

Honolulu Human Services Transportation Coordination Plan



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

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Presentation Overview

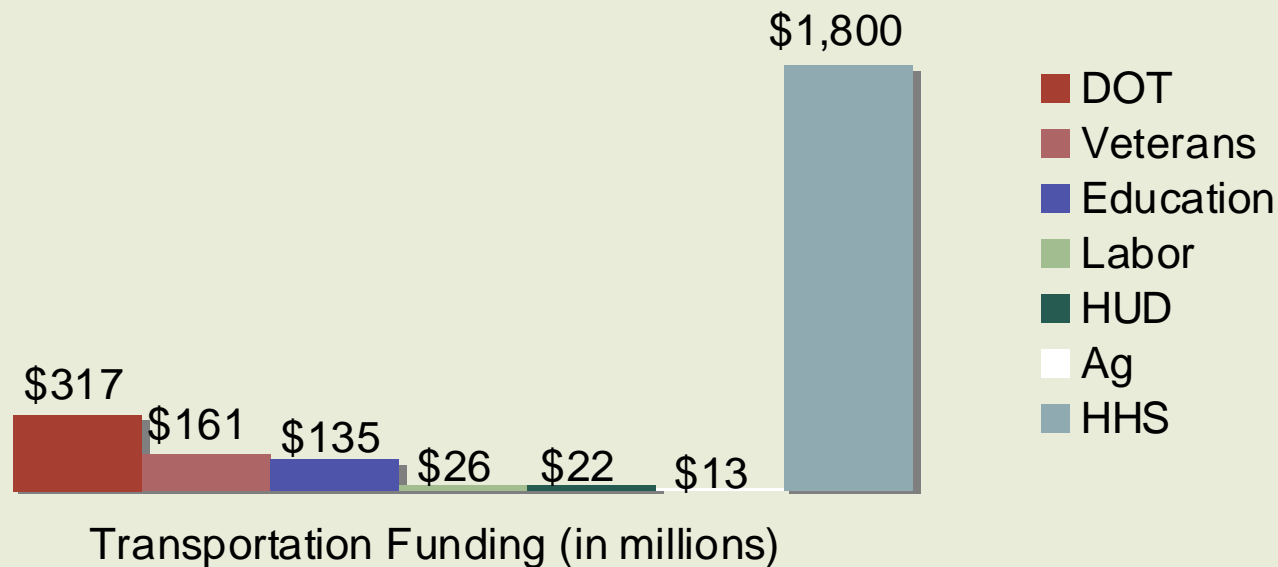


- Project overview
- What we're learning
 - Community context
 - Existing services
 - Needs
 - Barriers
- Next steps & how you can be involved

Project Arena



- Publicly funded transportation - provided by public agencies, non-profits, and for-profit companies
- People in need - disabilities, seniors and low income
- Resources from many sources...



Source: U.S. General Accounting Office (GAO), *Transportation-Disadvantaged Populations*, 2003

Reason for Project

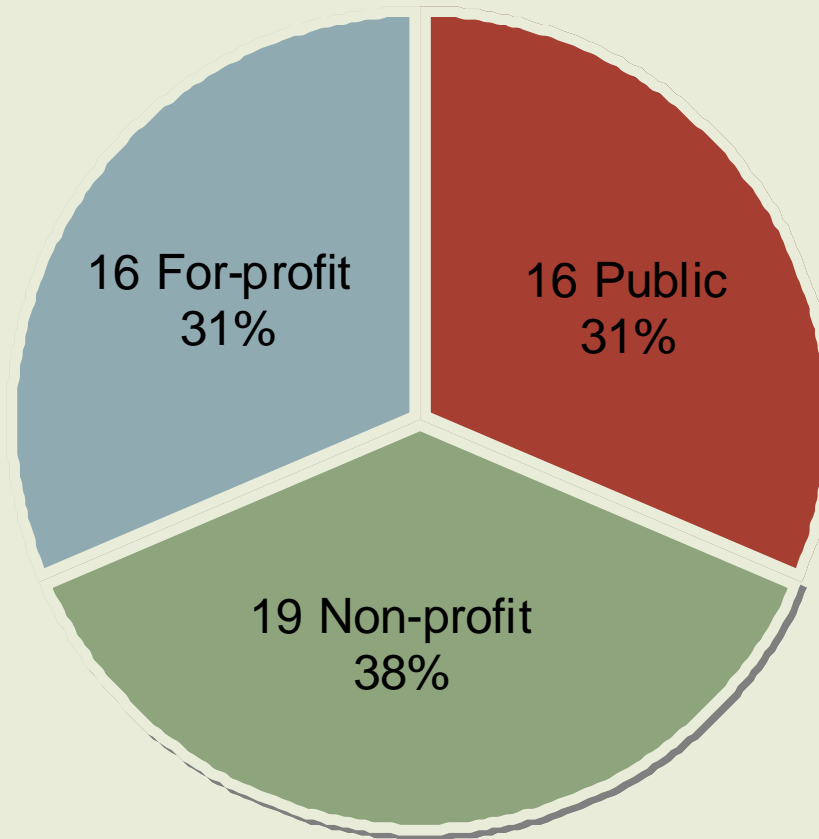


- SAFETEA-LU - federal law encouraging coordination to enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources is encouraged.
- Funding
 - 5310: capital
 - New Freedom: beyond ADA
 - Job Access and Reverse Commute (JARC): low income
- Building on prior work - 2006 study began coordination discussion

Existing Transportation Services



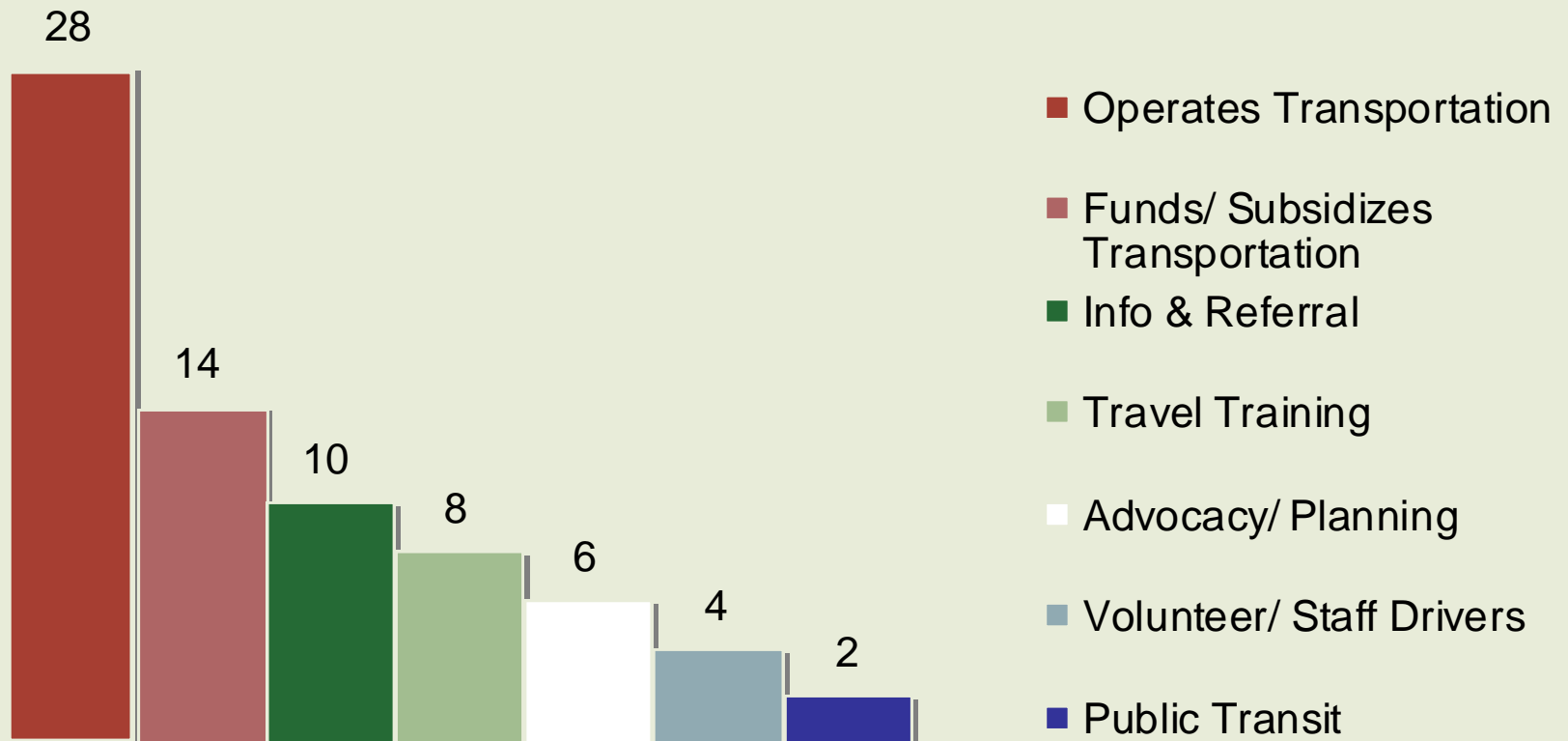
Transportation Providers by Organization Type



Existing Transportation Services, Cont'd.



Transportation Providers by Service Category



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

Community Context



Demand growing

- Recent trend toward aging population
- Large homeless population; potential to increase as economy suffers and housing costs remain high

Capacity to serve remains same/decreasing

- Struggling economy means decreasing budgets
- Natural support systems moving away (youth/family)
- Congestion on leeward side and through downtown

Transportation Needs



Substantial transportation system on Oahu...

Needs are mostly quality, resource and system issues

- **Missing/limited service**
 - Public transit service hours do not meet all employment needs; other options not available for many low income workers
 - Limited service in some areas
 - Service for people who “fall between the cracks”
 - Most non-public transit trips only cover medical or employment

Transportation Needs, Cont'd.



- Service quality

- Timing of public transit

- ✦ TheHandi-Van 30-minute pick-up window is too long
 - ✦ TheHandi-Van late drop-off or pick-up*
 - ✦ Long time on TheBus/TheHandi-Van*
 - ✦ Timing of connections (TheBus)

- Public transit access

- ✦ Gridlock on public transit in morning and evening hours
 - ✦ Some buses not using or not equipped with external enunciators
 - ✦ Bus stops too far for some people to reach*
 - ✦ Speed up getting people with disabilities on/off bus
 - ✦ TheHandi-Van phone lines busy*

- Assistance

- ✦ Door-to-door assistance for frail elderly or disabled
 - ✦ Assistance with packages
 - ✦ Caregiver/volunteer access to handicapped parking

**Indicates issues identified in Nelson | Nygaard 2006 Paratransit Study*

Transportation Needs, Cont'd.



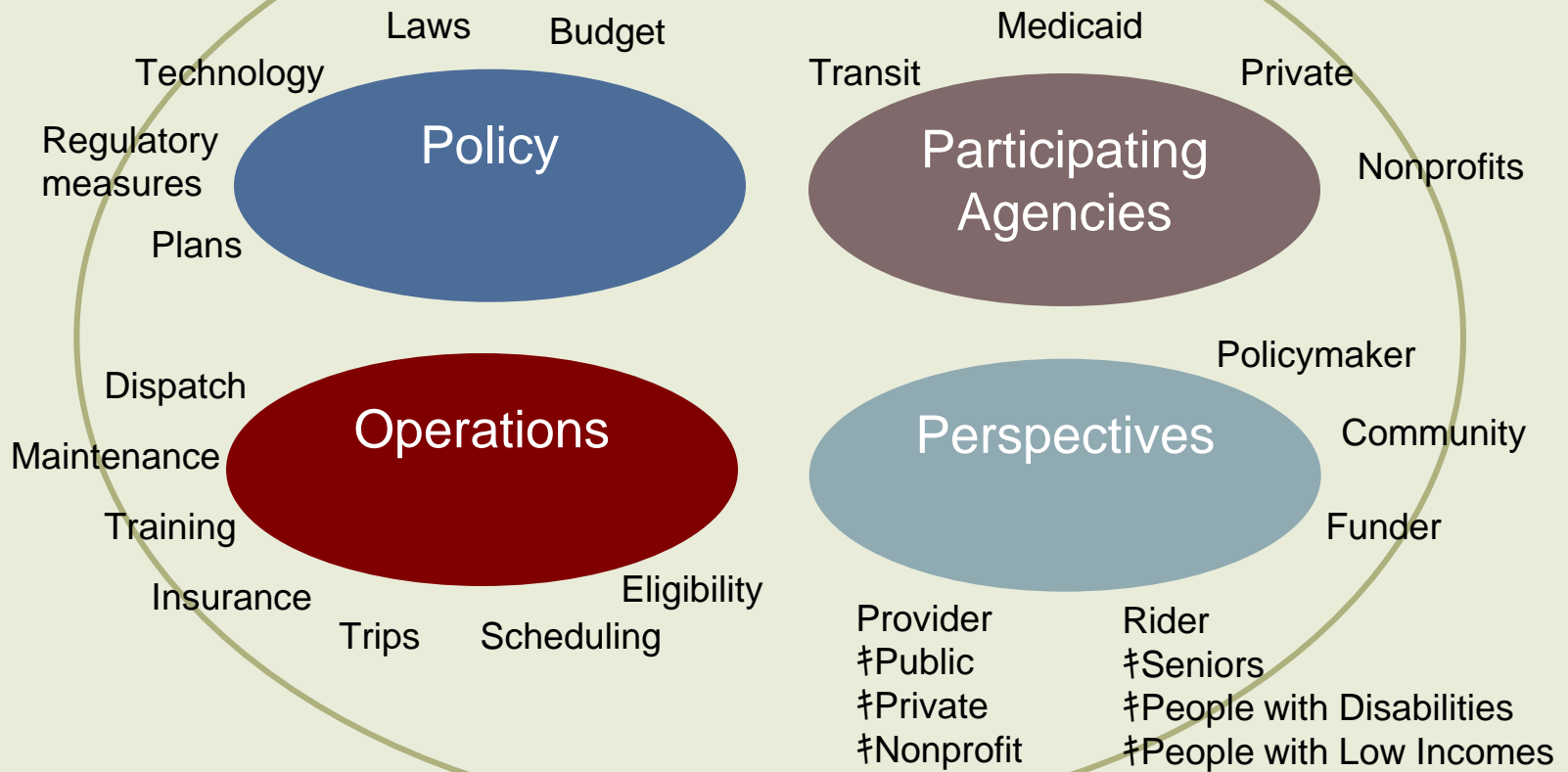
- **Resource issues**
 - Not enough vehicles/accessible vehicles
 - Different types of vehicles needed for different types of trips
 - Mobile Data Terminals (MDTs) needed on more buses
 - Hard to keep drivers long-term
 - Lack of replacement/loaner vehicles during maintenance
 - Funding concerns
- **System issues**
 - Timing of payment to private providers
 - Policies that don't support private competition/encourage quality service
 - Grant distribution
 - Heavy service and financial burden on public transit
 - TheHandi-Van over-subscribed

Coordination Can Help



- Make the dollar stretch further to meet more needs
- Interest indicated so far:
 - Shared maintenance
 - Vehicle sharing
 - Joint transit training
 - Joint driver training
 - Shared safety/security policies
 - Voucher system to assist volunteers/caregivers
 - Rideshare program

Coordination is not Easy



Local Perception of Barriers



Some concerns already being expressed...

- **General**
 - Leadership/political issues
 - Trust
 - Intercultural conflict
- **Coordinating trips/shared rides**
 - Payment/funding disparities
 - Restrictions on combining trips through different funding sources
 - Liability concerns in shared rides
 - Different technologies (dispatch, billing)
 - 3-person carpool lane limits combined trip possibilities
- **Community/family/volunteer trips**
 - Natural support systems disappearing
 - Cost to families/volunteers

Next Steps



- Continue outreach
 - Town hall meetings
 - Focus groups
 - Interviews continuing
- Begin considering strategies
 - CAT subcommittee
- How you can be involved
 - Let people know about the website www.honolulurides.com - stay informed and give input
 - Help recruit town hall meeting participation

Contact Information



For more information or to give additional input, contact:

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www.honolulurides.com