

## HHT Committee

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**From:** Ruby Ayers <ayers281@hawaii.edu>  
**Sent:** Wednesday, March 11, 2015 11:04 AM  
**To:** HHT Committee  
**Subject:** HHT-5 Letter of testimony  
**Attachments:** The Honorable Stacy Crivello.docx

Aloha,  
Attached is my letter of testimony regarding Paratransit.  
Mahalo,

Ruby V. Ayers  
808-281-8998

The Honorable Stacy Crivello  
HHT Chair, Councilmember  
200 South High Street  
Wailuku, HI 96793

Dear Councilmember Crivello:

Re: HHT-5

This letter is the written testimony to go with my verbal testimony on March 5, 2015. My testimony was regarding the Federal ADA code: Subpart F 37.131(F) (C and g).

(f) **Capacity constraints.** The entity shall **not limit** the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- (1) Restrictions on the number of trips an individual will be provided;
- (2) Waiting lists for access to the service; or
- (3) Any **operational pattern or practice** that significantly limits the availability of service to ADA paratransit eligible persons.
  - (i) Such patterns or practices include, but are not limited to, the following:
    - (A) Substantial numbers of trip denials or missed trips:
    - (C) Substantial numbers of trips with **excessive trip lengths.**
- (g) Additional service. Public entities **may provide** complementary paratransit service to ADA paratransit eligible individuals **exceeding that provided for in this section.**

Excessive trip length is what has been happening to me for several years. I have discussed this at great length with both Debbie Cabebe and Jo Anne Johnson Winer. Nothing changes. They offered to write the college to remind UHMC that they have to accommodate me. I said no.

1. **The change of pick-up time in Kihei from 6:00 am to 6:30 am,** makes it difficult to get to UHMC early or on time unless the bus goes straight from Kihei to Kahului. Even if there is another pickup in Kahului, I am still there by 7:15 to 7:20 am, which gives me time to use the restroom and walk to class, which starts at 7:30 sharp, which is the only time for this required class.
2. **The excessive trip lengths:** My pick-up is at 6:30 am, then I am frequently taken to Ma'alaea Harbor to pick-up two boys, then to Wailuku to drop them each off at separate schools, then sometimes another pick-up, before dropping me off at UHMC. With only the pick-up of the two boys, I am barely there at 7:30 am, which makes me late to class. If there is an additional pick-up, then I am very late to class 20 to 30 minutes.
3. On a public bus, this **would involve two transfers from:** one from the Kihei Islander Route #10, at Pi'ilani Shopping Center, to the Kihei Villager Route #15, to go to Ma'alaea Harbor. Then at Ma'alaea Harbor Village, I would have to transfer a second time to the Lahaina Islander #20 to go to Wailuku and then Kahului.

4. The trip to Ma'alaea Harbor and then to UHMC, takes 60 to 90 minutes depending on the pick-ups. I am very late for class. This is the only time this class is offered

My request to you, is to put a stop to the **excessive trip lengths**. There are times I have been picked up from UHMC at 6:30 pm to go home (I start at 4:30 am) and then have been taken up to Kula and then to Kihei. These trips are very long and hard on disabled people.

Debbie and Jo Ann state that they can have us on the bus for 90 minutes, plus the 30 minute wait time, that makes **a two hour process each way**, just to get somewhere. These are practices that limit the use of the Paratransit service by making it burdensome and beyond the physical capabilities of many riders.

I sent a letter to Don Guzman, last fall, regarding MEO abandoning me at Costco, because they said I had too many packages. Before that time there were no signs on the buses; now they have signs on the bus. That is cruel and unusual punishment to abandon disabled people and leave them stranded with no way to get home. It is traumatic. Debbie states that Harry was working on another solution. He did not return my phone calls and did not communicate any such thing to me. A friend walked by at Costco and took me home. I would have been stranded in the parking lot all night. This shows a lack of care for their passengers and total disregard for their welfare. Passengers are fearful of being abandoned.

Mahalo Nui Loa, for taking the time to consider the welfare of the disabled community. My disability is in my double and myopic vision, otherwise I could drive. UHMC offers services for special needs students.

I thank-you for the Paratransit service, it is the way that I get around and get to school. If the Kihei bus would leave later in the evening from Kahului, it would be more helpful. The last bus to Kihei from Kahului is at 7:30 pm, so any cultural events or classes in the evening cannot be attended.

The ADA guidelines, states that the County can provide services **above and beyond** the minimum services allowed. It is my hope that this will happen.

Thank-you for your time and consideration.

Sincerely,

Ruby V. Ayers

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