

# **First Responder Focus Group Title VI/ EJ Population Service Provider Focus Group**

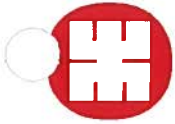
*Prepared for:*  
**The Oahu Metropolitan Planning Organization  
And  
Parsons Brinckerhoff**

**September 2009  
Project #4804B**



**OmniTrak Group Inc.**

Davies Pacific Center 1250, 841 Bishop Street, Honolulu, Hawaii 96813  
Telephone: 1-808-528-4050; Fax: 1-808-538-6227  
E-mail: [omnitrak@omnitrakgroup.com](mailto:omnitrak@omnitrakgroup.com)



# OmniTrak Group Inc.

*The Research-Based Marketing Professionals in the Pacific Rim*

---

September 4, 2009

To: Nicholas Roach  
Maggie Mund  
Pam Murray

From: Team OmniTrak

## **I. SUMMARY: FOCUS GROUP WITH FIRST RESPONDERS**

The following summarizes one focus group among eight Oahu all hazards managers and uniformed first responders, including medical, fire and police members, held on August 20, 2009.

**PURPOSE --- The purpose of focus groups was to assess initial issues and gather information to create a list of potential needs for planned improvements.**

Two distinct viewpoints were heard in this focus group, those of: (a) uniformed first responders (firemen, police, etc.); and (b) all hazards management personnel from public agencies charged with emergency planning, among other things.

### **All-Hazards Management Priority: Disaster Planning.**

Uniformed first responders, generally speaking, do not perceive Oahu transportation in terms of *capital priorities* (road construction vs. road widening) or specific projects (e.g., Waianae Second Access Road). All-hazards managers, however, see the larger priority as improving the *traffic control infrastructure* on Oahu – providing alternative routes, controlling traffic flow, improving the disaster warning system. They are concerned with the “bigger picture” of moving people in and out of communities efficiently in the event of a disaster scenario. Thus, their responses to transportation options introduced in the group were largely driven by their overall planning needs, with day-to-day traffic issues considered secondary.

*“If we’re going to look at the overall picture, I believe that infrastructure, route corridors, maintaining the roads and a lot of those things fall under ‘traffic control’. They all belong together because they are all very critical.”*

*“The biggest key for us is moving people out of harm’s way or getting first responders to an incident. That’s number one. So from our standpoint, it’s the main routes to and from the hospital, getting responders to where they need to go, evacuation routes, corridors for evacuations, extensions to roads to help ingress/egress from areas. All of those things.”*

### **Uniformed First Responder Priority: Clear the Bottlenecks.**

Uniformed first responders, by contrast, are tactically focused on avoiding traffic “bottlenecks” that slow them down on the way to or from the scene of accidents. On this point, their ability to maneuver through traffic is getting worse, they said, because shoulder lanes once available for cars to pull over, for example, are now in routine use.

*“From a uniformed standpoint, we’re going backwards. They’re taking away shoulder space to add lanes for cars so in case something happens, they can’t move out of the way. Traffic-wise, it’s an improvement. For responders, it’s not.”*

*“The classic case is on the H-1 [Freeway] Aiea cutoff going towards the airport. That shoulder lane has been opened for official use. The problem is that if somebody has an accident, they have nowhere to move. That shoulder lane becomes so plugged up that there’s no way to go around it.”*

Other factors impeding free passage for responders are **driver behavior** and **road closures**. Drivers create bottlenecks by not clearing a path for emergency vehicles, and by “rubbernecking,” i.e., slowing down near the scene of accidents. Road construction and maintenance work presents challenges by causing lane closures during emergencies.

*“We can never put a timeline on exactly when an emergency is going to occur. Construction is happening and if they close off one or two lanes that we need to get through, it’s definitely going to hamper our response time.”*

*“I think it goes back to the driver behind the wheel. Some people want to get as far as they can because they don’t want to be inconvenienced by having to pull over to the side [to make room for emergency vehicles].”*

Uniformed responders favor measures that effectively clear lanes for their vehicles, whether through road-widening, adding more lanes or adding dedicated lanes for emergency use only.

*“Number one [potential improvement] would be ‘construction of new roadways.’ Number two would be widening and extensions to existing roads’ and allowing for traffic to pull over [during an emergency].”*

### **West Oahu Transportation Corridors.**

The main problem, in the view of responder managers, is the **lack of adequate corridors** and alternate routes connecting West Oahu with Honolulu. The Waianae Coast is the top-of-mind example because of its dependence on a single route (Farrington Highway) – but managers agreed that the entire *Leeward/Ewa-to-Honolulu* corridor lacked adequate road capacity, a problem likely to be compounded by the planned residential growth in Ewa/Kapolei.

*“Farrington Highway from Nanakuli to Waianae. Whenever there’s an accident or downed utility pole, the traffic gets backed up and causes a huge problem. Part of our solution is to try and get a bypass road built, but even a bypass road must go through housing.”*

*“Whether the traffic is coming from Central or the Leeward side or even Waianae, there’s only two corridors currently available, the H-1 H-2 corridor and Kamehameha Highway. Invariably, if something happens on the freeway, everyone jumps onto Kam Highway which only has three lanes or so.”*

**Key Road Projects: Waianae vs. H-1/Middle Street Merge**

Asked to select one of five projects most essential to relieving road congestion, responders were divided between the (a) managers, who favored a **Waianae Second Access** road as an alternate route in the event of a disaster, and (b) uniformed responders, who wanted to address the **H-1/Middle Street** “choke point” in order to clear lanes for emergency vehicles en route to medical centers. Even when discussing specifically the H-1/Middle Street project, no consensus was reached on exactly what to do at this location. Some responders proposed adding a new off-ramp after the H-1 merge point, while others favored widening or increasing current capacity from five to six lanes on this stretch of freeway.

*“I’d pick Waianae Second Access because let’s say there a tsunami or an earthquake and we need to evacuate the coast but there’s only one way out. If there’s a big wave that takes out the road, how are these people getting in and out? It’s key for us to get access to the community that might be cut off.”*

*“Coming through Middle Street, you’re heading towards the trauma center at Queen’s [Medical Center] and as you ‘bottleneck’ there, you’re increasing that ‘golden hour.’<sup>1</sup> So it’s a very important point that needs to be addressed, whether you widen it, put in off-ramps, make an elevated roadway, whatever.”*

*“There’s not one solution that fits all. So the question is which [project] will affect the day-to-day problems the most, I’d say it’s probably Middle Street. But which would be the most beneficial in terms of emergency readiness is debatable.”*

**Tolling Considered.**

Several of the managers felt that a toll road in the most congested urban areas would help to relieve congestion based on their experiences with mainland toll roads. They felt that, far from being “Lexus Lanes” used only by the wealthy, toll roads may be adopted by Oahu drivers once they realize the time saved in commuting and sitting in traffic.

*“I didn’t have an expensive car but I used a lane like this in California and it was well worth my \$1.50 to do so.”*

*“I went to Houston and to get to the airport, it was worth the \$2.50 to \$5.00 to take the toll road because it saved hours.”*

**Telecommuting Suggested.**

*Telecommuting* came up unaided in the group (without prompting) as a way to lessen the volume of road traffic. With a likely shortfall in capital funding for project work, some suggested instead increasing telecommuting among government employees. Others disagreed, saying that local governments would be hard-pressed to make the investment needed to enable employee telecommuting. This issue, interestingly, highlighted differences between Federal (FEMA) and local agency responders in the group.

*“We got to do one of two things – either build more roadways or get less people on the roadways.”*

---

<sup>1</sup> “Golden Hour” refers to the one hour travel time that physicians recommend as a maximum from the point of injury to the point of medical care, apparently used as a standard in emergency transport.

*“The less people on the road, the less impact you’re going to have [on the transportation system.] If you build more roads, you have more people on the roads. Less people traveling makes everything easier.”*

*“From an operational and administrative standpoint, telecommuting would create a nightmare because of the expectation that government buys the computers and puts in the lines for employees, sets up the work agendas and a supervisory protocol. You have to hire a lot of people to do that.”*

*“From a Federal viewpoint, it really is doable. On our side, we are all portable with our laptops and air cards. I can do my work at home on my laptop and use my cell phone or my Blackberry to keep in touch.”*

#### **Downtown Work Not a High Priority.**

Responders felt that Downtown road conditions were “better than average” and that most of the improvements proposed by the moderator (coordinating traffic signals, installing contra-flow lanes, providing real-time traffic information) were already being implemented, they said. It was just a question of doing them better, as in, for example, better coordination of Downtown traffic signals. Another responder cautioned that in Downtown, it was important to minimize disruptions to Downtown users and businesses.

*“The purpose is to enhance the things you’re already doing, in other words, you’re just doing those things better.”*

*“All these things are easy and doable. You’re not impacting people by having to displace citizens to make it happen. You’re using current infrastructure in a different way. The one thing you need really is more real-time traffic information, which may cost money to put signs and displays up.”*

*“Downtown Chinatown is historic. Do we have carte blanche to tear down buildings there? The answer is no because it would mean a significant displacement of businesses and people. One of the reasons that the current alignment was chosen for rail transit was to try to minimize the impacts on traffic and the existing businesses from the normal day-to-day construction.”*

This concludes discussion of first responders. The next pages discuss the results from the focus group of T6/EJ service providers.

## II. SUMMARY: FOCUS GROUP WITH T6/EJ SERVICE PROVIDERS

The following summarizes one focus group held on August 7, 2009 among service providers designated as representing the Title VI/Environmental Justice<sup>2</sup> (“T6/EJ”) populations of Oahu.

**PURPOSE** --- **The purpose of focus groups was to assess transportation-related issues facing the T6/EJ populations and ways to better serve their transportation needs.**

### **T6/EJ Population Dependent on Transit.**

Simply put, Oahu’s transit system is not adequately serving T6/EJ residents, many of whom are critically dependent on mass transit for getting to and from jobs, school and clinics. Much of this population lives in outlying communities in Ewa, the Waianae Coast or Koolauloa. For these residents, the unpredictable timing, scheduling, access to and overall safety concerns of mass transit present daily challenges. Bus routes, for example, do not reach many of the valley communities, and those that do require long trips and multiple transfers to reach work or school locations.

*“Transportation from the Windward side is a concern because there are no direct lines to Pearl City or Aiea. You have to transfer, the job shifts are at different times and not as accessible by bus. Early in the morning or late at night, the availability of buses is very limited.”*

*“We have a problem with the bus schedule in Kalaeloa [in Ewa]. There are several [homeless] shelters there and there’s only one bus in the morning and one in the afternoon. If you have anything scheduled outside of that, you’re out of luck.”*

*“The issue of travel time is not unique to the bus. It’s an issue with any mode of transportation that our clients use. The amount of time they spend traveling makes work and anything beyond work very difficult, and so our clients start to look for alternatives to working in Downtown Honolulu.”*

**Bus Scheduling a Serious Issue.** Many T6/EJ residents are immigrants, minorities or disabled residents who are typically employed as *shift workers* in restaurants or plants. Providers estimated that 80% of their employed clients work late evening shifts that require them to commute to and from jobs at odd hours of the night. Bus and paratransit services, however, are not frequent enough or sufficiently available to provide reliable transportation back home – a situation that discourages T6/EJ residents from holding down shift work.

*“From the Windward side, the job shifts are at different times and not as accessible by bus. Early in the morning or late at night, the availability of The Bus is very limited.”*

---

<sup>2</sup> Oahu Title VI/Environmental Justice populations are defined as underserved populations (low or moderate income, linguistically isolated or low literacy, elderly or physically challenged or members of certain minority groups). Focus group participants were recruited from lists of organizations deemed to be representative of T6/EJ populations by Oahu MPO. See below for roster of focus group participants by organization.

*“Most of our clients are entry level workers, night shift workers in the restaurants. Their way home is by bus, and if they miss the bus, that’s it. They have no way to get home. The bus schedule doesn’t fit their needs.”*

*“Adults with developmental disabilities can work, but if they’re off work at 11 pm, they’re not going to make the last bus or the paratransit service. If they miss it, then they have to rely on a care home or family member to come and get them. That’s a tremendous disincentive for them to continue working.”*

### **Safety Concerns at Bus Stops.**

Many bus stops suffer from poor maintenance which discourages disabled and female T6/EJ residents from using mass transit. Providers complained of graffiti and inadequate or broken lighting marring some bus shelters. Safety is an issue since bus stops can be dark and dangerous places prone to criminal activity. Additionally, crosswalks are sometimes not situated close to bus stops, prompting riders to cross streets illegally to get to their stops.

*“There are so many disincentives. The bus stops themselves tend to be more an issue than the buses. Some of our people are blind or they’re in wheelchairs and they leave really early in the morning. The light above the bus stop will be out and it will be really dark. There are no sidewalks or only partial sidewalks for people and access is insufficient.”*

*“In Kalihi, the husbands don’t want their wives to work night shift duties. There are not enough street lights in the Kalihi area so they don’t want to let their wives ride the bus to work at night.”*

*“The planners understand their obligations to create an accessible system. It’s just that it is inconsistently applied and haphazard. For example, on the North Shore there are no shelters for the bus stops, no curb cuts that connect the bus stops of our communities. And there doesn’t seem to be any plan to fix that.”*

### **T6/EJ Priority: Improve Transit Infrastructure, Scheduling.**

The transit system, then, could do more to accommodate the needs of the T6/EJ population, such as increasing the frequency and predictability of service, implementing more *express* service to reduce transit time, and maintaining well-lit bus stops. Better coordination of vanpool and TheHandi-Van services would help the disabled and elderly populations as well. The cost of bus service is also an issue since many T6/EJ residents earn only minimum wage, providers noted. Altogether, these shortfalls in the transit system create serious barriers to T6/EJ participation in the work force.

*“They don’t consider the shift workers. Many of my clients work in the big hotels and restaurants on the weekends and holidays, and during those days the buses are slower. They think that just because schools and shops are not open, you don’t need the buses, but the people working different shifts still need the service.”*

*“You may have a disabled person totally able to work, but the roadway, bus stops and lighting are insufficient. Suddenly, it’s not worth it for him to work any more.”*

**Island-Wide Priority: Traffic Congestion.**

Like others in the research, T6/EJ service providers named rush hour traffic congestion to be the major issue on Oahu. The frequent bottlenecks on the H-1 freeway in Ewa and the lack of alternative routes to the T6/EJ communities represent real challenges no matter what the mode of transportation. Several providers were critical of transit authorities' failure to manage traffic flow on the H-1 Ewa-to-Honolulu corridor, allowing commercial vehicles to take up multiple lanes and cause slowdowns in vehicle traffic.

*"The heavy traffic from the west side [of Oahu] is so frustrating. For people living there, it takes hours, it's terrible going home."*

*"Coming into town on the H-1 from Makakilo, there are cement trucks in every lane holding up cars all the way back. The rule of slower traffic staying to the right is ignored. It would be better if trucks were limited to certain times of the day, or creating HOV or designated lanes for trucks so that everyone else can most faster."*

*"We need toll lanes or some kind of mechanism to help the existing infrastructure. It's all down to [transportation] planning."*

Service providers favor construction of **new roadways** *if* they are designed as alternative routes to the more isolated communities. These areas need bypass roads to relieve congestion and allow for alternatives in the event the main highways become gridlocked. Like other respondents, providers were critical of road maintenance work, saying that it tends to disrupt traffic flow in already constricted zones in West Oahu.

*"Road construction creates additional traffic issues if not done appropriately. The scheduling of the work is not good."*

*"They have got to figure out other ways for us to get around the road work if they're going to shut down a highway, like Farrington Highway. We need other ways around the construction."*


*"They need to find ways to get around traffic accidents. It doesn't have to be a new road but a new bypass road around those areas that frequently tie up the whole system, including the buses getting paralyzed when accidents happen."*

As a secondary priority, participants supported **improvements to pedestrian facilities** such as sidewalks, crosswalks, pedestrian bridges, which they felt to be sorely needed in communities with substantial T6/EJ populations. Also important were TheHandi-Van and paratransit services, and ADA-related improvements, not surprisingly.

*"Waianae is not a safe walking community. Sidewalks are poor, lighting is poor, you don't have wheelchair access on some sidewalks so people aren't encouraged to walk short distances. It's the same with Kalaeloa [in Ewa]."*

*"Some bus stops are very dark, it's common to have lamps that are vandalized. The small benches are difficult for the disabled to use."*



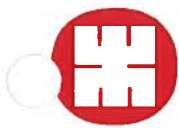


Memo to Parsons Brinckerhoff  
September 4, 2009  
Page 8

Finally, service providers preferred that authorities focus on a **few key initiatives** rather than spreading limited funds across multiple priorities. They identified their top priorities to be: (1) improving the transit system; (2) relieving traffic congestion; and (3) improving pedestrian facilities.

This concludes discussion of the focus group among T6/EJ service providers.

#



## ROSTER OF FOCUS GROUP PARTICIPANTS

### FIRST RESPONDERS

TITLE	ORGANIZATION
Director	City Department of Emergency Management
Administrative Specialist	City Department of Emergency Management
EMS Paramedic	Emergency Medical Services
PAO Logistics Specialist	DHS-FEMA Region IX Pacific Area Office
Captain	Honolulu Fire Department
Captain	Honolulu Police Department Traffic Division
Operations Branch Chief	State Department of Civil Defense
Emergency Management Coordinator	University of Hawaii at Manoa

### T6/EJ SERVICE PROVIDERS

ORGANIZATION	USERS
HCAP – Honolulu Community Action Program	Low income, seniors
Disability and Community Access Board	Disabled, low income
Pacific Gateway Center	Immigrants, refugees
Catholic Charities Hawaii	Immigrants
Office of Hawaiian Affairs (PGC)	Immigrants, refugees
Palama Settlement	Low income, immigrants
Waianae Coast Christian Women's Job Corps	Homeless, abused, single mothers
Waianae Coast Coalition	Homeless, underserved, small business

**DISCUSSION GUIDE**  
**OAHU FIRST RESPONDERS**

<b>FOCUS GROUP SCHEDULE</b>		
<b>GROUP</b>	<b>August 20, 2009</b>	<b>OAHU FIRST RESPONDERS</b>

**INTRODUCTION [8-10 Minutes]**

Hello. My name is Pat, and I'll be your moderator today. We'll be here for about one hour and the purpose of today's group is to talk about transportation issues in Hawaii. The purpose is to provide input into the Oahu Regional Transportation Plan or "ORTP" for short. ORTP is a planning document put together by the local government agencies charged with managing transportation on Oahu. As first responders, your feedback is essential to the planning process.

OmniTrak is an independent market research firm hired by the Oahu Metropolitan Planning Organization to gain feedback from the public. We really value your opinion and results will be confidential.

**GROUND RULES**

- To allow the conversation to flow more smoothly, here are some ground rules so we will all be moving in the same direction.
  - **Only one person talking at a time please**
  - **Please speak up**
  - **Feel free to express whatever you feel – no right or wrong answers**
- Explain one way mirror and taping
- Invite them to eat

**SELF-INTRODUCTION**

Please tell us about yourself and your agency:

- Your first name
- What agency you represent
- Your specific service area
- How you interact with the transportation system in providing services

## I. OAHU TRANSPORTATION ISSUES

Let's focus on Oahu transportation in general. **(PROBE)**

First, from a general island perspective, what would you say are Oahu's top three transportation priorities? Why do you say that? **(PROBE. LISTEN FOR ISSUES BELOW. ASK IF NOT MENTIONED)** How do you feel about ....?

- Construction of new roadways
- Widening or extensions to existing roadways
- Improvements to the transit system (i.e., bus and paratransit services)
- Adding improvements to the transit system
- Adding and improving bicycle facilities (such as bike lanes, bike paths, shower facilities for bicycle riders, etc.)
- Adding and improving pedestrian facilities (such as new or wider sidewalks, adding pedestrian bridges)
- Maintaining the roads we have

Please rank these priorities from top to bottom.

Which of these priorities would have the most impact on your department in terms of its performance? **(PROBE)**

## II. DEPARTMENTAL PRIORITIES IN TRANSPORTATION

Let's keep the focus on your specific duties as first responders. What factors relating to transportation are critical for you to achieve your service objectives?

**(IF NECESSARY, ADD: )** For example, some people might say travel time to incidents, or safety en-route to incidents, incident scene control, etc. **(PROBE)**

How do you address these priorities? What do you or what does your department do to improve on \_\_\_\_\_? **(PROBE)**

Now tell me the three most pressing transportation-related issues affecting you or your staff's daily activities. What three improvements in the transportation system would most impact your day-to-day duties? **(PROBE)**

If you could make a change anywhere in the system, what or where would it be? **(PROBE)**

Are there any others that you haven't mentioned about the transportation system? **(PROBE)**

### III. ROAD CONGESTION ON OAHU

Thinking about daily traffic and congestion in general, which road corridors have the most congestion? Which areas need the most congestion relief? Where else needs relief? **(IF NOT MENTIONED, ASK SPECIFICALLY...)** How about....?

- Ewa/Central Oahu to Downtown
- Waianae Coast to Downtown
- Windward to Downtown
- East Honolulu to Downtown
- North Shore to Downtown

And what causes this congestion? **(IF NECESSARY, ASK: )** Is it from daily rush hour traffic, from roadwork, traffic accidents, or something else?

Which corridor impacts your service objectives the most?

Which would result in the most improvement to your department's performance if congestion was relieved there? Why do you say that? **(PROBE)**

### IV. IMPACT OF OAHU ROAD CONSTRUCTION

I'm sure you're aware that road construction and maintenance are a daily factor in transportation around the island. How easy or difficult is it for you, as emergency service providers, get through these construction sites? **(PROBE)**

**(IF DIFFICULT)** Why is it difficult to get through these sites?

Do the work zone management systems, for example, signage and ramp meters, help you in getting through construction, or could they do a better job? Why do you say that? **(PROBE)**

**(IF NOT HELPFUL)** How can the systems be improved?

Are the agencies (DOT & DTS) doing a good job in communicating to you about these construction sites? Why or why not? **(PROBE)**

## V. FUTURE OAHU ROAD PROJECTS

I'll mention some future road projects and tell me if you are aware of them. These are projects either currently being done or are in the planning stages.

- Waianae, Second Access – Farrington Highway to Kunia Road
- Central Mauka Road, Second Access – Mililani Mauka to Waiawa
- Roads to better connect the Ewa/Kapolei communities
- Widening the Middle Street merge on H-1 Freeway

For each (above), how necessary do you think the project is for relieving congestion in the local area? Which should take priority over others? Why do you say that? **(PROBE)**

In your view as first responders, which one would be most critical for your daily activities and priorities? Why do you say that? **(PROBE)**

## VI. DOWNTOWN TRAFFIC IMPROVEMENTS

Let's talk more specifically about Downtown Honolulu. Some people say that there are many obstacles to driving in Downtown. Without adding more roads, what do you think would most alleviate Downtown congestion? **(PROBE)**

**(IF NOT MENTIONED)** What about **(READ LIST)**? What impact would it have on Downtown traffic and congestion? Is it a feasible or realistic solution?

- Converting more streets to one-way operation
- Installing more reversible or contra-flow lanes
- Coordinating traffic signals
- Providing the public with real-time traveler information
- Removing on-street parking
- Encouraging more people to ride TheBus, use carpools or use alternatives like bicycles or walking
- Supporting third-party business centers that provide *ad hoc* office space for telecommuters
- Supporting telecommuting (that enables people to work)

- Providing more carpool / vanpool programs

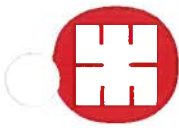
Tell me for each (above), how necessary do you think they are to congestion relief? Why do you say that? **(PROBE)**

In your view as first responders, which one would be most critical for your daily activities in Downtown? Why do you say that? **(PROBE)**

## **VII. FINAL SUGGESTIONS**

Last question: if you were speaking directly to the heads of the Oahu transportation agencies, is there anything you would say specifically to them? **(PROBE)**

**WRAP UP  
THANK.  
EXPLAIN GRATUITY.  
EXPLAIN PARKING.  
END.**



## DISCUSSION GUIDE

### T6/EJ SERVICE PROVIDERS

FOCUS GROUP SCHEDULE		
GROUP	August 7, 2009	OAHU T6/EJ AGENCIES

#### INTRODUCTION [8-10 Minutes]

Hello. My name is Pat, and I'll be your moderator today. We'll be here for about one hour and the purpose of today's group is to talk about transportation issues in Hawaii. The purpose is to provide input into the Oahu Regional Transportation Plan or "ORTP" for short. ORTP is a planning document put together by the local government agencies charged with managing transportation on Oahu. Your feedback is essential to the planning process.

OmniTrak is an independent market research firm hired by the Oahu Metropolitan Planning Organization to gain feedback from the public. We really value your opinion and results will be confidential.

#### A. **GROUND RULES**

- To allow the conversation to flow more smoothly, here are some ground rules so we will all be moving in the same direction.
  - **Only one person talking at a time please**
  - **Please speak up**
  - **Feel free to express whatever you feel – no right or wrong answers**
- Explain one way mirror and taping
- Invite them to eat

#### B. **SELF-INTRODUCTION**

- Please tell us about yourself and your agency:
- Your first name
  - Your agency and what services it provides
  - Who your clients are





## I. CONSTITUENTS' TRANSPORTATION ISSUES

First, how do your clients get around? What kind of transportation is predominantly used by your clients? **(LISTEN FOR BUS, OWN VEHICLE, CARPOOL, VANPOOL, THE HANDIVAN, etc.)**

What are their common complaints (if any) about the transportation system? What kinds of difficulties do they typically encounter in getting around? **(PROBE, DO NOT READ, LISTEN FOR...)**

As a service provider, what concerns you the most about Oahu's transportation system? **(PROBE, LISTEN FOR ISSUES RELATED TO... )**

- Mobility – the difficulty of clients to get to destinations due to lack of services
- Overall lack of funding for needed transportation services
- Increased congestion and greater time spent getting around

## II. ISLAND-WIDE TRANSPORTATION PRIORITIES

Let's focus on Oahu transportation in general. Thinking of Oahu as a whole (not only your clients), what are the top three transportation-related issues facing residents here? Why do you say that? **(PROBE)**

How would you address these issues? What are the solutions to \_\_\_\_\_? **(PROBE)**

**(IF NOT MENTIONED)** Now I'm going to mention some priorities that people have mentioned, and please tell how much of a priority it should be for Oahu? Should it be a TOP priority or a secondary one? **(PROBE)**

- New roadways to provide more access in and out of communities **(FOR EXAMPLE... )**
- Increasing maintenance work on existing roads
- Widening existing roadways
- Improving the transit system, including fixed route buses and paratransit services
- Adding and improving bicycle facilities (such as bikepaths, bike racks etc.)

- Adding and improving pedestrian facilities, such as new or wider sidewalks, adding pedestrian bridges
- Maintaining Safety and security of the system
- Ensuring that all transportation facilities and services address the needs of the disabled

Now take a look at these priorities again and I want you to rank them in order of importance. Which should be first priority, second, etc.? **(PROBE)**

Are there other priorities that we haven't mentioned? **(PROBE)**

Which of these priorities would have the biggest benefit to your clients? Why is that? **(PROBE)**

### III. IMPROVEMENT TO THE TRANSPORTATION SYSTEM

How can Oahu's system best be improved for someone who is *transit-dependent*, that is, someone who depends on public transportation to get around? Are there any 'gaps' in the system for transit-dependent residents? **(PROBE)**

How can the system best be improved for someone *coping with a disability*? Is there a different prescription for the disabled? If so, what are they? **(PROBE)**

Same question: how can the system best be improved for those *on a fixed income*? **(PROBE)** Is there a different solution?

Are there other transportation obstacles your clients encounter? **(IF YES)** What are they? **(PROBE)**

Let's think about the *timeframe* of the various options. Which solutions or improvements do you consider long-term solutions, and which do you consider short-term solutions? **(CLARIFY: Consider 1-7 years a short-term solution, and 10+ years a long-term solution.)** **(PROBE)**

### IV. TRANSPORTATION BUDGETING

No doubt that you are all aware that in these economic times, governments are having a hard time balancing their budgets and finding dollars to pay for the services they provide.

Given that funds may not be available for all transportation issues, should we focus our transportation funding on one or a few

priorities, like, for example, repairing our streets and roads, OR should we spread the funds across more priorities, perhaps doing a limited amount in each? Why is that? **(PROBE)**

**(IF ONE OR FEW PRIORITIES)** What priority(s) should we focus on?

**V. FINAL SUGGESTIONS**

Last question: if you were speaking directly to the heads of the Oahu transportation agencies, is there anything you would say specifically to them? **(PROBE)**

**WRAP UP**

**THANK.**

**EXPLAIN GRATUITY & PARKING**

**END.**