

**County of Hawai'i
Mass Transit Agency**



Rider's Guide

25 Aupuni Street
Hilo, Hawai'i 96720
(808) 961-8408

CALL CENTER RESERVATIONS
(808) 640-1020
TDD/TYY: 711 through the Relay Service

Rev 4/30/2022

Information in this Rider's Guide describes Hele-On Kako'o paratransit procedures for use by our eligible riders and caregivers. Because the Rider's Guide contains information summarized and condensed from a number of sources it may contain omissions or errors. The Rider's Guide is not legal advice, and it does not replace City, State or Federal laws that regulate and govern paratransit operations.

TABLE OF CONTENTS

Introduction.....	7
Eligibility.....	8
Unconditional.....	8
Conditional.....	8
Temporary.....	9
Length of Eligibility.....	9
Visitor Eligibility.....	9
Reasonable Modifications.....	10
Traveling With Others.....	12
Bringing Other People.....	12
Personal Care Attendants (PCA).....	12
Companions.....	12
Service Area.....	13
Hours of Operation.....	13
Flex Routes.....	15
Waimea.....	15
Fern Acres.....	15
Hilo/Waimea.....	15
Volcano/Ocean View.....	15
Waikoloa Trolley.....	15
Cost to Ride.....	16
Cash Fare.....	16
Reservations.....	17
Information you must provide.....	18

Request Options.....	19
Trip Purpose Priority.....	19
Standing Orders.....	20
Riding.....	21
Shared Ride.....	21
Vehicle Type.....	21
Pick-Up Window.....	21
Vehicle Arrival.....	22
5-Minute Rule.....	22
Early Pick-Up.....	22
Late Pick-Up.....	23
Trip and Reservation Questions.....	23
Changing your Reservation.....	23
Cancelling a Trip.....	23
Late Cancel.....	24
No Show.....	24
Use of Ramp or Lift.....	25
Wheelchair Limitations.....	25
Wheelchair Securement Policy.....	26
Children on Paratransit.....	29
Children as Eligible Riders.....	30
Children as Companions.....	30
Bringing Items on Board.....	31
Carry-On Package Limitations.....	31
Life Support Equipment.....	31

Traveling with Animals.....	32
Service Animals.....	32
Pets.....	32
Caregiver Responsibility.....	32
Driver Responsibilities and Behavior.....	33
Requirements.....	33
Restrictions.....	34
Rider Responsibilities and Behavior.....	35
Rider Code of Conduct Policy.....	35
Disruptive Behavior.....	37
Dangerous Behavior.....	37
Bathroom Accidents.....	38
No-Show and Late Cancellation Policy.....	39
No-Show.....	39
Pick-Up Window.....	39
Late Cancellation.....	40
Record Keeping.....	41
Penalties.....	41
Notification of No-Shows or Late Cancellations...	43
Suspension Due to Behavior.....	44
Appeals.....	45
Exceptions to the Rules.....	45
Feedback.....	46
Complaints.....	46
Praise.....	47

Comment Cards.....	47
Lost and Found.....	47
Transportation Commission.....	48
Contact Information.....	49

Introduction

What is Paratransit?

The Americans with Disabilities Act (ADA) prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications. Our public transit system is required to provide special service to eligible individuals whose disabilities prevent them from using and/or accessing our lift-equipped public transportation. This special service is known as “paratransit service.” It is required by the ADA to complement our fixed-route public transit service by operating during comparable times and servicing areas covered by the fixed route. We provide paratransit service up to one (1) mile on either side of the existing public, non-commuter, fixed-route system. We call our paratransit services Hele-On Kako’o.

To Caregivers and Social Service Agencies:

This document was written for all paratransit riders and is phrased as if the rider is reading the document. We know that many caregivers and others will assume the responsibility of reading and understanding this information as well as making reservations and other arrangements for the rider.

However, if the person you take care of will be riding without an attendant, it is very important that he or she be able to follow the basic rider responsibilities.

Paratransit information and forms can also be found on our website at www.heleonbus.org/paratransit

Eligibility

To use Hele-On Kako‘o, you must fill out an application form, participate in a short interview (normally done over the phone), certify your disability by having your physician complete the P-1 Form, and be found eligible for the service. There are three types of eligibility. You will be informed which of the three you have: unconditional, conditional, and temporary.

Review your eligibility type so you understand what kind of service you will receive. If you have questions about eligibility, call Hele-On Kako‘o.

Unconditional Eligibility

If you are never able to use the fixed-route buses without having another person there to help you, you will have unconditional eligibility for paratransit. That means that you will be allowed to take all your requested transit trips on Hele-On Kako‘o where paratransit service is provided. You may choose to travel on the fixed-route when you can, for example when traveling with an attendant.

Conditional Eligibility

If the County of Hawai‘i Mass Transit Agency determines that you are able to use the fixed-route independently for some trips, but not others, you will be given conditional eligibility. You will be allowed to take some of your trips using Hele-On Kako‘o service. We will explain which trips

you may take on Hele-On Kako'o, and which trips you should plan to take on the regular transit. We may refuse to provide a paratransit trip that you are able to take on the regular fixed-route bus.

Temporary Eligibility

If your disability is temporary or your health is expected to improve, you will be given paratransit eligibility for a limited time, after which you are expected to return to using the regular fixed-route buses.

Length of Eligibility

Eligibility to use Hele-On Kako'o service is assigned for a maximum period of three (3) years. You must reapply every three years for continuous service. Reapplication is required even when your disability is permanent and unchanging.

Visitor Eligibility

All public transit agencies in the United States offer paratransit services meeting the requirements of the ADA. Eligible individuals who travel, are entitled to use their eligibility on similar ADA paratransit services at other public transit systems. As a visitor, you may use the system up to 21 days within a 365-day period beginning on the date you first use the service. Prior to your travel, contact the public transit agency of the area you will be visiting in order to establish your paratransit eligibility ahead of time. This will make your visit less difficult when making reservations on their service.

REASONABLE MODIFICATIONS

Modifications that make public transportation accessible to individuals with disabilities may include ramps, lifts, changes in stop locations, designated seating areas, complementary (non-fixed route) bus systems, like Hele-On.

Riders must complete the Request for Reasonable Modification form and provide a clear description of the modification needed to use the transportation service. We ask that the rider make the modification request as far in advance as possible, particularly when it is a long-term problem. Advance requests can be made at any time during the eligibility determination, reservation, or complaint process.

Common examples of reasonable modification requests in paratransit include:

- Picking a rider up at a building entrance that is flat and unobstructed.
- Helping an individual who is blind get to the front of the building in extreme weather.

Transit providers do not need to provide a modification if it:

- Causes a direct threat to the health or safety of others. For example, when assisting a passenger means leaving the transit vehicle unattended in a high traffic

area, that could likely result in a collision and endanger the safety of the other passengers.

- Results in a fundamental alteration of the service. For example, if an individual requests the driver of a fixed-route service to stop at a location that is not on the schedule, this is a fundamental alteration to fixed-route service.
- Is unnecessary in order for the individual with the disability to receive services. For example, a passenger asks to sit in the same seat every time because of a personal preference.
- Results in an undue financial or administrative burden to the transit agency. (Applies only to recipients of Federal financial assistance.) An individual who requests a specific driver for a paratransit trip may be denied this request because this would cause an administrative burden.

How to Request a Reasonable Modification:

Rider's with a disability who is qualified may request modification directly from the County of Hawai'i Mass Transit Agency by completing a "Request for Modification" form or individuals may also contact the ADA coordinator in the Department of Human Resources directly at (808) 961-8361 to make a request. The Reasonable Modification Policy and Form can be found at:

<http://www.heleonbus.org/reasonable-modifications-for-individuals-with-disabilities>

Bringing Other People

ADA eligible riders, their personal care attendants (PCA), and their companions are allowed to use Hele-On Kako'o. Both personal care attendants and companions must travel to and from the same locations as the eligible rider they are traveling with. You must make reservations for them when you make the reservation for yourself.

Personal Care Attendants

A personal care attendant is someone you need to help you to perform daily activities, such as dressing, traveling in a wheelchair, or finding your way. When you apply for paratransit, you will be asked about your use of personal care attendants.

Companions

A companion can be a friend, relative, or other person who is traveling with you, but is not coming along primarily to help you. You must make a reservation for your companion when you make your own reservation. You are able to take one companion, but additional companions can only be added on the day of service if there is room.

Service Area

Hele-On Kako'o service is available up to one (1) mile beyond the Hele-On fixed bus routes 40, 101, 102, 103, 104, 201, 202, 204, 401, & 402. Areas are shown on the map below. You may also check online if an address is in the service area by visiting:

www.heleonbus.org/paratransit.

Service Hours

ADA paratransit is designed as a complement for the regular fixed-route bus service. Therefore, Hele-On Kako'o service is only available along routes 40, 101, 102, 103, 104, 201, 202, 204, 401, & 402 operating bus lines. Specifically, paratransit service is available within one (1) mile of our fixed-route bus routes during the same hours that buses are running on those routes. Both the origin and destination of the paratransit trip must meet this standard. The County of Hawai'i Mass Transit Agency will tell you if paratransit will be available for any particular trip you might want to make.

Paratransit service is available:

Hilo

Route 101 Keaukaha

Monday – Saturday 6:15AM – 7:45PM

Sunday & Holidays 9:15AM – 6:00PM

Route 102 Kaumana

Monday – Saturday 6:15AM – 7:15PM

Route 103 Waiakea Uka,

Monday – Saturday 6:30AM – 6:50PM

Route 104 Mohouli

Monday – Friday 7:30AM – 5:01PM

Saturdays – 7:30AM – 2:01PM

Puna

Route 40 Pahoa/Hilo

Monday – Friday 5:30AM – 10:05PM

Weekends & Holidays 5:30AM – 9:05PM

Route 401 Hawaiian Beaches/Nanawale

Monday – Friday 5:30AM – 9:30PM

Weekends & Holidays 6:30AM – 8:30PM

Route 402 Hawaiian Paradise Park/Hawaiian Acres

Monday – Friday 4:35AM – 8:30PM

Saturdays – 5:30 AM – 8:30PM

Kona

Route 201 Kona Trolley

Daily, including Holidays 7:00AM – 8:55PM

Route 202 Central Kona

Daily, including Holidays 7:00AM – 10:00PM

Route 203 North Kailua-Kona

Monday – Saturday 5:35AM – 9:00PM

Sunday & Holidays 6:00AM – 9:00PM

Route 204 South Kona/Capt. Cook/Honaunau

Monday – Saturday 6:00AM – 8:55PM

As Hele-On service is adjusted, paratransit service may be adjusted as well. Please contact us for up to date details.

Flex Service

Hele-On offers flex route services along Routes 12 – Volcano/Ocean View, 60 – Hilo/Waimea, 301 – Waimea Shuttle, and 403 – Fern Acres 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 also fare free for all passengers.

Waimea Flex Service Hours:

Monday – Friday	6:30 a.m. – 5:30 p.m.
Weekends & Holidays	9:30 a.m. – 5:30 p.m.

Fern Acres Flex Service Hours:

Monday – Saturday	9:00 a.m. – 6:45 p.m.
-------------------	-----------------------

Hilo – Waimea Flex Service Hours:

Monday – Friday	4:35 a.m. – 8:25 p.m.
Saturday, Sunday & Holidays	7:35 a.m. – 9:10 a.m. 5:13 p.m. – 7:00 p.m.

Volcano/Ocean View Flex Service Hours:

Monday – Saturday	10:30 a.m. – 5:10 p.m.
Sunday & Holidays	10:30 a.m. – 12:05 p.m. 3:30 p.m. – 5:10 p.m.

Waikoloa Trolley Flex Service Hours:

Daily	12:00 p.m. – 8:00 p.m.
-------	------------------------

Hele-On Kako'o Fares

Currently the Mass Transit Agency is offering rides free of charge. This includes PCA's and companions.

RESERVATIONS
CALL CENTER (808) 640-1020
TDD/TTY: 711 through the Relay Service

Reservations

Travel on Hele-On Kako'o is by advance reservation only. Reservations are made on the phone to the Hele-On Kako'o Call Center at (808) 640-1020. Reservation calls are accepted daily from 7:45 a.m. to 4:30 p.m. and the Dispatch Call Center Monday – Saturday from 5:00 a.m. – 10:30 p.m. HST, and Sundays and County observed holidays from 5:30 a.m. – 9:30 p.m.

You must make your reservation by 4:30 p.m. the day before your trip. You may make a reservation as up to 14 days in advance.

County observed holidays are the following:

- New Year's
- 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
- Veteran's Day
- Thanksgiving
- Christmas

Information You Must Provide

Either you or your caregiver may call to make a reservation for you. A Hele-On Kako'o Call Center representative will take down your reservation request and schedule your trip based on the area, date and time of travel, and type of vehicle you require. Please have the following information ready to make a reservation:

- Your name as it appears on your Hele-On Kako'o identification card, or your Hele-On Kako'o ID Number;
- A contact number;
- The address where we will pick you up;
- The address where we will drop you off;
- Any special instructions that the driver may need, such as gate codes, directions to a hard-to-find driveway, etc.;
- The date you want to travel;
- The time you want to be picked-up, or the time you want to be dropped-off at your destination;
- The time of your appointment if you are traveling to one;
- Whether you are traveling with a personal care attendant or a companion;

- Whether you are traveling with a service animal;
- Whether you will be using a mobility aid such as a wheelchair, walker, or scooter.

Request Options

You have the option of requesting a reservation based on the time you want to be picked up or on the time you want to be dropped off at your destination. If you want to arrive at a particular time the Call Center Representative will use a best estimate to schedule a pick-up time that will accommodate your arrival time request. The Call Center Representative will take into consideration traffic and other factors, such as other riders being picked up and dropped off along the way.

While the Call Center Representative will offer you the best reservation time possible, understand that the exact pick-up time you want may not be available. Call Center Representatives can only check a limited number of different times for your reservation. If you are unhappy with the times initially offered, there are only limited alternative times available.

Trip Purpose Priority

Traveling on paratransit is an equal right and it is against the law to give priority to one trip over another within the service area. Trips are scheduled on a first-come, first-serve basis within the maximum constraints allowed by the ADA without prioritizing according to destination or purpose of trip.

Standing Orders

If you need to go to the same destination repeatedly, at least once a week, for at least a month, you may request a standing order. Once a standing order has been set up, Hele-On Kako'o will continue to pick you up without the need for you to make an individual reservation for each trip. If there is no immediate space for your standing order, you may be put on a waiting list. While you are on the waiting list, you will need to make individual reservations for each day's trips via the regular process.

Contact the Call Center to request a standing order.

RESERVATIONS
CALL CENTER (808) 640-1020
TDD/TTY: 711 through the Relay Service

RIDING HELE-ON KAKO'O PARATRANSIT

Shared Ride

Hele-On Kako'o is a "shared-ride" service. This means that other riders with different destinations will be picked up and dropped off along the way. Your trip normally would take longer than if you took a taxi or drove yourself.

Your ride may take a similar amount of time as the same trip would take on a fixed-route bus.

Vehicle Type

Hele-On Kako'o operates vans equipped with a wheelchair lift or ramp. Assignment to a particular vehicle is at the discretion of Hele-On Kako'o.

Pick-Up Window

When you make your reservation, the Customer Service Representative will confirm your trip by giving you a *pick-up window*. This is the 30-minute range of time you can expect the Hele-On Kako'o vehicle to arrive at your pick-up location. You must be ready to board the vehicle when the vehicle arrives at any time during this 30-minute pick-up window. The pickup window is normally 15 minutes prior to and after your scheduled pickup time.

For example, your scheduled pickup time is 9:00 AM. Your pickup window is between 8:45 AM and 9:15 AM.

Vehicle Arrival

Upon pickup it is your responsibility to wait in a location that you will be able to tell that the Hele-On Kako'o vehicle has arrived. Drivers are not allowed to lose sight of their vehicle at any time. Drivers will not leave a vehicle unsupervised with passengers aboard.

5 Minute Rule

Be ready! The driver will only wait five (5) minutes for you! It is your responsibility to be ready to take your trip. If you do not meet the vehicle when it arrives, your driver will make a reasonable attempt to find you or have the Hele-On Kako'o Call Center attempt to contact you via phone. If you cannot be located or choose not to start boarding within five (5) minutes, the driver will leave and continue on to their next pickup.

If you miss your pickup, there may be a substantial wait for a replacement pickup from Hele-On Kako'o. In addition, you may be penalized for failing to take the trip.

Early Pick-up

Sometimes your vehicle will arrive before the beginning of the window because of a cancellation or especially light traffic. If your vehicle arrives before the pick-up window, you may wait to get on the vehicle until the start of your confirmed pick-up window, or you may get into the vehicle and leave right away. It is your choice.

Late Pick-up

Sometimes your vehicle may be late picking you up. If your vehicle has not arrived by the end of the pickup window, you may call the Hele-On Kako'o Call Center to find out the estimated arrival time. If you experience a late pick-up, you may cancel or decline the trip and you will not be penalized. We also ask you to call the County of Hawai'i Mass Transit Agency at (808) 961-8744, TDD/TTY: 711 through Relay Service to report the late pick up.

Trip and Reservation Questions

For questions about existing and new reservations, or if you have questions about your upcoming trip on our service, please call the Call Center directly at (808) 640-1020, TDD/TTY: 711 through Relay Service.

Changing Your Reservation

You must contact the Call Center at least one day prior to your scheduled trip in order to make changes. A one-day advanced reservation is required for all trips regardless of the nature of the trip. Requests for changes on the day of your trip cannot be accommodated. Do not ask the driver to make changes to your trip, such as dropping you at a different address. Drivers are not allowed to make changes to the trips they are assigned.

Canceling a trip

Call the Call Center to cancel as soon as you know a

scheduled trip is not needed. Cancellations should be made at least two (2) hours prior to your scheduled pickup time, but you may call to cancel at any time of the day or night. If you call outside the normal business hours please leave a recorded message. There is no penalty if you cancel your trip a minimum of two (2) hours earlier than your scheduled trip. Timely cancellation of trips reduces wasted time and saves valuable resources.

Late Cancel

There are penalties for not calling in to cancel a ride less than two (2) hours ahead of the scheduled pickup time. Repeated no-shows and late cancels may be subject to suspension of service. See *No-Show and Late Cancellation Policy* on page 39 for more details.

No-show

If you schedule a trip and fail to cancel it ahead of time, it is called a no-show. If the driver arrives at the pickup location and you do not appear or board the vehicle to take your scheduled trip, it is a no-show. It is important that trips are not “wasted” so the County can continue to provide convenient and efficient rides. Repeat no-shows or late cancels carry penalties that could result in suspension of services. See *No-Show and Late Cancellation Policy* on page 37 for more details.

If you no-show for a ride, Hele-On Kako‘o will make every effort to determine whether you will still need other rides you may have scheduled that day. If we believe you will

not be using the return ride on a round trip or other rides scheduled that day, the trip(s) may be cancelled; however, we generally will *not* cancel any other subsequent trips scheduled for that day. If you do not plan to take those other trips and do not cancel them directly, you may incur more no-shows that day. Therefore, it is important that if you no show for a trip, you must call the Hele-On Kako'ō Call Center immediately to let us know if you will or will not still be using other rides you have reserved for that day.

Using the Ramp or Lift

Even if you are able to walk, you may board the vehicle using the ramp or lift if you find it difficult to use the steps.

Wheelchair Limitations

Hele-On Kako'ō vehicles have passenger ramps or lifts that meet ADA requirements. The ADA requires our ramps and lifts to accommodate wheelchairs and other mobility devices, at the minimum to be up to 48 inches long by 30 inches wide, weighing at least 600 pounds when occupied.

If your mobility device is larger or heavier, Hele-On Kako'ō may not be able to safely transport you and your device. Please contact the County of Hawai'i Mass Transit Agency for more details.

Wheelchair Securement Policy

When boarding or disembarking the paratransit vehicle, operators will:

- Greet the passenger using a wheelchair and inform them that they will prepare the wheelchair securement area for their use.
- Rise from the seat and move to the wheelchair securement area. Prepare the area by locating and properly placing the securement equipment, as needed.
- Deploy the lift or ramp for the passenger.
- Offer and provide boarding assistance.
- Once in the securement area, request, but not demand, that the passenger set the mobility device's brake and turn off power (if applicable).
- Secure the rear of the wheelchair first, and then the front; using all hooks and/or tethers to secure the wheelchair.
- Inform all passengers of the mandatory use of seatbelts or lap/shoulder belts while traveling and place them on the passenger; lap belt then shoulder belt.
- At their destination, release the lap/shoulder belts first; then release the wheelchair securement equipment from the mobility device.
- Offer and provide disembarking assistance.

Policy for Mobility Device Securement on Vans:

- MTA requires that passengers in mobility devices ride with their devices secured while in the vehicle; including lap/shoulder belts. MTA will not allow

wheelchairs to ride in places other than designated securement locations, nor are required to permit other types of mobility devices to occupy the securement locations.

- MTA requires an individual using a device other than a wheelchair and scooter, such as a walker with a built-in seat, to transfer to a vehicle seat.
- All mobility devices must be secured to the floor of vehicle during transportation. Passengers who do not comply with this policy may be denied transportation, as allowed under the ADA 49 CFR Part 38. Section 37.165(c)(3) of the DOT ADA regulations.
- MTA operators are responsible for the securement of wheelchairs. Operators are trained in the proper operation of all securement equipment.
- MTA requires that all passengers in the vehicle wear a seatbelt, this includes individuals using a wheelchair or scooter. The operator will secure the seatbelt or lap/shoulder belts to all passengers upon request.
- All MTA vans accommodate wheelchairs, scooters, and similar mobility devices up to 30 inches wide & 48 inches long (based on the available space on the van).
- The mobility device and passenger together must not exceed the weight limits of the lift or the ramp which is set at 600 pounds. Mobility devices exceeding these limits may be denied access if they create any safety, maneuverability or mechanical problems. Individuals may contact the MTA at (808) 961-8744, option 6 or TDD/TYY: 711 through Relay Service for more information.
- For their safety, and given the high incident of tip-overs, passengers using three-wheeled scooters are

strongly encouraged, but not required, to transfer to a regular van seat whenever possible. The scooter will then be secured in the wheelchair securement area.

- The marking and tether strap program is voluntary, and wheelchairs without markings or straps will be secured to the best of the ability of MTA van operators.

Below are Questions and Answers Concerning Wheelchairs and Paratransit Service.

May a transit operator require that wheelchairs be secured in vans?

- Yes, wheelchair securement on MTA vans is MANDATORY. All vehicles are required to be equipped with a securement system by 49 CFR Part 38 of the DOT ADA. Section 37.165(c)(3) of the DOT ADA regulations allows a transit operator to establish a policy that requires all riders to have their wheelchairs secured while aboard a van. Therefore, the operator may decline to provide service to a rider who refuses to allow their wheelchair to be secured.

Does a wheelchair need brakes in order to use the transportation service?

- No. The DOT ADA regulations' definition of a wheelchair does not include a requirement for brakes or any other equipment. A transportation operator may not deny transportation to a wheelchair user because the device does not have brakes or the user does not choose to set the brakes or power their wheelchair or scooter off.

May a transit operator deny boarding to a rider whose wheelchair is difficult to secure?

- No. Section 37.165(f) of the DOT ADA regulations requires transit personnel to use their best efforts to secure the device. MTA operators have been trained to successfully secure a variety of wheelchairs and ensure that they are fully secured on all paratransit vans.

Does a passenger in a wheelchair have to use the lap/shoulder belts?

- MTA policy requires all paratransit passengers to use seatbelts or the lap/shoulder belts. Under the broad nondiscrimination provisions in Section 37.5 of the DOT ADA regulations, a transit operator is not permitted to mandate the use by wheelchair users of seat belts and shoulder harnesses, unless the operator mandates the use of these devices by all passengers, including those sitting in vehicle seats. Since all seats on MTA buses have seatbelts, and all passengers are required to wear them, passengers using wheelchairs are also required to use the lap/shoulder belts at all times.

Children on Paratransit

Children may travel on Hele-On Kako‘o as eligible riders and as companions. All fares for children under the age of five (5) shall be waived. Hawai‘i State Law requires children under the age of four (4) must ride in a child safety seat and children between the ages of four (4) through seven (7) must ride in a booster or child safety seat. Parents or guardians

must provide their own child safety/booster seat and take it with them when they exit the vehicle. Hele-On Kako'o will not transport any child under the age of eight (8) without a safety seat. Our drivers will help you install your child safety seat if you need assistance, however drivers are not permitted to lift or carry children.

Children as Eligible Riders

Children whose disability (as opposed to their age) would prevent them from using the regular buses by themselves may be eligible for paratransit. Very few children under the age of five (5) meet this requirement. However, children under the age of five (5) who are eligible must travel with a parent or a personal care attendant.

Older eligible children may be required to travel with a personal care attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

Children as Companions

Eligible riders may bring one child as a companion and may bring additional children if space is available. The rider should call on the day of service to find out if there is room for additional companions.

The eligible rider must be able to manage the child by themselves or with the help of their personal care attendant.

Carry-On Package Limitations

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 attendant or companion.

Life Support Equipment

Respirator, portable oxygen, or other life support equipment is allowed as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be portable and small enough to fit into the paratransit vehicle and able to be managed by you or your personal care attendant and not interfere with the comfort and safety of other passengers.

Traveling With Animals

Service Animals

A service animal that has been trained to help with your disability is allowed to accompany you on Hele-On Kako'o vehicles. The service animal must be under your direct physical control and well behaved. It must not soil or damage the vehicle, bark, growl, or act in an aggressive or threatening manner to other riders. The Call Center representative must be notified that you are bringing a service animal when you make your reservation.

Pets

You may travel with a small pet as long as the animal is fully enclosed in a secure container that you can manage and hold on your lap or place at your feet. Please notify the Call Center representative at the time of your reservation that you will be traveling with a pet.

Caregiver Responsibility

Some rider's cognitive impairments, mental disorders, or memory challenges are such that they cannot be safely left on their own at either the pickup or the drop-off point. It is the responsibility of the rider's caregiver or family to clearly identify these riders to Hele-On Kako'o when making the reservation so that Hele-On Kako'o can inform the driver to be aware of any potential situations and take precautions if necessary.

However, the driver cannot act as an attendant for these riders. Cognitively impaired riders are allowed to travel without an attendant as long as they exhibit safe behavior in the vehicle and caregivers know that independent travel by the rider is at their own risk.

An attendant or caregiver must be present at the pickup point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off riders who need assistance, it can seriously disrupt the driver's schedule and result in undue delays to other riders. If Hele-On Kako'o encounters absences of an attendant or

caregiver, service to the rider may be suspended and the situation reported to adult protective services.

Driver Responsibilities and Behavior

Hele-On Kako'o drivers have many responsibilities. Our drivers are required to:

- Get out of the vehicle and let you know they have arrived.
- Offer assistance, such as pushing your wheelchair or offering their arm to help you walk a short distance safely to the vehicle, assist you in and out of the vehicle, and with carrying a reasonable amount of bags or packages.
- Wear a uniform.
- Operate the vehicle and ramp/lift in a safe manner and safely secure wheelchairs in the vehicle.
- Keep their vehicle in sight at all times.
- Be courteous at all times.
- Collect the fare from those listed on the manifest.
- Give you a receipt for the fare if requested.
- Transport only the riders assigned to them along with attendants and companions, who have reservations.
- Go only to the destinations listed on the manifest or as notified by the Call Center dispatcher.

Drivers are NOT ALLOWED to:

- Accept tips.
- Lift or carry riders, or carry wheelchairs up and down stairs at an arrival or destination location.
- Enter the rider's residence or go past the point where they cannot monitor other riders in either a public or private building.
- Take vehicle into an unsafe area.
- Perform any personal care assistance, such as assisting riders to dress or help administering medicine.
- Smoke, eat, or drink while the vehicle is in service.
- Use cell phone for personal calls or texting, play loud music, or wear headphones.
- Engage in unnecessary conversation with passengers as it can be distracting and a safety concern.
- Carry passengers or handle service animals.
- Wait for passengers to make a stop to conduct business, such as at a pharmacy or ATM/cash machine.
- Do drive-through or window-type of pick-ups.
- Alter the scheduled pickup and destination points.
- Take information from the rider about cancellations or changes in reservations.

All drivers are trained in basic first aid, but they are not medical technicians. If there is a medical or health emergency, the driver will call 911 and wait for trained help.

Rider Responsibilities and Behavior

Riders, their companions, and their personal care attendants must be responsible in their use of Hele-On Kako'o and follow our Rider Code of Conduct to ensure the safety and comfort of all riders and the driver.

Rider Code of Conduct Policy

- Treat your fellow passengers kindly – do not abuse, threaten, use obscene language or attempt to engage them in conversation that makes them uncomfortable;
- Respect others;
- Do not interfere with the operator's ability to control the vehicle while it is in motion;
- Remain seated with your seatbelt buckled until the vehicle comes to a complete stop, keeping arms, legs and head inside the vehicle;
- Do not behave in ways that disrupt the service or delay the vehicle;
- Pay your fare;
- Do not participate in illegal activities while on board the vehicle, such as smoking, consuming alcohol, or carrying/using illegal substances;
- Do not abuse or damage property or equipment, including marking, scratching or vandalizing fixtures;
- Clean up after yourself – do not litter;
- Do not eat or drink on board the bus***
- Listen to music or media devices only with headphones or earphones. Keep cell phone conversations to a minimum;
- Store all items underneath the seat, or on your lap;

- Do not soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene;
- Do not commit violent or illegal actions on board the vehicle or use paratransit as a mode of transportation while in the process of committing a crime or conducting illegal activities;
- Do not fraudulently obtain paratransit service for yourself or for others;
- Do not carry a weapon, firearm, explosive, flammable material, or corrosive liquid on board (small oxygen tanks required for medical purposes are acceptable);
- Do not harass other riders or paratransit staff, including racial, sexual, gender, or age-related remarks;
- Do not participate in distracting, disruptive or dangerous behavior or verbal abuse as defined below:

****Exception: those who have a medical condition which requires the intake of food or drink (e.g. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition. Please submit a Reasonable Modification Request. Details on page 10.*

Disruptive Behavior

Loud conversation, including cell phone conversation, screaming, yelling, and banging on any surface of the paratransit vehicle is prohibited. Engaging in unnecessary conversation with the driver while the vehicle is in motion is also prohibited as the distraction could compromise everyone's safety.

Dangerous Behavior

Any threat or action, physical and/or verbal that could result in direct or indirect harm to the driver, vehicle or other passengers is strictly prohibited. This includes verbal abuse, in which any oral presentation is offensive to another passenger, driver or staff member.

Violation of any of these rules can result in refusal of service, suspension of service, removal from the system, fines, and/or arrest as allowable under the ADA. Based on the seriousness and frequency of the offense, penalties generally follow the progressive *Time periods of service suspensions*. However, immediate refusal of service and/or suspension of service may be imposed if that is necessary to preserve the safe operation of Hele-On Kako'o. Unless immediate suspension is warranted, a rider will receive written or verbal warning before suspended so that they can correct the behavior that is causing the problem.

Anyone who commits a physical assault or other illegal act will also be subject to criminal prosecution.

Bathroom Accidents

Many of us have had times in our lives where we became ill in public and we understand that sometimes this kind of thing happens. Should it happen to you on board our vehicle, please discretely notify the driver of the situation so that they can make arrangements to get you home quickly and return the vehicle to a sanitary state. However, consistent problems of this nature cannot be accommodated. We will suggest steps be taken to control the situation should this happen to you. Our vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please ensure proper precautions are taken prior to departure to ensure you will be able to make your entire trip without incident.

NO-SHOW and LATE CANCELLATION POLICY

The County of Hawai'i Mass Transit Agency understands that because Hele-On Kako'o requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. The County of Hawai'i Mass Transit Agency also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of services. The following information explains the Hele-On Kako'o paratransit services no-show and late cancellation policy.

No-show

A no-show occurs when a rider fails to board the vehicle for a scheduled trip. This includes rider not at the scheduled pick up address and the driver cannot locate the rider; the vehicle arrives on-time at the scheduled pickup location, but the rider is not ready to board the vehicle within five (5) minutes; or rider has not called to cancel trip at least two (2) hours prior to pick up.

Pickup window

The pickup window is defined as from (15) minutes before the scheduled pickup time to 15 minutes after the scheduled pickup. Riders must be ready to board the vehicle that arrives within the pickup window. The driver will wait for a maximum of five (5) minutes within the pickup window for the rider to appear.

Late cancellation

A late cancellation is defined as a cancellation made:

- less than two (2) hours before the scheduled pickup time, or
- upon the vehicle arriving at the pickup location, or
- by refusing to board a vehicle that has arrived within the pickup window.

No show due to operator error or circumstances beyond the rider's control

Hele-On Kako'o does *not* count no-shows or late cancellations due to operator error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving after the end of the pickup window (late arrival)
- Drivers arriving within the pickup window, but departing prior to waiting the required five (5) minutes

Hele-On Kako'o does *not* count no-shows or late cancellations due to circumstances beyond the rider's control, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in health condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should call the Hele-On Kako'o paratransit service call center at (808) 640-1020 when experiencing a no-show or

late cancellation due to circumstances beyond their control as timely as possible. You will *not* be penalized for no-shows or late cancels that occur because of sudden emergencies; however, because only a 2-hour window is needed to cancel, it is anticipated that you will usually be able to cancel in a timely fashion.

Subsequent trips after a no-show will not be automatically cancelled. When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders should cancel any subsequent trips they no longer intend to take that day.

Record Keeping

Hele-On Kako'o reviews all recorded no-shows and late cancellations to ensure accuracy before posting them to a rider's account. Drivers' daily logs are provided weekly to the County of Hawai'i Mass Transit Agency administrative office. Due to the delay real-time data for all trips may not be available. Each verified no-show or late cancellation that is consistent with the above definitions counts as one (1) occurrence.

Penalties

The County of Hawai'i Mass Transit Agency may suspend for a reasonable period of time, riders who establish a pattern or practice of missing scheduled trips (no-shows). Trips missed by a rider for reasons beyond his or her control (including trips missed due to a transit agency error or lateness) will not

be a basis for determining that a pattern or practice exists.

Within a 30 day period, three (3) or more no-shows will be grounds for the suspension of service if the number of no-shows constitutes 10% or more of the rider's completed trips. Only no-shows that are within the rider's control will be counted toward the policy. All records will be reviewed thoroughly prior to suspension

For the first no-show within the 30-day period: The County of Hawai'i Mass Transit Agency will contact the rider by telephone to determine the reason for the no-show and emphasize the importance of notifying the County of Hawai'i Mass Transit Agency of changes in the travel schedule.

For the second no-show within the 30 day period after the first occurrence: The County of Hawai'i Mass Transit Agency will notify the rider by mail of the time and date of the no-show and warn that any additional no-shows may result in suspension of service.

For the third no-show within the 30-day period after the second occurrence: The County of Hawai'i Mass Transit Agency will review the rider's travel record. If the no-shows constitute 10% or more of the rider's completed trips, the County of Hawai'i will proceed to suspend its service for three days. If the no-shows do not constitute 10% or more of the rider's completed trips, the County of Hawai'i Mass Transit Agency will follow the procedure stated for the second no-show.

For the first offense, there will be a three (3) day suspension of service. For the second offense, there will be a six (6) day suspension of service. For the third offense, there will be a nine (9) day suspension of service. For the fourth and subsequent suspension, there will be a twelve (12) day suspension of service.

Loss of subscription service takes effect after the second suspension of service in a rolling 12-month period and will not be removed until the rider has three consecutive months without any no-shows or late cancellations.

The following table provides an outline of violations mentioned above for riders who show a pattern and routine of no-shows.

VIOLATION	ACTION
1st	Phone Call
2nd	Written Warning
3rd	Suspension

Notification of no-shows or late cancellations

Riders who are at risk of meeting the conditions for a suspension will be sent written notification as timely as possible to warn of the potential suspension of service.

Riders who have met all the conditions for a suspension of service will be sent written notification as timely as possible, including details on late cancellations and/or no-shows that

have been posted to the rider's account. The notice will be mailed by certified letter and provide information of the right to appeal the suspension. Suspensions will be scheduled to begin at least 10 business days after receipt of the suspension to allow the customer an opportunity to present information relevant to the pending suspension.

You are not penalized for no-shows or late cancels that occur because of sudden emergencies, which make it impossible for you to cancel more than one hour before your trip. However, because only a two (2)-hour notice is needed to cancel, it is anticipated that you will usually be able to cancel in a timely fashion. You are not penalized for being a no-show if your ride arrived late, that is, after the end of the pick-up window, or if a reservation error was made by the Call Center representative. You are encouraged to discuss your record with staff if you feel you have been "no-showed" in error.

Suspension Due to Behavior

Suspension is also the penalty for offenses and failure to comply with acceptable rider behavior other than no-shows or late cancels. Based on the seriousness and frequency of the offense, penalties generally follow the progressive procedure as found on page 41. However, immediate suspension of service may be imposed if that is necessary to preserve the safe operation of Hele-On Kako'o. Suspension can be immediate when the behavior is illegal or potentially compromises the safety of our driver, other riders, or our equipment. Unless immediate suspension is warranted, a rider will receive a written or verbal warning

before being suspended so that they have the opportunity to correct the behavior that is causing the problem.

Anyone who commits a physical assault, threat, harm or other illegal act will also be subject to criminal prosecution.

Appeals

If you are suspended, you have the right to appeal. You will be sent information about how to appeal with your suspension notification letter.

A rider who formally submits a written appeal for a suspension resulting from multiple no-shows and/or late cancels will be allowed to continue use of Hele-On Kako'o paratransit services pending the outcome of the appeal. For other types of suspensions, the Mass Transit Agency administration will decide on a case-by-case basis whether a rider who has appealed a suspension can use the service pending the outcome of the appeal hearing. This decision will be based on consideration of the safety and security of system operation.

Exceptions to the Rules

Hele-On Kako'o recognizes that some disabilities and health-related conditions may cause people to act in ways that may break some Hele-On Kako'o rules. For example, a person with some conditions may have involuntary verbal outbursts. Hele-On Kako'o will take disability-related conditions into consideration before suspending service.

However, suspension will still be an option if it is necessary to maintain the safe operation of the system. In such cases, service can be restored when the rider and the rider's caregivers develop a plan to ensure that the safety of Hele-On Kako'o staff and riders are not compromised.

Feedback:

Complaints

Hele-On Kako'o uses communication to and from our riders to keep track of how the paratransit system is operating. Please call to let us know when you have a problem, so that we can work to correct it for the future. If you have a problem on a trip, just give us your name, the date, and approximate time of your trip. We can identify the Call Center representative who made your reservation or the driver who provided the ride. You can make a complaint in any of the following ways:

- Tell a Call Center Representative that you want to make a complaint.
- Call the County of Hawai'i Mass Transit Agency and inform them of your complaint.
- Write to the Mass Transit Agency.

The County of Hawai'i Mass Transit Agency will let you know that your complaint has been received. All complaints are acted on. You may be contacted to let you know the outcome of the investigation.

If our agency is unable to resolve complaints that are related to the ADA, you can file a complaint with the Federal

Transit Administration Office of Civil Rights. Complaints should be filed within 180 days from the date of the incident and mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Include the following information with your complaint:

- Statement of events including the date(s) and time(s)
- Any supporting documentation

You will receive a letter from the FTA that describes the findings of the investigation and any corrective action the transit agency is required to take to correct the problem.

Praise

It's important to let staff know when things go well. Use any of the above methods to communicate your positive experiences. Your praise will be forwarded to drivers or other staff if you desire.

Comment Cards

All vehicles carry comment cards. Ask the driver for one. You can fill one out and give it to the driver or mail it in after your trip.

Lost and Found

Riders, attendants and companions are responsible for

keeping track of personal possessions while traveling on Hele-On Kako'o. If you discover you have left something on a vehicle, contact the Call Center to report it. If the item is found, you will be contacted and told where the item is being stored. If you do not pick-up your item within 30 days, it will be donated to charity. If you take a Hele-On Kako'o ride to pick up your item, you will be charged the normal fare.

Transportation Commission

You can attend Hawai'i County Transportation Commission meetings and speak to the members of the Commission. Call the County of Hawai'i Mass Transit Agency for more information or visit www.heleonbus.org.

Contact
Hele-On Kako'o Paratransit

Transdev
(808) 640-1020 CALL CENTER
TDD/TTY: 711 through the Relay Service

- Reservations.....
Daily, 7:45 am to 4:30 pm

 - Ride Cancellations.....
24 hours (leave a message after hours)

 - Call Center/Dispatch.....
Monday – Saturday, 5:00 am to 10:30 pm
Sundays/Holidays, 5:30 am to 9:30 pm

 - Complaints.....
Daily, 7:45 am to 4:30 pm
-

**County of Hawai'i Mass Transit Agency
Hele-On Kako'o Paratransit Service
25 Aupuni Street
Hilo, Hawai'i 96720
(808) 961 – 8744
TDD/TTY: 711 through the Relay Service
Email: heleonbus@hawaiicounty.gov**

- Administration.....
- Eligibility Phone Interview.....
- Eligibility In-Person Assessment.....
- General Information.....
- Complaints.....
- Interpreter Service.....

The Hele-On Kako'o Transit Program Manager can help you with the following:

- Eligibility Process and Questions
- General Paratransit Questions
- Rider Feedback & Complaints
- Lost and Found
- Community Outreach

