Reservations:
Phone: 808-456-5555
Option 1

Cancellations:
Phone: 808-456-5555
Option 2

For questions about EVA:
Contact our Customer Service Department at 808-456-5555
Option 3

January 2022
OTS, Inc.

PARATRANSIT SERVICES
EVA – Estimated Van Arrival System
GUIDELINES

Paid for by the taxpayers of the City and County of Honolulu
Go to your web browser on your computer or smartphone and enter eva.thebus.org in the web address box, then hit Enter.

Enter your Client ID and Last Name and click on Login.

Your van’s estimated arrival time will be displayed.

Guidelines for using EVA

- For security reasons, you will need to know your client ID number to access EVA. If you do not know your client ID number, you may call TheHandi-Van Customer Service 808-456-5555, Option 3.

- Estimated times will be available two (2) hours prior to your pickup. Map information will be available 30 minutes before your pickup time.

- EVA will not display an estimated time if the van’s equipment or radio signals are unavailable.

- EVA estimates are updated continuously based on the van’s progress in picking up and dropping off customers. EVA cannot predict unexpected and sudden changes such as lane closures, water main breaks, or construction. EVA estimates may change rapidly as the van gets closer to your pickup location.