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Telephone (808) 241-4188  
Fax (808) 241-6349  
Email [cokcouncil@kauai.gov](mailto:cokcouncil@kauai.gov)

Council Services Division  
3371-A Wilcox Road  
Līhu'e, Kaua'i, Hawai'i 96766

MEMORANDUM

August 5, 2010

TO: Janine Rapozo, Executive on Transportation  
FROM: Tim Bynum, Councilmember   
RE: Requesting Information on the Paratransit Service

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Please provide a general overview of the Paratransit Service that is currently operating on Kaua'i, and include the following in your response.

- Policies and procedures
- How does the Paratransit Service work? Do people call for services? During what hours are the phones answered?
- What are the eligibility requirements?
- What are the hours of operation?
- What are the program statistics?  
i.e.: How long has the Paratransit Service been in existence? How many people are served on an annual basis, etc.?
- What is the program's budget and what are the sources of the funding?
- Are there federal, state or grant moneys involved in the project? If so, are there regulations or requirements?

Until recently I was under the impression that the program met client needs and operated beyond specific time frames based on need. I have recently come to understand that, like the bus system, the program has limited hours and does not operate on Sundays and evenings. I am concerned that this situation keeps a significant number of our citizens from being full participants in our community; they are in essence stuck at home. For instance, on Thursday August 12 there is a public meeting regarding the statewide transportation plan in Līhu'e, yet those individuals who depend on public transportation will not be able to attend because the meeting is in the evening.

A large and growing percentage of individuals are dependent on the bus and the Paratransit Service because of economics, disabilities or the inability to drive. Nationally statistics show that up to 30% of people do not have access to personal forms of transportation.

I very much appreciate your efforts to expand services to the people of Kaua'i and the quality of service our transportation office provides. Thank you for your timely response to my inquiry. Should you have any questions, feel free to contact me at 241-4097.

cc: Gary Heu, Administrative Assistant

AB:sg  
D:2010-630