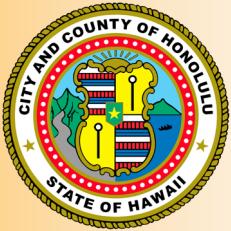


**Bus Service Changes Effective
on Opening Day of Skyline Segment 2**



Department of Transportation Services
CITY & COUNTY OF HONOLULU



Bus Service Changes Effective on Opening Day of Skyline Segment 2

- The Department of Transportation Services (DTS) is providing notice of the bus service changes to align with the opening day of Segment 2 of Skyline.
- DTS previously presented proposed service changes during April and May 2025 to 14 impacted Neighborhood Boards and initiated a 60-day comment period which closed on July 15, 2025. DTS also undertook:
 - Numerous social media posts;
 - Several press interviews; and
 - A presentation to the Citizen Transportation Advisory Committee of the O‘ahu Metropolitan Planning Organization.



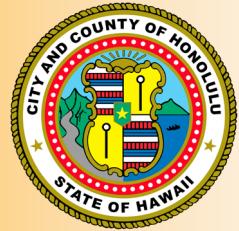
Bus Service Changes Effective on Opening Day of Skyline Segment 2 (continued)

- DTS received 78 comments from Neighborhood Boards and 142 from the public; the responses are included at the end of this presentation.
- DTS's original proposal included potential changes to the C and E Lines to be made sometime after opening day of the Segment 2 of Skyline. No decisions have been made with respect to the C and E Lines and no further information is included in this deck. Any future service adjustments will be the subject of subsequent presentations and opportunities for input including a future public comment period.
- DTS assembled comments received on the presentation at the Neighborhood Board meetings as well as the electronic submissions. Comments on Skyline Segment 2 changes are summarized at the end of the presentation along with DTS responses.

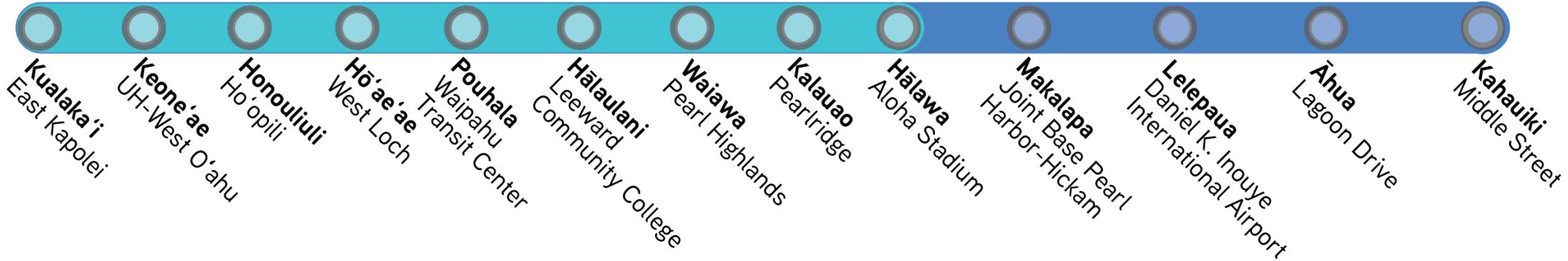


Summary of Changes Since Spring 2025 Proposal

1. **Skyline opening change** - opening date of Skyline extended to no earlier than October 16, 2025
2. **Skyline weekend hours revised** – service hours revised on weekends; end time for Skyline now 10:00PM (was 11:00PM in proposal)
3. **U Line hours extended** - service hours extended to 6:00PM (from 5:30PM in proposal)
4. **Route 303 hours extended, frequency increased** - weekday hours extended to 8:30PM (from 7:45PM in proposal); Saturday/Sunday hours extended to 8:00PM (from 7:15PM in proposal); Saturday and Sunday frequency increased to 35 minutes (from 60 minutes in proposal)
5. **Route PH8 revisions added** – modifications to serve Makalapa Joint Base Pearl Harbor Hickam Skyline Station
6. **Route 43 extension to Skyline added** – added extension to the Waiawa Pearl Highlands Skyline Station
7. **W Line stop added** – slide added with stops as requested



Skyline Service Hours for Opening Day of Segment 2



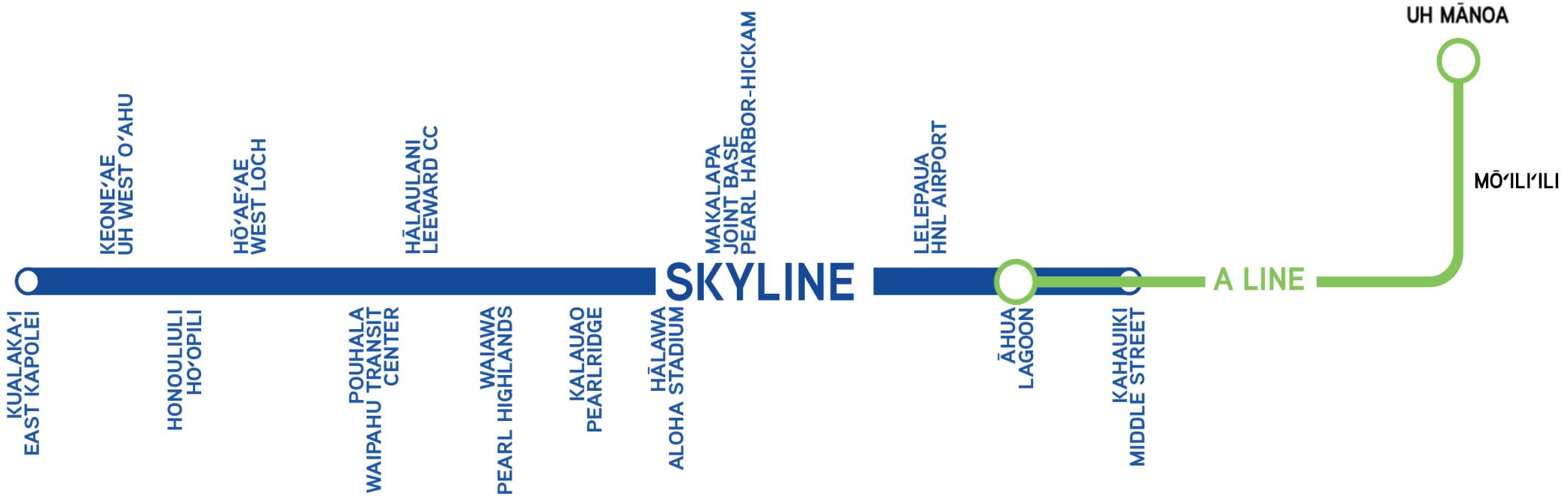
Skyline hours of operation will change with the 4-station extension.

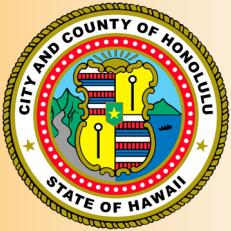
- Weekdays
 - **Today:** 5AM – 6:35PM **Opening Day Segment 2:** 4AM – 10:00PM (start of last full trip)
- Weekends
 - **Today:** 8AM – 6:35PM **Opening Day Segment 2:** 4AM – 10:00PM (start of last full trip)



Segment 2 of Skyline introduces Rapid Bus Lines

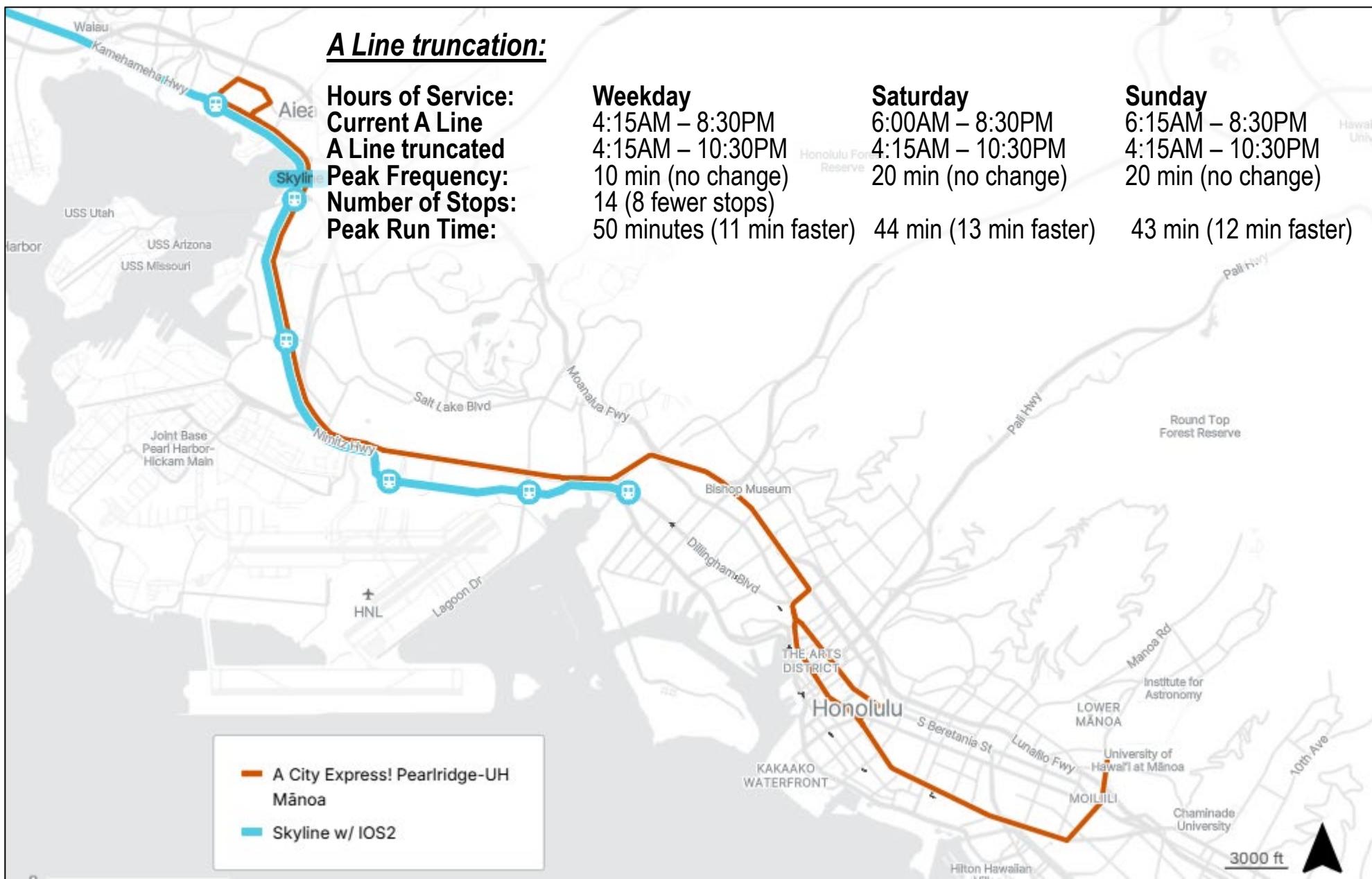
A Line to UH Mānoa

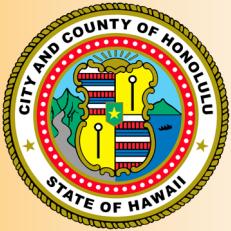




Existing Route A CityExpress! Pearlridge-UH Mānoa

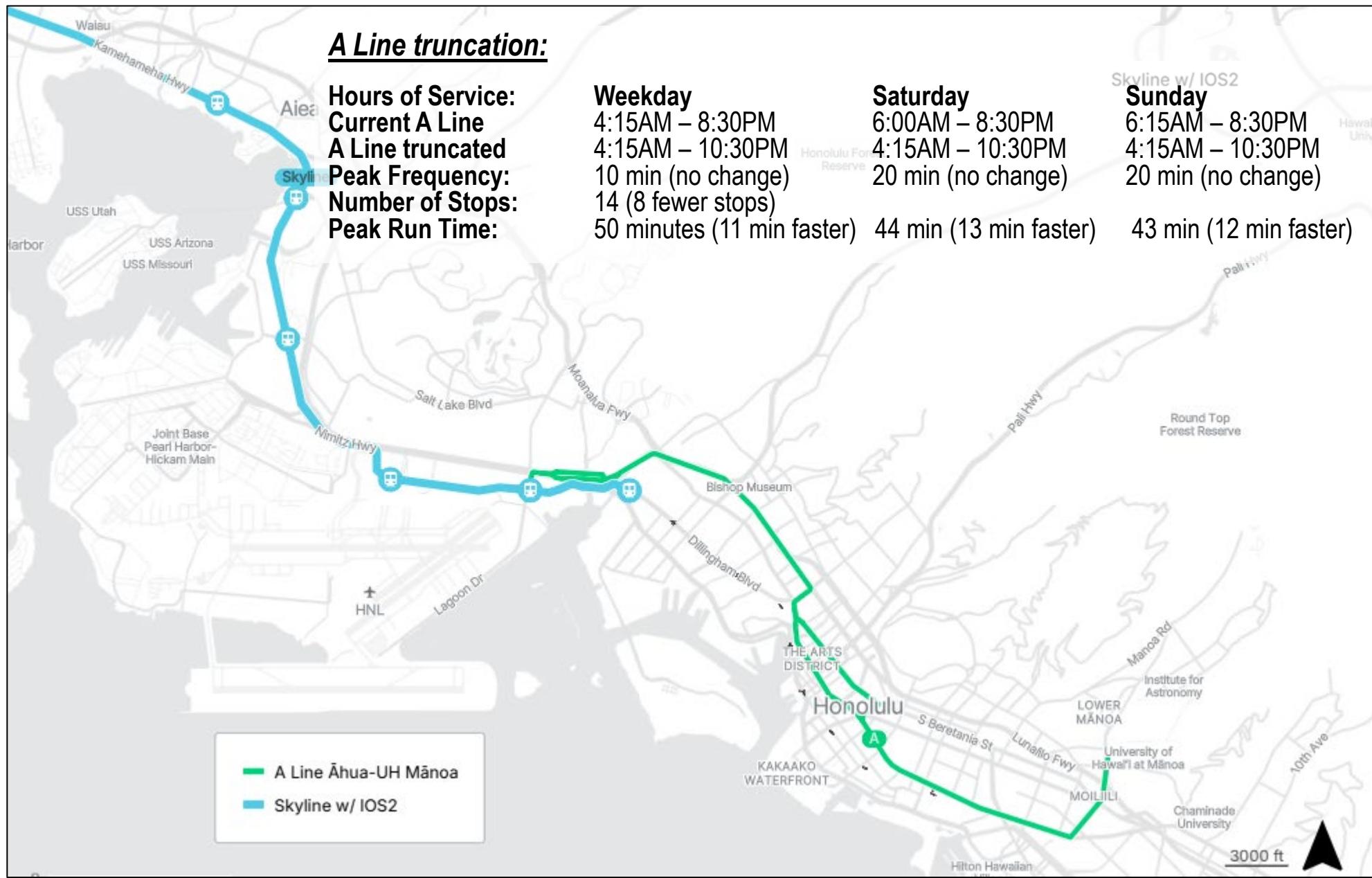
- Existing A City Express!
- Serves Pearlridge and Hālawa (Aloha Stadium) Stations





New A Line Āhua-UH Mānoa

- New A Line
- Serves
Āhua
(Lagoon)
Station





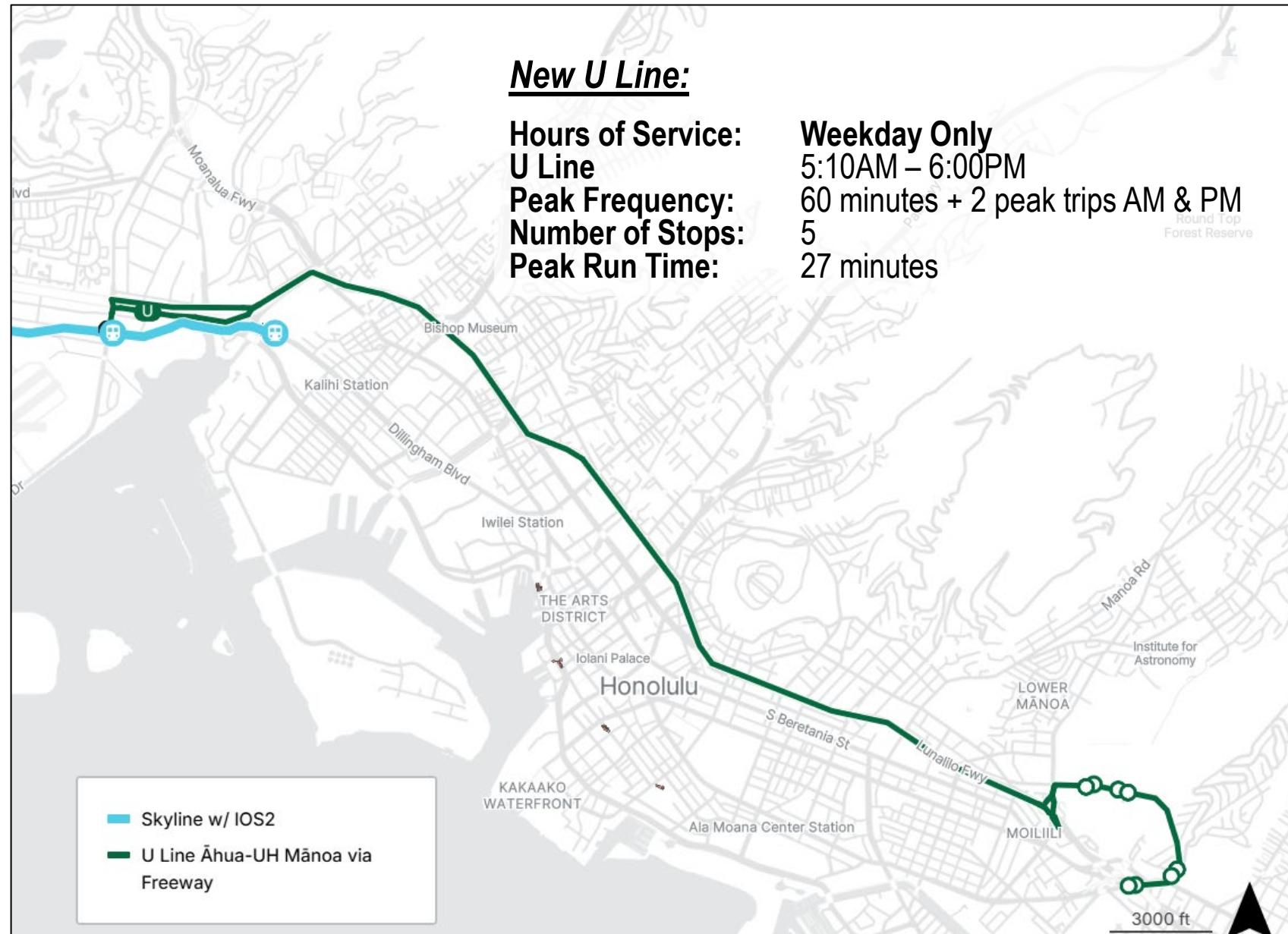
Segment 2 of Skyline introduces Rapid Bus Lines U Line to UH Mānoa and Kaimuki

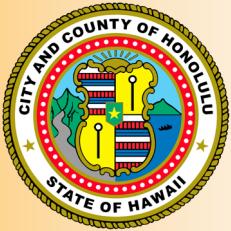




New U Line Āhua-UH Mānoa via Freeway

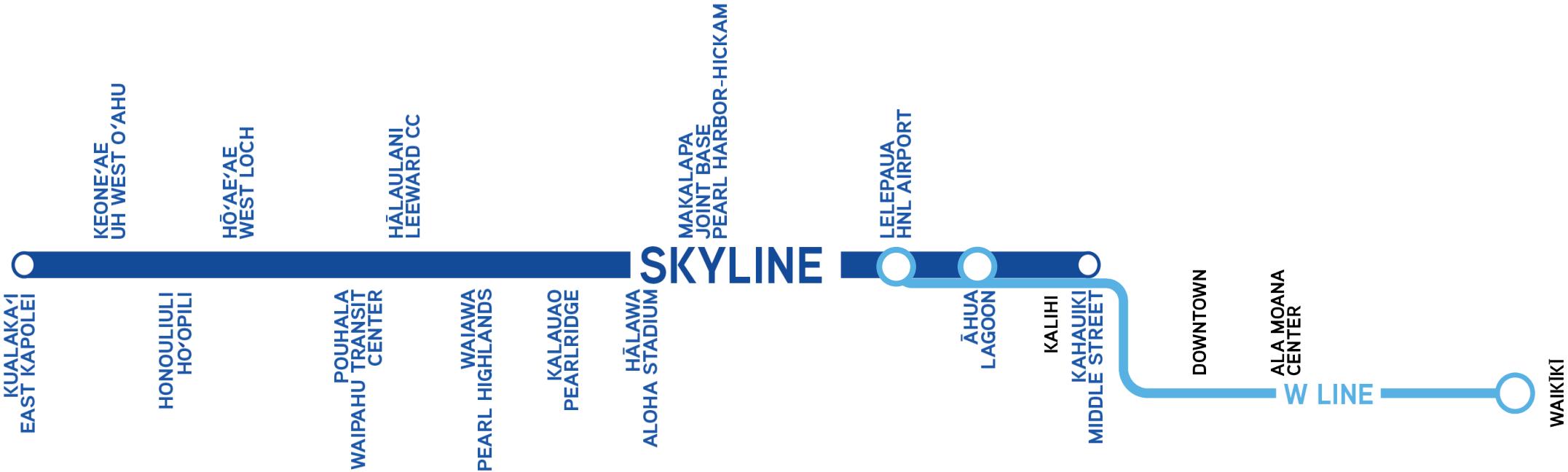
- New route with direct service from Skyline
- 5:10AM – 6:00PM service span
- 5 stops
- Hourly service
- 1 peak AM eastbound additional trip
- 1 peak PM westbound additional trip

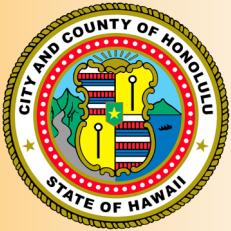




Segment 2 of Skyline introduces Rapid Bus Lines

W Line to Waikīkī

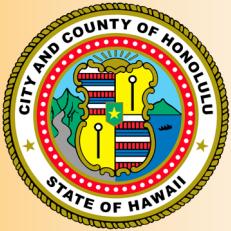




Existing Route 20 Waikīkī-Airport-Aloha Stadium

- Route 20 replaced by new W Line





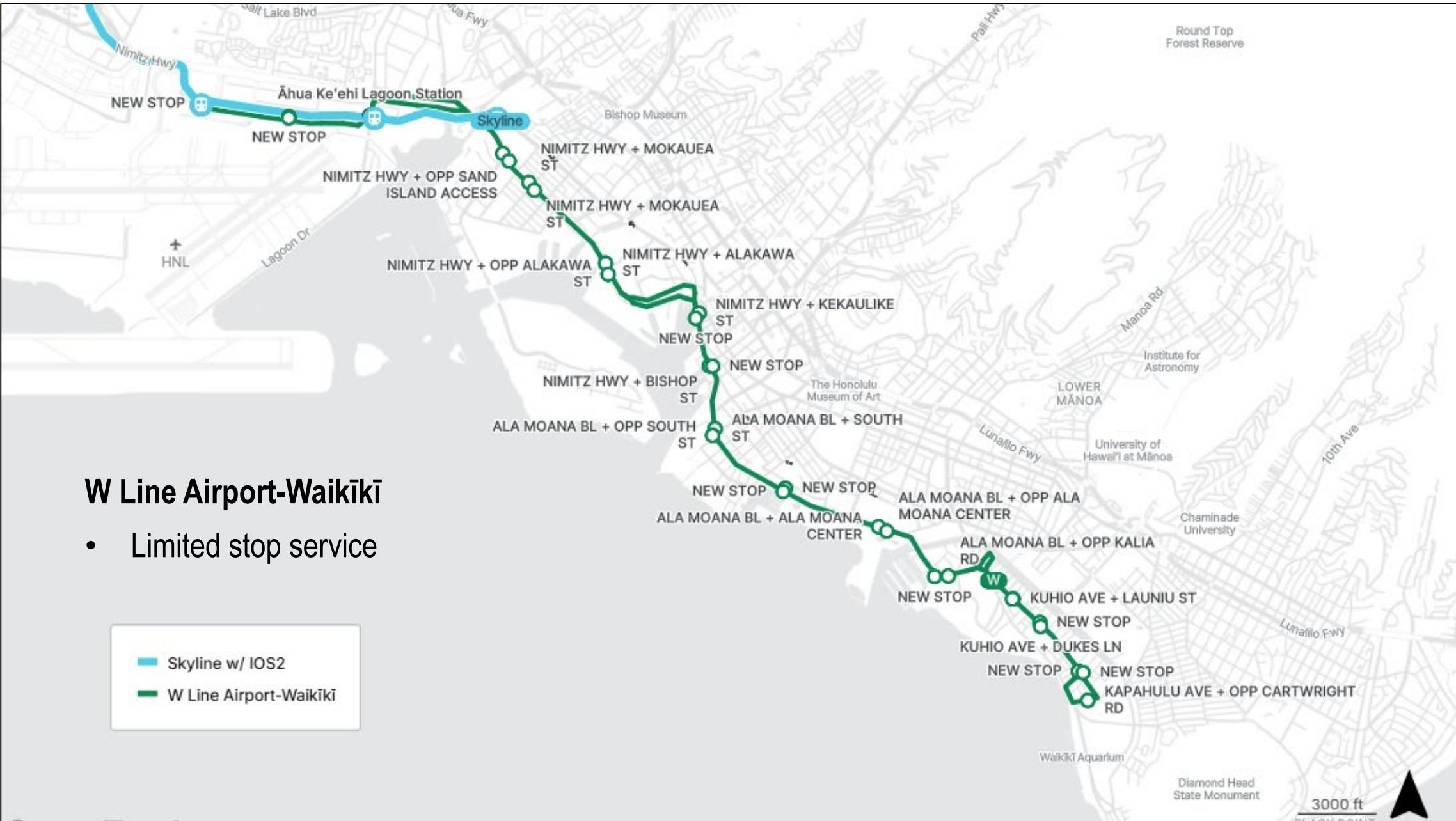
New W Line Airport-Waikīkī

- Route 20 replaced by new W Line



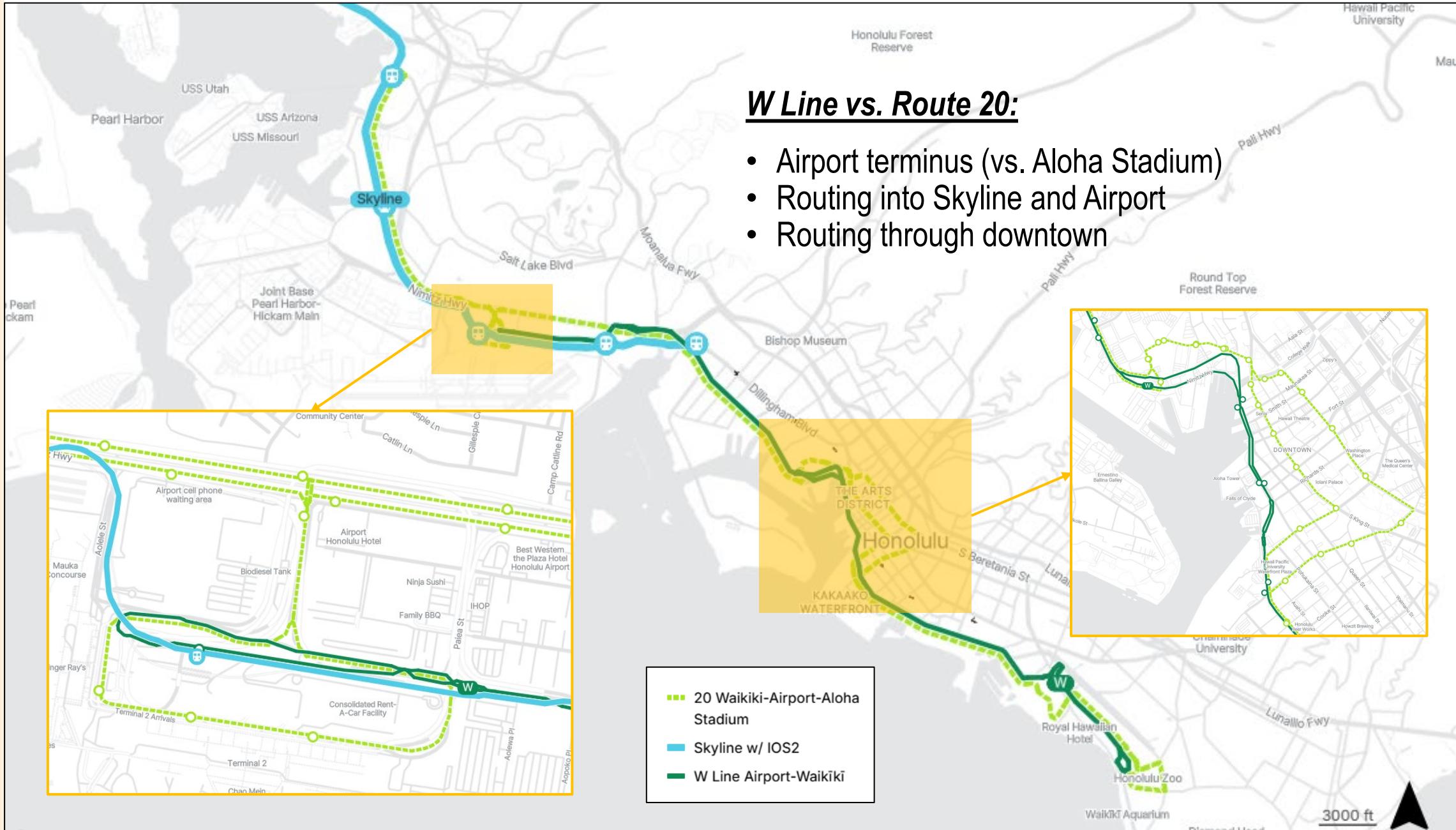


New W Line Airport-Waikīkī Stops





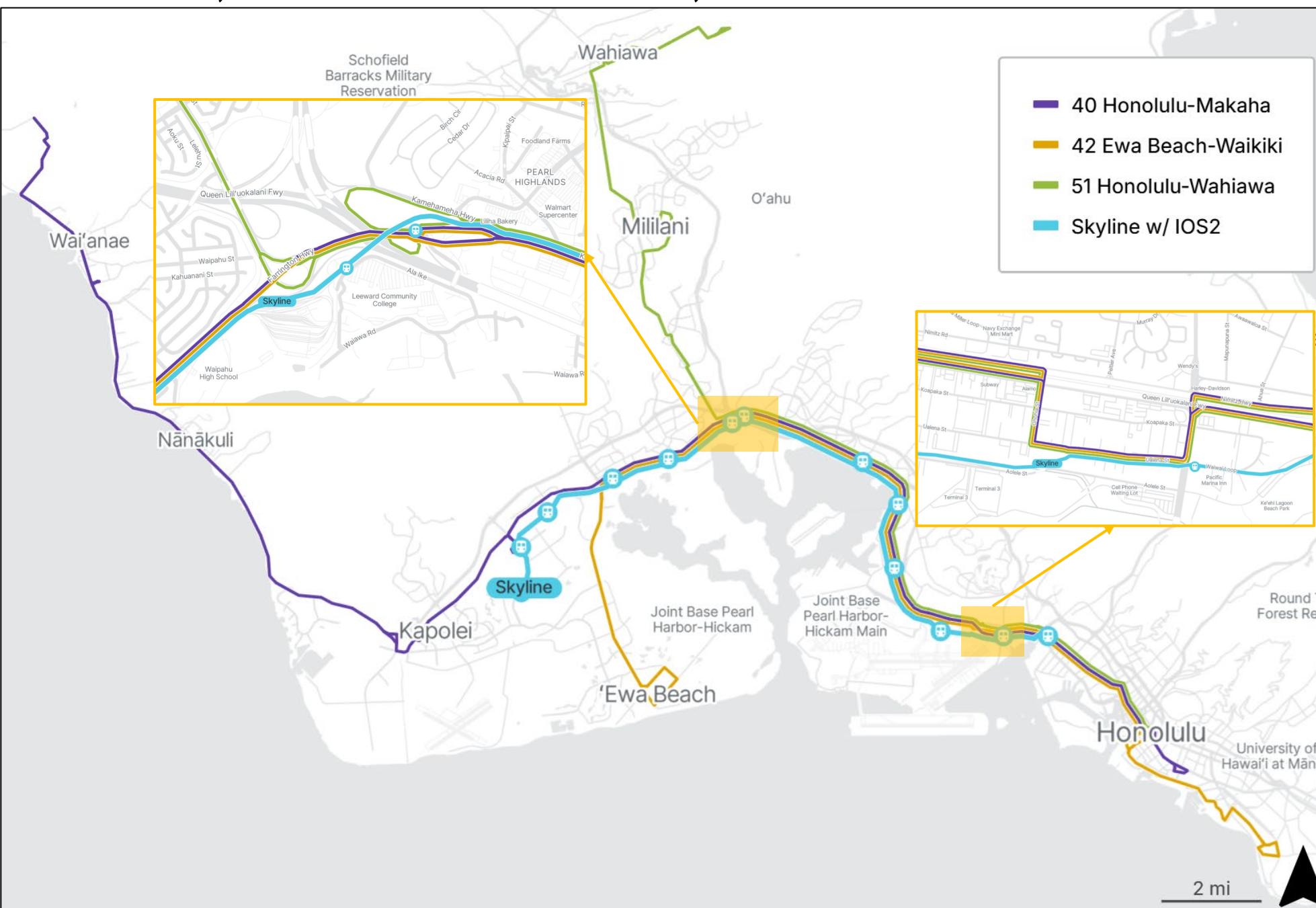
W Line Airport-Waikīkī vs Route 20 Waikīkī-Airport-Aloha Stadium

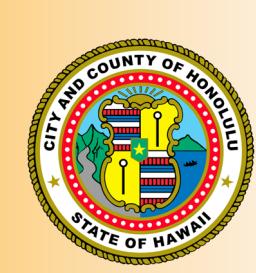




40 Honolulu-Makaha, 42 'Ewa Beach-Waikīkī, 51 Honolulu-Wahiawa Reroute

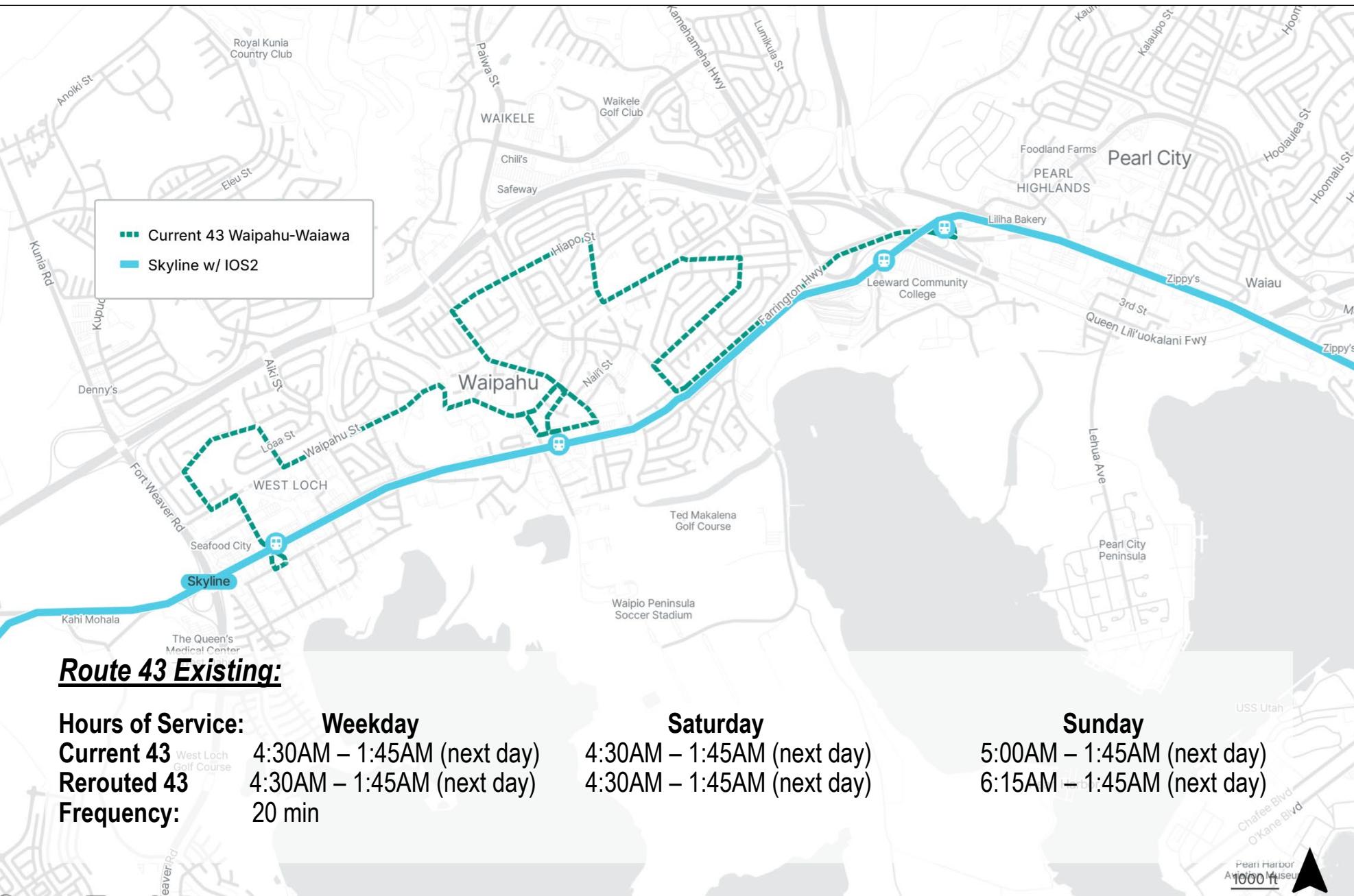
- Reroute to allow connections to Skyline at Āhua (Lagoon) Station
- Route 51 will connect at Waiawa (Pearl Highlands) Station as well





Existing Route 43 Waipahu-Waiawa

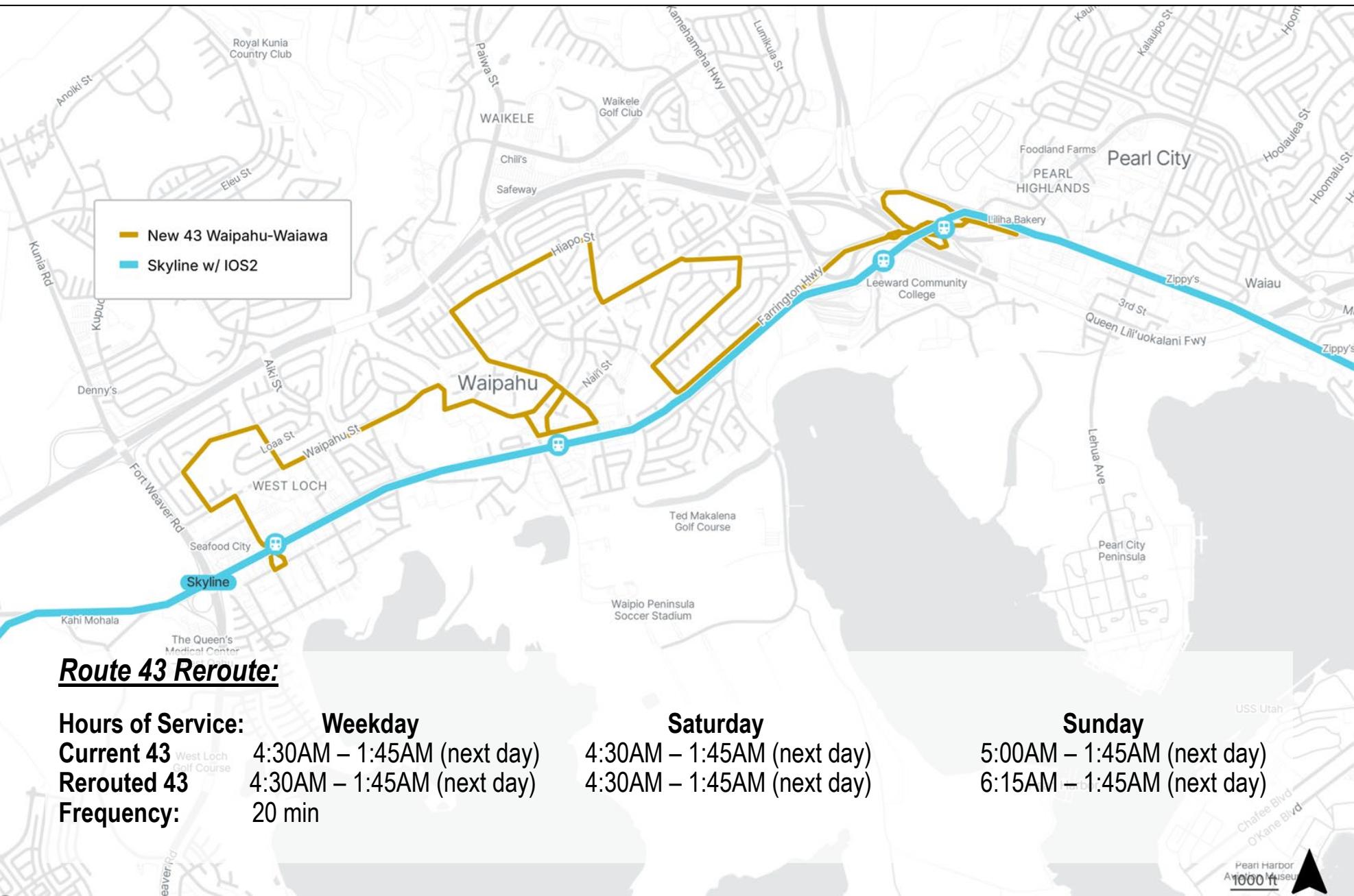
- Existing Route 43





Route 43 Waipahu-Waiawa Extension to Skyline

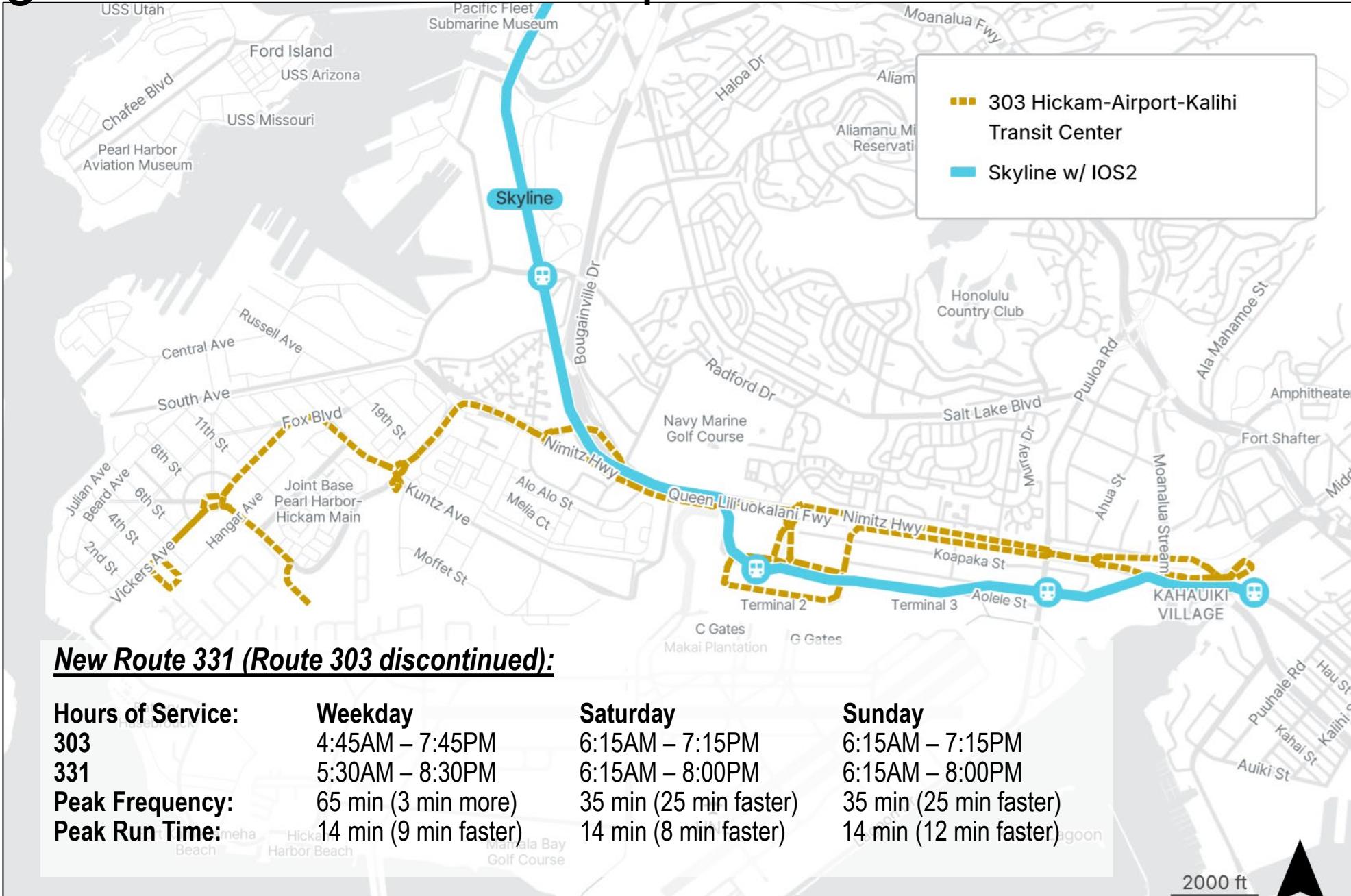
- Extended to terminate at Waiawa (Pearl Highlands Station)





Existing Route 303 Hickam-Airport-Kalihi

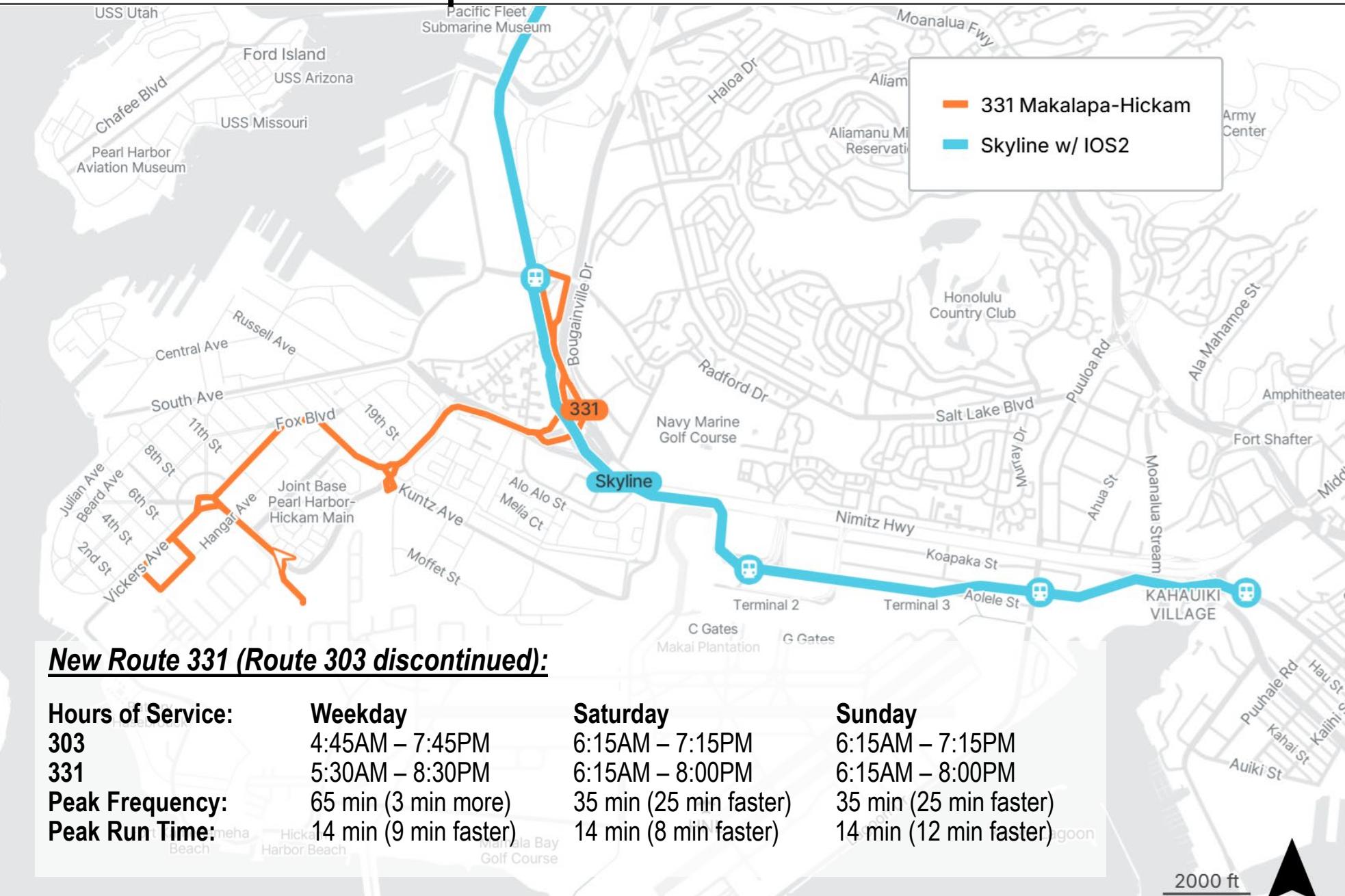
- Route 303 will be replaced by new Route 331





New Route 331 Makalapa-Hickam

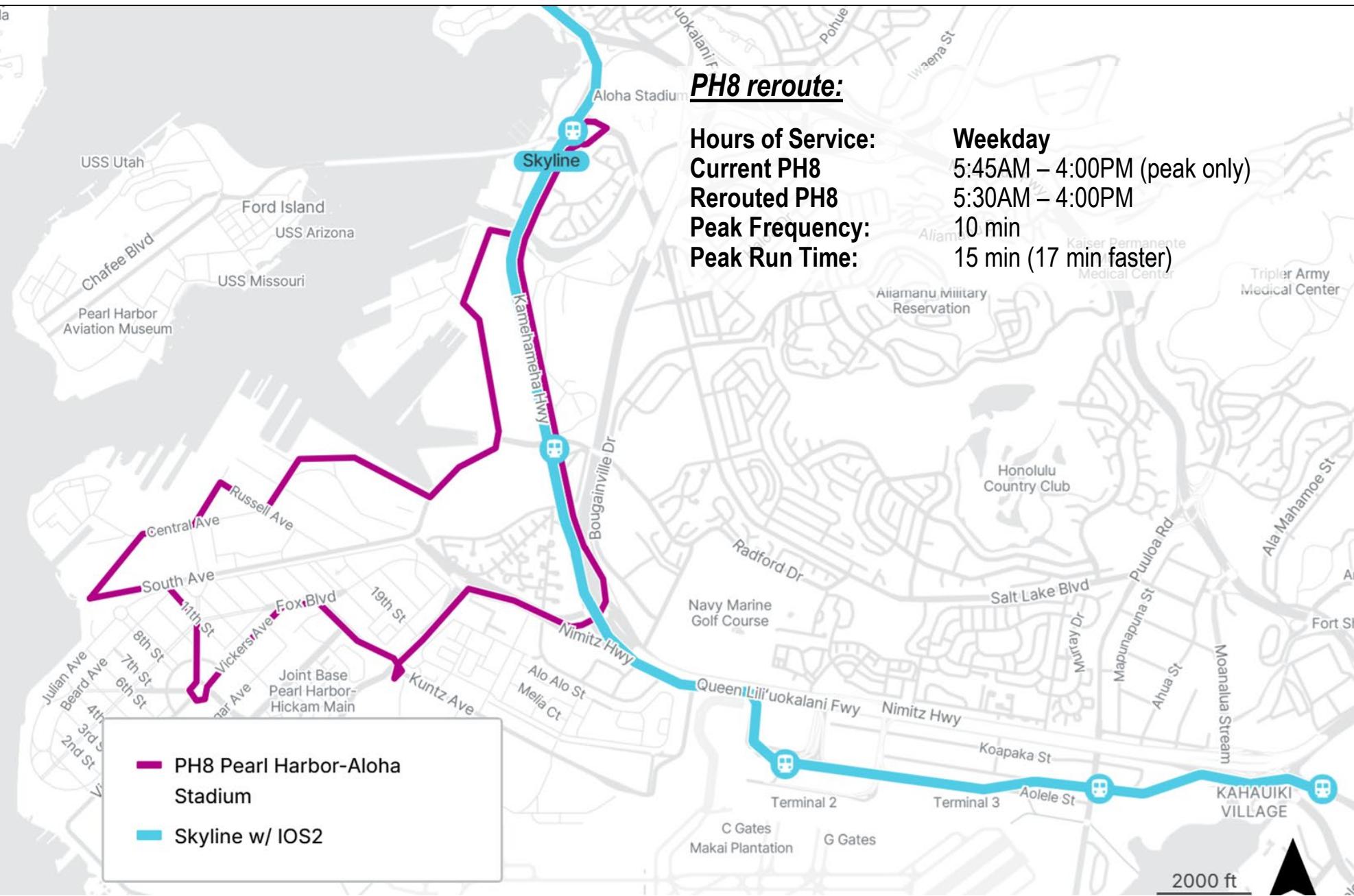
- New route to serve Hickam





Existing Route PH8 Pearl Harbor-Aloha Stadium

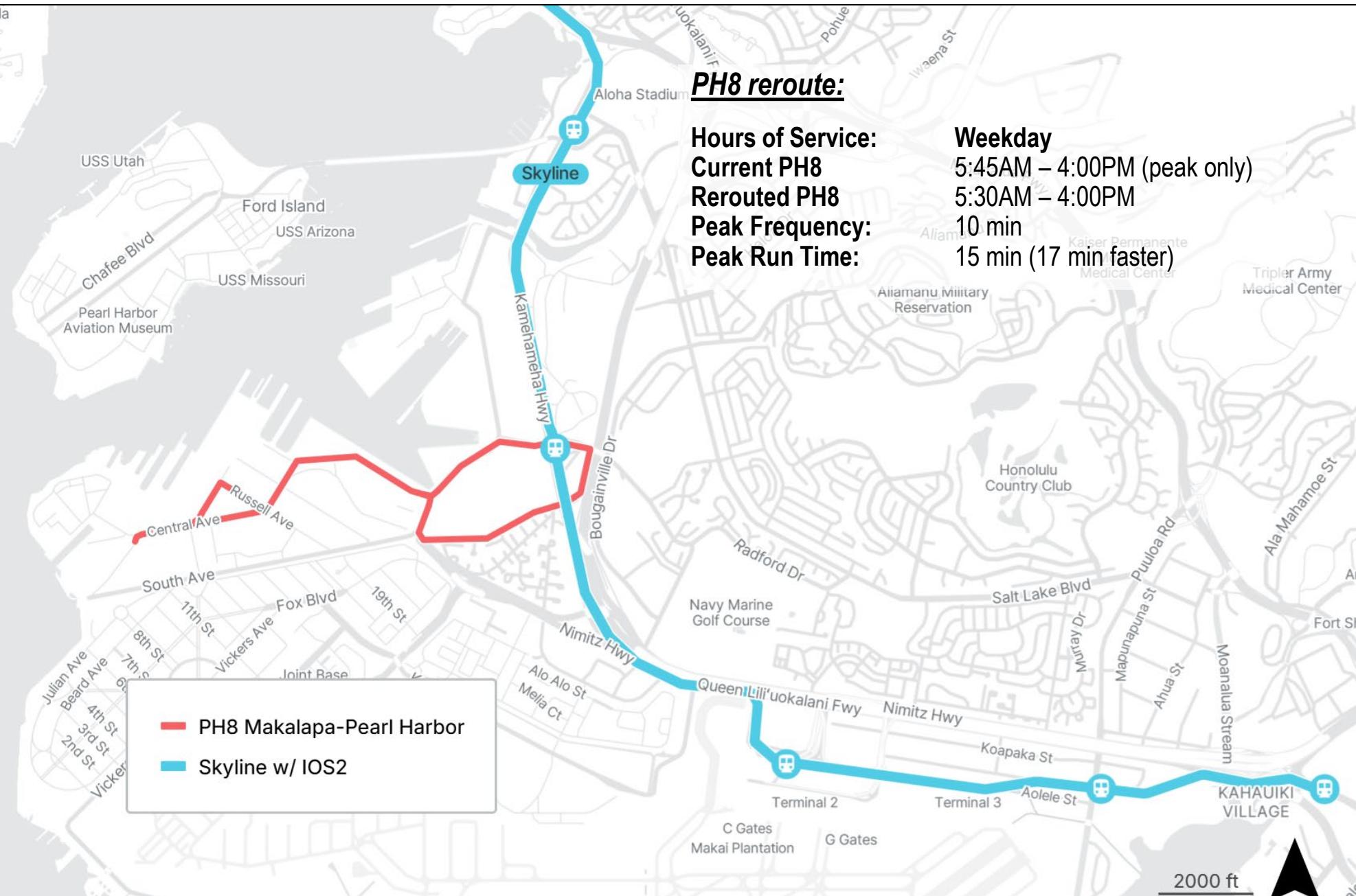
- Existing Route PH8

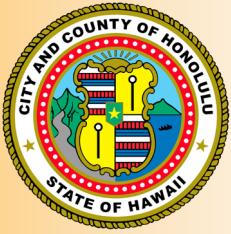




Revised Route PH8 Makalapa-Pearl Harbor

- New route to serve Pearl Harbor

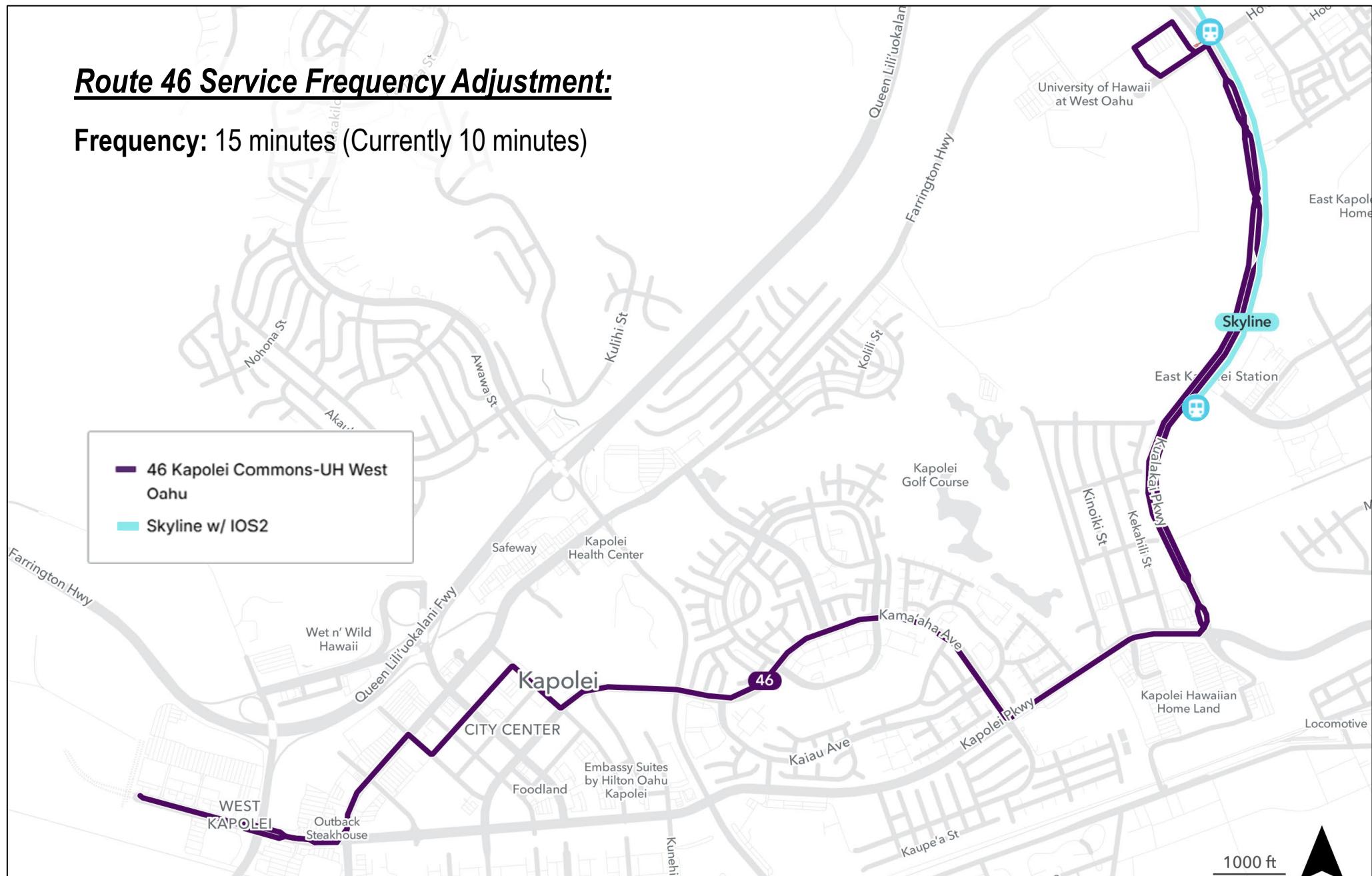




Route 46 Kapolei Commons-UH West O'ahu Frequency Adjustment

Route 46 Service Frequency Adjustment:

Frequency: 15 minutes (Currently 10 minutes)

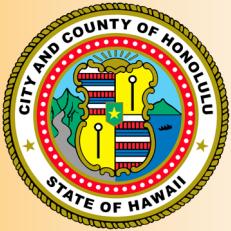


Department of Transportation Services
CITY & COUNTY OF HONOLULU



Neighborhood Board Comments and Responses

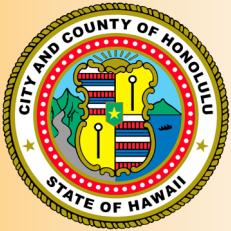
Bus Service Changes for Opening Day of Segment 2 of Skyline



Neighborhood Board Meetings

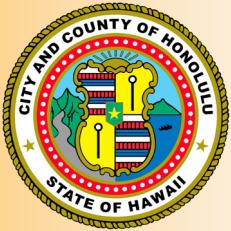
- **List of presentations at meetings**

- April 16, 2025 – Pearl City
- April 22, 2025 – Ala Moana-Kaka'ako
- April 23, 2025 – Makakilo-Kapolei-Honokai Hale
- May 1, 2025 – McCully-Mō'ili'ili
- May 1, 2025 – Downtown/Chinatown
- May 6, 2025 – Wai'anae Coast
- May 7, 2025 – Mānoa
- May 8, 2025 – Āliamanu-Salt Lake
- May 8, 2025 – Diamond Head-Kapahulu-St. Louis
- May 8, 2025 – 'Ewa
- May 13, 2025 – Waikīkī
- May 13, 2025 – 'Aiea
- May 21, 2025 – Kalihi-Pālama
- May 22, 2025 – Waipahū
- August 6, 2025 – Citizens Advisory Committee of the O'ahu Metropolitan Planning Organization



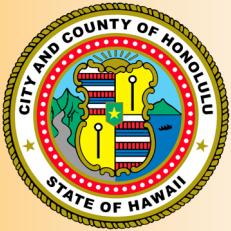
Neighborhood Board Comments and Responses - 1

General Theme	Response
Data Collection (11 comments)	
Concern about not using a data-based approach	DTS tracks performance by route at the bus stop level. Performance is tracked by stop, by route, by neighborhood board, and by region including trend analysis. The routing has been based on extensive review of the passenger movements, on-board and island wide surveys, regional travel demand modeling, origin-destination data and smart device data.
Concerns that DTS is undertaking a cost cutting exercise	This is not a cost cutting exercise. In fact, the overall bus hours for the system are increasing by 3%.
Questions regarding what DTS were trying to optimize	DTS is seeking to move as many people by transit as possible for every dollar of subsidy provided while still maintaining essential services for the transit-dependent community.
Compliments that DTS is looking to reallocate bus service from areas where it is no longer needed to areas where it is needed.	DTS acknowledges the favorable comment.
Communication/Clarity Needed (11 comments)	
Concerns that there is no Public Hearing or that the presentation means it is a done deal	DTS public outreach efforts included 14 presentations to Neighborhood Boards, 60-day comment period, numerous social media posts, several press interviews, and a presentation to the Citizen Transportation Advisory Committee of the O'ahu Metropolitan Planning Organization.



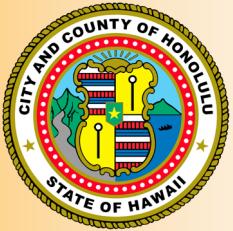
Neighborhood Board Comments and Responses - 2

General Theme	Response
Communication/Clarity Needed (11 comments, continued)	
Concerns DTS is not providing quarterly reports	DTS has provided quarterly reports to Neighborhood Boards when there were ongoing projects under construction in that area. DTS has now an established process to create detailed quarterly reports on routes and can provide those on request.
Recommendations on future outreach/meetings/PSAs and rider updates on future proposals	DTS public outreach efforts for the most recent proposed changes included 14 presentations to Neighborhood Boards, 60-day comment period, numerous social media posts, several press interviews, and a presentation to the Citizen Transportation Advisory Committee of the O'ahu Metropolitan Planning Organization.
Transfer Time/Efficiency (11 comments)	
Concerns about the 3-Seat Ride for the C and E proposals	DTS sought early public input on the C and E Line truncations. DTS is taking no action on those routes for the opening of the 2 nd segment of Skyline. DTS will provide additional opportunity for comments and public discussion on C and E connections before they are implemented. DTS will release its response to these comments concurrently with the adoption of the final service plan
Concern over lack of "promised" 10-minute service to Salt Lake Blvd	DTS is examining bus service on Salt Lake Blvd that would increase the frequency of service along the length of Salt Lake Blvd. Portions of Salt Lake are currently served by routes 1L (2 trips per hour) and 32 (1 trip per hour). DTS is desirous of keeping those frequencies and is exploring future increases to provide in conjunction with the next segment of Skyline to downtown.



Neighborhood Board Comments and Responses - 3

General Theme	Response
Operations (10 comments)	
Compliments for speeding up the W Line	DTS acknowledges the positive comment
People provided positive feedback on extended hours	DTS acknowledges the positive comment
People are excited about the extension of Skyline to more destination areas (Airport/Pearl Harbor)	DTS acknowledges the positive comment
Proposed 20 – people are concerned about losing stops downtown	The recently added Route 7 provides similar local service as Route 20 to the Nimitz/Dole Cannery corridor. In Chinatown the eastbound service on Route 7 and Route 20 both utilize King Street, so no additional walk time is required. In addition, to Route 7, the W Line can be utilized. Routes 20 & 42 have the same routing between Waikīkī and Downtown. The westbound service for the Route 7 is 4 blocks away from the Route 20 Beretania routing.
Skyline ending at 10PM but W runs longer so concern over connections	The W Line will retain connections to Route 51 to Wahiawa and the A Line until 10:30 PM at the airport and to Route 42 'Ewa Beach & Route 7 Kalihi Valley in Chinatown, and routes such as 40 Makaha, 51 Wahiawa and 54 Pearl City on Beretania (4 blocks away) after 10:00 PM.
Compliments for Route 46 frequency adjustment every 15 min	DTS acknowledges the positive comment



Neighborhood Board Comments and Responses - 4

General Theme	Response
Operations Continued	
Concern that DTS is ignoring the need for 'Ewa to Kapolei service	DTS improved the directness of the Route 41 in Segment 1 to improve this service
Kudos for longer Skyline service, Skyline extension, and speeding up W Line	Comments appreciated
Accessibility/mobility concerns (kupuna/disabled) (9 comments)	
Accessibility concerns for kupuna/disabled/vulnerable riders (with route changes, transfers)	DTS will maintain ADA compliance to the maximum extend practicable.
Need access for students (UH and coordination with DOE/private schools)	A Line and U Line will be implemented to provide high frequency services to UH Mānoa
Cost/Payment/Accommodations (15 comments)	
Questions on payment system and HOLO card functionality (transfer costs)	HOLO card allows for free transfers within 2.5 hours of the initial paid tap. Transfers are not included with cash payments, so DTS encourages all riders to use a HOLO card.



Public Comments and Responses

Bus Service Changes for Opening Day of Segment 2 of Skyline



Public Comments and Responses

Route Comments	Response
A Line (8 Comments)	
Oppose Truncation – due to loss of ridership	Ridership is expected to increase.
Oppose Truncation – connection to Pearlridge lost	Skyline will provide the connection between Kalauao (Pearlridge) and Āhua (Lagoon Dr.), which is where the A Line will start/end.
Service Span Extension	The span of service for the A Line will be extended to match the span of service of Skyline.
Extend to the Honolulu Airport	Both W Line and Skyline will provide service to the Honolulu Airport.
Route 20 & W (13 Comments)	
Concern over loss of stops on Nimitz Highway/Dole Cannery; Reroute the 42 to fill void from Route 20	Public comments from Neighborhood Board meetings supported the faster trip times on the W Line versus the Route 20. In addition, the recently added Route 7 provides similar local service as Route 20 to the Nimitz/Dole Cannery corridor. In Chinatown, the inbound service on Route 7 and Route 20 both utilize King Street, so no additional walk time is required. The outbound service for the Route 7 is 4 blocks away from the Route 20 Beretania routing.
List of stops requested to better understand the service	Updated route map is included with stops shown
Request for luggage rules on W Line	The current policy allows bags and other carry-on items that can be stored under the passenger's seat or on the passenger's lap. Bill 45 providing additional capacity has passed first reading in the City and County of Honolulu City Council.



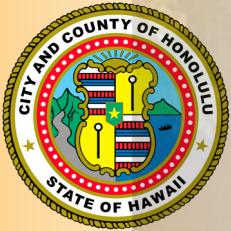
Public Comments and Responses

Route Comments	Response
U Line (7 Comments)	
Additional service requested	A Line will provide 6 trips per hour during peak periods. U Line will provide 1 trip per hour.
Alternate routing suggested via Salt Lake Blvd for future U Line	The purpose of the U Line is to provide expedited service between Skyline and UH Mānoa. U Line will not provide service along Salt Lake Blvd.
Longer service span in PM to 6:30 PM	U Line will end service at 6:00 PM (weekdays only). DTS will monitor ridership on the U Line. A Line will also provide westbound service until 10:15 PM daily.
Consider express bus service between UH Manoa and Waikīkī	The existing Route 13 provides an average of 13-minute service during the day into Waikīkī with an average frequency of 34 minutes in the evening.
Skyline Connections (3 comments)	
ADA connection concerns	DTS will consider underlying local services to complement high frequency limited stop services
Don't support connections until next extension into downtown	DTS sought early public input on the C and E Line truncations. DTS is taking no action on those routes for the opening of the next segment of Skyline. DTS will provide additional opportunity for comments and public discussion on C and E connections before they are implemented. DTS will release its response to these comments concurrently with the adoption of the final service plan.



Public Comments and Responses

Route Comments	Response
All routes or multiple route responses (2 comments)	
Oppose name change to “Lines”	The “Lines” are being renamed so the public can easily identify which routes are the main connectors to Skyline. As such, the names of A Line, U Line, and W Line will be maintained.
Request Service extension of U line to Chaminade University	U Line will provide service to the bus stops near the intersection of St Louis Dr and Waialae Ave, which is near Chaminade University.



Mahalo

Contact Information:
thebusstop@honolulu.gov

808-768-8368



Department of Transportation Services
CITY & COUNTY OF HONOLULU