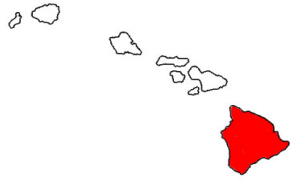


# Hawai'i Traveler Tips



*Aloha! Welcome to  
Island of  
Hawai'i*

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



## Kona and Hilo International Airports

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 Kona and Hilo International Airports. Obtain this guide for Hilo at <http://airports.hawaii.gov/ito/services-amenities/persons-with-disabilities/> and for Kona at <http://airports.hawaii.gov/koa/services-and-amenities/persons-with-disabilities/>. For more information, contact the Visitor Information Program at the Kona International Airport at (808) 329-3423, or for Hilo contact (808) 961-9321. You may find online information at <http://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://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm>.

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 <https://www.tsa.gov/travel/special-procedures>.

# Hawai'i Traveler Tips

## 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) 651-1223 (Toll free)

**Avis Rent-A-Car** (800) 962-1434 (Toll free)

**Budget Rent-A-Car** (888) 221-1203 (Toll free)

**Dollar Rent-A-Car** (800) 800-4000 (Toll free)

**Hertz Rent-A-Car** (800) 654-3131 (Toll free)

**National Rent-A-Car** (888) 273-5262 (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 Hawai'i

(800) 638-1912 (Toll free)

1-650-589-5554

Email: [info514@wheelchairgetaways.com](mailto:info514@wheelchairgetaways.com)

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

### Wheeler's Van Rentals of Hawai'i LLC

(877) 735-6365 (Toll free)

(808) 735-6365

Web site: [www.wheelersvanrentals.com/](http://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 for "surf day" events at designated beaches in Hilo and Kona on scheduled dates. For more information, contact the County of Hawai'i, Department of Parks and Recreation at (808) 961-8311 or email [parks\\_recreation@hawaiicounty.gov](mailto:parks_recreation@hawaiicounty.gov).

### East Hawai'i

Aupuni Center

(808) 961-8311

(808) 961-8411 (Fax)

### West Hawai'i

West Hawai'i Civic Center, Building B

(808) 323-4322

(808) 323-4346 (Fax)

For information on trails throughout the state contact the Department of Land and Natural Resources, Nā Ala Hele Trails and Access Program on O'ahu at (808) 973-9782 or <https://hawaii Trails.org>

## 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.

### Island of Hawai'i - East

(808) 756-1472 (Hilo)

(808) 934-7785 (Fax)

Email: [info@vashbigisland.org](mailto:info@vashbigisland.org)

### Island of Hawai'i - West

(808) 756-0785 (Kailua-Kona)

(808) 324-0346 (Fax)

Email: [info@vashbigisland.org](mailto:info@vashbigisland.org)

## Transportation

The Hawai'i 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 areas of Hilo and Kona. Coupons must be purchased in advance for this taxi service. Contact the County of Hawai'i, Mass Transit Agency for information on routes, schedules, hours of operation and purchasing taxi coupons at **(808) 961-8744**.

### **Mass Transit Agency** **(808) 961-8744**

(808) 961-8745 (Fax)

Email: [heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov)

Web site: <http://www.heleonbus.org>.

### **SpeediShuttle – Kona**

Accessible vans with portable ramps.

No advance notice required.

**(877) 242-5777**

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

## 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](mailto:info@interpretinghawaii.com)

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

#### **Isle Interpret**

**(855) 475-3874** (Toll Free)

**(808) 445-9125**

**(808) 791-0505** (Videophone)

Email: [info@isleinterpret.com](mailto:info@isleinterpret.com)

Web site: [www.isleinterpret.com](http://www.isleinterpret.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](mailto:rabiesfree@hawaii.gov)

Web site: <http://hdoa.hawaii.gov>

Web site on quarantine information for service animals: <http://hdoa.hawaii.gov/ai/aqs/animal-quarantine-information-page/uide-service-dogs-entering-hawaii/>

## 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 Hawai'i.

**Apria Healthcare**  
**(808) 969-1211**

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

**Big Island Medical**  
**(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.**

Shipman Business Park

**(808) 982-3830**

(808) 982-3835 (Fax)

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

**Shiigi Drug**

**Ben Franklin Hilo Center**

**(808) 935-0001**

(808) 969-9833 (Fax)

Web site: <https://stores.healthmart.com/shiigipharmacy>



This guide was prepared by State of Hawai'i, Department of Health

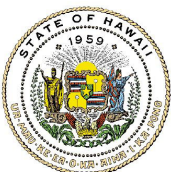
**Disability and Communication Access Board**

1010 Richards Street, Room 118 • Honolulu, HI 96813

(808) 586-8121 (V) • (808) 586-8162 (TTY) • (808) 586-8129 (Fax)

Web site: <http://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.



David Ige  
Governor of Hawaii

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