

## HHT Committee

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**From:** Stacy S. Crivello  
**Sent:** Thursday, March 05, 2015 9:15 AM  
**To:** HHT Committee  
**Subject:** FW: Bus rider testimony HHT-5

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**From:** Vivian Lindsey [<mailto:aglhrt2@hotmail.com>]  
**Sent:** Thursday, March 05, 2015 9:13 AM  
**To:** Stacy S. Crivello  
**Cc:** Vivian Kuualoha Lindsey; Rev. Andrew Valentine  
**Subject:** Fwd: Bus rider testimony

**From:** Barbara Collins <[mauibarbara@gmail.com](mailto:mauibarbara@gmail.com)>  
**Date:** March 5, 2015 at 8:53:38 AM HST  
**To:**

Good Morning Vivian Lindsey, I met you on the bus a few weeks ago and you gave me your email address and phone number. As an advocate for the riders of the para transit, I have a big complaint to you as to how I am treated, The reservation I make with them is never the reservation I eventually end up getting. Most of the time I have to call them up when my half hr. window closes. my usual wait is 45min to one hour to be picked up. Once I was told I had the wrong time to be picked up!!!! Do they hope I am senile? Last week I was sitting outside Walmart for one hour in the afternoon, and it was hot that day. When I came home my blood pressure was 170/90-----way too high for me!!!! The dispatchers are running this operation local style-----like having fAVORITES and tampering with drivers tablets for picking up people. I am given attitude when i am upset, and told "this is not a taxi service" My question is do THEY know what kind of service they are supposed to be providing? Do they have ANY IDEA of the physical condition of their riders? Do they know that people with disabilities have rights and that this service is not a handout.....from now on i will be keeping a log, and maybe should tape phone reservations, telling them of course!!!! I hope you can use my testimony in a helpful way to make this operation work better. Thank You. Sincerely,  
Barbara Collins [mauibarbara@gmail.com](mailto:mauibarbara@gmail.com)