



DEPARTMENT OF TRANSPORTATION SERVICES

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POWERS, DUTIES, AND FUNCTIONS

The Department of Transportation Services (DTS) is responsible for the efficient, safe, expeditious, multi-modal movement of people and goods within the City and County of Honolulu. DTS does this using roadways, public mass transportation systems, and bicycle and pedestrian facilities. The City Charter ascribes the following responsibilities to the department:

- Plan, operate and maintain transportation, including transit and bikeway systems to meet public needs, in accordance with the general plan and development plans, and advise on the design and construction thereof.
- Locate, select, install and maintain traffic control facilities and devices.
- Provide educational programs to promote traffic safety.
- Promulgate rules and regulations for the use of streets and roadways in accordance with standards established by law.

Consistent with Mayor Hannemann's emphasis on providing truly multi-modal transportation in a context sensitive manner, DTS is moving to incorporate principles of the "Complete Streets" movement into City transportation facilities. "Complete Streets" strives to provide balance between travel modes such as vehicles, bicycles, and pedestrians through proper design and operational policies. The goal is to provide greater safety for all modes and increased quality of life for the citizens of Honolulu.

TRANSPORTATION COMMISSION

The Transportation Commission was established by a Charter amendment proposed under Resolution 95-205, CD1, and approved at the November 1996 General Election. The Transportation Commission consists of seven members. The powers, duties and functions of the commission are to:

- Evaluate at least annually the performance of the Director of Transportation Services.
- Review and make recommendations on the annual budget prepared by the Director of Transportation Services.
- Review and make recommendations on rules concerning the administration and operation of the department.
- Receive, review and make recommendations on complaints regarding the systems, programs and facilities under the department.
- Recommend changes to the public transit fare structure when deemed necessary and appropriate
- Review and make recommendations on the performance of public transit and other transportation system contractors under the jurisdiction of the Department of Transportation Services.
- Submit an annual report to the mayor and council.

The commission shall make the recommendations authorized under this subsection to the Director of Transportation Services, mayor, and city council.

TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division (TPD) performs overall city-wide transportation planning and project programming work required under federal, state and city regulations. Additionally, the division administers, manages and tracks transportation planning functions, the capital improvement program and project budgets.

The division conducts various transportation planning studies, environmental studies and traffic impact studies. Also, the division develops, administers and manages studies and programs that collect traffic related data, identify performance measures of mobility, estimate future travel demands and provide traffic congestion management strategies.

The division also handles federal-aid activities by applying, programming and administering federal funding from the Federal Highways Administration and Federal Transit Administration for city highway and transit projects. In doing so, the division monitors and certifies fiscal transportation compliance with federal laws, rules, regulations and grant program requirements, including the federal and city Disadvantaged Business Enterprise Program. The division supports the Director in the federally required Statewide Transportation Improvement Program, Overall Work Program and Oahu Metropolitan Planning Organization planning processes.

TPD Highlights:

- Ewa Highway Impact Fee Update Study. – This study will update the Ewa Highway Master Plan that identifies key sub-regional transportation facilities that would be eligible to receive proceeds from the Ewa transportation impact fee. Work continues on evaluating alternatives to fund transportation improvements within the Ewa area.
- Urban Parking Management Study. – The City initiated a study to review current parking policies and management of current City parking resources including advanced parking meter systems. An initial assessment is expected in late 2010 with finalized recommendations occurring in early 2011.

- Makakilo Drive Extension Project. – Completed analysis of alternative alignments for project and presented the best alternative to the community. Draft Environmental Assessment completed and NEPA-FONSI will be completed in FY2010. Design work is expected in FY2010.
- Fiscal Year CIP Budget – Compiled and programmed the department's CIP budget comprised of traffic, streets, bicycle, pedestrian facilities improvements and mass transit projects.
- EA and EIS - Reviewed, coordinated and processed approximately 150 environmental impacts and assessment documents for regulatory compliance.
- Zoning - Reviewed, coordinated and processed approximately 50 Development Plan revision/amendment and rezoning requests.
- City Land Transactions - Reviewed, coordinated and processed approximately 100 requests for city disposal of rights-of-way and/or property.
- Traffic Data - Completed 100 traffic survey reports (traffic volume counts, speed classification counts, pedestrian counts, etc) using the Traffic Request Log to prioritize and monitor outstanding traffic survey requests.
- Planning Workshops - Participated in various transportation-related workshops including: Statewide Transportation Planning and environmental workshops (Chapter 343 and NEPA) by FHWA and LTAP.

Project Programming and Tracking

- Assisted the Oahu Metropolitan Planning Organization (OMPO) in developing and financially constraining city projects programmed in the Fiscal Years 2008-2011 and 2011-2014 Transportation Improvement Program (TIP) process including various amendments to the update and revised projects in the TIP. The TIP, in turn, becomes the Oahu element of the Statewide Transportation Improvement Program (STIP), which is the statewide allocation program for federal transportation funding.
- Administered the City's projects in the OahuMPO's TIP for Fiscal Years 2008-2011 as required under U.S. Department of Transportation's statutes and regulations to be eligible for approximately FY2010 \$32 million in federal highway funds and \$70 million in federal transit funds
- Administered and managed 15 active federal transit grants, which included the preparation of federal quarterly reports for each grant
- Prepared, coordinated, submitted, and administered City's Overall Work Program (OWP). The OWP primarily funds transportation study and planning efforts. These studies are funded with federal assistance through OMPO's FHWA PL program.
- Continued to provide technical and administrative support to OMPO for the Short- and Long-Range Transportation Planning work elements
- Participated and supported OMPO activities including Citizens Advisory Committee (CAC) meetings, Technical Advisory Committee (TAC) meetings, Sub-TAC meetings, and Policy Committee (PC) meetings.

Regulatory Compliance

- Coordinated the development of the Overall DBE goal for the City's FTA and FHWA assisted projects and submitted periodic reports to the Department of Transportation's DBE coordinator
- Established the Fiscal Year DBE overall goal for the City/DTS under the premise of 100% race-neutral means
- Monitored DTS programs and projects for DBE participation in compliance with DBE rules and regulations
- Submitted semi-annual progress reports to FTA on DBE participation in DTS transportation programs.

TRAFFIC ENGINEERING DIVISION

The Traffic Engineering Division conducts studies and analysis to promote the safe, efficient, and effective operation of the city's streets, roadways, and appurtenant facilities; coordinates and implements engineering programs and projects to improve traffic flow and safety; prepares and processes legal schedules in accordance with the traffic code; administers the city's bikeway, pedestrian safety and traffic safety and education programs; and administers the school traffic safety committee.

Urban Honolulu Regional Branch

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections, and recommends and implements standards for signs, pavement markings, and warning devices for the Urban Honolulu Region, the area generally extending from Makapuu, Ewa to Moanalua Valley/Foster Village/Halawa Valley Estates, south of the Koolau mountain range. The branch also receives, reviews and resolves queries from the public regarding the operation of vehicle, pedestrian, and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; conducts corner sight distance studies; and establishes and administers the traffic code ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and determines warrants for traffic signals and left-turn signal phasing.

Outlying Oahu Regional Branch

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections and recommends and implements standards for signs, pavement markings, and warning devices for the Outlying Oahu Region, the area generally extending from west of Moanalua Valley/Foster Village/Halawa Valley Estates, Ewa to Kaena, north to Kahuku and along the entire windward side to Waimanalo. The branch also receives, reviews, and resolves queries from the public regarding

the operation of vehicle, pedestrian, and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition the branch analyzes and determines warrants for traffic signals and left turn signal phasing.

Traffic Safety and Alternate Modes Branch

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections by planning, coordinating and implementing traffic engineering measures, traffic improvement projects and bikeway projects. It also administers the city's bikeway, pedestrian safety and traffic safety and education programs.

Mayor's Initiative - Pedestrian Safety

The Mayor has emphasized the importance of improving pedestrian safety. In response, DTS increased their effort in stressing the 4 E's (Engineering, Education, Enforcement and Everyone). These efforts in engineering and education include:

Engineering

- In-street Pedestrian Crossing Signs. Initiated a pilot project to evaluate and develop guidelines for their use. These signs are mounted in the middle of streets that have moderate to low traffic volume and help to increase driver awareness of unsignalized pedestrian crossings. The pilot projects are located in Manoa on East Manoa Road and in Kailua on Hamakua Drive.
- Pedestrian-activated Signals. Completed the construction phase of a pilot project to install and evaluate pedestrian-activated in-pavement lights for an unsignalized crosswalk in Kalihi on North King Street. Results of the study will be used to develop guidelines for their future use at similar locations.
- Countdown Pedestrian Signals. Made it policy to install this type of pedestrian signal whenever new traffic signals are installed. The intent is to eventually install countdown signals at all signalized locations.
- Longer Pedestrian Crossing Times. Adjusted traffic signal timings to provide longer crossing times at intersections where high concentrations of elderly and children occur.
- Removal of Unsignalized Mid-block Crosswalks. In conjunction with the bus stop realignment program, mid-block crosswalks are being removed. The combination of bus stops and unsignalized, mid-block crosswalks tend to increase the potential for pedestrian injuries.
- High Visibility (fluorescent yellow green) Pedestrian Crossing Signs. DTS policy is now to use the high-visibility version of pedestrian crossing signs when installing the signs.
- Enhanced Various Crosswalks. In high density pedestrian areas, crosswalk enhancements such as updated zebra stripe markings, pedestrian crossing signs, and pavement markings are being implemented.
- Oahu Pedestrian Safety Study Update. This study was amended to include a review of bus-pedestrian connections, develop bus stop replacement guidelines and develop a program for bus stop enhancements. The amendment is being finalized.

Education

- Public Service Announcements (PSA's). Produced and aired one television PSA ("In-Pavement Crosswalk Lights") in April 2010. The PSA instructed pedestrians on the proper use of pedestrian activated in-pavement lights. The PSA was aired on KHON, KGMB, and various Oceanic Cable stations.
- "Be Safe Be Seen" Halloween Pedestrian Safety Campaign. In conjunction with the Honolulu Police Department and Department of Education; 65,000 safety stickers and parent brochures were distributed. Awareness of the campaign was increased by a kickoff event with Mayor Mufi Hannemann, Royal School students and representatives from the HPD and DOE.
- Walk Wise Hawaii:
 - Reprinted 8,000 multi-language Walk Wise Hawaii brochures (2,000 each of 4 languages – Tagalog, Ilocano, Chinese and Vietnamese) and 5,000 Walk Wise Hawaii brochures in English for distribution.
 - Printed 5,000 in-pavement lights brochures for distribution.



April 2010 – In-Pavement Crosswalk Lights in Kalihi (1170 North King Street).

- Public Exhibitions and Fairs: Coordinated the annual “Good Life Expo” in September 2009, with an estimated 30,000 seniors in attendance at the Blaisdell Exhibition Hall. The event addressed senior pedestrian safety.

Mayor’s Initiative - 21st Century Ahupua’a Program

In support of the Mayor’s sustainability program, DTS is coordinating a Green-Vehicle (“G-vehicle”) Parking Placard Program to provide preferential parking for alternative fuel vehicles in the City Municipal Parking Garage. We are currently working with both City and non-City organizations to extend the preferential parking program to other City parking facilities and in private parking area such as shopping centers.

Traffic Engineering Division Highlights

Major Roadway Construction Improvements

- Harding Avenue at 5th and 11th Avenues – Awarded construction contract to provide intersection improvements to facilitate more efficient traffic operations at key entrance ramps to the H-1 freeway in the Kaimuki area.
- Waipio Point Access Road Improvements – Awarded construction contract to provide roadway and drainage improvements and a new multi-use path on Waipio Point Access Road between the Pearl Harbor Bike Path and the entrance to the Waipio Peninsula Soccer Park.
- Kalaeloa Boulevard Improvements – Awarded construction contract to improve Kalaeloa Boulevard between Kapolei Parkway and the mauka Lauwiliwili Loop intersection. This extends the recently improved section of Kalaeloa Boulevard down to Lauwiliwili Loop, providing improved access to the Kapolei Fire Station located on Lauwiliwili Loop.
- Hui Iwa Street Median Project – Completed project to install raised median and revised striping along Hui Iwa Street between Kahekili Highway and Hui Ulili Street. This traffic calming project was implemented with the input of the community to address drifting and speeding concerns.

Traffic Engineering Improvements

- Lemi and Lemiwai Streets Speed Humps Project – Worked with the community to install speed humps along Lemi and Lemiwai Streets to mitigate speeding and cut-through traffic concerns.
- Kapolei Parkway/Renton Road and Kapolei Parkway/Kolowaka Drive All-Way Stop Installations – Completed plans and worked with the Department of Facility Maintenance to install all-way stops at the intersections. With the opening of Kualaka’i Parkway, traffic conditions changed along Kapolei Parkway which initiated the installation of the all-way stops on an interim basis pending the installation of traffic signals.
- Waianae Coast Emergency Access Route (WCEAR) Emergency Management Signage – Completed plans to install signage along the WCEAR to provide guidance to motorists when the WCEAR is in use.
- Ulune Street - To address speeding and safety concerns, the roadway was narrowed in conjunction with DDC’s resurfacing project by installing shoulder/parking lanes on both sides of Ulune Street between Aliipoe and Kahuapaani Streets. PED XING pavement markings were also installed on approach to the uncontrolled marked crosswalks in the area.
- Houghtailing and N. School Streets – A left turn phase was recommended at the intersection in the mauka direction to improve traffic flow at the intersection.
- Ward Avenue – Metered parking stalls were installed on Ward Avenue between King Street and Kapiolani Boulevard.
- Thurston and Wilder Avenues – Previously, a stop sign and traffic island were installed to address safety issues and traffic flow. At the request of the Neighborhood Board, the traffic island was modified to allow for additional parking that was removed as part of the previous modifications.
- Malia Street and Ainakoa Avenue – Completed plans to address the area neighborhood board’s speeding and pedestrian safety concerns at the intersection. This will include the installation of electronic driver feedback sign and a channelization island at the intersection.
- Manoa Road – To address speeding concerns and safety concerns, the roadway was narrowed by installing parking lanes on both sides of Manoa Road between Olopuia Street and Halelani Drive.
- Lusitana and Puowaina Street – In response to safety issues at the intersection, a traffic island was installed to channelize ingress and egress at Puowaina Street and pavement markings were installed to demarkate separate left and right turn lanes at Lusitana Street.
- Likini Street - To address speeding concerns and safety concerns, the roadway was narrowed by installing parking lanes on both sides of Likini Street between Ala Napunani and Ala Liliko Streets.
- Completed 889 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 94 maintenance investigations to insure high quality of traffic control devices.
- Served as secretariat for the Oahu Fleet Safety Organization, providing training and education for commercial drivers for Oahu’s motor carriers; coordinated annual workshop addressing federal and state drug regulations; speakers on vehicle lighting technology, driver improvement program and liability exposures.
- Provided in-house assistance to the Transportation Planning Division by providing review comments on to submitted Environmental Impact Statements, Environmental Assessments, etc.
- Provided assistance to city departments including the Department of Design and Construction, the Department of Planning and Permitting, the Department of Environmental Services, the Department of Budget and Fiscal Services, Corporation

Counsel, the Department of Community Services, the Department of Parks and Recreation, the Department of Enterprise Services, the Department of Emergency Management, the Honolulu Police Department, the Honolulu Fire Department, and the Customer Services Department.

Bicycle Program Highlights

Bike Facilities

- Bicycle Master Plan Update – An updated Oahu Bike Plan that covers the entire island of Oahu and focuses on connectivity projects that can be implemented within a reasonable time frame will be complete by the end of 2010.
- Bikeway Improvement Projects – Initiated design to install/enhance bicycle facilities on Meheula Parkway (install bike lanes), Kealaolu Avenue (pave shoulder), Kalakaua Avenue (install bike lanes), Kalaheo Avenue (improve shoulder), and Lei of Parks – Route 1 (install signage and improve connectivity). Initiated design for the rehabilitation of the Date Street Bike Path.
- Keolu Bike Lane – Completed a restriping of Keolu Drive between Hamakua Drive and Keolu Drive as part of a roadway resurfacing project. This will extend the existing bike lanes on Keolu Drive to create a continuous system between Wanaao Street and Keolu Drive (Kailua Town side of Keolu Drive loop).
- Bike Racks – Purchased (25), installed (17), relocated (4), and repaired/replaced (4) bike racks. Also maintained racks by removing 50 abandoned bikes.

Education Programs

- Promoted the second annual “Bike to the Zoo Day”, where people who bicycled to the Honolulu Zoo received free admission.
- Aired a Public Service Announcement (PSA) with a “Share the Road with Bicycles” message during May 2010, which is National Bike Month.
- Purchased and distributed various bicycle safety education materials to the public, including bicycle rental agencies in Waikiki.
- Conducted three bicycle traffic safety-training sessions with new “TheBus” drivers joining Oahu Transit Services.
- Served as grant manager for the Hawaii Bicycling League’s “Bike-Ed Hawaii” program for 4th graders.
- Served as secretariat for the Mayor’s Advisory Committee on Bicycling; monthly meetings serve to advise DTS and the Mayor on bicycling matters. The committee also serves as a clearinghouse between the City and State bicycle coordinators and the Hawaii Bicycling League.

TRAFFIC SIGNALS & TECHNOLOGY (TST) DIVISION

The Traffic Signal and Technology Division (TST) designs, implements, operates and maintains the safe and efficient operation of over 795 state and city traffic signals on Oahu. In addition, the division administers, inspects and establishes roadway traffic controls for construction activities, parades, and special event road closures that occur on city streets. The division is responsible for the Honolulu’s Traffic Management Center and implementation of Intelligent Transportation Systems (ITS), a program that improves traffic mobility by employing technology to improve the efficiency of the existing highways.

The division participates in the many elements of ITS, which include traffic signal control, freeway management, incident management, traveler information and transit management systems. For traffic signal control, the Traffic Management Center analyzes and optimizes the traffic signal operations and coordinates traffic signals to improve progression for commuters and transit services. Another important function is determining and programming the safe and reasonable crossing times for pedestrians.

For emergency services, the division installs, operates and maintains the emergency vehicle pre-emption systems. Emergency pre-emption systems expedite fire and ambulance vehicles, saving critical minutes in travel times, and minimizing conflicts by holding the green signal at signalized intersections. The requested right of way limits conflict with other vehicles and pedestrians and clears downstream congestion, which may impede response times. For freeway and incident management, the division installs, operates and maintains the 143 traffic-monitoring cameras located at critical traffic intersections and freeway locations to improve traffic signal progression and monitor highway conditions on alternative streets. For traveler information, another ITS element, in partnership with local television stations, local radio stations and a website, the division promotes and provides traffic information informing commuters about the latest traffic conditions.

For transit management, the division is reviewing transit priority technology that favors transit buses at signalized intersections.

Administration

Division administration is responsible for effective and efficient management and administration of the division. It establishes the division’s policies, goals and objectives, and measures and promotes customer service. Administration also develops cost effective methods and results oriented programs, and reviews streamlining of tasks. At the same time, it establishes a professional level of services, responses and actions to be accomplished in a timely and satisfactory manner. Administration meets with the staff to consult, develop and formulate accurate, accountable and responsible policies and procedures to improve the division’s initiatives, quality, professionalism and responses in order to offer the very best in customer services.

Traffic Technology Branch

This branch is responsible for the engineering and design functions of the division. Professional and appropriate planning and designing tasks are its primary responsibilities, ensuring the safest and most efficient traffic signal systems for commuters, pedestrians and bicyclists. Another important function of the branch is providing and meeting the Americans with Disabilities Act (ADA) requirements at traffic signal locations. These include special ADA pedestrian push buttons and audible pedestrian signals. The

branch researches, investigates and implements ITS applications, which employ advanced technology to produce higher traffic flow efficiency. The branch administers advanced traveler information through the Internet, providing commuter access to real time traffic conditions.

This branch is also responsible for the expansion of the traffic video camera program that will deliver complete coverage on major roadways on Oahu in phases. In order to implement projects, the branch develops, designs, and promotes traffic signal programs that are funded with federal funds. All traffic signals at city or state intersections are designed or reviewed by this branch, which has the final responsibility for the safety and efficiency of the operations. The cost to modernize and upgrade many of the existing traffic signal systems has been paid by federal funds pursued by this branch, reducing the need of city CIP funds. As part of safety and to lower maintenance cost, the branch evaluates and specifies high tech, faultless equipment and energy saving devices. As an example, light emitting diode (LED) countdown pedestrian signals, which save more than 75 percent on energy costs than conventional incandescent bulb, have become the standard for new traffic signal systems installation.

Traffic Technology Branch Accomplishments:

- Traffic Signals at Various Locations Project (Stimulus Funded) - installing four new traffic signals and upgraded two signalized intersections.
- Expanded traffic cameras and signal control to the Windward Side (Kaneohe)
- Expanding traffic cameras to Kapolei and Waipio
- Reviewed and re-engineered approximately 893 construction plans.
- Assisted the Traffic Management Center with improved traffic optimized algorithms, communication and detection technology for more efficient signal operations.
- Upgraded 30% of City owned pedestrian signals to LED countdown pedestrian signals

Traffic Control Center Branch

The Traffic Management Center is responsible for the efficient, effective, and safe operation of the 782 traffic signals on Oahu. The division concentrates on reducing unnecessary delays by optimizing traffic signal timings, and reviews the safety measures and concerns from commuters and pedestrians. Efficient traffic signal operations are established through field inspections and analysis, travel time studies and traffic video monitoring. The operational timing plans are frequently reviewed especially during the morning and afternoon peak hours when congestion levels are at the highest. The center utilizes 148 traffic cameras to provide real time traffic information. The system is an invaluable tool to analyze, select and mitigate traffic congestion. The center will intervene and compensate by implementing special timing plans to ease the related congestion.

Related to traffic control, the branch issues street usage permits required for any construction or special events that restrict or block any city roadways. The street usage section is responsible for enforcing the traffic code, motorcades, parades, house moving, movement of oversize/overweight vehicles, and other nonconforming uses of streets. When travel lanes are reduced, the roadway capacity follows. For special events such as parades or block parties, the branch works with HPD and state DOT to determine the best and safest traffic controls and favorable alternative routes.

The TMC partners with the Department of Information Technology (DIT) to develop the traffic camera web page, which displays real-time pictures to keep commuters informed about local traffic conditions. The web site has become one of Hawaii's most popular addresses. Currently, the site continues to broadcast live traffic videos on the Internet. During peak hours, live traffic videos from the center link to the local television stations, and traffic reporters from various radio stations transmit traffic reports from the traffic center to assist Oahu commuters to better plan their schedules. To provide the City with an extensive communication network, the branch designs, integrates, and expands its fiber optic and traffic signal communication system from Hawaii Kai to Waipahu. The communication channels and bandwidth of the fiber optic system not only serve the traffic center but also can support the future digital data needs of other city departments such as Department Emergency Management. The branch is currently working on plans to expand the traffic camera system to Windward side of the island and Kapolei.

Traffic Control Branch Accomplishments:

- Broadcasting radio traffic reports from the traffic center
- Investigated and responded to over 592 traffic concerns
- Adjusted 392 traffic signal operations
- Traffic control for various first amendment marches
- Traffic control for Kamehameha Day Floral Parade, Honolulu Triathlon, Aloha Festival Floral Parade, Sunset on the Beach, various High School's Homecoming parades, Honolulu Marathon
- Reviewed and issued 6,993 street usage permits
- Reviewed and issued 108 parade/block party permits
- Reviewed and issued 72 oversize/overweight permits
- Reviewed and issued 72 bike/run permits
- Assisted the Traffic Signal Branch in malfunction diagnostics



Special Event (Parade) Closure

Traffic Signals Branch

The branch is responsible for maintaining the 781 state and city traffic signals. When malfunctions occur, the branch responds immediately to repair operations and minimize congestion so that traffic safety can be restored quickly. Traffic signal maintenance, adjustment, and modification capabilities of the branch are available 24 hours a day, 7 days a week. The branch usually responds to any critical malfunctions within an hour. Most malfunctions are corrected within a two-hour span. The branch does interim traffic timing adjustments at trouble spots to quickly resolve traffic issues. For new traffic signal infrastructure needs, the branch does construction improvements. The in-house ability saves considerable and substantial outside contractual costs and delays. This branch maintains the extensive fiber optic and communication cable system, which spreads from the traffic center throughout the city. For state and city construction projects involving traffic signals, the branch inspects the projects to insure operations are safe and equipment is installed in accordance with local codes and standards. The branch does the inspection management for the construction activities designed by the Traffic Technology Branch. This branch continues to improve the technology of the traffic signal systems and maintain efficient and safe traffic signal operations.

The traffic signal branch also assists the neighbor islands in training personnel for the maintenance and repair of the signal system. During emergencies, the branch supplies signal equipment and repairs malfunctioning signal equipment for the neighbor islands.

Traffic Signals Branch Accomplishments:

- Responded and repaired 7,235 traffic signal malfunctions and operational reports
- Field inspected and interim adjustments of signal operations for 312 intersections
- Assisted the Traffic Control Branch with operational functions and safety requirements at 76 intersections
- Assisted the design technology branch in the revised design and plans of 46 intersections
- Assisted the Traffic Management Center with the operations of the traffic cameras and the maintenance of the fiber optic systems
- Inspected and supervised installation of related traffic signal work for 243 construction projects
- Assisted in evaluating new pedestrian and traffic signal equipment
- Installed Countdown Pedestrian Signals in the Waikiki, Makiki, Downtown, and Kalihi Area



Windward Traffic Camera View

Joint Traffic Management Center (JTMC)

The planning of a new Joint Traffic Management Center (JTMC) continues and the final environmental assessment is has been completed.

The Honolulu Joint Traffic Management Center (JTMC) will provide a secure, protected, comfortable, collaborative and enabling environment for transportation, public safety and emergency management personnel. By providing this environment, they will be able to improve their collective performance in their core functions including improvements to:

- Incident Management – Greater ability to minimize the detection, verification, response and clearance of incidents impacting traffic flow (e.g., lane blockages, roadway closures) resulting in improved response in providing the medical attention that those involved in the incident need while opening traffic lanes as safely and quickly as possible.
- Traffic Management – Ability to improve optimization of traffic flow using the computerized signal system, freeway management system and other advanced traffic management system technologies.
- Special Event Management – Proactive management of transportation operations, security, parking and other needs before, during and after a special event (e.g., parades, festivals, sporting events, etc.).
- Emergency Management – Include greater integration and coordination of transportation and public safety operations to provide quicker and more efficient response to emergencies.

PUBLIC TRANSIT DIVISION

The Public Transit Division (PTD) is responsible for the City's fixed-route bus transit system (TheBus) and the paratransit system (TheHandi-Van). PTD performs management oversight of Oahu Transit Services, Inc. (OTS), the contractor that manages and operates the City's public transit system. Included in the oversight responsibility is transit performance monitoring; identifying service problems; resolving customer complaints; instituting corrective actions; monitoring budget execution; financial and internal control audits; and the annual performance audit. PTD is also responsible for planning, design, construction and oversight of capital projects for TheBus and the Handi-Van system including procurement of rolling stock.

Administration

Administers the Division's daily operations. This includes workload assignments and personnel management. Responsibilities include ensuring timely completion of all Division projects and promotion of community relations relative to the community's public transit needs.

Public Transit Division Highlights

- Transit Security Grant Program: Received 2010 grant funds totaling \$571,000 to continue the security and emergency preparedness training and exercise program for transit personnel; established computer classroom and kiosks at transit facilities; hosted transit safety and security training workshops conducted by the National Transit Institute and Transportation Safety Institute.
- On-Street Passenger Information Sign Project: Installed passenger information signs at the following locations: Middle Street Transit Center, Sinclair Circle, Metcalf & University, Waianae Transit Center, Waipahu Transit Center (Eastbound & Westbound), Hawaii Kai Park and Ride, Mililani Park & Ride, Mililani Transit Center, Kapolei Transit Center (Eastbound & Westbound), and Kapiolani Community College.
- Access Control and Monitoring System installed at the Pearl City Bus Facility.
- Mobile Video Surveillance System for Buses: On-board bus camera system contract awarded to Safety Vision June 2010. Cameras to be installed in FY2011.
- OTS Accounts Payable Check Register: Performed monthly reviews of all disbursements for the Bus and Paratransit greater than or equal to \$10,000 through December 2009, and greater than or equal to \$25,000 from January 2010 – June 2010.
- OTS Fare Revenue Testing: Performed quarterly reviews of cash fares for the Bus. Selected ten days in each quarter to reconcile actual amounts deposited with amounts recorded per the GFI Farebox Report.
- Public Transportation Services Enterprise Fund Financial Statements: Prepared the FY 2010 Public Transportation Services Financial Statements to be included in the City's FY 2010 CAFR.
- Management Performance Review of the OTS Transportation Services (2010): Request For Proposal (RFP) was completed, and the consultant was selected. Contract to be completed in FY2011.
- Independent Performance Review of the OTS Transportation Services (2009): Draft report completed, review expected to be finalized by 9/1/10.
- Audit of FTA Assets: Audit completed February 2010.
- Short Range Transit Service Operations Plan: Contract was awarded to Nelson\Nygaard Inc. Draft documents being prepared.
- Physical Inventory of fleet: Performed an annual physical count of all of the buses and vans at OTS, Inc., and reconciled all discrepancies.
- Timesheets: Continued the timesheet system for accountability and possible Federal reimbursement.
- National Transit Database: In order to continue receiving Federal Transit Administration (FTA) funds, the City must annually submit reports to the National Transit Database. These reports include financial and operational activities. The annual NTD report for FY2009 was satisfactorily submitted to FTA. The monthly NTD reports for Ridership, and for Safety and Security for 2010 were also satisfactorily submitted.
- Monthly Bus Pass Subsidy Program: 410 applications processed.
- TheBus interior advertising program: a request for proposals (RFP) to outsource interior bus advertising program was accomplished in FY2010.

Fixed Route Operations Branch

Provides and promotes the most efficient, responsive and cost-effective transit services to the public through contract monitoring, operations administration and public education and information programs by:

- Administering the day-to-day operations of TheBus through performance monitoring, policy guidance, coordinating route & schedule adjustments and changes, and direction of TheBus services contractor in methods and practices to deliver the most effective transit services to the public. Patronage of TheBus totaled 73,158,633 passenger trips in FY 2010 compared to 77,329,670 in FY 2009. TheBus operated an estimated total of 1,511,706 bus hours in FY 2010
- Coordinating construction and street usage projects for city and state agencies affecting TheBus operations with the needs of TheBus passengers, traffic safety, and design policies.
- Administering TheBus interior advertising program; this provides revenue to the city through the sale of advertising space within the transit coaches.

Bus Schedule Adjustments and Route Modifications for Fiscal Year 2010:

The following routes were modified in FY2010:

- Route 16 – Moanalua Valley extended to provide service to the Kaiser Medical Center and Red Hill area.
- Route 86A Kaneohe-Kahaluu-Pearl Harbor Express modified to utilize Likelike Highway.
- Route 43 Waipahu-Honolulu-Alapai modified to terminate at Alapai instead of Ala Moana Center. Route modified to provide service to Kalihi Transit Center, Red Hill and “The Renaissance” Homes area in Waipahu.
- Route 53 – Honolulu- Pacific Heights modified to circumvent Halawa Heights
- Route 202 – Waipahu via Paiwa Express. The AM (eastbound) route in Waipahu was modified to mimic the PM (westbound) route. This modification will permit morning access into the Zipper Lane from Waipahu.
- Route 86 Windward-Pearl Harbor Express – change name to Route PH5 Windward-Pearl Harbor Express
- Route 86A – Kaneohe-Kahaluu-Pearl Harbor Express – change name to Route PH4 Kaneohe-Kahaluu-Pearl Harbor Express
- Route 95 Hawaii Kai-Pearl Harbor Express – change name to Route Ph 6 Hawaii Kai-Pearl Harbor Express
- Route 97 – Village Park Express modified to provide service to Royal Kunia subdivision
- Route 73 Leeward Community College modified to extend service to Pearl City Uplands.
- Route 93 Waianae Coast Express – modified due to restricted use of Kili Drive
- Route 101 Ewa Gentry Express modified to expedite service within Ewa
- Route 103 Paiwa-Waikale Express extended to service additional areas of the Waikale subdivision (Manager's Drive).
- Route 83A Wahiawa – Mililani Express. The Mililani service changes name to Route PH2 Mililani Town-Pearl Harbor Express. The Wahiawa service change name to Route PH3 Wahiawa Heights-Pearl Harbor Express
- Route 93A Waianae Coast Express – Pearl Harbor change name to Route PH1 Waianae Coast – Pearl Harbor Express
- All Pearl Harbor Express routes modified to service Hickam Air Force base.
- Route 73 Leeward Community College modified to extend service to Pearl City Cultural Center.
- Route 434 Waipahu-Village Park. To expedite service, the eastbound route will be modified to utilize the H-1 Freeway.
- Relocated Salt Lake Bus terminus to Ala Ilima/Ala Liliko

In conjunction with TheBus service contractor, the following programs were continued during this period:

- TheBus timetables available to the public at all Satellite City Halls and on TheBus Website.
- TheBus provided special services for the Mayor’s Memorial Day Service at Punchbowl, Great Aloha Run, and Veteran’s Day Service.
- Coordinated TheBus information/display booths at annual Senior Fair, Wellness Fair, Mayor’s Craft Fair, and others.

Quarterly Quality Assurance Program: An internal check of the system to identify operational problems directly affecting the quality of service delivered to our riding customers. The quality assurance rider is typically a temporary hire employee who rides a sampling of routes, island wide over a period of 2-3 weeks filling out a survey form for each trip.

Annual Pest Control: A contracted, phased removal of feral chickens from the Hawaii Kai Park & Ride facility responding to community and Neighborhood Board concerns and requests. Each quarterly phase consists of collection, incubation, and second collection elements. Results of each phase are reported to the Hawaii Kai Neighborhood Board.

Facilities and Equipment Branch

This branch has two major functions: 1) the procurement of vehicles and equipment to support bus and paratransit operations, and 2) the construction and maintenance of bus facilities and improvement activities at nearly 4,000 existing bus stops island-wide. Responsibilities include preparation of bid documents and administration of contracts for projects such as the procurement of new and replacement buses and paratransit vehicles, maintenance of existing bus facilities, construction and maintenance of transit centers, ADA bus stop improvements, bus bays and pads, bus shelters, benches, stools, litter containers and other related projects. The branch also maintains permits for the existing bus facilities and provides assistance to other City and State agencies as requested.

Procurement of New Vehicles and Supplies

- Ten (10) 35-foot low-floor clean diesel buses.
- Twenty four (24) low-floor 40-foot clean diesel buses
- Ten (10) 60-foot low-floor hybrid-diesel articulated buses.
- Assisted OTS in the procurement of services for: 1) Analysis of Automotive Oils, Diesel Fuel, and Coolants, 2) Collection and Disposal of Waste Oil, Anti-freeze, and Waste H₂O, and 3) Recapping and Disposal of Handi-Van Tires



April 1, 2010 - Blessing of Hybrid Articulated Bus with Mayor, Senator Inouye, Director and other dignitaries.

Construction and Planning of Facilities

- Kalihi Stream Project: Planning and design of Kalihi Stream renovation adjacent to Kalihi-Palama Bus Facility awarded in FY2009. Work began in FY2010
- Middle Street Intermodal Center
 - Phase 1
 - Phase 1A – Demolition and Handi-Van Parking. Construction of parking area completed, accepted and in use.
 - Phase 1B – Handi-Van Maintenance and Administration Building. Construction of building is completed, accepted and occupied. Contract kept open to provide added improvements to building. Less than 1% of work remain.
 - Phase 1C – Installation of Interior Fixtures and Furnishings for Paratransit Maintenance Facility. Contractor, i2 Construction, has been awarded the contract. NTP given on October 1, 2010.
 - Access Roadway – Construction of roadway is completed, accepted and open to public use.
 - Phase 2
 - Phase 2A – Demolition of Phase 2 Site. Completed and project is closed.
 - Phase 2B-1 – Additional Handi-Van Parking and Environmental Capping. All work completed.
 - Phase 2B-2 – Intersection Improvement and Signalization of Middle Street. Contractor: Paradigm Inc., NTP given on 2/16/2010. Project is 10% completed. Completion anticipated on March 2011.
 - Phase 2B-3 – Covered Platform and Transit Center. Construction is 58% completed. Completion anticipated on 2/25/11
- Transit Street Improvements: The consultant contract for this project to demonstrate transit signal priority was executed June 2010.
- West Oahu Bus Transit Maintenance Facility – Planning and Design contract for the third bus and handivan maintenance facility executed.
- Wahiawa Transit Center – This is a community transit center to accommodate express, trunk and circular bus services for the Wahiawa area. Project was awarded to Honolulu Builders, Inc. NTP given on April 2010. Construction is 32% completed. Completion anticipated on 4/29/11.
- Alapai Transit Center – This transit center to accommodate express, trunk, and circular bus services. Project was awarded to Designer Built Systems, Inc. Construction is scheduled to start November 2010.
- Kaneohe Transit Center – Currently re-negotiating design fees with Urban Works due to change in the scope of work

- Bus Pads – Construction contract for 30 bus pads was awarded to 808 Underground Utilities, Inc. Construction to start on October 18th 2010.
- Bus Shelters – The following bus shelters were either constructed, removed and stored or refurbished and relocated by the end of the fiscal year:
 - Type “A” Bus Shelters: 4
 - Type “B” Bus Shelters: 3
 - Type “C” Bus Shelters: 0
 - “Portable” Type Bus Shelters:..... 4
 - “Pole” Type Bus Shelters: 4
 - “Special Design” Bus Shelters:..... 0
 - Total:.....15
 - Purchased and installed 30 concrete benches, 9 vagrant resistant benches, and 24 concrete stools at bus stops.
- ADA Bus Stop Accessibility Project – Phase IV construction in progress to improve pedestrian access paths to bus stops.
- ADA Bus Stop Improvements– Phase V construction awarded to HTM Contractors, Inc.. For 30 bus stop sites.
- ADA Bus Stop Improvements– Phase VI construction awarded to Site Engineering, Inc. For 20 bus stop sites.

Maintenance and Support Activities:

- Daily Custodial Services – Procured and administered custodial services for the Waipahu, Mililani, Waianae and Kapolei Transit Centers to clean restrooms, pick up litter and remove/paint over graffiti. Also contracted services to repair damage to transit centers due to vandalism.
- Monthly Landscape Maintenance – Procured and administered landscape maintenance services for the Waianae, Mililani and Waipahu Transit Centers to cut grass, trim plants and trim trees, and maintain irrigation lines.
- Security Services – Procured and administered private security for the Waipahu, Mililani, and Kapolei Transit Centers.
- Pressure Washing Services – Procured and administered private pressure washing services to clean bus stops. Bus stop cleaning is coordinated with DFM and HPD when cleaning involves bus stops occupied by people.
- Portable Toilets – Provide portable toilets at Alapai, Kapolei and Waianae Transit Centers.
- Overall Bus Shelter Maintenance - Continually maintain over 1,000 bus shelters including continuing war against graffiti.
- Volunteer Graffiti Control - Organized volunteers and provided materials for graffiti cleanup campaigns.

Paratransit Operations Branch

The Paratransit Operations Branch is responsible for planning and implementing an island-wide public transit service for persons with disabilities who are functionally unable to independently use the fixed route bus system due to a ADA qualified disability. The Branch monitors TheHandi-Van contractor’s performance, establishes policies for TheHandi-Van service operation and monitors budget execution. The Branch also monitors operating statistics and fleet availability, and monitors all complaints received regarding the TheHandi-Van system and takes corrective action where appropriate. The Paratransit Operations Branch is also responsible for maintaining contact with various agencies supporting the disabled community.

TheHandi-Van Eligibility Center – In mid-October FY 2010, DTS changed its paratransit eligibility determination procedures to a 100 percent in-person assessment process. It contracted with Innovative Paradigms, Inc. (IP) to establish the new TheHandi-Van Eligibility Center, where all in-person assessments and related activities are conducted. The new in-person assessment process provides an improved level of assessment for paratransit eligibility applicants, improves the efficiency of the HandiVan system, and strengthens the paratransit program’s compliance with Federal ADA requirements.

The FY10 statistics below include all written applications processed by the DTS between July 1, 2009 and October 13, 2009, as well as all subsequent in-person assessments completed by the Eligibility Center between October 14, 2009 and June 30, 2010:

	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
Applications received:.....	4,377	5,487	1,518
Conditional eligibility granted:	3,394	4,311	341
Unconditional eligibility granted:.....	755	1,019	1,177
Eligibility denied:	228	157	60
	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
In-person assessments conducted ...	873	690	2,600
Conditional eligibility granted:	320	311	512
Unconditional eligibility granted:.....	413	295	1,943
Eligibility denied:	15	30	96

Totals for FY10:

- Eligibility Determinations – 4,118
- Conditional eligibility granted – 853
- Unconditional eligibility granted – 3,120
- Eligibility denied – 156

Other Activities

- Customer service and oversight (including TheHandi-Van service incidents, letters of misconduct warning and suspension, no-show suspension, and appeal hearings):

	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
Incidents reported.....	141	206	436
Misconduct warnings issued	14	8	3
Misconduct suspension of service issued	6	6	180
No-Show suspension of service issued.....	0	0	0
Appeal hearings conducted.....	2	0	0

- Provision of staff support to The Committee on Accessible Transportation (CAT). CAT provides counsel and advice to the Director of the Department of Transportation Services concerning the transportation goals and objectives for the elderly and persons with disabilities. In addition to reviewing monthly service reports, the CAT reviews policies and procedures regarding TheHandi-Van and TheBus services. The CAT met four times during Fiscal Year 2010.
- Administered Instructor Bus Pass Program. Issued instructor bus passes to schools and agencies that train disabled students and clients to use the fixed route service.

	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
Trips Taken:.....	23,000+	23,000+	23,500+
Instructor Passes issued:.....	876	823	1,057

Human Services Transportation Coordination Program

The Human Services Transportation Coordination Program brought together transit, social service agencies, transportation providers, and other community providers to identify strategies to improve transportation options for people with disabilities, senior citizens, and people with limited incomes. Completion of the Human Services Transportation Coordination Plan qualifies the City & County of Honolulu to apply for certain federal transit grant funds.

The Coordination Plan’s primary goals are to: a) Coordinate and establish connections between agencies for transportation service planning; b) increase compliance with the Americans with Disabilities Act (ADA); and c) improve public access to information on available transportation service options.

The following projects were initiated in FY2010 as part of the Human Services Transportation Coordination Plan:

- Agency-provided trips: A subrecipient agreement was executed with Goodwill Industries of Hawaii, Inc. (Goodwill). 7 vans are being used to transport 56 clients to and from Goodwill programs. This provides a higher level of service to Goodwill clients and provides additional trip capacity to supplement TheHandi-Van.
- Mobility Management Center: A subrecipient agreement was executed with Paratransit, Inc. The Mobility Management Center is responsible for providing administrative and technical oversight for projects executed under the City’s Human Service Transportation Coordination Plan.
- Kalaeloa Shuttle Service: A subrecipient agreement was initiated with Hawaii Helping the Hungry Have Hope (H-5). The shuttle will complement the City’s regular circulator Route 415 to provide mid-day and late night service between the Kalaeloa transitional shelters, the Kapolei Transit Center, and Campbell Industrial Park. The shuttle will provide a vital link to jobs and services and is part of the City’s continuing effort to improve the quality of life for Oahu residents.

RAPID TRANSIT DIVISION

The Rapid Transit Division (RTD) is responsible for planning, designing and constructing the proposed fixed guideway transit system for Honolulu.

RTD conducts activities related to the implementation of the Honolulu High-Capacity Transit Corridor Project (HHCTCP) in compliance with requirements under the applicable Federal, State, and local laws. Fiscal Year 2010 efforts were focused on conducting engineering work, completing the Final Environmental Impact Statement (Final EIS) that addresses both the Federal and State requirements, conducting major procurements of key contracts, and filling the divisional personnel needs.

Fiscal Year 2010 Activities

- Received approval from the Federal Transit Administration (FTA) to advance the HHCTCP into Preliminary Engineering.
- Awarded the Project Management Consultant contract for project management support services.
- Awarded the West Oahu/Farrington Highway Design-Build Guideway (WOFH) contract for the initial 6.5 mile section of the guideway.
- Processed seven utility agreements for the initial 6.5 mile section of the guideway.
- Assisted in the drafting and review of the “Rail Transit Stabilization Agreement” documents which were signed by the Mayor and various labor unions.
- Conducted oversight of the WOFH contractor’s soil sampling work from East Kapolei to Waipahu.
- Administered the Project Management Consultant contract, PE/FEIS General Engineering Consultant contract, and WOFH contract.
- The FTA approved the HHCTCP’s Final Environmental Impact Statement (Final EIS) for release.

- Awarded the Maintenance and Storage Facility Design-Build contract for a fully integrated base yard and the purchase of rail, special trackwork, and contact rail.
- Initiated procurements for the Final Design and Construction General Engineering Consultant contract, Kamehameha Guideway Design-Build contract, Farrington Highway Station Group design contract, and the West Oahu Station Group design contract.
- Participated in a value engineering workshop on the stations.
- Participated in monthly meetings and workshops with the FTA's Project Management Oversight Contractor.
- Worked to update various management plans required by FTA to advance to Final Design.
- Public Outreach Program
 - 140 Neighborhood Board updates.
 - 185 community presentations and events
 - Conducted rail stations community workshops
 - Printed and distributed newsletters to 15,000 subscribers, 36 Neighborhood Boards, 9 Satellite City Halls, 9 Council Districts, and at various public events.
 - Regularly updated project websites, www.honolulutransit.org and www.MovingUsForward.org.
 - Produced monthly 30-minute television programs on Olelo that provides project updates and features coverage of significant project events.
 - Received 250 calls on the 24-hour project telephone hotline, (808) 566-2299.
 - Created a video for the Final EIS that includes a high-definition computer generated "fly-through" of the proposed Airport alignment, conceptual renderings of the proposed rail stations, and a video guide to the Final EIS that explained key facts in the Final EIS in layman's terms.
 - Received a national award for communications from the American Public Transit Association.