

# Meeting Notes

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

Tuesday, February 24, 2009

8:30-11:30 AM

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

### **Attendance**

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

Adam Burson, Hawaii Public Housing Authority

Geneva Candeau, Hawaii Dept. of Human Services, BESSD

Ralph Faufata, Oahu Transit Services, Inc., TheBus

Ryan Fujii, Hawaii Department of Transportation

Max Gray, H-5

Linda Guess, Easter Seals Hawaii

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

Melvia Leong, Hawaii Dept. of Human Services, BESSD

Joshua Mendelstam, Lanakila Pacific

Jessica Nichols, H-5

Cyndi Osajima, Project Dana

Charlene Ota, Hawaii Centers for Independent Living

Judy Paik, Disability and Communication Access Board

Sam Powell, Abilities Unlimited/Winners at Work

Cynthia Sturdevant, Kalihi Valley Comprehensive Health Services

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

Dave Washburn, YWCA O'ahu

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.

Faith Trimble, FLT Consulting, Inc.

Meagan Eliot, FLT Consulting, Inc

Phil McGuire, Innovative Paradigms

### **Welcome and Introductions**

Faith Trimble opened the meeting at 8:40 am. James Burke and Scott Ishiyama expressed their appreciation for everyone's hard work and acknowledged the great progress that had been made since only beginning this work in October. Each participant then introduced themselves.

### **Discuss and Recommend Strategic Objectives for Goal Areas**

Faith Trimble reviewed each of the draft goals and strategic objectives with the group and invited discussion in each goal area.

#### Get Coordinated

No discussion about the objectives ensued.

#### Get Connected

No discussion ensued about the objectives. Sam Powell said the group's silence indicates that they agreed with the objectives in general. James Burke explained that project performance measures are an important part of the federal grants process.

#### Get the Compliant

Judy Paik questioned TheHandi-Van eligibility screening project and objective, indicating that it seems like the wrong direction. Scott Ishiyama explained that the Nelson\Nygaard paratransit service study recommended this as part of the City's plan to bring TheHandi-Van into full ADA compliance through managing demand for the service. Sam Powell said that his program participants' priority is to get off of TheHandi-Van, and they would like more travel training to help them get around on TheBus. Joshua Mendelstam wanted to ensure that the City would provide transportation to the site for the eligibility screening, and Scott Ishiyama affirmed that was in the plans.

#### Get the Word Out

Charlene Ota suggested that in addition to training case managers about service options, the general public should be educated, too. Sam Powell suggested it would be good to involve Medicaid waiver screeners in the travel ambassador project.

#### Get Support

No discussion about the objectives ensued.

#### Get a Cab

Meagan Eliot indicated that Wayne Greenleaf of TheCab stated that he had reviewed the meeting materials and thought they were looking good.

#### Get Safe

No discussion about the objectives ensued.

A copy of the updated draft goals and objectives is available in the draft Human Services Transportation Coordination Plan – Chapter 6, beginning on page 76.

### **Discuss and Recommend Priority Projects**

Faith Trimble presented a list of projects that was prioritized by CTSO members in a web survey administered by FLT Consulting. The top priority projects, from highest to lowest priority, were: Mobility Management Center, Local Shuttle Service, Transfer Subscription Trips, Travel Training, Transportation Provider Directory, Bus Buddies, Taxi Subsidies, Bus Stop Improvements and Safety Awareness.

#### Get Coordinated

The committee identified the mobility management center as the top priority project in this goal area. They also concurred with the consultants' recommendation that the mobility management center should be a City function, at least initially. The group approved the list and order of projects.

### Get Connected

A local shuttle service was identified as the top priority project in this goal area. Based on the needs assessment and previous meetings, Kalaeloa and Kalihi Valley were two areas in which the consultants recommended a shuttle service would best be demonstrated. The consultants met with Hawaii Helping the Hungry Have Hope (H-5), Kokua Kalihi Valley Comprehensive Family Services, Catholic Charities Hawaii, and the State Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) to discuss the need for local shuttle services. BESSD expressed interest in matching the federal funds for a shuttle project in the Kalaeloa area, based largely on the existence of a shuttle service operated by H-5 that is in need of expansion to provide access to jobs for shelter residents and BESSD clients. Consultants recommended and the committee concurred that the H-5 Kalaeloa Shuttle Service would be a good first demonstration project.

Dave Washburn introduced a new project for the group's consideration. The project is the YWCA of O'ahu's Ways to Work Family Loan Program, a program that provides vehicle loans of up to \$4,000 for families with dependent children who have financial difficulties. James Burke recommended including this project on the list. Charlene Ota thought it would be better to look at finding ways to make the bus system more efficient and workable for these families. Melvia Leong noted the extra time needed to ride the bus. Ryan Fujii questioned the fundability of the project because JARC funding can only be applied to new or expanded services. Dave Washburn explained that the JARC funds would support operating costs. Geneva Candean indicated that BESSD supports the program and that the program has been successful in helping people keep their jobs. The group voted to include the project on the list as an unprioritized project.

### Get Compliant

Transfer of Subscription Trips (agency-provided trips) and Travel Training were identified as the top priority projects in this goal area, due to their likely major impact on improving TheHandi-Van's ADA compliance. Phil McGuire reported that he had met with Goodwill Industries of Hawaii, Inc., Easter Seals Hawaii and The Salvation Army to determine if they would be willing and able to begin providing trips to and from their programs for their program participants. The consultant team approached these entities based on a list of agencies identified in the Plan that have the most subscription trips on TheHandi-Van. Goodwill had the most subscription trips to TheHandi-Van, and Phil had contacted other agencies on the list to determine if they would be willing to participate before approaching Easter Seals and Salvation Army. Other than Goodwill, the agencies with more subscription trips than Easter Seals and The Salvation Army had been unresponsive or had declined to participate.

Judy Paik suggested that online scheduling be moved to a lower priority and that eligibility screening be unprioritized. The group decided to leave eligibility screening as written. Online scheduling was renamed "scheduling improvement," and remained in its position in the list of priorities.

### Get the Word Out

The transportation directory was identified as the top priority project in this goal area.

Ryan Fujii asked if providers would be required to participate in providing information for the service providers inventory. Faith Trimble and Meagan Eliot explained that they would be encouraged but not required to participate. FLT Consulting could take the inventory data and convert it to a directory under their existing contract.

Joshua Mendelstam suggested that the rider survey (Priority 3) be designed to allow care givers to help complete the survey.

### Get Support

The bus buddies program was identified as the top priority project in this goal area. The group agreed that the "Best Buddies" program could be a good model for the bus buddies project. FLT Consulting has developed this type of project in the past and may help with its development for Honolulu under their existing contract.

### Get a Cab

Taxi subsidies were identified as the top priority project for this goal area. Project Dana has expressed interest in providing taxi scrip to some of their clients, and taxi subsidies were identified as a strategy to improve TheHandi-Van ADA compliance in Nelson\Nygaard's paratransit study. The concept was raised at the CTSO meetings, and no other agencies expressed interest in demonstrating this type of project.

Regarding establishing taxi standards and best practices (Priority 3), Pat Tompkins indicated that the Economic Assistance Division (EAD) has a notebook of cab standards.

### Get Safe

Bus stop improvements and safety measures were identified as a top priority for this goal area. Sam Powell suggested that the need for funding for bus stop improvements could be minimized by partnering with local service organizations, such as the Lions Club.

### General Discussion

The group decided to add capital purchases as an unprioritized project, leaving it to the consultants to find an appropriate place within the goal areas.

Faith Trimble and Phil McGuire reviewed the JARC and New Freedom funding.

A question was raised about the Mobility Management Center – would it primarily provide support and information, or would it have authority over other organizations? Faith Trimble said the role and responsibilities of the Mobility Management Center have not yet been determined, and that it should be designed in a manner that will be most effective in the delivery of its services. Meagan Eliot explained that it would have some management responsibilities, including grant management and collecting and reporting on data from the grant subrecipients.

Ralph Faufata said that the Route C expansion may not be feasible but could be considered in OTS' quarterly service review. The group recommended that the Route C expansion project's description be changed to a more general bus route improvements project.

The draft program of projects is available in the draft Human Services Transportation Coordination Plan – Chapter 7, beginning on page 83.

The full list of projects will be provided to the CAT and Policy Committees, and the consultants will give a detailed report on the top three priority projects (mobility management center, Kalaeloa Shuttle, and agency-provided trips).

### **Next Steps & Adjournment**

Faith Trimble told the group that the consultant team would post the draft Human Services Transportation Coordination Plan to the project website ([www.honolulurides.com](http://www.honolulurides.com)), and would email notification to the CTSO members and others for their review. In addition, the consultant team will be working with DTS staff to present the top priority projects to the CAT and Policy Committee. In order to access FTA grant funds, matching funds for the priority projects will need to be identified. The consultant team will work with DTS staff to solicit concepts for implementing the priority projects, and then draft the FTA grant applications. The next CTSO meeting date will also be scheduled via email.

The meeting adjourned at 11:30 a.m.