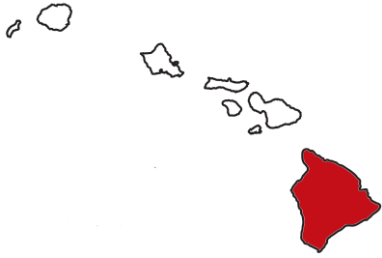


Hawaii Traveler Tips



Aloha!

*Welcome to the
Island of
Hawaii*

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. 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 website at <http://health.hawaii.gov/dcab>. Information contained in this guide does not serve as an endorsement for any of these business or services and is intended only as a resource.



Hawaii Island is the largest in the island chain. Hilo is the county seat and located on the East side. Kona is the other major service area and located on the West side. Resources are listed for both.



Hilo and Kona International Airports

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 and Kona Airports. Visual Display. Obtain this guide and further information at <https://hidot.hawaii.gov/airports/ada/>. For more information, contact the Visitor Information Program at Kona Airport at (808) 329-3423 or for Hilo Airport at (808) 961-9321. You may find other information for both airports online at 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 <https://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>.

Hawaii 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 (800) 314-3932 (Toll free)

Dollar Rent-A-Car (800) 800-3665 (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 Hawaii
(888) 858-8914 (Toll free)

Website: www.wheelchairgetaways.com

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) 961-8311 or email

parks_recreation@hawaiicounty.gov.

For information on trails throughout the state, contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program at **(808) 587-4175** or

<https://dlnr.hawaii.gov/recreation/nah/>

Communication Access

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

Sign Language Interpreters and Other Communication Access Providers

Hawaii Interpreting Services
(808) 394-7706

(808) 692-0595 (Videophone)

Email: info@interpretinghawaii.com

Website: www.interpretinghawaii.com

Isle Interpret

(855) 475-3874 (Toll Free)

(808) 445-9125

(808) 791-0505 (Videophone)

Email: info@isleinterpret.com

Website: www.isleinterpret.com

Medical Equipment

The following medical supply and health care companies sell and 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
(808) 969-1211

Website: www.apria.com

Aloha Medical
(808) 887-2828

Website: <https://www.911aloha.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 be placed on the front dash when the vehicle is parked in a designated space.

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

(808) 483-7151

(808) 483-7161 (Fax)

Email: rabiesfree@hawaii.gov

Website: <http://hdoa.hawaii.gov>

Website on quarantine information for service animals:

<https://hdoa.hawaii.gov/ai/aqs/aqs-info/>

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

Hilo - (808) 756-1472

Kona - (808) 756-0785

Website: www.visitoralohasocietyofhawaii.org

Transportation

The County of Hawaii 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 Hawaii Mass Transit Agency for information on routes, schedules, hours of operation, and paratransit service at **(808) 961-8744**.

**Hawaii County
Mass Transit Agency
(808) 961-8744**

Email: heleonbus@hawaiicounty.gov

Website: <http://www.heleonbus.org>

SpeediShuttle – Kona

Accessible vans with portable ramps.

No advance notice required.

(808) 242-7777

Email: kona@speedishuttle.com



**This guide was prepared by State of Hawaii, 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) 204-2466 (VP) • (808) 586-8129 (Fax)

Website: <https://health.hawaii.gov/dcab/> • Email: dcab@doh.hawaii.gov

The Hawai'i Department of Health is committed to maintaining an environment free from discrimination, retaliation, or harassment on the basis of race, color, sex, national origin, age, or disability, or any other class as protected under federal or state law, with respect to any program or activity. For more information, including language accessibility and filing a complaint, please contact Acting Non-Discrimination Coordinator Valerie Kato at (808) 586-4400, doh.nondiscrimination@doh.hawaii.gov, or visit HDOH's website at <http://health.hawaii.gov>.



Josh Green, M.D.
Governor of Hawaii

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