

January 2022

OTS, Inc.

PARATRANSIT SERVICES

EVA – Estimated Van Arrival System

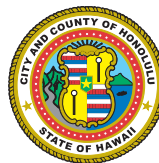
GUIDELINES



**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**



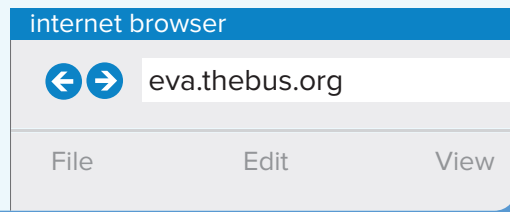
Paid for by the taxpayers of the
City and County of Honolulu

TheHandi-Van EVA – Estimated Van Arrival

City and County of Honolulu

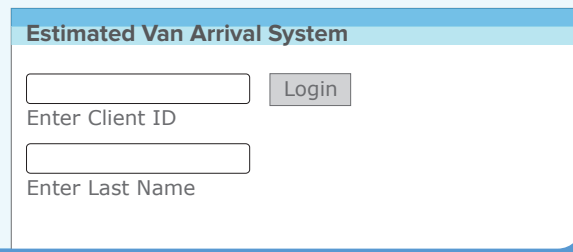
1

Go to your web browser on your computer or smartphone and enter **eva.thebus.org** in the web address box, then hit Enter.



2

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



Estimated Van Arrival System

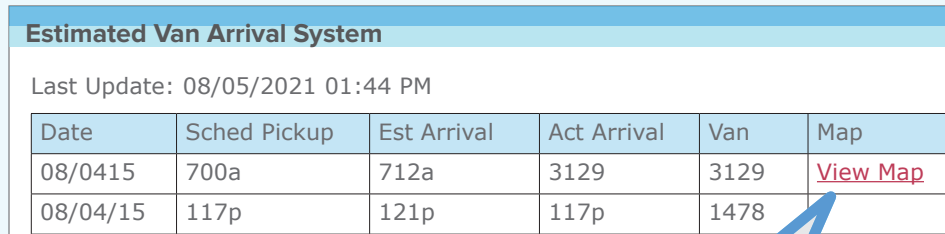
Login

Enter Client ID

Enter Last Name

3

Your van's estimated arrival time will be displayed.



Estimated Van Arrival System

Last Update: 08/05/2021 01:44 PM

Date	Sched Pickup	Est Arrival	Act Arrival	Van	Map
08/0415	700a	712a	3129	3129	View Map
08/04/15	117p	121p	117p	1478	

Click on the **VIEW MAP** link to see where your van is located



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.