

## 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 3:30 a.m. and 1:00 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  Roberts Hawaii

## Fares—Effective July 1, 2013

Fares are paid for each one-way trip. Bus operators only accept cash. **No round trip fares are allowed. Fares are subject to change.**

**Exact fare is required — No change is given!**

Category	General	Discount*
One Way	<b>\$2.00</b>	<b>\$1.00</b>
10-Ride Tickets available for purchase at Mo'ohau Bus Terminal	<b>\$15.00</b>	<b>\$7.50</b>
Monthly Pass available for purchase at Mo'ohau Bus Terminal	<b>\$60.00</b>	<b>\$45.00</b>
Children under 5 with a fare paying passenger	<b>FREE</b>	<b>FREE</b>
Transfer to another route within two hours	<b>FREE</b>	<b>FREE</b>

\*Discount fare is for students with valid school ID attending through college/university, seniors age 60 years old or older with valid ID showing age, persons with disabilities with a valid County of Hawai'i Mass Transit Agency Disability Discount Card and Medicare card holders with valid ID. All other passengers pay General fare.

10-Ride Tickets and Monthly Passes are available for sale at County of Hawai'i Mass Transit Agency offices, Mo'ohau Bus Terminal, or through the mail, by mailing a check, credit card or money order (payable to County of Hawai'i) & the number and type of passes/tickets requested to the County of Hawai'i Mass Transit Agency, 25 Aupuni Street, Hilo, HI 96720.

## 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, Interim Mass Transit Administrator**

## 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 11/Red Line: Hilo to Volcano Route Timetable

*Take The Trip!*



**7 day a week service between  
Downtown Hilo @ Mo'ohau Bus  
Terminal and Hawai'i Volcanoes  
National Park**

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



**Effective Sunday, September 5, 2021**

### Route 11: Red Line - Hilo to Volcano

Effective September 05, 2021

#### Southbound to Hawai'i Volcanoes National Park

Bus Stop ID#	Hilo							Kea'au	Kurtistown	Fern Acres	Mountain View	Glenwood	Volcano Village	Hawai'i Volcanoes National Park
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Mo'ohau Bus Terminal (329 Kamehameha Ave)	Aupuni Street @ Pauahi Street (Aupuni Center, County Building)	Kilauea Avenue @ Across Kohala Street (Across from Hilo Shopping Center)	Kapiolani St @ Lanikaula St - University of Hawai'i-Hilo	W. Kawili St @ Waiakea High School	Kawili Street @ UH-Hawaii Community College	Onu Ohu Street @ Prince Kuhio Plaza (Macy's Mens, Children & Home)	Old Volcano Road @ Kea'au Pahoa Rd (US Post Office)	Highway 11 @ Kurtistown Park (across bus shelter)	Highway 11 @ farside of N. Kulani Road	Highway 11 @ Verna's Drive In	Highway 11 @ Hirano Store	Old Volcano Road @ Volcano General Store	Crater Rim Drive @ Visitor Center
	100	101	103	105	106	107	110	901	903	<b>TBA</b>	911	912	914	809
	5:00 AM	5:04 AM	5:06 AM	5:08 AM	5:11 AM	5:12 AM	5:17 AM	5:27 AM	5:32 AM	5:37 AM	5:42 AM	5:52 AM	5:59 AM	6:10 AM
	7:40 AM	7:44 AM	7:46 AM	7:48 AM	7:51 AM	7:52 AM	7:57 AM	8:07 AM	8:12 AM	8:17 AM	8:22 AM	8:32 AM	8:39 AM	8:50 AM
	10:40 AM	10:44 AM	10:46 AM	10:48 AM	10:51 AM	10:52 AM	10:57 AM	11:07 AM	11:12 AM	11:17 AM	11:22 AM	11:32 AM	11:39 AM	11:50 AM
	<b>1:40 PM</b>	<b>1:44 PM</b>	<b>1:46 PM</b>	<b>1:48 PM</b>	<b>1:51 PM</b>	<b>1:52 PM</b>	<b>1:57 PM</b>	<b>2:07 PM</b>	<b>2:12 PM</b>	<b>2:17 PM</b>	<b>2:22 PM</b>	<b>2:32 PM</b>	<b>2:39 PM</b>	<b>2:50 PM</b>
	<b>4:40 PM</b>	<b>4:44 PM</b>	<b>4:46 PM</b>	<b>4:48 PM</b>	<b>4:51 PM</b>	<b>4:52 PM</b>	<b>4:57 PM</b>	<b>5:07 PM</b>	<b>5:12 PM</b>	<b>5:17 PM</b>	<b>5:22 PM</b>	<b>5:32 PM</b>	<b>5:39 PM</b>	<b>5:50 PM</b>
	Monday through Friday only							Everyday service						

### Route 11: Red Line - Hilo to Volcano

Effective September 05, 2021

#### Northbound to Hilo

Bus Stop ID#	Hawai'i Volcanoes National Park	Volcano Village	Glenwood	Mountain View	Fern Acres	Kurtistown	Kea'au	Hilo						
	N	M	L	K	J	I	H	G	F	D	E	C	B	A
	Crater Rim Drive @ Visitor Center	Old Volcano Road @ across Volcano General Store	Highway 11 @ Glenwood Park (across Hirano Store)	Highway 11 @ St. Theresa's Church	Highway 11 @ S Kulani Road	Highway 11 @ Across from Kurtistown Park	Old Volcano Road @ Kea'au-Pahoa Road (HMSA building, farside)	Onu Ohu Street @ Prince Kuhio Plaza (Macy's Mens, Children & Home)	Kawili Street @ across from UH-Hawaii Community College	W. Kawili St @ Waiakea High School	Kapiolani St @ Lanikaula St - University of Hawai'i-Hilo	Kilauea Avenue @ Kohala Street (Hilo Shopping Center)	Aupuni Street @ Pauahi Street (Aupuni Center, County Building)	Mo'ohau Bus Terminal (329 Kamehameha Ave)
	809	918	919	920	<b>TBA</b>	921	924	110	107	106	105	180	101	100
	6:15 AM	6:21 AM	6:27 AM	6:33 AM	6:38 AM	6:43 AM	6:49 AM	7:02 AM	7:07 AM	7:08 AM	7:11 AM	7:15 AM	7:18 AM	7:22 AM
	9:15 AM	9:21 AM	9:27 AM	9:33 AM	9:38 AM	9:43 AM	9:49 AM	10:02 AM	10:07 AM	10:08 AM	10:11 AM	10:15 AM	10:18 AM	10:22 AM
	12:15 PM	12:21 PM	12:27 PM	12:33 PM	12:38 PM	12:43 PM	12:49 PM	1:02 PM	1:07 PM	1:08 PM	1:11 PM	1:15 PM	1:18 PM	1:22 PM
	3:15 PM	3:21 PM	3:27 PM	3:33 PM	3:38 PM	3:43 PM	3:49 PM	4:02 PM	4:07 PM	4:08 PM	4:11 PM	4:15 PM	4:18 PM	4:22 PM
	6:15 PM	6:21 PM	6:27 PM	6:33 PM	6:38 PM	6:43 PM	6:49 PM	7:02 PM	7:07 PM	7:08 PM	7:11 PM	7:15 PM	7:18 PM	7:22 PM

Admission to Hawai'i Volcanoes National Park is \$15.00 for a seven day pass and is payable to the bus operator.



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

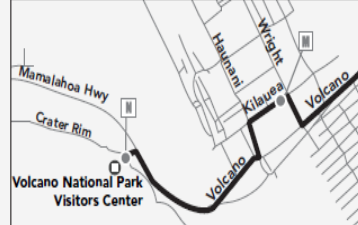
## Hele-On Bus Schedule - #11 Red Line Hilo - Volcano

### Legend

- #11 Red Line Hilo-Volcano
- Timepoint
- Transit Hub
- Medical Facility
- College/University
- School
- Key Destination

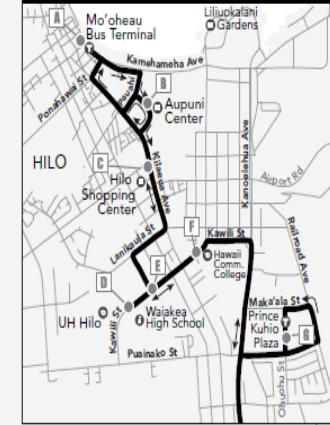
www.heleonbus.org schematic map - not to scale

### INSET 3



Note: Passengers disembarking at Hawai'i Volcanoes National Park will need to pay a \$15.00 entry fee, which will be collected by the bus operator and it is valid for seven (7) days.

### INSET 1



### INSET 2



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.

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

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.