



Hawaii Traveler Tips

Aloha!

This guide serves to assist visiting 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 and support services. 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 web site at [<http://hawaii.gov/health/dcab>]. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.



Kahului 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 Kahului Airport. Obtain this guide at [<http://hawaii.gov/dot/airports>] and select "ADA". For more information, contact the Visitor Information Program at the Kahului Airport at (808) 872-3893.



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 can obtain "real time" assistance and information to resolve problems by calling the DOT at **1-800-778-4838 (V)** and **1-800-455-9880 (TTY)**.
- Information on investigating and filing a complaint about a disability issue can be found at [<http://airconsumer.ost.dot.gov/hotline.htm>].

- Information for the air traveler with a disability can be found at [<http://airconsumer.ost.dot.gov/publications/horizons.htm>].

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, has information for travelers with disabilities and medical conditions on its website at [www.tsa.gov/travelers/airtravel/specialneeds/index.shtm].



Inter-Island Ferry Travel

Hawaii Superferry offers inter-island ferry service onboard the ALAKAI between the islands of Oahu and Maui. Ferry terminals are Pier 19 at Honolulu Harbor on Oahu and Pier 2B at Kahului Harbor on Maui. Reservations can be made online at Hawaii Superferry's web site [www.hawaiisuperferry.com] or by calling their reservations call center at **1(877)hiferry (443-3779)**. Information for travelers with disabilities can be found on the Hawaii Superferry's web site. Passengers traveling in wheelchairs are advised to call the reservations call center to indicate that they are traveling in a wheelchair to ensure that the vessel is prepared with securement tie-down spaces for all passengers in wheelchairs. Please check on the status of your ferry trip prior to departure.

Hawaii Traveler Tips



Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from airport or airport car rental booth to vehicle pickup point, or deliver the vehicle to the airport terminal.

Alamo Rent-A-Car 1-(800) 327-9633

Avis Rent-A-Car 1-(800) 321-3712

Budget Rent-A-Car 1-(800) 527-7000

Dollar Rent-A-Car 1-(866) 434-2226

Hertz Rent-A-Car 1-(800) 654-3011

National Rent-A-Car 1-(800) 227-7368



Accessible Van Rentals

The following business rents wheelchair accessible vans. Call in advance to make reservations, arrange for pick up of the van, and if needed have hand controls installed for the van.

Wheelchair Getaways of Hawaii

1-(800) 638-1912

Web site: www.wheelchairgetaways.com



Transportation

Roberts Hawaii operates the fixed route bus and paratransit service for the island of Maui. All buses are wheelchair accessible. Contact Roberts Hawaii for information on routes, schedules, and hours of operation at **(808) 871-4838**, as bus and paratransit services do not cover the entire island.

Roberts Hawaii

County of Maui Buses and Paratransit

(808) 871-4838

Web site: www.robertshawaii.com

Maui County

Department of Transportation

Bus and Paratransit Service

2145 Kaohu Street, #102

Wailuku, HI 96793

(808) 270-7511

Email: public.transit@mauicounty.gov

Web site: www.co.maui.hi.us/bus/

Kapalua Executive Transportation Service

Provides wheelchair transportation.

P.O. Box 11526

30 Halawai Drive

Lahaina, HI 96761

1-(800) 833-2303 (Toll free)

(808) 669-2300

(808) 662-0900 (Fax)



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 must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.



Access to Beaches and Trails

Selected beach parks are accessible on the island of Maui and all terrain wheelchairs may be available at certain beach parks. For further information contact the County of Maui, Department of Parks and Recreation, Aquatics Program at phone **(808) 270-6138**.

For information on accessible trails throughout the state you may contact the Department of Land and Natural Resources, Na Ala Hele Statewide Program Manager at Oahu phone **(808) 587-0062** or email at curt@dofaw.net. Information about the Na Ala Hele access trail program and contact information for all islands can be found at [www.hawaii Trails.org/].



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 arrange and ensure your equipment needs are ready when you arrive in Hawaii.

Island of Maui

Apria Healthcare

431 Alamaha Street, #2 & 3B
Kahului, HI 96732
(808) 871-4267
(808) 871-1257 (Fax)
Web site: www.apria.com

Gammie HomeCare

292 Alamaha Street
Kahului, HI 96732
1-(888) 540-4032 (Toll free)
(808) 877-4032
(808) 877-3359 (Fax)
Email: office@gammie.com
Web site: www.gammie.com

Island of Molokai

Apria Healthcare

431 Alamaha Street
Kahului, HI 96732
(808) 871-4267
(808) 871-1257 (Fax)
Web site: www.apria.com
Apria Healthcare on Maui also services Molokai.



Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with

disabilities or health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

Island of Maui

CareResource of Hawaii

355 Hukilike Street, Suite 126
Kahului, HI 96732
(808) 871-2115
(808) 877-4629 (Fax)
Web site: www.carereshawaii.org

Hawaii Centers for Independent Living - Maui

220 Imi Kala Street, Suite 103
Wailuku, HI 96793
(808) 242-4966
(808) 242-4968 (TTY)
(808) 244-6978 (Fax)
Email: clytien@pacificil.org
Web site: www.hawaii-cil.org

Island of Molokai

CareResource Hawaii

10 N. Mohala Street, Suite 201
Kaunakakai, HI 96748
(808) 553-9851
(808) 553-5245 (Fax)
Web site: www.carereshawaii.org



Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**. Sign Language Interpreters can be obtained for a fee by contacting Hawaii Interpreting Services.

Hawaii Interpreting Services

(808) 394-7706
Email: Sabrina@interpretinghawaii.com
Web site: www.interpretinghawaii.com



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 Station

99-951 Halawa Valley Street

Aiea, HI 96701-5602

(808) 483-7151

(808) 483-7161 (Fax)

Email: rabbiesfree@hawaii.gov

Web site: www.hawaii.gov/hdoa

Web site for information on service animals:

<http://hawaii.gov/hdoa/ai/aqs/info>

or from home page select “Animal Quarantine Information” and “Guide and Service Dogs”.



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

Island of Maui

(808) 244-3530

This guide was prepared by the State of Hawaii, Department of Health
Disability and Communication Access Board

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814

(808) 586-8121 (V/TTY)

Web site: www.hawaii.gov/health/dcab/ • Email: dcab@doh.hawaii.gov

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4616 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

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