

maui bus

# Department of Transportation

County of Maui | January 28, 2019



# Outline

- ▶ History
- ▶ Program Areas
- ▶ Department Goals
- ▶ Maui Bus
  - Programs
  - Equipment
  - Infrastructure
  - Budget
  - Funding Sources
- ▶ Human Services Transportation
- ▶ Air Ambulance
- ▶ Looking Forward

# History

- ▶ How the department got started:
  - In 2003, the Maui County voters voted to create the new Department of Transportation



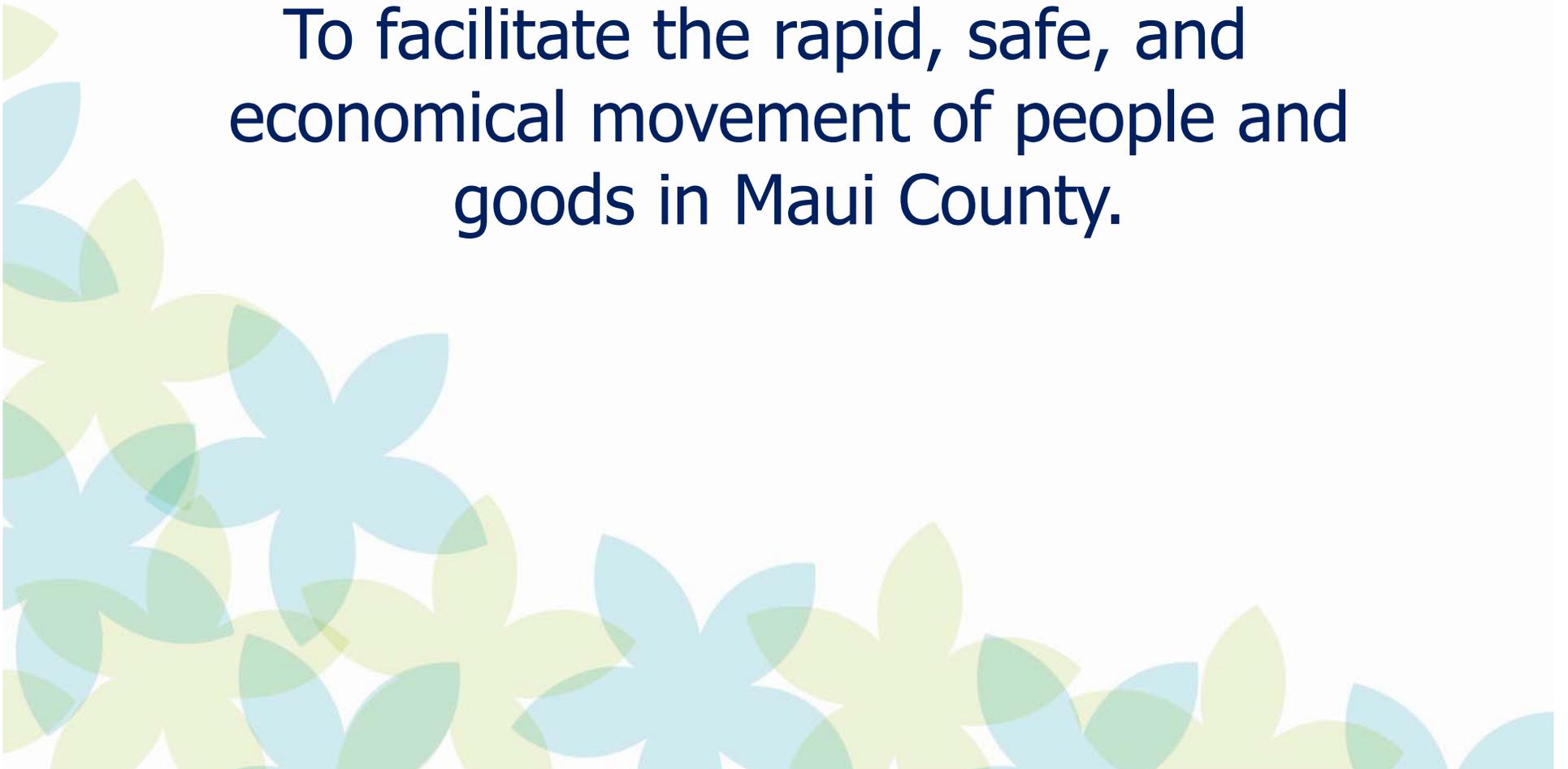
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# Charter

- ▶ Responsible for the planning and implementation of all modes of transportation in Maui County, including those in the air and those on water and land.
- ▶ Responsible for planning and developing an efficient program to facilitate the rapid, safe, and economical movement of people and goods in Maui County.
- ▶ Coordinate Maui County's transportation programs with other County departments and with agencies of the state and federal government.

# Mission Statement

To facilitate the rapid, safe, and economical movement of people and goods in Maui County.



# Department Goals

- ▶ To mitigate the escalating traffic problem within Maui County.
- ▶ To provide transportation options for the residents of and visitors to Maui County.
- ▶ To improve public awareness of traffic abatement measures and of transit opportunities.

# Program Areas

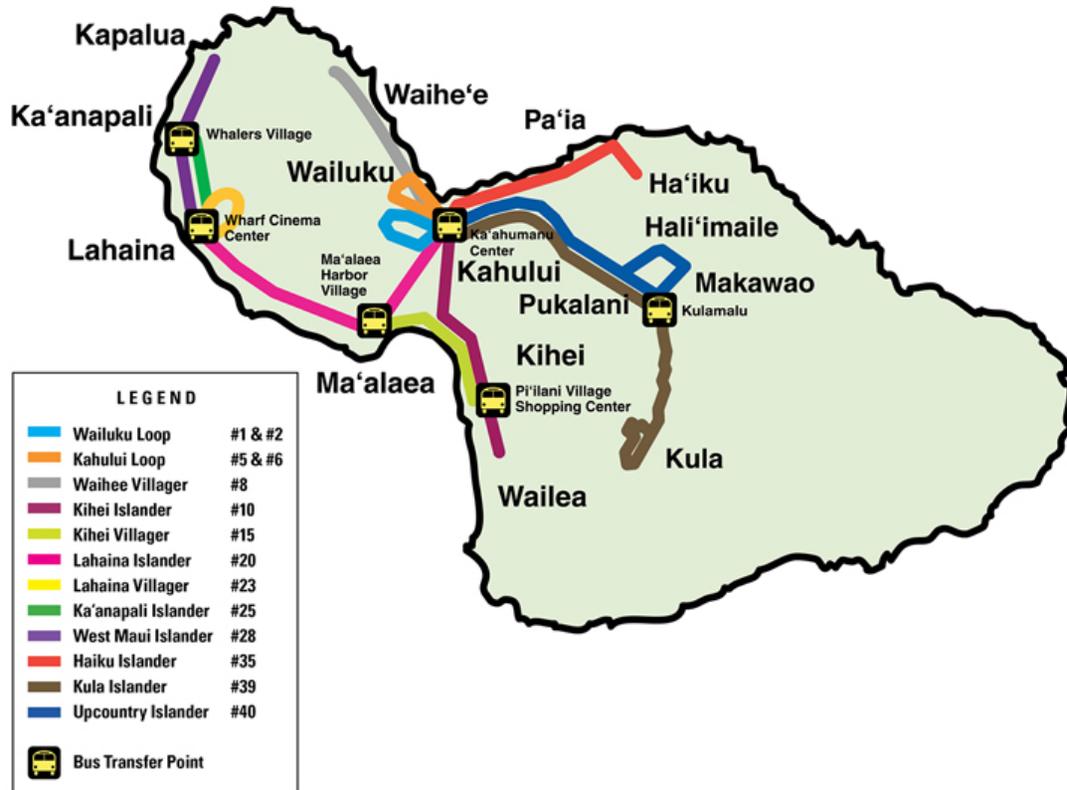
- ▶ Maui Bus Program
  - Fixed Route Service
  - ADA Paratransit Service
  - Commuter Service
- ▶ Human Services Transportation Program
- ▶ Air Ambulance Program

# Maui Bus: Fixed Routes

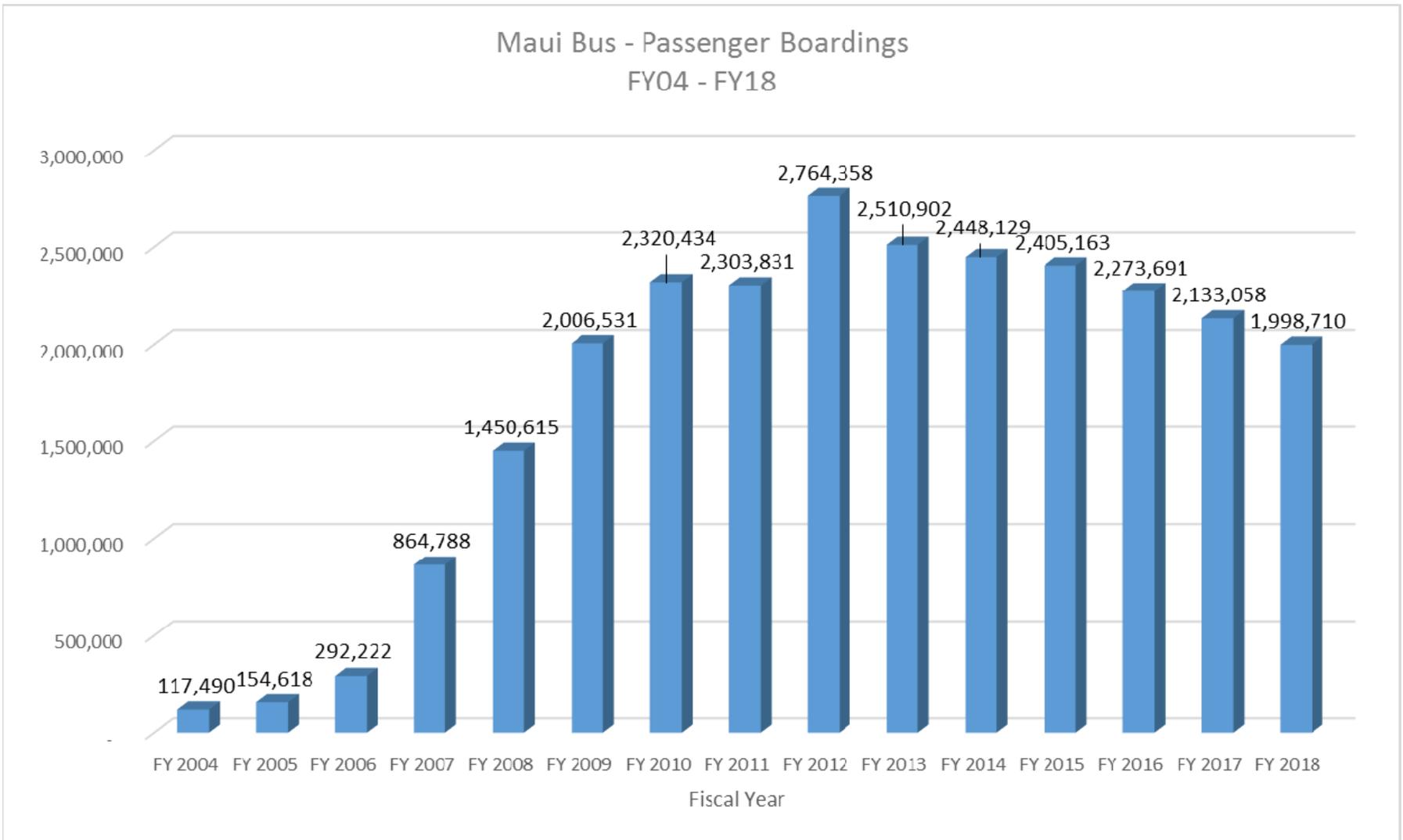
Services are contracted out to:



(808) 871-4838

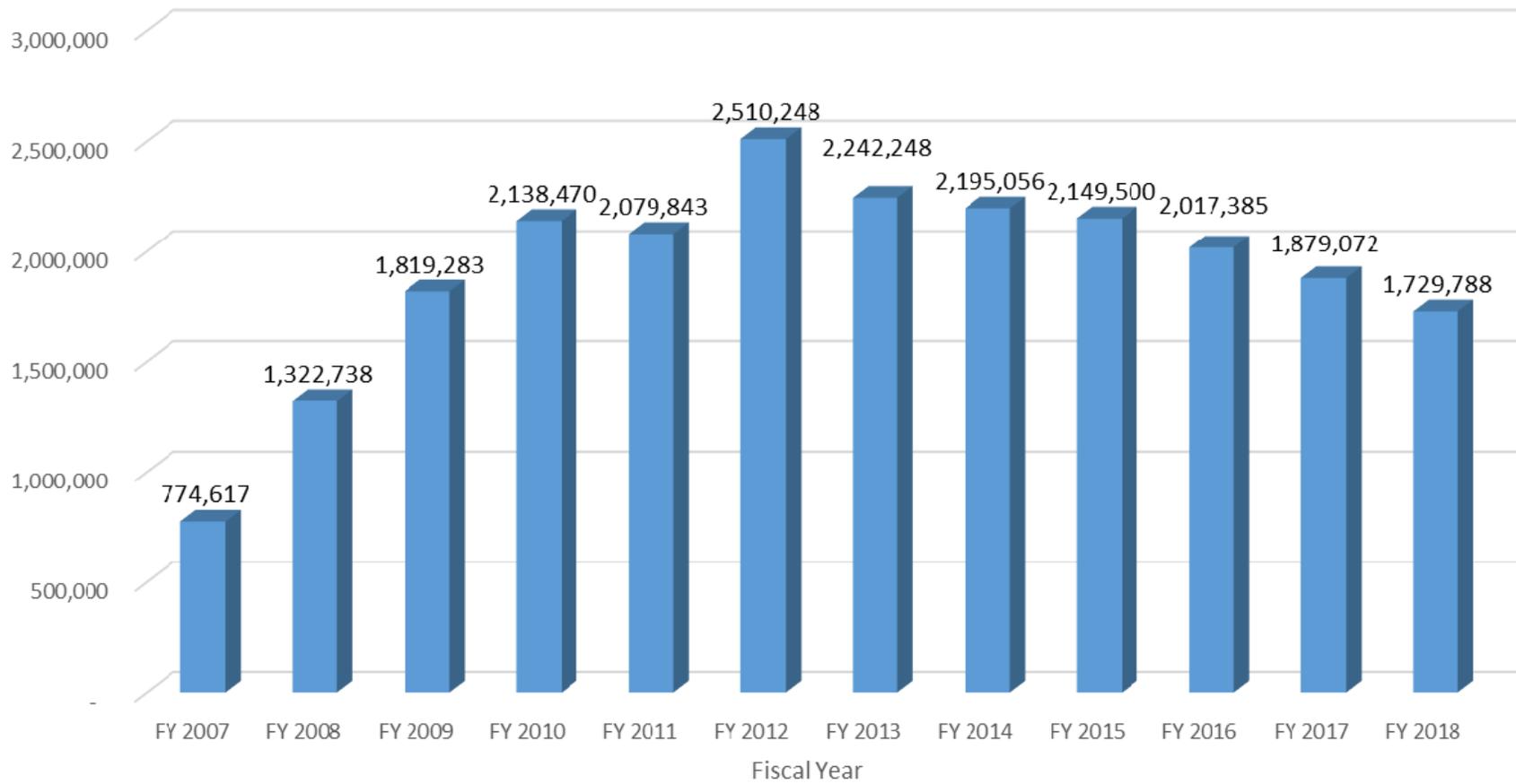


# Ridership: Overall Counts

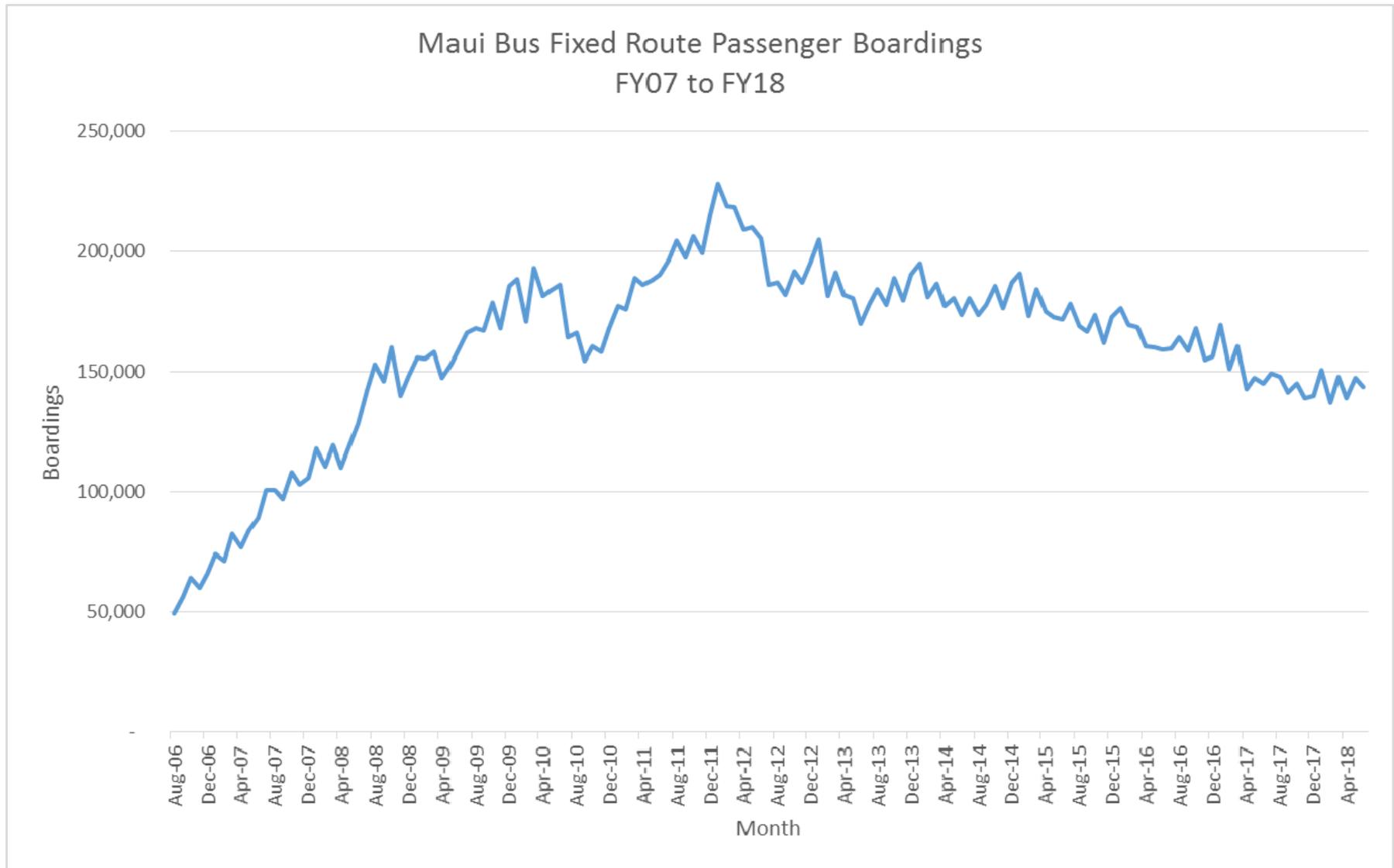


# Ridership: Fixed Route

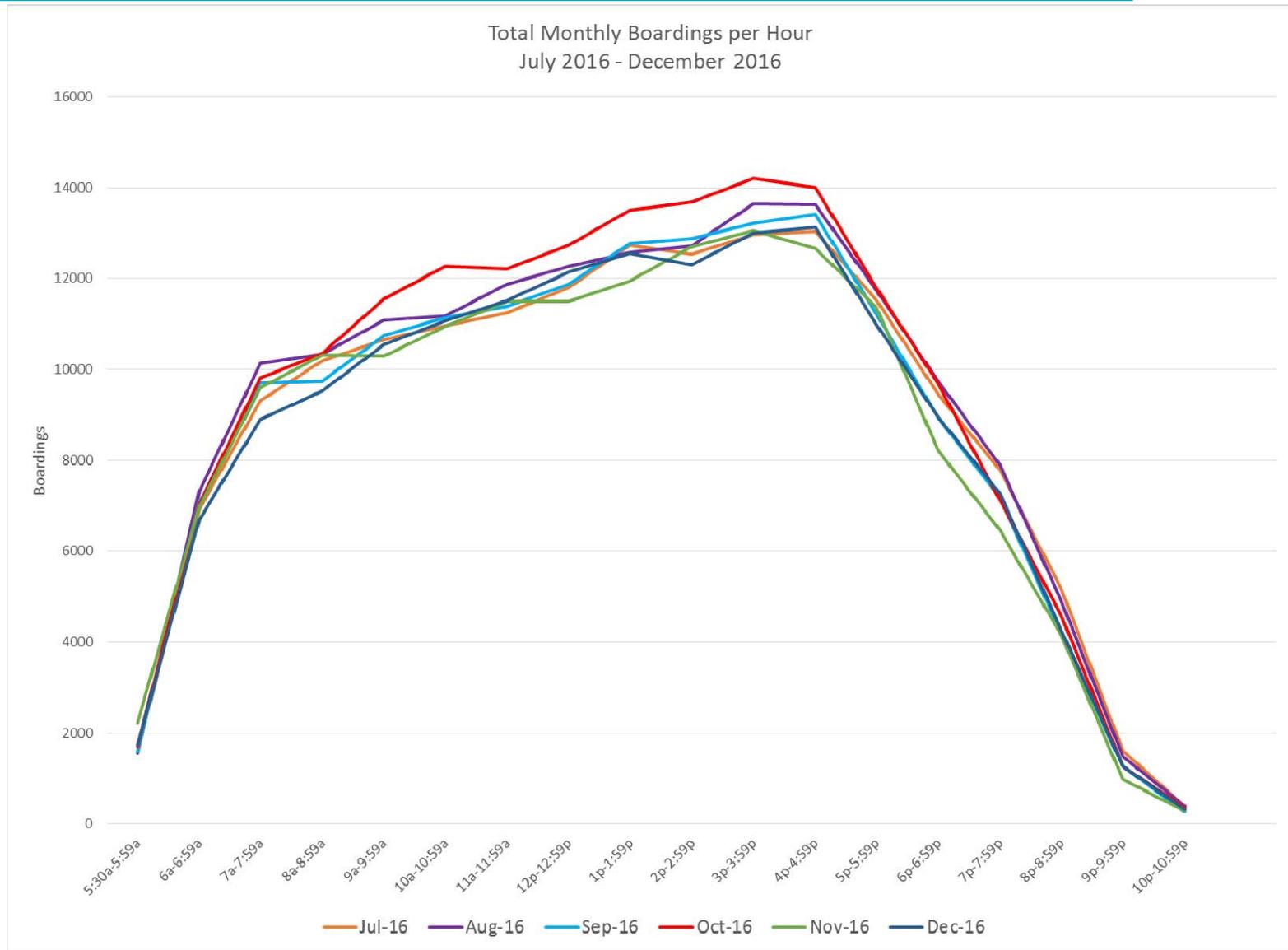
Maui Bus Fixed Route Service - Passenger Boardings  
FY04 - FY18



# Ridership: Fixed Route



# Ridership: Peak Service

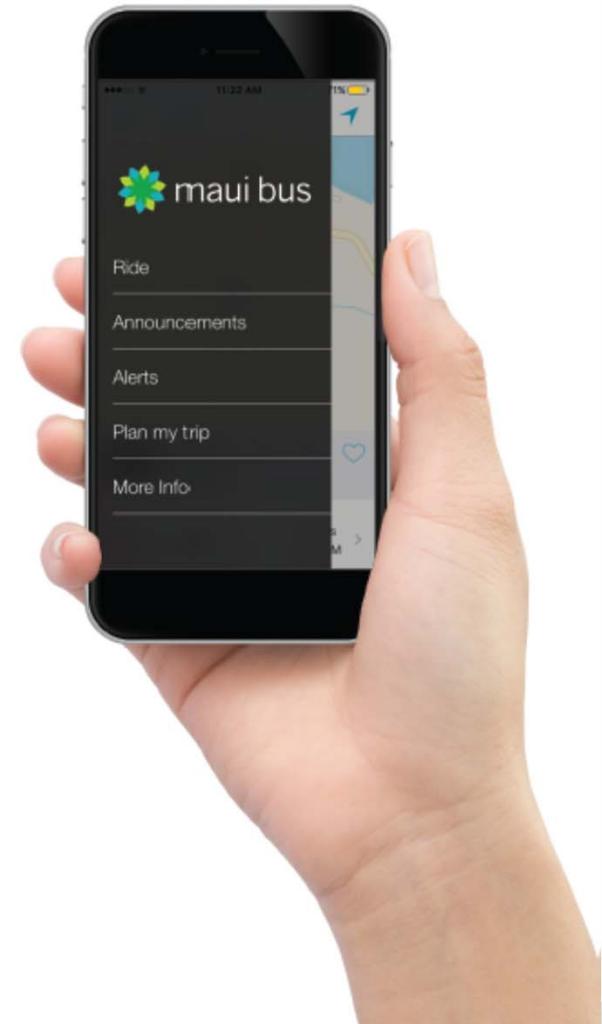


# Maui Bus: Fixed Routes

Track your bus with the **new Maui Bus app.**

Real-time bus information, alerts, trip planning, and more.

Visit **maibus.org** for more information.



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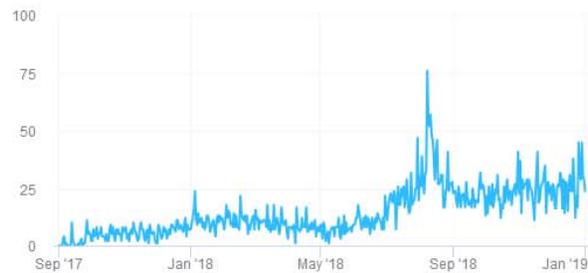
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# Maui Bus "App" Stats

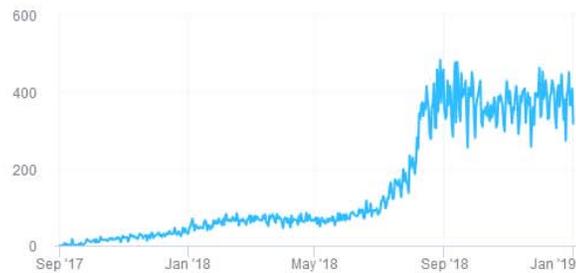
## Company Activity Dashboard

NEW DEVICES **6.9K** ACTIVE DEVICES / DAY **155.1** SESSIONS / DAY **771.3** MEDIAN SESSION LENGTH **26** Seconds TOTAL SESSIONS **374.9K** AVG TIME / DEVICE / DAY **4.9** Minutes

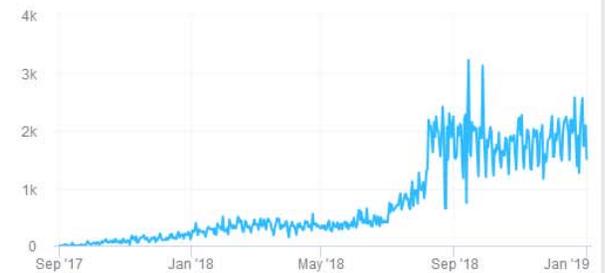
NEW DEVICES  DAILY



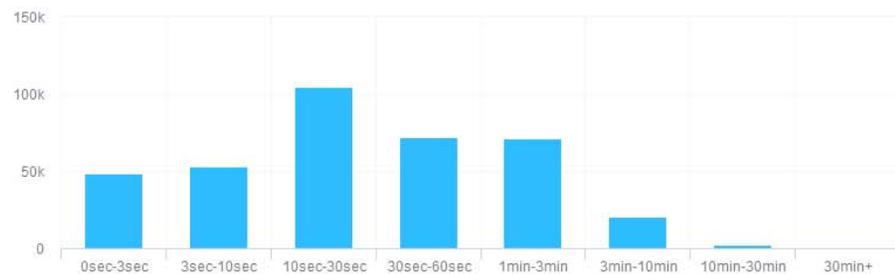
ACTIVE DEVICES  DAILY



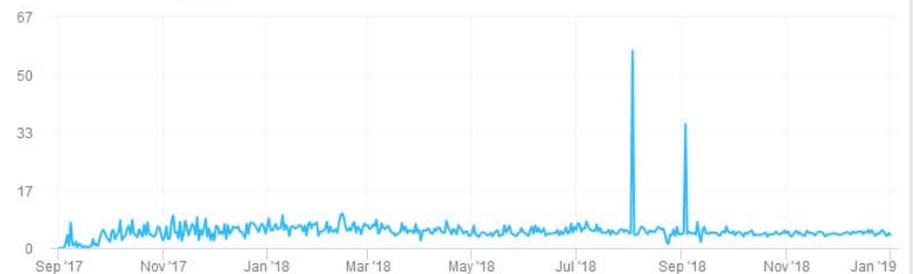
SESSIONS  DAILY



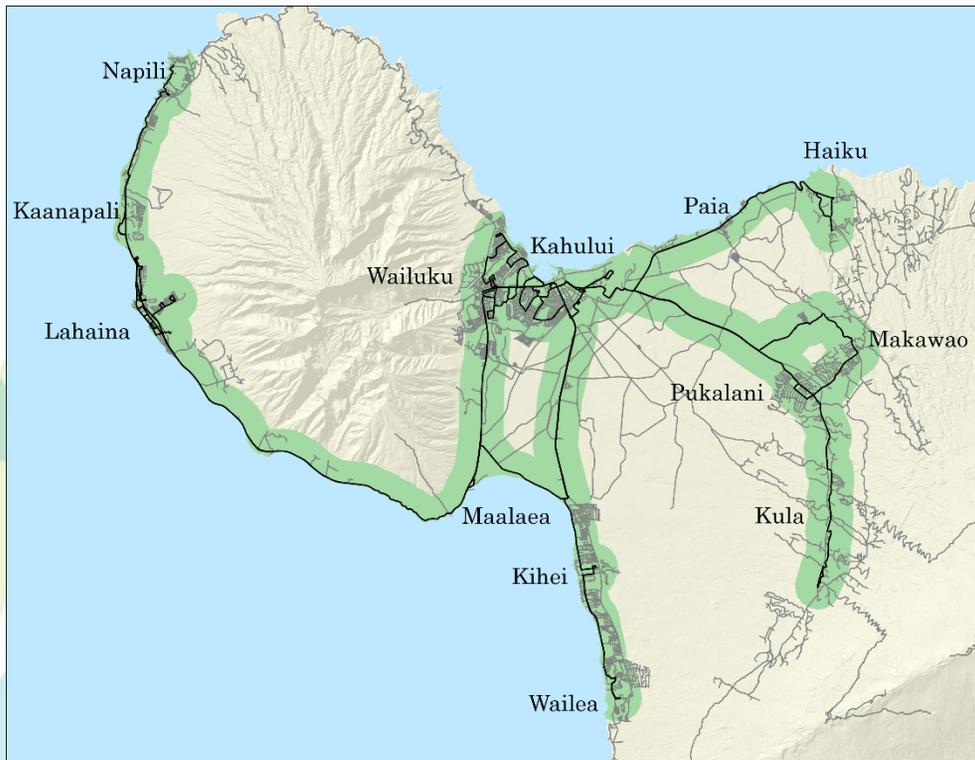
SESSION LENGTH  CURRENT RANGE



AVG TIME / DEVICE  DAILY



# Maui Bus: ADA Paratransit

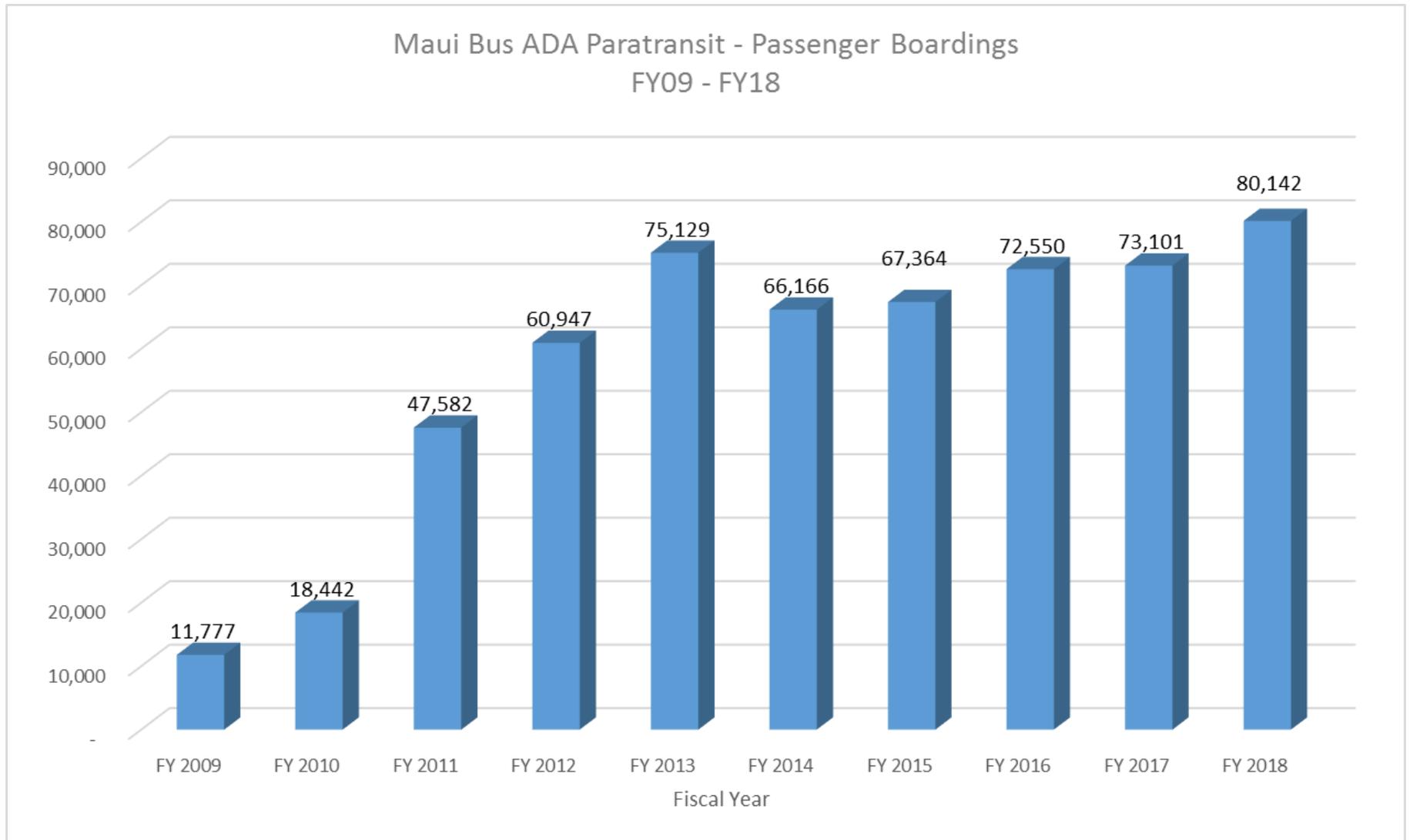


Services are  
contracted out to:

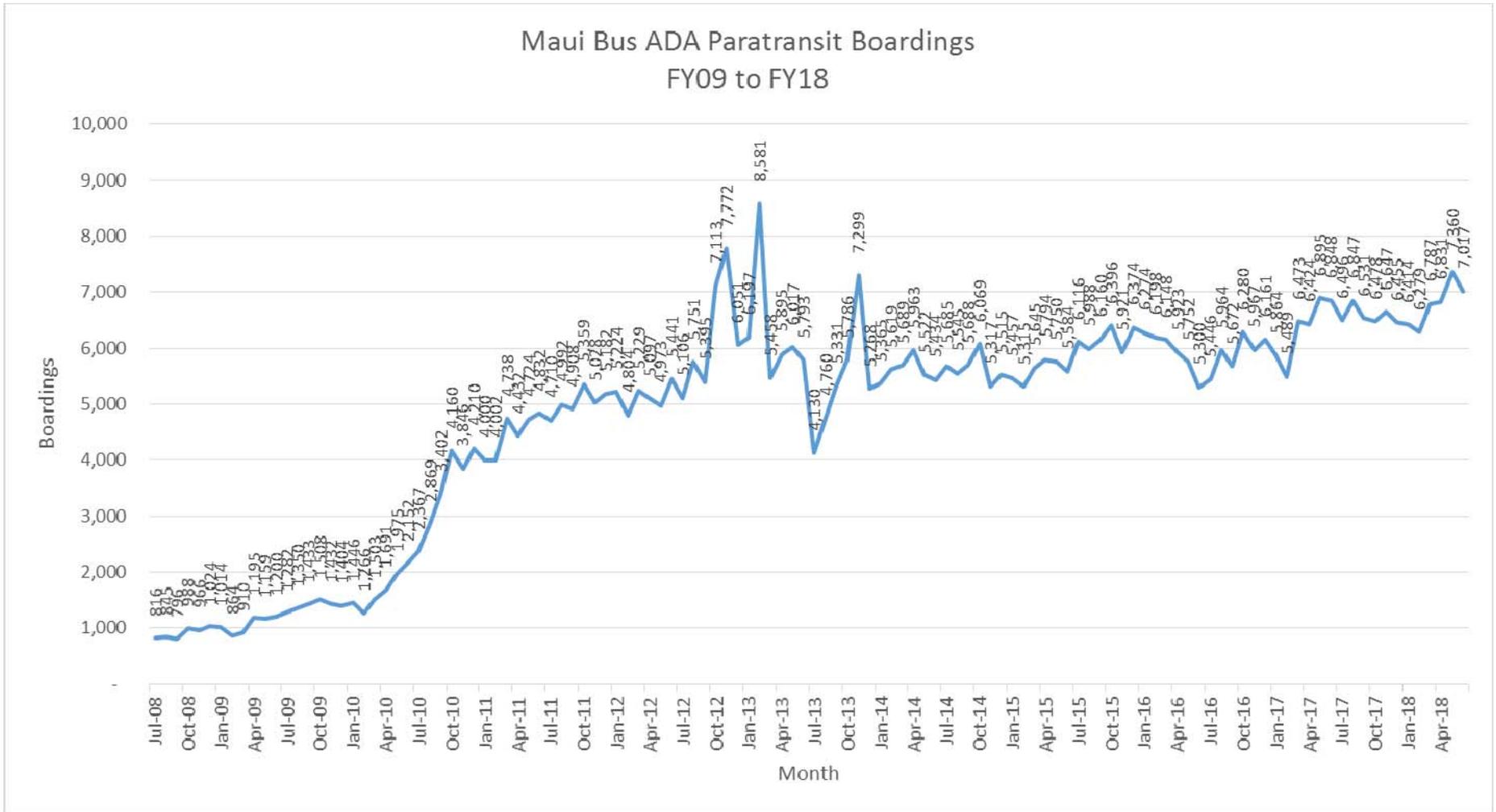


(808) 877-7651

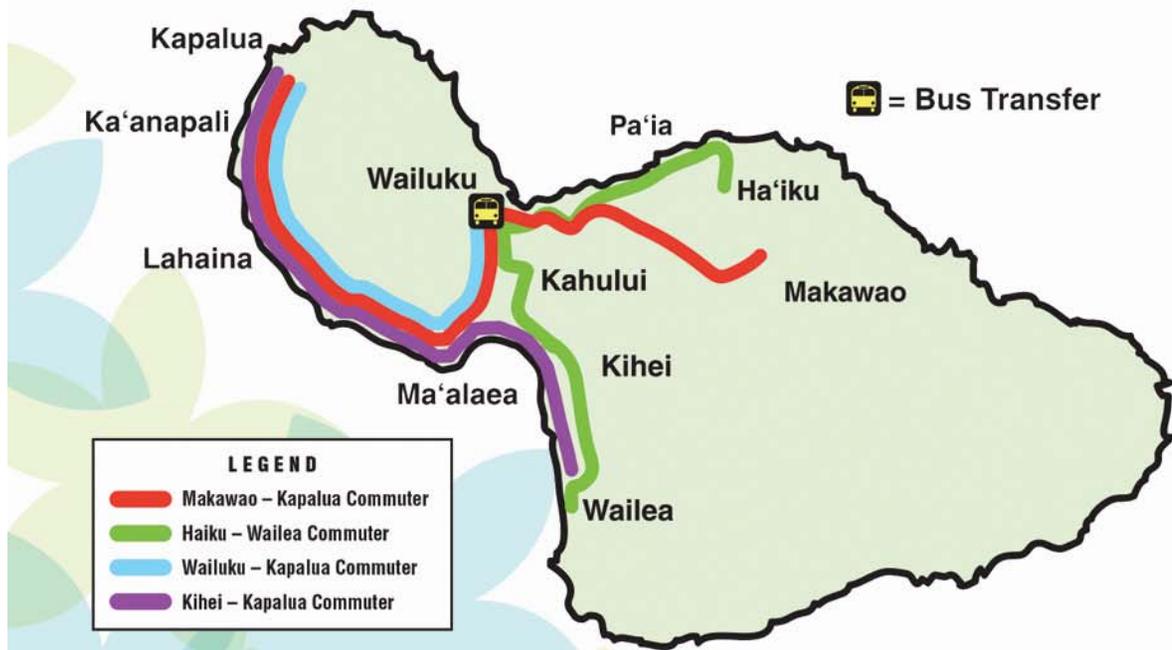
# Ridership: Paratransit



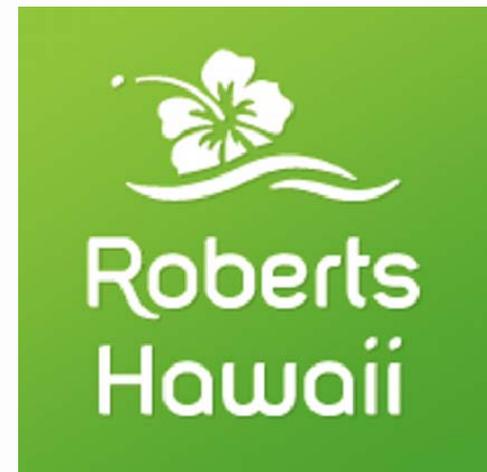
# Ridership: Paratransit



# Maui Bus: Commuter Routes



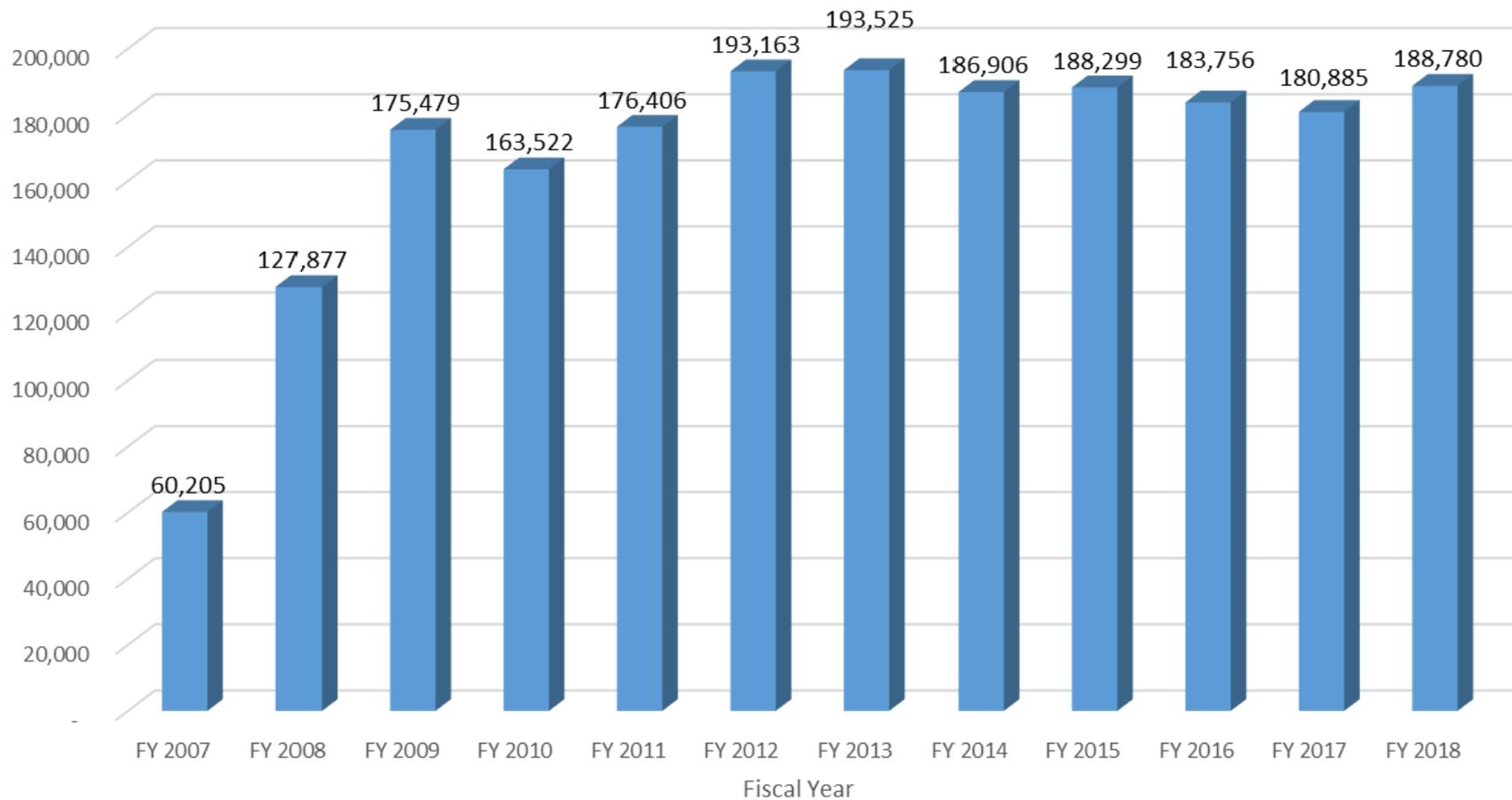
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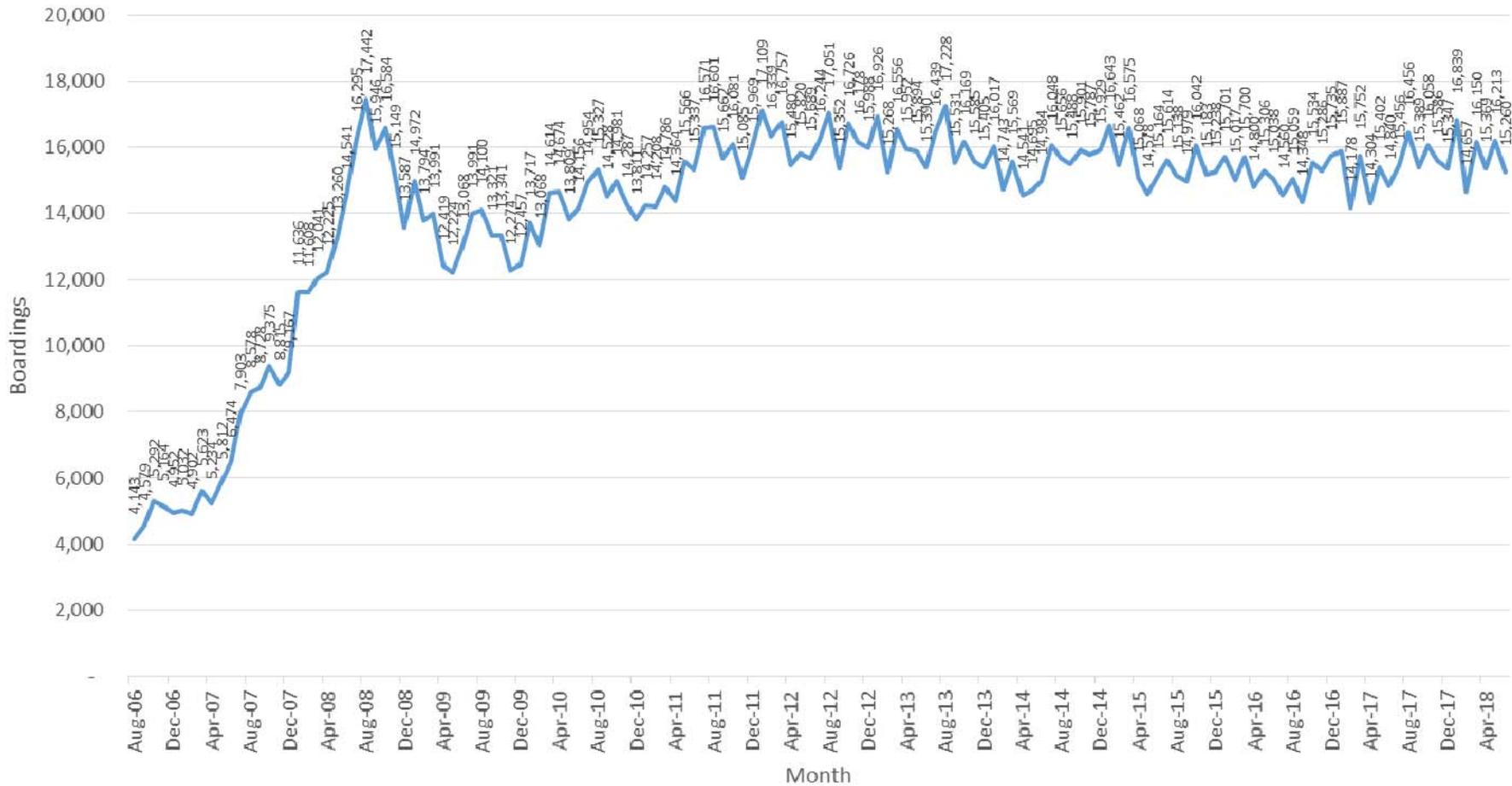
# Ridership: Commuter

Maui Bus Commuter Service - Passenger Boardings  
FY07 - FY18



# Ridership: Commuter

Maui Bus Commuter Boardings  
FY07 to FY18



# Vehicle Types: Fixed Route



**ENC 40' AXESS**  
41 Passenger  
2 Wheelchair



**ENC 35' EZ-RIDER**  
37 Passenger  
4 Wheelchair



**ENC 35' AXESS**  
32 Passenger  
2 Wheelchair



**ENC AeroElite**  
25 Passenger  
2 Wheelchair

# Vehicle Types: Paratransit



**ENC AeroLite**  
8 Passenger  
4 Wheelchair



**VPG MV-1**  
5 Passenger  
2 Wheelchair



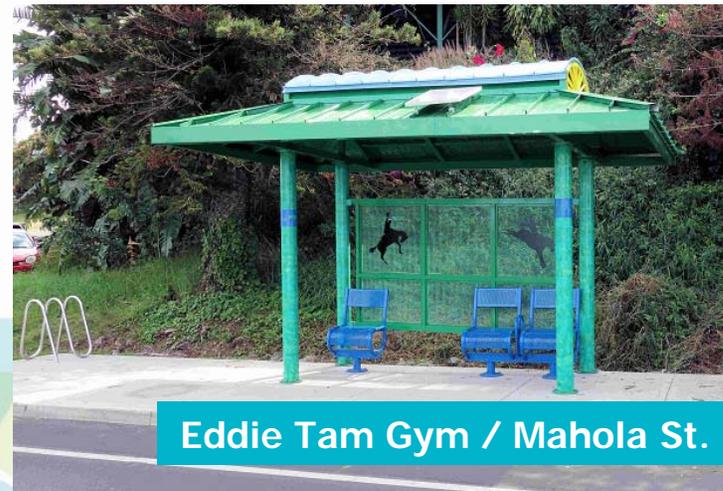
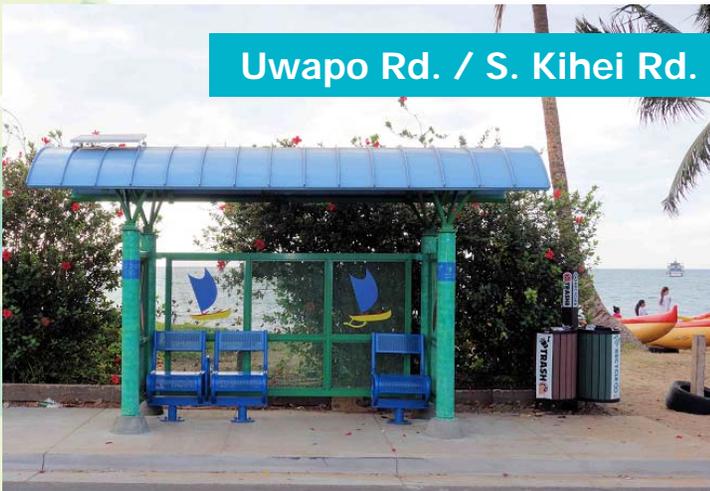
**ENC Mission Vans**  
6 Passenger  
2 Wheelchair

# Vehicle Type: Commuter



**MCI Motor Coaches**  
56 Passenger  
ADA Compliant

# Completed Bus Stops



# Central Maui Transit Hub

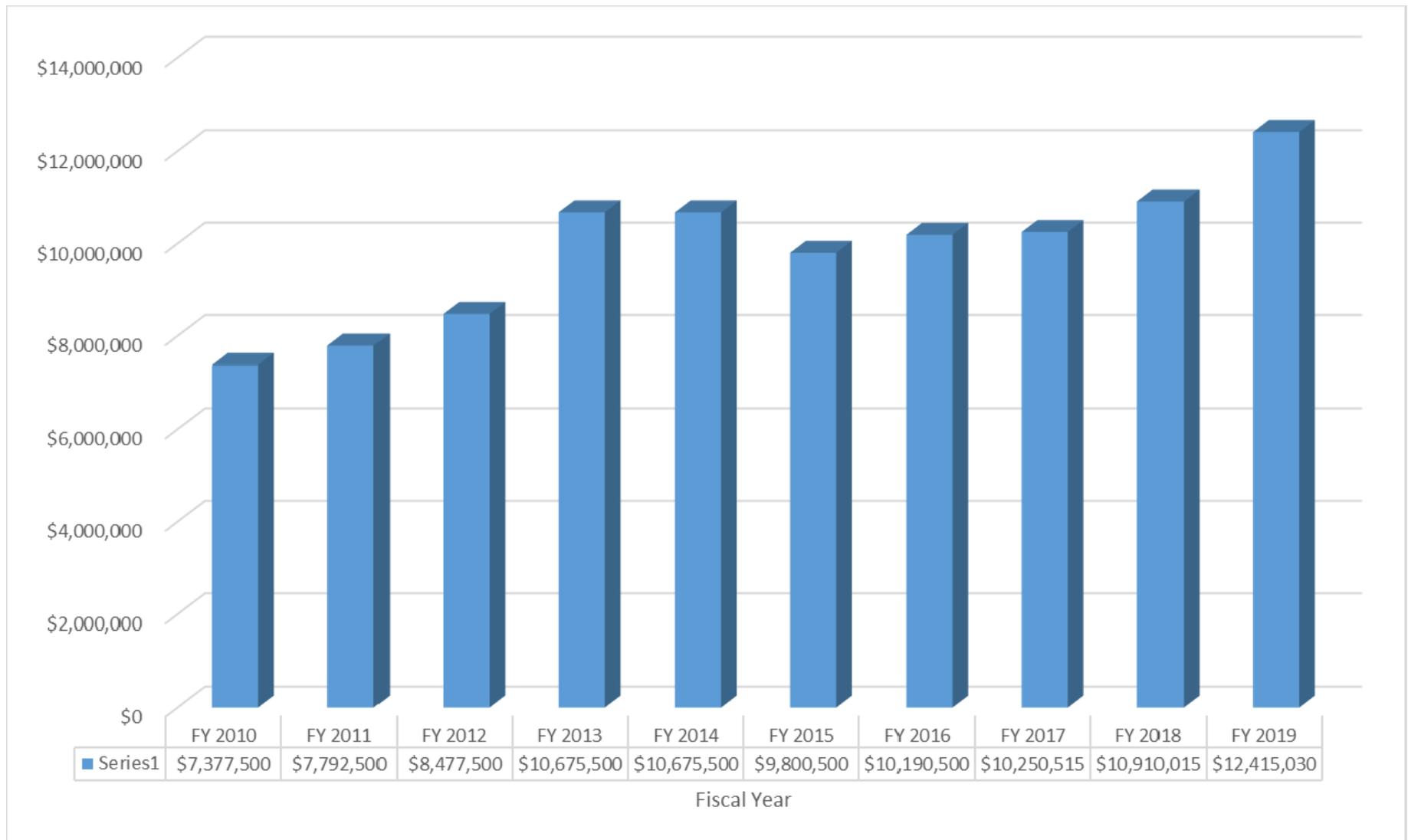


Queen  
Ka'ahumanu  
Center

Kahului  
Shopping  
Center



# Maui Bus Operating Budget

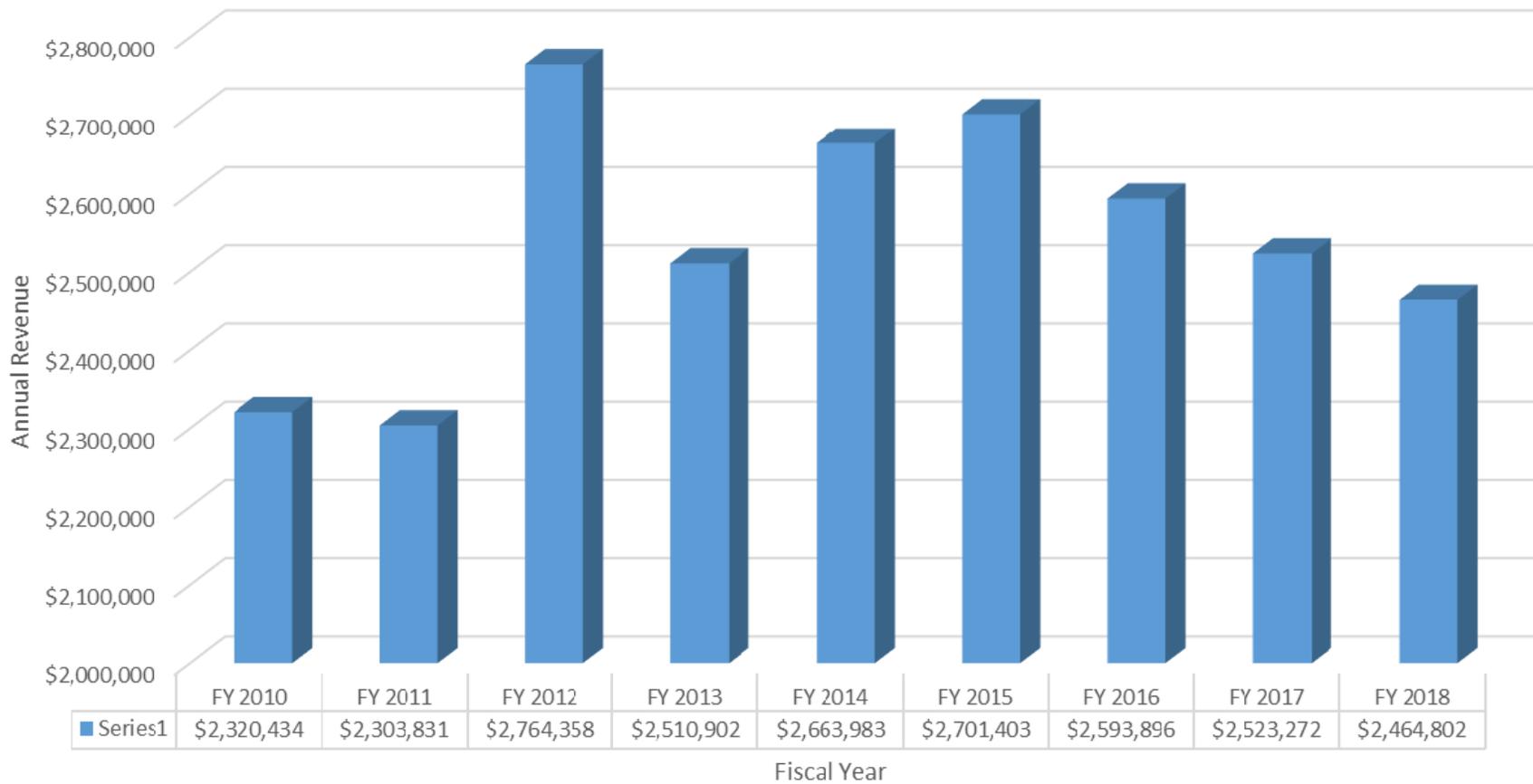


# Funding Sources

- ▶ General Fund
- ▶ Highway Fund
  - Public Transit Fares
    - ▶ All Fixed Routes: \$2
    - ▶ All Commuter Routes: \$2
    - ▶ Monthly Pass
      - General (Fixed Route & Commuter Only) \$45
      - Seniors (55+ Fixed Route Only) \$25
      - Seniors (55+ Paratransit Only) \$45
      - Student (w/ Valid ID, Ages 24 & Under) \$30
      - Persons w/ Disability (Fixed Route Only) \$30
    - ▶ Daily Pass \$4
  - Motor Vehicle Weight Tax
  - Fuel Tax
  - Franchise Tax
- ▶ Federal Transit Administration (FTA) Funds

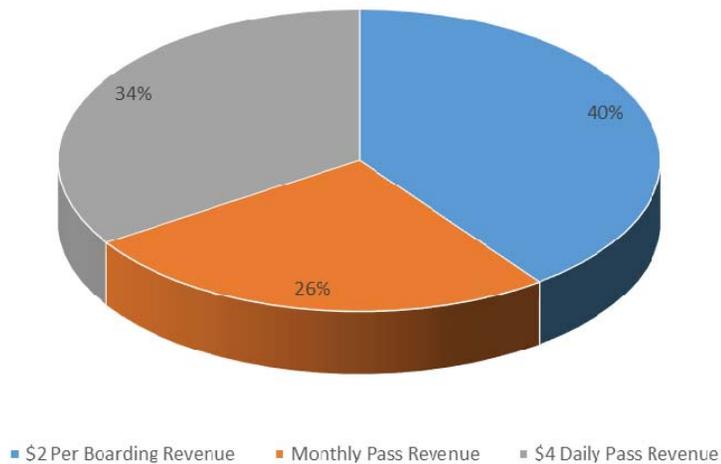
# Funding Sources

Maui Bus Revenue Tracking  
FY10 to FY18

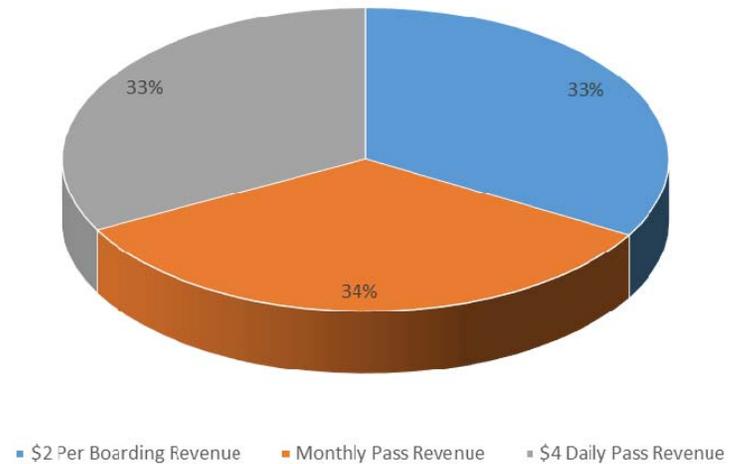


# Funding Sources

FY13 Maui Bus Revenue Comparison Chart  
\*July 2012 to February 2013

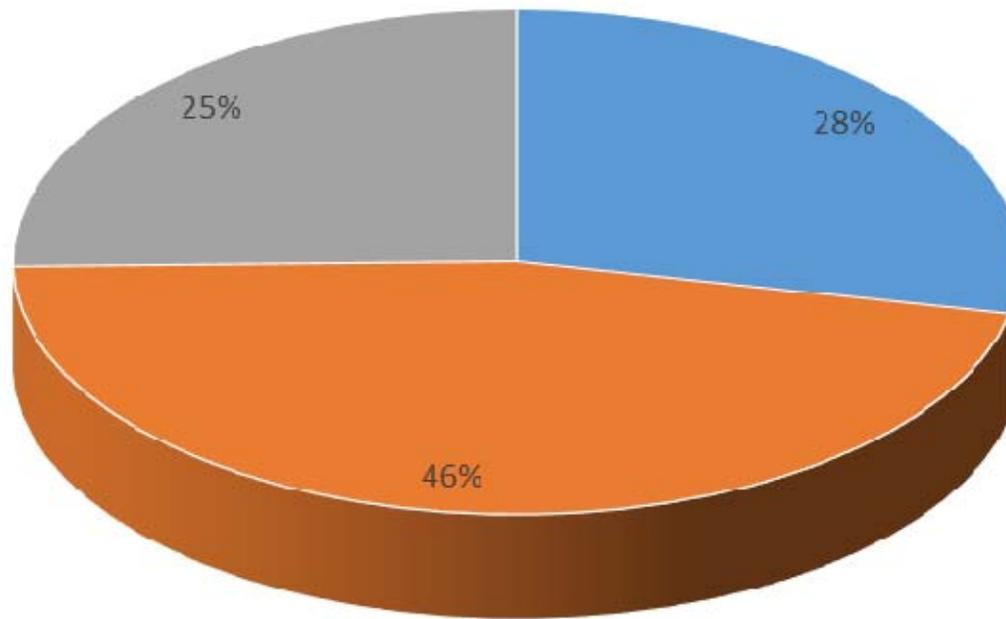


FY19 Maui Bus Revenue Comparison Chart  
\*July 2018 to December 2018



# Funding Sources

FY19 Maui Bus ADA Paratransit Revenue  
July 2018 to December 2018



■ \$2 Per Boarding Revenue   ■ Monthly Pass Revenue   ■ \$4 Daily Pass Revenue

# Maui Bus Passes

## Maui Bus Passes Sold in FY18

MONTH	GENERAL \$45.00	STUDENT \$30.00	SENIOR \$25.00	SENIOR Paratransit \$30.00	Person with Disability Pass \$30.00	TOTAL MONTHLY PASSES	TOTAL DAILY PASSES \$4.00
Jul-17	965	292	651	83	29	2,020	14,995
Aug-17	1,022	258	818	89	31	2,218	14,885
Sep-17	997	279	745	80	29	2,130	14,942
Oct-17	968	195	854	99	23	2,139	14,588
Nov-17	960	263	850	84	25	2,182	16,063
Dec-17	1,010	236	852	95	32	2,225	15,974
Jan-18	942	181	824	97	34	2,078	13,170
Feb-18	950	292	840	102	27	2,211	15,172
Mar-18	969	223	862	101	37	2,192	15,561
Apr-18	1,029	197	860	96	26	2,208	17,870
May-18	1,003	246	728	108	33	2,118	17,295
Jun-18	1,023	290	699	93	21	2,126	15,476
<b>TOTAL</b>	<b>11,838</b>	<b>2,952</b>	<b>9,583</b>	<b>1,127</b>	<b>347</b>	<b>25,847</b>	<b>185,991</b>

# Maui Bus Passes

## Maui Bus Passes Sold in FY19

MONTH	GENERAL \$45.00	STUDENT \$30.00	SENIOR \$25.00	SENIOR Paratransit \$45.00	Person with Disability Pass \$30.00	TOTAL MONTHLY PASSES	TOTAL DAILY PASSES \$4.00
Jul-18	1,035	283	747	87	30	2,182	16,960
Aug-18	1,032	282	812	86	23	2,235	14,798
Sep-18	1,079	225	617	73	17	2,011	15,057
Oct-18	1,576	307	447	87	17	2,434	15,183
Nov-18	1,035	331	709	90	22	2,187	15,030
Dec-18						-	
Jan-19						-	
Feb-19						-	
Mar-19						-	
Apr-19						-	
May-19						-	
Jun-19						-	
<b>TOTAL</b>	<b>5,757</b>	<b>1,428</b>	<b>3,332</b>	<b>423</b>	<b>109</b>	<b>11,049</b>	<b>77,028</b>

# Revenues from Fares

Fiscal Year	Passenger Counts	Revenue
2017	2,133,058	\$2,523,272
2018	1,998,710	\$2,464,802
<b>Difference</b>	<b>134,348 Riders = 6.3% Decrease</b>	<b>\$58,470 = 2.3% Decrease</b>

Fiscal Year	Passenger Counts	Revenue
2019*	≈987,264 Boardings	≈\$1,144,442

## Farebox Recovery Rate

- FY17: 26%
- FY18: 23%

\*Figures include data from July 2018 to December 2018.

# Transportation Statistics

Fiscal Year 2018	Fixed Route	ADA Paratransit	Commuter	Human Services Transportation
Cost Per Passenger Trip	\$4.34	\$25.71	\$5.55	\$19.29
Revenues Generated	\$2,185,200	\$80,564	\$199,038	\$0
Farebox Recovery Rate	28%	4%	19%	0%

# Human Service Transportation Program

- ▶ County of Maui funds MEO's Transportation Programs
- ▶ MEO serves clients on Lanai, Molokai, and Maui

Services are granted out to:



**(808) 877-7651**

# Human Service Transportation Program

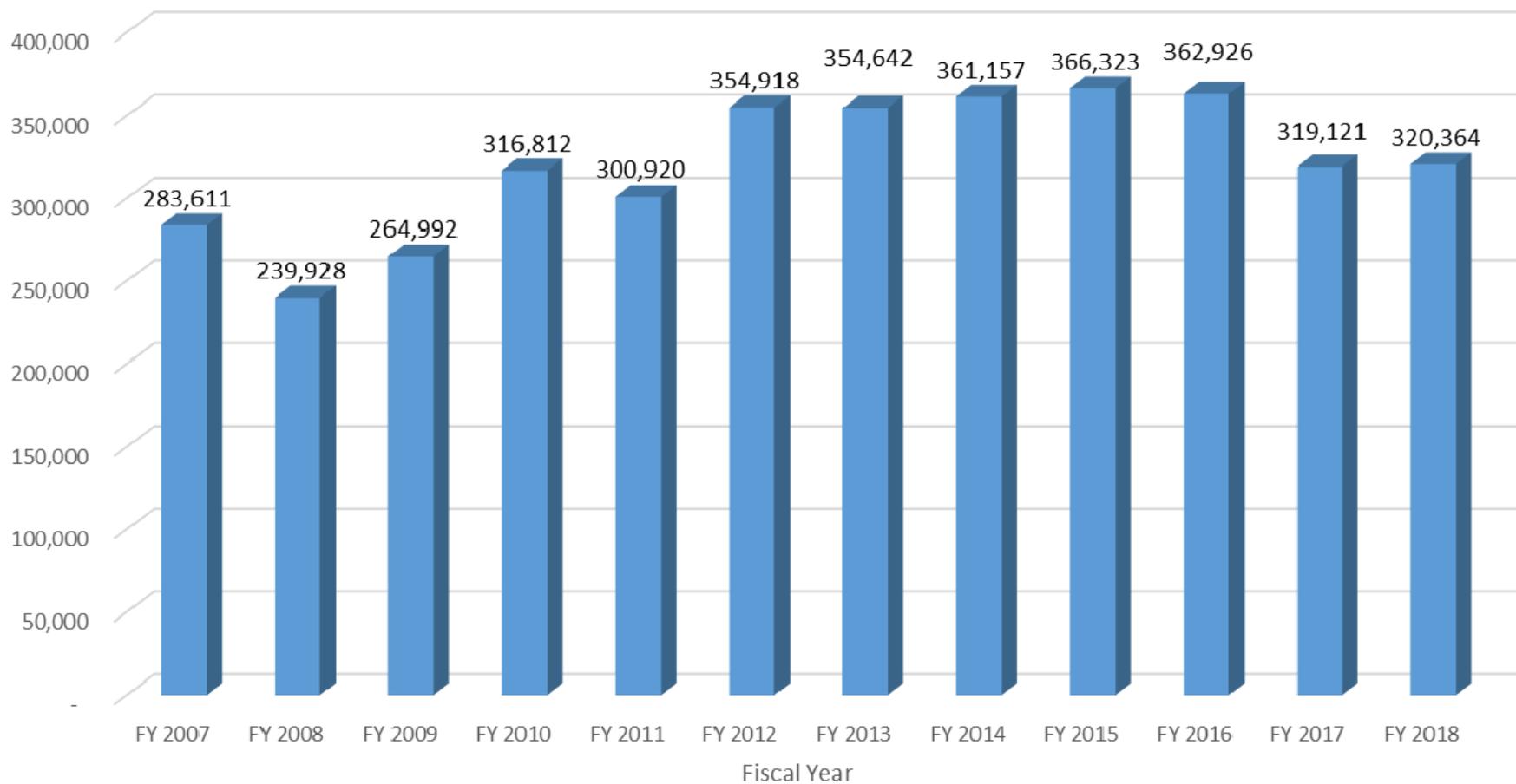
- ▶ Human Services Transportation Grant (FY19)
  - \$6,380,515
- ▶ Passenger Boardings (FY18)
  - 320,364

- ▶ Senior Services
- ▶ Senior Nutrition
- ▶ Ka Lima O Maui
- ▶ Employment for the Disabled, Low-Income, and Economically Challenged
- ▶ Rural Shuttle

- ▶ Youth Transportation
  - Maui & Molokai
- ▶ Maui Adult Day Care
- ▶ Community Transportation
- ▶ Ala Hou & I-Shuttle
- ▶ Dialysis

# Human Service Transportation Program

Human Services Transportation - Passenger Boardings  
FY07 - FY18



# Air Ambulance Program

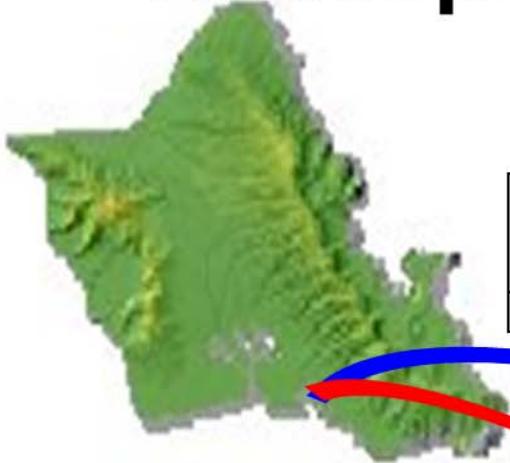
- ▶ County Grant Subsidy: \$672,215
- ▶ Performed 53 Trips in FY18
  - Majority from Hana to MMMC
- ▶ Currently 15 Trips in FY19 (July 18-Dec 18)
  - Majority from Hana to MMMC
  - 93% of trips are transporting residents
  - 73% of trips are medical related



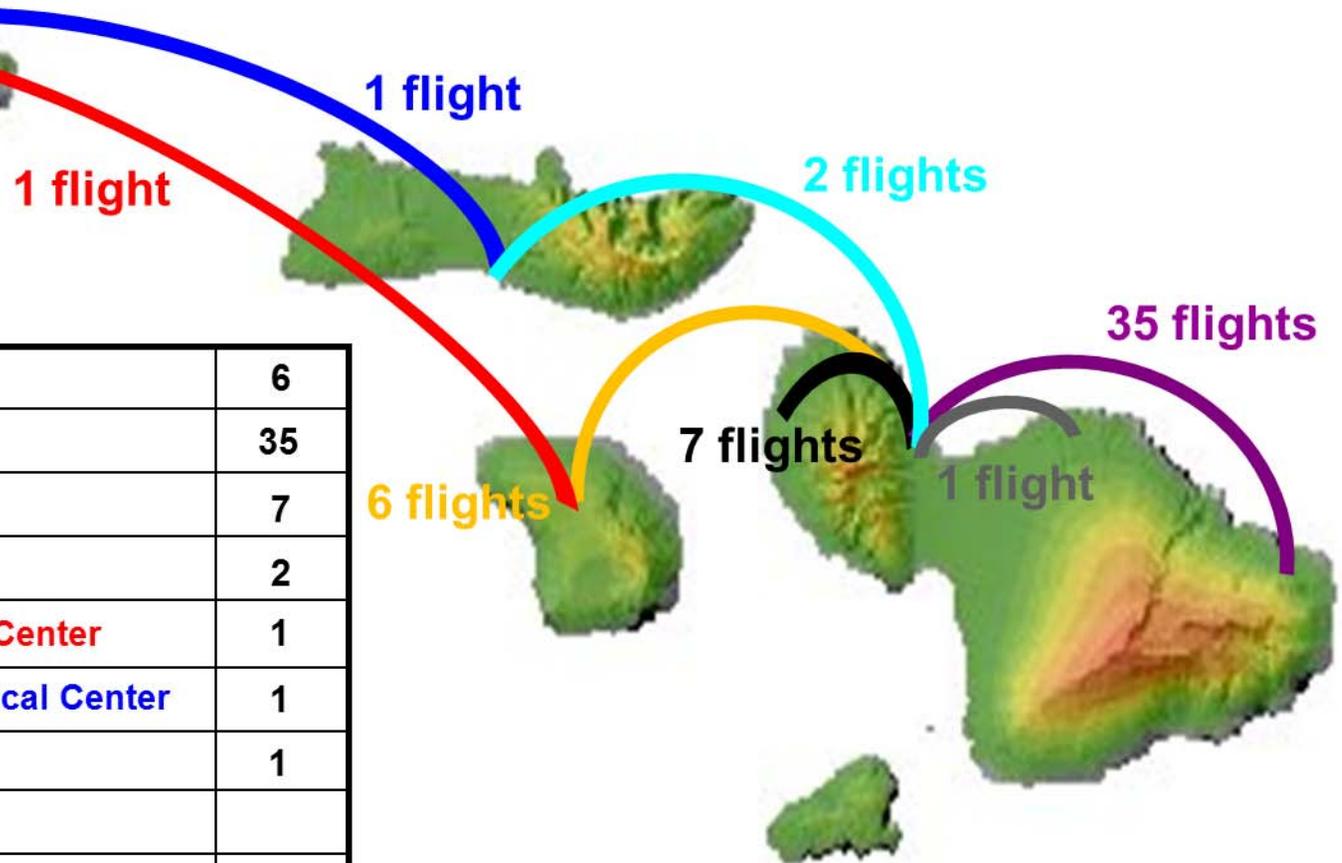
**AirMed**  
THE FASTEST WAY TO RECOVERY

# Helicopter Air Ambulance AirMed-1

FY 2018 (July 2017 – June 2018)



Fiscal Year	Annual Grant Amount	Total Trips	Resident Trips	Visitor Trips	% of Resident Trips	Serious Condition	Critical Condition	Medical	Trauma
2018	\$ 672,215	53	36	17	68%	48	5	26	27



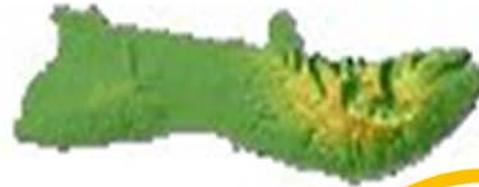
Lanai to MMMC	6
Hana/Keanae to MMMC	35
West Maui to MMMC	7
Molokai to MMMC	2
Lanai to Kuakini Medical Center	1
Molokai to Kapiolani Medical Center	1
Haiku to MMMC	1
<b>Total</b>	<b>53</b>

# Helicopter Air Ambulance AirMed-1

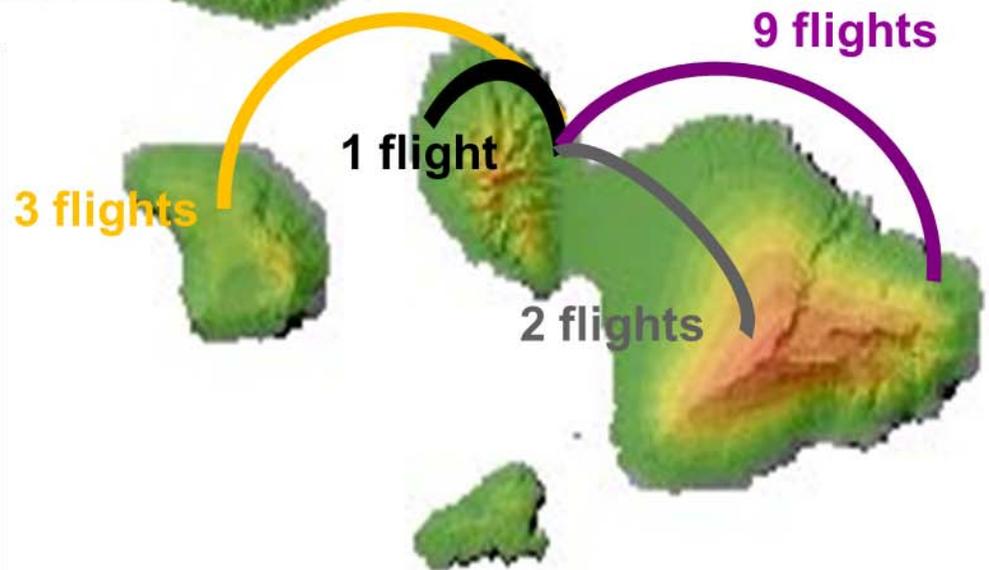
FY 2019 (July 2018 – December 2018)



Fiscal Year	Annual Grant Amount	Total Trips	Resident Trips	Visitor Trips	% of Resident Trips	Serious Condition	Critical Condition	Medical	Trauma
2019	\$ 672,215	15	14	1	93%	15	0	11	4



Lanai to MMMC	3
Hana/Keanae to MMMC	9
West Maui to MMMC	1
Upcountry/Crater to MMMC	2
<b>Total</b>	<b>15</b>



# Looking Forward

## ► Budget Amendment Request

- Maui Bus Paratransit Contract will be short of fund based on current ridership revenue service hours.
- Budget amendment request of \$352,900 has been submitted to council.

# Contact Info

- ▶ **Phone:** 270-7511
- ▶ **Fax:** 270-7505
- ▶ **Website:** [www.mauicounty.gov/bus](http://www.mauicounty.gov/bus)
- ▶ **Email:** [public.transit@mauicounty.gov](mailto:public.transit@mauicounty.gov)
- ▶ **Office Hours:** Mon.-Fri., 7:45am-4:30pm
  - Our office is closed on all County-observed holidays.
- ▶ **Acting Director:** Marc Takamori
- ▶ **Deputy Director:** Michael Du Pont
- ▶ **Address:** 2145 Kaohu St., #102  
Wailuku, HI 96793