

YAHOO! MAIL

Subject Maui County Paratransit Problems
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Maui County Paratransit Problems

The paratransit system of Maui County has experienced a plethora of problems recently. My own problems include, but are not limited to, the following:

1. On Monday 2 March 2015 I placed a call to MEO Transportation at 3:18 PM and was told that I was #12 in the queue. I held for 61 minutes before speaking to the person taking reservations, whereupon I was told that since it was now after 4 PM I was too late to make a reservation for the next day!

Unlike my response on a previous occasion when this happened I didn't yell imprecations at the half-trained nevermind; I hung up and called Ms. Winer. Within minutes I was called back by a different MEO person who set up the reservation for the next day.

2. I am often approached by people who have seen me waiting for a bus when they went into a store, then see me again an hour later as they come out. They are aghast that I've been waiting so long. Long waits are understandable at times, but have become routine.

3. I live independently; I don't employ an aide. I must shop for groceries. I have had drivers refuse to help put bags and boxes aboard or take them off the bus. Yet I've had a driver object to running me up and down the lift three times so I could get the 12-packs of Diet Pepsi off myself. I won't pay someone for three hours of time to do three minutes of work.

4. I'm an author and speaker. I must carry copies of my book to the locations where I speak. Don't try to run a business and depend on the bus system. 'Nuff said.

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