

Disability and Communication Access Board Parking Program for Persons with Disabilities Annual Accomplishments July 1, 2014 – June 30, 2015

Overview

The Disability and Communication Access Board (DCAB) administers the Parking Program for Persons with Disabilities in the State of Hawaii. The program's primary function is to ensure the issuance of "person with a disability parking permits" pursuant to Hawaii Revised Statutes, Chapter 291, Part III, and Hawaii Administrative Rules Title 11, Chapter 219. Throughout this document, "person with a disability parking permit" means a removable windshield placard, a temporary removable windshield placard, or special license plates. To fulfill this function, DCAB, through a Memorandum of Agreement (MOA) with each county, established a mechanism to pay the counties for the issuance of first time and replacement parking permits. Under the MOAs, DCAB reimburses the counties for issuing each initial removable windshield placard (valid for six years under Hawaii law). However, the counties may charge and retain fees for issuing replacement placards, temporary windshield placards, and special license plates. DCAB issues long term renewal removable windshield placards by mail. The conversion in August 2010 from a four year validity to a six year valid time period has created a "down" period in renewals that will not start up again until June 1, 2016. DCAB parking staff are using this time to ensure that our records, database, and permittee lists are current and consistent, as well as to redesign our new virtual database system.

DCAB's Standing Committee on Parking provides guidance to the program staff in developing and meeting its goals and objectives. The Committee members are:

Kirby Shaw, Chairperson
Pauline Aughe, Vice-Chairperson
Glenn Nakamura, Member
Bryant Yabui, Member

This Report highlights the key activities for fiscal year 2014-2015.

Administration of Policies and Procedures

DCAB drafted and issued procedures on the issuance of parking permits to ensure consistency among all issuing agents in the state. DCAB also developed technical publications as references for issuing staff and parking enforcement. Key activities included:

- Created a "Policy and Procedure for Archiving and Storing Placard Applications".
- Amended a "Policy and Procedure to Ensure Parking Database Security".

- Maintained MOAs with County Stakeholders to issue first time, temporary, and replacement removable windshield placards as well as disabled persons license plates.
- Provided technical support to county issuing agents and satellite office managers to update them on changes in state statutes, policies, and procedures.
- Drafted and proposed amendments to Hawaii Administrative Rules Title 11, Chapter 219. A public hearing was conducted on July 1, 2015 with no opposition to the proposed amendments. DCAB is waiting for the Governor's signature to finalize the rules.

Issuance

For fiscal year 2014-2015, a total of 15,924 permits were issued, of which 15,329 (96%) were placards and 595 (4%) were license plates. Due to the portability of a placard, the vast majority of individuals opt for a placard.

Since placards represent the vast majority of permits issued, the pie charts to the right highlight the details of the 15,329 placards issued.

The first pie chart describes the placards by long term versus temporary placards issued. The chart shows that the majority (84%) of placards issued are long term, blue placards that are valid for six years. Temporary red placards, valid for lengths of time of one to six months, comprise 16% of the placards issued. **This is a pie chart titled type of placard showing the amount of 6 year long term placards, which is 84% and the amount of temporary placards, which is 16% that were issued.

The second pie chart describes the placards by type of issuance. First-time issued placards (both long term and temporary) comprise 72.10% of the placards issued. Replacement placards (both long term and temporary) comprise 15.20% of the placards issued. Renewals comprise 12.70% of issued placards. Due to the fact that the law changed the length of validity of the placard from four to six years in 2010, DCAB was in the first of a two year period of minimal renewals for placards issued in 2010 and 2011. **This is a pie chart titled Types of Issuance. This pie chart shows the amount of first time placards issued, which is 72.10%, the amount of renewals issued, which is 15.20%, and the amount of replacement (lost, stolen, mutilated) placards issued which is 12.70%.

The third pie chart describes the placards issued by issuing agency. As expected, the percentages mirror the population of the counties (City and County of Honolulu with 63%, Maui County and Hawaii County with 10%, Kauai with 13%, and DCAB with 4%). The counties issued first time and replacement placards while DCAB issued renewals by mail. **This is a pie chart titled Placards Issued by Issuing Agency. This pie chart shows the number of placards issued by counties or issuing agency. The city and county of Honolulu issued 9,731 placards, or 63%. The county of Hawaii issued 2,057 placards, or 13%. The county of Maui issued 1,495 placards, or 10%. DCAB issued 1,475 placards for renewal totaling 10%. The county of Kauai issued 571 placards, or 4%.

Reimbursement to and Amount Collected by Counties

The counties are reimbursed \$12 from the State of Hawaii (DCAB) for the issuance of every first time removable windshield placard and the replacement of mutilated placards. They also retain all transaction fees for the issuance of temporary removable placards, replacement placards, and disabled persons license plates. The total reimbursement to the counties was \$111,492 and the total amount of revenue collected by the counties was \$51,584.50. The total income received by the counties in fiscal year 2014-2015 was \$163,076.50. A breakdown of income to the counties is shown in the chart below.

**This is a bar graph titled Reimbursement to and Amount Collected by Counties. This bar graph shows the amount of money reimbursed to the counties and the amount of revenue that were collected by the counties. The state reimbursed \$76,884 to the city and county of Honolulu. The city and county of Honolulu collected \$37,629 in transaction fees. The state reimbursed \$11,856 to the county of Maui. The county of Maui collected \$5,843.50 in transaction fees. The state reimbursed \$5,076 to the county of Kauai. The county of Kauai collected \$1,374 in transaction fees. The state reimbursed \$17,676 to the county of Hawaii. The county of Hawaii collected \$6,738 in transaction fees. The total monies reimbursed to all counties by the State was \$111,492. The total monies collected by counties in transaction fees was \$51,584.50.

Parking Database Enhancements and Quality Assurance

- DCAB prepared for the launch of a new parking database scheduled for July 2015. The database will be hosted and maintained by Hawaii Information Consortium, LLC (HIC), per MOA on a virtual database server, with the content managed by DCAB. The new database will provide access to reports (i.e., permittee's county of residence profile, type of permit, number of active permits statewide, and number of permits issued, etc.) in a prompt and concise manner. Prior to the crossover, DCAB trained county issuing agents in preparation for the technical changes of the new database.
- DCAB seeks to maintain the integrity of the program and the accuracy of the database by removing invalid placards from circulation. DCAB mailed out 2,247 letters to the estates of deceased permittees and retrieved 867 placards in response to the letters, for a response rate of 39%. Another 734 placards of deceased individuals were returned, but without a DCAB death retrieval letter. In addition, 1,284 placards were returned when people renewed their long term placards and 5,584 placards were returned voluntarily for other reasons. A total of 8,469 inactive placards were retrieved in fiscal year 2014-2015, then destroyed and noted in the database.

Profile of Permittees

At the conclusion of the fiscal year, there were 95,577 people who possessed a valid, non-expired permit. Given a population of 1.42 million (as of 2014) people in the State of Hawaii, this represents a 6.73% of the population who claim to have a mobility disability significant to warrant a placard.

Who are the 95,577 people with valid permits? The following two charts show a breakdown of permittees by county of residence and gender.

**This is a pie chart titled County of Residence that shows the percentage of people who have a valid permit within the counties. In the city and county of Honolulu, 67,980 or 71% of people have valid permits. In the county of Hawaii, 13,704 or 14% of people have valid permits. In the county of Maui, 9,500 or 10% of people have valid permits. In the county of Kauai, 4,364 or 5% of people have valid permits. There were 29 people who reported having valid permits out of state.

**This is a pie chart titled Gender showing the percentage of people who have valid permits separated by gender. 53,554 or 56% of people who have valid permits are female. 42,023 or 44% of people who have valid permits are male.

What type of conditions qualify for a permit?

The following table shows the reason/conditions that were certified by a Hawaii Licensed Physician or an Advanced Practice Registered Nurse (APRN) to receive a permit. It should be noted that not all qualifying disabilities are visually prominent. Many individuals are subject to judgement without cause because they do not display the stereotype of a disabled person. Cardiac, renal, and oncologic are a few disabilities that may not always be visually detectable. One hundred sixty-three thousand and two hundred twenty-three (163,223) conditions are listed for 95,577 individuals because some individuals have multiple disabilities. The conditions are listed from high to low in terms of eligibility on the application form.

**This is a table showing the Eligible Conditions and the number of individuals who indicated this condition on the application form.

Orthopedic Impairment	38,802
Arthritic Condition	38,503
Neurologic Condition	21,946
Use of a Cane(s)	16,851
Use of a Walker	8,011
Use of a Wheelchair	6,690
Heart Condition (Class III/IV)	5,796
Vascular Condition	5,623
Needs Another Person to Walk	5,508
Oncologic Condition	4,796
Renal Condition	3,223
Use of a Brace(s)	2,360
Respiratory Disability	2,404
Use of Crutches	1,341
Use of Portable Oxygen	938
Use of Artificial Limbs	406
Use of Other Assistive Device(s)	25
Total	163,223

Other Program Accomplishments

- Converted the original web-based accessible parking locator program into a downloadable app for IOS and Android phones with the assistance of a developer. Because of the support of individuals, the number of recorded postings continues to grow. DCAB hopes to actively promote a public awareness campaign to advertise the locator app to the public.
- Extended assistance to the Department of Accounting and General Services (DAGS), the Volunteer Special Enforcement Officers (VSEO) and private parking control companies to provide the status of permits issued to individuals.
- Created an “Abbreviated Reference Card for Accessible Parking Violations” used as a resource for parking enforcement and for a reference to the general public for proper guidance.
- Conducted speaking engagements with the community-at-large, arranged presentations to businesses, charitable service groups, and senior care facilities to explain the program and to establish a network of informed businesses in the community.

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NON-DISCRIMINATION STATEMENT: We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call 586-4614 (v/tty) within 180 days of a problem.