

Honolulu, HI



Honolulu Paratransit Service Study

Nelson\Nygaard was selected by the City and County of Honolulu to perform a study of The Handi-Van, Honolulu's ADA complementary paratransit service. To understand the needs of riders and their perceptions of existing service, a set of rider focus groups and a telephone survey were conducted. In addition, Nelson\Nygaard conducted an operations analysis of the system.

Based on the results of these efforts, Nelson\Nygaard developed and analyzed alternative service delivery strategies and policies designed to improve the cost efficiency and/or service quality of The Handi-Van, as well as to remedy ADA compliance issues. Recommendations included a plan to strategically expand the use of taxis and other non-dedicated service providers for ADA trips and to set up a non-ADA taxi subsidy program. Additional project tasks included analyzing the benefits of splitting off agency subscription trips (to a non-ADA service) and increasing the level of agency cost sharing. In conjunction with this effort, Nelson\Nygaard conducted a human services transportation coordination workshop for state and local stakeholders and developed a list of coordination strategies to pursue.



Project Duration: 2005–2007

Total Budget: \$168,000

Nelson\Nygaard Budget: \$136,000

For more information:

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