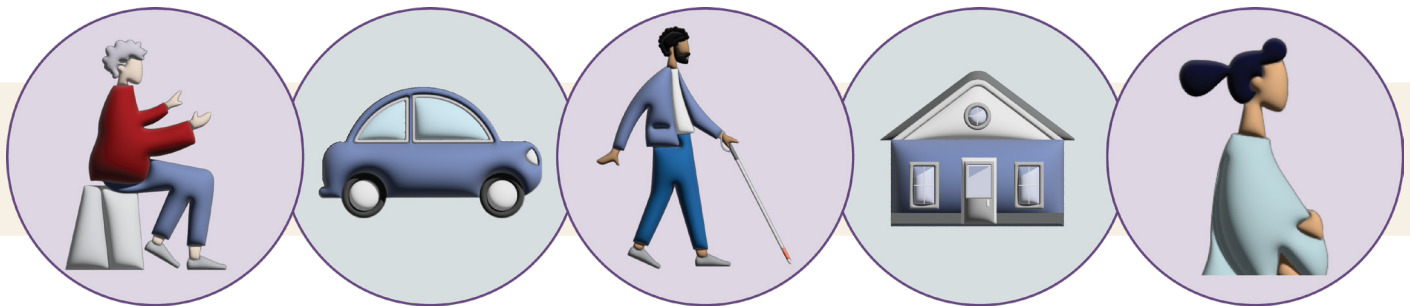


# **HDOT Coordinated Statewide Plan 2020+**

## **Appendices**

MAY 2022



**Appendix A: Provider Directory**

**Appendix B: Plan Review**

**Appendix C: Provider Survey and Results**

**Appendix D: Public Survey and Results**

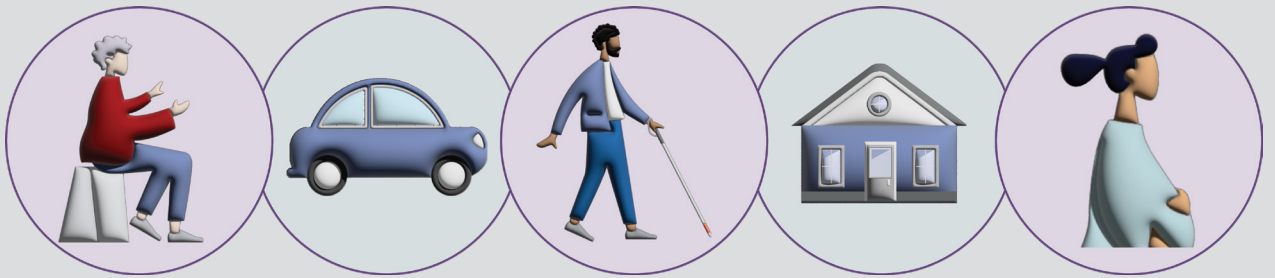
**Appendix E: Federal Funding Streams**

**Appendix F: TAC Strategy Prioritization Exercise Results**



# APPENDIX A

## PROVIDER DIRECTORY





# Appendix A: Provider Directory

Organization	County	Agency Type (Public, Private, Non-Profit, etc)	Contact Info	Transportation Service Directly Provided?	Service Type (If Directly Provided)	General Public Served?	Population(s) Served (If Not General Public)	Fares
Ace 1 Taxi LLC	Hawai'i	Private	808.935.8303 808.756.7088	Directly Provides Transportation	Non-emergency medical		General public People with disabilities Seniors People with medical needs Low-income people	Mass transit charges \$4 each way for paratransit and shareride \$2 each way
Arc of Hilo	Hawai'i	Nonprofit	808.935.8534 <a href="https://arcof hilo.org/">https://arcof hilo.org/</a>	Directly Provides Transportation	Program/Client transportation		People with disabilities Seniors	
Arc of Kona	Hawai'i	Nonprofit	808.640.4838	No Transportation, Listed for Information			People with disabilities	
Bikeshare Hawai'i Island	Hawai'i	Nonprofit	888.859.2453 <a href="https://Hawai'iislandbikeshare.org/">https://Hawai'iislandbikeshare.org/</a>	Directly Provides Transportation	Bikeshare	■		30-minute ride: \$3.50 per ride 300 minutes: \$20 Unlimited 60 minute rides: \$25 per month Unlimited 30 minute rides: 15 per month
Coordinated Services for the Elderly	Hawai'i	Public	808.323.4320 <a href="https://www.parks.Hawai'i county.gov/divisions/elderly-activities/coordinated-services-for-the-elderly-cse">https://www.parks.Hawai'i county.gov/divisions/elderly-activities/coordinated-services-for-the-elderly-cse</a>	Directly Provides Transportation	Fixed-route service Program/Client transportation Non-emergency medical transportation		People with disabilities Seniors Low-income people	
County of Hawai'i Mass Transit Agency - Hele-On	Hawai'i	Public transit agency	808.961.8744 <a href="http://www.heleonbus.org/">http://www.heleonbus.org/</a>	Directly Provides Transportation	Fixed-route service Demand-response service Paratransit Shared ride taxi Bikeshare	■		Regular Monthly Pass: \$60.00 Regular One-Way: \$2.00 Discounted Monthly Pass: \$45.00 Discounted One-Way: \$1.00 Paratransit: \$4.00
Disability Rights Hawai'i	Hawai'i	Advocacy	808.934.7574	No Transportation, Listed for Information			People with disabilities Seniors	
Hawai'i County Economic Opportunity Council	Hawai'i	Nonprofit	808.961.2681 <a href="https://hceoc.net/">https://hceoc.net/</a>	Directly Provides Transportation	Demand-response service Paratransit Program Non-emergency medical		People with disabilities Seniors People with medical needs Low-income people	
Ho'oNani Adult Care Services, Inc.	Hawai'i	Private	808.896.6417 <a href="https://hoonaniadultcareservices.com/">https://hoonaniadultcareservices.com/</a>	Directly Provides Transportation	Fixed-route service Program/Client transportation		People with disabilities Seniors Low-income people Veterans Minority groups Tribal nations	Regular One-way: \$10.00-\$25.00
People's Advocacy for Trails Hawai'i	Hawai'i	Nonprofit	808.498.1196 <a href="https://pathHawai'i.org/">https://pathHawai'i.org/</a>	Directly Provides Transportation	Bikeshare	■		

Organization	County	Agency Type (Public, Private, Non-Profit, etc)	Contact Info	Transportation Service Directly Provided?	Service Type (If Directly Provided)	General Public Served?	Population(s) Served (If Not General Public)	Fares
Akita Enterprises, Limited	Kaua'i	Private	808.245.5344 <a href="https://www.hcoaHawaii.org/AGISModules/ProviderSearch/ProviderDetails.aspx?OrgID=549740&amp;mid=411&amp;pageid=371&amp;letter=A&amp;state=HI">https://www.hcoaHawaii.org/AGISModules/ProviderSearch/ProviderDetails.aspx?OrgID=549740&amp;mid=411&amp;pageid=371&amp;letter=A&amp;state=HI</a>	Directly Provides Transportation	Program/Client transportation		People with disabilities	
Alu Like	Kaua'i	Nonprofit	808.535.6700 <a href="https://www.alulike.org/services/kumu-kahi/ke-ola-pono-no-na-kupuna/">https://www.alulike.org/services/kumu-kahi/ke-ola-pono-no-na-kupuna/</a>	Directly Provides Transportation	Program/Client transportation		Native Hawai'ians 60 years and older (and their spouses)	Donation based
County of Kaua'i Agency on Elderly Affairs	Kaua'i	Public	8080.241.4470 <a href="https://www.Kaua'iadrc.org/">https://www.Kaua'iadrc.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance			Seniors	
County of Kaua'i Transportation Agency - Kaua'i Bus	Kaua'i	Public transit agency	808.246.8110 <a href="https://theKaua'ibus.com/">https://theKaua'ibus.com/</a> <a href="https://www.Kaua'i.gov/Transportation">https://www.Kaua'i.gov/Transportation</a>	Directly Provides Transportation	Fixed-route service Demand-response service Paratransit Program transportation Non-emergency medical transportation Other (Emergency/ Disaster evacuations)	■		Regular Monthly Pass: \$50.00 Regular One-Way: \$2.00 Senior/Disabled Monthly Pass: \$25.00 Senior/Disabled One-Way: \$1.00 Paratransit: \$4.00/Senior; \$2.00/ADA
Department of Vocational Rehabilitation - Kaua'i Branch	Kaua'i	Public	808.274.3333 <a href="https://humanservices.Hawaii.gov/vocationalrehab/">https://humanservices.Hawaii.gov/vocationalrehab/</a>	Contracts Transportation Service and/or Provides Transportation Assistance			People with disabilities People with medical needs	
Friendship House	Kaua'i	Nonprofit	808.821.4480 <a href="https://friendshipclubKaua'i.org/">https://friendshipclubKaua'i.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance			People with disabilities Seniors People with medical needs Low-income people Veterans Minority groups Other (People with mental illnesses)	
Hale Opio Kaua'i Inc.	Kaua'i	Nonprofit	808.245.2873 <a href="https://haleopio.org/">https://haleopio.org/</a>	No Transportation, Listed for Information			Youth / Young Adults (18-27)	
The Hanalei Initiative	Kaua'i	Nonprofit	808.635.2074 <a href="https://www.hanaleiinitiative.org/">https://www.hanaleiinitiative.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance		■	Accomodations on a case by case basis	Regular Monthly Pass: \$40.00 Regular One-Way: \$15.00
Kaua'i Adult Day Health Center	Kaua'i	Private	808.246.6919 <a href="https://www.ohanapacific.com/kaua-i-adult-day-health-center">https://www.ohanapacific.com/kaua-i-adult-day-health-center</a>	Contracts Transportation Service and/or Provides Transportation Assistance			People with disabilities Seniors	
Kaua'i Economic Opportunity (KEO)	Kaua'i	Nonprofit	808.245.4077 <a href="https://keoinc.org/">https://keoinc.org/</a>	No Transportation, Listed for Information	Meal delivery		People with disabilities Seniors Low-income people	
Kaua'i Care Center	Kaua'i	Healthcare provider	808.338.1681 <a href="https://www.regency-pacific.com/senior-living/hi/waimea/Kaua'i-care-center/">https://www.regency-pacific.com/senior-living/hi/waimea/Kaua'i-care-center/</a>	Directly Provides Transportation	Non-emergency medical transportation Program/Client transportation		People with disabilities Seniors People with medical needs Veterans	No charge for residents.

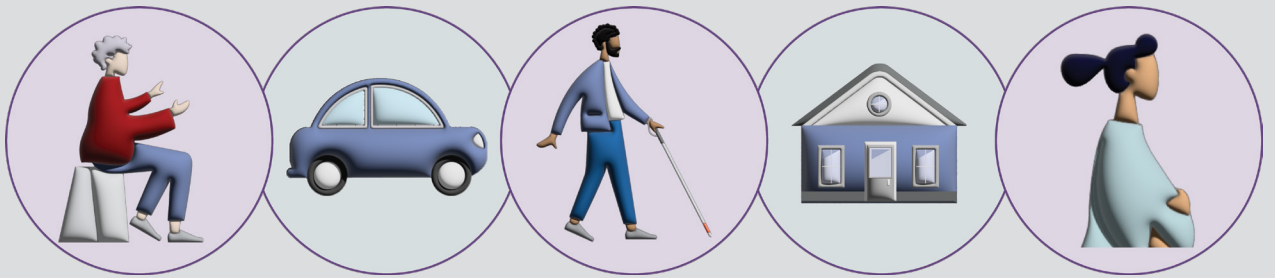
Organization	County	Agency Type (Public, Private, Non-Profit, etc)	Contact Info	Transportation Service Directly Provided?	Service Type (If Directly Provided)	General Public Served?	Population(s) Served (If Not General Public)	Fares
Kaua'i Medical Transport Inc.	Kaua'i	Private	808-212-5833 <a href="http://Kaua'imedicaltransport.com/">http://Kaua'imedicaltransport.com/</a>	Directly Provides Transportation	Non-emergency medical transportation		People with disabilities Seniors People with medical needs Low-income people Youth Veterans Minority groups	
Regency at Puakea	Kaua'i	Healthcare provider	808.246.4449 <a href="https://www.regency-pacific.com/senior-living/hi/lihue/regency-at-puakea-retirement-assisted-living/">https://www.regency-pacific.com/senior-living/hi/lihue/regency-at-puakea-retirement-assisted-living/</a>	Directly Provides Transportation	Demand-response service Non-emergency medical transportation		Seniors	
Regenerative Living Inc.	Kaua'i	Private	808.223.1989	Directly Provides Transportation	Demand-response service Non-emergency medical transportation		People with disabilities Seniors People with medical needs Low-income people Veterans	Negotiated fares with clients based on location and distance
State of Hawai'i, Fifth Circuit Court, Kaua'i Drug Court	Kaua'i	Public (Judiciary)	808.482.2363 <a href="https://www.courts.state.hi.us/general_information/contact/Kaua'i">https://www.courts.state.hi.us/general_information/contact/Kaua'i</a>	Contracts Transportation Service and/or Provides Transportation Assistance		■		
West Kaua'i Minister's Association	Kaua'i	Faith-based organization	808.346.5796	Contracts Transportation Service and/or Provides Transportation Assistance		■		Free
YWCA Kaua'i	Kaua'i	Nonprofit	808.245.5959 <a href="https://ywcaKaua'i.org/">https://ywcaKaua'i.org/</a>	Directly Provides Transportation	Demand-response service Program transportation		Other (Victims of Domestic violence and sexual assault)	
Arc of Maui	Maui	Nonprofit	808.242.5781 <a href="http://www.arcofmaui.org/">http://www.arcofmaui.org/</a>	Directly Provides Transportation	Program/Client transportation		People with disabilities	
Community Clinic of Maui, Inc. dba Malama I Ke Ola Health Center	Maui	Healthcare provider	808.872.4016 <a href="https://ccmaui.org/">https://ccmaui.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance		■		
County of Maui Dept. of Transportation – Maui Bus	Maui	Public transit agency	808.270.7511 <a href="https://www.mauicounty.gov/125/Department-of-Transportation">https://www.mauicounty.gov/125/Department-of-Transportation</a>	Contracts Transportation Service	Fixed-route services Commuter services Paratransit services	■		Regular One-Way: \$2 (fixed route, ADA paratransit, commuter) Regular Monthly Pass: \$45 (fixed route & commuter)  Reduced Monthly Pass: \$25 (fixed route)(includes Seniors (55 years & older), paratransit eligible and persons with a certified disability fixed route card, Medicare cardholders and students with a valid ID ages 24 years and younger) Senior/Disabled One-Way Fare: \$1 (fixed route) ADA Paratransit 12 ride coupon ticket booklet: \$20
County of Maui Office on Aging	Maui	Public	808.270.7774 <a href="https://www.mauicounty.gov/255/Office-on-Aging">https://www.mauicounty.gov/255/Office-on-Aging</a>	Contracts Transportation Service and/or Provides Transportation Assistance			Seniors	

Organization	County	Agency Type (Public, Private, Non-Profit, etc)	Contact Info	Transportation Service Directly Provided?	Service Type (If Directly Provided)	General Public Served?	Population(s) Served (If Not General Public)	Fares
Ka Lima O Maui	Maui	Nonprofit	808.244.5502 <a href="https://www.kalimaomaui.org/">https://www.kalimaomaui.org/</a>	Directly Provides Transportation	Volunteer transportation		People with disabilities	
Kaunoa Assisted Transportation	Maui	Public	808.270.7944 <a href="https://www.mauicounty.gov/254/Kaunoa-Senior-Services">https://www.mauicounty.gov/254/Kaunoa-Senior-Services</a>	Directly Provides Transportation	Demand-response service Non-emergency medical transportation		Seniors People with medical needs Low-income people Veterans Minority groups	
Lānaʻi Senior Center	Maui	Public	808.565.6282 <a href="https://www.lanai96763.com/businessprofile/lanai-senior-center/">https://www.lanai96763.com/businessprofile/lanai-senior-center/</a>	Directly Provides Transportation	Demand-response service Non-emergency medical transportation		People with disabilities Seniors Low-income people Veterans	Donation only
Maui Adult Day Care Centers	Maui	Nonprofit	808.871.5804 <a href="https://madcc.org/">https://madcc.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance			People with disabilities Seniors People with medical needs	MEO Transportaion Human Services Program: voluntary donation Paratransit: \$2 per boarding, or \$20 for a 12-ride ticket booklet
Maui Economic Opportunity (MEO)	Maui	Nonprofit	808.877.7651 808.249.2990 <a href="https://www.meoinc.org/programs-services/transportation-services/">https://www.meoinc.org/programs-services/transportation-services/</a>	Directly Provides Transportation	Demand-response service Paratransit Human services transportation Program transportation Non-emergency medical transportation		People with disabilities Seniors People with medical needs Low-income people Youth Veterans Minority groups	
Maui Health	Maui	Healthcare provider	808.244.9056 <a href="https://www.mauhealth.org/">https://www.mauhealth.org/</a>	No Transportation, Listed for Information		■		
Na Hoaloha	Maui	Nonprofit	808.249.2545 <a href="https://www.nahoaloha.org/">https://www.nahoaloha.org/</a>	Directly Provides Transportation	Demand-response service Non-emergency medical transportation		People with disabilities Seniors People with medical needs Low-income people Veterans	
Easterseals Hawaiʻi	Multiple	Nonprofit	<a href="https://www.eastersealsHawaii.org/">https://www.eastersealsHawaii.org/</a>	Contracts Transportation Service and/or Provides Transportation Assistance			People with disabilities Low-income people	



# APPENDIX B

## PLAN REVIEW





# Appendix B: Plan Review

Each of the reviewed plans provided recommendations to address transportation needs. The following table 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.

## 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	No specific transportation recommendations	
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	
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)
Eligibility Assessments	Replace paper-only eligibility process with a combination of paper applications, in-person interviews, and functional assessments			

Plan	Year	Agency	Relevant Recommended Actions	
General Plan	2018	Kaua'i County	<i>Plans and Studies:</i>	Implement Short-Range Transit Plan. Complete a Mid-Range (4-7 year) Transit Plan
			<i>Projects and Programs:</i>	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 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 Develop a real-time online bus tracking map Increase information and amenities available online Continue improving service levels to meet demand
	2012	County of Kaua'i Transportation Agency	<i>Mid-Term</i>	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

Plan	Year	Agency	Relevant Recommended Actions
<b>Maui County</b>			
<b>Kihei Sub-Area Transportation Plan</b>	2020	Maui County Public Works Department	No instructive recommended actions
<b>Hele Mai Maui LRTP 2040</b>	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.
<b>Moloka'i Island Community Plan</b>	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.
<b>Waihe'e Shuttle Feasibility Study</b>	2018	MDOT	New Alternative 7: Limited Fixed-Route Service Interlined with Revised Kula Villager
<b>SRTP</b>	2016	MDOT	No instructive recommended actions
<b>Lāna'i Community Plan</b>	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
<b>Maui Island General Plan 2030</b>	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 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
<b>Area Plan on Aging</b>	2011	Maui County Office on Aging	No instructive recommended actions

Plan	Year	Agency	Relevant 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	Hawaiʻi DHS Med-QUEST Division	No specific transportation recommendations	
Housing Planning Study	2019	Hawaiʻi Housing Finance and Development Corporation	No specific transportation recommendations	
Statewide Mobility Management Report	2014	State of Hawaiʻi 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 Hawaiʻi District	2014	HDOT	No instructive recommended actions	
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.

### Status of Recommendations from 2011 Coordinated Plan

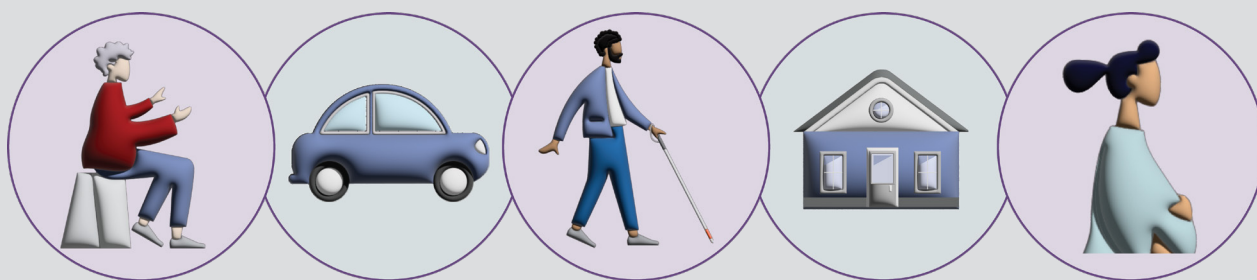
Strategy	Description	Implementation Status
<b>Hawai'i County</b>		
<b>Develop a countywide vehicle replacement schedule</b>	Determine optimal number of smaller vehicles. Explore cost effective opportunities for nonprofits to purchase surplus public agency vehicles, including vanpool vehicles.	Work in progress to get more vehicles (considerations include IFBs, RFPs and updating future grants to meet environmental objectives).
<b>Establish a mobility manager position (within an existing agency)</b>	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.
<b>Develop a transportation financial plan</b>	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.
<b>Kaua'i County</b>		
<b>Purchase of accessible vehicles</b>	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.
<b>Subsidized taxi voucher program</b>	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.
<b>Funding for free/reduced bus passes</b>	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.
<b>Maui County</b>		
<b>Lead agency for human service transportation coordination</b>	County of Maui should lead in Human Services Coordination with some level of centralized action.	MEQ has helped centralize some of this coordination.
<b>Better coordination between Public Transit with Human Services Transportation</b>	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.
<b>Coordinated training</b>	Coordinating periodic training for drivers and other personnel	Service providers continuously and retraining drivers on annual basis.





# APPENDIX C

## Provider Survey and Results





# Appendix C: Provider Survey and Results

The project team distributed an online survey to obtain input from the transportation providers regarding the services they provide as well as the transportation successes and challenges they or their clients encounter. The online survey was distributed to stakeholders in May 2021 through the SurveyMonkey application. A total of 33 organizations provided feedback. Results are presented and summarized in this appendix.

## Respondent Overview

Most survey respondents serve Kauaʻi, Maui, and Hawaiʻi Counties. In addition to these counties, one respondent (Easterseals Hawaiʻi) also serves Oahu (Honolulu County). The following section highlights participating organizations by county:

### Hawaiʻi County – 8 respondents:

- Hawaiʻi County Economic Opportunity Council
- People’s Advocacy for Trails Hawaiʻi
- Kona Adult Day Center, Inc.
- Ace 1 Taxi LLC
- Disability Rights Hawaiʻi
- Arc of Kona
- HoʻoNani Adult Care Services, Inc.
- Coordinated Services for the Elderly

### Kauaʻi County – 15 respondents:

- Kauaʻi Medical Transport Inc.
- The Hanalei Initiative
- YWCA Kauaʻi
- West Kauaʻi Minister’s Association
- Regenerative Living Inc.
- Hale Opio Kauaʻi Inc.
- Friendship House
- State of Hawaiʻi, Fifth Circuit Court, Kauaʻi Drug Court
- Catholic Charities Hawaiʻi-Kauaʻi Community Office
- DHS/Vocational Rehabilitation/Kauaʻi Branch

- Regency at Puakea
- Kauaʻi Care Center
- Easterseals Hawaiʻi
- Kauaʻi Economic Opportunity, Incorporated
- The County of Kauaʻi Transportation Agency

### Maui County – 9 respondents:

- Maui Health
- Community Clinic of Maui, Inc. dba Malama I Ke Ola Health Center
- Maui Adult Day Care Centers
- Lānaʻi Senior Center
- Ka Lima O Maui
- County of Maui Dept. of Transportation
- Na Hoaloa
- Kaunoa Assisted Transportation
- Maui Economic Opportunity (MEO)

### Statewide – 1 respondent:

- Easterseals Hawaiʻi

Surveyed organizations provide services to a variety of vulnerable individuals, ranging from youth to those in recovery from substance abuse. Figure C-1 provides an overview of the demographic groups that each organization serves. Most organizations provide services to people with physical disabilities (76%), seniors (70%) and individuals with developmental or cognitive disabilities (67%).

Most surveyed organizations provide services in Kauaʻi, Maui and the Big Island. Although most organizations provide services in the entire areas of the island they serve, some cover only specific locations. Similarly, a majority of organizations answering the survey (18 respondents) directly provide rides, while nine fund or contract transportation services and other programs. Six organizations indicated that they do not directly provide transportation services nor do they fund or contract transportation services and other programs.

**Figure C-1 Communities Served**

Organization	Communities Served											
	General public	People with physical disabilities	People with developmental or cognitive disabilities	Seniors (65 or older)	People in recovery from substance abuse	People with chronic medical needs	Low-income people	Youth (18 or younger)	Veterans	Minority groups	Tribal nations	Other
<b>Hawai'i County</b>												
Hawai'i County Economic Opportunity Council		■	■	■		■	■					
People's Advocacy for Trails Hawai'i	■											
Kona Adult Day Center, Inc.												■
Ace 1 Taxi LLC	■	■		■	■	■	■					■
Disability Rights Hawai'i		■	■	■		■						
Arc of Kona		■	■									
Ho'oNani Adult Care Services, Inc.		■	■	■			■		■	■	■	
Coordinated Services for the Elderly	■	■		■			■					
<b>Kaua'i County</b>												
Kaua'i Medical Transport Inc.	■	■	■	■		■	■	■	■	■		
The County of Kaua'i Transportation Agency	■	■	■	■	■	■	■	■	■	■	■	■
YWCA Kaua'i												■
West Kaua'i Minister's Association	■	■	■	■	■	■	■		■	■		
Regenerative Living Inc.	■	■		■		■	■		■			
Hale Opio Kaua'i Inc.								■				■
State of Hawai'i, Fifth Circuit Court, Kaua'i Drug Court	■	■	■	■	■		■	■	■			
Friendship House		■	■	■	■	■	■		■	■		■
Catholic Charities Hawai'i-Kaua'i Community Office	■	■	■	■	■	■	■	■	■	■		

Organization	Communities Served											
	General public	People with physical disabilities	People with developmental or cognitive disabilities	Seniors (65 or older)	People in recovery from substance abuse	People with chronic medical needs	Low-income people	Youth (18 or younger)	Veterans	Minority groups	Tribal nations	Other
DHS/Vocational Rehabilitation/ Kauaʻi Branch		■	■		■	■						
Regency at Puakea				■								
Kauaʻi Care Center		■	■	■		■			■			
Easterseals Hawaiʻi			■									
Kauaʻi Economic Opportunity, Incorporated		■	■	■	■	■	■	■	■	■		■
The Hanalei Initiative	■	■	■	■	■	■	■	■	■	■	■	■
Maui County												
Maui Health	■											
Community Clinic of Maui, Inc. dba Malama I Ke Ola Health Center	■	■	■	■	■	■	■	■		■		
Maui Adult Day Care Centers		■	■	■		■						■
Lānaʻi Senior Center		■		■			■		■			
Ka Lima O Maui		■	■									
County of Maui Dept. of Transportation	■	■	■	■	■	■	■	■	■	■		
Na Hoaloa		■	■	■	■	■	■		■			
Kaunoa Assisted Transportation				■		■	■		■	■		■
Maui Economic Opportunity (MEO)		■	■	■	■	■	■	■	■	■		
Statewide												
Easterseals Hawaiʻi		■	■				■					

## Overview Of Services

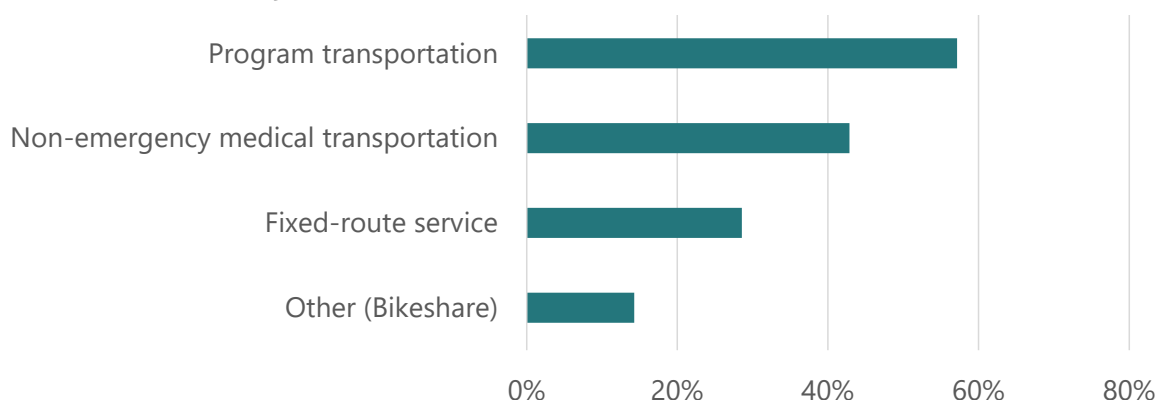
### Types of Transportation Services Provided

This section provides information regarding the types of services provided in each county. Responses from Easterseals Hawai'i are included within each section, as this organization serves all counties covered by HDOT CSP 2020+ (Easterseals Hawai'i indicated providing program transportation). It should be noted that some survey respondents provide multiple types of transportation services (and that some may have skipped the question because they do not provide transportation services).

#### Services in Hawai'i County

As observed in Figure C-2, 57% of respondents indicated providing program transportation in Hawai'i County, followed by non-emergency medical transportation (43%) and fixed-route service (29%). The respondent organization selecting Other provides bikeshare service. A total of seven providers serving Hawai'i County provided answers, while two skipped this question.

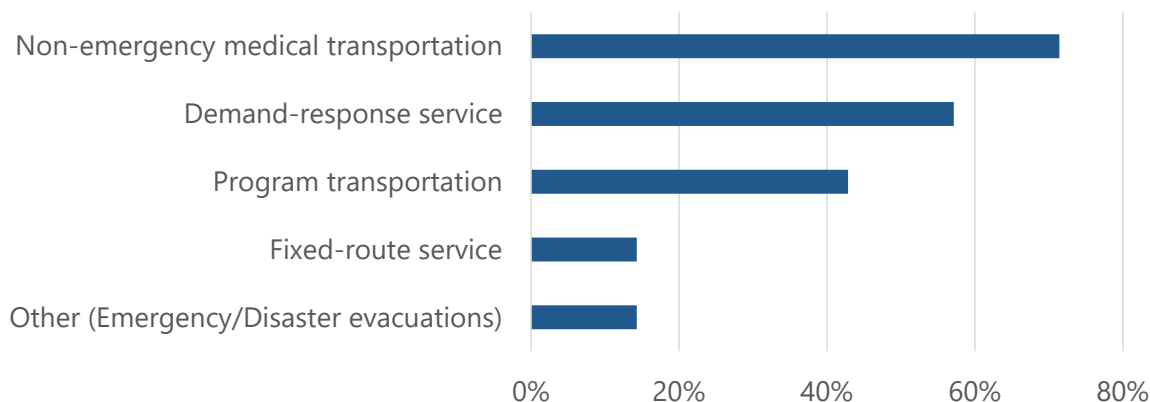
**Figure C-2 Hawai'i County: Services Provided**



#### Services in Kaua'i County

As observed in Figure C-3, 71% of respondents provide non-emergency transportation in Kaua'i County, followed by demand-response service (57%) and program transportation (43%). The respondent organization selecting Other also provides emergency/disaster evacuations services. A total of seven providers serving Kaua'i County provided answers, while nine skipped this question.

**Figure C-3 Kaua'i County: Services Provided**

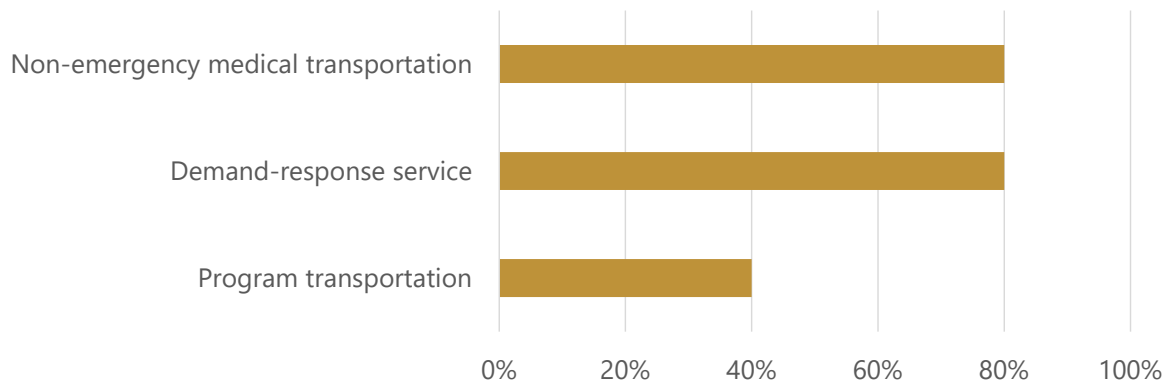


## Services in Maui County

As observed in Figure C-4, 80% of respondents provide non-emergency medical transportation and demand-response service in Maui County, followed by program transportation (40%).

A total of five providers serving Maui County provided answers, and five skipped this question.

**Figure C-4 Maui County: Services Provided**



## Trip Purposes by County

Respondents were asked to indicate the top five destinations for their customers. The bullets below summarize highlights of the top destinations, organized by county:

- **Hawai'i County:** Grocery stores and adult day care services, followed by trips to financial institutions, for entertainment purposes, and trips to customer's homes. Medical purposes were also highlighted as important destinations.
- **Kaua'i County:** Medical services, shopping destinations, social and governmental services, employment access, transit

stops, and recreational destinations. Educational destinations and access to financial institutions were also highlighted by surveyed organizations.

- **Maui County:** Adult day care, shopping, and healthcare destinations. They are followed by recreational destinations and access to transportation and employment options.
- **Easterseals Hawai'i** provides services across the state. Top destinations for this organization include recreational opportunities and shopping destinations.

## Successes and Challenges

This section provides an overview of successes and challenges, as well as transportation needs and gaps, that were expressed by survey

### Successes

Respondents were asked to share public transit/human services transportation successes in their community. The responses to the open-ended question include:

#### Hawai'i County

---

- We are able to get clients from their home to our program...
- Clients are able to use services to get to doctors' visits and shopping for daily essentials because a lot of the clients are low income with no transportation
- Taxi voucher program worked well for some, paratransit works well for some, but for most people accessible buses have worked the best...
- Hele-On Kako'o paratransit services has provided Excellent Services to our participants for their transportation needs; reliably, safely and always the Best Customer Service during the last year...

#### Kaua'i County

---

- County Buses, WKMA free bus passes (10 maximum per month)
- County of Kaua'i providing Hale Opio Kaua'i with a grant for bus passes to provide to clients
- Having various schedules around the island helps our clients get to work, visit family and friends, attend substance abuse treatment and AA/NA meetings in the community.
- There is a bus stop at Friendship House and the members really appreciate being able to utilize public transit to come to the Clubhouse. One of our clients recently stated, 'I feel lucky that I get to take the Kaua'i Bus.'
- Catholic Charities Hawai'i on Kaua'i provides assistance with bus passes to the most vulnerable populations such as elderly, disabled, and homeless, the program is highly utilized and there is always a wait list.

respondents. Answers are further examined in the sections below, organized by county.

Partnering with the County the past year has been great and I hope to continue the partnership.

- Public transit allows our clients the ability to move about in the community to be self-sufficient and productive.
- Kaua'i Medical Transport was mentioned as a success story.
- Kaua'i Economic Opportunity provides Kaua'i Bus pass for homeless individuals to find jobs, housing and for medical appts. The senior congregate meals and senior center participants are transported to their program sites at various neighborhood centers via the Kaua'i Bus paratransit.

#### Maui County

---

- MEO specializes in dial-a ride service
- Just recently started program with RoundTrip. Successes so far include troubleshooting late pickups/drop-offs and assistance with rescheduling rides.
- We are so grateful for the partnership we have with MEO Transportation to transport some of our clients who may not be able to attend adult day care due to not having the transportation.
- Providing a variety of transportation services to our senior citizens around the island of Lāna'i to allow them to maintain their independence as long as we can.
- ...with Maui Bus and Human Services Transportation, transportation is provided to many residents and visitors. Human Services Transportation is free of charge while Maui Bus has a fare system. This allows riders to live, work and play. They are able to get out and run errands and live their lives.
- Providing dependable, on-time transportation for medical care, especially for cancer treatment, wound care, specialized eye care, over a regimented course of treatment.



- Youth Transportation on all islands. Rural Shopping shuttles. Transportation for

persons with disabilities living outside the paratransit service area.

## Top Challenges

Respondents were asked to select the top three transportation challenges faced by their clients. Additionally, they had the option to select Other and provide details through open-ended responses. Challenges ranged from access and accessibility challenges to hours of operation.

**For Hawai'i County** (Figure C-5), the transportation challenges most selected by respondents were 1) eligible trip purposes are limited, 2) important destinations are not

served by public transit, and 3) bus stops are not close enough to residences and/or destinations. A total of eight providers answered this question. Lastly, the following write-in responses were provided:

- 90% of clients have a one form of dementia or another unable to travel alone.
- Door-to-door services require booking too much in advance.

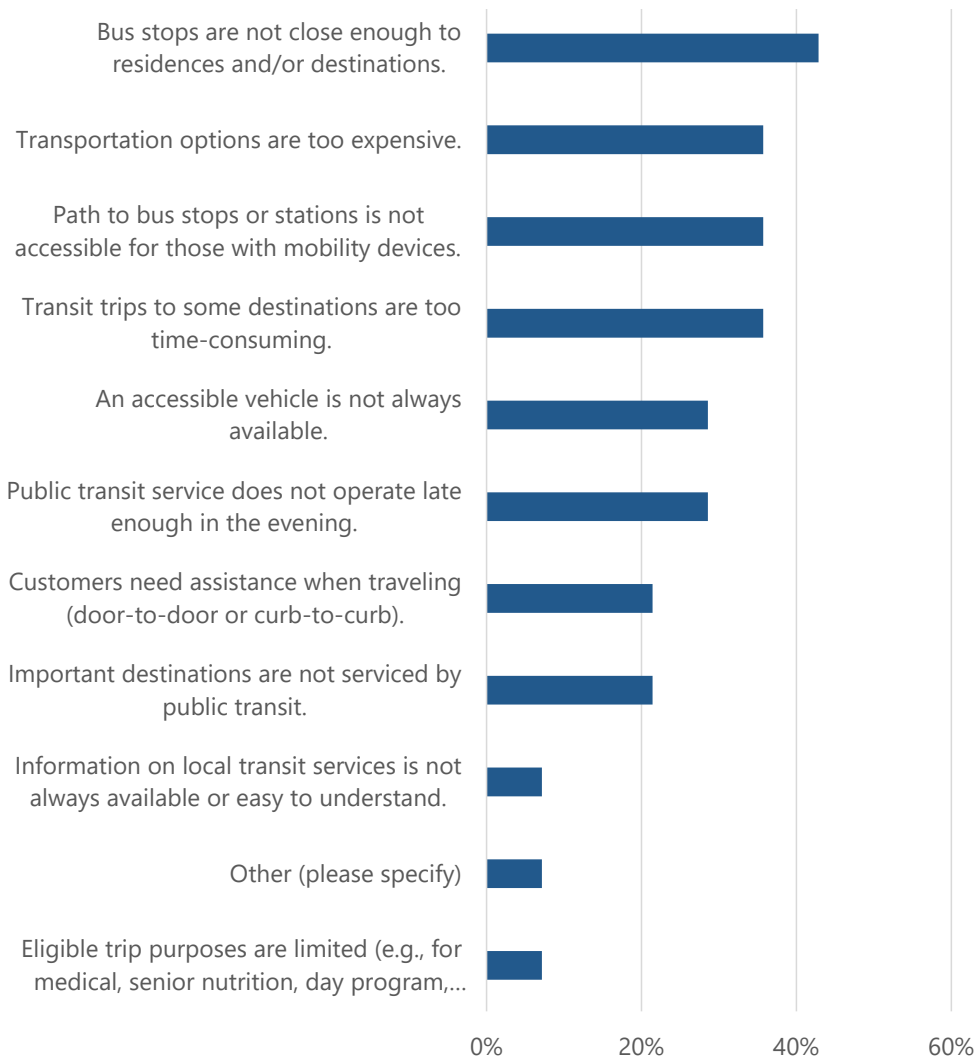
**Figure C-5 Hawai'i County: Top Transportation Challenges**



**For Kaua'i County** (Figure C-6), the top transportation challenge selected by respondents was bus stops are not close enough to residences and/or destinations. A total of fourteen providers answered this question. Lastly, the following write-in response was obtained from the organization that selected Other:

- We have participants that use paratransit regularly that have been placed on a waitlist for what seems to be ongoing. We need to keep calling reservations to update their needs often. If there is a waitlist that seems endless, more paratransit buses should be made available.

**Figure C-6 Kaua'i County: Top Transportation Challenges**

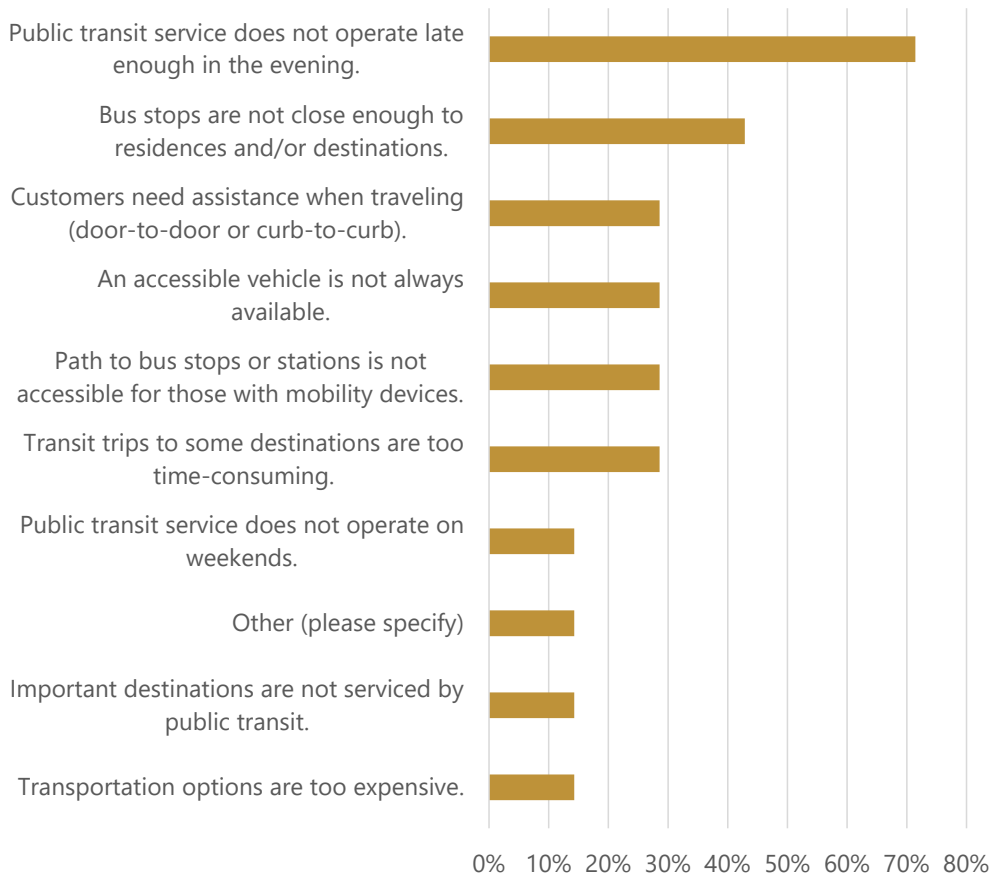


**For Maui County** (Figure C-7), the top transportation challenge selected by respondents was public transit service does not operate late enough in the evening. A total of seven providers answered this question. Lastly, the following write-in response was

obtained from the organization that selected Other:

- Some services are not available on the weekend unless it's paratransit.

**Figure C-7 Maui County: Top Transportation Challenges**



Lastly, for Easterseals Hawai'i, which serves multiple counties, the top three transportation challenges faced by their customers include:

- Transit trips to some destinations are too time-consuming.

- An accessible vehicle is not always available.
- Transportation options are too expensive.

## Additional Comments

Respondents were given an opportunity to provide additional comments regarding transportation needs, gaps, or challenges experienced by their customers/clients. The responses to the open-ended question include:

### Hawai'i County

---

- Cost is a barrier, including the fact that vouchers are not enough to cover costs.
- Wait time for pick up is extensive.
- Individuals need assistance when traveling. Many providers are not skilled in providing necessary support for clients. Also, more wheelchair accessible vehicles are needed.
- Information is not easy to access.
- Limited public transit system overall, and limited transportation options.
  - Transportation from Oceanview into Kona is needed

### Kaua'i County

---

- Not enough highway access for more fixed route bus stops, and some stops are far from shelters/homes. Bus stops can be unsafe/not well lit at night.
- Expanded weekend hours.
- Paratransit is not always practical or available.
  - Extended waits/rides in paratransit service.
- Transportation can be unaffordable for many. Some individuals do not qualify for discounted buss pass rates.
- Lack of technology access for seniors (unable to use rideshare apps).
- Bus routes into Poipu needed.
- Issues with timeframe requirements to place reservations for paratransit services (sometimes, individuals are told they are calling too early to place reservations).
- Unnecessary to place individuals in a waitlist if they request regular services.
- Lack of sufficient shuttle system volume to operate with enough frequency to be satisfying to all customers and clients.

- Alternative transportation options (for example, lower capacity private passenger vehicles parking at Haena State Park parking lot) are a preferred customer option due to price and convenience, undermining shuttle system viability and negatively impacting operational stability.

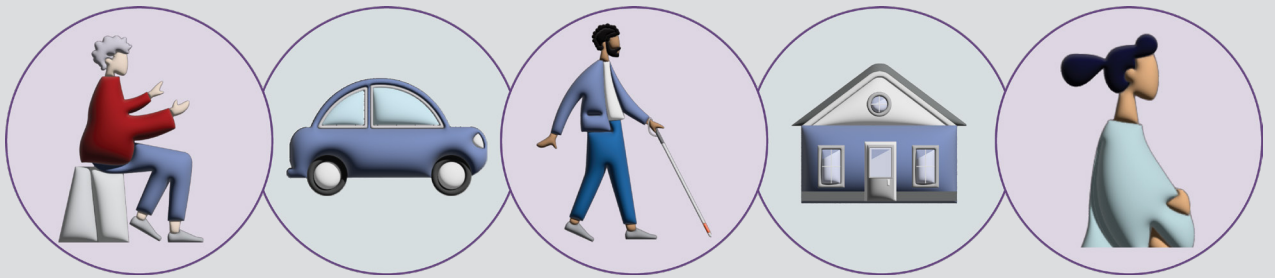
### Maui County

---

- Demand for the MEO services exceeds what is available. Not enough drivers, resulting in a lack of services for some areas and on passengers staying too long in the bus for others to be dropped off (which can be challenging for frail passengers and those with dementia).
- No public transit on Lānaʻi other than what is offered by Maui Economic Opportunities. Services may not be available depending on their hours of operation.
- Long wait times.
- Not enough drivers to accommodate demand during peak hours, and lack of assistance for frail passengers.
- Based on a survey from the Maui MPO's Hele Mai Maui plan:
  - 'Riding the bus on Maui would be better if....'
    - 51% said if the bus came more often
    - 49% said better bus shelters
    - 38% said early and late times
    - 37% said faster buses
    - 37% said more transit maps
    - 28% said other

# APPENDIX D

## Public Survey and Results





# Appendix D: Public Survey and Results

## About the Survey

In March 2022, the planning team spoke with locals across the State about transit. Pop-up public workshop locations were promptly arranged in central outdoors locations. People were asked to fill out brief questionnaires on their priorities and suggestions for transit improvements. Questionnaires were provided in paper form at the workshop locations and a link for completing an online survey was provided.

In total, the team visited 9 locations across 4 islands (the Big Island, Kaua'i, Maui, Lāna'i,

and Moloka'i), and members of the public completed 76 questionnaires. Additionally, people provided their verbal comments and learned about the role of HDOT and partnering organizations in providing public transportation to the target populations of this plan.

Workshop sites and results by county are summarized in Figure D-1.

Figure D-1 Summary of 2022 Workshop Sites and Results

County	Hawai'i	Kaua'i	Maui
<b>Workshop Sites and Dates</b>	<ul style="list-style-type: none"> <li>• Kona Commons — March 10</li> <li>• KTA Super Store</li> <li>• (Kailua-Kona) — March 11</li> <li>• Hilo Farmers' Market — March 12</li> </ul>	<ul style="list-style-type: none"> <li>• Ishihara Market (Waimea) — March 16</li> <li>• Kukui Grove Shopping Center (Lihue) — March 18</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly Market (Kaunakakai, Moloka'i) — March 21</li> <li>• Queen Kaahumanu Center (Kahului) — March 22</li> <li>• Mana Foods (Paia) — March 23</li> <li>• Dole Park (Lāna'i City) — March 24</li> </ul>
<b>Questionnaires Received</b>	23	24	29
<b>Top preferences for transit (by number of affirmative responses)</b>	<ul style="list-style-type: none"> <li>• More frequent service</li> <li>• Service during more days of the week</li> <li>• More drivers/operators</li> <li>• Free transit fares</li> </ul>	<ul style="list-style-type: none"> <li>• Service later at night</li> <li>• Build new sidewalks or bus stops</li> <li>• More frequent service</li> <li>• Free transit fares</li> </ul>	<ul style="list-style-type: none"> <li>• More frequent service</li> <li>• Service later at night</li> <li>• Hire more drivers or operators</li> <li>• Build new sidewalks or bus stops</li> </ul>

A reproduction of the printed questionnaire form is displayed on Figure D-2. It was printed on a single letter-sized paper. Questions and answer choices were limited to five (5) in number to ensure that the limited time and bandwidth of locals and other potential participants would be respected. Participants were also afforded flexibility in the form of multiple questions including an open-ended other option or answer prompt.

Figure D-2 Blank Printed Questionnaire for March 2022 Public Workshops

# Public Transportation Survey

Aloha! Now, more than ever, Hawai'i needs your help in identifying how to improve public transportation for you and your community.

Please answer a few quick questions. Your responses are 100% confidential.

1. What is your home zip code?

2. What should be done to make riding public transportation easier for you and your neighbors? Please pick THREE?

- ☐ Purchase new vehicles
- ☐ Hire more drivers/bus operators
- ☐ Improve communications
- ☐ Build new sidewalks or bus stops
- ☐ Free transit fares
- ☐ Provide service during more days of the week
- ☐ Provide service earlier in the day
- ☐ Provide service later at night
- ☐ Provide more frequent service
- ☐ Offer door-to-door assistance for passengers
- ☐ Provide Pilot innovative services (e.g., direct transit you can request using a mobile app)
- ☐ Other (please specify) \_\_\_\_\_

3. If you could improve **one thing about transportation in your neighborhood**, what would you do?

---

---

---

4. If you had to leave your home in an emergency, how will you be transported? Select all that apply.

- ☐ I do not know
- ☐ A friend/family member will drive me
- ☐ My home/center/company has a vehicle
- ☐ I can access a vehicle and am able to drive it
- ☐ I will call my local volunteer driver program
- ☐ I will ride public transportation
- ☐ I will ride a taxi, Uber, or Lyft

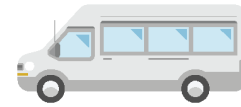
5. Want to learn more? To sign up for news/alerts from the Hawai'i Department of Transportation, please leave us your contact info. (OPTIONAL)

---

---

---

**Mahalo!**



## What project is this survey about?

Your responses are for the Hawai'i Statewide Coordinated Transit Plan (HDOT CSP 2020+), scheduled to be complete in May 2022.

## What does this Plan do?

The plan is required for the State to receive and distribute federal funding dollars specifically for older adults and people with disabilities. This federal funding stream is known as Section 5310.

## Who else are you talking with?

We are discussions with people who manage public transportation services in Kauai, Maui, and the Big Island. We are giving this survey out to people visiting important places on each of the islands — like this one!

## Where can I learn more?

For more information about this plan, you can provide us your contact info at the end of the survey, or visit the project website at <https://bit.ly/35FD6cL>, or via the QR code at right.



**HDOT**  
**Coordinated**  
**Service Plan 2020+**

Hawai'i Department of Transportation



## Results

### Question 1: Home ZIP Codes

Respondents were asked: What is your home zip code? and were presented with a blank box to enter the five digits representing their ZIP code.

Out of 76 questionnaires total, 72 responses to Question 1 were collected from people residing across least 35 ZIP codes in Hawai'i.

**Figure D-3 Home ZIP Codes Represented by Multiple Questionnaires**

ZIP Code	Post Office Place Name	Island	Total
96748	Kaunakakai	Moloka'i	13
96740	Kailua-Kona	Hawai'i	5
96766	Lihue	Kaua'i	5
96720	Hilo	Hawai'i	4
96741	Kalaheo	Kaua'i	3
96754	Kilauea	Kaua'i	3
96763	Lāna'i City	Lāna'i	3
96705	Eleele	Kaua'i	3
96708	Haiku	Maui	2
96725	Holualoa	Hawai'i	2
96729	Ho'olehua	Moloka'i	2
96732	Kahului	Maui	2
96761	Lahaina	Maui	2
96796	Waimea	Kaua'i	2
Other (1 respondent each)	N/A	N/A	21

## Question 2: Multiple Choice of Transit Improvements

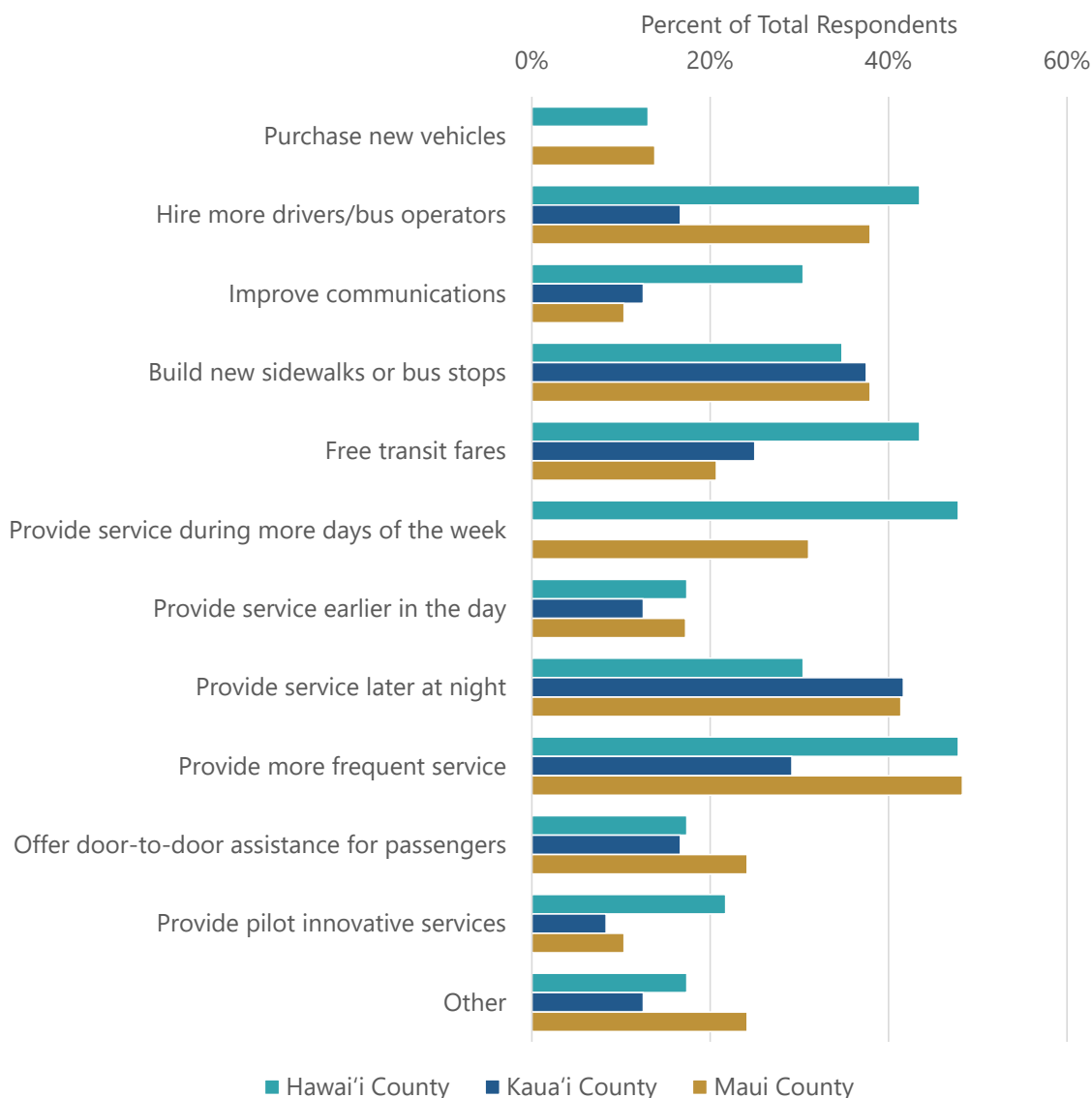
Respondents were asked: **What should be done to make riding public transportation easier for you and your neighbors? Please pick THREE [3]?** There were 11 choices plus a 12<sup>th</sup> Other option that was open-ended. Some respondents provided less or more than the 3 choices requested.

Overall, interest was strongest in more frequent transit service, transit service spanning later into the night, and the construction of new sidewalks and bus stops. Respondents in Kaua'i County were relatively less interested in more frequent service compared to late

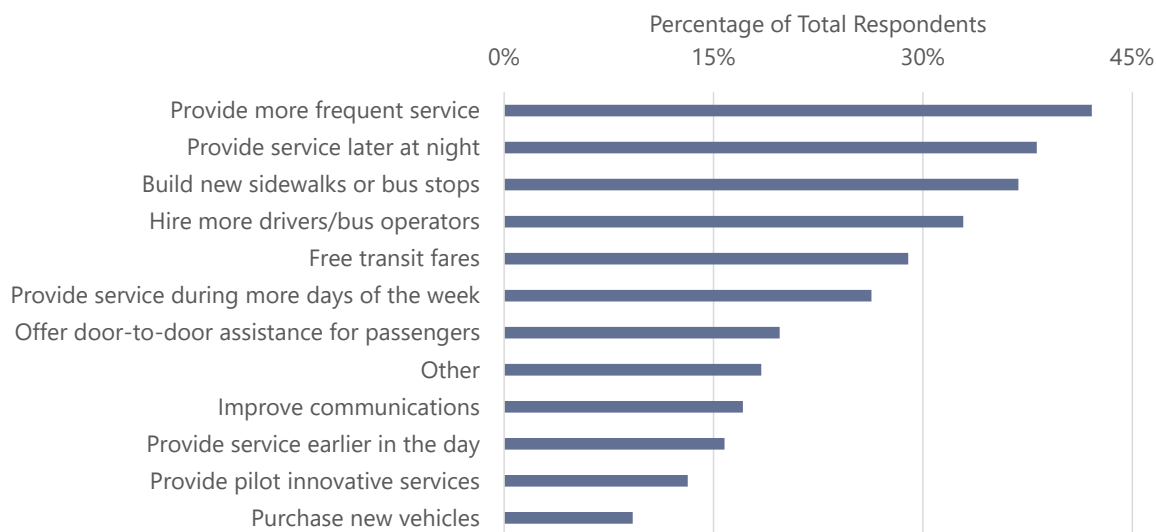
night service and new sidewalks or bus stops. Respondents in Hawai'i and Maui Counties were also particularly interested in hiring more drivers and bus operators. Interest was lowest across the board for purchasing new vehicles, service earlier in the day, and providing pilot innovative services.

The percentage of responses to this question, broken down by the choices and County in which responses were provided, are profiled in Figure 4 while a comparison of responses overall is profiled in Figure D-5.

**Figure D-4 Respondent Preferences for Transit Improvements by County**



**Figure D-5 Overall Respondent Preferences for Transit Improvements (in Descending Order)**



14 respondents answered Other on Question 2, which are detailed in the following list. Some of these responses could be interpreted as a reaffirmation of choices which were already on the form, but were not counted as such (e.g., Shift workers need later transportation was not counted under Provide service later at night).

- More coverage (Hawai'i County)
- Receptacles, Recycle bins at stops, Water fountains (Hawai'i County)
- Yearly pass for disabled (Hawai'i County)
- Timely service (Hawai'i County)
- [No additional detail provided] (Kaua'i County)
- Proximity of stops, 20 minutes (Kaua'i County)
- Bus every hour till 10pm (Kaua'i County)
- Ferry to other islands (Maui County)
- For me they are doing their job well (Maui County)
- A bike share (Maui County)
- Shift workers need later transportation (Maui County)
- There's no bus on Lāna'i (Maui County)
- Just stop (Maui County)
- More stops, cheaper fare (Maui County)

### Question 3: Top Suggested Improvements

Respondents were asked: If you could improve one thing about transportation in your neighborhood, what would you do?

A majority of respondents answered this prompt. Following is a list of full responses (edited for spelling if necessary), sorted by approximate location of workshop site:

#### Hawai'i (Hilo)

- 2, 4, 9 [In reference to the options on Question 2]
- More frequent service
- Roads
- More scheduled buses for the same destinations
- Provide input of consumers saying thank you more often to drivers
- Posted bus stop and schedule
- Develop routes further into neighborhoods (e.g. HPP, Hawai'ian Beaches, etc.)
- Yearly pass for disabled people
- Use smaller vehicles so they move more nimble around the streets
- More availability and frequency
- Offer service to larger areas. Example, Fern Acres

#### Hawai'i (Kona)

- Lottery
- Big Island needs more frequent + affordable public buses... ATM, it's very limited
- More in town shuttles in Kailua-Kona
- Bus service
- Carpool with people or offer a ride when going same direction
- Better communication on what is available & where
- Roads
- Include areas like ride-sharing apps for Holualoa
- More volume

#### Kaua'i

- Have more bus stops
- Nearest bus stop is hard to get to (Lawai estates)
- There isn't much
- Newer buses
- Signage - caution
- None
- ?
- Have more bus stops
- Repave residential streets
- I don't think public transportation is in Puihi
- Increase routes
- Bus every hour till 10pm
- I kinda like the slow roads. Just walk around.
- It's doing great
- More bus stops around Lihue
- Make more bus stops
- More often every 1/2 hour
- More pick-up locations
- \$10 car
- Free cars

#### Maui

- Need more
- Repave road fronting stop at St. Theresa's, South Kihei Road - asphalt is crumbling, trip hazard
- Help the elderly
- Bus stops closer to elderly homes on Maui, better sidewalks too
- Bus stop in Olowalu

## **Moloka'i**

- Door to door pick up drop off by appointment
- Funds goes to Maui Economic Opportunity, transportation service expansion in Moloka'i
- More pickups and earlier Sunday bus
- More frequent buses schedule, routes more often, less tweekers on bus.
- Free and more frequent routes
- I like what services I have
- Have a Sunday ride
- Can't think of anything
- To attend meetings or events later in the evening. Provide MEO service.
- Medical transportation
- Later schedule [+1]
- Make the bus stop closer to people's home. Do later hours for those who finish work late.
- More frequency on Maui. Big discount for locals.
- Have more bus services later in day or evening

## **Lāna'i**

- Community meeting
- iPhone app with GPS & times
- Cater to the locals
- Have it be more available
- Have more of it more frequently

#### Question 4: Emergency Needs

Respondents were asked: **If you had to leave your home in an emergency, how will you be transported? Select all that apply.**

Respondents were given the opportunity to select up to 6 distinct transportation modes, with a 7<sup>th</sup> option for I do not know.

Across all workshop county locations, the majority of respondents stated they would be able to access personal vehicle, in that they chose at least one of 3 options:

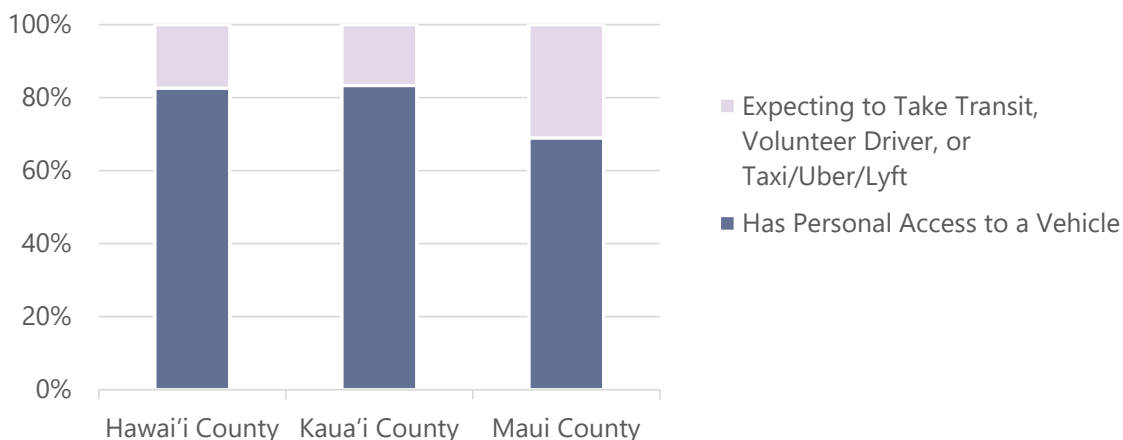
- A friend/family member will drive me.
- My home/center/company has a vehicle.
- I can access a vehicle and am able to drive it.

A significant number of respondents did not choose any of those options, and instead chose one of the following:

- I will call my local volunteer driver program
- I will ride public transportation
- I will ride a taxi, Uber, or Lyft

The difference in emergency needs can be seen in Figure D-6. The significantly higher proportion of people expecting to take transit, a volunteer driver, or Taxi/Uber/Lyft in Maui County is due to the high number of respondents in Moloka'i.

**Figure D-6 Consolidated Summary of Vehicle Access Needs in an Emergency by Workshop County Location**



#### Question 5: Voluntary Information Signup

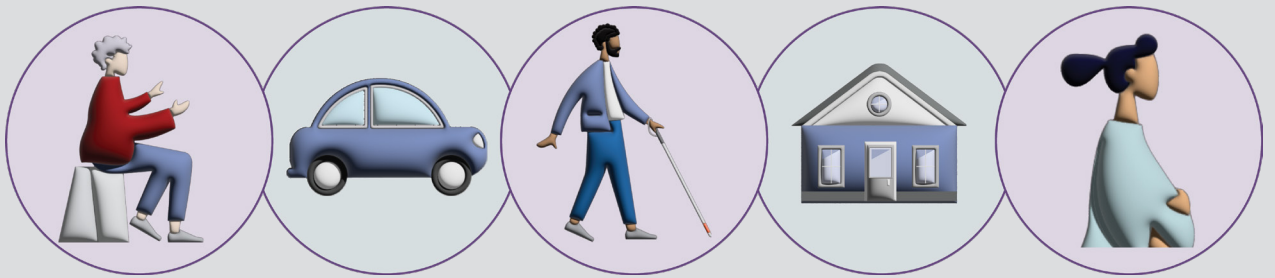
Respondents were asked: **Want to learn more? To sign up for news/alerts from the Hawai'i Department of Transportation, please leave us your contact info. (OPTIONAL)** Respondents had several empty lines to provide an open-ended response to this question.

This question serves as a proxy for how many questionnaire respondents are genuinely

interested in receiving information from HDOT, regardless of any single reason. In total, 15 (19.7%) provided their contact information (at least a name, email address, mailing address, or phone number). That information will be in the possession of HDOT, along with all the questionnaire results.

# APPENDIX E

## Federal Funding Streams







# Appendix E: Federal Funding Streams for Public Transportation

Federal funding for public transit comes primarily through the U.S. Department of Transportation (U.S. DOT). Funding for the U.S. DOT is authorized by the Infrastructure Investment and Jobs Act of 2021 (IIJA) that was passed on November 15, 2021. The following is a simplified overview of federal funding streams for public transportation potentially applicable to the rural jurisdictions covered by the Coordinated Statewide Plan, presented in alphabetical order.

Federal Program	Eligibility	Application
<p><b>Accelerating Innovative Mobility (AIM)</b> (<a href="#">Link</a>)</p> <p><b>Program Goals:</b></p> <ul style="list-style-type: none"> <li>Identify, test, and prove out new approaches, technologies and service models</li> <li>Promote the most promising mobility innovations that can be implemented more broadly through FTA's capital programs</li> <li>Establish a national network of transit stakeholders that are incorporating innovative approaches and business models to improve mobility</li> </ul> <p>The federal share of project costs under this program is limited to 80 percent. Proposers may seek a lower federal contribution. The applicant must provide the local share of the net project cost in cash, or in-kind, and must document in its application the source of the local match.</p>	<p>Eligible activities include all activities leading to the development and testing of innovative mobility, such as:</p> <ul style="list-style-type: none"> <li>Planning and developing business models</li> <li>Obtaining equipment and service</li> <li>Acquiring or developing software and hardware interfaces to implement the project</li> <li>Operating or implementing the new service model</li> <li>Evaluating project results.</li> </ul>	<p>Application opportunities are posted in the form of a Notice of Funding Opportunity (NOFO) (<a href="#">link</a> to March 2020 NOFO)</p> <p>In 2020, 25 public transit projects were selected across 24 states and 1 territory to receive \$14 million in funding. Funding amounts ranged from \$40,000 to \$2.3 million.</p>
<p><b>American Rescue Plan Act of 2021</b> (<a href="#">link</a>) (<a href="#">fact sheet</a>)</p> <p>Includes \$30.5 billion in supplemental appropriations allocated to support the transit industry during the COVID-19 public health emergency.</p>	<p>Appropriations include:</p> <ul style="list-style-type: none"> <li>\$26.6 billion allocated by <b>statutory formulas to urbanized and rural areas and tribal governments</b>. Eligible activities for urbanized areas include</li> <li>Planning, engineering, design and evaluation of transit projects and other technical transportation-related studies</li> <li>Capital investments in bus and bus-related activities such as replacement, overhaul and rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities</li> <li>Capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software.</li> <li>Associated transit improvements and certain expenses associated with mobility management programs</li> <li>Preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs</li> <li>\$2.2 billion to FTA grant recipients in communities that demonstrate additional pandemic-associated needs.</li> </ul>	<p>Applications are competitive and submitted online (2021 form <a href="#">link</a>)</p> <p>FTA will send notification when funding is available for obligation through the Transit Award Management System (TrAMS).</p> <p>FTA most recently announced Notice of Funding Opportunity September 7, 2021 (<a href="#">link</a>)</p>
<p><b>Better Utilizing Investments to Leverage Development (BUILD) Transportation Grants Program</b> (formerly TIGER) (<a href="#">link</a>) (<a href="#">press release</a>) (<a href="#">fact sheet</a>)</p> <p>Funds investments in transportation infrastructure, including transit. Overall, USDOT has awarded \$9.9 billion to more than 700 projects.</p>	<p>RAISE projects are rigorously reviewed and selected on merit based on statutory criteria of:</p> <ul style="list-style-type: none"> <li>Safety</li> <li>Environmental sustainability</li> <li>Quality of life</li> <li>Economic competitiveness and opportunity</li> <li>State of good repair</li> <li>Partnership and innovation</li> </ul>	<p>Current Notice of Funding Opportunity (<a href="#">link</a>) for \$1.5 billion in total funding, representing a 50% increase in available funds compared to last year, when applicants requested \$10 in funding for every \$1 available.</p> <p>In 2021, 63 funded projects received funding amounts ranging between \$2 million and \$25 million (<a href="#">fact sheet</a>)</p> <p>Deadline of April 14, 2022.</p> <p>Selections announced by August 12, 2022</p>

Federal Program	Eligibility	Application
<p><b>Capital Investment Grants (CIG) – 5309</b> (<a href="#">link</a>)</p> <p>Discretionary grant program funds transit capital investments, including heavy rail, commuter rail, light rail, streetcars and bus rapid transit.</p> <p>Fiscal years 2022-26 each have \$3 billion in authorized funding subject to appropriation, with additional \$1.6 billion per year in advanced appropriations. (funding info <a href="#">link</a>)</p>	<p>The Fixing America's Surface Transportation Act (FAST) requires projects fall under 1 of 3 categories (detailed guidance <a href="#">link</a>):</p> <p><b>New Starts</b></p> <ul style="list-style-type: none"> <li>• Under IIJA, total project cost is equal to or greater than \$400 million or total New Starts funding sought under CIG is less than \$150 million (<a href="#">link</a>)</li> <li>• New fixed guideway system (light rail, commuter rail etc.)</li> <li>• Extension to existing system</li> <li>• Fixed guideway BRT system</li> </ul> <p><b>Small Starts</b></p> <ul style="list-style-type: none"> <li>• Under IIJA, total project cost is less than \$400 million and total Small Starts funding sought those seeking funding through the Expedited Pilot Program (EPD) or CIG is less than \$150 million (<a href="#">link</a>)</li> <li>• New fixed guideway systems (light rail, commuter rail etc.)</li> <li>• Extension to existing system</li> <li>• Fixed guideway BRT system</li> <li>• Corridor-based BRT system</li> </ul> <p><b>Core Capacity</b> projects are substantial corridor-based investment in existing fixed guideway system, which must:</p> <ul style="list-style-type: none"> <li>• Be located in a corridor that is at or over capacity or will be in five years</li> <li>• Increase capacity by 10%</li> <li>• not include project elements designated to maintain a state of good repair</li> </ul>	<p>Federal transit law requires transit agencies seeking CIG funding to complete a series of steps over several years.</p> <p><b>New Starts and Core Capacity</b> projects require completion of two phases in advance of receipt of a construction grant agreement – Project Development and Engineering.</p> <p><b>Small Starts</b> projects require completion of one phase in advance of receipt of a construction grant agreement – Project Development.</p> <p>Projects must also be rated by FTA at various points in the process according to statutory criteria evaluating project justification and local financial commitment.</p>
<p><b>Enhances Mobility of Seniors and Individuals with Disabilities – Section 5310</b> (<a href="#">link</a>)</p> <p>Section 5310 provides formula funding to states for the purpose of meeting the transportation needs of the elderly and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.</p>	<p>Eligible project examples include:</p> <ul style="list-style-type: none"> <li>• Buses and vans</li> <li>• Wheelchair lifts, ramps, and securement devices</li> <li>• Transit-related information technology systems</li> <li>• Mobility management programs</li> <li>• Acquisition of transportation services under a contract, lease, or other arrangement</li> <li>• Travel training</li> <li>• Volunteer driver programs</li> <li>• Building an accessible path to a bus stop</li> <li>• Improving signage, or wayfinding technology</li> <li>• Incremental cost of providing same day service or door-to-door service</li> <li>• Purchasing vehicles to support new accessible taxi, ridesharing and /or vanpooling programs</li> <li>• Mobility management programs</li> </ul>	<p>The \$1.9 billion in available Section 5310 funds in the IIJA are apportioned among the states by a formula which is based on the number of seniors and people with disabilities in each state according to the latest available U.S. Census data.</p>

Federal Program	Eligibility	Application
<b>Enhancing Mobility Innovation (<a href="#">link</a>)</b> Promotes technology projects that center the passenger experience and encourage people to get on board, such as integrated fare payment systems and user-friendly software for demand-response public transportation. The federal share of project costs under this program is limited to 80%.	Eligible projects fit under one of two topical areas:  1) Develop novel operational concepts and/or demonstrate innovations that improve mobility and enhance the rider experience, focused on innovative service delivery models, creative financing, novel partnerships, and integrated payment solutions, or other innovative solutions. <ul style="list-style-type: none"> <li>This includes all activities leading to uncovering the next iteration of promising technologies, practices and strategies that accelerate innovations in mobility for transit, including, but not limited to, technology scanning and feasibility analysis, stakeholder engagement and outreach, planning, acquiring essential equipment or services, project implementation, modeling forecast of climate and equity impacts of proposed novel concepts and evaluating project results.</li> </ul> 2) Develops software to facilitate demand-response public transportation that dispatches transit vehicles through riders' mobile devices or other means. <ul style="list-style-type: none"> <li>Eligible activities may include establishing user needs; defining system requirements; development, validation and verification of the software; modeling and simulation; and/or pilot implementation, with a software solution.</li> </ul>	On November 12, 2021, FTA released a Notice of Funding Opportunity (NOFO) to solicit project proposals for <a href="#">the Enhancing Mobility Innovation Competitive Funding Opportunity</a> . The NOFO made available \$2 million in Fiscal Year 2021 funds. Project proposals were due January 11, 2022
<b>Expedited Project Delivery (EPD) Pilot Program - Section 3005(b) (<a href="#">link</a>)</b> Aimed at expediting delivery of new fixed guideway capital projects, small starts projects, or core capacity improvement projects. These projects must: <ul style="list-style-type: none"> <li>Utilize public-private partnerships</li> <li>Be operated and maintained by employees of an existing public transportation provider</li> <li>Have a federal share not exceeding 25% of project cost</li> </ul>	Eligible projects are <b>new fixed guideway</b> capital projects, <b>Small Start</b> projects, or <b>Core Capacity</b> improvement projects that have not entered into a full funding grant agreement with FTA. The law defines these types of eligible projects for the EPD Pilot Program in a manner similar to, but not entirely the same as, FTA's Capital Investment Grants (CIG) program.	Applications are accepted on a rolling basis until up to eight grants are awarded, subject to funding availability. FTA will notify applicants in writing within 120 days after the receipt of a complete application whether the application has been approved. Application portal <a href="#">link</a> FTA last announced a Notice of Funding Opportunity on July 28, 2020 ( <a href="#">link</a> )
<b>Ferry Service for Rural Communities</b>	Capital and operating assistance for a ferry service that operated a regular schedule at any time during the five-year period ending March 1, 2020 and served not less than two rural areas located more than 50 sailing miles apart. Recipients of State of Good Repair (5337) are ineligible.	On an annual basis through FY 2026, IIJA allocates about \$200 million for this program. ( <a href="#">link</a> )
<b>Formula Grants for Rural Areas - Section 5311</b> Formula funding to states for the purpose of supporting public transit in rural areas with a population of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transit Assistance Program (RTAP) also known as the Section 5311(b)(3) program ( <a href="#">link</a> )	Eligible activities include capital, operating, and administrative assistance to state agencies, local public bodies, nonprofit organizations, and operators of public transit service. FTA bases 80% of the statutory formula on the rural population of the states and 20% percent of the formula on land area. No state may receive more than 5% of the amount apportioned for land area. In addition, FTA adds amounts apportioned according to the Growing States formula factors to rural areas. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the state and must provide for maximum feasible coordination with transportation services assisted by other federal sources. FTA must make 15% of the Section 5311 funds available in each state for improvement of intercity bus services, also known as the Section 5311(f) program. The funds are to be used for planning, infrastructure, and operating needs related to the linkage of cities through intercity bus carriers, unless the chief executive officer of the state certifies that the intercity bus service needs of the state are being met adequately. If all funds are not obligated to intercity bus improvements, the funds may revert to the general Section 5311 program for public transit in rural areas.	The IIJA allocates over \$4.6 billion in total funding from FY 2022 through FY 2026. For the RTAP program. FTA allocates \$65,000 to each state and then allocates the balance of funds to each state based on an administrative formula using the non-urbanized population according to the most recent decennial census.

Federal Program	Eligibility	Application
<b>Grants for Buses and Bus Facilities Program (<a href="#">link</a>)</b> To assist in the financing of buses and bus facilities capital projects, including replacing, rehabilitating, purchasing or leasing buses or related equipment, and rehabilitating, purchasing, constructing or leasing bus-related facilities.	Eligible Activities Capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, Capital projects to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities.	Competitive allocation provides funding for major improvements to bus transit systems that would not be achievable through formula allocations. Supplemental Form <a href="#">link</a> FTA last announced a Notice of Funding Opportunity due November 19, 2021 ( <a href="#">link</a> )
<b>Helping Obtain Prosperity for Everyone (HOPE) Program (<a href="#">link</a>)</b> Supporting projects to improve transit services or facilities within areas of persistent poverty. Benefits would include reductions in fatalities on rural transportation infrastructure and increased jobs and healthcare access through improved services and facilities.	Eligible projects include planning, engineering, technical studies, or financing plans in locations where poverty is persistent. An area of persistent poverty is defined as a county in which at least 20% of the population has been living in poverty for at least the past 30 years. Grants are intended for eligible recipients or sub-recipients for Sections 5307, 5310, or 5311.	On October, 7, 2020, \$8.5 million in funds were granted to 25 projects in 17 states ( <a href="#">link</a> )
<b>Innovative Coordinated Access and Mobility Grants (ICAM) (<a href="#">link</a>)</b> To improve access to public transportation by building partnerships among health, transportation and other service providers	Eligible Activities Innovative projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services.	In 2018, there were two funding opportunities under the initiative: the Innovative Coordinated Access and Mobility (ICAM) Pilot Program and Human Services Coordination Research (HSCR) grants. In 2021, only the ICAM funding is available. FTA last announced a Notice of Funding Opportunity due December 6, 2021 ( <a href="#">link</a> )
<b>Integrated Mobility Innovation (IMI) (<a href="#">link</a>)</b> Program goals are: <ul style="list-style-type: none"> <li>• Enhance transit industry preparedness for IMI</li> <li>• Assist the transit industry to develop the ability to integrate IMI practices with existing public transit service</li> <li>• Validate the technical and institutional feasibility of IMI business models, and document IMI best practices that may emerge from the demonstrations</li> <li>• Measure the impacts of IMI on travelers and transportation systems</li> <li>• Examine relevant public sector and Federal requirements, regulations, and policies that may support or hamper the public transit sector's adoption of IMI</li> </ul>	Eligible Activities fall under three research focus areas: <ul style="list-style-type: none"> <li>• Mobility on Demand</li> <li>• Transit Automation</li> <li>• Mobility Payment Integration</li> </ul> Activities can include: <ul style="list-style-type: none"> <li>• Planning and developing business models</li> <li>• Obtaining equipment and service</li> <li>• Acquiring or developing software and hardware interfaces to implement the project</li> <li>• Operating the demonstration</li> <li>• Providing data to support performance measurement and evaluation</li> </ul>	In 2020, \$20.3 million in funding was granted to 25 projects in 23 states (press release <a href="#">link</a> ) FTA last announced a Notice of Funding Opportunity due December 6, 2021 ( <a href="#">link</a> )
<b>Low or No Emission Vehicle Program - 5339(c)</b> Provides funding to state and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses as well as acquisition, construction, and leasing of required supporting facilities.	Eligible activities include: <ul style="list-style-type: none"> <li>• Purchasing or leasing low- or no-emission buses</li> <li>• Acquiring low- or no-emission buses with a leased power source</li> <li>• Constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses</li> <li>• Constructing new public transportation facilities to accommodate low- or no-emission buses</li> <li>• Rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses</li> </ul>	In 2021, \$182 million in funding was granted to 49 projects in 46 states/territories (press release <a href="#">link</a> ) FTA last announced a Notice of Funding Opportunity due December 6, 2021 ( <a href="#">link</a> )

Federal Program	Eligibility	Application
<p><b>Metropolitan &amp; Statewide Planning and Non-Metropolitan Transportation Planning - 5303, 5304, 5305 (<a href="#">link</a>)</b></p> <p>Provides funding and procedural requirements for multimodal transportation planning in metropolitan areas and states. Planning needs to be cooperative, continuous, and comprehensive, resulting in long-range plans and short-range programs reflecting transportation investment priorities.</p>	<p>Eligible planning activities:</p> <ul style="list-style-type: none"> <li>• Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency</li> <li>• Increase the safety of the transportation system for motorized and nonmotorized users</li> <li>• Increase the security of the transportation system for motorized and nonmotorized users</li> <li>• Increase the accessibility and mobility of people and for freight</li> <li>• Protect and enhance the environment, promote energy conservation, improve the quality of life, and promote consistency between transportation improvements and State and local planned growth and economic development patterns</li> <li>• Enhance the integration and connectivity of the transportation system, across and between modes, for people and freight</li> <li>• Promote efficient system management and operation</li> <li>• Emphasize the preservation of the existing transportation system</li> </ul>	<p>Funds are apportioned to states by a formula that includes each state's urbanized area population in proportion to the total urbanized area population for the nation, as well as other factors. States can receive no less than .5 percent of the amount apportioned. These funds, in turn, are sub-allocated by states to MPOs by a formula that considers each MPO's urbanized area population, their individual planning needs, and a minimum distribution.</p> <p>IIJA will be allocating between \$185 million and \$206 million for planning programs each year through FY 2026 (<a href="#">link</a>).</p>
<p><b>Public Transportation Emergency Relief Program - 5324 (<a href="#">link</a>)</b></p> <p>To aid public transit operators in the event of a declared emergency, including natural disasters</p>	<p>The program allocates funds to assist public transportation systems in paying for protection, repair, and/or replacement of assets including structures, technology, vehicles and other equipment that are susceptible to destruction or have been destroyed in the wake of disaster. The program authorizes the funding of the following activities:</p> <ul style="list-style-type: none"> <li>• Operating costs of evacuation</li> <li>• Rescue operations</li> <li>• Temporary public transportation service</li> <li>• Reestablishing, expanding, or relocating service before, during or after an emergency.</li> </ul>	<p>On March 13, 2020, FTA announced federal assistance under the Emergency Relief Program was expanded to help transit agencies respond to COVID-19 in states where the Governor has declared an emergency (<a href="#">link</a>).</p>
<p><b>Public Transportation Innovation - 5312 (<a href="#">link</a>)</b></p> <p>Provides funding to develop innovative products and services assisting transit agencies in better meeting the needs of their customers.</p>	<p>Eligible Activities</p> <ul style="list-style-type: none"> <li>• Research</li> <li>• Development</li> <li>• Demonstration</li> <li>• Deployment projects</li> <li>• Evaluation of technology of national significance to public transportation</li> </ul>	<p>Funds may be allocated on a discretionary basis. No recent NOFAs available</p>
<p><b>Real-Time Transit Infrastructure and Rolling Stock Condition Assessment Research and Demonstration Program (<a href="#">link</a>)</b></p> <p>Funds cooperative agreements to engage in demonstrations to assess and identify infrastructure deficiencies in public transportation rolling stock via innovative technologies to keep public transit assets in a state of good repair.</p> <p>Intended to help transit agencies:</p> <ul style="list-style-type: none"> <li>• Explore advanced cutting-edge technologies that can provide real-time condition assessment of transit capital and facilities</li> <li>• Allow a more effective way for transit agencies to assess, detect, monitor and track deficiencies and defects related to infrastructure and rolling stock</li> <li>• Evaluate the cost-effectiveness and the practicality of proposed state-of-the art solutions</li> </ul>	<p>This program is a research demonstration program and not a capital procurement program. The project proposals must include a research/synthesis phase, a development phase, and a demonstration phase. All phases are critical to project selection.</p> <p>To ensure proposed demonstration projects address the needs of transit agencies, FTA requires that applicants identify partnerships with at least one transit agency. FTA will assess the strength of those partnerships as part of its evaluation of applications.</p>	<p>Funding availability depending on FTA's Research, Development, Demonstration and Deployment Program. No recent NOFAs available.</p>

Federal Program	Eligibility	Application
<b>Redesign of Transit Bus Operator Compartment to Improve Safety, Operational Efficiency, and Passenger Accessibility (Bus Operator Compartment) Program</b> Supports research projects to develop transit bus operator compartment designs that improve bus operator and public safety as well as bus operator access to vehicle instruments and controls without hindering the accessibility of passengers.	Eligible proposals should be separated into a research phase and design phase, and must: Partner with a transit agency and transit vehicle manufacturer to ensure redesigns are feasible and can be manufactured into a prototype Include a cost-benefit analysis of the redesign Fund cooperative agreements in partnership with bus manufacturers, technology vendors, vehicle engineering and design firms, and transit agencies Meet the three main objectives: operator safety, operational efficiency, and passenger accessibility.	Last funding grants were announced October 8, 2020 for \$9.1 million ( <a href="#">link</a> )
<b>Route Planning Restoration Program</b>		Through ARPA, the DOT announced the availability of \$25 million for this program on September 14, 2021 ( <a href="#">link</a> )
<b>State of Good Repair (SOGR) Grants - 5337 (<a href="#">link</a>)</b> Funds through statutory formulas to pay for the development and implementation of transit asset management (TAM) plans. Funds can also be triggered to provide capital assistance for maintenance, replacement, and rehabilitation schemes of high-intensity fixed guideway and bus systems with the goal of maintaining public transit assets and ensuring their state of good repair.	Eligible recipients are state and local government authorities in urbanized areas with fixed guideway and high intensity motorbus systems that have maintained revenue service for at least seven years. Thus, locations under the purview of the CSP are likely not eligible, unless operations of buses have occurred on high-occupancy vehicle (HOV) or exclusive bus rapid transit lanes for over seven years.	IIJA has programmed over \$4 billion annually for SOGR through FY 2026. ( <a href="#">link</a> )
<b>Technical Assistance and Standards Development - 5314(a)</b> This funding intends to aid the development of technical assistance programs and actions that will enhance the service and operations of public transportation. Another goal of the funding is to bolster the development and support of transit workers.		Formula funding includes \$62 million from FY 2022 through FY 2027.
<b>Transit Cooperative Research Program (TCRP) - 5312(i) (<a href="#">link</a>)</b> TCRP acts as an action-oriented research funding program that provides \$34.4 million in funding for near-term solutions for transit challenges. Essentially, TCRP operationalizes research and best practices with regards to transit operations, adoption of technology adapted from related industries, and customer service enhancements. This program is crucial to the development of the transit industry as it provides a means for agencies to remain competitive against new and sometimes fleeting industry disruptors like transit network connectors (Uber, Lyft), and service growing population densities and mobility demands.	TCRP products—such as transit security guidelines, new transit paradigms, transit industry best practices, exploratory idea transit practice and testing prototypes, new planning and management tools, and rail and bus certification programs—all help develop and equip a quality transit workforce to meet new challenges and opportunities.	Funds are allocated by Congress annually. There are no minimum matching requirements.
<b>Tribal Transit Formula Grants - 5311(c)(1)(B) (<a href="#">link</a>)</b> Tribal transit programs continue to be set-aside funds for rural transit apportionments.	Only federally recognized tribes are eligible recipients under the Tribal Transit Program, but tribes not federally recognized may be eligible to apply through the State as a subrecipient. Eligible activities include Capital, operating, planning, and administrative expenses for public transit projects to meet the growing needs of rural tribal communities Provision of public transportation services on and around sovereign reservation or tribal land within rural areas (including service under agreement with private providers)	For FY 2022, over \$35 million has been apportioned for the Tribal Transit Formula Grants.

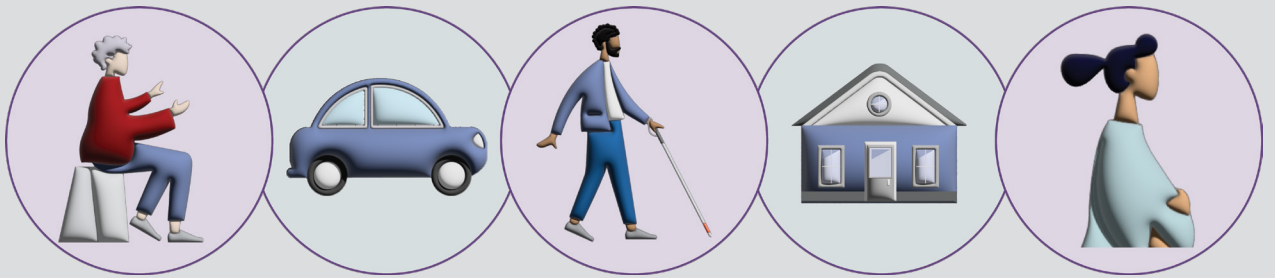
Federal Program	Eligibility	Application
<p><b>Zero Emission Research Opportunity (ZERO)</b></p> <p>Work with the public transportation industry to solve challenges, increase efficiency, and reduce the costs and risks of deploying zero-emission vehicles in transit service.</p>	<p>Eligible activities involving low- or no-emission vehicles, zero-emission vehicles, or associated advanced technology:</p> <ul style="list-style-type: none"> <li>• Research</li> <li>• Development</li> <li>• Demonstration</li> <li>• Deployment projects</li> <li>• Evaluation of technology of national significance to public transportation</li> </ul>	<p>Last funding availability was announced November 2016 (NOFA <a href="#">link</a>) for \$2.75 million.</p>





# APPENDIX F

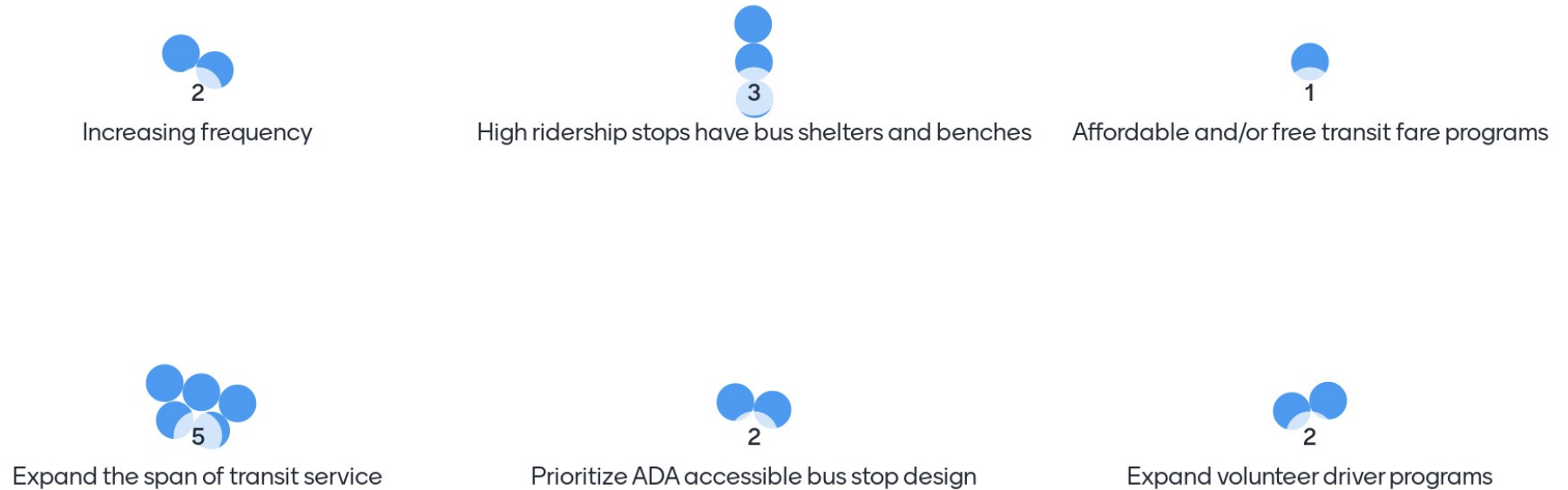
## TAC STRATEGY PRIORITIZATION EXERCISE RESULTS



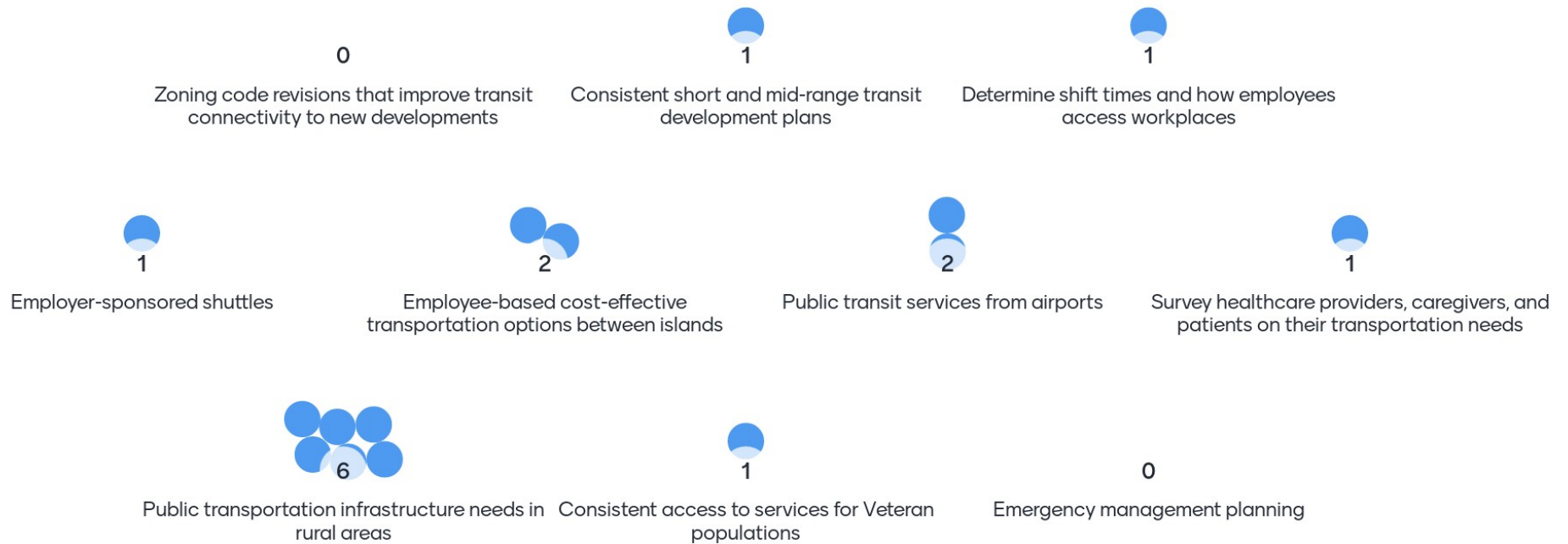


# Appendix F: TAC Strategy Prioritization Exercise Results

## What are your top strategies for Goal 1?



# What are your top strategies for Goal 2?



# What are your top strategies for Goal 3?



Consistent marketing plan statewide



Single source of transportation information



Train the trainer program for education and advocacy



Education materials for different audiences

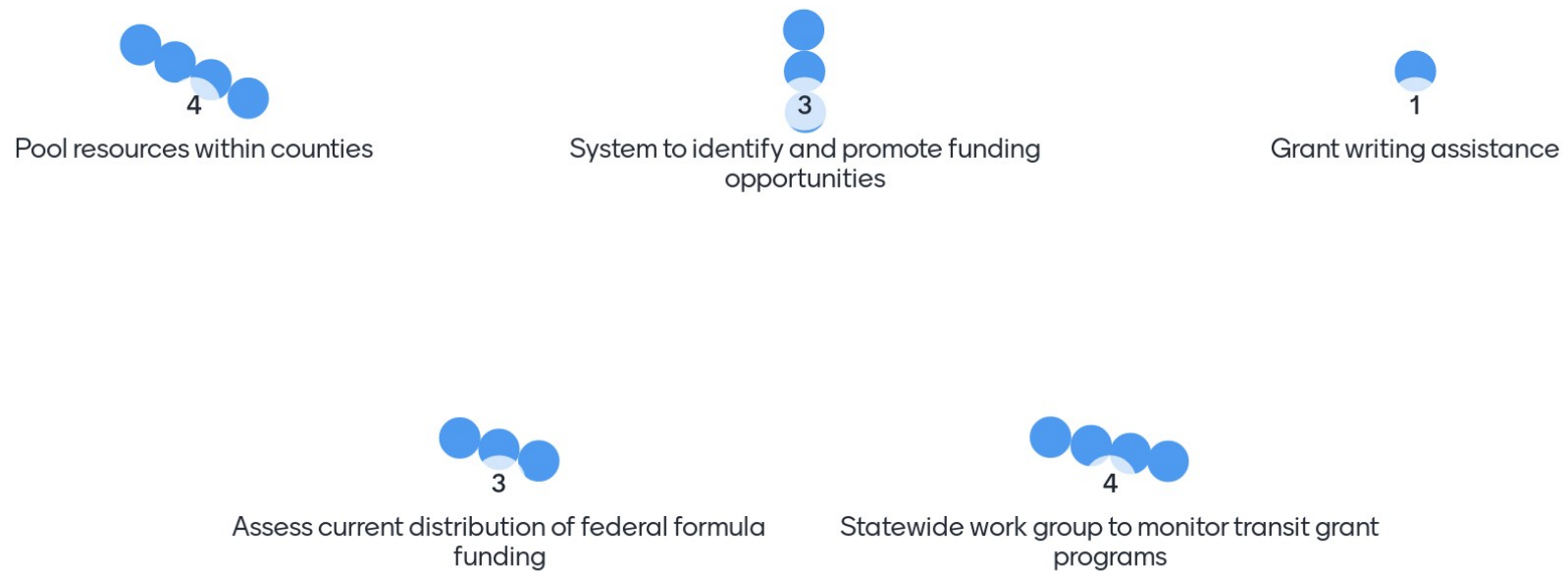


Bus buddy program



Access to food pantries, libraries, and other existing community services

# What are your top strategies for Goal 4?



# What are your top strategies for Goal 5?



Statewide plan for transit technology roll-out



Transition to smart card and mobile fare payment



Update online and mobile tools for customers



Technology training program

# What are your top strategies for Goal 6?

