

What can I expect?

Your eligibility interview may include your own assessment of your ability to use TheBus, a verification of your disability, and an assessment of your physical and cognitive ability to ride a fixed route bus. Your balance, strength, coordination, range of motion, or general orientation may be assessed.

You may bring someone with you to the interview, which may take one to two hours. Part of the assessment may be conducted outdoors, so please dress appropriately. Information from a healthcare provider will also be considered. You may bring this information to the interview or we will contact your health care provider on your behalf.

You will be notified by mail of the eligibility determination within 21 calendar days of completion of the assessment process. You may appeal the determination if you disagree with it. If the determination takes longer than 21 days, you will be able to use TheHandi-Van until a determination has been made.

TheBus



Using fixed route service increases the mobility options of individuals with disabilities.

Buses are wheelchair accessible and are equipped with lifts or low floors. Other accommodations such as stop announcements make using the fixed route bus service possible for many people.

TRAVEL TRAINING

Travel Training is available to help you learn to use TheBus. During your in-person interview, your Mobility Coordinator can give you information on this free training that is designed to increase your transportation options.

Call for More Information

TheHandi-Van is an origin-to-destination, shared ride, accessible bus service for people who are eligible under the Americans with Disabilities Act (ADA) guidelines.

To be eligible to use TheHandi-Van, you must take part in an in-person interview at TheHandi-Van Eligibility Center at The First Insurance Center, 1100 Ward Avenue, Suite 835 in Honolulu.

To schedule your interview or to get more information about TheHandi-Van eligibility process, call 808-538-0033. Our Mobility Coordinators will be happy to help you.

TheHandi-Van Eligibility Center

808-538-0033

**Monday - Friday
8:00 AM to 5:00 PM**

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

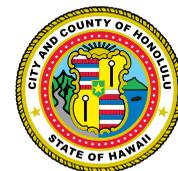
TheHandi-Van Eligibility Information



TheHandi-Van is the City and County of Honolulu's paratransit service for people with disabilities who are unable to independently use TheBus.

This informational brochure will help guide you through the process of applying for TheHandi-Van eligibility.

We hope you will find it useful and convenient.



How do I apply for TheHandi-Van?

To apply for eligibility to use TheHandi-Van, individuals must appear in-person to complete an assessment process. During a confidential interview, you will meet with a Mobility Coordinator who will identify your specific transit use skills, abilities and/or limitations. The Mobility Coordinator will assist you in navigating through the process and can provide information about additional transportation options and services.

NO MORE PAPER APPLICATIONS

Under the previous eligibility system, decisions about each customer were based primarily on written information. Now you will have an opportunity to better explain your personal circumstances and abilities.

During your interview, you will learn about other programs that can increase your transportation independence. The assessment process is not a medical determination of whether or not you have a disability, but rather a determination about what your transportation options can include.

Disability alone does not determine eligibility; the decision is based upon a customer's ability to use the City's fixed route bus. The assessment is to ensure that the person applying for service has a verified disability and to understand the transit-related tasks that the person can perform.



TheHandi-Van Eligibility Center can help you learn about your transit options.

TheHandi-Van Eligibility Center

First Insurance Center
1100 Ward Avenue, Suite 835
Honolulu, HI 96814

808-538-0033
Monday - Friday
8:00 AM - 5:00 PM

What information will I need?

This checklist is designed to assist you. By bringing the information listed below with you to your interview, you can help avoid delays in processing your request for TheHandi-Van service.



Helpful Information to bring to your interview

- _____ Your contact phone numbers (home, cell, work)
- _____ TheHandi-Van Eligibility Center can help you learn about your transit options.
- _____ Your complete street and mailing addresses
- _____ Emergency contact names, relationships, phones (home, cell, work)
- _____ Health care provider names, complete addresses, phone and fax numbers, and contact names
- _____ Mobility devices that you use, including power and manual wheelchairs, scooters, walkers, canes, etc.
- _____ If your vision is impaired, a Visual Acuity or Field of Vision Statement from your vision care provider
- _____ If you have a psychiatric condition, a diagnosis and statement from your mental health care provider

Optional Information

- _____ Supplemental information from your healthcare or disability service provider regarding your ability to use fixed route bus service
- _____ Location of the bus stop closest to your home

Questions?

Call TheHandi-Van Eligibility Center
538-0033