

## Chapter 24 - Department of Transportation Services

The Department of Transportation Services' (DTS) goal is to provide a safe and efficient transportation system for the City and County of Honolulu. It accomplishes this through effective management of resources to plan, design, implement, operate, and maintain city streets, highways, transit systems, and city transportation facilities. DTS also has jurisdiction over the efficient movement of vehicles, pedestrians, bicycles, and other modes of transportation through the city's transportation infrastructure.

The department's administration plans, directs and coordinates the operational activities of the divisions and serves as the liaison to the Transportation Commission. Administration oversees the following four divisions:

### Transportation Planning

- Coordinates the department's transportation planning concepts and initiatives

### Transportation Mobility

- Responsible for the city's fixed-route bus transit system and the paratransit system
- Oversees O`ahu Transit Services, which manages the public transit system for the city

### Transportation Engineering

- Conducts studies and analysis to promote the safe, efficient, and effective operation of the city's streets, roadways and related facilities

### Transportation Technology

- Maintains over 800 state and city traffic signals on O`ahu
- Operates the Traffic Management Center

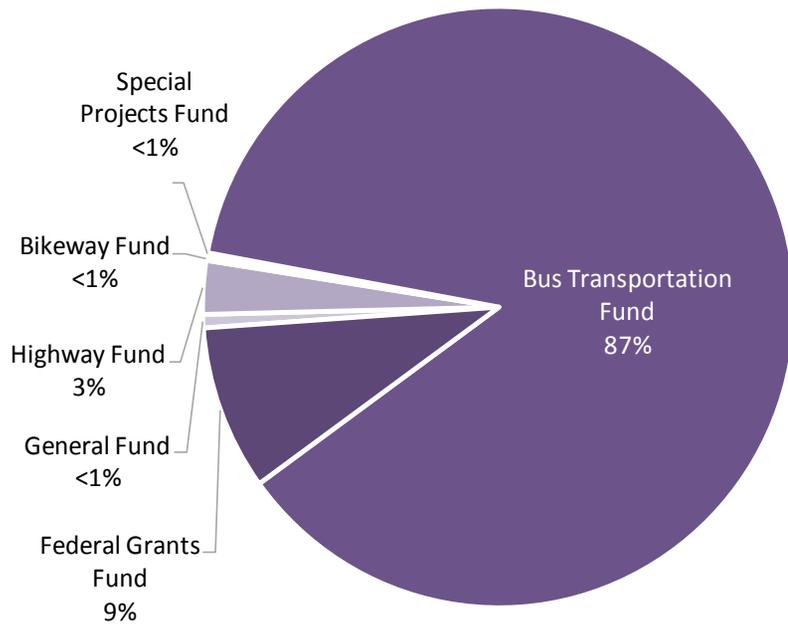


*The Department of Transportation Services plans, designs, engineers and implements a safe and efficient multi-modal transportation system for the City and County of Honolulu.*

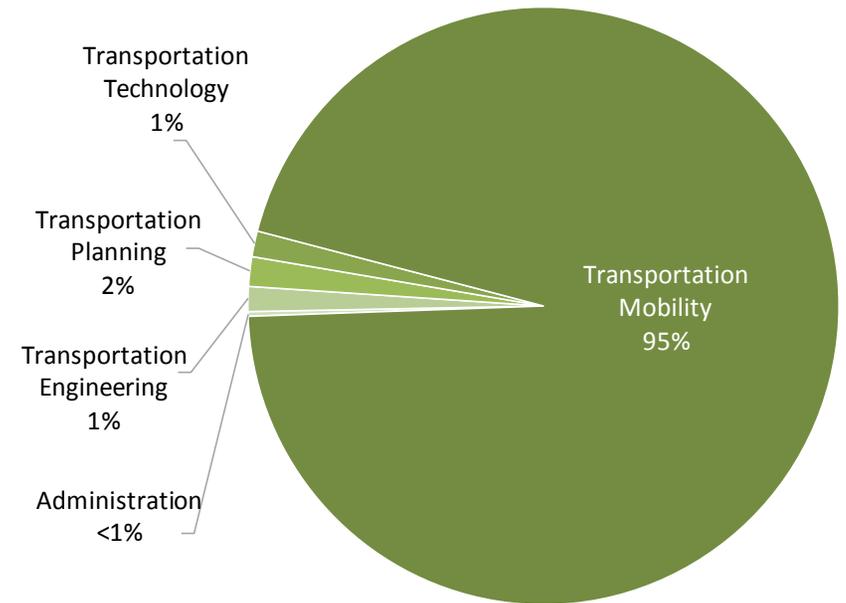
*Mission Statement*

# Spending and Staffing

## Fund Sources<sup>1</sup>



## Fund Uses<sup>1</sup>



	Operating Expenditures (\$ millions)	Revenues (\$ millions)	Staffing		Cost Per FTE <sup>2</sup> (\$ millions)	Total Overtime Expenditures <sup>3</sup>
			Total Authorized FTE	Total Vacant FTE		
FY 2015	\$240.76	\$87.27	105	16	\$2.29	\$268,254
FY 2016	\$250.73	\$80.15	107	14	\$2.34	\$287,677
FY 2017	\$254.85	\$88.11	110	15	\$2.32	\$374,426
FY 2018	\$269.45	\$82.71	111	21	\$2.43	\$423,175
FY 2019	\$281.67	\$83.67	120	20	\$2.35	\$394,465
Change from last year	5%	1%	8%	-5%	-3%	-7%
Change over last 5 years	17%	-4%	14%	25%	2%	47%

Source: Department of Budget and Fiscal Services. <sup>1</sup>Percentages do not total 100% due to rounding. <sup>2</sup>Cost Per FTE = Operating Expenditures (DTS+O'ahu Transit Services)/Total Authorized FTE (DTS only). <sup>3</sup>DTS total overtime expenditures is comprised of non-holiday overtime only and overtime pay is established by bargaining unit agreement, as applicable.

## Spending and Staffing



Operating Expenditures

**\$281.67M ▲ 5%**

Operating expenditures increased from \$269.45 million in FY 2018 to \$281.67 million in FY 2019.



Overtime Expenditures

**\$394,465 ▼ 7%**

Overtime expenditures decreased from \$423,175 in FY 2018 to \$394,465 in FY 2019.

## Five Year Trend



- The department's operating expenditures increased 17% from \$240.76 million to \$281.67 million over the last five years.



Kalihi Quick Building  
Source: Department of Transportation Services

## FY 2019 ACCOMPLISHMENTS

- Achieved a milestone in the creation of the Joint Traffic Management Center, with operations set to begin early 2020
- Began partnership with the Waikiki Transportation Management Association to better manage parking and loading zones in Waikiki
- Reorganized the department to prepare for the beginning of rail operations

## CHALLENGES MOVING FORWARD — FY 2020

- Construction of the Ala Wai pedestrian bicycle bridge by late 2020
  - Rail interim opening by late 2020

# Administration and Transportation Planning

Administration plans, directs and coordinates the department's personnel, budget, and fiscal management activities. The department's goals are to provide greater and improved safety for all modes of transportation, and incorporating Complete Streets principles that balance multiple modes of travel, including TheBus, TheHandiVan, motor vehicles, bicycles, pedestrians and rail (under construction) which are incorporated into the planning, design, and construction of city transportation facilities and projects such as the city's Transit-Oriented Development (TOD) plans and projects.

DTS values the input from the communities that will be affected by Complete Streets, and as a result has been holding meetings with the public in the last couple of years. The public can learn more about the Complete Streets current projects and schedule events at:

<https://www.honolulu.gov/completestreets>

## Honolulu's Complete Streets Projects



Image courtesy of Department of Transportation Services

	Operating Expenditures		Complaints Referred to DTS Administration			Transportation Planning	
	Administration	Transportation Planning	Mayor's/MD's DART <sup>1</sup> and RISRs <sup>2</sup>	Customer Service Department Referrals	Complete Streets Meetings with the Public <sup>3</sup>	Active Grants Managed	Transportation Improvement Program Projects
		(\$ millions)					
FY 2015	\$558,922	\$1.53	1050	1,104	--	21	18
FY 2016	\$2,815,949	\$2.05	711	1,053	--	14	26
FY 2017	\$578,417	\$1.95	741	1,040	1	16	25
FY 2018	\$861,856	\$2.17	738	1,014	18	15	26
FY 2019	\$715,798	\$4.50	561	977	8	22	16
Change from last year	-17%	107%	-24%	-4%	-56%	47%	-38%
Change over last 5 years	28%	194%	-47%	-12%	--	5%	-11%

Source: Department of Budget and Fiscal Services and Department of Transportation Services. <sup>1</sup>DART- Mayor's Document and Record Tracking System. <sup>2</sup>RISR- Managing Director's Request for Investigation and Service Report. <sup>3</sup>DTS did not track Complete Streets Meetings with the Public from FY2014-FY2016.

# Transportation Mobility

Transportation Mobility (TM) plans and directs the city’s public transit system, including both TheBus and TheHandi-Van. TM oversees the city’s contract with O`ahu Transit Services, Inc., which is responsible for managing and operating both TheBus and TheHandi-Van. TM is comprised of three branches, the Fixed Route Operations Branch, The Paratransit Operations Branch, and the Facilities and Equipment Branch.

In FY 2019, the department implemented TheBus service improvements including:

- Increased service on local State Holidays and additional service for routes C (Country Express Kapolei/Makaha), 23 (Hawai`i Kai /Sea Life Park), 40 (Honolulu/Makaha), and more;
- Initiated the demonstration period for selected bus riders use of the HOLO card, an electric fare payment card scanned with onboard equipment; and
- Constructed or repaired 10 bus shelters, 11 bus stop sites, design for 15 bus stops to improve Americans with Disabilities Act access, and placed 17 new transit vehicles into revenue service.

## TheBus Ridership

Top 5 Trip Purposes
1. Work
2. Home
3. Shopping
4. School
5. Medical Appointment and Recreation (Tie)

Source: Department of Transportation Services

	Transportation Mobility				Bus Subsidy (\$ millions)			Community Survey (% Excellent or Good)	
	Operating Expenditures (\$ millions)	Bus Fare (\$ millions)	Bus Operating Cost (\$ millions)	Fare Box Recovery % <sup>1</sup>	General Fund	Highway Fund	Total Subsidy	Bus or transit services	Ease of Travel by Public Transportation
FY 2015	\$231.65	\$55.06	\$187.43	29%	\$109.59	\$39.13	\$148.72	61%	33%
FY 2016	\$238.00	\$53.22	\$186.67	29%	\$127.92	\$33.69	\$161.60	63%	32%
FY 2017	\$244.96	\$51.44	\$193.46	27%	\$147.06	\$24.91	\$171.96	61%	33%
FY 2018	\$257.31	\$54.15	\$202.62	27%	\$127.67	\$40.23	\$167.90	62%	33%
FY 2019	\$268.74	\$54.69	\$208.77	26%	\$166.03	\$22.62	\$188.65	58%	28%
Change from last year	4%	1%	3%	-1%	30%	-44%	12%	-4%	-5%
Change over last 5 years	16%	-1%	11%	-10%	52%	-42%	27%	-3%	-5%

Source: Department of Budget and Fiscal Services, Department of Transportation Services, and 2019 National Community Survey. <sup>1</sup>Farebox recovery set by Resolution 00-29, CD1 at 27-33% bus fare revenues to operating costs.

# Transporation Mobility – TheBus and TheHandi-Van

## TheBus (Fixed Route)

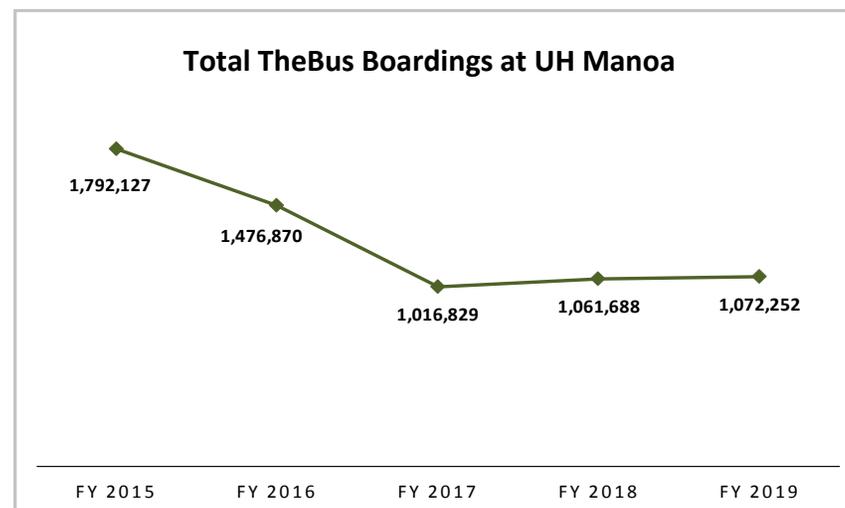
Total TheBus Boardings at UH Manoa has decreased by 40% over the past five years, from ~1.8 million boardings in FY 2015 to ~1.1 million boardings in FY 2019.

## TheHandi-Van (Demand Response)

TheHandi-Van provides transportation service for persons with disabilities who are functionally unable to independently use TheBus. Over the last five years, total TheHandiVan boardings increased 15% from 843,402 in FY 2015 to 970,633 in FY 2019.

## Human Services Transportation Coordination Program

The Paratransit Operations Branch monitors performance and provides policy guidance and direction for TheHandi-Van, the Americans with Disabilities Act complementary paratransit service for persons with disabilities who are functionally unable to independently use TheBus. This branch also oversees the city’s Human Services Transportation Coordination Program, which supports transit-related activities addressing the needs of senior citizens, low-income households, and persons with disabilities.



Source: Department of Transportation Services and O`ahu Transit Services

	Fixed Route (TheBus)					Demand Response (TheHandi-Van)				
	Total Bus Hours (millions)	Passenger Boardings (millions)	Average Weekday Ridership	Total TheBus Boardings at UH Manoa <sup>1</sup>	Operating Expense per Passenger Boarding <sup>2</sup>	Total Service Hours	Passenger Boardings	Total Handi-Van Boardings at UH-Manoa <sup>1</sup>	Average Weekday Ridership	Operating Expense per Passenger Boarding <sup>2</sup>
FY 2015	1.50	71.09	222,873	1,792,127	\$2.64	437,533	843,402	1,435	2,781	\$47.70
FY 2016	1.54	68.27	214,059	1,476,870	\$2.73	499,771	890,453	1,451	2,895	\$49.92
FY 2017	1.51	65.22	206,669	1,016,829	\$2.97	439,151	920,453	1,888	2,986	\$55.32
FY 2018	1.55	64.06	200,070	1,061,688	\$3.16	452,708	952,971	1,964	3,065	\$50.90
FY 2019	1.58	62.48	195,343	1,072,252	\$3.34	469,762	970,633	1,972	3,103	\$52.84
Change from last year	2%	-2%	-2%	1%	6%	4%	2%	<1%	1%	4%
Change over last 5 years	5%	-12%	-12%	-40%	27%	7%	15%	37%	12%	11%

Source: Department of Transportation Services. <sup>1</sup>UH-Manoa boardings are for 26 bus stops in and adjacent to UH-Manoa and are based on weekly ridership data. <sup>2</sup>American Public Transportation Association: data for Unlinked Passenger Trips, also called boardings, is the number of times passengers board public transportation vehicles, FY 2015 to FY 2019.

# Transportation Engineering

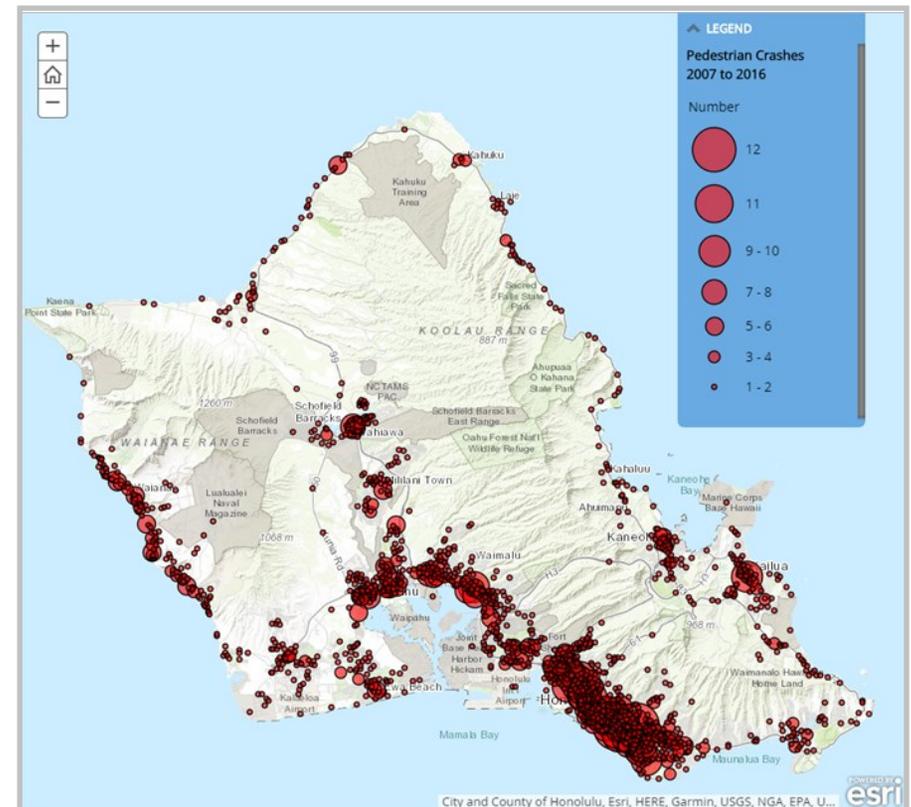
Transportation Engineering’s mission is to provide safe and efficient operations for all city roads and streets; vehicles, pedestrians and bicycles; and the movement of people and goods. The Transportation Engineering Division conducts studies and analyses to promote the safe, efficient and effective use and 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.

As a part of the Age-Friendly Honolulu Initiative, DTS has been collecting data on pedestrian crashes in the City and County of Honolulu. The city believes a pedestrian-friendly environment is one of the most important features of an age friendly city.

This initiative aligns with the public’s concerns. In the National Community Survey (NCS), about 37% of residents rated the ease of walking in Honolulu as *excellent* or *good*. However, ratings for ease of travel by bicycle as *excellent* or *good*, decreased from 28% in FY 2018 to 16% in FY 2019.

Residents were also asked how many times (if any) did they experience a *near miss* because of a driver or bicyclist not following traffic or sidewalk laws. About 69% said they experienced at least one *near miss* due to a driver’s actions and 50% of residents experienced at least one *near miss* due to a bicyclist’s disregard of traffic laws.

## Pedestrian Crashes on O`ahu, 2007 – 2016



Map courtesy of Department of Health and Age Friendly Honolulu  
<http://agefriendlyhonolulu.com/>

	Operating Expenditures (\$ millions)	Transportation Engineering Studies	Minor Traffic & Bikeway Projects	Total Miles of Bike Lanes	Total Crosswalks Removed <sup>1</sup>	Pedestrian Safety Improvements Installed <sup>1</sup>	Traffic Fatalities			Community Survey (% Excellent or Good)	
							Safety Campaigns	Pedestrian	Bicycle	Ease of Walking	Ease of Travel by Bicycle
FY 2015	\$3.6	1,642	16	8.4	--	--	11	21	1	39%	20%
FY 2016	\$3.2	1,420	8	6.2	--	--	23	18	0	50%	28%
FY 2017	\$2.6	1,569	14	7.4	--	--	42	10	2	47%	24%
FY 2018	\$5.0	1,504	18	6.8	--	--	41	23	1	46%	28%
FY 2019	\$3.8	1,320	12	4.9	11	27	49	29	1	37%	16%
Change from last year	-24%	-12%	-33%	-28%	--	--	20%	26%	0%	-9%	-12%
Change over last 5 years	6%	-20%	-25%	-42%	--	--	345%	38%	0%	-2%	-4%

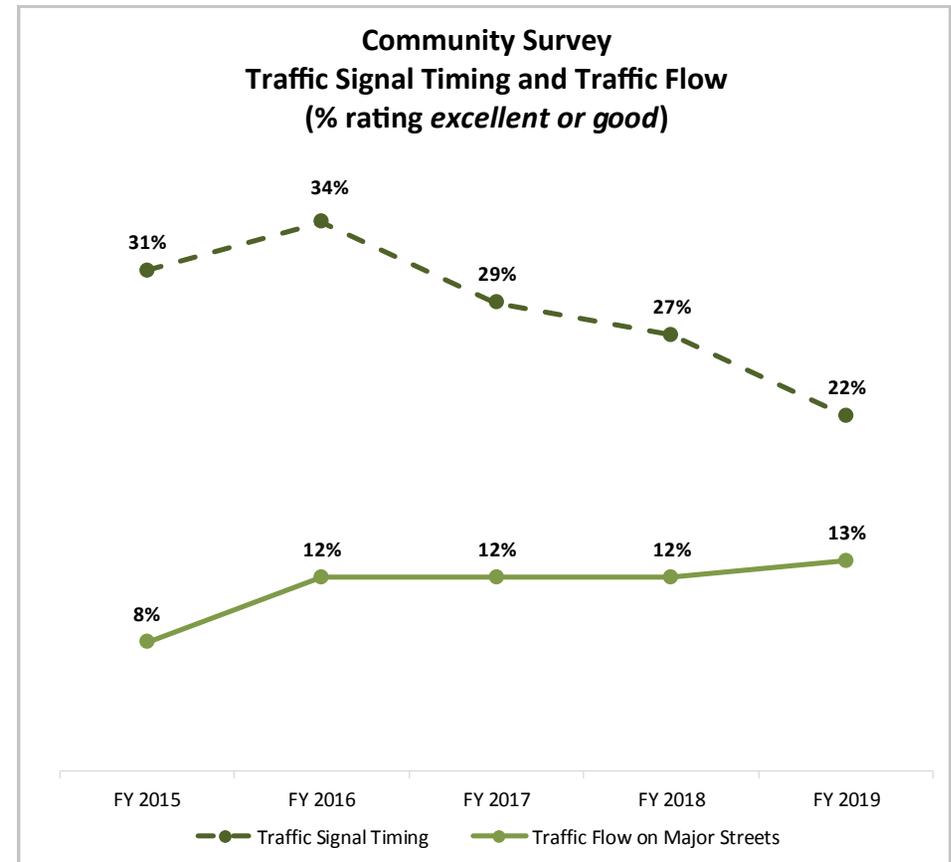
Source: Department of Budget and Fiscal Services, Department of Transportation Services, and 2019 National Community Survey (Honolulu). <sup>1</sup>DTS does not maintain statistics by fiscal year on *Crosswalks Removed* or *Crosswalk Countermeasures Installed*.

# Transportation Technology

Transportation Technology is responsible for the Honolulu Traffic Management Center and implementation of the city's *Intelligent Transportation System* program to improve existing highway traffic efficiency through technology. It designs, implements, operates and maintains nearly 800 city and state traffic signals and 86 emergency vehicle pre-emption systems on O'ahu. Management of these systems is essential to meeting the department's goal of providing safe and efficient transportation for residents.

In FY 2019, DTS responded to 95.9% of traffic light complaints within eight hours.

In this year's National Community Survey (NCS), only 13% of residents surveyed rated traffic flow on major streets as *excellent* or *good*. Less than a quarter of residents surveyed (22%) rated traffic signal timing as *excellent* or *good*.



Source: 2019 National Community Survey (Honolulu)

	Operating Expenditures (\$ millions)	Total Traffic Cameras	Traffic Signals Inspected	Responses to Traffic Light Complaints (within eight hours)	Responses to Complaints	Responses to Legal Issues	Street Use Permits	Special Events
FY 2015	\$3.45	254	622	89.8%	513	27	8,825	100
FY 2016	\$4.71	256	619	90.8%	511	23	7,365	185
FY 2017	\$4.78	278	623	92.0%	495	12	8,951	170
FY 2018	\$4.10	304	646	92.6%	501	10	9,760	161
FY 2019	\$3.92	306	677	95.9%	545	3	10,703	179
Change from last year	-4%	1%	5%	4%	9%	-70%	10%	11%
Change over last 5 years	14%	20%	9%	7%	6%	-89%	21%	79%

Source: Department of Budget and Fiscal Services and Department of Transportation Services.