

Meeting Notes

Coordinated Transportation Strategies and Operations Subcommittee (CTSO)

Monday, January 26, 2009

8:30-11:30 AM

Fasi Municipal Building, 9th Floor Conference Room, Honolulu

Attendance

Sally Ang, Hawaii Dept of Human Services, BESSD

Adam Burson, Hawaii Public Housing Authority

Geneva Candeau, Hawaii Dept of Human Services, BESSD

Ralph Faufata, Oahu Transit Services, Inc., TheBus

Linda Guess, Easter Seals Hawaii

Vicki Harris, Vanpool Hawaii

Scott Ishiyama, City & County of Honolulu, Dept. of Transp. Svcs., Public Transit Div.

Samiana Langi, H-5

Jessica Nichols, H-5

Patricia Nielsen, Oahu Transit Services, Inc., TheHandi-Van

Cyndy Osajima, Project Dana

Charlene Ota, Hawaii Centers for Independent Living

Judy Pike, Disability and Communication Access Board

Sam Powell, Abilities Unlimited/Winners at Work

Peter Reyes, Catholic Charities Hawaii

Patricia Tompkins, City & County of Honolulu, Dept. of Community Svcs., Elderly Affairs Div.

James Burke, City & County of Honolulu, Dept. of Transp. Svcs, Public Transit Div.

Faith Trimble, FLT Consulting, Inc.

Meagan Eliot, FLT Consulting, Inc

Phil McGuire, Innovative Paradigms

H. Stuart Elway, Elway Research

Welcome and Introductions

Faith Trimble opened the meeting at 8:40 am. She talked about what the group was going to accomplish during the meeting. Each participant introduced themselves.

Town Hall Results

Stuart Elway presented the results of the town hall meeting held on Saturday, January 24, 2009. A copy of the presentation is available at http://honolulurides.com/Committees/CTSO_Findings.pdf.

A Vision of Coordinated Transportation in Oahu

Based on previous meetings and interviews, the consultant team developed a vision statement and concept for review. Faith Trimble described the vision for the project as

“working together to make sure all people can get where they need to go”. She shared a diagram that shows interlocking circles of various transportation providers including non-profits and volunteers, friends and family, taxis or private pay providers, vanpool and carpool, the State, and the City and County. At the center of the diagram is a Mobility Management Center. The vision document can be found at <http://honolulurides.com/Committees/CoordinatedVision.pdf>.

Phil McGuire described the potential roles and responsibilities of the Mobility Management Center. He said that mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. He suggested that the Mobility Management Center could provide oversight and administrative duties, including grant applications and management, of all coordination projects. He reported that the consultant team had reviewed all local providers to identify which one would be best situated to provide these services and recommends that the City and County of Honolulu fulfill this role due to capacity, range of services provided and population served.

Goals & Strategic Objectives

Faith Trimble presented a list of goals developed by the consultant team based on the transportation needs that had been identified through interviews, focus groups, surveys, and town hall meetings (prior to the final town hall meeting on January 24). Faith led the group in a discussion to determine if any needs were not yet addressed by the goal areas. Two new goal areas were added: “Get a Ride” and “Get Safe”. Discussion ensued regarding the “Get a Cab” goal area. Some participants said it was important to keep “Get a Cab” as a distinct goal area because taxicabs are an important part of the transportation system, and the work required to make taxicabs more accessible was significant enough to highlight it. Others expressed concerns that it would be considered a right for people to access this resource, which is not always the most cost-effective or appropriate means of travel and that other private transportation options should also be considered, such as Vanpool. It was determined that “Get a Ride” and “Get a Cab” should be included as separate categories for purposes of prioritization.

Faith then led the group in an exercise to identify desired outcomes for each goal area. Participants individually wrote their desired outcomes on sticky notes and applied them to each goal area.

After review of the desired outcomes, participants selected their top two goal areas, using an electronic polling system. Goal areas were prioritized as follows:

1. Get Coordinated
2. Get Connected
3. Get Compliant
4. Get the Word Out and Get Support (Tie)
5. Get a Cab
6. Get Safe and Get a Ride (Tie)

"Get a Ride" was dropped off the list of priorities because no desired outcomes were associated with it. A record of the draft goals, objectives and project ideas is available at <http://honolulurides.com/Committees/CTSOGGoalsObjectivesProjects.pdf>.

Potential Projects

The consultant team presented a set of potential projects that the team had identified as viable under the top goal areas, based on discussions with interested transportation services providers on Oahu.

Faith Trimble noted that the Mobility Management Center, as previously described, was the primary project that the team had considered under the "Get Coordinated" goal area.

For the "Get Connected" goal area, Meagan Eliot presented a project between H-5, the state Public Housing Authority, and the State Department of Human Services Benefits, Employment and Support Services Division (BESSD). The project would expand the shuttle service currently provided by H-5, between the Kalaeloa shelter sites and the Kapolei Transit Center, to make connections between those sites and the Campbell Industrial Park. The project would be co-funded by BESSD and the Public Housing Authority, with potential start-up support from federal JARC funds. Discussion pointed to strengths of the project, including mutual interest among the parties and resource sharing between the funding and operating agencies as well as other non-profits willing to share vehicles. The project could be replicated in other areas, connecting people who live or work in rural or urban fringe areas to major transit centers.

For the "Get Compliant" goal area, Phil McGuire shared a project that would transition current subscription trips on TheHandi-Van to the subscribing agencies. The agencies, he said, could provide the service at a lower per-trip cost while improving services for persons with disabilities. Linda Guess, Easter Seals, stated that Easter Seals was considering participating in the project. Phil mentioned other agencies that might be good candidates for a demonstration project, including Salvation Army and Goodwill.

For the "Get the Word Out" goal area, Meagan Eliot described a possible Travel Ambassador program, starting with Project Dana. The project would involve developing a travel manual, based on an online database that could be maintained by the Mobility Management Center, and a train the trainer program where volunteer caregivers and others providing information and referral services would learn how to help guide people to the most appropriate transportation services for their needs. Cyndy Osajima noted that Project Dana believed that this is an important project and noted the Travel Ambassador manual and transportation directory sample that the team had shared with Project Dana. Faith Trimble circulated that a sample Travel Ambassador training curriculum for the group's review.

Faith Trimble led the group in a discussion of other potential projects that could be included in each goal area. Participants initially noted that all four projects that were presented would be very good projects. Participants also noted that a few projects should be selected and done well. A few additional projects were then added to the list for consideration:

- Use Oceanic Cable to schedule trips, or at least to post TheBus routes and schedules – potentially a project of the Mobility Management Center. Some participants noted that this may not be accessible for persons with visual impairments or low-income residents.
- Assess and identify idle vehicles for vehicle sharing, as suggested in the Kalaeloa/Kapolei/Campbell Industrial Park shuttle project (using the idle Family Promise of Hawaii vehicle or donated vehicles from Oahu Transit Services).
- Provide vehicle maintenance to human services agencies by Oahu Transit Services.

Next Steps & Adjournment

Faith Trimble told the group that the consultant team would email a survey to the CTSO for purposes of prioritizing the project list. The next CTSO meeting date will also be scheduled via email.

The meeting adjourned at 11:40 a.m.