



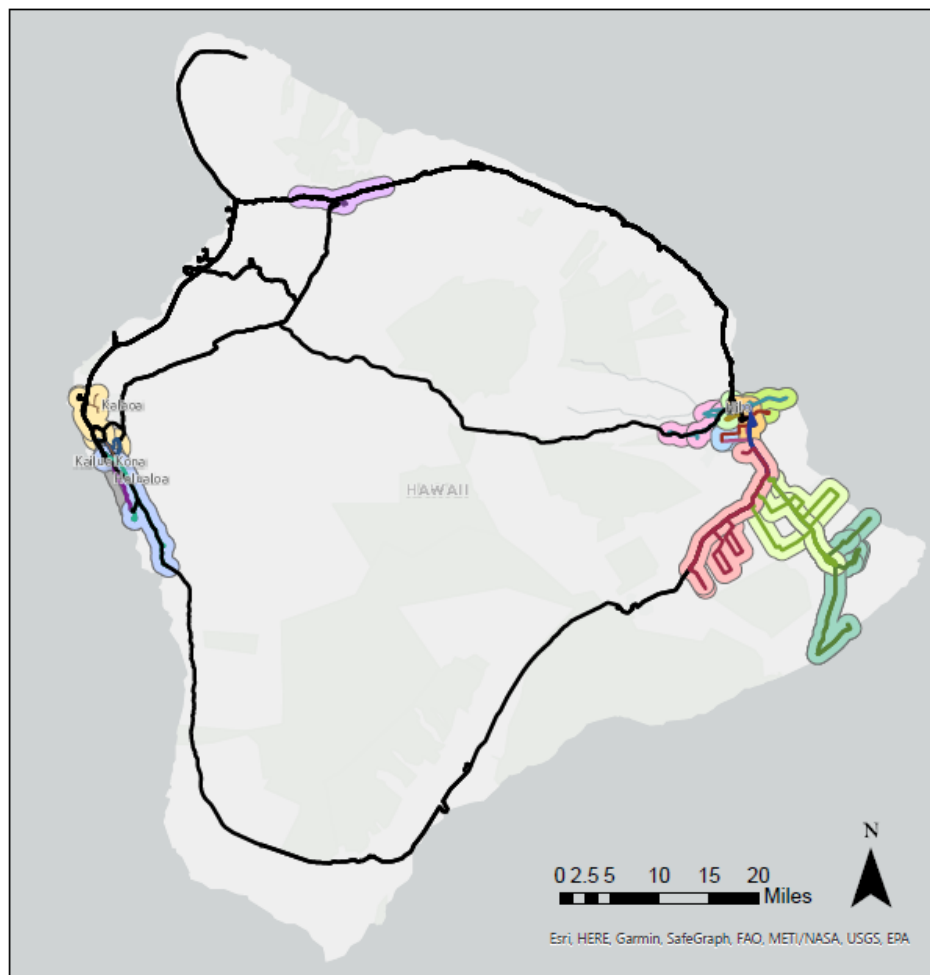
Hele-On Ka Ho'okele Rider's Guide

If you would like a copy of the Hele-On Ka Ho'okele Rider's Guide in an accessible format, please call **808.961.9744, Option 6** or **TDD/TTY: 711** through Relay Service or email heleonbus@hawaiicounty.gov.

This Rider's Guide provides Hele-On Ka Ho'okele riders with information you will need to use the services.

Hours of Operation and Service Area

The Hele-On Ka Ho'okele service operates Monday – Friday, 7:30 a.m. – 4:30 p.m., excluding County observed holidays and service is available in rural areas beyond one (1) mile of the Hele-On Bus fixed routes or where paratransit services are not available.



Vehicles will not service areas or roads that are inaccessible. Road conditions will be determined when scheduling your trip.

Fares

Currently the County of Hawai'i Mass Transit Agency is offering rides free of charge. This includes Personal Care Attendants and companions until December 31, 2025.

Reservations

Reservation can be made on our Hele-On Ka Ho'okele scheduling app at <https://kahookele.tectransit.com/> or by calling **808.731.7009, option 3** or **TDD/TTY: 711** through Relay Service to schedule your reservation. Reservation calls are accepted Monday – Friday, from 7:30 a.m. to 4:30 p.m., excluding County holidays. You may make a reservation from 1 to 14 days before the date of your trip. Same day trip reservations are based on availability. Please have the following information ready:

- Your name
- A contact phone number
- The date of your travel
- The address of your pick-up location (may require precise directions)
- The address of your drop-off location/destination or fixed route bus stop
- The time you wish to be picked up OR dropped off (appointment time if applicable)
- Whether you will be traveling with a PCA, companion, or service animal
- Whether you will be using a mobility aid such as a wheelchair, walker, scooter, oxygen, or if you will need to use the vehicle ramp/lift. The driver must secure all mobility aids inside the van
- Any special instructions that the driver may need, such as gate codes.
- PCA's and companions must get on and off the van at the same place and time as the customer. The Hele-On Ka Ho'okele driver will not transport anyone who is not prescheduled for a trip
- Services are available to the general public on a first come first served basis

Mobility Aids

Hele-On Ka Ho'okele can transport, at minimum, all occupied mobility aids weighing up to 600 pounds and measuring 30 inches wide & 48 inches long. Drivers will secure all mobility aids inside the van.

Holidays

The following are County observed holidays:

- New Year's Day
- Dr. Martin Luther King Day
- President's Day
- Prince Kuhio Kalaniana'ole Day
- Good Friday
- Memorial Day
- King Kamehameha Day
- Independence Day
- Statehood Day
- Labor Day
- General Election Day
- Veteran's Day

- Thanksgiving Day
- Christmas Day

About Your Ride

Hele-On Ka Ho'okele provides a shared ride, origin to bus stop (utilize fixed route) or origin to destination service (when required) in rural areas outside the primary service areas of Hele-On fixed route, Hele-On Kako'o paratransit and Coordinated Services for the Elderly services. Ultimately you will be picked up or dropped off to the nearest fixed route bus stop unless you require origin to destination services. It is not an emergency service. This is a lifeline service.

All Hele-On Ka Ho'okele passengers must be properly attired and bandage or cover any open sores or wounds.

Hele-On Ka Ho'okele passengers may request **Reasonable Modifications** in policies, practices, or procedures to ensure that the service is accessible to them by calling **808.961.8744, Option 6** or **TDD/TTY: 711** through Relay Service. In accordance with US Department of Transportation guidelines, enhanced service beyond the curb when needed by passengers is not an unlimited right.

You should wait in a visible area in front of the pick-up location. Drivers may assist you to and from the vehicle if needed. Drivers cannot enter buildings nor do they assume the role of a PCA.

You can expect the van to pick you up within thirty (30) minutes of your scheduled pickup time. We refer to this thirty (30) minutes as your **Pick-up Window**. The Pick-up Window for Hele-On Ka Ho'okele is 15 minutes before and 15 minutes after your scheduled pick up time. Please be ready by the earliest time in the Pick-up Window.

If a van arrives before the beginning of the window because of a cancellation or light traffic, you may volunteer to leave early, but you are not obligated to leave until the start of your confirmed pick up window. Drivers will wait up to 5 minutes after their arrival for you to appear (as long as it is within the scheduled pick-up window). If you do not appear within 5 minutes and cannot be located, the driver will leave and continue on to their next pick up.

Safety belts

All passengers must use the provided seat belt and/or shoulder harness and remain seated while riding on Hele-On Ka Ho'okele. Undoing a seat belt and/or walking around in the van while it is in motion is not permitted. We require that passengers in wheelchairs also use a lap/shoulder belt.

Trip changes after boarding the vehicle are not allowed. You must go to the destination stated in your reservation.

Passengers who have had urine or bowel accidents and are not cleaned up prior to pick up may be denied transportation service for health and safety reasons.

Cancellations

Please use the Hele-On Ka Ho'okele app at <https://kahookele.tectransit.com/> or call the reservation line at **808.731.7009, option 3** or **TDD/TTY: 711** through relay service as soon as you know that a trip is not needed. If you do not cancel your reservation at least two (2) hours before the scheduled pick-up time, you will be considered a "no-show."

Please cancel all trips that you do not need even if they do not meet the 2-hour cancellation policy.

A "No-Show" occurs when:

- You are at the pickup address but do not appear and begin approaching the van within 5 minutes of the arrival of an on-time van
- You are not at the requested pickup address and the Driver cannot locate you;
- You have not called to cancel your trip at least two (2) hours prior to your pickup time

Passengers who have repeated "no-shows" may be suspended from Hele-On Ka Ho'okele service.

Service Animals*

Service animals are defined as "animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks."

Pets*

Pets (or emotional support or comfort animals) are not allowed unless they are in a secure container such as a cage or pet carrier that can be stored on the passenger's lap or place at your feet without inconveniencing other passengers.

*If a service animal or pet is out of control and the owner does not take action to control it, or the animal poses a direct threat to the health or safety of others, the Driver may refuse to transport the animal or take action to have it removed from the vehicle.

Packages

You may only travel with the amount of packages that will fit comfortably on your lap, at your feet, **or** under the seat without interfering in the movement of your fellow passengers during transport. You must be able to carry your packages by yourself or with the help of **your** PCA or companion.

Children

Children 5 years and under must be accompanied by an adult. Children under 4 years of age or who weigh under 40 pounds must travel in an approved child seat and children between the ages of 4 – 7 must ride in a booster or child safety seat. Hele-On Ka Ho'okele vehicles are not equipped with child seats, so you will need to bring one with you. Service will be denied if a child does not have an approved child seat.

Lost and Found

Articles found on Hele-On Ka Ho'okele vehicles will be held for 30 days. Contact us at **808.731.7009, option 3** for details on lost and found items.

Prohibited Acts and Misconduct

- Abuse, threaten, harass, use obscene language or attempt to engage in unnecessary conversation with other passengers or interfere with the driver's ability to control the vehicle;
- Refusing to use or removing the seatbelt and/or shoulder harness while the van is in motion;

- Illegal activity such as smoking, consuming alcohol or illegal substances;
- Using the public transit as a mode of transportation to commit a crime;
- Littering, damaging property or equipment, including vandalizing;
- Consuming food or drink, unless required for medical reasons;
- Listening to media or music without earphones;
- Purposely soiling the vehicle with urine, feces or bodily fluids;
- Doing anything that may cause harm or danger to other passengers or the Driver; carrying or possessing any flammable liquid or gas (other than medical oxygen);

Suspension of Service

Any violations of Hele-On Ka Ho'okele Rules and Regulations, or any other law or rule related to Hele-On Ka Ho'okele, may result in service suspension for up to 12 days.

Hele-On Ka Ho'okele Contact Information

New Reservations or Reservation Changes (*Daily, 7:30 a.m. – 4:30 p.m.*)

Cancellations (*Daily, 24 hours, leave message*)

Personal Information Changes

Late Van Inquiries (Monday – Friday, excluding County observed holidays, *7:15 a.m. – 4:45 p.m.*)

Lost & Found Monday – Friday, excluding County observed holidays, *7:15 a.m. – 4:45 p.m.*)

(808) 731-7009, option 3 • TDD/TTY: 711 through Relay Service

Hele-On Ka Ho'okele App: <https://kahookele.tectransit.com/>

Customer Service Comments

Transit Program Manager (*Monday – Friday, 7:45 a.m. – 4:30 p.m.*)

(808) 961.8744 and Option 6 • TDD/TTY: 711 through Relay Service

Website: www.heleonbus.org

Last Updated: 12/15/2022