

Oahu Transit Services, Inc.
Paratransit Services

OTS-Paratransit Services
“Citizens for a Fair ADA Ride” (CFADAR)
Minutes of Meeting – Tuesday, November 13, 2012
Honolulu Hale, Council Chambers – 2nd Floor

In Attendance

CFADAR Executive Board Members

Donald Sakamoto – Chairperson
Julia Belisario – Secretary
June Uchima – Treasurer
Debra Burrows – Advocate Officer

CFADAR Members

Laureen Kukino	Nora M. Ota-Burrows
Lela Hubbard	Richard DeConti
Mel Nacapoy	Ronald Pike
Morris Nakamura	Rose Pou

CFADAR Guests

Amy Pacheco	Lawrence Tulba
Ann Collins	Loreta Gusman
April Mira	Marcelino Galdones
Avon D. Czerwinski	Milton Kubo
Carlyn Rafael	Paula Faufata
Carroll Cox	Prescious Arelliano
Dexter Hatchie	Sarah Ahina
Faye Solomon	Sharon Tulba
Henrietta Nihipali	Shavanna Mahoe
Herman Kiili	Shawn Hamamoto
James “Kimo” Palakiko	SolRay Duncan
Jon Ahina	Tammy Evrard
Kimo Jhon Costa (Goodwill Industries)	Timothy R. Renken (Goodwill Industries)
Landa Phelan	

OTS, Inc. (TheBus)

Roger Morton Herb Barboza

Paratransit Services (TheHandi-Van)

John Black Charles Lee Brandie Toguchi

Department of Transportation Services (DTS)

Eileen Mark

Honolulu City Council

Ann Kobayashi
Breene Harimoto

Ernest Martin
Gail Myers

Disability and Communication Access Board (DCAB)

Charlotte Townsend

Solderholm Sales & Leasing, Inc.

Erik Soderholm

Announcements by D. Sakamoto

Welcome extended to everyone. Acknowledgement and gratitude extended to B. Harimoto and his staff for their assistance.

Roll Call.

Review of Minutes from last meeting on August 14, 2012

Correct spelling of Names:

R. De Conti
Erik Soderholm

Minutes approved. Gratitude extended.

D. Sakamoto had copies available of the agenda and minutes of the OTS/CFADAR meeting on August 14, 2012. Anyone requesting a copy please inquire.

OTS, Inc. (TheBus)

R. Morton reported the following:

- The last 3 of 10 new buses were received and will be put in service.
- Information Technology (IT) is near to implementing a voice HEA system (Honolulu Estimated Arrival) for the buses which will allow vision-impaired people to call and get a voice report information on the fixed-route buses.

- Several small changes to the bus service will be made in the beginning of December, which will include Route 52, Route 40, Route 22, Route 2, Route 13, Route 65 and Route 55.

Paratransit Services (TheHandi-Van)

J. Black reported the following:

- Will be re-formatting the last quarter statistics and submit to D. Sakamoto.
- Handi-Van increased the amount of rides to supplementary providers, up by about nearly 5.0% from this time last year. A lot of that is due to vehicle availability.
- Year-to-date operating expenses are about 1.0% greater than what is projected.
- Salary and wages are 16.0% greater than budgeted.
- Year-to-date fare revenue is up by nearly 2.50% which is not quite a percent greater than the previous year.
- Customer contact for September 2012 was 171 as compared to 143 in the previous year.
- On-time performance percentage for September was 86.89% which means that Handi-Van met a 0.30% window.
- This year for customer contact statistics, Handi-Van had a 58.0% completion rate within 10 days and 98.0% completion rate in 30 days.

Vehicle Availability

There have been some problems with vehicle fleet mainly because the vehicles are averaging 7 years old. Many of the vehicles are approaching nearly 500,000 miles. To mitigate some of these problems, many runs were dispersed out to supplementary providers. A new run cut was initiated as some of the programs were separated from the regular demand service to open up some capacity.

Daily meetings are held with the Handi-Van Maintenance department to review vehicle operations.

Old Business

R. Pike stated there are a total of 160 vans currently in inventory and there are 99 replacement vans that will be ordered. When will the reorder be processed? Per R. Morton, the order was protested and is currently on hold until the protest is resolved. The Department of Transportation Services (DTS) is in charge of the order. The bid went out then it was curtailed and postponed indefinitely. The bid went out some time in September; information is on the website. Currently it is with the City's purchasing group and DTS.

R. Pike stated if ridership increased 21.0% then why are there no plans to expand the van fleet? In 2009, the FTA reported a total of 166 vans in the fleet. Why has that decreased to 160? R. Morton stated that some of the older vans have been retired. In the last month or so, couple steps have been taken:

1. The company has outsourced some engine overhaul or in the process of outsourcing some engine overhaul to some private shops.

2. The company has taken possession of a couple of fixed-route buses particularly the OPUS buses and allocated 2 of these vehicles to Handi-Van.
3. The company is in the process of leasing one of the “test” vehicles. About a year ago, a low-floor type vehicle was tested and the company is in the process of leasing one of these vehicles.

D. Sakamoto inquired of a particular day earlier this month (November) when there were a substantial amount of vans broken and operators were sent home. Per J. Black, he believes vehicle availability (shortage of vehicles, about 40) was a problem and since it was senseless to have operators standing-by and idling, the company may have released as many as 15 operators that day.

TheHandi-Van Maintenance

R. Morton introduced C. Lee who was promoted to Maintenance Manager for the Handi-Van in September. Prior to the Handi-Van, C. Lee was Assistant Superintendent at OTS Maintenance, Pearl City Division. C. Lee reiterated the age of the Handi-Van vehicles and stated that maintenance personnel is trying hard to get most vehicles on the road and they’re doing a lot of balancing, trying to obtain vehicle parts and scheduling work. The company reported that as of today, there are 20 less vehicles down. There’s physically just more maintenance to do when vehicles get old. Much work is involved when replacing an engine or troubleshooting an electrical problem, etc. The company is trying the best they can by putting more vehicles on the road, by contracting out more service.

R. Pike reported that many of the older Handi-Van vehicles are really deficient and patrons riding these vans experience indecent transportation service. It is uncomfortable especially for those experiencing pain. C. Lee stated that maintenance is thoroughly checking all of the seats in the vehicles, ensuring cleanliness especially to the interior of the vehicles and having a fresh scent. Providing safe, clean, reliable transportation for patrons is important. Also, if there is any kind of sealing issues or air-conditioning problem, it is addressed as soon as possible. The company has a preventive maintenance program that is ongoing.

Supplementary Providers

TheCAB and ProCare are both current supplementary transportation providers being used.

D. Sakamoto inquired if clients using the supplemental transportation providers can be provided with a vehicle equipped with a ramp to get on/off the vehicles because some of the clients have a difficult time using a stool. They become off-balance and it’s dangerous. Per J. Black, some of the private vendors have vehicles equipped with ramps. If he knows that a client needs a ramp, he will make arrangements with the vendor to have an accessible vehicle sent for client.

Trapeze System

R. Pike asked “Why is Handi-Van stuck with an inefficient, non-functional trapeze system”? Per J. Black, the Handi-Van is in the process of upgrading the trapeze system in December. Online scheduling is being done on Saturday and Sunday and the goal is to have online scheduling performed Monday through Friday, too.

MDT (Mobile Data Terminal)

MDT's are being monitored very closely and has improved greatly over the years. The system is designed where it's capable of going into "store and forward" mode so it doesn't lose the data. When a Handi-Van vehicle is in an area where there is no radio coverage, it may lose connection at that point and time but when the vehicle leaves the area, that communication will go through – it may just not be instantaneously. When an MDT is down, the company issues a cell phone to the operator.

New Policies – Notification to Customers

Dialysis patients who are eligible to ride the Handi-Van are made aware when assigned to TheCAB. They're contacted and spoken to personally. The Handi-Van has also worked with TheCAB as far as identifying vehicle with the white (Handi-Van) domes.

Regarding the new Handi-Van fare coupons, the operators were informed to let boarding passengers using old coupons to exchange for new Handi-Van coupons at TheBus Pass Office. Agencies purchase their own Handi-Van coupons and are aware of the new coupon policy.

Open Discussion

L. Hubbard wants specific and detailed information of the statistics for Handi-Van. For example, 7.31% year-to-date operating expenses is equal to what dollar amount? And, on-time performance for June was 85.78%. How many trips does 85.78% represent and how many trips were not on time and how many patrons were bothered and kept for maybe an hour or 2 hours and sometimes longer waiting? For customer contact, it is a 59.22% completion rate. Are these all complaints?

The company reported that the 59.22% completion rate of customer contact involved complaints, commendations, requests to change a trip, etc. The company receives slightly more complaints than commendations but it's actually very close. Customer contact is basically a workload number for how many investigations came in during the month. Concerning the 7.31% year-to-date operating expenses, it may have been 7.0% higher for labor. The Handi-Van's budget is about \$37 million and 70.0% of that is probably for labor and benefits. The company indeed keeps track of these matters. L. Hubbard said she's most interested in cost factors because she and others are tax payers.

Department of Transportation Services (DTS)

Purchase of New Handi-Van Vehicles

E. Mark reported that the city advertised the request for bids for the purchase of 99 new Handi-Van vehicles. This notice was appealed to the Department of Congress and Consumer Affairs by Solderholm Sales and Leasing, Inc. A Hearing was held at the Department of Congress and Consumer Affairs and a decision by the Hearings officer is due November 30. Until the appeal process is completed, the acquisition of Handi-Van vehicles by the city is stalled. This is the second time the city is going through an appeal process. The city will continue to work with the process until a resolution is received.

Concerning the Trapeze system, E. Mark said that Trapeze software has been used by OTS, Inc. for reservations and scheduling for several years now. The city and OTS, Inc. has been working with Innovative Paradigm to learn more effective ways of using the Trapeze system. The update that OTS, Inc. is working with is a recent program. Innovative Paradigm also runs Paratransit system in the Sacramento area. Innovative Paradigm staff is showing OTS, Inc. staff on how to maximize the effectiveness of the Trapeze system. The city's goal is to eventually reach a real-time scheduling for Handi-Van reservations, not just on the weekends but weekdays, too.

Initially, the city was extremely optimistic about starting, launching real-time scheduling in the beginning of this calendar year but then the city realized there were operational issues that needed to be addressed otherwise there would be ripple effects that would be detrimental to our riders.

D. Sakamoto asked "How many people were transitioned from the Handi-Van to TheBus"? E. Mark stated that the Eligibility Center keep records of people who receive travel-training. There are also statistics on a number of people who were determined to be ineligible for Handi-Van service. E. Mark requested for a clarification on statistics from D. Sakamoto before she obtains and sends the statistics to him via email.

Statistics were not readily available for D. Sakamoto's inquiry as to how many people were transferred to the Handi-Van service through Medicaid.

Testimonials

P. Faufata said that on October 5, 2012, she and her sister made reservations to go from Kapolei to Laie on the Handi-Van. They were picked up on time but later they were dumped like cargo at the Kalihi Transit Center. They are both very ill and they were just left there. She sent so many emails to the company as advised but didn't get any help. On her return trip to Laie, it was a total nightmare again. J. Black will review the situation.

D. Sakamoto mentioned about CFADAR group not being allowed to post notices inside the vans/buses informing riders about the OTS/CFADAR meetings. E. Mark said that the city is in consultation with the city attorneys and that the situation appears to be making progress.

R. DeConti was unable to attend today's meeting; J. Belisario reported the following issues on his behalf:

- City officials are aware of the intolerable operations of the Handi-Van service and have not administered adequate solutions.
- Many as one-third of the vehicle fleet are down.
- Consistent stacking of reservations (3 or more riders are picked up at the same time).
- Vans are late especially for dialysis patients.
- Also, funding and federal grant funds directed from the Handi-Van and TheBus budget to the Rail (HART) must stop.

J. K. Palakiko stated that on September 22, 2012, he went to a football game at Kailua High School and had a 9:30 P.M. pick-up. The Handi-Van was 45 minutes late at no fault of the operator as a police officer on scene prevented the operator from entering as officer allowed

traffic to exit via both lanes (entrance and exit). In the interim, his son who plays for Castle High School was waiting to be picked up at the school. J. K. Palakiko said he and his wife and other son were the only ones on the Handi-Van and asked the operator if he could divert his route and that they would pay \$2.00 additional for another person and take them home. When operator called Dispatch, the dispatcher said "no". J. K. Palakiko understands if there were other riders on the vehicle or involved but operator was going back to the company as he was done for the evening. J. K. Palakiko inquired if the Handi-Van can somehow have a policy for certain situations where his 16 year old son does not have to wait by himself at a school in the dark. It was 11:00 P.M. J. Black will look into this situation.

Also, as a follow-up to the last OTS/CFADAR meeting, the first bus stop location going up Ahuimanu Road still has uncovered gravel and a lady in a wheelchair has to wait on the road for the bus. This is on Route 65. J. K. Palakiko would like to see some kind of pad or cement/metal plate installed there. The roadway in this particular area is probably not ADA compliant.

L. Kukino reported that there is a serious problem with Handi-Van's scheduling. She suggested that the Handi-Van look at other States in the way they operate Paratransit. R. Morton knows how other states run their Paratransit operations. There are probably 3 scheduling software programs that people use in different places. There are probably 60.0% of all transit providers across the country using Trapeze. It is by far the most widely used solution for that. Scheduling is a complicated business. Everyone gets a different schedule every day. There are more than 100 vehicles, more than a couple of hundred operators and those changes every day. It is a complicated process.

L. Kukino further related:

- A friend in Sacramento told her that either the night before or on the morning of their ride, they will receive a pre-recorded message on the phone stating what time their ride is arriving and it's fairly accurate. R. Morton stated that the company is working on something similar. The company does one now for the fixed-route bus. In doing that project, the company's IT staff have begun to learn of the intricacies of inter-active voice response type system.
- On October 6 at 8:36 A.M., she cancelled her 11:00 A.M. and 3:15 P.M. van. Two minutes later, she called back the company to undo her cancellation because she was able to catch her van. When she called the company, the person told her that her seat had been filled by someone who was on the "wait list". She didn't know there was a "wait list". She then called D. Sakamoto and asked if he was going to be on that 11:00 A.M. pick-up and 3:15 P.M. pick-up? (She and D. Sakamoto were going to the same place and return). She called the company again and was told that the van was full and every seat was taken. D. Sakamoto went to the meeting by himself and returned by himself on the van. Why was she told that the van was full? J. Black will follow-up on complaint.
- She lives in Kaneohe and J. K. Palakiko lives in Kahaluu. This morning, both of them rode to the meeting on separate vans. Per J. black, it would depend on where the vans were coming from and how the staff "tie-in" people.
- The bus stop sign needs to be changed on Alapai Street. When someone is seated at the bus stop on Alapai Street, the sign facing you does not have the Route 13 on it. If you are driving by on the bus, the Route 13 is on there.

D. Sakamoto asked about the placards with raised letters for the vision-impaired at bus stops? The company reported that of approximately 500, 300 have already been taken care of.

L. Kukino asked about the bus stop at Kapiolani Boulevard and Ward Avenue, westbound, in which the Route 62 is on the bus stop sign but the driver said that the Route 62 runs only certain times of the day. Per R. Morton, if the bus runs only certain times of the day, the route number is still placed on the bus stop sign. There may be about 12 or 13 bus routes that services the bus stop at Kapiolani and Ward.

Information that is put up on the bus stop signs – attempts to list route numbers at all 44,000 bus stops island-wide - were made recently in the last five years. As changes are made to the routes, the staff has to go back and make sure all of the bus stop signs are correct. At the Punchbowl and King Street bus stop, there may be about 40 different routes that runs by this bus stop. Many improvements have been made over the last five years with help of DTS.

L. Kukino stated that the radio on the vans should be hands-free for the operators. Per J. Black, the dispatchers can actually voice an “All Call” informing everyone simultaneously; but it is not open-mic.

Soderholm Sales and Leasing, Inc.

Erik Soderholm, vice-president of Soderholm Sales and Leasing, Inc. had two (2) issues to report:

1. Clarification on the status of the Handi-Van bid.
2. CFADAR Committee

There is an ongoing issue on motor vehicle licensing. E. Soderholm is a local vendor and Soderholm Sales and Leasing, Inc. have been in business for 25 years. One item the city has ruled over on is that they now been required in the addendum that motor vehicle manufacturers be licensed. E. Solderholm has asked this for several years and all of a sudden they’ve ruled over and that’s going to be in their addendum. E. Soderholm will have this resolved with this bid in the next couple weeks – either they win or lose. He thinks the bid will probably come back out next month in December and he imagines it’ll probably be awarded early next year (2013) thus he thinks the city will acquire buses later next year.

D. Sakamoto asked “Have you ever tried going through arbitration with the city to resolve this”? E. Soderholm said that he tried repeatedly to meet with the current (city) administration and was denied repeatedly. The city council has intervened and has tried to help him and has not gotten any resolution.

CFADAR Committee

In order for CFADAR committee to be effective, E. Soderholm stated the committee has to be recognized by the city. The city council has done an outstanding job. B. Harimoto has done an outstanding job for acquiring a meeting room for the CFADAR committee. E. Soderholm thinks that somehow the city has to recognize CFADAR as the official advocate for the Handi-Van. There is somehow official recognition through a resolution or through the city council and through the administration that people be mandated to come to these meetings and this be official meetings. If the CFADAR committee is going to do its job, it has to be more professional,

it has to be constituted. He thinks it's very important for the committee to be validated. He knows lots about buses and wheelchair-equipped vehicles. He didn't know much about disabled people until he started attending these meetings and until his wife became disabled.

Further Testimonials

D. Burrows stated that it is a fact that Handi-Van really needs more vehicles. The root of the problem is there are not enough vehicles. On Monday, March 12, she waited 67 (or 68) minutes on the phone as she was placed on hold from 4:04 P.M. to 5:12 P.M. She then hung up because at 5:00 P.M, the reservations line is closed – nobody came back on.

C. Cox reported that at the Mililani Waipio Uka intersection at Kamehameha Highway before going down to Kipapa gulch, there's a bus stop there where someone had set-up a sprinkler system that would actually shoot water at the bus bench forcing people and riders into the street, into Kamehameha Highway. There are sprinkler heads underneath the bench seat. The bench gets wet and no one can stand there. R. Morton stated it is obvious that the sprinkler dilemma is not the company's but that the company will see if they can find a reasonable solution to the problem. C. Cox posted some pictures of the situation on his (Carroll Cox) FaceBook page. Hopefully, other than getting wet, no one gets hit by a car. Even the bus has to stop back at least a hundred feet from the actual bench.

C. Cox stated that near and around bus stops most particularly at Kuahelani Avenue and Meheula Parkway coming from mauka on the left side of Meheula, the sidewalk seems to be shifting and sinking, creating a definite stumbling block. C. Cox actually witnessed a senior citizen walk and fall flat on her face because part of the damaged sidewalk. Imagine someone that is visually-impaired or has a wheelchair and the person has to navigate in these types of situations. It is hazardous. It's a safety issue.

H. Kiili stated changes were made to Routes 62 and Route 55. Per R. Morton, the Route 52 will go on to Haleiwa and Route 62 will go back to the Heights (Wahiawa), in December.

M. Kubo spoke on the following:

- He was not able to post notices for the CFADAR meeting in the Handi-Vans as it was considered "advertising".
- Is the Honolulu Star-Advertiser paying a fee to use the advertising space in the buses? M. Kubo was told that the Honolulu Star-Advertiser, through a program the company has with them, the newspapers are provided free for customers in the morning. Regarding the above panels inside the buses for advertising, E. Mark stated that there are different rates for printing as well as installation for monthly postings. M. Kubo asked if CFADAR wanted to post a CFADAR notice in the vans, do they have to go through the company to have it printed and posted? The city reported there are some exceptions that DTS does have discretion to provide free postings in buses. M. Kubo interjected and asked about rental of space for advertising? E. Mark said she did not have the rates with her at this time but that the city's advertiser would charge a fee for the installation and posting but not charge for printing – people can produce their own cards for posting. M. Kubo was told by others that one-half of the advertisement spaces on the buses are empty.
- M. Kubo asked, "When you folks proposed the cuts initially to the council – on the bus routes – what was it supposed to save the city and when was the cuts initiated"? E. Mark

stated the city was estimating about \$6 million to \$7 million. M. Kubo said he was told \$6 million. R. Morton said the cuts were initiated in June and August. A discussion in budget shortfalls and cost of fuel and labor increase was held. Per M. Kubo, the Handi-Van drivers reported in February (2012) that there was no money so how is it in June, it came up that \$5 million in increase in labor cost and operators got nothing. R. Morton said both contracts (OTS, Inc. and Handi-Van) are five years and have different expiration dates. M. Kubo said back in February, operators were told there was no money. But on TheBus side, there was supposedly a \$5 million labor increase with \$6 million dollars in bus service cuts. And, based upon the city's general plan, it states that one of the priorities for the city is public safety and public transportation. So, how is cutting bus services in lieu of labor increase fair? Where did that \$5 million dollars go to? R. Morton said that the labor increases were both with the Handi-Van and TheBus because Handi-Van had more labor hours which increases labor cost as well. M. Kubo said that the reason the drivers are working overtime is because of the lack of vehicles. So drivers are sitting there or the company releases them to go home or they are having to continue on their route and pick-up other people who are thrown onto their manifest. M. Kubo further said that there were a number of times that he's the last one to be dropped off because the driver was told to continue on and pick-up other riders. To him, that is not a great way to handle labor.

M. Kubo spoke of his attendance at a course he took in 1983, including training in sales, corporate trainings, etc. He shared his experience of taking the course and how valuable the class was. He brought materials from the class which he deemed pertinent and presented them to OTS, Inc. during the meeting. M. Kubo said he has approval to distribute the materials and that the material is available online.

L. Hubbard reported the following:

- Wants the testimonial sheet numbered properly because she felt that she had signed the sheet before many others who spoke earlier.
- On November 5, she was at the Bank of Hawaii building. She had a 1:30 P.M. appointment and for her return, she was offered 1:30 P.M. or 3:00 P.M. She asked for 2:30 P.M. Van 3113 was late. He had 8 pick-ups – is that what is called “stacking”? His 5th pick-up was at Office Max at 3:40 P.M. He picked up a customer who was heading for dialysis in Ewa Beach and she said she is always late for her appointments. The 7th, 3:00 P.M. pick-up was at 4:25 P.M. at 200 N. Vineyard Boulevard and the customer there was ticked off for waiting long again.
- Why were 50-60 vans down for the past 3 weeks? Sending home drivers because there's a lack of vans is not fulfilling employment obligations to our drivers nor fulfilling commitment to Handi-Van patrons or the ADA law.

L. Hubbard apologized for Olelo (Community Television) not being at today's meeting.

Closing Remarks

In closing, D. Sakamoto thanked everyone for attending the meeting. Meetings are good for collaboration. He's been riding the Handi-Van for 12 years now and ongoing issues are still occurring. Same complaints are repeated - no vans available, calls to company for ETA, etc.

D. Sakamoto reminded everyone to print their name/address on the testimonial sheet.
Contact number for D. Sakamoto: Ph: 291-1740 or for information call 291-0844.

TheBus and TheHandi-Van - Customer Service

TheBus – Ph: 848-4500 TheHandi-Van – Ph: 456-5555 (press option 3)

TheBus website: www.thebus.org

Next OTS/CFADAR meeting will be held:

- Tuesday, February 12, 2013 (date was later changed to Tuesday, February 19, 2013).
- 10:00 A.M. to 11:45 A.M.
- Honolulu Hale, Council Chambers – 2nd Floor

Meeting ended at approximately 11:50 A.M.

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FINAL AGENDA
Quarterly DTS/OTS/CFADAR™ Meeting
Date: Tuesday, February 19, 2013
Where: Second floor Council Chambers
Honolulu Hale, 530 S. King Street
Honolulu, Hawaii 96813
Time: 10:00 am to 11:45 am

- I. Call to order
- II. Introductions:
Special thanks to Councilman Harimoto and aides.
- III. Donald Sakamoto, Chairman:
 - a. Housekeeping
- IV. Minutes: Notes from our last meeting have been sent out to those who requested them. A few copies are available here today.
- V. Reports (1 to 3 minutes, please)
 - a. Department Transportation Services (DTS): Michael Formby, Acting Director for Transportation or other representative.
 - b. Oahu Transit Services (OTS): Roger Morton, President
 - c. Para Transit / The Handi-Van: John Black, Vice President
- VI. Old Business:
- VII. New Business/Current Concerns (from the floor limited to 3 minutes, and if you are planning to testify, please sign your name on our sign-up sheets.
- VIII. Announcements and acknowledgements
- IX. Adjournment (11:45 am)

Next quarterly meeting is scheduled for:

Day/Date: Tuesday, May 21, 2013
Time: 10:00 A.M. to 11:45 A.M.
Location: Second floor Council Chambers
Honolulu Hale, 530 S. King Street
Honolulu, Hawaii 96813

- For additional information, please call: 291-0844 or 291-1740.

(PLEASE POST)

ATTENTION BUS AND HANDI-VAN RIDERS!

- **Are you having problems with your scheduling of rides for the Handi-van service?**
- **Are you often late for appointments?**
- **Are you afraid to call Customer Service to let your problems be known?**
- **Are you often left at bus stops because you are using a walker or in a wheelchair?**
- **Are you being refused a tie-down by TheBus Drivers when you are in a wheelchair?**

Discuss these problems and more at a meeting with CFADAR™ (CITIZENS FOR A FAIR ADA RIDE), people from the City's Department of Transportation Services (DTS), and the Oahu Transit Services (OTS)

**Dates: (All Tuesdays) -
February 19, May 21, August 13, & November 12, 2013**

Time: 10:00 to 11:45 AM

**Location: City Council Chambers, 2nd floor
Honolulu Hale, 530 S. King Street**

**For more information, call: 291-0844 or 291-1740
CFADAR™ CITIZENS FOR A FAIR ADA RIDE**