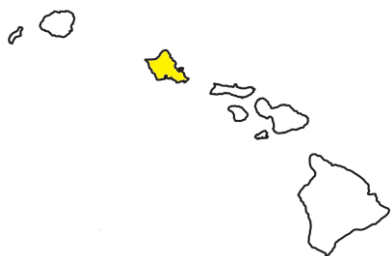


Hawaii Traveler Tips



Aloha! Welcome to the Island of Oahu

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 these business or services and is intended only as a resource.

The island of Oahu has the largest population of any of the islands, therefore the majority of resources for visitors with disabilities are located on Oahu. Resources are limited on the other islands.



Daniel K Inouye 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 Daniel K. Inouye Airport. Visual Display. Obtain this guide and further information at <http://airports.hawaii.gov/hnl/services-amenities/persons-with-disabilities/> For more information, contact the Visitor Information Program at Daniel K. Inouye Airport at (808) 836-6413. You may find other information on the airport 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

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.

Access to Beaches and Trails

All terrain wheelchairs are available at certain beaches on Oahu. Contact the City and County of Honolulu, Department of Parks and Recreation for information at **(808) 768-3003**, parks@honolulu.gov, or visit their website <https://www.honolulu.gov/parks/beach-parks/beach-wheelchair-access.html>

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

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.

Phone: **(808) 926-8274**
Website: <https://visitalohasocietyofhawaii.org/>

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 TheHandiVan.

ADA Paratransit Eligibility Center (808) 538-0033

Website: <https://www.honolulu.gov/cms-dts-menu/site-dts-sitearticles/1881-thehandi-van.html>

TheHandiVan (808) 456-5555 (V) (808) 454-5045 (TTY)

Website:
<http://www.thebus.org/thehandivan/thehandivan.asp>

TheBus (Oahu Transit Services Inc.) (808) 848-5555

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

AMPCO Taxi Express

Provides lift-equipped vehicles with advanced arrangements.
(808) 861-8294

Charley's Taxi

Prides 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.

1-877-351-2333 (toll free)
(808) 533-3211 (Medicab)

Website:
<https://charleystaxi.com/services/medicab/>

Hawaii Transport Services

Provides wheelchair and gurney transportation.

(808) 206-5706

Email: info@hawaiihts.com

Website: <http://www.hawaiihts.com/>

Roberts Hawaii

Provides door to door service from the airport. Van accessible with portable ramps. No advance notice required.

(808) 539-9400

Email: reservations@robertshawaii.com

Website: <https://www.robertshawaii.com/>

The Cab

Provides wheelchair transportation.

(808) 422-2222

Email : info@thecabhawaii.com

Website: <https://thecabhawaii.com/#index>

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/>

Medical Supplies

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.

Gammi Homecare
(808) 597-8087

Website: <https://gammie.com/>

Hawaiian Rent-All
(808) 949-3631

Website: <https://www.hawaiianrentall.com/>

Apria Healthcare
(808) 485-0178

Website: www.apria.com

Dauterman Healthcare & Mobility
(808) 591-8860

Website: <https://www.dautermanmedical.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>.



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Governor of Hawaii

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