

Meeting Summary of the  
Oahu Metropolitan Planning Organization

**CITIZEN ADVISORY COMMITTEE**

Wednesday, February 17, 2010, 3:30 p.m.  
Mayor's Conference Room 301, Honolulu Hale  
530 South King Street, Honolulu, Hawaii

***Members Present:***

NB #34 Makakilo-Kapolei-Honokai Hale	Michael Golojuch, Vice Chair
American Planning Association Hawaii	John Valera
American Society of Civil Engineers	Tiffany Hamada
Castle & Cooke Homes Hawaii	Dean Minakami
Citizens for a Fair ADA Ride	Ronald Pike
Committee for Balanced Transportation	Joseph Magaldi
Eye of the Pacific	Twila Lai
Hawaii Bicycling League	Janice Marsters
Hawaii Centers for Independent Living	Charlene Ota
Honolulu Community Action Program	Kristina Copeland
Hui Kupuna VIP	Louise Horio
Institute of Transportation Engineers	I. Robert Nehmad
League of Women Voters	Piilani Kaopuiki
Mestizo Association	Arvid Youngquist
NB #01 Hawaii Kai	Greg Knudsen
NB #02 Kuliouou-Kalani Iki	Linda Starr
NB #03 Waialae-Kahala	Lester Fukuda
NB #05 Diamond Head-Kapahulu-Saint Louis Heights	Bert Narita
NB #07 Manoa	Tom Heinrich
NB #09 Waikiki	Robert Finley
NB #10 Makiki-Lower Punchbowl-Tantalus	Charles Carole
NB #12 Nuuanu-Punchbowl	James Marn
NB #13 Downtown	Tom Smyth
NB #18 Aliamanu-Salt Lake-Foster Village	Lorene Godfrey
NB #21 Pearl City	Cruz J. Vina, Jr.
NB #22 Waipahu	Blaine Tsugawa
NB #23 Ewa	Coby M. Lynn
NB #26 Wahiawa-Whitmore Village	Joseph Francher
NB #29 Kahaluu	Ken LeVasseur
NB #35 Mililani Mauka-Launani Valley	Pamela Young
North Shore Chamber of Commerce	Gil Riviere
Pacific Resource Partnership	Josh Magno
Waikiki Residents Association	Daisy Murai

***Members Absent (Reps):***

AARP	Mary Protheroe
E Noa Corporation	Tom Dinell
Hawaii Teamsters and Allied Workers, Local 996	Michael Costa
Land Use Research Foundation	David Arakawa, Chair
Leeward Oahu Transportation Management Association	Darwin Hamamoto
NB #08 McCully-Moiliili	Ron Lockwood
NB #20 Aiea	Carl Jacobs
NB #25 Mililani-Waipio-Melemanu	David Aki
NB #30 Kaneohe	Glenn Ida
Tax Foundation of Hawaii	Randall Hiu

***Guests Present:***

Tom Baty	Catholic Charities Hawaii
Kevin Killeen	Citizen
Christine Absher	Citizens for a Fair ADA Ride
Morris Nakamura	CFADAR
Nicholas Poulos	Department of Transportation Services
James Burke	DTS
Ben Gorospe	Hawaii Department of Transportation
Rachel Roper	HDOT
Rose Pou	Hui Kupuna VIP
Robert Whitaker	NB #7 Manoa
David Hilea, Jr.	NB #11 Ala Moana
SolRay Duncan	NB #21 Pearl City
Bob R. Smith	NB #24 Waianae Coast
Roger Morton	Oahu Transit Services, Inc.
Patricia Nielsen	OTS

***OahuMPO Staff Present:*** Randolph Sykes and Marian Yasuda

Chair Pro Tempore Joe Magaldi called the meeting to order at 3:31 p.m.  
Vice Chair Michael Golojuch arrived at 3:33 p.m.

**1. New Business**

**“Developments and Improvements on TheBus for Transit Riders with Disabilities”**

Vice Chair Golojuch introduced James Burke, Chief, Public Transit Division, Department of Transportation Services (DTS), and Roger Morton, President and General Manager, Oahu Transit Services, Inc. (OTS).

Mr. Morton provided some history of TheBus and TheHandi-Van, as well as some information about OTS. Honolulu is the 20<sup>th</sup> most-utilized transit service with the 4<sup>th</sup> highest per capita ridership while only being the 54<sup>th</sup> largest metropolitan area in the country. There are about 226,000 boarding riders on TheBus per day and about 3,000 boarding riders per day on TheHandi-Van for 1.2 million

passenger miles per day. January's ridership in 2010 is 1.4 percent higher than January 2009.

Some current and imminent transit improvements are:

- All buses are equipped with GPS devices and allow for next-stop announcements.
- 100 of the buses will be hybrid; 24 will be clean diesel buses.
- New buses emit only three percent of the emissions of the buses that they are replacing.
- 228 buses will be low-floor vehicles for ease of boarding.
- Up to 48 additional vehicles will be purchased for TheHandi-Van.
- Google transit trip planner will assist riders with trip planning.
- *TheBus HEA* system allows riders to find out real-time arrival of a bus at a particular stop.
- Electronic signs will be installed at some stops.
- Drivers are being trained on securement of mobility devices and sensitivity with riders.
- A guide to provide information to riders with disabilities is being finalized.

#### Discussion Highlights:

*[Unless noted otherwise, questions were answered by Mr. Morton.]*

- In response to a question by Twila Lai: The route and bus stop enunciator is supposed to be on and operating at all times. Buses may load at a busy stop two or three buses back from the stop, but the rule is that the bus must pull up to the stop before proceeding.
- In response to a question by Rose Pou: Bus drivers who turn off the enunciators are breaking the rule. When complaints about drivers bypassing stops or turning off the enunciators are received, OTS will have a "secret shopper" ride that particular route to note the violation. Mr. Burke said that the quality assurance program instituted by DTS will send out secret shoppers every quarter and will address special issues as they arise.
- In response to a question by Arvid Youngquist: Service animals are allowed on the bus; however, comfort or companion animals are not legally considered a service animal. Drivers are instructed to only ask the rider if their animal is a service animal, with no further questions asked. The exception to allowing an animal on board is when the animal is aggressive.
- In response to a question by Linda Starr: The newer ramp incline of 6:1 is a great improvement over the current 4:1 incline, which is the Americans with Disabilities Act Guidelines (ADAG) standard. A more gradual slope of 8:1 is not possible because of the constraints of buildings near sidewalks and unavailability of those ramps in the marketplace.
- In response to a question by Randolph Sykes: Some of the seats in the buses, depending upon the model of bus, are much smaller due to design constraints. Those problems are noted and those models will not be purchased again.
- In response to a question by Tom Heinrich: Mr. Burke said that the Short-Range Transit Operations Plan is underway. Currently, data are being collected and evaluated; the public involvement phase will be following shortly. During that phase, the islandwide system will be evaluated to determine where efforts need to be concentrated.
- In response to a question by Charlene Ota: Scheduling of the bus routes is not necessarily done by clock time, but sometimes at odd intervals to allow for delays. A longer headway for buses addresses the traffic delays without adding more buses to a route. The Short-Range Transit Operations Plan will address this type of scheduling issue.

- In response to a question by Pamela Young: If customer complaints are not easily resolved by the customer service department at OTS, call Mr. Morton at 848-4509; he will address the issue.
- In response to a question by Joseph Francher: Mr. Burke said that DTS has implemented a tripper bus to address the problem with the late bus in Wahiawa. The Wahiawa Transit Center is proceeding. The Department of Design and Construction will be improving bus stops along California Avenue.
- In response to a question by Blaine Tsugawa: Mr. Burke said the OTS Service Review Committee is aware of the problem in Waipahu of out-of-service buses bypassing riders who were dropped off at remote locations. They are trying to find a solution to it.
- In response to a question by Bob Smith: TheBus is no longer permitted to use Kili Drive in Waianae, so the buses need to back up and turn around.

## **2. Approval of the January 20, 2010 Meeting Minutes**

Hearing no corrections to the January 20, 2010 minutes, the minutes were unanimously accepted.

## **3. Other Business**

There was no other business.

## **4. OahuMPO Meeting Highlights - Policy Committee & Technical Advisory Committee**

Marian Yasuda announced the following:

- The Technical Advisory Committee met on Friday, January 22 and on Thursday, February 11, 2010.
  - At the January meeting they:
    - Made a recommendation to the Policy Committee for approval of Revision #18 to the FFYs 2008-2011 TIP;
    - Approved the Revised Rules of Procedure for the TAC;
    - Approved the ORTP 2035 assumptions for the level of funding to be dedicated to operations, maintenance, and systems preservation; and
    - Heard a presentation on the planning issues identified in the initial stage of the public outreach for the ORTP 2035.
  - At the February meeting they:
    - Made a recommendation to the Policy Committee for approval of Revision #19 to the FFYs 2008-2011 TIP.
  - There is no future meeting of the TAC scheduled.

- The Policy Committee met on Monday, January 25.
  - At that meeting they:
    - Heard the findings and recommendation of the Investigative Committee for the selection of the OahuMPO Executive Director in a closed executive session;
    - Approved Revisions #17 and #18 to the FFYs 2008-2011 TIP; and
    - Heard a report on CAC activities.
- The Policy Committee is scheduled to meet on Friday, February 19, 2010 at 3:00 p.m. in the Hawaii State Capitol, Conference Room 312.
  - At that meeting, they will:
    - Hear the findings and recommendation of the Investigative Committee for the selection of the OahuMPO Executive Director in a closed executive session;
    - Approve the minutes of the January 25, 2010 meeting;
    - Take action on Revision #19 to the FFYs 2008-2011 TIP; and
    - Hear the CAC meeting highlights.

#### **4. Announcements**

- Vice Chair Golojuch announced that the Hawaii Department of Transportation is forming a Citizen Advisory Committee for the Statewide Pedestrian Master Plan. Information and applications were made available at the sign-in table.
- Tom Smyth announced that the Complete Streets Task Force has been formed and held its first meeting.

The meeting was adjourned at 4:32 p.m.