

SECTION 6:

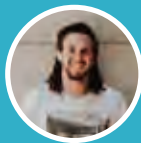
THE RIDER JOURNEY

The Wayfinding Master Plan takes into consideration the evolving nature of information requirements as the rail stations come on-line and streets are transformed. The following rider journeys imagine this evolution in three distinct stages:



Pre-Rail Journey

Simple improvements to real-time transit information for the TheBus can set the stage for eventual addition of real-time rail information.



Early-Build Journey

Real-time transit information makes bus to rail connections seamless and riders are supported by on-street wayfinding information.



Full-Build Journey

All of the stations are open, wayfinding is fully implemented, and information is readily available making people more inclined to explore neighborhoods.

Pre-Rail Journey: Carlton Takes TheBus

Carlton lives in 'Ewa and is visiting friends in Pearl City.

He has used the DaBus 2app in the past, but he has heard that it has been replaced a new app called **"Multi-modal HNL"** and includes mobile ticketing. He downloads the app to add money to his HOLO card and find out when the next bus to Pearl City is arriving. He was impressed with how easy the new app made it to be on his way.

On his way home, he's able to use the app to locate the nearest bus stop for his route and check the bus time table.



Pre-Trip Planning



TheBus



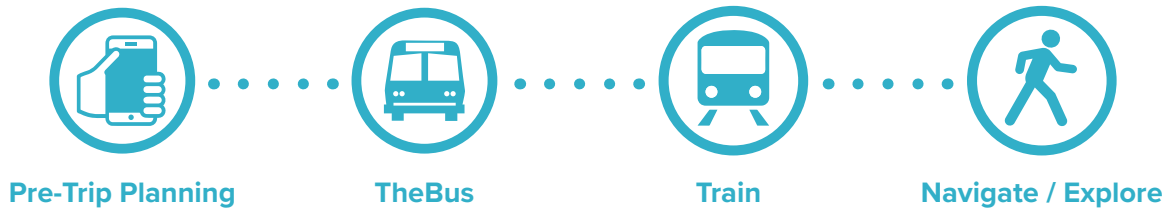
Return Trip Routing



Early-Build Journey: Makana Goes to the Movies

The rail is partially open and running from Kualaka'i to Hālawā.

Makana lives in Village Park, an area just mauka of Waipahu. He is meeting his friends at Pearlridge Center in 'Aiea for a movie.





Early-Build Journey: Makana Goes to the Movies



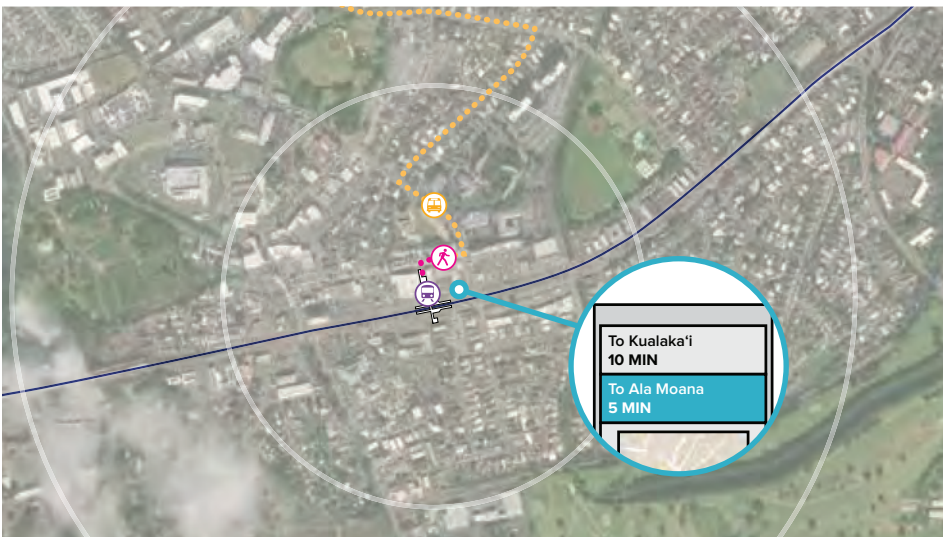
Makana uses the “**Multi-modal HNL**” app on his phone to find the quickest route. He sees he needs to take the bus from Village Park to Hikimoe Street and then get on the train at Pouhala Station.



Makana takes the 434 bus and arrives at Hikimoe Street Transit Center.

As he exits, he notices a **post-mounted sign** pointing him in the direction of Pouhala Station.

He heads towards the train station.



When he arrives at the station entrance, a **digital display** confirms the next Ala Moana-bound train is arriving in 2 minutes.

Perfect timing! He boards the train and makes his way to Kalauao Station.



Early-Build Journey: Makana Goes to the Movies



While on the train, Makana sees a **route map** for the train.

Kalauao is only three stops away.

Oh! And the train goes to Hālawā, too! He'll remember that for the next UH game he attends.

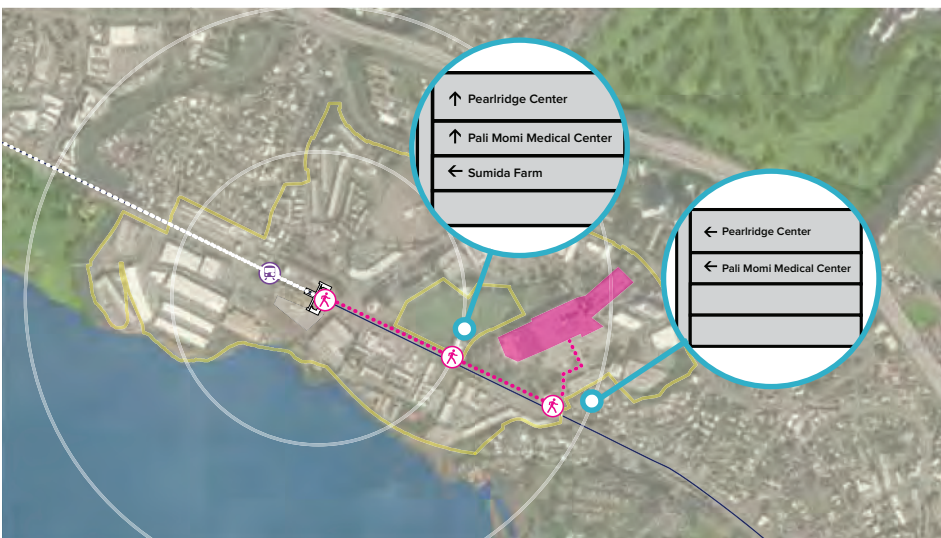


Makana arrives at Kalauao Station.

His friends said to meet him on the Pali Momi Medical Center side of Pearlridge Center. Upon exiting the station, Makana sees an **information hub** with directional signs and a **neighborhood map**.

The directional signs indicate Pearlridge Center is to the left and Pali Momi is ahead on Kamehameha Highway.

Using the map, he's able to understand that Pearlridge is very large and get his bearings.



Along the way, **additional signs** reassure him that he is traveling in the right direction.

Makana finds the entrance to Pearlridge Center and meets his friends in time for the movie!



Early-Build Journey: Makana Goes to the Movies



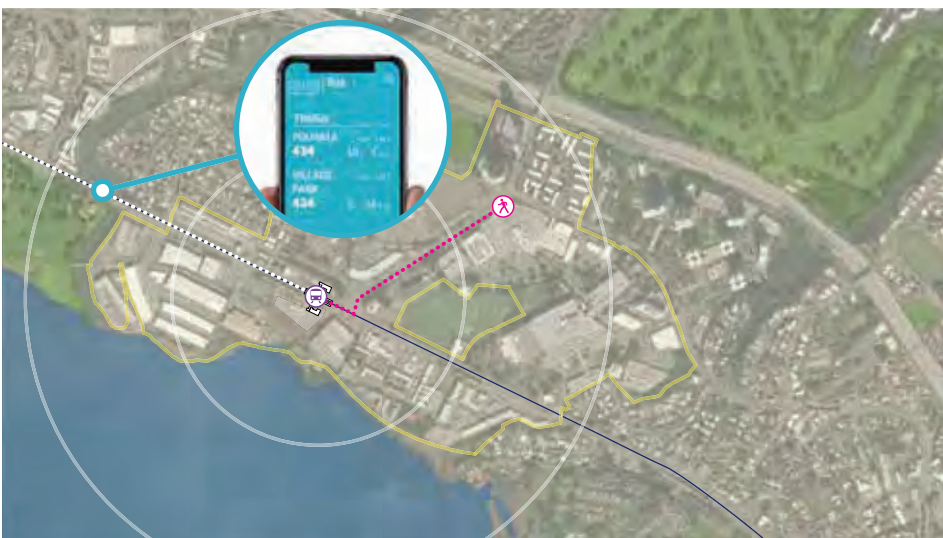
After the movie, Makana and his friends are walking around the mall.

He sees a **digital screen** that shows the train is running on an 11-minute schedule, so they can shop in the mall for a bit without worrying.



They end up exiting from a different side of Pearlridge Center, along Kaonohi Street.

He sees a familiar **orientation map** at the corner with directional information guiding him back to Kalauao Station.



While riding the train back to Pouhala Station, Makana again uses the “**Multi-modal HNL**” app to see how long of a wait he will have to catch the 434 back to Village Park.

Only about 5 minutes! Not bad.

Full-Build Journey: Lyndsay Arrives on a Cruise

The rail is fully open and running from Kualaka'i to Ala Moana.

Lyndsay is visiting Honolulu for the first time on a cruise. She's very excited to visit the Pearl Harbor Historic sites as one of the main excursions during her time on the island.





Full-Build Journey: Lyndsay Arrives on a Cruise



Lyndsay arrives on a cruise ship into Honolulu's Pier 11, next to the historic Aloha Tower.

She knows she wants to visit the Arizona Memorial.



As she exits the cruise terminal, she sees an **information hub** with a neighborhood map and information about local sites and the rail system map.

It looks like she can take the train to Pearl Harbor instead of a taxi!



She heads toward Ala Moana Boulevard and sees a **directional sign** pointing left for Chinatown Station and right for Downtown Station.

She heads toward the Downtown Station.



Full-Build Journey: Lyndsay Arrives on a Cruise



At the station, she consults the **train route map**. Hālawā Station accesses the Pearl Harbor Visitor Center, NOT Pearl Harbor Naval Base Station.

Good thing she checked!



Exiting the train at Hālawā, she easily spots familiar looking **wayfinding signs** and makes her way to the Pearl Harbor Historic Sites Visitor Center.



After her visit, she makes her way back to the train station.

Looking up at the **route map** on the train, she remembers that the Chinatown Station was also close to the Cruise Terminal and decides to get off a stop early to explore Chinatown.