

Hawai'i Department of Transportation

HDOT CSP 2020+ Existing Conditions Report

September 2021

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NYGAARD



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This report is an overview of Baseline Existing Conditions for a plan currently in progress. There will be additional solicitation of feedback and insights from project partners and advisors, and this document will be updated a final time prior to its completion and inclusion as a chapter in the plan report.

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For more information on this planning project, visit:

<https://hidot.hawaii.gov/administration/stp-2/coordinated-public-transit-human-services-transportation-plan-csp/>

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1 INTRODUCTION

The purpose of the Hawai'i Coordinated Human Services-Public Transportation Plan (CSP 2020+) is to reduce gaps in services, especially in areas of high transit need, as well as reduce duplication in overall service operations for the target populations in the counties of Hawai'i, Kaua'i, and Maui. This chapter provides a baseline understanding of existing conditions, including population, employment, and other demographic characteristics of individuals within target populations. For the purposes of this plan, target populations are identified as older adults (age 65+), individuals with disabilities, and people living below the poverty level.

This report is organized by county and provides an update on demographic shifts that have occurred since the 2011 Coordinated Plan and details existing transportation services. It also provides insight to how the COVID-19 pandemic has impacted employment growth and economic recovery.

For the purposes of project management and tracking, this document represents the Baseline Existing Conditions.

This is intended to be a draft overview of existing conditions and gaps. The planning process is ongoing; there will be additional solicitation of feedback and insights from project partners and advisors. This document will be updated prior to its completion and inclusion as a chapter in the plan report (scheduled to be finalized December 2021).

2 PLAN REVIEW

Hawai'i, Kaua'i, and Maui counties encompass many different jurisdictions, each of which has developed multiple plans and processes to account for the aging population, employment growth, transportation infrastructure, and the expansion of the transportation system. The contents of these plans include varying priorities, but transportation challenges and needs are similar in many areas. This is important because the shared characteristics and priorities of the three counties can emerge as a starting point for a true coordinated effort to expand and maintain a transit service within each county.

This section reviews the transportation planning and policy context at local, regional, and state levels. Plans that explored policies for coordinated planning, aging populations, housing needs, mobility or access issues, and health or human services – from approximately the past 10 years – were reviewed to identify context to transit service coordination in Hawai'i, Kaua'i, and Maui counties.

Special attention was paid to each plan's identified transportation needs, challenges, and recommendations. A summary of the reviewed plans is provided in Figure 1. It is important to know, however, that this is a high-level overview to provide a baseline understanding of the transportation landscape in the respective counties. There may be entities and plans that are not included in this review, but they should not be discounted if they are recent and relevant.

Figure 1 Reviewed Plans

County	Plan	Year	Agency
Hawai'i	Transit and Multimodal Transportation Master Plan	2018	County of Hawai'i Mass Transit Agency
Hawai'i	Area Plan on Aging	2015	Hawai'i County Office of Aging
Kaua'i	Area Plan on Aging	2019	County of Kaua'i Agency on Elderly Affairs
Kaua'i	Short-Range Transit Plan	2018	County of Kaua'i Transportation Agency
Kaua'i	General Plan	2018	Kaua'i County
Kaua'i	Multimodal Land Transportation Plan	2012	County of Kaua'i Transportation Agency
Maui	Kihei Sub-Area Transportation Plan	2020	Maui County Public Works Department
Maui	Hele Mai Maui LRTP	2019	Maui MPO
Maui	Moloka'i Island Community Plan	2018	Maui County Planning Department
Maui	Waihe'e Shuttle Feasibility Study	2018	MDOT

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Maui	SRTP	2016	MDOT
Maui	Lānaʻi Community Plan	2016	Maui County Planning Department
Maui	Maui Island General Plan 2030	2012	Maui County Planning Department
Maui	Area Plan on Aging	2011	Maui County Office on Aging
Maui	Lānaʻi Housing Issue Paper	2011	Maui County Planning Department
Statewide	Statewide Transportation Plan 2045	Current	HDOT
Statewide	MQD Quality Strategy	2020	Hawaiʻi DHS Med-QUEST Division
Statewide	Housing Planning Study	2019	Hawaiʻi Housing Finance and Development Corporation
Statewide	Federal-Aid Highways 2035 Transportation Plan for Hawaiʻi District	2014	HDOT
Statewide	Statewide Mobility Management Report	2014	State of Hawaiʻi Department of Health
Statewide	Coordinated Plan	2011	HDOT

KEY FINDINGS

The reviewed plans were created for multiple reasons and were therefore highly varied in their goals. Several plans were written to conform to federal requirements. Other plans originated from a special need (such as the Waihe'e's Shuttle Feasibility Study). Most of the plans sought to identify needs, challenges, and opportunities pertaining to transportation options, service delivery, or for specific population groups in the respective areas. The following list highlights the key findings regarding transportation needs and challenges from these plans:

- There is **limited multimodal infrastructure** to support transit ridership. A lack of quality pedestrian infrastructure and incomplete sidewalk networks make traveling to and from transit trips difficult. The varying topography also makes it difficult for larger transit vehicles to navigate.
- Some transportation providers face **financial constraints and limited staff capacity**.
- There is slow but continued progress rolling out **technology improvements** to make transit information more user-friendly and operations more efficient. However, many technological barriers still exist, such as slow internet speeds, spotty radio communication, and limited technology proficiency among older adults.
- **Isolation in rural communities** is exacerbated by cost-prohibitive transportation service, topography, limited transportation options, natural disasters, and other

barriers. The low concentration of riders in rural areas makes transit service expensive to operate even though demand is high.

- In areas with greater access to transportation services, communities expressed the **need for more accessible and frequent services**.
- Local communities' needs depend on what services are currently available in each location, including transportation and destinations such as healthcare. In areas with less **access to transportation services, distance, and length (in time) of travel to services, particularly health services, is a key concern**. Increased partnership and collaboration is needed between transit agencies and medical service providers.
- There is a **lack of awareness about available services**, particularly regarding paratransit services and eligibility requirements. Better marketing and outreach are needed to inform the public of available resources and services. Many plans mention the need for a central hub of information (e.g., "one-call, one-click").
- **Improved communication and marketing are needed** between transportation providers and the public. Online and mobile tools need to be updated and simplified. Route names, maps, and schedules need to be easier to understand.
- Specific corridors or locations of importance were also noted:
 - Kilauea Volcano eruption upended transit operations and island economy, particularly in the Puna District.
 - Lānaʻi hired a full-time public health nurse in 2013. Prior to her arrival, Lānaʻi had no public health nurses on the island. Having a full-time nurse on the island may improve health outcomes for elderly residents.
 - West Maui is geographically isolated. Lahaina is one hour from Central Maui, where more transportation options and services exist, and the nearest emergency medical care facility (in Wailuku) is far.
 - Cross-island trips on the Big Island are very lengthy, particularly for transit users, but are often necessary to access various services.

RECOMMENDATIONS

Each of the reviewed plans provided recommendations to address transportation needs. Figure 2 provides an overview of the relevant recommendations, which include actions such as expanding awareness of services, improving transit service delivery, establishing partnerships, and funding mobility managers, among others.

Figure 2 Recommendations from Reviewed Plans

Plan	Year	Agency	Relevant Recommended Actions
Hawai'i County			
Transit and Multimodal Transportation Master Plan	2018	County of Hawai'i Mass Transit Agency	Improve customer information including public schedules and route identification
			Improve schedule adherence
			Improve service plan development
Area Plan on Aging	2015	Hawai'i County Office of Aging	<i>No specific transportation recommendations</i>
Kaua'i County			
Area Plan on Aging	2019	County of Kaua'i Agency on Elderly Affairs	Explore assisted transportation service options (within 3-6 mos. of start of service August 2020)
			Explore feasibility of a pilot program (by Sept 2020)
			Identify potential assisted transportation providers for a pilot program and conduct an Invitation for Bid (by Oct 2020)
			Volunteerism to support new activities and services to address identified needs
			Education – conferences, mini workshops to discuss issues or hands-on training opportunities for caregivers
			Informal caregivers to support with senior needs

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Short Range Transit Plan (SRTP)	2018	County of Kaua'i Transportation Agency	Fare Changes	Increase in one-way paratransit fares to \$2 for ADA-eligible riders and \$4 for riders who are only paratransit-eligible based on their age
				Reduce the price of a fixed-route monthly pass for seniors and ADA-eligible riders using fixed-route transit services by 50%
			Eligibility Requirements	Raise paratransit age eligibility to 65
				Establish an automatic ADA age of eligibility at 85
			Trip Limits	Introduce a monthly 10-trip limit on paratransit trips for riders aged 65 to 84 who are not ADA-eligible (with exceptions)
General Plan	2018	Kaua'i County	Eligibility Assessments	Replace paper-only eligibility process with a combination of paper applications, in-person interviews, and functional assessments
			Plans and Studies:	Implement Short-Range Transit Plan.
				Complete a Mid-Range (4-7 year) Transit Plan
			Projects and Programs:	Increase mainline service frequency (30 minutes, and 15 minutes at peak)
				Identify and implement service modernization features (e.g., GPS location and integration with transit apps, electronic fare recovery, rider amenities, etc.)
				Focus initial phases of service expansion in areas of highest ridership potential
				Improve bus route and schedule information

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				Complete bus shelters and amenities at 50 priority bus stops			
				Identify priorities for ADA-compliant pedestrian access to bus stops, and develop a construction schedule and funding plan for priority projects.			
			<i>Partnership Needs:</i>	Expand the bulk bus pass program			
				Coordinate with HDOT to incorporate transit stops and pullouts on State Highway projects			
				Work with public and private stakeholders to establish a dedicated funding source for transit			
				Partner with HDOT to design bus stops on rural highways			
			Multimodal Land Transportation Plan	2012	County of Kaua'i Transportation Agency	<i>Short-Term</i>	Install shelters at highest priority bus stops
							Work with HDOT to complete a conceptual design study for the top 25 busiest stop locations
Gradually increase monthly pass rates to be more in line with single-ride fares							
Implement a discounted, bulk-rate, commuter pass program							
Transition to smart cards, and away from cash fares							
Establish a GPS-based route and schedule information system							
Install GPS tracking devices on buses							

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				Develop a real-time online bus tracking map
				Increase information and amenities available online
				Continue improving service levels to meet demand
			Mid-Term	Develop criteria for implementation and prioritization of new local circulators
				Implement at least one new circulator
				Complete short range (1-3 years) transit service and operations planning every three years
				Update mid-range (4-7 years) strategic plans every five years
Maui County				
Kihei Sub-Area Transportation Plan	2020	Maui County Public Works Department	No instructive recommended actions	
Hele Mai Maui LRTP 2040	2019	Maui MPO	88 local capital projects across seven project type categories: New Connections, Multi-Use Paths, Transit Improvements, Safety Corridors, Maintenance & Preservation, Intersection Improvements, and Complete Streets	
			13 island-wide capital programs that set aside funds for maintenance and repairs that will be determined by HDOT or DPW annually, including: Sidewalk Gap Program, Safe Routes to School Infrastructure Program, Infrastructure Construction Partnerships with Developers, Bus Purchases, Bus Stop Siting, Upgrades & Maintenance Program, and Bus Service & Operations Improvements.	

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Moloka'i Island Community Plan	2018	Maui County Planning Department	Provide safe and functional linkages to connect the island's population centers and destinations.
			Provide cost-effective connections to air and sea transportation facilities at the interisland transportation hubs at Kaunakakai Harbor and Moloka'i Airport.
Waihe'e Shuttle Feasibility Study	2018	MDOT	New Alternative 7: Limited Fixed-Route Service Interlined with Revised Kula Villager
SRTP	2016	MDOT	<i>No instructive recommended actions</i>
Lāna'i Community Plan	2016	Maui County Planning Department	Assess of providing shuttle transportation for resort workers.
			Explore options to provide alternative access in and out of Mānele during emergencies, including utilizing the construction access road
			Develop a complete streets approach to street design for Lāna'i City and the island and create an improvement strategy for pedestrians in Lāna'i City
			Coordinate with the Hawai'i Board on Geographic Names (HBGN), Pūlama Lāna'i, and the Lāna'i community to identify and formally correct road and trail names, location, historical use, and legal status.
			Develop a long-range land transportation master plan for Lāna'i
Maui Island General Plan 2030	2012	Maui County Planning Department	Explore benefits and costs of establishing a Metropolitan Planning Organization
			Revise subdivision ordinance to require developers to integrate sidewalks, pathways, bikeways, and transit infrastructure into new commercial and residential projects
			Implement pedestrian and bikeway plans

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			Develop and adopt ordinance to require developments, if appropriate, to provide private shuttle services connecting to public transit or impact fees for transportation improvements	
			Conduct transit system needs assessments	
			Conduct and implement technical studies to identify potential funding for ongoing maintenance and upgrades of transportation systems	
			Establish alternative financing programs	
Area Plan on Aging	2011	Maui County Office on Aging	No instructive recommended actions	
Lānaʻi Housing Issue Paper	2011	Maui County Planning Department	Immediate Future	Residential Services for the Aging Population. Some elderly who would prefer to stay on the island are forced to move elsewhere
				The hospital can provide skilled nursing care, but is not equipped to furnish assisted living services
			Long-Term	Establishing a Community Land Trust
				Employing Accessory Dwellings
				Establishing Development Incentives
Statewide				
Statewide Transportation Plan 2045	Current	HDOT		Currently in development. To be updated as the plan progresses.
MQD Quality Strategy	2020	Hawai'i DHS Med-QUEST Division	No specific transportation recommendations	
Housing Planning Study	2019	Hawai'i Housing Finance and Development Corporation	No specific transportation recommendations	

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Statewide Mobility Management Report	2014	State of Hawai'i Department of Health		Fund local mobility projects identified by the county as priority strategies (establishing mobility managers, supporting public education and outreach plans, building web-based directories and search tools)
				Provide state leadership and coordination for the four counties to leverage federal funding
				Establish statewide purchasing cooperative among counties and human service providers to procure new vehicles, technologies, equipment
				Support permanent funding source in any future state or local tax initiative for human service transportation
Federal-Aid Highways 2035 Transportation Plan for Hawai'i District	2014	HDOT		<i>No instructive recommended actions</i>
Coordinated Plan	2011	HDOT	State and Local Action:	Reconvene local mobility work groups
				Review top priority strategies and identify short list of viable projects that can be implemented within available funds
				Apply for federal funds
				Technical support and funding (to be provided by the State)
				Update the Needs Assessment
			Funding Priorities:	Expand/improve service operations
				Replace or expand vehicles/other capital infrastructure
				Mobility management

Updates from 2011 Coordinated Plan

The HDOT CSP 2020+ serves as an update to the previous Coordinated Plan released in 2011. To understand the progress that has been made on recommendations from the 2011 Coordinated Plan, the project team consulted with members of the Advisory Committee. Only the recommendations identified as “Category A” (top priority) in the 2011 Coordinated Plan are listed below in Figure 3.

Figure 3 Status of Recommendations from 2011 Coordinated Plan

Strategy	Description	Implementation Status
Hawai'i County		
Develop a countywide vehicle replacement schedule	Determine optimal number of smaller vehicles. Explore cost effective opportunities for nonprofits to purchase surplus public agency vehicles, including vanpool vehicles.	Work in progress to get more vehicles (considerations include IFBs, RFPs and updating future grants to meet environmental objectives).
Establish a mobility manager position (within an existing agency)	Develop and staff a coordination council, prepare a coordination action plan, seek and apply for relevant grant funds, develop and conduct a travel training program, and facilitate training opportunities.	Supplemental budget request may be made for this hiring. CDBG funding will be pursued for this project.
Develop a transportation financial plan	Develop a long-term financial plan and advocacy strategy to seek new sources of funds in addition to federal funds.	Currently using GET/federal funds to cover needs while looking at grant opportunities. Plan was completed in 2018.
Kaua'i County		
Purchase of accessible vehicles	This strategy includes capital projects to purchase wheelchair accessible vehicles to add to various providers' fleets in the County of Kaua'i.	All purchased public transit vehicles are now wheelchair-accessible.

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Strategy	Description	Implementation Status
Subsidized taxi voucher program	User subsidy for seniors and/or people with disabilities to allow for purchase of vouchers for taxi service.	Not a priority, as other agencies may be more suitable for administering this program.
Funding for free/reduced bus passes	This strategy involves nonprofit organizations identifying and accessing additional sources of funding to provide deeper discounts on fares to their clients.	Council provided funds for this initiative. Working with agencies on the island to supply bus passes for their clients that they identify as those with most need.
Maui County		
Lead agency for human service transportation coordination	County of Maui should lead in Human Services Coordination with some level of centralized action.	MEO has helped centralize some of this coordination.
Better coordination between Public Transit with Human Services Transportation	This strategy involves the development of bus stops and/or transfer points between Maui Bus and Human Services Agencies	Working on making bus stops more accessible. The need for transfer points has diminished with curb-to-curb service design.
Coordinated training	Coordinating periodic training for drivers and other personnel	Service providers continuously and retraining drivers on annual basis.

Goals of the 2011 Coordinated Plan

The 2011 Coordinated Plan shared the same goals as the Statewide Transportation Plan:

1. **Mobility and Accessibility:** Create and manage integrated multi-modal transportation systems that provide mobility and accessibility for people and goods.
2. **Safety:** Enhance the safety of the air, land, and water transportation systems.
3. **Security:** Ensure the secure operation and use of the air, land, and water transportation systems
4. **Environment:** Protect Hawaii's unique environment and quality of life and mitigate any negative impacts.
5. **Economy:** Ensure that the air, land, and water transportation facility systems support Hawaii's economy and future growth objectives.
6. **Energy:** Support the State's energy goal of 70% clean energy, which includes 40% produced by renewable energy and 30% from increased energy efficiency, enhancing the reliability and security of energy sources
7. **Funding:** Create secure, flexible, and sustainable revenues for funding sources for transportation needs.
8. **Planning:** Implement a statewide planning process that correlates land use and transportation while supporting decision-making and programming for Hawaii's integrated, comprehensive, multi-modal transportation systems.

3 HAWAI'I COUNTY

This chapter contains a description of the demographic trends occurring throughout the County of Hawai'i, focusing on populations that tend to rely on transit services and would benefit from greater coordination between human service agencies and transportation providers.

Based on a review of the demographics, economic trends, and existing transportation services, the following key takeaways were identified for Hawai'i County:

- The share of older adults is projected to continue increasing until at least 2030. About 20% of Hawai'i County's population is currently at least 65 years old.
- Approximately 1 in 7 residents in Hawai'i County live below the poverty level.
- The total number of people experiencing homelessness has mostly decreased since 2016.
- Unemployment skyrocketed to 11% in 2020 due to the COVID-19 pandemic, reaching a peak of 22% in March 2020.
- Areas with notable concentrations of high transit need populations include Hilo, Kailua-Kona, and Hawaiian Paradise Park.
- Hele-On Bus is facing a fleet crisis, resulting in a sharp decline in service quality and reliability. Ridership systemwide decreased by about 40% from 2012 to 2017.

COMMUNITY PROFILE

Understanding the county's socioeconomic characteristics is essential to understanding the unique needs of Hawai'i County's residents. This section focuses on several population groups:

- Older adults
- Individuals with disabilities
- Individuals living in poverty
- Zero-vehicle households
- Unhoused population

This section also reviews race/ethnicity statistics, economic/employment projections, and the geographic distribution of transit needs. Where available, 2008 American

Community Survey (ACS) data from the U.S. Census Bureau was used as the baseline for comparison from the previous Coordinated Plan.

Population Overview

With a total population of nearly 200,000 people, Hawai'i County, also known as the "Big Island," is the second-largest county in the state (after the City and County of Honolulu). Hawai'i County accounts for about 14% of the total state population and has slightly outpaced the state's population growth in the past decade (Figure 4).

Figure 4 Total Population of Hawai'i County

	2008	2019	Change
Hawai'i County	175,784	199,459	13%
State of Hawai'i	1,288,198	1,422,094	10%

Source: 2008 and 2019 5-Year ACS Estimates

Population Centers

The population density of the county is about 50 persons per square mile. Compared with Kaua'i and Maui counties, Hawai'i County is at least half as densely populated. The population centers of Hawai'i County (communities with 7,000 or more residents) are shown in Figure 5. Nearly all population centers in Hawai'i County have grown by at least 30% from 2008, except for Hilo which experienced a slight decrease in population. As of 2019, approximately 22.5% of Hawai'i County residents live in Hilo, which is down from 27% in 2008.

Figure 5 Hawai'i County Population Centers

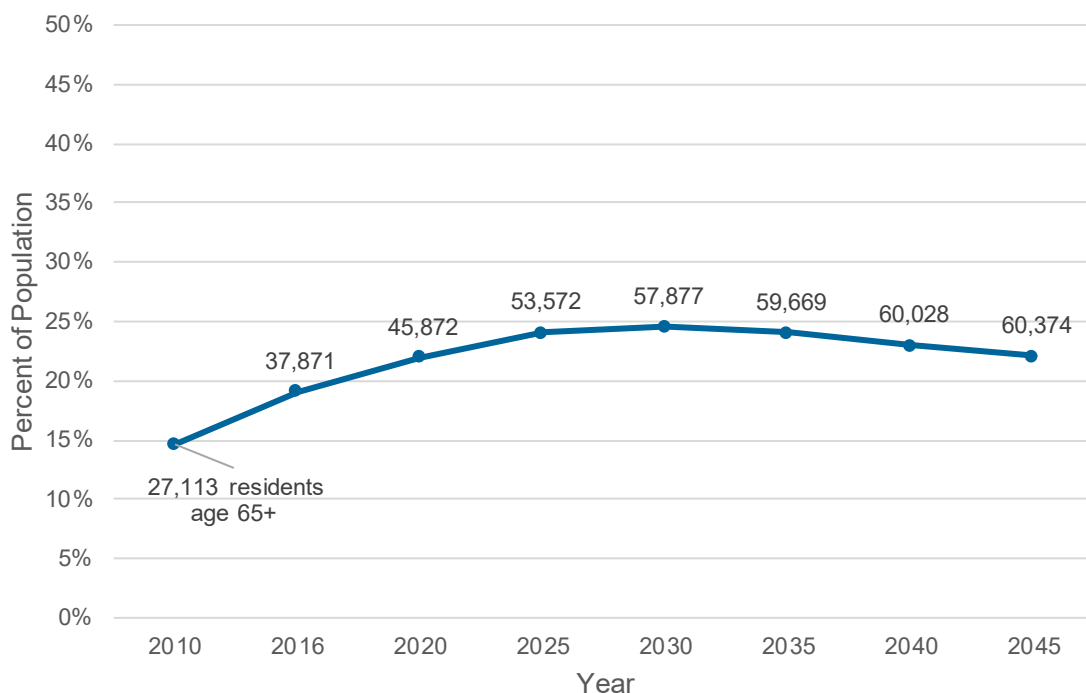
Location	2008 Population	2019 Population	Change
Hilo	47,181	45,056	-5%
Kailua-Kona	11,425	15,231	+33%
Hawaiian Paradise Park	8,186	11,202	+37%
Waimea	8,135	11,908	+46%
Kalaoa	7,864	11,729	+49%
Holualoa	7,069	9,688	+37%

Source: 2008 and 2019 5-Year ACS Estimates

Population Trends

Hawai'i County's population is aging. The share of older adults, age 65 and older, is expected to continue increasing until 2030 (Figure 6). By 2045, the population of older adults is expected to be approximately 60,374, or 22% of the total population. An increasing share of older adults has notable implications on the provision of transportation services.

Figure 6 Population Projection of Older Adults in Hawai'i County



Source: Population and Economic Projections for the State of Hawai'i to 2045, June 2018. State of Hawai'i, Department of Business, Economic Development and Tourism.

Target Populations

The primary focus of the HDOT CSP 2020+ remains the effort to improve transportation options and access to services for the following target population groups: older individuals (age 65 and older), people with disabilities, and people living below the poverty level. These groups have historically had less access to personal vehicles, or have otherwise been transit dependent, both conditions of which can make mobility a distinct challenge, particularly in non-urban areas with low population densities and limited public transit services. The population of people within these demographic groups are further described in the sections that follow.

Figure 7 Hawai'i County Target Populations

	2008	2019	Overall Change (2010-2019)
Total Population	175,784	199,459	13%
Age 65 and Older	24,239	40,272	66%

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Individuals with a Disability (Age 5+)	24,068 ¹	28,892	20%
Individuals Living in Poverty	22,852	30,632	34%

Source: 2008 and 2019 5-Year ACS Estimates

Older Individuals

The population of adults age 65 years and older in the county grew by 66% in the past decade, and now accounts for 20% of the total county population. While the population of older adults in the county has grown at a steeper rate than the state, the proportion of older adults in the county remains nearly the same as the proportion of older adults statewide (Figure 8). The spatial-density distribution of older adults in the county can be seen in Figure 9. Concentrations of older adults can be found in Hawai'i County's largest population centers, including Hilo, Kailua-Kona, and Hawaiian Paradise Park. Smaller pockets with notable concentrations include Captain Cook on the west coast, Ainaloa off State Route 130, and the northern shore centers of Kapa'au, Honoka'a, Pauka'a, and Laupahoehoe.

Figure 8 Hawai'i County Residents Age 65 Years or Older

	2008	% of Population	2019	% of Population	Overall Change (2008-2019)
Hawai'i County	24,239	14%	40,272	20%	66%
State of Hawai'i	190,067	15%	253,606	18%	33%

Source: 2008/2019 5-Year ACS Estimates

¹ 2010 1-Year Estimates. 5-Year Estimates for this metric were unavailable on the U.S. Census website at the time this report was created.

Figure 9 Spatial-Density Distribution of Hawai'i County Residents Age 65 or Older



Individuals with Disabilities

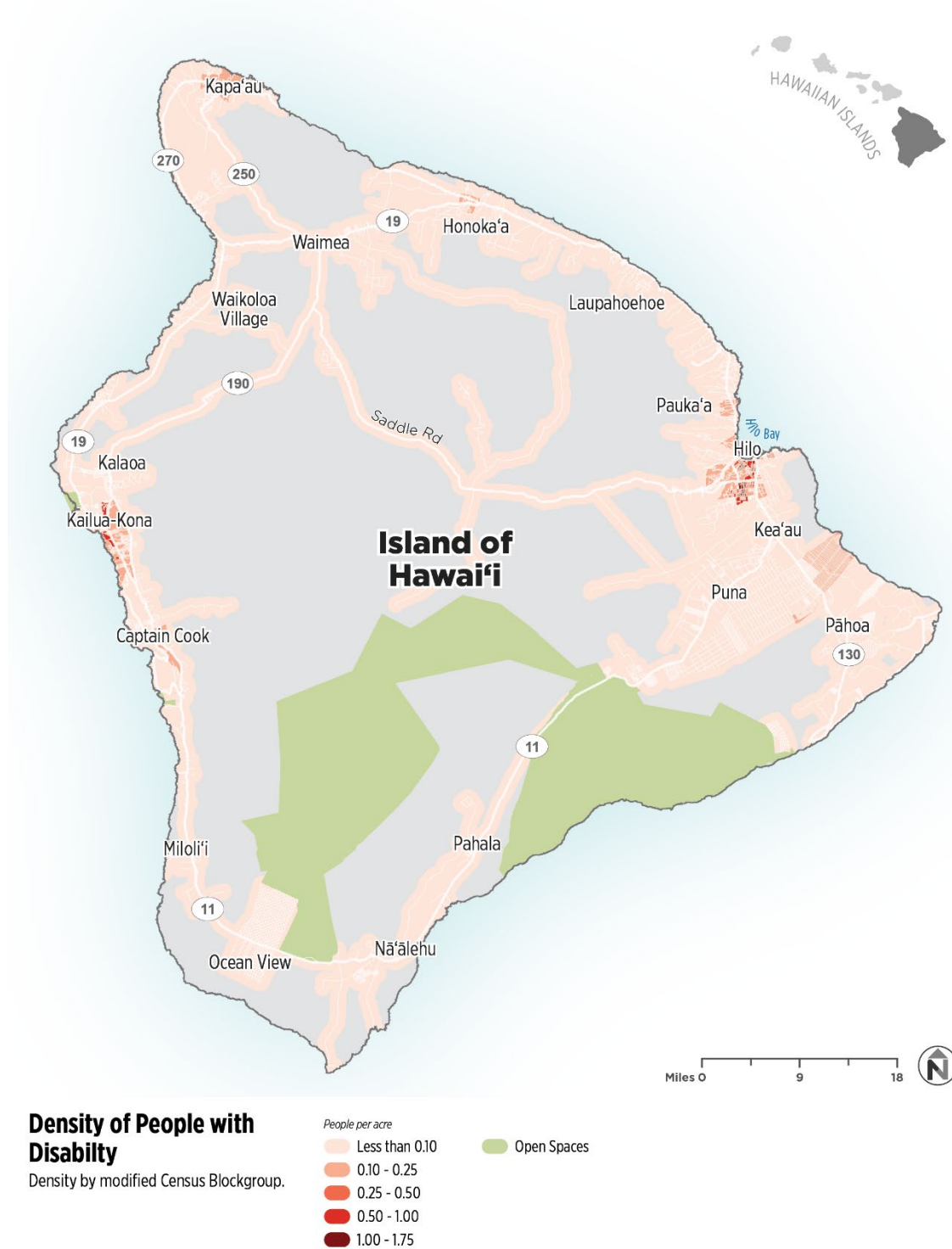
The population of people living in the county who have a disability has dramatically increased over the last decade when compared with the state (Figure 10). However, the share of population of people living with a disability has remained relatively stable. The spatial-density distribution of people in the county who have a disability can be seen in Figure 11. There are relatively higher concentrations of people with disabilities on the Island's largest populations centers, except for Kalaoa (which is estimated to have less than 0.1 people with disabilities per acre). Smaller pockets with notable concentrations include Captain Cook on the west coast, Ainaloa off State Route 130, and the northern shore centers of Kapa'au, Honokaa, and Pauka'a.

Figure 10 Hawai'i County Residents with a Disability

	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Hawai'i County	24,068	13%	28,892	14%	37%
State of Hawai'i	140,600	11%	153,915	11%	9%

Source: 2010 1-Year ACS Estimates and 2019 5-Year ACS Estimates. 2010 1-Year ACS Estimates were used in place of 2008 estimates due to data unavailability.

Figure 11 Spatial-Density Distribution of Hawai'i County Residents with a Disability



Individuals Living Below the Poverty Level

The overall share of people living below the poverty level² in the county remained relatively stable over the past decade, increasing slightly from 13% in 2008 to 15% in 2019. People living in poverty account for 15% of the county, which is higher than the statewide rate of 9% (Figure 12). The spatial-density distribution of people in the county who are living below the poverty level can be seen in Figure 13. Locations with relatively higher densities of people experiencing poverty include the centers of Hilo, Kailua-Kona, Ainaloa, Captain Cook, Kapa'au, and Honoka'a. Although less pronounced than the center city, the outskirts of central Hilo (near the Municipal Golf Course to the south and Kaumana Springs Wilderness to the west) also have concentrations of people living below the poverty level.

Figure 12 Hawai'i County Residents Living Below Poverty Level

	2008	% of Population	2019	% of Population	Overall Change (2008-2019)
Hawai'i County	22,852	13%	30,632	15%	34%
State of Hawai'i	115,937	9%	130,649	9%	13%

Source: 2008/2019 5-Year ACS Estimates

² According to the U.S. Census Bureau, poverty thresholds vary by the size of the family and age of the members. The threshold for a family of four with two children under 18 years old was \$25,926 in 2019.

Figure 13 Spatial-Density Distribution of People Living Below the Poverty Level in Hawai'i County



Private Motor Vehicle Access

As shown in Figure 14, Hawai'i County has a very low rate of households that do not have access to a private motor vehicle (about 2% of county households). As the rates of unemployment and poverty in the county remain comparable or below those of the state, limited access to, and availability of, frequent, quality, convenient transit services, as well as low density patterns, are still the most likely drivers of automobile-centric travel choices and behaviors.³

Figure 14 Zero-Vehicle Households in Hawai'i County

	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Hawai'i County	3,452	2%	3,457	2%	0.1%
State of Hawai'i	38,253	3%	37,128	3%	-9%

Source: 2010 ACS 1-Year Estimates were used in place of 2008 5-Year Estimates due to data unavailability

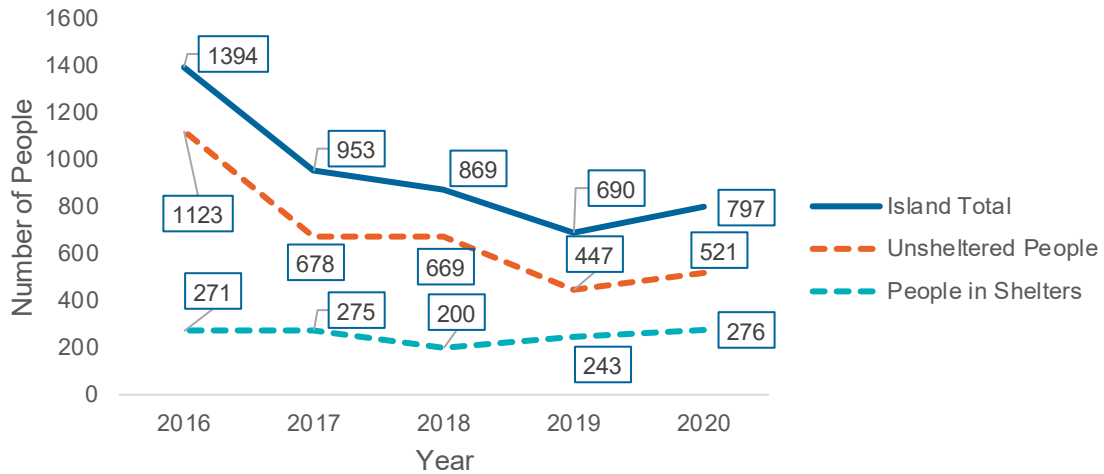
Unhoused Population

The number of people experiencing homelessness in the county has been steadily declining since 2016 despite some notable year-over-year fluctuations (Figure 15). Of the 797 people experiencing homelessness on the Big Island, 35% are in shelters and 65% are unsheltered. The share of people in shelters has increased since 2016, from 19% to 35%. The share of unsheltered people has decreased from 81% in 2016 to 65% in 2020. Although there is a trend of people experiencing homelessness being proportionately more likely to be sheltered, existing shelters in Hawai'i Island may still be nearly at capacity (even after expanding as recently as 2019).⁴

³ https://www.fhwa.dot.gov/policy/otps/nextgen_stats/chap8.cfm

⁴ <https://www.hawaiinewsnow.com/2019/11/09/weeks-after-opening-new-big-island-homeless-shelter-nearly-capacity/>

Figure 15 Hawai'i Island Homelessness, 2016-2020



Data Source: Homeless Point-in-Time Count, January 2020, State of Hawai'i, Hawai'i Public Housing Authority

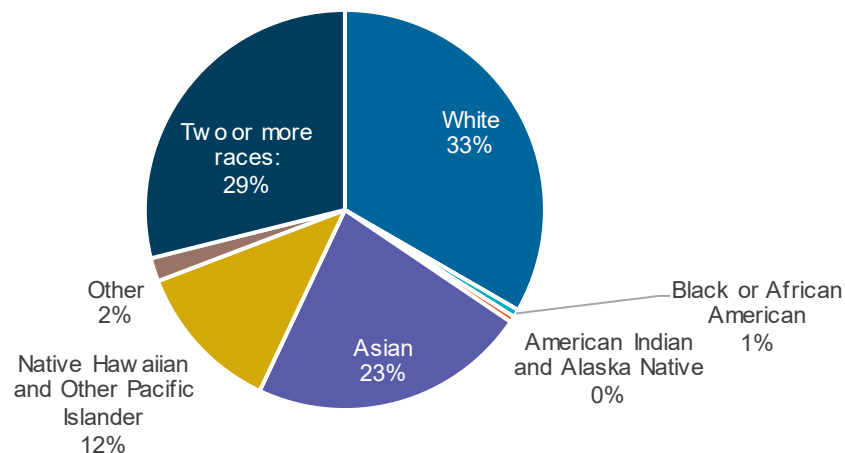
Race and Ethnicity

Hawai'i County continues to be a racially diverse county, with no racial demographic constituting a singular majority, and nearly 29% of the population identifying as being of mixed-race (Figure 16).

The Hispanic/Latino population, which accounts for approximately 13% of the county's population, is not included in the chart as a distinct category because it is an ethnicity and not tracked as a separate race.

Compared to the entire State of Hawai'i, there is a higher proportion of people identifying as White, Hispanic/Latino, and mixed race in Hawai'i County.

Figure 16 Hawai'i County Population by Race



Source: 2019 ACS 5-Year Estimates

About 64% of the population speak only English at home, and about 23% speak an Asian or other Pacific Islander language at home, with the remaining 13% consisting of Spanish (4%) and other languages. Of the people who speak a language other than English at home, about 28% speak English less than “very well.”

Economic Indicators

The following section includes information related to major employers in the County of Hawai‘i, unemployment rates, and the economic impacts of the COVID-19 pandemic on the county.

Major Employers and Industries

Government remains a major economic sector in the County of Hawai‘i, with sectors such as hospitality still highly reliant on revenue generated from the tourist economy. Hawai‘i County employs approximately 2,700 people, which accounts for nearly 4% of employment in the county. The Four Seasons Resort in Kailua-Kona remains the largest private-sector employer in the county, followed by Mauna Kea and Hapuna Prince Resorts (Figure 17). KTA Super Stores, the largest retail-based employer on the Island, covers at least six locations in Kailua-Kona, Waikoloa Village, Waimea, and Hilo.

Figure 17 Hawai‘i County Major Employers⁵

Employer	Primary Location	Employees	% of County Employment
County of Hawai‘i	Hilo	2,700	3.7%
Four Seasons Resort Hualalai	Kailua-Kona	1,300	1.8%
Mauna Kea and Hapuna Prince Resorts	Waimea	1,100	1.5%
Hilton Waikoloa Village	Waikoloa	920	1.3%
KTA Super Stores	Multiple locations	850	1.2%
The Fairmont Orchid, Hawai‘i	Waimea	700	1.0%
Waikoloa Beach Marriott Resort & Spa	Waikoloa	300	0.4%
Securitas Security Services, USA Inc.	Multiple locations	300	0.4%

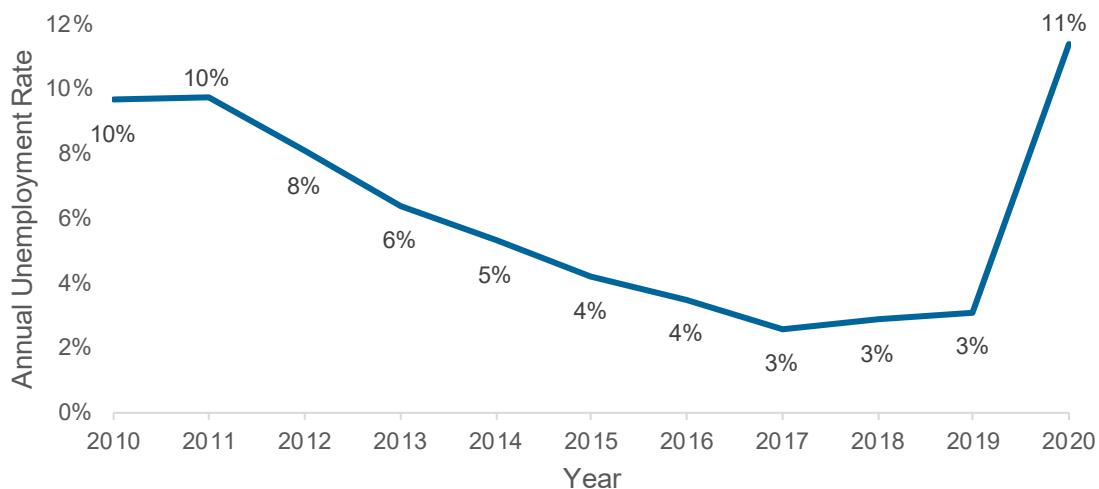
Source: County of Hawai‘i Comprehensive Annual Financial Report for the Fiscal Year Ended June 30, 2020

⁵ Note: Does not include people employed by the State of Hawai‘i or the Federal Government

Unemployment

In the decade prior to 2020, the economy of Hawai'i County appeared to be strong, with unemployment figures declining nearly every year and sustaining a low of 3% of the workforce (fewer than 3,000 people) between 2017 and 2019 (Figure 18). However, Hawai'i County was not immune to the economic downturn associated with the COVID-19 pandemic, with the annual unemployment rate spiking up eight points in 2020 to 11% of the workforce. The impact of the COVID-19 pandemic on employment is further detailed in the following section.

Figure 18 Hawai'i County Annual Unemployment Rate Over Time

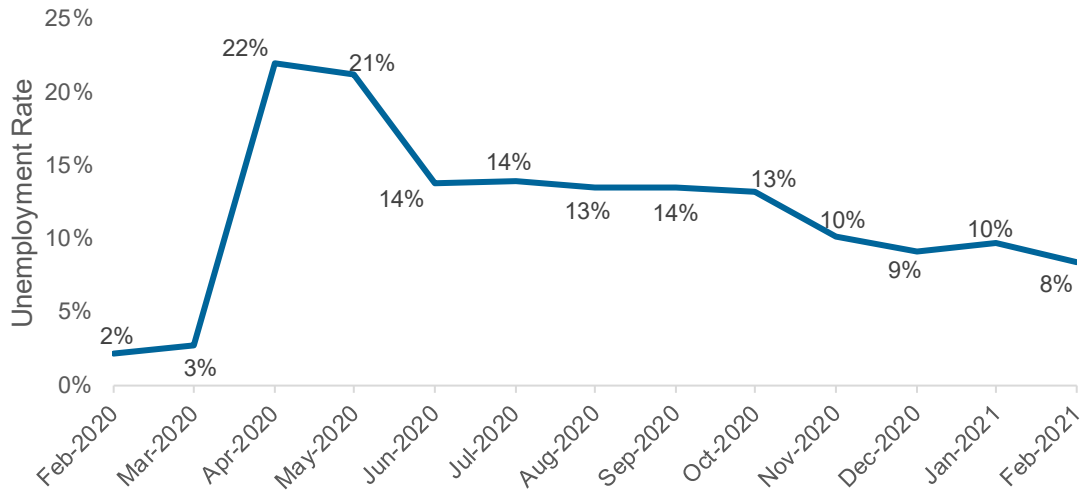


Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

COVID-19 Pandemic Impact and Recovery

Employment in Hawai'i County was particularly hit hard by the quarantine and subsequent restrictions associated with the COVID-19 pandemic in 2020. The unemployment rate spiked from about 3% of the workforce at the start of March to nearly 22% of the workforce (about 19,000 people) through April (Figure 19). When quarantine measures began lifting in June of 2020, the employment rate saw a slight recovery, but about 14% of the workforce remained unemployed throughout the summer and fall as continued restrictions limited the potential recovery of the tourism industry. As restrictions eased beginning in the fall of 2020, the unemployment rate declined further, and remained in the 8% to 10% range (about 7,000 to 9,000 people) between November of 2020 and February of 2021. It is also worth noting, however, that the number of people in the workforce in Kaua'i County declined by nearly 2,000 between February of 2020 and February of 2021.

Figure 19 Hawai'i County Monthly Unemployment Rate Since Onset of COVID-19 Pandemic



Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

Distribution of Transit Need

Transit propensity is a concept that seeks to identify potential (or likely) areas of increased transit need based on spatial geographic and socioeconomic factors. Figure 20 illustrates the areas within the Hawai'i County that likely have the greatest need for public transportation services based on a transit propensity analysis that identifies the cumulative densities of demographic populations most often associated with high transit need, such as people aged 65 or older, people with disabilities, and people living below the poverty level.

Transit need is often closely aligned with the areas that have the highest population density. As is the case in Hawai'i County, areas with high concentrations of transit need include Hilo, Kailua-Kona, and Hawaiian Paradise Park.

Figure 20 Hawai'i County Transit Need



Sources: Hawaii Department of Transportation, U.S. Census Bureau, ACS 5-Yr Estimates (2014-2018). Map created March 2021

Activity Centers and Travel Patterns

The expansive geography of the Big Island makes travel difficult and time-consuming. Population and activity do not stray far from coastal town centers around the island, with two main activity centers in Hilo and Kailua-Kona (Figure 21). Target population groups (people age 65 years or older, people living in poverty, and people with disabilities) are likely to travel to medical facilities such as the Hilo Medical Center or other clinics throughout the island, as well as in and between their own respective communities. Because of the scale and topography of the island, many residents, particularly in rural areas, must travel long distances to access medical care.

Figure 21 Hawai'i County Existing Public Activity Centers



Existing Activity Centers

Key destinations that generate significant activity in the County.

- + Hospital or Medical Center
- School or University
- Assisted Living Facility
- ✈ Airport
- Open Spaces

Sources: Hawaii Department of Transportation, U.S. Census Bureau, Google Maps. Map created March 2021

EXISTING TRANSPORTATION SERVICES

County of Hawai'i Mass Transit Agency

The County of Hawai'i Mass Transit Agency (MTA), operates and manages Hele-On Bus, the county's primary service provider. Hele-On Bus provides fixed-route and commuter bus service, a shared-ride taxi service, and paratransit services.

Funding

MTA is funded primarily by Hawai'i County general funds and receives additional funding from federal funding sources such as the former Job Access and Reverse Commute (JARC) Program (5316), the Buses and Bus Facilities Formula Program (5339), and Formula Grants for Rural Areas (5311). Fare revenues typically account for less than 10% of the operating budget.

As of FY2022, MTA's operating costs were about \$12.9 million, including:

- \$8.3 million for fixed-route services
- \$1 million for the shared-ride taxi service
- \$1.2 million for paratransit services and disabled/special needs
- \$120,000 for bike share services

Fleet

Since the publication of the previous CSP, Hele-On Bus has faced a fleet crisis that saw the number of vehicles dwindle from 55 buses in 2012 to only 11 vehicles by 2019. As a result, Hele-On has been resorting to renting and contracting vehicles from private bus and shuttle operators on Big Island, at great expense to the county.⁶⁷ In 2020, Hele-On added its first new vehicles since 2014, adding four buses to the fleet. In May 2021, Hele-On received 10 additional donated 30-foot buses from City and County of Honolulu, while seeking procurement for eight more buses. Additionally, seven paratransit vans were purchased and delivered.

All MTA buses are equipped with lifts or ramps to accommodate passengers using mobility devices. However, due to the vehicle shortage MTA has frequently relied on vehicles rented from its transit operations contractors.

Performance

The fleet crisis has been the primary catalyst in a sharp decline in service quality and reliability that, in turn, has led to a major drop in ridership over the last decade. By 2019,

⁶ <https://www.hawaiitribune-herald.com/2019/02/11/hawaii-news/mass-transit-administrator-touts-progress-to-county-council/>

⁷ <https://www.westhawaii.com/2020/01/07/hawaii-news/routes-canceled-as-hele-on-bus-shortage-intensifies/>

ridership had decreased to about 663,784, a 50% decline from its peak of about 1,315,000 in 2012.

Hele-on-Bus performance statistics were reported to the National Transit Database (NTD) for 2019 (the last full year prior to the influence of the COVID-19 pandemic) and are summarized below:

Figure 22 Hawa'i County Reported Transit Performance Indicators (2019)

Mode	Operating Expenses	Ridership	VRM	VRH	\$/Trip	\$/Mile	\$/Hour
Bus (Fixed-Route)	\$11,557,853	511,412	1,705,076	48,884	\$22.60	\$6.78	\$236.43
Demand Response	\$922,612	43,785	269,023	27,904	\$21.07	\$3.43	\$33.06
Demand Response - Taxi	\$289,508	108,587	389,169	60,355	\$2.67	\$0.74	\$4.80

Source: National Transit Database (NTD) VRM = Vehicle Revenue Miles

VRH = Vehicle Revenue Hours

Fixed-Route Services

Hele-On currently operates 13 fixed route services on Big Island. All services run Monday through Saturday, with limited service on Sundays and holidays recognized by the County of Hawai'i.

The fare structure for Hele-On fixed-route services can be found in Figure 23. These fares apply to both fixed-route services and paratransit services. Discounted fares and passes are available to:

- Persons with Disabilities with MTA-issued disability ID card
- Seniors (60+years) with ID
- Students (K-12 and college/university) with valid school ID.

Figure 23 Hele-On Bus Fixed-Route Transit Fares (2021)

Pass Type	General	Discount
Fixed-Route Single-Trip		
One-Way	\$2	\$1
Pets (in carry cases)	\$1	\$1
Hele-On Passes		
10-ticket Sheet	\$15	\$7.50
Monthly Pass	\$60	\$45

Most Hele-On Bus routes make only a few purpose-driven trips per day, and do not run regular route and stop patterns. Instead, trip patterns vary depending on time of day and day of week, and most often each trip has its own distinct stopping pattern. Rarely do two consecutive trips of the same route serve identical stops or destinations. The

exceptions are the Route 101 and Route 301, that provide hourly service in their respective loops. Due to the impacts of the COVID-19 pandemic, existing services have seen many alterations and reductions. The operating characteristics of Hele-On routes, as of Q1 of 2021, can be seen in Figure 24.

These routes are identified by the highlighted rows in Figure 24 and in the system map shown in Figure 25.

Figure 24 Hele-On Route Characteristics (2021)

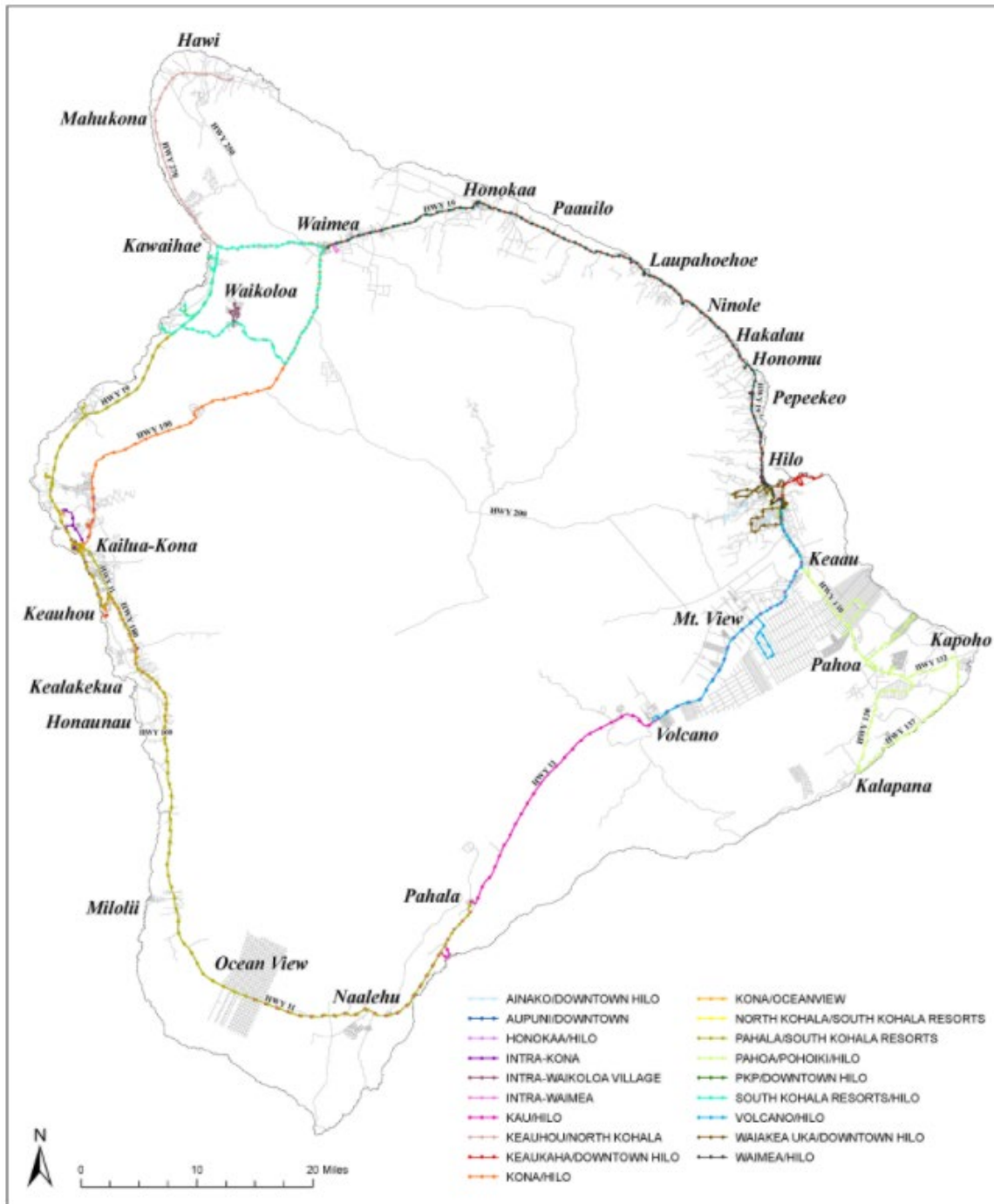
Route	Route Name	Service Days	Weekday Service Hours	Frequency
1	Hilo-Kailua Kona	Mon-Sat	Hilo-Kona Departures: <ul style="list-style-type: none"> 6:15AM-10:05AM 6:35AM-10:10AM 4:13PM-7:00PM Kona-Hilo Departures: <ul style="list-style-type: none"> 3:35AM-6:35AM 9:00AM-11:50AM 1:10PM-4:45PM 	Each direction: <ul style="list-style-type: none"> 2 AM trips 1 PM trip
10	Hilo-Volcano-Ka'u	Mon-Sat	Volcano-Hilo AM: <ul style="list-style-type: none"> 6:15AM-10:40AM 	Volcano-Hilo AM: <ul style="list-style-type: none"> 2 trips/direction ~165 mins apart
			Volcano-Hilo PM: <ul style="list-style-type: none"> 3:30PM-6:55PM 	Volcano-Hilo PM: <ul style="list-style-type: none"> 2 trips/direction ~140 mins apart
			Ka'u-Hilo: <ul style="list-style-type: none"> 6:40AM-9:20AM OB 2:45PM-5:15PM IB 	Ka'u-Hilo: <ul style="list-style-type: none"> 1 AM OB trip 1 PM IB trip
40	(Kalapana) Seaview-Pāhoa-Hilo	Mon-Sat	Pāhoa AM: <ul style="list-style-type: none"> 6:05AM-10:27AM Pāhoa PM: <ul style="list-style-type: none"> 3:15PM-9:15PM 	Pāhoa AM: <ul style="list-style-type: none"> 2 OB trips 1 IB trip Pāhoa PM: <ul style="list-style-type: none"> 2 OB trips 3 IB trips
60	Hilo-Honoka'a	Mon-Sat	5:50AM to 1:15 PM Eastbound 4:45PM to 5:45PM Westbound	2 trips Eastbound 1 trip Westbound
70	North Kohala-South Kohala	Mon-Sat	Outbound: <ul style="list-style-type: none"> 6:20AM-7:40AM Inbound: <ul style="list-style-type: none"> 4:15AM-5:35AM 	<ul style="list-style-type: none"> 1 AM OB trip 1 PM IB trip

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Route	Route Name	Service Days	Weekday Service Hours	Frequency
75	North Kohala-Waimea-Kailua-Kona	Mon-Sat	Mon-Fri: ▪ 6:45AM-9:50AM OB ▪ 1:35PM-4:55PM IB Sat: ▪ 9:15AM-11:45AM OB ▪ 2:30PM-4:35PM IB	▪ 1 AM OB trip ▪ 1 PM IB trip
80	Hilo-South Kohala Resorts (via Waimea)	Mon-Sun	3:15AM to 1:10AM	<ul style="list-style-type: none"> • 8 trips on weekdays • 7 trips on Sat/Sun
90	Pahala-Kona-South Kohala	Mon-Sun	3:30AM to 7:45PM	3 trips northbound and southbound
101	Intra-Hilo Keaukaha	Mon-Sat	7:00AM-5:40PM	~60 mins
102	Intra-Hilo Kaumana	Mon-Sat	7:15AM-5:20PM	Outbound: ▪ 4 AM trips ▪ 2 PM trips Inbound ▪ 3 AM trips ▪ 2 PM trips
103	Intra-Hilo Waiakea-Uka	Mon-Sat	7:05AM-4:45PM	Each direction: ▪ 3 AM trips ▪ 2 PM trips
201	Intra-Kona	Mon-Sat	6:30 a.m. to 8:25 p.m.	Various.
301	Waimea Shuttle	Mon-Sat	6:30 a.m. to 5:30 pm..	60 minutes

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Figure 25 Hele-On System Map



Source: County of Hawai'i Department of Information Technology GIS

Paratransit

Hele-On Kāko'o

In August 2016, MTA began running its first ADA paratransit service, branded as Hele-On Kāko'o. Hele-On Kāko'o provides door-to-door paratransit services within up to one mile of fixed-route services in the Hilo and Kona urban areas. Currently paratransit service is provided in Hilo from 7:00AM to 6:00PM and Kona from 6:30AM to 8:30 PM. Like fixed-route transit, there is no service on Sundays or holidays recognized by the County of Hawai'i.

Route 301 deviates in the Waimea area up to one mile off route for the general public.

The fare for paratransit services is currently \$4 per trip, which is payable to the driver on pick up using exact cash or with rider coupons that are available for pre-purchase from MTA.

Outside of the urban Hilo and Kailua-Kona areas, the County maintains its funding for paratransit services throughout the rest of Big Island through the Hawai'i County Economic Opportunity Council (HCEOC), as well as Hawai'i County Parks and Recreation, and Coordinated Services for the Elderly (CSE).

Hawai'i County Economic Opportunity Council

HCEOC paratransit services are available to pre-screened older adults, people with low incomes, and people with disabilities. Eligible users can use HCEOC services to access essential sites such as medical facilities and other health-related trips, meal/nutrition sites, shopping locations, banks, post offices, government buildings and agencies, and places of employment, etc. HCEOC currently operates Monday through Friday and has a fleet of 10 passenger vans.

Brantley Center

MTA contracts with the Brantley Center to provide transportation to persons with disabilities in the Honoka'a area. Brantley Center operates Monday-through Friday with a fleet of four vehicles.

Shared-Ride Taxi Program

Despite the introduction of Hele-On paratransit services in the urban Hilo and Kona areas in 2016, the County maintains its sponsorship of a flexible door-to-door shared-ride taxi transportation service that grants taxi companies the right to consolidate trips, thereby reducing trips and increasing efficiency. At present, there are three taxi companies authorized to participate in the program in Hilo, each of which operates at least one ADA accessible vehicle. There are no taxi service companies authorized to participate in the shared-ride program in Kailua-Kona or Waimea at this time.

The shared-ride program is open to the public and there are no general eligibility requirements, pre-screening, or registration required. Users can travel up to nine (9) miles per trip in conjunction with other riders.

Service hours are Monday through Saturday from 6AM to 6PM. Additional service hours beyond this timeframe are subject to the discretion of the respective carrier. To use the service, participants are required to pay for their trip using non-transferrable coupons. Rides between 0-4 miles cost one (1) coupon per trip, and rides between 4-9 miles cost two (2) coupons per trip. Coupons are sold in books of:

- Single coupons for \$6
- 5 coupons for \$15, or \$3 per coupon/trip
- 10 coupons for \$25, or \$2.50 per coupon/trip
- 15 coupons for \$30, or \$2 per coupon/trip

A maximum of 15 coupons can be sold to an individual person in one week and expire on the date listed on the coupon. A valid ID card is required to purchase. Coupons are non-refundable and non-transferable, but unused, full expired coupon books can be exchanged for a flat fee of \$15.

Compared to the cost/trip of paratransit service (\$4/trip), users of the shared-ride taxi service could pay 25% to 50% less, depending on the coupon book purchased.

Additional Transportation Service Providers

The following are a selection of key transportation service providing agencies, most of which offer limited transportation services that are typically designed to serve their own programs and clientele. A complete matrix of agencies providing transportation services in Hawai'i County, including descriptions of their respective service and operational characteristics will be shared upon completion of background data collection and will be placed in a report Appendix.

KONA ADULT DAY CENTER

The Kona Adult Day Care Center maintains a single 15-passenger van that it uses to provide curb-to-curb transportation assistance to eligible program participants who reside within the service area. People who are unable to be safely transported or accommodated in the Center's van are not eligible for the service, and people who require special assistance (due to frailty, wheelchair dependence, etc.) are not recommended. Pick-ups and drop-offs are made at the home of the client, and the family must have a designated person that is responsible for pick-ups and drop-offs, and this person must be available to assist from curb to van. The fee for the services is \$10/ride, but some individuals who meet income and other criteria may qualify for short- or long-term tuition assistance.

BIKESHARE HAWAII ISLAND

Bikeshare Hawai'i Island is a non-profit 501(c)3 program created by the County of Hawai'i Department of Research and Development, the Mayor's Active Living Advisory

Council, and PATH. A total of 10 bikeshare stations are located throughout Kailua-Kona and Hilo. A one-way 30-minute ride costs \$3.50 per ride or \$10 per day. Monthly passes are also available for variable costs depending on the duration of each trip. Bike share is available to anyone 16 years or older.

ARC OF HILO

The Arc of Hilo offers a range of support services for people with disabilities and is the largest employer of people with disabilities in Hawai'i County. In addition to employment training chore services, and personal assistance/habilitation services, the Arc of Hilo provides transportation for adult day health programs. Services are paid for by The State of Hawai'i, grants, and donations.

COORDINATED SERVICES FOR THE ELDERLY

The Coordinated Services Program for Hawai'i County offers older adults age 60 and older a variety of services, including: referrals to appropriate resource agencies, information on programs and services, in-home chore services, transportation, counseling, and housing assistance, among other services.

4 KAUA'I COUNTY

This chapter contains a description of the demographic trends occurring throughout the County of Kaua'i, focusing on populations that tend to rely on transit services and would benefit from greater coordination between human service agencies and transportation providers.

Based on a review of the demographics, economic trends, and existing transportation services, the following key takeaways were identified for Kaua'i County:

- The share of older adults is projected to continue increasing until at least 2035. Nearly 20% of Kaua'i County's population is currently at least 65 years old.
- Kaua'i County experienced a decline in the population of individuals with a disability, from 14% in 2010 to 10% in 2019.
- The number of people living below the poverty level has decreased sharply, by about 25%, in the last decade.
- Unemployment skyrocketed to 16% in 2020, reaching a peak of 32% in March 2020.
- Areas with notable concentrations of high transit need populations include Kapa'a, Lihu'e, Kekaha, Waimea, and Ele'ele.

COMMUNITY PROFILE

Understanding the County's socioeconomic characteristics is essential to understanding the unique needs of Kaua'i County's residents. This section focuses on several population groups:

- Older adults
- Individuals with disabilities
- Individuals living in poverty
- Zero-vehicle households
- Unhoused population

This section also reviews race/ethnicity statistics, economic/employment projections, and the geographic distribution of transit needs. Unlike the Community Profiles for Hawai'i and Maui counties, 2010 ACS data was used in place of 2008 ACS data as a basis for comparison from the previous Coordinated Plan.

Population Overview

Kauaʻi County is comprised of the islands of Kauaʻi, Niʻihau, Lehua, and Kaʻula, and has a total population of about 72,000 people (Figure 26). About 5% of the state’s population lives in Kauaʻi County, but the County’s population has grown at twice the rate as the state overall in the past decade. Because Lehua and Kaʻula are uninhabited, and Niʻihau is entirely privately held with fewer than 200 residents, nearly the entire population of Kauaʻi County essentially resides on Kauaʻi Island.

Figure 26 Total Population of Kauaʻi County

	2010	2019	Change
Kauaʻi County	65,460	71,769	10%
State of Hawaiʻi	1,360,301	1,422,094	5%

Source: 2010 Census, 2019 5-Year ACS Estimates

Population Centers

The population density of the County is about 115 persons per square mile, but most of the population live in towns and villages located around the periphery of Kauaʻi island, while the vast inner land area of the island is nearly uninhabited. The population centers of Kauaʻi County (communities with 1,500 or more residents) are shown in Figure 27. The largest community in the County, Kapaʻa, has remained population stable over the past decade, while five communities (Hanamāʻulu, Puhi, Eleʻele, Wailua, Kōloa) saw significant growth of between 25% and 35%, and two other communities (Lāwaʻi, and Princeville) had notable declines.

Figure 27 Kauaʻi County Population Centers

Location	2010 Population	2019 Population	Change
Kapaʻa	10,699	10,580	-1%
Līhuʻe	6,455	7,267	13%
Wailua Homesteads	5,188	6,117	18%
Kalāheo	4,595	5,487	19%
Hanamāʻulu	3,835	5,150	34%
Puhi	2,906	3,850	32%
Kekaha	3,537	3,442	-3%
Eleʻele	2,390	3,145	32%
Wailua	2,254	2,915	29%
Hanapēpē	2,638	2,834	7%
Kōloa	2,144	2,739	28%

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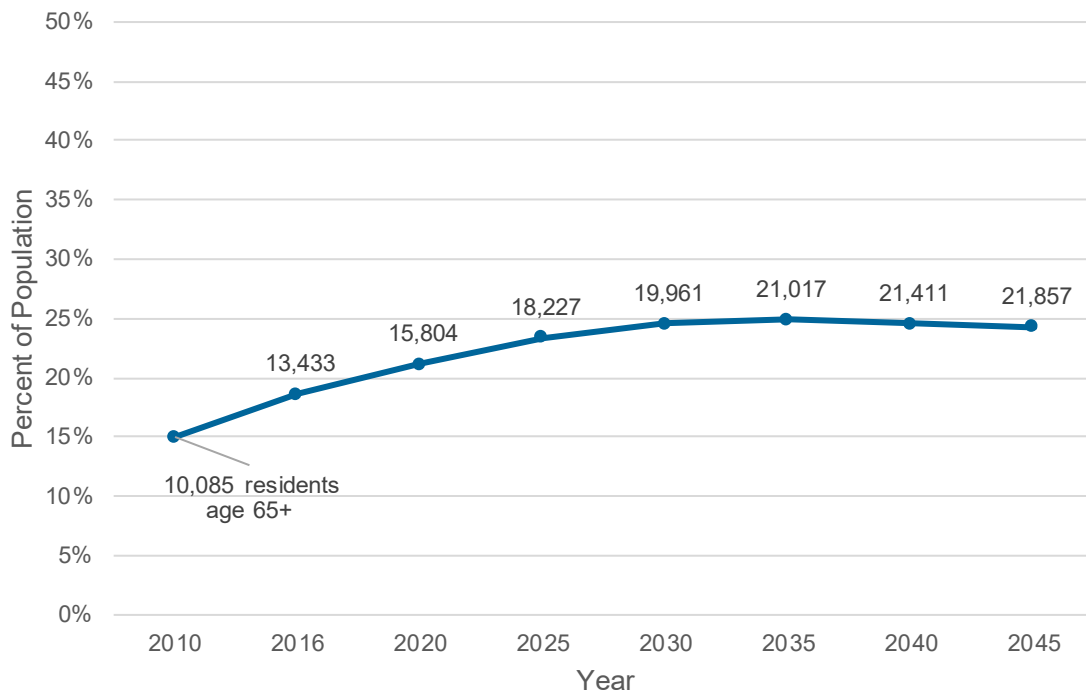
Kilauea	2,803	2686	-4%
Anahola	2,223	2311	4%
Lāwa'i	2,363	2047	-13%
Waimea	1,855	1865	1%
Princeville	2,158	1669	-23%

Source: 2010 Census, 2019 5-Year ACS Estimates

Population Trends

Kaua'i County's population is aging. The share of older adults, age 65 and older, is expected to continue increasing until 2035 (Figure 28). By 2045, the population of older adults is expected to be approximately 22,000 or 24% of the total population. An increasing share of older adults has notable implications on the provision of transportation services.

Figure 28 Population Projection of Older Adults in Kaua'i County



Source: Population and Economic Projections for the State of Hawai'i to 2045, June 2018. State of Hawai'i, Department of Business, Economic Development and Tourism.

Target Populations

The primary focus of the HDOT CSP 2020+ is to improve transportation options and access to services for the following target population groups: older adults (age 65 and older), individuals with disabilities, and people living below the poverty level. These groups have historically had less access to personal vehicles, or have otherwise been transit dependent, both conditions that can make mobility a distinct challenge, particularly in non-urban areas with low population densities and limited public transit services. The County and State's populations of people who fall into these demographic groups is further described in the sections that follow.

Figure 29 Kaua'i County Target Populations

	2010	2019	Overall Change (2010-2019)
Total Population	65,460	71,769	10%
Age 65 and Older	9,492	13,859	46%
Individuals with a Disability (Age 5+)	8,989	6,899	-23%
Individuals Living in Poverty	7,636	5,752	-25%

Source: 2010 and 2019 5-Year ACS Estimates

Older Individuals

The population of adults age 65 years and older in the County grew by nearly 50% in the past decade, and now makes up about one-fifth of the total County population. While the population of older adults has grown at a steeper rate than the state, the proportion of older adults in the County remains nearly the same as the proportion of older adults statewide (Figure 30).

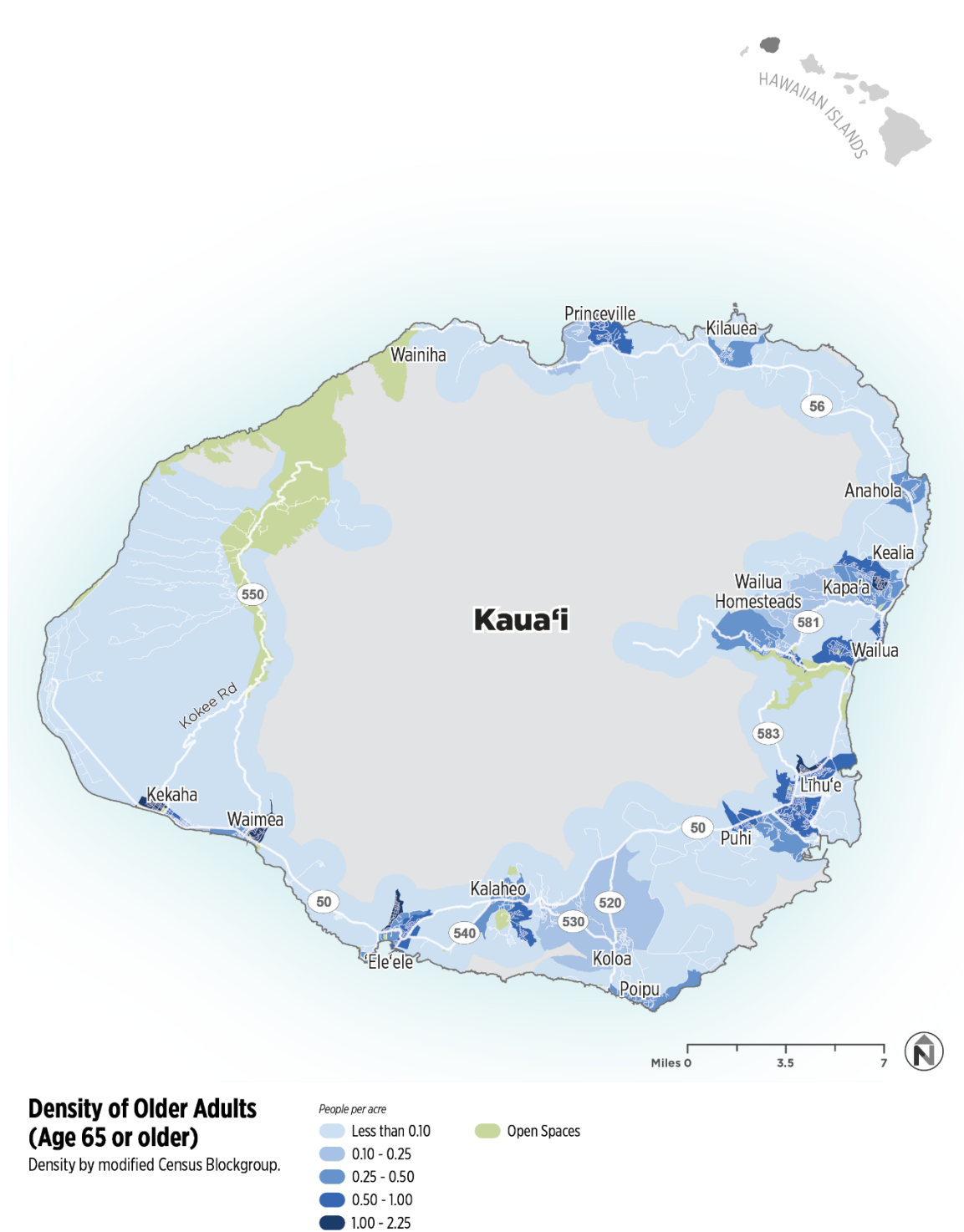
The spatial-density distribution of older adults in the County can be seen in Figure 31. Areas with relatively higher concentrations of older adults include central Kapa'a, Kekaha, Waimea, and Hanapepe.

Figure 30 Kaua'i County Residents Age 65 Years or Older

	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Kaua'i County	9,492	15%	13,859	19%	46%
State of Hawai'i	190,442	14%	253,606	18%	33%

Source: 2010 U.S. Census, 2019 5-Year ACS Estimates

Figure 31 Spatial-Density Distribution of Kaua'i County Residents Age 65 or Older



Individuals with Disabilities

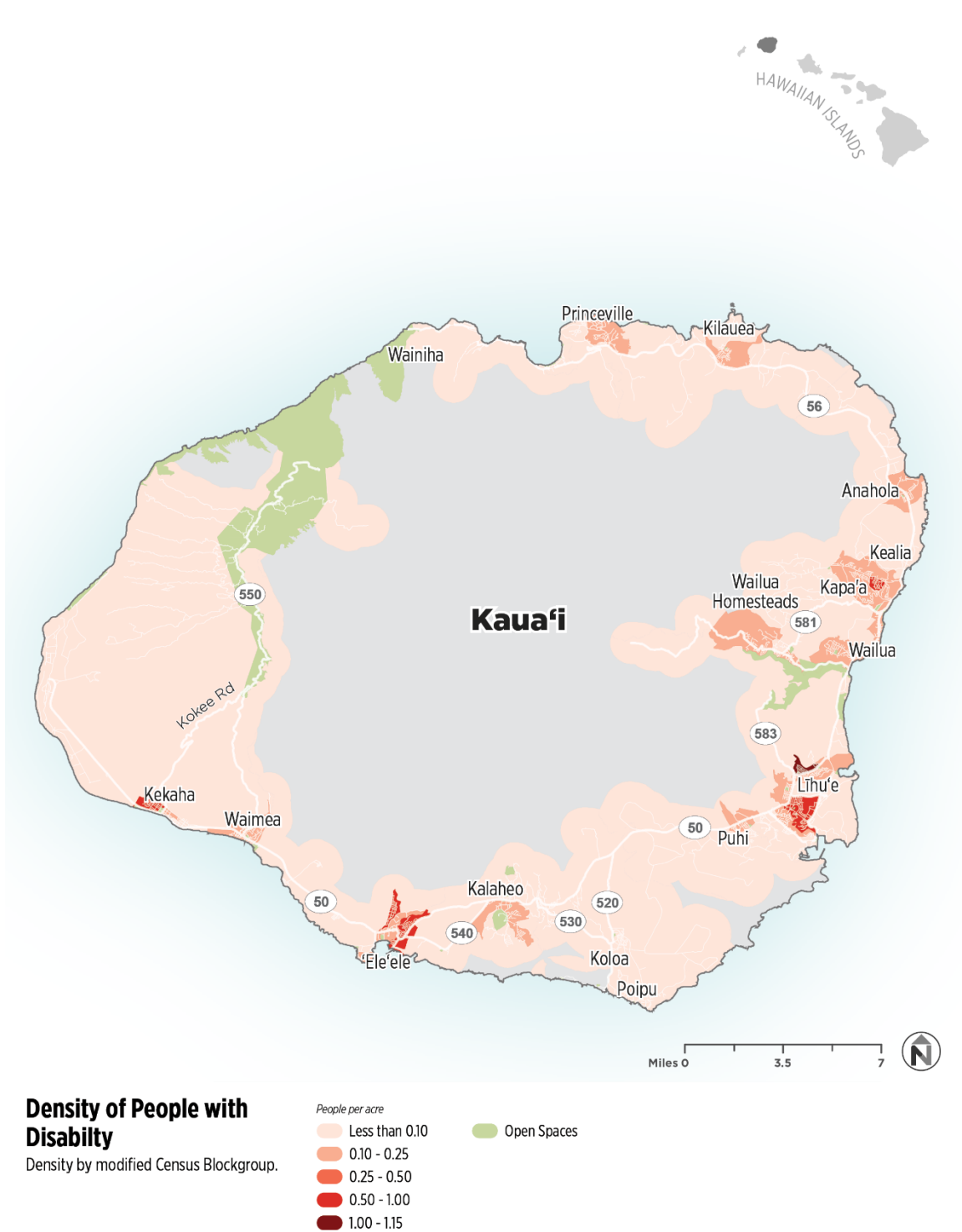
The population of people living in the County who have a disability decreased considerably, by nearly 25%, in the past decade despite nearly 10% growth of the number of people in the state who have a disability in the same decade. As a result, people with a disability in Kaua'i County now make up 10% of the population (down from 14% in 2010), which brings the County more in line with the statewide rate (Figure 32). The spatial-density distribution of people who have a disability can be seen in Figure 33. Līhu'e (home to an adult day care) and Hanamā'ulu just to the north are among the locations with a relatively high density of people with disabilities. Another concentration is around Hanapepe and 'Ele'ele. Central Kapa'a and other coastal population centers like Kekaha are also home to a significant number of people with disabilities.

Figure 32 Kaua'i County Residents with a Disability

	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Kaua'i County	8,989	13%	6,899	10%	-23%
State of Hawai'i	140,600	10%	153,915	11%	9%

Source: 2010 1-Year ACS Estimates and 2019 5-Year ACS Estimates. 2010 1-Year ACS Estimates were used in place of 2008 estimates due to data unavailability.

Figure 33 Spatial-Density Distribution of Kaua'i County Residents with a Disability



Individuals Living Below the Poverty Level

The population of people living below the federal poverty level⁸ in the County decreased by about 25% in the past decade, a much sharper decrease than statewide. In fact, despite accounting for only 4% to 5% of the statewide total of people living in poverty, the decrease in Kauaʻi County accounted for about 16% of the statewide decrease. As a result, people living in poverty now make up 8% of the County population (down from 12% in 2010), which brings the County slightly below the statewide rate (Figure 34).

The spatial-density distribution of people in the County who are living below the poverty level can be seen in Figure 34. Hanapepe, coastal Kapaʻa, central Līhuʻe, and Hanamāʻulu are among the areas with the highest relative density of people living below the poverty level.

Figure 34 Kauaʻi Residents Living Below Poverty Level

	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Kauaʻi County	7,636	12%	5,752	8%	-25%
State of Hawaiʻi	142,185	10%	130,649	9%	-8%

Source: 2010 1-Year and 2019 5-Year ACS Estimates

⁸ According to the U.S. Census Bureau, poverty thresholds vary by the size of the family and age of the members. The threshold for a family of four with two children under 18 years old was \$25,926 in 2019.

Figure 35 Spatial-Density Distribution of People Living Below the Poverty Level in Kaua'i County



Private Motor Vehicle Access

Kaua'i County has a very low rate of households that do not have access to a private motor vehicle (about 1% of County households; Figure 36). In fact, the County rate is less than half of the rate of the State (about 3% of households statewide). As the income levels and rates of unemployment and poverty in the County remain comparable or favorable to those of the State, limited access to, and availability of, frequent, quality, convenient transit services, as well as low density patterns, are still the most likely drivers of automobile-centric travel choices and behaviors.⁹

Figure 36 Zero-Vehicle Households in Kaua'i County

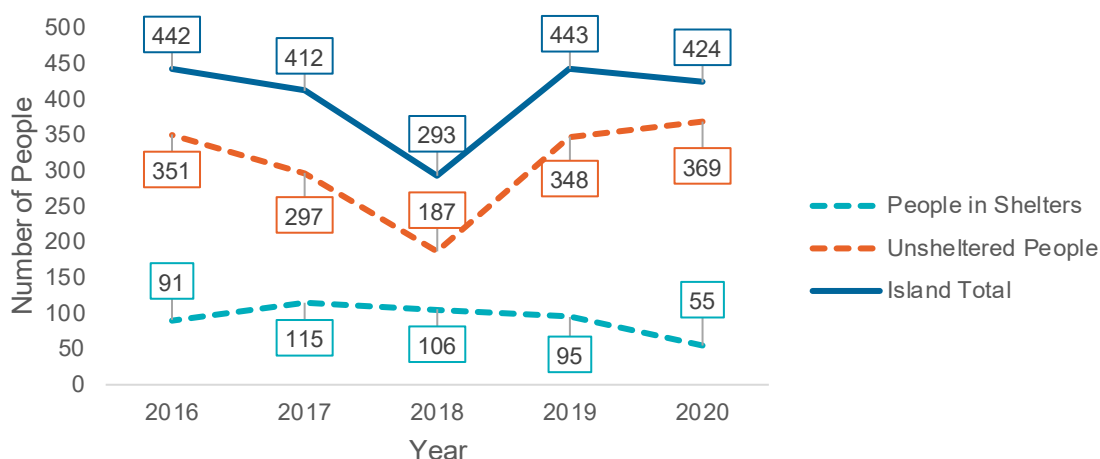
	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Kaua'i County	991	2%	900	1%	-9%
State of Hawai'i	38,253	3%	37,128	3%	-3%

Source: 2010/2019 5-Year ACS Estimates

Unhoused Population

The number of people experiencing homelessness on the island of Kaua'i has remained relatively stable since 2016 despite some notable year-over-year fluctuations (Figure 37). In each of the successive years between 2018 and 2020, the number and share of people experiencing homelessness who were residing in a shelter has been steadily declining (from 36% in 2018 to 13% in 2020), while the number and share of people experiencing homelessness who are unsheltered has been increasing (from 64% in 2018 to 87% in 2020).

Figure 37 Kaua'i Island Homelessness Summary, 2020



⁹ https://www.fhwa.dot.gov/policy/otps/nextgen_stats/chap8.cfm

Data Source: Homeless Point-in-Time Count, January 2020, State of Hawai'i, Hawai'i Public Housing Authority

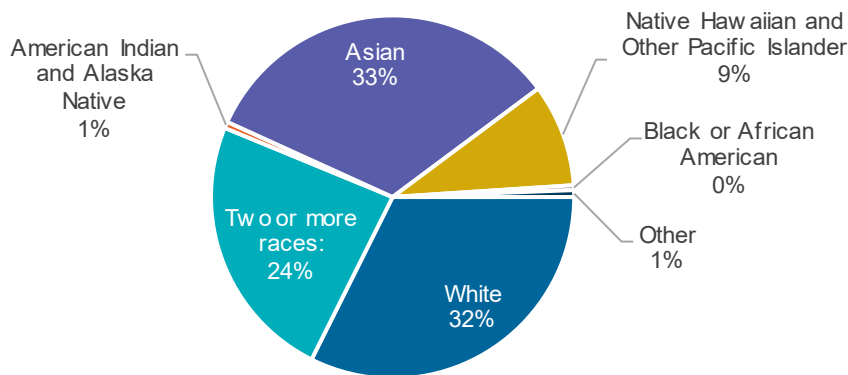
Race and Ethnicity

Kaua'i continues to be a racially diverse County, with no racial demographic constituting a singular majority, and almost one-quarter of the population identifying as mixed-race (Figure 38).

The Hispanic/Latino population, which accounts for approximately 11% of the County's population, is not included in the chart as a distinct category because it is an ethnicity and not tracked as a separate race.

Compared to the entire State of Hawai'i, there is a higher proportion of people identifying as American Indian/Alaska Native, Hispanic/Latino, and White in Kaua'i.

Figure 38 Kaua'i County Population by Race



Source: 2019 5-Year ACS Estimates

About 80% of the population speak only English at home, and about 18% speak an Asian or other Pacific Islander language at home, with the remaining 2% consisting of Spanish and other languages. Of the people who speak a language other than English at home, over 40% speak English less than "very well."

Economic Indicators

The following section includes information related to major employers in the County of Kaua'i, unemployment rates, and the economic impacts of the COVID-19 pandemic on the County.

Major Employers and Industries

The travel/tourism/hospitality industry remains a major economic sector in the County of Kaua'i, with related sectors such as food and dining still highly reliant on revenue generated from the tourist economy. Public and healthcare-related services are also key

sources of employment and economic activity, and, in fact, the County of Kaua'i is the largest single employer on Kaua'i island (Figure 39).

The Grand Hyatt Kaua'i Resort & Spa in Koloa remains the largest private-sector employer on the island and is also the largest single employment site on the island. Another of the major resort sites, Princeville Resort, initiated a pre-planned renovation in 2020¹⁰ and is anticipated to remain closed until at least late 2021.¹¹ Prior to closure, this site was behind only to Grand Hyatt Kaua'i Resort & Spa and Wilcox Medical Center in terms of number of private-sector and single-site employees on the island, at over 600 employees.¹² Upon reopening (as 1 Hotel Hanalei Bay), it is possible that this site will retain or increase its previous employment figures.

Figure 39 Kaua'i County Major Employers¹³

Employer	Primary Location	Employees	% of County Employment
County of Kaua'i	Līhu'e	1,320	3.44%
Grand Hyatt Kaua'i Resort & Spa	Koloa	927	2.42%
Wilcox Health	Līhu'e	749	1.96%
'Ohana Pacific Management Co.	Līhu'e, Ōma'o	371	0.97%
Kaua'i Veterans Memorial Hospital	Waimea	289	0.75%
Shioi Construction Inc.	Līhu'e	167	0.44%
Koa Kea Hotel & Resort	Koloa	160	0.42%
Kaua'i Island Utility Cooperative	Līhu'e	140	0.37%
Samuel Mahelona Memorial Hospital	Kapa'a	138	0.36%
Securitas Security Services USA Inc.	Līhu'e	131	0.34%

Source: County of Kaua'i Comprehensive Annual Financial Report for the Fiscal Year Ended June 30, 2020

Unemployment

In the decade prior to 2020, the economy of Kaua'i County appears to have been strong, with unemployment figures declining nearly every year and sustaining a low of 2% of the workforce (fewer than 1,000 people) between 2017 and 2019 (Figure 40). However, Kaua'i County was not immune to the economic downturn associated with the COVID-19

¹⁰ <https://www.thegardenisland.com/2020/01/13/hawaii-news/closing-for-renovations/>

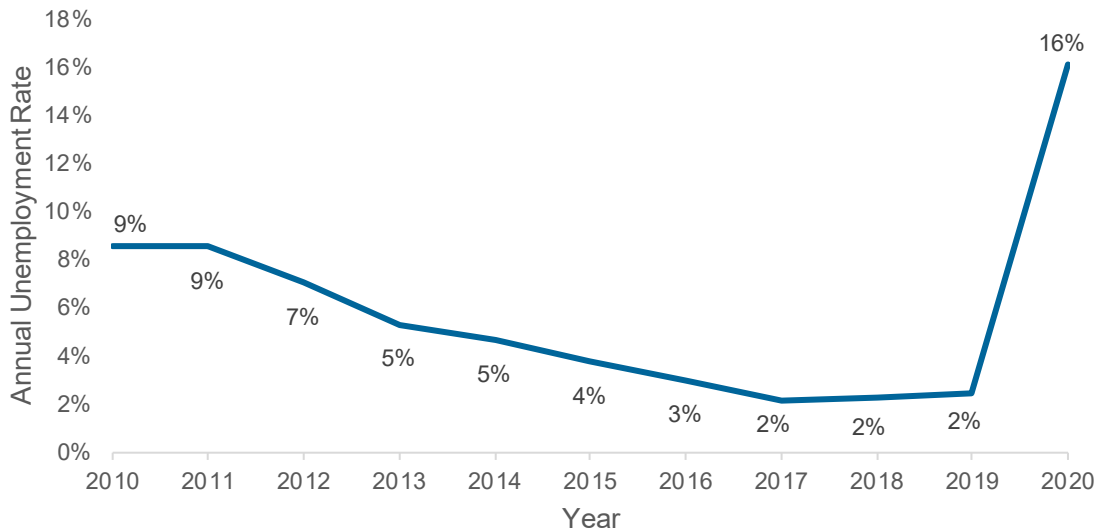
¹¹ <https://www.travelweek.ca/news/hawaiis-princeville-resort-closing-in-may-reopening-nov-2021-as-1-hotel-hanalei-bay/>

¹² Ibid

¹³ Note: Does not include people employed by the State of Hawai'i or the Federal Government

pandemic, with the annual unemployment rate spiking up 14 points in 2020 to 16% of the workforce. The impact of the COVID-19 pandemic on employment is further detailed in the following section.

Figure 40 Kaua'i County Annual Unemployment Rate Over Time

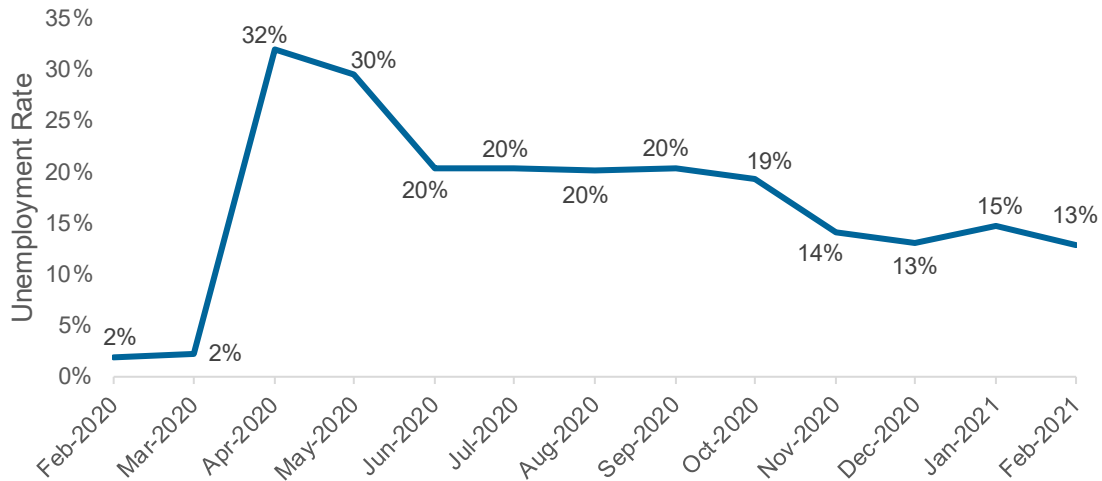


Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

COVID-19 Pandemic Impact and Recovery

Employment in Kaua'i County was particularly hard hit by the quarantine and subsequent restrictions associated with the COVID-19 pandemic in 2020. The unemployment rate spiked 30 points from about 2% of the workforce at the start of March to nearly one-third of the workforce (about 11,000 people) through April and May (Figure 41). When quarantine measures began lifting in June of 2020, the employment rate saw a slight recovery, but about 20% of the workforce remained unemployed throughout the summer and fall due as continued restrictions limited the potential recovery of the tourism industry. As restrictions eased beginning in the Fall of 2020, the unemployment rate declined further, and remained in the 15% range (about 4,000 to 5,000 people) between November of 2020 and February of 2021. It is also worth noting, however, that the number of people in the workforce in Kaua'i County declined by over 3,000 between February of 2020 and February of 2021.

Figure 41 Kaua'i County Monthly Unemployment Rate Since Onset of COVID-19 Pandemic



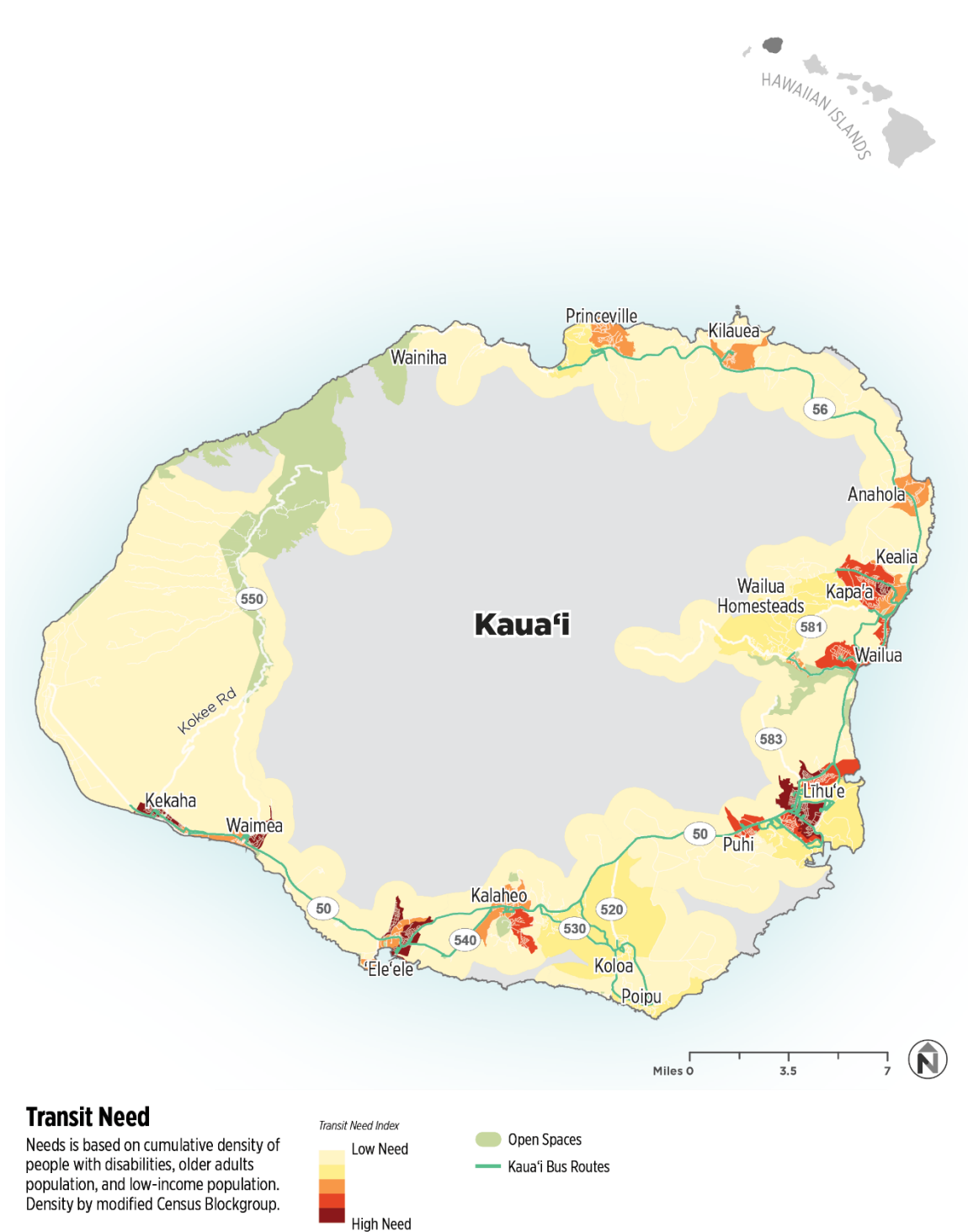
Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

Distribution of Transit Need

Transit propensity is a concept that seeks to identify potential (or likely) areas of increased transit need based on spatial geographic and socioeconomic factors. Figure 42 illustrates the areas within the Kaua'i County that likely have the greatest need for public transportation services based on a transit propensity analysis that identifies the cumulative densities of demographic populations most often associated with high transit need, such as people aged 65 or older, people with disabilities, and people living below the poverty level.

While transit need is often closely aligned with the areas that have the highest density and employment (as it is in this case), some interesting and potentially telling findings emerge nonetheless. For example, while the larger communities of Kapa'a and Lihue have several areas of higher transit need, the communities of Kekaha, Waimea, Kalaheo, 'Ele'ele, and Hanapepe also have notably high transit need, despite their relatively smaller populations.

Figure 42 Kaua'i County Transit Need



Sources: Hawaii Department of Transportation, U.S. Census Bureau, ACS 5-Yr Estimates (2014-2018). Map created March 2021

Activity Centers and Travel Patterns

The County of Kaua'i does not contain any major metropolitan areas, and its largest communities are small towns. Population and activity does not stray far from coastal town centers around the island, but particularly in and between Kapa'a, Līhu'e, and Poipu. Between these activity centers, there are essentially two key travel patterns:

- Tourist-related activity distributes throughout the coastal areas, but particularly in and between Līhu'e, Poipu, and around Princeville.
- Target population groups (people aged 65 years or over, people with lower incomes, people with disabilities) are more likely to travel between the public agencies, medical facilities, and commercial areas in Līhu'e and the residential areas in the Wailua/Kapa'a region, as well as in and between their own respective communities.

Communities on the north shore still have limited access to medical facilities and affordable shopping areas (i.e., shopping areas not intended for use by wealthier tourists), and often rely on trips to east shore communities to fill these service and access gaps.

Figure 43 Kaua'i County Existing Public Activity Centers



Sources: Hawaii Department of Transportation, U.S. Census Bureau, Google Maps. Map created March 2021

EXISTING TRANSPORTATION SERVICES

Kaua'i County Transportation Agency

Transportation service in the County of Kaua'i are primarily run through the County Transportation Agency (CTA). CTA offers fixed-route services as well as complementary paratransit and agency subscription services.

Funding

As of 2014, the primary sources of CTA's operating revenue are County funds (from which approximately 70% of existing operating revenues are generated), and to a lesser degree FTA Rural Area Formula Funds (5311) and fare revenues.

Figure 44 Kaua'i Bus Funding Sources (2014)

	Operating Revenue	Capital Revenue
Directly Generated Funds		
Fare Revenue	\$750,372	\$0
Non-Federal Funds		
Donations	\$7,869	\$0
Contract Revenues	\$208,213	\$0
County Funds	\$4,819,922	\$556,223
State Funds	\$0	\$0
Federal Assistance		
FTA Capital Program Funds (5339)	\$0	\$2,137,734
FTA Special Needs of Elderly Individuals and Individuals with Disabilities Formula Program Funds (5310)	\$0	\$87,158
FTA Rural Area Formula Funds (5311)	\$1,020,058	\$0
Total	\$6,806,434	\$2,781,115

Source: Kaua'i Short-Range Transit Plan (2019)

Cost-sharing contract arrangements and donations made up much smaller proportions of operating revenue. Federal programs make up 80% of Capital revenues, nearly all of which come from FTA Capital Program Funds (5339).

Fleet

As of 2018, Kaua'i Bus operated 55 transit vehicles, all of which being wheelchair accessible, including:

- 19 buses with a seating capacity of 30 or more passengers
- 21 buses with a seating capacity between 16 and 23 passengers

- 15 vans with a seating capacity between 14 and 19 passengers.

Kaua'i Bus uses 28 buses for its fixed-route service, 9 of which are used for a combination of paratransit and fixed-route service.

Figure 45 Fleet Summary Table (2019)

Vehicle Type	Vehicles	Passenger Capacity	Wheelchair Capacity	Purpose
Bus (30+ passengers)	19	31 to 33	2	Mainline, Shuttle
Bus (<30 passengers)	21	16 to 23	2 to 5	Mainline (off-peak), Shuttle, Paratransit
Van (<30 passengers)	15	14 to 19	4 to 5	Paratransit

Source: Kaua'i Short-Range Transit Plan

Performance

From 2008 to 2015, both annual revenue hours and passenger trips increased, with passenger trips more than doubling over the course of that timeframe. However, because revenue hours increased at a higher rate than ridership over that time period, systemwide productivity saw a slight decline (from 15.2 to 12.0 boardings per revenue hour).

Figure 46 Fixed-Route Performance Indicators

	2008	2009	2010	2011	2012	2013	2014	2015
Passenger Trips	395,757	493,633	507,356	536,801	747,236	781,791	819,950	795,923
Revenue Hours	26,106	32,633	34,132	54,078	59,904	61,152	63,648	66,518
Boardings per Revenue Hour	15.2	15.1	14.9	9.9	12.5	12.8	12.9	12.0

Source: Kaua'i Short-Range Transit Plan

Kaua'i Bus performance statistics were reported to the National Transit Database (NTD) for 2019 (the last full year prior to the influence of the COVID-19 pandemic) and are summarized below.

Figure 47 Kaua'i County Reported Transit Performance Indicators (2019)

Mode	Operating Expenses	Ridership	VRM	VRH	\$/Trip	\$/Mile	\$/Hour
Bus (Fixed-Route)	\$5,953,992	682,372	1,099,919	56,845	\$8.73	\$5.41	\$104.74
Demand Response	\$2,700,815	79,081	464,842	34,565	\$34.15	\$5.81	\$78.14

Source: National Transit Database (NTD)

VRM = Vehicle Revenue Miles

VRH = Vehicle Revenue Hours

Fare Structure

The fare structure for Kaua'i Bus services can be found in Figure 48. These fares apply to fixed-route services. Paratransit service per trip fares are \$2 for ADA-qualified riders, and \$4 for age-qualified riders between 65 and 84 years of age. Paratransit registered riders are automatically ADA-qualified at 85 years. Fixed route discounted fares and passes are available to:

- ADA-eligible riders (with Kaua'i Bus Reduced Fare ID card)
- Seniors (65+years)
- Youth (7-18 years)

Figure 48 Kaua'i Bus Fixed-Route Transit Fares (2021)

Pass Type	General	Discount
Fixed Route Single-Trip		
Mainline	\$2	\$1
Shuttle	\$0.50	\$0.25
Frequent Rider Pass		
One Day Pass	\$5	\$2.50
Monthly Pass	\$50	\$25
Annual Pass	\$550	\$275

In 2018, Frequent Rider Passes accounted for nearly one-third of total systemwide trip payments. As of January 2020, Frequent Rider Passes are no longer accepted on paratransit.

Fixed-Route Service

Kaua'i Bus consists of six fixed-route lines, all of which are currently running seven days per week. Services are designated as Mainline or Shuttle routes.

- **Mainline** is composed of three routes that run along the perimeter of the island, from Kekaha in the southwest to Hanalei on the north coast (connecting in Līhu'e in the southeast), as well as a commuter line that offers limited trips between Wailua and Līhu'e on the East Side (essentially a shortened version of the route that continues to Hanalei). Headways on the Mainline range from every 30 to 60 (except for the 800/850 route) minutes with service spanning generally from 5:15AM to 10:45PM.
- **Shuttles** run entirely within their respective municipalities (Kapahi, and Līhu'e) or also to their immediate surrounding communities (Kōloa) and operate every hour, with services spanning from about 5:00AM to about 10:00PM.

General descriptions of services, and their operation characteristics, are as follows, and in Figure 49. A system map is provided in Figure 50.

- **Route 100/200 Kekaha-Līhu‘e/Līhu‘e-Kekaha Mainline** – The Kekaha-Līhu‘e Mainline Route connects Kekaha with the South Shore and Līhu‘e. Running from west to east, the route passes through, Kekaha, Waimea, Hanapepe, ‘Ele‘ele, Kalāheo, and Līhu‘e, including Līhu‘e Airport. Service primarily operates along Highway 50, the Kaumuali‘i Highway.
- **Route 400/500 Hanalei-Līhu‘e/Līhu‘e-Hanalei Mainline** – The Hanalei-Līhu‘e Mainline Route connects Līhu‘e with Hanalei on the north side of the island. Service operates primarily along Highway 56, the Kūhiō Highway. Running from south to north, the route passes through Līhu‘e, Hanamā‘ulu, Wailua, Kapa‘a, Anahola, Kīlauea, Princeville, and Hanalei.
- **Route 800/850 Wailua-Līhu‘e/Līhu‘e-Wailua Mainline** – The Wailua-Līhu‘e Mainline Route connects Wailua with Līhu‘e. Running from north to south, the route passes through Kapa‘a, Wailua (deviating west on Kuamoo Road to serve Wailua Homesteads), and Līhu‘e. Service primarily operates along Highway 56, the Kūhiō Highway. Despite its designation as a Mainline route, this functions like a commuter route with very limited service with two trips from Kapa‘a to Līhu‘e in the morning and three trips from Līhu‘e to Kapa‘a in the afternoon.
- **Route 30 Kōloa Shuttle** – The Kōloa Shuttle connects Kōloa with Po‘ipū and Kalāheo on the South Side of the island, Route 30 operates primarily along Highway 530, Kōloa Road, and Po‘ipū Road, and serves Kalāheo Neighborhood Center, Kōloa Neighborhood Center, Grand Hyatt Resort, and Po‘ipū.
- **Route 60 Kapahi Shuttle** – The Kapahi Shuttle operates in and around Kapa‘a. Route 60 operates primarily along Kawaihau Road and serves Kapa‘a Middle School, Skate Park, and Library, Kapahi Park, Kapa‘a High School, and Mahelona Medical Center.
- **Route 70 Līhu‘e/Airport/Courthouse Shuttle** – The Līhu‘e Shuttle circulates around the city of Līhu‘e, and travels primarily along Highway 56, the Kūhiō Highway, Highway 51, the Kapule Highway, Highway 58, and Nāwiliwili Road. In addition to other destinations within Līhu‘e, the route serves the Kaua‘i Fifth Circuit Courthouse.

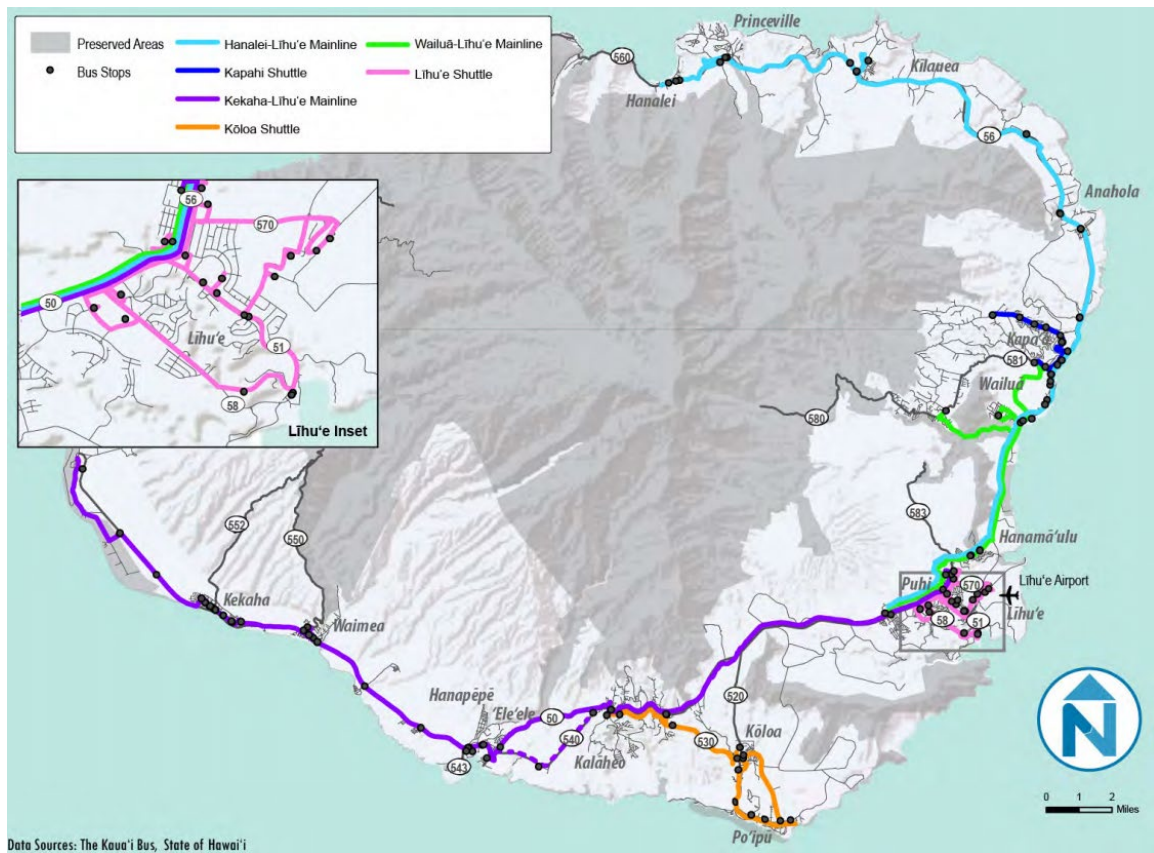
Figure 49 Kaua‘i Bus Route Characteristics (2021)

Route	Route Name	Type	Service Days	Service Hours	Frequency
100/200	100: Kekaha-Līhu‘e	Mainline	7 days	5:15AM-10:45PM	60 mins
	200: Līhu‘e-Kekaha	Mainline	7 days	5:25AM-9:00PM	60 mins
30	Kōloa	Shuttle	7 days	5:15AM-9:00PM	60 mins
400/500	400: Hanalei-Līhu‘e	Mainline	7 days	5:15AM-10:45PM	60 mins

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	500: Līhu'e-Hanalei	Mainline	7 days	5:25AM-9:00PM	60 mins
60	Kapahi	Shuttle	7 days	6:25AM-8:50PM	60 mins
70	Līhu'e	Shuttle	7 days	5:55AM-9:40PM	60 mins
800/850	800: Līhu'e-Wailua	Mainline	7 days	Departures: ▪ 6:30AM-7:30AM ▪ 7:30AM-8:30AM	2 trips
	850: Wailua-Līhu'e	Mainline	7 days	Departures: ▪ 12:30PM-1:30PM ▪ 4:30PM-5:30PM ▪ 6:30PM-7:30PM	3 trips

Figure 50 Kaua'i Bus System Map (2018)



Paratransit

The Kaua'i Bus

The Kaua'i Bus offers paratransit service for qualified individuals based on age and disability, and to participants of human service agencies by contract with the respective agencies.

The current ADA paratransit eligibility process is paper-based, with a requirement for medical verification. Prior to providing service to a new registrant, an agency staff person will often conduct an assessment of the environment around the registrant's home in order to determine the type of vehicle needed to access the home.

All ADA eligible registrants are granted unconditional eligibility. Registrants who are granted eligibility based on age are granted conditional eligibility, though applicants over 65 who apply for age-based eligibility but indicate that they have mobility impairments are encouraged to apply for ADA paratransit eligibility instead.

Paratransit service hours are comparable to fixed-route service hours, and there are very few areas on the island that do not receive paratransit service (e.g., Waimea Canyon, Hā'ena). When necessary, fixed route services will sometimes deviate from the route to provide a trip. The Kaua'i Bus utilizes Syncromatics' Easy Rides to schedule trips.

Additional Transportation Service Providers

Outside of CTA fixed-route and paratransit services, there are few accessible/affordable transportation service providers operating in Kaua'i County, including agencies/organizations that provide transportation specifically for their clients, private demand-response providers, and a few volunteer services. A complete matrix of agencies providing transportation services in Kaua'i County, including descriptions of their respective service and operational characteristics, will be shared upon completion of background data collection and will be placed in a report Appendix.

Public Sector Providers

COUNTY AGENCY ON ELDERLY AFFAIRS

Kupuna Care is a state program designed to help non-Medicaid eligible, elderly residents continue living at home or in the community instead of in nursing home residential care by providing a variety of long-term and short-term assistance services, including transportation. Through a cost-sharing agreement with CTA, County Agency on Elderly Affairs funds transportation services for the Kupuna Care program, which provides paratransit services to Hawai'i residents aged 60 years or older who:

- do not live in a skilled nursing facility, assisted living residence, foster care home, or other adult residential care facility; and

- have a functional impairment that prevents them from performing at least 2 activities of daily living (ADL) OR 2 instrumental activities of daily living (IADL)¹⁴ OR one ADL and 1 IADL,¹⁵ OR have significant cognitive impairments that jeopardize their safety or the safety of another person.

Non-Profit Providers

ALU LIKE^{16,17}

Alu Like's Ke Ola Pono No Nā Kūpuna program is available to independent people of Native Hawaiian ancestry who are aged 60 years or older, as well as their spouses. Participants must provide a birth certificate as of age and ethnicity. In addition to other services, the program provides limited transportation services to and from program activity sites and other health-related sites during regular program hours.

EASTERSEALS HAWAII

Easterseals Hawai'i provides family-centered services to empower people with disabilities or special needs to achieve independent lives. Easterseals helps people find rides and transportation resources to reach employment, appointments, shopping, and other destinations.

KAUA'I ADULT DAY HEALTH CENTER

Kaua'i Adult Day Health Center provides daytime programs for adults with impairments. The Health Center's objective is to help elderly or impaired adults maintain independence as much as possible. In addition to recreational and social activities, the Center coordinates transportation services with the County of Kaua'i's Agency on Elderly Affairs on a space available basis.

KAUA'I ECONOMIC OPPORTUNITY

Kaua'i Economic Opportunity (KEO) is a community action agency that provides services for low-income individuals, older adults, and people with disabilities. KEO's current programs include elderly nutrition congregate programs, emergency food pantries, homebound meal programs, and homeless outreach programs, among others.

¹⁴ Instrumental activities of daily living (IADL) are actions important to being able to live independently, but not necessarily required daily. IADLS include: basic communication skills, transportation, meal preparation, shopping, housework, managing medications, or managing personal finances.

¹⁵ <https://www.payingforseniorcare.com/activities-of-daily-living>

¹⁶ <https://www.alulike.org/services/kumu-kahi/ke-ola-pono-no-na-kupuna/>

¹⁷ [Hawai'i County Office of Aging](#)

Privately-Operated Providers

KAUA'I MEDICAL TRANSPORT¹⁸

Kaua'i Medical Transport offers non-emergency transport for ambulatory and non-ambulatory clients using specially modified, ADA approved, late-model vans that accommodate wheelchairs and stretchers with a rear loading ramp. Drivers are First Aid and CPR certified, and Certified Nurse Aides can be made available at an additional cost. Clients can also use company wheelchairs or stretchers at no additional charge. The service is available seven days a week, and advanced reservations are encouraged, as they take priority over same day service requests.

AKITA ENTERPRISES

To be updated upon further research and outreach.

¹⁸ <http://Kaua'imedicaltransport.com/>

5 MAUI COUNTY

This chapter contains a description of the demographic trends occurring throughout the County of Maui, focusing on populations that tend to rely on transit services and would benefit from greater coordination between human service agencies and transportation providers.

Based on a review of the demographics, economic trends, and existing transportation services, the following key takeaways were identified for Maui County:

- Maui County's older adult population is expected to continue increasing through at least 2045. About 18% of Maui County's population is at least 65 years old.
- Nearly 1 in 10 residents in Maui County live below the poverty level.
- The total number of people experiencing homelessness has been decreasing since 2016.
- Unemployment skyrocketed to 18% in 2020, reaching a peak of 33% in March 2020.
- Areas with notable concentrations of high transit need populations include Kahului, Kihei, and Lahaina.

COMMUNITY PROFILE

Understanding the county's socioeconomic characteristics is essential to understanding the unique needs of Maui County's residents. This section focuses on several population groups:

- Older adults
- Individuals with disabilities
- Individuals living in poverty
- Zero-vehicle households
- Unhoused population

This section also reviews race/ethnicity statistics, economic/employment projections, and the geographic distribution of transit needs. Where available, 2008 ACS data from the U.S. Census Bureau was used as the baseline for comparison from the previous Coordinated Plan.

Population Overview

Maui County is the third-most populous county in the state and includes the islands of Maui, Lāna'i, Moloka'i,¹⁹ Kaho'olawe, and Molokini. The latter two islands are uninhabited. The County's total population is 165,979, which accounts for about 12% of

¹⁹ A portion of Moloka'i is considered Kalawao County.

the total state population. In the past decade, Maui County's population growth outpaced the state's population growth (Figure 51).

Figure 51 Total Population of Maui County

	2008	2019	Change
Maui County	143,691	165,979	16%
State of Hawai'i	1,288,198	1,422,094	10%

Source: 2008 and 2019 5-Year ACS Estimates

Population Centers

The population density of the County is about 143 persons per square mile. Compared with Hawai'i and Kaua'i counties, Maui County is the most densely populated. The population centers of Hawai'i County (communities with 2,700 or more residents) are shown in Figure 52. Nearly all population centers in Maui County have grown by at least 4% from 2008, except for Lāna'i which experienced a 15% decrease in population. Approximately 2% of Maui County residents live on Lāna'i Island.

Figure 52 Maui County Population Centers

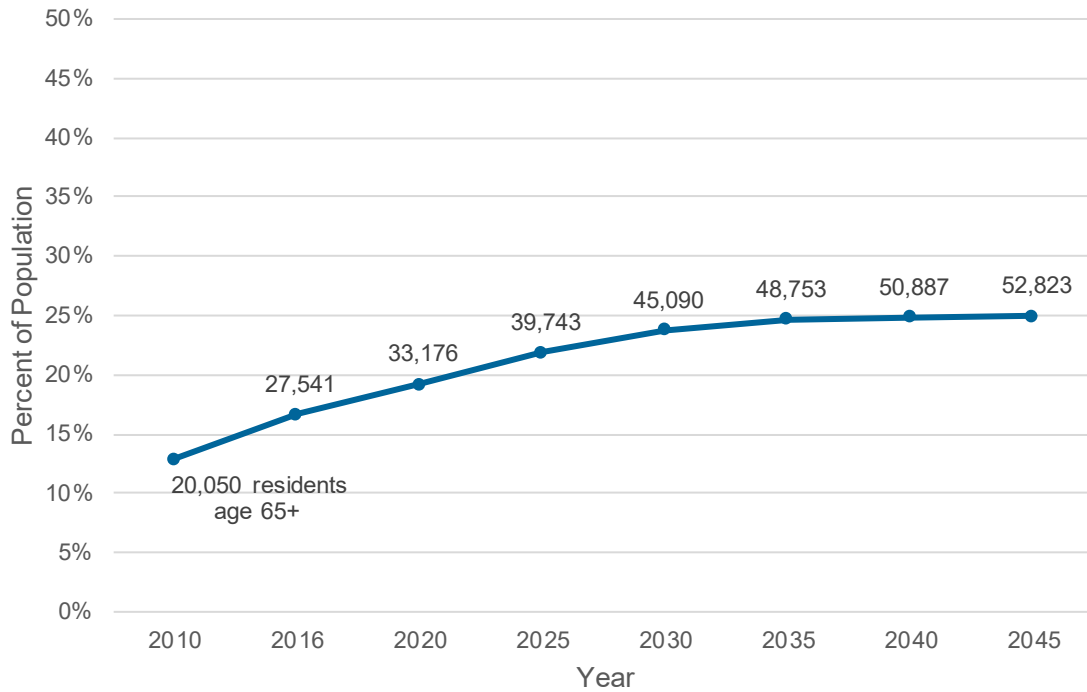
Location	Island	2008 Population	2019 Population	Change
Kahului	Maui	20,146	31,336	+56%
Kihei	Maui	16,749	22,402	+34%
Wailuku	Maui	12,296	17,708	+44%
Lahaina	Maui	9,118	12,776	+40%
Pukalani	Maui	7,380	7,695	+4%
Waihee	Maui	7,300	9,319	+28%
Lāna'i	Lāna'i	3,164	2,705	-15%
Kaunakakai	Molokai	2,726	3,038	+11%

Source: 2008 and 2019 5-Year ACS Estimates

Population Trends

Maui County's population is aging. The share of older adults, age 65 and older, is expected to continue increasing through 2045 (Figure 53). By 2045, the population of older adults is expected to be approximately 52,823, or 25% of the total population. An increasing share of older adults has notable implications on the provision of transportation services, which includes the need for more door-to-door services and reliable transportation options that allow older adults to maintain independence as they age.

Figure 53 Population Projection of Older Adults in Maui County



Source: Population and Economic Projections for the State of Hawai'i to 2045, June 2018. State of Hawai'i, Department of Business, Economic Development and Tourism.

Target Populations

The primary focus of the HDOT CSP 2020+ remains the effort to improve transportation options and access to services for the following target population groups: older adults (age 65 and older), people with disabilities, and people living below the poverty level. These groups have historically had less access to personal vehicles, or have otherwise been transit dependent, both conditions of which can make mobility a distinct challenge, particularly in non-urban areas with low population densities and limited public transit services.

The population of people within these demographic groups are found in Figure 54 and further described in the sections that follow.

Figure 54 Maui County Target Populations

	2008	2019	Overall Change (2008-2019)
Total Population	143,691	165,979	16%
Age 65 and Older	17,428	29,095	67%

Existing Conditions Report
HDOT

Individuals with a Disability (Age 5+)	17,161 ²⁰	15,844	-8%
Individuals Living in Poverty	11,495	15,189	32%

Source: 2008 and 2019 5-Year ACS Estimates

Older Individuals

The population of adults age 65 years and older in the County grew by 67% in the past decade, and now accounts for 18% of the total county population. While the population of older adults in the county has grown at a steeper rate than the state, the proportion of older adults in the county remains the same as the proportion of older adults statewide (Figure 55). The spatial-density distribution of older adults in the county can be seen in Figure 56. Areas with the highest relative density of older adults include central Lahaina, Kihei, Kamaole Beach, Paukukalo, and central Kahului.

Figure 55 Maui County Residents Age 65 Years or Older

	2008	% of Population	2019	% of Population	Overall Change (2008-2019)
Maui County	17,428	12%	29,095	18%	67%
State of Hawai'i	190,442	15%	253,606	18%	33%

Source: 2008/2019 5-Year ACS Estimates

²⁰ Source data for this figure is from 2010 1-Year ACS Estimates. 2008 ACS 5-Year Estimates for this statistic were unavailable at the time this report was published.

Figure 56 Spatial-Density Distribution of Maui Island Residents Age 65 or Older



Individuals with Disabilities

The population of people living in the County who have a disability has decreased over the last decade when compared with the state (Figure 57). However, the share of population of people living with a disability has remained relatively stable. The spatial-density distribution of people in the county who have a disability can be seen in Figure 58. A relatively high density of people with disabilities are in Lahaina, Kahului, Kihei, and Pukalani.

Figure 57 Maui County Residents with a Disability

	2010	% of Population	2019	% of Population	Overall Change (2008-2019)
Maui	17,161	11%	15,844	10%	-8%
State of Hawai'i	140,600	10%	153,915	11%	9%

Source: 2010 1-Year ACS Estimates and 2019 5-Year ACS Estimates. 2010 1-Year ACS Estimates were used in place of 2008 estimates due to data unavailability.

Figure 58 Spatial-Density Distribution of Maui Island Residents with a Disability



Sources: Hawaii Department of Transportation, U.S. Census Bureau, ACS 5-Yr Estimates (2014-2018). Map created March 2021

Individuals Living Below the Poverty Level

The overall share of people living below the poverty level²¹ in the county remained stable over the past decade, despite increasing by 32% from 2008 to 2019. People living in poverty account for 9% of the county, which is identical to the statewide rate (Figure 59). The spatial-density distribution of people in the county who are living below the poverty level can be seen in Figure 60. Places with a relatively high density of people living below the poverty level include Lahaina, Kahului, and Kihei.

Figure 59 Maui County Residents Living Below Poverty Level

	2008	% of Population	2019	% of Population	Overall Change (2008-2019)
Maui County	11,495	8%	15,189	9%	32%
State of Hawai'i	115,937	9%	130,649	9%	13%

Source: 2008/2019 5-Year ACS Estimates

²¹ According to the U.S. Census Bureau, poverty thresholds vary by the size of the family and age of the members. The threshold for a family of four with two children under 18 years old was \$25,926 in 2019.

Figure 60 Spatial-Density Distribution of People Living Below the Poverty Level in Maui Island



Private Motor Vehicle Access

As shown in Figure 61, Maui County has a very low rate of households that do not have access to a private motor vehicle (about 2% of county households). As the rates of unemployment and poverty in the county remain comparable or below those of the state, limited access to, and availability of, frequent, quality, convenient transit services, as well as low density patterns, are still the most likely drivers of automobile-centric travel choices and behaviors.²²

Figure 61 Zero-Vehicle Households in Maui County

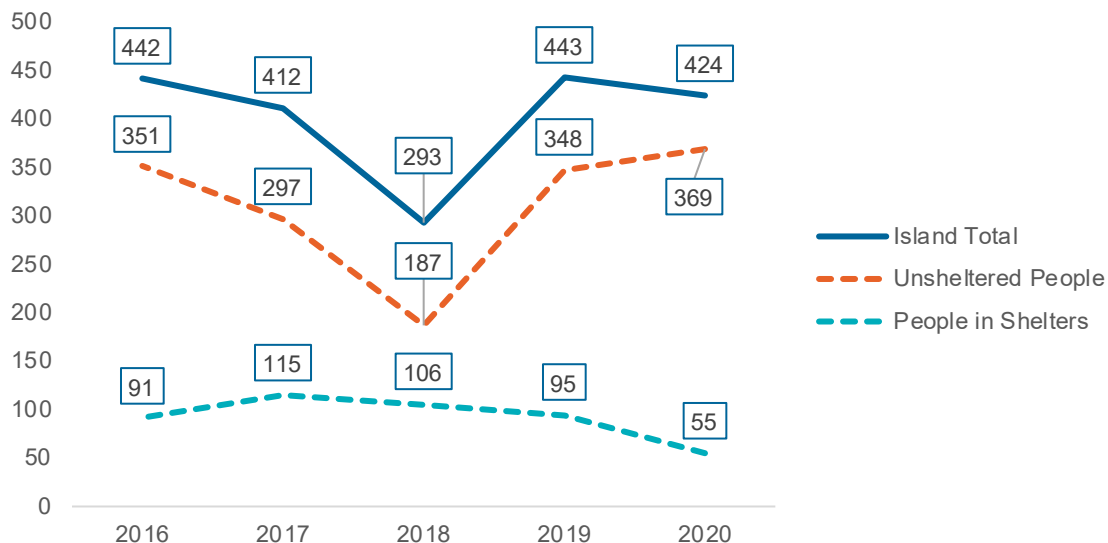
	2010	% of Population	2019	% of Population	Overall Change (2010-2019)
Maui County	2,800	2%	2,553	2%	-9%
State of Hawai'i	38,253	3%	37,128	3%	-9%

Source: 2010 ACS 1-Year Estimates were used in place of 2008 5-Year Estimates due to data unavailability.

Unhoused Individuals

The number of people experiencing homelessness in the County has been steadily declining since 2016 despite some notable year-over-year fluctuations (Figure 62). From 2016 to 2019, the share of people experiencing homelessness who were residing in a shelter has been steadily increasing (from 42% in 2016 to 49% in 2019), while the share of people who are unsheltered has been decreasing (from 58% in 2016 to 51% in 2019).

Figure 62 Maui County Homelessness Summary, 2016-2020



Data Source: Homeless Point-in-Time Count, January 2020, State of Hawai'i, Hawai'i Public Housing Authority

²² https://www.fhwa.dot.gov/policy/otps/nextgen_stats/chap8.cfm

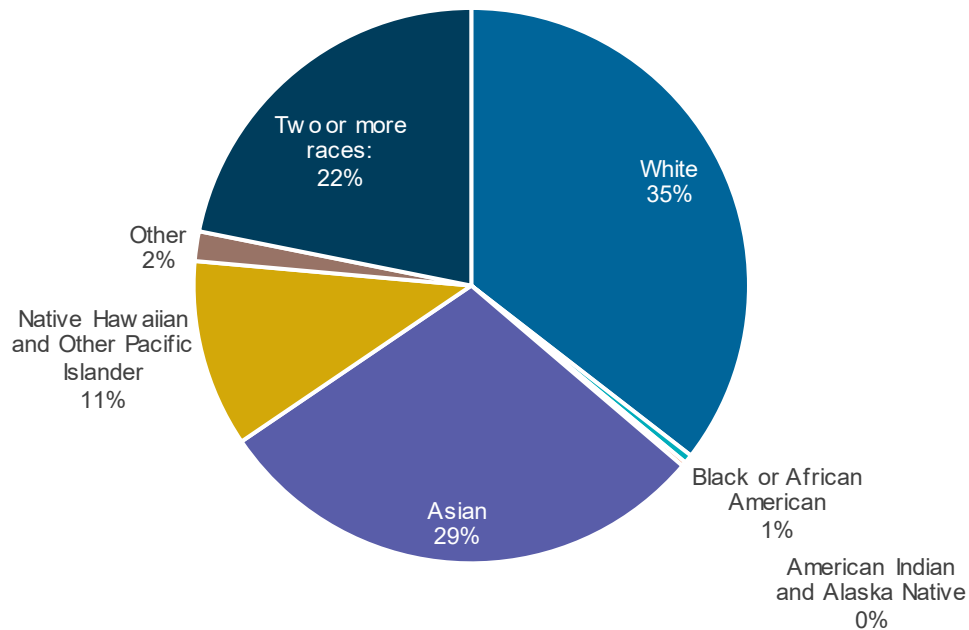
Race and Ethnicity

Maui County continues to be a racially diverse county, with no racial demographic constituting a singular majority, and 22% of the population identifying as being of mixed-race (Figure 63).

The Hispanic/Latino population, which accounts for approximately 13% of the county's population, is not included in the chart as a distinct category because it is an ethnicity and not tracked as a separate race.

Compared to the entire State of Hawai'i, there is a higher proportion of people identifying as Hispanic/Latino, Native Hawaiian, and White in Maui.

Figure 63 Maui County Population by Race



Source: 2019 ACS 5-Year Estimates

About 75% of the population speak only English at home, and about 20% speak an Asian or other Pacific Islander language at home, with the remaining 5% consisting of Spanish (3%) and other languages. Of the people who speak a language other than English at home, about 50% speak English less than “very well.”

Economic Indicators

The following section includes information related to major employers in the County of Maui, unemployment rates, and the economic impacts of the COVID-19 pandemic on the county.

Major Employers and Industries

Government is a major economic sector in the County of Maui, with related sectors such as hospitality still highly reliant on revenue generated from the tourist economy. Maui County employs approximately 2,400 people, which accounts for nearly 3% of employment in the county. The Grand Wailea-Waldorf Astoria in Kihei is the largest private-sector employer in the county, followed by the Ritz-Carlton Kapalua (Figure 64).

Figure 64 Maui County Major Employers²³

Employer	Primary Location	Employees	% of County Employment
Maui County	Various	2,420	2.9%
Grand Wailea-Waldorf Astoria	Kihei	1,400	1.7%
Ritz-Carlton-Kapalua	Lahaina	1,000	1.2%
Maui Memorial Medical Center	Wailuku	800	1%
Four Seasons Resort Maui	Kihei	800	1%
Fairmont Kea Lani	Wailea-Makena	700	0.8%
Four Seasons Resort Lānaʻi	Lānaʻi City	700	0.8%
Westin Maui Resort & Spa on Kaʻanapali Beach	Lahaina	700	0.8%

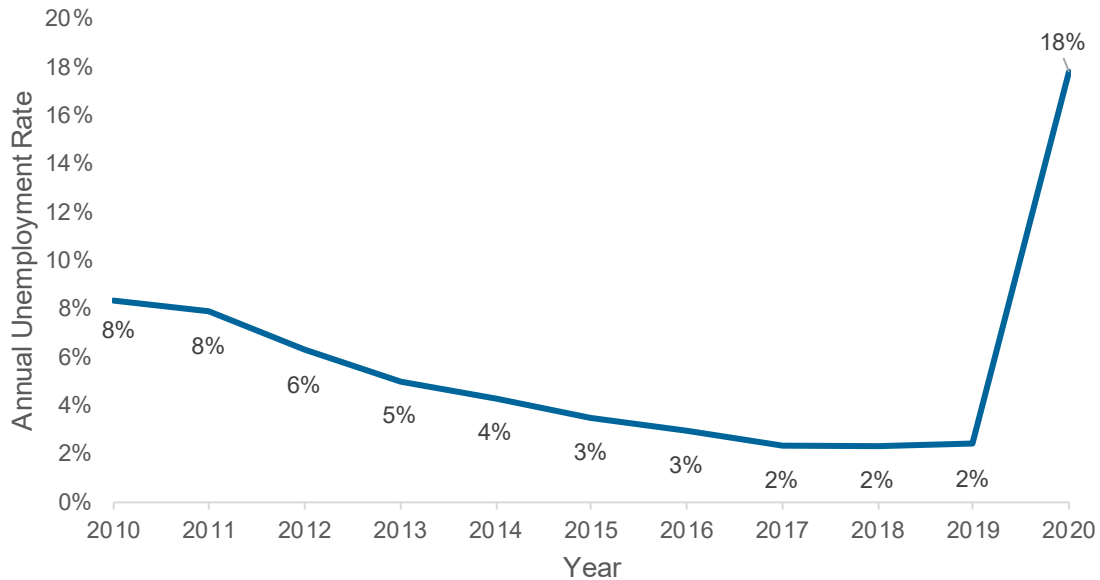
Source: County of Maui Comprehensive Annual Financial Report for the Fiscal Year Ended June 30, 2020

Unemployment

In the decade prior to 2020, the economy of Maui County appeared to be strong, with unemployment figures declining every year and sustaining a low of 2% of the workforce (around 2,000 people) between 2017 and 2019 (Figure 65). However, Maui County was not immune to the economic downturn associated with the COVID-19 pandemic, with the annual unemployment rate spiking up 16 points in 2020 to 18% of the workforce. The impact of the COVID-19 pandemic on employment is further detailed in the following section.

²³ Note: Does not include people employed by the State of Hawaiʻi or the Federal Government

Figure 65 Maui County Annual Unemployment Rate Over Time

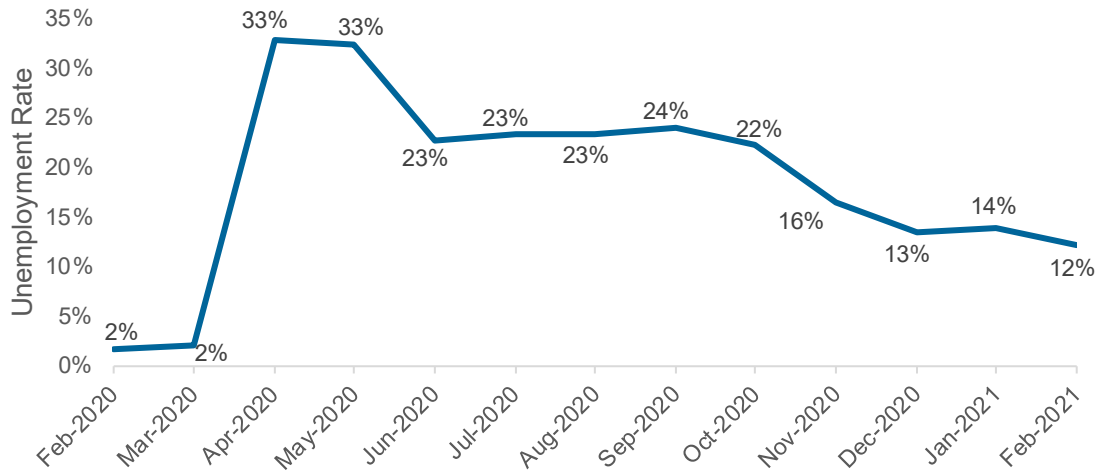


Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

COVID-19 Pandemic Impact and Recovery

Employment in Maui County was particularly hard hit by the quarantine and subsequent restrictions associated with the COVID-19 pandemic in 2020. The unemployment rate spiked from about 2% of the workforce at the start of March to over one-third of the workforce (approximately 27,000 people) through May (Figure 66). When quarantine measures began lifting in June of 2020, the employment rate saw a slight recovery, but about 23% of the workforce remained unemployed throughout the summer and fall as continued restrictions limited the potential recovery of the tourism industry. As restrictions eased beginning in the fall of 2020, the unemployment rate declined further, and remained in the 12% to 16% range (about 10,000 to 13,000 people) between November of 2020 and February of 2021. It is also worth noting, however, that the number of people in the workforce in Maui County declined by about 6,000 between February of 2020 and February of 2021.

Figure 66 Maui County Monthly Unemployment Rate Since Onset of COVID-19 Pandemic



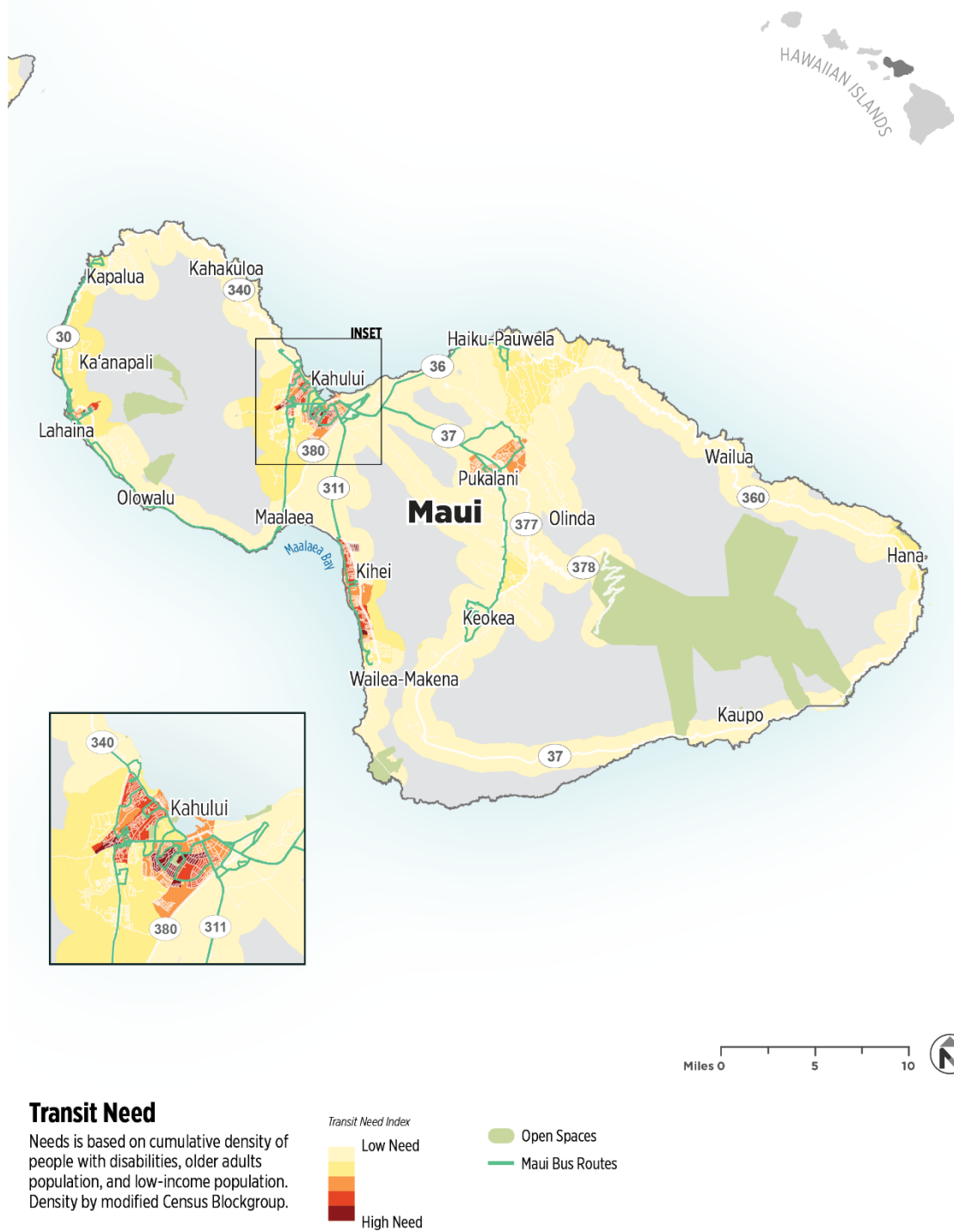
Data Source: [Hirenet Hawai'i, Local Area Unemployment Statistics \(LAUS\)](#)

Distribution of Transit Need

Transit propensity is a concept that seeks to identify potential (or likely) areas of increased transit need based on spatial geographic and socioeconomic factors. Figure 67 illustrates the areas within the Maui County that likely have the greatest need for public transportation services based on a transit propensity analysis that identifies the cumulative densities of demographic populations most often associated with high transit need, such as people aged 65 or older, people with disabilities, and people living below the poverty level.

Transit need is often closely aligned with the areas that have the highest population density. As is the case in Maui County, areas with high concentrations of transit need include Kahului, Kihei, and Lahaina.

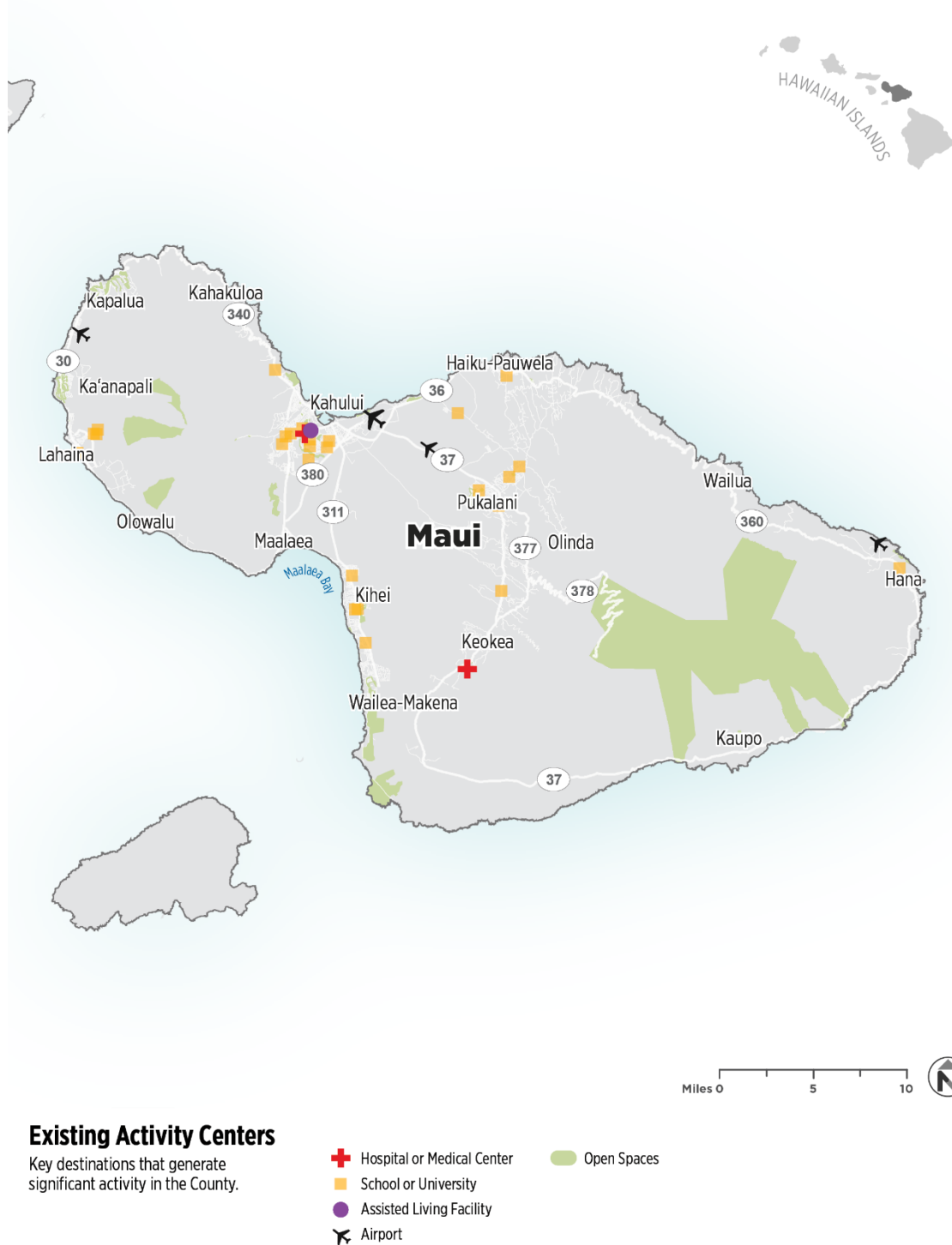
Figure 67 Maui Island Transit Need



Activity Centers and Travel Patterns

The topography and rural nature of Maui makes travel time-consuming. The two main activity centers are Kahului, Kihei, and Lahaina (Figure 21). Target population groups (people age 65 years or older, people living in poverty, and people with disabilities) are likely to travel to medical facilities such as the Maui Memorial Medical Center or other clinics throughout the island, as well as in and between their own respective communities. Because of the scale and topography of the island, many residents, particularly outside of the major activity centers, must travel long distances to access medical care. Medical facilities are limited on the islands of Lānaʻi and Molokai. Each island has only one hospital.

Figure 68 Maui Island Existing Public Activity Centers



Sources: Hawaii Department of Transportation, U.S. Census Bureau, Google Maps. Map created March 2021

EXISTING TRANSPORTATION SERVICES

County of Maui Department of Transportation

The County of Maui's services are primarily provided by the County of Maui Department of Transportation (MDOT) via Maui Bus, which operates fixed-route and commuter services throughout the island. In addition to Maui Bus, MDOT also provides ADA complementary paratransit as well as a robust human services program.

Funding

As of Fiscal Year 2016, the total budget for MDOT was about \$17.6M, of which about \$16.5M was allocated to operations. Excluding marketing and administration, the operations budget for fixed-route, paratransit, and commuter services was nearly \$10M, and the operations budget for the human service program was about \$6M.

In 2015, fare revenues accounted for approximately \$2.7M of operating revenues for fixed-route, paratransit, and commuter services. Meanwhile, Federal funding was estimated to account for about \$3.65M of MDOT revenue. The source of revenue for the remainder of the capital and operating budget is Maui County funding.

Fleet

As of 2021, the fleet for Maui Bus fixed-route and commuter services was 32 buses, and the fleet dedicated to paratransit services was 30 buses. All buses for all service types were wheelchair accessible. Vehicles used for commuter service are provided by the contractor (currently Roberts Hawaii Motor Coaches). In the future, the County may consider purchasing its own coaches for the service.

Figure 69 Maui Bus Fleet (2021)

Vehicle Model (Make)	Quantity	Capacity	Lift or Ramp	Wheelchair Tiedowns
Fixed-Route				
AXESS (Eldorado National)	2	38	Ramp	2
AXESS (Eldorado National)	4	37	Ramp	2
AXESS (Eldorado National)	10	32	Ramp	2
EZ-RIDER II (Eldorado National)	12	37	Ramp	4
Aero Elite (Eldorado National)	4	25	Lift	2
ADA Paratransit Vehicles				
Aero Elite (Eldorado National)	26	8	Lift	4
Grand Caravan (Dodge)	3	6	Ramp	2
MV-1 (VPG)	1	5	Ramp	2

Performance

Maui Bus performance statistics were reported to the National Transit Database (NTD) for 2019 (the last full year prior to the influence of the COVID-19 pandemic) and are summarized below:

Figure 70 Maui County Reported Transit Performance Indicators (2019)

Mode	Operating Expenses	Ridership	VRM	VRH	\$/Trip	\$/Mile	\$/Hour
Bus (Fixed-Route)	\$8,109,460	1,632,230	1,359,647	86,767	\$4.97	\$5.96	\$93.46
Commuter Bus (Fixed-Route)	\$1,347,369	170,366	183,859	8,290	\$7.91	\$7.33	\$162.53
Demand Response	\$9,553,933	281,780	1,126,791	72,606	\$33.91	\$8.48	\$131.59

Source: National Transit Database (NTD)

VRM = Vehicle Revenue Miles

VRH = Vehicle Revenue Hours

Fare Structure

Maui Bus tickets for fixed route and paratransit services can be purchased as one-way, daily, or monthly passes. Commuter bus tickets can be purchased one-way or monthly passes, but cannot be purchased as daily passes. The fare structure for Maui Bus services can be found in Figure 71.

Figure 71 Maui Bus Fixed-Route Transit Fares (2021)

Pass Type	Eligible Service(s)	Reduced-Fare Eligibility	Fee
One-Way			
General	All services	-	\$2
Reduced	Fixed-Route	<ul style="list-style-type: none"> ▪ Seniors (Aged 55+ years) ▪ Paratransit Eligible ▪ Person with a Disability (with relevant ID) ▪ Medicare Card Holders 	\$1
Children	All services	Age 5 and under	Free
Day Pass			
Day Pass	▪ Fixed-Route	-	\$4
Monthly Pass			

General	<ul style="list-style-type: none"> ▪ Fixed-Route ▪ Commuter 	-	\$45
Student	<ul style="list-style-type: none"> ▪ Fixed-Route ▪ ADA Paratransit 	Students aged 24 years and under with valid student ID	\$30
Senior	<ul style="list-style-type: none"> ▪ Fixed-Route 	Riders aged 55 years and older	\$25
Person with Disability	<ul style="list-style-type: none"> ▪ Fixed-Route 	Participants that are registered with Maui Economic Opportunity, Inc	\$30
12-Ride Ticket Book	<ul style="list-style-type: none"> ▪ ADA Paratransit 		\$20

Fixed-Route and Commuter Service

Maui Bus consists of fourteen (14) bus fixed-route services and four (4) commuter bus services, all operated by Roberts Hawai'i. All routes are operated seven days a week, including all holidays, and all vehicles on all routes are ADA accessible. Transfers are not allowed on any routes. General descriptions of services, and their operation characteristics, are described in the following sections, and in Figure 72. A system map is provided in Figure 73.

- **Route 1/2 Wailuku Loop** – Route 1 and Route 2 provide a circular service that connects to key destinations throughout central Wailuku, including the Queen Ka'ahumanu Center transit hub. Route 1 and Route 2 run along essentially the same route pattern and make stops in the same locations, but in opposite directions (Route 1 runs clockwise, and Route 2 runs counterclockwise).
- **Route 5/6 Kahului Loop** – Route 5 and Route 6 provide a circular service that connects to key destinations throughout Kahului, including the Queen Ka'ahumanu Center transit hub. Route 5 and Route 6 run along essentially the same route pattern and make stops in the same locations, but in opposite directions (Route 5 runs clockwise, and Route 2 runs counterclockwise).
- **Route 8 Waihe'e Villager** – The Waihe'e Villager connects the Queen Ka'ahumanu Center transit hub in Kahului to Waihe'e, primarily travelling along Kahului Beach Road, Waiehu Beach Road, and Kahekili Highway.
- **Route 10 Kihei Islander** – The Kihei Islander connects the Queen Ka'ahumanu Center transit hub in Kahului to the Shops at Wailea shopping mall in South Maui via Maui Veterans Highway and South Kihei Road, making stops along the way. The route travels mainly along Maui Veterans Highway in Central Maui and South Kihei Road, Okolani Drive, and Wailea Alanui Drive in South Maui.
- **Route 15 Kihei Villager** – Kihei Villager runs within South Maui connecting the Pi'ilani Village Shopping Center in Pi'ilani to Ma'alaea Harbor Village in Ma'alaea, primarily travelling along South Kihei Road, North Kihei Road, and Honoapi'ilani Highway. The Kihei Villager is one of only four routes that do not access the Queen Ka'ahumanu Center transit hub, and the only one of these respective routes that runs outside of West Maui.

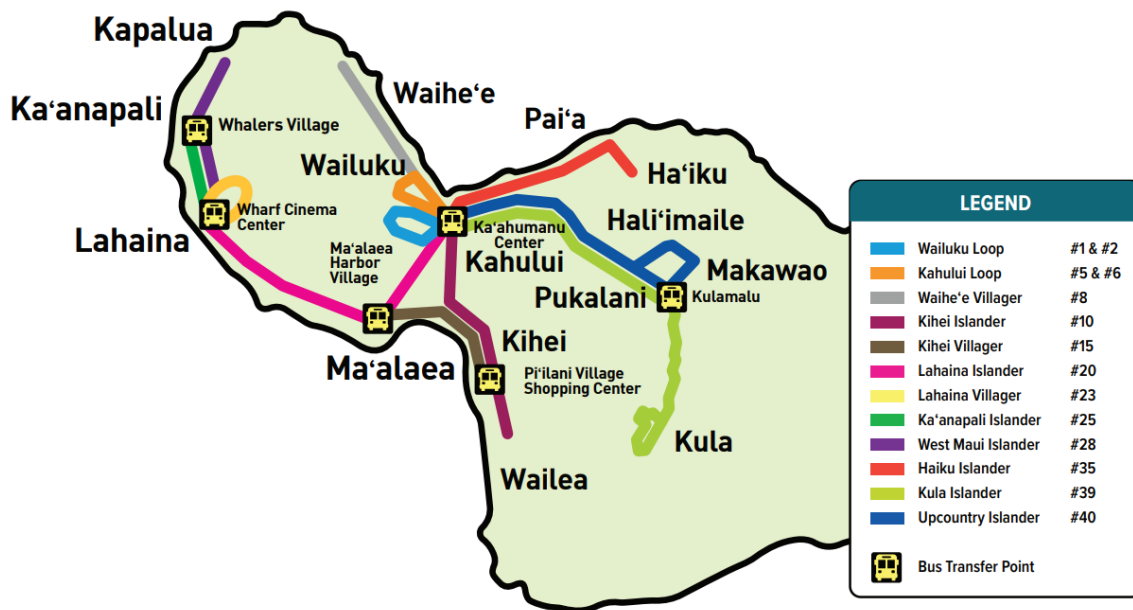
- **Route 20 Lahaina Islander** – The Lahaina Islander connects the Queen Ka’ahumanu Center transit hub in Kahului, Central Maui, to the Wharf Cinema Center in Lahaina, West Maui, via Ma’alaea. The route travels primarily along Honoapi’ilani Highway.
- **Route 23 Lahaina Villager** – The Lahaina Villager provide a circular service that connects to key destinations throughout Lahaina, including the Wharf Cinema Center transfer hub. The Lahaina Villager is one of only four routes that do not access the Queen Ka’ahumanu Center transit hub, and one of three such routes that exclusively serve West Maui.
- **Route 25 Ka’anapali Islander** – The Ka’anapali Islander provides service to Ka’anapali from Wharf Cinema Center transfer hub in Lahaina, primarily travelling along Honoapi’ilani Highway. The Ka’anapali Islander is the only fixed-route service that runs a short service span, running only during a three-hour window in the late afternoon. The Ka’anapali Islander is one of only four routes that do not access the Queen Ka’ahumanu Center transit hub, and one of three such routes that exclusively serve West Maui.
- **Route 28 West Maui Islander** – The West Maui Islander provides service to Kapalua from Wharf Cinema Center transfer hub in Lahaina, primarily travelling along Honoapi’ilani Highway and Lower Honoapi’ilani Road. It also provides service to Ka’anapali, Honokowai, Kahana and Napili. The West Maui Islander is one of only four routes that do not access the Queen Ka’ahumanu Center transit hub, and one of three such routes that exclusively serve West Maui.
- **Route 35 Haiku Islander** – The Ha’iku Islander connects the Queen Ka’ahumanu Center transit hub in Kahului, Central Maui, to Ha’iku via downtown Paia, Upcountry, travelling primarily along Hana Highway. Route 35 is one of only two Maui Bus routes (the other being Route 40) that provides service to Kahului Airport.
- **Route 39 Kula Islander** – The Kula Islander connects the Queen Ka’ahumanu Center transit hub in Kahului, Central Maui, to Kula and Keokea via Pukalani, Upcountry, travelling primarily along Haleakala Highway and Kula Highway.
- **Route 40 Upcountry Islander** – The Upcountry Islander connects the Queen Ka’ahumanu Center transit hub in Kahului, Central Maui, to Pukalani, Makawao and Hali’imaile, travelling primarily along Haleakala Highway. Route 40 is one of only two Maui Bus routes (the other being Route 35) that provides service to Kahului Airport.
- **Haiku-Wailea Commuter** – The Haiku-Wailea commuter route makes one outbound AM trip and one return PM trip each day. The route makes seven stops each way.
- **Makawao-Kapalua Commuter** – The Makawao-Kapalua commuter route makes one outbound AM trip and one return PM trip each day. The route makes seven stops each way.

- **Wailuku-Kapalua Commuter** – The Wailuku-Kapalua commuter route makes four outbound AM trips and four return PM trips each day. The route makes five stops each way.
- **Kihei-Kapalua Commuter** – The Kihei-Kapalua commuter route makes one outbound AM trip and one return PM trip each day. The route makes ten stops each way.

Figure 72 Maui Bus Fixed and Commuter Route Characteristics (2021)

Route	Route Name	Service Days	Service Hours	Frequency
Fixed-Route				
1/2	Wailuku Loop 1	7 days	6:30AM-9:30PM	60 mins
	Wailuku Loop 2	7 days	7:00AM-10:00PM	60 mins
5/6	Kahului Loop 5	7 days	6:30AM-9:30PM	60 mins
	Kahului Loop 6	7 days	7:00AM-10:00PM	60 mins
8	Waihe'e Villager	7 days	7:15AM-8:00PM	180 mins
10	Kihei Islander	7 days	5:30AM-9:30PM	60 mins
15	Kihei Villager	7 days	5:26AM-8:55PM	60 mins
20	Lahaina Islander	7 days	5:30AM-9:30PM	60 mins
23	Lahaina Villager	7 days	<ul style="list-style-type: none"> ▪ 8:00AM-2:00PM ▪ 3:00PM-11:00PM 	60 mins
25	Ka'anapali Islander	7 days	2:30PM-5:30PM	60 mins
28	West Maui Islander	7 days	5:30AM-9:30PM	60 mins
35	Haiku Islander	7 days	5:30AM-10:00PM	90 mins
39	Kula Islander	7 days	5:56AM-9:11 PM	180 mins
40	Upcountry Islander	7 days	6:00AM-10:30PM	90 mins
Commuter				
-	Haiku-Wailea	7 days	<ul style="list-style-type: none"> ▪ Outbound: 5:30AM ▪ Inbound: 4:30PM 	<ul style="list-style-type: none"> ▪ 1 AM outbound trip ▪ 1 PM inbound trip
-	Makawao-Kapalua	7 days	<ul style="list-style-type: none"> ▪ Outbound: 5:30AM ▪ Inbound: 4:00PM 	<ul style="list-style-type: none"> ▪ 1 AM outbound trip ▪ 1 PM inbound trip
-	Wailuku-Kapalua	7 days	<ul style="list-style-type: none"> ▪ Outbound: <ul style="list-style-type: none"> – 5:30AM-6:45AM ▪ Inbound: <ul style="list-style-type: none"> – 3:05AM-4:30PM 	<ul style="list-style-type: none"> ▪ 4 AM outbound trips ▪ 4 PM inbound trips
-	Kihei-Kapalua	7 days	<ul style="list-style-type: none"> ▪ Outbound: 6:00AM ▪ Inbound: 4:05PM 	<ul style="list-style-type: none"> ▪ 1 AM outbound trip ▪ 1 PM inbound trip

Figure 73 Maui Bus System Map (2021)



Source: County of Maui (February 2021)

Paratransit

Complementary paratransit demand-response service for eligible people with disabilities under the Americans with Disabilities Act (ADA) is provided on the island of Maui. ADA paratransit services operate seven days a week, including all holidays, during the hours that fixed-route services are running. In conformance with ADA, the operation hours and service area are determined by local fixed-route services. To be considered for ADA paratransit service, registrants must submit a paper-based application including medical verification.

Additional Transportation Service Providers

Additional agencies on Maui provide limited transportation services, usually solely for their own programs and clientele. A complete matrix of agencies providing transportation services in Maui County, including descriptions of their respective service and operational characteristics, will be shared upon completion of background data collection and will be placed in a report Appendix.

Human services transportation is provided on the islands of Maui, Lâna'i and Moloka'i. Maui Economic Opportunity, Inc (MEO) provides ADA paratransit. Human services transportation is provided by MEO through a grant. Human services transportation programs include:

- Dialysis Transportation
- Adult Day Care

- Kalima
- Employment Transportation
- Head Start
- Nutrition Programs
- Youth Programs

THE ARC OF MAUI

The Arc of Maui offers a range of support services for people with intellectual and developmental disabilities. In addition to nursing and nutritional services, the Arc of Maui provides transportation services for medical and dental appointments, recreational outings, and community activities.

EASTERSEALS OF HAWAII

Easterseals Hawai'i provides family-centered services to empower people with disabilities or special needs to achieve independent lives. Easterseals helps people find rides and transportation resources to reach employment, appointments, shopping, and other destinations.

6 STATE AND FEDERAL

The Hawai'i Department of Transportation (HDOT) is a direct recipient of Federal Transit Administration (FTA) Section 5310 funding. Over the past several years, HDOT has predominantly used such funds to purchase new vehicles on behalf of subrecipients, using an invitation for bid (IFB) process.

Other federal funding resources for public transit will be detailed in a report Appendix.²⁴

In Hawai'i, Medicaid is run by the Department of Human Services. Medicaid members seeking non-emergency medical transportation (NEMT) services throughout the State must go through Intelliride by Transdev, the current broker contracted on behalf of the State.

²⁴ For a preview of this appendix, please consult: <https://assets.rtcshv.com/wp-content/uploads/sites/4/2020/07/16132644/4-CTP-FINAL-Appendix-B.pdf>.