

DEPARTMENT OF TRANSPORTATION SERVICES
KA 'OIHANA LAWELAWE 'ŌHUA
CITY AND COUNTY OF HONOLULU

711 KAPI'OLANI BOULEVARD, SUITE 1600 • HONOLULU, HAWAII 96813
Phone: (808) 768-8305 • Fax: (808) 768-4730 • Website: honolulu.gov/transportation

RICK BLANGIARDI
MAYOR
MEIA



J. ROGER MORTON
DIRECTOR
PO'O

HONGLONG LI, Ph.D., P.E.
DEPUTY DIRECTOR
HOPE PO'O

March 4, 2026

The Honorable Radiant Cordero, Chair
and Members
Committee on Infrastructure, Transportation &
Technology
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawai'i 96813

Dear Chair Cordero and Members:

SUBJECT: Resolution 26-47, Relating to Installing Shelters
At Bus Stops

The Department of Transportation Services (DTS) stands in support of the intent of Resolution 26-47, which emphasizes the necessity of improving bus stops and increasing transit amenities across our island's network. We recognize that bus stops serve as the essential first point of contact for our riders, and providing protective and respite infrastructure is a key component of a high-quality, dignified transit experience.

In our ongoing efforts to modernize our system, DTS remains committed to the installation of shelters, benches, and stools that provide relief from the elements and a place for rest. This is reflected in our annual Capital Improvement Projects (CIP) budget regular line item for Bus Stops and ADA Improvements. However, to ensure the most efficient and equitable allocation of resources, our analysis of proposed locations for this infrastructure is heavily influenced by the data we gather on stop usage and ridership, route type, transfer connections, and service span and density.

While frequency of service is already a fundamental part of our analysis, we also distinguish between stops that primarily serve boardings versus those that serve alightings. To illustrate why infrastructure may be appropriate at one location but not for a partner stop across the street, consider a pair of stops at a major intersection:

- At a boarding-heavy stop heading toward a major employment center or transit hub during the morning peak, passengers often arrive before the bus to ensure they do not miss their trip. In this scenario, a shelter is highly appropriate to provide shade and seating for those waiting to board.

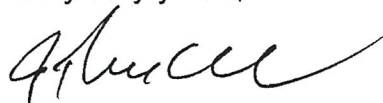
The Honorable Radiant Cordero, Chair
and Members
Committee on Infrastructure, Transportation & Technology
March 4, 2026
Page 2

- At a partner stop directly across the street, where deboardings (alightings) are heavy, the vast majority of passengers are ending their journey on their return trip. Because these riders immediately exit the bus and depart the stop area to walk to their final destination, there is no "wait time" involved. Installing a large shelter at such a location would be an inefficient use of limited infrastructure funds, as the primary need for protection while waiting does not exist for the majority of the stop's users.

DTS will continue to use these data-driven metrics to prioritize improvements where they will provide the greatest benefit to the largest number of waiting passengers, and appreciate this committee and Council's attention to this matter. Better stops mean better starts for our transit riders. We look forward to continuing our work with the Council to enhance the transit experience for all of O'ahu's riders.

Thank you for the opportunity to offer this testimony. Your consideration is appreciated. Should you have any questions, please contact me at (808) 768-8303.

Very truly yours,



J. Roger Morton
Director

APPROVED:



Michael D. Formby, Managing Director
Office of the Managing Director