



# DISABILITY AND COMMUNICATION ACCESS BOARD

## Ka 'Oihana Ho'oka'a'ike no ka Po'e Kīnānā

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### **DRAFT MINUTES**

#### **Standing Committee on Parking Meeting**

Location: Virtual via Zoom and 1010 Richards Street Room 118  
Date: May 18, 2026  
Time: 12:00 p.m.

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

PUBLIC  
PARTICIPANTS: Leelynn Brady, Donald Sakamoto

SIGN LANGUAGE  
INTERPRETER: Keri Lee and Carie Sarver

- I. Chairperson Violet Horvath called the meeting to order at 12:08 p.m.
- II. Committee members and staff introduced themselves.
- III. Public Testimonies Submitted – Review
  - A. No public testimonies were submitted.
- IV. The Committee approved the March 31, 2026, meeting minutes as circulated (M/S/P Townsend/Greene).
- V. Old Business
  - A. Proposed Draft Survey to Disability Parking Permittees.

The Committee reviewed an updated draft of survey questions with several revisions.

Question 7 – “Do you require extra space on both sides of your vehicle so that the driver and passenger(s) with disabilities are all able to safely exit the vehicles?”

- Added option “Frequently”.

Question 9 – “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?”

- Changed answer options to “Always”, “Frequently”, “Sometimes”, “Rarely”, “Never”

Added new Question 11 – “How often do you have to park in two non-accessible parking spaces to create an access aisle because no accessible spaces are available?”

- Added options “Always”, “Frequently”, “Sometimes”, “Rarely”, “Never”

Question 12 – “Which type of areas do you usually park or attempt to park in an accessible space? (check all that apply)”

- Changed question to “Please rate how often you are unable to find an available accessible parking space at the locations below:”
- Added options “Always”, “Frequently”, “Sometimes”, “Rarely”, “Never” to subcategory locations “Personal services such as banks or dry cleaners”, “Food and beverage establishments”, “Big box retailers stores such as Costco”, “Strip malls”, “Shopping centers”, “Educational facilities”, “Sports facilities”, “Airports”, “State/County recreational facilities (beach parks, gym, district parks, etc.)”

Question 13 – “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.”

- Changed question to “Which type of areas do you usually park or attempt to park in an accessible space? (check all that apply)”
- Changed answer options to “Personal services such as banks or dry cleaners”, “Food and beverage establishments”, “Big box retailers stores such as Costco”, “Strip malls”, “Shopping centers”, “Educational facilities”, “Sports facilities”, “Airports”, “State/County recreational facilities (beach parks, gym, district parks, etc.)”, “Other”

Question 14 – “Which of these conditions have you noticed at the locations you visit? (check all that apply):”

- Changed question to “Please rate the frequency of the following scenarios at locations you attempt to visit.”
- Added options “Always”, “Frequently”, “Sometimes”, “Rarely”, “Never” to subcategories “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.).”, “There is an object blocking the parking space or access aisle (moped, shopping cart, sign pole, etc.).”

Question 15 – “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?”

- Changed question to “Which of these conditions have you noticed at the locations you visit? (check all that apply):”
- Changed answer options to “Lack of signage on the accessible parking spaces”, “Lack of signage on the van accessible parking space 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”, “Other”

Question 16 – “Have you been unable to pay for parking in an off street parking lot due to the method of payment?”

- Changed question to “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?”
- Changed answer options to “Yes”, “No”

Added new Question 17 – “Have you ever been unable to pay for parking in an off street parking lot due to a payment barrier?”

- Changed answer options to “No, I can always make the payment.”, “Yes, because they only accepted cash.”, “Yes, because they only accepted credit or debit card.”, “Yes, because payment was only accepted by QR code.”, “Yes, because the equipment was unreachable.”, “Yes, because I could not see or read the payment device instructions or display screen.”

Added new Question 18 – “Additional comments”

- Provided a space for survey participants to add in any information they would like the parking program to be aware of.

#### **B. Updates on Death Records Crossmatch and Disability Parking Permit Retrieval.**

A crosscheck with Vital Records flagged three thousand four hundred (3,400) records and letters were sent starting January 2, 2026. As of May 6, 2026 forty six percent (46%) were returned, five percent (5%) were reported as lost, and twelve (12%) of the letters were undeliverable.

#### **C. Updates on State Legislation**

House Bill 469 House Draft 2 Senate Draft 2 was sent to Governor Josh Green's office and is awaiting approval and signature. This bill establishes a travel placard for a long term permittee who does not have a special license plate and will be traveling off island.

If this becomes law, the Hawaii Administrative Rules will need to be amended to include the travel placard and the process of applying and issuing the placard.

D. County of Hawaii – An ordinance amending Chapter 6 of the Hawaii County Code 1983

DCAB has submitted testimony in support of this bill which would require paid parking facilities in Kailua Village to have accessible parking spaces that comply with the Americans with Disabilities Act Standards for Accessible Design.

VI. New Business

A. Review of Fiscal Year 2026-2027 Draft Plan of Action

Section 8.1.7 states "Establish a disability travel placard, including necessary amendments to Chapter 291, Part III, Hawaii Revised Statutes and Hawaii Administrative Rules, Title 11, Chapter 219." Approval and signature from Governor Josh Green of the travel placard bill is pending, DCAB staff suggested amending this from Priority 2 to Priority 1.

Section 8.2.2 states "Retrieve voided or expired placards upon death of permittee through death record matches, through family members or legal representatives and from county issuing agencies and provide information to law enforcement on invalid placards." DCAB staff suggested amending this from Priority 2 to Priority 1.

DCAB staff suggests a new objective 8.2.3 "Create and distribute a guidance document to Hawaii licensed medical professionals regarding their role in the parking program. (Priority 3)."

DCAB staff suggests a new objective 8.3.9 "Explore a Memorandum of Agreement with the City and County of Honolulu to provide names and mailing address of registered vehicle owners upon request in response to reliable photographic evidence submitted to DCAB showing a vehicle parked in a reserved accessible space without displaying a valid parking permit. (Priority 3)." Committee members Gerald Ohta and Charlotte Townsend suggested that a Memorandum of Agreement be created with all the counties, not just City and County of Honolulu, and increase the Priority from 3 to 2.

DCAB staff suggested a new objective 8.5.4 "Explore possible legislation to require ADA Title II and III entities to provide additional accessible and/or van accessible parking spaces beyond ADA minimums. (**Priority 1**)"

With the addition of the new objective 8.5.4, the previous 8.5.4 would be renumbered to 8.5.5.

After a discussion, the Committee approved the requested priority changes and addition of new objectives, with the addendum of changing objective 8.3.9 to exploring a memorandum of agreement with all counties instead of exploring a memorandum of agreement with only the City and County of Honolulu.

The Committee approved the draft Plan of Action ( M/S/P Townsend/Greene).

B. Review of Article – A Malpractice Case Against ParkingMD – New Mobility

ParkingMD is an online company that allows users to be assigned a telehealth doctor that will review a questionnaire, conduct a quick telehealth interview, and certify an application for disability parking permit. The users are charged a fee only if their disability parking permit application is approved, so the company is incentivized to approve with minimal review. This service and similar ones pose an issue, as people who don't necessarily qualify for a disability parking permit may be getting approved.

C. Death Records Crossmatch and Disability Parking Permit Retrieval (June 2026)

DCAB staff will perform a death records crossmatch at a six (6) month interval instead of twelve (12) months to see if this results in a greater return of disability parking permits belonging to deceased placard holders.

A crosscheck with Vital Records flagged two thousand four hundred (2,400) records. Letters will be prepared and sent out in July 2026.

D. Disability Parking Placard Issuance Statistics for Quarter 3 Fiscal Year 2025-2026

In the third quarter of Fiscal Year (FY) 2025-2026, around seven thousand eight hundred (7,800) placards were issued and four hundred (400) special license plates reauthorized or issued. Of the placards, about two thousand one hundred (2,100) were temporary, five thousand seven hundred (5,700) long term, and ten (10) were Disabled Paid Parking Exemption Permits. Of the long-term placards, about two thousand five hundred (2,500) were renewals issued by DCAB. The renewal rate was sixty five percent (65%).

E. Email Notification to Permittees of Pending Parking Permit Expirations for Quarter 3 Fiscal Year 2025-2026

In the third quarter of FY 2025-2026, two thousand four hundred fifty seven (2,457) emails were sent reminding permittees of a pending permit expiration.

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

In the third quarter of FY 2025-2026, year and month decals were received. Procurement is ongoing for placards.

G. Webpage for Reporting Placard or Access Aisle Abuse - Quarter 3 Fiscal Year 2025-2026 Number of Submissions

In the third quarter of FY 2025-2026, nine (9) submissions were received via the webpage to report parking placard misuse. 1) DCAB was able to verify an out of state placard was valid, and 2) Follow up with the permittee was completed.

H. Webpage for Reporting Non-Design Compliant Accessible Spaces - Quarter 3 Fiscal Year 2025-2026 Number of Submissions

In the third quarter of FY 2025-2026, one submission via the website was reported on a non-design compliant space.

I. Review of State of Illinois accessible parking pamphlet: "Guide for Medical Professionals" and discussion if DCAB should develop one for Hawaii.

The Committee commented developing an accessible parking pamphlet geared towards medical professionals is a good idea. Due to other priorities, the Committee recommended to postpone the creation of a new pamphlet to a later date.

J. Review of Arkansas law restricting the use of van accessible spaces for permittees who use certain mobility aid devices.

Arkansas has adopted Act 799, which restricts parking in a van accessible parking space to vehicles affixed with an accessible parking decal. This Act limits the use of van accessible spaces to individuals with disabilities who need the extra space to load or unload a wheelchair, scooter, or similar device.

VII. Next Meeting

The next Parking Committee meeting is scheduled for June 22, 2026, at 1:00 p.m.

VIII. Adjournment

The meeting adjourned at 1:31 p.m.

NOTE: All votes were unanimous unless otherwise noted.

Respectfully submitted,

MYLYNNE N. SIMON