

## 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

The Hawai'i State Department of Education (DOE) is launching a pilot program called EXPRESS, (Expanding Ridership to Educate Students in Schools) is to expand subsidized county bus passes for high schoolers in grades 9-12. The pilot program aims to help mitigate the impacts of the national school bus driver shortage. Interested students with an active DOE student ID number may sign up for a free county bus pass. Visit: <https://www.hawaiipublicschools.org/ConnectWithUs/Organization/Offices/FacilitiesandOperations/Transportation/EXPRESS/Pages/default.aspx> for details. A DOE pass is needed to ride this route. Those without a DOE pass will need to pay the Hele-On fare of \$2.00 per general passenger or \$1.00 for discount passengers.

Category	Discount*
Monthly Pass available from Department of Education	<b>\$45.00</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.

## 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 502: Waikoloa Village Tripper Timetable

*Take The Trip!*



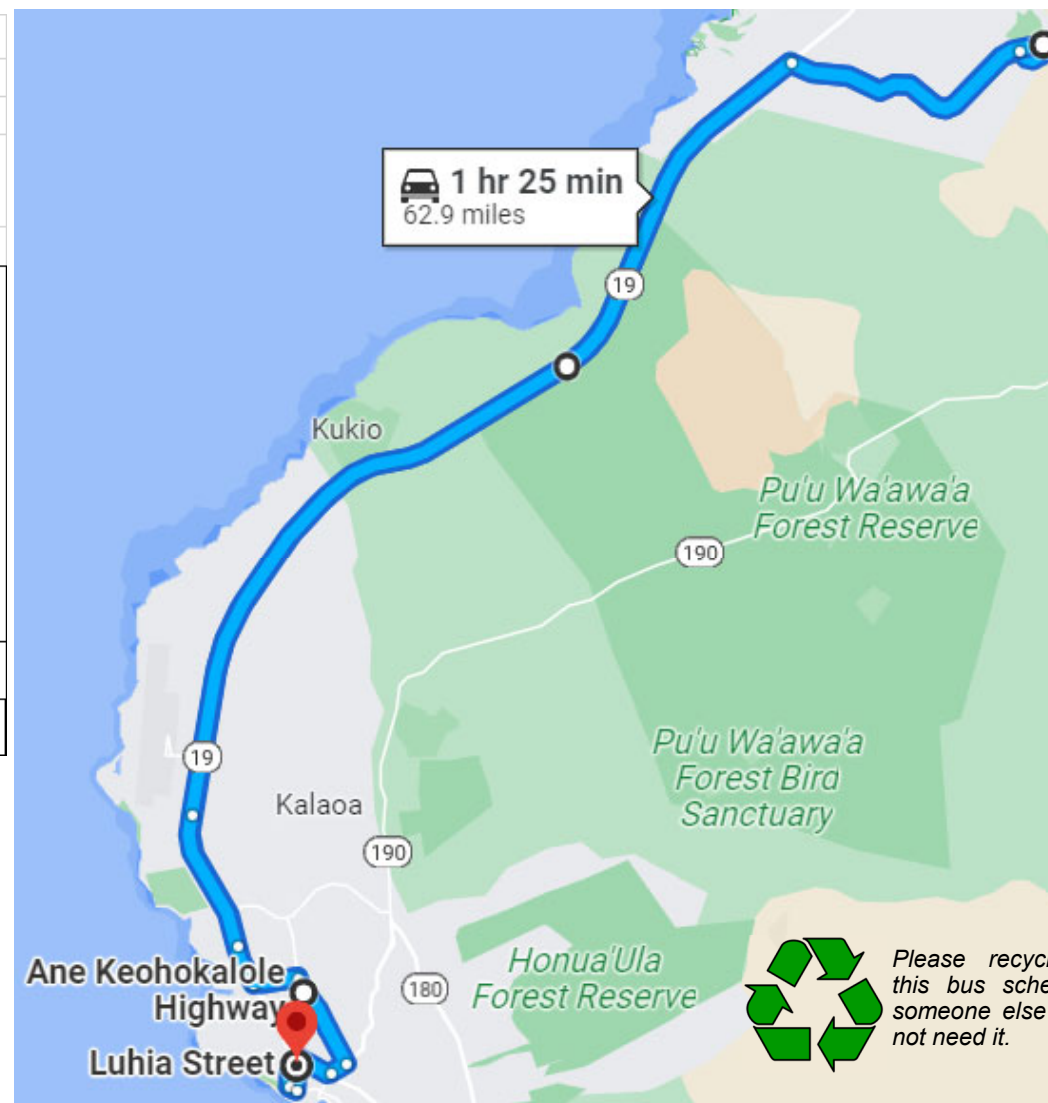
**Monday-Friday service during school days between Kona Commons, Kealakehe High School and Waikoloa Village**

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



**Effective Monday, November 28, 2022  
(Revised 1)**

Route 502: Waikoloa Village Tripper					Route 502: Waikoloa Village Tripper							
Effective Monday, November 28, 2022					Effective Monday, November 28, 2022							
Westbound to Kailua-Kona					Eastbound to Waikoloa Village							
Waikoloa Village	Kailua-Kona					Kailua-Kona			Waikoloa Village			
<b>E</b>	<b>J</b>	<b>K</b>	<b>L</b>		<b>L</b>	<b>K</b>	<b>J</b>	<b>E</b>				
Bus Comes From? Waikoloa Road @ Waikoloa Village Highlands Shopping Center	Ane Keohokalole Hwy @ Farside of Kealahou Parkway (West Hawaii Civic Center)				Ane Keohokalole Hwy @ Farside of Manawalei St (Across from Kealahou High School)	Luhia Street @ Loloku Street (Target)	Bus Continues As?	Bus Comes From? Luhia Street @ Loloku Street (Target)	Ane Keohokalole Hwy @ Farside of Puhuluhuli St (Kealahou High School)	Ane Keohokalole Hwy @ Farside of Kealahou Parkway (Across from West Hawaii Civic Center)	Waikoloa Road @ farside of Pua Melia Street (across Waikoloa Village Highlands Shopping Center)	Bus Continues As?
Bus Stop ID#	449	<b>TBA</b>	<b>TBA</b>	606		Bus Stop ID#	606	<b>TBA</b>	<b>TBA</b>	<b>TBA</b>		
None	No Morning Service - Use Route 2/Blue Line					80 @ 5:00 AM	<b>3:21 PM</b>	<b>3:30 PM</b>	<b>3:31 PM</b>	<b>4:16 PM</b>	80 @ 4:35 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.

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

This route operates Monday-Friday only when Hawaii'i Public Schools is in session. Please visit [www.heleonbus.org](http://www.heleonbus.org) or call (808) 961-8744, option 1 to see when this route is operating.  
**No Saturday, Sunday or Holiday service.**

Only the Hele-On bus stops shown on the schedule are served. Please flag the bus at the intersection shown on the timeline or board at a Hele-On Bus Stop sign, Kona Trolley sign or a red/white or blue "Bus Stop" sign.

- - - means timepoint is not served.

