



# City and County of Honolulu

Human Services Transportation Coordination Plan

## Get There!

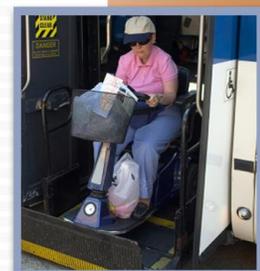
Working together to make sure all people can get  
to where they need to go

Sponsored by the City and County of Honolulu

Mufi Hannemann, Mayor

Wayne Y. Yoshioka, Director  
Department of Transportation Services

*April 2009 Plan*



*This report was funded in part through grants from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation. The views and opinions of the agency expressed herein do not necessarily state or reflect those of the U. S. Department of Transportation.*



## Acknowledgements

---

The consulting team of FLT Consulting, Inc. and Innovative Paradigms is sincerely appreciative of the hard work committed to this project by the Coordinated Transportation Strategies and Operations subcommittee, the Committee for Accessible Transportation, and the Policy Committee. The Team extends a special thank you to the following individuals and organizations for their assistance throughout this planning process.

City and County of Honolulu Department of Transportation Services

**Wayne Y. Yoshioka**, Director

**Sharon Ann Thom**, Deputy Director

**James P. Burke**, Chief, Public Transit Division

**Eileen Mark**, Chief, Paratransit Operations Branch, Public Transit Division

**Scott Ishiyama**, Planner, Public Transit Division

City and County of Honolulu Department of Community Services

**Debbie Kim Morikawa**, Director

**Patricia Tompkins**, Chief Planner

Hawaii Department of Transportation Services

**Ryan Fujii**, Transit Program Manager, Statewide Transportation Planning Office

Hawaii Department of Human Services Benefits, Employment and Support Services Division

**Pankaj Bhanot**, Acting Division Administrator

**Geneva Candeau**, Program Specialist

**Sally Ang**, Financial Assistance Program Specialist

Hawaii Department of Human Services MedQUEST Division

**Lydia Hemmings**, Assistant Division Administrator

Hawaii Public Housing Authority

**Adam Burson**, Homeless Programs Specialist

Hawaii Disability and Communication Access Board

**Judy Paik**, Program Specialist

Hawaii Disability Rights Center

**Ann E. Collins**, Vice President

Oahu Transit Services, Inc.

**Robert Yu**, Senior Vice President, Finance and Special Operations

**Patricia Nielsen**, Vice President, Paratransit Services

**Ralph Faufata**, Vice President of Transportation

**John Black**, Paratransit Operations Manager

Catholic Charities Hawaii

**Tom Baty**, Administrative Liaison II

**Peter Reyes**, Operations Manager

Hawaii Helping the Hungry Have Hope

**Samiana Langi**, Executive Director and Programs & Projects Director

**Max Gray**, Program Coordinator, Next Step Project

**Jessica Nichols**, Program Director, Kalaeloa Shuttle

Project Dana

**Rose Nakamura**, Executive Director

**Cyndi Osajima**, Volunteer Project Coordinator

Family Promise of Hawaii

**Kent Anderson**, Executive Director

Kokua Kalihi Valley Comprehensive Health Services

**Cynthia Sturdevant**, Chief Operation Officer

Easter Seals Hawaii

**Norman Kawakami**, Senior Vice President

**Linda Guess**, Family & Community Support Coordinator

The Salvation Army

**Stacy Homna**, Administrator, Adult Day Health Services

**Jerlene Kawasaki**, Program Coordinator, Adult Day Health Services

Goodwill Industries of Hawaii

**Tommy Troxell**, Program Coordinator

Abilities Unlimited dba Winners at Work

**Sam Powell**, Resource Facilitator

Waikiki Community Health Center Friendly Neighbors Program

**Karina Pickren**, Volunteer Coordinator

Special Education Center of Hawaii

**Sandy Yoro**, Executive Director

Lanakila Pacific

**Dawn Burgener**, Director, Teaching and Learning Centers

Hawaii Centers for Independent Living

**Charlene Ota**, Independent Living Specialist

Vanpool Hawaii (VPSI, Inc.)

**Vicki Harris**, Executive Director

TheCab

**Wayne Greenleaf**, Operations Manager

Charley's Taxi

**Dale Evans**, President/General Manager

This page intentionally left blank.



# Contents

Acknowledgements .....	i
Contents .....	v
Executive Summary .....	7
Chapter 1 Project Overview .....	11
Introduction .....	11
Plan Outline .....	12
SAFETEA-LU Planning Requirements .....	14
Federal Coordination Efforts.....	15
Transportation Programs Funded by Federal, State and Local Funds .....	16
Federal Funding Sources Requiring Coordination .....	19
Older Adult Transportation.....	22
Medical Transportation .....	22
Employment Related Transportation .....	23
Chapter 2 Project Methodology.....	25
Introduction .....	25
Initial Contact .....	25
Oversight Committees .....	26
Stakeholder and Public Involvement .....	26
Demographic Profile .....	29
Existing Conditions Analysis and Services Inventory.....	29
Service Gaps and Needs Assessment .....	30
Identification and Evaluation of Strategies .....	30
Action Plan for Recommended Strategies.....	31
Chapter 3 Demographic Profile.....	33
Introduction .....	33
General Population Growth.....	33
Urban and Rural Growth .....	34
Race and Ethnicity .....	35
Population Trends for Older Adults.....	36
Population Trends for Individuals with Disabilities .....	39
Population Trends for Persons with Low Incomes.....	39
Chapter 4 Existing Conditions Analysis and Inventory of Transportation Providers.....	43
Introduction .....	43
Summary of Providers .....	44
Service Areas .....	47
Traffic Generators/Origins and Destinations .....	48
Duplication of Services .....	49
Service Provider Inventory.....	50
Route Maps .....	50
Chapter 5 Service Gaps and Unmet Needs.....	57
Introduction .....	57
Rider Challenges .....	58

Transportation Service Hours, Duration and Timeliness.....	58
Lack of Service and Access .....	61
Travel Care and Assistance.....	62
Affordability .....	63
Safety and Security.....	63
Information.....	64
Other Rider Concerns.....	65
Provider Challenges .....	66
Provider Capacity and Funding .....	66
Provider Infrastructure .....	68
Provider Communication .....	69
Priority Needs.....	70
Conclusion.....	77
Chapter 6 Strategies and Priorities.....	79
Introduction.....	79
Strategic Vision .....	79
Strategic Goals, Objectives & Projects .....	81
<b>Goal 1: Get Coordinated</b> .....	81
<b>Goal 2: Get Connected</b> .....	83
<b>Goal 3: Get Compliant</b> .....	84
<b>Goal 4a: Get the Word Out</b> .....	85
<b>Goal 4b: Get Support</b> .....	86
<b>Goal 5: Get a Cab</b> .....	87
<b>Goal 6: Get There Safely</b> .....	88
Chapter 7 Recommended Action Plan .....	89
Introduction.....	89
Action Plan .....	89
Conclusion.....	92
Appendices .....	93
Appendix A Service Provider Inventory.....	95
Appendix B Service Provider Survey .....	115
Appendix C Service Provider Survey Summary – Needs Assessment .....	127
Appendix D Public Outreach – Meeting Flyers .....	131
Appendix E Public Outreach – Stakeholder Interview Participants.....	133
Appendix F Public Outreach – Focus Group Details .....	137
Appendix G Hybrid Town Hall Meeting Participant Demographics.....	145
Appendix H Town Hall Meeting Detailed Results .....	151
Appendix I Communications Plan .....	155
Appendix J Glossary of Acronyms .....	173
Appendix K Public Commentary.....	175



## Executive Summary

The purpose of the Human Services Transportation Coordination Plan is to improve transportation options for older adults, individuals with disabilities, and persons with low incomes through improved coordination of all publicly funded transportation on Oahu. The planning, implementation and evaluation of the program is sponsored by the City and County of Honolulu and the Federal Highway Administration (FHWA).

The Plan is prepared in accordance with Federal Transit Administration (FTA) guidelines. Using comprehensive outreach efforts the plan identifies existing transportation services, critical needs and viable strategies for older adults, individuals with disabilities and low-income residents of Oahu. Outreach efforts included in-person and telephone interviews, focus groups, town hall meetings, and online surveys. Two new committees were formed to work on this issue: a Policy Committee and the Coordinated Transportation Strategies and Operations (CTSO) subcommittee of the existing City and County Committee for Accessible Transportation (CAT).

An estimated \$230 million is spent annually on transportation programs on Oahu. More than 80 organizations provide some transportation services to the target populations, such as giving rides and financial assistance to people in need, providing information and referral services, and coordinating volunteer transportation.

The study participants identified several critical transportation challenges in providing services for the target populations. Major challenges include the ability to connect with TheBus in rural and urban fringe areas, service issues related to TheHandi-Van timeliness, lack of information about the available transportation options, a need for a higher level of transportation assistance in specific circumstances (e.g. help with carrying grocery bags on the bus), a need for more accessible and specialized private transportation carriers who are providing publicly funded trips, a need for more safety awareness information, and an overall infrastructure that can initiate and manage coordination between transportation services.

**This coordination plan is designed to improve transportation options for older adults, individuals with disabilities, and persons with low incomes.**



Demographics indicate a growing need for publicly funded transportation for access to employment, medical services, social services, shopping for basic needs, and social and recreational activities. U.S. Census data shows that the older adult population (persons 65 years of age and older) is growing at a much more rapid rate than the Oahu population in general. As people age, they are more likely to suffer from health issues and disabilities and need specialized assistance. Economic recession also adds to the number of people who need transportation help as more individuals fall under the poverty line and homelessness rises.

Challenges vary by each population group. Where people live is also an important factor because transportation services and needs are very different for people who live in the urban core and those who live in the outskirts of the urban area and further into rural Oahu.

This strategic Plan outlines the steps needed to address many of these challenges. The plan includes an overall vision for coordinating human services transportation, a list of prioritized goals and strategic objectives, and a prioritized set of potential projects.

The top priority project, establishing a Mobility Management Center, will be a centerpiece in implementing the Plan. A Mobility Management Center can provide a variety of services and functions to facilitate transportation coordination. In the short term, the role of the Mobility Management Center will be to seek and manage grants for coordination projects, oversee implementation of projects in the plan, and facilitate information sharing to connect people with the most appropriate transportation options available to them. The consultant team of FLT Consulting, Inc. and Innovative Paradigms will serve in the Mobility Management capacity during the initial implementation of the Plan.

With this structure in mind, all strategies and specific projects outlined in the plan flow from a set of prioritized goals:

<b>1. GET COORDINATED</b>	Reduce Duplication and Inefficiencies in the Transportation Delivery System
<b>2. GET CONNECTED</b>	Increase Access to Transit/Other Mobility Options in Rural and Urban Fringe Areas
<b>3. GET COMPLIANT</b>	Improve TheHandi-Van Timeliness and Trip Lengths
<b>4A. GET THE WORD OUT</b>	Increase Awareness of the Transportation Options
<b>4B. GET SUPPORT</b>	Provide Extra Assistance to Frail Older Adults and Individuals with Disabilities
<b>5. GET A CAB</b>	Improve Accessible Transportation Provided by Private Companies
<b>6. GET SAFE</b>	Improve Safety and Security While Waiting For and Riding TheBus

The top priority projects for implementation under each of these goal areas are:

1.	Establish a Mobility Management Center
2.	Develop local shuttle services to connect people in urban fringe or rural areas to transit lines
3.	Enable agencies to provide their own clients' rides instead of using TheHandi-Van trips
4.	Develop a coordinated travel training program
5.	Develop a transportation provider directory
6.	Establish a "bus buddy" program
7.	Create a taxi subsidy system for people who need a ride and have no other feasible options
8.	Improve bus stops
9.	Develop a transit safety measures awareness program

Together, the total cost of implementing the program of projects over the next five years is estimated at \$1.7 to \$3.3 million per year, including FTA approved funds and currently budgeted projects such as bus stop improvements. An estimated \$300,000 to \$500,000 per year in new funds will be needed to implement all the projects in the next several years. Projects unable to attain the funding will not be implemented.

This page intentionally left blank.

## **Chapter 1 Project Overview**

---

### **INTRODUCTION**

This Human Services Transportation Coordination Plan is a project sponsored by the City and County of Honolulu to develop and implement coordinated transportation activities on the island of Oahu. The goal of the project is to improve transportation services for individuals with disabilities, persons with low incomes, and older adults by better coordinating all publicly funded transportation on the island.

The project is divided into two phases:

- Phase 1: Development of the Human Services Transportation Coordination Plan
- Phase 2: Implementation of the Demonstration Coordination Projects

This report is the result of work accomplished under Phase I of the project. This Plan describes the current providers of transportation, outlines the transportation needs specific to different population groups, and then details strategies and projects to meet these needs.

The Plan is prepared in accordance with the general guidelines described in the Federal Transit Administration (FTA) Circulars 9070.1F, 9045.1 and 9050.1, which pertain to federal grants supporting transportation for target populations including but not limited to older adults, individuals with physical or cognitive disabilities, and individuals with low incomes.

Federal planning requirements specify that designated recipients of certain sources of funds administered by the FTA must certify that projects funded with those federal dollars are derived from a coordinated human services transportation plan. The City and County of Honolulu serves as the designated recipient for the two funds subject to this Plan (Section 5316, Job Access and Reverse Commute, and Section 5317, New Freedom), and the State of Hawaii is the designated recipient for one fund subject to this Plan (Section 5310, Formula Program for Elderly Individuals and Individuals with Disabilities).



## **PLAN OUTLINE**

This Human Services Transportation Coordination Plan is divided into the following chapters:

### Chapter 1 Project Overview

---

Chapter 1 provides an overview of the project and federal planning requirements established under the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users, commonly known as SAFETEA-LU. The chapter also presents information on federal and state roles in providing funding for public transit operators and human service transportation providers.

### Chapter 2 Project Methodology

---

Chapter 2 summarizes the steps taken and the methodology used to prepare the Coordination Plan. It describes the process from initial contact through final planning and provides a list of key documents and resources related to transportation planning in the City and County of Honolulu.

### Chapter 3 Demographic Profile

---

Chapter 3 presents information that provides a basis for understanding the current and future transportation needs of the targeted population groups. The identification of unmet needs is a critical step in the development of the Coordination Plan and shows where and how service improvements are needed for older adults, individuals with disabilities, and low-income residents.

### Chapter 4 Inventory of Transportation Providers

---

Chapter 4 describes the range of publicly funded transportation services that already exist on Oahu. These include public fixed-route and dial-a-ride (paratransit) services, as well as services provided or sponsored by social service agencies. Organizations that provide travel training, funding, planning or referrals are also included in the Provider Inventory. This inventory of current providers was developed through stakeholder interactions and the use of existing documents. Key origins and destinations are presented and duplication of services is discussed.

---

## Chapter 5 Service Gaps and Unmet Needs

---

Chapter 5 details the range of service gaps and unmet needs on Oahu. The identification of unmet needs is a critical step in developing the Coordination Plan and shows where and how service improvements are needed for older adults, individuals with disabilities, and low-income residents.

The needs assessment for this Plan was derived through a comprehensive outreach effort, which included direct consultation with stakeholders, a series of town hall meetings, focus groups, and surveys. Stakeholders were identified through input from the project sponsors, outreach activities and a review of existing documents and plans that provide data on existing transportation services.

The process detailed in this chapter is a key element in the Coordination Plan, as federal guidelines require that the proposed strategies be prioritized in order to qualify for federal funding for their implementation.

---

## Chapter 6 Strategies and Priorities

---

Chapter 6 is the strategic plan for improving coordinated transportation in the next 5 years. Strategic goals, objectives and projects are identified and prioritized. The strategic plan is designed to address the gaps and needs described in Chapter 5.

---

## Chapter 7 Recommended Action Plan

---

Chapter 7 presents recommendations for implementing projects that have been identified through the planning process. A list of prioritized projects, along with projected costs, potential funding sources and a timeline is provided. A specific implementation and evaluation plan will be developed for each project as funding is secured.

**SAFETEA-LU PLANNING REQUIREMENTS**

SAFETEA-LU, signed into law in August 2005, authorized \$52.6 billion for federal transit programs over six years.

Starting in Fiscal Year 2007, projects funded through three programs in SAFETEA-LU - the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310), the Job Access and Reverse Commute Program (JARC, Section 5316), and New Freedom (Section 5317) - must be part of a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) states that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”<sup>1</sup>

The Federal Transit Administration (FTA) has issued three program circulars to provide guidance on the administration of the three programs that are subject to this planning requirement.

These circulars can be accessed through the following websites:

**Elderly Individuals and Individuals with Disabilities (5310):**

[www.fta.dot.gov/laws/circulars/leg\\_reg\\_6622.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html)

**Job Access and Reverse Commute (5316):**

[www.fta.dot.gov/laws/circulars/leg\\_reg\\_6623.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html)

**New Freedom Program (5317):**

[www.fta.dot.gov/laws/circulars/leg\\_reg\\_6624.html](http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html)

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit).
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

---

<sup>1</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

## FEDERAL COORDINATION EFFORTS

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions using available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by public transit, human service and other transportation service agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** Signed in February 2004, this Executive Order established an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at [www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html).
- **A Framework for Action:** The Framework for Action is a self-assessment tool that the states and communities can use to identify areas of success and highlight what actions are still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: [http://www.unitedweride.gov/1\\_81\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_81_ENG_HTML.htm).
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced efforts to coordinate federal programs that fund or sponsor transportation for their clients.<sup>2</sup>



**Coordination is not a new concept. It can enhance transportation options, minimize duplication of services, and facilitate cost-effective solutions with available resources.**

<sup>2</sup> Examples include United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).

**TRANSPORTATION PROGRAMS FUNDED BY FEDERAL, STATE AND LOCAL FUNDS**

An estimated \$230 million per year is spent on transportation programs on Oahu for older adults, individuals with disabilities, and persons with low incomes (excluding capital costs). Operating expenditures for TheBus are included in the overall operating costs because it is a public system that provides transportation to the general public, including the target population.

Operating expenditure data was provided voluntarily by agencies through a transportation provider survey and follow-up phone calls. Data is for the most current fiscal year data was available. Many school transportation providers, private providers and human service agencies did not respond. Therefore, it is likely that Figure 1-1 understates the actual operating expenditures for all transportation programs serving the target population.

**Figure 1-1 Annual Operating Expenditures for Transportation Services**

<b>Transportation Service</b>	<b>Annual Operating Expenditures</b>	<b>Source</b>
TheBus	\$167 million	Oahu Transit Services, Inc. – 2008
The HandiVan	\$29 million	Oahu Transit Services, Inc. - 2008
Medicaid Transportation	\$15 million	State MedQuest, based on July 2008 transportation expenditures on Oahu
State Department of Human Services Benefits, Employment and Support Services Division (BESSD)	\$2 million	State BESSD estimate based on \$150,000 per month in transportation expenditures on Oahu
Other human service transportation	\$3 to \$15 million	Gross estimate based on 100,000 to 500,000 trips per year at \$30 per trip

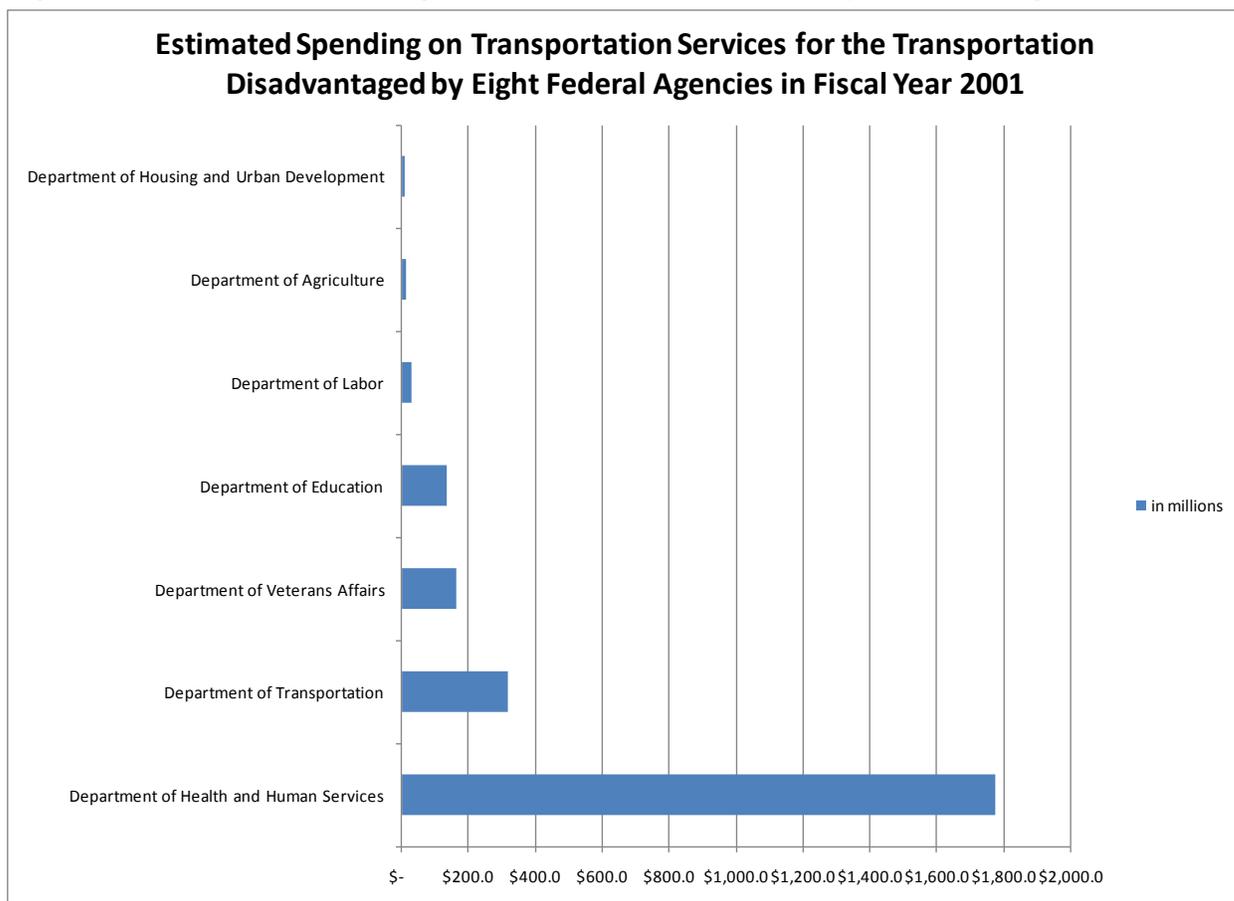
Nearly 85 percent of the estimated expended funds for transportation services are provided by the public transit system operated by Oahu Transit Services for the City and County of Honolulu. OTS provides TheBus and TheHandiVan transportation services.

Transportation services that are more specialized, such as demand response or mileage reimbursements (including TheHandi-Van, vanpool, volunteer transportation, program specific transportation programs, etc.), are an estimated 25 percent of total expenditures.

Transportation funding is complex. Public transit and human service transportation programs are funded by a variety of federal, state and local dollars, as well as money from private foundations and grants.

In 2003, the United States General Accounting Office identified 62 federal programs administered by eight federal agencies that provided an estimated \$2.4 billion in transportation services for older adults, individuals with disabilities, and persons with low incomes. As Figure 1-2 below illustrates, seventy percent or \$1.7 billion is distributed through programs of the federal Department of Health and Human Services.

**Figure 1-2 Estimated Spending on Transportation Services by Identified Agencies**



\*Department of Transportation spending does not include FTA Section 5311 dollars

Different federal funding programs have different state or local matching dollar requirements, different reporting requirements, and different policies and procedures. This creates significant obstacles when local agencies try to coordinate services.

The primary funders of transportation services on Oahu are the City and County of Honolulu Department of Transportation Services and Department of Community Services, as well as the

federal and state funded programs of the Hawaii Department of Human Services, Med-QUEST and Benefits, Employment and Support Services Divisions and the Hawaii Department of Health Executive Office on Aging. The transportation services funded by these agencies typically fall under the umbrella of general public transit and related complementary Americans with Disabilities Act (ADA) paratransit services, older adult transportation, medical transportation or access to employment-related services.

Following is a brief overview of the major transportation programs on Oahu and their funding sources. Because the funding arena is complex and varied, this section on funding is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation on Oahu. For more information on other federal funding sources for transportation, refer to “Transportation-Disadvantaged Population,” United States General Accounting Office (2003), and the Honolulu “Paratransit Service Study,” Coordinated Opportunities, Chapter 4 (2006).

#### **Public Transit – TheBus and TheHandi-Van**

Public transit on Oahu is provided by Oahu Transit Services, Inc., and is funded by the City and County of Honolulu. The primary local funding source for public transit on Oahu is derived from property taxes in the general fund.

As the fixed route transit operator for Oahu (TheBus), the City and County are also obligated under the American with Disabilities Act (ADA) to provide complementary paratransit service for individuals with disabilities who cannot use the fixed route system. This requirement is fulfilled primarily through the operation of TheHandi-Van. This curb-to-curb service is provided according to federal regulations during hours comparable to TheBus, throughout all areas served by TheBus, and within guidelines for reservation periods and other services. There are a number of discretionary factors in the operation of TheHandi-Van that the City and County of Honolulu has chosen to implement over the years. One of these is the level of subscription trips accommodated by the service. This and other similar operating policy decisions substantially affect the overall efficiency of the service and its ultimate compliance with federal regulations.

#### **Public Transit – Not Accessed by the City and County of Honolulu**

Federal and state formula and discretionary programs also provide funds for public transit. The Federal Transit Administration, federal section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are to:

1. Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation;
2. Assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas;

3. Encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services;
4. Assist in the development and support of intercity bus transportation; and
5. Provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

The City and County does not pursue or use the very limited amount of Section 5311 funds that are available.

Other Federal Transit Administration dollars are subject to the Human Services Coordinated Transportation Planning requirements, which are listed below.

#### **FEDERAL FUNDING SOURCES REQUIRING COORDINATION**

The three sources of federal funds subject to this plan (JARC (5316), New Freedom (5317), and Elderly Individuals and Individuals with Disabilities (5310) are described below. The City and County of Honolulu serves as the designated recipient for 5316 and 5317 funds and as such is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan. The State of Hawaii is the designated recipient for 5310 funds.

These funds require that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation (DOT) funds. Examples of local match which may be used for the local share include: State or local appropriations, non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, and revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported.

#### **FTA Section 5310 Elderly and Disabled Specialized Transportation Program**

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to older adults and individuals with disabilities. Typically, vans, small buses, and equipment are available to support non-profit transportation providers. However, Section 5310 funding can also be used for operations if the service is contracted out. 5310 funds will pay for up 88.53% of capital costs.

#### **FTA Section 5316 Job Access and Reverse Commute (JARC) Program**

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of

operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training
- Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Authorities (RTPAs), Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and non-profit organizations.

### **FTA Section 5317 New Freedom Program**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxis or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs
- Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and non-profit organizations.

Figure 1-3 provides an estimate on the levels of JARC and New Freedom funding available for non-urbanized portions of the state from 2007 to 2009, as well as Elderly and Disabled (Section 5310) funds for the entire state. As the designated recipient of the urbanized area funds, The City and County of Honolulu is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

**Figure 1-3: JARC and New Freedom Funding Estimates (2007-2009)**

Program Year	Federal Share			
	2007	2008	2009	TOTAL
<b>JARC (Section 5316)</b>				
Urban <sup>1</sup>	\$312,074	\$338,080	\$396,817	\$1,046,971
Small Urban <sup>2</sup>	\$ 54,443	\$ 58,980	\$ 69,227	\$182,650
<b>TOTAL JARC FUNDS</b>	<b>\$366,517</b>	<b>\$397,060</b>	<b>\$466,044</b>	<b>\$1,229,621</b>
<b>New Freedom (Section 5317)</b>				
Urban <sup>1</sup>	\$199,316	\$215,310	\$248,184	\$662,810
Small Urban <sup>2</sup>	\$ 46,626	\$ 50,368	\$ 58,058	\$155,052
<b>TOTAL NEW FREEDOM</b>	<b>\$245,942</b>	<b>\$265,678</b>	<b>\$306,242</b>	<b>\$817,862</b>
<b>Elderly and Disabled (Section 5310)<sup>3</sup></b>				
<b>TOTAL Elderly and Disabled</b>	<b>\$585,120</b>	<b>\$627,290</b>	<b>\$655,421</b>	<b>\$1,867,831</b>
<b>TOTAL (Sections 5316, 5317, 5310)</b>	<b>\$1,197,579</b>	<b>\$1,290,028</b>	<b>\$1,427,707</b>	<b>\$3,915,314</b>

<sup>1</sup> The City and County of Honolulu is the designated recipient for urban area JARC and New Freedom funds.

<sup>2</sup> The State of Hawaii is the designated recipient for small urban area JARC and New Freedom funds.

<sup>3</sup> The State of Hawaii is the designated recipient for 5310 funds.

### **OLDER ADULT TRANSPORTATION**

The Older Americans Act (OAA) was signed into law in 1965 amidst growing concern over older adults' access to health care and their general well-being. The OAA established the federal Administration on Aging (AoA) to advocate on behalf of an estimated 46 million Americans 60 or older and to implement a range of assistance programs for older adults, especially those at risk of losing their independence. Transportation is a major service under the OAA. It provides access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. Although no funding is specifically designated for transportation, funds can be used for transportation under several sections of the OAA, including Title III (Support and Access Services) and the Home and Community-Based Services (HCBS) program.

The Elderly Affairs Division of the City and County of Honolulu's Department of Community Services is the Area Agency on Aging for Oahu. In addition to its policy research activities, the division provides oversight and funding for programs that serve elderly residents of Oahu, including transportation services.

Catholic Charities Hawaii provides a variety of services under contract to the Elderly Affairs Division to support older adults in the State of Hawaii, including a transportation program to foster independent living. They offer door-to-door transportation services to medical appointments, shopping, resource agencies, and group dining and recreation activity sites for older adults age 60 years and older.

### **MEDICAL TRANSPORTATION**

The Medicaid program of the Department of Health and Human Services was established in 1965 under Title XIX of the Social Security Act (Public Law 89-87). This program pays for basic health care services for low-income individuals and long term care for older adults and people with disabilities. Federal regulations require that all states that receive federal Medicaid funds must assure that Medicaid recipients have transportation provided to/from medical appointments.

This non-emergency medical transportation is administered by the states and is matched with federal dollars (match rates vary depending on a number of factors). State Medicaid programs pay for transportation for their recipients who have no other transportation options. The type of transportation purchased typically includes bus passes, paratransit trips, mileage reimbursements, and cab rides. The State of Hawaii Med-Quest program previously administered non-emergency medical transportation. In the recent months, this responsibility has been contracted with two managed-care programs, United Health Group Inc., and WellCare Health Plans, Inc.

## EMPLOYMENT RELATED TRANSPORTATION

The Benefits, Employment and Support Services Division (BESSD) of the Hawaii Department of Human Services provide financial and other support to low-income residents in the State of Hawaii. The First-to-Work (FTW) program, implemented in FY 1997, is designed to assist able-bodied adults to become attached to the workforce. FTW serves Temporary Assistance to Needy Families (TANF) recipients and puts emphasis on employment, skill-building, training, on-the-job training, and job search activities. FTW also provides supportive services such as childcare, transportation reimbursement, and work-related expenses.

These supportive services are designed to remove barriers to getting and keeping a job. Transportation has been identified as a major barrier to employment. The FTW program of BESSD provides bus passes, mileage reimbursements, employer transportation reimbursements, and assistance in purchasing personal vehicles to mitigate the transportation barriers for qualifying program participants.

The City and County of Honolulu's Oahu WorkLinks program, a division of the Department of Community Services, is a partnership of cooperating agencies, organizations and private businesses dedicated to workforce development on Oahu. WorkHawaii is the lead agency for Oahu WorkLinks. The program provides a variety of services, including some financial support to programs that provide transportation assistance for low-income residents to support access to employment.

**Three sources of federal funding require projects to be derived from locally developed, coordination human service transportation plans:**

**FTA Section 5310**

**Elderly and Disabled**

**FTA Section 5316**

**Job Access Reverse Commute (JARC)**

**FTA Section 5317**

**New Freedom**



This page intentionally left blank.

---

## **Chapter 2 Project Methodology**

---

### **INTRODUCTION**

The four required elements of a coordinated plan, as outlined by FTA in the May 15, 2007 guidance for the JARC, New Freedom and Section 5310 programs are:

- 1) An assessment of current transportation services;
- 2) An assessment of transportation needs;
- 3) Strategies, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiencies); and
- 4) Implementation priorities based on funding, feasibility, time, etc.

This chapter describes the steps that taken to develop these elements of the Coordination Plan for the City and County of Honolulu.

The starting point for building a successful coordination plan requires identifying and assessing community needs and existing resources. This process involves input from a wide range of stakeholders and customers. The methods utilized during the course of this project were designed to reach out to public, private, and non-profit organizations and to transportation users such as older adults, individuals with disabilities, individuals with low incomes, youth, and families. The process used to prepare the key findings presented in this plan involved:

- Making Initial Contact
- Establishing Oversight Committees
- Involving Stakeholders and the Public
- Developing a Demographic Profile
- Inventorying Existing Services
- Assessing Existing Conditions and Needs
- Identifying and Evaluating Strategies

### **INITIAL CONTACT**

In October 2008, the consulting team met with representatives of the City and County of Honolulu to discuss client expectations, success factors, stakeholder groups, and scope of work. Other planning sessions with the City and County were held throughout the planning process.

**OVERSIGHT COMMITTEES**

Early in the process, the consultant team developed a communication plan that recommended developing an oversight process for the planning and implementation of coordinated transportation in the City and County of Honolulu. A new subcommittee of the City and County’s Committee for Accessible Transportation (CAT) was formed. The new committee was called the Coordinated Transportation Strategies and Operations (CTSO) subcommittee. The members of this subcommittee are operators of key transportation systems on the island, and were charged with developing strategic goals, objectives and projects that addressed the identified transportation needs.

A Policy Committee was also formed. The members of this group include the Directors of the City and County of Honolulu Departments of Transportation Services and Community Services. Policy makers from state agencies were also invited to Policy Committee meetings. The role of this committee is to provide policy guidance and direction during the planning process and implementation phase. Committee participants are listed in the Communication Plan in Appendix I.

**STAKEHOLDER AND PUBLIC INVOLVEMENT**

Stakeholder and public input was a key element in the planning process. Beginning with the planning meeting in October 2008, public, private and non-profit agencies as well as members of the general public were invited to participate in the identification of service gaps and unmet needs. The list of unmet needs that resulted from early stakeholder input served as a starting point for the development of strategies.

The initial stakeholder list was developed from a list of participants in a coordination workshop as part of the 2006 Honolulu Paratransit Service Study. Other stakeholders were identified through those contacts as well as lists of past 5310 grant recipients, and web searches for transportation providers in the City and County of Honolulu. Figure 2-1 below is a list of those organizations.

Figure 2-1: Stakeholder Involvement

<b>Stakeholder</b>	<b>Type</b>	<b>Representing</b>
City and County of Honolulu Department of Community Services	Public	Older Adults, Low-Income Residents
Catholic Charities Hawaii	Nonprofit	Older Adults
Oahu Transit Services, Inc.	Nonprofit	General Public
Abilities Unlimited/Winners at Work	Nonprofit	Individuals with Disabilities
Easter Seals Hawaii	Nonprofit	Individuals with Disabilities
Hawaii Center for the Deaf and Blind	Nonprofit	Individuals with Disabilities
University of Hawaii at Manoa KOKUA	Public	Individuals with Disabilities

Stakeholder	Type	Representing
Program		
Special Education Center of Hawaii	Nonprofit	Individuals with Disabilities
Hawaii Department of Transportation	Public	General Public
USDOT FHWA	Public	General Public
Hawaii Department of Human Services Benefits, Employment and Support Services Division (BESSD)	Public	Low-Income Residents, Individuals with Disabilities
Hawaii Department of Human Services Med-QUEST Division	Public	Low-Income Residents
Family Promise of Hawaii	Nonprofit	Low-Income Residents
Goodwill Industries of Hawaii	Nonprofit	Individuals with Disabilities
Lanakila Pacific	Nonprofit	Individuals with Disabilities
Responsive Caregivers of Hawaii	Nonprofit	Individuals with Disabilities
Charley's Taxi	Private	Individuals with Disabilities
Waikiki Health Center	Nonprofit	Older Adults, Low-Income Residents
Project Dana	Nonprofit	Older Adults, Individuals with Disabilities
Hawaii Center for Independent Living	Nonprofit	Individuals with Disabilities
Leeward Oahu Transportation Management Association	Nonprofit	General Public
Kokua Kalihi Valley Comprehensive Health Services	Nonprofit	Low-Income Residents, Older Adults
Rehabilitation Hospital of the Pacific	Nonprofit	Individuals with Disabilities
Hawaii Executive Office on Aging	Public	Older Adults
Hawaii Disability and Communication Access Board	Public	Individuals with Disabilities
Hawaii Disability Rights Center	Public	Individuals with Disabilities
Salvation Army	Nonprofit	Individuals with Disabilities
Oahu Metropolitan Planning Organization	Public	General Public
TheCab	Private	General Public
Hawaii Developmental Disabilities Council	Public	Individuals with Disabilities
United Cerebral Palsy Association of Hawaii	Nonprofit	Individuals with Disabilities
Hawaii Helping the Hungry Have Hope	Nonprofit	Low-Income Residents
VPSI, Inc. (operating the Vanpool Hawaii program)	Private	General Public

Several outreach methods were used to identify the transportation providers and transportation challenges faced by the target population:

**Interviews:** Interviews were conducted with more than 50 major transportation providers and funders, including public, private and non-profit organizations. These interviews were designed to elicit information both about the services provided by these agencies and the needs they have identified in the process. A list of interview participants is included in [Appendix E](#).

**Focus Groups:** Two focus groups were held with caseworkers and caregivers who work directly with the target populations to discuss what they believe to be their clients' most critical transportation needs. Six caseworkers participated in the caseworkers' focus group, and twelve caregivers participated in the caregiver focus group. Notes from the caseworker focus group are included in [Appendix F](#).

**Transportation Provider Survey:** An online survey was distributed to all identified transportation providers to collect detailed information about their transportation services and to elicit their opinions about the most pressing transportation needs facing the target population. Surveys were distributed by email to 54 agencies, of which 19 responded (a 35% response rate). Results of the needs assessment portion of the survey are compiled and displayed in [Appendix B](#).

**Town Hall Meetings – Open Public:** Four town hall meetings were conducted – one each in Hauula, Wahiawa, Waianae and Aiea – to get a sense of specific needs in rural and urban fringe areas of the island. Approximately 38 unique individuals participated in the town hall meetings. Over 100 flyers, in English, Tagalog, Japanese, Chinese, Korean languages, were distributed in each area. These languages were selected based on U.S. Census data about people with limited English proficiency (see Figure 3-4). The meetings were advertised on local television and the Hawaii Public Radio station. Samples of each flyer in English and the Aiea flyer in all languages are included in [Appendix D](#).

**Throughout the fall of 2008 and the winter of 2009, the Consulting Team worked closely with stakeholders to identify issues and unmet needs.**



**Town Hall Meeting - Representative:** A town hall meeting of a representative group of the target populations was held on January 24, 2009. This method was a hybrid of qualitative and quantitative research methods. Two local research firms were hired to recruit participants. They first conducted random sample calling to get a balance of participants across the island who were over 65 years of age, had at least one type of disability and were recipients of public financial assistance, such as Medicaid or Temporary Assistance for Needy Families (TANF). Targeted recruiting was also used to ensure wider participation. Ninety-six Oahu residents participated in the meeting. A combination of discussion and electronic polling was used to review and validate the identified transportation needs, and then prioritize them. Appendix G shows the demographics of the participants, and Appendix H shows the detailed results. For a summary of the town hall results, see Chapter 5, Transportation Gaps and Needs.

### **DEMOGRAPHIC PROFILE**

A demographic profile for the City and County of Honolulu was prepared using U.S. Census data and additional planning material from local and state agencies. The profile provides a basis for understanding the unique characteristics of Oahu, focusing on the three demographic groups that are subject to this plan: Older adults, individuals with disabilities and persons with low income.

The demographic profile is contained in Chapter 3.

### **EXISTING CONDITIONS ANALYSIS AND SERVICES INVENTORY**

The creation of a comprehensive inventory of current transportation services in the City and County of Honolulu began in the Fall of 2008, when the consulting team began compiling data on public, private and non-profit agencies that provide these services on Oahu. This matrix, included as Appendix A, was updated throughout the project as new information was supplied by stakeholders during meetings and interviews and through surveys.

Service providers were contacted by email and/or by telephone to solicit survey information or clarification regarding issues such as the type of service delivered, the target population for the service, the area of service delivery and the number/type of vehicles. Key findings from this portion of the project are presented in Chapter 4.



**An extensive inventory of current transportation service providers was conducted during the fall of 2008.**

### **SERVICE GAPS AND NEEDS ASSESSMENT**

A critical step in the development of this plan is the identification of service gaps and needs. The needs assessment process provides the basis for recognizing how transportation service within the City and County of Honolulu for older adults, individuals with disabilities and individuals of low income can be enhanced.

A needs assessment for this plan came out of consultation and interviews with stakeholders, town hall meetings, surveys, and through the analysis of existing documents such as:

- Honolulu Paratransit Service Study, Nelson\Nygaard Consulting Associates, 2006
- City and County of Honolulu Four-Year Area Plan on Aging; Elderly Affairs Division, Department of Community Services, July 2007
- Oahu General Plan, City and County of Honolulu, Department of Planning & Permitting, October 2006
- Annual Report on the Status of Land Use on Oahu, FY 2007, City and County of Honolulu, Department of Planning & Permitting, July 2008

After a series of informal town hall meetings around the island, the consultant facilitated a final town hall meeting in Honolulu on January 24, 2009. A representative group of nearly 100 people from around the island attended the meeting. The participants:

- Confirmed previously identified unmet transportation needs
- Evaluated and prioritized these needs

The consulting team prepared its assessment of needs by examining and analyzing available data and applying the input provided by the many stakeholders during the process. The result is a comprehensive delineation of the transportation needs on Oahu. Key findings derived from the needs assessment process are included in Chapter 5.

### **IDENTIFICATION AND EVALUATION OF STRATEGIES**

The development of the Strategic Plan was based upon the critical transportation needs identified. The consultant developed an initial set of suggested strategic goals, objectives and projects intended to address the identified critical transportation needs, which were presented to the CTSO subcommittee for refinement. Through an interactive process, the list was refined, and the projects were subsequently prioritized through an online survey of CTSO members and a follow-up CTSO meeting. Chapter 6 presents the findings of these exercises.

### **ACTION PLAN FOR RECOMMENDED STRATEGIES**

As a final step in this planning effort, an action plan was developed for each of the strategies and projects. This assessment identified:

- Implementation timeframe, including the process of applying for funding
- Estimated operational and capital costs needed to implement the strategy
- Potential funding sources, including potential use of SAFETEA-LU funds and possible sources of the required local match.

Key elements for implementing the prioritized projects are discussed in Chapter 7.

This page intentionally left blank.

## Chapter 3 Demographic Profile

### INTRODUCTION

Oahu population characteristics, including general population as well as target population statistics, were collected from the U.S. Census Bureau Decennial Census and even-year American Community Survey databases, focusing on 2000 to 2006 data. This data gives a sense of recent trends, but does not generally project future needs.

The target population for this Coordination Plan includes:

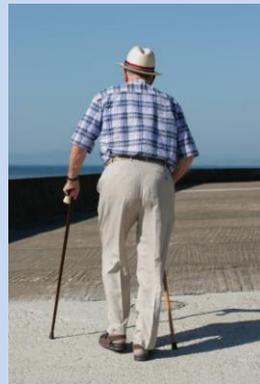
- Older Adults – individuals 65 year of age and older
- Individuals with disabilities – as defined by the U.S. Census Bureau comprises individuals with sensory, physical, mental, self-care, going outside the home, and employment disabilities
- Persons with low incomes – individuals with incomes below the federal poverty line, which is based on the number of people in each household

### GENERAL POPULATION GROWTH

In 2000, the population of the City and County of Honolulu (the island of Oahu) was 876,156, making it the 12th largest municipal government (or the 48th largest county government) in the United States.<sup>3</sup> The City and County of Honolulu is currently the only metropolitan/urban area identified in the State of Hawaii.

Between 2000 and 2006, the population on Oahu grew by approximately 4%, after a slight decrease in population between 2000 and 2002.<sup>4</sup> Figure 3-1 on the following page shows the population changes during this period.

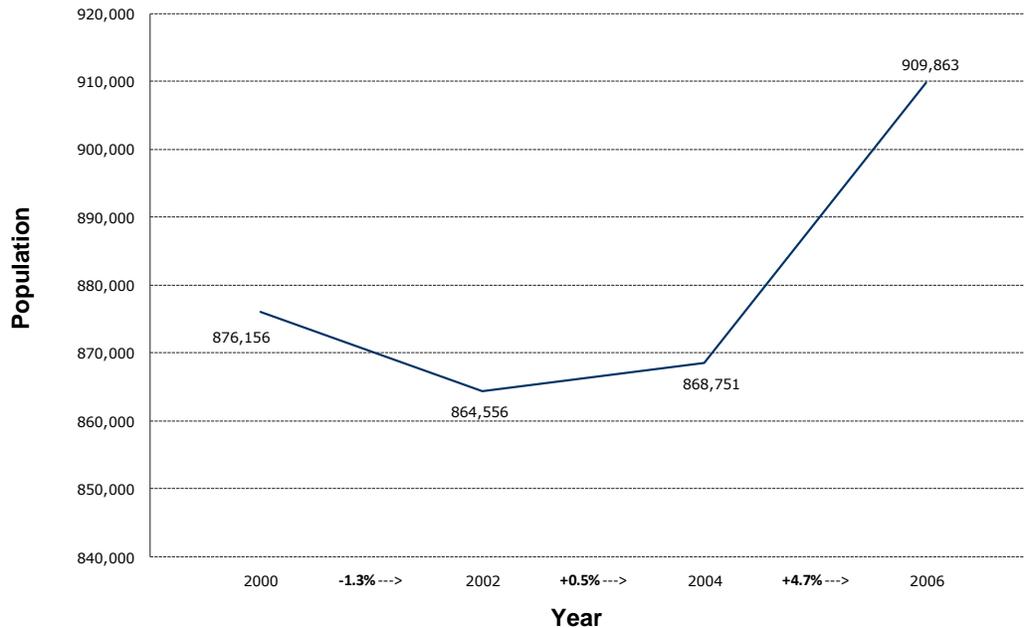
**The number of Americans age 65 or older will grow from 35 million in 2000 to more than 63 million by 2025 – an 81 percent increase.**



<sup>3</sup> U.S. Census Bureau, Decennial Census, 2000.

<sup>4</sup> U.S. Census Bureau, Decennial Census, 2000, and American Community Surveys 2002, 2004, 2006.

Figure 3-1: Oahu Population Change 2000 - 2006



**URBAN AND RURAL GROWTH**

The urban and urban fringe areas are primarily located between Ewa and East Honolulu, with some urban fringe areas designated in Koolaupoko on the southeastern shore of the island. Rural areas are also found along the North Shore, Koolauloa (northeastern shore), Waianae Coast, and the southern part of Koolaupoko.<sup>5</sup>

According to the 2007 Annual Report on the Status of Land Use on Oahu, the general plan policy “first adopted in 1977, aims to: (1) promote the full development of the Primary Urban Center (PUC), (2) encourage growth in the secondary urban center at Kapolei and in the urban fringe areas in Ewa and Central Oahu to meet housing needs not available in the PUC, and (3) discourage significant growth in the remaining urban fringe and rural areas of Oahu.”

Population growth is expected in all areas between 2000 and 2025, although some decreases are expected in East Honolulu and Koolaupoko between 2020 and 2025.<sup>6</sup> Figure 3-2 shows the population growth projections by area, which indicates significant growth in the Ewa area (127% over 25 years), with the next highest growth area being in Central Oahu (27.3%) and the rural leeward coast of Waianae (19.9%).

<sup>5</sup> Oahu General Plan, City and County of Honolulu, Department of Planning & Permitting, October 2006.

<sup>6</sup> Annual Report on the Status of Land Use on Oahu, FY 2007, City and County of Honolulu, Department of Planning & Permitting, July 2008, p. 5.

**Figure 3-2 Projected Population Growth by Oahu Population Centers**

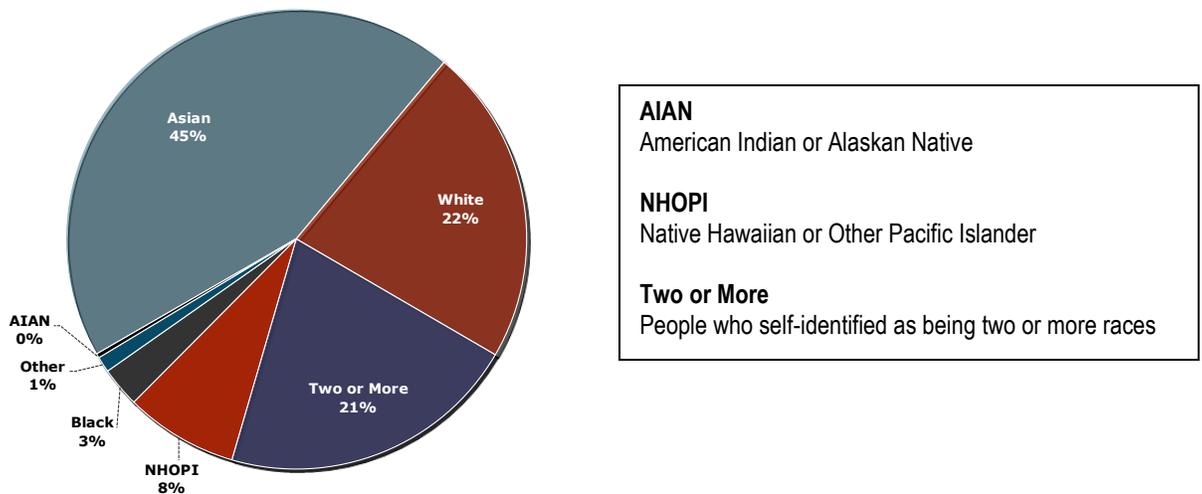
	Actual	Projected			Projected % Increase, 2000-2025
	2000	2010	2020	2025	
Primary Urban Center	419,333	440,979	463,332	475,696	13.4%
Ewa	68,696	97,111	137,125	156,301	127.5%
Central Oahu	148,208	163,152	179,832	188,714	27.3%
East Honolulu	46,735	52,387	52,642	51,949	11.2%
Koolaupoko	117,999	119,852	119,569	118,064	0.1%
Koolauloa	14,546	15,013	15,824	16,188	11.3%
North Shore	18,380	18,987	20,036	20,451	11.3%
Waianae	42,259	45,168	48,891	50,687	19.9%
<b>TOTAL</b>	<b>876,156</b>	<b>952,640</b>	<b>1,037,250</b>	<b>1,078,050</b>	<b>23.0%</b>

**RACE AND ETHNICITY**

While no racial group residing in the City and County of Honolulu constitutes a majority, the Asian population represents the largest group. Figure 3-3 shows the distribution of the population by race.

The Hispanic/Latino population, which accounts for 7 percent of the population, is not included in the chart because it is an ethnicity and people of any race may also be of Hispanic or Latino ethnicity.<sup>7</sup>

**Figure 3-3: Oahu Population by Race**



<sup>7</sup> U.S. Census Bureau, American Community Survey, 2006.

The high level view of race does not show the great diversity among the ethnicities within each racial category. On Oahu, it is also important to note new immigrant groups, which change over time. Currently, there is a significant group of Micronesians immigrating to Hawaii. These individuals and families are commonly found among the homeless camps on the leeward side of the island.

Many languages are spoken by residents of the City and County of Honolulu. For effective communication, it is important to know how many people speak a language other than English and may not speak English very well. The most common languages spoken in 2005, for which translation or interpretation may be needed, are Tagalog, Japanese, Chinese, Korean, and Spanish (see Figure 3-4).<sup>8</sup>

**Figure 3-4: Top 5 Languages Spoken at Home on Oahu  
(of those with Limited English Proficiency)<sup>9</sup>**

<b>Language Spoken at Home</b>	<b>Population with Limited English Proficiency</b>	<b>Percent of Total Population</b>
Tagalog	41,535	5.1%
Japanese	39,629	4.9%
Chinese	23,639	2.9%
Korean	18,089	2.2%
Spanish or Spanish Creole	12,849	1.6%

**POPULATION TRENDS FOR OLDER ADULTS**

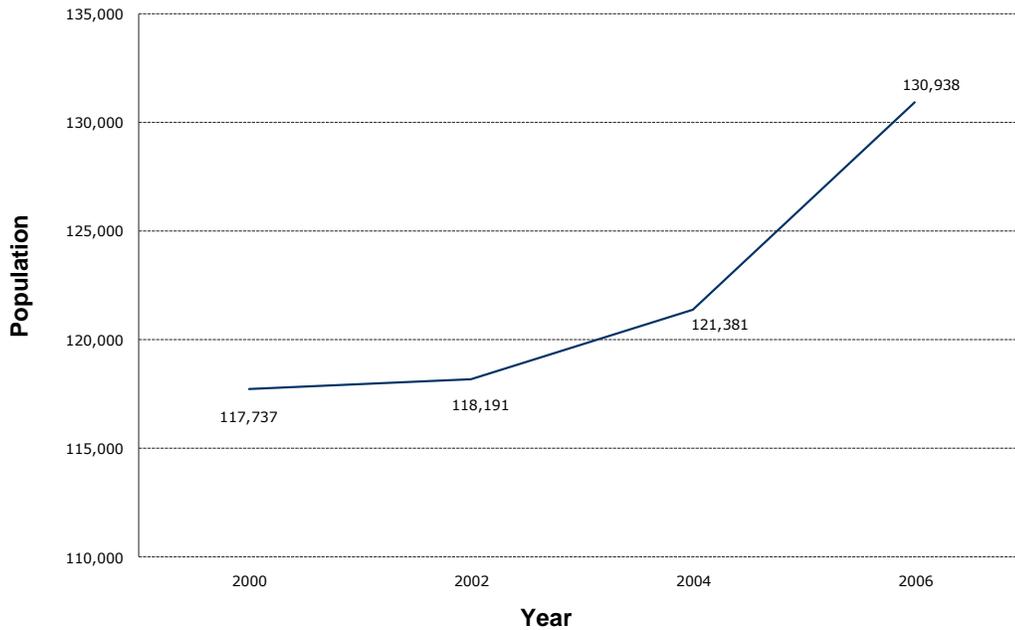
The older adult population, those age 65 years and older, grew by approximately 11 percent between 2000 and 2006, with a nearly eight percent increase between 2004 and 2006 alone (see Figure 3-5).<sup>10</sup>

<sup>8</sup> U.S. Census Bureau, American Community Survey, 2005.

<sup>9</sup> Note: The U.S. Census Bureau combines "Other Pacific Islander" languages in one group, making it the largest set of languages spoken at home among those with limited English proficiency. However, it includes multiple languages, so it is not included in the top 5 listed above.

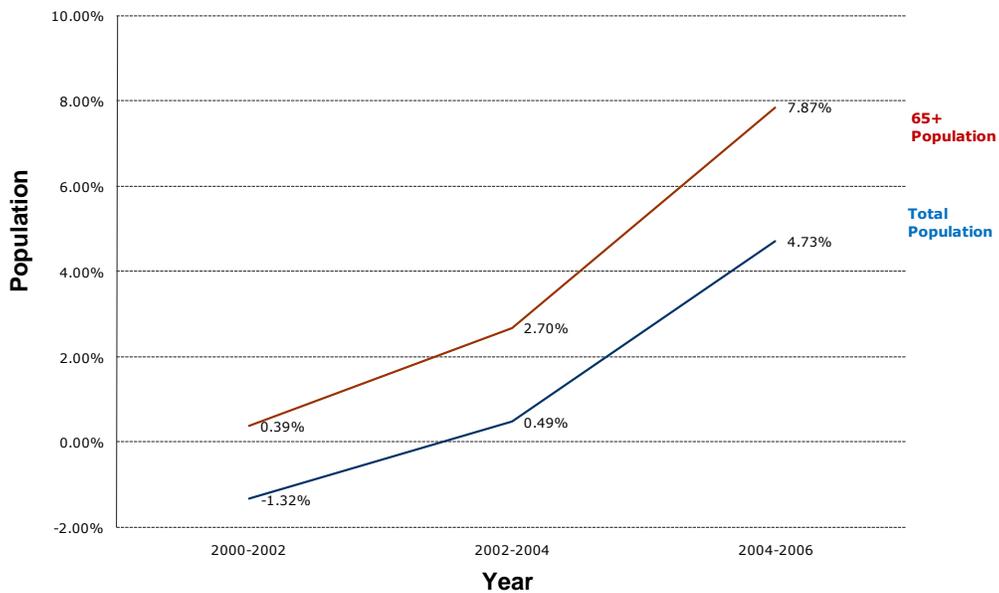
<sup>10</sup> U.S. Census Bureau, Decennial Census, 2000, and American Community Surveys 2002, 2004, 2006.

Figure 3-5: Oahu Population 65 Years of Age and Over 2000-2006



The older adult population is growing at a significantly higher rate than the total population (see Figure 3-6).<sup>11</sup> According to the U.S. Census, the number of Americans age 65 or older will grow from approximately 35 million in 2000 to more than 63 million by 2025 - an 81 percent increase.

Figure 3-6: Oahu Total Population Growth Compared to 65+ Population Growth 2000-2006



<sup>11</sup> U.S. Census Bureau, Decennial Census, 2000, and American Community Surveys 2002, 2004, 2006.

The U.S. Census projects the number of Hawaii residents age 65 or older will grow from roughly 160,000 in 2000 to 300,000 in 2025 – an 87 percent increase.<sup>12</sup>

This trend will have a significant impact on publicly funded transportation due to the increased need for transportation assistance as individuals get older. According to the report on “Aging Americans: Stranded without Options” (Surface Transportation Policy Project, April 2004):

- More than half of all non-drivers aged 65 and over stay at home on a given day, often because they do not have transportation options.
- Only one half of Americans aged 65 or older have access to public transportation to meet their daily needs.
- Older Americans living in sparsely populated geographical areas, including rural and small town America, are disproportionately affected by isolation because they have even fewer transportation options than older adults living in more densely populated geographic areas.
- Older persons who do not drive take an estimated 310 million trips per year on public transportation. Research shows that persons aged 65 or older use public transportation when it is available, and that their access to goods and services reduces their isolation and increases their mobility.
- In 2002, the U.S. Department of Transportation estimated that maintaining public transportation services would require an annual capital investment of \$14.8 billion, a 30 percent increase from the funding at that time. A Cambridge Systematics study estimated that improving services would require more than doubling funding levels at that time.

The City and County of Honolulu Four-Year Area Plan on Aging, conducted by the Elderly Affairs Division, Department of Community Services (2007) identified a need for assisted transportation for 50,467 individuals during that year. Even with relying primarily on informal supports such as family and friends, there is still an unmet need for an estimated 5,635 individuals.

---

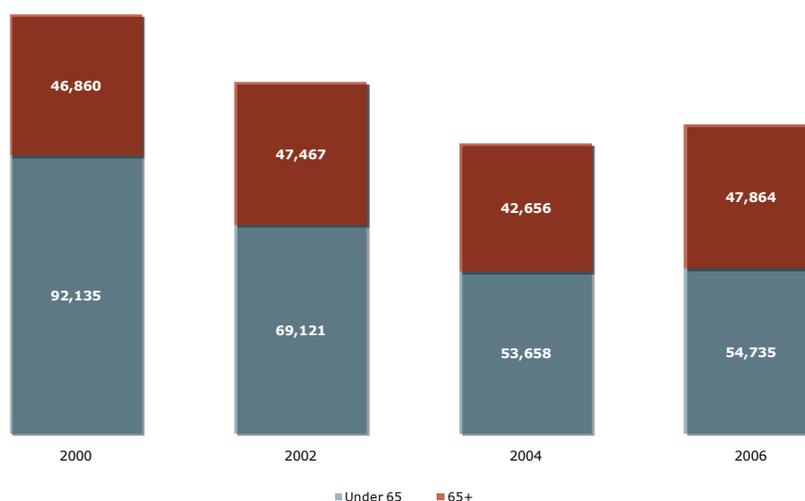
<sup>12</sup> Projections to 2025 are not available on the county level. It is assumed that senior growth rates for each island will be approximately the same as the state growth rate.

**POPULATION TRENDS FOR INDIVIDUALS WITH DISABILITIES**

The U.S. Census Bureau includes various disability categories in its count, including sensory, physical, mental, self-care, going outside the home, and employment disabilities.

Figure 3-7<sup>13</sup> shows that the number of individuals with disabilities residing in the City and County of Honolulu had been decreasing in recent years, with a slight increase between 2004 and 2006. However, the proportion of older adults with disabilities, compared to persons under 65 years of age with one or more disabilities, has increased.

**Figure 3-7: Oahu Population Identifying a Disability by Age Category 2000-2006**



Individuals with disabilities have a range of transportation abilities. For example, some persons using a wheelchair may be able to drive an adapted vehicle or ride the bus, whereas persons with developmental disabilities are typically unable to drive and must rely on family, the bus or paratransit service. Persons with hearing impairments and those with vision impairments may need specific forms of assistance when riding the bus.

**POPULATION TRENDS FOR PERSONS WITH LOW INCOMES**

For the purpose of this plan, low income is defined as incomes below the federal poverty level – which is determined according to threshold measures established by the Social Security Administration and updated each year by the U.S. Census Bureau. Thresholds vary by family unit, or household, size. The 2007 federal poverty threshold table is shown on the following page:

<sup>13</sup> U.S. Census Bureau, Decennial Census, 2000, and American Community Surveys 2002, 2004, 2006.

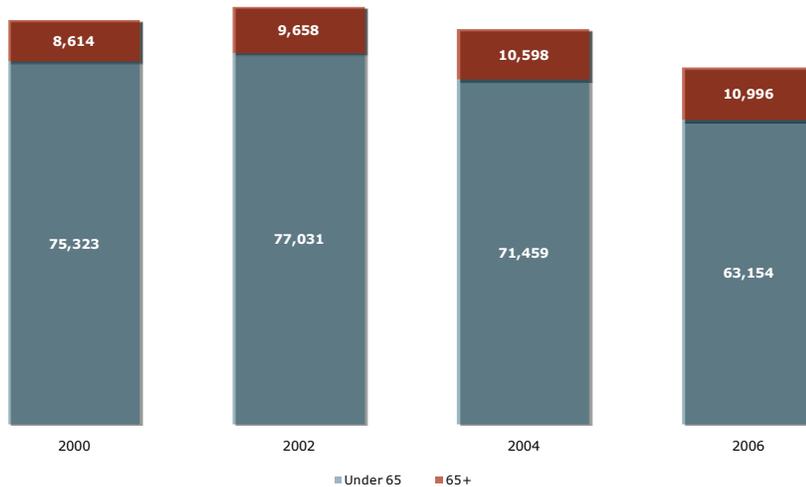
**U.S. Census Bureau Poverty Thresholds, 2007**

<u>Size of Family Unit</u>	<u>Poverty Threshold</u>
One person (unrelated individual)	\$10,590
Under 65 years	\$10,787
65 years and over	\$9,944
Two people	\$13,540
Householder under 65 years	\$13,954
Householder 65 years and over	\$12,550
Three people	\$16,530
Four people	\$21,203
Five people	\$25,080
Six people	\$28,323
Seven people	\$32,233
Eight people	\$35,816
Nine people or more	\$42,739

Source: U.S. Census Bureau, Weighted Average Poverty Thresholds 2007.

Between 2000 and 2006, the overall number of City and County of Honolulu residents whose income fell below the federal poverty level declined. However, there was an increase in people age 65 and older whose income is below the poverty level (see Figure 3-8).<sup>14</sup> Recent economic problems in the United States may cause these numbers to increase.

**Figure 3-8 Oahu Population Below the Poverty Level by Age Category 2000-2006**



<sup>14</sup> U.S. Census Bureau, Decennial Census, 2000, and American Community Surveys 2002, 2004, 2006.

The homeless population increased between 2005 and 2007 (see Figure 3-9).<sup>15</sup> According to homeless service providers on Oahu, there has been a recent increase in the homeless population due to migration from Pacific islands. One service provider suggested the struggling economy may lead to a decline in the homeless population as more people rent out rooms in their homes to help make ends meet.<sup>16</sup>

**Figure 3-9: Oahu Homeless Population Trends, 2005-2007**

	<b>2005 Count</b>	<b>2007 Count</b>	<b>Count Change</b>	<b>Percent Change</b>
Unsheltered Homeless	1,400	1,793	+393	+28.1%
Sheltered Homeless	1,525	1,957	+432	+28.3%
<b>Total Homeless</b>	<b>2,925</b>	<b>3,750</b>	<b>+825</b>	<b>+28.2%</b>

Persons with low-incomes, including the homeless, typically have transportation challenges that limit their ability to reach employment, training, or other needed social services. The expense of owning a vehicle may be beyond reach for this population, and for some, even the cost of riding public transportation may be prohibitive.

<sup>15</sup> City & County of Honolulu Homeless Point-In-Time Count, 2007, p. 8.

<sup>16</sup> Interview conducted with Darlene Hein, Waikiki Community Health Center, in November 2008.

This page intentionally left blank.

## **Chapter 4 Existing Conditions Analysis and Inventory of Transportation Providers**

---

### **INTRODUCTION**

This chapter contains a summary of transportation providers in the City and County of Honolulu. This chapter also includes information on service areas where transportation is provided as well as key origins and destinations for the target populations. It also highlights potential service duplication, which may include multiple organizations providing rides over similar routes or providing similar services that could be combined for greater efficiency.

The inventory of transportation providers was developed through the Transportation Provider Survey and through stakeholder interviews. Interviews were conducted in October and November 2008 with organizations that were identified as major providers in one or more of the following service categories:

- Fixed route transit operators
- Demand-response transportation operators
- Program transportation operators
- Financial assistance providers (offering gas vouchers, free bus passes, etc.)
- Information and referral providers
- Travel training programs
- Volunteer transportation, carpool and vanpool coordinators
- Transportation system funders (providing funding to other organizations for transportation purposes), managers, planners and advocates

In November 2008, surveys were distributed electronically to 54 agencies. Nineteen agencies responded (35% response rate). The data collected through both the survey and the interviews was compiled in an Excel spreadsheet and uploaded into a web-based database. Survey details are listed by service category in Appendix A.

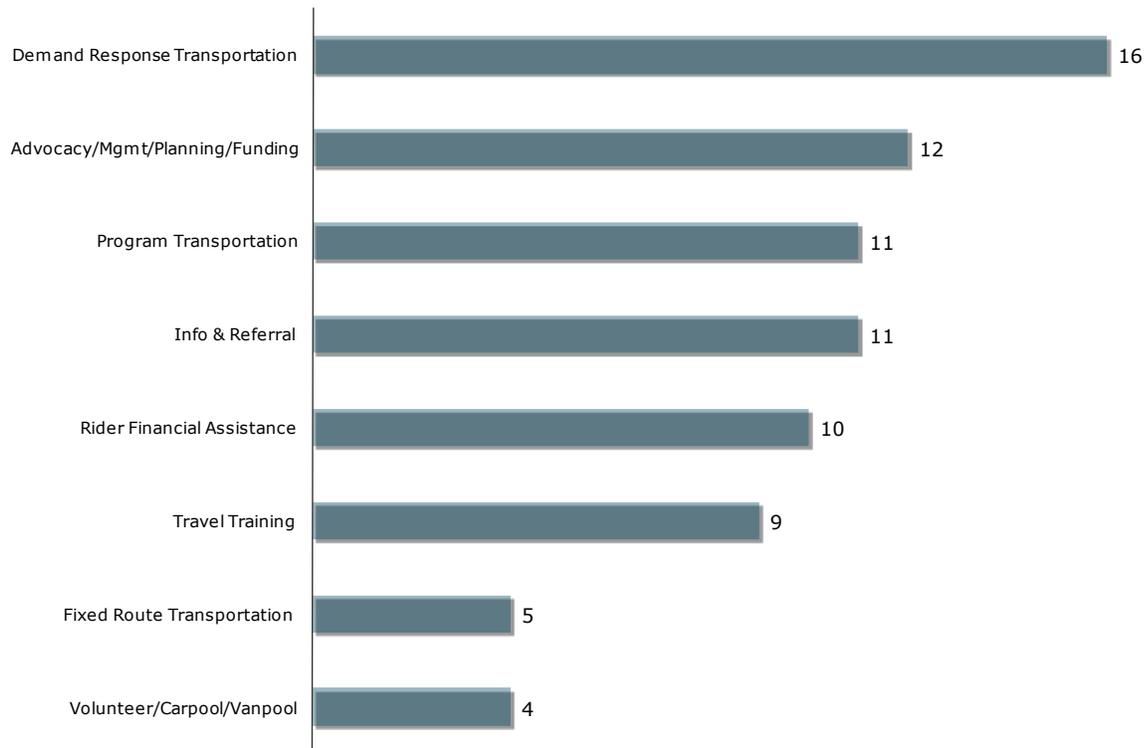
Service areas and duplication of services were identified through stakeholder interviews. The Honolulu Paratransit Service Study conducted in 2006 was the primary source of information about key origins and destinations of older adults, individuals with disabilities and persons with low incomes in the City and County of Honolulu. Maps developed for the Honolulu Paratransit Service Study are reproduced here on the assumption that the origins and destinations identified are good approximations of current practices for all target groups. To validate this assumption, focus group participants and transportation provider survey respondents were asked to identify key types of destinations. This assumption was generally validated, as described later in this chapter.

**SUMMARY OF PROVIDERS**

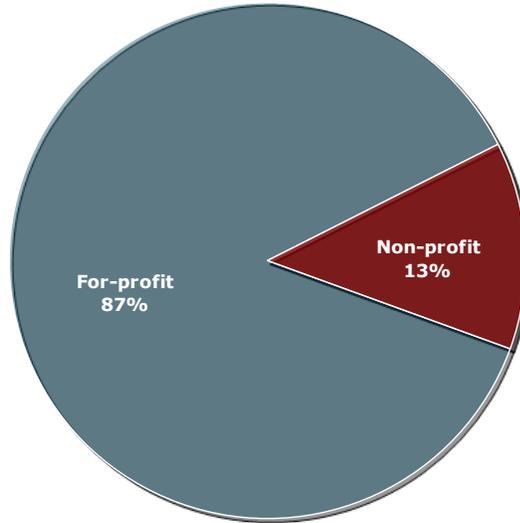
Eighty-two different organizations were identified as having some involvement in providing transportation services for older adults, individuals with disabilities and persons with low incomes. Fifty-eight responded to requests for information about their organizations and the services they provide. This chapter reflects that information.

Of the 58 organizations that responded to the survey or other outreach efforts, more operate demand-response transportation than any other type of transportation services. Most providers in this service category are for-profit transportation operators, such as taxi companies and specialized medical transport companies (see Figures 4-1 and 4-2). In Figure 4-1, an organization may be counted in more than one category.

**Figure 4-1: All Transportation Providers by Service Category**

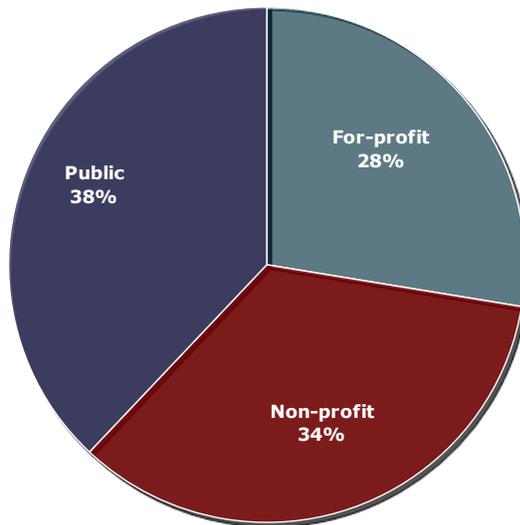


**Figure 4-2: Demand Response Transportation Operators by Organization Type**



Across all service categories as detailed in Figure 4-1 on the previous page, transportation-related services are fairly evenly distributed by organization type as shown in Figure 4-3 below.

**Figure 4-3: All Transportation Service Providers by Organization Type**



The organizations known to operate transportation services for the target populations there are 490 known vehicles. This figure does not include personal vehicles provided by drivers who participate in volunteer transportation programs.

With the exception of the Oahu Transit Services, Inc., the agency that provides TheBus and TheHandi-Van services, none of the service providers shared both trip and cost data. Most trips for transit and human service agencies are between one and ten miles in length.

Including all transit services, approximately \$230 million is spent annually on transportation for older adults, individuals with disabilities and low-income residents on Oahu.<sup>17</sup> Funding sources include:

- Federal Office of Older Americans
- Federal Medicaid waiver
- Federal IDEA funds
- U.S. Department of Health and Human Services Administration on Developmental Disabilities
- State of Hawaii Department of Education
- State of Hawaii Department of Human Services
- City and County of Honolulu Department of Community Services
- City and County of Honolulu Department of Transportation Services
- Ifuku Foundation and other private donations.

Capital plans in the next two years include purchases of vehicles and other equipment totaling at least \$90,000, although this figure is based on very limited information provided by only a few transportation operators. It is likely that more capital purchases are planned.



***On Oahu, approximately \$230 million is spent annually on transportation for older adults, individuals with disabilities, and persons with low incomes.***

<sup>17</sup> Transportation expenditure data are compiled from responses to the Transportation Providers Survey that was distributed for this project in Fall 2008. Adjustments were made as the data were reviewed for completion of this report.

## SERVICE AREAS

Organizations that provide direct transportation services island-wide include Oahu Transit Services, Inc. (TheBus and TheHandi-Van), Catholic Charities, Waikiki Community Health Center Care-A-Van Program, Rehabilitation Hospital of the Pacific and all private transportation providers. Figure 4-4 on the following page shows the organizations that are known to operate transportation in only part of Oahu, as well as the specific area and population that they serve.

**Figure 4-4: Transportation Operator with Limited Service Areas and Population Served**

Provider	Population Served	Area Served
Kokua Kalihi Valley Comprehensive Family Services	People with low incomes	Kalihi Valley
Waianae Coast Comprehensive Health Center	People with low incomes	Waianae Coast
Waikiki Community Health Center – Friendly Neighbors Program	Older Adults	Waikiki
Leeward Oahu Transportation Management Association	General public	Leeward and Central Oahu (trips to downtown and Waikiki)
Hawaii Helping the Hungry Have Hope (H-5)	People with low incomes	Barber's Point/Kapolei

In addition, several transportation providers offer rides only as a part of their programs, which may include trips anywhere on the island but are likely to be near their facilities. These organizations include:

- Easter Seals Hawaii – located in Honolulu, Ewa, Kapolei and Waipahu
- Hawaii Center for the Deaf and Blind – located near Diamond Head
- University of Hawaii at Manoa KOKUA Program – located just mauka from Waikiki and downtown Honolulu
- Responsive Caregivers of Hawaii – located in Aiea

### TRAFFIC GENERATORS/ORIGINS AND DESTINATIONS

Major traffic generators for older adults, individuals with disabilities and persons with low incomes include hospitals and other health provider sites, adult day care facilities, social service agencies, employers, and shopping sites.

Key destinations for individuals with disabilities were identified and mapped in the Honolulu Paratransit Service Study Ridership Analysis (April 2007). That map is included here as Figure 4-5. The study also identified and mapped key origins (see Figure 4-6), based on the population density of individuals with disabilities in various areas of Oahu. The map of key origins is shown as Figure 4-6. Because of the overlap between the target populations in this report, it is assumed that these key origins and destinations for individuals with disabilities are similar to those for older adults and persons with low incomes. These summaries of travel patterns identify key locations or corridors with the greatest potential demand for coordinated services. The Honolulu metropolitan area is the focal point for the majority of both origins and destinations, followed closely by the Pearl City area and the area around Pearl Harbor.

Figure 4-5 Key Destinations

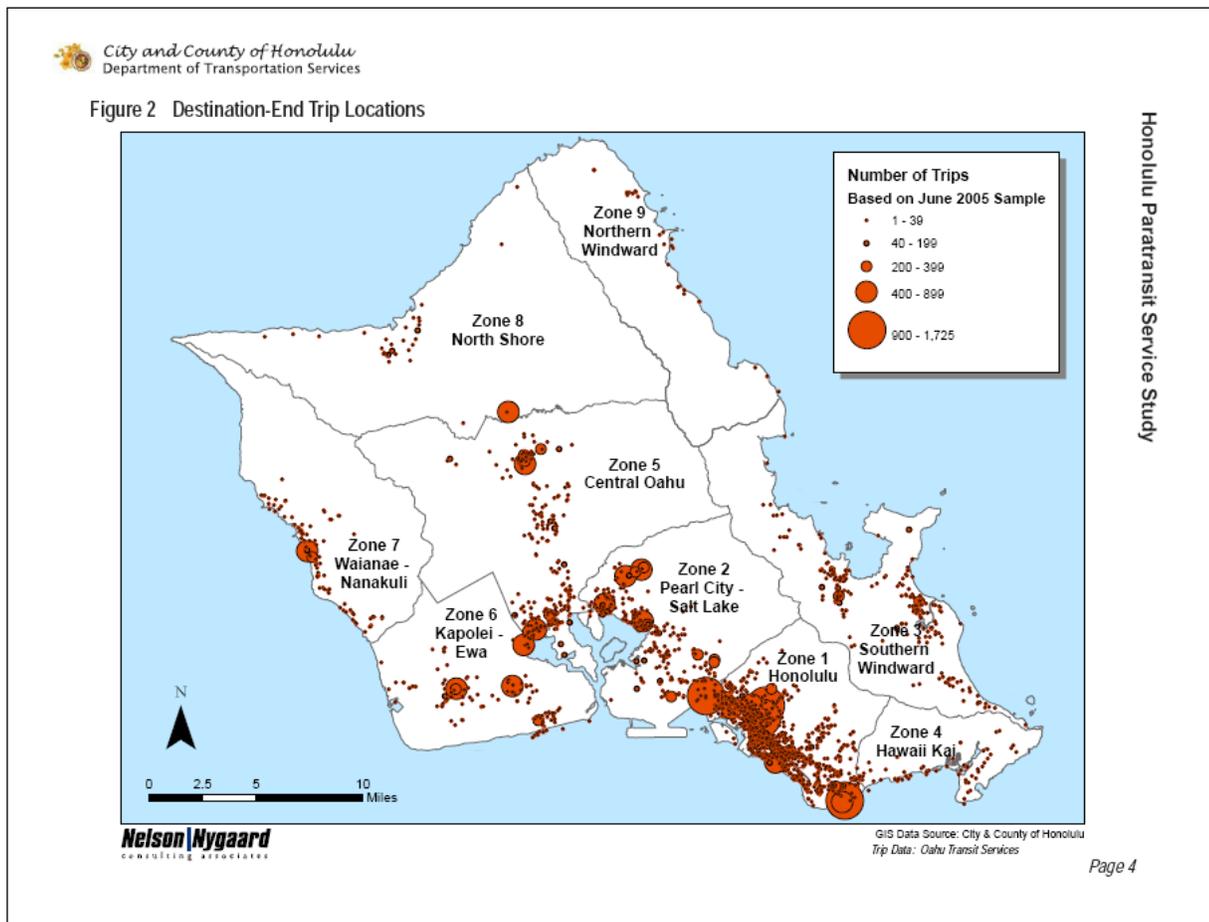
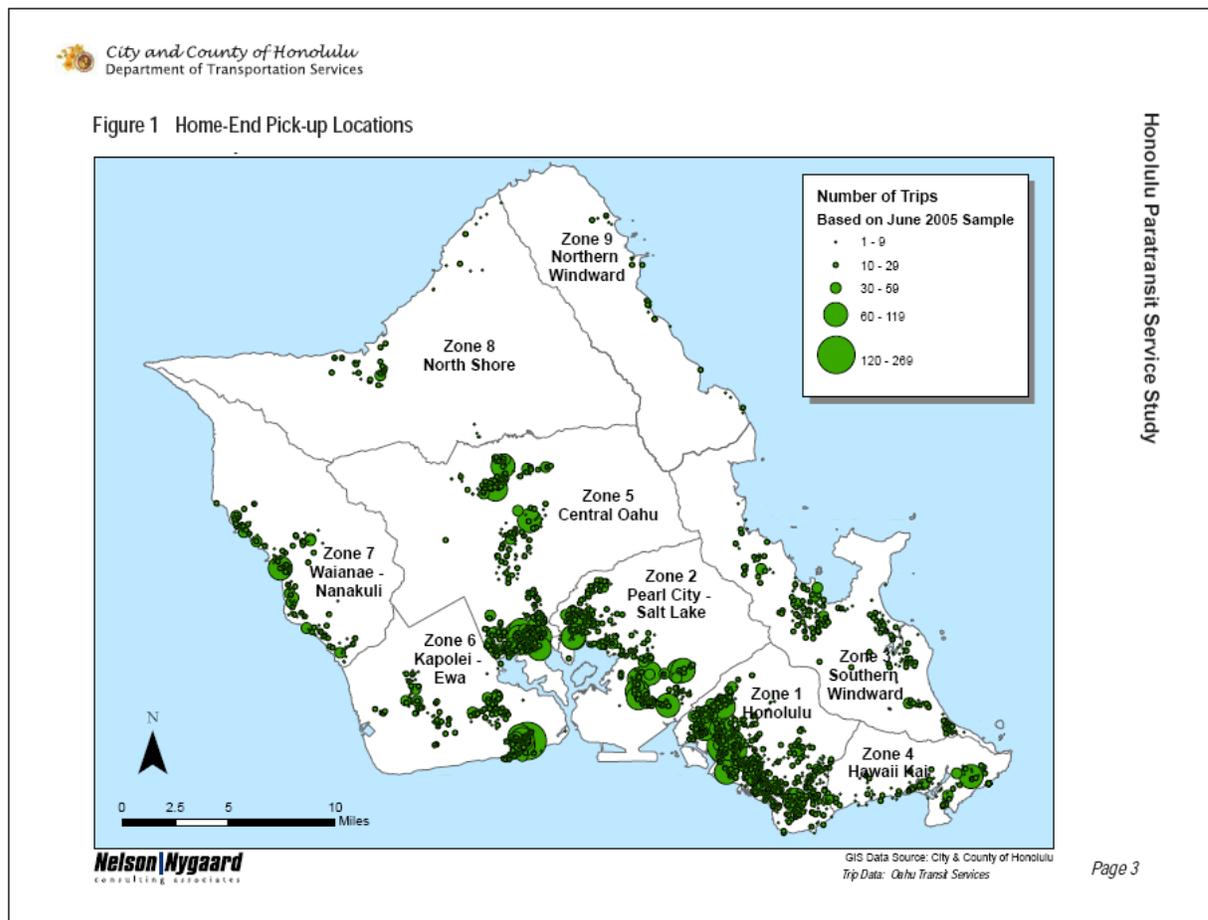


Figure 4-6 Key Origins



### DUPLICATION OF SERVICES

Because individual trip data is not available from most transportation operators, it is not possible to specifically identify where trips are being duplicated. During the outreach process, several stakeholders indicated that they see multiple vehicles at adult day care sites and healthcare facilities such as dialysis clinics. Sighted vehicles include TheHandi-Van, Catholic Charities Hawaii and private taxi and gurney transport providers. However, it cannot be assumed that these are duplicate trips, as they might originate from different parts of the island.

Travel training is one area in which duplication is apparent. Nine different organizations currently provide travel training for individuals with disabilities. This service could be provided more efficiently by sharing a travel training curriculum, combining resources between agencies and offering group training where appropriate.

In addition, all transportation providers, including volunteer coordinators, have their own driver training programs, whether in-house or through contracted trainers. Opportunities to coordinate standardized training classes could prove less expensive and more effective.

Finally, all transportation operators independently arrange maintenance for their own vehicles. Consolidated vehicle maintenance could offer cost savings for participating organizations.

### **SERVICE PROVIDER INVENTORY**

A comprehensive listing of agencies and organizations on Oahu that provide or support transportation activities is included as Appendix A. Providers are categorized as follows:

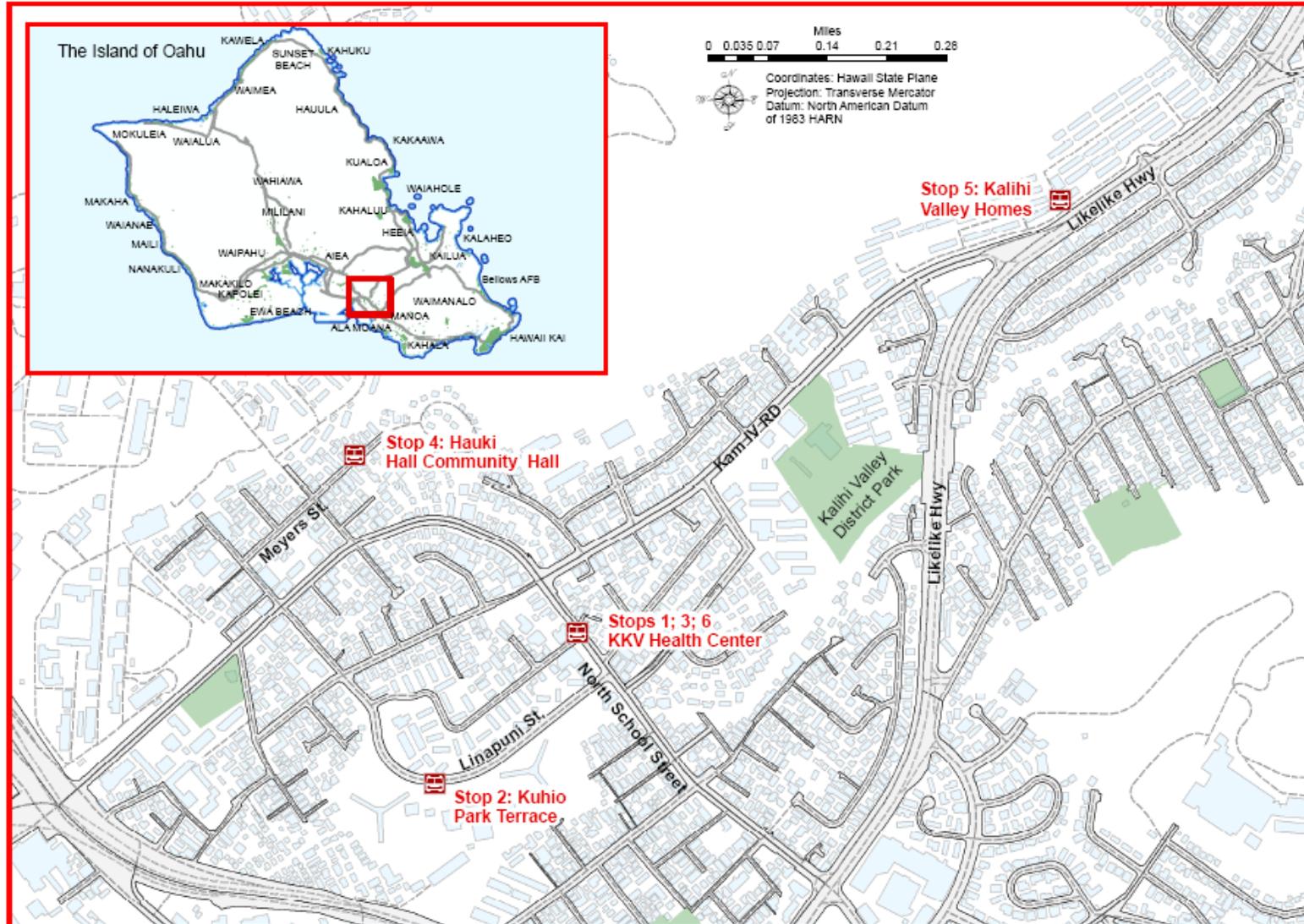
- Fixed Route Operators
- Demand-response Operators
- Program Transportation
- Volunteer Transportation, Carpool and Vanpool Coordinators
- Travel Training Programs
- Funding Assistance Providers
- Information and Referral Providers
- Transportation Systems Managers, Funders, Planners and Advocates

### **ROUTE MAPS**

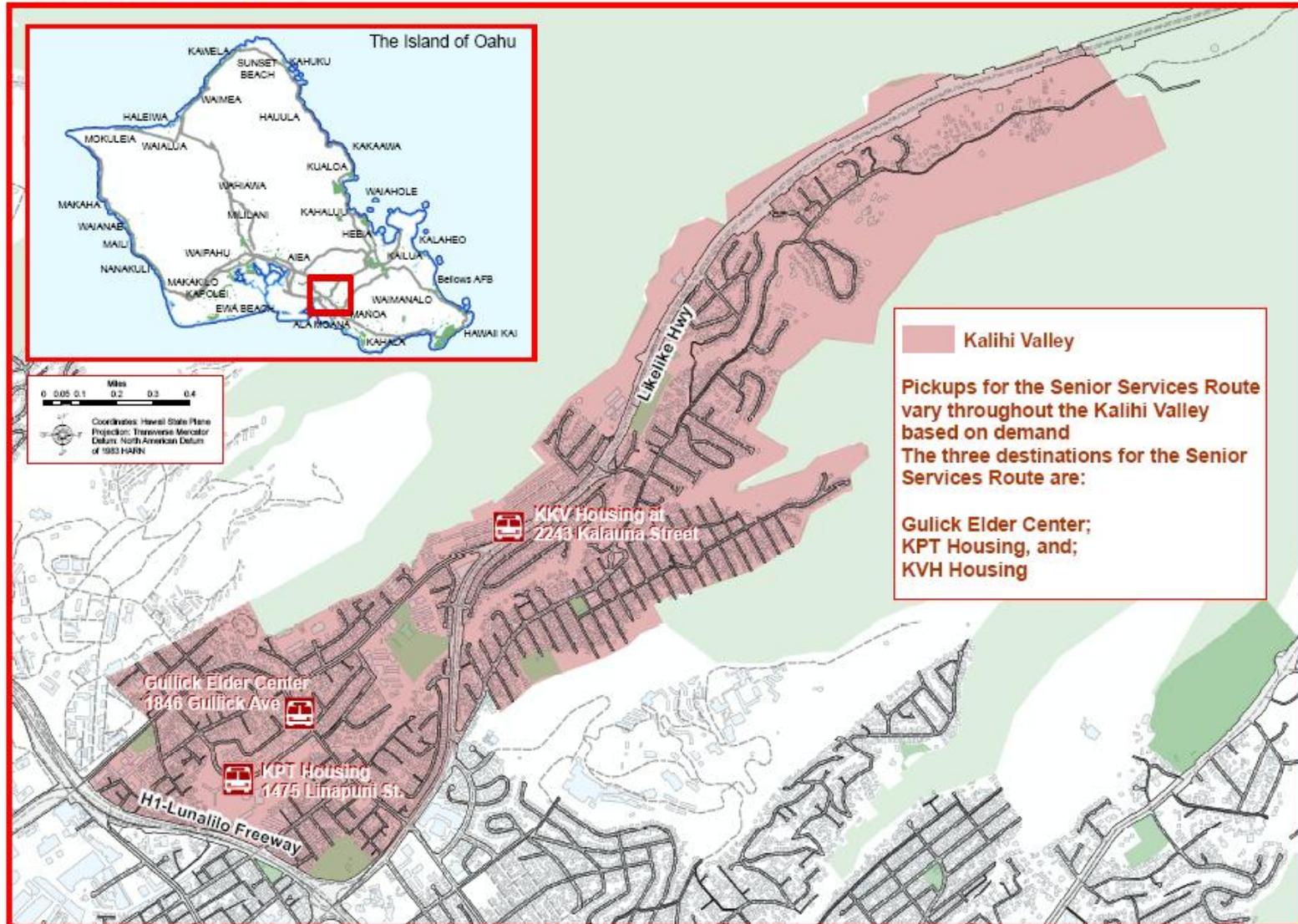
The service area maps for TheBus, the Kokua Kalihi Valley Comprehensive Family Service shuttles and the Kalaeloa Shuttle are included at the end of this chapter. Route maps for other fixed route transportation providers were not available for this report.



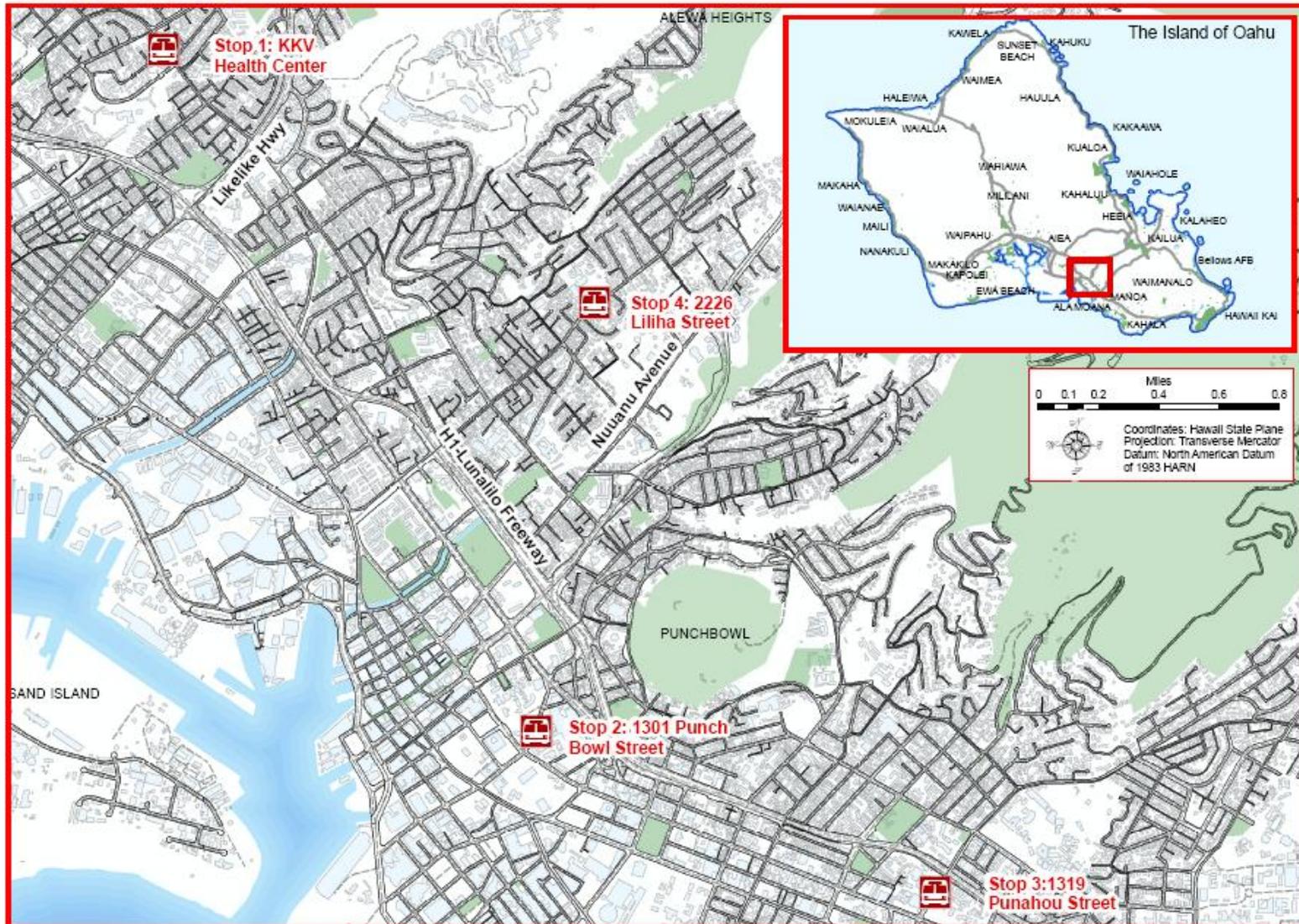
### Kokua Kalihi Valley Comprehensive Family Services: Shuttle Services to Public Housing Developments



**Kokua Kalihi Valley Comprehensive Family Services:  
Senior Services Route**



### Kokua Kalihi Valley Comprehensive Family Services: Hospital Referral





## KALAELOA SHUTTLE ROUTE

September 2008

Contact Jessica at 222-6039 to purchase General Public monthly bus passes.

### Monday – Friday, every 90 minutes

Morning (am) – 7:00, 8:30, 10:00 and 11:30 am  
 Afternoon (pm) – 3:00, 4:30, 6:00 and 7:30 pm

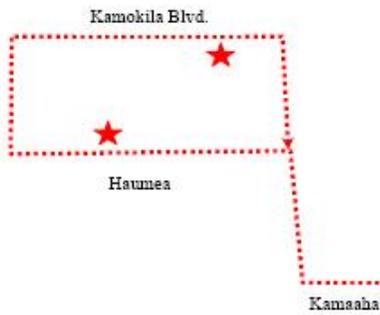
### Saturday

Morning (am) – 8:30, 10:00 and 11:30 am  
 Afternoon (pm) – 1:00, 2:30, 4:00, 5:30 and 7:00 pm

### Sunday and Holidays

Morning (am) – 8:30, 10:00 and 11:30 am  
 Afternoon (pm) – 1:00, 2:30 and 4:00 pm

★ Bus stops



**NOTE: MAP NOT TO SCALE**



This page intentionally left blank.

## Chapter 5 Service Gaps and Unmet Needs

### INTRODUCTION

This chapter summarizes the range of unmet transportation needs that were identified through:

- Stakeholder and Public Input (meetings, town halls, interviews, surveys)
- Existing Documentation (Honolulu Paratransit Service Study, City and County of Honolulu Four-Year Area Plan on Aging, etc.)
- Analysis of the County's demographic profile
- Stakeholder and Public Outreach methods discussed in Chapter 3 of this report

Experiential and empirical data were used to identify the transportation needs on Oahu. For example, interviews and town hall meetings were conducted for experiential data, and surveys and electronic polling at town hall meetings were implemented to collect empirical data. It is important to note that the identified needs are based on the *perceptions* of the respondents in each of the outreach efforts. A detailed review to verify the accuracy of each perceived problem is beyond the scope of this study.

This chapter is divided into the following sections:

- Rider Challenges
- Provider Challenges
- Priority Needs

The identified needs have been sorted into broad categories for purposes of discussion.

Categories of rider challenges include:

- Transportation service hours, duration and timeliness
- Lack of service and access
- Travel care and assistance
- Affordability
- Safety and security
- Information
- Other rider concerns

Categories of provider challenges include:

- Provider capacity and funding issues
- Provider infrastructure
- Provider communication



*Consultant Faith Trimble addresses a CTSO Meeting.*

## **RIDER CHALLENGES**

As indicated in Chapter 4 (Transportation Provider Inventory), a substantial transportation system exists on the island of Oahu. During the outreach process, stakeholders repeatedly commented that they became more aware of the large number of available transportation services on Oahu, especially in contrast with the other Hawaiian Islands.

Many indicated a belief that Honolulu residents can get where they need to go if they know what options are available and how to use them. However, there is concern that rural area residents and certain other individuals lack adequate transportation service. In addition, concerns were expressed about the quality of the services that are provided. Some stakeholders believe that improved coordination and education can address most of the issues, while others feel that there are not enough vehicles and other resources available to meet the needs.

Most of the challenges described in this section were identified by multiple stakeholders and are not listed in priority order. Transportation challenges included in the “other rider concerns” category are comments noted by only one or two stakeholders. A prioritized list of transportation needs is discussed in a following section.

## **TRANSPORTATION SERVICE HOURS, DURATION AND TIMELINESS**

In 2006, a study of Honolulu’s paratransit system identified several issues affecting TheHandi-Van’s on-time performance. One key factor affecting TheHandi-Van timeliness was that many trips on TheHandi-Van were “subscription trips” -- taken by agency-sponsored clients going to agency programs. ADA regulations allow the provision of subscription trips with the proviso that if an agency does offer subscriptions they must not exceed 50% of available capacity during a one-hour period. The compliance study points out that TheHandi-Van is over-subscribed during peak hours. Additional comments on these and other issues related to transportation service hours, duration and timeliness, identified through the public outreach process, are described below. The top 10 agencies sponsoring these client trips are:

1. Goodwill Industries of Hawaii – Kilihau
2. Home and Community Services – Waipahu
3. Family Services of Oahu
4. The ARC in Hawaii – Pearl City
5. The ARC in Hawaii – Ruger
6. SECOH – Ewa Beach
7. Manawa Lea Health Services – Waipahu
8. Easter Seals Hawaii
9. Maluhia Day Care
10. Kokua Villa

**TheHandi-Van Timeliness:** Comments in this category include TheHandi-Van’s phone capacity, scheduling policy, and on-time performance. Community members often commented that they have difficulty in reaching TheHandi-Van by phone to either schedule or cancel a trip because the lines are often busy. Some considered the 30-minute pick-up window to be too long. A more common complaint from riders and agency representatives is that TheHandi-Van is late for pick-ups and drop-offs.

**Public Transit “Rush Hour” Issues:** Stakeholders repeatedly reported that service on TheBus and TheHandi-Van is jammed during peak hours and that it is difficult to get on a bus during the traditional morning and evening rush hours, especially between West Oahu and Waikiki although buses in other parts of the island can be full as well. Some riders have reported that the bus passes by stops because it is at capacity. However, the CTSO acknowledged that rush hour difficulties are encountered by all modes of transportation and are not unique to public transit.

Due to regular trips taken to adult day care and job and skills training programs for individuals with disabilities, it is reportedly difficult to access TheHandi-Van during morning and later afternoon hours when these facilities open and close.

**Hours of Service:** Late night and early morning service on affordable transportation, whether TheBus or other low-cost transportation services, is not available. This issue has been identified as particularly important for people who are trying to travel to or from work during non-traditional hours. People who work such jobs may be forced to rely on family members who may not find it worthwhile to transport them for what may be low-wage jobs. This has been identified as a particular concern for people with developmental disabilities.

There is also limited public transit service to specific sites with a need for access to transportation, for work or other purposes. Campbell Industrial Park is the largest industrial park in Hawaii with nearly 250 businesses employing 4,000 employees. A shuttle runs only 7:00 to 8:00 AM and 3:00 to 4:00 PM, with no non-private transportation available for work shifts that are scheduled at another time. In the case of the Kalaeloa Community Development District, which includes low-income housing and shelter sites, TheBus service is provided only two times during the day, at 5:00 AM and 6:00 PM. Honolulu Community Development at Kalaeloa provides some shuttle service in addition to TheBus, but these options are reportedly not adequate to meet residents’ needs.

**Duration of Public Transit Trips:** Many noted that trips on TheHandi-Van and TheBus are too long, especially for older adults and individuals with disabilities who may have incontinence or other physical problems. This issue is even more significant for individuals living outside the urban core of Honolulu who need access to services in the urban area, where most major services are located. Traffic congestion contributes to the length of all

types of trips. In addition, scheduling trips for people coming from different areas contributes to long trip times on TheHandi-Van and other shared ride services.

**Same-Day Service:** Several stakeholders indicated that there is a need for service on the same day a request is made. In most cases, the only same-day service options are TheBus or taxis. All other services require advance scheduling notice . This is a particular concern for older adults and individuals with disabilities who need to make last-minute medical appointments or grocery shopping trips.

### LACK OF SERVICE AND ACCESS

**Non-Urban Areas:** Limited bus service is available in parts of the urban fringe. As residences move further from the urban core of Honolulu, transportation becomes increasingly difficult to access while the majority of services are some distance away. For example, a Haaula resident needing dialysis services must travel to Kaneohe or Wahiawa – closer than downtown Honolulu but still about a 30-minute drive by private vehicle.

People report that TheBus service is not frequent enough in rural and urban fringe areas. Specific areas in West Oahu identified as having limited or no service include Hakimo Road in Nanakuli, Makaha, the Waianae Coast, Barber’s Point/Kalaeloa, and Kapolei.

The lack of bus service reportedly affects everyone who lives and/or works outside the urban core, especially those who do not qualify for TheHandi-Van. Concerns were also expressed that few accessible transportation providers are willing to travel to these areas. Taxis and other private carriers are reluctant to service the rural/fringe areas due to “deadhead trips” (trips made with no passengers on board) on at least one leg of the trip, as well as the potential for no-shows.

Finally, some areas are difficult to access by cutaway vehicles and larger buses because unimproved or narrow roads do not allow anything larger than a minivan to turn around. Smaller vehicles may be needed to access those areas.

**Distance to Bus Stops:** People living and working in all areas of the island have indicated that the distance or lack of sidewalks between the bus stops and riders’ origins and/or destinations can make it difficult to access public transportation.

In urban areas, where the City is removing mid-block bus stops to improve safety on high traffic roadways with long city blocks, the resulting longer walks to bus stops are reportedly difficult for older adults and individuals with disabilities.

**Many concerns were raised by stakeholders regarding lack of service and access, especially in the rural and urban fringe areas.**



In rural and urban fringe areas fewer bus stops means the nearest stop may be far from many homes. It was reported that many people in these areas have to walk a mile or more to reach the nearest stop. Individuals who are unable to walk to the bus stop and are not eligible for TheHandi-Van can become home-bound unless family or friends can provide transportation.

**Allowable Trips:** With the exception of public transit, transportation services provided by non-profits and human service agencies are typically limited to medical and employment-related trips. Few provide grocery shopping and individualized social/recreational trips, which are significant needs for older adults and individuals with disabilities who may not easily use TheBus for these purposes.

**Service Eligibility:** Some stakeholders expressed concern that some individuals who need the extra assistance provided by TheHandi-Van, Med-QUEST, and Catholic Charities Hawaii do not qualify for their services – either because they do not meet the eligibility requirements or because they need to take a kind of trip that is not allowable (see “Allowable Trips” above).

**Transportation Beyond Oahu:** Transportation beyond Oahu, which is sometimes necessary to visit family or to access specialty medical care on the mainland, was reported as a challenge by several stakeholders, who cited it as being too expensive and requiring travel in airplanes that are inaccessible to individuals with disabilities. Upon arrival on a neighbor island, individuals report that few accessible transportation options are available to get to their final destinations.

### **TRAVEL CARE AND ASSISTANCE**

**Annunciators and Reader Boards:** Visually impaired persons have expressed difficulty in accessing TheBus when buses are not equipped with external and internal annunciators, or they are not used. Persons with hearing impairments have mentioned that not all of the buses have reader boards, making it difficult for them to know when and where to get off the bus.

**Door-to-Door Service and Assistance with Packages:** There is limited door-to-door<sup>18</sup> and door-through-door<sup>19</sup> transportation service available. Transportation providers typically

---

<sup>18</sup> Door-to-door service means that the provider provides assistance for the rider from the door of their trip origin to the door of their destination.

<sup>19</sup> Door-through-door service means that the provider provides assistance for the rider from the inside of their trip origin to the inside of their destination.

provide service from curb-to-curb<sup>20</sup>. Older adults and individuals with disabilities who need extra help getting to and from their destinations, especially if they have packages, have limited options. Options for door-to-door or door-through-door service include Catholic Charities Hawaii (older adults only), Moiliili Senior Center, Kokua Kalihi Valley, Project Dana (frail older adults and people with disabilities) and some private providers.

**Bus Pass Application Sites:** Applications for special bus passes can be made in only one location, at the Kalihi Bus Pass Office, which makes it difficult for individuals with mobility challenges to access the service.

### *AFFORDABILITY*

**Non-Public Transit Options:** People with moderate or low incomes have difficulty accessing transportation options other than TheBus. Vanpool and private providers can be prohibitively expensive when riders live far from where they need to go.

**Public Transit Fares:** For people with very low incomes, even TheBus and TheHandi-Van can be too expensive to use on a regular basis.

### *SAFETY AND SECURITY*

**Safety and Comfort on Shared Rides:** Various stakeholders noted concerns about feeling safe on TheBus and TheHandi-Van. Concerns were expressed about substance abusers at bus stops and on the bus, and individuals with disabilities feel particularly vulnerable.

One challenge to maximizing the use of shared rides on public transit or interagency trips is a general reluctance of riders of one group to ride with another, such as older adults and individuals with disabilities. Aides or monitors on vehicles were suggested to improve the sense of safety and comfort on shared rides.

**Bus Shelters:** Various stakeholders identified the need for more and improved bus shelters with appropriate seating, maps and signage, including increased accessibility for people with vision impairments. Some stakeholders in non-urban areas mentioned that people waiting for the bus sometimes overflow onto the roadway, causing a safety hazard. A concern was specifically raised regarding the Waianae area, where bus stops can become so crowded that people may be in danger of being hit by a car while they wait for a bus.

---

<sup>20</sup> Curb-to-curb service means that the provider will provide service to riders from the public curb of their trip origin to the public curb of their trip destination.

**Sidewalks:** In the rural town hall meetings, concerns were expressed about the lack of sidewalks. This can prevent persons using wheelchairs or other mobility devices from traveling safely to bus stops.

**Special Needs Evacuation:** Emergency management plans have not yet incorporated specific evacuation plans for special needs populations, although the Emergency Management Department in the City and County of Honolulu has expressed a desire to do so. Several individuals worried about how their child with a disability attending a specialized school would be transported in the event of an emergency.

### **INFORMATION**

Several stakeholders have identified the need for more education, training and outreach on how to use public transit and other transportation options, and on policy changes affecting users of publicly funded transportation.

**Transit Instructions:** Some stakeholders reported that some potential transit riders (older adults, individuals with disabilities, and persons with low incomes) do not use TheBus because they do not know how to and are not certain it will meet their needs.

Requests were also made for easily understandable information about using TheBus and purchasing a bus pass, and for readily available transit maps at various locations including bus stops. Some older adults requested large print options. For those with limited English proficiency, the availability of information in multiple languages is important. In particular, a need was identified for language assistance for new immigrants from the Philippines, Samoa and Micronesia.

**Transportation Options:** Several stakeholders reported that lack of information about the variety of transportation options prevents people from using all of the resources available to them. Many people seemed to be unaware of the transportation choices available beyond TheBus and TheHandi-Van, such as Project Dana and Med-QUEST.

**Public Outreach on Policy Changes:** There is a reported disconnect between policymakers and community members who use publicly funded transportation. Although policy changes such as bus stop relocations do undergo a fairly thorough public process, many key stakeholders feel uninformed and left out. At the same time, some community members may have greater expectations for service levels than what may be feasible.

### **OTHER RIDER CONCERNS**

Concerns noted by only one or two stakeholders are as follows:

- TheBus route operating in Makaha does not run on a schedule that allows work commuters to access TheBoat in time for traditional work schedules.
- TheBus appears to run loosely on schedule, and buses arrive in groups with long wait times in between.
- Loading and unloading people who use wheelchairs on TheBus could be done more quickly. The stakeholder who identified this issue was unclear as to whether this could be addressed through improved equipment on the buses or through driver training to use the equipment more easily.
- Caregivers and volunteer drivers want access to disabled parking permits, but they recognize that enforcing the proper use of these permits would be difficult.
- Buses are reportedly not always lowered, though it is important to do so for frail elderly and individuals with disabilities including and in addition to people who use wheelchairs. Conversely, some individuals are offended when a driver lowers the bus without being asked, on the assumption that the individual requires assistance.
- There is a general lack of help with language barriers in most transportation programs.
- Transportation providers may need training to serve individuals with disabilities, as some Medicaid providers reportedly handle their clients roughly.
- Limits on the number and type of packages that may be transported on TheHandi-Van and TheBus have been an impediment for some.
- There is a desire for driver continuity for individuals with developmental disabilities.
- There is a need to consider emergency transportation for users of powered scooters when they break down.

## PROVIDER CHALLENGES

### PROVIDER CAPACITY AND FUNDING

**TheHandi-Van Oversubscription:** As reported in the 2006 Honolulu Paratransit Service Study and discussed during recent meetings with DTS and the Hawaii Disability Rights Center, the number of agency subscription rides on TheHandi-Van exceeds ADA limits during certain times of the day. Paratransit trips are a civil right for individuals with disabilities who are unable to ride fixed route buses.

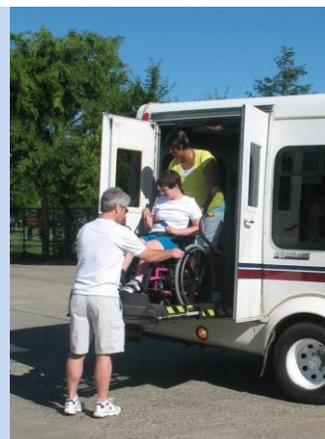
Most subscription riders are clients of local social service agencies including Goodwill Industries, The Salvation Army, Special Education Center of Hawaii (SECOH), Easter Seals Hawaii, Family Services of Oahu, Kokua Villa, Ho’opono Center for the Blind, Responsive Caregivers of Hawaii, Lanakila Pacific, and Maluhia Day Care.

The high number of subscription rides limits access of other individuals when the subscription services are being performed and places TheHandi-Van out of compliance with ADA regulations as a result. This problem is particularly evident during peak hours, when more than 70% of the rides are comprised of agency-sponsored subscription riders. Progress has been made since the 2006 study, but oversubscription remains a problem.

**Funding:** Limited funding is the biggest concern for service providers, especially during the present economic downturn. The largest expense is providing demand-response trips such as TheHandi-Van and Med-QUEST. The cost of Med-QUEST trips ranges from \$13 to \$100 per trip, and the actual cost of TheHandi-Van is approximately \$35 per trip. By comparison, the cost of providing a fixed-route bus trip is approximately \$4 per trip. When human service agencies rely on TheHandi-Van to meet many of their clients’ transportation needs, the agency pays only the \$2 fare. While the cost of that fare is significant for the human service agency, the TheHandi-Van’s actual cost to provide that service is 1,650% greater.

### Subscription Rides:

*Pre-arranged rides, scheduled for the same times and days, and traveling between the same origins and destinations. Once the subscription trip has been arranged, passengers do not need to schedule each ride.*



**Available Drivers:** In addition to limitations on the number of vehicles, some transportation service providers cited a lack of drivers as a problem. Private taxi companies report having difficulty keeping drivers long-term, and many have reported difficulty finding qualified drivers to help transport frail elderly and individuals with disabilities. Non-profit agencies cite difficulties finding available and qualified drivers to provide direct services to their clients on a part-time basis.

**Public Agency Procedures, Rules and Regulations:** Several issues were raised relating to state and local government procedures, rules and regulations:

- Some private providers reported that reimbursements are too small to make it worthwhile to continue providing Medicaid and ADA trips.
- Some private providers indicated that it takes too long to receive reimbursements for providing Medicaid and ADA trips.
- Some private providers expressed concerns that they need to do out-of-the-ordinary clean-up of their vehicles when extensive soiling has occurred as a result of transporting people with incontinence or other physical ailments. They would like additional compensation for this, but such requests have been denied.
- The paperwork that private providers must complete when providing Medicaid and ADA trips is described as being too cumbersome – a disincentive to serving these populations.
- Program reporting requirements have been identified as a significant challenge for non-profits that are attempting to provide transportation services. Reporting requirements have also resulted in cumbersome eligibility processes for riders.
- Private providers expressed concerns about City and County of Honolulu laws that limit the possibility of competition, saying that dispatch is not allowed to ask about the specific needs of the rider in order to match them with an appropriate driver. Companies that would like to be able to do this say it would enable them to serve their riders better.
- Some agencies expressed a concern that they are unable to meet the needs of their riders because they are not allowed to make stops *en route* to their final destination, when it could be a valuable and efficient use of the trip.
- The lack of clear policies on selecting Medicaid transportation providers has also been cited as an impediment to using quality, cost-effective providers, as many new private, for-profit companies have registered as Medicaid non-emergency medical transportation providers.<sup>21</sup>

---

<sup>21</sup> Since the drafting of this Plan, Med-QUEST transportation is being brokered through private health management companies under contract with the state Med-QUEST program. It is not clear if this issue has been resolved.

- Some concerns have been raised about doctors “over-prescribing” referrals to TheHandi-Van and Medicaid services, when a patient could have used a lower-cost service like TheBus.
- Some report that there are significant barriers to coordinating trips due to liability issues, and the differing policies and regulations of various funders.

Future investigation into these rules and regulations is warranted, although detailed investigation into every identified concern is beyond the scope of this report.

### **PROVIDER INFRASTRUCTURE**

**Vehicles and Equipment:** Many stakeholders commented that there are too few vehicles to meet the demands of people in need of assistance. Specifically, there is concern that there are not enough accessible vehicles for individuals with disabilities, beyond program-related vans and public transit vehicles. There is reportedly a shortage of accessible taxis for people who could afford the fares. However, some commented that the issue may not be a shortage of vehicles, but it could be a need for greater coordination and more efficient use of resources already available on the island.

Some of the volunteers who are available to help transport people for their more individualized needs do not have their own vehicles or cannot afford to use their vehicles very often.

There is also a concern that TheHandi-Van does not have mobile data terminals (MDTs) on all vehicles, which could help provide more efficient service. The MDTs would allow service adjustments on the day of service such as “will call” return trips for individuals who are not ready for pickup. They would also introduce much better reporting and general GPS location identification to help a dispatcher make adjustments *en route* by knowing exactly where a vehicle is.

Finally, no agency has reported having access to loaner vehicles when their own vehicles are being serviced. This limits the capacity and operations of many agencies.

**Transit Lot Capacity:** Staff from Oahu Transit Services, Inc. claim that the lack of additional parking space at current transit facilities limits the number of additional public transit vehicles that can be added to the fixed route and paratransit fleets. They expressed additional concerns about fueling and washing inefficiencies for TheHandi-Van vehicles, which results in fewer vehicles available at a given time.

***PROVIDER COMMUNICATION***

Most agencies are unaware of all of the transportation services available of Oahu. There are no structures in place to share information within and between agencies on a regular basis.

In addition, improvements could be made in the overall performance of the ADA paratransit system and the other services that may be coordinated with it by developing a closer working relationship between the City and County and the various providers, including OTS. While maintaining the distinction between policy and operations responsibilities, more regular and collaborative communication between the agencies could more readily identify issues between these two critical functions. A close working partnership between the various agencies may result in more timely attention to potential service refinements.

### PRIORITY NEEDS

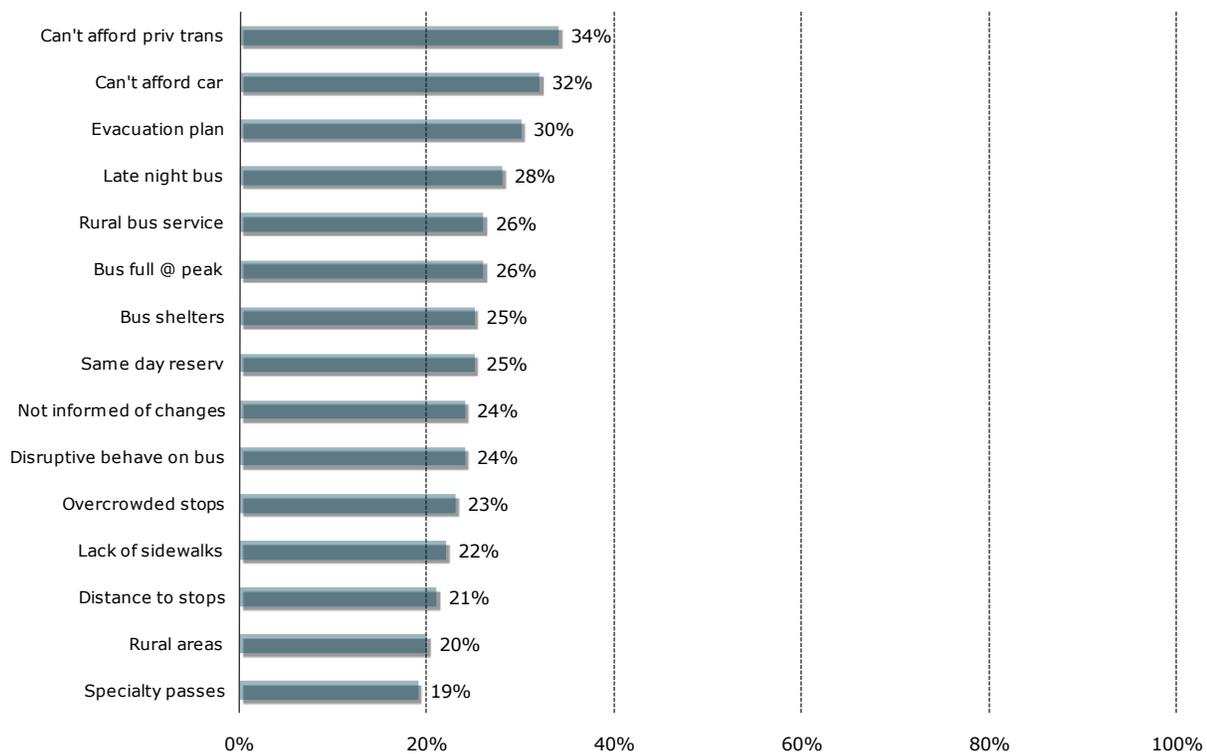
At the town hall meeting held on January 24, 2009, nearly 100 participants were asked to review and rate the previously identified rider challenges and to rate them according to how difficult each one makes it to get where they need to go. Participants rated each of the challenges using electronic polling devices. Time was allotted for participant comments at key points in the meeting.

This section presents the results of that meeting in priority order, according to the percentage of respondents said that these challenges make it very hard or nearly impossible to get where they need to go. Results are displayed for all participants as well as for subsets of the participants. For participant demographics and detailed overall responses to each question, see Appendices G and H.

The biggest challenges identified by participants at the town hall meeting ranged from the fact that they can't afford private transportation, such as taxis, to difficulties accessing TheBus Disability or Senior Card because they are only available at TheBus Pass Office at the Kalihi Transit Center. Notably, no single challenge was rated as "very hard" or "nearly impossible" by more than one-third of the full group of participants.

#### Top 15 Challenges for All

Figure 5-1: Top 15 Challenges - All Participants



**Same-Day Reservations:**  
 “I’m not a Handi-Van user, but I was thinking: Why do you have to call a day ahead?”

**Annunciators & Reader Boards:**  
 “If you’re vision-impaired, then certainly it’s an issue...”  
 “Well, it also might be a problem if you have trouble focusing, and you need somebody to remind you where you are.”

**Affordability:**  
 “For me, the price was important. I was riding it about two years ago, and on a very fixed income. And two dollars a trip, going and coming back, that’s a lot of money, so I had to decide between using TheHandi-Van or buying food. So I quit using it.”

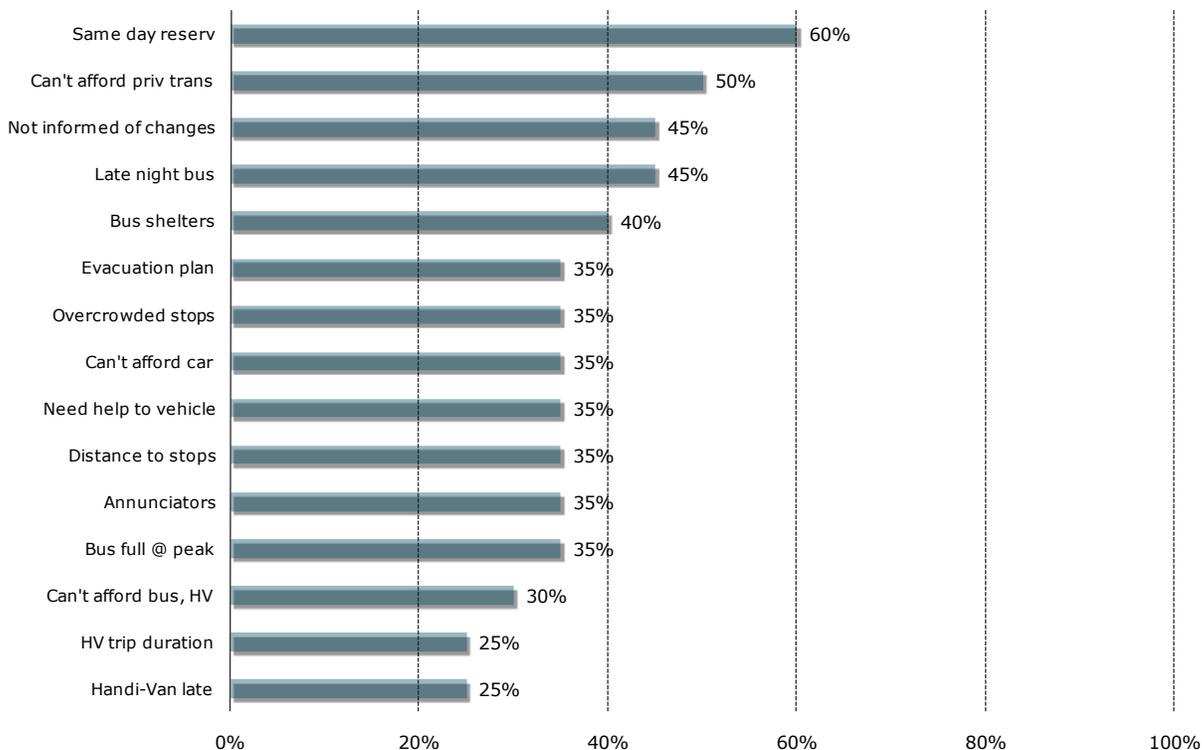
The most significant challenge for TheHandi-Van riders was the inability to make same day reservations. Significant challenges specific to TheHandi-Van riders in contrast to the overall participants’ list included:

- TheBus not always using annunciators or reader boards
- Needing help to and from their vehicles
- Inability to afford TheBus or TheHandi-Van
- Late arrival of TheHandi-Van
- Long trips on TheHandi-Van

Only riders of TheHandi-Van ranked these issues.

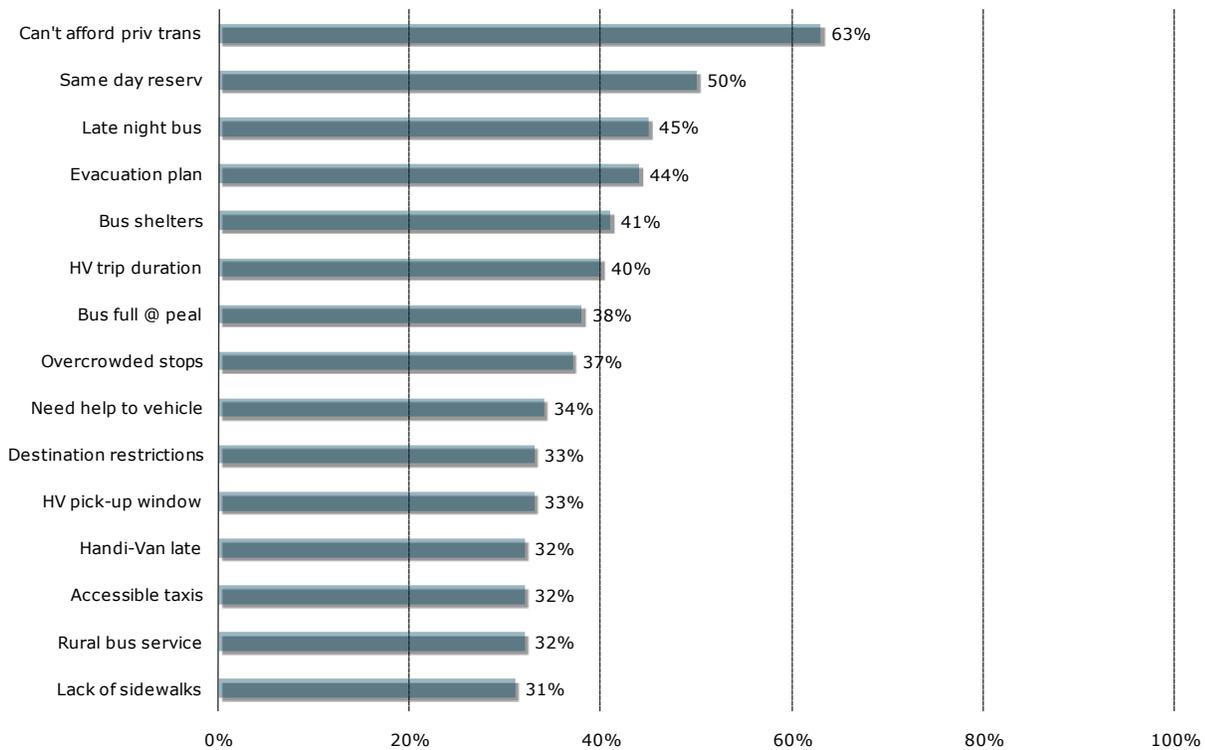
**Top 15 Challenges for TheHandi-Van Users**

**Figure 5-2: Top 15 Challenges - TheHandi-Van Users**



**Top 15 Challenges for Individuals with Disabilities**

**Figure 5-3: Top 15 Challenges - Persons with Disabilities**



Like the overall participants, most of those with disabilities felt that the fact that they cannot afford private transportation was the most significant barrier to getting where they need to go.

**TheHandi-Van is late**

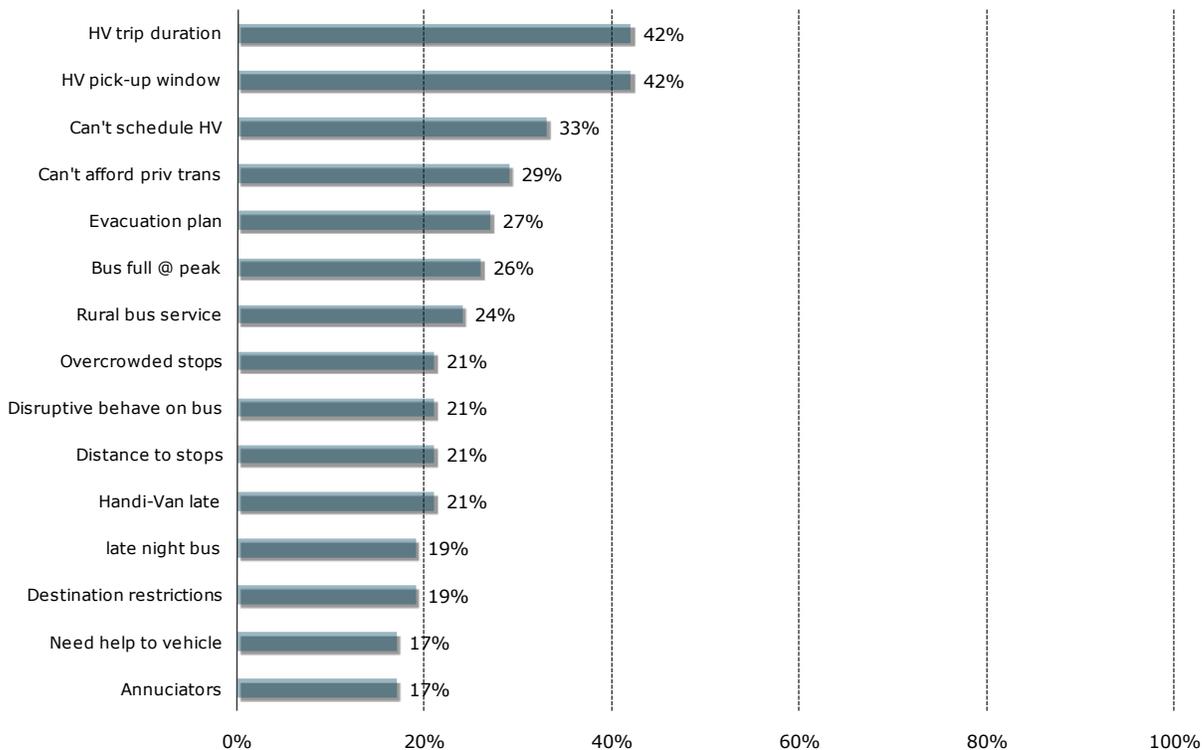
“...it’s not supposed to be over one and a half hours to catch TheHandi-Van.”

Participants with disabilities, who may or may not ride TheHandi-Van, found TheHandi-Van pick-up window, destination restrictions by various transportation providers and the lack of accessible taxis to be among their most significant challenges. These responses differed from those of the TheHandi-Van riders.

But like TheHandi-Van riders, all those with disabilities also identified TheHandi-Van trip duration, late arrival of TheHandi-Van and needing help to and from vehicles among their most significant challenges.

**Top 15 Challenges for Participants 65 or Older**

**Figure 5-4: Top 15 Challenges - 65 Years and Older**



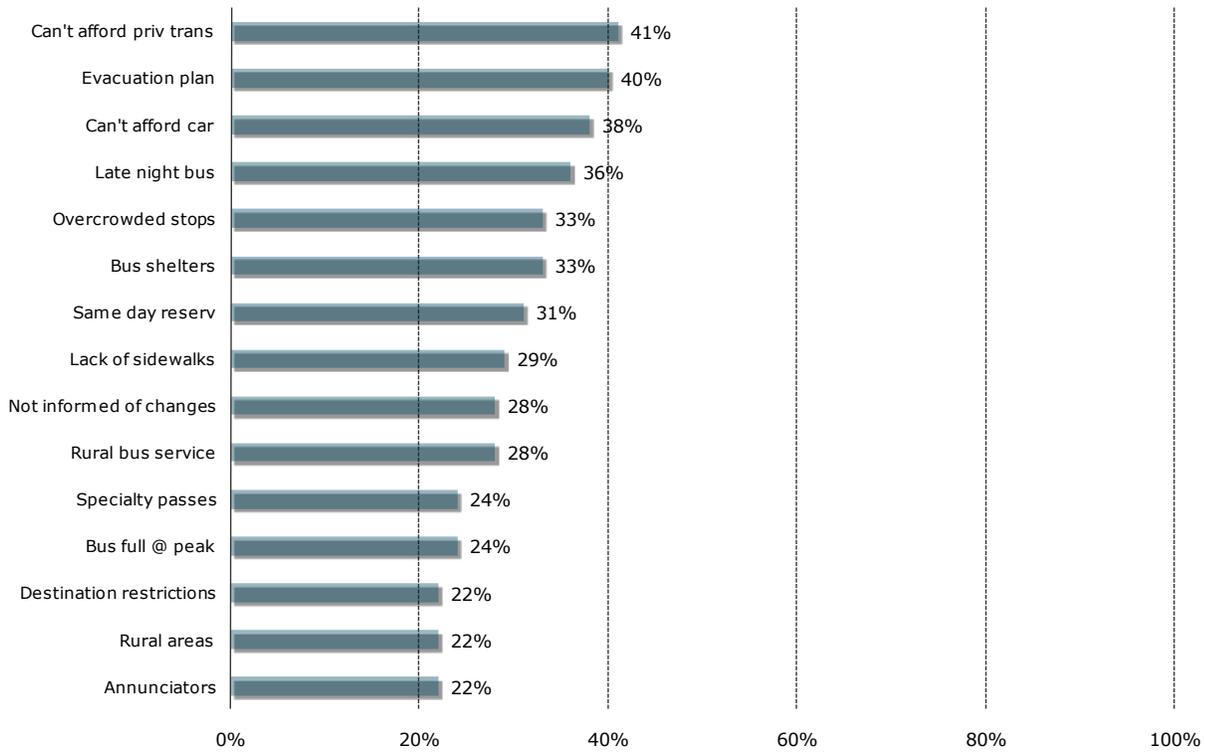
**Can't Schedule TheHandi-Van:**  
 "The amount of time that it takes to answer the phone is long."

Participants age 65 or older had similar issues as TheHandi-Van riders and individuals with disabilities.

As noted in TheHandi-Van riders responses, only TheHandi-Van riders were asked to respond to TheHandi-Van questions. Therefore, the responses to concerns about TheHandi-Van in this ranking are only from TheHandi-Van riders who are also 65 and over. This group also identified difficulty scheduling a trip on TheHandi-Van due to busy phone lines as a significant challenge in getting where they need to go.

Top 15 Challenges for Bus Riders

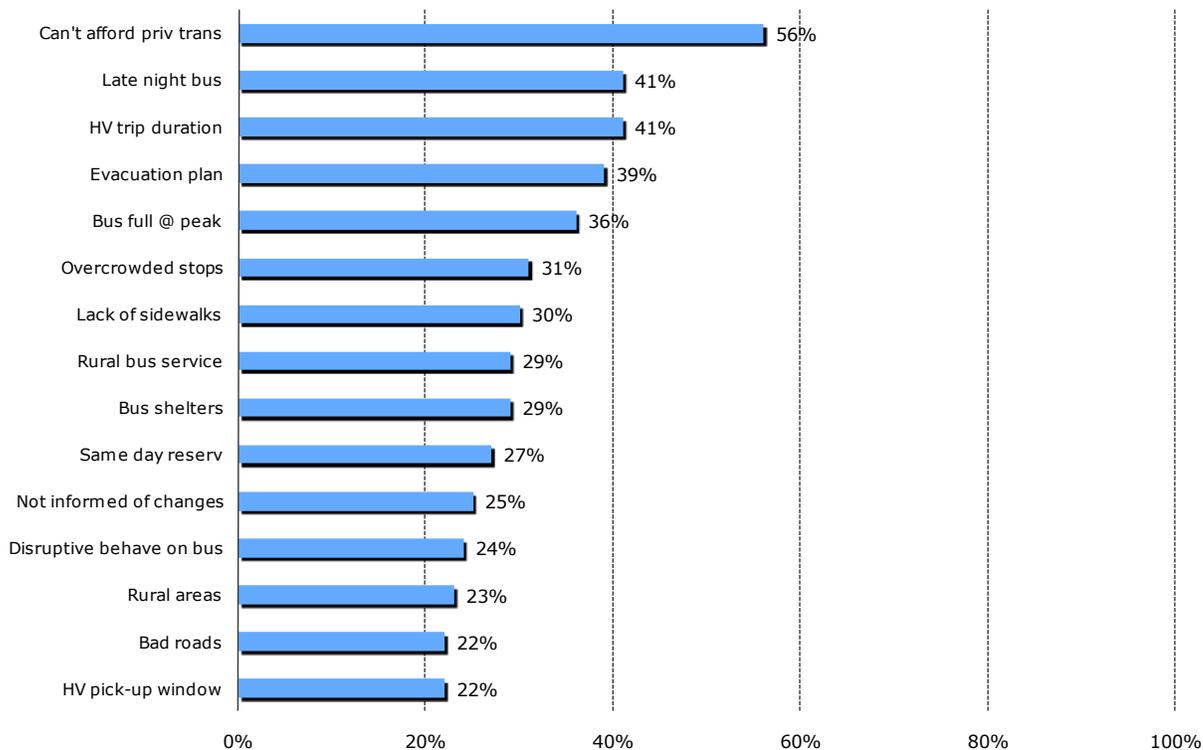
Figure 5-6: Top 15 Challenges - Bus Riders



Bus riders identified nearly the same set of top 15 challenges as the overall participants, including their inability to afford private transportation as their most significant challenge. Two issues that rose to the top for this group that did not for the overall participants were the lack of use of annunciators and/or reader boards on buses and restrictions on destinations by some transportation providers.

**Top 15 Challenges for Low Income Residents**

**Figure 5-7: Top 15 Challenges - Low-Income Residents**



For low-income residents, the inability to afford private transportation was the most significant transportation challenge. Most other challenges were the same as for the overall participants. However, they also found TheHandi-Van trip duration, TheHandi-Van pick-up window, and narrow or unpaved roads around their homes to be major impediments to getting where they need to go. TheHandi-Van results relate only to those users of TheHandi-Van who are also receiving some kind of public financial assistance.

**Top 15 Challenges for Urban and Rural Residents**

**Figure 5-8: Top 15 Challenges - Urban and Rural Residents**

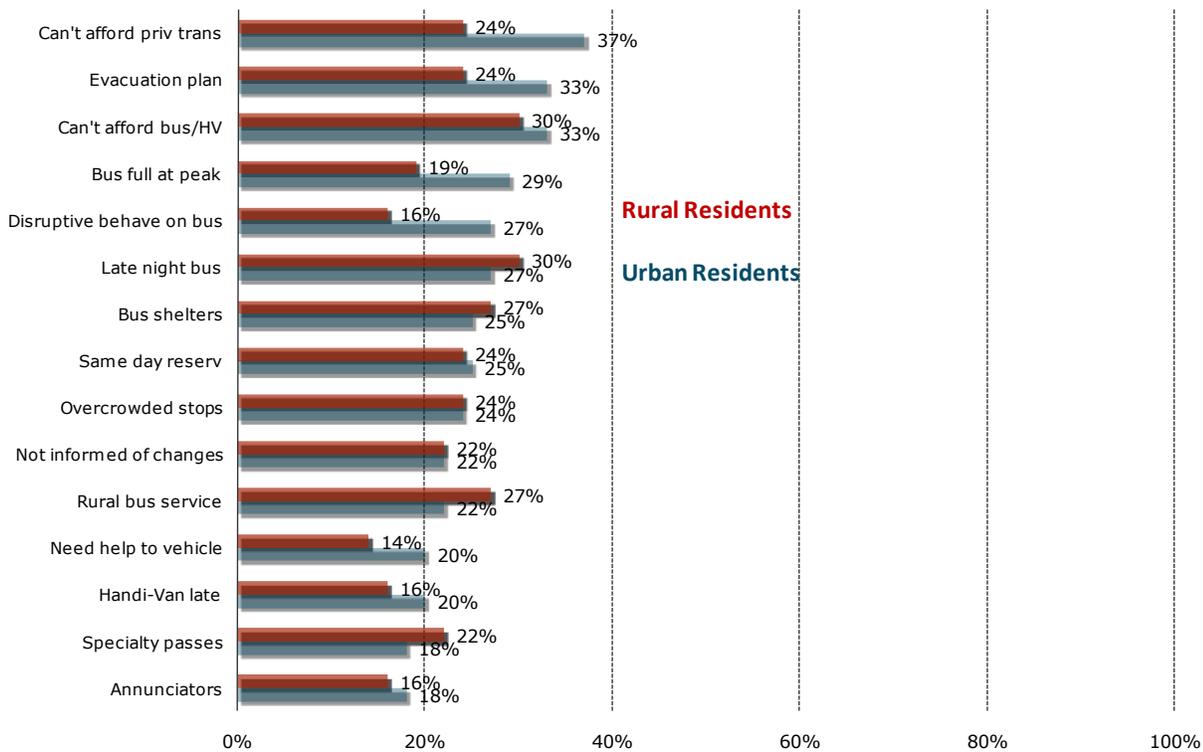


Figure 4-16 displays the top 15 challenges for people who live in the urban area of the island compared to those who live in the suburban and rural areas. The top challenge identified by all participants, “can’t afford private transportation,” was a bigger concern for people living in the urban core of the island. Other issues that stood out as a greater concern for this population included: The perceived lack of a special needs evacuation planning, TheBus being full at peak hours, disruptive behavior while waiting for or on TheBus, and the need for help getting to and from vehicles.

**Rural Bus Service:**

“Where we live, they have back roads that are not populated, and TheBus does not even pass back there...”

For people who live in the suburban and rural areas of the island, limitations in late night bus service, limitations in rural bus service, and specialty bus passes being available at only one site were identified as distinctly greater concerns than for those living in the urban core.

## **CONCLUSION**

This chapter addresses a wide range of transportation challenges for older adults, individuals with disabilities and low-income residents. Although there are some individuals who fit all three target populations, there may be very different needs between the populations. In addition, needs vary by residence in the urban core of the island or in the rural or urban fringe area. This is demonstrated by the overlapping yet somewhat different sets of priorities identified by the January 24, 2009 Town Hall Meeting participants. Each of these sets of priorities was considered when developing strategies to address the transportation challenges identified in this Coordination Plan.

This page intentionally left blank.

## Chapter 6 Strategies and Priorities

### INTRODUCTION

Identifying coordination strategies is the next step in the planning process. This chapter outlines the strategies that were initially developed by the consulting team and subsequently modified by the Coordinated Transportation Strategies and Operations Subcommittee of the Committee for Accessible Transportation. The Policy Committee approved the strategic plan on February 26<sup>th</sup>, 2009.

The strategies outlined in this chapter were developed from findings gathered through diverse methods including stakeholder meetings, town hall meetings, interviews, and surveys, as well as the extensive coordination experience of the consulting team. Source materials such as short-range transit plans, the Honolulu Paratransit Service Study, and census data were also used. The strategies were formulated to address specific needs and service gaps in the City and County of Honolulu that were documented through this process.

This strategic plan will guide local officials in selecting specific projects, now and in the future, to achieve its vision, goals and objectives.

### STRATEGIC VISION

In the interest of establishing a foundation for success, a general vision for human services transportation coordination in the City and County Honolulu was developed (see Diagram 6-1).

The vision is to “get people where they need to go” by coordinating the overlapping interests and responsibilities of transit and human services transportation providers.

A newly created mobility management center is envisioned as the central coordinating body, with responsibilities for grant writing and management, facilitating and managing coordinated projects, providing trip information and referrals, and evaluating progress and performance.

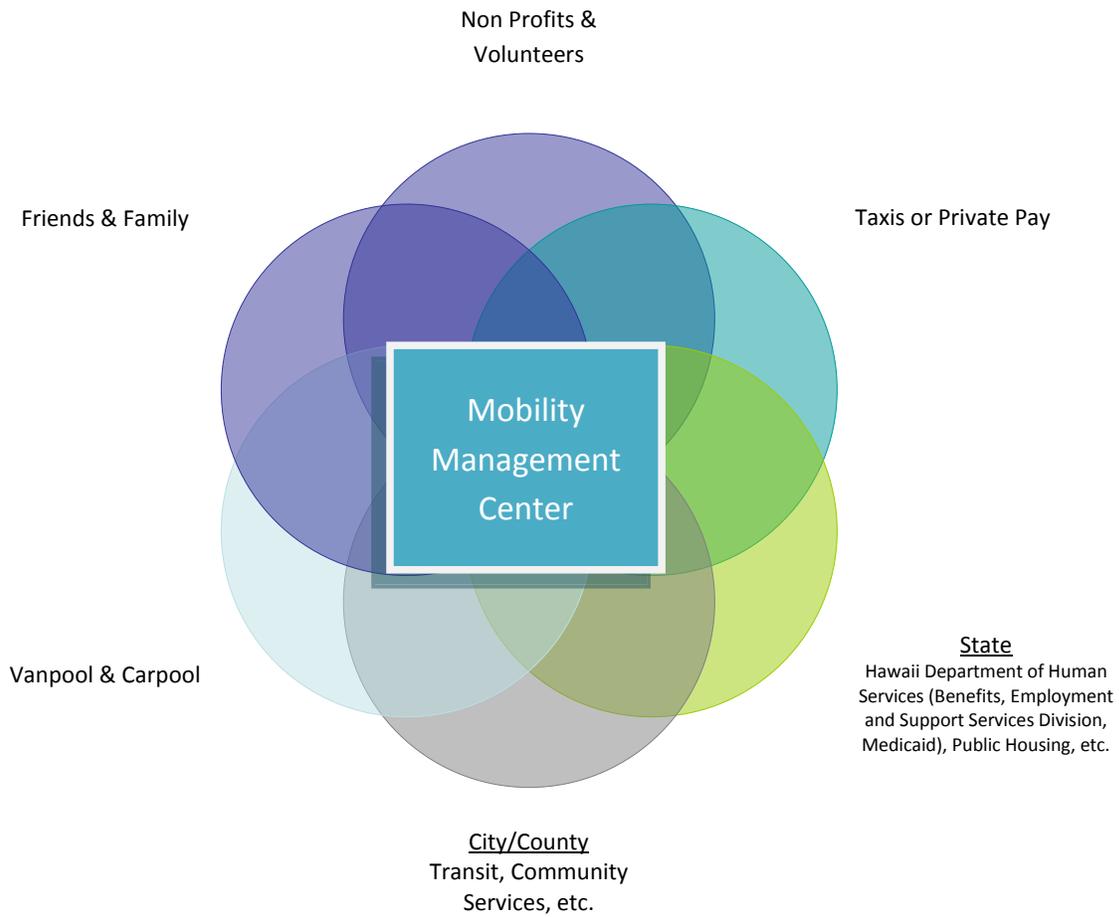
**The vision is to “get people where they need to go” through coordination between transit and human services transportation providers.**



Figure 6-1: Coordination Vision

# Get There!

*Working together to make sure all people can get to where they need to go*



## **STRATEGIC GOALS, OBJECTIVES & PROJECTS**

After affirming and refining the goals, CTSO participants prioritized them using electronic polling equipment during their January 26, 2009 meeting.

They also developed strategic objectives that essentially define success for each goal area. The committee also brainstormed and prioritized coordinated projects within each goal area that they anticipate will help address transportation needs and achieve strategic objectives. Specific and measurable performance targets will be developed during implementation planning for each funded project.

### ***Goal 1: Get Coordinated***

*Reduce Duplication and Inefficiencies in the Transportation Delivery System*

#### **Transportation Challenge**

- Lack of coordination has resulted in some overlap in the type of services being delivered by multiple agencies (e.g. multiple bus passes to a single individual, travel training, overlapping destinations). Transportation services could be improved through better coordination between state and local agencies, as well as private for-profit and non-profit corporations.
- At present, there is not a lead organization to facilitate coordination transportation agreements and oversee coordinated transportation projects among the many transportation partners.

#### **Strategic Objectives**

- In the next year, identify an entity that will manage coordinated transportation on an ongoing basis; and provide adequate staffing and funding to carry out its mission.
- In the next 2 years, increase participation in coordinated transportation planning and projects.
- In the next 5 years, reduce duplicate bus pass distribution.
- In the next 5 years, maintain or reduce average cost per trip or per mile for all demand-response trips.
- In the next 5 years, increase the number of overall trips provided by all transportation providers in the community (includes transit, human services, school and other transportation), especially in areas with limited transit service.

## **Priority Projects<sup>22</sup>**

Priority #1 – Mobility Management Center: Establish a foundation for ongoing coordinated transportation in the City and County of Honolulu. The Center is intended to be the support unit for all transportation providers to coordinate services with the result of expanding the availability of service. The Mobility Management Center will provide oversight and administrative duties, including grant applications and management of coordination projects in this plan. It can also evolve to be a key information and referral center for transportation and mobility issues, directing questions and comments to the appropriate entity. Another potential future role is to develop a coordinated reservation center or other coordinated operations.

Priority #2a – Formal Committee Oversight: Formalize the CTSO and Policy Committee, in order to provide oversight and advocacy for coordination-related projects.

Priority #2b – Group Program Trips: Identify barriers and develop recommendations that allow grouping trips between agencies that normally only transport their own clients or own population group (e.g. people with disabilities and low income residents)

Priority #3 – Streamlined Bus Pass Distribution: Develop project plan for utilizing existing Med-QUEST computer system to streamline the distribution of bus passes for social service agencies so that shared clients receive one bus pass rather than several.

Priority #4a – Coordinated Scheduling: Establish a coordinated call center for booking trips across agencies. Could be online or other media.

Priority #4b – Vehicle Sharing: Identify barriers and develop recommendations for loaning idle vehicles owned by one agency to another agency that could use the vehicle during that time. Includes resolving liability concerns.

Priority #4c – Coordinated Vehicle Maintenance: Seek to reduce vehicle maintenance costs by providing maintenance services through a central source. Vehicle maintenance could also be provided as an in-kind donation for the purpose of matching federal grant funds.

Unprioritized - Vehicles and Equipment: Purchase the necessary vehicles and equipment to support projects that further the goals of this coordinated transportation plan.

---

<sup>22</sup> Please note that some projects tied for their position in each of the goal areas, so those projects are listed with the same priority number.

## **Goal 2: Get Connected**

*Increase Access to Transit/Other Mobility Options in Rural and Urban Fringe*

### **Transportation Challenge**

- In urban fringe or rural areas, some people who could take TheBus don't because they have difficulty getting to the bus stop (i.e. lack of sidewalks, too long or unsafe a walk), or can't access TheBus when they need it because it doesn't come frequently enough or is too full, or because TheBus doesn't meet their particular needs.
- Some people are not able to afford the transportation options that meet their needs in a given situation.

### **Strategic Objectives**

- In 3 years, increase the number of passenger trips provided by human service providers.
- In 3 years, increase the distribution of paid bus passes to social service clients.
- In 5 years, make accessible transportation available for same day reservations.
- In 5 years, increase the number of rural customers using fixed route transit.
- In 5 years, insure that transportation will be less frequently cited as a barrier to getting and maintaining employment.

### **Priority Projects**

Priority #1 – Local Shuttle Service: Establish shuttle services to connect people living and/or working in rural and urban fringe areas with major transit hubs (e.g. Kalaeloa/Kapolei, Kalihi Valley, etc.)

Priority #2 – Expand TheBus Hours: Expand TheBus service hours (e.g. the C bus connection with the Ala Moana Center) in order to provide better access to employment and service centers from the rural and urban fringe areas.

Priority #3 – Expand Specialty Bus Pass Sites: Establish more sites, beyond TheBus Pass Office, for the sale of specialty bus passes, such as Senior Citizens or Person with a Disability Bus Passes (e.g. Satellite City Hall sites or the web).

Priority #4a – Vanpool Expansion: Vanpool vehicles are currently being used by several social service agencies to transport their clients to and from their programs, using staff drivers. This service can be expanded to other agencies that transport their own clients and are in need of vehicles.

Priority #4b – More TheBus Passes: Seek funding to make more TheBus passes available at no cost to people in need through social service agencies.

Priority #4c – Cable Access to TheBus Schedule: Make TheBus routes and schedules available on cable television.

Unprioritized - Ways to Work Family Loan Program: Provide low-interest loans to low-income families with dependent children for the purchase of used vehicles so that they can more readily access employment and training.

### **Goal 3: Get Compliant**

*Improve TheHandi-Van Timeliness and Trip Length*

#### **Transportation Challenge**

This goal area addresses key transportation challenges regarding TheHandi-Van. Many have commented that TheHandi-Van service has improved greatly over the years, but some Oahu residents also report that TheHandi-Van is often late, trips are too long, and phone wait times are too long. The challenge for TheHandi-Van is to handle all of the demand-response trips in addition to the subscription trips with no denials.

#### **Strategic Objectives**

- In 1 year, establish a performance management system to improve overall TheHandi-Van performance.
- In 2 years, reduce subscription trips as an overall percentage of TheHandi-Van trips provided.
- In 5 years, TheHandi-Van will meet ADA requirements for on-time performance and no denial.
- In 5 years, higher positive customer satisfaction ratings by TheHandiVan users will be achieved.
- In 5 years, customer complaints will be reduced to meet performance standards.
- In 5 years, wait times on the phone will be reduced to meet performance standards.

#### **Priority Projects**

Priority #1a – Transfer Subscription Trips: Transfer TheHandi-Van subscription trips to social service agencies whose clients are among the largest trip subscribers, reducing the cost per trip and making TheHandi-Van more available for demand-response trips.

Priority #1b – Travel Training: Train people who are able to ride TheBus to use TheBus for some or all of their travel needs. There are currently ten known agencies that provide this service, primarily for people with developmental disabilities. The City and County of Honolulu Department of Transportation Services will seek bidders to help develop their own travel training program, in conjunction with the development of a face-to-face eligibility program for TheHandi-Van riders. The eligibility and travel training services could be coordinated for greater efficiency.

Priority #2 – Scheduling Improvements: Develop improved trip scheduling for TheHandi-Van that reduces wait times, and provide dispatching/scheduling software for community transportation providers.

Priority #3a – Performance Tracking Develop TheHandi-Van performance standards and methods for tracking and reporting data to help manage efforts to comply with ADA requirements and to improve rider satisfaction. Mobile Data Terminals (MDTs) and other data collection equipment may need to be purchased.

Priority #3b – Review Service Policies: Conduct an independent review of TheHandi-Van's 30-minute pickup window policy to improve timeliness and explore the feasibility of providing same day service at a higher cost.

Priority #3c – Eligibility Certification: Develop a face-to-face eligibility certification process for TheHandi-Van to ensure that only those who are eligible for TheHandi-Van are using the service. The City and County of Honolulu Department of Transportation Services is currently developing a request for proposals.

## **Goal 4a: Get the Word Out**

### *Increase Awareness of the Transportation Options*

#### **Transportation Challenge**

- Some people are unaware of the transportation options available to them.
- Agencies that provide information and referral services do not have enough information to identify the most cost-effective and appropriate transportation options for individuals requesting help.
- Some people feel they are not included or informed about policy changes that affect their transportation.
- Some older adults and people with disabilities have concerns and fears about riding buses. They may not know how to get mobility devices on the bus, or may fear of other people who seem threatening, or may simply not feel comfortable.

#### **Strategic Objectives**

- Within 3 years, provide centralized information, referral, and mobility problem solving services.
- Within 5 years, inform case workers, medical schedulers, caregivers, and volunteers about the available transportation options and how to appropriately connect their clients with those resources.

### **Priority Projects**

Priority #1 – Transportation Provider Directory: Build upon the online transportation provider database that has already been developed as part of the City and County of Honolulu Human Services Transportation Coordination project. The database could be updated by the providers themselves and managed by the Mobility Management Center. Printable directories would also be available from the system.

Priority #2 – Travel Ambassadors Develop and implement a train-the-trainer program to help service providers offer transportation guidance about the wide range of transportation options.

Priority #3 – Rider Survey: Survey transportation users about rider satisfaction and their knowledge of their transportation options in order to determine if this information is being coordinated and communicated effectively. Provide alternatives for those unable to fill out survey forms.

### **Goal 4b: Get Support**

*Provide Extra Assistance to Frail Older Adults and People with Disabilities*

#### **Transportation Challenge**

This goal area addresses the fact that there are relatively few transportation services on Oahu that provide door-to-door or door-through-door assistance, or help with packages while in transit. This type of assistance is essential for many frail older adults and people with disabilities to access basic services such as medical appointments and grocery shopping.

#### **Strategic Objectives**

- Within 3 years, increase the number of volunteers who provide transportation and transportation assistance.

#### **Priority Projects**

Priority #1 – Bus Buddies: Recruit and train volunteer “bus buddies” who travel with riders in need of extra assistance.

Priority #2 – Volunteer Transit Stop Assistants: Recruit and train volunteers to provide information about riding TheBus at major bus stops.

Priority #3 – Volunteer Driver Incentives: Provide mileage reimbursements or other incentives to volunteer drivers to encourage more volunteer participation.

## **Goal 5: Get a Cab**

### *Improve Accessible Transportation Provided by Private Companies*

#### **Transportation Challenge**

Private transportation companies are important partners in coordinated strategies. However, there are few accessible taxis on Oahu, and some drivers reportedly lack the sensitivity needed when transporting frail older adults and people with disabilities.

- Some people are not able to afford the transportation options that meet their needs in a given situation.
- Some transportation needs are not met by public transit or other human service transportation programs.

#### **Strategic Objectives**

- In the next 3 years, increase participation by cab companies in coordinated transportation projects serving frail elders and individuals with disabilities.
- In the next 5 years, increase customer satisfaction rates among older adults and people with disabilities utilizing private carriers.
- In the next 5 years, increase the number of accessible taxis on Oahu.
- In the next 5 years, cabs will provide an increased number of “short haul trips” for transit and human service agencies.

#### **Priority Projects**

Priority #1 – Taxi Subsidies: Provide vouchers, subsidies or prepaid cards, such as TheCab’s Cabbux, to people in need of a ride when they have no other reasonable options. Management controls would be developed to ensure proper use of the cards.

Priority #2 – Coordinated Driver Training: Coordinate delivery of existing driver sensitivity training to all providers, including cab companies.

Priority #3a – Taxi Ordinance Amendments: Work with key stakeholders to amend taxi ordinances with the goal of increasing the number of accessible taxicabs.

Priority #3b – Driver Standards, Best Practices: Identify best practices and recommendations for driver standards; including insurance requirements, background checks, training requirements, and other standards when transporting frail or vulnerable passengers.

## **Goal 6: Get There Safely**

*Improve Safety and Security While Waiting For and Riding TheBus*

### **Transportation Challenge**

- People are concerned about their personal safety and security when waiting for TheBus or riding TheBus. Some people report they don't ride the bus – even if they are physically able to – because of substance abuse at bus stops, loud and rude behavior, unclean vehicles, vandalism, or physical violence.
- Frail elderly and people with disabilities sometimes report an additional concern that their mobility device will not be securely fastened, or they might inconvenience others when boarding TheBus, or they may not be able to manage climbing on or off the bus. Some are also afraid of not knowing what bus to take, and when to get off.
- Overcrowded bus stops were reported as being a safety hazard.
- People who are unable to transport themselves feel concerned about how transportation will be provided in the event of an emergency or evacuation.

### **Strategic Objectives**

- In 5 years, achieve positive safety satisfaction ratings from TheBus users.

### **Priority Projects**

Priority #1a – Bus Stop Improvements: Identify and fund bus stops that need safety improvements, including appropriate seating, signage, shelter, enforcement, and waiting space.

Priority #1b – Safety Measure Awareness: Develop a public relations program to help the public understand what they can do, and what transit does to improve safety.

Priority #2 – Special Needs Evacuation: Provide stakeholder review of evacuation plans for older adults and people with disabilities. Update plans as necessary, and develop a public information campaign.

---

## **Chapter 7 Recommended Action Plan**

---

### **INTRODUCTION**

The Strategic Plan recommends strategies that encourage creative solutions to enhance the availability of transportation services to older adults, individuals with disabilities, and low-income individuals in the City and County of Honolulu.

No single agency acting alone has the resources required to develop, implement, evaluate, and sustain programs that meet these transportation needs. Active participation by a wide variety of organizations and individuals is needed. For coordination to be effective, transit agencies, public, private and non-profit human service providers, riders, state and local government, and the general public all have an important role to play.

This chapter provides a high-level overview of the time and money it will take to implement the identified strategies and projects.

### **ACTION PLAN**

The list of projects was developed and then prioritized by the CTSO participants in an online survey. They were asked to rank the projects within each goal area. Key factors considered for prioritization included:

- Addresses a Critical Need
- Feasibility
- Available funding
- Willing partners

Table 7-1 shows the prioritized projects, including implementation timeframes, potential project participants, cost estimates, and viable funding sources. These priority projects were presented to and approved (subject to available funding) by the CAT and the Policy Committee on February 25 and 26, 2009, respectively.

An implementation and evaluation plan will be developed for each project as funding is secured. At that time, specific roles and responsibilities, performance measures, tasks, schedule and budget for each project will be identified.

An initial plan of action follows.

Figure 7-1: Program of Projects

		Funding Source(s) <sup>3</sup>	Darker Areas = Planning Phase			
			FY 2009 (7/08-6/09)	FY 2010 (7/09-6/10)	FY 2011 (7/10-6/11)	Future Consideration
<b>GOAL #1: Get Coordinated</b>						
1	Mobility Management Center (MMC)	JARC, NF, DTS, DCS	\$550,000	\$300,000	\$350,000	X <sup>2</sup>
2	Formal Committee Oversight: Setup	MMC		--		
2	Group Program Trips: Identify and Resolve Barriers	MMC		--	--	
3	Streamlined Bus Pass Distribution Planning	MMC, State Partners		--	\$25,000	
4	Coordinated Scheduling	MMC, 5310, JARC, NF, Partner Agencies	--	--	\$250,000	X <sup>2</sup>
4	Vehicle Sharing: Identify and Resolve Barriers	MMC		--	--	
4	Coordinated Vehicle Maintenance	MMC, 5310, Partner Agencies		--	--	X <sup>2</sup>
U <sup>1</sup>	Capital Projects	5310, JARC, NF, Partner Agencies	\$650,000	\$650,000	\$650,000	X <sup>2</sup>
<b>GOAL #2: Get Connected</b>						
1	Local Shuttle Service	JARC, State Partners	\$96,000	\$125,000	\$150,000	X <sup>2</sup>
2	Expand TheBus Hours	NF, DTS		--	\$245,000	X <sup>2</sup>
3	Expand Specialty Bus Pass Sites	MMC		-	-	
4	Vanpool Expansion	JARC, Partner Agencies		\$10,000	\$10,000	X <sup>2</sup>
4	More TheBus Passes	JARC, Partner Agencies			\$20,000	X <sup>2</sup>
4	Cable Access to TheBus Schedule	MMC			--	
U <sup>1</sup>	Access to Vehicle Loans	JARC		\$50,000	\$50,000	X <sup>2</sup>
<b>GOAL #3: Get Compliant</b>						
1	Agency-Provided Trips	NF, DTS, CDBG	\$200,000	\$459,000	\$482,000	X <sup>2</sup>
1	Travel Training	DTS		\$350,000	\$375,000	X <sup>2</sup>
2	Scheduling Improvements	MMC, OTS				
3	Performance Tracking	MMC	--	--	--	X <sup>2</sup>
3	Review Service Policies: Recommendations	MMC		--		
3	Eligibility Certification	DTS		\$200,000	\$250,000	X <sup>2</sup>
<b>GOAL #4a: Get the Word Out</b>						
1	Transportation Provider Directory	MMC	--	Update	Update	Update
2	Travel Ambassadors	MMC, Partner Agencies		--	--	X <sup>2</sup>
3	Rider Surveys	MMC, Partner Agencies		--	--	X <sup>2</sup>
<b>GOAL #4b: Get Support</b>						
1	Bus Buddies	MMC, Partner Agencies	--	--	--	X <sup>2</sup>
2	Volunteer Transit Stop Assistants: Feasibility	MMC; NF, Partner Agencies			--	X <sup>2</sup>
3	Volunteer Driver Incentives	NF, DTS			\$20,000	X <sup>2</sup>

<b>GOAL #5: Get the Cab</b>						
1	Taxi Subsidies	NF, Partner Agencies	--	\$10,000	\$25,000	X <sup>2</sup>
2	Coordinated Driver Training	MMC		--	--	X <sup>2</sup>
3	Taxi Ordinance Amendments	MMC			--	
3	Driver Standards, Best Practices	MMC			--	
<b>GOAL #6: Get Safe</b>						
1	Bus Stop Improvements	DTS, Economic Stimulus		\$400,000	\$450,000	X <sup>2</sup>
1	Safety Measure Awareness	MMC			--	
2	Special Needs Evacuation	DCAB, State Agencies			--	X <sup>2</sup>

**FOOTNOTES**

U<sup>1</sup> Unprioritized

X<sup>2</sup> Potential for ongoing funding, depending upon project evaluation and costs

**Funding Sources<sup>3</sup>**

- CDBG** Community Development Block Grant Fund
- DCAB** Disability and Communication Access Board
- DTS** City & County of Honolulu, Dept of Transportation Services
- DCS** City & County of Honolulu, Dept of Community Services
- JARC** Job Access Reverse Commute (Section 5316 Federal Transit Administration funds)
- MMC** Mobility Management Center
- NF** New Freedom (Section 5317 Federal Transit Administration funds)
- OTS** Oahu Transportation Services, Inc.
- 5310** Elderly and Disabled FTA Funds (Section 5310 Federal Transit Administration funds)

## **CONCLUSION**

Months of study, combined with input from stakeholders and the general public in the City and County of Honolulu, have resulted in the prioritized strategies that are presented in this Plan. A variety of projects are recommended for implementation to meet the most pressing transportation needs. All of the projects have merit. Some rose to the top because of their urgency to meet critical needs as well as their feasibility in implementation, including having a champion and the funding needed to ensure project success.

Projects that will potentially be financed by federal funds (Sections 5310, 5316, 5317) must be included in the City and County of Honolulu's Transportation Improvement Plan (TIP). Projects with secured match funding will be submitted to the Honolulu City Council as part of a proposed amendment to the current TIP.

Together, the total cost of implementing the program of projects over the next five years is estimated at \$1.5 to \$3.4 million per year, including FTA approved funds and currently budgeted projects such as bus stop improvements. Estimated new funds needed to implement all the projects in the next several years amount to approximately \$300,000 to \$500,000 per year. Projects unable to attain funding will not be implemented until such funding is made available or until it is determined that they should not or can not be implemented.

The consultant team of FLT Consulting and Innovative Paradigms will serve in the capacity of a Mobility Management Center during the initial implementation of the Plan. The consultant team will assist the City and County of Honolulu in applying for federal grant funds, identifying sources of matching funds, and beginning implementation of coordinated transportation projects.

---

## ***Appendices***

---

A Service Provider Inventory .....	91
B Service Provider Survey .....	111
C Service Provider Survey Summary – Needs Assessment.....	123
D Public Outreach – Meeting Flyers.....	127
E. Public Outreach – Stakeholder Interview Participants.....	129
F Public Outreach – Focus Group Details .....	133
G Town Hall Meeting Participant Demographics .....	141
H Town Hall Meeting Detailed Results .....	147
I Communications Plan .....	151
J Glossary of Acronyms .....	165
K Public Commentary .....	167

This page intentionally left blank.

**APPENDIX A SERVICE PROVIDER INVENTORY**

## Service Provider Inventory

FIXED ROUTE OPERATORS							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Oahu Transit Services, Inc. "TheBus"</b> Ralph Faufata 848-4559 <a href="http://www.thebus.org">www.thebus.org</a> 811 Middle Street Honolulu, HI 96819	Nonprofit	General Public	No Restrictions	Fares, City and County of Honolulu,	531	\$167 million	Provides fixed route public transit services. One-way fares for the general public are \$2. With a Medicare card or TheBus Person with a Disability ID Card (\$10 for 4 years), one-way trips for individuals with disabilities are \$1. With a Medicare card or TheBus Senior Card ID (\$10 for 4 years), one-way trips for older adults are \$1. All passes may be purchased at TheBus Pass Office at the Kalihi Transit Center.
<b>Hawaii Helping the Hungry Have Hope (H-5)</b> Samiana Langi 522-0397 <a href="http://www.h5hawaii.org">www.h5hawaii.org</a> 1020 S. Beretania St. Honolulu, HI 96814	Nonprofit	Homeless/ People with low incomes	Employment	Private/community, fee for service, rider donations	2	\$300,000	H-5 is a grassroots organization dedicated to ending homelessness through innovative approaches that build confidence and accountability while empowering individuals to become self sufficient.
<b>Kokua Kalihi Valley Comprehensive Family Services</b>	Nonprofit	People with low incomes	Medical, Dental	No Response	2	No Response	Provides comprehensive, integrated health services at 5 different locations in Kalihi Valley, including public housing sites. A fixed shuttle van route is operated within Kalihi Valley.
<b>GOMES Transportation - Ground Transport, Inc.</b> Cheryl Gomes 833-4222 PO Box 29540 Honolulu, HI 96820	For Profit	K-12 Students	School	DOE Contract	No Response	No Response	

FIXED ROUTE OPERATORS							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Roberts Hawaii</b> Deems Narimatsu 539-9470 deems.narimatsu@robertshawaii.com <a href="http://www.robertshawaii.com">www.robertshawaii.com</a> 2283 Hoonee Place Honolulu, HI 96819	For Profit	K-12 Students	School	DOE Contract	No Response	No Response	

DEMAND-RESPONSE OPERATORS							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Oahu Transit Services, Inc.</b> <b>"TheHandi-Van"</b> Robert Yu 848-4402 <a href="http://www.thebus.org">www.thebus.org</a> 811 Middle Street Honolulu, HI 96819	Nonprofit	Individuals with Disabilities	No Restrictions	Fares, City and County of Honolulu	159	\$28.7 million	Provides demand-response, curb-to-curb transportation to qualified ADA paratransit eligible individuals. Service is provided seven days per week, including holidays, with the same service hours as TheBus service. Reservations for service may be made from one to seven days in advance. Fare is \$2.00 per one-way trip; coupons may be purchased, and a receipt will be provided. A personal care attendant (PCA) shall pay no fare at any time when accompanying a TheHandi-Van cardholder. Call 848-4444 for information.
<b>Catholic Charities Hawaii</b> Tom Baty 595-0077 <a href="http://www.catholiccharitieshawaii.org">www.catholiccharitieshawaii.org</a> 2745 Pali Highway Honolulu, HI 96817	Nonprofit	Older Adults 60+	No Restrictions	Rider Donations, Private Donations, Older Americans Act Grants (Federal and State match)	14	No Response	Catholic Charities provides door-to-door transportation services for older adults, with advance notice scheduling. Trips are provided Monday through Friday, 7:00 AM to 3:30 PM, excluding holidays. Vans are stored in different areas to meet local needs. Catholic Charities does registration and eligibility screening onsite for their services.
<b>LOTMA Emergency Ride Home</b> Dave Arakawa 677-RIDE (677-8433) <a href="http://www.lotma.org">www.lotma.org</a> 277 Ohua Ave. Honolulu, HI 96734	Nonprofit	General Public	Employment	Federal, State (Senior services funds)	No Response	No Response	Encourages participation in the LOTMA Commuter Express, carpool and vanpool services by providing an Emergency Ride Home service via free taxi or car rental when an unexpected emergency arises. This service is provided for people residing in West Oahu, Central Oahu and on the North Shore.

DEMAND-RESPONSE OPERATORS							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Charley's Taxi and Limousine</b> Dale Evans 531-2333 <a href="http://www.charleystaxi.com">www.charleystaxi.com</a> 680 Ala Moana Blvd Suite 303 Honolulu, HI 96813	For Profit	General Public	No Restrictions	Fares	No Response	No Response	Demand-response transportation services for the general public. Specializes in transportation for frail older adults and individuals with disabilities. Charley's medicab is a personalized service for people with special needs using specially trained drivers. Door-to-car escort can be provided from home to the doctor and the pharmacy, if needed. Call ahead 20-30 minutes (allow more time for longer distances) and advise nature of disability or need. At doctor visit, nurse calls driver 10-15 minutes before patient is ready to leave. Cost: Taxi meter rate of elapsed time plus \$3 service fee.
<b>CNA Senior Transport, LLC</b> Jennifer Wong 735-9500 PO Box 10869 Honolulu, HI 96816	For Profit	Frail older adults and individuals with disabilities or physical ailments	No Restrictions	Fare, Med-QUEST	No Response	No Response	Wheelchair and stretcher transport with Certified Nurses Assistant drivers, door-through-door assistance, for Med-QUEST and other trips.
<b>5 Star Transcare Systems, LLC</b> Adrian Wong 456-8457 1784 Hoohulu St. Pearl City, HI 96782	For Profit	Individuals with disabilities and other physical ailments	No Response	Fares, Med-QUEST	No Response	No Response	Wheelchair and gurney transportation services.
<b>GDD Handitrans</b> Gerry Daligdig 265-0507 94-601 Palai St. Waipahu, HI 96797	For Profit	Individuals with disabilities and other physical ailments	No Response	Fares, Med-QUEST	No Response	No Response	Accessible curb-to-curb and door-to-door service.

DEMAND-RESPONSE OPERATORS							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>JCRG Eldercare and Transervices, LLC</b> 672-8670 92-1088 Kakoo Pl Kapolei, HI 96707	For Profit	Individuals with disabilities and other physical ailments	No Response	Fares, Med-QUEST	No Response	No Response	Accessible curb-to-curb and door-to-door service.
<b>Malama Lima Handi-Trans, LLC</b> 265-0507 PO Box 970324 Waipahu, HI 96797	For Profit	Individuals with disabilities and other physical ailments	No Response	Fares, Med-QUEST	No Response	No Response	Wheelchair or stretcher transportation for individuals unable to use public transportation. Door-to-door service is available. Specializes in hospital and nursing facility admissions and discharges.
<b>OHE Transportation Services, Ltd</b> Kuulei Paleafei 455-8900 PO Box 850 Pearl City, HI 96782	For Profit	No Restrictions	No Restrictions	Fares, Med-QUEST	No Response	No Response	Personalized, quality transportation for all, specializing in senior services (55 and up). Door-to-door service is available. Service is provided at a flat rate.
<b>TheCAB (Aloha State Cab, Inc.)</b> Wayne Greenleaf 847-3566 <a href="http://www.thecabhawaii.com">www.thecabhawaii.com</a> 738 Kaheka Street, #201 Honolulu, HI 96814	For Profit	General Public	No Restrictions	Fares, City and County of Honolulu (contracted trips for DTS)	No Response	No Response	Island-wide, on-demand transportation services for the general public 24 hours a day, 365 days a year. Services can be paid for through CabBux program, a re-usable prepaid taxi transportation card serviced exclusively by TheCAB.
<b>CH Trans</b> 754-1025 94-1034 Paiwa Pl. Waipahu, HI 96797	For Profit	No Restrictions	No Restrictions	Fares, Med-QUEST	No Response	No Response	On-demand transportation services for people in need of accessible transportation.

DEMAND-RESPONSE OPERATORS							
<b>AGENCY</b> Contact Phone URL Address	<b>Agency Type</b>	<b>Population Served</b>	<b>Allowable Trip Types</b>	<b>Funding Sources</b>	<b>Fleet Size</b>	<b>Annual Budget</b>	<b>Description</b>
<b>Jesus R. Galangam, Jr.</b> Jesus Galangam Phone: No response 91-1007 Auhola St. Ewa Beach, HI 96707	For Profit	No Restrictions	No Restrictions	Fares, Med-QUEST	No Response	No Response	On-demand transportation services for people in need of accessible transportation.
<b>Handi-Express, LLC</b> 523-5588 50 S. Beretania St. C119-2 Honolulu, HI 96813	For Profit	No Restrictions	No Restrictions	Fares, Med-QUEST	No Response	No Response	On-demand transportation services for people in need of accessible transportation.
<b>TLC Handi-Trans, Inc.</b> 678-3388 94-150 Kapuohi Pl. Waipahu, HI 96797	For Profit	No Restrictions	No Restrictions	Fares, Med-QUEST	No Response	No Response	On-demand transportation services for people in need of accessible transportation.
<b>Gomes Transportation Ground Transport, Inc</b> Mr. Gomes 833-4222 PO Box 29540 Honolulu, HI 96820	For Profit	General Public Tourists	Tourism and Other Charter Needs	Private Service Contract	No Response	No Response	Charter Bus
<b>Roberts Transportation</b> Neil Murakami 539-9414 <a href="http://www.robertshawaii.com">www.robertshawaii.com</a> 2283 Hoonee Place Honolulu, HI 96819	For Profit	General Public Tourists	Tourism and Other Charter Needs	Private Service Contract	No Response	No Response	Charter Bus

PROGRAM TRANSPORTATION							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Easter Seals Hawaii</b> Norman Kawakami 536-1015 <a href="http://www.eastersealshawaii.org">www.eastersealshawaii.org</a> 710 Green Street Honolulu, HI 96813	Nonprofit	Individuals with disabilities	Program Activities	Federal 5310 Grant, State	11	No Response	Services for individuals with disabilities and their families through education, advocacy, referral, direct service, counseling, and care coordination. Transportation is provided for program participants for daily excursions.
<b>Hawaii Center for the Deaf and Blind</b> Sidney Dickerson 733-4999 <a href="http://www.web.hcdb.k12.hi.us">www.web.hcdb.k12.hi.us</a> 3440 Leahi Ave. Honolulu, HI 96815  *added address from website	Public	Persons with hearing or visual disabilities	Airport, educational, training, vocational, trip, recreational	Federal IDEA funds, State General Fund	3	\$250,000	Public education facility that provides services to the islands' deaf, blind, and deaf-blind students. In addition to testing hearing and vision, HCDB performs academic and speech/language assessments, classroom observations, and parent interviews to help determine the best way that Hawaii's public schools can serve deaf and blind students. Transportation is provided for students to access program services.
<b>University of Hawaii at Manoa KOKUA Program</b> Ann Ito 956-7511 <a href="http://www.hawaii.edu/KOKUA">www.hawaii.edu/KOKUA</a> Student Services Center #013, 2600 Campus Rd. Honolulu, HI 96822	Public	Individuals with disabilities	School Access	State	3	No Response	Disability access services to individuals on a case-by-case basis, and students are not charged for these services. Transportation is provided for students to access the University.
<b>Special Education Center of Hawaii (SECOH)</b> Sandy Yoro 734-0233 708 Palekaua St. Honolulu, HI 96816	Nonprofit	Persons with Alzheimer's and developmental disabilities	Program Activities	No Response	No Response	No Response	Individual and family support to promote successful community living in the lifestyle of choice. Transportation services are provided for program activities.

PROGRAM TRANSPORTATION							
<b>AGENCY</b> Contact Phone URL Address	<b>Agency Type</b>	<b>Population Served</b>	<b>Allowable Trip Types</b>	<b>Funding Sources</b>	<b>Fleet Size</b>	<b>Annual Budget</b>	<b>Description</b>
<b><i>PACE Hawaii – Maluhia</i></b> Jeri Takamiya 832-6131 1027 Hala Dr. Honolulu, HI 96817	Nonprofit	Older Adults	Program Activities	Medicaid, State, Local, Private	No Response	\$103,529	Retirement community and adult day services whose mission is to provide the elderly with complete health and social services support, which is intended to maintain their health and independence in the community as long as possible. Transportation services are provided for program activities.
<b><i>Responsive Caregivers of Hawaii</i></b> Charles Braden 488-7391 <a href="http://www.rcoh.org">www.rcoh.org</a> 98-1247 Kaahumanu St. #219B Aiea, HI 96701	Nonprofit	Persons with developmental disabilities and other special needs	Program Activities	Federal (Medicaid Waiver), State	No Response	\$197,460	Ensures that all Hawaii's citizens with developmental disabilities and other special needs will be integrated into the community and have meaningful relationships with families and friends. Medicaid waiver services are provided in a non-institutional, community-based setting, encompassing both health and social services needed to insure the optimal functioning of the participant. Transportation services are provided for program activities.
<b><i>Waikiki Community Health Center – Care-A-Van</i></b> Darlene Hein 791-9390 1640 South King St. Honolulu, HI 96826	Nonprofit	Homeless	Medical trips and mobile medical unit	No Response	No Response	No Response	Medical transportation for homeless people in critical need. Also provides mobile medical services to meet needs where people are located.

PROGRAM TRANSPORTATION							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<b>Rehabilitation Hospital of the Pacific – Trans. Dept.</b> John Nakasone 531-3511 544-3310 - TTY <a href="http://www.rehabhospital.org">www.rehabhospital.org</a> 226 N. Kuakini St. Honolulu, HI 96817	Nonprofit	Older adults, individuals with disabilities and people with low incomes	Kidney dialysis, medical appt for Medicaid and non-Medicaid recipients, mental health, dental, optometric, evaluations and services	80% federal and state; 20% hospital operating budget	2	\$21,100	Rehabilitative services and therapies for individuals with physical and cognitive disabilities throughout the Pacific basin. Provides transportation or employment to people unable to provide their own.
<b>Hawaii Helping the Hungry Have Hope (H-5)</b> Samiana Langi 522-0397 <a href="http://www.h5hawaii.org">www.h5hawaii.org</a> 1020 S. Beretania St. Honolulu, HI 96814	Nonprofit	Homeless	No Restrictions	Private/community, fee for service, rider donations	3	\$300,000	H-5 is a grassroots organization dedicated to ending homelessness through innovative approaches that build confidence and accountability while empowering individuals to become self sufficient.
<b>Lanakila Pacific Teaching and Learning Centers</b> Dawn Burgener 531-0555 356-8566 TTY <a href="http://www.lanakilapacific.org">www.lanakilapacific.org</a> 1809 Bachelot St. Honolulu, HI 96817-2430	Nonprofit	Older adults and individuals with disabilities	Education Training Vocational Field Trip Recreation	Federal (Medicaid waiver), State (State of Hawaii), Fee for service (Industrial)	2	No Response	Lanakila's mission is to offer programs and services for adults with cognitive, physical, social, or age-related challenges that build and support higher levels of independence and an improved quality of life. Provides transportation for program participants during program activities.

VOLUNTEER TRANSPORTATION, CARPOOL AND VANPOOL COORDINATORS					
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Description
<b>Project Dana (The Project)</b> Rose Nakamura 945-3736 <a href="http://www.moiliilihongwanji.org/Project_Dana.htm">www.moiliilihongwanji.org/Project_Dana.htm</a> 902 University Ave. Honolulu, HI 96826	Nonprofit	Homebound frail older adults, individuals with disabilities, low-income. (all served are affiliated with a place of worship). Focus on people who can't get out of the home by themselves	Church activities, field trip, recreation, food bank, meals, grocery, other shopping, kidney dialysis, medical appt for Medicaid Non-Medicaid eligible, family visits at hospital, nursing home/other	Federal (Support group funds), State (Senior Services Funds), Local (EAD, Virra Funds-Island of Hawai'i), grants (Ifuku Foundation, Weinberg funds), fundraising (Hotel Industry Charity Walk), rider donations	Interfaith volunteer caregivers program, sponsored by Moiliili Hongwanji Mission, that provides door-through-door, one-on-one support services for frail and vulnerable elderly and disabled persons, thereby contributing toward their well being in their desire to enjoy continued independence with dignity in the environment of their choice. It is a coalition of 33 churches and over 750 volunteers statewide (just under 600 on Oahu). The Project also provides caregiver support and leadership and volunteer training. Some volunteers receive a small stipend for their services, though most serve because they want to give. ("Dana" is a Sanskrit word meaning selfless.)
<b>Waikiki Community Health Center Waikiki Friendly Neighbors</b> Kalina Pickren 926-8032 <a href="http://www.waikikihc.org">www.waikikihc.org</a> 277 Ohua Ave. Honolulu, HI 96734	Nonprofit	Waikiki older adults (60+)	Field trip, recreation, grocery, other shopping, medical appointment for Medicaid/Non-Medicaid recipient, personal business, visiting family at hospital, nursing home or other facility	Federal, State (Senior services funds)	Waikiki Friendly Neighbors sends volunteers to meet with older adults living in Waikiki in order to help them live independently. Volunteers offer companionship, help with chores, running errands, escorts, transportation, phone calls and socialization.
<b>American Cancer Society Road to Recovery Angels on Wheels</b> 595-7544 <a href="http://www.cancer.org">www.cancer.org</a> Honolulu Unit, Angels on Wheels 2370 Nuuanu Avenue Honolulu, HI 96817t	Nonprofit	Cancer Patients	Medical	Unknown	Volunteer-based transportation service for cancer patients going to and from medical treatments and appointments.

VOLUNTEER TRANSPORTATION, CARPOOL AND VANPOOL COORDINATORS					
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Description
<p><b>VPSI, Inc. (operating Vanpool Hawaii)</b>                      596-VANS (596-8264)  <a href="http://www.vanpoolhawaii.com">www.vanpoolhawaii.com</a>                      711 Kapiolani Blvd, Suite 985                      Honolulu, HI 96813</p>	Private	General Public	Commuter (employment, education)	Hawaii Department of Transportation, user fees	Vanpool Hawaii is a transportation demand management program of the Hawaii Department of Transportation. VPSI, Inc. operates Vanpool Hawaii as part of a statewide contract with the State DOT. A vanpool is 7 to 15 people who share the commute to and from work in a Vanpool Hawaii van. Drivers must be 25 years of age or older, have a clean driving abstract, a current Hawaii driver's license, and be either employed full-time or a full-time student. Rides are offered at \$55 per seat per month on Oahu.

<b>TRAVEL TRAINERS</b>					
<b>AGENCY</b> Contact Phone URL Address	<b>Agency Type</b>	<b>Population Served</b>	<b>Allowable Trip Types</b>	<b>Funding Sources</b>	<b>Description</b>
<b>Hawaii Center for the Deaf and Blind</b> Sidney Dickerson 733-4999 <a href="http://www.web.hcdb.k12.hi.us">www.web.hcdb.k12.hi.us</a> 3440 Leahi Ave. Honolulu, HI 96815	Public	Persons with hearing or visual disabilities	Airport, educational, training, vocational, trip, recreational	Federal IDEA funds, State General Fund	Public education facility that provides services to the islands' deaf, blind, and deaf-blind students. In addition to testing hearing and vision, HCDB performs academic and speech/language assessments, classroom observations, and parent interviews to help determine the best way that Hawaii's public schools can serve deaf and blind students. Travel training is provided for students to use public transit in order to access program services and other daily needs.
<b>The ARC in Hawaii</b> Bernie Kubo 737-7995 <a href="http://www.thearcinhawaii.org">www.thearcinhawaii.org</a> 3989 Diamond Head Road Honolulu, HI 96816	Nonprofit	Persons with developmental disabilities	No Restrictions	United Way, State (DHS HCBS and ICF/MR-C), Medicaid	Ensures access to the services and support that people with developmental disabilities need to grow, develop and participate in their communities, including travel training to use public transit.
<b>Goodwill – Kilihau</b> 836-0313 <a href="http://www.higoodwill.org">www.higoodwill.org</a> 2610 Kilihau Street Honolulu, HI 96819-2020 *corrected url	Nonprofit	Persons with developmental disabilities	No Restrictions	Retail Business, Contracts, Donations, Local, State, Federal	No response
<b>Department of Human Services Services for the Blind Ho'opono Center for the Blind</b> Dave Eveland 586-5269 1901 Bachelot Street Honolulu, HI 96817	Public	People with visual impairments	No Restrictions	Retail Business, Contracts, Donations, Local, State, Federal	The program's goal is to enable visually impaired adults to attain maximum vocational and functional independence to meet the participant's individual needs.

TRAVEL TRAINERS					
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Description
<b>Lanakila Pacific Teaching and Learning Centers</b> Dawn Burgener 531-0555 356-8566 TTY <a href="http://www.lanakilapacific.org">www.lanakilapacific.org</a> 1809 Bachelot St. Honolulu, HI 96817-2430	Nonprofit	Seniors and individuals with disabilities	Not Applicable	Federal (Medicaid waiver), State (State of Hawaii), Fee for service (Industrial)	Lanakila's mission is to offer programs and services for adults with cognitive, physical, social, or age-related challenges that build and support higher levels of independence and an improved quality of life. Lanakila provides travel training and education on how to find and use transportation resources.
<b>Project Dana (The Project)</b> Rose Nakamura 945-3736 <a href="http://www.moiliilihongwanji.org/Project_Dana_.htm">www.moiliilihongwanji.org/Project_Dana_.htm</a> 902 University Ave. Honolulu, HI 96826	Nonprofit	Homebound frail older adults, individuals with disabilities, low-income. (all served are affiliated with a place of worship). Focus on people who can't get out of the home by themselves	Church activities, field trip, recreation, food bank, meals, grocery, other shopping, kidney dialysis, medical appt for Medicaid Non-Medicaid eligible, family visits at hospital, nursing home/other	Federal (Support group funds), State (Senior Services Funds), Local (EAD, Virra Funds-Island of Hawai'i), grants (Ifuku Foundation, Weinberg funds), fundraising (Hotel Industry Charity Walk), rider donations	Interfaith volunteer caregivers program, sponsored by Moiliili Hongwanji Mission, that provides door-through-door, one-on-one support services for frail and vulnerable elderly and disabled persons, thereby contributing toward their well being in their desire to enjoy continued independence with dignity in the environment of their choice. It is a coalition of 33 churches and over 750 volunteers statewide (just under 600 on Oahu). The Project also provides caregiver support and leadership and volunteer training. Some volunteers receive a small stipend for their services, though most serve because they want to give. ("Dana" is a Sanskrit word meaning selfless.)
<b>Hawaii Centers for Independent Living</b> Kikoro Kobira 536-2330 <a href="http://www.hawaii-cil.org">www.hawaii-cil.org</a> 414 Kuwili St. #102 Honolulu, HI 96817	Nonprofit	Individuals with disabilities	No Restrictions	No Response	Assistance for individuals with disabilities, including one-on-one travel training for program participants.

TRAVEL TRAINERS					
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Description
<b>Abilities Unlimited (aka Winners at Work)</b> Sam Powell 531-2100 <a href="http://www.abilitiesunlimitedhi.org">www.abilitiesunlimitedhi.org</a> 414 Kuwili St. Honolulu, HI 96817	Nonprofit	Individuals with disabilities	No Restrictions	State Vocational Rehabilitation, Services for the Blind and State DOH Developmental Disabilities Division, Medicaid	<b>Long Term Adult Supports (LASR) and Medicaid Waiver Personal Assistant/Habilitation (PAHAB)</b>  Assistance for individuals with disabilities, including one-on-one travel training for program participants.
<b>State of Hawaii Developmental Disabilities Council</b> Waynette Cabral 586-8100 <a href="http://www.hiddc.org">www.hiddc.org</a> 919 Ala Moana Blvd. #113 Honolulu, HI 96814	Public	Persons with developmental disabilities	No Restrictions	Federal and State (U.S. Department of Health and Human Services Administration on Developmental Disabilities and Hawaii State Legislature)	Supports persons with developmental disabilities to control their own destiny and determine the quality of life they desire. Services include travel training and education on how to find and use transportation resources.

TRANSPORTATION FUNDING ASSISTANCE PROVIDERS						
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Annual Budget	Description
<b>PACE Hawaii – Maluhia</b> Jeri Takamiya 832-6131 1027 Hala Dr. Honolulu, HI 96817	Nonprofit	Older adults	No Response	Medicaid, State, Local, Private	\$8,329	Retirement community and adult day services whose mission is to provide older adults with complete health and social services support, which is intended to maintain their health and independence in the community as long as possible. Mileage reimbursements are provided for program participants in need.
<b>Special Education Center of Hawaii (SECOH)</b> Sandy Yoro 734-0233 <a href="http://www.secoh.org">www.secoh.org</a> 708 Palekaua St. Honolulu, HI 96816-4755	Nonprofit	Persons with Alzheimer’s and developmental disabilities	No Response	No Response	No Response	Providing individual and family support that promotes successful community living in the lifestyle of choice. Bus passes are provided for program participants in need.
<b>State of Hawaii Department of Human Services Benefit, Employment and Support Services Division</b> Pankhaj Bhanot 586-5230 <a href="http://hawaii.gov/dhs/self-sufficiency/benefit/">http://hawaii.gov/dhs/self-sufficiency/benefit/</a> 820 Millilani Street, Suite 606 Honolulu, HI 96813	Public	Persons with low incomes (TANF participants)	Employment and employment-related activities, including trips to childcare	State and federal	No Response	Provides bus passes and mileage reimbursements for program participants. Financial assistance is also provided for participants to purchase their own vehicles, and maintenance is funded for those vehicles while participating in the program. The program also provides financial assistance to designated employers to assist employees, who are First-to-Work participants, in getting to work.

TRANSPORTATION FUNDING ASSISTANCE PROVIDERS						
<b>AGENCY</b> Contact Phone URL Address	<b>Agency Type</b>	<b>Population Served</b>	<b>Allowable Trip Types</b>	<b>Funding Sources</b>	<b>Annual Budget</b>	<b>Description</b>
<b>State of Hawaii Department of Human Services</b> <b>Med-QUEST</b> Lydia Hemmings 692-8083 <a href="http://www.med-quest.us">www.med-quest.us</a> 601 Kamokila Blvd Ste. 518 Kakuhihewa State Ofc Bldg. Kapolei, HI 96707	Public	Medicaid Recipients	Medical Appt	Medicaid, State	\$84 Million	Health coverage through managed care plans for eligible lower income Hawaii residents, including air transportation to or from a provider in the service area. Provides transit passes for Medicaid recipients to access medical services via TheBus or TheHandi-Van. Also contracts with various private transportation providers to provide taxi, door-to-door and door-through-door transportation services.
<b>Waikiki Community Health Center</b> <b>Care-A-Van</b> Darlene Hein 791-9390 <a href="http://www.waikikihc.org">www.waikikihc.org</a> 1640 South King St. Honolulu, HI 96826	Nonprofit	Homeless	Medical trips	No Response	No Response	Bus passes for low-income individuals to access medical services.
<b>Abilities Unlimited</b> <b>(aka Winners at Work)</b> Sam Powell 531-2100 <a href="http://www.abilitiesunlimitedhi.org">www.abilitiesunlimitedhi.org</a> 414 Kuwili St. Honolulu, HI 96817	Nonprofit	Individuals with disabilities	No Restrictions	State, private donations	No Response	Assistance for individuals with disabilities, including bus passes for program participants in need.
<b>City and County of Honolulu Oahu WorkLinks/WorkHawaii</b> Jerry Vierkoetter 843-0733 <a href="http://honolulu.gov/dcs/workhawaii">honolulu.gov/dcs/workhawaii</a> 1505 Dillingham Blvd., #110 Honolulu, HI 96817	Public	People with low income	Employment and employment related activities	No Response	No Response	Assistance for people with low incomes, including bus passes for program participants in need.

INFORMATION/REFERRAL PROVIDERS					
AGENCY	Program	Population Served	Contact	Phone	Address
Honolulu Department of Community Services, Elderly Affairs Division	Information and Assistance Section	Older adults	Joel Nakamura, Asst Caregiver Specialist	786-7704	Standard Finance Building, 715 South King Street, Suite 205 Honolulu, HI 96813
Lanakila Pacific	Training and Learning Centers	Persons with visual impairments	Dawn Burgener, Director, Teaching and Learning Centers	531-0555	1809 Bachelot St, Honolulu, HI 96817-2430
Aloha United Way	211	General Public	Susan Doyle	536-1951	200 N. Vineyard Blvd., Suite 700 Honolulu, HI 96817
Waikiki Community Health Center	Waikiki Friendly Neighbors	Older adults	Kalina Pickren	926-8032	277 Ohua Ave. Honolulu, HI 96734
Project Dana	N/A	Frail older adults and individuals with disabilities	Rose Nakamura	945-3736	902 University Ave. Honolulu, HI 96826
Hawaii Centers for Independent Living	N/A	Individuals with disabilities	Kiroko Kobira, MSW	536-2330	414 Kuwili St., #102 Honolulu, HI 96817
Leeward Oahu Transportation Management Association (LOTMA)	N/A	General public (Leeward and Central Oahu)	Dave Arakawa	677-RIDE 677-7433	700 Bishop Street, Suite 1928 Honolulu, HI 96813
Disability and Communication Access Board	N/A	Individuals with disabilities	Francine Wai, Executive Director	586-8121	919 Ala Moana Blvd., Room 101 Honolulu, HI 96814
State Developmental Disabilities Council	N/A	Persons with developmental disabilities	Waynette Cabral, Executive Administrator	586-8100	919 Ala Moana Blvd., #113 Honolulu, HI 96814
United Cerebral Palsy Association of Hawaii	N/A	Individuals with disabilities	Donna Fouts, Executive Director	532-6749	414 Kuwili St. #105 Honolulu, HI 96817

<b>TRANSPORTATION SYSTEM MANAGERS, FUNDERS, PLANNERS and ADVOCATES</b>					
<b>AGENCY</b>	<b>Population Served</b>	<b>Contact</b>	<b>Phone</b>	<b>Address</b>	<b>Type</b>
Honolulu Department of Community Services, Elderly Affairs Division	Older adults	Karen Miyake Chief	786-7705	715 South King Street, Suite 200 Honolulu, HI 96813	Manager, funder, planner
State of Hawaii Department of Transportation, Statewide Transportation Planning Office	General Public (statewide)	Ryan Fujii Programming Staff Manager	587-2028	869 Punchbowl Street, Suite 404 Honolulu, HI 96813	Manager, planner
State of Hawaii Department of Human Services, Benefits, Education and Support Services Division	Persons with low incomes	Pankhaj Bhanot Acting Div. Administrator	586-5230	820 Mililani Street, Suite 606 Honolulu, HI 96813	Manager, funder, planner
State of Hawaii Department of Human Services, Social Services Division	No response	Amy Tsark Acting Administrator	586-5667	810 Richards Street, Suite 400 Honolulu, HI 96813	No response
State of Hawaii Department of Human Services, Med-QUEST Division	Persons with low incomes	Lydia Hemmings Administrator	692-8083	601 Kamokila Blvd., Ste. 518 Kakuhihewa State Office Bldg. Kapolei, HI 96707	Manager, funder, planner \$84 million (est. total transportation budget)
State of Hawaii Executive Office on Aging	Older adults	Elvira Lee Chief Grants Manager	586-7297	No. 1 Capitol District 250 South Hotel Street, Suite 406 Honolulu, HI 96813-2831	Manager, funder, planner
Disability and Communication Access Board	Individuals with disabilities	Francine Wai Executive Director	586-8121	919 Ala Moana Blvd., Room 101 Honolulu, HI 96814	Planner, advocate
Hawaii Disability Rights Center	Individuals with disabilities	Ann Collins	949-2922	900 Fort Street Mall, Suite 1040 Honolulu, Hawaii 96813	Advocate
State of Hawaii Developmental Disabilities Council	Persons with developmental disabilities	Waynette Cabral Exec. Administrator	586-8100	919 Ala Moana Blvd., #113 Honolulu, HI 96814	Advocate

This page intentionally left blank.

**APPENDIX B SERVICE PROVIDER SURVEY**

## Honolulu Transportation Inventory and Needs Assessment

### SECTION I: PROGRAM INFORMATION

**1. Contact information for person responsible for providing and updating survey information**

First Name of Contact Person:

Last Name of Contact Person:

Title of Contact Person:

Phone Number of Contact Person:

E-mail Address of Contact Person:

**2. Please enter the following information for your agency's program that provides transportation services (such as bus, shuttle, taxi service, program-related van service, funding, information and referral, etc.)**

Organization Name:

Program Name:

Address 1:

Address 2:

City:

State:

Zip Code:

Phone:

TTY:

Toll Free:

Web Site of Organization:

**3. What category describes your organization? (Please select one.)**

Public Agency

For-profit Business

Non-profit Agency

Other (please specify)

**4. Please describe the mission of your program.**

## Honolulu Transportation Inventory and Needs Assessment

**5. Please describe the target population(s) for your program's services? (Please select all that apply.)**

- Seniors
- People with disabilities
- People with low incomes
- General public
- Other (please specify)

**6. Which one of the following best describes your program's primary service? (Please select one.)**

- Advocacy
- Education and training
- Faith based organization
- Human services
- Medical services
- Residential services (nursing home, group home, assisted living, adult family home, low-income housing, foster care home, retirement home, shelters)
- Transportation services
- Veterans services
- Other (please specify)

**7. What is the role of your program in transportation? (Please select all that apply.)**

- Provide rides
- Fund or purchase transportation (bus passes, cab rides, mileage reimbursements, etc)
- Arrange or schedule client rides with other agencies
- Provide information and/or referral on transportation services
- Provide travel training or education on how to find and use transportation resources
- Provide a ride share service (car pool, van pool, etc)
- Deliver goods and services to homes
- Provide services or employment to people unable to provide own transportation

**8. How many people does your organization serve each year, on average?**

## Honolulu Transportation Inventory and Needs Assessment

**9. Approximately how many of your clients do you provide transportation services for that use public funds/resources? (e.g. bus passes, Handi-Van subscription service, Medicaid trips, TANF mileage reimbursements, etc.)?**

### SECTION II: TRIP INFORMATION

**1. For which of the following trip purposes will you provide, arrange, and/or pay for transportation? (Please select all that apply.)**

- Any purpose the rider wants
- Airport transportation
- Childcare
- Church activities
- Education/training/vocational
- Employment
- Field trip/recreation
- Food Bank/meals
- Grocery shopping
- Shopping other than grocery
- Kidney dialysis
- Medical appointment for Medicaid recipient
- Medical appointment for other than Medicaid
- Personal business
- Visiting family at hospital, nursing home or other facility
- Connections to other transportation such as ferry or transit
- Other (please specify)

## Honolulu Transportation Inventory and Needs Assessment

2. Which of the following populations do you limit your services to? (Please select all that apply.)

- None - our service is available to the general public
- Your agency clients
- People with disabilities
- People who are eligible for ADA paratransit (HandiVan)
- Seniors
- School Children K - 12
- Head Start/ ECEAP children
- Other children
- Medicaid recipients
- Low income people
- Veterans
- Immigrants/refugees
- TANF/WorkFirst/Work Source participants
- Affiliates of your place of worship
- Hawaiian homelands
- Residents of your facility
- Other (please specify)

### Honolulu Transportation Inventory and Needs Assessment

**3. Which of the following are the most popular trip destinations for your riders/clients? (Please select no more than three, then enter the details requested in the text box below.)**

- Airport
- Bank
- Place of worship
- Senior or community center
- Drug store
- Employment/employment training
- Government services building
- Grocery store
- Meals program or restaurant
- Home of friend or relative
- Medical facility
- Recreational facility
- Library
- Shopping
- School

Please list the names of the locations associated with each of your top 3 destination types.

### SECTION III: BUDGET INFORMATION

## Honolulu Transportation Inventory and Needs Assessment

**1. How is your overall program funded, including transportation and other services as applicable? (Please select all that apply, then enter the detailed information requested in the text box below.)**

- Federal
- State
- Local
- Private/community
- Fee for service
- Rider donations
- Other

Please identify the names of the specific funding sources.

**2. Does your agency have a separate fund/budget for transportation services?**

- Yes
- No
- Don't know

**3. What is your annual budget for transportation services, not including capital expenses?**

**4. Do you anticipate that your organization will need to make any capital purchases for your transportation services in the next two years?**

- Yes
- No
- Don't know

**5. What capital purchases are planned? (Please select all that apply.)**

- Vehicles
- Computers
- MDTs, communication equipment, etc
- Other (please specify)

**6. What is your planned budget for these purchases?**

## Honolulu Transportation Inventory and Needs Assessment

### SECTION IV: TRANSPORTATION NEEDS

**1. From your experience, which of the following factors do you perceive to be the top 3 limitations that need to be addressed in transportation for seniors, people with disabilities and people with low incomes? Please select ONLY three.**

- Insufficient service in rural areas
- Insufficient or no early morning service
- Insufficient or no evening service
- Insufficient or no weekend service
- Insufficient or no holiday service
- No same day service
- Not enough accessible vehicles
- Lack of help with communication barriers (language, visual impairments, hearing impairments)
- Rides are not affordable
- Eligibility restrictions of public programs disqualify too many people
- People lack information about services and how to use them
- Inadequate connections from one provider or mode of transportation to another
- Insufficient service between islands
- Lack of assistance on trips for frail or disabled people
- Inability to make stops en-route to allow for a multi-purpose trip
- Wait time for pick-up is too long
- Duration of trips is too long
- Late drop-off or pick-up
- Other (please specify)

### SECTION V. SERVICE DETAILS - FOR TRANSPORTATION SERVICE PROVIDERS ONLY

If you do not operate vehicles as a part of your transportation services, please scroll down to the bottom of the page to skip to the next section.

## Honolulu Transportation Inventory and Needs Assessment

**1. Please identify the type of direct transportation service you provide. (Please select only one.)**

- Fixed route with published schedule
- Demand response with advance or same day reservations
- Program-related transportation only
- N/A - we do not directly provide transportation
- Other (please specify)

**2. Which of the following best describes how you PRIMARILY transport people? (Please select only one.)**

- Curb to curb
- Door to door
- Door through door

**3. Please indicate the number of vehicles in your fleet for each vehicle type listed below. (Enter "0" in the corresponding field if none.)**

Large buses	<input style="width: 100px;" type="text"/>
Cutaways	<input style="width: 100px;" type="text"/>
School buses	<input style="width: 100px;" type="text"/>
Charter buses	<input style="width: 100px;" type="text"/>
Personal size cars	<input style="width: 100px;" type="text"/>
Vans (7 - 15 passenger)	<input style="width: 100px;" type="text"/>
Taxis	<input style="width: 100px;" type="text"/>
Ferries	<input style="width: 100px;" type="text"/>
Other (Please describe)	<input style="width: 100px;" type="text"/>

**4. A trip is defined as starting from one location and going to a second location. What is the average number of one-way trips you provide? Please give your best estimate of the number of one-way trips you make for each of the categories listed below. (Note: a round trip consists of two one-way trips; a trip from home to doctor's office to grocery store to home is 3 one-way trips, since each leg of the trip counts as one trip.)**

Weekday	<input style="width: 100px;" type="text"/>
Saturday	<input style="width: 100px;" type="text"/>
Sunday	<input style="width: 100px;" type="text"/>
Most recent 12 month period for which you have data	<input style="width: 100px;" type="text"/>

**5. On average, what is the monthly mileage of your program's trips?**

### **Honolulu Transportation Inventory and Needs Assessment**

**6. What is your average trip distance? (Please select only one.)**

- Under 1 mile
- Between 1 and 2 miles
- Between 2 and 4 miles
- Between 4 and 6 miles
- Between 6 and 10 miles
- Between 10 and 20 miles
- More than 20 miles
- Don't know

**7. What is your average trip length? (Please select only one.)**

- Under 10 minutes
- Between 11 and 20 minutes
- Between 21 and 30 minutes
- 31 minutes to 1 hour
- More than 1 hour
- Don't know

**8. How do you maintain your vehicles? (Please select only one.)**

- We perform all maintenance in house
- We perform routine maintenance such as oil changes in house, but contract out for major work
- We contract out for all maintenance
- We have a maintenance agreement with a partner organization which performs maintenance functions for us

**9. If some or all maintenance is not provided in-house, which vendor do you use for all, or the most significant portion, of your maintenance work?**

## Honolulu Transportation Inventory and Needs Assessment

**10. Which computerized scheduling and dispatching system do you use? (Please select only one.)**

- None, we don't have a computerized scheduling or dispatching system
- Strategen
- RouteMatch
- Trapeze
- Rapid Ride
- EasyRide
- In-house developed system
- Other (please specify)

### SECTION VI. COORDINATION

**1. Coordination of services can reduce overall costs and/or improve mobility. Please indicate collaborative efforts your agency would be interested in. (Please select all that apply.)**

- Coordinated travel training
- Share/coordinate resources (vehicle maintenance, fuel purchasing, liability insurance pooling, software, etc.)
- Share/standardize policies, e.g. drug and alcohol testing, driver training, vehicle standards, etc.
- Driver training
- Combine passengers in shared trips
- Central reservations and scheduling
- Joint grant writing
- None – we are not interested in participating in transportation coordination efforts
- Other (please specify)

**2. If you are interested in any of these potential coordination strategies, we would like to ask you more detailed questions about your transportation program so that we can identify coordination partners for you. Can we contact you with additional questions about your current services?**

- Yes
- No

This page intentionally left blank.

**APPENDIX C SERVICE PROVIDER SURVEY SUMMARY – NEEDS ASSESSMENT**

## Transportation Provider Survey Summary Results

The following information is a summary of selected identifying information about the respondents and their responses to the needs question in the Transportation Provider Survey. The remainder of the information collected from the survey is presented in Technical Memo 1.

**Response Rate:** The survey was distributed to 54 agencies, and 18 agencies responded to the survey (33% response rate).

<b>Q3. What category describes your organization? (Please select one.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Public Agency	41.2%	7
For-profit Business	0.0%	0
Non-profit Agency	58.8%	10
Other (please specify)	0.0%	0
<i>answered</i>		<b>17</b>
<i>skipped</i>		<b>1</b>

<b>Q5. Please describe the target population(s) for your program's services? (Please select all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Older adults	50.0%	9
Individuals with disabilities	61.1%	11
People with low incomes	27.8%	5
General public	16.7%	3
Other (please specify)	27.8%	5
<i>answered</i>		<b>18</b>
<i>skipped</i>		<b>0</b>

<b>Q7. What is the role of your program in transportation? (Please select all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Provide rides	53.3%	8
Fund or purchase transportation (bus passes, cab rides, mileage reimbursements, etc)	26.7%	4
Arrange or schedule client rides with other agencies	13.3%	2
Provide information and/or referral on transportation services	33.3%	5
Provide travel training or education on how to find and use transportation resources	33.3%	5
Provide a ride share service (car pool, van pool, etc)	6.7%	1
Deliver goods and services to homes	26.7%	4
Provide services or employment to people unable to provide own transportation	6.7%	1

<i>answered</i>	15
<i>skipped</i>	3

**Q19. From your experience, which of the following factors do you perceive to be the top 3 limitations that need to be addressed in transportation for older adults, Individuals with disabilities and people with low incomes? Please select ONLY three.**

Answer Options	Response Percent	Response Count
Insufficient service in rural areas	35.7%	5
Insufficient or no early morning service	0.0%	0
Insufficient or no evening service	21.4%	3
Insufficient or no weekend service	7.1%	1
Insufficient or no holiday service	14.3%	2
No same day service	7.1%	1
Not enough accessible vehicles	42.9%	6
Lack of help with communication barriers (language, visual impairments, hearing impairments)	21.4%	3
Rides are not affordable	0.0%	0
Eligibility restrictions of public programs disqualify too many people	0.0%	0
People lack information about services and how to use them	14.3%	2
Inadequate connections from one provider or mode of transportation to another	7.1%	1
Insufficient service between islands	14.3%	2
Lack of assistance on trips for frail or disabled people	28.6%	4
Inability to make stops en-route to allow for a multi-purpose trip	7.1%	1
Wait time for pick-up is too long	28.6%	4
Duration of trips is too long	21.4%	3
Late drop-off or pick-up	28.6%	4
Other (please specify)	0.0%	0
	<i>answered</i>	14
	<i>skipped</i>	4

This page intentionally left blank.

APPENDIX D PUBLIC OUTREACH – MEETING FLYERS

## Everyone needs a lift sometime. . .

Are you a . . .

- Senior
- Person with a disability
- Person on a fixed or limited income

Tell us about your transportation challenges and needs.

Please let us know if you need translation or other special accommodations at this meeting.

**MEETING DETAILS**

Hauula Community Center  
54-010 Kukuna Road  
*On bus route 55*

Thursday  
November 20, 2008  
3:00 to 5:00 pm

Sponsored by the City and County of Honolulu  
Mayor Mufi Hannemann  
Wayne Y. Yoshioka,  
Director, Department of Transportation Services

**Why Be There?**

- Discuss critical transportation needs for people unable to provide or purchase their own transportation
- Discuss potential solutions with human service agencies, transit providers, schools, and other community organizations
- Meet the consultants helping us with this project

**Who Should Be There?**

- Seniors, people with disabilities, or people with fixed or limited incomes
- Family, friends, or caregivers of people unable to drive
- Individuals or agencies providing transportation
- Human service agencies looking for ways to make it easier for their clients to obtain transportation

**RSVP** *RSVPs are greatly appreciated.*

For RSVP or special accommodations: Peggy DeGregory, FLT Consulting, Inc. [peggyd@fltconsulting.com](mailto:peggyd@fltconsulting.com) toll free (877) 532-2863  
For more information: Scott Ishiyama, Honolulu Department of Transportation Services [sishiyama@honolulu.gov](mailto:sishiyama@honolulu.gov) local 768-6380

## Everyone needs a lift sometime. . .

Are you a . . .

- Senior
- Person with a disability
- Person on a fixed or limited income

Tell us about your transportation challenges and needs.

Please let us know if you need translation or other special accommodations at this meeting.

**MEETING DETAILS**

Waianae District Park  
85-601 Farrington Hwy  
*On bus route 40 & 40A*

Friday  
November 21, 2008  
9:00 to 11:00 am

Sponsored by the City and County of Honolulu  
Mayor Mufi Hannemann  
Wayne Y. Yoshioka,  
Director, Department of Transportation Services

**Why Be There?**

- Discuss critical transportation needs for people unable to provide or purchase their own transportation
- Discuss potential solutions with human service agencies, transit providers, schools, and other community organizations
- Meet the consultants helping us with this project

**Who Should Be There?**

- Seniors, people with disabilities, or people with fixed or limited incomes
- Family, friends, or caregivers of people unable to drive
- Individuals or agencies providing transportation
- Human service agencies looking for ways to make it easier for their clients to obtain transportation

**RSVP** *RSVPs are greatly appreciated.*

For RSVP or special accommodations: Peggy DeGregory, FLT Consulting, Inc. [peggyd@fltconsulting.com](mailto:peggyd@fltconsulting.com) toll free (877) 532-2863  
For more information: Scott Ishiyama, Honolulu Department of Transportation Services [sishiyama@honolulu.gov](mailto:sishiyama@honolulu.gov) local 768-6380

## Everyone needs a lift sometime. . .

Are you a . . .

- Senior
- Person with a disability
- Person on a fixed or limited income

Tell us about your transportation challenges and needs.

Please let us know if you need translation or other special accommodations at this meeting.

**MEETING DETAILS**

Wahiawa District Park  
Hale Koa Building  
1129-A Kilani Ave.  
*On bus routes 52, 62, and 72*

Monday  
November 24, 2008  
12:00 to 2:00 pm

Sponsored by the City and County of Honolulu  
Mayor Mufi Hannemann  
Wayne Y. Yoshioka,  
Director, Department of Transportation Services

**Why Be There?**

- Discuss critical transportation needs for people unable to provide or purchase their own transportation
- Discuss potential solutions with human service agencies, transit providers, schools, and other community organizations
- Meet the consultants helping us with this project

**Who Should Be There?**

- Seniors, people with disabilities, or people with fixed or limited incomes
- Family, friends, or caregivers of people unable to drive
- Individuals or agencies providing transportation
- Human service agencies looking for ways to make it easier for their clients to obtain transportation

**RSVP** *RSVPs are greatly appreciated.*

For RSVP or special accommodations: Peggy DeGregory, FLT Consulting, Inc. [peggyd@fltconsulting.com](mailto:peggyd@fltconsulting.com) toll free (877) 532-2863  
For more information: Scott Ishiyama, Honolulu Department of Transportation Services [sishiyama@honolulu.gov](mailto:sishiyama@honolulu.gov) local 768-6380

## Everyone needs a lift sometime. . .

Are you a . . .

- Senior
- Person with a disability
- Person on a fixed or limited income

Tell us about your transportation challenges and needs.

Please let us know if you need shuttle service from bus stop, translation or other special accommodations at this meeting.

**MEETING DETAILS**

Pearl Country Club  
98-535 Kaonohi Street  
*On bus route 54, walking distance 1.5 miles to club house\**

Tuesday  
November 25, 2008  
9:30 to 11:30 am

Sponsored by the City and County of Honolulu  
Mayor Mufi Hannemann  
Wayne Y. Yoshioka,  
Director, Department of Transportation Services

**Why Be There?**

- Discuss critical transportation needs for people unable to provide or purchase their own transportation
- Discuss potential solutions with human service agencies, transit providers, schools, and other community organizations
- Meet the consultants helping us with this project

**Who Should Be There?**

- Seniors, people with disabilities, or people with fixed or limited incomes
- Family, friends, or caregivers of people unable to drive
- Individuals or agencies providing transportation
- Human service agencies looking for ways to make it easier for their clients to obtain transportation

**RSVP** *RSVPs are greatly appreciated.*

For RSVP or special accommodations: Peggy DeGregory, FLT Consulting, Inc. [peggyd@fltconsulting.com](mailto:peggyd@fltconsulting.com) toll free (877) 532-2863  
For more information: Scott Ishiyama, Honolulu Department of Transportation Services [sishiyama@honolulu.gov](mailto:sishiyama@honolulu.gov) local 768-6380

## 每個人都會有時候 需要別人幫助...

你是一位...

- 長者
- 殘障人士
- 依靠固定或有限收入生活的人士

請告訴我們你在交通方面所遇  
到的困難和需要。

### 會議詳情

Pearl Country Club  
98-535 Kaonohi Street

乘坐 54  
號路線，到俱樂部步行距離是 1.5  
英里

星期二  
2008 年 11 月 25 日  
上午 9:30 至 11:30



由 運輸及交通廳長  
市長 Muhi Hironaka  
Wayne Y. Yoshida  
交通局長

### 為什麼要參加這個會議？

- 討論無力提供或購買自己交通工具的人士的交通需要
- 與人類服務機構、交通運輸提供機構、學校和其他社區組織討論可能的解決方案
- 與幫助我們進行此項目的顧問見面

### 誰應該參加這個會議？

- 長者、殘障人士、有固定或有限收入的人士
- 家庭、朋友、或不能開車人士的照顧者
- 提供交通運輸服務的個人或機構
- 尋找方法讓其客戶更容易獲得交通服務的人類服務機構



RSVP 十分感謝你

聯繫：Peggy DeGregory, FLT Consulting, Inc. peggyd@fltconsulting.com toll free (877) 532-2863

如需有關乘坐巴士或搭地鐵回家、瞭解服務或查詢特別的交通服務，請與我們聯絡。

## Lahat ay nangangailangan ng pakikisakay balang araw....

Ikaw ba ay isang ...

- Senior (matanda na)
- Tao na may isang kapansanan (with disability)
- Tao na may isang naitakdang pirmihan o limitadong kita

Sabihin sa amin ang ukol sa inyong mga  
kahirapan sa pagsasakay at mga

### MGA DETALYE NG PAGPUPULONG

Pearl Country Club  
98-535 Kaonohi Street

Sa rulang 54, distansya ng paglalakad  
1.5 na milya sa club house\*

Martes  
Nobyembre 25, 2008  
9:30 hanggang 11:30 ng umaga



Inaliponaran ng City and  
County of Honolulu  
Mayor Muhi Hironaka  
Wayne Y. Yoshida,  
Director, Department  
ng Mga Serbisyo sa  
Transportasyon

### Bakit Pupunta Duon?

- Pag-uusap ang sapakhalagang mga pagsasakay sa pagsasakay para sa mga tao na hindi kayang magkaroon o bumili ng kaulang ransing sakayin
- Pag-uusap ang probong maging mga solusyon sa mga abesiyas ng serbisyo pang-tao, mga tagabigay ng serbisyo sa sakayin, mga edukasyon, at the pang mga organisasyong pangkomunidad
- Makilala ang mga tagapayo na tumutulong sa atin sa proyektong ito

### Sino ang Dapat na Nanduon?

- Mga senior, mga tao na may mga kapansanan, o mga tao na may naitakdang pirmihan o limitadong mga kita
- Pamilya, mga kaibigan, o mga tagabigay ng pangangalaga sa mga tao na hindi makapagmamabok
- Mga tao o mga abesiyang nagbibigay tulong ng pagsasakay
- Mga abesiyas ng serbisyo pang-tao na naghahangap ng mga pamamaraan upang gawing mas madali para sa kanilang kliyente na makatama ng sakayin



Malaking pasasalamat po ang pagbibigay niyo ng RSVP

Kontakin: Peggy DeGregory, FLT Consulting, Inc. peggyd@fltconsulting.com toll free (877) 532-2863

PAKIKISAKAY ALAM PO SA AMIN KUNG KAILANGAN NIYO NG SERBISYONG PAGSASAKAY NG SHUTTLE MULA SA HINTUAN NG BUS, PANGSASALING-WIKA O IBA PANG MGA MATATANGING AKOMODASYON.

## だれでもリフトが必要に なることがあります...

あなたは...

- シニアの方
- 身に障害のある方
- 定または限られた所得の方

交通機関に関する課題やニーズについて  
お教えてください。

### 会議の詳細

Pearl Country Club  
98-535 Kaonohi Street

路線バス54番、クラブハウスまで徒歩  
で1.5マイル\*

2008年11月25日  
火曜日  
午前9時30分～午前11時30分



Honolulu  
市長、ムーヒー、ハネ  
マン  
交通サービスディレ  
クター、ウェイ、Y.  
ヨシダ

### 出席の目的は？

- 自分の交通手段がないか、そのための費用がない方にとって不可欠な交通ニーズについて話し合う
- 福祉サービス機関、公共交通提供者、学校、その他のコミュニティ組織と解決策について話し合う
- プロジェクトを支援するコンサルタントに会う

### 出席者の顔ぶれは？

- シニアの方、身体に障害のある方、および一定または限られた所得の方
- 運転できない方の家族、友人、または介護人
- 交通手段を提供する個人または機関
- 顧客がより簡単に交通手段を確保できる方法を追求している福祉サービス機関



ご出席の際は、お返事をお願いします。

お問い合わせ先：Peggy DeGregory, FLT Consulting, Inc. peggyd@fltconsulting.com toll free (877) 532-2863

\*バス乗り場のシャトルサービス、交通手段、またはその費用が必要な場合は、お知らせください。

## 누구나 가끔은 라이드가 필요합니다 ...

귀하는 ... 이십니까

- 연로자
- 장애인
- 수입이 정해져 있거나 한정되었을

귀하의 교통편에 대한 난제점이  
필요성을 저희에게 알려주십시오.

### 회의 안내

Pearl Country Club  
98-535 Kaonohi Street

64 번 버스 노선, 클럽하우스까지  
 도보 거리 1.5 마일\*

화요일  
2008년 11월 25일  
오전 9:30 - 11:30



Honolulu  
 Mayor Muhi Hironaka  
 Wayne Y. Yoshida,  
 교통 서비스국장

### 왜 참석을 해야 하나?

- 자신의 교통편을 스스로 해결할 수 있거나 승차권을 구입할 능력이 있는 개인들을 위한 중요한 교통편의 필요성을 토론하기 위하여
- 사회적 기관, 특별의 회사, 학교 및 기타 커뮤니티 단체들과 함께 결정 해결책을 토론하기 위하여
- 이 프로젝트에 우리들 도와주는 자원단을 만나기 위하여

### 누가 참석을 해야 하나?

- 연로자, 장애인 또는 수입이 정해져 있거나 한정된 개인들
- 운전이 불가능한 개인들의 가족, 친구 또는 간병인
- 교통편을 제공하려는 개인이나 기관
- 고객들이 교통편을 좀 더 수월하게 받을 수 있는 방법을 찾고 있는 사회적 서비스 기관



참석여부에 대한 회답을 해주시면 대단히 감사하겠습니다.

연락처: Peggy DeGregory, FLT Consulting, Inc. peggyd@fltconsulting.com toll free (877) 532-2863

\*버스 승차장에서 셔틀 서비스, 교통편, 또는 기타 필요한 서비스는, 알려주세요.

**APPENDIX E PUBLIC OUTREACH – STAKEHOLDER INTERVIEW PARTICIPANTS**

**Stakeholder Interview Participants**

<b>Date</b>	<b>Participants</b>	<b>Agency/Organization</b>
10/13/08	Ann Collins	Hawaii Disability Rights Center
10/14/08	Karen Miyake, Doug Gilman, Pat Tompkins	CCH Elderly Affairs Division (Area Agency on Aging Public Service Area 2)
10/15/08	Donna Fouts	United Cerebral Palsy Association of Hawaii
10/15/08	Liz Fischer	USDOT FHWA
10/15/08	Tom Baty, Peter Reyes	Catholic Charities Hawaii
10/16/08, 12/18/08	Robert Yu, Arthur Loebel, John Black, Patricia Nielsen	Oahu Transit Services, Inc.
10/16/08, 12/19/08	Lydia Hemmings, Eileen Befitel, Alan Matsunami	Med-QUEST
10/17/08	Daniel Dung, Vice President	Morgan Stanley
10/20/08	Sam Powell	Abilities Unlimited
10/20/08	Betty Mason, Cheryl Mizusawa, Mark Romoser, Hiroko Kobira, Michael Tada	Hawaii Centers for Independent Living
10/21/08	Francine Wai, Judy Paik, Charlotte Townsend	Disability and Communication Access Board (DCAB)
10/21/08	Waynette Cabral	State Developmental Disabilities Council
10/21/08	Wayne Greenleaf	TheCAB
10/22/08	Ryan Fujii	Hawaii Department of Transportation, Statewide Transportation Planning Office
10/22/08	Lily Domen, Rose Witlock, Cheri Gomes	Kokua Villa
10/23/08	Elvira Lee	State Executive Office on Aging (AAA)
10/24/08	Rose Nakamura	Project Dana
10/24/08	Norman Kawakami	Easter Seals Hawaii
11/13/08	Dale Evans	Charley's Taxi
11/14/08	Darlene Hein	Care-A-Van
11/14/08	Kalina Pickren	Waikiki Friendly Neighbors
11/18/08	Pankhaj Bhanot, Sandy Morishige, Geneva Candean	State Department of Human Services, Benefits, Employment and Support Services Division
12/18/08	Cynthia Sturdevant	Kalihi Valley Community Health
12/19/08	Kent Anderson	Family Promise of Hawaii
12/19/08	Max Gray	H-5

## **Group Presentations & Discussions**

---

<b>Date</b>	<b>Group</b>
11/17/08	Mayor's Advisory Committee on Disabilities
11/18/08	Citizens for a Fair ADA Ride
11/21/08	Honolulu Committee on Aging
11/26/08	Department of Transportation Services, Committee for Accessible Transportation (CAT)
12/16/08	Partnerships in Care
12/17/08	Members of the Citizens for a Fair ADA Ride

This page intentionally left blank.

**APPENDIX F PUBLIC OUTREACH – FOCUS GROUP DETAILS**

## City and County of Honolulu Human Services Transportation Coordination Case Managers Focus Group

### Summary of Questionnaire Responses

1. Which is the most frequent type of transportation that you refer people to, or arrange for?

- TheHandi-Van (4)
- The Bus (4)
- Catholic Charities (1)
- Taxi (3)
- Vanpool/Carpool (0)
- Other (please explain): (3)
  - Project Dana (1)
  - Case managers transport clients in own cars (1)
  - Private transportation companies (1)

2. What are the top three types of destinations for each of the following populations? (Examples: Work, grocery store, doctor's appointments, etc. Note: Your responses do not have to be in order.)

- Older adults .....1) Medical appointments (4)
- 2) Grocery store (3)
  - 3) Bank (1)
  - 4) Restaurants/coffee shops (1)
  - 5) Program services (1)
  - 6) Socialization (visit family, etc.) (1)

- Individuals with Disabilities .....1) Medical appt (6)
- 2) Bank (1)
  - 3) Grocery store (2)
  - 4) Other shopping (1)
  - 5) Socialization (visit family, etc.) (2)
  - 6) Service/government programs/agencies (3)
  - 7) Day activity programs (1)

- People with Low Incomes .....1) Medical appt (3)
- 2) Grocery store (1)
  - 3) Government/service/program offices, including financial/food stamps, housing (5)
  - 4) Other shopping (2)
  - 5) Work (1)
  - 6) Socialization (visit family, etc.) (1)

3. What proportion of your clients need help with transportation? (Please choose only one - give your best guess.)

- Less than 25% (0)
- 25-50% (3)
- 51-75% (1)
- 76-100% (2)

4. What role do you play in connecting them with transportation?

- Help arrange transportation (5)
- Help fund transportation (4)
- Give information and referral (5)
- Give rides when possible (2)
- Provide travel training (1)
- Other (please explain):
  - Complete application form (1)

## Discussion Notes

Best things about transportation in the City and County of Honolulu (CCH)	Population served		
	Older adults	Disabled	Low income
One bus pass to access all of island/HV & Bus	x	x	x
Pass expires once per year		x	
New private providers	x	x	
ADA services/access improved	x	x	
Transit has improved fleet (bike racks, wheelchair ramps)		x	x
Trainers available for ADA		x	

Worst things about transportation in CCH	Population served		
	Older adults	Disabled	Low income
Announcement not always made on transit		x	
Ramps/buses not always lowered	x	x	
Location to apply for passes is not easily accessible (older adults have difficulty getting their to apply for discount pass)	x	x	x
HV and bus limit on packages	x	x	x
Disabled parking placard and HV passes – not best use of funds		x	
Need training for disability trip providers		x	
Some people take advantage of HV svcs when can		x	

**Human Services Transportation Coordination Plan • Final Plan**

CITY AND COUNTY OF HONOLULU • APRIL 2009

use other services			
Lack of capacity – ADA & transit (Either not enough or not efficient enough)	x	x	x
Pick-up route of HV makes trips long		x	
Costly vanpool and private providers	x	x	x
Vanpool requirements are prohibitive for some	x	x	x
Doctors lack education about cost of transportation (Medicaid requires doctor referral)	x	x	
Billing process is difficult and time consuming (delayed) – vouchers/policies should be considered/reviewed	x	x	x
Salt Lake transit route is not sufficient	x	x	x
Duplication in services; go to same places, idle vehicles available for sharing	x	x	x
Some don't have financial means to use services – unless agencies pay for it (\$4 too expensive for some)			x
All agencies strapped for funds	x	x	x
Price paid for transit trip does not cover actual cost of service (sliding scale solution?)	x	x	x
Need to educate public so will use most appropriate transportation for their needs (transit training)	x	x	x
Application forms online not accessible for blind (HV?)		x	
Bus doesn't reach some areas that need to be reached (e.g. senior housing at bottom of hill; bus stop at top)	x	x	
Some not serviced at all because they under-state the severity of their disability	x	x	x

<b>Possible Coordination/Strategies to Meet Needs</b>
Implement sliding scale system for people who use TheHandi-Van
Medicaid is interested in paying the City and County of Honolulu to provide services if it results in increased TheHandi-Van capacity. However, it is not clear if they would consider paying the actual cost of the trip versus the cost of the fare.
Review Med-QUEST policies to improve regulation of current and potential new Med-QUEST transportation providers
Allow individuals to apply for special bus passes at satellite city halls
Provide EBT cards to apply to rides across different transportation services (with card swipers on buses, taxis, etc.) to help solve billing and voucher fraud issues. Provide a centralized place/system to qualify for EBT cards
Review idle vehicles available for sharing

<b>Barriers to Coordination</b>
Confidentiality issues might inhibit coordination
Funding
Vehicle insurance
Driver recruitment
Combining different types of riders may be difficult due to perceptions or behaviors riders who are different from them. For instance, some older adults may not be comfortable riding with youth who are loud or unruly.
It may be difficult to administer a sliding scale system for TheHandi-Van use (see “Possible Coordination/Strategies to Meet Needs” above).

## City and County of Honolulu Human Services Transportation Coordination Caregivers Focus Group Questionnaire

### Summary of Questionnaire Responses

1. Is/are the person(s) you provide caregiver services for a...? (Identify number served.)

Older adult (person 65 or older) (17)

Person with a disability who is also an older adult (15)

Person with a disability who is not an older adult (3)

Other (please explain):

- Long distance care giver (1)
- Not specified (1)
- Person with a disability who is also an older adult and low income (1)

2. How much of your caregiver services involve help with transportation? (Please choose only one - give your best guess.)

Less than 25% (0)

25-50% (2)

51-75% (2)

76-100% (7)

3. When you help with transportation, what type of help do you provide? (Please select all that apply.)

Drive (11)

Help arrange rides with other transportation services (4)

Pay for rides with other transportation services (0)

Help sign up or apply for a transportation service (3)

Other (please explain):

- Assign volunteers to drive (1)

4. In what town/area does your current client live?

- Honolulu (6)
- Kalihi (1)
- Waialae (2)
- Waikiki (1)
- Kahala (2)
- Aiea (1)
- Waipahu (1)
- Pearl City (2)

5. How far will you drive?

- Anywhere they need to go (8)
- Only within local area where the client lives (4)
- Other (please explain): (0)

6. Do you receive a stipend for your caregiver services?

- Yes (1)
- No (12)

7. What are the top three types of destinations for your current client? (Examples: Work, grocery store, dr. apt., etc. Note: Your responses do not have to be in order.)

- Grocery store/markets (11)
- Hospital/doctor appointments (10)
- Care home/adult day care (4)
- Church (2)
- Restaurants/dining (1)
- Other shopping (1)
- Bank (1)
- Social activities (1)
- Exercise class (1)
- Other personal business (1)

## Discussion Notes

<b>Transportation System Strengths</b>
TheHandi-Van is economical
Project Dana is one-on-one
TheHandi-Van has improved over the past 15 years
Medicaid trips
Kaiser provides transportation
Trips available from federal building to VA hospital

<b>Transportation System Weaknesses</b>
No close bus stops in some areas
Public transit not good for people who are not stable on their feet – suspension on TheBus and TheHandi-Van is rough
TheHandi-Van is not always available/long wait/late for pick-up
Trips on TheHandi-Van are too long
Can't bring power scooter on TheHandi-Van
Recipients don't know about Medicaid trips
Some bus drivers are not helpful
Attitudes of some bus riders and drivers are not good for people with disabilities

## Human Services Transportation Coordination Plan • Final Plan

CITY AND COUNTY OF HONOLULU • APRIL 2009

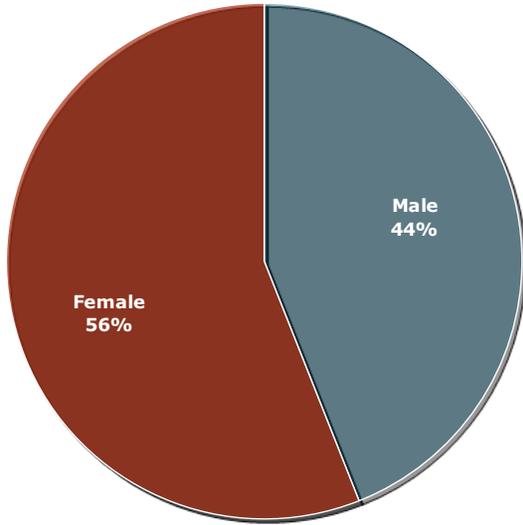
<b>Transportation Needs of People who are Homebound</b>
More volunteer drivers, including strong volunteers to help push wheelchairs, etc.
Accessible vehicles for excursions
Time to volunteer
Adjustments to TheHandi-Van – include people who are aging
Transportation for scooters (not eligible for TheHandi-Van)
Information about transportation options
Transportation from Ewa Beach to downtown (person could volunteer in other ways if could get trip)
Accessibility – sidewalks (e.g. in Aiea and Manoa)
Trust
Help for gurney-bound (can't get into car)

<b>Strategies</b>
Partner with other civic groups to get volunteers
Use weight lifters as volunteers
Group rates for accessible vehicles for excursions
Compensation for gas for longer trips
Coordinate pick-ups with TheHandi-Van trips
Taxi vouchers (trips with trained drivers)
Driver education
Do more outreach and build relationships to improve people's comfort with accessing available transportation services
Expansion of faith-based volunteers/coordinators/leaders
Education on type of help needed

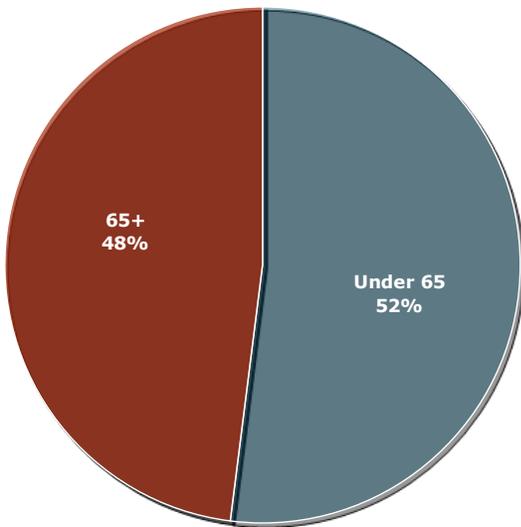
<b>Barriers</b>
Expensive fuel
Expectations of people as they age and transition to needing more help
People don't want to ask family or others for help
Elders' kids on mainland
Some think they have to be a member of the church to get help from Project Dana
Family dynamics: Elders are independent, but family wants them to get help
Shame society: Raised to not question doctors or professionals
Liability concerns with providing volunteer transportation – though it helps organizations like Project Dana to feel more comfortable with the driver when he/she is a member of the organization

**APPENDIX G HYBRID TOWN HALL MEETING PARTICIPANT DEMOGRAPHICS**

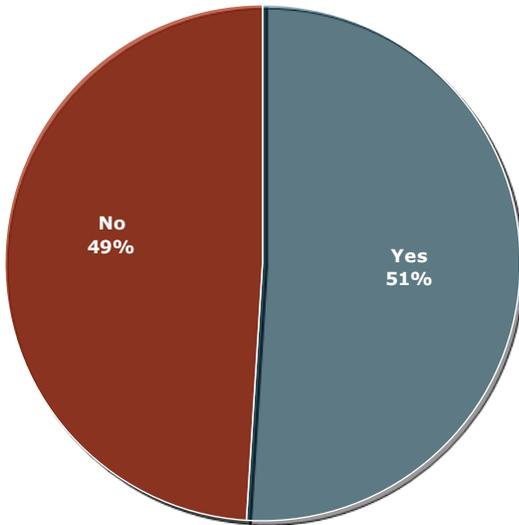
**Figure G-1 Gender – What is your gender?**



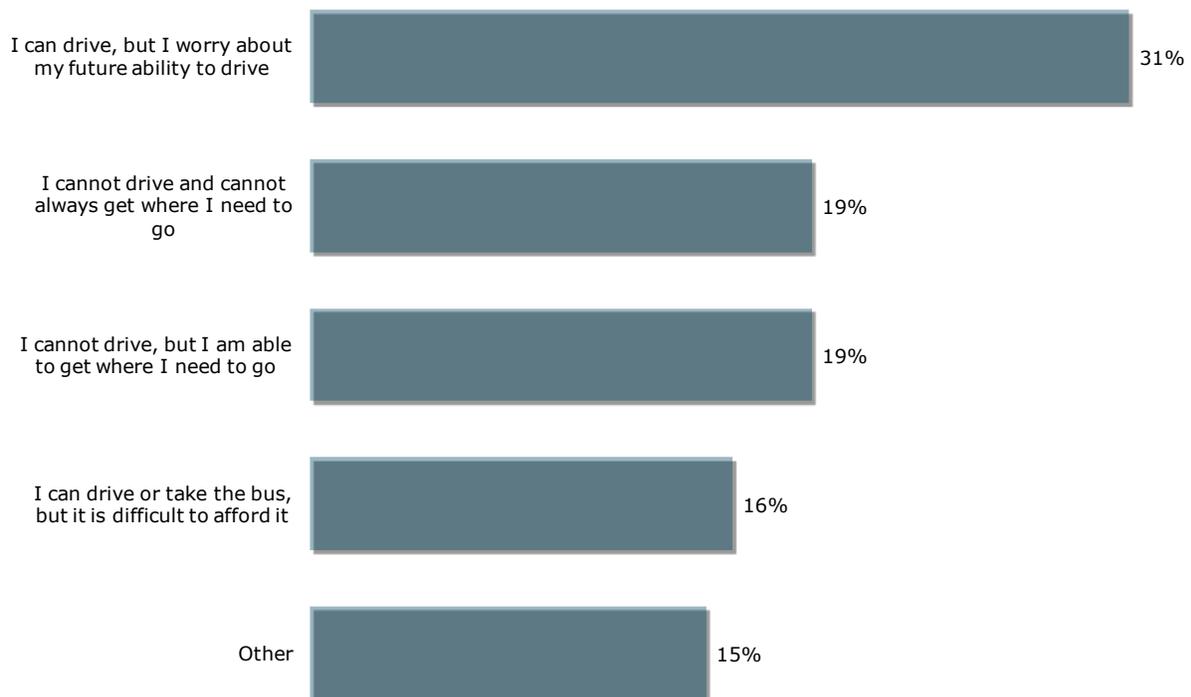
**Figure G-2 Age – How old are you?**



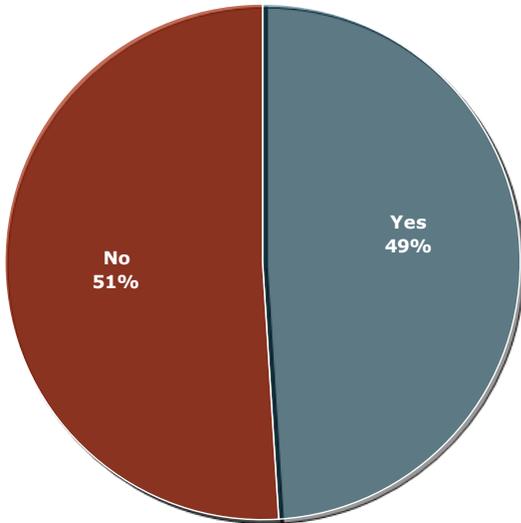
**Figure G-3 Disability – Do you have a disability or health issue that limits your ability to transport yourself?**



**Figure G-4 Transportation Ability Status – Which of these statements best describes you?**



**Figure G-5 Income – Are you currently receiving public financial assistance, such as Medicaid or TANF?**



**Figure G-6 Employment – What is your employment status?**

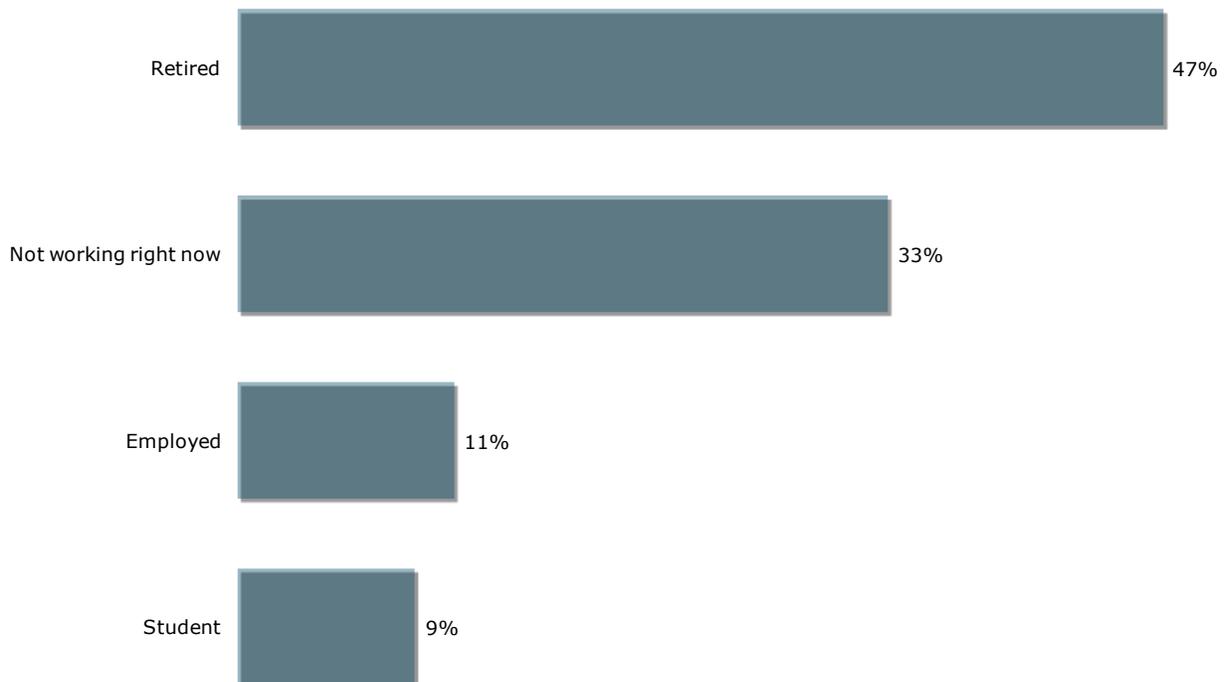


Figure G-7 Area of Residence – Where do you live?

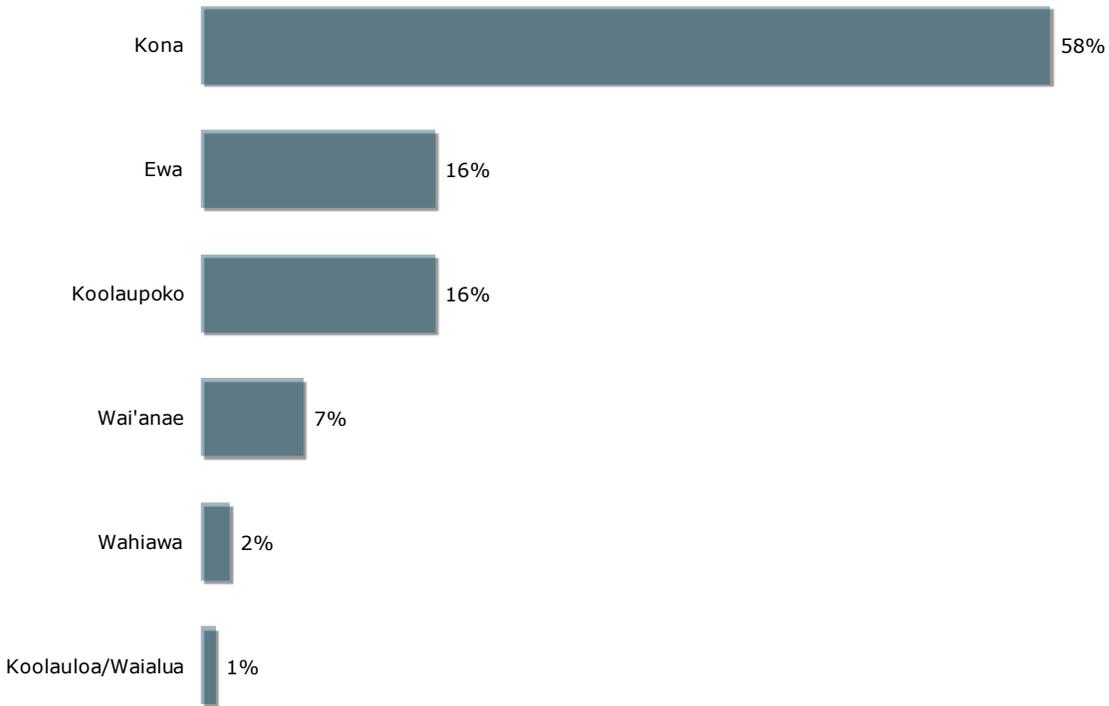
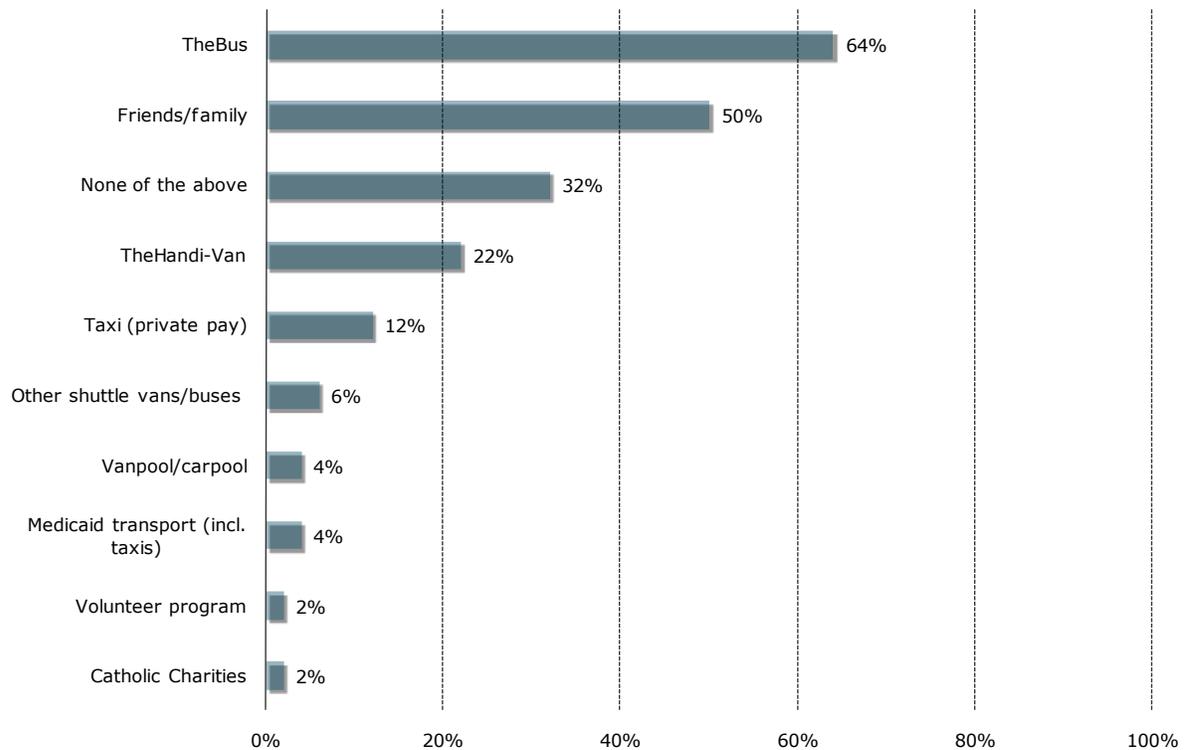
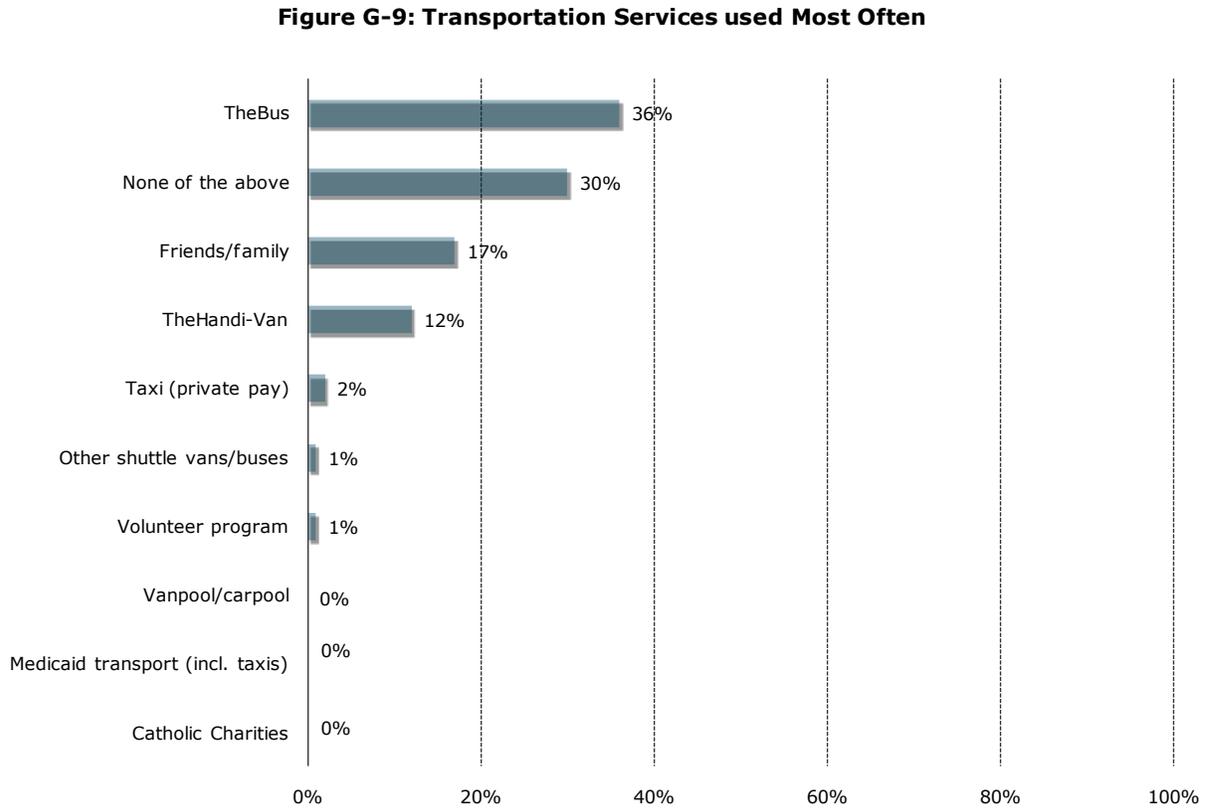


Figure G-8 Transportation Services – What types of transportation services do you use?



**Figure G-9 Transportation Services – What type of transportation services do you use MOST OFTEN?**



**APPENDIX H TOWN HALL MEETING DETAILED RESULTS<sup>23</sup>**

---

<sup>23</sup> Responses for all sections, except TheHandi-Van and TheBus sections, are based on the total respondent count (96). Not all responses will equal 100%.

<b>TheHandi-Van</b>	<b>1. Not a Problem</b>	<b>2. Slight Annoyance</b>	<b>3. Significant Frustration</b>	<b>4. Makes it Somewhat Hard to Use</b>	<b>5. Makes it Very Hard to Use</b>	<b>6. Almost Impossible</b>
TheHandi-Van is late	50%	4%	17%	6%	7%	17%
Can't schedule a trip on TheHandi-Van during peak hours – phone is busy	17%	17%	14%	23%	6%	23%
The “pick-up” window for TheHandi-Van is longer than it should be	14%	16%	19%	19%	11%	22%
Duration of a TheHandi-Van trip is longer than it should be	14%	17%	14%	14%	17%	23%
<b>TheBus</b>	<b>1. Not a Problem</b>	<b>2. Slight Annoyance</b>	<b>3. Significant Frustration</b>	<b>4. Makes it Somewhat Hard to Use</b>	<b>5. Makes it Very Hard to Use</b>	<b>6. Almost Impossible</b>
TheBus is full during peak hours	25%	22%	11%	12%	12%	18%
Annunciators are not used or reader boards are not equipped on TheBus	51%	9%	12%	7%	11%	10%
Bus service in rural and suburban areas is less frequent	30%	17%	10%	12%	16%	15%
Distance to bus stops is too far	35%	19%	11%	12%	8%	15%
<b>Insufficient Service or Lack of Service</b>	<b>1. Not a Problem</b>	<b>2. Slight Annoyance</b>	<b>3. Significant Frustration</b>	<b>4. Makes it Somewhat Hard to Use</b>	<b>5. Makes it Very Hard to Use</b>	<b>6. Almost Impossible</b>
Cannot get a trip late at night or early in the morning	36%	10%	2%	7%	14%	15%
Cannot make a trip reservation the same day the trip is needed	44%	3%	3%	7%	5%	20%
Cannot get transportation from/to rural areas	40%	9%	3%	8%	8%	11%
Need extra help with carrying packages or getting from my house to the vehicle	40%	13%	6%	6%	9%	7%
Need bus shelters with better seating, maps and signage	22%	16%	11%	13%	10%	15%

	1. Not a Problem	2. Slight Annoyance	3. Significant Frustration	4. Makes it Somewhat Hard to Get Where I Need to Go	5. Makes it Very Hard	6. Almost Impossible
<b>Accessibility</b>						
There are not enough accessible taxi cabs for people with disabilities	33%	3%	6%	1%	3%	9%
Vehicles cannot get to me because of bad or narrow roads	42%	6%	3%	3%	7%	6%
Restrictions about where you can go when using specific transportation services	22%	13%	10%	4%	7%	10%
Not eligible for transportation services or programs	49%	5%	1%	3%	5%	7%
Specialty bus passes can be purchased in only one location	30%	8%	10%	9%	9%	9%
<b>Affordability</b>						
I cannot afford to drive or maintain a car	33%	4%	7%	4%	15%	18%
I cannot afford TheBus or TheHandi-Van	46%	6%	4%	5%	7%	9%
I cannot afford private transportation (taxi, vanpool)	25%	6%	3%	6%	9%	25%
<b>Safety and Security</b>						
Disruptive behavior on the bus or at the bus stop	19%	24%	15%	8%	8%	16%
Overcrowded bus stops	27%	17%	15%	5%	8%	17%
Lack of emergency and evacuation planning for people with specialized needs	38%	6%	11%	9%	7%	15%

<b>Information</b>	<b>1. Not a Problem</b>	<b>2. Slight Annoyance</b>	<b>3. Significant Frustration</b>	<b>4. Makes it Somewhat Hard to Get Where I Want to Go</b>	<b>5. Makes it Very Hard</b>	<b>6. Almost Impossible</b>
Do not know how to ride TheBus	65%	5%	5%	4%	4%	2%
Do not know about all of the different transportation options	33%	15%	10%	16%	2%	8%
Information is not provided in a format or language that I understand well	63%	4%	4%	3%	6%	5%
I am not always informed about changes in transportation services	27%	16%	11%	9%	6%	18%

**APPENDIX I COMMUNICATIONS PLAN**

## COMMUNICATION & OUTREACH

---

For coordinating accessible transportation on Oahu,  
Hawaii

Timeframe: **Planning Phase (Oct 2008-March 2009)**

**Project Sponsor:** City and County of Honolulu, Dept of Transportation Services

**Executive Sponsor:** Wayne Yoshioka, Director, Dept of Transportation Services

**Project Manager:** Scott Ishiyama, Planner, Dept of Transportation Services (808)-768-8380

**Contractor:** FLT Consulting, Inc., Faith Trimble (360) 754-1954



# Contents

---

Overview..... 154

Key Stakeholder Groups..... 155

Decision-Making Structure ..... 157

Outreach Approach ..... 161

Timeline Overview ..... 164

---

# Overview

---

## Project Description

The purpose of the Human Services Transportation Coordination Plan is to improve transportation services for older adults, individuals with disabilities, and persons with low incomes by better coordinating all publicly funded transportation on the island. The planning, implementation and evaluation of the program is sponsored by the City and County of Honolulu and the Federal Highway Administration (FHWA). The Plan is prepared in accordance with the Federal Transit Administration guidelines, including comprehensive outreach efforts, to identify existing transportation services, critical needs, and viable strategies for older adults, individuals with disabilities and low-income residents of Oahu.

This Communication Plan is the guiding document on how to ensure that all the stakeholders and the general public are appropriately involved during the planning phase of the project. A separate communication plan will be developed for the implementation and evaluation phase. The communication objectives are as follows:

## Communication Objectives

### Inclusive

Objective #1: Ensure that key stakeholder groups are aware of the planning process and know how to participate if they choose

### Decision-Making

Objective #2: Develop a decision-making structure that is inclusive of transportation operators, riders, key funders and policy makers, and ensure that each has appropriate information to make recommendations and decisions

### Reach Out

Objective #3: Develop outreach methods that can validate and prioritize transportation needs for the different target populations and geographic regions of Oahu

---

## Key Stakeholder Groups

---

### Project sponsor

Executive Sponsor, Wayne Y. Yoshioka, Director,  
Dept. of Transportation Services, City & County of  
Honolulu

### Project oversight committees

Mayor's Executive Committee on Mobility (New )  
Committee for Accessible Transportation (CAT)  
Coordinated Transportation Strategies and Operations  
Committee (CTSO) (New)

### Target population

People with mental and physical disabilities  
People age 65 +  
People with low incomes

### Transportation providers (largest)

**Transit (TheBus and TheHandi-Van)**  
Oahu Transit Services, Inc.

#### Non-Profit Providers

Catholic Charities Hawai'i  
Abilities Unlimited/Winners at Work  
Project Dana

#### Taxis and Cabulance Companies (largest)

TheCab  
TLC HandiTrans  
CH Trans  
MPC HandiTrans  
Charley's Cabs  
Car-AVan

### Key funders of transportation

#### U.S. Government

- Dept. of Transportation
- Dept. of Health and Human Services
- Dept. of Education

#### State of Hawaii

- Dept. of Transportation
- Dept. of Health
  - Disability Services
  - Elder Care
  - Family and Child Health
  - Mental Health
  - Substance Abuse
- Dept. of Human Services
  - Adult and Community Care Services  
(DD/MR, Senior Companions, Adult Day  
Care, Chore, Transportation Assistance for  
Resident Aliens, etc.)
  - Benefit, Employment & Support Services  
(TANF, Head Start, etc)
  - Health-Med-QUEST
- Dept. of Education
- Veteran's Administration

#### City and County of Honolulu

- Department of Transportation Services,  
Public Transit Division
- Dept. of Community Services
  - Elderly Affairs Division
  - Oahu Work Links
  - Homeless Persons

#### Private Foundations

### Front-line staff

Case managers  
Care takers  
Drivers and dispatchers  
Human resources/Chambers



## Service Providers (sorted by type)

Name	Type
*Maluhia Day Care	Adult Day Health
*Easter Seals Hawaii	Adult Day Health
*Family Services of Oahu	Adult Day Health Center
ORI Helemano Plantation	Adult Day Health Center
*Kokua Villa	Adult Day Health/DD programs
Seagull Daycare	Adult Daycare
*The ARC in Hawaii (Pearl City and Ruger)	DD program
*Goodwill Kilihau	DD program
*Home & Community Services	DD program
Lanakila Pacific	DD program
SECOH-Diamond Head	DD program
SECOH-Pearl City 4	DD program
Kokua Mau	DD program
*Manawa Lea Health Services	DD program
*SECOH-Ewa Beach	DD program
SECOH-Waipahu	DD program
Kapolei Dialysis	Dialysis
Pearlridge Dialysis	Dialysis
St Francis West Dialysis	Dialysis
Wahiawa Dialysis	Dialysis
St Francis Liliha	Dialysis/Doctor
Kaiser Moanalua	Hospital
Straub Hospital	Hospital
Tripler VA Clinic	Medical
Kalakaua Gym	Therapy
Rehabilitation Hospital of the Pacific	Therapy/Dialysis
Ala Moana Center	Various

\*top ten destinations for TheHandi-Van



## Decision Making Structure

---

### Human Services Transportation Coordination Policy Committee

**Purpose:** Provide leadership and remove barriers so that transit agencies, human service agencies, non-profit agencies, and private transportation agencies can collaboratively and efficiently deliver publicly funded transportation to older adults, people with disabilities, and people with low incomes on Oahu.

**Roles & Responsibilities:**

- Recommend a final coordinated human services transportation plan to the Mayor and the Transportation Commission for adoption.
- Allocate appropriate staff to support the implementation of the plan.
- Provide recommendations to the Mayor on local policy changes that support implementation of the plan.
- Work with the Mayor and City Council to advocate for state and federal changes that support implementation of the plan.

**Term:** 2 years

**Proposed Membership:**

Chair: Director, Department of Transportation Services (DTS)  
Chief, DTS Public Transit Division  
Chief, DTS Transportation Planning Division  
Director, Department of Community Services (DCS)  
Chief, DCS Elderly Affairs Division  
Chief, DCS Oahu Work Link Division  
Ad Hoc State Dept Directors/Division Heads, as invited

**Proposed Meeting Dates:**

December 19, 2008	Review findings of unmet transportation needs
February 20, 2009	Review draft plan and project list
March 2009	Recommend final plan for adoption
November 2009 TBD	Progress updates/decisions
May 2010 TBD	Review performance of projects to date
September 2010 TBD	Project close-out; next steps

## Coordinated Transportation Strategies and Operations (CTSO) Sub-Committee of the Committee for Accessible Transportation (CAT)

**Purpose:** Provide technical expertise on publicly funded transportation operations, and work collaboratively with other agencies to develop strategies that improve mobility for older adults, people with disabilities, and people with low incomes on Oahu.

**Roles & Responsibilities:**

- Provide guidance and support to the consulting team in developing the coordinated human services transportation plan (e.g. provide information, make connections, edit drafts, distribute outreach information).
- In coordination with CAT, recommend to the Human Services Transportation Coordination Policy Committee a prioritized list of coordinated transportation projects to be implemented in 2009-2011.
- Identify barriers to implementing desired coordinated transportation projects, and provide recommendations to the Human Services Transportation Coordination Policy Committee.
- Develop performance measures and identify baseline data for the projects identified in the plan.

**Term:** 2 years

**Proposed Membership:**

Name	Agency	Provider Type
Scott Ishiyama, Planner	City/County of Honolulu, Department of Transportation Services, Public Transit Division	Local government
Glenn Moir, Planner	City/County of Honolulu, Department of Transportation Services, Public Transit Division	Local government
Patricia Tompkins, Chief Planner	City/County of Honolulu, Department of Community Services, Elderly Affairs Division	Local government
Rolanse Crisafulli, Administrator	City/County of Honolulu, Department of Community Services, Oahu Work Links	Local government
John Black, Operations Manager	Oahu Transit Services, Inc, TheHandi-Van	Public transit
Ralph Faufata, Vice President of Operations	Oahu Transit Services, Inc, TheBus	Public transit
Peter Reyes, Operations Manager	Catholic Charities Hawai'i	5310 recipient
Norman Kawakami, Senior VP of Operations	Easter Seals Hawaii	5310 recipient
Roy Hung, Operations Manager	Goodwill Industries of Honolulu, Inc.	5310 recipient
Cheryl Mizusawa, Acting Executive Director	Hawaii Centers for Independent Living Oahu	5310 recipient
Cynthia Sturdevant, Operations Manager	Kokua Kalihi Valley Comprehensive Family Services	5310 recipient
Dawn Burgener, Director, Teaching and Learning	Lanakila Pacific	5310 recipient

## Human Services Transportation Coordination Plan • Final Plan

CITY AND COUNTY OF HONOLULU • APRIL 2009

Name	Agency	Provider Type
Centers		
Rebecca Ryan, Executive Director	Moiiliili Community Center	5310 recipient
Susanna F. Cheung, President & CEO	Opportunities for the Retarded, Inc.	5310 recipient
John Nakasone, Transportation Department Supervisor	Rehabilitation Hospital of the Pacific	5310 recipient
Sandy Yoro, Operations Manager	Special Education Center of Hawaii	5310 recipient
Rose Nakamura, Project Administrator	Project Dana	Volunteer transportation provider
Sam Powell, Resource Facilitator	Abilities Unlimited/Winners at Work	Travel training provider
Wayne Greenleaf, Operations Manager	TheCab	Private provider; largest TheHandi-Van supplemental paratransit provider
TBD	TLC HandiTrans	Private provider; largest Med-QUEST provider
Charlotte Townsend, Program and Policy Development Unit Coordinator	Hawaii Department of Health, Disability and Communication Access Board	State government
Eileen Befitel, Health Coverage Program Specialist	Hawaii Department of Human Services, Med-QUEST	State government
Ryan Fujii, Program Staff Manager	Hawaii Department of Transportation, Statewide Transportation Planning Office	State government
Geneva Candean	Hawaii Department of Human Services; Benefits, Employment and Support Services Division; First-to-Work	State government
Sally Ang	Hawaii Department of Human Services; Benefits, Employment and Support Services Division; Aid to the Aged, Blind and Disabled	State government

### Proposed Meeting Dates:

December 16, 2008

January 2009 TBD

February 2009 TBD

March 2009 TBD

Bi-Monthly 2009-2010

September 2010 TBD

Strategy brainstorming session

Refine draft plan and project list

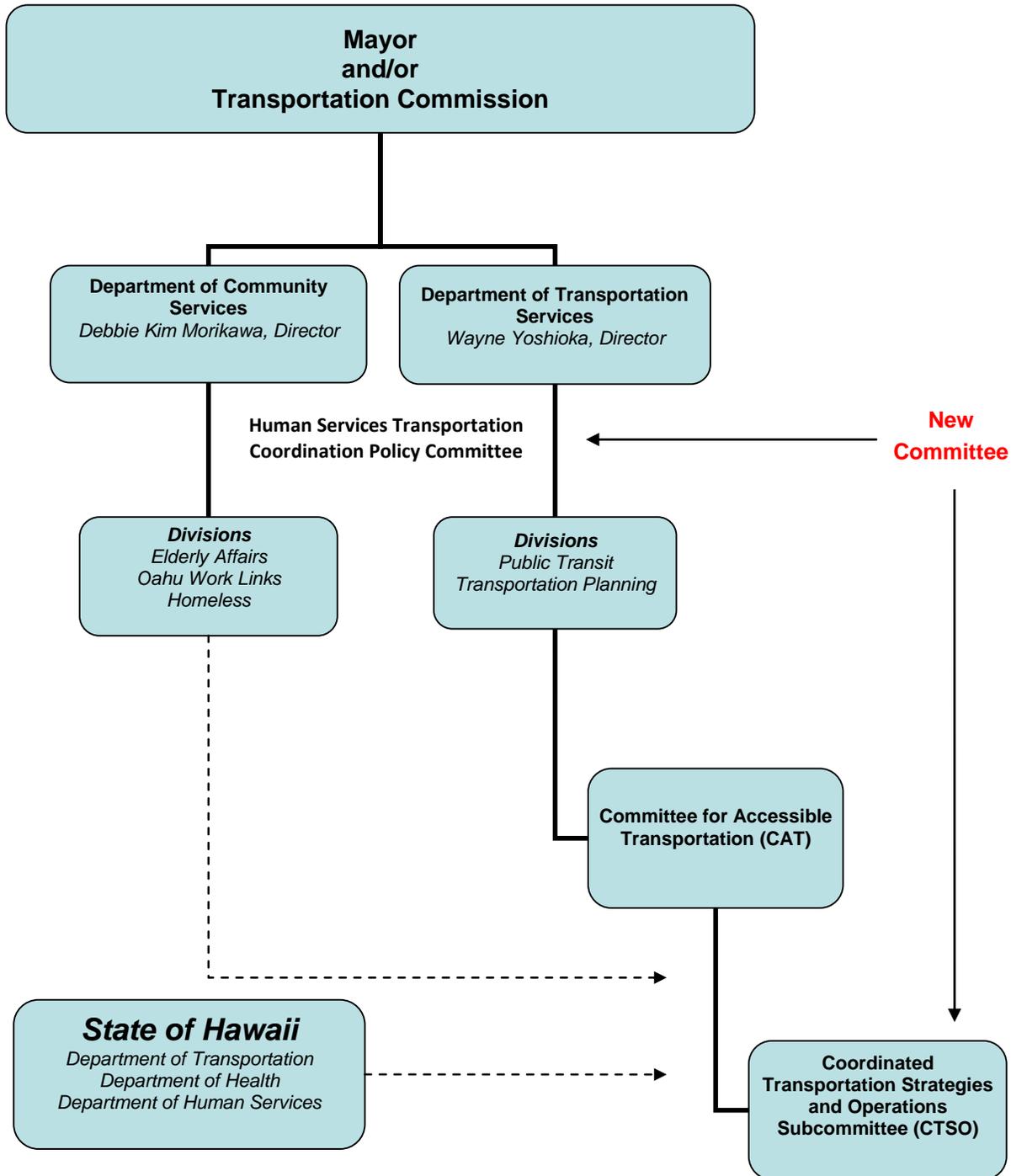
Implementation planning

Evaluation planning; Final plan adoption

Demonstration project advisory meetings

Project close-out; next steps

## Proposed Decision-Making Structure for the City and County of Honolulu Coordinated Transportation Services Plan



# Outreach Approach

## Proposed Outreach Methods

### Interviews

Key funders of transportation  
 Transportation providers  
 Human services providers

### Focus Groups

Human services case managers  
 Care givers

### Town Hall Meetings

Older Adults  
 Individuals with Disabilities  
 Persons with Low Incomes

### Website, flyers, press releases, newsletter articles

All stakeholders

## Proposed Outreach by Stakeholder Group

Stakeholder Group	Method	Frequency	Staff Responsible
Project Manager (Scott Ishiyama)	Progress reports	Monthly	Faith (FLT)
	Verbal updates	As needed	
Executive Sponsor (Wayne Yoshioka)	Progress meetings	Monthly or as requested	Scott (DTS)
	Chair, Policy committee	Twice in 6 month planning period at key milestones	Faith (FLT)
Target	Town Hall Meetings	5 Areas (Waianae,	Faith/Meagan

Stakeholder Group	Method	Frequency	Staff Responsible
populations		Wahiawa, Aiea, Haaula, Honolulu)	(FLT)
	Press releases, newsletter articles, flyers	Key Milestones	Meagan (FLT)
	Presentation at meetings: Mayor's Committee on Disability, Citizens for Fair Ride, DCAB, DD Council, Others	2-3 times per year	Faith/Meagan (FLT) Scott (DTS)
	Website/Email updates	Monthly updates	Meagan (FLT)
Key Funders	Interviews	Up to 25 interviews	FLT team (Faith, Meagan, Phil)
	Policy Committee	Twice in 6 month planning period at key milestones	Faith (FLT)
	CAT CTSO Committee	Bi-Monthly/Monthly	Faith/Meagan (FLT)
	Mainland Tours (if approved)	Sacramento Seattle	Faith (FLT)/ Phil (IP)
	Website/Email updates	Monthly updates	Meagan (FLT)
Front-line staff	Focus groups -Human services case managers	2-4	Faith/Meagan (FLT)

**Human Services Transportation Coordination Plan • Final Plan**

CITY AND COUNTY OF HONOLULU • APRIL 2009

<b>Stakeholder Group</b>	<b>Method</b>	<b>Frequency</b>	<b>Staff Responsible</b>
	-Caregivers		
Transportation providers	Interviews	Up to 25 interviews	FLT team (Faith, Meagan, Phil)
	CAT CTSO Committee	Bi-Monthly/Monthly	Faith/Meagan (FLT)
	Mainland Tours (if approved)	Sacramento Seattle	Faith (FLT)/ Phil (IP)
	Website/Email updates	Monthly updates	Meagan (FLT)
Service providers	Interviews	Up to 25 interviews	FLT team (Faith, Meagan, Phil)
	CAT CTSO Committee	Bi-Monthly/Monthly	Faith/Meagan (FLT)
	Website/Email updates	Monthly updates	Meagan (FLT)

---

## Timeline Overview

---

### ***October 2008***

---

Conduct interviews

### ***November 2008***

---

Conduct interviews  
Create and distribute outreach flyers  
Conduct town hall meetings  
Conduct focus groups  
Form Committee Structure  
Meeting presentations  
Develop webpage

### ***December 2008***

---

Conduct town hall meetings  
Conduct focus groups  
CTSO, CAT & Policy Committee  
Web/email updates  
Meeting presentations

### ***January 2009***

---

CTSO, CAT & Policy Committee  
Research-based final town hall meeting  
Web/email updates

### ***February 2009***

---

CTSO, CAT & Policy Committee  
Solicit final comments on plan  
Web/email updates

### ***March 2009***

---

Press Release (final comments on plan)  
Post final plan on website; distribute to major funders and participants  
Update communication plan for Phase II  
Web/email updates

Newsletter articles

---

**APPENDIX J GLOSSARY OF ACRONYMS**

**ADA** – Americans with Disabilities Act

**AoA** – Federal Administration on Aging

**BESSD** – Benefits, Employment and Support Services Division of the Hawaii Department of Human Services

**CAT** – Committee for Accessible Transportation

**CCH** – City and County of Honolulu

**CDBG** – Community Development Block Grant

**CTSO** – Coordinated Transportation Strategies and Operations subcommittee of the CAT

**DCAB** – Disability and Communication Access Board

**DCS** – Department of Community Services, City and County of Honolulu

**DTS** – Department of Transportation Services, City and County of Honolulu

**FHWA** – Federal Highway Administration

**FTA** – Federal Transit Administration

**H-5** – Hawaii Helping the Hungry Have Hope

**HCBS** – Home and Community-Based Services program

**IDEA** – Individuals with Disabilities Education Act

**JARC** – Job Access Reverse Commute (Section 5316 Federal Transit Administration funds)

**LOTMA** – Leeward Oahu Transportation Management Association

**MDT** – Mobile Data Terminals

**MMC** – Mobility Management Center

**NF** – New Freedom

**OAA** – Older Americans Act

**OTS** – Oahu Transit Services, Inc.

**SAFETEA-LU** – Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

**SECOH** – Special Education Center of Hawaii

**TANF** – Temporary Assistance to Needy Families

**TIP** – Transportation Improvement Plan

**USDOT** – United States Department of Transportation

This page intentionally left blank.

**APPENDIX K PUBLIC COMMENTARY**

All comments received by the public were incorporated into the document, with exception of comments listed in Figure K-1. Figure K-1 summarizes the feedback that could not be incorporated and identifies the reason each one was not fully incorporated at this time.

**Figure K-1: Public Comments not Incorporated in the Coordination Plan – with Rationale**

<b>Public Commentary</b>	<b>Rationale for Non-inclusion</b>
Change all references to people 65 years of age and older to the term “older adults”	Incorporated as much as possible; not incorporated where phrasing was particularly awkward.
Concern about transportation provider directory project – that it would require more staff time than indicated in the Plan	Concern is noted and will be reviewed as the implementation plan for this project is developed; will work to identify efficiencies and other issues to consider in the implementation of this project.
Concern that outreach was insufficient and that consultants should have worked directly with the neighborhood boards as well	While outreach was significant, with an applied rigorous methodology to ensure a representative viewpoint across the island and among the target populations (see Chapter 2, “Stakeholder and Public Involvement”, it is noted that more outreach is always desirable. Neighborhood boards will be considered for incorporation in future outreach efforts as the Plan is updated and implemented.
Be consistent in naming geographical areas of the island	Because data sources varied in naming and defining geographic areas, this could not be changed without compromising the data.
Lanakila Pacific identified as another “heavy” user of TheHandi-Van (“User” defined as an agency whose clients subscribe to TheHandi-Van trips for program participation)	Lanakila Pacific was not named in the Plan as a major user of TheHandi-Van because they were not identified as one of the top 10 users tracked by the agency providing the The Handi-Van service.
Concern that Ho’opono Center for the Blind was not included in stakeholder outreach	No action taken because contact attempts were made by the consultants, and Ho’opono was involved directly in the committee oversight review process.
Concern about demographic data used	No action taken because the data used were the best and most consistent data available to the consultants and the narrative addresses the context in which these data are presented.
Concern about inventory identification of TheBus and TheHandi-Van as islandwide services	No action taken because public transit services are provided island-wide. However, services provided in the rural and urban fringe areas are more limited. This challenge is noted in the needs assessment section of the Plan.
Concern that shopping-related needs are not addressed in the traffic generators section	No action taken because these issues are addressed in the needs assessment section.
Note made about specific bus shelter sites that are needed	No action was taken because this level of detail fell outside of the scope of the project. While bus stop improvements are listed on the project list, a more detailed study needs to be completed to identify the specific bus stops and shelters.
Honolulu Department of Design and Construction (DDC) noted significant curb work in the Plan; the DDC reports inadequate resources to address the proposed project.	No amendments were made to the Plan, but it is noted here for future reference.

This page intentionally left blank.