

COUNTY CLERK
COUNTY OF HAWAII

2018 SEP 17 PM 2:01



2018 Hele-On Kako'o Paratransit Update

County of Hawai'i

Mass Transit Agency

September 18, 2018

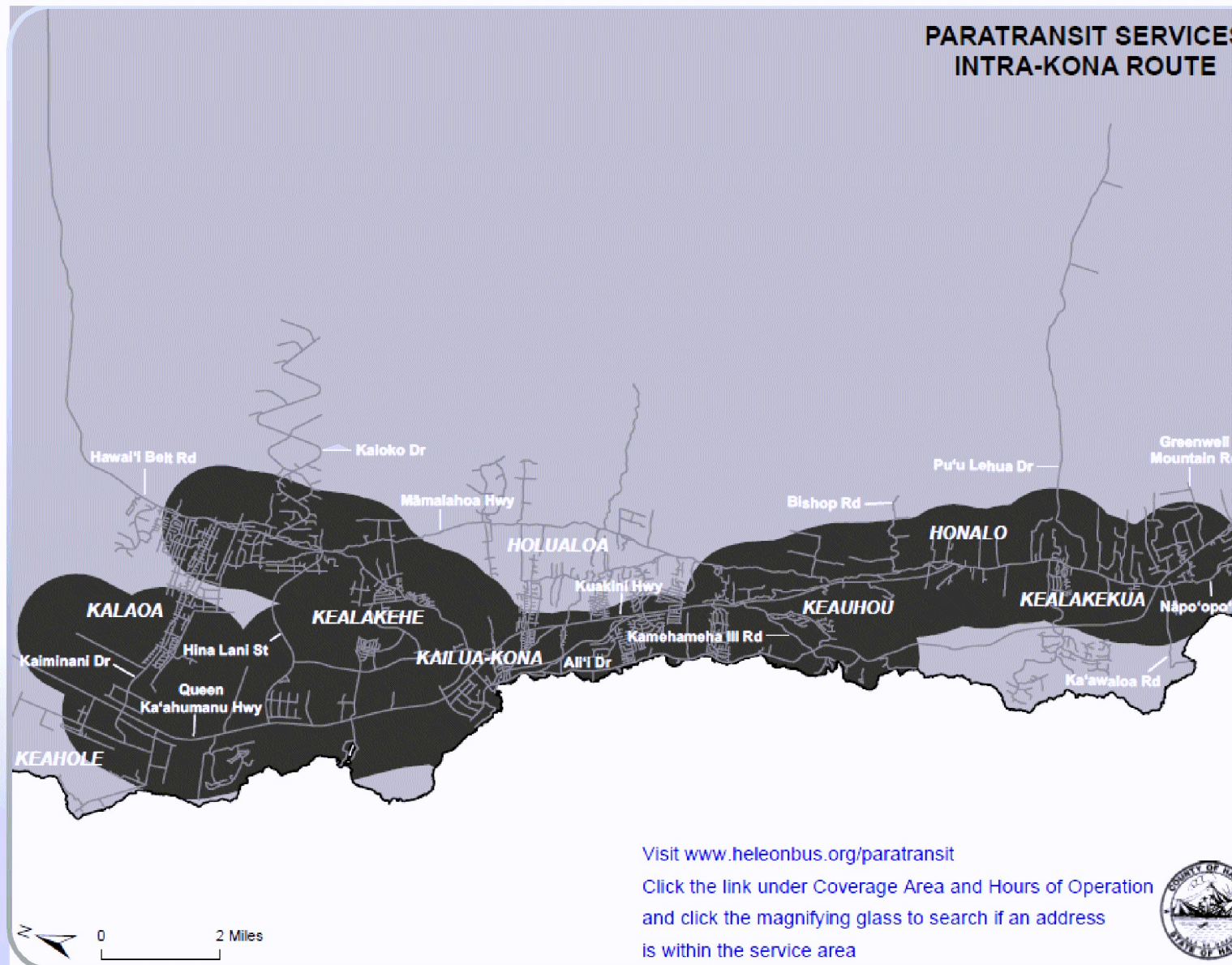
Submitted by: Tiffany Kai, Program Manager
Mass Transit Agency

Comm. No. 411.3
Ref. To: P/PSMTC
Ref. Date SEP 18 2018

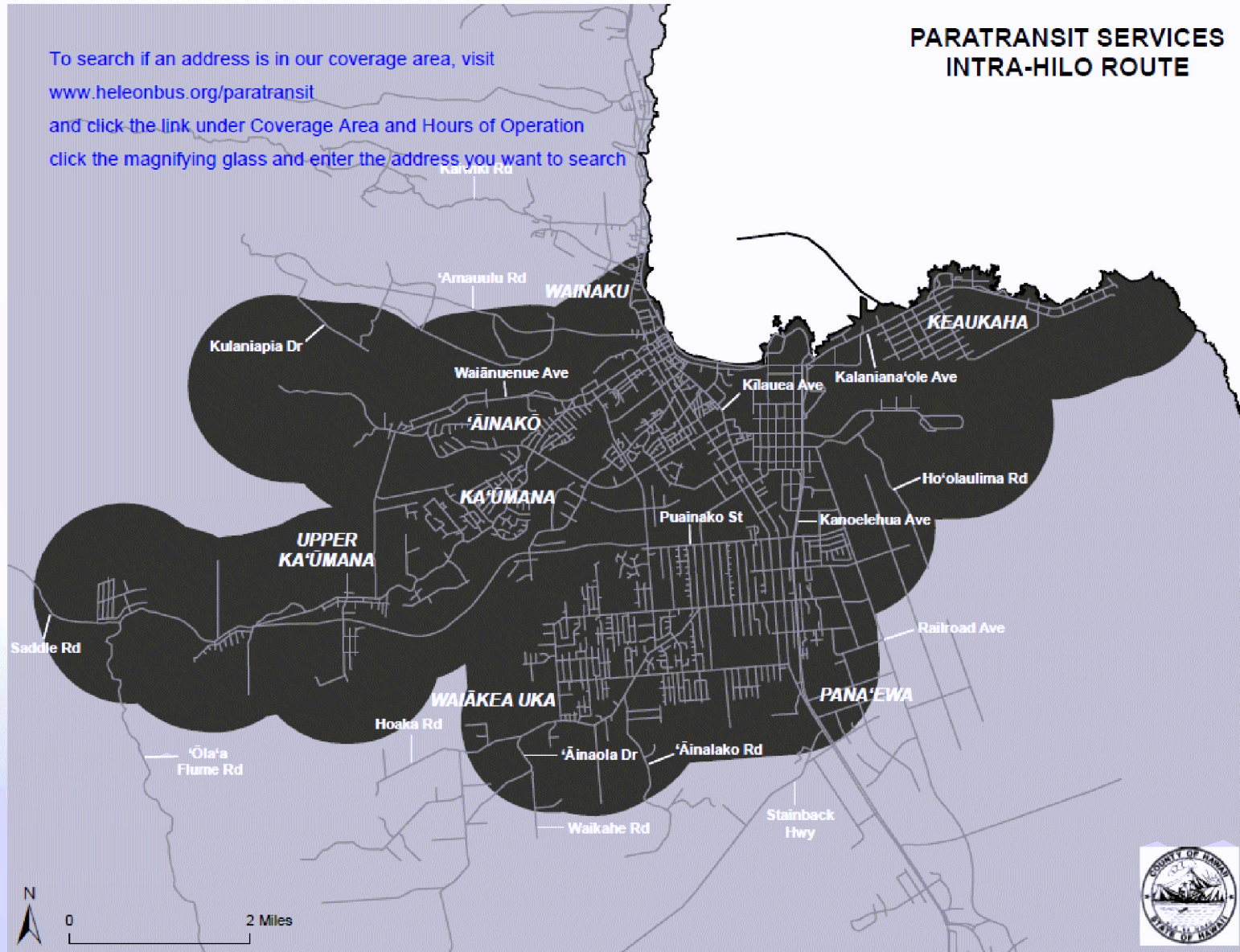
Service Overview

- Eligibility
 - Application & short interview
 - In-person assessment or P-1
 - Recommendation
 - Eligibility determination
- 21 days to complete process
 - Average time < 1 week
- Service area and hours of operation
 - Monday – Saturday
 - No service Sunday and holidays
 - KONA 7:00 AM – 7:30 PM
 - HILO 7:00 AM – 5:00 PM
 - Call center M-F 7:45 AM – 4:30 PM
 - Able to leave messages after-hours and weekends for next-day reservations

KONA
Service area

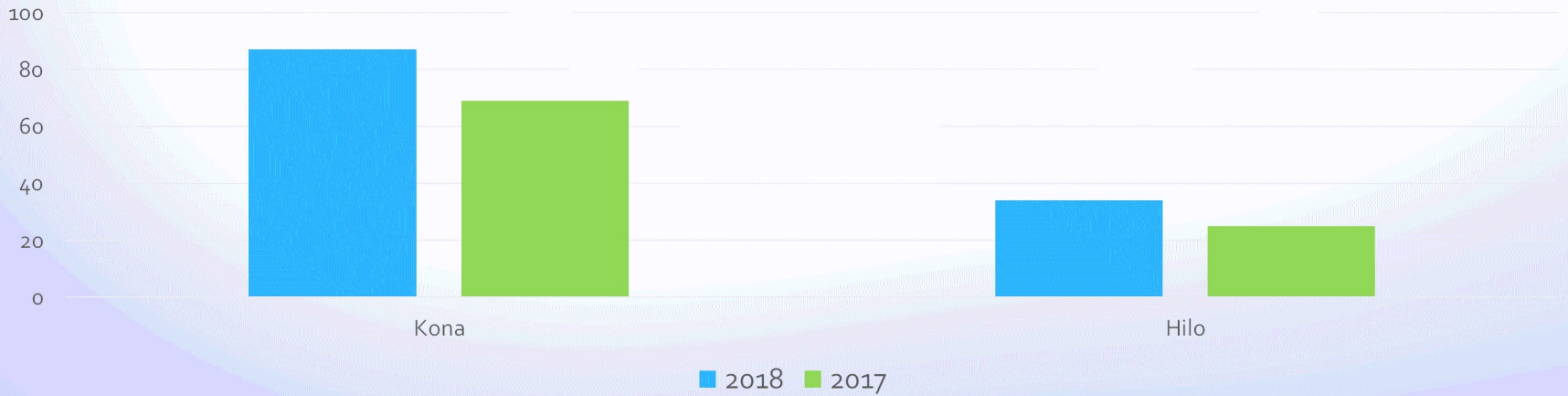


HILO
service area



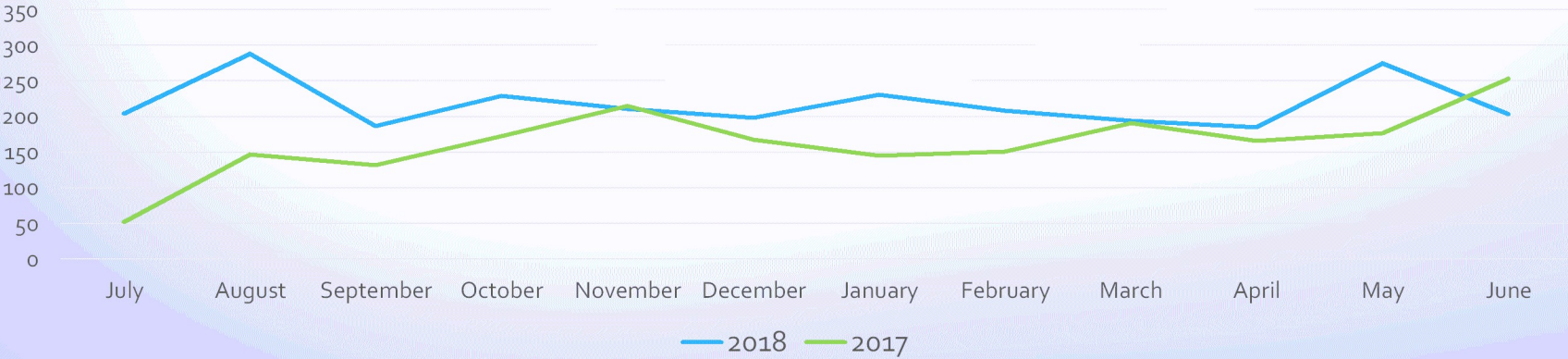
of Eligible Riders

FY 17 & FY 18



Ridership

Number of Trips
32.64 % increase

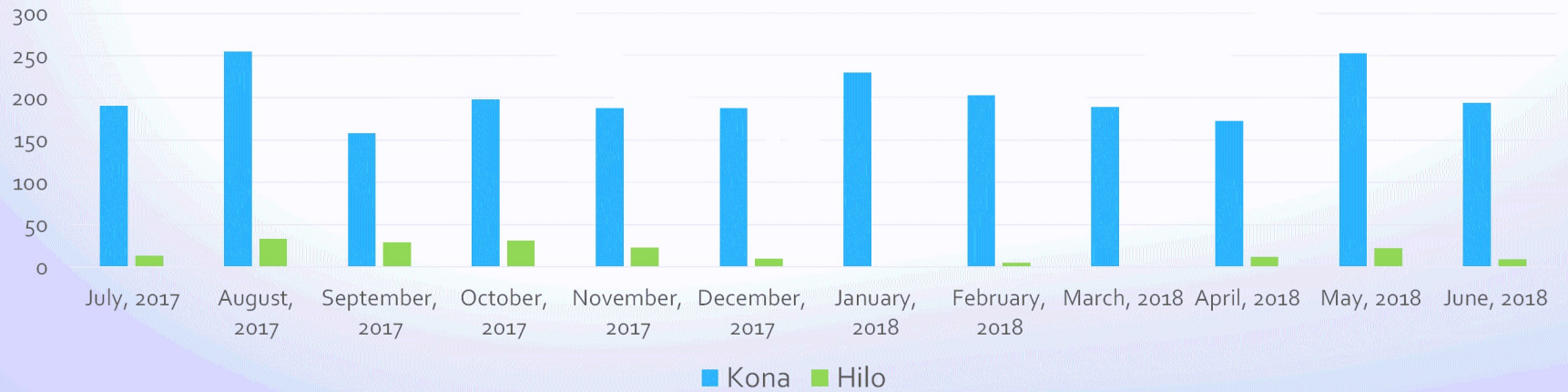


Ridership

Kona vs. Hilo

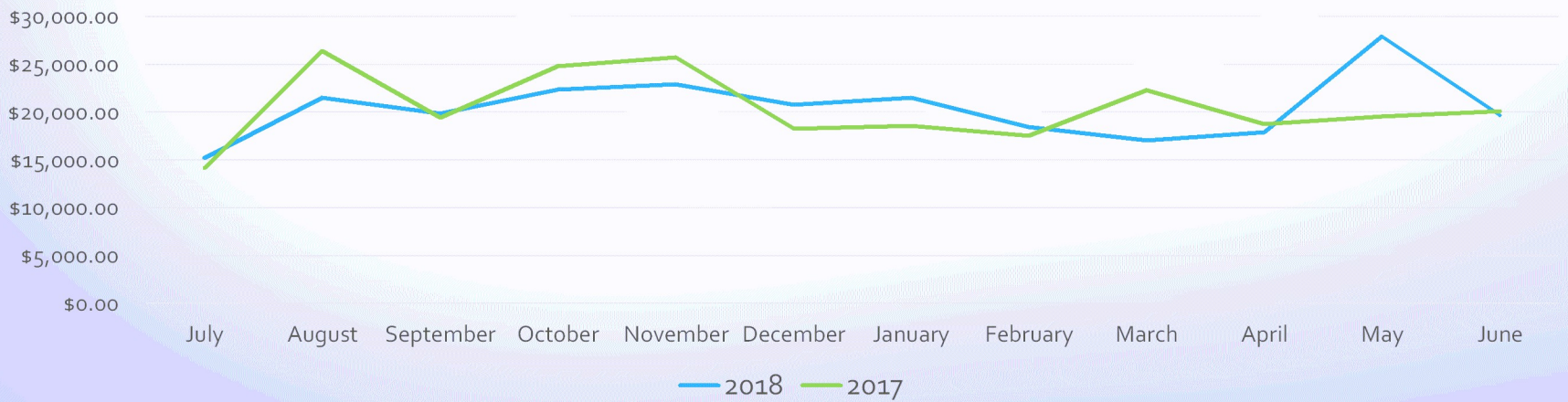
Kona: 92.61%

Hilo: 7.39%



Transportation Expenses

FY 2017 & FY 2018



Outreach

MTA continues to participate in various forums and community fairs:

- National Federation for the Blind
- Office of Housing and Workforce Development Job Fair
- Senior programs and housing
- Disability Legislative Forum

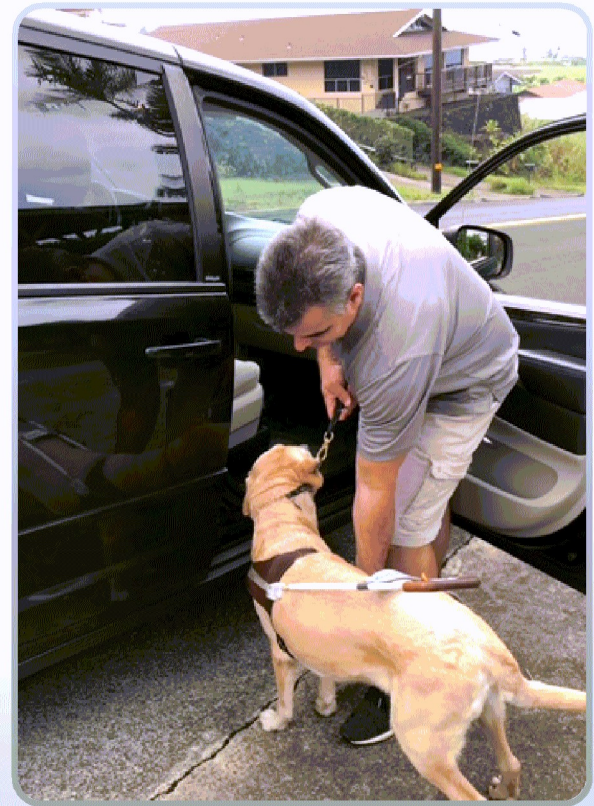


Service Improvement Training

- Annual Training
- CPR/AED/First Aid
- Service Animal
- Sensitivity
- Security
- Safe Driving



Service Animals Welcomed!



Where do we go from here?

1. TRANSIT MASTER PLAN

Support Transit Master Plan (TMP) recommendations in service improvements and areas called out.

- Extend hours in both Hilo and Kona
- Introduce new paratransit type services in Hamakua, North Kohala, South Kohala, Ka'u and Puna districts

2. Build ridership in Hilo

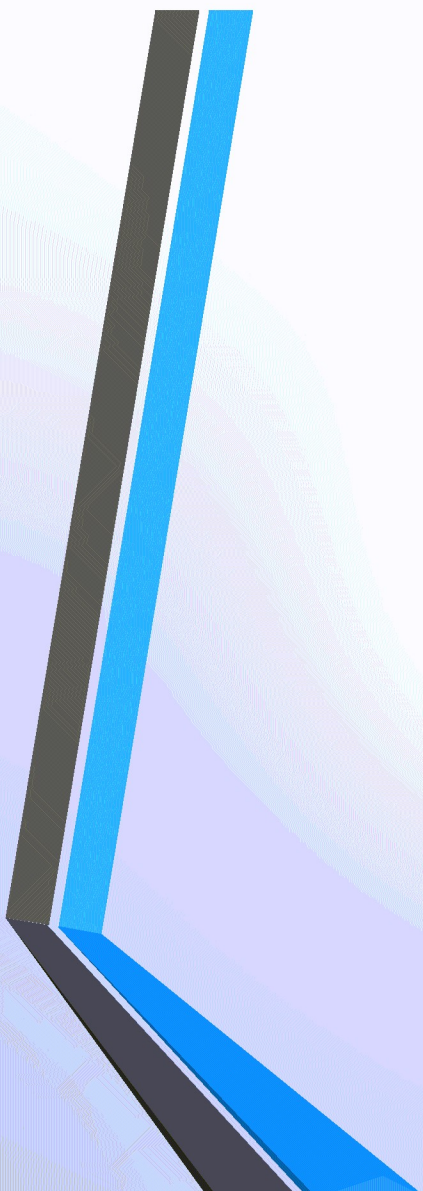
3. Paratransit Scheduling and Dispatching Software

4. Mobile App



Support our Vision!

Create a high quality multi-modal transportation system that provides safe, reliable, convenient mobility choices that meet the commuting, social service, and other needs of our residents and visitors. The multi-modal system should be environmentally responsible and cost effective.



Mahalo!

Questions?