



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 [\[www.hawaii.gov/health/dcab\]](http://www.hawaii.gov/health/dcab). **This guide is intended solely as a resource and does not serve as an endorsement for any business or service listed herein.** Suggestions for adding businesses and services for future publications are welcome.



Hilo International Airport

The 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 Hilo International Airport. Obtain this guide and further information at [\[http://www.hawaii.gov/dot/airports/ada_faa.htm\]](http://www.hawaii.gov/dot/airports/ada_faa.htm). For more information, contact the Visitor Information Program at the Hilo International Airport at **(808) 934-5838** (V).



Kona International Airport

The 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 Kona International Airport. Obtain this guide and further information at [\[http://www.hawaii.gov/dot/airports/ada_faa.htm\]](http://www.hawaii.gov/dot/airports/ada_faa.htm). For more information, contact the Visitor Information Program at the Kona International Airport at **(808) 329-3423** (V).



Air Travelers With Disabilities

Individuals who experience disability related air travel problems can obtain "real time" assistance and information to resolve problems by calling the U.S. Department of Transportation at **1-800-778-4838** (V) and **1-800-455-9880** (TTY). Information for the air traveler with a disability can be found at the U.S. Department of Transportation's web site at [\[http://airconsumer.ost.dot.gov/publications/horizons.htm\]](http://airconsumer.ost.dot.gov/publications/horizons.htm) The Transportation Security Administration, which is responsible for passenger airport security screenings, has information for travelers with disabilities and medical conditions on its website at [\[http://www.tsa.gov/public/display?theme=156\]](http://www.tsa.gov/public/display?theme=156)



Adapted Vehicle Rentals

Car rental companies will install hand controls. Persons who rent vehicles may have to be transported from the car rental booth or airport terminal to the vehicle pick-up site. Contact the car rental agency in advance if you require hand controls and accessible transportation to the vehicle pick-up site.

Hawaii Traveler Tips

Alamo Rent-A-Car 1-(800) 327-9633
(808) 833-4585

Avis Rent-A-Car 1-(800) 321-3712
(808) 834-5536

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

Dollar Rent-A- Car 1-(866) 434-2226
(808) 944-1544

Hertz Rent-A-Car 1-(800) 654-3011
(808) 831-3500

National Rent-A-Car 1-(800) 227-7368
(808) 831-3800



Transportation

The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus. All buses are wheelchair accessible. In addition, the Transit Agency offers a Shared-Ride Taxi program which provides door-to-door transportation for as little as \$2.00 within the urbanized area of Hilo and Kona with priority given to medical related trips. Coupons must be purchased in advance for this taxi service. Contact the County of Hawaii, Mass Transit for information on routes, schedules, hours of operation and purchasing taxi coupons at **(808) 961-8744**.

County of Hawaii Mass Transit Mass Transit

630 E. Lanikaula Street
Hilo, HI 96720

(808) 961-8744

(808) 961-8745 (Fax)

Email: heleonbus@co.hawaii.hi.us

Web site: www.hawaii-county.com/mass_transit/transit_main.htm

Wheelchair Getaways of Hawaii

1-(800) 638-1912

(650) 589-5554

(650) 589-5556 (Fax)

Email: getawayscaandhi@aol.com

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



Medical Emergency

Call 911 on all islands for Emergency Medical help.



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.

AIRGAS Gaspro Home Health Care

525 Kalaniana'ole Avenue

Hilo, HI 96720

(808) 969-1123

(808) 961-4608 (Fax)

Apria Healthcare

811 Laukapu Street, Suite 9

Hilo, HI 96720

(808) 969-1211

(808) 935-7615 (Fax)

Web site: www.apria.com

Big Island Medical

P.O. Box 1740
Kailua-Kona, HI 96739
(808) 323-3313
(808) 322-9281 (Fax)
(808) 345-7274 (After-hours)
Email: bigimed@hawaii.rr.com
Web site: www.bigislandmedical.com

Rainbow Medical Supply, Inc.

180 Kinoole Street, Suite 118
Hilo, HI 96720
(808) 935-9393
(808) 934-0077 (Fax)

Kamuela Location:

**Parker Ranch Shopping Center
(In back of shopping center.)**

Kamuela, HI 96743
(808) 885-7688
(808) 885-7150 (Fax)

Shiigi Drug

Ben Franklin Hilo Center

333 Kilauea Avenue
Hilo, HI 96720
(808) 935-0001
(808) 969-9833 (Fax)



Support Services

The following businesses provide in-home services that may include nurses, nurses aides, and home assistance for a 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.

CareResource Hawaii

101 Aupuni Street, Suite 248
Hilo, HI 96720
(808) 935-2718
(808) 969-9454 (Fax)
Web site: www.carereshourcehawaii.org

CareResource Hawaii

74-5565 Luhia Street, Suite C7
Kailua-Kona, HI 96740
(808) 326-7021
(808) 329-1091 (Fax)
Web site: www.carereshourcehawaii.org

Center for Independent Living - Hawaii

400 Hualani Street, Suite 16D
Hilo, HI 96720
(808) 935-3777 (V/TTY)
(808) 961-6737 (Fax)
E-mail: cileh@interpac.net



Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

Sign Language Interpreters

Hawaii Services on Deafness

1833 Kalakaua Avenue, Suite 905
Honolulu, HI 96815
(808) 946-7300 (V/TTY)
(808) 946-7307 (TTY only)
(808) 951-1050 (Fax)
E-mail: reimers@hsod.org
Web site: www.hsod.org



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.hawaiiag.org/hdoa/ai_aqs_guidedog.htm

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.

Island of Hawaii - West

P.O. Box 669
Kailua-Kona, HI 96745
(808) 756-0785
Email: vashwh@yahoo.com
Web site: www.visitoralohasocietyofhawaii.com

Island of Hawaii - East

P.O. Box 7129
Hilo, HI 96720
(808) 935-3130
(808) 934-7785 (Fax)
Email: bigal5@hawaii.rr.com
Web site: www.visitoralohasocietyofhawaii.com



Travel Agency

Access Aloha Travel is a full service travel agency that also specializes in accessible travel and tour arrangements for persons with disabilities.

Access Aloha Travel

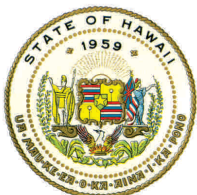
414 Kuwili Street, Suite 101
Honolulu, HI 96817
1-(800) 480-1143
(808) 545-1143
(808) 545-7657 (Fax)
Email: info@accessalohatravel.com

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 586-4616 (voice/TTY) within 180 days of a problem.



STATE OF HAWAII
Linda Lingle,
Governor of Hawaii



Chiyoume Leinaala Fukino,
Director of Health