

Goal X: Get Coordinated

Reduce Duplication and Inefficiencies in the Transportation Delivery System

Problem/Need

Lack of coordination has resulted in some overlap in the type of services being delivered by multiple agencies (e.g. multiple bus passes, 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.

In addition, there currently is not a lead organization that facilitates coordination transportation agreements, and oversees coordinated transportation projects amongst the many transportation partners.

Strategic Objectives

-In the next year, identify the appropriate agency that will create a structure for sharing ideas, information and trips, leveraging resources, facilitating coordinated transportation projects, and advocating for funding and removal of barriers; and provide adequate staffing and funding to carry out its mission.

-In the next 5 years, reduce duplicate bus pass distribution by 100%

-In the next 5 years, maintain or reduce average cost per trip or per mile, and increase number of overall trips provided by community transportation providers.

Projects

-Establish Mobility Management Center: Duties may include grant writing and management, complaint processing, project management of demonstration projects, coordination of maintenance and training services, transportation brokering, best practices research and facilitate partnerships and provider agreements.

-Share social service agency client data (compliant with HIPAA) on distribution of bus passes (potentially using the Medicaid AVRS system) - 1 person gets 1 pass, not multiple passes.

-Establish travel training for seniors, people with disabilities and low-income individuals, coordinated with the existing network of travel trainers.

-Formalize the CTSO and Policy Committee, continue to identify and remove barriers in state and local policy and law, among other roles and responsibilities

Goal X: Get Compliant

Improve TheHandi-Van Timeliness and Trip Length

Problem/Need

While many have commented that TheHandi-Van service has improved greatly over the years, some Honolulu residents 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 3 years, TheHandi-Van will meet ADA on-time performance and no denial requirements.
- In 3 years, people who really need TheHandi-Van use the service, and those that can use other services such as community transportation programs or TheBus.
- In 5 years, increase customer satisfaction rates of TheHandiVan users by at least xx%.

Projects

- Transfer The Handi-Van subscription trips to major programs using this service
- Implement travel training for seniors, people with disabilities and low-income individuals, coordinated with the existing network of travel trainers
- Level of service standards for trips, scheduling and user satisfaction measures, and data collection tools (satisfaction surveys, MDTs)
- Establish online trip scheduling
- Review 30-minute window policy
- Implement eligibility certification process, per 2006 Nelson\Nygaard study recommendations

Goal X: Get Connected

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

Problem/Need

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

Strategic Objectives

- In 5 years, increase community-based transportation program unduplicated trips by xx%
- In 5 years, increase the number of low to no cost travel options available for people in need by xx%.

Projects

- Kalaeloa/Kapolei Shuttle: H-5, BESSD (TANF), public housing authority, Family Promise of HI - transportation between homeless shelters, Campbell Industrial Park and the Kapolei Transit Center
- Mileage reimbursements for volunteer drivers
- Provide taxi vouchers or subsidies
- Subsidized vanpool
- All bus passes available at multiple sites around the island (e.g. satellite city halls, non-profits, on-line)
- More free bus passes available through agencies

Goal X: Get Help

Provide Extra Assistance to Frail Seniors and People with Disabilities

Problem/Need

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, yet this type of assistance is critical for many frail seniors and people with disabilities.

Strategic Objectives

Within 5 years, increase the number of service providers that offer door-to-door assistance, door-through-door assistance and/or assistance with packages by xx%.

Projects

- Volunteer Bus Buddies - volunteer bus companions teach individuals how to ride the bus, as well as help with packages
- Volunteer incentives to increase the number of volunteer drivers or travel assistants

Goal X: Get a Cab

Provide Extra Assistance to Frail Seniors and People with Disabilities

Problem/Need

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 seniors and people with disabilities.

In addition, some people are not able to afford the transportation options that meet their needs in a given situation.

Strategic Objectives

- In the next 3 years, increase customer satisfaction rates among seniors and people with disabilities utilizing private carriers by at least xx%.
- In the next 5 years, increase accessible taxi fleet by xx%

Projects

- Ordinance changes
- Coordinated training programs
- Best practices study on driver standards
- Taxi subsidies

Goal X: Get the Word Out

Increase Awareness of the Transportation Options

Problem/Need

People are unaware of the transportation options available to them, and 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.

Strategic Objectives

Within 5 years, inform 1,000 caseworkers, medical schedulers, caregivers, and volunteers about the available transportation options and how to appropriately connect their clients with those resources.

Projects

- Travel directory: online and hard copy
- Travel Ambassador train-the-trainer program