

DEPARTMENT OF TRANSPORTATION SERVICES  
COMMITTEE FOR ACCESSIBLE TRANSPORTATION

**Minutes of the Meeting**

Date, Time, Place: November 26, 2008, 10:00 a.m.  
Fasi Municipal Building, 3rd Floor Conference Room  
650 South King Street, Honolulu, Hawaii 96813

Voting Members Present:

Catholic Charities Hawaii: Tom Baty  
Hawaii Disability Rights Center: Ann Collins  
Kokua Program, U.H. at Manoa: Ann Ito  
Ho'opono: Dave Eveland  
Easter Seals Hawaii: Linda Guess  
Hawaii Centers for Independent Living: Charlene Ota  
Salvation Army: Stacy Honma

Ex-Officio Members Present:

Department of Transportation Services: James Burke, Eileen  
Mark, Scott Ishiyama, Geri Ung, Jackie Shen  
Oahu Transit Services, Inc.: Robert Yu, Patricia Nielsen, John  
Black  
Disability and Communication Access Board: Judy Paik

Voting Members Excused:

Lanakila Rehabilitation Center: Dawn Burgener

Ex-Officio Members Excused:

Oahu Metropolitan Planning Organization: Marian Yasuda

Ex-Officio Members Unexcused:

Department of Health: Wilfred Young  
Honolulu Committee on Aging (EAD): Doug Gilman

At-Large Member Excused:

Alicia Maluafiti

Guests:

FLT Consulting, Inc.: Faith Trimble, Alina Aaron  
Hawaii Association of the Blind: Norman Ota, Landa Phelan  
Hui Kupuna VIP: Louise Horio, Rose Pou  
Citizens For A Fair ADA Ride: Lauren Kukino, Ron Pike, Violet  
Yanagihara  
Art Frank

## 1. Call to Order

Chair Baty called the meeting to order at 10:03 a.m. The attendees introduced themselves.

## 2. Approval of Minutes

Minutes of the June 4, 2008 and September 3, 2008 meetings were reviewed. A. Ito made a motion to approve both sets of minutes; the motion was seconded by L. Guess. Motion carried.

## 3. New Business

### A. Human Services Transportation Coordination Plan (HSTCP) Presentation by Faith Trimble, FLT Consulting, Inc. (FLT)

FLT and their sub-consultant, Innovative Paradigms, were hired by the City & County of Honolulu to produce a Human Services Transportation Coordination Plan for Oahu. This plan is required in order to be eligible for certain Federal Transit Administration grants.

The project involves the following:

1. Identify all providers of publicly funded transportation.
2. Identify and prioritize the unmet transportation needs of persons with disabilities, seniors and persons with low incomes.
3. Develop a coordinated strategy for service providers to address the most important unmet transportation needs.
4. Implement projects to demonstrate the feasibility of the plan.

Two new committees will be developed to provide oversight and direction for this project. The first is the Coordinated Transportation Strategies and Operations Subcommittee (CTSO) of the CAT, consisting of general managers and operations managers of transportation providers identified through FLT's initial outreaches and surveys. This subcommittee will report to CAT. The second new committee is the Human Services Transportation Coordination Policy Committee, which will review the coordination plan and provide guidance and assistance in promoting related policy changes. The Policy Committee will consist of the Director of Transportation Services, the Director of Community Services, and select Division Heads from both Departments.

FLT's transportation inventory and public outreach includes over 25 agency interviews, a case manager focus group, and four Town

Hall Meetings in Aiea, Hauula, Wahiawa and Waianae. A focus group with dispatchers and drivers, and a separate care givers' focus group, are also planned.

The following transportation needs were frequently mentioned:

1. Not enough transportation services in rural areas. Riders sometimes cannot get to bus stops.
2. TheHandi-Van pickups are sometimes late, some individuals cannot get a ride, and the half-hour pickup window is too long.
3. Limited transportation service for trips that are not work or medically related, e.g., shopping.
4. Lack of information on existing transportation resources, eligibility requirements, and how the systems work.
5. Travel assistance. Some riders may be able to ride TheBus if there is someone to help carry their bags.

L. Horio asked how the public was notified, as she was unaware of the meetings. R. Pike suggested that advertisements should be placed in buses because that is where the users are. A. Frank stated that he did not see a notice in the newspapers, then commented that the lack of electronic next stop information signs in some buses makes it difficult for the hearing impaired to get off at the correct bus stop.

F. Trimble responded that the meetings were advertised through a press release, flyers, radio and TV. Information is also available through the project website, [www.honolulurides.com](http://www.honolulurides.com). The public can also e-mail their comments to the consultants through the website.

In response to A. Frank, S. Ishiyama stated that some City buses are equipped with electronic next stop information signs, and explained that as replacement buses arrive, the device will be installed across the fleet. Riders can also request that drivers notify them about the appropriate stop to disembark.

#### B. Creation of Coordinated Transportation Strategies and Operations (CTSO) Subcommittee

T. Baty explained that a CAT CTSO subcommittee will be established and will initially meet once a month to discuss issues and needs. The CTSO is expected to meet frequently for the first several months to review and refine the transportation coordination plan, and then less frequently for the remainder of its 2 year time commitment. The CTSO will report to the CAT, and the

CAT will recommend approval of the Final Plan to the Policy Committee.

Designated subcommittee members include Scott Ishiyama of Department of Transportation Services and representatives from the City's Elderly Affairs Division, Oahu Transit Services, Inc., Catholic Charities Hawaii, Easter Seals Hawaii, Goodwill Industries of Hawaii, Inc., Hawaii Centers for Independent Living Oahu, Kokua Kalihi Valley, Lanakila Pacific, Moiliili Community Center, Rehabilitation Hospital of the Pacific, Special Education Center of Hawaii, Project Dana, Winners at Work, TheCab, TLC HandiTrans, Disability and Communication Access Board, Med-Quest, Statewide Transportation Planning Office, the First-to-Work Program, and the Aid to the Aged, Blind and Disabled Program.

F. Trimble clarified that the meetings are open to public. However, only transportation service providers were identified as committee members because their experience in operating transportation systems will help ensure that the final coordination plan is realistic and achievable.

T. Baty reminded attendees that the purpose of the CTSO subcommittee will be to coordinate services and resources to better serve our clients. It will not be a forum for complaints. The first CTSO meeting is scheduled for Wednesday, December 17, 2008. Subsequent meetings will be announced later. (Note: The CTSO meeting date was later moved to Tuesday, December 16, 2008.)

#### C. Update on Recent TheHandi-Van's Service Disruptions

R. Yu reported on that TheHandi-Van service did not have enough vehicles on the road from November 5 to November 12, 2008. 139 vans are used on a typical weekday, but an average of only 100 or less vans were available during that period of time. TheHandi-Van needs at least 115 vans per day to provide adequate service. As a result, the following service disruptions occurred:

1. Vans could not be dispatched on time.

TheHandi-Van is currently working with two Ford dealerships to establish a vehicle repair contract at a lower repair rate. Also, two mechanics have now been assigned to duty from 4 a.m. to perform minor repairs to reduce vehicle pull-out delays. Three additional mechanics will be hired to establish a new vehicle maintenance shift from 11 p.m. to 6 a.m. Two additional part-time cleaners will also be hired to clean the vans. These changes should greatly

reduce the number of vans unavailable due to routine maintenance and cleaning needs.

2. The telephone system was overloaded.

Due to the insufficient number of vans, there were many incoming phone calls regarding untimely service which overloaded the phone system. R. Yu acknowledged that the existing telephone system is antiquated and in need of replacement. Over 20 lines were added as a short-term upgrade measure to relieve the overload situation. Oahu Transit Services (OTS) is presently testing a new telephone system with virtually unlimited capacity. If testing is successful, then the phone system will be replaced next year upon approval by the Department of Transportation Services.

A. Ito stated that she had heard that the service disruption was exacerbated by OTS' decision to use computer-generated trip schedules, due to a large number of schedulers being out sick. S. Honma requested that TheHandi-Van notify agencies ahead of time when services cannot be delivered, so that the agencies can work with families to find alternative transportation solutions.

R. Yu explained that a scheduling problem occurred when 4 schedulers missed work due to sick leave or vacations. He also agreed that it is possible to notify agencies ahead of time for service disruptions. J. Black stated that OTS did call agencies and programs, but may have missed some of them.

L. Kukino asked if TheHandi-Van cross-trains its office staff to handle staffing shortages, and A. Frank asked how often the vans break down. R. Yu explained that staff are cross-trained, but that an unusually high number of people were out during that week. There was an over 70 percent increase in the dispatching of taxis to help alleviate the problem. The frequency of van breakdowns depends on the age of the vans. Some vans are pulled off the road for preventive maintenance, and are not released for passenger service until safe operation can be assured. 18 minivans and 10 full-sized vans are *en route* to Oahu and will be put into service as soon as possible. 10 of the new vans are intended to replace 10 old vans nearing retirement; R. Yu will discuss the option of continuing to use the older vans with DTS.

T. Baty announced that the next CAT meet will probably be in January 2009.

A. Ito moved to adjourn the meeting. L. Guess seconded the motion.

Motion carried. The meeting was adjourned at 11:15am.