



CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

No. 19-119

RESOLUTION

REQUESTING THE CITY AUDITOR TO PROVIDE AN UPDATE ON THE IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE 2016 AUDIT OF THE CITY'S PARATRANSIT SERVICE.

WHEREAS, Section 3-501 of the Revised Charter of the City and County of Honolulu 1973, as amended ("Charter"), establishes the Office of the City Auditor ("OCA"), within the legislative branch, to be headed by a City Auditor; and

WHEREAS, Charter Section 3-114 authorizes the Council of the City and County of Honolulu ("Council"), by adoption of a resolution, to "provide for and direct the city auditor to conduct or cause to be conducted a performance audit of any agency or operation of the city"; and

WHEREAS, the City's Department of Transportation Services ("DTS") oversees the management and operation of TheHandi-Van, the City's paratransit service, through a contract with Oahu Transit Services, Inc. ("OTS"), a private management company that also operates TheBus; and

WHEREAS, the *August 2010 Short Range Transit Plan Existing Conditions Report* ("2010 Report") identified issues and concerns affecting the City's paratransit operations and performance, including, among other things: paratransit operations and the establishment and monitoring of performance standards; the size, age and composition of TheHandiVan fleet; the number of vehicles unavailable for service due to maintenance needs; the use and effectiveness of scheduling and dispatch technologies; the supplemental use of taxicabs to meet the zero denial requirement of the federal Americans with Disability Act and its implementing regulations ("ADA"); late pick-up and drop-off of clients; the volume of pre-arranged subscription rides; client eligibility assessment center operations and policies; client information request and complaint follow-up procedures; and the DTS's oversight of OTS operations; and

WHEREAS, by Council Resolution 14-69, FD1, adopted on May 7, 2014, the Council requested that the City Auditor perform a comprehensive management and performance audit of the City's paratransit services and assess the City's ability to meet future paratransit challenges and demands in compliance with the ADA; and

WHEREAS, on March 4, 2016, in response to Resolution 14-69, FD1, the City Auditor submitted to the Council a report entitled *Audit of the City's Paratransit Service, Report 16-02* (the "2016 Report"), which found, among other things:



CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

No. 19-119

RESOLUTION

- Despite improvements implemented by OTS, such as increasing TheHandi-Van fleet size and implementing the use of supplemental taxis, TheHandi-Van on-time performance had declined five percent over the prior three years, customers experienced excessive trip times, and paratransit operations did not fully comply with ADA requirements;
- Requests for demand services were difficult to meet and operational deficiencies existed because OTS had not made full use of scheduling and dispatching technologies;
- OTS needed to operationally comply with ADA requirements related to subscription trip volume and to minimize its provision of services not required by ADA; and
- Paratransit revenues were not sufficient to sustain program services.

WHEREAS, to address these concerns, the 2016 Report made specific recommendations for improvement in the City's paratransit services by DTS and OTS; and

WHEREAS, the OCA reported to the Mayor and the Council on the status of the implementation of the recommendations made by the 2016 Report in the *Audif Recommendations Status Report – Fiscal Year 2017, Report No. 18-03* (the "2016 Status Report"), dated May 2018; and

WHEREAS, the 2018 Status Report, based on the OCA's review conducted between October 2017 and March 2018, found that, while OTS had made improvements throughout its operations, both DTS and OTS continued to experience capacity constraints in providing paratransit service; and

WHEREAS, according to the 2018 Status Report, the 2016 Report made 17 recommendations to DTS and OTS; however, as of April 2018, implementation of five of the 17 outstanding recommendations had not been started, implementation of five were in process, two recommendations had been resolved, and implementation of eight had been completed; and

WHEREAS, in light of continuing concerns about the City's paratransit service and the issues detailed in the 2018 Status Report, the Council deems it appropriate and timely that the City Auditor provide a further update on the status of the implementation of the recommendations of the 2016 Report; now, therefore,



CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII

No. 19-119

RESOLUTION

BE IT RESOLVED by the Council of the City and County of Honolulu that the City Auditor is requested to provide to the Council a status update report on the progress of the Department of Transportation Services and Oahu Transit Services, Inc., on implementation of the recommendations of the *Audit of the City's Paratransit Service, Report 16-02* issued on March 4, 2016, as well as detailing any current concerns related to City's paratransit services; and

BE IT FURTHER RESOLVED that the Council requests the City Auditor to provide its status update to the Council no later than 30 days after the adoption of this resolution; and

BE IT FINALLY RESOLVED that copies of this resolution be transmitted to the Mayor, the Managing Director, the Director of Transportation Services, the President and General Manager of Oahu Transit Services, Inc., and the City Auditor of the City and County of Honolulu.

INTRODUCED BY:

Sam Johnson

DATE OF INTRODUCTION:

MAY 17 2019

Honolulu, Hawaii

Councilmembers

CITY COUNCIL
CITY AND COUNTY OF HONOLULU
HONOLULU, HAWAII
CERTIFICATE

RESOLUTION 19-119

Introduced: 05/17/19 By: CAROL FUKUNAGA Committee: TRANSPORTATION

Title: RESOLUTION REQUESTING THE CITY AUDITOR TO PROVIDE AN UPDATE ON THE IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE 2016 AUDIT OF THE CITY'S PARATRANSIT SERVICE.
Volting Legend: * = Aye w/Reservations

07/25/19	TRANSPORTATION	CC-230 MANAHAN - RE-REFERRAL OF RESOLUTION 19-119 FROM COMMITTEE ON BUDGET TO COMMITTEE ON TRANSPORTATION.
		CR-235 - RESOLUTION REPORTED OUT OF COMMITTEE FOR ADOPTION.
		4 AYES: ELEFANTE, MANAHAN, MENOR, PINE.
08/07/19	COUNCIL	CR-235 AND RESOLUTION 19-119 WERE ADOPTED.
		9 AYES: ANDERSON, ELEFANTE, FUKUNAGA, KOBAYASHI, MANAHAN, MENOR, PINE, TSUNEYOSHI, WATERS.

I hereby certify that the above is a true record of action by the Council of the City and County of Honolulu, on this RESOLUTION.



GLEN I. TAKAHASHI, CITY CLERK



IKAIKA ANDERSON, CHAIR AND PRESIDING OFFICER