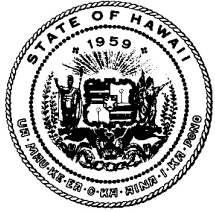


# PARKING COMMITTEE 11/17/25

## LIST OF BOARD PACKET DOCUMENTS

1. Parking Committee Agenda for 11/17/25.
2. Parking Committee Draft Minutes for 9/8/25.
3. Letter from applicant to DCAB regarding process to renew a long term parking permit.
4. Letter from applicant to the City and County of Honolulu regarding medical certification requirement to renew a long term parking permit.
5. Hawaii Revised Statutes §291-51 Definition of person with a disability.
6. Letter from DCAB to the City and County of Honolulu regarding appointment process for disability parking permits.
7. Chart - City and County of Honolulu Permit Issuance FY 13-14 through FY 24-25.
8. Response letter from City and County of Honolulu to DCAB regarding appointment process for disability parking permits.
9. Bill 2026-0016 HB HMSO-1 - Relating to Parking.
10. Graphic Image – Current and proposed designs of accessible parking spaces.
11. Parking Unit Report (parking permit issuance statistics, email notifications to permittees, procurement of supplies, death retrieval process, webpage for reporting placard or access aisle abuse, webpage for reporting non-design compliant accessible parking spaces).
12. Parking Permit Database Report for FY 26 Q1.
13. Draft Survey of Disability Parking Permittees.
14. Article – Israel Cracks down On Disabled Parking Permit Fraud.
15. Chart – Issuance of Hawaii Disability Parking Permits.



## **DISABILITY AND COMMUNICATION ACCESS BOARD**

1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 204-2466 (VP)

### **NOTICE OF MEETING**

#### **Disability and Communication Access Board Standing Committee on Parking Meeting**

November 17, 2025  
12:00 p.m. – 1:00 p.m.

The Disability and Communication Access Board will be meeting remotely using interactive conference technology. The public is welcome to participate as follows.

#### **Public In-Person Meeting Location**

Kamamalu Building  
1010 Richards Street, Room 118  
Honolulu, Hawaii 96813

#### **Participate Virtually via Zoom**

Click on the link below or copy and paste it into your browser window:  
<https://us02web.zoom.us/j/86916313475> and enter Meeting ID: 869 1631 3475.

#### **To join by phone**

Dial 1 669 900 6833 and enter Meeting ID: 869 1631 3475.

One tap mobile +13462487799,,86916313475#

#### **Public Testimony**

**Oral testimony** - Members of the public may present comment or testimony on each agenda item.

**Written Testimony** - To ensure the public as well as Committee members are able to review testimony prior to the meeting, we request written testimony be submitted 48 hours prior to the scheduled meeting date and time.

Written testimony may be submitted by one of the methods listed below:

- By email to: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)
- By U.S. Postal Mail:  
Attn: Executive Director, Disability and Communication Access Board, 1010 Richards Street, Room 118, Honolulu, HI 96813
- By facsimile to: (808) 586-8129

## **AGENDA**

- I. Call to Order  
Review Remote Meeting Procedures
  - This meeting is being recorded.
  - A quorum of Committee members is required to be visible on screen.
  - Raise hand to speak unless called upon.
  - Identify yourself before speaking.
- II. Roll Call/Introductions
- III. Public Testimonies Submitted – Review
  1. Concern with requiring medical certification for renewal of a long term placard.
  2. Phone call – concern with physician who would not certify applicant with a prosthetic leg due to interpretation of person with a disability as defined in §291-51 Hawaii Revised Statutes.
- IV. Approval of Meeting Minutes for September 8, 2025.
- V. Old Business
  - A. Concern with availability of appointments at City and County of Honolulu issuing locations and change in policy to no longer assist people without internet access.
  - B. County Memorandums of Agreement (MOA) – Parking Program.
  - C. Maui County [Parking Ambassadors Program](#).
  - D. Public Education Efforts
    1. How to Design an Accessible Parking Space Brochure.
    2. Proposed procedure to send warning letters to vehicle owners who use fraudulently manufactured or altered placards.
  - E. State Capitol Building, Parking, and Accessibility Concerns.
  - F. State Legislation - Update
    1. [Senate Bill 1008 House Draft 1 Conference Draft 1](#) - Relating to Parking. Authorizes the counties to adopt ordinances to enforce the accessible parking space requirements for parking spaces reserved for persons with disabilities and electric vehicles.
    2. Bill 2026-0016 HB HMSO-1 - Relating to Parking. Prohibits the issuance of a citation for encroachment into an access aisle by a vehicle with a disability parking permit unless an oral complaint is made to a law enforcement officer or 911 dispatcher by a person who also has a valid disability parking permit and whose access was directly impeded.

Requires a law enforcement officer to verify the validity of the complainant's disability parking permit before issuing a citation.

VI. New Business

A. Review of DCAB Legislative Position Statements for Parking Related Bills and Resolutions.

- **Support** legislation that would allow permittees who qualify for a Disabled Paid Parking Exemption Permit to receive the parking fee exemption through a special license plate.
- **Support** legislation relating to efforts to issue citations for illegal parking in accessible parking spaces consistent with the penalty amounts provided under Hawaii Revised Statutes, Chapter 291, Part III.
- **Support** legislation regarding methods for members of the public to report the use of an expired disability parking placard to obtain parking privileges or a vehicle parked in an access aisle while displaying a disability parking placard or special license plates.
- **Support** legislation enforcing accessible parking design requirements.
- **Support** legislation to reserve van accessible spaces for use by permittees who use a wheelchair or scooter and/or use a vehicle with a side mounted lift or ramp.
- **Support** legislation to amend the meter fee exemption from “2.5 hours or the maximum time the meter allows” to “4.5 hours.”
- **Support** legislation to increase the minimum number of parking spaces for persons with disabilities or study the issue.
- **Support** legislation to establish a disability travel placard.

B. Disability Parking Placard Issuance Statistics for Quarter 1 Fiscal Year 2025-2026.

C. Email Notification to Permittees of Pending Parking Permit Expirations for Quarter 1 Fiscal Year 2025-2026.

D. Procurement of Disability Parking Placards and Month/Year Decals.

E. Death Records Crossmatch and Disability Parking Permit Retrieval.

F. Webpage for Reporting Placard or Access Aisle Abuse - Number of Submissions.

G. Webpage for Reporting Non-Design Compliant Accessible Spaces - Number of Submissions.

H. Draft Survey of Disability Parking Permittees.

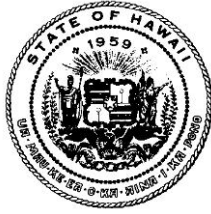


- I. Concern with parking lots only accepting payment via QR code.
- J. Review of Smart Parking Systems
  - 1. [Italy's Smart Parking](#)
  - 2. [Gtechna Smart Parking](#)
- K. Review of Article - Fraud in the Israeli parking program for persons with disabilities.
- L. Tax credit for businesses who provide accessible parking spaces.
- VII. Open Forum: Public comment on issues not on the agenda for consideration on a future Committee agenda.
- VIII. Next Meeting
- IX. Adjournment

If you need an auxiliary aid/service or other accommodation due to a disability, contact Cindy Omura or Scott Castor at (808) 586-8121 or [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov) as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled.

Upon request, this notice is available in alternate/accessible formats.

The agenda and meeting materials for this meeting are available for inspection at the DCAB office located at 1010 Richards Street, Room 118, Honolulu, Hawaii 96813 and on the DCAB website at: <https://health.hawaii.gov/dcab/dcab-agendas-and-minutes/>.



## DISABILITY AND COMMUNICATION ACCESS BOARD

1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 204-2466 (VP)

### **DRAFT MINUTES** **Standing Committee on Parking Meeting**

Location: Virtual via Zoom and 1010 Richards Street, Room 118  
Date: September 8, 2025  
Time: 12:00 p.m.

PRESENT: Violet Horvath, Chairperson pro tem; Dayne Greene, Gerald Ohta, Charlotte Townsend, Board Members; Elizabeth Delovio, Bryan Mick, Kristine Pagano, Mylynne Simon, Staff

PUBLIC  
PARTICIPANT: Donald Sakamoto

SIGN LANGUAGE  
INTERPRETER: Ku Mei Kern

REAL TIME  
CAPTIONERS: April Chandler and Kelly DeCamp

- I. Chairperson pro tem Violet Horvath called the meeting to order at 12:06 p.m.
- II. Committee members, staff, and the public participants introduced themselves.
- III. Public Testimonies Submitted - Review
  - A. Bryan Mick reported one (1) public testimony was received regarding the City and County of Honolulu's (City) procedure to submit a parking permit application form. As of November 2023, the City requires an appointment for disability parking permit transactions. There is a two (2) week minimum wait for appointments, which defeats the purpose of a temporary placard. While Hawai'i Administrative Rules, Title 11, Chapter 219 requires the transaction to be in person it does not prohibit walk ins. The City's policy is a barrier for many applicants. Long term renewals and Disabled Paid Parking Exemption Permits (DPPEP) are issued by mail, and that process may be quicker than the City's in-person process. The testimony also stated the City's website had inaccurate information about the requirement to make an appointment.  
  
Bryan Mick pointed out that this testimony relates to agenda item VI. New Business, Item G. Concern with availability of appointments at City and County of Honolulu issuing locations. Chairperson pro tem Violet Horvath stated this is a serious issue with temporary placards, as the earliest available appointment may be a month or longer from the date the application is completed by the medical professional, and the permit itself is only good for a couple of months in some cases.

Testimony: Donald Sakamoto commented that this issue was brought up at the Kaneohe Neighborhood Board meeting.

IV. The Committee approved the July 7, 2025, meeting minutes as circulated (M/S/P Greene/Townsend).

V. Old Business

A. Review of possible statutes or rule amendments relating to the design of accessible parking spaces.

Bryan Mick recapped a media story about Mr. Greg Au and his wife, who both need extra space to exit their vehicle on opposite sides. Mr. Au received a citation for parking in the access aisle. His suggestion is to legally require access aisles on both sides of accessible parking spaces. Bryan Mick explained that the Americans with Disabilities Act Accessibility Guidelines (ADAAG) only requires an access aisle on one side, and if it's an angled van accessible parking space it must be on the passenger side. It is illegal to back into an angled space, so those spaces are not usable to someone who needs the access aisle on the driver's side. A judge reduced Mr. Au's fine after the mitigating circumstances were presented. DCAB always advises people they have this option if they are cited, although it is up to the judge's discretion.

DCAB communicated with a State Representative's office who may introduce legislation. The office explained they may propose eliminating the prohibition on parking in an access aisle. An exception would be added that someone could call parking enforcement and complain their accessibility was being impeded, allowing a citation to still be issued. DCAB staff replied that would be difficult for parking enforcement to administer, might run afoul of the ADA, and DCAB would likely oppose such a bill. There are however other design regulations that could address the issue.

Bryan Mick stated that the State of New York requires all accessible spaces to be eleven feet (11') wide and the State of Florida requires accessible parking spaces be twelve feet (12') wide. A wider accessible parking space addresses many issues, including vehicle with multiple occupants with disabilities, and not enough van accessible spaces for use by vehicles with side ramps or lifts. Staff prepared a chart showing various possible design regulations and what the advantages, objections, and barriers to might be.

Committee member Charlotte Townsend stated that in Hawaii an eleven foot (11') parking space would be opposed by landowners because land is so valuable. She would like to support, in time, a change to ADAAG, as the laws were written long ago. How people with disabilities live today, and the design of buildings and automobiles have radically changed in thirty (30) years. The law reflects a time where people with disabilities were only passengers and exited on the right side, and that formula needs to be rethought. She says that if Hawaii wants to do something unique, DCAB should redraft the design regulations from scratch in consultation with our design professionals. DCAB should consider issues such as people exiting from the driver's side or the

passengers' side, or in newer vehicles from the rear of the vehicle which can place them in oncoming traffic.

Committee member Dayne Greene wondered if there could be a legal exception for someone who uses a wheelchair to park superficially on the access aisle but not blocking it. Bryan Mick replied the eleven foot (11') wide space would allow for flexibility, versus adding three feet (3') to the access aisle which is only useable for people that need the access aisle on that side. The flexible approach was taken with the accessible electric vehicle (EV) charging stations due to the charging ports being on different sides of the car depending on the model.

Bryan Mick added that on the agenda is a draft survey of placard permittees, so questions regarding accessible parking space design could be drafted. The survey would allow numbers and statistics to be provided to the Legislature. Committee member Gerald Ohta asked if staff knows what proportion of people who use vehicles and are disabled are the driver versus passenger. Bryan Mick replied that figure is unknown, but the survey could help determine that. He added that our database reflects three to four percent (3% to 4%) of permittees use a wheelchair or mobility scooter. There is strategic value to proposing new regulations that help not just those permittees, but other permittees. Chairperson pro tem Violet Horvath says that if the parking space is more flexible in how it can be used, it would not matter whether the person using it is a passenger, driver, or needs to deploy a ramp.

Committee member Charlotte Townsend asked how many DPPEP placards have been issued. Bryan Mick replied six hundred fifty (650) since 2021 when issuance began, roughly one hundred fifty (150) placards per year.

Bryan Mick added that introducing a bill, even if opposition is expected, illuminates specific objections, allowing the Parking Committee to revisit with a more narrowly crafted bill in the following legislative session.

B. Review of State of Iowa and State of Tennessee disability parking sticker option

Bryan Mick said the Committee discussed at the last meeting a permittee with a temporary placard who drove a vehicle without doors. The permittee had concerns about the placard being stolen and wanted a decal instead. Similar requests have come from those who don't want to get special license plates or want to keep decorative plates. The States of Iowa and Tennessee offer decals in lieu of placards, but like every state besides Hawaii, their DMVs administers both the license plate program and the disability parking program. Committee member Charlotte Townsend asked if it is cheaper to issue stickers. Bryan Mick replied that it would depend on the level of security put into the stickers, but they likely would be cheaper than placards. He added if the sticker was to be placed elsewhere on the car besides the license plate, he could see parking enforcement objecting. They already must check plates, rearview mirrors, and dashboards. If the statutes and administrative rules were amended to allow for a sticker, an amendment would also need to be made to the Memorandum of Agreements (MOAs) as those only refer to placards and plates. The Committee concluded this was a low priority issue

as a small number of permittees are impacted. The travel placard is a higher priority.

C. Staffing Update

Mylynne Simon is the new Parking Program Specialist. Joanne Kealoha is the new Program Support Technician I. The Parking program is fully staffed.

D. County Memorandums of Agreement (MOA) – Parking Program

Four (4) Memorandums of Agreement (MOA) were sent out in the beginning of the year, three (3) have been signed and executed. The County of Maui's is outstanding as their MOA is required to go through the County Council and the Mayor. The Maui County Council passed the MOA, it now awaits for Mayor's signature.

E. Maui County Parking Ambassadors Program

The County of Maui recently launched its Parking Ambassadors Program. Diamond Parking Services are the ambassadors and authorized to issue citations for parking violations including at accessible parking spaces. DCAB will execute an MOA with the County of Maui Department of Transportation (MDOT). This will allow DCAB to grant a MDOT employee limited access to our parking database, they will not be able to access any medical information. A Parking Ambassador may initiate a placard inquiry via this designated employee. DCAB is drafting the MOA.

F. Public Education Efforts

The Facility Access Unit (FAU) will review the Accessible Parking Space brochure and work on possibly revising and updating the graphics. Everything in the brochure is still accurate, and it is a low priority to complete the brochure.

VI. New Business

A. Concern with availability of appointments at City and County of Honolulu issuing Locations

There are two (2) interwind issues. One is that the administrative rules require applications processed by the counties to be submitted in person. So, changing that would require only an amendment to the rules. Previous DCAB Executive Director Francine Wai indicated that applying in person was favorable to establish that the applicant was a real person who intended to apply. DPPEP applications are submitted by mail to DCAB. However, a copy of a driver's license is required to be attached, and staff highly scrutinizes them. If there are any questions, the certifying physicians, physician assistant, or Advance Practice Registered Nurse (APRN) is contacted.

The second issue is the City and County of Honolulu's requirement that an applicant have an appointment. They do not allow walk ins, which up until 2023, was available at an express window. DCAB leaves it up to the counties on how they would like to process applications as they best know their

staffing and facility constraints. The MOAs does not address this issue. The City said they discontinued walk ins because they were overwhelming some of the Satellite City Hall locations. Metrics were not provided. This current procedure creates a time gap between the application form's completion and when the placard can be issued to the applicant at a Satellite City Hall. Chairperson pro tem Violet Horvath added that the City may not be taking into consideration the applicant's experience, who likely is in pain and having difficulties getting to Satellite City Hall. She would like DCAB to bring this to the City's attention.

Testimony: Donald Sakamoto mentioned this illustrates why the Mayor's Committee for Disabilities should be brought back. Staff will draft a letter to be sent to the Mayor, Department of Customer Services, and Honolulu City Council members regarding this Committee and the issue with appointments at the Satellite City Halls.

VII. Open Forum

Donald Sakamoto commented that a developer in Pearl City is building a storage facility next to a dog park and community garden. There were ten (10) parking spaces created, two (2) for loading and unloading, but none were accessible. DCAB staff reported that parking lots with ten (10) parking spaces are required to have one van accessible parking space.

VIII. Next Meeting

The next meeting is scheduled for Monday, November 17, 2025, at 12:00 p.m.

IX. Adjournment

The meeting adjourned at 1:12 p.m.

NOTE: All votes were unanimous unless otherwise noted.

Respectfully submitted,

MYLYNNE N. SIMON

October 15, 2025

Aloha,

Mahalo for processing this Disability Parking Permit Application.

However, this only "Renewal" mail-in option is very inconvenient, inefficient, time consuming, a waste of government resources and taxpayers money. Application forms should be processed in person at this Satellite City Hall eliminating wasteful inefficient and inconvenient delays.

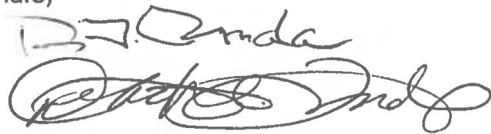
My husband and I waited standby over an hour at the Windward City Shopping Center Satellite City Hall on October 15, 2025 only to be told at the window that our application had to be mailed in because he had a previous long-term placard over 20 years ago for a different purpose. Needless to say we were turned away.

Our dilemma could have been resolved quickly had the Disability Parking Permit Application form been processed then and there at that Satellite City Hall. Time is of the essence factoring in other medical appointments that have been and will be scheduled.

We have had excellent helpful service at the Windward City Satellite City Hall and the employees there are just wonderful! 😊

I hope you will take our concerns into consideration to resolve and better serve our community of Kupunas and the disabled.

Mahalo,

A handwritten signature in black ink, appearing to read "Ray & Deborah Imada". The signature is stylized with loops and flourishes.

Ray & Deborah Imada

**DEPARTMENT OF CUSTOMER SERVICES  
KA 'OIHANA LAWELawe KUPA  
CITY AND COUNTY OF HONOLULU**

ADMINISTRATION

925 DILLINGHAM BOULEVARD, SUITE 257 • HONOLULU, HAWAII 96817  
PHONE: (808) 768-3392 • FAX: (808) 768-3750 • WEBSITE: honolulu.gov

RICK BLANGIARDI  
MAYOR  
MEIA



KIMBERLY M. HASHIRO  
DIRECTOR  
PO'O

MEGAN JOHNSON  
DEPUTY DIRECTOR  
HOPE PO'O

October 7, 2025

SENT VIA EMAIL

Ms. Bobby (Barbara) McClintock  
808redahi@gmail.com

Dear Ms. McClintock:

We are in receipt of your August 28, 2025, email submission to Mayor Rick Blangiardi requesting assistance in streamlining procedures for renewing a "Permanently Disabled Blue Placard" by eliminating the mandatory physician certification requirement for all renewals. Mayor Blangiardi has requested that the Department of Customer Services, which administers the Division of Motor Vehicles (DMV) and Satellite City Halls (SCH), respond directly to you.

The parking program for persons with disabilities is a State of Hawai'i program, established and implemented by the Department of Health's Disability and Communication Access Board (DCAB) Program and Policy Development Unit. This unit administers DCAB's statutory responsibility to coordinate the parking program for persons with disabilities, per Chapter 291, Part III, Hawai'i Revised Statutes (HRS), and Chapter 11-219, Hawai'i Administrative Rules.

The City and County of Honolulu's nine satellite city halls facilitate the issuance of first time and replacement of temporary (red) and long term (blue) placards, the renewal of temporary (red) placards, and special license plates applications. Please be aware, however, that the blue disability parking permit placards are long term, not permanent, and Hawai'i's statute requires medical certification for all initial and renewal disability parking permit placards issued throughout all Hawai'i counties. HRS § 291-52 Issuance of removable windshield placard, also requires that the windshield placard expire six years after the date of its issuance.

We hope this information is helpful. You may want to consider sharing your concerns directly with the State's DCAB unit via their [online contact us page](#). We are



Ms. Bobby (Barbara) McClintock

October 7, 2025

Page 2

also copying DCAB on this letter. Honolulu's Department of Customer Services appreciates receiving comments and concerns about the services we provide. We do listen and your input is valuable to us.

Sincerely,

Kimberly M. Hashiro  
Director

cc: Mayor Rick Blangiardi

Kirby L. Shaw, Executive Director, State of Hawai'i, Department of Health, Disability  
and Communication Access Board

## Old Language

"Person with a disability" means a person who is limited or impaired in the ability to walk, and who, as determined by a licensed practicing physician or an advanced practice registered nurse:

- (1) Cannot walk two hundred feet without stopping to rest due to a diagnosed arthritic, neurological, orthopedic, renal, oncological, or vascular condition;
- (2) Cannot walk without the use of, or assistance from, a brace, cane, crutch, another person, prosthetic device, wheelchair or other assistive device;
- (3) Is restricted by lung disease to such an extent that the person's forced (respiratory) expiratory volume for one second, when measured by spirometry, is less than one liter, or the arterial oxygen tension is less than sixty mm/hg on room air at rest;
- (4) Uses portable oxygen; or
- (5) Has a cardiac condition to the extent that the person's functional limitations are classified in severity as Class III or Class IV according to the standards set by the American Heart Association.

## Current Language

"Person with a disability" means a person with a disability that limits or impairs the ability to walk, and who, as determined by a licensed practicing physician or an advanced practice registered nurse:

- (1) Cannot walk two hundred feet without stopping to rest, and who has been diagnosed with:
  - (A) An arthritic, neurological, orthopedic, renal, vascular, or oncological condition;
  - (B) Lung disease to such an extent that the person's forced (respiratory) expiratory volume for one second, when measured by spirometry, is less than one liter, or the arterial oxygen tension is less than sixty mm/hg on room air at rest; or
  - (C) A cardiac condition to the extent that the person's functional limitations are classified in severity as Class III or Class IV according to the standards set by the American Heart Association; and
- (2) Because of a condition identified in paragraph (1):
  - (A) Cannot walk two hundred feet under the person's own power without stopping to rest;
  - (B) Cannot walk without the use of, or assistance from, a brace, cane, crutch, another person, prosthetic device, wheelchair, or other assistive device; or
  - (C) Uses portable oxygen.

## Possible Proposed Language

"Person with a disability" means a person with a disability that limits or impairs the ability to walk, and who, as determined by a licensed practicing physician or an advanced practice registered nurse:

- (1) ~~[Cannot walk two hundred feet without stopping to rest, and who]~~  
[h]Has been diagnosed with:
  - (A) An arthritic, neurological, orthopedic, renal, vascular, or oncological condition;
  - (B) Lung disease to such an extent that the person's forced (respiratory) expiratory volume for one second, when measured by spirometry, is less than one liter, or the arterial oxygen tension is less than sixty mm/hg on room air at rest; or
  - (C) A cardiac condition to the extent that the person's functional limitations are classified in severity as Class III or Class IV according to the standards set by the American Heart Association; and
- (2) Because of a condition identified in paragraph (1):
  - (A) Cannot walk two hundred feet under the person's own power without stopping to rest;
  - (B) Cannot walk without the use of, or assistance from, a brace, cane, crutch, another person, prosthetic device, wheelchair, or other assistive device; or
  - (C) Uses portable oxygen.

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## **DISABILITY AND COMMUNICATION ACCESS BOARD**

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1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 204-2466 (VP)

September 22, 2025

VIA EMAIL AND FIRST CLASS U.S. MAIL

The Honorable Rick Blangiardi  
Mayor  
City and County of Honolulu  
530 South King Street #300  
Honolulu, HI 96813

The Honorable Tommy Waters  
Chairperson  
Honolulu City Council  
530 South King Street #100  
Honolulu, HI 96813

Regarding: Request for Satellite City Halls to change its policy to process disability parking permit applications at the Express Service (No Appointment Required) line and Reinstate the Mayor's Advisory Committee on Disabilities

Dear Mayor Blangiardi and Council Chair Waters:

The Disability and Communication Access Board (DCAB), an agency attached to the Department of Health, administers the statewide program on parking for persons with disabilities and advocates and promotes the full integration, independence, equal access, and quality of life for persons with disabilities.

There are two (2) requests in this letter: 1) For Satellite City Halls to change its policy and process disability parking permit applications at the Express Service (No Appointment Required) line, and 2) Reinstate the Mayor's Advisory Committee on Disabilities.

On June 18, 2025, DCAB entered into a Memorandum of Agreement (MOA) with the City and County of Honolulu (City) to issue on behalf of DCAB the following types of disability parking permits, 1) temporary placards, 2) first time long term placards, 3) replacement of lost, confiscated, or mutilated temporary or long term placards, and 4) special license plates.

Note that DCAB processes disability parking permit applications for renewal of a long term disability parking permit or for Disabled Paid Parking Exemption Permits by mail.

The MOA specifies that the City must process the disability parking permit applications in person, as required by Hawaii Administrative Rules, Title 11, Chapter 219 entitled, "Parking for Persons with Disabilities", Section 11-219-5 (e).

Processing the disability parking permit applications in person verifies that (1) the applicant is an actual person, and (2) the person intends to apply for a disability parking permit.

There is an increase of complaints from applicants who are applying for a disability parking permit at the City and County of Honolulu Satellite City Halls. The major complaint is the ability to schedule a timely service appointment to obtain a disability parking permit or special license plate. Applicants are unable to reserve a timely appointment as soon as their physician, physician assistant, or advanced practice registered nurse (APRN) certifies their eligibility for a disability parking permit.

The lack of a timely service appointment at a nearby Satellite City Hall forces many applicants with disabilities to search for an earlier appointment that is located far away. When applicants with disabilities select an earlier appointment at a Satellite City Hall that is farther from their residence, they are frustrated because of the physical challenges to obtain a disability parking permit immediately. People with disabilities take two or three times as long as an abled bodied person to arrive at their designated location such as at a Satellite City Hall, medical facility, or grocery store.

The current MOA does not require or prohibit the City from using an appointment-based system at their Satellite City Halls. However, prior to November 2023, the City and County of Honolulu accepted walk ins and included processing the disability parking permit applications with no appointments. The City allowed applicants to use their Express Services line to apply for a disability parking permit or special license plate.

In November 2023, the City informed DCAB that "the processing of DCAB applications was taking longer than expected and causing delays, it was therefore removed from the Express Services (no appointment needed) line, and switched to AlohaQ appointments."

Our staff tested all the issuing locations shown in the AlohaQ website. The earliest available appointments ranged from six (6) days to twenty two (22) days, depending on the location, with an average time of twelve (12) days.

The current policy to require applicants to make a service appointment is a barrier to obtain their disability parking permit in a timely matter.

DCAB respectfully requests the City make a modification to the current policy by reverting to processing disability parking permit applications at the Express Services line for applicants to obtain their disability parking permits or special license plates in a timely manner.

Secondly, it has come to DCAB's attention that the Mayor's Advisory Committee on Disabilities (MACD) is inactive. The MACD was formed in 1971 and since 2012, there have been no meetings to make recommendations on improving accessibility and compliance to the City's programs, services, and activities.

Note that the County of Hawaii, Committee on People with Disabilities and County of Maui, Commission on Persons with Disabilities review their County policies and practices to ensure compliance.

Reinstating the MACD, would reaffirm to your constituents and visitors with disabilities that the City is listening to their concerns on any issues that impact their access to the City's programs, services, and activities.

Thank you for considering our requests and look forward to hearing from you.

Should you have questions, please feel free to contact me at (808) 586-8121 or [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov).

Sincerely,

A handwritten signature in cursive script, appearing to read "Kirby L. Shaw".

for  
KIRBY L. SHAW  
Executive Director

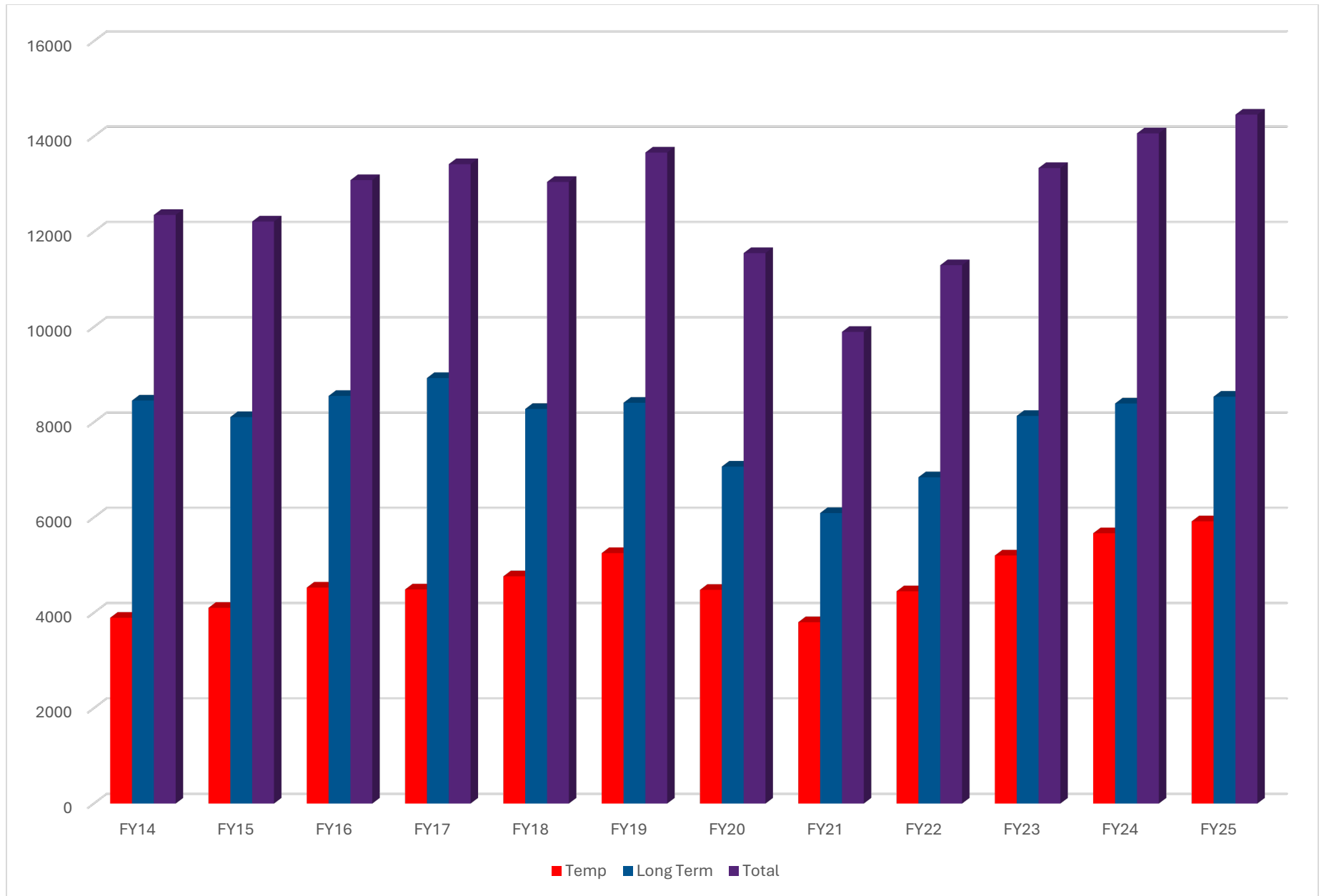
c: Michael Formby  
Managing Director

Kimberly Hashiro  
Director of Customer Services

Roger Morton  
Director of Transportation Services

Members  
Honolulu City Council

## City and County of Honolulu Parking Permit Issuance





**DEPARTMENT OF CUSTOMER SERVICES  
KA 'OIHANA LAWELawe KUPA  
CITY AND COUNTY OF HONOLULU**

**ADMINISTRATION**

925 DILLINGHAM BOULEVARD, SUITE 257 • HONOLULU, HAWAII 96817  
PHONE: (808) 768-3392 • FAX: (808) 768-3750 • WEBSITE: [honolulu.gov](http://honolulu.gov)

RICK BLANGIARDI  
MAYOR  
MEIA



KIMBERLY M. HASHIRO  
DIRECTOR  
PO'O

MEGAN JOHNSON  
DEPUTY DIRECTOR  
HOPE PO'O

September 25, 2025

SENT VIA EMAIL

Kirby L. Shaw, Executive Director  
Disability and Communication Access Board  
[dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

Dear Executive Director Shaw:

We are in receipt of your letter to Mayor Rick Blangiardi and Honolulu City Council Chair Tommy Waters, dated September 22, 2025, requesting, in part, the Satellite City Halls change its policy to process disability parking permit applications at the Express Service (no appointment) line. Mayor Blangiardi has requested that the Department of Customer Services (CSD), which administers the Satellite City Halls (SCH), respond directly to you.

Prior to November 2023, Satellite City Halls processed disability parking permit applications through an Express Service (no appointment) line. However, due to the length and complexity of these transactions, the processing time caused significant delays in Express Service operations for all customers. To prevent a further reduction in overall service to the public, disability parking permit applications were transitioned to an appointment-based service.

We recognize the importance of timely access for applicants. We provide a standby option for individuals who arrive without an appointment. These customers are placed on a standby list and are served in between scheduled appointments, when there are no shows or cancellations. While this may result in some wait time, it provides an alternative to scheduling in advance. Every attempt is made to service standby customers as soon as possible, however appointments have priority.

As of today's date, the wait times for appointments at our satellite locations are as follows:

<b>Location</b>	<b>Next available appointment</b>
Downtown	September 29
Windward City	September 30
Kapālama	October 1
Wai'anae	October 1
Hawai'i Kai	October 1
Ala Moana	October 3
Pearlridge	October 7
Kapolei	October 8
Wahiawā	October 8

This reflects an average one to two week wait time for an appointment, which is reasonable.

It is important to note that disability parking permit transactions often take longer than typical Express Service transactions. For example:

- If an application is incomplete or contains errors, our staff take steps to try to assist by contacting the physician's office to obtain the missing or corrected information. This may not always be possible, but when successful it prevents applicants from having to return to their doctor's office, which we believe is a benefit to customers.
- In cases where the applicant applies for the wrong type of permit, staff must work to cancel the incorrect transaction before reprocessing the correct one. This adds additional time and can delay completion.
- Applicants requesting special license plates must first complete the disability parking permit application before applying for the plates, resulting in two separate transactions, which take more time to complete.

Given the above factors, continuing with an appointment-based system allows us to dedicate the necessary time and attention to each applicant, while minimizing disruptions to Express Services and ensuring accuracy in processing.

Kirby L. Shaw, Executive Director  
Disability and Communication Access Board  
September 25, 2025  
Page 3

We appreciate your feedback about the services we provide, and hope the details we have provided will be helpful to you. If you have questions or need additional information, or if you would like to meet to discuss this matter, please contact me at (808) 768-3392.

Sincerely,

Kimberly M. Hashiro  
Director

cc: Mayor Rick Blangiardi  
The Honorable Tommy Waters, Chairperson, Honolulu City Council  
Members of the Honolulu City Council  
J. Roger Morton, Director, Department of Transportation Services

# H.B. NO.

**Report Title:**

Disability Parking Permits; Access Aisles; Encroachment;  
Citation; Complaints

**Description:**

Prohibits the issuance of a citation for encroachment into an access aisle by a vehicle with a disability parking permit unless an oral complaint is made to a law enforcement officer or 911 dispatcher by a person who also has a valid disability parking permit and whose access was directly impeded. Requires a law enforcement officer to verify the validity of the complainant's disability parking permit before issuing a citation.

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*



---

# A BILL FOR AN ACT

---

RELATING TO PARKING FOR DISABLED PERSONS.

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:**

1       SECTION 1. The legislature finds that accessible parking  
2 spaces, including the adjoining striped access aisle, are  
3 essential to ensure that persons with mobility impairments have  
4 sufficient space to safely enter and exit their vehicles.  
5 However, practical limitations, such as poorly designed lot  
6 layouts, narrow spaces, and vehicle size, can occasionally lead  
7 to incidental or unavoidable encroachment into adjoining access  
8 aisles by drivers who otherwise comply with disability parking  
9 permit requirements. Despite the lack of intent to obstruct,  
10 these drivers are subject to automatic citations and steep  
11 fines, often without consideration of the specific circumstances  
12 or any actual harm caused.

13       The legislature further finds that a significant percentage  
14 of the State's population, approximately seven per cent, rely on  
15 disability parking permits, and that enforcing strict penalties  
16 without discretion disproportionately affects the same  
17 individuals the law is intended to protect. Universal



# H.B. NO.

1 enforcement without a demonstrated impact on another person with  
2 a disability can undermine public trust in accessibility  
3 regulations and distract from more egregious violations.

4 Accordingly, the purpose of this Act is to:

- 5 (1) Prohibit the issuance of a citation for encroachment  
6 into an access aisle by a vehicle with a disability  
7 parking permit unless an oral complaint is made to a  
8 law enforcement officer or 911 dispatcher by a person  
9 who also has a valid disability parking permit and  
10 whose access was directly impeded; and  
11 (2) Require the law enforcement officer to verify the  
12 validity of the complainant's disability parking  
13 permit before issuing a citation.

14 SECTION 2. Section 291-57, Hawaii Revised Statutes, is  
15 amended by amending subsections (a) and (b) to read as follows:

16 "(a) Any person who uses a parking space reserved for  
17 persons with disabilities who:

- 18 (1) Fails to properly display a disability parking permit;  
19 (2) Displays an invalid disability parking permit;



# H.B. NO.

(3) Uses a disability parking permit that was not issued to that person or to any passengers occupying the vehicle in the parking space; or

(4) With or without a disability parking permit:

(A) Parks in an access aisle; provided that no citation shall be issued for encroachment into an access aisle by a vehicle with a disability parking permit unless an oral complaint is made to a law enforcement officer or 911 dispatcher by a person who has been issued a valid disability parking permit and who attests that their access was directly obstructed due to the encroachment. The law enforcement officer shall verify the validity of the complainant's disability parking permit before issuing a citation pursuant to this subparagraph; or

(B) Obstructs the ingress or egress to a parking space reserved for a person with a disability, shall be guilty of a traffic infraction under chapter 291D, be fined ~~not~~ no less than \$250 nor more than \$500, and pay any costs incurred by the court related to assessing the fine;



## H.B. NO.

1 provided that a person with a disability who has been issued a  
2 valid disability parking permit that is currently in effect, and  
3 who has failed to display the disability parking permit while  
4 parking in a space reserved for persons with disabilities, shall  
5 pay a fine of [~~not~~] no less than \$25 nor more than \$100 and any  
6 costs incurred by the court related to assessing the fine. In  
7 addition to any other applicable penalties and fines, any person  
8 who violates this subsection shall be assessed an additional  
9 state reserved parking space enforcement fine of \$100; provided  
10 that a person with a disability who has been issued a valid  
11 disability parking permit that is currently in effect, and who  
12 has failed to display the disability parking permit while  
13 parking in a space reserved for persons with disabilities, shall  
14 not be assessed the state reserved parking space enforcement  
15 fine. The state reserved parking space enforcement fine shall  
16 be enforced and collected by the district courts. Fifty per  
17 cent of [~~all fines~~] the state reserved parking space enforcement  
18 fines collected under this subsection shall be deposited into  
19 the [~~state~~] general fund and the remaining fifty per cent [~~of~~  
20 ~~all fines collected~~] shall be deposited into the safe routes to





## H.B. NO.

1 school program special fund established pursuant to section  
2 291C-4.

3 (b) Any person who uses a parking space reserved for  
4 persons with disabilities and refuses or fails to present an  
5 identification card issued under this chapter or the rules  
6 adopted thereunder to an enforcement officer upon request shall  
7 ~~be~~;

8 (1) Be guilty of a traffic infraction under chapter 291D~~[r~~  
9 ~~be]~~;

10 (2) Be fined ~~[not]~~ no less than \$250 nor more than  
11 \$500~~[r]~~; and ~~[pay]~~

12 (3) Pay any costs incurred by the court related to  
13 assessing the fine.

14 In addition to any other applicable penalties and fines,  
15 any person who violates this subsection shall be assessed an  
16 additional state reserved parking space enforcement fine of  
17 \$100. The state reserved parking space enforcement fine shall  
18 be enforced and collected by the district courts. Fifty per  
19 cent of ~~[all fines]~~ the state reserved parking space enforcement  
20 fines collected under this subsection shall be deposited into  
21 the ~~[state]~~ general fund and the remaining fifty per cent ~~[of~~



# H.B. NO.

1 ~~all fines collected~~] shall be deposited into the safe routes to  
2 school program special fund established pursuant to section  
3 291C-4."

4 SECTION 3. This Act does not affect rights and duties that  
5 matured, penalties that were incurred, and proceedings that were  
6 begun before its effective date.

7 SECTION 4. Statutory material to be repealed is bracketed  
8 and stricken. New statutory material is underscored.

9 SECTION 5. This Act shall take effect upon its approval.

10

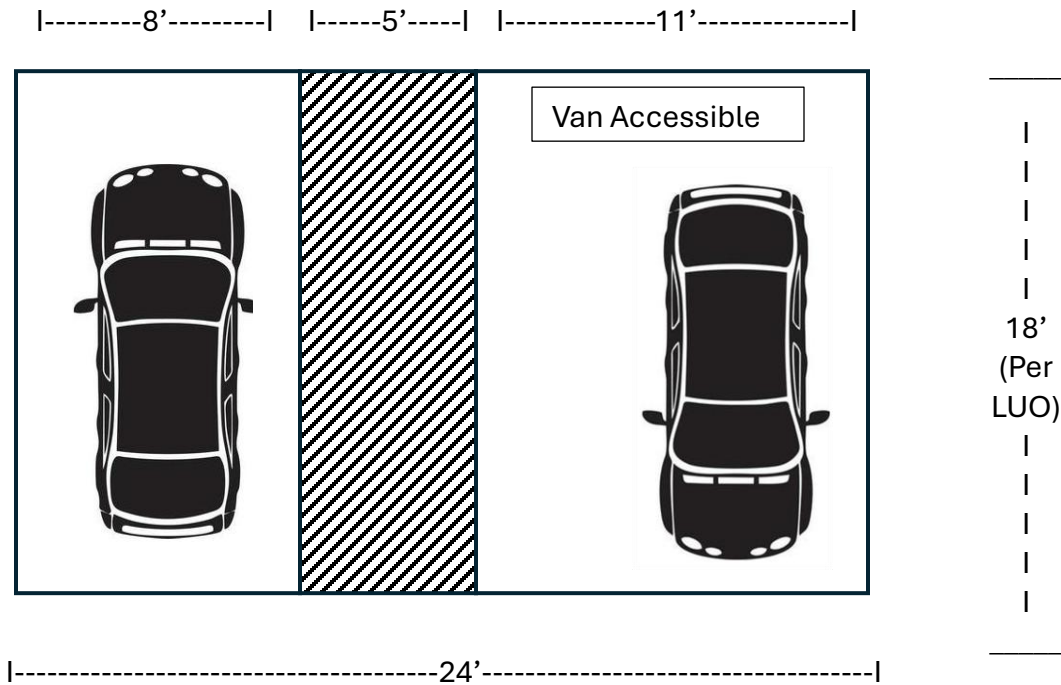
INTRODUCED BY: \_\_\_\_\_



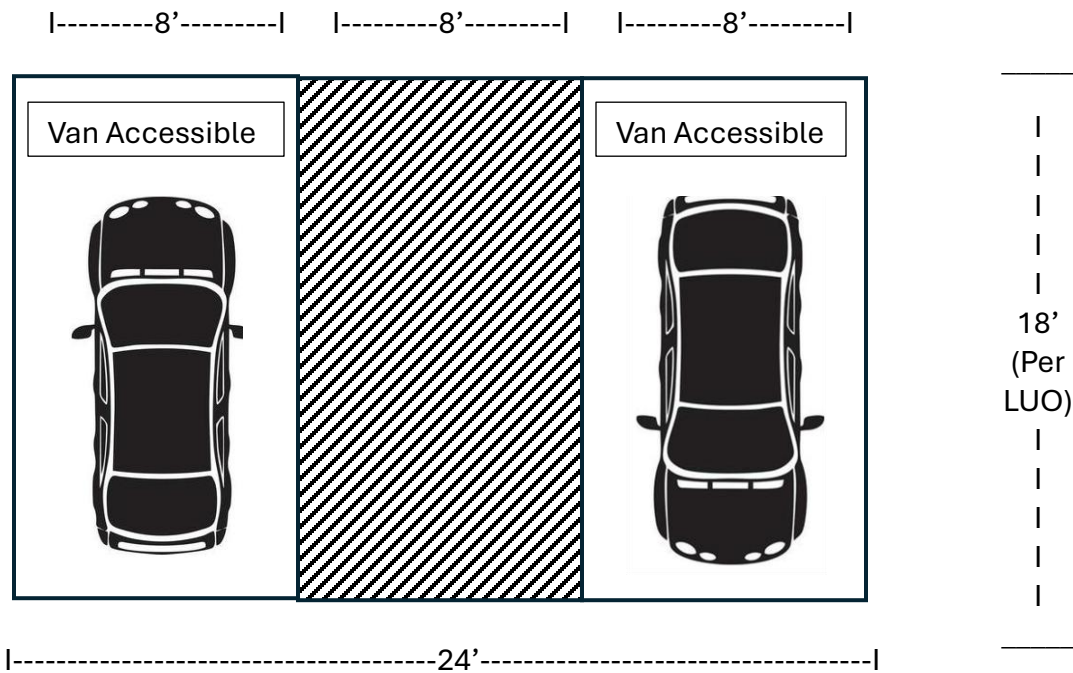
H.B. NO.



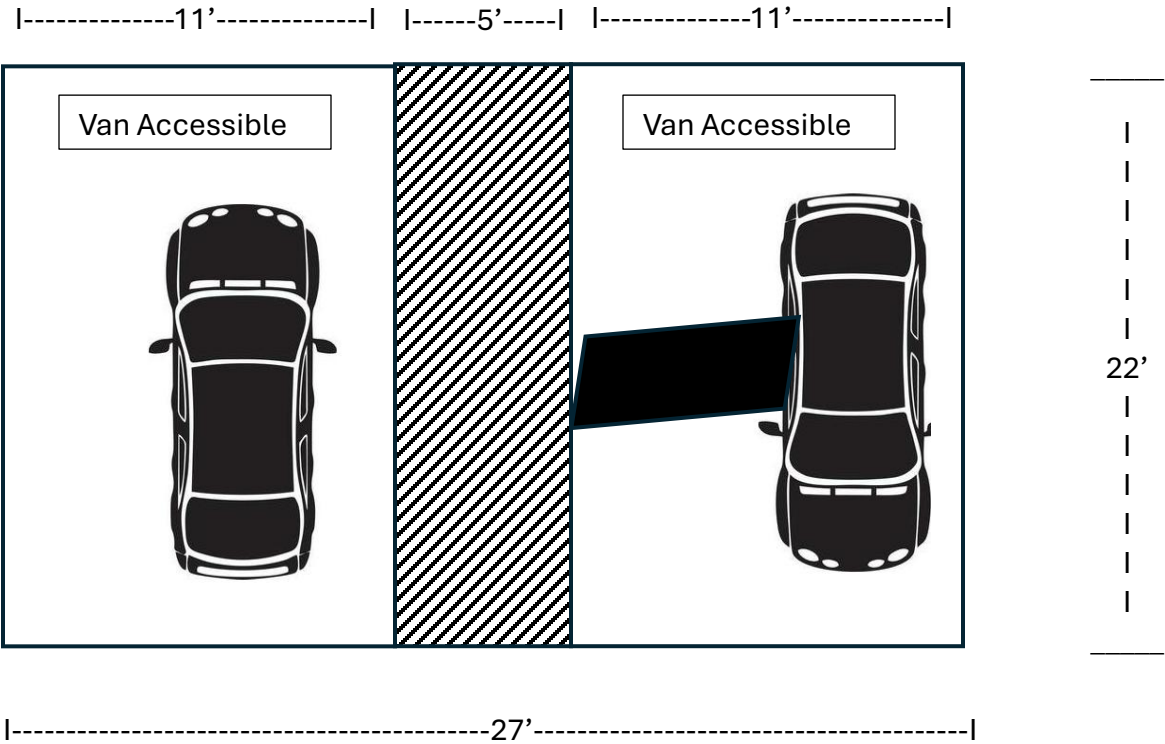
CURRENT (ADAAG AND LUOS)



ALTERNATE DESIGN – ACCESS AISLE MUST HAVE SIGN



PROPOSAL



# PARKING UNIT REPORT

November 17, 2025

## Parking Program Issuance and Statistics – Update

In the first quarter of FY 2025-2026, around 8,700 placards were issued and 419 special license plates reauthorized or issued. Of the placards, about 2,200 were temporary, 6,500 long term, and 20 were Disabled Paid Parking Exemption Permits. Of the long-term placards, about 2,800 were renewals issued by DCAB. The renewal rate was 67 percent.

## Other Parking Activities from the Plan of Action

In the first quarter of the Fiscal Year:

2,429 emails were sent reminding permittees of a pending permit expiration.

Procurement was begun for window envelopes, BRM envelopes, and blue ID paper.

A crosscheck with Vital Record flagged 3,600 records. Staff has been updating the database and cleaning the list up, we project about 3,300 letters will be sent to the estates.

4 submissions were received via the webpage to report parking placard misuse.

3 submissions were received via the webpage to report a non-design complaint space and a follow up with the City and County of Honolulu was conducted. Staff also noticed a photo on fakebook of incorrect signage and reached out to Home Depot, who agreed to double check their locations.



# Disability Parking Permit System

Disability and Communication Access Board

Department of Health • State of Hawaii

## PARKING DATA ANALYSIS

10/03/2025



8692 **Total** # of Placards Issued

### By Station (31)

00 DCAB: 2861	15 Hawaii Kai: 398
01 Administration: 108	20 Kahului: 404
02 Ala Moana: 547	21 Kihei: 64
03 Chinatown: 152	22 Lahaina: 78
04: 0	23 Pukalani: 85
05: 0	24 Hana: 5
06 Kapalama Hale: 430	25 Molokai: 35
07 Kapolei: 620	26 Lanai: 15
08: 0	30 Lihue: 255
09 Pearlridge: 697	31 Kapaa: 11
0A: 0	40 Hilo: 590
10 Wahiawa: 356	41 Kona: 361
11 Waianae: 186	50: 0
12 Windward City: 434	60: 0
13: 0	XX DCAB GK: 0
14: 0	

### By County and DCAB

Honolulu: 3928	Kauai: 266	Maui: 686	Hawaii: 951
DCAB: 2861			

6473 **Permanent** Placards by County and DCAB

Honolulu: 2392	Kauai: 182	Maui: 419	Hawaii: 653
DCAB: 2827			

2185 **Temporary** Placards by County and DCAB

Honolulu: 1535	Kauai: 84	Maui: 267	Hawaii: 298
DCAB: 1			

419 **License Plates** Issued

Honolulu: 113	Kauai: 13	Maui: 29	Hawaii: 52
DCAB: 212			

3963 **First Time** Placards by County and DCAB

Honolulu: 2740	Kauai: 182	Maui: 442	Hawaii: 598
DCAB: 1			

2574 **First Time Long Term** Placards by County and DCAB

Honolulu: 1738	Kauai: 129	Maui: 273	Hawaii: 433
DCAB: 1			

**3686 Renewal** Placards by County and DCAB

Honolulu: 593	Kauai: 31	Maui: 87	Hawaii: 147
DCAB: 2828			

**1023 Replacement** Placards by County and DCAB

Honolulu: 595	Kauai: 52	Maui: 155	Hawaii: 206
DCAB: 15			

**184 Mutilated** Placards by County and DCAB

Honolulu: 105	Kauai: 11	Maui: 19	Hawaii: 49
DCAB: 0			

**17 First Hawaii DPPEP** Placards by County and DCAB

Honolulu: 0	Kauai: 1	Maui: 0	Hawaii: 0
DCAB: 16			

**2 Renewal of Hawaii DPPEP** Placards by County and DCAB

Honolulu: 0	Kauai: 0	Maui: 2	Hawaii: 0
DCAB: 0			

**1 Replacement of Hawaii DPPEP** Placards by County and DCAB

Honolulu: 0	Kauai: 0	Maui: 0	Hawaii: 0
DCAB: 1			

**0 Replacement of Mutilated Hawaii DPPEP** Placards by County and DCAB

Honolulu: 0	Kauai: 0	Maui: 0	Hawaii: 0
DCAB: 0			

**\$35,478.00 Total Amount of Money Collected** by County and DCAB

Honolulu: \$24,036.00	Kauai: \$1,530.00	Maui: \$4,704.00	Hawaii: \$5,058.00
DCAB: \$150.00			

**\$33,084.00 Calculated Amount for Counties to Invoice**

Honolulu: (1843) x \$12.00 = \$22,116.00	Kauai: (140) x \$12.00 = \$1,680.00
Maui: (292) x \$12.00 = \$3,504.00	Hawaii: (482) x \$12.00 = \$5,784.00



Aloha Disability Parking Permit Holder,

The Disability and Communication Access Board (DCAB) wants to know what problems you encounter when trying to park in an accessible parking space. The data collected from this survey will help guide future recommendations to improve the parking program. We ask that you take five minutes to answer fifteen questions in our survey. All responses are anonymous and no personal identifying information is requested. If you are filling out the survey on behalf of someone else, please answer from their point of view. Please submit only one survey. If you have any questions or concerns, please contact DCAB by phone at (808) 586-8121 or by email at [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov).

1. My age bracket is:
  - ☐ 0 to 20.
  - ☐ 21-40.
  - ☐ 41-60.
  - ☐ 61 or older.
2. What kind of disability parking permit do you have?
  - ☐ Temporary Placard (red).
  - ☐ Long term placard (blue).
  - ☐ Disabled Paid Parking Exemption Permit (green).
  - ☐ Special License plate only.
  - ☐ Special license plate and a placard.
3. Which County do you live in?
  - ☐ City and County of Honolulu
  - ☐ County of Hawaii
  - ☐ County of Maui
  - ☐ County of Kauai
  - ☐ None of the above
4. Are you usually the driver or a passenger?
  - ☐ Driver.
  - ☐ Passenger.
5. Does the private vehicle you primarily ride in or drive have a side mounted lift and/or ramp?
  - ☐ Yes.
  - ☐ No.
6. Can you safely enter or exit your vehicle if you park in a standard accessible parking space (has a 5 foot wide access aisle)?
  - ☐ Yes.
  - ☐ No.
7. Which of the following features of an accessible parking space do you require use of? (check all that apply)
  - ☐ Parking space is located close to a facility entrance.
  - ☐ Use of an access aisle.
  - ☐ Use of a van accessible access space (8 foot wide access aisle or 11 foot wide space).
  - ☐ Other: \_\_\_\_\_

8. On a scale from 1 to 5 with 1 being very often and 5 being never, please rate how often you are unable to park in an accessible parking space because the access aisle is not located on the side you or your passenger exits the vehicle from?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

9. Do you occasionally park partially in the access aisle because you are unable to reverse into the parking space and the access aisle is not located on the side you or your passenger exit the vehicle from?

- ☐ Yes.
- ☐ No.

10. On a scale from 1 to 5 with 1 being easy and 5 being hard, please rate the difficulty of finding an available accessible parking space for the locations below:

- a) Personal services such as banks or dry cleaners \_\_\_\_\_
- b) Food and beverage establishments \_\_\_\_\_
- c) Big box retailers stores such as Costco \_\_\_\_\_
- d) Strip malls \_\_\_\_\_
- e) Shopping malls \_\_\_\_\_
- f) Educational facilities \_\_\_\_\_
- g) Sports Facilities \_\_\_\_\_
- h) Airports \_\_\_\_\_
- i) State/County recreational facilities  
(beach parks, gym, district parks, etc.) \_\_\_\_\_
- j) Other: \_\_\_\_\_

11. Which type of areas do you usually park or attempt to park in an accessible space? (check all that apply)

- ☐ Personal services such as banks or dry cleaners
- ☐ Food and beverage establishments
- ☐ Big box retailers stores such as Costco
- ☐ Strip malls
- ☐ Shopping malls
- ☐ Educational facilities

- ☐ Sports Facilities
- ☐ Airports
- ☐ State/County recreational facilities (beach parks, gym, district parks, etc.)

Other: \_\_\_\_\_

12. On a scale from 1 to 5 with 1 being often and 5 being never, please rate the frequency of the following scenarios at locations you attempt to visit.

- \_\_\_\_\_ All accessible parking spaces are occupied by vehicles with valid disability parking permits.
- \_\_\_\_\_ All accessible parking spaces are occupied, some of which are by vehicles displaying expired or altered disability parking permits.
- \_\_\_\_\_ All accessible parking spaces are occupied, some of which are by vehicles displaying no disability parking permits.
- \_\_\_\_\_ Automobiles (including motorcycles) are fully or partially parked in the access aisle.
- \_\_\_\_\_ It is difficult for my vehicle to enter the accessible parking space due to the design of the parking lot (sharp angles, speed bump locations, etc).
- \_\_\_\_\_ The van accessible parking space is occupied, and I am only able to use van accessible spaces.
- \_\_\_\_\_ There is an object blocking the parking space or access aisle (moped, shopping cart, sign pole, etc.).
- \_\_\_\_\_ Other: \_\_\_\_\_

13. Which of these conditions have you noticed at the locations you visit? (check all that apply):

- ☐ Lack of signage on the accessible parking spaces.
- ☐ Lack of signage on the van accessible access aisle.
- ☐ Lack of an access aisle.
- ☐ Visible slope in the accessible parking space.
- ☐ Visible slope in the access aisle.
- ☐ No curb cut and ramp near the accessible parking spaces / lack of an accessible path to facility.

Other: \_\_\_\_\_

14. Have you ever traveled off island and had to choose to use your placard to park in a reserved accessible space at your departure location (i.e. airport) or to take your placard with you for use at your destination?

- ☐ Yes.
- ☐ No.

15. Have you been unable to pay for parking in an off street parking lot due to the method of payment?

- ☐ No.
- ☐ Yes, cash only.
- ☐ Yes, credit or debit card only.
- ☐ Yes, QR code only.

Additional Comments: \_\_\_\_\_

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# Israel cracks down on disabled parking fraud. Now patients say they're paying the price

After police uncovered mass fraud in disabled parking permits, Israel's new stricter rules aim to curb abuse but have left thousands of legitimate users facing delays, rejections and fines as they struggle with mounting bureaucracy

Sivan Hilaie, Shira Kadari-Ovadia | Updated:  
09.19.25 | 17:38

[Add a comment](#)

Last December, Lahav 433 unit, a crime-fighting organization within the Israel Police, uncovered a criminal network that fraudulently issued thousands of disabled parking permits, exploiting loopholes in the Ministry of Transport's online system and using forged documents. Authorities were alarmed by the sudden spike in permits — from 90,000 to about 650,000 in just five years.

Following the scandal, the Ministry froze new permit issuance, extended the validity of existing permits by six months and later introduced a stricter, more detailed procedure.

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(Photo: Shutterstock)

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The goal of the new rules is clear: to prevent fraud and ensure permits go only to those who truly need them. But in practice, the lack of clear communication on updated criteria has caused long delays, uncertainty and bureaucratic hurdles, leaving thousands of legitimate permit holders without valid tags and facing potential fines.

The issue is now before the Knesset Economics Committee, which is holding a hearing on the obstacles affecting those who genuinely require permits.

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news

Sharon Unger, 54, of Kiryat Ata, first received a disabled parking permit in 2017 due to cancer, diabetes and related complications. He has had to renew it annually. Following the fraud scandal, his most recent renewal attempt was rejected. "Every year it's approved. This time, they said there's no evidence of reduced mobility. I don't understand," he said, noting he struggles with severe pain after recent surgery.

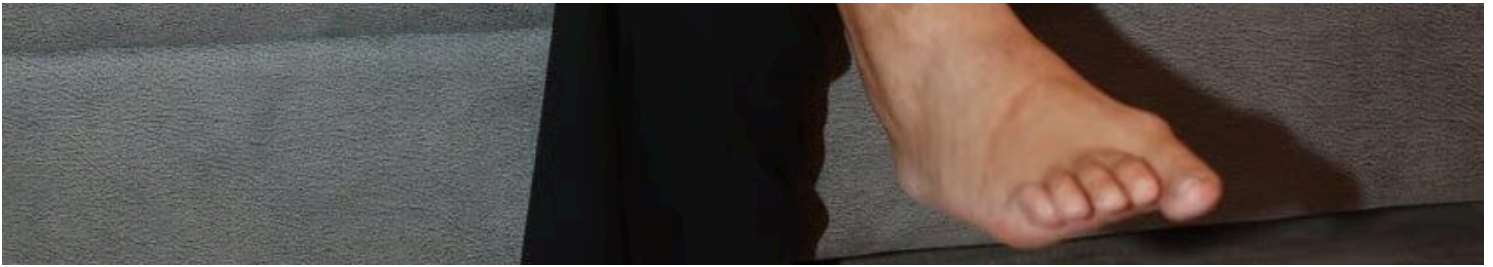




Sharon Unger (Photo: Courtesy)

Karin Cohen, injured in a car accident at age 24, suffers from chronic back and nerve damage and a limp in her right leg. She held a permit for 15 years but recently had her renewal request denied. "They said my disability is only moderate," Cohen said. "I've dealt with chronic pain since the accident, carefully plan every trip outside, and I still don't qualify? Instead of helping us live normal lives, we're battling bureaucracy."





Karin Cohen (Photo: Yariv Katz)

Another applicant, Sarit, has been disabled for ten years following surgery. Despite presenting current medical documentation, her renewal was delayed for months, forcing her to repeatedly pay parking fines. "I've had to cut back on food and medicine to afford a lawyer to fight this. We're not second-class citizens — we just want to park legally," she said.

Jean Levy, 70, a fully disabled wheelchair user, has been waiting since May to renew his permit. "I've submitted all documents, but the website says it's under construction. When I call, I'm told to wait patiently. There's no one to speak to," he said, adding that tens of thousands of disabled people face similar delays.



Jean Levy (Photo: Yair Sagi)

Alex Friedman, chair of the organization "Disabled, Not Half a Human Being," said stricter criteria have created backlogs that harm many genuine applicants. "On the other hand, the reform is necessary to stop the chaos that

plagued parking permits for years," he said.

Ron Notkin, of the news portal Shavim, noted that administrative extensions are not enough. "We received dozens of complaints from people unable to renew their permits. Only court petitions have forced the Ministry to respond," he said.

The Ministry of Transport defended the changes as a historic step to end years of improper or fraudulent permits. "After decades of unauthorized permits, we decided to change the issuance method and stop fraud," the Ministry said in a statement, adding that the reform is being implemented gradually due to the sensitivity of the issue. "The goal is clear: permits should go only to those eligible, ensuring genuine disabled users have accessible parking."

Already, the Ministry reports a decline in unauthorized permits, improving access for those who truly need them.

First published: 06:27, 09.20.25

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