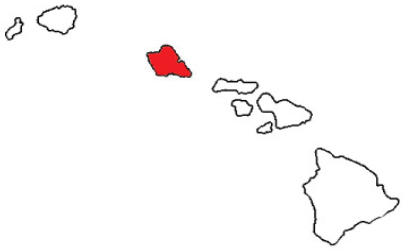
Hawai‘i Traveler Tips



Aloha! Welcome to the Island of O‘ahu

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawai‘i’s airports and transportation systems. Also included is a list of medical supply companies. 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 **http://health.hawaii.gov/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 O‘ahu has the largest population base in the Hawaiian Islands, therefore the majority of resources for visitors with disabilities are located on O‘ahu. Resources are limited as you leave the island of O‘ahu.

Honolulu International Airport

The State of Hawai‘i, 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, 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 disabilities in air travel and to file a complaint can be found at **http://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 “Travelers with Disabilities and Medical Conditions” at **(855) 787-2227** or at **www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions**.

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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
(808) 545-1143
Online Van Reservation
(800) 480-1143 (Toll free)
Email: **info@accessalohatravel.com**
Web site: **www.accessalohatravel.com**

Wheelers Van Rentals of Hawai‘i LLC
(877) 735-6365 (Toll free)
Web site: **www.wheelersvanrentals.com/**

Accessible Parking

The State of Hawai‘i 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 be 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 O‘ahu. Contact the City and County of Honolulu, Department of Parks and Recreation for further information at **(808) 768-3027 (V/TTY)**, or on their web site: **www.honolulu.gov/parks/programs/beach**.

For information on trails throughout the state, contact the Department of Land and Natural Resources, Nā Ala Hele Trails and Access Program at **(808) 973-9782** or **www.hawaiitrails.org**.

Communication Access Services

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

Sign Language Interpreters and Other Communication Access Providers

Hawai‘i Interpreting Services
(808) 394-7706
(808) 692-0595 (Videophone)
Email: **info@interpretinghawaii.com**
Web site: **www.interpretinghawaii.com**

Isle Interpret
(855) 475-2874 (Toll Free)
(808) 445-9125
(808) 791-0505 (Videophone)
Email: **info@isleinterpret.com**
Web site: **www.isleinterpret.com**

Visitor Aloha Society of Hawai‘i

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

Visitor Aloha Society of Hawai‘i
(808) 926-8274
Email: **jrich-vash@hawaii.rr.com**
Web site: **www.visitoralohasocietyofhawaii.org**

Transportation

O'ahu 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
(808) 538-0033

AMPCO Taxi Express
Provides lift-equipped vehicles with advanced arrangements.
(808) 831-2023

TheBus
O'ahu Transit Services, Inc.
(808) 848-4500
(808) 848-5555 (Routes & Timetables)
Web site: **www.thebus.org**

TheHandi-Van
(808) 456-5555 (V)
(808) 454-5045 (TTY)
Web site: **www.thebus.org**

Charley's Taxi
Provides Medicab service, which is a door-to-door escort service to doctors' offices and pharmacies. Medicab is not an ambulance service. Drivers are not paramedics.
1-877-531-1333 (Toll Free)
(808) 533-3211 (Medicab)
(808) 531-1300 (Reservations)
Web site: **http://charleystaxi.com**

Hawai'i Transport Services
Provides wheelchair and gurney transportation
(808) 206-5706
Email: **info@hawaiihts.com**
Web site: **www.hawaiihts.com**

SpeediShuttle
Provides door to door service from the airport. Van accessible with portable ramps. No advance notice required.
1-877-242-5777 (Toll Free)
(808) 839-6248
Email: **oahu@speedishuttle.com**
Web site: **http://www.speedishuttle.com**

The Cab
Provides wheelchair transportation.
(808) 422-2222
(808) 973-6249 (Accessible Van)
Email: **info@thecabhawaii.com**
Web site: **www.thecabhawaii.com**

Service Animals

Contact the Hawai'i Department of Agriculture for Information on requirements for allowing guide dogs and service animals to enter Hawai'i without quarantine.

Hawai'i Department of Agriculture
Animal Quarantine Branch
(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**

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 Hawai‘i.

Apria Healthcare
(808) 485-0178
Web site: **www.apria.com**

C.R. Newton Co.
(800) 545-2078 (Toll free)
(808) 949-8389
Email: **info@crnewton.com**
Web site: **www.crnewton.com**

Hawaiian Islands Medical
(866) 264-4633 (Toll free)
(808) 597-8087
Email: **laura@himed.cc**
Web site: **www.himed.cc**

Hawaiian Rent-All
(808) 949-3961
Email: **hrarents@gmail.com**
Web site: **www.hawaiianrentall.com**

Respiratory Home Care Specialists, Inc.
(808) 832-1600
Email: **IT@rhcs.net**
Web site: **www.rhcs.net**

This guide was prepared by State of Hawai‘i, 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: http://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.

David Ige
Governor of Hawaii

Revised November 2015

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