

Shared Ride System



TheHandi-Van is a shared ride system with many passengers on each vehicle.

Please be ready to board TheHandi-Van as soon as it arrives.

This will help keep the vehicle on time for everyone!

Scheduling Your Trip

CALL us at 456-5555 one to two days in advance of your trip.

DATE Provide us with the date of your trip.

TIME Provide us with the time you want to be picked up OR the time you need to be at your destination.

NO MORE "ON THE HOUR"
You can request pick ups at 9:15, 11:30, or 5:55 — whatever time you need!

NEGOTIATE THE BEST TRIP TIME within the ADA scheduling window of 60 minutes before or after your requested pick up time.

CANCEL Call us if you will not use TheHandi-Van as planned. This helps make more seats available to other riders.

BE READY TO GO
Be ready to board when the vehicle arrives.



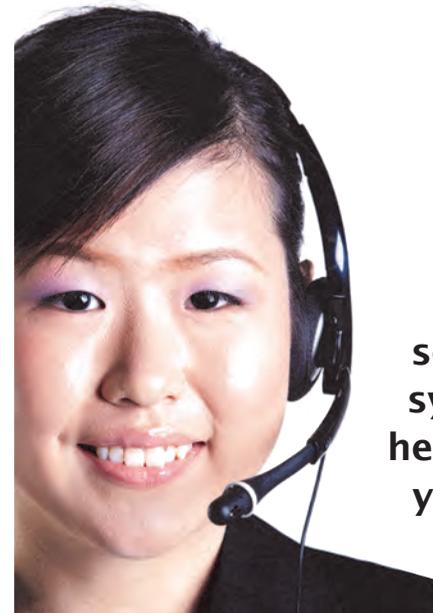
Call for More Information

TheHandi-Van 456-5555 Option 8

Daily
8:00 a.m. to 5:00 p.m.

Visit TheHandi-Van website at
www.honolulu.gov/dts/riders.htm

Operated by Oahu Transit Services
for the City and County of Honolulu



The new scheduling system will help us serve you better!

Effective 10/16/14



We're making changes to serve you better!

Beginning October 16, 2014, you will be able to request a specific pick up time when you call to schedule your ride.

This will give you a much better idea of when to expect TheHandi-Van to arrive, and we will be able to use our vehicles more efficiently to get you where you need to go.

WHY A NEW SCHEDULING SYSTEM?

Every year there is more and more demand for TheHandi-Van service. The new system will allow us to use all TheHandi-Van vehicles more efficiently and improve our on-time performance to serve you better. Changes will occur primarily in TheHandi-Van computerized scheduling system when we book your trip request.

Below is a list of trip-related activities, showing how you will be affected by the new system:

Activity	Change	No Change
Call 456-5555 to arrange your trips		X
Schedule trips one to two days in advance		X
Not tied to “on-the-hour” pick up times (i.e., 7:00, 12:00, 3:00)	X	
Request desired pick up times (i.e., 8:00, 12:35, 3:20)	X	
Receive a pick up time (i.e., 3:20) while on the phone	X	
Expect your ride during the “0 to 30 Minute” pick up window		X
Be ready to board TheHandi-Van whenever your driver arrives		X



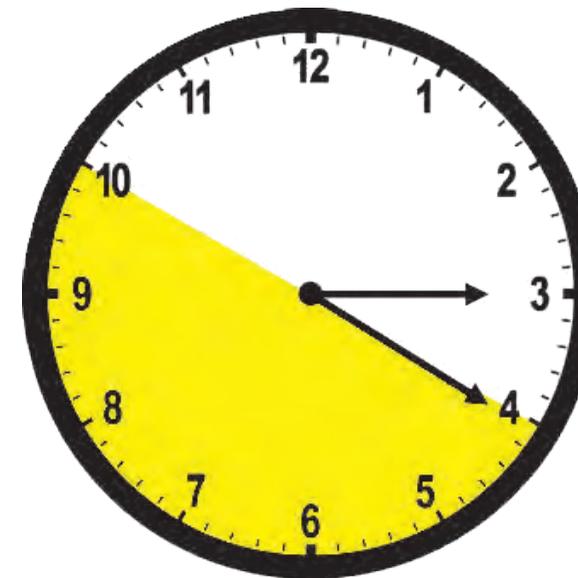
THE “0 to 30-MINUTE” PICK UP WINDOW

When you book your trip, you will be given a specific pick up time, along with a **0 to 30-minute window** during which TheHandi-Van will arrive.

Just as before, the pick up window begins at your pick up time and runs 30 minutes **after** that time. You will need to be ready to board TheHandi-Van whenever it arrives during this 30-minute period.

The example below shows how the pick up window works:

Your scheduled pick up time: 3:20
Your pick up window (shown in yellow): 3:20 to 3:50



TheHandi-Van will arrive sometime during the 30-minute period starting at 3:20 and ending at 3:50.

Please be ready to begin your trip as soon as the vehicle arrives. Your cooperation will help keep TheHandi-Van on time for everyone!

Call 456-5555, Option 8 for more information or to request this brochure in an alternative format