



RESOLUTION

REQUESTING THE CITY AUDITOR TO PERFORM A COMPREHENSIVE MANAGEMENT AND PERFORMANCE AUDIT OF THE CITY'S PARATRANSIT SERVICE.

WHEREAS, TheHandi-Van is a public transit service for persons with disabilities who are unable to use TheBus; and

WHEREAS, under the Americans with Disabilities Act of 1990 ("ADA"), TheHandi-Van cannot have any capacity constraints, meaning that trip requests for eligible persons cannot be prioritized, limited or denied; and

WHEREAS, the Department of Transportation Services ("DTS") oversees the management and operation of TheHandi-Van 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 several problems and concerns affecting TheHandi-Van's operations and performance, including:

- The size, age and composition of TheHandi-Van fleet;
- The number of vehicles unavailable for service due to maintenance needs;
- Use and effectiveness of scheduling and dispatch technologies (including the Trapeze scheduling software);
- The supplemental use of taxicabs to meet the ADA's zero denial requirement;
- Late pick-up and drop-off of clients, especially those who have scheduled essential medical appointments, such as chemotherapy or dialysis;
- The volume of pre-arranged subscription rides, which reduce capacity to handle demand trip requests;
- Client eligibility assessment center operations and policies;
- Client information request and complaint follow-up procedures;
- DTS oversight of OTS paratransit operations and the establishment and monitoring of performance standards;



RESOLUTION

and

WHEREAS, while both DTS and OTS have initiated actions to address many of the concerns identified in the 2010 Report, the client-based organization known as Citizens for a Fair ADA Ride ("CFADAR"), which held quarterly meetings for the past several years to discuss first-hand observations and issues relating to TheHandi-Van, continues to have concerns and complaints regarding the overall performance and operations of TheHandi-Van; and

WHEREAS, the May 2012 DTS Short Range Transit Operations Plan ("2012 Plan"), while acknowledging that some of TheHandi-Van's service policies and procedures exceed minimum standards set forth by the ADA, and that several identified problem areas have been addressed in recent years, still found that operating costs and service productivities are emerging operational issues, and that TheHandi-Van service still faces several other challenges that demand management attention; and

WHEREAS, the 2012 Plan identified the following strategies intended to improve the operating efficiency and quality of TheHandi-Van:

- Revise scheduling procedures;
- Establish a demand management program;
- Monitor use of taxis or other subcontractors;
- Monitor time on vehicle;
- Manage TheHandi-Van fleet;
- Establish a customer satisfaction/service quality program;

and

WHEREAS, in light of continuing concerns and recent findings, the Council deems it appropriate and timely that an audit of TheHandi-Van be conducted to address the many issues that have arisen and continued over the years, and to assess the City's ability to meet future paratransit challenges and demands in compliance with Federal ADA regulations; and

WHEREAS, the City Auditor's current annual work plan includes a self-initiated audit of TheHandi-Van, however such an audit has not yet commenced; now, therefore,



RESOLUTION

BE IT RESOLVED by the Council of the City and County of Honolulu that the City Auditor is requested to perform a comprehensive management and performance audit of TheHandi-Van; and

BE IT FURTHER RESOLVED that the Council requests the City Auditor to report its findings and recommendations on concerns and issues identified in the 2010 Report and 2012 Plan, as well as those raised and discussed by CFADAR; and

BE IT FINALLY RESOLVED that copies of this Resolution be sent 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.

INTRODUCED BY:

Breene Hanit

DATE OF INTRODUCTION:

APR - 8 2014

Honolulu, Hawaii

Councilmembers