

# MAUI COUNTY COMMISSION ON PERSONS WITH DISABILITIES

CAMERON CENTER • 95 MAHALANI STREET, ROOM 20 • WAILUKU, HI 96793 • PHONE (808) 270-7755 • FAX (808) 270-7935

## COMMISSION ON PERSONS WITH DISABILITIES (CPD)

September 14, 2017

11:30 a.m.

J. Walter Cameron Center, Conference Room 1  
95 Mahalani St., Wailuku, HI 96793

**Call to Order: 11:37 AM**

### Introductions

**Members Present:** Faraz Azizoltani, Cranston Kapoi, Kealoha Laemoa, Ricky Sanches, Kevin Souza, Sheila Villanueva, and Kimberly West

**Members Excused:** David Courson

**Members Absent:** None

**Guests Present:** Harry Johnson (MEO), Roxann Kehus, Gay Sibonga (MEO)

**County Staff Present:** Kevin Dusenbury, Darren Konno (County of Maui, Department of Transportation), Jennifer Oana, Deborah Stone-Walls, Ralph Thomas

Topic/Agenda Item	Discussion	Action
Review/Approve Minutes	Members reviewed the August 10, 2017 meeting minutes.	Commissioner Azizoltani moved to approve the minutes; Commissioner Sanches seconded. Motion to approve minutes carried unanimously.



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Public Comments and Testimony	None	
New Business	<p>a. Presentation from Maui Economic Opportunity and the County of Maui Department of Transportation regarding public transportation services.</p> <p>Mr. Harry Johnson, representing Maui Economic Opportunity Inc. (MEO); and Mr. Darren Konno, representing the County of Maui Department of Transportation, attended the Commission on Persons with Disabilities monthly meeting to provide an in-service training on the County of Maui Paratransit Transportation Services.</p> <p>According to Mr. Konno, the Department of Transportation oversees the Maui Bus Public Transit System and ADA Paratransit Services. MEO is the contracted agency to complete the paratransit transportation services within the County. The Maui Bus paratransit service is an advance reservation, curb-to-curb service for persons with disabilities who are unable to use the regular, fixed-route Maui Bus services.</p> <p><b><u>Application Policy:</u></b> Per Mr. Konno, interested individuals are required to complete and submit a paratransit application. Once received, the Maui County Department of Transportation will determine general eligibility for the service. In addition to completing and submitting the application, applicants must also receive verification of the claimed disability from a health care professional. Once the completed application is received, the County will notify the applicant of their eligibility status in writing within 21 days.</p>	



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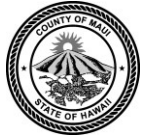
**Service Area:**

Mr. Konno explained that the service area for the Maui Bus paratransit transportation is available within the corridors whose boundaries extend  $\frac{3}{4}$  (0.75) of a mile on each side of each fixed Maui Bus route. If an eligible rider resides outside of the service area, the participant may travel into a service area to utilize the service.

**Eligibility Criteria:**

Mr. Konno informed the Commission that the Americans with Disabilities Act of 1990 (ADA) requires fixed route bus systems to provide paratransit (curb to curb) service to eligible persons who, because of a disability, are unable to use the regular bus system. Eligibility for paratransit service is based upon a person's disability and functional capabilities to use the regular bus service. The ADA has established three categories of persons that are eligible for paratransit; an individual seeking paratransit services must meet one of the three categories to obtain eligibility.

1. Category 1: Any person who is unable, because of a disability, to independently board, ride, and/or disembark from a lift or ramp equipped bus. This includes persons who are unable to "navigate" the Maui Bus system without the assistance of another person.  
In Category 1, the individual may be unable to:
  - Board or disembark from an accessible bus without assistance
  - Maintain balance while seated on a moving bus
  - Identify the correct bus or bus stop
  - Understand transfer directions needed to complete the trip
2. Category 2: Any persons with a disability who is able to use a lift or ramp equipped bus, but for whom any desired trip cannot be



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made because the fixed route is not operated by a lift or ramp equipped bus.

3. Category 3: Any person with a disability who has a specific impairment-related condition which prevents them from traveling to or from a bus stop.

Mr. Konno also explained that a person with a long-term or temporary disability will be eligible for paratransit service if the disability results in his/her functional inability to use the Maui Bus system as described in the three eligibility categories (mentioned above). Mr. Konno also discussed the portability of paratransit services.

According to Mr. Konno, if a participant is eligible for paratransit on Maui, the participant is also eligible for 21 days of paratransit service per year in another area of the United States as long as the area offers paratransit service. Additionally, persons visiting areas of Maui serviced by the Maui Bus who provide documentation of ADA paratransit eligibility from another area will automatically be eligible for the Maui Bus paratransit service. In the event the individual does not have documentation but claims their disability prevents them from using the Maui Bus system, the individual can submit a letter stating their disability from their health care professional to become visitor eligible. In the event a participant wishes to utilize the paratransit service more than 21 days, the individual must follow the application process mentioned under "Application Policy."

Mr. Konno also informed the Commission that personal care attendants (PCAs) are permitted to travel with the eligible participant enrolled in the paratransit program. A personal care attendant is defined as someone designated or employed specifically to help the eligible participant meet their personal needs; and without the personal care attendant, the eligible



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participant would not be able to ride the paratransit bus. Per Federal law, the personal care attendant will not pay a fee for the ride; but the participant is responsible for the appropriate fare, which is the same fare as the fixed route Maui Bus fare. Furthermore, companion fares are the same as the eligible paratransit rider. Mr. Konno shared with the Commission that the fares are as follows: \$2.00 per boarding; \$4.00 for an all-day pass; and monthly passes are also available.

### **Scheduling:**

Mr. Konno shared with the Commission that rides must be provided on a next-day basis at a minimum. The paratransit provider, MEO, has the ability to negotiate a pick-up time within one hour before or after the participant's desired departure time. MEO also has the ability to offer subscription service to participants for regularly occurring trips.

Commissioner Kapoi sought clarification on the ¾ mile Federal determination of a paratransit route and the fixed bus route. Mr. Harry Johnson provided further clarification on the ¾ mile radius rule and provided a visual to help clarify that the paratransit route must be confined within a ¾ mile radius of the fixed bus route system. Please see Image A for further details.

**Image A**

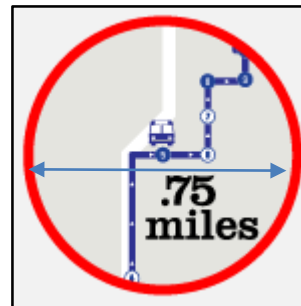


Image A demonstrates a similar visual example that Mr. Johnson provided at the Commission's meeting. Please note that the paratransit route must be confined to a ¾ (0.75) mile radius of the Maui Bus fixed route.



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## **Curb to Curb Service:**

Mr. Johnson informed the Commission that paratransit transportation is a curb to curb service that is a shared ride, which means participants are riding with others. Mr. Johnson reminded the Commission that participants should be prepared for the driver to make stops ahead of other participants.

Within the service area, participants will be picked up at the nearest and safest point next to the curbside fronting the public street address the participant requested. Subsequently, the participant will be dropped off at the nearest and safest point next to the curbside of their destination address within the service area. Mr. Johnson reiterated that the Maui Bus paratransit is not a taxi and does not provide transportation outside of the service area. This service is not an emergency transportation service; therefore, ambulance or emergency type services are not provided. Participants should call 911 in the event they should require emergency medical services.

## **Passenger Rules:**

Mr. Johnson shared the following passenger rules with the Commission:

- Pets must be in an enclosed container or cage
- Service animals are allowed in the vehicles
- Pets, service animals, and personal care attendants must vacate the bus at the same stop as the participant.
- Further details and passenger rules are available on the County of Maui website or by following this link:

<http://www.co.maui.hi.us/DocumentCenter/Home/View/4621>



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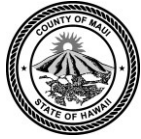
## **Reservation Requirements:**

Mr. Johnson also shared the following reservation requirements with the Commission. The participant must provide the following information:

- Passenger name and phone number
- Date(s) service is needed
- Pick-up location/street address
- Destination/street address
- Appointment time (or preferred arrival time)
- Return time
- Mobility information
- Traveling with a personal care attendant (must be registered with MDOT), companion and/or service animal to assist the participant during their ride. As stated above, the personal care attendant, companion, and/or service animal must board and disembark with the participant at the same location.

Reservations may be made up to 14 days in advance; and, must be made at least 1 day in advance, no later than 4:00 p.m. for next day service. Reservations may be made for one-way or round trip. Mr. Ralph Thomas inquired if there is a cancellation deadline policy, and Mr. Johnson informed the Commission that the cancellation must be made 2 hours prior to the appointment.

Mr. Johnson also shared that there is a 30 minute window from the requested pick-up time. The participant must be ready at any time during this 30-minute period. If the bus does not arrive after 30 minutes of the scheduled pick-up, participants are requested to call MEO at 877-7651.



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To illustrate this policy, Mr. Johnson provided the following example. If a participant has a 3 p.m. appointment, the 30 minute window means that MEO may pick-up between 3:00 p.m. to 3:30 p.m. The MEO driver must wait 5 minutes at the pick-up location during the pick-up window. Each participant also has a profile within the computer system, and participant's specific needs (especially time to load) is accommodated.

Mr. Thomas inquired how a situation is handled if a participant misses the bus because they are using the restroom during their pickup window. According to Mr. Johnson, the case would be handled as a will-call, and the participant will be picked-up by the next available bus. Mr. Caberto also shared that MEO provides a courtesy call 5 minutes prior to the pick-up window.

Chair Laemoa inquired when the expanded rural shuttle service will commence on Molokai. Mr. Johnson informed the Commission that is still to be determined.

Commissioner Souza inquired what occurs when a courtesy call is not provided to the participant. Mr. Johnson recommended the consumer call MEO to seek technical assistance, because there have been glitches with the software but MEO has been working to fix the issues. Mr. Konno informed the Commission that the courtesy call is based upon an automated phone call with GPS technology onboard the bus. Therefore, it may not always be accurate but it provides reservation reminder assistance.

Chair Laemoa inquired if the participant must provide evidence that a service animal is licensed. Mr. Johnson replied that MEO is unable to ask for specific evidence, and MEO provides the participant with the





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understanding that the service animal must sit at the rider's side and behave accordingly.

**Cancellations:**

Mr. Johnson shared paratransit's cancellation policy, which includes:

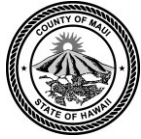
- Cancellations should be made at least 2 hours prior to the scheduled pick-up time.
- Participants are requested to not wait until the driver arrives to cancel their trip.
- Failing to appear for a scheduled trip without proper notification is considered a "no show."

**No Shows:**

Occur when:

- The participant is not at the requested pick-up address and the driver is unable to locate the participant.
- The participant is at the requested address for pick-up, but the participant is not ready to board the bus within the 5 minute of arrival interval.
- The participant did not call to cancel their trip at least 2 hours prior to the pick-up to allow for rerouting of the bus to another location.

Chair Laemoa inquired if there are penalties for "no-showing" appointments. Mr. Johnson informed the Commission that the County handles these cases. Mr. Konno shared that he evaluates each case on a case by case basis. Initially, Mr. Konno will attempt to contact the individual, and in the event contact is not made or reciprocated, transportation may be temporarily paused.



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	<p>Mr. Johnson informed the Commission that MEO and the County of Maui provide 150-260 paratransit trips each day (Island of Maui only).</p> <p>Commissioner West inquired if a mentally ill person may qualify for paratransit services, and Mr. Konno informed the Commission that the person must apply for the service and a determination will be made upon receipt of their application.</p> <p>b. Upcoming Events- Molokai Disability Resource/Job Fair, which is scheduled for Thursday, September 21, 2017 from 9 a.m. to 1 p.m. at the Mitchell Pauole Community Center in Kaunakakai.</p>	
<p>Old Business</p>	<p>a. Photographs of neglected crosswalks within the County of Maui- The Commission and the public are invited to share any additional photographs of neglected crosswalks within the County of Maui. Photographs shall be printed and shall contain a caption that describes the location, street, intersection, etc. of the crosswalks depicted in the photographs.</p>	<p>Chair Laemoa has tasked Commissioner Azizoltani to enter the crosswalk locations referenced in the invitation to the Department of Public Works and the Maui Police Department onto the County of Maui Connect Application. Commissioner Azizoltani agreed to complete the task.</p>
<p>Agenda Items for Future Meetings</p>	<p>a. Presentation from the Department of Public Works and the Maui Police Department regarding neglected crosswalks within the County of Maui and traffic enforcement safety concerns (<b>October 2017-tentative</b>)</p> <p>The Commission’s facilitator, Mr. Kevin Dusenbury, informed the Commission that he submitted the invitation to the Department of Public Works and the Maui Police Department and all relative documents on</p>	



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	<p>August 11, 2017 to the Mayor’s Office. On August 31, 2017, Mr. Dusenbury received an email from Ms. Rowena Dagdag-Andaya, Deputy Director of Public Works to inform the Commission that their request has been received. Ms. Dagdag-Andaya requested that Mr. Dusenbury share the County of Maui Connect App, which is designed to help residents share information and make service requests with respective Maui County officials. A handout of the website was provided to all Commissioners in attendance. Mr. Dusenbury has not received any confirmation that the Department of Public Works or the Maui Police Department will be able to attend October’s meeting.</p> <p>b. Presentation from Chantal Ratte, Executive Director of Ka Lima O Maui, regarding employment opportunities for persons with disabilities. <b>(November 2017- tentative)</b></p> <p>c. Department of Vocational Rehabilitation <b>(December 2017- tentative)</b> Commissioner Kapoi contacted the Department of Vocational Rehabilitation, and Commissioner Kapoi has an appointment later in September.</p> <p>d. Other suggestions for topics for future meetings</p>	<p>Chair Laemoa requested the Commission’s Facilitator to follow up with the Department of Public Works and Maui Police Department regarding October’s meeting invitation.</p> <p>Commissioner Kapoi is tasked to invite the Department of Vocational Rehabilitation to December’s meeting.</p>
Next Date	October 12, 2017 at 11:30 AM at the J. Walter Cameron Center, 95 Mahalani St., Wailuku, HI.	
Motion to Adjourn	12:36 PM	Commissioner Souza moved and Commissioner Kapoi seconded. Motion carried unanimously.