

STATE^{OF} HAWAII



Coordinated Public Transit – Human Services Transportation Plan

Transportation for Individuals with Disabilities • Older Adults •
Economically Disadvantaged Individuals *December 2011*

Table of Contents

Executive Summary	3
Chapter 1. Introduction.....	12
1A. Purpose and Background.....	12
1B. Current Funding Sources for Transportation Services	17
1C. Plan Approach and Development	27
Chapter 2. Hawaii County	31
2A. Community Profile.....	31
2B. Existing Transportation Services.....	41
2C. Transportation Needs Assessment.....	49
2D. Strategies for Improved Service and Coordination	55
Chapter 3: Kaua'i County	60
3A. Community Profile.....	60
3B. Existing Transportation Services.....	68
3C. Transportation Needs Assessment.....	79
3D. Strategies for Improved Service and Coordination	87
Chapter 4. Maui County	94
4A. Community Profile.....	94
4B. Existing Transportation Service	103
4C. Transportation Needs Assessment.....	110
4D. Strategies for Improved Service and Coordination	116
Chapter 5: Next Steps and Recommendations.....	120
Appendix A: Transportation Inventory	1204
Appendix B: Public Meeting Participants	140
Appendix C: Provider Workshop Participants	148
Appendix D: Hawaii Statewide Transportation Plan Goals and Objectives	149

Director's Message

Today's transportation challenges transcend all levels of government. Addressing the needs and priority concerns require focused examination of such important matters such as: multi-modal transportation systems to ensure seamless inter-modal connections within and between modes, people movement that accommodates bicycling and pedestrians, preservation of the environment in the creation and operation of transportation facilities, and supporting a sustainable lifestyle in response to forecasted changes.

The expectation of responsibility now entails—to a greater and greater degree—understanding statewide goals for job development, clean energy, food self-sufficiency, and tracking the demographics of our population for responses to the growing number of those who must make regular or special arrangements when establishing their personal mobility. We need to look at these challenges not as problems, but opportunities to build upon.



This Coordination Plan focuses and presents opportunities to address the transportation needs of Hawaii residents in the greatest need of services to support their mobility – older adults, people with disabilities and low-income families and individuals. It is a guiding document to be used by local communities in the interest of leveraging federal funds to fill gaps in service through the coordination of local agencies.

This Plan will also be used in coordination with other transportation plans developed by the State of Hawaii and the Counties of Hawaii, Kauai and Maui. We look forward to the innovations made possible by bringing together individuals, agencies, and organizations committed to enhancing the mobility of older adults, people with disabilities and economically disadvantaged families and individuals.

Mahalo,

A handwritten signature in black ink, appearing to read "Glenn M. Okimoto". The signature is fluid and cursive, written in a professional style.

Glenn M. Okimoto, Ph.D.

Executive Summary

Background

This Coordinated Public Transit Human Services Transportation Plan (CSP) for the State of Hawaii is sponsored by the Hawaii Department of Transportation (HDOT) and is intended to provide direction to improve transportation statewide for:

- Individuals with disabilities
- Older adults
- Low-income individuals

Plans like this are required by federal law, the Safe, Accountable, Flexible, Efficient Transportation Equity Act or “SAFETEA-LU” [PL 109-59], which was signed into law in August 2005. It authorized \$52.6 billion for federal community transportation programs over six years, which is available to fund projects consistent with the strategies identified in local coordination plans. These three funding programs, administered by the Federal Transit Administration (FTA), are the statewide Formula Program for Elderly Individuals and Individual with Disabilities (Section 5310) and the small urban and rural Job Access and Reverse Commute (JARC, Section 5316) and New Freedom (Section 5317) programs.

As described further in this report, federal planning requirements specify that designated recipients of these sources of funds must certify that projects funded with those federal dollars are derived from a coordinated plan. HDOT serves as the designated recipient for the funds described above. This plan focuses on the Counties of Hawaii, Kaua’i and Maui.¹ The City and County of Honolulu has developed a plan for Oahu, approved in 2009, which was developed in coordination with HDOT. These projects are intended to improve the mobility of individuals with disabilities, older adults, and people with limited incomes.

¹ The term “non-urbanized area” includes rural areas and urban areas under 50,000 in population not included in an urbanized area. The City and County of Honolulu, designated recipient of these funds for urban areas, developed a separate plan for the island of Oahu in 2009 and is currently implementing projects aligned with their top priority strategies.

This federal guidance specifies four required elements of the plan, as follows:

1. **Transportation Providers** – An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. **Needs Assessment Process and Results** – An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. **Strategy Development** – Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. **Priorities** – Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

Furthermore, across the nation, there is a growing movement towards building sustainable communities, aging in place, walkability and mobility. Recognizing that resources are scarce and our population is aging, governments and their communities are trying to leverage resources, coordinate services, and invest in an accessible future that provides mobility for everybody.

Transportation Funding

Funding for the various transportation services is complex. Public transit and human service transportation programs are funded by a variety of federal, state and local dollars, as well as money from private foundations and grants. In fact, in 2003, the United States General Accounting Office (GAO) identified 62 federal programs administered by eight federal agencies that provided an estimated \$2.4 billion in transportation services for older adults, individuals with disabilities, and persons with low incomes.

General transit services, as well as complementary Americans with Disabilities Act (ADA) paratransit and other specialized transportation services, are provided by public transit agencies. In addition, many communities offer specialized transportation through senior centers and other human service agencies to help people access senior nutrition sites, employment, medical appointments and more.

The sources for transportation funding within each county in the State of Hawaii include:

- County General Funds, Federal Transit Administration formula grants for non-urbanized areas (Section 5311): General transit and paratransit services
- Administration on Aging (Older Americans Act), State of Hawaii Department of Health Executive Office on Aging, and Federal Transit Administration (Sections 5310, 5317): Seniors and disability transportation
- State of Hawaii Department of Human Services, Benefits, Employment and Support Services Divisions (BESSD), and Federal Transit Administration (Section 5316): Employment transportation
- State of Hawaii Department of Human Services, Med-Quest Program: Medical transportation
- Federal Funding: The State of Hawaii serves as the designated recipient for 5310, 5316 and 5317 funds for the rural and small urban portions of the State. This means that the state is required to select projects for use of these funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

Project Stakeholder Consultation

Transportation coordination efforts will be most successful when federal, state and local policies all work together to support these efforts. Promoting coordination between decision-makers at the state and local level, this project developed new workgroups to guide the planning process and integrate state and local priorities.

A single State Mobility Workgroup was initiated to design selection criteria for distribution of federal funds. In addition, Local Mobility Workgroups were established in each county with the purpose of prioritizing transportation needs and gaps, as well as developing coordinated strategies that respond to those needs and gaps.

The general public and other key stakeholders were also invited to play active roles throughout the planning process. Methods of engagement included stakeholder interviews, public meetings, accessible website with public input form, press releases about public input opportunities, newsletter articles for social service providers, flyers and information sheets, email and direct mail public meeting invites, and needs review surveys.

Transportation Providers

Through the Local Mobility Workgroups and the public input processes described above, the major public transit and human service transportation providers in Hawaii, Kaua'i, and Maui Counties were identified.

Transportation in the **County of Hawaii** (the Big Island) is provided primarily by the Hawaii County Department of Mass Transit's Hele-On Bus, which offers regular fixed route and commuter bus service throughout the county, as well as a subsidized shared ride taxi service in the Hilo and Kona areas. Curb-to-curb paratransit service is also provided through a contract with Hawaii County Economic Opportunity Council. Another major provider, Hawaii County Parks and Recreation Coordinated Services for the Elderly, offers information and referral services as well as direct transportation for seniors to access nutrition sites and for people with disabilities under 60 years old to access various needs on a priority basis. Six additional non-profit agency providers were also identified, which provide limited transportation services that are typically designed to serve their own programs and clientele.

Transportation services provided in the **County of Kaua'i** are largely the responsibility of one entity, the County of Kaua'i Transportation Agency (or CTA). CTA provides both fixed-route ("The Kaua'i Bus") and Paratransit services, in addition to Kupuna Care (senior transportation through a contract with the County Office on Aging) and some agency subscription services. Besides the fixed-route and paratransit service provided by CTA, very limited accessible/affordable transportation is available. A small number of agencies provide transportation to their clients. A few private providers offer demand response service, and very limited volunteer service is available, primarily for veterans to access VA medical appointments.

The County of Maui Department of Transportation (MDOT) is responsible for the vast majority of transportation services in the **County of Maui**. MDOT administers Maui Bus, which was created in 2002 to provide an island-wide public transportation system on Maui. MDOT also operates the curb-to-curb ADA complementary paratransit service and provides funding for a variety of other specialized services, including youth transportation and access to senior nutrition sites, through contracts with Maui Economic Opportunities (MEO). Three additional non-profit agency providers were identified, primarily providing program-related services. The County of Maui also funds transportation programs on Molokai and Lanai through its contract with MEO. Service focuses on seniors or persons with disabilities, although there is rural shuttle service available to the general public and a youth shuttle on Molokai.

Detailed information about each of these programs is provided in Appendix A of this Plan as well as online at findtherightride.org, a tool jointly funded by the City and County of Honolulu and the State of Hawaii.

Needs Assessment Process and Results

A key step of this planning project was to define and prioritize the transportation needs and gaps in transportation services for older adults, people with disabilities and low-income residents in each of the counties. A long list of needs was initially developed through interviews with transportation and human service providers that serve these populations. These lists were organized into categories of needs and presented to the public in open public meetings. During the public meetings, these lists were refined and prioritized by the participants using electronic polling.

For the Big Island, the top priority needs categories were identified as: Service/Assistance, Capacity/Infrastructure and Coordination. The top service and assistance needs included more door-to-door transportation and information about transportation options as well as how to use public transit. The top capacity and infrastructure needs were newer and more small, lift-equipped vehicles. The top coordination needs were identified as the ability to coordinate schedules among various providers, as well as identification of a lead agency to help with this and other coordination needs.

For Kaua'i, the top priority categories were Service, Infrastructure and Assistance needs. The top service needs were identified as providing evening and Sunday service. However, the County responded quickly to these needs and has since added transit service in the evenings and on Sundays. The top infrastructure needs were considered sidewalk safety and provision of more bike lanes. The top assistance need was information about available transportation options as well as how to use public transit.

For Maui, the top priority categories were Service/Assistance, Training and Human Service Transportation Coordination needs. The top service and assistance needs were affordability and service to outlying areas. The top training need was driver training in general, including some type of accountability system for the drivers. The top coordination needs identified at the Maui public meeting were establishing multimodal transportation to connect people living on each of the islands in the county and coordination of federal funding. However, these coordination issues were determined to be a lower priority during the transportation provider workshops held later in the year.

A Needs Review Survey for each county was distributed by mail and email to public meeting participants and various transportation and social service agencies to distribute to their clients. (A copy of the survey is included in Appendix E.) In general, the survey results in all three counties concurred with the identified needs and priorities.

Strategy Development

Strategies were initially developed by the consultant team based on stakeholder interviews, public meetings, local mobility workgroup input, and past experience in working on projects of similar scope. A local provider workshop was held in each of the counties. Participants included Local Mobility Workgroup members as well as other transportation and social service providers. Participants methodically reviewed each of the proposed strategies, deleting some, adding some and editing others to ensure that they were appropriate strategies for each county.

Priorities

During the same local provider workshop as described above, workshop participants prioritized the strategies through a facilitated discussion, using consensus-based decision-making. Strategies were sorted into four categories, A-D, according to their priority, with A being the top priority category.

In order to prioritize the strategies, workshop participants considered each strategy in terms of four criteria, developed by the consultants based on prior experience with transportation coordination planning:

- The number and priority of needs that could be met;
- The financial feasibility of the strategy;
- The feasibility of implementation; and
- The involvement of coordination, partnerships and potential community support.

These criteria were important to use in order to identify strategies that would meet the most critical needs, use resources efficiently and effectively and be feasible to implement in the near future. Strategies to meet some top priority needs were determined to be unfeasible at this time, and were ranked lower as a result.

The top priority strategies (Category A) on the Big Island included:

- Develop a countywide vehicle replacement program
- Establish a mobility manager position

- Develop a transportation financial plan in order to enhance and expand the specialized transportation provided throughout the county

The top priority strategies on Kaua'i included:

- Purchase accessible taxis
- Develop a subsidized taxi voucher program
- Access funding for free or reduced bus passes

The top priority strategies for Maui included:

- Establish a lead agency for human service transportation coordination
- Develop bus stops or transfer points between the Maui Bus and human service agencies to promote better coordination
- Coordinate training between the various transportation providers in the county

Workshop participants considered issues for all three islands in Maui County. Two of the top three strategies should apply to Molokai and Lanai as well as the island of Maui.

Next Steps and Recommendations

The State Mobility Workgroup has identified a statewide selection process. The process considers geographic diversity, acknowledges local priorities and funds a variety of projects. State funding priorities include expanding/improving service operation, replacing/expanding vehicles or other capital infrastructure and establishing mobility management services. The selection committee will be transparent in their selection process and ensure no conflicts of interest. Providers will be notified of opportunities to apply for funds, and applications will be made available at <http://hawaii.gov/dot/administration/stp/fta-grant>.

Funds available each year are limited; not all needs can be met. Counties should be strategic in seeking funds for projects. It is recommended that counties institutionalize their Local Mobility Workgroups and utilize these workgroups to develop viable projects according to local priorities. It is also recommended that counties work together to be strategic in their applications for funds. It would be beneficial for the state to facilitate this process.

Finally, it is recommended that the state provide technical support to the counties in this work, lead efforts to coordinate with state agencies that fund human service transportation and establish funding mechanisms for on-going needs assessments.

Additional funding is needed in order to enable HDOT to provide this type of leadership and support for coordination.

Reading the Plan

Chapter 1 provides the purpose and background of the Coordinated Public Transit-Human Services Transportation Plan (CSP), as well as the federal planning requirements established under the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This chapter presents information on federal and state roles in funding of public transit operators and human service transportation providers.

Chapter 1 also includes the methodology used to develop the plan, including the use of state and local mobility workgroups and their roles, the studies and documents supporting development of the plan, and the public involvement process.

Chapters 2, 3 and 4 cover the community and transportation profiles for the counties of Hawaii, Kaua'i and Maui. This includes demographic trends, travel patterns for key demographic and activity centers and a detailed description of existing transportation services. The chapters also cover the unmet transportation needs and service gaps in each county, and the prioritized strategies for addressing the most critical transportation needs. Appendix A provides an inventory of existing public transportation services, including fixed-route and paratransit services, and services supported by social service agencies and other private providers.

Chapter 5 completes the CSP by establishing an implementation plan for allocating federal resources from multiple program sources, including the competitive selection process for FTA Sections 5310, 5316, and 5317 funds. It also includes consultant recommendations for next steps for implementing local strategies.

Chapter 1. Introduction

1A. Purpose and Background

Purpose

Many residents of all counties in Hawaii currently need specialized transportation services. Even more are likely to need such services in the future. When this happens, it is essential that a public infrastructure be available to provide transportation in the most cost effective manner possible.



Access to work, education, shopping, medical care, nutrition, social services, cultural and social events, and everyday activities is critical to a vital, active and productive life.

The State of Hawaii Coordinated Public Transit–Human Services Transportation Plan (CSP) provides a strategic direction for improved, accessible transportation in Hawaii, Kaua’i, and Maui counties for:

- individuals with disabilities
- older adults
- economically disadvantaged individuals

The planning process brought together public transit, social service, non-profit agencies, transportation providers, and other community organizations. Together, these agencies and the people they serve identified and prioritized the transportation gaps and needs in Hawaii, Kaua’i, and Maui counties. After reviewing the existing transportation services currently available, as well as existing needs and gaps, the plan participants developed a prioritized list of coordinated strategies intended to address the most critical transportation needs.

This coordinated plan is intended as a strategic planning tool that will position the Counties of Hawaii, Kaua’i, and Maui to enhance coordination of existing transportation services, and ensure eligibility for federal and other funding opportunities that support improved mobility.

Coordination: Desired and Required

Coordinated transportation strategies can enhance access, minimize duplication of services, and facilitate cost-effective solutions using existing resources.

For the rural counties of the State of Hawaii, coordinating transportation services is not

For the rural counties of the State of Hawaii, coordinating transportation services is not an option – it's a survival technique.

an option – it's a survival technique. As a result, the transportation providers on Hawaii, Kaua'i and Maui have been coordinating services with human service providers in their counties for many years, on both an informal and a formal basis.

Oftentimes, transit, human service agencies, and other community organizations provide special transportation services exclusively within the

context of their individual programmatic and functional areas. This is largely driven by the specific requirements of the funding sources, which may limit the provision of services to a specific clientele, or for a specific type of trip. In 2003, the United States General Accounting Office (GAO) identified 62 federal programs administered by eight federal agencies that provided an estimated \$2.4 billion in transportation services for older adults, individuals with disabilities, and persons with low incomes.

Recognizing that efficiencies could be found if all of these disparate transportation programs were better coordinated, legislation was passed requiring local coordinated transportation plans to be in place before states are eligible for certain federal funds.

SAFETEA-LU Planning Requirements

The Safe, Accountable, Flexible, Efficient Transportation Equity Act or "SAFETEA-LU" [PL 109-59] was signed into law in August 2005. It authorized \$52.6 billion for federal community transportation programs over six years. Beginning in federal Fiscal Year 2007, projects funded through three programs in SAFETEA-LU – the Formula Program for Elderly Individuals and Individual with Disabilities (Section 5310), the Job Access and Reverse Commute Program (JARC, Section 5316), and New Freedom (Section 5317) – must be part of a locally developed, coordinated public transit-human services transportation plan (CSP). A more thorough description of these funding sources is outlined in Section 1B of this chapter.

SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) states that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”²

The Federal Transit Administration (FTA) has issued three program circulars to provide guidance on the administration of the three programs that are subject to this planning requirement. These circulars can be accessed through the following websites:

Elderly Individuals and Individuals with Disabilities (5310):

[http://www.fta.dot.gov/documents/C9070.1F\(1\).doc](http://www.fta.dot.gov/documents/C9070.1F(1).doc)

Job Access and Reverse Commute (5316):

http://www.fta.dot.gov/documents/FTA_C_9050.1_JARC.pdf

New Freedom Program (5317):

http://www.fta.dot.gov/documents/FTA_C_9045.1_New_Freedom.pdf

Federal guidance specifies four required elements of the plan:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit).
- An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

The State of Hawaii serves as the designated recipient for FTA Sections 5316 and 5317 funds for the rural and small urban portions of the State, including the outer islands. It is also the direct recipient for all FTA Section 5310 funds for the state. This means the

² Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

state is required to certify that projects which are funded using SAFETEA-LU funds are done so as result of the coordinated plan.³

In July of 2008, the State of Hawaii adopted its first Human Services Transportation Coordination Plan. The original plan and this update were prepared in accordance with the general guidelines described in the Federal Transit Administration (FTA) Circulars 9070.1F, 9045.1 and 9050.1.

Federal Coordination Efforts

The requirements of SAFETEA-LU build upon previous federal initiatives to enhance human service transportation coordination. Among these are:

- **Presidential Executive Order:** Signed in February 2004, this Executive Order established an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. The executive order may be found at <http://edocket.access.gpo.gov/2004/pdf/04-4451.pdf>
- **A Framework for Action:** This self-assessment tool was designed for states and communities to identify areas of success and highlight what actions are still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: http://www.unitedweride.gov/1_81_ENG_HTML.htm.
- **Previous research:** Numerous studies and reports have documented the benefits of coordinated federal programs that fund or sponsor transportation for their clients.⁴

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) plays an important role in coordination efforts, as individuals with disabilities are among the populations that these planning efforts are intended to help. For people with disabilities who cannot independently use

³ The City and County of Honolulu is the designated recipient of the funds for the urban areas of Oahu.

⁴ Examples include United States General Accounting Office (GAO) reports to Congress entitled Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist, (June 2003) and Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information, (August 2004).

the fixed-route bus service, even with accommodations, transit agencies that provide fixed route services are required by the ADA to provide paratransit services that are complementary to those fixed routes.

Although each paratransit provider has unique service characteristics, ADA paratransit services are available for any purpose, and there is no limit on the number of trips an ADA-eligible person may take. Often the service level is “curb-to-curb” meaning the passenger is picked up and dropped off at the curb. Assistance is not provided to and from the pickup and drop off locations.

The intent of ADA paratransit services is to provide a service that is complementary to the fixed route bus services. This means, for example, that paratransit service is provided where the fixed route service operates, and during the same hours of service. ADA paratransit service is required to meet the following service standards:

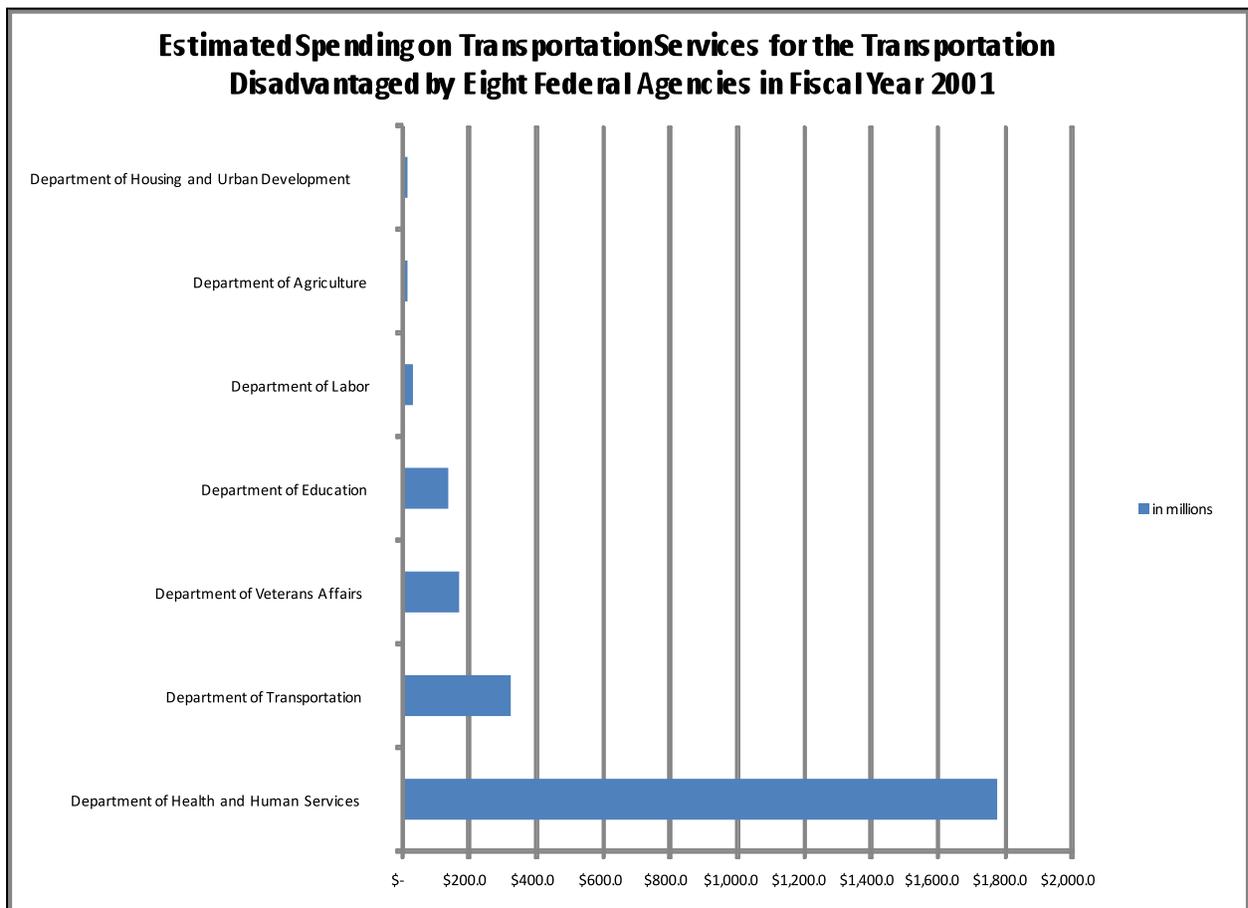
- Paratransit service is provided the same days and times that the fixed route operates.
- Service is to be provided within $\frac{3}{4}$ mile of existing fixed route bus routes (excluding commuter service).
- The passenger cannot be required to pay more than twice the regular fare as on the fixed route service.
- Basic service standards may be established as origin to destination.
- A transit operator is not allowed to turn down or deny trips—any trip purpose is considered eligible.
- A transit operator is allowed to “negotiate” the time the trip is delivered up to an hour before or after the trip is requested.

1B. Current Funding Sources for Transportation Services

Transportation funding is complex. Public transit and human service transportation programs are funded by a variety of federal, state and local dollars, as well as money from private foundations and grants. This section provides a broad overview of the varied transportation funding sources utilized by the Counties of Hawaii, Kaua'i and Maui.

Transportation funding typically falls under the umbrella of general public transit and related complementary Americans with Disabilities Act (ADA) paratransit services, older adult transportation, medical transportation or access to employment-related services. Of the 62 federal programs administered by eight federal agencies, seventy percent or \$1.7 billion is distributed through the federal Department of Health and Human Services, as illustrated in Figure 1-1.

Figure 1-1: Estimated Spending on Transportation Services by Identified Agencies⁵



The sources for transportation funding within each county in the State of Hawaii include:

- County General Funds, Federal Transit Administration formula grants for non-urbanized areas (Section 5311): General transit and paratransit services
- Administration on Aging (Older Americans Act) and State of Hawaii Department of Health Executive Office on Aging, and Federal Transit Administration (Sections 5310, 5317): Seniors and disability transportation
- Hawaii Department of Human Services, Benefits, Employment and Support Services Divisions (BESSD), and Federal Transit Administration (Section 5316): Employment transportation
- State of Hawaii Department of Human Services, Med-Quest Program: Medical transportation

⁵ Department of Transportation spending does not include FTA Section 5311 dollars.

Different funding programs have different matching dollar requirements, different reporting requirements, and different service and eligibility requirements. This can make it challenging to coordinate transportation services.

Primary transit and human service transportation funding sources for each county for Fiscal Year 2011 are illustrated below in Figure 1-2.

Figure 1-2: Major Transportation Funding Sources FY 2011

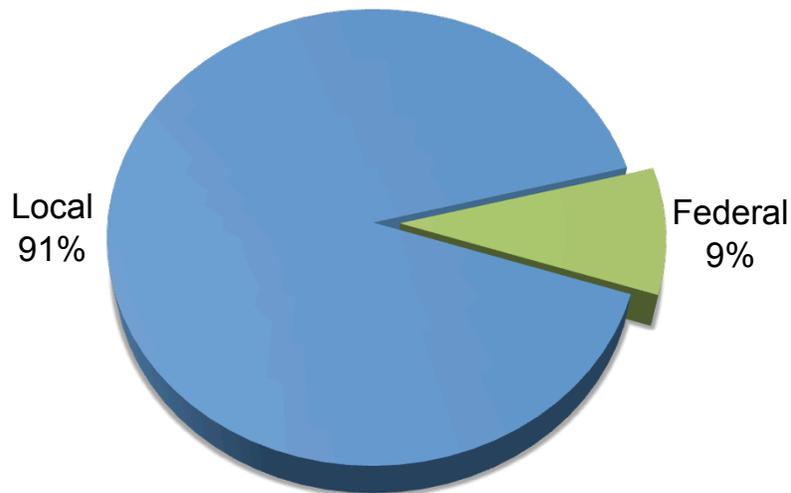
	Hawaii	Kaua'i	Maui
Local Funds			
County General Fund	\$4,107,000	\$4,082,000	\$7,598,000
Transit Farebox Revenue	\$0	\$346,000	\$1,200,000
Other Local Sources	\$260,000		
Federal Transit Administration Funds			
FTA 5311	\$582,000	\$582,000	\$565,000
Other State and Federal Funds			
Department of Labor & Industries		\$2,400 ⁶	
Area Agency on Aging/Older Americans Act	\$37,000	\$126,000 ⁷	
TOTAL	\$4,986,000	\$5,138,400	\$9,363,000

⁶ These funds represent funding for bus passes provided by Kauai Economic Opportunity.

⁷ These funds represent the County of Kaua'i Elderly Affairs Division only. Wilcox Adult Day Health also uses OAA funds, but the amount is unknown.

As shown in Figure 1-3, the vast majority of funding for public transit in the Counties of Hawaii, Kaua'i and Maui is derived from the counties themselves.

Figure 1-3: Public Transit Funding Sources – Hawaii, Kaua'i and Maui Counties Combined



Following is a brief overview of major transportation funding sources. Because the funding arena is complex and varied, this section is not intended to identify all potential sources, but rather to identify the major funding sources for public transit and human service transportation in the three counties that are the focus of the coordinated plan.⁸

Local Funding

The public transit fixed-route and paratransit services in Hawaii, Kaua'i, and Maui are provided through each county's transportation agency. The primary local funding source for public transit is derived from property taxes in the general fund.

Fixed route transit operators⁹ are obligated under the American with Disabilities Act (ADA) to provide complementary paratransit service for individuals with disabilities who cannot use the fixed route system, and to provide such services consistent with service criteria established through federal regulations.

⁸ For more information on other federal funding sources for transportation, refer to "Transportation-Disadvantaged Population," United States General Accounting Office (2003), and the Honolulu "Paratransit Service Study," Coordinated Opportunities, Chapter 4 (2006).

⁹ Commute bus routes and Deviated fixed routes are exempt from the requirements to provide ADA complementary paratransit

In addition to public transit, county monies fund a variety of community transportation programs. Figure 1-4 below illustrates the different programs that receive county funds for Fiscal Year 2011.

Figure 1-4: Major Transportation Programs Funded with County Funds

	Hawaii	Kaua'i	Maui
Fixed Route	\$5,200,000	\$2,875,000	\$7,022,500
ADA Paratransit	N/A	\$1,600,000	\$375,000
Other Paratransit	\$2,226,000 ¹⁰	\$0	\$0
MEO (Dialysis)	N/A	N/A	\$921,905
MEO (General Fund)	N/A	N/A	\$4,532,184
TOTAL	\$7,426,000	\$4,475,000	\$12,851,589

Federal Transit Administration (FTA) Funding Programs

The three sources of FTA funds subject to this plan [JARC (5316), New Freedom (5317), and Elderly Individuals and Individuals with Disabilities (5310)] are described below. The State of Hawaii serves as the designated recipient for Section 5316 and 5317 funds for the rural and small urban portions of the State including the neighbor islands, and for all statewide 5310 funds. This means that the state is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

Section 5311 FTA funds are not subject to the requirements of this plan. This is a rural program that is formula based and provides funding to states for the purpose of supporting public transportation in rural areas, with populations of less than 50,000.

Figure 1-5 provides an estimate of the levels of 5310, 5311, 5316 and 5317 funding available for small urbanized and non-urbanized portions of the state from 2006 to 2010. The annual apportionments combine these two portions, but do not include the apportionment from the City and County of Honolulu.¹¹

¹⁰Includes \$880,000 for HCEOC, \$1 million for Coordinated Services, and \$380,000 from County Department of Aging

¹¹ The City and County of Honolulu is the designated recipient for all urbanized funds on Oahu.

Figure 1-5: Federal Funding Estimates (2006-2010) for the State of Hawaii

Federal Fiscal Year	5310	5311	5316	5317
2006	563,249	1,736,613	299,046	172,101
2007	585,120	1,810,778	169,033	111,321
2008	627,290	1,942,170	183,119	120,255
2009	665,421	2,044,808	214,934	138,615
2010	657,049	2,042,259	205,502	136,042
TOTAL	\$ 3,098,129	\$ 9,576,628	\$ 1,071,634	\$ 678,344

These funds require that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation (DOT) funds. Projects funded through Sections 5316 or 5317 that support operating costs must provide a 50% local match. Capital projects require a 20% local match. Mobility management projects are considered “capital” projects, and are therefore subject to the lower match threshold.

Examples of match funds which may be used for the local share include:

- State or local appropriations
- Non-DOT federal funds, such as TANF, Older Americans Act
- Dedicated tax revenues
- Private donations
- Revenue from human service contracts
- Revenue from advertising and concessions
- Non-cash funds such as donations, volunteer services, or in-kind contributions are eligible to be counted toward the local match as long as the value of each is documented and supported.

FTA Section 5310 Elderly and Disabled Specialized Transportation Program

The goal of the 5310 program is to improve mobility for elderly persons and individuals with disabilities. FTA makes funds available to support transportation services planned, designed and implemented to meet the special transportation needs of these population groups. Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to older adults and individuals with disabilities. Typically, vans, small buses, and equipment are available to support non-profit transportation providers. In the State of Hawaii, 5310 funds are used exclusively for the purchase of vehicles. 5310 funds pay for up to 80% of capital costs.

Examples of eligible 5310 projects include:

- Buses
- Vans
- Wheelchair lifts and securements
- Vehicle rehabilitation, manufacture and overhaul
- Preventative maintenance, as defined in the NTD

FTA Section 5316 Job Access and Reverse Commute (JARC) Program

The purpose of the JARC program is to fund local programs that improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals. Also included are programs that transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. JARC funds are distributed to states on a formula basis, depending on the state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. As described above, JARC funds will pay up to 50% of operating costs and 80% of capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Expansion of fixed-route service
- Car-share or other projects to improve access to autos
- Access to child care and training
- Mobility management (an eligible capital cost)

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Authorities (RTPAs), Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and non-profit organizations.

FTA Section 5317 New Freedom Program

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities who are seeking integration into the workforce and full participation in society. Recognizing that the lack of adequate transportation is a primary barrier to employment for individuals with disabilities, the

New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxis or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants for New Freedom funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Authorities (RTPAs), Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and non-profit organizations.

FTA Section 5311 Formula Grants for Other than Urbanized Areas

Section 5311 is not subject to this Plan, but it is an important source of funding for local transit agencies. It is a rural program that is formula based and provides funding to states for the purpose of supporting public transportation in rural areas, with populations of less than 50,000. The goals of the non-urbanized formula program are to:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation;
- Assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas;
- Encourage and facilitate the most efficient use of all federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services;

- Assist in the development and support of intercity bus transportation¹²; and
- Provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

The Rural Transit Assistant Program (RTAP) and the Tribal Transit Program are separate programs funded within the Section 5311 program. The RTAP program provides training and other resources for rural transit providers, and the Tribal Transit Program provides grants directly to designated Indian Tribes for transportation purposes.

Other Federal and State Funding Sources

Older Adult Transportation

The Older Americans Act (OAA) was signed into law in 1965 amidst growing concern over older adults' access to health care and their general well-being. The OAA established the federal Administration on Aging (AoA) to advocate on behalf of an estimated 46 million Americans 60 or older and to implement a range of assistance programs for older adults, especially those at risk of losing their independence. Transportation is one of many needs of older Americans and is thus a major service under the OAA. It provides access to nutrition, medical and other essential services required by an aging population. Funds can be used for transportation under several sections of the OAA, including Title III (Support and Access Services) and the Home and Community-Based Services (HCBS) program.

Each of the counties has a department that serves as the Area Agency on Aging. The Area Agency on Aging receives State funds from the State Executive Office on Aging to provide Kupuna Care Transportation.

Medical Transportation

The Medicaid program was established in 1965 under Title XIX of the Social Security Act (Public Law 89-87). This program is administered by states that receive matching federal funds to pay for primary, acute, and long-term care health care services for low-income individuals. Federal regulation 42 CFR 431.53 requires that a Medicaid State Plan must specify that the Medicaid agency will ensure necessary transportation for recipients to and from providers.

¹² Certification has been made that the State of Hawaii intercity bus service is being adequately met. Due to the island nature of the state, connectivity is not possible between the islands. County transit agencies in the nonurbanized areas of the state have certified that their intercity bus needs have been adequately met.

State Medicaid programs pay for non-emergency transportation for their recipients in accordance with their State Plan or waiver as approved by the Centers for Medicare & Medicaid Services. The type of non-emergency transportation covered typically includes bus passes, paratransit trips, mileage reimbursements, and cab rides.

The State of Hawaii has two main Medicaid managed care programs: 1) QUEST for those younger than 65 and not blind or disabled; and 2) QUEST Expanded Access (QExA) for individuals age 65 or older, or blind or disabled (ABD). Most of the ground non-emergency transportation was utilized by the ABD recipients, which had been poorly managed in the fee-for-service program prior to QExA. With the implementation of QExA, the contracted health plans are beginning to reduce inappropriate and inefficient utilization.

Employment Related Transportation

The Benefits, Employment and Support Services Division (BESSD) of the Hawaii Department of Human Services provides financial and other support to low-income residents in the State of Hawaii. The First-to-Work (FTW) program, implemented in FY 1997, is designed to assist able-bodied adults to become attached to the workforce. FTW serves Temporary Assistance to Needy Families (TANF) recipients and emphasizes employment, skill-building, training, on-the-job training, and job search activities. FTW also provides supportive services such as childcare, transportation reimbursement, and work-related expenses for qualifying participants.

These supportive services are designed to remove barriers to getting and keeping a job. Transportation has been identified as a major barrier to employment. The FTW program of BESSD provides bus passes, mileage reimbursements, employer transportation reimbursements, and assistance in purchasing personal vehicles to mitigate the transportation barriers for qualifying program participants.

Some employment related funds are also available through the state Department of Labor and Industrial Relations, which is responsible for ensuring and increasing the economic security, well-being, and productivity of Hawaii's workers. They are not a major funder, though there is some history of them providing transportation dollars. For instance, Kaua'i Economic Opportunity receives these funds in order to provide bus passes to program participants to assist in accessing jobs or job training opportunities.

1C. Plan Approach and Development

In addition to complying with the FTA regulations (see section 1A.), this plan emphasizes three planning principles: leveraging existing plans and studies, developing an integrated state and local decision making process, and ensuring an inclusive public input process.

Leverage Existing Plans and Studies

This Coordinated Public Transit-Human Services Transportation Plan is a sub element of the Hawaii Statewide Transportation Plan (HSTP). The HSTP is a policy document that establishes the framework to be used in the planning of Hawaii's transportation system. The goals and objectives identified in the HSTP provide the keys to the development of an integrated, multi-modal transportation system for the safe, efficient and effective movement of people and goods throughout Hawaii.

The goals and objectives of the HSTP were adopted as the overarching goals and objectives for this planning effort as well. The HSTP can be found at: <http://www.hawaiistatewidetransplan.com/>.

This plan also leveraged the work of existing local plans and documents, including:

- Kaua'i Senior Information and Resource Directory (2008-2009)
- Kaua'i County Transportation Agency: Annual Reports (2007 – 2009)
- Hawaii Department of Transportation, Coordinated Public Transit-Human Services Transportation Plan, July 2008
- State Health Planning & Development Agency, *Hawaii County SubArea Health Planning Council Transportation Study*, prepared by Dolores Foley, Department of Urban and Regional Planning, University of Hawaii at Manoa
- County of Maui Short Range Transit Plan, January 2005
- Maui Island Plan, May 2010

Integrated State and Local Process

In order to coordinate transportation services, the federal, state and local policies also need to be coordinated to support one another. Consequently, this project developed new workgroups, at the state and local levels, to help guide the planning process and integrate state and local priorities.

A single State Mobility Workgroup was initiated to design selection criteria for distribution of federal funds. In addition, Local Mobility Workgroups were established in each county with the purpose of prioritizing transportation needs and gaps, as well as developing and implementing coordinated strategies that respond to those needs.

The State Mobility Workgroup met three times during the project: October 2010, January 2011 and May 2011 (tentative). Membership of the State Mobility Workgroup includes:

Chair: Ryan Fujii, Programming Section Manager, Department of Transportation, Statewide Transportation Planning Office
Don Medeiros, Transit Manager, County of Maui
Celia Mahikoa, Transit Manager, County of Kaua'i
Tom Brown, Transit Manager, County of Hawaii
Scott Ishiyama, Honolulu Department of Transit Services
Caroline Cadirao, Department of Health, Executive Office on Aging
Kay Yoneshige, Department of Human Services, Vocational Rehabilitation and Services for the Blind
Keith Yabusaki, Department of Labor and Industrial Relations, Community Services
Judy Paik, Disability and Communication Access Board

The Local Mobility Workgroups met four times during the project: July 2010, August-September 2010, November-December 2010 and May 2011 (tentative). Membership of the Local Mobility Workgroups includes:

County of Hawaii:

Tom Brown, Transit Administrator, County of Hawaii, Mass Transit Agency
Alan Parker, County of Hawaii, Office of Aging
Harold Bugado, County of Hawaii Department of Parks and Recreation, Elderly Activities
Lester Seto, Hawaii County Economic Opportunity Council

County of Kaua'i:

Celia Mahikoa, Kaua'i County Transportation Agency
Kealoha Takahashi, Kaua'i County Agency on Elderly Affairs
Terri Yamashiro, Kaua'i Center for Independent Living
Rhodora Rojas, Kaua'i Center for Independent Living
Christina Pilkington, ADA Coordinator

Pacita McDermott, Wilcox Adult Day Health
Lynn Kua, Kaua'i Economic Opportunity

County of Maui:

Jud Cunningham, Aloha House
Audrey McGauley, ARC of Maui
Keri Pasion-Salas, ARC of Maui
Don Medeiros, County of Maui - Department of Transportation
Deborah Arendale, County of Maui - Office on Aging
Melissa King-Hubert, Easter Seals
Erlie Cabacungan, Hale Makua - Wailuka
Mark Souza, Hale Makua - Wailuka
Leola Muromoto, Kaunoa Senior Services
George Reioux, MEO Inc.

Inclusive Public Input Process

The general public and key stakeholders were invited to play active roles throughout the planning process. Methods of engagement included:

- **State and local mobility workgroups**, as described above.
- **Stakeholder interviews** – Each of the consultant teams solicited input from public transit and social service providers in Maui, Hawaii and Kaua'i Counties.
- **Accessible website with public input form** – Hawaiiirides.org was developed to provide information about the planning process and to allow opportunities for the public to provide input on the draft plan.
- **Radio ads and press releases** – Press releases were submitted to local radio stations and newspapers to advertise public meeting opportunities.
- **Newsletter articles** – Brief newsletter articles were drafted and distributed to social service providers who had indicated that they would distribute print or electronic newsletters to their program participants.
- **Flyers and information sheets** – Information sheets about the project were distributed to public transit and social service providers prior to the stakeholder interviews. Public meeting flyers were emailed and mailed to public transit and social service providers in each of the counties, with a request that they distribute

Chapter 2. Hawaii County

2A. Community Profile



This chapter provides a description of the demographic trends in the County of Hawaii that reflect residents' travel patterns and auto dependency. This is followed by a discussion of the variety of transportation resources available to residents who are low-income, have a disability and/or are over 65 years of age. Finally, the chapter presents the prioritized transportation needs of these

population groups and a list of coordinated transportation strategies.

Study Area Description and Demographic Summary

This demographic profile documents important characteristics about the County of Hawaii as they relate to this planning effort. In particular, the profile examines the presence and locations of older adults, individuals with disabilities, and low-income persons within the area.

This aspect of the plan relies on data sources such as the United States Census Bureau and the Hawaii State Department of Business, Economic Development and Tourism. Census information from 2008 reflects population characteristics on a state and countywide level. Data pertaining to the individual communities is not available. We found that some relevant data points for this plan are only available for the year 2000. Where applicable, data for both 2000 and 2008 is shown. For each of the illustrating figures, the relevant data source is referenced.

While new data has become available since writing this section of the report, it was determined that these data should remain in this report, as it is the same set of data used for the Hawaii Statewide Transportation Plan. More current data will be used in the updates of both of these plans. It is important to note that this information is provided only to develop a general understanding of the area in which this Coordination Plan will be applied. It will not be used in making FTA grant funding decisions.

Population Overview

The County of Hawaii encompasses the entire island of Hawaii, and with a land area of just over 4,028 square miles, it is called the “Big Island” to distinguish it from the State of Hawaii. The county encompasses almost 63% of the land area of the entire state. Population density for the county is 36 persons per square mile. Tourism is Hawaii County’s major industry, with approximately one out of six residents work in tourism. Agriculture, ranching, science and technology also support the county’s economy.

Hilo is the county seat and the largest city. Other population centers are shown in Figure 2-1 below.

Figure 2-1: Population Centers¹³

Location	Population
Hilo	47,181
Kailua	11,425
Hawaiian Paradise Park	8,186
Waimea	8,135
Kalaoa	7,864
Holualoa	7,069

The primary focus of The Coordinated Public Transit – Human Services Transportation Plan is to improve transportation options for three target populations – seniors, persons with disabilities and people with low incomes. Individuals in these groups typically have less access to personal vehicles as their primary form of transportation. Transit dependent individuals can experience an especially difficult time in non-urban areas with low population densities and limited public transit services. Figure 2-2 presents population data for the County of Hawaii and the State of Hawaii as a whole.

¹³ Source: U.S. Census 2008 American Community Survey

Figure 2-2: Basic Population Characteristics: 2000 to 2008¹⁴

	Total Population	Persons aged 65+	Persons with Disability, age 5+	Persons at or below Poverty Level
State of Hawaii				
Census 2000	1,211,537	160,601	13.3%	199,819 16.4%
2008 Estimate	1,288,198	190,067	14.8%	Not available 115,937 9%
County of Hawaii				
Census 2000	148,677	20,119	13.5%	26,253 18.9%
2008 Estimate	175,784	24,239	13.8%	21,094 12% 22,852 13%

Older Individuals

As shown in Figure 2-2 above, 13.8% of the residents of Hawaii County in 2008 were age 65 and older. This is lower than the statewide figure of 14.8%. The proportion of seniors, however, is projected to substantially increase over the next 25 years, as is shown in Figure 2-4 on page 33.

Individuals with Disabilities

In Hawaii County, among people at five years of age and older in 2008, 12% reported a disability, according to the American Community Survey, 2008. However, the prevalence of having a disability varied depending on age, from 2% of individuals between 5 and 15 years, to 9% of those 16 to 64 years, and to 39% of those 65 years and older.

Individuals At or Below Poverty Level

U.S. Census estimates for 2008 report median household income in Hawaii County at \$54,044, which is lower than the state average of \$66,701. As of 2008, the County reported 13% of all residents were living below the poverty line compared to 9% statewide. Eight percent of the 65 year and over population were below the poverty level.

Access to a Vehicle

As reported in the American Community Survey 2008, Hawaii County has a lower percentage of households without a car, van or truck for private use (5%) than the state as a whole (8.7%). Traditionally, individuals who rent a home are far less likely than

¹⁴ Source: U.S. Census 2000, 2008 American Community Survey

homeowners to have access to a car. In addition, households headed by a person age 65 years and older are less likely to have access to a car than other households.

Homeless Population

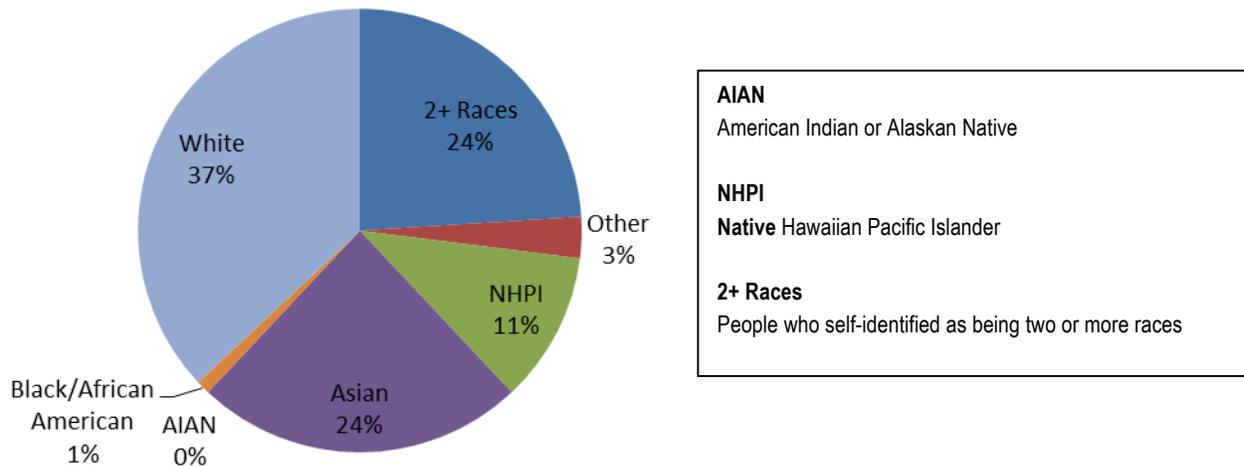
The homeless population on Hawaii decreased between 2005 and 2007. Based on Homeless Point-in-Time surveys conducted by the State of Hawaii Public Housing Authority¹⁵, there were 1,442 homeless individuals in 2005. The point-in-time count conducted in 2007 reported 1,290 people. These figures include both sheltered and unsheltered individuals.

Persons with low-incomes, including those who are homeless, typically have transportation challenges that impede their ability to reach employment, training, or other necessary services. The expense of owning and maintaining a vehicle may be beyond reach for this population, and for some, even the cost of riding public transportation may be prohibitive.

Race and Ethnicity

No racial group residing in the County of Hawaii constitutes a majority. Figure 2-3 shows the distribution of the population by race.

Figure 2-3: Hawaii Population by Race¹⁶



¹⁵ Source: Homeless Point-in-Time Count, 2007, State of Hawaii, Hawaii Public Housing Authority

¹⁶ Source: U.S. Census 2000

The Hispanic/Latino population, which accounts for 12% of the population, is not included in the chart above because it is an ethnicity and not tracked as a separate race.¹⁷

In the County of Hawaii, 20% of people at least 5 years of age reported that they spoke a language other than English at home. Of this group, 44% said that they did not speak English “very well.”

Population Trends

The County of Hawaii is experiencing continuing and sustained population growth. The county recorded a population of 148,677 residents in 2000¹⁸. In 2007 the estimated population increased to 172,547. The Hawaii State Department of Business, Economic

The County of Hawaii is experiencing continuing and sustained population growth.

Development and Tourism projects that by 2020, more than 221,862 people will call Hawaii County home and by 2030, the population will reach approximately 261,758.

Over the same time period, it is important to compare the population growth of the older population to the general population in the county. Figure 2-4 below shows the county-wide growth of all residents as well as residents 65 and older. The percentage of older adults is projected to increase from 13.6% in 2007 to 24.6% in 2030.

Figure 2-4: County Population Projections: 2007 – 2030 for Older Adults

County of Hawaii	2007	2015	2020	2025	2030
TOTAL HAWAII COUNTY	172,547	199,488	221,862	242,643	261,758
Population 65 and over	23,427	34,757	44,939	56,070	64,390
Population 65 and over as %	13.6%	17.4%	20.3%	23.1%	24.6%

Economic Indicators in the County of Hawaii

The following section provides economic information pertaining to the County of Hawaii, including unemployment rates, major employers in the county and employment changes.

¹⁷ U.S. Census 2006 – 2008 American Community Survey

¹⁸ U.S. Census 2000

County of Hawaii Employment

The visitor industry is the largest employment sector in the County of Hawaii. In the years 2005 – 2007 the County experienced steady employment growth, adding 4,300 jobs. This increase is offset, however by the 6,750 jobs that were lost in the 2008 – 2009 timeframe. This employment reduction represents an 8.1% decline from the employment peak in 2007.

Figure 2-5: Major Employers in the County of Hawaii¹⁹

Employer Name	Location	Employer Class Size
Hilton – Waikoloa Village	Waikoloa	1,000 – 4,999
Hilo Medical Center	Hilo	1,000 – 4,999
Fairmont Orchid Hawaii	Waikoloa	500 - 999
Mauna Lani Bay Hotel	Waikoloa	500 - 999
Canoe House Restaurant	Waikoloa	500 - 999
Hapuna Beach Prince Hotel	Waikoloa	500 - 999
Hawaii County Police Department	Hilo	250 - 499
Four Seasons Resort	Kailua Kona	250 - 499
North Hawaii Community Hospital	Waikoloa	250 - 499
Hawaii County Public Works	Hilo	250 - 499
Wal-Mart	Kailua Kona	250 - 499
Kona Community Hospital	Kealahou	250 - 499
Robert's Hawaii Tours	Kailua Kona	250 - 499

Unemployment Rate

During the three year period 2005 - 2007, the county's unemployment rates were somewhat higher than statewide statistics. However, in 2008 and 2009, unemployment in the County of Hawaii increased at a much higher rate than experienced throughout the rest of the State. Figure 2-6 below provides the increase in unemployment rates in both the County and the State during the entire five year period.

Figure 2-6: Unemployment Rates: 2005 – 2009²⁰

	2005	2006	2007	2008	2009
State of Hawaii	2.5%	2.5%	2.7%	4.0%	6.8%
County of Hawaii	3.3%	2.9%	3.4%	5.6%	9.7%

¹⁹ Source: Hawaii Workforce Informer, Department of Labor and Industrial Relations, March 7, 2008

²⁰ Source: Hawaii Workforce Informer, Department of Labor and Industrial Relations

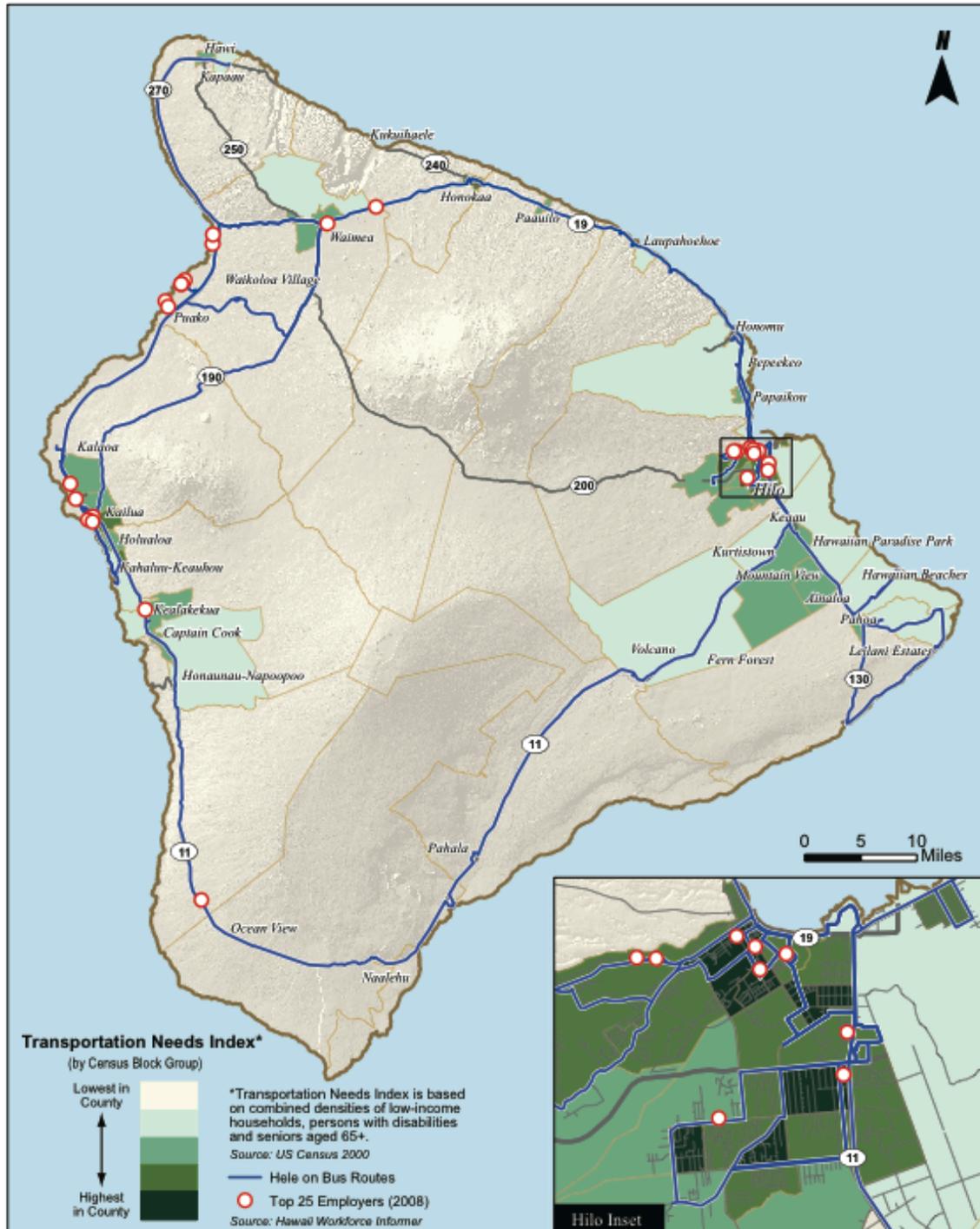
Geographic Distribution of Transit Need

The maps on the following pages illustrate the areas within the County of Hawaii that likely have the greatest need for public transportation services.

The Transit Dependency Index (Figure 2-7) represents concentrations of people who are most likely to need public transportation: seniors aged 65 or older, individuals with disabilities, and people with low income. This map displays the composite measure of these three indices. Figure 2-7 shows those parts of the focus area with the highest population and employment density. The highest population and employment areas typically generate the highest transit usage due in large part to the concentration of overall trips in these areas.

Figure 2-7: Hawaii County Transit Dependency Index Map

Transportation Needs Index: Hawaii County



Key Activity Centers and Travel Patterns

The Big Island is the largest of the Hawaiian Islands with 4,028 square miles, making travel across the island sometimes difficult and time consuming. Most of the major employers on the island are based on the tourism industry, and those employers (hotels, resorts) are located on the western (Kona) side of the island. Hilo, on the east side of the island, serves as the county seat and is also home to the University of

Hawaii and another major employer, the Hilo Medical Center.

The Big Island is the largest of the Hawaiian Islands with 4,028 square miles, making travel across the island sometimes difficult and time consuming.

There are two major airports on the island—one in Kona and one in Hilo; both of these can also be considered key destinations. Volcano National Park is located near the town of Volcano on the eastern side of the island, and the region of Puna, in the southeastern part of the island, is the fastest growing region in the

state due to the availability of more affordable housing. Waimea serves as a major shopping destination for persons throughout the island.

Stakeholders and participants for this planning project have indicated that there is a need for cross-island travel, especially for those in Kona to reach facilities or services in Hilo. Travel needs are not limited to one community or even region of the island.

Figure 2-8: Hawaii County Key Activity Center Map

Key Activity Centers: Hawaii County (Big Island)



2B. Existing Transportation Services

Background

The County's Department of Mass Transit administers Hele-On Bus, which provides public transportation services in Hawaii County. The Mass Transit Agency was created in 1975 to provide a county-wide public transportation system. Its annual operating budget is \$5.2 million and funding sources include federal sources, such as the Job Access and Reverse Commute (JARC) Program, the Capital Program (5309), and Rural and Small Urban Area Program (5311), as well as Hawaii County general funds. County general funds provide the majority of transit funding.

The Hele-On's fleet consists of 53 vehicles, all of them have lifts or ramps. Sixty-one drivers are employed on a full-time and part-time status.

The Hawaii County Mass Transit Agency's programs include regular bus service operating 365 days per year, and a subsidized shared-ride taxi. In addition, Mass Transit supports the provision of curb-to-curb paratransit services through a contract with Hawaii County Economic Opportunity Council (HCEOC). These programs, as well as other human service transportation programs, are described below.

Fixed Route

During FY 2009-2010 Hele-On provided 1.1 million trips on its fixed route service. There are 14 fixed routes operating on the island; of these twelve are considered commuter bus service. The two non-commuter bus services are those that provide services within Hilo and within the Kona region of the island. Eight of the routes serve Hilo, the county seat of Hawaii County, and six serve other areas on the west side of the island. Most routes offer service Monday through Saturday and there are a few that offer additional runs seven days a week. Some services begin as early as 3:30 am and operate until 1:00 am. Passenger service is free on all fixed routes.

Figure 2-9 illustrates the routes of Hele-On Bus service.

Figure 2-9: Hele-On Transit Route Map

Existing Transportation Services in Hawaii County



Characteristics of Hele-On Bus routes are summarized below:

- **Hilo-Waikoloa Resorts:** Service is provided between Hilo and Waikoloa Resorts, with stops in Papaikou, Laupahoehoe, Honokaa, Waimea, and the Waikoloa Resorts. The route operates daily with about nine runs in each direction; morning and early afternoon service operates towards Hilo and afternoon and early evening service operates towards the resorts.
- **Intra-Hilo Bus (Hilo-Kaumana):** This route operates between Downtown Hilo, Aninako and Kaumana. Among others, stops are made at the Mo'ohau Bus Terminal, the Hilo Library, and the Hilo Medical Center. There are five runs in each direction with service concentrated in the morning and early afternoon. Service operates Monday through Saturday.
- **Intra-Hilo Bus (Hilo-Waiakea):** This route operates between Downtown Hilo and Waiakea. Among others, stops are made at the Mo'ohau Bus Terminal, the Hilo Library, and the Hilo Medical Center. There are five runs in each direction with four operating in the morning and one in the afternoon. Service operates Monday through Saturday.
- **Hilo-Ka'u-Volcano:** This route operates between Mo'ohau Bus Terminal in Hilo and the Volcano National Park Visitor's Center (one run extends to the Ocean View Park & Ride Lot), making stops at the University of Hawaii, Hawaii Community College, Prince Kuhio Plaza, and the Hilo Post Office. There are three runs each day; service from Hilo is available at 5:00 AM, 2:40 PM, and 4:40 PM and service from Volcano National Park is provided at 6:10 AM, 8:00 AM, and 5:50 PM. Service operates Monday through Saturday.
- **Hilo-Aupuni Center-Prince Kuhio Plaza:** This route operates between Downtown Hilo and Aupuni Center or the Prince Kuhio Plaza. There are 13 runs in the morning and 14 in the afternoon/evening that begin at the Mo'ohau Bus Terminal in Downtown Hilo and stop at the Aupuni Center and continue on to the Prince Kuhio Plaza. The duration of the trip is 15-20 minutes. There are 10 morning runs and 12 afternoon/evening runs. Service operates Monday through Saturday, but with five fewer runs in each direction operating on Saturday.
- **Hilo-Honoka'a:** This route operates between Honoka'a and Mo'ohau Bus Terminal or Prince Kuhio Plaza in Hilo (Only two or three runs in each direction extend to Prince Kuhio Plaza). In the Honokaa-Hilo direction, there are five morning and eight afternoon/evening runs. The trip duration is 50 minutes to Mo'ohau Bus Terminal and about 1.5 hours to Prince Kuhio Plaza. In the Hilo-

Honokaa direction, there are eight runs in the morning (seven begin at the Bus Terminal) and five runs in the afternoon. The majority of the runs operate daily with some operating fewer days each week.

- **Pohoiki-Pahoa-Hilo:** This route serves Pohoiki, Pahoa and Hilo, and also makes stops at the Hawaiian Beaches, Prince Kuhio Plaza, Hawaii Community College, the University of Hawaii, and shopping centers. From Hilo to Pahoa/Pohoiki, there are four morning and seven afternoon/evening runs. From Pohoiki/Pahoa to Hilo, there are four morning runs and seven afternoon/evening runs. Depending on the number of stops, the runs take between 1 hour and 1.5 hours. This route operates Monday through Friday; there is a reduced schedule on Saturday.
- **Waimea-Hilo:** This route operates between Hilo and Waimea and also makes stops in Honokaa, Paauilo, Laupahoehoe, Hakalau, Honomu, and Papaikou. Service runs daily, although some runs operate Monday-Friday or Monday-Saturday only. End to end, the run's duration is two hours, although the runs that terminate at the Moorheau Bus Terminal are 1 hour and 20 minutes.
- **Kona-Hilo Route:** Operating between Kona and Hilo, this route has 34 stops in both directions, although there are some shorter runs that don't make all of the stops. There are two morning runs and one afternoon run in both directions; the run duration is between 3.0-4.5 hours depending on how many stops are made. This route operates Monday through Saturday.
- **Keaukaha Route:** This route operates between King's Landing in Keaukaha and the Mo'ohau Bus Terminal. In the Mo'ohau direction, there are six stops and five morning and four afternoon runs. The run takes 20 minutes from end to end in this direction. In the Keaukaha direction, there are 10 stops, including the University of Hawaii, Hawaii Community College, and Prince Kuhio Plaza. There are four morning and four afternoon runs; the run duration is 35 minutes in this direction. Service operates Monday through Saturday.
- **Pahala-South Kohala:** This route operates between Pahala on the south side of the island and South Kohala in the northwest corner of the island. It makes 18 stops, including many of the hotels and shopping centers, Keahole Airport, Ocean View Park & Ride Lot, and the Naalehu School. In the Pahala-South Kohala Resorts direction, there are two morning runs operating Monday-Saturday and one afternoon run that operates daily. End to end, the run takes about 3.5 hours. In the South Kohala Resorts-Pahala direction, there is one

morning run (Monday-Saturday) and two afternoon runs (daily, Monday-Saturday).

- **North Kohala-South Kohala:** This route operates in the far northern area of the island with service between Kapa’au and the Hilton Waikoloa. There is one run in the morning departing Kapa’au at 6:20 and arriving to the Hilton Waikoloa at 7:40. In the afternoon there is one run departing the Hilton Waikoloa at 4:15 and arriving to Kapa’au at 5:35. Service operates Monday through Saturday.
- **North Kohala-Waimea-Keauhou:** This route provides service in the far northwest corner of the island, serving Kapa’au, Waimea, Waikoloa Village, and Keauhou. There is one morning southbound run that departs Kapa’au at 6:45 and arrives at Keauhou at 9:50. In the afternoon, there is a northbound run departing Keauhou at 1:35 and arriving in Kapa’au at 4:55. This route operates Monday through Friday. On Saturday, there is an express route with one morning and one afternoon run.
- **Intra-Kona:** This route serves the Kona area and makes 15 stops, including the Kona Hospital, shopping centers, the Old Airport/Kona Commons, and the Kona International Airport. In the northbound direction, there are six morning runs and four afternoon runs; in the southbound direction, there are four morning runs and six afternoon/evening runs. The trip duration is about 1 hour and 15 minutes. Most runs operate Monday through Saturday.
- **Intra-Waimea:** This route serves the Waimea area and makes seven stops: Lakeland, Waimea Civic Center, Waimea Park, HPA Lower Campus, Jacaranda Inn, and Kamuela View Estates. Service runs every hour between 6:30 AM and 5:00 PM. Service operates Monday through Saturday.

Shared-ride Taxi Program

The County of Hawaii sponsors door-to-door transportation service within the urbanized area of Hilo and the Kailua-Kona area through its flexible shared-ride taxi program. This program is open to the public and allows taxi companies to consolidate trips. There are no eligibility requirements.

Passengers are required to pay for their trip using non-transferrable coupons. There are three sizes of ticket books: a \$30.00 book has 15 coupons, a \$25.00 book has 10 coupons, and a \$15.00 book has five coupons. Individual tickets range from \$2.00 to \$3.00 depending on the quantity purchased.

There is a limit of one book per person per week and all tickets expire within one year. The maximum allowable trip length is nine miles. A trip of 1 to 4 miles = one coupon and a trip of 4.1 to 9 miles = two coupons.

There are seven participating taxi companies in Hilo and one in Kona. Two of the companies provide service to Hilo Airport. Service hours are subject to the taxi companies' discretion.

Paratransit

Twelve of Hele-On's 14 fixed route bus routes are considered commuter bus service, and are therefore not subject to complementary ADA paratransit requirements. Hele-On staff has also indicated that the two remaining routes, those that circulate through Hilo and Kailua, will deviate upon request, and also do not require complementary paratransit. Therefore, no ADA complementary paratransit service is provided on the Big Island. Paratransit services are provided as described below.

Hawaii County Economic Opportunity Council

The County of Hawaii contracts with the Hawaii County Economic Opportunity Council to provide paratransit services. The County allocates \$500,000 for paratransit services for those who are not able to take public transit. The service is primarily oriented to people with disabilities, older adults, young children, and low income populations. Persons requesting trips are asked to fill out an application form; eligibility is income-based as services are intended for those with a low-income. Those who could otherwise take public transit are encouraged to do so.

In addition, the Hawaii County Economic Opportunity Council operates client-based paratransit services for a number of other agencies, including the Office on Aging, Head Start, and Medicaid.

During FY 2009-2010, 663 total passengers were served and 78,708 total trips were made. The agency's paratransit budget totals \$881,000. Of this, about 56% is provided through County Mass Transit; remaining revenues are provided through the Office on Aging, Head Start, and Medicaid (HCEOC also serves as a provider for non-emergency medical transportation on behalf of the State Medicaid program, known as MedQuest).

The service area includes the entire area of Hawaii County. Paratransit services are provided Monday through Friday from 7:00 AM-3:00 PM.

There are 22 vehicles in the paratransit fleet: two 8-passenger vehicles, twelve 20-passenger vehicles, and eight 14-passenger vehicles. Eighteen drivers are employed for paratransit services.

Hawaii County Parks and Recreation Coordinated Services for the Elderly (CSE)

The Elderly Activities Division is a public agency created in 1975 and is currently operated through the Hawaii County Department of Parks and Recreation. The agency's primary mission is to provide information and assistance (I&A) for seniors age 60+ regarding a variety of services available within the county. These services are handled through EAD's 29 fulltime employees within Coordinated Services for the Elderly (CSE). CSE coordinates with various programs, such as the Nutrition Program, Elderly Recreation Program, and the Senior Training and Employment Program.

CSE provides transportation to two of the fifteen nutrition sites operating on the island, as well as all eleven Senior Centers. The agency has a fleet of 22 vehicles, and their primary source of fleet funding is HDOT. All maintenance is handled through the county motor pool. CSE also has a contract to handle civil defense transportation for seniors in the event of an emergency. The agency has never had a direct contract with Mass Transit, but does coordinate with them as needed.

In addition, CSE staff provides transportation services to people with disabilities who are under 60 years of age in the Hilo district and with limited services in other districts on a priority basis. Contributions are accepted and the suggested contribution is \$2.00 per trip. Priority is given in the following order: medical care, access to resource agencies to qualify for benefits or services, and essential shopping assistance.

Other Transportation Programs

A number of other agencies provide limited transportation services that are typically designed to serve their own programs and clientele. Their operating characteristics are summarized in Appendix A, the provider inventory. Some examples of these services are:

Hawaii Island Adult Care

The Center owns and operates 3 vans to transport people into the center, group excursions, and occasionally medical appointments or therapy. There are 3 part time drivers, all of whom have other staffing responsibilities. They serve older adults and people with physical disabilities. At present there are 89 clients; of these, about 60 people per day come to the center for a meal program or other activities.

The program provides approximately 12 trips per day, or 60 trips per week, plus excursions. The clients are charged a fare, depending on how far they travel; on average trips may cost \$5 - \$7 for a one-way ride. The operating cost for providing the transportation service on an annual basis totals approximately \$52,000, which does not include staffing costs. About 50% of this is covered by fares.

The agency has received one vehicle with federal Section 5310 funds, and another Section 5310 vehicle is on the way.

Kona Adult Day Center

This is a private non-profit providing a variety of services for adults with special needs, ages eighteen and up. The agency has the capacity to serve up to 60 clients, but currently has just 30, due in part to job cutbacks amongst their client's families. They do not provide any medical care/transportation services. Their service area extends from the Kona Airport in the North down to Captain Cook in the South. The agency offers excursions 2-3 time per month with their two vans; one of which has a wheelchair lift.

The Arc of Kona

This is a private non-profit providing services for persons with disabilities, their advocates and families. They strive to assist persons with disabilities to achieve the fullest possible independence and participation in the community. The agency offers adult day programs, personal assistance, chore services, residential services, job placement and vocational training. They work with DHS caseworkers to team up with developmental and mentally challenged persons to teach a variety of life skills. They typically host 30 clients per day for the day programs. The agency provides twice weekly excursions to a local ranch, the library, etc., receiving a percentage of funding per client from DHS for transportation services to help defray costs.

The Brantley Center

The Brantley Center, Inc. is a private non-profit, devoted to working with people with physical and mental disabilities. The agency provides training programs focused on encouraging independence in the home, workplace, and community. They also provide information and referral services to assist clients to gain access to housing, health care, employment, and education. The employment rehabilitation program offers older students with disabilities the opportunity to transition from school to the work environment during their senior year of high school.

The service area is primarily North Hilo, North Kohala and other rural parts of the Northwestern tip of Hawaii. The agency maintains a fleet of two vehicles, one of which is wheelchair accessible. These are used exclusively for day excursions, including the senior center, movies, beach days, the swimming pool, and Hilo Arc. Agency vehicles are driven by staff who are estimated to spend 10% of their time performing these tasks, in addition to a variety of other functions. The Brantley Center has a contract with HCEOC to provide clients with transportation to and from the center. All transportation costs are included as part of the client's tuition.

Alu Like

Alu Like is a non-profit organization that provides a range of services to older adults (60 years and over) of Native Hawaiian ancestry and their spouses. They are located in Oahu, Kaua'i, Hawaii, Maui and Molokai. The organization provides transportation to any of its eligible clients for any trip purpose. Alu Like maintains five vehicles in its fleet. Drivers also have other job responsibilities with the organization. They receive in-house training and bi-annual update training.

2C. Transportation Needs Assessment

The following needs were derived from stakeholder interviews, data review, and review of other studies and reports. These reports include:

- Hawaii Department of Transportation, Coordinated Public Transit-Human Services Transportation Plan, July 2008.
- State Health Planning & Development Agency, *Hawaii County SubArea Health Planning Council Transportation Study*, prepared by Dolores Foley, Department of Urban and Regional Planning, University of Hawaii at Manoa.

Stakeholders were asked to elaborate on the role their organization plays in providing or arranging transportation, the budget and level of service provided, and any perceptions or experiences with unmet transportation needs or gaps in service specific to the clientele served by the agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy.

This needs assessment was reviewed and confirmed through additional consultation with key stakeholders, as well as review with members of the public at two workshops held in Kailua-Kona on August 30 and in Hilo on August 31, 2010.

Below is a summary of transportation needs and gaps identified for Hawaii County. While these needs have not been validated or otherwise verified, it is important to note

that they represent the views, perspectives and opinions of those consulted for this project, and are considered as the basis for developing mobility strategies later in this chapter.

Infrastructure/Capacity Needs

Need for increased funding and staffing capacity to provide agency transportation services

- Many social service agencies provide limited client-based transportation, but transportation is not considered a core function of the overall mission.
- Most cannot afford the dedicated drivers needed to enhance transportation services.
- Agency personnel must “wear multiple hats” providing direct client support as well as drive the vehicles.
- For the most part, these social service agencies do not have the infrastructure or expertise to manage a transportation program.
- Most agencies expressed concern about the impact of transportation costs to their low-income clients.
- Due to state budget cuts, some agencies are closed for services on certain required furlough days, which makes access even more critical for their client populations on the days they are open.
- Several stakeholders expressed the need for in-house or collective grant-writing skills and services, to improve their ability to be competitive for state and federal transportation and infrastructure funds.

Improve and add equipment and capital infrastructure

- Many of the stakeholders cited significant concerns about availability of fleet vehicles and the condition of vehicles.
- Stakeholders expressed concern about the age of their fleets and a desire/need to have more consistent access to replacement vehicles.

- Several agencies indicated an interest in contracting with other organizations to provide transportation services to additional populations with existing or enhanced fleets.
- Stakeholders commented on the lack of safe, well-marked and accessible bus stops located along fixed route lines. This is especially an issue in the Puna region.
- Others expressed the opinion that the shared-ride taxi service isn't adequately serving the community outside of the 11 mile radius around Hilo, and there is a lack of accessible vehicles within the taxi fleet.

Technology/Software Needs

Improve speed and ease of communication

- Internet connections are reportedly slow in the county, radio communication is spotty in some areas, and few, if any, providers use automated scheduling programs. Improvements in these areas would help make transportation services more efficient and effective.

Policy/Planning Needs

Improve land use planning

- There appears to be no county requirements for developers to pay transportation impact fees for development occurring in areas far from basic services. As a result, people are moving to areas where housing is more affordable, but are not easily accessible to jobs, medical facilities or other services. This may be contributing to the difficulties residents face in these areas when attempting to obtain access to public transportation for work, errands, recreation or special needs services. For example, Paradise Park is one of the fastest growing areas in the county, yet it is five miles from the highway. People are moving there for more affordable housing, but then have to commute all the way to Hilo for employment or other essential services. Since the fixed route lines only run along the highway, this means these residents must travel some distance from their homes to the highway bus stops. People who rely on paratransit or who do not have access to an automobile are even more isolated because they have fewer mobility options.

Service/Assistance Needs

Expand transit service area and level of service

- The County covers a very broad, geographically diverse area. Access to many of the rural regions is especially challenging for lift-equipped vehicles. This is especially true in the Kona region, where a number of clients live in the high hilly coffee growing areas.
- It was reported that some parts of the island are not currently being adequately served by transit or paratransit services, including the northwestern tip, Kauu, Puna. Other site-specific needs were also discussed, such as the Hilo Pier, senior living communities and some subdivisions. The distance to bus stops is often inaccessible, especially for older adults and people with disabilities, in these areas due to difficult terrain. For people living in rural areas this causes a significant challenge to accessing employment.
- The lack of transit service on the weekends and late at night and limited frequency of runs and stops were also cited as creating challenges to accessing work and other basic needs. This is especially true in the rural areas.
- In general, there is a need for more door to door transportation for persons with disabilities throughout the island. Such services are currently limited resulting in an unmet demand for paratransit.

Improve public information

- A number of the stakeholders on the island indicated that they were unaware of special needs transportation options beyond what they currently utilized or directly offered their clients. For example, the fact that Hele-On deviates off some fixed routes is not well advertised. Better public awareness could encourage use of fixed route services. Many would like consolidated information about these resources, as well as the eligibility criteria, schedules and routes to be shared comprehensively throughout the special needs community, including veterans. Typical means of distributing information does not always reach people most in need, as some do not have access to telephones or the internet.

Coordination Needs

Enhance coordination among service providers

- Service providers uniformly expressed an interest in coordination with others, especially with regard to the sharing of driver training resources, but they expressed concerns about liability/insurance issues and schedule conflicts.
- A lead agency to direct coordination efforts, or to work towards mutual goals and objectives on behalf of social service agencies and their constituents does not currently exist.

Training Needs

Coordinate and expand training information

- There is interest in coordinating training among service providers on The Big Island. Specific training interests include travel training to help riders learn to ride the fixed route bus, hands-on training for drivers on safety issues, as well as instruction on how to use a wheelchair lift and wheelchair securement devices. Additionally, there was some interest in training on how to start a new transportation service.

Prioritized Transportation Needs

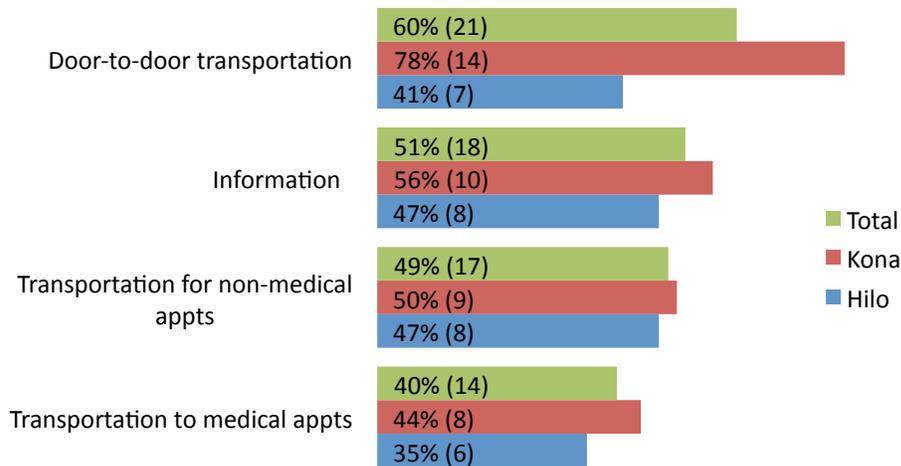
During the public meeting held in Kailua-Kona on August 30 and in Hilo on August 31, 2010, participants ranked the needs categories then ranked the list of needs within the top three categories. The top three categories were Service/Assistance (79%), Capacity/Infrastructure (53%), and Coordination (29%) needs. The prioritized list of mobility needs in these categories was reviewed by the Local Mobility Workgroup, which concurred with the prioritization of the Workshop participants. The priority needs were again reviewed via a survey distributed in November 2010 and at a final public meeting to review the draft plan on June 29, 2011. Some refinement was made to the various needs as described in more detail above.

Following are the results.

Service/Assistance Needs

Public meeting participants' needs varied in degree between the Hilo and Kona meetings. However, the rankings were generally consistent, with door-to-door transportation being the top ranked need overall. Details are displayed in Figure 2-10.

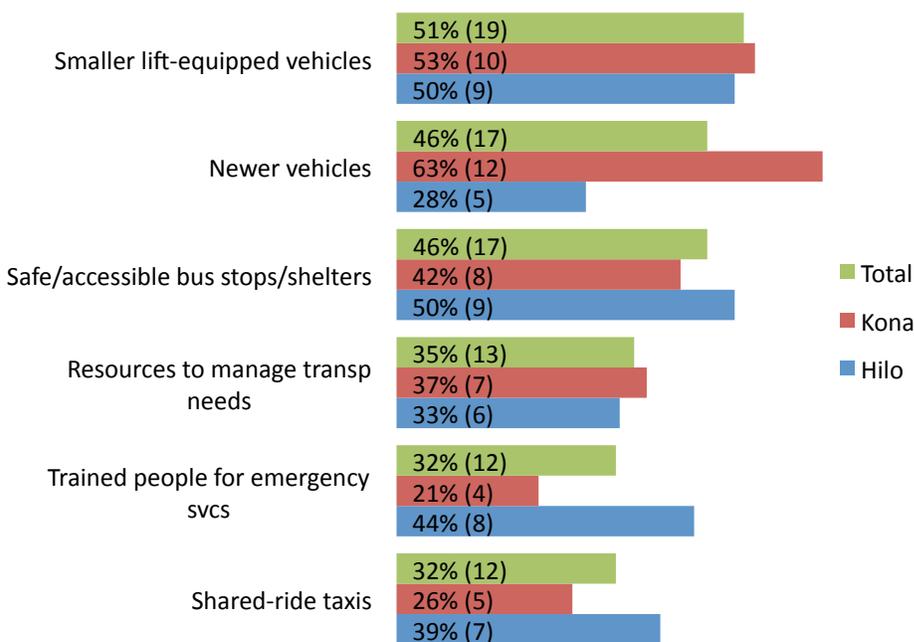
Figure 2-10: Most Important Service/Assistance Needs



Capacity/Infrastructure Needs

Priorities for capacity/infrastructure needs also varied between Hilo and Kona meeting participants. However, both groups ranked newer and smaller lift-equipped vehicles at the top of this category of needs. Figure 2-11 displays the detailed results.

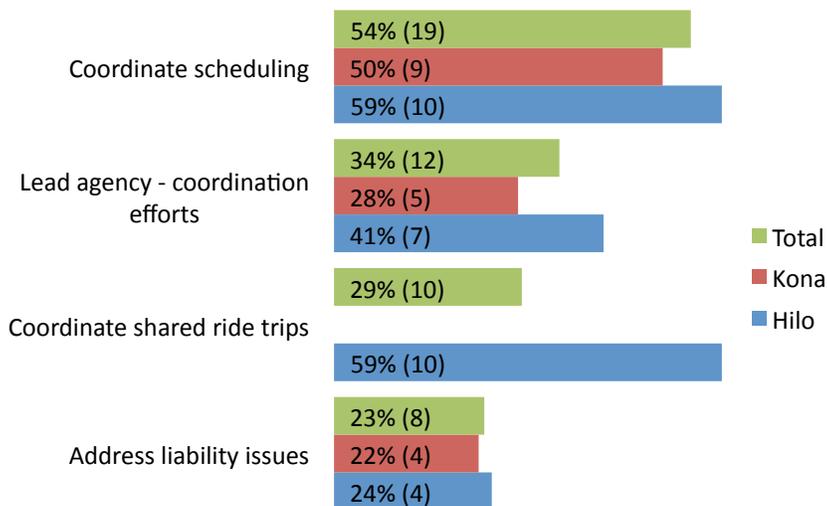
Figure 2-11: Most Important Capacity/Infrastructure Needs



Coordination Needs

Public meeting participants discussed the polling results and determined that coordinated scheduling and shared trips was essentially the same thing. As a result, the priorities established by both groups of meeting participants were very similar, with coordinated scheduling/trips and a lead coordinating agency at the top. Detailed results are shown in Figure 2-12.

Figure 2-12: Most Important Coordination Needs



2D. Strategies for Improved Service and Coordination

This section describes local strategies designed to address the mobility gaps identified during previous meetings in the County of Hawaii. These strategies were initially developed by the consultant team based on interviews, public meetings, local mobility workgroup input, and past experience in working on projects of similar scope. During a local provider workshop held in Hilo on December 6, 2010, the Local Mobility Workgroup, comprised of transportation and social service providers, refined and prioritized these strategies. The participants of the Workgroup meeting are listed in Appendix C.

The strategies presented at the December Workshop were prioritized into four categories, A-D, with A being the top priority category. In order to prioritize the strategies, workshop participants reviewed each strategy in terms of:

- The number of critical needs that could be met;
- Its financial feasibility;
- Feasibility of implementation; and

- The involvement of coordination, partnerships and potential community support.

As several workshop participants were new to the process and had not previously attended stakeholder meetings, an overview of the entire planning project was provided. In particular, unmet transportation needs specific to the Big Island were discussed as well as their ranking from the public meetings held in August in Kona and Hilo.

Workshop participants were then provided with a list of six potential service strategies, and the group added another strategy. They were then asked to rate strategies each for categories A-D. These decisions were made by consensus. The results of this process are described below, including brief descriptions of each strategy and the needs they are intended to address.

Category A

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed ²¹
Develop a countywide vehicle replacement schedule	Determine optimal number of smaller vehicles. Explore cost effective opportunities for non-profits to purchase surplus public agency vehicles, including vanpool vehicles.	<ul style="list-style-type: none"> • Systematic approach to vehicle replacement • Need to expand paratransit fleet 	<ul style="list-style-type: none"> • Goal 1, Objective 1
Establish a mobility manager position (within an existing agency)	Develop and staff a coordination council, prepare a coordination action plan, seek and apply for relevant grant funds, develop and conduct a travel training program, and facilitate training opportunities. Provide leadership in providing service in underserved areas and at underserved times.	<ul style="list-style-type: none"> • Lack of local designated lead agency to implement coordination activities 	<ul style="list-style-type: none"> • Goal 1, Objectives 3 and 5 • Goal 4, Objective 5

²¹ HSTP Goals and Objectives are detailed in Appendix D.

Develop a transportation financial plan	Develop a long-term financial plan and advocacy strategy to seek new sources of funds in addition to federal funds provided through this planning effort. Include all agencies that provide transportation services.	<ul style="list-style-type: none"> • Need to expand, enhance and improve special transportation services throughout the county 	<ul style="list-style-type: none"> • Goal 1, Objectives 1 and 5
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Category B

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Develop a countywide information center	This strategy would update customer information and referral materials, including websites and links to appropriate resources. It would also develop and distribute resource materials focused on how to use the transportation systems in each client's area. Information should be provided in different formats and various locations, such as libraries.	<ul style="list-style-type: none"> • Lack of information about local transportation resources and how to access them 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5 • Goal 5, Objective 4
Expand taxi voucher program	This strategy would expand the geographic service area available to clients and research ways for the taxi fleet to incorporate more accessible vehicles.	<ul style="list-style-type: none"> • Need to provide additional taxi vouchers in some circumstances 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5

Bus Stop Improvement Plan	This strategy involves conducting a fixed route resource assessment to determine routes, origins and destinations for persons with disabilities; developing a plan to identify and prioritize how and where signage, shelters and accessible bus stops should be located; and identifying and applying for applicable grant funding sources	<ul style="list-style-type: none"> • Need to access existing fixed route services, especially for persons with disabilities 	<ul style="list-style-type: none"> • Goal 1, Objective 5 • Goal 2, Objectives 1 and 4
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Category C

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Enhance use of technology	This approach involves developing strategies to enhance use of technology, such as coordinated scheduling programs, better internet access, use of AVL and GPS systems for paratransit fleets, etc.	<ul style="list-style-type: none"> • Need to improve coordination and communication across the county 	<ul style="list-style-type: none"> • Goal 1, Objectives 1, 3 and 5
Develop and implement pilot projects	This strategy involves developing a vehicle sharing program to allow two agencies to share use of single vehicle(s) and/or drivers. It also involves developing a coordinated service program, to allow two agencies to provide services for each other's clients.	<ul style="list-style-type: none"> • Need to relieve some social service agencies of transportation tasks • Need to expand and extend limited resources 	<ul style="list-style-type: none"> • Goal 1, Objectives 1 and 5

Public Comment on Strategies

A public meeting was held in Hilo on June 27, 2011, and in Kona on June 28, 2011. In both meetings, participants concurred that the listing of transportation needs was thorough and accurate. While most participants concurred with the presented strategies, there was not uniform consensus that these strategies were comprehensive enough. As a result, additional strategies were identified:

- Establish connector service to help people access the fixed route transit service.
- Create a downtown circulator service to ease access to entertainment and general quality of life activities.
- Establish direct connections to transit or other transportation services for senior housing sites
- Expand and coordinate training for all transportation providers.
- Expand transit service into later evening hours and on weekends and holidays.
- Provide additional funding to existing transportation providers who are already operating throughout the island.
- In general, expanded bus service is needed, particularly in West Hawaii.

Several participants expressed their interest in moving beyond planning, conducting surveys, and developing needs assessments in order to implement solutions. One participant enthusiastically added, "Let's move forward!"

Chapter 3: Kaua'i County

3A. Community Profile



This chapter provides a description of the demographic trends in the County of Kaua'i that reflect residents' travel patterns and auto dependency. This is followed by a discussion of the variety of transportation resources available to residents who are low-income, have a disability and/or are over 65 years of age. Finally, the chapter presents the prioritized transportation needs of these

population groups and a list of coordinated transportation strategies.

Study Area Description and Demographic Summary

This demographic profile documents important characteristics about Kaua'i County as they relate to this planning effort. In particular, the profile examines the presence and locations of older adults, individuals with disabilities, and low-income persons within the area.

This aspect of the plan relies on data sources such as the United States Census Bureau and the Hawaii State Department of Business, Economic Development and Tourism. Census information from 2008 reflects population characteristics on a state and countywide level. Data pertaining to the individual communities is not available. We found that some relevant data points for this plan are only available for the year 2000. Where applicable, data for both 2000 and 2008 is shown. For each of the illustrating figures, the relevant data source is referenced.

While new data has become available since writing this section of the report, it was determined that these data should remain in this report, as it is the same set of data used for the Hawaii Statewide Transportation Plan. More current data will be used in the updates of both of these plans. It is important to note that this information is provided only to develop a general understanding of the area in which this Coordination Plan will be applied. It will not be used in making FTA grant funding decisions.

Population Overview

With a land area of just over 622 square miles, the County of Kaua'i is comprised of the islands of Kaua'i, Niihau, Lehua, and Kaula. Population density for the County overall is 94 persons per square mile. Tourism is the County's major industry.

The county seat of Lihu'e is located on the island of Kaua'i. Other population centers (all areas over 1,500 population) are shown in Figure 3-1 below:

Figure 3-1: Population Centers²²

Location	Population
Kapa'a	9,472
Lihu'e (County Seat)	5,674
Wailua Homesteads	4,567
Kalaheo	3,913
Hanamaulu	3,272
Kekaha	3,175
Hanapepe	2,153
Kilauea	2,092
Wailua	2,083
Eleele	2,040
Lawai	1,984
Koloa	1,942
Anahola	1,932
Waimea	1,787
Princeville	1,698

Virtually all county residents live on the island of Kaua'i. Census 2000 figures report that 160 individuals lived on Niihau while both Lehua and Kaula were uninhabited. The focus of this plan will be the island of Kaua'i.

The primary focus of the Coordinated Public Transit – Human Services Transportation Plan is to improve transportation options for three target populations – seniors, persons with disabilities and people with low incomes. Individuals in these groups typically have less access to personal vehicles as their primary form of transportation. Transit dependent individuals can experience an especially difficult time in non-urban areas

²² Source: U.S. Census, 2000

with low population densities and limited public transit services. Figure 3-2 presents population data for the County of Kaua'i and the State of Hawaii.

Figure 3-2: Basic Population Characteristics: 2000 to 2008²³

	Total Population	Persons aged 65+	Persons with Disability, age 5+		Persons at or below Poverty Level		
State of Hawaii							
Census 2000	1,211,537	160,601	13.3%	199,819	16.4%	126,154	10.7%
2008 Estimate	1,288,198	190,067	14.8%	Not available		115,937	9%
County of Kaua'i							
Census 2000	58,463	8,069	13.8%	10,662	19.6%	6,085	10.5%
2008 Estimate	63,689	9,470	14.9%	Not available		5,095	8%

Older Individuals

As shown in Figure 3-2 above, 14.9% of the residents of Kaua'i County in 2008 were age 65 and older. This is very similar to the statewide figure. However, the proportion of seniors in Kaua'i is projected to increase over the next 25 years, as is shown in Figure 3-4 on page 61.

Individuals with Disabilities

Kaua'i County has a significantly lower percentage of households without a car, van or truck for private use (4%) than the state as a whole.

As shown in Figure 3-2, 2008 census information for individuals with disabilities in Kaua'i County is not available due to the small size of the sample. 2008 American Community Survey states, "Displaying data would risk disclosing individual data."

However, the proportion of people with disabilities in 2000 was noticeably higher for Kaua'i than the statewide percentage.

Individuals At or Below Poverty Level

Poverty levels overall are fairly comparable between the County of Kaua'i and the statewide numbers. U.S. Census estimates for 2008 report median household income in Kaua'i County at \$62,359, which is slightly lower than the state average of \$66,701. As

²³ Source: U.S. Census 2000, 2008 American Community Survey; 2006 – 2008 American Community Survey

of 2008, the County reported 8% of all residents were living below the poverty line compared to 9% statewide. Eight percent of individuals 65 years and over were below the poverty level, suggesting that seniors in Kaua'i are not disproportionately low-income compared to other age groups.

Access to a Vehicle

As reported in the American Community Survey 2008, Kaua'i County has a significantly lower percentage of households without a car, van or truck for private use (4%) than the state as a whole (8.7%). Car ownership is often closely associated with income levels, and yet there is no significant difference between the income levels of the state and the county. A possible explanation for the exceptionally high car ownership rate on the island could be due to the limited availability of bus service and the low density patterns, which make reliance on non-auto alternatives more difficult.

Homeless Population

The homeless population on Kaua'i was relatively stable between 2005 and 2007. Based on Homeless Point-in-Time surveys conducted by the State of Hawaii Public Housing Authority²⁴, there were 248 homeless individuals in 2005. The point-in-time count conducted in 2007 reported 257 people. These figures include both sheltered and unsheltered individuals.

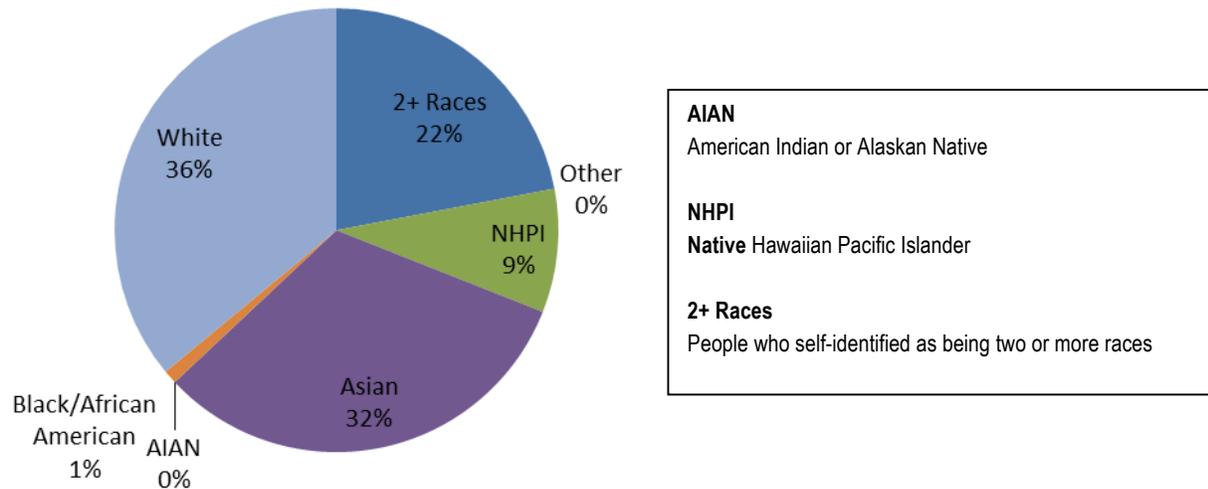
Persons with low-incomes, including those who are homeless, typically have transportation challenges that impede their ability to reach employment, training, or other necessary services. The expense of owning and maintaining a vehicle may be beyond reach for this population, and for some, even the cost of riding public transportation may be prohibitive.

Race and Ethnicity

No racial group residing in the County of Kaua'i constitutes a majority. Figure 3-3 shows the distribution of the population by race.

²⁴ Source: Homeless Point-in-Time Count, 2007, State of Hawaii, Hawaii Public Housing Authority

Figure 3-3: Kaua'i Population by Race



The Hispanic/Latino population, which accounts for approximately 10% of the population, is not included in the chart above because it is an ethnicity and not tracked as a separate race.²⁵

In the County of Kaua'i, 18% of people at least 5 years of age reported that they spoke a language other than English at home. Of this group, 38% said that they did not speak English "very well."

Population Trends

The County of Kaua'i is experiencing continuing and sustained population growth. The County recorded a population of 58,463 residents in 2000²⁶. In 2007, the estimated

The percentage of older adults is projected to increase substantially from 14.7% in 2007 to 24.4% in 2030.

population increased to 62,761. The Hawaii State Department of Business, Economic Development and Tourism projects that by 2020, more than 72,000 people will call Kaua'i County home and by 2030, the population will reach approximately 79,000. The population growth of the County during the next two decades is important to compare

to related increases in older residents during the same period of time. Figure 3-4 below shows the county-wide growth of all residents as well as of residents 65 and older. The

²⁵ Source: U.S. Census Bureau, American Community Survey, 2006 - 2008.

²⁶ Source: U.S. Census 2000

percentage of older adults is projected to increase substantially from 14.7% in 2007 to 24.4% in 2030.

Figure 3-4: County Population Projections: 2007 – 2030 for Older Adults²⁷

County of Kaua'i	2007	2015	2020	2025	2030
TOTAL KAUA'I COUNTY	62,761	68,440	72,148	75,598	78,837
Population 65 and over	9,200	12,227	14,884	17,409	19,217
Population 65 and over as %	14.7%	17.9%	20.6%	23%	24.4%

Economic Indicators in the County of Kaua'i

The following section contains economic information pertaining to the County of Kaua'i, including unemployment rates, major employers in the county and employment changes.

County of Kaua'i Employment

The visitor industry is the largest employment sector in the County of Kaua'i. However, the Kaua'i Economic Outlook Summary 2009 -10 states that visitor arrivals dropped 14% during 2008 and are not expected to recover until 2010 - 2011. The impact of the global economic downturn in 2008 had a devastating effect on Kaua'i's economy. The loss of cruise ship dockings and the bankruptcy of Aloha Airlines had ramifications throughout the county, especially for areas and businesses that had positioned themselves to cater to tourists.

Figure 3-5: Major Employers in the County of Kaua'i²⁸

Employer Name	Location	Employer Class Size
County of Kaua'i	Lihu'e	1,000 – 4,999
Grand Hyatt Kaua'i	Koloa	500 - 999
Wilcox Memorial Hospital	Lihu'e	500 - 999
Marriott Kaua'i Resort	Lihu'e	500 - 999
Princeville Resort	Princeville	250 - 499
Wal-Mart	Lihu'e	250 - 499

²⁷ Source: Hawaii State Data Book, Hawaii State Department of Business, Economic Development and Tourism

²⁸ Source: Hawaii Workforce Informer, Department of Labor and Industrial Relations, March 7, 2008

Sheraton	Koloa	250 - 499
Kaua'i Medical Clinic	Lihu'e	250 - 499
Point at Poipu	Koloa	250 - 499
Hilton Kaua'i Beach Resort	Lihu'e	250 - 499
Costco	Lihu'e	100 - 249

Unemployment Rate

Employment in the county increased slightly during the three year period 2005 – 2007, with the addition of 1,000 jobs. During 2008 and 2009, however, 3,050 jobs were lost, a decline of 9.4% from the employment peak of 2007.²⁹

During the three year period 2005 - 2007, Kaua'i's unemployment rates closely mirrored statewide statistics. However, beginning in 2008, unemployment in the County of Kaua'i increased at a higher rate than experienced throughout the rest of the State. The unemployment rate in the county – which was at 2.7% in 2007 – jumped to 9.3% by 2009. Figure 3-6 below illustrates the increase in unemployment in both the County and the State during the entire five year period.

Figure 3-6: Unemployment Rates: 2005 – 2009³⁰

	2005	2006	2007	2008	2009
State of Hawaii	2.5%	2.5%	2.7%	4.0%	6.8%
County of Kaua'i	2.7%	2.4%	2.5%	4.5%	9.3%

Geographic Distribution of Transit Need

The map on the following pages illustrates the areas within the County of Kaua'i that likely have the greatest need for public transportation services.

The Transit Dependency Index (Figure 3-7) represents concentrations of people who are most likely to need public transportation: seniors aged 65 or older, individuals with disabilities, and people with low income. This map displays the composite measure of these three indices. Figure 3-7 shows those parts of the focus area with the highest population and employment density. The highest population and employment areas typically generate the highest transit usage due in large part to the concentration of overall trips in these areas.

²⁹ Source: Research and Statistics Office, Department of Labor and Industrial Relations, State of Hawaii

³⁰ Source: Hawaii Workforce Informer, Department of Labor and Industrial Relations

The CTA is very well integrated into the social service network in the county and has historical roots in the Office on Elderly Affairs in the 1970s, primarily providing shopping and nutritional trips. Fixed-route service was initiated after Hurricane Iwa in 1982. Following Hurricane Iniki in 1992, considerable federal funding became available for the replacement of transit vehicles that had been destroyed. Due to the passage of the Americans with Disabilities Act (ADA) prior to the hurricane, all vehicles purchased were lift-equipped. However, transit service at that time was largely unreliable due to the lack of fleet capacity to provide service seven days a week. As a result, service was cut back

Since the 1990s, coordination has been an integral part of the transportation service model in the county.

to six days a week, with a particular focus on cultivating a culture of transit usage among the younger generation.

The CTA was officially established under the Office of the Mayor in 1995, and then was consolidated with the Agency on Elderly Affairs and the Housing Agency into the Offices of

Community Assistance in 1999. These were later separated as individual agencies in 2007. Since the 1990s, coordination has been an integral part of the transportation service model in the county, and most of the services described below are associated in some fashion with the CTA.

Kaua'i Transportation Agency

Transportation services provided to the target population are largely the responsibility of one entity, the County of Kaua'i Transportation Agency (or CTA). CTA provides both fixed-route ("The Kaua'i Bus") and Paratransit services, in addition to Kupuna Care and agency subscription services. Following is a brief description of the service parameters.

Fixed-Route: Transit services are provided daily between Hanalei and Kekaha (in addition to Mana on an on-call basis). Weekday services are from 5:27 am to 10:40 pm, and weekends from 6:21 am to 5:50 pm. Limited on-call service is available for trips outside of these hours, particularly at the beginning and end of each bus run. Due to the recent success of the transit system in attracting new riders, the agency is no longer able to provide substantial numbers of route deviations as this would impact schedule adherence. The Kaua'i Bus used to deviate up to ten times daily to serve riders who were not able to access their fixed-route stops. Below is a summary of each of the Kaua'i Bus routes. They are illustrated in Figure 3-9.

Lihue/Airport/Courthouse Shuttle – Operates between 5:55 am and 10:05 pm, Monday through Friday, and between 7:55 am and 5:05 pm on weekends and holidays.

Each run is an hour apart. They begin at the Kukui Grove Mall and circulate through town, stopping at the airport, Kaua'i High School, the courthouse and other key destinations, with some on-call stops.

Lihue Lunch Shuttle – Operates between 10:30 am and 1:55 pm, Monday through Friday, circulating in central Lihue.

Kekaha-Lihue/Lihue-Kekaha Mainline – Operates between approximately 5:30 am and 10:30 pm, Monday through Friday, and approximately 7:30 am to 5:30 pm on weekends and holidays. This route includes on-call stops at the Pacific Missile Range Facility. Runs begin one hour apart.

Koloa-Lihue/Lihue-Koloa Mainline – Operates approximately 6:00 am to 6:00 pm, Monday through Friday, and approximately 7:20 am to 6:00 pm on weekends and holidays. Depending on the time of day, runs begin one or two hours apart.

Koloa Shuttle – Operates between 1:31 pm and 10:08 pm, circulating between Koloa, Kalaheo and Poipu, Monday through Friday only. Runs begin one hour apart.

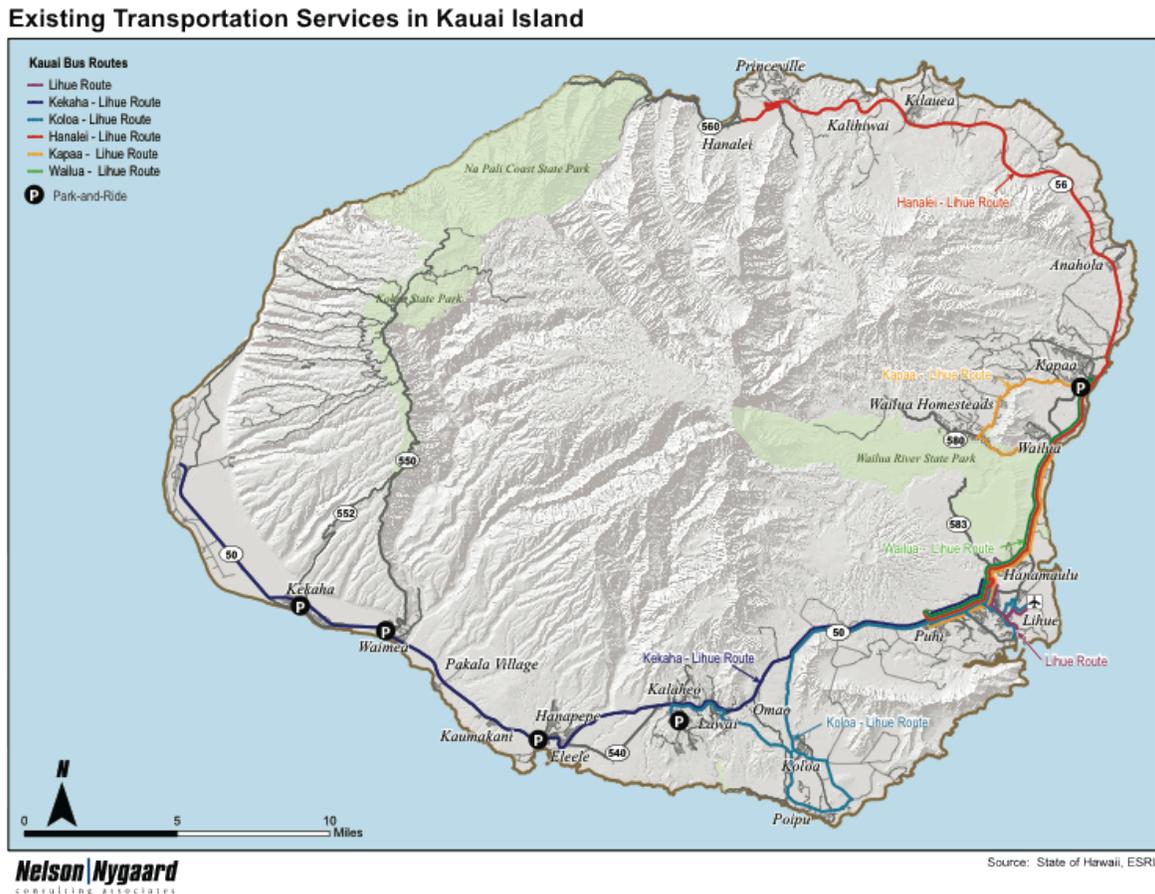
Hanalei-Lihue/Lihue-Hanalei Mainline – Operates approximately 6:15 am to 10:40 pm, Monday through Friday, and approximately 7:15 to 5:45 on weekends and holidays. Runs begin one hour apart, connecting Hanalei, Kilauea, Kapa'a, and Lihue.

Kapa'a-Lihue/Lihue-Kapa'a Mainline – Operates approximately 6:00 am to 9:35 pm, Monday through Friday, and approximately 8:00 am to 5:30 pm on weekends and holidays. Runs begin one hour apart, connecting Kapa'a and Lihue.

Kapahi Shuttle – Operates approximately 6:30 am to 10:00 pm, Monday through Friday, and approximately 7:00 am and 5:00 pm on weekends and holidays. Depending on the time of day, runs begin one or two hours apart, circulating through Kapa'a.

Wailua-Lihue/Lihue-Wailua Mainline – Operates on a limited run between 6:30 am and 6:30 pm, Monday through Friday only. It departs the Kapa'a/Wailua area twice in the morning and returns once in the afternoon and twice in the evening.

Figure 3-9: Kaua'i Transit Route Map



Measures that have recently been taken to improve access to the target population include the addition of new bus routes, later weeknight and Sunday service³¹, on-call stops and park-and-rides, express bus service, and the installation of standee straps, retrievable securement systems, and illuminated destination signs. In addition, as part of the ADA Bus Stops Improvement project, accessibility was improved at 50 stops throughout the island, and accessibility at the remaining 50 stops is expected to be completed by mid-2011. Fourteen vehicles have been added to the fleet in the recent fiscal year, and an additional seven vehicles have been purchased using federal funding.

ADA Paratransit Service: The CTA also provides ADA Paratransit service to those who are eligible. Until 1994, paratransit eligibility was largely based on self-declaration

³¹ These increased service hours were implemented after the needs assessment for this Plan was complete.

by applicants. The current ADA paratransit eligibility process is paper-based, with a requirement for medical verification. In addition, seniors can apply for eligibility based on a shorter paper application form. Although clients were provided service on separate vehicles in the 1990s, this is no longer the practice. A portion of the vehicle fleet is now intermingled between fixed-route and paratransit, and this has resulted in greater service efficiencies. Prior to providing service to a new registrant, an agency staff person conducts an assessment of the environment around the registrant's home, in order to determine the type of vehicle needed to access the home. Service hours are comparable to those on fixed-route. Although 24-hour advance notice is officially required, limited same day service is also provided on a space available basis.

The paratransit service uses the Transportation Manager from Shah Software Inc. to schedule trips. This software is geared towards rural and small urban paratransit systems, and the County reportedly is satisfied with the software's performance.

Kupuna Care: Kupuna (senior) Care paratransit services are provided to seniors 60 years and older through an agreement with the County Agency on Elderly Affairs. In addition, a number of human service agencies have cost-sharing arrangements with the CTA to provide transportation to their program participants, such as Easter Seals/ARC and the County Recreation Agency. These are described in more detail below.

Fare Structure: Fixed-route and paratransit fares are \$2 for the general public and \$1 for seniors over 60 and youth 7 – 18. However, nearly half the trips are paid for by Frequent Rider Passes. Until July 2010, these ranged from \$20/month, to \$90 for 6 months, and \$180 per year, but the agency has now increased the cost of the annual passes to \$240. These fares also apply to paratransit users, but those who are ADA paratransit eligible only pay \$1 for a paratransit ride. There are no free transfers allowed except onto Express buses in the early morning. Otherwise passengers must pay every time they board a bus.

Since riders with disabilities under 60 years old are not entitled to the fare discount on fixed-route, there is a financial incentive for them to use paratransit rather than fixed-route services. Personal care attendants ride for free on both modes. Some agencies such as the Boys and Girls Club, Work Wise and Nursing Home without Walls purchase bus passes for their clients.

In addition to the fares described above, discounted fares are charged for shuttle services, which are fixed-route services in a designated area (Lihu'e area only, Kapahi area only, and Koloa area only). Since these are shorter trips, passengers pay \$0.50 or \$0.25 if they are seniors or youth.

Funding Sources: The CTA is funded through the County General Fund, federal programs (5309, 5310 and 5311 and the American Recovery and Reinvestment Act program), and a State Assisted Transportation grant through the Agency on Elderly Affairs. In addition, the agency has cost sharing arrangements with a number of organizations, with varying degrees of cost recovery for the different contracts.

Fleet Inventory: The Kaua'i Bus fleet consists of 50 vehicles, including nine 33 passenger, six 31 passenger, and four 25 passenger vehicles. The remainder consists of smaller capacity buses. Although there is some shifting of modes between the vehicles, overall about 75% are used for fixed-route service, and 25% for paratransit. All vehicles are lift-equipped.

Staffing: CTA employs approximately 50 full-time individuals, about 33 of whom are drivers (although five of these positions are currently frozen), in addition to approximately 30 part-time drivers. However, due to the State's fiscal crisis, non-driving staff furloughs were scheduled for implementation at the time of the consultant team's initial site visit.

Operating Information: The operating budget in Fiscal Year (FY) 2009/10 was approximately \$2.3 million for fixed-route service and \$1.6 million for paratransit. The total capital budget (since some vehicles are used inter-changeably) for FY 2010/11 is \$625,000. This will include the purchase of five new vehicles and bus stop improvements. The county provided approximately 430,000 one-way trips, traveling approximately 950,000 miles, on fixed-route, and 67,000 one-way trips, traveling approximately 500,000 miles, on paratransit in FY 2009/10. The average cost per trip on the fixed route service is approximately \$5.30, while it is about \$23.90 on the paratransit service. The average cost per mile between the two services is much closer – approximately \$2.40 on fixed route and \$3.20 on paratransit.

Other Public Transportation Providers

County Agency on Elderly Affairs

Through the Kupuna Care program, the County Agency on Elderly Affairs contracts with CTA to provide service on a donation basis to about 140 seniors over 60. In addition, the agency provides limited transportation for medical trips through the services of approximately half a dozen volunteers.

U.S. Department of Veterans Affairs (VA)

The VA Community Based Outpatient Clinic (CBOC) provides primary health care to eligible veterans. The VA does not provide transportation directly. They refer most people to Kaua'i Transit/Elderly Affairs for assisted transportation program referrals. However, Disabled American Vets (DAV), a separate organization, provides a volunteer driver service to transport ambulatory veterans to and from their VA appointments. There are two drivers. The DAV has one vehicle in good condition. Rides must be requested 48 hours in advance, and transportation is provided on a first come first serve basis between 8am and 2pm. They typically only take one or two appointments in a day.

Non-Profit Transportation Providers

A number of non-profit organizations provide transportation through contracts with the CTA, where CTA provides the actual service and is reimbursed by the non-profit organizations. This includes Easter Seals and Kaua'i Adult Day Health (formerly Wilcox). In addition, some non-profit organizations provide limited service to their own clients. Examples include Easter Seals Adult Day Health Center (formerly ARC), Alu Like, Kaua'i Economic Opportunity (KEO), and Kaua'i Adult Day Health. Each of these is briefly described below. Further detail may be found in the transportation inventory.

Easter Seals Hawaii

Easter Seals provides home and community based programs to approximately 170 youth under 20 who have developmental disabilities. The agency provides daily excursions to clients within the community. There is no charge to the clients for these services.

Easter Seals also contracts with CTA's paratransit program to provide service to up to 75 individuals of all ages, but primarily under 20, for their community based program. These clients are located throughout the island from Waimea to Hanalei. They are transported on weekdays to one of Easter Seals' three sites. Not all clients attend programs five days a week. The teenagers through older adults (70 in total) who participate in the programs are all diagnosed as having a developmental disability, whereas the 100 child participants between 0 and 5 years of age are considered to have "delays" based on a testing mechanism. There are currently no services available for those between 5 and the teenage years. The clients do not pay for the transportation services, as these are covered through Easter Seals' contract with CTA. Besides the service provided by CTA Paratransit, Easter Seals also provides service for day time excursions on the three vehicles.

Kaua'i Adult Day Health Center (Easter Seals/ARC)

ARC Kaua'i was started by five families in 1957 who realized there were no services for their children once they graduated out of Easter Seals programs (which started with the early childhood niche). The families created the adult day health program, which merged with Easter Seals in September 2009. Although Easter Seals/ARC has 70 staff members on the island, most of these work one on one with clients in the field, and only six work at the Adult Day Health (ADH) Center in Kapa'a. This is the only ADH program for adults with developmental disabilities on the island, although there used to be four programs.

The ADH contracts with the County's Paratransit program, paying the full cost of the trip, which is basically a pass through of state money since ARC is not able to provide transportation themselves. Thirty three of the 36 program participants are transported on Paratransit to the Center daily. Current clients come from Kekaha to Anahola, but in the past some have come from Kilauea. The clients receive door to door service, and none of them use assistive devices.

The ADH program starts around 8:30am and ends at 2:30pm. Participants are transported on four Paratransit buses. Because the rides are shared and some people come from as far away as Kekaha, ride times for some passengers exceed 2.5 hours each way.

ADH received federal funding for two vans. These were obtained through coordination with a CTA vehicle fleet purchase. The 14-passenger vans are from 2006 and 2007. They are used daily to provide excursions for the Center's clients, and the destinations vary daily. Although the vans are not used on weekends, federal maintenance requirements would reportedly represent a barrier to sharing the vehicles with other agencies.

Paratransit reportedly provides quality service to ARC clients, generally arriving within 5 to 10 minutes of the scheduled pick-up time. Service is provided five days a week. Sometimes all the clients, including those who do not attend programs at the center, congregate at the Lihu'e office for an event.

Kaua'i Economic Opportunity

Kaua'i Economic Opportunity (KEO) provides a variety of services for older adults, individuals with disabilities and low-income residents. KEO has four programs with transportation related services: homeless housing program, homeless barrier removal

program, group home for high functioning people with disabilities, and after-school program for “at risk” youth.

The homeless housing program has a care-a-van service that provides bus passes when funds are available. However, they ran out of funds for this year. The homeless barrier removal program, which started in June 2010, has funding for gas cards and bus passes. The primary justification for use must be employment. The program also has an 11-passenger van (not accessible) to drive clients to job fairs and interviews and to apply for jobs.

The group home has an 8-passenger accessible van for people who live in the group home in Kapa’a, but it is not used frequently. The afterschool program is for middle school aged children. The program has two 15-passenger vans and one 7-passenger van. Neither is wheelchair accessible. KEO also has a Meals-on-Wheels program under the auspices of Medicaid.

Kaua’i Adult Day Health Center (KADH), Lihu’e

This is the only agency in the county that provides a supervised daytime program for disabled adults and frail elderly, the majority of whom have dementia and Alzheimers. The agency is operated by Ohana Pacific Foundation and is funded in part by Kaua’i Agency on Elderly Affairs Kupuna Care Program. ADH is licensed for 50 clients, but not all attend the program daily. Close to ninety percent of their clients arrive on CTA’s paratransit vehicles, and one is transported from Hanalei on the fixed-route bus. Clients reside throughout the County of Kaua’i. They each purchase their bus passes individually.

Bus service to and from the program does not align with the program hours. Although the agency’s program starts at 9:30am, some clients arrive as early as 7:15am because of the way the trips are scheduled. The program ends at 5pm, but the first bus arrives around 1:30pm and clients get picked up until 4:15 by buses.

The KADH has two vehicles that are used for excursions, and all staff members are trained to drive these vehicles. One is an accessible 10-passenger van that is used twice weekly. The second vehicle is a six passenger minivan that is used for medical appointments, or if there is insufficient space on the main vehicle to transport passengers on excursions.

Alu Like

Alu Like provides a comprehensive range of services and activities to fill identified needs in the Native Hawaiian community, including community economic development, business assistance, employment preparation, training, elder services, library services, and educational and childcare services for families with young children. Some of the programs are also open to non-Native Hawaiian residents. Close to one thousand residents are served each year.

Transportation is provided for two of the programs, namely the elder service and the youth program. The elder service has two sites, one in Waimea that is used by about 20 elders, and the second in Anahola that is used by about 10 elders. Some participants drive to the programs, while others use the Alu Like bus.

Alu Like has two vehicles. One is used to provide service four days a week to elder programs in Waimea and Anahola. This is a 15-passenger van from approximately 2000. The van is occasionally used on weekends, but cannot be used for non-programmatic purposes due to the grant funding requirements. The van is also occasionally used to transport elders to medical appointments. The second vehicle is a seven-passenger 1997 minivan that is used to provide services to youth activities, primarily on the east side of Kaua'i. This vehicle is not used on a routine basis and is currently experiencing mechanical problems. Alu Like coordinates closely with the Agency on Elderly Affairs.

Privately Operated Transportation Services

Akita Enterprises

Akita Enterprises provides transportation for schools; churches, sports groups and non-profit excursions; and limited demand response non-emergency medical transportation (NEMT). The demand response NEMT service is provided during the hours when school transportation is not required. There is no NEMT service 6-8 am and 1-3 pm, Monday through Friday. Akita transports older adults, people with disabilities, and school children. People can call for a ride between 8am-4pm, Monday through Friday.

Akita serves the entire island and has base yards for vehicles throughout the island. Typical trips are between Wilcox Memorial Hospital/Veterans Outpatient Clinic and the airport or between the hospital/airport and home. Social workers at the hospitals are aware of their service.

Riders on Akita's service self-pay, unless they are Medicaid-eligible. If Medicaid eligible, the service is paid for by the rider's MedQUEST health plan. Fee for service is based on ride time, distance and time of day (evenings are more expensive). An evening trip between Waimea and Hanapepe is \$108. The rate is by trip rather than number of passengers. Vehicles can accommodate two wheelchair users and 10 ambulatory adults as well as luggage.

Akita has twelve 12-passenger accessible yellow school vans. They also provided regular service in the wake of Hurricane Iniki (1992). Akita used their tour buses to transport people in order to help keep the roads clear during disaster response.

Kaua'i Medical Transportation

Kaua'i Medical Transportation (KMT) offers non-emergency transportation for ambulatory as well as non-ambulatory clients with disabilities, using specially modified vans to accommodate wheelchairs or stretchers. They can provide transportation for a variety of reasons but typically provide medical transportation. Riders pay for the service themselves. The base rate is \$50 for a one-way trip, adjusted by distance from Lihue. KMT is currently a provider for Evercare, a Med-QUEST health plan contractor.

KMT has only been in operation since May, and as of July, they had served 10 to 15 people. They have one wheelchair and gurney accessible vehicle. They have one full-time driver, one part-time driver, and one part-time dispatcher. Driver training is provided informally in-house by the full-time driver, who is a former EMT.

KMT is interested in expanding their service.

Duplication of Service

There appears to be very limited duplication of transportation services in the County of Kaua'i. In fact, the limited number of services is extremely well coordinated through the nexus of the County Transportation Agency. Most of the stakeholders are related in some manner to this agency, whether through existing contracts or the provision of services to their clients as individuals. While a small number of the private and non-profit agencies have vehicles that are not utilized throughout the day, liability issues and different service needs appear to present barriers to greater utilization of their fleets. Additionally, there are opportunities for joint vehicle maintenance, insurance and purchase.

3C. Transportation Needs Assessment

The transportation needs identified in this section were derived from a variety of sources, including interviews with key stakeholders, analysis of the transit dependency map, input by the Local Mobility Workgroup, and a public workshop that was conducted in Lihu'e on August 27, 2010. The workshop was attended by 18 members of the public, in addition to transit agency, DOT and consultant staff. Participants were:

- Predominantly (81%) under 60 years of age
- Evenly split between those who lived on limited/fixed income and those who do not (keeping in mind that some of those who were not low-income may have been agency staff who represent low-income clients)
- Almost all participants indicated that they do not have a disability
- Almost two-thirds were associated with an agency or a transportation or social service provider
- While the overwhelming majority (78%) indicated that they drive, this reflects a lower percentage than the overall auto ownership of Kaua'i households (96%). Other key forms of transportation used by participants were being driven by family and friends as well as riding bicycles.

Workshop participants were given a map exercise to identify their geographic distribution and the location of their most common destinations. Results showed that a third of the participants reside in the Lihu'e/Wailua/Kapa'a area, while the others were distributed from Hanapepe on the south shore to Kilauea in the north. Despite their scattered residential locations, almost half their common destinations were in the Lihu'e/Hanama'ulu area. This confirms that despite the fact that Kapa'a has the largest population of all urbanized areas on the island, for this group at least, the business/civic locations of the Lihu'e/Hanama'ulu area remain a strong attraction for trip destinations.

Below is a summary of transportation needs and gaps for Kaua'i County. Note that these needs have not been filtered in terms of feasibility but are presented as the basis for developing mobility strategies later in this chapter.

Assistance Needs

Increase financial assistance for transportation

- Kaua'i Economic Opportunity and Catholic Charities provide bus passes for transit riders with limited incomes. However, the funding is not adequate to meet the demand, so they run out of funds to provide these passes each year.

- There is also a need for financial assistance for other types of transportation when transit is not a viable option. This is particularly an issue when people get released from hospital and need door to door service as well as during hours when transit is not in operation.

Improve public information

- Kaua'i residents expressed a desire for various types of information in various ways. They want more information about transportation options on the island, improved education and awareness of the availability of transit service and how to use it, more places to get the information, and provision of the information in more languages, especially for older Filipinos on the north shore and Marshallese and

Spanish speakers throughout the county.

More options for bus pass purchasing

- Currently, bus passes can only be purchased at the Lihue Civic Center and the CTA office. Residents expressed a desire to have additional places to purchase bus passes, such as bus transfer points, libraries, post offices, and banks, or perhaps even an online purchase option.

Help with scheduling/coordinating trips

- Because information about transportation services is not always accessible or easy to understand for some people, residents expressed a desire for more hands-on help, which could be provided through a mobility manager, online trip planning and/or rideshare matching.

Capacity Needs

Increase volunteer driver capacity

- There are very few volunteer drivers on Kaua'i. Efforts to increase the volunteer driver pool are needed.

Coordination Needs

Remove barriers to vehicle sharing

- Though there are few agencies that provide direct transportation services, there are agencies that have vehicles available at off-hours and that could be used by other organizations to provide services during those hours. Concerns about liability need to be addressed in order to facilitate vehicle sharing.

Eligibility Process Needs

Refine eligibility process

- Access to paratransit services is determined by a registration process rather than a more detailed eligibility process. Since paratransit services are more expensive than fixed route services and some who are currently using the paratransit service could be riding fixed route, it may be useful to develop a more accurate ADA paratransit eligibility process to ensure that the paratransit services are available for the people that need it, moving others onto the fixed route system.

Infrastructure/Facility/Capital Needs

Increase number and type of vehicles available

- Social service organizations were interested in access to vehicles to help their clients get to medical appointments.
- Smaller vehicles are needed to access homes where there is limited turnaround space. Paratransit vehicles are not able to reach some homes currently, and there are no taxi or rental cars that are lift-equipped. The fact that there are no lift-equipped taxis or rental cars also impacts mobility outside the Kaua'i Bus and paratransit hours of operation.

- There was also a suggestion that rideshare vehicles would be useful, such as vanpool vehicles, to help low-income residents get to work.

Improve accessibility and safety for pedestrians, cyclists, low-speed vehicle drivers and transit riders

- Bus shelters were identified as an important need in this area. Accessible bus shelters are needed for future projects as well as at existing bus stops.
- Safety improvements are needed for pedestrians and cyclists as well, including curb cuts, crosswalks near bus stops, streetlights, sidewalks to bus stops and in high traffic resort towns, bike lanes or widened shoulders, and low-speed vehicle lanes. For instance, a dangerous walkway was identified in Hanapepe on the makai side of the highway before the hill to Ele'ele, and it was noted that there is not sufficient room for bikes or pedestrians between Kalaheo and Omao.

Relieve congestion

- One person suggested that high-occupancy vehicle (HOV) lanes are need, so buses won't be slowed by congestion.

Policy/Planning Needs

Improve coordination and implementation of planning efforts

- There are many planning efforts related to the transportation system on Kaua'i and statewide. It was noted that these planning efforts should be coordinated in order to be effective. Additionally, these plans should not just sit on the shelf, and priority projects should be implemented. It was suggested that an agency or group should be identified to coordinate services and put this plan into action.

Improve transportation accessibility through policy changes

- It was suggested that bikes should be allowed on buses because there is not enough room on the bike racks. This has resulted in problems for people who commute using a combination of cycling and public transit. These riders have needed to wait for the next bus when the racks are full, and in some areas, there is a long wait between buses.
- A policy was suggested to require or incentivize taxi and/or rental car companies to have some number of lift-equipped vehicles in their fleet. This would help local

and visiting people with physical disabilities access transportation off paratransit hours.

Address Medicaid compensation

- There are few Medicaid providers in the county, in part because of a reportedly difficult system to register as a Medicaid provider as well as low compensation for high touch trips, such as door-through-door or gurney service.

Think long-term in planning

- Finally, when planning, consideration should be given to future needs, 10-50 years out, in order to take into account the trend in growth the county has been experiencing as well as the public's vision for the county's future.

Service Needs

Provide access to transportation outside of current transit hours and at greater frequency within operating hours

- Residents expressed a need for Sunday service at the same level as Saturday service and evening service until 10pm. The evening service was especially important for people working part-time jobs or non-standard shifts. The CTA quickly responded to this need, implementing these services as described here as of February 14, 2011. While all recognize that this is a great step forward, some concern still exists about the lack of evening service on weekends and holidays. Also, weekend service hours are limited, making weekend travel challenging.

Increase transit service in underserved areas

- The frequency of bus service and points of access to transit were key issues raised by many people. More bus stops, particularly around Kapa'a, Kapahi, Kalaheo, Lawai, Koloa, Poipu, Lihue, Kekaha, along the north shore and through the Wailua Homesteads, are needed. Residents would like to see a shorter distance between stops as well as having them within a 10-minute walk of residential and commercial units in urban areas. They would also like to see more frequent bus service, every 15 minutes along the main highway and every 30 minutes in rural areas. They think strategies to increase ridership would help to make this possible.

- In addition to an increase in fixed route service, residents would like to have more accessible demand response service for the northshore, west side, Kapahi, Koloa, Hanalei, and Kekaha areas.

Provide faster ride times

- At the same time as people would like more bus stops, they would like faster transit ride times between Kapa'a and Wailua Homesteads as well as paratransit ride times for some program clients.

Provide service to key destinations

- Transportation for shopping, particularly for Costco, Kukui Grove Mall, Walmart, Koloa, and Poipu, was identified as an important need. However, public transit currently accesses all of these destinations other than Costco, so there may be some disconnect in public information.
- Accessible on-island and inter-island transportation is needed for medical care every day of the week. For on-island trips, this is especially important for people being discharged from the hospital and may not be able to use public transit either because of their condition or transit's hours of operation.
- A commuter service is needed for people who work at the resort areas on the south shore of the island. Current levels of transit service do not meet all of the needs of these workers.

Technology/Software Needs

Use technology to support coordination between transit and private transportation providers

- Some interest in coordinating service between public transit and private taxi companies has been expressed. Having GPS devices on all of these vehicles, especially the taxis, would help the CTA to dispatch taxis to areas the buses can't reach.

Training Needs

Promote driver safety and help drivers meet the needs of riders with specific needs

- Driver safety was generally identified as a need for all agencies that operate their own transportation service. Training these drivers to be sensitive to older adults and people with various types of disabilities as well as how to help those individuals who use mobility devices was also thought to be needed.

Prioritized Transportation Needs

Public workshop participants were asked to select the three most important categories, and prioritize the needs within those categories. The top three categories chosen were service (78%), infrastructure (67%), and assistance (39%) needs. The prioritized list of mobility needs in these categories was reviewed by the Local Mobility Workgroup, which concurred with the prioritization of the workshop participants. The priority needs were again reviewed via a survey distributed in November 2010 and at a final public meeting to review the draft plan on June 29, 2011. Some refinement was made to the various needs as described in more detail above.

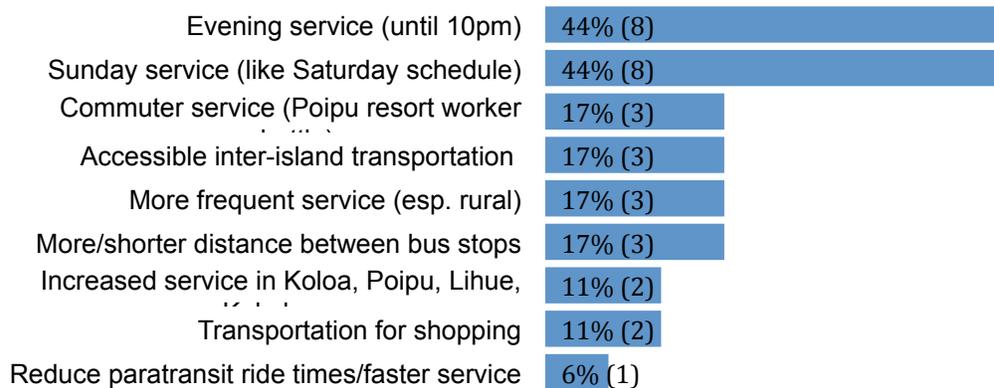
A summary of the priorities is provided below.

Service Needs

Transportation service on Sundays and weekday evenings were easily rated the most important of all the needs identified, as shown in Figure 3-10. As previously mentioned, the CTA rapidly responded to this top priority need by extending evening service hours to 10pm and adding Sunday service as of February 14, 2011.

These were followed by more bus stops, more frequent service, accessible inter-island service for medical trips, and commuter service. Figure 3-10 shows the full ranking of the needs in this category.

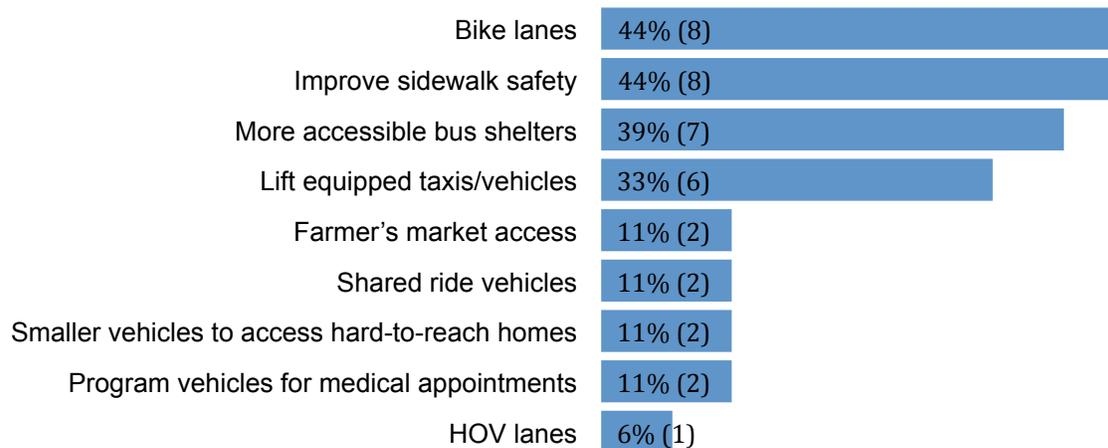
Figure 3-10: Most Important Service Needs³²



Service Needs

Stakeholders indicated that improved sidewalk safety and bike lanes, followed by accessible bus shelters and lift-equipped taxis (or other vehicles in public service) are the most important infrastructure needs for the target population groups. Figure 3-11 shows the full ranking of the needs in this category.

Figure 3-11: Most Important Infrastructure, Facility & Capital Needs

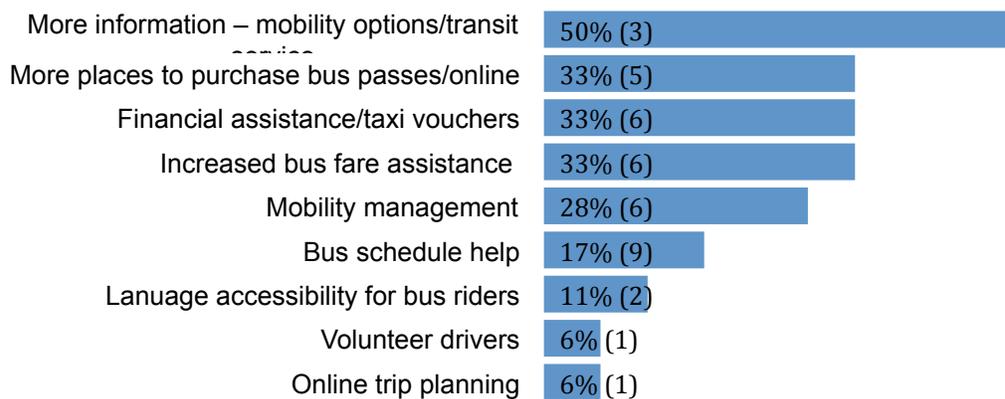


³² A participant in the June 30, 2011, public meeting emphasized the need for more frequent service and more bus stops as a top priority.

Assistance Needs

The key assistance needs identified by stakeholders were increased opportunities for finding out about mobility options, and a range of strategies for providing financial assistance for those who are low-income. In particular, the lack of adequate bus fare assistance and taxi vouchers were cited as substantive mobility gaps. Stakeholders also stated that there was a need for more locations to obtain bus passes, including the possibility of on-line purchasing. Figure 3-12 shows the full ranking of the needs in this category.

Figure 3-12: Most Important Assistance Needs



3D. Strategies for Improved Service and Coordination

This section describes local strategies designed to address the mobility gaps identified in the prior section of this plan. These strategies were initially developed by the consultant team based on interviews, public meetings, local mobility workgroup input, and past experience. During a local provider workshop held on November 8, 2010, the Local Mobility Workgroup and other transportation and social service providers refined and prioritized these strategies. The eight participants, listed in Appendix C, represented the majority of transportation providers in the County of Kaua'i.

The strategies were prioritized into four categories, A-D, with A being the top priority category. In order to prioritize the strategies, workshop participants reviewed each strategy in terms of:

- The number of critical needs that could be met;

- Its financial feasibility;
- Feasibility of implementation; and
- The involvement of coordination, partnerships and potential community support.

Workshop participants were limited to selecting three strategies each for categories A-C, and all remaining strategies fell into category D. These decisions were made by consensus. The results of this process are described below, including brief descriptions of each strategy and the needs they are intended to address. Following is a description of the results of this process.

Category A

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed ³³
Purchase of accessible vehicles	This strategy includes capital projects to purchase wheelchair accessible vehicles to add to various providers' fleets in the County of Kaua'i.	<ul style="list-style-type: none"> • More lift-equipped vehicles • Smaller vehicles to access homes where there is limited turnaround space 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5
Subsidized taxi voucher program	This strategy entails a user-side subsidy for seniors and/or people with disabilities to allow for purchase of vouchers for taxi service. The number of monthly trips can be limited, and the subsidy can be set for specific budgetary amounts per annum.	<ul style="list-style-type: none"> • Allows individuals to have same day service that exceeds ADA paratransit requirements. 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5
Funding for free/reduced bus passes	This strategy involves non-profit organizations identifying and accessing additional sources of funding to provide deeper discounts on fares to their clients.	<ul style="list-style-type: none"> • Meet needs of low-income riders 	<ul style="list-style-type: none"> • Goal 1, Objective 5

³³ HSTP Goals and Objectives are detailed in Appendix D.

Category B

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Service expansion	This strategy involves expanding fixed-route and paratransit service hours to include Sunday service similar to the Saturday and evening service beyond the current service day ³⁴ . Expansion would also allow for increased frequency and service area and service provided by private and/or non-profit shuttles.	<ul style="list-style-type: none"> • Evening and Sunday service • Shorter distance to bus stops • Current fixed-route services do not work for some employee needs • Reduce ride time • More accessible demand response service 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5
Supplemental taxi service	This strategy involves efforts to coordinate between taxis and paratransit service, including possible use of technology to allow for transfer of trip requests to taxis. Supplemental service could be used during hours when paratransit capacity is unavailable, but would need to be designed to ensure that current paratransit drivers' regular hours are not impacted.	<ul style="list-style-type: none"> • More efficient use of demand-response vehicles • More accessible demand response service for the northshore, west side, Kapahi, Koloa, Hanalei, and Kekaha 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5
Hospital discharge/	This strategy may include establishing a contract	<ul style="list-style-type: none"> • Meets need of individuals going 	<ul style="list-style-type: none"> • Goal 1, Objective

³⁴ This strategy has already been implemented, as of February 14, 2011. However, some service gaps still exist, including long periods between trips and lack of evening service on the weekends.

medical return trip program	with a provider that operates wheelchair accessible vehicles to provide subsidized rides to individuals who are being discharged from hospitals without having made transportation arrangements, or establishing a program that will allow individuals attending a medical appointment to be able to call a taxi rather than rely on paratransit for the return trip.	to medical appointments with uncertain end times. "Will calls" are currently allowed on paratransit, but this strategy would be useful for longer trips which may be difficult for paratransit on short notice <ul style="list-style-type: none"> Serves people with disabilities who are being discharged without having made transportation arrangements 	5
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Category C

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Older Driver Wellness program	This strategy involves publishing information and holding workshops focused on extending safe driving, and knowing how to locate alternative resources when they can no longer drive (based on the comprehensive American Society on Aging model).	<ul style="list-style-type: none"> Serves seniors who currently drive and have not planned for alternatives once they terminate or reduce their driving 	<ul style="list-style-type: none"> Goal 1, Objective 5

Additional Vehicles	This is a capital strategy to provide additional vehicles for human service transportation providers to enable them to bring clients to medical and/or other trips, ideally sharing vehicles between agencies.	<ul style="list-style-type: none"> Expands capacity to provide medical or other transportation in social service programs 	<ul style="list-style-type: none"> Goal 1, Objective 5
Volunteer driver program	This strategy would create volunteer driver programs, potentially through the RSVP program, Project Dana, Veteran's Affairs and/or other programs such as KCIL or KEO.	<ul style="list-style-type: none"> Serves individuals in hours when paratransit/fixed-route aren't operating Access to under-served areas Allows for door-through-door service Makes same day service an option 	<ul style="list-style-type: none"> Goal 1, Objectives 2 and 5 Goal 4, Objective 5

Category D

Strategy	Description	Needs Addressed	HSTP Goals/ Objectives Addressed
Information and marketing	This strategy would expand current marketing efforts for transit and other transportation services, such as creating a system bus route map, and marketing to specific groups. Some ideas include: on-bus information about other transportation services, on-line information and	<ul style="list-style-type: none"> More information about mobility options Education and awareness of transit service Increase outreach Information at more places Visitor information Language accessibility for bus riders 	<ul style="list-style-type: none"> Goal 1, Objectives 2 and 5 Goal 4, Objective 5 Goal 5, Objective 4

	scheduling, radio and newspaper advertising; flyer distribution to students; and “Ambassador” or bus buddy “programs.		
South Shore Shuttle	This strategy would establish a commuter shuttle to serve the employees of hotels and resorts in Poipu area.	<ul style="list-style-type: none"> • Current fixed-route services do not work for employee needs 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5
Travel training	This strategy would develop programs with organizations whose clients may not be familiar with transit use in order to teach them how to use the bus.	<ul style="list-style-type: none"> • Better access to using fixed-route service • Increase fixed route ridership 	<ul style="list-style-type: none"> • Goal 1, Objective 5
Casual carpool	This strategy would develop a formal ride-sharing program at senior housing facilities, retirement communities or other sites.	<ul style="list-style-type: none"> • Provides a form of volunteer driving contained within a senior or other defined community 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objectives 1 and 5
Cost sharing with medical entities	This strategy develops ways to require or encourage health care providers to share the costs of providing transportation as well as exploring potential for Medicaid reimbursement for paratransit trips to Medicaid eligible appointments.	<ul style="list-style-type: none"> • Increased funding to be used for paratransit services • Provide more access to paratransit and private accessible transportation services 	<ul style="list-style-type: none"> • Goal 1, Objective 5

Auto financial assistance ³⁵	This strategy would include low-interest auto loans, assistance with insurance and maintenance costs.	<ul style="list-style-type: none"> Addresses barriers to car use by low-income drivers and seniors who can still drive 	<ul style="list-style-type: none"> Goal 1, Objective 5
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Additional Recommendations

In addition to the strategies described above, the Workgroup supported the establishment of a more accurate paratransit eligibility screening process in order to ensure freeing up of capacity on paratransit for those who have no mobility alternatives. However, this was deemed a process recommendation rather than a strategy that would be ranked against those listed above. In addition, the Transit Advisory Committee is exploring the possibility of establishing free transit fares for those who are 60 or older and are not eligible for paratransit.

Public Comment on Strategies

All comments provided by the participants in the June 30 meeting were incorporated into earlier components of the plan. No categorically new strategies were identified. However, one participant emphasized that the Mayor's Advisory Committee for Equal Access (MACFEA) and other ADA-related agencies and boards should be included in future coordination discussions and activities.

³⁵ While participants also felt this was an important need, the fact that the cost per beneficiary would be so high resulted in a lower rank for this strategy.

Chapter 4. Maui County

4A. Community Profile



This chapter provides a description of the demographic trends in the County of Maui that reflect residents' travel patterns and auto dependency. This is followed by a discussion of the variety of transportation resources available to residents who are low-income, have a disability and/or are over 65 years of age. Finally, the chapter presents the prioritized transportation needs of these

population groups and a list of coordinated transportation strategies.

Study Area Description and Demographic Summary

This demographic profile documents important characteristics about the County of Maui as they relate to this planning effort. In particular, the profile examines the presence and locations of older adults, individuals with disabilities, and low-income persons within the area.

This aspect of the plan relies on data sources such as the United States Census and the Hawaii State Department of Business, Economic Development and Tourism. Census information from 2008 reflects population characteristics on a state and countywide level. Data pertaining to the individual communities is not available. We found that some relevant data points for this plan are only available for the year 2000. Where applicable, data for both 2000 and 2008 is shown. For each of the illustrating figures, the relevant data source is referenced.

While new data has become available since writing this section of the report, it was determined that these data should remain in this report, as it is the same set of data used for the Hawaii Statewide Transportation Plan. More current data will be used in the updates of both of these plans. It is important to note that this information is provided only to develop a general understanding of the area in which this Coordination Plan will be applied. It will not be used in making FTA grant funding decisions.

Population Overview

With a land area of just over 1,159 square miles, the County of Maui is comprised of the islands of Maui, Lanai, Molokai, Molokini and Kahoolawe. Population density for the County is 110.5 persons per square mile. Tourism is the County's major industry.

Wailuku is the county seat. Other population centers are shown in Figure 4-1 below:

Figure 4-1: Population Centers³⁶

Location	Population	Island
Kahului	20,146	Maui
Kihei	16,749	Maui
Wailuku (County Seat)	12,296	Maui
Lahaina	9,118	Maui
Pukalani	7,380	Maui
Waihee	7,300	Maui
Lanai City	3,164	Lanai
Kaunakakai	2,726	Molokai

As the list above illustrates, the vast majority of county residents live on the island of Maui. Census 2000 figures report that 91.7% (117,644) live on Maui while 8.2% (10,597) reside on Lanai and Molokai. The focus of this plan will be the island of Maui.

The primary focus of the Coordinated Public Transit – Human Services Transportation Plan is to improve transportation options for three target populations – seniors, persons with disabilities and people with low incomes. Individuals in these groups typically have less access to personal vehicles as their primary form of transportation. Transit dependent individuals can experience an especially difficult time in non-urban areas with low population densities and limited public transit services. Figure 4-2 presents population data for the County of Maui and the State of Hawaii as a whole.

³⁶ Source: U.S. Census, 2008 American Community Survey

Figure 4-2: Basic Population Characteristics: 2000 to 2008³⁷

	Total Population	Persons aged 65+	Persons with Disability, age 5+		Persons at or below Poverty Level		
State of Hawaii							
Census 2000	1,211,537	160,601	13.3%	199,819	16.4%	126,154	10.7%
2008 Estimate	1,288,198	190,067	14.8%	Not available		115,937	9%
County of Maui							
Census 2000	128,241	14,676	11.4%	23,820	18.5%	13,252	10.5%
2008 Estimate	143,691	17,428	12.1%	12,932	9%	11,495	8%

Older Individuals

As shown in Figure 4-2 above, 12.1% of the residents of Maui County in 2008 were age 65 and older. This is lower than the statewide figure of 14.8%. However, the proportion of seniors is projected to increase substantially over the next 25 years, as is shown in Figure 4-5 on page 94.

Individuals with Disabilities

In Maui County, among people at five years of age and older in 2008, 9% reported a disability, according to the American Community Survey, 2008. However, the prevalence of having a disability varied depending on age, from 3% of individuals between 5 and 15 years, to 7% of those 16 to 64 years, and to 34% of those 65 years and older.

Individuals at or Below Poverty Level

U.S. Census estimates for 2008 report median household income in Maui County at \$64,150, which is slightly lower than the state average of \$66,701. As of 2008, the County reported 8% of all residents were living below the poverty line compared to 9% statewide. Five percent of individuals 65 years and over were below the poverty level.

Access to a Vehicle

As reported in the American Community Survey 2008, Maui County has a lower percentage of households without a car (5.4%) than the state as a whole (8.7%). Traditionally, individuals who rent a home are far less likely than homeowners to have

³⁷ Source: U.S. Census, 2008 American Community Survey

access to a car. In addition, households headed by a person age 65 years and older are less likely to have access to a car than other households.

Homeless Population

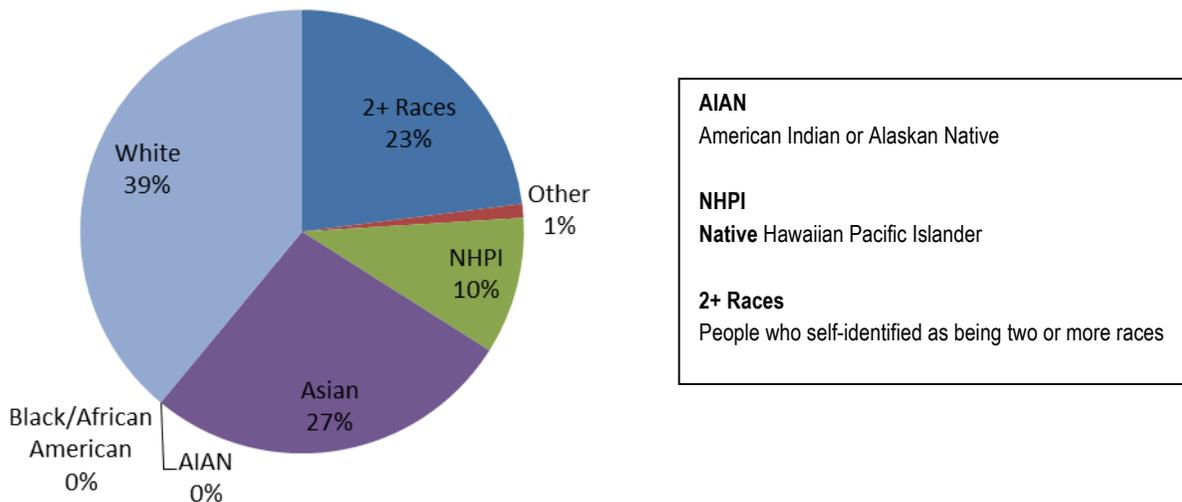
The homeless population on Maui increased slightly between 2005 and 2007. Based on Homeless Point-in-Time surveys conducted by the State of Hawaii Public Housing Authority³⁸, there were 747 homeless individuals in 2005. The point-in-time count conducted in 2007 reported 764 people. These figures include both sheltered and unsheltered individuals.

Persons with low-incomes, including those who are homeless, typically have transportation challenges that impede their ability to reach employment, training, or other necessary services. The expense of owning and maintaining a vehicle may be beyond reach for this population, and for some, even the cost of riding public transportation may be prohibitive.

Race and Ethnicity

No racial group residing in the County of Maui constitutes a majority. Figure 4-3 shows the distribution of the population by race.

Figure 4-3: Maui Population by Race



³⁸ Source: Homeless Point-in-Time Count, 2007, State of Hawaii, Hawaii Public Housing Authority

The Hispanic/Latino population, which accounts for 10 percent of the population, is not included in the chart above because it is an ethnicity and not tracked as a separate race.³⁹

In the County of Maui, 28% of people at least 5 years of age reported that they spoke a language other than English at home. Of this group, 48% said that they did not speak English “very well.”

Population Trends for the Island of Maui and County of Maui

The County of Maui is experiencing continuing and sustained population growth. The County recorded a population of 128,241 residents in 2000⁴⁰. In 2007, the estimated population increased to 141,523.

The percentage of older adults is projected to increase from 11.9% in 2007 to 23.6% in 2030.

The Hawaii State Department of Business, Economic Development and Tourism projects that more than 169,000 people will call Maui County home by 2020, and by 2030, the population will reach approximately 190,000, with the vast majority of people residing on the island of Maui.

Figure 4-4 below shows population trends by community for Maui Island. The Maui Island Plan, updated by the County in 2009, projects that some regions on the island (Wailuku – Kahului) will experience significant increases while others (Hana) are expected to grow by a only few hundred people. The expected growth shown below represents an annual rate on Maui Island of 1.46%, which equates to a 36.5% population growth over the 25 year period.

Figure 4-4: Maui Island Community Population Projections 2005 – 2035⁴¹

Community	2005	2015	2020	2025	2030
Lahaina	19,852	22,627	24,326	25,904	27,419
Kihei - Makena	25,609	29,731	32,208	34,528	36,767
Wailuku – Kahului	46,626	54,374	59,010	63,363	67,565
Makawao-Pukalani-Kula	23,176	25,360	26,792	28,077	29,294
Paia-Haiku	12,210	12,474	12,764	12,973	13,151
Hana	1,998	2,173	2,290	2,393	2,429
TOTAL MAUI ISLAND	129,471	146,739	157,390	167,239	176,625

³⁹ U.S. Census, 2006 – 2008 American Community Survey

⁴⁰ U.S. Census 2000

⁴¹ Source: Draft Maui Island Plan, County of Maui, 2009

The general population growth of the County (including Maui, Lanai and Molokai) during the next two decades is important to compare to related increases in older residents during the same period of time. Figure 4-5 below shows the county-wide growth of all residents as well as of residents 65 and older. The percentage of older adults is projected to increase from 11.9% in 2007 to 23.6% in 2030.

Figure 4-5: County Population Projections: 2007 – 2030 for Older Adults⁴²

County of Maui	2007	2015	2020	2025	2030
TOTAL MAUI COUNTY	141,523	158,043	169,066	179,404	189,300
Population 65 and over	16,895	24,554	31,326	38,556	44,672
Population 65 and over as %	11.9%	15.5%	18.5%	21.5%	23.6%

Economic Indicators in the County of Maui

The following section contains economic information pertaining to the County of Maui, including unemployment rates, major employers in the county and employment changes.

County of Maui Employment

The visitor industry is the largest employment sector in the County of Maui. However, the Maui Island Plan indicates that the past rate of growth in resident population, housing and jobs is higher than the rate of visitor growth, thus signaling a more diversified economy that is less driven by tourism than Hawaii and Kaua'i counties.

Employment in the County increased steadily during the three year period 2005 – 2007, with the addition of 3,650 jobs. This increase is offset however by the 7,200 jobs that were lost during the 2008-2009 time period. This employment reduction represents a 9.3% decline from the employment peak in 2007.⁴³ In addition, news reports an unidentified number of job losses due to lay-offs at Maui Land & Pineapple and Hawaiian Commercial & Sugar Company plant closure in Paia.

As shown in Figure 3-6 below, major employers are located in Wailuku, Kahului Kihei, and Lahaina. The Wailuku-Kahului area is the economic and the population center of

⁴² Source: Hawaii State Data Book, Hawaii State Department of Business, Economic Development and Tourism

⁴³ Source: Research and Statistics Office, Department of Labor and Industrial Relations, State of Hawaii

the island. Forecasts predict that it will remain so, experiencing a faster growth rate than other areas on Maui. The Lahaina region enjoyed significant job growth during the 1990's and this is projected to continue through 2030. The Kihei area has seen growth in the visitor economy and this trend is expected to continue.

Employment opportunities in Upcountry Maui are limited, and according to the Maui Island Plan, the majority of the area's residents commute outside the area for jobs. Projections indicate that by 2030, there will be only one local area job per 2.1 households, which means Upcountry residents will continue to commute to work.

Figure 4-6: Major Employers in the County of Maui⁴⁴

Employer Name	Location	Employer Class Size
Town Realty of Hawaii	Wailuku	1,000 – 4,999
Grand Wailea Resort Hotel	Kihei	1,000 – 4,999
Hyatt Regency-Maui Resort/Spa	Lahaina	500 - 999
Maui County Mayor Office	Wailuku	500 - 999
Four Seasons – Maui	Kihei	500 - 999
Maui Memorial Medical Ctr	Wailuku	500 - 999
Maui Land & Pineapple Company	Kahului	500 - 999
Ritz Carlton – Kapalua	Lahaina	500 - 999
Westin – Maui Resort	Lahaina	500 - 999
University of Hawaii – Maui College	Kahului	500 - 999
Wal-Mart	Kahului	500 - 999
Hale Makua	Kahului	250 - 499
Manele Bay Hotel	Lanai City	500 - 999

Unemployment Rate

During the three year period 2005 - 2007, Maui's unemployment rates closely mirrored statewide statistics. However, in 2008 and 2009, unemployment in the County of Maui increased at a higher rate than experienced throughout the rest of the State. Figure 4-7 below provides the increase in unemployment rates in both the County and the State during the entire five year period.

⁴⁴ Source: Hawaii Workforce Informer, Department of Labor and Industrial Relations, March 11, 2008

Figure 4-7: Unemployment Rates: 2005 – 2009⁴⁵

	2005	2006	2007	2008	2009
State of Hawaii	2.5%	2.5%	2.7%	4.0%	6.8%
County of Maui	2.6%	2.4%	2.8%	4.5%	8.6%

Geographic Distribution of Transit Need

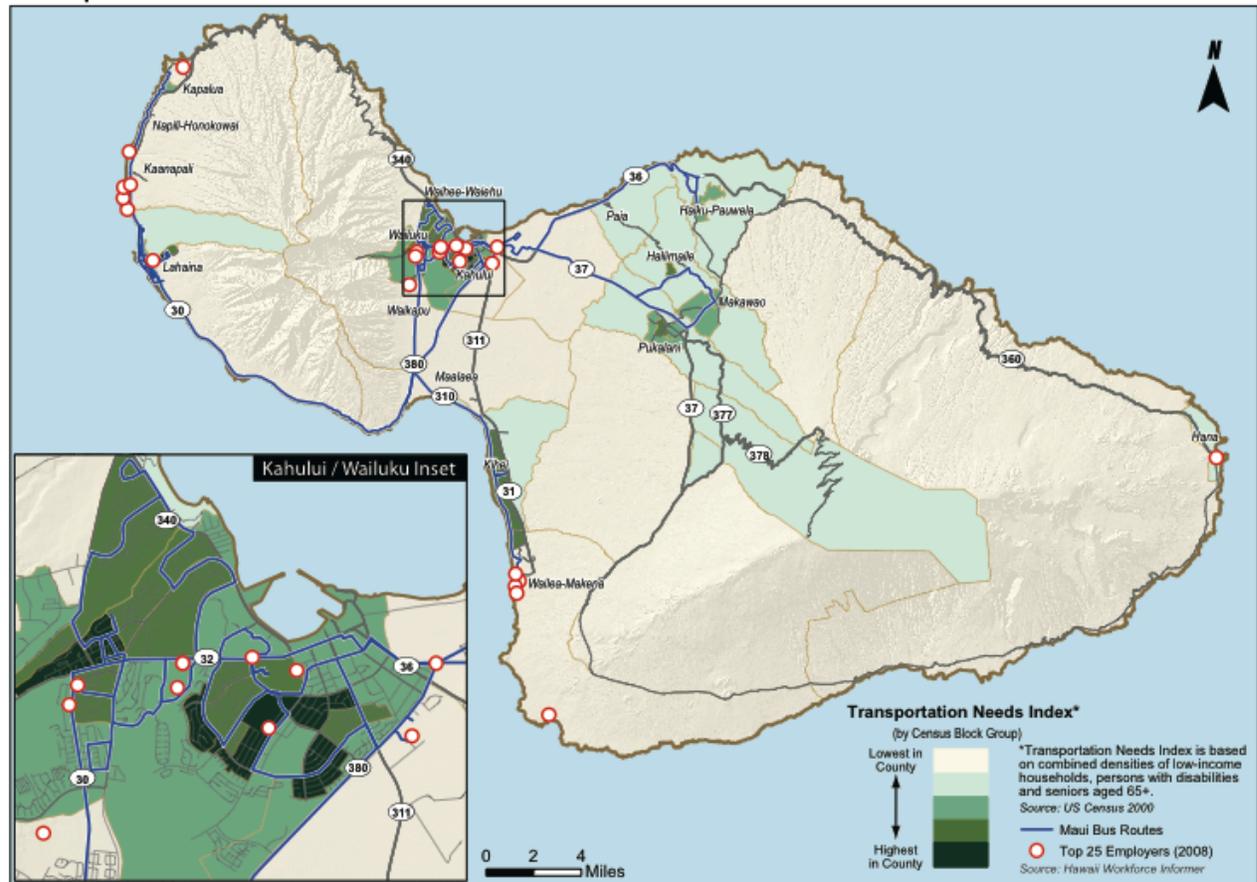
The map on the following pages illustrates the areas within the County of Maui that likely have the greatest need for public transportation services.

The Transit Dependency Index (Figure 4-8) represents concentrations of people who are most likely to need public transportation: seniors aged 65 or older, individuals with disabilities, and people with low income. This map displays the composite measure of these three indices. Figure 4-8 shows those parts of the focus area with the highest population and employment density. The highest population and employment areas typically generate the highest transit usage due in large part to the concentration of overall trips in these areas.

⁴⁵ Source: Research and Statistics Office, Department of Labor and Industrial Relations, State of Hawaii

Figure 4-8: Island of Maui Transit Dependency Index Map

Transportation Needs Index: Maui Island



Nelson Nygaard
consulting associates

Source: State of Hawaii, ESRI

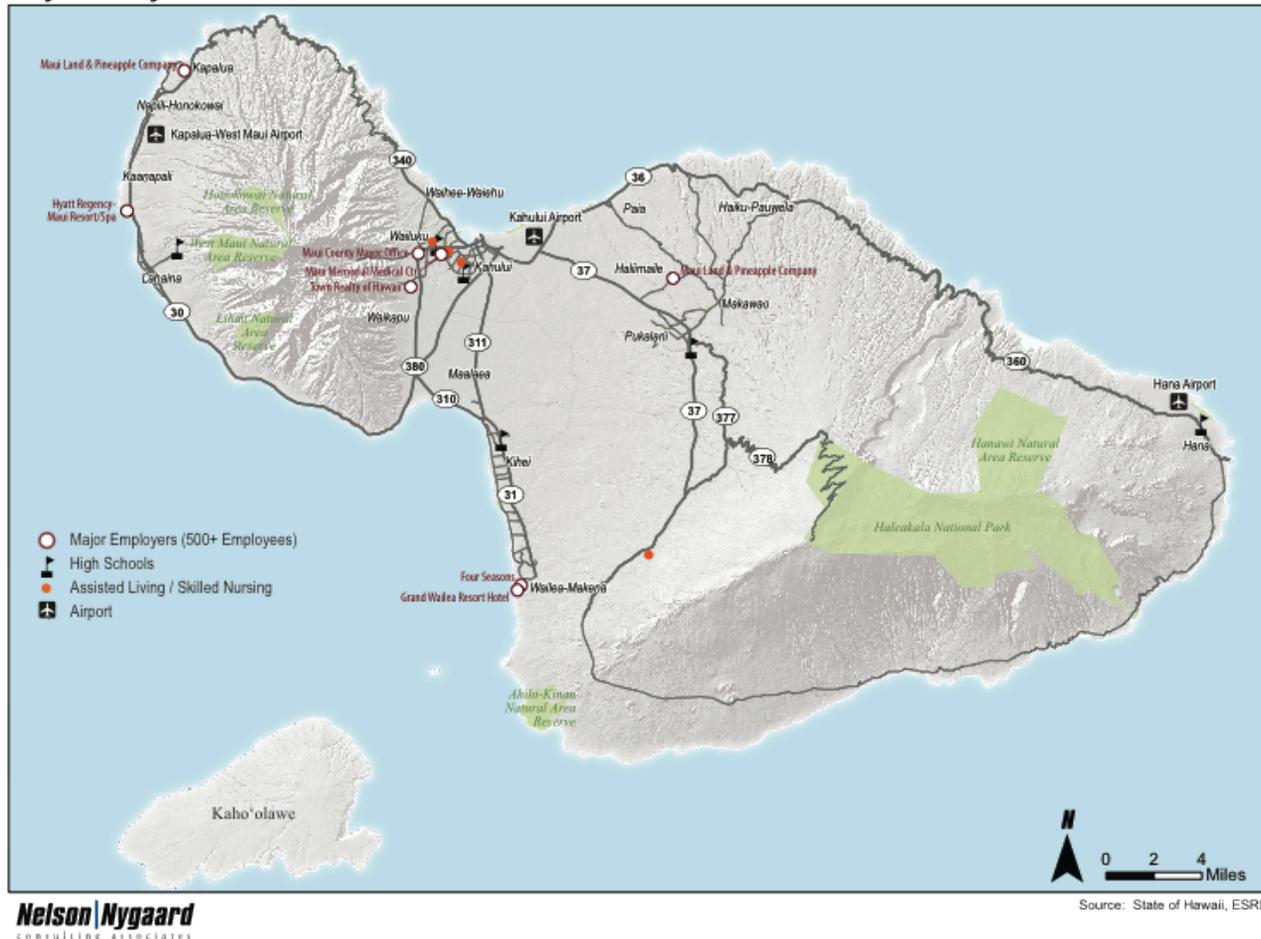
Key Activity Centers and Travel Patterns

The Island of Maui has several major trip generators such as tourist lodging, social and medical facilities, retail sites, and government offices. The population and activity centers on Maui are located primarily in the areas of Kahului-Wailuku, Kihei, and Lahaina. The majority of trips occur in Kahului and Wailuku, which are the centers for government, medical service, and retail sales. The main transit transfer hub is located at the Queen Ka'ahumanu Center in Kahului. Target groups of seniors, individuals with disabilities and persons with low income need to access services and jobs in Kahului and Wailuku, necessitating travel from Upcountry and other parts of the Island. Key destinations on the island include the Queen Ka'ahumanu Center and other shopping destinations, University of Hawaii Maui College, Maui Memorial Medical Center Wailuku, and the government center in Wailuku. Lahaina is a key tourist destination,

especially on days when cruise ships are in port in Kahului, and is a major employment center.

Figure 4-9: Island of Maui Key Activity Center Map

Key Activity Centers: Maui Island



4B. Existing Transportation Service

Background

The County of Maui Department of Transportation (MDOT) is responsible for the vast majority of transportation services in the county. MDOT administers Maui Bus, which was created in 2002 to provide an island-wide public transportation system. Maui Bus operates seven days per week, including holidays. MDOT also operates the curb-to-curb ADA complementary paratransit service and provides funding for other specialized services through contracts with Maui Economic Opportunities (MEO). These programs,

as well as other human service transportation programs, are described in more detail below.

Transportation for the target populations that are the focus of this coordinated plan primarily is funded through the use of County monies. In FY 2011, the County will spend over \$14 million on transportation for various programs including:

- fixed route
- commuter
- paratransit
- dialysis and non-emergency medical transportation
- youth transportation
- nutrition/leisure
- employment
- Head Start
- adult day care

County Highway Funds from gas tax are allocated for the operation of public transit. County General Funds from property tax (hotel) are used to fund trips provided by MEO.

Transportation Funded by the County of Maui

Fixed Route and Commuter Service

Maui Bus fixed route system consists of 12 routes, all of which are operated by Roberts Hawaii. All vehicles are ADA accessible and are equipped with two bicycle racks. The routes vary in hours of operation, roughly from 5:30 AM to 10:00 PM, in and between communities in Central, South, West, Haiku and Upcountry areas:

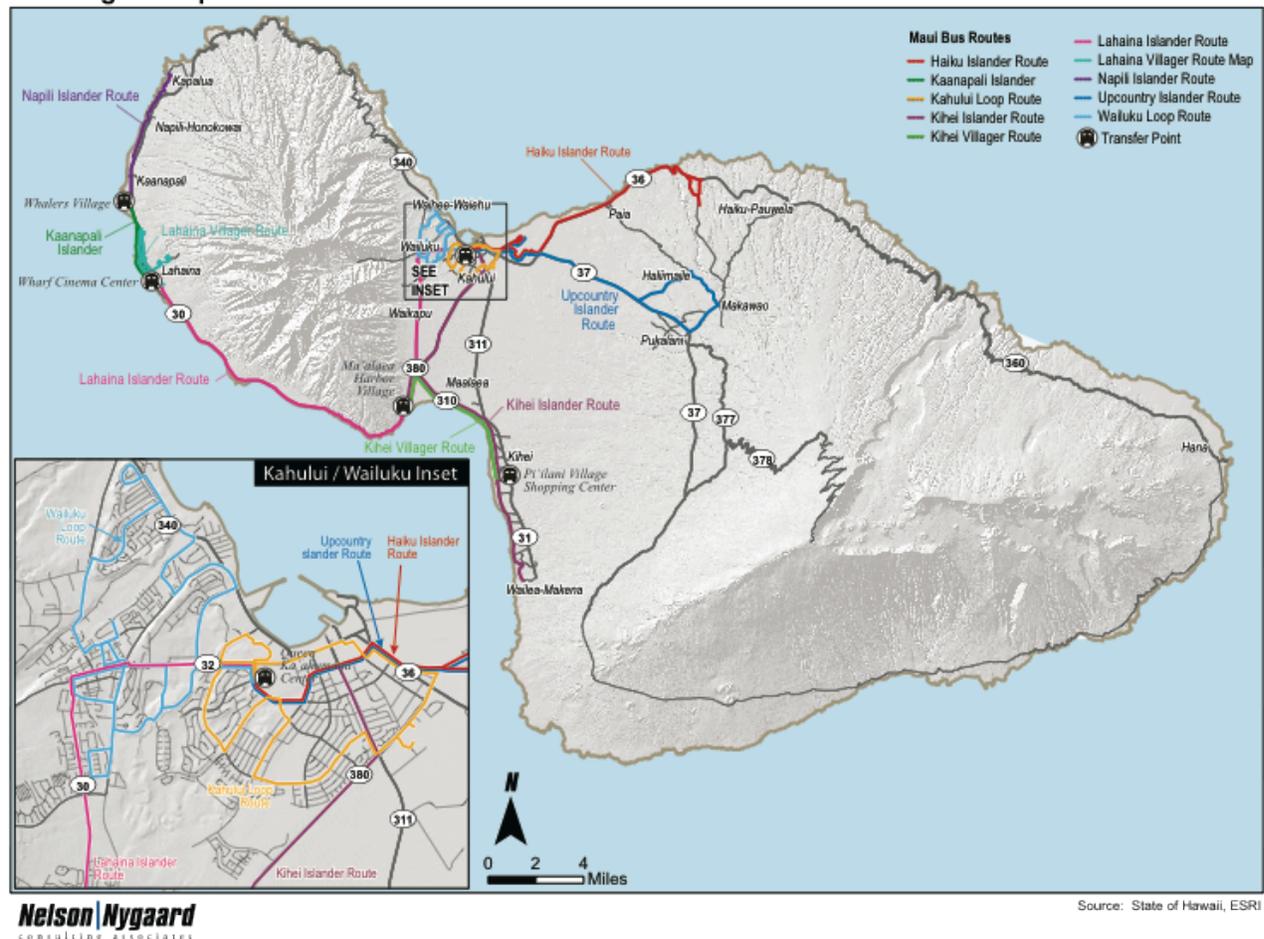
- Routes 1 and 2 Wailuku Loop; 5 and 6 Kahului Loop: Provide circulator service in Central Maui, with connections at the Queen Ka'ahumanu Center Hub
- Route 10 Kehei Islander: Central Maui connecting South Maui via Ma'alaea
- Route 15 Kihei Villager: Within South Maui connecting with Route 20 in Ma'alaea to West Maui
- Route 20 Lahaina Islander: Central Maui connecting West Maui via Ma'alaea
- Route 23 Lahaina Villager: Within West Maui connecting with Routes 20 and 25
- Route 25 Ka'anapali Islander: Service to Ka'anapali from Lahaina
- Route 30 Napili Islander: Service to Kapalua from Ka'anapali
- Routes 35 Haiku Islander and 40 Upcountry Islander: Service to Haiku and Upcountry Maui

Roberts Hawaii is also the contract service provider for the four Maui Bus commuter routes. Service is available seven days a week, including holidays, with morning and afternoon runs. Reservations are required for the following commuter routes:

- Haiku-Wailea Commuter (5:40 AM – 7:05 AM; 4:15 PM – 6:00 PM)
- Makawao - Kapalua Commuter (5:40 AM – 7:50 AM; 4:00 PM – 6:30 PM)
- Wailuku – Kapalua Commuter (5:30 AM – 8:15 AM; 2:45 PM – 5:45 PM)
- Kihei – Kapalua Commuter (6:15 AM – 7:45 AM; 4:05 PM – 5:35 PM)

Figure 4-10: Maui Fixed Route Bus Service Map

Existing Transportation Services in Maui Island



Paratransit

The Maui Bus paratransit service is an advanced reservation, curb to curb service for persons who are unable to use the regular fixed-route Maui Bus. The days and hours of paratransit service are the same as for the fixed route service. Eligibility for the ADA

complementary service is determined by the County using a paper-based application process requiring medical verification.

MDOT contracts with Roberts Hawaii to provide paratransit services. For FY 2011 the County has allocated \$375,000 for paratransit services. The fleet consists of 15 vehicles, including 10 paratransit buses with four wheelchair positions, three 25-passenger buses with two wheelchair positions, and two 5-passenger sedans.

Fare Structure

Passenger fare is \$1.00 per boarding for all fixed routes and paratransit. No transfers are given on any of the routes. Infants under the age of 2 travel free when riding on the lap of an adult.

Monthly passes are available from bus drivers and at the County Business Resource Center and the Wharf Cinema Center Management Office. General boarding passes for all routes are \$45.00 per month; passes for students and seniors (55 and older) are \$30.00. The passes include commuter and paratransit services.

Restricted passes for the Loop and Villager routes (routes 1, 2, 5, 6, 7, 15 and 23) are \$20.00 per month and include paratransit services.

Commuter fares are \$2.00 per one-way trip and there is no charge for transfers to other Maui Bus commuter routes. Commuter passes are also available for \$45.00 per month and include all routes, including commuter.

Additional County-Funded Programs

In addition to fixed route, commuter and paratransit services, MDOT also funds a variety of specialized transportation. Over \$5 million has been allocated to the following programs in the FY 2011 budget. MEO is the contracted service provider, receiving approximately 93% of its funding for transportation programs from the County. Service provided by MEO is free to the rider.

Dialysis Transportation

This program provides both curb to curb or door through door service for clients who need transportation to dialysis treatment or non-emergency medical appointments. MEO operates service Monday through Saturday, utilizing wheel chair buses staffed by specially trained Passenger Assistant Technicians. Over 120 individuals are served, accounting for 6,000 boardings per month.

Adult Day Care

Monday through Friday (except holidays), MEO operates services to Maui Adult Day Care Centers in Central Maui and Lahaina. This is curb to curb service for ambulatory clients. Four buses are used in Central, West, and South Maui and Upcountry.

Kalima

This program provides transportation to 30 adults with chronic mental disabilities, developmental disabilities or physical disabilities and who require specialized assistance during transit. The service runs Monday through Friday and is operated by MEO. Upcountry and Central Maui use two buses each, while South Maui uses one bus.

Employment Transportation

Operated by MEO, this service is designed to give adults with disabilities access to jobs within their community. Curb to curb service is available in Central and South Maui, five days per week, except holidays, during normal business hours. Consumers include individuals with chronic mental illness, physical or developmental disabilities. Two buses are used daily.

Head Start

This curb to curb service transports low income, pre-school aged children from selected locations on Maui to various MEO Head Start sites. Vehicles comply with national Head Start regulations by providing special seatbelt outfits. MEO is the contracted service operator. Service is available five days per week when classes are in session in the following locations:

- Kahului (1 bus)
- Wailuku (1 bus)
- Kihei (1 bus)
- Lahaina (1 bus)

Nutrition Programs

This curb to curb service transports elderly individuals to nutrition and recreational programs. MEO operates the service Monday through Friday as shown below:

- Central Maui (4 buses, 5 days per week)
- Makawao (2 buses, 2 days per week)

- Humiimaile (1 bus, 2 days per week)
- Pukalani (1 bus, 2 days per week)
- Kula (2 buses, 2 days per week)
- Paia-Haiku (1 bus, 2 days per week)
- Kihei (2 buses, 2 days per week)
- Lahaina-Honolua (2 buses, 2 days per week)

Youth Programs

Youth Transportation is designed to serve children between the ages of 9 – 18 by providing after-school service to public programs and facilities such as Boys and Girls Clubs, Youth Centers, Big Brothers/Big Sisters, etc. Youth may take advantage of transportation home that is provided with this program. Youth groups may use this service up to two times each year for field trips or excursions.

Service is available to all youth year round, including during intersession and summer when schools are closed. Schedules can vary from those offered on school days. MEO operates the service in the following areas:

- Central Maui (2 buses, 5 days per week)
- South Maui (2 buses, 5 days per week)
- West Maui (1 bus, 5 days per week)
- Upcountry (2 buses, 5 days per week)

Other Transportation Programs

Additional agencies on Maui provide limited transportation services, usually solely for their own programs and clientele. Their operating characteristics are summarized in Appendix A, the provider inventory.

Aloha House, Inc.

Aloha House, Inc., Malama Family Recovery Center, and Maui Youth and Family Services, Inc. are three separate 501(c) 3 agencies that share board members and a common management structure. Together the agencies provide some transportation for their clients, utilizing vans and minivans. The aging fleet consists of one 5310 15-passenger van purchased approximately eight years ago, and four additional 12 – 15 passenger vans purchased using agency funds.

The Arc of Maui

This private non-profit organization provides services for persons with disabilities, their advocates and families. The Arc offers adult day programs, personal assistance, chore services, residential services, job placement and vocational training. The agency serves approximately 60 clients per day for the day programs. The agency receives a percentage of funding per client from the Medicaid Waiver program for transportation services to help defray costs. The Arc fleet on Maui consists of four mini-vans, three lift equipped cutaways and one passenger car.

While all transportation options available to Maui residents are well utilized, stakeholders indicated a need for more funding for more services.

Easter Seals of Hawaii

Easter Seals is a nationwide non-profit organization that operates adult day health services on Maui. The agency serves 60 adults with developmental disabilities from the ages of 18 and up. Most clients use County-funded services provided by MEO, however Easter Seals does have five vans to transport day program people in the community. In addition, staff members use personal vehicles to transport consumers. The agency provides mileage reimbursement in such cases.

Transportation Services on Molokai and Lanai

Service details and descriptions of needs on the two outer islands of Maui County were provided by stakeholders who work with or represent the populations of those islands. Working with representatives of the County and of human service agencies that serve Lanai and Molokai, the consulting team attained an understanding of the circumstances of those islands. The detail provided below outlines the current services available. The County works with its largest provider, MEO, to operate services on Lanai and Molokai through its contract that also covers services on Maui. The County, MEO, and other human service agencies represented the interests of Lanai and Molokai very thoroughly throughout the planning process.

On Lanai, MEO operates services, through its contract with the County of Maui, primarily for seniors and persons with disabilities. Most trips are of short duration, taking

riders from their homes to program sites and back home again. The majority of consumers live in and around Lanai City, accounting for a population of approximately 3,500. During the period July 2009 – June 2010, MEO provided 5,500 trips using one vehicle. An additional vehicle has recently been placed in service. MEO also operates a shopping shuttle approximately twice per month to bring Lanai residents to Maui. Transportation is coordinated on both ends of the trip and a reduced ferry fare is offered (\$10.00 each way compared to the regular one-way fare of \$25.00).

Because Molokai's population is spread out across the island, there is a need for service that begins or ends in Kaunakakai and goes out to both ends of the island. During Fiscal Year 2009, MEO operates a variety of programs that were funded by the County of Maui. All services are provided free of charge. The Rural Shuttle and Expanded Rural Shuttle are available to the general public, while the Nutrition Program, the Youth Transportation Program and the Ala Hou Program require registration. MEO provided 24,000 trips on its two public shuttles that operate Monday through Friday. MEO also operates a youth shuttle that accounted for 23,000 trips. MEO also provides Medicaid transportation to Medicaid eligible riders as approved by the Department of Human Services (DHS).

Duplication of Services

With the current mix of transportation programs available on Maui, there appears to be little duplication of service. The growth in ridership of fixed route, commuter and paratransit has been substantial since the introduction of the Maui Bus system. Services funded by the County and operated by MEO are well established and used by human service agencies and their clients across the island. While all transportation options available to Maui residents are well utilized, all stakeholders indicated a need for more funding for more services.

One area in which stakeholders identified a duplication of service is the registration or eligibility process required for services. Consumers may be required to submit up to three separate applications in order to access services provided by the County (Maui Bus paratransit), MEO (multiple programs), and the Kaunoa Senior Center.

4C. Transportation Needs Assessment

The following needs assessment was initially developed from interviews with stakeholders on Maui, as well as data review, and review of other studies and reports. These reports include:

- Hawaii Department of Transportation, Coordinated Public Transit-Human Services Transportation Plan, July 2008.
- County of Maui Short Range Transit Plan, January 2005.
- Maui Island Plan, May 2010.

During group meetings, in-person interviews and conference calls, stakeholders were given the opportunity to describe the role their organizations play in providing or arranging transportation, the budget and level of service provided, and any perceptions or experiences with unmet transportation needs or gaps in services specific to the clientele served by the agency. It is important to note that the summary reports reflect the views, opinions, and perceptions of those interviewed. The resulting information was not verified or validated for accuracy.

This needs assessment was reviewed and confirmed through additional consultation with key stakeholders, as well as review with members of the public at two workshops held at the Maui Beach Hotel on September 16, 2010. The meeting for the general public was from 9:00 AM – 11:30 AM, while the Mobility Workgroup met from 1:00 PM – 3:00 PM.

Below is a summary of transportation needs and gaps for Maui County. Note that these needs have not been filtered in terms of feasibility but are presented below as the basis for developing mobility strategies later in this chapter.

Service Needs

Improve awareness of transportation services

- While all stakeholders were aware of the fixed route and commuter service provided by Maui Bus, many agencies indicated a lack of understanding on the part of both their staff and clients of the paratransit services provided by Maui Bus. Some agency representatives did not realize that ADA paratransit transportation provided by Maui Bus was an option in addition to trips provided by MEO.
- It has been noted that veterans and others with disabilities have limited knowledge of transportation options available for them, and they may not be likely to ask for the information. This is particularly important for veterans because the one Disabled American Veterans van on Maui does not have a wheelchair lift, so other options need to be known.

Implement guaranteed rides in trips scheduled with MEO

- Stakeholders expressed concerns that trips scheduled with MEO are not guaranteed and thus clients are not able to attend programs or keep scheduled appointments. Factors mentioned that affect the provision of trips by MEO include excess capacity and MEO's holiday schedule.

Expand service types

- Stakeholders indicated a growing need for transportation that goes beyond curb-to-curb service provided by MEO, including door through door assistance as well as aides or personal attendants who travel with consumers. The need for more wheelchair accessible vehicles was also discussed. Some agencies stated a need for their clients who do not qualify for services provided by MEO.

Expand service area

- The public transit service provided by the Maui Bus serves much of the island, however, the need for increased service to outlying areas, especially Upcountry, was discussed by various agency representatives. Bus stops on Baldwin Avenue and in Waihee community, shuttle service to bus stops and the Transit Center in Kahului, and service along the road to Hana where many low-income families and people with disabilities reside were mentioned as specific unmet needs.

Training Needs

Expand opportunities to coordinate training

- Some stakeholders expressed an interest in coordinating activities with other human services organizations, especially the sharing of driver training resources, specifically in the area of securement. In addition, some agencies indicated the need for expanded opportunities to provide travel training for their clients.
- Agencies that currently utilize or are developing programs to utilize volunteers described the need for screening and training individuals who volunteer. Some stakeholders mentioned the need for proper identification of program volunteers through the use of ID badges, custom shirts or jackets, etc.

Eligibility System Needs

Streamline eligibility process for all programs

- There was agreement among stakeholders that the process to apply for transportation services on Maui can be cumbersome and duplicative. Multiple registration forms are required to be submitted to multiple agencies (Maui Bus paratransit, MEO, Kaunoa Senior Center). Human service organizations indicated that efficient coordination of the eligibility process would be very useful, including a common database of clients across programs and service types. Overall, human service agencies offered that it was difficult to understand all the transportation options available to their clients and said that they would like to have “one hoop to jump through for all services.”

Human Services Coordination Needs

Expand coordination between federally funded programs

- Throughout the discussions on Maui, service providers identified the need for more coordination between and across federally funded programs in order to expand transportation delivery to clients. In particular, coordination at the State and County level between FTA and Agency on Aging funds was mentioned.

Increase assistance with FTA grant process

- Several stakeholders expressed the need for in-house or collective grant-writing assistance and services to improve their ability to be competitive for state and federal transportation and infrastructure funds. Agencies indicated that they did not have the staff, the time or the expertise to prepare grant applications.

Policy/Planning Needs

Some individuals stated that they and their clients needed to know what rights consumers have for transportation under the ADA and what responsibilities transportation providers such as MEO have to deliver services.

All stakeholders indicated that the 5310 process is too slow and is limited to vehicle purchases only, thus limiting the effective usefulness of the funds. Other funding issues that were discussed include the use of Agency on Aging funds potentially being broadened to include services for disabled individuals.

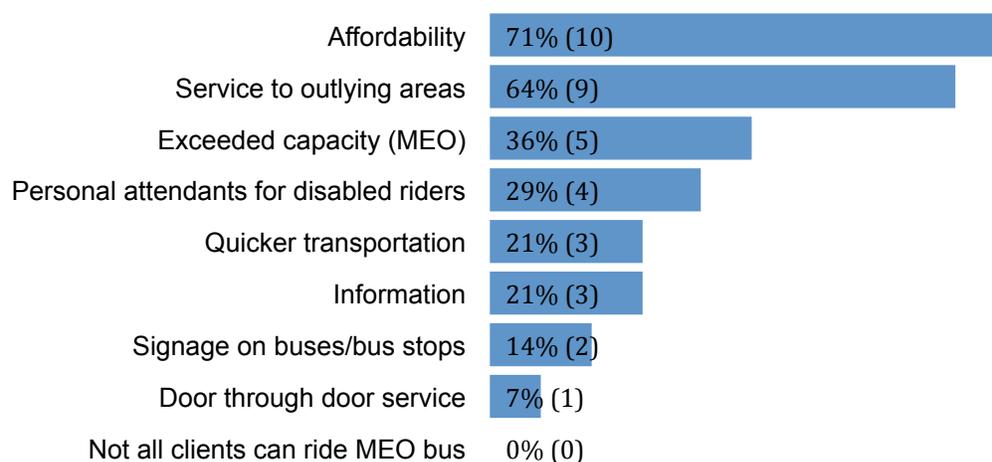
Prioritized Transportation Needs

Public workshop participants were asked to select the three most important categories, and prioritize the needs within those categories. The top three categories chosen were Service/Assistance (44%), Training (39%), and Human Services Coordination (39%) needs. The prioritized list of mobility needs in these categories was reviewed by the Mobility Workgroup, which concurred with the prioritization of the Workshop participants. The priority needs were again reviewed via a survey distributed in November 2010 and at a final public meeting to review the draft plan on June 29, 2011. Some refinement was made to the various needs as described in more detail above.

Service/Assistance Needs

Affordability and service to outlying areas on Maui were easily the top ranked service and assistance needs. Figure 4-11 shows the full ranking of the needs in this category.

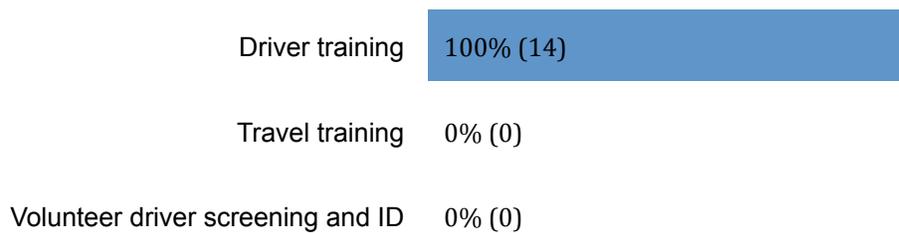
Figure 4-11: Most Important Service/Assistance Needs



Training Needs

Of the three needs identified in this category, 100% of the participants ranked driver training as the top need, as shown in Figure 4-12. In discussion, they emphasized that an accountability system should be included in this category, saying that drivers should be held accountable to follow the training.

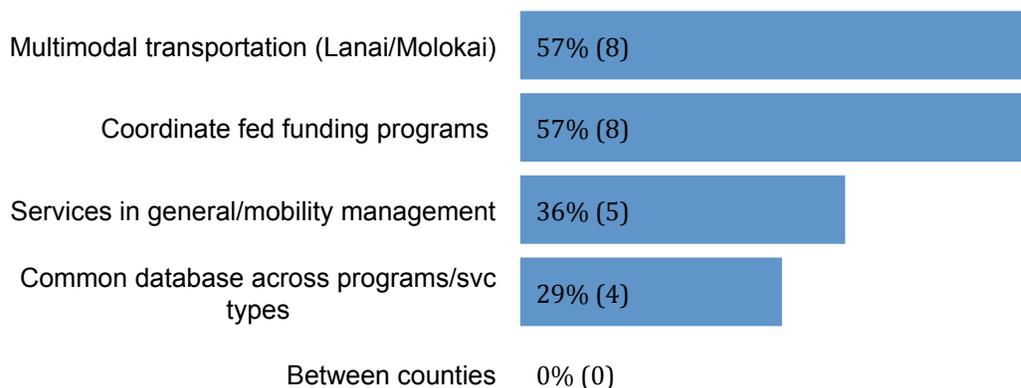
Figure 4-12: Most Important Training Needs



Human Services Coordination Needs

Coordinating federal funding programs and enhancing multimodal transportation to connect people living on each of the islands in the County of Maui tied for the top priority needs. Detailed results are displayed in Figure 4-13. Discussions following this public meeting found other coordination issues to be more significant than these.

Figure 4-13: Most Important Human Services Coordination Needs



4D. Strategies for Improved Service and Coordination

This section describes local strategies designed to address the mobility gaps identified during previous meetings on Maui. These strategies were initially developed by the consultant team based on interviews, public meetings, local mobility workgroup input, and past experience. During a local provider workshop held on December 8, 2010, the local Mobility Workgroup, comprised of transportation and social service providers, refined and prioritized these strategies. The participants of the Workgroup meeting are listed below.

The strategies presented at the December Workshop were prioritized into four categories, A-D, with A being the top priority category. In order to prioritize the strategies, workshop participants reviewed each strategy in terms of:

- The number of critical needs that could be met;
- Its financial feasibility;
- Feasibility of implementation; and
- The involvement of coordination, partnerships and potential community support.

Workshop participants were asked to rate strategies each for categories A-D. These decisions were made by consensus. The results of this process are described below, including brief descriptions of each strategy and the needs they are intended to address. Following is a description of the results of this process.

Category A

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Lead agency for human service transportation coordination	County of Maui should take the lead in Human Services Coordination with some level of centralized action	<ul style="list-style-type: none"> • Human Services Agencies need assistance applying for federal grants • Development of standardized eligibility process across programs • Coordination of permanent eligibility across programs • Development of technology solutions to share data 	<ul style="list-style-type: none"> • Goal 1, Objectives 3 and 5 • Goal 4, Objective 5

		across programs	
Better coordination between Public Transit with Human Services Transportation	This strategy involves the development of bus stops and/or transfer points between Maui Bus and Human Services agencies	<ul style="list-style-type: none"> • Lack of bus stops/accessible bus stops • Insufficient service to outlying areas • Capacity issues 	<ul style="list-style-type: none"> • Goal 1, Objectives 3 and 5 • Goal 4, Objective 5
Coordinated training	This strategy involves coordinating periodic training for drivers and other personnel	<ul style="list-style-type: none"> • Coordination of Travel Training across agencies and programs • Coordination of Driver Training across programs 	<ul style="list-style-type: none"> • Goal 1, Objective 5 • Goal 2, Objective 1 • Goal 4, Objective 5

Category B

Strategy	Description	Need(s) Addressed	HSTP Goals/Objectives Addressed
Coordinate planning efforts	The role of Human Services Coordination needs to fit within other planning efforts	<ul style="list-style-type: none"> • Human Services Coordination needs to be considered as a strategy for all transit plans 	<ul style="list-style-type: none"> • Goal 1, Objectives 3 and 5
Increased oversight	County of Maui should increase its level of oversight of all County-funded transportation programs to ensure contract compliance.	<ul style="list-style-type: none"> • Insufficient service • Capacity issues 	<ul style="list-style-type: none"> • Goal 1, Objective 5

Category C

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Coordinate funding	This strategy involves coordinating Federally Funded Programs to allow for service expansion, such as agency on Aging funds.	<ul style="list-style-type: none"> • Insufficient service • Affordability 	<ul style="list-style-type: none"> • Goal 1, Objectives 1 and 5
Increased public information	This strategy involves establishing more types of public information, such as increasing public information regarding service options with a focus on ADA paratransit service for general disabled public, a single source for information on transportation options, and a coordinated marketing campaign for all people in need.	<ul style="list-style-type: none"> • Development of information to inform and educate consumers and Human Services Agencies 	<ul style="list-style-type: none"> • Goal 1, Objectives 2 and 5 • Goal 4, Objective 5 • Goal 5, Objective 4

Category D

Strategy	Description	Need(s) Addressed	HSTP Goals/ Objectives Addressed
Inter-Island coordination	This strategy involves increasing the accessibility of transportation between islands within the county.	<ul style="list-style-type: none"> • Accessible transportation to/from and on Molokai and Lanai 	<ul style="list-style-type: none"> • Goal 1, Objectives 2, 3 and 5

Public Comment on Strategies

A public meeting was held in Kahului on June 29, 2011, with over 65 stakeholders attending. While all participants concurred with the presented strategies, some expressed a desire for “things to move more quickly.” Attendees also commented that the presentation was very informative about coordinated transportation programs.

As in comment forms received through the Hawaii Rides website, many issues were discussed, such as the number and location of bus stops and the expansion of service through the addition of more service hours and greater coverage of outlying areas, and bus configuration, fall outside the scope of this coordinated transportation plan and could be addressed in a short range transit plan.

Some additional strategies were identified:

- Establish regular public forums on transit accessibility issues
- A local representative of Maui DOT be a visible, accessible part of the coordination process

Chapter 5: Next Steps and Recommendations

State and Local Action

As discussed earlier in this Plan, projects funded through FTA programs Section 5310 (Transportation for Elderly Persons and Persons with Disabilities); Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) are required to be derived from a Coordinated Public Transit-Human Services Transportation Plan. Throughout this planning process, transportation needs and gaps for low-income persons, older adults and persons with disabilities have been documented, and associated strategies identified at the local (county) level. It is also required, pursuant to guidance issued by FTA, that these strategies be prioritized; this exercise was completed in each of the three counties and the results are documented in Chapter 4.

This chapter concludes the Plan, describing the statewide project selection process and offering consultant recommendations for next steps at the local level.

Statewide Project Selection Process

A Statewide Mobility Workgroup was formed to review the local strategies and identify a process for reviewing future JARC and New Freedom funding applications. Members of this workgroup include representatives of the City and County of Honolulu, Disability Communications and Access Board, Department of Human Services, Division of Vocational Rehabilitation, and the Executive Office on Aging. Following are the results of their January 2011 meeting.

Funding Principles

The Statewide Mobility Workgroup recommended the following principles to guide the selection process:

- *Consider geographic diversity.* This means that an effort should be made to distribute projects among all the islands and to ensure there is some geographic balance when awarding projects.
- *Honor local priorities.* This means that the strategies identified as the highest priority at the local level should be honored when projects are evaluated. Some

weighting system may be developed in order to award projects that are consistent with the highest priorities.

- *Fund variety of projects.* This principle recognizes that a variety of projects, including operating support, capital procurement, planning and mobility management are needed and should be funded.

Funding Priorities

In addition to the general selection principles identified by the Statewide Mobility Workgroup, they also defined three statewide priority funding areas:

- *Expand/Improve Service Operations.* Projects that would use funding to provide new or expanded services (i.e. expanded service area, hours, or customer base) would be included in this category.
- *Replace or Expand Vehicles/Other Capital Infrastructure.* Projects that would allow for vehicle replacement, purchase of new vehicles, bus stop improvements, computer equipment or other capital improvements would be included in this category.
- *Mobility Management.* Projects that focus on coordination of services are considered mobility management, and a variety of activities could be funded, included coordinated training, development of service plans, implementation of pilot projects to promote vehicle sharing, coordinated information and referral, etc.

HDOT and the Project Selection Committee will consider whether the project application is consistent with one or more of the above priorities.

Evaluation Process Guidelines

The Workgroup established the following guidelines for the evaluation process:

- *Be transparent.* Procedures for ranking and selecting projects will be defined ahead of time and be made available for potential project sponsors to review. Additionally, a rationale will be provided to support the ultimate funding decisions.
- *Ensure no conflicts of interest exist.* A process will be established that ensures there is no inherent conflict of interest among the committee. No member of the selection committee will represent an applicant or otherwise financially benefit from the projects awarded. This has not been a problem in the past, as HDOT

has used the members of the Statewide Mobility Workgroup as described above, so no major changes or revisions should be needed.

Applying for JARC and New Freedom Funds

Applications will be made available on the HDOT website at <http://hawaii.gov/dot/administration/stp/fta-grant>. HDOT staff will notify providers as they are made available, and they will provide information and support to applicants as needed and resources are available.

Recommendations for State and Local Action

Hawaii counties have been coordinating transportation for many years on informal and formal bases. This has been recognized as a necessary way of doing business in order to meet the mobility needs of their communities. As the economy struggles and populations grow older and more dependent on transit and human service transportation, coordination is even more important.

Even with the existing coordination efforts, gaps in service still exist and additional strategies can be implemented to improve mobility for older adults, people with disabilities and low-income individuals. JARC and New Freedom funds, when leveraged by local funds, are available to meet some of these needs. However, *available funds are limited*, so not all needs will be met even with these additional resources. It is important to be strategic in applying them, as described above in the Statewide Selection Process section. Local decision-making can be similarly strategic.

Following are recommendations for next steps to be taken by local transportation and human service providers.

- *Reconvene Local Mobility Workgroups.* It is recommended that each county institutionalize their Local Mobility Workgroups in order to make on-going decisions about proposed projects. Transit agencies can be an excellent resource in taking the lead in launching this, given their historical leadership in transportation coordination in each of the counties. However, it is recommended that a rotating chair be selected for each workgroup.
- *Develop Projects.* It is recommended that the Local Mobility Workgroup review the top priority strategies and identify a short list of viable projects that can be implemented within the top priority strategies and available funds, based on whether it is a JARC or New Freedom project. A viable project will have an

identified lead agency, partners, timeline for implementation, and local source for match funds.

- *Apply for Federal Funds.* Consider the statewide selection process described above when applying for funds. This is a competitive process, but it can also be a coordinated one. It is recommended that counties communicate with each other about potential projects, selecting projects across the counties that achieve the state's goals for dispersion of funds whenever possible. It would be beneficial for the state to facilitate this process.

With the proper resources, the state can be a great asset in supporting on-going coordination efforts that meet identified and emerging needs over time. Following are recommendations for state action to support these local coordination efforts.

- *Technical Support and Funding.* It is recommended that HDOT provide leadership and technical assistance for the counties and their Local Mobility Workgroups. It is also recommended that HDOT lead efforts to coordinate with state agencies that fund human service transportation in order to attempt to overcome challenges to coordination that arise from different providers' funding requirement. Additional funding is needed in order to enable HDOT to provide this type of leadership and support for coordination.
- *Needs Assessment Updates.* Finally, it is recommended that needs assessments be reviewed and updated every few years. The state should help to identify and fund a mechanism to track unmet and emerging transportation needs on an on-going basis.

Appendix A: Transportation Provider Inventory

County of Hawaii

Fixed Route Transportation							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
County of Hawaii -- Mass Transit Tom Brown, Administrator 961-8744 630 E. Lanikaula Street, Hilo, HI 96720	Public	General public	Unrestricted	Information not provided	Information not provided	Information not provided	The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus.

Demand Response Transportation							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
County of Hawaii -- Mass Transit Tom Brown, Administrator 961-8744 630 E. Lanikaula Street, Hilo, HI 96720	Public	General public	Information not provided	Information not provided	Information not provided	Information not provided	The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus. In addition, the Transit Agency offers a Shared Ride Taxi program which provides door to door transportation for \$2.00 within an 11 mile radius of Hilo.
Hawaii County Economic Opportunity Council Lester Seto 961-2681 47 Rainbow Drive , Hilo, HI 96720	Non- profit	All populations are served via a variety of programs	Information not provided	County of Hawaii Mass Transit, Office of Aging, and Parks and Recreation; Headstart, Medicaid, and ARRA funds	Information not provided	Information not provided	The Hawaii County Economic Opportunity Council (HCEOC) is a private non-profit, and one of the primary special needs transportation providers on the Big Island. They serve every segment of the population through one or more of their programmatic efforts. The bulk of their transportation curb-to-curb services are focused on low income, elderly and disabled persons, with many of these partially funded via fee-for-service.

<p>County of Hawaii -- Elderly Activities Division Harold Bugado, Director 961-8708 127 Kamana St., Hilo, HI 96720</p>	Public	Older adults	Information not provided	Information not provided	Information not provided	Information not provided	The agency provides services to individuals 60 years and older, with information and referral services about the vital services and benefits available in Hawai'i County.
<p>Hospice of Hilo Pearl Lyman Coordinator of Volunteer Services 969-1733</p>	Non-profit	Terminally ill	Information not provided	Information not provided	Information not provided	Information not provided	Hospice of Hilo offers a range of support services to terminally ill patients and their families.

Volunteer Transportation

<p>AGENCY Contact Phone URL Address</p>	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<p>Hospice of Hilo Pearl Lyman Coordinator of Volunteer Services 969-1733</p>	Non-profit	Terminally ill	Information not provided	Information not provided	Information not provided	Information not provided	Hospice of Hilo offers a range of support services to terminally ill patients and their families.

Program Transportation

<p>AGENCY Contact Phone URL Address</p>	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<p>Brantley Center Steve Pavao 775-7245 PO Box 1407, Honoka'a, HI 96727</p>	Non-profit	Older teens and adults with mental and physical disabilities	Program only	Grants and service fees	2 vehicles--1 12 psgr van w/lift--1 minivan	Information not provided	The Brantley Center, Inc. is a private non-profit, devoted to working with people with physical and mental disabilities. The agency provides training programs focused on encouraging independence in the home, workplace, and community. The employment rehabilitation program offers students with disabilities the opportunity to transition from school to the work environment during their senior year.

County of Hawaii -- Elderly Activities Division Harold Bugado, Director 961-8708 127 Kamana St. , Hilo, HI 96720	Public	Older adults	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	The agency provides services to individuals 60 years and older.
Hawaii Island Adult Care, Inc. Paula Uusitalo, Executive Director 961-3747	Non-profit	Older adults	Program-related	Medicaid, tuition, farebox	3 wheelchair equipped passenger vans	Information not provided	Information not provided	HIAC serves older adults and people with physical disabilities. At present, there are 89 clients, and about 60 people per day come to the center for a meal program or other activities. HIAC's purpose is to provide community based care for the daily life needs of frail elders, Alzheimer's patients, and physically or mentally challenged individuals, thus giving them the opportunity to remain living in their own homes.
Hawaii Centers for Independent Living – Hilo Raelene Souza 935-3777 1055 Kinooole Street, Ste. 105 , Hilo, HI 96720	Non-profit	Persons with physical and mental disabilities	Program-related	Information not provided	Information not provided	Information not provided	Information not provided	The independent living program is designed to help those served to live independently in the community by providing services and information to consumers in regards to housing, the hiring of personal assistants, and gaining independent living skills, allowing consumers to exercise personal choice and decision making and become better advocates for themselves.
Kona Adult Day Center, Inc. Rowena Tiqui, Executive Director 322-7977 P.O. Box 1360, Kealahou, HI 96750	Non-profit	Older adults with physical and mental disabilities	Program-related	Information not provided	2 vans, 1 with a wheelchair lift	Information not provided	Information not provided	The agency provides day service activities for adults with physical and mental disabilities.
The Arc of Kona Maggie Lobo, Director of Operations 323-2626 81-1065 Konawaena School Road, Kealahou, HI 96750	Non-profit	Persons with physical and mental disabilities	Program-related	Information not provided	Information not provided	Information not provided	Information not provided	The Arc of Kona is a private nonprofit organization for persons with disabilities, their advocates and families. The Arc of Kona is committed to helping persons with disabilities achieve the fullest possible independence and participation in our society according to their wishes.

The Arc of Hilo Vicki Linter, Community Support Services Manager 935-8534 1099 Waiānuenue Ave., Hilo, HI 96720	Non-profit	Persons with physical and mental disabilities	Program-related	Information not provided	Information not provided	Information not provided	Information not provided	The Arc of Hilo helps prepare individuals with disabilities for competitive employment in the community. Services include identifying the individual's interests and skill and assessing the areas that need improvement. They offer hands-on training and support for interviews and other job skills for successful transition to employment.
Easter Seals of Hawaii Tisha Takazawa 961-3716	Non-profit	Adults with developmental disabilities	Transportation to and from the program	Information not provided	Information not provided	Information not provided	Information not provided	Easter Seals of Hawaii provides adult day health services in the Hilo area, for developmentally disabled clients 18 years and up.

Bus Passes/Mileage Reimbursements

AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Annual Budget	Description
County of Hawaii -- Office of Aging Alan Parker, Executive on Aging 961-8660 1055 Kino'ole Street, Suite 101, Hilo, HI 96720	Public	Older adults	Information not provided	State, County, Federal	\$380,000 (All transportation-related programs)	The Office of Aging serves as a resource for older persons throughout the County of Hawaii. The agency is funded in part by Title III of the Older Americans Act through the State Executive Office on Aging. They have offices located in Hilo and Kona.
County of Hawaii -- Elderly Activities Division Harold Bugado, Director 961-8708 127 Kamana St., Hilo, HI 96720	Public	Older adults	N/A	Information not provided	Information not provided	The agency provides services to individuals 60 years and older.

Information and Referral Services						
AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description	
County of Hawaii -- Office of Aging Alan Parker, Executive on Aging 961-8660 1055 Kino'ole Street Suite 101 , Hilo, HI 96720	Public	Older adults	State, County, Federal	\$380,000 (All transportation- related programs)	The Office of Aging serves as a resource for older persons throughout the County of Hawaii. The agency is funded in part by Title III of the Older Americans Act through the State Executive Office on Aging. They have offices located in Hilo and Kona.	
County of Hawaii -- Elderly Activities Division Harold Bugado, Director 961-8708 127 Kamana St. , Hilo, HI 96720	Public	Older adults	Information not provided	Information not provided	The agency provides individuals 60 years and older with information and referral services about the vital services and benefits available in Hawai'i County.	
Brantley Center Steve Pavao 775-7245 PO Box 1407, Honoka'a, HI 96727	Non-profit	Older teens and adults with mental and physical disabilities	Grants and service fees	Information not provided	The Brantley Center, Inc. is a private non-profit, devoted to working with people with physical and mental disabilities. The agency provides information and referral services to assist each client to gain access to housing, health care, employment, and education.	
Hawaii Island Adult Care, Inc. Paula Uusitalo, Executive Director 961-3747	Non-profit	Older adults	Medicaid, tuition, farebox	Information not provided	HIAC serves older adults and people with physical disabilities. HIAC's purpose is to provide community based care for the daily life needs of frail elders, Alzheimer's patients, and physically or mentally challenged individuals, thus giving them the opportunity to remain living in their own homes.	
Hawaii Centers for Independent Living – Hilo Raelene Souza 935-3777 1055 Kinooole Street, Ste. 105 , Hilo, HI 96720	Non-profit	Persons with physical and mental disabilities	Information not provided	Information not provided	The independent living program is to help those served to live independently in the community by providing services and information to consumers in regards to housing, the hiring of personal assistants, and gaining independent living skills, allowing consumers to exercise personal choice and decision making and become better advocates for themselves.	
Hospice of Hilo Pearl Lyman Coordinator of Volunteer Services 969-1733	Non-profit	Terminally ill	Information not provided	Information not provided	Hospice of Hilo offers a range of support services to terminally ill patients and their families.	
Easter Seals of Hawaii Tisha Takazawa 961-3716	Non-profit	Adults with developmental disabilities	Information not provided	Information not provided	Easter Seals of Hawaii provides adult day health services in the Hilo area, for developmentally disabled clients 18 years and up.	

Travel Training						
AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description	
County of Hawaii -- Office of Aging Alan Parker, Executive on Aging 961-8660 1055 Kino'ole Street Suite 101 , Hilo, HI 96720	Public	Older adults	State, County, Federal	\$380,000 (All transportation- related programs)	The Office of Aging serves as a resource for older persons by developing training programs on behalf of constituents throughout the County of Hawaii. The agency is funded in part by Title III of the Older Americans Act through the State Executive Office on Aging. They have offices located in Hilo and Kona.	
Hawaii Centers for Independent Living – Hilo Raelene Souza 935-3777 1055 Kinooole Street, Ste. 105 , Hilo, HI 96720	Non-profit	Persons with physical and mental disabilities	Information not provided	Information not provided	The independent living program is to help those served to live independently in the community by providing services and information to consumers in regards to housing, the hiring of personal assistants, and gaining independent living skills, allowing consumers to exercise personal choice and decision making and become better advocates for themselves.	

Planning/Advocacy/Transportation Program Funding						
AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description	
County of Hawaii -- Elderly Activities Division Harold Bugado, Director 961-8708 127 Kamana St. , Hilo, HI 96720	Public	Older adults	Information not provided	Information not provided	The agency provides individuals 60 years and older, with information and referral services about the vital services and benefits available in Hawai'i County.	

<p>Hawaii Centers for Independent Living – Hilo Raelene Souza 935-3777 1055 Kinooole Street, Ste. 105 , Hilo, HI 96720</p>	<p>Non-profit</p>	<p>Persons with physical and mental disabilities</p>	<p>Information not provided</p>	<p>Information not provided</p>	<p>Information not provided</p>	<p>The independent living program is to help those served to live independently in the community by providing services and information to consumers in regards to housing, the hiring of personal assistants, and gaining independent living skills, allowing consumers to exercise personal choice and decision making and become better advocates for themselves.</p>
<p>County of Hawaii -- Office of Aging Alan Parker, Executive on Aging 961-8660 1055 Kino'ole Street Suite 101 , Hilo, HI 96720</p>	<p>Public</p>	<p>Older adults</p>	<p>State, County, Federal</p>	<p>\$380,000 (All transportation-related programs)</p>	<p>The Office of Aging serves as a resource for older persons by developing a system of services, conducting needs assessments, writing grants and developing training programs on behalf of constituents throughout the County of Hawaii. The agency is funded in part by Title III of the Older Americans Act through the State Executive Office on Aging. They have offices located in Hilo and Kona.</p>	

County of Kaua'i

Fixed Route Transportation							
AGENCY	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<p>Contact Phone URL Address County of Kauai Transportation Agency Celia Mahikoa, Executive on Transportation 241-6410 www.kauai.gov 3220 Hoolako St, Lihue, HI 96766</p>	<p>Public</p>	<p>General public</p>	<p>Unrestricted</p>	<p>General Fund, FTA 5309, 5310, 5311, 5340, fare revenue</p>	<p>Approx. 37 vehicles</p>	<p>Approx. \$2.3 million</p>	<p>The Kauai Bus operates a public, fixed route transportation service, providing public transportation from Hanalei to Kekaha with limited service to the Koloa/Poipu area. Buses can accommodate wheelchair users. The system operates Monday through Friday from 5:15 a.m. to 7:15 p.m., and Saturday from 7:15 a.m. to 3:15 p.m. Hours vary depending on the route. There is no service on Sundays and County holidays.</p>

Demand Response Transportation							
AGENCY	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
<p>Contact Phone URL Address</p> <p>County of Kauai Transportation Agency Celia Mahikoa, Executive on Transportation 241-6410 www.kauai.gov 3220 Hoolako St, Lihue, HI 96766</p>	Public	People with disabilities, Older adults	Unrestricted	General Fund, FTA 5309, 5310, 5311, 5340, contract services, donations, fare revenue	Approx. 13 vehicles	Approx. \$1.6 million	The Kauai Bus operates a public paratransit transportation service. The paratransit bus service provides public transportation from Hanalei to Kekaa with limited service to the Koloa/Poipu area. Buses accommodate wheelchair users. The system operates Monday through Friday from 5:15 a.m. to 7:15 p.m., and Saturday from 7:15 a.m. to 3:15 p.m. Hours vary depending on the route. There is no service on Sundays and County holidays.
<p>Akita Enterprises, Limited Wendy Akita, President 245-5344 2960 Aukele St, Lihue, HI 96766</p>	For-profit	Older adults, people with physical and developmental disabilities, school-children, non-profit agencies	Medical, program activities, education, sightseeing	Rider fees	12 wheelchair accessible yellow school vans (12-30 passengers)	Information not provided	Akita Enterprises serves Department of Education special education students and Wilcox hospital. Private individuals may also use their services. Accessible transportation is available on an individually arranged basis, with 5-days advance notice if possible. Service primarily involves transportation between the Lihue Airport and hotels. Fees vary according to the destination and time of day.
<p>Kauai Medical Transportation Heike Fujita 212-5833 kauaimedicaltransport.com PO Box 79, Kalaheo, HI</p>	For-profit	People with disabilities	Medical	Rider fees	1 wheelchair and gurney accessible	Information not provided	Kauai Medical Transportation offers non-emergency transport for ambulatory as well as non-ambulatory clients using specially modified vans to accommodate wheelchairs or stretchers.

Volunteer Transportation								
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description	
County of Kauai Agency on Elderly Affairs Senior Companion Program Kealoha Takahashi, Executive on Aging 241-4470 www.kauai.gov/oca/elderly 4444 Rice St, Lihue, HI 96766	Public	Older adults (60+)	Unrestricted	County general fund	Volunteers use own vehicles	Information not provided	Staff provide eligibility screening for transit agency's Kupuna Care program. The senior companion program (5-6 volunteers) provides companionship and support services including some transportation to doctor.	
Veteran's Affairs Disabled American Veterans Charlene Burgess, Social Worker 246-0497 3-397 Kuhio Hwy, Lihue, HI 96766	Public	Veterans	Medical (VA appointments only)	US Dept. of Veteran's Affairs	Volunteers use own vehicles	Information not provided	Volunteer drivers transport ambulatory veterans to and from their VA appointments.	

Program Transportation									
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description		
Alu Like Bricen Moritsugu, Program Specialist 245-8545 2970 Haleko Road, Suite 205, Lihue, HI 96766	Non-profit	Primarily Native Hawaiian community, some programs open to all	Trips to Alu Like programs; Service to elder program sites and youth services	DHHS, DOL	2 vehicles (one 15 passenger van and one 7 passenger minivan)	Information not provided	Alu Like offers a comprehensive range of services and activities to fill identified needs in the Native Hawaiian community, including community economic development, business assistance, employment preparation, training, library services, educational and childcare services for families with young children.		
Easter Seals Hawaii Home and Community Based Services Ellen Ching Program Director 245-4132 3201 Akahi St, Lihue, HI 96766	Non-profit	Youth and children under 20 with developmental disabilities	Daily excursions in the community	State	3 vehicles (two 14 passenger, one minivan)	Information not provided	The Home and Community Based Services program provides a variety of programs to 75 children and youth with developmental disabilities, primarily 5 and under, and teenagers up to 20.		
Easter Seals Hawaii Adult Day Health Center Community Based Services Ed Nilson, Senior Program Instructor 821-6944 4800 F Kawaihau Rd, Kapaa, HI 96746	Non-profit	Adults over 20 with developmental disabilities	Daily excursions from the Center for clients	State	3 vehicles (two 14 passenger, one minivan)	Information not provided	ARC merged with Easter Seals in 2009 - this is the only Adult Day Center serving adults with developmental disabilities on the island. 36 clients use the program daily, and are provided various programs including daily excursions throughout Kauai.		

<p>Kauai Economic Opportunity Inc. (KEO) Lynn Kua 245-4077 2804 Wehe Rd, Lihue, HI 96766</p>	<p>Non-profit</p>	<p>Low-income/homeless individuals</p>	<p>Medical (Care-a-Van program), Unrestricted (group home)</p>	<p>State Department of Labor and Industries</p>	<p>1 medically-equipped vehicle, One 11-passenger van, One wheelchair accessible 8-passenger van</p>	<p>Information not provided</p>	<p>KEO has two programs that provide program-related transportation:</p> <ul style="list-style-type: none"> The Homeless Care-a-van program provides outreach medical, legal and social services on Kauai for homeless and potentially homeless individuals. Currently uses (1) medically equipped van, Care-A-Van outreach specialists, a contract doctor and participants from LASH (Legal Aid Society of Hawaii) and other social agencies to travel to beaches/parks and other areas on Kauai where homeless people live or congregate. The group home provides a "family living" environment for physically challenged adults with a live-in manager. Residents participate in skill building activities. Provides limited transportation for residents as needed.
<p>Wilcox Adult Day Health Caryn Sakahashi, Director 246-6919 2943 Kress St, Lihue, HI 96766</p>	<p>Non-profit</p>	<p>Primarily adults with dementia and Alzheimer's, in addition to frail adults</p>	<p>Excursions and medical appointments</p>	<p>Primarily Kupuna Care of Agency on Elderly Affairs</p>	<p>2 vehicles (10 passenger van, 6 passenger minivan)</p>	<p>Information not provided</p>	<p>Wilcox provides day care services primarily to adults with dementia and Alzheimer's, in addition to frail adults at the Lihue facility.</p>

Bus Passes/Mileage Reimbursements

<p>AGENCY Contact Phone URL Address</p>	<p>Agency Type</p>	<p>Population Served</p>	<p>Allowable Trip Types</p>	<p>Funding Sources</p>	<p>Annual Budget</p>	<p>Description</p>
<p>Kauai Economic Opportunity Inc. (KEO) Lynn Kua 245-4077 2804 Wehe Rd, Lihue, HI 96766</p>	<p>Non-profit</p>	<p>Low-income/homeless individuals</p>	<p>Employment (Homeless Barrier Removal Program), Unrestricted (group home)</p>	<p>State Department of Labor and Industries</p>	<p>\$2400</p>	<p>The Homeless Barrier Removal program provides assistance to eligible homeless families and people to prevent, avoid or remedy homelessness and its associated dangers. Targets all segments of the homeless population, including unsheltered, sheltered and at-risk homeless families and persons in areas where homeless persons congregate or reside. Will assist in paying rent, security deposit and utility bills.</p>

Information and Referral Services

AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description
Alu Like Bricen Moritsugu, Program Specialist 245-8545 2970 Haleko Road, Suite 205, Lihue, HI 96766	Non-profit	Primarily Native Hawaiian community, some programs open to all.	DHHS, DOL	Information not provided	Comprehensive range of services and activities to fill identified needs in the Native Hawaiian community, including community economic development, business assistance, employment preparation, training, library services, educational and childcare services for families with young children.
County of Kauai Agency on Elderly Affairs Aging and Disability Resource Center/ Kupuna Care Kealoha Takahashi, Executive on Aging 241-4470 www.kauai.gov/ocal/elderly 4444 Rice St, Lihue, HI 96766	Public	Older adults (60+)	County general fund	Information not provided	Staff provide eligibility screening for transit agency's Kupuna Care program as well as comprehensive information and referral services.
Kauai Center for Independent Living Terri Yamashiro 245-4034 www.myhcil.com/ 4340 Nawiliwili Rd, Lihue, HI 96766	Non-profit	People with disabilities	Information not provided	Information not provided	The Kauai Centers for Independent Living (KCIL) provides four core services: information and referral, systems and individual advocacy, skills training and peer counseling. Consumers request services based on their personal goals. The organization has one vehicle that is not in service. The vehicle was used for prior transportation services.

Planning/Advocacy/Transportation Program Funding

AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description
Alu Like Bricen Moritsugu, Program Specialist 245-8545 2970 Haleko Road, Suite 205, Lihue, HI 96766	Non-profit	Primarily Native Hawaiian community, some programs open to all.	DHHS, DOL	Information not provided	Comprehensive range of services and activities to fill identified needs in the Native Hawaiian community, including community economic development, business assistance, employment preparation, training, library services, educational and childcare services for families with young children.
County of Kauai Agency on Elderly Affairs Kealoha Takahashi, Executive on Aging 241-4470 www.kauai.gov/ocal/elderly 4444 Rice St, Lihue, HI 96766	Public	Older adults (60+)	County general fund	\$125,934 (funds to transit agency for Kupuna Care)	The agency provides planning services for senior needs as well as funding for the transit agency's Kupuna Care program.

County of Maui

Fixed Route Transportation								
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description	
County of Maui Dept. of Transportation Maui Bus - Fixed Route and Commuter Service JoAnne Johnson- Winer 270-7511 200 S. High St., Wailuku, HI 96793	Public	General public	Unrestricted	County General Funds and Highway Funds	Information not provided	\$7 million	The Maui Department of Transportation provides fixed route service through a contract with Roberts Hawaii.	
Roberts Hawaii 871-6226 robertshawaii.com 711 Kaonawai Pl, Kahului, HI 96732	For- profit	General public	Unrestricted	Maui County Dept. of Transportation	Information not provided	Information not provided	Roberts Hawaii, as the contract service provider to MIDOT, operates Maui Bus fixed route and commuter services.	

Demand Response Transportation							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description
County of Maui Dept of Transportation Maui Bus - Paratransit Service JoAnne Johnson-Winer 270-7511 200 S. High St., Wailuku, HI 96793	Public	ADA paratransit eligible riders	Unrestricted	Information not provided	Information not provided	Information not provided	The Maui Department of Transportation provides paratransit service through a contract with Roberts Hawaii.
County of Maui Dept of Transportation Maui Bus - Specialized Transportation Services JoAnne Johnson-Winer 270-7511 200 S. High St., Wailuku, HI 96793	Public	Youth, seniors, persons with disabilities, dialysis patients	Nutrition programs, dialysis, after school programs	Information not provided	Information not provided	Information not provided	The Maui Department of Transportation provides a variety of specialized transportation for youth, seniors, individuals with disabilities through contracts with MEO.
Maui Economic Opportunities, Inc, (MEO) George Reioix 249-2990 meoinc.org 99 Mahalani St., Wailuku, HI 96793	Non-profit	Youth, senior and persons with disabilities	Nutrition programs, dialysis, after school programs	Maui County Department of Transportation	Information not provided	Information not provided	MEO provides a variety of transportation services for youth, senior and persons with disabilities through programs funded through Maui County Department of Transportation.
Roberts Hawaii 871-6226 robertshawaii.com 711 Kaonawai Pl, Kahului, HI 96732	For-profit	General public	General public	Maui County Dept. of Transportation	Information not provided	Information not provided	As the contract service provider to MDOT, Roberts Hawaii operates Maui Bus paratransit services.

Volunteer Transportation									
AGENCY		Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description	
Contact Phone URL Address	Ka Lima O Maui Esther Yap, Bookkeeper 244-5502 kalimanomaui.org 95 Mahalani St., Wailuku, HI 96793	Public	Persons with disabilities	Employment related trips	Information not provided	10 vehicles	Information not provided	Ka Lima O Maui provides job placement, evaluation and training for adults and persons with disabilities.	

Program Transportation									
AGENCY	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Fleet Size	Annual Budget	Description		
Contact Phone URL Address	The Arc of Maui Audrey McGauley, CEO 245-5781 arcofmaui.org 95 Mahalani St., Suite 17, Wailuku, HI 96793	Information not provided	Program-related trips	Information not provided	Information not provided	Information not provided	The Arc of Maui helps prepare individuals with disabilities for competitive employment in the community. Services include identifying the individual's interests and skill and assessing the areas that need improvement. They offer hands-on training and support for interviews and other job skills for successful transition to employment.		
Easter Seals of Hawaii Melissa King-Hubert 249-2065 eastersealshawaii.org 95 Mahalani St., Wailuku, HI 96793	Non-profit	Adults with developmental disabilities	Transportation to and from the program	Information not provided	Information not provided	Information not provided	Easter Seals Hawaii provides exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.		
Maui Adult Day Care Center Sandy Freeman, Exec. Dir. 871-5804 madcc.org 11 Mahaolu St. Ste B, Kahului, HI 96732	Non-profit	Older adults	Social	Information not provided	Information not provided	Information not provided	Day care is provided for frail, elderly, and disabled. They also operate Hanna Senior Center and use transportation funded by MDOT and provided by MEO.		

Bus Passes/Mileage Reimbursements							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Allowable Trip Types	Funding Sources	Annual Budget	Description	
Ka Lima O Maui Esther Yap, Bookkeeper 244-5502 kalimanomaui.org 95 Mahalani St., Wailuku, HI 96793	Public	Persons with disabilities	Employment related trips	Information not provided	Information not provided	Ka Lima O Maui provides job placement, evaluation and training for adults and persons with disabilities	

Information and Referral Services							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description		
Ka Lima O Maui Esther Yap, Bookkeeper 244-5502 kalimanomaui.org 95 Mahalani St., Wailuku, HI 96793	Public	Persons with disabilities	Information not provided	Information not provided	Ka Lima O Maui provides job placement, evaluation and training for adults and persons with disabilities		

Planning/Advocacy/Transportation Program Funding							
AGENCY Contact Phone URL Address	Agency Type	Population Served	Funding Sources	Annual Budget	Description		
County of Maui Office on Aging Deborah Arendale	Public	Older adults	Information not provided	Information not provided	Funds transportation for seniors through the Kaunoa Senior Center. Is in the process of establishing a volunteer program that will include a transportation component.		
Ka Lima O Maui Esther Yap, Bookkeeper 244-5502 kalimanomaui.org 95 Mahalani St., Wailuku, HI 96793	Public	Persons with disabilities	Information not provided	Information not provided	Ka Lima O Maui provides job placement, evaluation and training for adults and persons with disabilities		

Appendix B: Public Meeting Participants

Hawaii, Kaua'i and Maui Counties

Hawaii County Public Meeting Participants – August 30-31, 2010

Name	Affiliation
Tom Brown	Hawaii County Department of Mass Transit
Lester Seto	Hawaii County Economic Opportunity Center
Paula Uusitalo	Hawaii Island Adult Care
Coran Kitaoka	Coordinated Services for the Elderly
Brandi Konrady	National Federation of the Blind of Hawaii
Sylvia Abernathy	National Federation of the Blind of Hawaii
Pat Wilkinson	Resident
Bernice Elam	Resident
Florence Fukui	Resident
Leoni K. Poy	Resident
Tom Poy	Resident
Alvin Chun	Resident
Junie-Ann Kamoku	Coordinated Services for the Elderly
Mary T. Chun	Coordinated Services for the Elderly
Fran Takamiyashiro	Resident
Patrick Callahan	Resident
Nancy Callahan	Resident
Lydia Mahia	HCEOC
Daniel Goldman	Resident
Darlette Miguel	Resident
Iwalani S. Enriques	Resident
Andrew Liwai	HCEOC
L. Bungula	HCEOC
B. Sextimo	HCEOC
Bill Brichante	Resident
Mailo Young	Resident
Steve Godzsak	Resident
Lori Rogers	Hilo Medical Center Foundation
Julie Talang	Hilo Medical Center Foundation
Bert Nishimoto	Resident
Toby Hazel	Resident
Jon Olson	Resident
Shelly Ogata	Resident

Maggie Lobo	ARC of Kona
Harold Bugado	County of Hawaii
Cheryle Kihara	ARC of Kona
Tim Hansen	Coordinated Services for the Elderly
Alan Parker	Hawaii County Office of Aging
Terry Saito	Coordinated Services for the Elderly
Vicki Lintner	ARC of Hilo

Kaua'i County Public Meeting Participants – August 25, 2010

Name	Affiliation
Haunani Kaimi Naauau	Resident
Ken Posney	Resident
Randy Blake	Resident
Debra Deluis	Catholic Charities
Mary Isabella Stone	Resident
James Fujita	Kaua'i Medical Transport
Lucky Ventar	Kaua'i Medical Transport
Ken Taylor	Resident
JoAnn Yukimura	Resident
Anthony Domine	Resident
Claire Domine	Resident
Greg DiSilvestri	635-TAXI
Christina Pilkington	County of Kaua'i ADA Coordinator
Teri Yamashiro	HCIL - Kaua'i
Rhodora Rojas	HCIL - Kaua'i
Janine Rapozo	Kaua'i County Transportation
John Spencer	Resident
Lynn Kua	Kaua'i Economic Opportunity

Maui County Public Meeting Participants – September 16, 2010

Name	Affiliation
Michelle Jones	Maui County Office on Aging
Mary Matsukawa	Resident
Erlie Cabacangan	Hale Makua
Mark Soule	Hale Makua
George Reioux	MEO
Ron Hovious	ARC of Maui County

Keri Pasion-Salas	ARC of Maui County
Darren Konno	Maui County DOT
Harry Johnson	Roberts Hawaii
Deborah Arendale	Maui County Office on Aging
Jo Reyes	Maui County Office on Aging
Leda Muromoto	Resident
Nalani Perreira	Hui No Ke Ola Pono
Ryane Sagisi	Hale O Lanakila
Heather Willmann	Hale O Lanakila
Nani Watanabe	HCIL
Rita Barrera	Aging with Aloha Coalition
Joyce Garcia	Resident
Misao Nakagawa	Resident
Joanne Nakagawa	Resident
Sandy Baz	Resident
Jillayne Ching	Hui No Ke Ola Pono
<i>Illegible</i>	Maui Wheelers
Cathy Kekiwi	Assisted Transportation
James Mariano	County Office on Aging
<i>Illegible</i>	AWAC
Jlorra Basbas-Aguilar	Resident

Hawaii County Public Meeting Participants – June 27-28, 2011

Name	Affiliation
Tom Brown	Hawaii County Department of Mass Transit
Dexter Banaay	Resident
Gardner	PHN
Christine Namahoe- Lin	Coordinated Services for the Elderly
Alex Grantz	CSE
Howard and Gwen Perreira	Resident
Asae Keymiji	Resident
Kuniko Asakura	Resident
Robert S. DeMotta Sr.	Resident
Mary M. Brewer	Volcano Community Association
Ellen M. Iida	Resident
Timothy Lin	Resident
Steve Godzsak	AARP
Jimmy Gillespie	Kupuna Ride
Mark Kanno	Logisticare
Raelene Souza	HCIL

Margaret Levy-Dohanos	CAN, bus rider, home health aide, SILC, mayor's advisory committee on paratransit
June Conant	Hilo Pier Aloha Room
Bettie Wagstaff	HCEOC
Bernice Tomiyama	Resident
Mieko Soken	Resident
Hanako Yiegawa	Pepeekeo senior
Sueno Saruwataie	Pepeekeo Hakalou Senior
Carlina Ragual	Honomu Senior
Philomina Rabago	Hak Senior, HCEOC Board Member
Kathy Kosaka	County Councilman Dennis Onishi
Rayce Bento	Alu Like, Inc.
Wesley Tanigawa,	ARC of Hilo
Paula Uusitalo	Hawaii Island Adult Care, Inc.
Stephanie Bath	Community advocate
Beatrice Sexeneo	HCEOC
Sada Anand Kauer	DAR
Wattie Mae Hedemann	Unidentified
Marilyn A. Debus	Unidentified
Bernice Elam	Unidentified
Carmel Cilia	Unidentified
Roland Dupree	Unidentified
Roberta Suppes	Unidentified
Janice Onaka	Unidentified
Faith May	Unidentified
Silvia Abernathy	Unidentified
Eleanor Sterling	Unidentified
Cari Watt Lysseus	Unidentified
Mary Recker	Unidentified
Robert E, Anderson	Unidentified
Esther Anderson	Unidentified
JoDee Humme	Unidentified
Bev Aikele	Unidentified
Andy Archibald	Unidentified
Barbara Johanson	Unidentified
Patrick and Nancy Callahan	Unidentified
Suzanne Kurasaki	Unidentified
Evangelina Laurel	Unidentified
Ken Obenski	Kona Traffic Safety
Dave Byers	Unidentified

Melissa Benfalk	Unidentified
Tammy Simpson	Unidentified
Alvin Chun	Unidentified
Luella P. Puahala	Unidentified
Jolly Simmons	Unidentified
Stephanie Amick	Unidentified
Cheryl Pennell	Unidentified
Margaret <i>illegible</i>	Unidentified
Carolyn Lucas-Zenk	West Hawaii Today
Sally Fukunaga	Kona Adult Day Center
Rowena Tiqui	Kona Adult Day Center
<i>Illegible</i>	Kona Coordinated Services
Stuart R. Carlyle	Unidentified
Janice Klingenberg	Coordinated Services
Curtis Tyler	HI DD Council
<i>Illegible</i>	Unidentified
Antonio Ewik	Unidentified
<i>Illegible</i>	Unidentified
Frances Pikcunas	Unidentified
Angie Haena	Unidentified
Charlotte D. Lyman	Unidentified
Ka'ohi Gomera	Mayor's office summer helper
Barbara Kossow	Mayor's office
Edgar Frame	Mayor's office, use mass transit
Mark Kanno	Logisticare
Tom Poy	<i>Illegible</i>
Ed Johnson	AARP, Mayor's Advisory Committee on Bicycling, PATH
Terry DeViera	Honakaa Sr. Club
Lester Seto	HCEOC
Maggie Lobo	ARC of ona
Josephina Ibarra	Hope Services Hawaii
Mary T. Chan	CSE Hawaii
Darlette Miguel	Coordinated Service
Coran Kitaoka	Elderly Activities Dive.
Debbie Wills	HCOA
Claire Inman	St. Michaels Seniors, Kailua Kona Seniors
Bris Halvorson	Kona Seniors
Maggie Adarme- <i>illegible</i>	Unidentified
<i>Illegible</i>	Unidentified

Wilda James	Kailua-Kona Senior Center
Mary Carney	Kailua-Kona Senior Center
Fran Takamiyashi	Coordinated Services for the Elderly

Maui County Public Meeting Participants – June 29, 2011

Name	Affiliation
Keith Kessler	
Ronald Kwon	
Shirley Mapson	
Elinor Takahashi	
Daphne Finau	
Josephine C. Reyes	
Ron Hovious	
Darlene Ane	
George Reioux	
Caren Pantezzi	
JoAnne Johnson Winer	
John Snider	
Carmelita Cravalho	
Rev. Andrew Valentine, Jr.	
Bryan Zoellner	
Elaine Ota	
Steve Hansen	
Patricia Presbitero	
June Davis	
Penny Davis	
Aurpra Gundran	
Mele Tuikolovatu	
Norma Circle	
Robert Zahl	
Amanda Martin	
Debbie Cabebe	
Harry Johnson	
Karen Alohelau Hue Sing	
Sue Haylor	
Bernard Koko	
Mana Jo Mitchell	
Sinehi Honda	
Mikey Tomita	

Deaton K. Young	
Nani Watanabe	
Michael Ponciet	
Gosha Sarna	
Michelle Leonard	
Laune Flores	
Alysse Hetzel	
Verna K. Nahulu	
Tara Sabado	
Debbie Okada	
Clarence Fune	
Roseline K. Frye	
Joseph A. Frye Jr.	
Charlee Stromberg	
Debbie Hill	
Sarah Shim	
Mary Matsuhawa	
Mark Kanno	
Lyn McNeff	
Marina Fernadez	
Sandra Gorhi	
Colleen Gorhi	
Wanda McMaster	
Nafetalai Finau	
Karen Frias	
Lawrence W. Booth	
Na Hoaloha	
Myles Inokuma	
Marc Takamuri	

Kaua'i County Public Meeting Participants – June 30, 2011

Name	Affiliation
Greg DiSilvestri	635-TAXI
Christina Pilkington	County of Kaua'i ADA Coordinator
Teri Yamashiro	HCIL - Kaua'i
Debra Deluis	Catholic Charities
James Fujita	Kaua'i Medical Transport
Rhodora Rojas	HCIL - Kaua'i
Celia Mahikoa	Kaua'i County Transportation
Unidentified participant with hearing	Resident

impairment	
Mark Kanno	Logisticare
Unidentified participant	Resident
Kealoha Takahashi	Kaua'i County Agency on Elderly Affairs
<i>Additional participants did not sign in</i>	

Appendix C: Provider Workshop Participants

Hawaii, Kaua'i and Maui Counties

Hawaii County Provider Workshop Participants

Name	Affiliation
Tom Brown	Hawaii County Department of Mass Transit
Lester Seto	Hawaii County Economic Opportunity Center
Paula Uusitalo	Hawaii Island Adult Care
Coran Kitaoka	Coordinated Services for the Elderly
Roann Okamura	Coordinated Services for the Elderly
Gretchen Lawson	ARC of Kona
Karen Teshima	Mayor's Office
Wesley Tanigawa	ARC of Hilo

Kaua'i County Provider Workshop Participants

Name	Affiliation
Janine Rapozo	Kaua'i County Transportation Agency
Kealoha Takahashi	Kaua'i County Agency on Elderly Affairs
Terri Yamashiro	Kaua'i Center for Independent Living
Rhodora Rojas	Kaua'i Center for Independent Living
Christina Pilkington	County ADA Coordinator
Lynn Kua	Kaua'i Economic Opportunity
Greg DiSilvestri	635-Taxi
Wendy Akita	Akita Enterprises

Maui County Provider Workshop Participants

Name	Affiliation
Harry Johnson	Roberts Hawaii
George Reioux	Maui Economic Opportunities, Inc.
Sandy Baz	Maui Economic Opportunities, Inc.
Roxann Kehus	Easter Seals Hawaii, Maui Support Services
Darren Konno	County of Maui, Department of Transportation
Jo Reyes	County of Maui, Office on Aging
James Mariano	County of Maui, Office on Aging
Mary Matsukawa	Hawaii State Council on Developmental Disabilities
Nani Watanabe	Hawaii Centers for Independent Living

Appendix D: Hawaii Statewide Transportation Plan Goals and Objectives

Coordination Strategies Address HSTP Goals and Objectives

<p>Goal 1:</p> <p>Create and manage an integrated multi-modal transportation system that provides mobility and accessibility for people and goods.</p>	<p>Objective 1: Preserve and maintain the existing air, water, and land transportation systems, including motorized and non-motorized modes and measures in good condition or better, and give comparable consideration to funding preservation capital projects as is given to expansion projects.</p> <p>Objective 2: Ensure the provision of essential and critical air, land, and water transportation operations and services for all communities throughout the islands.</p> <p>Objective 3: Ensure multi-modal and intermodal connections for passengers and commodities on the air, land, and water systems; and formulate a program of multi-modal and intermodal projects, including bicycle and walking options.</p> <p>Objective 4: Expand air, water, and land transportation systems where directed growth and economic policies dictate.</p> <p>Option 5: Address the special needs of Hawaii’s underserved populations, including the elderly, disabled, and Title VI/Environmental Justice (T6/EJ) populations.</p> <p>Objective 6: Reduce congestion in the air, water, and land transportation systems.</p>
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<p>Goal II:</p> <p>Enhance the safety of the air, land, and water transportation systems.</p>	<p>Objective 1: Enhance system and user safety at transportation facilities both motorized and non-motorized, with the use of proper equipment, technology, and physical hazard reduction; and implement priority safety projects for each mode.</p> <p>Objective 2: Support and collaborate with all levels of government to identify transportation routes and protocols for the safe movement of hazardous materials.</p> <p>Objective 3: Continuously conduct assessment, preparedness, and emergency response for natural disasters as part of all planning efforts.</p> <p>Objective 4: Use and consider a full range of transportation design techniques to improve personal safety for all travelers.</p>
<p>Goal III:</p> <p>Ensure the secure operation and use of the air, land, and water transportation systems.</p>	<p>Objective 1: Minimize risks of disruption of transportation to, from, and within Hawaii due to terrorism and other human security threats and events, as well as threats and events from natural causes.</p> <p>Objective 2: Work with Federal, State, and County agencies as well as tenants to conduct vulnerability and risk assessments.</p> <p>Objective 3: Implement security policies and strategies to minimize risks and threats of disruption of or damage to the transportation systems while maintaining the intended function of the system.</p> <p>Objective 4: Provide continuous monitoring of critical infrastructure and communications systems to provide for appropriate emergency response capability.</p>

<p>Goal IV:</p> <p>Protect and enhance Hawaii's unique environment and quality of life.</p>	<p>Objective 1: Ensure that the air, land and water transportation systems respect environmental, natural, cultural and historic resources; and adopt guidelines to alleviate environmental degradation caused by motor vehicles.</p> <p>Objective 2: Implement sustainability and livability practices in existing and new facilities, with "sustainability" defined as: "Respect the culture, character, beauty, and history of our State's island communities; strikes a balance among economic social and community, and environmental priorities; and meets the needs of the present without compromising the ability of future generations to meet their own needs."</p> <p>Objective 3: Assess sustainability and livability for air, land and water transportation facilities and operation practices.</p> <p>Objective 4: Support the programs of State and Federal natural resource agencies; as well as support ongoing lines of communication and coordination with these agencies.</p> <p>Objective 5: Encourage transportations systems that improve the quality of life, public health, and welfare of Hawaii's people, and that are consistent with land use plans.</p> <p>Objective 6: Assist with streamlining environmental process by identifying categories of environmental mitigation that include but are not limited to critical habitat, environmentally sensitive areas, noise, and pollution avoidance.</p> <p>Objective 7: Adapt to the effects of global climate change and build resilience in the transportation system. Address the effects of a sea level rise and extreme weather events anticipated to occur during and by the end of the 21st Century on Hawaii's air, land, and water transportation facilities and provide responses to this threat in</p>
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	modal facility plans.
<p>Goal V:</p> <p>Ensure that the air, land, and water transportation facility systems support Hawaii's economy and future growth objectives.</p>	<p>Objective 1: Support the multi-modal transportation needs in the military, tourism, agriculture, health, education, energy, and technology sectors of Hawaii's economy; and identify sector needs, current and projected, as they relate to movement of people and goods.</p> <p>Objective 2: Create a commodity flow and freight handling system that is dependable, efficient, economical, secure, and rapid for connecting the ports, land transportation facilities, and industrial/commercial land use and storage areas.</p> <p>Objective 3: Create a commodity flow and freight handling system that is dependable, efficient, economical, secure, and rapid for connecting the ports, land transportation facilities, and industrial/commercial land use an storage areas.</p> <p>Objective 4: Create modern air, land, and water transportation systems that are part of a positive visitor experience.</p>
<p>Goal VI:</p> <p>Support the state's energy goal of 70% clean energy, which includes 40T produced by renewable energy and a 30% increase in energy-efficiency, ensuring the reliability and security of energy sources.</p>	<p>Objective 1: Support the national goal to reduce transportation-related greenhouse gas (GHG) emissions and reliance on freight oil.</p> <p>Objective 2: Actively pursue actions in transportation which help to achieve the State Clean Energy Goal of 40% renewable energy by 2030; and use integrated action plans from DBEDT's Lead by Example Energy Initiatives with priority transportation actions that would support the Hawaii Clean Energy Initiative (HCEI).</p> <p>Objective 3: Identify ways to increase energy efficiency by 30% at transportation facilities; and identify projects and programs for increased efficiency of energy in support of the Hawaii Clean Energy Initiative (HCEI), Leadership in Energy & Environmental Design (LEED), and other green initiatives for more efficient use of energy.</p>

	<p>Objective 4: Expand the use of alternative fuel and electric vehicles; provide electric recharging at transportation facilities.</p> <p>Objective 5: Use opportunities where and when practicable and available, to use solar (heating and photovoltaic), wind, geothermal, and ocean resources to supply power to create electricity for transportation facilities.</p>
<p>Goal VII:</p> <p>Create secure, flexible, and sustainable revenues and funding sources for transportation needs.</p>	<p>Objective 1: Develop a statewide framework for long-range financial forecasting; and within this framework, distinguish between system preservation, capacity enhancement, and modernization needs that are funded from user-financing (Harbors and Airports) and user tax financing (Highways and Transit).</p> <p>Objective 2: Identify sources and develop and secure funding for the sustainable deliver, maintenance, operation, rehabilitation and replacement, and expansion of the state transportation systems.</p> <p>Objective 3: Ensure funding for the safety and security of the state transportation systems.</p> <p>Objective 4: Maximize the use of Federal programs and funding for needed transportation infrastructure; use Federal non-recurring initiatives and funding sources such as American Recover and Reinvestment Act (ARRA) and report on project and program achievements.</p> <p>Objective 5: Study the reliability and viability of future transportation financing streams and funding and consider scenarios for innovative and non-traditional financing.</p> <p>Objective 6:</p>

	Achieve project readiness in support of new funding sources as they come available; and report on achievements of project completion.
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Appendix E: Needs Review Survey

Transportation Needs Review

This transportation needs review survey is part of the State of Hawaii Coordinated Public Transit-Human Services Transportation Plan, a plan for improving services for older adults, people with disabilities and individuals with low incomes. More information about the project will soon be available at hawaiirides.org. For immediate answers to your questions, contact Meagan Eliot at meagane@fltconsulting.com or (877) 532-2863.

Please take a few minutes to complete this survey. Your response will be used to evaluate the information gathered through meetings with local service providers and public meeting(s) held in your county. All of this information will be incorporated in the State of Hawaii Coordinated Public Transit-Human Services Transportation Plan. No responses will be attributed to any individuals. **PLEASE EMAIL/MAIL YOUR RESPONSE TO MEAGAN ELIOT NO LATER THAN OCTOBER 22, 2010:** Email: meagane@fltconsulting.com Mailing address: 7101 Greenwood Ave N, Seattle, WA 98103

Transportation Needs

Please review the attached public meeting results summary and respond to the following questions.

1. Are there any additional needs that were not included in the list of needs in each stated category?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
2. If yes or unsure, please describe the need(s) that appear(s) to be missed.	
3. Do you agree with the priorities identified in the public meeting(s)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
4. If no, which priorities would you say are most important to be addressed by public transit and/or human service transportation providers?	

5. Is there anything else we should consider when we are developing strategies to address the needs identified in this process?

About You

The following questions will help us understand your thoughts about transportation needs for older adults, people with disabilities and low-income individuals. Please respond as much as you feel comfortable.

6. What county do you live in?	<input type="checkbox"/> Maui <input type="checkbox"/> Hawaii <input type="checkbox"/> Kauai
7. How old are you?	<input type="checkbox"/> Under 60 years old <input type="checkbox"/> 60 years of age or older
8. Do you consider yourself to have a low income or fixed income? (If you are receiving any kind of public financial assistance, please answer yes.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Do you consider yourself to have some kind of a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Does your age, income level or physical ability affect your ability to get where you need to go?	<input type="checkbox"/> Yes, all the time <input type="checkbox"/> Yes, sometimes <input type="checkbox"/> No, not yet
11. If you work for a transportation or social service provider, which population(s) do you provide services to? Please check all that apply.	<input type="checkbox"/> Older adults <input type="checkbox"/> People with disabilities <input type="checkbox"/> Individuals with low incomes <input type="checkbox"/> Not a service provider
12. How do you get where you need to go now? Please check all that apply.	<input type="checkbox"/> Drive alone <input type="checkbox"/> Carpool <input type="checkbox"/> Bus <input type="checkbox"/> Friend/family member drives <input type="checkbox"/> Bike <input type="checkbox"/> Walk <input type="checkbox"/> Other

Thank you for participating in this survey!

Results will be available on hawaiirides.org after October 22, 2010.

