

## Aloha & Welcome Aboard!

The friendly professionals at Hele-On welcome you! The County of Hawai'i Mass Transit Agency is pleased to provide this bus service to you! We hope that you will "Take the Trip!" and enjoy the safety, convenience and service that Hele-On has to offer!

## Service Hours

Hele-On bus service is generally available Monday-Sunday between the hours of 3:15 a.m. and 2:00 a.m. depending on the route. Please see route timetables for details. Sunday schedules operate on County observed holidays which are: New Year's Day, Dr. Martin Luther King Jr. Day, Presidents Day, Prince Kuhio Day, Good Friday, Memorial Day, King Kamehameha Day, Independence Day, Statehood Day, Labor Day, Election Day, Veterans Day, Thanksgiving Day and Christmas Day. Pay close attention to which routes operate on Sundays and County observed holidays.

## Title VI of the Civil Rights Act of 1964

County of Hawai'i Mass Transit Agency operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to FTA or County of Hawai'i. Additional details available on bus or website.

**This information is available in alternative languages and formats by calling (808) 961-8744 or emailing [heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov)**

Route operated  by :

## Fares—Effective February 27, 2022



Hele-On is free until December 31, 2025! Just Hop on and Hele-On!



## Call Us.....We'll Be Around!

For comments, concerns, questions or suggestions regarding Hele-On transit services please contact the County of Hawai'i Mass Transit Agency by calling: (808) 961-8744, fax to: (808) 961-8745, writing to: County of Hawai'i Mass Transit Agency, 25 Aupuni Street, Hilo, HI 96720 or by emailing: [heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov).

**John C. Andoh, Mass Transit Administrator & General Manager**

## How To Use This Timetable

Each of our routes has a unique name and number and the route destination is on the front and right side of the bus. The schedule shows the departure times of the bus as it travels along the route. **Read the timetable from left to right.**

Time points are shown on the map and on the timetable. See the timetable to estimate the arrival time at your bus stop. Since safe driving is always a priority, traffic, weather and other conditions can change arrival times. **Please plan accordingly.**

## How To Ride A Hele-On Bus

Prior to boarding a Hele-On bus, wait at a blue and white Hele-On Bus Stop, red and white bus stop or Kona Trolley sign and wait on the proper side of the roadway. In some cases, you may need to flag the bus (at a safe pullover location) due to no sign being available. Arrive at least five (5) minutes before the bus is due to arrive.

- If you are unfamiliar with your stop, sit or stand behind the white line in the front of the bus and ask the bus operator to notify you when your stop is approaching.
- Ask the bus operator if you are not sure if the bus goes to your desired bus stop.
- Be mindful of changes in the schedule, overall conditions and weather.
- No eating, drinking or smoking of any kind.
- No boarding with surfboards or body boards.
- Electronic devices may be played with earphones set at a low level and talking on cellular phones are to not be used on the bus.
- Shoes and shirt are required to ride.
- No rowdy behavior on the bus.
- No spitting or expectorating on the bus.
- No flammable, explosive, sharp or toxic materials.
- No obstructing, fighting or interfering with the bus operator or bus operations.
- Only five bags are allowed on the bus.

Violators of these rules can result in a fine, suspension from riding the bus and/or imprisonment as defined in the Hawaii County Code 2-27-3 and/or Hawaii Revised Statutes.



**Route 403:  
Fern Acres/Eden Roc/  
Fern Forest  
Flex Route Timetable**

*Take The Trip!*



**Monday-Saturday service between Kea'au, Panaewa Rainforest Zoo, Shipman Industrial Park, Fern Acres, Eden Roc, and Fern Forest**

**Telephone: (808) 961-8744  
TDD/TTY: 711  
[www.heleonbus.org](http://www.heleonbus.org)**



**Effective Sunday, September 5, 2021  
(Revised Version 3)**

Route 403: Fern Acres						
Effective September 5, 2021 (Rev)						
Southbound to Fern Forest						
Kea'au	Hilo	Kurtistown	Fern Acres	Eden Roc	Fern Forest	
A	B	C	D	E	F	
Old Volcano Road @ Keaau-Pahoia Road (HMSA building, farside)	Panaewa Rainforest Zoo @ Stainback Hwy	Highway 11 @ Kurtistown Park (across bus shelter)	Highway 11 @ Kulani Road	Highway 11 @ Kopua Road	Glenwood Dr @ Kaleponi Rd	
Bus Stop ID#	TBA	TBA	903	909	TBA	TBA
	9:00 AM	9:10 AM	9:20 AM	9:29 AM	9:34 AM	9:45 AM
	11:00 AM	11:10 AM	11:20 AM	11:29 AM	11:34 AM	11:45 AM
	1:00 PM	1:10 PM	1:20 PM	1:29 PM	1:34 PM	1:45 PM
	3:00 PM	3:10 PM	3:20 PM	3:29 PM	3:34 PM	3:45 PM
	5:10 PM	---	5:20 PM	5:29 PM	5:34 PM	5:45 PM

Route 403: Fern Acres					
Effective September 5, 2021 (Rev)					
Northbound to Kea'au					
Fern Forest	Eden Roc	Fern Acres	Kurtistown	Kea'au	
F	H	I	C	A	
Glenwood Dr @ Kaleponi Rd	Kopua Rd @ Ohia Ave	Puhala St @ Lehua St	Highway 11 @ Across from Kurtistown Park	Old Volcano Road @ Keaau-Pahoia Road (HMSA building, farside)	
TBA	TBA	TBA	921	TBA	
9:45 AM	10:05 AM	10:27 AM	10:37 AM	10:45 AM	
11:45 AM	<b>12:05 PM</b>	<b>12:27 PM</b>	<b>12:37 PM</b>	<b>12:45 PM</b>	
1:45 PM	2:05 PM	2:27 PM	2:37 PM	2:45 PM	
3:45 PM	4:05 PM	4:27 PM	4:37 PM	4:45 PM	
5:45 PM	6:05 PM	6:27 PM	6:37 PM	6:45 PM	

To read the timetable, read from left to right to follow the course of the route and then read down for the times that the bus operates. Schedules are subject to change without notice. Times are approximate and may vary depending on traffic conditions, weather and other conditions.

### Flex Service


Hele-On offers flex route service on Route 403 for everyone! This flexible type services combine ADA paratransit and general public transit into one service providing additional mobility in the Fern Acres/Fern Forest/Eden Roc/Kea'au and South Hilo area if you cannot get to the bus route. The bus can flex up to 1 mile off route and you are required to make a reservation at least one hour in advance. To schedule a flex trip, call (808) 961-8744, option 1. TDD/TTY: 711 through the Relay Service.

The fare for flex service is free for all passengers until December 31, 2025.

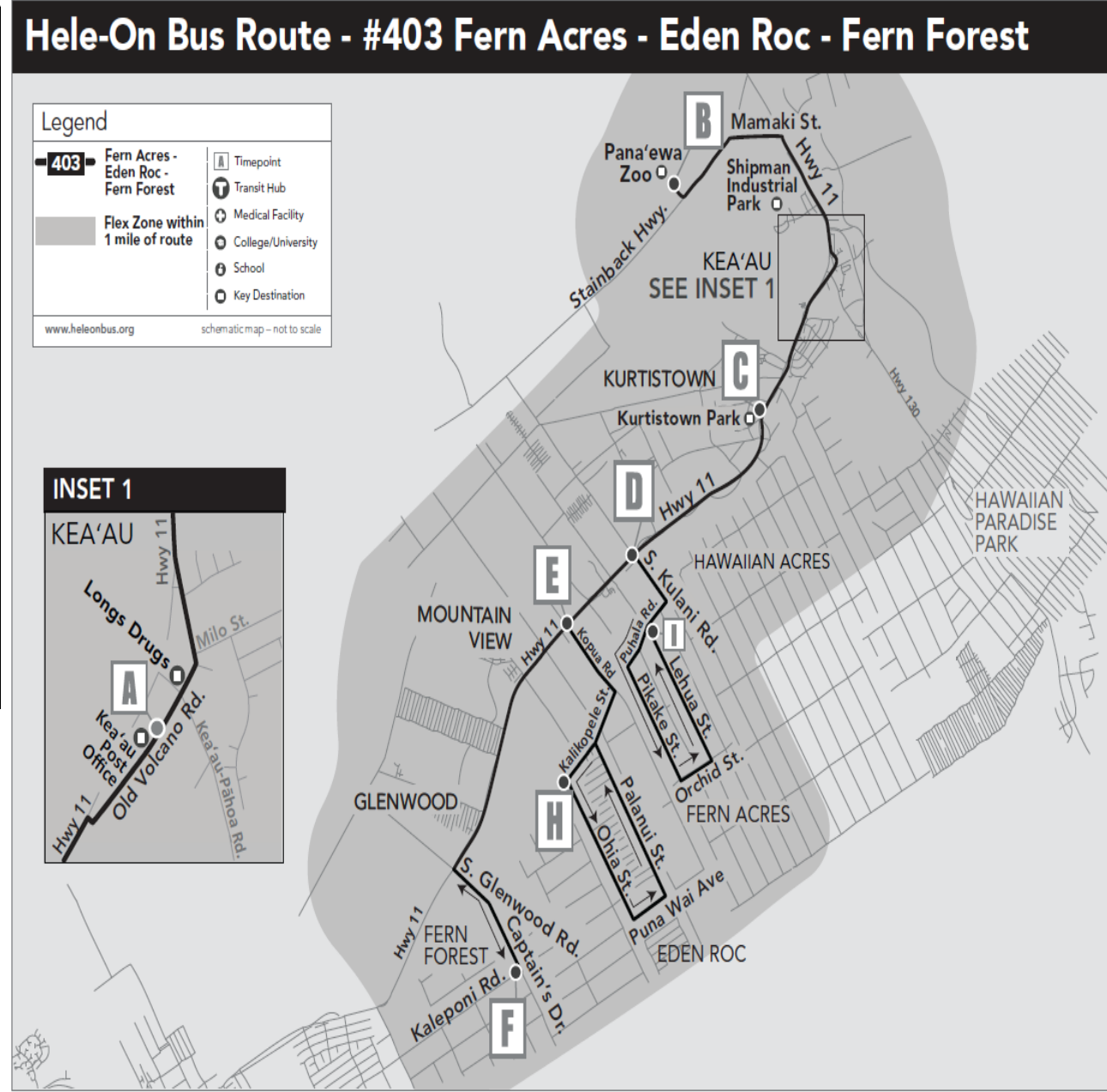
Not all Hele-On bus stops are shown. Please flag the bus along its route at safe intersections where the bus can safely pull over or board at a bus shelter, a Kona Trolley Stop sign, a Hele-On Bus Stop or a red/white or blue Bus Stop sign.

- - means timepoint is not served.

AM times are shown in lightface type. **PM times are in boldface type.**



Please recycle. Share this bus schedule with someone else if you do not need it.



Route 403 will take you to the Panaewa Rainforest Zoo & Gardens! Zoo hours are 10 a.m. to 3 p.m., daily and it is free to enter!

