

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 the intra-Hilo and intra-Kona Hele-On fixed bus routes. Visit 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 7:00AM – 6:00PM
Kona Monday – Saturday 6:30AM – 8:30PM
Service does not operate on Sundays and holidays recognized by the County of Hawai'i. Visit 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 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 Monday – Saturday 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 Sunday for Monday 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. Call the Reservation Line if the driver has not arrived after 30 minutes.

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.

Cost to Ride Paratransit = \$4 for a one-way trip

Drivers only accept exact cash fare or Hele-On Kako'o paratransit ride coupons. Drivers do not give change. Ride coupons are available for pre-trip purchase at the County of Hawai'i Mass Transit Agency office. No refunds or transfers.

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 Route 301 – Waimea Shuttle for everyone! This flexible type services combine ADA paratransit and general public transit into one service providing additional mobility in the Waimea 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 \$4.00 for all passengers.

Waimea Flex Service Hours:

Monday – Saturday 6:30 a.m. – 5:30 p.m.

Other Transit Services

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

For more information on these programs, call the County of Hawai'i Mass Transit Agency at (808) 961-8744, or visit us online at www.heleonbus.org.

**County of Hawai'i Mass Transit Agency
Title VI Notice**

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



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
heleonbus@hawaiicounty.gov

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