

HHT Committee

From: Vivian Lindsey <aglhrt2@hotmail.com>
Sent: Monday, October 24, 2016 4:42 PM
To: HHT Committee
Subject: ParaTransit

Attention :
Madam Chairperson Stacey Crivello,

Greetings, My name is Vivian Kuualoha Lindsey, Advocator for the disable persons County of Maui Commissioner for the disable persons ParaTransit Council- Board Member Planning and coordinating council-Board Member Ohana Maui Wheelers-President Maui Wheelers- Board Member Maui Disability Alliance-Board Member

This is to notify you of an incident, which was brought to the attention of Debbie Cabebe, Harry Johnson, and Marc Takemori assistant department of transportation, along with Andrew Valentine-chairman of the ParaTransit council, Victor Lesa vice chairman of the ParaTransit council and other board members Rodney Kwon, Elsie Santos, Kevin Souza, and other guest by me, Vivian Lindsey.

The incident involved me calling the ParaTransit reservation line and the recording answered informing me I was caller number one, ten minutes later I was still holding on the phone and periodically reminded I'm caller number one. After waiting ten minutes I decided to hung up and called back to wait for the reservationist as caller number one. So it became the same old scenario no one answered the phone and I was caller number one, I hung up. At the ParaTransit meeting I brought it to the vendors attention and the contractor the department of transportation. As of present no one followed up with me on what caused this to happen to me. Is this considered good customer service for the disable riders, I don't think so, I think as a rider I'm tired of the excuses I've heard them all!

Aloha,

Respectably Yours,

Vivian Kuualoha Lindsey

Sent from Kuualoha(Vivian) Lindsey