

# Meeting Notes

## **Coordinated Transportation Strategies and Operations Subcommittee (CTSO)**

Tuesday, December 16, 2008

8:30-11:30 AM

Fasi Municipal Building, 9<sup>th</sup> Floor Conference Room, Honolulu

### **Attendance**

Sally Ang, Hawaii Dept of Human Services, Employment and Support Services

Lydia Hemmings, Hawaii Dept of Human Services, Med-Quest

John Black, Oahu Transit Services, Inc., TheHandi-Van

Dawn Burgener, Lanakila Pacific

Rolanse Crisafulli, City & County of Honolulu, Dept. of Community Svcs., Oahu Work Links

Ralph Faufata, Oahu Transit Services, Inc., TheBus

Ryan Fujii, Hawaii Dept. of Transportation, Statewide Transportation Planning Office

Wayne Greenleaf, TheCab

Tommy Troxell, Goodwill Industries of Hawaii, Inc.

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

Linda Guess, Easter Seals Hawaii

Charlene Ota, Hawaii Centers for Independent Living

Glenn Moir, City & County of Honolulu, Dept. of Transp. Svcs, Public Transit Div.

Cyndy Osajima, Project Dana

John Nakasone, Rehabilitation Hospital of the Pacific

Sam Powell, Abilities Unlimited/Winners at Work

Peter Reyes, Catholic Charities Hawaii

Rebecca Ryan, Moiliili Community Center

Cynthia Sturdevant, Kokua Kalihi Valley Comprehensive Family Services

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.

Eileen Mark, City & County of Honolulu, Dept. of Transp. Svcs., Public Transit Div.

Geri Ung, 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

### **Welcome and Introductions**

James Burke, Chief of the Public Transit Division opened the meeting at 8:40 am. He talked about how coordination is the shoulder that agencies can lean on to provide transportation access to seniors, persons with disabilities, and persons with low incomes. He also shared DTS' commitment to participate actively in coordination with others. Each participant introduced themselves.

**Purpose**

Scott Ishiyama described the overall project, which is a 2-year effort to develop a Human Services Transportation Coordination Plan and to implement several demonstration projects. The planning process will include an inventory of providers, an assessment of needs, a strategic plan with coordinated transportation projects, an implementation plan and an evaluation plan. The draft plan is due February 28, 2009, and the final plan is due on March 30, 2009. Demonstration projects will occur over the following 18 months. A description of the project deliverables and timeline are available at: <http://www.honolulurides.com/committees.html>

The meeting was turned over to the facilitator and lead contractor of the project, Faith Trimble of FLT Consulting, Inc. She explained the federal requirements for the planning process, and the reasons to coordinate even if there weren't any federal requirements. She also covered the ground rules of the meeting (common human decency, can't say can't, and win-win).

Faith described the decision making process, including the role of the CTSO and the role of the newly formed Policy Committee. The CTSO will be the primary group that develops recommendations for coordinated strategies to address the most critical transportation needs on Oahu. A description of the roles and responsibilities of the CTSO and the Policy Committee is available at: [http://honolulurides.com/Committees/CCH\\_Committee\\_Roles-Resp.pdf](http://honolulurides.com/Committees/CCH_Committee_Roles-Resp.pdf)

**Funding**

Ryan Fujii provided an overview of the Federal Transit Administration funding sources for the 5310 Program (Elderly Individuals and Individuals with Disabilities), 5316 Program (Job Access and Reverse Commute (JARC)), and the 5317 Program (New Freedom). These sources will only fund projects that address the strategies identified in the Human Services Transportation Coordination Plan. Ryan also mentioned the delay in being able to fund vehicles from the 2005-2006 grant funding process, and that the office is close to resolving this issue. A description of the funding sources is available at: <http://honolulurides.com/Committees/CSPPProgramDescription.pdf>

**Preliminary Findings: Inventory and Needs**

Faith described the outreach that FLT Consulting has conducted to-date, including 25 interviews with agencies, presentations at different organizations, 2 focus groups with case managers and care givers, a provider survey, and 4 town hall meetings. A 5<sup>th</sup> town hall meeting will take place in January, where a representative sample of participants will prioritize the identified transportation needs.

Meagan Eliot provided a PowerPoint presentation of the preliminary findings of the provider inventory and needs assessment to date. The presentation is available at: <http://honolulurides.com/Committees/CTSOPresFindings.pdf>

54 provider agencies were surveyed. 18 surveys have been returned to date. Meagan encouraged those who had not filled out the provider survey to do so. She will send CTSO members a link to the survey along with the notes from this CTSO meeting.

Transportation needs were identified in the following categories:

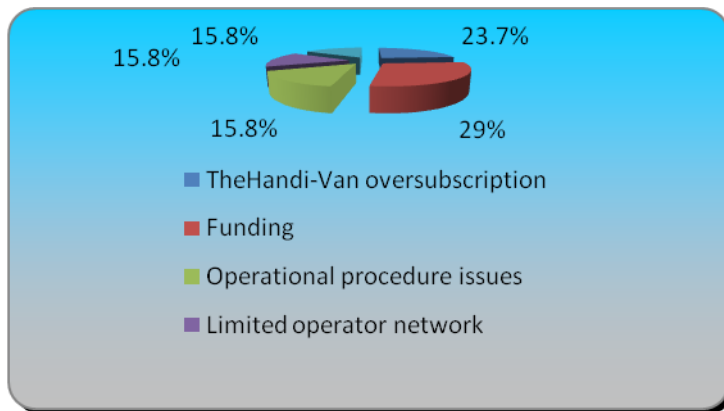
- Transportation Service Hours, Duration and Timeliness
- Lack of Service and Access
- Travel Care and Assistance
- Affordability
- Safety and Security
- Information and Communication
- Provider Capacity and Funding
- Provider Infrastructure
- Other Needs

CTSO members discussed transportation needs in each of these categories, and identified the following additional needs: The need for more information and outreach on travel options; language barriers for new immigrants (e.g., Philippines, Samoa and Micronesia); a need for door through door transportation; afternoon capacity constraints on TheHandi-Van; demands on agencies for reporting; riders expecting trip times similar to single-occupancy vehicles; traffic congestion; scheduling of people coming from different areas and consequently long trips (3 hours); lack of flexibility in what transportation programs can do; aging vehicles; Honolulu-centric transportation service; limited availability of qualified part-time drivers for non-profits; policy and rule barriers (i.e. registration requirement for elderly services); areas that are inaccessible to buses; reluctance of riders of one group to ride with another (e.g. seniors and persons with disabilities), and the need for aides/monitors especially if programs are mixed.

### **Prioritization of Provider Transportation Needs**

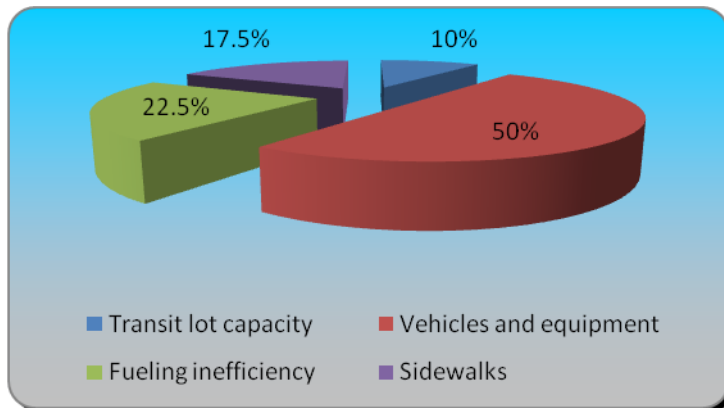
The participants then discussed and prioritized the provider transportation needs by using electronic polling. About 30 percent of the participants said their main transportation role is providing demand response transportation. Another 30 percent said their main role was to provide funding, advocacy, planning or management for transportation services. Around 18 percent provide transportation to/from their program, 12 percent provide fixed route transportation, and another 7 percent provide rider funding, volunteer transportation or carpool/vanpools. When asked what populations they service, 15 percent serve the general public, 26 percent serve seniors, 33 percent serve persons with disabilities, 23 percent serve persons with low incomes, and 2 percent serve other populations.

When asked to prioritize the most critical needs for **Provider Capacity and Funding**, participants' top 2 priorities were the lack of funding and TheHandi-Van oversubscription.



*Discussion:* Participants felt that the funding issue should almost be removed from the prioritization process, as funding cannot be increased without identifying new funding sources.

When asked to prioritize the most critical needs for **Provider Infrastructure**, half of the participants said vehicles and equipment was the top priority. Fueling inefficiency was the second priority issue.



*Discussion:* Some participants said that vehicles and equipment were the biggest issue, because everything else is dependent on them. They acknowledged that vehicles are aging, and felt that the issue of transit lot capacity could be resolved through re-use of existing parking areas. Other participants mentioned that coordination of trips onto existing vehicles would be a good first step before requesting more vehicles. The area should optimize the use of currently available vehicles among all human services transportation providers first.

As far as sidewalks, participants mentioned that rural and urban areas face different issues. Urban sidewalks need improvements such as better curb cuts, repair of

damaged sidewalks and removal of impediments (e.g., poles in the middle of the sidewalk), while many rural areas lack sidewalks. A participant mentioned that the residents need to vote to create improvement districts in order to fund new sidewalk construction.

### **Opportunities for Coordination**

Phil McGuire and Faith Trimble presented several models and examples of coordinated transportation strategies. The Coordinated Strategies Case Study developed by Innovative Paradigms is available at [http://www.honolulurides.com/Committees/Paratransit\\_CTSA\\_Case\\_Study\\_MASTER\\_12\\_14.pdf](http://www.honolulurides.com/Committees/Paratransit_CTSA_Case_Study_MASTER_12_14.pdf).

The group then identified the following coordinated strategies they thought would be feasible to implement:

Coordinated advocacy for funding (e.g. request part of a recently announced state stimulus package for coordinated human service transportation services) and coordinated grant writing.
Remove trip grouping eligibility process barriers (e.g., registration requirement for Catholic Charities service).
Contract with or support community providers to provide ADA eligible trips to/from programs (subscription trips) at a lower cost. For example, 14 community health centers are required to provide transportation to/from programs. Participant expressed an interest to provide the trips but need assistance with maintenance, vehicles and communications.
Contract with or support community providers to provide trips to help people connect with the bus (in rural areas and major employment areas).
Shared database for eligibility – person fills out one form to apply for all transportation programs for which they are eligible.
Shared data for state programs issuing bus passes to reduce the incidence of individuals receiving multiple bus passes from different programs.
Shared vehicle maintenance program.
Donate surplus transit vehicles to non-profits/community providers.
Centralized/coordinated scheduling of trips with use of technology (brokerage) (Note: One participant expressed concern about trip times becoming longer if too many trips are grouped. Performance criteria (e.g., length of trip, timeliness of trips) should be identified and tracked to make sure coordinated trips are not only efficient, but provide good service.
Include strategies that support state emphasis on green/environmental policies, e.g., electric car hubs, hybrid vehicles.
Expand use of volunteers (aides/monitors on trips; recruitment incentives; mileage reimbursement)
Variable pricing of trips based on service level
Taxi vouchers, gift cards, rider sponsorship programs
Travel training to teach people how to ride TheBus

Training for case managers, volunteers and other community members on the variety of transportation programs available

**Adjournment**

The meeting adjourned at 11:40 a.m. The next meeting of the CTSO is tentatively set for 8:30-11:30 am on Monday, January 26, 2009.