

# HOUSING, HUMAN SERVICES, AND TRANSPORTATION COMMITTEE

Council of the County of Maui

## MINUTES

March 5, 2015

### Council Chamber, 8<sup>th</sup> Floor

**CONVENE:** 1:33 p.m.

**PRESENT:** VOTING MEMBERS:

Councilmember Stacy Crivello, Chair  
Councilmember Gladys C. Baisa, Vice-Chair  
Councilmember Don Couch (In 1:48 p.m.; Out 3:14 p.m.)  
Councilmember Don S. Guzman  
Councilmember Michael P. Victorino

**EXCUSED:** VOTING MEMBERS:

Councilmember Robert Carroll  
Councilmember Riki Hokama

**STAFF:** Michele Yoshimura, Legislative Analyst  
Tammy M. Frias, 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 Anne Johnson Winer, Director, Department of Transportation  
Mark Takamori, Deputy Director, Department of Transportation

**OTHERS:** Victor Lesa  
Rita Whitford  
Reverend Andrew Valentine, Jr., Maui Wheelers/President, Paratransit Advisory Council  
Vivian Lindsey  
Ruby Ayers  
Sheldon Rabanes, Member, Maui Wheelers  
Patricia McGrath, Maui Economic Opportunity, Inc. Advisory Committee  
Wayne Reiner  
Andrea Hall Rodgers, Executive Director, La`a Kea Foundation  
Nathan Rosberg, La`a Kea Foundation  
Karen Alohilani Hue Sing  
Elsie Santos, Maui Wheelers  
Mahealani Bettencourt, Maui Wheelers  
Debbie Cabebe, Chief Programs Officer, Maui Economic Opportunity, Inc.  
Harry Johnson, Transportation Director, Maui Economic Opportunity, Inc.

Seated in the gallery

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Lyn McNeff, Chief Executive Officer, Maui Economic Opportunity, Inc.  
Additional attendees (5)

**PRESS:** *Akaku--Maui County Community Television, Inc.*  
*Chris Sugidono, The Maui News*

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CHAIR CRIVELLO: . . .*(gavel)*. . . Good afternoon. The meeting of the Housing, Human Services, and Transportation Committee will now come to order. It is about 1:33 p.m., on Thursday, March 5, 2015, and I am the Chair, Stacy Crivello. Before we begin, may I please request that we all turn off or silence our cell phones or other noisemaking devices. At this time, I'd like to introduce our Committee voting members. Our Committee Vice-Chair, Gladys Baisa.

VICE-CHAIR BAISA: Good afternoon, Chair.

CHAIR CRIVELLO: Good afternoon. Mr. Bob Carroll is excused. Mr. Couch will be a few minutes late. With us is Councilmember Don Guzman.

COUNCILMEMBER GUZMAN: Aloha.

CHAIR CRIVELLO: And aloha, Mr. Victorino.

COUNCILMEMBER VICTORINO: Good afternoon, Madam Chair.

CHAIR CRIVELLO: Thank you. Also excused this afternoon is Mr. Riki Hokama. I'd like to also introduce our Administration representatives. Jo Anne Johnson Winer, Director of Transportation. And would you also introduce your members?

MS. JOHNSON WINER: Yes, my Deputy Director Mark Takamori is here from our Department. And on the other side is Mr. Harry Johnson, who is with MEO, and he'll be doing the presentation today. They are our Paratransit vendor and basically also our Human Services partner, you know, with Department of Transportation because as all of you know we do purchase transportation. We don't run the Department ourselves. Thank you.

CHAIR CRIVELLO: Thank you. And of course I have my Committee Staff. Clarita Balala, our Committee Secretary. Excuse me, Tammy Frias. And our Legislative Analyst, Michele Yoshimura. Did I get that right, Michele? Okay, thank you. Members, we have one item on the agenda today, HHT-5, Paratransit Services. We've had some concerns that have come in, I believe, to all of us from our Paratransit clients. And at this time, we'd like to have an opportunity to hear your testimony, as well as a presentation that will be set before us from the MEO. So, first of all, I'd like to start by introducing our District Office. Hana Office, Dawn Lono.

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

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CHAIR CRIVELLO: Aloha, Dawn. Our Lanai Office, Denise Fernandez.

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

CHAIR CRIVELLO: Good afternoon, Denise. And from our Molokai Office is Ella Alcon.

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

CHAIR CRIVELLO: Aloha.

**. . .BEGIN PUBLIC TESTIMONY. . .**

CHAIR CRIVELLO: At this time, for individuals who will be testifying in the Chamber, please sign up at the desk located at the...in the eighth floor lobby just outside the Chamber door. If you will be testifying from the remote testimony location specified on the meeting agenda please sign up with the 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 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. At this time, I'd like to call on our first testifier.

MS. YOSHIMURA: The first person is Victor Lesa.

MR. LESA: Good morning, good evening, Madam Chair --

CHAIR CRIVELLO: Good afternoon.

MR. LESA: --and Council. My testimony is I'm with the Maui Wheelers and the thing is that, for me, is things like when they talk about us getting a call to the Paratransit if anything happens. And then when things happen with the Paratransit they don't give us a courtesy call and we're out there waiting in the elements. And that's one of the things that, you know, is great if they apologize. But when it happens to us, what happens? We lose our ride or they take off. Another thing is as far as drop-off points, there's some places that there's drop-off points and there's no wheelchair ramp. And some areas there's things, which is designated for them to give as drop-off points. So, this just goes back to what I shared with last time is, you know, sidewalks and allowing MEO to drop us off at a loading dock, or whichever it may be, you know, at a good area. So, you know, that's one of my points is going on the sidewalk and also find out that there's no wheelchair ramp, you know. But other than that, you know, we're all making progress, you know and we're trying to work things out but that's my concerns right now. And as far as, you know, and just the timely effort and the computer is just kind of still they gotta work on that. Thank you.

CHAIR CRIVELLO: Thank you.

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COUNCILMEMBER VICTORINO: Madam Chair?

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

COUNCILMEMBER VICTORINO: Quick question to you, sir. You say, Victor, things are getting better. Am I understanding you correctly?

MR. LESA: There are some things that are getting better is communication.

COUNCILMEMBER VICTORINO: Okay, but you still have a difficult time when they fail to communicate with you when they're running late or they're unable for whatever reason to keep the time set for pick you up?

MR. LESA: Yes, stipulations that are...that arrive is we're supposed to contact them if anything should happen --

COUNCILMEMBER VICTORINO: Right.

MR. LESA: --or else we're going lose our ride.

COUNCILMEMBER VICTORINO: Right.

MR. LESA: Well what if a bus driver get sick or something happens and I going be late or something like that, you know, it would be good for us to know instead of waiting and waiting by the door.

COUNCILMEMBER VICTORINO: Okay.

MR. LESA: You know, that's all I'm trying to get across, Mr. Victorino. Thank you.

COUNCILMEMBER VICTORINO: Okay, sir, thank you very much. Thank you, Madam Chair.

CHAIR CRIVELLO: Thank you. Members, any more clarification for the testifier? Thank you, sir.

MS. YOSHIMURA: The next testifier is Rita Whitford.

MS. WHITFORD: Madam Chairman and the Councilmembers, I have, my name is Rita Whitford. And I'm speaking on behalf of my husband, Larry Whitford, who is a retired Maui Police Officer. And who has been using the Paratransit bus now for about a year. And I would say that I have three issues that I want to bring up. And one is it kind of connects with what the gentleman before me, Victor, was saying about the lateness of the bus. Larry rides the bus five times a week and I would say that not a week goes by that the bus is not late. We have never received a call saying we're going to be late. And so when I call for an explanation as to why, you usually get the, you know, oh, the traffic is not too, is...well there's a lot of traffic, that's what they say.

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So, that's one issue that we have is that lateness all the time. And when you call you usually on the average, you're caller number three. And so you would have to wait to get to be caller number one and then explain what's going on. That's my first issue, lateness of the bus. The second one was something that happened last week. Bus number 104, and I didn't catch what the name of the driver was 'cause he was fairly new, picked up Larry at home, and was to take him to Kaiser Elua. And I confirmed with Larry and with the bus driver that I would be meeting them at Kaiser Elua. So, the bus left before I did. I got down there, bus wasn't there yet, so I thought okay they have somebody else to pick up. Then maybe about ten minutes went by and the bus, I saw number 104 pulled into Maui Lani. And I thought oh that's why they're late 'cause they had to drop off somebody...picked up somebody and drop 'em off at Maui Lani, and they'll be up to Kaiser Elua to drop Larry off. Well the bus continued on and didn't come to Elua. And I thought okay, I called the bus company. This time I was caller number six and I thought now this is kind of an emergency because I'm trying to find out what happened to Larry. So, I thought I can't wait. So, I went inside, the gal there at Kaiser Elua called down to the security guard at Maui Lani, and he said yes, Larry was sitting there and was looking for me. And he was very upset. So, the security guard walked Larry up. And I don't know if you're familiar with how Kaiser Maui Lani and then Elua --

MS. YOSHIMURA: Three minutes.

MS. WHITFORD: --they're actually next to each other. However, to get from one to the other unless you can really go down the little hill there, you gotta walk all the way around, and come around to the parking lot. So, luckily the guard was very nice about it. When Larry got up there he was very shook up and he said that the driver asked him, are we at Elua? Larry cannot see out of his left eye. Now his vision is very limited and he said I don't know. I can't tell. So, I'm thinking that the bus driver should have perhaps a little more education as to where they're taking people. And so they don't ask the client who doesn't necessarily always know exactly where they're going. So, I was upset about the whole thing so I tried calling the bus company when I got home. And I asked to speak to the person in charge, which I understand --

MS. YOSHIMURA: Four minutes.

MS. WHITFORD: --was Harry. And the gal said, you'll have to leave a message and Harry will call you. Well, Harry, I'm still waiting for the call. Nobody ever called to explain what happened. So, I'm saying that they need more training. And the third one was a gal yesterday who said to Larry when she picked him up. You need to help your wife get you onto the lift. Larry can't do that. He's in a one-arm wheelchair using one arm and one leg. And it's not up to the person...the driver to tell the client that they need to do something. So, I think, you need to train your people better. So, I thank you very much for listening to my three points.

CHAIR CRIVELLO: Thank you. Members?

COUNCILMEMBER VICTORINO: Madam Chair?

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CHAIR CRIVELLO: Mr. Victorino.

COUNCILMEMBER VICTORINO: Yeah, thank you. And thank you for being here. So, what you said is basically that arrivals are generally late in most cases?

MS. WHITFORD: Yes.

COUNCILMEMBER VICTORINO: In most cases, right?

MS. WHITFORD: I'd say on an average at least once or twice a week out of five times.

COUNCILMEMBER VICTORINO: Okay, okay, thank you for that clarification. And then the next issue is when you call in you're almost always three, four, five, or six, you never right there at number one?

MS. WHITFORD: Very rarely.

COUNCILMEMBER VICTORINO: Okay. And then the last thing is training as far as understanding where they need to go?

MS. WHITFORD: Where they need to go and one of the bus drivers said to my husband, oh, I understand you live under the bridge. And my husband goes under the bridge? What are you talking about? He said, oh, yeah, the GPS shows you live under the bridge. And it's like we live Upper Waiehu and have lived there for...his family has been there for almost 200 years.

COUNCILMEMBER VICTORINO: Yeah, no, no.

MS. WHITFORD: So.

COUNCILMEMBER VICTORINO: I understand. Again, you bring up good points. And we will talk with the Department about it, but thank you very, very much. Appreciate it.

MS WHITFORD: Thank you.

CHAIR CRIVELLO: Thank you.

MS. WHITFORD: So, call me Harry.

CHAIR CRIVELLO: Thank you.

MS. YOSHIMURA: The next testifier is Reverend Andrew Valentine.

MR. VALENTINE: Good afternoon, Madam Chair and Members. Thank you for having us here. I'm Reverend Andrew Valentine. I'm a member of the Maui Wheelers. I'm President of the Paratransit Advisory Council that MEO was so kind to start on our

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behalf. And I'm also a sitting member on the Maui Commission for Persons with Disabilities. My immediate concerns is that, as I stated before, is that we have a very difficult time in scheduling reservations based on when we want to leave for somewhere. Frequently, we're asked, oh what time you want to be there? So, I find out that they're scheduling rides based on the time you want to go or the time you want to be there. This is something that the general ridership has no knowledge of. They know I want to leave at 1:00. Now what time do I want to be there? It depends on what you're going to and if they're doing pickups and drop-offs based on two different time frames the general ridership has no working knowledge of how to do that. The other thing that I discovered is that they're trying to tie in our services almost strictly on what the fixed route is doing. The fixed route that goes that way. This is what happened to me on Monday. VA set an appointment for me at Tripler Army Hospital. A time that I couldn't change. I tried to call in to get a reservation so that I could catch a bus to get me to the airport in time to catch the plane that they had reserved for me, et cetera. I couldn't do that because they said well the first bus that leaves Kihei to go to Central Maui is 6:30, but buses were running in Kihei at 6:00 in the morning. But I couldn't because the fixed route didn't go to 6:30. I couldn't get a Paratransit to go until then. It took me five phone calls back and forth to VA, and their transportation office to schedule a later flight going over, and I barely made my appointment on time at Tripler. But why we are so locked into what the fixed route is doing? And I've been told that well we don't want to give you advantage over the fixed route. How I've got an advantage with a fixed route? Fixed route can change the times they catch a bus, where they're gonna catch the bus. We don't have the benefit of same day reservations. If something gets cancelled or rescheduled we're just out of luck. Either we have to give up our ride and we have to go a different day. We don't have that option to it and we don't have the option to ride the fixed route. Our thing is point to point. The other thing that comes to us a lot we're not a taxi service. Well what is a taxi service except to demand response, which the Paratransit is from point to point. I don't ever understand how they say we're not a taxi service. What's that supposed to mean? You're doing the same thing --

MS. YOSHIMURA: Three minutes.

MR. VALENTINE: --that a taxi does. But on top of that is that sometimes it is extremely difficult to get a ride set for when you need to go. True enough they are allowed to negotiate for rides, but every time? And I'm assuming that a lot of times our negotiated rides are based on what fixed route is doing. And I can't find a corresponding statement in ADA to say it's supposed like that. ADA says I'm supposed to call in, tell you when I want to go, and then we work it out from there. But very seldom can I get a departure time in the area that I want. And then the way they add in the 30 minute wait window. I asked for a 9:00. Say, oh, we got a 9:00. Your bus will arrive between 9 and 9:30. So, I'm just supposed to hang my head out there. If I'm on a fixed route, the bus is there at a given time. But if the bus comes they're only going to wait five minutes.

MS. YOSHIMURA: Four minutes.

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MR. VALENTINE: Regardless of whatever has happened, and sometimes your equipment can have a problem, and other last minute things it may take you a little longer to get there. We don't move as fast as ambulatory individuals. But they want us to. It's...there's no consideration to the fact that Paratransit is set up to assist persons with disabilities to be able to maintain their independence and stay in the community and be active. The way things are going now, we're not that active. And a lot of us are not riding because it's so difficult to get rides in a way that fits what we need to do. Thank you.

CHAIR CRIVELLO: Thank you. Members, any clarification or questions for the testifier? If none, thank you. At this time, I will be checking with our District Offices if they have any testifiers. Hana Office? Dawn Lono, any testifiers? Hello?

MS. LONO: There is no one waiting to testify in Hana.

CHAIR CRIVELLO: Thank you, Dawn. Lanai District Office, Denise, any testifiers?

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

CHAIR CRIVELLO: And Ella Alcon from the Molokai District Office, any testifiers?

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

CHAIR CRIVELLO: Thank you. Should we have any testifiers, may I ask that you e-mail our Staff here. Other than that I won't be checking in with you until we wrap it up. I will continue testimony here in the gallery.

MS. YOSHIMURA: The next testifier is Vivian Lindsey.

MS. LINDSEY: Good afternoon Madam Chairman Crivello --

CHAIR CRIVELLO: Good afternoon.

MS. LINDSEY: --and members of the Maui County Council. It's a great pleasure to stand before you all. My name is Vivian Lindsey. Time has arrived. The baby boomers are today's elders, better known as your kupunas. With a snap of the finger time flies like an arrow. Your fruits are your elders, your future elders. Can you imagine this happening to you? To see that this is an existent in life. It does not discriminate. Regardless of age, sex, nationality, origin, or religion. Create visual images in your mind. Discover the people living within with physical and mental impairment. Having vision disability and having hearing disability, the list is endless. Therefore, consequently, we are the client, the riders of the Maui Bus Paratransit. Sharing our experience by testimony for all of you to hear our pains, our lack of faith with no dignity to live a rewarding life by the Maui Bus Paratransit. Inability to aid the enhancement of our lives. Visualize you being the rider on the Maui Bus Paratransit scheduled to be picked up at Walmart to shop at Times. Your schedule...negotiated time is 11:30, with a pickup time at 1:15 p.m., going home taking into consideration



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the half an hour wait time, the half an hour traveling time, with good luck you got yourself 45 minutes to shop for groceries. Is this the proper way to treat the riders? We all know it's a shared ride. The inadequate staffing of drivers to drive the Paratransit. The drivers are instructed to take one hour with two hours of down time without pay. Just hanging around waiting to work while other drivers are on the road driving around as headless chickens. Is this good service for the riders? Many extended wait times, missed doctor's appointments --

MS. YOSHIMURA: Three minutes.

MS. LINDSEY: --or late to get to their destination in a timely matter. Least but not forgotten, the ADA passage. The ADA passage signed into law on July 26, 1990, by President George H. W. Bush, fairness and dignity to the people with disability, to ensure the basic guarantees of freedom of choice, control of their lives and the opportunity to blend fully and equally to be incorporated into the American society. With all said to now, I thank you, Madam Chairman, and the Maui Councilmembers for lending your ears and allowing us to be heard. Aloha.

CHAIR CRIVELLO: Aloha, mahalo. Members, any questions or clarification? Thank you. At this time, I'd like to recognize Councilmember Don Couch. Thank you.

COUNCILMEMBER COUCH: Good afternoon, Chair.

CHAIR CRIVELLO: Next testifier.

MS. YOSHIMURA: The next person to testify is Ruby Ayers.

MS. AYERS: Aloha, good afternoon, Madam Chair Crivello, and Councilmembers. I thank you for taking your time this afternoon to --

COUNCILMEMBER VICTORINO: Madam Chair, can she speak in the mic?

MS. AYERS: --be here and...thank you. Is that better?

COUNCILMEMBER VICTORINO: Yes, thank you.

MS. AYERS: Okay. Thank you, Madam Chair Crivello. Thank you, Councilmembers. I appreciate all of you coming here and listening to our ideas or suggestions that will help improve the service. First of all, I want to say that I'm very, very thankful to have the service. I am extremely thankful to have Paratransit. I'm a full-time college student at UHMC. I would not be able to go to school if it were not for Paratransit. Where I live by Hope Chapel at Hale Mahaolu, it isn't feasible for me to be able to walk to the public transportation in order to get to school. So, this has been a blessing in my life. I have been using it for three years and that's how I get to school and get back home. The issue that I would like to try and find some solution for is, in Kihei, we used to be able to be picked up at 6:00 a.m. in the morning. I would always schedule my ride to be the very first because it is a shared ride service. Then I don't want to get

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later in the day so that then I would be late for class. So, I'm a very conscientious student. I'm on the honor roll. It's very important to me that I get to my classes on time and that I be to school early enough that I can take care of things and be to class on time. So, when it was at 6:00 a.m. in the morning, the bus would be pick me up between 6:00, 6:30. Then I would still be able to be to my classes on time. When it was changed to be comparable to the County public transportation, and I spent until after midnight last night looking at the ADA rules, and looking at the Easter Seals interpretations of the rules. And it says that, from what I have read, it says that the additional services can be provided exceeding what they have put down in those guidelines. And that's okay, you know. And so that is on the ADA guidelines. The...so what has happened then is now they have changed it and will refuse to come and pick us up because of the new guidelines. So it's not arbitrary, you know, because of their new guidelines. And so, therefore, the earliest that I can be picked up is at 6:30. My first class, I did everything I could to try to not have this early class, but if I want to graduate in the spring, I had to have a Writing Intensive Communication 145 class. And so, the only time it was offered is 7:30 in the morning. So, it works like this and I'm gonna, I want to get this out before my time is over.

MS. YOSHIMURA: Three minutes.

MS. AYERS: Do I have another minute? Okay, it works like this. They pick me up at 6:30 and they take me straight to Wailuku, even if there's another person to pick up in Wailuku, I still get to class by 7:15. So, that's my goal is to...I mean to be to the school at 7:15. It's, you know, a long time on the bus. I need to go to the restroom. I may need time to get to the class at 7:30. But what happens is many, many times they put me on an extended trip. They call it an excessive tripling, an extended trip. The normal trip takes about 30 to 40 minutes. The excessive trip or the extended trip where they send me to Maalaea Harbor, we pick up two boys there, then we have to drop each of those boys off at their school, and then get me over to the college. Oftentimes I'm...sometimes I'll be there with just five minutes to spare. Other times it's after 7:30 so then --

MS. YOSHIMURA: Four minutes.

MS. AYERS: --I'm in class late. And other times I'm 20 or 30 minutes late. So that is an issue that I would really like to have resolved.

CHAIR CRIVELLO: Thank you. Any questions, comments for the testifier? If not, thank you, Ms. Ayers. Thank you. I will be calling a brief recess on Staff's request. . . .(gavel). . .

**RECESS: 2:02 p.m.**

**RECONVENE: 2:03 p.m.**

CHAIR CRIVELLO: . . .(gavel). . . Thank you, safety first. Thank you, Michele. Next testifier.

MS. YOSHIMURA: Next testifier is Sheldon Rabanes.

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MR. RABANES: Hello. How nice to meet you, Stacy, in the elevator.

CHAIR CRIVELLO: Good afternoon.

MR. RABANES: To all the members of the Councilmen...my name is Sheldon Rabanes. My concern is about going on my rides. When I have to pick me up from house, go, I'm heading to Kihei. I heading down to Maui Mall, pick up another client. Already before they pick me up there's a client in the bus already. Then they pick me up, we heading to Maui Mall, pick up another rider. We head to Savers, drop her off. Now I'm heading to Pukalani. We reach Pukalani, drop her off. From Pukalani, I'm heading to Kihei. Took me 90 minutes to get to my meeting. I think, that's not from going from A to B. We going to A, B, and my...that's supposed to be from Wailuku to Kihei. I'm going to A, B, Z, before I get to Kihei. I know it's a shared ride but, I think, I should be going straight to my area instead of going all the way to Pukalani. And other concerns are being late. I watch my window every...if I get picked...if I schedule my ride at 11:00. Eleven to 11:30, my bus doesn't show up...sometimes on time and sometimes two minutes before 11:30. The bus drivers take about 15 minutes to tie me down in their buses. By the time I get to my appointment or where I want to go, I'm already late. I gotta do speed shopping. You know what is speed shopping? Put 'em in high gear and start going for it. I watch the people and I don't bang people. I think that's all right, you know, 'cause you only get that much time in your window. I try to schedule my bus rides and try to schedule everything, but when you're late it's hard to get there and do what you have to do. Other than that sometimes it's okay, things works out pretty good. But some days it's kind of awful. That's all I have to say.

CHAIR CRIVELLO: Thank you. Mr. Victorino.

COUNCILMEMBER VICTORINO: Yeah, thank you. And then, Sheldon, thank you for being here.

MR. RABANES: Yeah.

COUNCILMEMBER VICTORINO: Sheldon, how often...if you do this, let's say three times a week, every day, two times a week, how often?

MR. RABANES: On average is regular about two times out of the three times they'll be late.

COUNCILMEMBER VICTORINO: So, about two out of three, you would say they're late? And then as far as taking you to Pukalani, you know, this what I call the round-the-world trip, right?

MR. RABANES: Right.

COUNCILMEMBER VICTORINO: Is that every time? Or sometime?

MR. RABANES: Only sometimes, yeah.

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COUNCILMEMBER VICTORINO: Sometime. And do they tell you why they doing it that way?

MR. RABANES: No.

COUNCILMEMBER VICTORINO: Okay, I'll ask the question later with the Department. Thank you, Sheldon.

MR. RABANES: All right.

CHAIR CRIVELLO: Thank you, Sheldon.

COUNCILMEMBER VICTORINO: That's kind of unreal.

MS. YOSHIMURA: The next person to testify is Patricia McGrath.

MS. McGRATH: Madam Chairman, Councilmembers. Thank you for taking the time to do this today for us. My name is Patricia McGrath. This is Deuce, my little service animal. Mr. Victorino calls me the lady with the dog. Anyway, most of you all know me. I've been here before. I want to give you an example of what has happened to me just within the last...this week. Tuesday, I had appointments. I had physical therapy from eight to nine. I needed to go to the bank, cash my check, my monthly check, go to Western Union, get my bills for my rent, and electric, blah, blah, blah. I needed to go to Walmart to get the prescriptions for my psychiatrist so I can keep up to date with 'em. Anyway, the problem is...you might want to take notes. I started calling on Monday. I called at 1:00. I was number seven. I waited eight minutes. I was number seven. At 1:53, I called back. I'm on the phone for four minutes because I'm still number seven. At 2:08, I called. I was number four. I was on hold for five minutes. I hung up 'cause I was, went down to number three, but it was only still five minutes already. Two twenty-seven, I was number four for six minutes. At 3:08, I called back, I'm number 12. After two minutes, I hung up. I called back at 3:11 and I'm number 11, for four minutes. Then I call back, I'm number nine for three minutes. I call back again, and I'm number eight, for 11 minutes. Now, my numbers didn't go down to the other number. I was still this number after all this time. Please don't hang up, you're still number so and so. Three fifty-six, which is four minutes before they quit scheduling appointments, I hung up because I knew I couldn't get through. It took me four hours and almost an hour and 45 minutes to try to book for the next day, which I didn't even get to do. My physical therapy appointment was cancelled because I had to take the regular Hawaii Roberts. I had to walk 15 minutes down to the bus stop, which I'm not supposed to walk more than ten. Then I had to go the whole bus route to get to the bank, get my bills paid, catch the bus to Kahului, transfer at the mall to go to Walmart, for 15 minutes to get my prescriptions, pick 'em up, and then wait for the bus...Roberts Hawaii going back to the mall.

MS. YOSHIMURA: Three minutes.

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MS. McGRATH: Then I had to transfer from there back to Kihei. So, all in all, you know, if they're that busy, either the solution is hire more reservationists or get more phone lines in because this is worse than it was six months ago. The other thing, Wednesday, yesterday, I called for today. I was number two for about four minutes and then I went down to number one. Well, I was number one again for another two minutes. I was still number one for another two minutes. So, it took me six minutes as number one so that I could try and book for today, and Friday, once I got through. I called the next time they picked up the phone. Thank Jesus. And so, they scheduled me for today. Now, after arguing --

MS. YOSHIMURA: Four minutes.

MS. McGRATH: --okay. After arguing for ten minutes, they finally booked me for my Friday night, which I go to Hope Chapel almost every Friday night for the past two years. Church service starts at 7:00. It's over at 8:00 and the After Glow is from 8:00 to 8:30 or 9:00. I was told --

CHAIR CRIVELLO: Can you wrap it up?

MS. McGRATH: --yes.

CHAIR CRIVELLO: You just made your minute.

MS. McGRATH: Okay. I was told they couldn't book at 8:00 because 7:30 was the latest they could pick up, which I know is not true unless you all changed your guidelines in the past two months. So, anyway, I can't book at an address although the people know where my dog's vet is, Stillwell's Bakery. They can't pull it up. They can't find it. That's all. This is just personal stuff. I want to also ditto Pastor Valentine, Vivian, and Sheldon.

CHAIR CRIVELLO: Thank you, Ms. McGrath.

MS. McGRATH: So, thank you very much for listening.

CHAIR CRIVELLO: Members, any comments, clarification for the testifier? Thank you.

MS. McGRATH: No questions?

CHAIR CRIVELLO: No questions. Thank you.

MS. McGRATH: Thank you.

MS. YOSHIMURA: The next person is Wayne Reiner.

MR. REINER: Good afternoon and I would like to thank the Council as others do for the Paratransit system...it's a lifeline for us that aren't able to drive. And I've been a Paratransit rider for 15 years and I have been in Maui Paratransit now for six years.

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I've seen the ups and downs and specifically the downs on the mainland. I was a plaintiff on the mainland against the Los Angeles Paratransit to bring about reform and we were successful. My concern today is that the office is having problems. Just last week, I was waiting an hour for my ride. It didn't arrive. I called. The person in the office, I won't name names, said that they didn't have any buses out in Lahaina. They were bringing them in from Kihei so I just had to wait. So, then they picked me up and we're riding home and then I see a Maui Bus coming in the opposite direction towards me. So, I call 'em up on the phone. I say, you have a bus out here? She says no, we don't have any buses out there. I go I'm starring at the bus. We have no buses out there. The next day that driver picks me up and says she was the bus driver in the opposite direction. And then when I was talking to the person in the office they offered to transfer me to the manager, which I was left on hold and no one ever called me. This is just one example because we're in a time frame here. What we're seeing now is what I've seen before is basically saying whatever you have to say to get the person off the phone. So, they're basically lying to us and this isn't the first time, but it's in the office. They're lying to us to say whatever they want to say to get us off the phone because they don't want to deal with us, even when we know we're right, even when it's staring us right in the face, even when the drivers admit they're out there, they will tell us a lie just to get us off the phone. I think, this is something that needs to be addressed. It's an office issue, and like I said before, this isn't the first time. This is...it just started in the last six months that it's been this way. And like I said before I've seen this on the mainland. This was part of our problem we had with Paratransit in Los Angeles. And the problem you're seeing is there's no accountability. There is no accountability for MEO to anybody. They get paid. They get their paychecks no matter how good a job they do or how bad a job they do. What we installed in Los Angeles is we hired a law firm to come in, let's say someone like Matson Kelley, to come in and review to make sure that our civil rights and our rights under the ADA are being properly observed. And, I think, we need an accountability to the Paratransit riders for specifically the office. The drivers --

MS. YOSHIMURA: Three minutes.

MR. REINER: --are I'd say are doing a terrific job. I think, we have the best drivers I've ever had. But in the office, I think, we have a problem. I think, it needs to be addressed and I hope we take care of it. And hiring someone to do it is in fact the response to, the right thing to do. Thank you.

CHAIR CRIVELLO: Thank you. Members, any clarifications or questions for the testifier? If not, oh, Ms. Baisa.

VICE-CHAIR BAISA: Yes, not a problem. I just missed his name.

MR. REINER: Oh, I'm sorry, I should have said my name. My name is Wayne Reiner. R e i n e r. Thank you.

VICE-CHAIR BAISA: Thank you.

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MS. YOSHIMURA: The next person to testify is Andrea Rodgers.

MS. HALL RODGERS: Hi, thanks for having us. I'm Andrea Hall Rodgers, Executive Director with La`a Kea in Paia. And, Nathan, this is Nathan. He wanted to come with us too and testify. Do you wanna go first?

MR. ROSBERG: You can.

MS. HALL RODGERS: Okay. So, as you all know, we've been, La`a Kea and the County have been partnering for a number of years to build a beautiful intentional community on Baldwin Avenue, in Paia, to provide meaningful and productive work, affordable housing, inclusion, and a productive life for our special youth and adults in Maui. We've come a long way and hopefully you're all up to date on all the progress. We're very happy to say our eight-bedroom group home, the first of many to come, passed its final inspection with the Department of Health on Friday. Yes, we were very excited and the program keeps growing, and there's numerous people. But we wanted to just bring, take a moment to bring to your attention that there is no public bus on Baldwin Avenue. The closest stop to La`a Kea and Skill Village community is a mile away. That means Paratransit can only go three-quarters of a mile. So, we are not able to use public bus or Paratransit without driving our participants. And for the public bus, we do drive some of our participants. It's only a mile. It would be nice for them for their independence, as the population continues to grow at La`a Kea, that we could have a public bus on Baldwin Avenue. As far as Paratransit goes, it's not really practical for us at all because the scheduling window is usually about a 30-minute window. So, if we had to take one of our participants down say, for example, to the Paia Yoga Shala, which is three-quarters of a mile, we'd be sitting down there waiting and it wouldn't really work for us. So, I'm just requesting as you look at this, I know, this is a Paratransit hearing, but look at the possibility of bus service on Baldwin Avenue. And maybe as Paratransit evolves they could include stops at, for example, a licensed agency or a licensed care home even if it extends, you know, a mile from the public bus instead of three-quarters of a mile. That would really help La`a Kea tremendously and help our participants have a more independent life.

CHAIR CRIVELLO: Thank you. Members, any clarification or comments, questions? If none, thank you.

MS. HALL RODGERS: You're up.

MR. ROSBERG: Hi, I'd like to take the bus, La`a Kea, and I wanna have fun. I wanna do this, take the bus, La`a Kea, because I get \_\_\_\_\_.

MS. HALL RODGERS: Thank you.

CHAIR CRIVELLO: Thank you. Mahalo.

MR. ROSBERG: Mahalo.

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MS. YOSHIMURA: The next person is Nathan Rosberg.

VICE-CHAIR BAISA: That was him. That's him.

MR. ROSBERG: Oh, oh, yeah.

CHAIR CRIVELLO: Do you want to add anything?

MR. ROSBERG: Yeah.

MS. HALL RODGERS: Go ahead.

MR. ROSBERG: I want to do this for my wife. You have questions?

VICE-CHAIR BAISA: Tell us thank you.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER VICTORINO: Thank you.

CHAIR CRIVELLO: Thank you.

MS. YOSHIMURA: Okay, next person is Karen Hue Sing.

MS. HUE SING: Aloha, Chairperson and Councilmembers. Mahalo for this opportunity to hear all of us and our concerns. My name is Karen Alohilani Hue Sing and I have been a Paratransit bus rider since the beginning. And I have seen it go through many changes with MEO, back to Roberts, MEO. And it's been a very frustrating time to see how MEO, when they first had it, we made lots of suggestions, and it got to be a pretty good service where we were able to get to many places. Just when it was getting very smooth, excuse me, it changed over to Roberts, and then they had to start again. Roberts was fairly quick on implementing great service. We were very comfortable with it. And then again, with the bidding, it went back to MEO, and they promised that they could take care of the service, and get people that are vulnerable and really need public transportation to appointments as you've heard. And I have to echo many of the complaints that people have had with MEO. It started off terribly. It was really, really bad the first week that they took over. A lot of my rides did not show up. And so, I was hopeful and very optimistic. I figured give them time, it'll get better. Well, it took forever to get better, a long, long time, lots of problems. And I will say one of the issues is their long wait times. You know, when you have to wait on the phone for 45 minutes to make a reservation, that's just too long. I'm also part of the Maui Wheelers, Maui Center for Independent Living, and other committees and boards. And we had a Maui Wheelers meeting yesterday and a lot of people echoed that a lot of times they don't even want to call, you know. They really have to think about where are they gonna go. So, a lot of times it's not for fun anymore. It's for medical appointments, physical therapy, things that have to be done. And, you know, they're just really disappointed with the service. I think, MEO needs to, it's been said before,



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hire more people on to answer the phones, and have a separate group of people to take care of the dispatching. MEO could tell you how many different transportation services they are in charge of and, I think, it's overwhelming for them. So, that would be one thing that they need to look at. The second is the software that they have. I think, it was a big mistake to --

MS. YOSHIMURA: Three minutes.

MS. HUE SING: --go for that because, like others have said also, the extended excessive time that we spend on a bus is just incredible. For some people, you know, it could be very tiring because that's just the beginning to get somewhere, in the beginning of their day, and then to get to all their appointments and it's stressful. People have been very, you know, I think, you might have seen some people --

MS. YOSHIMURA: Four minutes.

MS. HUE SING: --very angry too. And so, it's not good for the well-being. And with that four minutes, I just have to say let's, you know, we really need to seriously take a look at those of us that are here. Many can't be. Thank you for having it at a later time, but it's serious. We really need to work on getting it together. I do have a suggestion. I've been able to ride public transit in many different states and, I think, the County should perhaps look at acquiring and taking over, having their own buses, you know, a County of Maui bus service. That way it doesn't have to go back and forth because every time it just...we start over again from almost like ground zero. Thank you for your time.

CHAIR CRIVELLO: Thank you. Members, any comments or clarification for the testifier? There being none, thank you very much.

MS. YOSHIMURA: The next person is Elsie Santos. Elsie Santos.

MS. SANTOS: How much minutes? Hi, my name is Elsie Santos and I echo all my friends and people that ride. I think, it's mostly frustration for us and because for one thing it's always reoccurring. I mean, and I'm also on the Advisory Committee. And I know, we try to find solutions and people come in angry. And I mean, you try to see what we can do. And...but it seems like it's like going in a circle like. It's not really...it's getting a little better. And I must say the drivers are...they're trying to do their best. And I just want to say that it's mostly frustration, yeah. And sometimes, for me, I even hesitate to call for a reservation. But they've been answering early lately, and I'm stunned at that, but when you have to wait half an hour. And sometimes I put it on speaker, and then I forget that when they answer like, you know, what I supposed to say? Anyway, I know, I guess, everyone is trying to do their best. But if they can find a solution and work into maybe what Karen said, you know, to help us all and 'cause we're thankful for this system. But not system, but the rides, excuse me. And I just ask that if we just can come together for solution for us. And because even riding on the bus for a period of time, I know, if you live Lahaina, Kihei, Upcountry, it's a given. But to be in the bus for a while in town is, for me, it's kind of stressful especially our

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roads is not very good too. So, anything...anyway that's all I have to say. And I thank you for listening and mahalo.

CHAIR CRIVELLO: Mahalo. Members, any comments or questions for the testifier? There being none, thank you.

MS. YOSHIMURA: The last person to sign up for testimony is Mahealani Bettencourt.

CHAIR CRIVELLO: Mahealani Bettencourt. Okay.

MS. BETTENCOURT: Aloha, good afternoon. My name is Mahealani Bettencourt and I just wanted to...is it on? And I'm here today to just talk about being a new rider. It would be...this summer, it would be two years since I've been in a wheelchair. And my experience with this is a little frustration due to calling in for reservations. That's frustrating 'cause sometimes you won't get through. It would be long a wait. You could be like caller number 14. There are months when sometimes the wait is awesome and then there are times when the wait is grueling. And other times when you're out, and you're at your destination, and you're waiting for a pickup, this is real important because sometimes some of us has to get to a restroom. So, I'm always courteous of other people. So, I try and call in to let them know I have to do a 10-13, just out of courtesy. I don't have to. I can just leave and go. But when your wait time is five minutes, it makes you anxious because if you miss that five-minute window you become a will-call, which would take anywhere up to two hours. And that means you're just sitting there waiting to get to your next destinations, maybe even home or to...so that would put all your timeframe an hour or two hours back. So, that means you won't get home till the later part of the evening. And then also about phone etiquette, calling in. Some of the times you don't get somebody who's very pleasant on the other end. They're frustrated, or there's some kind of language, unfortunately. I don't think it's appropriate for me to say who it is 'cause it's, you know, to me, it doesn't matter, what matters is that you can...how you can remedy the problem in the office. And then also everybody who works for that company has to bear in mind that we appreciate this bus system. For us, this is how we get to our doctor's appointments. This is how we need to get to places on a daily basis and sometimes the share rides are grueling. You can be on the bus for over an hour. And if you're on the bus for a whole hour, and you need to go to the restroom, there is no way they're going to stop and let you go to the restroom. You know, and for medical reasons some of us can't do that, you know. And then also the no-shows --

MS. YOSHIMURA: Three minutes.

MS. BETTENCOURT: --okay. Okay, and also the no-shows, sometimes they put you as a no-show but actually you're there. And the bus driver just drives on by and he doesn't see you when you're there. So, you become a will-call too and that's frustrating. I just wanted to hopefully something can be, you know, worked out or compromised between everybody, you know. I'm not here to say that somebody's not doing a good job or a bad job because, I think, what it is that we just have to find a way so that we can be

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accommodating, you know, because we are customers. You know, just imagine if you had your family member or if you became disabled, you know.

MS. YOSHIMURA: Four minutes.

MS. BETTENCOURT: I invite any one from here. You can sit in my wheelchair and have them strap you down on the bus and see what it's like to go on a bump, to see how bad it is for people who have spinal injuries, and how painful it is. And that's some of the drivers are not bearing in mind of our injuries and that's painful on some rides. You know, I don't know if that takes an in-service to let them be aware of everybody has individual injuries. And as much as just going over a bump or a pothole, it's painful for some of us. You know, so maybe if they can have an in-service. They can update and let...remind them, you know, every six months or something. I don't know if that's feasible or if that's, you know, they can do that. Other than that, that's pretty much it. And I thank everybody here for listening. And I hope we can all compromise and come to some kind of agreement instead everybody just comes to get their frustrations out, and it leads to a lot of anger, and then nothing, you know, gets done or said. You know, 'cause we would all like to have this run smoothly 'cause we know that the system is here to stay.

MS. YOSHIMURA: Five minutes.

CHAIR CRIVELLO: Thank you.

MS. BETTENCOURT: Thank you.

CHAIR CRIVELLO: Ms. Bettencourt appears to be our last testifier who signed up. Is there anyone in the gallery or at the District Offices who would like to testify? If so, please identify yourself to the appropriate staff and proceed to the podium or District Office phone as the case may be. I'm sorry, Ms. McGrath, you did make...you did testify. Thank you. So, I will now check with our District Offices. Any testifiers from Hana? Hana?

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

CHAIR CRIVELLO: Thank you. Any testifiers from Lanai?

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

CHAIR CRIVELLO: Thank you. Are there any testifiers from Molokai?

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

CHAIR CRIVELLO: 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.

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COUNCILMEMBERS: No objections.

CHAIR CRIVELLO: Thank you.

**. . .END OF PUBLIC TESTIMONY. . .**

CHAIR CRIVELLO: We will be having a presentation so, Members, I think, this would be a good time for us to take short personal break. Recess for now. . .*(gavel)*. . .

**RECESS: 2:39 p.m.**

**RECONVENE: 2:50 p.m.**

CHAIR CRIVELLO: . . .*(gavel)*. . . The Housing, Human Services, and Transportation Committee of March 5, 2015, will now reconvene.

**ITEM HHT-5: PARATRANSIT SERVICES (CC 15-61)**

CHAIR CRIVELLO: At this time, we'd like to address our agenda item, HHT-5, Paratransit Services. And with us, we have our MEO resource personnel, Debbie Cabebe and Harry Johnson. Our Committee is in receipt of County Communication 15-61, from myself, Committee Chair Stacy Crivello, transmitting the matter relating to Paratransit Services operated by Maui Economic Opportunity, Inc., MEO. So, at this time, I'd like to allow the Department of Transportation to provide background on this matter and make comments if they wish to. And after, we'll allow MEO to proceed with their presentation.

MS. JOHNSON WINER: Yes, thank you very much Madam Chair and Councilmembers. I think that it would be really very helpful, and we've been wanting to do this for quite a while, to actually explain some of the services, some of the challenges with providing Paratransit Service. But, I think, that MEO has done a remarkable job in terms of responding to a lot of the changes that have occurred, not just within our community, but also in terms of the Federal reporting requirements that really have begun to drive transportation nationwide. As our vendor, you know, even some of the requirements that we had with the previous vendor, things have changed so much. There's fiscal accountability. There's transparency. There's safety reporting. There's number of trips. All of that data gathering has resulted in the requirement to basically use technology to reach out and try to do a better job of providing them. The days when manual reporting, when we had a much shorter number of riders, I think, it was much easier to do. The advantage, of course, is always if you begin with the system, and you grow with the system, you have familiarity with routes, runs, everything else. When the Council first asked us and we did do several times putting the contract out to bid. But when the Council first asked us, we knew it was going to be a challenge to put this particular contract as well as the commuter service and fixed route out to bid, but particularly with this service. So, I just want to take a step back and really let people

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know that how this has evolved has not been easy for any of us, including our Department, including Roberts, including MEO. So, all of it is a work in progress. I believe that we can do this. I believe that technology, while it is really required to do a lot of these tasks, it is sometimes a heartless seeming thing. It doesn't seem that a computer tablet has maybe the compassion that it should have in assigning rides. But, I think, all of these things taken into consideration, not only require work on our part but also, I think, require us to help educate the riders about what expectations we have of them, and how to schedule, and how to do things in a way that will make the service more meaningful, more usable, and perhaps take less of the mystery, and, again, a confusion out of the system. So, we're partners, not only with MEO, not only with Roberts, but with the community as well. So, I would just ask for your patience while we help to educate everyone who utilizes this system how to get it to work not only for you but for the benefit of all the people now and in the future that will access this system. So, that being said, I think, that one of those efforts today to do this, MEO has prepared what I feel is a very good presentation. There'll be a real time demonstration also about some of the scheduling software. So, I really want to thank MEO. It's not been easy for any of us to fit a program into each individual's daily needs, but we do the best that we can. And we're not giving up. We still press on and we'll do the best that we can. And thank you, Harry, for your help and also Ms. Cabebe. And Lyn McNeff who's not present but, you know, they're very good team members. So, with that Harry, go for it.

MR. JOHNSON: Thank, Jo Anne. Thank you, Council. Thank you, Chair. We're just going to be presenting about a ten-minute PowerPoint presentation on the program itself. And after the presentation, I also have a live demonstration on the software that is utilized for the Paratransit Service. The Paratransit is basically a complementary service to the fixed route Maui Bus. What is the ADA Paratransit Service? It's an advance reservation, curb-to-curb service for persons with disabilities who are unable to use the regular fixed route Maui Bus service. The eligibility is actually...applications are available via the County website or through MEO at their website as well. And the Department of Transportation processes and determines...processes the applications and determines their eligibility. This map here is basically outlines the service area of the three-quarter mile radius of the fixed route. It basically extends from Kapalua or Napili all the way to Haiku, as far out as to Wailea, and Haiku, and also it encompasses areas in between. If you notice in this area it also covers the Maui Lani, and also in this area as well, this covers the Haliimaile area.

COUNCILMEMBER VICTORINO: Harry, could I ask one real quick question before he goes any further, Madam Chair?

CHAIR CRIVELLO: Yes, Councilmember Victorino.

COUNCILMEMBER VICTORINO: Within that three-quarter mile radius, so if their stop is here, you make a circle three miles from within that?

MR. JOHNSON: Correct.

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COUNCILMEMBER VICTORINO: Pick up any transient...paratransit?

MR. JOHNSON: Through the Paratransit Service?

COUNCILMEMBER VICTORINO: Yeah.

MR. JOHNSON: It's based off of a three-quarter mile radius as you mentioned --

COUNCILMEMBER VICTORINO: Yes.

MR. JOHNSON: --off of the fixed route service. So, this is basically the fixed route and the three-quarter mile along that route.

COUNCILMEMBER VICTORINO: Thank you, Harry. Thank you, Madam Chair.

MR. JOHNSON: You're welcome.

CHAIR CRIVELLO: Thank you.

MR. JOHNSON: The Paratransit Service is a curb-to-curb service. Pickup is at the nearest and safest point next to the curbside fronting public street address requested. Drop off is also at the nearest and safest point next to the curbside of the destination address within the service area. It operates on days and hours that are the same as the Maui Bus fixed route service (seven days a week). Paratransit is not an emergency vehicle and it does not provide service outside of the service area. It is a shared ride meaning that riders will be riding along with others. The riders are also prepared for the driver to make stops ahead of yours. You may not be the first one dropped off even if you were the first one to be picked up. And this comes from the Easter Seals Project Action. The shared trip will take longer than if the rider were going alone, so passengers need to plan accordingly. Based on location the maximum ride is 90 minutes. This is a chart of the on board time. The...this line basically identifies, what it would be if you were riding the vehicle without anyone on board. So, basically a ten-minute trip has a 25-minute maximum on board time, while a 60-minute ideal trip has a maximum on board time of five minutes. Some of the passenger rules are all passengers rules are identical to the fixed route service. For instance, carry-on items, service animals, et cetera. Reservation requirements are to provide their name and phone number, a date when the service is needed, the pickup location or street address, the destination and/or street address, the appointment time based on or preferred arrival time or a return time, and your mobility information. Reservations may be made up to 14 days in advance. It must be made at least one day in advance, no later than 4:00 p.m., for a next-day service. It can be made for either a one-way or a round-trip reservation. Reservations may be negotiated for a pickup time that is up to 60 minutes before or after the requested pickup time. It must be determined if the riders' pickup time is based upon a pickup time or a drop-off time priority. And I can kind of go into some more detail with this after this reservation window. The pickup window is a 30 minute window from the requested pickup time. Riders must be ready

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at any time during this 30-minute period. If the ride does not arrive after 30 minutes of the scheduled pick-up, call MEO, and they will try to schedule that ride. Timing, the rides will be scheduled within a minimum one-hour window between trips. Riders must be ready to pick up...riders must be ready at the pickup point. The drivers will depart after waiting five minutes within the scheduled pickup time. Appointment delays, riders who are unsure of when their appointment will end or when it becomes delayed, can be put on a will-call. You know, will-call is based upon next available rider. They can call MEO when the riders are ready to be picked up. The return trip will be then worked within the next available bus. Additional requirements, identify your mobility information, also traveling with a Personal Care Attendant or PCA, registered with the Department of Transportation, a companion and/or service animal to assist with the ride. The PCA companion and service animal must board and disembark with you at the same location. When making multiple trips, riders must schedule a separate trip for each pickup location to each drop-off destination. Multiple trips may be scheduled during the same phone call. Reservations will be scheduled with a minimum one-hour window between trips or requests. Changes and cancellations, changes, cancellations cannot be changed...well, cannot change reservations on the day of the scheduled trip. Cancellations may be made up to two hours prior to the scheduled pickup time. No shows, it occurs when a rider is not at the requested pick up address and the bus operator cannot locate the rider. The rider is not ready to board the vehicle within five minutes of the arrival of an on-time pickup or the rider did not call to cancel the trip at least two hours prior to the pickup. At this point, we're about to look at the scheduling software. The Ecolane Scheduling system is customized based upon ADA guidelines and MDOT Paratransit Service Riders guide. And I'd like to present that demonstration for you. If you have any questions?

CHAIR CRIVELLO: Members, yes, Mr. Victorino, and then Ms. Baisa.

COUNCILMEMBER VICTORINO: Yeah, before we get into . . .*(inaudible)*. . . A couple quick questions, Harry, and number one, how many receptionists do you have on any given day?

MR. JOHNSON: On any given day, we have up to ten, including 12, and that includes myself as well. It all depends. It can be anywhere from eight to 12.

COUNCILMEMBER VICTORINO: Okay. Then the number you showed us earlier to MEO, that is a rotating number, I mean, so that if I call and you're on the phone, and this next operator is available, it would go right to her --

MR. JOHNSON: Correct.

COUNCILMEMBER VICTORINO: --or him?

MR. JOHNSON: Correct.

COUNCILMEMBER VICTORINO: Okay, so it rotates across, okay.

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MR. JOHNSON: Correct.

COUNCILMEMBER VICTORINO: And generally how many calls you handle a day?

MR. JOHNSON: Anywhere from four to 600, Debbie, you can confirm that for me as well.

COUNCILMEMBER VICTORINO: And I won't go much longer than this but, Madam Chair, I just...because the questions are being asked and I just really wanna.

MS. CABEBE: On the average, we get about --

CHAIR CRIVELLO: Please identify yourself.

MS. CABEBE: --I'm sorry. I'm Debbie Cabebe. We get an average about 4,000 calls in a month, and in the month of December, we had as much as 6,000 calls. And I don't know per week, I didn't have that broken down, but we do have the data for the month.

COUNCILMEMBER VICTORINO: Okay. And finally, when you said, for example, you can call because they haven't picked you up and you exceeded your half-an-hour, you know. I said I wanted be picked up at nine, and 9:35 rolls around, and I still haven't been picked up. I call. How long would I be waiting to get to you? I mean, I've been sitting there 35 minutes, and I can see in a wheelchair, or even if I wasn't sitting in a wheelchair, I'd be kinda like what's going on?

MR. JOHNSON: The rules of the ADA Paratransit for the County, is after you're, if you're out of your 30-minute window then give us or MEO a call, the provider. From that point, once we take your call then we'll issue the next available bus. And that's based on your, the will-call process.

COUNCILMEMBER VICTORINO: Even though it wasn't my fault now? I was sitting there and nobody came. So, I still gotta wait for the next available bus?

MR. JOHNSON: No, that's a different circumstance.

COUNCILMEMBER VICTORINO: Okay, that's the circumstance I'm asking about.

MR. JOHNSON: Okay, so if you have a reservation --

COUNCILMEMBER VICTORINO: Yes.

MR. JOHNSON: --and we did not pick you up within a half hour --

COUNCILMEMBER VICTORINO: Right.



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MR. JOHNSON: --okay, we would try as much as possible to try and contact you. And we're working with that process right now to get that information to you as soon as possible. We are working on actually providing calls when we are out of our window due to a situation, such as traffic, mechanical, or whatever it may be.

COUNCILMEMBER VICTORINO: Understood. And today with people, most people, including many of the people who are here today with cell phones. I can't see why we cannot reach them. But anyhow, thank you, Madam Chair. I got the questions answered there.

CHAIR CRIVELLO: Thank you, Mr. Victorino. Ms. Baisa.

VICE-CHAIR BAISA: Thank you very much, Chair. Thank you very much, Harry. If you could refer to Page 8, where you talk about multiple trips. My question is, you know, I'm hearing what the testifiers had to say and, I know, how hard this is. Believe me, I know, personally. This is a very difficult service to try to tailor so that, you know, you're on time for people and they don't have to wait. We are very sensitive to the special needs of the people that you are transporting. So, I understand all that. But I'm just thinking of something on that section about multiple trips, you mentioned that riders must schedule a separate trip for each pickup. Multiple trips may be scheduled during the same phone call. I was wondering, is it possible that you could separate people calling in for something today, right now, because I need it now? And separating them calling back for a future trip so that they not in that call line holding up all of that phone time?

MS. CABEBE: I'll respond to that. I believe that the regulations say that they have up to...they can make up to 14 days in advance. And so, I don't believe that we can tell them you can only make one trip or two trips. They have a right to schedule trips up to 14 days in advance in one call actually.

VICE-CHAIR BAISA: Right, I understand that they have the right. But they also have the right to complain about standing in a long call line. Would it be cooperative, if among everybody, we agreed we're gonna ask you to please call in on this line at this time because you need help today? And can you call at another line and schedule a future trip because that's what's messing you up. If I get on the phone and I want to schedule two or three or four trips, I'm taking all that time and then everybody else is at Long's wondering why the bus isn't there and standing in that call line. And, I think, that we could separate that that it would help a lot.

MS. CABEBE: May I respond?

CHAIR CRIVELLO: Yes.

MS. CABEBE: I hear what you're saying. I think one of the challenges is there's one phone number that you call and the system routes it to the various phones. We're...we've been separated physically the last several months and that's compounded the problem. We actually have a way to pull down what the wait times are on the phones.

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An average wait time in January was 3.41 minutes. In February, it was, I mean, in December, it was as high as 4.37. Back in July, we had it down to 1 minute and 44 seconds.. So, we anticipate...that's an average call time. So, I understand there are some stories that are far outside of that. But the system will give us an average of what the call time is. So, our goal is to get it back down to at least two minutes or less and we feel we can do that once we're all together at the new transportation site.

VICE-CHAIR BAISA: I understand the logistics of what you're doing. I kinda pass it from afar and take a look. And, you know, I'm sure it's very difficult but, you know, any way that we can...if it's going to get better that's great. If not, any way that we can hopefully cut wait time. You know, when you're waiting on the phone it seems so long. And particularly, when you're in a wheelchair and, you know, you're tired, you not feeling well. And I certainly understand that I need to get to the bathroom thing. So, you know, just plan to think positively, sometimes somebody else's idea just usually you don't think about it until...now no, certainly not criticism. But any way we can make this better. Thank you very much for all you do. It's a wonderful service and, I know, our community really values it.

CHAIR CRIVELLO: Thank you, Ms. Baisa. Mr. Couch.

COUNCILMEMBER COUCH: Thank you, Madam Chair. And thank you, Ms. Cabebe, and for your comments. I think what Member Baisa was asking you about was possibly a second line.

VICE-CHAIR BAISA: Yeah.

COUNCILMEMBER COUCH: What about a second phone line for missed rides versus the big long queue for --

VICE-CHAIR BAISA: Scheduling.

COUNCILMEMBER COUCH: --scheduling, yeah?

MS. CABEBE: We were actually working on that with our IT person to explore that option. There were a couple of things we're looking at. One for just ride cancellations and that we actually believe that there's some software that's available where it will go directly to a number that it will just pop up on the reservationist screen and so the person won't have to call in. So, we're in the process of exploring that and trying to implement that. Our IT person moved back to Seattle. We're in transition looking for a new IT person, so as soon as we have somebody on board we plan to move forward with that.

COUNCILMEMBER VICTORINO: I volunteer.

MS. CABEBE: Thank you for that question.

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COUNCILMEMBER COUCH: Then that brings up another thing. For cancellations, especially, could you have an app or online so that if anybody has the ability to do computerized that they can cancel online and be done with it. You don't have to make a phone call.

MS. CABEBE: I think, if we implement this process where we have a particular number and it's only cancellations that go there, and then it will pop up on the screen, I think, that's going to eliminate a lot of the frustration.

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

CHAIR CRIVELLO: Thank you. Any more questions, comments? Thank you. Continue, Mr. Johnson.

MR. JOHNSON: Thank you, Council Chair. I'm not sure if I, see if I can get up this and we can get actually into our reservation system. Michele, if you're available, oh, here we go. Let's try this. Okay. What we have here currently is actually the window screen where we actually take the reservation when a person calls in for a reservation. I've actually received preauthorization from a relative of mine to use her file for, obviously, for purposes that affect our meeting today. When a reservationist receives a call, they basically come to this screen. The screen gives that individual time to try and pull up their data that has been given to us from the Department of Transportation. I will pull up a name and I'll just type this name as an example. And hopefully, I'm still live because of the fact that we've taken a while. So, if I pull up a name. So, these are all the names that actually tie in with her and while I do not wish to disclose her name it's gonna happen anyway so sorry, Aunty. So, this is a client that I have chosen and I am going to search for her information as I receive the call. And like always because we timed out, let me just re-log in again. And let me go back to the reservation screen. Try this again. So, what I have here is her information and I would basically ask her okay, Ms. Johnson, I understand you want to go to make a reservation for tomorrow, as an example. I would select and ask her are you coming from your home? We have a preset home address and as we continue on through the file, I'm going to ask her where do you want to go today, as an example? If she decides she wants to go to the Maui Medical Group, I will select that. And that would be, you gotta scroll down, that would be her destination for a particular day. I'm going to ask her ...*(inaudible)*... here, and the screen seems to be a little, yeah. Let me just bring this over here. So, I'm going to select where she's going to go tomorrow and I'm going to ask her did you want a pickup time? Michele, can I get your assistance as well? So.

CHAIR CRIVELLO: I'm going to recess to assist why we have delays.

MR. JOHNSON: Thank you.

CHAIR CRIVELLO: ...*(gavel)*...

**RECESS: 3:14 p.m.**

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**RECONVENE: 3:19 p.m.**

CHAIR CRIVELLO: . . .*(gavel)*. . . Our Committee will reconvene.

MR. JOHNSON: Thank you. And I'll see if I can get closer to the mic. So, in this example, we have a client that's actually...I'm going to advise the client where is she coming from? So, I'm going to select home as her address and she has her address says now in Wailuku, and I'm gonna pick a drop-off time. I'm gonna ask where do you wanna be...where is your first trip? Where do you want to be dropped off? She selects MMG, which is abbreviation for Maui Medical Group. The next information I'm gonna ask is what day is this for? I'm gonna just select the 14<sup>th</sup> and then I'm gonna ask her, did you need a pickup time or a drop-off time? And this is one of the key elements to the software when you select a pickup time, and I'm gonna just select 10:00 a.m. versus a drop-off time. And I'm gonna kinda show you what that...what we go through. So, on the pickup time versus a drop-off time, there's this long window right here that actually changes. And let me try that again. So, the pickup time for 10:00, there's that negotiation right in there. But on the drop-off that changes. Okay. And so, and there's a difference between that is that if wanted to be picked up at certain time, at 10:00, the motive for the software is to make sure that the bus gets there by 10:00 to pick you up. Okay, well although we do have from 10:00 to 10:30 as an example, but the priority is to get you picked up. Now, with that priority there is, as we mentioned previously, that there is...it is a shared ride and because of that shared ride you may be on the bus anywhere from 20 minutes to 45 minutes to even 90 minutes. Now, if we change that to a drop-off time that she needs to be at the appointment by 10:00 that changes everything as well. So, let's select a pickup time. I have a date selected and now I'm just going to identify that there's no companion. She takes approximately ten minutes to load, her time...to load on the bus. And everything else is basically set up as a default. I hit the send button that generates a system where it says, okay, here's is my negotiation window now. Okay. So, negotiation window, I would say, Ms. Johnson, we have a pickup time of you from 10:30 till 11:00, that's that 30 minute window. And then your drop-off time is estimated between 10:30 to 11:26. And that's that period of shared time that will be generated and because we have to...we give her that so she understands this is the amount of time that you're gonna be onboard based upon you wanted a pickup time versus a drop-off time.

COUNCILMEMBER VICTORINO: Harry?

CHAIR CRIVELLO: Yes.

COUNCILMEMBER VICTORINO: I'm sorry, Madam Chair, please. Originally, we started with a 10:00 pickup time and now you showing me that they're going to get the negotiated time is between 10:30 and 11:00.

MR. JOHNSON: This is actually a suggested time. We haven't negotiated yet. Sorry.

COUNCILMEMBER VICTORINO: Okay, all right I wait until you tell me how you can negotiate this --

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MR. JOHNSON: Okay.

COUNCILMEMBER VICTORINO: --because I'm confused and I can see why others. But go ahead.

MR. JOHNSON: So, for instance, the client says well, can I get it earlier or later. Okay, so what that will do is now I'm going to negotiate. I'm going to modify because she doesn't want to use this. I'm going to change this to an earlier timer. Now, keep in mind there are other reservations going on for that day as well. So, as things go in, the system is constantly picking up reservations for that day. So, if I do a 9:30, if I select a 9:30, now resend, and it will now provide me with a 10:00 to 10:30, okay, based upon that negotiation. She says okay, I can select that. I use this and this basically reads off her reservation for that day. We will be picking you up between 10:00 and 10:30, there's an estimated time of about 10:10, but your window is between 10:00 and 10:30. She takes...she suggests this is works for me. This completes the actual trip for that particular segment. Okay.

COUNCILMEMBER VICTORINO: So, Harry, you tell me half an hour from my requested time --

MR. JOHNSON: Correct.

COUNCILMEMBER VICTORINO: --9:30. And you just telling me now the estimate time to pick up is between 10 and 10:30?

MR. JOHNSON: Correct. Because it is an estimated time. It's not an actual time. Now keeping in mind the definition of shared ride, this is the reason why it's estimated.

COUNCILMEMBER VICTORINO: So, somebody can be sitting out there almost an hour waiting for you guys to show up?

MR. JOHNSON: Well, no, so.

COUNCILMEMBER VICTORINO: I mean, I'm being, okay, tell me and explain.

MR. JOHNSON: So, looking at that for right now. This person's window is between 10:00 and 10:30. The estimated time that we would pick up that person could be at 10:10. So, within that window from 10:00 to 10:30, that's that 30 minute window that we have to be there to make sure that we can pick up the client at the time that he or she negotiated for.

COUNCILMEMBER VICTORINO: So, I requested 9:30, but the real truth of the matter is going be between 10 and 10:30? I don't want to be out there at 9:30 then.

MR. JOHNSON: Correct, that's correct.

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COUNCILMEMBER VICTORINO: Okay.

MR. JOHNSON: We would, so, I will advise you that the bus will be there between 10:00 and 10:30.

COUNCILMEMBER VICTORINO: Okay.

MR. JOHNSON: It's because of that negotiation that we just went over, okay.

COUNCILMEMBER VICTORINO: Okay.

MR. JOHNSON: So, from this point this is her first trip. And then we're going to ask for...she's going to ask for a return trip. From that point, the system automatically defaults from the last known address and then back to the home.

COUNCILMEMBER VICTORINO: Okay.

MR. JOHNSON: And so, we're gonna...she requests for a 1:00. I submit the trip and then what comes out is the actual...a suggested. So, this is the suggested time that we present to the client. We will be picking you up between 1:30 and 2:00, that 30 minute window. If our client says this is what I'm gonna use. This is perfect for me. I use that and I advise her that. I repeat back the information to her, and then I also, I always go...then I go back to that client's trip for the rest of the day, for the 14<sup>th</sup>, because that's a week from now. Scroll down. I actually repeat back the order number. This is her first trip from home to Wailuku Hongwanji, as an example, and then the second trip, I give her that number, and that basically completes her reservation for that day. And this can go on and on. They can make a reservation for up to two weeks on a single call. So, these are just the trips, the multiple trips that Ms. Baisa had talked about.

CHAIR CRIVELLO: Mr. Victorino.

COUNCILMEMBER VICTORINO: So, Harry, when they call you and they say you have to pick me up. Do I have to know that order number or just the name alone is going to be enough?

MR. JOHNSON: The order number gives us a reference as far as should you call back I forgot my order number. Typically, we would just go back to the individual's name --

COUNCILMEMBER VICTORINO: Okay.

MR. JOHNSON: --and then just pull up all of the trips for that particular day that they're asking for or future trips.

COUNCILMEMBER VICTORINO: Okay.

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CHAIR CRIVELLO: Members, any other comments or questions? I can see where it's quite time consuming though for you to input their reservation or is it because, it's just here, I mean, so.

MR. JOHNSON: On an average, it takes us about eight minutes for something like this. I mean, and this without technical difficulties. But a reservation can take up an average eight minutes. For myself, I've experienced situations where there are clients that will book up to two weeks on one particular call. And in one situation that took me an hour to complete all the reservations. And so, as you're going through reservations if a client decides hey, I wanna cancel one. Now, I've gotta go back, look at that, and make sure I'm cancelling the correct one. So, it can be time consuming but on average about eight minutes for something simple.

CHAIR CRIVELLO: That's why you have here waiting for...you're caller number four.

MR. JOHNSON: Yeah, so.

CHAIR CRIVELLO: Caller number 8.

MR. JOHNSON: So, if I have 20 reservationists answering phone calls and all of them take eight minutes, that's just an average, they will still be on the...20 or 30 reservationists will still be occupying a phone and you will still have the waiting period for others that are calling in as well.

COUNCILMEMBER VICTORINO: Well, I guess, the only, Madam Chair, the only complex thing in my mind is I tell you I want my pick up at 9:30, and it goes to 10:00, between 10 and 10:30. I mean, and, again, I know, you explaining that. But you ask me what time I wanna get picked up. I say 9:30, but automatically it defaults to 10:00 to 10:30.

MR. JOHNSON: Not, not always. This is just an example for that particular day. So, on any given day, the day that you request, we have reservations that are already in the system already, and these are called subscriptions, basically a standing order.

COUNCILMEMBER VICTORINO: Right.

MR. JOHNSON: These are clients going to the same place, same time every day. When...as a reservation is taken everything goes into the system and it will compile everything going on that particular day. So, it's actually optimizing to try and see okay, we have this available, or if we need to negotiate, can we negotiate a certain time. And that's one of the rules of the engagement is that we can negotiate up to a certain time. And we can keep doing this on and on and that happens. And so, it's part of the ADA process is negotiating if there isn't anything that fits that client's need at that particular time.

CHAIR CRIVELLO: Ms. Cabebe.

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MS. CABEBE: Just a couple of things I wanted to clarify. One of the things that can be done, you know, when Harry put in that reservation and they wanted at a 9:00. There's no resources available it looks like during that time. There's too many bookings so they recommend that you have this, you know, what was it, 10:00 to 10:30 versus a 9:30 pick up. One of the things you can do is add more buses into the system and then that spreads it out. The problem with that is what one of the riders was saying earlier is then you have driver's that have what, huge pockets of down time. So, it's kind of a balance. So, if you maybe have 25 runs, everybody wants to go at 9:00, but then you don't have anything else until 11:00, what do you do with those drivers for two hours? So, you try...so, the system has that one-hour negotiation in there to kind of spread it around to make it more efficient, I guess, for scheduling purposes and things like that is my guess.

COUNCILMEMBER VICTORINO: So, if I or I take that as being...have you guys had time or with the patients and the riders to discuss this because, I think, medical would probably be my biggest concern because, you know, doctor says I want you come 10:00 and, you know, it's really difficult because if all the rides are taken at that point, what happens to that individual to get there by 10:00? I know you can put 9:30. You can put 9:00. But, again, you know, has there been some thought of sitting down with the Medical Group, you know, Liberty, and all these ones that you normally use, and saying hey, can we get a window of time where I can bring in a couple of two, three people at the same time. I don't know. Just...I don't know. That's something that needs to be looked at maybe because it's challenge. And medical is where I see the biggest challenge. Shopping, yeah, I understand that, but if the doctor sets an appointment and that's another thing. You can have a 10:00 appointment and you might wait till 12:00, and that's another issue. Then the pickup time can get thrown off.

CHAIR CRIVELLO: Right.

COUNCILMEMBER VICTORINO: You know, so you can tell, oh you can tell come back two hours from now but what if the doctor sees you in five minutes. Now, you sit there. This can be a real challenge. But, anyhow, I throw that out.

CHAIR CRIVELLO: I also before you make comment on that. You know, why is the ridership penalized because of the lag time that your drivers are not...don't have any pickup?

MS. CABEBE: I don't think it's that we're penalizing them. We're just working within the rules that were given to us. So, we didn't make these rules. We...those were given to us. Those are in your Maui County Paratransit Rider Guidelines. So, that's everything in the system was set up based on those guidelines. So, it's up to the County to decide if they want to change that. However, if it's changed then it changes the terms and conditions of the contract that was written, because things were bid based on what was in that guide saying that it supposed to be this way, this way, and that way. I understand what you're saying about the medical appointments and we don't disagree with you, but also it's our understanding under the Americans with Disabilities Act that we cannot give priority to a medical over a shopping or a church,



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that everybody has to be treated equally, that we're not allowed to prioritize. We do that on the Human Service side, but we're not bound by the Federal guidelines that the Paratransit is bound by. So, it's not our rules, Mr. Victorino.

COUNCILMEMBER VICTORINO: Madam Chair, at another meeting I will send a request to look at the rules. And, I know, it's kind of late in the game because we're talking budget right around the corner. But I would like to see the rules as they are applied in the contract and, you know --

CHAIR CRIVELLO: Yes, I'll ask Staff --

COUNCILMEMBER VICTORINO: --I think this is something very important. Yeah, please.

CHAIR CRIVELLO: --to follow up on that.

COUNCILMEMBER VICTORINO: Yeah, 'cause, I think, I'm finding some big holes right now and --

CHAIR CRIVELLO: Right.

COUNCILMEMBER VICTORINO: --I think, we need to address it.

CHAIR CRIVELLO: Okay.

COUNCILMEMBER VICTORINO: Thank you, Madam Chair.

CHAIR CRIVELLO: Thank you. Also, how many riders? I think you mentioned that, but on Paratransit versus Ala Hou.

MR. JOHNSON: There is...I can't give you a figure, but I can definitely give you a percentage. There's like 80 percent more users using Paratransit than Ala Hou. But that's because of the fact that the Paratransit works for their particular situation but the Ala Hou program works for theirs as well. The Ala Hou covers the areas outside of the three-quarter mile radius and that may be a difference as far as how the user wants to use that service.

CHAIR CRIVELLO: Thank you. Members? Ms. Baisa.

VICE-CHAIR BAISA: I'd just like to make a comment. You know, this is a very, very complicated system to run. And, I think, the more we talk about it the more we realize how complicated it is. You know, when I was involved with this, I really didn't understand when drivers would try to explain to me what they were encountering on the road. And one day God intervened and the brakes went out on my car and I had to ride the MEO bus. And I was put in a situation of one of these shared rides where you go here, and you go there, and you go here, and you go there. And it was a real eye-opener for me to actually sit in that bus and go with the driver to deal with all of the returning of all these patients that all these clients that were on the bus with me.

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And from that day on, I developed a huge understanding of how difficult it is. And I would encourage my colleagues, if you ever have the chance and you have some time, call MEO, get on a bus, and go. Because you will not understand what this is like until you do it. You know, in between all of this scheduling that goes on in the computer, there's the actual run. You go to this house, the patient is or the stop, and the patient is not ready. The patient's not there. Something happens. There's problem with getting on the lift. I mean, you know, things happen. And then you get in the bus and then you get behind the traffic moving slowly or something goes wrong on the street or the road or the bus breaks down. It is a really big challenge to run this thing efficiently and on time. And, I think, you know, just a personal experience will change your whole perception about this thing. It doesn't take that long to, you know, hop on a shared ride and go maybe from a shopping center to a medical clinic to a grocery store or whatever. And you'll get it real quick how difficult this is. I know everybody is trying to do the best they can. But this is not unusual here on Maui. I think that Ms. Cabebe will tell you, and so will Ms. Winer that, you know, when you go to National meetings or State meetings, you will hear that we're not the only system that has challenges. Honolulu, I know, has had challenges from as far back as I can remember. And everybody's trying and I'm really glad we're having the dialogue 'cause, I think, it's helpful, you know, for us to look at it and understand it. But I don't think that we're ever going to get to utopia where this upgrade cycle works. It just doesn't. It's the nature of the beast. But we can keep trying to make it better.

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

COUNCILMEMBER VICTORINO: Eh, no tell me you had senior moment at your age.

COUNCILMEMBER GUZMAN: I had a question, Chair, but I'm gonna have to rethink it because for some reason it vanished. If you can...I'll pass at this point. Thank you.

CHAIR CRIVELLO: Okay, well, thank you. I have no questions and if Members have no more comments or questions for the MEO or for the MEO Transportation Services. Okay.

COUNCILMEMBER VICTORINO: The senior moment just came back.

CHAIR CRIVELLO: Okay, all right.

COUNCILMEMBER GUZMAN: Thank you, Chair. I know that this is a nice demonstration in how to book and negotiate. Do you have any other slides that actually show us the actual route that the bus takes once it, I mean, 'cause once the reservation is made, then it's my understanding that the drivers have a tablet, right? And so, is this...while they're driving and then they receive the information and they get rerouted? Or how does that work?

MR. JOHNSON: Thank you. How that works is that every driver has a tablet, and the tablet produces two hours' worth of trips or routes for that particular driver. There isn't anything other than two hours' worth because it's all on virtual. It's because of the fact that as trips are being taken cared of, if it rains like yesterday was a great

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example, people will start to cancel and so the system is constantly generating options for the rest of the riders that are on that particular day. They get their information constantly as things change, direct to their tablet. I'm not sure if that's the answer that you're looking for, but they do get the information directly through that tablet, through a GPS system. It's mounted within the vehicle and that information gives us data as far as when they actually get to the destination or the arrival point. And it also identifies GPS tracking for their particular route making sure that the bus is on the way. The bus is actually not experiencing any mechanical failure or traffic congestion. And that all plays into the whole process with this system to continually update as every trip is either completed or started.

CHAIR CRIVELLO: Thank you.

COUNCILMEMBER GUZMAN: Okay, thank you.

CHAIR CRIVELLO: Thank you. Ms. Baisa.

VICE-CHAIR BAISA: Just one real quick comment for the sake of our listening audience, you know, or viewing audience. Many of us are seniors, of course, that will be watching this, and we talk about tablets I wanna make sure they know what we're talking about. We're not talking about a bunch of papers with a wire binder. We're talking about a computer device in the bus that the driver has.

CHAIR CRIVELLO: Right. Ms. Cabebe.

MS. CABEBE: I just wanted to make one more comment about, you know, the drivers and the question you had asked about, you know, scheduling drivers versus the needs of the clients. And, you know, right now if you look in *The Maui News* there are a lot of vacant positions and like everybody else, you know, we're struggling to recruit and maintain good drivers. And if a driver has a lot of what's called down time and you have to take them off the clock because there's no work for them. It is very, very difficult to maintain staff. So, while we're very sensitive to the needs of the clients we're just...we're trying to work within the rules that are established under the Paratransit Guidelines and then with, you know, taking care of our staff at the same time. So, it's a challenge definitely.

CHAIR CRIVELLO: Thank you. Members, any more comments, questions? If not, since there's no legislation for us to consider, there's no objection, I'm going to defer the item.

COUNCILMEMBERS: No objections.

**COUNCILMEMBERS VOICED NO OBJECTIONS** (excused: RC, DC, RH).

CHAIR CRIVELLO: Thank you.

**ACTION: DEFER pending further discussion.**

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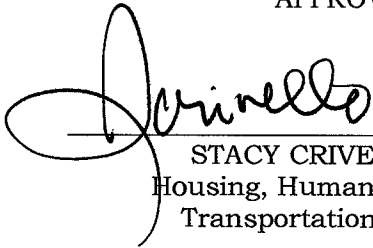
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CHAIR CRIVELLO: Members, we have completed today's agenda. I'd like to thank the representatives from the Administration and MEO for their presentation on Paratransit. More especially I would like to thank the Paratransit riders. I know, it could have been an inconvenience to come before us for their comments and the services provided. And hopefully this is...we are in progress to improve and make things better, and our next call from our Paratransit riders will say mahalo for all of the improvements from MEO and the Transportation Committee. So, with that the March 5, 2015 meeting of the Housing, Human Services, and Transportation Committee is now adjourned. . . .(gavel). . .

**ADJOURN:** 3:43 p.m.

APPROVED:



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STACY CRIVELLO, Chair  
Housing, Human Services, and  
Transportation Committee

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Transcribed by: Delfey Fernandez

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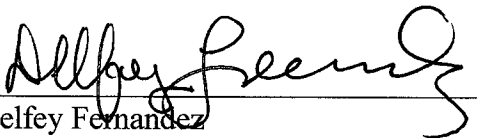
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CERTIFICATE

I, Delfey Fernandez, 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 this 30th day of March 2015, in Wailuku, Hawaii.

  
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Delfey Fernandez