

# Public Transit Division Title VI Program Plan Update

Department of Transportation Services  
City and County of Honolulu  
May 2013  
(Revised September 2015)



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IX

201 Mission Street  
Suite 1650  
San Francisco, CA 94105-1839

September 30, 2015

Michael Formby, Director  
Department of Transportation Services/Public Transit Division  
City and County of Honolulu  
650 South King Street, 3rd Floor  
Honolulu, HI 96813

Via email: MFORMBY@HONOLULU.GOV

Re: Title VI Program Concurrence- City and County of Honolulu (Recipient ID: 1703)

Dear Mr. Formby:

This letter is to confirm that we received City & County of Honolulu' Revised Title VI program on September 24, 2015. This submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Requirements and Guidelines for Federal Transit Administration Recipients," dated October 1, 2012.

We have reviewed your program and determined that it meets the requirements set out in the FTA's Title VI Circular, 4702.1B. Please plan to submit a Title VI program by **June 1, 2016**. Your Title VI program will expire 60 days after the due date, on **July 31, 2016**. If we have not received all required information by the time your Title VI program expires, MTS may experience delays in processing grants or draw-down restrictions.

Title VI programs should be submitted by attaching them to your Recipient Profile in FTA's TEAM-Web. Please delete any version of the program in TEAM that this submission is replacing. When saving the document in TEAM, include the current date in the file name so we know we are reviewing the most recent correction/submission. For example: "Title VI Program submitted 4-1-15."

If you have any difficulty attaching the program in TEAM, you may contact the TEAM Helpdesk at (888) 443-5305 or via e-mail at [Team.Helpdesk@dot.gov](mailto:Team.Helpdesk@dot.gov). Once the program is attached, please notify your Regional Civil Rights Officer.

Thank you for your ongoing cooperation in meeting all of the FTA civil rights program requirements. In order to preserve paper, we are issuing this letter electronically via email and attached to your profile in TEAM. A hard copy will not follow in the mail. Please do not hesitate to contact me directly at (202) 774-8867 or at [aida.douglas.ctr@dot.gov](mailto:aida.douglas.ctr@dot.gov) if you have any questions.

Sincerely,

Aida B. Douglas, Civil Rights Program Analyst  
FTA Office of Civil Rights

cc: Leslie Rogers, Region IX Regional Administrator, FTA  
Monica McCallum, Regional Division Chief, FTA Office of Civil Rights  
Lynette Little, Region IX Civil Rights Officer, FTA  
Sandra Abelaye, City and County of Honolulu (Electronic)

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## Section 1: Introduction

The City & County of Honolulu, Department of Transportation Services (DTS), Public Transit Division (PTD), is a direct recipient of financial assistance from the Federal Transit Administration (FTA) through its formula 5307 grant program for its bus (fixed-route) and paratransit (demand-response) operations. As such, compliance with the U.S. Department of Transportation Title VI regulations (49 CFR part 12) is required.

The Title VI Program Guidelines for Urban Mass Transportation Administration Recipients are set forth in UMTA Circular FTA C 4702.1B, dated October 1, 2012. As a recipient, DTS-PTD is obligated to ensure that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

In an effort to receive feedback from the public and involve minority and LEP populations for the Public Transit Title VI Program participation process, the following outreach measures were taken:

1. **Electronic Information**  
The draft copy of the Title VI Program Report was posted to both the DTS and OTS websites. This information was disseminated through the Neighborhood Board Press Announcements and Upcoming Events Report. Individuals were invited to use the provided public comment form, send comments via email, or call the number provided.
2. **Neighborhood Board Meetings**  
Notice and distribution of the program and availability of DTS-PTD staff to conduct a presentation was communicated to all 36 neighborhood boards.
3. **Public Hearing**  
DTS-PTD conducted a public hearing pursuant to HRS Chapter 91.
4. **Screen reader format for persons with low vision**  
The draft copy of the Title VI Program Report was made available to persons with low vision using a screen reader format.

A summary of all comments received can be found in Section 3 Public Participation.

This Title VI Program received concurrence from the FTA on September 30, 2015.

## Section 2

**Title VI Notice to Public  
Complaint Procedures  
Complaint Form  
Complaint List**

TITLE VI CAR CARD ON ENTIRE BUS FLEET (518 buses)

# **YOU HAVE RIGHTS.**

**As a recipient of Federal funding, TheBus shall not discriminate on the grounds of race, color, national origin, gender or disability. TheBus ensures transportation equity for all communities regardless of income level and social standing.**

*~ Reference Title VI of the 1964 Civil Rights Act & Environmental Justice 1994*

**If you have a complaint or questions, call or write:**

**City & County of Honolulu  
Department of Transportation Services  
Frank F. Fasi Municipal Building  
650 South King Street, 3rd Floor  
Honolulu, Hawaii 96813  
(808) 768-8364**

**Hawaii Civil Rights Commission  
Princess Keelikolani Building  
830 Punchbowl Street, Room 411  
Honolulu, Hawaii 96813  
(808) 586-9636**

**U.S. Department of Transportation  
Federal Transit Administration  
Office of Civil Rights, Region IX  
201 Mission Street, Suite 1650  
San Francisco, California 94105-1839**

**For more Title VI & Environmental Justice information, go to [www.honolulu.gov/dts](http://www.honolulu.gov/dts)**

PUBLIC TRANSIT DIVISION

3/9/09

CATEGORY: FIXED ROUTE OPERATIONS

Index Code:  
7-3.11 Page 1 of 2

SUBJECT: TITLE VI

REFERENCE: TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, 78 STAT. 252, 42 U.S.C. 2000d TO 2000d-4, CIVIL RIGHTS RESTORATION ACT OF 1987 (P.L. 100.259), TITLE 49 CODE OF FEDERAL REGULATIONS PART 21, FEDERAL TRANSIT ADMINISTRATION CIRCULAR 4702.1, HAWAII REVISED STATUTES CHAPTERS 489 AND 368.

PURPOSE: To establish procedures for processing complaints alleging discrimination in the provision and location of transit services on the grounds of race, color, or national origin.

POLICY STATEMENT: The Department of Transportation Services (DTS) of the City and County of Honolulu (City) assures that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any transit program or activity for which the City receives Federal financial assistance from the U.S. Department of Transportation. DTS further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities. The Director of DTS shall be responsible for corrective and remedial action.

PROCEDURES: The Fixed Route Operations Branch shall be responsible for responding to every complaint of discrimination in the delivery of transit service to the public. Complaints alleging discrimination in the provision and location of transit services on the grounds of race, color, or national origin shall be documented. Attached is a sample intake form.

1. Complaints about bus personnel shall be forwarded to the City's bus management services contractor and to the Director. The bus management services contractor shall provide a written response to DTS in 30 calendar days.
2. Complaints about the level, quality, and location of bus service shall be investigated and a written report shall be prepared and forwarded to the Director for review.
3. The Director shall respond to the complaint within 45 calendar days from receipt of the original complaint. The response shall advise the complainant that if the remedial action contained within the letter is not satisfactory, the complainant may file a formal complaint with the following:

Hawaii Civil Rights Commission  
830 Punchbowl Street, Room 411  
Honolulu, HI 96813  
Phone (808) 586-8636

Civil Rights Officer  
Federal Transit Administration  
Office of Civil Rights  
210 Mission Street, Suite 2210  
San Francisco, CA 94105

PUBLIC TRANSIT DIVISION

CATEGORY: FIXED ROUTE OPERATIONS  
SUBJECT: TITLE VI

Index Code:  
7-3.11 Page 2 of 2

Departmental Director of Civil Rights  
Office of the Secretary  
Department of Transportation  
400 Seventh Street, SW  
Washington, D.C. 20590

Director, Office of Civil Rights  
Federal Transit Administration  
400 Seventh Street, SW  
Washington, D.C. 20590

4. All complaints shall be recorded and documents shall be available for review.  
Note: Complaint form attached.

ADOPTED

\_\_\_\_\_ Amendment \_\_\_\_\_  
WAYNE Y. YOSHIOKA, Director

Date \_\_\_\_\_ Date \_\_\_\_\_

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## DEPARTMENT OF TRANSPORTATION SERVICES

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# REFERENCES

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- [What is Title VI?](#)
- [Who can file a complaint?](#)
- [How to file a discrimination complaint](#)
- [How DTS handles complaints](#)
- [How DTS notifies complainant of the outcome](#)

### TheBus Non-Discrimination (Title VI) Policy

The City & County of Honolulu, Department of Transportation Services (DTS), as a recipient of Federal funds, has certified and provided assurances that it, and the non-profit corporation contracted by DTS to provide the services of "TheBus," Oahu Transit Services, Inc. (OTS), will fully comply with Title VI of the Civil Rights Act of 1964. DTS, and OTS, is committed to ensuring that no person using TheBus is discriminated against on the basis of race, color, national origin, low income, or limited English proficiency, particularly in the following service areas:

- Scheduling
- Quality of service
- Frequency of service
- Age and quality of vehicles assigned to routes
- Quality of stations serving different routes
- Location of routes

### What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination in programs and activities receiving Federal financial assistance on the basis of race, color, and national origin.

The City & County of Honolulu, Department of Transportation Services (DTS), and the non-profit corporation it has contracted to provide fixed route services, "TheBus," and paratransit services, "TheHandi-Van," are committed to ensuring that no person is discriminated against while using TheBus or TheHandi-Van on the basis of race, color, or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. Any person using TheBus or TheHandi-Van who believes he or she is a victim of such discrimination may file a complaint with DTS.

Title VI protections have been extended via two Presidential Executive Orders to Environmental Justice, which also protects persons of low income, and Limited English Proficiency.

### Who can complain?

Anyone who believes that he or she has been discriminated against on the basis of race, color, national origin, low income, or limited English proficiency while using TheBus or TheHandi-Van may file a Title VI complaint with DTS.

### How to file a discrimination (Title VI) complaint

If a person believes he or she has been discriminated against in using TheBus or TheHandi-Van, they may file a signed, written complaint within one hundred eighty (180) days of the date of alleged discrimination. Complaints should provide the following information:

- Complainant's name, address, and contact information (telephone number, email address, etc.)
- How, when, where, and why the complainant believes he or she was discriminated against
- Location, names, and contact information of any witnesses

File the complaint in writing with DTS, Public Transit Division, Fixed Route Operations at:

*Public Transit Division, Fixed Route Operations  
Department of Transportation Services  
City & County of Honolulu  
Frank F. Fasi Municipal Building  
650 South King Street, Third Floor  
Honolulu, Hawai'i 96813-3017*

*Email: [TheBusStop@honolulu.gov](mailto:TheBusStop@honolulu.gov)  
Phone: (808) 768-8363*

If the complainant is unable to write a complaint, DTS will provide assistance.

#### Printable Form:

- [Title VI complaint form](#) (83KB PDF)
- [Title VI complaint form](#) (32KB DOC)
- [Title VI complaint form](#) (4.3KB TXT)

In addition to the Title VI complaint process at DTS, a complainant may also file a Title VI complaint with an external entity, such as:

- The FTA

*U.S. Department of Transportation  
Federal Transit Administration  
Office of Civil Rights, Region IX  
201 Mission Street, Suite 1650  
San Francisco, California 94105-1839*

- Other agency, Federal or state
- A court, Federal or state

If a complaint is filed with both DTS and an external entity, the external complaint will supersede the DTS complaint and DTS' complaint procedures will be suspended until the external entity produces its findings.

### How DTS handles complaints

Complaints that allege discrimination based on race, color, national origin, low income, or limited English proficiency while using TheBus or TheHandi-Van services, provided by DTS, through OTS, will be recorded in the Discrimination Complaint Log and immediately assigned a complaint number by DTS, Public Transit Division, Fixed Route Operations (FRO).

FRO will review the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who have limited English proficiency (LEP).

DTS will contact the complainant in writing within fifteen (15) working days for additional information, if needed, to investigate the complaint. If the complainant fails to provide the

requested information by a certain date, the complaint could be administratively closed.

DTS will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, DTS will prepare a draft written response, subject to review by the City & County of Honolulu's Corporation Counsel.

Corporation Counsel will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, DTS will send the response to the complainant and advise the complainant of his or her right to file a complaint externally.

The complainant also will be advised of his or her right to appeal the response to Federal and state authorities as appropriate. DTS will diligently attempt to respond to a complaint within sixty (60) working days of its receipt by DTS, unless it was also filed with an outside agency, as noted above.

**How DTS notifies complainant of the outcome**

DTS will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. DTS will diligently attempt to respond to complaints within sixty (60) workdays of its receipt.

Note: PDF files require the Adobe Reader from Adobe Systems, Incorporated. Adobe and the Adobe logo are trademarks of Adobe Systems, Incorporated. Click on the following link to download.

[Download Adobe Reader here.](#)

Department of Transportation Services  
Official Web Site

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650 South King Street, Third Floor, Honolulu, Hawaii 96813 | Phone: (808) 768-8305 | Fax: (808) 768-4954

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**Title VI, Environmental Justice, and  
Limited English Proficiency Complaint Form**

Title VI, Civil Rights Act, 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to: City & County of Honolulu, Department of Transportation Services, Public Transit Division, Fixed Route Operations Branch; 650 South King Street, 3<sup>rd</sup> Floor; Honolulu, HI 96813.

1. Complainant's Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

4. Telephone No. (Home): \_\_\_\_\_ (Business): \_\_\_\_\_

5. Person discriminated against (if other than complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

6. What was the discrimination based on? (Check all that apply):

\_\_\_\_\_ Race/Color

\_\_\_\_\_ National Origin

\_\_\_\_\_ Low Income

\_\_\_\_\_ Limited English Proficiency

7. Date of incident resulting in discrimination: \_\_\_\_\_

8. Describe how you were discriminated against. What happened and who was responsible?  
For additional space, attach additional sheets of paper or use back of form.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Title VI LOG - Civil Rights Lawsuits

Period: Jan-Dec 2012

Department: Oahu Transit Services, Inc.

Prepared By: Angela Lo, PHR, SHRM-CP

Phone Number: 808-848-4585

Date: July 23, 2015

NO COMPLAINTS RECEIVED

Position Title: Civil Rights Compliance Officer

B.

1. DATE OF COMPLAINT	2. FILED WITH *	3. NAME(S) OF COMPLAINANT (LIST ALL)	4. NAME(S) OF ACCUSED (LIST ALL)	5. GROUNDS (BASIS) OF COMPLAINT **	6. STATUS OF COMPLAINT ***	7. DISPOSITION ****	8. DATE OF FINAL DISPOSITION
1/10/2012	HCRG	Ms. V. Christine Asher	Keola Esperas, Gary Asuncion, Peter Lashenko, and Dennis Leiliana Ascencio	Disability	Closed	Dismissed	4/1/2013
1/12/2012	HCRG	Mr. George Cam	David McCanquus, Clifford Laboy, Dennis Ascencio, Robert Hitchcock, Alfredo Decario, Steven Oda, Robert Kim, Travis Canlie, Andreas Smith, Leo Kozowski, Samuel Kinawa, Elizabeth Hookano, Aaliha Fonoti, Bill Takeuchi, Fiamalo Taulo Jr., Jerome Preece, Eduardo Ornelas, Randy I. Taimane Stevens, Joesette Madro, Irma Pruitt, Ioane Lulfau, Christopher Sansano, Joan Velles, Palmer Lavilla, Timothy Lyons, Lawrence Adams, and Ian Loyd	Race/Disability	Closed	Dismissed	8/21/2012

\*FILED WITH - City Equal Opportunity Office (EEO), Hawaii Civil Rights Commission (HCRG), Equal Employment Opportunity Commission (EEOC), etc.  
 \*\*GROUNDS (BASIS) OF COMPLAINT - Race, color, national origin, gender, disability, age, etc.  
 \*\*\*STATUS OF COMPLAINT - Investigation on-going, pending review, closed, etc.  
 \*\*\*\*DISPOSITION - Final Determination/Action Taken.

# Title VI LOG - Civil Rights Lawsuits

Period: Jan-Dec 2013

**A.**

Department: Oahu Transit Services, Inc.	Date: July 23, 2015	<input type="checkbox"/> NO COMPLAINTS RECEIVED
Prepared By: Angela Lo, PHR, SHRM-CP	Position Title: Civil Rights Compliance Officer	
Phone Number: 808-948-4585		

**B.**

1. DATE OF COMPLAINT	2. FILED WITH *	3. NAME(S) OF COMPLAINANT (LIST ALL)	4. NAME(S) OF ACCUSED (LIST ALL)	5. GROUNDS (BASIS) OF COMPLAINT **	6. STATUS OF COMPLAINT ***	7. DISPOSITION ****	8. DATE OF FINAL DISPOSITION
3/21/2013	HCRG	Mr. Haunani Hart	Alan Farias	Race	Closed	Settlement	10/17/2014
11/22/2013	HCRG	Mr. Sam S. Juris	Rogelio Serrico	Disability	Pending Review		
12/4/2013	HCRG	Ms. Junko Shimokawa	Oahu Transit Services, Inc.	Gender	Pending Review		

\*FILED WITH - City Equal Opportunity Office (EEO), Hawaii Civil Rights Commission (HCRG), Equal Employment Opportunity Commission (EEOC), etc.  
 \*\*GROUNDS (BASIS) OF COMPLAINT - Race, color, national origin, gender, disability, age, etc.  
 \*\*\*STATUS OF COMPLAINT - Investigation on-going, pending review, closed, etc.  
 \*\*\*\*DISPOSITION - Final Determination/Action Taken.

# Section 3

## **Public Participation**

## PUBLIC COMMENTS

The following comments were received:

- Need a comprehensive transportation plan for Windward-North Shore and better bus services for lower-income, minority communities in Ko'olau Loa- Kahalu'u.
- Inadequate bus service and bus stop amenities for routes 55, 56, and 65 which especially hurts the elderly, persons with a disability, and students.
- The infrequent bus service makes it difficult for people to work a second job or go to school and work.
- More frequent buses and better routes would:
  - Increase ridership and decrease cars on the road;
  - Offer greater convenience for the local community, students, tourists and all Oahu residents who live in, work, go to school and visit the rural area;
  - Strengthen local businesses in Kaneohe, Windward, and along Kamehameha Highway. Both local residents and tourists will be more likely to visit and shop in Kaneohe/Windward if they were assured that buses would run more frequently.
  - Enhance tourism in Kaneohe, Kahalu'u, Ko'olau Loa and the North Shore, which will increase incomes for rural area jobs and businesses.
- No-parking signs and zones in front of bus stops make it difficult for persons with low vision and persons with a disability to board the bus safely.
- There is a lack of bus shelters throughout Mililani Town and Mililani Mauka.
- It would be helpful to install braille bus stop numbers on all bus stop posts.
- It would be beneficial to persons with low vision if rider alert notices could be sent in an alternate format—large print or an audible format.

## PUBLIC TRANSIT DIVISION

CATEGORY: FIXED ROUTE OPERATIONS

Index Code: 7-3.5  
Page 1 of 4

SUBJECT: PUBLIC PARTICIPATION IN SERVICE AND/OR BUS STOP CHANGES

REFERENCE:

**PURPOSE:** To establish procedures for implementing significant and minimal changes in public transit operations and advising the public of these changes.

**DEFINITION:**

1. Significant shall be measured as changes that will affect system wide bus services by more than 10% percent, or eliminate entire routes from any community.
2. Minimal shall be measured as changes that affect bus services and/or bus stops within a restricted area of a community, but does not eliminate any routes.

**PROCEDURES:**

1. Sources of Public Comment

## Traditional Public Hearing

When there are significant service changes covering a large service area(s), the Public Hearing serves the following purposes:

- A. It provides an assured method for the City and County to inform the public about its proposed bus service changes.
- B. It offers every interested resident of the service area(s) an opportunity to be heard, to make suggestions, and to agree or disagree with the proposed changes.
- C. It affords the City and County an opportunity to receive other information from local sources which would be of value to the City in its continued efforts to improve the bus service.

PUBLIC TRANSIT DIVISION

CATEGORY: FIXED ROUTE OPERATIONS

Index Code: 7-3.5  
Page 2 of 4

SUBJECT: PUBLIC PARTICIPATION IN SERVICE AND/OR BUS STOP CHANGES

REFERENCE:

Sources of Public Comment (continued)

It is not the intent of a Public Hearing to determine the solution by a majority vote of those present at the Hearing. The responsibility of selection of the final solution rests with the Department of Transportation Services, the Mayor, and in some cases the City Council, and will be based upon factual information, including the findings uncovered through the Public Hearing.

Prior to implementing any significant bus service changes, a notice of intent to hold a Public Hearing is published in newspapers of general circulation in the urbanized area, and is also published in newspapers oriented to specific groups or neighborhoods and communities that may be affected. In accordance with FTA requirements, notices are published at least 30 days prior to the Hearing, describe the proposed changes, and indicate the time and place of the Hearing. A certified copy of the published notice and certified transcript of the Hearing are made available for public inspection.

Neighborhood Board Meeting

When service and/or bus stop changes cover a more restricted area of a specific community, a written or oral notification of the proposed changes is given to the affected Neighborhood Board representative, at least fifteen (15) days prior to posting of notices; a presentation may be made at the next scheduled board meeting on request. Because the Neighborhood Boards serve as the key mechanism through which each neighborhood contributes its needs and desires, it should be considered the primary entity from which the City receives comments from the public regarding bus service and/or bus stop changes.

Community Association Meeting

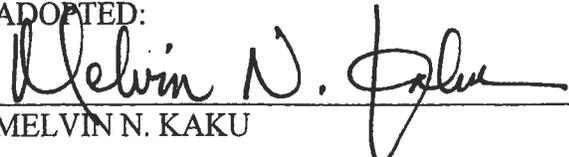
Upon request, presentations regarding service and/or bus stop changes may be made to Community Associations or Community Councils either separately or in conjunction with Neighborhood Board presentations. Not all service areas have Community Associations or Councils, and these organizations may not have the more extensive representative powers of Neighborhood Boards.

## PUBLIC TRANSIT DIVISION

CATEGORY: FIXED ROUTE OPERATIONS	Index Code: 7-3.5 Page 3 of 4
SUBJECT: PUBLIC PARTICIPATION IN SERVICE AND/OR BUS STOP CHANGES	
REFERENCE:	
<p data-bbox="284 567 738 598">Improvement Association Meeting</p> <p data-bbox="284 640 1412 787">These organizations, like Community Associations, are more limited in representational scope and may be more geared to the special interests of the members, and not to the community as a whole. Still, upon request, presentations to Improvement Associations may also be considered to obtain their feedback on proposed changes.</p> <p data-bbox="186 829 1031 861">2. <u>Advance Notice of Proposed Service and/or Bus Stop Changes</u></p> <p data-bbox="186 903 1437 976">Provides the public advanced notification of service modifications that may have significant impact on the established ridership and its habits and usage of the service, by using the following:</p> <p data-bbox="276 1018 1437 1186"><b>Media Release:</b> Includes press releases to the two major daily newspapers, MidWeek, Sun Presses, Community Newspapers or Bulletins, and broadcast media (radio and television). When deemed necessary, space may be purchased by the City to publicize in print or broadcast media specific service changes judged to be of major community impact or significance.</p> <p data-bbox="276 1239 1421 1302"><b>Fliers:</b> Can include description of route and/or bus stop changes, maps or other graphics, to be distributed as follows:</p> <ul style="list-style-type: none"> <li data-bbox="365 1344 625 1375">On-board the buses</li> <li data-bbox="365 1417 657 1449">Hand-out at bus Stops</li> <li data-bbox="365 1491 885 1522">Mail-out to residences in the community</li> </ul> <p data-bbox="276 1564 1388 1638"><b>Posted Notices:</b> at bus stops (at least 30 days prior to implementation), on Community Bulletin Boards, at Meeting Halls, Satellite City Halls, etc.</p> <p data-bbox="276 1680 1274 1753"><b>Purchased Advertising:</b> directed at specific target areas (i.e., communities and neighborhoods affected, newspapers, on buses, etc).</p>	

**PUBLIC TRANSIT DIVISION**

<b>CATEGORY: FIXED ROUTE OPERATIONS</b>	<b>Index Code: 7-3.5</b> <b>Page 4 of 4</b>
<b>SUBJECT: PUBLIC PARTICIPATING IN SERVICE AND/OR BUS STOP CHANGES</b>	
<b>REFERENCE:</b>	
<p style="text-align: center;">organizations, groups, or individuals.</p> <p><b>3. <u>Notification of Public Hearing on Proposed Service Changes</u></b></p> <p>Provides the public notification of service and/or bus stop modifications as required by FTA, by means of the following: (see descriptions in "Advance Notice" above)</p> <ul style="list-style-type: none"> <li>Media Release</li> <li>Fliers</li> <li>Posted Notices</li> <li>Purchased Advertising</li> <li>Correspondence</li> </ul> <p><b>4. <u>Record of Public Comment on Proposed Service Changes</u></b></p> <p>Provides written and other types of documentation for verification that public comment was solicited and served. Means of providing records of public comment may include the following:</p> <ul style="list-style-type: none"> <li>Correspondence               <ul style="list-style-type: none"> <li>Direct</li> <li>From N. Board, C. Association, etc.</li> <li>Telephone</li> <li>Walk-in</li> <li>Minutes of N. Board, C. Association, etc. meetings</li> </ul> </li> <li>Public Hearing Transcript(s) as required by FTA (Official Documentation)</li> </ul>	

ADOPTED:  
  
 \_\_\_\_\_  
 MELVIN N. KAKU

Amendment \_\_\_\_\_

Date 3/1/06 \_\_\_\_\_

Date \_\_\_\_\_

# Section 4

## **Language Access Plan**

**City and County of Honolulu**  
**Department of Transportation Services**  
**Public Transit Division**  
**Language Access Plan**



Department of Transportation Services  
City and County of Honolulu

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## **I. Introduction**

The Department of Transportation Services (DTS) of the City and County of Honolulu and TheBus operator, O'ahu Transit Services, Inc. (OTS) are committed to providing superior service to all patrons and users of their facilities and services. Honolulu has its own unique set of challenges in its Limited English Proficient (LEP) population, as the population is predominantly made up of speakers of Asian and Pacific languages in contrast to other parts of the U.S.

The contents of this Language Access Plan (LAP) are in compliance with guidance the Federal Transit Administration FTA guidance and instruction documents titled "Circular FTA C 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients" dated October 1, 2012.

## **II. Definition of a Limited English Proficient Person**

For purposes of this LAP a limited English proficient (LEP) person means "an individual who, on account of national origin, does not speak English as the person's primary language and who self identifies as having a limited ability to read, write, speak, or understand the English language" (HRS Section 321-C-2). Such persons may be eligible to receive language assistance with respect to a particular service or request.

## **III. Identifying Significant LEP Populations and Issues**

DTS conducted a Four-Factor Analysis in 2012 (attachment A) to identify significant LEP populations and ensure meaningful access for the LEP community to public transit programs and activities.

Survey findings demonstrated a high level of satisfaction among the LEP bus riders but riders also indicated that DTS can make more buses/routes available for a more enjoyable bus riding experience.

DTS and OTS are committed to providing all written materials in easy to understand language and grammar. TheBus communicates with LEP populations by posting signage, online information, outreach documents, community-based organizations, voicemail menu, and notices in common languages. DTS and OTS are also currently working together to incorporate an LEP video presentation into TheBus operators' periodic training for correct handling of LEP riders and their safety.

#### **IV. The Elements of a Language Access Plan**

This section contains the essential elements of a LAP prescribed under the FTA Circular 4702.1B. It also presents the demographic profile of the bus-riding LEP population on O'ahu, as presented in the Four Factor Analysis (FFA). DTS and OTS are responsible for implementing the plan.

The FFA identified the proportion of LEP persons who speak English less than "very well" and who use the public transit services provided by DTS-PTD based on surveys with LEP persons who currently use the public transit services, as well as LEP persons who do NOT use the public transportation provided (specifically bus services), bus drivers who service routes where the LEP population is prominent, and agencies providing social services to LEP persons. The languages most spoken are Ilokano<sup>1</sup>, Japanese, Cantonese, Korean, Tagalog<sup>1</sup>, and Vietnamese. While Marshallese<sup>2</sup>, and Chuukese<sup>2</sup> were not prominently mentioned by LEP persons who use public transit services, agencies providing social services mentioned these two languages as prominently used by their customers.

The FFA produced comparable results to the American Community Survey (ACS) data (Source: U.S. Census Bureau, 2009-2013 5 Year American Community Survey) and were applied to the four factors in order to determine which language assistance services are appropriate. Both sources identified Other Pacific Island Languages<sup>2</sup>, Japanese, Tagalog/Ilocano<sup>1</sup>, Chinese/Cantonese, Korean, and Vietnamese as the languages most often spoken other than English.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.**

Public transit services provided by DTS-PTD are available to the entire population of the City and County of Honolulu. The ACS was used to determine the number of LEP individuals in Honolulu. According to the data, 130,365 out of 901,756 people speak English less than "very well". This accounts for approximately 14% percent of Honolulu's total population (Table 1).

According to the ACS, of the 130,365 people who speak English less than "very well" the top five (5) languages most frequently spoken are:

- Other Pacific Island Languages<sup>2</sup> (41,244 or ≈32%)
- Tagalog (23,282 or ≈18%)
- Chinese (19,142 or ≈15%)
- Japanese (18,937 or ≈15%)
- Korean (10,877 or ≈8%)

**Factor 2: The frequency with which LEP persons come into contact with the program.**

According to the 2012 National Transit Database, Honolulu's annual public transit ridership was 77.3M unlinked trips (passenger boardings) or approximately 212,000 daily unlinked trips. Using a factor of 1.5 as the daily average of unlinked trips per rider, daily ridership is estimated at 141,000 people. Based on the ACS percentage (14%) of the population that speaks English less than "very well", of the 141,000 daily riders, 14% or approximately 19,740 LEP persons have contact with DTS-PTD on a daily basis (Table 2).

According to the FFA, of the 19,740 LEP persons who have interaction with the public transit services provided by DTS-PTD, the languages most spoken are:

- Ilokano<sup>1</sup> (4,145 or ≈21%)
- Japanese (3,356 or ≈17%)
- Cantonese (2,764 or ≈14%)
- Korean (2,764 or ≈14%)

- Mandarin (1,974 or ≈10%)
- Vietnamese (1,777 or ≈9%)
- Tagalog<sup>1</sup> (1,382 or ≈7%)

DTS-PTD included Marshallese<sup>2</sup> (592 or ≈3%) and Chuukese<sup>2</sup> (395 or ≈2%) as they are top languages for individuals who seek assistance from agencies.

These nine (9) languages are comparable to the top five (5) and safe harbor languages identified by the ACS:

- Other Pacific Island Languages<sup>2</sup> /Marshallese/Chuukese
- Tagalog/Ilocano<sup>1</sup>
- Chinese/Cantonese/Mandarin
- Japanese
- Korean
- Vietnamese

Under the Safe Harbor Provision, DTS-PTD's LEP obligations include languages that have at least 1,000 persons who speak English less than "very well" since the 5% of the total population (130,365) of persons eligible to be served or likely to be affected or encountered is 6,518 persons. The three (3) languages eligible under the Safe Harbor Provision are: Vietnamese (6,359 or ≈5%), Spanish (4,607 or ≈4%), and Laotian (1,453 or ≈1%).

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.**

According to the Four Factor Analysis, of the 19,740 persons who speak English less than "very well" and have interaction with the public transit services provided by DTS-PTD:

- 13,818 LEP persons or ≈70% use public transit services often (daily or weekly) with another 2,369 LEP persons or ≈12% using services sometimes.

- 8,883 LEP persons or  $\approx 45\%$  use public transit services mostly for personal needs.
- 13,423 or  $\approx 68\%$  use public transit services on weekdays and weekends.
- 15,397 or  $\approx 78\%$  are highly satisfied with public transit services.
- LEP services are provided to those who speak Tagalog/Ilokano, Japanese, Chinese/Cantonese/Mandarin, Korean, Vietnamese/Laotian, Other Pacific Island Languages (Marshallese & Chuukese), and Spanish (see Factor 2).

**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.**

DTS-PTD's annual operating budget includes funding for:

- Phone interpretation services: Professional phone interpretation services
- Translation services: Professional translation services
- Printing: Vital documents in identified languages
- Signage: In identified languages as applicable and necessary
- Advertisement: Notices in identified language publications
- Consultants: Professional services as applicable and necessary to meet LEP requirements

Other available resources:

- Phone interpretation services: In-house staff, other government & non-profit agencies
- Translation services: In-house staff, other government & non-profit agencies
- Partnering with other State, County, and non-profit agencies to provide transit information to the LEP community (i.e. Citizen Corps language cards).

DTS-PTD will be hiring a consultant to complete a new FFA for the 2016 year.

## **1. Description of Language Assistance Services**

### **a. Types of Language Services Available**

Bus Information, Customer Service, Bus Pass, and TheHandi-Van utilize an interpreter service vendor to provide services to non-English speaking customers. These include Pacific Interpreters (primary) and Corporate Translation Services (CTS) Language Links (secondary).

### **b. How Staff Can Obtain These Services**

All service staff members have access to the interpreter vendor telephone numbers and codes.

### **c. Responding to LEP Callers**

Staff follow a series of steps when responding to LEP callers. These are:

- o First the staff member will find out if the caller has any English comprehension to use simplified English.
- o If that is not possible they will try to find the country of origin and/or language dialect.
- o If that is not possible, the staff member can contact the interpreter vendor for assistance.
- o Once the language is determined the staff member will be able to conduct a two-way conversation utilizing the interpreter service.

### **d. Responding to Written Communication from LEP Persons**

- o When written communication is received, OTS determines what language it is written in and then uses internal staff to translate if possible.
- o OTS currently has Ilocano, Tagalog, Japanese, Chinese, and Korean written and spoken language proficient employees.

- o Once the information is understood, OTS will then create a simplified English response, which is then send out to a vendor to be translated.

**e. Responding to In-Person Contact with LEP Persons**

OTS uses the interpreter vendor when LEP persons request assistance.

- o When the customer is at the service counter, the staff member will have them point to the language card to select their language.
- o The staff member is to call the interpreter vendor and do a two-way conversation.

**f. Ensuring Competency of Interpreters and Translation**

The interpreters used are highly qualified and skillful.

- o There is a screening and credentialing process for interpreter vendors.
- o Translation services vendors provide the translations and OTS internal staff will double check the translation. When the edits are found the corrections are sent back to the vendor. OTS internal staff will once again check to ensure the corrections were made.
- o If there is no internal staff to check the translation, the internal staff will contact outside/community resources to assist (such as the consulates).

**2. Description of How the Recipient Trains the Employees to Provide Language Assistance**

DTS and OTS are currently working together to incorporate a LEP video presentation into TheBus operators' annual refresher training. All other relevant employees will also be required to view the LEP training video on an annual basis to ensure they possess the knowledge and skills required to provide timely and reasonable language assistance to the LEP population. Training information will include: DTS LAP, local demographic LEP population data, Hawaii Language Access

Law background, printed LEP population vital documents/materials, and handling requests in foreign languages.

### **3. Providing Notice to LEP Persons of Assistance**

TheBus communicates with LEP populations by posting signs, online information, outreach documents, community-based organizations, voicemail menu, and notices in common languages.

### **4. Documents Considered Essential for Translation**

There are vital documents TheBus considers essential for translation. These documents include: TheBus Non-Discrimination (Title VI) Policy, TheBus Non-Discrimination Complaint Form, "You Have Rights" car card referencing Title VI and Environmental Justice, Lost and Found Notification, Annual Bus Pass Application, Senior Citizen Bus Pass Application, Senior Citizen Annual Bus Pass Renewal Application, Person with a Disability Bus Pass Application, Request for Refund/Exchange/Adjustment, and Bus Pass Subsidy Program Application. These documents are translated in the following languages: Japanese, Chinese (simple), Tagalog, Ilocano, Korean, Vietnamese, Chuukese, Marshallese.

At this time, TheBus Non-Discrimination (Title VI) Policy, TheBus Non-Discrimination Complaint Form, and "You Have Rights" car card are available in hard copy format or can be found electronically on TheBus website ([www.thebus.org](http://www.thebus.org)). DTS-PTD is currently in the process of translating the remaining seven documents listed above.

### **5. Subrecipient Monitoring**

When DTS enters into agreements with other agencies funded by FTA grants, DTS staff must regularly monitor these agencies to ensure compliance. Subrecipient monitoring will occur via may occur in a variety of ways:

- Workshops/conferences

- Triennial Reporting
- Annual On-Site Visits
- In the event non-compliance is founds, one of the following corrective actions will occur:
  - Voluntary resolution of non-compliance where an agreement is entered and then becomes a condition of the subrecipient's continued receipt of financial assistance from the City.
  - If voluntary resolution of non-compliance is unsuccessful, refusal to grant or continue the financial assistance to the subrecipient may be initiated and/or referred to FTA for adjudication.

## **6. Monitoring and Updating LAP**

Monitoring and updating the LAP will be conducted during the 3-year interval preceding the TVI submission year to FTA in accordance with FTA Circular 4702.1B. DTS will review and assess LAP applicability, availability of resources (staff, partner agencies, funding), LEP population needs, complaint logs, conduct a Four Factor Analysis (if applicable), obtain the most current data (ie Census/American Community Survey/State Databook), and relevant surveys/studies to complete LAP updates.

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<sup>1</sup> The ACS only recognizes Tagalog but there are over 100 different dialects from the Philippines. Tagalog is the national dialect and is commonly used in all regions of the country and international settings to represent all other dialects including Ilocano.

<sup>2</sup> Marshallese, Chuukese, Micronesian, Palauan, Samoan, Yapese, Hawaiian, and Melanesian

# Tables 1 and 2

Table 1: ACS				
	Honolulu County, Hawaii		Speaks English less than "very well" (SE<VW)	Speaks English less than "very well" (SE<VW)
	Estimate	Margin of		
<b>Total:</b>	<b>901,756</b>	<b>*****</b>	<b>130,365</b>	<b>100.0%</b>
Speak only English	651,239	+/-3,492		
Spanish or Spanish Creole:	16,981	+/-1,063		
Speak English "very well"	12,374	+/-974		
Speak English less than "very well"	4,607	+/-572	4,607	3.53%
French (incl. Patois, Cajun):	2,778	+/-520		
Speak English "very well"	2,291	+/-460		
Speak English less than "very well"	487	+/-180	487	0.37%
French Creole:	296	+/-295		
Speak English "very well"	40	+/-33		
Speak English less than "very well"	256	+/-296	256	0.20%
Italian:	419	+/-159		
Speak English "very well"	323	+/-125		
Speak English less than "very well"	96	+/-62	96	0.07%
Portuguese or Portuguese Creole:	1,260	+/-365		
Speak English "very well"	1,068	+/-338		
Speak English less than "very well"	192	+/-97	192	0.15%
German:	3,065	+/-617		
Speak English "very well"	2,373	+/-415		
Speak English less than "very well"	692	+/-356	692	0.53%
Yiddish:	3	+/-5		
Speak English "very well"	3	+/-5		
Speak English less than "very well"	0	+/-27	0	0.00%
Other West Germanic languages:	270	+/-129		
Speak English "very well"	255	+/-128		
Speak English less than "very well"	15	+/-17	15	0.01%
Scandinavian languages:	452	+/-152		
Speak English "very well"	333	+/-125		
Speak English less than "very well"	119	+/-124	119	0.09%
Greek:	118	+/-107		
Speak English "very well"	33	+/-40		
Speak English less than "very well"	85	+/-97	85	0.07%
Russian:	644	+/-191		
Speak English "very well"	442	+/-162		
Speak English less than "very well"	202	+/-77	202	0.15%
Polish:	281	+/-107		
Speak English "very well"	179	+/-83		
Speak English less than "very well"	102	+/-61	102	0.08%
Serbo-Croatian:	156	+/-128		
Speak English "very well"	125	+/-119		
Speak English less than "very well"	31	+/-37	31	0.02%
Other Slavic languages:	379	+/-217		
Speak English "very well"	319	+/-204		
Speak English less than "very well"	60	+/-67	60	0.05%
Armenian:	26	+/-31		
Speak English "very well"	21	+/-28		
Speak English less than "very well"	5	+/-12	5	0.00%
Persian:	347	+/-215		
Speak English "very well"	298	+/-205		
Speak English less than "very well"	49	+/-44	49	0.04%
Gujarati:	12	+/-19		
Speak English "very well"	0	+/-27		
Speak English less than "very well"	12	+/-19	12	0.01%
Hindi:	329	+/-135		
Speak English "very well"	217	+/-93		
Speak English less than "very well"	112	+/-89	112	0.09%
Urdu:	41	+/-44		
Speak English "very well"	29	+/-28		
Speak English less than "very well"	12	+/-20	12	0.01%
Other Indic languages:	361	+/-172		
Speak English "very well"	249	+/-132		
Speak English less than "very well"	112	+/-77	112	0.09%
Other Indo-European languages:	1,211	+/-283		
Speak English "very well"	1,060	+/-285		
Speak English less than "very well"	151	+/-71	151	0.12%
Chinese:	29,933	+/-1,628		
Speak English "very well"	10,791	+/-871		
Speak English less than "very well"	19,142	+/-1,175	19,142	14.68%
Japanese:	38,561	+/-1,462		
Speak English "very well"	19,624	+/-1,148		
Speak English less than "very well"	18,937	+/-1,126	18,937	14.53%
Korean:	16,018	+/-1,411		
Speak English "very well"	5,141	+/-627		
Speak English less than "very well"	10,877	+/-1,120	10,877	8.34%
Mon-Khmer, Cambodian:	163	+/-97		
Speak English "very well"	126	+/-87		
Speak English less than "very well"	37	+/-45	37	0.03%
Hmong:	23	+/-28		
Speak English "very well"	16	+/-25		
Speak English less than "very well"	7	+/-12	7	0.01%

Table 2: FFA: Public Transit LEP Ridership			
	901,756 x 14% = 130,365 SE<VW Persons	141,000 x 14% = 19,740 SE<VW Ridership	Speaks English less than "very well" (SE<VW)
	Safe Harbor = 1k	SE<VW Total	% of Total
<b>Total:</b>	<b>5% = 6,518</b>	<b>19,740</b>	<b>100%</b>
Speak only English			
Spanish or Spanish Creole:			
Speak English "very well"			
Speak English less than "very well"		698	3.53%
French (incl. Patois, Cajun):			
Speak English "very well"			
Speak English less than "very well"		74	0.37%
French Creole:			
Speak English "very well"			
Speak English less than "very well"		39	0.20%
Italian:			
Speak English "very well"			
Speak English less than "very well"		15	0.07%
Portuguese or Portuguese Creole:			
Speak English "very well"			
Speak English less than "very well"		29	0.15%
German:			
Speak English "very well"			
Speak English less than "very well"		105	0.53%
Yiddish:			
Speak English "very well"			
Speak English less than "very well"		0	0.00%
Other West Germanic languages:			
Speak English "very well"			
Speak English less than "very well"		2	0.01%
Scandinavian languages:			
Speak English "very well"			
Speak English less than "very well"		18	0.09%
Greek:			
Speak English "very well"			
Speak English less than "very well"		13	0.07%
Russian:			
Speak English "very well"			
Speak English less than "very well"		31	0.15%
Polish:			
Speak English "very well"			
Speak English less than "very well"		15	0.08%
Serbo-Croatian:			
Speak English "very well"			
Speak English less than "very well"		4	0.02%
Other Slavic languages:			
Speak English "very well"			
Speak English less than "very well"		9	0.05%
Armenian:			
Speak English "very well"			
Speak English less than "very well"		0	0.00%
Persian:			
Speak English "very well"			
Speak English less than "very well"		7	0.04%
Gujarati:			
Speak English "very well"			
Speak English less than "very well"		2	0.01%
Hindi:			
Speak English "very well"			
Speak English less than "very well"		17	0.09%
Urdu:			
Speak English "very well"			
Speak English less than "very well"		2	0.01%
Other Indic languages:			
Speak English "very well"			
Speak English less than "very well"		17	0.09%
Other Indo-European languages:			
Speak English "very well"			
Speak English less than "very well"		23	0.12%
Chinese:			
Speak English "very well"			
Speak English less than "very well"		2,899	14.68%
Japanese:			
Speak English "very well"			
Speak English less than "very well"		2,867	14.53%
Korean:			
Speak English "very well"			
Speak English less than "very well"		1,647	8.34%
Mon-Khmer, Cambodian:			
Speak English "very well"			
Speak English less than "very well"		6	0.03%
Hmong:			
Speak English "very well"			
Speak English less than "very well"		1	0.01%



# Appendix A

**Survey of Bus Riders, Non-Riders, & Bus Drivers**

**Benchmark Survey**

**Improving Public Transportation for...  
Honolulu's LEP Population**



*Prepared expressly for the...*

**DEPARTMENT OF TRANSPORTATION SERVICES**  
CITY AND COUNTY OF HONOLULU

August 2012



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**Bus Drivers**

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**Addendum 'A-1'** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to Public Agencies & Community Based Organizations..... 13

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**Addendum 'B-2'** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to Bus Riders..... 34

**Addendum ‘C-1’** contains a comprehensive set of charts, graphs, and tables wherein the empirical *findings* from this scientific survey are represented Non-Bus Riders..... 40

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## Section 1.0 Purpose Statement

The **Department of Transportation Services (DTS) for the City & County of Honolulu** is required by the U.S. Department of Transportation Federal Transit Administration to show documentation that they are in compliance with their responsibilities to service the **Limited English Proficient (LEP)** population throughout the Agency's jurisdiction. The present research effort was commissioned by the Honolulu DTS as part of the full report to be submitted to the Federal Transit Administration.

The present research effort consists of three (3) phases:

**Phase 1:** This phase consists of interviewing Public Agencies and Community-based non-profit organizations that, like the Honolulu DTS, service the LEP population. The objective here is to determine: (i) what they are doing to service this important subset of the community-at-large; (ii) what works and what has been proven NOT to work; and, (iii) asking for their recommendations for enhancing services presently being provided to this subset of Honolulu through the DTS (refer to Addendum A-1 for a listing of the agencies/organizations that participated in the study).<sup>1</sup>

**Phase 2:** In Phase 2, three classifications of the LEP population were surveyed; (i) LEP persons who currently use the public transit services being provided through the Honolulu DTS; (ii) LEP persons who do NOT use the public transportation being provided (specifically bus services); and (iii) bus drivers who service routes where the LEP population is prominent. SRI sent a highly seasoned, senior researcher to Honolulu for this phase of the research effort to train and oversee five (5) multi-lingual surveyors who are proficient in the major languages spoken by the LEP population in Honolulu City and County. All interviews were conducted face-to-face.

**Phase 3:** In Phase 3, the data from the *findings* from Phase 1 and Phase 2 were analyzed and interpreted, charts and graphs were created to make these *findings* user-friendly, and the present report was written to Dr. Richard Miller, who reviewed it and incorporated his desired changes prior to submitting the report to the Honolulu Department of Transportation Services.

In reviewing the demographic profile of the LEP community in Honolulu, as well as other resource documents, it was determined that the LEP population in Honolulu is between 6% and 7% of the general population. Furthermore, according to the 2010 U.S. Census Bureau, 20% of the population of the United States and 28% of residents of Honolulu (age 5 and over) speak a language other than English at home; however, the majority of these

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<sup>1</sup> These interviews were conducted by telephone by one of SRI's highly experienced, senior researchers, who earned a Ph.D. in Interpersonal and Speech Communications from New York University and who, prior to joining SRI, taught at NYU (New York University) and UCLA (the University of California at Los Angeles).

people also speak English, thus are NOT challenged with respect to being able to take full advantage of public transit services and facilities being provided by/thru the Honolulu DTS. Moreover, in light of the support presently being provided to the LEP population through the DTS — such as multi-lingual literature made available to the community through various outlets (including being posted on the Agency’s Web Site) combined with the fact that the LEP portions of the community-at-large are well covered with respect to bus routes and bus stops — there are relatively few individuals who need public transit who cannot gain access to it due to language barriers. As a result, most individuals interviewed reported being very happy with the services and public transit facilities being provided by/through the Honolulu DTS.

The *findings* from the present scientific survey will be presented for each group interviewed, concluding with recommendations for consideration by the Honolulu DTS management team.

We begin with the *findings* from Phase 1: Public Agencies and Community-based Non-Profit Organizations.

## Section 2.0

### Phase I: Key Findings for Public Agencies & Community-based, Non-Profit Organizations

All 20 public agencies and community-based, non-profit organizations interviewed have some type of program for LEP’s in their service areas. The number of individuals serviced range from 1,000 to 5,000 persons...and growing. The majority of those interviewed service LEP’s on the Island of Oahu.

Finding #1: Seventeen (17) non-English languages were identified by those agencies/organizations surveyed as being languages they deal with, routinely. The five that were cited most frequently are listed in the table below:

<b>Times Mentioned</b>	<b>Top 5 Languages Spoken</b>
<b>10</b>	<b>Ilokano</b> (Filipino)
<b>8</b>	<b>Marshallese</b>
<b>7</b>	<b>Spanish</b>
<b>7</b>	<b>Tagalog</b> (Filipino)
<b>6</b>	<b>Chuukese</b>

The next four, rank-ordered, are: Chinese (Mandarin and Cantonese), Korean, Micronesian, and Japanese.

For a complete listing and rank-ordering of all 17 languages, refer to Addendum A-1, Question 2.0.

Finding #2: Of the services offered to the LEP population, the five most cited are (refer to Addendum A-1, Q3.1).

- 1) **Translation Services** (1<sup>st</sup> and foremost)
- 2) Health Care Education and Referral to services
- 3) Programs for Immigrants (mostly job training, placement, and housing)
- 4) Affordable Housing
- 5) Mental Health

Finding #3: Respondents were asked to what degree members of the LEP population that they serve take advantage of the services provided through their organization. As seen in the list below (also refer to Q3.1 in Addendum A-1), slightly over one-third (35%) of the agencies report that the LEP population takes FULL advantage of the their services . (refer to Addendum A-1, Q4.0).

- Seven (7) said LEP population takes **FULL** advantage
- Four (4) said **SOMEWHAT**
- Two (2) **Not Really**
- Two (2) **Not at all**
- Remainder didn't know, or didn't apply to their organization, or refused

Finding #4: Respondents were asked to identify which programs/services were requested by members of the LEP community. Rank-ordered, the top four are:

- 1<sup>st</sup>. **Referrals for services that are available to LEP population (by far).**
- 2<sup>nd</sup> **Translation Services (verbal and written)**
- 3<sup>rd</sup> **Job training and placement**
- 4<sup>th</sup> **Health and First Response**

For a complete listing, refer to Addendum A-1, Question 5.0.

Finding #5: Well over forty percent (45%) of the agencies/organizations interviewed felt their programs were extremely effective; 25% felt they were somewhat effective, however, they said that if they had more funding and resources their organization would be more effective. Only one (1) said their organization was not very effective. The remainder chose not to weigh in on this question (refer to Addendum A-1, Question 6.0).

Finding #6: Most communication to the LEP population is by **word-of-mouth**; members of the LEP community inform each other regarding what services and programs are available to them. Only 60% of the respondents said their organization makes a **CONCERTED** effort to reach out to constituents. For those that do, the top four outreach vehicles are (refer to Addendum A-1, Q8.0 for a complete list):

<b>Forms of Communicating to LEP</b>	<b>Times Mentioned</b>
<b>Special meetings at Agency OR Community Events</b>	<b>10</b>
<b>Agency's Web Site</b>	<b>7</b>
<b>Direct mail</b>	<b>7</b>
<b>Local press (e.g., send out press releases), ethnic media</b>	<b>6</b>

Finding #7: When requests or complaints are received by the agency, the majority of the time these are handled by inviting the individual to come into the agency/organization for a **face-to-face** meeting. The second preferred method of communication is to talk with them on the **telephone**. Other methods used, but not preferred, are mail (sending out a letter), e-mail, Skype, and Sorenson (which is a relay service); refer to Addendum A-1, Q9.0.

### Section 3.0

## Recommendations: Public Agencies & Community-based, Non-Profit Organizations

Recommendation #1: Make a greater effort to follow the **KISS Principle** (*Keep it Simple and Straightforward*) for signage at bus stops and on the bus, as well as in informational materials posted on Web sites, distributed through direct mail, et al.

A significant ratio of the LEP population in Honolulu is comprised of the lower SES (Socioeconomic Status) in and around the metropolitan area. As a result, literacy can be problematic (and embarrassing) for this subset of the community.

Much of the translation from English to the 17, or so, languages that are spoken and (with one exception) written by those who comprise the LEP population is apparently based upon an alphabet that resembles English letters as opposed to pictographs and ideographs.

According to several of the respondents in the present phase of the effort, this results in a significant ratio of the LEP population having difficulty in reading and understanding bus routes, signage at the bus stops, as well as the signage and posters inside the bus. This also represents a significant barrier for these individuals with regard to visiting the DTS web site to secure information regarding public transit services that, if they could read the translations, would result in increased usage of these services.

Thus, the recommendation that came out of this *finding* is that, whenever and wherever possible, the signage at bus stops, on the buses themselves, inside the bus (including posters designed to assist riders), and on the DTS Web Site employ more signs and symbols (including pictographs and ideographs, where appropriate) in order to make the information accessible to this segment of the LEP population.

Recommendation #2: On the DTS Web site and on posters inside the bus, **invite LEP individuals to call a phone number where the information is provided in their native language**; for example, "Those who prefer to speak Micronesian, call: (800) 555-MICR or Filipinos call: (800) 555-Filip; what-have-you.

Recommendation #3: Have the signage at bus stops include English AND the language, or languages, of the predominant culture in that neighborhood.

Recommendation #4: Have the language on the electric signage on the front of the bus change to the predominant culture as it moves through the various neighborhoods. For example, have the descriptive of where the bus is going appear in English for a moment or two; then change to the predominant language as it enters a given ethnic neighborhood (e.g., English, then Spanish; or, English, then a Cantonese pictograph; then back to English).

Recommendation #5: In a similar vein, mount electronic billboards at bus stops that tell riders that a given bus (e.g., *Bus Route 5 from downtown to North Shore*) will be arriving in 8 minutes (whatever); here again, have the language appear first in English...then switch to the language (or pictograph) of the predominant culture in the specific neighborhood being served...then back to English.

Recommendation #6: Use **SIMPLE LANGUAGE** in posters, signage, and informational materials that are intended to be of service to the LEP population.

Recommendation #7: Wherever possible, use **LARGE print** on posters and signage regarding bus routes, et al.

Recommendation #8: At each bus stop, have a loud speaker that says: "STAND BACK, please" as the bus approaches the bus stop. Here again, this (polite) directive should be stated first in English and then in the language or languages that of the predominant culture in the specific neighborhood being served.

Recommendation #9: Produce **captioned PSA's** in multiple languages, promoting a variety of public transit services. This would work for every culture in Honolulu EXCEPT Micronesian, which is a music and oral-based culture; for this subset of the community, produce jingles and/or songs.

Recommendation #10: Print the **Title 6, Bus Nondiscrimination Complaint Form** in the six major languages that comprise the LEP population.

Section 4.0

## Phase II: Key Findings for Bus Riders, Non-Bus Riders, & Bus Drivers

At first blush the *findings* from the face-to-face interviews with bus riders, non-bus riders and bus drivers yield no “Ah-Ha’s”. Nonetheless, there is important information that can assist the Honolulu DTS in your future planning processes. We will first discuss the *findings* from the three populations and then make recommendations based upon the information collected.

### Bus Riders & Non Bus Riders

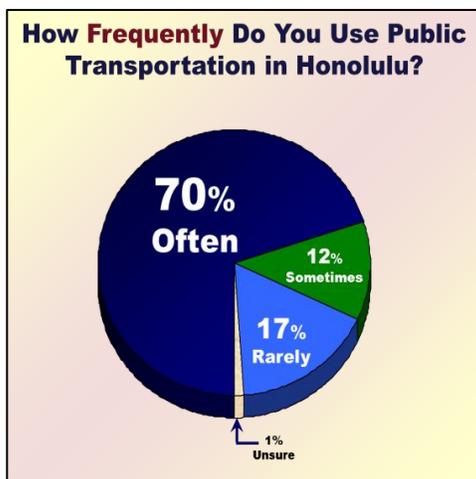
Finding #1: Based upon demographics for the Island, the top four languages (other than English) are Tagalog, Japanese, Chinese and Korean. The top languages (rank-ordered) in the survey were:

**Bus Riders:** Ilokano (21%), Japanese (17%); Cantonese and Korean (both at 14%); for complete listing refer to Addendum B-1, Figure R1.

**Non-bus riders:** Korean(21%); Cantonese (18%) Ilokano (15%); Tagalog 12%; and Vietnamese (10%); for complete listing refer to Addendum C-1, Figure NR1.

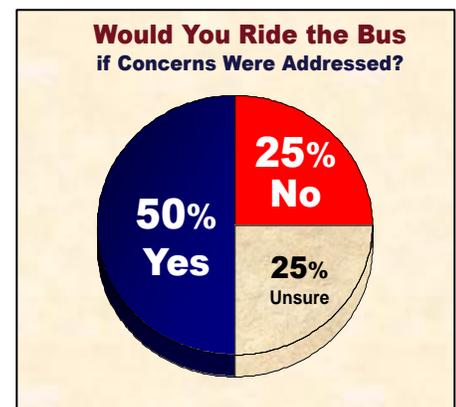
Although the demographics do not list **Ilokano** as one of the major languages, the agencies who service the LEP’s list this as the top language they service.

Finding #2: As seen in the graphic below (left), of those who ride the bus, **70% use the bus system often** (daily or weekly), with another 12% using the system sometimes see (also refer to Addendum B-1, Figure R2).



As seen in the graphic below (right), of those who do NOT ride the bus, half (50%) said they **would ride the bus** if their concerns were addressed (also refer to Addendum C-1, Figure NR3). Only one fourth (25%) of these individuals said they would NOT ride the bus under any conditions.

Not surprisingly, the #1 reason for NOT riding the bus is that these people PREFER their car (refer to Figure NR2); 9% said the bus is too expensive.

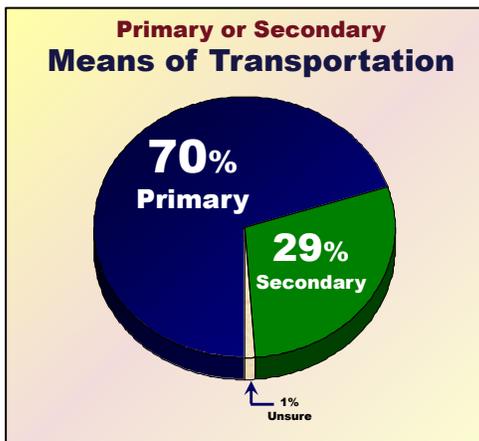


Other reasons given for NOT taking advantage of public transit available in Honolulu were (here again, refer to Figure NR2):

- **No routes available** to where they work;
- **Do not like the wait**; and...
- **Inconvenience.**

Even though it was not their main reason for NOT using the bus, non-riders said it would be more convenient for them if the rules/regulations for ridership were in their own language on the bus (see Figure NR8).

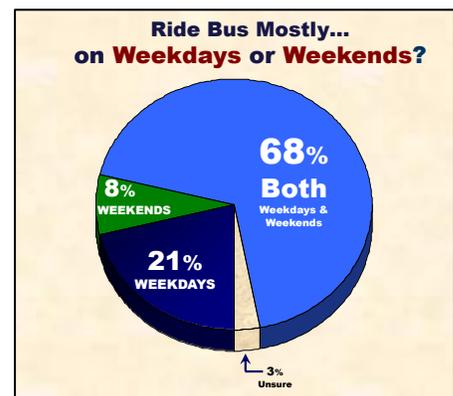
*Finding #3:* For a huge majority (70%) of riders in the LEP community, the bus is their **PRIMARY means of transportation**, as seen in the graphic below (left), also, refer to Figure R3.



This explains the somewhat curious *finding* that a larger ratio of these people (45%) say they rely upon the bus for their personal needs, compared to 30% saying they rely on public transportation for commuting to and from work; 22% use it for BOTH (see Figure R4).

Not surprising, then, is the *finding* that a similar ratio (68%) of those in the LEP community take the bus BOTH on weekdays and weekends (see graphic at right, also Figure R5).

Also interesting is that for those in the LEP community who do NOT presently use the bus, a majority (55%) said that if they were to use public transit, they would use it for BOTH personal and work-related needs (refer to Figure NR4).



*Finding #4:* The main reason those among the LEP population who ride the bus do **NOT ride the bus more often** is (refer to Figure R9):

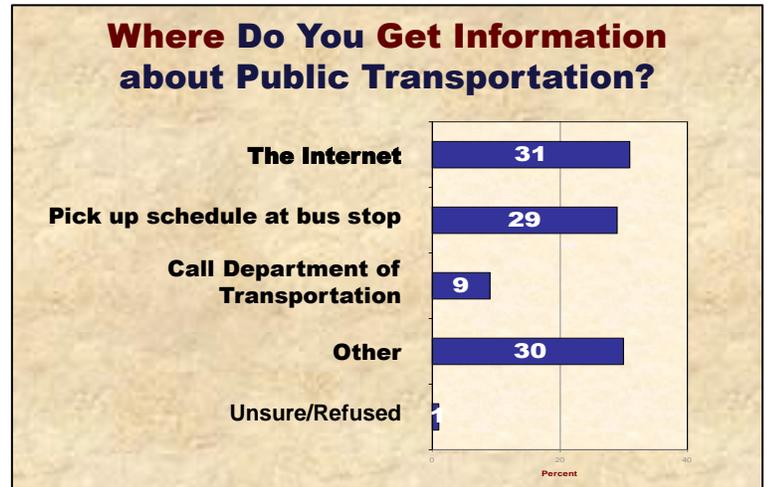
- They do **not know the bus schedules**, routes, etc. (41% of respondents)
- **Not convenient** (17% of respondents)
- **Cost** (17% of respondents)

Finding #5: **Sources used** to get information about route numbers, bus stops, bus schedules, etc. were identified and rank-ordered; it turned out that they are basically the same for both riders and non-riders. As seen in the graphic below (also refer to Figure R9)...

The **Internet** plays a central role (31%);

**Picking up bus schedules** at bus stops is important (29%);

**Calling the Honolulu DTS** is less used, but nonetheless important.



Finding #6: Bus Riders were asked **how satisfied** they are with the service provided by the Honolulu DTS. Listed below are (rank-ordered) the top 4 satisfaction scores (refer to Figure R10 for the complete list).

- ❖ 78% of riders are extremely and somewhat satisfied with the service meeting their **overall needs**.
- ❖ 71% of riders being extremely and somewhat satisfied with the **effort put forth by bus drivers** to communicate with them.
- ❖ 70% of riders are extremely or somewhat satisfied with the **physical condition of the buses**.
- ❖ 69% are extremely or somewhat satisfied with the **safety & security on the bus**.

That said, when asked what the DTS can do to make riding the bus more enjoyable, **SAFETY** was listed as a concern...especially at night (see Figure R11).

Finding #7: Bus riders were asked what the DTS could do to make riding the bus MORE ENJOYABLE? The response appears to be instructive (refer to figure R11 for a comprehensive listing):

<i>Mentioned 30 times:</i>	<b>More buses/bus routes</b>
<i>Mentioned 7 times:</i>	<b>Buses are too crowded</b>
<i>Mentioned 6 times:</i>	<b>Phone on bus for interpretive information and emergencies</b>

Increasing buses and bus routes because of overcrowding and lack of service in their areas was mentioned most often; followed by having a phone on the bus with interpretive information and for emergencies; and the third issue was safety including having drivers being more careful when leaving the bus stop to ensure that riders are on/off the bus and clear of any obstacles before closing the doors.

### Bus Drivers

Finding #1: When asked if they experience any unique problems or challenges with non-English speaking riders, 75% said YES; the top four problems are (refer to Figure D2):

- Trying to explain safety rules;
- Passengers do NOT have money to pay the fare;
- It is hard to explain the route to passengers.

Finding #2: 71% of bus drivers had suggestions to make it more convenient and desirable for Non-English speaking residents to take advantage of the resources being provided through the Honolulu DTS. The top four suggestions include (refer to Figure D3 for entire list):

- Hold classes for LEP's to explain how and why the bus operates;
- Have multiple written languages posted in the bus with safety rules and schedules for that specific bus;
- Use call outs at the bus stops in different languages;
- Have classes to teach the drivers basic information in the languages most pertinent to their bus route.
- It is hard to explain the route to the passenger; and the lack of handi-cap areas.

Finding #3: Suggestions from bus drivers that would make their life (on-the-job) more enjoyable include the following (refer to Figure 4D for complete list):

- Return to the old bus routes;
- Provide the routes with adequate running time, so they can provide quality services;
- Have the City fix traffic lights, roads, and remove trees that block their stops.

## Section 5.0

### Recommendations: Bus Riders, Non-Bus Riders, & Bus Drivers

Recommendation #1: The biggest complaint from all three studies was the changing of the bus routes. Riders, non-riders, and bus drivers would like to see more bus routes and return to the old routes that had better coverage for LEP's. Obviously this is a financial issue and is based on the DTS reviewing their schedules based upon usage and cost and cannot be accomplished overnight.

Recommendation #2: Be sure drivers are trained properly on safety at the bus stops. Persons getting on and off the bus apparently have been injured in the past because the doors close too quickly. Also, drivers need to be able to convey safety instructions to passengers.

Recommendation #3: Be sure the pockets at the bus stops have schedules in the various languages. Many individuals depend on these schedules to use the services; oftentimes, they are apparently empty.

## Section 6.0

### Summary Discussion and Recommendations

Clearly, the Honolulu City/County Department of Transportation Services (DTS) is doing an excellent job of servicing the LEP population throughout its service area. Many riders who depend upon the DTS for their transportation needs stated that they love the bus service being provided through the Agency.

Interviews among the various non-transportation agencies involved with aiding the LEP population in their respective service areas drew a picture of a population with many dimensions of need and agency response. The recommendations from this sector reflect

communication challenges based upon multiple groups/ethnicities in the Honolulu community.

Within the DTS constituent groups, service level and safety were recurring themes. Service level is top-of-mind due to recent reductions in selected routes.

Safety concerns ranged from drivers' ability to explain safety requirements to LEP riders AND bus drivers exercising greater care when approaching and leaving bus stops, on the one hand; to the DTS providing adequate running time, so bus drivers can provide safer and higher quality service, on the other hand. There was a call for SIMPLICITY in language in signage, posters, and informational materials; other suggestions from respondents include providing loud speakers at bus stops that say, "Stand back, please" as the bus approaches and pulls away from the curb.

Additional suggestions were brought forward through the present research effort; these were stated in the above discussion.

We end the narrative portion of the present report with the following recommendations.

1. Develop **transit materials** in pictographic and/or such literacy formats as sound, video, cartoon/drawings, what-have-you that follow the **KISS Principle** (*Keep it Simple and Straightforward*). These materials should include: (i) fares, (ii) how to pay for bus rides, (iii) bus schedules, (iv) safety information, and more.
2. Provide **signage** (inside and outside the bus) and audio messages at bus stops that are produced in English and in the predominant language(s) inherent to the neighborhood(s) being serviced by the Honolulu DTS, in order to assist LEP riders and encourage non-riders to use these public transit services.
3. Consider a **Safety Campaign** targeted at all segments of the public including: (i) bus riders and non-riders, (ii) bus drivers, and (iii) pedestrians.
4. Secure and promote phone numbers that target at the predominant cultures that comprise the LEP community in Honolulu; for example, publish these phone numbers on posters inside the bus (and perhaps at bus stops) in order to make it possible for LEP riders to secure assistance in their native language; for example, Micronesians, call: (800) 555-MICR or Filipinos call: (800) 555-Filip, what-have-you.

We appreciate having the opportunity to partner with the Department of Transportation for the City & County of Honolulu AND with Dr. Richard Miller in designing and administering the present research effort.

This report concludes with eight (8) Addenda.

**Addendum A-1:** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to **Public Agencies & Community-based Non-profit Organizations**.

**Addendum B-1:** contains a comprehensive set of charts, graphs, and tables, wherein the empirical *findings* from this scientific survey are represented for **Bus Riders**.

**Addendum B-2:** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to **Bus Riders**.

**Addendum 'C-1'** contains a comprehensive set of charts, graphs, and tables, wherein the empirical *findings* from this scientific survey are represented **Non-Bus Riders**.

**Addendum 'C-2'** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to **Non-Bus Riders**.

**Addendum 'D-1'** contains a comprehensive set of charts, graphs, and tables, wherein the empirical *findings* from this scientific survey are represented **Bus Drivers**.

**Addendum 'D-2'** contains a copy of the research instrument (questionnaire) showing percentages for each question in the survey that pertains to **Bus Drivers**.

**Addendum 'E'** contains a brief discussion of the Research Design and Methodology employed in the present study.

Should you wish additional input from SRI regarding the interpretation of the *findings* presented herein, we remain telephone close and we monitor our e-mail quite closely.



## Addendum 'A-1'

# Instrument with %'s reported for each question

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## Phase 1: Surveying Public Agencies & Community-based Organizations

List of Respondents at end of Instrument \_\_\_\_\_

Hello, My name is \_\_\_\_\_, I'm with Survey Research Institute and we've been contracted by the City of Honolulu's Department of Transportation Services. We were referred to you, because we are told that your Agency has hands on experience in assisting those in the community with **Limited English Proficiency**; in other words, individuals a limited ability to read, write, speak, or understand English. Is that correct?

If the respondent says YES...move forward with interview. If NO, thank him/her for taking the call and move on to the next Agency. Also, if the individual say s/he is NOT the correct person to interview, ask: (i) who is the correct individual and what is their contact information, and (ii) could you use his/her name as having referred you to the interviewee?

We are about to conduct a survey of LEP individuals who ride the bus here in Honolulu; as well as LEP individuals who do NOT take advantage of the resources that are provided through our transportation Agency. The purpose for this is to identify any BARRIERS that might be keeping this segment of our community from riding the bus.

Before we conduct this study, however, we thought it would be helpful to talk with other public agencies and organizations that deal with this important segment of the community to see what their experience has been and what they are doing to service the LEP population. Your responses to our questions will remain totally confidential. Would you kindly take a few moments to respond to our brief questionnaire?

1.0 Approximately how many LEP persons does your Agency serve, annually?

Answer: On whole, ranges from 1,000 to 5,000; and growing<sup>2</sup>

2.0 What is the primary or preferred language of the LEP population that you serve in your community?

Answer: 17 LANGUAGES IDENTIFIED;  
RANK-ORDERED, they are (ordered alphabetically within category)...

Times Mentioned	Language
<b>10</b>	<b>Ilokano</b> (Filipino)
<b>8</b>	<b>Marshallese</b>
<b>7</b>	<b>Spanish</b>
<b>7</b>	<b>Tagalog</b> (Filipino)
<b>6</b>	<b>Chuukese</b>

<sup>2</sup> Some respondents said they did NOT know; a couple said only between a dozen and one hundred, 3 said less than a dozen.

Times Mentioned	Language
5	Chinese (Mandarin and Cantonese)
5	Korean
5	Micronesian
5	Japanese
4	Palauan
3	Samoan
3	Vietnamese
3	Yapese
1	German
1	Hawaiian
1	Melanesian
1	Visayan

3.0 Do you have special programs or services specifically designed to serve the needs of the LEP population in your community?

Answer:

YES	NO
12	8

3.1 If yes, what are these and could you tell me a little about each one, please?

- 1) Translation Services (1<sup>st</sup> and foremost)
- 2) Health Care Education and Referral to services
- 3) Programs for Immigrants (mostly job training, placement, and housing)
- 4) Affordable Housing
- 5) Mental Health

4.0 To what degree do the members of your LEP Community take advantage of the services being provided by your Agency that are tailored to their needs?

Answer: Rank-ordered:

- Seven (7) said LEP population takes **FULL** advantage
- Four (4) said **SOMEWHAT**
- Two (2) **Not Really**
- Two (2) **Not at all**
- Remainder didn't know, or didn't apply to their organization, or refused

5.0 In terms of usage, which of the programs/services are used the most by your LEP constituents?

Answer: Rank-ordered:

1<sup>st</sup>. **Referrals for services** that are available to LEP population (by far).

2<sup>nd</sup> **Translation Services (verbal and written)**

3<sup>rd</sup> **Job training and placement**

4<sup>th</sup> **Health and First Response**

5<sup>th</sup> **Affordable Housing for Immigrants**

6<sup>th</sup> **Temporary housing for homeless**

**Note:** An observation was made by several respondents that individuals seeking services in the LEP population are OFTEN embarrassed by the fact that they can't speak English; thus, the **embarrassment**, itself, becomes a barrier seeking help.

6.0 Overall, how effective have these programs that are tailored to the LEP Community turned out? Would you say they are...

Answer

<b>Extremely Effective</b>	<b>9</b>
<b>Somewhat Effective</b>	<b>5 (due to lack of funding and resources)</b>
<b>Not Very Effective</b>	<b>1</b>
<b>Not at All Effective</b>	<b>0</b>
<b>Don't know/Refused</b>	<b>5</b>

7.0 Do you make a concerted effort to communicate with those in the LEP community?

Answer:

YES	NO	No Response
12	7	1

8.0 What forms of communication do you employ to reach these people; please rank-order them in terms of effectiveness.

Answer: Most communication is word-of-mouth; however, outreach to the LEP population is conducted through the following (rank-ordered)...

<b>Forms of Communicating to LEP</b>	<b>Times Mentioned</b>
<b>Special meetings at Agency OR Community Events</b>	<b>10</b>
<b>Agency's Web Site</b>	<b>7</b>
<b>Direct mail</b>	<b>7</b>
<b>Local press (e.g., send out press releases), ethnic media</b>	<b>6</b>
<b>Social Media (Facebook, Twitter, et al.)</b>	<b>4</b>
<b>Face-to-face</b>	<b>3</b>
<b>Telephone</b>	<b>3</b>
<b>PSA's, Public Access TV, etc.</b>	<b>3</b>
<b>Posters &amp; signage</b>	<b>2</b>
<b>Home Visits</b>	<b>1</b>
<b>e-mail</b>	<b>1</b>
<b>Focus Groups</b>	<b>1</b>

9.0 When you receive REQUESTS or COMPLAINTS from LEP individuals, what is the most common way these are followed up on? Again, please rank-order the methods of follow-up.

Answer: Most agencies either:

(i) **Invite the individual to come into the Agency to meet face-to-face to discuss the complaint/problem, or...**

(ii) **Talk with them on the telephone.**

Other methods (mentioned once each) of follow-up include: mail (sending out letters), e-mail, Skype, and Sorenson (a relay service).

10.0 Based upon your experience with the LEP community, to date, do you have any recommendations that our Agency could benefit from?

The nine (9) recommendations below are BASED UPON the collective input of the 20 individuals, COMBINED with brainstorming between Dr. Debra Schultz and myself. Further, it may turn out that some of the recommendations are already in place in some form; should this be the case, please advise and we will purge them from our discussion when we prepare the Final Report.

Recommendation #1: Make a greater effort to follow the **KISS Principle** (*Keep it Simple and Straightforward*) for signage at bus stops and on the bus, as well as in informational materials posted on Web Sites, distributed through direct mail, et al.

Discussion: A significant ratio of the LEP population in Honolulu is comprised of the lower SES (Socioeconomic Status) in and around the metropolitan area. As a result, literacy can be problematic (and embarrassing) for this subset of the community.

Much of the translation from English to the 17, or so, languages that are spoken and (with one exception) written by those who comprise the LEP population is apparently based upon an alphabet that resembles English letters as opposed to pictographs and ideographs.

According to several of the respondents in the present phase of the effort, this results in a significant ratio of the LEP population having difficulty in reading and understanding bus routes, signage at the bus stops, as well as the signage and posters inside the bus. This also represents a significant barrier for these individuals with regard to visiting the DTS web site to secure information regarding public transit services that, if they could read the translations, would result in increased usage of these services.

Thus, the recommendation that came out of this *finding* is that, whenever and wherever possible, the signage at bus stops, on the buses themselves, inside the bus (including posters designed to assist riders), and on the DTS Web Site employ more signs and symbols (including pictographs and ideographs, where appropriate) in order to make the information accessible to this segment of the LEP population.

Recommendation #2: On the DTS Web site and on posters inside the bus, **invite LEP individuals to call a phone number where the information is provided in their native language**; for example, "Those who prefer to speak Micronesian, call: (800) 555-MICR or Filipinos call: (800) 555-Filip; what-have-you.

Recommendation #3: Have the signage at bus stops include English AND the language, or languages, of the predominant culture in that neighborhood.

- Recommendation #4: Have the language on the electric signage on the front of the bus change to the predominant culture as it moves through the various neighborhoods. For example, have the descriptive of where the bus is going appear in English for a moment or two; then change to the predominant language as it enters a given ethnic neighborhood (e.g., English, then Spanish; or, English, then a Cantonese pictograph; then back to English).
- Recommendation #5: In a similar vein, mount electronic billboards at bus stops that tell riders that a given bus (e.g., *Bus Route 5 from downtown to North Shore*) will be arriving in 8 minutes (whatever); here again, have the language appear first in English...then switch to the language (or pictograph) of the predominant culture in the specific neighborhood being served...then back to English.
- Recommendation #6: Use **SIMPLE LANGUAGE** in posters, signage, and informational materials that are intended to be of service to the LEP population.
- Recommendation #7: Wherever possible, use **LARGE print** on posters and signage regarding bus routes, et al.
- Recommendation #8: At each bus stop, have a loud speaker that says: "STAND BACK, please" as the bus approaches the bus stop. Here again, this (polite) directive should be stated first in English and then in the language or languages that of the predominant culture in the specific neighborhood being served.
- Recommendation #9: Produce **captioned PSA's** in multiple languages, promoting a variety of public transit services. This would work for every culture in Honolulu EXCEPT Micronesian, which is a music and oral-based culture; for this subset of the community, produce jingles and/or songs.
- Recommendation #10: Print the **Title 6, Bus Nondiscrimination Complaint Form** in the six major languages that comprise the LEP population.

**One last *finding* that appears to merit note.**

Dr. Suzanne Zeng, of Language Services Hawaii, LLC. advised us that a video was produced to **show those in the LEP population how to use the bus**; it was produced in seven (7) languages. Her firm apparently did the translations and voice overs. She offered to provide us with a copy of the video. You may want to secure a copy of the video from her; or advise us and we'll happily contact her to secure these videos.

Thank the respondent for participating in the survey and politely say "Good-bye."

Summer 2012

**List of Respondents:**

1. **Access Capabilities**  
Christopher Au  
(808) 334-0979
2. **Bilingual Health Program**  
Dr. Arnold Villafuerte  
808-832-5685
3. **Boys and Girls Club of Honolulu**  
Sharon Yoshiama  
(808) 949-4203
4. **Central Oahu Youth Services**  
Lisa Ascencion  
(808) 637-9344
5. **City of Honolulu, Dept. of Community Services**  
Michael Shiroma  
Fair Housing Officer and Language Access Officer  
(808) 768-7760
6. **County of Hawaii, Department of Parks & Recreation**  
Alyssa Mitchener (ADA specialist)  
808-961-8694
7. **County of Hawaii, Office of Housing and Community Development**  
Allen Rudo  
808-961-8379
8. **Goodwill Services of Oahu**  
Emily Lau  
(808) 836-0313
9. **Gregory House Program**  
Steven Morow  
(808) 592-9022
10. **Handi-Vans**  
Brandi Toguchi  
(808) 454-5000
11. **Hawaiian Island Adult Care**  
Momi Tellio  
(808) 961-3747
12. **Junior League of Honolulu**  
Jennifer Dotson  
808-779-0350

13. **Micronesian Community Network**  
Edilene Uriarte  
Former President and member for 4 to 5 years of MCN  
Council member for the Office of Language Access  
808-375-4719
14. **Neighborhood Place of Kona**  
Debra Napua Victorino  
(808) 331-8777
15. **Salvation Army of Oahu**  
Mark Stannard  
(808) 845-2544
16. **Special Education Center of Hawaii**  
Tenney Ribellia  
808-734-0233
17. **State of Hawaii, Department of Health**  
Gerald Ohta  
808-586-4614
18. **Steadfast Housing Developers of Oahu**  
Lynda Ahue  
Mental Health Services Director  
(808) 599-6230
19. **Susannah Wesley Community Center**  
Dominic Inocelda  
808-554-1006
20. **University of Hawaii,  
and Language Services Hawaii, LLC**  
Dr. Suzanne Zeng  
808-383-8594



### Addendum 'B-1'

Figure R1  
Bus Riders  
August 2012

# What is Your... Primary or Preferred Language

Question 1.0: What is your primary and preferred language?

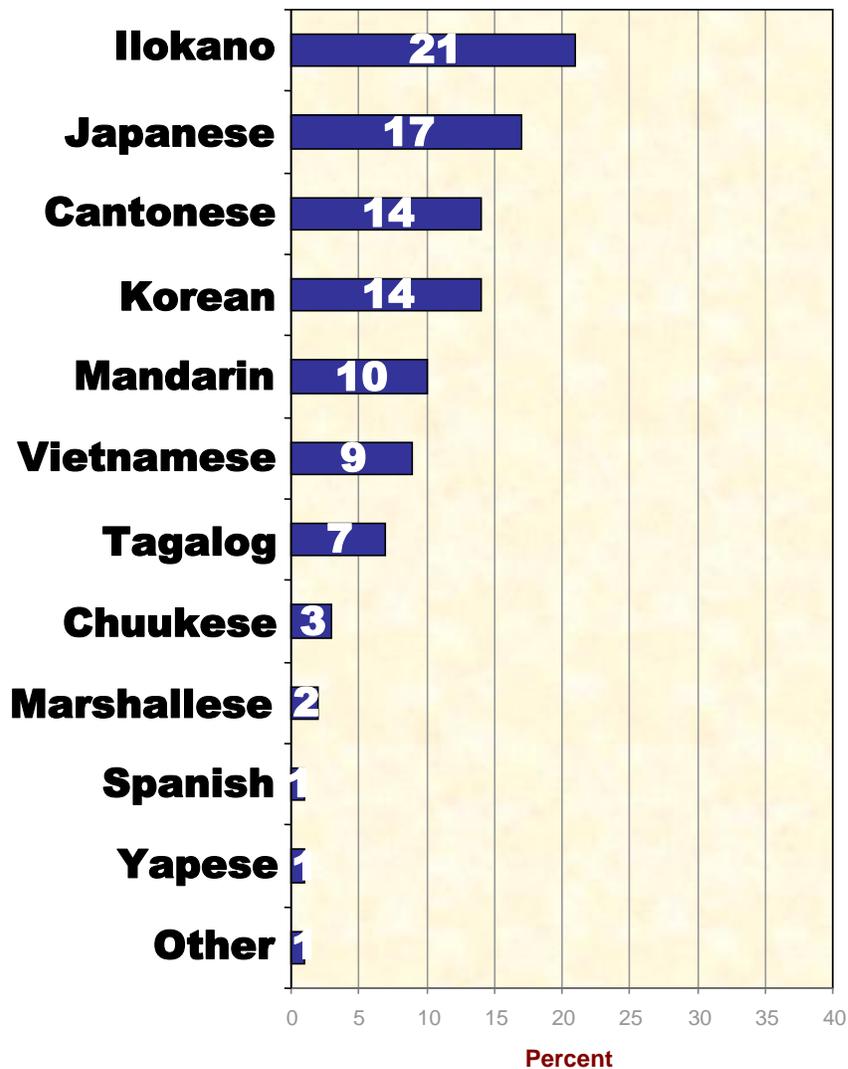


Figure R2  
Bus Riders  
August 2012

## How Frequently Do You Use Public Transportation in Honolulu?

**Question 2.0:** How frequently do you ride the bus or use other forms of public transportation in Honolulu?

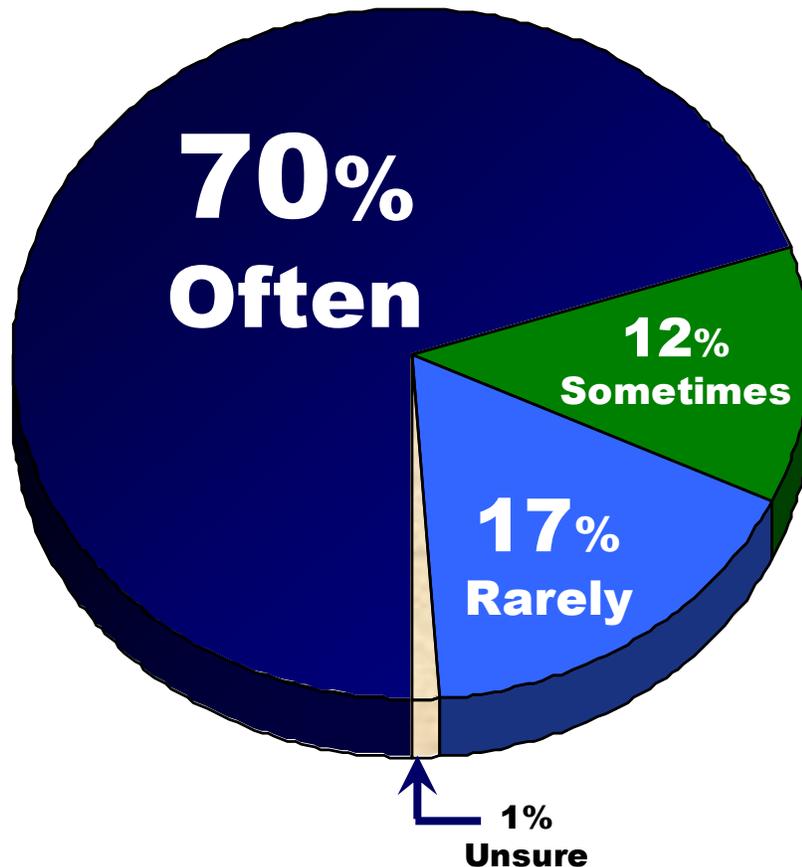


Figure R3  
Bus Riders  
August 2012

# Primary or Secondary Means of Transportation

**Question 3.0:** Is the bus your primary or secondary means of transportation?

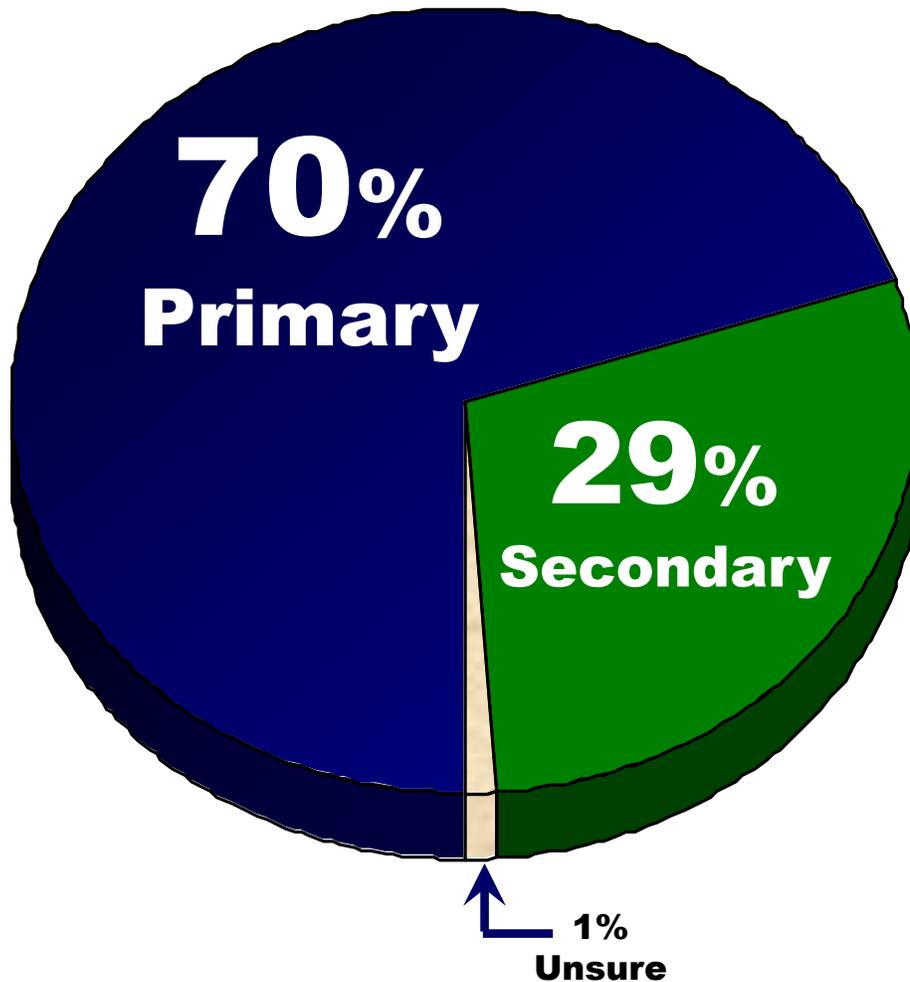


Figure R4  
Bus Riders  
August 2012

## Do You Rely on Bus for... Commuting for **Employment** or **Personal Needs**?

**Question 4.0: Do you rely on bus transportation mostly for commuting to and from your place of employment OR for personal needs such as shopping, going to your doctor, visiting friends, or entertainment?**

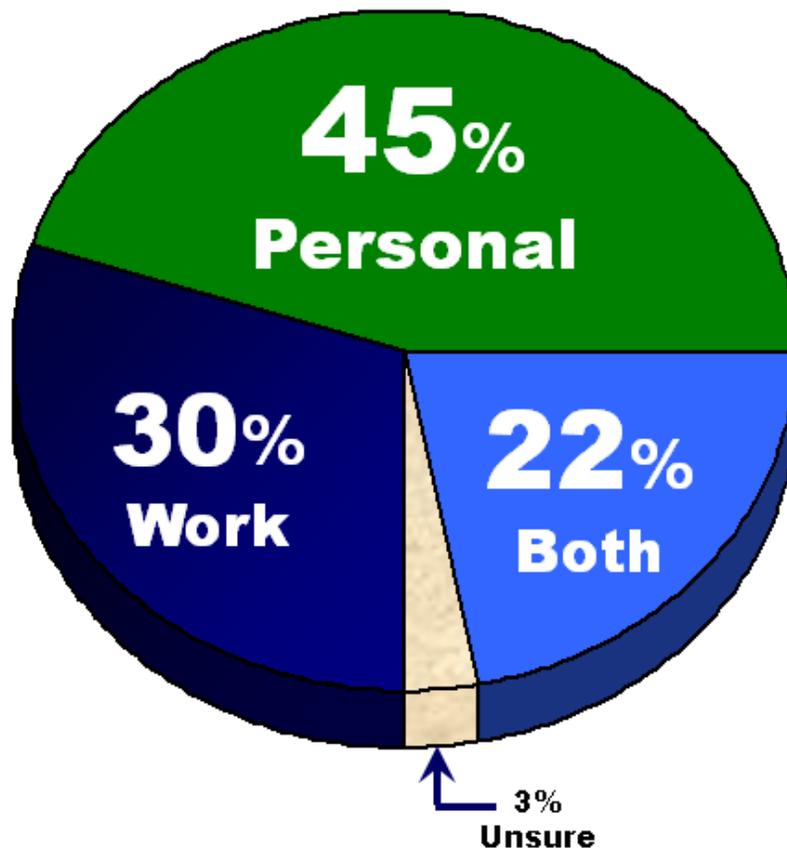


Figure R5  
Bus Riders  
August 2012

# Ride Bus Mostly... on **Weekdays** or **Weekends**?

**Question 5.0:** Do you ride the bus mostly on weekdays, only on weekends, or Both?

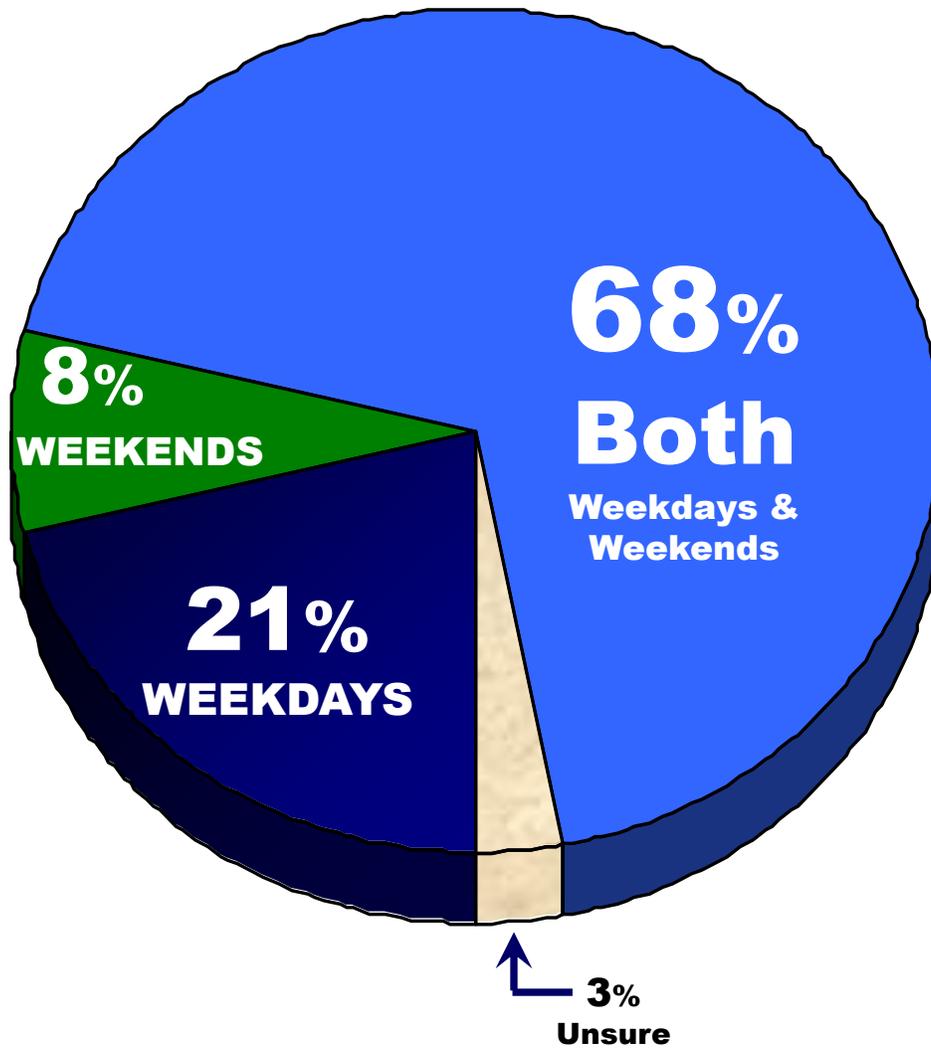


Figure R6  
Bus Riders  
August 2012

# How Often Do You Use Park & Ride?

**Question 6.0: How often do you use Park & Ride?**

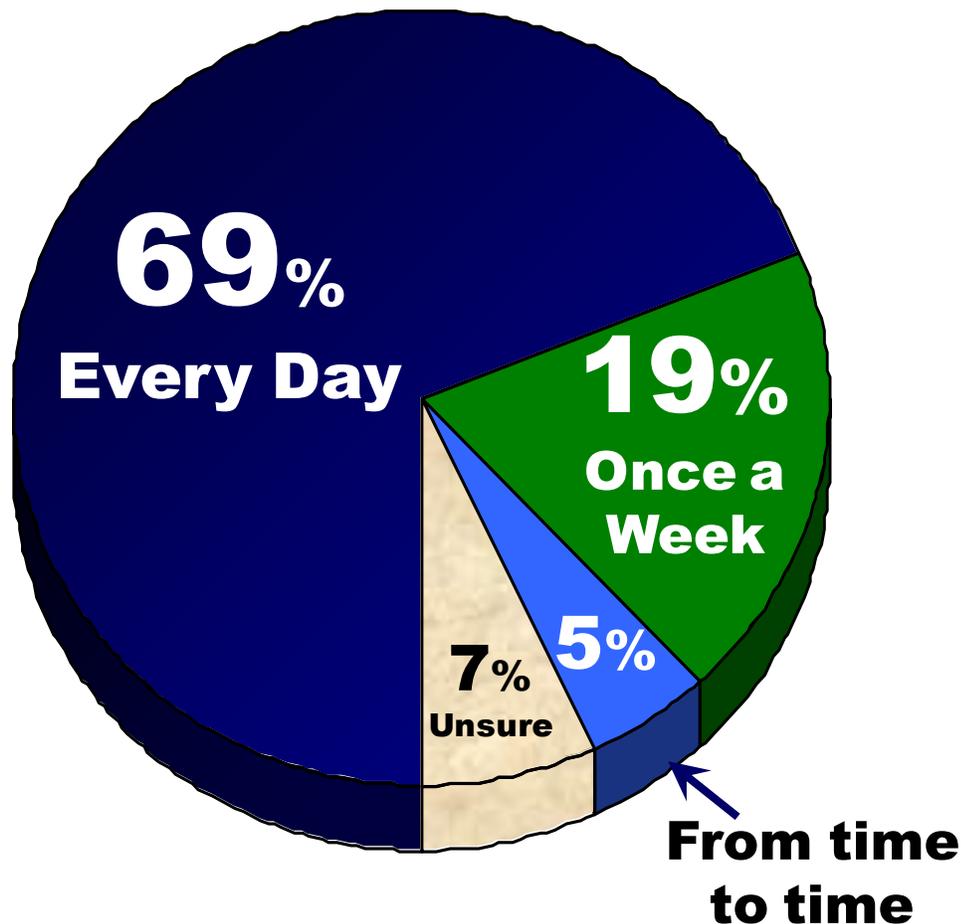


Figure R7  
Bus Riders  
August 2012

# How Long is Your Typical Trip?

**Question 7.0: How long is your typical trip using public transportation?**

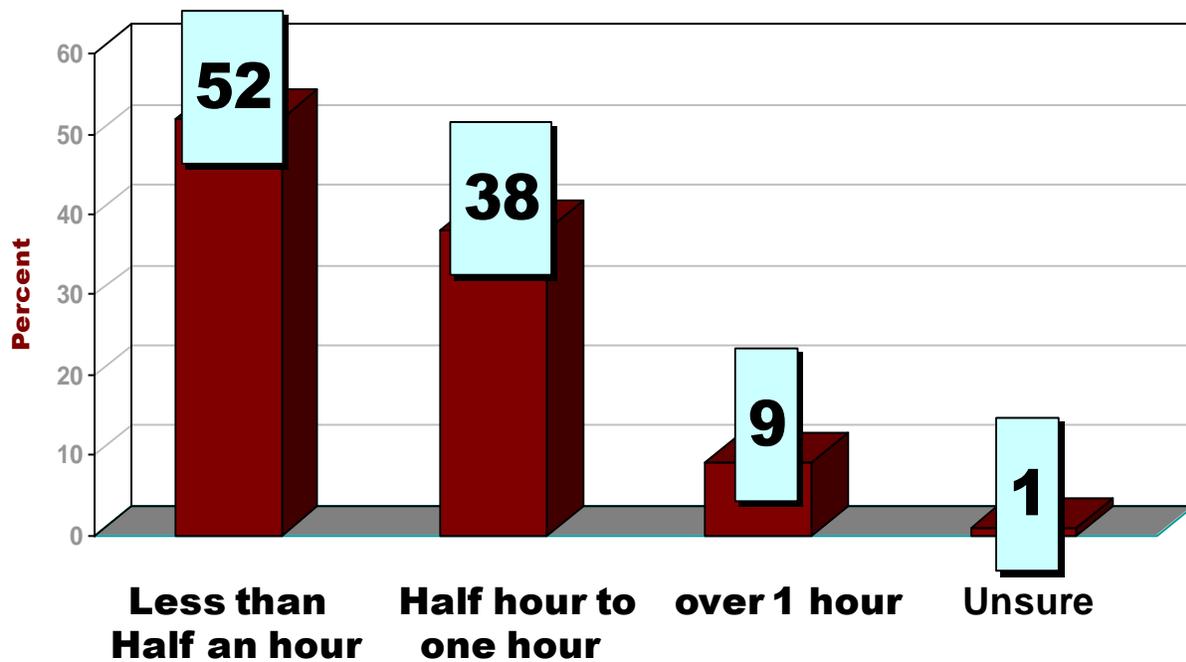
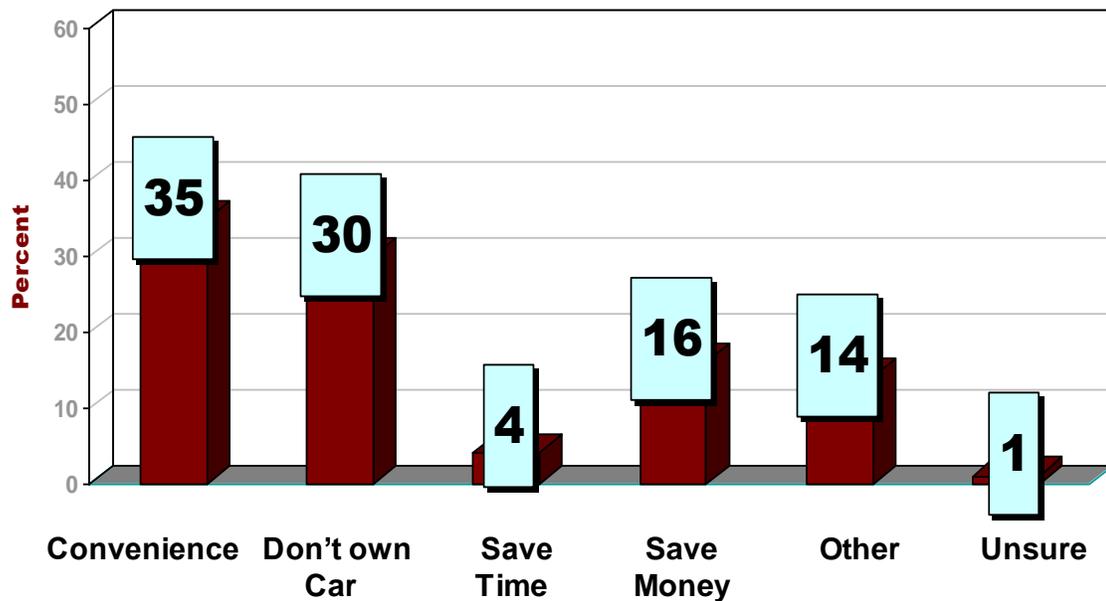


Figure R8  
Bus Riders  
August 2012

# Primary Reason for Riding Bus

**Question 8.0: What is the primary reason for riding the bus, rather than driving an automobile?**



### Other Reasons Mentioned

**Mentioned 14 times:** I like the bus

**Mentioned 5 times:** I Don't know how to drive

**Mentioned 4 times:** When my car is in the shop

**Mentioned once:** Can no longer drive; Church; Health Problems; Husband uses car; Medical appointments; No parking for vehicle; Not on time; Prefer to drive; Saves gas; School; Share with family; Too much traffic; Wait time.



Figure R9  
Bus Riders  
August 2012

# Reason Why **DO NOT** Ride Bus More Often

**Question 9.0: Is there some reason you don't ride the bus more often?**

**Question 9.0: Is there some reason you don't ride the bus more often?**

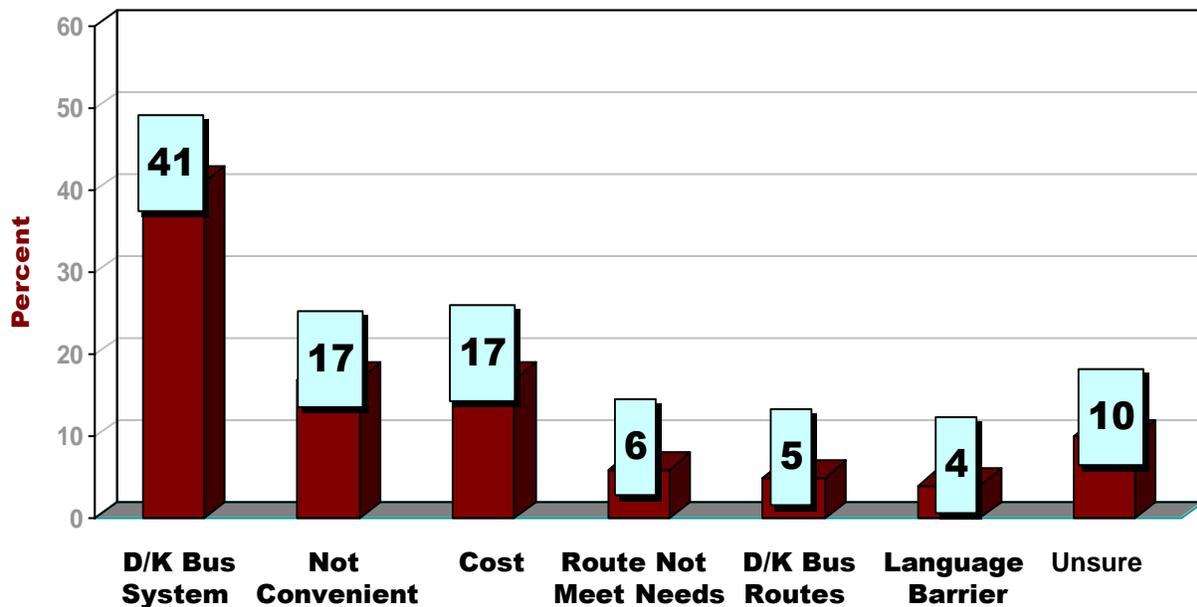


Figure R10  
 Bus Riders  
 August 2012

# Level of Satisfaction with Bus Service in City/County of Honolulu

**Question 10.0:** We would like to know how satisfied you are with the bus service in the City of Honolulu. I will read several factors, please rate each one.

**Extremely + Somewhat Satisfied**

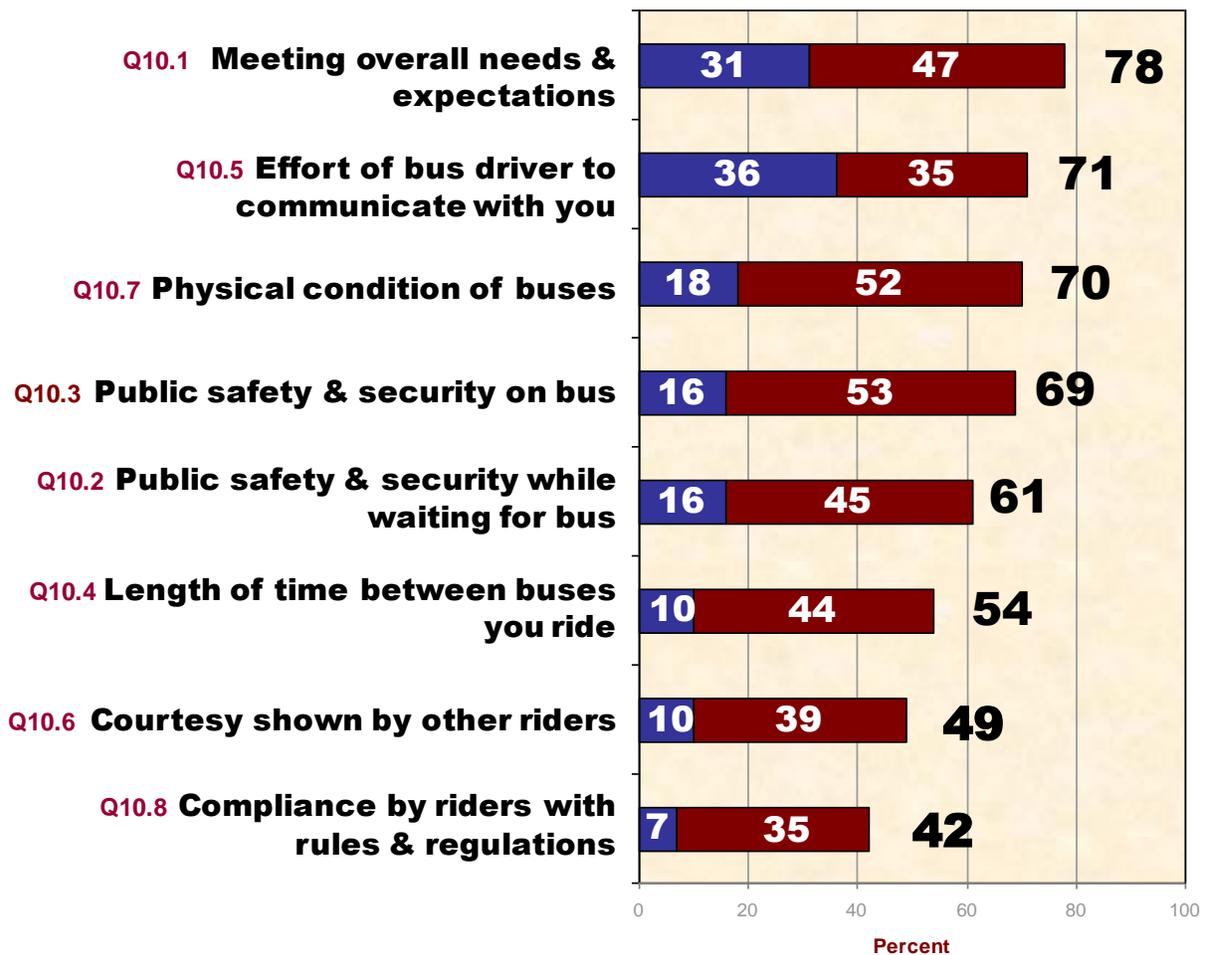


Figure R11  
Bus Riders  
August 2012

## What Can Honolulu DTS Do to Make Riding Bus More Enjoyable?

**Question 11.0: Is there anything that the Department of Transportation Services could do to make your experience while commuting by bus more enjoyable?**



### Reasons Mentioned

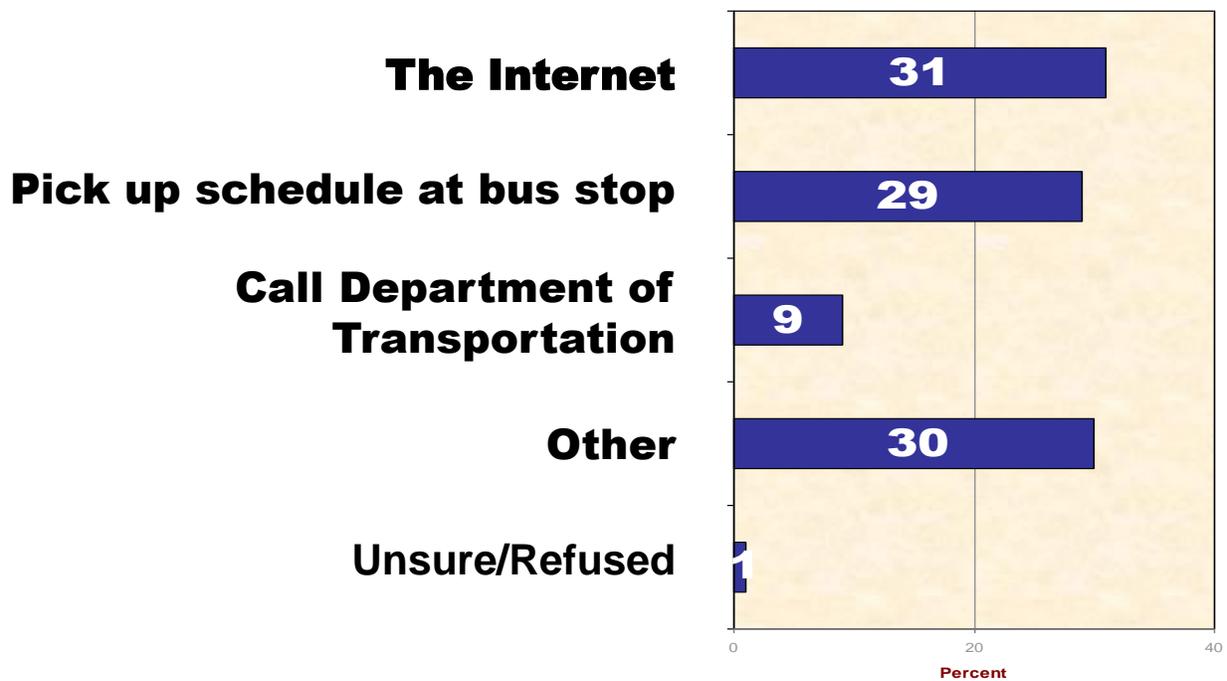
- Mentioned 30 times:* More buses/bus routes
- Mentioned 7 times:* Too crowded
- Mentioned 6 times:* Phone on bus for interpretive information and emergencies
- Mentioned 5 times:* Safety
- Mentioned 4 times:* Cleaner buses
- Mentioned 3 times:* Homeless smell; Keep buses on time; wait too long
- Mentioned 2 times:* AC too cold; Decrease bus fare; Drivers more watchful of riders; Transfer slip valid all day
- Mentioned once:* Bilingual bus drivers; Bring back B bus; Drivers more careful...make full stop; Have route # on back of bus; Help me with my stop; More bilingual schedules; More pad on seats; More roofs at bus stops; More schedules produced; More seating space; More visible signs; Nicer drivers; Schedule in my language; Show do's & don'ts in pictures; Smart phone ap; Some riders are rude.



Figure 12  
Bus Riders  
August 2012

## Where Do You Get Information about Public Transportation?

**Question 12.0: Where do you get your information about public transportation; for example, Route numbers, bus stops, and bus schedules?**



### Other Sources Mentioned

- Mentioned 20 times:** Friends
- Mentioned 11 times:** Bus stop signs
- Mentioned 6 times:** On bus
- Mentioned once:** Ask drivers; Smart phone AP



Figure R13A  
 Bus Riders  
 August 2012

## Demographics of Survey Respondents

### *Length of Residency*

<b>0 to 5 years</b>	<b>35%</b>
<b>6 to 10</b>	<b>25%</b>
<b>11 to 25</b>	<b>21%</b>
<b>Over 25 years</b>	<b>18%</b>
<b>Refused</b>	<b>1%</b>

### *Age*

<b>18 to 25</b>	<b>35%</b>
<b>26 to 35</b>	<b>8%</b>
<b>36 to 50</b>	<b>14%</b>
<b>51 to 65</b>	<b>18%</b>
<b>Over 65 years</b>	<b>24%</b>
<b>Refused</b>	<b>1%</b>

### *Household Income*

<b>Under \$25,000</b>	<b>43%</b>
<b>\$25,001 to \$50,000</b>	<b>23%</b>
<b>\$50,001 to \$75,000</b>	<b>6%</b>
<b>\$75,001 to \$100,000</b>	<b>1%</b>
<b>Over \$100,000</b>	<b>2%</b>
<b>Refused</b>	<b>25%</b>

### *Employment Status*

<b>Employed</b>	<b>50%</b>
<b>Unemployed</b>	<b>23%</b>
<b>Homemaker</b>	<b>6%</b>
<b>Retired</b>	<b>18%</b>
<b>Refused</b>	<b>3%</b>

### *Home Ownership*

<b>Own</b>	<b>23%</b>
<b>Rent</b>	<b>74%</b>
<b>Refused</b>	<b>3%</b>

### *Education*

<b>Less than High School</b>	<b>19%</b>
<b>High School</b>	<b>39%</b>
<b>Some College</b>	<b>23%</b>
<b>College Graduate</b>	<b>14%</b>
<b>Graduate School</b>	<b>1%</b>
<b>Refused</b>	<b>4%</b>

### *Type of Housing*

<b>Single Family Home</b>	<b>27%</b>
<b>Townhouse</b>	<b>4%</b>
<b>Condominium</b>	<b>11%</b>
<b>Apartment</b>	<b>48%</b>
<b>Duplex/Triplex</b>	<b>6%</b>
<b>Refused</b>	<b>4%</b>

### *Gender*

<b>Male</b>	<b>36%</b>
<b>Female</b>	<b>64%</b>



Figure R13B  
 Bus Riders  
 August 2012

## Demographics of Survey Respondents

### *Marital Status*

<b>Single</b>	<b>44%</b>
<b>Married</b>	<b>42%</b>
<b>Widow/Widower</b>	<b>12%</b>
<b>Refused</b>	<b>2%</b>

### *# of Children Under 18*

<b>None</b>	<b>63%</b>
<b>One</b>	<b>10%</b>
<b>Two</b>	<b>14%</b>
<b>Three or more</b>	<b>12%</b>
<b>Refused</b>	<b>1%</b>

### *Area of Residence*

<b>Aiea</b>	<b>1%</b>
<b>Airport</b>	<b>1%</b>
<b>Ala Moana-Kakaako</b>	<b>4%</b>
<b>Aliamanu-Salt Lake</b>	<b>6%</b>
<b>Chinatown (downtown)</b>	<b>7%</b>
<b>Diamond Head-Kapahulu</b>	<b>2%</b>
<b>Ewa</b>	<b>4%</b>
<b>Kahaluu</b>	<b>1%</b>
<b>Kailua</b>	<b>1%</b>
<b>KalihiPalama</b>	<b>9%</b>
<b>Kalihi Valley</b>	<b>7%</b>
<b>Kaneohe</b>	<b>1%</b>
<b>Liliha-Alewa</b>	<b>13%</b>
<b>Makiki-Tantalus</b>	<b>4%</b>
<b>Manoa</b>	<b>1%</b>
<b>McCully-Moilili</b>	<b>6%</b>
<b>Moanalua</b>	<b>1%</b>
<b>Nuuanu-Punchbowl</b>	<b>1%</b>
<b>Palolo</b>	<b>2%</b>
<b>Pearl City</b>	<b>1%</b>
<b>Wahiawa</b>	<b>1%</b>
<b>Waikiki</b>	<b>14%</b>
<b>Waimanalo</b>	<b>3%</b>
<b>Other</b>	<b>8%</b>
<b>Refused</b>	<b>1%</b>

### *Head of Household*

<b>Yes</b>	<b>46%</b>
<b>No</b>	<b>54%</b>

### *Ethnicity*

<b>Mandarin</b>	<b>7%</b>
<b>Cantonese</b>	<b>16%</b>
<b>Japanese</b>	<b>17%</b>
<b>Hispanic</b>	<b>1%</b>
<b>Chuukese</b>	<b>4%</b>
<b>Korean</b>	<b>13%</b>
<b>Marshallese</b>	<b>2%</b>
<b>Ilokano</b>	<b>17%</b>
<b>Tagalog</b>	<b>11%</b>
<b>Vietnamese</b>	<b>9%</b>
<b>Visayan</b>	<b>1%</b>
<b>Other</b>	<b>2%</b>



## Addendum 'B-2

# Bus Rider Survey N=168

### INSTRUCTIONS

DO NOT startle the individual whom you wish to interview; e.g., always approach a prospective respondent from the front, so that they see you BEFORE you ask them to participate in the study.

Ask each question, as written, and either circle the number that corresponds to their answer or, for open-ended questions, write down verbatim what the respondent says. If the respondent is unclear what you are asking, simply repeat the question. If a respondent prefers NOT to answer a given question, circle the appropriate response (8=unsure/DK, or 9=refused) and move on to the next question.

Some of the questions require you to READ the scale, most do NOT. Most scales include a notation regarding whether you should READ the scale or simply circle the number that corresponds to the respondent's answer.

### INTRODUCING YOURSELF

Hello, My name is \_\_\_\_\_ and I'm working with the City of Honolulu's Department of Transportation. We would like your help. We're not selling anything, rather we're surveying individuals, like you, who take advantage of Public Transit System here in Honolulu...in particular, those individuals for whom English is NOT their primary language. All of your responses will remain confidential, of course. Would you mind taking a few moments to provide us with your input, please?

(Note: if asked how long this will take, say about 2 to 3 minutes).

#### Primary/Preferred Language

1.0 What is your primary and preferred language?

#### Listed Alphabetically

- 10% Mandarin
- 14% Cantonese
- 3% Chuukese
- 17% Japanese
- 14% Korean
- 2% Marshallese
- 7% Tagalog
- 21% Ilokano
- 1% Spanish
- 9% Vietnamese
- 1% Yapese
- 1% Other (List in Q1.1)

#### Note to Interview:

If respondent's primary/preferred language is English...thank him/her and terminate discussion; If respondent's primary/preferred language is anything else, continue with interview.

(Note to Interviewer: Circle the number at right that corresponds with respondent's answer; if their language is NOT listed, record their response in the space provide below in Q1.1)

1.1 List PREFERRED language below, other than English or those listed above:

- 1% Swedish
- 1% Laotian

**Usage Patterns**

- 2.0 How frequently do you ride the bus or use other forms of public transportation in Honolulu? Would that be **often**, **sometimes**, or **rarely**?
- READ SCALE**  
 70% Often (daily or weekly)  
 12% Sometimes (once a month)  
 17% Rarely (from time to time)  
 1% unsure/DK (**Do not read**)
- 3.0 Is the bus your primary or secondary means of transportation?
- READ SCALE**  
 70% Primary  
 29% Secondary  
 1% unsure/DK (**Do not read**) 1 =
- 4.0 Do you rely on bus transportation mostly for commuting to and from your place of employment OR for personal needs such as shopping, going to your doctor, visiting friends, or entertainment?
- READ SCALE**  
 30% Commuting to work  
 45% Personal needs  
 22% Both  
 3% unsure/DK (**Do not read**) 2 =
- 5.0 Do you ride the bus mostly on weekdays, only on weekends, or BOTH?
- DO NOT read scale**  
 21% Weekdays  
 8% Weekends  
 68% BOTH  
 3% unsure/DK
- 6.0 How often do you use Park and Ride?
- DO NOT read scale**  
 69% Every day  
 19% Once a week  
 5% From time to time  
 7% unsure/DK
- 7.0 How long is your typical trip using public transportation?
- READ SCALE**  
 52% less than half an hour  
 38% half hour to one hour  
 9% over 1 hr, how long  
 1% unsure/DK
- 8.0 What is the primary reason for riding the bus, rather than driving an automobile?
- READ SCALE**  
 35% convenience  
 30% don't own a car  
 4% Save time  
 16% Save money  
 14% OTHER  
 1% unsure/DK
- 8.1 List other reasons for taking the bus:  
*Mentioned 14 times:* Like the bus  
*Mentioned 5 times:* Don't know how to drive  
*Mentioned 4 times:* When car is in shop  
*Mentioned once:* Can no longer drive; Church; Health Problems; Husband uses car; Medical appointments; No parking for vehicle; Not on time; Prefer to drive; Saves gas; School; Share with family; Too much traffic; Wait time

9.0 Is there some reason you don't ride the bus more often?

<b>READ SCALE ONLY if Unsure/Don't know</b>	
17%	buses don't run at times that are convenient to me
17%	cost
6%	buses don't run on a route that meets my needs
5%	I don't know bus routes
41%	I don't know how the bus system works
4%	Language barrier
10%	unsure/DK

**Building a Satisfaction Index**

10.0 We would like to know how satisfied you are with the bus service in the City of Honolulu. I will read several factors, please rate each one on the following scale; Extremely Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, or Extremely Dissatisfied

	Extremely Satisfied	Somewhat Satisfied	Neutral/ Unsure (DO NOT read)	Somewhat Dissatisfied	Extremely Dissatisfied
10.1 Meeting your overall needs and expectations	31%	47%	15%	6%	1%
10.2 Public safety & security while <u>waiting for the bus</u>	16%	45%	19%	17%	3%
10.3 Public safety & security while riding the bus	16%	53%	20%	10%	1%
10.4 Length it time between buses that you ride	10%	44%	21%	18%	7%
10.5 Effort of bus driver to communicate effectively with you	36%	35%	20%	8%	1%
10.6 Courtesy shown to you by other riders	10%	39%	35%	15%	1%
10.7 Physical condition and level of maintenance of the buses you ride	18%	52%	16%	13%	1%
10.8 Compliance by other riders with the rules and regulations	7%	35%	40%	16%	2%

**Improvements**

11.0 Is there anything that the Department of Transportation Services could do to make your experience while commuting by bus more enjoyable?

YES	NO
54%	46%

- Mentioned 30 times:* More buses/bus routes
- Mentioned 7 times:* Too crowded
- Mentioned 6 times:* Phone on bus for interpretive information and emergencies
- Mentioned 5 times:* Safety
- Mentioned 4 times:* Cleaner buses
- Mentioned 3 times:* Homeless smell; Keep buses on time; Wait too long
- Mentioned 2 times:* AC too cold; Decrease bus fare; Drivers more watchful of riders; Transfer slip valid all day
- Mentioned once:* Bilingual bus drivers; Bring back B bus; Drivers more careful...make full stop; Have route # on back of bus; Help me with my stop; More bilingual schedules; More pad on seats; More roofs at bus stops; More schedules produced; More seating space; More visible signs; Nicer drivers; Schedule in my language; Show do's & don'ts in pictures; Smart phone ap; Some riders are rude

11.2	If these enhancements were to be made, would you use the bus <u>more often</u> OR would it <u>NOT impact</u> how often you would ride the bus?	<b>DO NOT read scale</b>	
		61%	More often
		35%	No impact
		4%	DK/NA

**Source of Bus Information**

12.0 Where do you get your information about public transportation; for example, Route numbers, bus stops, and bus schedules?

- 31% 12.1 The Internet
- 29% 12.2 Pick up bus schedule at bus stop
- 9% 12.3 Call the City's Department of Transportation Services
- 0% 12.4 Attend public informational meetings
- 30% 12.5 Other
- 1% 12.8 Unsure/Don't know/No preference (DON'T READ this alternative response)

*Other:*

- Mentioned 20 times:* Friends
- Mentioned 11 times:* Bus stop signs
- Mentioned 6 times:* On bus
- Mentioned once:* Ask drivers; Smart phone AP

**Demographics**

**WE'RE ALMOST DONE. I JUST HAVE A FEW QUESTIONS ABOUT YOU.**

13.0 How long have you lived in Honolulu?

- 35% 0 to 5 years
- 25% 6 to 10 years
- 21% 11 to 25 years
- 18% Over 25 years
- 1% Refused

14.0 In which type of housing unit do you live?

- 27% single family home
- 4% townhouse
- 11% condominium
- 48% apartment
- 6% duplex or triplex
- 4% refused to answer [do not read this option]

15.0 Do you own or rent your home?

- 74% Rent
- 23% Own
- 3% refused to answer [do not read this option]

16.0 Where is your residence located within Honolulu?

- |     |                       |     |                  |
|-----|-----------------------|-----|------------------|
| 1%  | Aiea                  | 4%  | Makiki-Tantalus  |
| 1%  | Airport               | 1%  | Manoa            |
| 4%  | Ala Moana-Kakaako     | 6%  | McCully-Moilili  |
| 6%  | Aliamanu-Salt Lake    | 1%  | Moanalua         |
| 7%  | Chinatown (downtown)  | 1%  | Nuuanu-Punchbowl |
| 2%  | Diamond Head-Kapahulu | 2%  | Palolo           |
| 4%  | Ewa                   | 1%  | Pearl City       |
| 1%  | Kahaluu               | 1%  | Wahiawa          |
| 1%  | Kailua                | 14% | Waikiki          |
| 9%  | Kalihi-Palama         | 3%  | Waimanalo        |
| 7%  | Kalihi Valley         | 8%  | Other            |
| 1%  | Kaneohe               | 1%  | Refused          |
| 13% | Liliha-Alewa          |     |                  |

Other: Dove Plantation; Foster Village; Kahala; Kaimaki (3 times); Mililani Mauka; School Street (2 times); University

17.0 Are you head of household?

- 46% Yes
- 54% No

18.0 What is your marital status?

- 44% Single
- 42% Married
- 12% Widow/Widower
- 2% refused to answer

19.0 How many children do you have living at home under the age of 18?

- 63% None
- 10% One
- 14% Two
- 12% Three or more
- 1% refused to answer

20.0 What is your employment status?

50%	Employed
23%	Unemployed
6%	Homemaker
18%	Retired
3%	Refused

21.0 Into what age range do you fall?

35%	18 to 25
8%	26 to 35
14%	36 to 50
18%	51 to 65
24%	over 65
1%	Refused

22.0 How many years of school have you completed?

19%	less than High School
39%	High School graduate (or Trade School)
23%	Some college
14%	College graduate
1%	Graduate school, Professional school
4%	Refused

23.0 Into what range does your annual household income fall?

43%	under \$25,000
23%	between \$25,000 and \$50,000
6%	between \$50,000 and \$75,000
1%	between \$75,000 and \$100,000
2%	over \$100,000
25%	Refused

24.0 How would you describe your ethnic background?

7%	Mandarin	17%	Ilokano
16%	Cantonese	11%	Tagalog
4%	Chuukese	9%	Vietnamese
1%	Hispanic	1%	Visayan
17%	Japanese	2%	Other
13%	Korean		
2%	Marshallese		

Thank the respondent for participating in the survey and politely say "Good-bye."

**DO NOT READ THE FOLLOWING QUESTIONS; SIMPLY RECORD THE INFORMATION REQUESTED BELOW.**

25.0 Gender of respondent?

64%	Female
36%	Male

Summer 2012

### Addendum 'C-1'

Figure NR1  
Non-Bus Riders  
August 2012

## What is Your Primary or Preferred Language

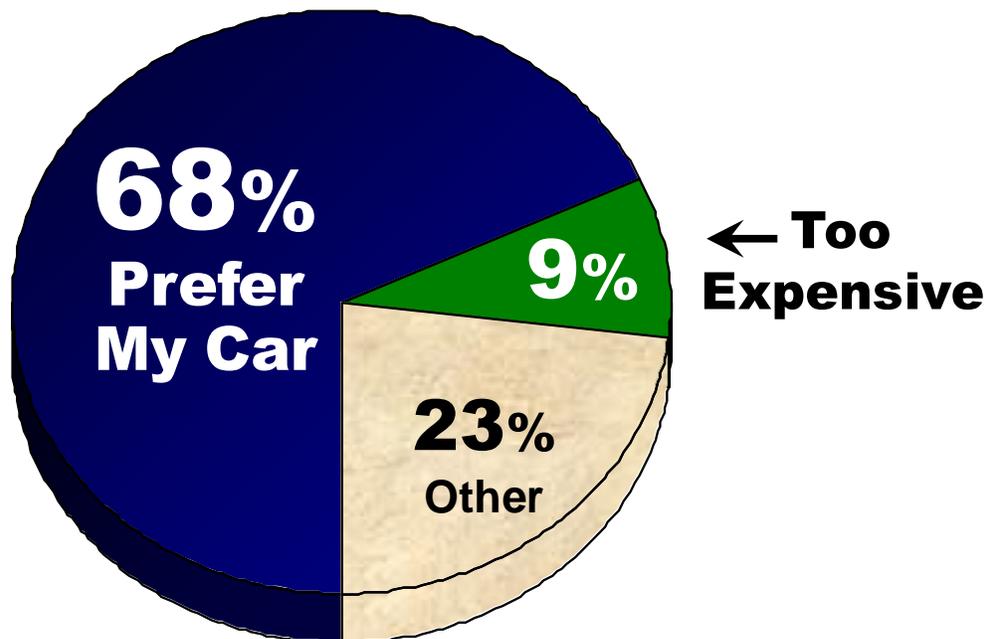
Question 1.0: What is your primary and preferred language?



Figure NR2  
Non-Bus Riders  
August 2012

## Why NOT Take Advantage of Public Transportation?

**Question 2.0: Why do you NOT take advantage of the public transit that is available to you in Honolulu?**



### Other Barriers:

- Mentioned 6 times:** No route to where I work
- Mentioned 5 times:** Don't like to wait for bus
- Mentioned 3 times:** Inconvenient: Live close to work & shopping
- Mentioned 2 times:** Disabled/Handicapped
- Mentioned once:** Get motion sickness on bus; Driving is easier; I am taxi driver; My son drives me; I walk to work



Figure NR3  
Non-Bus Riders  
August 2012

# Would You Ride the Bus if Concerns Were Addressed?

**Question 3.0:** Would you ride the bus, if your concerns were addressed?

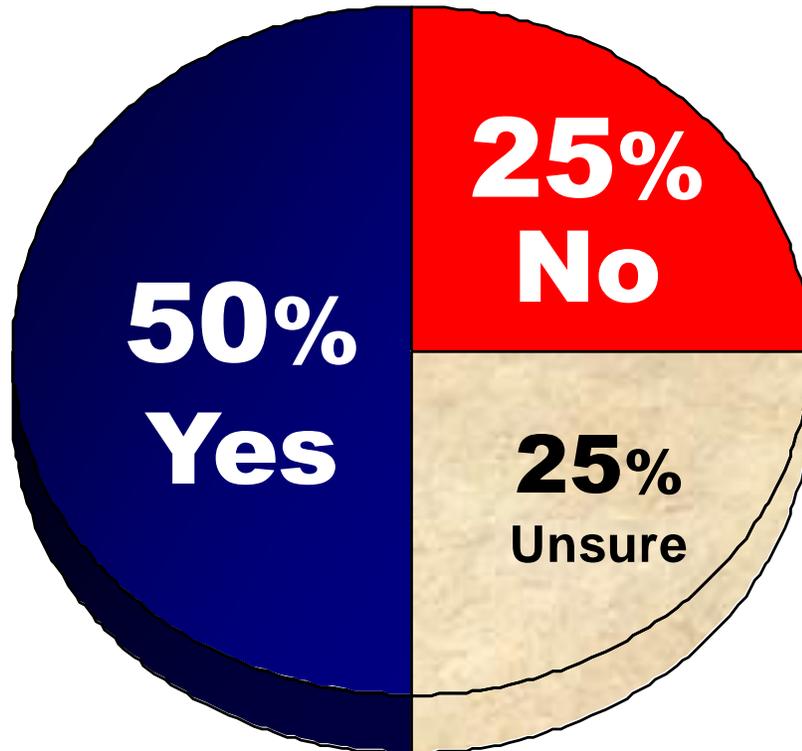


Figure NR4  
Non-Bus Riders  
August 2012

## If You would Ride the Bus... Would it be for **Commute to Work**; or for **Personal Needs**?

**Question 4.0:** If you did begin riding the bus, would that be to commute to and from your place of employment; OR for personal needs such as shopping, going to the doctor, visiting friends, or entertainment?

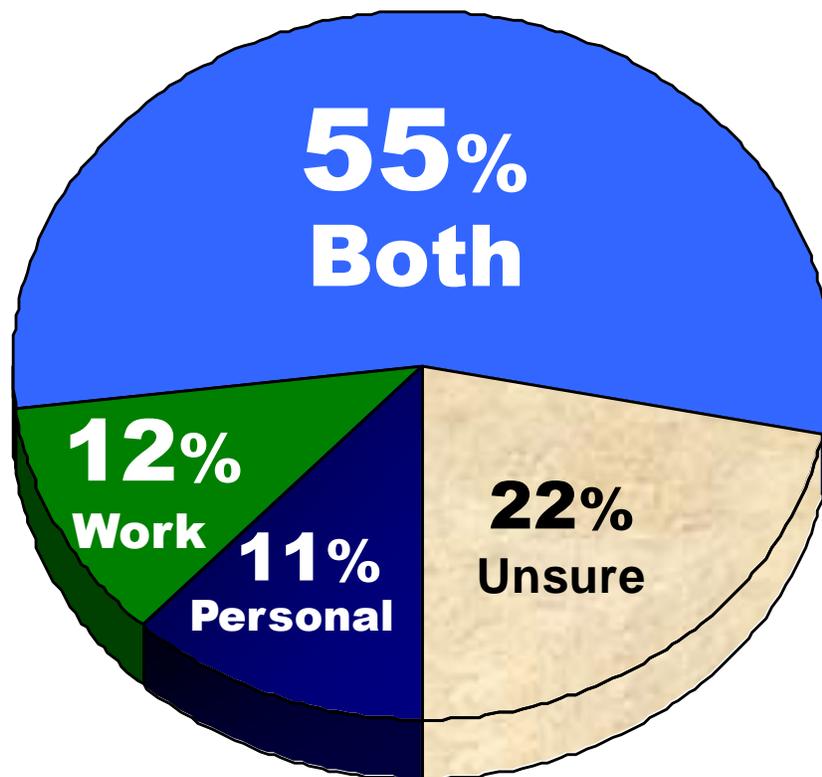


Figure NR5  
Non-Bus Riders  
August 2012

## If You would Ride the Bus... Would it be on **Weekdays** or **Weekends**?

**Question 5.0:** Would you ride the bus mostly on weekdays, only on weekends, or Both?

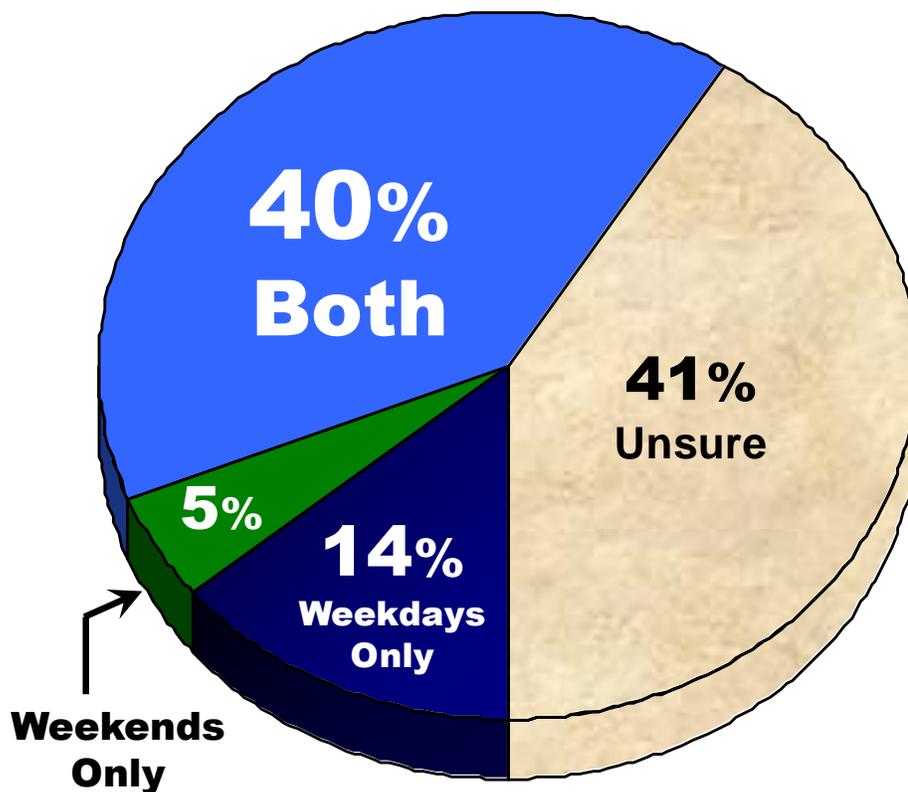


Figure NR6  
Non-Bus Riders  
August 2012

## If You would Ride the Bus... **How Often Would you Ride?**

**Question 6.0:** How often would you ride the bus?

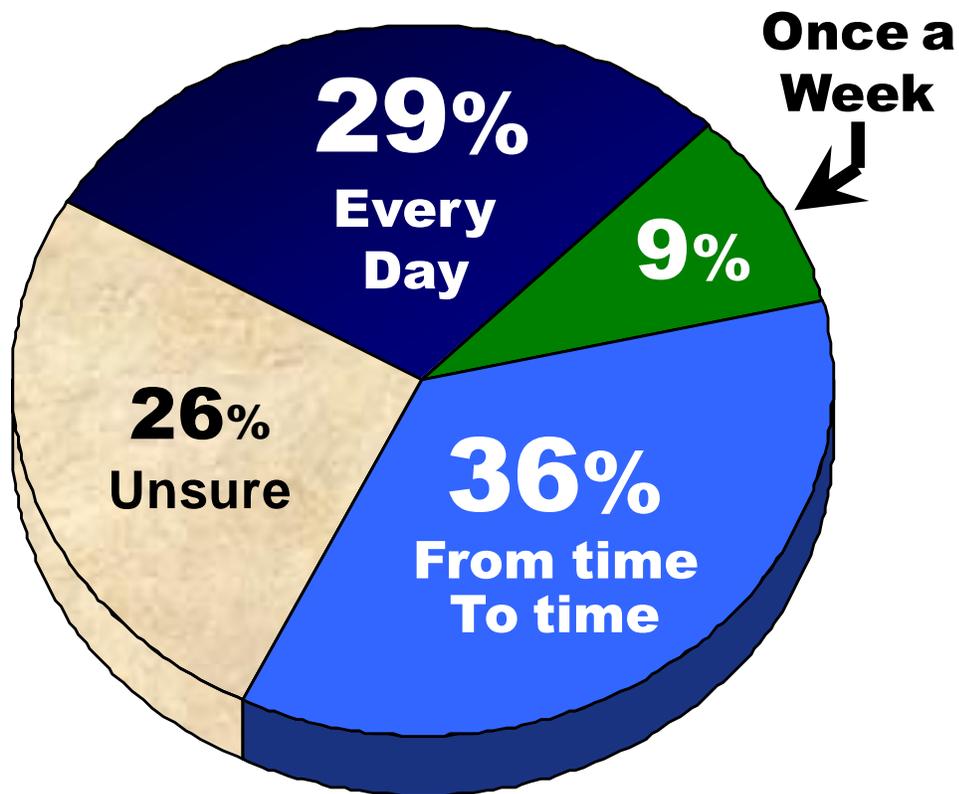


Figure NR7  
Non-Bus Riders  
August 2012

## Where would you **Get Information** about Public Transportation

**Question 7.0:** If you decided to ride the bus, where would you go to get information about public transportation; for example Route numbers, bus stops, and bus schedules?

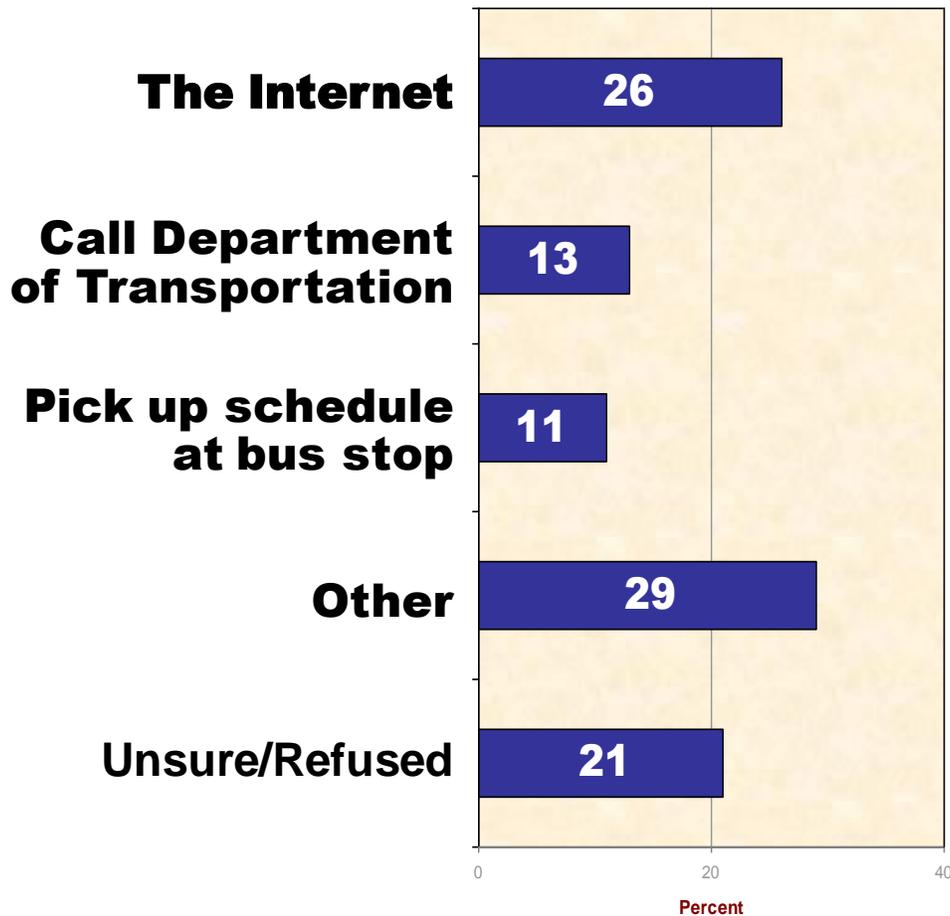


Figure NR8  
Non-Bus Riders  
August 2012

## Suggestions to Make More Convenient for LEP's to Ride the Bus

**Question 8.0: Do you have suggestions to make it more convenient and/or desirable for Non-English speaking residents of Honolulu to ride the bus?**



- |                            |  |
|----------------------------|--|
| <i>Mentioned 21 times:</i> | Rules/regulations in their language on the bus;  |
| <i>Mentioned 3 times:</i>  | Bus drivers are nice and help us;  |
| <i>Mentioned once:</i>     | Bilingual <i>announcement</i> on bus;<br>Bilingual bus drivers;<br>Buses are late and several arrive at the same time...schedule better;<br>Cameras on bus for night safety;<br>Display route numbers on bus stop signs;<br>Flyers with different dialects;<br>More pockets with schedules & maps at bus stops;<br>Non-English Chinese not treated equally;<br>Quick guide in different languages;<br>Rules/regulations in their language on tape;<br>Schedules for popular destinations |



Figure NR9A  
 Non-Bus Riders  
 August 2012

## Demographics of Survey Respondents

### *Length of Residency*

0 to 5 years	18%
6 to 10	18%
11 to 25	32%
Over 25 years	31%
Refused	11%

### *Age*

18 to 25	8%
26 to 35	8%
36 to 50	30%
51 to 65	34%
Over 65 years	16%
Refused	4%

### *Household Income*

Under \$25,000	17%
\$25,001 to \$50,000	29%
\$50,001 to \$75,000	9%
\$75,001 to \$100,000	2%
Over \$100,000	0%
Refused	43%

### *Employment Status*

Employed	76%
Unemployed	6%
Homemaker	4%
Retired	14%

### *Home Ownership*

Own	39%
Rent	58%
Refused	3%

### *Education*

Less than High School	16%
High School	21%
Some College	33%
College Graduate	21%
Graduate School	3%
Refused	6%

### *Type of Housing*

Single Family Home	28%
Townhouse	9%
Condominium	5%
Apartment	44%
Duplex/Triplex	13%
Refused	1%

### *Gender*

Male	47%
Female	53%



Figure NR9B  
 Non-Bus Riders  
 August 2012

## Demographics of Survey Respondents

### *Marital Status*

<b>Single</b>	<b>21%</b>
<b>Married</b>	<b>70%</b>
<b>Widow/Widower</b>	<b>7%</b>
<b>Refused</b>	<b>2%</b>

### *# of Children Under 18*

<b>None</b>	<b>46%</b>
<b>One</b>	<b>13%</b>
<b>Two</b>	<b>17%</b>
<b>Three or more</b>	<b>23%</b>
<b>Refused</b>	<b>1%</b>

### *Area of Residence*

<b>Aiea</b>	<b>2%</b>
<b>Ala Moana-Kakaako</b>	<b>2%</b>
<b>Aliamanu-Salt Lake</b>	<b>10%</b>
<b>Chinatown (downtown)</b>	<b>7%</b>
<b>Ewa</b>	<b>9%</b>
<b>Kailua</b>	<b>4%</b>
<b>KalihiPalama</b>	<b>8%</b>
<b>Kaneohe</b>	<b>5%</b>
<b>Kaneohe Marine Corp Base</b>	<b>2%</b>
<b>Liliha-Alewa</b>	<b>16%</b>
<b>Makakilo-Kapolei</b>	<b>4%</b>
<b>Makiki-Tantalus</b>	<b>2%</b>
<b>Manoa</b>	<b>1%</b>
<b>McCully-Moilili</b>	<b>4%</b>
<b>Moanalua</b>	<b>1%</b>
<b>Nuuanu-Punchbowl</b>	<b>2%</b>
<b>Palolo</b>	<b>1%</b>
<b>Pearl City</b>	<b>2%</b>
<b>Waikiki</b>	<b>5%</b>
<b>Waipahu</b>	<b>9%</b>
<b>Other</b>	<b>3%</b>
<b>Refused</b>	<b>1%</b>

### *Head of Household*

<b>Yes</b>	<b>56%</b>
<b>No</b>	<b>43%</b>
<b>Refused</b>	<b>1%</b>

### *Ethnicity*

<b>Mandarin</b>	<b>6%</b>
<b>Cantonese</b>	<b>18%</b>
<b>Japanese</b>	<b>3%</b>
<b>Hispanic</b>	<b>3%</b>
<b>Chuukese</b>	<b>3%</b>
<b>Korean</b>	<b>21%</b>
<b>Marshallese</b>	<b>2%</b>
<b>Ilokano</b>	<b>13%</b>
<b>Tagalog</b>	<b>13%</b>
<b>Samoan</b>	<b>4%</b>
<b>Vietnamese</b>	<b>10%</b>
<b>Visayan</b>	<b>1%</b>
<b>Other</b>	<b>3%</b>



**Addendum 'C-2'**

**Non-Bus Rider Survey  
 N=102**

**INTRODUCING YOURSELF**

Hello, My name is \_\_\_\_\_ and I'm working with the City of Honolulu's Department of Transportation. We would like your help. We're not selling anything, rather we're surveying individuals, like you, who apparently do NOT take advantage of Public Transit System here in Honolulu...in particular, those individuals for whom English is NOT their primary language. All of your responses will remain confidential, of course. Would you mind taking a few moments to provide us with your input, please? (**Note:** if asked how long this will take, say about 2 to 3 minutes).

**Primary/Preferred Language**

1.0 What is your primary and preferred language?

- Listed Alphabetically**
- 5% Mandarin
  - 18% Cantonese
  - 3% Chuukese
  - 3% Japanese
  - 21% Korean
  - 2% Marshallese
  - 12% Tagalog
  - 15% Ilokano
  - 4% Samoan
  - 3% Spanish
  - 10% Vietnamese
  - 1% Visayan
  - 3% Other (**List** in Q1.1)

**Note to Interview:**

If respondent's primary/preferred language is English...thank him/her and terminate discussion; If respondent's primary/preferred language is anything else, continue with interview.

**(Note to Interviewer:** Circle the number at right that corresponds with respondent's answer; if their language is NOT listed, record their response in the space provide below in Q1.1)

1.2 List PREFERRED language below, other than English or those listed above:

- 1% Kosraean
- 2% Laos

**Usage Patterns**

2.0 Why do you NOT take advantage of the public transit that is available to you in Honolulu; more specifically, why do you NOT ride the bus?

- Mentioned 6 times:* No route to where I work
- Mentioned 5 times:* Don't like wait
- Mentioned 3 times:* Inconvenient: Live close to work & shopping
- Mentioned 2 times:* Disabled/Handicapped
- Mentioned once:* Get motion sickness on bus: Driving easier: I am taxi driver: I am taxi driver: Son drives me: Walk to work

- DO NOT read scale**
- 68% I prefer my car
  - 9% Too expensive
  - 0% Language barrier
  - 0% Concern of safety on the bus
  - 23% Other:

- 3.0 Would you ride the bus, if your concerns were addressed?
- DO NOT read scale**  
50% YES (Go on to Q4.0)  
25% NO (Skip to Q7.)  
25% Other:
- 4.0 If you did begin riding the bus, would that be to commute to and from your place of employment; OR for personal needs such as shopping, going to your doctor, visiting friends, or entertainment; OR BOTH?
- DO NOT read scale**  
12% Commuting to Work  
11% Personal needs  
55% BOTH  
22% unsure/DK
- 5.0 Would you ride the bus mostly on weekdays, only on weekends, or BOTH?
- DO NOT read scale**  
14% Weekdays  
5% Weekends  
40% BOTH  
41% unsure/DK
- 6.0 How often would you ride the bus?
- DO NOT read scale**  
29% Every day  
9% Once a Week  
36% From time to time  
26% unsure/DK

### Source of Bus Information

- 7.0 If you decided to ride the bus, where would you go to get information about public transportation; for example, Route numbers, bus stops, and bus schedules, and-the-like?
- \_\_26% 7.1 The Internet  
\_\_11% 7.2 Pick up bus schedule at bus stop  
\_\_13% 7.3 Call the City's Department of Transportation Services  
\_\_0% 7.4 Attend public informational meetings  
\_\_29% 7.5 Other  
\_\_12% 7.8 Unsure/Don't know/No preference (**Note to callers:** DON'T READ this alternative response)  
\_\_9% 7.9 Refused
- 8.0 Do you have suggestions make it more convenient and/or desirable for Non-English speaking residents of Honolulu to ride the bus?
- |     |     |
|-----|-----|
| YES | NO  |
| 33% | 67% |

8.1 If yes, would that be?

*Mentioned 21 times:* Rules/regulations in their language on bus

*Mentioned 3 times:* Bus drivers are nice and help us

*Mentioned once:* Bilingual *announcement* on bus; Bilingual bus drivers; Buses are late and several arrive at the same time...schedule better; Cameras on bus for night safety; Display route numbers on bus stop signs; Flyers with different dialects; More pockets with schedules & maps at bus stops; non-English Chinese not treated equally; Quick guide in different languages; Rules/regulations in their language on tape; Schedules for popular destinations

## Demographics

9.0 How long have you lived in Honolulu?

18% 0 to 5 years  
18% 6 to 10 years  
32% 11 to 25 years  
31% Over 25 years  
1% Refused

10.0 In which type of housing unit do you live?

28% single family home  
9% townhouse  
5% condominium  
44% apartment  
13% duplex or triplex  
1% refused to answer [do not read this option]

11.0 Do you own or rent your home?

58% Rent  
39% Own  
3% refused to answer [do not read this option]

12.0 Where is your residence located within Honolulu?

2%	Aiea	2%	Makiki-Tantalus
2%	Ala Moana-Kakaako	1%	Manoa
10%	Aliamanu-Salt Lake	4%	McCully-Moilili
7%	Chinatown (downtown)	1%	Moanalua
9%	Ewa	2%	Nuuanu-Punchbowl
4%	Kailua	1%	Palolo
8%	Kalihi-Palama	2%	Pearl City
5%	Kaneohe	5%	Waikiki
2%	Kaneohe Marine Corp Base	9%	Waipahu
16%	Liliha-Alewa	3%	Other (Kaimuki/Kahala; Pearl Harbor)
4%	Makakilo-Kapolei	1%	Refused

13.0 Are you head of household?

56% Yes  
43% No  
1% refused to answer

14.0 What is your marital status?

21% Single  
70% Married  
7% Widow/Widower  
2% refused to answer

15.0 How many children do you have living at home under the age of 18?

- 46% None
- 13% One
- 17% Two
- 23% Three or more
- 1% refused to answer

16.0 What is your employment status?

- 76% Employed
- 6% Unemployed
- 4% Homemaker
- 14% Retired

17.0 Into what age range do you fall?

- 8% 18 to 25
- 8% 26 to 35
- 30% 36 to 50
- 34% 51 to 65
- 16% over 65
- 4% Refused

18.0 How many years of school have you completed?

- 16% less than High School
- 21% High School graduate (or Trade School)
- 33% Some college
- 21% College graduate
- 3% Graduate school, Professional school
- 6% Refused

19.0 Into what range does your annual household income fall?

- 17% under \$25,000
- 29% between \$25,000 and \$50,000
- 9% between \$50,000 and \$75,000
- 2% between \$75,000 and \$100,000
- 0% over \$100,000
- 43% Refused

20.0 How would you describe your ethnic background?

- |     |             |     |            |
|-----|-------------|-----|------------|
| 6%  | Mandarin    | 13% | Ilokano    |
| 18% | Cantonese   | 13% | Tagalog    |
| 3%  | Japanese    | 4%  | Samoan     |
| 3%  | Hispanic    | 10% | Vietnamese |
| 3%  | Chuukese    | 1%  | Visayan    |
| 21% | Korean      | 3%  | Other      |
| 2%  | Marshallese |     |            |

21.0 Gender of respondent?

- 53% Female
- 47% Male

Summer 2012

### Addendum 'D-1'

Figure D1  
Bus Drivers  
August 2012

## What Percentage of Riders Do Not Speak English?

**Question 1.0:** On your route, approximately what percentage of riders do NOT speak English?

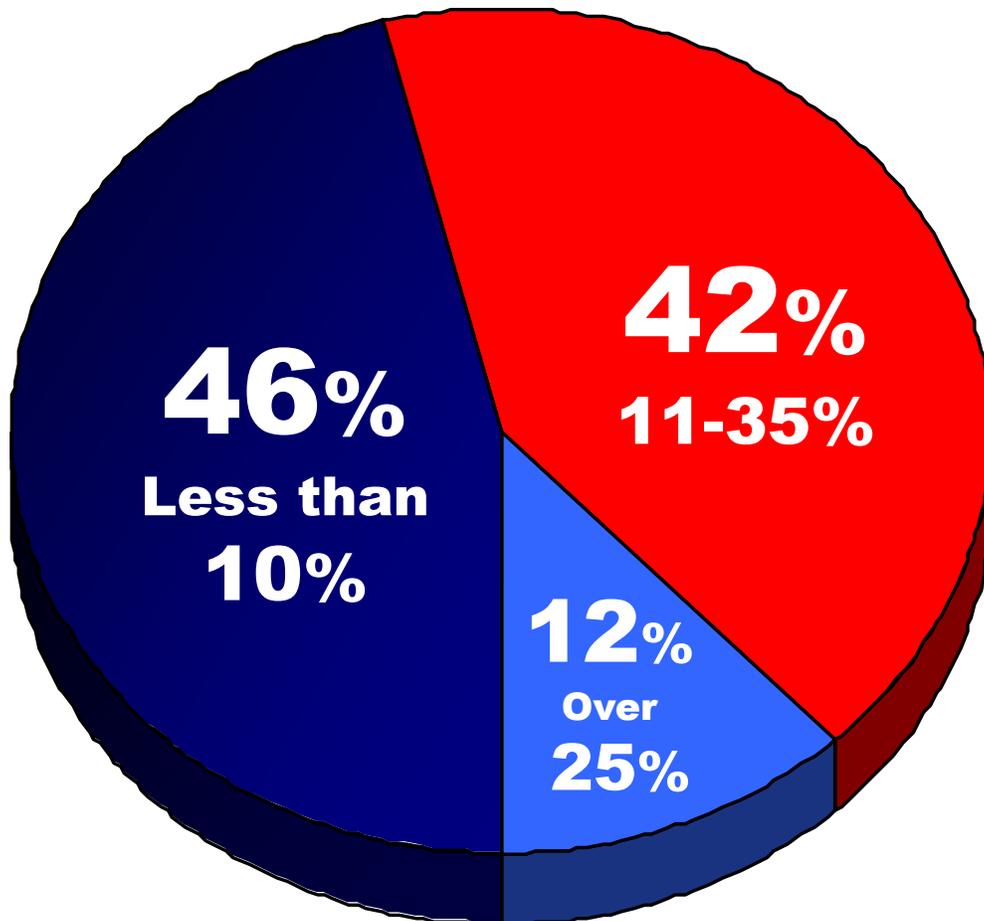
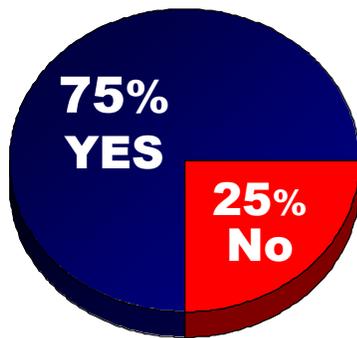


Figure 2  
Bus Drivers  
August 2012

## Experience Challenges or Problems with **Non-English** Speaking Riders?

**Question 2.0:** Do you experience any unique set of problems or challenges with the non-English speaking riders?



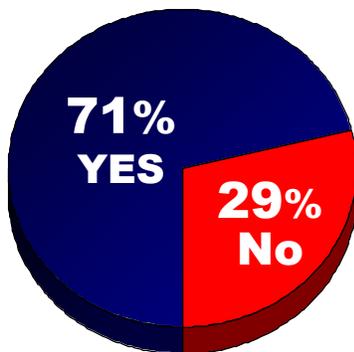
- Trying to explain safety rules;
- Don't have money;
- Route hard to explain;
- Handi-cap area;
- Asking where their destination is;
- I don't understand most of their English and their pronouncement of some words;
- When they don't want to pay;
- Don't understand what they are trying to say;
- They cannot understand instructions of changes being made;
- Can't help them because of language barrier;
- Cannot accommodate



Figure 3  
Bus Drivers  
August 2012

## Suggestions for Making it... **More Convenient** for Non-English Speaking Residents

**Question 3.0:** Do you have suggestions for making it more convenient and/or desirable for non-English speaking residents of Honolulu to ride the bus?



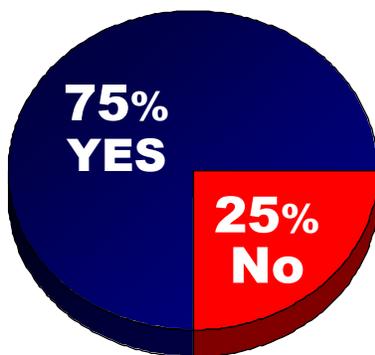
- Hold classes to explain how and why the bus operates;
- Have multiple written languages posted in bus beside advertisements;
- Tell them a joke;
- Use add call outs in different languages;
- Educate them;
- Have classes to teach us the common use of languages like Japanese, Chinese & Vietnamese;
- Helpful tips in their language would help;
- Maybe sign with different language for the fare;
- Need better maps;
- Information packets in their language;
- Make intercom bilingual/different languages;
- Enunciator should speak several languages;  
Take classes in English



Figure 4  
Bus Drivers  
August 2012

## Suggestions for Making **Bus Drivers'** **Experience More Enjoyable**

**Question 4.0:** Is there anything that the Department of Transportation Services could do to make your experience as a professional bus driver more enjoyable?



- **Mentioned 4 times:** Return to old routes
- Provide the routes with adequate running times, so we may provide quality service;
- Fix traffic lights;
- Use common sense;
- Fix the roads and take out tree on the curb;
- Change the college sticker for one color, so we don't have to deal with 4 different colors;
- Need helper;
- Do commercials and newspaper ads making informational announcements, covering everything from fares, riding tips, route and schedule changes;
- Ticket or tow all vehicles parked at bus stops;
- Simplify the route...make time on routes;
- Move time on route;
- Provide leadership training to all operations;
- Seek drivers input or advice



Figure D5  
Bus Drivers  
August 2012

## Demographics of Survey Respondents

### *How Long Been Driver*

<b>0 to 5 years</b>	<b>34%</b>
<b>6 to 10</b>	<b>8%</b>
<b>11 to 25</b>	<b>54%</b>
<b>Over 25 years</b>	<b>4%</b>

### *Age*

<b>18 to 25</b>	<b>0%</b>
<b>26 to 35</b>	<b>8%</b>
<b>36 to 50</b>	<b>42%</b>
<b>51 to 65</b>	<b>50%</b>

### *Ethnicity*

<b>Chinese</b>	<b>4%</b>
<b>Japanese</b>	<b>17%</b>
<b>Filipino</b>	<b>17%</b>
<b>Samoan</b>	<b>17%</b>
<b>Other</b>	<b>45%</b>

Mentioned 5 times: Hawaiian  
Mentioned once: Black

### *Education*

<b>Less than High School</b>	<b>0%</b>
<b>High School</b>	<b>54%</b>
<b>Some College</b>	<b>38%</b>
<b>College Graduate</b>	<b>8%</b>
<b>Graduate School</b>	<b>0%</b>

### *Gender*

<b>Male</b>	<b>100%</b>
<b>Female</b>	<b>0%</b>



## Addendum 'D-2'

# Bus Driver Survey

## N=24

### INTRODUCING YOURSELF

Hello, My name is \_\_\_\_\_ and I'm working with the City of Honolulu's Department of Transportation. We would like your help. We're not selling anything, rather we're surveying bus drivers regarding individuals who ride the bus here in Honolulu...in particular, those individuals for whom English is NOT their primary language. All of your responses will remain confidential, of course. Would you mind taking literally a moment to answer a couple of brief questions, please?

<b>Building a Satisfaction Index</b>
--------------------------------------

1.0 On your route, approximately what percentage of riders do NOT speak English?

46% Less than 10%

42% between 11% and 25%

12% More than 25% (if so, approximately what percentage)

Comment: It depends...if their bus pass has expired 100% do not speak English!

2.0 Do you experience any unique set of problems or challenges with the non-English speaking riders?

YES	NO
75%	25%

2.1 If yes, would that be?

Trying to explain safety rules: Don't have money; Route hard to explain; Handi-cap area; Asking where their destination is; I don't understand most of their English and their pronouncement of some words; When they don't want to pay; Don't understand what they are trying to say; Communication; They cannot understand instructions of changes being made; Can't help them because of language barrier; Don't understand what they are saying; Cannot accommodate

3.0 Do you have suggestions for making it more convenient and/or desirable for Non-English speaking residents of Honolulu to ride the bus?

YES	NO
71%	29%

3.1 If yes, would that be?

Hold classes to explain how and why the bus operates; Have multiple written languages posted in bus beside advertisements; Tell them a joke; Use add call outs in different languages; Educate them; Have classes to teach us the common use of languages like Japanese, Chinese & Vietnamese; Helpful tips in their language would help; Maybe sign with different language for the fare; Need better maps; Information packets in their language; Make intercom bilingual; Make intercom speak different languages; Enunciator should speak several languages; Take classes in English

4.0 Is there anything that the Department of Transportation Services could do to make your experience as a professional bus driver more enjoyable?

Yes	No
75%	25%

4.1 If yes, what is this?

Mentioned 4 times: return to old routes  
Provide the routes with adequate running times so we may provide quality service; Fix traffic lights; Use common sense; Fix the roads and take out tree on the curb; Change the college sticker for one color so we don't have to deal with 4 different colors. Need helper; Do commercials and newspaper ads making informational announcements, covering everything from fares, riding tips, route and schedule changes; Ticket or tow all vehicles parked at bus stops; Simplify the route...make time on routes; Move time on route, Provide leadership training to all operations; Drivers input or advice

## Demographics

5.0 How long have you been a bus driver?

34%	0 to 5 years
8%	6 to 10 years
54%	11 to 25 years
4%	Over 25 years

6.0 Into what age range do you fall?

0%	18 to 25
8%	26 to 35
42%	36 to 50
5%	51 to 65

7.0 How many years of school have you completed?

0%	less than High School
54%	High School graduate (or Trade School)
38%	Some college
8%	College graduate
0%	Graduate school, Professional school

8.0 How would you describe your ethnic background?

4%	Chinese
17%	Japanese
17%	Filipino
17%	Samoan
45%	Other

Other: Mentioned 5 times: Hawaiian  
Mentioned once: Black

Thank the respondent for participating in the survey and politely say "Good-bye."

**DO NOT READ THE FOLLOWING QUESTIONS; SIMPLY RECORD THE INFORMATION REQUESTED BELOW.**

9.0 Gender of respondent?

0%	Female
100%	Male

Summer 2012

## **Addendum ‘E’**

### **Research Design and Methodology**

The present research effort adheres strictly to “**The Scientific Method**,” as do all SRI studies.

Phase 1 of the research effort was comprised of 20 telephone interviews with representatives (mostly top executives) of **public agencies** and non-profit, community-based organizations that serve, at least in part, the LEP population. The interviews were conducted by a Ph.D. on the staff of SRI. These interviews were scheduled for approximately 15-20 minutes, however most persons took anywhere from 30 minutes to an hour to respond. The respondents felt the interview required more time than initially anticipated; as such, were pleased to have their opinions and services sought out and documented.

Phase 2 consisted of: 168 face-to-face interviews with **Bus Riders** who were first screened to ensure that their primary language was NOT English. Respondents were interviewed at bus stops, malls, schools, apartment buildings, field workers, agencies servicing the LEP population, etc. at locations covering the majority of the Island of Oahu. Similarly, 102 face-to-face interviews were conducted with **NON-Bus Riders**, also screened to ensure that their primary language was NOT English. These interviews were conducted at the same types of locations as for Bus Riders. Finally, 24 **Bus Drivers** were interviewed at their central facility during their lunch break.

Thus, the *findings* from the present research effort are highly “representative” of the population from which the sample was drawn.

By working closely with the Sandra Abelaye of the Honolulu Department of Transportation Services and Dr. Richard Miller, SRI researchers were able to create a research instrument (questionnaire) tailored to the needs and expectations of the agency.<sup>3</sup> The research Instruments (Questionnaires/Discussion Guidelines) were “pre-tested”; appropriate adjustments were made, and the survey was then entered into the field. Special care was taken to ensure that appropriate measurement “scales” were employed in order to maximize both the *reliability* and *validity* of the responses.

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<sup>3</sup> **Addenda ‘A-D’** contain the final research instruments (questionnaires) showing percentages for each of the questions incorporated into the study.

Data collection for Phase 1 was conducted from August 8 thru 30, 2012 and the face-to-face interviews with Riders, Non-Riders and Drivers were conducted from August 20-23, 2012. After the data were gathered, they were analyzed using a statistical package called SPSS, which accommodates the application of both **descriptive** and **advanced** statistical analyses. We then created the appropriate graphs, charts, and tables; finally, prepared the present document for use by the Client.

Should additional analysis and/or interpretation of the *findings* be desired, SRI will happily do so and in a timely fashion.



## **Section 5**

### **Table Depicting Minority Representation Membership of Committees**

#### **Minutes of Board Approval**

**Table Depicting Minority Representation  
Membership of Committees, Councils,  
Broken Down by Racial Groups Used in Census Data**

	White/ Caucasian	African American	American Indian/ Alaska Native	Asian American	Native Hawaiian/ Pacific Islander	Hispanic/ Latino
Committee for Accessible Transportation	3 (37%)	0%	0%	4 (50%)	1 (13%)	0%

DEPARTMENT OF TRANSPORTATION SERVICES  
CITY AND COUNTY OF HONOLULU

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KIRK CALDWELL  
MAYOR



MICHAEL D. FORMBY  
DIRECTOR

MARK N. GARRITY, AICP  
DEPUTY DIRECTOR

DEPARTMENT OF TRANSPORTATION SERVICES  
COMMITTEE FOR ACCESSIBLE TRANSPORTATION

AGENDA

**Wednesday, August 26, 2015, 9:30 a.m.**  
**Fasi Municipal Building, 5<sup>th</sup> Floor Conference Room**  
**650 South King Street**  
**Honolulu, Hawaii 96813**

- I. Call to Order
- II. Approval of Meeting Minutes
- III. New Business
  - A. Introduction of New CAT Members (CAT Vice Chair)
  - B. Title VI Program (DTS)
  - C. Updated TheHandi-Van Policies (OTS)
  - D. Notice of Nominations and Elections for Chair (CAT Vice Chair)
  - E. City Audit of TheHandi-Van Update (DTS)
  - F. Eligibility Center RFP (DTS)
  - G. HSTCP Cycle 8 Call for Projects (DTS)
  - H. Paratransit Management Plan (DTS)
  - I. TheHandi-Van On-Time Performance Update (OTS and DTS)
- IV. Other Business
- V. Close

KIRK CALDWELL  
MAYOR



MICHAEL D. FORMBY  
DIRECTOR  
MARK N. GARRITY, AICP  
DEPUTY DIRECTOR

## DEPARTMENT OF TRANSPORTATION SERVICES COMMITTEE FOR ACCESSIBLE TRANSPORTATION

### Meeting Minutes

**Date:** Wednesday, August 26, 2015  
**Time:** 9:30 a.m.  
**Place:** Frank Fasi Municipal Building, 5<sup>th</sup> Floor Conference Room  
650 South King Street, Honolulu, Hawaii 96813

#### Voting Members Present:

<b>At Large:</b>	Donald Sakamoto
<b>Catholic Charities Hawaii:</b>	Peter Reyes
<b>Easter Seals:</b>	Jennifer La'a
<b>Hawaii Disability Rights Center:</b>	Ann Collins
<b>Ho'opono:</b>	Lea Grupen
<b>Lanakila Pacific:</b>	Lori Lutu

#### Ex-Officio Members Present:

<b>Department of Transportation Services:</b>	
<b>Paratransit Operations Branch:</b>	Marisa Ideta, Scott Ishiyama, Karisha Lawas, Geri Ung
<b>Fixed Route Operations Branch:</b>	Sandra Abelaye, Yoko Tomita
<b>Disability and Communication Access Board:</b>	Charlotte Townsend
<b>Innovative Paradigms:</b>	Marilyn Cole, Phil McGuire
<b>Oahu Metropolitan Planning Organization:</b>	Chris Clark, Taylor Ellis
<b>Oahu Transit Services, Inc.:</b>	
<b>Paratransit Services:</b>	Michelle Kennedy
<b>Transportation:</b>	Ralph Faufata
<b>Public:</b>	Rose Pou

#### I. Call to Order

Vice Chair P. Reyes called the meeting to order at 9:30 a.m.

#### II. Approval of Minutes

The minutes of the July 17, 2014 and April 16, 2015 meetings were unanimously approved as circulated.

### **III. New Business**

#### **A. Introduction of New CAT Members**

S. Ishiyama briefly explained the purpose of the CAT and of the role of its At-Large member, which is to represent the riders of TheBus and TheHandi-Van services, then introduced Donald Sakamoto as the CAT's new At-Large representative. P. Reyes introduced new Regular members Jennifer La'a, Director of Youth and Adult Programs of Easter Seals Hawaii, Lori Lutu, Director of Teaching and Learning Centers of Lanakila Pacific, and Ex-Officio member Brian Gibson, Executive Director of the Oahu Metropolitan Planning Organization.

#### **B. Title VI Program**

S. Abelaye of DTS' Fixed Route Operations Branch reported on the 2013 Title VI Program for the City and County of Honolulu's public transit system (TheBus and TheHandi-Van) which was provided in advance to all members. She stated that Title VI (TVI) of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin. As a recipient of Federal Transit Administration (FTA) financial assistance, the DTS Public Transit Division (DTS-PTD) must ensure that the level and quality of public transit service is provided in a nondiscriminatory manner. Every three (3) years, DTS-PTD is required to report on how it is meeting its Title VI obligations to the FTA. The next report to the FTA is in 2016.

As part of her report and in response to questions from CAT members, S. Abelaye provided the following summary of the contents of the 2013 TVI Program. and reported that The statistical basis for DTS-PTD's determination that the City's public transit services, programs, and activities are equally available to all persons, regardless of race, color, national origin, gender, or disability;

- The procedures for receiving and addressing Title VI discrimination complaints;
- The process used by DTS-PTD to communicate with and obtain input from the public concerning public transit programs, projects, planning services, and funding;
- DTS-PTD's Language Access Plan, which describes how information on public transit services and programs are provided to persons with limited English proficiency.

It was noted that FTA added a requirement for transit agencies to obtain Board approval of their TVI Program. At the conclusion of S. Abelaye's presentation, Vice Chair P. Reyes' asked the CAT members to vote on whether they concurred with the City's public transit 2013 Title VI Program. **The CAT voted its unanimous concurrence with the 2013 Title VI Program.**

#### **C. Updated TheHandi-Van Policies**

TheBus and TheHandi-Van revised policy drafts for Reasonable Accommodation requests were discussed and distributed for review and comment by the CAT members. Members were asked to send any comments or questions to the POB staff, who would then work with OTS staff to finalize the policies.

#### **D. Notice of Nominations and Elections for Chair**

Since Jessica Worster of Easter Seals, who was previously elected as Chairperson of the CAT, resigned as a member in April 2015, an election for a new Chair was held for the remainder of her term.

Nominations for Chair were requested by P. Reyes; L. Grupen was nominated by A. Collins and D. Sakamoto seconded the nomination.

The nominations were closed. A motion was made and seconded to to elect L. Grupen as CAT Chair, and was approved unanimously by the CAT.

#### **E. City Audit of TheHandi-Van Update**

S. Ishiyama stated that the City Auditors continue to have meetings with and request information from the City and OTS. Their latest meeting was with P. McGuire, who oversees the Eligibility Center's Management. The audit team hasn't yet indicated what the focus of the audit will be; tentatively, the team might provide some preliminary indication of the audit's focus by next month. The initial target to complete the audit was the end of this calendar year.

Responding to D. Sakamoto, S. Ishiyama stated that the team of auditors is overseen by City Auditor Edmund Young. The lead member of the team is Troy Shimasaki; other team members are Christine Ross and Charisma Fojas.

In response to L. Grupen's question, S. Ishiyama stated that the audit is a program audit. Responding to D. Sakamoto's inquiry, S. Ishiyama stated that a draft audit report will be provided initially to DTS for DTS' review and comment. A Final report will be provided to the DTS after that process is concluded.

#### **F. Eligibility Center RFP**

Pertaining to the current Request for Proposals (RFP) for performing all in-person paratransit eligibility assessments for the City and County of Honolulu, G. Ung stated that the deadline for interested entities to submit questions and requests for clarifications to the City's Purchasing division is today, August 26, 2015. The deadline for the submission of proposals is September 15, 2016. According to the Purchasing Division, a new contract is anticipated to be executed in January 2016.

#### **G. HSTCP Cycle 8 Call for Projects**

S. Ishiyama stated that the City's HSTCP (Human Services Transportation Coordination Program) began in 2008. A Coordinated Transportation Plan under the direction of FTA circulars was created to identify gaps and/or overlaps in transportation services to the elderly, people with disabilities, and those with low-incomes on Oahu. Honolulu's initial plan was completed and adopted by the City Council in 2010. An update to the plan was made in 2012. Roughly every year a competitive call for projects is issued to meet the 2012 updated plan's top goals: Full compliance with all federal regulations, increase coordination among all transportation providers and increase access to mobility and mobility options in rural areas of Oahu.

The latest Call for Projects was posted on July 10, 2015. Currently, City staff is evaluating all the proposals received. Proposals for continuing existing services have

been received with one potential new agency service to be started. The final decision on projects will be made by the Policy Committee at its re-scheduled meeting next week.

Responding to an inquiry from L. Grupen about whether the Bus Stop Wave Sign is a project under the HSTCP, S. Ishiyama clarified that it is not.

S. Ishiyama responded to D. Sakamoto's inquiry that HSTCP JARC-type projects are eligible for FTA Section 5307 funds and the HSTCP New Freedom-type projects are eligible for FTA Section 5310 funds. Availability of funding starts at the year of apportionment, the federal fiscal year when the funding is made available to the City and State, plus two years.

## **H. Paratransit Management Plan**

S. Ishiyama stated that at the direction of Director M. Formby, DTS is now concentrating on producing a plan specific to paratransit services, the Paratransit Management Plan. This Plan will include analysis of the overall management of the paratransit service (i.e. demand, vehicle procurement, staffing, subcontractors, subrecipients, etc.). The Plan will include consideration of the recommended level of service for TheHandi-Van and its subcontractors; it will also analyze the level of service that the human service agencies should be encouraged to provide. There are various obstacles to expanding the number of human service agencies participating in the HSTCP; one is the limited resources of most agencies, and another is the City's ability to fund these privately-owned agencies.

S. Ishiyama also noted that consulting firm Nelson\Nygaard Associates is contracted this year to do a Management Performance Review. This is an annual review wherein a different component of the City's Transportation System is examined each year. This year, the DTS requested that paratransit service demand forecasting be a key component of the Management Performance Review. The consultant employs the national expert on this topic; he created the forecasting model that is now being used by other agencies.

## **I. TheHandi-Van On-Time Performance Update**

M. Kennedy stated that at this time, based on August 2015 data, TheHandi-Van's On-Time Performance shows more consistency at around 90%, while last August 2014, it was fluctuating more and averaging around 80%. The number of van operators last August was 259; currently the number is 287. The aim is to have a total of 310 operators by the end of this year.

Regarding the fleet size, last year there were 148 vans and currently the number is 181. There is a 20% spare ratio, meaning 20% of the fleet at any given time is being serviced or not operational. S. Ishiyama added that procurements are also being done this fiscal year for up to 16 mini vans replacing the Uplander vans in the current fleet. Later in the year, a bid for up to 24 Cutaway vans will be posted that is due for awarding by June 30, 2016. Delivery for the Cutaway vans will not occur until sometime in FY 2017 since production of the bigger vans takes more time.

Responding to a question from D. Sakamoto, S. Ishiyama stated that in this fiscal year, the paratransit budget was increased 18%, or almost \$7M, to increase service on the street and improve the timeliness of the service. M. Kennedy added that the additional budget is already being used for the following: allowing day off employees to work up to 6 days and extending vehicle hours up to 2,200 additional hours.

Responding to a question from D. Sakamoto, M. Kennedy stated that OTS' phone system is in the process of transitioning to the City's phone system; completion of the transition is anticipated by November 2015. Also, the Estimated Van Arrival (EVA) System, created in-house by OTS, is an online website where riders input their TheHandi-Van ID number and Name to view their trip log for the day. It can be accessed through mobile phone or via the internet. This system has been undergoing limited testing for awhile; the reason for the limitation has been poor MDT data transmission reliability for the new 99 vans until recently. Another project that would complement EVA is the future Interactive Voice Recognition (IVR) System; implementation of the IVR System will occur after all system upgrades (i.e. phone system - November, Trapeze software upgrade - October, MDT component fix - October, etc.) are completed and stable.

Responding to a question from P. Reyes, M. Kennedy stated that testing of the EVA System is completed and is now available for everyone's use. The public can call TheHandi-Van's Customer Service office to obtain their TheHandi-Van ID card number.

#### **IV. Other Business**

In response to a question from D. Sakamoto, S. Ishiyama stated that the deadline to provide comments about TheHandi-Van Rider's Guide is August 31, 2015, to allow POB staff sufficient time to review comments and prepare a revised draft for further review at the new October 1, 2015 CFADAR meeting with the DTS Director and OTS. Completion of a final draft by this date will in turn allow sufficient time to have a final draft by the November 4<sup>th</sup>, meeting, and to have the revised Guide printed and available sometime in December 2015.

Responding to another question from D. Sakamoto, G. Ung explained that TheHandi-Van Eligibility Center's Expedited Recertification process was discussed by Innovative Paradigms (IP) with the PTD, and was approved by the PTD prior to its implementation at the Center. Although the process was created in September 2014, IP and the DTS POB worked further to fine-tune it before implementation by the Eligibility Center in February 2015. Further, as with all of the operational processes of the Eligibility Center, approval of the Expedited Recertification process by the CAT was not required.

S. Ishiyama advised D. Sakamoto that the next CAT Meeting date is tentative depending on discussions with Fixed Route Operations to coordinate with their 2016 Title VI Program presentation.

In response to a question from D. Sakamoto, R. Faufata stated that TheBus announcements use the same type of equipment that TheHandi-Vans use, which is experiencing the same data transmission problems seen on the 99 new Handi-Vans. Once TheHandi-Van data transmission issues are resolved and transmission is stable, OTS will explore whether the same resolution will address TheBus equipment problems.

#### **V. Close**

There being no further business, P. Reyes adjourned the meeting at 10:51 a.m.

**Section 6**  
**Service Standards and Policies**

DEPARTMENT OF TRANSPORTATION SERVICES  
CITY AND COUNTY OF HONOLULU

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MUFI HANNEMANN  
MAYOR



MELVIN N. KAKU  
DIRECTOR  
RICHARD F. TORRES  
DEPUTY DIRECTOR

February 6, 2007

MEMORANDUM

TO: MELVIN N. KAKU, DIRECTOR  
DEPARTMENT OF TRANSPORTATION SERVICES

FROM: JAMES BURKE, CHIEF  
PUBLIC TRANSIT DIVISION

SUBJECT: APPROVAL OF TITLE VI PERFORMANCE  
STANDARDS & POLICIES

On January 16, 2007, a Public Hearing was held to receive public input concerning DTS Performance Standards and Policies to be used in monitoring our compliance with the requirements of Title VI, Civil Rights Act, 1964, and related statutes and regulations. No comments were received concerning the standards and policies. The standards and policies are attached and submitted for your concurrence.

A handwritten signature in black ink, appearing to read "J. Burke", is written over a horizontal line.

JAMES BURKE

Attachments

CONCUR:

A handwritten signature in black ink, appearing to read "Melvin N. Kaku", is written over a horizontal line.

MELVIN N. KAKU, Director

**DEPARTMENT OF TRANSPORTATION SERVICES  
PUBLIC TRANSIT DIVISION  
TITLE VI PROGRAM – PERFORMANCE STANDARDS & POLICIES**

**Background**

Section 601 of Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

The objectives of the Federal Transit Administration’s (FTA) program include:

- a. Ensuring that FTA assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;
- b. Ensuring that the level and quality of assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
- c. Ensuring that opportunities to participate in the transit planning and decision making processes are provided to persons without regard to race, color, or national origin;
- d. Ensuring that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
- e. Ensuring that corrective and remedial action is taken by all applicants and recipients of assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

The Title VI Program Guidelines for Urban Mass Transportation Administration Recipients are set forth in UMTA Circular 4702.1, dated May 26, 1988. The designated recipient here on Oahu is the Department of Transportation Services (DTS). As a recipient, DTS is obligated to ensure that no person on Oahu shall on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Urban Mass Transportation Administration (UMTA – renamed to Federal Transit Administration – FTA).

Title VI compliance reports are due to FTA at least every three (3) years with data updates following release of Census data and/or major changes in service.

**Performance Standards and Policies for Bus Operations**

Vehicle Load; On-Time Performance; Vehicle Assignment; Vehicle Headway; Transit Amenities; Transit Access.

**Vehicle Load**

The following policy definitions are recommended for maximum loads on routes operated by standard 40-foot buses. These recommended load definitions should be adjusted (proportionally) for routes operated by articulated buses or smaller than 40-foot buses.

		Passenger Load Standards	
Service category	Group	Group standard	
		<i>Peak Period</i>	<i>Other Periods</i>
Urban trunk	Systemwide	Max. ave. pass./bus	Max. ave. pass./bus
	Title VI	1.5 max ave. pass./bus	1.0 max. ave. pass./bus
	Non-Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
Urban feeder	Systemwide	Max. ave. pass./bus	Max. ave. pass./bus
	Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
	Non-Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
Suburban trunk	Systemwide	Max. ave. pass./bus	Max. ave. pass./bus
	Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
	Non-Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
Suburban feeder	Systemwide	Max. ave. pass./bus	Max. ave. pass./bus
	Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
	Non-Title VI	1.5 max ave pass./bus	1.0 max. ave. pass./bus
Express*	Systemwide	Max. 45 pass./bus	N/A
	Title VI	Max 45 pass./bus	N/A
	Non-Title VI	Max 45 pass./bus	N/A

\*Does not apply to All Day Limited Stop Express service. For these routes, apply urban/suburban trunk standards.

**The route load standard for TheBus is expressed as the maximum percentage of the trips overloaded.**

*The standard is 30%.*

**Monitoring Procedures:**

The maximum average number of passengers per bus will be determined for each group for the year period preceding the Title VI Report and group performance will be compared to determine compliance with above standards.

**On-time Performance**

The overall on-time performance standard for TheBus are expressed as *percent of trips that are on-time per mode* (Limited Stop Express, Urban Trunk, Suburban Trunk, Urban Feeder, Circulator Routes, Peak Hour Express).

*The standards are as follows:*

	<b>Limited Stop Express</b>	<b>Urban Trunk</b>	<b>Suburban Trunk</b>	<b>Urban Feeder</b>	<b>Circulator Routes</b>	<b>Peak Hour Express</b>
On Time Performance % of trips operating 0-5 minutes late	80%	75%	80%	70%	90%	95%

\*A vehicle is considered on-time if it departs a scheduled timepoint no more than five minutes late.

**Monitoring Procedures:**

On-time performance is continuously monitored by the bus operations contractor and are published in their monthly performance report. The average on-time performance for the year period preceding the Title VI Report will be determined for each group using TransitMaster and compared to determine degree of compliance with above standards.

Another performance standard concerning on-time performance is the number of complaints received per mode (Limited Stop Express, Urban Trunk, Suburban Trunk, Urban Feeder, Circulator Routes, Peak Hour Express).

**These standards follow:**

<b>On Time Performance Standards - Complaints</b>	
<b>Group</b>	<b>Total No.</b>
<b>System-Wide</b>	<b>140</b>
<b>Title VI</b>	<b>Proportional</b>
<b>Non-Title VI</b>	<b>Proportional</b>

**Vehicle Assignment**

**There are currently 525 buses in the active fleet. The bus operating fleet is 100% wheelchair accessible.**

*The standard is as follows:*

*Assignments are made according to the following criteria:  
Articulated buses are assigned to City Express! and other high volume routes.  
Circulator buses (less than 40) are assigned to circulator and feeder routes.  
Routes that have narrow streets and tight corners may use smaller buses.  
Routes with overhanging trees may require buses with rounded roof edges.*

**Monitoring Procedures:**

The actual vehicle assignments will be determined using sign up data for each group for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with above standards.

**Vehicle Headway** *The standard is:*

- Urban trunk — 15 minutes
- Suburban trunk — 30 minutes
- Circulator — 60 minutes
- Limited Stop Express:
  - Urban — 15 minutes
  - Suburban 30 minutes
- Peak Period Express not applicable

**Monitoring Procedures:**

The actual vehicle headway will be determined for each group using average headways determined at the time of each sign-up for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with above standards.

## **Transit Amenities**

Passenger amenities include benches, shelters, trash receptacles, landscaping, static information (such as a route map and schedule), and real-time information available through electronic message sign boards.

Installation of such amenities should not block the accessible landing area or pedestrian pathway around the stop, the immediate area around the transit bus shelter, or the curbside limits of the bus stop zone.

Transit shelters must be accessible to persons in wheelchairs, and provide adequate space for persons in wheelchairs to maneuver into the shelter and remain there fully covered.

The minimum standards for applying passenger amenities along bus routes are based on the number of passenger boardings at stops along routes.

All amenities shall continue compliance with ADA Accessibility Guidelines (ADAAG).

1. Shelters - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 40 minutes.
2. Benches - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 30 minutes.
3. Trash receptacle - Transfer points, two or more bus routes that services a stop, and stops on bus routes with headways greater that 15 minutes and/or in the general vicinity of waste receptacle use generator(s).
4. Static route information (Information panels/carsonite or equal) -Transfer points and two or more bus routes that service a stop, and lone express route stops.

Passenger amenities include benches, shelters, trash receptacles, landscaping, static information (such as a route map and schedule), and real-time information available through electronic message sign boards.

Installation of such amenities should not block the accessible landing area or pedestrian pathway around the stop, the immediate area around the transit bus shelter, or the curbside limits of the bus stop zone.

Transit shelters must be accessible to persons in wheelchairs, and provide adequate space for persons in wheelchairs to maneuver into the shelter and remain there fully sheltered.

## **Restrictions**

1. No amenities (i.e.; newspaper/print material vendor stands) should be chained to any pole where a bus stop sign is installed, a separately installed bus stop

- information display board within 10 feet of any transit bus shelter area, or on the curbside within a bus stop zone.
2. Fixed bicycle stands should not be installed where passengers enter or exit a bus within a bus stop zone.
  3. No bicycles, mopeds, or scooters should be chained and left unattended leaning against any pole where a bus stop sign is installed, a separately installed bus stop information display board, or a transit bus shelter.

### **Monitoring Procedures:**

The actual transit amenities will be determined for each group for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with above standards.

### **Transit Access**

The policies and standards for transit access can be summarized as follows:

Access distance — Provide a bus stop within a mile (1,320 feet) of 85% of bus riders. Major Activity Center Access — Provide a bus stop within 1,000 feet of major activity centers. Ease of Use — Make published route maps available to the public.

### **Monitoring Procedures:**

The actual transit access will be determined for each group for the year period preceding the Title VI Report and group performance will be compared to determine the degree of compliance with above standards.

### **Public Involvement Process**

Notify elected government officials and agencies, the Neighborhood Boards, Oahu Metropolitan Planning Organization (OMPO) Citizen's Advisory Committee (CAC), Committee for Accessible Transportation (CAT), and other interested parties that these are DTS standards and ask for comments.

### **Implementation Plan**

The Public Transit Division initiated action to implement a viable Title VI program. The status of this implementation is:

#### **Policies and Standards**

- Establish and promulgate the policies and standards.
  - Coordinate with Oahu Transit Services, Inc. — complete.
  - Prepare draft standards **and** policies — complete.
  - Present draft standards and policies to the Committee on Accessible Transportation (CAT) — complete.
  - Present draft standards and policies to the Transportation Commission — pending.

- Public involvement process.
  - Provide draft standards **and** policies to elected officials and Neighborhood Boards — November 2006.
  - Conduct Public Hearing on standards and policies January 2007.
- Publish standards and policies — February 2007.

### **Data Analysis**

- Establish Title VI Analysis Committee comprised of representatives from the Department of Transportation Services (DTS), the Department of Planning and Permitting (DPP), Oahu Transit Services, Inc. (OTS) and the Oahu Metropolitan Planning Organization (OMPO).
- Establish "baseline" Title VI map of Oahu.
- Establish "baseline" Environmental Justice Map.
- Determine data sources (i.e., discrimination complaints filed with the Hawaii Civil Rights Commission; OTS On-Time Performance Reports) and identify need for further data.
- Conduct analysis.
- Prepare and submit Title VI report.

## PUBLIC TRANSIT DIVISION

CATEGORY: ADMINISTRATION	Index Code: 7-1.13 Page 1 of 4
SUBJECT: DTS Major Service & Fare Change Policy and Disparate Impact & Disproportionate Burden Policies	
REFERENCE: FEDERAL TRANSIT ADMINISTRATION MASTER AGREEMENT, CERTIFICATIONS AND ASSURANCES, CIRCULAR 4702.1.B	
<p><b>PURPOSE:</b> To establish DTS Public Transit Division (PTD) policies and procedures to evaluate all major service changes and all fare changes as required under the Federal Transit Administration (FTA) Title VI requirements in Circular FTA C 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, and any subsequent revisions thereto. In order to comply with FTA requirements, DTS-PTD is required to develop and adopt Major Service Change, Fare Change, Disparate Impact, and Disproportionate Burden Policies and Procedures to evaluate the impact on minority and low-income passengers.</p> <p><b><u>POLICIES</u></b></p> <p>The PTD shall be responsible for conducting the service and fare equity analyses during the planning process, prior to implementing major service and/or fare changes, to determine whether the adverse effects of the planned changes will have a disparate impact on minority populations on the basis of race, color, or national origin and/or a disproportionate burden on low-income populations.</p> <p>1. Major Service Change Policy</p> <p>All "major" service changes will require a Service Equity Analysis for Title VI purposes during the planning process prior to implementation. Service change proposals that do not meet the criteria for "major" may be subject to an appropriate level of public review and comment. Proposed service changes are submitted to DTS-PTD Service Review Committee for review and approval. Service changes are typically implemented on a quarterly basis in March, June, September, and December.</p> <p>The following are considered "major" service changes:</p> <ul style="list-style-type: none"><li>• A change that will affect system wide bus services by more than 10% including but not limited to:<ul style="list-style-type: none"><li>○ establishing new routes,</li><li>○ extending or modifying existing routes,</li><li>○ modifying span of service/hours of operation or revenue hours,</li><li>○ modifying service headway/frequency or availability</li></ul></li><li>• Eliminating route segments or entire routes from any community.</li></ul> <p>The following service changes are not considered "major" and do not require Service Equity Analyses.</p> <ul style="list-style-type: none"><li>• Special event service;</li></ul>	

## PUBLIC TRANSIT DIVISION

SUBJECT: DTS Major Service & Fare Change Policy  
and Disparate Impact & Disproportionate Burden Policies

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- Routing changes due to construction or other road closures; and
- Special service operated during emergencies.

### 2. Fare Change Policy

All fare changes (increase or decrease), except the following, will require a Fare Equity Analysis for Title VI purposes during the planning process prior to approval/adoption by the Honolulu City Council and subsequent implementation.

- Special event, such as "Dump the Pump Day" or other instances when fare-free has been declared for all passengers.
- Temporary fare reductions that are mitigating measures for other actions, such as construction activities closing a segment of a rail system for a period of time, requiring passengers to alter their travel patterns. A reduced fare for these passengers is a mitigating measure.
- Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six (6) months, FTA considers the fare reduction permanent and a fare equity analysis must be conducted.

### 3. Disparate Impact Policy

As defined by FTA:

"Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks substantial legitimate justification and where there exists one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission."

DTS-PTD determines disparate impact when adverse effects of major service and/or fare changes disproportionately affects minority populations based on race, color, or national origin more than non-minority populations.

A "disparate impact" occurs when the threshold for determining adverse effects of planned changes on minority populations exceeds a 10% difference between the proportion of the total minority and non-minority population or ridership and the proportion of the affected minority and non-minority population or ridership.

## PUBLIC TRANSIT DIVISION

SUBJECT: DTS Major Service & Fare Change Policy  
and Disparate Impact & Disproportionate Burden Policies

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#### 4. Disproportionate Burden Policy

As defined by FTA in Circular 4702.1B:

“Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate where practicable.

The policy shall establish a threshold for determining when adverse effects of service or fare changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.”

DTS-PTD determines disproportionate burden when adverse effects of major service and/or fare changes disproportionately affects low-income populations more than non-low-income populations.

A “disproportionate burden” occurs when the threshold for determining adverse effects of planned changes on low-income populations exceeds a 10% difference between the proportion of the total low-income and non-low-income population and the proportion of the affected low-income and non-low-income population.

### PROCEDURES

- Before approving or implementing any planned changes, DTS-PTD will evaluate the impacts of the change(s) on minority and/or low-income populations by conducting a service and/or fare equity analysis to determine if the adverse effects have a disparate impact or disproportionate burden.
- If the equity analysis determines that there is no disparate impact to the affected minority population and/or no disproportionate burden to the affected low-income population, DTS-PTD will continue the planning/implementation process of the proposed change.
- If the equity analysis determines that there is a disparate impact to the affected minority population and/or a disproportionate burden to the affected low-income population, DTS-PTD will review/revise planned changes to avoid, minimize, or mitigate such impacts and conduct another equity analysis on the revised changes to determine that the revised changes do not disproportionately affect minority and/or low-income populations more than non-minority and/or non-low-income populations.

PUBLIC TRANSIT DIVISION

SUBJECT: DTS Major Service & Fare Change Policy  
and Disparate Impact & Disproportionate Burden Policies

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- If DTS-PTD chooses not to alter the proposed changes despite the potential disparate impact and/or a disproportionate burden on minority/low-income populations, or if DTS-PTD finds, even after revisions, that minority/low-income riders will continue to bear a disproportionate share of the proposed changes, the change may be implemented only if:
  - there is a substantial legitimate justification for the proposed change, **and**
  - it can be demonstrated that there are no alternatives that would have a less disparate impact on minority/low-income riders but would still accomplish legitimate program goals.

In order to make this choice, DTS-PTD must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on minorities/low-income riders, and then implement the least discriminatory alternative.

ADOPTED

  
MICHAEL D. FORMBY, Director

Amendment \_\_\_\_\_

**Section 7**  
**Demographic Service Profile Chart**

**SUMMARY:**

**According to 2000 Census Data, 25 of the routes within the City and County of Honolulu were Environmental Justice (EJ) routes.**

**Table. All EJ Routes, 2000 Census Data**

<b>EJ Route Type</b>	<b>EJ % of Total Population</b>
<b>Rapid Bus Routes</b>	
Route A	34%
Route B	20%
Route C	54%
<b>Urban Trunk Routes</b>	
Route 3	24%
Route 9	20%
Route 19	38%
Route 20	29%
<b>Urban Feeder Routes</b>	
Route 7	24%
Route 16	33%
Route 31	51%
Route 32	20%
<b>Suburban Trunk Routes</b>	
Route 22	20%
Route 40	50%
Route 42	21%
Route 52	37%
Route 53	20%
Route 55	23%
Route 56	21%
Route 57	22%
Route 62	36%
<b>Suburban Feeder Routes</b>	
Route 70	95%
Route 72	62%
Route 73	24%
Route 74	23%
Route 77	27%

**The following pages provide details on each route by census tract, block group, and population.**

## RAPID BUS ROUTES

### Route A.

	Census Tract	Block Group	Population
1	23	1	2,143
2	23	2	498
3	24.1	1	2,956
4	25	2	1,912
5	26	1	879
6	27.1	1	2,346
7	27.2	1	2,317
8	36.1	2	1,393
9	36.2	1	2,495
10	<b>36.2</b>	<b>2</b>	<b>2,466</b>
11	37	1	3,745
12	38	1	2,373
13	39	1	1,690
14	40	2	632
15	41	2	2,293
16	<b>42</b>	<b>1</b>	<b>2,609</b>
17	<b>52</b>	<b>1</b>	<b>3,056</b>
18	53	1	2,554
19	<b>54</b>	<b>1</b>	<b>1,465</b>
20	55	1	1,923
21	56	2	2,128
22	57	1	65
23	<b>57</b>	<b>2</b>	<b>1,301</b>
24	<b>58</b>	<b>1</b>	<b>1,432</b>
25	<b>60</b>	<b>1</b>	<b>3,380</b>
26	61	2	1,972
27	<b>66</b>	<b>9</b>	<b>1,673</b>
28	68.3	1	20
29	<b>69</b>	<b>1</b>	<b>1,878</b>
30	<b>70</b>	<b>1</b>	<b>2,061</b>
31	70	3	76
32	72	9	1,073
33	<b>74</b>	<b>9</b>	<b>2,172</b>
34	<b>75.4</b>	<b>1</b>	<b>3,083</b>
35	77.1	3	1,788
36	78.8	1	467
37	78.8	2	2,629
38	80.2	1	1,191
39	80.2	2	1,541
40	80.3	9	2,583
41	87.1	1	2,834
42	87.1	2	535
43	87.1	4	2,655
44	87.2	1	2,655
45	<b>87.3</b>	<b>1</b>	<b>1,126</b>

46	87.3	2	1,626
47	<b>89.14</b>	<b>1</b>	<b>2,780</b>
48	89.14	2	1,531
<b>TOTAL</b>	<b>38</b>	<b>48</b>	<b>90,000</b> <b>34% EJ</b> <b>66% Non-EJ</b>

Route B.

	Census Tract	Block Group	Population
1	17	1	2,045
2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.2	1	2,981
7	20.1	1	1,057
8	20.1	2	2,343
9	20.2	1	2,086
10	20.2	2	1,897
11	25	2	1,912
12	35	1	2,455
13	35	2	2,021
14	35	3	1,358
15	36.2	1	2,495
16	<b>36.2</b>	<b>2</b>	<b>2,466</b>
17	37	1	3,745

18	38	1	2,373
19	39	1	1,690
20	40	1	663
21	40	2	632
22	41	2	2,293
23	42	1	2,609
24	48	2	1,405
25	49	2	1,885
26	52	1	3,056
27	53	1	2,554
28	54	1	1,465
29	55	1	1,923
30	56	1	1,880
31	56	3	2,265
32	57	2	1,301
33	61	1	1,972
34	62.1	1	1,866
35	62.2	1	2,094
36	63.1	2	2,526
37	64.1	1	1,882
38	66	9	1,673
<b>TOTAL</b>	<b>29</b>	<b>38</b>	<b>74,845</b> <b>20% EJ</b> <b>80% Non-EJ</b>

### Route C.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	42	1	2,609
9	52	1	3,056
10	53	1	2,554
11	57	1	65
12	57	2	1,301
13	58	2	2,034
14	59	1	629
15	59	2	1,457
16	60	1	3,380
17	60	2	2,981
18	68.3	1	20
19	69	1	1,878
20	69	2	1,582
21	70	1	2,061
22	70	3	76
23	75.5	1	2,768

24	77.2	1	2,725
25	78.5	2	2,238
26	78.6	1	2,736
27	78.9	2	2,423
28	80.2	1	1,191
29	86.3	9	166
30	86.8	1	0
31	96.1	1	2,807
32	96.1	2	1,621
33	96.3	1	2,703
34	96.3	2	3,190
35	96.4	1	3,266
36	96.4	2	1,774
37	97.1	1	2,808
38	97.1	2	1,570
39	97.2	1	3,714
40	97.2	9	4,411
41	98.1	9	2,386
42	98.2	1	2,852
43	98.2	3	1,264
<b>TOTAL</b>	<b>30</b>	<b>43</b>	<b>87,085</b> <b>54% EJ</b> <b>46% Non-EJ</b>

### Route E.

	Census Tract	Block Group	Population
1	18.1	1	590
2	18.1	2	656
3	18.2	1	2,257
4	18.2	2	2,474
5	19.1	1	753
6	19.2	2	2,626
7	20.1	1	1,057
8	20.1	2	2,343
9	20.2	1	2,086
10	20.2	2	1,897
11	37	1	3,745
12	38	2	498
13	39	1	1,690
14	40	1	663
15	40	2	632
16	52	1	3,056
17	53	1	2,554
18	57	2	1,301
<b>TOTAL</b>	<b>13</b>	<b>18</b>	<b>30,878</b> <b>14% EJ</b> <b>86% Non-EJ</b>

## URBAN TRUNK ROUTES

Route 1.

	Census Tract	Block Group	Population
1	1.4	1	2,171
2	1.5	1	1,360
3	1.5	2	1,840
4	1.5	3	1,459
5	1.6	1	2,836
6	1.6	2	2,538
7	1.7	1	476
8	1.8	1	3,050
9	1.9	1	2,639
10	2	1	2,500
11	2	2	2,202
12	3.1	1	3,181
13	3.2	1	1,407
14	3.2	2	1,553
15	4.1	1	2,681
16	4.2	1	3,098
17	4.2	2	727
18	9.1	1	2,203
19	9.3	1	1,495
20	9.3	2	1,412
21	12	1	3,837
22	13	1	1,882
23	21	1	1,707
24	23	2	498
25	26	1	879
26	26	2	944
27	26	3	2,332
28	35	1	2,455
29	35	2	2,021
30	35	3	1,358
31	36.2	1	2,495
32	<b>36.2</b>	<b>2</b>	<b>2,466</b>
33	37	1	3,745
34	38	1	2,373
35	39	1	1,690
36	40	1	663
37	41	2	2,293
38	<b>52</b>	<b>1</b>	<b>3,056</b>
39	53	1	2,554
40	<b>54</b>	<b>1</b>	<b>1,465</b>
41	55	1	1,923
42	56	2	2,128
43	57	1	65
44	<b>57</b>	<b>2</b>	<b>1,301</b>
45	<b>58</b>	<b>1</b>	<b>1,432</b>
46	<b>60</b>	<b>1</b>	<b>3,380</b>

47	61	2	1,866
48	66	9	1,673
<b>TOTAL</b>	36	48	<b>95,309</b> <b>14% EJ</b> <b>86% Non-EJ</b>

Route 2.

	Census Tract	Block Group	Population
1	17	1	2,045
2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.2	1	2,981
7	20.1	2	2,343
8	20.2	1	2,086
9	20.2	2	1,897
10	25	2	1,912
11	35	1	2,455
12	35	2	2,021
13	35	3	1,358
14	36.2	1	2,495
15	36.2	2	2,466
16	37	1	3,745
17	38	1	498
18	39	1	1,690
19	40	1	663
20	41	2	2,293
21	48	2	1,405
22	49	2	1,885
23	52	1	3,056
24	53	1	2,554
25	54	1	1,465
26	55	1	1,923
27	56	1	1,880
28	56	3	2,265
29	57	2	1,301
30	61	1	1,972
31	62.1	1	3,028
32	62.2	1	2,094
33	63.1	2	2,526
34	64.1	1	1,882
35	66	9	1,673
<b>TOTAL</b>	28	35	<b>67,789</b> <b>18% EJ</b> <b>82% Non-EJ</b>

Route 3.

	Census Tract	Block Group	Population
1	6	1	1,378
2	8	2	1,149
3	8	3	1,953
4	9.3	2	1,412
5	13	1	1,882
6	14	1	1,178
7	14	2	1,392
8	15	1	1,295
9	21	1	1,707
10	21	2	1,813
11	22	3	2,019
12	23	1	2,143
13	24.1	1	2,956
14	25	2	1,912
15	36.1	2	1,393
16	36.2	1	2,495
17	<b>36.2</b>	<b>2</b>	<b>2,466</b>
18	37	1	3,745
19	38	1	2,373
20	39	1	1,690
21	40	1	663
22	41	2	2,293
23	<b>52</b>	<b>1</b>	<b>3,056</b>
24	53	1	2,554
25	57	1	65
26	<b>57</b>	<b>2</b>	<b>1,301</b>
27	58	2	2,034
28	59	1	629
29	59	2	1,457
30	<b>60</b>	<b>1</b>	<b>3,380</b>
31	60	2	2,981
32	68.3	1	20
33	<b>69</b>	<b>1</b>	<b>1,878</b>
34	69	2	1,582
35	<b>70</b>	<b>1</b>	<b>2,061</b>
36	70	2	1,071
37	70	3	76
38	72	9	1,073
39	<b>74</b>	<b>9</b>	<b>2,172</b>
<b>TOTAL</b>	<b>29</b>	<b>39</b>	<b>68,697</b> <b>24% EJ</b> <b>76% Non-EJ</b>

Route 4.

	Census Tract	Block Group	Population
1	17	1	2,045

2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.2	1	2,981
7	20.1	1	1,057
8	20.1	2	2,343
9	20.2	1	2,086
10	20.2	2	1,897
11	23	1	2,143
12	24.1	1	2,956
13	24.2	1	1,571
14	24.2	2	1,595
15	25	1	1,761
16	26	1	879
17	27.1	1	2,346
18	27.2	1	2,317
19	34.3	1	2,546
20	34.3	2	2,649
21	34.4	1	2,796
22	34.4	2	1,827
23	34.5	1	3,066
24	34.7	1	852
25	38	1	2,373
26	39	1	1,690
27	40	1	663
28	40	2	632
29	41	1	2,317
30	41	2	2,293
31	42	1	2,609
32	43	1	2,618
33	45	2	2,590
34	46	1	841
35	46	2	1,545
36	47	1	1,832
37	50	1	2,039
38	50	2	2,115
39	51	1	3,167
40	52	1	3,056
<b>TOTAL</b>	<b>29</b>	<b>40</b>	<b>80,070</b> <b>11% EJ</b> <b>89% Non-EJ</b>

Route 6.

	Census Tract	Block Group	Population
1	23	2	498
2	26	1	879
3	26	2	944
4	26	3	2,332

5	27.1	1	2,346
6	27.2	1	2,317
7	30	2	1,226
8	30	3	1,355
9	31.1	1	1,639
10	31.1	2	1,226
11	35	1	2,455
12	36.2	1	2,495
13	<b>36.2</b>	<b>2</b>	<b>2,466</b>
14	37	1	3,745
15	38	1	2,373
16	38	2	498
17	39	1	1,690
18	40	1	663
19	40	2	632
20	<b>42</b>	<b>1</b>	<b>2,609</b>
21	43	1	2,618
22	44	2	2,487
<b>TOTAL</b>	<b>15</b>	<b>22</b>	<b>39,493</b> <b>13% EJ</b> <b>87% Non-EJ</b>

Route 8.

	Census Tract	Block Group	Population
1	17	1	2,045
2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.1	1	753
7	19.2	2	2,626
8	20.1	1	1,057
9	20.1	2	2,343
10	20.2	1	2,086
11	20.2	2	1,897
12	37	1	3,745
<b>TOTAL</b>	<b>8</b>	<b>12</b>	<b>22,529</b> <b>0% EJ</b> <b>100% Non-EJ</b>

Route 9.

	Census Tract	Block Group	Population
1	10	1	1,330
2	11	1	1,836
3	<b>11</b>	<b>2</b>	<b>1,891</b>
4	12.1	1	3,837
5	12.2	1	1,089
6	12.2	2	1,991
7	21	1	1,707

8	22	3	2,019
9	23	1	2,143
10	23	2	2,975
11	24.1	1	2,956
12	25	2	1,912
13	36.1	2	1,393
14	36.2	1	2,495
15	<b>36.2</b>	<b>2</b>	<b>2,466</b>
16	37	1	3,745
17	38	1	2,373
18	39	1	1,690
19	40	1	663
20	41	2	2,293
21	<b>52</b>	<b>1</b>	<b>3,056</b>
22	53	1	2,554
23	57	1	65
24	<b>57</b>	<b>2</b>	<b>1,301</b>
25	58	2	2,034
26	59	1	629
27	59	2	1,457
28	<b>60</b>	<b>1</b>	<b>3,380</b>
29	60	2	2,981
<b>TOTAL</b>	<b>22</b>	<b>29</b>	<b>60,261</b> <b>20% EJ</b> <b>80% Non-EJ</b>

Route 13.

	Census Tract	Block Group	Population
1	16	1	1,727
2	16	2	1,155
3	16	3	682
4	17	1	2,045
5	18.1	1	590
6	18.2	1	2,257
7	18.2	2	2,474
8	19.2	1	2,981
9	20.1	1	1,057
10	20.1	2	2,343
11	20.2	1	2,086
12	20.2	2	1,897
13	<b>21</b>	<b>2</b>	<b>1,813</b>
14	25	2	1,912
15	35	1	2,455
16	35	2	2,021
17	35	3	1,358
18	36.2	1	2,495
19	36.2	2	2,466
20	<b>37</b>	<b>1</b>	<b>3,745</b>
21	38	1	2,373
22	39	1	1,690

23	40	1	663
24	41	2	2,293
25	46	2	1,545
26	46	3	1,254
27	47	1	1,832
28	49	1	1,064
29	49	2	1,885
30	<b>52</b>	<b>1</b>	<b>3,056</b>
31	53	1	2,554
32	<b>54</b>	<b>1</b>	<b>1,465</b>
33	55	1	1,923
34	57	2	1,301
<b>TOTAL</b>	<b>23</b>	<b>34</b>	<b>64,457</b> <b>16% EJ</b> <b>84% Non-EJ</b>

Route 19.

	Census Tract	Block Group	Population
1	17	1	2,045
2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.1	1	753
7	19.2	2	2,626
8	20.1	1	1,057
9	20.1	2	2,343
10	20.2	1	2,086
11	20.2	2	1,897
12	37	1	3,745
13	38	2	498
14	39	1	1,690
15	40	1	663
16	40	2	632
17	<b>42</b>	<b>1</b>	<b>2,609</b>
18	<b>52</b>	<b>1</b>	<b>3,056</b>
19	<b>57</b>	<b>2</b>	<b>1,301</b>
20	59	1	629
21	59	2	1,457
22	68.3	1	20
23	<b>69</b>	<b>1</b>	<b>1,878</b>
24	69	2	1,582
25	<b>70</b>	<b>1</b>	<b>2,061</b>
26	70	3	76
27	<b>71</b>	<b>1</b>	<b>2,330</b>
28	72	9	1,073
29	<b>73</b>	<b>9</b>	<b>5,687</b>
<b>TOTAL</b>	<b>21</b>	<b>29</b>	<b>49,771</b> <b>38% EJ</b> <b>62% Non-EJ</b>

Route 20.

	Census Tract	Block Group	Population
1	17	1	2,045
2	18.1	1	590
3	18.1	2	656
4	18.2	1	2,257
5	18.2	2	2,474
6	19.1	1	753
7	19.2	2	2,626
8	20.1	1	1,057
9	20.1	2	2,343
10	20.2	1	2,086
11	20.2	2	1,897
12	37	1	3,745
13	38	2	498
14	39	1	1,690
15	40	1	663
16	40	2	632
17	42	1	2,609
18	52	1	3,056
19	57	2	1,301
20	59	1	629
21	59	2	1,457
22	68.3	1	20
23	69	1	1,878
24	69	2	1,582
25	70	1	2,061
26	70	3	76
27	72	9	1,073
28	74	9	2,172
29	75.4	1	3,083
30	77.1	3	1,788
31	78.7	1	2,058
32	78.7	2	2,347
33	78.8	1	467
34	78.8	2	2,629
<b>TOTAL</b>	<b>24</b>	<b>34</b>	<b>56,298</b> <b>29% EJ</b> <b>71% Non-EJ</b>

## URBAN FEEDER ROUTES

### Route 5.

	Census Tract	Block Group	Population
1	30	1	1,093
2	30	2	1,226
3	30	3	1,355
4	31.2	1	2,286
5	31.2	2	984
6	34.5	1	3,066
7	34.7	1	852
8	35	1	2,455
9	35	2	2,021
10	36.2	1	2,495
11	<b>36.2</b>	<b>2</b>	<b>2,466</b>
12	37	1	3,745
<b>TOTAL</b>	<b>7</b>	<b>12</b>	<b>24,044</b> <b>10% EJ</b> <b>90% Non-EJ</b>

### Route 7.

	Census Tract	Block Group	Population
1	59	1	629
2	59	2	1,457
3	<b>60</b>	<b>1</b>	<b>3,380</b>
4	60	2	2,981
5	61	1	1,972
6	61	2	1,866
7	62.1	1	3,028
8	63.1	2	2,526
9	<b>63.2</b>	<b>1</b>	<b>2,577</b>
10	64.1	1	1,882
11	64.2	2	3,295
12	65	1	1,485
13	65	2	2,459
14	<b>66</b>	<b>9</b>	<b>1,673</b>
<b>TOTAL</b>	<b>10</b>	<b>14</b>	<b>31,210</b> <b>24% EJ</b> <b>76% Non-EJ</b>

Route 10.

	Census Tract	Block Group	Population
1	45	2	2,590
2	46	2	1,545
3	46	3	1,254
4	47	1	1,832
5	47	2	2,743
6	48	1	2,382
7	48	2	1,405
8	48	3	2,034
9	49	1	1,064
10	49	2	1,885
11	50	1	2,039
12	50	2	2,115
13	56	1	1,880
14	58	1	1,432
15	59	1	629
16	59	2	1,457
17	60	1	3,380
18	60	2	2,981
19	61	2	1,866
<b>TOTAL</b>	<b>11</b>	<b>19</b>	<b>36,513</b> <b>17% EJ</b> <b>83% Non-EJ</b>

Route 14.

	Census Tract	Block Group	Population
1	5	1	848
2	5	3	842
3	5	5	522
4	6	1	1,378
5	7	1	1,470
6	7	2	1,359
7	8	2	1,149
8	9.1	1	2,203
9	9.2	1	942
10	9.2	2	2,909
11	9.3	2	1,412
12	12.1	1	3,887
13	13	1	1,882
14	17	1	2,045
15	18.1	2	656
16	18.2	2	2,474
17	21	1	1,707
18	21	2	1,813
19	27.1	3	864
20	28	1	2,189
21	28	2	1,052
<b>TOTAL</b>	<b>15</b>	<b>21</b>	<b>33,603</b> <b>100% Non-EJ</b>

Route 15.

	Census Tract	Block Group	Population
1	32	1	885
2	33	1	832
3	34.3	1	2,546
4	34.3	2	2,649
5	35	3	1,358
6	37	1	3,745
7	38	1	2,373
8	39	1	1,690
9	41	1	2,317
10	41	2	2,293
11	43	1	2,618
12	43	2	2,855
13	44	1	2,686
14	44	2	2,487
15	45	1	2,628
<b>TOTAL</b>	<b>11</b>	<b>15</b>	<b>33,962</b> <b>8% EJ</b> <b>92% Non-EJ</b>

Route 16.

	Census Tract	Block Group	Population
1	67.1	1	2,287
2	67.1	3	2,014
3	68.5	2	1,880
<b>TOTAL</b>	<b>2</b>	<b>3</b>	<b>6,181</b> <b>33% EJ</b> <b>67% Non-EJ</b>

Route 17.

	Census Tract	Block Group	Population
1	33	1	832
2	34.3	2	2,546
3	34.4	2	1,827
4	34.5	1	3,066
5	34.7	1	852
6	35	1	2,455
7	35	2	2,021
8	35	3	1,358
9	36.1	2	1,393
10	36.2	1	2,495
11	36.2	2	2,466
12	37	1	3,745
13	43	2	2,855
<b>TOTAL</b>	<b>10</b>	<b>13</b>	<b>27,911</b> <b>9% EJ</b> <b>91% Non-EJ</b>

Route 18.

	Census Tract	Block Group	Population
1	12.1	1	3,837
2	21	1	1,707
3	23	2	498
4	26	1	879
5	27.1	1	2,346
6	27.1	3	864
7	27.2	1	2,317
8	29	1	1,880
9	34.3	2	2,649
10	34.4	1	2,796
11	34.4	2	1,827
12	34.5	1	3,066
13	34.7	1	852
14	35	1	2,455
15	35	2	2,021
16	35	3	1,358
17	36.1	2	1,393
18	36.2	1	2,495
19	36.2	2	2,466
20	37	1	3,745
<b>TOTAL</b>	<b>15</b>	<b>20</b>	<b>41,451</b> 6% EJ 94% Non-EJ

Route 24.

	Census Tract	Block Group	Population
1	3.1	1	3,181
2	3.2	1	1,407
3	3.2	2	1,553
4	4.1	1	2,681
5	4.2	1	3,098
6	4.2	2	727
7	5	1	848
8	6	1	1,378
9	7	1	1,470
10	7	2	1,359
11	9.1	1	2,203
12	16	1	1,727
13	16	2	1,155
14	16	3	682
15	17	1	2,045
16	18.1	1	590
17	18.1	2	656
18	18.2	2	2,257
19	19.1	1	753
20	19.2	2	2,626
21	20.1	2	2,343

22	20.2	2	1,897
23	37	1	3,745
<b>TOTAL</b>	<b>17</b>	<b>23</b>	<b>40,381</b> <b>0% EJ</b> <b>100% Non-EJ</b>

Route 31.

	Census Tract	Block Group	Population
1	66	9	1,673
2	67.1	1	2,287
3	67.1	2	2,055
4	67.1	3	2,014
5	68.3	1	20
6	69	1	1,878
7	72	9	1,073
<b>TOTAL</b>	<b>5</b>	<b>7</b>	<b>11,000</b> <b>51% EJ</b> <b>49% Non-EJ</b>

Route 32.

	Census Tract	Block Group	Population
1	66	9	1,673
2	68.2	1	3,295
3	68.2	2	3,089
4	68.3	1	20
5	68.5	1	3,762
6	68.5	2	1,880
7	68.6	1	1,749
8	68.8	2	2,876
9	68.9	1	2,783
10	69	1	1,878
11	72	9	1,073
12	74	9	2,172
13	75.4	1	3,083
14	75.5	1	2,768
15	75.5	2	2,705
16	77.1	3	1,788
17	78.7	1	2,058
18	78.7	2	2,347
19	78.8	1	467
20	78.8	2	2,629
<b>TOTAL</b>	<b>15</b>	<b>20</b>	<b>44,095</b> <b>20% EJ</b> <b>80% Non-EJ</b>

## Suburban Trunk Routes

### Route 11.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	42	1	2,609
9	52	1	3,056
10	53	1	2,554
11	54	1	1,465
12	55	1	1,923
13	56	2	2,128
14	57	2	1,301
15	67.1	1	2,287
16	67.1	3	2,014
17	67.2	1	2,371
18	68.4	4	596
19	75.3	1	2,864
20	75.3	2	2,052
21	77.1	1	982
22	77.1	2	898
23	77.1	3	1,788
24	77.2	1	2,725
25	77.2	2	2,162
26	78.7	1	2,058
27	78.7	2	2,347
28	78.8	1	467
29	78.8	2	2,629
<b>TOTAL</b>	<b>21</b>	<b>29</b>	<b>56,065</b> <b>19% EJ</b> <b>81% Non-EJ</b>

### Route 22.

	Census Tract	Block Group	Population
1	1.5	1	1,360
2	1.5	3	1,459
3	1.8	1	3,050
4	1.10	2	783
5	2	1	2,500
6	2	2	2,202
7	2	3	1,012
8	3.1	1	3,181
9	3.2	1	1,407
10	4.1	1	2,681

11	4.2	1	3,098
12	4.2	2	727
13	5	1	848
14	5	2	732
15	6	1	1,378
16	7	1	1,470
17	7	2	1,359
18	16	1	1,727
19	16	2	1,155
20	16	3	682
21	17	1	2,045
22	18.1	1	590
23	18.1	2	656
24	18.2	1	2,257
25	18.2	2	2,474
26	20.1	1	1,057
27	20.1	2	2,343
28	20.2	1	2,086
29	20.2	2	1,897
30	113.2	1	2,062
<b>TOTAL</b>	<b>18</b>	<b>30</b>	<b>50,278</b> <b>20% EJ</b> <b>80% Non-EJ</b>

### Route 23.

	Census Tract	Block Group	Population
1	1.4	1	2,171
2	1.5	3	1,459
3	1.6	2	2,538
4	1.8	1	3,050
5	1.9	1	2,639
6	1.10	1	2,949
7	1.10	2	783
8	2	1	2,500
9	2	2	2,202
10	2	3	1,012
11	3.1	1	3,181
12	3.2	1	1,407
13	3.2	2	1,553
14	4.1	1	2,681
15	4.2	1	3,098
16	4.2	2	727
17	5	1	848
18	5	2	732
19	6	1	1,378
20	7	1	1,470
21	7	2	1,359
22	16	1	1,727
23	16	2	1,155
24	16	3	682
25	17	1	2,045

26	18.1	1	590
27	18.1	2	656
28	18.2	1	2,257
29	18.2	2	2,474
30	19.1	1	753
31	19.2	2	2,626
32	20.1	2	2,343
33	20.2	1	2,086
34	20.2	2	1,897
35	37	1	3,745
36	<b>113.2</b>	<b>1</b>	<b>2,062</b>
<b>TOTAL</b>	<b>25</b>	<b>36</b>	<b>66,835</b> <b>3% EJ</b> <b>97% Non-EJ</b>

Route 40.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	<b>42</b>	<b>1</b>	2,609
9	<b>52</b>	<b>1</b>	<b>3,056</b>
10	53	1	2,554
11	57	1	65
12	<b>57</b>	<b>2</b>	<b>1,301</b>
13	58	2	2,034
14	59	1	629
15	59	2	1,457
16	<b>60</b>	<b>1</b>	<b>3,380</b>
17	68.3	1	20
18	<b>69</b>	<b>1</b>	<b>1,878</b>
19	69	2	1,582
20	<b>70</b>	<b>1</b>	<b>2,061</b>
21	70	3	76
22	<b>74</b>	<b>9</b>	<b>2,172</b>
23	<b>75.4</b>	<b>1</b>	<b>3,083</b>
24	77.1	3	1,788
25	78.8	1	467
26	78.8	2	2,629
27	80.2	1	1,191
28	80.2	2	1,541
29	80.3	9	2,583
30	<b>86.4</b>	<b>2</b>	<b>1,706</b>
31	86.5	9	3,866
32	86.6	1	7,290
33	86.8	1	0
34	87.1	1	2,834

35	87.1	2	535
36	87.1	4	2,655
37	87.2	1	2,655
38	<b>87.3</b>	<b>1</b>	1,126
39	<b>87.3</b>	<b>2</b>	<b>1,626</b>
40	<b>89.14</b>	<b>1</b>	<b>2,780</b>
41	89.14	2	1,531
42	<b>96.1</b>	<b>1</b>	<b>2,807</b>
43	<b>96.1</b>	<b>2</b>	<b>1,570</b>
44	<b>96.1</b>	<b>9</b>	<b>2,426</b>
45	<b>96.3</b>	<b>1</b>	<b>2,703</b>
46	<b>96.3</b>	<b>2</b>	<b>3,190</b>
47	<b>96.4</b>	<b>1</b>	<b>3,266</b>
48	<b>96.4</b>	<b>2</b>	<b>1,774</b>
49	<b>97.1</b>	<b>1</b>	<b>2,808</b>
50	<b>97.1</b>	<b>2</b>	<b>1,570</b>
51	<b>97.2</b>	<b>1</b>	<b>3,714</b>
52	<b>97.2</b>	<b>9</b>	<b>4,411</b>
53	<b>98.1</b>	<b>9</b>	<b>2,386</b>
54	<b>98.2</b>	<b>1</b>	<b>2,852</b>
55	98.2	3	1,264
<b>TOTAL</b>	<b>37</b>	<b>55</b>	<b>116,290</b> <b>50% EJ</b> <b>50% Non-EJ</b>

Route 41.

	Census Tract	Block Group	Population
1	83.2	2	2,174
2	83.2	3	2,307
3	84.1	1	3,300
4	<b>84.2</b>	<b>1</b>	<b>2,914</b>
5	84.2	2	2,424
6	84.2	3	2,749
7	84.3	1	2,249
8	<b>84.4</b>	<b>1</b>	8,690
9	85	1	1,311
10	86.6	1	7,290
11	86.7	1	1,544
12	86.8	1	0
<b>TOTAL</b>	<b>9</b>	<b>12</b>	<b>36,952</b> <b>8% EJ</b> <b>92% Non-EJ</b>

Route 42.

	Census Tract	Block Group	Population
1	1.2	1	2,500
2	1.4	1	2,171
3	1.5	1	1,360
4	1.5	2	1,840

5	1.5	3	1,459
6	1.6	1	2,836
7	1.6	2	2,538
8	1.7	1	476
9	1.7	2	2,541
10	1.8	1	3,050
11	1.9	1	2,639
12	1.10	1	2,949
13	1.10	2	783
14	2	1	2,500
15	2	2	2,202
16	2	3	1,012
17	3.1	1	3,181
18	3.2	1	1,407
19	3.2	2	984
20	4.1	1	2,681
21	4.2	1	3,098
22	4.2	2	727
23	5	1	848
24	5	2	732
25	5	3	842
26	5	5	522
27	6	1	1,378
28	7	1	1,470
29	7	2	1,359
30	8	2	1,149
31	8	3	1,953
32	9.1	1	2,203
33	9.2	1	942
34	9.2	2	2,909
35	9.3	1	1,495
36	9.3	2	1,412
37	10	1	1,330
38	11	1	1,836
39	11	2	1,891
40	12.1	1	3,837
41	12.2	1	1,089
42	12.2	2	1,991
43	13	1	1,882
44	14	1	1,178
45	14	2	1,392
46	15	1	1,295
47	16	1	1,727
48	16	2	1,155
49	16	3	682
50	17	1	2,045
51	18.1	1	590
52	18.1	2	656
53	18.2	2	2,474
54	19.1	1	753
55	19.2	1	2,981
56	19.2	2	2,626

57	20.1	1	1,057
58	20.1	2	2,343
59	20.2	1	2,086
60	20.2	2	1,897
61	21	1	1,707
62	21	2	1,813
63	22	3	2,019
64	23	1	2,143
65	23	2	498
66	24.1	1	2,956
67	24.2	1	1,571
68	24.2	2	1,595
69	25	1	1,761
70	25	2	1,912
71	26	1	879
72	26	2	944
73	26	3	2,332
74	27.1	1	2,346
75	27.1	3	864
76	27.2	1	2,317
77	28	1	2,189
78	28	2	1,052
79	29	1	1,880
80	30	1	1,093
81	30	2	1,226
82	30	3	1,355
83	31.1	1	1,639
84	31.1	2	1,226
85	31.2	1	2,286
86	31.2	2	984
87	32	1	885
88	33	1	832
89	34.3	1	2,546
90	34.3	2	2,649
91	34.4	1	2,796
92	34.4	2	1,827
93	34.5	1	3,066
94	34.7	1	852
95	35	1	2,455
96	35	2	2,021
97	35	3	1,358
98	36.1	2	1,393
99	36.2	1	2,495
100	<b>36.2</b>	<b>2</b>	<b>2,466</b>
101	37	1	3,745
102	38	1	2,373
103	38	2	498
104	39	1	1,690
105	40	1	663
106	40	2	632
107	41	1	2,317
108	41	2	2,293

109	42	1	2,609
110	43	1	2,618
111	43	2	2,855
112	44	1	2,686
113	44	2	2,487
114	45	1	2,628
115	45	2	2,590
116	46	1	841
117	46	2	1,545
118	46	3	1,254
119	47	1	1,832
120	47	2	2,743
121	48	1	2,382
122	48	2	1,405
123	48	3	2,034
124	49	1	1,064
125	49	2	1,885
126	50	1	2,039
127	50	2	2,115
128	51	1	3,167
129	52	1	3,056
130	53	1	2,554
131	54	1	1,465
132	55	1	1,923
133	56	1	1,880
134	56	2	2,128
135	56	3	2,265
136	57	1	65
137	57	2	1,301
138	58	1	1,432
139	58	2	2,034
140	59	1	629
141	59	2	1,457
142	60	1	3,380
143	60	2	2,981
144	61	1	1,972
145	61	2	1,866
146	62.1	1	3,028
147	62.2	1	2,094
148	63.1	2	2,526
149	63.2	1	2,577
150	64.1	1	1,882
151	64.2	2	3,295
152	65	1	1,485
153	65	2	2,459
154	66	9	1,673
155	67.1	1	2,287
156	67.1	2	2,055
157	67.1	3	2,014
158	67.2	1	2,371
159	68.2	1	3,295
160	68.2	2	3,089

161	68.3	1	20
162	68.4	4	596
163	68.5	1	3,762
164	68.5	2	1,880
165	68.6	1	1,749
166	68.8	2	2,876
167	68.9	1	2,783
168	<b>69</b>	<b>1</b>	<b>1,878</b>
169	69	2	1,582
170	<b>70</b>	<b>1</b>	<b>2,061</b>
171	70	2	1,071
172	70	3	76
173	71	1	2,330
174	72	9	1,073
175	<b>73</b>	<b>9</b>	<b>5,687</b>
176	<b>74</b>	<b>9</b>	<b>2,172</b>
177	75.2	1	1,821
178	75.3	1	2,864
179	75.3	2	2,052
180	<b>75.4</b>	<b>1</b>	<b>3,083</b>
181	75.5	1	2,768
182	75.5	2	2,705
183	77.1	1	982
184	77.1	2	898
185	77.1	3	1,788
186	77.2	1	2,725
187	77.2	2	2,162
188	78.4	1	2,068
189	78.5	1	2,728
190	78.5	2	2,238
191	78.6	1	2,736
192	78.6	2	2,423
193	78.7	1	2,058
194	78.7	2	2,347
195	78.8	1	467
196	78.8	2	2,629
197	78.9	2	2,396
198	78.10	1	3,432
199	78.10	2	2,379
200	80.1	2	641
201	80.2	1	1,191
202	80.2	2	1,541
203	80.3	9	2,583
204	80.5	1	2,766
205	80.5	2	2,702
206	80.5	3	1,379
207	80.6	1	2,659
208	80.6	2	2,322
209	80.7	1	2,667
210	80.7	2	2,722
211	<b>81</b>	<b>9</b>	<b>4,210</b>
212	<b>83.1</b>	<b>9</b>	<b>1,230</b>

213	83.2	1	2,082
214	83.2	2	2,174
215	83.2	3	2,307
216	84.1	1	3,300
217	<b>84.2</b>	<b>1</b>	<b>2,914</b>
218	84.2	2	2,424
219	84.2	3	2,749
220	84.3	1	2,249
221	<b>84.4</b>	<b>1</b>	<b>8,690</b>
222	85	1	1,311
223	<b>86.3</b>	<b>2</b>	<b>3,623</b>
224	86.3	3	5,436
225	86.3	4	80
226	86.3	9	166
227	86.4	1	2,391
228	<b>86.4</b>	<b>2</b>	<b>1,706</b>
229	86.5	1	2,231
230	86.5	2	1,339
231	86.5	3	1,171
232	86.5	9	3,866
233	86.6	1	7,290
234	86.7	1	1,544
235	86.8	1	0
236	87.1	1	2,834
237	87.1	2	535
238	87.1	4	2,655
239	87.2	1	2,655
240	<b>87.3</b>	<b>1</b>	1,126
241	<b>87.3</b>	<b>2</b>	<b>1,626</b>
242	<b>87.3</b>	<b>9</b>	<b>2,522</b>
243	88	1	3,345
244	88	2	2,180
245	88	3	1,256
246	89.5	2	3,489
247	89.5	3	4,359
248	89.5	4	1,733
249	89.6	1	2,861
250	89.6	2	978
251	89.7	1	1,955
252	89.7	9	2,101
253	89.8	9	6,267
254	89.9	1	2,853
255	89.9	2	1,025
256	89.12	1	2,582
257	89.13	1	2,156
258	89.13	2	1,594
259	<b>89.14</b>	<b>1</b>	2,780
260	89.14	2	<b>1,531</b>
261	89.15	2	2,463
262	<b>89.16</b>	<b>9</b>	<b>11,181</b>
263	89.17	2	2,840
264	<b>89.18</b>	<b>1</b>	<b>2,189</b>

265	89.18	2	2,629
266	89.20	1	2,923
267	89.20	2	1,781
268	89.21	1	2,568
269	89.23	1	2,873
270	89.23	2	1,868
271	<b>90</b>	<b>9</b>	<b>2,829</b>
272	91	1	2,753
273	91	2	264
274	91	9	1,646
275	<b>92</b>	<b>1</b>	<b>2,323</b>
276	92	2	2,628
277	92	3	2,011
278	93	2	525
279	<b>94</b>	<b>1</b>	<b>2,692</b>
280	94	2	2,112
281	<b>95.2</b>	<b>9</b>	<b>4,035</b>
282	<b>95.3</b>	<b>9</b>	<b>2,528</b>
283	95.4	9	1,235
284	<b>95.5</b>	<b>9</b>	3,479
285	<b>96.1</b>	<b>1</b>	2,807
286	<b>96.1</b>	<b>2</b>	1,621
287	<b>96.1</b>	<b>9</b>	2,426
288	<b>96.3</b>	<b>1</b>	2,703
289	<b>96.3</b>	<b>2</b>	3,190
290	<b>96.3</b>	<b>3</b>	150
291	96.3	9	1,903
292	<b>96.4</b>	<b>1</b>	3,266
293	<b>96.4</b>	<b>2</b>	1,774
294	96.4	9	585
295	<b>97.1</b>	<b>1</b>	2,808
296	<b>97.1</b>	<b>2</b>	<b>1,570</b>
297	97.1	9	<b>1,102</b>
298	<b>97.2</b>	<b>1</b>	3,714
299	<b>97.2</b>	<b>9</b>	<b>4,411</b>
300	<b>98.1</b>	<b>9</b>	<b>2,386</b>
301	<b>98.2</b>	<b>1</b>	<b>2,852</b>
302	98.2	3	1,264
303	99.1	1	1,516
304	99.1	2	985
305	99.1	9	1,970
306	99.2	1	1,469
307	99.2	2	2,489
308	100	1	946
309	<b>100</b>	<b>9</b>	<b>3,392</b>
310	<b>101</b>	<b>1</b>	<b>2,097</b>
311	<b>101</b>	<b>2</b>	<b>2,207</b>
312	101	3	2,146
313	101	9	1,037
314	<b>102.1</b>	<b>1</b>	<b>2,321</b>
315	102.1	2	1,324
316	<b>102.1</b>	<b>9</b>	<b>1,667</b>

317	102.2	1	1,750
318	102.2	3	1,321
319	102.2	9	891
320	103.2	1	1,020
321	103.3	2	844
322	103.3	9	1,058
323	103.5	1	3,061
324	103.5	2	1,833
325	103.6	1	2,559
326	103.6	2	2,024
327	103.6	9	1,897
328	105.3	1	1,978
329	105.3	9	13
330	105.4	1	2,333
331	105.4	2	2,820
332	105.5	1	1,896
333	105.5	2	1,616
334	105.6	1	2,561
335	105.6	2	2,875
336	105.6	3	2,565
337	106.1	1	1,108
338	106.1	2	2,124
339	106.2	1	3,234
340	107.1	1	2,428
341	107.2	1	2,328
342	107.2	2	1,518
343	108.1	9	3,906
344	108.2	9	7,921
345	109.1	1	991
346	109.1	2	2,170
347	109.3	2	1,867
348	109.4	1	1,711
349	109.4	2	1,693
350	109.5	1	2,527
351	110	1	1,653
352	110	2	1,691
353	111.3	1	2,658
354	111.3	2	1,392
355	111.4	1	2,279
356	111.4	2	2,518
357	111.5	1	1,876
358	111.6	1	2,641
359	111.6	2	3,133
360	112.1	1	1,763
361	112.1	2	2,776
362	112.2	1	1,765
363	113.1	1	3,103
364	113.2	1	2,062
365	113.2	2	2,324
<b>TOTAL</b>	<b>209</b>	<b>365</b>	<b>769,224</b> <b>21% EJ</b> <b>79% Non-EJ</b>

Route 43.

	Census Tract	Block Group	Population
1	35	3	1,358
2	36.1	2	1,393
3	37	1	3,745
4	38	1	2,373
5	39	1	1,690
6	40	1	663
7	41	2	2,293
8	42	1	2,609
9	52	1	3,056
10	53	1	2,554
11	57	1	65
12	57	2	1,301
13	58	2	2,034
14	59	1	629
15	59	2	1,457
16	60	1	3,380
17	60	2	2,981
18	68.3	1	20
19	69	1	1,878
20	69	2	1,582
21	70	1	2,061
22	70	3	76
23	72	9	1,073
24	75.5	1	2,768
25	77.2	1	2,725
26	78.5	2	2,705
27	78.6	1	2,736
28	78.9	2	2,396
29	80.2	1	1,191
30	87.1	1	2,834
31	87.1	2	535
32	87.1	4	2,655
33	87.2	1	2,655
34	88	1	3,345
35	88	2	2,180
36	88	3	1,256
37	89.12	1	2,582
38	89.13	1	2,156
39	89.13	2	1,594
40	89.14	2	1,531
<b>TOTAL</b>	<b>30</b>	<b>40</b>	<b>78,115</b> <b>18% EJ</b> <b>82% Non-EJ</b>

Route 52.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	<b>42</b>	<b>1</b>	<b>2,609</b>
9	<b>52</b>	<b>1</b>	<b>3,056</b>
10	53	1	2,554
11	57	1	65
12	<b>57</b>	<b>2</b>	<b>1,301</b>
13	58	2	2,034
14	59	1	629
15	59	2	1,157
16	<b>60</b>	<b>1</b>	<b>3,380</b>
17	60	2	2,981
18	68.3	1	20
19	<b>69</b>	<b>1</b>	<b>1,878</b>
20	69	2	1,582
21	<b>70</b>	<b>1</b>	<b>2,061</b>
22	70	3	76
23	72	9	1,073
24	75.5	1	2,768
25	77.2	1	2,725
26	77.2	2	2,162
27	78.5	2	2,238
28	78.6	1	2,736
29	78.9	2	2,396
30	80.2	1	1,191
31	89.6	1	2,861
32	89.7	1	1,955
33	<b>89.7</b>	<b>9</b>	<b>2,101</b>
34	89.15	2	2,463
35	<b>89.16</b>	<b>9</b>	<b>11,181</b>
36	89.17	2	2,840
37	<b>90</b>	<b>9</b>	<b>2,829</b>
38	91	2	264
39	91	9	1,646
40	93	2	525
41	<b>94</b>	<b>1</b>	<b>2,692</b>
42	94	2	2,112
43	99.1	2	985
44	99.2	1	1,469
45	99.2	2	2,489
46	100	1	946
47	<b>100</b>	<b>9</b>	<b>3,392</b>
48	<b>101</b>	<b>2</b>	<b>2,207</b>

<b>49</b>	101	3	2,146
<b>50</b>	101	9	1,037
<b>TOTAL</b>	<b>36</b>	<b>50</b>	<b>103,601</b> <b>37% EJ</b> <b>63% Non-EJ</b>

Route 53.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	<b>42</b>	<b>1</b>	<b>2,609</b>
9	<b>52</b>	<b>1</b>	<b>3,056</b>
10	53	1	2,554
11	<b>54</b>	<b>1</b>	<b>1,465</b>
12	55	1	1,923
13	56	2	2,128
14	<b>57</b>	<b>2</b>	<b>1,301</b>
15	67.1	1	2,287
16	<b>67.1</b>	<b>3</b>	<b>2,014</b>
17	78.8	1	467
18	78.8	2	2,629
19	80.2	1	1,191
20	80.2	2	1,541
21	80.3	9	2,583
22	80.5	1	2,766
23	80.5	2	2,702
24	80.5	3	1,379
25	80.6	1	2,659
26	80.7	2	2,722
<b>TOTAL</b>	<b>20</b>	<b>26</b>	<b>52,765</b> <b>20% EJ</b> <b>80% Non-EJ</b>

Route 54.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745
3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293

8	42	1	2,609
9	52	1	3,056
10	53	1	2,554
11	54	1	1,465
12	55	1	1,923
13	56	2	2,128
14	57	2	1,301
15	67.1	1	2,287
16	67.1	3	2,014
17	67.2	1	2,371
18	68.4	4	596
19	68.5	2	1,880
20	75.3	1	2,864
21	77.1	2	898
22	77.1	3	1,788
23	77.2	1	2,725
24	77.2	2	2,162
25	78.4	1	2,068
26	78.5	1	2,728
27	78.5	2	2,238
28	78.6	1	2,736
29	78.7	1	2,058
30	78.7	2	2,347
31	78.8	2	2,629
32	78.9	2	2,396
33	78.10	1	3,432
34	80.2	1	1,191
35	80.6	1	2,659
36	80.6	2	2,322
37	80.7	1	2,667
38	80.7	2	2,722
<b>TOTAL</b>	<b>30</b>	<b>38</b>	<b>81,603</b> <b>13% EJ</b> <b>87% Non-EJ</b>

Route 55.

	Census Tract	Block Group	Population
1	37	1	3,745
2	38	2	498
3	39	1	1,690
4	40	1	663
5	40	2	632
6	42	1	2,609
7	43	1	2,618
8	45	2	2,590
9	46	1	841
10	46	2	1,545
11	101	1	2,097

12	101	9	1,037
13	<b>102.1</b>	<b>1</b>	<b>2,321</b>
14	102.1	2	1,324
15	<b>102.1</b>	<b>9</b>	<b>1,667</b>
16	<b>102.2</b>	<b>1</b>	<b>1,750</b>
17	<b>102.2</b>	<b>3</b>	<b>1,321</b>
18	<b>102.2</b>	<b>9</b>	<b>891</b>
19	103.3	2	844
20	103.3	9	1,058
21	103.5	2	1,833
22	103.6	1	2,559
23	105.4	1	2,333
24	105.5	1	1,896
25	105.5	2	1,616
26	105.6	1	2,561
27	<b>105.6</b>	<b>2</b>	<b>2,875</b>
28	106.1	2	2,124
29	106.2	1	3,234
30	107.2	2	1,518
31	110	2	1,691
<b>TOTAL</b>	<b>21</b>	<b>31</b>	<b>55,981</b> <b>23% EJ</b> <b>77% Non-EJ</b>

Route 56.

	Census Tract	Block Group	Population
1	37	1	3,745
2	38	2	498
3	39	1	1,690
4	40	1	663
5	40	2	632
6	<b>42</b>	<b>1</b>	<b>2,609</b>
7	43	1	2,618
8	45	1	2,628
9	45	2	2,590
10	46	1	841
11	46	2	1,545
12	105.3	1	1,978
13	105.3	9	13
14	105.4	1	2,333
15	105.4	2	2,820
16	105.6	1	2,561
17	<b>105.6</b>	<b>2</b>	<b>2,875</b>
18	105.6	3	2,565
19	106.1	1	1,108
20	106.1	2	2,124
21	106.2	1	3,234
22	107.1	1	2,428
23	107.1	2	1,338
24	107.2	1	2,328

25	107.2	2	1,518
26	<b>108.2</b>	<b>9</b>	<b>7,921</b>
27	109.1	1	991
28	109.1	2	2,170
29	109.3	1	2,319
30	109.4	1	1,711
31	109.4	2	1,693
32	<b>109.5</b>	<b>1</b>	<b>2,527</b>
33	110	1	1,653
34	110	2	1,691
35	111.3	2	2,658
35	111.5	1	1,876
<b>TOTAL</b>	<b>23</b>	<b>35</b>	<b>76,492</b> <b>21% EJ</b> <b>79% Non-EJ</b>

Route 57.

	Census Tract	Block Group	Population
1	37	1	3,745
2	38	2	498
3	39	1	1,690
4	40	1	663
5	40	2	632
6	<b>42</b>	<b>1</b>	<b>2,609</b>
7	45	1	2,628
8	45	2	2,590
9	46	1	841
10	46	2	1,545
11	109.3	2	1,867
12	110	1	1,653
13	110	2	1,691
14	111.3	1	2,658
15	111.3	2	1,392
16	111.4	1	2,279
17	111.4	2	2,518
18	111.5	1	1,876
19	111.6	1	2,641
20	111.6	2	3,133
21	<b>113.1</b>	<b>1</b>	<b>3,103</b>
22	<b>113.2</b>	<b>1</b>	<b>2,062</b>
23	<b>113.2</b>	<b>2</b>	<b>2,324</b>
<b>TOTAL</b>	<b>15</b>	<b>23</b>	<b>46,638</b> <b>22% EJ</b> <b>78% Non-EJ</b>

Route 62.

	Census Tract	Block Group	Population
1	36.1	2	1,393
2	37	1	3,745

3	38	1	2,373
4	39	1	1,690
5	40	1	663
6	40	2	632
7	41	2	2,293
8	<b>42</b>	<b>1</b>	<b>2,609</b>
9	<b>52</b>	<b>1</b>	<b>3,056</b>
10	53	1	2,554
11	57	1	65
12	<b>57</b>	<b>2</b>	<b>1,301</b>
13	58	2	2,034
14	59	1	629
15	59	2	1,457
16	<b>60</b>	<b>1</b>	<b>3,380</b>
17	60	2	2,981
18	68.3	1	20
19	<b>69</b>	<b>1</b>	<b>1,878</b>
20	<b>70</b>	<b>1</b>	<b>2,061</b>
21	70	3	76
22	72	9	1,073
23	<b>74</b>	<b>9</b>	<b>2,172</b>
24	<b>75.4</b>	<b>1</b>	<b>3,083</b>
25	77.1	3	1,788
26	78.8	1	467
27	80.2	1	1,191
28	80.2	2	1,541
29	80.3	9	2,583
30	87.1	2	535
31	89.6	2	978
32	89.7	1	1,955
33	<b>89.7</b>	<b>9</b>	<b>2,101</b>
34	89.15	2	2,463
35	<b>89.18</b>	<b>1</b>	<b>2,189</b>
36	89.20	1	2,923
37	89.21	1	2,568
38	89.22	1	6,895
39	89.23	2	1,868
40	<b>90</b>	<b>9</b>	<b>2,829</b>
41	<b>92</b>	<b>1</b>	<b>2,323</b>
42	92	2	2,628
43	92	3	2,011
44	93	2	525
45	<b>94</b>	<b>1</b>	<b>2,692</b>
<b>TOTAL</b>	<b>37</b>	<b>45</b>	<b>88,271</b> <b>36% EJ</b> <b>64% Non-EJ</b>

## SUBURBAN FEEDER ROUTES

Route 70.

	Census Tract	Block Group	Population
1	96.4	9	585
2	97.1	1	2,808
3	97.2	1	3,714
4	97.2	9	4,411
<b>TOTAL</b>	3	4	11,518 95% EJ 5% Non-EJ

Route 71.

	Census Tract	Block Group	Population
1	78.5	1	2728
2	78.5	2	2238
3	78.6	1	2736
4	78.6	2	2423
5	78.7	1	2058
6	78.8	1	467
7	78.8	2	2629
8	78.9	1	1477
9	78.9	2	2396
10	78.10	1	3432
11	78.10	2	2379
12	80.2	1	1191
<b>TOTAL</b>	7	12	26,154 0% EJ 100% Non-EJ

Route 72.

	Census Tract	Block Group	Population
1	91	1	2,753
2	91	9	1,646
3	94	1	2,692
4	94	2	2,112
5	95.2	9	4,035
6	95.3	9	2,528
7	95.4	9	1,235
8	95.5	9	3,479
<b>TOTAL</b>	6	8	20,480 62% EJ 38% Non-EJ

Route 73.

	Census Tract	Block Group	Population
1	80.1	2	641
2	80.2	2	1,541
3	80.3	9	2,583
4	80.6	1	2,659
5	80.7	1	2,667
6	80.7	2	2,722
7	<b>81</b>	<b>9</b>	<b>4,210</b>
8	87.1	2	535
<b>TOTAL</b>	7	8	<b>17,558</b> <b>24% EJ</b> <b>76% Non-EJ</b>

Route 74.

	Census Tract	Block Group	Population
1	<b>74</b>	<b>9</b>	<b>2,172</b>
2	75.2	1	1,821
3	75.3	1	2,864
4	75.3	2	2,052
5	<b>75.4</b>	<b>1</b>	<b>3,083</b>
6	75.5	1	2,768
7	77.1	1	982
8	77.1	2	898
9	77.1	3	1,788
10	77.2	1	2,725
11	77.2	2	2,162
<b>TOTAL</b>	7	11	<b>23,315</b> <b>23% EJ</b> <b>77% Non-EJ</b>

Route 76.

	Census Tract	Block Group	Population
1	99.1	1	1,516
2	99.1	2	985
3	99.1	9	1,970
4	99.2	1	1,469
5	99.2	2	2,489
6	100	1	946
7	100	9	3,392
<b>TOTAL</b>	3	7	<b>12,767</b> <b>0% EJ</b> <b>100% Non-EJ</b>

Route 77.

	Census Tract	Block Group	Population
1	105.3	1	1,978
2	105.3	9	13
3	105.4	1	2,333
4	105.4	2	2,820
5	105.5	2	1,616
6	105.6	1	2,561
7	<b>105.6</b>	<b>2</b>	<b>2,875</b>
8	105.6	3	2,565
9	106.1	2	2,124
10	106.2	1	3,234
11	107.2	2	1,518
12	110	1	1,653
13	110	2	1,691
14	111.3	1	2,658
15	111.3	2	1,392
16	<b>113.1</b>	<b>1</b>	<b>3,103</b>
17	<b>113.2</b>	<b>1</b>	<b>2,062</b>
18	<b>113.2</b>	<b>2</b>	<b>2,324</b>
<b>TOTAL</b>	<b>11</b>	<b>18</b>	<b>38,520</b> <b>27% EJ</b> <b>73% Non-EJ</b>

## **Section 8**

### **June and August 2012 Service Change Analysis**



Description of change: (1) All services turn back at downtown, instead of continuing to Waikiki; (2) SUNDAY headway change: All Day from 30 to 60 minutes

Basis for change: low ridership between Downtown and Waikiki ; multiple transfer opportunities available

Affected areas: Ewa Beach, Waipahu, Downtown, Waikiki

**Route 1 Kaimuki-Kalihi**

Description of change: WEEKDAY headway change: Base period, from 12 to 15 minutes

Basis for change: improve schedule adherence and reliability

Affected areas: Kalihi, Downtown, East Honolulu

**Route 2 Waikiki-School St.-Middle St.**

Description of change: (1) Increase frequency to compensate for discontinuation of Route B; (2) Extend to Campbell Avenue (all trips)

(3) Extend to KCC via Campbell Avenue (selected trips)

Basis for change: Compensate for Route B being discontinued, expand service to needed areas, Replace Route 13 in Campbell Avenue loop, improve Waikiki – KCC services

Affected areas: Kalihi, Downtown, Waikiki, Kapahulu

**Route 3 (EJ 24%) Kaimuki-Salt Lake**

Description of change: Terminate route at KCC (discontinue Kaimuki town portion, replaced by **Route 9** extension)

Basis for change: More efficient to use Route 9 for this segment, improve reliability

Affected areas: Kaimuki

**Route 4 Nuuanu-Punahou**

Description of change: Terminate route at McCully and Kalakaua (full Waikiki - UH-Manoa service replaced by Route 13 extension)

Basis for change: More efficient to use Route 13 for this segment, improve reliability

Affected areas: Waikiki

**Route 5 Ala Moana-Manoa**

Description of change: WEEKDAY headway change: Peak hours, from 30 to 55 minutes

Basis for change: low ridership per hour

Affected areas: Manoa, Makiki, Ala Moana Shopping Center

**Route 9 (EJ 20%) Palolo Valley-Pearl Harbor**



Basis for change: improve Kapahulu service, connect UH-Manoa and KCC Affected areas: Kahala, Aina Haina

**Route 43                      Waipahu-Honolulu-Alapai**

Description of change: Discontinue SATURDAY/SUNDAY service

Basis for change: low ridership per hour, reduce cost

Affected areas: Waipahu, Kalihi, Downtown Honolulu

**Route 52 (EJ 37%)              Wahiawa-Circle Island**

Description of change: (1) WEEKDAY headway change: All Day, from 40 to 30 minutes; (2) Terminate route at Wahiawa Heights via Wahiawa Transit Center

Basis for change: increase efficiency and level of service in heaviest segment

Affected areas: Downtown Honolulu, Waipahu, Central Oahu, North Shore

**Route 53 (EJ 20%)              Pacific Palisades – Honolulu**

Description of change: (1) SATURDAY/SUNDAY change: Conversion to shuttle BOTH DIRECTIONS on Kuala near Wal-Mart and Makolu

Basis for change: low ridership per hour, increase efficiency

Affected areas: Pearl City

**Route 55 (EJ 23%)              Kaneohe-Circle Island**

Description of change: (1) WEEKDAY headway change: All Day, from 40 to 60 minutes; (2) Extend route to Wahiawa Transit Center via North Shore

Basis for change: low ridership per hour, increase efficiency, balance service

Affected areas: Downtown Honolulu, Kaneohe, North Shore

**Route 62 (EJ 36%)              Wahiawa Heights - Honolulu**

Description of change: Terminate route at Alapai Transit Center and at Wahiawa Transit Center (Wahiawa Heights served by Route 52)

Basis for change: increase efficiency

Affected areas: Ala Moana

**Route 65      Kahaluu - Honolulu**

Description of change: (1) Realign to use Kahekili Highway; (2) Terminate route at Bishop/Merchant; (3) ALL SERVICES headway change: All Day from 70 – 60 minutes

Basis for change: increase efficiency

Affected areas: Kaneohe, Downtown Honolulu, Ala Moana

**Route 231      Hawaii Kai-Hahaione Valley**

Description of change: Discontinue route

Basis for change: very low ridership per hour, not cost effective  
Affected areas: Hawaii Kai, Hahaione Valley

**Route 901 Palolo Valley Circulator *NEW***

Description of change: Establish shuttle service to replace Route 9 in Palolo Valley  
Basis for change: increase reliability and efficiency, allow Route 3 change  
Affected areas: Palolo Valley

**Impacts of Proposed Service Changes**

The City & County of Honolulu (Island of Oahu) has 435 Census block groups, of which 78 are Environmental Justice (EJ) areas. Of the 78 EJ areas, 61 block groups are based on minority race, 8 on low-income, and 9 are a combination of minority race and low income. 53 block groups are located in outlying areas and 25 block groups in the Primary Urban Core.

In order to evaluate the impact of the proposed service changes on EJ populations, each affected route was analyzed by taking the total number of EJ census block groups (from the 2000 U.S. Census) along the bus route and comparing it with the total number of block groups along that route. The EJ and total populations along each affected bus route were also tabulated. Finally, the information for the total service area was added for reference. By using this methodology, we are analyzing the impact on the service area, not necessarily the bus riders on these routes. The results are shown in the following table.

TITLE VI/ENVIRONMENTAL JUSTICE (EJ) TOTAL

Census Block Grps  
Served

Population in Census Blk Grps Served

Route	EJ	Total	% EJ	EJ	Total	% EJ
B	7	38	18.4%	14,664	74,845	19.6%
C	18	43	41.9%	47,387	87,085	54.4%
E	2	18	11.1%	4,357	30,878	14.1%
1	7	48	14.6%	14,773	95,309	15.5%
2	6	35	17.1%	12,055	67,789	17.8%
3	7	39	17.9%	15,314	68,697	22.3%
4	3	40	7.5%	8,832	80,070	11.0%
5	1	12	8.3%	2,466	24,044	10.3%
9	5	29	17.2%	12,094	60,261	20.1%
13	4	34	11.8%	10,079	64,457	15.6%
14	0	21	0.0%	0	33,603	0.0%
18	1	20	5.0%	2,466	41,451	5.9%
24	0	23	0.0%	0	40,381	0.0%
19	7	29	24.1%	18,922	49,771	38.0%
20	7	34	20.6%	16,160	56,298	28.7%
43	6	40	15.0%	14,285	78,115	18.3%
52	12	50	24.0%	38,687	103,601	37.3%
53	5	26	19.2%	10,445	52,765	19.8%
55	8	31	25.8%	15,531	55,981	27.7%
62	13	45	28.9%	31,674	88,271	35.9%
65	3	24	12.5%	8,545	47,503	18.0%
231	0	8	0.0%	0	17,795	0.0%
Total	122	687	17.7%	298,736	1,318,970	22.6%
Service Area	78	435	17.9%	212,484	876,156	24.3%

The figures show that the service changes do not disproportionately affect the EJ populations. Of the routes that will have service changes, 17.7% have census block groups with predominantly EJ populations compared with 17.9% for the entire service area. The difference is even more dramatic when comparing populations: 22.6% of the populations served along the routes to be changed are EJ populations compared with 24.3% for the total service area.

The table below shows similar information, but only for those routes where the service changes would qualify as “significant”.

Route	Census Blk Grps Served			Population in Census Blk Grps Served		
	EJ	Total	% EJ	EJ	Total	% EJ
B	7	38	18.4%	14,664	74,845	19.6%
14	0	21	0.0%	0	33,603	0.0%
231	0	8	0.0%	0	17,795	0.0%
Total	7	67	10.4%	14,664	126,243	11.6%
Service Area	78	435	17.9%	212,484	876,156	24.3%

Once again, the figures show that the service changes do not disproportionately affect the EJ populations. Of the routes that will have “significant” service changes, 10.4% have census block groups with predominantly EJ populations compared with 17.9% for the entire service area. When comparing populations, 11.6% of the population served along the routes to be changed are EJ populations compared with 24.3% for the total service area.

On a route specific basis, those routes that have relatively high EJ populations (Routes C, 19, 52, and 62), the service changes are minor. These include modest headway changes and terminating the routes at new locations.

### **Transit Alternatives Available to Riders**

Several of the proposed service changes involve changes to headways along corridors that are well served by bus service. In these cases alternate service will be available at the same bus stops currently used, although it may require an additional transfer and/or a longer trip. Several of the other service changes involve changing the termination point. This change may require an additional transfer. Other service changes included those which we believe will assist in allowing for greater mobility. Finally, there are two routes, 14 and 231 where service to a community will be eliminated, due to low passenger volume. For these riders, there are no other transit alternatives. However, Route 14 service changes and the effects of the elimination of Route 231 will be monitored during implementation and all options will be reviewed and considered to address any concerns and issues associated with these changes.

### **Measures Taken By DTS to Minimize or Avoid Adverse Effects of the Service Changes**

DTS has tried to minimize any adverse effects on the EJ population. Potential service changes were reviewed with an eye toward maintaining the level of service where it is justified, based on passenger loads. We also looked at those EJ areas where passenger loads were relatively low but no transit alternatives existed and sought to retain services in those cases. Service changes such as headway changes were spread out across the service area. We believe that the proposed service changes will result in a more efficient transit system. The alternative was to raise fares, which we feel would have resulted in greater hardship for the EJ population.

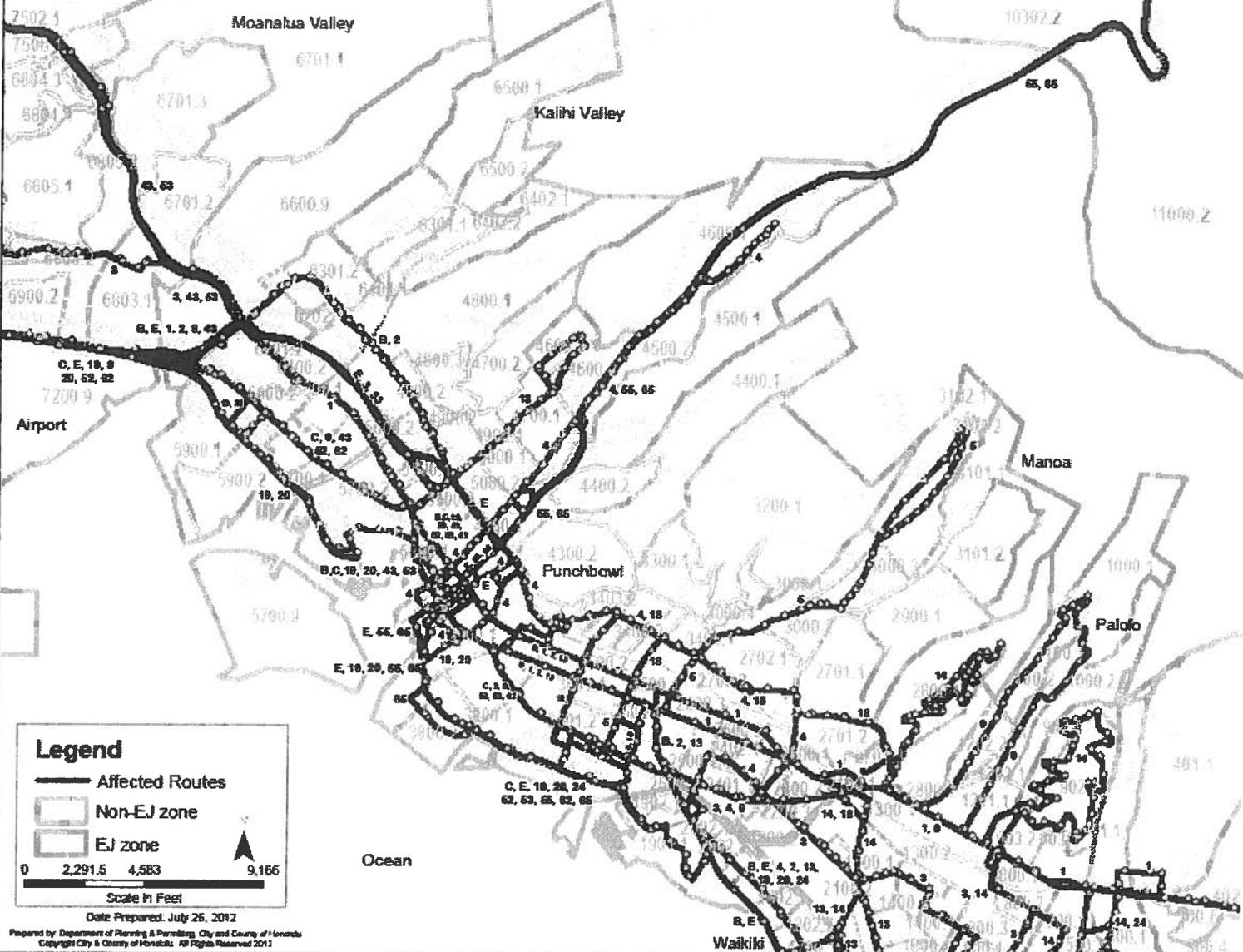
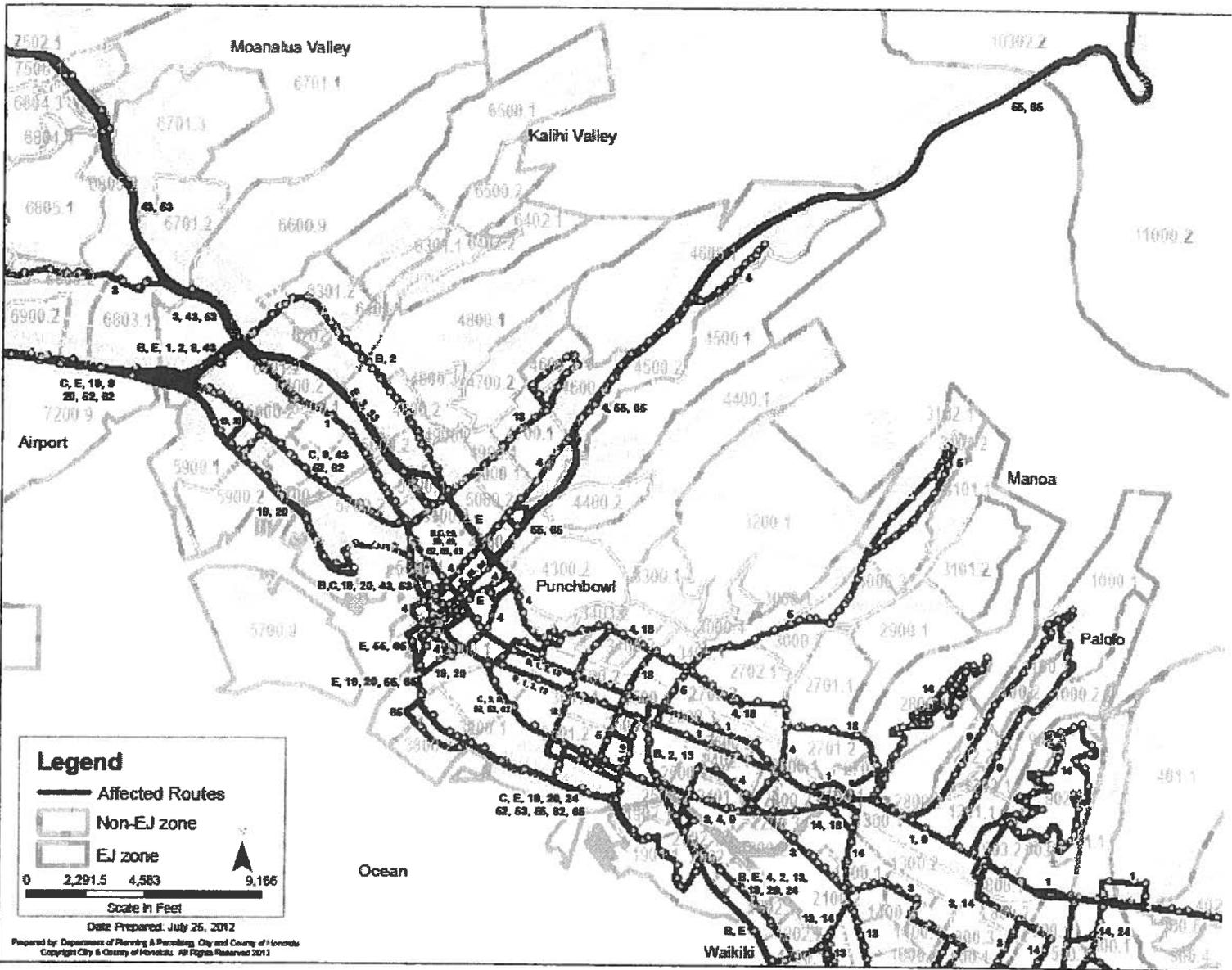
All of the route changes will be actively monitored in the months following implementation. No- or low-cost modifications will be put into service if necessary. However, we anticipate that costs will continue to increase, and there are no plans to restore significant levels of service should additional funds become available.

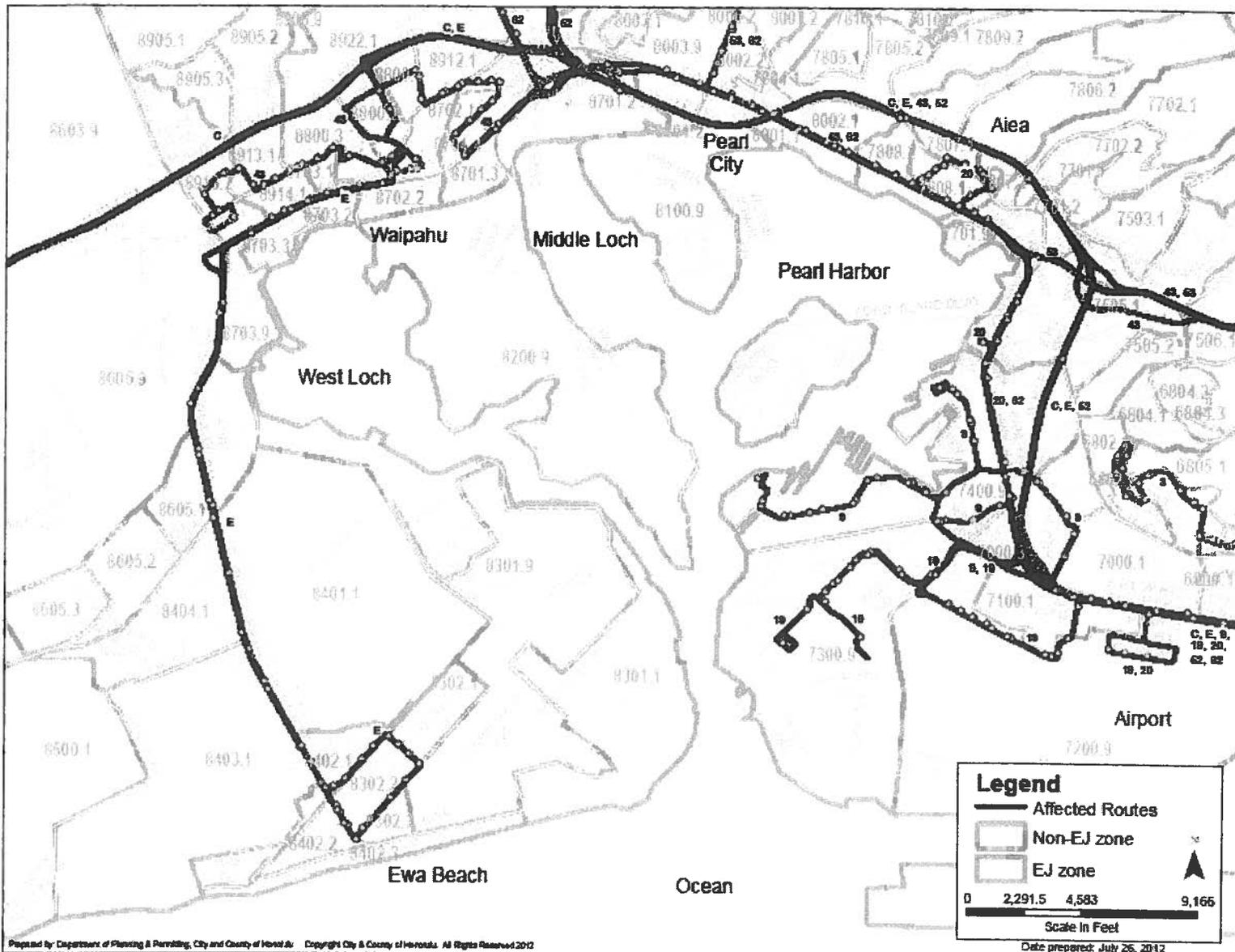
In addition, several budgetary actions were taken to reduce adverse impacts to riders. These include reducing administrative costs by about \$1.2 million for next year at Oahu Transit Services, Inc, for operating the bus. These savings were from three major areas:

- Reducing the scope of or eliminating certain outside contracts
- Reducing Administrative positions
- Reducing the allowance for claims payouts due to an anticipated safety savings.

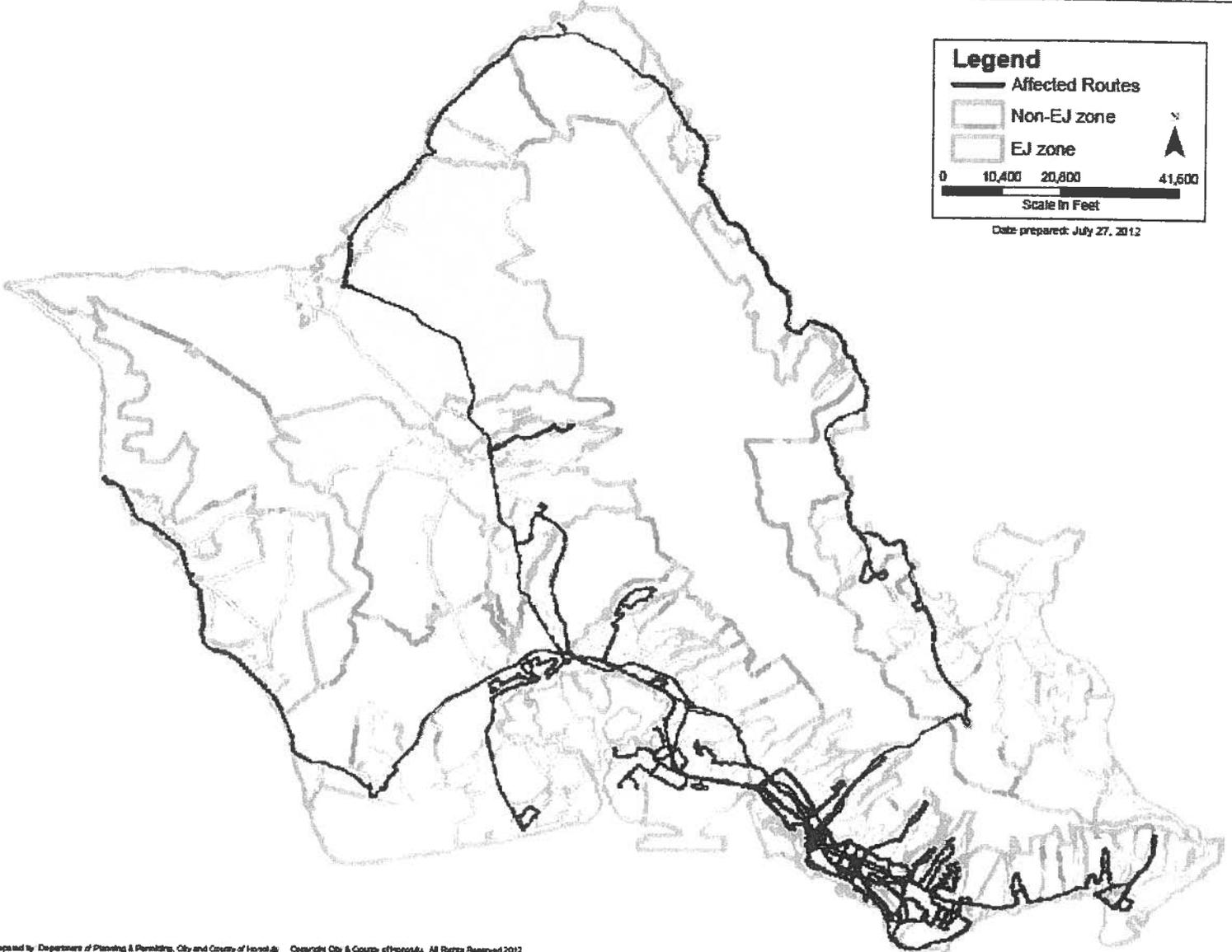
### **Public Outreach taken by DTS**

DTS conducted an extensive outreach effort to notify the public of the proposed changes and get feedback concerning the effect these changes would have. Presentations were made at over twenty community meetings, flyers were provided in specific buses and information was available on the City website. The public was informed that all service changes will be monitored during implementation and all options will be reviewed and considered to address any concerns and issues associated with these changes.





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**Legend**

- Affected Routes
- Non-EJ zone
- EJ zone

0 10,400 20,800 41,600  
Scale In Feet

↑ N

Date prepared: July 27, 2012

## **Section 9**

# **2013 Title VI and Environmental Justice Annual Compliance Report**

**City and County of Honolulu**  
**Department of Transportation Services**  
**Public Transit Division**

**TheBus Service—2013 Title VI and Environmental Justice Report**

**Routes 11,14,24,403**



Department of Transportation Services

City and County of Honolulu

Department of Transportation Services

City and County of Honolulu

650 South King Street

Honolulu, HI 96813

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The contents of this document do not necessarily reflect the official views or policies of the U.S. Department of Transportation.

## **Purpose**

This report is compiled for the Department of Transportation Services (DTS) Public Transit Division (PTD) for its bus system (TheBus). It provides an in-depth analysis of routes operating in the City and County of Honolulu (Island of O'ahu).

This review is conducted annually as an assurance that: 1. Federal Transit Administration (FTA)-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin, 2. The level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person, without regard to race, color, or national origin, 3. Opportunities to participate in the transit planning and decision-making process are provided to race, color, or national origin, 4. Decisions on the location of transit services and facilities are made without regard to race, color, or national origin, and 5. Corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

## **Findings**

There were no changes to the Title VI Program policies, procedures, and standards established in 2007.

The 2013 Title VI and Environmental justice Compliance Report found no major changes to bus services and no discriminatory, disproportional, or disparate impacts to Environmental Justice (EJ) and Non-Environmental (Non-EJ) communities served by Routes 11,14,24, and 403.

## **Title VI Certification and Annual Assurance**

The City and County of Honolulu DTS certifies that all policies are in accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. §2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §6102, Section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. §12132, and Federal Transit law at 49 U.S.C. §5332. As of DTS operations, services, activities, and programs shall not discriminate on the grounds of race, color, creed, national origin, sex, age, or disability. In addition, DTS shall comply with applicable federal implementing regulations and other implementing regulations that the FTA may use.

## **Complaint Procedures**

No changes (see Attachment 1).

### **Record of Investigation, Complaints, and Lawsuits**

In compliance with 49 CFR Section 21.9(b) and in accordance with DTS, Oahu Transit Services, Inc. (OTS), the City's bus service contract operator, tracks and maintains a record list of active investigations and complaints. OTS utilizes the Customer Service Reports (CSR) program to compile a record of complaints and investigations that are logged into the Customer service Commendations and Complaints report system that is monitored by DTS-PTD. The documents within the CSR report describe the following five-step process for handling a complaint: 1. Complaints are logged into the CSR database upon receipt, 2. The alleging complainant is contacted within 30 days of receipt, 3. The complaint is sent to the investigating officer for investigation and resolution, 4. A report containing the findings and recommendations for corrective action is written, and if warranted, 5. A document trail of complaint processing is maintained.

The table below presents the record of complaints from 2013 and their resolution. It can be seen that of the 15 complaints logged, only 2 were found to be valid; the other 13 were invalid or inconclusive.

**Title VI Complaints 2013**

Complaint No.	Complainant	Complaint	Determination	Action	Comments
M-000391	Kitana	Racial discriminatory action - examining bus pass	Not Valid		Video
M-000687K	Mario Espinal	Racial discriminatory action - luggage  denied by operator	Not Valid		Inaccurate report - gender of operator and route direction were incorrect
M-002838K	Keith Mckinney	Racial discriminatory action - refusing to accept transfer ticket	Not Valid		Video
M-003672K	Kilani Bakr	Racial discriminatory action - ejected out of the bus	Inconclusive	Advisory	Refuted - video could not confirm conversation
M-003921M	Keola Manantan	Rude racial discriminatory conduct	Inconclusive	On File - Advisory	Refuted - video could not confirm remarks
M-004523M	Damien Howgell	Racial discriminatory action and  harassment - U-pass denied	Inconclusive	On File - Advisory	Refuted - U-pass could not be seen due to sticker covering the pass
M-004617K	Glenn Jenks	Discriminated in the use of kneeling function of the bus	Inconclusive	Advisory	Refuted - serving other passengers
M-005405M	Randy	Discriminatory comment on disabled  passenger	Inconclusive	On File - Advisory	Refuted - no video footage, wrong bus number identified
M-005573K	Kris Sadei	Racial discriminatory comment	Not Valid		Video
M-005963K	Gail	Racial discriminatory comment against	Inconclusive	On File -	Refuted - complainant ranting

		disabled passenger		Advisory	without provocation
M-006445M	Ray Clarke	Discriminatory action based on disability - passenger on wheelchair denied access to the bus	Valid	Suspension Pending Dismissal	Video
M-006901K	Fredrene Balanay	Discriminatory action against young disabled passenger - asked to vacate priority seat	Valid	Written Warning	Video
M-008033K	Angelique Stafford	Discriminatory action based on gender orientation	Not Valid		Video
M-008133M	Sean	Discriminatory action - disabled passenger asked to give up her seat to an elderly	Inconclusive	On File - Advisory	Video could not confirm the words and tone of voice of the operator
M-008682K	Ramon Selga	Discriminatory action against disability - passenger in cane was rushed to board the bus	Inconclusive	On File - Advisory	Refuted - misunderstanding

### **Access to Services by Persons with limited English Proficiency (LEP)**

Phone Interpreter services are available through Pacific Interpreters and CTS Language links for the customer service and the information offices of TheBus. Portions of TheBus website are available in Chinese, Chuukese, Ilokano, Japanese, Korean, Laotian, Marshallese, Spanish, Tagalog, Thai, and Vietnamese. Written materials such as brochures are also available in these languages.

### **Notify Beneficiaries of their Rights**

No changes.

### **Inclusive Public Participation**

No changes.

### **Demographic Data**

U.S. Census data<sup>1</sup> and original surveys<sup>2</sup> have been performed to assess customer make-up and satisfaction.

Maps showing the routes examined in this report with U.S. Census Block Groups which are identified as Title VI/Environmental Justice areas are provided in the Map Appendix.

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<sup>1</sup> See "Geographic Distribution of minority and Poverty populations on O'ahu: 2010," DTS, City and County of Honolulu, Jan, 2015 rev.

<sup>2</sup> "HART On-Board Study," 2112.

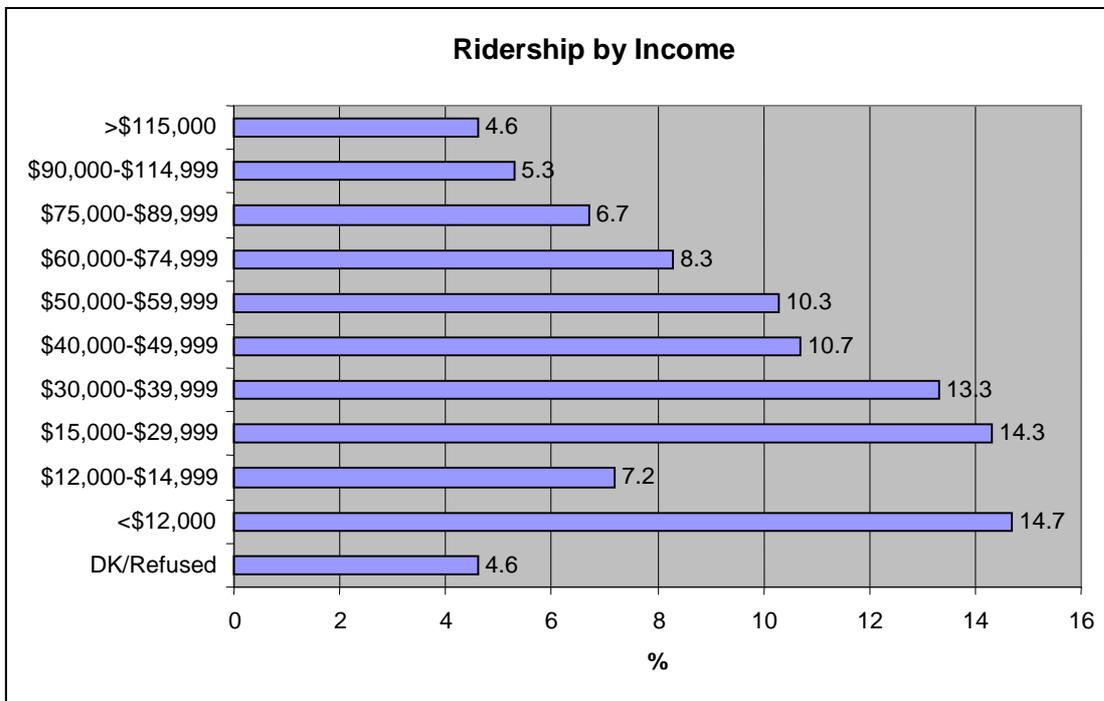
### Gender of Riders

While ridership is generally comparable between the genders, the graph below shows that a pattern of slightly more females among residents and slightly more males among visitors use TheBus.



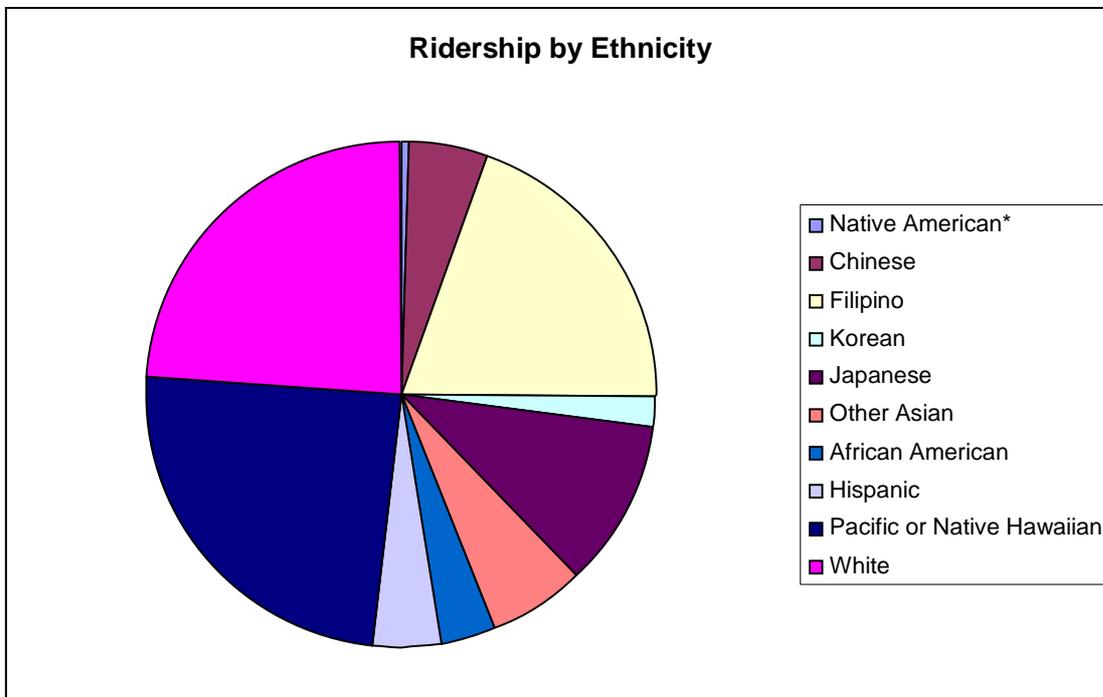
Income and Mobility Measures

Ridership is greater among lower income groups. TheBus, in general, provides mobility for all income levels, but is mostly serves lower income riders.



## Ridership Ethnicity

Ethnic groups in Honolulu are extremely diverse. Among the ridership, three groups dominated; Filipinos, Whites and Pacific Islanders or Native Hawaiians.



The following tables show the U.S. Census Block Groups served by routes, 11, 14, 24, and 403. The population of each served block group is colored red if that block group was determined to be TVI/EJ designated. Proportions of TVI/EJ population are provided in bottom table rows.

**Route 11**

	<b>Census Tract</b>	<b>Block Group</b>	<b>Population</b>
1	38	1	2309
2	39	1	655
3	40	1	768
4	40	2	784
5	41	2	2169
6	42	2	2351
7	51	1	1627
8	51	2	1463
9	52	1	1078
10	52	2	2215
11	53	1	2424
12	53	2	1212
13	54	1	1637
14	55	1	860
15	55	2	1218
16	56	1	2385
17	56	2	941
18	56	3	2354
19	56	4	1069
20	57	1	1047
21	57	2	1101
22	58	2	2050
23	59	1	1920
24	59	2	1433
25	60	2	2318
26	60	3	1976
27	61	1	2227
28	61	2	1948
29	62.01	2	2643
30	62.01	3	585
31	66	1	374
32	69	1	3021
33	69	2	802
34	70	1	2249
35	70	2	877
36	70	3	915
37	71	1	2713
38	74	1	3981
39	75.03	1	3048
40	75.03	2	2112
41	75.04	1	1508
42	75.05	1	2406
43	75.05	2	1932

44	75.05	3	1000
45	77.01	1	1356
46	77.01	2	1819
47	77.01	3	1065
48	77.02	1	315
49	77.02	2	2625
50	77.02	3	2158
51	78.07	4	1113
52	78.07	5	927
53	78.08	2	1845
54	98.02	1	2764
55	9813	1	8
56	9814	1	97
Total Population=			91797
		EJ=	54502
		EJ=	59%

**Route 14**

	<b>Census Tract</b>	<b>Block Group</b>	<b>Population</b>
1	5	1	638
2	5	2	560
3	5	3	917
4	5	5	972
5	6	1	0
6	6	2	1218
7	7	2	890
8	7	3	609
9	8	1	1164
10	8	2	949
11	8	3	1190
12	9.01	2	1688
13	9.02	1	2920
14	9.02	2	1168
15	9.03	2	1455
16	12.01	1	1151
17	12.01	2	1773
18	13	1	947
19	13	2	1411
20	13	3	985
21	13	4	864
22	15	1	1359
23	15	2	923
24	16	2	1307
25	16	3	702
26	17	1	1039
27	17	2	1398
28	18.01	2	661
29	18.04	1	1849
30	21	1	1739
31	21	2	2125
32	27.01	3	1076
33	28	1	1519
34	28	2	2159
Total Population=			41325
		EJ=	1646
		EJ=	4%

**Route 24**

	<b>Census Tract</b>	<b>Block Group</b>	<b>Population</b>
1	3.01	1	1081
2	3.01	2	2226
3	3.02	1	1245
4	3.02	2	603
5	3.02	3	1142
6	4.02	1	2040
7	4.02	2	1959
8	5	1	638
9	5	2	560
10	5	3	917
11	5	4	720
12	5	5	972
13	6	1	0
14	6	2	1218
15	7	1	1467
16	7	2	890
17	7	3	609
18	8	4	468
19	9.01	2	1688
20	15	1	1359
21	15	2	923
22	16	1	1774
23	16	2	1307
24	16	3	702
25	17	1	1039
26	17	2	1398
27	18.01	2	661
28	18.04	1	1849
29	21	1	1739
30	21	2	2125
Total Population=			35319
		EJ=	661
		EJ=	2%

**Route 403**

	<b>Census Tract</b>	<b>Block Group</b>	<b>Population</b>
1	96.03	2	3069
2	96.03	3	1201
3	96.08	1	2727
4	96.08	2	2955
5	97.03	1	2952
6	9400.02	2	1578
7	9400.02	3	2319
8	9400.02	4	2196
		Total Population=	18997
		EJ=	18997
		EJ=	100%

### **Service Standards**

New service standards have been developed and adopted. These standards are detailed in the City and County of Honolulu, Department of Transportation Services Short Term Operations Plan.

### **Service Policies**

New service policies have been developed and adopted. These policies are also detailed in Short Term Operations Plan .

### **Evaluate Service and Fare Changes**

No fare changes in 2013.

### **Monitoring Transit Service**

Time schedules for routes 11, 14, 24, and 403 are presented in Attachment 1.

Route standards are determined by type:

<u>Route</u>	<u>Type</u>
11	Suburban trunk
14	Urban feeder
24	Urban feeder
403	Community circulator

Passenger pass-ups in 2013 are presented in the table below. While no “standard” exists for passenger pass-ups, the two TVI/EJ routes, recorded no pass-ups, while the non-TVI/EJ routes had a total of 28.

**Passenger Pass-Ups 2013**

<u>Route</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
11	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	1	0	0	0	0	0	0	0	0	0	1
24	1	0	0	1	1	1	0	1	5	3	6	8	27
403	0	0	0	0	0	0	0	0	0	0	0	0	0

Vehicle headways show consistency across the routes. The standards are 10-60 minutes across all routes except route 403 for which the standard is 60 minutes. Routes 14 and 403 do not meet current standards.

**Vehicle Headways 2013**

<u>Route</u>	<u>Base Headways</u>		
	M-F	S-S	Hol
11	60	60	60
14	75	100	100
24	55	60	60
403	70	70	70

Crowded bus conditions are a rarity among these routes. Only fractionally does it occur on Route 11. Load standards are that the load should not exceed 150% load factor for more than 5 minutes. No route approaches the maximum load factor standard.

### Vehicle Loads 2013

<u>Route</u>	<u>West Bound</u>				<u>East Bound</u>				Standard
	Average Riders	Average Trip Time	Load Factor	120% Load Duration	Average Riders	Average Trip Time	Load Factor	120% Load Duration	
11	32	56.9	0.313	0	41	60.6	0.358	0.1	5%
14	12	26.2	0.113	0	10	19.7	0.104	0	1%
24	15	26.5	0.11	0	13	26.8	0.094	0	1%
403	23	27.3	0.2	0	13	21.3	0.158	0	1%

While no routes meet the on-time standards, the non-TVI/EJ Routes 11 and 403 show better on-time records than the non-TVI/EJ routes.

**On-Time Performance 2013**

**Route 11**

	<b><u>Total Trips</u></b>	<b><u>% Early</u></b>	<b><u>% Late</u></b>	<b><u>% On- Time</u></b>
<b>Jan</b>	798.00	5.70	27.50	66.70
<b>Feb</b>	722.00	4.00	37.00	59.00
<b>Mar</b>	608.00	3.60	32.50	63.00
<b>Apr</b>	836.00	4.10	32.60	63.30
<b>May</b>	760.00	5.40	26.00	68.60
<b>Jun</b>	342.00	5.40	22.90	71.80
<b>Jul</b>	266.00	6.40	18.00	75.60
<b>Aug</b>	798.00	4.60	32.70	62.70
<b>Sep</b>	760.00	4.00	31.90	64.10
<b>Oct</b>	874.00	5.40	32.40	62.20
<b>Nov</b>	722.00	4.20	38.90	56.90
<b>Dec</b>	798.00	4.30	48.70	47.00
<b>Ave</b>	690.33	4.76	31.76	63.41
<b>Standard</b>				80.00

**On-Time Performance 2013**

**Route 14**

	<b><u>Total Trips</u></b>	<b><u>% Early</u></b>	<b><u>% Late</u></b>	<b><u>% On- Time</u></b>
<b>Annual</b>	1162.00	12.20	21.90	65.90
<b>Standard</b>				70.00

**On-Time Performance 2013**

**Route 24**

	<b><u>Total</u></b> <b><u>Trips</u></b>	<b><u>% Early</u></b>	<b><u>% Late</u></b>	<b><u>% On-</u></b> <b><u>Time</u></b>
<b>Jan</b>	651.00	3.00	40.90	56.10
<b>Feb</b>	589.00	3.50	38.50	58.00
<b>Mar</b>	496.00	1.60	40.30	58.10
<b>Apr</b>	682.00	2.20	29.20	68.70
<b>May</b>	620.00	2.80	28.40	68.70
<b>Jun</b>	279.00	4.00	32.10	63.90
<b>Jul</b>	217.00	2.30	30.20	67.40
<b>Aug</b>	655.00	5.00	34.90	60.20
<b>Sep</b>	636.00	8.20	33.00	58.80
<b>Oct</b>	727.00	2.40	34.70	62.90
<b>Nov</b>	603.00	3.20	38.90	57.90
<b>Dec</b>	663.00	1.70	39.60	58.70
<b>Ave</b>	568.17	3.33	35.06	61.62
<b>Standard</b>				70.00

**On-Time Performance 2013**

**Route 403**

	<b><u>Total</u></b> <b><u>Trips</u></b>	<b><u>% Early</u></b>	<b><u>% Late</u></b>	<b><u>% On-</u></b> <b><u>Time</u></b>
<b>Jan</b>	819.00	16.40	16.40	67.20
<b>Feb</b>	741.00	21.80	15.00	63.20
<b>Mar</b>	624.00	16.00	18.40	65.60
<b>Apr</b>	858.00	17.70	14.60	67.70
<b>May</b>	780.00	16.60	15.10	68.40
<b>Jun</b>	351.00	6.70	13.00	80.30
<b>Jul</b>	273.00	14.10	12.50	73.40
<b>Aug</b>	819.00	12.40	19.90	67.70
<b>Sep</b>	780.00	12.10	17.50	70.40
<b>Oct</b>	897.00	14.20	16.40	60.40
<b>Nov</b>	741.00	11.80	24.10	64.10
<b>Dec</b>	819.00	13.00	21.10	65.90
<b>Ave</b>	708.50	14.40	17.00	67.86
<b>Standard</b>				90.00

Bus stop amenities and average transfers either on or off for stops serving the studied bus routes are detailed in the following tables. Shelters, benches, stools, and rubbish receptacles were tallied for each stop. The overall percentage of each amenity is presented in the last rows of the tables. In general, EJ route 11 and non-EJ route 24 show a higher proportion of stops with amenities. Non-EJ route 14 and EJ route 403 have fewer amenities.

As shown below, Route 11 has the highest percentage of shelters (28%) and benches (60%) and the second lowest percentage of stools (3%) and trash receptacles (27%). Route 14 has the second lowest percentage of shelters (16%), benches (42%), and trash receptacles (21%) and the second highest percentage of stools (5%). Route 24 has the second highest percentage of shelters (26%) and benches (59%) and the highest percentage of stools (10%) and trash receptacles (31%). Route 403 has the lowest percentage of shelters (14%), benches (20%), stools (1%), and rubbish receptacles (14%).

Routes/Stops	Shelters	Benches	Stools	Trash Recpt
11 (EJ) 118 stops Suburan Trunk	28%	60%	3%	27%
14: 170 stops Urban Feeder	16%	42%	5%	21%
24: 91 stops Urban Feeder	26%	59%	10%	31%
403 (EJ) 86 stops Comm Circulator	14%	20%	1%	14%

The level of amenities also is well correlated with the amount of on and off activity at the individual stops. Route 11 is a suburban trunk route, routes 14 and 24 are urban feeder routes, and route 403 is a community circulator route. Per weekday, route 11 averages 33 trips with 118 stops, route 14 averages 63 trips with 170 stops, route 24 averages 30 trips with 91 stops, and route 403 averages 36 trips with 86 stops.

Routes 11, 14, and 24 provide service for more individuals than route 403 due to their service area in the Primary Urban Core. It should be noted that route 403 is a rural route with a large portion of the route traversing narrow two-lane roads. Based upon collected data for the four routes, it can be concluded that bus stop amenities were not dependent upon location, but were dependent upon the average number of individuals served which is illustrated through total number of trips and total number of bus stops per route.

Bus stops are identified in the maps attached in the Map Appendix.

**Bus Stop Amenities and ON/OFF Route 11**

<u>STOP ID</u> <u>R11</u>	<u>Shelter</u>	<u>Bench</u>	<u>Stools</u> <u>(#)</u>	<u>Rubbish</u> <u>Can</u>	<u>Sign</u>	<u>Mean</u> <u>ON/OFF</u>
45	x	x		x	x	5.3
53	x	x		x	x	2.09
123	x	x		x	x	2.12
125	x		x	x	x	4.79
126	x	x		x	x	1.03
127		x		x	x	1.57
128		x		x	x	7.13
129		x		x	x	2.08
130	x	x		x	x	0.89
131	x	x		x	x	6.32
437	x	x		x	x	4.93
438	x	x		x	x	1.73
439	x	x		x	x	1.51
440	x	x	x	x	x	0.65
474		x			x	0.41
481	x	x		x	x	2.84
482	x	x		x	x	1.48
591				x	x	0.81
699	x	x		x	x	1.36
700	x	x		x	x	0.17
738	x	x		x	x	1.91
739		x			x	1.91
740	x	x		x	x	1.44
741		x			x	0.6
742	x	x		x	x	1.03
977	x	x		x	x	3.54
978		x			x	0.45
979	x	x			x	1.18
980	x	x		x	x	1.15
981	x	x			x	3.31
1003	x	x		x	x	3.48
1035					x	0.08
1036					x	0.25
1037					x	0.14

1038					x	0.93
1039	x	x			x	2.46
1040		x			x	1.35
1041		x			x	0.7
1042		x			x	0.18
1867					x	0.19
1868					x	0.43
1869					x	0.91
1870					x	2.01
1871					x	0.14
1872					x	0.77
1873					x	0.1
1874					x	0.08
1875					x	0.11
1876		x			x	0.19
1877	x	x			x	0.17
1878	x	x		x	x	3.13
1879		x			x	1.6
1880					x	0.19
1881		x			x	0.81
1882					x	0.39
1883		x			x	1.18
1884					x	0.43
1885		x			x	0.07
1886		x			x	0.43
1887					x	0.42
1888		x			x	0.82
1889					x	0.09
1890					x	0.61
1891					x	0.42
1892		x			x	0.12
1893					x	0.01
1894					x	0.13
1895					x	0.23
1896					x	0.48
1897					x	0.43
1898				x	x	0.42
1899					x	0.31
1900					x	0.12
1901					x	0.17
1902		x			x	0.16

1903	x	x			x	1.34
1904	x	x		x	x	0.39
1905					x	0.41
1906					x	0.21
1907					x	0.19
1908					x	1.37
1909					x	0.08
1910		x			x	0.7
1911					x	0.35
1912		x			x	0.56
1913					x	0.1
1914		x			x	0.41
1915					x	0.05
1916		x			x	0.39
1917					x	0.19
1918		x			x	0.92
1919		x			x	0.49
1920		x			x	0.21
1921					x	0.25
1922		x			x	1.46
1923		x			x	0.31
1924	x	x			x	1.71
1925					x	0.67
1926		x			x	1.54
1927		x			x	1.82
1928	x	x		x	x	0.66
1929	x	x		x	x	0.22
1930	x	x		x	x	0.34
2288	x	x		x	x	5.11
2569		x			x	2.52
2942					x	2.48
2954		x			x	2.75
2962		x			x	2.69
2963		x			x	3.48
3349					x	0.44
3803		x			x	1.28
4356		x			x	0.62
4357					x	0.87
4358		x			x	0.81
4359		x			x	0.16
4360					x	0.94

4361			x		x	1.41
4362		x			x	0.01
118	33	71	3	32	118	
Percent	28%	60%	3%	27%	100%	

**Bus Stop Amenities and ON/OFF Route 14**

<u>STOP ID</u> <u>R14</u>	<u>Shelter</u>	<u>Bench</u>	<u>Stools</u> <u>(#)</u>	<u>Rubbish</u> <u>Can</u>	<u>Sign</u>	<u>Mean</u> <u>ON/OFF</u>
						0.93
12	x	x		x	x	0.31
13	x		x	x	x	0.13
14	x	x		x	x	1.57
15	x	x		x	x	1.68
16	x	x		x	x	0.63
17	x	x			x	1.18
18	x	x		x	x	0.91
19	x	x		x	x	0.65
89			x	x	x	2.06
156	x		x	x	x	0.86
157					x	0.59
159			x		x	1.02
161	x	x		x	x	0.22
162		x			x	1.2
184	x			x	x	2.84
218	x	x		x	x	0.96
219		x		x	x	0.01
220		x		x	x	3
2103		x		x	x	0.38
2996	x		x	x	x	1.88
2997		x			x	0.46
2998		x			x	0.15
2999					x	1.33
3045	x	x		x	x	1.11
3057	x	x		x	x	3.6
3058		x			x	0.61
3071	x		x	x	x	0.45
3073	x	x		x	x	0.35
3075		x		x	x	0.26
3076	x	x		x	x	2.94
3078		x			x	0.53
3084		x			x	0.27
3085		x		x	x	1.33
3176	x	x		x	x	0.16

3177		x		x	x	0.1
3179	x	x			x	0.22
3233	x	x		x	x	0.2
3315		x			x	0.21
3318		x			x	0.29
3320		x			x	0.34
3322		x			x	2.79
3673				x	x	0.95
3994					x	0.39
3995					x	0.05
3996		x			x	0.56
3997					x	0.24
3998						0.08
3999					x	0.57
4000					x	0.25
4001					x	0.29
4002					x	0.28
4003					x	0.63
4004					x	0.31
4005					x	0.28
4006					x	0.03
4007					x	0.12
4008					x	0.05
4009					x	0.71
4010					x	1.24
4011					x	0.44
4012					x	1.48
4013		x		x	x	0.46
4014	x	x		x	x	0.51
4015		x			x	0.64
4016			x		x	0.51
4018	x	x		x	x	0.28
4019		x			x	0.05
4020					x	0.15
4021					x	0.37
4022					x	0.1
4023					x	0.06
4024					x	0.55
4025					x	0.18
4026					x	0.09
4027					x	0.11

4028		x			x	0.02
4029		x			x	0.01
4030		x			x	0.07
4031		x			x	0.22
4032		x			x	0.07
4033		x			x	0.1
4034		x			x	0.02
4035		x			x	0.36
4036		x			x	0.03
4037					x	0.01
4038					x	0.09
4039	x	x	x		x	3.22
4040	x	x		x	x	0.33
4052		x			x	0.14
4054					x	0.34
4055					x	0.49
4056					x	0.32
4057					x	0.28
4058					x	0.72
4059					x	0.22
4060					x	0.31
4061					x	0.52
4062					x	0.54
4063					x	0.25
4064					x	0.42
4065					x	1.79
4066					x	0.26
4067					x	0.31
4068		x			x	0.7
4069	x	x		x	x	0.28
4070					x	1.47
4071	x	x		x	x	0.26
4072					x	0.68
4073					x	1.32
4074		x			x	0.44
4075		x			x	1.23
4076					x	0.26
4077					x	0.33
4078					x	0.22
4079					x	0.14
4080					x	0.12

4081					x	0.25
4082					x	0.37
4083					x	0
4084					x	0.55
4085		x			x	0.16
4086					x	0.21
4087					x	0.06
4088					x	4.02
4089					x	0.57
4104		x			x	0.03
4105					x	0.03
4106					x	0.01
4107					x	0.57
4108		x			x	0.05
4109		x			x	0.13
4110		x			x	0.01
4112		x			x	0.21
4113		x			x	0.19
4114		x			x	0.03
4115					x	0
4116		x			x	0.13
4117		x			x	0.15
4118		x			x	0.05
4119		x			x	0.35
4120		x			x	0.47
4122		x		x	x	0.26
4123		x			x	0.51
4124		x			x	0.15
4125					x	0.03
4126					x	0.18
4127					x	0.68
4129	x		x		x	0.31
4130				x	x	2.1
4131		x		x	x	2.3
4132					x	0.24
4133					x	0.08
4134					x	0.21
4135					x	0.07
4136					x	0.28
4137					x	0.41
4138					x	0.39

4139					x	0.46
4140					x	0.36
4141					x	0.28
4142					x	0.52
4143					x	0.57
4144					x	0.7
4145					x	1.34
4146					x	0.17
4147					x	0.46
4148					x	0.9
4149					x	0.09
4150		x			x	1.06
4151					x	4.17
170	28	72	9	36	170	
Percent	16%	42%	5%	21%	100%	

**Bus Stop Amenities and ON/OFF Route 24**

<u>STOP ID</u> <u>R24</u>	<u>Shelter</u>	<u>Bench</u>	<u>Stools</u> <u>(#)</u>	<u>Rubbish</u> <u>Can</u>	<u>Sign</u>	<u>Mean</u> <u>ON/OFF</u>
16	x	1		1	x	2.54
17	x	1			x	0.85
18	x	1		1	x	1.02
19	x	1		1	x	1.17
88		1		1	x	0.94
89			3	1	x	1.12
96	x		1	1	x	0.72
156	x	1	2	1	x	2.5
184		1		1	x	1.74
209		1			x	0.07
210					x	0.05
211		1			x	0.05
212	x		1	1	x	0.21
213		1			x	0.26
214			1		x	0.8
215	x	3		1	x	1.6
216		1		1	x	0.25
217	x	1		1	x	1.8
218		1		1	x	3.45
219		x		x	x	1.1
220		1		1	x	0.07
222		1			x	0.3
223		1			x	0
224		1			x	0.66
226	x	1		1	x	1.03
228		1		1	x	0.75
229	x	3		1	x	1.98
230	x	2		1	x	3.59
231			2		x	0.34
232					x	0.66
234		1			x	0.3
235	x	1		1	x	1.01
236					x	0.53
237					x	0.01

238					x	0.12
239					x	0.13
240	x	1			x	2.53
241	x	2		1	x	1.05
242		1			x	0.27
244	x	2		1	x	1.46
246	x	1			x	0.85
248		1			x	0.11
253		1			x	0.12
254		2			x	0.57
255					x	0.14
256		1			x	0.03
257		1			x	0.02
258			2		x	0.57
259					x	0.07
3084					x	1.63
3085		1			x	0.73
3086	x		2		x	2.25
3087					x	0.01
3095		1			x	0.09
3096					x	0.06
3097					x	0.12
3098					x	0.33
3099					x	0.17
3100					x	0.13
3101		1		1	x	2.21
3102					x	0.48
3103					x	0.43
3104		1			x	0.71
3105					x	0.09
3106					x	0.12
3184		1			x	0.21
3185					x	0.08
3186		1			x	0.03
3187	x	3		1	x	1.11
4013	x	2		1	x	1.71
4014					x	0.31
4015				1	x	0.47
4016		1			x	0.66
4018	x	1		1	x	0.43
4040	x	1			x	1.29

4043					x	0.16
4044					x	0.32
4045					x	0.31
4046		1			x	0.19
4047		1		x	x	0.38
4097					x	0.11
4098		1			2	0.18
4099					x	0.24
4100		1			x	0.11
4101		1			x	0.15
4104		1			x	1.57
4127		1			x	0.71
4129	x		2		x	0.64
4130		1		1	x	0.8
91	24	54	9	28		
Percent	26%	59%	10%	31%		

**Bus Stop Amenities and ON/OFF Route 403**

<u>STOP ID</u> <u>R403</u>	<u>Shelter</u>	<u>Bench</u>	<u>Stools</u> <u>(#)</u>	<u>Rubbish</u> <u>Can</u>	<u>Sign</u>	<u>Mean</u> <u>ON/OFF</u>
509		1		x	x	1.22
510					x	0.39
511	x	1		2	x	5.36
512		1			x	0.35
513					x	0.43
514					x	0.58
515					x	0.11
533	x	1		x	x	0.6
534		1			x	0
627					x	0.02
644	x	1			x	0.32
645	x	1		x	x	1.36
646	x	1		x	x	0.69
647					x	0.03
648	x	1		1	x	3.31
649					x	0.52
650	x	1		1	x	0.86
651					x	0.27
710	x	1			x	3.4
711					x	0.18
712					x	0.44
713					x	0.29
714					x	0.23
715					x	0.34
716					x	1.09
717					x	1.88
718					x	0.57
719					x	1.15
720		1			x	0.67
721					x	1.35
722					x	0.15
723					x	0.81

724					x	0.49
725					x	3.2
726					x	0.38
727					x	0.29
728					x	0.63
729					x	0.04
2645	x	2		x	x	1.59
2737					x	1.33
2738					x	0.19
2739					x	0.34
2740					x	0
2741					x	0.57
2742					x	0.31
2743		1			x	0.79
2744					x	0.36
2745					x	0.09
2746						0.08
2747					x	0.77
2748					x	0.79
2749					x	0.16
2750					x	0.49
2751					x	0.41
2752					x	0.32
2753					x	0.48
2754					x	0.2
2758					x	0.06
2759					x	0.55
2760					x	0.55
2761					x	0.48
2762	x	1		x	x	0.61
2763					x	0.06
2764					x	1.03
2765					x	0.84
2766					x	0.09
2767					x	0.05
2768		1			x	0.51
2769					x	0.58
2770					x	0.38
2771					x	0.8
2772					x	0
2773					x	0.28

2774					x	0.05
2775	x	2		x	x	1.07
4295					x	0.56
4296					x	0.2
4297					x	0.54
4298					x	0.21
4300					x	0.68
4301					x	0.02
4302					x	0.65
4395					x	0.01
4396					x	0
4406	x		5	x	x	5.42
86	12	17	1	12		
Percent	14%	20%	1%	14%		

## **Attachments**

## **Attachment 1: How DTS Handles Complaints**

### **How DTS handles complaints**

Complaints that allege discrimination based on race, color, national origin, low income, or limited English proficiency while using TheBus or TheHandi-Van services, provided by DTS, through OTS, will be recorded in the Discrimination Complaint Log and immediately assigned a complaint number by DTS, Public Transit Division, Fixed Route Operations (FRO).

FRO will review the Title VI complaint and will provide appropriate assistance to complainants, including those persons with disabilities, or who have limited English proficiency (LEP).

DTS will contact the complainant in writing within fifteen (15) working days for additional information, if needed, to investigate the complaint. If the complainant fails to provide the requested information by a certain date, the complaint could be administratively closed.

DTS will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, DTS will prepare a draft written response, subject to review by the City & County of Honolulu's Corporation Counsel.

Corporation Counsel will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, DTS will send the response to the complainant and advise the complainant of his or her right to file a complaint externally.

The complainant also will be advised of his or her right to appeal the response to Federal and state authorities as appropriate. DTS will diligently attempt to respond to a complaint within sixty (60) working days of its receipt by DTS, unless it was also filed with an outside agency, as noted above.

## Attachment 2: Time Schedules

### Route 11 - Makalapa - Halawa - Aiea Heights

Effective 12/4/11

Weekday: To Aiea Heights								To Honolulu							
H	G	F	E	D	C	B	A	A	B	C	D	E	F	H	
700a	702a	706a	710a	718a	726a	734a	749a	538a	554a	604a	614a	628a	632a	647a	
800a	802a	806a	810a	818a	826a	834a	849a	600a	616a	626a	636a	650a	654a	709a	
900a	902a	906a	910a	918a	926a	934a	949a	625a	641a	651a	701a	715a	719a	734a	
1000a	1002a	1006a	1010a	1018a	1026a	1034a	1049a	655a	711a	721a	731a	740a	744a	759a	
1100a	1102a	1106a	1110a	1118a	1126a	1134a	1149a	755a	811a	821a	828a	837a	841a	856a	
1200p	1202p	1206p	1210p	1218p	1226p	1234p	1249p	855a	909a	919a	926a	935a	939a	954a	
100p	102p	106p	110p	118p	126p	134p	149p	955a	1009a	1019a	1026a	1035a	1039a	1054a	
200p	202p	206p	210p	218p	227p	235p	250p	1055a	1109a	1119a	1126a	1135a	1139a	1154a	
230p	233p	239p	244p	256p	305p	313p	330p	1155a	1210p	1220p	1227p	1236p	1240p	1255p	
300p	303p	309p	314p	326p	335p	343p	● 400p	1255p	110p	120p	127p	136p	140p	155p	
335p	338p	344p	349p	401p	410p	418p	435p	155p	210p	220p	229p	238p	242p	257p	
405p	408p	414p	419p	431p	439p	447p	● 504p	255p	310p	320p	329p	338p	342p	357p	
435p	438p	444p	449p	501p	509p	517p	534p	355p	410p	420p	429p	442p	446p	501p	
505p	508p	514p	519p	531p	539p	547p	● 604p	455p	510p	518p	527p	541p	545p	555p	
605p	607p	611p	615p	623p	631p	639p	● 655p	555p	610p	618p	627p	634p	638p	648p	
715p	717p	721p	725p	733p	741p	748p	803p	810p	822p	830p	836p	843p	847p	857p	
930p	932p	936p	940p	948p	956p	1003p	● 1018p								
Saturday								Saturday							
700a	702a	706a	710a	717a	723a	730a	744a	600a	613a	621a	628a	636a	639a	650a	
800a	802a	806a	810a	817a	823a	830a	844a	700a	713a	721a	728a	736a	739a	750a	
900a	902a	906a	910a	917a	923a	930a	947a	800a	813a	821a	828a	836a	839a	850a	
1000a	1002a	1006a	1010a	1017a	1023a	1030a	1047a	900a	913a	921a	928a	936a	939a	950a	
1100a	1102a	1106a	1110a	1117a	1123a	1130a	1147a	1000a	1015a	1023a	1030a	1038a	1041a	1052a	
1200p	1202p	1206p	1210p	1217p	1223p	1230p	1247p	1100a	1115a	1123a	1130a	1138a	1141a	1154a	
100p	102p	106p	110p	117p	123p	130p	147p	1200p	1215p	1223p	1230p	1238p	1241p	1254p	
200p	202p	206p	210p	217p	223p	230p	247p	100p	113p	121p	128p	136p	139p	152p	
300p	302p	306p	310p	317p	323p	330p	347p	200p	213p	221p	228p	236p	239p	249p	
400p	402p	406p	410p	417p	423p	430p	444p	300p	313p	321p	328p	336p	339p	349p	
500p	502p	506p	510p	517p	523p	530p	544p	400p	413p	421p	428p	436p	439p	449p	
605p	607p	611p	615p	622p	628p	635p	● 649p	500p	513p	521p	528p	536p	539p	549p	
715p	717p	721p	725p	732p	738p	745p	759p	600p	613p	621p	628p	636p	639p	648p	
925p	927p	931p	935p	942p	948p	955p	● 1009p	810p	823p	831p	838p	846p	849p	858p	

#### Route 11 Destination Signs

Westbound to Aiea Heights:

11 HALAWA AIEA HEIGHTS

Eastbound to Alapai Transit Center:

11 ALAPAI TRANSIT CENTER

#### Route 11 Symbols

● - Ends at Kam Hwy/Pali Momi 3 minutes later

NOTE - Numbers next to timepoints are HEA (Honolulu Estimated Arrival) stop numbers.

Go to the HEA website at <http://hea.thebus.org>.

**Bold indicates PM service.**

**Schedule to change without notice.**

**All buses are lift and bicycle rack equipped.**



## Route 14 - St Louis - Maunalani Effective 7/1/13

**Weekday:** From Peter/Ruth to Sierra/Lurline

Peter/Ruth (620a)	Hahaione (820a)	St. Louis/Waialae (820a)	Kalihiwai/Kapahulu (820a)	Diagonal Heights/Kalihi (820a)	Kalihi/Peter (840a)	Arroyo/Kalihi/Waialae (840a)	Lanikaia/Kalihi/Waialae (820a)	Sierra/Lurline (840a)
<b>E</b>	<b>F</b>	<b>G</b>	<b>L</b>	<b>N</b>	<b>U</b>	<b>O</b>	<b>O</b>	<b>R</b>
530a	.....	540a	.....	.....	.....	549a	520a	530a
600a	.....	610a	.....	.....	.....	615a	550a	600a
628a	.....	638a	.....	.....	.....	645a	617a	627a
730a	.....	740a	.....	.....	.....	747a	.....	.....
730a	742a	744a	.....	.....	.....	751a	755a	805a
803a	.....	813a	821a	831a	836a	846a	850a	900a
903a	.....	913a	921a	931a	936a	946a	950a	1000a
958a	.....	1008a	1016a	1026a	1031a	1041a	1050a	1100a
1058a	.....	1108a	1116a	1126a	1131a	1141a	1150a	1200p
1158a	.....	1208p	1216p	1226p	1231p	1241p	1246p	1256p
1258p	.....	108p	116p	126p	131p	141p	146p	156p
158p	.....	208p	216p	226p	231p	241p	246p	256p
258p	.....	308p	314p	324p	329p	339p	346p	356p
358p	.....	408p	.....	.....	.....	410p	420p	430p
449p	.....	459p	.....	.....	.....	.....	.....	.....
458p	.....	508p	.....	.....	.....	512p	522p	532p
.....	.....	.....	.....	.....	.....	.....	546p	556p
557p	.....	607p	615p	625p	630p	640p	646p	656p
658p	.....	708p	713p	723p	728p	738p	746p	756p
758p	.....	808p	813p	823p	828p	838p	846p	856p
858p	.....	908p	913p	923p	928p	938p	946p	948p
949p	.....	959p	.....	.....	.....	.....	.....	.....

### Saturday/Sunday/State Holiday

.....	.....	.....	.....	.....	.....	.....	459a	510a
510a	.....	520a	528a	536a	541a	549a	559a	610a
610a	.....	620a	628a	636a	641a	649a	658a	710a
710a	.....	720a	728a	736a	741a	749a	758a	810a
810a	.....	820a	828a	836a	841a	849a	858a	910a
910a	.....	920a	928a	936a	941a	949a	958a	1010a
1010a	.....	1020a	1028a	1036a	1041a	1049a	1058a	1110a
1110a	.....	1120a	1128a	1136a	1141a	1149a	1158a	1210p
1210p	.....	1220p	1228p	1236p	1241p	1249p	1258p	110p
110p	.....	120p	128p	136p	141p	149p	158p	210p
210p	.....	220p	228p	236p	241p	249p	258p	310p
310p	.....	320p	328p	336p	341p	349p	349p	401p
410p	.....	420p	428p	436p	441p	449p	458p	510p
454p	.....	504p	.....	.....	.....	.....	.....	.....
510p	.....	520p	528p	536p	541p	549p	558p	610p
610p	.....	620p	628p	636p	641p	649p	658p	710p
710p	.....	720p	728p	736p	741p	749p	758p	810p
810p	.....	820p	828p	836p	841p	849p	853p	905p
910p	.....	920p	928p	936p	941p	949p	949p	1001p
958p	.....	1008p	.....	.....	.....	.....	.....	.....

### Route 14 Destination Signs

To St. Louis Heights via Waialae Ave - 14 ST. LOUIS HEIGHTS via Waialae  
 To St. Louis Heights via Waikiki - 14 WAIKIKI-ST. LOUIS HEIGHTS  
 To Sierra/Waialae - 14 WAIALAE AVE

To Maunalani Heights via Waialae Avenue - 14 MAUNALANI HEIGHTS via Waialae  
 To Maunalani Heights via Waikiki - 14 WAIKIKI - MAUNALANI HEIGHTS  
 To St. Louis/Waialae - 14 WAIALAE AVE

NOTE - Numbers next to timepoints are HEA (Honolulu Estimated Arrival) stop numbers.  
 Go to the HEA website at <http://hea.lhebus.org>.

**Bold indicates PM service.**  
**Schedule to change without notice.**  
**All buses are lift and bicycle rack equipped.**





**Route 403  
Nanakuli/Mailli/Waianae**  
Effective 12/2/12

**Weekday:** To Nanakuli



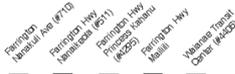
E	G	I	K
438a	443a	453a	458a
524a	528a	538a	544a
637a	642a	653a	658a
742a	747a	758a	803a
845a	850a	901a	906a
943a	948a	959a	1004a
1050a	1055a	1106a	1111a
1101p	106p	117p	122p
207p	212p	223p	228p
310p	315p	326p	331p
412p	417p	429p	434p
510p	515p	527p	531p
612p	617p	629p	633p
715p	719p	729p	733p
810p	814p	824p	829p
925p	929p	939p	945p
1007p	1011p	1021p	1025p
<b>Saturday</b>			
446a	450a	500a	504a
546a	550a	600a	604a
642a	646a	656a	700a
746a	751a	802a	806a
846a	851a	902a	906a
946a	951a	1002a	1006a
1046a	1051a	1102a	1106a
1105p	110p	121p	125p
205p	210p	221p	225p
305p	310p	321p	325p
405p	410p	421p	425p
505p	510p	521p	525p
605p	610p	621p	625p
705p	709p	719p	723p
805p	809p	819p	823p
905p	909p	919p	923p
1000p	1004p	1014p	1018p

**NOTE** - Numbers next to timepoints are HEA (Honolulu Estimated Arrival) stop numbers.  
Go to the HEA website at <http://hea.thebus.org>.

**Bold indicates PM service.**  
**Schedule to change without notice.**  
**All buses are lift and bicycle rack equipped.**

**Route 403  
Nanakuli/Mailli/Waianae**  
Effective 12/2/12

**Weekday:** To Waianae



K	J	I	G	E
400a	410a	412a	423a	425a
500a	510a	512a	523a	525a
546a	556a	558a	610a	612a
715a	725a	728a	739a	741a
812a	823a	825a	836a	838a
910a	922a	924a	935a	937a
1010a	1022a	1024a	1035a	1037a
1112a	1124a	1126a	1137a	1139a
1225p	1243p	1245p	1256p	1258p
125p	140p	142p	153p	155p
232p	246p	248p	259p	301p
337p	351p	353p	404p	406p
445p	457p	459p	510p	512p
535p	546p	548p	559p	601p
635p	646p	648p	659p	701p
745p	755p	757p	808p	810p
832p	841p	843p	854p	856p
945p	954p	956p	1007p	1009p
<b>Saturday</b>				
415a	426a	430a	439a	443a
507a	518a	522a	531a	535a
609a	620a	624a	634a	638a
705a	719a	723a	734a	739a
810a	825a	829a	840a	845a
910a	925a	929a	940a	945a
1010a	1025a	1029a	1040a	1045a
1110a	1125a	1129a	1140a	1145a
1225p	1240p	1244p	1255p	100p
125p	140p	144p	155p	200p
225p	240p	244p	255p	300p
325p	340p	344p	355p	400p
425p	440p	444p	455p	500p
525p	540p	544p	555p	600p
625p	640p	644p	655p	700p
730p	741p	745p	754p	758p
825p	836p	840p	849p	853p
935p	946p	950p	959p	1003p

**Route 403 Destination Signs**  
To Nanakuli: 403 Nanakuli  
To Waianae: Transit Center;  
403 Waianae Transit Center

◆ - Arrives at Nanakuli Ave/Mano Ave at 1 minute later and terminates at Haleakala Ave/Farrington Hwy 3 minutes later thereafter.

## **Map Appendix**



