

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE

Council of the County of Maui

MINUTES

February 5, 2015

Council Chamber, 8th Floor

CONVENE: 9:02a.m.

PRESENT: VOTING MEMBERS:

Councilmember Stacy Crivello, Chair
Councilmember Gladys C. Baisa, Vice-Chair
Councilmember Robert Carroll
Councilmember Don Couch
Councilmember Don S. Guzman(in 9:23 a.m.)

NON-VOTING MEMBERS:

Councilmember Elle Cochran(in 10:30 a.m.; out 10:55 a.m.)
Councilmember Mike White(in 9:15 a.m.; out 11:49 a.m.)

EXCUSED: VOTING MEMBERS:

Councilmember Riki Hokama
Councilmember Michael P. Victorino

STAFF: Michele Yoshimura, Legislative Analyst
Clarita Balala, Committee Secretary

Ella Alcon, Council Aide, Molokai Council Office (via telephone conference bridge)

Denise Fernandez, Council Aide, Lanai Council Office (via telephone conference bridge)

Dawn Lono, Council Aide, Hana Council Office (via telephone conference bridge)

ADMIN.: Jo-Ann Ridao, Director, Department of Housing and Human Concerns
JoAnne Johnson Winer, Director, Department of Transportation
Diane Yogi, Transportation Grants Administrative Officer, Department of Transportation
Jeffrey Ueoka, Deputy Corporation Counsel, Department of the Corporation Counsel

OTHERS: **Item 1(1):** Clark Johnson
Rita Whitford
Reverend Andrew Valentine, Maui Wheelers/President,
Paratransit Advisory Council
Vivian Lindsey, Maui Wheelers/Maui Disability Alliance
Victor Lesa, Maui Wheelers
Lisa Darcy, Executive Director, Hoomoana Foundation

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

Ryan Wong, General Manager, Roberts Hawaii
Michael Dupont, Driver Manager, Roberts Hawaii
Kristine Kim, School Bus General Manager, Roberts Hawaii
Christal Sato, Dispatch Manager, Roberts Hawaii
Jacqueline Orozco, Human Resources Manager, Roberts Hawaii
Gary Collins, School Bus Assistant Manager, Roberts Hawaii
Chad Lee, Maintenance Manager, Roberts Hawaii

Debbie Cabebe, Chief Programs Officer, Maui Economic Opportunity, Inc.
Harry Johnson, Transportation Director, Maui Economic Opportunity, Inc.

Item 16: John A. Hauoli Tomoso, Executive Director, Tri-Isle RC&D Council, Inc.
Bumpy Kanahale, Na Kupuna O Maui/Aloha First
David Allaire, President, Lahaina Restoration Foundation
Sarah Nakihei, Na Kupuna O Maui
Michelle Del Rosario
Bill Frampton
Albert Dizon

Others (21)

PRESS: *Akaku--Maui County Community Television, Inc.*

CHAIR CRIVELLO:.. *(gavel)*.. Good morning. The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It is about 9:02 a.m., on Thursday, February 5, 2015. I'm Councilmember Stacy Crivello, Chair of the Housing, Human Services and Transportation Committee. Before we begin, may I please request that we all turn off or silence our cell phones or other noise making devices. At this time, I'd like to thank our Members for being here. We have bare quorum this morning, but thank you for being here. So at this time I'd like to introduce our Committee voting members. With us this morning is our Committee Vice-Chair, Chair Gladys Baisa.

VICE-CHAIR BAISA: Good morning, Chair.

CHAIR CRIVELLO: Good morning, Chair. Our Member, Bob Carroll.

COUNCILMEMBER CARROLL: Good morning, Chair.

CHAIR CRIVELLO: Good morning. And Member, Don Couch.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

COUNCILMEMBER COUCH: Good morning and thank you, Chair, for switching the meetings times with us today.

CHAIR CRIVELLO: You're very welcome.

COUNCILMEMBER COUCH: Thank you.

CHAIR CRIVELLO: Thank you. At this time, I'd like to introduce our Administration representatives that are here to deal with our matters of the agenda. With us is Director of Housing and Human Concern, Jo-Ann Ridao.

MS. RIDAO: Good morning, Chair.

CHAIR CRIVELLO: And Deputy Corporation, Jeffery Ueoka.

MR. UEOKA: Good morning, Chair.

CHAIR CRIVELLO: And Director of Transportation, JoAnne Johnson Winer. She's in the gallery right now. Thank you, Committee Staff, for your work and for being here this morning, Committee Secretary Clarita Balala, and our Legislative Analyst Michele Yoshimura. Before we begin or continue with our agenda items, Members, as Chair I'd like to take a point of personal privilege to introduce some fellows that we have here this morning if I may? This morning we have our Ka Ipu Kukui Fellows and at this time, I'd like to please have them stand as I introduce you. Members, Ka Ipu Kukui Program content focuses on the multiple perspectives of Maui County's different challenges. Through these monthly learning opportunities known as Halawai, participants develop a holistic appreciation and understanding of these unique challenges ultimately arriving at a more informed framework and a more enhanced network to better address Maui County's challenges in the future. So the Ka Ipu Kukui Fellows for 2015 are Lehia Apana, will you please stand? Thank you. Lehia is with Hayes Publishing Company. Also, from Pacific Whale Foundation, Lauren Campbell, Habitat for Humanity Maui, Incorporated, Richard Carr, Brown and Caldwell, Irina Constantinescu. Did I say that right? Thank you. Aloha Natural Brokers, their representative Arianna Feinberg, and with the University of Hawaii, Maui College, Kathleen Hagan, Amy Hodges from Maui Nui Marine Resource Council, Nikki Schroeder with Bank of Hawaii, and our own Marc Takamori, County of Maui, Department of Transportation, and Johanna Valente with First Wind Kaheawa Wind Power, and Sean Walsh with Bayada Home Health Care, and our own, Kit Maria Zulueta, County of Maui, County Council, and with them is the Program Coordinator from the University of Hawaii, Maui College, Lori Teragawachi. Thank you. Thank you, and I know that our Council people are very proud of your participation. I know this had an initiation that with the support of our Gladys Baisa, so welcome. Members, we have two items on the agenda today, HHT-16, GRANT OF A LICENSE TO TRI-ISLE RESOURCE CONSERVATION AND DEVELOPMENT COUNCIL. And this is for the use of the Pioneer Mill Office Building in Lahaina, and HHT-1, PRESENTATIONS ON COUNTY-FUNDED TRANSPORTATION PROGRAMS. So we will

**HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui**

February 5, 2015

start with public testimony, Members, if there are no objections. And I'd like to say assisting us this morning from the Hana District Office is Dawn Lono.

MS. LONO: Good morning, Chair. This Dawn Lono at the Hana Office.

CHAIR CRIVELLO: Thank you. From the Lanai District Office, Denise Fernandez.

MS. FERNANDEZ: Good morning, Chair. This is Denise Fernandez on Lanai.

CHAIR CRIVELLO: And from the Molokai District Office is Ella Alcon.

MS. ALCON: Good morning, Chair. This is Ella Alcon on Molokai.

CHAIR CRIVELLO: Good morning, ladies. For individuals who will be testifying in the Chamber, please sign up at the desk located in the 8th floor lobby just outside the Chamber door. If you will be testifying from the remote testimony locations specified on the meeting agenda, please sign up with Council Staff at that location. Testimony will be limited to the items listed on the agenda today. And pursuant to the Rules of the Council, each testifier will be allowed to testify for up to the three minutes per item with one minute to conclude if requested. When testifying please state your name and the name of any organization you are representing. So at this time, Members, I'd like to call on our first testifier John A. Hauoli Tomoso. Following Mr. Tomoso will be Jacqueline Orozco. Good morning.

. . .BEGIN PUBLIC TESTIMONY. . .

MR. TOMOSO: . . .*(spoke in the Hawaiian language)*. . . I'm Hauoli Tomoso. I'm the Executive Director of the Tri-Isle RC&D, and I am here to formally and publicly tell you that Tri-Isle RC&D which has held the lease grant agreement for license for the Pioneer Mill Administration Building in Lahaina which began on March 9 of 2007 by letter, by transmittal of a letter dated from the board January 23rd to our County Director of Housing and Human Concerns Jo-Ann Ridao, we are letting the County know that we are releasing and giving back this public building back to the landowner, the landlord, the County of Maui. Let me summarize the discussion of the board which has taken place over the last three months that it has been humbly and painfully our realization that our continued lease, holding of the lease and license of this building is an impediment to its rehabilitation and reuse as a public building under the ownership of the County of Maui. So we are getting out of the way and saying, somebody, please take this building over as it deteriorates. It has deteriorated sadly over our stewardship over the last seven years, and without blaming anyone as the Executive Director of a nonprofit I can take all the blame. We just have not been able to, working with many of the community groups here, to come up with interest and the resources needed for this wonderful iconic building to finally be a shining example of historicity and historic presence in Lahaina. Just allow me one more thing is I remember back in 1970 going to the building to make sure that our Saint Anthony High School Junior Prom could have something that we would have lasting memory of

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

and so I went there and the building kind of stuck in my mind as I went away to college and recently coming back...not recently, but recently being taking over this lease, looking at how the building deteriorated kind of really brought tears to my eyes and to the eyes of many with me on that tour. So by releasing this, we hope that somebody, there are people in this audience waiting, take it over, and we will help as a nonprofit in any way we can. . . .*(spoke in the Hawaiian language)*. . .

CHAIR CRIVELLO: Mahalo. Members, any questions or clarification for the testifier? Mr. Couch?

COUNCILMEMBER COUCH: Not so much for the testifier. I do have a lot of questions, but is he going to be able to be a resource person later?

CHAIR CRIVELLO: Would you be able to hang around to be a resource person?

MR. TOMOSO: Oh, I'll hang around as long as you want me to. Yeah, I love being in the County Building as long as I don't get a ticket.

CHAIR CRIVELLO: Thank you. Yes, Mr. Couch.

COUNCILMEMBER COUCH: Thank you. Thank you.

CHAIR CRIVELLO: Thank you.

MR. TOMOSO: Ae.

CHAIR CRIVELLO: Our next testifier, Jacqueline Orozco. Following Jacqueline is Clark Johnson. She's not ready? Okay, she isn't ready to testify. So I'd like to call on Clark Johnson.

MR. JOHNSON: Madam Chair, I apologize. I signed up for the wrong measure, please excuse my error.

CHAIR CRIVELLO: Oh, okay.

MR. JOHNSON: I'm speaking on HHT-1-1.

CHAIR CRIVELLO: Fine, thank you.

MR. JOHNSON: Excuse me.

CHAIR CRIVELLO: You can testify.

MR. JOHNSON: On HHT-1(1), I believe would be out of order at this time or--

CHAIR CRIVELLO: No, no, it's on the agenda, sir.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MR. JOHNSON: Okay. I'd like to see a raise of hands of those who ride the Maui Bus? There are many that could not make it today, for the bus...here on the Maui Bus. I drive a vehicle. However, today I took the bus. There was not a greeter to greet me to get me on the right bus to get here. I'm lucky to be here now and not late. I walked a considerable distance because the bus did not stop in front of the State Building in a timely manner on the schedule. I wish there was a bus greeter that would direct me on the right bus. Secondly, to get a bus passes you have to go to the transportation building which was not very apparent. I had to ask numerous people where that...where I could get a bus pass at the transportation building which is the Trask, David Trask Building. I wish there was more clarity on where the public could get that bus. Secondly, there's some riders here that use, not only use the fixed route, but use the mobile bus too, and I've been told that they can only get that bus if they are within a one-mile radius of the fixed route. How many of you have ever ridden the bus and have experienced some of the things that I've encountered? In this Chamber I'm sure that are many who have not ridden the bus. Another thing I'd like to speak on is the fact that when you do ride the bus, the fares are adjusted for the full rate, but if you have a discount, requesting a discount for disability there is not a day pass for those who are disabled. They are on a fixed income and it's very hard for those that are on a fixed income to afford the bus. With that, thank you, Madam Chair, thank you, Councilmembers, and the general public.

CHAIR CRIVELLO: Thank you, Mr. Johnson. Any clarification or comments for the testifier? If not, thank you. Our next testifier is Rita Whitford. Following Rita is the Reverend Andrew Valentine.

MS. WHITFORD: . . .*(from the gallery)*. . . You know, I am in the same situation that this gentleman was.

CHAIR CRIVELLO: Would you like to come here?

MS. WHITFORD: I signed up for the presentation.

CHAIR CRIVELLO: That's fine. Thank you. Testifiers, even if you've noted HHT-16 and you want to speak on behalf of HHT-1, it's fine. They are both agenda items.

MS. WHITFORD: Yes, good morning, everyone. My name is Rita Whitford. I'm here to speak on behalf of my husband, Larry Whitford. Larry Whitford is a retired police officer for the County of Maui who suffered a stroke about 13 months ago. So he's fairly new to riding the paratransit bus. And I have to say that it has not always been a good experience for him. Most of the time...well, let me say this that when you sign up, you ask for a time that you want a person to be picked up, and they will tell you 7:45, okay you may have wanted 7:45, but you may have asked for 8 o'clock but that they don't have that time. So you get whatever time is close to the time that you want. And then you're expected to wait a half an hour, giving them that half hour leeway to pick you up. Well, let me cite an example that we just had on Monday where 7:45 was the pickup time and when I called, you're allowed to call after that half-hour time and when I called, they said oh yes, well we're gonna be late today. And they tried to tell

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

me that they called and left the message at my house. I was sitting there with my phone. There was no message given to me. There was no message on my cell phone. And so I don't believe when they said they called to leave a message. So anyway, that was 8:15, and then I waited because they said they should be there between 8:30 and 8:45. I called again at 8:45 because no one had come to pick him up yet. At 9:05 someone finally came to pick him up. Now this is starting at 7:45, and we go out, sit in front of the house for at least 15 minutes because that's how Larry is, he never wants to be late. So we're out there for hour and a half or so waiting for the bus. Now on days when he's not really happy to go to Hale Makua and then he has to wait for the bus like that, it makes it even worse. And then that's the time that we have to wait is that half an hour that you have to give them as the leeway. Now if they come to pick you up, you are given five minutes, that's all they have to do is wait for you is five minutes. We were at Kaiser Elua headed towards the door as the MEO bus came through Kaiser Elua, went right out, didn't even stop at all. And when I called, they said oh yes, the bus stopped and they waited for you. They showed you as a no show. Well, they didn't stop. So it's circumstances like this that when you're dealing with people that are incapacitated in a wheelchair, it's very difficult to deal with.

MS. YOSHIMURA: Three minutes.

MS. WHITFORD: So I would like to say that something needs to be done. And when you call to talk to them on the phone you're usually kept, well I've been kept as long as 15 minutes waiting on the phone. So I really would like to see something done for the paratransit situation.

CHAIR CRIVELLO: Thank you. Members? Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair and thank you, Ms. Whitford for being here. You mentioned you were doing paratransit and then you mentioned MEO. Is it the Maui Bus or MEO that you're--

MS. WHITFORD: It's the Maui Bus because we've been told that we're not in the area that MEO can pick us up.

COUNCILMEMBER COUCH: Okay.

MS. WHITFORD: And I don't quite understand because I've seen the MEO bus come up our road. We live in Upper Waiehu and there have been Maui MEO buses go up the road, but we're stuck using the Maui Bus for whatever reason that is.

COUNCILMEMBER COUCH: Okay.

MS. WHITFORD: And by the way, my husband got his certification yesterday because we had to fill out another paper to be certified. And it says on the card permanent eligibility but yet we have to keep renewing it. If it's permanent, why not just stop the paperwork?

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

COUNCILMEMBER COUCH: Okay, thank you. Thank you, Chair.

CHAIR CRIVELLO: Thank you. Thank you.

MS. WHITFORD: Thank you.

CHAIR CRIVELLO: Our next testifier is Reverend Andrew Valentine followed by Bumpy Kanahale. Also, I'd like to take this time to introduce our non-voting Member, Council Chair Mike White has joined us. Thank you.

MR. VALENTINE: Good morning, Madam Chair and Councilmembers. Thank you for this time.

CHAIR CRIVELLO: Good morning.

MR. VALENTINE: My name is...I'm Reverend Andrew Valentine, Jr., currently I am the President of the Maui Paratransit Advisory Council which MEO was so gracious to establish so we'd have a forum to provide input. I'm a member of the Maui Wheelers which is an advocacy group and I'm not speaking on behalf of the commission but I'm also a sitting member of the Maui Commission on Persons with Disabilities. So I got a lotta hats I'm wearing in that area. I had to modify my testimony because I found the ADA citation that covers the problems we're experiencing. If I can just read from this. This comes out of the Transportation Section of Title 49 of the ADA, and I'm reading from Subsection 37.131, and of all the things here it says, any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons, such persons, patterns or practice include but are not limited to the following: Substantial numbers of significantly untimely pickups or for initial or return trips, substantial numbers of trip denials or missed trips, substantial numbers of trips with excessive trip limits, and there's more but those are the three primary areas that a lot of our riders are experiencing and it's covered under ADA. It means that the County's infrastructure needs to reevaluate how the system's going. We have a lot of no-shows. We have a lot of late situations this morning for example, Vivian and I live less than a quarter mile apart, they sent two buses to get us. Her bus passed my house when my window started, and my bus actually came probably about 10 to 15 minutes outside of the window that was scheduled. So I was picked up late and it's become a pattern of late pickups quite often and it has affected how I go out and do things because I don't know when the bus is coming. Like the testifier said, you know the bus give us 30 minutes, we have 5. And if for some reason we had to get in out of elements or whatever and we don't hear bus and we come back out and a lot of times the bus is pulling out. It doesn't allow for our limit of being able to do things quickly. We don't want to miss the bus. We don't want to run up costs, but there are some things that can be done to tweak the system that will help us to be more independent which the ADA intends and get out more, but also lower costs. If the same bus that brought Vivian had picked me up this morning, went right by my house, only one bus would have come here and that would have saved the fuel costs, the man hours and all that. That other bus could have been assigned to do another run. But--

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. YOSHIMURA: Three minutes.

MR. VALENTINE: --that happens a lot. And that we have a computer system that can adjust to that, but something needs to be done to make sure that program identifies those kinds of things. That's my testimony this morning 'cause there's a lot more but there's not enough time. I will ask that, Madam Chair that we have to be mindful transportation is transportation, but paratransit is an entirely different animal and it needs to be like we've done in the past meetings to address just that because there's a lot of criteria in ADA that only addresses paratransit and they can do better. I've been doing this for 30 years not just in Hawaii, but it can be a whole lot better. Thank you for the time.

CHAIR CRIVELLO: Thank you. Members, any...Chair Baisa?

VICE-CHAIR BAISA: Yes, thank you very much, Chair. And thank you, Reverend Valentine for being here. I know that you've been on this for many, many years and you're a very knowledgeable source about things. You mentioned that you're the president of this committee that was put together?

MR. VALENTINE: The Advisory Council, yes at MEO, yes.

VICE-CHAIR BAISA: You know, the situations that you're talking about, when you have these meetings, do you talk about them?

MR. VALENTINE: Yes, we cover these issues. It was the only venue that we had. We're supposed to have, we're supposed to on ADA input to everything that's going on.

VICE-CHAIR BAISA: Yes.

MR. VALENTINE: There was nothing established and when I mentioned it to Debbie Cabebe and Lynn about, well you know there's no process for consumers or disabled individuals to give input. I gave the references; they set up the Advisory Council. And so this is our first opportunity to have direct input as a group into the process. I will say, you know, the Department of Transportation, they attend and they hear some of things we're saying but there is like there's a process to get things going. But it's the first time we've had a chance to even to give, you know, consumer insight which is really critical to ADA working right is consumers letting the Administration know how it's working or how it's not working. It's you know, it's a work a deal. You know, MEO is doing a tremendous job to the extent that they're allowed to do it, but it can be better.

VICE-CHAIR BAISA: So this is a venue where you can talk about these issues--

MR. VALENTINE: Yes, yes.

VICE-CHAIR BAISA: --and hopefully find answers.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MR. VALENTINE: Yes.

VICE-CHAIR BAISA: Okay, thank you very much.

MR. VALENTINE: You're welcome ma'am. Thank you.

CHAIR CRIVELLO: Members? I have a question--

MR. VALENTINE: Yes, ma'am.

CHAIR CRIVELLO: --Mr. Valentine. So we, I guess agreed to form this taskforce. I think it's been about a year now--

MR. VALENTINE: Yes.

CHAIR CRIVELLO: --it's been in place. So have you seen any resolves by your participation or your group's participation in this advisory group?

MR. VALENTINE: Honestly no. It's working because it's the only option we have, but there is no significant improvement in what we brought up to begin with.

CHAIR CRIVELLO: Thank you. Thank you. Following Mr. Valentine is Bumpy Kanahele, and following Mr. Kanahele is Vivian Lindsey.

MR. KANAHELE: Aloha.

CHAIR CRIVELLO: Aloha.

MR. KANAHELE: Aloha, Madam Chair, Councilmembers. My name is Bumpy Kanahele. I flew in this morning on request by Na Kupuna O Maui, and it's regarding HHT-16. You know, I'm the CEO for Aloha First, a nonprofit organization was set up back in 1996. In 2000, we opened up a Maui Chapter and that was Na Kupuna O Maui, Aloha First. And ever since I've known the kupunas, most of which has passed away especially in Lahaina, they always wanted the Pioneer Mill. Now from my understanding or from the beginning, I remember at one time Tri-Isle was the organization to take over the lease because the kupuna did not have a nonprofit at that time. And also, I seen information and communication that showed that they were gonna get it back once we could get money. The problem is they had no idea that you had to get a lease to actually go out and try to create a budget. And so, but they were trying to get the money still yet but it wasn't them, it was still under Tri-Isle. I want them to have that opportunity. We have to get the lease in order to get a budget, a proposal going. Now many organizations has been involved, said they were gonna help and all that, and you know, money is tight for everybody and I understand that as well. But I understand that the kupuna wanted that place, they wanted to restore that place to its fullest potential for not just for them, the kupuna, for the children, educational programs, and the general public. So I don't know what's gonna happen

**HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui**

February 5, 2015

right now if the lease going to be given out or anything, but please consider Na Kupuna O Maui. I think it's relevant they have a...I think Everett Dowling has helped them put a master plan together and some numbers. We have talked to several people who told us the same thing that you gotta get the lease. Now I know we have a lease in Waimanalo, Aloha First does, a 55-year lease with the nonprofit...our nonprofit organization. And as some of you may know, I'm a you know, staunch supporter of sovereignty, Hawaiian sovereignty, but we've learned a lot too in what it takes to run it, not just get it, but to run it. So Councilmembers and Madam Chair, please take that into consideration. I don't know what the process or procedure is but I'll be here to help them all the time and they have a few people that are supporting them as well so thank you. Thank you.

CHAIR CRIVELLO: Thank you. Members, any questions or...Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair. And thank you, Mr. Kanahele, for being here. Having been involved in forming this lease when it happened, I know a lot about this subject. The big issue why Tri-Isle RC&D got this was because Na Kupuna O Maui wasn't a 501(c)(3).

MR. KANAHELE: Right.

COUNCILMEMBER COUCH: Are they now a 501(c)(3)?

MR. KANAHELE: Well, they have been since we established it back in 2000. They've, you know they've run all their Banyan Tree programs, their education programs with the Hawaiian community for the last 14, 15, years. And yeah, they have one. It's, it's under Aloha First, but it's Aloha First, Maui Chapter.

COUNCILMEMBER COUCH: Okay, thank you. Thank you, Chair.

CHAIR CRIVELLO: Thank you. Any more questions or clarification for the testifier? If not, thank you, Mr. Kanahele.

MR. KANAHELE: Okay, Happy New Year, everybody.

CHAIR CRIVELLO: Thank you. Vivian Lindsey?

MS. LINDSEY: Hi, my name is Vivian Lindsey, and one of the things I'm gonna bring into people's attention is that ADA passed its law signed into law on July 26, 1990, by the President George H. W. Bush. Fairness and dignity for people with disability to ensure the basic guarantees of freedom of choice, control of their lives and the opportunity to blend fully and equally into the incorporation of the American society. Speaking of dignity and fairness, it was overlooked by implementing a form by the Department of Transportation to be signed by the paratransit drivers, all drivers dealing with riders complaining of being sick had been instructed to call 911. Should an ambulance be denied by the rider, at the next scheduled reservation, the rider will disembark the bus, will be placed on a will-call status to wait for the next available bus to take them

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

home. Will call placed on will-call status will normally wait an hour and a half before being taken home. Imagine being dropped off after having an accident in soiled garments? In a form...is this a form of dignity? Recently this happened to a woman rider and she was dropped off at the Hui No Ke Ola Pono. This is not how people should be treated. We are humans and we should be treated with dignity. Anyway, I wanted to let you know that a lot of the people that are disabled could not be here at your meeting this morning because it was scheduled too early. If you could have had a afternoon scheduled more people would have come out, because we're getting them to realize what is available to them legally. And the other thing, Madam Chairman, I'd like to ask for a meeting for the paratransit.

CHAIR CRIVELLO: Thank you.

MS. LINDSEY: Thank you.

CHAIR CRIVELLO: Members, any questions or clarification for the testifier? And Ms. Lindsey, the Committee is planning to have an agenda set aside just for paratransit--

MS. LINDSEY: Thank you.

CHAIR CRIVELLO: --in the future. Thank you. I will check with our District Office before I call our next testifier. Hana Office, any testifiers?

MS. LONO: The Hana Office has no one waiting to testify, Chair.

CHAIR CRIVELLO: Lanai Office, any testifiers?

MS. FERNANDEZ: There is no one waiting to testify on Lanai.

CHAIR CRIVELLO: Molokai?

MS. ALCON: There's no one here on Molokai waiting to testify.

CHAIR CRIVELLO: Thank you. I will try and complete our testifiers here in the Chamber. If by any chance any testifiers show up will you e-mail our Staff here? Thank you. Our next testifier is David Allaire, and excuse me if I'm not pronouncing your name correctly. Following David is Victor Lesa.

MR. ALLAIRE: Aloha and good morning, Chair and Councilmembers and Committee Members and general public. It's nice to be here. My name is David Allaire, and I am here on behalf of the Lahaina Restoration Foundation. I'm the current President of the Board of Directors and I'm joined by our Executive Director Theo Morrison, and our Vice-President Kevin Baptist, who is also with Bank of Hawaii. I brought my posse. I wanted to tell you a little bit about the Lahaina Restoration Foundation. The Foundation was organized as a501(c)(3) back in 1962, with \$10,000 seed money from Amfac to restore and maintain three historical sites in Lahaina, the Olowalu

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

petroglyphs, a graveyard, and the Royal Coconut Grove across from the old Chart House. Its mission statement was and still is the Lahaina Restoration Foundation exists to restore, preserve, and protect the physical, historical and cultural legacies of Lahaina and honor the era of Hawaii Monarchy and Lahaina, the first capital of the Nation of Hawaii. We wanted to come to tell you today that for 52 years we've been accomplishing that exact mission. And I'm not sure how many of you get over to the other side. Sometimes we accuse this side, I'm not sure are we the other side or are you the other side, I'm not sure. Sometimes we say you have tunnel vision, but if you ever do go over there, you'll notice that we have, the Lahaina Restoration Foundation maintains 12 historically significant museum sites and buildings including the Lahaina Courthouse, and the Baldwin Missionary Home where we have our offices also, the Seamen's Hospital, Wo Hing Chinese Temple, the Lahaina Prison, Hale Pa'i the printing press up by Lahainaluna, Hale Aloha, and most recently, the Pioneer...we restored the Pioneer smokestack and two sugar cane train locomotives at the Lahaina Plantation Era Exhibit on Lahainaluna Road. We actually put on daily tours at all of our major museums and we celebrate the rich cultural history and legacies of Lahaina via monthly music series and annual events like Chinese New Year, Kung Hei Fat Choy, and our very successful Plantation Days which is coming into its fifth year. We have a very accomplished Board of Directors and comprised of citizens of Lahaina which are more like kupuna, and a crack operations staff led by our fantastic Executive Director Theo Morrison. Our annual budget has grown a bit since the original 10,000 and we're up to 1.5 million annually and this comes from grants, and rents, and donations. Our friends of the foundation numbers are in the thousands and we work closely with other nonprofits and cultural organizations as well as the County and State and even Federal Government all with the aim and goal of preserving and showcasing Lahaina's unbelievably rich cultural history which began as the seat of the Hawaiian Monarchy in Lahaina and the first capital of the Nation of Hawaii. Now why are we here? We're here because of the old Pioneer Mill Office and we talked to John Tomoso. We knew that they were giving up the lease, and so we've had our eye on that building for a long time. It falls right within our mission statements what we do and it a marvelous example--

MS. YOSHIMURA: Three minutes.

MR. ALLAIRE: --of plantation architecture. Its walls...it has walls of concrete over two feet thick and it was an extremely significant, important building in the running of the West Maui sugar cane plantations. And it has obviously fallen into disuse and disrepair in the last decade and it's badly in need of a caretaker that it has the means and the expertise to bring it back to its full potential as a viable and valuable asset to the community again. So if the opportunity ever arises for us to be participants in the lease or any other means the Board of the Foundation would relish the opportunity to evaluate the needs of the building and the grounds and then possibly formulate a plan for restoration, maintenance and let that building flourish because it is a very important and iconic part of Lahaina's history. Thank you very much.

CHAIR CRIVELLO: Thank you. Members, any clarifications or comments for the testifier? If not, thank you.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MR. ALLAIRE: Okay, thank you.

CHAIR CRIVELLO: Victor Lesa. Following Victor is Lisa Darcy. At this time, I'd like to recognize Member, Councilmember Don S. Guzman. Thank you for being here.

COUNCILMEMBER GUZMAN: Thank you, Chair. Good morning.

MR. LESA: Good morning, Madam Chair and Council--

CHAIR CRIVELLO: Good morning.

MR. LESA: --and public of Maui. I'm here just you know, in behalf of Maui Wheelers. So my concerns is...well, with all of us with people with disabilities in chairs and also walkers, the sidewalks and it's been a big issue. It's been brought up before, but the thing is is we are experiencing people falling off their wheelchairs or tipping over. Poles are inside the sidewalk area on Wells Street. Some places they don't even have...there's bike lanes, but there's no sidewalk. So how can we go about doing, you know, we're actually on the road and it's a hazard and that's one of the big concerns that we try to do is being independent. If we're from our house and we're able to go to the park how can we go to the park when there's no sidewalk. I almost got hit one time and that's one of the things is the drivers sometimes they're not really expecting us to be on the side of the...in the bike lane, but yet we're there and they come close to almost hitting, so that was one of our big concerns is sidewalks and the Codes for those to make sure a wheelchair can be operated through...on the sidewalk, not a pole be in there and how are we going to get around, you know, and that's basically what I'm trying to get at Madam Chair.

CHAIR CRIVELLO: Thank you.

MR. LESA: Any questions?

CHAIR CRIVELLO: We'll make note of your concerns and probably try and talk to you later about we having conversation with the Department of Public Works. Thank you.

MR. LESA: Okay, thank you.

CHAIR CRIVELLO: Lisa Darcy followed by Sarah Nakihei. Oh, I'm sorry, Mr. Guzman?

COUNCILMEMBER GUZMAN: Yeah, thank you Chair. May I ask the testifier, what area of Maui were you referring to in terms of the sidewalks?

MR. LESA: It's everywhere. I mean, you got sidewalks like on High Street they have a crosswalk from that ocean side and then there's a crosswalk and then there's no sidewalk after that. You know, and here before I used to go pick up my kids at school in my power chair and you know, I go on the crosswalk to be on the side to go to Wailuku Elementary there's no sidewalk. So now you got traffic coming, you gotta

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

wear a vest or something just so they can acknowledge you, but it's get hot you know, and some of us can't regulate our heat, you know our body temperatures. So that's one of the things is what do we have to do? I mean, we need to have sidewalks so we can operate safely and not worry about a pole being in the way or having some...a utility box that is, you know, not picking on any individual one, but there's like some boxes that are you know, have sunken in and there's some that are sticking up. Our chairs can flip over. You know it's uneven. There's a lotta maintenance needs to be done there.

COUNCILMEMBER GUZMAN: Thank you, Chair.

CHAIR CRIVELLO: Thank you.

MR. LESA: Thank you very much.

CHAIR CRIVELLO: Lisa Darcy?

MS. DARCY: Good morning, excuse me, good morning, Madam Chair. Good morning, Council. Good morning, everybody. My name is Lisa Darcy, and I'm the Executive Director at Hoomoana Foundation which is dedicated to assisting individuals who are living homeless or unsheltered and/or may have mental health issues. I have been before Council many times, and I try to bring my numbers, I try to bring my stats but today I can only bring my heart. It's been a tough week. I spent last week assisting with the Point-In-Time Count--this is really embarrassing--and the Point-In-Time Count is a survey that the Homeless Alliance does every year to survey individuals who are living in situations that are unsafe and they need our assistance as human beings and they need our assistance as people who, who have things. And I'm here to tell you the bigger picture is not looking good. It is incredibly discouraging to sit on the beach with somebody at 6:15 or 6:30 in the morning and hear how their life deteriorated and to think that they don't have money to get on the bus or they don't even understand how to use these systems. And the tip of the iceberg is big, and I don't even know what's on the other side after participating in this survey. And the resources that we have are not enough and the interest in solving this is the major problem. We don't have people that are interested and are willing to cut through getting this done. I can't come up here year after year and year beg for help for people on fixed incomes to be able to get to their doctor's appointment so their situations don't get so bad that they have to call the ambulance. And then we, as taxpayers, are paying for the ambulance bill because they on a fixed income could not get on a bus until it got so bad. I can't keep coming up here and telling you it's this bad. It is complicated to purchase bus passes. We have to simplify it. There are differences between the paratransit; there are differences between the Maui Bus. People need to understand it. It needs to be explained. It needs to be championed by both of these departments or these organizations. People need to understand what the difference is. There are so much confusion amongst everybody. Even testimony today was inaccurate from people who think they know, but they're not even fully acknowledging it. I was the Chair of the Transportation Committee for the Maui Disability. They highlighted transportation as a core need for individuals with disabilities. I don't

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

really feel like we made that much progress. We have a little bit more interest now, but we've got to put some urgency behind solving this. It's devastating. Anybody in here can experience a disability--

MS. YOSHIMURA: Three minutes.

MS. DARCY: --and your life will crumble. And I have to tell you, if you're on that other side it's gonna be a long dig out, and transportation needs to be considered valuable. Thank you. I'm been trying to get through the rest of the week. I'm sorry, yeah.

CHAIR CRIVELLO: Thank you. Thank you very much. Members, any clarification or comments for Ms. Darcy? If not, thank you for being here.

MS. DARCY: Thank you.

CHAIR CRIVELLO: Sarah Nakihei followed by Michelle Del Rosario.

MS. NAKIHEI: Aloha, Chair.

CHAIR CRIVELLO: Aloha, Sarah.

MS. NAKIHEI: Aloha Members. I don't know, I know I sad too, but I kinda, it looks different from her. I like...I'm so mad about this project that it's just not funny anymore you know I...

CHAIR CRIVELLO: Can you introduce yourself for the record?

MS. NAKIHEI: Oh, my name is Sarah Nakihei, and I'm the project...the newly Project Manager for Na Kupuna O Maui and I came on this project I would say around last year this same time and had plenty hakaka--aloha Lanai and Molokai--had plenty pilikia with this project. I couldn't believe it took ten years for a project to come up with nothing. You know, there is...and, and being on this project I found out why. Na Kupuna O Maui needs to have this license in their name, you know. We recently...when we found out that we were being held accountable for this whole project with restoring the Pioneer Mill Office, I mean the kupuna just hit the road running. The outside of the building is just horrible so they said, Sarah go call the jail, see if the boys can come and clean up. And we were shut down with that project. Then we went to Everett Dowling. He came up with a budget for this project. And this project, it's not...it's gonna cost eggs, chickens, and everything. It's a \$3 million project. Everything we've done, we've turned over to our middle person Tri-Isle, you know, and we just need this project in our, our names already you know. As Mr. Kanahale said, we do have a nonprofit, you know. We do not need another museum in Lahaina. You know, Lahaina Restoration, they have...we have so much museums over there. We need, Na Kupuna O Maui, the kupuna needs a place where you know once upon a time we've owned everything in Lahaina. We have nothing today. At least give us this building not only in our names. You know, let us run the contents of the building and that's the problem, you know. There's powers that be

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

and they came up earlier and they just want to do what they wanna do in this building. And the kupuna that have passed on, they, you know, they wanna see something. They're holding us accountable to doing what they wanted to be done when they were alive. And yeah, so we still...so I've been fighting. Me and the kupuna have been fighting to get this lease, to get this money, and we're almost there. Please don't give it away. Please give it to us and thank you.

CHAIR CRIVELLO: Thank you. Any questions or clarification for the testifier? Chair Baisa?

VICE-CHAIR BAISA: Yes, thank you very much. Thank you very much, Sarah, for being here this morning. Can you give me an idea, and I'm sure there's a grand plan, but simply what is it that Na Kupuna wants to do with the building?

MS. NAKIHEI: You know, in Lahaina there are no accessible services, and you know, talk about transportation needs, it's far to get to the Office of Hawaiian Affairs out here. It's, while not as far as Hana, but you know, it's a hike to get over here with the traffic, with...so I think if we had Alu Like out there, if we had the Office of Hawaiian Affairs, if we had DHHL in a building out there, paying for their own rent, you know, that would establish some means of not only getting this building to its restored value, but also being able to run it for decades after that is one of our plans.

VICE-CHAIR BAISA: So you kinda see it as a service center?

MS. NAKIHEI: Yeah, it you know ideally the name was always Na Kupuna O Maui Resource Center, Nana I Ke Kumu, and how beautiful is that?

VICE-CHAIR BAISA: Okay, I understand. Thank you.

MS. NAKIHEI: Oh, you're welcome.

CHAIR CRIVELLO: Thank you. Any more questions or clarification? Mr. Couch?

COUNCILMEMBER COUCH: Thank you. And thank you, Sarah for being here. You said your position was what now, I'm sorry.

MS. NAKIHEI: Yeah, I don't get paid but I just, you know, whatever the kupuna needs and this is just one area of our business. You know, we've been trying to protect the shorelines with commercial businesses, you know, almost practically running over the people of Lahaina out there, and you know, Kupuna Michael White would understand, you know, just trying to protect that area. We protect the burial sites. We have different hotels that take care of the memorial parks in Lahaina. You know, we've...and now we're fighting. You know, there's another issue where kupuna have, you know, stand for different projects out there and just holding every project accountable.

COUNCILMEMBER COUCH: Okay, thank you.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. NAKIHEI: You're welcome.

COUNCILMEMBER COUCH: The question I have is when this was put together initially, it was going to be that Na Kupuna and the Lahaina Restoration group, the Foundation wanted to work together and I think Na Kupuna was going to have one floor and the Restoration Foundation was gonna have the other. Has that been worked on at all or...

MS. NAKIHEI: I mean they claim to have like you heard all their clout they get, but I don't know. The building is still broken and it's so sad inside and out. So I'm not sure at this point if, if...you know, we can do it all and that we should have all it all, you know. I mean, we cannot, we cannot be waiting for people and now I heard Maui Realty like the spot. Like what's going on here?

COUNCILMEMBER COUCH: Okay. Thank you, Chair.

COUNCILMEMBER GUZMAN: Chair?

CHAIR CRIVELLO: Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you. Thank you so much for being here Sarah. One of my questions is do you know what the estimated cost would be to repair the structural deficiencies?

MS. NAKIHEI: We have one estimated cost and Everett Dowling is off of Hawaii and his cost is 3 million. We haven't had another cost, but I'm sure we could get one.

COUNCILMEMBER GUZMAN: And you do have a plan at some point to raise that type of money for the repair of the building?

MS. NAKIHEI: Oh yeah. You know, we can go from Portuguese sausage to concerts to begging Bill Gates, you know. But we need it in our name. You know, we can't be telling people, you know, we have this building and it's not even our building.

COUNCILMEMBER GUZMAN: Chair, I guess one of my questions I would be probably be asking for the Department in terms of how safe the building is currently so that they could probably get renters in. But if it isn't safe structurally, they might have to do the repairs first so thank you, Chair.

CHAIR CRIVELLO: Thank you. Thank you.

MS. NAKIHEI: You're welcome. Have a good day. Oh, hold on. . . .*(Bumpy Kanahale goes down to podium and speaks to Ms. Nakihei).* . . .

CHAIR CRIVELLO: Excuse me.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. NAKIHEI: We also have a budget for restoration if...all of the budgets, all of the planning for this building is with Tri-Isle, and if you need a copy from us, we can get it to all of you.

CHAIR CRIVELLO: Okay.

MS. NAKIHEI: Thank you.

CHAIR CRIVELLO: Thank you. Thank you, Sarah.

MS. NAKIHEI: Have a good day.

CHAIR CRIVELLO: Thank you. Michelle Del Rosario followed by Bill Frampton.

MS. DEL ROSARIO: Good morning, Chair Crivello, Director Ridao, Councilmembers and the gallery of our general public this morning. I'm here this morning to testify regarding HHT-16, the Pioneer Mill Office Building. My company first--I should back up. I'm Principal Broker and President for Maui and Company Real Estate. We are the for-profit entity that has an interest in purchasing this building from the County of Maui. My interest first started a little over three years ago when I met with at that time, Chair Mateo regarding the deterioration of the building. I do oppose continuing the lease to Na Kupuna O Maui because they have allowed the building to significantly decline or deteriorate. And if the County had made this lease to a for-profit entity that entity would have been held responsible fiscally for the damage that has occurred over time. The damage has not been malicious in intent. It's unfortunate that Na Kupuna does not have the structure and expertise in place to both handle a project of this size technically from a redevelopment standpoint as well as fiscally raise the funds to do this project. They've had this lease in place since 2007. It has been under Tri-Isle Resource who has held the lease for them, and there has been some very limited participation by Lahaina Restoration Foundation. I have met with some of you individually and members of the Mayor's Office for over the last three years regarding this building. The building today is not rentable in answer to Member Guzman's question. You could not go in and clean it out and put people in that building today. There is asbestos present. There is lead-based paint. Both which need to be remediated prior to any structural renovation. The building is in excellent condition from a structural standpoint in that it is concrete and the walls are two-feet thick and the building even at this point of disrepair can be brought back to life. The problem that a for-profit and a nonprofit has is that it is difficult to justify an investment of this type without retaining ownership of the building. So our company has come forward consistently every time this has come up for the last three years, with an interest to purchase the building so that we would have ownership of the asset and could leverage that for the monies to renovate the building, put the building into adaptive reuse from a commercial standpoint while also providing community services. One of the things that I'm aware of is that May Fujiwara with the Honolulu Senior Citizens would like to have a small office in that building, and that is something that is a part of my company's plan to accommodate them on a no-fee basis--

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. YOSHIMURA: Three minutes.

MS. DEL ROSARIO: --no-fee basis to do that. We are interested in working with Na Kupuna O Maui to see their vision come to fruition as a part of this for-profit project as well as working with the Lahaina Restoration Foundation.

CHAIR CRIVELLO: Thank you. Members, any questions or clarifications for the testifier? There being none, thank you for being here.

MS. DEL ROSARIO: Thank you so much. Bill Frampton followed by Albert Dall Dizon.

MR. FRAMPTON: Aloha and good morning, Chair.

CHAIR CRIVELLO: Good morning.

MR. FRAMPTON: Good morning, Committee Members. My name's Bill Frampton and I'm here to testify and offer testimony on HHT-16. I'm respectfully offering my support for Na Kupuna O Maui and their request to secure the grant of a license to use the Pioneer Mill Office Building. I want to be clear though from just from the start to make sure that it's not coming across as being opposed to anyone else by any way, means. They're all good groups who sound like they're interested in the building with good intent. I don't think anyone has any malicious intent or bad intent, but I can tell you...I can just speak on behalf of Na Kupuna O Maui from what that entity has done for us and for many from, in the context of planning for the future of Maui and development. Na Kupuna O Maui has been remarkable. They're incredible group of individuals who are committed to helping as many people as they can on the island when it comes to the future. And what they bring to the table and has been extremely valuable is the resources of the past and understanding the past. If we're gonna be serious about how we grow into the future and develop into the future and if we're satisfied with the way we have been developing with sprawl and just forgetting about our historic communities and our historic ways then maybe Na Kupuna O Maui is not the greatest fit. But if we're serious about wanting to change the way we grow and develop communities instead of just houses and thinking of a holistic approach we've got an incredible group of resources that represent that past. We can learn from the past to plan for the future. That's what they have done. And they've done that for myself, for several projects I've worked on and many others, and they come in and bring so much wealth to the table that people need to know about and learn about. And in providing them a place where they could have a base, where they could have a home right there contiguous with the West Maui Senior Club, it would be a great place to know that you could go somewhere and have meetings and that's where you would go. If you wanna do a project on Maui they should be one of the consulting groups you go to. They bring so much to the table and I'm grateful for what they've helped us with as well as many others who couldn't be here today. So again, I'm not opposed to others having the group, but I do feel really good about Na Kupuna O Maui, and just wanted to share that. Thank you.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

CHAIR CRIVELLO: Thank you. Thank you, Mr. Frampton. Any clarifications, questions or comments for the testifier? Thank you. Albert Dall Dizon?

MR. DIZON: Testing. Good morning, Mr. Chair. Good morning, Councilmen. My name is Albert Napahi Dizon. I'm a long-time resident in Lahaina. Born and raised in Puukolii. And for that building, I'm a third generation that came through Pioneer Mill. I was one of the last Chairman at Pioneer Mill before they had shut down. That building means a lot to me. Why? My grandfather, my dad, and I went to, and all the people that was involved, all the ethnic groups that we went through came to that building. What I wanna see is this building go to Na Kupuna O Maui. Why? I was denied learning my Hawaiian growing up, denied all my life even Kamehameha School was coming from a family of ten. So that building means a lot especially the people that went through that. It has mana. Every time you go downstairs, you feel them, you feel everything that went through that building. Now this Na Kupuna O Maui going give the children. I have a young daughter, she's only 11, and seven grandchildren. The only way you going learn Hawaiian, you go through Na Kupuna O Maui, Punana Leo or Kamehameha School. Not all of us can go Kamehameha School. You need this. The poor ones like us, the middle class, we never had the money. I wanna see a place for our little kids and grandchildren to learn about their Hawaiian and about life. That's the main key. But give us something that I never had since I was a little boy. I just retired from DOE, 65-years-old, and every time I walk in that building I cry 'cause I feel all that people that went through that office, all the people that died for that plantation. I'm part of that. That building means the blood of the people of Lahaina. I am part of that. So you guys gotta give the chance to our children. We only get a few of us. Restoration and da kine, they get the whole Lahaina. Give us back something. And last for say, I'm a ...*(speaks in Hawaiian language)*... O Na Kupuna. I walk the footstep of my kupuna. I had to learn when I came back from Vietnam to find out who I was, what I was. I am Kanaka in heart and you feel me. Give our children--

MS. YOSHIMURA: Three minutes.

MR. DIZON: --the chance that I never get. I had to learn when I was 50-years-old of what a Kanaka like, what we are, who we are, and where we going. And if you guys don't give us a chance eh, I don't know. I tell you now, look in your heart. When Hawaiians think, they no think with this, why? Sometimes it stop you. But if you give from your heart, even though you lose, you wen give all your heart and 'as all I ask for in Lahaina.

CHAIR CRIVELLO: Mahalo.

MR. DIZON: Aloha.

CHAIR CRIVELLO: Mahalo. Any questions or comments for the testifier? Thank you, Mr. Dizon. I have here where she wasn't available, Jacqueline Orozco? Oh, I'm sorry, disregard. Okay. I will check with...now is there anyone in the gallery or the District Offices who would like to testify? If so, identify yourself to the appropriate Staff and

**HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui**

February 5, 2015

proceed to the podium or District Office phone as the case may be. At this time, I will reconfirm with our District Offices. Hana, do we have any additional testifiers?

MS. LONO: The Hana Office has no one waiting to testify, Chair.

CHAIR CRIVELLO: Thank you. Lanai, any testifiers?

MS. FERNANDEZ: There is no one waiting to testify on Lanai.

CHAIR CRIVELLO: Molokai, any testifiers?

MS. ALCON: There's no one here on Molokai waiting to testify.

CHAIR CRIVELLO: Thank you. Anyone in the gallery wish to testify? Thank you. Members, as there are no further individuals in the Council Chamber or District Offices wishing to testify, without objection I will now close public testimony.

COUNCIL MEMBERS: No objections.

CHAIR CRIVELLO: Thank you.

. . .END OF PUBLIC TESTIMONY. . .

CHAIR CRIVELLO: Members, if you don't mind, we'd like to call for a short recess.
. . .(gavel). . .

RECESS: 10:13 a.m.

RECONVENE: 10:13 a.m.

CHAIR CRIVELLO: . . .(gavel). . . We will reconvene at about 10:25 so members of the public, if you need to check your car. Recess. . . .(gavel). . .

RECESS: 10:14 a.m.

RECONVENE: 10:28 a.m.

CHAIR CRIVELLO: . . .(gavel). . . The Committee would like to reconvene our meeting from recess, the Housing, Human Services, and Transportation Committee.

ITEM 16: GRANT OF A LICENSE TO TRI-ISLE RESOURCE CONSERVATION AND DEVELOPMENT COUNCIL, INC. FOR USE OF PIONEER MILL OFFICE BUILDING (LAHAINA) (CC 13-344)

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

CHAIR CRIVELLO: At this time, we'd like to address our agenda and our first agenda item is HHT-16, Grant of a License to Tri-Isle Resource Conservation and Development Council, Inc., for use of Pioneer Mill Office Building in Lahaina. The Committee is in receipt of County Communication 13-344, from Councilmember Mike White, relating to a grant of a license to Tri-Isle Resource Conservation and Development Council, Inc., for the use of the Pioneer Mill Office Building, located at 380 Lahainaluna Road, Lahaina. At this time, I'd like to allow the Department of Housing and Human Concerns to provide background on this matter and to make comments.

MS. RIDAO: Thank you, Chair. As you heard from the Director of Tri-Isle Resource Conservation and Development Council, the entity is the lessee at this time and has been since 2007. They are requesting a termination of the lease between Tri-Isle RC&D and the County of Maui. It is the Department's position at this time to allow this termination to go through, and we will be working with Corporation Counsel to do the proper legal documents to do that. I believe that the discussion to follow will probably will be about what the Department's proposal will be for use of this property in the future. As I listened to the testimonies this morning, I'm very encouraged by some of the testimony I have heard from Na Kupuna as well as other entities that are interested in restoring this historical site. It is my opinion at this time, and I may change my opinion after I hear further discussion with the Committee Members, that we will probably RFP the use of the building, RFP meaning Request for Proposals. I think some of the discrepancies or the setbacks have been that, you know, realizing the extent and cost of the restoration of this building and that it will require expertise, you know, serious expertise or people of the engineering quality, people who can be architects, they're gonna need all of that expertise and I think that is why Everett Dowling's assistance in coming up with a cost has come to a \$3 million number. So that is why my opinion at this time would be to RFP the use of the property out and that's my input for now and as I said, after we have further discussion I may change my mind so let's see what goes.

CHAIR CRIVELLO: Thank you. Before we go any further, I'd like to recognize Elle Cochran, Councilmember Elle Cochran--

COUNCILMEMBER COCHRAN: Thank you.

CHAIR CRIVELLO: --a non-voting Member. Thank you for being here.

COUNCILMEMBER COCHRAN: Thank you, Chair.

CHAIR CRIVELLO: So at this time, I'd like to open the floor for discussion and questions, and I'd also like to recognize that the, we will, we can refer to John Tomoso if we have any questions or as a resource person. He's willing to be here. So Members? Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair, and I just wanted to see if I can add to some of the background. I was heavily involved in this. I was the person that Na Kupuna O Maui came to when I was working for the Administration, and we went

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

through this process for you know at least a year before we got it to Council. And the whole idea was to have Na Kupuna O Maui and Lahaina Restoration Foundation work together. At the time, Na Kupuna O Maui did not have a 501(c)(3) so the suggestion was to go to Tri-Isle RC&D because they are the ones that handle this kind of thing. And if you note in the Committee Report it says that the building was to be used solely as a resource center for residents of West Maui consisting of an office and meeting space and to establish a repository for genealogical and historical documents. So there was an agreement, they were working on it, and I'm really surprised that nothing has been done and I have been kind of watching and seeing nothing has gotten done. So I'm very curious as to what the impediments in Mr. Tomoso's both his letter and his testimony said that Tri-Isle RC&D has been an impediment to this. So I'm very curious because at his predecessor, Stuart and I and Patty, Aunt Patty and I think somebody from Restoration Foundation. I don't think Keoki was involved at that time. He was with the Foundation. But we all went through that building and we knew it was gonna be really expensive, and they said that they were able...they were gonna be able to raise the funds and work on it. So nobody went in there thinking it was just gonna be a cakewalk 'cause it was definitely some issues. And the Council at the time also said to get a further inspection, so they did and they still said everything was going to be doable and I'm just curious. I'd like to hear from Mr. Tomoso as to what the impediments were. Thank you.

CHAIR CRIVELLO: Mr. Tomoso?

MR. TOMOSO: Thank you, Madam Chair and na lala, Members. Yes, so you know I've been the Executive Director of Tri-Isle as of July 1, 2013, and so I have Volume 1 of three volumes of a file, paperwork that goes for the life of this lease which began on March 9th of 2007. But actually the Volume 1 actually precedes the awarding of this lease so you know, Councilmember, that Tri-Isle has been involved in trying to get a significant...like in economy of scale of members of the community, organizations of the community together to bring the resources, one of which is money to have this building go forward. And so by the time I came on board, you know, I can tell you that everybody that has spoken here at this podium today, I know about every one of those interests, every one of those organizations because we have been in conversation with all of them, with all of them including many more, but since...there never has been a synergy that has been ongoing to allow us to move forward. Before my predecessor retired, Stuart, beloved Stuart, we had this conversation. He goes, you know I'm passing this onto you this, and whenever he said, I'm passing this onto you, there was a stack of passing this onto you because that meant that there was a significant amount of work, but impediments to moving this forward. So as I'm talking to the board, you know, I'm going through this list and you know this goes back on the, on the dwindling pile, but it was always on the pile because I could never, you know I'm a social worker by profession so I like to pride myself on bringing people together for a common interest, for a common cause and I can see that commonality in everybody here, but frankly sir, we are an impediment because obviously we've tried over seven years and I don't have 3.2, 4 million, 5 million dollars and it's not coming forward. It's not. I mean, the clock is ticking. We never even looked at the abatement of lead paint and asbestos. That's not even in the pro forma yet. But talking to some of the parties

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

they know about it. It just takes...the synergy needs to happen with somebody in the lead whether it be public or private or a combination of both to say we're gonna move forward with this. I mean, it's really sad every time I go down that road and I'm sorry, I look at it and I take it personal because now it's in my, now it's in my kuleana to do this. And if you know me, I get emotional over stuff that just sits there. I don't know what to do. We don't know what to do. We need to pass it on. We'll be involved, but there's no synergy, now no one from the public or private sector has come up and said this is what we're gonna do, and in the meantime, under my watch it deteriorates. You know how personal I feel about this, I grew up with the plantation too, beautiful building all bust up. How shame. How shame. The last time I went my mother said, what you...who's building this? I neva like tell her nothing, 'cause if you know my mother, you tell her something that's it. She going go until something happen. But she go, ay, look how shame this building. And I only hang my head down even though I was driving the da car, I neva bang the building, yeah, maybe I should bang the building, but anyway...

CHAIR CRIVELLO: Thank you.

MR. TOMOSO: No, there needs to be synergy. There's gotta be something. It's not us. Mahalo.

CHAIR CRIVELLO: I have a question if I may?

MR. TOMOSO: Oh, sure.

CHAIR CRIVELLO: Do any of you have questions for Mr. Tomoso? Has there been any funding put into the building?

MR. TOMOSO: No, nothing significant. Maybe, maybe oh maybe if we do this, you know, but nothing has come forth, nothing.

CHAIR CRIVELLO: Okay. Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you, Chair. Thank you, Mr. Tomoso, for being here. You're very well known for your passion in doing your work and I applaud you for that.

MR. TOMOSO: Okay.

COUNCILMEMBER GUZMAN: I just...I'm hearing a couple things from you. Number one, is the possibly the lack of expertise in property development going on there.

MR. TOMOSO: Okay.

COUNCILMEMBER GUZMAN: And number two, funding resources. Was there a general plan for funding the repairs or for future revenues to come in at some point? Was there a business plan or a...

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MR. TOMOSO: I can...thank you, Councilmember Guzman. I can say that there has been discussions over time about that kind of planning, about that kind of pro formas and business planning and even a fiscal kind of spreadsheet, but it has come and gone because either people have left the table or not come to the table thinking that if they came or if they stayed we would move forward with this. Like I said, everyone at this podium has been trying, has been engaged by us over time, but it's like either nobody would show up or only certain people would show up or nobody would show up, and that's why Stuart said, I'm passing this on to you. And it's still in that stack you know, but I'm under the direction of our board to say we're an impediment, give it up. You know, I guess the board as it is now, is saying we...there's nothing more. You know, I'm still willing to give it my best shot, but not as the holder of the lease 'cause I know already it's an impediment. I mean, I can't tell you that anything will be different. If you keep the lease with me, I can't tell you that the money is gonna appear or all the resources. Let me tell you, as a social worker I know that money is not the most important resource. The other people resources are more important than the money because where does money come from? People. But we have not been able. I have not been able as the Executive Director to bring enough of the parties together including the County of Maui. It's interesting for me, and I know I'm on County property, but I'm a taxpayer and I can say this, the County of Maui itself has not stepped up at least under my watch. You know me, I'm a communicator. I communicate with everybody on every floor of this building and I communicate with everybody on every floor of every building out there because I love to talk, I love to be in relationship, but we've not been able to bring that to fruition. There is...we had a meeting where a \$3.2 million financial bill if you want came up, but you know, the clock is ticking already because it, it...time is of the essence. This building deteriorates daily and anybody from Lahaina you know what I mean, kinda shame for go in front of that building. Oh, my gosh, it's like all the kupuna stay turning over already.

CHAIR CRIVELLO: Thank you, John.

COUNCILMEMBER GUZMAN: Thank you, Chair. The reason why I was asking that type of question was I wanted to see what the baseline was in terms of the issues that they face to somewhat formulate if we do plan an RFP, address some of those issues that could help the next person that would or next entity that would be, you know, desiring to take over the building. But if we could, I don't know if I can ask Admin if they could request some of the major issues that were the impediments so that we could formulate some type of needs, you know, just to help whoever if we do decide to go off with an RFP give them kind of a roadmap at what they're gonna be facing. Thank you.

CHAIR CRIVELLO: Thank you.

MR. TOMOSO: Allow me to just be so bold again? I don't think RFP is the only answer. I mean, there are other ways to do this, but I respect the Director of Housing and Human Concerns in her thinking about an RFP. But RFP is not the only way to move

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

forward. I mean, you know, again time is of the essence, and well...I think it takes public and private partnership.

CHAIR CRIVELLO: Yes. Thank you.

MR. TOMOSO: Thank you.

CHAIR CRIVELLO: Councilmember Cochran?

COUNCILMEMBER COCHRAN: Thank you, and aloha--

MR. TOMOSO: ...*(Spoke in Hawaiian language)*...

COUNCILMEMBER COCHRAN: --Mr. Tomoso, aloha. I do, I see the building every day I drive by and it is a sad sight at this point. Thank you, Chair for acknowledgement. And so I'm looking through the binder, and I guess back in the day when Mr. Funke-d'Egnuff was around in Tri-Isle I guess he had researched that refurbishing, renovating, what have you and nominating this, putting this on the historic...registered as a historical building would garner funding in order to upgrade and renovate and what have you. So has, I guess for both parties, Mr. Tomoso and Ms. Ridao, has that ever been discussed and looked at, because it seems like an opportunity and via current either Na Kupuna or whoever is involved. So Chair, if I may I guess put the question towards both to see what their comments are?

CHAIR CRIVELLO: Ms. Ridao?

MS. RIDAO: I can respond to that somewhat. You know, there's been a lot...actually there's been a lot of work that has been done, but it's not been followed through or coordinated. There's not been like one person that's working on this all the time. So there are plans actually that was done for the building. And I do know that at the time the Cultural Resource Planner at the Planning Department was also involved and at that time it was Stanley Solamillo. So you know that you need them, you need the Planning Department, you're gonna need the State Historic Preservation, you're gonna need architects, you're gonna need engineers, but you're gonna need somebody that's gonna follow this, and somebody that is akamai to doing this kind of work. And in some respect it's kind of unfair to give it to, you know, a group that maybe does not have that expertise. And I think that maybe the course to take is if we don't RFP it, then the course to take is that the group who gets it needs to figure out how they're gonna pay for someone to spearhead this to the finish line. That's my opinion.

COUNCILMEMBER COCHRAN: Okay, thank you.

CHAIR CRIVELLO: Anything further?

COUNCILMEMBER COCHRAN: Yeah, Mr. Tomoso, did you have any comments?

**HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui**

February 5, 2015

MR. TOMOSO: I like what the Director is saying. It is a work in and of itself to make a historic building, formally a historic site. I do know that at one time the expertise was in the Planning Department for that and early on they were a part of the table discussion and the ongoing discussion, but they're not anymore since Mr. Solamillo's retirement or leaving the Planning Department. So I think if you searched the files, Councilwoman Cochran, you'll see that at some point the discussion with the Planning Department stopped after Stan left. And...but the Director is right, this is like a work within the work so of course, that adds to the cost because it's not that easy to become a historic site and it's not that...resources are not that forthcoming when you think you're gonna be on the historic site and then all of a sudden money is gonna appear, not really.

CHAIR CRIVELLO: Okay, thank you.

COUNCILMEMBER COCHRAN: Thank you, Mr. Tomoso. And a quick, sorry a follow-up, Chair?

CHAIR CRIVELLO: Yes.

COUNCILMEMBER COCHRAN: Is that fine? Thank you. And, so if so happens that we don't find a proper fit for this, is this building in that risk of being demolished if it continues to further deteriorate as it has been?

MS. RIDAO: Gosh, I'm not a building expert. I would say I would hate to see that. I mean, we heard this morning how structurally sound the building is. However it has...the roof needs probably a complete redo. There is asbestos as well as lead in the building that needs to be remediated and I think a remediation study has been done. So there are...there is information that can be pulled together to determine where we're at and then where we need to go. However, yeah we need somebody with that expertise to pull it all together.

COUNCILMEMBER COCHRAN: Thank you, Chair.

CHAIR CRIVELLO: Thank you. Chair Baisa, and then Councilmember Couch.

VICE-CHAIR BAISA: Thank you very much, Chair. I see the task before us today here is to decide whether or not we're going to accept the offer from Tri-Isle to turn back the contract to us and I am in full support of that. I understand the angst that Mr. Tomoso is expressing. It's very frustrating when you care very much about something, to know that although you really want to do it, you don't have the wherewithal to do it. And I like the Director's idea about an RFP. I think that in developing it that she will be very careful to make sure that she selects an organization that has the management capability and the ability to raise the funds and do the technical part too because if we don't, it's just not gonna happen. And so, you know, it's real...I've done a lot of fundraising as you know. I've spent my life trying to find money for projects like this and to find \$3 million dollars it's not easy. You know, we can say we're gonna sell Portuguese sausage and sweetbread, but let me tell you

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

that's a lotta Portagee sausage and a lotta sweetbread, I've done it and it takes lots and lots of organization and volunteers and whatever. So this is gonna take some real money and we're gonna have to put it in the hands of some organization that knows how to garner that money, and we're gonna all have to commit do we really wanna restore it and if we do, are we, even the County willing to participate in some way with maybe some grant or something. And as we know there are many, many priorities and we're gonna be talking about that very shortly in budget and where does this fall in the list of things that we need to fund. So I think our first job of course is to accept the turn-back of the lease and then to proceed with actively trying to find somebody or a group or whoever it is that has the wherewithal to pull this off. So thank you very, very much for bringing this up, and thank you, Mr. Tomoso for--

MR. TOMOSO: Thank you.

VICE-CHAIR BAISA: --your heartfelt remarks.

MR. TOMOSO: And thank you for the clinical word, it is angst. Yes, thank you.

CHAIR CRIVELLO: Thank you. Mr. Couch? All right thank you, Mr. Tomoso. Any other further discussions or questions for the Department or what have you? Yes, Mr. Couch?

COUNCILMEMBER COUCH: Thank you, Madam Chair. I would like to ask either Ms. Ridao or Mr. Ueoka, you know, people are asking oh please give it to us or please give it to them, in my understanding this is a lease between essentially your Department or the County Administration and Tri-Isle. Our role is just to say, okay fine, we can...we accept that they wanna pull out or what is the Council's role in this? I don't think we can assign it to whomever?

CHAIR CRIVELLO: Mr. Ueoka?

MR. UEOKA: Thank you, Chair. You are correct, Mr. Couch. At this point in the process, the Department would be accepting the cancellation/termination of lease from Tri-Isle RC&D. Then it would be up to the Department to determine the best method of choosing a party if they wanna even go that route of, you know to lease it out, and if it is a lease for less than fair market value it would be subject to 3.36, Maui County Code, and then we'd come back up to you folks for authorization to enter into that lease. There's other methods, you know, in the HRS and the County Code regarding concessions at market value, that kind of stuff, but I guess it all depends on which route the Director wants to go and it seems like she's gonna formulate a plan shortly. Thank you.

COUNCILMEMBER COUCH: All right. Thank you, Chair.

CHAIR CRIVELLO: Thank you. Any further discussion?

COUNCILMEMBER COCHRAN: Chair?

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

CHAIR CRIVELLO: Ms. Cochran?

COUNCILMEMBER COCHRAN: Thank you. So this, the building itself, the office site itself is part of a bigger parcel, and that parcel is County or...I'm trying to look at this map. I mean, it's obviously us or...

CHAIR CRIVELLO: Department or Mr. Ueoka?

MR. UEOKA: Thank you, Chair. I was looking at it the other day and I believe it is a County-owned parcel.

COUNCILMEMBER COCHRAN: Okay, and West Maui Senior Center is part of this bigger parcel?

MR. UEOKA: That is our understanding.

COUNCILMEMBER COCHRAN: Okay.

CHAIR CRIVELLO: So we've clarified that it is on County property.

COUNCILMEMBER COCHRAN: Thank you, Chair.

CHAIR CRIVELLO: Okay, thank you. Any further comments, questions or concerns? So Members there be no further discussion regarding this matter, I would like to before entertaining my recommendation, I would just like to clarify with Mr. Ueoka again the...it's our understanding that the Department will cancel the License Agreement, so they decide, and then the current agreement is it transferable to another agency? We've heard testifiers come before us to request the license or lease to be transferred. So can you clarify that again, please Mr. Ueoka?

MR. UEOKA: Thank you, Chair. We didn't look necessarily into the idea of assigning or doing a sublease or the...or I guess sublicense of the license. It was the request of Tri-Isle RC&D to just cancel and terminate so that's the route we investigated and it seems to be the route we're going down at this point.

CHAIR CRIVELLO: Okay, thank you. So that will be left in the hands of the Department. So at this time, I'd like to entertain a motion to recommend filing of County Communication 13-344.

VICE-CHAIR BAISA: Madam Chair, I move...I make that motion.

COUNCILMEMBER CARROLL: Second.

CHAIR CRIVELLO: Thank you. It's been moved by Chair Baisa and seconded by Councilmember Carroll to file County Communication 13-344. Any further discussion? If not, all those in favor, say aye.

**HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui**

February 5, 2015

COUNCILMEMBERS: Aye.

CHAIR CRIVELLO: All those opposed? And we have here the results of five in favor. Motion carried. Thank you, Members.

VOTE: AYES: Chair Crivello, Vice-Chair Baisa, and Councilmembers Carroll, Couch, and Guzman.

NOES: None.

EXC.: Councilmembers Hokama and Victorino.

ABSENT: None.

ABSTAIN: None.

MOTION CARRIED

ACTION: FILING of communication.

CHAIR CRIVELLO: Next item on the agenda is HHT-1 on the bus transportation program. I'd like to take a brief recess at this time. . . .(gavel). . .

RECESS: 10:55 a.m.

RECONVENE: 10:58 a.m.

CHAIR CRIVELLO: . . .(gavel). . . I'd like to reconvene this meeting and continue on to agenda HHT-1, bus transportation programs. With us we have resource personnel, Debbie Cabebe, Cabebe, I'm sorry, from Maui Economic Opportunity; Harry Johnson, also from the transportation program with Maui Economic Opportunity; Ryan Wong, Maui Island Operations Manager from Roberts Hawaii. Pursuant to Rule 7(B) of the Rules of the Council, the Committee intends to accept presentations from the County Department of Transportation, Roberts Hawaii, and Maui Economic Opportunity on topics such as the organization of the Department, the operation of County-funded transportation programs, including the Maui Bus and MEO transportation services. At this time I'd like to also introduce our Director from the Department of Transportation and allow her to do the necessary introductions.

ITEM 1(1): PRESENTATIONS ON COUNTY-FUNDED TRANSPORTATION PROGRAMS

MS. JOHNSON WINER: Thank you, Madam Chair. My name is Jo Anne Johnson Winer and I really appreciate the attendance and particularly of the testifiers as well. The staff, there are several staff members here also from the Roberts Hawaii and also we have other individuals who will be sharing information. So what I'm going to do in the

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

essence of saving time or in the interest of saving time, I'm gonna have Mr. Ryan Wong who is the General Manager for the Maui operation for Roberts do his presentation first so that we'd free up his staff.

MR. WONG: Aloha kakou, Madam Chairperson and Councilmembers. A very happy Kung Hei Fat Choy to all of you and your ohana. My name is Ryan Wong and I am the General Manager for Roberts Hawaii here on the island of Maui. We have our entire management team with us today to help educate and guide for some good information on the Maui Bus. Just a point of clarification to clear up some earlier testimony in regards to how we sell bus passes and greeter services at the Queen Kaahumanu Center Mall. We do have a greeter there on a daily basis from 9:00 to 6:00 daily and that's based on predetermined budget allocations. And in terms of Maui Bus sales, we offer a general, senior, student as well as a person with disability pass that's available starting on the 25th of each month going through the 10th of the next month, and those can be purchased not just at the Transportation's Offices, but also at the Maui Mall, at the County Center, as well as on each of our routes that we sell, and the daily greeter at the mall will also sell that as well. So plenty of opportunity to take everybody's money and make sure that we get it to the County coffers. Today we thought we'd...we have a presentation for you which you do have the information and as our staff gets up there, I'd like to remind them as they come up and introduce themselves, their names and where they're from. The people will be speaking, our staff will be speaking based on the PowerPoint that will be to my right on the top ten reasons to ride the Maui Bus. Number 10.

MR. DUPONT: Aloha, my name is Michael Dupont. I'm from Roberts Hawaii. I'm the Driver Manager and I'm from Maui. Okay, so I'll be talking about Number 10, Fleet. We have 38 vehicles in our current Maui Bus fleet. All of our vehicles are 100 percent ADA accessible. We also do use seven of our own Roberts Hawaii motor coaches for commuter services that are also ADA accessible. We do have a 13 percent out-of-service average with our national average of 20 percent of our vehicle fleet. Total miles that are logged on our Maui Bus fleet everyday or every year is 1.7 million miles that we log. The average age of our vehicles are from 2007 to about 2015. We do have a new vehicle coming into service for our Kula Villager route that is 100 percent accessible for ADA. It's a 2013 Chevy van. So that will be coming into service for our Kula route. I'll be talking about Number 9, for Customer Service. We do have immediate response to complaints and concerns to our community. We do have on-board video systems that monitor our drivers, our riders, the speed of our vehicles, and also other vehicles and other community members around our vehicle. We do have a daily dispatch call center that is open from 4:30 a.m. to 11:30 p.m. on a daily basis. We also do continued education for our drivers and our management team on customer relations training. I'll be introducing Number 8, for the Schedules, Kristine Kim.

MS. KIM: Aloha, my name is Kristine Kim and I'm from Maui. Schedules, we have 13 fixed routes covering from Napili to Kula to Haiku, seven commuter routes covering from Haiku to Wailea and Makawao to Kapalua, 5:30 a.m. to 10:00 p.m., hours of service and we have 167 scheduled stops. Number 7.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

- MS. SATO: Number 7, is Ridership. My name is Christal Sato. I'm from Maui. In 2014, we serviced approximately 2,176,371 fixed route passengers, 199,927 commuter passengers. We sold approximately 19,735 monthly passes. Our ridership is very strong on Sunday and Monday when we have the Norwegian Cruise Lines in the Kahului Harbor, and we service an average about 6,500 passengers per day. Number 6, Rules.
- MS. KIM: Hi, Kristine Kim again from Maui. Rules, 23 posted rules and guidelines that cover personal belongings, size and types of onboard personal items, common courtesy for elderly and ADA-needs passengers, food and drinks. Number 5.
- MS. OROZCO: Aloha, I'm Jackie Orozco with Roberts Hawaii, and the Number 5 reason is our Driver's Qualifications. So during our prehire process, all drivers are required to go through the physical PUC exam, they also to maintain or have a clean driving history file, they also go through a licensed WorkSTEP testing facility to conduct a Functional Capacity Test to ensure the ability to lift up to 70 pounds. Once a driver is hired, they are certified in CPR, first aid, ADA, and then also go through a driver improvement program which is six total hours of defensive driving course that's given with our certified Smith System. After a driver is with Roberts, we have reoccurring annually, annual certifications for they have their first aid, CPR, ADA. They're also required to maintain a clean driver history record and update their PUC valid exam with the reoccurring recertifications. Number 4, is our Roberts Hawaii Brand.
- MR. COLLINS: Aloha, I'm Gary Collins, Roberts Hawaii Maui. Number 4 is the Roberts Hawaii Brand. With 75 years of diversified transportation experience and being the 8th largest employer here on Maui, Roberts Hawaii provides additional driver resources from other business segments, including our school bus operation, our tour division, and the Maui Airport shuttle. With 300 vehicles, 300-plus vehicles on island, it allows us to have better purchasing power on parts, fuels, lubricants, and mechanic experience. And with a 46-person Statewide training department to ensure the best practice and latest technology improvements. Number 3.
- MR. LEE: Hello, my name is Chad Lee from Roberts Hawaii. I'm the Maintenance Manager. We have 100 years of tenure in the department. We're open seven days a week, 15 hours a day operation. We have six, full-time technicians. We log about...I'm sorry, we do servicing at every 5,000-mile intervals. We go through 300 gallons of oil a month, 60 gallons of diesel exhaust fluid a month, and 467,200 gallons of diesel annually. Thank you.
- MS. SATO: And for Number 2 is Safety. So we have a 66-point pre- and post-check daily inspection that we have our drivers do for every vehicle that goes out on the road. Safety equipment on board includes the fire extinguishers, safety triangles, ADA tie-downs, bloodborne pathogen kits. Those are used to clean up personal accidents as soon as they happen. We have time to switch out the vehicles as soon as possible. First aid kits and video monitoring to...we can record everything that happens on the vehicles from different areas. And the Number 1 reason, it's not rail.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MR. WONG: But we can always improve. Madam Chairperson, I hope you will allow me to recognize our staff who did a great job in putting this together.

CHAIR CRIVELLO: Thank you.

MR. WONG: And the Number 1 reason is, of course, it's not rail, but we can always improve things like additional routes, additional vehicles during peak periods especially the Sundays that the NCL cruise ship is in town and we have the balance malihini versus kamaaina customer without being nondiscriminatory to anybody, continued fleet acquisitions thanks to appropriate budgets both from the Federal level as well as the County level, and just trying to improve our service, keep up, make sure that we continue to provide the safety and security for our drivers to continue to make their home on Maui. At this time, we thank you for your time and we'd open it up to any questions.

CHAIR CRIVELLO: Thank you. Members, any follow-up questions for Mr. Wong? Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you, Chair. Thank you very much, Mr. Wong for being here. Mine is more specific, Chair, if you could indulge me in regards to the service at the stadium in the morning for the hotel workers, and I've been there a few times and I just wanted to know is that via a license or is that via some kind of a lease or how is that set up that Roberts comes to the stadium parking lot and picks up the workers there? Is it...

MR. WONG: That's actually through part of our County contract.

COUNCILMEMBER GUZMAN: It's part of the County contract?

MR. WONG: Correct. Seven...we use six motor coaches and one minibus that would be Roberts equipment. We start the service at 5:00 a.m. We go out on four stadium routes. We have a Haiku route and we have a Makawao route. We do, we go from Central Maui obviously to the west side going all the way up to the Ritz-Carlton, and then we'll start that service again at about 3:30 in the afternoon to bring everybody back. They can either purchase daily passes \$2.00 or...\$2.00 one-way or they can do the monthly passes that are good for anything in the route system.

COUNCILMEMBER GUZMAN: Okay, thank you. The reason why I brought that up is there are a few constituents that I've met or who have contacted me in regards to having more service, having more buses provided at that area, but I don't know if you're aware of that. And also facilities where they could sit down or use the restroom, because a lot of them walk across the roadway and go in the bushes. And so maybe possibly having Porta Potties set up over there or something, I don't know.

MR. WONG: Sure. You know the ability to add services and maintain services are paramount to any business. And to the Maui Bus system, Roberts Hawaii is your

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

operator, the County of Maui are not subject to that or not within subject to that, we're all part of that. Unfortunately or fortunately it comes down to a budget, you know. We would like to add more routes system-wide. We would like to extend our outreach as far as we can to maintain the continuity of service, to increase services, to provide for everyone from ADA to regular passengers to commuter passengers who depend on us to get to work to make security and safety and take care of their families on a daily basis, and this is the best thing that we can do with the time with the allocations provided. I think for the most part buses with the four routes we do not leave anybody behind. We're able to service all of our needs, you know, through things...and we do it 365 days a year. We do not take a break. I've been on island for about 332 days now and it is a sheer joy to come to work every day knowing that I am a part of the movement of our community. Does it happen every day on time, yeah pretty much, but we have issues. We have issues like traffic, we have issues like mechanical breakdown, because again, we're going over 1.7 million miles a year. Could we add more services? We, I think we bring concerns to the County, to Jo Anne and her team when they need, but again, again, we don't leave anybody behind. We do whatever it takes. And when the occasion occurs that we have to adjust, we have the breadth and reach of Roberts Hawaii and the services that we have. So as Gary mentioned, school bus, our Maui Airport Shuttle, our RTT tours and transport that we're able to redirect and get people where they need in terms of maintaining the service. And I think that's the bottom line for your constituents is to make sure that they can get from here to there in a safe and reliable manner.

COUNCILMEMBER GUZMAN: Is there is...wow, that was a long answer. Let me get more specific. On the terms of the service contract, does it, does it have specifically the amount of buses that you should, you shall provide for that area, the stadium area?

MR. WONG: Yes. It has the specific, the seven routes that we provide.

COUNCILMEMBER GUZMAN: Just the seven?

MR. WONG: Yes.

COUNCILMEMBER GUZMAN: So to extend it we would have to wait for the next contract to come and at least be negotiated?

MR. WONG: Well, we could extend as much as you need. We defer to Council Chair Mike White and his Budget Committee to increase the budget. I mean, we can do anything you want.

COUNCILMEMBER GUZMAN: Okay.

MR. WONG: We'd be happy to do anything you want.

COUNCILMEMBER GUZMAN: All right. Thank you. Wow, just that was a great response to put it back to us. Thank you, Chair.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

CHAIR CRIVELLO: Chair White?

COUNCILMEMBER WHITE: Just in response, I just have to remind Mr. Guzman we're not in budget just yet.

MR. WONG: We'll happily come back for that.

COUNCILMEMBER WHITE: I would have to say, down boy.

CHAIR CRIVELLO: Thank you. Any further questions or comments for Mr. Wong? If not, thank you. Thank you for being here, Mr. Wong, we appreciate it.

COUNCILMEMBER WHITE: Madam Chair?

CHAIR CRIVELLO: Yes?

COUNCILMEMBER WHITE: I'm sorry. I would like to thank Roberts and Mr. Wong specifically for the really good service that they provide for the commuter traffic, because it's, you know, it's the lifeblood of, of all the businesses in Wailea and the Kaanapali-Lahaina area and Kapalua to have the ability to get our employees there at a lower cost than if they had their own cars. So we often forget about the commuter side because there's so much focus on the passenger bus, the regular routes. But I just wanna thank Roberts for doing all that they do to keep Maui moving in so many different ways, and as you said, there are always challenges, but there's challenges in any operation. And when you have vehicles traveling all over the island dealing with thousands of people every day, there's gonna be hiccups and the degree to which we can minimize those obviously we appreciate, but the fact that we are moving as many people as we are and generally in a flawless way is a credit to their operation. So thank you, Madam Chair.

CHAIR CRIVELLO: Thank you. Thank you, Mr. White. I have a question, and maybe Department can answer it. Regarding bus fares, we've heard testifiers asking for consideration for different type of bus fares. Can you tap on that please?

MS. JOHNSON WINER: Yes, as part of our update of our Short Range Transportation Plan, one of the things that the consultant has done is to look at some of the fares. We also are doing some investigation now that we are an urban zone area population with what some of the options are. We have not yet finalized all of the figures. We hope to present something that will be an alternative during the budget process to simplify some of the passes but also make it more fair across the board. So I look forward to discussing that in budget, and of course, everything as Mr. Wong pointed out, everything costs money, so you know, we're doing the best we can with the resources we have.

CHAIR CRIVELLO: Thank you. There be no further discussion in regards to the Maui Bus, I'd like to at this time...I'd like to ask if the MEO transportation providers, Debbie Cabebe and Harry Johnson can come down and join...

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. JOHNSON WINER: Madam Chair, I'm gonna give up my seat for the both of them and then they can go through their program. Oh, I guess Harry's gonna stay there in the safety zone. It doesn't protect you, Harry, believe me. Madam Chair, thank you.

CHAIR CRIVELLO: Thank you. MEO is the service provider for our paratransit and human services transportation. So I think we can start with paratransit if we can or do you have a separate presentation, a certain presentation?

MS. CABEBE: Good morning, Chair, and good morning, Councilmembers. We can start with paratransit if you'd prefer. Paratransit we have about 815 eligible riders in the system. About half of those riders use the system on a regular basis. Some people register and for whatever reason they opt not, not to use the system and this has been historically true prior to MEO serving the contract. We served 49,844 disabled passenger boarding trips, 2,879 companion boardings, and 13,447 personal care attendant boardings for a total of 600...excuse me, 66,210 boardings or trips in the last fiscal year. So that's as of June 30, 2014. The service continues to grow. We have had some challenges with our scheduling system. It's a new system. It's called Ecolane. It is customized for Maui County based on the roads, the speed limits, traffic conditions that are here. But with any computer system there are challenges at times. One of the challenges that we face is the clients and the drivers don't always understand the routing of the system. And there's a lot of factors that affect that. One of the factors is when a client calls in, it depends on how they book the trip. So some clients may call in and say, I need to be picked up from my house at a certain time, and under the ADA regulations they have the ability to negotiate with that client up to an hour of when they'd like to be picked up and that's in accordance to the ADA Guidelines. That's not MEO Guidelines, it's ADA Guidelines. So they negotiate with the passenger to be picked up at a certain time. Another passenger may call and ask to get to a destination at a specific time. But the system then will determine that their pickup time may be similar to that other person that negotiated I wanna be picked up from my house at a specific time. So then the two of them end up on the bus together, and then based on how that reservation was taken or built, the system will determine who gets dropped off first. So sometimes as a rider, it doesn't seem very logical because why is it that I'm passing where I need to go and we're dropping off passenger B before myself? Sometimes that occurs because it's a reservationist's error. They put a reservation in incorrectly. And we've been working with our staff to retrain them. Some of the staff have been with us since, you know, the '70s and we didn't have computers back then and they were doing scheduling. So now trying to teach them to use a new system is a little bit of a challenge. So we're continuing to work on that. But we can run our on-time performance rating and it came out at 91 percent as of June 30th. Now take into account though that's factoring in that 30-minute window. So within that 30-minute window, 91 percent of the time we were on time. Now I know that there are stories that fall outside of that and it's pretty substantial, some wait for some people depending on the circumstances. I don't see a quick fix to the computer system unless we get everybody to understand how it works and we can get some buy-in. I think the hard part is I've heard from our riders and even from our drivers, you know, they feel like there's the human element is missing. It's like, you

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

know, in the old days a driver could say, hey, Jo Anne, is it okay if I drop off, you know, Debbie first? And they could agree to do that. The way the system is now, we're asking the drivers to follow the system, because when we start adding our human input into the system, it kind of sets everything...it kind of makes everything go haywire. So those are some of the challenges that we're facing. If somebody calls us though and says, hey, this happened yesterday, why is it that had to go this route or whatever, we can actually drill down into the system and find out what caused that run to be routed that particular way. Harry Johnson is very proficient on the system and he's able to, you know, really get down and drill down and find out what caused that, and sometimes it's human error and sometimes it is just based on what I said earlier, my run may have been scheduled differently than your run and so that run is what takes priority. In terms of training, we've been continually working with our staff. We partnered with the Easter Seals Project ACTION, and they actually do specialized training that's just focused on people...organizations that work with persons with disabilities. And so we have a training called, Customer Driven Service Training. We've trained more than half of our staff and we are continuing to train the rest of them. And it's not just the office staff, it's the drivers, it's the mechanics, it's everybody coming from that standpoint of the customer, and it's very good interactive training that has some real examples of persons with disabilities in the training talking about what's important to them. The Paratransit Advisory Council, we have some of our members, actually three of our members in the gallery today, and that's been very beneficial, because you know sometimes as a person who doesn't have a disability something seems very logical to you and when you listen to the concern from their lens it looks very different. And so I think it's a learning opportunity for all of us. We definitely value their input. And we've learned a lot from them and want to implement some of the changes they suggested. But just as Mr. Wong said, everything takes money and sometimes it seems like it should be quite simple and it's not always quite as simple as it looks. So that does present a challenge. We do meet every other month with Para Advisory. We put notices up in the buses. We put notices into the paper. And we have meetings scheduled all the way until January of 2016. Some of the items that we've been discussing with the Paratransit Advisory Council is they've requested that we make courtesy calls when the bus is running late. That is something they've asked Mr. Johnson to implement, and we are making an effort of doing that. It does, it does make it difficult sometimes to do it consistently because it depends on what's going on in the office, but we are making strides in that area. We have not completely implemented that. They also would like to establish a dedicated cancellation line. One of the Advisory members had talked about a system that he was familiar with where you could call into a line and there was a message that would pop up on the scheduler's screen that would tell them that the ride wanted to be cancelled. So we looked into that and working with our IT Director right now and hopefully we'll be able to implement that at a relatively low cost. They also ask about the possibility obtaining technology that will allow them to look up on their smart phone or some other, you know, device when their bus is expected. Because of the 30-minute window sometimes people need to use the restroom or do something else, and they're concerned if they leave in that 30-minute window and the bus comes and the bus only has to wait five minutes and then they get lost. So that's something that, you know, we're looking into, but again, very costly and that's something MDOT would

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

be looking into as well. Also, the riders had suggested that we do more to educate the riders about their responsibilities, what they need to do to be better riders. So we're looking at some options. I believe that Mr. Carver from the Maui Disabilities Alliance had sent me some information on another community that held kind of a community forum to educate riders. So we're looking at that and possibly rolling that out sometime in the next few months. And then also there's been requests for the Maui Department of Transportation to update their Rider's Guide and make it a little bit clearer so I know that that's something that they're working on. And then also, riders have expressed interest in changing the pickup window to lessen the 30-minute wait time, and again, I think the concern with that it's doable, but you'll have to have more buses and more drivers in order to do that if you want to eliminate the 30-minute wait time. And then also they wanted to look at expanding the time that the drivers have to wait for them. So instead of only having to wait five minutes could they possibly have to wait ten minutes. But again, it affects the operation of the system. And I know MDOT and MEO, we've looked at other ADA paratransit operations, you know, and what their wait times are and a lot of...the standard is about 30 minutes. There are some that do it less, but for the majority of what I've seen it, the 30-minute is a standard. And then also, the other priority that has come out of the Advisory Council was allowing for same-day reservations. And so again, that is problematic because it affects how we schedule drivers and then you have a labor relations issue. As it stands now, we take reservations up until 4 o'clock. So the schedules can't be issued to the drivers until close to 5:00. So a driver may know I start at approximately a certain time, but they don't know what their actual schedule is. So if we do same-day reservations that would impact their schedules as well. So that's about all I have in paratransit if that's okay?

CHAIR CRIVELLO: Thank you. Members, any comments, questions or further follow-up regarding the paratransit? Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you, Chair. Mine is very specific. I wanted to know I guess I've gotten some calls also in regards to the wait time. I guess when the bus comes to pick them up, I guess this happened a couple times. The bus...they would get on the bus and then the bus driver said that they had to wait to a certain time before the bus leaves. So I guess my question is why does that happen? Why can't the bus just leave once they get on the bus? Why does it have to stay there for a certain period of time and then proceed?

MS. CABEBE: Thank you for the question. That's an excellent question. We've asked the drivers to follow their schedule. When somebody gets picked up early and then they proceed onto the next person's home prior to what the tablet tells them to do that then they arrive at the next rider's house early, and then we've had concerns from those riders saying that the bus was there, they felt pressured to get out of their house and get on the bus. And so, it was recommended that they do what's called, the standby. I think there's one situation that just came up though, must have been about a week or two ago, where both people got on the bus and the bus actually could have proceeded on because there wasn't anybody after them. In a case like that, really what should have happened is the driver should have called in and said, I've got

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

everybody on board, I'm gonna go ahead and proceed. So it comes down to whomever they're speaking to on the dispatch end maybe being educated a little bit better about how that's gonna impact the system if any. The drivers can only see a few runs in their tablet. The dispatchers can see all the runs that are in that schedule. So the dispatcher would be in a very good position to be able to say that yes, by you leaving right now it's not gonna impact anybody else, go ahead and move on. But there are times that doing that could impact five or six other people and so it's kind of a gray area.

CHAIR CRIVELLO: Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you. So how does the driver communicate with the dispatcher when they're on the route? Is there a radio system or something going on? So simultaneously they can communicate directly to dispatch?

MS. CABEBE: Yes, there's a two-way radio and then also they can...when they're stopped they can text through their tablets as well.

COUNCILMEMBER GUZMAN: Okay. Thank you, Chair.

CHAIR CRIVELLO: Thank you. Mr. White?

COUNCILMEMBER WHITE: Thank you, Madam Chair. You know, I certainly understand the challenges of the wait times, because if you're not leaving this spot, you're gonna be later getting to the next spot, and it just, it has to snowball one way or the other. But one of the questions that I had was one of the testifiers mentioned that they were on their way out the door, and the question occurs to me is do the drivers have the cell phone contacts for the clients that they're picking up or do you have those in the system at all?

MS. CABEBE: We have the phone numbers of the clients in the system, but the drivers don't have it...well, I shouldn't say that. Some drivers I think do have cell phone numbers for clients because they transport them on a regular basis and they kinda have a, you know, a relationship with them. We kind of discourage that though because it's the driver's personal cell phones. So they can always call into the base and say...what they should do is call in and say, I'm at Debbie's house and she's not here and now it's five minutes so I'm gonna mark it as a no-show. That's the protocol that they're supposed to follow and then they would leave. What I think happens sometimes is somebody may be coming out, walking from their residence and depending on the drivers some will wait and some won't wait. And so again, that's one of those kinda tricky areas, because some clients may do this on a regular basis where they wait and so they've now...their five minutes is up and by the time they get to the bus it's another five minutes. And some clients it's very infrequent. So what should happen is the drivers should call in and say, so and so is a no-show and hopefully we can eliminate some of that.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

COUNCILMEMBER WHITE: But the reason I brought it up is that there...the couple times that I've used shuttle services on the mainland, they call me when they're five minutes out.

MS. CABEBE: Right.

COUNCILMEMBER WHITE: And I think a lot of what we're hearing, the wait times could be alleviated simply through the drivers having the ability to communicate with the next person they're picking up, and that may be an idea just to take a look at having MEO furnish the cell phones for that purpose, because I understand their concern, and I also understand the challenges that you guys have of keeping the schedule. I have a hard enough time picking up my wife on time, so you know I understand the challenges. But at the same time, my wife doesn't get angry if I call her and let her know that I'm gonna be a little late. And she doesn't get angry if she can call me and say, where the hell are you? So you know I think, I think we may need to take a little different perspective on this, because you guys are, you know, tending to get blamed for something that is really challenging to accomplish, because you've got...if somebody makes you wait, you know, if they're ten minutes late, that throws off the next pickup and the next pickup and the next pickup. So just a thought. I think it's, you know, it may be...

MS. CABEBE: May I comment on that, sir? I think we agree with you that in a perfect world that would be ideal. What we try to do if the driver knows that they're running late they will call into base and say, I'm running late, and then what, you know, what we try to do is make a call to let them know that we're running late. It doesn't always happen because we don't always have the resources. So the ideal situation would be drivers have that...the resources to make the call themselves. You know, like you said, the shuttle from the airport, whatever, I know they'll be downstairs at your hotel and they'll call and say, hey we're downstairs waiting for you or whatever. So again, though it goes back to financial resources to have the ability to have phones to do that, because we can't expect to have our staff use their own phones for that type of activity.

COUNCILMEMBER WHITE: No, I understand. And then it maybe that the base, the people, the dispatch levels can be the ones are making the call on landlines. But I think it's something that you may be able to save other resources by implementing it. Anyway, just an idea to take a look at.

MS. CABEBE: ...*(Inaudible)*...

COUNCILMEMBER WHITE: Thank you, Chair.

CHAIR CRIVELLO: Any more questions? Oh, Chair Baisa?

VICE-CHAIR BAISA: Yes, thank you, Chair and thank you very much, Debbie, for being here today. I certainly understand the challenge that MEO is faced with in trying to operate this system. It's been going on for a very long time. And it has grown so much, you

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

know, when I hear over 800 people that are enrolled in this, even though probably half of them use it, even that, that's a very, very substantial amount of people that you're trying to move on time. And you know like Chair White mentioned, you know, I'm finding out that moving on Maui now is not fun. You know, my commute to work every day can vary so much. It's just unbelievable depending on the weather, depending on how the cars are moving on Haleakala Highway and on Kaahumanu or wherever. And so to try to stick to a strict schedule is very, very difficult, and I think it requires a lot of patience on both sides that, you know, when one person is late, it makes the next person late, and then it snowballs or if one person is early, we have another situation going on. So it's very, very challenging, but I'm very pleased to hear about this committee that you've set up, because there is a venue now for people to come and express their concerns and to make suggestions and ideas. And what I'm hearing is that you're trying very hard to respond to that. And really that's all you can do. You know ideally we could have a taxi and whenever you wanna go, that taxi is outside your door. But we can't afford that and so we're trying to maximize the results with the most...with the least amount of money. And so I realize the challenge that you have, but I am hopeful, I keep listening to, we keep having these regular reports, Chair and I really think this is a really good idea, 'cause there is a venue for the public to see that everybody is trying their best to solve the problem. And I think that's really positive that everybody's trying hard to solve the problem and to make it better. And I guess when we get to the Budget Committee, Madam Director, we're going to hear some suggestions about maybe some funding that you might need to alleviate some of these problems. But I think the bottom line is everybody has to be patient and we have to do the best we can, because we do wanna provide transportation which of course we know is the number one access service without everybody else...everybody can't do anything. So I wanna thank you for all the hard work that you've put into it and I wanna thank Director Winer also. She's worked very, very hard at trying to implement this service and make it work. So thank you very much.

CHAIR CRIVELLO: Thank you, Ms. Baisa. Any other comments or questions? I have, and you know, it...this might be falling into your Ala Hou presentation, and perhaps you can address it there. I'm not sure if it was a paratransit, but a testifier mentioned about accidents or sick as they're being transported and they're dropped off and need to wait. So that's one question I have, and the other is you know, I keep hearing the computer system is new. How long has it been in place?

MS. CABEBE: The computer system went in in November of last year.

CHAIR CRIVELLO: Okay, November of 2014?

MS. CABEBE: 2013.

CHAIR CRIVELLO: Oh, in 2013? Okay, so you're still having lots of glitches is that what's happening?

MS. CABEBE: It's actually improved quite a bit, but again, it's a learning curve. And the problem is is that if we have new staff that turn over, you know sometimes a little bit

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

of knowledge is dangerous, so somebody thinks that they understand what they're doing and then they kinda go off on a tangent, and then we realize after we start getting complaints and we go in research it, we're like, oh, my gosh. So now we see that this is a misunderstanding and so we can correct. But if people don't tell us what's wrong, we can't fix it. So many times they'll tell us way after-the-fact. If we knew when it's happening it's so much easier to make the correction.

CHAIR CRIVELLO: I understand, yeah. So in reference to the testifier's comments on the sick passenger or is that Ala Hou or is that the paratransit?

MS. CABEBE: Well, it's both. I think the comment, and I didn't understand...I had been made aware of that concern about a week ago, and I think there are two issues here. One of the issues is if...you know, MEO has been doing transportation since 1969, if we had a client on board that had an accident, the protocol is the driver calls in, we send out another bus to that site, we take the clients that need to go where they need to go off the bus and we take that client home. There are times that this accident may occur somewhere that's pretty far away, so for us to get another bus out there wouldn't make a lot of sense, so then we would try to take that client home first and then take the other clients, you know, after that. And then we have to sanitize the bus so it becomes a health issue. What I think happened in this case, and what I was made aware of is sometimes the clients don't want to say, well, I had an accident and so they just say they're not feeling well. Now the protocol for if somebody says they're not feeling well, we've been instructed to tell them that if you're not feeling well, would you like us to call 911? If they say, no, it's not that bad, I just need to go home, then we were instructed to take them to whatever their next destination was, drop them there and put them on will-call. Now will-call is the next available bus. So as one of the testifiers said, it could, it could take an hour and a half and that's not the ideal situation. On the flip side of that, we had been experiencing an increase in people who were riding saying they weren't feeling well and they wanted to go home. And when we started...we were accommodating them and just taking them home, but then it again, it affects everybody else that's in the system that had a reservation that was supposed to go somewhere. So, it's a very delicate situation and I don't honestly think we know the answer. And so I was talking to one of the testifiers today and said, I think this is a topic that requires a lot more discussion, because it's one of those things on surface it seemed pretty black and white, but when you start digging into it, it's very complicated, and we certainly don't want to disrespect or you know, hurt anybody, but one thing affects five other things. So that's the best answer I can give you at the moment.

CHAIR CRIVELLO: Thank you, thank you. So any other comments? So do you have further presentations, is this it?

MS. CABEBE: Just on the human service side.

CHAIR CRIVELLO: Okay.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

MS. CABEBE: You know, I said earlier, human services has been around since, you know, 1969. We started out very small. You know, with the paratransit vehicles we have over 100 vehicles in our fleet right now. And our contract ending June 30th for the human services, we served 4,489 clients for a total of 361,157 trips. So that's a lot of movement of people. The difference with the human services and paratransit is still confusing to people. With the human services, most of the runs are kind of a fixed run kind of a situation. For example, we do nutrition. So we pick the same group of seniors up every day, house-to-house service, take them to nutrition sites, so that they can have their meal and then we take them home, but it's a set time. So we know that we're gonna pick them up at this time, we're gonna return them at this time. It's a group pickup even though it's house to house. We have Ka Lima O Maui and Easter Seals which are similar kinds of programs. We also have an employment to work program that is for anybody who's at a 125 percent or below the Federal poverty level, and they can get a free ride actually to and from work any time during our normal operations which are 5:30 a.m. to 10:00 p.m. in the evening. We also have rural shuttles so that would serve the outlying areas that are not served by Maui Bus or paratransit, and it takes people from you know Upcountry, brings them on a set shuttle to shop and then takes them back. But again, it's a set time so it's kind of like a quasi-fixed route. And we do a lot of that on the islands of Molokai and Lanai. We do Maui Adult Day Care and then we have Ala Hou on the human services side. The Ala Hou is...should be identical to the service that they're getting for paratransit, but it would serve the areas outside paratransit. So any area paratransit is not serving, Ala Hou should be able to help persons with disabilities. So the one testifier said, oh she saw a MEO bus in her neighborhood, could be a multitude of reasons. There are sometimes also that for whatever reason we can't get a paratransit vehicle to pick up somebody, we will use an MEO bus to do that. So you know, that could be the reason why they would see a human service bus in their area. So we experienced growth last year in our expanded rural shuttle on the island of Molokai, our i-shuttle Upcountry, our Youth Trans, our Ala Hou program, and our dialysis, and the dialysis is, you know, we have a contract to serve people who don't have insurance to pay for transportation to get them to and from their dialysis treatment and that's through the routes. So overall, in 2014, June 30, 2104, we served 6,000...we performed more than 6,515 more trips than we did in as of June 30, 2013. So we're growing all the time, and that's all I have.

CHAIR CRIVELLO: Thank you. Any questions or follow-up? Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you, Chair. I have a question. In terms of the terminal, the new terminal, what's the status on that?

MS. CABEBE: Oh, on the transportation?

COUNCILMEMBER GUZMAN: Yes.

MS. CABEBE: Well, we have our, we have our building permit and we should have our C.O. before the end of this month. The infrastructure's in, the buildings are there, a few hoops we had to jump through. We were asked by the County to get a letter from the

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

State saying that we were allowed to move our trailers off of their property to the new property, so we've done that. And so, you know, a few little surprises, but we will be there before the end of February.

COUNCILMEMBER GUZMAN: By the end of this February?

MS. CABEBE: Yes, at the end of this month.

COUNCILMEMBER GUZMAN: Okay, very good. Thank you, Chair.

CHAIR CRIVELLO: Thank you. Any more follow-ups for Ms. Cabebe? If not, thank you very much, MEO, for your presentation and response to questions.

MS. CABEBE: Thank you.

CHAIR CRIVELLO: So Members, normally we would open up with the Department, and we all have a 12:00 noon appointment and so I'm gonna ask Ms. Winer to do the closing comments on behalf of the Department.

MS. JOHNSON WINER: Yes, and I'm gonna ask this...you know, and I had to thank the Council because one of the things that we had in the past was you know, Diane Yogi has been with the Department for a number of years and she went through the process of qualifying for the position. It's the...Diane, what is your title, tell them?

MS. YOGI: It's the Transportation Grants Administrative Officer.

MS. JOHNSON WINER: So that was the position that you funded which I think is really wonderful, because it is helping us with the Metropolitan Planning Organization coordination. We gave a handout, it's easy for you to read so I'm not gonna go through that with you. But I think that with Diane's assistance, Mark who is acting right now as the Interim MPO Executive Director, we're moving in that direction. So you will be seeing legislation come down for intergovernmental agreement. We're working with Corporation Counsel to get that before you. Timing is everything, so you know as soon as we can get it finalized, we will do that. We had an opportunity to meet with the...one of the individuals who is with Anchorage, Alaska's Metropolitan Planning Organization and so she encouraged us. She said we are going in the right direction, so that we are moving forward with. I think the Department, you know, at least our vendors are doing a remarkable job. I know that there are still some concerns. We are working on those concerns. I think that in all fairness to both Roberts as well as MEO, the National Transportation Database reporting is astronomical, and it is triggered principally by us being now an urban-zoned area. So whether we have the Metropolitan Planning Organization or not, we're still gonna have to do that reporting. So that's the sad news. But in order for that data to be gathered, we have to have scheduled, you know, and that's where the software comes in. So as much as some of the riders would like us to return to the old days where you have the driver just calling another driver and saying, oh, can you pick up Mrs. Jones, those days are past, and we are trying to upgrade the software to give us additional reports,

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

but also we're providing additional options for training opportunities for individuals that do wanna learn. So not only our staff, but the MEO staff as well as Roberts and we are working towards that. The Kula route is going to be stopping. You'll see that coming up. It's now we have permission to go into the Kulamalu area so we have the right of entry. So there will be a...instead of the transfers in Pukalani with the two buses, you'll only still see the one bus at a time in Pukalani and then the transfers will be done at the site in Kulamalu near the Longs store. So that should help a little bit. Just looking quickly, you know most of the things, we have new equipment, our Deputy Director just went to do an inspection. So we have four new, I believe it's 25-passenger buses which are coming, and we also have a total of ten paratransit buses which will be arriving, hopefully they'll be put into service by the end of March, and we have as Roberts mentioned the one, 25-passenger bus. It does not have a lift. It's a low-floor bus that has the ability to kneel so the passengers who are ADA should be able to roll right onto the bus with their wheelchairs. So that will be a big improvement. And I really thank the Council for their support and funding. As you know, we can't do everything, but we certainly try, and when we do have complaints, we do our best to respond to them. We're not gonna be perfect at everything we do. We do care. As you know for many years, you know, my husband used both Ala Hou as well as the MEO or...well now it's MEO Paratransit, but it was the Maui Bus Paratransit. He used both systems. And I think the service has improved, I really do. I know that some of the people don't feel it has, but I've seen the improvement and we just need to get some good drivers, you know, who want jobs. I encourage them to approach both Roberts and Maui Economic Opportunity and people who are dedicated workers because as people retire, you need good qualified people to take their places. So I wanna thank you, and if there's any questions, I'll be happy to answer.

CHAIR CRIVELLO: Thank you, Director. Mr. Guzman?

COUNCILMEMBER GUZMAN: Thank you, Chair. Thank you, Director, for being here. I wanted to ask one very simple question. When is the Roberts service contract expiring?

MS. JOHNSON WINER: They all expire at the same time which I believe...Diane is--

MS. YOGI: We're in the second year of a five-year contract.

MS. JOHNSON WINER: Second year of a five-year contract. So three years from now, but if we do route modifications the contract can be modified.

COUNCILMEMBER GUZMAN: Okay.

MS. JOHNSON WINER: So we...

COUNCILMEMBER GUZMAN: So the contract period is for five years?

MS. JOHNSON WINER: Yes.

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

COUNCILMEMBER GUZMAN: And we're in our third year right now?

MS. JOHNSON WINER: Yes, but the contract does allow for route modifications.

COUNCILMEMBER GUZMAN: Okay, very good.

MS. JOHNSON WINER: We're in the second year.

COUNCILMEMBER GUZMAN: Oh, second year, okay.

MS. JOHNSON WINER: Second year.

COUNCILMEMBER GUZMAN: Thank you, thank you. Thank you, Chair.

CHAIR CRIVELLO: Any further questions? Thank you, thank you very much. Since there's no legislation to consider, Members, I'd like to if there's no objection, to defer the item?

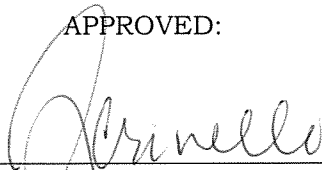
COUNCILMEMBERS VOICED NO OBJECTIONS. (Excused: RH and MPV)

ACTION: DEFER PENDING FURTHER DISCUSSION.

CHAIR CRIVELLO: Thank you. Members, we have completed today's agenda. I'd like to thank the representatives from the Administration and Committee Staff, Michele Yoshimura and Clarita Balala, for assisting us today. With that, the February 5, 2015 meeting of the Housing, Human Services, and Transportation Committee is now adjourned. Thank you, Members. . . .(gavel). . .

ADJOURN: 11:55 a.m.

APPROVED:



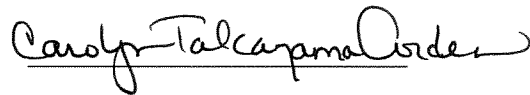
STACY CRIVELLO, CHAIR
HOUSING, HUMAN SERVICES, AND
TRANSPORTATION COMMITTEE

HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE MINUTES
Council of the County of Maui

February 5, 2015

I, Carolyn Takayama-Corden, hereby certify that the foregoing represents to the best of my ability, a true and correct transcript of the proceedings. I further certify that I am not in any way concerned with the cause.

DATED the 27th day of February, 2015, in Makawao, Hawaii

A handwritten signature in cursive script that reads "Carolyn Takayama-Corden". The signature is written in black ink and is positioned above a horizontal line.

Carolyn Takayama-Corden