

GRANT AGREEMENT CERTIFICATION

I, **DANILO F. AGSALOG**, Director of Finance of the County of Maui, State of Hawaii, do certify that there is available appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the foregoing contract, i.e.

<u>Appropriation</u> <u>Index</u>	<u>Title</u>	<u>Amount Required</u>
<u>917745B</u> ✓	<u>MEO TRANSPORTATION SVC-GN FND (6317)</u>	<u>\$ 6,180,013.00</u>

GRANT AGREEMENT G 4546 MAUI ECONOMIC OPPORTUNITY, INC.

Dated this 3 day of AUGUST 2017
Grant Period: July 1, 2017 - June 30, 2018



DANILO F. AGSALOG
Director of Finance

MEO Transportation
Services for DHHC
ORDINANCE NO. 4456 (FY2018)

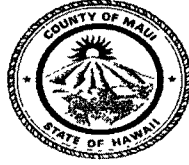
FY 2018

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Jh
8/19/17

ALAN M. ARAKAWA
Mayor



DANILO F. AGSALOG
Director of Finance

MARK R. WALKER
Deputy Director of Finance

COUNTY OF MAUI
DEPARTMENT OF FINANCE
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793

August 15, 2017

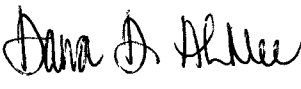
Maui Economic Opportunity, Inc.
P.O. Box 2122
Kahului, HI 96733

RE: MEO TRANSPORTATION SERVICES
GRANT NO. G4546

Dear Maui Economic Opportunity, Inc.:

Transmitted is a copy of the fully executed grant agreement for your file.

Sincerely,


Danilo F. Agsalog
Director of Finance

DFA:dda
Enclosure

xc: Department of Transportation

GRANT AGREEMENT OF COUNTY FUNDS

G4546

<u>Source of Funds:</u>	917745B/6160	
	MEO Transportation Services	
	General Fund Operation	\$6,180,013.00
<u>Total Certification Requested from County:</u>		\$6,180,013.00

THIS AGREEMENT, made this 16th day of August, 2017, by and between MAUI ECONOMIC OPPORTUNITY, INC., ("MEO"), a Hawaii nonprofit corporation, whose mailing address is P. O. Box 2122, Kahului, Maui, Hawaii 96733, hereinafter called the "GRANTEE", and the COUNTY OF MAUI, a political subdivision of the State of Hawaii, whose principal place of business is 200 South High Street, Wailuku, Maui, Hawaii 96793, hereinafter called "COUNTY".

W I T N E S S E T H:

WHEREAS, the County Council and the Office of the Mayor of the County of Maui have determined that it is in the public interest to provide COUNTY funds for transportation services for the youth, elderly, disadvantaged, disabled persons, persons in rural areas, non-emergency transportation services for kidney dialysis patients and the general public; and

WHEREAS, the Office of the Mayor and the Department of Transportation of the County have reviewed and approved the GRANTEE'S application for a grant of COUNTY funds in furtherance of these public purposes;

NOW, THEREFORE, the COUNTY and GRANTEE in consideration of the mutual promises hereinafter set forth hereby agree as follows:

A Scope of Work. GRANTEE shall furnish, supply and pay for labor, transportation, materials, tools, equipment and other costs and expenses necessary to provide transportation services in accordance with the terms and conditions of this Grant Agreement. GRANTEE shall provide transportation services as described in Attachment (1), Exhibits "A" through "M", attached hereto and made a part hereof.

B. Project Budget. The COUNTY agrees to make available as a grant to the GRANTEE, a sum not to exceed SIX MILLION ONE HUNDRED EIGHTY THOUSAND THIRTEEN AND NO/100 DOLLARS (\$6,180,013.00), in grant funds. GRANTEE agrees to use the grant funds for salaries and other operational costs for implementation of transportation services for the youth, elderly, disadvantaged, disabled persons, persons in rural areas, non-emergency transportation services for kidney dialysis patients and the general public as set forth in this Agreement and in accordance with the Budget attached hereto as Exhibit "L".

C. Performance Schedule. The duration of this agreement will be from July 1, 2017 to June 30, 2018.

D. General Conditions. In consideration of a grant of County funds, the Grantee shall agree to and complete its Program in accordance with the General Terms and Conditions in Exhibit "M" attached hereto and made a part hereof.

E. Reporting Requirements. The GRANTEE shall submit to the COUNTY: (1) A monthly statistical report by the tenth (10th) day of each month that provides passenger counts by program and

geographical region; and (2) A Quarterly Allotment Request due not later than the thirtieth (30th) day of the month, following the end of the quarter, as follows:

<u>Report Period</u>	<u>Due to the County No Later Than</u>
First Quarter (July-Sept 2017)	October 31, 2017
Second Quarter (Oct-Dec 2017)	January 31, 2018
Third Quarter (Jan-Mar 2018)	April 30, 2018
Fourth Quarter (Apr-Jun 2018)	July 31, 2018

The Quarterly Allotment Requests shall be submitted in a timely manner and authenticated as to its accuracy by the GRANTEE, verified by a designated COUNTY official, and shall include a certification by the GRANTEE that the work for which payment was received was performed in accordance with the terms of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed the Agreement the day, month and year first above written.

GRANTEE:


MAUI ECONOMIC OPPORTUNITY, INC.

By Debra A. Cabebe
(Signature)


Debra A. Cabebe
(Print Name)

Its CEO
(Title)

COUNTY OF MAUI


By 
~~ALAN M. ARAKAWA~~ Keith A. Regan
Its Mayor ~~Managing Director~~

APPROVAL RECOMMENDED:


DON MEDEIROS
Director, Department of
Transportation


LYNN ARAKI-REGAN
Budget Director

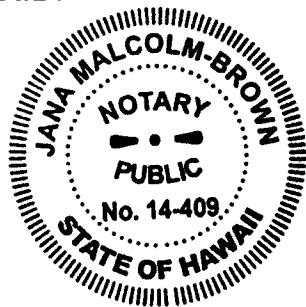
APPROVED AS TO FORM
AND LEGALITY:


JERRIE L. SHEPPARD
Deputy Corporation Counsel
County of Maui

STATE OF HAWAII)
) SS.
COUNTY OF MAUI)

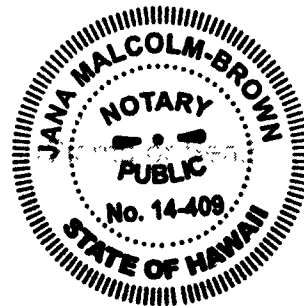
On this 21st day of JULY, 2017,
before me personally appeared DEBRA A. CABEBE, to me
personally known, who, being by me duly sworn or affirmed did say
that such person executed the foregoing instrument as the free act
and deed of such person, and if applicable in the capacity shown,
having been duly authorized to execute such instrument in such
capacity.

IN WITNESS WHEREOF, I have hereunto set my hand and
official seal.



Jana Malcolm-Brown
Notary Public, State of Hawaii
Print Name: JANA MALCOLM-BROWN
My commission expires: 11/16/18

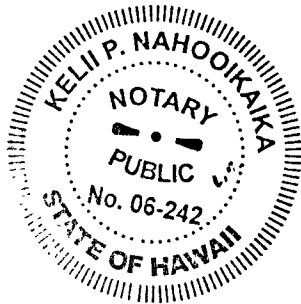
NOTARY PUBLIC CERTIFICATION		
Doc. Date:	<u>NOT DATED AT TIME OF NOTARY</u>	# Pages: <u>35</u>
Notary Name:	<u>JANA MALCOLM-BROWN</u>	Judicial Circuit: <u>21D</u>
Doc. Description:	<u>COUNTY OF MAUI - DEPT</u> <u>OF TRANSPORTATION - GRANT</u> <u>AGREEMENT G4546</u>	
Notary Signature:	<u>Jana Malcolm-Brown</u>	
Date:	<u>7/21/17</u>	



STATE OF HAWAII)
) SS.
 COUNTY OF MAUI)

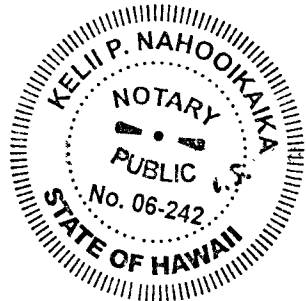
On this 15th day of August, 2017, before me personally appeared ~~ALAN M. ARAKAWA~~ ^{Kelii P. Nahookaika} to me personally known, who being by me duly sworn, did say that he is the ~~Mayor~~ ^{Managing Director} of the County of Maui, a political subdivision of the State of Hawaii, and that the seal affixed to the foregoing instrument is the lawful seal of the said County of Maui, and that the said instrument was signed and sealed on behalf of said County of Maui by authority of its Charter; and the said ~~ALAN M. ARAKAWA~~ ^{Kelii P. Nahookaika} acknowledged the said instrument to be the free act and deed of said County of Maui.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal.



Kelii P. Nahookaika
 Notary Public, State of Hawaii
 Print Name: KELII P. NAHOOIKAIKA
 My commission expires: 4 30 18

NOTARY PUBLIC CERTIFICATION	
Doc. Date: <u>8 15 17</u>	# Pages: <u>35</u>
Notary Name: <u>KELII P. NAHOOIKAIKA</u>	Judicial Circuit: <u>2nd</u>
Description: <u>grant agreement of county funds</u>	
Notary Signature: <u>Kelii P. Nahookaika</u>	
Date: <u>8 15 17</u>	



TRANSPORTATION SERVICES
FY 2018

TARGET POPULATION:

Maui County's youth, elderly, disabled, low-income individuals, persons with special needs, and disadvantaged individuals not served by public transit.

SCOPE OF WORK:

GRANTEE, Maui Economic Opportunity, Inc. (GRANTEE), shall furnish, supply and pay for labor, transportation, materials, tools, equipment and other costs and expenses necessary to provide transportation service in accordance with the terms and conditions described in Exhibits "A" through "K" attached hereto and made part of hereof.

BUDGET:

The County of Maui agrees to provide grant funds in the amount of \$6,000,440 for salaries and other operational costs for the implementation of transportation services as described in the exhibits attached hereto and set forth in the attached budget.

General Services..... \$ ~~6,180,013~~

PERFORMANCE SCHEDULE:

The duration of the agreement shall be from July 1, 2017 to June 30, 2018

GENERAL CONDITIONS:

1. GRANTEE shall ensure that all vehicles are safe to operate, that all drivers are properly certified to operate the vehicle and all equipment thereon, that all drivers are trained to safety standards and in First Aid and CPR, and that all vehicles will carry first aid supplies to cover basic first aid emergencies.
2. GRANTEE shall utilize Ecolane software and all necessary hardware for scheduling and dispatching to comply with National Transportation Database and FTA reporting. All information and/or reports gathered from the system shall be made fully accessible to Maui Department of Transportation (MDOT) for monitoring and reporting purposes. GRANTEE shall provide ongoing training and support to all personnel utilizing the software and hardware (drivers, dispatch, schedulers, etc.) to ensure accuracy of all input.
3. Grantee shall provide data as requested by MDOT on a periodic basis, where such information is needed to prepare reports, comply with audits or evaluate programs on a cooperative basis.
4. To the extent possible, GRANTEE shall provide consistent and reliable service, especially in the pick-up, arrival, and return of the clients, taking into consideration possible emergencies or unforeseen delays.

5. GRANTEE shall assist passengers as they board and exit vehicles.
6. New clients for all county funded programs must be properly assessed by GRANTEE before they can be placed on GRANTEE'S transportation pickup list. The sponsoring program or individual shall submit an appropriate application, with supporting documentation if required. Within two (2) weeks from the date the GRANTEE receives the application the GRANTEE shall conduct a site inspection and inform the sponsoring program and/or client if and when service can begin. Clients who will be picked up at previously approved sites do not require the site inspection.
7. GRANTEE shall conduct an orientation for all new clients covering the following:
 - The date that initial pick-up shall begin.
 - The designated location (pick-up station) where they should wait for pick up.
 - The time that they shall be picked-up.
 - Donation policy and procedures.
 - Whom to call to temporarily suspend service.
 - Review of rider rules.
8. In the event the GRANTEE is unable to accept a new client for whatever reason, or the GRANTEE must terminate service to a current client, the GRANTEE shall consult with the County prior to taking adverse action. Upon County concurrence, the GRANTEE shall notify the client and the sponsoring agency (if any), in writing of the reason for the denial or termination. Notification shall be sent via certificated mail.
9. GRANTEE shall make every effort to pick up clients on or before their designated pick-up time. Sponsoring agencies shall remind their clients that they must be present and ready for pick-up at their designated time and location. Buses shall not remain at a pick-up location more than five (5), (ten (10) for dialysis trips), minutes beyond the designated pick-up time.
10. GRANTEE shall provide information to clients/caregivers/agencies regarding routes, pick-up points, pick up and return times, and changes in the schedule. If pick-up times or return times vary from the established schedule the GRANTEE shall inform the clients/caregivers/agencies of the change.
11. In the case of an emergency, if the GRANTEE must delay or is unable to provide service, the GRANTEE shall notify affected programs as soon as practical. Depending on the situation (type of emergency, time of day, location of client, etc.), the GRANTEE and sponsoring agencies shall jointly determine who shall notify the clients.
12. GRANTEE shall report accidents involving program clients to appropriate sponsoring agency as soon as practical but not later than 24 hours after the occurrence.
13. GRANTEE may, with a thirty (30) day advance notice, conduct up to three (3) staff training days during this grant period. GRANTEE shall coordinate training days with sponsoring agencies to avoid disruption of services.
14. GRANTEE shall conduct annual client satisfaction surveys for all services. A report containing aggregate survey findings and copies of the survey instruments shall be

distributed to the COUNTY.

15. Any transportation request that is not included in the grant shall be considered utilizing the following criteria:
 - a. The request is in the best interest of the client.
 - b. It is safe for the client and the GRANTEE.
 - c. The GRANTEE has available resources.

16. GRANTEE shall issue bus rules to all riders prior to the first ride.

EXHIBIT SCHEDULE

Exhibits A-M

- A. SENIOR SERVICES TRANSPORTATION
- B. NUTRITION PROGRAM TRANSPORTATION
- C. KA LIMA O MAUI, EASTER SEALS AND ARC OF MAUI TRANSPORTATION SCHEDULE
- D. EMPLOYMENT TRANSPORTATION FOR PERSONS WITH DISABILITIES, LOW-INCOME, OR ECONOMICALLY CHALLENGED
- E. RURAL SHOPPING SHUTTLES
- F. YOUTH TRANSPORTATION PROGRAM
- G. ~~MAUI ADULT/NIHEI VETERANS DAY CARE, HALE MAKUA DAY HEALTH (Will provide service on County and State holidays. Will not provide service on Federal holidays.~~
- H. COMMUNITY TRANSPORTATION NEEDS
- I. ALA HOU TRANSPORTATION
- J. DIALYSIS
- K. RIDER RULES
- L. TOTAL TRIPS PROVIDED AND NUMBER OF UNDUPLICATED CLIENTS SERVED
FEDERAL POVERTY GUIDELINES
- M. GENERAL TERMS & CONDITIONS

EXHIBIT "A"
SENIOR SERVICES TRANSPORTATION

SENIOR SERVICES TRANSPORTATION

Senior Services allow seniors to participate in activities and events with Kaunoa Senior Services and throughout the community. Some clients may require house-to-house pick up and returns. Each route shall be assigned at least one vehicle. Schedules will be based on requests and availability of resources.

Frequency	Pick-up and Return Points	Arrival Time
2 times/week	Paia, Haiku, Kihei, Wailea, Kaunoa	Morning / Afternoon
3 times/week	Kula, Makawao Pukalani, Haliimaile, Kaunoa	Morning / Afternoon
4 times/week	Kahului, Wailuku, Waikapu, Kaunoa	Morning / Afternoon
8 times/month (including Saturday)	To be designated by Kaunoa for Pacesetter activities	Morning / Evening
1 time/year Senior Fair	Curb to curb and/or designated sites	Morning / Afternoon
3 times/year Senior Club Excursions (Maui & Molokai)	Curb to curb and/or designated sites	Morning / Afternoon/ Evening
1 time/year Kupuna Aloha Luncheon	Curb to curb and/or designated sites	Morning / Afternoon
176 trips per year (including Saturday) Leisure/Wellness and Nutrition Excursions	Curb to curb and/or designated sites	Morning / Afternoon/ Evening
Senior Club Meetings	Curb to curb and/or designated sites	Morning
3 times/year Lanai Senior Club Excursions	Designated Senior Club	Morning / Afternoon;

Estimated trip count per year **23,350**

A. Kaunoa Leisure/Wellness -Scheduled days and arrival and return times are determined based on the needs of the clients and through mutual agreement between Kaunoa and the GRANTEE. In addition, Kaunoa may request additional service based on the needs of its clients and the GRANTEE's availability of resources. Kaunoa shall give at least a two (2) week written notice to the GRANTEE to properly arrange for the additional service.

B. Senior Fair - Seniors are transported to and from the senior fair with pickups from and returns to various sites, as well as curb to curb service for clients who are unable to meet at a site.

C. Senior Club Excursions - Senior clubs that are members of the Senior Planning and Coordinating Council on the islands of Maui, Molokai and Lanai are allotted up to three (3) excursions per fiscal year. In addition to the three (3) excursions, senior clubs may attend either the Lani Fest or Haiku Fest. Additional excursions may be granted based on the GRANTEE's availability of resources. All

excursion reservations must be made at least two (2) weeks in advance.

D. Kupuna Aloha Luncheon - Seniors are transported to and from the Annual Kupuna Aloha Party with pickups from and returns to various sites. Curb to curb service is available for clients who are not able to meet at a site.

E. Kaunoa Leisure/Wellness and Nutrition Excursions - Transportation service is provided for excursions for clients participating in the Kaunoa Leisure/Wellness and Nutrition programs. Additional excursions may be granted based on the GRANTEE's availability of resources. All excursion reservations must be made at least two (2) weeks in advance. GRANTEE shall confirm receipt of all excursion reservation requests to the appropriate Kaunoa program. GRANTEE shall notify the respective Kaunoa program seven (7) days prior to the excursion of any revisions (i.e. house to house lists, center lists, etc.) made to excursion reservations.

F. Lanai Excursions - Senior clubs on Lanai are transported three (3) times per year to and from the harbor allowing members to participate in excursions on the island of Maui. Additional excursions may be granted based on the GRANTEE's availability of resources. All excursion reservations must be made at least two (2) weeks in advance.

G. Meetings - Senior Club members are provided site or curb to curb transportation taking members to and from various senior club meetings. Additional services may be granted based on the GRANTEE's availability of resources. All reservations must be made at least two (2) weeks in advance.

The General Conditions listed above apply, along with the following:

1. Clients shall not ride the bus continuously for more than one (1) hour unless they reside more than twelve (12) miles away from their final destination.

2. Any delay in pick-ups from Kaunoa sites shall be relayed to Kaunoa as soon as possible. Kaunoa shall inform clients at the site of the delay.

3. Grantee staff shall notify senior club coordinators and/or senior club presidents of any delay to senior club meeting and excursion pick up or drop off times.

4. GRANTEE shall gather and maintain daily records tracking the number of passengers picked-up and returned for each route. Information shall be used to analyze needs of the clients.

5. Kaunoa staff shall be responsible for communicating any changes in the regularly scheduled runs described in Item A above to its clients.

6. Grantee shall be responsible for communicating to the Maui Senior Planning and Coordinating Council (P&CC) any changes that affect the Maui, Molokai or Lanai Senior Club excursions or meetings.

7. GRANTEE shall consult with Kaunoa and the Senior Planning and Coordinating Council to avoid conflicts between major transportation events and trips planned by Kaunoa or the Senior Clubs. The

P&CC, Kaunoa and GRANTEE shall work out an alternative schedule should a conflict occur.

8. At the request of Kaunoa's Leisure/Wellness program, and given a two (2) week advanced notice, GRANTEE shall make amendments or deviations of the above schedule to include changes in pick-ups or returns, times, service days or site based on the needs of the clients. In addition, the GRANTEE shall provide notice to the Leisure/Wellness program office of delays that will deviate 15 minutes or more from times provided on reservation requests.

9. The County of Maui Transportation Department shall monitor bus transportation services. Service will be adjusted as needed. The GRANTEE and Kaunoa shall meet no less than quarterly to discuss and resolve issues pertaining to bus transportation. The GRANTEE shall meet separately with the P&CC officers to discuss transportation services. A written overview of the discussion and agreed upon remedies shall be maintained by the GRANTEE. Documentation from these meetings shall be included in the GRANTEE's quarterly reports.

10. GRANTEE shall provide blackout calendar dates to Kaunoa, Senior Clubs and MDOT at the beginning of the contract year. Should any dates change, GRANTEE shall notify Kaunoa, Senior Clubs and MDOT of any changes.

11. GRANTEE shall not provide service on Federal, State, and County holidays.

EXHIBIT "B"
NUTRITION PROGRAM TRANSPORTATION

Nutrition program transportation service allows elderly and disabled clients the opportunity to participate in Kaunoa Senior Services' Congregate Nutrition program. Clients are transported from designated pick-up sites to the following congregate dining sites:

Congregate Nutrition Sites	Service Days	Drop Off / Return Time
Hale Mahaolu Akahi	Monday-Friday	8:30 a.m. / 11:30 a.m.
Hale Mahaolu Elua	Monday/Wednesday/Friday	8:30 a.m. / 11:30 a.m.
Kahului Union Church	Tuesday/Thursday	8:30 a.m. / 11:30 a.m.
Kihei	Tuesday/Friday	8:30 a.m. / 11:30 a.m.
Kula	Tuesday/Friday	8:30 a.m. / 11:30 a.m.
Lahaina/Honolua (West side)	Monday/Wednesday/Friday	8:30 a.m. / 12 noon
Paia/Haiku (Upcountry)	Monday/Thursday	8:30 a.m. / 11:30 a.m.
Makawao, Haliimaile, Pukalani (Upcountry)	Monday/Thursday	8:30 a.m. / 11:30 a.m.
Wailuku	Monday/Wednesday	8:30 a.m. / 11:30 a.m.
Waikapu	Tuesday/Friday	8:30 a.m. / 11:30 a.m.
Hana/Keanae	Tuesday/Thursday/Friday	8:30 a.m. / 11:30 a.m.
Molokai	Monday - Friday	8:30 a.m. / 12 noon
Lanai	Monday - Friday	9:00 a.m. / 11:30 a.m.

Estimated trip count per year **22,000**

The General Conditions listed above apply, along with the following:

1. Any delay in pick-ups from Kaunoa's Congregate Nutrition sites shall be relayed to the site as soon as possible. Kaunoa shall inform clients at the Congregate Nutrition site of the delay.
2. Clients shall not ride the bus continuously for more than one (1) hour unless they reside more than twelve (12) miles away from their final destination.
3. GRANTEE shall gather and maintain daily records tracking the number of passengers picked-up and returned for each route. Information shall be used to analyze needs of the client and Kaunoa Senior Services.
4. Kaunoa staff shall be responsible for communicating any changes to the regularly scheduled runs described in Exhibit B to its clients.
5. At the request of Kaunoa's Congregate Nutrition program, and given a two (2) week advanced notice, GRANTEE shall make amendments or deviations of the above schedule to include changes in pick-ups or returns, times, service days or site based on the needs of the clients.
6. GRANTEE shall not provide service on Federal, State and County holidays.

EXHIBIT "C"

KA LIMA O MAUI, EASTER SEALS AND ARC OF MAUI TRANSPORTATION SCHEDULE

Specialized transportation for clients with special needs who participate in program activities at Ka Lima O Maui and Easter Seals. Most clients require house-to-house pick up and returns.

Ka Lima and Easter Seals are identified as adult clients with special needs and/or disabilities. This includes, but is not limited to, the following groups:

- 1) Chronically mentally ill
- 2) Physically disabled
- 3) Developmentally disabled
- 4) Economically disadvantaged

Service Area	Service Days	Drop Off / Return time
Kahului	Monday-Friday	8:00 a.m. / 2:10 p.m.
Wailuku	Monday-Friday	8:00 a.m. / 2:10 p.m.
Upcountry	Monday-Friday	8:00 a.m. / 2:10 p.m.
Kihei	Monday-Friday	8:00 a.m. / 2:10 p.m.

Estimated trip counts per year 16,000

The General Conditions listed above apply, along with the following:

- 1. Typically clients shall be transported to the designated site to arrive no later than 8:00 a.m. and be picked up no later than 2:10 p.m., however later returns are available based on client needs and availability of resources.
- 2. Service is provided five (5) days per week, Monday through Friday, excluding Federal, State and County holidays.
- 3. Clients shall not ride the bus continuously for more than one (1) hour unless they reside more than twelve (12) miles away from their final destination.
- 4. At the request of the agency, client and/or caregiver, and given a two (2) week advanced notice, GRANTEE shall make amendments or deviations of the above schedule to include changes in pick-ups or returns, times, and service days based on the needs of the clients.

EXHIBIT "D"
EMPLOYMENT TRANSPORTATION FOR PERSONS WITH DISABILITIES,
LOW-INCOME OR ECONOMICALLY CHALLENGED

To eliminate barriers to finding and maintaining employment and promote self-sufficiency, employment transportation assists adults with special needs, and low income or economically challenged individuals get to and from work.

Low income individuals may receive service for up to one (1) year of employment. To continue to receive service beyond the year an individual's income may not exceed 125% of the Federal Poverty Guidelines and thereafter must submit a bi-annual income verification. Exceptions shall be granted for individuals who are over-income and due to work hours and/or location are unable to secure an alternate means of transportation to get to and from work.

Special Needs individuals shall receive service regardless of income if the individual is enrolled in an employment and training program, or if due to work hours and/or location the individual is unable to secure an alternate means of transportation.

Service shall be available throughout the communities of central, south, west, and upcountry Maui.

Service Area	Service Days (Excludes Holidays)	Pick Up / Return Time
Kahului/Wailuku (Central)	Monday-Saturday	Morning/Afternoon/Evening,
Lahaina/Honolua (West)	Monday-Saturday	Morning/Afternoon/Evening,
Kihei (South)	Monday-Saturday	Morning/Afternoon/Evening,
Makawao/Pukalani/Kula (Upcountry)	Monday-Saturday	Morning/Afternoon/Evening,

Estimate trip counts per year **16,800**

The General Conditions listed above apply, along with the following:

1. GRANTEE shall provide this service six (6) days per week, Monday through Saturday, excluding Federal, State and County holidays. Monday through Saturday pickup and drop-off times will be flexible (between 5:00am and 10:00 p.m.) based on client needs.
2. Clients shall not ride the bus continuously for more than one (1) hour unless they reside more than twelve (12) miles away from their final destination.
3. Should a rider fail to appear within five minutes of a scheduled ride, he/she shall be marked as a "no show". Should a rider need a ride after being marked a "no-show" he/she may request a ride under a "will call". Will call rides are scheduled based on the next available bus.

EXHIBIT "E"
RURAL SHOPPING SHUTTLES

To meet the needs of the outlying rural communities by providing curb-to-curb rides that stop at various medical, financial, and shopping facilities primarily throughout the central corridor of the islands of Maui and Molokai as well as within Lana'i City and Hana.

Service Area	Frequency	Begins & Ends
HAKU	3 times/week	8:00 a.m. - 12:30 p.m.
HALIMAILE	3 times/week	8:00 a.m. - 12:30 p.m.
HANA/KEANAE/PEAHU	4 times/week	6:30 a.m. - 1:00 p.m.
From Hana to Kahului and Return	1 time/month (2 buses on bulk shopping day)	6:30 a.m. - 2:00 p.m.
In Hana	5 times/week	8:00 a.m. - 12:30 p.m.
PAIA	3 times/week	8:00 a.m. - 12:30 p.m.
KULA	3 times/week	7:30 a.m. - 12:30 p.m.
MAKAWAO	3 times/week	8:00 a.m. - 12:30 p.m.
PUKALANI	3 times/week	8:00 a.m. - 12:30 p.m.
KAHULUI	3 times/week	8:00 a.m. - 12:30 p.m.
HALE MAHAOLU I (Akahi)	3 times/week	8:00 a.m. - 1:00 p.m.
HALE MAHAOLU II (Ehua)	3 times/week	8:00 a.m. - 1:00 p.m.
HALE MAHAOLU V (Ehima)	3 times/week	8:00 a.m. - 1:00 p.m.
HALE MAHAOLU VI (Eono) / LAHAINA SR CENTER / PULANI	3 times/week	8:30 a.m. - 11:30 a.m.
WAIKUKU / WAIKAPU	3 times/week	8:00 a.m. - 12:30 p.m.