

**ADDENDUM AND EXTENSION OF SETTLEMENT AGREEMENT
BETWEEN THE UNITED STATES OF AMERICA
AND THE CITY AND COUNTY OF HONOLULU
UNDER THE AMERICANS WITH DISABILITIES ACT, DJ# 204-21-90**

BACKGROUND

1. On January 24, 2023, the United States of America and the City and County of Honolulu (City and County), including the City and County of Honolulu Department of Transportation Services (DTS), (collectively, the Parties) entered into a Settlement Agreement under Title II of the Americans with Disabilities Act (ADA), 42 U.S.C. §§ 12131–34. The Agreement (linked at <https://www.justice.gov/crt/case/city-and-county-honolulu>) is wholly incorporated herein and was originally set to expire on January 24, 2026.

2. This Addendum extends the Agreement to August 31, 2026 (the period from January 25, 2026, through August 31, 2026, hereinafter referred to as the “Extended Term”). But the Agreement shall terminate earlier upon the City and County achieving the performance standards set forth in Paragraph 3 for two consecutive calendar months prior to July 1-August 31, 2026, provided that the City and County is also in compliance with the other requirements of this Addendum.

3. The City and County agrees that it will meet the following performance standards in Paragraph 12 of the January 24, 2023, Agreement for a minimum of two consecutive calendar months during the Extended Term: On a monthly basis, 95% of individuals calling TheHandi-Van telephone lines shall experience a telephone hold time of no longer than three minutes; and 99% of individuals calling into TheHandi-Van telephone lines shall experience a telephone hold time of no longer than five minutes.

4. Beginning no later than March 1, 2026, until the expiration or earlier termination of this Agreement, the City and County will increase the number of concurrent calls allowed in

the telephone queue for TheHandi-Van from 40 to 45. Subject to the earlier termination of this Agreement pursuant to Paragraph 2, if more than four customers complain to the City and County that they received busy signals during telephone reservation hours (8:00 a.m. to 5:00 p.m. daily) over the period March 1, 2026, through May 31, 2026, the City will increase the number of concurrent lines to 50 beginning July 1, 2026.

5. Monthly the City and County will submit, by email to counsel for the United States below, the data and records identified in Paragraph 14 of the January 24, 2023, Agreement, by the 7th business day of the following month.

6. The persons signing for the City and County represent they are authorized to bind the City and County to this Addendum and the January 24, 2023, Agreement incorporated herein, and agree the City and County will comply with the obligations in this Addendum and the January 24, 2023, Agreement through August 31, 2026, unless the Agreement, as amended and extended by this Addendum, is terminated sooner. In the event of a conflict or inconsistency between the January 24, 2023, Agreement and this Addendum, this Addendum will govern.

7. The Parties enter into this Addendum voluntarily, and nothing in this Addendum shall be deemed an admission of liability by the City and County or DTS with respect to any issue addressed in this Addendum.

8. This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same Agreement. Electronic signatures are acceptable.

9. Except as modified by this Addendum, all other terms and conditions of the Agreement, not inconsistent with the terms and conditions of this Addendum shall remain in full force and effect.

10. This Addendum is entered into as of the date of the last signature below, but will be effective as of January 25, 2026.

[SIGNATURES APPEAR ON THE FOLLOWING PAGE]

FOR THE UNITED STATES OF AMERICA:

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01-29-2026

Date

FOR THE CITY and COUNTY OF HONOLULU


Rick Blangiardi, Mayor

01-29-2026

Date

RECOMMEND APPROVAL:


J. Roger Morton, Director
Department of Transportation Services

1/29/26

Date

APPROVED AS TO FORM AND LEGALITY:


Deputy Corporation Counsel

1/29/26

Date