

## ADA Paratransit Service

The Hawai'i County Mass Transit Agency offers *Hele-On Kako 'o* paratransit service to complement its current intra-Hilo and intra-Kona fixed route bus system. It is an advanced reservation, origin-to-destination service for persons with disabilities who are unable to use the regular fixed Hele-On bus service within the Hilo and Kona areas.

Paratransit service is available within corridors whose boundaries extend up to one (1) mile beyond Hele-On fixed bus routes 40, 101, 102, 103, 104, 201, 202, 203, 204, 401, & 402. Visit [www.heleonbus.org/paratransit](http://www.heleonbus.org/paratransit) and click on the link under *coverage area and hours of operation* to see if an address is in the service area.

Days and hours of operation for paratransit service are the same as the hours of operation for the Hele-On bus system:

Hilo	Monday – Saturday 6:00AM – 7:55PM
Puna	Monday – Friday 4:35AM – 10:05PM Weekends/Holidays 6:30AM – 9:05PM
Kona	Daily 6:00 AM – 10:00PM

*Limited hours on Sundays and holidays; times are approximate depending on specific route/area.*

Visit [www.heleonbus.org](http://www.heleonbus.org) for more details.

### Application & Eligibility

Eligibility is based upon a person's disability and functional capabilities that make him/her unable to use the regular bus service. A *Hele-On Kako 'o* Paratransit Service Application must be filled out, an interview conducted, and a functional ability assessment completed in order to determine eligibility.

Individuals will be notified in writing as to their eligibility status. You have the right to service if an eligibility decision takes longer than 21 days to determine. Call (808) 961-8744 after completing your application to conduct your interview over the phone and to schedule your in-person assessment. At the time of your in-person assessment, remember to bring

in your completed application, I.D., and any mobility device you may require.

### How to Request Use of the Service

The paratransit service is a shared bus ride and is available by advance reservations only.

Reservations must be made a *minimum* one day in advance for next-day service. Reservation requests are taken daily between 7:45 AM and 4:30 PM by calling the **Paratransit Reservation Line** at **(808) 640-1020**. Reservations may also be made by leaving a message with the answering service on holidays for next day service.

### Reservation Requirements

- Passenger name and phone number;
- Date(s) service is needed;
- Pickup location/street address (origin);
- Drop off location/street address (destination);
- Appointment time (or preferred arrival time at destination);
- Return time, if applicable;
- Mobility information (i.e. mobility changes, use of mobility aids, physical limitations);
- Notification if traveling with a personal care attendant (PCA) or service animal.

*Individuals traveling with a PCA must have the PCA registered with the County of Hawai'i Mass Transit Agency is subject to the rules regarding PCA travel.*

If you need transportation to several places in one day, you must make separate reservation requests for each pickup and drop off location. A one-hour window between trips is required. You may reserve multiple trips during the same reservation call. *You may not make any changes to your reservation once the vehicle has arrived at the origin point.*

Pickup times may be negotiated up to one hour before and after the requested departure time.

If you need to *cancel* a reservation, please call the Reservation Line at least 2 hours prior to your scheduled pickup as to avoid unnecessary transportation costs. *Do not* wait for the driver to show up to inform them that you need to cancel the ride. Individuals who have a pattern of “no shows” (not canceling rides before pickup) may be subject to suspension of services.

Please allow for a 30 minute pickup window. That means the vehicle may arrive 15 minutes before or after your scheduled pick up time. If the vehicle does not arrive 15 minutes after the scheduled pick up time, call the dispatch office.

Drivers will depart after waiting at least 5 minutes beyond the scheduled pickup time.

### Using Paratransit Services

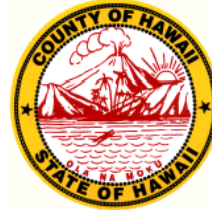
Our vehicles are ADA compliant and meet the specifications for ramps and lifts. Our vehicles can accommodate wheelchairs and scooters 53” in length and 33” in width, with a max weight of 600 pounds when occupied.

Riders using scooters are recommended to relocate to a regular seat due to operational and safety considerations.

Walk-on riders who have difficulty stepping into the vehicle may use the ramp.

**A more complete set of procedures and reference materials concerning our paratransit service can be found online at [www.heleonbus.org/paratransit](http://www.heleonbus.org/paratransit).**

Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue SE, Washington, DC  
20590



County of Hawai'i Mass Transit Agency  
Title VI Notice



County of Hawai'i  
Mass Transit Agency  
Hele-On Kako'o

**Paratransit Service**

25 Aupuni Street  
Hilo, HI 96720

(808) 961-8744 Mass Transit Agency  
(808) 640-1020 Paratransit Reservation Line  
TDD/TTY: 711 through Relay Service

[www.heleonbus.org/paratransit](http://www.heleonbus.org/paratransit)  
[heleonbus@hawaiicounty.gov](mailto:heleonbus@hawaiicounty.gov)

**If information is needed in another language,  
interpretation services are available and can be  
requested by contacting our office.**

**Cost to Ride Paratransit = FREE**

Riders serving in the capacity as a registered personal care attendant (PCA) shall not be charged a fare. A non-PCA companion may ride with an eligible rider and shall be charged the standard fare.

**Flex Services**

Hele-On offers flex route service on Routes 12 – Volcano to Ocean View, 60 – Hilo to Waimea, 75 – North Kohala – Waimea - Kailua-Kona, 301 – Waimea Shuttle, and Route 403 Fern Acres for everyone! This flexible type services combine ADA paratransit and general public transit into one service providing additional mobility in these areas 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.

**Flex Service hours varies depending on route.**

**Other Transit Services**

- Flexible shared ride taxi program
- Fixed route (bus stop-to-bus stop) service

For more information on Hele-On programs, call the County of Hawai'i Mass Transit Agency at (808) 961-8744, or visit us online at [www.heleonbus.org](http://www.heleonbus.org).

The Mass Transit Agency operates the Hele-On Bus and Hele-On Kako'o Paratransit service 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 mistreated by an unlawful discriminatory practice under Title VI must file a complaint within 180 days of the alleged occurrence to any of the following:

County of Hawai'i - Mass Transit Agency  
25 Aupuni Street  
Hilo, Hawai'i 96720  
Phone No. (808) 961-8408

County of Hawai'i – Department of Human Resources  
Attention: ADA Coordinator  
101 Pauahi Street, Suite 2, Hilo, Hawai'i 96720  
Phone No. (808) 961-8361

Hawai'i State Department of Transportation  
Office of Civil Rights  
200 Rodgers Boulevard Honolulu, Hawai'i 96819  
Phone No. (808) 831-7901

Federal Transit Administration  
Office of Civil Rights