

TITLE 23

DEPARTMENT OF TRANSPORTATION SERVICES  
CITY AND COUNTY OF HONOLULU  
STATE OF HAWAII

CHAPTER 4

TRANSFERS ON THEBUS

Subchapter 1 General Provisions

§23-4-01 Purpose  
§23-4-02 to §23-4-10 (Reserved)

Subchapter 2 Rules for the Use of Transfers on TheBus

§23-4-11 Purpose of Transfers  
§23-4-12 Requirements of Bus Service Contractor  
§23-4-13 General Rules for Transfers  
§23-4-14 to §23-4-20 (Reserved)

SUBCHAPTER 1

GENERAL PROVISIONS

§23-4-01 Purpose. The purpose of this chapter is to establish and promulgate rules pertaining to the City and County of Honolulu's use of transfers on TheBus. [Eff: **OCT 11 2015**] (Auth: RCH §6-1703(d), ROH §13-2.1(e), HRS §91-2) (Imp: RCH §6-1703(d), ROH §13-2.1(e), HRS §91-2)

§23-4-02 to §23-4-10 (Reserved).

SUBCHAPTER 2

RULES FOR THE USE OF TRANSFERS ON THEBUS

§23-4-11 Purpose of Transfers. The purpose of transfers is to allow a cash fare paying rider to complete a single one-way trip by bus when it is necessary to transfer to one or two buses to complete the trip.

§23-4-11

[Eff: OCT 1 1 2015] (Auth: RCH §6-1703(d), ROH §13-2.1(e)) (Imp: RCH §6-1703(d), ROH §13-2.1(e), HRS §91-2)

§23-4-12 Requirements of Bus Service Contractor. (a) Bus Service Contractor is to design, procure, issue and receive the transfer medium.

(b) Bus Service Contractor is to submit all new transfer designs and design modifications to the Department of Transportation Services (DTS) Public Transit Division (PTD) for approval before implementation.

(c) Bus Service Contractor is to establish and keep current a bus operator General Operating Procedure for Transfer Use (Transfer GOP) based upon the General Rules for Transfers (Section 23-4-13 of these rules). The Transfer GOP will provide clear procedures to be followed for issuance and acceptance of transfers under normal and under unusual circumstances. The Transfer GOP is subject to approval of the DTS PTD. Approval requests and approval notices shall be made in writing and kept in permanent record by both parties.

(d) Bus Service Contractor is to provide guidance to the public on the use of transfers in the form of Transfer Rules to be published wherever fare information is included such as on timetables, fare information brochures, interior placards, websites, and on the transfer. [Eff: OCT 1 1 2015] (Auth: RCH §6-1703(d), ROH §13-2.1(e)) (Imp: RCH §6-1703(d), ROH §13-2.1(e), HRS §91-2)

§23-4-13 General Rules for Transfers. (a) Issuing Transfers:

- (1) Transfers shall be issued by the bus operator upon request only to cash fare-paying passengers at the time of boarding.
- (2) Transfers will be valid for a minimum and a maximum period from the time the passenger boards the bus. The period shall be determined by the Bus Service Contractor and approved by the DTS PTD.
- (3) Bus operators may issue transfers with an extended minimum and maximum period on routes which by their design length would cause transfers to expire before reaching a major transfer point. The extended period shall be determined by the Bus Service Contractor and approved by the DTS PTD.
- (4) Emergency Transfers: In cases of emergency, transfers will be issued to cash-paying passengers as needed when a bus is unable to continue in service and passengers must transfer to another bus, or when a cash-paying passenger mistakenly boards the wrong bus.
- (5) School Excursions: A single transfer may be issued to a teacher on an excursion with a group of students. The Bus Service Contractor

will establish a procedure within the Transfer GOP for transfers that will record and report the actual number of fares paid.

(b) Accepting Transfers:

- (1) A valid transfer will be accepted at any bus stop on any route in any direction.
- (2) Bus operators will check the date and time of the transfer to determine validity.
- (3) All expired transfers will be collected and a fare must be paid.

[Eff: OCT 11 2015] (Auth: RCH §6-1703(d), ROH §13-2.1(e)) (Imp: RCH §6-1703(d), ROH §13-2.1(e), HRS §91-2)

§23-4-14 to §23-4-20 (Reserved).

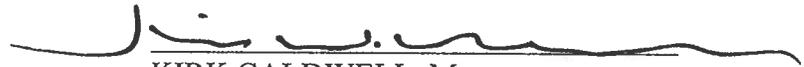
DEPARTMENT OF TRANSPORTATION SERVICES

Chapter 23-4, Rules and Regulations relating to Transfers on TheBus for the Department of Transportation Services, City and County of Honolulu, was adopted on June 23, 2014, ~~2015~~, following a public hearing held on June 23, 2014, at the Mission Memorial Building Hearing Room, 550 South King Street, Honolulu, after public notice was given in the Honolulu Star-Advertiser on May 24, 2014 and June 16, 2014.

These rules shall take effect ten (10) days after filing with the Office of the City Clerk.

  
MICHAEL D. FORMBY, Director  
Department of Transportation Services

APPROVED this 30<sup>th</sup> day of  
September 2015.

  
KIRK CALDWELL, Mayor  
City and County of Honolulu

APPROVED AS TO FORM  
AND LEGALITY:

  
DEPUTY CORPORATION  
COUNSEL  
PAUL K. HOSHINO

Received this 1st day of October, 2015

  
GLEN TAKAHASHI  
Acting City Clerk

Effective Date of these Rules:

October 11, 2015

CERTIFICATION

I, MICHAEL D. FORMBY, in my capacity as Director of the Department of Transportation Services, City and County of Honolulu, do hereby certify that the foregoing is a full, true and correct copy of the Rules and Regulations relating to Transfers on TheBus for the Department of Transportation Services, City and County of Honolulu, which were adopted on June 23, 2014, ~~2015~~ following a public hearing held on June 23, 2014, at the Mission Memorial Building Hearing Room, 550 South King Street, Honolulu, after public notice was given in the Honolulu Star-Advertiser on May 24, 2014 and June 16, 2014.

  
MICHAEL D. FORMBY, Director,  
Department of Transportation Services

Received this 1st day of  
October, 2015

  
GLEN TAKAHASHI  
Acting City Clerk