



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 on our web site at 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 Oahu has the largest population base in the Hawaiian Islands, therefore the majority of resources for visitors with disabilities are located on Oahu. Resources are limited as you leave the Island of Oahu for the neighbor islands.

Island of Oahu



Honolulu 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 Honolulu International Airport. Obtain this guide at www.hidot.hawaii.gov/airports/ada. For more information, contact the Visitor Information Program at the Honolulu International Airport at **(808) 836-6413** or 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.

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

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“Travelers with Disabilities and Medical Conditions” at **(855) 787-2227** or at **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.

Alamo Rent-A-Car (800) 327-9633
(Toll free)

Avis Rent-A-Car (800) 321-3712
(Toll free)

Budget Rent-A-Car (800) 527-7000
(Toll free)

Dollar Rent-A-Car (866) 434-2226
(Toll free)

Hertz Rent-A-Car (800) 654-3011
(Toll free)

National Rent-A-Car (800) 227-7368
(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.

Access Aloha Travel

94-813 Leomana Way
Waipahu, HI 96797

(808) 545-1143

Online Van Reservation

(800) 480-1143 (Toll free)

Email: info@accessalohatravel.com

Web site: www.accessalohatravel.com

Wheelers Van Rentals of Hawaii LLC

(877) 735-6365 (Toll free)

Web site: www.wheelersvanrentals.com



Transportation

Oahu Transit Services (OTS) operates an island-wide fixed-route bus service (TheBus) and a paratransit service (TheHandi-Van) on a daily basis. All buses are wheelchair accessible. TheHandi-Van uses wheelchair accessible vehicles to provide curb-to-curb service to individuals with disabilities who are certified as “ADA Paratransit Eligible.” Visitors from other states who possess valid ADA paratransit eligibility may use TheHandi-Van. Contact TheHandi-Van Eligibility Center for information at **(808) 538-0033**.

ADA Paratransit Eligibility

TheHandi-Van Eligibility Center
First Insurance Center

1100 Ward Avenue, Suite 835
Honolulu, HI 96814

(808) 538-0033

(808) 538-0055 (Fax)

AMPCO Taxi Express

Provides lift-equipped vehicles with advanced arrangements.

(808) 831-2023

TheBus

Oahu Transit Services, Inc.

811 Middle Street
Honolulu, HI 96819
(808) 848-4500 (Customer Service)
(808) 848-5555 (Routes & Timetables)
Web site: www.thebus.org

TheHandi-Van

Oahu Transit Services, Inc.
811 Middle Street
Honolulu, HI 96819
(808) 456-5555 (V) (Reservations,
Cancellations, Customer Service)
(808) 454-5045 (TTY) (Reservations,
Cancellations, Customer Service)
Web site: www.thebus.org

Charley's Taxi

Provides Medicab service, which is a door-to-door escort service to doctors' offices and pharmacies. This is not ambulance or paramedic transportation.
(808) 531-1333

Hawaii Transport Services

Provides wheelchair and gurney transportation.
(808) 206-5706
Web site: www.hawaiihts.com

SpeediShuttle

Door to door service from the airport. Van accessible with portable ramps. No advance notice required.
(808) 839-6248

The Cab

Provides wheelchair transportation.
(808) 422-2222
Web site: www.thecabhawaii.com

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 at selected beaches on Oahu. Contact the City and County of Honolulu, Department of Parks and Recreation for further information at **(808) 692-5750**.

For information on trails throughout the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program at **(808) 973-9782** or 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 ensure your equipment needs are ready when you arrive in Hawaii.

Apria Healthcare

98-720 Kuahao Place
Pearl City, HI 96782

(808) 485-0178

(808) 485-0169 (Fax)

Web site: www.apria.com

C.R. Newton Co.

1575 South Beretania Street, Suite 101
Honolulu, HI 96826

(800) 545-2078 (Toll free)

(808) 949-8389

(808) 955-4721 (Fax)

Web site: www.crnewton.com

Hawaiian Islands Medical

841 Pohukaina Street, Suite 8
Honolulu, HI 96813

(866) 264-4633 (Toll free)

(808) 597-8087

(808) 597-8474 (Fax)

Email: laura@himed.cc

Web site: www.himed.cc

Hawaiian Rent-All

1946 South Beretania Street
Honolulu, HI 96826

(808) 949-3961

(808) 949-1338 (Fax)

Email: hrarents@gmail.com

Web site: www.hawaiianrentall.com

Respiratory Home Care Specialists, Inc.

P.O. Box 29099

Honolulu, HI 96820-1499

(808) 832-1600

(808) 832-1607 (Fax)

Web site: www.rhcs.net



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
Home and Community Health Care**

680 Iwilei Road, Suite 660

Honolulu, HI 96817

(808) 599-4999

Web site: www.careresourcehawaii.org

Wilson Homecare

1221 Kapiolani Blvd., Suite 940

Honolulu, HI 96814

(808) 596-4486

(808) 596-4822 (Fax)

Email: info@wilsonhomecare.net

Web site: www.wilsonhomecare.com



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

Hawaii Interpreting Services

(808) 394-7706

Email: info@interpretinghawaii.com

Web site: 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

Web site: 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



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

2250 Kalakaua Avenue
Honolulu, HI 96815

(808) 926-8274

(808) 926-0500 (Fax)

Email: jrich-vash@hawaii.rr.com or use web site email form

Web site: www.visitoralohasocietyofhawaii.org

**This guide was prepared by 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 • Email: 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

Neil Abercrombie,
Governor of Hawaii



Linda Rosen, M.D., M.P.H.,
Director of Health

Revised Sept 2014