REPORT OF THE COMMITTEE ON TRANSPORTATION, SUSTAINABILITY AND HEALTH

Voting Members:
Radiant Cordero, Chair; Brandon J.C. Elefante, Vice-Chair;
Esther Kia'āina, Augie Tulba

Committee Meeting Held
April 19, 2022

Honorable Tommy Waters
Council Chair, City Council
City and County of Honolulu

Mr. Chair:

Your Committee on Transportation, Sustainability and Health which considered Resolution 22-85 entitled:

"RESOLUTION APPROVING THE DEPARTMENT OF TRANSPORTATION SERVICES' 2022 PUBLIC TRANSIT TITLE VI PROGRAM PURSUANT TO THE REQUIREMENTS AND GUIDELINES OF THE FEDERAL TRANSIT ADMINISTRATION'S TITLE VI CIRCULAR 4702.1.B,"

introduced on April 12, 2022, reports as follows:

The purpose of the Resolution is to approve the Department of Transportation Services' 2022 Public Transit Title VI Program, attached hereto. The Director may make minor or editing changes to the DTS' 2022 Public Transit VI Program, attached hereto, provided that no substantial additions or deletions are made.

The Director of Transportation Services provided information on the resolution.

Your Committee received no public or written testimony on the Resolution.

Your Committee considered and approved a CD1 (OCS2022-0322/4/14/2022 2:14 PM) version of the Resolution that makes the following amendments:

A. Removes the partial *2022 Public Transit Title VI Program* attachment and attaches the correct, full document to the resolution.

CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

ADOPTED ON MAY 4 2022 COMMITTEE REPORT NO. 89

REPORT OF THE COMMITTEE ON TRANSPORTATION, SUSTAINABILITY AND HEALTH

Voting Members:
Radiant Cordero, Chair; Brandon J.C. Elefante, Vice-Chair;
Esther Kia'āina, Augie Tulba

B. Makes miscellaneous technical and nonsubstantive amendments.

Your Committee on Transportation, Sustainability and Health is in accord with the intent and purpose of Resolution 22-85, as amended herein, and recommends its adoption in the form attached hereto as Resolution 22-85, CD1. (Ayes: Cordero, Elefante, Kia'āina, Tulba - 4; Noes: None.)

Respectfully submitted,

Radiant Cordero

Committee Chair

CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

ADOPTED ON MAY 4 2022

COMMITTEE REPORT NO. 89

CITY COUNCIL

CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAI'I

No. **22-85, CD1**

RESOLUTION

APPROVING THE DEPARTMENT OF TRANSPORTATION SERVICES' 2022 PUBLIC TRANSIT TITLE VI PROGRAM PURSUANT TO THE REQUIREMENTS AND GUIDELINES OF THE FEDERAL TRANSIT ADMINISTRATION'S TITLE VI CIRCULAR 4702.1.B.

WHEREAS, Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d et seq.) prohibits discrimination on the basis of race, color, and national origin for recipients of federal financial assistance; and

WHEREAS, the Department of Transportation Services ("DTS"), as a recipient of Federal Transit Administration (FTA) financial assistance for the public transit system, must prepare and submit to the FTA a Title VI Program that is compliant with the requirements and guidelines of the FTA's Title VI Circular 4702.1.B (Circular); and

WHEREAS, the DTS prepared the attached 2022 Public Transit Title VI Program in compliance with the requirements and guidelines of the Circular and reported that the DTS provides public transit service in conformance with Title VI legislation that prohibits discrimination on the basis of race, color, and national origin; and

WHEREAS, the 2022 Public Transit Title VI Program must be approved by the City's governing entity, the Honolulu City Council, prior to submission to the FTA pursuant to the Circular's requirements and guidelines for fixed route transit providers; now, therefore,

BE IT RESOLVED by the Council of the City and County of Honolulu that the Department of Transportation Services' 2022 Public Transit Title VI Program, attached hereto and, by reference, made a part hereof, be approved; and

BE IT FURTHER RESOLVED that the Director of Transportation Services may make minor or editing changes to the DTS' 2022 Public Transit Title VI Program, attached hereto, provided that no substantial additions or deletions are made; and

CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAI'I

No. **22-85, CD1**

RESOLUTION

BE IT FINALLY RESOLVED that a copy of this resolution be transmitted to the Director of Transportation Services at the Fasi Municipal Building, 650 South King Street, 3rd Floor, Honolulu, Hawaii 96813.

INTRODUCED BY:

Tommy Waters (br)

DATE OF INTRODUCTION:

April 12, 2022
Honolulu, Hawai'i

Councilmembers

2022
Public Transit Title VI Program
City and County of Honolulu
Department of Transportation Services

Questions/Comments

Call: 808-768-8372
Voicemail: 808-768-8368
Email: thebusstop@honolulu.gov

2022 Public Transit Title VI Program

Introduction

The City and County of Honolulu (City) Department of Transportation Services (DTS) is responsible for providing fixed-route (TheBus) and complementary ADA paratransit (TheHandi-Van) service for the island of Oahu. TheBus and TheHandi-Van are operated and maintained by Oahu Transit Services, Inc. (OTS), a private, not for profit management firm under contract with DTS. The City's rail line is under construction with Interim Opening for the first nine stations between East Kapolei and Aloha Stadium anticipated to begin revenue service in late 2022.

TheBus operates 105 routes serving the major regions on the island of Oahu: Windward (Kahuku to Makapuu), Leeward (Makaha to Waipahu), Central Oahu (North Shore to Mililani) and the primary urban corridor (Pearl City to East Honolulu). The 105 routes are categorized into four (4) modes of service operating at various times throughout the week: Rapid Bus (limited stop), Trunk, Circulator, and Peak Hour Express.

Title VI (TVI), codified at 42 U.S.C §2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964 prohibiting discrimination against a broad range of protected classes, including race, color, and national origin in programs and activities receiving federal financial assistance. As a recipient of federal grant funds, DTS certifies to the Federal Transit Administration (FTA), upon execution of a master grant agreement and accompanying assurances and certifications, that public transit services are provided in compliance with Civil Rights legislation.

Recipients of FTA grants are required to prepare and submit a report every three (3) years to document that public transit services are provided in a nondiscriminatory manner. The 2022 Public Transit TVI Program report is due to the FTA by June 1, 2022. The requirements for preparing this TVI Program report are outlined in Chapters 3 & 4, "FTA TVI Circular C 4702.1B (Circular)".

Part I of this report addresses the Circular's general requirements in Chapter 3 that are applicable to all FTA grantees. These requirements include: Program Contents, Public Notice, Complaint Procedures/Form, Investigations/Complaints/Lawsuits, Public Participation Plan/Process, Language Services for Limited English Proficient (LEP) Persons, Minority Representation on Planning/Advisory Boards, Subrecipient Assistance/Monitoring, Facility Site/Location Selection, and Approval by Governing Entity.

Part II of this report addresses the Circular's Chapter 4 requirements that are applicable to fixed route transit providers who operate 50 or more fixed route vehicles in peak service and located in an urbanized area of 200k or more in population. The requirements include: Program Contents, System-Wide Service Standards/Policies, Demographic Data, Transit Service Monitoring, and Evaluation of Service/Fare Changes. The transit service monitoring report documents TheBus service performance for all 105 routes against the system-wide service standards and policies to identify disparities between routes serving minority and nonminority populations. (Attachment 7)

The impacts of the pandemic emergency significantly decreased system-wide ridership; at the onset in early 2020 ridership dropped to approximately 40% of pre-pandemic levels and now, two years into the ongoing pandemic, ridership has rebounded slightly to approximately 55% of pre-pandemic levels. TheBus routes/schedules continue to be evaluated/adjusted to address the changes in ridership, service demand/productivity, operating costs, and resource/budget allocations.

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ATTACHMENT 8: Major Service and Fare Change Policy and Disparate Impact & Disproportionate Burden Policies
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I. GENERAL REQUIREMENTS AND GUIDELINES FOR ALL FTA RECIPIENTS

Section 1: Requirement to Notify Beneficiaries of Protection Under Title VI

Title 49 CFR Section 21.9(b) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations, stops, and/or on transit vehicles. The notices shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

The Title VI (TVI) Notice to the Public is posted at the following locations.

- Department of Transportation Services, Transportation Mobility Division, 3rd Floor Lobby.
- Oahu Transit Services: TheBus Customer Service Office, TheBus Pass Office.
- TheHandi-Van Eligibility Center.
- Car cards within fixed route public transit vehicles.
- Websites:
    - City & County of Honolulu Department of Transportation Services

      http://www.honolulu.gov/cms-dts-menu/site-dts-sitearticles/1883-thebus-non-discrimination-title-vi-policy.html

    - Oahu Transit Services: TheBus and TheHandi-Van

      http://www.thebus.org/AboutTheBus/TitleVI.asp

      http://www.thebus.org/thehandivan/TitleVI.asp

The TVI Notice is also mailed out in all TheHandi-Van Eligibility Center recertification and new applicant packages.

The TVI Notice is shown below.

Department of Transportation Services

TheBus
City and County of Honolulu

Notifying the Public of Rights Under Title VI

The City and County of Honolulu

The City and County of Honolulu operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City and County of Honolulu.

For more information on the City and County of Honolulu's civil rights program, and the procedures to file a complaint, contact 808-768-8371; email thebusstop@honolulu.gov; or visit our administrative office at 650 South King Street, 3rd Floor, Honolulu, Hawaii 96813. For more information, visit https://www.honolulu.gov/dts/aboutus/transportation-mobility/183-site-dts-cat/1883-thebus-non-discrimination-title-vi-policy.html.

If information is needed in another language, call 808-768 8371.

- 如需此信息的其他语言版本，请致电808-768-8371。 (中文)
- Ika e auchea epwe kawor awewen poraus non kapasen ew fonu, kokori 808-768-8371. (Kapasen Chuuk)
- No masapul ti impormasion iti sabali a lengguahe, awagan ti 808-768-8371. (Ilokano)
- 他の言語での情報が必要でしたら808-768-8371までお電話ください。 (日本語)
- Kung kinakailangan ang impormasyon sa ibang wika, tumawag sa 808-768-8371. (Tagalog)

Department of Transportation Services

The Handi-Van

Notifying the Public of Rights Under Title VI

The City and County of Honolulu

- The City and County of Honolulu operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City and County of Honolulu.

- For more information on the City and County of Honolulu's civil rights program, and the procedures to file a complaint, contact (808) 768-8300; email handivan@honolulu.gov; or visit our administrative office at 650 South King Street, 3rd Floor, Honolulu, Hawaii 96813. For more information, visit https://www.honolulu.gov/dts/aboutus/transportation-mobility/183-site-dts-cat/1883-thebus-non-discrimination-title-vi-policy.html.

- If information is needed in another language, call (808) 768-8300.

  - 如需此信息的其他语言版本，请致电 (808) 768-8300。 (中文)

  - Ika e auchea epwe kawor awewen poraus non kapasen ew fonu, kokori (808) 768-8300. (Kapasen Chuuk)

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  - 他の言語での情報が必要でしたら (808) 768-8300 までお電話ください。 (日本語)

  - Kung kinakailangan ang impormasyon sa ibang wika, tumawag sa (808) 768-8300. (Tagalog)

The TVI Car Card is shown below.

THIS PUBLIC TRANSIT SYSTEM DOES NOT DISCRIMINATE BASED ON RACE, COLOR, OR NATIONAL ORIGIN AND ENSURES TRANSPORTATION EQUITY FOR ALL COMMUNITIES REGARDLESS OF INCOME LEVEL.

该公共交通系统不应基于种族、肤色或国家原籍进行歧视，并保证所有社区无论收入水平均享有公平的交通运输。

ESAP WOR NIFINIFIN NGENI ARMAS WON EI SEIN MUUN REN NEO, ONUWEN INIS, IKA CHON IA PWE EPWE CHON ANONOU FENFENI MOKUTUN SAI NGENI KOMUNITY MEINISIN INAMOW IKA ESE NONOFONGON MONI NON.

Daytoy a Sistema ti Pangpubliko a Transportasion ket saan a mangidumduma gapu iti puli, kolor ti kudil, wenno naggapuan a pagilian ken siguraduenna iti patas a serbisio ti transportasion para iti amin a komunidad uray no ania ti level ti sueldo.

公共交通機関は人種、肌の色、国籍によって差別をすることはありません。また収入のレベルにかかわらず、どの地域社会にも交通機関の利用機会が公平にあることを保証します。

Ang Public Transit System na ito ay hindi nandidiskrimina batay sa lahi, kulay, o bansang pinagmulan at sinisiguro ang karampatang transportasyon para sa lahat ng mga komunidad anuman ang antas ng kita.

Questions/Complaints **问题/投诉** **KAPAS EIS/MET KE OPUT** **Saludsod/Reklamo** **質問／苦情** **Mga Tanong/Mga Reklamo**
(808) 768-8374 thebusstop@honolulu.gov www.honolulu.gov/dts www.thebus.org

Section 2: Requirement to Develop Title VI Complaint Procedures and Complaint Form

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations.

In addition to developing complaint procedures, recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

The TVI Complaint Procedures and Form are on the following websites:

- City & County of Honolulu Department of Transportation Services (DTS)

  http://www.honolulu.gov/cms-dts-menu/site-dts-sitearticles/1883-thebus-non-discrimination-title-vi-policy.html

- Oahu Transit Services (OTS): TheBus and TheHandi-Van

  http://www.thebus.org/AboutTheBus/TitleVI.asp

  http://www.thebus.org/thehandivan/TitleIV.asp

Complaint Forms (Attachment 1) are available at the following locations and in the languages identified in the Limited English Proficient (LEP) Plan (Attachment 3).

- Download from DTS and OTS websites listed above.
- Through mail or email by calling DTS at (808)768-8371, or emailing TheBusStop@honolulu.gov or handivan@honolulu.gov
- In-person at:
  DTS (650 South King St., 3rd Floor)
  OTS TheBus Customer Service Office (811 Middle St.)
  OTS TheBus Pass Office (Kalihi Transit Ctr, Middle St. at Kamehameha Hwy.)
  TheHandi-Van Eligibility Center (1100 Ward Ave., Suite 835)

The Complaint Process displayed below has been extracted from the official DTS website.

Title VI Non-Discrimination Policy

The City and County of Honolulu, Department of Transportation Services (DTS), as a recipient of Federal funds, has certified and provided assurances that it, and Oahu Transit Services, Inc. (OTS), the non-profit corporation contracted by DTS to provide TheBus and TheHandi-Van services, will fully comply with Title VI of the Civil Rights Act of 1964. DTS, and OTS, are committed to ensuring that no person using public transit services is discriminated against on the basis of race, color, or national origin, particularly in the following service areas:

- Scheduling
- Quality of service
- Frequency of service
- Age and quality of vehicles assigned to routes
- Quality of stations serving different routes
- Location of routes

Title VI Notice

The City and County of Honolulu operates its programs and services without regard to race, color, and nation origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with the City and County of Honolulu.

TheBus Title VI Notice Downloads:

- English (32KB DOC)
- Chinese (中文) (42KB DOC)
- Japanese (日本語) (41KB DOC)
- Ilokano (42KB DOC)
- Tagalog (42KB DOC)
- Chuukese (Kapasen Chuuk) (47KB DOC)

TheHandi-Van Title VI Notice Downloads:

- English (655KB DOC)
- Chinese (中文) (671KB DOC)
- Japanese (日本語) (670KB DOC)
- Ilokano (670KB DOC)
- Tagalog (671KB DOC)
- Chuukese (Kapasen Chuuk) (671KB DOC)

What is Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination in programs and activities receiving Federal financial assistance on the basis of race, color, or national origin.

The City and County of Honolulu, Department of Transportation Services (DTS), and the non-profit corporation it has contracted to provide fixed route services, "TheBus," and paratransit services, "TheHandi-Van," are committed to ensuring that no person is discriminated against while using TheBus or TheHandi-Van as prohibited by Title VI of the Civil Rights Act of 1964.

Title VI protections have been extended via two Presidential Executive Orders to Environmental Justice, which also protects persons of low income, and Limited English Proficiency.

Who can complain

Anyone who believes that she or he has been discriminated against while using TheBus or TheHandi-Van may file a Title VI complaint with DTS.

How to file a Title VI discrimination complaint

If a person believes she or he has been discriminated against in using TheBus or TheHandi-Van, they may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination. Complaints should provide the following information:

- Complainant's name, address, and contact information (telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against
- Location, names, and contact information of any witnesses

File the complaint in writing with DTS, Transportation Mobility Division at:

Bus Service and Operations
Transportation Mobility Division
Department of Transportation Services
City & County of Honolulu
Frank. Fasi Municipal Building
650 South King Street, Third Floor
Honolulu, Hawaii 96813-3017

Email: TheBusStop@honolulu.gov
Phone: (808) 768-8371

Paratransit Service and Operations
Transportation Mobility Division
Department of Transportation Services
City & County of Honolulu
Frank. Fasi Municipal Building
650 South King Street, Third Floor
Honolulu, Hawaii 96813-3017

Email: handivan@honolulu.gov
Phone: (808) 768-8300

If the complainant is unable to write a complaint, DTS will provide assistance.

Printable Complaint Form Downloads:

- English (36KB DOC)
- Chinese (中文) (40KB DOC)
- Japanese (日本語) (40KB DOC)
- Ilokano (35KB DOC)
- Tagalog (41KB DOC)
- Chuukese (Kapasen Chuuk) (41KB DOC)

In addition to the Title VI complaint process at DTS, a complainant may also file a Title VI complaint with an external entity, such as:

- U.S. Department of Transportation
  Federal Transit Administration
  Office of Civil Rights, Region IX
  201 Mission Street, Suite 1650
  San Francisco, California 94105-1839

- Other agency, Federal or state

- A court, Federal or state

If a complaint is filed with both DTS and an external entity, the external complaint will supersede the DTS complaint and DTS' complaint procedures will be suspended until the external entity produces its findings.

How DTS handles complaints

Complaints that allege discrimination while using TheBus or TheHandi-Van services, provided by DTS, through OTS, will be recorded in the Discrimination Complaint Log and immediately assigned a complaint number by DTS, Transportation Mobility Division.

DTS will review the Title VI complaint and will provide appropriate assistance to complainants, including those who have limited English proficiency (LEP).

DTS will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, DTS will prepare a draft written response, subject to review by the City & County of Honolulu's Corporation Counsel.

DTS will contact the complainant in writing within fifteen (15) working days for additional information, if needed, to investigate the complaint. If the complainant fails to provide the requested information by a certain date, the complaint could be administratively closed.

Corporation Counsel will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, DTS will send the response to the complainant and advise the complainant of his or her right to file a complaint externally.

The complainant also will be advised of his or her right to appeal the response to Federal and state authorities as appropriate. DTS will diligently attempt to respond to a complaint within sixty (60) working days of its receipt by DTS, unless it was also filed with an outside agency, as noted above.

How DTS notifies a complainant of the outcome

DTS will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. DTS will diligently attempt to respond to complaints within sixty (60) workdays of its receipt.

Section 3: Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits

In order to comply with the requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by the entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

The table below lists DTS' and OTS' Title VI investigations, complaints, and lawsuits for the period January 2019 to January 2022.

Title VI Log: Investigations, Complaints, and Lawsuits				
	Date	**Grounds of Complaint**	**Status**	**Action(s) Taken**
Investigations				
2019-091	12/04/2019	Race	EEOC/Ongoing	Pending
2022-002	01/06/022	Race	EEOC/Ongoing	Pending
Complaints				
M-001942K	04/06/2019	Race	Closed	Employee Disciplined
M-001866K	04/09/2019	Race	Closed	Employee Disciplined
TM-797198	10/27/2019	Race	Invalid	Closed
2021-041	06/29/2021	Race	Invalid	Closed
Lawsuits				
None				

EEOC: Equal Employment Opportunity Commission

Section 4: Promoting Inclusive Public Participation

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan, which explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities. Efforts to involve minority and LEP populations in public participation activities can include both comprehensive measures, such as placing notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in a recipient's decision-making process.

Promoting inclusive public participation for TheBus service changes is accomplished through DTS Transportation Mobility Division (TMD) Public Participation Standard Operating Procedure (SOP) No. 7-1.19. Attachment 2 includes SOP 7-1.19 and the list of outreach activities for the last three (3) years (2019, 2020, 2021) since the 2019 Title VI Program.

Outreach measures for the 2022 Public Transit TVI Program*, include the following:

- Honolulu City Council
  - Presentation at the Council Transportation Committee Meeting.
  - Presentation to individual Councilmembers upon request.
  - Adoption at the Honolulu City Council Meeting.

- Neighborhood Boards
  - Distribution to the 33 Boards for dissemination to the community.
  - Presentation at Board meetings made upon request. To date, presentations have been requested from Neighborhood Board Nos. 1 (Hawaii Kai), 8 (McCully-Moiliili), 14 (Liliha-Alewa), 24 (Waianae Coast), and 36 (Nanakuli-Maili).

- Committee for Accessible Transportation
  - Distribution to committee members.
  - Presentation made upon request.

- Electronic Information
  - Posted to the DTS and OTS TheBus & TheHandi-Van websites.

- Other Means/Methods
  - Coordination with other Agencies.
  - Screen reader format for persons with low vision upon request.
  - Mail or email upon request.

*Public feedback on the 2022 Public Transit TVI Program will be included in the final draft.

Section 5: Requirement to Provide Meaningful Access to Limited English Proficient Persons

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient (LEP). The recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it services.

DTS is committed to providing meaningful access to its services by Limited English Proficient (LEP) persons. The 2019 LEP Plan was updated in January 2022 and identifies appropriate language assistance measures needed to improve access to public transit services by LEP persons.

DTS utilizes contracted phone interpretation services (over 100 languages) and translates vital documents in the languages identified in the LEP Plan; translation in other languages may be provided to the maximum extent feasible and on a case-by-case basis.

Language assistance training is provided to all frontline transit staff during new hire classes and refresher training sessions.

A copy of the updated LEP Plan can be found at Attachment 3.

Section 6: Minority Representation on Planning and Advisory Bodies

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Recipients that have transit-related, nonelected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

DTS is not involved in the selection of members for the following committees or boards:

The Honolulu City Council (Council) is the City's approving body and its nine members are elected.

The Rate Commission and Committee for Accessible Transportation (CAT) are two (2) DTS advisory committees that are comprised of non-elected members. The Honolulu Authority for Rapid Transit (HART) is a semi-autonomous City agency and subrecipient of DTS' FTA grant funding.

The seven (7) Rate Commission members are non-elected volunteer members. Three (3) members are appointed by the Mayor. Three (3) members are appointed by the Council. The Rate Commission Chair is nominated by the Mayor and confirmed by the Council.

The CAT is comprised of representatives from the 12 agencies listed below and one (1) At Large member:

- Access to Independence
- Adult Day Centers of Hawaii
- Catholic Charities Hawai'i
- Easterseals Hawaii
- Hawaii Disability Rights Center
- Ho'opono Services for the Blind
- KOKUA Program: University of Hawaii Manoa
- Lanakila Pacific
- State Department of Health, Developmental Disabilities Division, Community Resources Branch
- Disability and Communication Access Board
- Oahu Metropolitan Planning Organization
- Oahu Transit Services, Inc.
- Ms. Charlotte Townsend (At Large member)

The current HART Board of Directors consists of fourteen (14) non-elected, volunteer members. Three (3) members are appointed by the Mayor, three (3) members are appointed by the City Council, three (3) members are Ex Officios, four (4) members are appointed by the State Legislature, and the Chair is appointed by the HART Board.

Section 7: Monitoring Subrecipients

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with the Title VI requirements, then the primary recipient is not in compliance.

In order to ensure subrecipients are in compliance with TVI requirements, subrecipients may develop their own TVI program or follow DTS' Public Transit TVI program. DTS will assist all subrecipients with Title VI compliance as necessary and appropriate.

Subrecipients who develop their own TVI program must submit it to DTS for compliance review every three years.

DTS monitors all subrecipients for TVI compliance on an annual basis through on-site visits, communication, and review of relevant records, documents, and website content. Subrecipients are notified of monitoring results within 30 days of the monitoring completion date. If a subrecipient is determined to be non-compliant, deficiencies must be corrected within 30, 60, or 90 days of the monitoring completion date. DTS will issue a notice that corrective actions have been satisfactorily completed within 30 days of the completion date.

A copy of DTS-TMD's TVI Oversight of Subrecipients, Lessees, and Third Party Contactors policies, procedures, and monitoring checklists can be found at Attachment 4.

Section 8: Determination of Site or Location of Facilities

The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Facilities include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Facilities do not include bus shelters and transit stations, power substations, etc. are evaluated during project development of the NEPA process.

There are no proposed projects in the site selection planning stage.

A copy of DTS-TMD's Determination of Site or Location of Facilities policies and procedures can be found at Attachment 5.

Section 9: Approval of the TVI Program by Governing Entity

The recipient must provide a copy of board meeting minutes, resolutions, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved by the Title VI Program. The approval must occur prior to submission to the FTA.

April 19, 2022 Honolulu City Council Transportation Committee Meeting

May 4, 2022 Honolulu City Council Meeting

Attachment 6: Placeholder for City Council Approval (Resolution)

II. REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

Section 10: Requirement to Set System-wide Service Standards

This requirement applies to all fixed route providers of public transportation service. Appendix C to 49 CFR part 21 provides in Section (3)(iii) that "*no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin."

System-Wide Service Standards:

- Vehicle Load for each mode for each time period
- Vehicle Headway for each mode for each time period
- On-time Performance for each mode for each time period
- Service Availability

TheBus Service Modes:

- Rapid Bus (Limited Stop) Routes
- Trunk Routes
- Circulator Routes
- Peak Hour Express Routes

TheBus Service Time Periods:

• Weekday:	AM Peak	1st bus to 9 AM
	Base	9 AM to 2 PM
	PM Peak	2 PM to 6 PM
	Night	6 PM to 12 AM
	Night Owl	12 AM to last bus
• Weekend	All Day	

Vehicle Load

For most of the time, TheBus services operate with sufficient frequency to provide every passenger with a seat. However, during the heaviest travel times or locations, passengers will experience standing loads. During these periods, DTS strives to provide sufficient service so that passengers are reasonably comfortable.

The purpose of the vehicle load standard is to define the levels of crowding that are acceptable by mode and time period. DTS defines vehicle load factor as the ratio of passengers on board to the number of seats on a vehicle. There are a number of different types of vehicles in the TheBus fleet at any given time, and the fleet changes over time. Hence, the actual seating capacity and maximum number of passengers allowed by the comfort standards for each mode changes periodically.

The DTS will measure the passenger miles that experiences overcrowded conditions during each time period. The DTS standard is that no more than 10% of annual passenger miles shall exceed the vehicle load factor standard for overcrowding. DTS will evaluate routes that do not meet the 10% standard to address overcrowding.

Maximum vehicle load factors for all modes and periods are defined in the following table.

Comfortable Vehicle Load Factors						
	Weekday					Weekend
Service Mode	AM Peak (1st bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – 12am)	Night Owl (12am – last Bus)	All Day
Rapid Bus	1.4	1.2	1.4	1.2	1.2	1.2
Trunk	1.4	1.2	1.4	1.2	1.2	1.2
Circulator	1.4	1.2	1.4	1.2	1.2	1.2
Peak Hour Express	1.2	NA	1.2	NA	NA	1.2

Vehicle Headway

Vehicle headway is defined as amount of time between two vehicles traveling in the same direction on the same route. Scheduling headway across service modes and time periods is affected by the following factors, including but not limited to: ridership, route length, traffic congestion/conditions, population density, demand generators, and budget constraints.

The impacts of the ongoing pandemic on ridership levels has affected scheduled headways and depending on the route's profile/service area/ridership levels, headways for routes in the same service mode category can vary. Therefore, the headway standard is expressed as a range.

There is no headway standard for Peak Hour Express; headway is scheduled to meet demand.

Vehicle Headway Standard (in minutes)						
	Weekday					Weekend
Service Mode	AM Peak (1st bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – 12am)	Night Owl (12am – last bus)	All Day
Rapid Bus	15-30	20-40	15-30	30-50	D	30-50
Trunk	20-30	30-50	20-30	45-60	D	30-60
Circulator	30-60	45-60	30-60	45-60	D	45-60
Peak Hour Express	D	NA	D	NA	NA	NA

D: As appropriate to meet demand

On-Time Performance

The average measure of runs completed as scheduled.

- On-time is measured as 2 minutes early to 5 minutes late of scheduled arrival and departure times.
- Early is greater than 2 minutes of the scheduled departure time.
- Late is greater than 5 minutes of the scheduled arrival time.

The Standard for all service modes is 80%.

Service Availability

A general measure of the distribution of routes within an agency's service area.

Standard:
Route availability within a ½ mile radius for 80% of the population.

Section 11: Requirement to Set System-wide Service Policies

Policies must include:

- ***Distribution of transit amenities for each mode***
- ***Vehicle assignment for each mode***

Distribution of Transit Amenities

Items of comfort, convenience, and safety, such as seating, shelter, trash receptacles, and lighting. Policy:

- All amenities shall comply with ADA Accessibility Guidelines (ADAAG)
- Installation at stops along bus routes are typically based on number of passenger boardings, number of routes served, transfer point, headways, and space requirements.

Amenities	Stop Characteristics for Distribution
Shelter	Transfer points, two or more bus routes, headways >40 minutes, average to high proportion of passenger boardings in relation to route ridership
Bench	Transfer points, two or more bus routes, headways >30 minutes, average proportion of passenger boardings in relation to route ridership
Trash Receptacle	Transfer points, two or more bus routes, headways >15 minutes, medium to high proportion of passenger boardings in relation to route ridership and/or adjacent to trash receptacle use generator(s).
Lighting	Lighting is typically provided by the existing street light infrastructure.
Provision of Information	As needed and appropriate

Vehicle Assignment

Process by which transit vehicles are assigned to routes. All buses are wheelchair accessible and equipped with bike racks. Low floor buses have ramps and high floor buses have lifts. Policy:

- Vehicles assignments are typically based on the operating characteristics of the route such as ridership, service mode, and roadway conditions (narrow, steep, tight turns).
- 60-foot buses are assigned to Rapid Bus, high ridership, or long-distance routes.
- 40-foot buses to trunk/circulator routes.
- 30/35-foot buses to circulator/community access routes where ridership complements vehicle capacity and routes with streets that are narrow, steep, or have tight turns.
- High floor buses, while no longer manufactured and older in age, have a greater seating capacity than low floor buses and are equipped with a wheelchair lift instead of a ramp. They are assigned to routes with unimproved right-of-ways where lifts are more conducive, to routes that serve areas prone to ponding/flooding conditions, and to routes where ridership is a little too high to be adequately accommodated by a low floor bus.
- Assignment of electric buses are based on route time/distance and location of charging stations.

Section 12: Requirement to Collect and Report Demographic Data

Title 49 CFR 21.9 (b) states that recipients "should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance." FTA requires transit providers to prepare the following maps and charts:

Demographic data for Maps 1 – 4 and Figures 1 - 2 are from the 2019 Title VI Program as the 2020 Census block data was not available to prepare current maps prior to FTA's June 1, 2022 submission deadline.

For the purpose of this report, these maps are reduced samples of the full large scale maps available at DTS and contain only the details that were visible at the reduced scale.

- Map 1 Base Service Area: Base map of the service area that overlays Census block groups, with bus facilities, transit centers, park-and-rides, and bus routes.

- Map 2 Title VI Areas: Demographic map that plots the bus routes shown in the base service area and shades those Census block groups where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole.

- Map 3 Environmental Justice Areas: Demographic map that plots the bus routes shown in the base service area and shades those Census block groups where the percentage of the total low income population residing in these areas exceeds the average percentage of low income populations for the service area as a whole.

- Map 4 Title VI & Environmental Justice Areas: Demographic map that plots the bus routes shown in the base service area and combines the Title VI and Environmental Justice areas shown in Maps 2 and 3. Shaded areas indicate minority, low income, and a combination of minority and low income Census block groups.

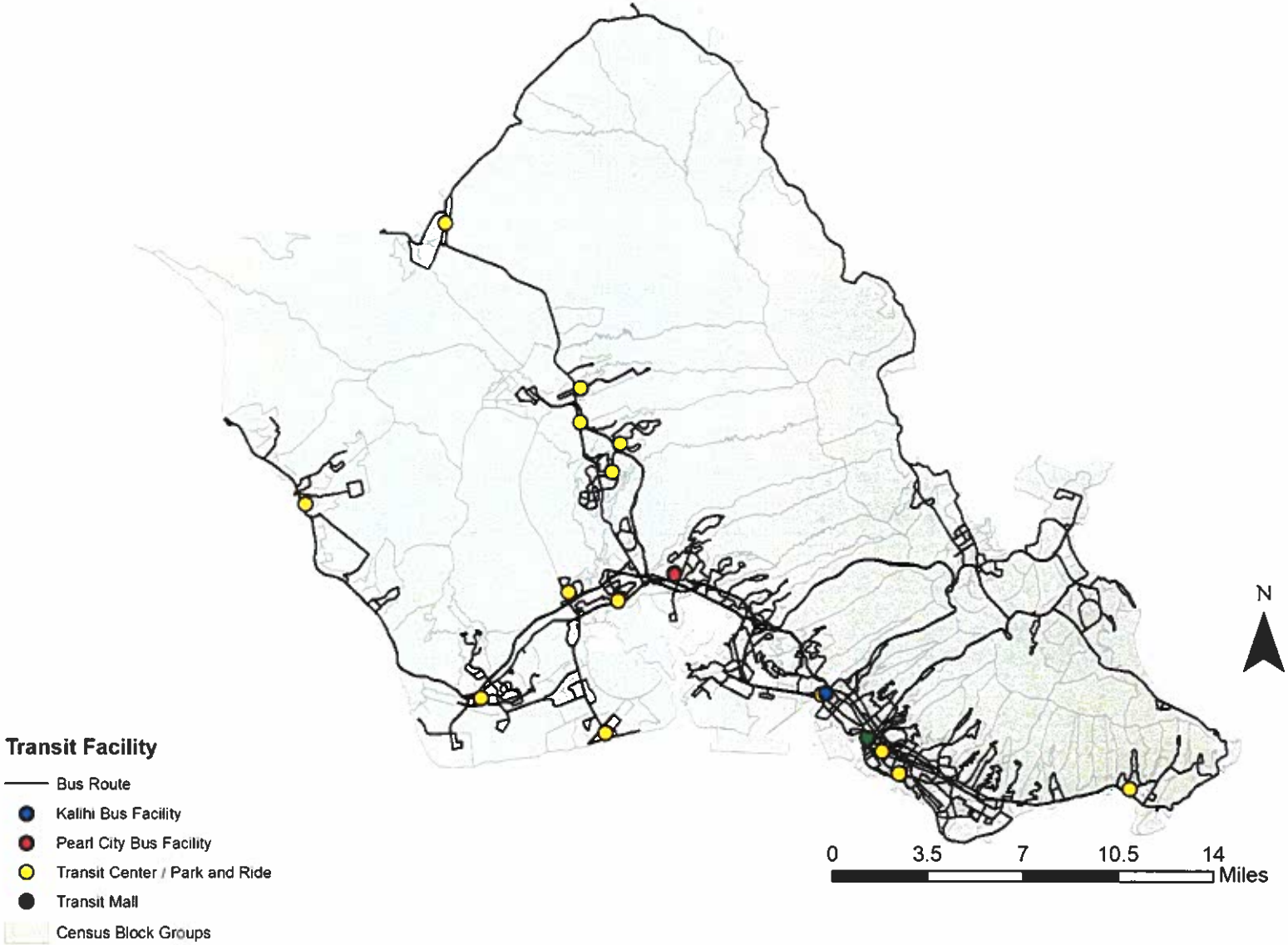
The following are also included:

- Link to individual route maps: http://www.thebus.org/Route/Routes.asp.

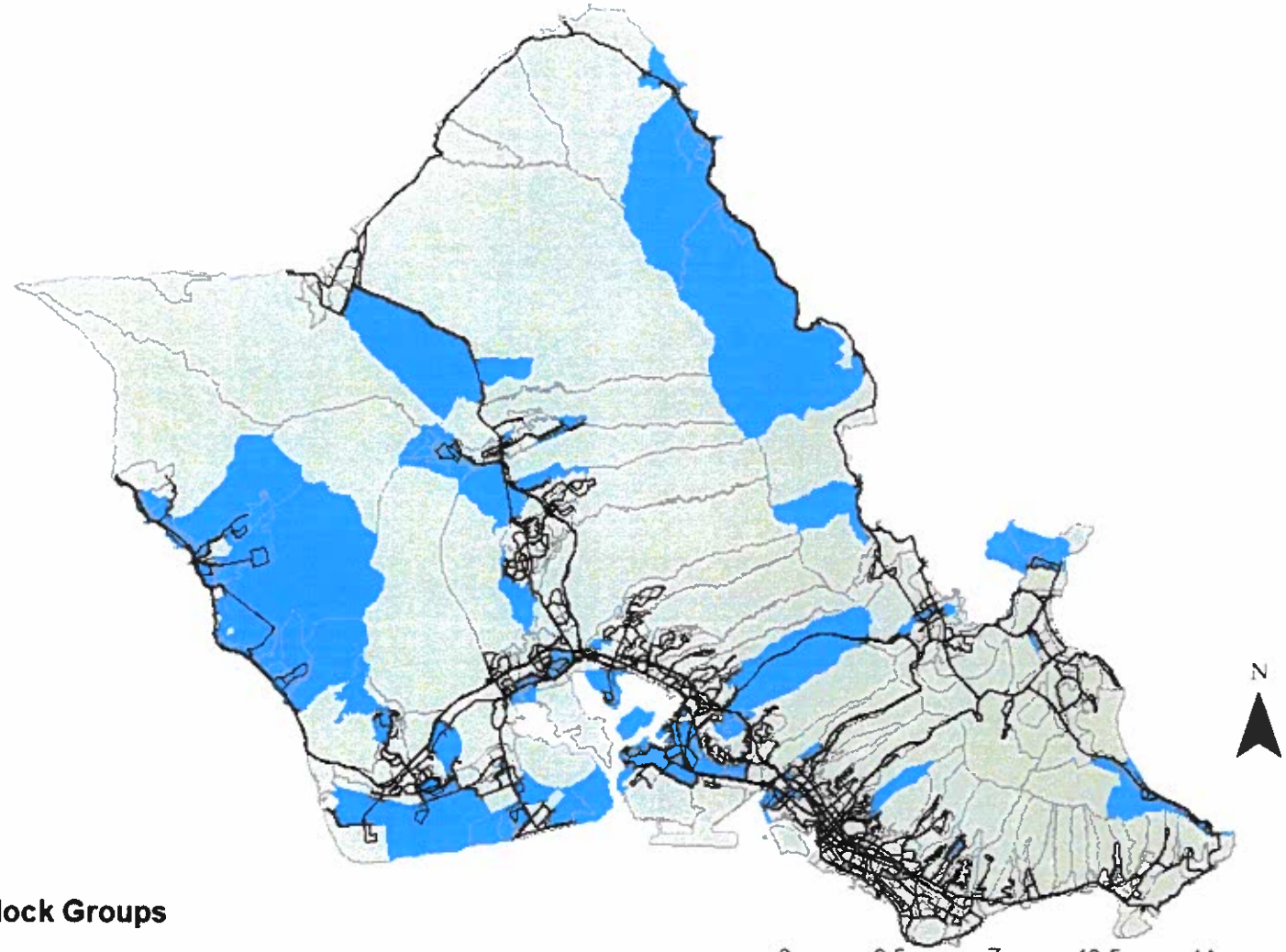
- Figure 1 showing the ethnic group breakdown of Honolulu based on the Oahu Metropolitan Planning Organization Title VI/Environmental Justice Analysis Update Report (September 2016).

- Figure 2 listing the 105 bus route service areas and the percentage of TVI/EJ populations in the service area.

Map 1: Base Service Area



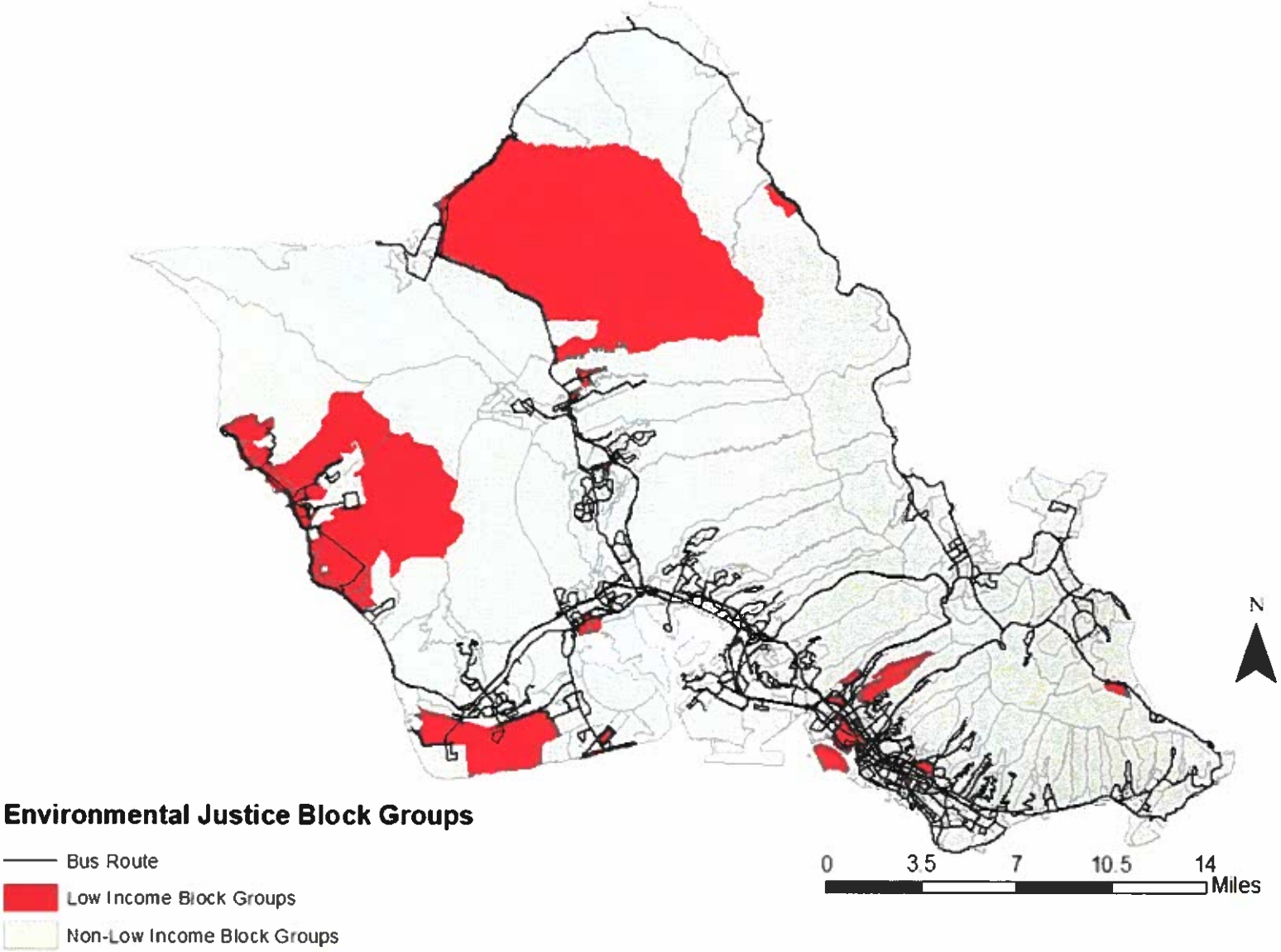
Map 2: Title VI Areas



Title VI Block Groups

- Bus Route
- Minority Block Groups
- Non-Minority Block Groups

Map 3: Environmental Justice Areas



Map 4: Title VI and Environmental Justice Areas

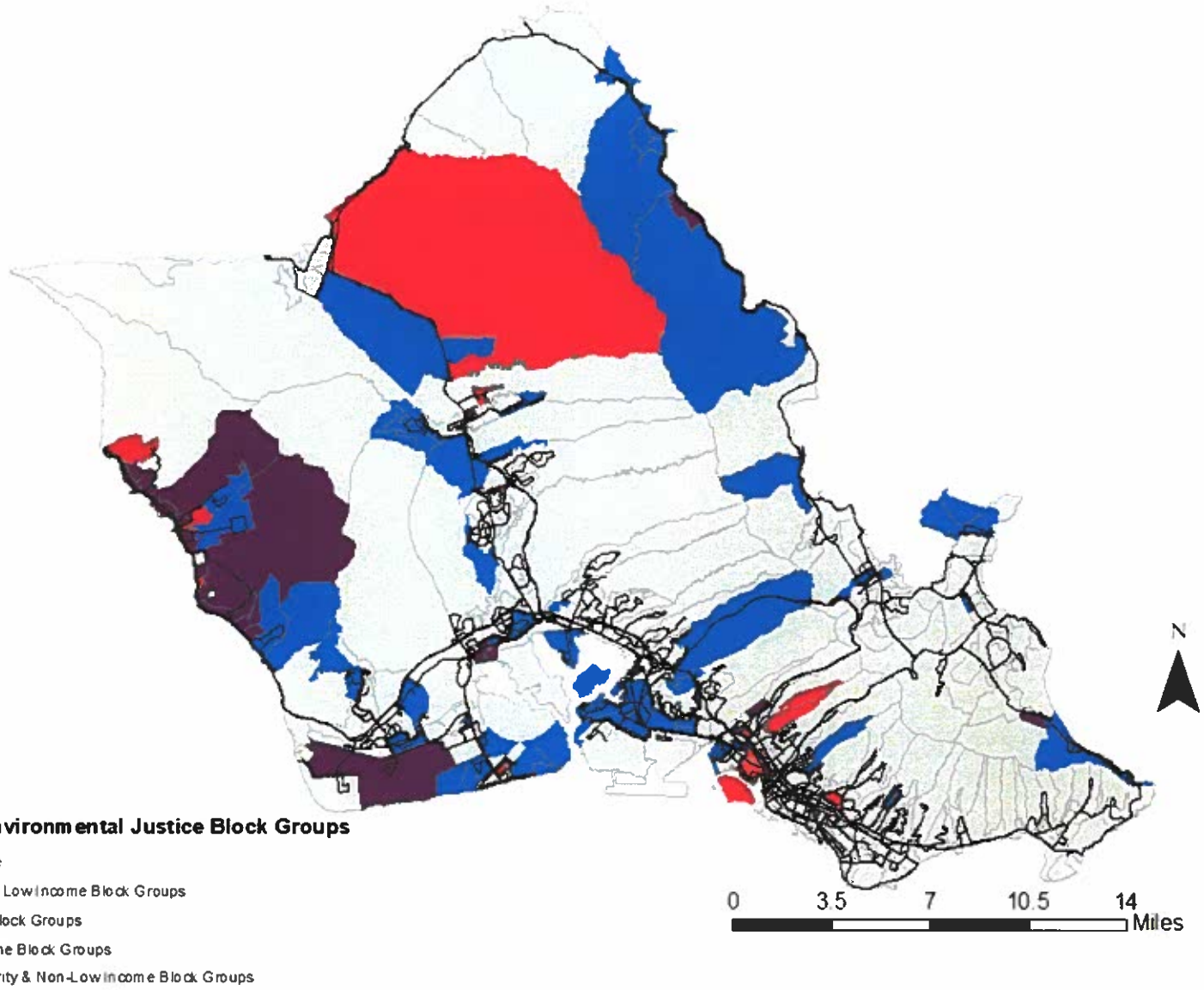
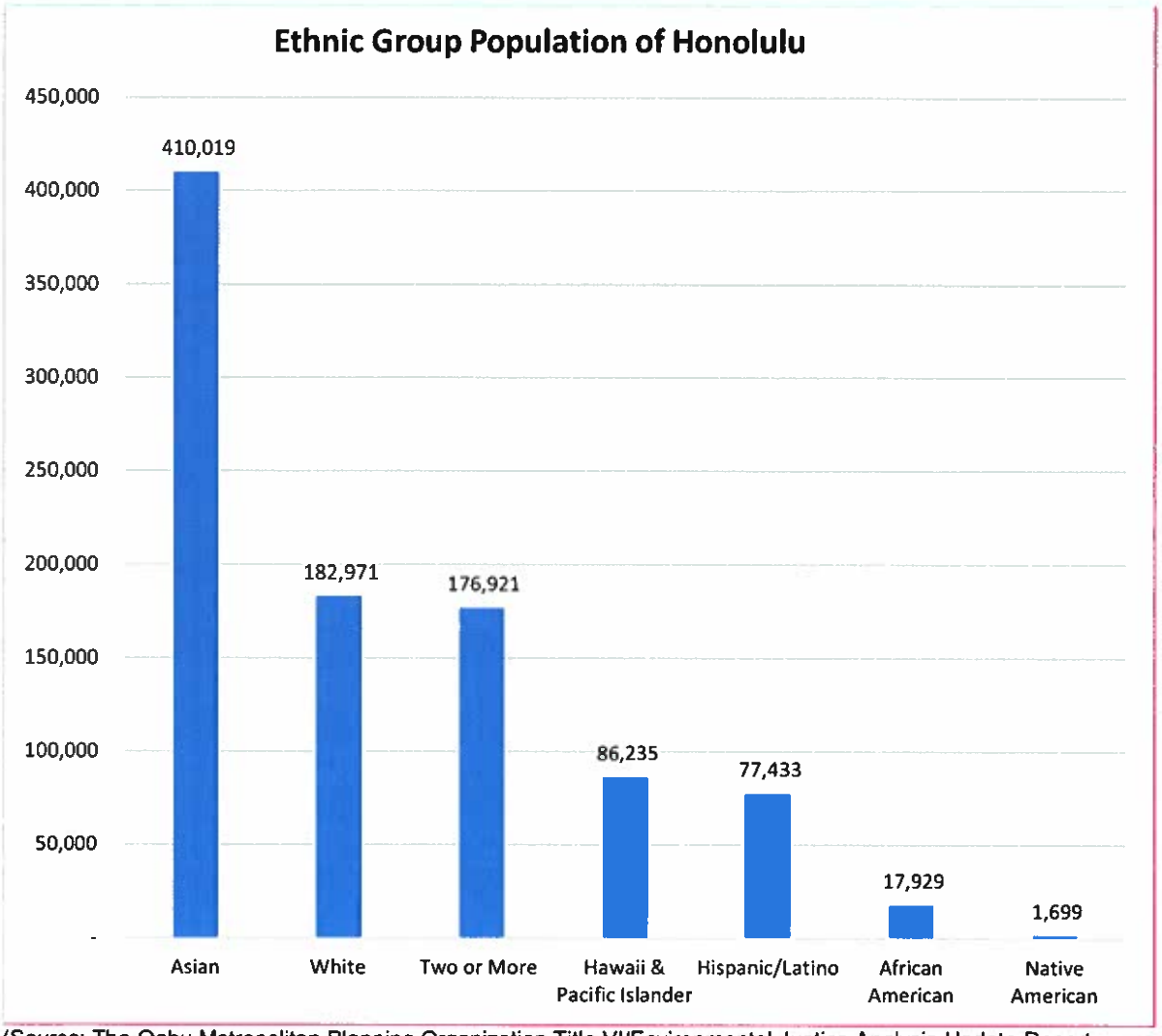


Figure 1
Ethnic Breakdown



(Source: The Oahu Metropolitan Planning Organization Title VI/Environmental Justice Analysis Update Report, September 2016)

As of 2016, Honolulu had a population of about 953,000. The ethnic breakdown, based on U.S. Census categories were:

- Asian: 410,019
- White: 182,971
- Two or More: 176,921
- Hawaii/Pacific Islander: 86,235
- Hispanic/Latino: 77,433
- African American: 17,929
- Native American: 1,699

Figure 2
Bus Route Summary: Proportion of TVI/EJ Served Populations
(Title VI/EJ Routes Shaded)

Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area
1	23	51	32	92	29	434	36
1L	22	52	29	93	56	501	8
2	24	53	23	94	33	503	24
3	23	54	21	95	37	504	10
4	18	60	32	96	29	511	66
5	21	61	35	97	25	512	45
6	18	65	19	98	29	521	2
7	45	66	18	98A	26	651	20
8	14	67	20	99	24	671	1
9	30	69	32	101	32	672	1
9S	15	71	0	103	28	673	1
10	35	73	24	121	16	674	1
11	23	74	10	122	19	A	35
13	22	80	11	234	0	C	49
14	5	81	38	301	46	E	28
15	13	82	12	302	63	PH1	76
17	17	83	33	303	74	PH2	22
18	15	84	26	401	100	PH3	34
20	28	84A	24	402	99	PH4	22
23	9	85	27	403	92	PH6	20
24	0	86	33	411	28	PH7	45
32	33	87	11	413	29	W1	35
40	48	88	31	414	17	W2	27
41	41	88A	35	415	35	W3	30
42	36	89	29	416	43		
43	45	90	22	432	43		
44	41	91	36	433	29		

(Source: The Oahu Metropolitan Planning Organization Title VI/Environmental Justice Analysis Update Report, September 2016)

Figure 2 above displays the bus routes and the proportion of the service area (within a ½ mile radius of a bus route) designated as TVI/EJ. Of 105 routes, 49 routes are identified as TVI/EJ and 56 routes as non TVI/EJ. Routes were identified as TVI/EJ routes based on a ½ mile radius that the route served. 29% is used as the minimum level for designating routes as TVI/EJ because it is the mean percentage of all TVI/EJ populations within a ½ mile radius among the routes.

TheBus

ROSTER OF BUS ROUTES

Route No.	Initial	KALIHI DIVISION (53) ROUTE NAME	Route No.	Initial	PEARL CITY DIVISION (52) ROUTE NAME
PH4	KKPH	Kailua-Kahaluu-Pearl Harbor	A	CXA	City Express! A
PH6	HKPH	Hawaii Kai-Pearl Harbor	C	CXC	Country Express! C
W3	KSX	Kalihi via School Street Express	E	CXE	Country Express! E
1	KK	Kaimuki-Kalihi	PH1	WCP	Waianae Coast-Pearl Harbor
1L	KHKL	Kalihi-Hawaii Kai Limited	PH2	MTPH	Mililani Town-Pearl Harbor
2	WSM	Waikiki-School-Middle	PH3	WHP	Wahiawa Heights-Pearl Harbor
3	KSL	Kaimuki-Salt Lake	PH7	EBPH	Ewa Beach-Pearl Harbor
4	NPM	Nuuanu-Punahou-McCully	W1	WFX	Waipahu via Farrington
5	AMM	Ala Moana-Manoa	W2	WPX	Waipahu via Paiwa Express
6	PW	Pauoa-Woodlawn	20	WP	Waikiki-Pearlridge
7	KV	Kalihi Valley	40	HM	Honolulu-Makaha
8	WAM	Waikiki-Ala Moana	41	KEB	Kapolei-Ewa Beach
9	KPH	Kaimuki-Pearl Harbor	42	EBW	Ewa Beach-Waikiki
9s	PV	Palolo Valley	44	WEB	Waipahu-Ewa Beach
10	KAH	Kalihi-Alewa Heights	51	HW	Honolulu-Wahiawa
11	MHA	Makalapa-Halawa-Aiea Heights	52	HMH	Honolulu-Mililani-Haleiwa
13	LWU	Liliha-Waikiki-University	53	HPP	Honolulu-Pacific Palisades
14	SM	St. Louis-Maunalani	60	HKH	Honolulu-Kaneohe-Haleiwa
15	MPH	Makiki-Pacific Heights	65	HKA	Honolulu-Kaneohe
17	MAM	Makiki-Ala Moana	71	PN	Pearlridge-Newtown
18	UAM	University-Ala Moana	73	LCC	Leeward Community
23	AMS	Ala Moana-Sea Life Park	81	WX	Waipahu Express
24	KAH	Kapahulu-Aina Haina	83	WTX	Wahiawa Town Express
32	KTCP	Kalihi Transit Center-Pearlridge	84	MXN	Mililani Express-North
43	WHA	Waipahu-Honolulu-Alapai	84A	MXS	Mililani Express-South
54	HPC	Honolulu-Pearl City	88	KAX	Kahaluu-Ahuimanu Express
61	KKA	Kalihi-Kaneohe-Aikahi	88A	NSX	North Shore Express
66	DKA	Downtown-Kailua-Aikahi	90	PCX	Pearl City Express
67	HKW	Honolulu-Kailua-Waimanalo	91	EBX	Ewa Beach Express
69	KWS	Kaneohe-Waimanalo-Sea Life	92	MCX	Makakilo City Express
74	AHH	Aiea-Halawa Heights	93	WCX	Waianae Coast Express-CBD
80	HKPR	Hawaii Kai Park & Ride Express	95	KHX	Kapolei Homesteads Express
82	HKPR	Hawaii Kai Park & Ride Express	96	WGX	Waipio Gentry Express
85	WWXK	Windward Express-Kaneohe	99	WMWK	Wahiawa-Mililani-Waipahu-Kapolei
86	WWXH	Windward Express-Haiku	101	EGX	Ewa Gentry Express
87	WWXK	Windward Express-Kailua	401	WV	Waianae Valley
89	WKX	Waimanalo-Kailua Express	402	LH	Lualualei Homestead
94	VKX	Villages of Kapolei Express	403	NMW	Nanakuli-Maili-Waianae
97	VPX	Village Park Express	411	MH	Makakilo Heights
98	WMPR	Wahiawa-Mililani Park & Ride	413	CIP	Campbell Industrial Park
98A	MTC	Wahiawa-Mililani Transit	414	PMK	Palahia-Makakilo-Kapolei
103	PWX	Paiwa-Waikele Express	415	KTCK	Kapolei Transit Center-Kalaeloa
121	NATC	Nuuanu-Alapai Transit Center	416	KC	Kapolei Circulator
122	PATC	Punchbowl-Alapai Transit Center	432	EWW	East-West Waipahu
234	KMWN	Kahala Mall-Waialae Nui	433	WWS	Waipahu-Waikele Shopping
301	TKTC	Tripler-Kalihi Transit Center	434	WVP	Waipahu-Village Park
302	MV	Moanalua Valley	501	MM	Mililani Mauka
303	HAKT	Hickam-Aiport-Kalihi Transit Center	503	MLV	Mililani-Launani Valley
651	KC	Kaneohe Circulator	504	MS	Mililani South
671	KL	Kailua-Lanikai	511	WS	Wahiawa-Schofield
672	KM	Kailua-Maunawili	512	WW	Wahiawa-Whitmore
673	KEL	Kailua-Enchanted Lake	521	WH	Waialua-Haleiwa
674	KA	Kailua-Aikahi			

Section 13: Demographic Ridership and Travel Patterns

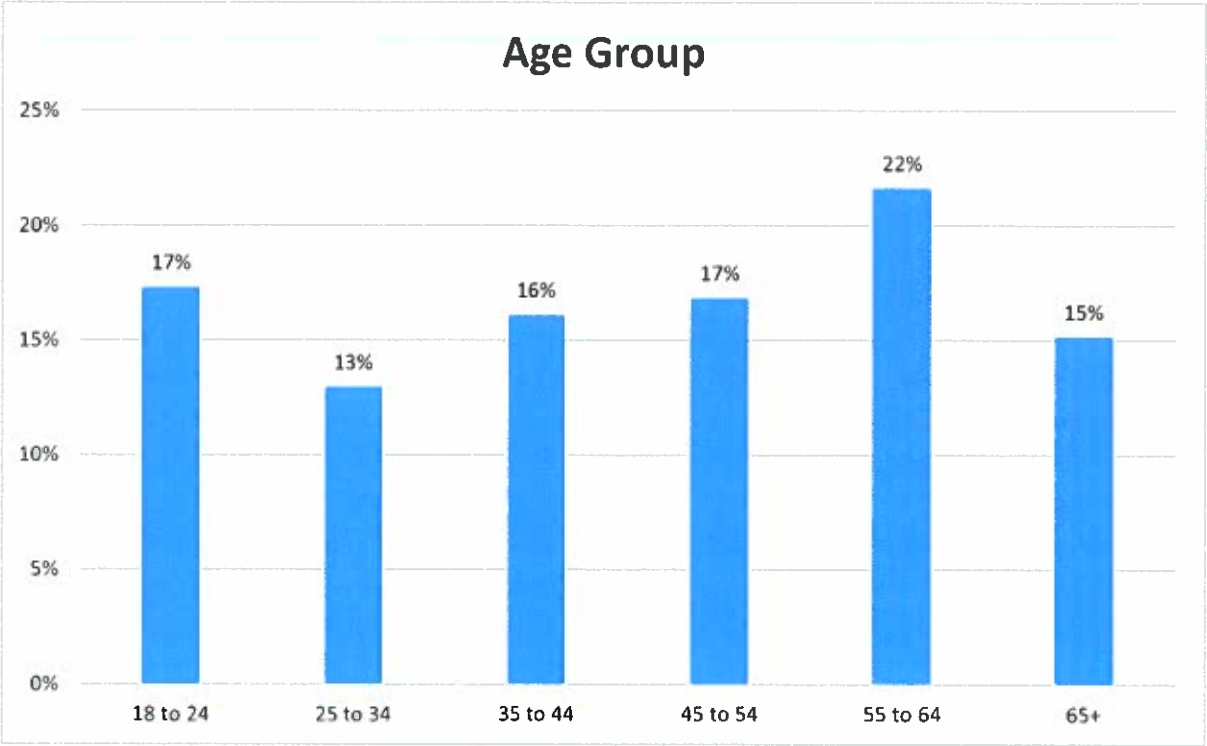
Fixed route providers shall collect information on the race, color, national origin, English proficiency, language spoken at home, household income and travel patterns of their riders using customer surveys. Transit providers shall use this information to develop a demographic profile comparing minority riders and non-minority riders, and trips taken by minority riders and non-minority riders. Demographic information shall also be collected on fare usage by fare type amongst minority users in low-income users, in order to assist with fare equity analyses.

The information in this section is from the 2019 Title VI Program and based on DTS' 2018 TheBus Demographic and Fare Media Ridership Survey. The results and final report for DTS' recently completed Transit Rider Survey will not be available until after the June 1, 2022 Title VI Program submission deadline to FTA.

Results can be seen in Figures 3 - 19.

- Figure 3: Age
- Figure 4: Gender
- Figure 5: Ethnicity
- Figure 6: Household Size
- Figure 7: Annual Household Income
- Figure 8: Employment Status
- Figure 9: Ability to Speak English
- Figure 10: Other Languages Spoken at Home
- Figure 11: Trip Payment
- Figure 12: Days per Week Riding TheBus
- Figure 13: Purpose of Trip
- Figure 14: Alternative Method of Travel
- Figure 15: Driver's License Status
- Figure 16: Location of Residence
- Figure 17: Trip Origination
- Figure 18: Trip Destination
- Figure 19: Resident Status

Figure 3: Age

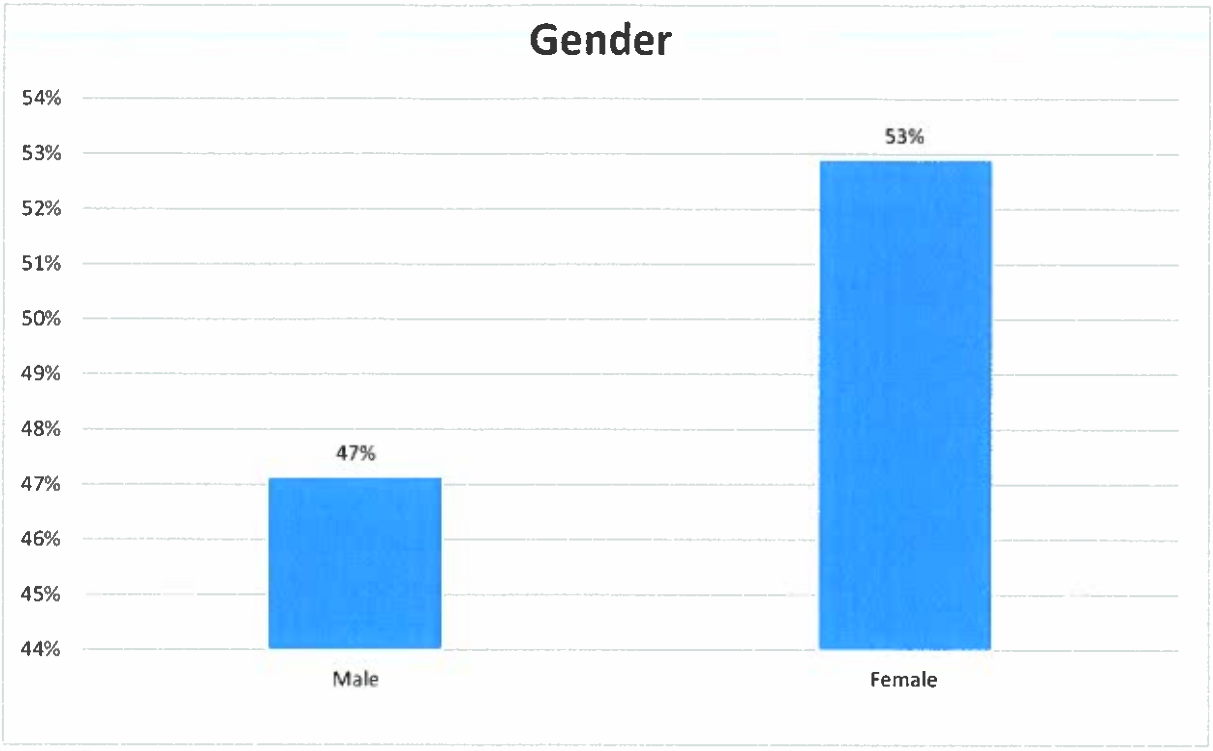


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)
(Adult usage only. SMS Research policy precludes the survey of Youth.)

Ridership shows a broad range of age groups that use the bus in Honolulu. The highest number of riders are in the 55 – 64 age range.

- 22%: 55 to 64 years old
- 17%: 18 to 24 years old
  45 to 54 years old
- 16%: 35 to 44 years old
- 15%: 65 + years old
- 13%: 25 to 34 years old

Figure 4: Gender

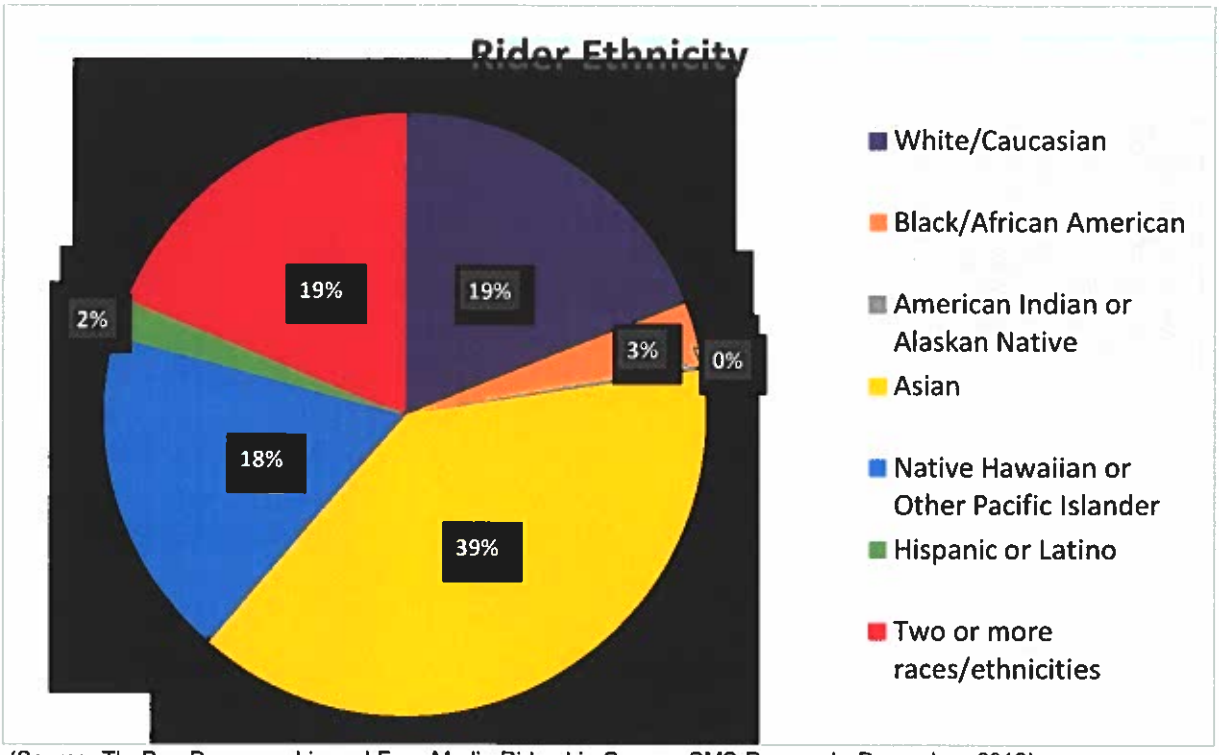


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS, December, 2018)

Ridership is comparable between genders, with 6% more females then males.

- Female: 53%
- Male: 47%

Figure 5: Ethnicity

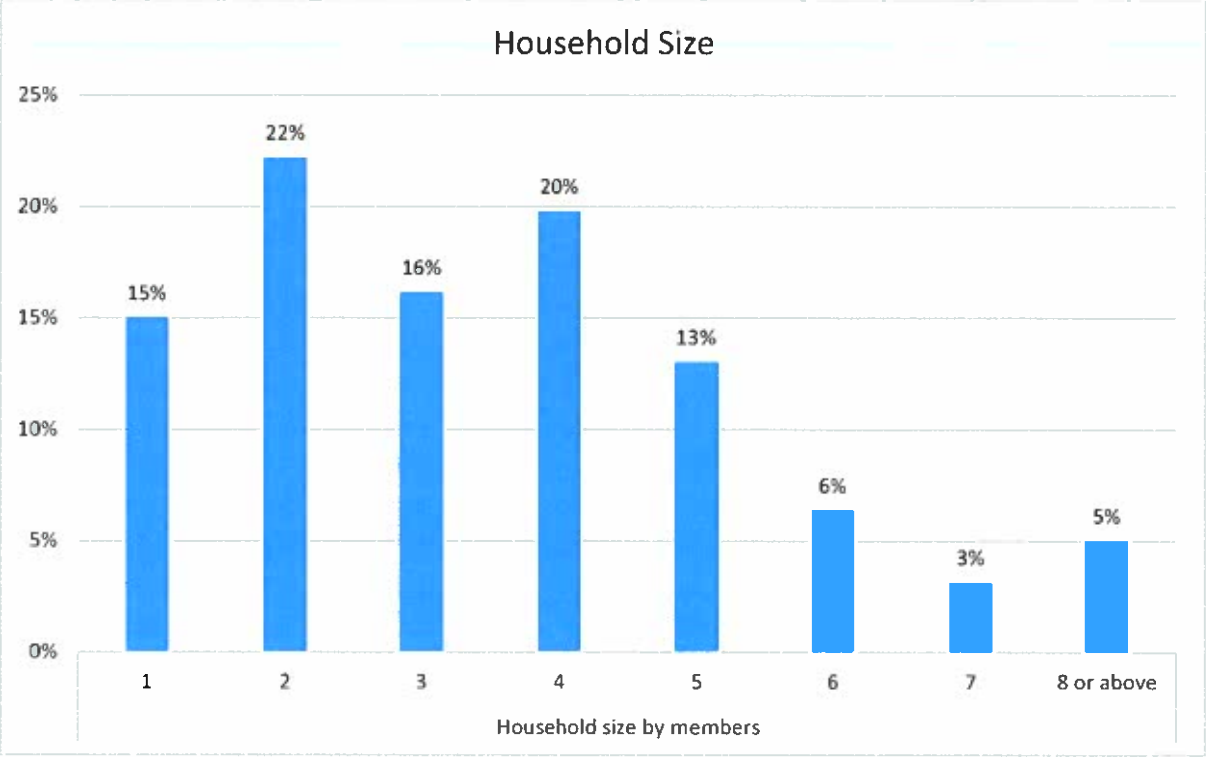


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)
*Individuals who self-identify as American Indian or Alaskan Native total 0.003%.

There is a diversity of ethnicities in Honolulu. Among ridership, the three predominant groups are Asians, Caucasians and those who have two or more ethnicities.

- 39%: Asian
- 19%: White/Caucasian
  Two or more races/ethnicities
- 18%: Native Hawaiian or Other Pacific Islander
- 3%: Black/African American
- 2%: Hispanic or Latino
- 0%: American Indian or Alaskan Native*

Figure 6: Household Size

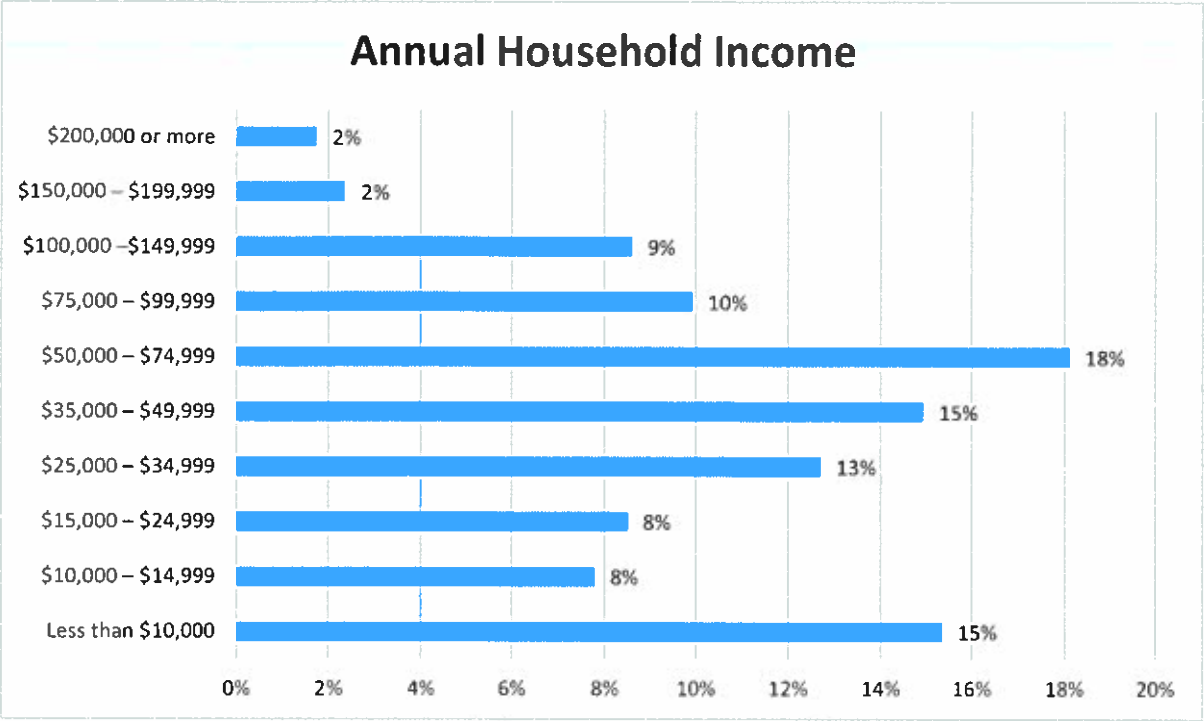


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

The household of the average bus rider is generally comprised of two to four members.

- 22%: 2 household members
- 20%: 4 household members
- 16%: 3 household members
- 14%: 1 household members
- 13%: 5 household members
- 6%: 6 household members
- 5%: 8 or more household members
- 3%: 7 household members

Figure 7: Annual Household Income

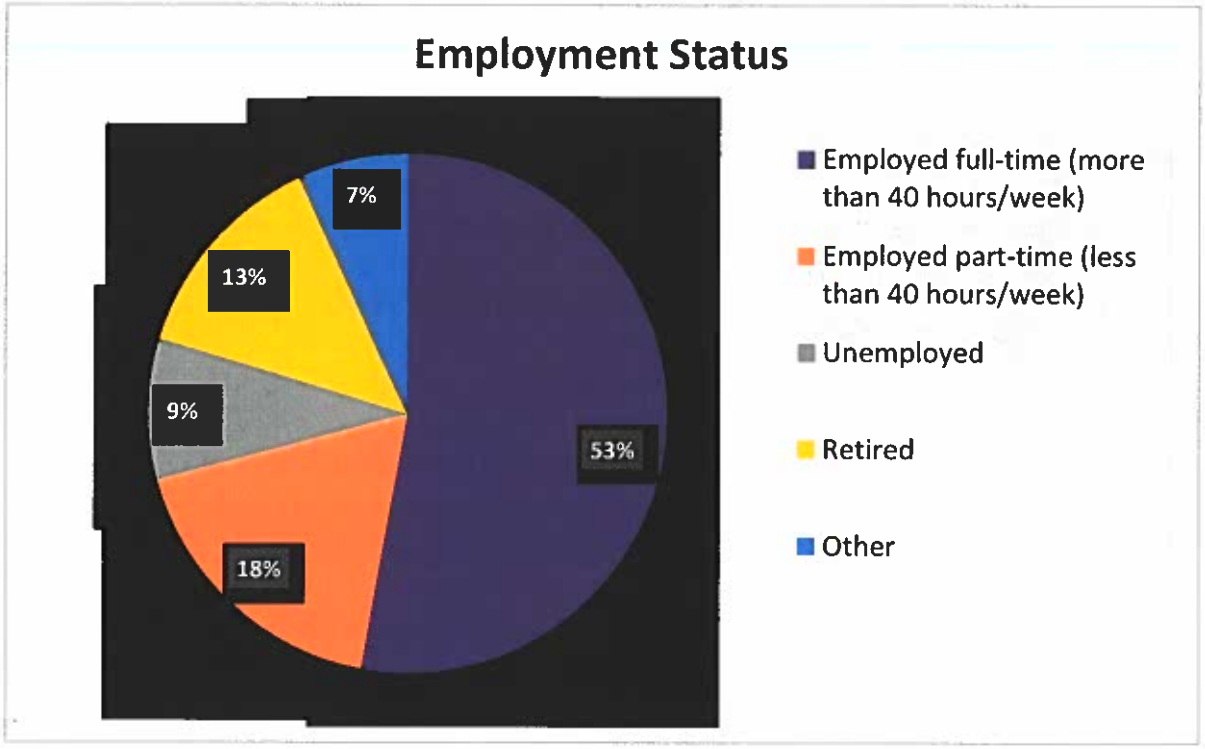


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

A majority of bus riders belong in the middle income group while the next highest group of riders belong in the lower income group.

- 18%: $50,000 - $74,999
- 15%: $35,000 - $49,999
  Less than $10,000
- 13%: $25,000 - $34,999
- 10%: $75,000 - $99,999
- 9%: $100,000 - $149,999
- 8%: $15,000 - $24,999
  $10,000 - $14,999
- 2%: $150,000 - $199,999
  $200,000 or more

Figure 8: Employment Status

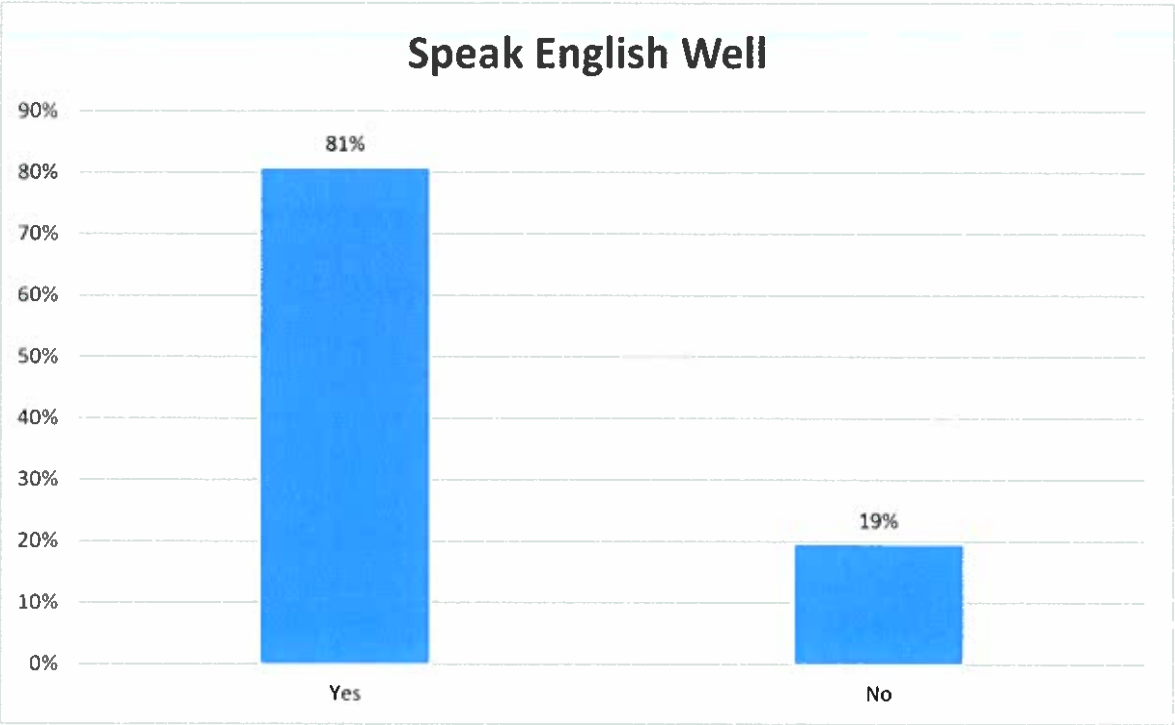


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

A majority of bus riders are full-time employees who depend on the bus as their main mode of transportation.

- 53%: Employed full-time (more than 40 hours/week)
- 18%: Employed part-time (less than 40 hours/week)
- 13%: Retired
- 9%: Unemployed
- 7%: Other

Figure 9: Ability to Speak English

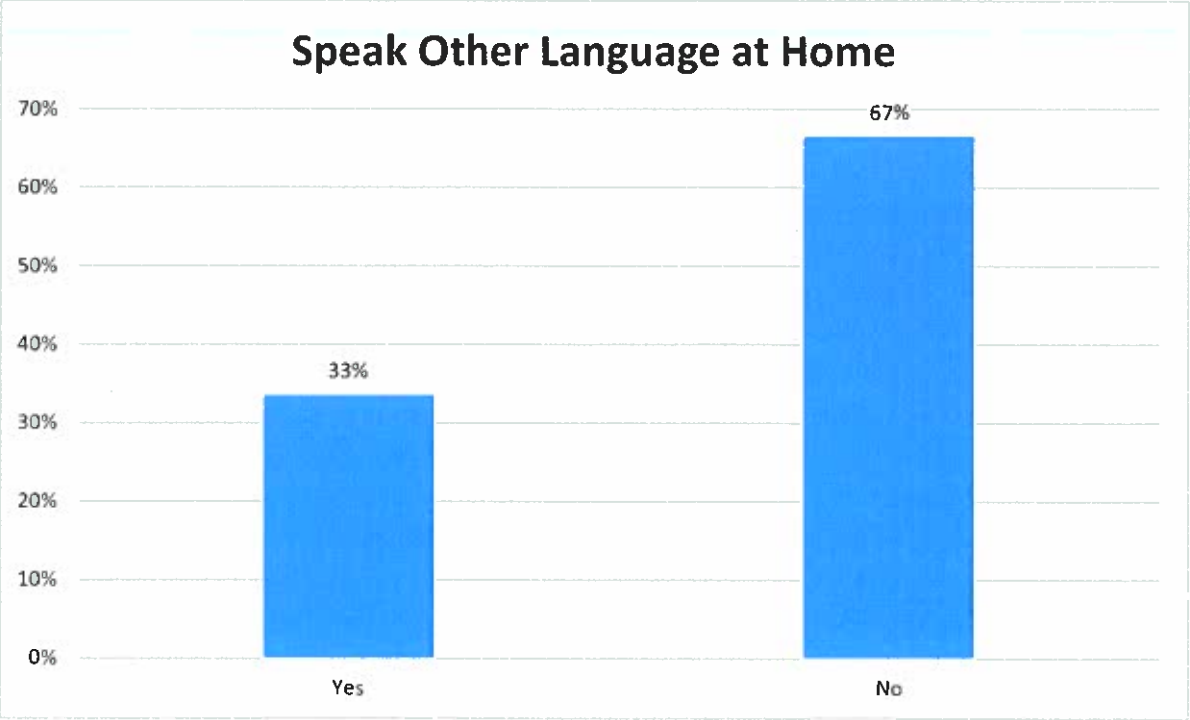


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

Most riders speak English well despite Hawaii's diverse ethnicities.

- Yes: 81%
- No: 19%

Figure 10: Other Languages Spoken at Home

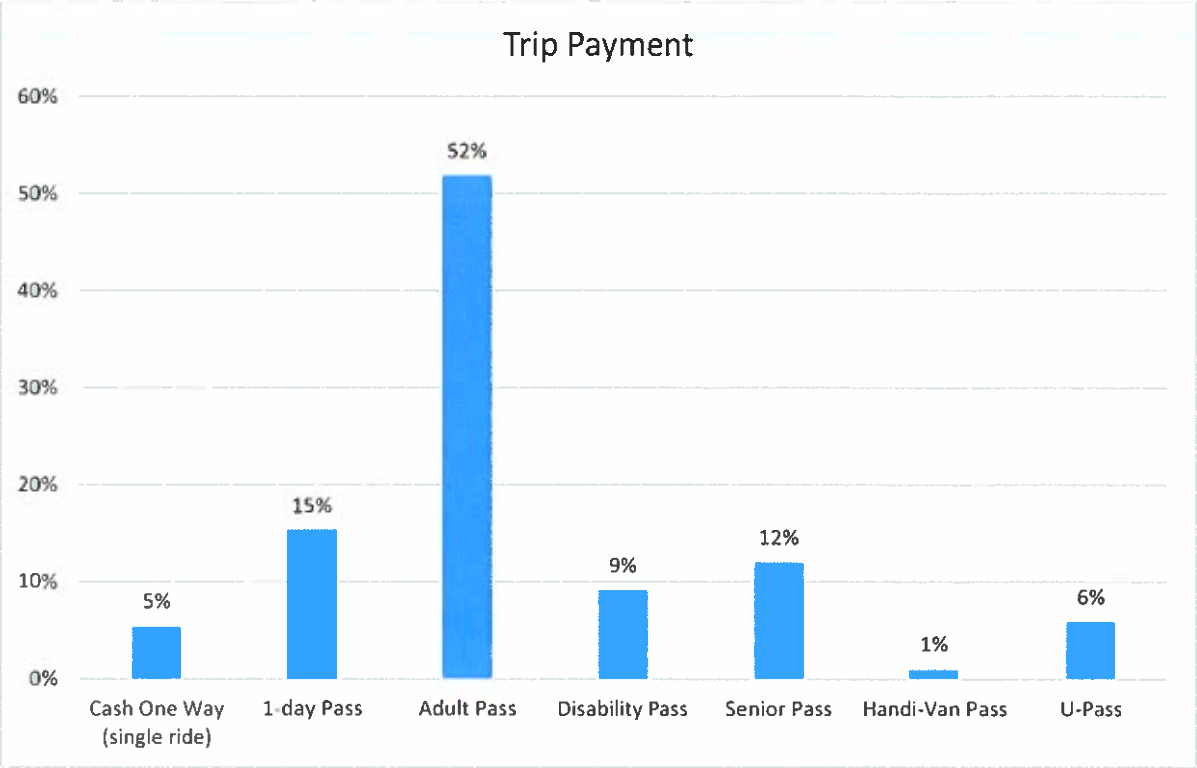


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

A third of the ridership self-identified as speaking a language other than English at home.

- No: 67%
- Yes: 33%

Figure 11: Trip Payment

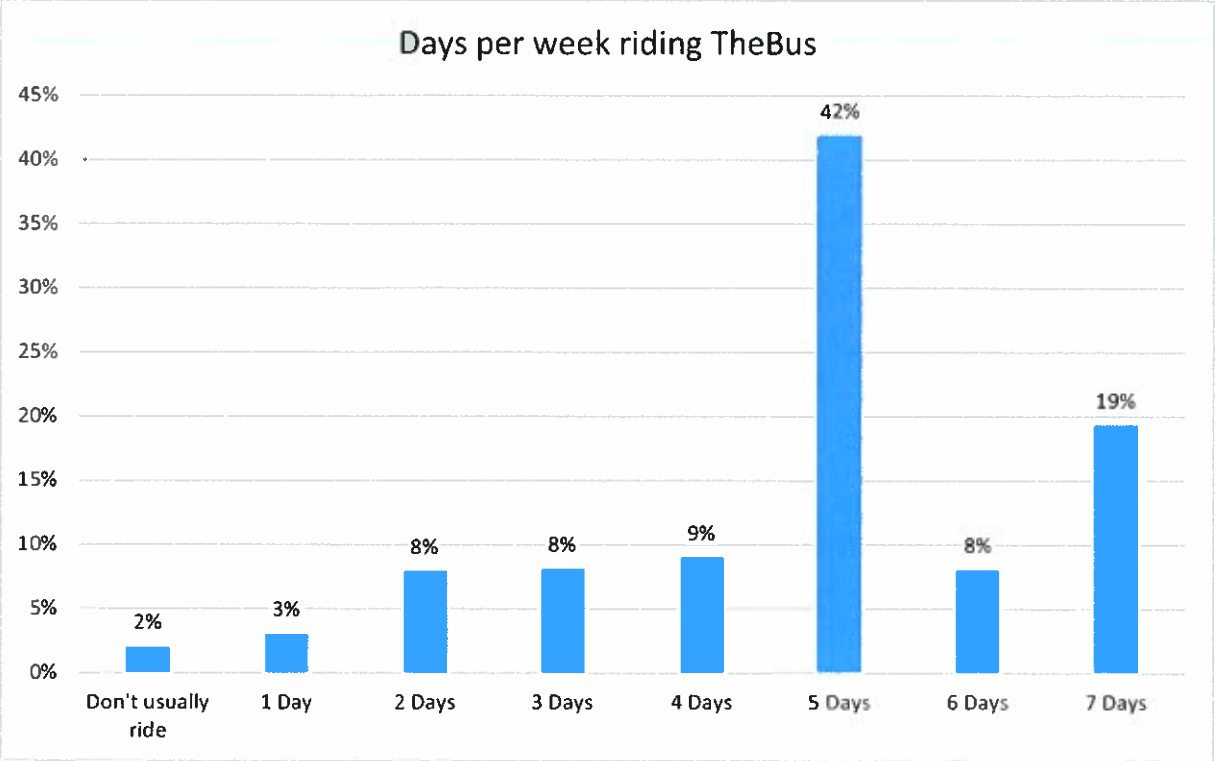


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

Approximately half of the ridership uses the Adult Monthly Bus Pass to ride the bus.

- 52%: Adult Monthly Pass
- 15%: 1-day Pass
- 12%: Senior Pass
- 9%: Disability Pass
- 6%: U Pass
- 5%: Cash One Way (single ride)
- 1%: Handi-Van Pass

Figure 12: Days per Week Riding TheBus

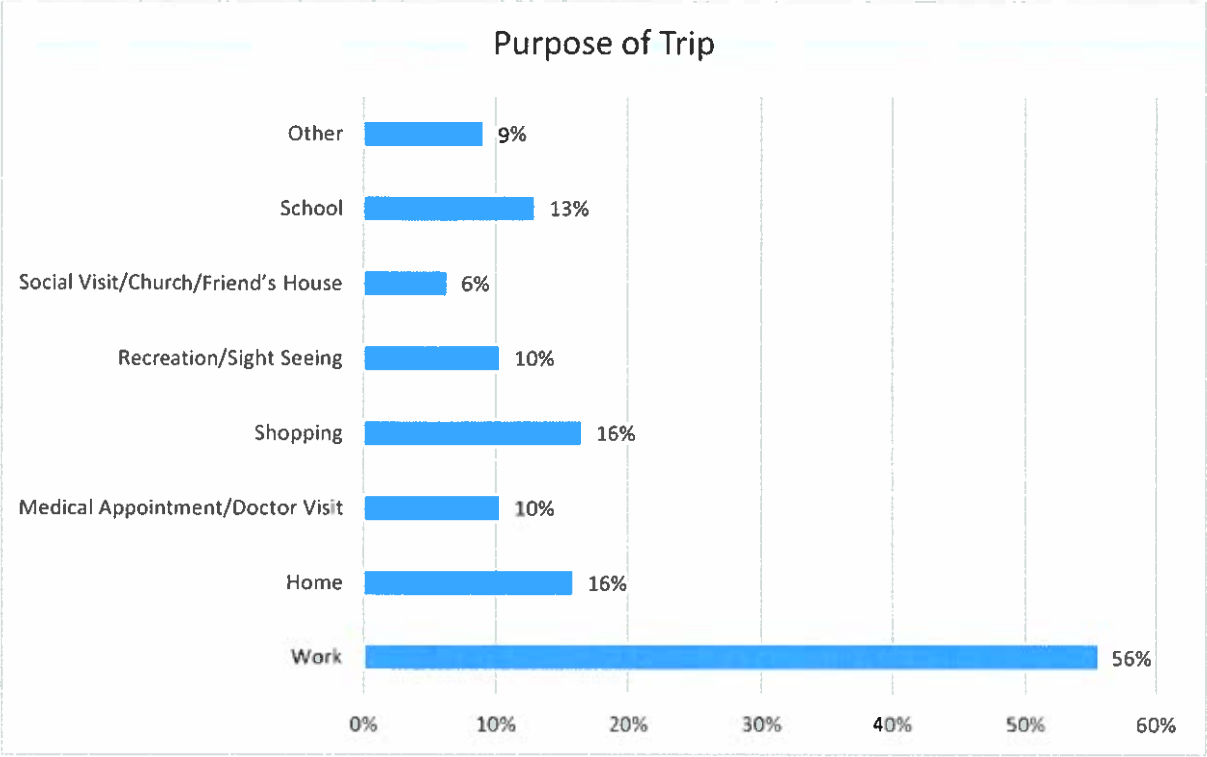


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

42% of riders ride the bus 5 times a week. This correlates to Figure 8 data that 53% of riders are full-time employees, Figure 11 data that 52% of riders use the Adult bus pass, and Figure 13 data that 56% of riders use the bus for work purposes.

- 42%: 5 Days
- 19%: 7 Days
- 9%: 6 Days
  4 Days
- 8%: 3 Days
  2 Days
- 3%: 1 Days

Figure 13: Purpose of Trip

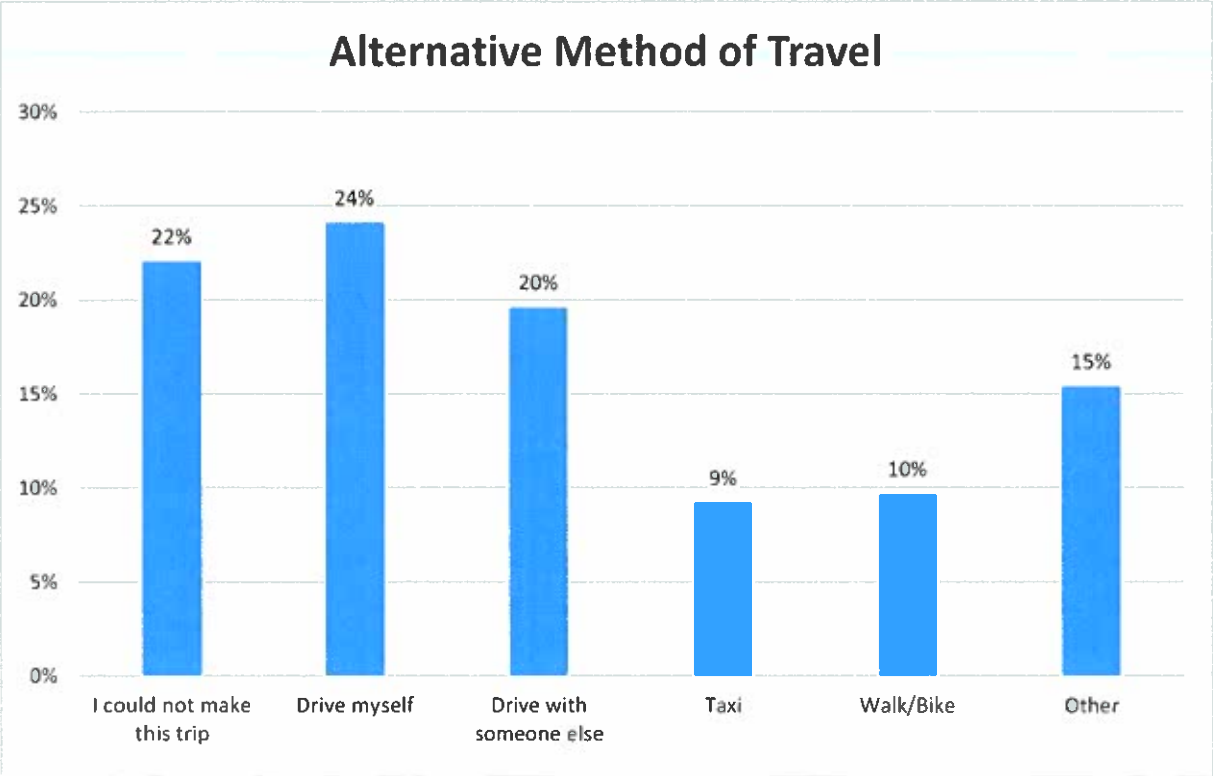


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)
*Total exceeds 100% because many riders utilize the bus for many purposes in a single trip.

A majority of bus riders utilize the bus for work purposes. Based on the previous charts, it appears that full-time employees use the bus five days a week as their main mode of transportation to and from work. Therefore, these full-time employee riders would purchase an Adult Monthly Bus Pass as an affordable means to travel.

- 56%: Work
- 16%: Shopping
  Home
- 13%: School
- 10%: Recreation/Site Seeing
  Medical Appointment/Doctor Visit
- 6%: Social Visit/Church/Friend's House
- 9%: Other

Figure 14: Alternative Method of Travel

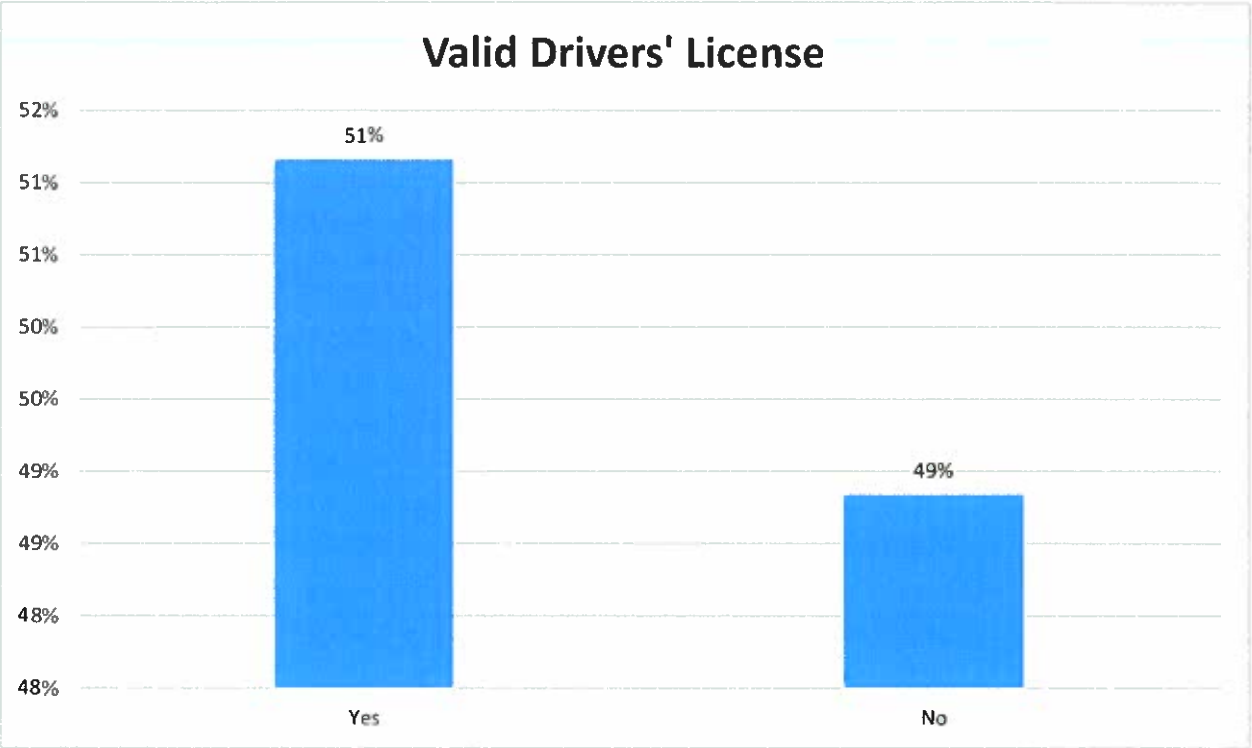


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

22% of riders rely solely on the bus for transportation and do not have other alternatives if bus service is not available.

- 24%: Drive myself
- 22%: I could not make this trip
- 20%: Drive with someone else
- 15%: Other
- 10%: Walk/Bike
- 9%: Taxi

Figure 15: Driver's License Status

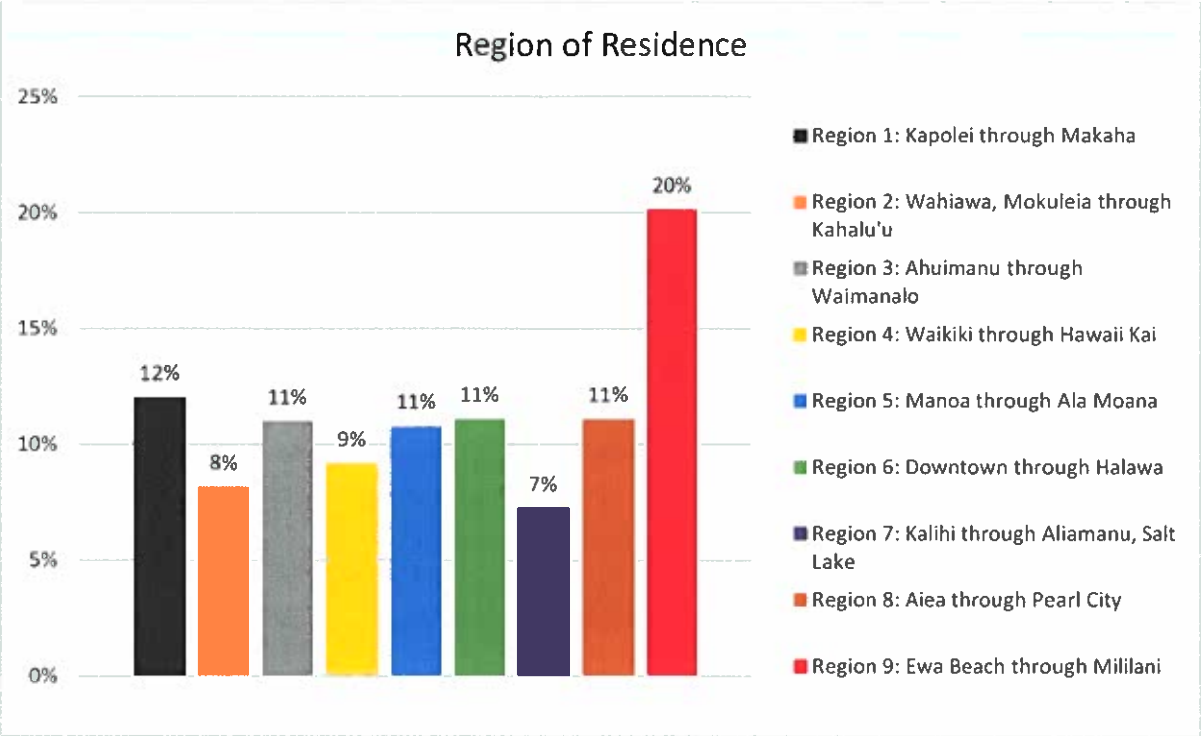


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

Approximately half of TheBus ridership possesses a valid driver's license.

- Driver's License: 51%
- No Driver's License:49%

Figure 16: Location of Residence

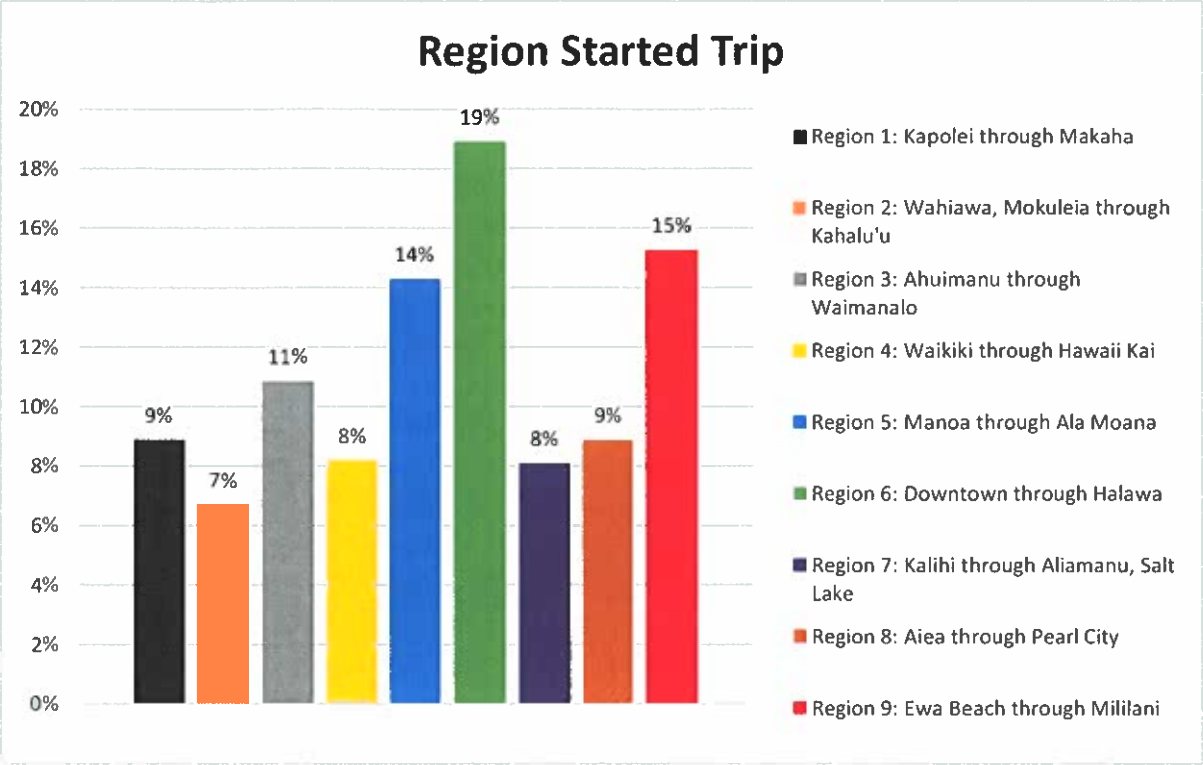


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

Majority of bus riders live in the Ewa Beach through Mililani area. The bus also services a fair amount riders from every region throughout Oahu.

- 20%: Region 9: Ewa Beach through Mililani
- 12%: Region 1: Kapolei through Makaha
- 11%: Region 3: Ahuimanu through Waimanalo
  Region 5: Manoa through Ala Moana
  Region 6: Downtown through Halawa
  Region 8: Aiea through Pearl City
- 9%: Region 4: Waikiki through Hawaii Kai
- 8%: Region 2: Wahiawa, Mokuleia through Kahaluu
- 7%: Region 7: Kalihi through Aliamanu, Salt Lake

Figure 17: Trip Origination

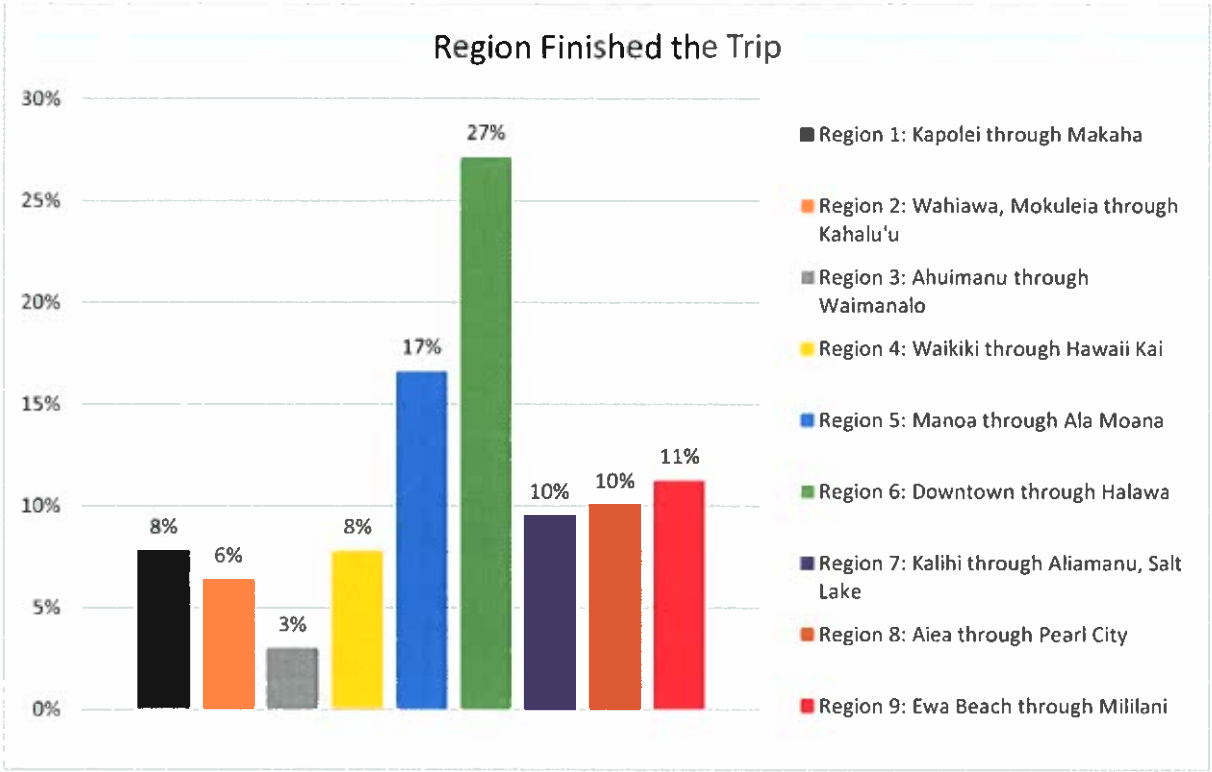


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

Most trips originate in the Downtown to Halawa region which did not correlate to the Ewa Beach to Mililani region where most rider's resided.

- 19%: Region 6: Downtown through Halawa
- 15%: Region 9: Ewa Beach through Mililani
- 14%: Region 5: Manoa through Ala Moana
- 11%: Region 3: Ahuimanu through Waimanalo
- 9%: Region 1: Kapolei through Makaha
  Region 8: Aiea through Pearl City
- 8%: Region 4: Waikiki through Hawaii Kai
  Region 7: Kalihi through Aliamanu, Salt Lake
- 7%:` Region 2: Wahiawa, Mokuleia through Kahaluu

Figure 18: Trip Destination

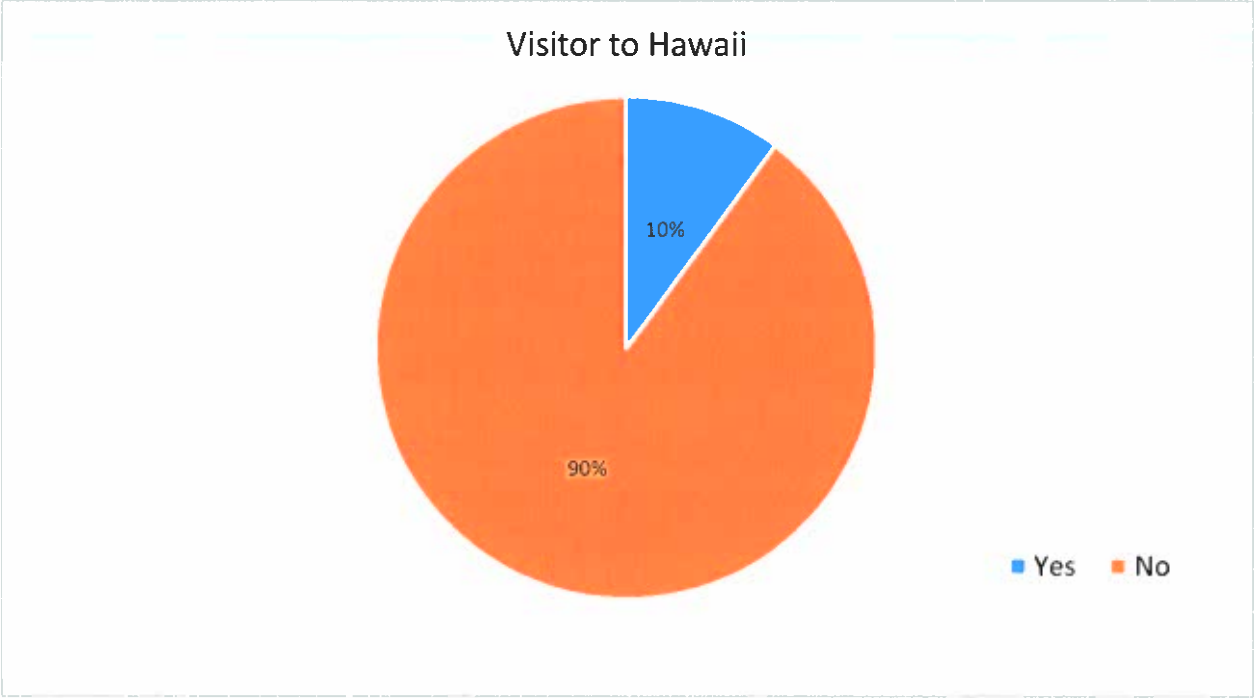


(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

The final destination for a majority of bus riders is the Primary Urban Core (Downtown to Halawa & Manoa to Ala Moana) where a majority of jobs are located. This corresponds with previous charts showing that most riders are employed full-time and use the bus to travel to and from work 5 days a week.

- 27%: Region 6: Downtown through Halawa
- 17%: Region 5: Manoa through Ala Moana
- 11%: Region 9: Ewa Beach through Mililani
- 10%: Region 7: Kalihi through Aliamanu, Salt Lake
  Region 8: Aiea through Pearl City
- 8%: Region 1: Kapolei through Makaha
  Region 4: Waikiki through Hawaii Kai
- 6%: Region 2: Wahiawa, Mokuleia through Kahaluu
- 3%: Region 3: Ahuimanu through Waimanalo

Figure 19: Resident Status



(Source: TheBus Demographic and Fare Media Ridership Survey, SMS Research, December, 2018)

The bus is mainly utilized by Hawaii residents with visitors comprising just 10% of ridership.

- Resident: 90%
- Visitor: 10%

Section 14: Requirement to Monitor Transit Service

In order to ensure compliance with DOT's Title VI regulations, FTA requires transit agencies to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e. vehicle load, vehicle assignment, transit amenities, etc.) no less than every three years. Agencies shall submit the results of the monitoring program as well as documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the Board's consideration, awareness, and approval of the monitoring results to the FTA every three years as part of the Title VI Program.

The System-wide Service Standards & Policies Monitoring Report was compiled using 2021 data. (Attachment 7)

Findings

The results of TheBus service performance for all 105 routes are summarized below. 49 routes are designated TVI/EJ and 56 routes are designated non TVI/EJ. Overall, public transit services are provided in comparable/nondiscriminatory manner to TVI/EJ and non TVI/EJ populations. Improving service performance for all routes is an ongoing work in progress.

Although the results identifies schedule adherence as a major concern, it is a system-wide issue for a majority of the routes and does not disproportionately affect TVI/EJ routes. Routes that do not meet the service standards and policies identified in this report are monitored/evaluated for further analysis to redistribute/adjust service and/or implement other mitigation measures that align with current ridership levels and budget constraints.

System-wide Service Standards:

- Vehicle Load: The effects of the pandemic has significantly reduced ridership and all routes do not experience overcrowding that exceeds the vehicle load standard for all time periods.

- Vehicle Headway: The ongoing pandemic's impact on ridership levels, revenue, and resource/budget allocations have affected scheduled headways for all service modes, and depending on the route's profile/service area/ridership levels, headways for routes in the same service mode category can vary. Therefore, the scheduled headway standard is expressed as a range and the headways for the majority of routes fall within the established range. Routes with nonconforming scheduled headways are evaluated and adjusted to the maximum extent feasible. However, alignment with headway standard is affected by ridership and budget constraints.

- On-time performance: The majority of routes do not meet the on-time performance standard of 80% for one or more time periods, except for the Peak

Express routes that currently have very few trips due to the pandemic's impact on ridership. During the pandemic, overall vehicle traffic decreased, however, roadway resurfacing/maintenance and other construction projects that typically close traffic lanes were fast-tracked to take advantage of reduced vehicle congestion and created lane closures along major bus corridors affecting schedule adherence. Besides road/lane closures/detours and rail construction along a major bus corridor, other external/operating factors that contribute to service delays include traffic accidents and passenger issues such as fare/mask/non-service animal enforcement. Non-performing routes are monitored/evaluated to identify factors affecting on-time performance for mitigation purposes.

- Service availability: The standard that a bus route is within a ½ mile radius for 80% of the population was met for TVI/EJ (84%) and non-TVI/EJ (90%) populations.

- Transit amenities: Overall, the percentage of amenities (shelters, benches, trash containers) are comparable between TVI/EJ and non-TVI/EJ routes.

  On average:

  45% of bus stops along TVI/EJ routes have shelters.
  38% of bus stops along non-TVI/EJ routes have shelters.
  63% of bus stops along TVI/EJ routes have benches.
  65% of bus stops along non-TVI/EJ routes have benches.
  45% of bus stops along TVI/EJ routes have trash containers.
  41% of bus stops along non-TVI/EJ routes have trash containers.

- Vehicle assignment: Overall, vehicle assignment for TVI/EJ and non TVI/EJ routes are comparable.

  Average fleet age: 12.05 years
  Average TVI/EJ age: 11.85 years
  Average non TVI/EJ age: 11.76 years

Section 15: Requirement to Evaluate Service and Fare Changes

In order to ensure compliance with DOT's Title VI regulations, FTA requires transit agencies to develop written procedures to evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The written procedures and results of service and/or fare equity analyses shall be included in the transit provider's Title VI Program as well as documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the Board's consideration, awareness, and approval of the analysis results to the FTA every three years as part of the Title VI Program.

DTS-TMD's Major Service and Fare Change Policy can be found at attachment 8.

DTS' service equity analyses are contained in Attachment 9. The last fare increase was in January 2018.

- Windward Local Routes: 56-57-57A-69-70-89
- Route 53 Weekend Circulator Restructure
- Route 1L Segment Realignment
- Route 2L Elimination
- Route 67 Segment Elimination
- Routes 19-20-31-32 Restructure
- Route 4 Restructure
- Route 4 Extension
- Route 13 Realignment
- Routes 15-301-303 Service Reduction
- Routes 234-302 Service Reduction
- Routes 80A-80B-235 Elimination
- Routes 413-415 Service Reduction
- Routes 85-87 Service Reduction
- Routes 94-95-102 Kapolei Express Restructure
- Route 98A Segment Elimination
- Routes 8-17 Restructure
- Route 651 Segment Elimination
- Route 22 Elimination
- Pandemic System-wide Weekday Service Reductions

Attachment 1

Complaint Form

DEPARTMENT OF TRANSPORTATION SERVICES
CITY AND COUNTY OF HONOLULU
650 SOUTH KING STREET, 3RD FLOOR
HONOLULU, HAWAII 96813
Phone: (808) 768-8305 • Fax: (808) 768-4730 • Internet: www.honolulu.gov

COMPLAINT FORM

Information/Instruction

The City and County of Honolulu, Department of Transportation Services, and Oahu Transit Services are committed to ensuring that no person is discriminated against while using TheBus or TheHandi-Van services as prohibited by **Title VI, Civil Rights Act, 1964**. "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Please provide the following information necessary in order to process your complaint. Assistance is available upon request, TheBus 768-8371 and TheHandi-Van 768-8300. Complete this form and mail or deliver to: City and County of Honolulu, Department of Transportation Services, Transportation Mobility Division, 650 South King Street, 3rd Floor, Honolulu, HI 96813.

Section I		
Name of Complainant:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	[ ] Large Print	[ ] Audio Tape
	[ ] TDD	Other:

Section II		
Are you filing this complaint on your own behalf?	[ ] Yes*	[ ] No
*If you answered "yes" to this question, go to Section III.		
If not, please supply your name and relationship to the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	[ ] Yes	[ ] No

Section III

I believe the discrimination I experienced was based on (check all that apply):
[ ] Race [ ] Color [ ] National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and

contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use additional sheets. _____ _____ _____		
Section IV		
Have you previously filed a complaint with this agency?	[ ] Yes	[ ] No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply and list names: [ ] Federal Agency: _____ [ ] Federal Court: _____ [ ] State Agency: _____ [ ] State Court: _____ [ ] Local Agency: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:	Telephone:	
Agency:		
Address:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:	Telephone:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____ _____

Signature Date

Attachment 2

Public Participation Plan
and
Public Outreach Activities List

CHAPTER: Transportation Mobility Division	INDEX CODE: 7-1.19
CATEGORY: Administration	PAGE 1 of 5
SUBJECT: Public Participation for Changes in Public Transit Policies, Programs, Projects, Service, and Operations	Amendment: 2 Approved by: DTS Director Wes Frysztacki
REFERENCES: FTA C 4702.IB, Title VI Requirements & Guidelines for Federal Transit Administration (FTA) Recipients (or current version); Comprehensive Review Guide for Triennial and State Management Reviews (current FY)	Effective/Approval Date: April 2, 2019

PURPOSE

To establish policies and procedures when planning and implementing changes in public transit policies, programs, projects, plans, services and operations (collectively referred to as "Changes"); and to identify methods for early, inclusive, and continuous public participation when informing the public of proposed plans or advising the public of implementation of proposed "Changes". Public participation policies and engagement activities are applicable to all subrecipients, contractors, and lessees.

POLICIES

TMD shall:

1. Effectively engage all stakeholders, including but not limited to minority, low income, limited English proficient (LEP), and disabled populations, in public participation activities.

2. Ensure that public information and participation are provided as early as may be feasible and in a nondiscriminatory manner.

3. Promote full and fair participation in the public transit decision-making process for all potentially affected communities without regard to race, color or national origin.

4. Ensure meaningful access to public transit-related programs, plans, activities, and information by minority, low income, LEP, and disabled populations.

5. Evaluate and determine the most effective method(s) for informing and involving the public during the planning/decision-making process and implementation phase.

DEFINITIONS

For the purposes of this section:

1. "Changes" include but are not limited to the following:
    a. Policies affecting service, operations, programs.
    b. Service levels affecting headway, frequency, availability, coverage area, hours, miles, span

of service, hours of operation.

c. Fare policy, pricing, and media.
d. Service additions, extensions, or removals whether temporary or not.
e. Establishing, relocating, or removing bus stops.
f. Programs, plans, or projects affecting communities or ridership.

2. TMD will evaluate and designate "Changes" as major or minor. Major changes will generally affect system-wide/regional populations and significantly impact service usage by the established ridership in a large service area, and includes major service changes defined in Standard Operating Procedure No. 7-1.13 "DTS Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies" (Amendment 2). Minor changes will generally affect operations or service over a smaller, specific area, community, or neighborhood, and have minimal impact to service usage by the established ridership.

3. Fixed Route ridership is defined as unlinked passenger trips and Paratransit ridership is defined as "active paratransit riders" who are currently eligible to use the City's special transit service, TheHandi-Van, and who have taken at least two (2) one-way trips in the past two (2) years.

4. Suspended, altered, or special services instituted during emergency situations shall be exempt from these procedures.

PROCEDURES

1. **Public Information and Solicitation of Public Comment**
During the planning phase, the public/ridership shall be informed of proposed major changes and their feedback and comments shall be solicited using the following method(s). The public comment period shall continue for sixty (60) days or more, as appropriate and feasible.

a. Neighborhood Boards
Neighborhood Boards, the City's mechanism to ensure and involve public participation in the decision-making process of government that affects communities, will be notified of proposals affecting their neighborhoods.
i. During the planning phase, information of proposed major changes will be transmitted to the Neighborhood Board Chair, fifteen (15) days or more, prior to the scheduled monthly meeting date and prior to the start of the public comment period, as appropriate and feasible.
ii. Presentations will be made upon request by the Neighborhood Board Chair.
iii. Information transmitted to the Neighborhood Board Chair will include the Mayor's Neighborhood Board Representative.
iv. Brochures, flyers, pamphlets, or other handouts will be provided to the Mayor's Neighborhood Board Representative for distribution at Neighborhood Board meetings.

b. Public Information Meetings
Public information meetings are another method to inform the public and solicit comments for inclusive public participation of proposed major changes, as appropriate and feasible.
i. The ridership (fixed route or paratransit) and/or the public will be notified of the public information meeting, fifteen (15) days or more, prior to the scheduled meeting date and start of the public comment period.

ii. Public information meetings may be scheduled for minor changes, as appropriate and feasible.

c. Public Hearing
During the planning phase, as appropriate and feasible, a public hearing may be convened when considering proposed major changes involving a large service area(s) or a comprehensive/complex issue(s). All public hearings shall be conducted in accordance with Hawaii Revised Statutes, Chapter 91, including:
   i. Publishing public notices in a publication of general circulation, thirty (30) days or more, prior to the public hearing and start of the public comment period, that describe the proposed major changes, and the time and place of the public hearing.
   ii. Have copies of the published notice and minutes of the public hearing available for public inspection.

d. Community/Business Organizations
Upon request during the planning phase, TMD will make informational presentations regarding proposed major changes to affected community/business organizations, either separately or in conjunction with presentations at Neighborhood Boards or at public information meetings, as appropriate and feasible.

e. Community Events
Upon request during the planning phase, TMD will participate in existing community events and be present to provide informational material, answer questions, and solicit comments regarding proposed major changes. Informational materials may include fliers, brochures, and surveys containing maps, charts, illustrations, photographs, table-top displays, and other graphics, as appropriate and feasible.

f. Public Transit Ridership (fixed route or paratransit)
During the planning phase:
   i. Information to inform and solicit feedback for proposed major changes from the affected ridership will be posted at transit facilities, bus stops, on-board transit vehicles through mail-outs, and on DTS/OTS websites, as appropriate and feasible, prior to the start of the public comment period.
   ii. For in-person communication to inform and solicit feedback for proposed major changes from the affected ridership, TMD will .distribute informational material/surveys at transit facilities, major bus stops, and on-board transit vehicles, as appropriate and feasible, prior to the start of the public comment period.
   iii. This section may apply to proposed minor changes, as appropriate and feasible.

g. Surveys
Surveys will be conducted during the planning phase for proposed major changes and may be conducted for proposed minor changes. Survey methods include but are not limited to:
   i. Survey Monkey conducted online.
   ii. Printed or verbal survey conducted in-person or distributed at transit facilities, bus stops, and on-board transit vehicles.
   iii. Printed survey distributed at meetings and through the mail.
   iv. All surveys will include a designated survey phone line.

2. **Advance Notification for Implementation of Changes**
Advance notification for implementation of major changes proposed in the planning phase and other changes to service or operations that impact the established ridership and its habits/usage of public transit includes, but is not limited to the following methods, with a goal of as much advance notice as practical.

The content of all notices will include relevant information, such as description of changes, dates, maps, other graphics, and contact information for public comment and inquiry (phone number and email/office address).

a. Neighborhood Boards
Notice will be provided to affected Neighborhood Boards, fifteen (15) days or more, prior to the implementation date and the scheduled monthly meeting, as appropriate and feasible.
   i. Presentations will be made upon request by the Neighborhood Board Chair.
   ii. Information transmitted to the Neighborhood Board Chair will also be provided to the Mayor's Neighborhood Board Representative.
   iii. Rider alerts or other handouts will be provided to the Mayor's Neighborhood Board Representative for distribution at Neighborhood Board meetings.

b. City Council
Notice will be provided to Councilmembers representing the affected City Council District, fifteen (15) days or more, prior to the implementation date, as appropriate and feasible.

c. Posted Notices, Car Cards
Notices will be posted a~ relevant locations; such as transit facilities, bus stops, on-board transit vehicles; fifteen (15) days or more, prior to the implementation date, as appropriate and feasible.

d. Fliers, Pamphlets. Brochures
Notices will be distributed, fifteen (15) days or more, prior to the implementation date, as appropriate and feasible.
   i. Distribution on-board transit vehicles.
   ii. Distribution at transit facilities, bus stops.
   iii. Mailings to ridership, residents, businesses, organizations, agencies.

e. Website Notice
Notices will be posted on the OTS and DTS websites, fifteen (15) days or more, prior to the implementation date, as appropriate and feasible.

f. Press Release
For media release to the public via newspaper, radio, and television; one (1) day or more, prior to the implementation date, as appropriate and feasible.

g. Purchased Advertising
Notice will be published in a publication of general circulation and/or publications targeted to specific areas, organizations, or groups, seven (7) days or more, prior to the implementation date, as appropriate and feasible.

3. **Engaging Minority, Low-income, LEP, and Disabled Populations**
   Staff shall engage and consider the needs and input of minority, low income, LEP, and disabled populations (MLLD) by providing opportunities for meaningful participation, regardless of race, color or national origin, disabilities, or language barriers. Practices will include, but not limited to the following:
   a. Provide reasonable or special accommodations based on the need, as appropriate and feasible, for example, interpreters or screen reader format for persons with low vision.
   b. Conduct meetings at varied times of day and locations that are convenient and accessible to encourage participation.
   c. Train staff to be alert to and anticipate the needs of LEP participants at meetings and workshops.
   d. Make available different meeting sizes and formats upon request.
   e. Network/coordinate with community-based organizations, social service agencies, and other community groups to specifically reach out to MLLD members and distribute information.
   f. Have vital documents translated in identified languages and available on request.
   g. Include information on meeting notices on how to request special assistance.

4. **Record of Public Participation for Proposed Changes**
   Documentation of public participation and a record of solicited comments, include but are not limited to the following:
   a. Correspondence (i.e. letters, email)
   b. Meeting agendas and minutes (i.e. Neighborhood Board, Community Association)
   c. Public Hearing meeting minutes
   d. Telephone call log
   e. Memos for the file (Walk-in, telephone)

Public Outreach Activities List

2019 to 2021

Acronyms:
CM: Council Member
HDOT: Hawaii Department of Transportation
NB: Neighborhood Board

ROUTE/STOP	2019 CHANGES	PUBLIC OUTREACH
HOLO Card	Introduction of a "smart" card account-based fare media option.	Notification to CMs, NBs, Rate Commission. Community events, senior centers, TV/radio news, newspaper articles, high schools, rail project events.
Rts 85, 87, PH4, PH5	Restructure 85 as Kaneohe route and 87 as a Kailua route. Consolidate PH4 and PH5 into one route (PH4)	Notification to affected CMs and NBs. Riders Alerts distributed onboard, posted at affected bus stops. Notice on TheBus website. Included in Windward bus route redesign outreach, survey monkey, Kaneohe Magazine Article.
Rt 60, 65, 70	Windward bus route redesign. 60 to use Likelike Hwy, 65 extended to Ala Moana, discontinue Marine base segment for 70	Notification to affected CMs and NBs. Riders Alerts distributed onboard, posted at affected bus stops. Notice on TheBus website. Included in Windward bus route redesign outreach, survey monkey, Kaneohe Magazine Article.
Farrington Hwy Bus stop changes	Modification of bus stops done in conjunction with HDOT Resurfacing Project	Notification to Nanakuli-Maili NB 36
		Notification to CM Pine
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 92, 411	Reverse route due to operational safety issues.	Notification to Makakilo-Kapolei-Honokai Hale NB 34
		Notification to CM Pine
		Rider Alert posted at affected stops
		Notification letters sent to affected residents near new bus stops
Hikimoe St Detour	Hikimoe St (Waipahu Transit Center) closure due to roadway construction	Rider Alert posted at affected stops
		Handout distribution at Waipahu Transit Center
		Representatives at Waipahu Transit Center to answer questions and help riders
		Notification to Waipahu NB 22
		NB presentation

		Notification to CM Elefante
Windward Redesign	Restructure Rts 67, 69 Renumber Rts 56, 57, 57A, 70	Notification to Hawaii Kai NB 1, Kahaluu NB 29, Kaneohe NB 30, Kailua NB 31, and Waimanalo NB 32
		Notification to CM Anderson, CM Tsuneyoshi
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Notification letters sent to affected residents near new bus stops
		Informational brochures distributed onboard and at select bus stops
		Car cards posted on buses
		Press release
Rt 413, 415	Rt 415 rerouted Additional service to replace Kalaeloa Shuttle	Notification to Makakilo-Kapolei-Honokai Hale NB 34
		Notification to CM Pine
		Meeting and notification with Goodwill Hawaii
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Bus stop changes	Discontinued stops on Old Ft Weaver Rd	Notification to Ewa NB 23
		Notification to CM Menor
		Rider Alert posted at affected stops
		Notice posted on TheBus website

ROUTE/STOP	2020 SERVICE CHANGES	PUBLIC OUTREACH
All Routes	Operate State Holiday schedule on all regular weekdays M to F	Rider Alert posted onboard all buses, Bus drivers notifying riders, Notice on TheBus website, Press Release, Notification to Hoopono Services for the Blind
Rt 53	Modified weekend routing	Rider Alert posted at affected stops
		Notice posted on TheBus website
Bus stop changes	Hotel St bus stop realignment	Notification to properties fronting new bus stops
Rts 67	Discontinued Sea Life Park segment	Rider Alert posted at affected stops
		Notice posted on TheBus website
		Press release
Rts 1L, 2L	Discontinue Rt 2L, Rt 1L reroute	Notification to Hawaii Kai NB 1, Kuliouou-Kalani Iki NB 2, Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, McCully-Moilili NB 8, Waikiki NB 9, Makiki-Tantalus NB 10, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa NB 14, Kalihi-Palama NB 15, Kalihi Valley NB 16
		Notification to CM Waters, CM Kobayashi, CM Fukunaga, CM Manahan, CM Elefante
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Press release
Rt 413, 415	Reduction of service	Notification to Makakilo-Kapolei-Honokai Hale NB 34
		Notification to CM Pine
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Press release
Rts 8, 22	Temporary discontinuation	Notification to Hawaii Kai NB 1, Kuliouou-Kalani Iki NB 2, Waialae-Kahala NB 3, Diamond Head-Kapahulu-St. Louis Heights NB 5, Waikiki NB 9, Ala Moana-Kakaako NB 11, Waimanalo NB 32
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Press release
Rts 16, 19, 20, 31, 32	Route restructure	Notification to Diamond Head-Kapahulu-St Louis Heights NB 5, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Kalihi-Palama NB 15, Aliamanu-Salt Lake NB 18, Aiea NB 20
		Notification to CM Waters, CM Fukunaga, CM Manahan, CM Elefante.

		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Notification to Hoopono Services for the Blind
		Online survey
Rt 8	Reinstatement	Notification to Diamond Head-Kapahulu-St Louis Heights NB 5, Waikiki NB 9, Ala Moana-Kakaako NB 11
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 11, 51, 52, 53, 54, 88A	Re-route from Hotel St onto King St	Notification to Downtown-Chinatown NB 13, Kalihi-Palama NB 15, Moanalua Valley Community Association (in lieu of NB 17), Aliamanu-Salt Lake NB 18, Aiea NB 20, Pearl City NB 21, Mililani-Waipio NB 25, Wahiawa-Whitmore Village NB 26, North Shore NB 27, Koolauloa NB 28, Mililani Mauka-Launani Valley NB 35.
		Notification to CM Tsuneyoshi, CM Fukunaga, CM Manahan, CM Elefante, CM Menor.
		Notification to Hoopono Services for the Blind

ROUTE/STOP	2021 SERVICE CHANGES	PUBLIC OUTREACH
Rts 4, 121, 122	Route restructure	Notification to Manoa NB 7, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa NB 14
		Presentation at Nuuanu-Punchbowl NB 12
		Notification to CM Waters, CM Say, CM Fukunaga, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Online survey
Rt 4	Route extension	Notification to Manoa NB 7, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa NB 14
		Notification to CM Waters, CM Say, CM Fukunaga, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rt 13	Re-route	Notification to Diamond Head-Kapahulu-St. Louis Heights NB 5, Manoa NB 7, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-Palama NB 15
		Notification to CM Waters, CM Say, CM Fukunaga, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 72, 511, 512	Route split/renumbering	Notification to Wahiawa-Whitmore Village NB 26, North Shore NB 27
		Notification to CM Tsuneyoshi
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 76, 521	Route renumbering	Notification to Wahiawa-Whitmore Village NB 26, North Shore NB 27
		Notification to CM Tsuneyoshi
		Notification to Hoopono Services for the Blind

		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rt 15	Reduction of service	Notification to Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12
		Notification to CM Fukunaga, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 80A, 80B, 234, 235	Route discontinuation	Notification to Hawaii Kai NB 1, Kuliouou-Kalani Iki NB 2, Waialae-Kahala NB 3
		Notification to CM Waters, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Onboard survey
Rts, 301, 302, 303	Reduction of service	Notification to Kalihi-Palama NB 15
		Notification to CM Fukunaga, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Onboard survey
Rts 413, 415	Reduction of service	Notification to Makakilo-Kapolei-Honokai Hale NB 34
		Notification to CM Tupola, CM Cordero
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 94, 95, 102	Route restructure	Notification to Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, Palolo NB 6, Manoa NB 7, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-Palama NB 15, Kalihi Valley NB 16, Waipahu NB 22, Ewa NB 23, Mililani-Waipio-Melemanu NB 25, Wahiawa NB 26, Kaneohe NB 30, Kailua NB 31, Makakilo-Kapolei-Honokai Hale NB 34, Mililani Mauka-Launani Valley NB 35
		Notification to CM Waters, CM Tupola, CM Tsuneyoshi, CM Kiaaina, CM Say, CM Fukunaga, CM Cordero, CM Elefante
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Notification to/Right-of-entry with DR Horton
		Notification to residents near new bus stops

Rt 22	Temporary Discontinuation made Permanent Discontinued	Notification to: CM Waters, Hawaii Kai NB 1, Kuliouou-Kalani Iki NB 2, Waialae-Kahala NB 3, Diamond Head-Kapahulu-St. Louis Heights NB 5, Waikiki NB 9, Ala Moana-Kakaako NB 11, Waimanalo NB 32, Hoopono Services for Blind Rider Alert posted at affected stops Notice posted on TheBus website Press release
Rt E	Re-locate Terminus	Notification to Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, Palolo NB 6, Manoa NB 7, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-Palama NB 15, Kalihi Valley NB 16, Waipahu NB 22, Ewa NB 23, Mililani-Waipio-Melemanu NB 25, Wahiawa NB 26, Kaneohe NB 30, Kailua NB 31, Makakilo-Kapolei-Honokai Hale NB 34, Mililani Mauka-Launani Valley NB 35
		Notification to CM Waters, CM Tupola, CM Tsuneyoshi, CM Kiaaina, CM Say, CM Fukunaga, CM Cordero, CM Elefante
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rt 14	Return to regular routing	Notification to Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, Palolo NB 6, Manoa NB 7, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-Palama NB 15, Kalihi Valley NB 16, Waipahu NB 22, Ewa NB 23, Mililani-Waipio-Melemanu NB 25, Wahiawa NB 26, Kaneohe NB 30, Kailua NB 31, Makakilo-Kapolei-Honokai Hale NB 34, Mililani Mauka-Launani Valley NB 35
		Notification to CM Waters, CM Tupola, CM Tsuneyoshi, CM Kiaaina, CM Say, CM Fukunaga, CM Cordero, CM Elefante
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 85, 87	Service reduction	Notification to Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, Palolo NB 6, Manoa NB 7, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-

		Palama NB 15, Kalihi Valley NB 16, Waipahu NB 22, Ewa NB 23, Mililani-Waipio-Melemanu NB 25, Wahiawa NB 26, Kaneohe NB 30, Kailua NB 31, Makakilo-Kapolei-Honokai Hale NB 34, Mililani Mauka-Launani Valley NB 35
		Notification to CM Waters, CM Tupola, CM Tsuneyoshi, CM Kiaaina, CM Say, CM Fukunaga, CM Cordero, CM Elefante
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Onboard survey
Rt 98A	Discontinue segment of route	Notification to Waialae-Kahala NB 3, Kaimuki NB 4, Diamond Head-Kapahulu-St. Louis Heights NB 5, Palolo NB 6, Manoa NB 7, Waikiki NB 9, Ala Moana-Kakaako NB 11, Downtown-Chinatown NB 13, Liliha-Puunui-Alewa-Kamehameha Heights NB 14, Kalihi-Palama NB 15, Kalihi Valley NB 16, Waipahu NB 22, Ewa NB 23, Mililani-Waipio-Melemanu NB 25, Wahiawa NB 26, Kaneohe NB 30, Kailua NB 31, Makakilo-Kapolei-Honokai Hale NB 34, Mililani Mauka-Launani Valley NB 35
		Notification to CM Waters, CM Tupola, CM Tsuneyoshi, CM Kiaaina, CM Say, CM Fukunaga, CM Cordero, CM Elefante
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rts 8, 17, 102	Route restructure	Notification to Diamond Head-Kapahulu-St. Louis Heights NB 5, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Waipahu NB 22, Ewa NB 23, Kaneohe NB 30
		Presentation at Makiki-Lower Punchbowl-Tantalus NB 10
		Notification to CM Waters, CM Tupola, CM Kiaaina, CM Say, CM Fukunaga, CM Tulba
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
		Notification to residents near new bus stops
Rt 15	Renumbering	Notification to Diamond Head-Kapahulu-St. Louis Heights NB 5, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-

		Punchbowl NB 12, Downtown-Chinatown NB 13, Waipahu NB 22, Ewa NB 23, Kaneohe NB 30
		Presentation at Makiki-Lower Punchbowl-Tantalus NB 10
		Notification to CM Waters, CM Tupola, CM Kiaaina, CM Say, CM Fukunaga, CM Tulba
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rt 44	Discontinued segment of route	Notification to Diamond Head-Kapahulu-St. Louis Heights NB 5, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Waipahu NB 22, Ewa NB 23, Kaneohe NB 30
		Presentation at Makiki-Lower Punchbowl-Tantalus NB 10
		Notification to CM Waters, CM Tupola, CM Kiaaina, CM Say, CM Fukunaga, CM Tulba
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website
Rt 651	Discontinued segment of route	Notification to Diamond Head-Kapahulu-St. Louis Heights NB 5, McCully-Moiliili NB 8, Waikiki NB 9, Makiki-Lower Punchbowl-Tantalus NB 10, Ala Moana-Kakaako NB 11, Nuuanu-Punchbowl NB 12, Downtown-Chinatown NB 13, Waipahu NB 22, Ewa NB 23, Kaneohe NB 30
		Presentation at Makiki-Lower Punchbowl-Tantalus NB 10
		Notification to CM Waters, CM Tupola, CM Kiaaina, CM Say, CM Fukunaga, CM Tulba
		Notification to Hoopono Services for the Blind
		Rider Alert posted at affected stops
		Notice posted on TheBus website

Attachment 3

Limited English Proficient Plan
(LEP Plan)

Updated January 2022

City and County of Honolulu
Department of Transportation Services
Public Transit Division

Limited English Proficient Plan
(LEP Plan)

Updated January 2022

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I. Introduction

The Department of Transportation Services (DTS) of the City and County of Honolulu and its contracted operator of public transit services, O'ahu Transit Services, Inc. (OTS) are committed to providing meaningful access to all patrons and users of Honolulu's public transit system who are Limited English Proficient (LEP).

The January 2022 LEP Plan (Plan) revision updates the 2019 LEP Plan developed in accordance with the Federal Transit Administration (FTA) Circular FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients dated October 1, 2012 (Circular). The Plan identifies the prevalent languages of LEP persons likely to be public transit users and specifies the types of language assistance services that DTS provides. DTS and OTS are committed to providing language assistance services for all LEP transit users to the maximum extent feasible.

II. Definition of a Limited English Proficient Person

The Circular defines an LEP person as a person for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S, Census that they speak English less than very well, not well, or not at all. Hawaii Revised Statute Section 321-C-2 defines LEP person as "an individual who, on account of national origin, does not speak English as the person's primary language and who self identifies as having a limited ability to read, write, speak, or understand the English language".

III. Elements of the LEP Plan

This section contains the essential elements prescribed under the Circular. DTS, OTS, and subrecipients who do not develop their own plans are responsible for implementing this LEP plan.

a. Four Factor Analysis (FFA) Results

Using the 2018 TheBus Fare and Demographic Ridership Survey (Survey), the FFA identified the proportion of LEP persons who self-identified as not speaking English well. The on-board survey was conducted on all 104 bus routes during November/December 2018 and focused on rider demographics, travel patterns, ability to speak English well, and fare usage. A copy of the Survey can be found at: http://www.honolulu.gov/cms-dts-menu/site-dts-sitearticles/908-dite-dts-ptd-cat/32230-language-assistance.html.

DTS' current Transit Rider Survey was completed in December 2021, however, the results and final report will not be available until after FTA's June 1, 2022 Title VI Program submission deadline.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The Survey was used to identify LEP individuals that use DTS public transit services. According to the data, 10% do not speak English well. See Table 1 below:

Table 1: Survey Question: How well do you speak English?	
Speak English well	90%
Does not speak English well	10%
Total	100%

Of the people who do not speak English well, the four (4) languages most frequently spoken are: (see Table 2 below)

- Filipino/Tagalog/Ilocano (53.4%)
- Japanese (14%)
- Micronesian/Chuukese (12%)
- Chinese/Mandarin (5.4%)

Table 2: Languages Spoken by LEP Survey Riders		**Table 3: Public Transit LEP Ridership**		
		2,815 x 5% = 141	28,148 x 10% = 2,815 LEP Ridership	
	LEP Total %	Safe Harbor	LEP Total	LEP Total %
Language	%		2,815	100%
***Chinese	**4.0%**		**113**	**4.0%**
**Chuukese	**9.0%**		**253**	**9.0%**
German	4.0%		113	4.0%
*Filipino	**40.0%**		**1,126**	**40.0%**
Hawaiian	3.0%		85	3.0%
Japanese	**14.0%**		**394**	**14.0%**
Korean	1.4%		39	1.4%
Kosraean	1.4%		39	1.4%
*Mandarin	**1.4%**		**39**	**1.4%**
Mexican	4.0%		113	4.0%
**Micronesian	**3.0%**		**85**	**3.0%**
Chavacano	1.4%		39	1.4%
*Ilocano	**6.0%**		**169**	**6.0%**
*Ilocano/Tagalog	**1.4%**		**39**	**1.4%**
*Tagalog	**6.0%**		**169**	**6.0%**
Total	100.0%		2,815	100.0%
***Chinese+Mandarin= 152 or 5.4% **Chuukese+Micronesian= 338 or 12% *Filipino+Ilocano+Tagalog=1,503 or 53.4% Japanese= 394 or 14%				

Factor 2: The frequency with which LEP persons come into contact with the program.

According to the FY2021 National Transit Database, Honolulu's annual public transit ridership was approximately 27.8M unlinked trips (passenger boardings) or 76,000 daily unlinked trips. Based on the Survey's 2.7 daily average of unlinked trips per rider, daily ridership is approximately 28,148 people and 10% or 2,815 riders do not speak English well. See Table 3 above.

Applying the percentages in Factor 1 to the 2,815 LEP persons, the prevalent languages of the people who do not speak English well are:

- Filipino/Tagalog/Ilocano (1,503 or ≈ 53.4%)
- Japanese (394 or ≈ 14%)
- Micronesian/Chuukese (338 or ≈ 12%)
- Chinese/Mandarin (152 or ≈ 5.4%)

Under the Safe Harbor Provision, LEP obligations include languages that constitute 5% or 1,000 persons, whichever is less of the people (2,815) who may use or have contact with public transit services and who do not speak English well. The 5% threshold is 141 persons.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

Public transportation is a vital service for many people who are unable to drive for various reasons and those who do not have access to personal vehicles. They depend on the public transit system to take them to where they need to go for work, school, shopping, medical, recreation, and visiting friends and families. Therefore, providing language assistance for LEP public transit users is an important service to ensure they are able to understand how to use the public transit system to their advantage and benefit.

According to the Survey's data for LEP persons:

- 18% are totally dependent upon TheBus and would not be able to make their trip(s) if TheBus did not operate.
- 71% do not have a driver's license.
- 52% make less than $25K annually.
- 92% of the ridership base are Non-Caucasian.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

DTS' annual operating budget includes funding for:

- Phone interpretation services: Professional phone interpretation services

- Translation services: Professional translation services
- Printing: Vital documents in identified languages
- Signage: In identified languages as applicable and necessary
- Advertisement: Notices in identified language publications as applicable and necessary
- Consultants: Professional services contracted as applicable and necessary to meet LEP requirements
- Other available resources:
    - Phone interpretation services: In-house staff, other government & non-profit agencies.
    - Partnering with other State, County, and non-profit agencies to provide transit information to the LEP community (i.e. State Office of Language Access).
    - Translation services: In-house staff, other government & non-profit agencies.

b. Description of Language Assistance Services

- **Types of Language Services Available**

  Bus Information, Bus Customer Service, and Bus Pass Offices; Handi-Van Reservations; and Handi-Van Eligibility Center all utilize an interpreter service vendor to provide services to non-English speaking customers. These include Pacific Interpreters (primary) and Corporate Translation Services (CTS) Language Links (secondary).

- **How Staff Can Obtain These Services**

  All service staff members have access to the interpreter vendor telephone numbers and codes.

- **Responding to LEP Callers**

  1. Ascertain if the caller has any English comprehension to use simplified English.
  2. If unable to use simplified English, ascertain the country of origin and/or language dialect to utilize in-house interpreter resources.
  3. If unable to identify language or no in-house resource, call the interpreter vendor to provide language assistance via three-way conversation, LEP caller, staff member, and interpreter.

- **Responding to Written Communication from LEP Persons**

    1. Identify language and ascertain if there are in-house staff for that language. OTS currently has Ilocano, Tagalog, Japanese, and Chinese, written and spoken language proficient employees.
    2. If no in-house staff, use translation vendor.

- **Responding to In-Person Contact with LEP Persons**

    1. Identify language with language poster or cards.
    2. Call interpreter vendor to provide language assistance via two-way conversation if no in-house resource.

- **Ensuring Competency of Interpreters and Translation**

    1. Vendors are selected from the State of Hawaii Price and Vendor List Contracts. There is a screening and credentialing process for interpreter vendors.
    2. OTS in-house staff is experienced with years of service.
    3. Other agency resources are the Consulates and State Office of Language Access.

- **Documents Considered Essential for Translation**

    DTS considers the following vital documents essential for translation.

    TheBus documents include:

    - Notifying the Public of Rights Under Title VI notice
    - Non-Discrimination and ADA Complaint Forms
    - "You Have Rights" car card referencing Title VI and Environmental Justice
    - Lost and Found Notification
    - Annual Bus Pass Application
    - Senior Citizen Bus Pass Application
    - Senior Citizen Annual Bus Pass Renewal Application
    - Person with a Disability Bus Pass Application
    - Request for Refund/Exchange/Adjustment
    - Bus Pass Subsidy Program Application

    TheHandi-Van documents include:

    - Notifying the Public of Rights Under Title VI notice

- Non-Discrimination and ADA Complaint Forms
- Rider's Guide
- Eligibility Information Brochure

All documents are translated in languages identified in the FFA and are available in hard copy, electronic format, or can be requested via email (thebustop@honolulu.gov), telephone (768-8371), or in person at DTS or TheBus Pass/Customer Service Offices.

- **Subrecipient Monitoring**

  DTS staff monitors its subrecipients on an annual basis to ensure compliance with FTA LEP requirements through on-site visits and desk reviews of requested documents and records.

c. Providing Notice to LEP Persons of Assistance

DTS and OTS communicate with LEP populations by posting notices/signs, online information, and outreach documents in languages identified in the FFA; and networking with community-based organizations and social service agencies.

A car card onboard buses in FFA required languages provides LEP riders with contact information on obtaining interpreter services for bus information.

TheHandi-Van Eligibility Center communicates with LEP populations by posting signs in its office and through outreach documents.

d. Monitoring and Updating the Plan

Monitoring and updating the Plan will be conducted during the 3-year interval preceding the Title VI Program submission year to FTA in accordance with the FTA Circular. DTS will review and assess Plan applicability, availability of resources (staff, partner agencies, funding), LEP population needs, complaint logs, the most current data (i.e. Census/American Community Survey/State Databook), and relevant surveys/studies to complete Plan updates.

e. Description of How the Recipient Trains the Employees to Provide Language Assistance

DTS and OTS incorporate an LEP presentation into operators' new hire training and refresher training for correct handling of LEP riders and their safety. All other relevant frontline employees are required to view the LEP training materials on an annual basis to ensure they possess the knowledge and skills required to provide timely and reasonable language assistance to the LEP population. Training information includes: DTS LEP Plan, local demographic LEP population

data, Hawaii Language Access Law background, printed LEP population vital documents/materials, and handling requests in foreign languages.

TheHandi-Van Eligibility Center provides both initial and annual refresher training for all relevant employees that is focused on customer service and to ensure they possess the knowledge and skills required to provide timely and reasonable language assistance to the LEP population.

Attachment 4

Title VI Oversight of Subrecipients, Lessees, and Third Party Contactors Policies and Procedures

CHAPTER: Transportation Mobility Division	INDEX CODE: 7-1.10
CATEGORY: Administration	PAGE 1 of 2
SUBJECT: FTA Title VI Oversight of Subrecipients, Lessees, and Third Party Contractors	Amendment 1: Approved by: DTS Director Wes Frysztacki
REFERENCES: 49 CFR Part 21 Nondiscrimination in Federally Assisted Programs of the Department of Transportation –Effectuation of Title VI of the Civil Rights Act of 1964; FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (or current version); Comprehensive Review Guide for Triennial and State Management Reviews (current FY version)	Effective/Approval Date: January 01, 2019

PURPOSE

To establish oversight and monitoring procedures to ensure that subrecipients, lessees, and contractors (collectively referred to as "subrecipients") are complying with the U.S. Department of Transportation Title VI (TVI) regulations as referenced above.

As the primary recipient of FTA financial assistance, the Department of Transportation Services (DTS) Transportation Mobility Division (TMD) must monitor their subrecipients for compliance with TVI regulations. Subrecipients have the option to develop their own TVI Program or adopt the DTS-TMD TVI Program. If a subrecipient is not in compliance with TVI requirements, then DTS-TMD is also not in compliance.

All subrecipients must include the needs of minorities, low-income, and limited-English proficient (LEP) populations in planning activities; and assure that minorities, low-income, and LEP populations are not being denied the benefits of or excluded from participation in their programs.

DTS-TMD shall have the sole responsibility for determining if subrecipients are in compliance with TVI regulations and requirements, including TVI oversight of subrecipients' contractors by subrecipients, if applicable.

PROCEDURES

In order to ensure the primary recipient and subrecipient are in compliance with TVI regulations and requirements, DTS-TMD shall adhere to the following procedures.

1. Title VI Program Submission. Subrecipients that develop their own TVI Programs must submit it to DTS-TMD for compliance review.
    - New subrecipients shall submit their TVI Program for review within 90 days of the effective date of their subrecipient agreement.
    - Existing subrecipients shall submit TVI Programs for review every three years by September 30th.
    - DTS-TMD will complete the compliance review and notify the subrecipient of the results within 90 days of the TVI Program submission date.

- Deficiencies are addressed in Section 4. Corrective Actions.

2. Provide Assistance to Subrecipients. DTS-TMD will assist all subrecipients with TVI compliance as necessary ans ppropriate, including TVI program contents, general reporting reqirements, ans other information/data related to the minority, low-income, and LEP populations that participate in the subrecipient's programs and activities.

3. Subrecipient Monitoring and Oversight. DTS-TMD will monitor all subrecipients for TVI compliance. Monitoring and oversight activities include but are not limited to: on-site visits, review of relevant records/documents/data/website, interviews, phone/email communication.

- DTS-TMD will monitor subrecipients on an Annual basis.
- Oversight of TVI general requirements will be conducted using Public Transit Title VI Program Compliance Oversight Monitoring Form-Section 1 General Requirements (12/1/18 or current version).
- DTS-TMD will notify the subrecipient of the results within 30 days of the monitoring completion date.
- Deficiencies are addressed in Section 4. Corrective Actions.

4. Corrective Actions. Effective compliance with Title VI regulations and requirements requires DTS-TMD to take prompt action to achieve voluntary compliance by its subrecipients in all instances in which deficiencies are found. If a subrecipient is determined to be non-compliant:

- DTS-TMD will offer assistance as necessary to correct the deficiencies.
- Deficiencies shall be corrected within 30, 60, or 90 days (depending on the corrective action) of the notification date of deficiencies.
- DTS-TMD will issue a notice that corrective actions have been satisfactorily completed within 30 days of the completion date.

Attachments:
Title VI Program Oversight Monitoring Form: General Requirements
Title VI Program Oversight Monitoring Form: Fixed Route Service Requirements

Public Transit Title VI Program Compliance
Oversight Monitoring Form (12/01/18)

Applicability: As a direct and primary recipient of Federal Transit Administration (FTA) funds, the Department of Transportation Services (DTS) is responsible for ensuring that entities receiving FTA financial assistance through DTS comply with FTA's Title VI (TVI) regulations and requirements. *References: FTA Circular 4702.1B, Comprehensive Review Guide for Triennial Reviews (current FY).*

Requirement: DTS must monitor their subrecipients/contractors for compliance with TVI regulations and requirements. *Reference: DTS Standard Operating Procedure 7-1.10 FTA Title VI Program Oversight.*

Monitoring Date: _____ Last Monitoring Date: _____

Agency: _____ Address: _____

POC: _____ Phone: _____ Email: _____

Conducted by: _____

DTS Public Transit Title VI Program Section 1: General Requirements

I. Title VI Program
- [ ] Compliant
  - [ ] Agency follows DTS Public Transit TVI Program.
  - [ ] Agency TVI Program.
    - [ ] Agency's TVI Program has been approved by DTS.
  - [ ] A copy of the most current TVI Program is available on the agency website.
- [ ] Not Compliant

  Corrective Actions:

  _____
  _____
  _____

II. Title VI Notice to the Public
- [ ] Compliant
  - [ ] Locations where the notice is posted:
    - [ ] Reception area [ ] Transit vehicles [ ] Transit facilities
    - [ ] Meeting rooms [ ] Other: _____
- [ ] Not Compliant

  Corrective Actions:

  _____
  _____
  _____

III. Title VI Complaint Procedures (*Instructions on how to file a Title VI complaint)*
- [ ] Compliant
  - [ ] Procedures to request additional information on the recipient's TVI obligations.
  - [ ] Procedures to file a TVI discrimination complaint against the recipient.
  - [ ] Available on the agency website.

[ ] Translated into languages identified in the most current Language Assistance Plan (LAP).

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

IV. Title VI Complaint Form

[ ] Compliant

[ ] Available on the agency website.

[ ] Translated into languages identified in the most current LAP.

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

V. List of transit-related Title VI investigations, complaints, and lawsuits

[ ] Compliant

[ ] Procedures for investigating and tracking TVI complaints filed against agency.

[ ] Reports complaints and investigations on an annual basis.

[ ] Reports lawsuits immediately upon occurrence.

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

VI. Public Participation Plan (PPP)

[ ] Compliant

[ ] Agency follows DTS Public Transit PPP.

[ ] Agency PPP.

[ ] Agency's PPP has been approved by DTS.

[ ] PPP efforts made since the last monitoring date _____.

[ ] List of upcoming activities subject to PPP since last monitoring date.

[ ] PPP is available on the agency's website.

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

VII. Language Assistance Plan (LAP)

[ ] Compliant

[ ] Agency follows DTS Public Transit LAP.

[ ] Agency LAP.

[ ] Agency's LAP has been approved by DTS.

[ ] Four Factor Analysis.

[ ] Monitored and last updated on _____.

[ ] Language assistance services.

[ ] Limited English Proficient (LEP) persons notification of language assistance.

[ ] Vital documents translated.
[ ] Oral interpretation services available.
[ ] Employees trained to provide timely and reasonable language assistance.
[ ] LAP is available on the agency's website.

[ ] Not Compliant
Corrective Actions:

_____
_____
_____

VIII. Monitoring of entities receiving FTA financial assistance through DTS (TVI requirements flow down to all third party contractors and their contracts at every tier.)

[ ] Compliant
[ ] Agency list of third party contracts with/without flow down of FTA funds since last monitoring date _____.
[ ] Third party contractors receiving flow down of FTA funds from Agency.
[ ] Agency documentation of TVI monitoring and contractor compliance with TVI requirements and regulations.

[ ] Not Compliant
Corrective Actions:

_____
_____
_____

IX. Transit Facility Equity Analysis

[ ] Compliant
[ ] Agency constructed or plans to construct a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., since the last Public Transit TVI Program submission to FTA on _____.
[ ] Equity analysis approved by DTS.
[ ] Equity analysis not applicable. Reason _____.

[ ] Not Compliant
Corrective Actions:

_____
_____
_____

[ ] NA

X. Board Approval and Board Minority Representation

[ ] Compliant
[ ] Agency Board approval.
[ ] Table depicting racial breakdown of non-elected Board members.

[ ] Not Compliant
Corrective Actions:

_____

[ ] NA

Public Transit Title VI Program Compliance
Oversight Monitoring Form (12/01/18)

Applicability: As a direct and primary recipient of Federal Transit Administration (FTA) funds, the Department of Transportation Services (DTS) is responsible for ensuring that entities receiving FTA financial assistance through DTS comply with FTA's Title VI (TVI) regulations and requirements. *Reference: Comprehensive Review Guide for Triennial Reviews (current FY).*

Requirement: DTS must monitor their subrecipients/contractors for compliance with TVI regulations and requirements. *References: FTA Circular 4702.1B; DTS Standard Operating Procedure 7-1.10 FTA Title VI Program Oversight.*

Monitoring Date: _____ Last Monitoring Date: _____

Agency: _____ Address: _____

POC: _____ Phone: _____ Email:_____

Conducted by: _____

DTS Public Transit Title VI Program Section 2: Fixed Route Service Requirements

I. System-wide Service Standards for Each Mode
- [ ] Compliant
  - [ ] Vehicle load.
  - [ ] Vehicle headway.
  - [ ] On-time performance.
  - [ ] Service availability.
- [ ] Not Compliant

  Corrective Actions:

  _____
  _____
  _____

II. System-wide Service Policies
- [ ] Compliant
  - [ ] Transit amenities.
  - [ ] Vehicle assignment.
- [ ] Not Compliant

  Corrective Actions:

  _____
  _____
  _____

III. Demographic and Service Profile

[ ] Compliant

[ ] Base service area.

[ ] Title VI areas.

[ ] Environmental Justice areas.

[ ] Title VI and Environmental Justice areas.

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

IV. Demographic Ridership and Travel Patterns

[ ] Compliant

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

V. Service and Fare Changes

[ ] Compliant

[ ] Public engagement process.

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

VI. Monitoring Program and Report

[ ] Compliant

[ ] Not Compliant

Corrective Actions:

_____

_____

_____

Attachment 5

Determination of Site or Location of Facilities Policy and Procedures

CHAPTER: Transportation Mobility Division	INDEX CODE: 7-5.13
CATEGORY: Facilities and Equipment	PAGE 1 of 215
SUBJECT: Determination of Site or Location of Facilities	Approved By: DTS Director Wes Frysztacki
REFERENCES: FTA C 4702.IB, Title VI Requirements & Guidelines for Federal Transit Administration (ETA) Recipients (or current version); Comprehensive Review Guide for Triennial and State Management Reviews (current FY)	Effective/Approval Date: April 2, 2019

PURPOSE

To establish procedures for selecting sites for constructing transit facilities.

PROCEDURES

1. Facilities included in this SOP include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities, nor does it include transit stations, power substations, etc.

2. Site evaluation will be based on the following criteria:

    a. Level of need.
    b. Impact to surrounding properties.
    c. Accessibility to bus and handi-van routes.
    d. Impact to existing infrastructure.
    e. Environmental impact.
    f. Terrain constraints.
    g. Traffic impact.
    h. Size of property to accommodate the project requirements.
    i. Adequacy of existing utilities (i.e. sewer, water, drainage, fire protection, electricity, etc.).
    j. Flood zone impact.
    k. Obtain the necessary approvals for facility construction.
    l. DTS Director's approval.
    m. Conform to the objectives of FTA's Title VI Program, as set forth in ETA Circular 4702.IB, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The determination of site or location of facilities shall conform to Title 49 CFR Section 21 .9(b)(3).

3. When evaluating locations of facilities:

    a. Give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result.
    b. Analysis should be done at the Census tract or block group, where appropriate, to ensure that proper perspective is given to localized impacts.

c. If it is determined that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the project may only be located in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. It must be shown how both elements are met. In order to make this showing, consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.
d. Conduct outreach to persons potentially impacted by the siting of facilities.
e. A site determination or location of facilities Title VI analysis shall be completed prior to selection of the preferred site.

Attachment 6

Honolulu City Council Approval Placeholder

Attachment 7

Monitoring Report
System-wide Service Standards & Policies

Monitoring of System-Wide Service Standards & Policies

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Overview

Federal Transit Administration (FTA) C 4702.1B Circular (Circular) Chapter 4 requires all transit providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area of 200,000 or more in population to include information about service standards and policies for each specific fixed route mode of service provided to ensure service design and operational practices do not result in discrimination on the basis of race/color/national origin (TVI), or low-income status (EJ). In accordance with the Circular guidelines, system-wide service standards address vehicle load, headway, on-time performance, service availability; and system-wide service policies include transit amenities and vehicle assignment.

Routes identified as TVI/EJ are from the 2019 Title VI Program as the 2020 Census block data was not available to update the designations prior to FTA's June 1, 2022 submission deadline. Routes were designated as TVI/EJ routes based on the 2010 Census block groups identified in the "Oahu Metropolitan Planning Organization's Title VI/Environmental Justice Analysis Update Report, September 2016" that the route served. Census block groups were identified as TVI/EJ if the minority and/or low-income percentage in that Census block group was greater than the mean percentage (29%) of minority and/or low-income for the system (within a ½ mile radius of a bus route). Routes that exceed the mean TVI/EJ population among all routes are designated as TVI/EJ routes. The mean is based on the total TVI/EJ percentage within a ½ mile radius of all routes divided by the total number of routes. See Figure 1.

The impacts of the ongoing pandemic emergency affected ridership levels resulting in service adjustments outside of the standards to balance route utilization with operational costs. The service standards section reports 2021 performance data of TheBus service for all 105 routes to identify disparate areas that adversely affect TVI/EJ routes more than non-TVI/EJ routes requiring further analysis/monitoring for mitigation purposes. The service policies section reports the physical inventory of transit amenities and the vehicle assignment roster as of December 2021.

TheBus routes/schedules continue to be evaluated/adjusted to address the changes in ridership, service demand/productivity, operating costs, and resource/budget allotments.

Findings

The results of TheBus service performance for all 105 routes are summarized below. 49 routes are designated TVI/EJ routes and 56 routes are designated non-TVI/EJ. Overall, public transit services are provided in a comparable/non-discriminatory manner to TVI/EJ and non TVI/EJ populations. Improving service performance for all routes is an ongoing work in progress.

Although the results identifies schedule adherence as a major concern, it is a system-wide issue for a majority of the routes and does not disproportionately affect TVI/EJ routes. Routes that do not meet the service standards and policies identified in this report are monitored/evaluated for further analysis to redistribute/adjust service and/or implement other mitigation measures that align with current service levels and budget constraints.

System-wide Service Standards:

- Vehicle Load: The effects of the pandemic has significantly reduced ridership and all routes do not experience overcrowding that exceeds the vehicle load standard for all time periods.

  Vehicle Headway: The ongoing pandemic's impact on ridership levels, revenue, and resource/budget allocations have affected scheduled headways for all service modes, and depending on the route's profile/service area/ridership levels, headways for routes in the same service mode category can vary. Therefore, the scheduled headway standard is expressed as a range and the headways for the majority of routes fall within the established range. Routes with non-conforming scheduled headways are evaluated and adjusted to the maximum extent feasible. Alignment with the headway standard is affected by ridership and budget constraints.

- On-time performance: The majority of routes do not meet the on-time performance standard of 80% for one or more time periods, except for the Peak Express routes that currently have very few trips due to the pandemic's impact on ridership. During the pandemic, overall vehicle traffic decreased, however, roadway resurfacing/maintenance and other construction projects that typically close traffic lanes were fast-tracked to take advantage of reduced vehicle congestion and created lane closures along major bus corridors affecting schedule adherence. Besides road/lane closures/detours and rail construction along a major bus corridor, other external/operating factors that contribute to service delays include traffic accidents and passenger issues such as fare, mask, non-service animal enforcement. Non-performing routes are monitored/evaluated to identify factors affecting on-time performance for mitigation purposes, such as insufficient running times or long-term construction projects.

- Service availability: The standard that a bus route is within a ½ mile radius for 80% of the population was met for TVI/EJ (84%) and non-TVI/EJ (90%) populations.

Service Policies:

- Transit amenities: Overall, the distribution of transit amenities are comparable between the TVI/EJ and non-TVI/EJ routes.
  On average: 45% of bus stops along TVI/EJ routes have shelters.
  38% of bus stops along non-TVI/EJ routes have shelters.
  63% of bus stops along TVI/EJ routes have benches.
  65% of bus stops along non-TVI/EJ routes have benches.
  45% of bus stops along TVI/EJ routes have trash containers.
  41% of bus stops along non-TVI/EJ routes have trash containers.

- Vehicle assignment: Overall, vehicle assignment for TVI/EJ and non-TVI/EJ routes are comparable. Average Age: Fleet (12.05 years), TVI/EJ (11.85 years), Non-TVI/EJ (11.76 years)

Figure 1
Bus Route Summary: Proportion of TVI/EJ Served Populations
(Title VI/EJ Routes Shaded)

Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area	Route (Service Area)	% TVI/EJ in Service Area
1	23	51	32	92	29	434	36
1L	22	52	29	93	56	501	8
2	24	53	23	94	33	503	24
3	23	54	21	95	37	504	10
4	18	60	32	96	29	511	66
5	21	61	35	97	25	512	45
6	18	65	19	98	29	521	2
7	45	66	18	98A	26	651	20
8	14	67	20	99	24	671	1
9	30	69	32	101	32	672	1
9S	15	71	0	103	28	673	1
10	35	73	24	121	16	674	1
11	23	74	10	122	19	A	35
13	22	80	11	234	0	C	49
14	5	81	38	301	46	E	28
15	13	82	12	302	63	PH1	76
17	17	83	33	303	74	PH2	22
18	15	84	26	401	100	PH3	34
20	28	84A	24	402	99	PH4	22
23	9	85	27	403	92	PH6	20
24	0	86	33	411	28	PH7	45
32	33	87	11	413	29	W1	35
40	48	88	31	414	17	W2	27
41	41	88A	35	415	35	W3	30
42	36	89	29	416	43		
43	45	90	22	432	43		
44	41	91	36	433	29		

(Source: The Oahu Metropolitan Planning Organization Title VI/Environmental Justice Analysis Update Report, September 2016)

Figure 1 above displays the bus routes and the proportion of the service area (within a ½ mile radius of a bus route) designated as TVI/EJ. Of 105 routes, 49 routes are identified as TVI/EJ. Routes were identified as TVI/EJ routes based on a ½ mile radius that the route served. 29% is used as the minimum level for designating routes as TVI/EJ because it is the mean percentage of all TVI/EJ populations within a ½ mile radius among the routes.

Figure 2
Route Names

TheBus

ROSTER OF BUS ROUTES

Route No.	Initial	KALIHI DIVISION (53) ROUTE NAME	Route No.	Initial	PEARL CITY DIVISION (52) ROUTE NAME
PH4	KKPH	Kailua-Kahaluu-Pearl Harbor	A	CXA	City Express! A
PH6	HKPH	Hawaii Kai-Pearl Harbor	C	CXC	Country Express! C
W3	KSX	Kalihi via School Street Express	E	CXE	Country Express! E
1	KK	Kaimuki-Kalihi	PH1	WCP	Waianae Coast-Pearl Harbor
1L	KHKL	Kalihi-Hawaii Kai Limited	PH2	MTPH	Mililani Town-Pearl Harbor
2	WSM	Waikiki-School-Middle	PH3	WHP	Wahiawa Heights-Pearl Harbor
3	KSL	Kaimuki-Salt Lake	PH7	EBPH	Ewa Beach-Pearl Harbor
4	NPM	Nuuanu-Punahou-McCully	W1	WFX	Waipahu via Farrington
5	AMM	Ala Moana-Manoa	W2	WPX	Waipahu via Paiwa Express
6	PW	Pauoa-Woodlawn	20	WP	Waikiki-Pearlridge
7	KV	Kalihi Valley	40	HM	Honolulu-Makaha
8	WAM	Waikiki-Ala Moana	41	KEB	Kapolei-Ewa Beach
9	KPH	Kaimuki-Pearl Harbor	42	EBW	Ewa Beach-Waikiki
9s	PV	Palolo Valley	44	WEB	Waipahu-Ewa Beach
10	KAH	Kalihi-Alewa Heights	51	HW	Honolulu-Wahiawa
11	MHA	Makalapa-Halawa-Aiea Heights	52	HMH	Honolulu-Mililani-Haleiwa
13	LWU	Liliha-Waikiki-University	53	HPP	Honolulu-Pacific Palisades
14	SM	St. Louis-Maunalani	60	HKH	Honolulu-Kaneohe-Haleiwa
15	MPH	Makiki-Pacific Heights	65	HKA	Honolulu-Kaneohe
17	MAM	Makiki-Ala Moana	71	PN	Pearlridge-Newtown
18	UAM	University-Ala Moana	73	LCC	Leeward Community
23	AMS	Ala Moana-Sea Life Park	81	WX	Waipahu Express
24	KAH	Kapahulu-Aina Haina	83	WTX	Wahiawa Town Express
32	KTCP	Kalihi Transit Center-Pearlridge	84	MXN	Mililani Express-North
43	WHA	Waipahu-Honolulu-Alapai	84A	MXS	Mililani Express-South
54	HPC	Honolulu-Pearl City	88	KAX	Kahaluu-Ahuimanu Express
61	KKA	Kalihi-Kaneohe-Aikahi	88A	NSX	North Shore Express
66	DKA	Downtown-Kailua-Aikahi	90	PCX	Pearl City Express
67	HKW	Honolulu-Kailua-Waimanalo	91	EBX	Ewa Beach Express
69	KWS	Kaneohe-Waimanalo-Sea Life	92	MCX	Makakilo City Express
74	AHH	Aiea-Halawa Heights	93	WCX	Waianae Coast Express-CBD
80	HKPR	Hawaii Kai Park & Ride Express	95	KHX	Kapolei Homesteads Express
82	HKPR	Hawaii Kai Park & Ride Express	96	WGX	Waipio Gentry Express
85	WWXK	Windward Express-Kaneohe	99	WMWK	Wahiawa-Mililani-Waipahu-Kapolei
86	WWXH	Windward Express-Haiku	101	EGX	Ewa Gentry Express
87	WWXK	Windward Express-Kailua	401	WV	Waianae Valley
89	WKX	Waimanalo-Kailua Express	402	LH	Lualualei Homestead
94	VKX	Villages of Kapolei Express	403	NMW	Nanakuli-Maili-Waianae
97	VPX	Village Park Express	411	MH	Makakilo Heights
98	WMPR	Wahiawa-Mililani Park & Ride	413	CIP	Campbell Industrial Park
98A	MTC	Wahiawa-Mililani Transit	414	PMK	Palahia-Makakilo-Kapolei
103	PWX	Paiwa-Waikele Express	415	KTCK	Kapolei Transit Center-Kalaeloa
121	NATC	Nuuanu-Alapai Transit Center	416	KC	Kapolei Circulator
122	PATC	Punchbowl-Alapai Transit Center	432	EWW	East-West Waipahu
234	KMWN	Kahala Mall-Waialae Nui	433	WWS	Waipahu-Waikele Shopping
301	TKTC	Tripler-Kalihi Transit Center	434	WVP	Waipahu-Village Park
302	MV	Moanalua Valley	501	MM	Mililani Mauka
303	HAKT	Hickam-Aiport-Kalihi Transit Center	503	MLV	Mililani-Launani Valley
651	KC	Kaneohe Circulator	504	MS	Mililani South
671	KL	Kailua-Lanikai	511	WS	Wahiawa-Schofield
672	KM	Kailua-Maunawili	512	WW	Wahiawa-Whitmore
673	KEL	Kailua-Enchanted Lake	521	WH	Waialua-Haleiwa
674	KA	Kailua-Aikahi			

Route Description and Time Schedules

All 105 Individual route maps and time schedules can be viewed by visiting the OTS website: http://www.thebus.org/route/routes.asp.

Hard copies of maps and schedules are available at all Satellite City Halls, DTS, and TheBus Pass Office or mailed on request by calling (808) 768-8371 or emailing thebustop@honolulu.gov.

Service Standards

A. Vehicle Loads

Prior to the pandemic and the substantial drop in system-wide ridership, passengers on busy routes experienced standing loads during the heaviest travel times or locations. During these periods, DTS monitored service and strived to adjust service to meet the vehicle load standards.

The purpose of the vehicle load standard is to define the comfort levels of crowding that are acceptable by mode and time period. DTS defines vehicle load factor as the ratio of passengers on board to the number of seats on a vehicle. There are a number of different types of vehicles in the TheBus fleet at any given time, and the fleet changes over time. Hence, the actual seating capacity and maximum number of passengers allowed by the comfort standards for each mode changes periodically.

DTS measures the passenger travel time (i.e., passenger hours) that experiences overcrowded conditions during each time period. The DTS standard is that no more than 10% of annual passenger travel time shall exceed the vehicle load factor standard for overcrowding. DTS evaluates routes that do not meet the 10% standard to address overcrowding.

Maximum vehicle load factors for all modes and periods are defined in the following table.

Maximum Vehicle Load Factor Standard						
	Weekday					Weekend
Service Mode	AM Peak (1st bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – 12am)	Night Owl (12am – last Bus)	All Day
Rapid Bus	1.4	1.2	1.4	1.2	1.2	1.2
Trunk	1.4	1.2	1.4	1.2	1.2	1.2
Circulator	1.4	1.2	1.4	1.2	1.2	1.2
Peak Hour Express	1.2	NA	1.2	NA	NA	1.2

TheBus fleet is comprised of vehicles differing in size and models. Routes are assigned vehicles in accordance with the Vehicle Assignment Policy. The maximum load standards for vehicle sizes with models that vary in seated capacity have been averaged to account for the difference:

Vehicle Size	No. of Models	No of Seats	Avg No. of Seats	1.2 Max Capacity	1.4 Max Capacity
30 feet	2	23-29	26	32	36
35 feet	2	35	35	42	49
40 feet high floor (LF)	7	36-40	38	46	53
40 feet low floor (HF)	2	45	45	54	63
60 feet	3	57-58	58	70	81

The vehicle load tables below show the percentage of annual passenger hours that exceeded the maximum load factor standard per route for each service mode. TVI/EJ routes are noted with red font.

Due to decreased ridership caused by the ongoing pandemic, all routes do not exceed the vehicle load standard.

Rapid Bus Routes:
There are three (3) Rapid Bus routes: two (2) TVI/EJ, and one (1) non TVI/EJ route.

Rapid Bus					
Vehicle Load Standard	1.4	1.2	1.4	1.2	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
A	.14%	.25%	.23%	0%	.49%
C	.23%	.27%	.4%	.28%	.15%
E	.1%	.2%	.18%	.07%	.14%

Trunk Routes:
There are 24 trunk routes: nine (9) TVI/EJ routes, 15 non TVI/EJ routes.

Trunk					
Vehicle Load Standard	1.4	1.2	1.4	1.2	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
1	.02%	.06%	.05%	0%	0%
1L	0%	.06%	.01%		
2	.19	.3%	.16%	.11%	.24%
3	.08%	.16%	.23%	.06%	.19%
4	.06%	.05%	0%	0%	.03%
6	0%	.03%	.06%	0%	.09%
9	.06%	.22%	.09%	.05%	.05%
11	.02%	0%	0%	0%	0%
13	.32%	.48%	.61%	.62%	.52%
20	.01%	.13%	.01%	0%	.16%
23	.05%	.94%	.01%	0%	.31%
40	.3%	.54%	.42%	.02%	.17%
42	.28%	.52%	.1%	0%	.11%
43	0%	.08%	.49%		
51	.05%	.06%	.53%	0%	.02%
52	.06%	.3%	.23%	.01%	.14%
53	.04%	0%	.04%	0%	0%
54	.24%	0%	.15%	0%	0%
60	.04%	.07%	.07%	.02%	.1%
61	0%	.03%	.09%	0%	0%
65	0%	.03%	0%	0%	0%
66	0%	0%	0%	0%	0%
67	0%	.06%	.08%	0%	0%
69	0%	0%	0%	0%	0%

Circulator Routes:
There are 44 circulator routes: 19 TVI/EJ routes, 25 non TVI/EJ routes.

Circulator					
Vehicle Load Standard	1.4	1.2	1.4	1.2	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
5	0%	0%	0%	0%	0%
7	.03%	.13%	.35%	0%	0%
8	0%	.16%	0%	0%	.01%
9S	0%	0%	0%	0%	0%
10	0%	0%	0%	0%	0%
14	0%	0%	0%	0%	0%
15	.07%	0%	.03%	0%	0%
17	0%	0%	.17%	0%	0%
18	0%	0%	.02%	0%	.05%
24	0%	0%	.41%	0%	0%
32	0%	.12%	.09%	0%	0%
41	0%	0%	0%	0%	0%
44	.01%	0%	.04%	0%	0%
71	0%		0%	0%	
73	0%	0%	0%		
74	0%		0%	0%	
121	0%	0%	0%	0%	0%
122	0%	0%	0%	0%	0%
234	0%		0%		
301	0%	0%	0%	0%	0%
302	0%		0%	0%	
303	0%	0%	0%	0%	0%
401	0%	0%	0%	0%	0%
402	0%	0%	0%	0%	0%
403	0%	0%	0%	0%	0%
411	0%	0%	.03%	0%	0%
413	0%		0%		
414	0%	0%	0%	0%	0%
415	0%	0%	0%	0%	0%
416	0%	0%	0%	0%	0%
432	0%	0%	0%	0%	0%
433	0%	.01%	.02%	0%	0%
434	0%	.13%	.28%	0%	0%
501	0%	.18%	.36%	0%	0%
503	0%	0%	0%	0%	0%
504	.04%	0%	0%	0%	0%
511	0%	0%	0%	0%	0%
512	0%	0%	.15%	0%	0%

Circulator continued					
Vehicle Load Standard	1.4	1.2	1.4	1.2	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
521	0%	0%	0%	0%	0%
651	0%	0%	0%	0%	0%
671	0%	0%	0%	0%	0%
672	0%	0%	0%	0%	0%
673	0%	0%	0%	0%	0%
674	0%	0%	0%	0%	0%

Peak Express Routes:
There are 34 Peak Express routes: 21 TVI/EJ routes, 13 non TV/EJ routes.

Peak Express					
Vehicle Load Standard	1.2	NA	1.2	NA	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
80	0%		0%		
81	0%		0%		
82	0%		0%		
83	0%		0%		
84	0%		0%		
84A	0%		0%		
85	0%		0%		
86	0%		0%		
87	0%		0%		
88	0%		0%		
88A	0%		0%	0%	
89	0%		0%		
90	0%		.23%		
91	0%		0%		
92	0%		0%		
93	0%		.90%		
94	0%		0%		
95	0%		0%		
96	0%		0%		
97	0%		0%		
98	0%		0%		
98A	0%		0%		
99	0%		0%		
101	0%		0%		
103	0%		0%		
PH1	0%		0%		

Peak Express continued					
Vehicle Load Standard	1.2	NA	1.2	NA	1.2
Route	AM Peak (1st bus-9am)	Base (9am-2pm)	PM Peak (2pm-6pm)	Night (6pm-last bus)	Weekend (all day)
PH2	0%		0%		
PH3	0%		0%		
PH4	0%		0%		
PH6	2%		0%		
PH7	0%		0%		
W1	0%		0%		3.2%
W2	0%		1.35%		1.26%
W3	0%		.62%		.65%

B. Vehicle Headways

Vehicle headway is defined as amount of time between two vehicles traveling in the same direction on the same route. Scheduling headway across service modes and time periods is affected by the following factors, including but not limited to: ridership, route length, traffic congestion/conditions, population density, demand generators, and budget constraints.

The impacts of the ongoing pandemic on ridership levels has affected scheduled headways and depending on the route's profile/service area/ridership levels, headways for routes in the same service mode category can vary. Therefore, the headway standard is expressed as a range.

There is no headway standard for Peak Hour Express; headway is scheduled to meet demand.

Vehicle Headway Standard (in minutes)						
	Weekday					Weekend
Service Mode	AM Peak (1st bus – am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – 12am)	Night Owl (12am – last bus)	All Day
Rapid Bus	15-30	20-40	15-30	30-50	D	30-50
Trunk	20-30	30-50	20-30	45-60	D	30-60
Circulator	30-60	45-60	30-60	45-60	D	45-60
Peak Hour Express	D	NA	D	NA	NA	NA

D: As appropriate to meet demand

Vehicle headways for bus routes are detailed in the following tables according to time periods (AM/PM Peak, Base, Night, Night Owl, Weekend) and service modes (Rapid Bus, Trunk, Circulator, Peak Hour Express). If there is only a single trip, there is no headway. TVI/EJ routes are highlighted in red.

DTS reviews routes with non-conforming scheduled headways and adjusts accordingly to ensure general conformance to the vehicle headway standard.

Rapid Bus – There are three (3) routes: Two (2) TVI/EJ; one (1) non TVI/EJ.

Rapid Bus					
Standard (minutes)	15-30	20-40	15-30	30-50	30-50
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
A	14	15	24	32	26
C	32	28	29	50	36
E	26	31	29	34	60

Trunk – There are 24 routes: Nine (9) TVI/EJ; 15 non TVI/EJ.

Trunk					
Standard (minutes)	20-30	30-50	20-30	45-60	30-60
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
1	10	11	9	28	18
1L	30	31	34		
2	12	11	9	31	19
3	13	15	13	33	27
4	26	25	21	39	34
6	24	22	22	34	34
9	34	45	43	42	47
11	60	60	60	115	63
13	18	15	15	34	21
20	22	25	25	33	31
23	34	55	60	66	56
40	24	28	27	38	35
42	25	28	32	41	33
43	30	30	29		
51	16	26	28	42	30
52	35	40	36	58	42
53	53	66	36	58	59
54	22	30	26	55	36
60	24	29	29	62	39
61	25	30	26	48	48
65	33	59	45	67	59
66	26	30	26	54	48

Trunk continued					
Standard (minutes)	20-30	30-50	20-30	45-60	30-60
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
67	25	30	26	56	39
69	55	60	52	61	60

Circulator – There are 44 routes: 19 TVI/EJ; 25 non TVI/EJ.

Circulator					
Standard (minutes)	30-60	45-60	30-60	45-60	30-60
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
5	48	55	55	50	52
7	21	37	21	63	47
8	15	15	15	15	15
9S	31	30	30	30	30
10	60	52	54	75	65
14	21	26	23	26	31
15	42	48	40	58	59
17	30	35	35	30	29
18	62	66	68	66	50
24	54	66	58	34	59
32	57	60	62	56	58
41	52	54	43	62	61
44	56	55	68	79	68
71	43		45	Single trip	
73	30	54	35		
74	57		57	Single trip	
121	58	60	60	55	54
122	30	30	30	30	30
234	Single trip		Single trip		
301	36	40	40	40	29
302	30		Single trip	Single trip	
303	41	40	41	38	40
401	60	64	60	61	61
402	60	64	60	59	61
403	59	65	60	61	61
411	45	45	45	48	45
413	30		41		

Circulator continued					
Standard (minutes)	30-60	45-60	30-60	45-60	30-60
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
414	59	60	61	60	60
415	30	Single trip	33	Single trip	60
416	61	60	61	57	60
432	16	18	17	22	20
433	33	34	30	54	49
434	38	45	33	62	52
501	42	49	49	45	59
503	56	60	54	60	58
504	51	50	50	50	51
511	68	75	71	85	67
512	65	74	73	199	45
521	53	60	60	Single trip	45
651	17	19	19	20	19
671	43	40	40	35	40
672	46	61	50	60	64
673	31	45	32	Single trip	44
674	60	61	63	60	64

Peak Express – There are 34 routes: 19 TVI/EJ; 15 non TV/EJ.

Peak Express					
Standard (minutes)	Demand	NA	Demand	NA	NA
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
80	42		55		
81	17		20		
82	30		Single trip		
83	28		23		
84	60		60		
84A	60		90		
85	Single trip		Single trip		
86	Single trip		Single trip		
87	Single trip		Single trip		
88	Single trip		Single trip		

Peak Express continued					
Standard (minutes)	Demand	NA	Demand	NA	NA
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
88A	21		40	34	
89	Single trip		Single trip		
90	Single trip		Single trip		
91	32		42		
92	Single trip		Single trip		
93	20		29		
94	16		40		
95	39		70		
96	Single trip		Single trip		
97	50		50		
98	45		60		
98A	40		40		
99	90		60		
101	30		60		
103	20		25		
PH1	Single trip		Single trip		
PH2	Single trip		Single trip		
PH3	Single trip		Single trip		
PH4	Single trip		Single trip		
PH6	Single trip		Single trip		
PH7	Single trip		Single trip		
W1	13		20		18
W2	30		25		28
W3	30		30		30

C. On-Time Performance

The average measure of runs completed as scheduled.

- On-time is measured as 2 minutes early to 5 minutes late of scheduled arrival and departure times.
- Early is greater than 2 minutes of the scheduled departure time.
- Late is greater than 5 minutes of the scheduled arrival time.

The Standard for all service modes is 80%.

On-time performance for bus routes are detailed in the following tables according to service modes and periods (AM peak, mid-day base, PM peak, night, and weekends). TVI/EJ routes are highlighted in red.

Rapid Bus					
Standard	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
A	68%	79%	63%	72%	76%
C	67%	65%	57%	79%	80%
E	76%	87%	62%	89%	89%

Rapid Bus – There are three (3) routes: two (2) TVI/EJ; one (1) non TVI/EJ routes. DTS will evaluate non-conforming routes with additional analysis/monitoring to identify factors affecting on-time performance for mitigation purposes.

Trunk					
Standard (minutes)	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
1	81%	83%	77%	78%	87%
1L	56%	73%	60%	65%	
2	71%	67%	64%	69%	79%
3	71%	74%	70%	77%	78%
4	61%	72%	55%	72%	78%
6	79%	69%	64%	67%	76%
9	60%	71%	61%	75%	77%
11	57%	75%	49%	77%	86%
13	73%	70%	69%	74%	78%
20	68%	70%	71%	70%	75%
23	72%	75%	79%	77%	76%
40	63%	69%	53%	63%	67%
42	50%	69%	55%	71%	67%
43	74%	77%	59%	54%	
51	77%	82%	62%	76%	78%
52	49%	64%	56%	70%	83%

Trunk continued					
Standard (minutes)	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
53	67%	83%	66%	72%	83%
54	65%	82%	65%	82%	78%
60	76%	74%	68%	66%	71%
61	72%	72%	73%	75%	72%
65	77%	76%	79%	79%	78%
66	79%	73%	73%	77%	83%
67	81%	78%	76%	64%	76%
69	61%	74%	67%	75%	70%

Trunk – There are 24 routes: nine (9) TVI/EJ routes; 15 non TVI/EJ routes. DTS will evaluate non-conforming routes with additional analysis/monitoring to identify factors affecting on-time performance for mitigation purposes.

Circulator					
Standard (minutes)	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
5	86%	90%	61%	77%	89%
7	62%	77%	64%	78%	77%
8	74%	76%	76%	75%	81%
9S	100%	97%	99%	97%	97%
10	72%	81%	74%	76%	83%
14	83%	72%	55%	49%	69%
15	67%	79%	73%	58%	87%
17	82%	88%	89%	98%	88%
18	65%	79%	54%	73%	64%
24	45%	56%	47%	49%	68%
32	41%	40%	59%	58%	54%
41	63%	73%	51%	71%	80%
44	84%	78%	71%	83%	75%
71	69%		55%	65%	
73	65%	85%	83%		
74	97%		88%	89%	
121	83%	71%	66%	75%	78%
122	86%	74%	39%	62%	92%

Circulator continued					
Standard (minutes)	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
234	88%		86%		
301	82%	81%	79%	90%	74%
302	98%		50%	84%	
303	69%	77%	73%	69%	69%
401	99%	91%	36%	21%	71%
402	92%	66%	61%	43%	75%
403	89%	79%	40%	38%	77%
411	91%	85%	80%	80%	84%
413	89%		88%		
414	98%	84%	78%	86%	84%
415	89%	93%	94%	91%	83%
416	97%	89%	66%	77%	81%
432	85%	88%	83%	84%	82%
433	70%	89%	81%	79%	77%
434	59%	90%	62%	70%	87%
501	66%	74%	80%	77%	76%
503	90%	86%	91%	81%	78%
504	93%	77%	68%	76%	80%
511	74%	70%	39%	58%	70%
512	82%	80%	39%	65%	85%
521	98%	91%	98%	99%	98%
651	91%	77%	60%	53%	80%
671	84%	80%	72%	82%	75%
672	90%	90%	72%	95%	86%
673	92%	86%	83%	90%	81%
674	84%	92%	83%	89%	79%

Circulator – There are 44 routes: 19 TVI/EJ routes; 25 non TVI/EJ routes. DTS will evaluate non-conforming routes with additional analysis/monitoring to identify factors affecting on-time performance for mitigation purposes.

Peak Express					
Standard (minutes)	80%	80%	80%	80%	80%
Route	AM Peak (1st Bus – 9am)	Base (9am – 2pm)	PM Peak (2pm – 6pm)	Night (6pm – last Bus)	Weekend All Day
80	81%		92%	95%	
81	65%		88%	48%	
82	80%		67%		
83	74%		84%	67%	
84	88%		72%	85%	
84A	82%		68%	94%	
85	70%		86%		
86	100%		60%		
87	82%		87%		
88	95%		88%		
88A	92%		41%	65%	
89	93%		83%		
90	82%		57%		
91	27%		79%	59%	
92	75%		61%		
93	75%		75%	85%	
94	56%		45%	24%	
95	61%		68%		
96	96%		68%		
97	72%		39%		
98	98%		75%	89%	
98A	94%		69%	81%	
99	88%		88%	100%	
101	65%		51%	89%	
103	99%		54%		
PH1	89%		93%		
PH2	97%		69%		
PH3	86%		61%		
PH4	95%		53%		
PH6	76%		75%		
PH7	84%		76%		
W1	39%		82%	77%	58%
W2	90%		82%	77%	58%
W3	80%		65%		90%

Peak Express – There are 34 routes: 19 TVI/EJ routes; 15 non TV/EJ routes. DTS will evaluate non-conforming routes with additional analysis/monitoring to identify factors affecting on-time performance for mitigation purposes.

D. Service Availability

A general measure of the distribution of routes within an agency's service area.

Standard:
Route availability within a ½ mile radius for 80% of the population.

Service availability for bus routes are detailed in the following table.

Service Availability (within a ½ mile radius of a bus route)						
Category	**Over ½ mile**	**Within ½ mile**	**Total**	**Over ½ mile**	**Within ½ mile**	**Total**
Non-TVI/EJ	64,480	599,406	663,886	10%	90%	100%
TVI/EJ	46,149	243,172	289,321	16%	84%	100%
Total	**110,629**	**842,578**	**953,207**	**12%**	**88%**	**100%**

Source: 2010 Census Data

84% of TVI/EJ and 90% of non-TVI/EJ residents are within the ½ mile radius of a bus route. Overall 88% of all residents are within the ½ mile radius of a bus route.

Service Policies

A. Transit Amenities

Items of comfort, convenience, and safety (seating, shelter, trash receptacles, lighting).

Policy:

- All amenities shall comply with ADA Accessibility Guidelines (ADAAG)
- Installation at stops along bus routes are based on number of passenger boardings, number of routes served, transfer point, headways, and space requirements.

Amenities	Stop Characteristics for Distribution
Shelter	Transfer points, two or more bus routes, headways >40 minutes, average to high proportion of passenger boardings in relation to route ridership
Bench	Transfer points, two or more bus routes, headways >30 minutes, average proportion of passenger boardings in relation to route ridership
Trash Receptacle	Transfer points, two or more bus routes, headways >15 minutes, medium to high proportion of passenger boardings in relation to route ridership and/or adjacent to trash receptacle use generator(s)
Provision of Information	As needed and appropriate

Trash receptacles, shelters, benches, and lighting were tallied for each stop along a single route. Transit amenity distribution averages for TVI/EJ and non-TVI/EJ routes for each mode are detailed in the following tables. Service area may be a factor in determining the quantity of amenities along each route. TVI/EJ routes are highlighted in red.

Rapid Bus						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
A	69	91%	81%	93%	6%	90%
C	98	67%	61%	78%	1%	90%
E	60	83%	72%	87%	8%	78%

Rapid Bus – There are three (3) routes: two (2) TVI/EJ; one (1) non TVI/EJ routes. On average, the distribution of amenities are comparable between the TVI/EJ and non TVI/EJ routes, as shown below:

- TVI/EJ: trash receptacles (79%), shelters (71%), benches (85%), shelter lighting (3%), and street lighting (90%).
- Non-TVI/EJ: trash receptacles (83%), shelters (72%), benches (87%), shelter lighting (8%), and street lighting (78%).

Trunk						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
1	217	53%	43%	74%	2%	95%
1L	172	43%	30%	64%	2%	96%
2	125	81%	62%	88%	5%	92%
3	115	70%	61%	83%	3%	89%
4	93	61%	52%	83%	1%	85%
6	130	44%	43%	72%	3%	92%
9	157	69%	65%	86%	3%	89%
11	116	28%	28%	59%	1%	91%
13	140	71%	60%	93%	3%	90%
20	140	69%	66%	87%	2%	88%
23	148	41%	35%	74%	3%	91%
40	302	53%	54%	69%	2%	86%
42	201	77%	75%	89%	2%	91%
43	107	51%	50%	81%	2%	95%
51	206	64%	63%	77%	4%	94%
52	103	77%	78%	90%	7%	96%
53	101	51%	57%	81%	2%	97%
54	149	30%	43%	64%	1%	96%
60	372	32%	31%	60%	1%	81%
61	115	44%	39%	70%	1%	94%
65	107	57%	63%	77%	3%	93%
66	78	49%	56%	87%	0%	88%
67	139	46%	47%	71%	2%	85%
69	93	38%	33%	59%	0%	85%

Trunk – There are 24 routes: nine (9) TVI/EJ routes; 15 non TVI/EJ routes. On average, the distribution of amenities are comparable between the TVI/EJ and non TVI/EJ routes, as shown below:

- TVI/EJ: trash receptacles (56%), shelters (54%), benches (76%), shelter lighting (2%), and street lighting (90%).
- Non-TVI/EJ: trash receptacles (53%), shelters (50%), benches (77%), shelter lighting (2%), and street lighting (91%).

Circulator						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
5	61	31%	26%	52%	3%	90%
7	88	38%	30%	64%	1%	83%
8	33	85%	73%	82%	6%	88%
9S	31	32%	32%	84%	0%	90%
10	123	16%	13%	30%	0%	93%
14	172	26%	23%	49%	0%	94%
15	103	7%	10%	31%	1%	91%
17	26	46%	42%	85%	4%	96%
18	56	66%	48%	89%	2%	91%
24	87	40%	38%	76%	1%	93%
32	95	26%	22%	51%	1%	80%
41	63	37%	32%	65%	0%	73%
44	113	22%	29%	49%	0%	89%
71	69	4%	10%	14%	1%	96%
73	42	21%	31%	55%	5%	81%
74	53	9%	11%	47%	0%	92%
121	70	41%	49%	73%	1%	89%
122	22	41%	41%	73%	0%	77%
234	31	26%	19%	29%	0%	100%
301	34	15%	26%	29%	6%	74%
302	26	23%	19%	27%	4%	65%
303	38	50%	53%	55%	3%	63%
401	56	13%	18%	32%	0%	89%
402	39	10%	8%	36%	0%	77%
403	80	11%	15%	24%	0%	74%
411	50	22%	18%	60%	0%	90%
413	25	16%	16%	24%	0%	84%
414	32	16%	19%	53%	0%	94%
415	10	30%	40%	40%	0%	60%
416	35	14%	11%	20%	3%	77%
432	61	21%	31%	75%	2%	98%
433	52	46%	56%	71%	2%	100%
434	28	61%	57%	75%	0%	100%
501	34	21%	21%	38%	3%	100%
503	45	13%	18%	27%	2%	93%
504	40	5%	10%	18%	3%	95%
511	28	39%	57%	79%	14%	100%
512	36	25%	33%	72%	8%	97%

Circulator continued						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
651	66	29%	21%	52%	0%	97%
671	33	27%	21%	33%	0%	61%
672	40	30%	23%	35%	0%	80%
673	42	29%	24%	48%	0%	81%
674	16	19%	25%	31%	6%	100%

Circulator – There are 44 routes: 19 TVI/EJ routes; 25 non TVI/EJ routes. On average, the distribution of amenities are comparable between the TVI/EJ and non TVI/EJ routes, as shown below:

- TVI/EJ: trash receptacles (27%), shelters (30%), benches (48%), shelter lighting (1%), and street lighting (75%).
- Non-TVI/EJ: trash receptacles (29%), shelters (28%), benches (52%), shelter lighting (2%), and street lighting (90%).

Peak Express						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
80	109	35%	22%	56%	3%	97%
81	81	42%	47%	79%	2%	96%
82	63	30%	33%	67%	5%	95%
83	131	48%	47%	69%	5%	93%
84	65	45%	48%	49%	5%	91%
84A	63	52%	56%	57%	6%	94%
85	73	37%	44%	70%	1%	99%
86	36	69%	69%	83%	6%	94%
87	79	35%	30%	57%	3%	81%
88	49	41%	45%	67%	4%	96%
88A	438	38%	39%	65%	3%	82%
89	76	34%	38%	61%	3%	83%
90	63	40%	49%	68%	3%	95%
91	56	84%	79%	89%	4%	88%
92	51	47%	43%	75%	4%	88%
93	143	48%	48%	59%	1%	80%
94	45	56%	49%	69%	4%	91%
95	53	43%	40%	42%	6%	87%
96	36	69%	67%	75%	6%	94%

Peak Express continued						
Route	No. of Stops	Trash Receptacle (%)	Shelters (%)	Benches (%)	Shelter Lighting (%)	Street Lighting (%)
98	46	67%	67%	76%	4%	93%
98A	46	87%	89%	93%	9%	96%
99	90	54%	60%	72%	8%	94%
101	59	53%	51%	64%	3%	97%
103	30	87%	83%	80%	7%	93%
PH1	70	47%	46%	59%	0%	83%
PH2	76	20%	25%	28%	0%	86%
PH3	99	48%	43%	61%	4%	92%
PH4	76	34%	41%	58%	1%	89%
PH6	125	34%	20%	55%	1%	95%
PH7	51	63%	59%	75%	0%	78%
W1	68	74%	71%	85%	1%	93%
W2	40	40%	33%	75%	0%	98%
W3	39	79%	51%	82%	5%	92%

Peak Express – There are 34 routes: 19 TVI/EJ routes; 15 non TV/EJ routes. On average, the distribution of amenities are comparable between the TVI/EJ and non TVI/EJ routes, as shown below:

- TVI/EJ: trash receptacles (55%), shelters (53%), benches (70%), shelter lighting (3%), and street lighting (90%).
- Non-TVI/EJ: trash receptacles (47%), shelters (47%), benches (64%), shelter lighting (4%), and street lighting (93%).

B. Vehicle Assignment

Process by which transit vehicles are assigned to routes. All buses are wheelchair accessible and equipped with bike racks. Policy:

> Vehicles assignments are based on the operating characteristics of the routes such as ridership, mode of service, and roadway conditions (narrow, steep, tight turns). Typically, 60-foot buses are assigned to Rapid Bus, high ridership, or long-distance routes; 40-foot buses to trunk and circulator routes; and 30/35-foot buses to circulator/community access routes, routes with narrow or steep streets/tight turns, and routes with less ridership.
>
> High floor buses are no longer manufactured and while older in age are equipped with lifts and have greater seating capacity than newer low floor buses; and are generally assigned to routes with the following characteristics:
>
> - High ridership routes with segments that are unable to accommodate 60-foot buses.
> - Unimproved right-of-ways where lifts are more conducive.
> - Areas prone to ponding or flooding conditions.
> - Long distance routes where the seating capacity of low floor buses is insufficient to accommodate the ridership.

A comparison of average vehicle age from the 2021 vehicle assignment log for TVI/EJ and non-TVI/EJ routes for each mode are detailed in the following tables. TVI/EJ routes are highlighted in red.

Average fleet age:	12.05 years
Average TVI/EJ:	11.85 years
Average Non-TVI/EJ:	11.76 years

Rapid Bus				
Route	**Vehicle Size (ft)**	**No of Vehicles**	**Floor Height**	**Avg Age (Years)**
A	40/60	6/33	Low	8/13
C	40	39/2	High/Low	20/8
E	40/60	3/29	Low	8/13

Rapid Bus – There are three (3) routes: 2 TVI/EJ; one (1) non TVI/EJ routes. 60-foot vehicles are generally assigned to Rapid Bus routes because they have high ridership, connect outlying suburban areas to the primary urban core, and operate on heavily traveled corridors frequently throughout the day. 60-foot vehicles are no longer assigned to Route C due to the weight limitations of the Makaha Stream Bridge.

Trunk				
Route	Vehicle Size (ft)	No of Vehicles	Floor Height	Avg Age (Years)
1	60	68	Low	11
1L	40/60	19/5	Low	13/11
2	60	78	Low	11
3	40	40	Low	13
4	40	22	Low	13
6	40	24	Low	13
9	40	24	Low	13
11	40	5	Low	13
13	40	53	Low	13
20	60	51	Low	13
23	40	19	Low	13
40	40	52/13	High/Low	20/8
42	40/40/60	4/5/46	High/Low/Low	20/8/13
43	40	7	Low	8
51	40	34/5	High/Low	20/8
52	40	16/9	High/Low	20/8
53	40	4/10	High/Low	20/8
54	40	11	Low	13
60	40	52	Low	13
61	40	39	Low	13
65	40	3	Low	13
66	40	8	Low	13
67	40	34	Low	13
69	40	2	Low	13

Trunk – There are 24 routes: nine (9) TVI/EJ routes; 15 non TVI/EJ routes. 40-foot vehicles are typically assigned to Trunk routes, with 60-foot vehicles augmenting routes with high ridership and operating on heavily traveled corridors. High floor buses are no longer manufactured and older in age, but have a greater seating capacity than low floor buses. They are assigned to routes that have high ridership & unable to accommodate a 60-foot vehicle, consistently have 8-12 standees in a low floor vehicle, have unimproved right-of-ways, or are prone to flooding (i.e. Route 40 has high ridership but the Makaha Towers segment is unable to accommodate a 60-foot vehicle).

Circulator				
Route	Vehicle Size (ft)	No of Vehicles	Floor Height	Avg Age (Years)
5	40	4	Low	13
7	40	13	Low	13
8	40	15	Low	13
9S	40	4	Low	13
10	30	10	Low	2
14	35/40	9/2	Low	11/13
15	30	7	Low	2
17	40	4	Low	13
18	40	4	Low	13
24	40	4	Low	13
32	35	8	Low	11
41	40	4/12	High/Low	20/8
44	40	8/5	High/Low	20/8
71	30	3	Low	8
73	40	6	Low	8
74	35	3	Low	11
121	40	4	Low	13
122	35	4	Low	11
234	35	1	Low	11
301	40	4	Low	13
302	40	1	Low	13
303	40	10	Low	13
401	40	8	High	20
402	40	8	High	20
403	40	8	High	20
411	30	5	Low	6
413	40	2	Low	8
414	30	8	Low	10
415	40	5	Low	8
416	40	4/4	High/Low	20/8
432	40	4/4	High/Low	20/8
433	40	4/3	High/Low	20/8
434	40	5	Low	8
501	40	4	Low	20

Circulator continued				
Route	Vehicle Size (ft)	No of Vehicles	Floor Height	Avg Age (Years)
503	30	4	Low	6
504	40	4	High	20
511	35	4	Low	10
512	35	4	Low	10
521	35	5	Low	10
651	40	8	Low	13
671	40	3	Low	13
672	40	4	Low	13
673	40	8	Low	13
674	40	8	Low	13

Circulator – There are 44 routes: 19 TVI/EJ routes; 25 non TVI/EJ routes.

30, 35, and 40-foot vehicles are generally assigned to Circulator routes which travel through neighborhoods. Assignments are based upon ridership, roadway conditions, and time/distance. While older in age, and no longer manufactured, high floor buses have a greater seating capacity than low floor buses. These vehicles are equipped with a wheelchair lift instead of a ramp and serve high ridership routes with unimproved right-of-ways.

Peak Express				
Route	Vehicle Size (ft)	No of Vehicles	Floor Height	Avg Age (Years)
80	40	3	Low	13
81	40/60	4/2	Low	13/11
82	40	3	Low	13
83	40	5	Low	8
84	40	4	Low	8
84A	40	1	Low	8
85	40	1	Low	13
86	40	1	Low	13
87	40	1	Low	13
88	40	2	Low	8
88A	40	5	High	8
89	40	2	High	13
90	40/60	2/3	Low	13/11
91	40/60	2/3	Low	13/11
92	40	1	Low	8
93	40	5	Low	8
94	40	1	Low	8
95	40	5	Low	8
96	40	3	Low	8
97	40	4	Low	13
98	40	1	Low	13
98A	40	2	Low	13
99	40	7	Low	8
101	40/60	2/2	Low	8/13
103	40	3	Low	13
PH1	40	2	Low	8
PH2	40	2	Low	8
PH3	40	2	Low	8
PH4	40	2	Low	13
PH6	40	2	Low	13
PH7	40	2	Low	8
W1	40	3	Low	13
W2	40	1	Low	8
W3	40	3	Low	13

Peak Express – There are 34 routes: 19 TVI/EJ routes; 15 non TV/EJ routes.

40-foot vehicles are generally assigned to Peak Express routes, with the exception of routes 81, 90, 91, and 101 which are also assigned 60-foot vehicles due to higher

ridership than other Peak Express routes. High floor buses are assigned Peak Express routes with the following characteristics:

- High ridership routes with segments that are unable to accommodate 60-foot vehicles.
- Unimproved right-of-ways where lifts are more conducive.
- Areas prone to ponding or flooding conditions.
- Long distance routes where the seating capacity of low floor buses is insufficient to accommodate the ridership.

Attachment 8

Major Service and Fare Change Policy and Disparate Impact & Disproportionate Burden Policies

CHAPTER: Transportation Mobility Division	INDEX CODE: 7-1.13
CATEGORY: Administration	PAGE 1 of 4
SUBJECT: DTS Major Service and Fare Change Policy, Disparate Impact, and Disproportionate Burden Policies	Approved By: DTS Director Wes Frysztacki
REFERENCES: Federal Transit Administration (FTA) C 4702.1B Title VI Requirements & Guidelines for FTA Recipients (or current version); FTA Comprehensive Review Guide for Triennial and State Management Reviews (current FY version)	EFFECTIVE DATE: April 2, 2019

PURPOSE: To establish policies and procedures to evaluate all major service and fare changes as required under the FTA Title VI (TVI) Circular 4702.1B and any subsequent revisions thereto. In order to comply with FTA requirements, DTS-TMD is required to develop and adopt Major Service Change, Fare Change, Disparate Impact, and Disproportionate Burden Policies and Procedures to evaluate the impact on minority and low-income populations.

POLICIES:
The DTS-TMD shall conduct service and fare equity analyses during the planning process to determine whether the adverse effects of major planned changes will have a disparate impact on minority populations on the basis of race, color, or national origin and/or a disproportionate burden on low-income populations. Adverse effects of major changes are measured by the change between existing and proposed service/fare levels that would be deemed significant, including but not limited to new service, reductions in trips/service hours, increases in fares/headways, and elimination of routes/route segments/bus stops.

1. Major Service Change Policy
   All "major" service changes will require a Service Equity Analysis for Title VI purposes during the planning process prior to implementation. Service change proposals that do not meet the criteria for "major" will be subject to an appropriate level of public review and comment. The combined effect of two or more service changes affecting the same route or community within a twelve month period or over four successive quarters and exceeds the disparate impact/disproportionate burden thresholds established in Item Nos. 3 and 4 below will be subject to a service equity analysis.

   The following are considered "major" service changes:
   - Establishing new routes when the population within a ½ mile radius of the proposed route exceeds 25% of the service area population (Census blocks).
   - Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership.
   - Eliminating route(s) when the affected ridership is greater than ten (10) passengers and the percentage of affected ridership exceeds 10% of system-wide ridership. (No major service change will be considered if similar alternate

service is available on another existing route.)

- Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership.
- Temporary service addition or change lasting longer than twelve months.

The following service changes are not considered "major" and do not require Service Equity Analyses: Special event service, routing changes due to construction or other road closures, and special service operated during emergencies.

2. Fare Change Policy

All fare changes (increase, decrease), except the following, will require a Fare Equity Analysis for Title VI purposes during the planning process and prior to implementation.

- Special event, such as instances when fare-free has been declared for all passengers.
- Temporary fare reductions that are mitigating measures for other actions, such as construction activities closing a segment of a rail system for a period of time, requiring passengers to alter their travel patterns. A reduced fare for these passengers is a mitigating measure.
- Promotional fare reductions lasting less than six (6) months.

3. Disparate Impact Policy

As defined by FTA:

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks substantial legitimate justification and where there exists one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.
>
> The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission."

DTS-TMD determines disparate impact when adverse effects of major service and/or fare changes disproportionately affects minority populations based on race, color, or national origin more than non-minority populations.

A "disparate impact" occurs when the threshold for determining adverse effects of planned changes on minority populations exceeds a 10% difference between the proportion of the total minority and non-minority population or ridership and the proportion of the affected minority and non-minority population or ridership.

4. Disproportionate Burden Policy

As defined by FTA in Circular 4702.1B:

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate where practicable.
>
> The policy shall establish a threshold for determining when adverse effects of service or fare changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly... and cannot by altered until the next Title VI Program submission."

DTS-TMD determines disproportionate burden when adverse effects of major service and/or fare changes disproportionately affects low-income populations more than non-low-income populations.

A "disproportionate burden" occurs when the threshold for determining adverse effects of planned changes on low-income populations exceeds a 10% difference between the proportion of the total low-income and non-low-income population or ridership and the proportion of the affected low-income and non-low-income population or ridership.

PROCEDURES:

1. Six months prior to approving or implementing any planned changes, DTS-TMD will evaluate the impacts of the change(s) on minority and/or low-income populations by conducting a service and/or fare equity analysis to determine if the adverse effects have a disparate impact or disproportionate burden. For service equity analyses, minority and low- income populations within ½ mile radius of the affected service area are determined using the most current available Census block group data. The fare equity analysis will use fare media data from ridership surveys conducted within the previous 5-year period.

2. Proposed service changes are submitted to DTS-TMD Service Review Committee for review and approval. Service changes are typically implemented on a quarterly basis in March, June, August, and December.

3. If the equity analysis determines that there is no disparate impact to the affected minority population and/or no disproportionate burden to the affected low-income population, DTS-TMD will continue the planning/implementation process of the proposed change. The process will include coordination with council member(s) from the district(s) affected by change(s) and presentation to the public for comments. Results will included in the TVI Program submitted to FTA every three years.

4. If the equity analysis determines that there is a disparate impact to the affected minority population and/or a disproportionate burden to the affected low-income population, DTS-TMD will review/revise planned changes to avoid, minimize, or mitigate such impacts and conduct another equity analysis on the revised changes to determine that the revised changes do not disproportionately affect minority and/or low-income populations more than non-minority and/or non-low-income populations. Potential adverse effects to minority and/or low-income populations include but not limited to: service changes that reduce service (i.e. eliminate route(s) or segments of routes, remove trips on a route, change span of service), change the frequency of service (i.e. headway), or fare increases.

5. If DTS-TMD chooses not to alter the proposed changes despite the potential disparate impact and/or a disproportionate burden on minority/low-income populations, or if DTS-TMD finds, even after revisions, that minority/low-income riders will continue to bear a disproportionate share of the proposed changes, the change may be implemented only if:
    1. there is a substantial legitimate justification for the proposed change, **and**
2. it can be demonstrated that there are no alternatives that would have a less disparate impact on minority/low-income riders but would still accomplish legitimate program goals. In order to make this choice, DTS-TMD must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on minorities/low-income riders, and then implement the least discriminatory alternative.

PUBLIC ENGAGEMENT PROCESS:

See Public Participation for Changes in Public Transit Policy, Programs, Projects, Service, and Operations procedures (Index Code: 7-1.19) for identifying methods of engaging the public in the decision making process for any transportation plan, program, or activity. This applies when implementing major and minor service changes, fare changes, construction, development of policy thresholds, procedures, any future revision(s) or amendments(s), and is applicable to all sub-recipients.

Attachment 9

Major Service and Fare Change Equity Analyses

Windward Local Routes: 56-57-57A-69-70-89
Route 53 Weekend Circulator Restructure
Route 1L Segment Realignment
Route 2L Elimination
Route 67 Segment Elimination
Routes 19-20-31-32 Restructure
Route 4 Restructure
Route 4 Extension
Route 13 Realignment
Routes 15-301-303 Service Reduction
Routes 234-302 Service Reduction
Routes 80A-80B-235 Elimination
Routes 413-415 Service Reduction
Routes 85-87 Service Reduction
Routes 94-95-102 Kapolei Express Restructure
Route 98A Segment Elimination
Routes 8-17 Restructure
Route 651 Segment Elimination
Route 22 Elimination
Pandemic System-wide Weekday Service Reductions

Department of Transportation Services (DTS)
Public Transit Division Title VI Program
Service Equity Analysis Report
Routes: 56 Honolulu-Kailua-Kaneohe
57 Kailua-Waimanalo-Sea Life Park
57A Kailua-Enchanted Lake
69 Kaneohe-Waimanalo-Sea Life Park
70 Lanikai-Maunawili
89 Waimanalo-Kailua Express

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient providing 50 or more fixed route vehicles in peak service located in an urbanized area (UZA) and serving a population of 200,000 or greater to evaluate any major service change at the planning stage to determine whether those changes have a disparate impact on minority populations and disproportionate burden on low-income populations.

The City and County of Honolulu (City) comprises the entire island of Oahu and includes the Honolulu UZA, 200K to 1M in population, and the Kailua-Kaneohe UZA, 50K to 199.9K in population. UZA Kailua-Kaneohe is located in the City's Windward region, northeast of Urban Honolulu and separated by the Koolau mountain range.

A future rail line is under construction to connect Leeward Oahu with Urban Honolulu and DTS is currently in the initial bus-rail integration planning phase for communities located along or adjacent to the rail line. Since the rail line will not directly benefit Windward Oahu communities; prior to the full commitment of time and resources to bus-rail integration planning, it was important for DTS to evaluate Windward bus service to address current ridership trends and provide connectivity to the future rail line.

In 2017, while conducting route analyses and public outreach for peak express routes, the 2018 Windward TheBus Routes Redesign Project (WBRR) was initiated to evaluate and propose modifications to peak express and local routes that serve the Windward communities of Waimanalo, Kailua, Kaneohe, and Kahaluu. This report is the service equity analysis of the route renumbering and modifications DTS is proposing for TheBus* Routes 56, 57, 57A, 69, 70, and 89 tentatively scheduled for implementation in August 2019. (*Honolulu's bus system is named TheBus).

Background

Windward bus service was established incrementally over the last 40 years and there has been relatively little change to current bus routing in the Windward region while the Kailua-Kaneohe communities have experienced major growth and development during this time, as evidenced by their UZA status.

The construction of the Pali, Likelike, and H-3 Interstate Highways and Tunnels is the

contributing factor to the development of the Kailua-Kaneohe communities. Pali Highway directly connects Kailua to Urban Honolulu's Central Business District (CBD), Likelike Highway connects Kaneohe to Urban Honolulu's Kalihi District, and the H-3 Highway connects Joint Base Pearl Harbor-Hickam (JBPHH) located on the western fringe of Urban Honolulu in the Aiea District with Marine Corps Base Hawaii (MCBH) located in the Aikahi community, the boundary between Kailua and Kaneohe.

As the direct connection to CBD, Windward bus service began operating along Pali Highway and with the exception of a few peak period express routes, most Windward bus service currently operate on Pali Highway to connect to Urban Honolulu. As Kaneohe grew, these Kailua-centric routes were extended to include Kaneohe with different route variations for cost containment and to address new development.

The main goals of restructuring Windward bus service in the WBRR are:

- Evaluate current service and address service demand/productivity to maximize service delivery/quality based on the priority of need, operating efficiency, and resource allocation.
- Connect Windward communities more effectively and provide more connections to Windward Community College (WCC).
- Connect Windward districts with Honolulu, Kalihi Transit Center (KTC), and the future rail system.

Public outreach for the WBRR Phase 1 was conducted in early 2018 to provide the public with the opportunity to provide feedback to DTS and included informing the public through: Councilmember (CM) and Neighborhood Board (NB) presentations, TheBus webpage, and distribution of written materials about DTS' proposed route modifications. Public comments were collected through an online survey, email, NB, voicemail, or speaking directly with DTS or Oahu Transit Services, Inc. (OTS), the City's bus operations contractor staff.

Public outreach for the WBRR Phase 2 was conducted in late 2018 and consisted of notifying riders of route modifications based on public comments from Phase 1. The public was able to submit comments through the same means that were available to them during WBRR Phase 1.

<u>Route 56: Honolulu – Kailua – Kaneohe</u>
Route 56 provides service between Ala Moana Center (AMC), CBD, Kailua Town, and Kaneohe via the Pali Highway. DTS plans to restructure the route into three (3) new routes: 1) Route 61 (Kalihi – Kaneohe – Aikahi) will transfer routing from Keaahala Road to Kahuhipa Street to provide new two-way service, and extend service from Kaneohe to KTC via the Likelike Highway and Kalihi Valley; 2) Route 66 (Downtown – Kailua – Aikahi) will discontinue service to AMC, and interline with Route 61 to connect Kaneohe and Kailua; and 3) Route 651 (Kaneohe Circulator) will provide local circulator service in Kaneohe.

<u>Route 57: Honolulu – Kailua – Waimanalo – Sea Life Park</u>
Route 57 provides service between AMC, CBD, Kailua Town, and Waimanalo with select trips continuing to Sea Life Park (SLP). DTS plans to merge Routes 57 and 57A

into new Route 67. Routing will be restructured in Waimanalo to Nakini, Nalu, and Huli Streets; all trips will continue to SLP; and the number of trips and frequencies will increase.

Route 57A: Honolulu – Kailua – Enchanted Lake
Route 57A provides service between AMC, CBD, Kailua Town, and the Enchanted Lake/Keolu Hills community. DTS plans to discontinue service to AMC and CBD, transfer routing from the segment of the Keolu Drive loop between Hamakua Drive and Wanaao Road to the segment of the Keolu Drive loop between Hamakua Drive and Keolu Drive to provide new two-way service, and increase the number of trips and frequencies.

Route 69: Waimanalo – Kaneohe
Route 69 provides service between Waimanalo, Kaneohe, and WCC. DTS plans to discontinue service to WCC to reroute through Kawa Street; restructure routing in Waimanalo to Nakini, Nalu, and Hulu Streets; extend routing to SLP; and provide new weekend service.

Route 70: Lanikai – Maunawili
Route 70 provides service between Maunawili Valley, Kailua Town, and Lanikai. DTS plans to discontinue the route and split it into three (3) new circulator routes: Routes 671 (Kailua – Lanikai), 672 (Kailua – Maunawili), and 674 (Kailua – Aikahi) which will connect in Kailua Town.

Route 89: Waimanalo – Kailua Express
Route 89 provides peak express service between CBD and Waimanalo. DTS plans to restructure routing in Waimanalo to Nakini, Nalu, and Hulu Streets to be consistent with the other new Waimanalo Routes 67 and 69. Waimanalo is a small community served by three (3) routes: Routes 57, 69, and 89, which utilize different routing. Routes 57 and 89 follow the same route and travel along Kalanianaole Highway, and Nalu, Nakini, and Huli Streets; while Route 69 follows a different route and travels along Kalanianaole Highway, and Nalu and Nakini Streets. A reroute in the community is necessary for consistency of operations to enable riders the opportunity for connections.

Proposed Changes:

Attachment 1 contains the existing and proposed route maps for Routes 56, 57, 57A, 69, 70, and 89. The route redesign will generally use the existing bus network, with modifications to Routes 56, 57, 57A, 69, and 70. New routing is proposed on Keolu Drive between Hamakua Drive and Keolu Drive; Kahuhipa Street; and in the Waimanalo community on Nakini, Nalu, and Huli Streets. The proposed changes are summarized and detailed below.

Routes 56, 57, 57A, 69, 70, 89

Route #	Existing Routing	Proposed Route #	Proposed Routing
56	AMC, CBD, Kailua Town, Kaneohe, Puohala/Pohai Nani, WCSC, WCC, Windward Mall.	61	KTC, WCC, Windward Mall, Kaneohe, Aikahi.
		66	CBD, CMC, Kailua Town, Aikahi.
		651	Windward Mall, WCC, WCSC, Puohala/Pohai Nani.
57	AMC, CBD, Kailua Town, Keolu, Waimanalo, SLP.	67	AMC, CBD, Kailua Town, Enchanted Lake, CMC, Waimanalo, SLP.
57A	AMC, CBD, Kailua Town, Enchanted Lake/Keolu Hills.		
57A	AMC, CBD, Kailua Town, Enchanted Lake/Keolu Hills.	673	Kailua Town, Enchanted Lake/Keolu Hills.
69	Windward Mall, WCC, Kaneohe, Waimanalo.	69	Windward Mall, WCSC, CMC, Waimanalo, SLP.
70	Aikahi, Lanikai, Kailua Town, Maunawili.	671	Kailua Town, Lanikai.
		672	Kailua Town, Maunawili.
		674	Kailua Town, Aikahi.
89 (AM)	Waimanalo, CMC, CBD	89 (AM)	Waimanalo, CMC, CBD.
(PM)	CBD, CMC, Waimanalo.	(PM)	CBD, CMC, Waimanalo.

AMC: Ala Moana Center
CBD: Central Business District (Downtown Honolulu)
CMC: Castle Medical Center
KTC: Kalihi Transit Center
SLP: Sea Life Park
WCC: Windward Community College
WCSC: Windward City Shopping Center

Routes 56, 57, 57A, 69, 70, 89

Existing Route #	Renumbered Route #	Proposed Changes
56	61	1) Discontinue Route 56 and replaced with new Routes 61, 66, and 651;
	66	2) Extend routing to KTC via Likelike Hwy and Kalihi Valley; 3) Provide two-way service on Kahuhipa St.;
	651	4) Interline with Route 61 between Kaneohe and Kailua; 5) Discontinue routing to AMC; 6) Provide local circulator service in Kaneohe.
57 57A	67	1) Merge Routes 57 and 57A into Route 67; 2) Discontinue a section of Keolu Dr; 3) Reroute service in Waimanalo to Nakini, Nalu, and Huli Sts; 4) Increase frequency.
57A	673	1) Discontinue routing to CBD and AMC; 2) Provide two-way service on Keolu Dr; 3) Discontinue a section of Keolu Dr.
69	69	1) Add new service on Saturdays and Sundays; 2) Reroute service in Waimanalo to Nakini, Nalu, and Huli Sts.
70	671 672 674	1) Discontinue Route 70 and replace with new Routes 671, 672, and 674.
89	89	1) Reroute service in Waimanalo to Nakini, Nalu, and Huli Sts.

AMC: Ala Moana Center
CBD: Central Business District (Downtown Honolulu)
CMC: Castle Medical Center
KTC: Kalihi Transit Center
SLP: Sea Life Park
WCC: Windward Community College
WCSC: Windward City Shopping Center

Route 56

1) Discontinue route and replaced with new Routes 61, 66, and 651.
2) Route 61 extends service from Kaneohe to KTC via Likelike Highway and Kalihi Valley to provide a connection to the future rail station.
3) Route 61 provides two-way service on Kahuhipa Street, this reroute causes discontinuation of service on a segment of Keaahala Road between Kahekili and Kamehameha Highway.
4) Route 61 and 66 are interlined to connect Kaneohe and Kailua.
5) Route 66 discontinue service to AMC; Routes 60, 65, and 67 will serve this segment.
6) Route 651 provides circulator service in Kaneohe between Windward Mall, WCC, Windward City Shopping Center, Puohala Village, and Pohai Nani.
7) No change to the amount of trips and frequencies.
8) Schedule revisions to account for new service areas.

Route 57/57A

1) Merge Routes 57 and 57A into new Route 67.
2) Reroute service in Waimanalo to Nakini, Nalu, and Huli Streets.
3) Increase number of trips and frequencies.
4) Schedule revisions to account for new service areas.

Route 57A

1) Discontinue service to CBD and AMC; Route 67 will serve this segment.
2) Provide two-way service on the segment of the Keolu Drive loop between Hamakua Drive and Keolu Drive; this reroute causes discontinuation of service on the segment of the Keolu Drive loop between Hamakua Drive and Wanaao Road.
3) Increase number of trips and frequencies.
4) Schedule revisions to account for new service areas.

Route 69

1) Extend routing to SLP.
2) Reroute service in Waimanalo to Nakini, Nalu, and Huli Streets.
3) Discontinue service to WCC; Route 61 and 651 will serve this segment.
4) Add new Saturday and Sunday service.
5) No change to the amount of weekday trips and frequencies.
6) Schedule revisions to account for new service areas.

Route 70

1) Discontinue route and replace with new circulator Routes 671, 672, and 674.
2) No change to the amount of trips and frequencies.
3) Schedule revisions to account for new service areas.

Route 89

1) Reroute service in Waimanalo to Nakini, Nalu, and Huli Streets.
2) No change to the amount of trips and frequencies.
3) Schedule revisions to account for new service areas.

Public Engagement Process

In 2018, DTS conducted public outreach in two (2) phases for the WBRR, in accordance with DTS' Public Participation Standard Operating Procedures. Routes 56, 57, 57A, 69, and 70 are included in the WBRR public outreach. (No changes were proposed for Route 89 at these times, therefore it was not included).

Riders of the affected routes, as well as the public were encouraged to provide comments and suggestions via email, phone call, voicemail, or online survey. Public outreach included notifying affected CM/NB, distributing informational material, posting notices on TheBus website/on-board buses/at selected bus stops, conducting surveys, and on-board rider checks.

DTS' efforts to engage minority, low income, and Limited English Proficient (LEP) riders included posting notices at bus stops located in minority and low income Census block groups, posting car cards on all the buses, and conducting on-board distribution of notices, brochures, and surveys.

To engage LEP persons, the informational brochures were translated into the languages identified in DTS' 2019 Public Transit Title VI program for printing, upon request. Informational material on the website was available in a format to use the translation feature.

The timeline below outlines DTS and OTS, public engagement activities.

November 2017 to May 2018:

Conducted WBRR public outreach/surveys Phase 1 that included Routes 56, 57, 57A, 69, and 70. (No changes were proposed for Route 89 at this time, therefore it was not included in Phase 1).

In November 2017, notified and discussed the WBRR with CM and City Council Transportation Committee (CTC). Routes 56, 57, 57A, 69, and 70 were included in the WBRR.

In December 2017, notified affected NBs of the proposed plans in the WBRR and that presentations would be made upon request. Brochures and notices were provided to affected NBs for distribution.

During January – April 2018, Phase 1 public outreach and comment period commenced. Detailed proposal information including route detail and maps were made available for public review and comment via online SurveyMonkey. Brochures and/or notices were distributed to riders on-board affected routes, at selected bus stops, on placards posted onboard all buses, and at public libraries, Satellite City Halls, and selected businesses and schools in affected districts. Affected riders and the public were encouraged to attend NB meetings, obtain information/provide feedback online at DTS and TheBus websites or through phone

	calls, emails, or in-person. Presentations made at the CTC meeting, and at the Koolauloa, Kahaluu, Kaneohe, Kailua, and Waimanalo NB meetings.
June to October 2018:	Based on public input and current data, revised and finalized WBRR which included Routes 56, 57, 57A, 69, and 70.
November to December 2018:	Conducted WBRR public outreach and comment period Phase 2 using the same methods as Phase 1. (No changes were proposed for Route 89 at this time, therefore it was not included in Phase 2).
January 2019:	Routes 56, 57, 57A, 69, and 70 service changes are scheduled for implementation in August 2019, with public outreach and rider notification in June – July 2019.
June to July 2019:	Public outreach and notification scheduled for Routes 56, 57, 57A, 69, 70, and 89*. (*Route 89 Waimanalo restructure included for consistency with the other new Waimanlo Routes 67 and 69). Notices will be distributed to CM, CTC, and NBs. Presentations will be conducted upon request by NBs. OTS webpage will be updated to inform riders of the August implementation date with details, and potential public outreach opportunities. Notices will be distributed at selected bus stops and onboard to riders, and posted at selected bus stops and on DTS/OTS websites.
August 2019:	Scheduled implementation for Routes 56, 57, 57A, 69, 70, and 89.

<u>Survey Results for Public Outreach Phase 2</u>
Route 56: Results showed that majority of the riders favored the proposed changes. Although riders were about evenly split in favoring or opposing the proposed change to connect the KTC and Kaneohe via the Likelike Highway, majority of the riders favored proposed new Route 651. Results of the WBRR Phase 2 survey: (78 favored/33 opposed/47 comments).

Based on public feedback the route will be extended to provide service to KTC via the Likelike Highway and new Route 651 will provide circulator service in Kaneohe between Windward Mall, WCC, Windward City Shopping Center, Puohala Village, and Pohai Nani.

Route 57/57A: Results showed that majority of the riders preferred the proposed changes. Results of the WBRR Phase 2 survey: (25 favored/19 opposed/19 comments).

Based on public feedback routes 57 and 57A will be merged, and routing in Waimanalo

will be restructured to Nakini, Nalu, and Huli Streets.

Route 57A: Results showed that majority of the riders opposed the proposed new circulator Route 673 but the data may not be reliable since one person took the survey 91 times. Results of the WBRR Phase 2 survey: (30 favored/102 opposed/102 comments).

Due to potentially unreliable data, routing to CBD and AMC will be discontinued, and the the new Route 673 will provide service between Kailua Town, Enchanted Lake, and Keolu Hills.

Route 69: Results showed that majority of the riders preferred the changes. Results of the WBRR Phase 2 survey: (25 favored/19 opposed/93 comments).

Based on public feedback routing on Keaahala Road to WCC will be restructured to provide two-way service on Kahuhipa Street to Windward Mall, and routing in Waimanalo will be restructured to Nakini, Nalu, and Huli Streets.

Route 70: Changes proposed in the WBRR Phase 2 survey were implemented in June 2019.

Route 89: Not included in the WBRR Phase 2 survey because no changes were proposed.

Title VI Policies and Definitions

DTS' Title VI Program contains the policies and procedures to determine if service changes are considered "major" and to evaluate the impact of major service changes to minority and low income populations.

Major Service Change Policy: Eliminating a route segment is defined as major service change that requires DTS to perform a service equity analysis during the planning phase prior to implementation.

Disparate Impact Policy: DTS determines the occurrence of a disparate impact when adverse effects of a major service change disproportionately affects minority populations by more than 10% based on the difference between the proportion of the total minority and non-minority populations in the total service area and the proportion of the affected minority and non-minority populations within the affected service area, a ½ mile radius of the route.

Disproportionate Burden Policy: DTS determines the occurrence of a disproportionate burden when adverse effects of a major service change disproportionately affects low income populations by more than 10% based on the difference between the proportion of the total low income and non-low income populations in the total service area and the proportion of the affected low income and non-low income populations within the affected service area, a ½ mile radius of the route.

Analysis Framework

Methodology: Population data using Census block groups were used to determine:

- Minority/non-minority and low income/non-low income proportion of the total service area population in the Census block groups served by the Windward Routes.
- Minority/non-minority and low income/non-low income proportion of the affected service area population located within a ½ mile radius of the Windward Routes.

The differences between the minority proportions and low income proportions were calculated to determine disparate impact on minority populations and disproportionate burden on low income populations. Differences exceeding 10% indicate that the major service change affected minority populations disparately and low income populations disproportionately.

Data Tables:

Table 1: Census Block Group Minority Populations

Route	Total Service Area			Affected Service Area			% Difference	Disparate
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority	Total-Affected Service Areas	Impact >10%
56	151,880	21,305	14%	175,434	53,265	30%	+16%	YES
57	133,168	17,680	13%	133,168	17,680	13%	0%	NO
57A	115,321	9,152	8%	115,635	5,310	5%	-3%	NO
69	64,277	17,437	27%	66,037	17,437	26%	-1%	NO
70	34,522	3,570	10%	41,682	4,941	12%	+2%	NO
89	69,094	14,794	21%	69,094	14,794	21%	0%	NO

Table 2: Census Block Group Low Income Populations

Route	Total Service Area			Affected Service Area			% Difference	Disparate
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income	Total-Affected Service Areas	Impact >10%
56	151,880	16,453	11%	175,434	22,831	13%	+2%	NO
57	133,168	18,076	14%	133,168	18,076	14%	0%	NO
57A	115,321	16,453	14%	3115,635	12,611	11%	-3%	NO
69	64,277	1,623	3%	66,037	1,623	2%	-1%	NO
70	34,522	0	0%	41,682	0	0%	0%	NO
89	69,094	11,937	17%	69,094	11,937	17%	0%	NO

Required Maps: (see Attachment 1)
Affected census block groups with minority and low income area block groups.

Assessing Impacts

Disparate Impact: The minority Census block group populations for the Routes' total service and affected service areas are shown in Table 1 above.

The proposed service changes to Routes 57, 57A, 69, 70, and 89 do not exceed the disparate impact policy threshold of 10% for the affected service areas.

- The minority population for Route 57 in the affected service area is the same as the minority population in the total service area.
- The minority population for Route 57A in the affected service area is 3% less than the minority population in the total service area.
- The minority population for Route 69 in the affected service area is 1% less than the minority population in the total service area.
- The minority population for Route 70 in the affected service area is 2% more than the minority population in the total service area.
- The minority population for Route 89 in the affected service area is the same as the minority population in the total service area.

The proposed service changes to Route 56 exceeds the disparate impact policy threshold of 10% for the affected service.

- The minority population for Route 56 in the affected service area is 16% more than the minority population in the total service area.

Disproportionate Burden: The low income Census block group populations for the Routes' total service and affected service areas are shown in Table 2 above.

The proposed service changes to Routes 56, 57, 57A, 69, 70, and 89 do not exceed the disproportionate burden policy threshold of 10% for the affected service area.

- The low income population for Route 56 in the affected service area is 2% more than the low income population in the total service area.
- The low income population for Route 57 in the affected service area is the same as the low income population in the total service area.
- The low income population for Route 57A in the affected service area is 3% less than the low income population in the total service area.
- The low income population for Route 69 in the affected service area is 1% less than the low income population in the total service area.
- There is no low income population in the total or affected service areas for Route 70.
- The low income population for Route 89 in the affected service area is the same as the low income population in the total service area.

Service Equity Analysis

Based on the thresholds established in the DTS Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies:

- The proposed service changes to Routes 57, 57A, 69, 70, and 89 can be implemented as proposed.
- The proposed service changes to Route 56 does not exceed the disproportionate burden policy threshold.
- The proposed service changes to Route 56 exceeds the disparate impact policy threshold by 16% for the affected service area due to the route extension into Kalihi neighborhoods with high minority populations.

DTS intends to implement the Route 56 changes, including the extension to KTC via the

Likelike Highway and Kalihi Street because the minority populations will benefit from the service extension to KTC/future rail station via Likelike Highway/Kalihi Street/Dillingham Boulevard. Benefits include:

- Additional service to augment the heavily-used Route 7 service in Kalihi Valley which is located in Census block groups identified as predominately minority.
- Direct access to the KTC/future Middle Street rail station for Windward Oahu and Kalihi communities.

Route 56: Route 56 changes involves plans to restructure the route into three (3) new routes: Route 61, 66, and 651. New routing will extend service to KTC via the Likelike Highway and Kalihi Valley, thereby giving Windward Oahu and Kalihi Valley riders direct service to the future rail station; transfer service from Keahala Road to Kahuhipa Street to provide new two-way service, interline to connect Kaneohe and Kailua to KTC; and provide new circulator service in Kaneohe. Service to AMC will be discontinued, however there is no loss of service because Routes 60, 65, and 67 will serve this segment.

Loss of service affects a segment of Keahala Road between Kamehameha Highway and Kahekili Highway. Five (5) bus stops will be discontinued, however ridership data indicated that average daily boardings and alightings is one (1) rider who can easily access the adjacent bus stop on Kamehameha Highway. In addition, the discontinued segment is located in Census block groups identified as predominantly non-minority and non-low income.

Route 57: DTS' assessment of Route 57 revealed consistent issues with scheduling, buses "bunching" one after the other, and an average on-time performance of 63%. To improve operating efficiency, Route 57 will be merged with Route 57A into new Route 67 and service through Waimanlo will be simplified and rerouted to Nakini, Nalu, and Huli Streets. Frequencies will be increased with more trips to compensate for the merge of Routes 57 and 57A.

Loss of service only affects four (4) short segments: 1) Huli Street between Kalanianaole Highway and Kaaiai Street, 2) Kaaiai Street between Huli and Nakini Streets, 3) Nakini Street between Nalu and Poliala Streets, and 4) Poliala Street between Nakini and Huli Streets. Twelve (12) bus stops will be discontinued, however ridership data indicated that average daily boardings and alightings are 0-2 riders who can easily access the adjacent bus stops on Nakini, Nalu, and Huli Streets.

Route 57A: DTS' assessment of Route 57A revealed consistent issues with scheduling and an average on-time performance of 68%. To improve operating efficiency, DTS plans to discontinue the route and create new circulator Route 673 which will extend service to Aikahi Park Shopping Center and transfer a segment of the Keolu Drive loop between Hamakua Drive and Wanaao Road to a segment of the Keolu Drive loop between Hamakua Drive and Keolu Drive in order to provide new two-way service. Service to CBD and AMC will be discontinued, however there is no loss of service because Route 67 will serve this segment. Additionally, in response to public feedback, an express route was extended in March 2019 to provide AM and PM peak service between this residential community and CBD.

Loss of service only affects a short segment of the Keolu Drive loop between Hamakua Drive and Wanaao Road. Four (4) bus stops will be discontinued, however ridership data indicated that average daily boardings and alightings is 0-7 riders. Since the two (2) bus stops on the end are more utilized, riders can easily access adjacent bus stops on Hamakua Drive or Wanaao Road. In addition, the discontinued segment is located in Census block groups identified as predominantly non-minority and non-low income.

Route 69: The Route 69 restructure involves rerouting service in Waimanalo to Nakini, Nalu, and Huli Streets; extending routing to SLP; and providing new weekend service. Service to WCC will be discontinued, however there is no loss of service because Routes 61 and 651 will serve this segment. The extension to SLP provides additional service to minority Census block groups.

Loss of service only affects three (3) short segments: 1) Nakini Street between Kalanianaole Highway and Kaaiai Street, 2) Nakini Street between Nalu and Poliala Streets, and 3) Poliala Street between Nakini and Huli Streets. Six (6) bus stops will be discontinued however ridership data indicated that average daily boardings and alightings is one (1) riders who can easily access the adjacent bus stops on Nakini, Nalu, and Huli Streets.

Route 70: The Route 70 restructure is relatively minor and involves discontinuing the route and splitting it into three (3) new circulator routes that will all meet in Kailua Town where riders can easily transfer to Honolulu-bound routes.

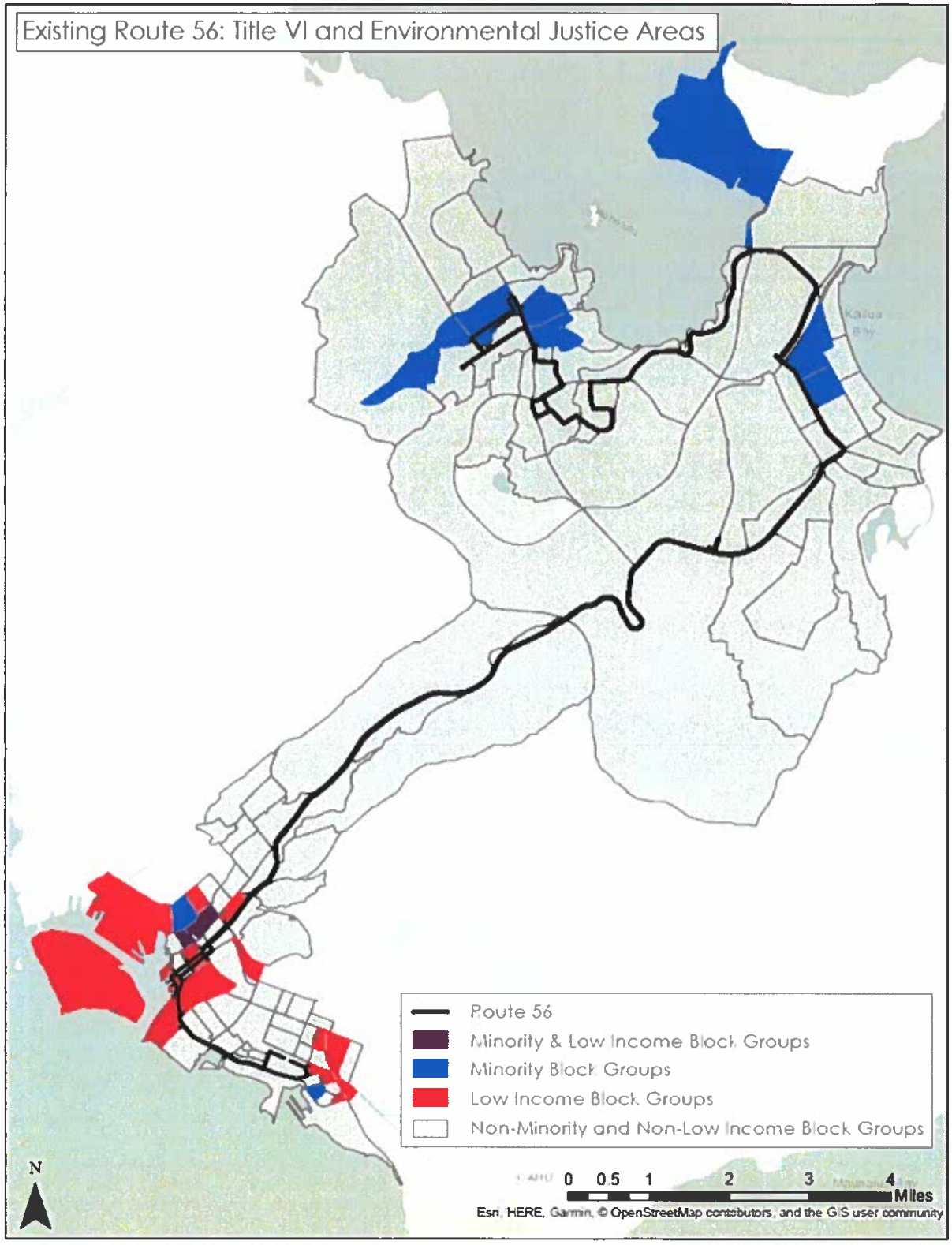
Route 89: The Route 89 restructure involves rerouting service in Waimanalo to Nakini, Nalu, and Huli Streets to be consistent with other Waimanalo routes 67 and 69.

Loss of service only affects four (4) short segments: 1) Huli Street between Kalanianaole Highway and Kaaiai Street, 2) Kaaiai Street between Huli and Nakini Streets, 3) Nakini Street between Nalu and Poliala Streets, and 4) Poliala Street between Nakini and Huli Streets (see Route 57 above).

ATTACHMENT 1

Individual Route Maps

Existing Route 56
Proposed Routes 61/66/651
Existing Route 57
Existing Route 57A
Proposed Route 67
Proposed Routes 67/673
Existing Route 69
Proposed Route 69
Existing Route 70
Proposed Route 671/672/674
Existing Route 89
Proposed Route 89


Existing Route 56: Title VI and Environmental Justice Areas
Route 56
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
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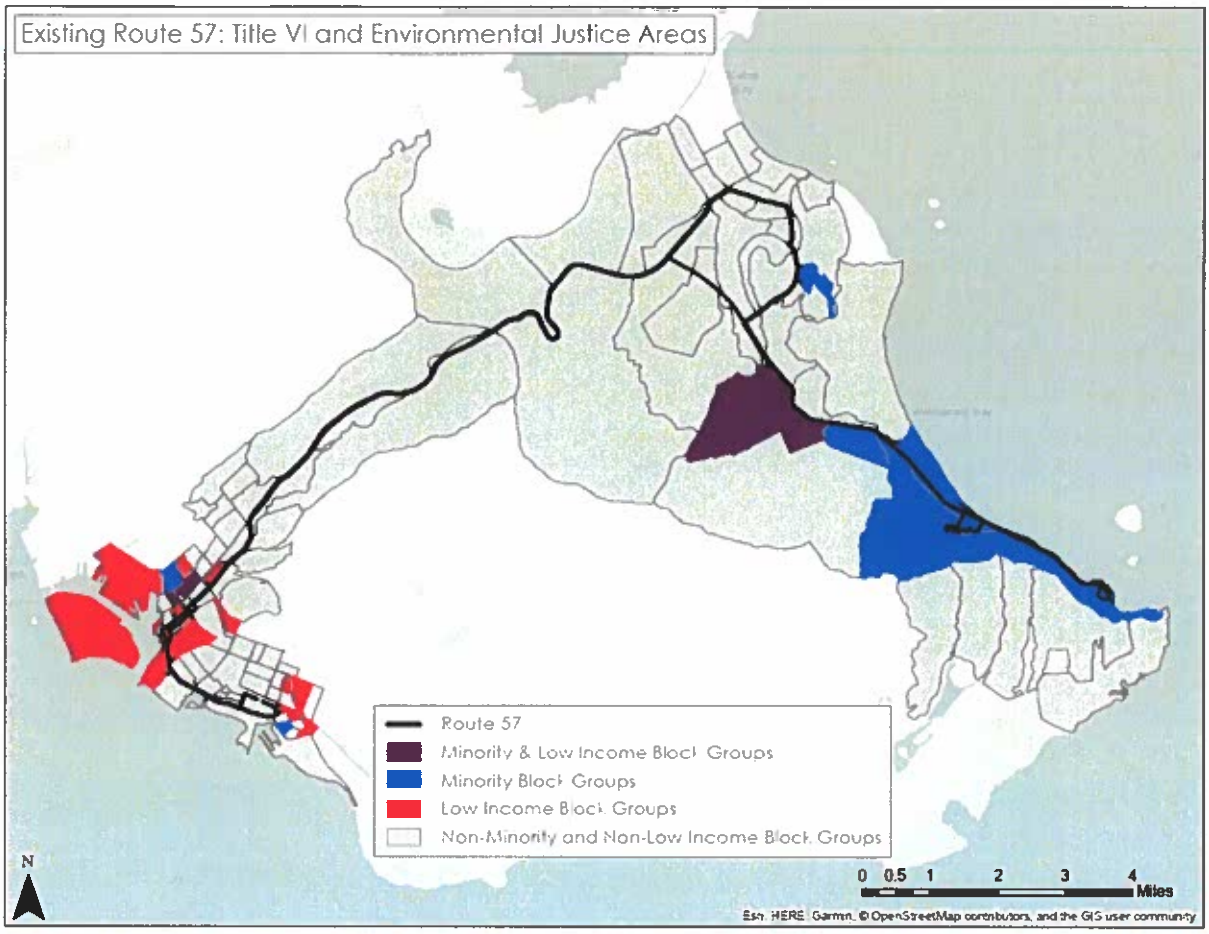
Miles
Esri, HERE, Garmin, © OpenStreetMap contributors, and the GIS user community


Existing Route 57: Title VI and Environmental Justice Areas
Route 57
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
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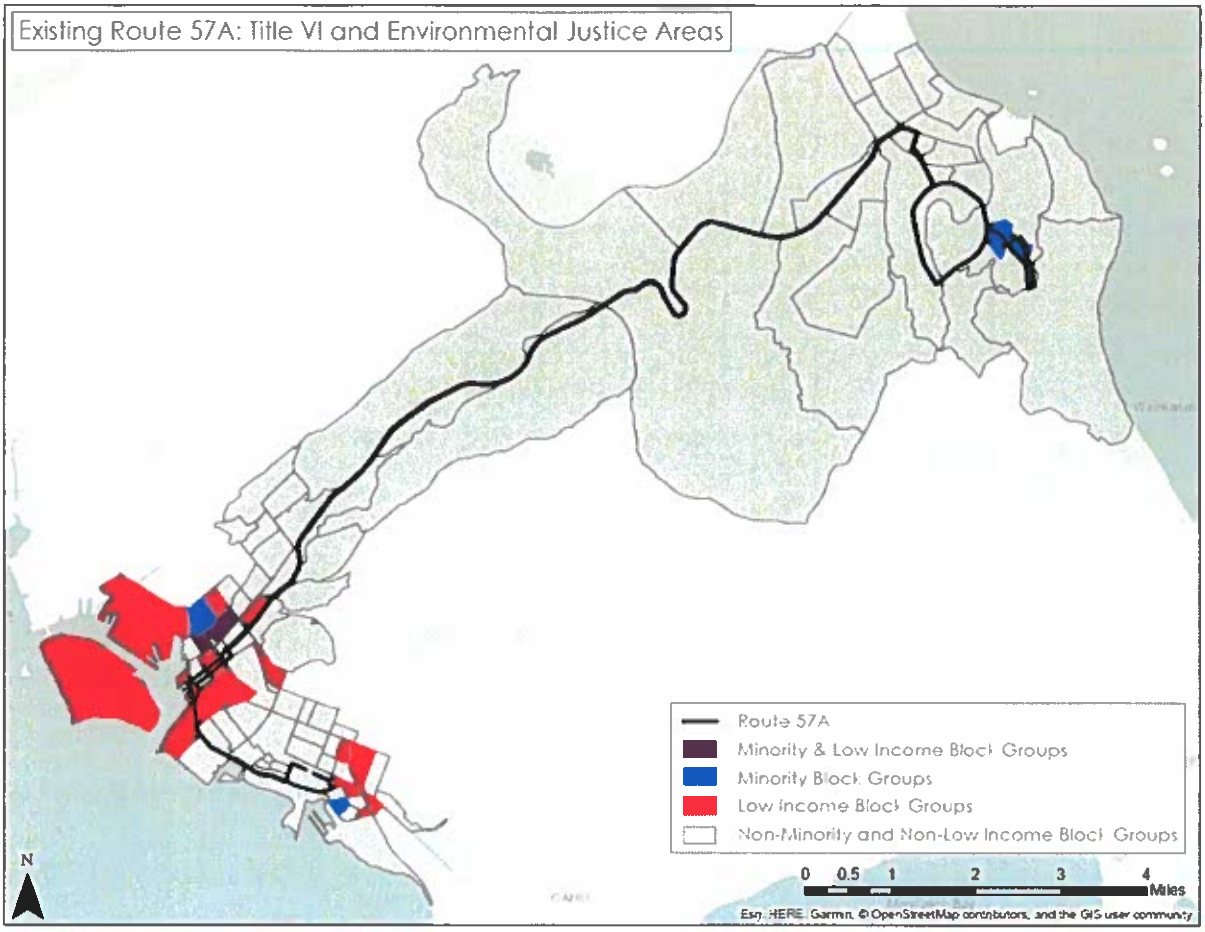
Existing Route 57A: Title VI and Environmental Justice Areas
Route 57A
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
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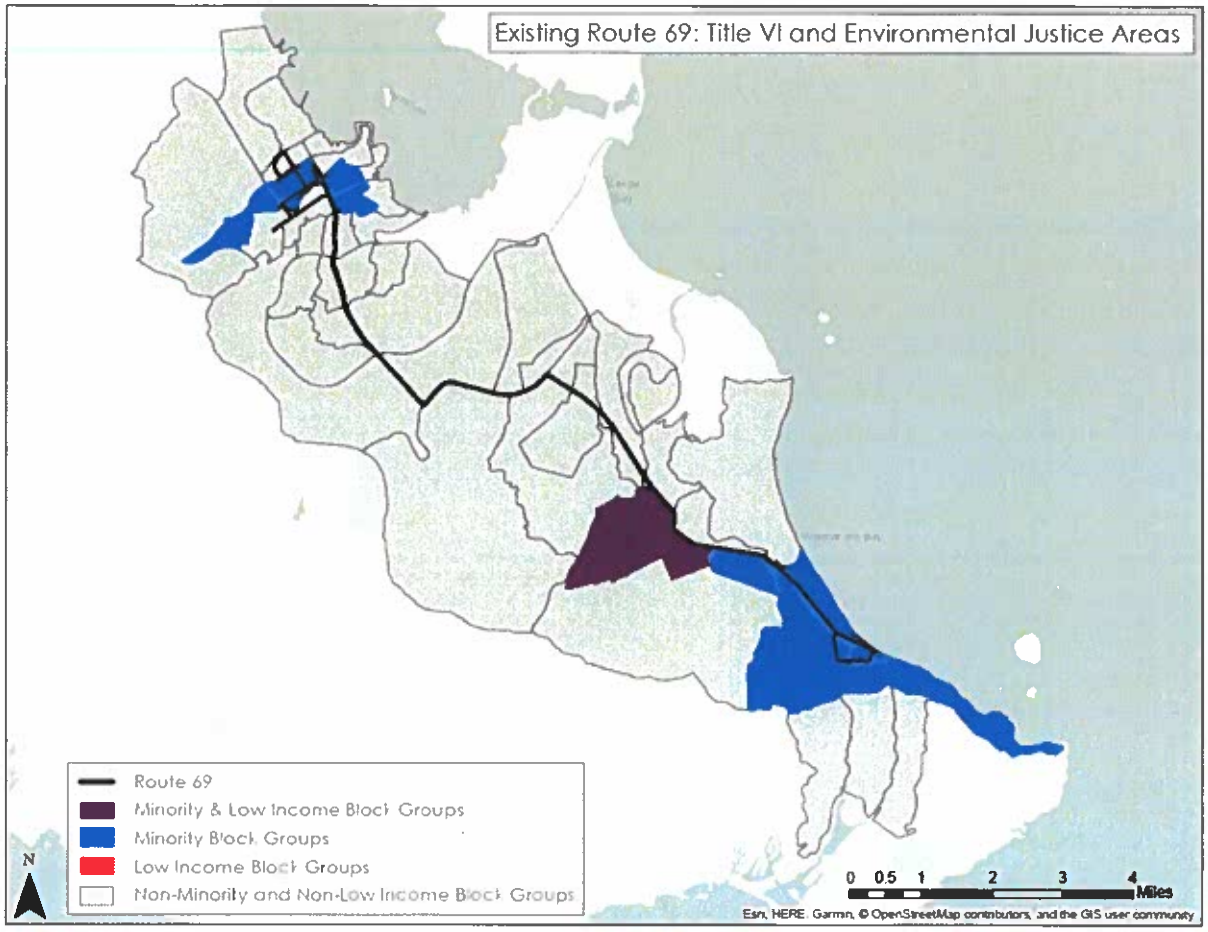
Existing Route 69: Title VI and Environmental Justice Areas
Route 69
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
0 0.5 1 2 3 4
Miles
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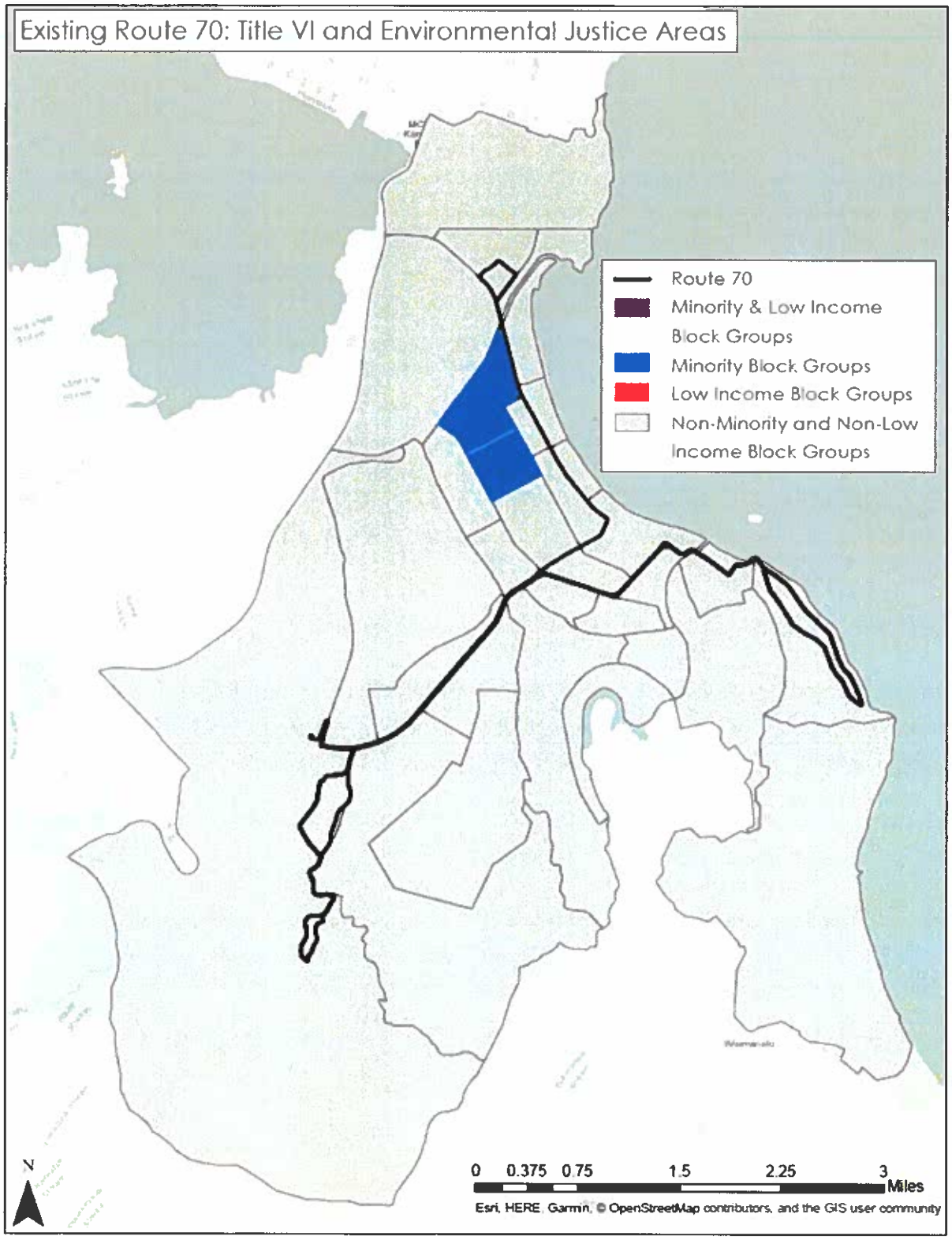
Existing Route 70: Title VI and Environmental Justice Areas
Route 70
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
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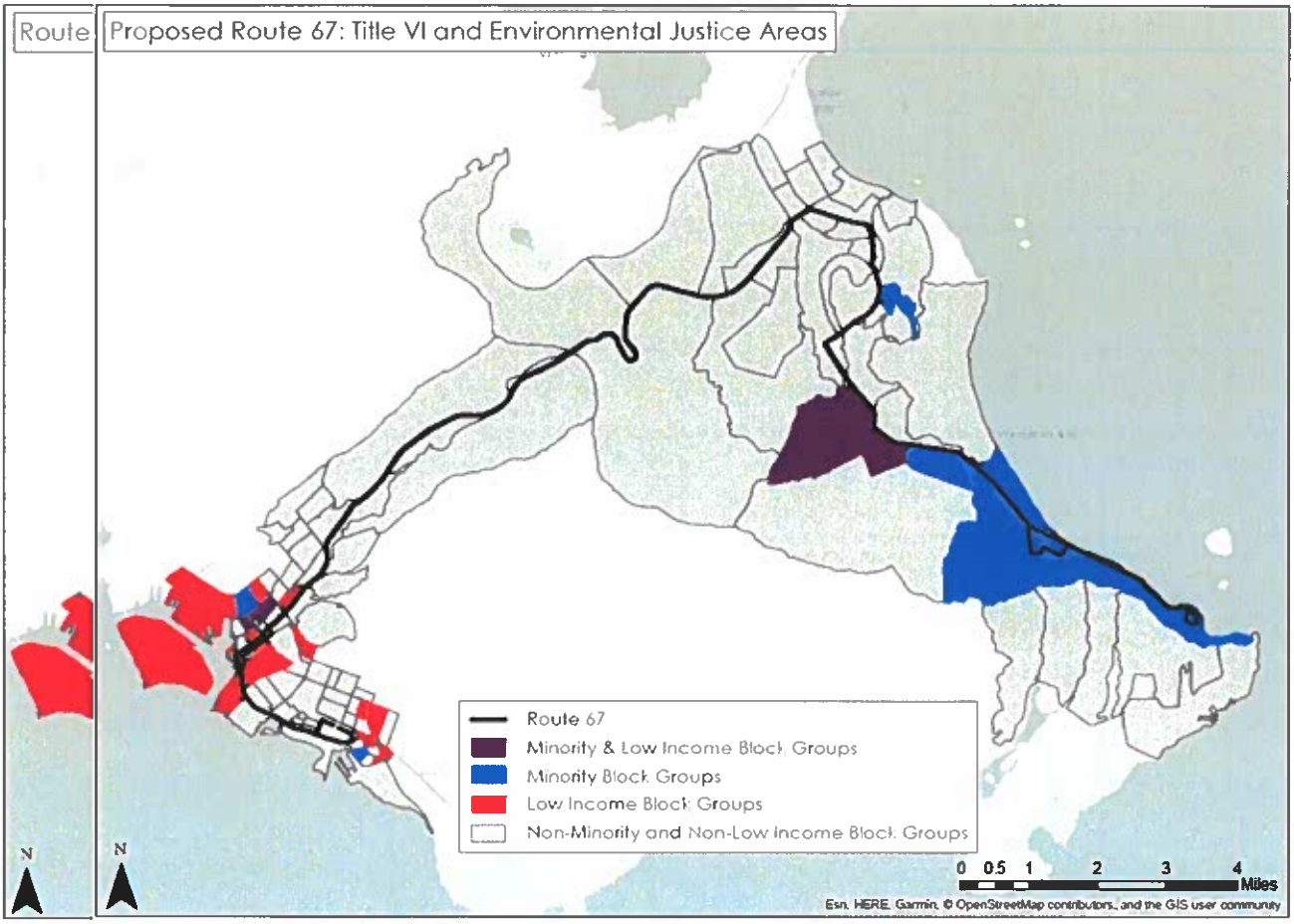
Route
Proposed Route 67: Title VI and Environmental Justice Areas
Route 67
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
N
0 0.5 1 2 3 4
Miles
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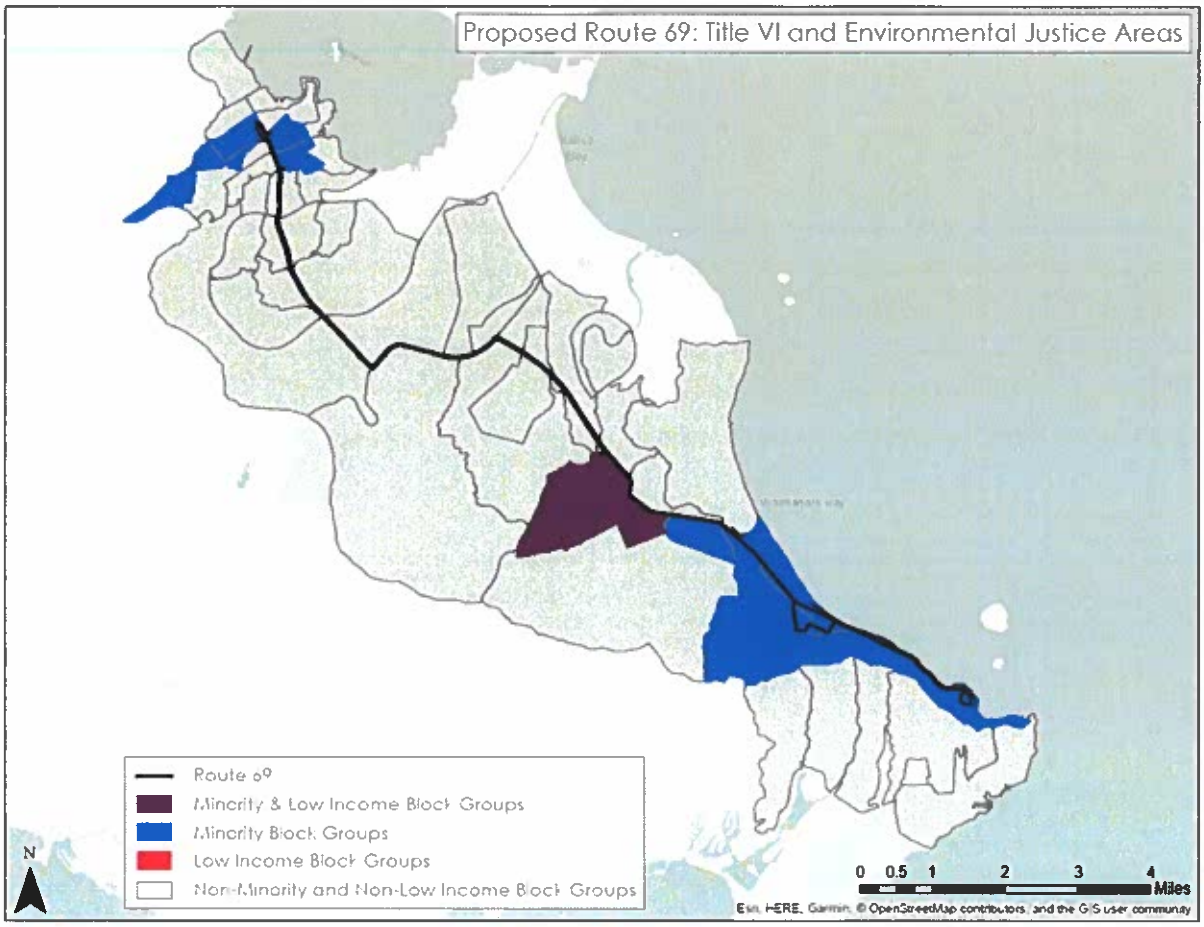
Proposed Route 69: Title VI and Environmental Justice Areas
Route 69
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
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Miles
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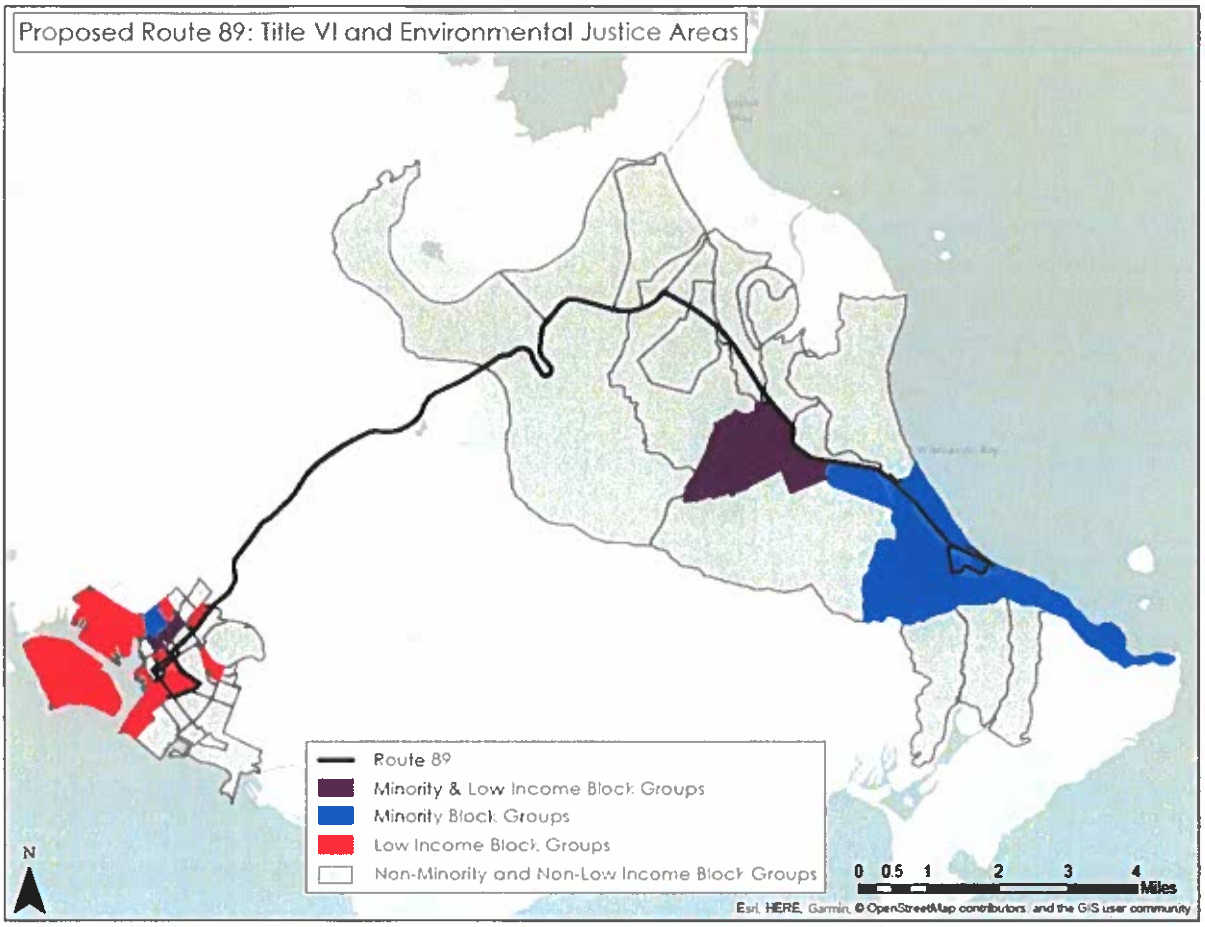
Proposed Route 89: Title VI and Environmental Justice Areas
Route 89
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
0 0.5 1 2 3 4
Miles
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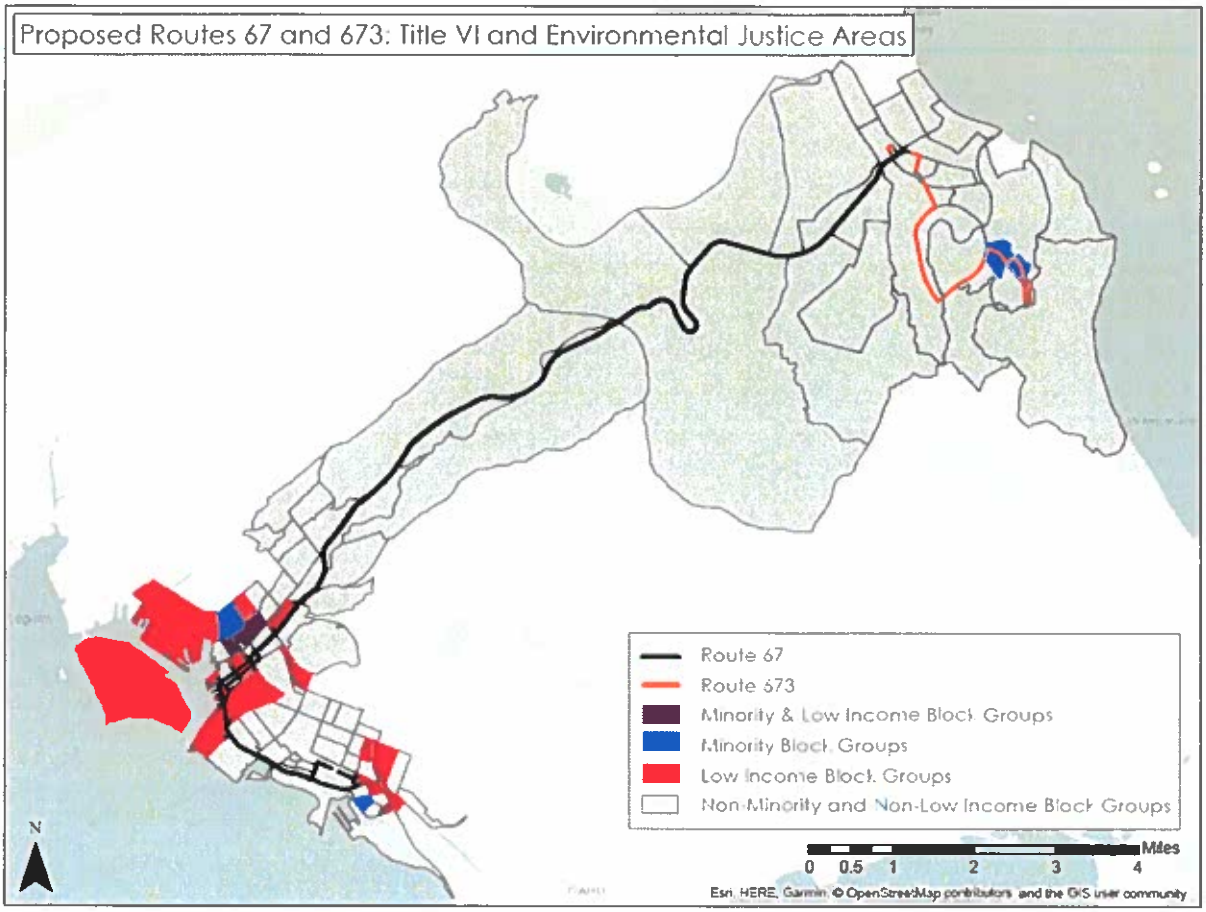
Proposed Routes 67 and 673: Title VI and Environmental Justice Areas
Route 67
Route 673
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
Miles
0 0.5 1 2 3 4
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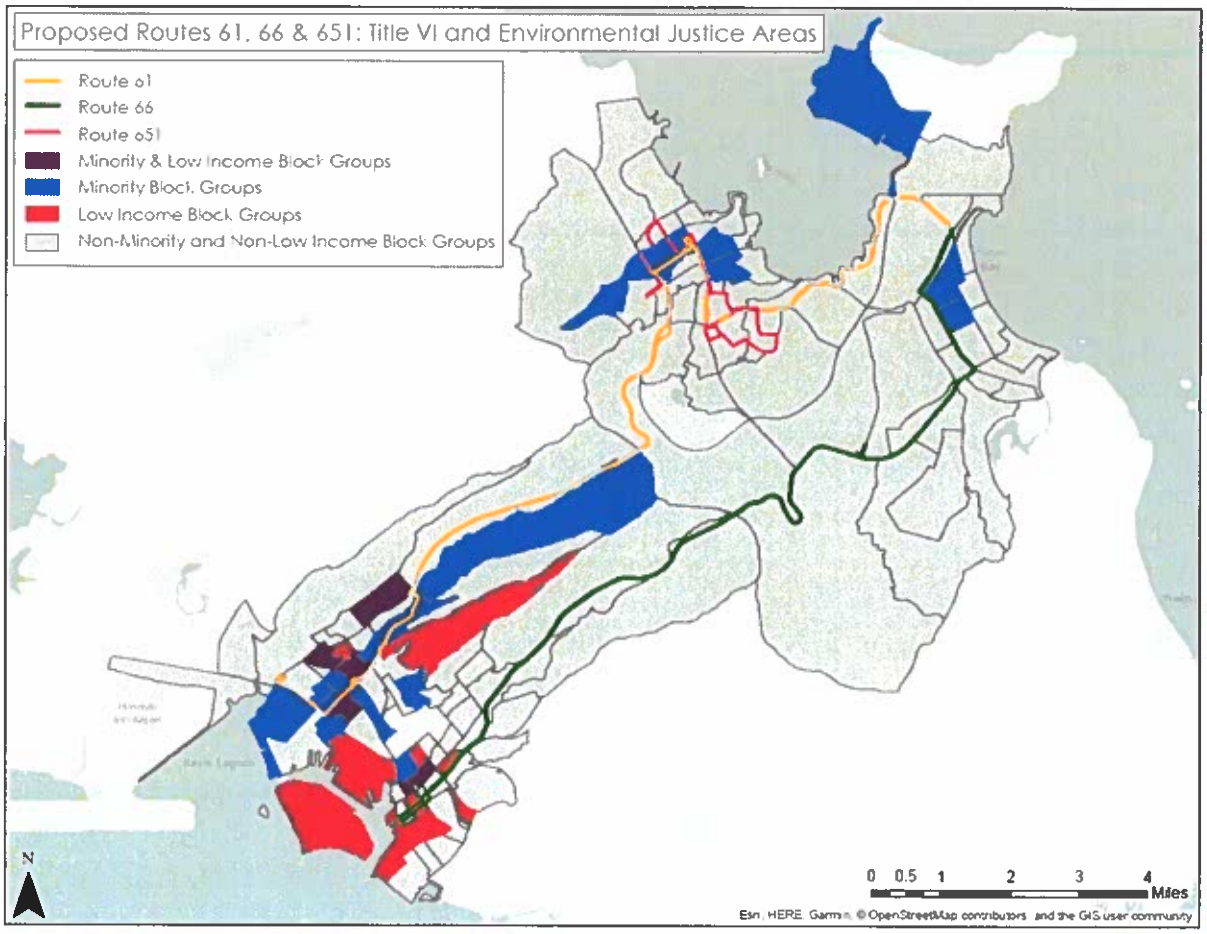
Proposed Routes 61, 66 & 651: Title VI and Environmental Justice Areas
Route 61
Route 66
Route 651
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
0 0.5 1 2 3 4
Miles
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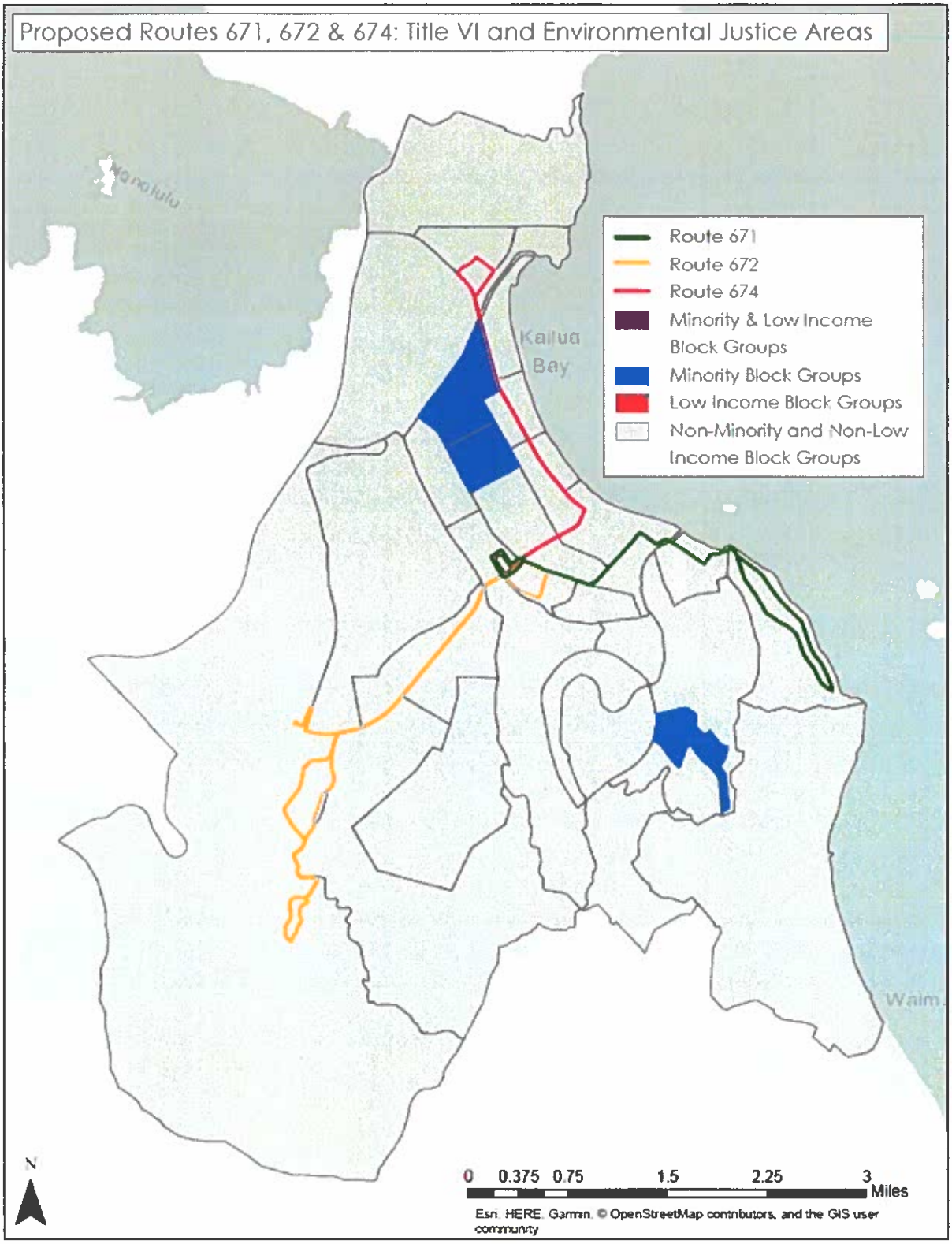
Proposed Routes 671, 672 & 674: Title VI and Environmental Justice Areas
Kailua Bay
Route 671
Route 672
Route 674
Minority & Low Income Block Groups
Minority Block Groups
Low Income Block Groups
Non-Minority and Non-Low Income Block Groups
N
0 0.375 0.75 1.5 2.25 3 Miles
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Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 53 Pacific Palisades (weekend service)

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

Based on the following criteria, the proposal to eliminate the portion of Route 53 west of Acacia Road does not meet the criteria for a "major" service change, and therefore, did not trigger the requirement for a Service Equity Analysis.

> "Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2019:	
Route 53 (weekends):	681,179
Eliminated segment:	48,308
Affected ridership:	7.1%

Proposed Changes

Route 53 operates weekday trunk service between Pearl City/Pacific Palisades and Honolulu/Ala Moana Center; and weekend circulator service within Pearl City connecting Pacific Palisades and the Pearl Highlands area along Kamehameha Highway via Waimano Home Road.

The weekend circulator route currently utilizes westbound/eastbound Kamehameha Highway to turn around and layover along the Home Depot frontage. Due to the commercial/retail uses developed over the years along Kuala Street, and the recent relocation of Foodland Market from Waimano Home Road to Kuala Street, weekend service for Route 53 will be restructured to service Kuala Street and utilize the Pearl City Bus Facility for the turn-around/layover location.

There is no change to weekday trunk service between Pearl City/Pacific Palisades and Honolulu/Ala Moana Center.

Public Outreach Activities

Public information and participation are important components when planning service changes. Riders are encouraged to provide comments and suggestions via email,

phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard in-person interaction with riders to determine the preference that best fits the needs of the majority of riders.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Department of Transportation Services (DTS)
Public Transit Division Title VI Program
Service Equity Analysis Report
Route 1L School Street – Hawaii Kai Limited

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

The Route 1L service change proposes to transfer the local service School Street segment to a limited stop service on the King Street segment. Based on the "Eliminating Route Segments" criteria, the proposed change is considered a "major" service change and requires a Service Equity Analysis. The proposed change from local service to limited stop service is not a "major" service change.

> "Eliminating routes segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."
>
> | Annual Ridership FY2020 | |
> |---|---|
> | Route 1L: | 662,075 |
> | Eliminated Segment: | 204,180 |
> | Affected Ridership: | 30.8% |
>
> "Changing service levels (ie: trips, service hours/miles, span of service, headways), for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."
>
> | Annual Ridership FY2020 | |
> |---|---|
> | System-wide: | 49,143,649 |
> | Route 1L: | 662,075 |
> | Affected Ridership: | 1.3% |

This service equity analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient providing 50 or more fixed route vehicles in peak service located in an urbanized area (UZA) and serving a population of 200,000 or greater to evaluate any major service change at the planning stage to determine whether those changes have a disparate impact on minority populations and disproportionate burden on low-income populations.

Background

Route 1L (Kalihi/School Street – Hawaii Kai Limited) was created in 2007 to complement to Route 1 (Kalihi Transit Center/King Street – Hawaii Kai) and Route 2 (Kalihi Transit Center/School Street – Waikiki) during the weekday peak and base

periods. It was designed to: 1) augment the heavy ridership of Route 2 along the School Street corridor while also providing another routing option for riders with destinations east of the Central Business District (CBD); and 2) service the Route 1 segment between Kahala Mall and Hawaii Kai to mitigate schedule adherence issues attributable to the time and distance of the route. Route 1L provides limited stop service between Liliha Street and Kahala Mall and local service along the School Street and Hawaii Kai segments.

Proposed Changes:
Route 1L service change proposal includes the following.

- Transfer existing service from School Street to King Street.
- Extend route to the Kalihi Transit Center.
- Operate limited stop service between Kalihi Transit Center and Kahala Mall.

There are no changes to the amount of trips and frequencies; schedules will be revised to account for the new service areas.

The proposed Route 1L changes are being implemented in tandem with the proposed elimination of Route 2L due to the approximately 60% decrease in bus ridership caused by the ongoing COVID-19 pandemic. The Route 1L School Street segment is no longer needed to augment Route 2 since limited stop service from Route 2L will be converted into additional local service for Route 2 and is sufficient to accommodate the reduced ridership. The proposed route realignment from School Street to King Street and extension to the Kalihi Transit Center mirrors Route 1 and is more compatible than the current routing. In addition, operating limited stop service between Kalihi Transit Center and Kahala Mall will ensure the reliability of faster service.

Attachment 1 contains the existing and proposed route maps for Route 1L.

Public Engagement Process
Public information and participation are important components when planning service changes. Riders are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes to Route 1L, the following outreach methods were utilized.

- Councilmembers (CM) and Neighborhood Boards (NB) affected by the changes were notified (presentations are made upon request).
- Notices were posted on TheBus website and linked to the DTS website.
- "Rider Alert" notices were posted at affected bus stops and distributed onboard the affected route.

Depending on the scope and extent of the service change, efforts to engage minority, low income, and Limited English Proficient (LEP) riders includes posting notices at bus

stops located in minority and low income Census block groups, posting car cards on buses, distributing notices (onboard, council member, neighborhood boards, and translation of notices into the languages identified in the 2019 Public Transit Title VI program (informational material on the website are available in a format to use the translation feature). Due to the minimal scope and impact of this change, translation will be provided on request.

All service change notices are provided to the City's service agency (Ho'opono) for the blind for distribution and in a format on the website to use low sight features.

Title VI Policies and Definitions

Major Service Change Policy: All "major" service changes require a Service Equity Analysis for Title VI purposes during the planning process and prior to implementation.

Disparate Impact Policy: DTS determines the occurrence of a disparate impact when adverse effects of a major service change disproportionately affect minority populations by more than 10% based on the difference between the proportion of the total minority and non-minority populations in the total service area and the proportion of the affected minority and non-minority populations within the affected service area, a ½ mile radius of the route.

Disproportionate Burden Policy: DTS determines the occurrence of a disproportionate burden when adverse effects of a major service change disproportionately affect low income populations by more than 10% based on the difference between the proportion of the total low income and non-low income populations in the total service area and the proportion of the affected low income and non-low income populations within the affected service area, a ½ mile radius of the route.

Analysis Framework

Methodology: Population data using Census block groups were used to determine:

- Minority/non-minority and low income/non-low income proportion of the total service area population in the Census block groups served by Route 1L.
- Minority/non-minority and low income/non-low income proportion of the affected service area population located within a ½ mile radius of Route 1L.

The differences between the minority proportions and low income proportions were calculated to determine disparate impact on minority populations and disproportionate burden on low income populations. Differences exceeding 10% indicate that the major service change affected minority populations disparately and low income populations disproportionately.

Data Tables:

Table 1: Census Block Group Minority Populations

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
1L	236,957	199,113	84%	105,015	89,447	85%	1%	No

Table 2: Census Block Group Low Income Populations

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
1L	236,957	29,094	12%	105,015	13,181	13%	1%	No

Required Maps: (see Attachment 1)
Affected census block groups with minority and low income area block groups.

Assessing Impacts

Disparate Impact: The minority Census block group populations for the Routes' total service and affected service areas are shown in Table 1 above. The effects of the service changes do not exceed the disparate impact policy threshold of 10%. The minority population in the affected service area is 1% more than the minority population in the total service area.

Disproportionate Burden: The low income Census block group populations for the Routes' total service and affected service areas are shown in Table 2 above. The effects of the service changes do not exceed the disproportionate burden policy threshold of 10%. The low income population in the affected service area is 1% more than the low income population in the total service area.

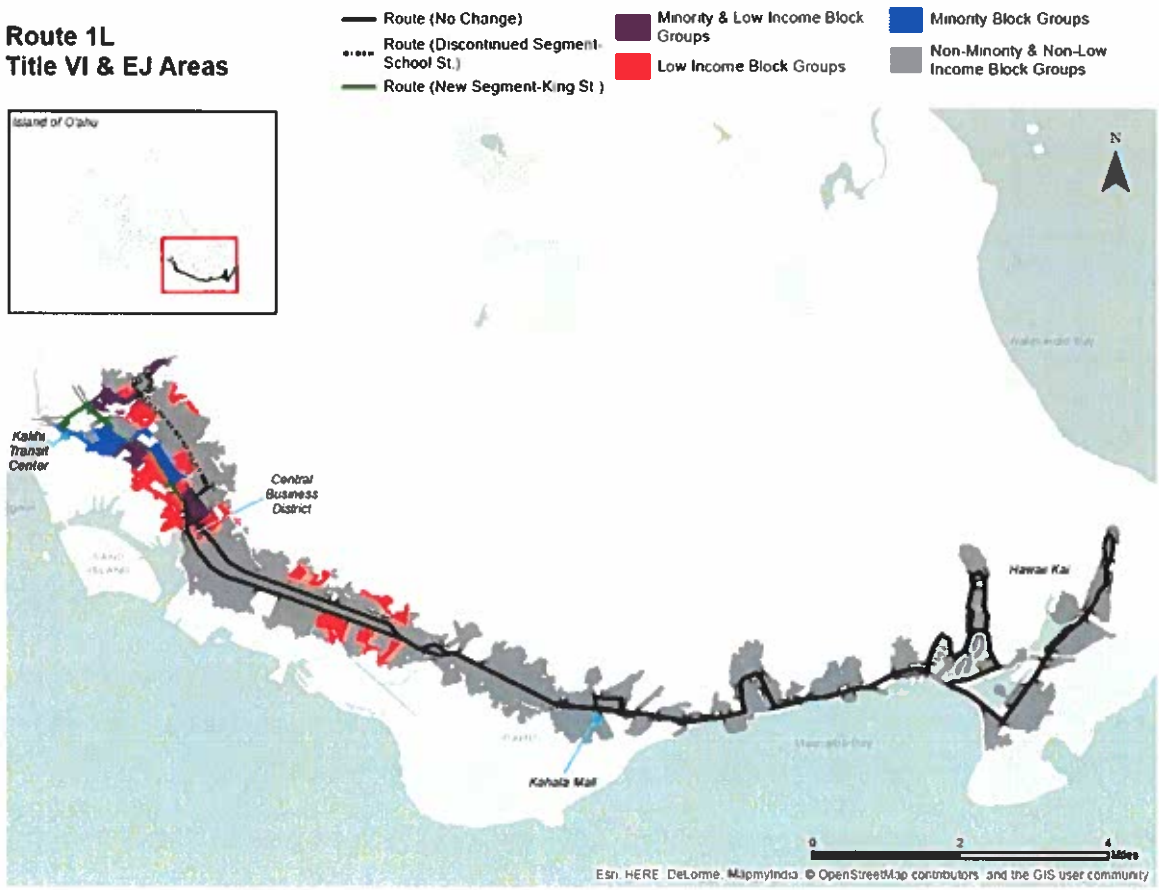
Service Equity Analysis

Based on the thresholds established in the Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies, the proposed service changes do not disproportionately affect minority and low income populations, and can be implemented as proposed to support Route 1 service with compatible and faster limited stop service, and improved weekday on-time performance, currently at 61%.

Alternate service along the eliminated School Street segment is provided Routes 2 (Waikiki – School – Middle), 13 (Liliha – Waikiki – University), and W3 (Kalihi via School Express).

Attachment 1

Route 1L Map



Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 2L Waikiki-School-Middle Limited

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

Based on the following criteria, the proposal to eliminate Route 2L does not meet the criteria for a "major" service change, and therefore, did not trigger the requirement for a Service Equity Analysis.

> "Eliminating route(s) when the affected ridership is greater than ten (10) passengers and the percentage of affected ridership exceeds 10% of system-wide ridership. (No major service change will be considered if similar alternate service is available on another existing route.)"
>
> Annual ridership FY 2020:
> System-wide: 48,536,030
> Route 2L: 277,498
> Affected ridership: 0.6%
>
> Alternate Service for Discontinued Route 2L segments not serviced by Route 2:
> CBD, King Street: Routes A, C, 1L, 19, 20, 40, 42, 43
> Waikiki, Kalakaua Avenue: Routes E, 22
> CBD, Beretania Street: Routes A, C, 1L, 11, 19, 20, 40, 42, 43, 51, 52, 53, 54

Background

Route 2L was established in December 2012 to augment Route 2, one of the most heavily utilized routes in the City's bus system, with limited stop service during the weekday AM (eastbound only) and PM (westbound only) peak periods. The routing for Route 2L generally mirrors that of Route 2 with the following exceptions that provide extended coverage through the Central Business District (CBD) and Waikiki.

AM Peak (Eleven Eastbound Trips)

- Central Business District (CBD) segment operates on King Street instead of the Hotel Street transit mall.
- Waikiki segment operates on Kalakaua Avenue instead of Kuhio Avenue.
- Terminates in Waikiki on Monsarrat Avenue instead of Kapiolani Community College in Kaimuki.

PM Peak (Nine Westbound Trips)

- CBD segment operates on Beretania Street instead of the Hotel Street transit mall.

Route 2 Waikiki-School-Middle
Trunk Route 2 provides service between Kalihi Transit Center, CBD, Waikiki, and Kapiolani Community College in Kaimuki.

Route 2L: Waikiki-School-Middle Limited
Trunk Route 2L provides "limited stop" weekday peak period service between Kalihi Transit Center, CBD, and Waikiki in the AM - Kapiolani Community College in the PM.

The ongoing pandemic has reduced bus ridership by approximately 60% and requires onboard social distancing to prevent further transmission of the Novel Coronavirus (COVID-19). In addition, work from home and high unemployment have greatly reduced traffic during the peak periods. Due to these COVID-19 impacts, operating Route 2L is no longer efficient and is no longer needed to augment Route 2 during the peak hour periods due to the absence of traffic congestion. As such, better utilization of resources to "right size" bus service will improve service efficiency and achieve social distancing to the maximum extent practical.

Proposed Changes

DTS proposes to eliminate Route 2L and transfer its 20 weekday peak period trips to Route 2. This extra Route 2 service will accommodate the loads on this heavily-used route to provide adequate onboard social distancing to the maximum extent practical.

Route 2L segments not serviced by Route 2 include the AM eastbound segments on King Street in the CBD and on Kalakaua Avenue in Waikiki, and the PM westbound segment on Beretania Street in the CBD. However, as shown below, there are other routes that provide adequate service on these discontinued segments that riders can easily access.

Segment	Alternate Routes
CBD: King Street:	Routes A, C, 1L, 19, 20, 40, 42, 43
Beretania Street:	Routes A, C, 1L, 11, 19, 20, 40, 42, 43, 51, 52, 53, 54
Waikiki: Kalakaua Avenue:	Routes E, 22

Public Outreach Activities

DTS conducts the following outreach activities to notify the public of the proposed changes:

- Notification email and copies of Rider Notices to the following Honolulu City Council Members:Tommy Waters (District 4), Ann Kobayashi (District 5), Carol Fukunaga (District 6), Joey Manahan (District 7), Brandon Elefante (Transportation Committee Chair)
- Notification email and copies of Rider Notices to the following Neighborhood Boards and respective Mayor's Representatives: Hawaii Kai Neighborhood Board No. 1, Kuliouou-Kalani-Iki Neighborhood Board No. 2, Waialae-Kahala Neighborhood Board No. 3, Kaimuki Neighborhood Board No. 4, Diamond Head-Kapahulu-St. Louis Neighborhood Board No. 5, McCully-Moilili Neighborhood Board No. 8, Waikiki Neighborhood Board No. 9, Makiki-Tantalus Neighborhood Board No. 10, Ala Moana-Kakaako Neighborhood Board No. 11, Downtown-Chinatown Neighborhood Board No. 13, Liliha/Puunui/Alewa Neighborhood Board No. 14, Kalihi-Palama Neighborhood Board No. 15, Kalihi Valley Neighborhood Board No. 16
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Ho`opono Services for the Blind
- Post Rider Notices at affected bus stops along Route 2L
- Post notifications on TheBus.org website and linked to the DTS website

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 67 Honolulu - Kailua - Waimanalo - Sea Life Park

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

Based on the following criteria, the proposal to eliminate the Sea Life Park segment of Route 67 does not meet the criteria for a "major" service change, and therefore, did not trigger the requirement for a Service Equity Analysis.

> "Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."
>
> Annual ridership FY 2020:

Route 67:	681,179
Eliminated segment:	48,308
Affected ridership:	7.1%

Background

Route 67 Honolulu - Kailua - Waimanalo - Sea Life Park
Trunk Route 67 connects the Windward districts of Kailua and Waimanalo/Sea Life Park with the urban core in Honolulu. It services Ala Moana Center/Honolulu, the Central Business District (CBD), Kailua town, Waimanalo, and Sea Life Park.

Route 69 Kaneohe - Waimanalo - Sea Life Park
Regional circulator Route 69 connects the Windward districts of Kaneohe and Waimanalo/Sea Life Park through the mauka perimeter of Kailua along Kalanianaole Highway.

Route 23 Ala Moana-Sea Life Park
Trunk Route 23 connects Ala Moana Center/Honolulu and Waimanalo/Sea Life Park providing service through Waikiki and the east Honolulu districts of Kahala, Aina Haina, Kuliouou, Hawaii Kai, and Kalama Valley.

Prior to the redesign of Windward routes in 2019, Route 69 did not extend to Sea Life Park, therefore the Sea Life Park segment was serviced by Route 67 with only a portion of its trips interlined with Route 23 due to differences in headway and span of service. The length and service areas of Route 67 impacts its schedule adherence which in turn

affects the reliability of the interlined Route 23 trips.

Performance data for Route 67 shows that its all-day on-time performance in the Sea Life Park-bound direction is approximately 64%; the segment between Waimanalo and Sea Life Park (Kalanianaole Highway is only two lanes in this segment) adds approximately 8 minutes or more depending on daily traffic conditions and 3 miles round trip to the route which covers a sparsely populated area with marginal ridership. Ridership data shows that most riders who transfer to Route 23 at Sea Life Park board in Waimanalo.

Proposed Changes

With the exception of the early morning trips, the schedule and span of service for Route 23 aligns more closely with Route 69 than with Route 67, therefore, transferring the Route 23 interline to Route 69, adding early morning service to Route 69 to correspond with the Route 23 schedule, and eliminating the Sea Life Park segment for Route 67 will improve service efficiency for all three routes; schedule adherence for Route 67, service reliability for Route 23, and passenger experience for riders who transfer between Routes 23 and 69 since they will not have to change buses at Sea Life Park. In addition, Routes 67 and 69 both operate along the same route in Waimanalo and Route 69 provides adequate alternate service along the discontinued Sea Life Park segment of Route 67.

Public Outreach Activities

DTS conducts the following outreach activities to notify the public of the proposed changes:

- Notification email and copies of Rider Notices to the following Honolulu City Council Members: Ikaika Anderson (District 3), Brandon Elefante (Transportation Committee Chair)
- Notification email and copies of Rider Notices to the following Neighborhood Boards and respective Mayor's Representatives: Kailua Neighborhood Board No. 31, Waimanalo Neighborhood Board No. 32
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Ho`opono Services for the Blind
- Post Rider Notices at affected bus stops along Route 67
- Post notifications on TheBus.org website and linked to the DTS website

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Local Routes: **19 Waikiki-Airport-Hickam**
20 Waikiki-Airport-Pearlridge
31 Tripler-Airport-Mapunapuna
32 Kalihi-Pearlridge
301 Tripler-Kalihi Transit Center
303 Hickam-Airport-Kalihi Transit Center

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

The redesign of TheBus routes serving the Honolulu International Airport (Airport), Joint Base Pearl Harbor Hickam (JBPHH), industrial/business district (Mapunapuna), and Tripler Medical Center (Tripler) is being proposed to address long-standing routing issues, and to prepare for integration with future rail service. The redesign is tentatively scheduled to be effective in December 2020.

All proposals do not meet the criteria for a "major" service change as detailed below, and therefore, do not trigger the requirement for a Service Equity Analysis.

- Transfer Route 19 service to Routes 20 and 303.
- Transfer Route 31 service to Routes 301 and 303, and re-align Route 303 from Mapunapuna to the H-1 Freeway.
- Re-align Route 20 westbound service from Alakea Street to South Street.
- Re-align Route 32 westbound service from Puuloa Road to Pukoloa Street.

Major Service Change Criteria

"Eliminating route(s) when the affected ridership is greater than ten (10) passengers and the percentage of affected ridership exceeds 10% of system-wide ridership. (No major service change will be considered if similar alternate service is available on another existing route.)"

Annual Ridership FY 2020		Similar Alternate Service
System-wide:	48,536,030	
Route 19:	1,151,151 (2.4%)	Routes 20 and 303
Route 31:	159,197 (0.3%)	Routes 301 and 303

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual Ridership FY 2020

Route 20: 811,855
Eliminated segments: 41,824 (5.2%)
Alternate service for eliminated segments in the Central Business District (CBD):
- Ala Moana Blvd (between South & Alakea): Routes 60, 65, 67
- Alakea Street: Routes 60, 65, 66, 67

Route 31: 159,197
Eliminated segments: 8,917 (5.6%)
Alternate service for eliminated segments in Mapunapuna & Airport vicinity:
- Nimitz Highway (between Middle & Rogers): Routes 9, 20, 40, 42, 51
- Pukuloa/Ahua Streets: Routes 3, 32
- Puuloa Road: None

Route 32: 318,877
Eliminated segments: 16,800 (5.3%)
Alternate service for eliminated segments in Mapunapuna & Airport vicinity:
- Nimitz Highway: (between Middle & Puuloa): Routes 9, 20, 40, 42, 51
- Puuloa Road: None

Background

Bus service in the vicinity of the Airport, JBPHH, Mapunapuna, and Tripler was established incrementally to serve these key destinations. During this time, numerous long-standing issues such as unpredictable gate access/security procedures at JBPHH and lack of two way service on Pukoloa Street in Mapunapuna affected route efficiency. The forthcoming interim opening of the rail system between East Kapolei and Aloha Stadium in 2021, and the eventual full system opening to Ala Moana Center, provides multiple opportunities for connections between the bus and rail systems. As such, redesigning these bus routes will provide direct connections to stations along the rail alignment for TheBus riders.

The main goals of redesigning bus service in the Airport, JBPHH, Mapunapuna, and Tripler areas are:

- Direct routing and shortened travel times for main line routes.
- Connections with the Kalihi Transit Center and stations along the future rail system.
- Minimizing the impact of delays and detours at the JBPHH gates.
- Minimizing circuitous routing and one-way loops.

Surveying the affected ridership began in October 2019 with a notice and link to an online survey on the TheBus webpage that detailed the proposed redesign of Routes 19, 20, 31, and 32.

Proposed Changes

Route 19: Waikiki-Airport-Hickam
Trunk Route 19 (Waikiki-Airport-Hickam) connects Waikiki, the CBD via King Street and Beretania Street, Airport, and JBPHH via the Kuntz Avenue Gate. DTS plans to transfer the Waikiki-Airport segment of Route 19 to Route 20, and transfer the JBPHH segment to the "New" Route 303 circulator.

Route 19 duplicates Route 20's alignment between Waikiki and the Airport, after which Route 19 serves JBPHH through Kuntz Avenue Gate and Route 20 continues on Kamehameha Highway to Pearlridge Center. JBPHH is a secured military facility, allowing only credentialed bus riders to enter the base, as such, Route 19 is frequently delayed by security procedures and frequent, unpredictable closures of Kuntz Gate causing route disruptions that impact route reliability. Beginning in April 2020 JBPHH added additional access restrictions to the Kuntz Gate, exacerbating the existing issues with delays and schedule adherence.

"New" Route 303 circulator will connect the Kalihi Transit Center, Airport, and JBPHH. The segment between the Kalihi Transit Center and the Airport will use the H-1 Freeway instead of Nimitz Highway to provide direct routing and faster travel times. Route 20 provides service to the Airport along Nimitz Highway. There is no routing change for the Airport/JBPHH segment.

Route 20: Waikiki-Pearlridge
Trunk Route 20 (Waikiki-Pearlridge) connects Waikiki with the CBD via Alakea Street, Airport, and Pearlridge Center via Kamehameha Highway. The proposed transfer of service hours from Route 19 will increase Route 20's hours of operation and frequencies. The westbound Alakea Street segment will be re-aligned to South Street.

The existing westbound segment travels on Ala Moana Boulevard, north onto Alakea Street, then west onto Beretania Street. This alignment misses the Alapai Transit Center and the Beretania/Punchbowl Street Bus Stop #45, one of the system's most heavily utilized bus stops. By comparison, the bus stops on Ala Moana Boulevard between South and Alakea Streets, and on Alakea Street are significantly less utilized and offer fewer transit connections. Additionally, South Street will provide direct connection to the future Civic Center Rail Station.

Route 31: Tripler-Mapunapuna
Circulator Route 31 (Tripler-Mapunapuna) provides service for Tripler Medical Center, Kalihi Transit Center, Airport, and Mapunapuna via Puuloa Road. DTS plans to transfer the Tripler segment of Route 31 to "New" Route 301 and the Airport segment to "New" Route 303. "New" Route 301 will follow the same alignment as the Tripler/Kalihi Transit Center segment of Route 31.

The Airport segment of Route 31 currently operates on Nimitz Highway between Middle Street and Puuloa Road only in the eastbound direction and on Puuloa Road through

Mapunapuna only in the westbound direction. The proposal will eliminate this circuitous alignment from "New" Route 303, which will use the H-1 freeway for direct and two-way routing between the Kalihi Transit Center and the Airport. This re-route eliminates current Route 31 service on Puuloa Road, Pukoloa Street, Ahua Street, Kikowaena Street, and Nimitz Highway between Middle Street and Rodgers Boulevard. Route 31 ridership along this Mapunapuna segment is marginal and with the exception of Puuloa Road, these roadways are served by other bus routes.

Route 32: Kalihi-Pearlridge
Regional circulator Route 32 connects Kalihi Transit Center, Mapunapuna, Salt Lake, Aliamanu, and Pearlridge Center. The Mapunpuna segment follows different alignments in the westbound and eastbound directions, therefore, the proposal is to provide two way service through Mapunapuna by transferring the circuitous westbound alignment from Nimitz Highway/Puuloa Road to Pukoloa/Ahua/Kikowaena Streets. As with Route 31, ridership for Route 32 along Nimitz Highway/Puuloa Road is marginal and with the exception of Puuloa Road, other bus routes serve Nimitz Highway.

"New" Route 301: Tripler-Kalihi Transit Center
"New" Circulator Route 301 (Tripler-Kalihi Transit Center) replaces the Tripler-Kalihi Transit Center segment of Route 31, and will follow the same alignment.

"New" Route 303: Hickam-Airport-Kalihi Transit Center
"New" Circulator Route 303 (Hickam-Airport-Kalihi Transit Center) replaces the JBPHH segment of Route 19 and the Airport segment of Route 31 to connect Hickam Base, the Airport, and Kalihi Transit Center. As notated above under Route 19 and Route 31, the segment between the Kalihi Transit Center and the Airport will use the H-1 Freeway instead of Nimitz Highway and there is no change to the JBPHH routing.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members: Tommy Waters (District 4), Carol Fukunaga (District 6), Joey Manahan (District 7), Brandon Elefante (Transportation Committee Chair)
- Notification email and copies of Rider Notices to the following Neighborhood Boards and respective Mayor's Representatives: Diamond Head-Kapahulu-St. Louis No. 5, Waikiki No. 9, Ala Moana-Kakaako No. 11, Downtown-Chinatown No. 13, Kalihi-Palama No. 15, Aliamanu-Salt Lake No. 18, Aiea No. 20
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Ho`opono Services for the Blind
- Post Rider Notices at affected bus stops along Routes 19, 20, 31, and 32
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Survey Monkey online survey
- Notifications on TheBus.org website with link to the DTS website

Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Local Routes: 4 Nuuanu-Punahou
121 Nuuanu-Alapai Transit Center
122 Punchbowl-Alapai Transit Center

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

TheBus Route 4 currently provides service to Nuuanu Valley (Nuuanu), the Central Business District (CBD), Makiki/Punahou, the University of Hawaii at Manoa (UHM), McCully/Moiliili, and the western end of Waikiki. The proposed restructure of Route 4 into three (3) separate routes, a main line and two (2) ancillary lines (Routes 121, 122); do not meet the criteria for a "major" service change as detailed below, and therefore, do not trigger the requirement for a Service Equity Analysis.

Major Service Change Criteria

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020		
Route 4:	1,480,018	
Eliminated segments:		Alternate Service
• University (btwn King/Date):	41,129 (2.8%)	Route A
• Kalakaua (btwn AlaWai/Kapiolani):	26,022 (1.8%)	Routes 2, 8
• Date/Citron Sts:	20,291 (1.4%)	None
• Kapiolani (btwn Kalakaua/University):	19,607 (1.3%)	Routes A, 3, 9
• Victoria/Lunalilo Sts:	6,005 (.4%)	None
	113,054 (7.6%)	

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual ridership FY 2020	
System-wide:	48,536,030
Route 4:	1,480,018
Affected ridership:	3.0%

Background

Route 4 was established over 50 years ago providing service between Nuuanu Valley and UHM via the CBD and the Makiki/Punahou districts. While there has been relatively little change to the current routing, over the years its direct routing became circuitous when 1) the roadway network was fragmented by the construction of the H-1 freeway, 2) service extension to Waikiki, and 3) increased population densities/traffic congestion. The Route 4 restructure was initiated to address long-standing service issues attributable to its circuitous, one-way routing along less traveled segments off the main line, and will generally use the existing Route 4 network.

The main goals of splitting Route 4 into three (3) separate lines are:

- Direct routing, shortened travel times, and improved reliability for the major service areas along the main line.
- Circulator service for the areas off the main line with less ridership.
- New circulator service areas: Queen's Hospital/Physicians' Office Buildings 1/2 and Kakaako, an urban core community with on-going development of high-rise residential units and commercial/business centers.
- Provide connections to the future Civic Center Rail Station.

Proposed Changes

- Eliminate the Nuuanu Valley and Punchbowl segments from the "New" Route 4.
- Realign the University Avenue/Citron Street segment to Beretania/McCully Streets, the Victoria Street segment to Green Street, and the Waikiki segment from the Kalakaua Avenue/Kapiolani Boulevard to Kalakaua Avenue/McCully Street.
- Transfer the Nuuanu Valley segment to "New" Route 121
- Transfer the Punchbowl segment to "New" Route 122 with new service areas.

"New" Route 4: Nuuanu-Punahou

- Connects Lower Nuuanu, CBD/Alapai Transit Center, Makiki/Punahou, UHM, Moiliili/McCully, and the western end of Waikiki.
- Realigned segments: University Avenue/Citron Street, Victoria Street, Waikiki.
- Nuuanu Valley segment is transferred to "New" Route 121.
- Punchbowl/Magellan Street segment is transferred to "New" Route 122

"New" Route 121: Nuuanu-Alapai Transit Center

- Replaces the Nuuanu Valley segment.
- Connects Nuuanu Valley, CBD, and Alapai Transit Center.

"New" Route 122: Punchbowl-Alapai Transit Center

- Replaces the Punchbowl/Magellan Street segment.
- Connects Alapai Transit Center, Queen's Hospital, Punchbowl/Magellan Avenue, CBD, and Kakaako.
- New service areas: Queen's Hospital and Kakaako.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to the Honolulu City Council Members for Districts 4, 5, and 6; and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the following Neighborhood Boards: Manoa Neighborhood Board No. 7, McCully/Moiliili Neighborhood Board No. 8, Waikiki Neighborhood Board No. 9, Maikiki/Tantalus Neighborhood Board No. 10, Ala Moana/Kakaako Neighborhood Board No. 11, Nuuanu/Punchbowl Neighborhood Board No. 12, Downtown/Chinatown Neighborhood Board No. 13, Liliha/Puunui/Alewa Neighborhood Board No. 14 (Presentation to be made upon request).
- Social Media Notifications (Twitter & Instagram by DTS Public Information Specialist.
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along Route 4.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments/businesses/ residents affected by the restructure.
- Survey Monkey online survey.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Trunk Route: 4 Nuuanu-Punahou

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

TheBus Route 4 currently provides service between lower Nuuanu (Kuakini/Nuuanu Sts) and the western end of Waikiki (Kalakaua Av/Pau St) via the Central Business District (CBD), Makiki/Punahou, the University of Hawaii at Manoa (UHM), and McCully/Moiliili.

The proposed service change to extend the Nuuanu end of Route 4 does not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed changes do not meet the criteria for a "major" service change as detailed below.

Proposed Changes

- Extends Route 4 further up Nuuanu Avenue to provide main line service for a pocket of high-rise residential condominiums in the Judd Street area.
- End of route turn-around expands service to Liliha Street, providing a connection to Route 13 and access to St. Francis Medical Center.

Major Service Change Criteria

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual ridership FY 2020	
System-wide:	48,536,030
Route 4:	1,480,018
Affected ridership:	3.0%

Background

Route 4 was previously restructured into three (3) separate routes, a main line and two (2) ancillary lines (Routes 121, 122). The restructure transferred the upper Nuuanu/Nuuanu Valley segments to Route 121 and truncated Route 4 to end at Kuakini Street fronting Kawananakoa Intermediate School, just short of a pocket of high-rise residential condominiums in the Judd Street area. As an ancillary line with marginal ridership in the upper Nuuanu/Nuuanu Valley segments, the restructure provided Route 121 with hourly frequencies and reduced span of service. The proposed extension of Route 4 addresses rider feedback and higher ridership levels in the Nuuanu/Judd Street area and provides riders with a connection to Route 13 and access to St. Francis Medical Center along Liliha Street.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Trunk Route: 13 Liliha/Waikiki/University of Hawaii Manoa

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

TheBus Route 13 provides service to Liliha-Puunui, Downtown, Ala Moana, Waikiki, Kapahulu, Kaimuki, and the University of Hawaii Manoa.

The proposed realignment of the segment connecting Ala Moana and Waikiki does not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed change does not meet the criteria for a "major" service change as detailed below.

Proposed Changes

The proposal realigns the Ala Moana/Waikiki connection from the McCully Street to Kalakaua Avenue due to the removal of the westbound left turn contraflow restriction at the Kalakaua Avenue/Kapiolani Boulevard intersection during weekday AM/PM peak periods. The change facilitates schedule adherence and travel time with direct two-way routing.

- Westbound Routing: Realign Pau Street, Ala Wai Boulevard, McCully Street segment to Kalakaua Avenue, Kapiolani Boulevard.
- Eastbound Routing: Realign McCully Street, Ala Wai Boulevard segment to Kapiolani Boulevard, Kalakaua Avenue.

Major Service Change Criteria

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Route 13 Annual Ridership FY 2020:

Entire Route:	3,366,731
Eliminated Segment:	119,824
Affected ridership:	.036%

Background

The Ala Moana/Waikiki alignment is circuitous due to the left turn restriction (Kalakaua Ave. to Kapiolani Blvd.) of the weekday AM/PM contraflow. Although the restriction affects only the westbound segment, the circuitous routing was used in both directions to provide consistent, uniform routing for riders; adding time and distance to the route's service profile.

The left turn restriction was permanently removed from the contraflow, therefore, realigning the Ala Moana/Waikiki segment is being proposed to provide direct two-way routing along Kalakaua Avenue. Route 13 bus stops affected by the proposed realignment are served by other bus routes.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Circulator Routes: 15 Makiki/Pacific Heights
301 Tripler/Kalihi Transit Center
303 Hickam/Airport/Kalihi Transit Center

Introduction

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Route 15 service area:	Alapai Transit Center, Makiki Heights, Pacific Heights.
Route 301 service area:	Kalihi Transit Center, Moanalua Gardens, Tripler Military Hospital.
Route 303 service area:	Kalihi Transit Center, Airport, Joint Base-Hickam

The proposal to eliminate night service does not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed changes do not meet the criteria for a "major" service change as detailed below.

Proposed Changes

- Route 15: reduce span of service to end at 2100.
- Route 301: reduce span of service to end at 1900.
- Route 303: reduce span of service to end at 2000.

Major Service Change Criteria

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual ridership FY 2020
System-wide: 48,536,030

Route 15: 112,972 Affected ridership: .23%
(current daily ridership for eliminated trips averages 0-3 riders/trip)

Route 301: 157,314 Affected ridership: .33%
(current daily ridership for eliminated trips averages 0-1 rider/trip)

Route 303: 168,825 Affected ridership: .44%
(current daily ridership for eliminated trips averages 0-3 rider/trip)

Background

The effects of the pandemic continue to impact TheBus service with system-wide ridership averaging 55% of pre-pandemic levels. To address the decrease in ridership levels, TheBus routes/schedules are being evaluated and adjusted to address excessively underutilized service. Proposals include adjustments to span of service, headways, trips, and routing.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Weekday Peak Period Circulator Routes: 234 Kahala Mall/Waialae Nui
302 Moanalua Valley/Kalihi Transit Ctr.

Introduction

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Route 234 service area: Waialae Nui, Kahala Mall.
Route 302 service area: Kalihi Transit Center, Moanalua Valley.

The proposal to reduce the number of trips does not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed changes do not meet the criteria for a "major" service change as detailed below.

Proposed Changes

- Route 234: reduce service to one AM trip and one PM trip.
- Route 302: reduce service to two AM trips and one PM trip.

Major Service Change Criteria

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual Ridership FY 2020
System-wide: 48,536,030

Route 234: 5,939 Affected ridership: .00012%
Current weekday ridership averages 2-5 riders.

Route 302: 10,388 Affected ridership: .00022%
Current weekday ridership averages 5-7 riders.

Background

The effects of the pandemic continues to impact TheBus service with system-wide ridership averaging 55% of pre-pandemic levels. To address the decrease in ridership levels, TheBus routes/schedules are being evaluated and adjusted to address excessively underutilized service. Proposals include adjustments to span of service, headways, trips, and routes.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Weekday Peak Period Express Routes: 80A Hawaii Kai/University of Hawaii
80B Upper Aina Haina/Downtown
Weekday Peak Period Circulator Route: 235 Kahala Mall/Waialae Iki

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Peak Express Route 80A service area: Hawaii Kai, University of Hawaii Manoa.
Peak Express Route 80B service area: Aina Haina, Downtown.
Peak Circulator Route 235 service area: Waialae Iki, Kahala Mall.

The proposal to eliminate these routes do not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed changes do not meet the criteria for a "major" service change as detailed below.

Proposed Changes

Eliminate Peak Period Express Routes 80A and 80B.
Eliminate Peak Period Circulator Route 235.

Major Service Change Criteria

"Eliminating routes when the affected ridership is greater than ten (10) passengers and the percentage of affected ridership exceeds 10% if system-wide ridership (No major service change will be considered if similar alternate service is available on another existing route)."

Annual Ridership FY 2020
System-wide: 48,536,030

Route 80A: 17,909 Affected ridership: .0004%
Current weekday ridership averages 1-2 riders.
Alternate Service: Routes Route 1/1L, transfer to Routes A,4,6,13

Route 80B: 3,144 Affected ridership: .00007%
Current weekday ridership averages 5-6 riders.
Alternate Service: Route 24 transfer to Route 1/1L

Route 235: 3,815 Affected ridership: .00008%
Current weekday ridership averages 0-2 riders.
Alternate Service: None

Background

The effects of the pandemic continues to impact TheBus service with system-wide ridership averaging 55% of pre-pandemic levels. To address the decrease in ridership levels, TheBus routes/schedules are being evaluated and adjusted to address excessively underutilized service. Proposals include adjustments to span of service, headways, trips, and routing.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Circulator Routes: 413 Campbell Industrial Park/Kapolei Transit Center
415 Kalaeloa/Kapolei Transit Center

Introduction

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Route 413 service area: Kapolei Transit Center, Campbell Industrial Park.
Route 415 service area: Kapolei Transit Center, Kalaeloa.

The proposed modification of the weekday schedule eliminating base service and providing only AM/PM peak service does not trigger the requirement for a Service Equity Analysis based on the following.

- The proposed changes do not meet the criteria for a "major" service change as detailed below.

Proposed Changes

- Route 413: reduce weekday service to AM/PM peak periods.
- Route 415: reduce weekday service to AM/PM peak periods.

Major Service Change Criteria

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual Ridership FY 2020
System-wide: 48,536,030

Route 413: 42,876 Affected ridership: .0009%
Current weekday ridership averages 0-3 riders per eliminated trip.

Route 415: 64,447 Affected ridership: .0014%
Current weekday ridership averages 0-6 riders per eliminated trip.

Background

The effects of the pandemic continues to impact TheBus service with system-wide ridership averaging 55% of pre-pandemic levels. To address the decrease in ridership levels, TheBus routes/schedules are being evaluated and adjusted to address excessively underutilized service. Proposals include adjustments to span of service, headways, trips, and routes.

Public Outreach Activities

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along affected routes.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 85 Windward Express Kaneohe
Route 87 Windward Express Kailua

Introduction

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Based on the following criteria, the proposal to reduce service to one trip in the morning and one trip in afternoon does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

> "Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

Annual Ridership FY 2020	
System-wide:	48,536,030
Route 85:	21,900 = .045%
Route 87:	30,619 = .063%

Background

Prior to the pandemic, Peak Express Routes 85 and 87 operated three trips in the morning and three trips in the afternoon. Due to the ongoing impacts of the pandemic (i.e. work from home, unemployment, reluctant to ride bus due to onboard exposure risk), decreased ridership on these routes averages 3-6 passengers per trip.

Proposed Changes

The proposal adjusts service levels from three trips to one trip in both the morning and afternoon weekday peak period based on the decrease in ridership/service productivity and to address operating costs and budget/resource allocations.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their

comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard in-person survey of riders to determine trip times that best fit the needs of the majority of riders.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Peak Express Route: Route 94 Villages of Kapolei-Kaupea Express
Route 102 Villages of Kapolei Express

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Route 94 service area:	Kapolei, Central Business District (CBD), University of Hawaii at Manoa (UHM)
Route 102 service area:	Kapolei, CBD.

Based on the "Eliminating Route Segments" criteria, the proposed changes to Routes 94 and 102 are considered a "major" service change requiring a Service Equity Analysis.

Major Service Change Criteria

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020:	
Route 94:	17,233
Eliminated segments:	6,058
Affected ridership:	35%
Route 102:	28,732
Eliminated segments:	6,091
Affected ridership:	21%

Background

As Honolulu's "second" city, Kapolei's phased development of former agriculture lands is ongoing. Routes 94 and 102 were created many years ago to serve the initial phases of the residential and business developments. Over the years, both routes became redundant and circuitous when they were extended to serve new developments over existing roadways since the new arterial roadways were also built in phases and segmented.

The proposed modifications to the Kapolei Express Routes 94 and 102 will provide:

- More direct routing and shortened travel times along the new arterial roadways.
- Improved connectivity between subdivisions and less redundant service.
- New service areas:
    - Kapolei Transit Center
    - Mehana at Kapolei
    - Kanehili Homestead
    - Future East Kapolei and UH West Oahu Rail Stations

Proposed Changes

The proposal restructures Peak Express Routes 94 (Villages of Kapolei/Kaupea Express) and 102 (Villages of Kapolei Express), and renames Route 102 to Route 95 to align with a newly developed route numbering convention based on geographic location. Restructured Route 94 (Villages of Kapolei Express) will provide service to the mauka side of Kapolei and restructured Route 95 (Kapolei Homesteads Express) will provide service to the makai side of Kapolei. Existing service from Routes 94 and 102 will be redistributed to the restructured routes, and includes the elimination of various route segments, however these areas are still within walking distance to a bus stop serviced by Routes 94 or 95. Route 94 service to UHM will be discontinued and riders can transfer to Routes 4 or A in the CBD.

Restructured Route 94: Villages of Kapolei Express

- Services the mauka section in the Villages of Kapolei.
- New service segments: Kowelo Ave (Rte 102),
- Service segments transferred to Route 95: Kaupea Homestead
- Discontinued segments: UHM
- Utilizes Kualakai Pkwy to access the freeway.

Restructured Route 95 Kapolei Homesteads Express (formerly 102)

- Services the makai section in the Villages of Kapolei.
- New service segments: Kaupea Homestead (Rte 94), Mehana at Kapolei, Kanehili Homestead, future East Kapolei/UH West Oahu Rail Stations.
- Service segments transferred to Route 94:
- Utilizes Kualakai Pkwy to access the freeway.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.

- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard in-person interaction with riders on the proposed changes.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Title VI Policies and Definitions

Major Service Change Policy: All "major" service changes require a Service Equity Analysis for Title VI purposes during the planning process and prior to implementation.

Disparate Impact Policy: DTS determines the occurrence of a disparate impact when adverse effects of a major service change disproportionately affect minority populations by more than 10% based on the difference between the proportion of the total minority and non-minority populations in the total service area and the proportion of the affected minority and non-minority populations within the affected service area, a ½ mile radius of the route.

Disproportionate Burden Policy: DTS determines the occurrence of a disproportionate burden when adverse effects of a major service change disproportionately affect low income populations by more than 10% based on the difference between the proportion of the total low income and non-low income populations in the total service area and the proportion of the affected low income and non-low income populations within the affected service area, a ½ mile radius of the route.

Analysis Framework

Methodology: Population data using Census block groups were used to determine:

- Minority/non-minority and low income/non-low income proportion of the total service area population in the Census block groups served by Routes 94 & 102.
- Minority/non-minority and low income/non-low income proportion of the affected service area population located within a ½ mile radius of Routes 94 & 95 (102).

The differences between the minority proportions and low income proportions were calculated to determine disparate impact on minority populations and disproportionate burden on low income populations. Differences exceeding 10% indicate that the major service change affected minority populations disparately and low income populations disproportionately.

Data Tables:

Table 1: Census Block Group Minority Populations – Existing Routes 94 & 102

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
94	179,010	153,025	85.5%	30,098	24,972	83%	2.5%	No
102	180,195	158,409	87.9%	39,688	34,978	88.1%	0.2%	No

Table 2: Census Block Group Low Income Populations–Existing Routes 94 & 102

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
94	179,010	14,562	8.1%	30,098	3,066	10.2%	2.1%	No
102	180,195	17,860	10%	39,688	5,805	14.6%	4.6%	No

Table 3: Census Block Group Minority Populations – Proposed Routes 94 & 95

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
94	182,171	159,974	87.8%	40,239	35,467	88.1%	0.3%	No
95	150,727	132,800	88.1%	35,237	31,176	88.5%	0.4%	No

Table 4: Census Block Group Low Income Populations–Proposed Routes 94 & 95

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
94	182,171	18,276	10%	40,239	5,823	14.5%	4.5%	No
95	150,727	18,013	12%	35,537	5,634	16%	4%	No

Assessing Impacts

Disparate Impact: The minority Census block group populations for total service and affected service areas of the existing Routes 94 and 102 are shown in Table 1 above and Table 3 shows the minority Census block group populations for total service and affected service areas of the proposed Routes 94 and 95 (renamed Route 102). The effects of the service changes do not exceed the disparate impact policy threshold of

10%.

Existing Route 94: The minority population in the affected service area is 2.5% less than the minority population in the total service area.

Existing Route 102: The minority population in the affected service area is 0.2% more than the minority population in the total service area.

Proposed Route 94: The minority population in the affected service area is 0.3% more than the minority population in the total service area.

Proposed Route 95 (102): The minority population in the affected service area is 0.4% more than the minority population in the total service area.

Disproportionate Burden: The low income Census block group populations for total service and affected service areas of the existing Routes 94 and 102 are shown in Table 2 above and Table 4 shows the low income Census block group populations for total service and affected service areas of the proposed Routes 94 and 95. The effects of the service changes do not exceed the disproportionate burden policy threshold of 10%.

Existing Route 94: The low income population in the affected service area is 2.1% more than the low income population in the total service area.

Existing Route 102: The low income population in the affected service area is 4.6% more than the low income population in the total service area.

Proposed Route 94: The low income population in the affected service area is 4.5% more than the low income population in the total service area.

Proposed Route 95 (102): The low income population in the affected service area is 4% more than the low income population in the total service area.

Service Equity Analysis

Based on the thresholds established in the Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies, the proposed service changes do not disproportionately affect minority and low income populations, and can be implemented as proposed.

The proposed changes will improve service efficiency/travel times, extend service to new developments, and provide future connection to rail by updating/streamlining peak express routing in Kapolei along the current roadway network.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Peak Express Route 98A Wahiawa/Mililani Transit Center/Mililani Park-n-Ride

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Based on the following criteria, the proposal to eliminate the Downtown Honolulu to Waikiki segment of Route 98A does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

> "Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020:	
Route 98A:	37,895
Eliminated segment:	2,041
Affected ridership:	5.4%

Background

TheBus Peak Express Route 98A was established many years ago during the heyday development of Mililani Town in Central Oahu on former agricultural lands (pineapple) to augment Peak Express Route 98 (Wahiawa/Mililani Park-n-Ride) and provide service to the newly constructed Mililani Transit Center, as well as extended service from Downtown Honolulu to Waikiki, a major employment center for Hawaii's tourist industry. Although, ridership on the Waikiki segment has been gradually decreasing over the years, due in part to the changing demographics of the area, the route remained intact and provided a transfer option in Downtown to Ala Moana and Waikiki.

Proposed Changes

The proposal eliminates the Downtown to Waikiki segment based on the decrease in ridership/service productivity attributable to the impacts of the ongoing pandemic (i.e. travel restrictions, emergency mandates, work from home, unemployment), and to address operating costs and budget/resource allocations. Transfer options in Downtown to Ala Moana and Waikiki are abundant since most trunk routes operate through the Central Business District. There will be no changes to scheduled trips.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard in-person interaction of proposed service change.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 8 Waikiki/Ala Moana
Route 17 Makiki/Ala Moana

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

TheBus Route 8 service change proposes a route extension between Ala Moana and Makiki via Piikoi and Pensacola Streets. The Route 17 service change proposes to restructure the makai bound alignment from Pensacola Street to Keeaumoku Street.

Based on the "Establishing New Routes" criteria for new bus service on Piikoi Street (Route 8) and the "Eliminating Route Segments" criteria for Route 17, the proposed changes are considered a "major" service change requiring a Service Equity Analysis.

The elimination of the Kona Street segment of Route 8 is not a "major" service change.

Major Service Change Criteria

"Establishing new routes when the population within a ½ mile radius of the proposed route exceeds 25% of the service area population (Census Blocks)."

Piikoi Street (new mauka bus corridor-Route 8)

Service Area Population:	71,618
½ mile Radius Population:	44,284 = 61.8%

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020:

Route 8:	1,092,211
Eliminated segment:	45,462.5
Affected ridership:	4.2%

Annual ridership FY 2020:

Route 17:	297,819
Eliminated segment:	41,027
Affected ridership:	13.8%

Background

Over the years and based in part on the numerous redevelopments in the area, DTS received several requests for TheBus service along Piikoi Street, a major mauka/makai (north/south) corridor connecting the mixed-used business/residential districts in Ala Moana/Pawaa with the residential apartment-zoned district in upper Makiki. Although Piikoi Street intersects with major east/west bus corridors Ala Moana Boulevard, Kapiolani Boulevard, King Street, Beretania Street, and Wilder Avenue; aside from the makai most Ala Moana Boulevard to Kapiolani Boulevard segment, TheBus does not operate on Piikoi Street, due in part to the weekday peak afternoon congestion caused by traffic accessing both the east and west bound on-ramps to the H-1 freeway via Piikoi Street.

Several years ago upon completion of a trial demonstration period, the State Department of Transportation permanently closed the Piikoi Street east bound on-ramp to the H-1 freeway during the weekday peak afternoon periods which significantly reduced the traffic congestion level in the right curb lane and provided the opportunity to reassess bus service along Piikoi Street. This assessment also aligned with DTS' on-going efforts to improve mauka/makai bus service along major east/west bus corridors.

TheBus Route 8 currently provides circulator service between Wakiki and Ala Moana Center along an east/west alignment, and Route 17 provides circulator service on a one-way loop between Makiki and Ala Moana Center along a mauka/makai alignment.

Proposed Changes

- Route 8: Extend service in a mauka direction from Ala Moana to Makiki to provide new convenient service for the densely populated areas and various businesses located along and around Piikoi Street.
- Route 17: Restructure makai bound alignment to Keeaumoku Street from Pensacola Street to provide two-way service along Keeaumoku Street (the proposed Route 8 extension will service Pensacola Street) and renumber to Route 102 to align with a newly developed route numbering convention based on geographic location.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard in-person interaction with riders on the proposed changes.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Title VI Policies and Definitions

Major Service Change Policy: All "major" service changes require a Service Equity Analysis for Title VI purposes during the planning process and prior to implementation.

Disparate Impact Policy: DTS determines the occurrence of a disparate impact when adverse effects of a major service change disproportionately affect minority populations by more than 10% based on the difference between the proportion of the total minority and non-minority populations in the total service area and the proportion of the affected minority and non-minority populations within the affected service area, a ½ mile radius of the route.

Disproportionate Burden Policy: DTS determines the occurrence of a disproportionate burden when adverse effects of a major service change disproportionately affect low income populations by more than 10% based on the difference between the proportion of the total low income and non-low income populations in the total service area and the proportion of the affected low income and non-low income populations within the affected service area, a ½ mile radius of the route.

Analysis Framework

Methodology: Population data using Census block groups were used to determine:

- Minority/non-minority and low income/non-low income proportion of the total service area population in the Census block groups served by Routes 8 and 17.
- Minority/non-minority and low income/non-low income proportion of the affected service area population located within a ½ mile radius of Routes 8 and 17.

The differences between the minority proportions and low income proportions were calculated to determine disparate impact on minority populations and disproportionate burden on low income populations. Differences exceeding 10% indicate that the major service change affected minority populations disparately and low income populations disproportionately.

Data Tables:

Table 1: Census Block Group Minority Populations – Existing Routes 8 & 17

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
8	46,952	32,365	68.9%	30,118	19,156	63.6%	5.3%	No
17	71,904	57,648	80.2%	45,927	37,907	82.5%	2.3%	No

Table 2: Census Block Group Low Income Populations – Existing Routes 8 & 17

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
8	46,952	5,856	12.5%	30,118	4,015	13.3%	0.8%	No
17	71,904	9,000	12.5%	45,927	6,381	13.9%	1.4%	No

Table 3: Census Block Group Minority Populations – Proposed Routes 8 & 102

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
8	118,570	91,773	77.4%	74,402	55,970	75.2%	2.2%	No
102	64,712	51,737	80%	39,429	32,707	83%	3.0%	No

Table 4: Census Block Group Low Income Populations–Proposed Routes 8 & 102

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
8	118,570	14,966	12.6%	74,402	9,763	13.1%	0.5%	No
17	64,7128	8,680	13.4%	39,429	5,876	15%	1.6%	No

Assessing Impacts

Disparate Impact: The minority Census block group populations for total service and affected service areas of the existing Routes 8 and 17 are shown in Table 1 above and Table 3 shows the minority Census block group populations for total service and

affected service areas of the proposed Routes 8 and 102 (renamed Route 17). The effects of the service changes do not exceed the disparate impact policy threshold of 10%.

Existing Route 8: The minority population in the affected service area is 5.3% less than the minority population in the total service area.

Existing Route 17: The minority population in the affected service area is 2.3% more than the minority population in the total service area.

Proposed Route 8: The minority population in the affected service area is 2.2% less than the minority population in the total service area.

Proposed Route 102: The minority population in the affected service area is 3% more than the minority population in the total service area.

Disproportionate Burden: The low income Census block group populations for total service and affected service areas of the existing Routes 8 and 17 are shown in Table 2 above and Table 4 shows the low income Census block group populations for total service and affected service areas of the proposed Routes 8 and 102. The effects of the service changes do not exceed the disproportionate burden policy threshold of 10%.

Existing Route 8: The low income population in the affected service area is 0.8% more than the low income population in the total service area.

Existing Route 17: The low income population in the affected service area is 1.4% more than the low income population in the total service area.

Proposed Route 8: The low income population in the affected service area is 0.5% more than the low income population in the total service area.

Proposed Route 102: The low income population in the affected service area is 1.6% more than the low income population in the total service area.

Service Equity Analysis

Based on the thresholds established in the Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies, the proposed service changes do not disproportionately affect minority and low income populations, and can be implemented as proposed. The Route 8 extension will provide public transit bus service for the numerous businesses and residential developments along Piikoi Street, and connect the densely populated Makiki area with direct service to Ala Moana and Waikiki; major business, residential, and employment centers. The Route 17/102 restructure will eliminate the existing one-way loop routing by providing two-way service along Keeaumoku Street. Alternate service along the eliminated Pensacola Street segment of Route 17 will be provided by the extended Route 8. Additionally, Pensacola (one way makai bound) and Piikoi (one way mauka bound) Streets run parallel to each

other in the eliminated segment of Pensacola Street; and in this segment, both streets are within walking distance (approximately 600 feet) of each other via two intersecting streets.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 44 Waipahu/Ewa Beach

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Based on the following criteria, the proposal to eliminate the Old Fort Weaver Road segment of Route 44 does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

> "Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Route 44 Annual Ridership FY 2020	
Entire Route:	196,117
Eliminated Segment:	1,715
Affected ridership:	.87%

Background

TheBus Route 44 provides circulator service between Waipahu and Ewa Beach via Old Fort Weaver Road, a rural, local roadway that provided the only access to Ewa Beach over 30 years ago. Over the years and in tandem with the development of the second city Kapolei, the Ewa agricultural plain was redeveloped with residential/commercial uses and the current Fort Weaver Road arterial. Old Fort Weaver Road and its surrounding area were not included in the redevelopment and remains the same as it was many years ago when it was the only road into Ewa Beach. Although ridership has decreased significantly over the years due to the adjacent developments, TheBus service remains on the original routing along Old Fort Weaver Road.

The Hawaii Department of Transportation's project to reconstruct Farrington Highway addresses the area's redevelopment and includes redesigning the Farrington Highway intersection at Old Fort Weaver Road. Due to the redesign, Route 44 will not be able to serve Old Fort Weaver Road in the westbound direction because left turns will be prohibited from Farrington Highway onto Old Fort Weaver Road.

Proposed Changes

The proposal eliminates the Old Fort Weaver Road segment from Route 44 based on

minimal ridership and the time/distance impacts if the route is to be modified to continue service on Old Fort Weaver Road. Bypassing Old Fort Weaver Road:

- Eliminates circuitous routing through a rural area with sparse densities and very low ridership.
- Eliminates the double-back off-routed trips to service the Queen's Medical Center West Oahu (QMC), the major health care facility for the Leeward Coast, Kapolei, Ewa, and Waipahu districts.
- Improves service efficiency and travel times for the majority of riders with direct service between Ewa Beach/Waipahu along the main corridor, Fort Weaver Road.
- Provides direct access to QMC on every trip.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 651 Kaneohe Circulator

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

TheBus Route 651 service change proposes to eliminate the Crown Terrace subdivision and Windward Community College segments. Both segments are serviced by other bus routes; Route 65 for Crown Terrace and Route 61 for Windward Community College.

Based on the "Eliminating Route Segments" criteria, the proposed change to Route 651 is considered a "major" service change requiring a Service Equity Analysis.

Major Service Change Criteria

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020:	
Route 651:	79,462
Eliminated segment:	28,877
Affected ridership:	36%

Background

Kaneohe Circulator Route 651 was established in 2019 when the Windward bus routes were restructured and "off the main route" service removed from trunk routes that connected Windward districts with each other (Kaneohe, Kailua, Waimanalo) and with urban Honolulu.

Route 651 operates between two anchor points, Windward Mall on the west end and Windward City Shopping Center on the east end; providing service to several residential communities along the route (Crown Terrace, Puohala Village, Castle High School neighborhood, Pohai Nani neighborhood) and to Windward Community College.

Weekday service for this routing operates from 4:15 am to 9:45 pm and requires two buses to provide headways averaging 30 minutes. To address the economic impacts of the pandemic on TheBus system and overlapping bus service, operating weekday

service with one bus is being proposed as a cost-saving measure.

Proposed Changes

- Eliminate the Crown Terrace segment and service to Windward Community College.
    - Removes bus service on Alaloa Street between Kahuhipa Street and Haiku Road.
    - Route 65 services the Crown Terrace segment.
    - Route 61 provides service to Windward Community College.

Public Outreach Activities

Public outreach and participation are important components when planning service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. To elicit feedback on the proposed changes, the following outreach methods are utilized.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Onboard interaction with riders on the proposed changes.
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at affected bus stops along affected routes.
- Onboard notification and distribution of Rider Notices by bus operators of affected routes.
- Distribution of Rider Notices to selected developments, businesses, facilities, residents, etc. affected by the proposals.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) will be provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.

Title VI Policies and Definitions

Major Service Change Policy: All "major" service changes require a Service Equity Analysis for Title VI purposes during the planning process and prior to implementation.

Disparate Impact Policy: DTS determines the occurrence of a disparate impact when adverse effects of a major service change disproportionately affect minority populations by more than 10% based on the difference between the proportion of the total minority and non-minority populations in the total service area and the proportion of the affected minority and non-minority populations within the affected service area, a ½ mile radius of the route.

Disproportionate Burden Policy: DTS determines the occurrence of a disproportionate burden when adverse effects of a major service change disproportionately affect low income populations by more than 10% based on the difference between the proportion of the total low income and non-low income populations in the total service area and the proportion of the affected low income and non-low income populations within the affected service area, a ½ mile radius of the route.

Analysis Framework

Methodology: Population data using Census block groups were used to determine:

- Minority/non-minority and low income/non-low income proportion of the total service area population in the Census block groups served by Route 1L.
- Minority/non-minority and low income/non-low income proportion of the affected service area population located within a ½ mile radius of Route 1L.

The differences between the minority proportions and low income proportions were calculated to determine disparate impact on minority populations and disproportionate burden on low income populations. Differences exceeding 10% indicate that the major service change affected minority populations disparately and low income populations disproportionately.

Data Tables:

Table 1: Census Block Group Minority Populations – Existing Route 651

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
651	55,041	44,831	81.5%	14,500	12,411	85.6%	4.1%	No

Table 2: Census Block Group Low Income Populations – Existing Route 651

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		

651	55,041	3,608	6.6%	14,500	934	6.4%	0.2%	No

Table 3: Census Block Group Minority Populations – Proposed Route 651

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Minority Population	% Minority	Affected Population	Minority Population	% Minority		
651	45,656	38,062	83.4%	10,940	9,360	85.6%	2.2%	No

Table 4: Census Block Group Low Income Populations–Proposed Route 651

Route	Total Service Area			Affected Service Area			% Difference Total-Affected Service Areas	Disparate Impact >10%
	Affected Population	Low Income Population	% Low Income	Affected Population	Low Income Population	% Low Income		
651	45,656	2,956	6.5%	10,940	731	6.7%	0.2%	No

Assessing Impacts

Disparate Impact: The minority Census block group populations for total service and affected service areas of the existing Route 651 is shown in Table 1 above and Table 3 shows the minority Census block group populations for total service and affected service areas of the proposed Route 651. The effects of the service changes do not exceed the disparate impact policy threshold of 10%.

Existing Route 651: The minority population in the affected service area is 4.1% more than the minority population in the total service area.

Proposed Route 651: The minority population in the affected service area is 2.2% more than the minority population in the total service area.

Disproportionate Burden: The low income Census block group populations for total service and affected service areas of the existing Route 651 is shown in Table 2 above and Table 4 shows the low income Census block group populations for total service and affected service areas of the proposed Route 651. The effects of the service changes do not exceed the disproportionate burden policy threshold of 10%.

Existing Route 651: The low income population in the affected service area is 0.2% less than the low income population in the total service area.

Proposed Route 651: The low income population in the affected service area is 0.2% more than the low income population in the total service area.

Service Equity Analysis

Based on the thresholds established in the Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies, the proposed service changes do not disproportionately affect minority and low income populations, and can be implemented as proposed.

The Route 651 service change proposal will not change existing service levels; hours of operation and headway frequency will generally remain the same. Existing Route 61 provides service to Windward Community College and Route 65 services the Crown Terrace segment. Convenient transfers between Route 651 and these routes can be made at the Kawa Street bus stop hub.

Department of Transportation Services (DTS)
Transportation Mobility Division Title VI Program
Service Equity Analysis Report
Route 22 Hanauma Bay/Beach Bus

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority (TVI) and low income (EJ) populations.

Based on the following criteria, the proposal to eliminate Route 22 does not meet the criteria for a "major" service change, and therefore, does not trigger the requirement for a Service Equity Analysis.

> "Eliminating routes when the affected ridership is greater than ten (10) passengers and the percentage of affected ridership exceeds 10% of system-wide ridership (No major service change will be considered if similar alternate service is available on another existing route)."
>
> Annual Ridership
> System-wide (FY2020): 48,527,384
>
> Route 22 (FY2019): 468,481 Affected ridership: 1.0%
> Alternate Service between Waikiki and Sea Life Park: Route 23

Background

TheBus Route 22 operates trunk service between Waikiki, a major hotel and resort district, and Sea Life Park, a visitor destination located at Makapuu point in East Honolulu. Its scenic routing along the East Honolulu coastline provides access to Hanauma Bay Nature Park (HBNP), Lookout Points for Molokai and Lanai Islands, Halona Point "Blow Hole", and Sandy Beach. As such, the majority of riders on Route 22 are visitors staying in Waikiki and pre-pandemic when tourism was thriving, standing room only was the norm.

The destination for approximately 90% of Route 22 riders was the HBNP, and due to its worldwide popularity, the natural eco-system was impacted (i.e. overfeeding wildlife, sunscreen water pollution). The effects of the pandemic related to emergency stay-at-home orders and travel restrictions substantially reduced TheBus system-wide ridership, with Route 22 operating nearly empty buses. Therefore, in October 2020, Route 22 was temporarily discontinued due to the lack of ridership and the ongoing effects of the pandemic on the visitor industry.
During this period when the HBNP was closed to the public, the natural eco-system

recovered to a near pristine condition. To maintain the integrity of the HBNP's natural resources and preclude the pre-pandemic degradation, use and attendance is now restricted. Advance reservations are required for non-resident visitors and for residents visiting after 9 am. Based on the HBNP's attendance restrictions and ongoing impacts of the pandemic, Route 22 was permanently discontinued in December 2021.

Public Outreach Activities

Public outreach and participation are important components when implementing service changes. Riders/public are encouraged to provide comments and suggestions via email, phone call, voicemail, and the website portal. Point of contact information is provided on all notifications to provide the public with various options to voice their comments. Public outreach activities for Route 22 included:

- Notification email and copies of the Rider Notice to Honolulu City Council Members whose districts are affected by the change and the Transportation Committee Chair.
- Notification email and copies of the Rider Notice to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at the affected bus stops along Route 22.
- Onboard notification and distribution of Rider Notices by Route 22 bus operators.
- Distribution of Rider Notices to the Waikiki hotel industry liason.
- Notifications on TheBus.org website and linked to the DTS website.
- Notification email and copies of Rider Notices are provided to the Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind for distribution and are in a format on the website to use low sight features.
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The destination for approximately 90% of Route 22 riders was the HBNP, and due to its worldwide popularity, the natural eco-system was impacted (i.e. overfeeding wildlife, sunscreen water pollution). The effects of the pandemic related to emergency stay-at-home orders and travel restrictions substantially reduced TheBus system-wide ridership, with Route 22 operating nearly empty buses. Therefore, in October 2020, Route 22 was temporarily discontinued due to the lack of ridership and the ongoing effects of the pandemic on the visitor industry.

During this period when the HBNP was closed to the public, the natural eco-system recovered to a near pristine condition. To maintain the integrity of the HBNP's natural resources and preclude the pre-pandemic degradation, use and attendance is now restricted. Advance reservations are required for non-resident visitors at all times and for residents visiting after 9 am. Based on the HBNP's attendance restrictions and ongoing impacts of the pandemic, Route 22 was permanently discontinued in December 2021.

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- Media Notifications by DTS Public Information Specialist. (i.e. Press Release, Twitter, Instagram).
- Rider Notices posted at the affected bus stops along Route 22.
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Department of Transportation Services (DTS)
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Service Equity Analysis Report
Pandemic Service Reductions

Introduction

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Background

In March 2020, system-wide ridership substantially decreased by approximately 60% due to the effects of the unprecedented COVID-19 pandemic (i.e. emergency stay-at-home orders, mandated closures of businesses/schools, teleworking, travel restrictions affecting Hawaii's visitor industry). In response to the drastic drop in ridership, effective in April 2020, the regular weekday schedule was reduced system-wide to operate on the State Holiday schedule that provided approximately 85% of the regular weekday service levels and included route-specific modifications. There were no changes to weekend and holiday schedules.

It is approaching almost two years since the onset of the pandemic and while the emergency orders are less restrictive due to the availability of vaccinations and mask mandates on-board public transit, system-wide weekday ridership is still down by approximately 45% and the weekday schedule is a modified State Holiday schedule that currently provides approximately 90% of the pre-pandemic regular weekday service. Weekend and holiday schedules continue to operate on pre-pandemic service levels.

The reduction in weekday service was made in response to the sudden and sharp drop in ridership caused by the pandemic emergency. Although the pandemic and State/City emergency orders are ongoing, the service reduction meets the Major Service Change Criteria for "Temporary service addition or change lasting longer than twelve months" and requires a Service Equity Analysis.

Pandemic System-wide Weekday Service Reductions

- System-wide Ridership:
  FY 2019 62,483,503
  FY 2020 48,527,384 (reflects a 22.3% decrease from FY19 and 3½ months of the pandemic's reduced ridership)
  FY 2021 27,814,569 (reflects a 55.5% decrease from FY19)

- Discontinue Regular Weekday Schedule for all routes.

- Operate State Holiday Schedule on Weekdays for all routes, with the following changes.

- The University of Hawaii-Manoa segment was discontinued for all Express Routes – Transfers available on Routes A/4/6/13/18.
- Routes 16/99/234/235 that do not usually operate on the State Holiday schedule, operated on their Regular Weekday Schedule.
- Changes to State Holiday schedules and/or routing were made for Routes 1/52/72/73/80A/93/W1.

- Schedules were modified on a case-by-case basis to provide more service for high ridership routes and reduced service for low ridership routes.

Analysis Framework

Reducing weekday service from the Regular Weekday schedule to the State Holiday schedule was implemented across the board, system-wide for all routes (TVI/EJ and non-TVI/EJ) due to the significant decrease in ridership attributable to the ongoing pandemic. Of the 105 TheBus routes, 49 or 47% are designated TVI/EJ routes and 56 or 53% are designated non-TVI/EJ routes. Service availability within a ½ mile radius of a TheBus route is 84% for TVI/EJ populations and 90% for non-TVI/EJ populations. Current and pre-pandemic data for scheduled weekday trips and weekday revenue service hours are utilized to determine the impacts of the weekday service reduction to TVI/EJ designated routes.

I. Scheduled Weekday Trips

Pre-Pandemic

System-wide:	4,617	
TVI/EJ Rtes:	1,924	(41.7% of system-wide trips)
Non TVI/EJ Rtes:	2,693	(58.3% of system-wide trips)

Current (2021)

System-wide:	4,180	(90.5% of pre-pandemic level or 437 less trips)
TVI/EJ Rtes:	1,698	(88.3% of pre-pandemic level or 226 less trips) (40.6% of 2021 system-wide trips)
Non TVI/EJ Rtes:	2,482	(92.2% of pre-pandemic level or 211 less trips) (59.4% of 2021 system-wide trips)

II. Revenue Service Hours

Pre-Pandemic

System-wide:	4,600	
TVI/EJ Rtes:	2,139	(46.5% of system-wide hours)
Non TVI/EJ Rtes:	2,461	(53.5% of system-wide hours)

Current (2021)

System-wide:	3,910	(85% of pre-pandemic level or 690 less hrs)
TVI/EJ Rtes:	1,789	(83.6% of pre-pandemic level or 350 less hrs) (45.8% of 2021 system-wide hrs)
Non TVI/EJ Rtes:	2,121	(86.2% of pre-pandemic level or 340 less hrs) (54.2% of 2021 system-wide hrs)

III. Methodology

In response to the impacts of the pandemic on TheBus ridership, converting to the reduced State Holiday schedule for weekday service was implemented system-wide for all routes. 84% of the TVI/EJ population and 90% of the non-TVI/EJ population were affected based on the service availability metrics of the 2019 Title VI program.

Service Availability (within a ½ mile radius of a bus route)						
Category	Over ½ mile	Within ½ mile	Total	Over ½ mile	Within ½ mile	Total
Non-TVI/EJ	64,480	599,406	663,886	10%	90%	100%
TVI/EJ	46,149	243,172	289,321	16%	84%	100%
Total	110,629	842,578	953,207	12%	88%	100%

Source: 2010 Census Data

Weekday trip and revenue service hour data for TVI/EJ routes were compared with system-wide and non-TVI/EJ route data to determine if the 10% threshold was exceeded, indicating disparate impacts.

Pre-Pandemic/Current Weekday Scheduled Trips & Revenue Service Hours

	Scheduled Trips			Revenue Service Hours			%	%
Routes	Pre-Pandemic	Current	Decrease	Pre-Pandemic	Current	Decrease	Decrease Trips	Decrease Hours
TVI/EJ	1,924	1,698	226	2,139	1,789	350	11.7%	16.4%
Non TVI/EJ	2,693	2,482	211	2,461	2,121	340	7.8%	13.8%
System Wide	4,617	4,180	437	4,600	3,910	690	9.5%	15%

Source: 2021 OTS Weekday Scheduled Information

System-wide Reduction Comparison

Routes	% Decrease Trips	% Decrease Hours	% Differrence System-wide Trips	% Differrence System-wide Hours	Disparate Impact >10%
TVI/EJ	11.7%	16.4%	+2.2%	+1.4%	No
Non TVI/EJ	7.8%	13.8%	-1.7%	-1.2%	
System-wide	9.5%	15%			

TVI/EJ and Non-TVI/EJ Reduction Comparison

Routes	% Decrease Trips	% Decrease Hours	% Differrence Non TVI/EJ Trips	% Differrence Non TVI/EJ Hours	Disparate Impact >10%
TVI/EJ	11.7%	16.4%	+3.9%	+2.6%	No
Non TVI/EJ	7.8%	13.8%			

IV. Service Equity Analysis

Reducing the Weekday schedule to the established State Holiday schedule was implemented to all routes system-wide and therefore, affected both TVI/EJ and non-TVI/EJ routes and populations across the board. Although the 10% thresholds established in the Disparate Impact/Disproportionate Burden Policies are based on a service area's TVI/EJ population, the analysis for the pandemic weekday service reductions utilizes trips and revenue service hours since the weekday schedules for all routes were changed and affected the entire population within a ½ mile radius of TheBus service availability area. Therefore, the 10% threshold was applied to the metrics for trips and revenue service hours. As shown in the above tables, TVI/EJ routes were not disparately impacted by the conversion to the State Holiday schedule as the 10% threshold was not exceeded. In addition, there were no changes to the weekend schedules.

Public Outreach Activities

Public outreach is an important component to inform TheBus riders/public of changes in TheBus service. Point of contact information is provided on all notifications to provide the ridership with various options to voice their comments and elicit feedback. Notification was made through the following public outreach activities.

- Notification email and copies of Rider Notices to Honolulu City Council Members whose districts are affected by the proposals and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the Neighborhood Boards affected by the proposals. (Presentation to be made upon request)
- Media Notifications by DTS Public Information Specialist. (ie Press Release, Twitter, Instagram).
- Rider Notices posted onboard buses and at major bus stops/transit centers.
- Notifications on TheBus.org website and DTS website (link to TheBus website).
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Informational material on the website are available in a format to use the translation feature. Translation of notices into a required language(s) are provided on request, unless the service area's neighborhood board/bus drivers indicate that translated notices are needed for the limited English population.