



→ Hawai'i State Government Employee TDM Study

Focus Group Summary

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**HAWAII
STATE
ENERGY
OFFICE**

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INTRODUCTION

The Oahu Metropolitan Planning Organization (OahuMPO) and the Hawai'i State Energy Office (HSEO) are leading the State Government Employee Transportation Demand Management (TDM) Study with consultant support from ICF. The Plan will produce recommendations that increase transportation choices for state government employees, while improving the diversity and efficiency of the state's transportation systems. The study recommendations may also increase employee retention, assist with hiring, manage state-owned facilities more efficiently, and help meet state climate and energy goals.

The State of Hawai'i employs over 46,000 people statewide, with the majority of employees on O'ahu. Given that the State is such a large employer, there is a tremendous opportunity to influence travel behavior for a significant part of the population by providing more transportation options, incentives, support strategies, and benefits to reduce vehicle miles traveled and associated greenhouse gas emissions.

Under Task 2 of this study, stakeholder engagement is conducted, including ten (10) state employee focus groups, meetings with key implementing stakeholders (i.e., Hawai'i Department of Human Resources Development and others), and a Technical Working Group meeting to solicit input on proposed TDM strategies. The focus group discussions explore improving employee transportation benefits that encourage mode shift. Feedback collected during these meetings will be used to develop strategies that encourage state employees to choose active and shared modes of transportation, increase the efficiency of the state's transportation system and state office space and parking, increase employee retention, reduce vacancies, and help Hawai'i meet its climate and energy goals.

The focus group follows up on an employee transportation survey conducted in May 2024, which provided an opportunity for employees to share more detailed insights into how they get around and why. The feedback will guide TDM strategy research and help shape recommendations to present to legislators so that these strategies can effectively meet the goals identified by the plan.

METHODOLOGY

The project management team (OahuMPO and HSEO) identified ten (10) travel behavior themes to guide recruitment for the focus groups:

- Employees whose Offices are Not Downtown
- Teleworking on Most Days (Hybrid and Drive Alone to Office on Other Days)
- Higher than Average Transportation Costs ($\geq \$650/\text{Month}$ on Transportation)
- Short Drive Alone Commutes (Under 3 Miles)
- Transit Commuters
- Active/Shared Mobility Commuters
- Carpooling / Vanpooling Commuters
- Drive Alone Commuters (Traffic Concerns)
- Drive Alone Commuters (Parking Concerns)
- Longer than Average Drive Alone Commuters (Times & ≥ 13 Miles)

To identify the focus group participants, the OahuMPO put out a call for focus group participants in their e-newsletter distributed in July 2024. The newsletter recipients included those who participated

in the Employee Transportation Survey distributed in May 2024 and indicated interest in future opportunities to provide feedback. A \$50 Foodland gift card was leveraged as an incentive to encourage focus group participation. Each focus group was capped at 15 participants. Focus group participants were assigned to a group aligned with the above travel behavior theme. The OahuMPO sent a calendar invite to those who signed up, with a Teams link for an hour-long focus group session.

During the initial 15 minutes of each focus group, an overview of TDM and the objectives of the State Employee TDM study were provided. Mentimeter, an interactive engagement tool, was used to help facilitate discussion and capture responses from the participants. The Mentimeter featured various questions in various formats (e.g., multiple choice, true/false, ranking, and open-ended). Participants were allowed to speak or use the Teams chat to elaborate further on their responses. Due to time constraints, some questions were skipped (Please refer to Appendix A for a detailed facilitation plan, including skipped questions, indicated by a red triangle).

SUMMARY OF FINDINGS BY FOCUS GROUP

In the subsequent sections, a summary and the results of each focus group are provided.

FOCUS GROUP #1 - EMPLOYEES WHOSE OFFICES ARE NOT DOWNTOWN

(12 Participants)

Summary

This focus group included O'ahu state employees whose offices are not in Downtown Honolulu, revealing significant insights into their commuting experiences and preferences. The findings indicate that parking availability, proximity, and cost influence transportation choices. Many employees were willing to pay more for parking near their workplaces, especially those adjacent to the airport, where airport regulations influence parking policies. Additionally, there are notable gaps in the availability of Park & Ride lots that connect to transit, highlighting opportunities for shared-use facilities at locations such as malls. For those with longer commutes, particularly over five miles, the feasibility of walking, biking, or public transit diminishes, leaving driving or limited telework options as the only practical choices.

The focus group also underscored the need for action to formalize flexible work schedules and telework policies and address the security concerns related to the use of personal devices for remote work. Despite the potential benefits of teleworking, such as reduced commute times and better work-life balance, many employees face barriers, including administrative challenges and the need for employer-issued equipment. The group highlighted the importance of incentives like the Emergency Ride Home program, though it could have ranked higher in priority in the Mentimeter polling. Overall, there is a need for interventions to address the disconnect between employees' residences and non-downtown work locations, improve telework opportunities, and optimize parking and transit solutions.

Parking

Q1: Do you have a state parking spot you pay for using pre-tax deductions from your paycheck?

- **Yes** - 2/12 respondents indicated that they have a state parking spot that they pay for using pre-tax deductions from their paycheck.
- **No** - 10/12 respondents indicated that they do not have a state parking spot that they pay for using pre-tax deductions from their paycheck.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)?

- **\$0** - 9/12 respondents.
- **\$40/month or \$1.33 daily** - 2/12 respondents.

Q3: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 9/12 respondents indicated that they do not have a state parking spot that they pay for pre-tax deductions from their paycheck.
- **No** - 3/12 respondents indicated they would not support paying for parking daily instead of monthly.

Q4: I walk less than _____ from my parking spot to the office.

- **5 minutes** - 12/12 respondents indicated walking less than five minutes from their parking spot to the office.

Q5: Would you pay more for a state employee parking spot if you knew it would guarantee a spot or would get you off the waitlist quicker?

- **Yes** - 3/12 respondents said they would pay more for a state employee parking spot if they knew it would guarantee them a spot or get them off the waitlist quicker.
- **No** - 9/12 respondents said they would not pay more for a state employee parking spot if they knew it would guarantee them a spot or get them off the waitlist quicker.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Flexibility and travel time and location.
- **3rd**: Total time to make the trip.
- **4th**: Cost.
- **5th**: Safety.
- **6th**: Using travel time productively (tied).
- **6th**: Comfort (tied).

Q2: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **Yes** - 4/12 respondents indicated they would choose a less expensive commute mode if it took 20 minutes longer.
- **Possibly** - 6/12 respondents indicated they would possibly choose a less expensive commute mode if it took 20 minutes longer.
- **No** - 2/12 respondents indicated they would not choose a less expensive commute mode if it took 20 minutes longer.

Q3: Tell us more about what you consider when choosing how to get to work.

- Telework.
- Convenience and options, but teleworking is always priority number 1.
- Distance from home to office.
- Convenience and how fast because I need to get to work by 07:30 am.
- Trip time.
- Traffic (3 respondents).
- Ability to leave work in cases of emergency.
- Rail with free parking.
- Travel time driving.
- Avoid stressful situations.
- Travel time, gas prices.
- I live in Kaimukī but work in Kāne'ohe. More Park and Ride lots are needed in town to make catching the bus more convenient.

Q4: Is the cost of your commute a significant burden on your finances?

- **Yes** - 4/11 respondents indicated that commuting costs significantly burden their finances. One participant did not respond to the question.
- **No** - 7/11 respondents indicated that the commute cost is not a significant burden on their finances. One participant did not respond to the question.

Q5: What percent of your household income do you spend on transportation?

- **0%-10%** - 6/12 respondents indicated spending between 0% and 10% of their household income on transportation.

- **11%-20%** - 6/12 respondents indicated spending between 11% and 20% of their household income on transportation.

Incentives

Q1: Did you know you can purchase a transit pass directly from your paycheck?

- **Yes** - 6/12 respondents indicated that they know they can purchase a transit pass directly from their paycheck.
- **No** - 6/12 respondents indicated they do not know they can purchase a transit pass directly from their paycheck.

Q2: True/False: If the state provided a financial incentive, I would walk, bike, or ride a scooter to work.

- **True** - 7/13 respondents indicated they would walk, ride a bike, or scooter to work if the state provided a financial incentive.
- **False** - 6/13 respondents indicated they would not walk, ride a bike, or scooter to work if the state provided a financial incentive.

Q3: Which incentives most appeal to you to change how you get to work?

- **1st**: Free or subsidized bus/rail pass (tied).
- **1st**: Direct incentives (e.g., gift cards) (tied).
- **2nd**: Bike or walk commuting subsidy.
- **3rd**: Free emergency ride home/ride to destination, for example, to pick up children.
- **4th**: Free priority reserved parking at work for carpools and vanpools.
- **5th**: Free or subsidized vanpool fare.
- **6th**: Bicycle and micromobility amenities (secure parking/access to lockers/shower/changing areas at work/charging).
- **7th**: List of people who live and work near you whom you could contact for carpooling and vanpooling.
- **8th**: Other.

Transit

Q1: I sometimes ride the bus or rail, but not to work.

- **True** - 3/10 respondents indicated that they sometimes ride the bus or rail but not to work. Two participants did not respond to the question.
- **False** - 7/10 respondents indicated that they sometimes ride the bus or rail but not to work. Two participants did not respond to the question.

Q2: Getting to the closest transit stop is too far from my home.

- **True** - 1/11 respondents indicated that getting to the closest transit stop is not too far from their home. One participant did not respond to the question.
- **False** - 10/11 respondents indicated that getting to the closest transit stop is not too far from their home. One participant did not respond to the question.

Q3: I have to drive to transit, so I may as well drive my car the whole way.

- **True** - 2/11 respondents indicated that the statement "I have to drive to get to transit, so I may as well drive my car the whole way" applies to them. One participant did not respond to the question.

- **False** - 9/11 respondents indicated that “I have to drive to get to transit, so I may as well drive my car the whole way” does not apply to them. One participant did not respond to the question.

Q4: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to use transit to work.

- **True** - 8/11 respondents indicated that they would be more likely to use transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies. One participant did not respond to the question.
- **False** - 3/11 respondents indicated that they would be more likely to use transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies. One participant did not respond to the question.

Q5: If public transit passes were free/discounted to state employees, would you ride transit to work? If not, how can public transit be more incentivized?

- Yes (2 respondents).
- Westbound express routes.
- Availability of routes that get you where you need to go in a reasonable time.
- No. Need better frequency and more direct bus route.
- No but better frequency of buses, longer stretches with fewer stops.
- I used to, but return-home buses are often packed.
- Park n Ride.
- I'd try it but would need a closer stop to my office to do it every day.
- Yes, but also waiting for Skyline to finally start going to the airport.

Carpooling / Vanpooling

Q1: If you had the option to carpool or vanpool to work, would you use it?

- **Yes** - 5/11 respondents indicated that they would not use the option to carpool or vanpool to work if it was available to them. One participant did not respond to the question.
- **No** - 6/11 respondents indicated they would not use the option to carpool or vanpool to work if available. One participant did not respond to the question.

Q2: If you had a list of state employees who lived and worked near you, would you be more likely to carpool?

- **Yes** - 7/11 respondents indicated they would be more likely to carpool if they had a list of state employees who lived and worked near them. One participant did not respond to the question.
- **No** - 4/11 respondents indicated they would not be more likely to carpool if they had a list of state employees who lived and worked near them. One participant did not respond to the question.

Q3: What would make carpooling/vanpooling a more convenient or attractive transportation option for you to get to/from work?

- Nothing.
- Reliability.
- App like Uber where you know potential carpools are.
- If it was run more like a shuttle, and my work schedule could accommodate it.
- Flexible departure times for those who leave early v. those who leave later.
- Early AM schedule and departure early to avoid traffic.
- Cost, convenience.

- Might as well try to get employees outside the state to coordinate carpooling (like airport or harbor employees outside of the state).
- Sorry, none.

Telework

Q1: For those who sometimes telework, what transportation benefits would encourage you not to drive alone to work when you work from the office?

- I don't telework.
- They don't let us telework. My old job was telework...
- I telework, but if I didn't, I'd rather not have to drive if more mass transit was available.
- Early vanpool schedule.
- Convenience and availability to park my car somewhere safe and catch the bus to work.
- Not sure, my main priority is to get there early to beat the traffic since public transit isn't a viable option for me.

Q2: If you do not telework, what can be done to encourage you not to drive alone on the days you come into the office if you are allowed to use it?

- Not sure. It isn't really a cost issue.
- Better mass transit route availability. Still not seeing how carpooling/vanpooling will work out.

Q3: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 9/10 respondents indicated they would favor more departments/offices allowing employees to telework. Two participants did not respond to the question.
- **No** - 1/10 respondents indicated they would favor more departments/offices allowing employees to telework. Two participants did not respond to the question.

Q4: Having the opportunity to telework makes state government employee jobs more attractive without having to increase employees' pay.

- **Strongly Agree** - 6/9 respondents indicated they "strongly agree" that having the opportunity to telework makes state government employee jobs more attractive without increasing employees' pay. Three participants did not respond to the question.
- **Agree** - 3/9 respondents indicated they "strongly agree" that having the opportunity to telework makes state government employee jobs more attractive without increasing employees' pay. Three participants did not respond to the question.

Q5: From your experience, what are the main barriers preventing more state government employees from teleworking?

- Abuse of time.
- Admin / higher ups prejudiced against it because prior abuse of telework.
- Not allowed, inappropriate computer setup at home. State is too old school.
- Providing computer monitors and tech, doing bi-annual check-ins on work productivity within the departments.
- Lack of remote computers.
- It's a control thing and changing organizational mindsets dept to dept, branch to branch, office to office. Also have to consider downstream effects on small businesses near state offices.
- Collaboration is also rough.
- Promote paperless.
- The work either gets done or it doesn't.

Q6: Do you have ideas on possibly overcoming some of those barriers?

- Work with IT department.
- Provide state-issued laptops to employees.
- The state already needs to improve the IT frameworks, and the promotion of teleworking would help with that, as well as scheduling or staffing creativity to address public needs.
- Providing computer monitors and tech support, doing bi-annual employee reviews and check-ins to ensure work productivity.
- Transparency of schedules.
- Managers stop breathing down our necks.
- Mind shift.
- If the work gets done, it shouldn't matter where you are.
- Go paperless.

FOCUS GROUP #2 - TELEWORKING ON MOST DAYS (HYBRID AND DRIVE ALONE TO OFFICE ON OTHER DAYS)

(10 Participants)

Summary

The Teleworking focus group explored various issues related to employee commuting and teleworking. Participants discussed telework challenges, such as paying for daily visitor parking when they commute to the office. The need for safe and secure bike parking and better bike lane infrastructure was highlighted as crucial for those who prefer biking. The discussion revealed a significant decrease in household transportation expenses due to increased telework, with reduced ancillary costs like eating out. Flexible commuting options, such as on-call vanpool services, were favored over regular, more rigid commitments, reflecting a shift in how employees prefer to manage their commutes.

Incentives emerged as a key theme, with suggestions including fully subsidized bus passes, rewards for parking, and services for people biking, such as free U-locks and tire replacements. These incentives were seen as potential ways to encourage employees to consider active and shared modes of transportation. The group also examined the benefits and barriers of teleworking, noting that while it offers conveniences like reduced commuting time and the ability to handle personal tasks, there are still hurdles to its broader adoption. For instance, the six-month probation period before employees can telework was seen as a deterrent, with suggestions to shorten this period to make telework more appealing to new hires. The discussion emphasized the need for a balanced approach supporting teleworking and active and shared commuting options.

Parking

Q1: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 3/8 respondents indicated they have a state parking spot using pre-tax deductions from their paycheck. Two participants did not respond to the question.
- **No** - 5/8 respondents indicated they do not have a state parking spot using pre-tax deductions from their paycheck. Two participants did not respond to the question.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week, you can work from home)

- **\$0** - 6/7 respondents indicated they do not pay for anything for parking daily. Three participants did not respond to the question.
- **\$20** - 1/7 respondents indicated they pay \$20 a day for parking. Three participants did not respond to the question.

Q3: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 4/9 respondents indicated they would support paying for parking daily instead of monthly so that you only pay for parking as needed. One participant did not respond to the question.
- **No** - 5/9 respondents indicated they would not support paying for parking daily instead of monthly so that you only pay for parking as needed. One participant did not respond to the question.

Q4: I walk less than ____ from my parking spot to the office.

- **5 minutes** - 5/9 respondents indicated they walk less than 5 minutes from their parking spot to the office. One participant did not respond to the question.
- **10 minutes** - 3/9 respondents indicated they walk less than 10 minutes from their parking spot to the office. One participant did not respond to the question.
- **15 minutes** - 1/9 respondents indicated they walk less than 15 minutes from their parking spot to the office. One participant did not respond to the question.

Q5: Would you pay more for a state employee parking spot if you knew it would guarantee a spot or would get you off the waitlist quicker?

- **Yes** - 5/9 respondents indicated they would pay more for a state employee parking spot if they knew it would guarantee a spot or get them off the waitlist quicker. One participant did not respond to the question.
- **No** - 4/9 respondents indicated they would not pay more for a state employee parking spot if they knew it would guarantee a spot or get them off the waitlist quicker. One participant did not respond to the question.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Total time to make the trip.
- **3rd**: Flexibility of time travel and location.
- **4th**: Cost.
- **5th**: Using travel time productivity.
- **6th**: Comfort.
- **7th**: Safety.

Q2: Tell us more about what you consider when choosing how to get to work.

- Time it takes to get to and from work.
- Flexibility, convenient, cost-effective.
- Convenience because my priority is picking up and dropping off my child from childcare.
- If I have to drop off/pick up my children.
- Distance, convenience, and amount of stuff I am carrying.
- I tend to notice less rush hour traffic heading home either on Wednesday or Thursday.
- Distance from home. Time for travel. Convenient access to major routes.
- Options available, family schedule after work.
- From home to downtown parking. My drive is 20 to 45 minutes, depending on the time.
- Overall family schedule for the day.
- Shift time. Traffic hours, location. Neighborhood proximity to bus stops.

Q3: Is the cost of your commute a significant burden on your finances?

- **Yes** - 6/10 respondents indicated that the commute cost significantly burdens their finances.
- **No** - 4/10 respondents indicated that the commute cost is not a significant burden on their finances.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 10/10 respondents indicated spending less than 10% of their income on transportation.

Incentives

Q1: On the days I go to work, I am interested in getting there without using my car.

- **True** - 6/10 respondents are interested in getting to work without using their car.
- **False** - 4/10 respondents are interested in getting to work without using their car.

Q2: Which incentives most appeal to you to change how you get to work?

- **1st**: Free or subsidized bus/rail pass.
- **2nd**: Free or subsidized vanpool fare.
- **3rd**: Direct incentives (Ex. Gift cards).
- **4th**: Free emergency ride home/ride to destination, for example, to pick up children.
- **5th**: Bicycle and micromobility amenities (secure parking/ access to lockers/shower/changing areas at work/ charging) (tied).
- **5th**: List of people who live and work near you whom you could contact for carpooling and vanpooling (tied).
- **6th**: Free priority reserved parking at work for carpools and vanpools.
- **7th**: Bike or walk commuting subsidy.
- **8th**: Other.

Q3: What incentives are most influential to encourage you to try other modes of transportation to get to/from work?

- Office competitions! Commute challenges.

Q4: Share more about your decision-making related to your cost to commute and the amount of time it takes.

- Need a car for work. Drive to client meetings.
- Location of office and work schedule- wouldn't want to walk or bike in certain areas after hours.
- Cost of vehicle ownership, maintenance, and gas prices.
- Location of work and childcare. Childcare is not close to public transit and it is not ideal to have a toddler walk that far.
- Each day of the week makes a huge difference.
- Influencing my child's behavior and also housing options/cost.
- I waited 10 years for affordable parking. I drive twice a week to the office. Please don't take it away.

Transit

Q1: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 7/9 respondents indicated they are aware they can obtain a transit pass using pre-tax deductions from their paycheck. One participant did not respond to the question.
- **No** - 2/9 respondents indicated they are unaware they can obtain a transit pass using pre-tax deductions from their paycheck. One participant did not respond to the question.

Q2: I sometimes ride the bus or rail, but not to work.

- **Yes** - 5/9 respondents indicated they sometimes ride the bus or rail but not to work. One participant did not respond to the question.
- **No** - 4/9 respondents indicated they do not sometimes ride the bus or rail, but not to work. One participant did not respond to the question.

Q3: I would use transit to get to work If I could get a free ride in case of emergencies via taxi, Uber, and Lyft.

- **Yes** - 6/9 respondents indicated they would use transit to get to work if they could get a free ride in case of emergencies via taxi, Uber, and Lyft. One participant did not respond to the question.
- **No** - 3/9 respondents indicated they would not use transit to get to work if they could get a free ride in case of emergencies via taxi, Uber, and Lyft. One participant did not respond to the question.

Q4: Would you ride transit to work if public transit passes were free or discounted to state employees?

- **Yes** - 7/10 respondents indicated they would ride transit to work if public transit passes were free or discounted to state employees.
- **No** - 3/10 respondents indicated they would ride transit to work if public transit passes were free or discounted to state employees.

Q5: If you responded yes to free or discounted transit passes, why? If not, how can public transit be more attractive or incentivized?

- I already have a transit pass I use regularly. Would love to get it free or discounted.
- Add racks on buses for storage items. Free is best.

Carpooling / Vanpooling

Q1: If you had the option to carpool or vanpool to work, would you use it?

- **Yes** - 6/10 respondents would carpool or vanpool to work.
- **No** - 4/10 respondents would not carpool or vanpool to work.

Q2: If you had a list of state employees who lived and worked near you, would you be more likely to carpool?

- **Yes** - 6/9 respondents would be more likely to carpool if they had a state employee live near them. One participant did not respond to the question.
- **No** - 3/9 respondents would not be more likely to carpool if they had a state employee live near them. One participant did not respond to the question.

Q3: What would make carpooling/vanpooling a more convenient or attractive transportation option for you to get to/from work?

- If it wasn't a commitment, more of an option if needed.
- Trustworthy coworkers.
- The commitment part may pose an issue as some days there may be errands that need to be run.
- No commitment.
- Shuttle service that had specific times.
- List of people who work in my area and live in Waianae.
- If I were the driver, so I could use the car during the day.
- Free and live close.

- Controlled environment. I wouldn't want to get into an unkept car, loud music, or hot. I'd want quality control if that makes sense.

Q4: If I could access a free ride via taxi, Uber, and Lyft in emergencies, I would be more likely to carpool or vanpool to work.

- **Yes** - 7/10 respondents indicated they would be more likely to carpool or vanpool to work if they had access to a free ride via taxi, Uber, and Lyft in case of emergencies.
- **No** - 3/10 respondents indicated they would be more likely to carpool or vanpool to work if they had access to a free ride via taxi, Uber, and Lyft in case of emergencies.

Q5: What are some challenges of carpooling or vanpooling to work?

- Other personal commits that arise during the day that may require leaving work.

Telework

Q1: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 9/9 respondents indicated they favor more departments/offices allowing employees to telework. One participant did not respond to the question.

Q2: The opportunity to telework makes state government employee jobs more attractive without increasing employees' pay.

- **Agree** - 6/9 respondents indicated they agree that having the opportunity to telework makes state government employee jobs more attractive without increasing employees' pay. One participant did not respond to the question.
- **Neutral** - 3/9 respondents indicated they are neutral on whether the opportunity to telework makes state government employee jobs more attractive without increasing employees' pay. One participant did not respond to the question.

Q3: From your experience, what are the main barriers preventing more state government employees from teleworking?

- A lack of Wi-Fi.
- Difficulty with teams or Zoom for some.
- Time Management.
- Generational disagreement about telework.
- Cost of internet and Wi-Fi.
- Management.
- Subsidize our cost of Wi-Fi at home.
- Not enough manpower to provide adequate services to the public.
- Certain coworkers not being tech savvy enough.
- Not an in-home office setting.
- Supervisor is not supportive.
- Trust.

Q4: Do you have ideas for overcoming some of those barriers?

- Get leadership onboard.
- Always consider work morale.
- More training and support on how to manage employees via telework.

- Providing a dedicated internet connection.
- Review and possibly revise telework policies and procedures. Assure supervisors that they can revisit and possibly cancel telework agreements if the employee isn't performing.
- State policy.
- Funding going towards incentives.

FOCUS GROUP #3 - HIGHER THAN AVERAGE TRANSPORTATION COSTS (≥\$650/MONTH ON TRANSPORTATION)

(10 Participants)

Summary

Totaling approximately \$8,100 annually, drivers in Hawai'i spend on average \$675/month to own and operate a vehicle, which includes expenses like fuel, maintenance, insurance, car payment, registration, etc.). This focus group included employees with transportation expenses greater than the average.

The employees in this focus group face significant challenges related to commuting and parking. Many retain state-provided parking spaces despite their distance from the office, leading them to incur additional expenses for closer parking options. The need for a personal vehicle for work-related tasks and access to state vehicles further complicates their situation, especially since parking costs aren't reimbursed.

Safety concerns, including issues related to houselessness, mental health, and dangerous driving, are top considerations from this group when choosing how to commute. Public transportation is often seen as inconvenient due to uncomfortable conditions, unreliability, and mismatched schedules, especially for parents with limited time. Additionally, the cost and hassle of vehicle maintenance, driven by poor road conditions, further burden employees. There's also frustration with the complex process of setting up pre-tax transportation benefits. Despite some openness to carpooling, conflicting attitudes and logistical challenges hinder its adoption. Suggestions include exploring alternative work locations, more flexible scheduling, improved access to state vehicles, and better incentives for active and shared commuting options.

Parking

Q1: Do you have a state parking spot you pay for using pre-tax deductions from your paycheck?

- **Yes** - 4/10 respondents indicated that they have a parking spot.
- **No** - 6/10 respondents indicated they do not have a parking spot.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)?

- \$10/day.
- Not daily, but if I drive, about \$8- \$10 daily.
- \$20.
- \$60 a week.
- \$24.
- Work from home 2-3 days per week, park on the street.
- \$0.
- \$13 to \$20.

Q3: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 6/10 respondents indicated they would pay monthly.
- **Not applicable** - 4/10 respondents indicated this does not apply to them.

Q4: I walk less than ____ from my parking spot to the office.

- **5 minutes** - 3/9 respondents indicated they walk less than five minutes from their parking spot to the office. One participant did not respond to the question.
- **10 minutes** - 2/9 respondents indicated they walk less than ten minutes from their parking spot to the office. One participant did not respond to the question.
- **20+ minutes** - 1/9 respondents indicated they walk twenty or more minutes from their parking spot to the office. One participant did not respond to the question.
- **Not applicable** - 3/9 respondents noted that walking from their parking spot to the office is not relevant to them. One participant did not respond to the question.

Q5: Would you pay more for a state employee parking spot if you knew it would guarantee a spot or would get you off the waitlist quicker?

- **Yes** - 5/9 respondents indicated that they would pay more for a state employee parking spot if they knew it would guarantee them a spot or get them off the waitlist quicker. One participant did not respond to the question.
- **No** - 4/9 respondents indicated that they would pay more for a state employee parking spot if they knew it would guarantee them a spot or get them off the waitlist quicker. One participant did not respond to the question.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Total time to make the trip.
- **2nd**: Flexibility of travel time and location.
- **3rd**: Convenience of ease and access.
- **4th**: Safety.
- **5th**: Cost.
- **6th**: Using travel time productively.
- **7th**: Comfort.

Q2: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **Possibly** - 5/10 respondents indicated they would possibly choose a less expensive commute mode if it took 20 minutes longer.
- **No** - 5/10 respondents indicated they would not choose a less expensive commute mode if it took 20 minutes longer.

Q3: Is the cost of your commute a significant burden on your finances?

- **Yes** - 4/9 respondents indicated that the commute cost significantly burdens their finances. One participant did not respond to the question.
- **No** - 5/9 respondents indicated that the commute cost is not a significant burden on their finances. One participant did not respond to the question.

Q4: What percent of your household income do you spend on transportation?

- **11%-20%** - 3/10 respondents spend 11%-20% of their household income on transportation.
- **21%-30%** - 5/10 respondents spend 21%-30% of their household income on transportation.
- **31%-40%** - 1/10 respondents spend 21%-30% of their household income on transportation.
- **50% or more** - 1/10 respondents spend 50% or more of their household income on transportation.

Incentives

Q1: Which incentives most appeal to you to change how you get to work?

- **1st:** Free or subsidized vanpool fare.
- **2nd:** Free or subsidized bus/rail pass.
- **3rd:** Free priority reserved parking at work for carpools and vanpools.
- **4th:** Direct Incentives (e.g., gift cards).
- **5th:** Free emergency ride home/ride to destination (e.g., pick up children).
- **6th:** List of people who live and work near you whom you could contact for carpooling and vanpooling.
- **7th:** Bicycle and micromobility amenities (secure parking/access to lockers/shower/changing areas at work/charging).
- **8th:** Bike or walk commuting subsidy.

Q2: What incentives are most influential to encourage you to try other modes of transportation to get to/from work?

- Express buses.
- Make public transit faster.
- Decrease traffic probably by fixing public education.

Q3: Share more about your decision-making related to your cost to commute and the amount of time it takes.

- Work-related requirement.
- Being a single parent, it is more about flexibility and time than cost.
- Kids. Our morning commute takes us to 3 different areas in town (school, sitter, office).
- Shopping on the way home.
- Carpooling would be hard because of child drop off and pick up.

Transit

Q1: I sometimes ride the bus or rail, but not to work.

- **True** - 2/8 respondents indicated they ride the bus or rail outside of work. Two participants did not answer the question.
- **False** - 6/8 respondents indicated they do not ride the bus or rail outside of work. Two participants did not answer the question.

Q2: Getting to the closest transit stop is too far from my home.

- **True** - 3/8 respondents indicated the closest transit stop is too far from their home. Two participants did not answer the question.
- **False** - 5/8 respondents indicated the closest transit stop is not too far from their home. Two participants did not answer the question.

Q3: I would use transit to get to work if I could get a free ride in case of emergencies via taxi, Uber, and Lyft.

- **Yes** - 8/10 respondents indicated they would use transit to get to work if they could get a free ride in case of emergencies via taxi, Uber, and Lyft. Two participants did not answer the question.
- **No** - 2/10 respondents indicated they would use transit to get to work if they could get a free ride in case of emergencies via taxi, Uber, and Lyft. Two participants did not answer the question.

Q4: Would you ride transit to work if public transit passes were free or discounted to state employees?

- **Yes** - 6/8 respondents indicated they would ride transit to work if public transit passes were free or discounted to state employees. Two participants did not answer the question.
- **No** - 2/8 respondents indicated that if public transit passes were free or discounted to state employees, they would not ride transit to work. Two participants did not answer the question.

Q5: If you responded yes to free or discounted transit passes, why? If not, how can public transit be more attractive or incentivized?

- Convenience, safety.
- It would save money but not time unless there were quicker express busses.
- Would need access to state vehicle to do the job.
- Express bus.
- Decrease stress, cost-effective.
- I would still need a hybrid of transit and personal car due to my schedule.
- Comfort of bus seats.
- Wi-Fi on the bus.

Carpooling / Vanpooling

Q1: If you had the option to carpool or vanpool to work, would you use it?

- **Yes** - 6/9 respondents indicated they would carpool or vanpool to work if available. One participant did not answer the question.
- **No** - 3/9 respondents indicated they would carpool or vanpool to work if available. One participant did not answer the question.

Q2: If you had a list of state employees who lived and worked near you, would you be more likely to carpool?

- **Yes** - 4/10 respondents indicated they would carpool if they had a list of state employees who lived and worked near them.
- **No** - 6/10 respondents indicated they would not carpool if they had a list of state employees who lived and worked near them.

Q3: If I could access a free ride via taxi, Uber, and Lyft in emergencies, I would be more likely to carpool or vanpool to work.

- **Yes** - 10/10 respondents indicated they would more likely carpool or vanpool to work if they had access to a free ride via taxi, Uber, and Lyft in case of emergencies.

Q4: What would make carpooling/vanpooling a more convenient or attractive transportation option for you to get to/from work?

- Access to state vehicle.
- Cost, able to use zipper or carpool lane.
- Micromanage their computer time.

Telework

Q1: For those who sometimes telework, what transportation benefits would encourage you to leave the office alone when you work from the office?

- Pay me to drive someone, maybe?
- Flexibility in carpool schedule.

Q2: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 8/8 respondents indicated they would favor more departments/offices allowing employees to telework. Two participants did not respond to the question.

Q3: Having (OR if I had) the ability to telework makes me more likely to stay in my state job.

- **Yes** - 7/7 respondents indicated they are likelier to stay in a state job if they could telework. Three participants did not respond to the question.

Q4: From your experience, what are the main barriers preventing more state government employees from teleworking?

- They don't trust us.
- Accountability.
- Abusing teleworking.
- Productivity Technology.
- Legislators are not great.

Q5: Do you have ideas on possibly overcoming some of those barriers?

- Training on telework.
- Agency pay for Wi-Fi and or mobile phone.
- Better office technology, computers, and software. Learn to communicate in modern ways.

FOCUS GROUP #4 - SHORT DRIVE ALONE COMMUTES (UNDER 3 MILES)

(9 Participants)

Summary

In the focus group featuring employees with short drive alone commutes (i.e., less than 3 miles), participants thoroughly discussed transportation options and incentives to improve short commuting experiences for state employees. Key topics included the challenges of parking availability and costs, the financial burdens of maintaining a personal vehicle, and various incentives to promote active and shared commuting methods, such as subsidized transit passes and flexible parking options.

The conversation also highlighted personal experiences with commuting difficulties, including safety concerns about public transit and the impact of biking-related crashes on commuting preferences. Others discussed the financial strain of keeping a car for non-work trips, specifically focusing on how this impacts dual- and single-income households.

A notable point of discussion was the Biki bike-sharing program, which some found less appealing due to geographic challenges, such as steep hills, and obstacles like age, sweat, and carrying belongings. Many preferred bikeshare passes over transit passes, citing concerns about delayed buses, safety at bus stops, and uncomfortable experiences on the bus.

Participants also explored offering 20 or 40 fully subsidized Uber/Lyft/taxi rides or a flat subsidy for flexible transportation choices as alternatives to traditional parking cash-outs. A longtime transit rider shared their experience choosing a parking spot over a transit pass due to its potential future value, highlighting the comparable costs between driving and public transit. The discussion included a call for more uniform telework policies, suggesting that work policies might be necessary to address commuting challenges comprehensively.

Parking

Q1: Do you have a state parking spot you pay for using pre-tax deductions from your paycheck?

- **Yes** - 3/6 respondents indicated they have a state parking spot that they pay for using pre-tax deductions from their paycheck. One participant did not respond to the question.
- **No** - 3/6 respondents indicated they do not have a state parking spot that they pay for using pre-tax deductions from their paycheck. One participant did not respond to the question.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)?

- \$30 (1 respondent)
- \$0 (5 respondents)

Q3: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 4/8 respondents indicated they would support paying for parking daily instead of monthly so that you only pay for parking as needed. One participant did not respond to the question.
- **No** - 1/8 respondents indicated they would not support paying for parking daily instead of monthly, so you only pay for parking as needed. One participant did not respond to the question.

- **N/A** - 3/8 respondents indicated that this question does not apply to them. One participant did not respond to the question.

Q4: I walk less than ____ from my parking spot to the office.

- **5 minutes** - 4/8 respondents indicated they walk less than 5 minutes from their parking spot to the office. One participant did not respond to the question.
- **10 minutes** - 1/8 respondents indicated they walk less than 10 minutes from their parking spot to the office. One participant did not respond to the question.
- **N/A** - 3/8 respondents indicated that this poll does not apply to them. One participant did not respond to the question.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Total time to make the trip.
- **3rd**: Safety.
- **4th**: Flexibility of travel time and location.
- **5th**: Cost.
- **6th**: Using travel time productivity.
- **7th**: Comfort.

Q2: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **Possibly** - 2/8 respondents indicated they might choose a less expensive commute mode if it took them 20 minutes longer. One participant did not respond to the question.
- **No** - 6/8 respondents indicated they would not choose a less expensive commute mode if it took them 20 minutes longer. One participant did not respond to the question.

Q3: Tell us more about what you consider when choosing how to get to work.

- Condo high priced by able to work.
- Convenience w/car for errands, etc.
- Flexibility to run errands after work.
- Convenience and safety flexibility.
- I would consider the fastest and safest.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 5/8 respondents indicated they spend between 0% to 10% of their household income on transportation. One participant did not respond to the question.
- **11%-20%** - 2/8 respondents indicated they spend between 11% to 20% of their household income on transportation. One participant did not respond to the question.
- **21%-30%** - 1/8 respondents indicated they spend between 21% to 30% of their household income on transportation. One participant did not respond to the question.

Incentives

Q1: If the state provided a free or subsidized Biki pass, I would use bikeshare to work.

- **True** - 2/8 respondents indicated they would use bikeshare to work if the state provided a free or subsidized Biki pass. One participant did not respond to the question.
- **False** - 6/8 respondents indicated they wouldn't use bikeshare to work even if the state provided a free or subsidized Biki pass. One participant did not respond to the question.

Q2: If the state provided a financial incentive, I would walk, ride a bike, or scooter to work.

- **True** - 6/8 respondents indicated that if the state provided a financial incentive, they would walk, ride a bike, or scooter to work. One participant did not respond to the question.
- **False** - 2/8 respondents indicated that they would not walk, ride a bike, or scooter to work if the state provided a financial incentive. One participant did not respond to the question.

Q3: Which incentives most appeal to you to change how you get to work?

- **1st**: Direct Incentives (ex. Gift cards).
- **2nd**: Bike or walk commuting subsidy.
- **3rd**: Free or subsidized bus/rail pass.
- **4th**: Bicycle and micromobility amenities (secure parking/ access to lockers/ shower/ changing areas at work/ charging).
- **5th**: List of people who live and work near you whom you could contact for carpooling and vanpooling.
- **6th**: Free or subsidized vanpool fare.
- **7th**: Free priority reserved parking at work for carpools and vanpools.
- **8th**: Free emergency ride home/ride to destination, for example, to pick up children.

Q4: What incentives are most influential to encourage you to try other modes of transportation to get to/from work?

- Monetary incentive (3 respondents).
- Build more condos so more people live near work.
- Shorter wait time and safer commute.
- Since I only drive 4 miles away, a shorter time wait for the bus.
- Mental health coordinators on the bus.
- Bought condo near work. Save on auto costs.
- Rest stops with shade to encourage more walking.
- I'm so close so cost is not really a consideration.

Q5: Share more about your decision-making related to your cost to commute and the amount of time it takes.

- Condos have empty spaces during the day. Sublease these spaces.
- The cost for me to drive my car and the parking is I think a little cheaper, factoring the time if I use the bus.
- I live close, the cost is not really a consideration.
- Time is the most important.
- Although taking the bus is more expensive for me, I do it for personal benefit. [The] State offers pre-tax incentive program to pay, so this will help offset the cost. Free would be best, though.

Active Transportation and Shared Mobility

Q1: I ride a bike or e-scooter, but not to work.

- **False** - 5/5 respondents indicated they do not ride a bike or e-scooter. Four participants did not respond to the question.

Q2: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to walk, bike, or roll to work.

- **True** - 2/7 respondents indicated they would be more likely to walk, bike, or roll to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies. Two participants did not respond to the question.
- **False** - 5/7 respondents indicated they would not be more likely to walk, bike, or roll to work if they could access a free ride viz taxi, Uber, and Lyft in case of emergencies. Two participants did not respond to the question.

Q3: Are there any other amenities that the state can provide to encourage you to bike or scooter to work?

- **1st**: Showers.
- **2nd**: Secured scooter/bike parking.
- **3rd**: Change rooms.
- **4th**: Bike/scooter chargers.
- **5th**: Other.

Q4: What would make walking more convenient and/or attractive for getting to/from work?

- Better maintained and wider sidewalks with shaded areas to rest.
- Limiting houseless mental ill interaction.
- Change rooms.
- Pedestrian only streets and/or wider sidewalks.
- Money incentives/changing rooms.
- Shorter distances.

Q5: What would make biking more convenient and/or attractive for getting to/from work?

- Safety.
- Dedicated bike lanes.
- I don't think they are safe.

Q6: What would make e-scooters more convenient and/or attractive for getting to/from work?

- Not interested.
- Batteries.
- Safer roads.
- Fire concerns.

Transit

Q1: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 6/7 respondents indicated they know they can obtain a transit pass that they pay using pre-tax deductions from their paycheck. Two participants did not respond to the question.
- **No** - 1/7 respondents indicated they do not know they can obtain a transit pass that they pay using pre-tax deductions from their paycheck. Two participants did not respond to the question.

Q2: I sometimes ride the bus or rail, but not to work.

- False - 6/6 respondents indicated they do not ride the bus or rail. Three participants did not respond to the question.

Q3: Would you ride transit to work if public transit passes were free/discounted to state employees? If not, how can public transit be more incentivized?

- I already take the bus, but one thing that would be helpful for me is to have an affordable and healthy food truck/option close by, so I don't have to lug my lunch around.
- Yes.
- Undecided.
- Yes, free bus pass could incentivize me to use bus.
- Not really, too much work would be needed on public transit. If we had a system like Japan I would but not what Hawai'i has.

FOCUS GROUP #5 - TRANSIT COMMUTERS

(11 Participants)

Summary

The Transit Commuters focus group participants discussed their experiences using transit, biking, and other commuting options. Many find transit less stressful than driving, enjoying the downtime for activities like listening to audiobooks, although safety concerns were noted for both transit and driving alone. Some barriers to using transit benefits were identified, such as the need for more awareness and a complicated sign-up process. The conversation also highlighted the need for better bike lanes, secure bike parking, and workplace amenities for commuters. Traditional biking was preferred by many, though concerns were raised about e-bike and e-scooter safety on shared paths. Parking costs and the potential for more equitable subsidies were also discussed, with participants expressing appreciation for the chance to share their perspectives.

Transit

Q1: What are some things you consider when choosing how to get to work?

- **1st:** Convenience and ease of access.
- **2nd:** Cost.
- **3rd:** Total time to make the trip.
- **4th:** Flexibility of travel time and location.
- **5th:** Safety.
- **6th:** Comfort.
- **7th:** Using travel time productively.

Q2: Is it less stressful for you to ride the bus than drive your car to work?

- **Yes** - 7/9 respondents indicated it is less stressful for them to ride the bus than drive their car to work.
- **No** - 2/9 respondents indicated it is stressful for them to ride the bus than drive their car to work.

Q3: How does being a transit rider add value to your life?

- Better for the earth.
- Save money on gas, don't need to worry about driving through heavy H-1 traffic to/from West side. Same amount of exercise.
- Don't have to find parking.
- Practice what you preach as a planner.
- Allows me to not have a car allowing me to put the money I spend on insurance, maintenance, and other related costs.
- Small interactions with others (can be good or bad I guess) feel part of the city.
- Saves money.
- I can read, scroll, nap, daydream during my commute.
- Well yes, it reduces my carbon footprint. Gives me time to catch up on sleep. Save money.
- Save money. Better for the environment. No parking.
- I'm used to taking transit.
- Doing the right thing for the environment.
- Used to transit since college days.

Q4: Tell us more about what you consider when choosing how to get to work.

- One vehicle that's used by someone else.
- How direct it is, overall cost and scheduling (coordinate when rail/route 20 shows up), costs of busing and maintaining a car.
- First consideration is cost, second consideration stress of driving in rush hour, third consideration is post-work plans.
- Money. How quickly it gets me there. Cars cost money; insurance, gas, maintenance. Hard pass on car ownership.
- Cost, parking.
- Errands and appointments after work.
- Length of commute & ease of public transit, how many buses I would have to take.
- Traffic (don't have to think about it if not driving).
- Convenience and avoiding traffic- only one vehicle at home and carpooling sucks for the person returning.
- Don't have a parking stall at work.

Q5: I save money by riding transit.

- **True** - 9/9 respondents indicated they do save money by riding transit.

Q6: What percent of your household income do you spend on transportation?

- **0%-10%** - 9/9 respondents indicated they spend less than 10% of their household income on transportation.

Incentives**Q1: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?**

- **Yes** - 9/9 respondents indicated they are aware they can obtain a transit pass that they can pay for using pre-tax deductions from their paycheck.

Q2: Do you have a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 5/9 respondents indicated they are currently using a transit pass that they pay for using pre-tax deductions from their paycheck.
- **No** - 4/9 respondents indicated they are not currently using a transit pass that they pay for using pre-tax deductions from their paycheck.

Q3: Which incentives most appeal to you to continue using transit to get to work?

- **1st**: Free or subsidized bus/rail pass.
- **2nd**: Direct Incentives.
- **3rd**: Free emergency ride home/ride to destination (ex. To pick up children.)
- **4th**: Free or subsidized vanpool fare.
- **5th**: Bicycle and micromobility amenities (secure parking/ access to lockers/ shower/ changing areas to work/ charging.)
- **6th**: Bike or walk commuting subsidy.
- **7th**: Free priority reserved parking at work for carpools and vanpools.
- **8th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.

Q4: What other incentives would encourage you to continue using transit?

- No, the options listed in the previous question pretty much covered it for me.
- None.
- None that I can think of.
- No. Can't think of any.
- None.
- Nothing off top of head.

Active Transportation / Shared Mobility

Q1: I walk to my bus stop.

- **True** - 7/8 respondents indicated they walk to their bus stop.
- **False** - 1/8 respondents indicated they do not walk to their bus stop.

Q2: I bike, scooter, or use another micromobility device to reach my bus stop.

- **False** - 8/8 respondents indicated they do not bike, scooter, or use another micromobility device to reach my bus stop.

Q3: I drive my car to a bus stop or a park and ride to catch the bus.

- **True** - 1/9 respondents indicated they drive their cars to a bus stop or park and ride to catch the bus.
- **False** - 8/9 respondents indicated they do not drive their cars to a bus stop or park and ride to catch the bus.

Q4: Rank list of amenities.

- **1st**: Change rooms.
- **2nd**: Secured bike/scooter parking.
- **3rd**: Showers.
- **4th**: Bike/scooter chargers.

Q5: What would make biking more convenient and/or attractive for getting to/from work?

- Better/ more bike lanes.
- Better facilities for changing from commuting clothes, better cycling infrastructure (Nordic are a great example.)
- Securing the bikes and cargo, etc.
- A safe bike lane the entire way.
- Safe routes to bike that is separate from traffic, connections with bus to account for geography.
- Safe biking infrastructure also providing safety equipment like helmets Likely if better bike lanes or easier to transport bike/scooter onto public transport. (The bus has limit of 2 per vehicle.
- Better roads.
- N/A I live too far. Maybe better visibility for bikers. Reflective wear.
- Respect from drivers.
- Just safety. Universal problem is just the drivers don't mind the bike lanes. Tax credit for biking?

Q6: What would make e-scooters more convenient and/or attractive for getting to/from work?

- Safe storage.
- Charging.

- Free Bus pass. But I would still keep the pass regardless, cheaper than a car.
- Better roads.
- I've never actually interacted with e-scooters- how heavy would it be to fold up and carry etc.
- Storage and charging options.
- Wide sidewalks, when there are no bike lanes.
- N/A nothing would ever make me get on one.
- Ability to transport said e-scooters on the bus/rail, safe storage at workplace.

Parking

Q1: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 1/9 respondents indicated they have a state parking spot that they pay using pre-tax deductions from their paycheck.
- **No** - 8/9 respondents indicated they do not have a state parking spot that they pay using pre-tax deductions from their paycheck.

Q2: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 5/7 respondents indicated they would support paying for parking daily instead of monthly so that they only pay for parking as needed.
- **No** - 2/7 respondents indicated they would not support paying for parking daily instead of monthly so that they only pay for parking as needed.

Telework

Q1: For those who sometimes telework, what transportation benefits would encourage you to continue to use transit when you work from the office?

- Free bus pass (3 respondents).
- N/A: job is not able to be done remotely.
- Free/reduced bus/rail pass (if only my job allowed telework at airport).
- The incentive list before would still work (2 respondents).

Q2: If you are allowed to telework, what can be done to encourage you to continue to use transit the days you come into the office?

- Free bus pass (3 respondents).
- It's still cheaper than having a car.
- Previous incentive list.

Q3: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 9/9 respondents indicated they would favor more departments/offices allowing employees to telework.

Q4: Having (or if I had) the ability to telework makes me more likely to stay in my state job.

- **True** - 7/10 respondents indicated they have the ability to telework makes them more likely to stay in a state job.

- **False** - 3/10 respondents indicated they do not have the ability to telework makes them more likely to stay in a state job.

Q5: From your experience, what are the main barriers preventing more state government employees from teleworking?

- Leadership that does not allow it.
- Micromanagement. Some jobs have to be on site but most can be hybrid.
- In previous jobs where it was possible it was a lack of buy-in from leadership. At this job it's just not possible since the job is very much in the facility.
- Having the equipment/space at home.
- Mostly the requirements of the job, honestly about whether the worker is doing their 8 hours instead of loafing off at home, equipment.
- Not everyone can use technology similarly.
- Supervisors don't trust staff.
- Legislators don't trust employees.
- Having to be in office to meet with public/incoming people and responding calls.
- Productivity, communication.

Q6: Do you have ideas on possibly overcoming some of those barriers?

- Set reasonable goals/benchmarked.
- Provide equipment that will allow for execution of job duties but not compromise security.
- Clearly state expectations at beginning then have discussions on how work is getting better/needs work.
- Have meetings between supervisor and employee about how to properly log their progress/work for accountability.
- Data showing productivity doesn't necessarily drop when not in office also flexible scheduling.
- Hybrid is always an option, it doesn't have to be 100% telework or in-office.
- Employer should help with equipment set up at home.
- Do pilot, then evaluate.
- Hybrid and coordinating in office scheduling- to make sure public demands are met.

FOCUS GROUP #6 - ACTIVE/SHARED MOBILITY COMMUTERS

(12 Participants)

Summary

The Active/Shared Mobility Commuters focus group revealed that participants are open to alternative commuting methods if given suitable incentives. Priorities include ease of access, travel time, flexibility, cost, and safety. Biking was popular for its cost-effectiveness, speed, and health benefits despite concerns about traffic safety, bike theft, and inadequate bike lanes.

Participants also discussed the need for incentives to support active transportation, such as secure bike parking, showers, and bike repair stations at workplaces. Teleworking was strongly preferred, though barriers like political decisions and administrative distrust hindered its broader adoption. Suggestions for improving walking and e-scooter use included safer sidewalks, more tree cover, and better infrastructure. At the same time, there was also a call for more regulations to manage the increasing use of e-bikes and e-scooters. Overall, there was a consensus that better infrastructure and equitable policies could encourage more people to choose biking, walking, or using e-scooters for their commutes.

Incentives

Q1: If the state provided a financial incentive, I would be more inclined to continue to walk, ride a bike, or scooter to work.

- **True** - 10/10 respondents indicated that they would be more inclined to continue to walk, ride a bike, or scooter to work if the state provided a financial incentive.

Q2: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Total time to make the trip.
- **3rd**: Flexibility of travel time and location.
- **4th**: Cost.
- **5th**: Safety.
- **6th**: Using travel time productively.
- **7th**: Comfort.

Q3: Tell us more about what you consider when choosing how to get to work.

- I actually selected where I live based on being able to walk to work.
- I feel like safety applies to all options... it's top priority but I know I compromise my safety everyday by biking.
- Riding a bike is convenient and good exercise.
- My route is mainly safe so I can do it. It also takes me less time to bike than drive and park.
- I second [the] comment about enjoying the experience and using the King Street bike lane. I street park my car in a neighborhood where I can easily access a Biki hub and then ride downtown.
- Ditto on weather, I drive if weather is bad.
- I also ride my bike because the hourly rates to park in the state building are insulting to employees and directly affect staff morale in the building. These fees seem to go to a private company.

- My state office has a 20-year long waitlist for parking... so it's not likely going to be an option (ever, lol).
- How long the trip will take, the weather, what I have to take with me.
- My plans after work are a large part of it.
- Reliability and total time are most important. I want to get to work without worrying about being late. The bicycle is the most reliable. No need to wait for the bus or deal with traffic/parking.
- I waste no time waiting or walking, almost just hop on bike and go. Also, faster than driving or busing it, and I get in some exercise... about 45 minutes total per day.
- Flexibility on when to leave is important since I'm not always ready to leave at the same time each day.
- I choose the best mode of transportation to get me to work on time.
- I constantly worry about safety while biking. I try to maintain biking to work every day, unless it's raining heavily, and I'll ask my partner if they can drop me off (thought it's not always an option).

Q4: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 6/11 respondents indicated they are aware that you can obtain a transit pass that they pay for using pre-tax deductions from their paycheck.
- **No** - 5/11 indicated they are not aware that you can obtain a transit pass that they pay for using pre-tax deductions from their paycheck.

Q5: Which incentives most appeal to you to continue using the mode you use to get to work?

- **1st**: Bike or walk commuting subsidy.
- **2nd**: Bicycle and micromobility amenities (secure parking/access to lockers/shower/changing areas at work/charging.)
- **3rd**: Free or subsidized bus/rail pass.
- **4th**: Direct incentives (e.g., gift cards.)
- **5th**: Free or subsidized vanpool fare.
- **6th**: Free priority reserved parking at work for carpools and vanpools.
- **7th**: Free emergency ride home/ride to destination, for example to pick up children.
- **8th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.
- **9th**: Other.

Q6: What other incentives would encourage you to try other modes of transportation to get to/from work?

- More sheltered lanes, instead of lanes shared with cars.
- More bike lanes and Biki stands.
- This question is a bit awkward for this focus group. I think the questions should revolve around ways we can get people out of single-occupancy cars.
- Housing subsidies or WFH policy.
- A room in the state building for changing into work clothes after biking is a big one me. Sometimes I do it in the parking garage and my boss gets a free show.
- Safer options.

- Safer routes, driver education, clearer paintings / showers. Police officers that also understand and enforce bike laws and enforce them.
- Government should intervene if they want to fill vacancies. Having government provide true "worker housing" subsidies or earmarked priority for local government employees so we can be closer to work.
- Second, more dedicated bike lanes with barriers.
- Improving the housing options for government workers would improve travel time (decrease long commutes), encourage more biking/walking/carpool, decrease parking demand, and improve the QOL for all.
- HPD are mostly hostile to bike riders, in my experience. And, they don't know the law.

Active Transportation / Shared Mobility

Q1: Do you have access to secured parking for your bike/e-scooter?

- **Yes** - 4/11 respondents indicated that they have access to secured parking for their bike/e-scooter.
- **No** - 7/11 respondents indicated that they do not have access to secured parking for their bike/e-scooter.

Q2: Rank the following list of amenities:

- **1st**: Secured bike/scooter parking.
- **2nd**: Change rooms.
- **3rd**: Showers.
- **4th**: Bike/scooter chargers.
- **5th**: Other.

Q3: Are there any practical or logistical challenges you face biking, walking, or rolling to work?

- Making alternate plans when it is raining.
- Drivers not paying attention.
- Bike lanes were installed on blocks that don't have loading zones. So USPS and repair vehicles are parking in the bike lane.
- When biking: sometimes the Biki stations are empty, the app crashes, or the bikes that are docked are inaccessible because they are not operational. When walking: weather is the challenge.
- Sometimes the condition of the Biki bikes are very poor. Flat wheels, dirty bikes among others. This is more of a Biki issue.
- Weather.
- Angry/careless/reckless drivers. Weather (if I can't catch a ride I just... bike anyway.... More bike lanes please.
- Safety. Trying to figure out a route that is safe but also efficient (not going too far out of the way to get to bike lanes. Also drivers not paying attention.
- The ones discussed.... Weather days, bike parking for midway stops.
- The stretch from UHM area to the King St. Lane could be improved.

Q4: What would make walking more convenient and/or attractive for getting to/from work?

- Abrupt ends to bike lanes.

- Live closer to work.
- Financial incentives.
- Too far to walk.
- Takes me too long to walk.
- Distance.
- ADA/generally better walking paths.
- If it was closer.
- Back to housing near workplace.
- MORE TREES. Sometimes it's just too hot to walk. Also, wider sidewalks and better sidewalk maintenance.
- Safer crosswalks and not dealing with the homeless.
- Safer sidewalks (some residential areas don't have sidewalks.)
- Street trees.

Q5: Open Ended: What would make biking more convenient and/or attractive for getting to/from work?

- (Still back to housing closer to work.)
- More protected bike lanes.
- Expand the dedicated bike lane network on O'ahu.
- More infrastructure, driver ed, bike parking.
- More visibly colored bike lanes.
- More dedicated bike lanes!
- Improving the bike friendly access from UHM to the King Street bike lane.
- Regular muscle-power-only biker.
- Biki stations closer to home and work entrances. Better stocking and maintenance of Biki bikes.
- Subsidized bus/Biki pass.

Q6: What would make e-scooters more convenient and/or attractive for getting to/from work?

- The price.
- Wheels too small compared to size of potholes and cracks, instant face plant tendency.
- I don't, but I see a lot of near-close call with e-bikes. Drivers have a hard time judging their speed.
- Getting a subsidy or discount.
- More available like Biki.
- Rules on where they should go. On sidewalk? In bike lane?

Telework

Q1: For those who sometimes telework, what transportation benefits would encourage you to continue to walk, bike, or roll when you work from the office?

- Changing rooms. subsidy for Biki. free parking pass when there's bad weather.
- Have a WFH policy. Many agencies do not offer it.
- Biki subsidy or bus pass flexibility when the weather is bad.

Q2: If you are allowed to telework, what can be done to encourage you to continue to walk, bike or roll on the days you come into the office?

- Same question, same responses
- Same responses.
- I was told I cannot telework at the outset of Covid. I probably could now, but don't want to. Nice to get a Hazard Pay bonus for coming to the office every day during Covid.
- Subsidies or incentives.
- Subsidy for walking or biking, free Biki pass, merchant discount for buying walking shoes.

Q3: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 10/10 respondents indicated that they would favor more departments/offices allowing employees to telework.

Q4: Having (or if I had) the ability to telework makes me more likely to stay in my state job.

- **True** - 10/12 respondents indicated that having (or if they had) the ability to telework makes them more likely to stay in their state job.
- **False** - 2/12 respondents indicated that having (or if they had) the ability to telework would not make them more likely to stay in their state job.

Q5: From your experience, what are the main barriers preventing more state government employees from teleworking?

- The State gov is the barrier or the department you work for.
- Political decisions.
- Home computer much less appropriate to my desktop with twin monitors at work.
- Lack of desire to make change that might be perceived as difficult.
- Establishing a statewide policy.
- Lack of uniform policy-- it's different for each department/program.
- Distrust from admin/management. Unwillingness to develop management procedures for remote workers.
- I am fortunate to work in a place with telework, I would search for alternative employment if privileges were revoked.
- Inconsistent policy. Some here get to, some don't and it's up to the manager. A fair statewide policy would be best.

Q6: Do you have ideas on possibly overcoming some of those barriers?

- Vote lame legislators out of office.
- Policies have to change or be adjusted.
- Value your workforce.
- Telework is a great perk for recruiting.
- Better communication with the public. build trust.
- Consider it part of employee benefits package. Not a "privilege."
- Agree with the benefits comment.

Parking

Q1: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **No** - 10/10 respondents indicated that they do not have a state parking spot that they pay for using pre-tax deductions from their paycheck.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)

- Zero!
- None. In case of inclement weather, I just take the bus.
- Bus.
- \$16+ when I do it.
- When I drive to work in weather, it's like \$20 per day. A huge burden.
- I will find free street parking.

Q3: If yes, would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 6/8 respondents indicated that they would support paying for parking daily instead of monthly so that they only pay for parking as needed?
- **Not applicable** - 2/8 respondents indicated that this question did not apply to them.

Q4: I walk less than _____ from my parking spot to the office.

- **5 minutes** - 2/4 respondents walk less than five minutes from their parking spot to the office.
- **15 minutes** - 1/4 respondents walk less than fifteen minutes from their parking spot to the office.
- **-20+ minutes** - 1/4 respondents walk at least 20 minutes from their parking spot to the office.

Q5: Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waitlist quicker?

- **No** - 3/3 respondents would not pay more for a state employee parking spot if they knew it would guarantee you a spot or would get them off the waitlist quicker.

FOCUS GROUP #7 - CARPOOLING/VANPOOLING COMMUTERS

(10 Participants)

Summary

According to the employee survey in May 2024, less than 1% of Hawai'i state employees vanpool; thus, this focus group did not include vanpoolers, only carpoolers. The focus group participants discussed the challenges and opportunities of carpooling on O'ahu. Inconsistent work hours and after-work plans were cited as significant obstacles, alongside frustration with single-occupancy vehicle (SOV) violators in the HOV lanes.

There was interest in leveraging a rideshare carpool for work-related events and a recognized need for more protected bike lanes and infrastructure. While some participants suggested ideas like bidding for parking, concerns were raised about the potential for increased parking costs. The group also explored the flexibility of carpooling compared to vanpooling, the possibility of using satellite offices to reduce commuting, and shared personal experiences, highlighting the varied and individual nature of carpooling preferences.

Carpooling

Q1: Tell us about how your carpool is organized.

- I drive into town with my parents who also works in town.
- My partner and I ride together/from work.
- I carpool with my sister. I drive to her house, find parking and ride with her.
- A coworker who works in the same department as me.
- My wife drops me off, drops off my son off at school and parks at her office. Then the reverse in the afternoon.
- Commute with my gf. We both work in Downtown.
- My dad drops me off at work then heads to the beach in town.
- Husband drops me off at work and then another household member at school.
- My dad picks me up on his way to work, he drops me off at my office then parks nearby
- I commute with my wife. We both work downtown.

Q2: Would a list of state employees who live or work near you help you to continue carpooling?

- **Maybe** - 5/10 respondents indicated they might consider carpooling if they had a list of state employees who live or work near them.
- **No** - 5/10 respondents indicated having a list of state employees who live or work near them will help them carpool.

Q3: What are some of the benefits of carpooling for you?

- Using Zipper Lane.
- No need for parking.
- Save money on gas, it feels stressful to drive into downtown so it's nice to be a passenger.
- Multi-task as passenger; no parking, less stress.
- Comfortable with my ride and it's reliable, makes sense since my work is on the way over.
- It isn't really a benefit; we are just both coming from and going to the same place.
- I don't need to drive myself and it's good to decompress when someone else drives.

- I can run errands with my family members, and I am more comfortable riding with my family members than with strangers.
- One less car to fuel up during the week + HOV lane.
- Saves in gas money and the stress free of not finding parking.
- Free time during the drive, don't have pay for parking, don't have to pay for gas.
- Saving the environment. Reducing carbon footprint.

Q4: Why do you carpool instead of vanpool?

- Too much admin, also feel more comfortable driving with someone I know. I've also never heard of van pool.
- If we did Vanpooling, how would we do that? Is it an app? Is it through a sign-up sheet? Is it easy to sign up for it?
- I think carpooling with family is more flexible than vanpool. We can run errands before and after work in a way we can't with vanpool.
- Schedule changes, stressful to me and others have to depend on me; carpooling with family member is less stressful vs vanpool
- Convenience of carpooling with wife directly from/to house. Very little coordination required. But vanpooling might make sense if there's a central meeting point that offers free state parking
- Vanpool seems to require more logistically.
- Yeah, on demand would be nice to fill the gap when typical transportation changes

Q5: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to carpool or vanpool to work.

- **True** - 3/7 respondents indicated they would be more likely to carpool or vanpool to work if they could access a free ride via taxi, Uber and Lyft in case of emergencies.
- **False** - 4/7 respondents indicated they would not be more likely to carpool or vanpool to work if they could access a free ride via taxi, Uber and Lyft in case of emergencies.

Q6: What would make carpooling/vanpooling a more convenient or attractive transportation option for you to get to/from work?

- I'm not driving.
- It would be more appealing if I know the drivers (from my office).
- Discounts on gas.
- I would not carpool/vanpool. I think it's too much of an awkward social situation that I just don't want to deal with.
- Same start and end times

Q7: What are some of the challenges of carpooling or vanpooling to/from work?

- Start and end times match.
- Catching their colds/germs.
- Additional coordination.
- Matched work times, live in same area, know people.
- Distance.
- Have to work late.

- Different state and end times.
- Coordinating start times, or problems if someone is running late.
- Logistics.
- How many other people.
- Don't always get to finish work on time.
- Staff and supervisor issues.

Q8: What mode of transportation do you use when the carpool driver is not available?

- Bus (5 respondents).
- Drive myself (6 respondents).
- Uber/Lyft (3 respondents).
- Another family member (1 respondent).

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Flexibility of travel time and location.
- **3rd**: Cost.
- **4th**: Total time to make the trip.
- **5th**: Using travel time productively.
- **6th**: Comfort.
- **7th**: Safety.

Q2: Tell us more about what you consider when choosing how to get to work.

- Time with family (2 respondents).
- Health/Exercise (2 respondents).
- Commute time (1 respondent).
- Trust, reliable, not obligated to make small talk (1 respondent).
- Availability of mass transit (1 respondent).

Q3: Is the cost of your commute a huge burden on your finances?

- **Yes** - 1/8 respondents indicated that the cost of their commute is not a huge burden on their finances.
- **No** - 7/8 respondents indicated that the cost of their commute is not a huge burden on their finances.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 4/9 respondents indicated they spend between 0% and 10% of their income on transportation.
- **11%-20%** - 5/9 respondents indicated they spend between 11% and 20% of their income on transportation.

Incentives

Q1: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 8/10 respondents indicated they are aware that they can obtain a transit pass that they pay for using pre-tax deductions from their paycheck.

Q2: Which incentives most appeal to you to continue carpooling to get to work?

- **1st**: Direct incentives (e.g., gift cards).
- **2nd**: Free or subsidized bus/rail pass.
- **3rd**: Free emergency ride home/ride to destination, for example to pick up children.
- **4th**: Free priority reserved parking at work for carpools and vanpools.
- **5th**: Free or subsidized vanpool fare.
- **6th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.
- **7th**: Bike or walk commuting subsidy.
- **8th**: Bicycle and micromobility amenities (secure parking/access to lockers/shower/changing areas at work/charging.)
- **9th**: Other.

Q3: What other incentives would encourage you to try active and shared modes of transportation to get to/from work?

- **Showers** - 5/8 respondents indicated that showers would encourage them to try active and shared modes of transportation to get to/from work.
- **Change rooms** - 5/8 respondents indicated that change rooms would encourage them to try active and shared modes of transportation to get to/from work.
- **Secured bike/scooter parking** - 4/8 respondents indicated that secured bike/scooter parking would encourage them to try active and shared modes of transportation to get to/from work.
- **Bike/scooter chargers** - 1/8 respondents indicated that bike/scooter chargers would encourage them to try active and shared modes of transportation to get to/from work.
- **Other**: 2/8 respondents indicated other incentives not listed would encourage them to try active and shared modes of transportation to get to/from work.

Q4: Would you choose a less expensive commute mode (e.g., transit) if it took 20 minutes longer?

- **Yes** - 1/11 respondents indicated they would choose a less expensive commute, e.g., transit, if it took 20 minutes longer.
- **Possibly** - 2/11 respondents indicated they would possibly choose a less expensive commute, e.g., transit, if it took 20 minutes longer.
- **No** - 8/11 respondents indicated they would not choose a less expensive commute, e.g., transit, if it took 20 minutes longer.

Parking

Q1: Do you or your carpool driver have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 4/11 respondents indicated that they or their carpool driver has a state parking spot that they pay for using pre-tax deductions from their paycheck.

- **No** - 7/11 respondents indicated that they or their carpool driver does not have a state parking spot that they pay for using pre-tax deductions from their paycheck.

Q2: If not, how much do you or the carpool driver spend on parking daily?

- \$8-20 when I do drive
- \$0-20
- \$16
- \$140/month (\$7/day if going to the office 20 days a month)

Q3: Should employees who carpool get discounted parking rates?

- **Yes** - 7/7 respondents indicated that employees who carpool should get discounted parking rates.

Q4: Would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 4/7 respondents indicated that they would support paying for parking daily instead of monthly so that they only pay for parking as needed.
- **No** - 3/7 respondents indicated that they would not support paying for parking daily instead of monthly so that they only pay for parking as needed.

Q5: I walk less than _____ from my parking spot to the office.

- **5 minutes** - 4/7 respondents indicated they walk less than 5 minutes from their parking spot to the office.
- **10 minutes** - 1/7 respondents indicated they walk less than 10 minutes from their parking spot to the office.
- **15 minutes** - 1/7 respondents indicated they walk less than 15 minutes from their parking spot to the office.

Q6: Should employees who carpool have parking spaces closer to their office?

- **Yes** - 8/8 respondents indicated they think employees who carpool should have parking spaces closer to their office.

Q7: Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waitlist quicker?

- **Yes** - 3/8 respondents indicated they would pay more for a state employee parking spot if they knew it would guarantee them a spot or would get them off the waitlist quicker.
- **N/A** - 5/8 respondents indicated that this question did not apply to them.

Q8: Should employees who carpool have priority on the parking waiting list?

- **Yes** - 4 respondents)
- **No**, because what if you had been on the waitlist for many years and you get pushed to the back because of an influx of carpoolers?

Telework

Q1: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 7/7 respondents indicated they would favor more departments/offices allowing employees to telework.

Q2: Having (or if I had) the ability to telework makes me more likely to stay in my state job.

- **True** - 7/8 respondents indicated that having (or if they had) the ability to telework makes them more likely to stay in their state job.
- **False** - 1/8 respondents indicated that having (or if they had) the ability to telework makes them more likely to stay in their state job.

FOCUS GROUP # 8 – DRIVE ALONE COMMUTERS (TRAFFIC CONCERNS)

(10 Participants)

Summary

This focus group includes employees who cited traffic concerns in the employee commute survey. In the focus group discussion, employees raised concerns about parking costs at the airport, explicitly mentioning that they have to pay ABM directly. There was also confusion about whether they could use pre-tax benefits for these payments, though this was unclear. Participants emphasized the need for improvements in parking infrastructure, citing issues such as poor pavement conditions, potholes, and faded line markings. Additionally, they expressed interest in integrating solar panel projects into parking areas to provide environmental benefits and potentially lower energy costs.

Telework was discussed as a partial solution to the worker shortage, but participants agreed it would not fully address it. Some employees mentioned that their jobs require on-site or fieldwork, making remote work impractical. There was also frustration with leadership for not allowing telework, even when jobs could be done remotely. Additionally, some employees struggle with telework due to a lack of comfort with using laptops, leading them to continue working in the office.

Public transportation challenges were also a key topic. Participants expressed a desire for a bus occupancy notification system similar to those used in parking garages to help them plan their commutes. They also called for more flexibility in the transportation benefits program, suggesting that it should allow partial payments and support multiple modes of transport. However, barriers such as the distance to bus stops and unreliable transit options were highlighted as significant challenges to public transportation.

Parking

Q1: Are you on the waiting list for a state parking spot?

- **No** - 9/9 respondents indicated they are not on the waiting list for a state parking spot.

Q2: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 5/9 respondents indicated they have a state parking spot that they pay for using pre-tax deductions from their paycheck.
- **No** - 4/9 respondents indicated they have a state parking spot that they pay for using pre-tax deductions from their paycheck.

Q3: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week if you can work from home?)

- \$16 per day.
- Free parking under the freeway.
- \$12.50 early bird special.

Q4: Would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 3/9 respondents indicated they would support paying for parking daily instead of monthly so that they only pay for parking as needed.
- **No** - 39 respondents indicated they would not support paying for parking daily instead of monthly so that they only pay for parking as needed.

Q5: Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waitlist quicker?

- **Yes** - 3/9 respondents indicated they would pay more for a state employee parking spot if they knew it would guarantee a spot or would get them off the waitlist quicker.
- **No** - 1/9 respondents indicated they would not pay more for a state employee parking spot if they knew it would guarantee a spot or would get them off the waitlist quicker.

Q6: I walk less than _____ from my parking spot to the office.

- **5 minutes** - 5/9 respondents indicated they walk less than 5 minutes from their parking spot to the office.
- **10 minutes** - 2/9 respondents indicated they walk less than 10 minutes from their parking spot to the office.
- **15 minutes** - 1/9 respondents indicated they walk less than 15 minutes from their parking spot to the office.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Total time to make the trip.
- **3rd**: Cost.
- **4th**: Flexibility of travel time and location.
- **5th**: Comfort.
- **6th**: Safety.
- **7th**: Using travel time productively.

Q2: Tell us more about what you consider when choosing how to get to work.

- Lower carbon footprint.
- During the summer I am happy to take the bus/rail.
- Waze app gives travel times and traffic update.
- What I need to do after (go straight home or stay in town.)
- Check O'ahu traffic on FB before I leave.
- Lack of options.
- Time to get home need to get home for pets. Gym/workout time errands.
- Don't know if bus from Hawai'i Kai to Aiea is feasible.
- Long trip from Aiea to Hawai'i Kai 45 min drive.
- I have 4 kids who all have different schedules and I need my car to drop off/pick up at the various.
- Locations.
- No need to worry how to get home.

Q3: Is the cost of your commute a huge burden on your finances?

- **Yes** - 5/8 respondents indicated the cost of their commute is a huge burden on their finances.
- **No** - 3/8 respondents indicated the cost of their commute is not a huge burden on their finances.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 4/7 respondents indicated they spend 0%-10% of their household income on transportation.
- **11%-20%** - 2/8 respondents indicated they spend 11%-20% of their household income on transportation.

- **21%-30%** - 1/7 respondents indicated they spend 21%-30% of their household income on transportation.

Incentives

Q1: If public transit passes were free or discounted to state employees, would you ride transit to work?

- **Yes** - 4/9 respondents indicated they would ride transit to work if public transit passes were free or discounted to state employees.
- **No** - 5/9 respondents indicated they would not ride transit to work if public transit passes were free or discounted to state employees.

Q2: If the state provided a free or subsidized Biki pass, I would use bikeshare to work.

- **False** - 8/9 respondents indicated they would not use bikeshare to work if the state provided a free or subsidized Biki pass.
- **True** - 1/9 respondents indicated they would use bikeshare to work if the state provided a free or subsidized Biki pass.

Q3: If the state provided a financial incentive, I would walk, ride a bike, or scooter to work.

- **False** - 8/9 respondents indicated they would not walk, ride a bike, or scooter to work if the state provided a financial incentive.
- **True** - 1/9 respondents indicated they would walk, ride a bike, or scooter to work if the state provided a financial incentive.

Q4: If the state provided you with a discounted parking rate for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 5/9 respondents indicated they would not carpool or vanpool if the state provided them with a discounted parking rate for carpooling/vanpooling.
- **True** - 4/9 respondents indicated they would carpool or vanpool if the state provided them with a discounted parking rate for carpooling/vanpooling.

Q5: If the state gave you a higher priority on the parking waiting list for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 6/8 respondents indicated they would not carpool or vanpool if the state gave them a higher priority on the parking waiting list for carpooling/vanpooling.
- **True** - 2/8 respondents indicated they would carpool or vanpool if the state gave them a higher priority on the parking waiting list for carpooling/vanpooling.

Q 6: If the state gave you a parking spot closer to your office for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 5/8 respondents indicated they would not carpool or vanpool if the state gave them a parking spot closer to their office for carpooling/vanpooling.
- **True** - 3/8 respondents indicated they would carpool or vanpool if the state gave them a parking spot closer to their office for carpooling/vanpooling.

Q7: Which incentives most appeal to you to change how you get to work?

- **1st**: Free or subsidized bus/rail pass.
- **2nd**: Direct Incentives (ex. Gift cards.)
- **3rd**: Free or subsidized vanpool fare.

- **4th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.
- **5th**: Bicycle and micromobility amenities (secure parking/ access to lockers/ shower/ changing areas at work/ charging.)
- **6th**: Free emergency ride home/ride to destination (ex. To pick up children.)
- **7th**: Free priority reserved parking at work for carpools and vanpools.
- **8th**: Bike or walk commuting subsidy.
- **9th**: Other

Q8: What other incentives would encourage you to try different modes of transportation to get to/from work?

- Free bus passes, good for 1 day to trail the commute.
- A dedicated bus from the rail station to the main job sites.
- Reduce my health insurance premium if I use the bike/public transit. Perhaps in the form of credits.
- I think if public transportation were more frequent, faster, and reliable, I would consider catching the bus.
- If there is a direct bus I would do it.
- Carpool drive time included in work hours.

Q9: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **Yes** - 1/9 respondents indicated they would choose a less expensive commute mode if it took 20 minutes longer.
- **Possibly** - 6/9 respondents indicated they might choose a less expensive commute mode if it took 20 minutes longer.
- **No** - 2/9 respondents indicated they would not choose a less expensive commute mode if it took 20 minutes longer.

Transit

Q1: I sometimes ride the bus or rail, but not to work.

- **True** - 2/8 respondents indicated they ride the bus or rail outside of work.
- **False** - 6/8 respondents indicated they do not ride the bus or rail outside of work.

Q 2: I have to drive to get to transit, so I may as well drive my car the whole way.

- **True** - 2/6 respondents indicated they wouldn't take their car the whole way even if they have to drive to transit.
- **False** - 4/6 respondents indicated they wouldn't take their car the whole way even if they have to drive to transit.

Q3: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to ride transit to work.

- **True** - 5/8 respondents indicated they would be more likely to ride transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.
- **False** - 3/8 respondents indicated they would not be more likely to ride transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.

Q4: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 5/8 respondents indicated they know they could obtain a transit pass that you pay for using pre-tax deductions from your paycheck.

- **False** - 3/8 respondents indicated they do not know they could obtain a transit pass that you pay for using pre-tax deductions from your paycheck.

Q5: If you responded yes to free or discounted transit passes, why? If not, how can public transit be more attractive or incentivized?

- GPS trackers on all the bus and rail. Link that information to online or app.
- Cleaner buses, more frequency, flexible benefits.
- Express buses.
- More flex start/end times if we take public transportation.
- Also something showing how full or empty the bus is. I.e. parking lots that have red/green lights.
- I would love to have the option to take the bus to avoid the stress of driving but it takes 2 or 3 times longer to get to work.

Carpooling / Vanpooling

Q1: If you had the option to carpool or vanpool to work, would you use it?

- **Yes** - 5/9 respondents indicated they would use carpool or vanpool to work if the option was available to them.
- **No** - 4/9 respondents indicated they would not use carpool or vanpool to work if the option was available to them.

Q2: If you had a list of state employees who lived and worked near you, would you be more likely to carpool?

- **Yes** - 5/9 respondents indicated they would more likely carpool if they had a list of state employees who lived and worked near them.
- **No** - 4/9 respondents indicated they would not carpool if they had a list of state employees who lived and worked near them.

Q3: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to carpool or vanpool to work.

- **True** - 3/7 respondents indicated they would be more likely to carpool or vanpool to work if they could access a free ride via taxi, Uber and Lyft in case of emergencies.
- **False** - 4/7 respondents indicated they would not be more likely to carpool or vanpool to work if they could access a free ride via taxi, Uber and Lyft in case of emergencies.

Q4: What would make carpooling/vanpooling a more convenient or attractive transportation option for you to get to/from work?

- I'm not driving.
- It would be more appealing if I know the drivers (from my office.)
- Discounts on gas.
- I would not carpool/vanpool. I think it's too much on an awkward social situation that I just don't want to deal with.
- Same start and end times.

Q4: What are some of the challenges of carpooling or vanpooling to/from work?

- Start and end times match.
- Catching their colds/germs.
- Additional coordination.

- Matched work times, live in same area, know people.
- Distance.
- Have to work late.
- Different state and end times.
- Coordinating start times, or problems if someone is running late.
- Logistics.
- How many other people.
- Don't always get to finish work on time.
- Staff and supervisor issues.

Telework

Q1: What transportation benefits would encourage you to take transit, carpool/vanpool, bike, or walk to work when you work from the office?

- Not allowed to telework.
- Very low cost.
- Free or discounted Holo card.
- Flexibility between driving and using the bus.
- Free/discounted transit pass. Tax credits. Reduced fees for car registration.
- Free safety check.
- Free money or incentives.

Q2: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 8/8 respondents indicated they would favor more departments/offices allowing employees to telework.

Q3: Having (or if I had) the ability to telework makes me more likely to stay in my state job.

- **True** - 4/7 respondents indicated that having the ability to telework makes them more likely to stay in their state job.
- **False** - 3/7 respondents indicated that having the ability to telework does not make them more likely to stay in their state job.

Q4: From your experience, what are the main barriers preventing more state government employees from teleworking?

- Unwilling to accept change. Change their ways of thinking and modernizing.
- Some people at my office are not good with laptop to telework so they just come in.
- They are not allowed.
- Technology issues for sensitive information.
- Management not open to it.
- Security issues with laptops, etc. need to be able to go to the field.
- No accountability.

Q5: Do you have ideas on possibly overcoming some of those barriers?

- Create clear expectations for working from home.
- Encourage management to allow more telework.
- Invest in long term solutions not just short-term ones. Less band-aid solutions.
- Move towards digitize more work and records.
- Tracking on laptops for work output.
- IT gives us access to K drive folders.

FOCUS GROUP #9 - DRIVE ALONE COMMUTERS (PARKING CONCERNS)

(5 Participants)

Summary

This focus group includes participants who cited parking concerns in the employee commute survey. Participants reported that the costs of parking ticket are factored into their daily parking expenses. Several participants noted that they often feed 2-hour meters (on-street parking), leaving their office during the work day, but may miss feeding the meter due to meetings, leading to expired meters and tickets. Some acknowledge that paying for private lot parking might be more cost-effective than dealing with frequent tickets.

Some employees also indicated that they chose their jobs based on parking availability, preferring locations with more accessible parking options rather than downtown areas. Insurance, vehicles, gas, and parking costs are notable financial burdens. There is a concern that accepting a future fully subsidized or discounted transit pass might mean losing their parking space, suggesting a need to prioritize pay-by-day parking for transit riders as an incentive.

Childcare plays a significant role in commuting choices. While the city is renovating its childcare center and the federal building provides childcare, the state does not offer a childcare facility. Some respondents felt compelled to rank all options even when confident choices did not apply to them.

Parking

Q1: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 1/5 respondents indicated that they have a parking spot.
- **No** - 4/5 respondents indicated that they do not have a parking spot.

Q2: Are you on the waiting list for a state parking spot??

- **Yes** - 4/5 respondents indicated that they are on the waiting list for a state parking spot.
- **No** - 1/5 respondents indicated that they are on the waiting list for a state parking spot.

Q3: If you are, how long have you been on the waiting list?

- 2 years.
- 1 year, 10 months.
- 9 months.
- 1 ½ years ago.

Q4: If you do not have a state parking spot, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)?

- \$16/day when they decide to drive in outside of temp parking (January-May.)
- \$10 or \$25 (2 participants.)

Q5: Would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 3/5 respondents indicated they would support paying for parking daily instead of monthly so that they only pay for parking as needed.

Q6: If I walk less than _____ from my parking spot to the office.

- **5 minutes** - 2/5 respondents indicated they walk less than five minutes from their parking spot to the office.
- **10 minutes** - 3/5 respondents indicated they walk less than ten minutes from their parking spot to the office.

Q7: Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waitlist quicker?

- **Yes** - 3/5 respondents indicated they would pay more for a state employee parking spot if they knew it would guarantee them a spot or would get them off the waitlist quicker.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Convenience and ease of access.
- **2nd**: Total time to make the trip.
- **3rd**: Cost.
- **4th**: Flexibility of travel time and location.
- **5th**: Comfort.
- **6th**: Using travel time and location.
- **7th**: Safety.

Q2: Tell us more about what you consider when choosing how to get to work.

- Kids' pick-up, drop-off.
- Flexibility/errands.
- Ideally, I would just take the bus. Since I have to drop two kids off and pick up (in two different places), I need more flexibility with a car.

Q3: Is the cost of your commute a huge burden on your finances?

- **Yes** - 2/5 respondents indicated that the cost of their commute is not a huge burden on their finances.
- **No** - 3/5 respondents indicated that the cost of their commute is not a huge burden on their finances.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 1/5 respondents indicated they spend between 0% and 10% of their income on transportation.
- **11%-20%** - 2/5 respondents indicated they spend between 11% and 20% of their income on transportation.
- **21%-30%** - 2/5 respondents indicated they spend between 21% and 30% of their income on transportation.

Incentives

Q1: If public transit passes were free or discounted to state employees, would you ride transit to work?

- **No** - 3/5 respondents indicated that they would not ride transit to work even if public transit passes were free or discounted to state employees.

Q2: If the state provided you with a discounted parking rate for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 5/5 respondents indicated they would not carpool or vanpool even if the state provided them with a discounted parking rate.

Q3: If the state gave you a higher priority on the parking waiting list for carpooling/vanpooling, you would carpool or vanpool?

- **False** - 3/5 respondents indicated that they would not carpool or vanpool even if the state gave them a higher priority on the parking waiting list.
- **True** - 2/5 respondents indicated that they would carpool or vanpool even if the state gave them a higher priority on the parking waiting list.

Q4: If the state gave you a parking spot closer to your office for carpooling/vanpooling, you would carpool or vanpool?

- **False** - 4/5 respondents indicated that they would not carpool or vanpool even if the state gave them a parking spot closer to their office.
- **True** - 1/5 respondents indicated that they would carpool or vanpool even if the state gave them a parking spot closer to their office.

Q5: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **No** - 4/5 respondents indicated they would not choose a less expensive commute mode if it took 20 minutes longer.
- **Possibly** - 1/5 respondents indicated they would possibly choose a less expensive commute mode if it took 20 minutes longer.

Q6: Which incentives most appeal to you to change how you get to work?

- **1st**: Direct incentives (e.g., gift cards.)
- **2nd**: Free or subsidized bus/rail pass.
- **3rd**: Bike or walk commuting subsidy.
- **4th**: Free emergency ride home/ride to destination, for example to pick up children.
- **5th**: Bicycle and micromobility amenities (secure parking/access to lockers/shower/changing areas at work/charging.)
- **6th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.
- **7th**: Free priority reserved parking at work for carpools and vanpools.
- **8th**: Free or subsidized vanpool fare.

Q7: What other incentives would encourage you to try different modes of transportation to get to/from work?

- Childcare support from State AND ability to telework.
- Family bus pass that is unlimited...then my kids would also take bus.
- More flexible work schedule (time in/time out/breaks.)

Telework

Q1: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 4/5 respondents indicated they would favor more departments/offices allowing employees to telework.
- **No** - 1/5 respondents indicated they would not favor departments/offices allowing employees to telework.

Q2: Having (or if I had) the ability to telework makes me more likely to stay in my state job, I would be more likely to stay in my state job.

- **True** - 5/5 respondents indicated that having (or if they had) the ability to telework makes them more likely to stay in their state job.

FOCUS GROUP #10 - LONGER THAN AVERAGE DRIVE ALONE COMMUTERS (TIMES & ≥ 13 MILES)

(14 Participants)

Summary

Focus Group 10 focused on the challenges of long drive alone commuters. The discussion highlighted several key issues. Participants reported commutes of up to 20 miles each way, which can take up to 90 minutes each way, depending on the University of Hawai'i schedule.

A strong consensus was on the need for improved bike infrastructure, mainly through the Nimitz corridor. Parking was another significant topic, with a call for more automated payment options, such as tap cards, instead of requiring payment at kiosks for each trip. Telework was a recurring theme, with participants noting that moving between position levels could reset telework eligibility, making employees hesitant to apply for new roles. The group also expressed a preference for telework and flexible working arrangements. Some participants expressed willingness to try commuting via Skyline, despite potential increases in travel time. In contrast, others suggested that subsidies for public transit, like bus fare and extra paid time off (PTO), could incentivize active and shared commuting methods. Concerns about safety and the complexities of coordinating carpooling or vanpooling were also discussed, highlighting the challenges of balancing work, commuting, and family responsibilities.

Parking

Q1: Do you have a state parking spot that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 6/12 respondents indicated they have a state parking spot that they pay for using pre-tax deductions from their paycheck.
- **No** - 6/12 respondents indicated they do not have a state parking spot that they pay for using pre-tax deductions from their paycheck.

Q2: If not, how much do you spend on parking daily? (e.g., 1 or 2 days per week you can work from home)?

- The office is in Diamond Head crater.
- I do not drive nor park as I take the bus to and from home.
- I do not park unless I have an event after work, maybe once a month (\$12 for early bird.)

Q3: Are you on the waiting list for a state parking spot?

- **Yes** - 1/12 respondents indicated that they are on the waiting list for a state parking spot.
- **No** - 11/12 respondents indicated that they are not on the waiting list for a state parking spot.

Q4: Would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

- **Yes** - 8/9 respondents indicated they would support paying for parking daily instead of monthly.
- **No** - 1/9 respondents indicated they would not support paying for parking daily instead of monthly.

Q5: I walk less than ____ from my parking spot to the office.

- **5 minutes** - 5/11 respondents indicated they walk less than 5 minutes from their parking spot to the office.
- **10 minutes** - 3/11 respondents indicated they walk less than 10 minutes from their parking spot to the office.
- **N/A** - 3/11 respondents indicated that this question does not apply to them.

Q6: Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waitlist quicker?

- **Yes** - 4/11 respondents indicated they would pay more for a state employee parking spot if they knew it would guarantee them a spot or would get off the waitlist quicker.
- **No** - 2/11 respondents indicated they would not pay more for a state employee parking spot if they knew it would guarantee them a spot or would get off the waitlist quicker.
- **N/A** - 5/11 respondents indicated that this question did not apply to them.

High Transportation Costs

Q1: What are some things you consider when choosing how to get to work?

- **1st**: Total time to make the trip.
- **2nd**: Convenience and ease of access.
- **3rd**: Flexibility of travel time and location.
- **4th**: Cost.
- **5th**: Using travel time productively.
- **6th**: Safety.
- **7th**: Comfort.

Q2: Tell us more about what you consider when choosing how to get to work.

- Emissions and climate impact.
- Social distancing, and parking structure space. (Ex. Parking stall, height of parking structure.)
- I carpool with my wife (who works downtown)- Mix mod transport- Rail to Stadium-bike from there. Still a 15-mile ride.
- On the morning commute you can avoid traffic, afternoon you cannot so it doesn't make sense for me to drive for time vs. cost savings.
- Drop-off and pick-up kids and how long it takes to get into town or else I'd take walk them.
- Work start and end.
- Plans that happen after work and planning the transportation to those plans.
- Total time, with and without traffic. Personal life planning/timing.
- I often have various trips to make in addition to work (partner's house, family, stores, out of office events.)
- Family responsibilities (grocery shopping, pick up, drop off, etc.)
- How accessible public transit is.
- Traffic and travel time.
- Personal plans after work.

Q3: Is the cost of your commute a huge burden on your finances?

- **Yes** - 7/13 respondents indicated the cost of their commute is a huge burden on their finances.

- **No** - 6/13 respondents indicated the cost of their commute is not a huge burden on their finances.

Q4: What percent of your household income do you spend on transportation?

- **0%-10%** - 4/13 respondents indicated they spend between 0%-10% of their household income on transportation.
- **11%-20%** - 8/13 respondents indicated they spend between 11%-20% of their household income on transportation.
- **21%-30%** - 1/13 respondents indicated they spend between 21%-30% of their household income on transportation.

Incentives

Q1: If public transit passes were free or discounted to state employees, would you ride transit to work?

- **Yes** - 9/13 respondents indicated that they would ride transit to work if public transit passes were free or discounted to state employees.
- **No** - 4/14 respondents indicated that they would not ride transit to work if public transit passes were free or discounted to state employees.

Q2: If the state provided you with a discounted parking rate for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 8/13 respondents indicated that they would not carpool or vanpool if the state provided them with a discounted parking rate for carpooling/vanpooling.
- **True** - 5/13 respondents indicated that they would carpool or vanpool if the state provided them with a discounted parking rate for carpooling/vanpooling.

Q3: If the state gave you a higher priority on the parking waiting list for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 10/12 respondents indicated that they would not carpool or vanpool if the state gave them a higher priority on the parking waiting list.
- **True** - 2/12 respondents indicated that they would carpool or vanpool if the state gave them a higher priority on the parking waiting list.

Q4: If the state gave you a parking spot closer to your office for carpooling/vanpooling, you would carpool or vanpool.

- **False** - 12/13 respondents indicated that they would not carpool or vanpool if the state gave them a parking spot closer to your office for carpooling/vanpooling.
- **True** - 1/13 respondents indicated that they would carpool or vanpool if the state gave them a parking spot closer to your office for carpooling/vanpooling.

Q5: If the state provided you with a financial incentive for carpooling, you would carpool to/from work

- **True** - 7/13 respondents indicated that they would carpool to/from work if the state provided them with a financial incentive for carpooling.

- **False** - 6/13 respondents indicated that they would not carpool to/from work if the state provided them with a financial incentive for carpooling.

Q6: Would you choose a less expensive commute mode if it took 20 minutes longer?

- **Yes** - 1/13 respondents indicated that they would choose a less expensive commute mode if it took 20 minutes longer.
- **Possibly** - 7/13 respondents indicated they might choose a less expensive commute mode if it took 20 minutes longer.
- **No** - 5/13 respondents indicated they would not choose a less expensive commute mode if it took 20 minutes longer.

Q7: Which incentives most appeal to you to change how you get to work?

- **1st**: Free or subsidized bus/rail pass.
- **2nd**: Direct Incentives (ex. gift cards.)
- **3rd**: Bicycle and micromobility amenities (secure parking/ access to lockers, shower/ changing areas at work/charging.)
- **4th**: Free emergency ride home/rode to destination (ex. To pick up children.)
- **5th**: Bike or walk commuting subsidy.
- **6th**: List of people who live and work near you, whom you could contact for carpooling and vanpooling.
- **7th**: Free or subsidized vanpool fare.
- **8th**: Free priority reserved parking at work for carpools and vanpools.

Q8: What other incentives would encourage you to try different modes of transportation to get to/from work?

- Extra vacation days.
- Coming from Kaneohe is difficult to take the bus, so maybe offering other routes that cut time.
- Additional express bus routes.
- Flex time- the ability to start early or later to.
- Ala Moana- Rail Stop.
- Safer, low stress bike infrastructure and comfortable transit stops and bus priority lanes.
- Teleworking, so fewer days that I would need to commute.
- Better telework options.
- Additional time off work.
- Offer state sponsored carbon offsets to those who take public transit.
- Telework.
- Safe mode of transportation.
- Something that would allow me to get home safe after Pau Hana. The express buses stop after a certain time and I don't want to catch the bus through Kalihi in the evening.
- Nearby rail stop/more direct routes. More work schedule flexibility.

Carpool and Vanpool

Q1: If you had the option to carpool or vanpool to work, would you use it?

- **Yes** - 5/11 respondents indicated that they would use carpool or vanpool if they had the option for work.

- **No** - 6/11 respondents indicated they would not use carpool or vanpool if they had the option for work.

Q2: If you had a list of state employees who lived and worked near you, would you be more likely to carpool?

- **Yes** - 5/13 respondents indicated that they would be more likely to carpool if they had a list of other state employees who lived and worked near them.
- **No** - 8/13 respondents indicated they would not be more likely to carpool if they had a list of other state employees that lived and worked near them.

Q3: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to walk, bike, roll, or use transit to work.

- **True** - 6/11 respondents indicated they are more likely to walk, bike, roll, or use transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.
- **False** - 5/11 respondents indicated they are more likely to walk, bike, roll, or use transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.

Q4: What are some of the challenges of carpooling or vanpooling to work

- Immunocompromised.
- Needing to run errands since at work all day.
- Lack of certainty of other rides.
- Often work late so wouldn't be able to keep a regular schedule.
- Start time I leave Waipahu between 4:30-5:00.
- Sometimes start/end later than normal.
- The only person who lives near me is my boss and that sounds awkward.

Telework

Q1: Would you favor more departments/offices allowing employees to telework?

- **Yes** - 12/12 respondents indicate that they would favor more departments/offices allowing employees to telework.

Q2: Having (or if I had) the ability to telework makes me more likely to stay in my state job.

- **True** - 12/12 respondents indicate that having (or if they had) the ability to telework makes them more likely to stay in their state job.

Transit

Q1: I sometimes ride the bus or rail, but not to work.

- **True** - 2/13 respondents indicated that they sometimes ride the bus or rail, but not to work.
- **False** - 11/13 respondents indicated that they do not ride the bus or rail

Q2: I have to drive to get to transit, so I may as well drive my car the whole way.

- **True** - 2/12 respondents indicated that if they have to drive to get to transit, they might as well drive their car the whole way.
- **False** - 10/12 respondents indicated even if they drive to get to transit, they don't need to drive the rest of the way.

Q3: If I could access a free ride via taxi, Uber, and Lyft in case of emergencies, I would be more likely to ride transit to work.

- **True** - 8/13 respondents indicated they would more likely ride transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.
- **False** - 5/13 respondents indicated that would not be more likely to ride transit to work if they could access a free ride via taxi, Uber, and Lyft in case of emergencies.

Q4: Are you aware that you can obtain a transit pass that you pay for using pre-tax deductions from your paycheck?

- **Yes** - 6/13 respondents indicated that they were aware they could obtain a transit pass that they could pay for using pre-tax deduction from their paycheck.
- **No** - 7/13 respondents indicated that they were not aware they could obtain a transit pass that they could pay for using pre-tax deduction from their paycheck.

CONSOLIDATED FOCUS GROUP FINDINGS

The findings in this section consolidate the responses of roughly 115 focus group participants. Note that the total responses per question may be smaller because not all questions were asked in every focus group, or they may have been skipped due to time constraints.

PARKING

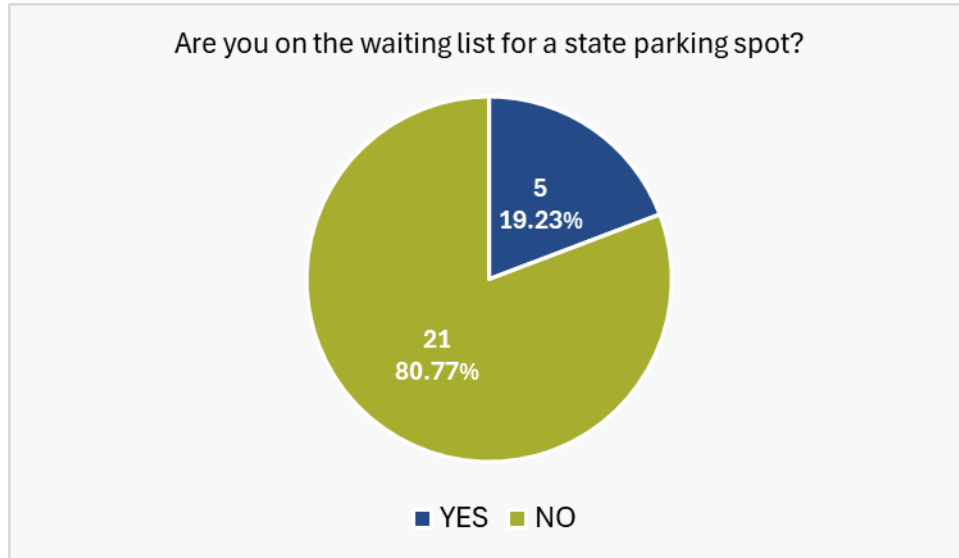


Figure 1. State Parking Waiting List.

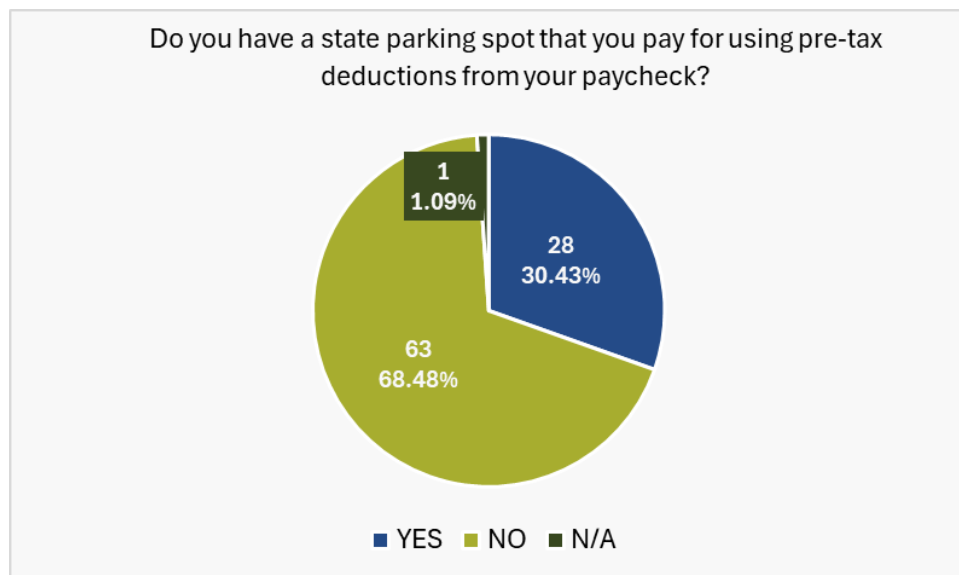


Figure 2. State Parking Spot Pre-Tax Deduction.

Would you pay more for a state employee parking spot if you knew it would guarantee you a spot or would get you off the waiting list quicker?

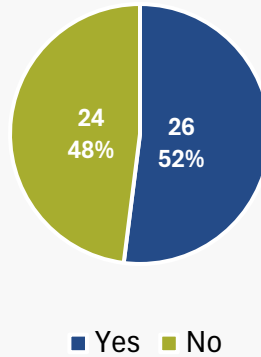


Figure 3. Willingness to Pay More for a State Parking Spot for a Decreased Wait Time.

Would you support paying for parking daily instead of monthly so that you only pay for parking as needed?

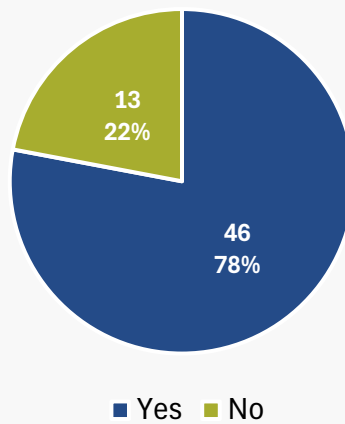


Figure 4. Willingness to Pay for Parking Daily as needed instead of Monthly.

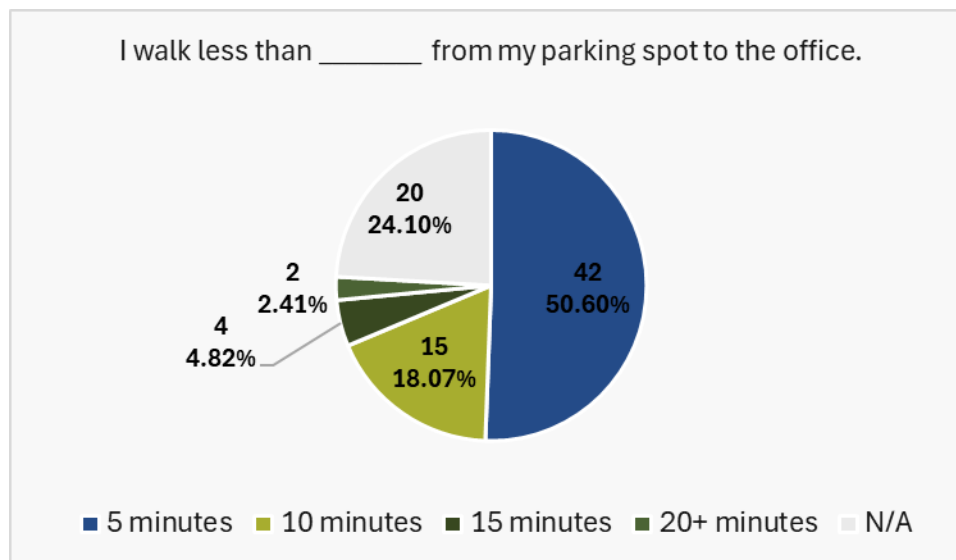


Figure 5. Walking Distance from Parking Spot to Office.

Parking Takeaways

- **Majority Not on Waiting List:** Most respondents, indicated in Figure 1 (80.77%) are not on the waiting list for a state parking spot, indicating that the majority either already have a spot, park at a non-state-owned lot, or do not need one.
- **Pre-Tax Benefit Utilization:** A notable 30.43% of respondents, Figure 2, utilize pre-tax deductions for their state parking spot, while the majority (68.48%) do not.
- **Half of Respondents Support Paying More for a Guaranteed Spot or Get Off the Waitlist Quicker:** The responses from those who indicated a yes or no, Figure 3, shows that more than half of the respondents support paying more for a guaranteed spot or to get off the waitlist quicker.
- **Support for Daily Payment:** A significant portion (78%) seen in Figure 4 supports paying for parking daily instead of monthly, suggesting a preference for a more flexible payment system so that people only pay for parking when they need it.
- **Convenience and Time Savings:** The majority (50.60%) of respondents in Figure 5 experience minimal walking time, which is positive for convenience and time efficiency.
- **Employee Satisfaction Considerations:** A noticeable portion from Figure 5 (25.30%) walks 10 minutes or more, which could impact satisfaction, especially in extreme weather conditions. Additionally, the 24.10% "Not Applicable" response underscores the importance of considering active and shared commuting methods.

HIGH TRANSPORTATION COSTS

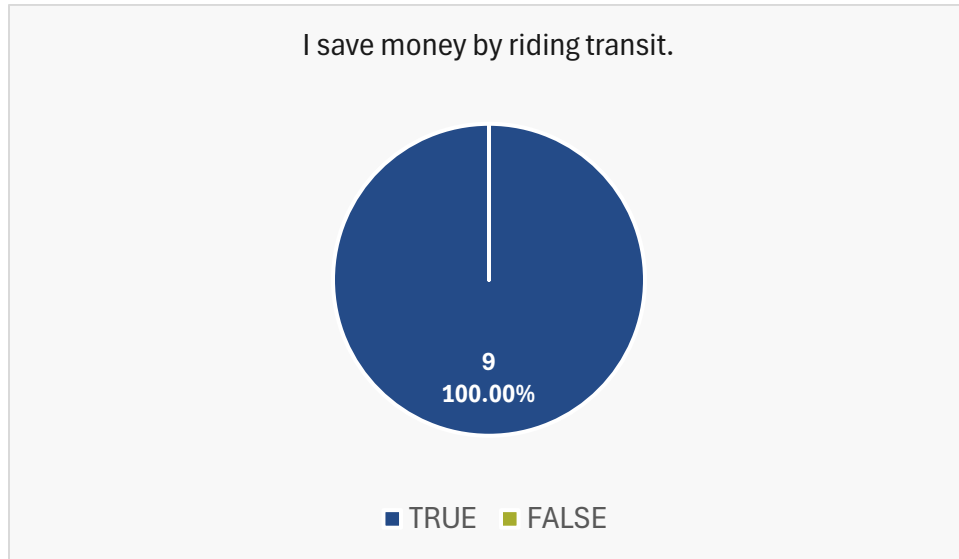


Figure 6. Cost Savings Due to Using Transit Reported by Transit Riders.

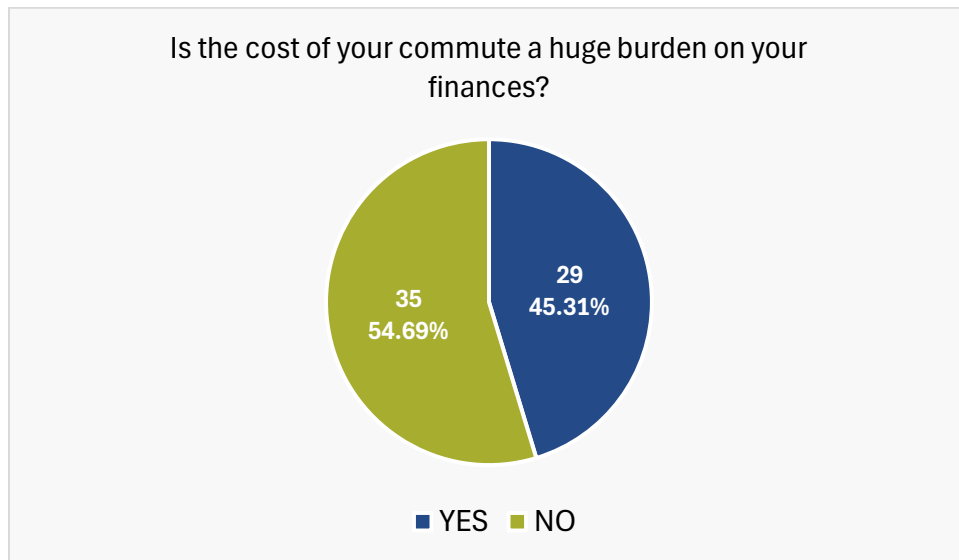


Figure 7 . Transportation Cost-burden.

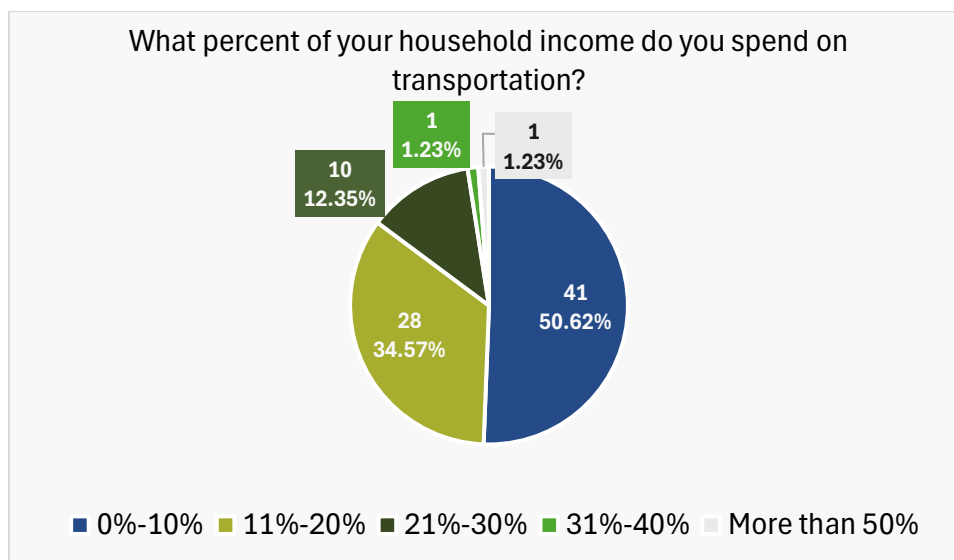


Figure 8. Transportation Costs.

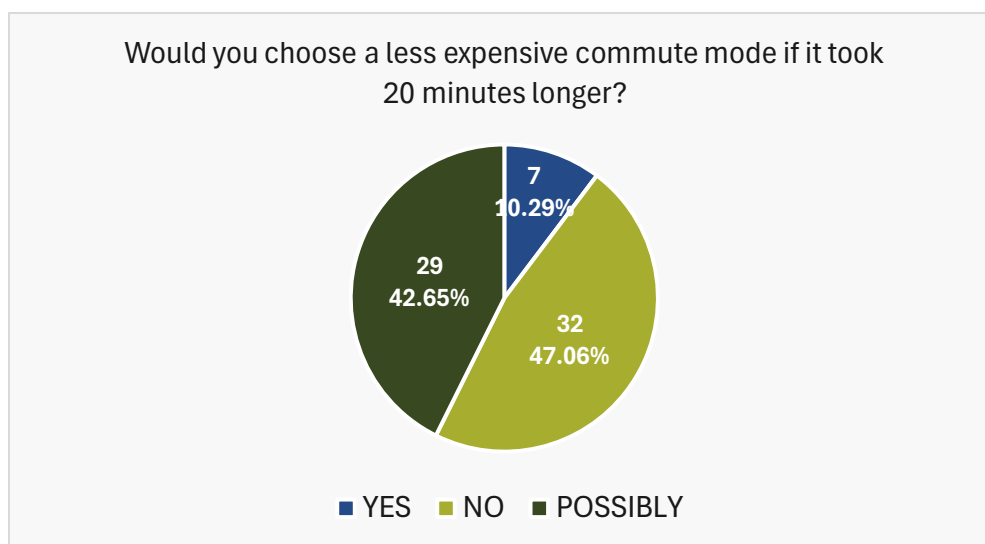


Figure 9. Influence of Lower Transportation Costs and Travel Time to Encourage Mode Shift.

High Transportation Costs Takeaways

- Cost Savings:** A percentage of respondents recognize the financial benefits of using transit, with 100% of those who answered believing they save money this way, Figure 6. Cost Despite this awareness, respondents tend to prioritize a shorter commute over the cost savings associated with transit use, as shown in Figure 9.
- Financial Burden:** Responses are nearly evenly split in Figure 7. Transportation Cost-burden regarding whether commuting costs are a significant financial burden, highlighting diverse experiences with the economic impact of commuting.
- Income Allocation:** The majority of respondents seen in Figure 8. Transportation spend 20% or less of their household income on transportation, but a portion, 13.58%, faces a higher financial burden, spending over 20% on transportation costs. The Housing and Transportation Affordability Index advises 15% of an individual's income be allocated to transportation

expenses.¹ Thus the majority of respondents' are within the recommended percent of income spent on transportation expenses.

- **Time vs. Cost Trade-off:** Figure 9. Influence indicates that almost half of the respondents prioritize maintaining a shorter commute over saving money, though about half are open to considering less expensive but longer commute options.

INCENTIVES

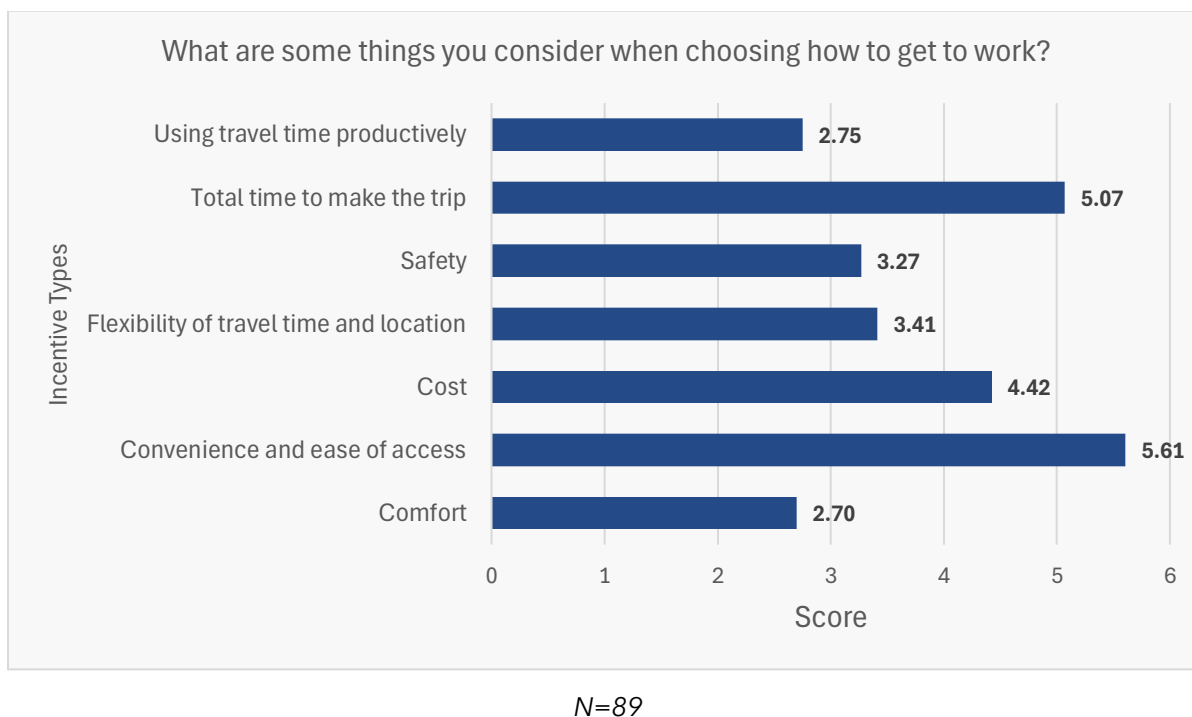


Figure 10. Considerations Made when Choosing How to Get to Work.

¹ Housing and Transportation Affordability Index. FAQ. <https://htaindex.cnt.org/faq/>.

I would use a different mode if I could get a free ride in case of emergencies via taxi, Uber, or Lyft.

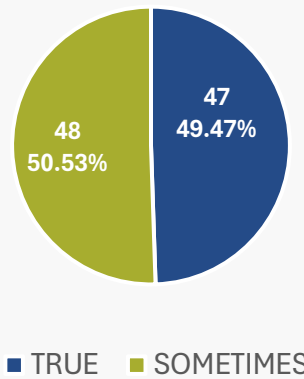


Figure 11. Influence of Guaranteed Ride Home as an Incentive to Mode Shift.

If public transit passes were free or discounted to state employees, would you ride transit to work?

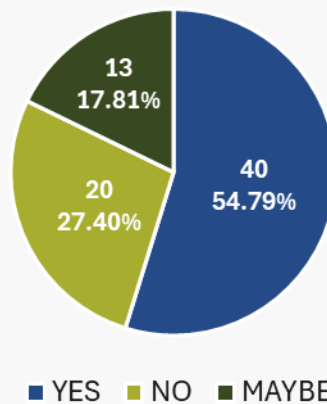


Figure 12. Influence of Free or Discounted Public Transit Passes on Increasing Transit Trips.

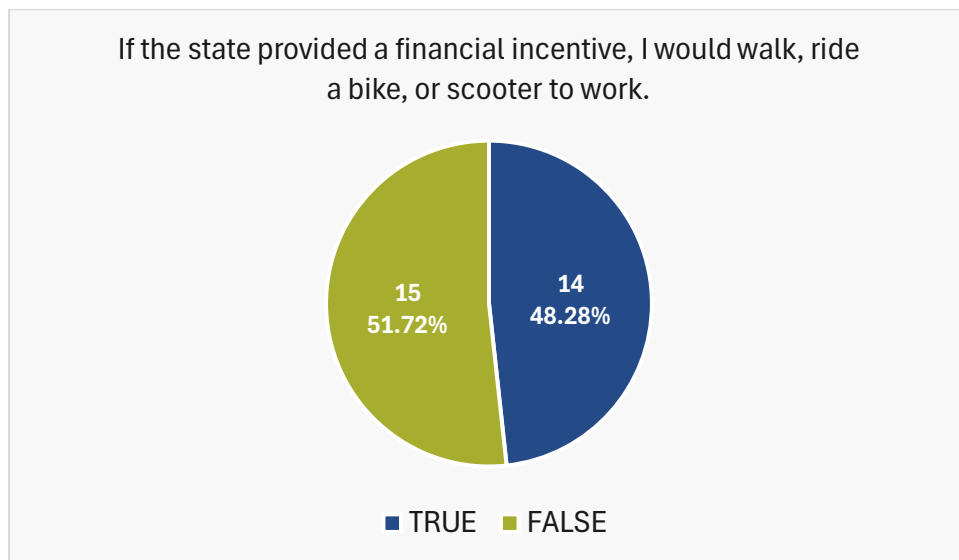


Figure 13. Influence of Financial Incentives to Encourage Micromobility Options and Active Transportation.

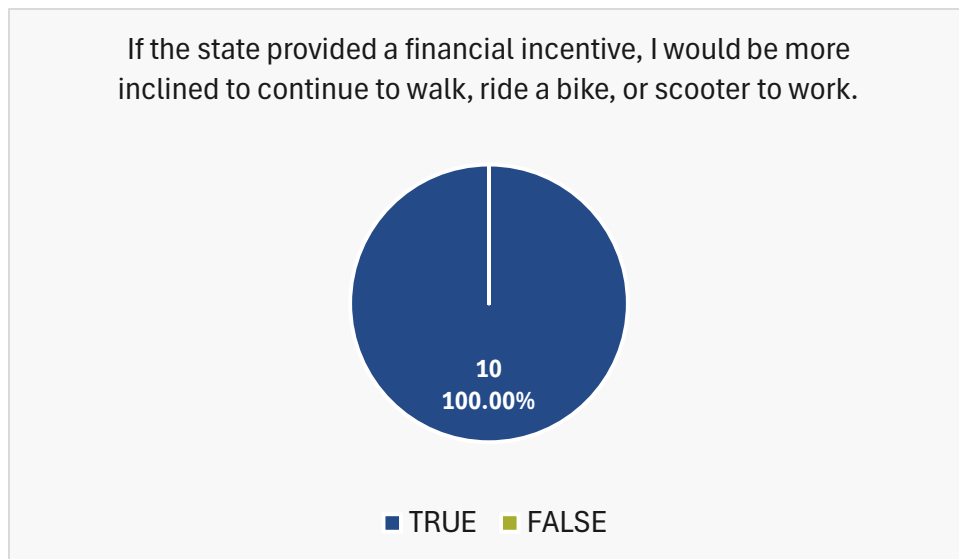


Figure 14. Influence of Financial Incentives to Continue Using Micromobility Options and Active Transportation.

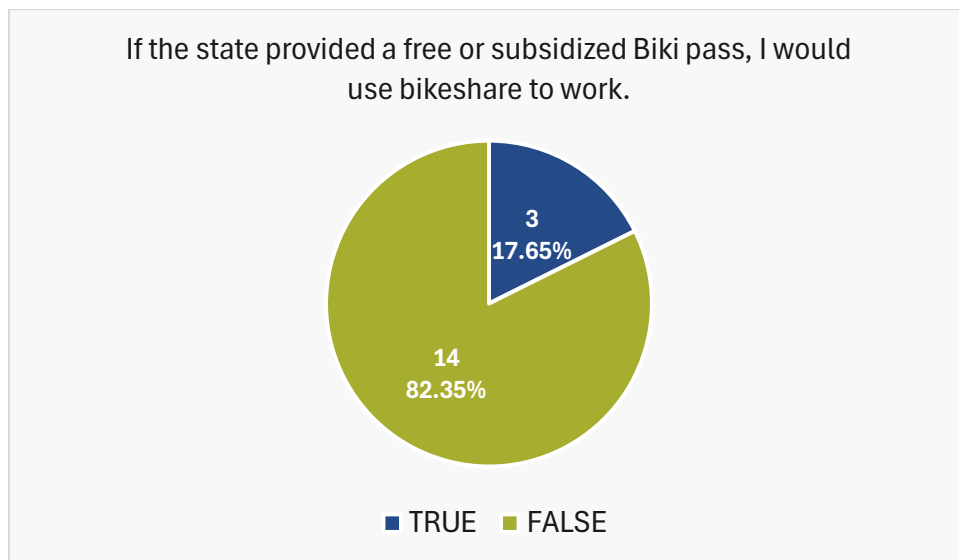


Figure 15. Influence of Free or Subsidized Biki Passes to Encourage Biking to Work.

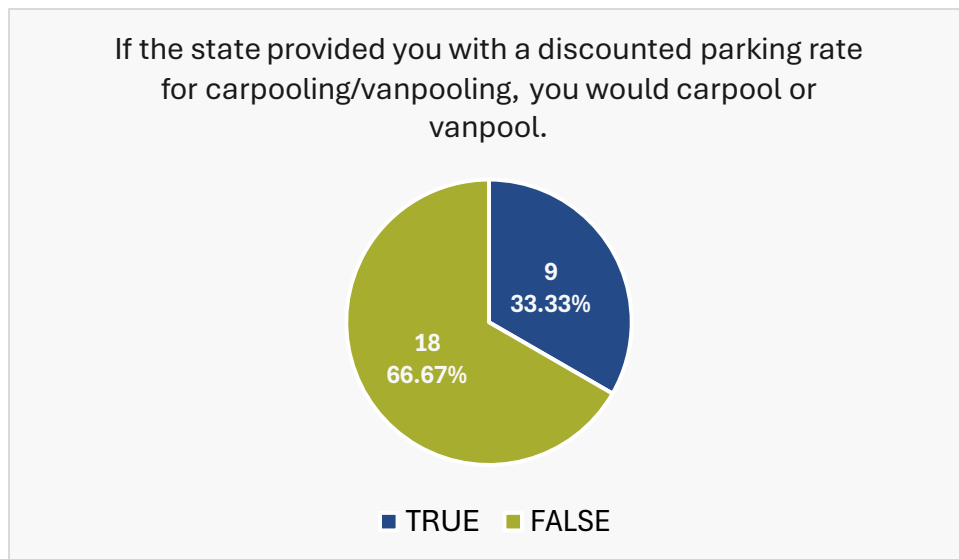


Figure 16. Influence of Discounted Parking Rate to Incentivize Carpooling/Vanpooling Among Drive Alone Commuters.

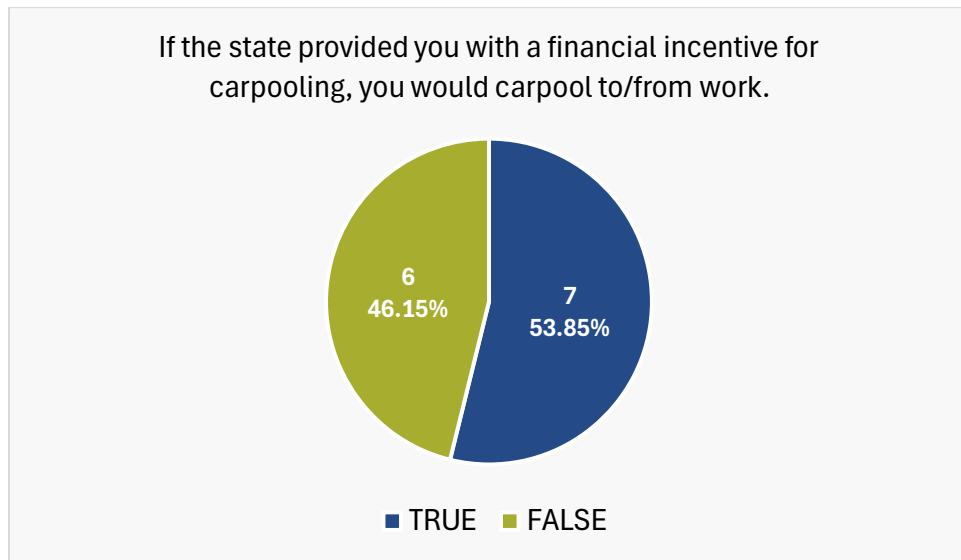


Figure 17. Influence of Financial Incentives to Encourage Carpooling Among Drive Alone Commuters.

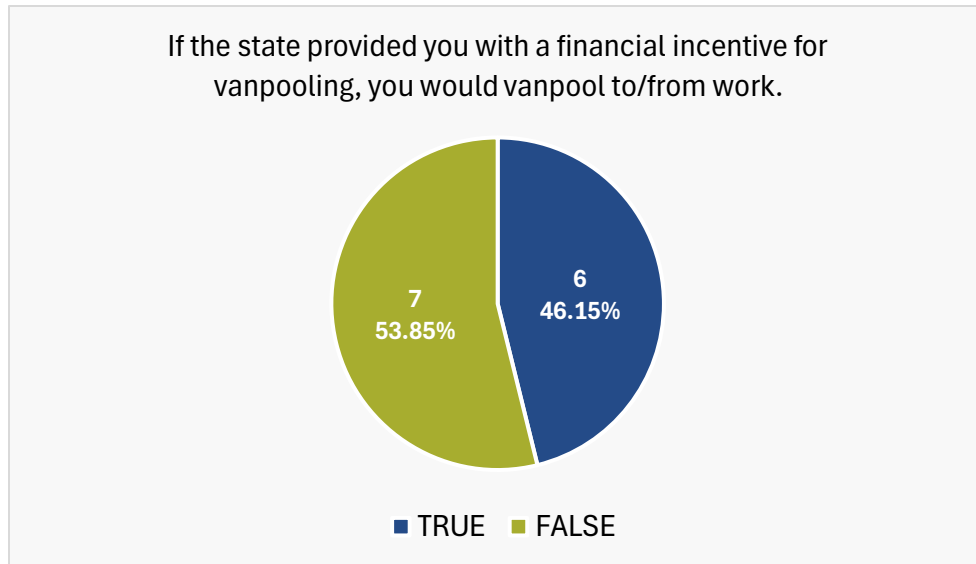
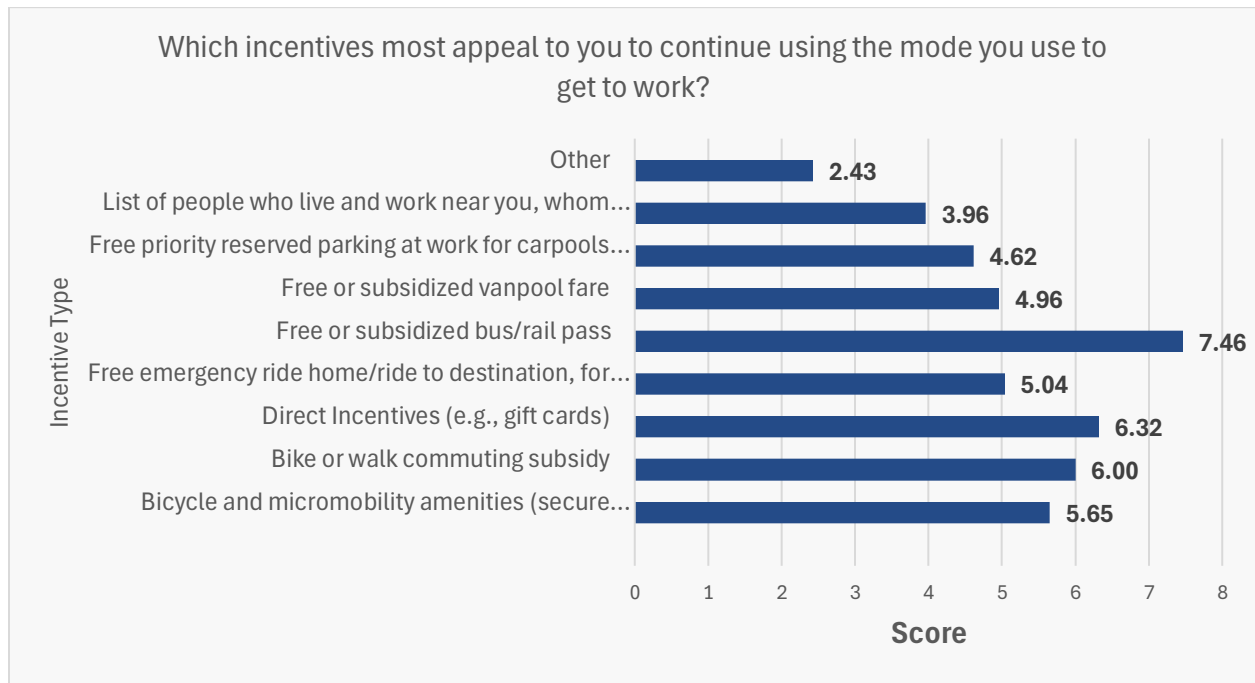
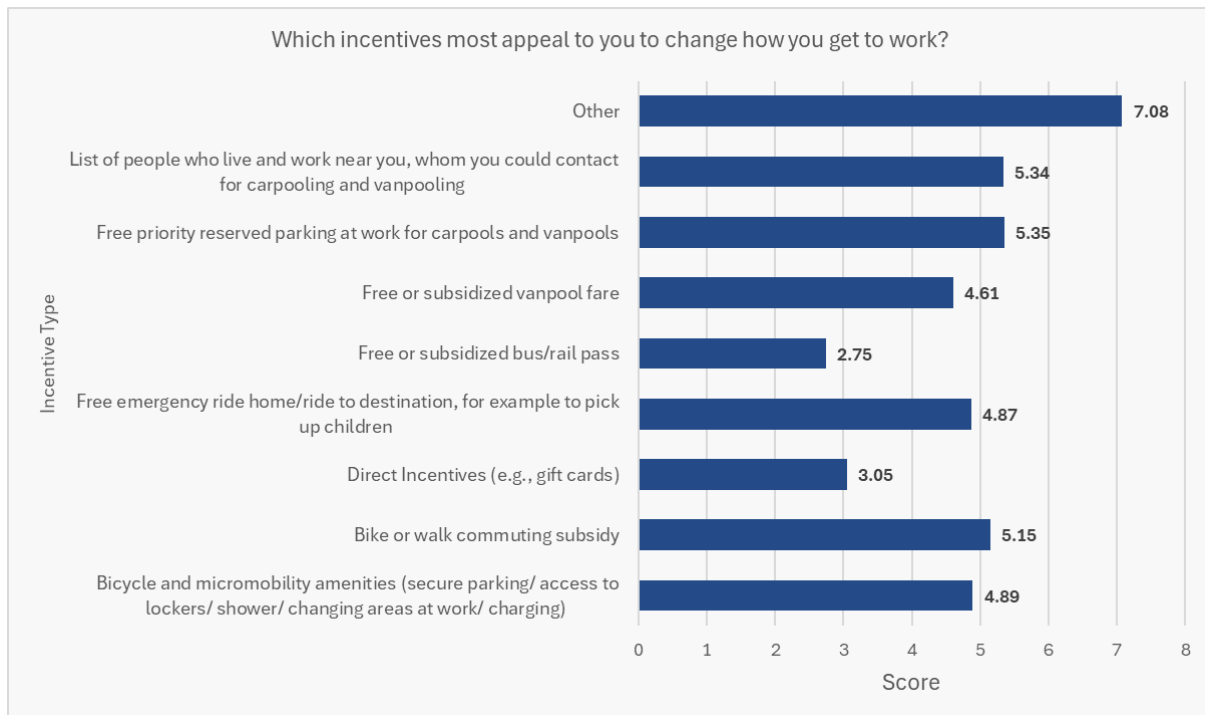


Figure 18. Influence of Financial Incentives to Encourage Vanpooling Among Long Drive Alone Commuters.



N=28

Figure 19. Incentives that are Most Appealing to Continue the Current Mode Used to Get to Work.

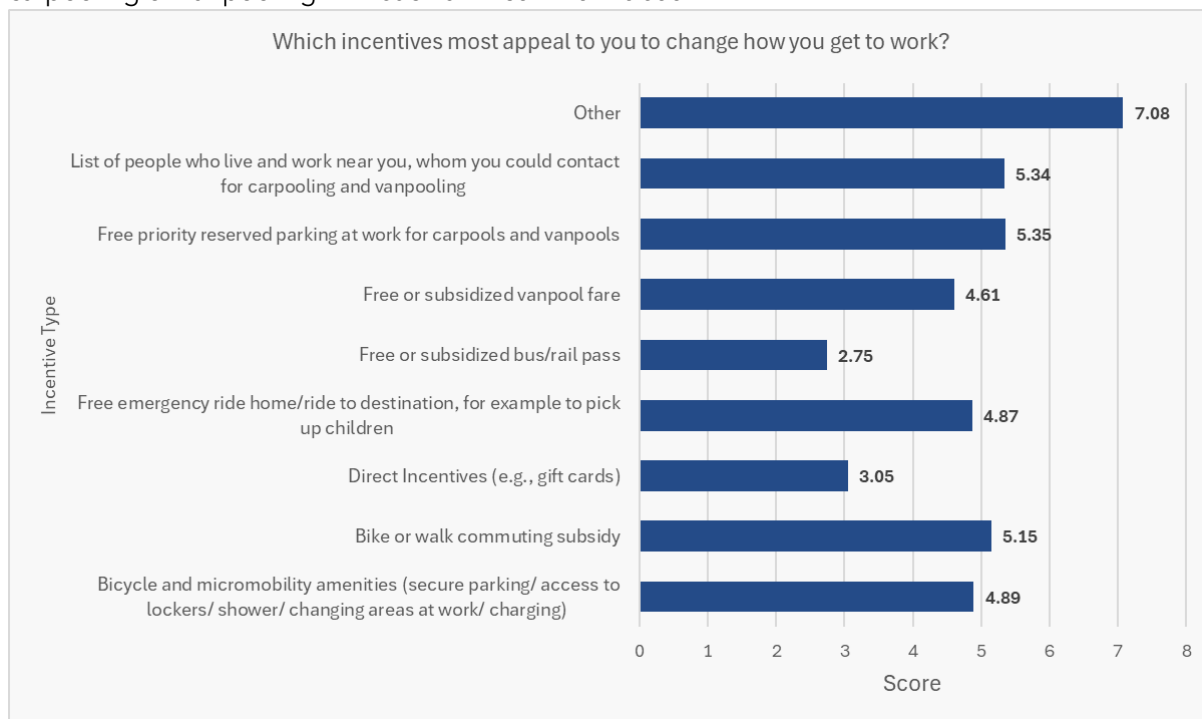


N=59

Figure 20. Most Appealing Incentive to Encourage Mode Shift.

Incentives Takeaways

- **Emergency Ride Home Preferences:** Respondents are nearly evenly split (Figure 11) on whether they would switch transportation modes if they could receive free emergency rides via taxi, Uber, or Lyft. Approximately half (50.53%) would continue using their current mode, while the other half (49.47%) would switch.
- **Impact of Fully Subsidized or Discounted Public Transit Passes:** Most respondents (54.79%) indicated they would use public transit to work if the state provided fully subsidized or discounted passes for state employees. However, a significant portion remains hesitant or uncertain, with 27.40% indicating they would not use transit and 17.81% unsure. (Figure 12).
- **Effectiveness of Financial Incentives for Active Transportation:** All respondents who currently walk, roll, or bike to work (Figure 14) expressed that they would be more likely to continue using active transportation modes (walking, biking, or scootering) if the state provided a financial incentive.
- **Financial Incentives and Active Transportation Use:** Almost half of respondents (48.28%) would choose active transportation modes to get to work if given a financial incentive, suggesting that financial incentives could effectively shift travel behavior (Figure 13). However, a slight majority (51.72%) would not alter their commuting habits.
- **Bikeshare Usage with Subsidized Passes:** Most respondents in (82.35%) would not use bikeshare services even if provided with a fully subsidized or discounted Biki pass (Figure 15). Almost one in five respondents (17.65%) would take advantage of the offer.
- **Carpooling or Vanpooling with Discounted Parking:** The majority (66.67%) of drive alone commuter respondents (Figure 16), indicated they would not carpool or vanpool even if the state offered discounted parking rates. Conversely, 33.33% (Figure 16) would consider carpooling or vanpooling with such an incentive. As seen in



- N=59
- Figure 20, the most appealing incentive would be priority reserved parking for carpooling or vanpooling and a list of people who live nearby to connect with to carpool or vanpool.

- **Carpooling with Financial Incentives:** A slight majority (53.85%) of respondents would carpool to and from work if provided with a financial incentive, demonstrating some willingness to adjust commuting habits based on financial incentives. However, this incentive would not motivate nearly half (46.15%). (Figure 17).
- **Vanpooling with Financial Incentives:** As seen in (Figure 18), similar to carpooling, a majority (53.85%) of long drive alone respondents would not vanpool even with a financial incentive. In contrast, 46.15% would be motivated to vanpool with such an incentive.

TRANSIT

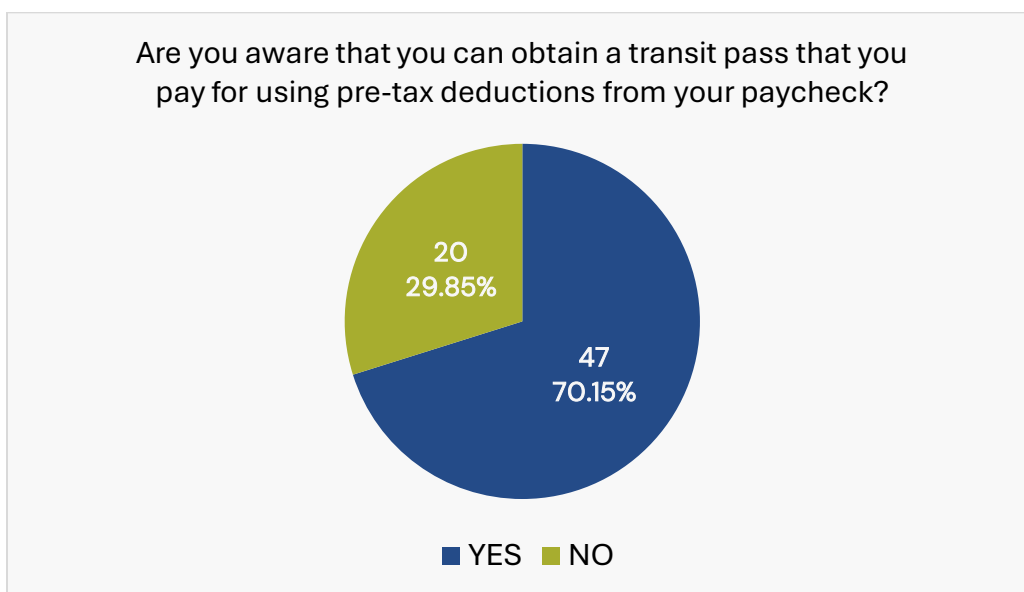


Figure 21. Awareness of Pre-tax Deductions to Purchase Transit Passes Among Non-transit Riders.

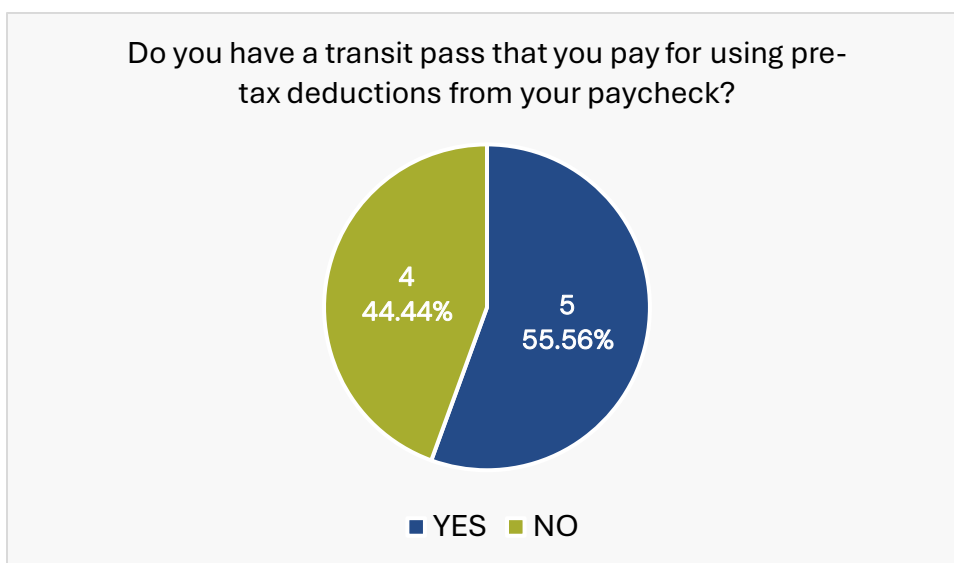


Figure 22. Pre-tax Deductions to Purchase Transit Pass Among Transit Riders.

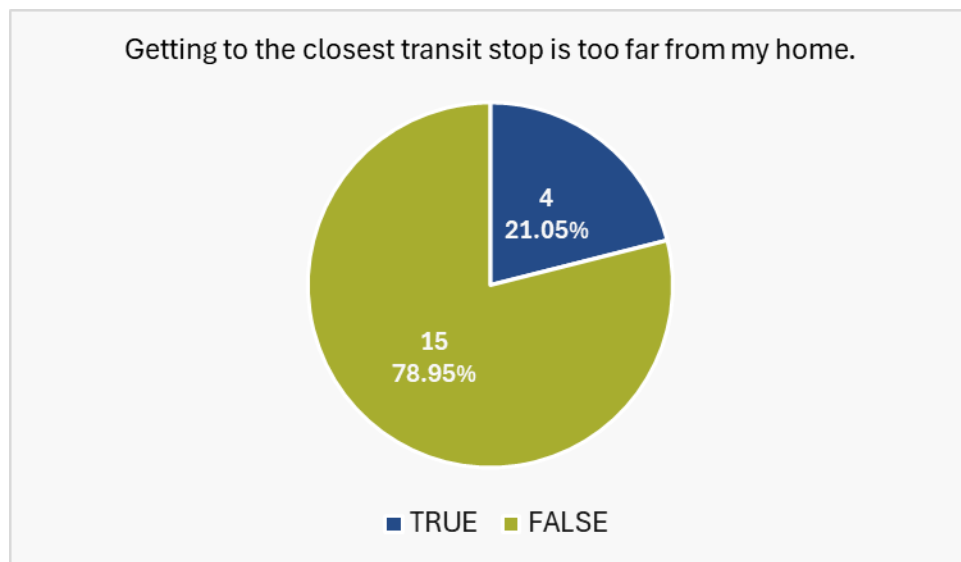


Figure 23. Distance from Closest Transit Stop to Home Among Transit Riders and Short Drive Alone Commuters.

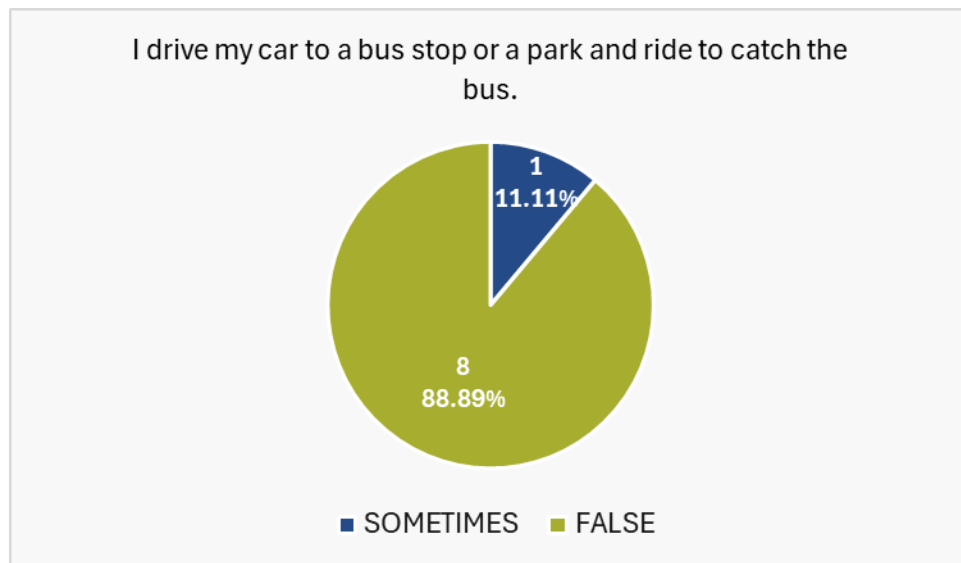


Figure 24. Use of Park-and-Ride Lots Among Transit Riders.

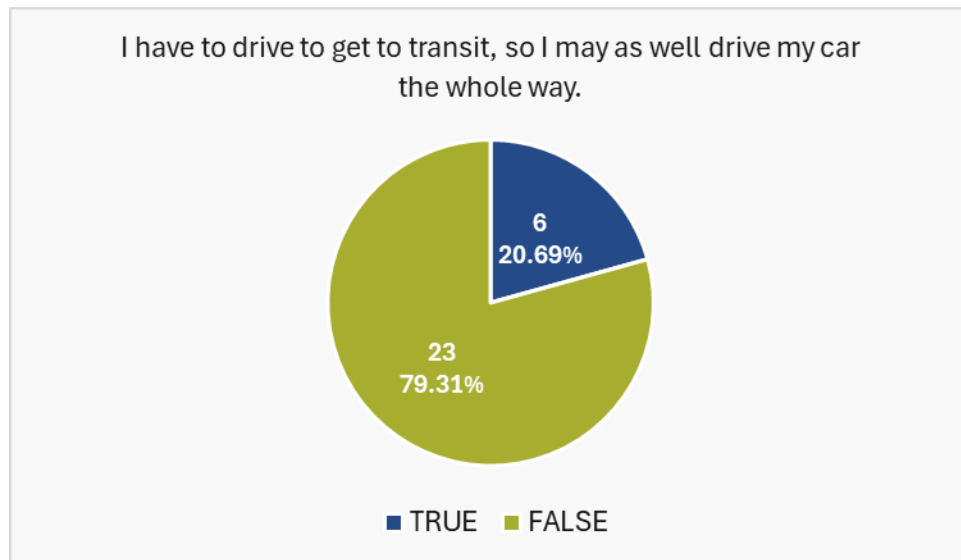


Figure 25. Impacts of Distance from Transit on Using Transit.

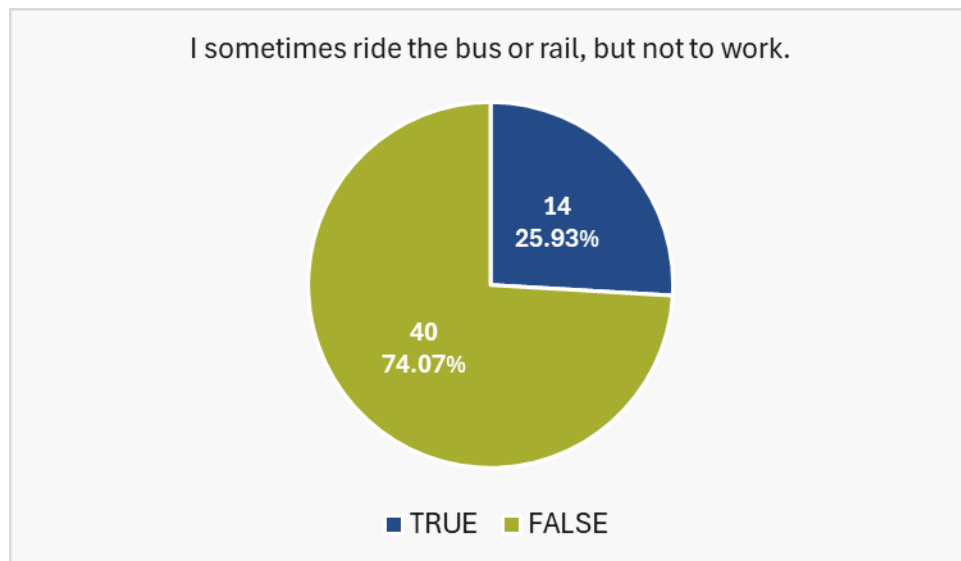


Figure 26. Use of Transit for Non-Work Commuting Trips.

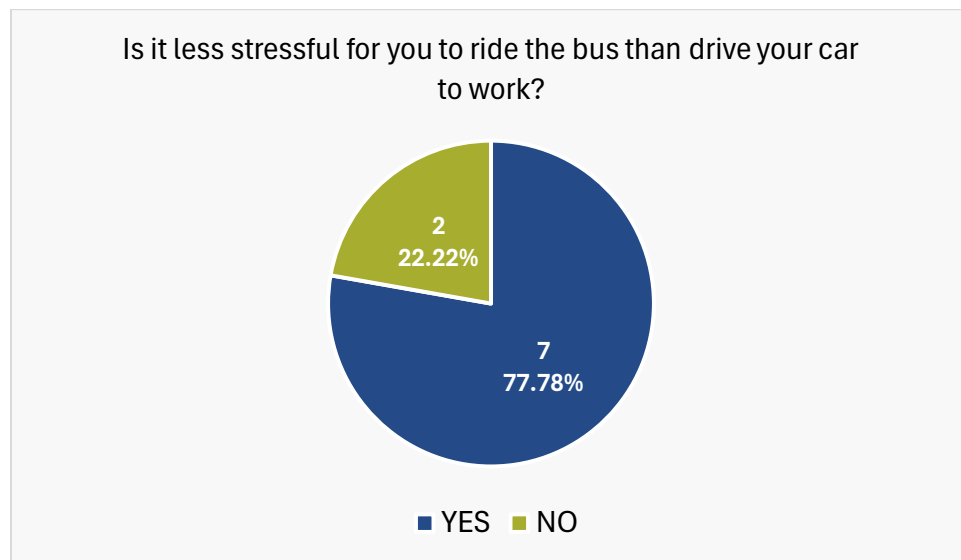


Figure 27. Impacts of Transit versus Drive Alone Commuting on Stress Among Transit Riders.

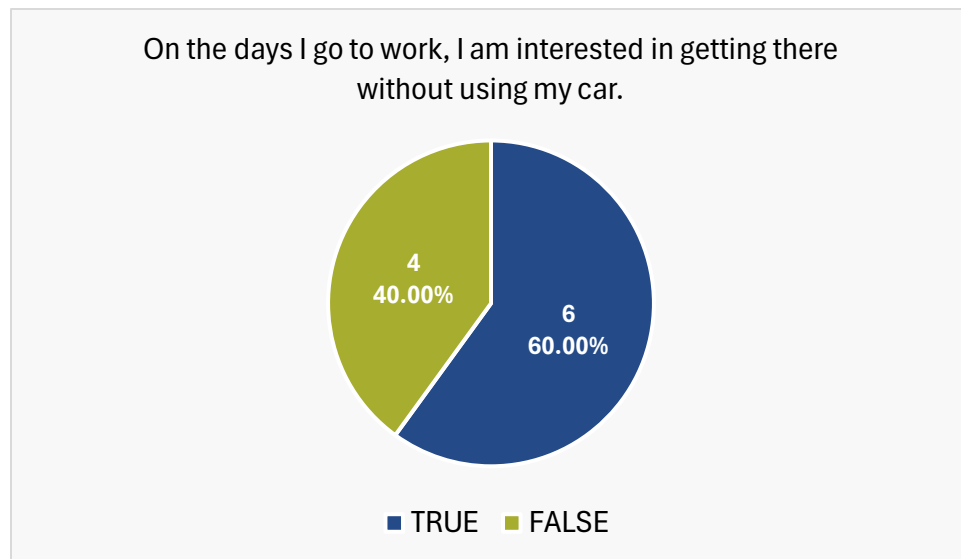


Figure 28. Interest in Mode Shift Among Teleworkers.

Transit Takeaways

Awareness of Pre-Tax Transit Benefit: 70.15% of non-transit riders respondents are aware that they can obtain a monthly transit pass using pre-tax deductions from their paycheck, while 29.85% are not (**Error! Reference source not found.**). In comparison, knowledge about purchasing a monthly transit pass directly from the paycheck among transit riders is nearly evenly split, with 50% knowing about this option and 50% not. This suggests a potential gap in understanding or communication. (**Error! Reference source not found.**). This indicates a strong level of awareness among some but also reveals a need for increased communication of the pre-tax transit benefit.

Proximity to Transit Stops: 21.05% of transit respondents find getting to the closest transit stop too far from their home, while 78.95% do not perceive this as an issue. This indicates that while distance concerns some, the majority find the transit stops reasonably accessible, and distance is not a barrier to using transit to get to work (Figure 23).

Driving to Transit Stops: 11.11% drive to a bus stop or park-and-ride to catch the bus, while 88.89% do not. This shows that most respondents who already use transit have adequate access to transit options without needing to drive first, though a small segment does drive to reach transit services. (Figure 24).

Driving vs. Using Transit: 20.69% of respondents believe they might as well drive the whole way if they need to drive to get to transit, compared to 79.31% who do not share this view. This suggests that for the majority, the perceived inconvenience of getting to transit does not outweigh its benefits. (Figure 25).

Occasional Use of Bus/Rail: 25.93% of respondents sometimes use the bus or rail but not for work, whereas 74.07% do not use these services at all or outside of their work commute. This indicates that while some people use transit for non-work-related trips, it is not widespread among the majority. (Figure 26).

Stress of Commute: 77.78% of transit commuters find riding the bus less stressful than driving to work, contrasting with 22.22% who do not. This shows that for most, public transit is perceived as a less stressful commuting option than driving. (Figure 27).

Interest in Non-Car Commute: 60% of respondents who telework and currently drive to work are interested in getting to work without using their car, while 40% are not interested. This demonstrates a favorable attitude towards active and shared commuting options among the majority, though a significant portion still prefers using their car. (Figure 28).

CARPOOLING / VANPOOLING

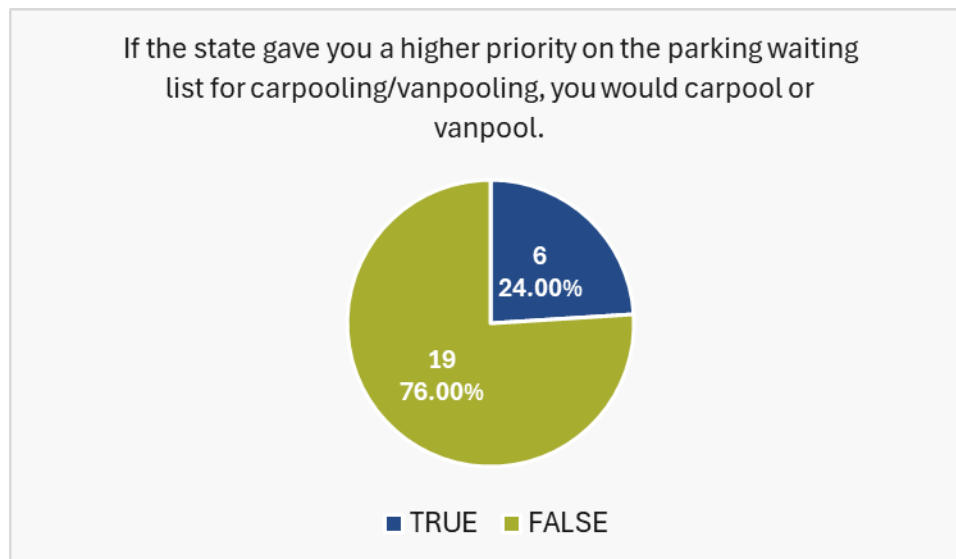


Figure 29. Interest in Carpooling/Vanpooling if Prioritized Higher on the State Parking Waiting List.

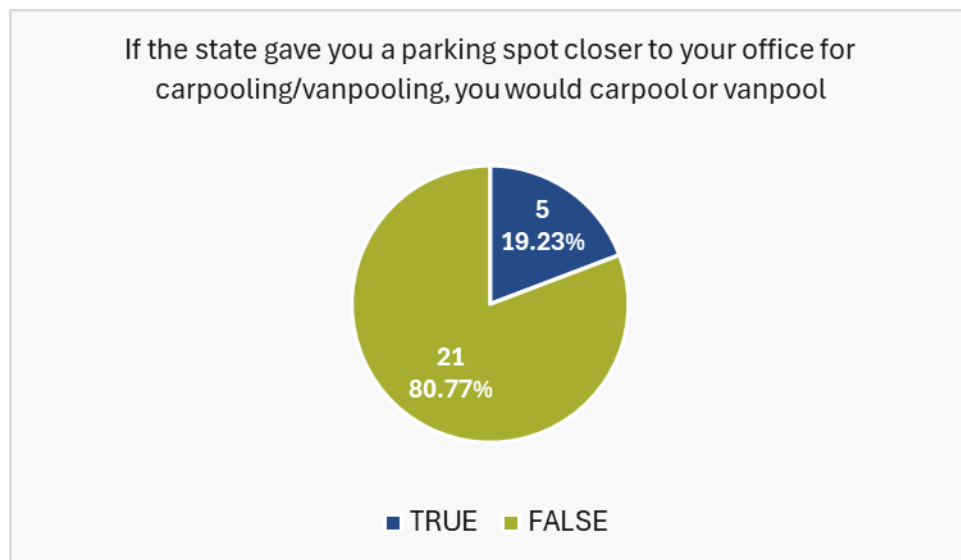


Figure 30. Interest in Carpooling/Vanpooling with Closer Parking as an Incentive.

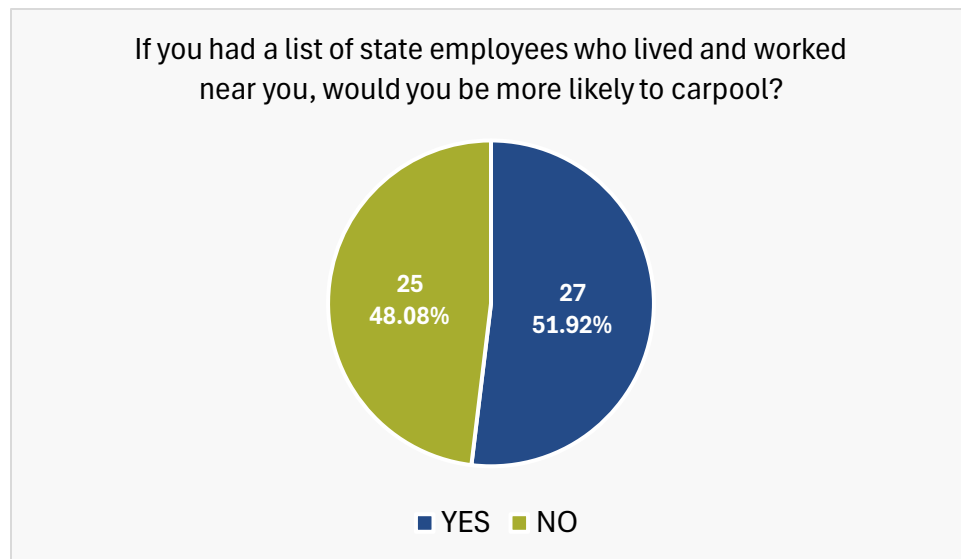


Figure 31. Interest in Carpooling/Vanpooling via Ridematching with State Employees Among Non-Carpooling Employees.

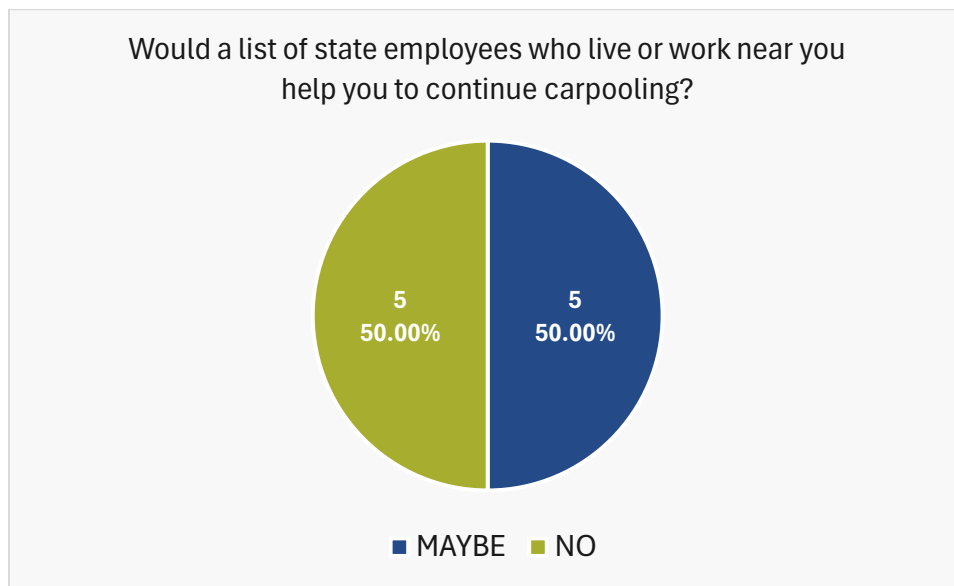


Figure 32. Interest in Carpooling/Vanpooling via Ridematching with State Employees Among Existing Carpoolers.

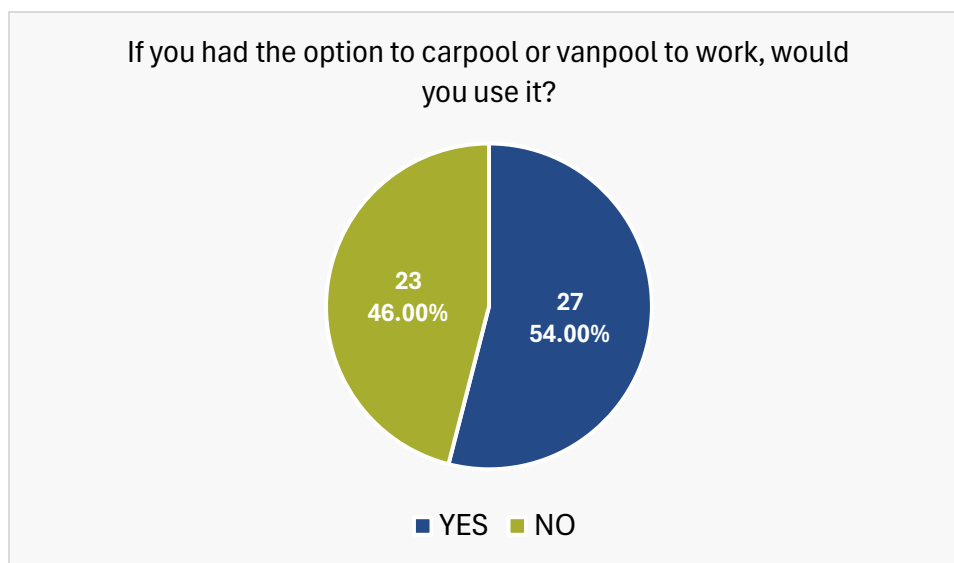


Figure 33. Interest in Carpooling/Vanpooling Among Employees who do not Currently Carpool..

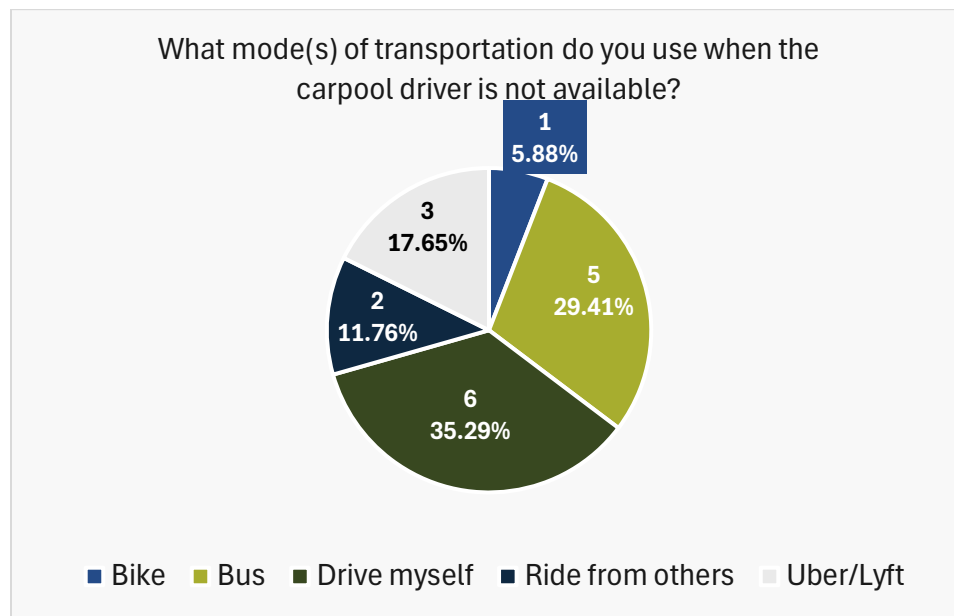


Figure 34. Alternative Transportation Options when the Primary Carpool Driver is Unavailable.

Carpool and Vanpool Takeaways

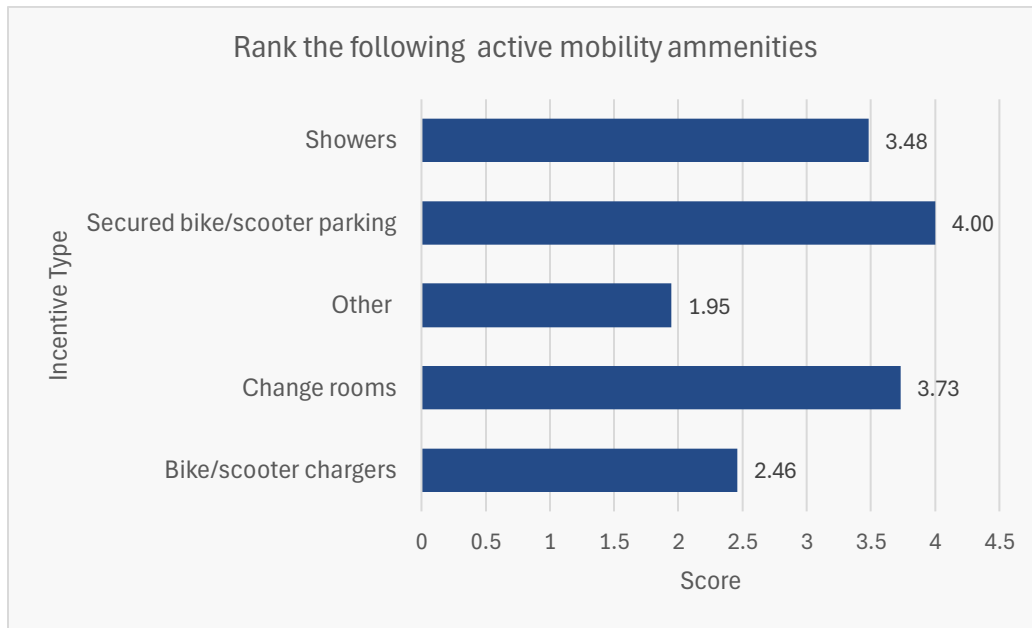
Parking Incentives: Neither a higher priority on the parking waiting list nor a closer parking spot significantly motivates most employees to consider carpooling or vanpooling. The response rate is below 25% for both scenarios. (Figure 29 and Figure 30).

Ridematching Information Availability: Providing a list of nearby employees marginally increases the likelihood of carpooling, with a slight majority (51.92%) indicating that this would encourage them to carpool. (Figure 31).

General Willingness vs. Specific Incentives: A noticeable discrepancy exists between general willingness to carpool (54%) and the effectiveness of specific parking-related incentives (19.23%-24%). This suggests that other factors may play a more significant role in the decision to carpool. (Figure 33).

Active and Shared Transportation Modes: When carpooling is not an option for those who regularly carpool, a significant portion of respondents will drive themselves to work (35.29%), followed by take public transportation (bus) (29.42%). Ride-hailing services are a less common but still relevant alternative, while getting a ride from others and biking are even less common. (Figure 34).

ACTIVE / SHARED MOBILITY



N=27

Figure 35 Ranking of Incentives by Type

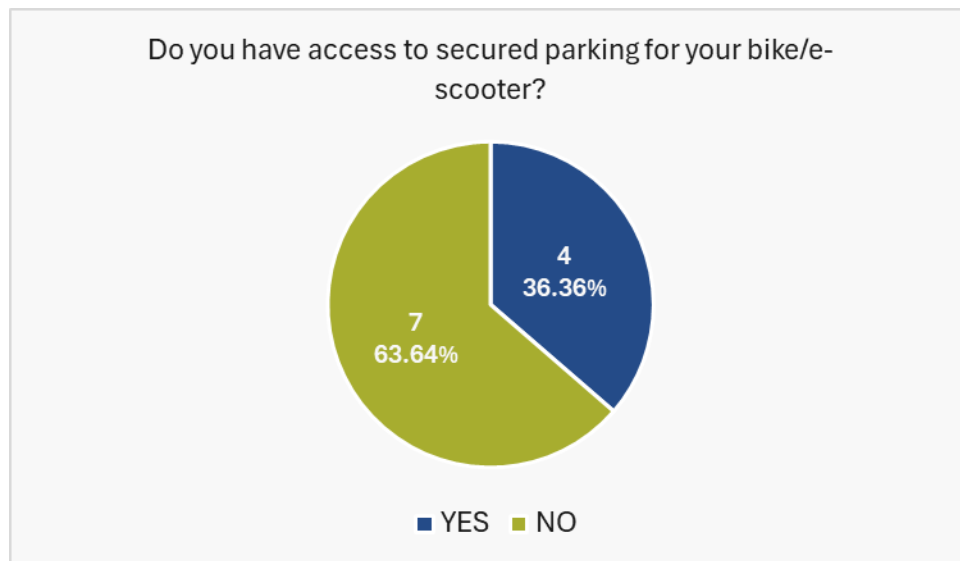


Figure 36. Access to Secured Parking for Micromobility Devices Among Biking and Rolling Commuters.

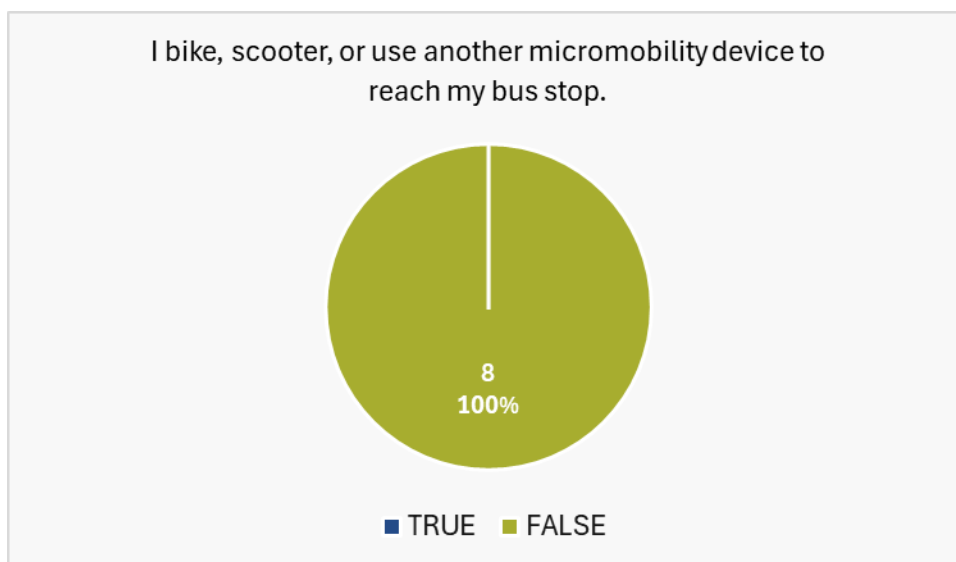


Figure 37. Use of Micromobility Options to Access Transit Among Transit Commuters.



Figure 38. Using Micromobility Options for Non-work Commuting Trips Among Those Who Commuter Less than 3 Miles.

Active and Shared Mobility Takeaways

Secure Parking for Micromobility Device: The majority of respondents (63.64%) who currently bike or roll to work do not have access to secure parking. When asked which active mobility amenities were most important to respondents who currently walk, roll, or bike to work, as well as those who use other modes to get to work, secure parking was identified as the top amenity. This indicates the importance of providing employees somewhere to securely park their micromobility devices.

Micromobility for Commuting vs. Non-Work Use: The consistent 100% in both not using micromobility to reach bus stops (Figure 37) and not riding bikes or e-scooters outside of work commutes (Figure 38) implies a general low use of micromobility among respondents who do not bike or roll to work.

TELEWORK (HYBRID)

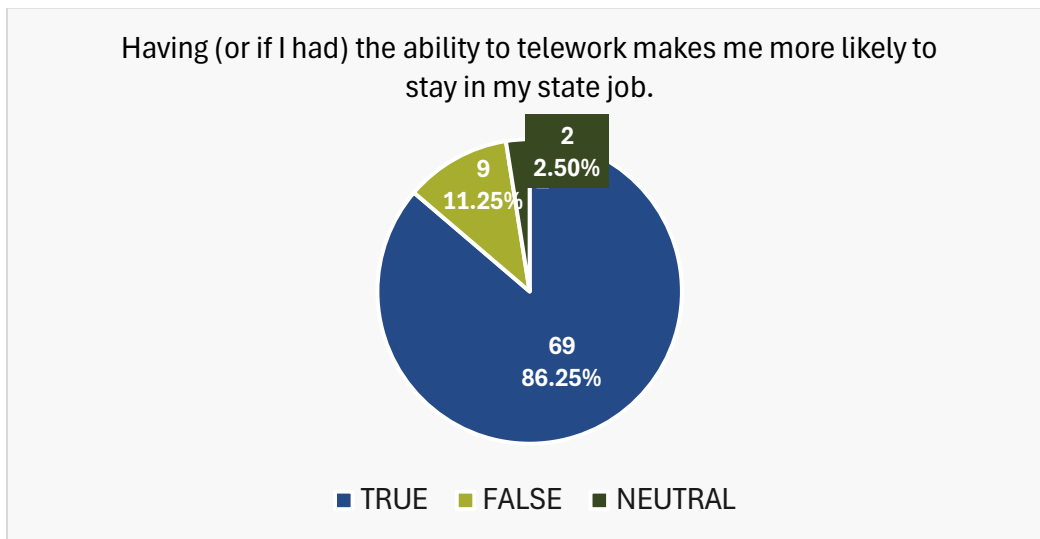


Figure 39. Likelihood to Remain a State Employee Due to the Availability of Telework.

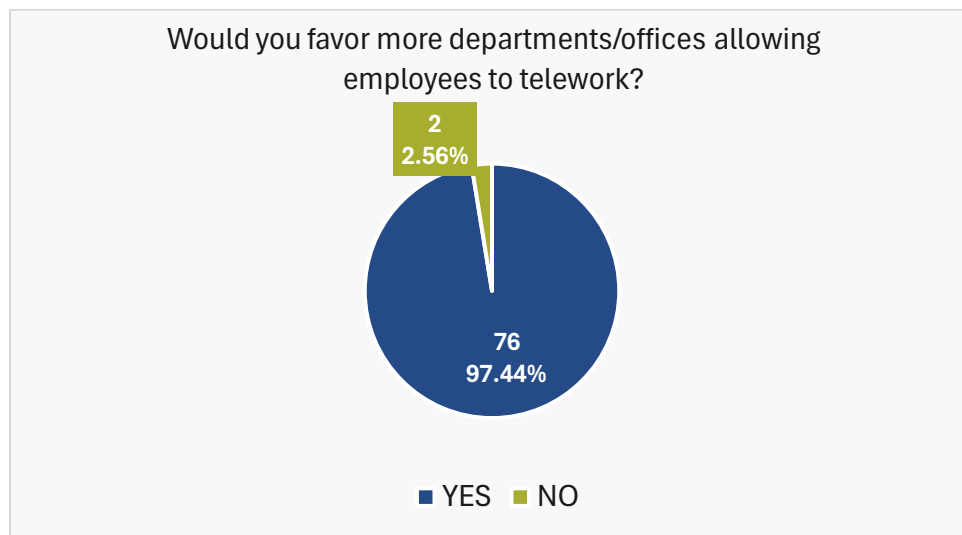


Figure 40. Expanding Telework Across State Departments.

Telework Takeaways

- Likelihood to Stay in State Job with Telework:** 86.25% of respondents indicated that having the ability to telework makes them more likely to stay in their state job, highlighting a strong preference for telework as a retention tool. In contrast, 11.25% disagreed, showing that a significant majority value telework as an important factor in job satisfaction (Figure 40).
- Support for Increased Telework Opportunities:** 97.44% of respondents favor more departments or offices allowing employees to telework, demonstrating even stronger support compared to the first question. In contrast, 2.56% are against expanding telework opportunities, indicating minimal opposition and reinforcing the high enthusiasm for telework among employees. (Figure 40).

APPENDIX - FOCUS GROUP FACILITATION PLAN