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**COUNTY COUNCIL**  
COUNTY OF MAUI  
200 S. HIGH STREET  
WAILUKU, MAUI, HAWAII 96793  
[www.MauiCounty.us](http://www.MauiCounty.us)

March 29, 2026

Mr. Marc Takamori, Director  
Department of Transportation  
County of Maui  
Wailuku, Hawaii 96793

Dear Mr. Takamori:

SUBJECT: **PROPOSED FISCAL YEAR 2027 BUDGET FOR THE  
COUNTY OF MAUI** (BFED-1) (TD-02)

May I please request you be prepared to answer the following questions at the Council's Budget, Finance, and Economic Development Committee meeting of **April 7, 2026\***. This will enable the Committee to comprehensively review the FY 2027 Budget.

May I further request that, after approval by the Office of the Mayor, you transmit your responses to [bfed.committee@mauicounty.us](mailto:bfed.committee@mauicounty.us) by 4:30 p.m. on **April 6, 2026**. *\*Date is subject to change without notice.*

**Overall**

1. Under Public Transit Program – Fixed Route Service, Goal #2, item 2, will bus route services be altered in South Maui because of the recent road closures on South Kihei Road? (Page 811, Program Budget) (SS)
2. Under Administration Program, Goal #1, item 1: (Page 784, Program Budget)
  - a. The Department measures positive customer feedback by the percentage of passenger complaints per boarding. Estimated passenger complaints for FY 2026 are 0.03 percent with a projected decrease in FY 2027 to 0.01 percent. How is this calculated and how are complaints received and collected? (NUH)

- b. What is the most common type of passenger complaint? Has that changed since FY 2026? (TC)
3. Under Administration Program, Goal #2, item 1, how many vehicle incident and injuries occurred on the Maui Bus in FY 2026? What policies are in place to prevent future safety incidents? (Page 784, Program Budget) (TC)
4. Under Administration Program, Goal #3, item 1, the BFED Committee inquired about the Department's plans to implement a digital or automated farebox collection system to allow Maui Bus ridership to pay their fares digitally in FY 2026. What progress has been made on this? (Page 785, Program Budget) (TC)
5. Under Administration Program, Goal #4, item 1, what is the average lifespan of the Department's vehicle fleet? (Page 785, Program Budget) (TC)
6. An additional CIP Coordinator is being requested for FY 2027. Please explain the rationale for a second CIP Coordinator position. What CIPs does the Department anticipate in future FYs? (Page 786, Program Budget) (YLS) (TC)
7. Please provide a copy of the fleet replacement schedule. (Page 778, Program Budget) (TC)
8. For the Human Services Transportation Program, please define "gap" group and clarify how this impacts the Department's operations. (Page 778, Program Budget) (TC)
9. For the Public Transit Program's Maui Bus fleet, please define "decarbonizing" and provide the steps the Department is taking to meet this goal. (Page 778, Program Budget) (TC)
10. For Index Code 917706C-7044 Machinery and Equipment, is this purchase of office furniture only for the additional E/P or for the Department's entire office? Please explain. (Page 788, Program Budget) (TC)
11. Under Human Service Transportation Program, Goal #2, item 1, the actual percentage in FY 2025 was 96 percent which decreased to 90 percent in FY 2026. What caused this decrease in on-time

performance? Please explain what actions the Department is taking to increase and maintain on-time performance in FY 2027? (Page 794, Program Budget) (NUH)

12. Under Human Service Transportation Program, Goal #3, item 2, there is a fluctuation in estimated passenger boardings across FYs. Are current funding levels sufficient to sustain the program? (Page 794, Program Budget) (TC)
13. Under PARK MAUI Program, Goal #1, item 1: (Page 800, Program Budget)
  - a. Revenue is estimated to be \$85,000 for FY 2027—nearly the same as FY 2025 and the same for FY 2026. With PARK MAUI expanding to other parts of the island—including South Maui and West Maui—would expected revenue increase? Please explain. (TC) (YLS)
  - b. The goal is to operate a sustainable parking program with an estimated total revenue of \$85,000 to be collected in FY 2027. (NUH)
    - i. How does PARK MAUI plan to accomplish its goal of being sustainable by collecting \$85,000?
    - ii. Please provide the PARK MAUI projects that were completed in FY 2026.
    - iii. What projects are planned for FY 2027? Are there any projects located in Pā‘ia, Makawao, or Hā‘iku?
14. For the PARK MAUI Program, how much of the \$2,317,231 appropriated in FY 2026 has been obligated? How much has been expended to date? With services expanding to West Maui and South Maui in FY 2027, please explain why is there no additional appropriations needed in FY 2027. (Page 801, Program Budget) (KB)
15. As noted to the BFED Committee last year, the Department released its Ferry Feasibility Study on March 14, 2025. Please provide a status update on the Department’s progress on implementing the Ferry Program. (Page 803, Program Budget) (TC)

16. Under Ferry Program, Goal #1 item 1, the BFED Committee asked what types of permits, entitlements, and approvals are needed for the Ferry Program's implementation in FY 2026. Please provide a status update. (Page 803, Program Budget) (TC)
17. Under Ferry Program, Goal #1, item 2, the number of policies and procedures developed was estimated at five in FY 2026 but decreased to two in FY 2027. Please explain if any policies and procedures were developed and, if yes, what are they? (Page 803, Program Budget) (NUH)
18. Are there funding sources available in the Department to provide grants or contracts for multimodal projects, plans, or pilot projects, such as pedestrian visibility quick builds, feasibility studies for bike and micromobility share programs, or electric bicycle and micromobility safety workshops and giveaways? Is the Department able to administer this type of line item? (Page 19, Budget Bill) (GJ)

**Operations and Equipment (Category "B")**

1. The following relate to the Ferry Program, including the \$2 million in FY 2026 and FY 2027 for operations under Index Code 917765-6112 Contractual Service: (Page 23-12, Budget Details)
  - a. Please elaborate on the services and contracts that were procured in FY 2026. (NUH)
  - b. What is the timeline for procurement of consultants and contractor services? (NUH)
  - c. Provide a breakdown of how the \$2 million was expended in FY 2026. How much has been obligated? How much has been expended to date? Were there any lapsed funds in FY 2026? (KB) (NUH) (YLS)
  - d. What is the requested \$2 million in FY 2027 needed for? Please provide a breakdown. (KB) (YLS)

2. For Index Code 917737B-6317 County grant subsidy, \$850,000 will be granted to Maui Economic Opportunity, Inc. to purchase two 14-passenger buses. Were other sources of funding considered? Did MEO apply for Community Development Block Grant funds? Please explain. (Page 23-6, Budget Details) (YLS)
3. For Index Code 917760B-6160 Transportation Services, please explain the increase in monthly revenue service hours. When do you anticipate the launch of the Microtransit Service pilot program? Is the Department still planning to reduce fixed route transit service headways from the current 1-hour duration for peak service periods? (Page 807, Program Budget) (KB)

### **Capital Improvement Projects**

1. For CBS-1039 Bus Stops and Shelters, are there any new bus shelters or stops anticipated for FY 2027? If yes, please list the proposed locations. Has the Department identified all bus stops that need site improvements? If yes, where are they located? (Page 1003, Program Budget) (NUH)
2. For CBS-9473 West Maui Transit Center, what is the anticipated timeline for completion? Will additional funding be requested in future FYs? If yes, what is the anticipated total cost? (Page 1009, Program Budget) (NUH)

### **Appendix B**

1. The following relate to Public Transit Fares: (Page 51)
  - a. Does the Maui Bus recognize in-state and out-of-state seniors for the fare-free bus pass program? Does the Department have any feedback on whether out-of-state seniors should pay the bus fare? (TP)
  - b. What is the fiscal impact of waiving fixed route fees on the Maui Bus for County employees? Is a County Code amendment to Chapter 11.03 required to implement this change? (GJ)

Mr. Marc Takamori  
March 29, 2026  
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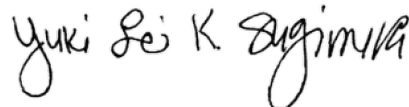
- c. What would be the fiscal impact of allowing students with a valid ID, irrespective of age, board without paying fees as part of the reduced monthly pass? (GJ)

May I also request that you restate each question followed by your corresponding response. Include any attachments or exhibits. Please ensure your response is clear and legible by using a minimum 12-point font throughout so Committee Members and the public can easily read the document once it is posted.

To ensure efficient processing, please duplicate the coding in the subject line above for easy reference.

Thank you for your attention to this request. Should you have any questions, please contact me or the Committee staff (Kirsten Szabo at ext. 7662, James Krueger at ext. 7761, Jarret Pascual at ext. 7141, Clarissa MacDonald at ext. 7135, or Pauline Martins at ext. 8039).

Sincerely,



YUKI LEI K. SUGIMURA, Chair  
Budget, Finance, and Economic  
Development Committee

bfed:2027bgt:260328atd01:jpp

cc: Mayor Richard T. Bissen, Jr.  
Budget Director

## BFED Committee

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**From:** BFED Committee  
**Sent:** Sunday, March 29, 2026 11:05 AM  
**To:** 'Marc Takamori'  
**Cc:** 'Michelle Santos'; 'Zeke Kalua'; 'Lesley Milner'; 'Kristina Cabbat'; 'Tiare P. Horner'; Shirley Blackburn; 'Janina Agapay'; 'Diane.Yogi@co.maui.hi.us'; 'Coralyn Dumlao'  
**Subject:** PROPOSED FISCAL YEAR 2027 BUDGET FOR THE COUNTY OF MAUI (BFED-1) (TD-02)  
**Attachments:** 260328atd01 (TD-02).pdf  
**Importance:** High