



# Hawaii Traveler Tips

# Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available at [www.hawaii.gov/health/dcab](http://www.hawaii.gov/health/dcab). Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.

The Island of Hawaii is the largest in the Hawaiian Island chain. Hilo is the county seat and is located in East Hawaii. Kona is the other major service area and is located in West Hawaii. Resources are listed for both areas where applicable.



## Hilo International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Hilo International Airport. Obtain this guide and further information at [www.hidot.hawaii.gov/airports/ada](http://www.hidot.hawaii.gov/airports/ada). For more information, contact the Visitor Information Program at the Hilo International Airport at (808) 961-9321 or [www.hidot.hawaii.gov/airports/visitor](http://www.hidot.hawaii.gov/airports/visitor).



## Kona International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Kona International Airport. Obtain this

guide and further information at [www.hidot.hawaii.gov/airports/ada](http://www.hidot.hawaii.gov/airports/ada). For more information, contact the Visitor Information Program at the Kona International Airport at (808) 329-3423 or [www.hidot.hawaii.gov/airports/visitor](http://www.hidot.hawaii.gov/airports/visitor).



## Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems or would like general information or have questions on the rights of travelers with disabilities can call the DOT hotline at (800) 778-4838 (V) and (800) 455-9880 (TTY).
- Information about the Air Carrier Access Act which prohibits discrimination on the basis of disability in air travel and filing a complaint can be found at [www.dot.gov/airconsumer/complaints-alleging-discriminatory-treatment-against-disabled-travelers](http://www.dot.gov/airconsumer/complaints-alleging-discriminatory-treatment-against-disabled-travelers).

## Hawaii Traveler Tips

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, can provide information for travelers with disabilities and medical conditions in preparing for airport screenings at “Travelers with Disabilities and Medical Conditions” at **(855) 787-2227** or at **[www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions](http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions)**.



### Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from the airport or airport car rental booth to the vehicle pickup point, or deliver the vehicle to the airport terminal.

<b>Alamo Rent-A-Car</b>	<b>(800) 327-9633</b> (Toll free)
<b>Avis Rent-A-Car</b>	<b>(800) 321-3712</b> (Toll free)
<b>Budget Rent-A-Car</b>	<b>(800) 527-7000</b> (Toll free)
<b>Dollar Rent-A-Car</b>	<b>(866) 434-2226</b> (Toll free)
<b>Hertz Rent-A-Car</b>	<b>(800) 654-3011</b> (Toll free)
<b>National Rent-A-Car</b>	<b>(800) 227-7368</b> (Toll free)



### Accessible Van Rentals

The following businesses rent wheelchair accessible vans. Call in advance to make reservations, arrange for pickup of the

van, and if needed have hand controls installed in the van.

#### **Wheelchair Getaways of Hawaii**

**(800) 642-2042** (Toll free)

Web site: **[www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)**

#### **Wheeler's Van Rentals of Hawaii LLC**

**(877) 735-6365** (Toll free)

Web site: **[www.wheelersvanrentals.com](http://www.wheelersvanrentals.com)**



### Transportation

The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus. All buses are wheelchair accessible. In addition, the Transit Agency offers a Shared-Ride Taxi program which provides door-to-door transportation for as little as \$2.00 within the urbanized area of Hilo and Kona. Coupons must be purchased in advance for this taxi service. Contact the County of Hawaii, Mass Transit Agency for information on routes, schedules, hours of operation and purchasing taxi coupons at **(808) 961-8744**.

#### **Mass Transit Agency**

1266 Kamehameha Avenue, Suite A-2  
Hilo, HI 96720

**(808) 961-8744**

(808) 961-8745 (Fax)

Email: [heleonbus@co.hawaii.hi.us](mailto:heleonbus@co.hawaii.hi.us)

Web site: **[www.hawaiicounty.gov/mass-transit](http://www.hawaiicounty.gov/mass-transit)**

#### **SpeediShuttle-Kona**

Van accessible with portable ramps.

No advance notice required.

**(877) 242-5777** (Toll free)

Email: [kona@speedishuttle.com](mailto:kona@speedishuttle.com)

**Hawaii Executive Transportation**

Kona Airport Shuttle.

Web site: [www.hawaiiexecutivetransportation/Kona-Internation-Airport-Hawaii-Shuttle-Service](http://www.hawaiiexecutivetransportation/Kona-Internation-Airport-Hawaii-Shuttle-Service)

1 (800) 833-2303 (Toll free)

**Accessible Parking**

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated accessible parking spaces. Parking placards may hang from the vehicle's rearview mirror or placed on the front dash when the vehicle is parked in a designated space.

**Access to Beaches and Trails**

All terrain wheelchairs are available for "surf day" events at designated beaches in Hilo and Kona on scheduled dates. For more information, contact the County of Hawaii, Department of Parks and Recreation at (808) 961-8681.

For information on trails throughout the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program on Oahu (808) 973-9782 or visit [www.hawaiitrails.org](http://www.hawaiitrails.org).

**Medical Equipment**

The following medical supply and health care companies sell or rent medical equipment and supportive aids. This listing is not an endorsement for any

particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to arrange and ensure your equipment needs are ready when you arrive in Hawaii.

**Apria Healthcare**

811 Laukapu Street, Suite 9  
Hilo, HI 96720

(808) 969-1211

(808) 935-7615 (Fax)

Web site: [www.apria.com](http://www.apria.com)

**Big Island Medical**

P.O. Box 1740

Kealahou, HI 96750

(808) 323-3313

(808) 322-9281 (Fax)

Email: [staff@bigislandmedical.com](mailto:staff@bigislandmedical.com)

Web site: [www.bigislandmedical.com](http://www.bigislandmedical.com)

**Rainbow Medical Supply, Inc.**

16-186 Kalara Street

Shipman Business Park

Keaau, HI 96749

(808) 982-3830

(808) 982-3835 (Fax)

Web site: [www.rainbowmedicalsupply.com](http://www.rainbowmedicalsupply.com)

**Shiigi Drug**

Ben Franklin Hilo Center

333 Kilauea Avenue

Hilo, HI 96720

(808) 935-0001

(808) 969-9833 (Fax)



## Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or other health conditions. Fees are charged for all services. Contact the business in advance for information.

### CareResource Hawaii

69 Railroad Avenue, Suite A20  
Hilo, HI 96720  
**(808) 935-2718**  
(808) 969-9454 (Fax)  
Web site: [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

### CareResource Hawaii

75-167 Kalani Street, Suite 206  
Kailua-Kona, HI 96740  
**(808) 326-7021**  
(808) 329-1091 (Fax)  
Web site: [www.careresourcehawaii.org](http://www.careresourcehawaii.org)



## Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

### Sign Language Interpreters and other Communication Access Providers

#### Isle Interpret

**(808) 445-9125**  
Toll Free: 855-475-3874  
Videophone **(808) 791-0505**  
Email: [info@isleinterpret.com](mailto:info@isleinterpret.com)

#### Hawaii Interpreting Services

**(808) 394-7706**  
Email: [info@interpretinghawaii.com](mailto:info@interpretinghawaii.com)  
Web site: [www.interpretinghawaii.com](http://www.interpretinghawaii.com)



## Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

### Hawaii Department of Agriculture Animal Quarantine Branch

99-951 Halawa Valley Street  
Aiea, HI 96701-5602  
**(808) 483-7151**  
(808) 483-7161 (Fax)  
Email: [rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov)  
Web site: [www.hawaii.gov/hdoa/ai/ags/info](http://www.hawaii.gov/hdoa/ai/ags/info)  
Web site on quarantine information for service animals: [www.hdoa.hawaii.gov/ai/ags/animal-quarantine-information-page](http://www.hdoa.hawaii.gov/ai/ags/animal-quarantine-information-page)



## Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

### Visitor Aloha Society of Hawaii

**Island of Hawaii - West**  
**(808) 756-0785** (Kailua-Kona)  
(808) 324-0346 (Fax)  
Email: [west@vashbigisland.org](mailto:west@vashbigisland.org)

### Visitor Aloha Society of Hawaii

**Island of Hawaii - East**  
**(808) 756-1472** (Hilo)  
(808) 934-7785 (Fax)  
Email: [east@vashbigisland.org](mailto:east@vashbigisland.org)

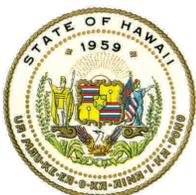


This guide was prepared by the State of Hawaii, Department of Health  
**Disability and Communication Access Board**

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814  
(808) 586-8121 (V/TTY) • (808) 586-8129 (Fax)

Web site: [www.health.hawaii.gov/dcab](http://www.health.hawaii.gov/dcab) • Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

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 (808) 586-4614 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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