

APPENDIX **B**

Lihue Civic Center	
SITE IMPROVEMENTS QUESTIONNAIRE SUMMARY TABLE	
Original summary (41): 9/16/2003; updated (5): 12/24/03	
Responses	# of Responses
1. Civic Center Likes	
Convenience	8
Central Location	11
Centralization of government agencies	14
Mix of uses, businesses close by, walkable (banks, PO, Big Save, eateries, school)	13
Mall (facilitates social interaction)	1
Benches (in mall, park)	5
Parking Convenient	1
Large canopy trees	6
Minimal business signage	1
Parking adequate as-is	4
Historic Buildings, History of Lihue	7
School children	1
Mix of uses	1
"Mom and Pop" businesses	1
Views of Haupu	1
Bus shelter	1
County Lawn/"Green" in front of Historic County Bldg.	5
Japanese Garden, landscaping	1
Isenberg memorial park	1
Mix of architecture, décor	3
Memorials (but no new ones)	1
Low height of buildings	1
Water fountains, bathrooms	1
Vegetable vendor (sells weekly)	1
2. Civic Center Dislikes	
Parking (No parking/lack of parking/illegal parking, no clear distinction between public and government parking, layout)	24
Street parking on Rice	1
No service delivery area	1
Lack of trees, expanse of parking without trees	14
No place to relax, eat lunch, benches	4
Poor infrastructure	1
Lack of aesthetics, features, points of interest, sense of civic center, pride of place	12
Damage from skateboarders	1
Vagrants, Homeless	4
Need variety of food service	8
Slippery sidewalks (tiled areas)	1
Improved information desk hours (M-F till 4:30 pm)	1
Permit station needs to be secured	1
Separate restrooms for employees and public	1
Overhead power lines	1
Not pedestrian friendly (lacks sidewalks, too narrow no continuity, shade, shelter from bad weather, car-centered design, poor ADA accessibility)	13
Dangerous streets (Too many cars, traffic, car-centered Lihue, speeds, dangerous intersections Rice/Eiwa, Hardy/Kuhio, left turn from Elua)	9

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Responses	# of Responses
Town dies at night	1
Lack of maintenance (i.e. neglected 2 fountains on mauka side of County bldgs, ethnic memorials, County "Green", mildew on Moikeha, picnic benches not clean)	10
Inconvenient location of crosswalks (removal of crosswalk by Post Office)	5
Big Save location in Civic Center (need to relocate nearby)	3
Verizon location in Civic Center (land swap and reuse 20s neoclassical bldg for County uses)	1
Chickens	1
Air conditioning system could be improved	3
No parking on Rice Street	1
No bus stop on Rice Street	1
Strip-mall feel of Moikeha/Kapule buildings	1
Empty, barren, uninviting, gloomy ambiance	2
Old Gem building vacant	1
Lack of Employee Aloha	1
County buildings without windows	3
Lack of appropriate smoking areas, litter	1
Delivery area of Big Save scattered and disorganized	1
State Office Building and DOH Architecture	1
3. What changes/improvements	
Parking	8
Change inconvenient crosswalk locations	4
Parking structure (suggestions: property across Kuhio, tied to Civic Center by pedestrian path, provide shuttle)	5
Underground parking	1
Control/Enforce parking: assigned stalls, stickers	2
Remove meters at State parking lots	1
Improve aesthetics (paint, sprucing up)	4
Employee dining area	3
More eateries/kiosks/lunch wagons/coffee shops/snack bars	13
Bring Activities to Civic Center (Farmers Market, entertainment, artisans)	4
Cleanliness	1
More trees, canopy trees, landscaping, green areas	17
Entry feature, gateway	1
Water feature	1
Directions, signage for public	3
Frequent bus shuttle, free within certain area Lihue (Civic Center, hospital, police/judiciary, Nawiliwili, Kukui Grove, KCC, Puhi)	3
Drive through payment	1
Employee workout facility/locker rooms	3
Centralize all County offices in Civic Center	1
Tables and chairs, benches, places to eat lunch and rest outside	15
Music playing by Director of Finance (not live)	1
Small stage	1
Move cars out of town center	1
Move County vehicles outside Civic Center, park at baseyard/convention center for pickup and return	4

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Pedestrian friendly, continuous safe walkways	11
Bicycle friendly, continuous bikeways	5
Proud of history	1
Energy efficient buildings	2
Underground utilities	2
High-quality, affordable multi-family	1
Unified exterior plan, integrated aesthetic whole, sense of place while respecting individual architecture	2
Keep county lawn basically the same, historic palms with better maintenance (place for big events)	2
Improve parking aesthetics, integrate into pedestrian friendly area	1
Lighten parking lots to make cooler	1
Public mall, expanded courtyard space for public gatherings	1
Organize County offices logically	1
More trash receptacles, recycle bins in heavy pedestrian use areas	1
Mix of stores, variety (will help to keep people in town and not driving out)	3
Information booth for County offices	1
Connection to public spaces, waterways (Nawiliwili Stream, Kalapaki Bay)	2
Traffic safety enforcement on Rice Street	1
Utilize Gem Building for County services or combination of commercial businesses with low lease rents to be attractive	1
Accessible routes to all facilities with wider sidewalks	1
Shelter from rain and sun	2
Require smokers to use designated smoking areas (between Verizon and Moikeha)	1
Landscaped islands at Hardy/Kuhio (elevated, not painted)	1
Coordinate/realign driveways	2
Eliminate driveway entrance on Hardy (western-most)	1
Close Eiwa Street	2
Connection from Umi to Nawiliwili Rd.	1
Connection to Lihue Park from Civic Center	1
4. Provide public parking for general public?	
Yes	18
No	21
Mixed	3
Don't know/Need more info	4
<u>Comments:</u>	
-provide only after public/employee needs satisfied	3
-charge users for parking	3
-add pedestrian crossing with crossing lights	
-More parking needed in the long run, restrict parking in the short term	
-no parking, access yes	
-depends if revenue generated by businesses have direct or indirect benefit to Kauai economy	
-yes, but not for nearby business employees	
-State employees should park at the old Police Station and State Building only	

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-Should be stalls within Civic Center for public parking. Parking on Rice Street is dangerous and causes interruption in traffic flow.	
-No parking for State or Verizon, Yes for Museum	
-provide frequent trolleys (solar powered) to parking areas and outlying areas (Wal Mart, Convention Center, Kukui Grove)	
5. Neighboring businesses (as applicable)	
How many park at County lot?	minimal response
<u>Business Names:</u>	
-Kauai Community FCU: have own parking garage, also park on Elua and Hardy, YWCA staff park in their garage...need enforcement	
-Palms Architecture: none of my customers park in the lot	
-Garden Island Resource Conservation & Development: overflow our parking lot only every 6 months or so... maybe 3-5 cars.	
6. Close Eiwa	
Yes	22
No	9
Partial closure	2
Realign with Akahi	1
Don't know/Need more info/Depends	10
<u>Comments:</u>	
-Close temporarily/trial run to see public reaction	2
-Closing Eiwa will cause undesirable congestion on Umi Street, and the threat of or increased potential for accidents would not be desirable.	3
-Umi is close enough that Eiwa should be closed, also Umi is a safer intersection for both vehicles and pedestrians (with traffic signal).	2
-Closing Eiwa will provide more area for parking, walking mall, transit station, landscaping, community gathering space for public functions. Creates open space, links state and county offices.	12
-Not enough pedestrian traffic to justify closing Eiwa	
-Close Eiwa should not be for parking	3
-Would like to know the alternatives and their effects on vehicular/pedestrian traffic, encouragement of pedestrian/park use, etc	
-Change Eiwa to single lane, one way traffic for limited vehicular access	
-I love the idea of closing Eiwa. I walk that way regularly to the PO and banks. More trees, with walkway, fountains, benches, and gardens would be lovely. Good place for kiosk. Don't think it would adversely affect Big Save. People would adjust. Backside of BS is another eyesore. Could hold more County staff cars on that side too.	
-Realign Eiwa so that vehicle intersection matches with Akahi with parking and straight pedestrian path parallel to it through to Rice St. Traffic Circle in the center, with pedestrian and shuttle bus only through circle. (see Palmer's diagram)	
-I use Eiwa a lot... use it to go to Rice St. to Kuhio rather than risk going from Hardy to Kuhio (too dangerous!)	
-Honolulu's Civic Center is a good, if unfortunately, expensive model.	
-Check with PW, study done under last administration and it wasn't advised b/c of traffic flow through Eiwa. (D. Haigh: study not done)	

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-Eliminate parking on Rice Street (dangerous, blocks views when making turns)	2
-Shopping (along Eiwa?)	
-Pedestrian walkway, trees, benches, possible water feature	
-Close Eiwa, alternative use would be to provide space for shared parking structure facility for State and County and expansion of Museum.	
-Keep open to vehicles but put sidewalks on both sides, diagonal parking stalls on both sides, speed bumps	
-Closing Eiwa depends on improvements to surrounding streets... if closed, Umi traffic worsens jam up intersection at Rice St. Umi is residential, Akahi is commercial. If Eiwa kept open, Akahi path would be more heavily used, jamming at Ahukini unless Ahukini realigned with Ehiku.	
-If Eiwa closed, a stop light will be needed at the corner of Hardy & Umi. Umi is a school zone.	
TOTAL NUMBER OF SURVEYS RETURNED (as of 12/24/03)	46
Other comments:	
-There are employees of other businesses that use the County parking lot. This creates little, even zero stalls for employees of the County, sometimes.	
-Additional agencies moving in will require more parking.	
-State workers park illegally in County lot along Eiwa.	2
-County workers park illegally in cross-hatched areas.	
-Delivery area currently conflicts with ADA parking.	
-Planning area should extend to Convention Hall	2
-Lihue requires car	
-Ask State not to use old Police Station for parking... should be used more creatively as a child care center or more green space to connect to Lihue Park	
-The parking lot around the Historic County Bldg. is typically half full (except on the occasional passionate-issue at Council meetings), street parking on Eiwa usually empty, as well as the ones in front of the Museum. Other parking options around town should be considered in relation to the Civic Center.	
-Many County cars are parked in lot at peak use. Could they park elsewhere?	
-Turn Soup loose... he resurrected the Moikeha entrance...	
-Take away part of lawn in front of Historic County building to make another row of parking.	
-ADA problem areas: Entrance by Finance is challenging with no ADA parking nearby. Sidewalks connecting County offices with Big Save is sloped and inaccessible, ramps don't meet guidelines, need accessible paths from public ROW to County buildings	
-One idea that seems to be working great is the customer parking signs that were installed earlier this year	
-Lack of adequate parking (not extremely urgent)	
-Traffic calming: speed bumps on both sides of sidewalks, restrict left turns mid block	

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-Take back 2 lanes on Rice for landscaping and bike paths (self-proclaimed fantasy idea), close the town center to create ped/bike friendly with lots of landscaping	
Conclusions:	
Parking needs improving in terms of aesthetics, number of stalls... not much people liked about existing parking and lack of enforcement. Some support for parking structure.	
Mixed feelings about closing Eiwa Street, although many support its closure and would be interested in more study, some suggested closing temporarily to see what would happen.	
Many like mix of uses, central location, convenience of the Civic Center, but there was also support for more lunch places, more shops so people won't have to drive in and out which increases traffic.	
Most would like to see more green spaces, landscaping, shade trees, places to sit and eat, rest.	
Many felt there was a lack of aesthetics, lack of care and maintenance, sense of pride in the civic center.	
Many felt that the civic center is not pedestrian friendly and can be dangerous. Safety and traffic issues were mentioned frequently as problems.	
Mixed feelings about providing public parking.	
Interesting idea suggested about a Lihue area shuttle to reduce use of cars.	