

DOT RESPONSE

Service Animal Inspection Process

The Department of Agriculture indicated that staff shortages and increased arrivals in general has affected the ability of staff at the Airport Animal Quarantine Holding Facility (AAQHF) in HNL to perform terminal inspections. Requests for teams with significant mobility issues can be conveyed to the AAQHF to see if staff is available to accommodate terminal inspections on a case by case basis.

The Air Carriers Access Act includes an existing service which allows individuals with disabilities to request assistance to various locations within the airport, including the AAQHF and the passenger baggage claim areas. An airline representative is currently required to escort any passengers traveling with, in cabin, animals to the AAQHF. The request to the air carrier for assistance is a separate service from the required escort.

In an effort to help address the concerns regarding travel distance and finding the passenger baggage claim, Hawaii Department of Transportation added additional information to the web page for Traveling with Pets, which includes information for Guide/ Service Dogs. The following verbiage has been added this linked web page <https://airports.hawaii.gov/hnl/flights/traveling-with-pets/>.

Individuals with disabilities traveling with service animals may contact their air carrier to request assistance to the Airport Animal Quarantine Holding Facility (AAQHF) and to baggage claim. Travelers may also request arrangements with their air carrier for a transport chair if desired. Click on this link for more information on [Airline Passengers with Disabilities Bill of Rights](#).

The Department of Agriculture has included similar verbiage on their web page for Guide and Service Dogs Entering Hawaii as shown in the following link. <https://hdoa.hawaii.gov/ai/aqs/animal-quarantine-information-page/guide-service-dogs-entering-hawaii/>

Driver's License Testing

The current law requires individuals applying for a driver's license who experienced various physical or medical conditions as specified in §19-122-359, to submit a medical report which is reviewed by a medical advisory board. The medical advisory board reviews the information submitted by the applicant and provides a recommendation to the county driving examiner. The county will use the medical advisory board recommendation to determine how to proceed and will usually follow the recommendation of the medical advisory board due to the board's medical expertise. The decision may sometimes conflict with the individuals own medical provider, however since the medical board consists of no fewer than five physicians, the county is likely to follow the recommendation of the medical board based on liability concerns.

The other issues regarding accessible parking at the examination sites and setting up appointments, which are administered by the counties at county facilities, should be addressed by the different county agencies. We recommend contacting the ADA Coordinators for the County of Hawaii, County of Kauai, County of Maui, and the City and County of Honolulu to have them work with their motor vehicle licensing agency on addressing those concerns.

From: [DOH.dcab, Disability & Communication Access Board](#)
To: [Shaw, Kirby L.](#); [Mick, Bryan K](#)
Subject: FW: Online Submission via Website
Date: Tuesday, October 1, 2024 7:57:41 AM

From: dcab@doh.hawaii.gov <dcab@doh.hawaii.gov>
Sent: Monday, September 30, 2024 8:03 PM
To: DOH.dcab, Disability & Communication Access Board <DOH.dcab@doh.hawaii.gov>
Subject: Online Submission via Website

New message received through Contact Us form.

Name
Andrew& Gillian
Email
Phone
County of Residence
Other (Out of State/Country)
Inquiry Request
Other
Comment or Question
<p>We recently visited your beautiful islands and would love to return in the future with our oldest daughter who is physically disabled and requires a wheel chair and modified wheelchair van. Unfortunately, we have been quite disheartened to discover that availability and prices to rent modified disability vehicles is extremely high on the Hawaiian Islands. The pricing is so high it almost seems discriminatory for people with disabilities.</p> <p>It's a real shame, as I'm sure there are many tourists who would love to visit your state, but find the pricing for a mobility vehicle to travel around your islands is prohibitive for such a trip. When we traveled to Florida, disability vehicles were much more readily available and more easily rented. It's unfortunate that the Government of Hawaii couldn't encourage or require Vehicle Rental companies on the islands to maintain a stock of mobility vehicles within their inventory. Aloha! From Canada</p>

From: Linda Mansour

Sent: Wednesday, October 9, 2024 9:18 AM

To: DOH.dcab, Disability & Communication Access Board <DOH.dcab@doh.hawaii.gov>

Subject: [EXTERNAL] Lihue Airport Budget Rental

Please provide info on whether a Budget Rental bus can legally discharge and board passengers at a red painted curb. The curb had no access to be able to safely step over or guide a suitcase through that RED curb area to then enter their facility to process paperwork for a rental car. Please see photo.



This was how my bus delivered passengers. The photo BELOW is the next bus with same driver and is discharging passengers much more safely but still same red painted curb.

PLEASE ADVISE if they can just stop in the middle of an entry road to allow all passengers to depart regardless of walking abilities.

Linda Mansour



From: Howard, Bonnie <Bonnielee.Howard@avisbudget.com>

Sent: Thursday, October 10, 2024 12:38 PM

To: Buote, Duane E <Duane.E.Buote@hawaii.gov>

Subject: RE: [EXTERNAL] Lihue Airport Budget Rental

Aloha Duane,

Here are some pictures of our Budget location, the same location in question. We do have ramps, both sides of where the complainant was dropped off, steps away from where Ms. Mansour was dropped at. See below.







This is the same curb above as the picture Ms. Mansour took, just with the ramp included. Curb is painted red as it is our shuttle bus lane for pick up and drop off.

Picture complainant took of above curb:

