certain recommendations in line with what the national practices are. Also what we'd like to do is make sure when you have a cash fare that when you do passes there's a certain relationship with the passes so they provide some benefit but they're not so much of a bargain that it's an unreasonable practice. Also fares are set to reflect the quality of service. So a lot of systems when you have a longer distance premium type of operation like the commuter routes, those are sometimes charged at a different fare structure or a higher fare structure. Fare box recovery ratio is basically what percent of the operating cost is paid for by the passengers that are using the service, and then also anytime you talk about a fare change it should coincide with something that people are getting back in return. So we tried to look at scheduling fare increases when there's also service improvements or major capital investments in the system. So we have two slides on fares. This is for the fixed-route system and we didn't pick a particular year although we did assume some things when we came up with our cash flow analysis for your financial plan. But basically the current cash fare is \$2 and as you go across you can see that that would stay at \$2 but if you go down you can see that that would be with the introduction of a senior/disabled/Medicare fare and a daily pass that we'd go up to \$5. We think that your daily pass is underpriced, significantly underpriced when compared to other systems throughout the United States, and we can come back and talk about that. And then for the midterm and longer term we see the cash fare going up to \$2.50 and \$3. So when you elect to do those things it's not even really identified in the plan, that's more of a policy decision that's at your discretion. But we wanted to make sure that we had some assumptions built into our financial analysis. So we did that same

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kind of set of fare recommendations for the commuter bus operation and also for the ADA Paratransit fare operation. The right highlight sort of indicates to you that when you put together this whole fare structure and you go through the mathematics it gives you about 3 to \$4 million per year during this period of time and increasing every year accordingly, especially when you increase the fare, but keep in mind when you increase the fare you often sometimes lose some ridership too and we built that into the financial plan calculations. And that's really what's represented in, on this particular page. This is the cash flow of the expenses for both capital and operations. It shows where the revenues coming and the fare box recovery ratio. I'm going to get up again and sort of point to this. So this is the fare box recovery ratio, 28, 28, 27, 29, 29, 32. This is when the fare might go up to a dollar, \$2, \$3 actually I think in this time period, \$3, so we're expecting more return on the fare structure but that's also when a lot of service improvements are scheduled to go in. So hopefully that's something that wouldn't lose too much ridership because of those service improvements. And then the last set of rows going across are the capital funding, Federal grants by formula, Federal grants discretionary. We may be changing this as we see after the President, I'm assuming the President will sign the long-term, new Federal program package. I believe that the Federal grants discretionary will have more money in it. Just to let you know, the last long-term Federal program actually eliminated the discretionary pot of money, this program put that back in. So we weren't clear as to whether or not that program would be there the way it has been in the past and it certainly looks like it will now and you will probably will be able to get more out of that Federal program than we've estimated here. But in any event we wanted to be conservative with our estimates and let you know what the County's share of the cost might be. So this is sort of a summary of the financial plan. The bottom number is 148 million. So if you take all the costs that I identified for you for the service improvements, including the existing system, all the capital investments, all the fixed facilities, the fleet, that all adds up over a six-year period to a \$148 million. And then this breaks out where the money might come from, 23 million from operating revenue, that's the fares, County General Fund, 55 million, Federal grants 28 million, and the CIP 41 million.

MS. SOON: And I just might add that that comes to, averaged over the six years about 24 million per year.

MR. FRYSZTACKI: Thank you, Cheryl, I needed a drink of water. So that's one option and that was basically using current and past trends. This particular chart is a second option and this would show you the operating revenue is the same. The County General Fund is different. The Federal funds are about the same or they're the same. The County CIP is different and the reason being is the last line. We went through an analysis of what could be possible under, I think it's Act 240 that was passed to extend the excise tax and as you may know that this is primarily for Oahu to complete the rail investment they are making. The first time that excise tax was enacted there was a opportunity, a window of opportunity that closed whereby the other island counties could in fact also enact that excise tax not for rail but for what transportation purposes they wanted, no county did that. That same opportunity is available to you again but it ends July 1<sup>st</sup>, and if you back up over time you'll find that really you need

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to make a decision pretty soon as to whether or not you want to proceed, because there's certain requirements that have to be fulfilled to get to that point. So this particular chart assumes that that excise tax is enacted. It's enacted to the maximum amount possible and it would have 74 million being used for transit purposes. But after we did all the math we found out that we really didn't need the full amount that the excise tax would generate at that level. So our math and this is just our math, we're not getting this from another source, we based it on the Oahu collections and that is actually a pretty reliable source. The GET collected over that six-year period would be 157 million total. So the plan as it sits now, the maximum we could use if you implemented everything that's being recommended and you implemented it when we scheduled it to be implemented and you got the tax as soon as you could get it which wouldn't be until December or January 2017 or so, the amount, the balance left over for other purposes would either be 82 million or you could decide to have the rate be lower. So that's basically the end of my presentation.

MS. SOON: I would just make one minor addition and that is that the State law that enables the neighbor island counties to implement an excise tax is eligible both for capital and operating, on Oahu it's only for capital. So that's how it can roll into the combined capital and operating financial plan that we have recommended for the bus. And that completes our presentation, Madam Chair.

CHAIR CRIVELLO: Thank you. Department, do you have any comments or further discussion regarding the presentation?

MR. TAKAMORI: Thank you, and we do not. So I guess if there's any questions we'll be happy to answer them.

CHAIR CRIVELLO: Thank you. Members --

COUNCILMEMBER VICTORINO: Chair?

CHAIR CRIVELLO: --I would like to open the floor for comments or questions.

COUNCILMEMBER VICTORINO: Chair?

CHAIR CRIVELLO: Mr. Victorino --

COUNCILMEMBER VICTORINO: Thank you.

CHAIR CRIVELLO: --followed by Mr. Couch.

COUNCILMEMBER VICTORINO: Thank you very much, Chair. And thank you for this presentation. I think for most of us this is where and the public has to understand that transportation, transit and, a transit plan like this it's going to cost some money and it has to come from somewhere. And yes, I would also like to echo the gratitude of our County and our State for Mr. Hokama's initiative on MAP-21 and the long-term commitment for funding, for improvements not only in the transit system but also in

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other areas. You know, the infrastructure is also a big key to that and that \$305 billion sounds like a lot but when you're a trillion dollars short it's still a drop in the bucket but it's an improvement over 5 years. I think and we discussed, we had a long discussion yesterday at our HSAC meeting which is all the counties coming together and part of, also our discussion was the GET, you know, discussion on whether we thought it was a good idea or not, the neighbor islands, and Maui has still been a little reluctant to put that forward. But we'll leave that as another subject matter. My question to you is with all these improvements and additional routes, you know, I understand the expense that are produced with that. What would you believe and you showed us that ridership about 2½ million, what would you anticipate in 2022, what kind of ridership would you anticipate with the expansion, improvement, and frequency of our routes throughout this County?

MR. FRYSZTACKI: You know, I did calculate that and I can't remember what the number is off the top of my head.

COUNCILMEMBER VICTORINO: Yeah.

MR. FRYSZTACKI: But I...Linda, do you know? When I did the financial analysis I had to do a...we can get that precise number for you.

COUNCILMEMBER VICTORINO: Yeah.

MR. FRYSZTACKI: But I believe it was getting close to doubling the current amount of ridership. And you'll notice on that diagram that it, the ridership levels --

COUNCILMEMBER VICTORINO: Taper off.

MR. FRYSZTACKI: --flattened off a little bit --

COUNCILMEMBER VICTORINO: Right. Yeah.

MR. FRYSZTACKI: --and actually dropped a little bit. But when it peaked and came down was also when you adjusted the fares, and that's, actually it came down less than a person like myself would have forecast. So you have a very solid dedicated ridership base now that really accepted the last fare adjustment. So I believe with service improvements you would see a substantial increase in that ridership. But you're correct in framing your question the right way. It wouldn't be until that sixth year because a lot of those improvements are two or three years from now.

COUNCILMEMBER VICTORINO: Right in other words it's futuristic and not immediate and I understand that. You wanted to add something? I'm sorry.

MS. SOON: I would like to add just one dimension to that. Based on the comments we were getting, we know that for the early-morning trip and the late trip they all have to have backup plans. Somebody has to be prepared to come get them, should something, should the bus be too late to get them on time and that's why the new tracking

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application is very important. But our recommendations in particular for extending the route system later into the evening will be very important to the riders because it gives them more security for being able to get home. If they've gotten to work on the bus they're dependent upon the bus and they don't always have a backup so it's a very important security measure for them. Thank you.

COUNCILMEMBER VICTORINO: And then I was interested in the other aspect that South Maui especially you mentioned about larger buses and of course that's easier said than done because the roadways and some of the transient corridors would not or would prohibit larger buses. but I was curious, what do you think drove that aspect? Because there were, that was the one area that said that, now is it because they're not getting on the bus, is it because the buses are full that they feel that larger buses would be necessitated, or is it just that more comfort, more visitors? I don't know, because I was curious why that particular comment came up in that area.

MR. FRYSZTACKI: Is this Lahaina?

COUNCILMEMBER VICTORINO: No, no, no, South Maui.

MR. FRYSZTACKI: South Maui.

COUNCILMEMBER VICTORINO: Yeah.

MR. FRYSZTACKI: So...

MS. SOON: Kihei.

MR. FRYSZTACKI: Kihei, yes. Actually --

COUNCILMEMBER VICTORINO: Yes.

MR. FRYSZTACKI: --it came up both in Kihei and Lahaina.

COUNCILMEMBER VICTORINO: Okay, okay.

MR. FRYSZTACKI: And it's related to the particular routes, Route 10 or Route 20, and if you've ever ridden on some of those routes, sometimes you have to stand and that's a long trip to stand on. And if you have to do that day in and day out it becomes a bit annoying. And the thing is when we talk about larger buses and the people are asking for larger buses, they're looking for those larger buses on those types of routes, not the Villager routes --

COUNCILMEMBER VICTORINO: I see.

MR. FRYSZTACKI: --but on the Islander routes, the commuter routes. On the commuter routes for example, sometimes there's a full load waiting plus a few people.

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COUNCILMEMBER VICTORINO: Right.

MR. FRYSZTACKI: And so sometimes people, as Cheryl's indicating, get frustrated because they can't get on the bus, they really want to get on, they have to find an alternative ride and once that happens they sort of get discouraged from using the system again. So they're, getting back to your first question about future ridership, if we fix all these problems there's already people prepared to ride the bus more that tried it out and it didn't quite work for them that would come back to the system I think.

COUNCILMEMBER VICTORINO: Okay, thank you.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER VICTORINO: I'll allow, I have other questions but I'll allow the other Members to ask questions.

CHAIR CRIVELLO: Thank you, Mr. Victorino. Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair, and that's some of the questions I had. The question that I've been asked from constituencies as earlier, I mean as recent as yesterday is that, essentially we're doing an 80 percent currently, an 80 percent subsidy to get people on a bus and then the more people that come on the bus the more it's going to cost us. So and your suggestion is to raise the excise tax at least .25 percent and put the onus on everybody else. So I do have a concern with that and how it works in your other hundreds of other places because that's expensive. I mean it's basically an extra \$100 million in 6 years, over 6 years, that's one heck of a lot of money that could be going to other infrastructure issues that we have in the County. So I need to know how to answer those folks who say well wait a minute we need other things. So how is it handled elsewhere that you hear this?

MR. FRYSZTACKI: Well, Councilmember, I wanna break that into two parts. One's just the concept of supporting public transportation overall and the other one would be the nature of the excise tax. As we indicated in the fare structure recommendations and also the supporting data for that, your system's getting a lot of people to work and the employers recognize that. So as we identify for example the fare collection system and improvements, we're looking for more participation from the employers to support their employees getting to work through different kinds of programs. So it's not just the public-at-large and it's not just the riders that are supporting the system, it's also those people who are benefiting, the employers, from getting people to work. That's really a life blood of the community. So other areas throughout the United States and throughout the world really justify 'cause there's very few systems that make any money, they're all subsidized to one degree or another, really support it because of that nature of public transportation. It really gets people to work and if you start relying upon the people all having a car then you have the traffic problem and that also has sort of an inherent public subsidy to it. So, you know, you had to support that part one way or another and it's a matter of what's equitable in terms of the degree of support. And I might mention that through ordinances and I believe you have one,

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Oahu has one, some states have laws that say that a certain amount of the support for the system operation needs to come from the fare box and there's different percentages, and that's a good policy determination and so that's purely at your discretion. But it's a good tool for everybody to have to know okay what is the fair share for people using the service to pay for it. And the other aspect of your question deals with the excise tax, and so one of the reasons that Oahu put so much emphasis on that as a funding source is because a lot of research was done as to how that excise tax is being generated. I believe Oahu be somewhat similar to Maui in that about a third of it is being generated from visitors. And so it was felt to be a proper burden on the visitors because if you look at again the first part you're getting to jobs and a lot of those jobs are in the tourism, visitor industry, it all sort of makes some sense that the visitors through the excise tax should be paying for a disproportionate amount of the subsidy. So that's why the excise tax in particular on Oahu at least has been viewed as a good funding source for this purpose.

MS. SOON: If I could add two quick notions to what Wes has said. Of that 100 million increase, 25 million of it is for the maintenance facility, and it's my personnel view based on experience that with the discretionary grants coming back in that that's the most likely way for you to fund that which is going to be closer to an 80-20 type of match situation. Again that requires the application process. And but with you having an MPO now, one of the messages that came from the Federal officials when they were visiting on the MPO issue, was that they wanted, they put a lot of thought into what they call system preservation asset protection, and they class...and that's one of their top priorities for expenditures and they classify a maintenance facility as asset protection. So I think you'd stand a good chance of being successful in a discretionary grant. The second thing is that in the financial plan that we have proposed we're proposing that fare box recovery come closer to 27 percent, not the 20 percent. So we've looked at various sources for how the increase could be achieved in an equitable fashion.

COUNCILMEMBER COUCH: Okay and so say we do all this and we raise all that money and you say you really like our shelters. They have three seats. For increasing passengers is there a better way to...I mean they look great as you say but they have three seats, some double to six and if we're trying to put a bunch of people on these buses you could already see certainly in, on South Kihei Road they're adding benches, you know, like we used to have where there's nothing but these homemade benches, now they're adding them back again So, yeah they look good but is there a better, more efficient way to do the shelters?

MS. SOON: That's a good point. Shelter, literally it provides shelter from the wind and the rain, and they have opportunity for lighting and when you're early morning waiting and late night that's a particularly important feature. So whether you get a seat waiting or whether you have the amenity of the lighting and some roof to crowd in under with each other while you're waiting, they are a benefit from that perspective not just the seats.

COUNCILMEMBER COUCH: Well but do you have a better design --

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MS. SOON: Design?

COUNCILMEMBER COUCH: --so that it's not three seats?

CHAIR CRIVELLO: That, I don't know if that should be an answer for them.

COUNCILMEMBER COUCH: Oh, yeah, they may not be here, yeah.

CHAIR CRIVELLO: Yeah, or we can get that from the Department at a later time.

MR. FRYSZTACKI: Well I can, just a quick response. In the shelter it is a modular design. So what happens in Oahu is oftentimes you'll see two or three shelters at a high-volume location, and also when you have a number of people waiting and I believe your shelters may have this in it already but a lot of systems are going to leaning rails. So you're not just standing on your feet but you have another option available to you that's easier to maintain, and so there's different ways of accommodating comfort for people that are waiting and I think that your design has included these impossibilities.

CHAIR CRIVELLO: Thank you. Members, any other questions? Mr. Hokama? But before you ask your question I'd also like to know, Mr. Hokama, if you could give us a briefing of your NACo leadership as to what we're expecting from our national level in regarding to I guess the \$305 billion.

COUNCILMEMBER HOKAMA: We got back the 30 percent we lost in the MAP-21 component of the Highway --

CHAIR CRIVELLO: Cannot hear you.

COUNCILMEMBER HOKAMA: --Surface Transportation Act, Madam Chairman. The House and Senate moved quickly. There was one of course major issue, the export/import component of the transportation bill which the President had some issues with and our understanding is how the White House is going to support the passage of our Transportation Act for the next five years. So we have a good sense of where we are going to be for Hawaii's counties regarding funding. There is still is an ongoing need to wrap up aviation which is critical to Hawaii's economy and our County's economy, which we are still working on very dedicatedly to try and get some resolution on the aviation component. But as far as for this, Madam Chairman, yes, there will be the funding. My concern and what we need to communicate is what is going to be potentially our responsibility, and for me that is something we need to be clear. Because I see this as one of the tools of our Legislative Branch to use to manage and direct our growth, infrastructure, and so this plan is based on a lot of assumptions that I don't exactly will support, including payment of how to pay for the system. I will not jeopardize our position regarding the Transit Accommodation Tax or the TAT. That is our money, and the State needs to come to terms that we generate it and that it should be our money. Every place else is the municipal local government's money.

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Only Hawaii chooses to make it State and I don't agree with that. So for the excise tax it doesn't give me the flexibility that I need for my General Fund use because we have to prepare for the bigger perspective. Besides transit I've made everyone well aware of the sewer requirements coming up soon. We've heard Water Department regarding their projects. We still got to keep up with police and fire protection, and always the need for more parks, Madam Chair. So my capital improvement target is over a billion dollars already. This is one component of that and it will be funded to what we believe is its fair amount, and I think we should be discussing what is fair subsidy, the level of subsidy and who is going to pay the subsidy. Let's not forget who, at the end of the day, pays the bill. Ridership, it has its, you know, appropriate place, but if you're going to ask me to subsidize something you better make sure you have a damn good argument because I will not go over a certain amount regarding subsidy 'cause I don't think it's fair and I think that is things we need to know. Because we're still going have to pay for that civil system that we know needs to be replaced in the next ten years or so. If we ever get that perfect tsunami and we lose Central Treatment Plant in Kahului, this whole commercial governmental center shuts down. And what I would like to know as far as this transit plan is, is there, is, as we have seen, what is its role in evacuation? What is its purpose going to be, the transit system, and what is its role will be for evacuation whether it be for hurricane or tsunami? I was able to see the aftermath of Miyagi Prefecture; we don't want to be there. We have the NOAA models, we know that if Big Island has a massive quake we have 30 minutes to prepare South Maui or we go into recovery, not rescue. So again are we addressing this issues, Madam Chairman, from a planning standpoint? And what is the fair amount we should be asking? Because we are a three-isle County, we still have to take care Molokai and Lanai not just this island and what is their fair transit program should there be one. So our bill is a lot bigger than the estimates I see, Madam Chair, because again fairness to the County, not just for the Central area or the South area or the West area. Also what is fairness for the County, it should be part of our consideration as we move this forward. I would say also, Madam Chairman, that, you know, one of the things I would hope if we don't have it, we would see, work with the Department to get additional breakdowns in how we can get the information, 'cause I'd like to know in regarding the use of the system is it part of their length of residency? Where they came from that was part of their normal pattern of work and relaxation, recreation choices already. They were used to a transit system that was available to them, whether it was Portland or where ever they may have chose to reside in, that was the common way of transportation. I don't know. Is it more young people are more open and willing to take advantage versus our older people? I don't know. Does it make a difference if they owned or rented property? I don't know. Did it make a difference whether it was one mile or ten miles? I don't know. I think we need to have as best information possible to make the best financial decisions, Madam Chair, and this gives us a starting point and I look forward to your leadership to help move it forward. Because again I think at the end of the day for me when it comes to budget you have to show me and convince me that the subsidy is reasonable and fair. Thank you.

CHAIR CRIVELLO: Thank you. I will ask Staff to follow up in regards to your questions as far as I guess demographics as far as we can get that kind more detailed information

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from the Department or the consultant. Department or consultants, any comments or feedback to Mr. Hokama's comments as well as questions?

MR. TAKAMORI: Yes, thank you. I guess to answer a couple of your, or I guess more of your statements, basically the Department is working in collaboration with Civil Defense to come up with updated plans on anything to do with evacuations. So we recently, maybe a few weeks ago just had a meeting with Anna and her team along with I believe there was like Parks and Housing and Human Concerns' representatives to restart looking at updating our current plan. So that's one of the areas I guess that you're wondering about. In regards to transportation provided on Lanai and Molokai, we do work very well with MEO and so if we do have any requests that come in from those islands we do sit down with MEO and see what we can offer to those residents there. We, what makes it hard to have a, any type of transit system on those islands is that when it comes to repair and maintenance of those vehicles it's very limited to who is currently on island unless you have the company you contracted out to to bring in, rent the facility and bring in I guess labor or find labor there. So I know that that was one of the issues we've had. Even, I know that even MEO has issues sometimes when their vehicles go down, they, if they can't get support on those islands they have to fly out mechanics from here. As well as I know that on Lanai we've had communications with I guess Ellison's company I guess at one point they were looking at finding out what it would take to start up their own public transit system. So I'm not quite sure where we are with...we haven't had any recent talks with them but I know one of the questions came in was what it would be, what it would take to have a transit system there. So I know that their company itself was thinking of, some, I guess expanding public transit.

CHAIR CRIVELLO: Thank you.

MR. TAKAMORI: Thank you.

CHAIR CRIVELLO: I have...Mr. Guzman, any questions or comments? I have a couple questions if I may ask? This is called the Maui County Short-Range Transit Plan, and as mister, as Marc had mentioned there may or may not be consideration for our two rural islands. So was the study or your survey done only Maui? So shouldn't this be just be a Maui-centric study or survey instead of Maui County unless it was inclusive with your other, our other two islands?

MR. TAKAMORI: Thank you. I guess you could say that it is a Maui island short-range transit plan but we do have riders that do live on Lanai and Molokai that do come to Maui often and still utilize our services. So I think that's part of the reason why we are open to suggestions from all islands.

CHAIR CRIVELLO: So actually your proposed service improvements is really at this time with this study is just for Maui island?

MR. TAKAMORI: Yes, yes it is.

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CHAIR CRIVELLO: Okay. Thank you. So this is why I guess I'm looking at it more as a Maui short-range transit plan as opposed to Maui County. Also on page, I think it's 53, you have your fares or your fixed routes with...what's the distinction between the seniors, 55 years and older fixed route only and senior 65 years and older fixed route only in terms of fare analysis? So does it mean that it's going to eventually be phased out or can you explain that please?

MR. FRYSZTACKI: Yes, one of the criteria we used in coming up with our consultant recommendations is to look at how seniors are defined throughout the country and there was only out of the almost 150 systems that we looked at there was only one other system that had seniors being defined at the age of 55, and the common age is 65. So that was based on our recommendation following what other systems are doing in making that definition.

CHAIR CRIVELLO: Okay. As in regards to your fare structures, as a result of your study, will that be in the Fiscal Year 2017 Budget?

MR. FRYSZTACKI: Yes, when it says 2017, it means Fiscal Year 2017.

UNIDENTIFIED SPEAKER: . . .*(inaudible)*. . .

CHAIR CRIVELLO: Yeah. Marc?

MR. TAKAMORI: Thank you. It, I guess right now the various departments are working on their different budgets, so what's gonna happen is that we will, our Department will need to meet with the Mayor to discuss all of these different recommendations. And if so it will then be recommended in our budget.

CHAIR CRIVELLO: Okay. Okay thank you. Couple other questions. You know, our fuel prices go up and down, and more up, well at least where I come from. What assumptions in operating costs have been made regarding the fuel prices?

MR. FRYSZTACKI: That's a good question. We really use the Roberts' contract amounts, which I believe Roberts, is there a variable for fuel in their contract? No. So the cost to Maui County at this point for the duration of that contract is not impacted by fuel changes. Correct, Marc? I just wanna make sure.

CHAIR CRIVELLO: Marc, would...

MR. TAKAMORI: Yes, correct.

CHAIR CRIVELLO: Thank you. Department, how will you be prioritizing the recommended service improvements if you will be taking this study into full implementation? And how will they be phased? Yeah.

MR. TAKAMORI: Thank you. In regards to the implementation of any of the route expansions, I do know that the ones that would probably be moving forward quicker

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are ones where it's basically route modifications that don't cost any more money or if it does cost any more money it would be a very little cost. So it would be maybe changing a certain route that still does that same route but maybe you split it in half and it does a certain route from maybe homes to a destination such as a mall and then it goes back out to a different area of homes. So those modifications if we can do it without I guess spending any more money, those are the ones that are probably going to move forward faster than the ones where we will have to request funding to then be able to start any new additional routes.

CHAIR CRIVELLO: Thank you. Members, any other comments or questions? Mr. Couch and then Mr. Hokama.

COUNCILMEMBER COUCH: Thank you, Madam Chair. And, you know, Mr. Hokama brings up a huge point as far as how much subsidy. Is there any kind of study or can you get us figures as to what the, kind of the cost benefit is to this? Yes, it's going to cost us a \$100 million more a year if we go through this plan, but what is the benefit? I know you say you take some cars off the road, can you get numbers as to how many and that kind of thing is that ever been done or will that be done?

MS. JOHNSON WINER: Madam Chair, I can answer that. Part of the formation within the Metropolitan Planning Organization would be to engage in studies, additional information that right now this particular study, we only had a certain amount of funding that we had to deal with so it had to be constrained. So I think we would be able to commission that kind of information from future studies. The other thing too that I wanted to point out is, you know, we range between 25 and 27 percent fare-box return for, which is better than the industry average, which usually goes between 15 and 20 percent. But one of the things that, you know, just observing some of the questions with regards to the neighbor islands and the scope of the study, one of the difficulties that we always have is gathering information. The human services, while it's referenced within the framework of the Maui, you know, short-range transit plan update, it was very difficult for us to gather a lot of information. You also have no fare structure. So some of the questions that we challenged SSFM with answering, they would not be able to really address because that system is wholly funded by the County of Maui. That is what serves Hana, that's what serves the outlying areas that operate outside of our current transit areas, Molokai, Lanai. So in a future update what my suggestion would be and Marc and I have spoken about this, when additional funding becomes available and this was largely focused on the programs that are having to do with the public transit system as opposed to, you know, the human services transportation program, that I think would be, we would be able to do some of that with the implementation of the software that MEO is now in the process of installing in their buses. I think that while it may still be difficult to gather that information on Molokai and Lanai, I think that they will be able to get a better handle on that so that we can track ridership, we can track the different demographic groups. We can see what ways we may be able to sustain that, because when you look at the growing elderly population, whether it's Molokai, Lanai, Hana areas, our population is growing in general. Therefore over time the fact that the County funds human services transportation very generously, which is really, you know, helping our overall

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service capacity to serve all of our individuals, you know, that live throughout Maui County. I really think that that has to find a way to also become more sustainable because it's very difficult to look at the money is generated and many of our riders who use both systems say, well how come I have to pay on Maui Bus and I don't pay anything on MEO? You know, transportation, human services transportation. And with elderly populations growing the need for more exclusive or more individualized services throughout the entire island is going to grow because with aging comes the need for the ADA requirements for the needs that need...that actually are perhaps not being met in the various communities. To get them to dialysis, that's another whole subject that we are struggling with in Transportation Department, but those items because of the fiscal constraints that we had within the actual amount of money we could secure, we had to kind of pull back on some of those components. And also because the data gathering capability was limited due to the technology that MEO does or does not have, which, you know, you thankfully have helped us to enable them to address. I think with those missing elements it was difficult for us to do all of the entire, you know, island chain and look at it, but it's not that it's not that we don't, you know, know that those areas are important because we struggle every day trying to provide services. And especially I think even though Member Carroll isn't here, Hana's really proven challenging at times with getting, you know, people in and out of there and they have had requests for increase in services. So in our Department I think that I'm leaving it in good hands because with Marc...and Diane has been doing the financial portion of it, so we're looking at creative ways that we can help to fund the system. We're still and we did get a response and I know, Councilmember Hokama, you were also looking at advertising revenues. That's another way that we may be able to offset some of these costs, and so I know Corporation Counsel did give us a response. So that will be coming down too. And even after the first of the year with regard to Metropolitan Planning Organization formation and monies that will become available throughout that process, I am more than happy as a private citizen to just come and help, you know, in whatever capacity I can to either gather information or provide information that you will need in order to make the decisions on to where our money should be expended. But I think in general we're moving in the right direction, we're being very cost effective in how we manage the Department, and I think that there are some things that we can do in house to try to improve our, I guess our data gathering capability through National Transportation Database. Whether we like it or not, you know, we have to provide that information. So, you know, as we get more of that, the new application that we have, the find my bus application is really helping a lot because even knowing where our buses are and sending out messages, communicating to individuals is really important. I wish our cell service were better on Molokai and Lanai that sometimes, you know, it does get disrupted and it's limited.

CHAIR CRIVELLO: Right. Thank you. Thank you.

MS. JOHNSON WINER: Thank you.

CHAIR CRIVELLO: Thank you for...and thank you for all of your work. Mr. Hokama?

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COUNCILMEMBER HOKAMA: And I hearing the Director's comments. Thank you for your service also, Director. But also, you know, something we discussed in Colorado Springs last week, Madam Chairman, nothing is free. This misconception of the County provides free service or free that, that is not true, somebody is paying the bill. We know that and I think we need to be more upfront with our community and tell them, we can do pretty much anything provided you're willing to pay for it. It's simple, if you're willing to pay we can provide. The problem is there's a lot of asking to provide and very little to pay. So I think we need to be real, real...very real with the community regarding services, quality, level, frequency. We can provide as a County, I don't have the doubt in my mind, but who do people expect to pay is another thing that is of concern to me, because 28 percent is not good enough for me. We still got a \$30 million subsidy for agriculture we've got to work on. There's a lot of subsidies that we need to make the people aware and find ways to reduce that subsidy so we can put it where we need to to improve our communities of the infrastructure in reinvestment that we desperately know we going to have to do. And so for me this is part of the long-range financial planning, Madam Chairman, and this is one big component of it, transit. But transit also depends on a good highway system and you need the roads. So besides us this thinking about this I think we should...I don't have a problem, I'm willing to consider giving the Department the funding it needs to do those additional studies to get those answers we want before I'm willing to commit major capital improvement monies. 'Cause I wanna know is this the only option for us and if it is then let's make a call. But if somebody tells me why didn't you think about this and we were never told about it then I get very upset, 'cause it's going to cost us more money and loss of time. Two things I'm short of in my time of life.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER HOKAMA: So --

CHAIR CRIVELLO: Yes.

COUNCILMEMBER HOKAMA: --I would say if the Department can assist us with some numbers that they feel is reasonable for get those studies done quicker than later, that provides us some more certainty and answers, I'm happy to consider funding that. But make it known to us sooner than later 'cause budget's around the corner, you know that, Director. And other than that I would say I would continue to appreciate we still look at this as a County plan, Madam Chairman, because whether it be with the, even the limited airline service with limited ferry service and with Expeditions, we can still provide a coordinated schedule for those coming off either the ferry system or the airline system to be able to use those transportation hubs to get on the ground and get within this community of this island. That I think is still critical and important, and should be part because Lanaians and Molokaians will support this system too, Madam Chair.

CHAIR CRIVELLO: You're right.

COUNCILMEMBER HOKAMA: So I think those considerations should be automatic.

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CHAIR CRIVELLO: I agree. Yeah.

COUNCILMEMBER HOKAMA: And so I would ask the Department to consider that please. Because I think those little things make it easier for the overall coordinate [sic] of a transportation system, not a transit system, Madam Chair. And we all know, we all fly, we all ride the boat and we all ride the vehicle, the \_\_\_\_ system so that would be my suggestion, and I appreciate the time.

CHAIR CRIVELLO: Thank you, Mr. Hokama. Mr. Victorino?

COUNCILMEMBER VICTORINO: Thank you, Madam Chair, and thank you, Mr. Hokama, for, you know, clarifying the whole aspect of Maui County. You know, we've never forgotten our outlying districts, whether they're Hana, Molokai, or Lanai and the challenges they face in transportation, and we're the only island and County that has three, well four islands, let's add Kahoolawe on that. We have four islands, you know, and so cost to move our people around is much more than any of the other counties, and we spend a lot more money just in that respect moving our people from place to place. So I like the plan. I agree with Mr. Hokama, we're coming in, up and facing some tremendous issues in a not-too-distant future, when it comes to not only sewer, water, the infrastructures that are in that area, but the critical need for housing, Madam Chair. And even though --

CHAIR CRIVELLO: Yes.

COUNCILMEMBER VICTORINO: --it's not part of the subject matter today it is part of what we're talking about because if we are to build all this housing especially in Central and Upcountry, I would think that would increase the ridership even further. South Maui would not be up, be impacted except the fact is a lot those people work in South Maui and West Maui. So they need transportation coming to Central, and I have spent, I don't know if you'd heard this but I spend time down at Kaahumanu. I sit there with people, with the drivers, just to find out what's going on. 'Cause, Madam Chair, you find out when sit there with people.

CHAIR CRIVELLO: Who ride the bus.

COUNCILMEMBER VICTORINO: Yes, who riding the bus, and they, they've told me all these same scenarios, they'd like to see expansion this, this, this, and this, but they also realize it costs more. So I've told them in many, in all cases I've said this, we can give you what you want, are you willing to pay more to get it 'cause we cannot subsidize forever. So all of these factors come in today, Madam Chair, I wanna thank you for bringing this forward. I think it's great for our County and our people to see what's going on, what our future plans are, whether we can achieve them or not. I'd like to thank the consultants for their efforts, you know, I think that's fabulous. But most importantly I'd like to encourage people to continue their ridership, 2.5 million people riding a system where we have a 150,000-plus residents is astonishing. You compare that to other municipalities, we exceed all kinds of wild numbers that you can come

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up with. And finally I'll close with this, we have opportunities in the not-too-distant future to decide whether we want to go GET and maybe help our bus system or continue on doing the way we have been, but I will not leave the TAT off the table because that will always have to be a big part of it. I know this may not be directly connected to this subject matter but indirectly it has a big part in what we're discussing today. But, Madam Chair, thank you very much. I think for myself I feel very comfortable. Yes, decisions have to be made, yes, we have to look for the opportunities, and if Feds and State have monies available let's grab it because I can tell you the other counties they're going to grab quick as...if we don't touch, take it, they'll take it from us. So thank you, Madam Chair.

CHAIR CRIVELLO: Thank you, Mr. Victorino. If there are no further...

COUNCILMEMBER HOKAMA: Chair, one, one question and --

CHAIR CRIVELLO: Yes. Sure, Mr. Hokama.

COUNCILMEMBER HOKAMA: --this what I can tell you a lot of people out there are thinking 'cause I've been asked it and I don't know the current answer because of the new legislation are fast, but I think our community would like to know can this County RFP the whole thing, the complete operation, maintenance CIP to a third-party vendor and the County just provides the grant oversight with one, two employees? Whereby we, you know, we're just the funnel or co-funder of the whole operation program but it's a completely third-party contract or grant and that we enforce and provide oversight. Is that something as an option for this County?

CHAIR CRIVELLO: Mr. Takamori?

MS. SOON: Well I was just saying to Jo Anne on the side, that's essentially --

CHAIR CRIVELLO: Ms. Soon.

MS. SOON: -- what Oahu does. It's all put out to a contractor, Oahu Transit Services. So you could do that in part if you were doing something on Molokai and Lanai or you could do it in full, and in some measures you do a lot of that with Roberts, yeah, and MEO essentially.

COUNCILMEMBER HOKAMA: Well that's what I mean, that's one of the things, of the options we wanna know --

MS. SOON: But in...

COUNCILMEMBER HOKAMA: --does it make sense to go completely third party?

MS. SOON: In...

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COUNCILMEMBER HOKAMA: We retain certain components whether it be Paratransit or whatever for the right reasons, Madam Chair? I mean that's the kind things I think we need to be made aware of --

CHAIR CRIVELLO: Right.

COUNCILMEMBER HOKAMA: --in the...

MS. SOON: Yeah, in any event though you do need a staff that's managing those contracts.

COUNCILMEMBER HOKAMA: No, no, we understand that part.

MS. SOON: Yeah.

COUNCILMEMBER HOKAMA: We, yeah, we want to, yeah, we won't be wagged by the tail.

MS. SOON: And you essentially, you're administrative costs are a quite low proportion at 1.7 million projected out over the end of the 6-year period, so you're almost in that position already.

COUNCILMEMBER HOKAMA: Okay. Thank you.

CHAIR CRIVELLO: So we'll make note of that, Staff, so we can have some sort of, something more decisive or definitive in respond to Mr. Hokama's inquiry. Members, if there are no further comments or further discussion, I want to thank the Department for this presentation with Weslin, good information, lots of information for us to swallow. We appreciate it. Again Jo Anne, mahalo nui, Mele Kalikimaka and may 2016 be a cruising time for you in your for sure kind of retirement, that is a question mark. So, Members, at this time I would like to, if there are no objections, I would like to defer this matter.

COUNCILMEMBERS: No objections.

**COUNCILMEMBERS VOICED NO OBJECTIONS** (excused: GCB, RC).

**ACTION: DEFER pending further discussion.**

CHAIR CRIVELLO: Thank you, Members, thank you for being here today. I want to thank Tammy Frias and Carla Nakata for their due diligence, I appreciate their support. And I'd like to again thank the Administration and the Department of Corporation Counsel for their participation, and if I don't see any of you from the Department or Members, have a happy holiday. Mahalo and be safe. Thank you. Meeting is adjourned. . . .(gavel). . .

**ADJOURN:** 10:45 a.m.

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APPROVED:

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

STACY CRIVELLO, Chair  
Housing, Human Services, and  
Transportation Committee

hht:min:151208:jp

Transcribed by: Jean Pokipala

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CERTIFICATE

I, Jean POKIPALA, hereby certify that the foregoing represents to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 4<sup>th</sup> day of January 2016, in Wailuku, Hawaii



A handwritten signature in cursive script, appearing to read "Jean Pokipala", is written over a horizontal line.

Jean Pokipala