

# Honolulu Human Services Transportation Coordination Plan



## **Existing Services and Needs Findings**

**Sponsored by the City and County of Honolulu**

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# Presentation Overview

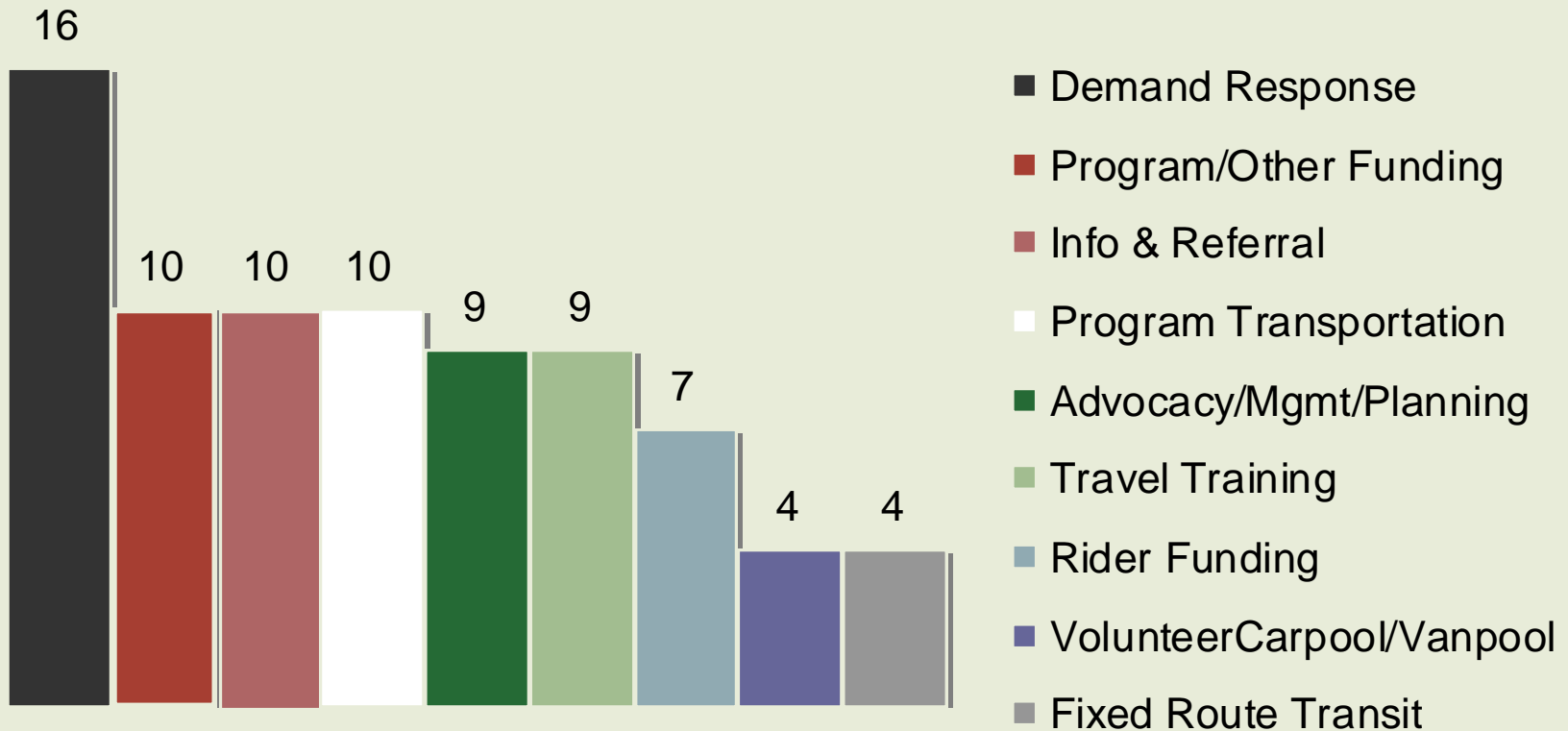


- Existing services
- Community context
- Transportation challenges - rider and provider perspectives

# Existing Transportation Services, Cont'd.



## Transportation Providers by Service Category

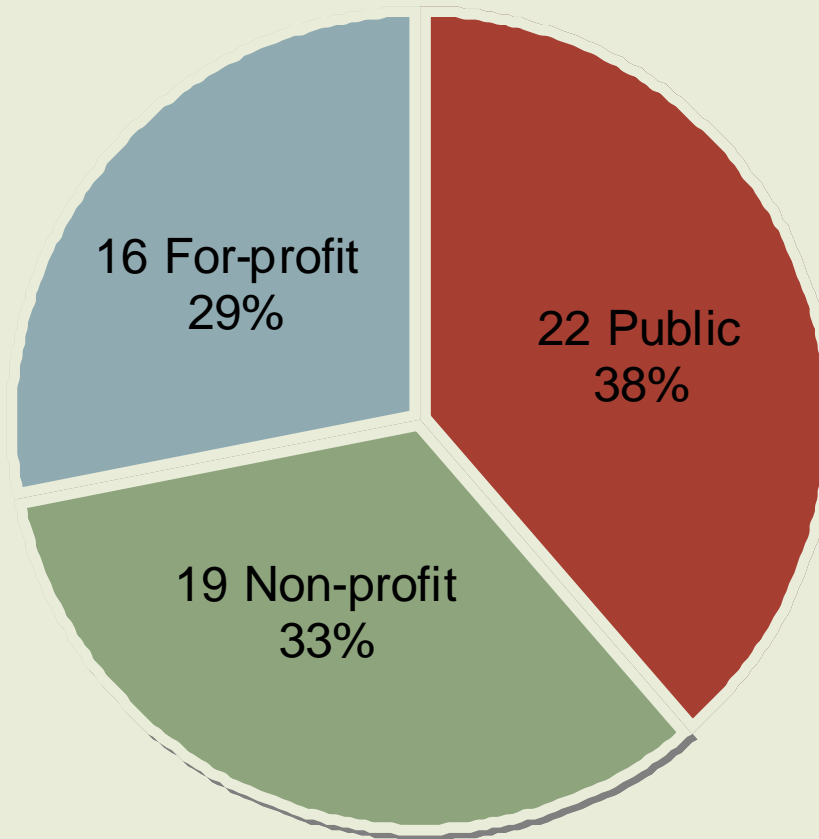


*Note: Transportation providers may be included in more than 1 service category.*

# Existing Transportation Services



## Transportation Providers by Organization Type



# Community Context



## ***Demand growing***

- 8% growth in senior population, 2004-2006
- 6.5% growth in number of people with disabilities, 2004-2006
  - 12% growth in seniors with disabilities
- 10% decrease in population below poverty line, 2004-2006
  - 4% growth in seniors below poverty line, 2004-2006
  - 28% growth in homeless population, 2005-2007
- Top 3 projected population increases by geographic area: Ewa (127.5%), Central Oahu (27%), Waianae (20%), 2000-2025

**Capacity to serve remains same/decreasing...**

***Struggling economy means decreasing budgets for many.***

Data sources: U.S. Census Bureau, 2000 Decennial Census and 2002, 2004 and 2006 American Community Surveys; City and County of Honolulu Annual Report on the Status of Land Use on Oahu, FY 2007; City & County of Honolulu Homeless Point-In-Time Count, 2007

# Transportation Challenges



## Rider perspectives

- Transportation service hours, duration and timeliness
  - Hours of service
  - TheHandi-Van timeliness
  - Duration of public transit trips
  - Same-day service
  - Public transit “rush hour” issues
- Lack of service and access
  - Non-urban areas
  - Distance to bus stops
  - Allowable trips
  - Service eligibility
  - Transportation beyond Oahu

# Transportation Challenges



## Rider perspectives, cont'd.

- Travel care and assistance
  - Enunciators and reader boards
  - Door-to-door service and assistance with packages
  - Bus pass application sites
- Affordability
  - Some cannot afford private transportation fares
  - Some cannot afford public transportation fares

# Transportation Challenges



## Rider perspectives, cont'd.

- Safety and security
  - Perception of safety on public transit
  - Appropriate shelter and seats
  - Sidewalks to get to bus stops
  - Special needs emergency evacuation
- Information
  - Transit instructions
  - Transportation options

# Transportation Challenges



## Provider perspectives

- Provider capacity and funding
  - TheHandi-Van over-subscription
  - Funding
  - Operational procedure issues
  - Limited operator network
  - Public agency rules and regulations
- Provider infrastructure
  - Transit lot capacity
  - Vehicles and equipment
  - Fueling inefficiencies