

## Ovitt, Christopher S

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**From:** Seth Kolloen <kolloen@gmail.com>  
**Sent:** Friday, July 12, 2019 2:29 PM  
**To:** Ovitt, Christopher S  
**Subject:** Rail Rate Commission testimony

Hello, my name is Seth Kolloen, and I live in Kapolei.

This is written testimony intended for the Rate Commission.

Rail should **NOT** be free for a trial period. People value things more when they have to pay for them. Maybe the first day, as a celebration, but, after that, require payment.

The other issue: If you make rail free you're going to have people riding the rails as an alternate form of housing. That's going to make the experience really unpleasant for tourists and locals alike.

As for variable fares, does it really make sense if the rail just goes from Kapolei to Aloha Stadium? I'd suggest introducing variable fares once the rail gets to the airport -- you could charge a premium for access to that station, especially for tourists who otherwise have to pay \$40 for an Uber or rent a car. Traveling locals, too, who otherwise have to pay for parking.

A \$10 fare to or from the airport would be appropriate, considering the alternatives.

You could offer discounted rates to commuters like airport workers via a monthly pass that wouldn't have that premium built in.

One thing I'd like to know, if you can provide this info. How much \$\$ is the fare intended to generate?

Best,

Seth Kolloen  
Kapolei

## Ovitt, Christopher S

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**From:** Sally, Guy and Jane Dunan <dunans808@gmail.com> on behalf of Sally Dunan <dunans@hawaii.rr.com>  
**Sent:** Sunday, July 14, 2019 1:13 PM  
**To:** Ovitt, Christopher S  
**Subject:** RAIL SYSTEM FARES

I just saw the week HART e-newsletter with the discussion about rail fares.

My opinion is that rail fares should be structured similarly to Washington DC Metro (WMATA) or BART, since those systems are established and appear to work well. I believe both are distance based and WMATA is an example that includes bus transit in the overall fare structure.

Thank you,  
Sally Dunan, Aiea

## Ovitt, Christopher S

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**From:** lynnehi@aol.com  
**Sent:** Monday, July 15, 2019 10:30 AM  
**To:** Ovitt, Christopher S  
**Subject:** rail fees

given that we have suffered through all the HART scandals, the subpoenas, etc., the public needs to be repaid by all rail and buses free, forever. we taxpayers have been lied to, forced to wait through endless traffic during construction, deal with a 6,000% or higher non transparent HART and the city administration,. we need respect, dignity, something HART and its allies are incapable of. if there is to be a fee, it should be covered from the personal finances of all current, former, and future HART members and our head in the sand, spend, spend, spend mayor.

public transit should be free. to all. that includes the buses. do that and maybe there will be a reduction in traffic.

better yet, rip out the construction and go to at grade buses. power to the people, not the mayor, HART, or a rate commission whose majority were named by the mayor who will probably cow tow to the mayor and/or HART.

Lynne Matusow  
60 N. Beretania, #1804  
Honolulu, HI 96817  
531-4260

## Chee, Howard (Puni)

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**From:** Renee, Wendy  
**Sent:** Thursday, July 25, 2019 2:31 PM  
**To:** Chee, Howard (Puni)  
**Subject:** The Rail

Mr. Chee:

I am beside myself with the questions that are being asked to the public for answers. These questions should have been asked way before the rail was started; it should have been in part of the planning stages from the get go. The whole thing of this transit rail was all wrongly done from the very beginning.

What do you folks have on the table about these questions? I would hope that you folks have some good answers, because you folks have more information about the city budget.

I feel disgusted, and frustrated. Having to have voted for the rail, and all our monies so far wasted!!

Respectfully,

Wendy Renee  
Police Evidence Custodian  
723-3270

## Chee, Howard (Puni)

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**From:** Renee, Wendy  
**Sent:** Thursday, July 25, 2019 3:14 PM  
**To:** Chee, Howard (Puni)  
**Cc:** wendyrenee808@icloud.com  
**Subject:** FW: The Rail

Daily and Monthly Rates for The Rail and The Bus combined together.

Daily rates offer (1) ticket to be used for the whole day any direction. If lost, must purchase a new ticket.

Monthly passes, serve for the month which includes transfers, any direction. If lost, must purchase another one.

Note: Electronic passes available!!

Daily fare 5 years and under: FREE

6 years – 12 \$1.00///// Monthly pass: \$5.00

13 years – 18 \$2.00///// Monthly pass: \$10.00

19 years – 60 \$3.00///// Monthly pass: \$20.00

61 years – 70 \$15.00///// Monthly pass: \$15.00

71 years – 999 \$1.00///// Monthly pass: \$5.00

This is my answer without taking in to consideration of how our city budget uses our money. This is a possible figure of affordability to those of us who currently use the city transportation, as I do.

Aloha,  
Wendy Renee

**From:** Renee, Wendy  
**Sent:** Thursday, July 25, 2019 2:31 PM  
**To:** Chee, Howard (Puni) <hchee@honolulu.gov>  
**Subject:** The Rail

Mr. Chee:

I am beside myself with the questions that are being asked to the public for answers. These questions should have been asked way before the rail was started; it should have been in part of the planning stages from the get go. The whole thing of this transit rail was all wrongly done from the very beginning.

What do you folks have on the table about these questions? I would hope that you folks have some good answers, because you folks have more information about the city budget.

I feel disgusted, and frustrated. Having to have voted for the rail, and all our monies so far wasted!!

Respectfully,

Wendy Renee  
Police Evidence Custodian  
723-3270

## **Chee, Howard (Puni)**

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**From:** Michael Rice <michaelirice@outlook.com>  
**Sent:** Thursday, July 25, 2019 4:41 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail fee testimony

Hello, this is in regards for the request for input on the fees/fare for the new rail system.

To be blunt, anything other than the same fare/fee system as the bus, including passes and transfers, will severely hamper ridership. The majority of people who will use the rail (myself included) will be transferring to/from buses for their commute. Living out in Makaha I need to use the C bus to get anywhere, that and the return trip is already \$5.50, thankfully with a day pass on the Holocard that's all I spend per day. To ride the rail I'm going to have to disembark from the Express bus, transfer to the rail, then transfer back to another bus to get to my final destination if it's not within walking distance of the rail stations. Assuming I just want to go to Ala Moana that's \$5.50 at current prices (though that does net me a day pass with the Holocard). If the rail doesn't honor day passes or transfers, and has an additional fare price I might as well just stay on the Bus.

## Chee, Howard (Puni)

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**From:** R I <rishida2008@gmail.com>  
**Sent:** Thursday, July 25, 2019 5:31 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail fares

My questions are predicated on the statements by city and hart that the trains and stations will not be manned.

Who's going to verify any discount cards for let's say senior, student, handicap, etc. are used legitimately?

If there's a turnstile, who's going to check that the same monthly card is not swiped again by a second person behind the card owner?

Who's going to verify that all people including seniors and handicap have safely boarded? If it the doors have motion/pressure detectors, who's going to prevent someone from blocking the door preventing the train from leaving the station.

Who's going to prevent riders from carrying multiple bulky items taking up a large amount of usable space?

Who's going to prevent animals being transported, e.g., unleashed dogs, dangerous dogs, chickens, etc.?

I suppose any animal or human cleanup will be done at the end of the line. Pity the riders who have to endure that.

Japan has distance related fares, the further you go, the more you pay. I would suggest that system. The long distance riders shouldn't be subsidized by short distance riders and non-riders. The cost of operation and maintenance will be far greater than the bus which is heavily subsidized. Fares could be based on mileage calcs as done by the courts for jurors, adjusted for the train o&m.

Japan has a hefty fine for suicides by train that shuts down the line. I believe it's over \$2 million to be paid by the family. Also, hate to think that there's possibility of crooks pushing victims onto the tracks. Japan has security fences along the platforms to minimize "accidents".

## Chee, Howard (Puni)

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**From:** lynnehi@aol.com  
**Sent:** Friday, July 26, 2019 8:43 AM  
**To:** Chee, Howard (Puni)  
**Subject:** rail fare (should be fair) hearing testimony

given that we have suffered through all the HART scandals, the subpoenas, etc., the public needs to be repaid by all rail and buses free, forever. we taxpayers have been lied to, forced to wait through endless traffic during construction, deal with a 6,000% or higher non transparent HART and the city administration,. we need respect, dignity, something HART and its allies are incapable of. if there is to be a fee, it should be covered from the personal finances of all current, former, and future HART members and our head in the sand, spend, spend, spend mayor.

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better yet, rip out the construction and go to at grade buses. power to the people, not the mayor, HART, or a rate commission whose majority were named by the mayor who will probably cow tow to the mayor and/or HART.

Lynne Matusow  
60 N. Beretania, #1804  
Honolulu, HI 96817  
531-4260

## Chee, Howard (Puni)

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**From:** Wes. <weslum@gmail.com>  
**Sent:** Friday, July 26, 2019 9:56 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Honolulu rail rates testimony

Hello Mr. Chee,

I'm writing today in regards to rail rates. Thanks for taking the time to collect community input on rates, as I hope that rail will be a success and reduce traffic!

I'll try to keep this brief.

Here are my thoughts on the topics that were listed to be discussed:

- Should bus and rail fares be the same with no charge for transfers? **No, I believe they should be separate rates. Tying the rates together, severely limits flexibility and also might unfairly impact users who only use one or the other.**
- Should there be flat rates or distance-based rates? **Distance based without question. This is the fair approach.**
- Should there be just a few categories for rates, such as Adult, Youth, and Discounted Eligible (seniors, disabled, low-income)? **Yes, there should be categories, and they look good to me, although I might add University and/or military. I would suggest allowing minor children for free (similar to The Bus policy now).**
- Should discounted monthly and annual passes continue? Or, as an alternative, should rides on the Holo Card be "capped" and all rides beyond any cap be free? **I think a pass is better than a cap.**
- Should rates at the beginning of rail be free, and if so, for how long? **If you want to promote ridership, I would suggest discounted rides, but not free. This would allow people to familiarize themselves with the purchase process, etc.**
- What is the appropriate fare for the two year interim rail period? **I would suggest using average costs per mile on car as a guide. The pricing should be less than driving.**
- In the past, the city has set the goal of having fares cover about 30 percent of the cost of operations and maintenance. Should this practice continue? **Depends on how the interim rail rates perform and ridership. There needs to be enough funds to maintain and improve incrementally.**
- Should cost of riding TheBus and Handi-Van be the same for a single ride? **No opinion.**
- Should seniors ride for free? During all hours or just in non-commute hours? **I don't think seniors should ride for free. I don't think anyone should ride for free**

***(except minor children under age 5), although assistance programs and discounts might be appropriate for anyone in need.***

***I would like to add that I hope whatever system is implemented, it is easily adaptable to changing technologies, especially payment. For example, users should be able to use their smartphones/apps to get on and pay seamlessly, or use the HOLO card. Scanning QR codes, NFC tap, etc. These are all wonderful options.***

***Please make sure all rail stations have clearly marked lanes for waiting and entering, especially to keep the area in front of the doors clear for people disembarking the rail.***

*Thank you!  
Wesley Lum*

## Ovitt, Christopher S

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**From:** J. David Beutel <blogcomment@getsu.com>  
**Sent:** Saturday, July 27, 2019 8:03 PM  
**To:** Ovitt, Christopher S  
**Subject:** rate commission testimony

Dear Rate Commission:

Thank you for inviting testimony. I recommend the following:

- \* same bus & rail fares, with no charge for transfers, just a seamless system with Holo cards, so bus and rail are cooperating for synergy, not competing with each other. Rail will be nicer than TheBus, but it should not cost more, which would drive riders to the bus. Based on the time of the end of the last trip, the start of the next trip, whether bus or train, should be considered a continuation of the same trip (e.g., within 1 hour), so the minimum fare to continue might be \$0, although additional distance charges might apply at the end of the new leg. The total trip distance is the sum of each leg, of course, so a round trip is not 0 distance.
- \* distance based rates, to encourage use for shorter trips. The drawback is needing to use the Holo card when getting off the bus, as well as when getting on, but riders will be motivated to limit the fare that they pay. Rather than requiring the max or "capped" fare to be available on the Holo card when boarding a bus, I suggest charging the minimum fare when boarding, and charging additional distance fare, if any, when getting off the bus. The Suica and Pasma cards in Japan work the same way. If the Holo card has insufficient funds when getting off the bus, discount the fare to that of the remaining funds. On the other hand, if the rider does not use his Holo card when getting off, then it can be charged the remainder of the max fare when it is next used (with an email warning after the max leg time, if the rider has opted in to such emails, and should include instructions for dealing with a lost card).
- \* it sounds fine to have just a few rate categories, such as Adult, Youth, and Discounted Eligible.
- \* instead of discounted daily, monthly, and annual passes, just cap the fare on the Holo card at each interval, riding free after the cap. Be sure to provide a way to check the amount remaining to each type of cap, and for lost cards, a way to deactivate them and transfer the balance and history to a new card.
- \* Rather than making the rail rates free at the beginning, I suggest providing a trial Holo card to each rider, one time only, for just the cost of the card (\$2 or \$5 or whatever), with a free balance to try out the system (e.g., \$20). This should be available to new riders, even years later. I would not provide cards for free, however, because bad actors may take cards with no intention of ever trying out the system.
- \* The two year interim rail period can use the same fare as the final rail system, based on distance, introduced to TheBus first. The current, flat, Adult, one-way fare is \$2.75, with a 1-day pass of \$5.50, but as shorter distances become less expensive, the longer ones need to be more expensive. In my opinion, an appropriate Adult fare for one minimum trip would be \$1, ranging to \$5 for the max distance (on the bus, beyond rail). Based on that, the Adult fare for riding all 20 miles of rail should be \$3, and the first 10 miles \$1.50. Make the 1-day cap \$7, and 30-day cap \$80. Make the 30-day cap on a rolling period, not just a calendar month. The Youth fare can remain half price, and much less for Discounted Eligible.
- \* It is reasonable to continue aiming to have fares cover about 30% of the cost of operations and maintenance. Keep the fares low, to have high ridership, and make the capital investment worthwhile.
- \* Having the HandiVan and TheBus (and the rail) use the same fare system seems reasonable.

\* I think seniors should continue to ride at a heavily discounted rate. If the idea of seniors riding free is to let them use the system without learning how to use a Holo card, I think they will need to use some kind of card, anyway, as they already do, to identify themselves as seniors. However, if their rate is so heavily discounted that it provides no net income, and it would cost less to let them ride for free, then that would be reasonable.

I look forward to the big improvements that rail will provide to Honolulu's already outstanding public transportation system.

Cheers,  
11011011

## Chee, Howard (Puni)

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**From:** Johnson, Christopher  
**Sent:** Friday, July 26, 2019 11:23 AM  
**To:** Chee, Howard (Puni)  
**Cc:** Clark, Christopher; Nouchi, Jon  
**Subject:** Fare Policy (Enforcement)

Hey Puni and all,

I am not sure if fare policy enforcement is in the scope of suggestions that you're taking for fare policy, but I do want to put out there that I don't think fare evasion penalty should ever be higher than the penalty for a lapsed parking meter.

Cheers all and have a great weekend

CJ

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**Chris "CJ" Johnson**

Planner V

HOLO Card & Complete Streets Program



Department of Transportation Services | City & County of Honolulu

(808) 768-6693 | [c.johnson@honolulu.gov](mailto:c.johnson@honolulu.gov)

[he/him/his](#)

## Chee, Howard (Puni)

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**From:** Christopher Tipton <catipton@gmail.com>  
**Sent:** Friday, July 26, 2019 1:13 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Rate Commission Testimony

Aloha Mr. Chee,

In response to this [article](#) about "policies and rates for the Honolulu Rail Transit Project", I would suggest that the transportation experts review such policies in rates used in mass transit systems comparable to that on Oahu as a primary guide for Oahu's own policies. As most members of the general public are not experts in this field, myself included, I would regard their input secondarily.

Cheers,

Chris Tipton

## Chee, Howard (Puni)

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**From:** Justin Tanoue <justin@justintanoue.com>  
**Sent:** Saturday, July 27, 2019 12:27 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail Pricing

I think it should be simple. The rail should be the same price as The Bus.

\$2.75 per ride OR \$5.00 per day (Rail/Bus combo day pass via Holo Card).

Maybe when it opens next year prices can be adjusted to \$3.00 per ride, \$6 for day pass, \$75 month pass, \$800 annual pass.

I would not do reduced pricing, but I'm pretty sure it will continue.

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**Justin L. Tanoue - RS67200**  
Company Founder  
Justin Tanoue Company, LLC  
Established 2004

Honolulu, Hawaii  
Direct: [808-386-1112](tel:808-386-1112)  
[www.justintanoue.com](http://www.justintanoue.com)

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## Chee, Howard (Puni)

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**From:** Kathy Tokuda <island\_kat@yahoo.com>  
**Sent:** Saturday, July 27, 2019 6:30 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Testimony on Rates of Honolulu Rail Project

1. Bus and rail fares should be the same per trip, with no charge to transfer.
2. Prefer flat rates over distance based rates. Pay as you go 1 trip ticket, 2 trip ticket, 1-day unlimited pass, 1 week unlimited pass, 1 month unlimited pass
3. 3 Rate Categories: Regular Adult, Discounted youth, Discounted Senior (for discounted categories, need to purchase special holo card with photo ID)
4. Make Monthly fare with a discount. No cap on the Holo card.
5. There shouldn't be free rides for adults.
6. Good interim fare 1 trip would be \$3.50. 2-trip \$6.50, 1 day unlimited \$10, weekly \$27, monthly \$87
7. I don't think fares should have to cover 30% of maintenance. It should be based on the cost of driving to work (daily parking fee + gas)
8. Cost for handi van should be the same as regular fare.
9. Seniors shouldn't ride for free. I think babies & toddlers should be able to ride for free.

Mahalo,  
Kathy Tokuda  
McCully-Moiliili

[Sent from Yahoo Mail on Android](#)

## Chee, Howard (Puni)

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**From:** Espiau, Renee  
**Sent:** Tuesday, July 30, 2019 12:51 PM  
**To:** Chee, Howard (Puni)  
**Subject:** RE: Rate Commission requests input from public on transit fares

Puni, below are my two cents from ten years of community engagement on the rail project and TOD. Thanks!

- Should bus and rail fares be the same with no charge for transfers? **Same fare with maybe a small charge for transfer (\$1)**
- Should there be flat rates or distance-based rates? **Flat rate for equity sake**
- Should there be just a few categories for rates, such as Adult, Youth, and Discounted Eligible (seniors, disabled, low-income)? **Sounds good**
- Should discounted monthly and annual passes continue? **Yes, slightly higher for both bus and rail.** Or, as an alternative, should rides on the Holo Card be “capped” and all rides beyond any cap be free?
- Should rates at the beginning of rail be free, and if so, for how long? **No, but maybe charge discounted rate (\$1, half, etc.) til full system opens or at least til it reaches downtown**
- What is the appropriate fare for the two year interim rail period? **It’s more like 4-5 years. See previous answer.**
- In the past, the city has set the goal of having fares cover about 30 percent of the cost of operations and maintenance. Should this practice continue? **Not sure, fares should not be too high**
- Should cost of riding TheBus and Handi-Van be the same for a single ride? **No, Handi-Van should be more because it’s a door-to-door service**
- Should seniors ride for free? During all hours or just in non-commute hours? **No, discounted rates are already generous and don’t seem to be a barrier (?)**

**Renee Espiau, AICP**

**Complete Streets Administrator**

City & County of Honolulu

(808) 768-8339 | 650 S. King St., Honolulu, Hawai'i 96813

[www.honolulu.gov/completestreets](http://www.honolulu.gov/completestreets) | [facebook.com/hnlcompletestreets](https://facebook.com/hnlcompletestreets)

**From:** Liu, Denise M J  
**Sent:** Thursday, July 25, 2019 5:24 PM  
**To:** DTS Ohana <DTSOhana@honolulu.gov>  
**Subject:** FW: Rate Commission requests input from public on transit fares

**From:** Pereira, Andrew  
**Sent:** Thursday, July 25, 2019 10:01 AM  
**To:** Pereira, Andrew <[andrew.pereira@honolulu.gov](mailto:andrew.pereira@honolulu.gov)>  
**Subject:** Rate Commission requests input from public on transit fares



PRESS RELEASE  
MAYOR KIRK CALDWELL  
DEPARTMENT OF TRANSPORTATION SERVICES  
CITY AND COUNTY OF HONOLULU

FOR IMMEDIATE RELEASE  
Thursday, July 25, 2019  
Press Office: 768-5768

**Rate Commission requests input from public on transit fares**



*One of the new trains at the Rail Operations Center (ROC).*

HONOLULU — The Honolulu Rate Commission is requesting input and testimony from members of the public on the future policies and rates for the Honolulu Rail Transit Project once the system begins operations.

Public testimony may be given at the following Rate Commission meetings:

- **Tuesday, August 13 from 2:30 p.m. to 4:30 p.m. at the Mission Memorial Building meeting room**

- **Tuesday, September 10 from 2:30 p.m. to 4:30 p.m. at the Mission Memorial Building meeting room**

**Written testimony may also be submitted to Howard “Puni” Chee at the following email address:**  
[hchee@honolulu.gov](mailto:hchee@honolulu.gov)

**Written testimony can be mailed to Howard “Puni” Chee at the following address:**

Rate Commission, c/o Howard “Puni” Chee  
Department of Transportation Services (C&C Honolulu)  
650 South King Street, Second Floor, Honolulu, HI 96813

**Some of the topics to be covered by the Rate Commission are as follows:**

- Should bus and rail fares be the same with no charge for transfers?
- Should there be flat rates or distance-based rates?
- Should there be just a few categories for rates, such as Adult, Youth, and Discounted Eligible (seniors, disabled, low-Income)?
- Should discounted monthly and annual passes continue? Or, as an alternative, should rides on the Holo Card be “capped” and all rides beyond any cap be free?
- Should rates at the beginning of rail be free, and if so, for how long?
- What is the appropriate fare for the two year interim rail period?
- In the past, the city has set the goal of having fares cover about 30 percent of the cost of operations and maintenance. Should this practice continue?
- Should cost of riding TheBus and Handi-Van be the same for a single ride?
- Should seniors ride for free? During all hours or just in non-commute hours?

—PAU—

## Chee, Howard (Puni)

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**From:** Jeremy <jeremygarrett67@gmail.com>  
**Sent:** Wednesday, August 7, 2019 2:08 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail Input

Dear Mr. Chee,

I was pleased to read, via [kitv.com](http://kitv.com), that your department is seeking public comment as it establishes ridership fairs and rules for the rail. Below, I have copied the questions that were posted on [kitv.com](http://kitv.com) and entered my responses.

- Should there be flat rates or distance-based rates?

Fares should be distance-based to encourage individuals to consider the rail for even short trips.

- Should there be just a few categories for rates, such as Adult, Youth, and Discounted Eligible (seniors, disabled, low-income)?

Rate categories should encompass the following: Youth, Student, Adult, and Discount Eligible (Seniors, Active and Retired Military, Disabled, and low-income).

- Should discounted monthly and annual passes continue? Or, as an alternative, should rides on the Holo Card be "capped" and all rides beyond any cap be free?

Monthly and Annual passes should continue to be offered at discounted rates, in perpetuity.

- Should rates at the beginning of rail be free, and if so, for how long?

To promote ridership, rail fees should be set at \$0 (across rate categories) for the first 3-6 months. During this time, annual or monthly passes should be offered at promotional, discounted rates (E.g. 25-33% discount).

- What is the appropriate fare for the two year interim rail period?

My suggestion is a distance-based fare system, so I propose the base fare (the cost to go to the next station) be equivalent to the city bus rate, across categories (E.g. Adult - \$2.75) during the interim rail period.

- In the past, the city has set the goal of having fares cover about 30 percent of the cost of operations and maintenance. Should this practice continue?

A goal of 30% for ridership fare coverage of operational and maintenance costs is aligned with the national average and should continue.

- Should cost of riding TheBus and Handi-Van be the same for a single ride?

Until Handi-Van access and service improves to meet demand, single-ride fares should continue to be offered at a lower cost than TheBus.

- Should seniors ride for free? During all hours or just in non-commute hours?

Seniors should ride at a discounted rate at all hours on both TheBus and the rail.

- Additional Recommendations:

To increase ridership and reduce the number of cars on the road during peak commute times, rail fares should be discounted for all riders during these times of day (E.g. 6-8:00 AM, 4:30-6:30 PM).

Thank you for your time and consideration. I hope your office will receive significant feedback from the community, and that the public's input will have a major role in shaping rail fares and regulations.

Respectfully,  
Jeremy Garrett  
95-241 Kehepue Loop  
Mililani, HI 96789

## Chee, Howard (Puni)

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**From:** Jason Young <young.jason@yahoo.com>  
**Sent:** Wednesday, August 7, 2019 4:31 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Feedback on Future Rail Fare Policies

### ***Should bus and rail fares be the same with no charge for transfers?***

In addition to a Day Pass I would investigate charging the same, half the Day Pass rate, for a each bus or rail transit "leg." However, as both a way to promote Holo Card adoption and as a bit of a Kama'aina discount, a bus-rail, rail-bus, or bus-rail-bus transit would count as only a single leg when paid by Holo. Again, with daily Holo charges capped at the Day Pass rate.

### ***Should there be flat rates or distance-based rates?***

Keep it simple. Flat rates.

### ***Should discounted monthly and annual passes continue? Or, as an alternative, should rides on the Holo Card be "capped" and all rides beyond any cap be free?***

Consider capping *monthly* Holo Card charges coupled with a discounted "fill" package equating to an annual pass (e.g., fill \$840 for \$770). It's essentially the same for frequent riders while HART will get an early injection of capital from more casual riders willing to pre-pay a large sum to receive a discount.

### ***Should rates at the beginning of rail be free, and if so, for how long?***

Normal rates from the start.

### ***Should seniors ride for free? During all hours or just in non-commute hours?***

If at all, only during non-commute hours.

Thank you for all your hard work.

-Jason

## Chee, Howard (Puni)

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**From:** Taco Furukawa <reidakf@msn.com>  
**Sent:** Thursday, August 8, 2019 2:35 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Proposed Rail Rates

I propose that all State of Hawaii tax payers and their dependents should be given annual passes that allow them to ride free similar to our city and county bus pass. There are no age restrictions as long as they pay their state income tax or are dependents of tax paying citizens. If you don't pay taxes or no legal address, you do not get a pass. The rail pass will also allow the riders to use buses at any of the transfer stations necessary to complete their journey. Since we all pay, maximum ridership should not be a problem.

As for neighbor island residents that visit, their State tax contribution earmarked to support the rail will be reduced. Why should all State tax payers participate in the rail? Because we need to create a rail friendly environment to encourage the use of rail or other mass transit options that will be considered in the future. We are an ocean locked environment and as the local population increases and our roads become less efficient we will eventually require future mass transit options, so why not begin to change our car based culture.

I still don't understand why there are 21 stations for 21 miles of rail when the EIS identified seven (7) major traffic corridors. The traffic corridors should have had a rail hub with private anchor stores (long term leases) to handle parking/traffic requirements for that hub that would utilize the rail. Anchor stores with long term leases could be asked to participate in the infrastructure costs as a public/private partnership. Twenty-one stations is similar to a mass transit bus system instead of mass transit rail.

Also, all mainland visitors should be assessed a landing fee (cruises and airlines) that provides them access to the rail and bus system. The visitor pass would only be good for a month from the time the visitor has entered the State. Children under the age of 5-8 would be free but still be issued the temporary pass.

Thank you for allowing me to express my opinion in such a controversial and expensive public endeavor.

Mahalo,

Len Furukawa  
6924 Niumalu Loop  
Honolulu, Hawaii

Sent from [Mail](#) for Windows 10

## Chee, Howard (Puni)

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**From:** KENNETH K. OBAYASHI <kenobayashi@mac.com>  
**Sent:** Thursday, August 8, 2019 2:39 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Train fees

I would like to see the same rates as thebus fares for the train. In Portland, Oregon, the TriMet fares are \$2.50 one way for adults or \$1.25 for seniors. I think it's the same for the buses.

Mahalo,  
Ken Obayashi  
Makiki

Sent from my iPhone

## Chee, Howard (Puni)

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**From:** tendua1 <tendua1@yahoo.com>  
**Sent:** Friday, August 9, 2019 9:49 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail Survey  
**Attachments:** RvsB.pdf

I could go on-and-on but wanted to limit my response.  
The rail should stop at the Middle Street bus depot.

If you or any other person in the decision making arena think for one instance that the budgeted amount is sufficient to see the rail all the way to Ala Moana, then you are grossly mistaken. The costs is going to be significantly more than what is already an over-budgeted white elephant project. Now how and where is the rest of the money going to come from for the daily/annual support, staffing, maintenance, administrative and the numerous miscellaneous items going to come from?

Respectfully:  
Dean

1. Should bus and rail fares be the same with no charge for transfers? NO.  
There should be two (2) different rates:  
The Bus rate should stay the same. If you transfer to the rail you should pay a difference charge.  
The purchase of a Rail pass however, will also allow you to use The Bus with no additional charges.

This is because the rail will by default service a limited area and limited available population especially when you consider the vastness of Honolulu's The Bus system. There will be a vast majority of the Bus ridership that will never see or potentially use the RAIL system.

2. Should there be flat rates or distance-based rates? FLAT Rates.

3. Should there be just a few categories for rates, such as Adult, Youth and Discounted Eligibles? YES

4. Should discounted monthly and annual passes continue? YES  
Alternative, should rides on the Holo Card be "capped".....? NO. Purchase either a Bus or RAIL rate.

5. Should rates at the beginning of rail be free, and if so, for how long? NO, charge fares from the start. The debt load is too great to give freebies.

6. What is the appropriate fare for the two year interim rail period? \$5.00 one-way.

7. In the past, the city has set the goal of having fares cover about 30 percent of the cost of operations and maintenance. Should this practice continue? NO. The TOTAL cost of operations and maintenance should be covered by FARES. Even if it costs more than \$5.00 per one-way ticket.

8. Should cost of riding TheBus and Handi-Van be the same for a single ride? NO. With the advent of ADA capable buses, the cost of the Handi-Van should be higher as it is also "door-to-door" service.

9. Should seniors ride for free? NO. Heavily discounted is okay.

ADDITIONAL.

The disabled or handi-cap should have a heavily discounted fare rate.

Handi-Cap Placard System.

The city needs to change the Handi-cap placard system. On nearly a daily basis I see violations where none-handi-cap people are parking in the BLUE Handi-cap stalls. By having a PHOTO of the eligible person on the placard, will go a long way to stem this violation. Also the penalty should be 1) immediate confiscation of the placard, and a \$1,000 fine to the OFFENDER. The Handi-cap person will be required to reapply for the placard to include the fees.

#### Vehicle Registration and Safety Inspection.

This process should be combined. Owner should first get the Safety Inspection done. Upon successful completion of a Safety Inspection, the Inspector will provide the Owner with a receipt and upload the data to the city system as it currently does. Then the owner can apply for the Registration and receive the updated Registration decal. This new Registration decal is indicating that both the Registration and Safety requirements have been met. This will eliminate the Safety Decal.

## Chee, Howard (Puni)

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**From:** David Narahara <dnarahara@gmail.com>  
**Sent:** Friday, August 9, 2019 11:37 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Honolulu Rate Commission seeks public input on rail transit fares

rail transit fares should be distance based rounded to nearest mile to maybe a third of what the average cost per mile would be for driving a car. see article below. For example, if the average cost of a sedan is 60 cents/mile. than I suggest rail rates be 20 cents/mile. The rider can preload any amount onto a rider's pass card (or smartphone app) and scan on and scan off every leg. the app or software will than do the calculations and deduct the amount (say \$1 for 5 miles) from the rider's preloaded balance. if the rider runs out of credit then they will have a negative balance on their account and will have to pay balance before riding again.

<https://newsroom.aaa.com/tag/driving-cost-per-mile/>

don't give out freebies. you ride you pay.

Thanks,  
David

## Chee, Howard (Puni)

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**From:** +18085420650@tmomail.net  
**Sent:** Friday, August 9, 2019 12:08 PM  
**To:** Chee, Howard (Puni)  
**Attachments:** text\_1565385222127.txt

I think fares for DaBus should stay the same and separate from rail.it's not going to benefit me,because I ride the public transportation.when I do, I traveled towards downtown.anyway I don't think the tax payers should pay for a poor decision towards hiring a contractor whom has bid and been awarded the contract .did they include unforeseen problems they would incounter?apparently not that's why the cost kept incresing. I hope the next time so called board decide to awards any contrater jobs they bid for it should have listed in the contract. Contractor willing be responsible for any unforeseen problems , contractors will be responsible for any cost should arise more then was stated in the contract.



This message was sent to you by a T-Mobile wireless phone.

## Chee, Howard (Puni)

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**From:** Steven Fukunaga <Fuku.S@outlook.com>  
**Sent:** Friday, August 9, 2019 4:06 PM  
**To:** Chee, Howard (Puni)  
**Subject:** TRANSIT FARES

Mr. Howard Chee  
Rate Commission  
Department of Transportation Services  
City & County of Honolulu  
650 S. King Street  
Honolulu, HI 96813

Aloha Mr. Chee,

Singapore's public transportation is a good example of how an efficient system can work. I have had the privilege of having first hand experience with their integrated rail, light rail, and bus system and came away quite impressed. I'd like to share a few take-aways from my experience there.

1. All modes of major public transportation are integrated and use the same payment system. The rail, light rail, and bus uses a "debit" transportation card which can be loaded up at any station. The card is debited each time it is swiped for use. The proposed Holo Card is a step in the right direction.
2. The Spoke & Hub method is used. Buses are primarily "shuttles", moving people to and from a rail station to surrounding communities. I believe we can use a similar concept in the integration of our buses and the rail. This method should reduce the number of buses on main routes such as the H-1, Kamehameha Highway, Farrington Highway, etc.
3. Rates should be progressive based on distance traveled one-way (station to station). When the Rail is completed, there will be 20 stations from one end to the other. The lowest fare could start at \$2.00 (destination station to be determined). The next fare would be \$3.00, the third fare would be \$4.50, and full distance fare could be \$5.00. Destination would be selected and Fares purchased at station kiosks and/or vending machines using a Holo Card.
4. Holo Cards should be available for purchase at all stations, and at select locations via kiosks or vending machines. Reloading Holo Cards should be done at any station kiosk or kiosks at select locations.
5. Tickets issued at rail stations can be used once for shuttle buses but must be used within 24 hours of issue.
6. Buses should only accept Holo Cards for shuttle fares. Passengers would be issued a "transfer" ticket that may be used for return shuttle (within 24 hours of issue). Shuttle bus rate could be \$2.00
7. Offer daily and monthly Holo passes. Daily passes could be \$10.00 and monthly passes \$80, both offer unlimited use of the rail and bus.

The proposed rates would be the initial starting rates. We could have a \$1.00 Grand Opening special that could run for 30 days. The \$1.00 special fare would be good for a single trip to any station but would not include shuttle bus rides.

Respectfully Submitted,  
Steven S. Fukunaga

## Chee, Howard (Puni)

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**From:** ivanhklh <ivanhklh@gmail.com>  
**Sent:** Friday, August 9, 2019 9:54 PM  
**To:** Chee, Howard (Puni)  
**Subject:** We should model it after the boston transit system , everything connected, one pass for bus only next would be buss+rail next rail only , all with unlimited on & off transfers . I lived in Boston for a while and it was the greatest thing , no need ...

Sent from my T-Mobile 4G LTE Device

## **Chee, Howard (Puni)**

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**From:** Dan Gardner <daniel.dano.gardner@gmail.com>  
**Sent:** Saturday, August 10, 2019 8:53 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Rate Survey

To all in charge,

The rate survey should also be done on line. Please ensure that is done.

Thank you. Dan Gardner

## Chee, Howard (Puni)

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**From:** Penny <pennysfh@hawaii.rr.com>  
**Sent:** Monday, August 12, 2019 4:03 PM  
**To:** Chee, Howard (Puni)  
**Subject:** comment on mass transit fares

Aloha;

I understand that there are many costs that must be balanced out both for the bus and the rail in managing Hawaii's transportation issues. It's not an easy job.

Because bus riders will be expected to switch to rail to reach some legs of their destinations currently served by the bus, passes for bus and rail should be interchangeable and a fare should cover the full length of the route rather than paying for a bus and rail portion separately.

Affordable transportation for a significant portion of the population that lives on far less than what is considered "low income" by the state (recently estimated to be about \$85,000/year) is also a tremendous challenge. This is not just senior citizens but the majority of "blue collar workers" that support our infrastructure, tourism, farming, conservation value-added products, restaurant services and other industries of the islands.

I am two years shy of official senior pass rate status, as well a single earner household living on an income of \$24,000/yr (without using any type of welfare services) and I can say with all honesty that the daily and monthly bus pass rates have already reached a point of borderline unaffordability for a majority of us, not just on Oahu but also on Maui. I am not alone in this "bracket". If I made \$85K or even \$65K I would be driving a car and so would the majority of your current riders.

Whether it be for the bus, the rail or Holo card users, please consider the majority of riders are there because they have no other options rather than by choice. If you raise the adult bus rates any higher, many of us will have to weigh whether the cost of getting to work can be offset by our daily wages (after rent, utility and bare necessities are factored in).

May I suggest that there be a reduced adult rate for low income riders on bus or rail with proof of annual income of \$55K or less? Perhaps a \$2/day and \$25/month pass?

Mahalo  
Pua

## Chee, Howard (Puni)

**From:** Brea Morrison <b Morrison9019@gmail.com>  
**Sent:** Monday, August 12, 2019 8:49 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Bus and Rail Fares  
**Attachments:** Commuting\_Patterns\_Apr2015.pdf; Fixed Route - 02-2019 Performance.pdf

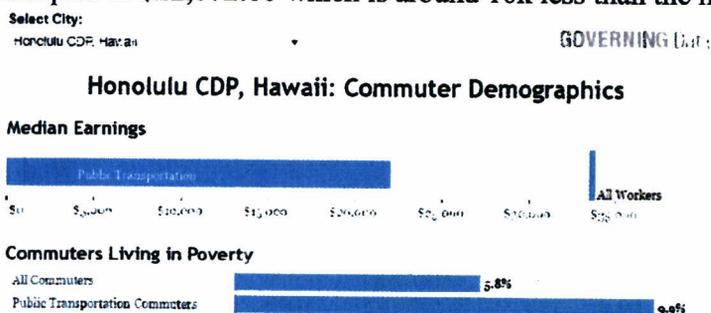
Aloha!

I have heard you are determining the cost of fares for TheBus and the Rail system and would like some input; I have some concerns with some citations.

Currently, without 1-day/monthly bus passes a single ride seems to be \$2.75. Considering you are spending ten billion dollars on a rail system this might increase but suppose it doesn't increase. Even at that price getting rid of the monthly bus pass will double the prices for people who rely solely on public transportation as a means of getting to work, school, running errands, going to medical appointments, and helping them enjoy their social lives by providing transportation.

If a person takes the bus to and from work during the weekday and then perhaps four times during the weekend that's fourteen bus rides a week or around fifty-six a month. If you are paying for each of those fifty-six rides at \$2.75 that's \$154.00 or more than double the price of the current \$70.00 monthly bus pass.

An increase of \$70.00 – \$80.00 a month doesn't seem like a lot but keep in mind that people who commute using public transportation are poorer than those who do not rely on it. According to Oahu bus system data from 2009-2013 (report attached) while nearly 14% of all workers making 25k or lower use TheBus to commute only 2% of people making 75k or above do so showing that low paid workers disproportionately rely on the bus for commute. Additionally, this analysis (a study using American Community Survey 2010-2012 from the census: <https://www.governing.com/topics/transportation-infrastructure/gov-public-transportation-riders-demographic-divide-for-cities.html>) has the median income of people in Honolulu commuting by public transport as \$22,072.00 which is around 10k less than the median earnings of all commuters (\$33,625.00).



The rail system will not even open into urban Honolulu until 2025 with only a small portion of rail to the Aloha stadium scheduled to open in a year or so. If the HoloCard replaces the monthly bus pass next year then the prices of people who already have been using public transportation will double several years before they will even likely use the rail (if they use the rail at all).

It is a shame that people who already take cars off our congested streets by using public transportation will be penalized for the rail project if the implementation of the HoloCard replaces the monthly bus pass using the current rates set and that, if implemented, this cost increase would be hurting the most economically vulnerable

people. If the rail needs to be paid for by relying on increases in bus fares this is akin to taxing the poor who are already struggling in a state with one of the highest costs of living (<https://www.numbeo.com/cost-of-living/in/Honolulu>).

Thanks for asking for input!  
Breanna Morrison

## Commuting Patterns in Hawaii

How do working residents in Hawaii commute to work? Have the commuting patterns changed over time? Do the commuting patterns vary by social and demographic characteristics? Who uses public transportation to commute to work? These are some of the main questions to be answered for effective and successful transportation policy making and planning.

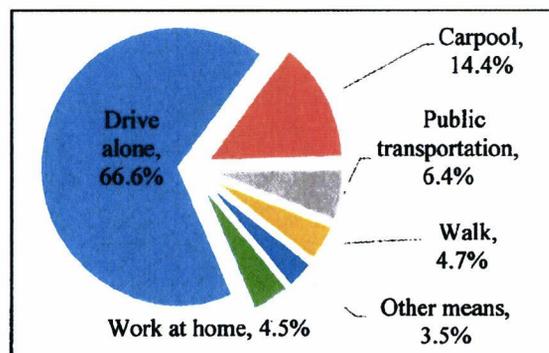
Questions on commuting patterns were asked in the long form survey of decennial census until 2000 and in the annual American Community Survey since 2005. This statistics brief explores commuting patterns of working residents in Hawaii in recent years and its changes over time using data from 1980, 1990, and 2000 decennial census for historical trend and American Community Survey 5 year estimates for the period of 2009-2013 to capture the most recent information on commuting patterns.<sup>1</sup>

According to the 2009- 2013 American Community Survey data, the vast majority of workers in Hawaii (80.9%) used cars to get to work during the period. 66.6 percent drove alone and 14.4 percent carpooled, mostly 2-person.

Although its share was much smaller, the next popular mode of commuting in Hawaii was using public transportation. 6.4 percent of total workers in Hawaii were estimated to use public transportation, mainly buses, during the 2009-2013 period. 4.7 percent of total workers walked to work while 1.1 percent commuted by bicycle.

As one of the most urbanized and populous state in the nation, the percentage of workers using cars to commute was lower than the U.S. average (86.1%). Instead, percentages of workers using public transportation, riding bicycle, or walking were all higher than the U.S. averages for the same period.

Figure 1. Commuting mode in Hawaii (% of total workers, Statewide, 2009-2013)



Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates.

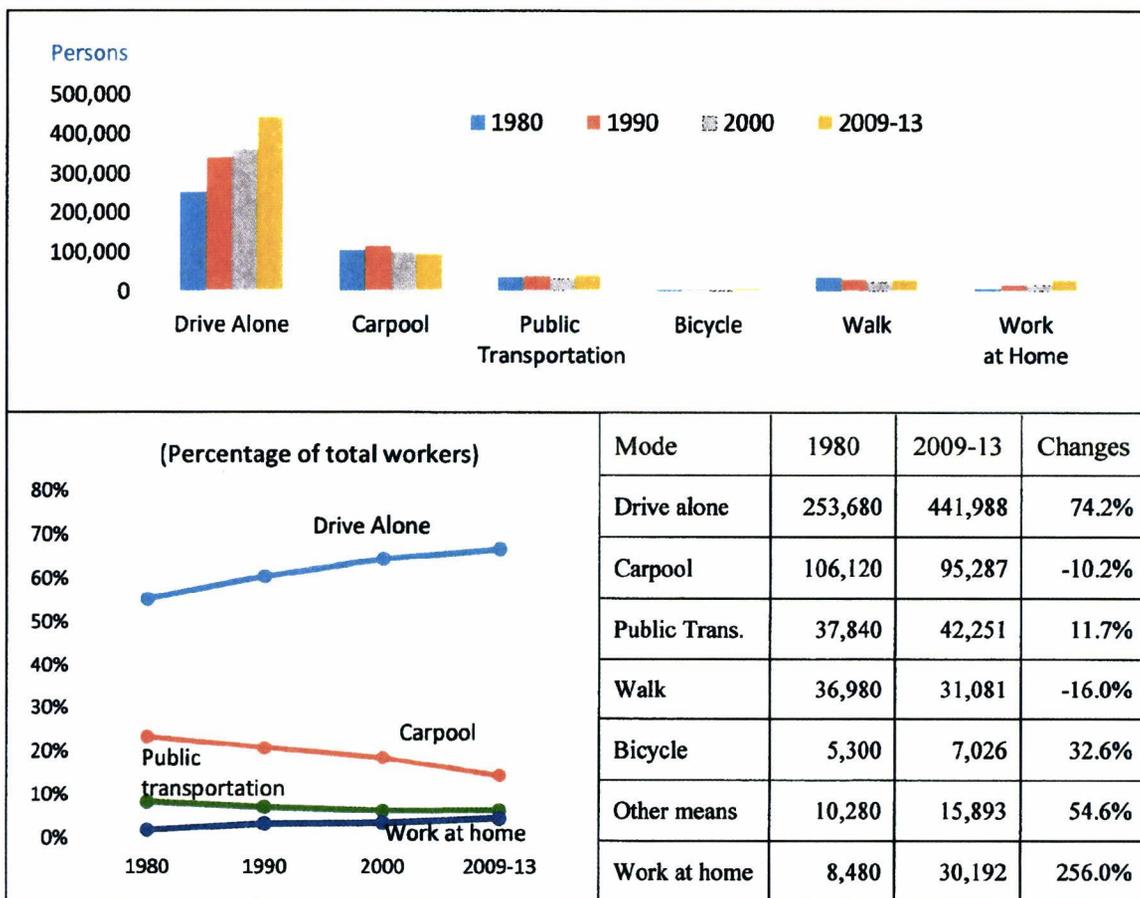
<sup>1</sup> 5 year estimates instead of 1 year estimates were used for higher reliability of the estimates.

Commuting patterns change with economic growth, demographic and cultural change incurred over time. The most prominent change occurred in the past decades in commuting mode was the increasing popularity of driving alone. The number of commuters driving alone increased 74.2 percent from 253,680 in 1980 to 441,988 in the 2009-2013 period, increasing its share of total commuters from 55.3 percent to 66.6 percent during the period. As related statistics, the number of registered passenger vehicles in Hawaii increased 74.6 percent from 514,669 in 1980 to 898,452 in 2010.

This is a remarkable increase compared to the 41.0 percent increase in total Hawaii population and 51.0 percent increase in population aged 16 and over during the 30 year period.

Conversely, the share of carpool commuters has been decreasing since 1980. In fact, not only the share of total commuters but also the absolute number of carpool commuters has been decreasing since 1990. Commuters who carpooled to work decreased by 18.2 percent from 116,496 in 1990 to 95,287 in the 2009-2013 period.

Figure 2. Trend of commuting mode in Hawaii (Statewide)



Source: U.S. Census Bureau, 1980, 1990, 2000 Decennial Census, 2013 American Community Survey 5 year estimates

The share of workers who commute using public transportation, bicycle, and walk also decreased during the past three decades. However, the decreasing trends appeared to have stabilized since 2000. Commuters using public transportation accounted for 6.4 percent of total workers in 2009-2013, 1.8 percentage point lower than its share in 1980, but about the same level as in 2000.

Other than driving alone, working at home was the only mode that has increased its share over time. Working at home was not an easy-to-find work option in the past. Only about 8,500 people worked at home in 1980, 1.8 percent of total workers. This number more than tripled in the past three decades, accounting for 4.5 percent of total workers in the 2009-2013 period.

Commuting Patterns by Age and Gender

Commuting mode choices varied by demographic characteristics. Although driving alone was dominant for all age

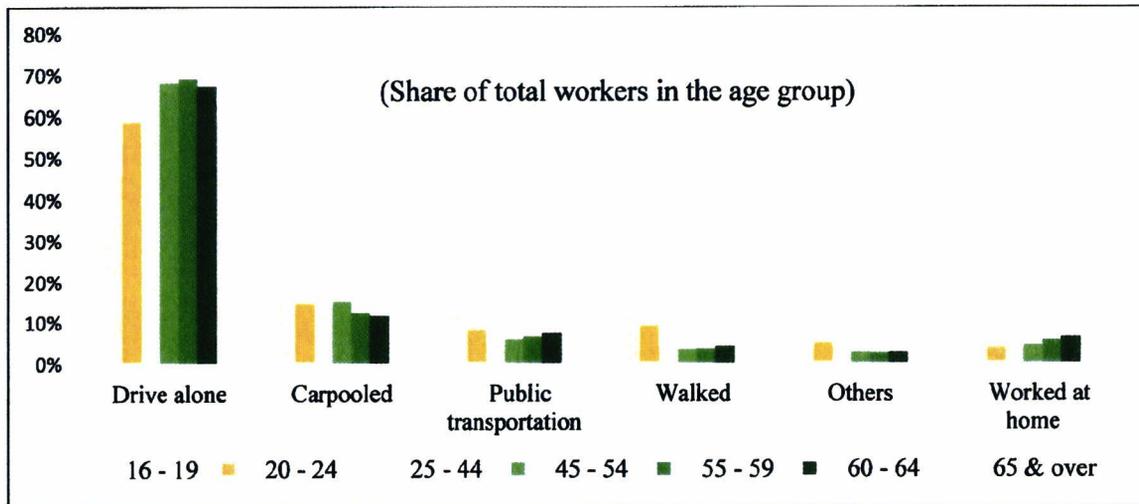
groups, there were some differences in commuting mode by age.

Using public transportation to get to work was more popular among the 16-24 and the 65 and over age group while the 25-44 age group showed the highest tendency to drive alone and the lowest tendency to use public transportation for getting to work.

Compared to other age groups, workers in the 16-24 age group showed greater tendency to carpool, walk and ride public transportation for getting to work, with 15.8 percent carpooling, 8.9 percent riding public transportation and another 10.1 percent walking to work.

Workers aged 65 and over showed similar commuting patterns as in the 16-24 aged workers, but this age group showed a much lower share of walking and a much higher share of working at home. Among those working past age 65, 10.9 percent were actually working at home without travelling to work during the 2009-2013 period.

Figure 3. Commuting mode in Hawaii by age group: Statewide, 2009-2013



Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

Although not substantial, there were some differences between male and female workers in commuting patterns. In Hawaii, male workers tended to drive alone more than female workers while female workers showed greater tendency to carpool or use

public transportation than male workers. Interestingly, the U.S. average statistics for the same period show some opposite patterns, with female workers showing a greater tendency to drive alone and a lower tendency to carpool than male workers.

Table 1. Commuting mode in Hawaii by gender: Statewide, 2009-2013  
(Share of total workers in each gender)

	Drive alone	Carpool	Public transport	Bicycle	Walk	Other means	Work at home
Male	68.8%	12.7%	5.0%	1.4%	4.9%	2.9%	4.4%
Female	64.0%	16.3%	8.0%	0.7%	4.5%	1.7%	4.7%

Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

Commuting Patterns by County

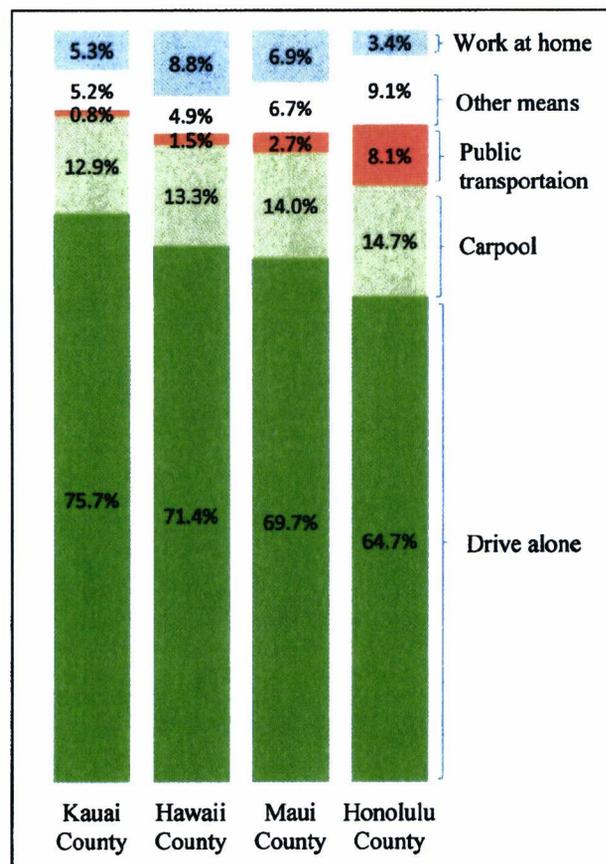
Figure 4 presents commuting patterns by four counties in Hawaii in the 2009-2013 period. Compared to the Honolulu County, all three Neighbor Island Counties showed higher shares of auto use commuters and lower shares of public transportation commuters. Among the three Neighbor Island Counties, Kauai was the most auto dominant county for commuting.

The share of public transportation commuting was highest in Honolulu county at 8.1 percent and lowest in Kauai county at 0.8 percent of total workers.

The most eminent factor explaining the difference would be the availability of public transportation in the area. Besides, the ease of using public transportation, road conditions and other differences in public transportation infrastructure and service in each county would explain the difference.

The neighbor islands had a relatively high share of working at home workers. Among three Neighbor Island Counties, Hawaii county had the highest share at 8.8 percent.

Figure 4. Commuting mode by county: 2009-2013



Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

## *Commuting Patterns on Oahu*

With each county completely disconnected from each other by ocean, commuting between two or more counties is a very uncommon practice in Hawaii. For this reason, we often find island specific commuting characteristics more useful for transportation policy and planning purpose.

This section illustrates commuting patterns on Oahu, focusing on the characteristics of public transportation commuters and characteristics by areas on the island.

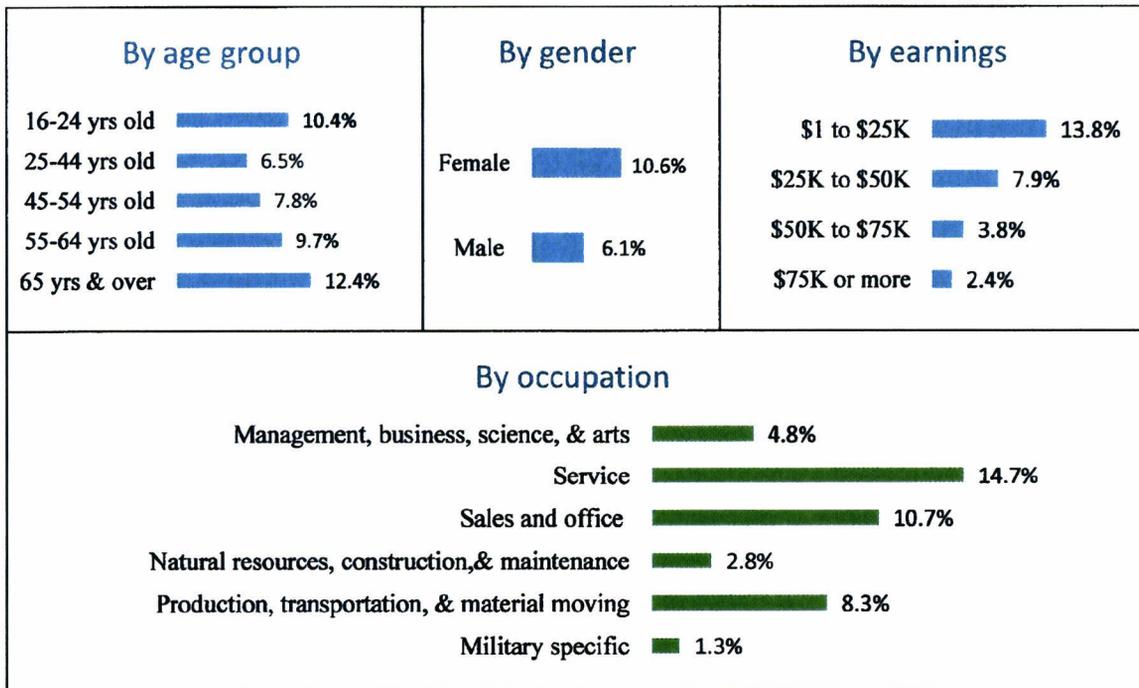
### Who Uses Public Transportation

The tendency to use public transportation to commute to work on Oahu is presented in

Figure 5 by demographic and economic characteristics of commuters. As in the statewide statistics, the tendency to use public transportation to commute to work on Oahu was relatively high among workers at both ends of the age spectrum. Meanwhile, the main working-age groups showed a relatively low tendency to use public transportation, with the lowest tendency found among the 25-44 age group.

Gender differences in the tendency to use public transportation were more apparent among Oahu workers. Compared to male workers, female workers on Oahu showed about 5 percentage point higher tendency to use public transportation for getting to work.

Figure 5, Tendency to use public transportation to commute to work: Oahu, 2009-2013



Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

Commuting patterns were also affected by economic characteristics such as earning level and occupation. The tendency to use public transportation for getting to work was relatively high among workers with service or sales occupations, and relatively low among military and construction workers.

Earning level was another main factor that caused differences in the workers' commuting mode. 13.8 percent of workers with earnings less than \$25,000 used public transportation to get to work while the share was only 2.4 percent for workers with earnings of \$75,000 and more. However, it must be noted that even at the lowest earning level, more than half of workers used cars to commute and public transportation played only an insignificant role.

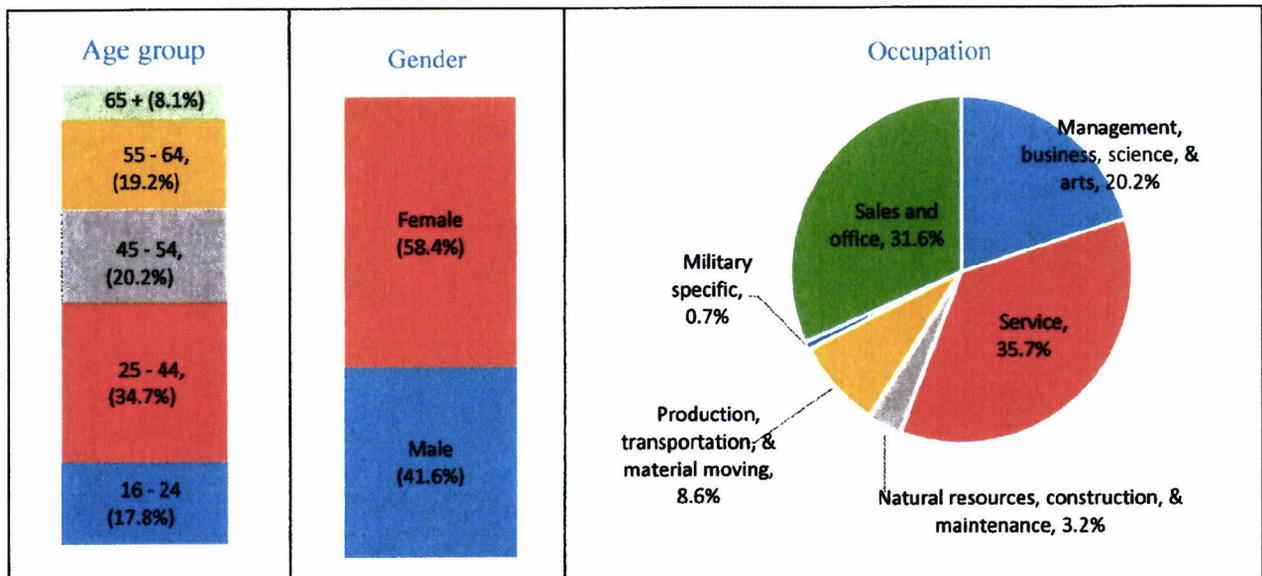
Characteristics of Public Transportation Commuters

Based on the 2009-2013 American Community Survey, about 38,700 workers on Oahu were estimated to commute using public transportation during the 2009-2013 period. This was 8.1 percent of total estimated number of workers on Oahu for the period.

Figure 6 shows the age, gender and occupation composition of workers who used public transportation for getting to work during the 2009-2013 period. Some useful findings include;

- Senior workers, aged 65 and over, accounted for 8.1 percent of public transportation commuters on Oahu.
- 58.4 percent of public transportation commuters on Oahu were female.
- About two thirds of public transportation commuters on Oahu had Service or Sales and Office occupations.

Figure 6, Characteristics of public transportation commuters: Oahu, 2009-2013



Source: U.S. Census Bureau, 2013 5 American Community Survey 5 year estimates

Commuting Patterns by Areas on Oahu

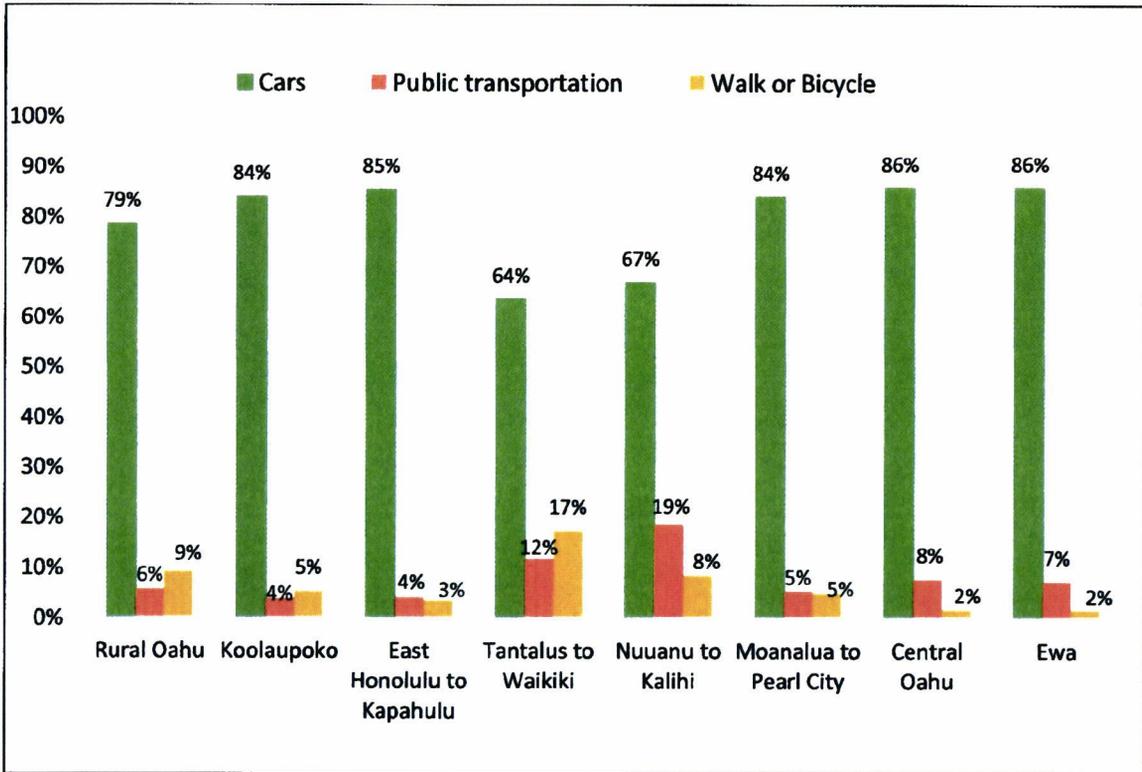
Commuting mode varied by location. Areas located further from the city center showed a higher percentage of workers using cars to commute to work. Figure 7 presents the share of major transportation modes for 8 geographic areas on Oahu.<sup>2</sup>

The percentage of workers using cars to commute was about 20 percentage point lower in two areas close to town, Nuuanu to Kalihi and Tantalus to Waikiki area, compared to most other areas. Instead, the

two areas showed high percentages of walk, bicycle, and public transportation commuters. The highest tendency of using public transportation was found in the Nuuanu to Kalihi area with about 10,400 persons, 19 percent of total workers in the area, using public transportation for getting to work.

Among workers living in the Tantalus to Waikiki area, about 9,100 persons (14 percent) walked and about 2,200 persons (3 percent) biked to work during the 2009-2013 period.

Figure 7, Commuting mode by areas on Oahu (share of total workers in the area): 2009-2013



Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

<sup>2</sup> PUMAs (Public Use Microdata Areas) are used for the statistics by area within the county. PUMAs are statistical areas defined by the U.S. Census Bureau

for the dissemination of public use microdata sample data.

For transportation planning purposes, the times when people depart from their residence area for work is valuable information. Figure 8 shows a rough time distribution of when workers depart home for work for Honolulu County overall and by area.

Although it is not clear whether it is due to bad traffic or the earlier sunrise time in Hawaii, workers on Oahu left home earlier than the U.S. average workers to get to

work. 46.1 percent of workers on Oahu left home before 7am compared to the U.S. average of 31.4 percent.

The pattern varied a lot by area however. More than 50 percent of workers living in the Moanalua to Pearl City, Central Oahu, Ewa, and Rural Oahu area left home before 7am while about a quarter of workers in the Tantalus to Waikiki area left home before 7am.

Figure 8, “Time to Depart for Work” by areas on Oahu: 2009-2013

	12am-5am	5-6am	6-7am	7-8am	8-9am	9am-12pm	after 12pm
Honolulu County	7.0%	15.4%	23.7%	21.4%	11.0%	8.7%	12.8%
Ewa	12.2%	22.3%	22.4%	16.6%	6.4%	6.5%	13.6%
Central Oahu	8.9%	21.7%	24.0%	18.2%	7.6%	6.6%	12.9%
Moanalua to Pearl City	6.4%	16.5%	28.9%	22.8%	8.4%	6.2%	10.9%
Nuuanu to Kalihi	5.1%	12.5%	21.8%	23.7%	12.1%	9.3%	15.6%
Tantalus to Waikiki	3.5%	6.3%	16.9%	25.8%	18.1%	14.7%	14.7%
East Honolulu to Kapahulu	3.9%	8.4%	24.8%	25.1%	14.4%	11.5%	12.0%
Koolaupoko	5.6%	13.7%	28.8%	22.5%	11.8%	7.5%	10.1%
Rural Oahu	12.0%	22.8%	20.3%	14.7%	9.2%	7.7%	13.3%

Source: U.S. Census Bureau, 2013 American Community Survey 5 year estimates

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This publication is produced by the Research and Economic Analysis Division (READ) of the Department of Business, Economic Development & Tourism (DBEDT), State of Hawaii. For more information on READ, go to: <http://dbedt.hawaii.gov/economic/>

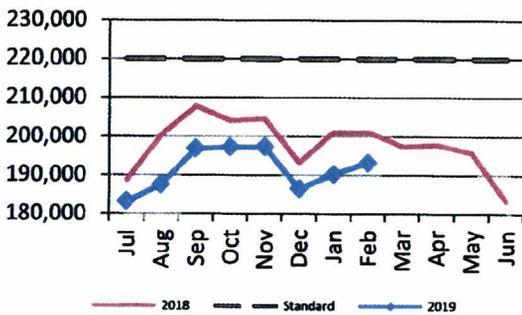
Contact:  
Research & Economic Analysis Division  
Department of Business, Economic Development & Tourism  
250 S. Hotel St.  
Honolulu, HI 96813

Tel: 808-586-2480

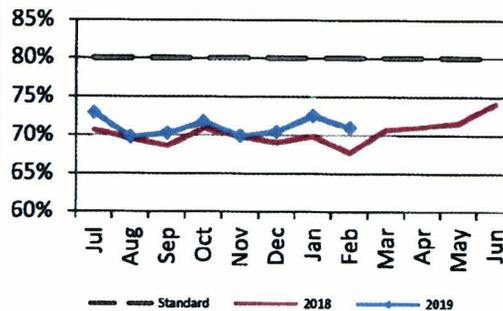
**Monthly Performance Report**  
**For the Month Ending February 2019**

Key Performance Indicators (KPI)	February 2019	February 2018	Percent Change	8 Month FY2019	8 Month FY2018	Percent Change	Goals
Total Monthly Ridership	4,760,783	4,954,566	-3.91%	40,996,596	42,661,182	-3.90%	
Average Weekday Ridership	193,128	201,150	-3.99%	191,403	200,050	-4.32%	220,000
Percent of Trips On Time	70.9%	67.6%	3.3%	71.00%	69.44%	1.56%	80%
Bus Availability	89.2%	87.5%	1.7%	90.7%	88.5%	2.25%	90%
Bus Miles/Major Collisions	341,580	151,818	124.99%	261,276	221,073	18.19%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.67	1.81	-7.73%	3.00
Bus Miles/Mechanical Road Calls	8,758	9,709	-9.79%	11,258	9,526	18.18%	10,000
Spare Ratio	20.53%	20.62%	-0.09%	20.44%	20.44%	0.01%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.34%	99.60%	-0.25%	99.48%	99.48%	0.00%	100%
Cost per Hour	\$131.22	\$124.78	5.16%	\$130.29	\$125.71	3.65%	\$120
Cost per Trip	\$3.44	\$3.11	10.63%	\$3.39	\$3.13	8.60%	\$2.50
Cost per Mile	\$9.58	\$9.22	3.95%	\$9.52	\$9.22	3.22%	
Farebox Recovery	27.95%	31.20%	-3.25%	27.37%	26.71%	0.66%	30%
Trips per Hour	38.17	40.16	-4.95%	38.41	40.18	-4.39%	48
Trips per Mile	2.79	2.97	-6.04%	2.81	2.95	-4.77%	
Passenger Miles per Revenue Hour	208.54	215.78	-3.35%	209.66	213.66	-1.87%	250
Average System Speed	12.76	12.82	-0.42%	12.73	12.73	0.07%	
Percent Complete in 30 Days (Customer)	94.00%	94.58%	-0.6%	96.92%	97.65%	-0.7%	
Complaint Rate (Complaints per 100,000 trips)	8.70	10.50	-17.14%	8.94	10.02	-10.82%	10

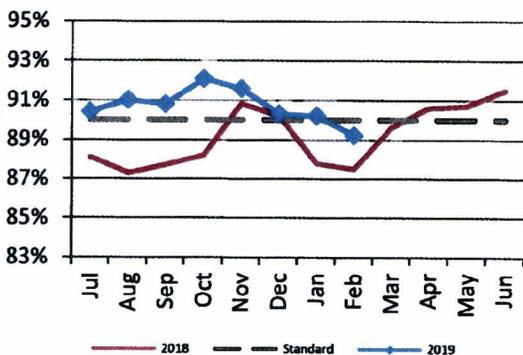
**TheBUS**  
**Average Weekday Ridership**



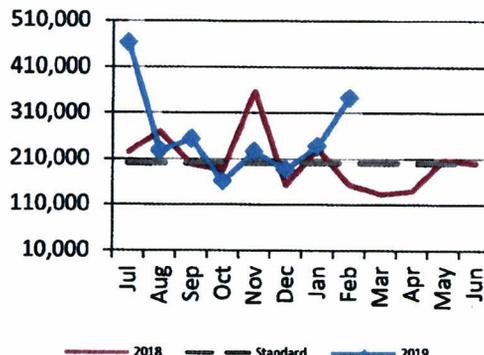
**TheBUS**  
**Percent of Trips On Time**

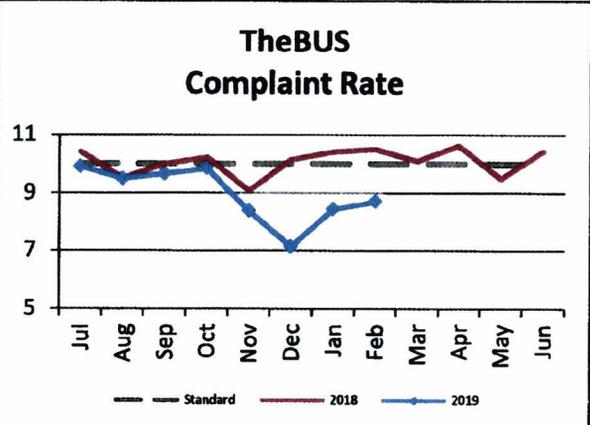
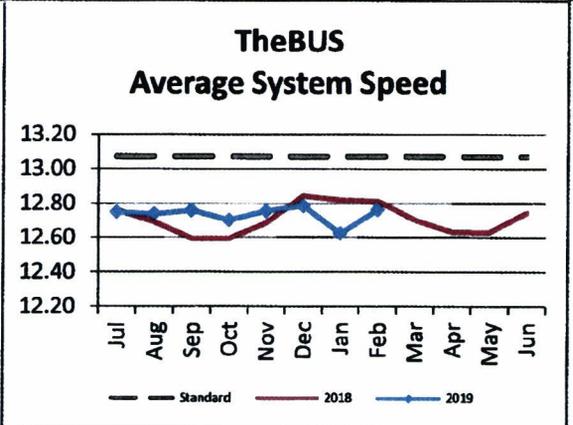
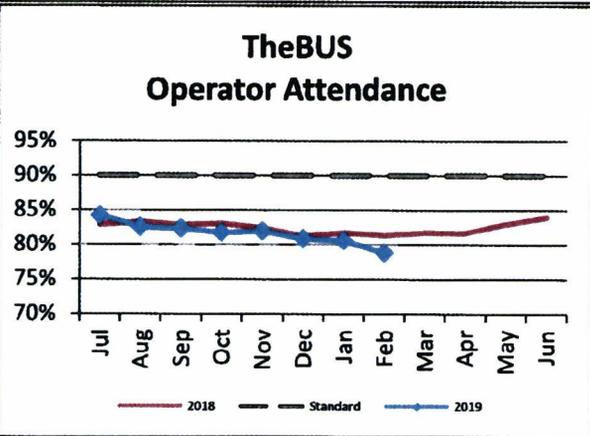
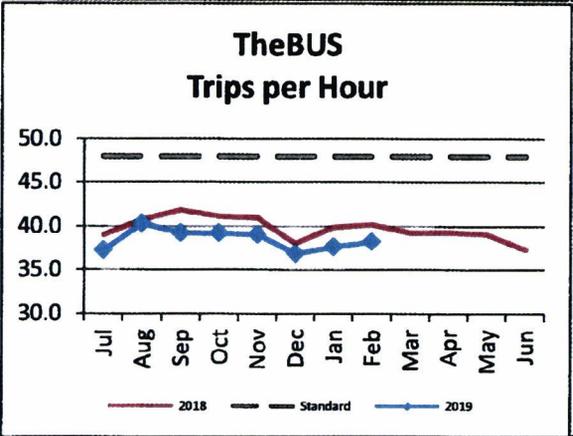
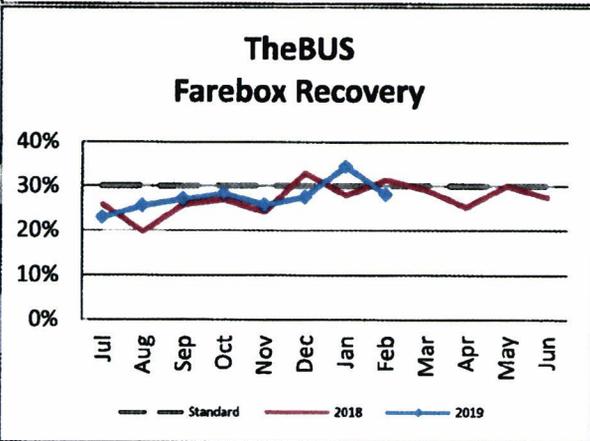
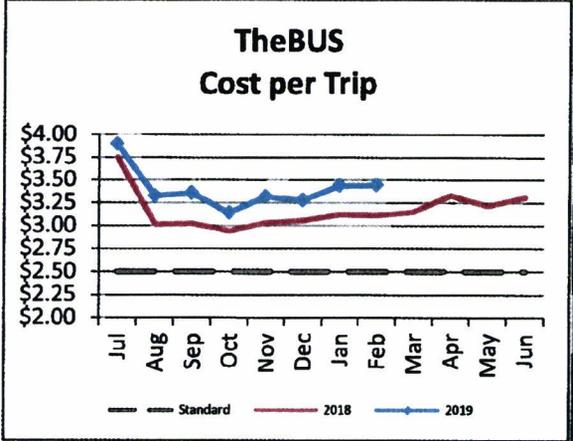
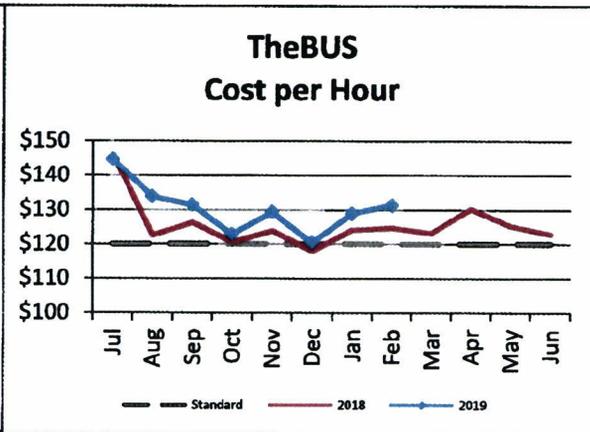
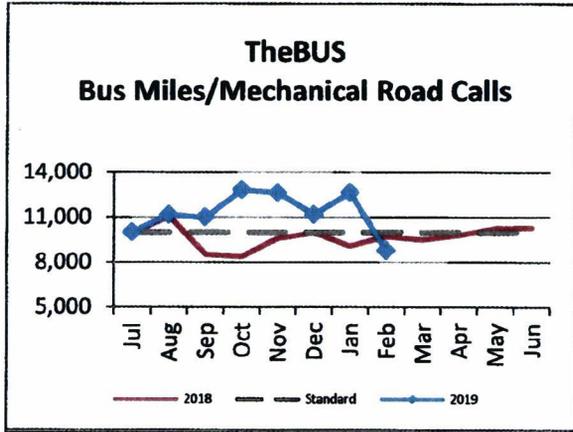


**TheBUS**  
**Bus Availability**



**TheBUS**  
**Bus Miles/Major Collisions**





## Chee, Howard (Puni)

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**From:** Leon Kau <ebo3715@gmail.com>  
**Sent:** Tuesday, August 13, 2019 5:12 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Free for rail rides. Pay at the pump to cover rail use. Also pay at the pump for insurance. Electric cars pay at registration based upon mileage. Auto safety check every 5 years for auto 5 years old.

## Chee, Howard (Puni)

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**From:** Arnold Ting <buddytoo@icloud.com>  
**Sent:** Tuesday, August 13, 2019 7:40 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Rate increase's-

With the already high cost of living here in Hawaii, HOW CAN SENIOR's living on a fixed income afford a rate increase for buss rides? It's hard enough to put food on the table and cloths on our backs.

Sent from my iPhone

## **Chee, Howard (Puni)**

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**From:** orisha blessing <orishablessing@gmail.com>  
**Sent:** Tuesday, August 13, 2019 7:49 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail charge

Aloha,  
To be honest, the rail has become a money pit.

It would be unfair to have the public cover anymore cost that the rail has incurred.

Having said that, the rail should have free municipal parking and share the same costs and discounts as the bus. In addition to free transfers from bus to rail.

Why you may ask

Oahuians have had to endure many headaches the rail has caused, increased traffic, endless detours etc. In addition, increased property taxes and GET taxes. Businesses have had to relocate or close as a result of this project.

Enough is enough. It's time to make rail work as opposed to be a other financial drain on our island.

**Chee, Howard (Puni)**

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**From:** lbene95586@aol.com  
**Sent:** Tuesday, August 13, 2019 8:10 AM  
**To:** Chee, Howard (Puni)

Now they want the public's input.....what about all the other issues?

## Chee, Howard (Puni)

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**From:** Bob Gould <bob.gould@stanfordalumni.org>  
**Sent:** Tuesday, August 13, 2019 8:38 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Mass transit fares

Gentlemen and women,

My choice would be a seamless system where the current bus fares will be extended to the rail system, creating a seamless experience that allows a rider to use both modes with one fare purchase. Since a rail/bus interface will be an integral part of making the system work properly and efficiently, such a 'ticket' should be used to allow such a straightforward and efficient transfer and use. The fare structure should be basically as it is now, perhaps with required price increases over time.

My real preference, though, is a completely subsidized transit system with no need for tickets, transfers, or fares. Free transit would greatly reduce traffic on the roads, though it would of course be quite expensive.

Bob Gould

254-5242

## Chee, Howard (Puni)

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**From:** J M <jmenterprises@gmail.com>  
**Sent:** Tuesday, August 13, 2019 9:01 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Fare Related Suggestions

Aloha,

I've had the opportunity over the years to ride on major rail systems across the mainland and in Japan. Some cities have multiple systems, some privately run and some run by the city. They include the BART and MUNI systems in San Francisco, the "L" in Chicago, the METRO in Washington DC, the MTA System in New York, the Marta in Atlanta and multiple lines in Japan.

In riding these systems over the years, the nicer, more efficient and safer systems operate on two premises. They charge riders by distance. The farther you go on the line, the more you're charged. Even if the distance seems significant, it is still reasonable and commonplace.

The other common premise is that these same, better systems, will charge a premium for going to the airport. This makes sense as most will be out of town travelers.

For those who plan to use the system religiously, cities will allow riders to use any combination of transportation systems to access any mode of travel via a monthly discounted pass. This is very convenient for riders and the system electronically tracks personal statistics. Paper transfers for the most part are eliminated. These cities also allow tourists to purchase an all access pass as well which is a source of additional income that rarely gets fully utilized but still attractive to tourists at the same discount. San Francisco, for example, will allow you to ride any MUNI system, including the cable cars, which operate under MUNI control. The BART subway system, however, is the cleaner, safer of the two.

The METRO system in D.C. is probably the most complex, clean and efficient system.

To answer the list of questions, I strongly suggest the following;

Bus and rail fares should not be the [same.as](#) the infrastructure and maintenance are different. An actuary can figure out if there should be a charge for transfers.

Distance rates by far! Flat rates will only cause the city to search for additional resources down the line when the system starts needing detailed maintenance. Don't be shy on charging. People will ride once they get used to it, especially the younger generations, and travelers who are very aware of this mode of transportation.

The fewer categories, the better. Make it as easy and all encompassing as possible.

Discounted Monthly passes should definitely continue. I would shy away from the annual pass unless it helps the budget. The downside is, the city gets locked in to the annual too.

Do not go free from the start! This is a crazy suggestion especially in light of the rising costs and budget. Charge from day one but think every charge thoroughly. Again, distance fare is critical to the long run survival.

Do not let the public dictate a two year fare. They will ride it. The city needs to analyze what needs to be charged between each stop. Study DC and SF rates if you are at a loss of what to charge please.

The goal of HART should be looking past the 30% of fares covering the operating budget and looking at it being as self sustaining as possible. Get creative in Marketing like any other business guys.

Consideration should be given to our kupuna at a very, very low, discounted rate, at least to monitor statistics. If \$1 is affordable for both sides, then charge the \$1, for so many reasons. This is reasonable, \$\$\$ are still being put in to the system, and this should allow the city to track statistics on them and everyone else via the Holo card or any other frequent rider system. \$1 per kupuna can still help pay for something, yet respecting them in the proper way.

Please, please consider the above. If nothing else, I've been to meetings from the beginning and always implored key drivers that distance fares are a must, and include the airport at a premium.

Last suggestion is that it has to go to the University of Hawaii. This is also key to long term survival of the system.

Again, take a close look at the systems I've listed above. SF and D.C. are great examples to copy. They are both clean, efficient, reasonable and sustainable systems.

Thank you for your consideration.

John

## Chee, Howard (Puni)

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**From:** Jessie Faige <jfaige8@yahoo.com>  
**Sent:** Tuesday, August 13, 2019 9:04 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Testimony - Rail Fare 8/13/2019

August 13, 2019

Honolulu Rate Commission  
Department of Transportation Services, City and County of Honolulu  
650 S. King St.  
Honolulu, HI. 96813

Attn: Howard "Puni" Chee  
hchee@honolulu.gov

Dear Rate Commissioners:

Thank you for holding public meetings to solicit input from the Honolulu community about the rate to be charged for individuals to use rail transit. I urge the Commission to craft a rate that is fair and equitable and encourages ridership. I commute daily from the back of Moanalua Valley to downtown Honolulu via bicycle and bus. I pay more for my monthly bus pass than fellow government workers pay to park in prime downtown lots. Incentivizing public transit and disincentivizing single car commuting is key to the success of the rail and our city's leadership on sustainability. I also suggest that the Commission explore ideas to encourage businesses and labor unions to subsidize the cost of the rail fare for their employees and members.

Aloha,  
Jessica Faige  
Moanalua Valley

Jessie A. Faige  
Honolulu, HI  
808-954-1685

**Chee, Howard (Puni)**

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**From:** clifford low <outlook\_9521F87604A82602@outlook.com>  
**Sent:** Tuesday, August 13, 2019 9:13 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Honolulu Rail Transit System ride pricing

I suggest the rates and fares for the Honolulu Rail Transit System be the same as they are for THE BUS.

Sent from [Mail](#) for Windows 10

**Chee, Howard (Puni)**

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**From:** uncle4257 <uncle4257@yahoo.com>  
**Sent:** Tuesday, August 13, 2019 9:14 AM  
**To:** Chee, Howard (Puni)  
**Subject:** Seniors Riding the Rail for Free

Yes, Seniors should be able to ride FREE if they are 70 and older and proof of age.

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## **Chee, Howard (Puni)**

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**From:** Cindy Sharkey <luckyseaturtle@yahoo.com>  
**Sent:** Tuesday, August 13, 2019 1:09 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Rail rates

Annual passes should have a considerable discount, also students, veterans and seniors should have discounts.

Thank you,

C Wittler

1765 Ala Moana

Sent from my iPad

## **Chee, Howard (Puni)**

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**From:** Calvin Pham <cfpham@yahoo.com>  
**Sent:** Tuesday, August 13, 2019 1:34 PM  
**To:** Chee, Howard (Puni)  
**Subject:** Public Comment: Rate Commission

To: Rate Commission, c/o Howard "Puni" Chee  
Department of Transportation Services (C&C Honolulu)  
650 South King Street, Second Floor, Honolulu, HI 96813

Aloha Puni,

Regarding the rail-related topics for the Rate Commission meetings 8/13 and 9/10, please consider my following comments:

### **Should bus and rail fares be the same with no charge for transfers?**

Fares on the bus and rail should be the same with no charge for transfers. The two modes should complement one another as a single system and users should not have to consider a price difference that leads them to avoid one part of the system versus another; do not create another user-decision that affects the demand for one mode versus another based on price. The public should have access to both modes as a single, simple system.

### **Should there be flat rates or distance-based rates?**

Fares should be a flat rate. The Housing + Transportation Index needs to be considered to address the affordability problems of the island. Communities farther from the Central Business District generally have the benefit of a lower cost for housing, but may be offset by higher transportation costs. The public transportation system should help improve residents' cost-of-living situation by not offsetting savings from lower housing costs with higher transportation costs. A flat rate transit system is one step toward achieving the affordability goals of the community.

### **Should rates at the beginning of rail be free? If so, for how long?**

Rates at the beginning of rail should be free until the commissioning of Phase 2. An incomplete rail system will not deliver the projected benefits of the project. The portion of the rail through the Central Business District should be complete to properly connect outlying communities via rail. In Phase 1, terminating at Aloha Stadium would mean that riders destined for the Central Business District must transfer to a bus to complete their trip. This transfer is a substandard level of service that would increase travel times and inconvenience users, which may result in transit-by-choice users opting to travel by another mode. Free rides until completion of Phase 2 should help the Honolulu Authority for Rapid Transportation promote the rail and take action against a self-fulfilling prophecy in which users are not using the rail because Phase 1 does not meet their needs.

### **Holo Card Fare Cap**

The Holo Card is an excellent tool that can help the Honolulu Authority for Rapid Transportation keep the holistic transit system affordable to users. Not all transit users will be able to front the cost of the monthly pass in a single payment to reap the intended savings. These users end up paying per ride, but over the course of a month pay more than the cost of a monthly pass. A built in daily and monthly cap should be implemented to protect lower-income users, especially if they are transit-dependent.

### **Whether the cost of riding TheBus and Handi-Van should be the same for a single ride**

The cost of riding TheBus and Handi-Van should be the same. Equal access to public transportation should be a baseline expectation and should not be up for debate. I'm not sure why the new included this as a topic for discussion. Give that TheBus is fully ADA-compliant, Handi-Van is a different service altogether and I understand that the operational costs will differ. Therefore, Handi-Van should only be providing service to people who are unable to access TheBus at a regular stop.

Thank you for accepting my comments. I would like to keep my address off of the public record if that is permitted, but I have included it in case you need it for your official purposes.

Calvin Foo Pham  
5210 Likini St Apt 1009  
Honolulu, HI 96818



in:sent

TASKS

Arvid Youngquist's list



1 Add a task

Compose

Inbox

Stars

Snoozes

Sent

Drafts

12/19 My Response Ab...

5.25/19 Pentagon

6/20/2019 Email to OH...



Arvid

No recent chats  
Start a new one

### Rate Commission Agenda for August 13, 2019 (2:30 pm-4:30 pm)

8/13/2019 Hearing Testimony for Council  
Print Copies



**Arvid Youngquist** <arvidtadaokitty@gmail.com>  
to hee, ianderson bcc: kpine, bcc: akobayashi, bcc: cfukunaga

1:31 PM (0 minutes ago)

I wish to ask you whether reducing the number of rate structures will adversely affect the riders and ridership, and impact on Fixed Income Kupuna, adults with Keiki, and Disabled riders., relative to RO of Honolulu (ROH) Chapter 13's Rate Structure.

In discussion of ROBH Chapter 13 monthly and annual passes, I would like to ask whether elimination or rate increases are being procured by DTS or other individuals for revenue increases to provide a stop gap funding for shortfalls in items on the horizons for 2020, and perhaps a near future City Charter Amendment and request for State to look into their measures they have passed up to now concerning HART.

As to DTS responses to the Rate Commission, are they in contradiction of what TheBus views is a fair and equitable adjustment to fairs and cost of renewal of Senior Bus Passes, etc.

For purposes of discussion, setting a rate or fair for HART rides might be premature, but one consideration would be that if there is a change in WH POTUS in Washington, D.C., in 2021, perhaps a request could be made to ask the Administration there to provide additional funding to have residents of Oahu ride the Bus and the Rail for free, equal to the amount of money they were taxed thus far since the Inception. That will compensate for the additional charges in sales tax (GET), and other expenses that even tourists have paid while vacationing on Oahu.

Thanks you to the Rate Commission and the leadership for providing this avenue to vent and accepting these kinds of testimony. And also for serving gratis and providing invaluable service to your fellow residents.

Mahalo,



New in Tasks

Add a time to your tasks, view them in Google Calendar, and create repeating tasks.

Got it